

Data Sheet 40 (DS 040)

Swimming Pools

What are we monitoring?

Difference between resident satisfaction with and their importance rating for swimming pools.

The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population that includes assessing resident satisfaction and importance for: swimming pools. Survey respondents are asked to indicate satisfaction and importance on a 1 to 5 scale where 1 means 'very dissatisfied' or 'not at all important' and 5 means 'very satisfied' or 'very important'. This measure assesses the gap between mean importance and mean satisfaction ratings for swimming pools. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

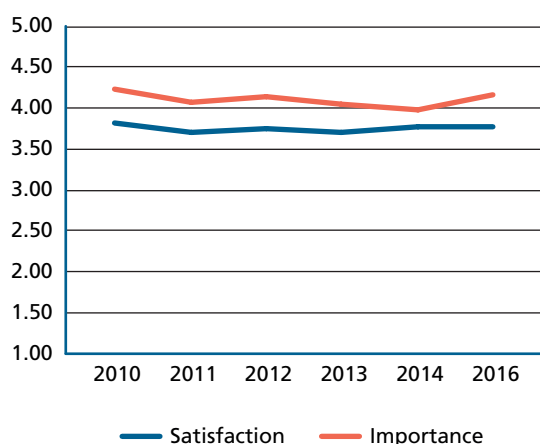
What is the trend?

Satisfaction with pools has remained steady since 2010. The importance of pools has fluctuated. In 2016 the importance of pools had increased significantly from the 2014 survey. The gap in 2016 is consistent with previous levels with the exception of 2014, when the gap between satisfaction with and the importance of pools was only 0.2. The gap has been consistently relatively small, indicating that the provision of this service is meeting the needs of residents.

Why is monitoring this trend important?

Monitoring the importance and satisfaction of services provided helps the Council to prioritise and plan service provision. A closing gap between importance and satisfaction may indicate that Council is efficiently directing its resources to the appropriate services or that there is a falling level of importance for the service as demographics change or vice versa.

Swimming Pools – Gap Between Resident Satisfaction and Importance Ratings



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Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.82	3.71	3.76	3.70	3.77	3.78
Importance Ratings	4.23	4.07	4.14	4.04	3.97	4.17
Gap	0.41	0.36	0.38	0.34	0.20	0.39

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2000, 2003, 2006, 2009, 2011, 2013, 2016