

What are we monitoring?

Difference between resident satisfaction with, and their importance rating for parks and playgrounds in the Blue Mountains.

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: parks and playgrounds. 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 parks and playgrounds. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

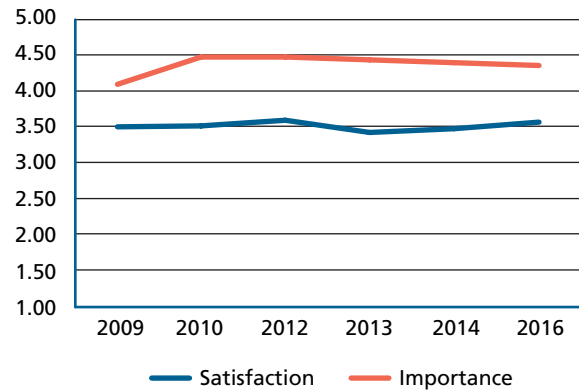
What is the trend?

The gap between resident satisfaction with, and the importance of, parks and playgrounds has closed significantly since 2013. The trend for this service is heading in the right direction.

Why is monitoring this trend important?

Monitoring the importance and satisfaction of services provided helps the Council to plan and prioritise 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.

Parks and Playgrounds – Gap Between Resident Satisfaction and Importance Ratings



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Year	2009	2010	2012	2013	2014	2016
Satisfaction Ratings	3.50	3.51	3.60	3.43	3.47	3.57
Importance Ratings	4.10	4.48	4.48	4.44	4.39	4.35
Gap	0.60	0.97	0.88	1.01	0.92	0.78

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2009–2016