

What are we monitoring?

Difference between resident satisfaction with and their importance rating for commuter car parks 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: commuter car parks. 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 commuter car parks. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

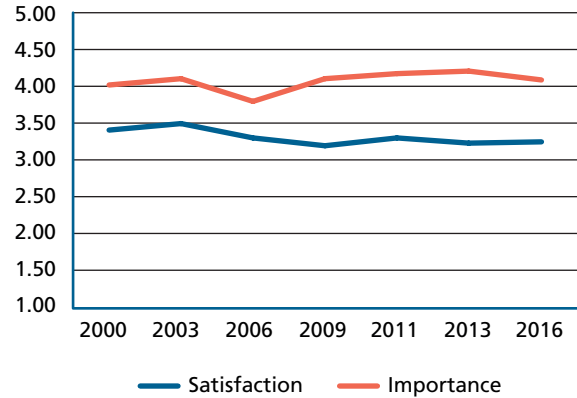
What is the trend?

The importance of commuter carparks had remained steady since 2000. Satisfaction with commuter parking has remained steady since 2011 but has fallen significantly since 2000. The gap between satisfaction and importance of commuter car parking has not changed since 2011 but has increased significantly since 2000.

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.

Commuter Car Parks – Gap Between Resident Satisfaction and Importance Ratings



Commuter Car Parks – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	3.40	3.50	3.30	3.20	3.30	3.23	3.24
Importance Ratings	4.00	4.10	3.80	4.10	4.16	4.21	4.08
Gap	0.60	0.60	0.50	0.90	0.86	0.98	0.84

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2000–2016