

### What are we monitoring?

Difference between resident satisfaction with and their importance rating for footpaths.

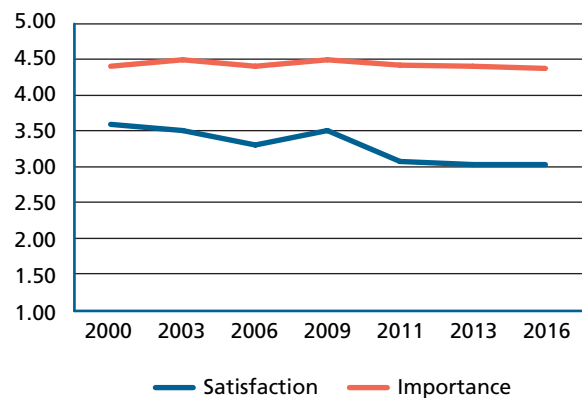
The Council conducts a bi-annual Community Survey (previously conducted annually) of a representative sample of the population that includes assessing resident satisfaction and importance for: footpaths. Survey respondents are asked to indicate satisfaction and importance on a 1 to 5 scale where 1 means '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 footpaths. 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 long term trend is for an increasing gap between resident satisfaction with and importance rating for footpaths. The gap has widened significantly between 2000 and 2016. The importance rating of footpaths has not changed but the level of satisfaction with footpaths has declined since 2000. The trend indicates that this service is not meeting the needs and expectations of residents.

Footpaths – Gap Between Resident Satisfaction and Importance Ratings



### Why is monitoring this trend important?

Monitoring the importance and satisfaction of the community with footpaths, helps the Council to plan and prioritise future service provision. An increasing gap between importance and satisfaction rates is an indication that the community is not satisfied with the current level of footpath provision. Footpaths are an important element of a more sustainable Blue Mountains. They provide safe pathways for people to move around on foot or on bicycles. They support increased physical activity which in turn supports a healthier community. They also support people using public transport to safely access bus stops, train stations and town and village centres.

Footpaths – Gap Between Resident Satisfaction and Importance Ratings

Year	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.60	3.40	3.50	3.40	3.30	3.40	3.50	3.05	3.07	3.06	3.04	3.04	3.04
Importance Ratings	4.40	4.40	4.50	4.50	4.40	4.50	4.50	4.42	4.42	4.43	4.41	4.43	4.38
Gap	0.80	1.00	1.00	1.10	1.10	1.10	1.00	1.37	1.35	1.37	1.37	1.39	1.34

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