

### What are we monitoring?

The difference between resident satisfaction with and their importance rating for traffic safety of pedestrians and vehicles within the Blue Mountains Local Government Area (LGA).

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: 'traffic safety of pedestrians and vehicles'. 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 traffic safety of pedestrians and vehicles. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

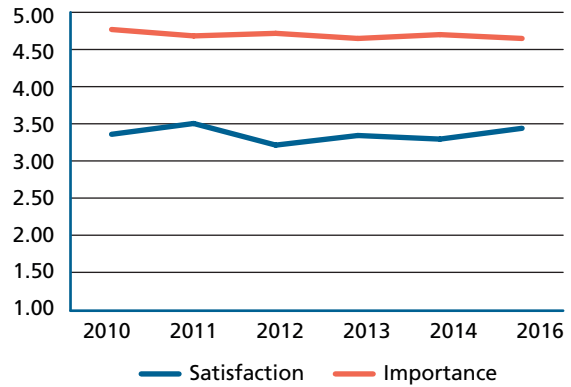
### What is the trend?

There is a relatively significant gap between resident satisfaction and importance ratings for traffic safety. While importance ratings for traffic safety have remained very high (above 4.65 out 5), satisfaction ratings are lower ranging from 3.22 in 2012 to 3.44 in 2016.

### Why is monitoring this trend important?

Monitoring importance and satisfaction ratings helps the Council to plan and prioritise service provision in the future. The data for traffic safety indicates that the community is seeking a higher level of service.

Traffic Safety – Gap Between Resident Satisfaction and Importance Ratings



Traffic Safety – Pedestrians and Vehicles – Gap Between Resident Satisfaction and Importance Ratings

Year	2010	2011	2012	2013	2014	2016
Satisfaction Ratings	3.36	3.51	3.22	3.34	3.29	3.44
Importance Ratings	4.77	4.68	4.71	4.67	4.70	4.65
Gap	1.41	1.17	1.49	1.33	1.41	1.21

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2010–2016