

### What are we monitoring?

The difference between resident satisfaction with and their importance rating for sealed roads 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 sealed roads. 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 sealed roads. No gap between satisfaction and importance indicates the needs of the community are being addressed, while a large gap indicates they are not.

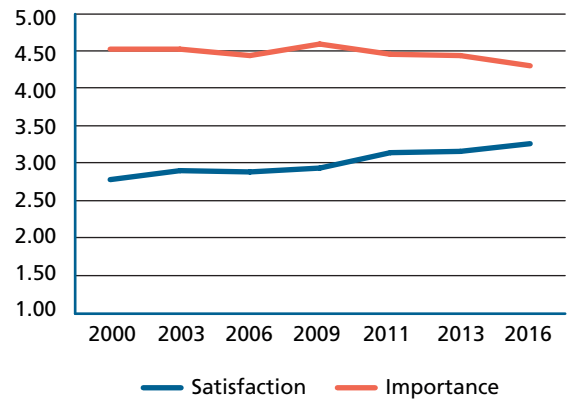
### What is the trend?

The trend for this service is moving in the right direction. Since 2000 resident satisfaction with sealed roads has risen while the importance rating has fallen. The gap between satisfaction with and importance of sealed roads has decreased from 1.74 in 2000 to 1.04 in 2016.

### Why is monitoring this trend important?

Monitoring importance and satisfaction ratings helps the Council to plan and prioritise future service provision. This measure indicates that the gap between community perceptions of importance and satisfaction is narrowing – indicating that the needs of the community relative to sealed roads are being better addressed.

Sealed Roads – Gap Between Resident Satisfaction and Importance Ratings



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Year	2000	2003	2006	2009	2011	2013	2016
Satisfaction Ratings	2.79	2.90	2.88	2.94	3.14	3.16	3.27
Importance Ratings	4.53	4.53	4.44	4.60	4.46	4.44	4.31
Gap	1.74	1.63	1.56	1.66	1.32	1.28	1.04

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