

# Data Sheet 95 (DS 095)

## Community Satisfaction with Council Performance

### What are we monitoring?

Community satisfaction with the overall performance of the Council, Councillors and staff.

To assess satisfaction with the overall performance of the Council, staff and Councillors, the Council conducts an independent telephone survey of a randomly selected and representative cross section of the community. Residents surveyed are asked to rate their satisfaction on a 1 to 5 scale, with 1 being very dissatisfied and 5 being very satisfied. The staff and Councillor assessments relate to survey respondents who have had dealings with staff and Councillors.

### What is the trend?

The trend over the past four years has been one of increasing satisfaction with the performance of the Council. Between 2011–2016, overall satisfaction increased from 3.2 out of 5 to 3.5 out of 5.

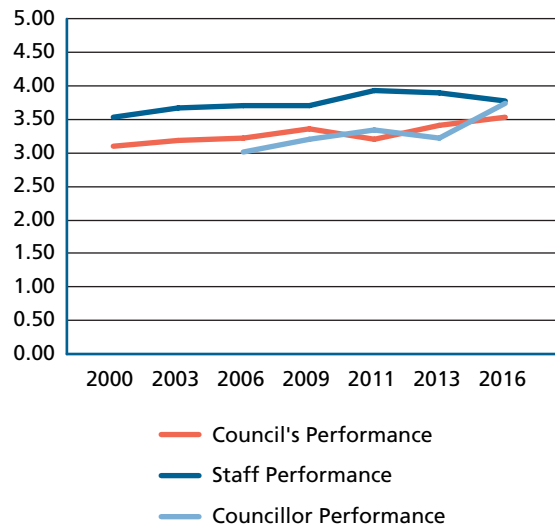
Satisfaction with Council staff has consistently provided the highest satisfaction result. Since 2011 there has been a slight reduction in satisfaction levels from 3.93 to 3.77. However, any score above 3.75 is considered a very high result.

Satisfaction with the overall performance of Councillors has continued to increase from 3.34 in 2011 to 3.74 in 2016, a statistically significant increase in satisfaction levels.

### Why is monitoring this trend important?

Resident satisfaction with the overall performance of the Council, staff and Councillors, provides a good measure of community satisfaction with Council performance.

Community Satisfaction with Council, Councillor and Staff Performance



Community Satisfaction with Council, Councillor and Staff Performance (1 to 5 Scale – 1 'Very Dissatisfied' and 5 'Very Satisfied')

| Year        | 2011 | 2012 | 2013 | 2014 | 2016 |
|-------------|------|------|------|------|------|
| The Council | 3.21 | 3.43 | 3.42 | 3.60 | 3.53 |
| Staff       | 3.93 | 3.87 | 3.89 | 3.91 | 3.77 |
| Councillors | 3.34 | 3.09 | 3.23 | 3.45 | 3.74 |

Source: Blue Mountains City Council, Blue Mountains Community Surveys 2011–2016