



Blue Mountains City Council

Community Satisfaction Research

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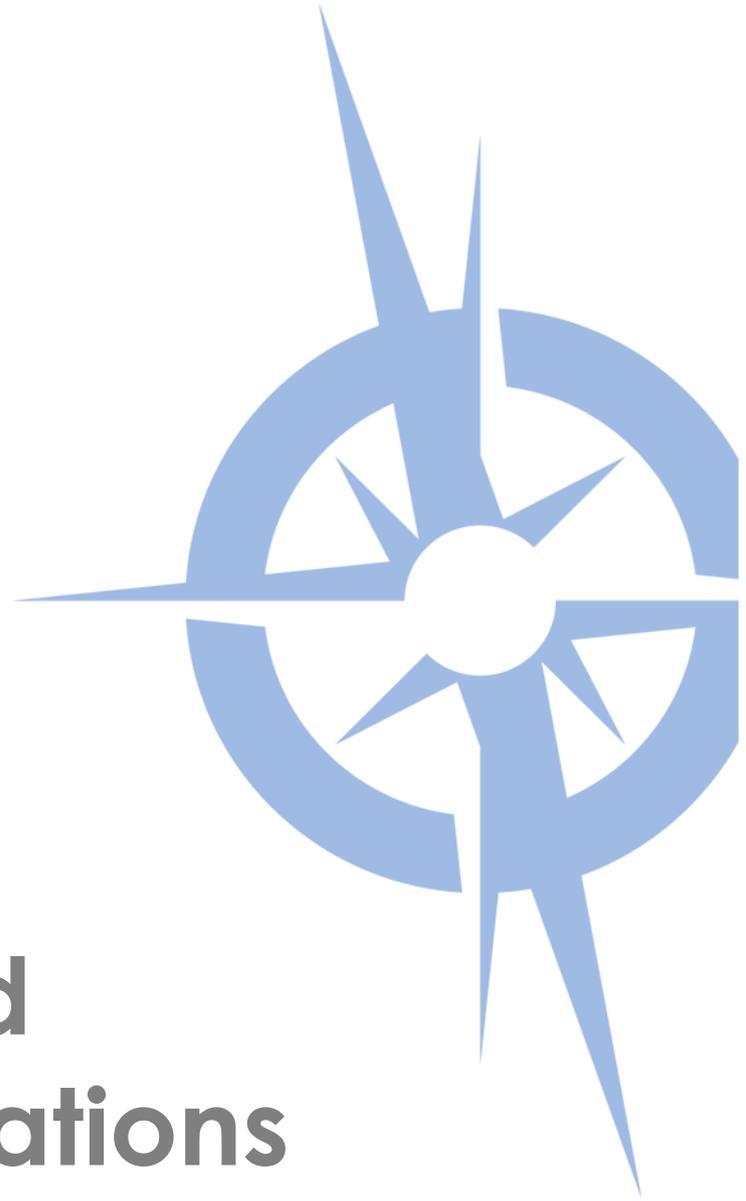
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Summary and Recommendations

Summary and Recommendations

Summary

87% of residents are at least 'somewhat satisfied' with the performance of Council.

Since 2016, there has been a large shift in the importance that residents attribute to different services and facilities, with more than half of the services and facilities significantly increasing in importance.

In the same period resident's satisfaction levels have significantly decreased for 10 of the comparable services and facilities. However, 35 out of the 42 service areas measured are providing at least a moderate level of satisfaction.

The threat for bushfires is one of their greatest concerns for residents. 'Managing bushfire risk on Council land' and 'planning for and supporting emergency management for the City' were the highest rated areas of importance in 2018 and significantly increasing in importance from 2016.

49% of residents believe the services provided by Council are 'good' or 'very good' value for money. Of those that stated the services were poor value, the primary reason was that there is little return for the rates paid. Further analysis with regards to overall satisfaction and the value of services indicated that the community feel the need for more and improved services, facilities and infrastructure.

The top 15 drivers account for nearly 60% of overall satisfaction. Thematically they can be aggregated into 7 core areas of Councils Key Directions and services:

1. Town & village aesthetics
2. Emergency management
3. Council services for target groups
4. Roads and footpaths
5. Residential development
6. Waste management
7. Natural environment

Recommendations

As this is a community perceptions study, it is about understanding the drivers of community perceptions. Community consultation is a key driver accounting for 12% of overall satisfaction. That is, there is a high correlation between the level of community consultation and the overall satisfaction with Council. Based on the data, Council should look to engage and communicate with the community to clarify expectations and develop solutions across these 7 areas.

Specifically:

- Explore community perceptions towards fire risk management and increase the level of communication and engagement around procedures and plans that mitigate bushfire risk.
- Provide open and transparent communication in regards to the allocation of rates and management of local services, facilities and infrastructure.
 - Measure asset management delivery expectation around the maintenance and upkeep of the LGA.
 - Consult with the community to identify service level expectations across the diversity of demographic cohorts.
- Look to facilitate consultations regarding balanced development, transportation and waste management.



Background and Methodology

Background and Methodology

Blue Mountains City Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

1. Monitor and report on the community's importance and satisfaction ratings relative to the services provided by the Council and the gap between these;
2. Monitor and report on the community's satisfaction with and expectations relative to the overall performance of Council, particularly in relation to service delivery and Councillor and staff performance;
3. Identify key areas for improvement in Council service delivery and performance;
4. Obtain community input on emerging issues and issues of concern (city-wide and local) to inform the four-year Delivery Program and annual Operational Plan.

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

Questionnaire

Micromex Research, together with Blue Mountains City Council, updated the 2016 questionnaire.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 14th – 22nd March 2018 from 4pm to 8.30pm Monday to Friday, and from 10am to 3pm Saturday.

Survey area

Blue Mountains City Council Government Area.

Sample selection and error

381 of the 505 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 124 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Blue Mountains City Council LGA, i.e. Woolworths (Katoomba), IGA (Springwood), IGA (Blaxland), Springwood Train Station, Leura Train Station/Leura Mall and Glenbrook Train Station.

A sample size of 505 residents provides a maximum sampling error of plus or minus 4.4% at 95% confidence. This means that if the survey was replicated with a new universe of N=505 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.4%.

For the survey under discussion the greatest margin of error is 4.4%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data.

Response

Response sequence	Electronic White Pages	Number Harvesting	Effective Total
Completed interviews	381	124	505
Refusals	575	7	582
Valid contacts	956	131	1,087
Completion rate	40%	95%	46%

Background and Methodology

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, not working for, nor being an elected representative of Blue Mountains City Council and have lived in the Blue Mountains Local Government Area for more than 6 months.

Data analysis

The data within this report was analysed using Q Professional. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Ratings questions

The Unipolar Scale of 1 to 5, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction, was used in all rating questions.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Mean rating explanation

1.99 or less	'Very low' level of importance/satisfaction
2.0 – 2.49	'Low' level of importance/satisfaction
2.5 – 2.99	'Moderately low' level of importance/satisfaction
3.0 – 3.59	'Moderate' level of importance/satisfaction
3.6 – 3.89	'Moderately high' level of importance/satisfaction
3.9 – 4.19	'High' level of importance/satisfaction
4.2 – 4.49	'Very high' level of importance/satisfaction
4.5+	'Extremely high' level of importance/satisfaction

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

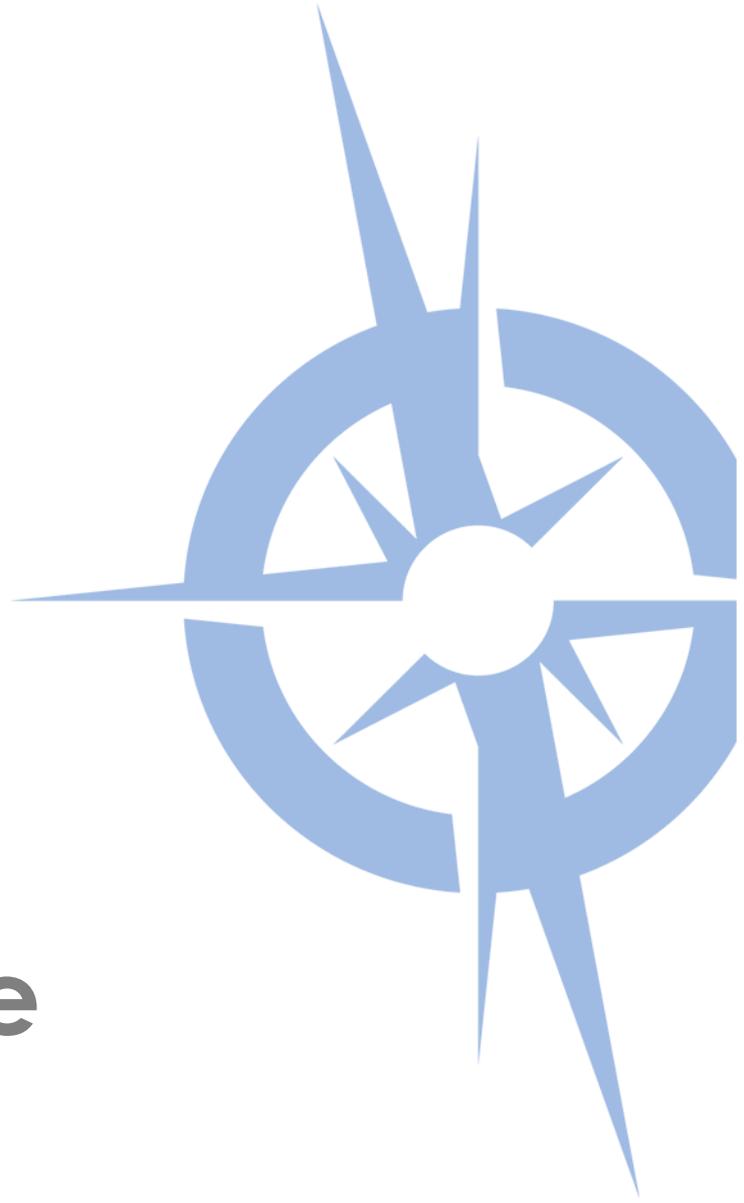
Micromex Benchmarks

These benchmarks are based on 60 LGAs that we have conducted community research for and were revised in 2016 to ensure the most recent comparable data. Since 2008, Micromex has worked for over 70 NSW councils and conducted 100+ community satisfaction surveys across NSW.

NSW LGA Brand Scores Benchmark

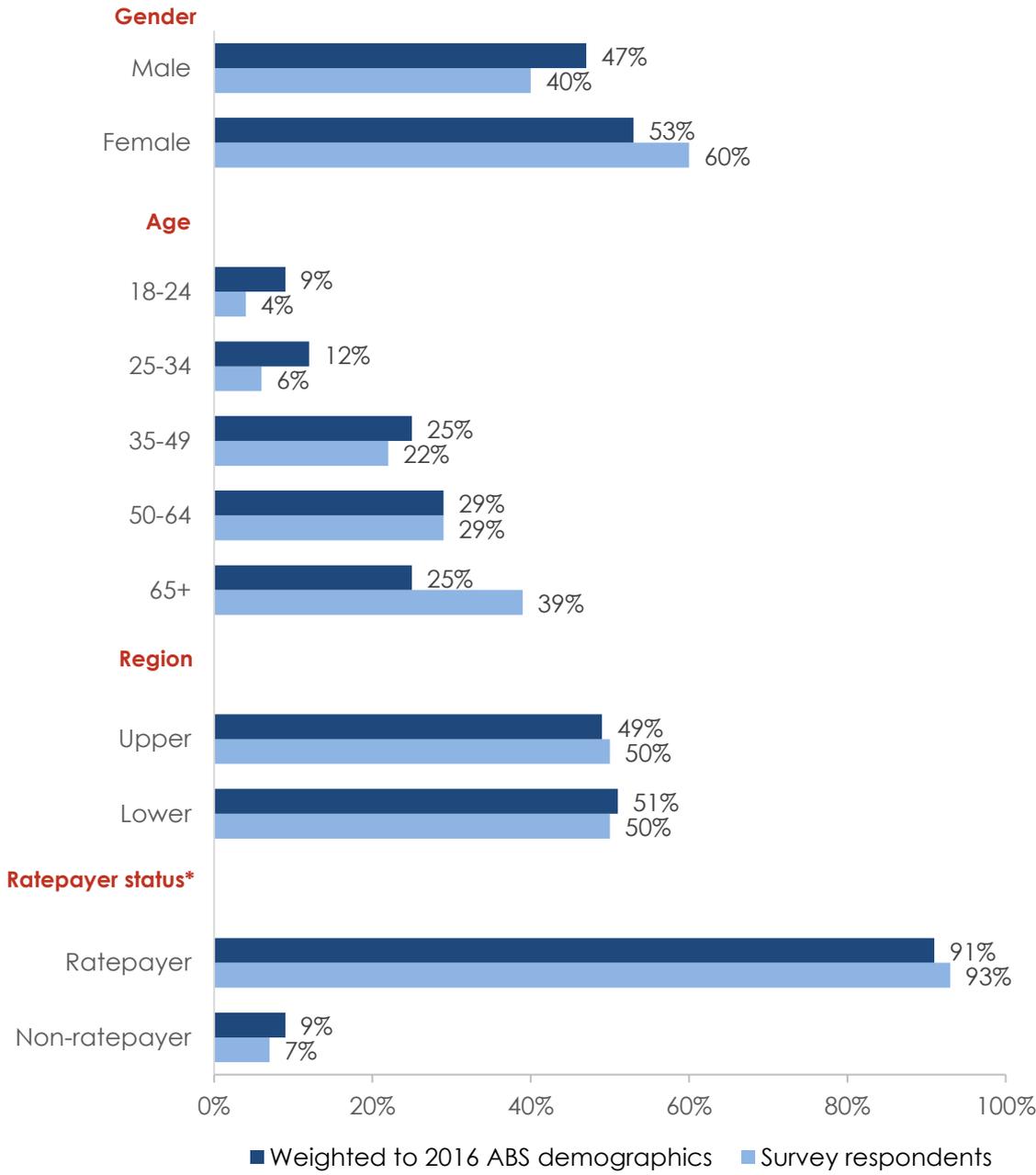
These benchmarks are based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score.





Sample Profile

Sample Profile



Base: N = 505

*Note: one person refused to answer 'ratepayer status'

A sample size of 505 residents provides a maximum sampling error of plus or minus 4.4% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Blue Mountains City Council.



Key Findings

Key Findings

Overview (Overall satisfaction)

Summary

87% of residents are at least 'somewhat satisfied' with the performance of Council.

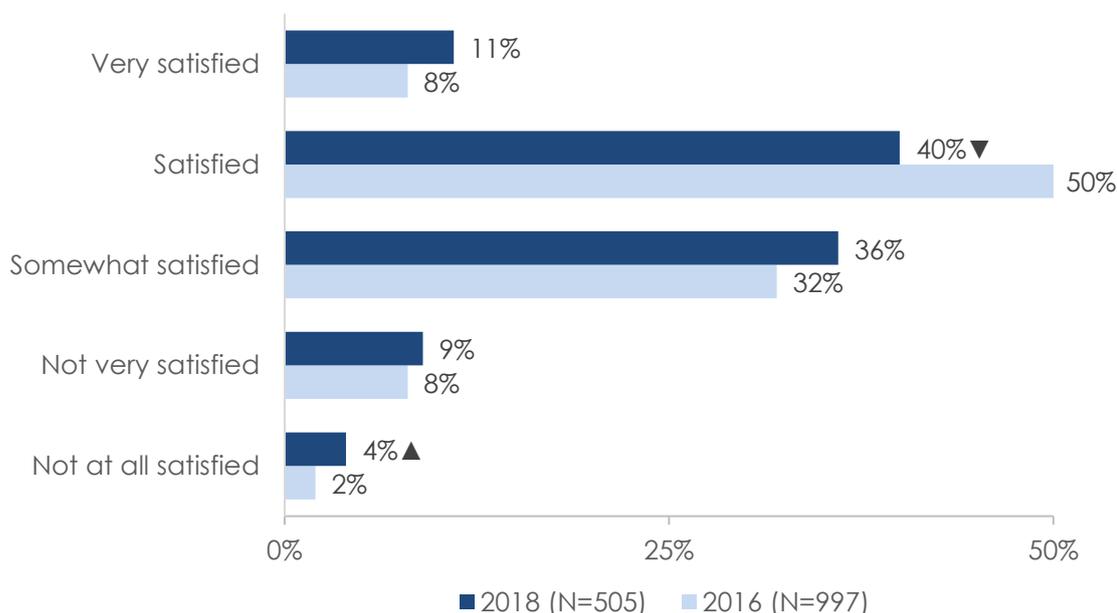
While the mean score remains on par with 2016, it is significantly higher than our 'Regional' benchmark and on par with our 'Metro' benchmark.

Q2a. How would you rate your satisfaction with the overall performance of your Council in providing services to the community?

	Overall 2018	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.44	3.39	3.49	3.55	3.30	3.41	3.53

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016*	2018
Mean ratings	3.10	3.24	3.18	3.10	3.23	3.16	3.36	3.23	3.21	3.43	3.42	3.60	3.52	3.44↓

NSW LGA BRAND SCORES	Metro Benchmark	Regional	All of NSW	Blue Mountains City Council
Mean ratings	3.45	3.22▼	3.31	3.44



Scale: 1 = not at all satisfied, 5 = very satisfied

*Please note: the published 2016 mean rating (3.53) has been updated to 3.52 based on a recalculation by Micromex Research

▲▼ = A significantly higher/lower level of satisfaction (by group)

↑↓ = A significantly higher/lower level of satisfaction (compared to 2014)



Key Findings

Overview (Value for money)

Summary

49% of residents stated that the services provided by Council were at least 'good value' for money and 18% felt that the services provided were 'poor value' to 'very poor value'.

Residents' perception of value for money overall remains similar to previous years, though there has been a significant increase at both ends of the scale, with significantly more residents stating the services represent 'very good value' and significantly more stating 'very poor value' than in 2016.

Q2c. Do you think the services provided by Council generally represent good value for money?

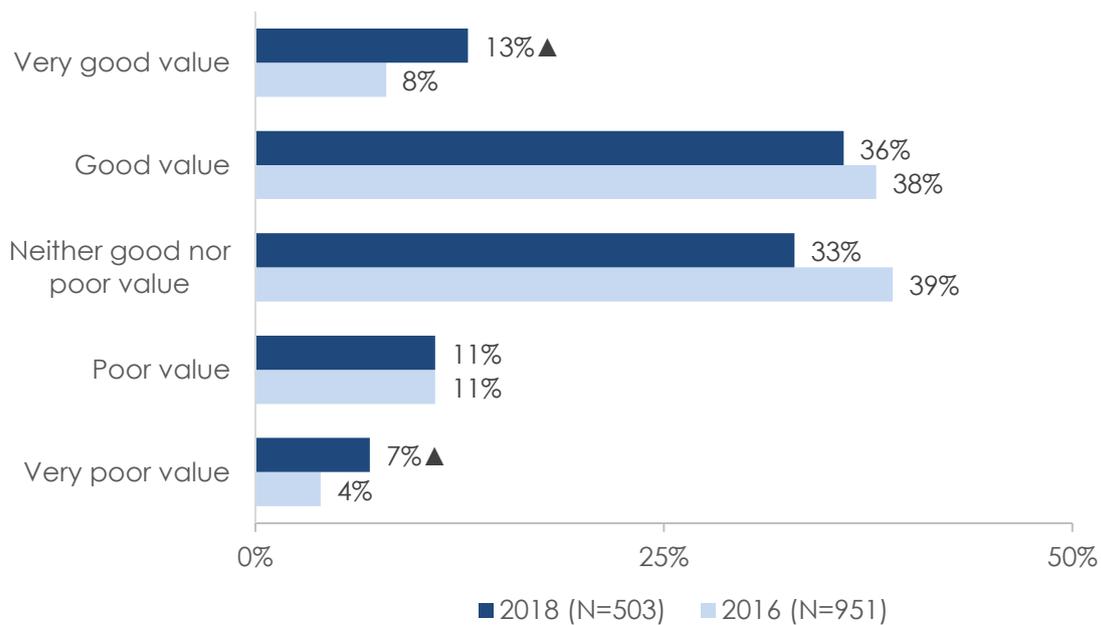
	Overall 2018	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.37	3.34	3.40	3.66▲	3.20	3.28	3.41

	Upper	Lower	Ratepayer	Non-ratepayer
Mean ratings	3.35	3.39	3.34	3.71

	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Mean ratings	3.11	3.00	3.22	3.34	3.03	3.26	3.27	3.47	3.34	3.37

Scale: 1 = very poor value, 5 = very good value

▲▼ = A significantly higher/lower rating (by group)



Key Findings

Overview (Community consultation)

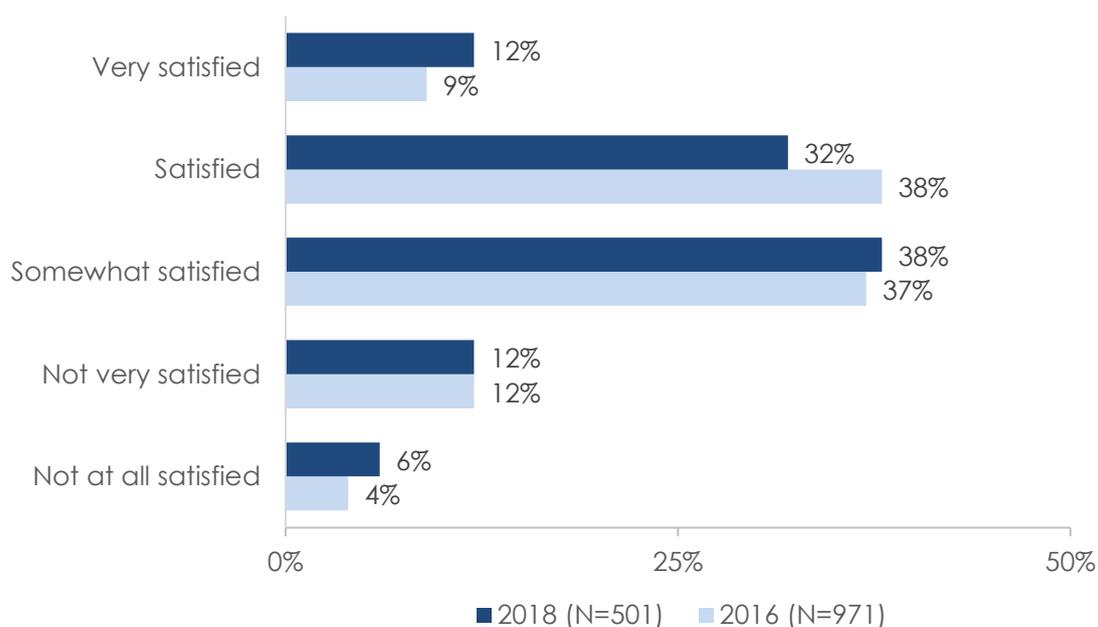
Summary

Satisfaction with the level of information provided, community consultation and advocacy undertaken has remained on par with 2016, with 82% of residents indicating they are at least 'somewhat satisfied'.

Q2e. How would you rate your overall satisfaction with the level of information provided, community consultation and advocacy undertaken by the Council?

	Overall 2018	Overall 2016	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.32	3.36	3.20	3.43▲	3.45	3.22	3.26	3.39

	Upper	Lower	Ratepayer	Non-ratepayer
Mean ratings	3.31	3.33	3.31	3.48



Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction (by group)



Key Findings

Overview (Top priority areas for Council to focus on)

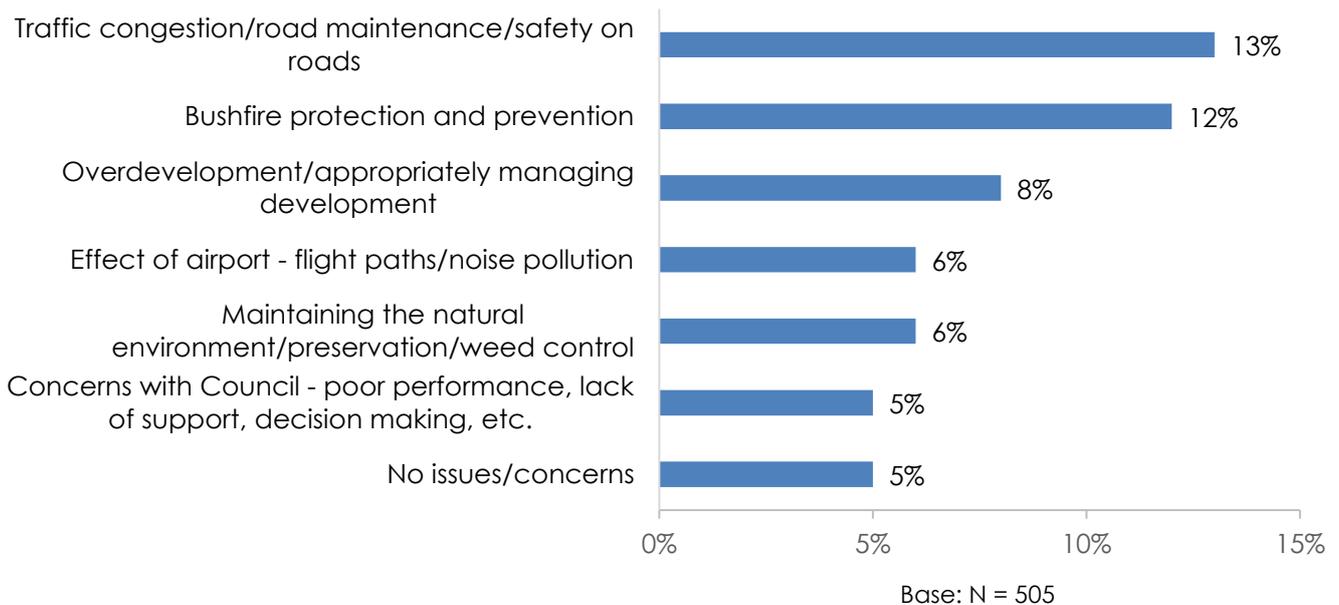
Summary

'Traffic congestion/road maintenance/safety on roads' was top of mind for residents when asked their issue of greatest concern in the Blue Mountains area. Other areas of concern include 'Bushfire protection and prevention' and 'overdevelopment/appropriately managing development'.

Q5b. Now thinking about the Blue Mountains overall (stretching as it does from Lapstone to Mount Irvine), what is the issue currently of greatest concern to you?

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.



Key Findings

Key Importance Trends

Compared to the previous research conducted in 2016, there were significant **increases** in residents' levels of **importance** for 26 of the comparable 42 services and facilities provided by Council, these were:

	2018	2016	Difference
Managing bushfire risk on Council land	4.80	4.72	0.08
Planning for and supporting emergency management for the City	4.78	4.67	0.11
Traffic safety for pedestrians and vehicles	4.74	4.65	0.09
Services and facilities for people with a disability	4.68	4.40	0.28
Services and facilities for older people	4.61	4.33	0.28
Council lookouts and walking trails	4.55	4.37	0.18
Parks and playgrounds	4.54	4.35	0.19
Protection of natural bushland	4.53	4.42	0.11
Access to local employment opportunities	4.52	4.15	0.37
Services and facilities for young people	4.50	4.10	0.40
Sealed roads	4.48	4.31	0.17
Managing residential development	4.47	4.32	0.15
Parking for shoppers	4.47	4.34	0.13
Weed control	4.46	4.32	0.14
Waste management facilities at Blaxland and Katoomba	4.46	4.28	0.18
Bush regeneration	4.45	4.18	0.27
Services and facilities for children and families	4.45	4.04	0.41
Swimming pools and leisure centres	4.43	4.12	0.31
Carparks	4.40	4.12	0.28
Commuter parking	4.29	4.08	0.21
Services that support the local Aboriginal community	4.27	4.09	0.18
Ovals and sporting grounds	4.27	4.08	0.19
Library services	4.24	3.98	0.26
Cultural & Arts facilities	4.22	3.98	0.24
Community centres and community halls	4.12	3.98	0.14
Caravan parks at Katoomba and Blackheath	3.45	3.24	0.21

Scale: 1 = not at all important, 5 = very important



Key Findings

Key Satisfaction Trends

Compared to 2016 there was a significant increase in residents' levels of **satisfaction** with 1 of the 42 comparable services and facilities provided by Council, this was:

	2018	2016	Difference
Sealed roads	3.46	3.27	0.19

Over the same period there was a significant decline in residents' levels of **satisfaction** across 10 of the 42 comparable services and facilities provided by Council, these were:

	2018	2016	Difference
Cycleways	2.59	2.85	-0.26
Public toilets in town centres	2.85	3.03	-0.18
Services and facilities for people with a disability	2.94	3.17	-0.23
Services that support the local Aboriginal community	3.07	3.28	-0.21
Parking for shoppers	3.09	3.24	-0.15
Caravan parks at Katoomba and Blackheath	3.35	3.53	-0.18
Parks and playgrounds	3.39	3.57	-0.18
Swimming pools and leisure centres	3.49	3.78	-0.29
Visitor Information Centres at Glenbrook and Echo Point	3.71	4.00	-0.29
Wheelie bin recycling service	4.05	4.21	-0.16



Key Findings

Importance

The following services/facilities received the top 10 highest importance ratings:

Top 10 for Importance	
Managing bushfire risk on Council land	4.80
Planning for and supporting emergency management for the City	4.78
Clean, safe and healthy living environments	4.77
Clean creeks and waterways	4.75
Wheelie bin recycling service	4.74
Traffic safety for pedestrians and vehicles	4.74
Wheelie bin garbage collection	4.73
Services and facilities for people with a disability	4.68
The atmosphere, look and feel of our towns and villages	4.62
Litter control	4.62

The following services/facilities were ranked in the bottom 10 for importance ratings:

Bottom 10 for Importance	
Caravan parks at Katoomba and Blackheath	3.45
Cycleways	3.61
Cemeteries and ashes placement sites	3.65
Bus shelters	3.78
Visitor Information Centres at Glenbrook and Echo Point	4.12
Community centres and community halls	4.12
Street cleaning	4.13
Cultural & arts facilities	4.22
Library services	4.24
Services that support the local Aboriginal community	4.27

Scale: 1 = not at all important, 5 = very important



Key Findings

Satisfaction

The following services/facilities received the top 10 satisfaction ratings:

Top 10 Satisfaction	
Wheelie bin garbage collection	4.08
Wheelie bin recycling service	4.05
Library services	3.95
Cultural & arts facilities	3.87
Clean, safe and healthy living environments	3.83
Council lookouts and walking trails	3.73
Visitor Information Centres at Glenbrook and Echo Point	3.71
Planning for and supporting emergency management for the City	3.70
Pedestrian access around shopping centres and community facilities	3.65
Community centres and community halls	3.64

The following services/facilities received the lowest satisfaction ratings:

Bottom 10 Satisfaction	
Cycleways	2.59
Public toilets in town centres	2.85
Weed control	2.91
Services and facilities for people with a disability	2.94
Services and facilities for young people	2.96
Access to local employment opportunities	2.97
Footpaths	2.98
Services that support the local Aboriginal community	3.07
Parking for shoppers	3.09
Managing residential development	3.12

Scale: 1 = not at all satisfied, 5 = very satisfied



Key Findings

Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2-step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis, we have been able to:

1. Identify and understand the hierarchy of community priorities
2. Inform the deployment of Council resources in line with community aspirations

Step 1. Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the mean satisfaction score from the mean importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Blue Mountains City Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 42 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'extremely high' importance and that the satisfaction they have with Blue Mountains City Council's performance on that same measure is 'moderate' to 'moderately high'. For example, 'protection of natural bushland' was given an importance score of 4.53, which indicates that it is considered an area of 'extremely high' importance by residents. At the same time, it was given a satisfaction score of 3.54, which indicates that residents have a 'moderate' level of satisfaction with Blue Mountains City Council's performance and focus on that measure.

In the case of a performance gap such as for 'cemeteries and ashes placement sites' (3.65 importance vs. 3.61 satisfaction), we can identify that the facility/service has 'moderately high' importance to the broader community, and it is providing a 'moderately high' level of satisfaction.



Key Findings

When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

Performance Gap Ranking

Ranking 2016	Ranking 2018	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
6	1	Services and facilities for people with a disability	4.68	2.94	1.74
2	2	Public toilets in town centres	4.46	2.85	1.61
1	3	Access to local employment opportunities	4.52	2.97	1.55
5		Weed control	4.46	2.91	1.55
3	5	Services and facilities for young people	4.50	2.96	1.54
4	6	Footpaths	4.43	2.98	1.45
12	7	Parking for shoppers	4.47	3.09	1.38
9	8	Traffic safety for pedestrians and vehicles	4.74	3.39	1.35
7		Managing residential development	4.47	3.12	1.35
14	10	Services and facilities for older people	4.61	3.31	1.30
10	11	Managing bushfire risk on Council land	4.80	3.51	1.29
8	12	Clean creeks and waterways	4.75	3.47	1.28
20	13	Carparks	4.40	3.17	1.23
11	14	Management of stormwater and drainage	4.49	3.28	1.21
23	15	Services that support the local Aboriginal community	4.27	3.07	1.20
16	16	The atmosphere, look and feel of our towns and villages	4.62	3.44	1.18
13	17	Litter control	4.62	3.47	1.15
26		Parks and playgrounds	4.54	3.39	1.15
18		Commuter parking	4.29	3.14	1.15
21	20	Planning for and supporting emergency management for the City	4.78	3.70	1.08
17		Protection of heritage values in our towns and villages	4.49	3.41	1.08
22	22	Services and facilities for children and families	4.45	3.40	1.05
15	23	Sealed roads	4.48	3.46	1.02
19		Cycleways	3.61	2.59	1.02
24	25	Protection of natural bushland	4.53	3.54	0.99
25	26	Clean, safe and healthy living environments	4.77	3.83	0.94
28		Waste management facilities at Blaxland and Katoomba	4.46	3.52	0.94
36		Swimming pools and leisure centres	4.43	3.49	0.94
29	29	Bush regeneration	4.45	3.53	0.92
31	30	Council lookouts and walking trails	4.55	3.73	0.82
27	31	Pedestrian access around shopping centres and community facilities	4.46	3.65	0.81
35	32	Ovals and sporting grounds	4.27	3.57	0.70
32	33	Wheelie bin recycling service	4.74	4.05	0.69
30	34	Street cleaning	4.13	3.46	0.67
34	35	Wheelie bin garbage collection	4.73	4.08	0.65
37	36	Community centres and community halls	4.12	3.64	0.48
33	37	Bus shelters	3.78	3.32	0.46
41	38	Visitor Information Centres at Glenbrook and Echo Point	4.12	3.71	0.41
38	39	Cultural & Arts facilities	4.22	3.87	0.35
39	40	Library services	4.24	3.95	0.29
42	41	Caravan parks at Katoomba and Blackheath	3.45	3.35	0.10
40	42	Cemeteries and ashes placement sites	3.65	3.61	0.04

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied

▲ ▼ = significantly positive/negative shift in ranking (2018 compared to 2016)



Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'very high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.85 and 3.39, which indicates that their satisfaction for these measures is 'moderately low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	2018 Performance Gap	2016 Performance Gap
1	Services and facilities for people with a disability	4.68	2.94	1.74	1.23
2	Public toilets in town centres	4.46	2.85	1.61	1.40
3	Access to local employment opportunities	4.52	2.97	1.55	1.25
	Weed control	4.46	2.91	1.55	1.33
5	Services and facilities for young people	4.50	2.96	1.54	1.16
6	Footpaths	4.43	2.98	1.45	1.34
7	Parking for shoppers	4.47	3.09	1.38	1.10
8	Traffic safety for pedestrians and vehicles	4.74	3.39	1.35	1.21
	Managing residential development	4.47	3.12	1.35	1.24
10	Services and facilities for older people	4.61	3.31	1.30	0.97

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'services and facilities for people with a disability' is the area of least relative satisfaction.

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.



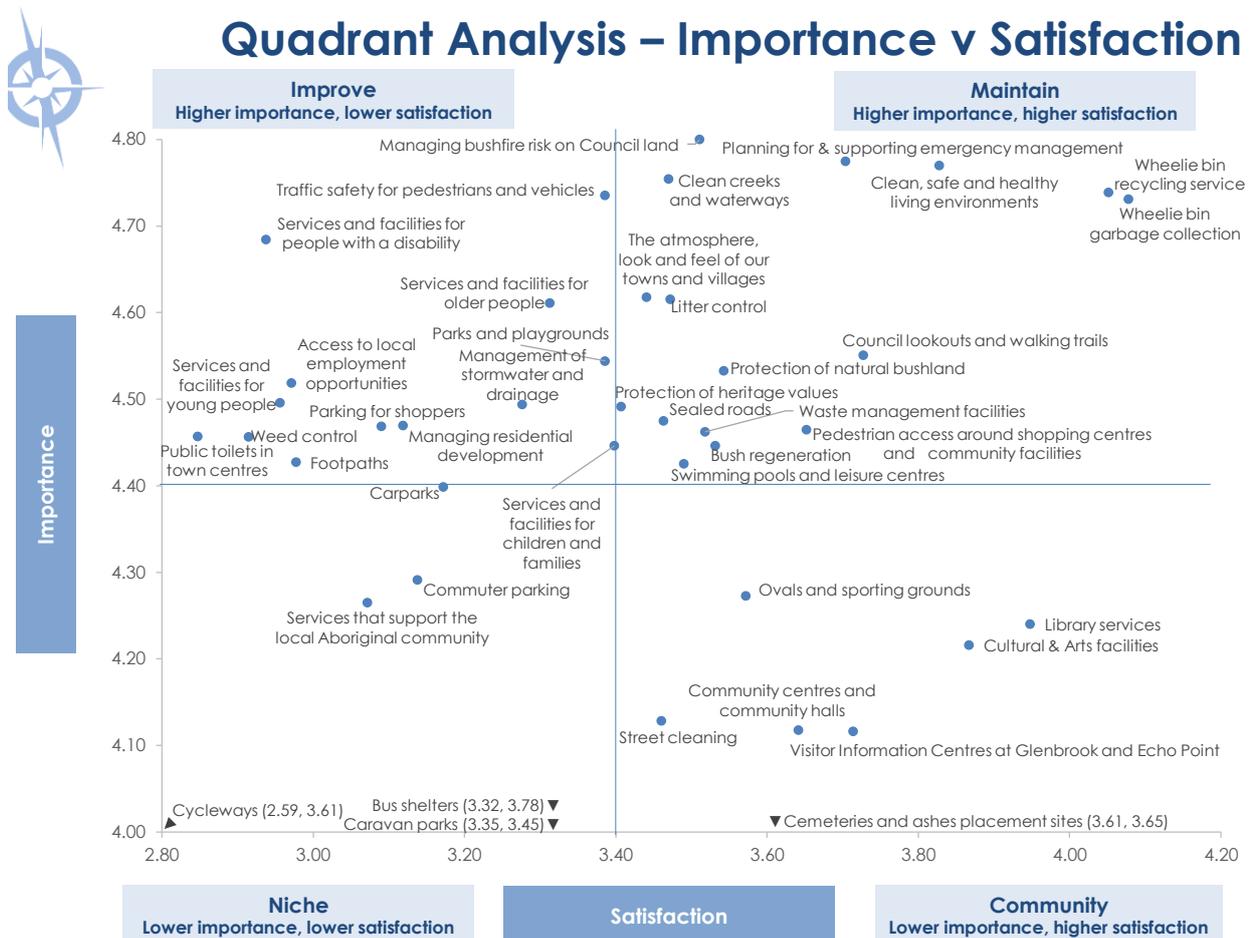
Key Findings

Quadrant Analysis

Step 2. Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.40 and the average rated satisfaction score was 3.40. Therefore, any facility or service that received a mean stated importance score of ≥ 4.40 would be plotted in the higher importance section and, conversely, any that scored < 4.40 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.40. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



Key Findings

Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN**, such as 'managing bushfire risk on Council land', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE**, such as 'traffic safety for pedestrians and vehicles' are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'cycleways', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **COMMUNITY**, such as 'cemeteries and ashes placement sites', are core strengths, but in relative terms they are deemed less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of council performance.

Residents' priorities identified in stated importance/satisfaction analysis often tend to be in areas that are problematic. No matter how much focus a council dedicates to 'footpaths', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of footpaths can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis address the current dynamics of the community, they do not predict which focus areas are the most likely agents to change the community's perception of Council's overall performance.

Therefore, in order to identify how Blue Mountains City Council can actively drive overall community satisfaction, we conducted further analysis.

The Shapley Value Regression

This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities they stated as being important does not necessarily positively impact on overall satisfaction with the council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

In 2014, we revised the Shapley Regression Analysis to identify the directional contribution of key services and facilities with regard to optimisers/barriers with Council's overall performance.

What Does This Mean?

The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis, we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.



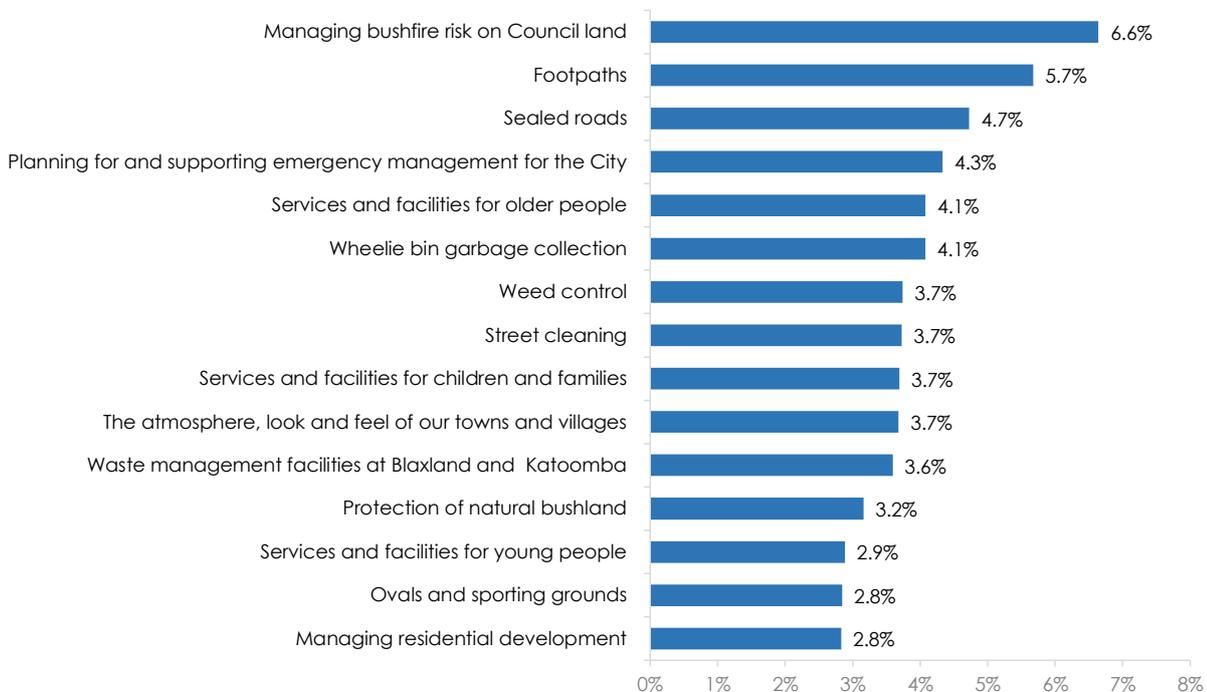
Key Findings

Key Drivers of Satisfaction with Blue Mountains City Council

The results in the chart below provide Blue Mountains City Council with a complete picture of the intrinsic community priorities and motivations, and identify what attributes are the key drivers of community satisfaction.

These top 15 services/facilities account for almost 60% of overall satisfaction with Council. This indicates that the remaining 27 attributes we obtained measures on have only a limited impact on the community's satisfaction with Blue Mountains City Council's performance. Therefore, whilst all 42 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 15 Indicators Contribute to Almost 60% of Overall Satisfaction with Council



The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction

These 15 services/facilities are the key community priorities and by addressing these, Blue Mountains City Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'managing residential development' contributes 2.8% towards overall satisfaction, while 'managing bushfire risk on Council land' (6.6%) is a far stronger driver, contributing more than twice as much to overall satisfaction with Council.

Key Findings

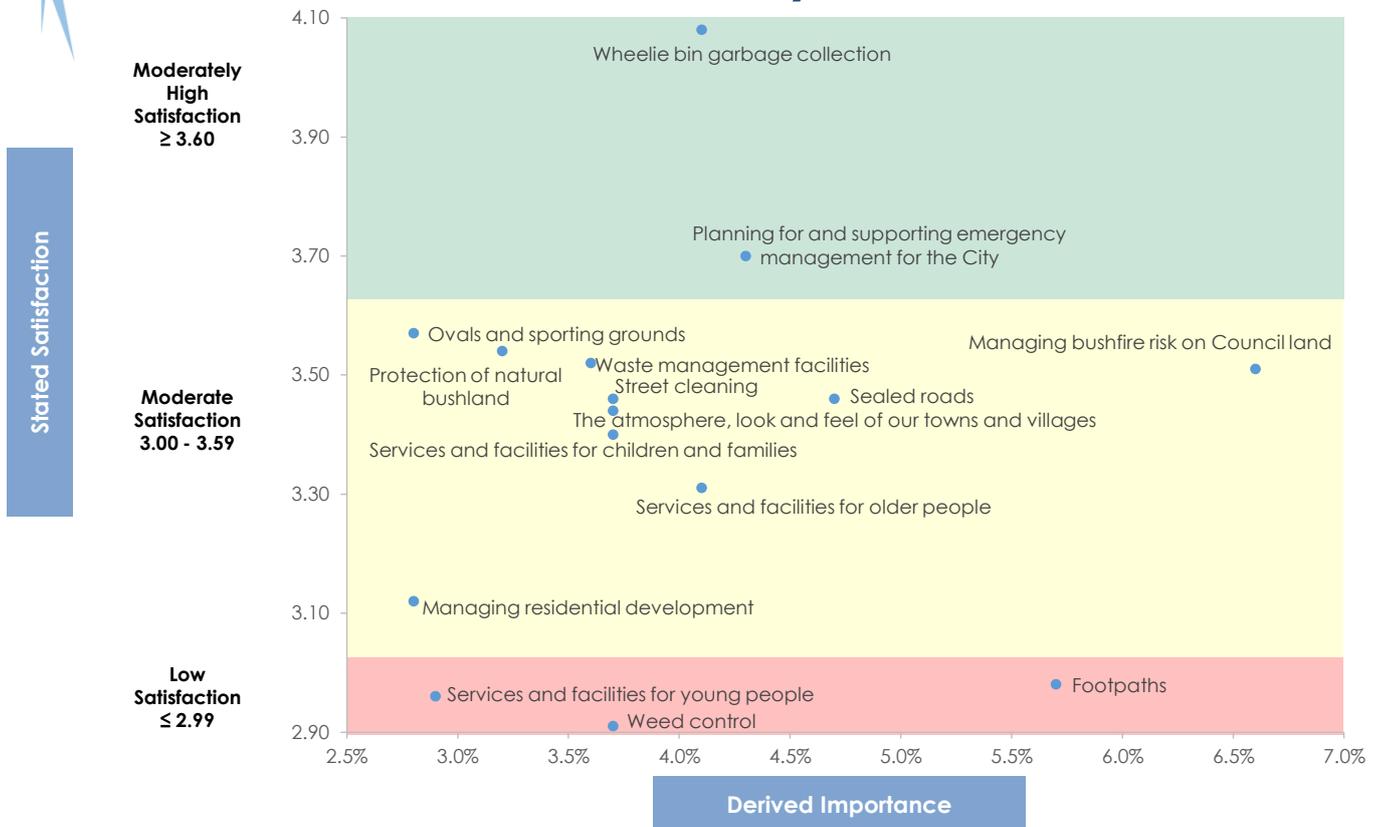
Clarifying Priorities

By mapping satisfaction against derived importance, we can see that, for some of the core drivers, Council is already providing 'moderately high' or greater levels of satisfaction, i.e. 'wheelie bin garbage collection' and 'planning for and supporting emergency management for the City'. Council should look to maintain/consolidate their delivery in these areas.

It is also apparent that there is room to elevate satisfaction within the variables that fall in the 'lower' and 'moderate satisfaction' regions of the chart. If Blue Mountains City Council can address these core drivers, they will be able to improve resident satisfaction with their performance.



Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



This analysis indicates that areas such as 'ovals and sporting grounds', 'protection of natural bushland', 'waste management facilities at Blaxland and Katoomba', 'managing bushfire risk on Council land', 'the atmosphere, look and feel of our towns and villages', 'street cleaning', 'sealed roads', 'services and facilities for children and families', 'services and facilities for older people' and 'managing residential development' could possibly be targeted for optimisation.

Furthermore, areas such as 'services and facilities for young people', 'weed control', and 'footpaths' are issues Council should be looking to understand resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.

Key Findings

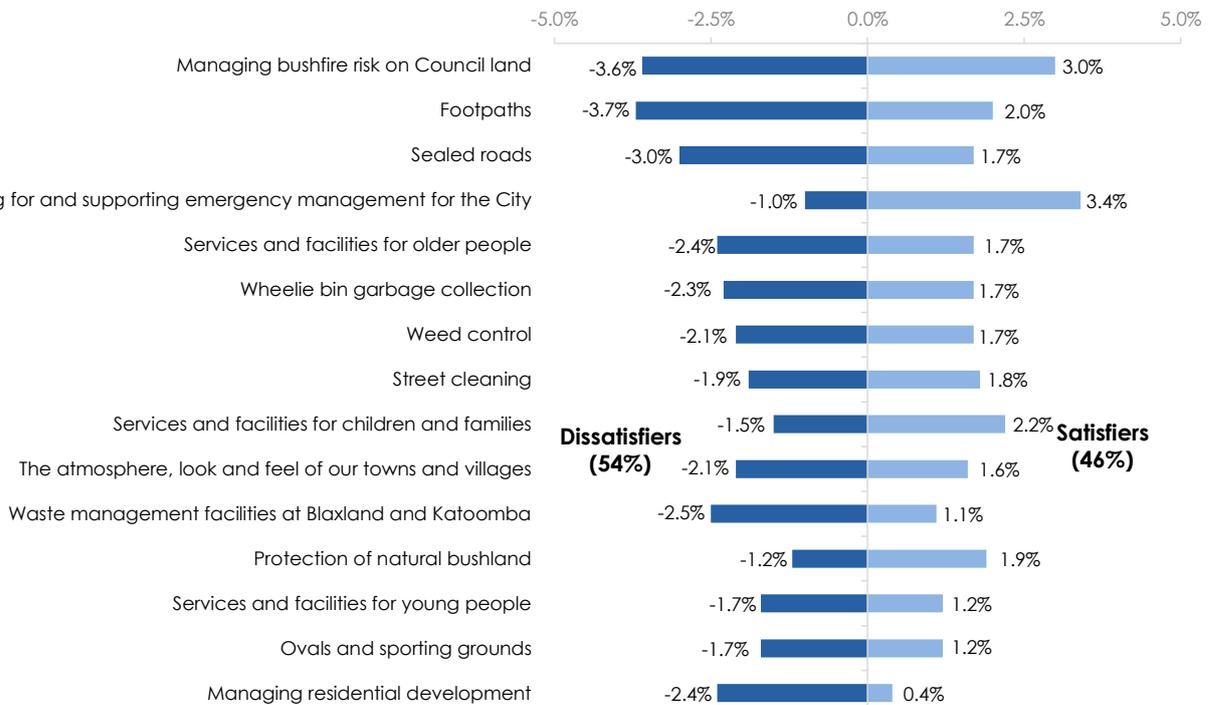
Advanced Shapley Outcomes

The chart below illustrates the positive/negative contribution the key drivers provide towards overall satisfaction. Some drivers can contribute both negatively and positively depending on the overall opinion of the residents.

The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being 'satisfied' with Council's overall performance.

The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently already 'somewhat satisfied', towards being more satisfied with Council's overall performance.

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community

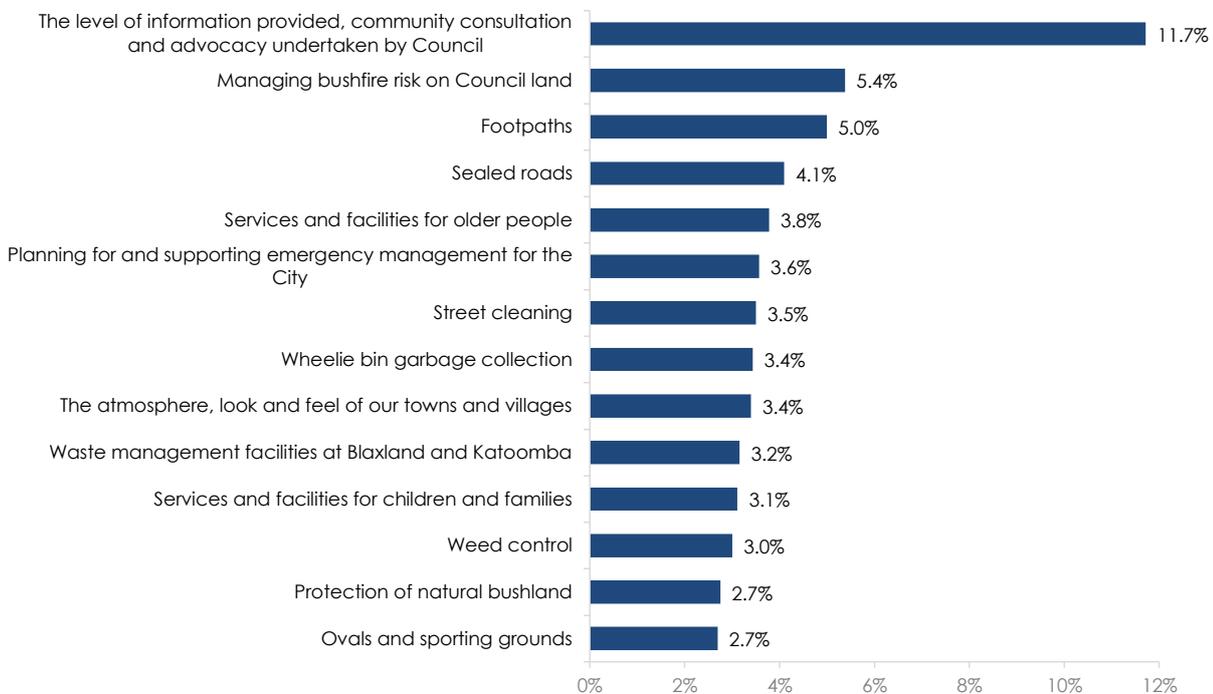
Key Findings

Re-Run of Key Drivers of Satisfaction with Blue Mountains City Council

The chart below is a re-run of the key drivers contributing to overall satisfaction, but with the inclusion of 'the level of information provided, community consultation and advocacy undertaken by Council'. The analysis highlights the importance of community engagement and consultation.

When we compare the results of the chart below against the previous results, 'managing bush fire risk on Council land' now contributes 5.4% (previously 6.6%) towards overall satisfaction, while 'the level of information provided, community consultation and advocacy undertaken by Council' (11.7%) is a far stronger driver, contributing to more than twice as much towards overall satisfaction. Whilst the inclusion of 'the level of information provided, community consultation and advocacy undertaken by Council' has slightly reduced the contribution of all other attributes, they remain very similar to the previous results.

These Top 14 Indicators Contribute to Almost 60% of Overall Satisfaction with Council

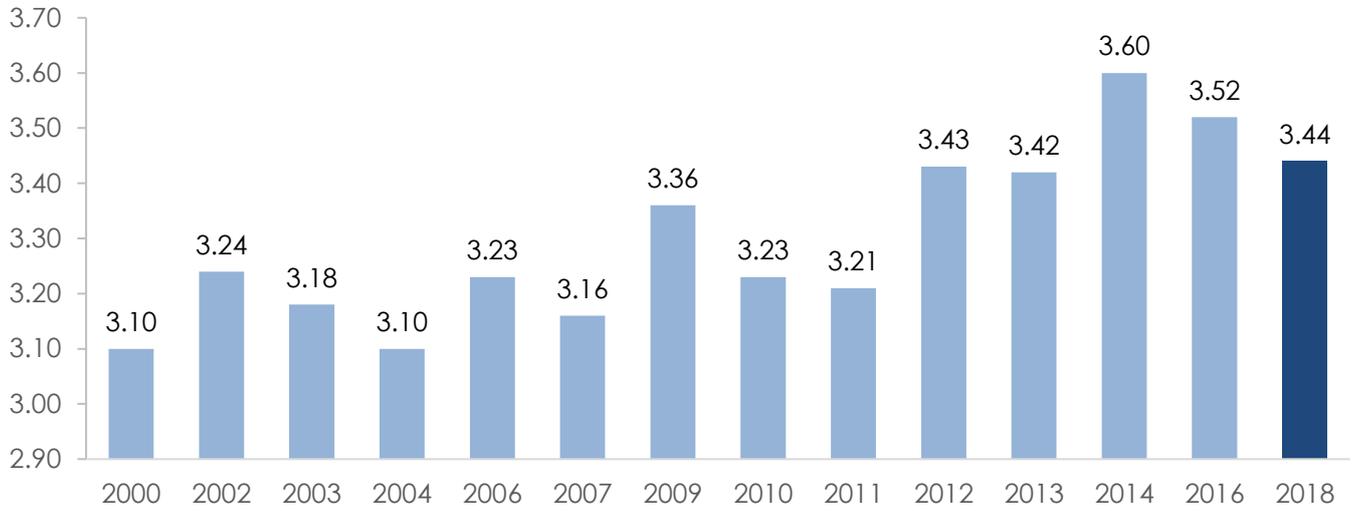


The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction

Key Findings

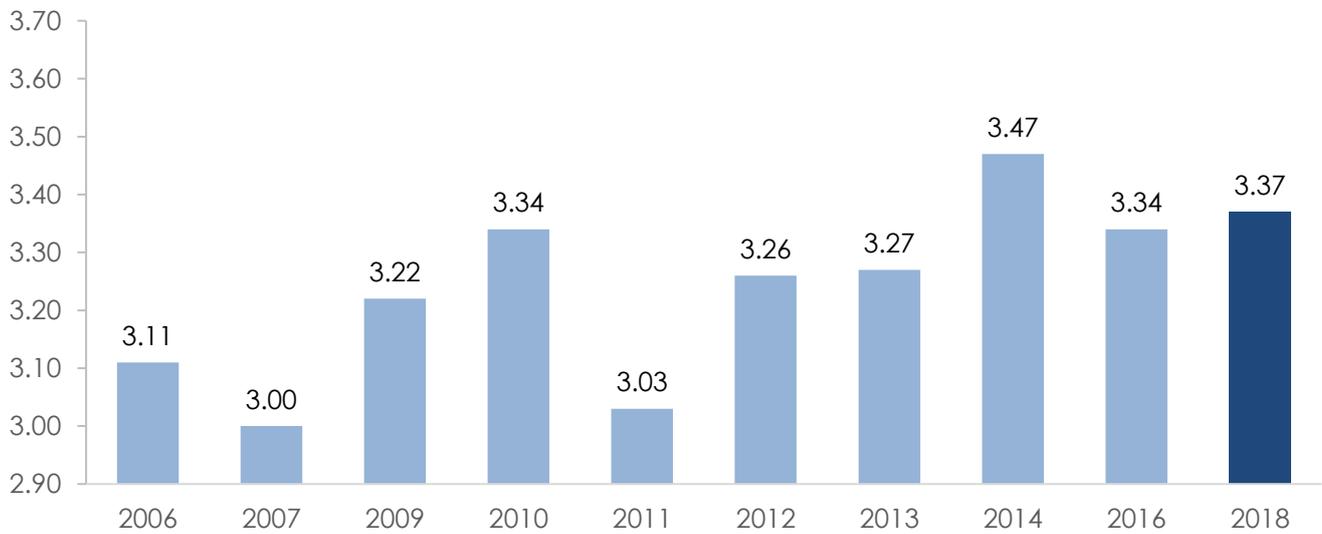
Time Series Data

Overall Satisfaction



Scale: 1 = not at all satisfied, 5 = very satisfied

Value for Money



Scale: 1 = very poor value, 5 = very good value

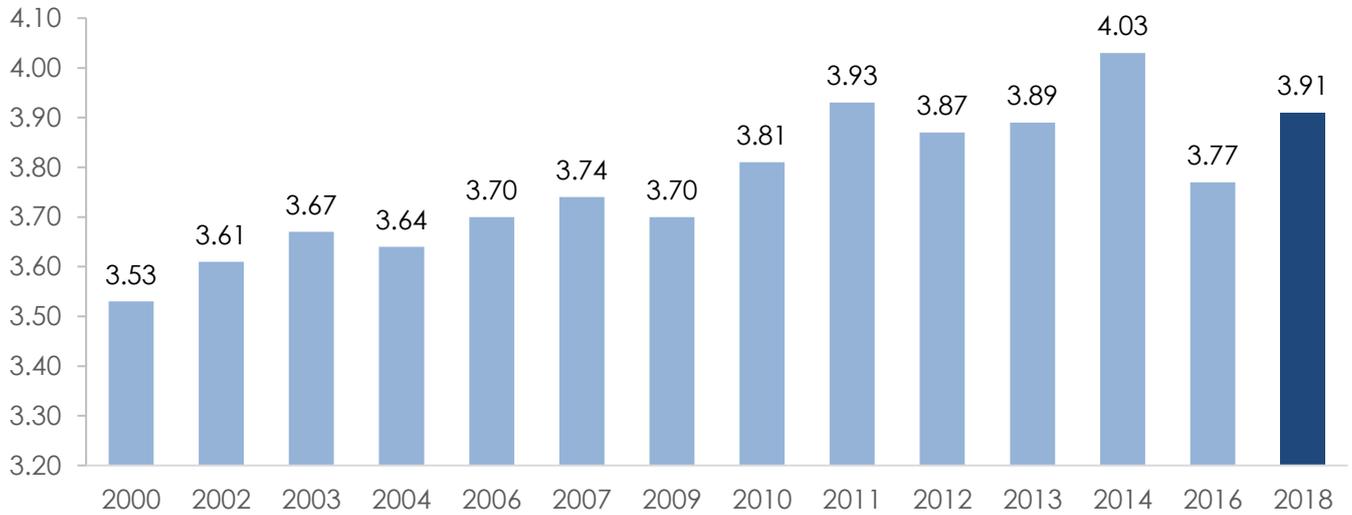


Key Findings

Time Series Data

Staff Performance

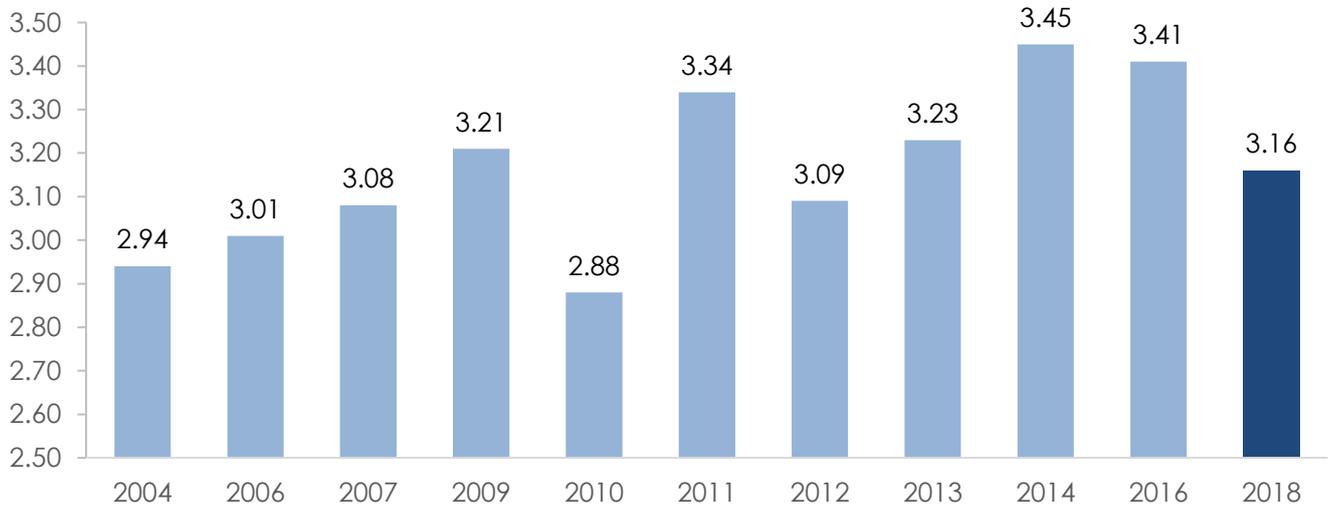
(Of those that had had contact with Council staff in the last 12 months)



Scale: 1 = not at all satisfied, 5 = very satisfied

Councillor Performance

(Asked of everyone)



Scale: 1 = not at all satisfied, 5 = very satisfied





Section A – Overall Satisfaction

Overall Satisfaction with Council

Summary

87% of residents are at least 'somewhat satisfied' with the performance of Council.

While the mean score remains on par with 2016, it is significantly higher than our 'Regional' benchmark and on par with our 'Metro' benchmark.

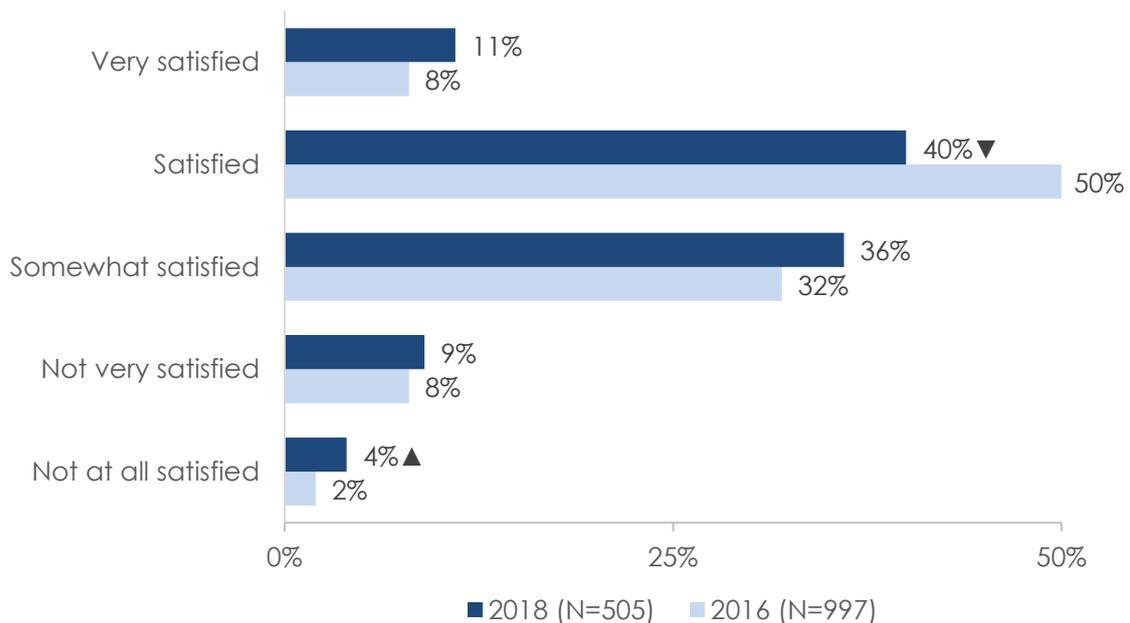
Residents located in the lower Blue Mountains were significantly more likely to be satisfied with Council's performance.

Q2a. How would you rate your satisfaction with the overall performance of your Council in providing services to the community?

	Overall 2018	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.44	3.39	3.49	3.55	3.30	3.41	3.53

	Upper	Lower	Ratepayer	Non-ratepayer
Mean ratings	3.34	3.54▲	3.42	3.66

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016*	2018
Mean ratings	3.10	3.24	3.18	3.10	3.23	3.16	3.36	3.23	3.21	3.43	3.42	3.60	3.52	3.44↓



Scale: 1 = not at all satisfied, 5 = very satisfied

*Please note: the published 2016 mean rating (3.53) has been updated to 3.52 based on a recalculation by Micromex Research

▲▼ = A significantly higher/lower level of satisfaction (by group)

↑↓ = A significantly higher/lower level of satisfaction (compared to 2014)



Overall Satisfaction with Council

Summary

Of those that were satisfied or very satisfied with the performance of Council, 27% gave this rating because they are happy and believe Council is doing a good job.

Residents who gave a lower rating believe there is a need for more and improved services and facilities and feel Council currently has poor decision making, planning and financial management.

Q2a. How would you rate your satisfaction with the overall performance of your Council in providing services to the community?

Q2b. What is your main reason for feeling that way?

Very satisfied/Satisfied (51%)	N=505
Happy/Council is doing a good job	27%
Good provision and maintenance of services/facilities in the area	12%
Always room for improvement/could do better in some areas e.g. better maintenance of facilities, provide more services, etc.	8%
Positive changes and improvements are being made in the area	2%
Somewhat satisfied (36%)	
Need more and improved services and facilities	9%
There's room for improvement in many areas	6%
Poor decision making and planning/financial management	4%
Better maintenance of roads/footpaths/kerb and guttering	3%
Council needs to provide adequate funding for services and facilities in all regions, i.e. too greater focus on the Upper Blue Mountains	3%
Do not agree with Council decisions/too much internal politics	2%
Need more communication/transparency/listen to the community	2%
The management of asbestos removal is poorly managed by Council	2%
Not very satisfied/Not at all satisfied (13%)	
Poor decision making and planning/financial management	4%
Poor quality and maintenance of local infrastructure/services/facilities	3%

Please see Appendix A for responses fewer than 2%



Value for Money

Summary

49% of residents stated that the services provided by Council were at least 'good value' for money and 18% felt that the services provided were of 'poor value' to 'very poor value'.

Residents' perception of value for money overall remains similar to previous years, though there has been a significant increase at both ends of the scale, with significantly more residents stating the services represent 'very good value' and significantly more stating 'very poor value' than in 2016.

Residents aged 18-34 were significantly more likely to state the services represent good value for money.

Q2c. Do you think the services provided by Council generally represent good value for money?

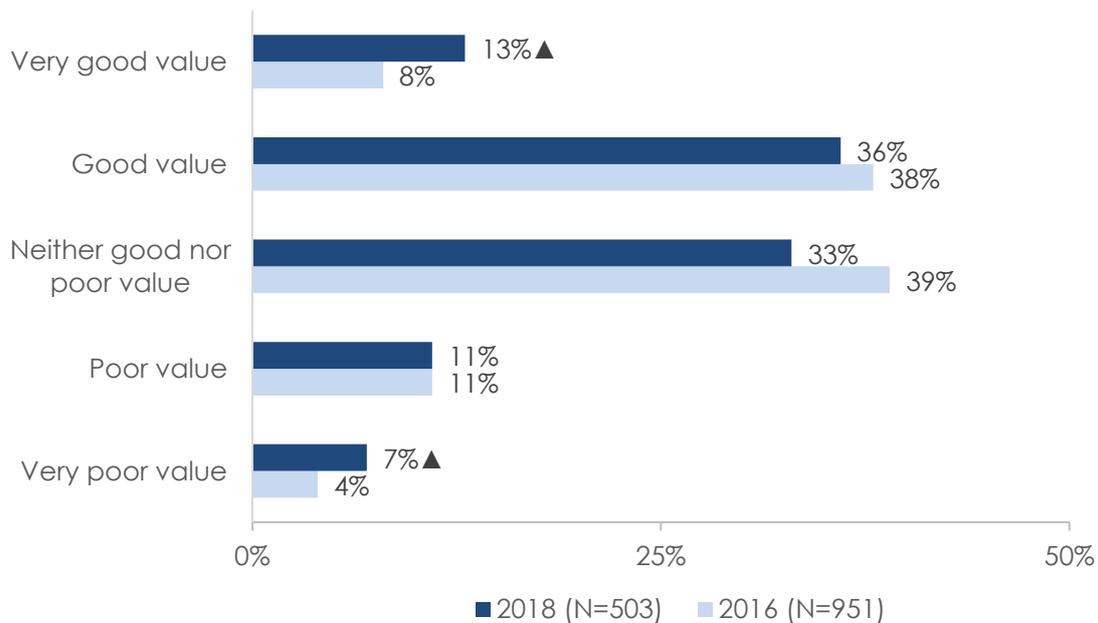
	Overall 2018	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.37	3.34	3.40	3.66▲	3.20	3.28	3.41

	Upper	Lower	Ratepayer	Non-ratepayer
Mean ratings	3.35	3.39	3.34	3.71

	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Mean ratings	3.11	3.00	3.22	3.34	3.03	3.26	3.27	3.47	3.34	3.37

Scale: 1 = very poor value, 5 = very good value

▲▼ = A significantly higher/lower rating (by group)



Value for Money

Summary

Only 18% of residents indicated that the services provided by Council are of 'poor value' to 'very poor value'. As per expectation the reasons driving this perception are expense, waste and delivery.

Q2c. Do you think the services provided by Council generally represent good value for money?

Q2d. (If 'very poor value' or 'poor value' in Q2c) What is your main reason for feeling that way?

Reason	N=89
Rates are expensive/no return on rates paid	34%
Council is wasting too much money	22%
Need more/better quality services, facilities and infrastructure/better performance	21%
Poor maintenance of roads	10%
Waste pickups reduced/tip fees are expensive	7%
Facilities and services are expensive	2%
Too arts centred	1%
I don't use a lot of services	1%
Council is not listening to community complaints	1%
Don't know/nothing	1%



Community Consultation

Summary

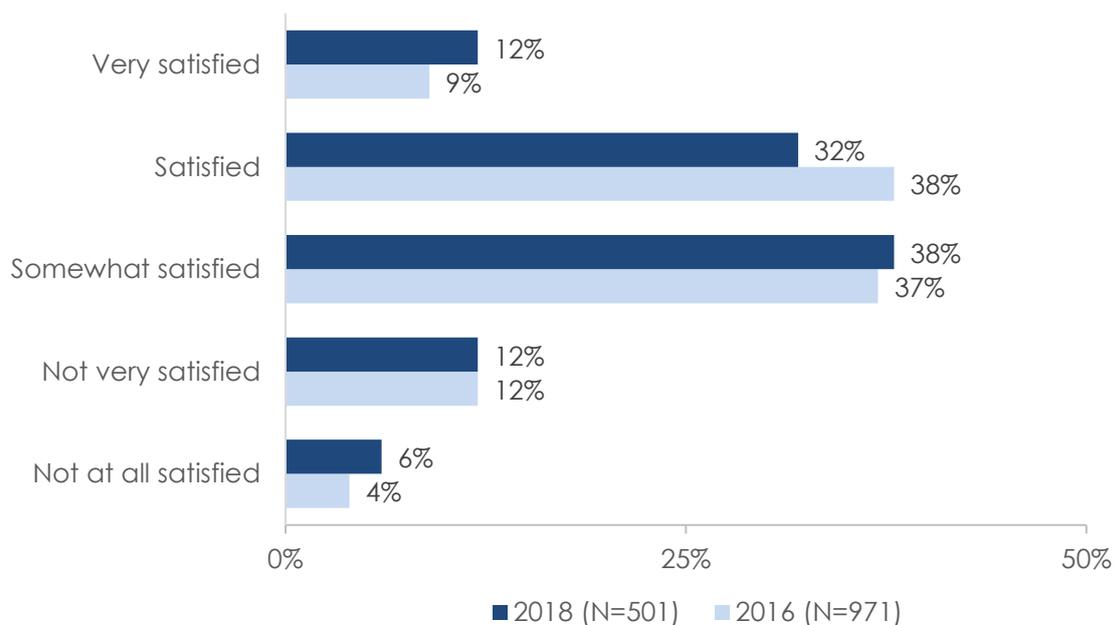
Satisfaction with the level of information provided, community consultation and advocacy undertaken has remained on par with 2016, with 82% of residents indicating they are at least 'somewhat satisfied'.

Females expressed significantly higher satisfaction levels.

Q2e. How would you rate your overall satisfaction with the level of information provided, community consultation and advocacy undertaken by the Council?

	Overall 2018	Overall 2016	Male	Female	18-34	35-49	50-64	65+
Mean ratings	3.32	3.36	3.20	3.43▲	3.45	3.22	3.26	3.39

	Upper	Lower	Ratepayer	Non-ratepayer
Mean ratings	3.31	3.33	3.31	3.48



Scale: 1 = not at all satisfied, 5 = very satisfied

▲▼ = A significantly higher/lower level of satisfaction (by group)





Section B – Performance of Staff and Councillors

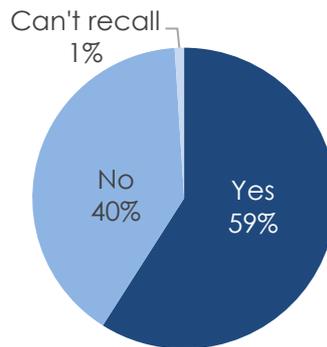
Staff Performance

Summary

59% of residents have had contact with Council staff in the past 12 months. Of those, that have had contact, satisfaction levels were high, with 71% of residents indicating they were 'satisfied' or 'very satisfied'.

Q3a. In the past 12 months, have you had any contact with Council staff?

	2018 N=505	2016 N=1,001	2014 N=505
Yes	59%	61%	58%
No	40%	38%	42%
Can't recall	1%	1%	0%

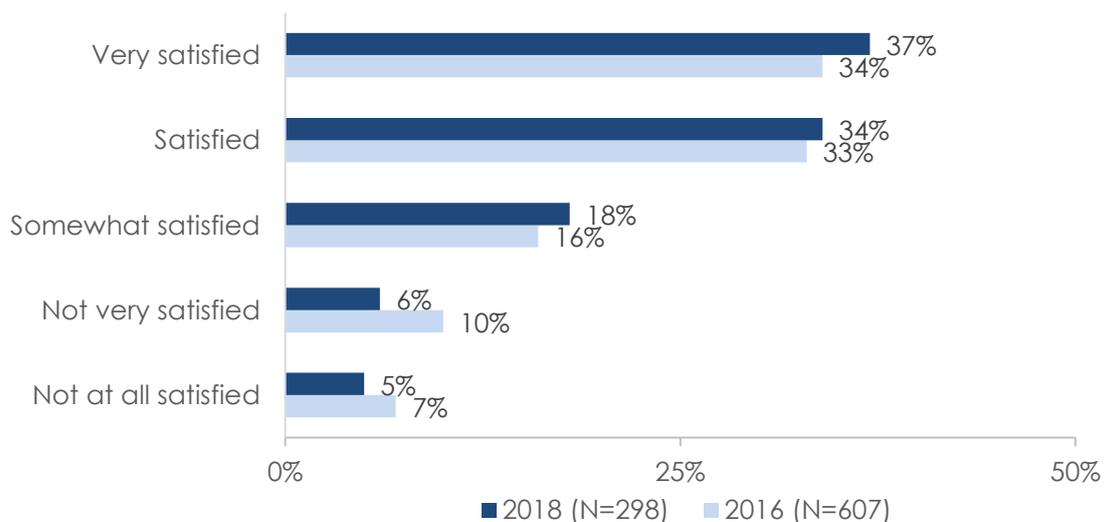


Base: N = 505

Q3b. How satisfied are you with the overall performance of Council staff?

Those who have had contact with Council staff in the last 12 months

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Mean ratings	3.53	3.61	3.67	3.64	3.70	3.74	3.70	3.81	3.93	3.87	3.89	4.03*	3.77	3.91



Scale: 1 = not at all satisfied, 5 = very satisfied

*Please note: the published 2014 mean rating (3.91) has been updated to 4.03 based on a recalculation by Micromex Research



Councillor Performance

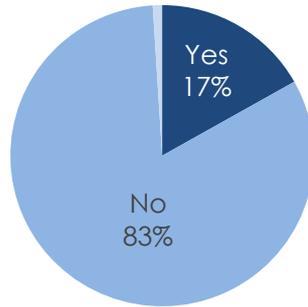
Summary

17% of residents indicated they had dealings with their elected Councillors in the last year. Of those that have had contact, 63% were 'satisfied' or 'very satisfied' with their overall performance.

Q4a. Have you had any dealings with your elected Councillors over the last year?

	2018 N=505	2016 N=1,001	2014 N=505
Yes	17%	16%	14%
No	83%	83%	86%
Can't recall	<1%	1%	0%

Can't recall <1%

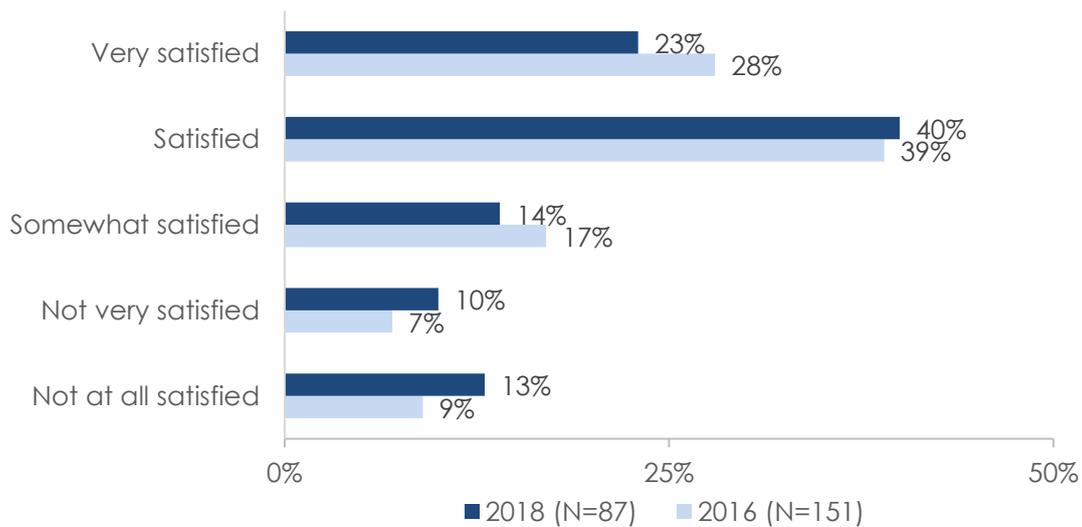


Base: N = 505

Q4b. How satisfied are you with the overall performance of Councillors?

Those who have had contact with Councillors in the last 12 months

	2018 N=87	2016 N=151
Mean ratings	3.51	3.69*



Scale: 1 = not at all satisfied, 5 = very satisfied

Note: due to differences in reporting 2018 and 2016 should not be compared to previous years

*The published 2016 mean rating (3.74) has been updated to 3.69 based on a recalculation by Micromex Research



Councillor Performance

Summary

76% of residents were at least 'somewhat satisfied' with the overall performance of Councillors, this result is significantly lower than in 2014 and 2016. This decline is not unexpected, considering external factors in the media at the time of surveying.

Q4b. How satisfied are you with the overall performance of Councillors?

Overall

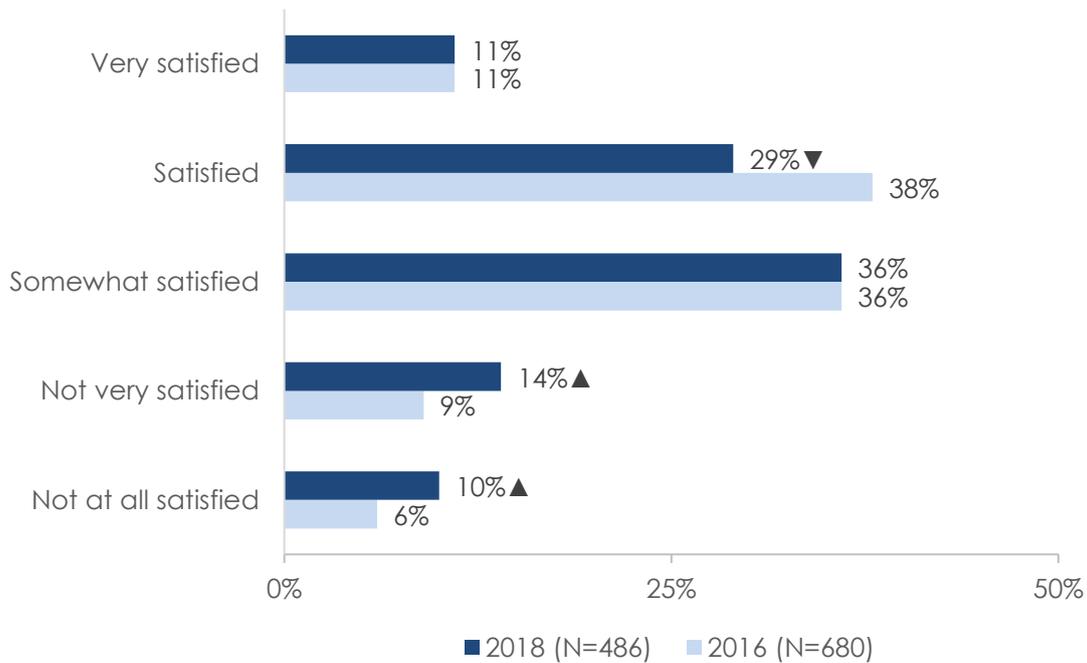
	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016*	2018
Mean ratings	2.94	3.01	3.08	3.21	2.88	3.34	3.09	3.23	3.45	3.41	3.16↓▼

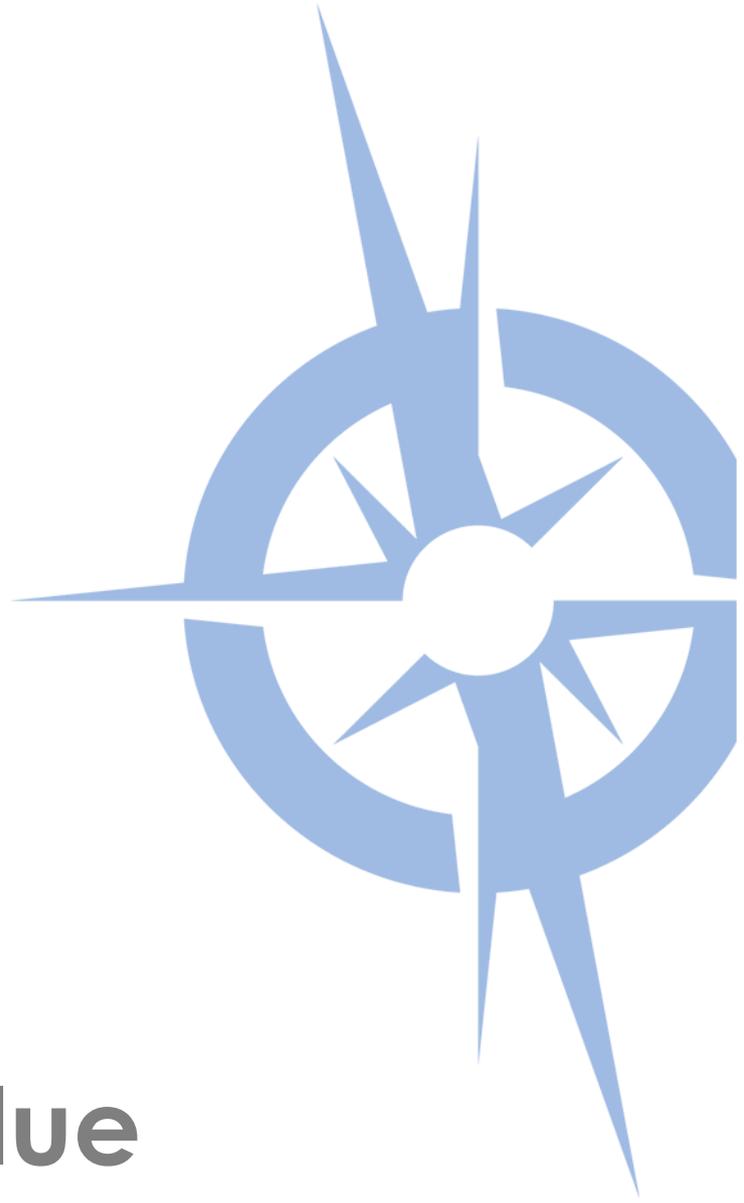
▲▼ = A significantly higher/lower level of satisfaction (against 2016)

↑↓ = A significantly higher/lower level of satisfaction (against 2014)

Scale: 1 = not at all satisfied, 5 = very satisfied

*Note: 2016 data has been recalculated to reflect responses of all respondents and not just those that had contact with Councillors in the last 12 months





**Section C –
Making the Blue
Mountains a Better
Place**

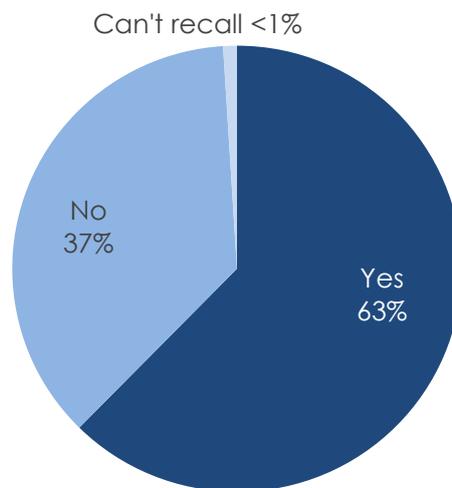
Bush Fire Survival Plan

Summary

Similar to 2016, 63% of residents have completed a bush fire survival plan. Residents aged 35-49, 65+ and ratepayers were significantly more likely to state they had completed a bush fire survival plan, whilst those aged 18-34 were significantly less likely.

Q1e. Have you completed a bush fire survival plan?

	2018 N=505	2016 N=1,001
Yes	63%	63%
No	37%	36%
Can't recall	<1%	1%



Base: N = 505

	Overall	Male	Female	18-34	35-49	50-64	65+
Yes	63%	62%	64%	52%▼	68%▲	63%	68%▲

	Upper	Lower	Ratepayer	Non-ratepayer
Yes	63%	63%	65%▲	44%

▲▼ = A significantly higher/lower percentage



Section D – Community Perceptions



Community Perceptions

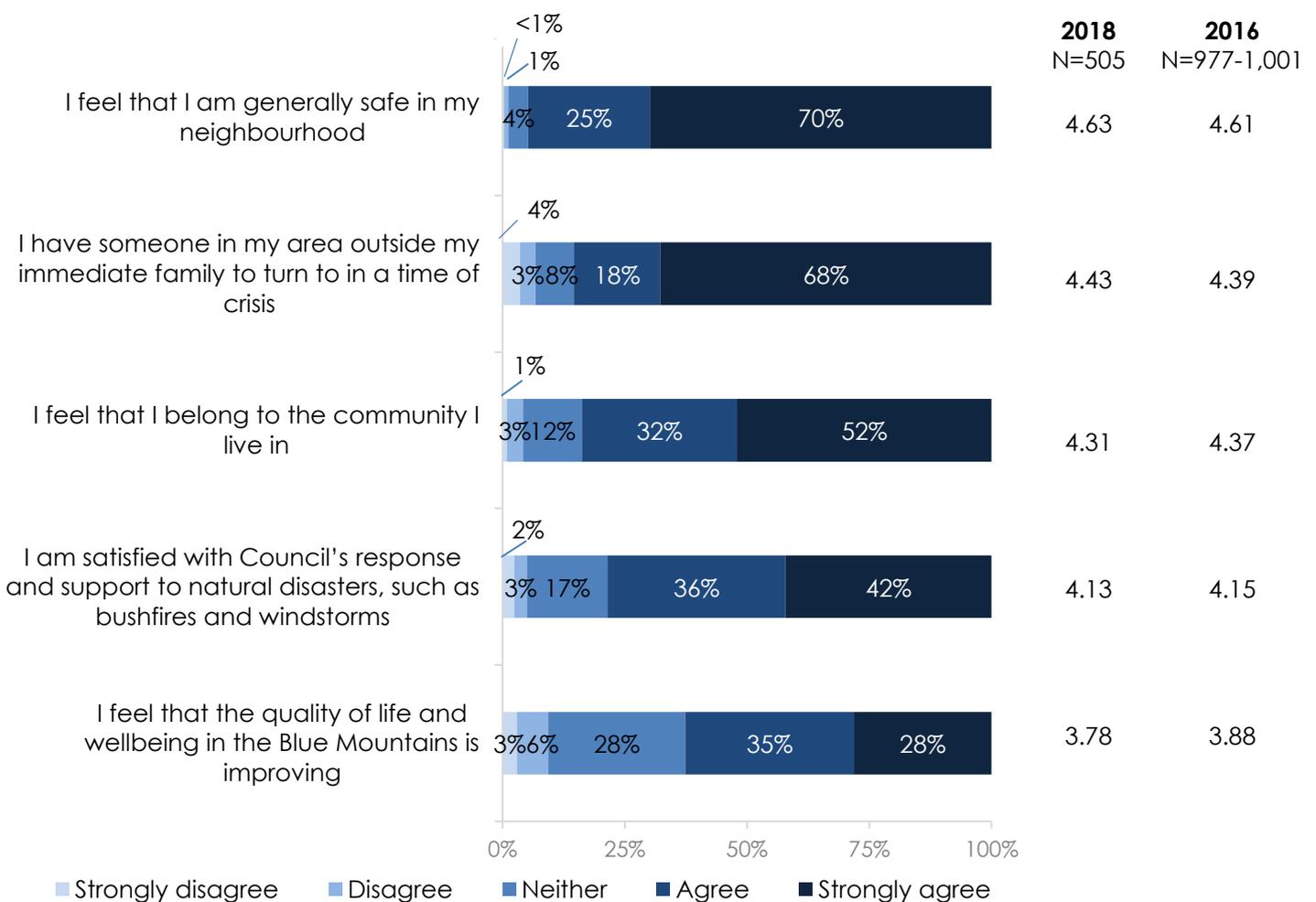
Summary

'I feel that I am generally safe in my neighbourhood' received 'extremely high' agreement levels, with 95% of residents stating they 'agree' or 'strongly agree'. 'I have someone in my area outside my immediate family to turn to in a time of crisis' and a 'sense of belonging' received 'very high' agreement levels.

Residents aged 18-34 were significantly more likely to agree with the statements 'I have someone in my area outside my immediate family to turn to in a time of crisis' and 'I am satisfied with Council's response and support to natural disasters, such as bushfires and windstorms'.

Those located in the lower Blue Mountains were significantly more likely to agree with the statements 'I feel that I am generally safe in my neighbourhood' and 'I have someone in my area outside my immediate family to turn to in a time of crisis'.

Q6 Now I want to ask about your perceptions of your neighbourhood and the Blue Mountains as a place to live.



Scale: 1 = strongly disagree, 5 = strongly agree

Please see Appendix A for results by demographics and trend analysis

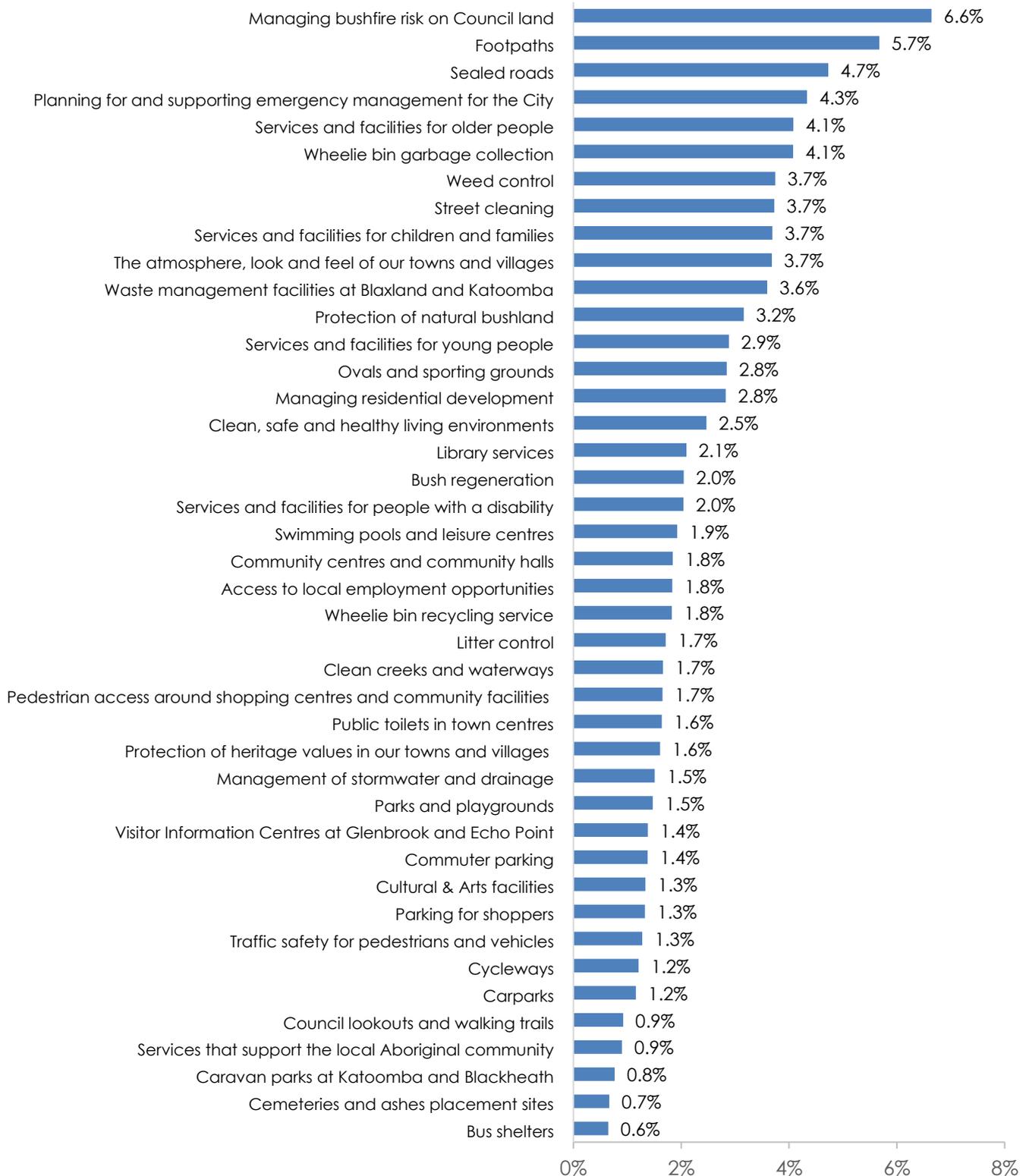


Detailed Findings – Importance of, and Satisfaction with, Council Services & Facilities

Influence on Overall Satisfaction

A core element of this community survey was the rating of 42 facilities/services in terms of Importance and Satisfaction. This section reports the Shapley Regression analysis undertaken on these measures – and the detailed responses to the measures themselves.

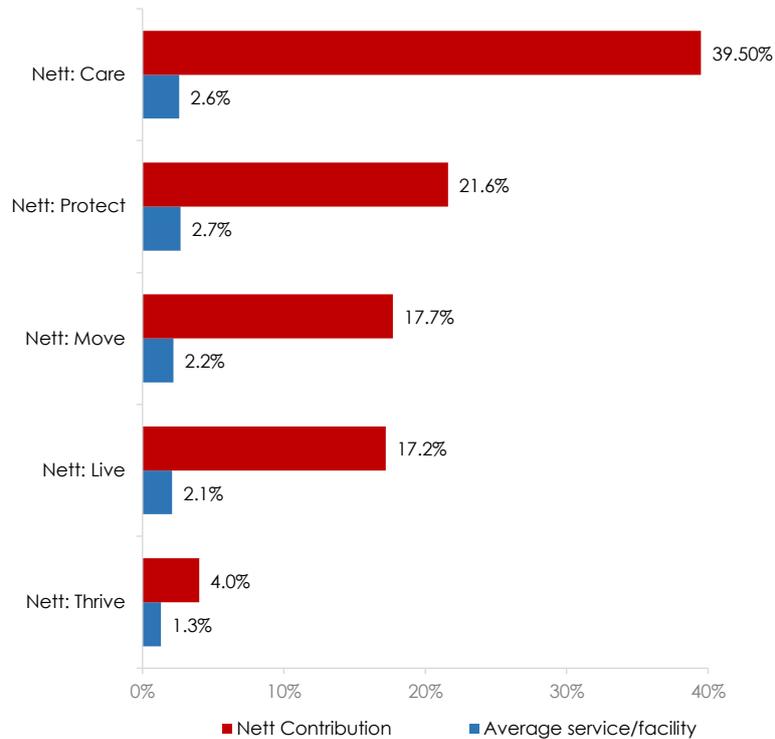
The chart below summarises the influence of the 42 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Key Directions' Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas.

Contribution to Overall Satisfaction with Council's Performance



Whilst, 'Care' (39.5%) is the key contributor toward overall satisfaction with Council's performance, it should be noted that each of the services/facilities grouped under this area averages 2.6%, and the services/facilities in the area of 'Protect' average 2.7%.

Key Directions

Each of the 42 facilities/services were grouped into key directions as detailed below

Key Direction: Protect

Protection of natural bushland
 Bush regeneration
 Weed control
 Clean creeks and waterways
 Management of stormwater and drainage
 Wheelie bin garbage collection
 Wheelie bin recycling service
 Waste management facilities at Blaxland and Katoomba

Key Direction: Move

Sealed roads
 Carparks
 Commuter parking
 Bus shelters
 Pedestrian access around shopping centres and community facilities
 Footpaths
 Cycleways
 Traffic safety for pedestrians and vehicles

Key Direction: Care

Planning for and supporting emergency management for the City
 Managing bushfire risk on Council land
 Library services
 Community centres and community halls
 Services and facilities for children and families
 Services and facilities for young people
 Services and facilities for older people
 Services that support the local Aboriginal community
 Services and facilities for people with a disability
 Ovals and sporting grounds

Key Direction: Live

The atmosphere, look and feel of our towns and villages
 Managing residential development
 Protection of heritage values in our towns and villages
 Public toilets in town centres
 Litter control
 Street cleaning
 Parking for shoppers
 Cemeteries and ashes placement sites

Key Direction: Thrive

Access to local employment opportunities
 Visitor Information Centres at Glenbrook and Echo Point
 Caravan parks at Katoomba and Blackheath

Parks and playgrounds
 Council lookouts and walking trails
 Swimming pools and leisure centres
 Clean, safe and healthy living environments
 Cultural & Arts facilities

An Explanation

The following pages detail the Shapley findings for each service area and summarise the stated importance and satisfaction ratings by key demographics.

Importance and Satisfaction

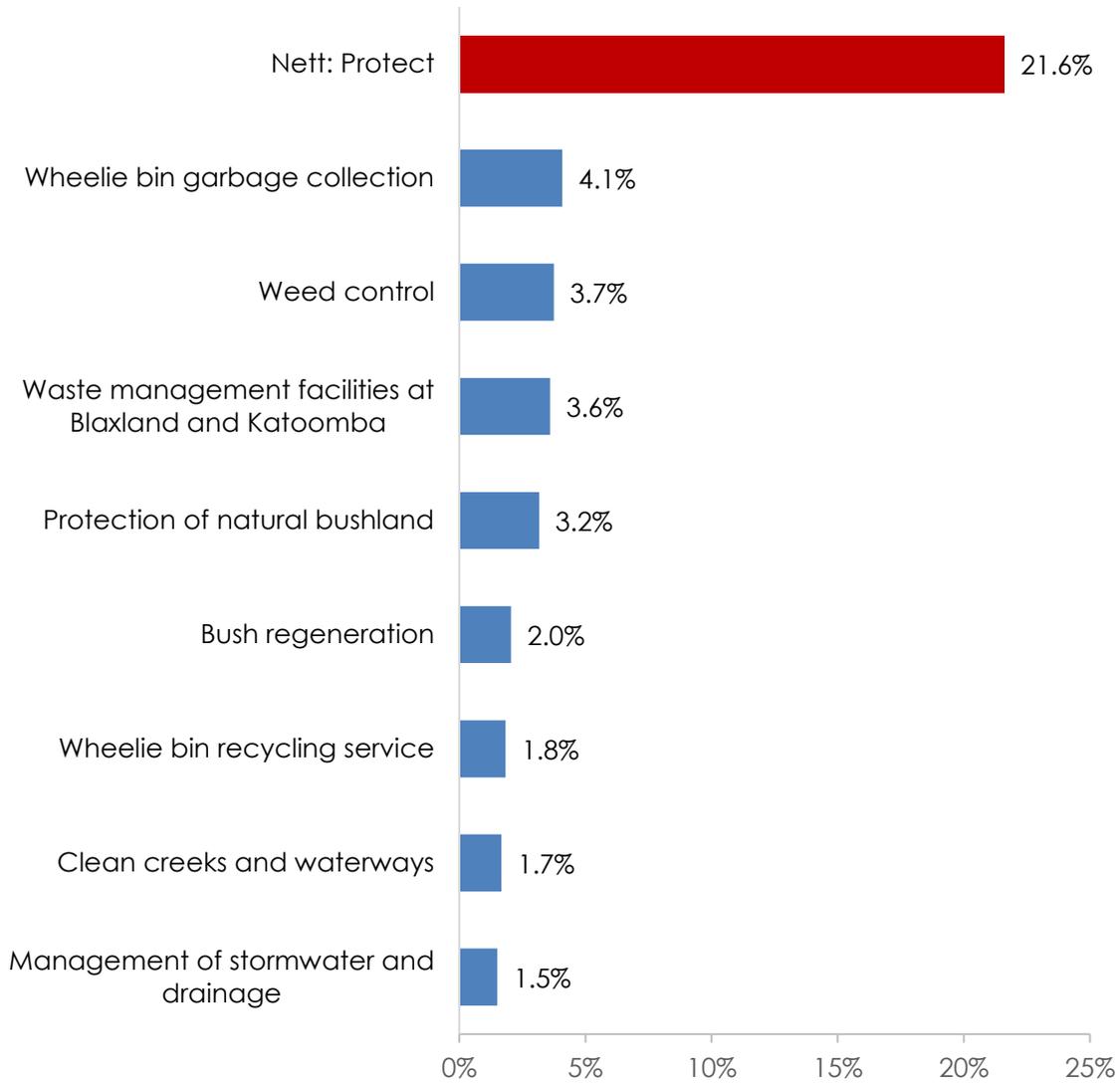
For the stated importance and satisfaction ratings, residents were asked to rate how important each of the criteria was to them, and how satisfied they were with each criterion, on a scale of 1 to 5.



Key Direction: Protect

Shapley Regression

Contributes to Almost 22% of Overall Satisfaction with Council



Key Direction: Protect

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of the criteria.

Importance – overall

Extremely high	Clean creeks and waterways Wheelie bin recycling service Wheelie bin garbage collection
Very high	Protection of natural bushland Management of stormwater and drainage Waste management facilities at Blaxland and Katoomba Weed control Bush regeneration

Importance – by gender

Females placed a significantly higher level of importance on the following criteria:

- Clean creeks and waterways
- Wheelie bin recycling service
- Wheelie bin garbage collection
- Protection of natural bushland
- Management of stormwater and drainage
- Bush regeneration

Importance – by age

Residents aged 50-64 felt 'weed control' and 'wheelie bin garbage collection' were significantly more important, whilst those aged 18-34 felt 'weed control' and the 'management of stormwater and drainage' were significantly less important.

Importance – by area

There were no significant differences by area.

Importance – by ratepayer status

Non-ratepayers rated the 'protection of natural bushland', 'bush regeneration' and 'clean creeks and waterways' as significantly more important.

Importance – by year

The importance of 'protection of natural bushland', 'bush regeneration', 'weed control' and 'waste management facilities at Blaxland and Katoomba' significantly increased in 2018.



Key Direction: Protect

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-35	35-49	50-64	65+
Protection of natural bushland	4.53	4.42	4.63	4.39	4.63	4.55	4.53
Bush regeneration	4.45	4.30	4.58	4.51	4.49	4.45	4.34
Weed control	4.46	4.44	4.47	4.20	4.46	4.58	4.53
Clean creeks and waterways	4.75	4.66	4.84	4.60	4.84	4.77	4.77
Management of stormwater and drainage	4.49	4.39	4.59	4.30	4.55	4.53	4.55
Wheelie bin garbage collection	4.73	4.61	4.84	4.54	4.68	4.84	4.81
Wheelie bin recycling service	4.74	4.62	4.85	4.67	4.72	4.76	4.79
Waste management facilities at Blaxland and Katoomba	4.46	4.39	4.53	4.26	4.46	4.57	4.50

	Upper	Lower	Ratepayer	Non-Ratepayer
Protection of natural bushland	4.47	4.59	4.51	4.76
Bush regeneration	4.45	4.44	4.41	4.83
Weed control	4.45	4.46	4.44	4.58
Clean creeks and waterways	4.76	4.75	4.73	4.97
Management of stormwater and drainage	4.54	4.45	4.48	4.68
Wheelie bin garbage collection	4.71	4.75	4.73	4.78
Wheelie bin recycling service	4.72	4.76	4.74	4.81
Waste management facilities at Blaxland and Katoomba	4.43	4.50	4.45	4.60

Scale: 1 = not at all important, 5 = very important

Significantly higher/lower level of importance (by group)



Key Direction: Protect

Trend Analysis of Importance Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Protection of natural bushland	4.73	4.53	4.66	4.62	4.64	4.67	4.60	4.29	4.29	4.26	4.35	4.39	4.42	4.53
Bush regeneration	4.52	4.34	4.41	4.38	4.44	4.47	4.40	4.19	4.21	4.13	4.24	4.20	4.18	4.45
Weed control	4.42	4.17	4.42	4.36	4.26	4.36	4.30	4.27	4.28	4.03	4.20	4.08	4.32	4.46
Clean creeks and waterways	4.85	4.74	4.81	4.73	4.72	4.77	4.80	4.58	4.56	4.59	4.70	4.65	4.67	4.75
Management of stormwater and drainage								4.46	4.33	4.32	4.45	4.31	4.40	4.49
Wheelie bin garbage collection	4.69	4.71	4.77	4.82	4.75	4.80	4.80	4.78	4.80	4.62	4.75	4.78	4.72	4.73
Wheelie bin recycling service	4.39	4.56	4.62	4.64	4.71	4.68	4.70	4.75	4.76	4.67	4.71	4.79*	4.77	4.74
Waste management facilities at Blaxland and Katoomba								4.45	4.45	4.26	4.41	4.27	4.28	4.46

Scale: 1 = not at all important, 5 = very important

*The published 2014 mean (4.78) has been updated to 4.79 based on a recalculation by Micromex Research

Significantly higher/lower level of importance (against 2016)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Protection of natural bushland	2%	2%	7%	19%	70%	505
Bush regeneration	2%	2%	8%	25%	63%	505
Weed control	1%	3%	8%	23%	64%	505
Clean creeks and waterways	1%	1%	2%	13%	83%	505
Management of stormwater and drainage	1%	1%	7%	31%	61%	505
Wheelie bin garbage collection	1%	0%	5%	14%	80%	505
Wheelie bin recycling service	1%	0%	4%	13%	81%	505
Waste management facilities at Blaxland and Katoomba	2%	1%	10%	24%	63%	505



Key Direction: Protect

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with the criteria.

Satisfaction – overall

High	Wheelie bin garbage collection Wheelie bin recycling service
Moderate	Protection of natural bushland Bush regeneration Waste management facilities at Blaxland and Katoomba Clean creeks and waterways
Moderately low	Management of stormwater and drainage Weed control

Satisfaction – by gender

Females were significantly more satisfied with 'bush regeneration'.

Satisfaction – by age

Residents aged 18-34 expressed significantly higher levels of satisfaction for 'clean creeks and waterways' and those aged 65+ were significantly more satisfied with 'wheelie bin garbage collection' and 'wheelie bin recycling service'.

Satisfaction – by area

Residents in the lower Blue Mountains were significantly more satisfied with 'protection of natural bushland'.

Satisfaction – by ratepayer status

There were no significant differences by ratepayer status.

Satisfaction – by year

Residents expressed a significantly lower level of satisfaction for the 'wheelie bin recycling service' in 2018.



Key Direction: Protect

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Protection of natural bushland	3.54	3.46	3.61	3.71	3.51	3.47	3.51
Bush regeneration	3.53	3.43	3.62	3.70	3.52	3.51	3.43
Weed control	2.91	2.87	2.96	3.04	2.90	2.83	2.92
Clean creeks and waterways	3.47	3.49	3.45	3.77	3.37	3.33	3.49
Management of stormwater and drainage	3.28	3.29	3.26	3.42	3.23	3.13	3.37
Wheelie bin garbage collection	4.08	4.03	4.12	3.79	3.96	4.14	4.37
Wheelie bin recycling service	4.05	4.02	4.08	3.75	3.93	4.12	4.35
Waste management facilities at Blaxland and Katoomba	3.52	3.43	3.60	3.68	3.41	3.50	3.50

	Upper	Lower	Ratepayer	Non-Ratepayer
Protection of natural bushland	3.45	3.63	3.52	3.75
Bush regeneration	3.47	3.59	3.53	3.57
Weed control	2.87	2.95	2.90	3.08
Clean creeks and waterways	3.54	3.41	3.47	3.49
Management of stormwater and drainage	3.23	3.33	3.28	3.23
Wheelie bin garbage collection	4.14	4.02	4.09	3.93
Wheelie bin recycling service	4.06	4.04	4.08	3.80
Waste management facilities at Blaxland and Katoomba	3.40	3.63	3.49	3.82

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)



Key Direction: Protect

Trend Analysis of Satisfaction Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Protection of natural bushland	3.47	3.37	3.50	3.17	3.32	3.42	3.60	3.49	3.37	3.50	3.57	3.51	3.53	3.54
Bush regeneration	3.22	3.31	3.30	3.24	3.31	3.40	3.40	3.53	3.38	3.43	3.48	3.43	3.46	3.53
Weed control	2.63	2.80	2.78	2.69	2.83	2.89	2.90	2.93	2.89	2.95	3.06	2.97	2.99	2.91
Clean creeks and waterways	2.81	3.06	3.09	2.89	2.99	3.10	3.20	3.40	3.38	3.39	3.34	3.48	3.44	3.47
Management of stormwater and drainage								3.04	3.22	3.17	3.31	3.28	3.23	3.28
Wheelie bin garbage collection	3.03	4.37	4.27	4.37	4.34	4.32	4.50	4.43	4.40	4.26	4.27	4.48	4.17	4.08
Wheelie bin recycling service	3.15	3.88	3.80	3.91	3.94	3.72	4.40	4.37	4.27	4.28	4.16	4.40	4.21	4.05
Waste management facilities at Blaxland and Katoomba								3.89	3.76	3.58	3.60	3.56	3.57	3.52

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (against 2016)

Detailed Overall Response for Satisfaction

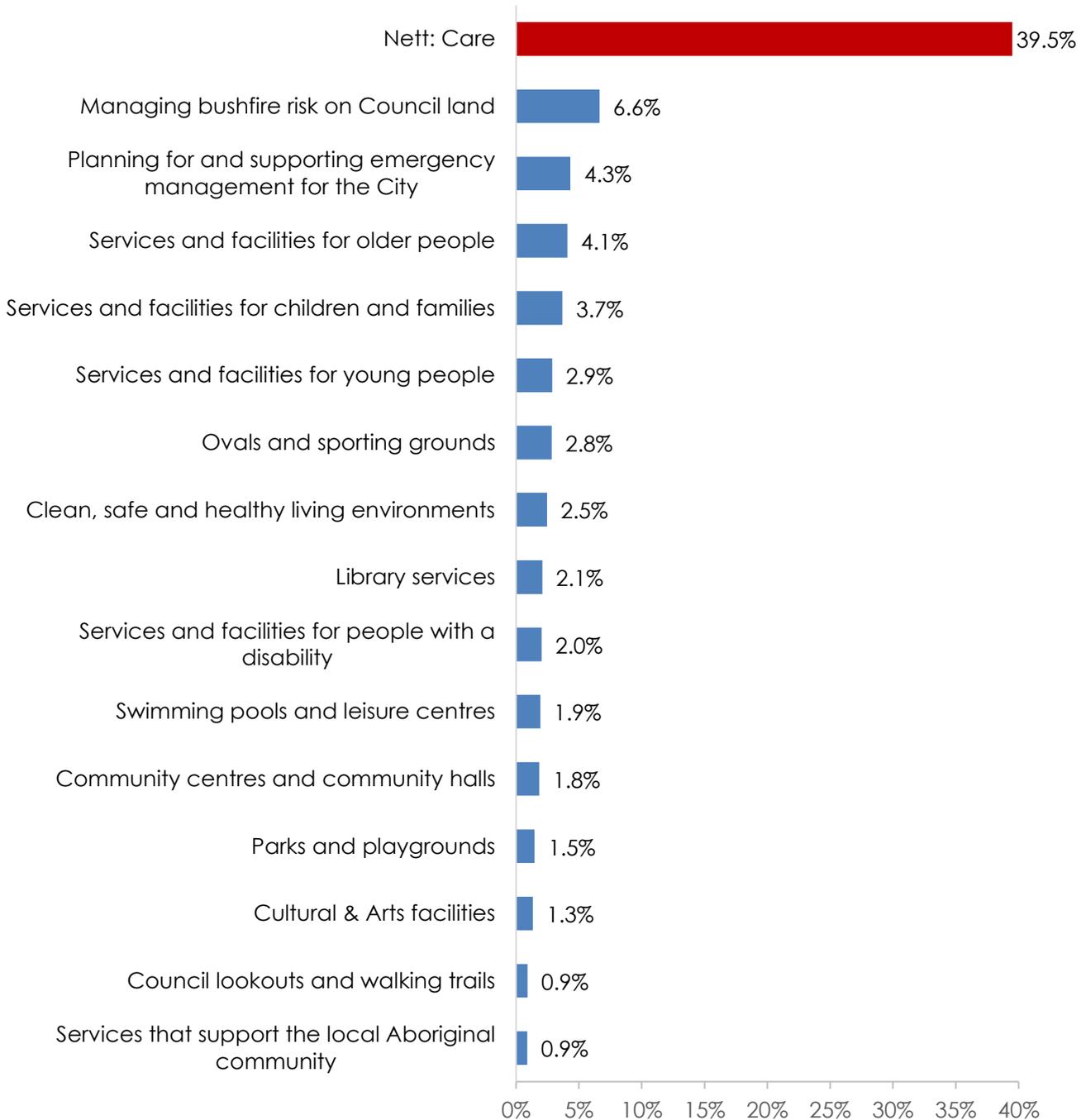
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Protection of natural bushland	3%	7%	38%	35%	16%	500
Bush regeneration	3%	9%	36%	34%	17%	496
Weed control	14%	19%	37%	22%	8%	500
Clean creeks and waterways	4%	13%	31%	37%	15%	496
Management of stormwater and drainage	9%	12%	36%	30%	13%	500
Wheelie bin garbage collection	3%	8%	13%	28%	48%	502
Wheelie bin recycling service	5%	6%	15%	27%	47%	504
Waste management facilities at Blaxland and Katoomba	8%	9%	29%	29%	24%	491



Key Direction: Care

Shapley Regression

Contributes to Almost 40% of Overall Satisfaction with Council



Key Direction: Care

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of the criteria.

Importance – overall

Extremely high	Managing bushfire risk on Council land Planning for and supporting emergency management for the City Clean, safe and healthy living environments Services and facilities for people with a disability Services and facilities for older people Council lookouts and walking trails Parks and playgrounds Services and facilities for young people
Very high	Services and facilities for children and families Swimming pools and leisure centres Services that support the local Aboriginal community Ovals and sporting grounds Library services Cultural & arts facilities Community centres and halls

Importance – by gender

Females rated the following criteria as significantly more important:

- Managing bushfire risk on Council land
- Library services
- Community centres and halls
- Services and facilities for children and families
- Services and facilities for young people
- Services and facilities for older people
- Services and facilities for people with a disability
- Services that support the local Aboriginal community
- Clean, safe and healthy living environments
- Cultural & arts facilities

Importance – by age

Residents' aged 18-34 rated 'managing bushfire risk on Council land' as significantly more important and 'community centres and halls', 'swimming pools and leisure centres' and 'cultural and arts facilities' significantly less important.

Those aged 35-49 placed a significantly higher level of importance on 'library services' and 'swimming pools and leisure centres'.

65+ year olds rated 'community centres and halls' and 'cultural & arts facilities' significantly more important and 'services that support the local Aboriginal community' significantly less important.

Importance – by area

Lower Blue Mountains residents placed significantly higher levels of importance on 'planning for and supporting emergency management for the City', 'managing bushfire risk on Council land', 'ovals and sporting grounds', 'parks and playgrounds' and 'clean, safe and healthy living environments'.



Key Direction: Care

Overview of Importance Rating Scores by Key Demographics

Importance – by ratepayer status

Non-ratepayers rated 'services and facilities for children and families', 'services and facilities for young people', 'services and facilities for people with a disability', 'services that support the local Aboriginal community' and 'cultural & arts facilities' significantly more important.

Importance – by year

The following services and facilities were rated significantly more important in 2018:

- Planning for and supporting emergency management for the City
- Managing bushfire risk on Council land
- Community centres and halls
- Services and facilities for children and families
- Services and facilities for young people
- Services and facilities for older people
- Services and facilities for people with a disability
- Services that support the local Aboriginal community
- Ovals and sporting grounds
- Parks and playgrounds
- Council lookouts and walking trails
- Swimming pools and leisure centres
- Cultural & arts facilities



Key Direction: Care

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Planning for and supporting emergency management for the City	4.78	4.73	4.81	4.77	4.75	4.81	4.76
Managing bushfire risk on Council land	4.80	4.74	4.86	4.93	4.71	4.81	4.78
Library services	4.24	4.06	4.41	4.03	4.43	4.17	4.30
Community centres and community halls	4.12	3.88	4.33	3.65	4.24	4.13	4.36
Services and facilities for children and families	4.45	4.34	4.54	4.53	4.53	4.39	4.36
Services and facilities for young people	4.50	4.39	4.59	4.60	4.55	4.43	4.43
Services and facilities for older people	4.61	4.45	4.75	4.51	4.55	4.69	4.67
Services and facilities for people with a disability	4.68	4.60	4.76	4.77	4.68	4.61	4.70
Services that support the local Aboriginal community	4.27	4.02	4.49	4.40	4.43	4.16	4.10
Ovals and sporting grounds	4.27	4.24	4.30	4.29	4.34	4.26	4.21
Parks and playgrounds	4.54	4.49	4.59	4.61	4.61	4.47	4.51
Council lookouts and walking trails	4.55	4.48	4.62	4.68	4.48	4.62	4.44
Swimming pools and leisure centres	4.43	4.35	4.50	4.06	4.63	4.43	4.52
Clean, safe and healthy living environments	4.77	4.66	4.87	4.83	4.69	4.76	4.81
Cultural & arts facilities	4.22	3.91	4.49	3.86	4.25	4.21	4.48

	Upper	Lower	Ratepayer	Non-Ratepayer
Planning for and supporting emergency management for the City	4.71	4.84	4.77	4.82
Managing bushfire risk on Council land	4.72	4.88	4.80	4.80
Library services	4.32	4.16	4.22	4.41
Community centres and community halls	4.20	4.04	4.10	4.32
Services and facilities for children and families	4.46	4.43	4.41	4.86
Services and facilities for young people	4.46	4.53	4.47	4.74
Services and facilities for older people	4.61	4.61	4.60	4.69
Services and facilities for people with a disability	4.66	4.70	4.66	4.94
Services that support the local Aboriginal community	4.30	4.23	4.22	4.72
Ovals and sporting grounds	4.13	4.41	4.26	4.34
Parks and playgrounds	4.44	4.64	4.54	4.56
Council lookouts and walking trails	4.53	4.57	4.56	4.45
Swimming pools and leisure centres	4.43	4.42	4.41	4.56
Clean, safe and healthy living environments	4.71	4.83	4.76	4.85
Cultural & arts facilities	4.16	4.27	4.18	4.53

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)



Key Direction: Care

Trend Analysis of Importance Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Planning for and supporting emergency management for the City											4.65	4.74	4.67	4.78
Managing bushfire risk on Council land								4.87	4.86	4.84	4.76	4.76	4.72	4.80
Library services	4.13	4.15	4.17	4.23	4.17	4.09	4.20	4.21	4.10	4.11	4.14	4.04	3.98	4.24
Community centres and community halls	3.64	3.91	3.59	3.92	3.96	3.82	3.90	4.10	4.08	4.12	4.11	4.04	3.98	4.12
Services and facilities for children and families	4.22	4.06	4.35	4.11	4.07	4.30	4.30	4.29	4.32	4.29	4.36	4.11	4.04	4.45
Services and facilities for young people	4.38	4.10	4.37	4.22	4.06	4.27	4.30	4.38	4.34	4.37	4.39	4.17	4.10	4.50
Services and facilities for older people	4.42	4.19	4.41	4.31	4.23	4.36	4.40	4.39	4.52	4.49	4.52	4.33	4.33	4.61
Services and facilities for people with a disability	4.46	4.24	4.43	4.26	4.17	4.38	4.40	4.48	4.50	4.59	4.58	4.38	4.40	4.68
Services that support the local Aboriginal community											4.04	3.93	4.09	4.27
Ovals and sporting grounds	3.22	3.89	3.30	4.06	4.12	3.53	3.70	4.27	4.28	4.34	4.21	4.11	4.08	4.27
Parks and playgrounds	4.13	4.31	4.12	4.26	4.31	4.02	4.10	4.48	4.37	4.48	4.44	4.38*	4.35	4.54
Council lookouts and walking trails	4.09	4.15	4.07	4.15	4.20	4.02	4.00	4.29	4.25	4.34	4.32	4.34	4.37	4.55
Swimming pools and leisure centres	3.79	3.90	3.93	4.05	3.92	3.68	3.70	4.23	4.07	4.14	4.04	3.97	4.12	4.43
Clean, safe and healthy living environments								4.83	4.78	4.80	4.70	4.77	4.71	4.77
Cultural & arts facilities						3.51	3.60	3.98	3.88	3.99	3.93	3.91	3.98	4.22

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (against 2016)



Key Direction: Care

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Planning for and supporting emergency management for the City	1%	1%	3%	13%	83%	505
Managing bushfire risk on Council land	0%	1%	3%	11%	85%	505
Library services	3%	3%	15%	26%	54%	505
Community centres and community halls	3%	5%	15%	33%	45%	505
Services and facilities for children and families	4%	1%	6%	23%	66%	505
Services and facilities for young people	2%	1%	7%	22%	67%	505
Services and facilities for older people	1%	1%	7%	20%	72%	505
Services and facilities for people with a disability	1%	1%	4%	17%	77%	505
Services that support the local Aboriginal community	5%	3%	11%	21%	59%	505
Ovals and sporting grounds	3%	2%	12%	30%	53%	505
Parks and playgrounds	1%	1%	6%	26%	66%	505
Council lookouts and walking trails	2%	1%	7%	22%	69%	505
Swimming pools and leisure centres	2%	2%	11%	22%	63%	505
Clean, safe and healthy living environments	0%	0%	3%	16%	81%	505
Cultural & arts facilities	5%	2%	11%	30%	52%	505



Key Direction: Care

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with the criteria.

Satisfaction – overall

High	Library services
Moderately high	Cultural & arts facilities Clean, safe and healthy living environments Council lookouts and walking trails Planning for and supporting emergency management for the City Community centres and halls
Moderate	Ovals and sporting grounds Managing bushfire risk on Council land Swimming pools and leisure centres Services and facilities for children and families Parks and playgrounds Services and facilities for older people Services that support the local Aboriginal community
Moderately low	Services and facilities for young people Services and facilities for people with a disability

Satisfaction – by gender

Females were significantly more satisfied with 'managing bushfire risk on Council land', 'library services' and 'cultural & arts facilities'.

Satisfaction – by age

Resident's aged 65+ were significantly more satisfied with the 'library services' and 'services and facilities for people with a disability', whilst those aged 18-34 expressed significantly higher satisfaction levels for the following services and facilities:

- Managing bushfire risk on Council land
- Services and facilities for young people
- Services and facilities for older people
- Ovals and sporting grounds
- Council lookouts and walking trails
- Swimming pools and leisure centres
- Clean, safe and healthy living environments

35-49 year olds were significantly less satisfied with 'services and facilities for young people' and 'parks and playgrounds' and those aged 50-64 were significantly less satisfied with 'planning for and supporting emergency management for the City', 'services and facilities for older people' and 'Council lookouts and walking trails'.

Satisfaction – by area

Lower Blue Mountains residents were significantly more satisfied with the following:

- Planning for and supporting emergency management for the City
- Services and facilities for older people
- Ovals and sporting grounds
- Swimming pools and leisure centres



Key Direction: Care

Overview of Satisfaction Rating Scores by Key Demographics

Satisfaction – by ratepayer status

Non-ratepayers expressed significantly higher satisfaction levels for 'ovals and sporting grounds' and 'Council lookouts and walking trails'.

Satisfaction – by year

Residents were significantly less satisfied with the following in 2018:

- Services and facilities for people with a disability
- Services that support the local Aboriginal community
- Parks and playgrounds
- Swimming pools and leisure centres



Key Direction: Care

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Planning for and supporting emergency management for the City	3.70	3.69	3.72	3.91	3.77	3.54	3.65
Managing bushfire risk on Council land	3.51	3.36	3.64	3.87	3.53	3.36	3.36
Library services	3.95	3.80	4.08	3.94	3.83	3.91	4.12
Community centres and community halls	3.64	3.54	3.73	3.74	3.57	3.60	3.69
Services and facilities for children and families	3.40	3.40	3.39	3.61	3.21	3.35	3.46
Services and facilities for young people	2.96	3.03	2.89	3.32	2.71	2.88	2.98
Services and facilities for older people	3.31	3.32	3.31	3.55	3.21	3.16	3.39
Services and facilities for people with a disability	2.94	2.90	2.97	2.93	2.90	2.84	3.09
Services that support the local Aboriginal community	3.07	3.06	3.08	3.10	3.03	3.05	3.12
Ovals and sporting grounds	3.57	3.53	3.61	3.83	3.48	3.54	3.48
Parks and playgrounds	3.39	3.38	3.39	3.41	3.15	3.46	3.53
Council lookouts and walking trails	3.73	3.70	3.75	4.04	3.78	3.57	3.59
Swimming pools and leisure centres	3.49	3.54	3.45	3.98	3.37	3.35	3.36
Clean, safe and healthy living environments	3.83	3.79	3.86	4.11	3.84	3.72	3.71
Cultural & Arts facilities	3.87	3.75	3.97	3.93	3.88	3.80	3.87

	Upper	Lower	Ratepayer	Non-Ratepayer
Planning for and supporting emergency management for the City	3.56	3.84	3.68	3.93
Managing bushfire risk on Council land	3.42	3.60	3.50	3.70
Library services	4.02	3.88	3.92	4.20
Community centres and community halls	3.64	3.65	3.61	3.96
Services and facilities for children and families	3.37	3.42	3.38	3.55
Services and facilities for young people	2.97	2.94	2.95	3.05
Services and facilities for older people	3.21	3.42	3.30	3.43
Services and facilities for people with a disability	2.93	2.95	2.93	3.08
Services that support the local Aboriginal community	3.03	3.12	3.08	3.01
Ovals and sporting grounds	3.44	3.69	3.53	3.99
Parks and playgrounds	3.48	3.30	3.39	3.39
Council lookouts and walking trails	3.74	3.72	3.69	4.11
Swimming pools and leisure centres	3.31	3.67	3.46	3.83
Clean, safe and healthy living environments	3.74	3.91	3.82	3.89
Cultural & Arts facilities	3.85	3.88	3.86	3.95

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Key Direction: Care

Trend Analysis of Satisfaction Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Planning for and supporting emergency management for the City											3.41	3.71	3.77	3.70
Managing bushfire risk on Council land								3.64	3.73	3.91	3.53	3.31	3.52	3.51
Library services	3.59	3.76	3.77	3.74	3.69	3.66	3.70	3.85	3.83	3.76	3.85	4.08	3.96	3.95
Community centres and community halls	3.37	3.41	3.39	3.40	3.40	3.25	3.40	3.38	3.37	3.47	3.35	3.47	3.70	3.64
Services and facilities for children and families	3.10	3.20	3.20	3.10	3.10	3.10	3.30	3.29	3.30	3.40	3.28	3.49	3.44	3.40
Services and facilities for young people	2.40	2.80	2.70	2.80	2.70	2.70	2.90	2.78	2.69	2.82	2.77	2.80	2.94	2.96
Services and facilities for older people	3.20	3.30	3.20	3.20	3.20	3.10	3.30	3.26	3.22	3.31	3.20	3.33*	3.36	3.31
Services and facilities for people with a disability	2.90	3.20	3.10	3.10	3.00	3.00	3.00	2.99	3.07	3.03	3.00	3.06	3.17	2.94
Services that support the local Aboriginal community											3.06	3.19	3.28	3.07
Ovals and sporting grounds	3.24	3.49	3.23	3.36	3.33	3.25	3.50	3.63	3.62	3.65	3.49	3.60	3.67	3.57
Parks and playgrounds	3.38	3.53	3.34	3.45	3.32	3.28	3.50	3.51	3.46	3.60	3.43	3.47	3.57	3.39
Council lookouts and walking trails	3.75	3.74	3.64	3.67	3.57	3.54	3.60	3.69	3.76	3.85	3.66	3.70	3.83	3.73
Swimming pools and leisure centres	3.37	3.27	2.89	3.44	3.66	3.64	3.70	3.82	3.71	3.76	3.70	3.77	3.78	3.49
Clean, safe and healthy living environments								3.82	3.83	3.79	3.71	3.78	3.86	3.83
Cultural & Arts facilities						3.08	3.10	3.25	3.31	3.39	3.56	3.63	3.80	3.87

Scale: 1 = not at all satisfied, 5 = very satisfied

*The published 2014 mean (3.30) has been updated to 3.33 based on a recalculation by Micromex Research

Significantly higher/lower level of satisfaction (against 2016)



Key Direction: Care

Detailed Overall Response for Satisfaction

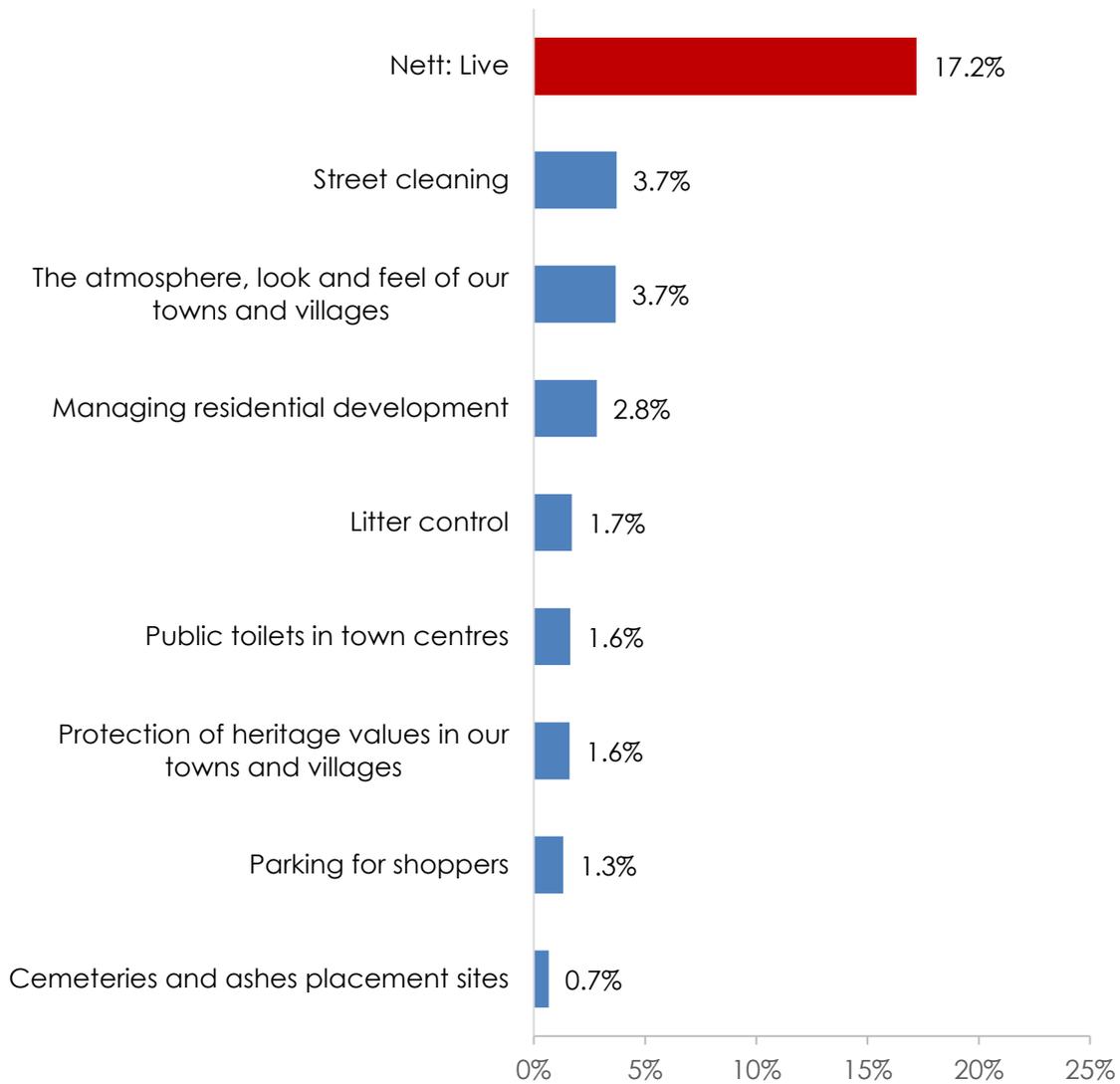
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Planning for and supporting emergency management for the City	3%	7%	28%	40%	21%	495
Managing bushfire risk on Council land	7%	12%	26%	34%	21%	498
Library services	4%	7%	17%	37%	36%	499
Community centres and community halls	3%	9%	33%	31%	24%	493
Services and facilities for children and families	6%	8%	42%	28%	16%	483
Services and facilities for young people	9%	20%	43%	24%	5%	482
Services and facilities for older people	5%	11%	42%	32%	10%	494
Services and facilities for people with a disability	10%	18%	46%	21%	5%	491
Services that support the local Aboriginal community	8%	16%	47%	22%	8%	473
Ovals and sporting grounds	3%	8%	34%	38%	17%	499
Parks and playgrounds	5%	15%	33%	32%	16%	504
Council lookouts and walking trails	3%	7%	28%	38%	24%	498
Swimming pools and leisure centres	7%	9%	32%	32%	20%	499
Clean, safe and healthy living environments	2%	5%	24%	45%	24%	504
Cultural & Arts facilities	5%	6%	20%	37%	33%	502



Key Direction: Live

Shapley Regression

Contributes to Over 17% of Overall Satisfaction with Council



Key Direction: Live

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of the criteria.

Importance – overall

Extremely high	The atmosphere, look and feel of our towns and villages Litter control
Very high	Protection of heritage values in our towns and villages Managing residential development Parking for shoppers Public toilets in town centres
High	Street cleaning
Moderately high	Cemeteries and ashes placement sites

Importance – by gender

Females rated the following criteria significantly more important:

- Litter control
- Protection of heritage values in our towns and villages
- Parking for shoppers
- Public toilets in town centres
- Street cleaning
- Cemeteries and ashes placement sites

Importance – by age

Residents aged 65+ expressed a significantly greater level of importance for 'managing residential development' and 'public toilets in town centres', while those aged 18-34 expressed a significantly lower level of importance for them.

65+ year olds also rated 'parking for shoppers' and 'cemeteries and ashes placement sites' significantly more important, whilst 35-49 year olds rated these significantly less important. Those aged 65+ additionally placed a greater level of importance on 'street cleaning'.

Importance – by area

There were no significant differences by area.

Importance – by ratepayer status

Non-ratepayers felt 'protection of heritage values in our towns and villages', 'litter control' and 'street cleaning' were significantly more important.

Importance – by year

Residents rated 'managing residential development' and 'parking for shoppers' significantly higher in 2018.



Key Direction: Live

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
The atmosphere, look and feel of our towns and villages	4.62	4.56	4.67	4.64	4.64	4.60	4.60
Managing residential development	4.47	4.39	4.54	4.07	4.46	4.58	4.68
Protection of heritage values in our towns and villages	4.49	4.34	4.63	4.45	4.48	4.50	4.53
Public toilets in town centres	4.46	4.29	4.60	4.11	4.51	4.46	4.69
Litter control	4.62	4.50	4.72	4.62	4.63	4.56	4.67
Street cleaning	4.13	4.03	4.22	4.04	4.02	4.11	4.34
Parking for shoppers	4.47	4.37	4.56	4.37	4.33	4.49	4.68
Cemeteries and ashes placement sites	3.65	3.48	3.80	3.35	3.44	3.73	4.02

	Upper	Lower	Ratepayer	Non-Ratepayer
The atmosphere, look and feel of our towns and villages	4.57	4.66	4.61	4.65
Managing residential development	4.41	4.52	4.47	4.44
Protection of heritage values in our towns and villages	4.43	4.55	4.47	4.70
Public toilets in town centres	4.41	4.50	4.45	4.57
Litter control	4.60	4.63	4.59	4.82
Street cleaning	4.19	4.07	4.10	4.42
Parking for shoppers	4.43	4.50	4.48	4.39
Cemeteries and ashes placement sites	3.63	3.67	3.63	3.90

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)



Key Direction: Live

Trend Analysis of Importance Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
The atmosphere, look and feel of our towns and villages	4.40	4.19	4.38	4.33	4.39	4.52	4.40	4.44	4.33	4.48	4.32	4.51	4.57	4.62
Managing residential development	4.45	4.40	4.49	4.44	4.33	4.32	4.30	4.41	4.31	4.32	3.93	4.01	4.32	4.47
Protection of heritage values in our towns and villages	4.33	4.11	4.33	4.32	4.24	4.26	4.20	4.22	4.27	4.35	4.24	4.38*	4.41	4.49
Public toilets in town centres	4.43	4.32	4.33	4.40	4.37	4.49	4.40	4.36	4.32	4.35	4.47	4.41	4.43	4.46
Litter control	4.80	4.55	4.69	4.59	4.52	4.58	4.60	4.52	4.43	4.54	4.51	4.54	4.54	4.62
Street cleaning	4.64	4.08	4.26	4.13	4.01	4.14	4.20	4.10	3.98	4.11	4.23	4.01	4.04	4.13
Parking for shoppers	4.50	4.41	4.55	4.44	4.34	4.49	4.60	4.43	4.42	4.37	4.36	4.45	4.34	4.47
Cemeteries and ashes placement sites								3.70	3.68	3.85	3.87	3.66	3.77	3.65

Scale: 1 = not at all important, 5 = very important

*The published 2014 mean (4.24) has been updated to 4.38 based on a recalculation by Micromex Research
Significantly higher/lower level of importance (against 2016)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
The atmosphere, look and feel of our towns and villages	1%	1%	5%	23%	70%	505
Managing residential development	2%	2%	7%	27%	63%	505
Protection of heritage values in our towns and villages	1%	1%	9%	25%	64%	505
Public toilets in town centres	1%	2%	13%	19%	65%	505
Litter control	1%	0%	4%	26%	69%	505
Street cleaning	0%	4%	22%	31%	43%	505
Parking for shoppers	0%	2%	11%	26%	62%	505
Cemeteries and ashes placement sites	7%	10%	25%	26%	32%	505



Key Direction: Live

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with the criteria.

Satisfaction – overall

Moderately high	Cemeteries and ashes placement sites
Moderate	Litter control
	Street cleaning
	The atmosphere, look and feel of our towns and villages
	Protection of heritage values in our towns and villages
	Managing residential development
	Parking for shoppers
Moderately low	Public toilets in town centres

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'the atmosphere, look and feel of our towns and villages', 'managing residential development', 'protection of heritage values in our towns and villages', 'street cleaning' and 'cemeteries and ashes placement sites'.

Whilst those aged 65+ were significantly less satisfied with 'protection of heritage values in our towns and villages', 'litter control' and 'street cleaning'.

Satisfaction – by area

Lower Blue Mountains residents expressed significantly higher satisfaction levels for 'the atmosphere, look and feel of our towns and villages' and 'protection of heritage values in our towns and villages'.

Satisfaction – by ratepayer status

There were no significant differences by ratepayer status.

Satisfaction – by year

Residents were significantly less satisfied with 'public toilets in town centres' and 'parking for shoppers' in 2018.



Key Direction: Live

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
The atmosphere, look and feel of our towns and villages	3.44	3.42	3.46	3.67	3.39	3.34	3.41
Managing residential development	3.12	3.11	3.12	3.42	3.03	3.11	2.97
Protection of heritage values in our towns and villages	3.41	3.43	3.39	3.85	3.31	3.42	3.12
Public toilets in town centres	2.85	2.95	2.76	2.79	2.83	2.90	2.87
Litter control	3.47	3.48	3.47	3.67	3.53	3.42	3.31
Street cleaning	3.46	3.46	3.46	3.70	3.52	3.45	3.22
Parking for shoppers	3.09	3.09	3.09	3.19	3.19	3.03	2.97
Cemeteries and ashes placement sites	3.61	3.60	3.62	3.91	3.59	3.47	3.54

	Upper	Lower	Ratepayer	Non-Ratepayer
The atmosphere, look and feel of our towns and villages	3.29	3.59	3.44	3.48
Managing residential development	3.07	3.16	3.09	3.40
Protection of heritage values in our towns and villages	3.24	3.56	3.39	3.53
Public toilets in town centres	2.94	2.75	2.85	2.86
Litter control	3.44	3.50	3.47	3.46
Street cleaning	3.48	3.45	3.43	3.76
Parking for shoppers	3.09	3.09	3.07	3.29
Cemeteries and ashes placement sites	3.58	3.65	3.59	3.87

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)



Key Direction: Live

Trend Analysis of Satisfaction Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
The atmosphere, look and feel of our towns and villages	3.28	3.21	3.25	3.23	3.21	3.26	3.50	3.41	3.41	3.43	3.42	3.35*	3.53	3.44
Managing residential development	2.74	2.72	2.70	2.59	2.70	2.81	3.00	3.11	3.05	3.18	2.96	3.09	3.08	3.12
Protection of heritage values in our towns and villages	3.36	3.32	3.25	3.22	3.20	3.27	3.40	3.43	3.47	3.53	3.33	3.54	3.45	3.41
Public toilets in town centres	2.62	2.79	2.83	2.69	2.76	2.80	2.90	2.76	2.83	2.85	2.80	2.94	3.03	2.85
Litter control	4.19	3.24	3.39	3.32	3.38	3.26	3.40	3.41	3.39	3.55	3.32	3.37	3.45	3.47
Street cleaning	3.51	3.26	3.36	3.33	3.38	3.23	3.30	3.38	3.39	3.50	3.44	3.37	3.43	3.46
Parking for shoppers	3.08	3.02	3.23	3.04	3.20	3.10	3.10	3.22	3.09	3.18	3.15	3.33	3.24	3.09
Cemeteries and ashes placement sites								3.60	3.60	3.62	3.62	3.66	3.71	3.61

Scale: 1 = not at all satisfied, 5 = very satisfied

*The published 2014 mean (3.45) has been updated to 3.35 based on a recalculation by Micromex Research
Significantly higher/lower level of satisfaction (against 2016)

Detailed Overall Response for Satisfaction

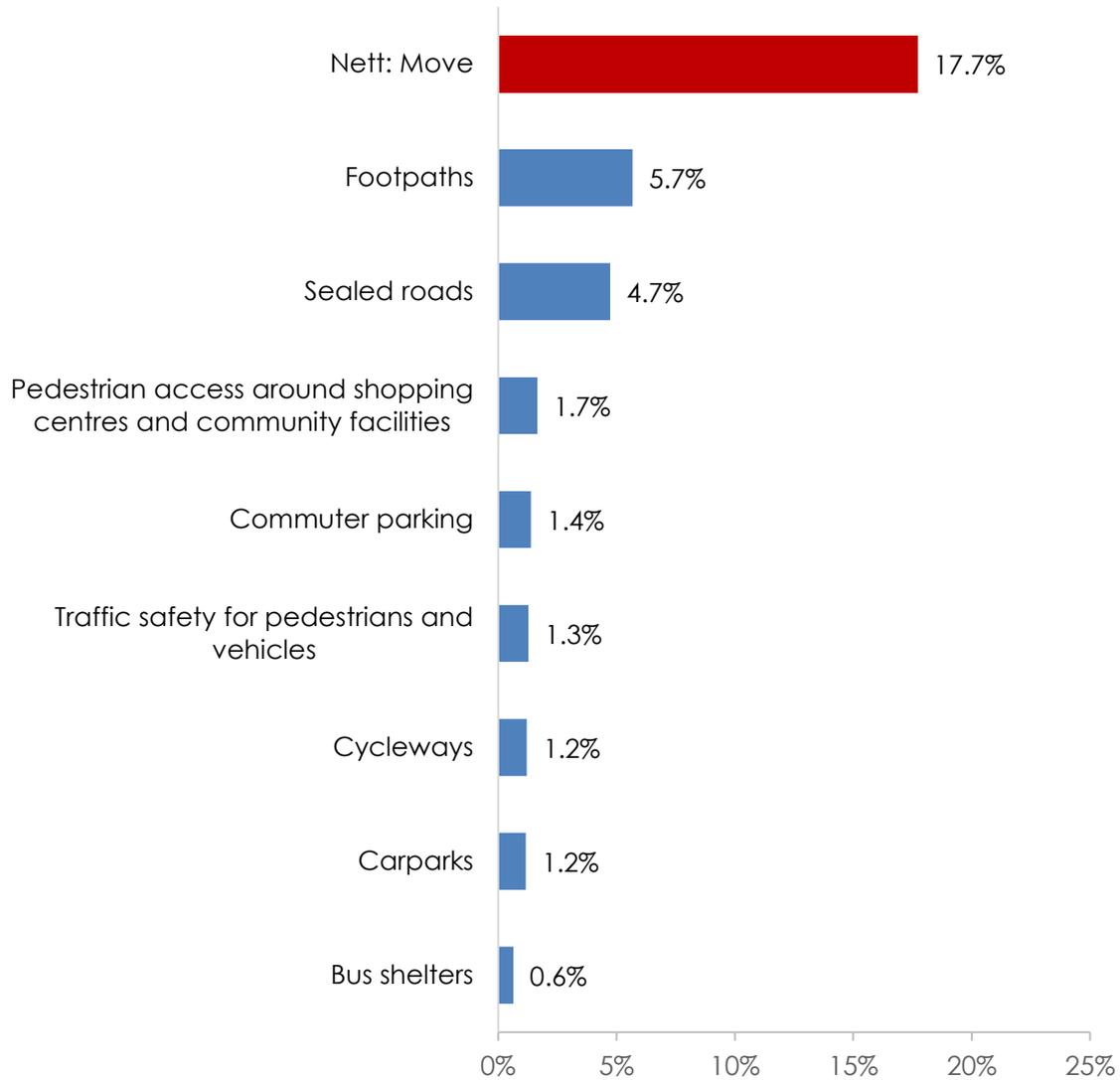
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
The atmosphere, look and feel of our towns and villages	4%	10%	35%	40%	11%	505
Managing residential development	9%	17%	38%	27%	10%	504
Protection of heritage values in our towns and villages	6%	11%	33%	34%	16%	502
Public toilets in town centres	13%	22%	38%	19%	7%	503
Litter control	4%	11%	33%	37%	15%	505
Street cleaning	6%	9%	33%	38%	15%	503
Parking for shoppers	8%	20%	39%	23%	11%	501
Cemeteries and ashes placement sites	4%	7%	35%	33%	21%	486



Key Direction: Move

Shapley Regression

Contributes to Almost 18% of Overall Satisfaction with Council



Key Direction: Move

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of the criteria.

Importance – overall

Extremely high	Traffic safety for pedestrians and vehicles
Very high	Sealed roads
	Pedestrian access around shopping centres and community facilities
	Footpaths
	Carparks
	Commuter parking
Moderately high	Bus shelters
	Cycleways

Importance – by gender

Females placed a significantly higher level of importance on all criteria:

- Cemeteries and ashes placement sites
- Sealed roads
- Pedestrian access around shopping centres and community facilities
- Footpaths
- Carparks
- Commuter parking
- Bus shelters
- Cycleways

Importance – by age

18-34 year olds felt 'footpaths' were significantly more important.

Residents aged 65+ rated 'sealed roads', 'carparks', 'commuter parking', 'bus shelters' and 'pedestrian access around shopping centres and community facilities' significantly more important. Whilst those aged 35-49 rated 'carparks' and 'commuter parking' significantly less important.

Importance – by area

There were no significant differences by area.

Importance – by ratepayer status

There were no significant differences by ratepayer status.

Importance – by year

'Sealed roads', 'carparks', 'commuter parking' and 'traffic safety for pedestrians and vehicles' were rated significantly more important in 2018.



Key Direction: Move

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Sealed roads	4.48	4.40	4.55	4.43	4.49	4.40	4.59
Carparks	4.40	4.26	4.52	4.43	4.25	4.32	4.61
Commuter parking	4.29	4.15	4.42	4.12	4.08	4.42	4.49
Bus shelters	3.78	3.48	4.05	3.45	3.72	3.84	4.05
Pedestrian access around shopping centres and community facilities	4.46	4.34	4.57	4.32	4.39	4.51	4.62
Footpaths	4.43	4.31	4.53	4.63	4.31	4.32	4.51
Cycleways	3.61	3.42	3.77	3.74	3.77	3.53	3.42
Traffic safety for pedestrians and vehicles	4.74	4.64	4.82	4.80	4.75	4.70	4.72

	Upper	Lower	Ratepayer	Non-Ratepayer
Sealed roads	4.47	4.48	4.50	4.25
Carparks	4.38	4.42	4.39	4.49
Commuter parking	4.19	4.39	4.26	4.57
Bus shelters	3.77	3.78	3.76	4.01
Pedestrian access around shopping centres and community facilities	4.50	4.43	4.45	4.59
Footpaths	4.41	4.44	4.42	4.52
Cycleways	3.48	3.73	3.59	3.77
Traffic safety for pedestrians and vehicles	4.71	4.76	4.73	4.81

Scale: 1 = not at all important, 5 = very important

Significantly higher/lower level of importance (by group)



Key Direction: Move

Trend Analysis of Importance Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Sealed roads	4.53	4.47	4.53	4.52	4.44	4.55	4.60	4.47	4.46	4.55	4.44	4.40	4.31	4.48
Carparks								4.28	4.28	4.23	4.18	4.19	4.12	4.40
Commuter parking	4.03	3.87	4.08	4.01	3.83	4.06	4.10	4.17	4.16	4.16	4.21	4.15	4.08	4.29
Bus shelters	3.68	3.45	3.63	3.63	3.61	3.78	3.70	3.86	3.71	3.85	3.90	3.61	3.62	3.78
Pedestrian access around shopping centres and community facilities	4.50	4.41	4.47	4.48	4.44	4.49	4.50	4.47	4.41	4.51	4.45	4.38	4.43	4.46
Footpaths	4.44	4.35	4.53	4.47	4.43	4.49	4.50	4.42	4.42	4.43	4.41	4.43	4.38	4.43
Cycleways								3.74	3.57	3.63	3.44	3.43	3.48	3.61
Traffic safety for pedestrians and vehicles								4.77	4.68	4.71	4.67	4.70	4.65	4.74

Scale: 1 = not at all important, 5 = very important

Significantly higher/lower level of importance (against 2016)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Sealed roads	0%	1%	8%	30%	60%	505
Carparks	0%	2%	10%	32%	55%	505
Commuter parking	4%	3%	11%	22%	59%	505
Bus shelters	7%	7%	23%	26%	37%	505
Pedestrian access around shopping centres and community facilities	1%	1%	9%	30%	60%	505
Footpaths	1%	2%	10%	27%	60%	505
Cycleways	11%	11%	19%	25%	34%	505
Traffic safety for pedestrians and vehicles	1%	0%	4%	16%	79%	505

Key Direction: Move

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with the criteria.

Satisfaction – overall

Moderately high	Pedestrian access around shopping centres and community facilities
Moderate	Sealed roads
	Traffic safety for pedestrians and vehicles
	Bus shelters
	Carparks
	Commuter parking
Moderately low	Footpaths
	Cycleways

Satisfaction – by gender

Females were significantly more satisfied with 'cycleways'.

Satisfaction – by age

Residents aged 18-34 expressed significantly higher levels of satisfaction for 'commuter parking' and 'bus shelters', whilst those aged 65+ expressed significantly lower satisfaction levels.

18-34 year olds were also significantly more satisfied with 'traffic safety for pedestrians and vehicles', whilst those aged 35-49 were significantly less satisfied.

Satisfaction – by area

Lower Blue Mountains residents were significantly more satisfied with 'bus shelters', 'footpaths' and 'traffic safety for pedestrians and vehicles'.

Satisfaction – by ratepayer status

Non-ratepayers had significantly higher levels of satisfaction with 'carparks'.

Satisfaction – by year

Residents were significantly more satisfied with 'sealed roads' and significantly less satisfied with 'cycleways' in 2018.



Key Direction: Move

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Sealed roads	3.46	3.41	3.51	3.48	3.36	3.47	3.55
Carparks	3.17	3.13	3.21	3.17	3.24	3.17	3.11
Commuter parking	3.14	3.12	3.16	3.46	3.08	3.10	2.97
Bus shelters	3.32	3.33	3.30	3.70	3.21	3.26	3.16
Pedestrian access around shopping centres and community facilities	3.65	3.68	3.63	3.81	3.65	3.53	3.67
Footpaths	2.98	2.98	2.97	3.09	2.97	2.94	2.93
Cycleways	2.59	2.44	2.73	2.83	2.48	2.58	2.52
Traffic safety for pedestrians and vehicles	3.39	3.35	3.42	3.80	3.19	3.29	3.36

	Upper	Lower	Ratepayer	Non-Ratepayer
Sealed roads	3.37	3.56	3.45	3.66
Carparks	3.15	3.20	3.14	3.50
Commuter parking	3.05	3.22	3.12	3.37
Bus shelters	3.16	3.46	3.32	3.33
Pedestrian access around shopping centres and community facilities	3.55	3.75	3.63	3.85
Footpaths	2.80	3.15	2.94	3.34
Cycleways	2.58	2.61	2.55	3.07
Traffic safety for pedestrians and vehicles	3.24	3.53	3.38	3.49

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (by group)



Key Direction: Move

Trend Analysis of Satisfaction Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Sealed roads	2.79	2.83	2.90	2.80	2.88	2.87	2.90	3.18	3.14	3.12	3.16	3.21	3.27	3.46
Carparks								3.26	3.25	3.23	3.25	3.43	3.24	3.17
Commuter parking	3.43	3.35	3.47	3.22	3.26	3.23	3.20	3.21	3.30	3.34	3.23	3.37	3.24	3.14
Bus shelters	3.11	3.07	3.15	3.16	3.16	3.02	3.20	3.26	3.27	3.31	3.19	3.30	3.31	3.32
Pedestrian access around shopping centres and community facilities	3.62	3.53	3.59	3.52	3.47	3.49	3.60	3.68	3.59	3.63	3.52	3.67	3.60	3.65
Footpaths	3.60	3.43	3.54	3.42	3.35	3.45	3.50	3.05	3.07	3.06	3.04	3.04	3.04	2.98
Cycleways								2.74	2.77	2.65	2.61	2.70	2.85	2.59
Traffic safety for pedestrians and vehicles								3.36	3.51	3.22	3.34	3.29	3.44	3.39

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (against 2016)

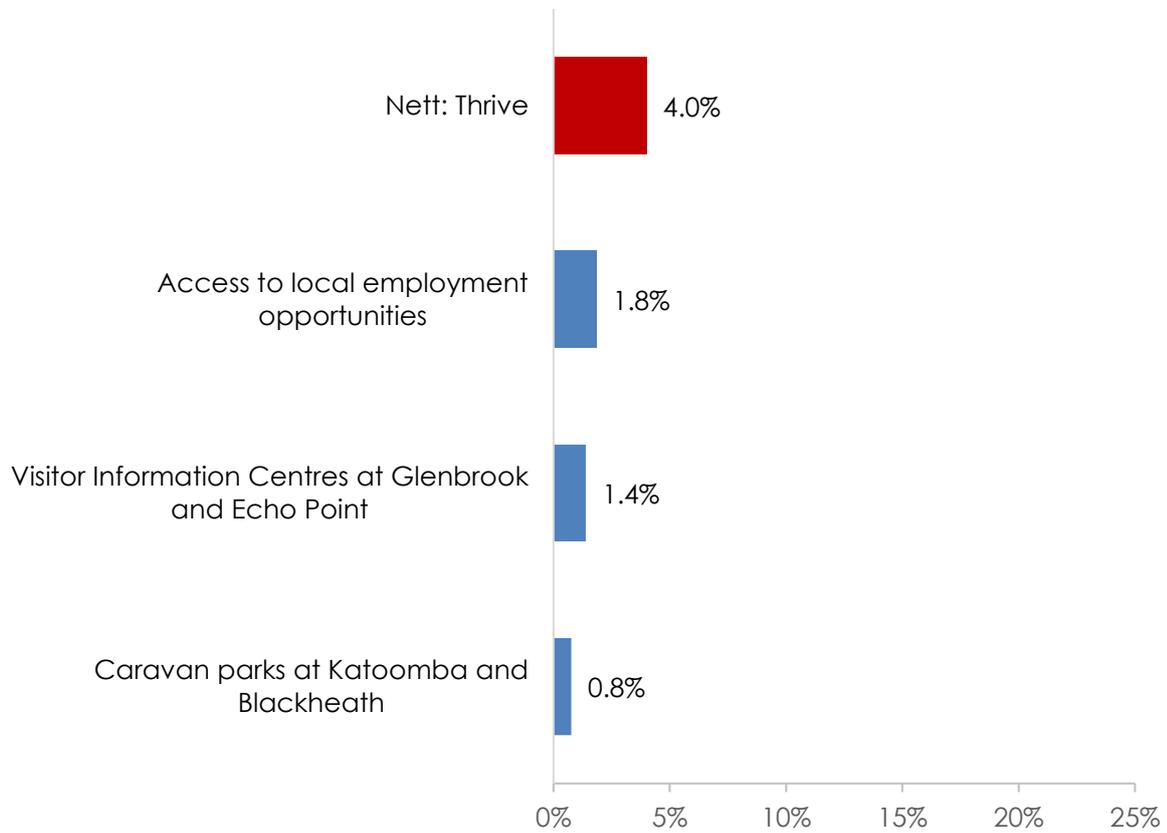
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Sealed roads	4%	11%	34%	36%	15%	505
Carparks	4%	17%	42%	30%	7%	505
Commuter parking	8%	19%	37%	26%	11%	500
Bus shelters	6%	12%	41%	28%	13%	494
Pedestrian access around shopping centres and community facilities	3%	8%	30%	38%	21%	505
Footpaths	11%	22%	34%	22%	10%	504
Cycleways	23%	25%	30%	16%	6%	495
Traffic safety for pedestrians and vehicles	4%	11%	39%	34%	12%	504

Key Direction: Thrive

Shapley Regression

Contributes to 4% of Overall Satisfaction with Council



Key Direction: Thrive

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of the criteria.

Importance – overall

Extremely high	Access to local employment opportunities
High	Visitor Information Centres at Glenbrook and Echo Point
Moderate	Caravan parks at Katoomba and Blackheath

Importance – by gender

Females rated 'access to local employment opportunities', 'Visitor Information Centres at Glenbrook and Echo Point' and 'caravan parks at Katoomba and Blackheath' significantly more important.

Importance – by age

Residents aged 65+ placed significantly higher levels of importance on the 'Visitor Information Centres at Glenbrook and Echo Point' and 'caravan parks at Katoomba and Blackheath', whilst those aged 18-34 rated these significantly less important.

50-64 year olds rated the 'Visitor Information Centres at Glenbrook and Echo Point' as significantly more important.

Importance – by area

Upper Blue Mountains residents rated 'caravan parks at Katoomba and Blackheath' significantly more important.

Importance – by ratepayer status

There were no significant differences by ratepayer status.

Importance – by year

Residents placed a significantly higher level of importance on 'access to local employment opportunities' and 'caravan parks in Katoomba and Blackheath' in 2018.



Key Direction: Thrive

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Access to local employment opportunities	4.52	4.39	4.63	4.71	4.45	4.52	4.43
Visitor Information Centres at Glenbrook and Echo Point	4.12	3.85	4.36	3.61	4.11	4.31	4.32
Caravan parks at Katoomba and Blackheath	3.45	3.23	3.65	2.84	3.38	3.64	3.82

	Upper	Lower	Ratepayer	Non-Ratepayer
Access to local employment opportunities	4.45	4.58	4.51	4.68
Visitor Information Centres at Glenbrook and Echo Point	4.05	4.18	4.10	4.25
Caravan parks at Katoomba and Blackheath	3.62	3.29	3.41	3.84

Trend Analysis of Importance Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Access to local employment opportunities	4.57	4.32	4.52	4.36	4.28	4.51	4.60	4.59	4.56	4.62	4.38	4.42	4.15	4.52
Visitor Information Centres at Glenbrook and Echo Point								4.19	4.07	4.19	4.00	4.06	4.06	4.12
Caravan parks at Katoomba and Blackheath													3.24	3.45

Scale: 1 = not at all important, 5 = very important

Significantly higher/lower level of importance (against 2016)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Access to local employment opportunities	3%	1%	6%	22%	68%	505
Visitor Information Centres at Glenbrook and Echo Point	5%	5%	14%	24%	51%	505
Caravan parks at Katoomba and Blackheath	14%	8%	24%	24%	29%	505



Key Direction: Thrive

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with the criteria.

Satisfaction – overall

Moderately high	Visitor Information Centres at Glenbrook and Echo Point
Moderate	Caravan parks at Katoomba and Blackheath
Moderately low	Access to local employment opportunities

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

There were no significant differences by age.

Satisfaction – by area

Upper Blue Mountains residents were significantly more satisfied with 'caravan parks at Katoomba and Blackheath'.

Satisfaction – by ratepayer status

There were no significant differences by ratepayer status.

Satisfaction – by year

Satisfaction levels were significantly lower in 2018 for the 'Visitor Information Centres at Glenbrook and Echo Point' and 'caravan parks at Katoomba and Blackheath'.



Key Direction: Thrive

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-49	50-64	65+
Access to local employment opportunities	2.97	2.92	3.02	3.21	2.85	2.92	2.95
Visitor Information Centres at Glenbrook and Echo Point	3.71	3.60	3.82	3.92	3.57	3.76	3.64
Caravan parks at Katoomba and Blackheath	3.35	3.29	3.41	3.59	3.29	3.27	3.30

	Upper	Lower	Ratepayer	Non-Ratepayer
Access to local employment opportunities	2.90	3.04	2.97	2.95
Visitor Information Centres at Glenbrook and Echo Point	3.64	3.78	3.70	3.91
Caravan parks at Katoomba and Blackheath	3.46	3.25	3.35	3.45

Trend Analysis of Satisfaction Mean Scores

	2000	2002	2003	2004	2006	2007	2009	2010	2011	2012	2013	2014	2016	2018
Access to local employment opportunities	2.54	2.66	2.69	2.74	2.75	2.81	2.90	2.85	2.83	2.91	2.72	3.01	2.90	2.97
Visitor Information Centres at Glenbrook and Echo Point								3.66	3.62	3.83	3.75	3.82	4.00	3.71
Caravan parks at Katoomba and Blackheath													3.53	3.35

Scale: 1 = not at all satisfied, 5 = very satisfied

Significantly higher/lower level of satisfaction (against 2016)

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Access to local employment opportunities	9%	21%	42%	20%	8%	495
Visitor Information Centres at Glenbrook and Echo Point	4%	7%	29%	31%	28%	500
Caravan parks at Katoomba and Blackheath	6%	6%	46%	30%	12%	469



Comparison to Previous Research

Service/ Facility	Importance		Satisfaction	
	2018	2016	2018	2016
Protection of natural bushland	4.53▲	4.42	3.54	3.53
Bush regeneration	4.45▲	4.18	3.53	3.46
Weed control	4.46▲	4.32	2.91	2.99
Clean creeks and waterways	4.75	4.67	3.47	3.44
Management of stormwater and drainage	4.49	4.41	3.28	3.23
Wheelie bin garbage collection	4.73	4.72	4.08	4.17
Wheelie bin recycling service	4.74	4.77	4.05▼	4.21
Waste management facilities at Blaxland and Katoomba	4.46▲	4.28	3.52	3.57
The atmosphere, look and feel of our towns and villages	4.62	4.57	3.44	3.53
Managing residential development	4.47▲	4.32	3.12	3.08
Protection of heritage values in our towns and villages	4.49	4.41	3.41	3.45
Public toilets in town centres	4.46	4.43	2.85▼	3.03
Litter control	4.62	4.54	3.47	3.45
Street cleaning	4.13	4.04	3.46	3.43
Parking for shoppers	4.47▲	4.34	3.09▼	3.24
Cemeteries and ashes placement sites	3.65	3.77	3.61	3.71
Sealed roads	4.48▲	4.31	3.46▲	3.27
Carparks	4.40▲	4.12	3.17	3.24
Commuter parking	4.29▲	4.08	3.14	3.24
Bus shelters	3.78	3.62	3.32	3.31
Pedestrian access around shopping centres and community facilities	4.46	4.43	3.65	3.60
Footpaths	4.43	4.38	2.98	3.04
Cycleways	3.61	3.48	2.59▼	2.85
Traffic safety for pedestrians and vehicles	4.74▲	4.65	3.39	3.44
Planning for and supporting emergency management for the City	4.78▲	4.67	3.70	3.77
Managing bushfire risk on Council land	4.80▲	4.72	3.51	3.52
Library services	4.24▲	3.98	3.95	3.96
Community centres and community halls	4.12▲	3.98	3.64	3.70
Services and facilities for children and families	4.45▲	4.04	3.40	3.44
Services and facilities for young people	4.50▲	4.10	2.96	2.94
Services and facilities for older people	4.61▲	4.33	3.31	3.36
Services and facilities for people with a disability	4.68▲	4.40	2.94▼	3.17
Services that support the local Aboriginal community	4.27▲	4.09	3.07▼	3.28
Ovals and sporting grounds	4.27▲	4.08	3.57	3.67
Parks and playgrounds	4.54▲	4.35	3.39▼	3.57
Council lookouts and walking trails	4.55▲	4.37	3.73	3.83
Swimming pools and leisure centres	4.43▲	4.12	3.49▼	3.78
Clean, safe and healthy living environments	4.77	4.71	3.83	3.86
Access to local employment opportunities	4.52▲	4.15	2.97	2.90
Visitor Information Centres at Glenbrook and Echo Point	4.12	4.06	3.71▼	4.00
Caravan parks at Katoomba and Blackheath	3.45▲	3.24	3.35▼	3.53
Cultural & Arts facilities	4.22▲	3.98	3.87	3.80

Scale: 1=not at all important, 5= very important/1 = not at all satisfied, 5 = very satisfied

▲▼= A significantly higher level of importance/satisfaction (by year)



Comparison to LGA Benchmarks

3 of the 34 comparable measures were rated above the benchmark threshold of 0.15, these were 'sealed roads', 'Visitor Information Centres at Glenbrook and Echo Point' and 'wheelie bin recycling services'.

12 of the measures were rated lower than the benchmark threshold of -0.15.

Service/Facility	Blue Mountains City Council Satisfaction Scores	Benchmark Variances
Sealed roads	3.46	0.57▲
Visitor Information Centres at Glenbrook and Echo Point	3.71	0.22▲
Wheelie bin recycling service	4.05	0.16▲
Cultural & Arts facilities	3.87	0.13
Carparks	3.17	0.12
Protection of natural bushland	3.54	0.11
Bush regeneration	3.53	0.10
Commuter parking	3.14	0.09
Wheelie bin garbage collection	4.08	0.06
Parking for shoppers	3.09	0.04
The atmosphere, look and feel of our towns and villages	3.44	0.01
Managing residential development	3.12	-0.01
Bus shelters	3.32	-0.01
Community centres and community halls	3.64	-0.02
Litter control	3.47	-0.02
Street cleaning	3.46	-0.03
Council lookouts and walking trails	3.73	-0.04
Traffic safety for pedestrians and vehicles	3.39	-0.06
Management of stormwater and drainage	3.28	-0.09
Protection of heritage values in our towns and villages	3.41	-0.10
Footpaths	2.98	-0.10
Clean creeks and waterways	3.47	-0.14
Library services	3.95	-0.20▼
Services and facilities for children and families	3.40	-0.21▼
Access to local employment opportunities	2.97	-0.21▼
Ovals and sporting grounds	3.57	-0.25▼
Services and facilities for young people	2.96	-0.26▼
Public toilets in town centres	2.85	-0.27▼
Swimming pools and leisure centres	3.49	-0.28▼
Services and facilities for older people	3.31	-0.29▼
Services that support the local Aboriginal community	3.07	-0.35▼
Parks and playgrounds	3.39	-0.38▼
Services and facilities for people with a disability	2.94	-0.45▼
Cycleways	2.59	-0.64▼

Scale: 1 = not at all satisfied, 5 = very satisfied

▲/▼ = positive/negative difference greater than 0.15 from LGA Benchmark

Note: Benchmark differences are based on assumed variants of +/- 0.15, with variants beyond +/- 0.15 more likely to be significant





Demographics

Demographics

QA. Can you tell me what town or suburb you live in?

Town/Suburb	%	Town/Suburb	%
Springwood	14%	Woodford	3%
Katoomba	11%	Bullaburra	2%
Blaxland	9%	Warrimoo	2%
Winmalee	9%	Lapstone	1%
Wentworth Falls	8%	Linden	1%
Hazelbrook	7%	Mount Victoria	1%
Faulconbridge	6%	Valley Heights	1%
Leura	6%	Mount Irvine	<1%
Blackheath	5%	Mount Wilson	<1%
Glenbrook	5%	Sun Valley	<1%
Lawson	3%	Yellow Rock	<1%
Mount Riverview	3%		

	%
Upper	49%
Lower	51%

Base: N = 505

Q7a. Can you please confirm your gender?

	%
Male	47%
Female	53%

Base: N = 505



Demographics

Q7b. Please stop me when I read out the age group you are in:

	%
18-24	9%
25-34	12%
35-49	25%
50-64	29%
65+	25%

Base: N = 505

Q7c. Do you or your family pay Council rates or do you leave this to the landlord if you rent?

	%
Pay Council rates ourselves (ratepayer)	91%
Landlord pays Council rates (non-ratepayer)	9%

Base: N = 504

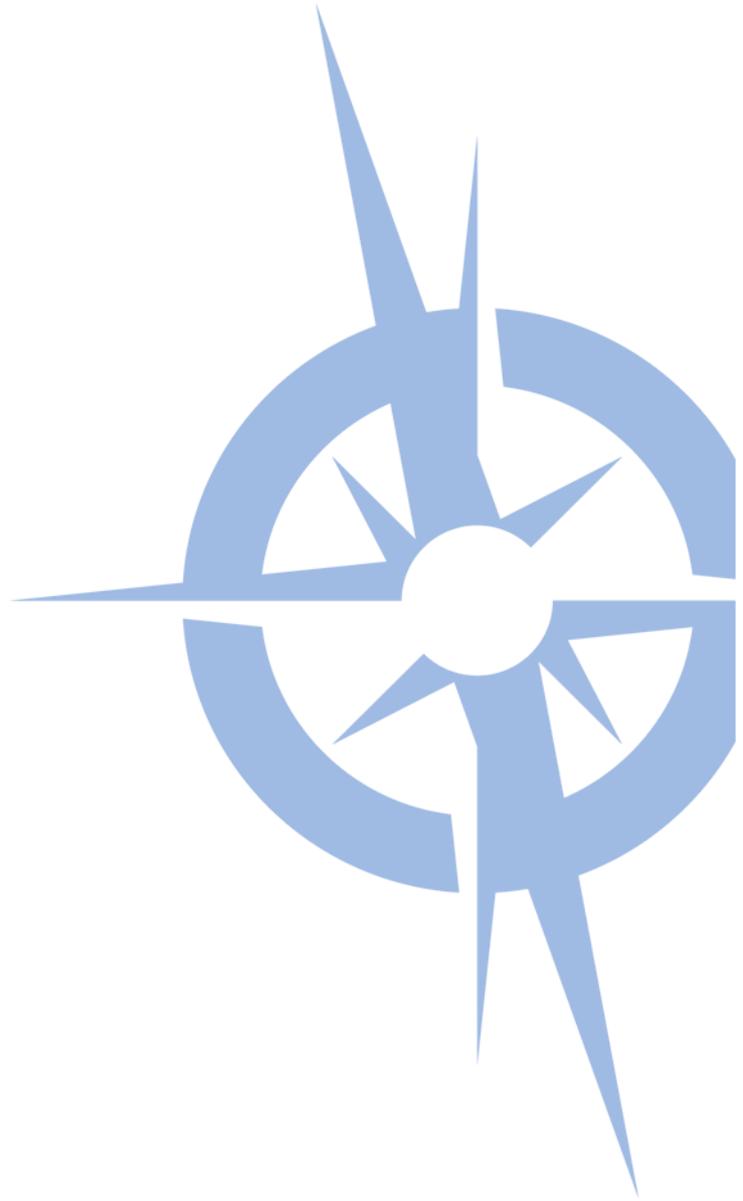
Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce both sampling and non-sampling error by careful design of the sample and questionnaire, and detailed checking of completed questionnaires.

As the raw data has been weighted to reflect the real community profile of Blue Mountains City Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.





Appendix A

Overall Satisfaction with Council

Q2a. How would you rate your satisfaction with the overall performance of your Council in providing services to the community?

Q2b. What is your main reason for feeling that way?

Very satisfied/Satisfied (51%)	N=505
Good communication and response to requests	1%
Council rates are ridiculously high and looking at going up again	<1%
Far too much politics in Council which makes them not get on with the job	<1%
Only reason for not giving a 5 is the poor handling of the Lawson redevelopment	<1%
Upper Blue Mountains are better looked after compared to Lower Blue Mountains and the rates aren't equal	<1%
Don't know/nothing	1%
Somewhat satisfied (36%)	
Adequate services provided/doing a good job	1%
Better environmental management is required	1%
Council does not focus enough on promoting tourism/festivals and events	1%
I don't use a lot of services/facilities	1%
Need more disabled access	1%
Better management of planning and development is required	<1%
Lack of support for local employment	<1%
Not enough available parking	<1%
Don't know/nothing	<1%
Not very satisfied/Not at all satisfied (13%)	
Council need to focus less on tourism and more on local residents	1%
Need more disabled access	1%
Need more frequent waste collections and drop offs/bigger bins	1%
Poor reputation of Council/political agendas	1%
Poor/lack of communication and community consultation	1%
The management of asbestos removal is poorly managed by Council	1%
Better environmental management is required	<1%
Lack of public transport	<1%
There aren't enough facilities for families	<1%
Tourist buses are still parking in the wrong areas	<1%



Community Perceptions

Q6 Now I want to ask about your perceptions of your neighbourhood and the Blue Mountains as a place to live.

	Male	Female	18-34	35-49	50-64	65+
I feel that I am generally safe in my neighbourhood	4.65	4.61	4.65	4.63	4.65	4.60
I have someone in my area outside my immediate family to turn to in a time of crisis	4.47	4.39	4.62▲	4.46	4.31	4.37
I feel that I belong to the community I live in	4.26	4.35	4.14	4.26	4.38	4.41
I am satisfied with Council's response and support to natural disasters, such as bushfires and windstorms	4.05	4.21	4.41▲	4.05	4.02	4.12
I feel that the quality of life and wellbeing in the Blue Mountains is improving	3.74	3.83	3.88	3.66	3.76	3.86

	Upper	Lower	Ratepayer	Non-ratepayer
I feel that I am generally safe in my neighbourhood	4.57	4.69▲	4.64	4.56
I have someone in my area outside my immediate family to turn to in a time of crisis	4.33	4.53▲	4.43	4.43
I feel that I belong to the community I live in	4.24	4.37	4.32	4.17
I am satisfied with Council's response and support to natural disasters, such as bushfires and windstorms	4.05	4.21	4.11	4.33
I feel that the quality of life and wellbeing in the Blue Mountains is improving	3.71	3.85	3.77	3.99

	2007	2009	2010	2011	2012	2013	2014	2016	2018
I feel that I am generally safe in my neighbourhood	4.30	4.40	4.47					4.61	4.63
I have someone in my area outside my immediate family to turn to in a time of crisis	4.20	4.30	4.35					4.39	4.43
I feel that I belong to the community I live in	4.20	4.20	4.18					4.37	4.31
I am satisfied with Council's response and support to natural disasters, such as bushfires and windstorms								4.15	4.13
I feel that the quality of life and wellbeing in the Blue Mountains is improving								3.88	3.78

Scale: 1 = strongly disagree, 5 = strongly agree

▲▼ = A significantly higher/lower level of agreement (by group)



Current Issues and Priorities for your Local Neighbourhood

Q5a. I now want to ask about your views more generally on current issues and priorities for the Blue Mountains. These might relate to Council directly or might be the responsibility of a different level of government. Thinking about your immediate local neighbourhood, what is the issue of greatest concern to you at the moment?

Issue/Concern	N=505
Lack of services/facilities e.g. health services, community programs	5%
Managing development/overdevelopment	5%
Maintenance of weeds and bush care/environmental preservation	5%
More/better maintained parks, playgrounds and sports grounds	5%
More and improved public transport options	4%
Closure of local pools	3%
Effect of the airport - flight paths/creating noise pollution	3%
Asbestos hazards	2%
Crime/vandalism	2%
Stormwater management/drainage	2%
Lack of disabled access at train stations	1%
Building costs/permissions	1%
General maintenance of the local area	1%
Hazard reduction	1%
High Council rates	1%
Improve/more shopping centres	1%
Influx of tourism/safety of tourist buses	1%
Issues with Council e.g. letters incorrectly addressed, incompetent staff, not listening to the community, etc.	1%
Limited waste and recycling collection/need bigger and more bins	1%
Local employment opportunities	1%
Maintaining the heritage and character of the area	1%
NBN connection	1%
Springwood High School needs to be improved	<1%
High cost of taking rubbish to the tip/illegal dumping in reserves	<1%
Lack of food hygiene in local shops	<1%
Lack of infrastructure to accommodate population	<1%
We don't have town water, sewer or gas - all 3 services have been given to more recent developments and we have still have not been serviced yet	<1%
Don't know/nothing	2%



Current Issues and Priorities for the Blue Mountains Area

Q5b. Now thinking about the Blue Mountains overall (stretching as it does from Lapstone to Mount Irvine), what is the issue currently of greatest concern to you?

Issue/Concern	N=505
Protecting the character and heritage of the area	4%
Asbestos hazards	3%
General maintenance/cleaning up after tourists/improving the appearance of public areas	3%
Increasing tourism - upgrading facilities, more advertisement, etc.	3%
Lack of employment opportunities	3%
Lack of public transport	3%
Increase in crime related activity	2%
Insufficient parking	2%
Lack of footpaths/cycleways	2%
Lack of youth and disability support/activities	2%
Quality infrastructure to cater for the growing population	2%
Proposal to raise Warragamba Dam creating potential flooding	1%
Availability/affordability of housing	1%
Closing down swimming pools	1%
Council wasting money/unnecessary spending	1%
High rates	1%
Improved waste management - more recycling facilities, more frequent collections, etc.	1%
Improving telecommunications	1%
Lack of disabled access at train stations	1%
Lack of health/aged care services	1%
Lack of sporting facilities/parks	1%
Lack of support for local businesses	1%
Noise pollution from traffic	1%
Coming up with sustainable energy solutions	<1%
Community wellbeing	<1%
Effect of tourism on the natural environment/too many tourists	<1%
Opening hours of the library (not long enough)	<1%
Protection of the environment in regards to development	<1%
Provision of more community facilities	<1%
Rising temperatures	<1%
Don't know/Nothing	5%



Appendix B – Questionnaire



**Blue Mountains City Council
Community Survey
March 2018**

Good morning/afternoon/evening, my name is ____ and I'm calling on behalf of Blue Mountains City Council from a company called Micromex. We are conducting research regarding a range of local issues.

For demographic purposes, we are firstly looking for those aged 18-34, as they are more difficult to get hold of. Who would be the best person in your household to speak to?

If they say there are no 18-34 :

We are also looking for any males over the age of 34

If they say there are no males:

Everyone in the community is encouraged to participate regardless of age or gender, would now be a good time to share your opinions?

If no, Thank you for your time.

If yes, Before we start I would like to check, are you currently an employee or elected representative of Blue Mountains City Council

If yes, I'm sorry but you don't qualify for the interview. **(Terminate)**

If no, Can I confirm that you have lived in the Blue Mountains Local Government Area for more than 6 months, and that you are over the age of 18?

If no, I'm sorry but you don't qualify for the interview. **(Terminate)**

If yes, I need to advise you that my supervisor may monitor this call for quality control purposes and that all of your details will be kept strictly confidential.



QA. Firstly, can you tell me what town or suburb you live in?

Upper Blue Mountains

- Bell
- Blackheath
- Bullaburra
- Hazelbrook
- Katoomba
- Lawson
- Leura
- Linden
- Medlow Bath
- Megalong Valley
- Mount Irvine
- Mount Tomah
- Mount Victoria
- Mount Wilson
- Wentworth Falls
- Woodford

Lower Blue Mountains

- Blaxland
- Faulconbridge
- Glenbrook
- Lapstone
- Mount Riverview
- Springwood
- Sun Valley
- Valley Heights
- Warrimoo
- Winmalee
- Yellow Rock

- None of these **(Terminate)**



Section 1 – Council services & facilities

Q1. In this section of the survey I will read out a list of services and facilities your Council provides to those who live, work or visit the Blue Mountains. For each service or facility I will ask how important it is to you personally on a scale of 1 to 5. A score of 1 means it is not at all important and a score of 5 means it is very important. I will then ask how satisfied you are with the service that is delivered. This will also involve a scale of 1 to 5, where 1 means you are not at all satisfied and 5 means you are very satisfied.

Q1a. The first few questions relate to services that look after the environment and manage waste and water resources:

	Importance					Satisfaction				
	Low		3	High		Low		3	High	
	1	2		4	5	1	2		4	5
Protection of natural bushland	<input type="radio"/>									
Bush regeneration	<input type="radio"/>									
Weed control	<input type="radio"/>									
Clean creeks and waterways	<input type="radio"/>									
Management of stormwater and drainage	<input type="radio"/>									
Wheelie bin garbage collection	<input type="radio"/>									
Wheelie bin recycling service	<input type="radio"/>									
Waste management facilities at Blaxland and Katoomba	<input type="radio"/>									

Q1b. We will now focus on Council services that relate to our towns and villages:

	Importance					Satisfaction				
	Low		3	High		Low		3	High	
	1	2		4	5	1	2		4	5
The atmosphere, look and feel of our towns and villages	<input type="radio"/>									
Managing residential development	<input type="radio"/>									
Protection of heritage values in our towns and villages	<input type="radio"/>									
Public toilets in town centres	<input type="radio"/>									
Litter control	<input type="radio"/>									
Street cleaning	<input type="radio"/>									
Parking for shoppers	<input type="radio"/>									
Cemeteries and ashes placement sites	<input type="radio"/>									

Q1c. We will now focus on services related to moving around in the Blue Mountains, noting that Council is not responsible for managing the Great Western Highway:

	Importance					Satisfaction				
	Low		3	High		Low		3	High	
	1	2		4	5	1	2		4	5
Sealed roads	<input type="radio"/>									
Carparks	<input type="radio"/>									
Commuter parking	<input type="radio"/>									
Bus shelters	<input type="radio"/>									
Pedestrian access around shopping centres and community facilities	<input type="radio"/>									
Footpaths	<input type="radio"/>									
Cycleways	<input type="radio"/>									
Traffic safety for pedestrians and vehicles	<input type="radio"/>									



Q1d. We will now focus on Council's role in emergency management and preparedness:

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Planning for and supporting emergency management for the City	<input type="radio"/>										
Managing bushfire risk on Council land	<input type="radio"/>										

Q1e. And have you completed a Bush Fire Survival Plan?

- Yes
- No
- Can't recall

Q1f. We will now focus on Council services that look after people:

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Library services	<input type="radio"/>										
Community centres and community halls	<input type="radio"/>										

Q1g. In regards to services for specific groups within the community (e.g. children and youth), Council's main role is in advocating to other levels of government for access to services, and providing a range of community buildings for these services to operate from (including childcare centres, preschools, neighbourhood centres etc.) With this in mind...

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Services and facilities for children and families	<input type="radio"/>										
Services and facilities for young people	<input type="radio"/>										
Services and facilities for older people	<input type="radio"/>										
Services and facilities for people with a disability	<input type="radio"/>										
Services that support the local Aboriginal community	<input type="radio"/>										

Q1h. We will now focus on sport and recreation services:

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Ovals and sporting grounds	<input type="radio"/>										
Parks and playgrounds	<input type="radio"/>										
Council lookouts and walking trails	<input type="radio"/>										
Swimming pools and leisure centres	<input type="radio"/>										

Q1i. The next question is about Environmental Health and Regulation service provision. Council staff must ensure restaurants are clean and hygienic, pools have fences, animals are appropriately managed and buildings comply with fire safety etc.:

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Clean, safe and healthy living environments	<input type="radio"/>										



Q1j. The next focus is on Council services that support the local economy. Council invests significantly in supporting the local economy and job creation, through annual expenditure on town centres, major projects, community, cultural and recreational services and facilities:

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Access to local employment opportunities	<input type="radio"/>										
Visitor Information Centres at Glenbrook and Echo Point	<input type="radio"/>										
Caravan parks at Katoomba and Blackheath	<input type="radio"/>										

Q1k. The following question is about Cultural and Arts facilities provided by Council, such as the Blue Mountains Cultural Centre in Katoomba, Wentworth Falls School of Arts and Blue Mountains Theatre and Community Hub in Springwood:

	Importance					Satisfaction					
	Low					High		Low		High	
	1	2	3	4	5	1	2	3	4	5	
Cultural & Arts facilities	<input type="radio"/>										

Section 2 – Overall Satisfaction

Q2a. Given the answers you have just provided, how would you rate your satisfaction with the overall performance of your Council in providing services to the community? Again, we will use a scale of 1 to 5 where 1 is not at all satisfied and 5 is very satisfied.

- 1 – Not at all satisfied
- 2
- 3
- 4
- 5 – Very satisfied
- 6 – Can't say

Q2b. What is your main reason for feeling that way?

.....

Q2c. Considering the services we have just covered, do you think the services provided by Council generally represent good value for money? Use a 1 to 5 scale, where 1 means very poor value and 5 means very good value for money.

- 1 – Very poor value
- 2
- 3 (Go to Q2e)
- 4 (Go to Q2e)
- 5 – Very good value (Go to Q2e)
- 6 – Can't say (Go to Q2e)

Q2d. What is your main reason for feeling that way?

.....



Q2e. How would you rate your overall satisfaction with the level of information provided, community consultation and advocacy undertaken by the Council? Again, we will use a scale of 1 to 5 where 1 is not at all satisfied and 5 is very satisfied.

- 1 – Not at all satisfied
- 2
- 3
- 4
- 5 – Very satisfied
- 6 – Can't say

Section 3 – Staff performance

Q3a. In the past 12 months, have you had any contact with Council staff?

- Yes
- No
- Can't recall

Q3b. How satisfied are you with the overall performance of Council staff?

- 1 – Not at all satisfied
- 2
- 3
- 4
- 5 – Very satisfied
- 6 – Can't say

Section 4 – Councillor performance

Q4a. Have you had any dealings with your elected Councillors over the last year?

- Yes
- No
- Can't recall

Q4b. How satisfied are you with the overall performance of Councillors?

- 1 – Not at all satisfied
- 2
- 3
- 4
- 5 – Very satisfied
- 6 – Can't say

Section 5 – Making the Blue Mountains a better place

Q5a. I now want to ask about your views more generally on current issues and priorities for the Blue Mountains. These might relate to Council directly or might be the responsibility of a different level of government. Thinking about your immediate local neighbourhood, what is the issue of greatest concern to you at the moment?

.....

Q5b. Now thinking about the Blue Mountains overall (stretching as it does from Lapstone to Mount Irvine), what is the issue currently of greatest concern to you?

.....



Section 6 – Community perceptions

Q6 Now I want to ask about your perceptions of your neighbourhood and the Blue Mountains as a place to live. I am going to read out some statements and I want you to rate them on a scale of 1 to 5, where 1 means you strongly disagree with the statement and 5 means you strongly agree.

	Strongly disagree			Strongly agree	
	1	2	3	4	5
I feel that I am generally safe in my neighbourhood	<input type="radio"/>				
I feel that I belong to the community I live in	<input type="radio"/>				
I have someone in my area outside my immediate family to turn to in a time of crisis	<input type="radio"/>				
I am satisfied with Council's response and support to natural disasters, such as bushfires and windstorms	<input type="radio"/>				
I feel that the quality of life and wellbeing in the Blue Mountains is improving	<input type="radio"/>				

Section 7 - Respondent characteristics

Finally, I just have a few brief questions relating to household data to help classify your answers.

Q7a. Can you please confirm your gender?

- Male
- Female
- Other

Q7b. Please stop me when I read out the age group you are in...

- 18-24 years
- 25-34 years
- 35-49 years
- 50-64 years
- 65+ years
- Refused

Q7c. Do you or your family pay Council rates or do you leave this to the landlord if you rent?

- Pay Council rates ourselves
- Landlord pays Council rates

Conclusion

That completes our interview. As this is market research, you can be assured that it is carried out in full compliance with the Privacy Act and the information you provided is used for research purposes only.

Again, my name is and my supervisor's name is If you have any questions about this survey, or would like further information about Micromex Research, you can call our office between 9am and 5pm weekdays on 4352 2388.

Thank you for your time.

