



FINAL REPORT

Community Satisfaction Survey **Cumberland City Council**

July 2021





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Document Reference: 6171

Version: 07 (FINAL AMENDED)



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1. EXECUTIVE SUMMARY



Cumberland City Council (CCC) commissioned Jetty Research to conduct its 2021 Community Satisfaction Survey, as a random and representative telephone survey of 600 residents living within the Cumberland LGA. Surveying was conducted from June 10th to June 25th. Sampling error is $\pm 4.0\%$ at the 95% confidence level.

Community Satisfaction

- In relation to satisfaction with specific Council facilities and services, satisfaction was highest in relation to household garbage collection (80% satisfied against just 7% dissatisfied), parks and playgrounds (64% vs. 14%), library services (60% vs. 7%), sporting ovals and grounds (58% vs. 10%), recycling efforts (56% vs. 19%), and town centre maintenance (54% vs. 15%).
- Those facilities and services rated most poorly included environmental education (22% satisfied vs. 28% dissatisfied), financial management (21% vs. 17%), opportunities to participate in Council decision making (21% vs. 31%), indigenous services (17% vs. 9%), and development applications and construction certificates (16% vs. 20%).
- Those facilities and services showing an increase in mean satisfaction scores since this survey was last conducted in 2019 included quality of community centres (up 7%), swimming pools (up 5%), parks and playgrounds (up 4%).
- Among services showing decreases in mean satisfaction scores, these included: opportunities to participate in Council decision making, environmental education programs (both down 14%), community safety programs (down 13%), cycleways (down 10%) and development applications and construction certificate (down 9%).

Driver Analysis

- When satisfaction scores were ranked against perceived importance (the degree to which satisfaction with specific facilities and services influences overall satisfaction), some key priorities for Council emerged:
 - Removal of illegally dumped rubbish
 - Maintenance of footpaths
 - Provision of Council information to the community
 - Cycleways
 - Support for local jobs and business
 - Community safety programs

Council performance

- In terms of facilities and services CCC was comparable or superior to the majority of Sydney metro councils on a number of dimensions such as development applications and construction certificates, long term planning, and managing natural bushland. It was slightly below the overall satisfaction mean for touch points such as protection of green and open spaces and access to community centres and facilities, controlling building heights near town centres.
- 89% of respondents were satisfied with Council's overall performance – the same as in 2019. Council's satisfaction mean of 3.43 (on a 1-5 scale) was also virtually the same as in 2019, and on par with the benchmark for Sydney metro councils of 3.43.

1. EXECUTIVE SUMMARY



Resident feedback and future priorities

- In relation to what residents valued most about living in Cumberland City, key attributes raised were good services, the culture and diversity of the people and green spaces and parks in the area. A strong sense of community was also frequently mentioned.
- In relation to what residents felt needed improving in Cumberland City, key requests were for improved roads and less traffic congestion, more community engagement or events, controls on residential building heights, more parks and greens spaces and attention to crime to improve safety.
- When asked what they felt Council's future priorities should be, the major issues raised by residents included road maintenance (suggested unprompted by 27% of respondents), community centres and facilities (16%), children's services (14%) and traffic management/congestion (11%). A further 10% requested protection and management of the city's green spaces.

2. BACKGROUND & METHODOLOGY



2.1. BACKGROUND AND OBJECTIVES

In June 2021, Cumberland City Council (hereafter CCC, or Council) commissioned Jetty Research to conduct a random and statistically representative telephone survey of 600 adult residents to measure their satisfaction with Council service levels. The survey was designed to largely replicate a baseline survey conducted in 2019, to provide for longitudinal (i.e. time-based) comparisons going forward.

As in 2019, Council also used the 2021 survey to measure a range of quality-of-life issues, and to see how attitudes had changed to a range of issues affecting local residents.

2.2. METHODOLOGY

The survey was conducted using a random fixed line (40%) and mobile (60%) telephone poll of residents aged 18+. Respondents were selected at random from a verified random sample residential telephone database of 6,093 telephone numbers within the LGA. The survey form was designed collaboratively between Jetty Research and CCC to ensure comparability with 2019 data (see Appendix 1).

Polling was conducted from June 10th to 25th (inclusive) from Jetty Research's Coffs Harbour and Sydney CATI centres. A team of 20 researchers called Cumberland residents on weekday evenings from 3.30 to 8pm and on weekends from midday to 5pm. Where phones went unanswered, were engaged, or diverted to answering machines, researchers phoned on up to five occasions at different times of the afternoon or evening.

The poll was conducted on a purely random basis, other than ensuring an adequate mix of respondents across different sub-regions. Respondents were screened to ensure they were aged 18 or over and were not councillors or permanent Council employees.

A total sample of 601 was achieved. Survey time averaged 17.1 minutes.

Results have been post-weighted by age and gender to match the demographic profile of the Cumberland LGA adult population as per 2016 ABS Census data.

Please note that due to the nature of the survey, not all respondents answered every question. The number of respondents answering each question is marked as "n = XXX" in the graph accompanying that question. Caution should be taken in analysing some questions due to the small sample size.

Where differences in this report are classed as significant, this implies they are statistically significant based on independent sample t-scores or other analysis of variation (or ANOVA) calculations. In statistical terms, significant differences are unlikely to have been caused by chance alone. Cross analysis was undertaken by a number of demographic and attitudinal characteristics. Only where differences by groups were statistically significant, they are mentioned in the report commentary.

2. BACKGROUND & METHODOLOGY

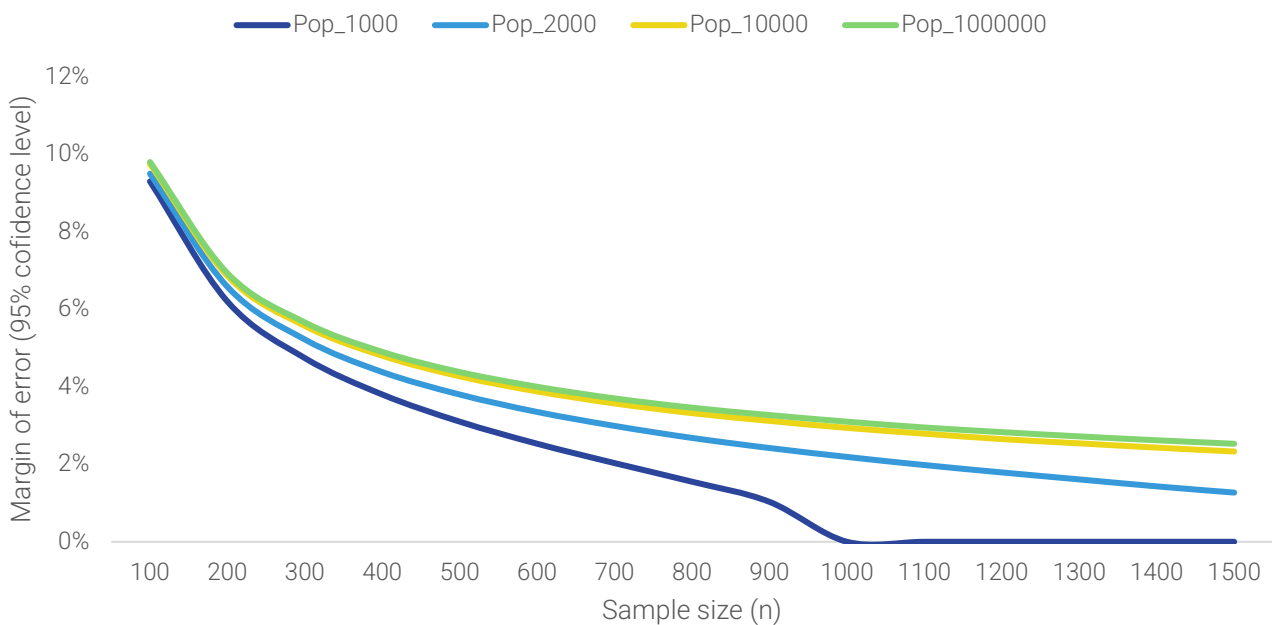


2.3. SAMPLING ERROR

According to the 2016 ABS Census (Usual Resident Profile) the total adult population (aged 18+ years) of the Cumberland LGA was 164,578. Based on this latter survey population, a random sample of 600 adult residents implies a margin for error of $\pm 3.99\%$ at the 95% confidence level. (This means in effect that if we conducted a similar poll twenty times, results should reflect the views and behaviour of the overall survey population to within a $\pm 3.99\%$ margin in 19 of those 20 surveys.)

As Figure 1 shows, margin for error falls as sample size rises. Hence cross-tabulations or sub-groups within the overall sample will typically create much higher margins for error than the overall sample. For example using the above population sizes, a sample size of 100 exhibits a margin for error of $\pm 9.8\%$ (again at the 95% confidence level).

Figure 1 Relationship between margin of error and sample size



In addition to the random sampling error, above, there may also be some forms of non-random sampling error which may have affected results. These include unreachable respondents, the proportion of non-respondents (refusals, no answers etc.) and/or imperfections in the survey database. However, steps have been taken at each stage of the research process to minimise non-random sampling error wherever possible.

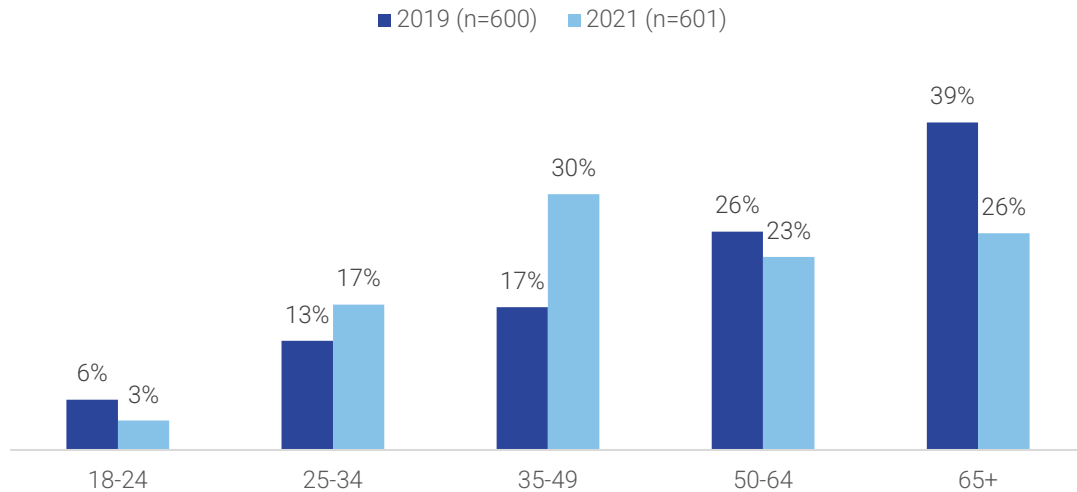
3. FINDINGS



3.1. SAMPLE CHARACTERISTICS

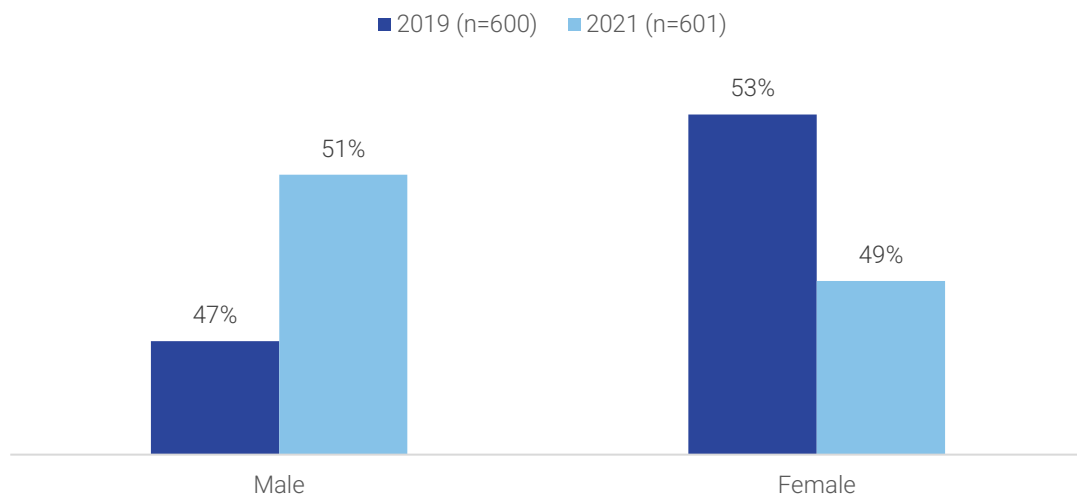
The sample surveyed in Cumberland using some common demographic breaks show the following characteristics.

Figure 2 Age distribution (unweighted)



The sample was slightly skewed towards older residents, consistent with all random telephone surveys (Figure 2). However, in contrast to previous results where people 65+ were the largest cohort (26%), for this survey people there was a stronger representation among younger residents – with some of 30% of respondents aged 35-49.

Figure 3 Gender distribution

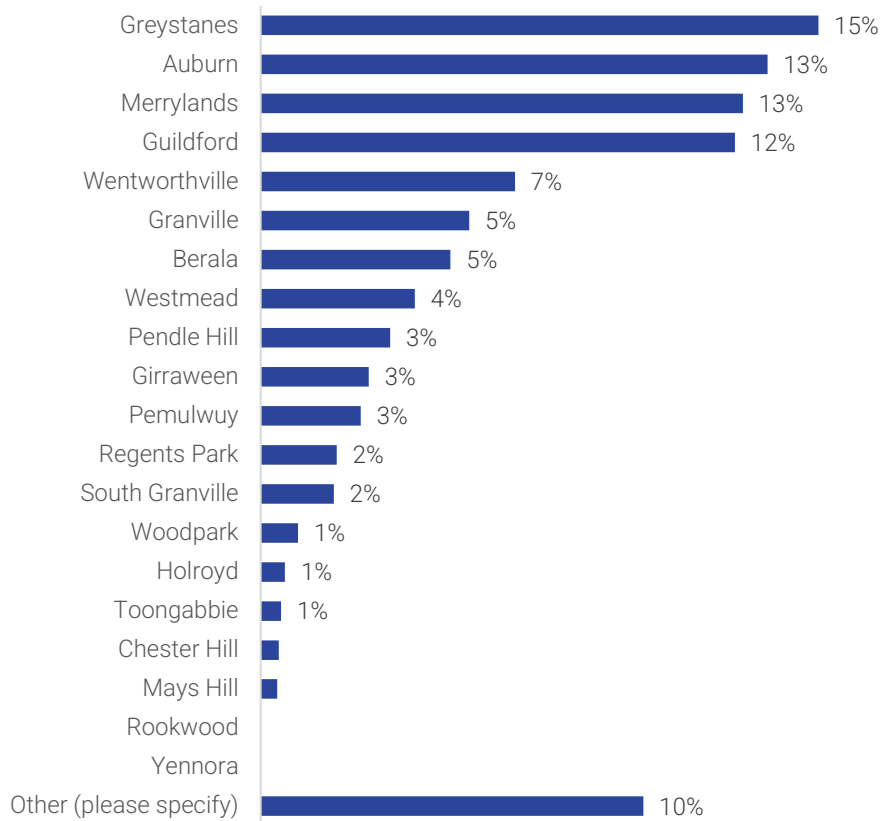


Like 2019, the sample comprised an almost even split of genders (Figure 3).

3. FINDINGS

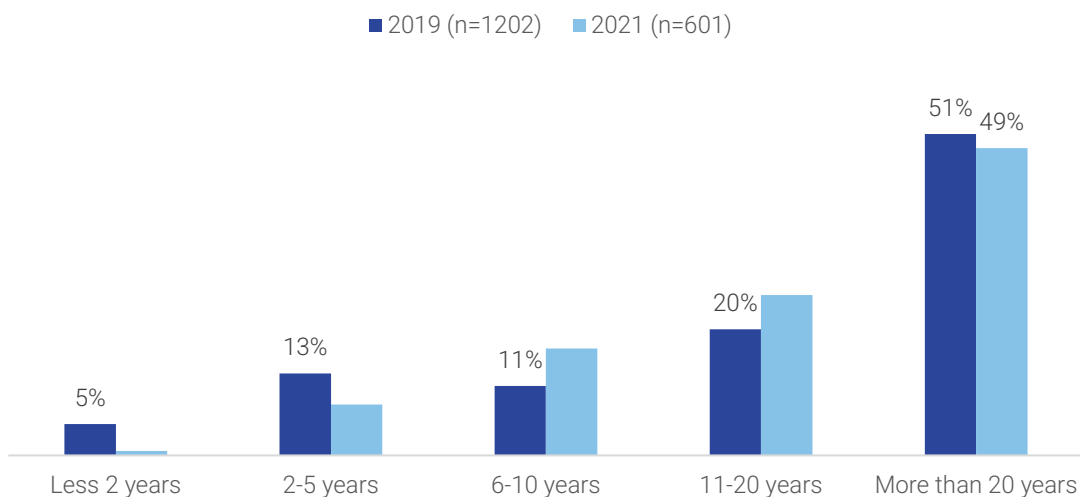


Figure 4 Location distribution (2021 only)



People living in 20 out of the 28 suburbs that make up CCC were surveyed (Figure 4).

Figure 5 Years lived in Cumberland City

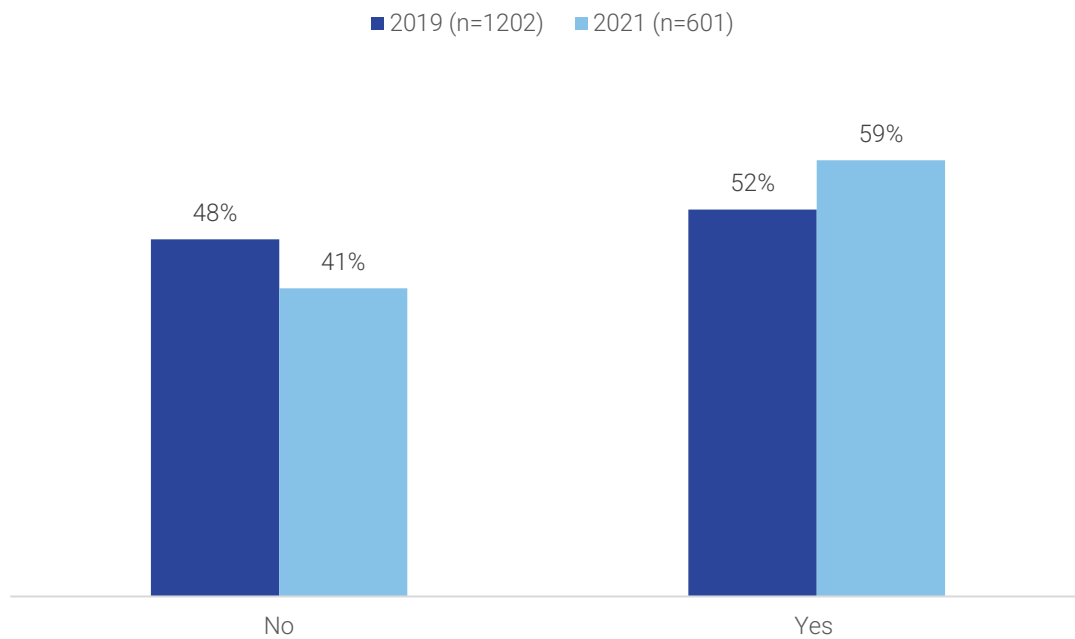


Results show a similar trend to 2019 results. Almost half of those surveyed in 2021 had lived in the LGA for more than 20 years (Figure 5).

3. FINDINGS

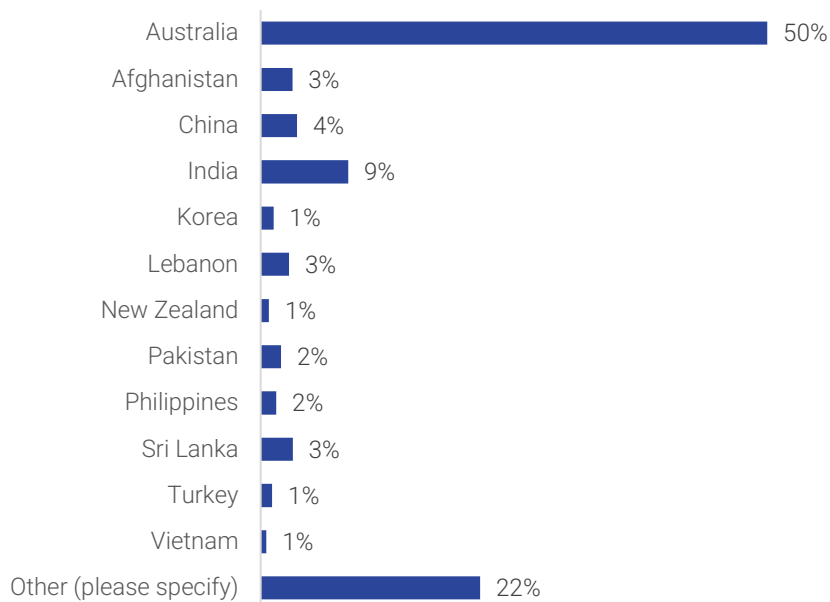


Figure 6 Culturally or Linguistically Diverse (CALD) background



This survey saw a 7% increase in the proportion of respondents (59%) who are culturally and linguistically diverse (Figure 6).

Figure 7 Country of Origin (2021 only)

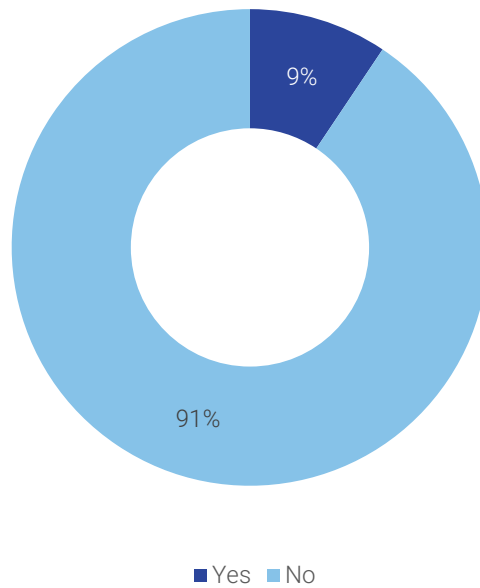


Exactly half of respondents surveyed were locals (Figure 7). The next largest cohort were from India (9%). However the high "other" (22%) is a reminder of the extremely diverse make-up of the CCC population.

3. FINDINGS



Figure 8 Disability or chronic illness (2021 only)



Almost one out of ten respondents living in Cumberland said they were affected by disability or chronic illness (9%) (Figure 8).

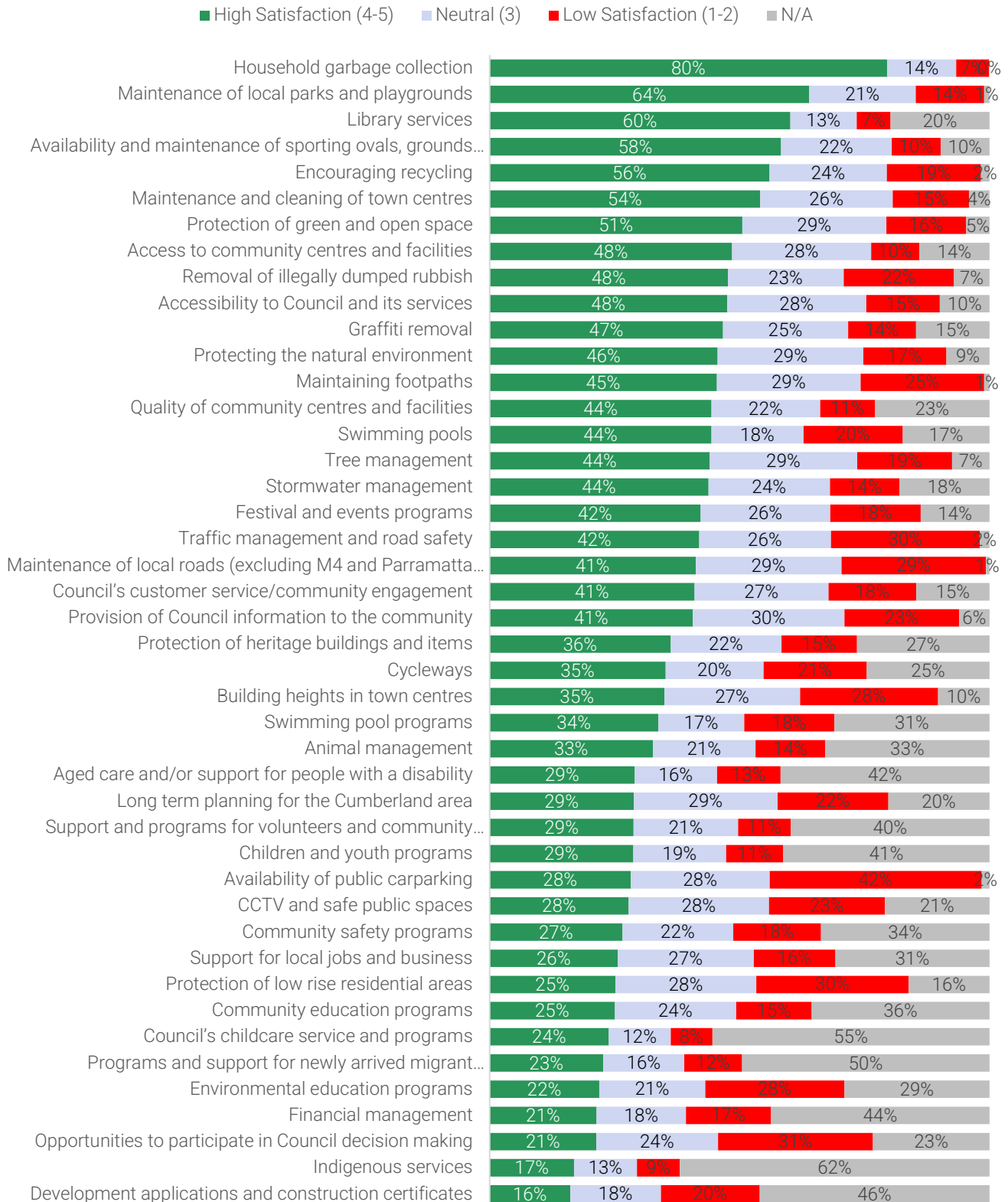
3. FINDINGS



3.2. COMMUNITY SATISFACTION WITH COUNCIL FACILITIES & SERVICES

The survey next asked residents to rate their satisfaction with selected Council facilities and services, using a five-point satisfaction scale. Responses are ranked from highest to lowest satisfaction:

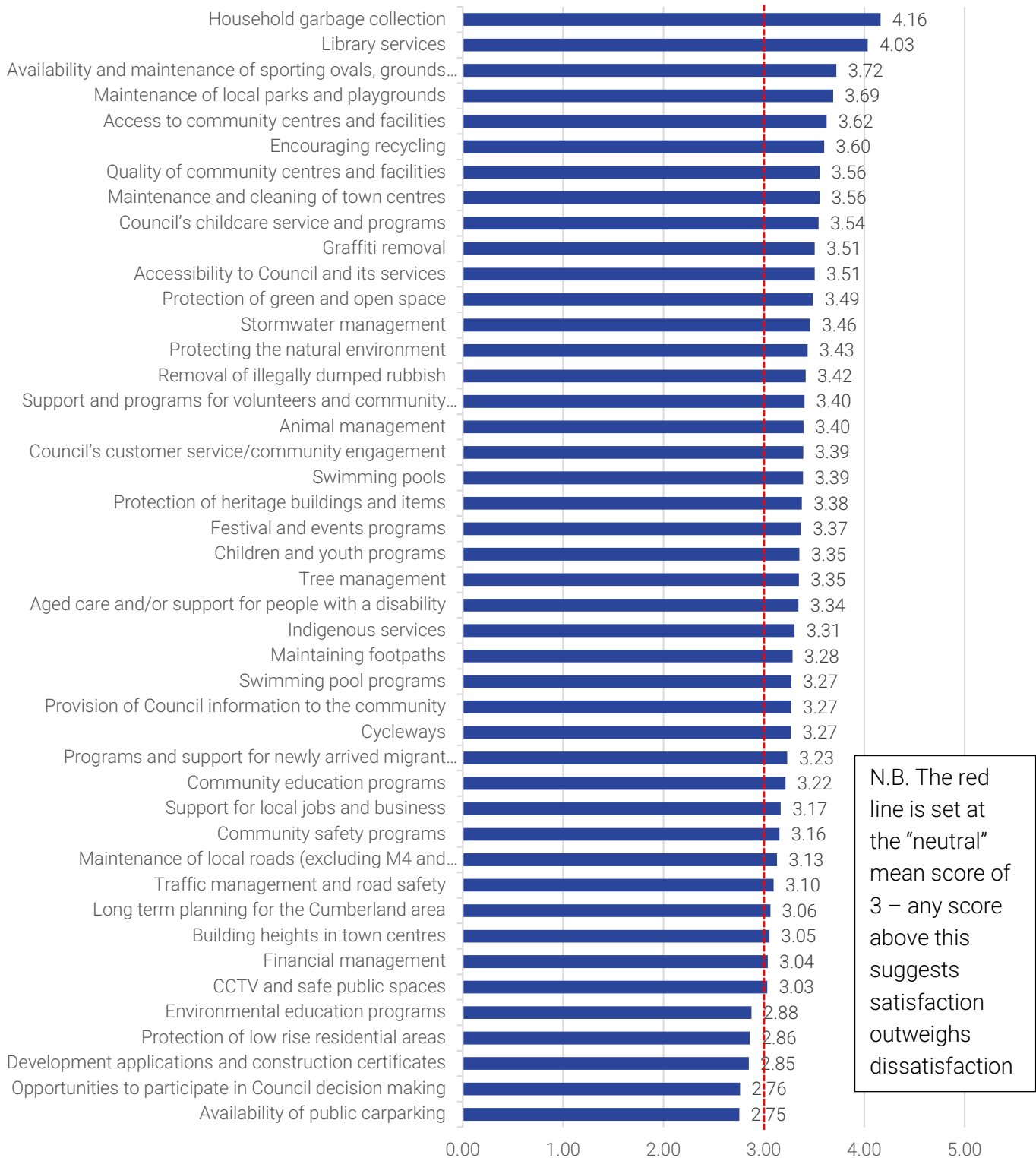
Figure 9 Satisfaction with Council facilities and services



3. FINDINGS



Figure 10 Mean satisfaction with Council facilities and services (2021 only)



3. FINDINGS



Table 1 Percentage change in satisfaction

Cumberland City Council Facilities & Services	2019 (n=602)	2021 (n=601)	% change
Indigenous services	3.21	3.31	3%
Maintenance and cleaning of town centres	3.49	3.56	2%
Household garbage collection	4.13	4.16	1%
Availability and maintenance of sporting ovals, grounds and facilities	3.70	3.72	1%
Maintenance of local parks and playgrounds	3.67	3.69	1%
Library services	4.02	4.03	0%
Protecting the natural environment	3.45	3.43	0%
Building heights in town centres	3.07	3.05	0%
Animal management	3.42	3.40	-1%
Removal of illegally dumped rubbish	3.45	3.42	-1%
Programs and support for newly arrived migrant communities	3.27	3.23	-1%
Quality of community centres and facilities	3.62	3.56	-2%
Council's customer service/community engagement	3.45	3.39	-2%
Swimming pools	3.46	3.39	-2%
Tree management	3.42	3.35	-2%
Protection of green and open space	3.57	3.49	-2%
Children and youth programs	3.44	3.35	-2%
CCTV and safe public spaces	3.12	3.03	-3%
Accessibility to Council and its services	3.61	3.51	-3%
Provision of Council information to the community	3.38	3.27	-3%
Access to community centres and facilities	3.79	3.62	-4%
Availability of public carparking	2.89	2.75	-5%
Graffiti removal	3.68	3.51	-5%
Encouraging recycling	3.78	3.60	-5%
Support and programs for volunteers and community groups	3.58	3.40	-5%
Council's childcare service and programs	3.75	3.54	-5%
Support for local jobs and business	3.36	3.17	-6%
Protection of heritage buildings and items	3.60	3.38	-6%
Stormwater management	3.69	3.46	-6%
Maintaining footpaths	3.51	3.28	-6%
Long term planning for the Cumberland area	3.29	3.06	-7%
Traffic management and road safety	3.36	3.10	-8%
Swimming pool programs	3.55	3.27	-8%
Festival and events programs	3.68	3.37	-8%
Community education programs	3.52	3.22	-9%
Financial management	3.33	3.04	-9%
Protection of low rise residential areas	3.14	2.86	-9%
Aged care and/or support for people with a disability	3.68	3.34	-9%
Maintenance of local roads (excluding M4 and Parramatta Road)	3.45	3.13	-9%
Development applications and construction certificates	3.14	2.85	-9%
Cycleways	3.62	3.27	-10%
Community safety programs	3.63	3.16	-13%
Environmental education programs	3.34	2.88	-14%
Opportunities to participate in Council decision making	3.21	2.76	-14%

3. FINDINGS



Figures Figure 9 and Figure 10 suggests high community satisfaction with many of local Council amenities. Household garbage collection, maintenance of local parks, playgrounds and sporting grounds and libraries all ranked highly.

Those services with lower customer satisfaction included environmental education programs, financial management programs, opportunity to participate in council decision making, indigenous services and DAs/construction certificates.

Mean (i.e. average) satisfaction scores tell a similar story. However, in this case protection of low-rise residential and the availability of public car-parking ranked poorly overall (taking into consideration dissatisfaction).

Table 1 shows how satisfaction mean scores (on a five-point scale) have changed since 2019. (Those showing a statistically significant increase are highlighted in blue, and those showing a significantly significant decrease shown in red.) Results indicate no significant increases in satisfaction with certain services or facilities. However, 20 facilities have experienced a fall in satisfaction – graffiti removal, encouraging recycling, support and programs for volunteers and community groups among others.

Table 2 displays the significant differences in each subgroup. There were significant differences seen across all subgroups except gender.

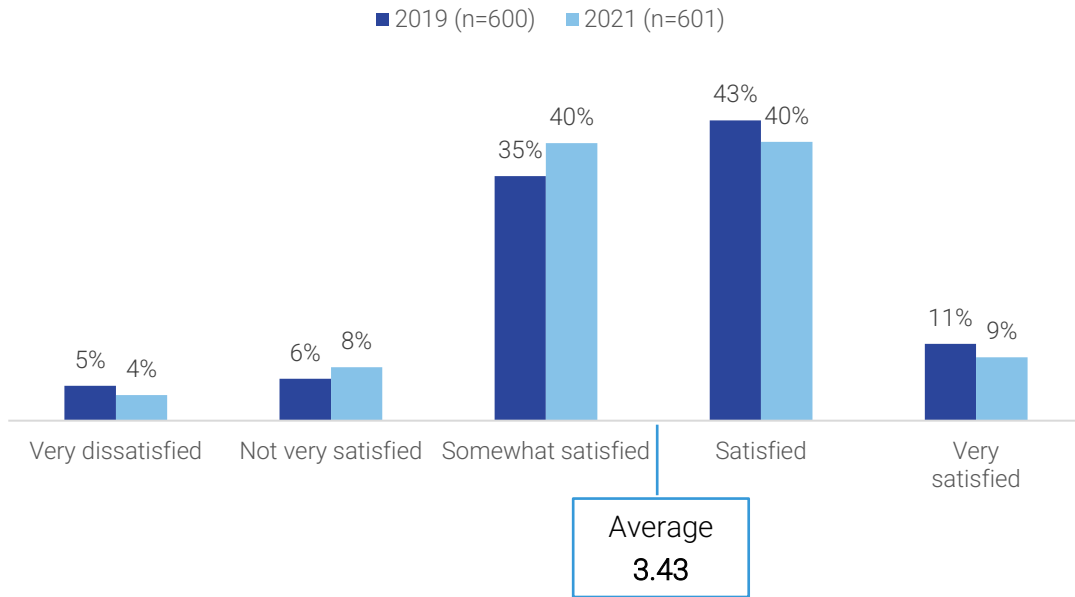
Table 2 Satisfaction with facilities and services - subgroup analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Ward	<ul style="list-style-type: none"> Residents of Greystanes Ward were significantly more satisfied with cycleways compared to those living in other wards Residents of Regents Park Ward were significantly more satisfied with swimming pools and programs to support newly arrived migrants compared to those living in other wards
Age	<ul style="list-style-type: none"> People 18-34 were significantly more satisfied with protection of heritage buildings, building heights in town centres and developments applications People 65+ were significantly more satisfied with Council library services, household garbage services and maintenance of local parks and gardens
Gender	<ul style="list-style-type: none"> Nil to report
CALD	<ul style="list-style-type: none"> Those who said they were CALD were significantly more satisfied with protection of heritage buildings, building heights and development application and construction certificates

3. FINDINGS



Figure 11 Overall satisfaction with Council

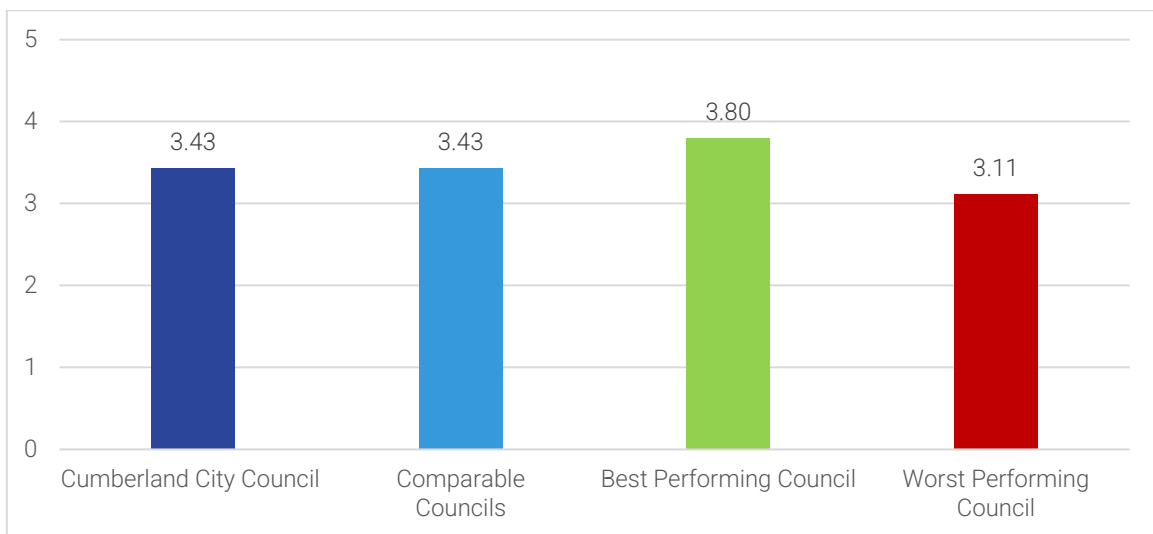


Respondents were asked to indicate their overall satisfaction with Council’s services and facilities, using a five-point scale.

Overall satisfaction was consistent (against 2019 results) in this latest survey, with 89% somewhat satisfied or higher (unchanged on 2019). Likewise, the proportion of residents very dissatisfied or not very satisfied was effectively unchanged. The weighted average results in a mean satisfaction score of 3.43 out of a possible 5, unchanged on 2019.

Figure 12 shows the external benchmark results for Cumberland City Council.

Figure 12 Overall satisfaction - external benchmarks



Based on comparison with 12 other Sydney metropolitan councils, CCC is on par with the mean across all Sydney Councils in our benchmarking universe.

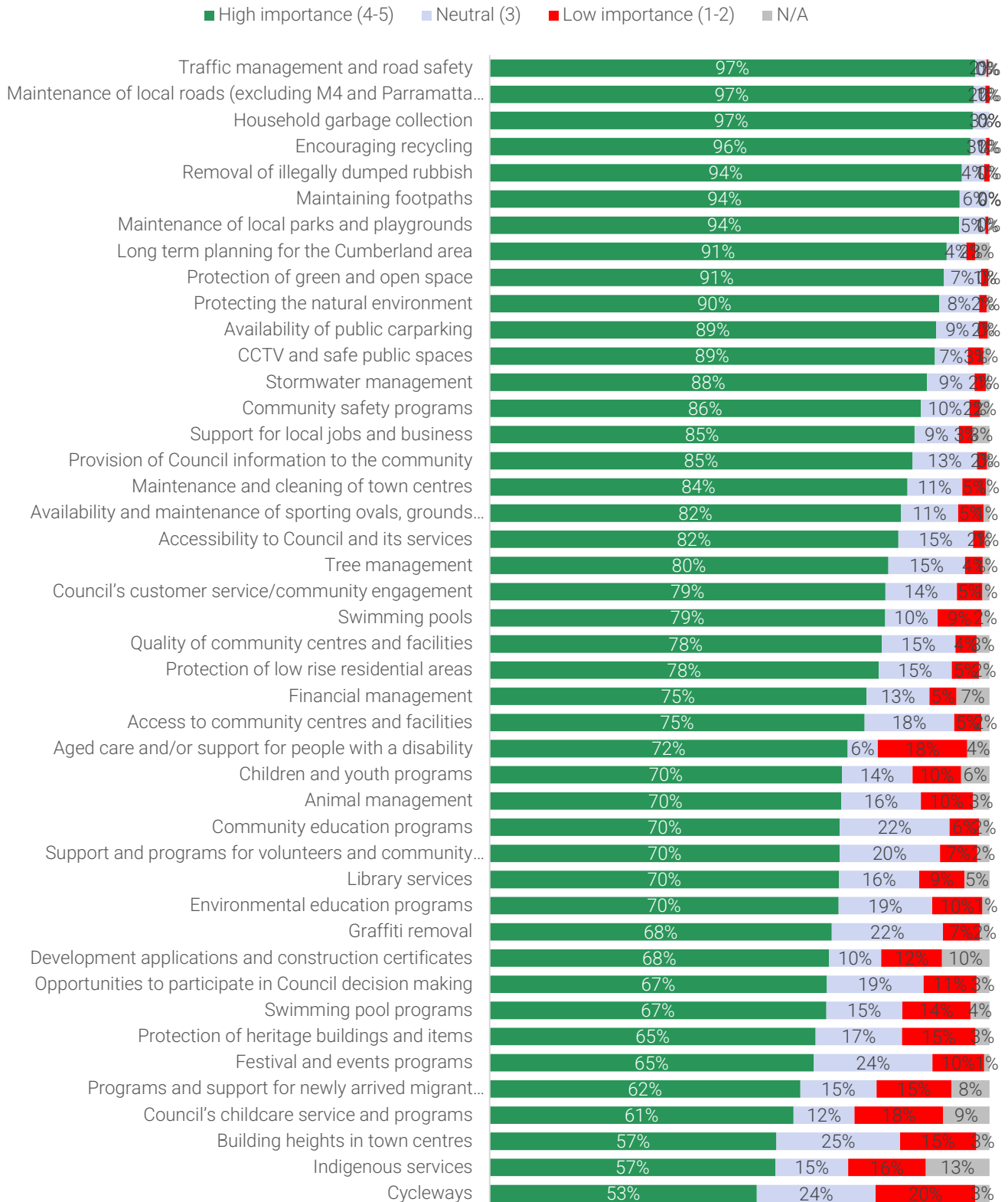
3. FINDINGS



3.3. PERCEIVED IMPORTANCE OF COUNCIL FACILITIES & SERVICES

This section covers resident scores for importance of Council's facilities and services, again using a five-point scale. Responses are ranked from highest to lowest satisfaction:

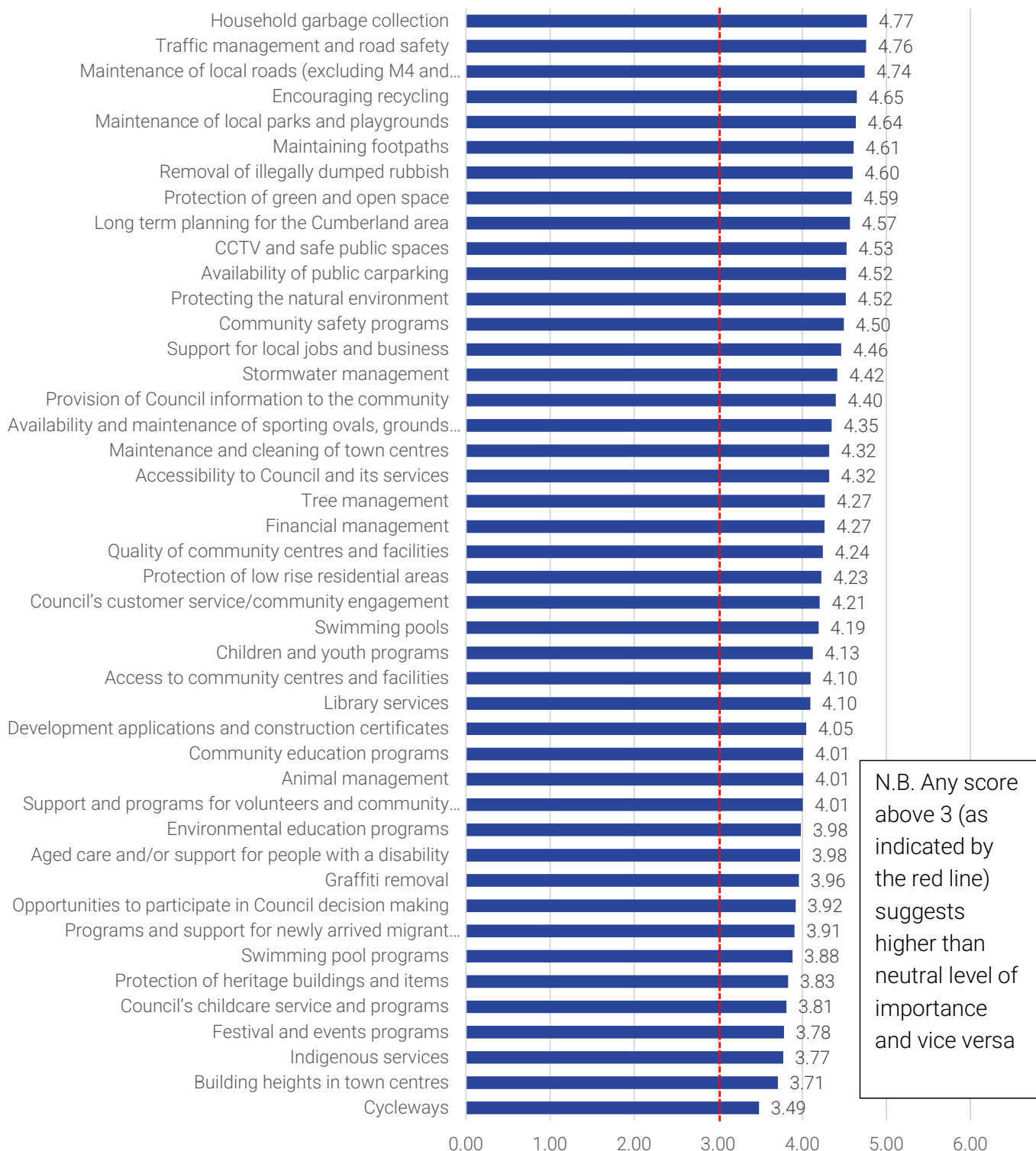
Figure 13 Perceived importance of Council facilities and services



3. FINDINGS



Figure 14 Mean importance of Council facilities and services (2021 only)



3. FINDINGS



Table 3 Percentage change in importance

Cumberland City Council Facilities & Services	2019 (n=602)	2021 (n=601)	% change
Quality of community centres and facilities	3.97	4.24	7%
Swimming pools	4.01	4.19	5%
Maintenance of local parks and playgrounds	4.45	4.64	4%
Community safety programs	4.33	4.50	4%
Youth programs and activities	3.99	4.13	3%
Long term planning for the Cumberland Council area	4.43	4.57	3%
Availability and maintenance of sporting ovals, grounds and facilities	4.23	4.35	3%
Stormwater management	4.30	4.42	3%
Traffic management and road safety	4.65	4.76	2%
Access to community centres and facilities	4.01	4.10	2%
Accessibility to Council and its services	4.23	4.32	2%
Encouraging recycling	4.56	4.65	2%
Maintaining local roads (excluding Parramatta Rd and the M4)	4.65	4.74	2%
Programs and support for newly arrived and migrant communities	3.85	3.91	2%
Provision of Council information to the community	4.34	4.40	1%
Maintaining footpaths	4.55	4.61	1%
Protection of green and open spaces	4.53	4.59	1%
CCTV and safe public spaces	4.48	4.53	1%
Household garbage collection	4.73	4.77	1%
Financial management	4.24	4.27	1%
Community education programs	3.99	4.01	1%
Aged care and/or support for people with a disability	3.96	3.98	0%
Availability of public car parking	4.51	4.52	0%
Protecting the natural environment (e.g. bush care)	4.51	4.52	0%
Supporting local jobs and businesses	4.46	4.46	0%
Tree management	4.27	4.27	0%
Library services	4.1	4.10	0%
Festival and events programs	3.79	3.78	0%
Protection of low-rise residential areas	4.25	4.23	-1%
Removal of illegally dumped rubbish	4.63	4.60	-1%
Council's customer service/community engagement	4.24	4.21	-1%
Support and programs for volunteers and community groups	4.04	4.01	-1%
Council's childcare service and programs	3.85	3.81	-1%
Development applications and construction certificates	4.09	4.05	-1%
Animal management	4.07	4.01	-1%
Cycleways	3.55	3.49	-2%
Maintenance and cleaning of town centres	4.41	4.32	-2%
Indigenous services	3.88	3.77	-3%
Pool facilities	4.02	3.88	-3%
Building heights in town centres	3.84	3.71	-3%
Protection of heritage buildings and items	3.97	3.83	-3%
Environmental education programs	4.13	3.98	-4%
Graffiti removal	4.12	3.96	-4%
Opportunities to participate in Council's decision-making process	4.11	3.92	-5%

3. FINDINGS



Figure 13 and Figure 14 shows that residents consider most of the facilities and services to be of high importance, and implies that traffic management and road safety are likely to influence on overall satisfaction. Other key influences include maintenance of local roads, household garbage collection, recycling, and treatment of illegal dumping.

Conversely, facilities and services deemed less important by residents were programs for new Australians, childcare programs, monitoring building heights in town centres, provision of indigenous services and cycleways.

Mean importance scores tell a similar story. However, in this case once detractors were factored in, maintenance of local parks and playgrounds was deemed more important than treatment of illegal dumping. Additionally, festivals and events program fell to the five poorest-ranked services.

Table 3 show how mean importance score have changed since 2019. Results indicate no significant increases or decreases in importance for residents since the last survey.

Table 4 displays the significant differences in each subgroup. Some significant differences were seen across all subgroups except for gender.

Table 4 Importance of services and facility - subgroup analysis

SUBGROUP	SIGNIFICANT DIFFERENCES
Ward	<ul style="list-style-type: none"> Resident of the South Granville Ward Council's scores for importance were significantly higher for Council's support for local jobs and businesses, support program for volunteers and community groups and stormwater management compared to residents living in other wards
Age	<ul style="list-style-type: none"> People 65+ gave scores for importance that were significantly higher for graffiti removal and support and programs for volunteers and community groups
Gender	<ul style="list-style-type: none"> Nil to report
CALD	<ul style="list-style-type: none"> People who said they were CALD gave score for importance that were significantly higher for provision of Council information, children and youth programs and support and programs for volunteers and community groups

Figure 15 and Table 5, below and next page, show how each of the facilities fall in terms of importance and satisfaction.

3. FINDINGS



Figure 15 Satisfaction vs Importance matrix

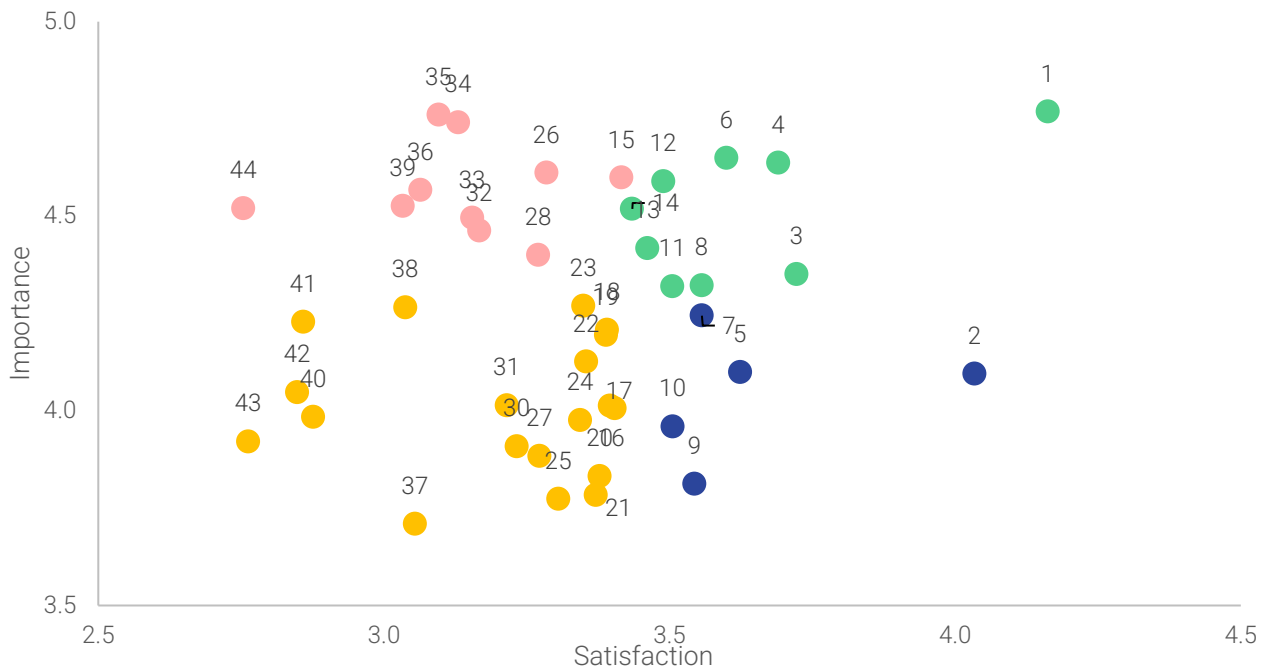


Table 5 Satisfaction vs Importance quadrant

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
15 Removal of illegally dumped rubbish	1 Household garbage collection
26 Maintaining footpaths	11 Accessibility to Council and its services
28 Provision of Council information to the community	12 Protection of green and open space
29 Cycleways	13 Stormwater management
32 Support for local jobs and business	14 Protecting the natural environment
33 Community safety programs	3 Availability and maintenance of sporting ovals, grounds and facilities
34 Maintenance of local roads (excluding M4 and Parramatta Road)	4 Maintenance of local parks and playgrounds
35 Traffic management and road safety	6 Encouraging recycling
36 Long term planning for the Cumberland area	8 Maintenance and cleaning of town centres
39 CCTV and safe public spaces	
40 Environmental education programs	
SECOND ORDER ISSUES	OPPORTUNITIES
16 Support and programs for volunteers and community groups	2 Library services
17 Animal management	5 Access to community centres and facilities
18 Council's customer service/community engagement	7 Quality of community centres and facilities
19 Swimming pools	9 Council's childcare service and programs
20 Protection of heritage buildings and items	10 Graffiti removal
21 Festival and events programs	
22 Children and youth programs	
23 Tree management	
24 Aged care and/or support for people with a disability	
25 Indigenous services	
27 Swimming pool programs	
30 Programs and support for newly arrived migrant communities	
31 Community education programs	
37 Building heights in town centres	
38 Financial management	
41 Protection of low rise residential areas	
42 Development applications and construction certificates	
43 Opportunities to participate in Council decision making	
44 Availability of public carparking	

3. FINDINGS



- The upper right quadrant (high importance and high satisfaction) represents current service strengths or ‘Strengths to Maintain’.
- The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or ‘Priorities for Council’.
- The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or ‘Second Order Issues’.
- The lower right quadrant (relatively lower importance and high satisfaction) represents Council’s ‘Opportunities’. These are services with higher satisfaction, but which are not currently driving overall satisfaction. By highlighting achievements in these areas, Council may be able to increase the link between the two.

The quadrant charts indicate that Council requires additional focus (be this activity or promotion, or both) in the 11 “priority” areas such as continued removal of illegally dumped rubbish, maintaining footpaths, provision of Council information to the community, cycleways and continued support for local jobs and businesses, among others.

However neither should it ignore or take for granted the good reputation it already enjoys in the nine “strengths to maintain” quadrant.

3. FINDINGS



3.4. BENCHMARK AGAINST OTHER COUNCILS

Jetty Research and its partners Taverner and IRIS Research maintain a database of satisfaction scores for over 35 NSW councils.

Figures 16-18 show how Cumberland City Council satisfaction scores compared with 13 Sydney metro peers. In each case the length of green and red lines shows the degree of variance in satisfaction scores between different councils. For example, in Figure 16 there is a much higher variation in development applications and construction certificate scores than there is for maintenance and cleaning of town centres.

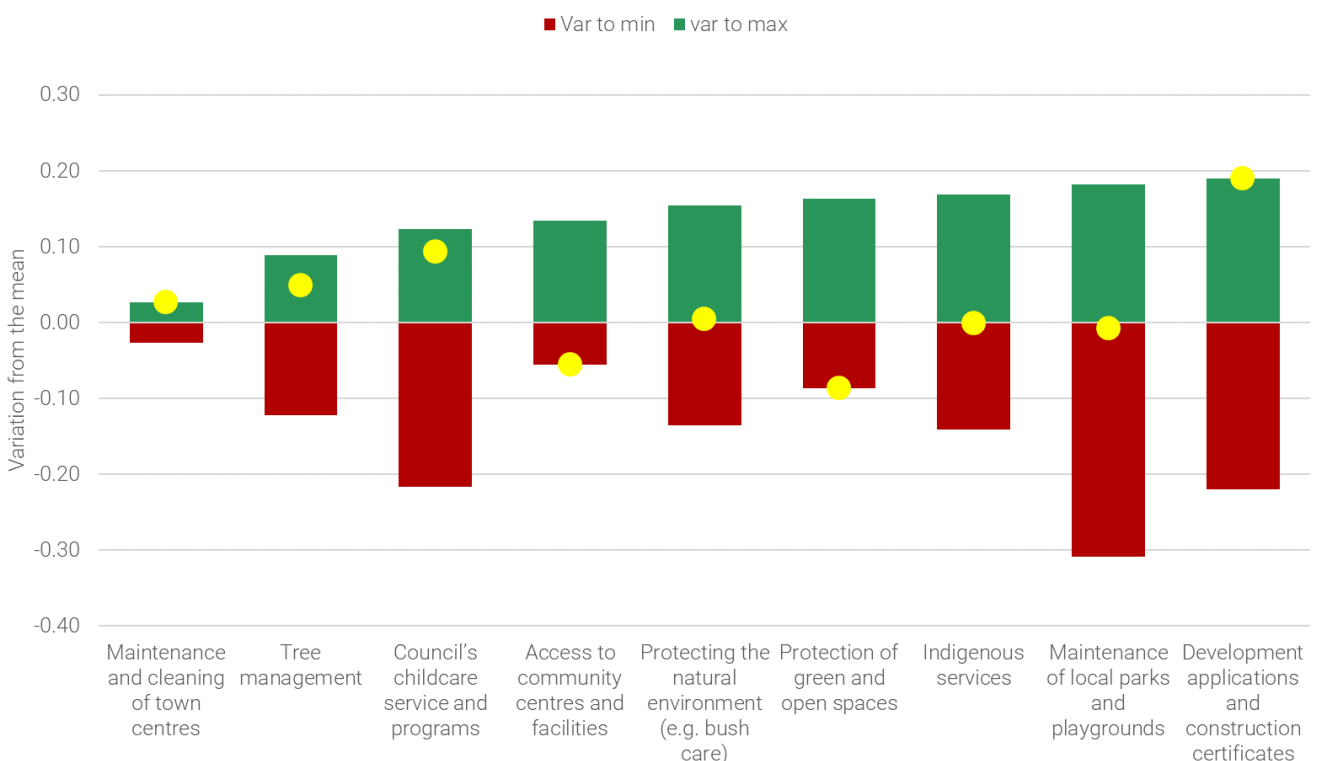
CCC's satisfaction score is shown in yellow, relative to the overall mean for that facility or service. So again, for example, on protecting the natural environment, the CCC mean score mirrors that of the mean for all councils combined.

In terms of infrastructure and facilities (Figure 15), CCC is comparable to or superior to most councils on most measures – and is “top of class” for development applications and construction certificates, long term planning and managing natural bushland.

However, it is slightly below the overall satisfaction for some facilities and services such as protection of green and open spaces, access to community centres and facilities, and controlling building heights near town centre among others.

Overall performance shows that Cumberland is almost at par with other Councils (Figure 19).

Figure 16 Cumberland City Council's relative performance score – part 1 of 4



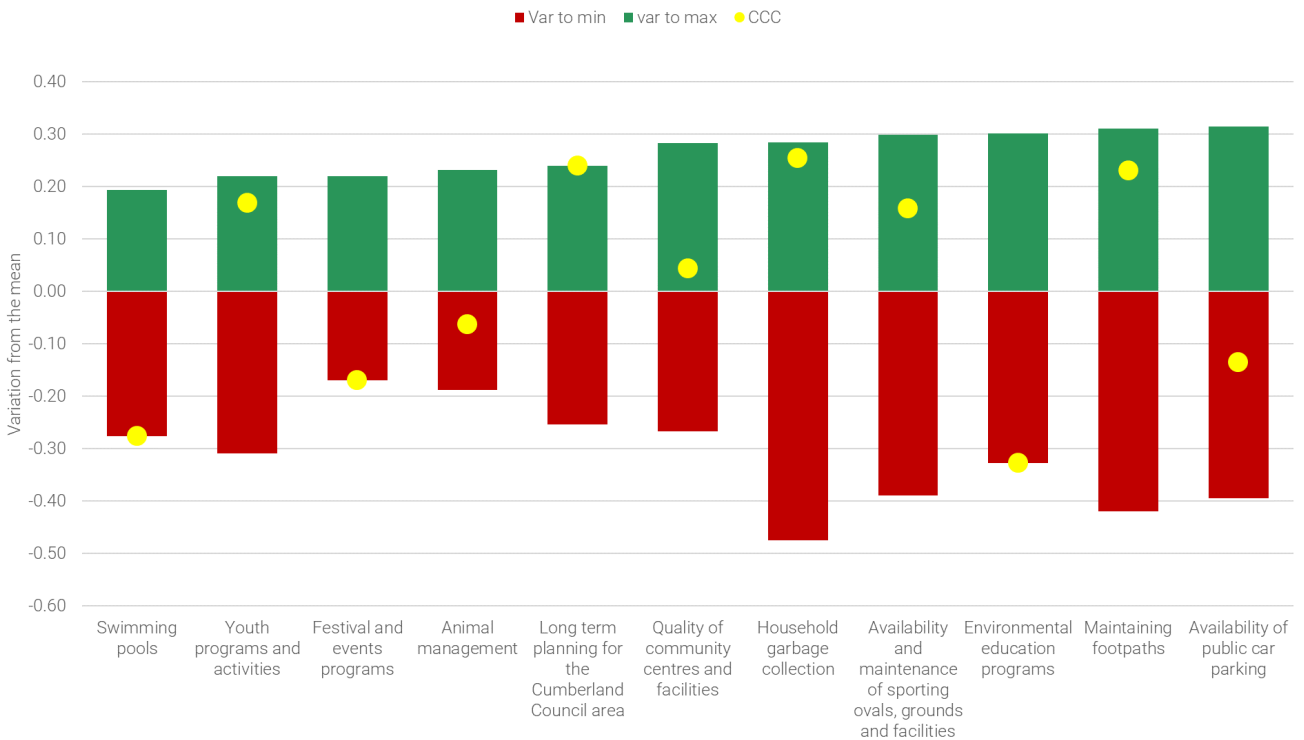
3. FINDINGS



Figure 17 Cumberland City Council's relative performance score – part 2 of 4



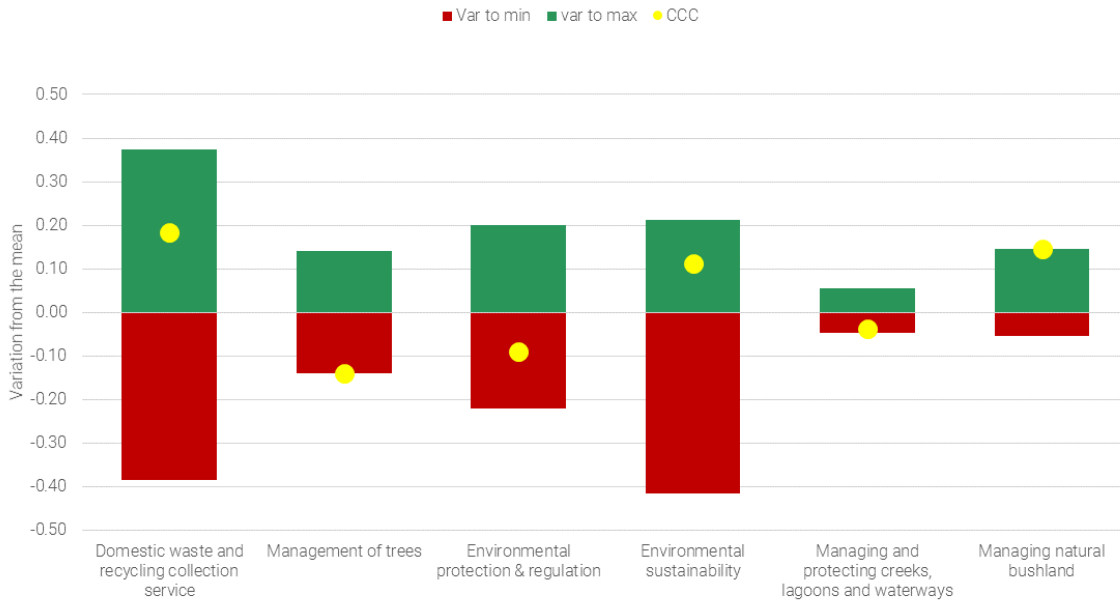
Figure 18 Cumberland City Council's relative performance score – part 3 of 4



3. FINDINGS



Figure 19 Cumberland City Council's relative performance score – part 4 of 4



3. FINDINGS



3.5. CUMBERLAND CITY COUNCIL FEEDBACK AND FUTURE PRIORITIES

Figure 20 Suggested improvements (2021 only)



When respondents were asked, unprompted, what they would change about Cumberland City (Figure 20), almost one out five said they would improve roads to reduce traffic congestion. Other areas residents would change was the number of community engagements or events, residential developments/building heights, and more parks and green spaces.

Table 6 shows some quotes residents made about each of the top three items.

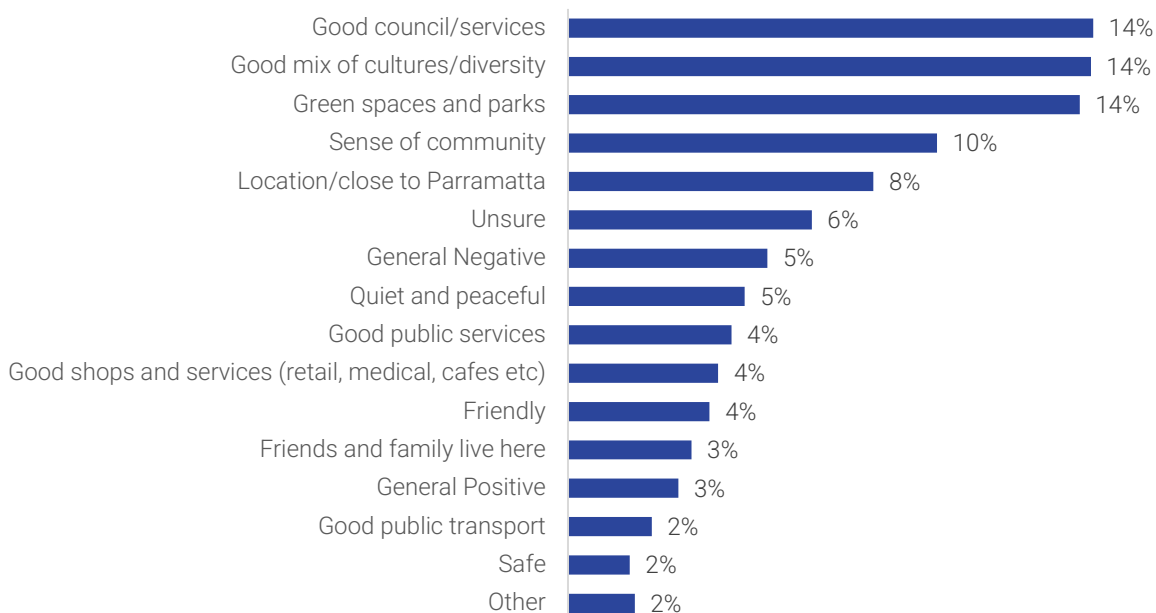
Table 6 Resident quotes for suggested improvements

TOPIC	QUOTE
Better roads/less traffic congestion	<ul style="list-style-type: none"> Put decent roads in. They're allowing too much building and not enough road infrastructure. Get the traffic moving better, during school finishing hours traffic is bad.
More community engagement or events	<ul style="list-style-type: none"> Places where people can meet each other from different backgrounds. It would be nice to have an overall sense of belonging, they do a good job with cultural and religious festivals – they do kiwi, Hindu, Chinese etc but there is nothing to say that they are all from this area, we do not know have our own unique identity as members of Cumberland.
Controlling residential building heights	<ul style="list-style-type: none"> More regulations regarding new buildings. And need to look into the people who are building them. Council needs to be more helpful for people who have problems with developers and builders and what they're doing. No more high-rise. There are just too many the sun is blocked out from everywhere.

3. FINDINGS



Figure 21 Best aspects (2021 only)



When respondents were asked unprompted, what they loved about Cumberland City (Figure 21), the most popular responses were good Council services (14%), that there was a good mix of cultures and diversity in the city (14%) and the green spaces and parks (14%). One in ten focussed on the strong sense of community.

Table 7 shows some quotes residents made about each of the top three items.

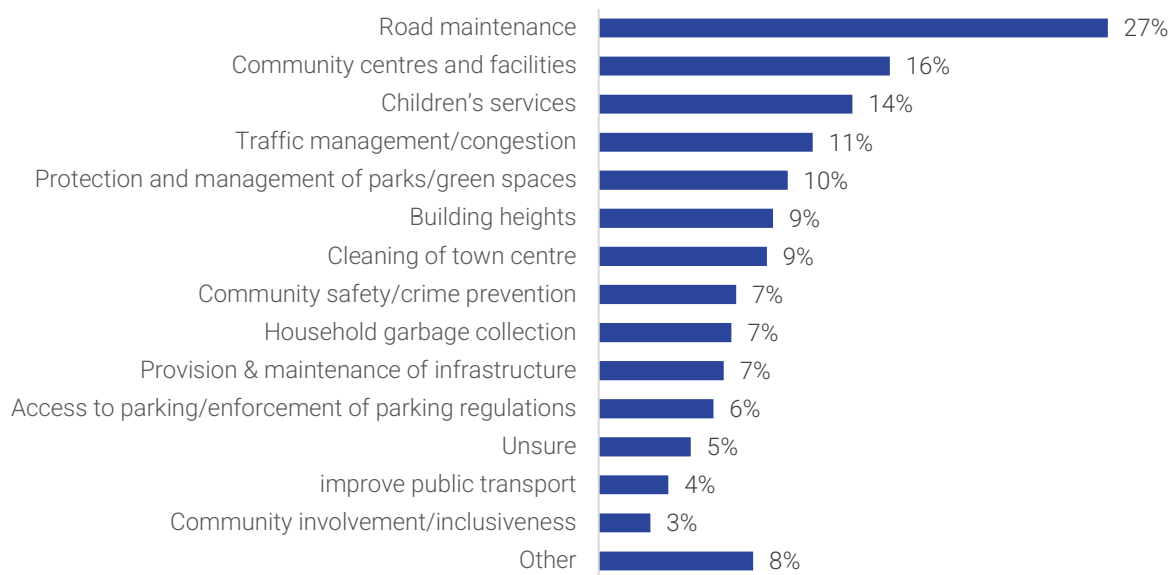
Table 7 Resident quotes for best aspects of Cumberland City

TOPIC	QUOTE
Good council/services	<ul style="list-style-type: none"> It's a good council to live in and they are good people to deal with. It is always really clean, very safe place to live. I could not fault the safety and the cleanliness of the areas. Facilities are really good like schools, shopping centres, the parks.
Good mix of cultures/diversity	<ul style="list-style-type: none"> I love that as of recently they have become culturally tolerant e.g., allowing festivals for religious celebrations. It's a diverse inclusive varied melting pot of many cultures and communities. It's a very welcoming place to live in.
Green spaces and parks	<ul style="list-style-type: none"> There is still green space, sporting facilities well maintained and there a lot of them Roads and footpaths well maintained. I love the fact that they are upgrading some of the sport grounds and playgrounds because that is really important to me with twin 5-year-old because they need to be able to exercise without getting stabbed with some weird drug needles.

3. FINDINGS



Figure 22 Nominated Council priorities (2021 only)



Predictably, when asked what Council should prioritise over the next 4 years (Figure 22), a substantial portion of residents nominated road maintenance (27%). Community centres and facilities was a common response as was children's services (14%), traffic management (11%), protection and management of green spaces (10%) and building heights (9%).

Table 8 shows some quotes residents made about each of the top three items.

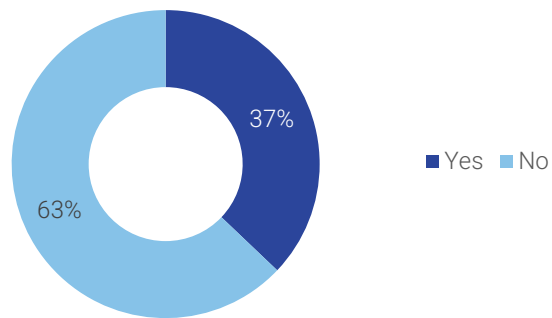
Table 8 Resident quotes on nominated Council priorities

TOPIC	QUOTE
Road maintenance	<ul style="list-style-type: none"> • Improve the roads for public transport for congestion. • Traffic and road safety.
Community centres and facilities	<ul style="list-style-type: none"> • More health care centres. • Disabilities services and inclusions for the disabled children and the youth.
Children's services	<ul style="list-style-type: none"> • Protection and security for children and youth shelters for the homeless. • Youth employment and migrant support for settlement.

3. FINDINGS



Figure 23 Sign-up for Council news, programs and services



Almost two out of five respondents (37%) said they would be interested in signing up to Council e-news to keep up with Council plans, news, programs and services (Figure 23). This list will be supplied separately to Council.

4. APPENDICES

4.1. APPENDIX A: QUESTIONNAIRE

CATI Questionnaire

Survey Introduction

Q1 Good afternoon/evening, my name is (name) and I'm calling from Jetty Research on behalf of Cumberland City Council. Council has asked us to call residents at random to conduct a short survey about local council services and infrastructure and future priorities for the area. The survey takes less than 15 minutes, all answers are confidential, and we are not trying to sell anything. Would you be willing to assist Council by completing a short survey?

INSERT STANDARD PRIVACY AND CONFIDENTIALITY INFORMATION

1. Yes
2. No

Screening

SINGLE CHOICE
TERMINATE IF S1=2

S1. Thank-you. Before we proceed can I confirm you live in the Cumberland City Council area?

1. Yes
2. No – TERMINATE WITH THANKS AS FOLLOWS:

Thank you, but for this survey we are only talking to people living in Cumberland City Council area

SINGLE CHOICE
TERMINATE IF S2=2

S2. And are you a Councillor or permanent employee of Cumberland City Council?

1. No
2. Yes – TERMINATE WITH THANKS AS FOLLOWS:

Thank you, but unfortunately councillors and permanent employees are not eligible to take part in this survey

SINGLE CHOICE

S3. And what suburb do you live in, please?

- | | | |
|-----------------|------------------|---------------------|
| 1. Auburn | 8. Holroyd | 15. South Granville |
| 2. Berala | 9. Mays Hill | 16. Toongabbie |
| 3. Chester Hill | 10. Merrylands | 17. Wentworthville |
| 4. Girraween | 11. Pemulwuy | 18. Westmead |
| 5. Granville | 12. Pendle Hill | 19. Woodpark |
| 6. Greystanes | 13. Regents Park | 20. Yennora |
| 7. Guildford | 14. Rookwood | |

21. Other (please specify)

4. 3BAPPENDICES



SINGLE CHOICE

S4. Into which age range do you fall?

1. 18-24
2. 24-34
3. 35-49
4. 50-64
5. 65+

OPEN ENDED - SHORT ANSWER

S5. And could I just your first name for the survey? (Open answer)

SINGLE CHOICE

S6 Interviewer to record gender

1. Male
2. Female

Main Survey

SINGLE CHOICE

Q2. Now (S5) Please rate your satisfaction with the following council facilities or services. We'll use a scale of 1-5, where 1 is low satisfaction and 5 is high satisfaction. If you don't use the service, just say so and I'll move to the next one.

COLUMNS

1. 1 – Low satisfaction
2. 2
3. 3
4. 4
5. 5 – High satisfaction
6. 666 Not applicable

(Randomise order of list)

1. Aged care and/or support for people with a disability
2. Maintenance and cleaning of town centres
3. Cycleways
4. Protection of heritage buildings and items
5. Building heights in town centres
6. Protection of low rise residential areas
7. Protection of green and open space
8. Provision of Council information to the community
9. Opportunities to participate in Council decision making
10. Council's customer service/community engagement
11. Environmental education programs
12. Protecting the natural environment
13. Festival and events programs
14. Removal of illegally dumped rubbish

4. 3BAPPENDICES



15. Encouraging recycling
16. Household garbage collection
17. Maintaining footpaths
18. Long term planning for the Cumberland area
19. Financial management
20. Graffiti removal
21. Council's childcare service and programs
22. Library services
23. Availability of public carparking
24. Availability and maintenance of sporting ovals, grounds and facilities
25. Maintenance of local parks and playgrounds
26. Swimming pools
27. Swimming pool programs
28. Traffic management and road safety
29. Children and youth programs
30. Maintenance of local roads (excluding M4 and Parramatta Road)
31. Accessibility to Council and its services
32. Access to community centres and facilities
33. Quality of community centres and facilities
34. Community education programs
35. Programs and support for newly arrived migrant communities
36. Support and programs for volunteers and community groups
37. Support for local jobs and business
38. Tree management
39. Stormwater management
40. Community safety programs
41. Development applications and construction certificates
42. CCTV and safe public spaces
43. Indigenous services
44. Animal management

Q3. And (S5) I'd like you to tell me how important these services are to you and other members of your family. We'll again use a 5-point scale where 1 means it is of low importance and 5 is of high importance:

COLUMNS

1. 1 – Low importance
 2. 2
 3. 3
 4. 4
 5. 5 – High importance
-
1. Aged care and/or support for people with a disability
 2. Maintenance and cleaning of town centres
 3. Cycleways
 4. Protection of heritage buildings and items
 5. Building heights in town centres
 6. Protection of low rise residential areas
 7. Protection of green and open space

4. 3BAPPENDICES



8. Provision of Council information to the community
9. Opportunities to participate in Council decision making
10. Council's customer service/community engagement
11. Environmental education programs
12. Protecting the natural environment
13. Festival and events programs
14. Removal of illegally dumped rubbish
15. Encouraging recycling
16. Household garbage collection
17. Maintaining footpaths
18. Long term planning for the Cumberland area
19. Financial management
20. Graffiti removal
21. Council's childcare service and programs
22. Library services
23. Availability of public carparking
24. Availability and maintenance of sporting ovals, grounds and facilities
25. Maintenance of local parks and playgrounds
26. Swimming pools
27. Swimming pool programs
28. Traffic management and road safety
29. Children and youth programs
30. Maintenance of local roads (excluding M4 and Parramatta Road)
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34. Community education programs
35. Programs and support for newly arrived migrant communities
36. Support and programs for volunteers and community groups
37. Support for local jobs and business
38. Tree management
39. Stormwater management
40. Community safety programs
41. Development applications and construction certificates
42. CCTV and safe public spaces
43. Indigenous services
44. Animal management

4. 3BAPPENDICES



SINGLE CHOICE

PROMPTED – READ ALL OPTIONS

Q4. Overall for the past 12 months, how satisfied are you with the performance of Council, not just on one or two issues but across all responsibility areas?

1. Very dissatisfied
2. Not very satisfied
3. Somewhat satisfied
4. Satisfied
5. Very satisfied

Q5. What would you change in Cumberland if you could, to make it a better place? (open ended, probe for multiple responses)

Q6: And what do you love about Cumberland? (open ended, probe for multiple responses)

MULTIPLE CHOICE

UNPROMPTED – PROBE AND RECORD ANY OFFERED, OR ADD AS "OTHER"

Q7: Over the next 4 years, what services should Council prioritise?

1. Road maintenance
2. Household garbage collection
3. Cleaning of town centre
4. Building heights
5. Community centres and facilities
6. Children's services
7. Other (specify)

SINGLE CHOICE

D1 Thanks (name). Just before we finish, can you please tell me what country you were born in?

1. Australia
2. Afghanistan
3. China
4. India
5. Korea
6. Lebanon
7. New Zealand
8. Pakistan
9. Philippines
10. Sri Lanka
11. Turkey
12. Vietnam
13. Other (specify)

4. 3BAPPENDICES



SINGLE CHOICE

D2 And how long have you lived in this area?

1. Less 2 years
2. 2-5 years
3. 6-10 years
4. 11-20 years
5. More than 20 years

SINGLE CHOICE

D3 Do you commonly speak any languages other than English in your home?

1. No
2. Yes (please specify)

SINGLE CHOICE

D4 And do you have a disability or chronic illness that affects your day-to-day life?

1. Yes
2. No

SINGLE CHOICE

Q9 Finally (S5), would you like to sign up to council e-news to keep up to date with Council plans, news, programs and services?

1. Yes
2. No **SKIP TO Q11**

Q10 (If Q9=1) Great, could I please just get your email address?

Record email address:

Q11 Thanks so much, that's the end of the survey. Cumberland City Council greatly appreciates your feedback today.

(ISO and conclude)



4. 3BAPPENDICES

4.2. APPENDIX B: DATA TABLES

Table 9 Satisfaction scores by subgroup

	Total	Ward					Age			Gender		CALD		
		Granville Ward	Greystanes Ward	Regents Park Ward	South Granville Ward	Wentworthville Ward	18-34	35-64	65+	Male	Female	No	Yes	
Aged care and/or support for people with a disability	3.34	3.35	3.16	3.32	3.52	3.40	3.35	3.31	3.44	3.40	3.28	3.17	3.45	
Maintenance and cleaning of town centres	3.56	3.50	3.70	3.59	3.66	3.29	3.61	3.50	3.60	3.59	3.52	3.48	3.61	
Cycleways	3.27	3.06	3.66	3.07	3.29	3.13	3.14	3.29	3.56	3.24	3.30	3.31	3.24	
Protection of heritage buildings and items	3.38	3.54	3.23	3.28	3.58	3.28	3.76	3.19	3.13	3.49	3.25	2.99	3.65	
Building heights in town centres	3.05	3.06	3.09	3.16	2.98	2.98	3.40	2.93	2.62	3.20	2.89	2.67	3.33	
Protection of low rise residential areas	2.86	2.82	2.95	2.94	2.82	2.76	2.95	2.83	2.74	2.97	2.73	2.63	3.03	
Protection of green and open space	3.49	3.63	3.56	3.52	3.29	3.43	3.58	3.36	3.68	3.53	3.45	3.37	3.58	
Provision of Council information to the community	3.27	3.26	3.13	3.32	3.25	3.43	3.25	3.20	3.54	3.30	3.24	3.14	3.36	
Opportunities to participate in Council decision making	2.76	2.90	2.63	2.84	2.64	2.83	2.78	2.71	2.88	2.76	2.77	2.60	2.88	
Council's customer service/community engagement	3.39	3.30	3.35	3.32	3.56	3.42	3.40	3.27	3.73	3.29	3.50	3.33	3.43	
Environmental education programs	2.88	2.97	2.81	2.86	3.06	2.67	2.80	2.86	3.16	2.97	2.77	2.78	2.94	
Protecting the natural environment	3.43	3.42	3.37	3.57	3.45	3.39	3.52	3.31	3.60	3.51	3.35	3.27	3.55	
Festival and events programs	3.37	3.39	3.34	3.45	3.45	3.22	3.36	3.31	3.61	3.40	3.34	3.31	3.41	
Removal of illegally dumped rubbish	3.42	3.39	3.44	3.48	3.39	3.37	3.42	3.39	3.52	3.50	3.33	3.29	3.50	
Encouraging recycling	3.60	3.63	3.59	3.56	3.55	3.66	3.46	3.60	3.97	3.64	3.56	3.59	3.61	
Household garbage collection	4.16	4.19	4.31	4.20	3.89	4.20	4.04	4.18	4.43	4.15	4.18	4.23	4.12	
Maintaining footpaths	3.28	3.48	3.23	3.38	3.22	3.14	3.46	3.19	3.13	3.30	3.27	3.11	3.41	
Long term planning for the Cumberland area	3.06	3.18	2.99	3.04	3.20	2.92	3.23	2.90	3.17	3.08	3.05	2.92	3.17	
Financial management	3.04	3.13	3.02	3.19	2.99	2.88	3.21	2.87	3.18	2.99	3.10	3.00	3.06	
Graffiti removal	3.51	3.67	3.56	3.54	3.47	3.28	3.42	3.49	3.81	3.56	3.45	3.51	3.50	
Council's childcare service and programs	3.54	3.51	3.47	3.59	3.53	3.65	3.66	3.35	3.99	3.49	3.62	3.46	3.59	
Library services	4.03	4.20	3.90	3.89	4.14	4.04	4.04	3.96	4.31	4.01	4.06	4.01	4.05	
Availability of public carparking	2.75	2.68	2.98	2.83	2.57	2.66	2.85	2.67	2.76	2.80	2.70	2.65	2.82	
Availability and maintenance of sporting ovals, grounds and facilities	3.72	3.69	3.68	3.84	3.89	3.52	3.73	3.65	3.97	3.68	3.77	3.73	3.72	
Maintenance of local parks and playgrounds	3.69	3.71	3.75	3.66	3.83	3.48	3.78	3.52	3.98	3.72	3.66	3.63	3.73	
Swimming pools	3.39	3.28	3.15	3.84	3.56	3.11	3.48	3.26	3.60	3.33	3.46	3.36	3.41	
Swimming pool programs	3.27	3.12	3.13	3.61	3.46	3.02	3.29	3.23	3.40	3.23	3.32	3.22	3.31	
Traffic management and road safety	3.10	3.13	3.07	3.19	2.93	3.17	3.12	3.01	3.28	3.00	3.20	2.98	3.17	
Children and youth programs	3.35	3.58	3.13	3.49	3.47	3.14	3.29	3.33	3.79	3.25	3.49	3.27	3.40	
Maintenance of local roads (excluding M4 and Parramatta Road)	3.13	3.02	3.25	3.16	3.05	3.16	3.06	3.17	3.19	3.08	3.19	3.07	3.17	
Accessibility to Council and its services	3.51	3.56	3.41	3.51	3.59	3.47	3.51	3.41	3.79	3.45	3.57	3.49	3.52	
Access to community centres and facilities	3.62	3.65	3.57	3.60	3.79	3.52	3.66	3.51	3.86	3.62	3.62	3.60	3.64	
Quality of community centres and facilities	3.56	3.56	3.47	3.78	3.68	3.30	3.62	3.42	3.87	3.58	3.53	3.55	3.56	
Community education programs	3.22	3.26	3.01	3.36	3.48	2.98	3.08	3.22	3.60	3.18	3.26	3.20	3.22	
Programs and support for newly arrived migrant communities	3.23	3.09	3.06	3.70	3.24	3.02	3.09	3.27	3.58	3.19	3.29	3.30	3.20	
Support and programs for volunteers and community groups	3.40	3.25	3.21	3.52	3.64	3.41	3.23	3.40	3.90	3.39	3.42	3.32	3.46	
Support for local jobs and business	3.17	3.09	3.25	3.27	3.26	2.91	3.24	3.02	3.48	3.15	3.19	3.12	3.20	
Tree management	3.35	3.34	3.23	3.57	3.25	3.40	3.49	3.30	3.13	3.31	3.39	3.17	3.48	
Stormwater management	3.46	3.35	3.20	3.66	3.59	3.58	3.58	3.35	3.47	3.45	3.47	3.40	3.50	
Community safety programs	3.16	3.23	3.12	3.14	3.23	3.05	2.94	3.19	3.63	3.09	3.23	3.08	3.21	
Development applications and construction certificates	2.85	2.93	2.71	2.88	2.81	2.97	3.21	2.63	2.72	2.86	2.83	2.51	3.07	
CCTV and safe public spaces	3.03	2.90	3.02	3.22	3.10	2.93	3.02	2.94	3.44	3.08	2.98	3.03	3.04	
Indigenous services	3.31	3.26	3.31	3.35	3.44	3.07	3.26	3.24	3.85	3.40	3.17	3.23	3.34	
Animal management	3.40	3.18	3.33	3.58	3.51	3.42	3.41	3.36	3.49	3.34	3.47	3.23	3.51	
Overall satisfaction - % satisfied	Satisfied %	49%	52%	52%	46%	42%	51%	45%	48%	63%	51%	47%	47%	50%
Overall satisfaction - satisfied means	Satisfied Means (1-5)	3.43	3.50	3.50	3.40	3.36	3.38	3.41	3.38	3.66	3.46	3.40	3.38	3.47

4. 3BAPPENDICES



Table 10 Importance scores by subgroup

	Total	Ward					Age			Gender		CALD	
		Granville Ward	Greystanes Ward	Regents Park Ward	South Granville Ward	Wentworthville Ward	18-34	35-64	65+	Male	Female	No	Yes
Aged care and/or support for people with a disability	3.98	3.85	4.00	3.49	4.34	4.08	3.94	3.86	4.42	4.03	3.91	3.90	4.03
Maintenance and cleaning of town centres	4.32	4.29	4.25	4.27	4.54	4.33	4.31	4.28	4.51	4.28	4.37	4.28	4.35
Cycleways	3.49	3.16	3.65	3.87	3.16	3.55	3.60	3.48	3.23	3.46	3.52	3.23	3.65
Protection of heritage buildings and items	3.83	3.92	3.86	3.53	4.00	3.79	3.75	3.79	4.13	3.81	3.86	3.89	3.79
Building heights in town centres	3.71	3.89	3.61	3.61	3.86	3.64	3.46	3.87	3.77	3.74	3.67	3.77	3.67
Protection of low rise residential areas	4.23	4.30	4.13	4.45	4.18	4.18	3.99	4.34	4.40	4.24	4.21	4.19	4.26
Protection of green and open space	4.59	4.58	4.49	4.57	4.74	4.64	4.51	4.63	4.62	4.59	4.58	4.48	4.66
Provision of Council information to the community	4.40	4.66	4.25	4.19	4.55	4.40	4.53	4.30	4.42	4.41	4.39	4.19	4.55
Opportunities to participate in Council decision making	3.92	4.03	3.74	3.77	4.27	3.91	4.05	3.90	3.69	4.08	3.73	3.60	4.15
Council's customer service/community engagement	4.21	4.21	3.91	4.16	4.51	4.38	4.21	4.19	4.28	4.34	4.06	4.00	4.35
Environmental education programs	3.98	4.03	3.78	3.69	4.41	4.08	4.13	3.85	4.10	4.00	3.96	3.75	4.14
Protecting the natural environment	4.52	4.59	4.39	4.29	4.72	4.62	4.55	4.47	4.59	4.51	4.52	4.41	4.59
Festival and events programs	3.78	3.67	3.67	3.70	4.03	3.90	3.88	3.75	3.67	3.84	3.72	3.57	3.93
Removal of illegally dumped rubbish	4.60	4.56	4.67	4.42	4.70	4.59	4.62	4.57	4.66	4.59	4.61	4.60	4.60
Encouraging recycling	4.65	4.74	4.61	4.56	4.65	4.68	4.64	4.60	4.83	4.61	4.69	4.56	4.71
Household garbage collection	4.77	4.83	4.71	4.83	4.78	4.76	4.72	4.76	4.89	4.80	4.73	4.69	4.82
Maintaining footpaths	4.61	4.77	4.57	4.51	4.70	4.53	4.57	4.64	4.61	4.55	4.69	4.59	4.62
Long term planning for the Cumberland area	4.57	4.62	4.50	4.65	4.56	4.57	4.46	4.65	4.52	4.65	4.47	4.42	4.67
Financial management	4.27	4.44	4.04	4.46	4.39	4.20	4.05	4.33	4.57	4.35	4.17	4.24	4.28
Graffiti removal	3.96	3.92	3.84	4.18	4.26	3.84	3.82	3.95	4.29	4.04	3.87	3.80	4.07
Council's childcare service and programs	3.81	3.73	3.49	4.02	4.23	3.88	3.99	3.64	3.93	3.93	3.67	3.39	4.07
Library services	4.10	4.23	3.99	4.04	4.38	3.97	4.13	4.00	4.31	4.11	4.08	3.92	4.20
Availability of public carparking	4.52	4.59	4.50	4.59	4.61	4.41	4.51	4.48	4.67	4.50	4.54	4.52	4.52
Availability and maintenance of sporting ovals, grounds and	4.35	4.10	4.40	4.24	4.60	4.41	4.30	4.36	4.45	4.42	4.27	4.22	4.44
Maintenance of local parks and playgrounds	4.64	4.69	4.56	4.64	4.83	4.57	4.66	4.65	4.55	4.65	4.62	4.60	4.66
Swimming pools	4.19	4.14	4.19	4.14	4.37	4.17	4.00	4.29	4.33	4.25	4.13	4.10	4.26
Swimming pool programs	3.88	3.72	3.78	4.01	4.27	3.84	3.83	3.88	4.01	3.92	3.84	3.63	4.05
Traffic management and road safety	4.76	4.85	4.67	4.70	4.90	4.74	4.81	4.72	4.78	4.77	4.75	4.68	4.82
Children and youth programs	4.13	4.07	3.95	4.13	4.44	4.18	4.27	4.07	3.98	4.13	4.12	3.80	4.33
Maintenance of local roads (excluding M4 and Parramatta	4.74	4.79	4.73	4.74	4.73	4.73	4.73	4.73	4.79	4.74	4.74	4.72	4.75
Accessibility to Council and its services	4.32	4.53	4.12	4.21	4.56	4.31	4.28	4.30	4.49	4.34	4.29	4.19	4.41
Access to community centres and facilities	4.10	4.28	3.87	3.89	4.48	4.10	4.08	4.03	4.38	4.13	4.07	3.85	4.26
Quality of community centres and facilities	4.24	4.42	4.19	3.94	4.48	4.20	4.20	4.23	4.43	4.25	4.23	4.05	4.37
Community education programs	4.01	4.11	4.00	3.80	4.32	3.89	4.08	3.93	4.13	4.03	3.99	3.77	4.17
Programs and support for newly arrived migrant communi	3.91	3.84	3.50	3.95	4.50	4.00	4.13	3.71	4.02	4.02	3.78	3.49	4.18
Support and programs for volunteers and community grou	4.01	3.93	3.80	3.83	4.65	4.02	4.04	3.85	4.41	4.10	3.89	3.73	4.19
Support for local jobs and business	4.46	4.39	4.37	4.14	4.87	4.55	4.58	4.40	4.41	4.54	4.37	4.26	4.60
Tree management	4.27	4.22	4.24	4.06	4.59	4.26	4.30	4.20	4.42	4.29	4.24	4.18	4.33
Stormwater management	4.42	4.51	4.32	4.36	4.77	4.27	4.43	4.38	4.52	4.46	4.37	4.33	4.48
Community safety programs	4.50	4.63	4.36	4.48	4.73	4.41	4.54	4.45	4.54	4.49	4.50	4.36	4.59
Development applications and construction certificates	4.05	3.91	4.02	4.29	4.30	3.92	4.00	4.02	4.23	4.20	3.86	3.88	4.15
CCTV and safe public spaces	4.53	4.69	4.37	4.52	4.70	4.48	4.62	4.45	4.56	4.44	4.63	4.43	4.59
Indigenous services	3.77	3.73	3.57	3.68	4.27	3.76	4.03	3.50	4.07	3.84	3.69	3.40	4.01
Animal management	4.01	3.97	3.94	3.80	4.45	3.99	4.10	3.91	4.12	4.04	3.98	3.86	4.12

4. 3BAPPENDICES



Table 11 Nominated priorities by subgroup

	Total	Ward					Age			Gender		CALD	
		Granville Ward	Greystanes Ward	Regents Park Ward	South Granville Ward	Wentworthville Ward	18-34	35-64	65+	Male	Female	No	Yes
Council's priorities													
Road maintenance	27%	25%	28%	18%	32%	33%	25%	27%	33%	29%	25%	30%	25%
Household garbage collection	7%	5%	7%	8%	6%	9%	5%	8%	9%	7%	7%	9%	6%
Cleaning of town centre	9%	10%	6%	10%	5%	13%	7%	10%	11%	7%	11%	11%	7%
Building heights	9%	10%	8%	10%	12%	8%	4%	12%	14%	10%	9%	11%	8%
Community centres and facilities	16%	20%	18%	13%	10%	17%	17%	14%	17%	14%	18%	16%	16%
Children's services	14%	14%	18%	14%	11%	9%	16%	14%	6%	14%	13%	12%	14%
Other (please specify)	8%	4%	3%	16%	13%	6%	10%	6%	11%	10%	6%	5%	10%
Community safety/crime prevention	7%	9%	5%	6%	10%	7%	11%	6%	3%	7%	8%	3%	10%
Traffic management/congestion	11%	13%	4%	12%	16%	14%	16%	8%	10%	17%	5%	12%	11%
Protection and management of parks/green space	10%	3%	15%	12%	11%	8%	10%	11%	8%	9%	11%	13%	8%
Access to parking/enforcement of parking regulations	6%	7%	7%	5%	4%	8%	3%	9%	6%	6%	6%	6%	6%
Community involvement/inclusiveness	3%	3%	5%	0%	4%	2%	2%	3%	2%	2%	4%	2%	3%
Provision & maintenance of infrastructure	7%	8%	8%	7%	3%	7%	6%	8%	5%	6%	8%	6%	7%
improve public transport	4%	3%	5%	3%	1%	5%	5%	2%	6%	5%	3%	4%	4%
Unsure	5%	4%	5%	5%	5%	5%	4%	6%	4%	3%	7%	4%	6%

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