



PORT STEPHENS
C O U N C I L

Port Stephens Council
Community Satisfaction Survey Report
2018

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Community Satisfaction Survey 2018

Executive Summary

The Operational Plan 2017-2018 requires at 5.3.1.11 that Council “Undertake an annual community satisfaction survey”. This is the Report of the survey conducted in May/June 2018.

Statistics

To determine statistical validity, with 95% confidence, 1,052 survey responses were required. The total response was 1,352.

Overall Results

To achieve an overall satisfaction figure, respondents answered that they were:

- Very satisfied
- Satisfied
- Moderately Satisfied.

Overall satisfaction with Council's services was **84.87%**.

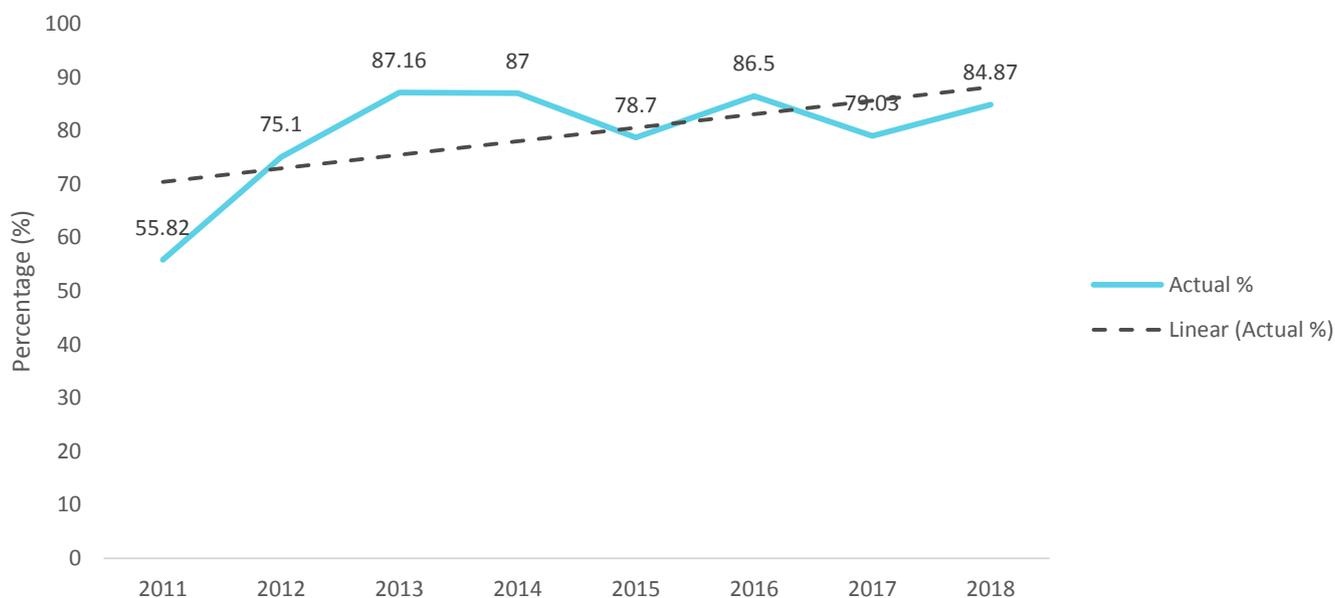


FIGURE 1: OVERALL SATISFACTION SINCE 2011

In terms of overall satisfaction with Council, slightly more males (**85.48%**) were satisfied compared to **84.23%** of females, with younger females and older males being more satisfied than others in their gender based on the ‘General Survey’ outcomes only.

Individual Results

The table below shows individual services/facilities by level of overall satisfaction

TABLE 1: SATISFACTION SCORES

Facilities/Services	Satisfaction Score %
Libraries	99.15
Children's Services	99
Garbage collection services	94.58
Sports & Recreational facilities	89.92
Swimming pools	89.81
Community Public Halls	90.88
Playground equipment	87.87
Maintaining parks and gardens	91.69
Development and Building Services	95.25
Managing traffic flow (eg lights, roundabouts, street signs)	81.82
Roadside maintenance (eg trees, litter, slashing)	83.64
Public toilet amenities (Council-owned park/community amenities - not those in shopping centres)	76.25
Managing nature reserves, wetlands, beaches & foreshores	84.31
Access to waste depots and recycling	87.38
Managing street trees	87.73
Maintaining footpaths	76.98
Maintaining cycleways/walking tracks	83.77
Maintaining local roads	74.64
Managing storm water drainage systems	79.86
Controlling weeds	80.69
Ranger services (eg animal management)	76.50
Managing illegal dumping	78.88
Ranger services (parking)	74.43

The Report that follows provides detailed information on the areas surveyed.

Community Satisfaction Survey 2018

General Survey

The survey was conducted from 14 May 2018 to 8 June 2018. The targeted response for this General Survey was 877. The actual response was **1,352**.

Not all respondents answered all questions. Percentage satisfaction results as shown in Table 1 and below relate to those respondents who answered the question, they exclude “don’t know” and “don’t use” responses. Table 1 also includes the results of separate surveys conducted by Council for Libraries, Children's Services and Development and Building services.

Demographics

Of those that answered the age/gender question (n= 1236), 50.4% were females and 49.6% were males. (Census 2016 Port Stephens LGA: Males 49.4%, Females 50.6%).

The graph below shows the age profile of respondents compared to the population (Census 2016) and with 2017 respondent's profile.

Respondents by age – Comparison to 2016 Census and 2017 Community Satisfaction Survey

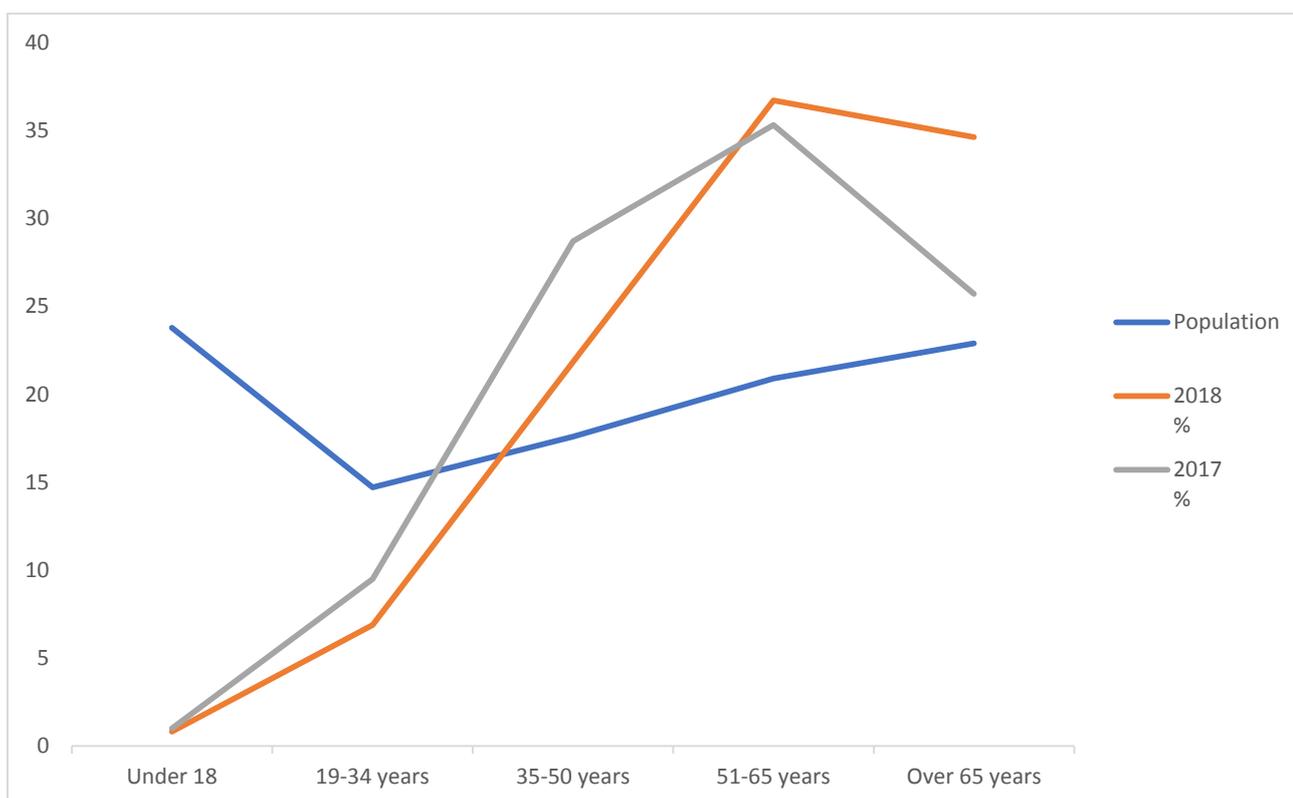


FIGURE 2: DEMOGRAPHIC PROFILE OF RESPONDENTS

There was a skew towards older residents and this age skew reflects that younger demographics may not have participated.

Locality

Respondents answered the questions related to where in Port Stephens they lived (n=1236). The overall sample of 1,236 respondents who answered geo-demographic questions was numerically statistically representative however there was a skew towards those residing in the east of the Local Government Area (LGA). This geographical skew continues a long-established trend for more responses from more densely settled areas of the LGA.

Results

The results that follow demonstrate the 2018 outcomes and, where a direct comparison can be made, also show the 2017, 2016, 2015, 2014, 2013, and 2012 results. In terms of movement compared to the previous year +/- 5% is considered statistically significant.

1: How well is Council doing?

All figures in the table below are percentages.

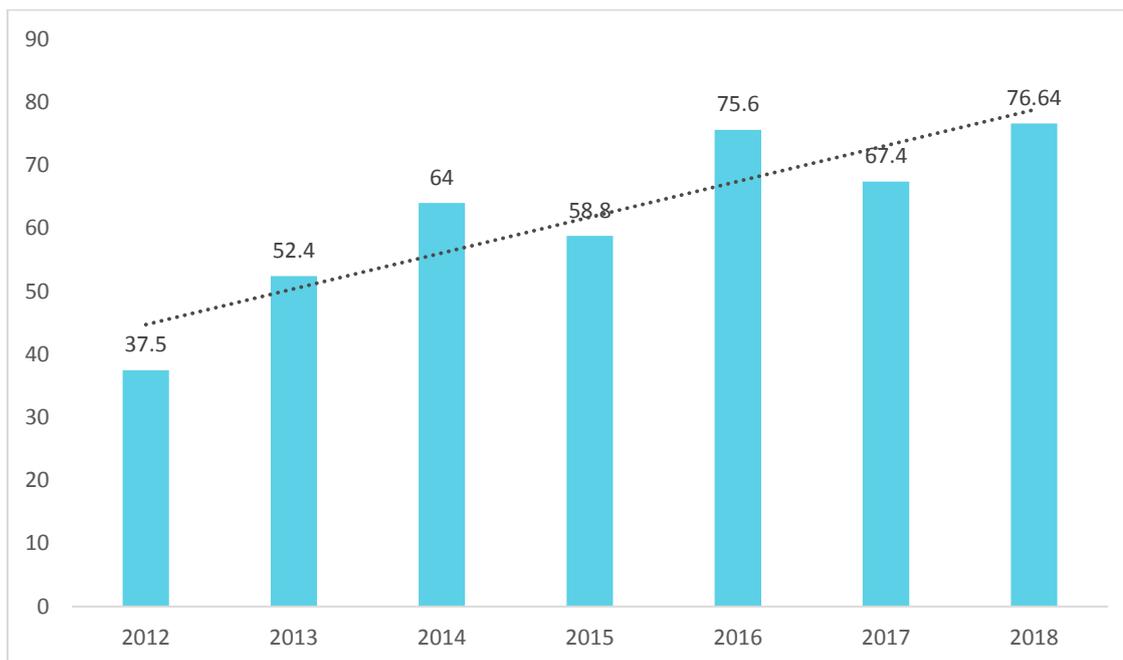
(n=1334)

	2018 Aggregate	2017 Aggregate	2016 Aggregate	2015 Aggregate	2014 Aggregate	2013 Aggregate	2012 Aggregate
Maintaining local roads	74.64	67.4	75.6	58.8	64.0	52.37	37.5
Roadside maintenance (e.g. trees, litter, slashing)	83.64	80.3	83.9	81.3	60.7	58.68	59.3
Maintaining footpaths	76.98	70.0	78.6	73.0	55.3	53.99	46.4
Maintaining cycleways/walking tracks	83.77	82.4	76.6	71.7	54.2	58.84	53.7
Managing street trees	83.73	83.4	80.0	76.0	60.8	57.87	56.7
Managing traffic flow (e.g. lights, roundabouts, street signs)	81.82	77.2	88.4	84.3	77.8	76.50	69.8
Managing storm water drainage systems	79.86	78.4	70.7	68.7	58.7	53.93	46
Managing illegal dumping	78.88	53.9	61.1	60.1	47.0	N/A	N/A
Maintaining parks and gardens	91.69	90.0	90.3	83.5	77.6	72.89	71.2
Managing operational cemeteries	93.84	N/A	N/A	N/A	N/A	N/A	N/A
Managing historic cemeteries	90.60	N/A	N/A	N/A	N/A	N/A	N/A
Managing nature reserves, wetlands, beaches and foreshores	84.31	88.0	83.6	75.2	64.5	67.89	60.8
Controlling weeds	80.69	81.9	67.8	64.0	48.8	46.28	37.8

Maintaining local roads

All figures in the graph below are percentages.

(n= 1318)

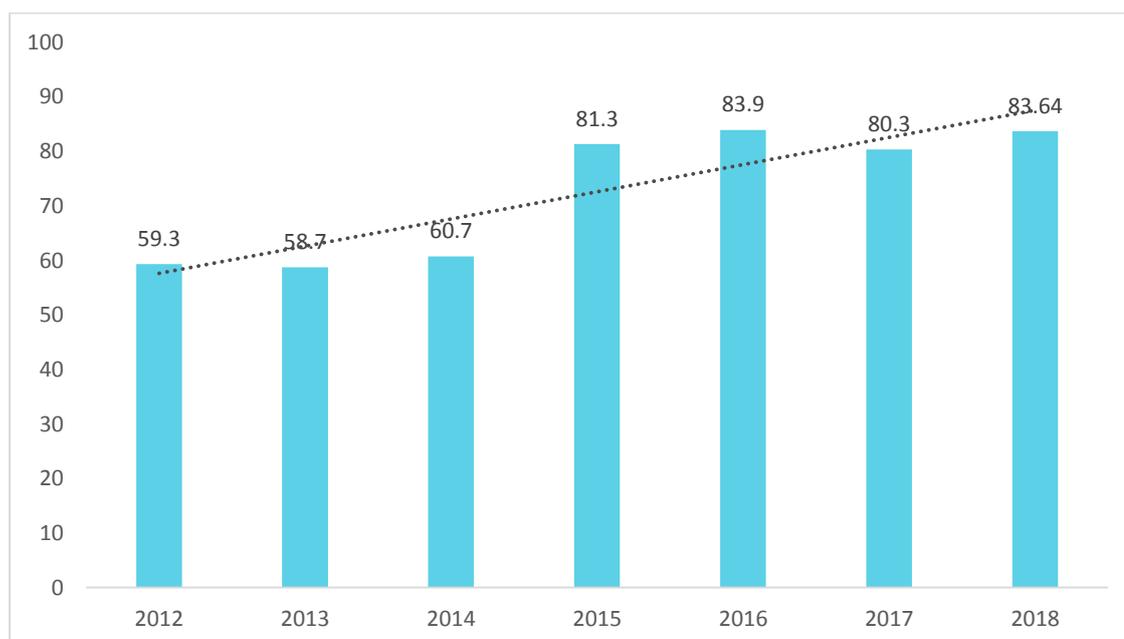


There has been a 39 percentage point increase in satisfaction of maintenance of local roads, from 37.5% in 2012 to 76.64% in 2018 and a 9 percentage point increase from 67.4% in 2017 to 76.64% in 2018.

Roadside maintenance (e.g. trees, litter, slashing)

All figures in the graph below are percentages.

(n= 1319)

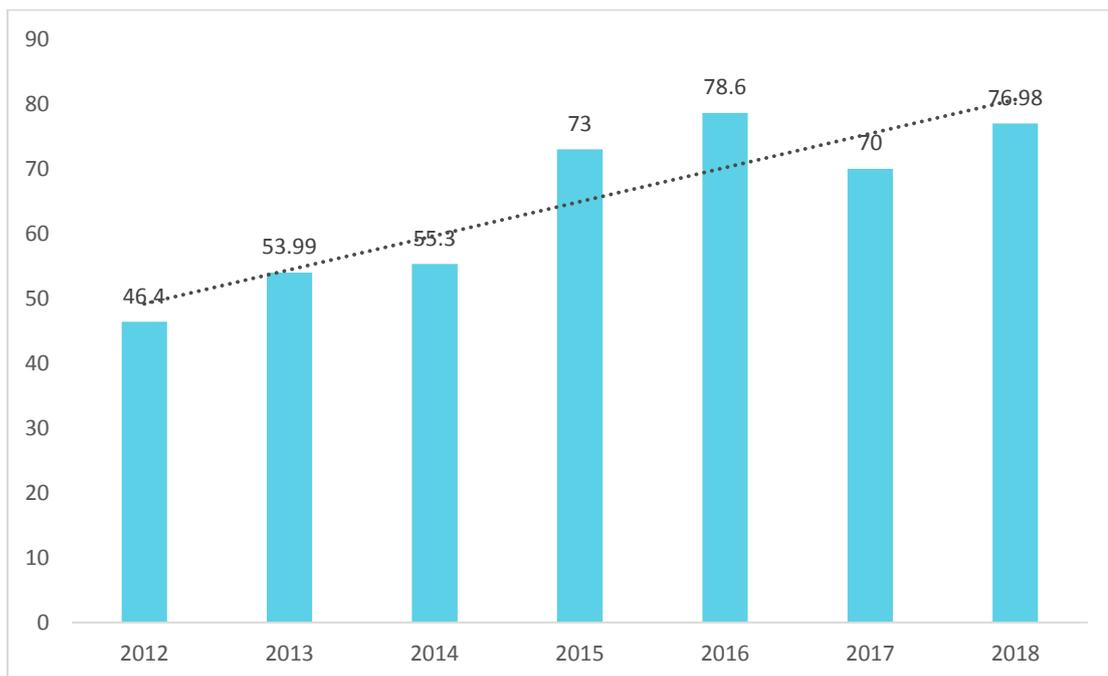


There has been a 24 percentage point increase in satisfaction with roadside maintenance, from 59.3% in 2012 to 83.64% in 2018 and a 3 percentage point increase from 80.3% in 2017 to 83.64% in 2018.

Maintaining footpaths

All figures in the graph below are percentages.

(n= 1319)

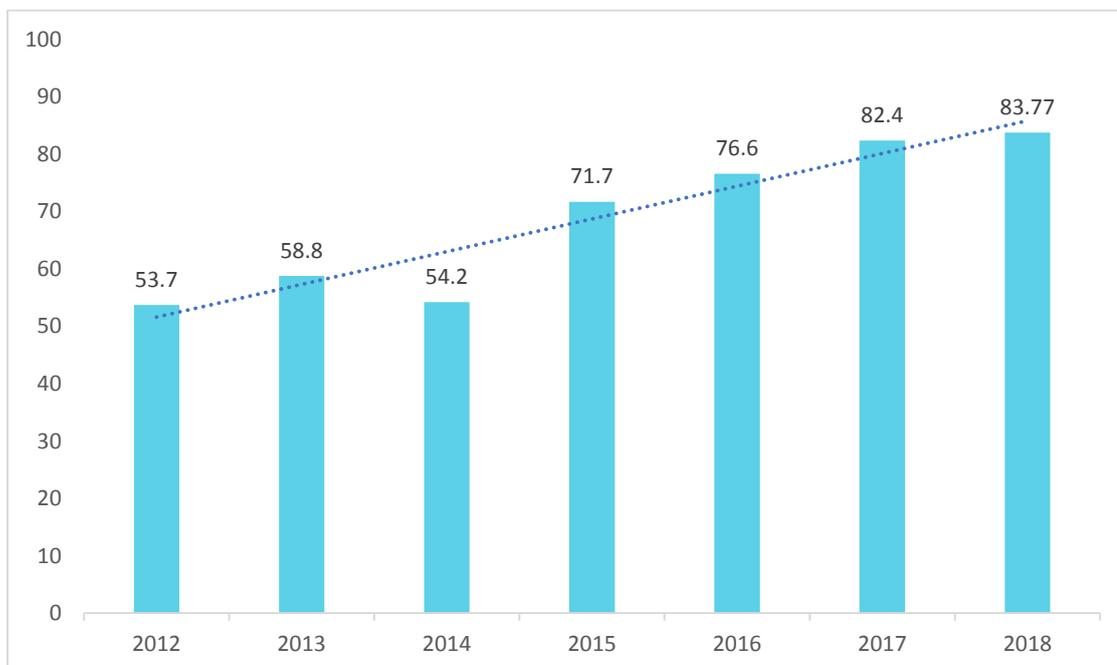


There has been a 31 percentage point increase in satisfaction with maintaining footpaths, from 46.4% in 2012 to 76.98% in 2018, and a 7 percentage point increase from 70% in 2017 to 76.98% in 2018.

Maintaining cycleways/walking tracks

All figures in the graph below are percentages.

(n= 1320)

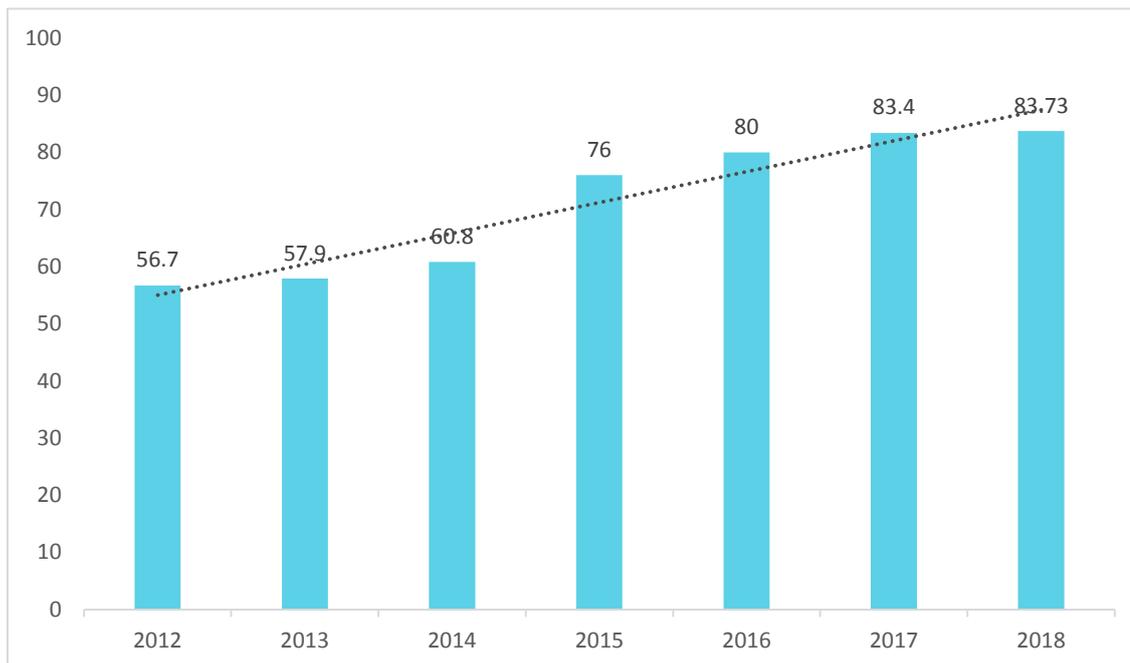


There has been a 30 percentage point increase in satisfaction with maintaining cycleways/walking tracks, from 53.7% in 2012 to 83.77% in 2018 and a 1 percentage point increase from 82.4% in 2017 to 83.77% in 2018.

Managing street trees

All figures in the graph below are percentages.

(n= 1309)

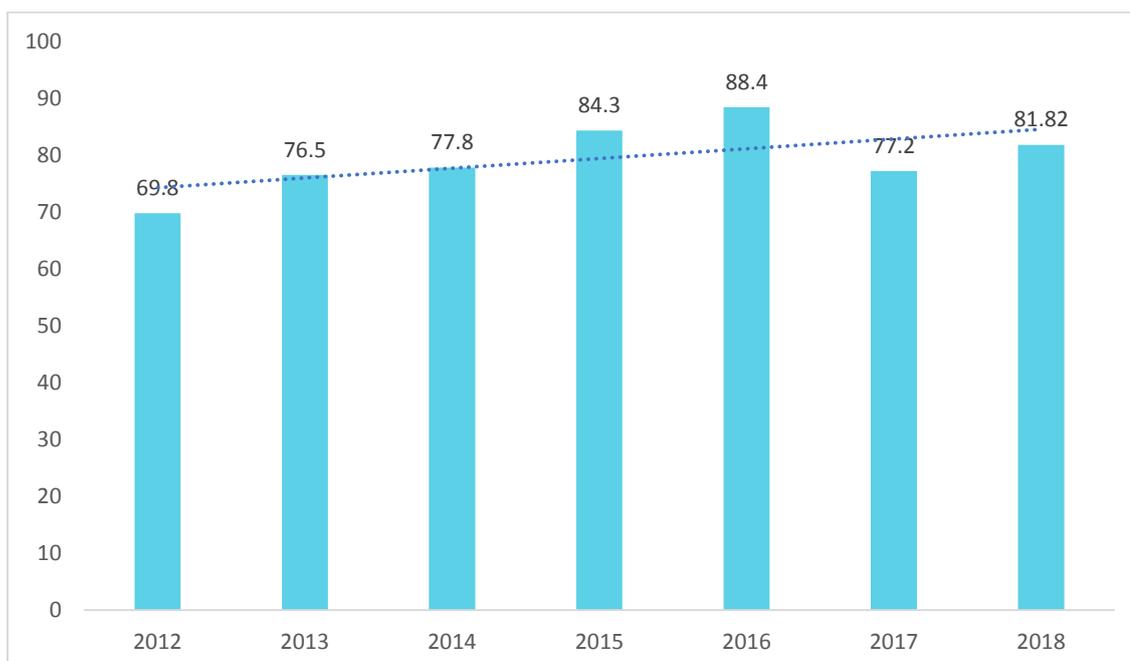


There has been a 27 percentage point increase in satisfaction with managing street trees, from 56.7% in 2012 to 83.73% in 2018 and less than 1 percentage point increase from 83.4% in 2017 to 83.73% in 2018.

Managing traffic flow (e.g. lights, roundabouts, street signs)

All figures in the graph below are percentages.

(n= 1315)

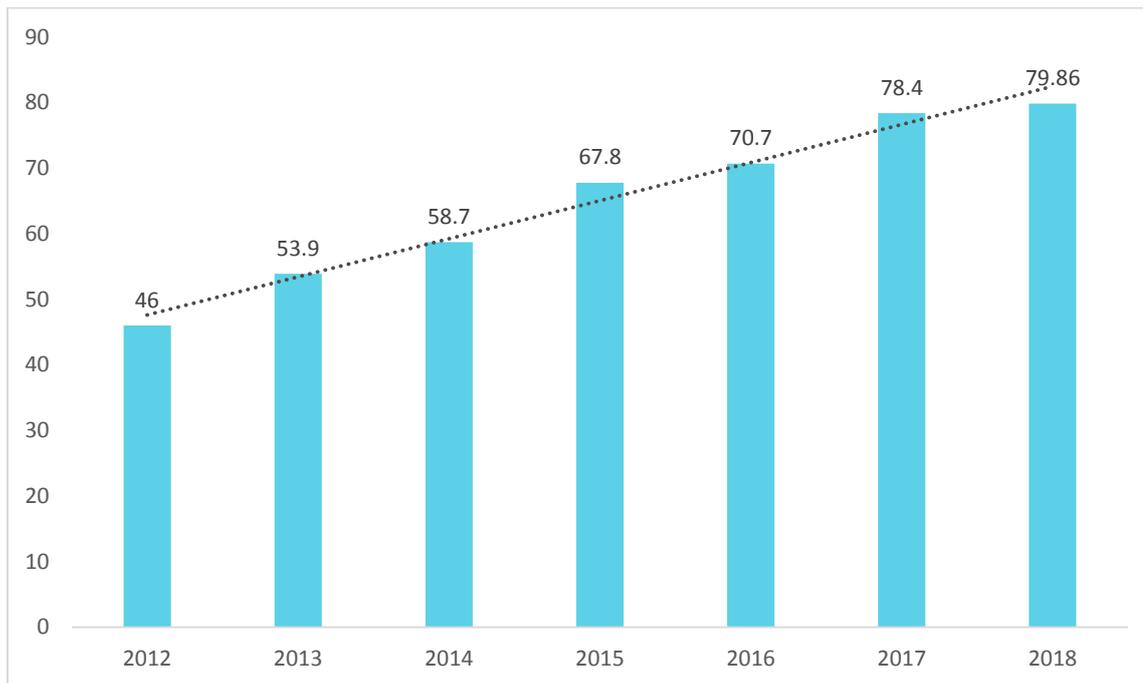


There has been a 12 percentage point increase in satisfaction with maintaining traffic flow, from 69.8% in 2012 to 81.82% in 2018 and a 5 percentage point increase from 77.2% in 2017 to 81.82% in 2018.

Managing storm water drainage systems

All figures in the graph below are percentages.

(n= 1320)

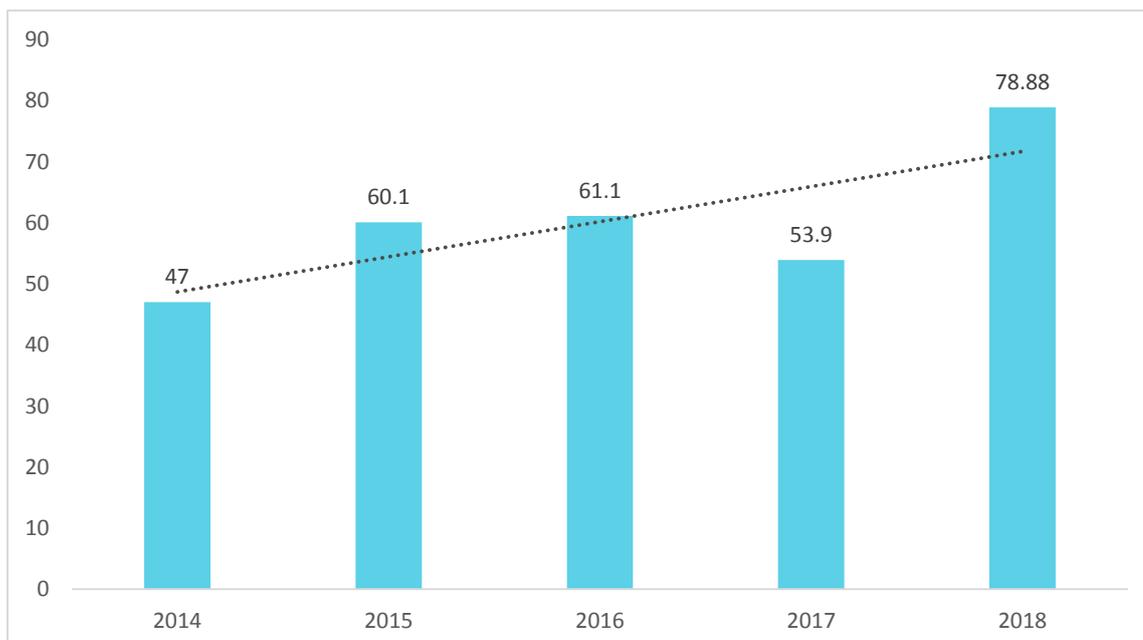


There has been a 34 percentage point increase in satisfaction with maintaining storm water drainage systems, from 46% in 2012 to 79.86% in 2018 and a 1 percentage point increase from 78.4% in 2017 to 79.86% in 2018.

Managing illegal dumping

All figures in the graph below are percentages.

(n= 1309)

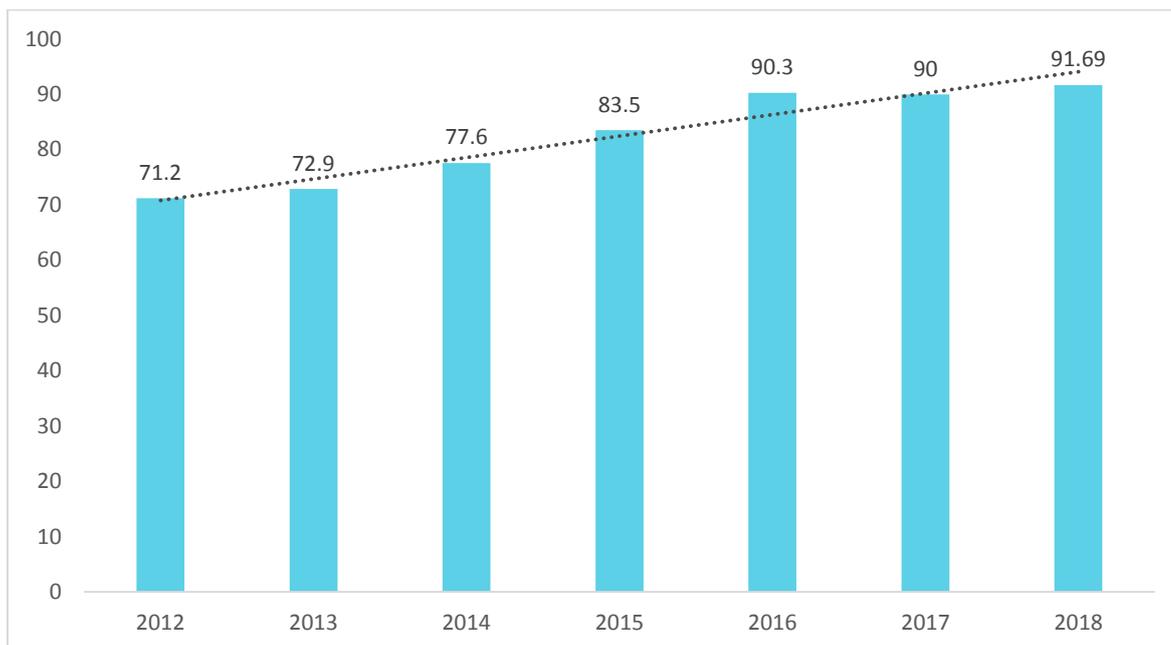


There has been a 32 percentage point increase in satisfaction with managing illegal dumping, from 47% in 2014 to 78.88% in 2018 and a 25 percentage point increase from 53.9% in 2017 to 78.88% in 2018.

Maintaining parks and gardens

All figures in the graph below are percentages.

(n= 1313)

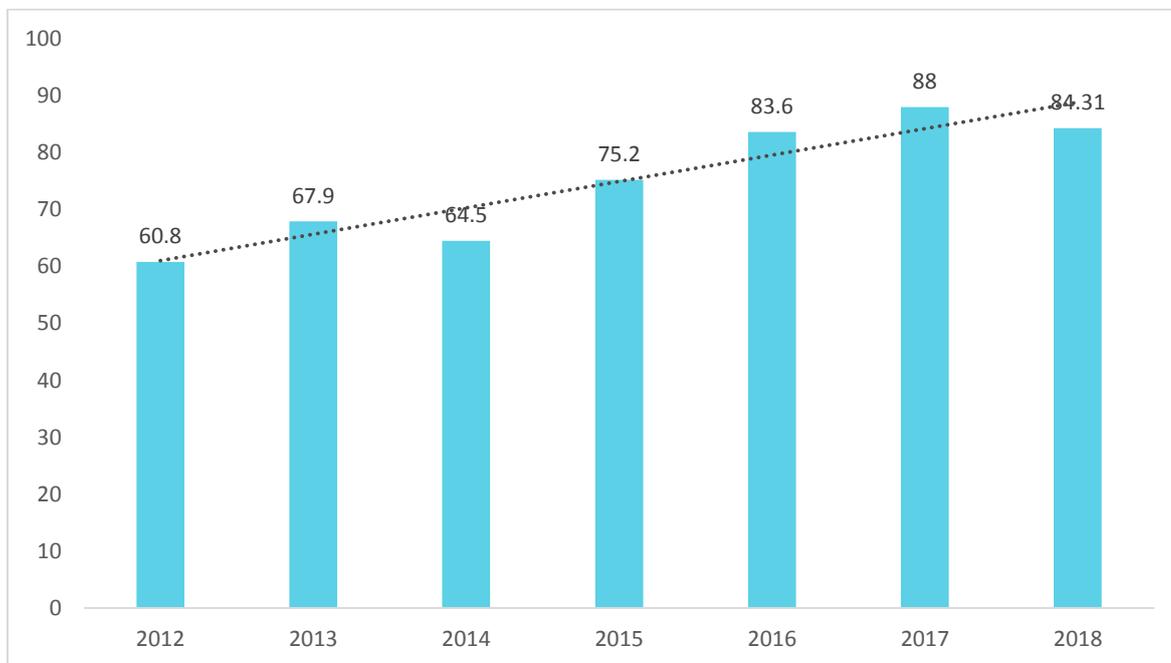


There has been a 20 percentage point increase in satisfaction with maintaining parks and gardens, from 71.2% in 2012 to 91.69% in 2018 and a 2 percentage point increase from 90% in 2017 to 91.69% in 2018.

Managing nature reserves, wetlands, beaches and foreshores

All figures in the graph below are percentages.

(n= 1316)

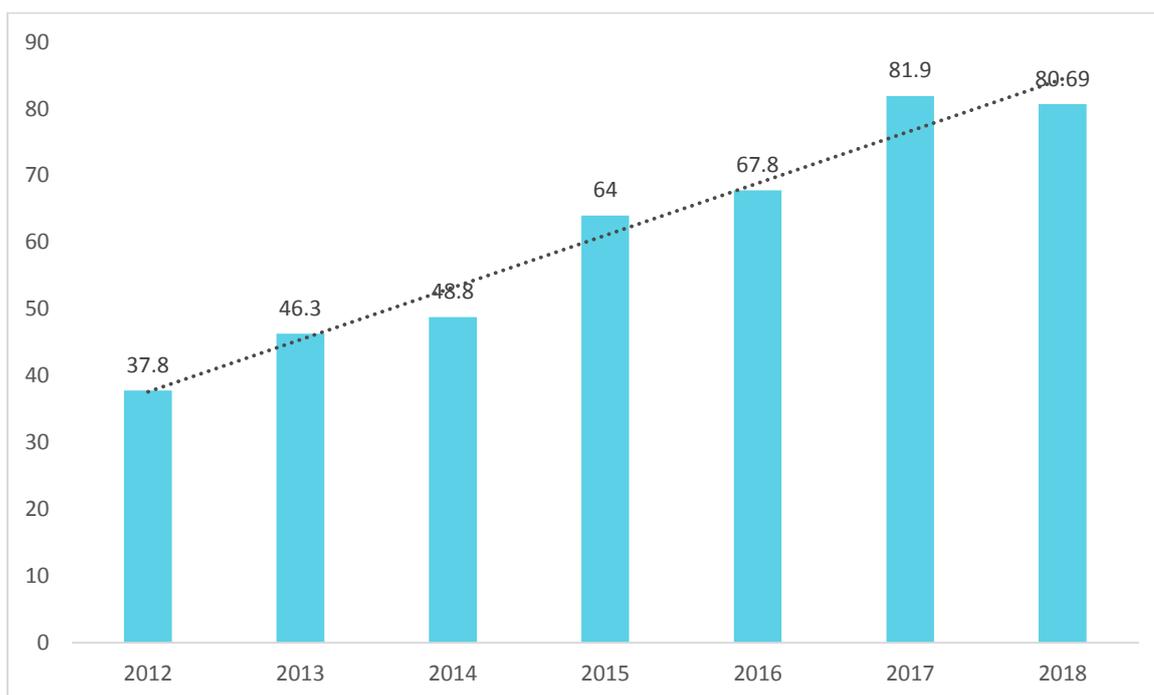


There has been a 24 percentage point increase in satisfaction with managing nature reserves, wetlands, beaches and foreshores, from 60.8% in 2012 to 84.31% in 2018, but a 4 percentage point decline from 88% in 2017 to 84.31% in 2018.

Controlling weeds

All figures in the graph below are percentages.

(n= 1307)



There has been a 43 percentage point increase in satisfaction with controlling weeds, from 37.8% in 2012 to 80.69% in 2018, but a 1 percentage point decline from 81.9% in 2017 to 80.69% in 2018.

2: Required respondents to indicate how satisfied they were with the following services.

All figures in the table below are percentages.

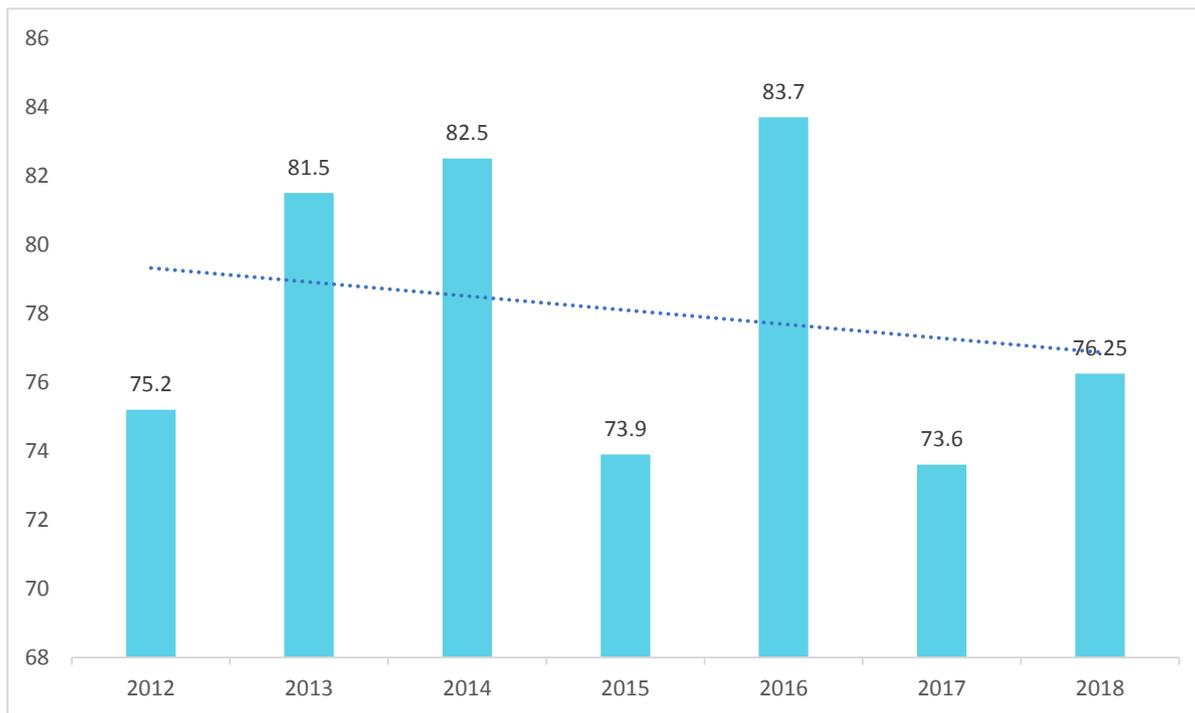
(n= 1286)

	2018 Aggregate	2017 Aggregate	2016 Aggregate	2015 Aggregate	2014 Aggregate	2013 Aggregate	2012 Aggregate
Public toilet amenities (Council-owned park/community amenities – not those in shopping centres)	76.25	73.6	83.7	73.9	82.5	81.52	75.2
Playground equipment	87.87	83.5	90.7	81.8	87.6	88.15	84.4
Community Public Halls	90.88	92.5	90.7	87.0	91.6	91.14	88.8
Sport and Recreational Facilities	89.92	89.2	93.1	83.2	92.1	93.77	91.2
Swimming Pools	89.81	87.0	92.8	87.2	93.8	91.38	89.9

Public toilets

All figures in the graph below are percentages.

(n= 1279)

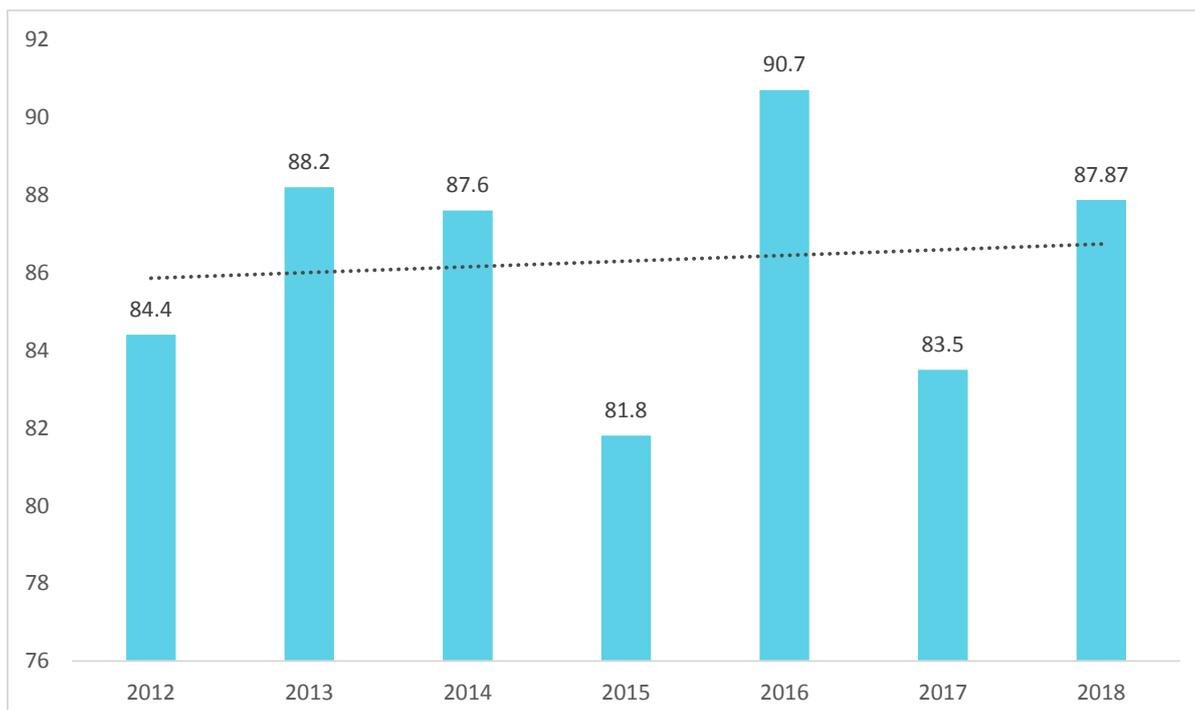


There has been a 1 percentage point increase in satisfaction with public toilets, from 75.2% in 2012 to 76.25% in 2018 and a 3 percentage point increase from 73.6% in 2017 to 76.25% in 2018.

Playground equipment

All figures in the graph below are percentages.

(n= 1279)

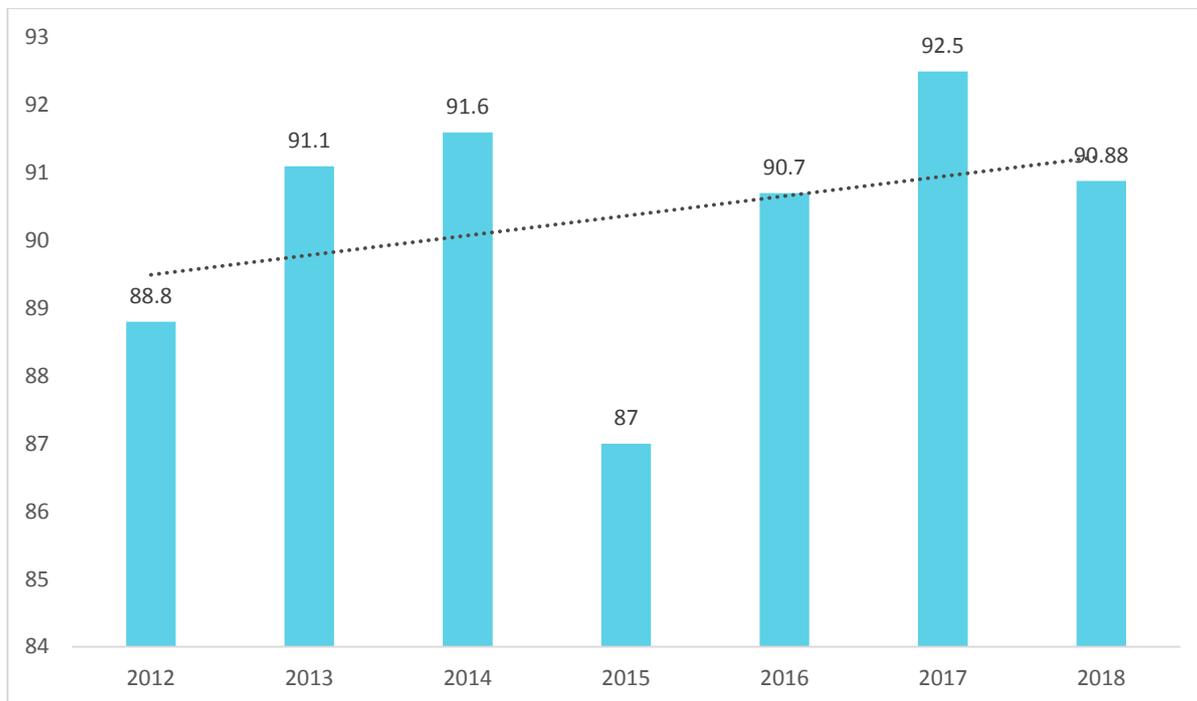


There has been a 3 percentage point increase in satisfaction with playground equipment, from 84.4% in 2012 to 87.87% in 2018 and a 4 percentage point increase from 83.5% in 2017 to 87.87% in 2018.

Community public halls

All figures in the graph below are percentages.

(n= 1271)

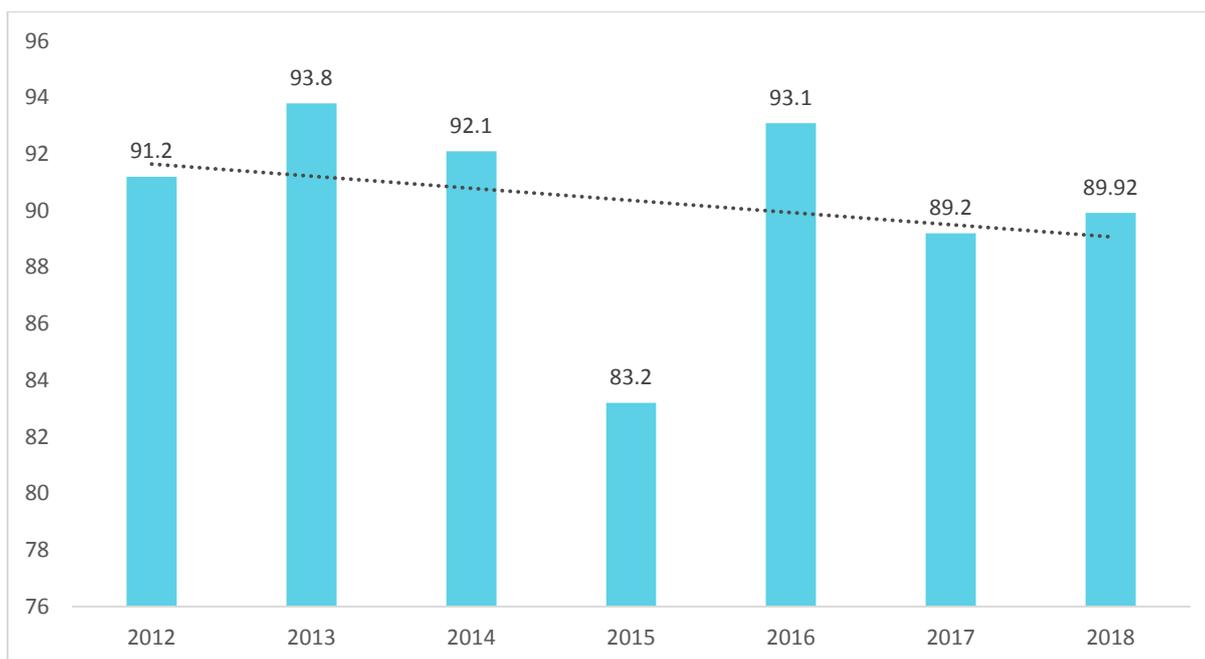


There has been a 2 percentage point increase in satisfaction with Community public halls, from 88.8% in 2012 to 90.88% in 2018, but a 2 percentage point decline from 92.5% in 2017 to 90.88% in 2018.

Sport & Recreational facilities

All figures in the graph below are percentages.

(n= 1274)

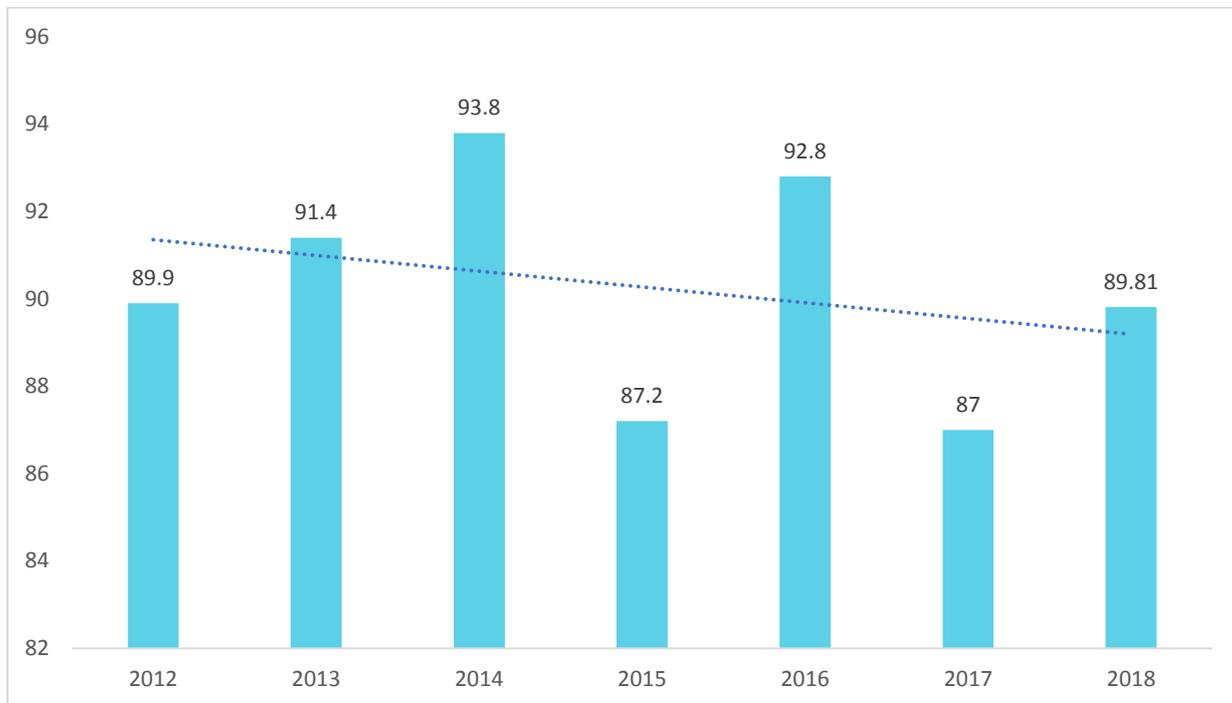


There has been a 1 percentage point decrease in satisfaction with sport and recreational facilities, from 91.2% in 2012 to 89.92% in 2018, but a 1 percentage point increase from 89.2% in 2017 to 89.92% in 2018.

Swimming pools

All figures in the graph below are percentages.

(n= 1276)



There has been a decrease of less than 1 percentage point in satisfaction with swimming pools, from 89.9% in 2012 to 89.81% in 2018, but a 3 percentage point increase from 87% in 2017 to 89.81% in 2018.

3: Respondents were asked how well Council delivered some services.

All figures in the table below are percentages.

(n= 1287)	2018 Aggregate	2017 Aggregate	2016 Aggregate	2015 Aggregate	2014 Aggregate	2013 Aggregate	2012 Aggregate
Library Services	99.15	98.0	98.6	99.3	72.4	N/A*	N/A*
Children's Services	99	87.5-100	98.3	98.0	99.6	99.8	N/A**
Ranger Services (e.g. Animal Management)	76.50	70.6	62.6	62.6	63.6	60.4	65.5
Rangers Services (Parking)	74.43	74.3	59.5	61.5	60.1	61.6	56.3
Garbage Collection Services	94.58	93.9	93.5	86.1	93.3	92.7	92.3
Access to waste depots and waste transfer stations	87.38	76.5	81.7	72.2	82.1	76.5	74.3

*In 2014 Tilligerry Community Library was included for the first time, and therefore no comparisons with previous years are valid.

** Services not directly comparable or not collected in this format.

4: How safe do you feel in the following situations?

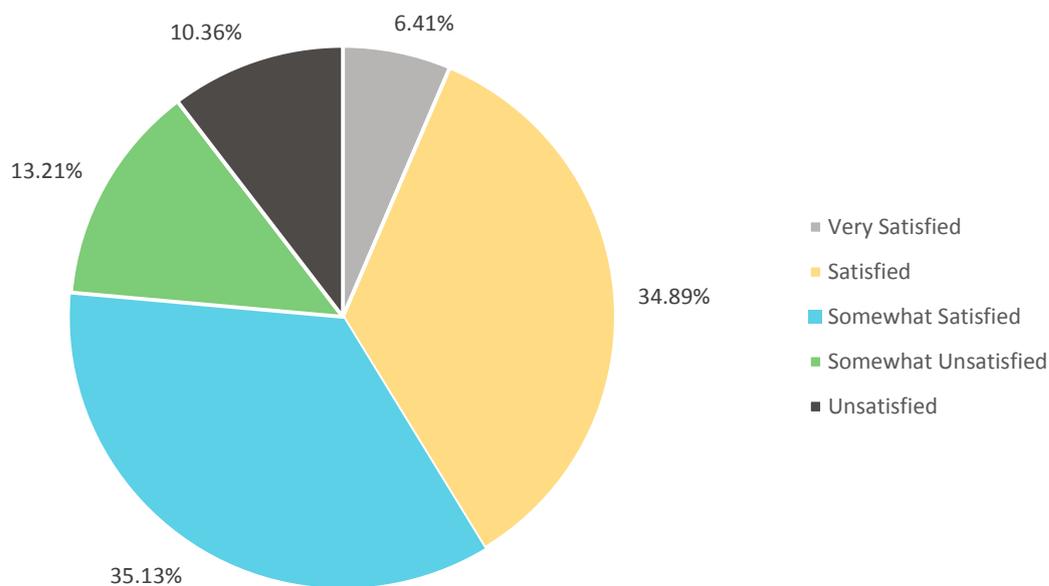
(n= 1286)

	Very safe	Safe	Moderately safe	Not very safe	Unsafe
At home during the day	672	477	119	13	3
At home at night	532	522	184	36	7
In your neighbourhood during the day	616	508	137	18	3
In your neighbourhood during the night	414	498	279	72	19

5: How satisfied are you with the built environment of Port Stephens?

All figures in the chart below are percentages.

(n= 1264)

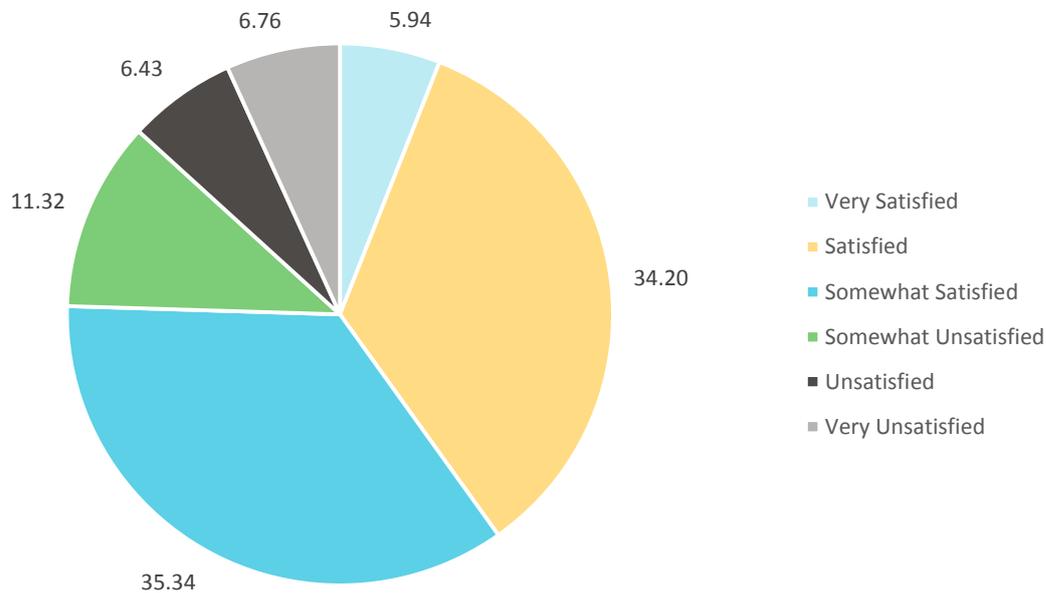


There was an increase in the very satisfied and somewhat satisfied categories compared to 2017 and a decrease in the satisfied, somewhat unsatisfied and unsatisfied categories compared to 2017.

6: How satisfied are you with the management of the Environment in Port Stephens? Note: This question was given a context – Council was not solely responsible for management of the environment.

All figures in the chart below are percentages.

(n= 1228)



There was an increase in all categories apart from the somewhat satisfied category which decreased, compared to 2017.

7: How would you rate the appearance of your neighbourhood?

All figures in the table below are percentages.

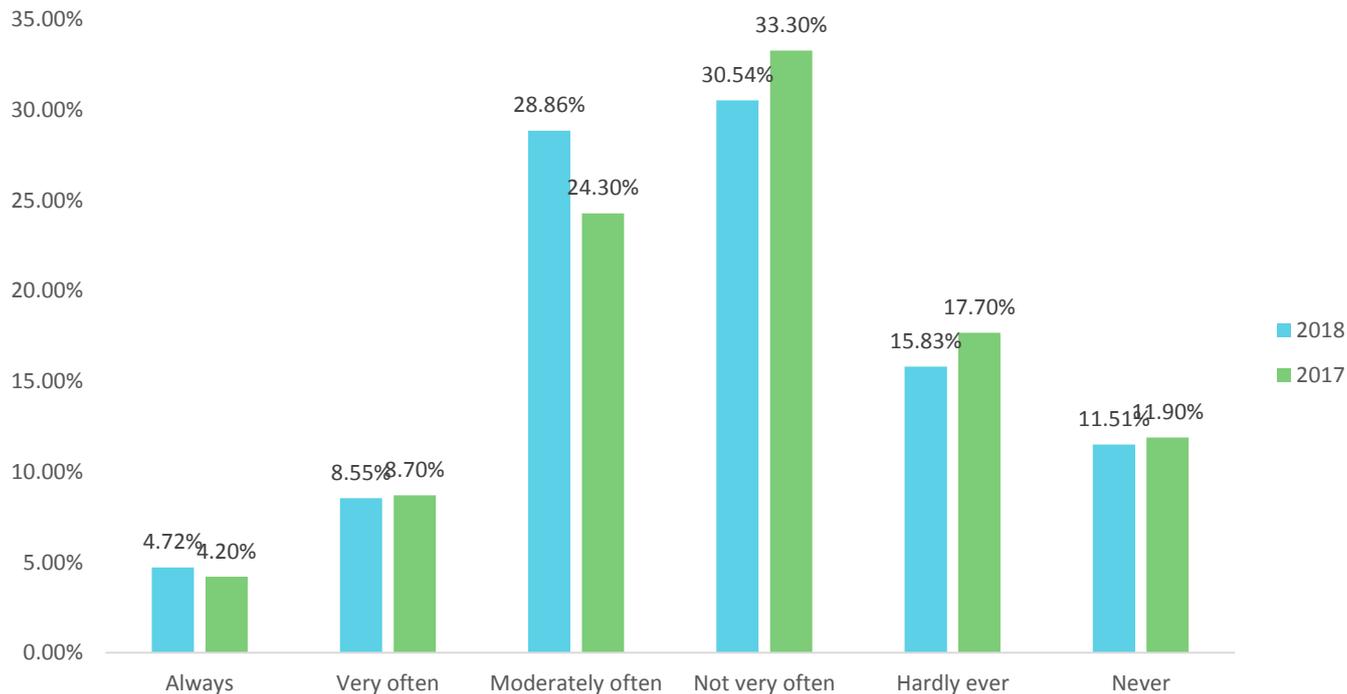
(n= 1255)

Very satisfactory/Very well maintained	12.11%
Satisfactory/well maintained	59.52%
Unsatisfactory/poorly maintained	23.82%
Very unsatisfactory/very poorly maintained	4.54%

8: Do you feel you have opportunities to have genuine input to Council's decision-making on policies and matters that affect you?

All figures in the graph below are percentages.

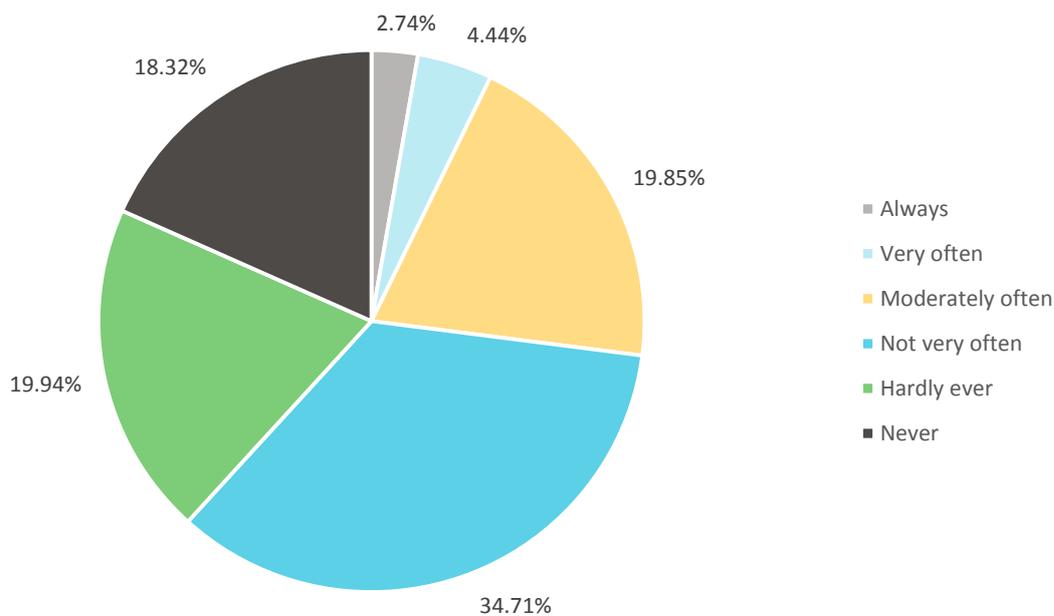
(n= 1251)



9. Do you feel you have opportunities to have genuine input to State and Federal decision-making on matters that affect you?

All figures in the chart below are percentages.

(n= 1239)



10: Where do you most usually get information about Council activities (select all that apply)?

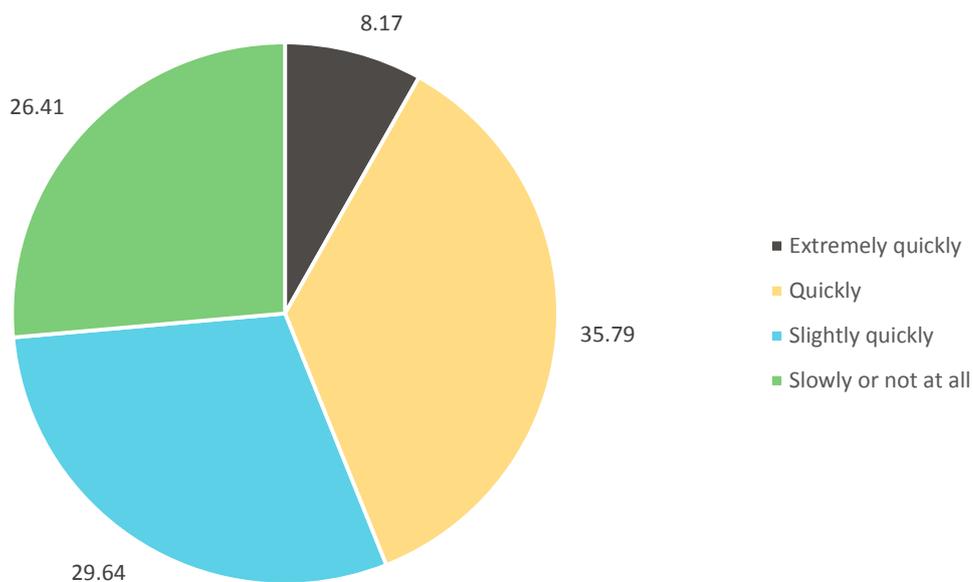
(n= 1244)

Council's website	427
Council's Facebook	251
Council's Have Your Say (Engagement HQ) online hub	50
Council's Twitter	18
Council's email newsletters (Informe, BizLink etc)	157
At Council locations (Administration Centre, Libraries etc)	131
Council Notices in Port Stephens Examiner	685
News/editorial in Port Stephens Examiner	681
News/editorial in the Newcastle Herald	137
Local radio news	361
Local television news	329
Other (please specify)	152

11. How quickly do Council staff respond to your needs/queries/problems?

All figures in the chart below are percentages.

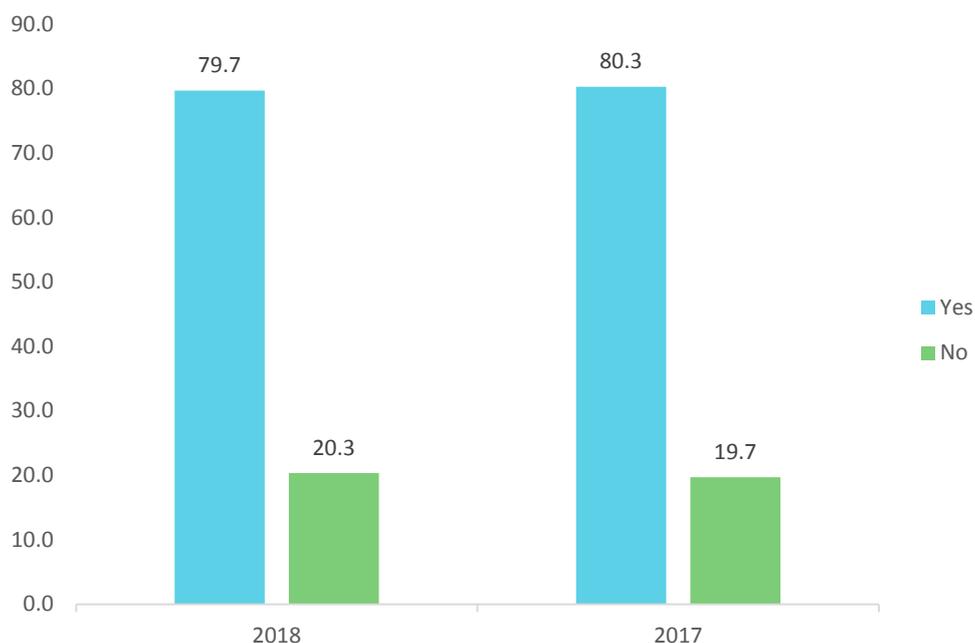
(n= 992)



12. Is Council's website easy to use to access information or interact with Council?

All figures in the graph are percentages.

(n= 792)



13. How well do you think Council is communicating with the community?

(n= 1240)

	Very well	Well	Moderately well	Not very well	Poorly
In the Port Stephens Examiner - Council Page	158	375	428	101	62
On Council's web site	110	277	256	74	39
Through social media sites such as Facebook & Twitter	69	152	190	70	31
Through Council's Customer Service Staff	107	223	215	72	62

14. What is your preferred means of communication with Council?

All figures in the table below are percentages.

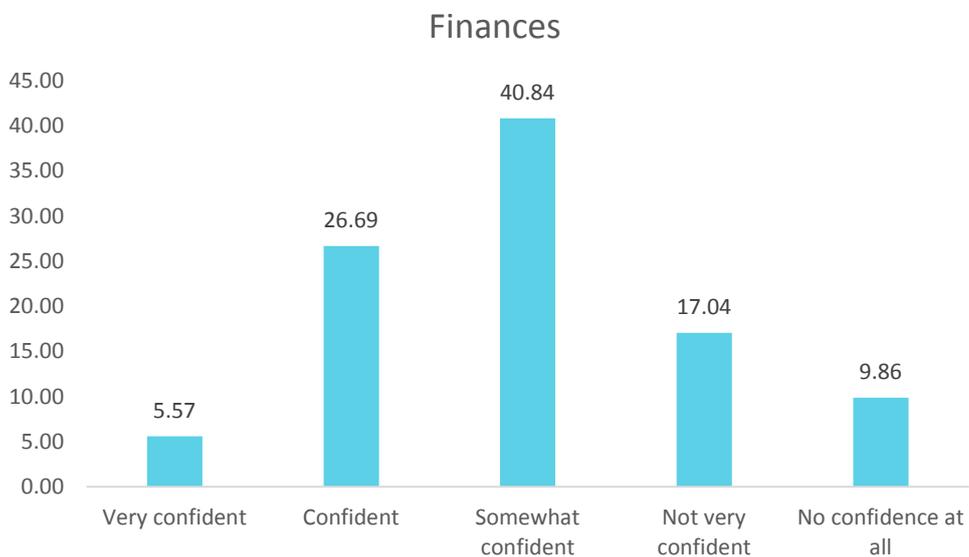
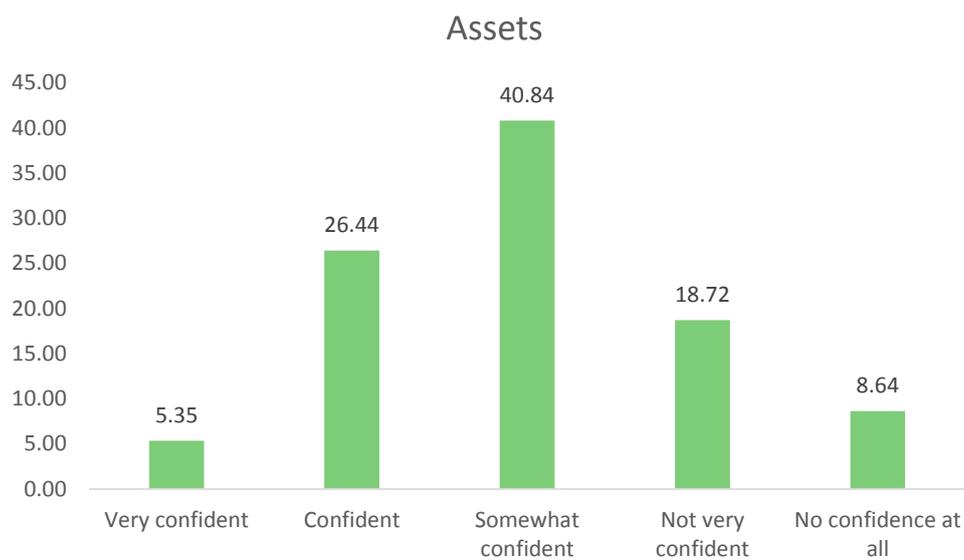
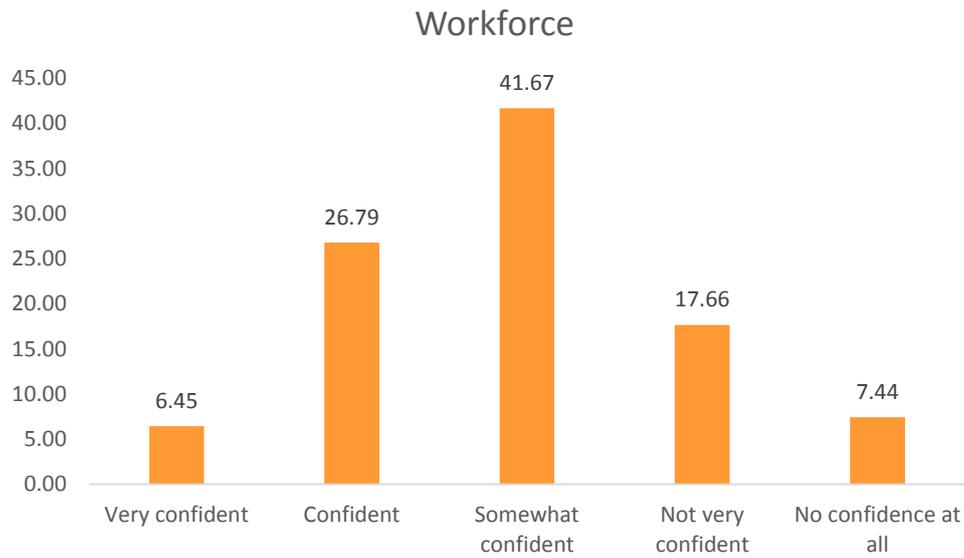
(n= 1259)

In Person at Council's Administration Building	13.85%
By Telephone	36.66%
In writing (letter)	5.63%
In writing (email)	36.54%
Via Council's Facebook page	6.84%
On Twitter	0.48%

15. Overall, how confident are you that Council is managing its resources (workforce, assets, finances) well?

All figures in the graph are percentages.

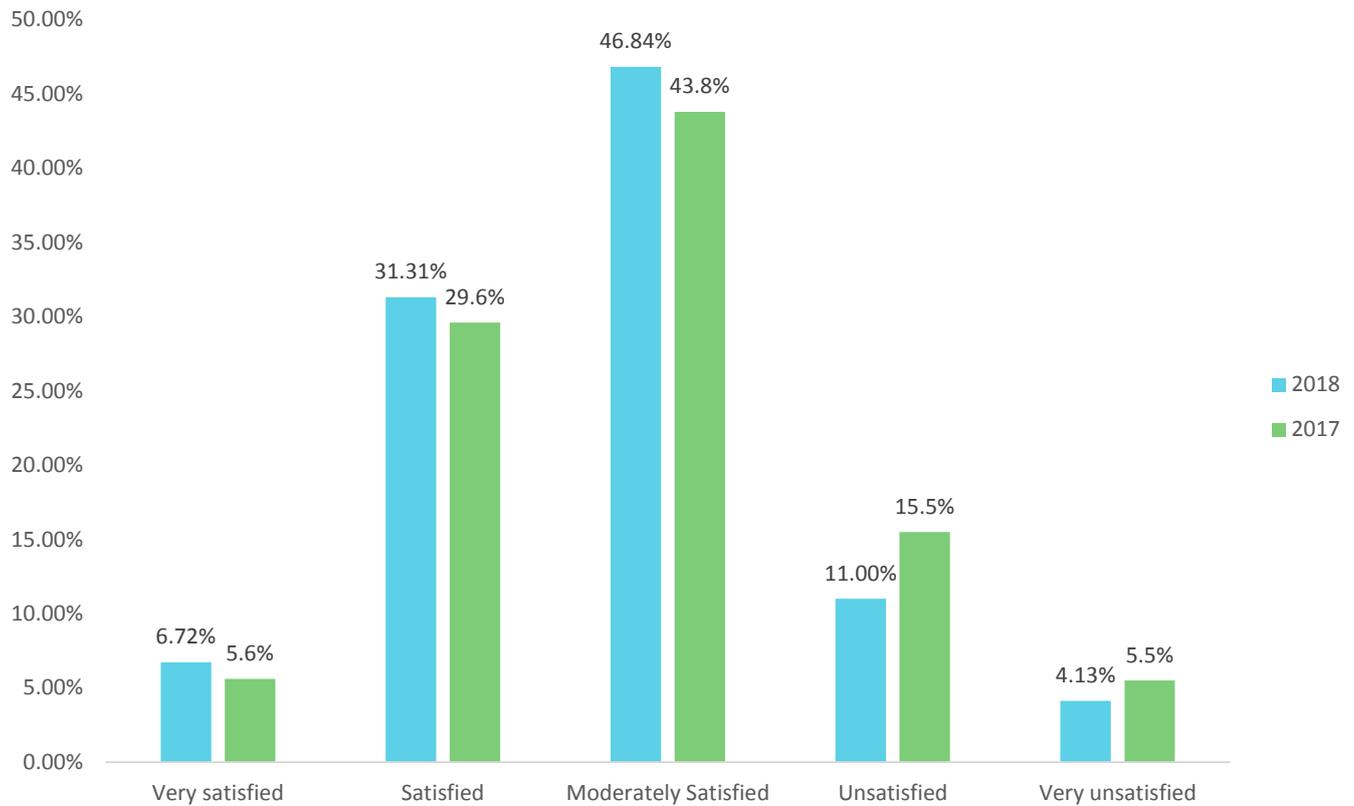
(n= 1236)



16. Overall how satisfied are you with the Council's services for and on behalf of the community of Port Stephens?

All figures in the graph are percentages.

(n= 1236)



Overall satisfaction with the Council's services has increased (with dissatisfaction decreasing) compared to 2017.