



Community Satisfaction Survey

2022 summary

Each year we ask our local residents what they think about our services and facilities to help us understand the overall levels of satisfaction. Using this information, we continue to improve the delivery of these services and facilities.

From 25 August to 12 September 2022, residents were invited to complete an online or hardcopy Community Satisfaction Survey. Over 2,525 respondents completed the survey*.

*Sample is statistically valid, it's not demographically representative.



64%

somewhat satisfied

Top 3 performing areas



99%
Children's services



91%
Community halls

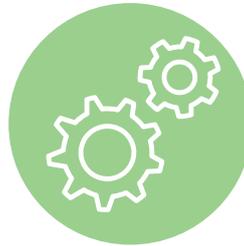


90%
Sports and recreation facilities

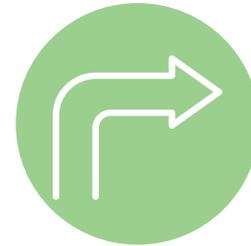
Top 3 improvement areas



17%
Maintaining local roads



43%
Roadside maintenance

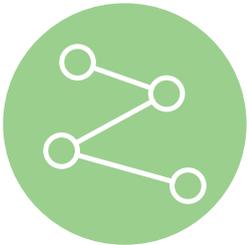


52%
Maintaining footpaths and pathways

What did we do?

Understanding the areas for improvement helped us take action to improve our roads and footpaths.

To improve our road maintenance:



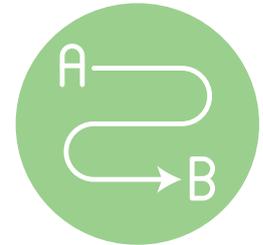
Re-allocated an additional \$3 million in Council funding towards roads maintenance and urgent repair works with Councillor support.



Sourced and secured external grants for road maintenance works.



Re-deployed staff to manage contractor crews to increase the number of pothole and road maintenance activities.



Moved some of our crews to other work areas assisting with pothole patching during weather events and when pothole numbers were high.

To improve our footpaths:



Prioritised repairs to footpaths based on level of risk.



Sourced and secured external grants for new footpaths.



Changed planning requirements to allow developers to build footpaths on behalf of Council.



Allocated Council funding to expand our footpath network.



Read the full report at pscouncil.info/communitysatisfactionsurvey2022 or scan the QR code

