



Community Voice
your say, our future

Parramatta City Council

Community Satisfaction

Survey Report 2011

Date prepared: October 2011

Executive Summary

This report details the findings from the seventh wave of Parramatta City Council's Community Satisfaction Survey. The purpose of this research is to track changes in community perceptions and satisfaction with Council and explore other issues of interest to Council. Results from the 2011 research are compared to previous waves, with particular focus on the 2010 results.

The research was carried out internally by Council's Research and Consultation Team in August 2011. The survey was sent to all 842 members of Council's community research panel, Community Voice, and 604 completed responses were collected (a 72% response rate). This represents a confidence level of 95% certainty +/- 3.98% (on a population of 150,000 residents). The sample is therefore considered to be statistically valid.

Major findings

Overall Community Satisfaction

Community satisfaction with Parramatta City Council as an organisation is high at 74%. This represents a 14% improvement on 2010.

Customer Experience

Overall, respondents rated highly the customer service provided by the Council. 73% rated the level of service they received as 'good' or 'very good'.

Areas showing the greatest positive change:

Cleanliness of waterways	↑ 13%
Parramatta Artists' Studios & Gallery	↑ 12%
Parramatta Heritage & Visitor Information Centre	↑ 12%
Condition of footpaths	↑ 8%
Cleanliness of parks	↑ 8%
Level of lighting in streets	↑ 8%

Areas showing the greatest negative change:

Do not feel safe in the Parramatta CBD	↓ 7%
Council-run events	↓ 4%
Condition of local roads	↓ 3%
Cleanliness of CBD streets	↓ 3%
Lighting in car parks	↓ 2%
Education about the environment	↓ 1%

Other Key Findings

- 82% of respondents regard Parramatta City as Sydney's 2nd CBD
- 66% of respondents agreed that Parramatta is becoming a better place to live, work and play
- 45% of respondents were satisfied that Council provides value for money
- 36% of respondents agreed that Council delivers on its promises

Introduction

In August 2011, Parramatta City Council undertook the seventh wave of its community satisfaction survey (previously known as the Resident Satisfaction Survey). Previously this research tracked only resident perceptions of Council services, satisfaction and perceptions of Council's performance, as well as exploring other issues of interest to Council. In 2011, this was expanded to include members of the broader community being people who work, volunteer, own a business or visit the Parramatta LGA.

Broadly, the objectives of this research were to:

- Aid understanding of the community's needs and expectations, in order to assist in the design and delivery of Council services;
- Evaluate the effectiveness of Council services and programs; and
- Assist in the allocation of resources across Council services and programs.

This research builds upon previous waves of research using essentially the same research instrument. The initial benchmark research was conducted in July 2005, with subsequent studies conducted in 2006, 2007, 2008, 2009 and 2010. All previous waves of research were conducted internally by Council's Research and Consultation Team (formerly Residents' Panel Team), ensuring consistency in the instrument and methodology, and comparability in the results.

This research compares results from the July 2011 wave with previous waves of research, with particular focus on the July 2010 research. By tracking resident perceptions over time and making comparisons across waves of research, we can identify the areas where Council performance is perceived as having improved, remained stable, or declined.

The survey sample consisted of a total of 842 members of Council's community research panel, Community Voice. The survey was administered both online and by mail depending upon the preferences of members. While the response rate of 72% was very high, a disproportionate number of females (58%) to males (42%) completed the survey. There was also an under-representation of people aged 18-40 who took part in the survey (25% compared to 50% in the total population).

A survey methodology can be found at **Appendix 1** and copy of the survey can be found at **Appendix 2**.

Understanding the Graphs and Tables

The Community Satisfaction Survey is presented around each of the four Pillar Groups: Environment and Infrastructure, Community and Neighbourhoods, Government and Corporate Economy and Development.

When interpreting organisational performance/ service quality results, a satisfaction score (the proportion of those 'satisfied' and 'very satisfied') of 50 and 60 is considered 'average', between 60 and 80 is 'good' and above 80 is 'excellent'. A score below 50 is 'poor' and signifies room for improvement. Beside each graph is the target score set out in Council's Operational Plan and below it the actual result achieved in 2011.

Also located beside each graph is an indication of the change in overall satisfaction for that measure from the previous year.

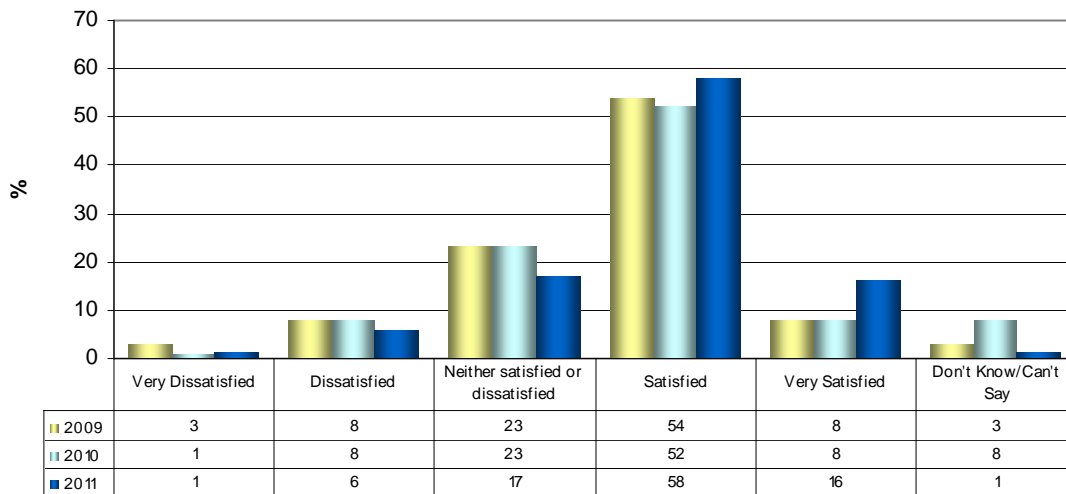
- A green up arrow indicating an increase in that measure
- A red down arrow indicating a decrease and
- A maroon sideways arrow indicating no change.



A 1% change in satisfaction is considered stable; 2%-5% is considered small; 6%-9% is considered moderate and 10% and over is considered significant.

Overall Community Satisfaction

Graph 1. Overall satisfaction with Council over last 12 months



Base: (2009) n=742, (2010) n=734, (2011) n=602

Target: 60%

Result: 74%

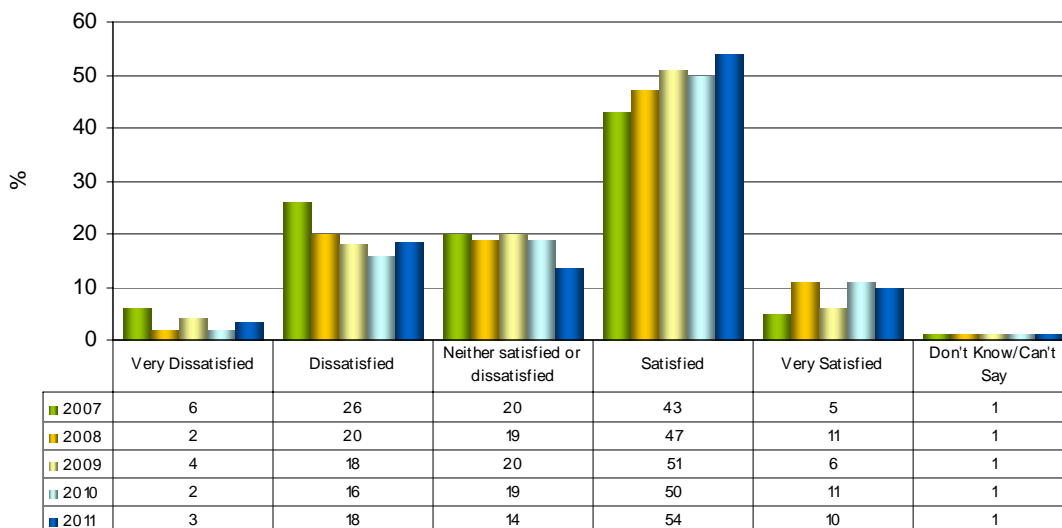
Key results:

- There was a 14% increase in respondents' satisfaction (74%) with the overall performance of Council, while only 7% of respondents were dissatisfied.



Environment & Infrastructure

Graph 2a. Condition of local roads within the Parramatta LGA



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=582

Target: 50%

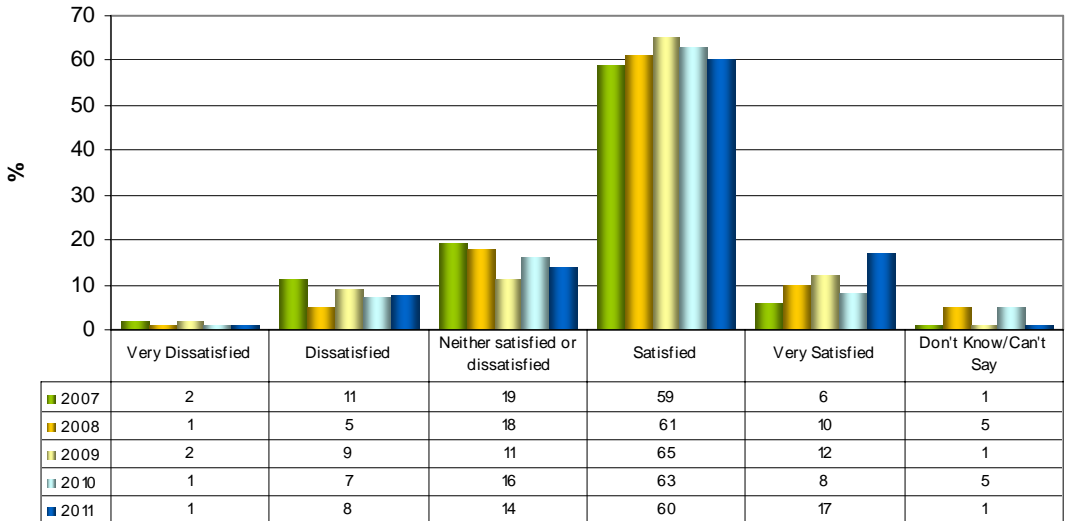
Result: 64%

Key results:

- Overall satisfaction with the condition of local roads within the Parramatta LGA increased (+3%), as did respondents' dissatisfaction (+3%) compared to 2010.
- The proportion of neutral responses dropped by 5%, shifting evenly to both satisfied and dissatisfied.



Graph 2b. Condition of street signage within the Parramatta LGA



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=584

Target: 70%

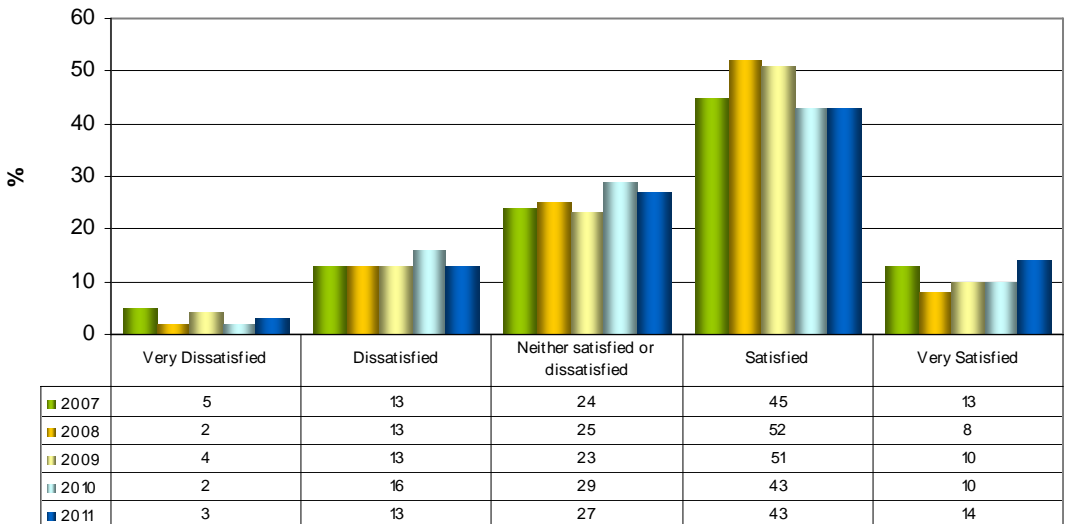
Result: 77%

Key results:

- Just over three quarters of all respondents (77%) were either 'satisfied' or 'very satisfied' with the condition of street signage within the Parramatta LGA.
- There was a 6% increase in respondents' overall satisfaction levels compared to 2010.



Graph 2c. Condition of cycleways within the Parramatta LGA



Base: (2009) n=387, (2010) n=420, (2011) n=460 - Excludes 'Don't Know /Can't Say'

Target: 55%

Result: 57%

Key results:

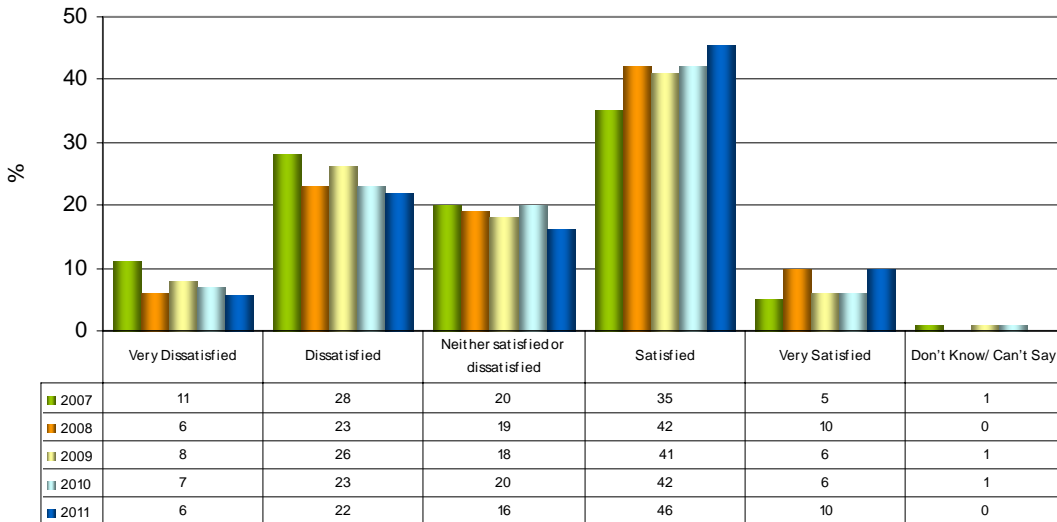
- There was a small increase (+4%) in the proportion of respondents who were 'very satisfied' with the condition of cycleways when compared to 2010.
- As in previous years, the data from this question has been rebased to exclude 'Don't Know/Can't Say' responses.



Graph 2d. Condition of footpaths within the Parramatta LGA

Target: 45%

Result: 56%



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=583

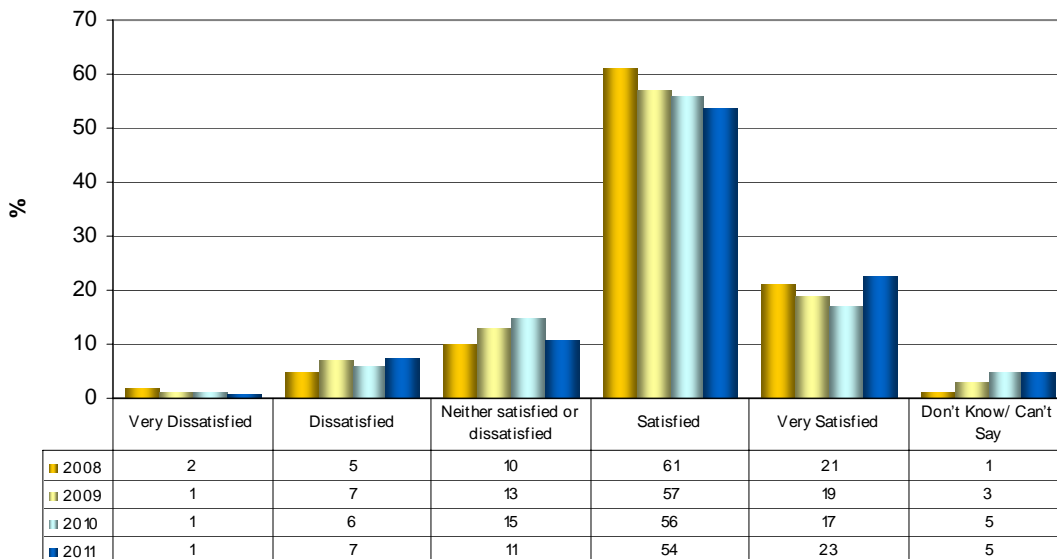
Key results:

- Overall satisfaction with the condition of footpaths within the Parramatta LGA has increased by 8%, predominately shifting from those who provided a neutral (-4%) response in 2010.



Graph 3. Pedestrian accessibility to the Parramatta CBD

No Target



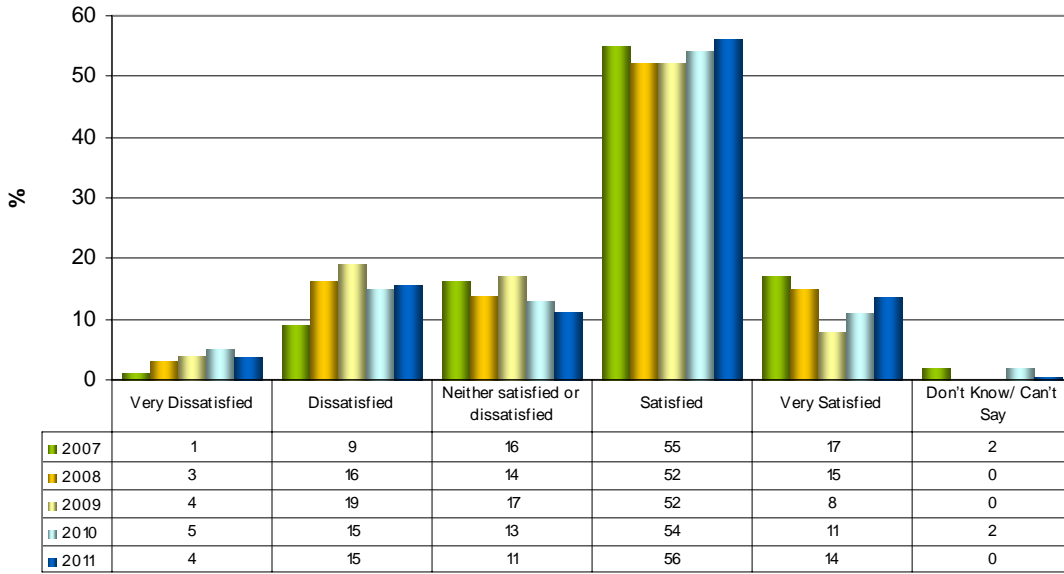
Base: (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=592

Key results:

- Overall satisfaction with pedestrian accessibility to the Parramatta CBD was 77%, representing a small increase of 4% compared to 2010.
- There was a small decrease (-4%) in the proportion of respondents who provided a neutral response, shifting mostly to 'very satisfied' (+6%).



Graph 4a. Cleanliness of local streets within the Parramatta LGA



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=595

Target: 75%

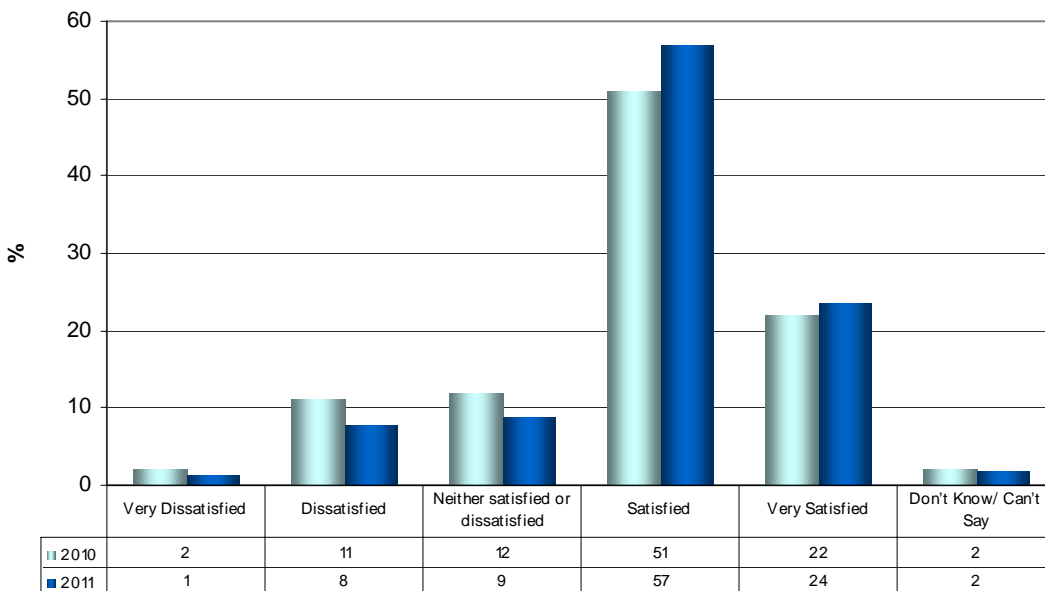
Result: 70%

Key results:

- Although satisfaction with the cleanliness of local streets increased by 5% compared to 2010, Council did not achieve its key performance measure of 75% satisfaction.



Graph 4b. Cleanliness of parks within the Parramatta LGA



Base: (2010) n=734, (2011) n=588

Target: 75%

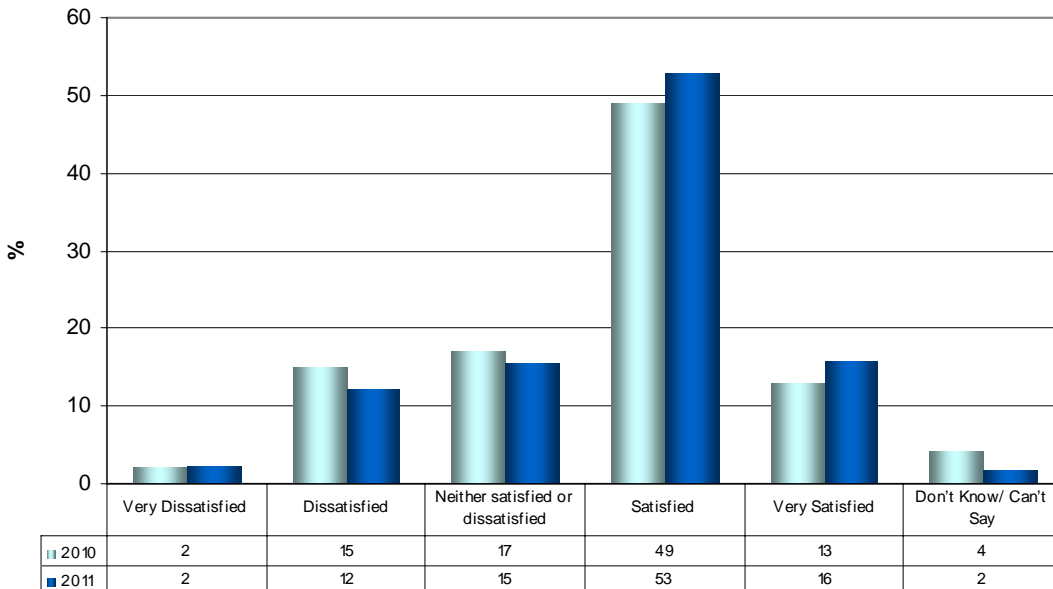
Result: 81%

Key results:

- Over 8 out of 10 respondents (81%) were 'satisfied' or 'very satisfied' with the cleanliness of parks.
- Overall dissatisfaction decreased (-4%) as did the proportion of neutral responses (-3%) compared to 2010.



Graph 4c. Cleanliness of public spaces within the Parramatta LGA



Base: (2010) n=734, (2011) n=591

Target: 75%

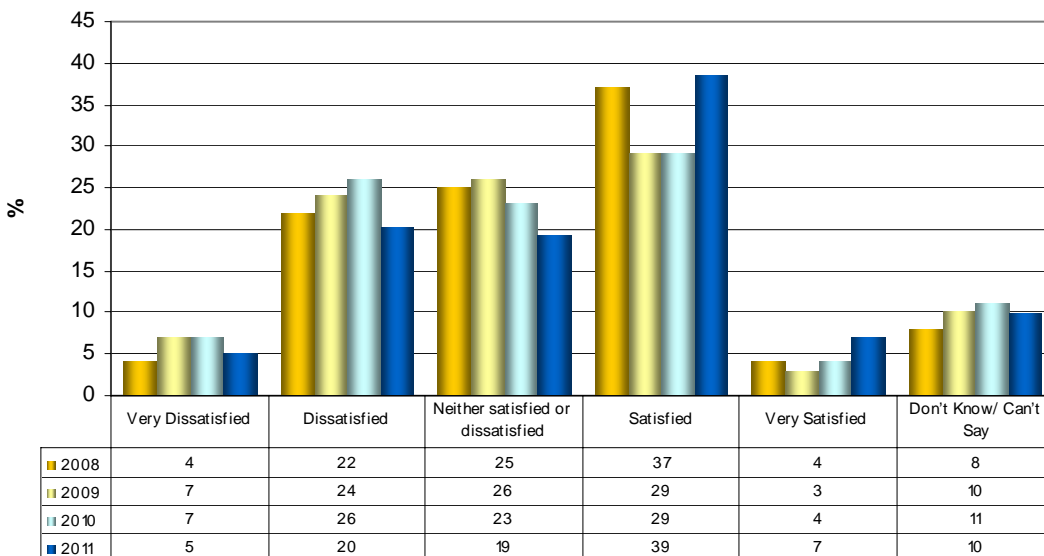
Result: 69%

Key results:

- Overall satisfaction with the cleanliness of parks increased by 7% while dissatisfaction levels decreased by 3% compared to 2010.
- Council's key performance measure of 75% satisfaction was not achieved in 2011.



Graph 4d. Cleanliness of waterways within the Parramatta LGA



Base: (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=584

Target: 50%

Result: 46%

Key results:

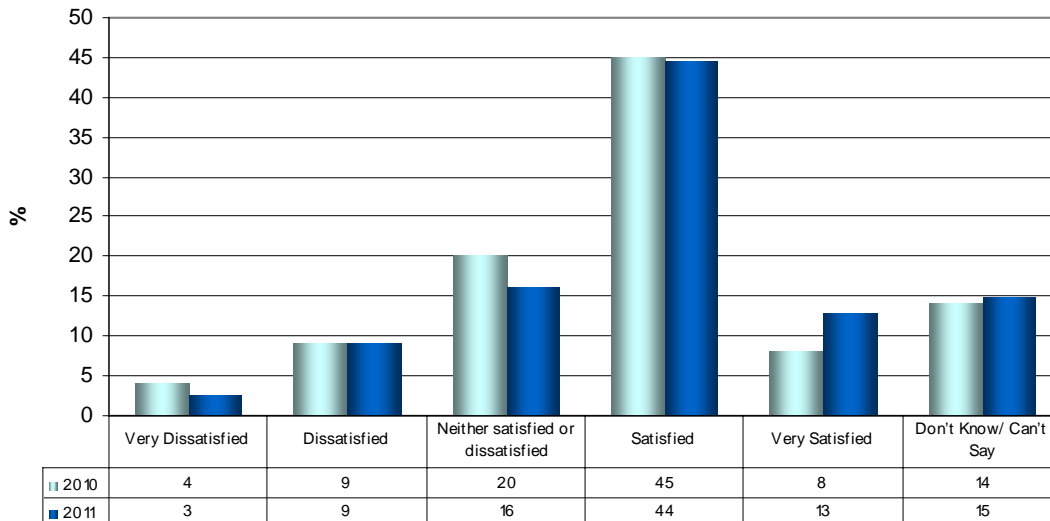
- Overall satisfaction with the cleanliness of waterways within the Parramatta LGA increased significantly (+13%), while overall dissatisfaction levels also decreased (-8%) compared to 2010.
- Despite significant improvement in 2011, Council did not achieve its key performance measure of 50% satisfaction in 2011.



Graph 5. Condition of bus stops within Parramatta LGA

Target: 65%

Result: 57%



Base: (2010) n 280, (2011) n=589

Key results:

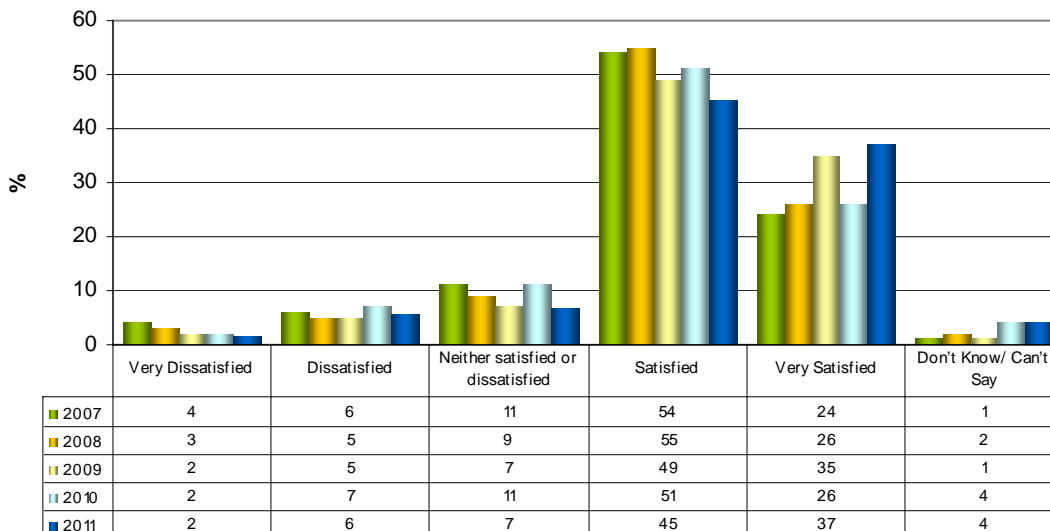
- Over half of all respondents (57%) were either 'satisfied' or 'very satisfied' with the condition of bus stops with Parramatta LGA.
- Data for this question has not been collected prior to 2010.
- Council did not achieve its key performance measure of 65% satisfaction in 2011.



Graph 6. Council's provision of waste collection services

Target: 80%

Result: 82%



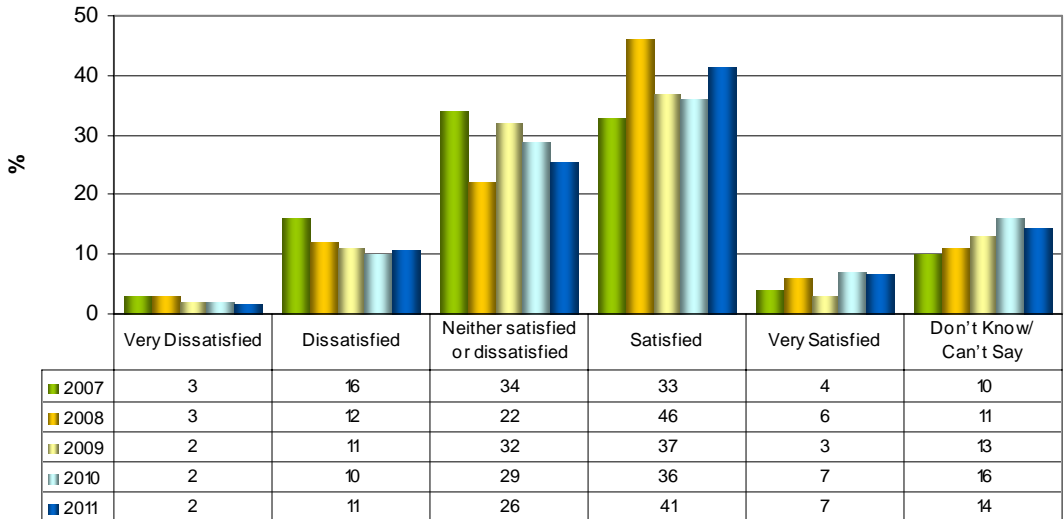
Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=595

Key results:

- When compared to 2010 results there was a 5% increase in overall satisfaction with Council's provision of waste collection services.
- The proportion of respondents who were 'very satisfied' increased by 11%.



Graph 7a. Education about the environment



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=595

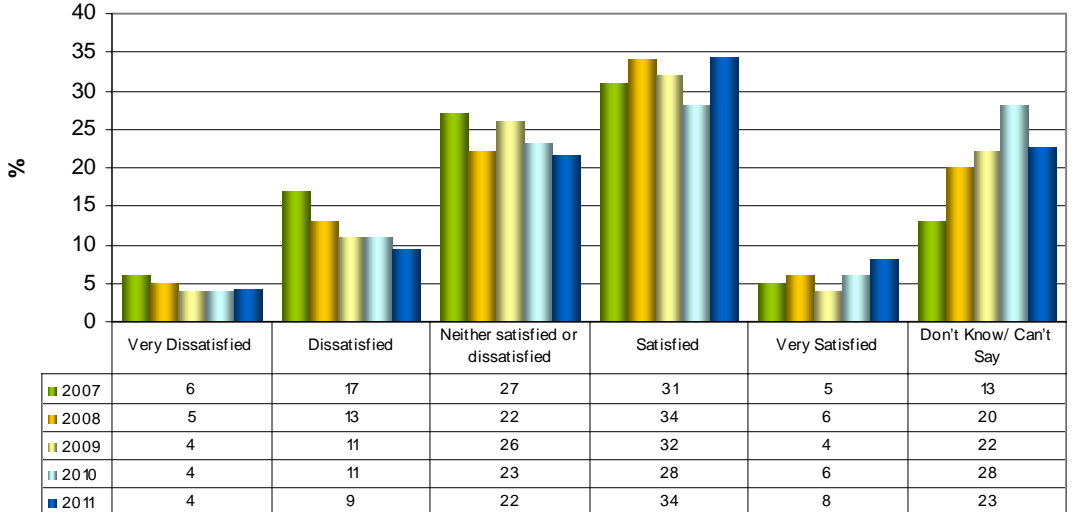
No Target

Key results:

- 48% of respondents stated they were either 'satisfied' or 'very satisfied' with Council's efforts in education about the environment, this being a 5% increase compared to 2010.



Graph 7b. Ensuring new buildings allow sustainable living



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=593

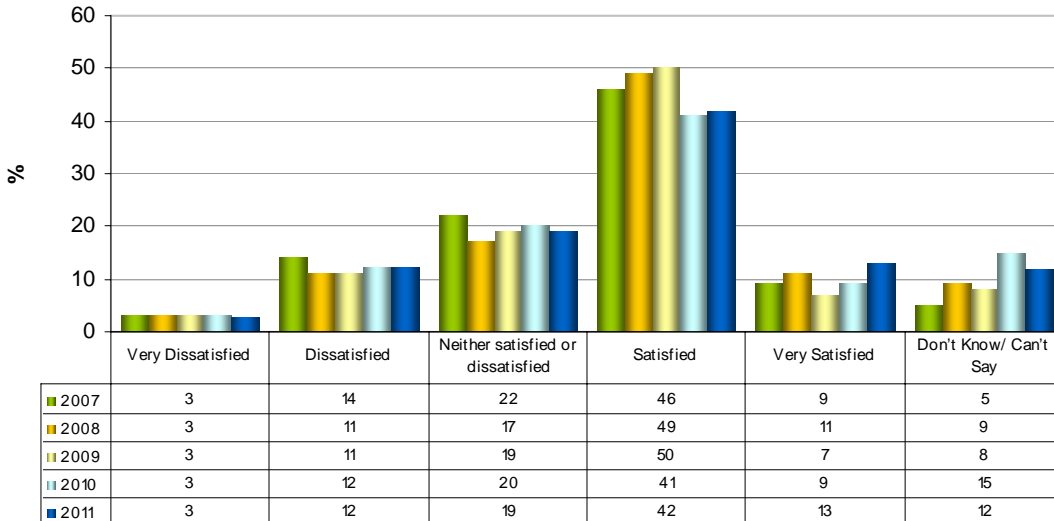
No Target

Key results:

- 42% of respondents stated they were either 'satisfied' or 'very satisfied' with Council's efforts in ensuring new buildings allow sustainable living, this being an 8% increase compared to 2010.
- Although down on the previous year (-5%) there was a high proportion of 'Don't Know/Can't Say' responses to this question.



Graph 7c. Increasing recycling



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=593

Target: 65%

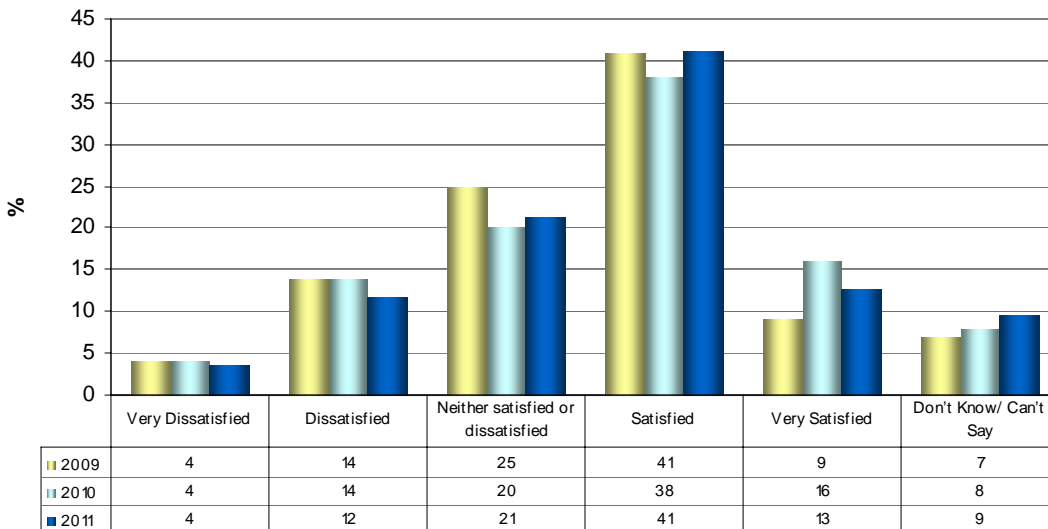
Result: 55%

Key results:

- Over half (55%) of respondents were 'satisfied' or 'very satisfied' with Council's efforts in increasing recycling, this being a 5% increase compared to 2010.
- Despite a 5% improvement, Council did not achieve its key performance measure of 65% satisfaction in 2011.



Graph 7d. Promoting sustainable transport options



Base: (2009) n=742, (2010) n=734, (2011) n=591

Target: 50%

Result: 54%

Key results:

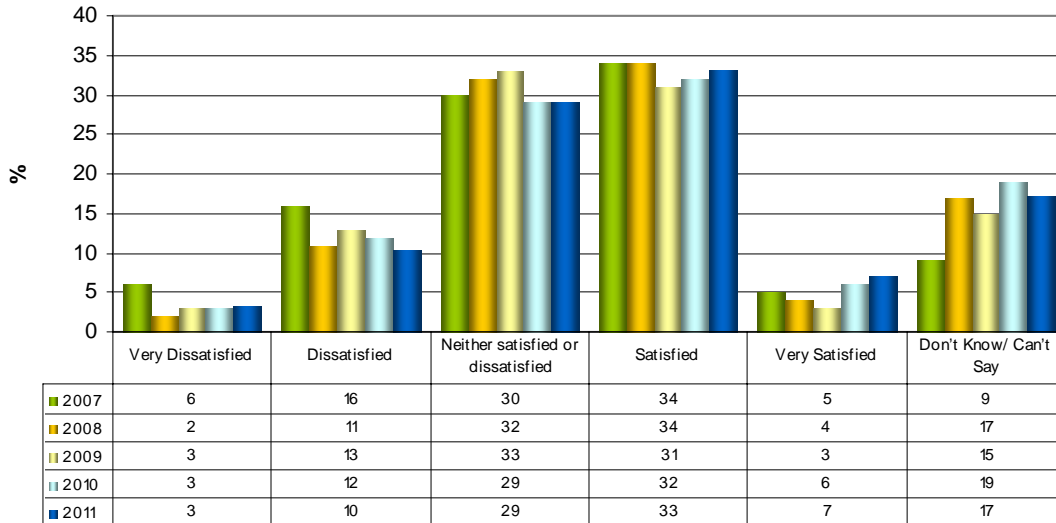
- No change was recorded in respondents' overall satisfaction levels (54%) with Council's efforts in promoting sustainable transport options, while dissatisfaction levels dropped by 2% compared to 2010.



Graph 7e. Reducing human impact on the environment

Target: 50%

Result: 40%



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=593

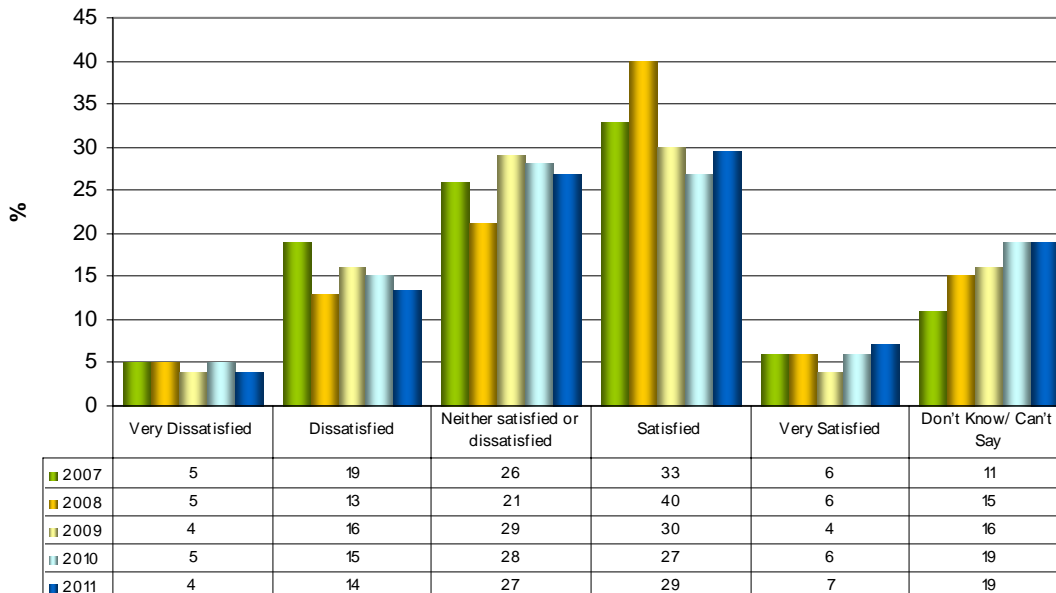
Key results:

- There was a small increase (+2%) in overall satisfaction with Council's efforts in reducing human impact on the environment in 2010/11.
- Overall satisfaction level (40%) fell short of Council's key performance measure by 10% in 2011.



Graph 7f. Reducing our Impact on local waterways

No Target



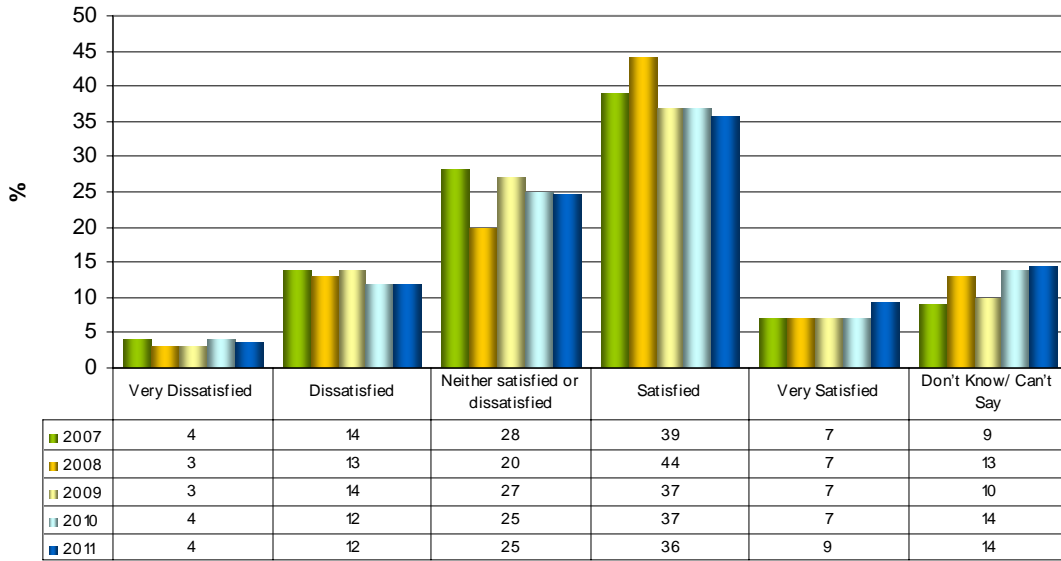
Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=592

Key results:

- Overall satisfaction with Council's efforts in reducing our impact on local waterways increased slightly (+3%) compared to 2010.



Graph 7g. Reducing Waste

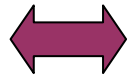


Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=590

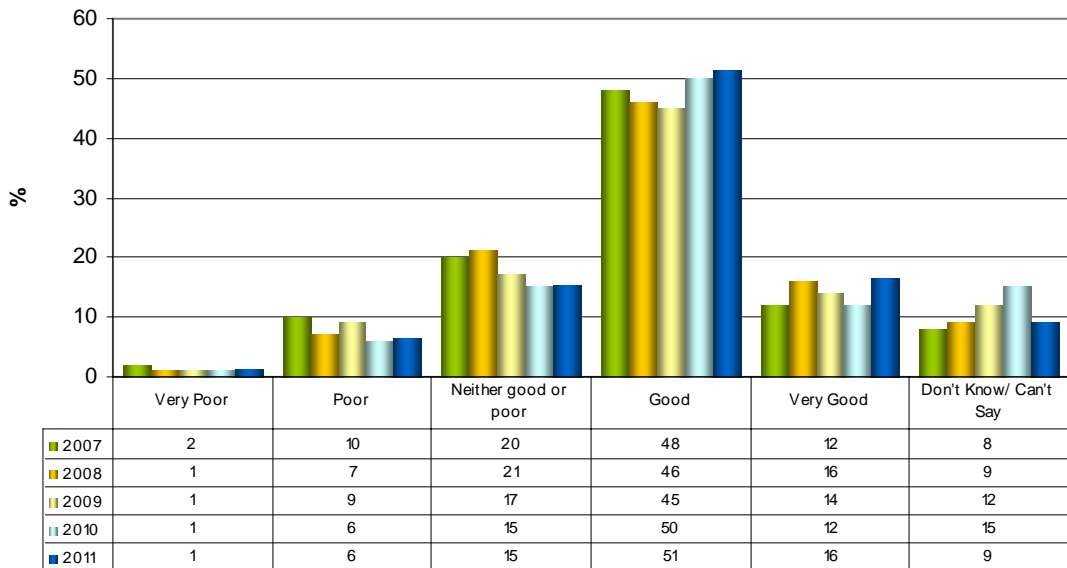
No Target

Key results:

- No significant change was recorded in respondents' overall satisfaction levels (45%) with Council's efforts in reducing waste.



Graph 8. Condition of bushland managed by Council



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=589

Target: 70%

Result: 67%

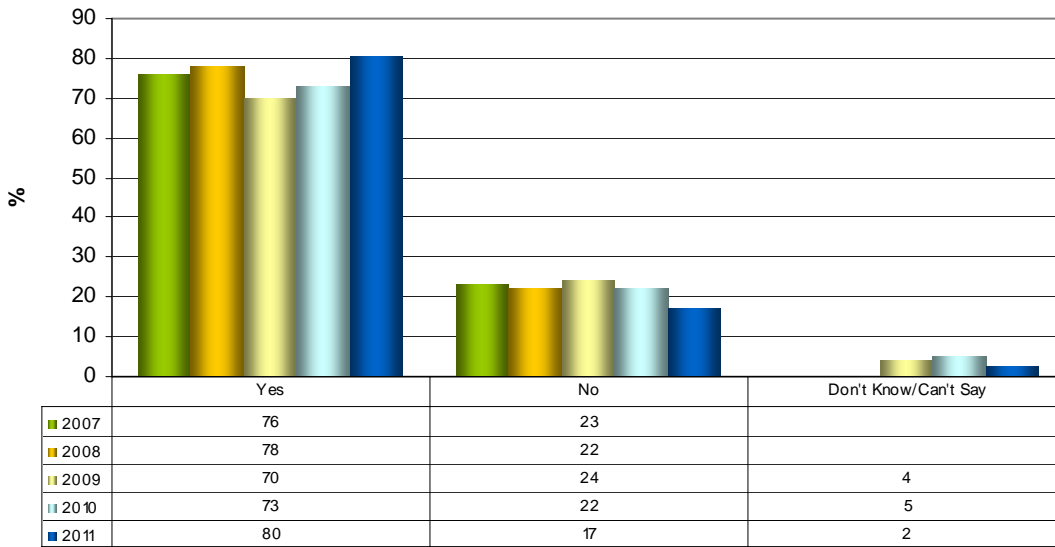
Key results:

- Respondents' overall rating of the condition of bushland managed by Council as 'good' or 'very good' increased by 5% compared to 2010.
- Council did not achieve its key performance measure of 70%.



Community & Neighbourhoods

Graph 9a. Safety in the area you live in



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=578

Target: 76%

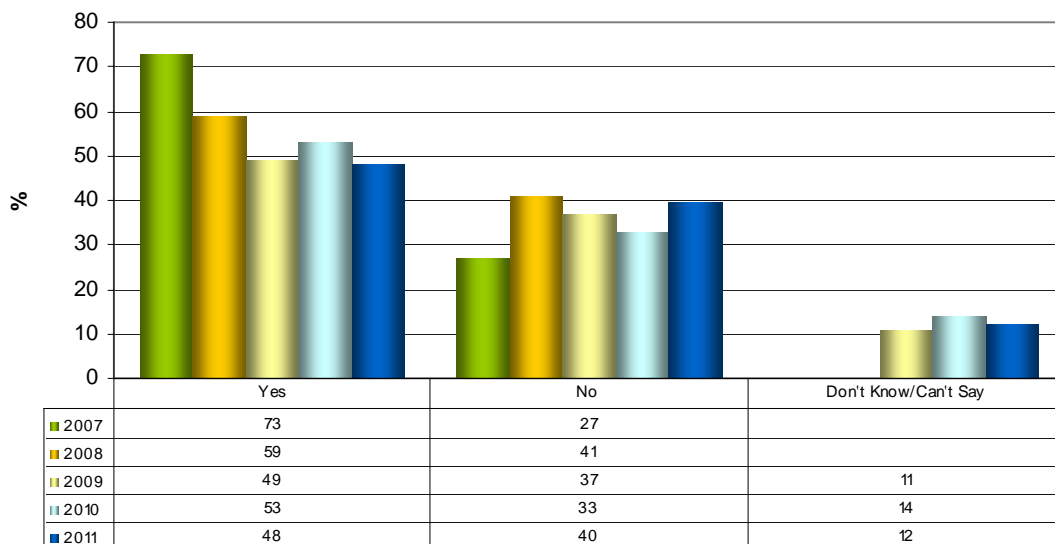
Result: 80%

Key results:

- A higher proportion of respondents stated they felt safe in their area than last year (+7%), and 5% less stated they did not feel safe. 'Don't Know/Can't Say' was not given as an option in years prior to 2009.



Graph 9b. Safety in the Parramatta CBD



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=573

Target: 73%

Result: 48%

Key results:

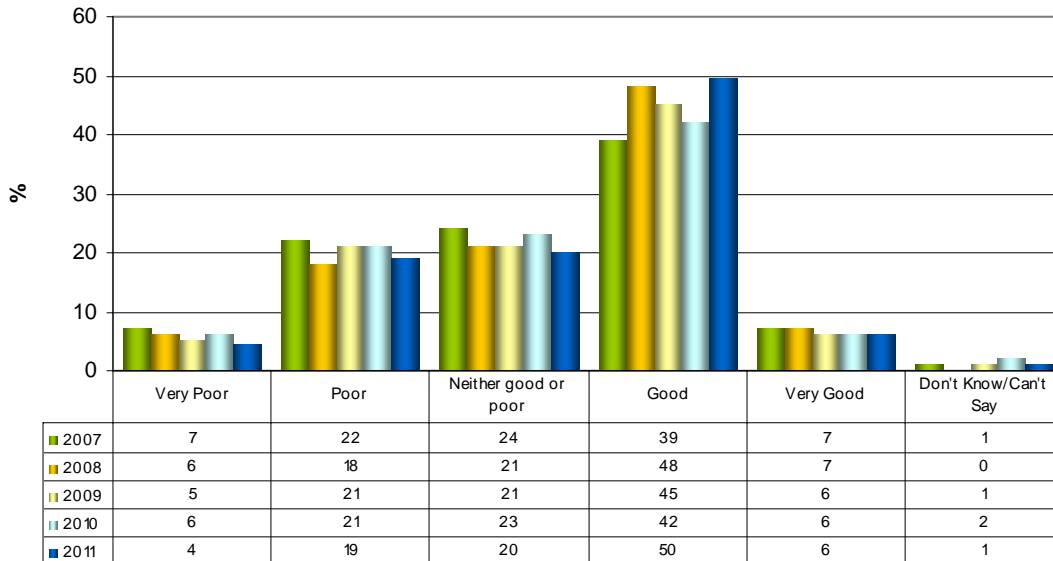
- A smaller proportion of respondents stated they felt safe in the Parramatta CBD than last year (-5%), and 7% more stated they did not feel safe. 'Don't Know/Can't Say' was not given as an option in years prior to 2009.
- Council's key performance measure of 73% was not achieved in 2011, falling short by 25%.



<p style="text-align: center;">q10a. What could be done to make your area safer?</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>More/ better lighting/ street lighting</td><td>37</td></tr> <tr><td>Police/ Security patrols/ enforcement</td><td>32</td></tr> <tr><td>Community education/ involvement</td><td>7</td></tr> <tr><td>More speed humps/ control of speeding traffic</td><td>4</td></tr> <tr><td>CCTV Cameras</td><td>4</td></tr> <tr><td>More/ better footpaths</td><td>3</td></tr> <tr><td>Clean up the area/ pick up rubbish/ clean graffiti</td><td>3</td></tr> <tr><td>Less public/ group housing/ monitor occupants</td><td>3</td></tr> <tr><td>Stop loitering/ move people on</td><td>2</td></tr> <tr><td>Get rid of junkies / mentally ill/ homeless in the area</td><td>2</td></tr> <tr><td>Improved police response times</td><td>1</td></tr> <tr><td>Better justice system/ realistic penalties</td><td>1</td></tr> </tbody> </table> <p>Base: (2010) n=291</p>	Response	Percentage (%)	More/ better lighting/ street lighting	37	Police/ Security patrols/ enforcement	32	Community education/ involvement	7	More speed humps/ control of speeding traffic	4	CCTV Cameras	4	More/ better footpaths	3	Clean up the area/ pick up rubbish/ clean graffiti	3	Less public/ group housing/ monitor occupants	3	Stop loitering/ move people on	2	Get rid of junkies / mentally ill/ homeless in the area	2	Improved police response times	1	Better justice system/ realistic penalties	1	<p><u>No Target</u></p>
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Better justice system/ realistic penalties	1																										
<p><u>Key results:</u></p> <ul style="list-style-type: none"> As was the case in 2010 the most frequent responses were 'more/better lighting/street lighting' (37%) and increased 'police/security patrols' (32%). 	<p>Open-ended question</p>																										

<p style="text-align: center;">q10b. What could be done to make the Parramatta CBD safer?</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Increased police presence/ around stations/ CBD (at night)</td><td>44</td></tr> <tr><td>Increased/ improved lighting</td><td>13</td></tr> <tr><td>More CCTV Cameras/ Surveillance</td><td>9</td></tr> <tr><td>Reduce loitering/ gangs hanging around Hungry Jacks/ Church St Mall</td><td>6</td></tr> <tr><td>Increased security in/ around Westfield</td><td>5</td></tr> <tr><td>Get rid of junkies / loiterers/ mentally ill/ homeless in the area/ hoons</td><td>5</td></tr> <tr><td>Run more social programs / education and awareness / youth issues</td><td>4</td></tr> <tr><td>Enhance nightlife/ music/ events/ business after hours/ extend eat st</td><td>4</td></tr> <tr><td>Zero tolerance / have proper penalties / enforce the law</td><td>3</td></tr> <tr><td>Better urban design/ redevelop Civic Place</td><td>2</td></tr> <tr><td>Close pubs / clubs earlier/ limit alcohol sales</td><td>2</td></tr> <tr><td>More / better public transport / bus shelters</td><td>2</td></tr> </tbody> </table> <p>Base: (2010) n=313</p>	Response	Percentage (%)	Increased police presence/ around stations/ CBD (at night)	44	Increased/ improved lighting	13	More CCTV Cameras/ Surveillance	9	Reduce loitering/ gangs hanging around Hungry Jacks/ Church St Mall	6	Increased security in/ around Westfield	5	Get rid of junkies / loiterers/ mentally ill/ homeless in the area/ hoons	5	Run more social programs / education and awareness / youth issues	4	Enhance nightlife/ music/ events/ business after hours/ extend eat st	4	Zero tolerance / have proper penalties / enforce the law	3	Better urban design/ redevelop Civic Place	2	Close pubs / clubs earlier/ limit alcohol sales	2	More / better public transport / bus shelters	2	<p><u>No Target</u></p>
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Better urban design/ redevelop Civic Place	2																										
Close pubs / clubs earlier/ limit alcohol sales	2																										
More / better public transport / bus shelters	2																										
<p><u>Key results:</u></p> <ul style="list-style-type: none"> The majority of responses (44%) focused on increasing police presence (especially at night) in and around the Parramatta CBD. 	<p>Open-ended question</p>																										

Graph 11a. Level of lighting in streets



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=586

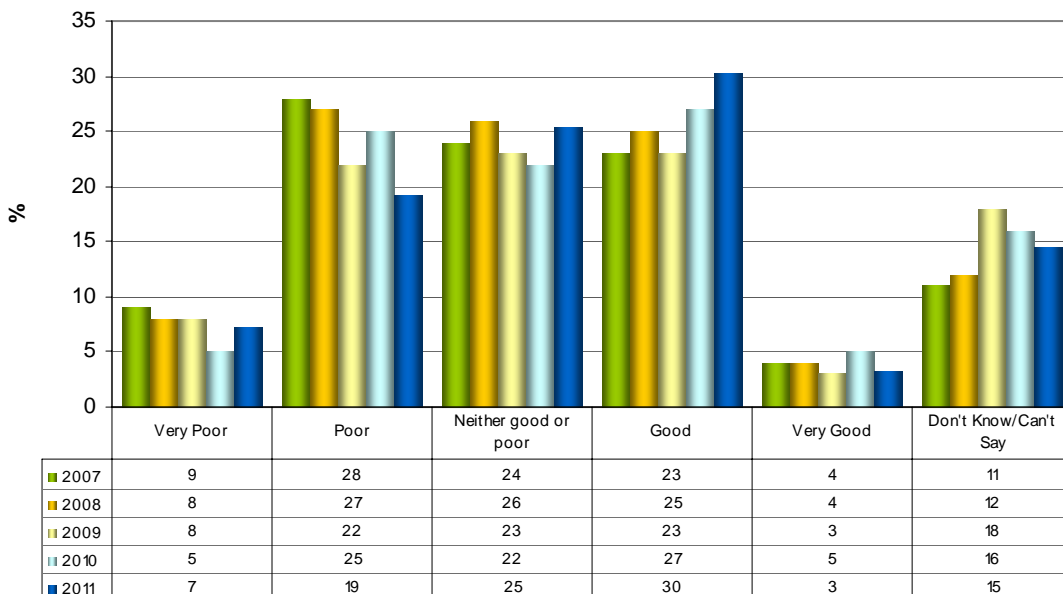
No Target

Key results:

- There was an increase this year (+8%) in the proportion of respondents who think the level of lighting in the streets is 'good', while the proportion of respondents who rated it as 'poor' or 'very poor' dropped by 4%.



Graph 11b. Level of lighting in parks



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=586

No Target

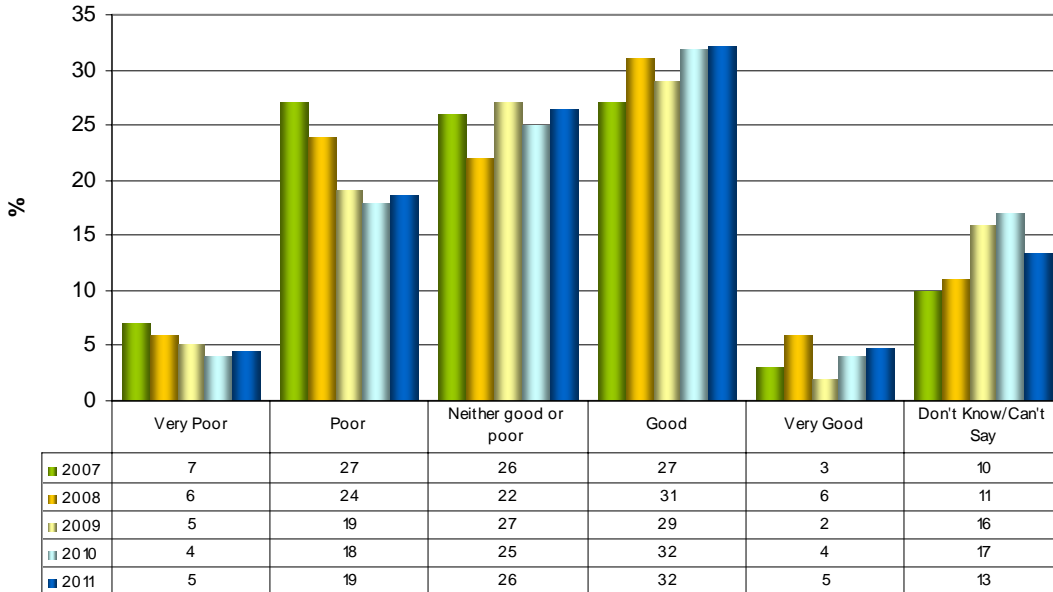
Key results:

- No significant change was recorded in respondents' rating (33%) of the level of lighting in parks as 'good' or 'very good', while the proportion of respondents who rated it as 'poor' or 'very poor' dropped by 4%.



Graph 11c. Level of lighting in car parks

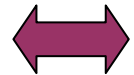
No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=587

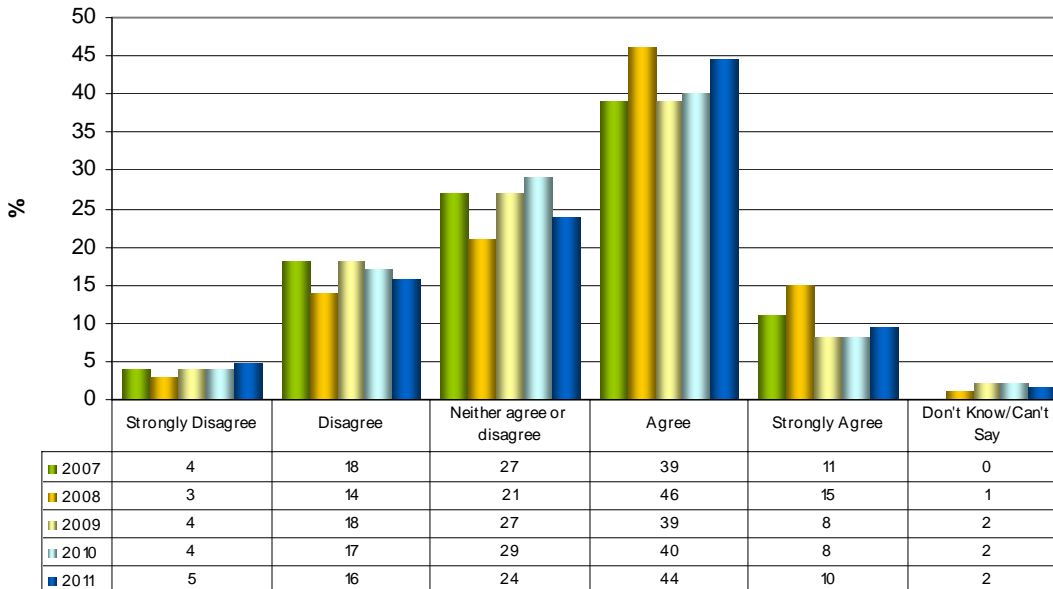
Key results:

- There was no significant change in the proportion of respondents who think the level of lighting in car parks is 'good' or 'very good' (37%).



Graph 12a. I feel a sense of community with others in my neighbourhood

No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=588

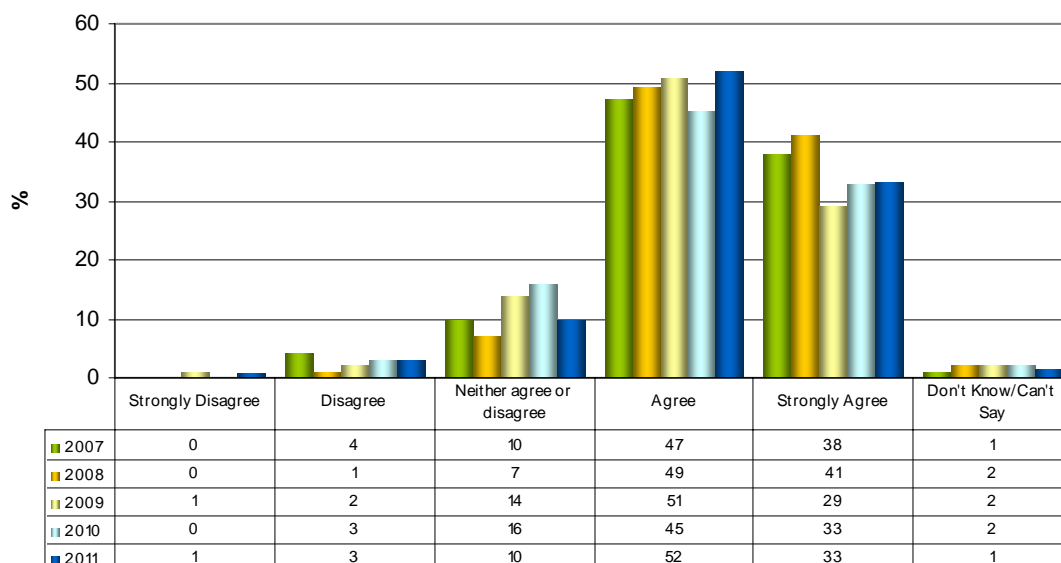
Key results:

- Just over half of all respondents (54%) agreed with this statement, this being a 6% increase compared to 2010.



No Target

Graph 12b. It is important to me to feel a sense of community with people in my local neighbourhood



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=587

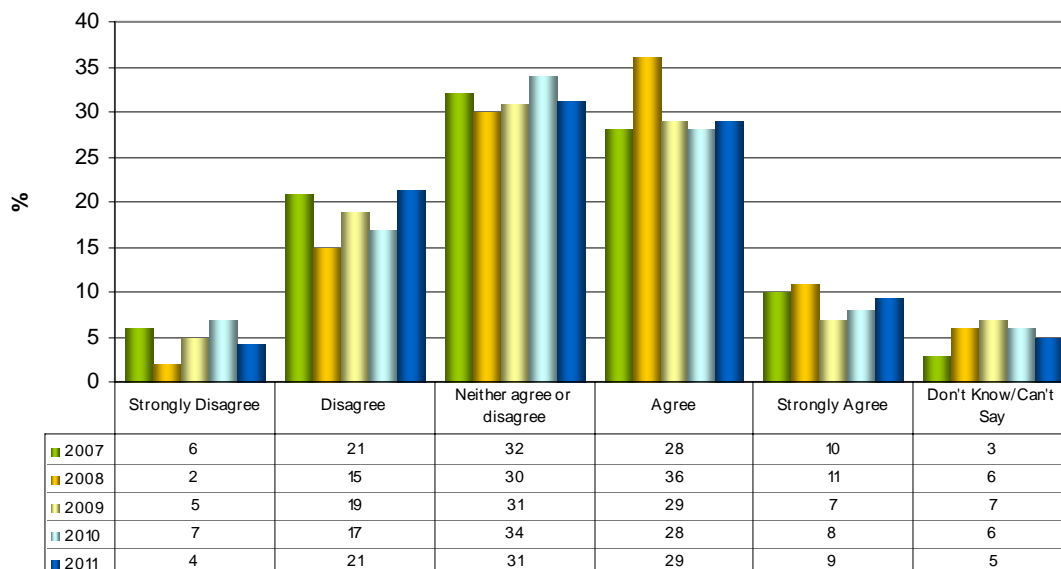
Key results:

- The majority of respondents (85%) either 'agreed' or 'strongly agreed' with this statement. This represents an increase of 7% compared to 2010.



No Target

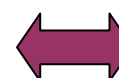
Graph 12c. People across my local neighbourhood work together & support each other



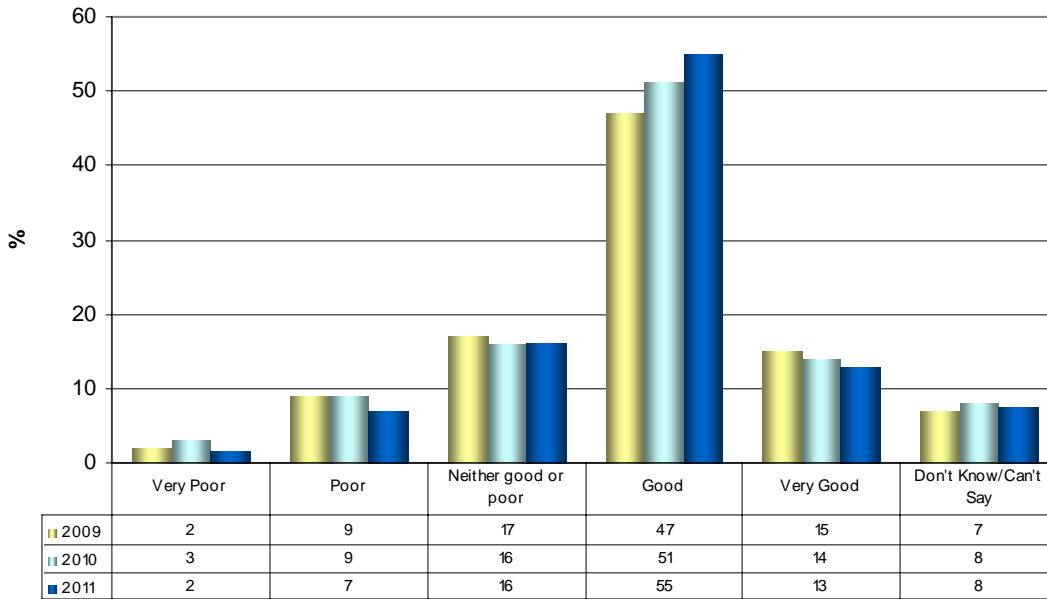
Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=584

Key results:

- Overall agreement with this statement has remained relatively stable since 2010 at 38%.



Graph 13a. Cleanliness of restaurants/takeaways in the area in which you live



Base: (2009) n=742, (2010) n=734, (2011) n=580

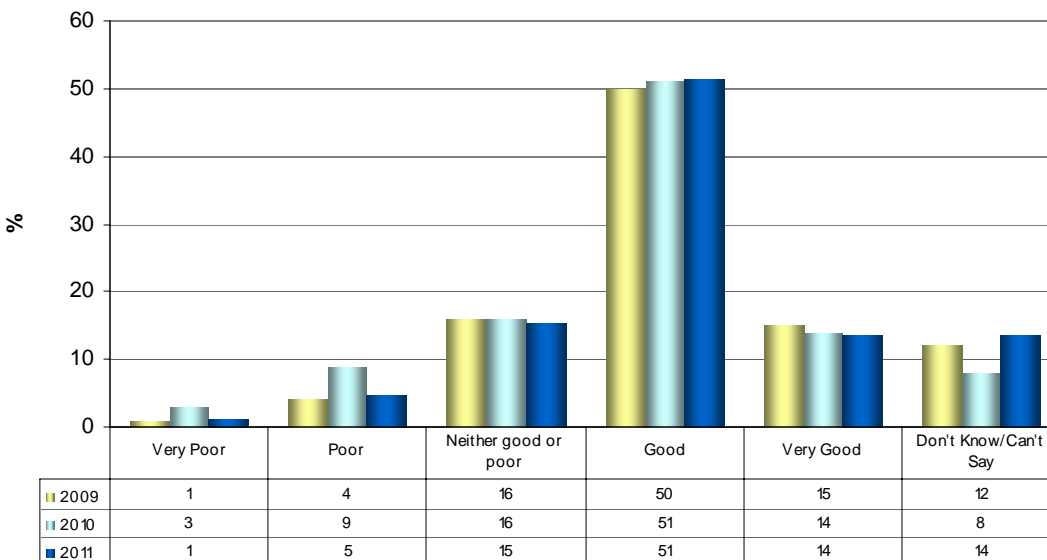
No Target

Key results:

- Just over two thirds of respondents rated the cleanliness of restaurants/takeaways in their area as 'good' or 'very good' (68%), which is a slight increase of 3% since 2010.



Graph 13b. Cleanliness of restaurants/takeaways in the Parramatta CBD



Base: (2009) n=742, (2010) n=734, (2011) n=583

No Target

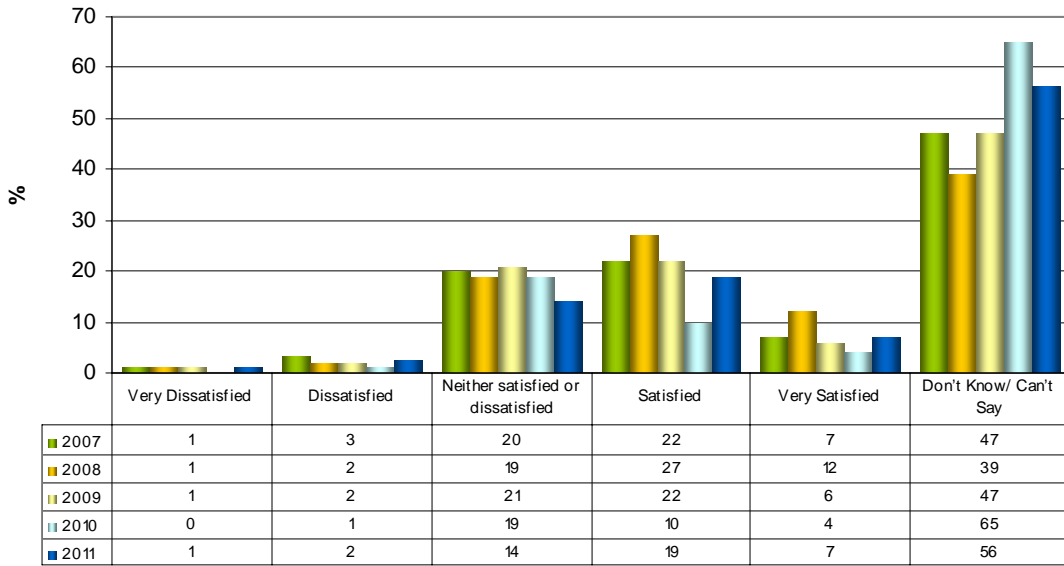
Key results:

- No change was recorded in respondents' rating of the cleanliness of restaurants/takeaways in the Parramatta CBD, remaining steady at 65%.



Graph 14a. Parramatta Artists' Studios & Gallery

No Target



Base: (2009) n=742, (2010) n=734, (2011) n=585

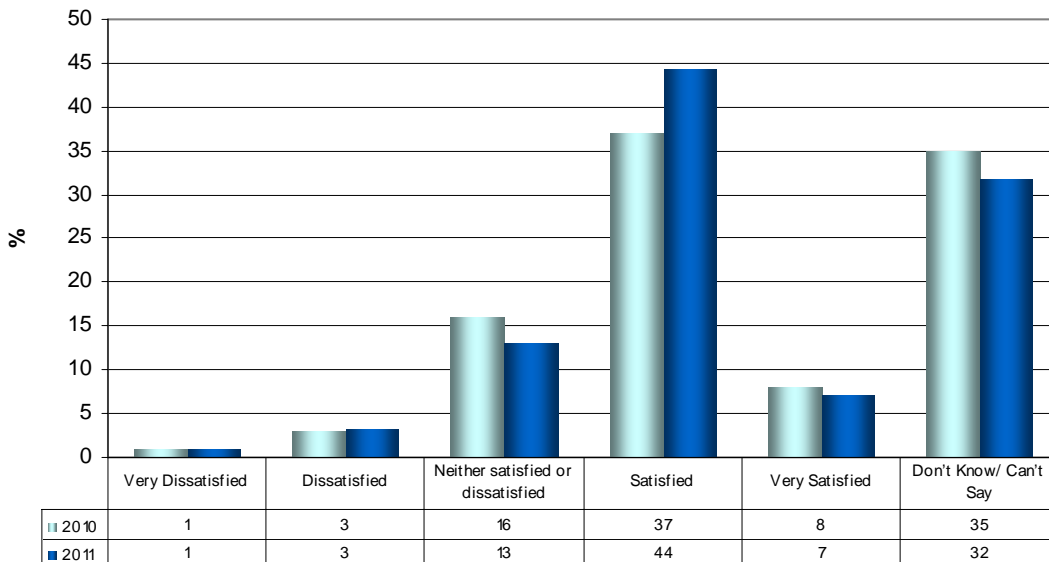
Key results:

- This year there was a significant increase (+12%) in overall satisfaction with the Parramatta Artists' Studios & Gallery.
- As in previous years, a high proportion of respondents stated 'Don't Know/Can't Say' (56%).



Graph 14b. Council's community halls/centres

No Target



Base: (2010) n=734, (2011) n=581

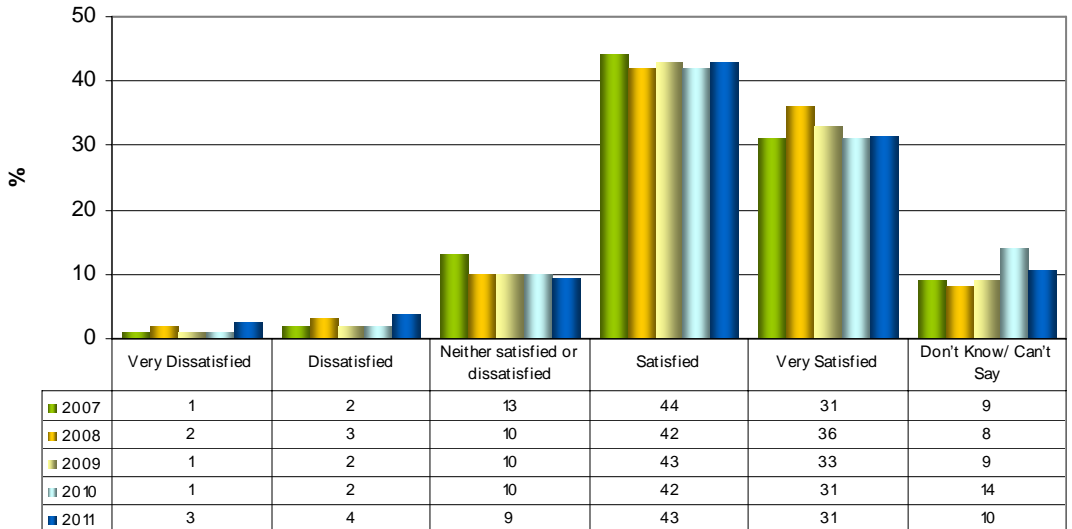
Key results:

- Just over half of all of respondents (51%) were either 'satisfied' or 'very satisfied' with the quality of Council's community halls/centres, with a high proportion stating 'Don't Know/Can't Say' (32%).



Graph 14c. Council-run events

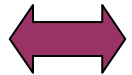
No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=585

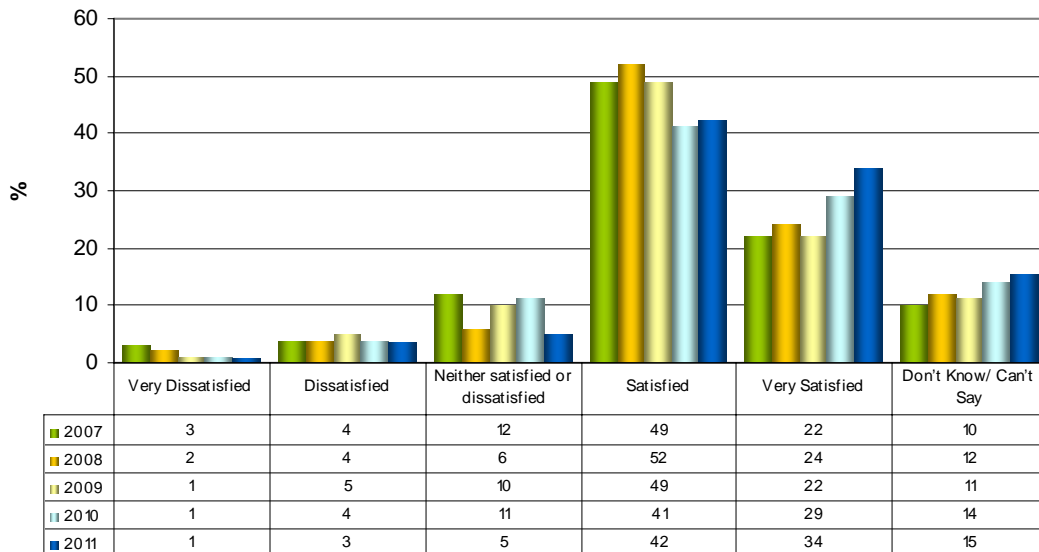
Key results:

- There was no significant change recorded in respondents' overall satisfaction with the quality of Council-run events, remaining steady at 74%.



Graph 14d. Council's Library Services

Target: 73%



Result: 76%

Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=585

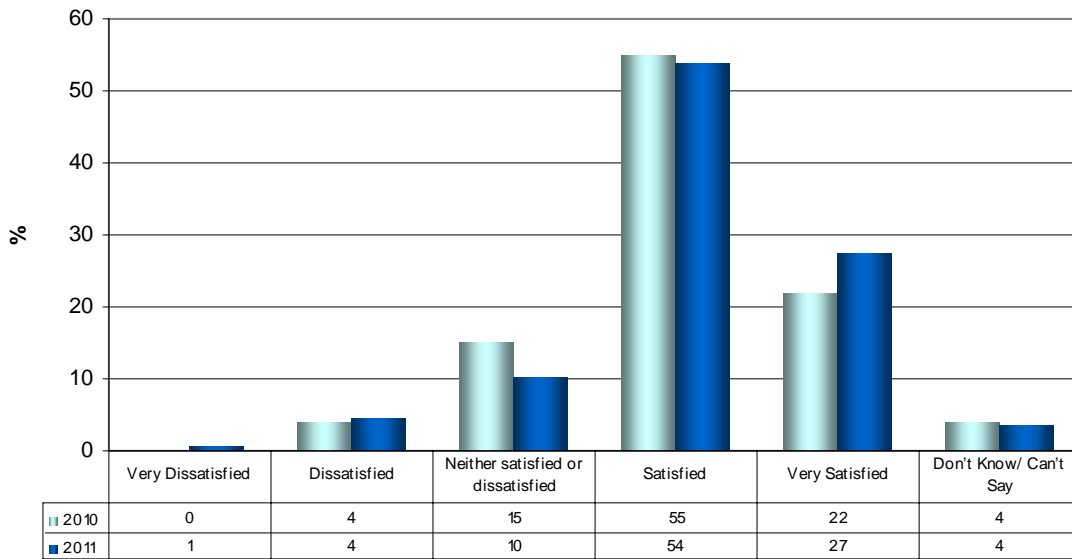
Key results:

- There was a moderate increase (+6%) in overall satisfaction with the quality of Council's library services (76%).
- There was a 6% drop in the proportion of respondents who gave a neutral response, shifting mainly to 'very satisfied' (5%).



Graph 14e. Council's parks

No Target



Base: (2010) n=728, (2011) n=581

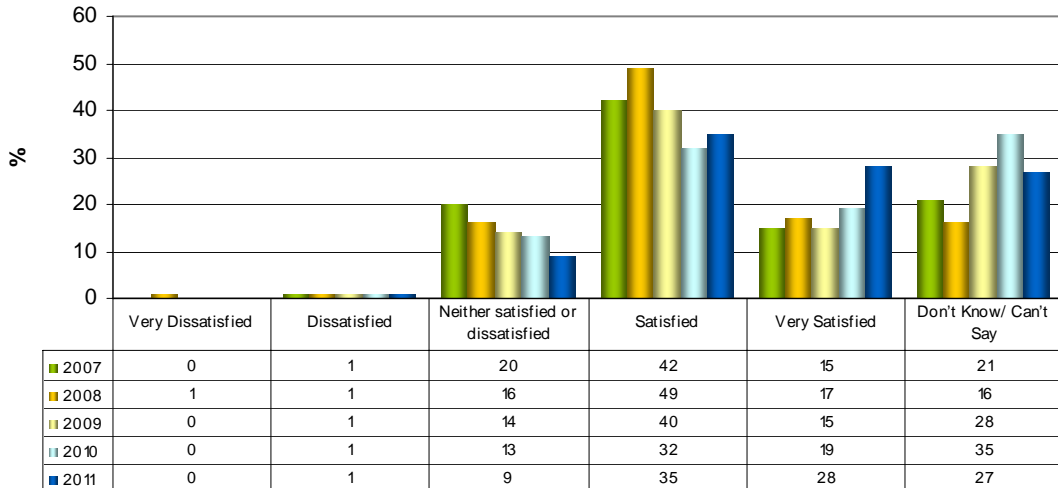
Key results:

- Just over 8 out of 10 respondents (81%) were either 'satisfied' or 'very satisfied' with the quality of Council's parks, this being a 4% increase compared to 2010.



Graph 14f. Parramatta Heritage & Visitor Information Centre

No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=583

Key results:

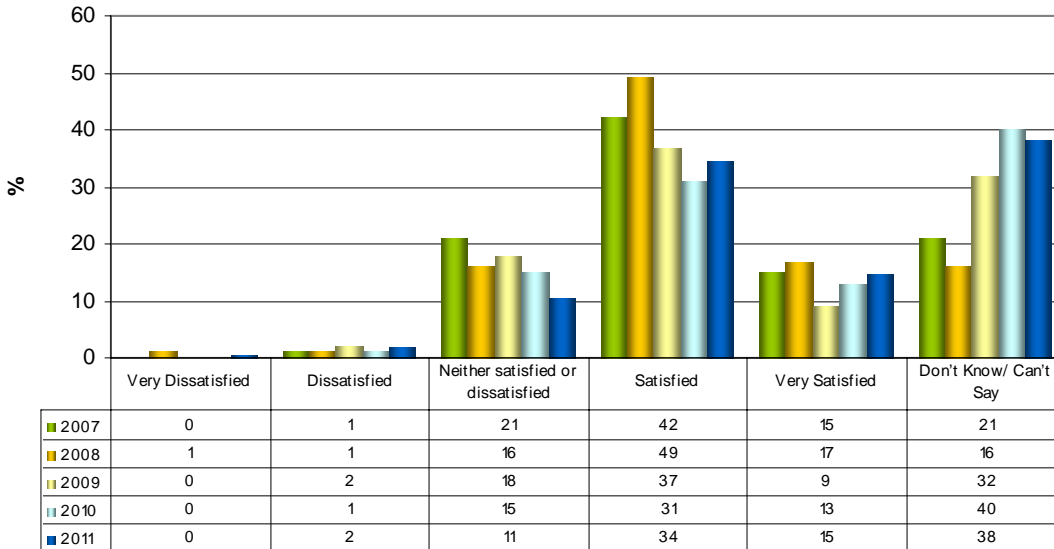
- There was a moderate (+9%) increase in the proportion of respondents who were 'very satisfied' with the quality of Parramatta Heritage and Visitor Information Centre compared to 2010.



Graph 14g. Other heritage resources

Target: 60%

Result: 63%



Base: (2007) n=689, (2008) n=600, (2009) n=743, (2010) n=728, (2011) n=583

Key results:

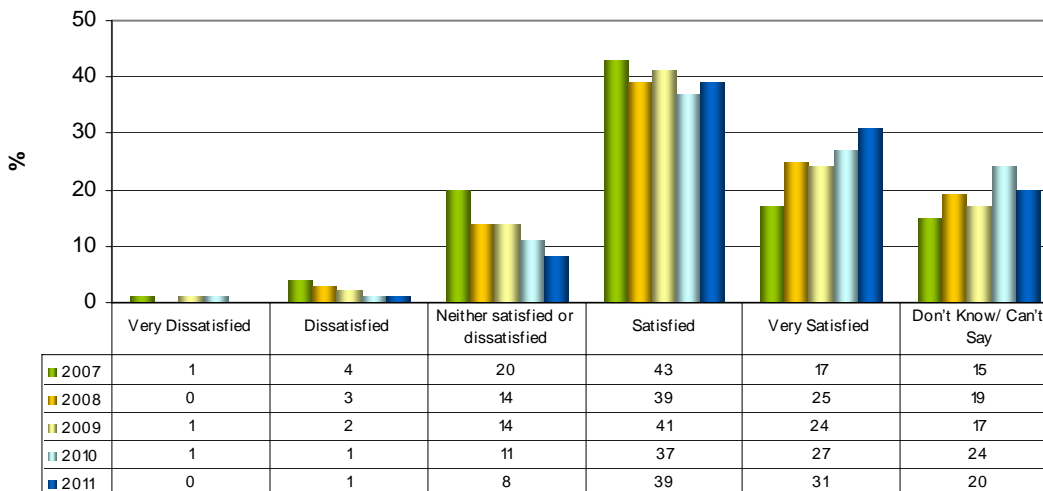
- 49% of respondents said that they were either 'satisfied' or 'very satisfied' with the quality of Council's other heritage resources compared with 44% last year, a small increase of 5%.
- As in previous years a high proportion of respondents (38%) gave a 'Don't Know/Can't Say' response to this question.



Graph 14h. Riverside Theatres

Target: 65%

Result: 70%



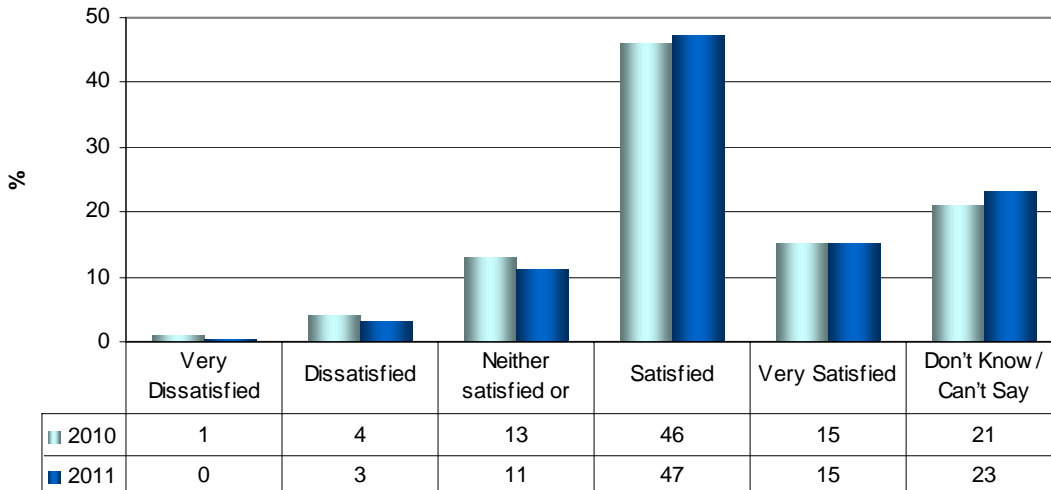
Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=583

Key results:

- Overall satisfaction with the quality of the Riverside Theatres increased by 6%, achieving its highest levels in the previous 5 years at 70%.



Graph 14i. Council's sporting fields

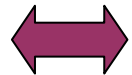


Base: (2010) n=734, (2011) n=583

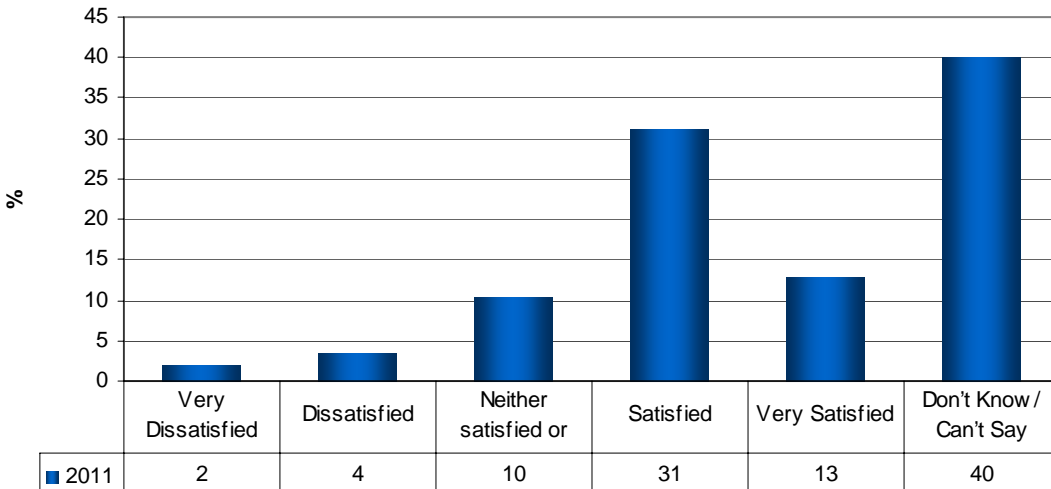
No Target

Key results:

- No significant change was recorded concerning respondents' overall satisfaction with the quality of Council's sporting fields, remaining steady at 62%.



Graph 14j. Council's Aquatics Centre



Base: (2010) n=586

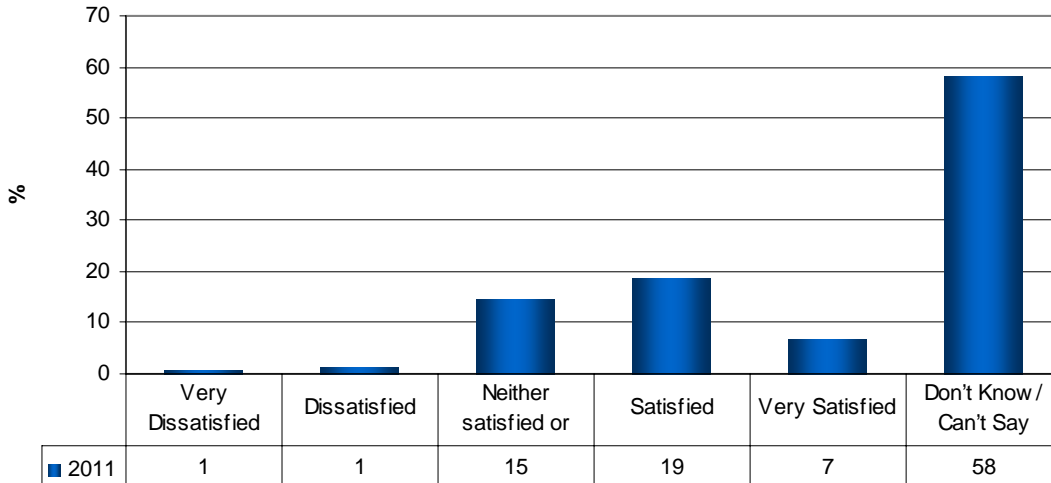
No Target

Key results:

- Respondents' overall satisfaction with the quality of Council's Aquatics Centre was 44%.
- A high proportion of respondents' (40%) gave a 'Don't Know/Can't Say' response.

First time data captured

Graph 14k. Council's golf course



Base: (2010) n=579

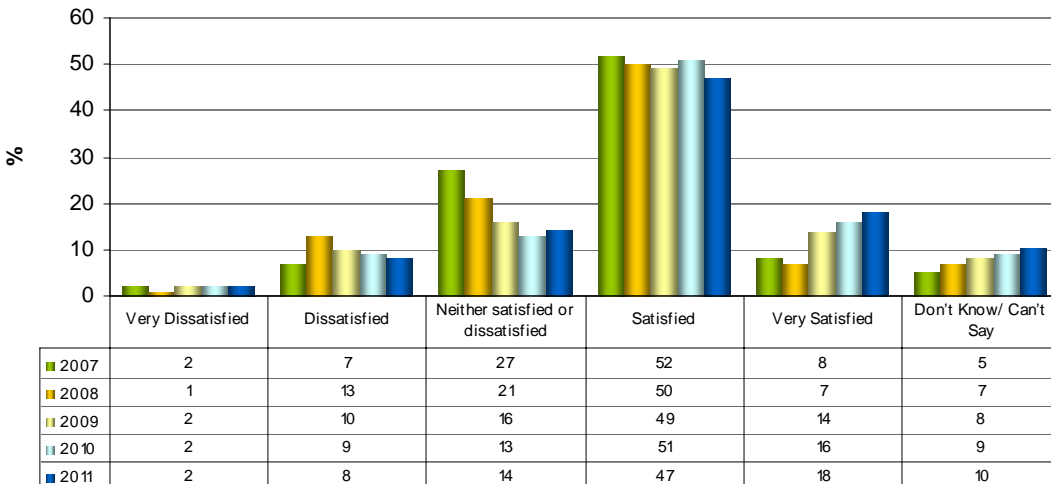
No Target

Key results:

- Respondents' overall satisfaction with the quality of Council's golf course was 26%.
- A very high proportion of respondents (58%) gave a 'Don't Know/Can't Say' response.

First time data captured

Graph 15. Amount of recreational activities available



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=568

Target: 63%

Result: 65%

Key results:

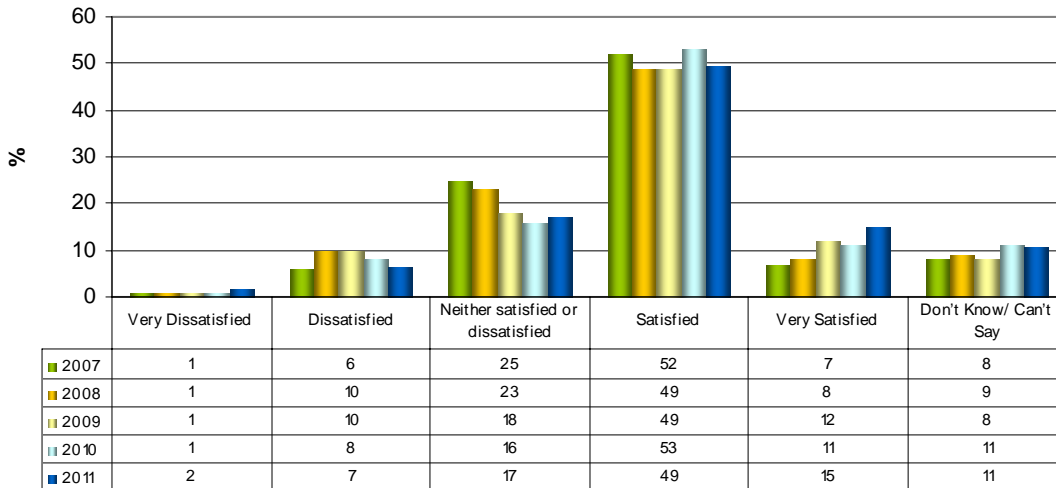
- Overall satisfaction with the amount of recreational activities that are available dropped slightly (-2%) compared to 2010.



Graph 16. Quality of recreational activities available

Target: 61%

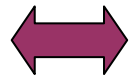
Result: 64%



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=580

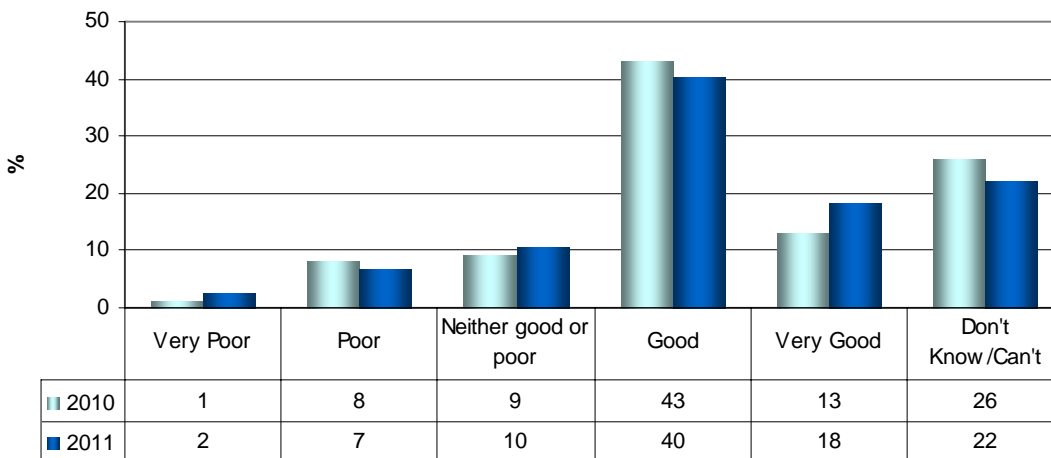
Key results:

- Overall satisfaction with the quality of recreational activities that are available remained unchanged at 64%.



Graph 17. Quality of (children's) playgrounds around the Parramatta LGA

No Target



Base: (2010) n=734, (2011) n=582

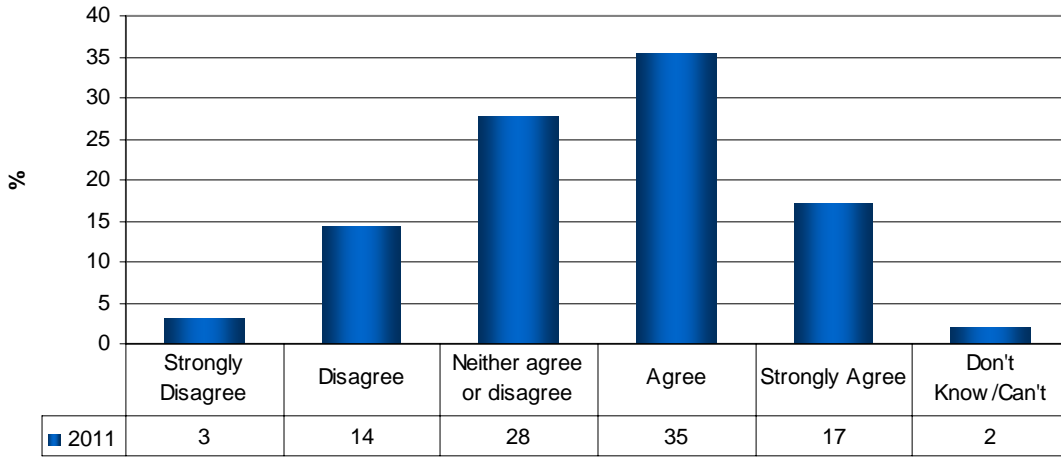
Key results:

- 58% of respondents rated the quality of children's playgrounds as 'good' or 'very good', this being a small increase (+2%) compared to 2010.
- Similar to last year a high proportion of respondents (22%) gave a 'Don't Know/Can't Say' response to the question.
- Data for this question has not been collected prior to 2010.



Graph 18. Parramatta City Council should provide more festivals & events

No Target



Base: (2010) n=585

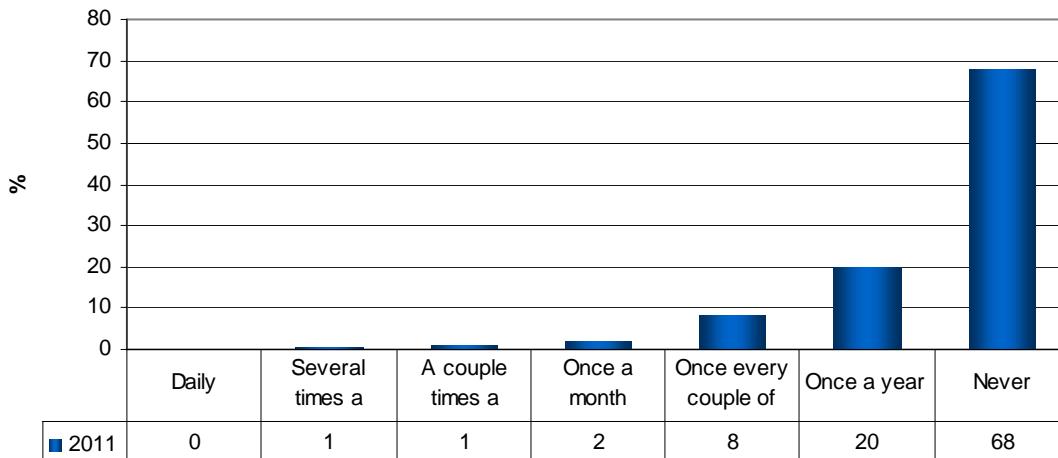
Key results:

- Just over half of all respondents (52%) 'agreed' or 'strongly agreed' that Parramatta City Council should provide more festivals and events
- In 2011 this question was modified, preventing direct comparison to any previous years' data.

First time data captured

Graph 19a. Parramatta Artists' Studios & Gallery

No Target



Base: (2010) n=581

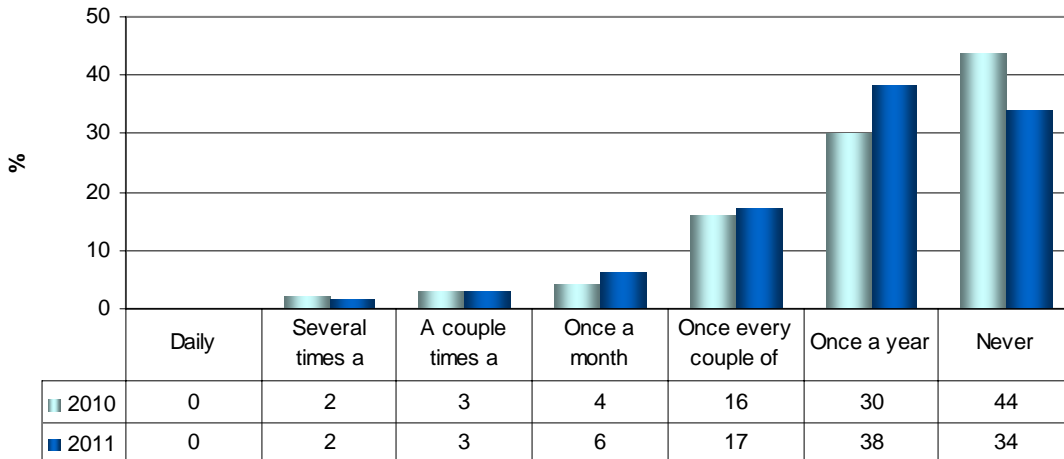
Key results:

- 20% of respondents stated that they use the Parramatta Artists' studios & Gallery at least once a year, with the majority (68%) stating they 'never' use this facility.

First time data captured

Graph 19b. Council Community Halls/Centres

No Target



Base: (2010) n=575

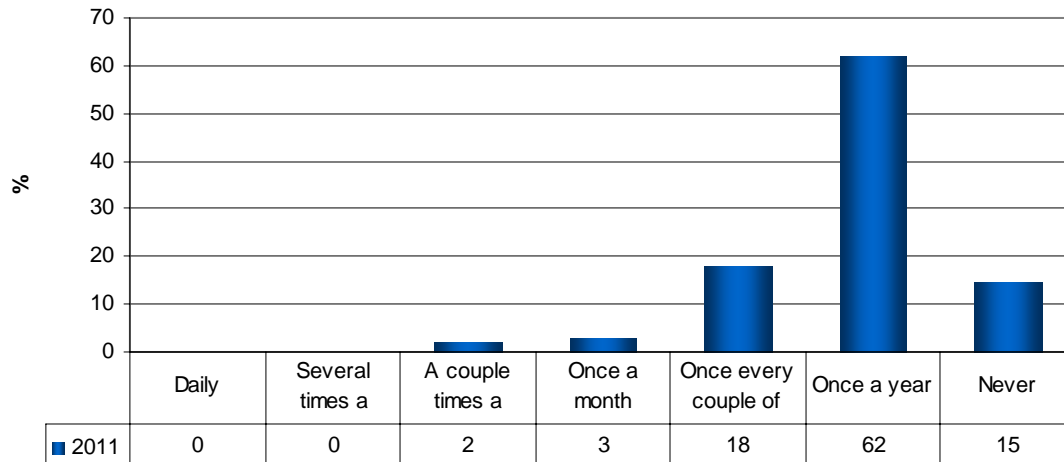
Key results:

- There was an 8% increase in the proportion of respondents who stated they use Council community halls/centres at least once a year, while those that 'never' use them dropped by 10%.



Graph 19c. Council-run events

No Target



Base: (2010) n=583

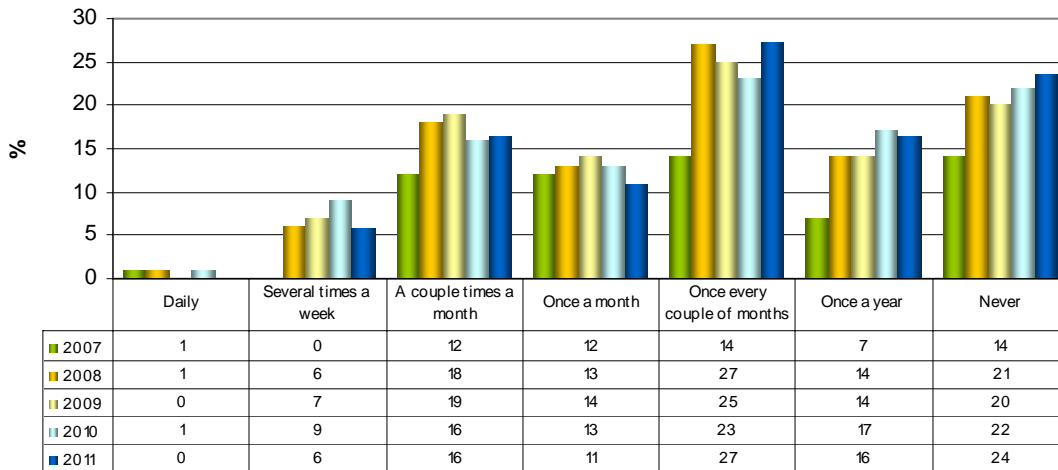
Key results:

- The majority of respondents (62%) attend a Council-run event at least once a year.
- This was the first time that a question about this was included in the survey.

First time data captured

Graph 19d. Library Services

No Target



Base: (2010) n=582

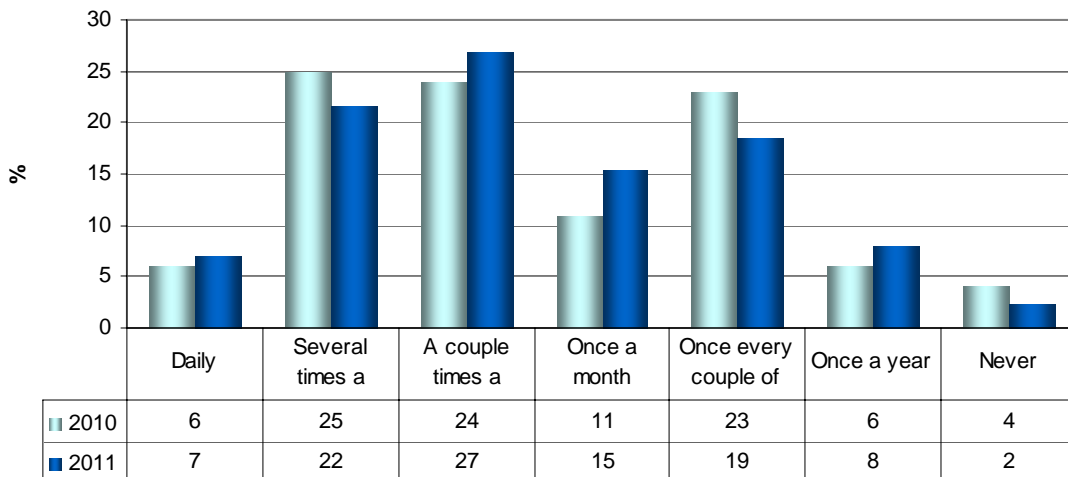
Key results:

- The proportion of frequent users (those using Library Services at least a couple times a month) dropped (-4%), while those who use the Library Services less regularly (at least once a month) increased (+1%).
- The proportion of those who 'never' use the Library Services increased slightly (+2%).



Graphs 19e. Parks

No Target



Base: (2010) n=582

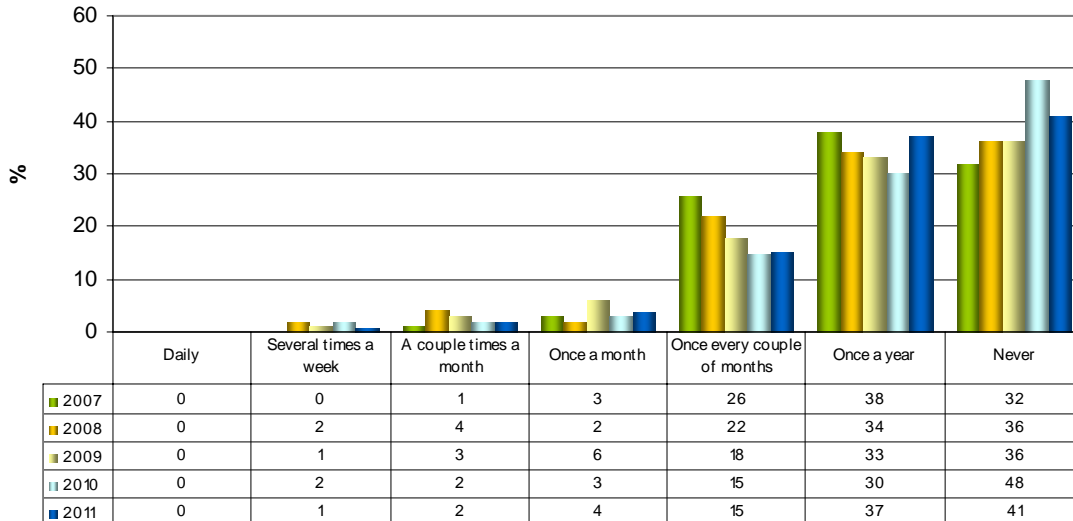
Key results:

- The proportion of frequent users (those using Parks at least a couple times a month) remained relatively steady at 56%, as did the proportion of infrequent users.
- The proportion of those who 'never' use Parks increased slightly (+2%).



Graph 19f. Parramatta Heritage & Visitor Information Centre

No Target



Base: (2010) n=581

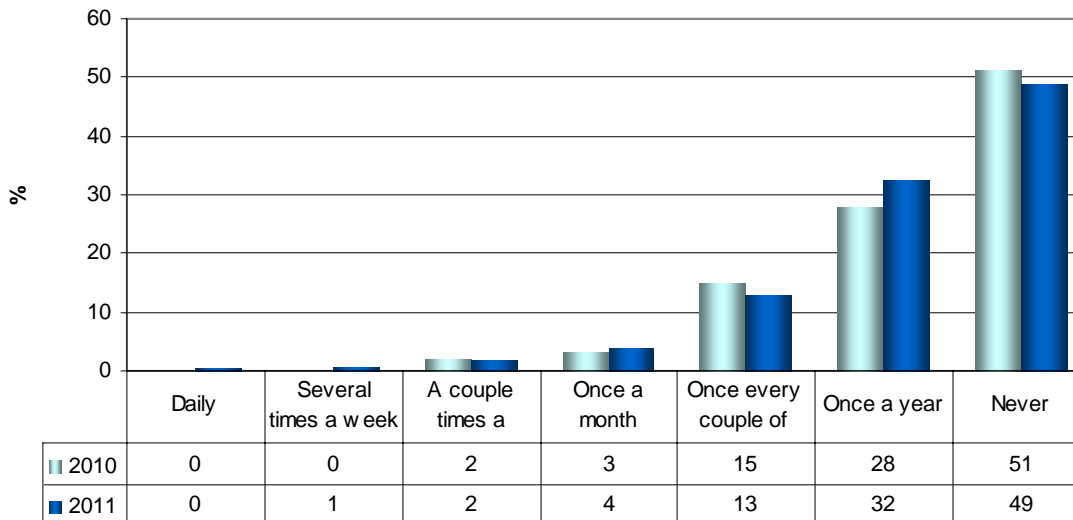
Key results:

- The proportion of frequent users (those using the PHVIC at least ‘a couple times a month’) remained relatively steady at 3%, while the proportion of infrequent users increased moderately (+8%).
- The proportion of those who ‘never’ use the PHVIC decreased moderately (-7%).



Graph 19g. Other heritage resources

No Target



Base: (2010) n=577

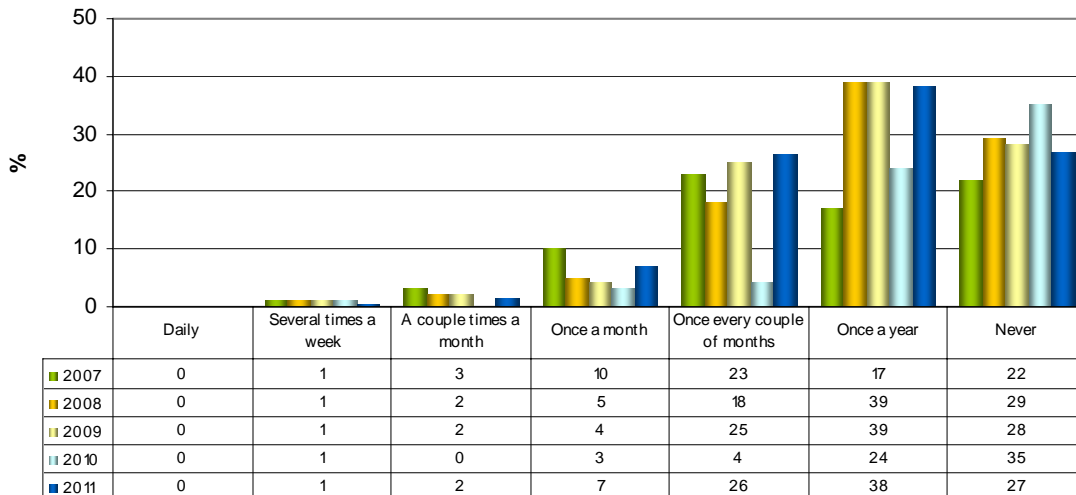
Key results:

- The proportion of frequent users of Council's other heritage resources remained relatively steady at 3%, while the proportion of infrequent users increased slightly (+3%).
- The proportion of those who ‘never’ use other heritage resources decreased slightly (-2%).
- Data for this question has not been collected prior to 2010.



Graph 19h. Riverside Theatres

No Target



Base: (2010) n=583

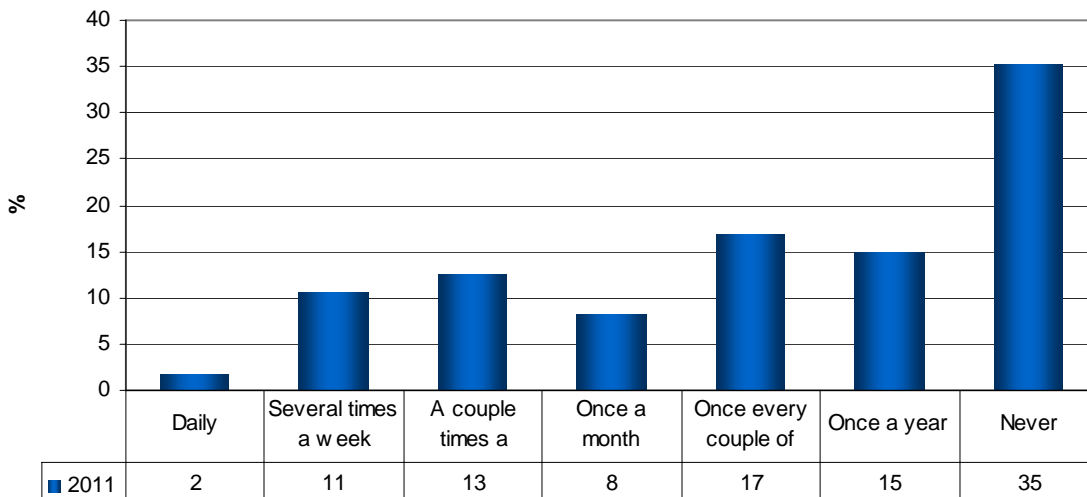
Key results:

- The proportion of less frequent users (those who visit at least ‘once every couple of months’) increased significantly (+40%), while the proportion of frequent users remained relatively stable at 3%.
- The proportion of those who ‘never’ use Riverside Theatres decreased by 8%.



Graph 19i. Council sporting fields

No Target



Base: (2010) n=578

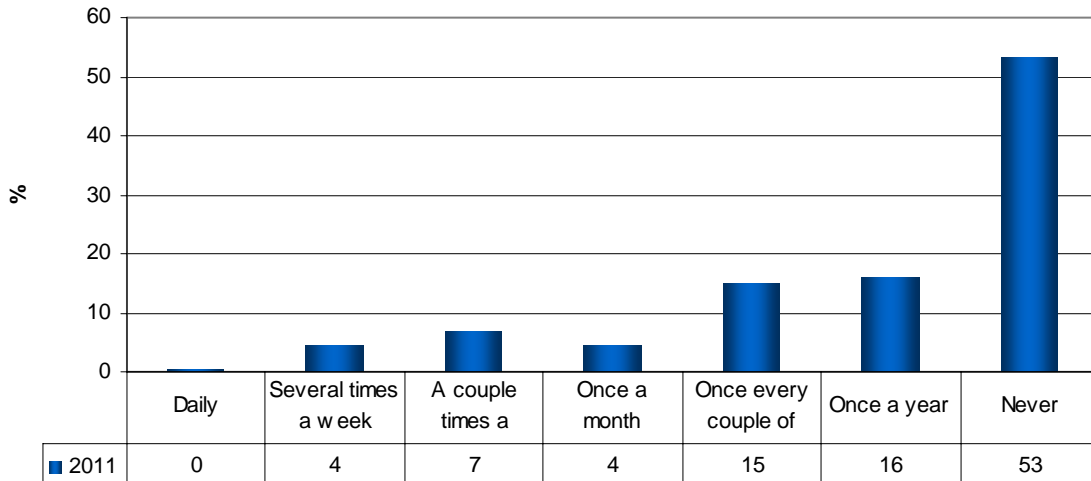
Key results:

- 17% of respondents use Council’s sporting fields at least a couple times a month, with 35% stating that the ‘never’ use them.

First time data captured

Graph 19j. Council aquatics centre

No Target



Base: (2010) n=578

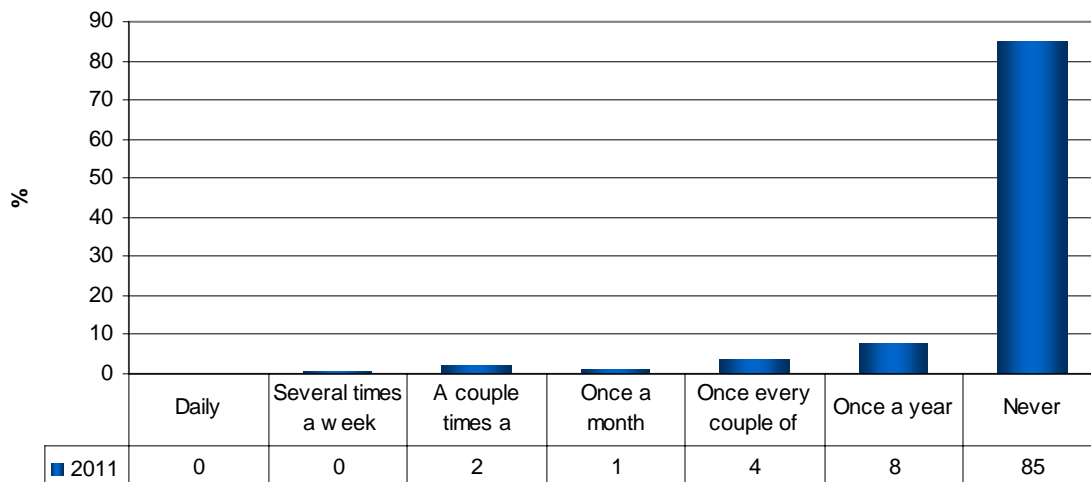
Key results:

- 16% of respondents use Council's Aquatics Centre at least once a year, with just over half (53%) stating they 'never' use it.

First time data captured

Graph 19k. Council golf course

No Target



Base: (2010) n=583

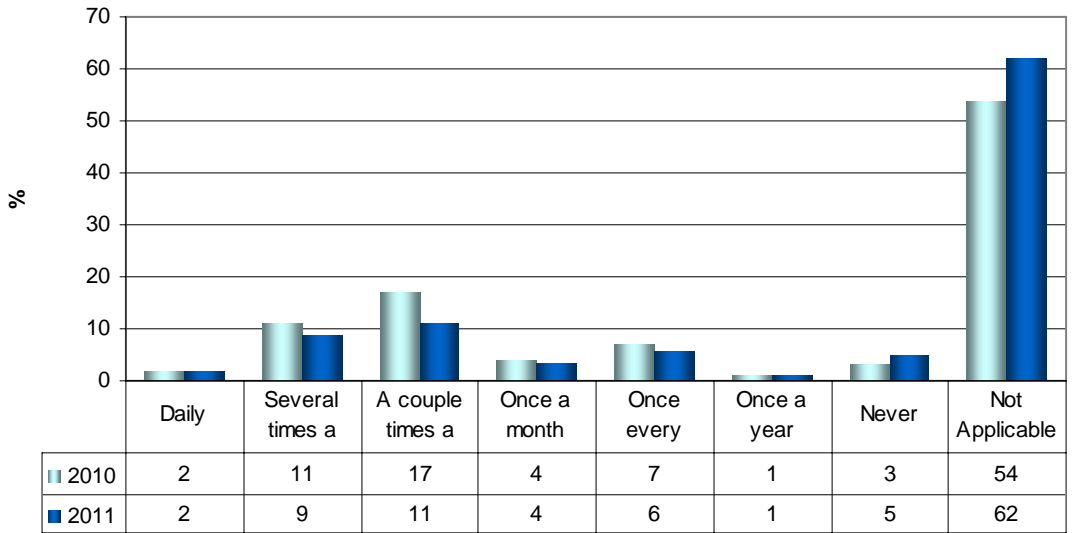
Key results:

- 8% of respondents use Council's golf course at least once a year, with the majority (85%) stating that they 'never' use it.

First time data captured

Graph 21. Child/children use of Children's Playgrounds within Parramatta LGA

No Target



Base: (2010) n=734, (2011) n=604

Key results:

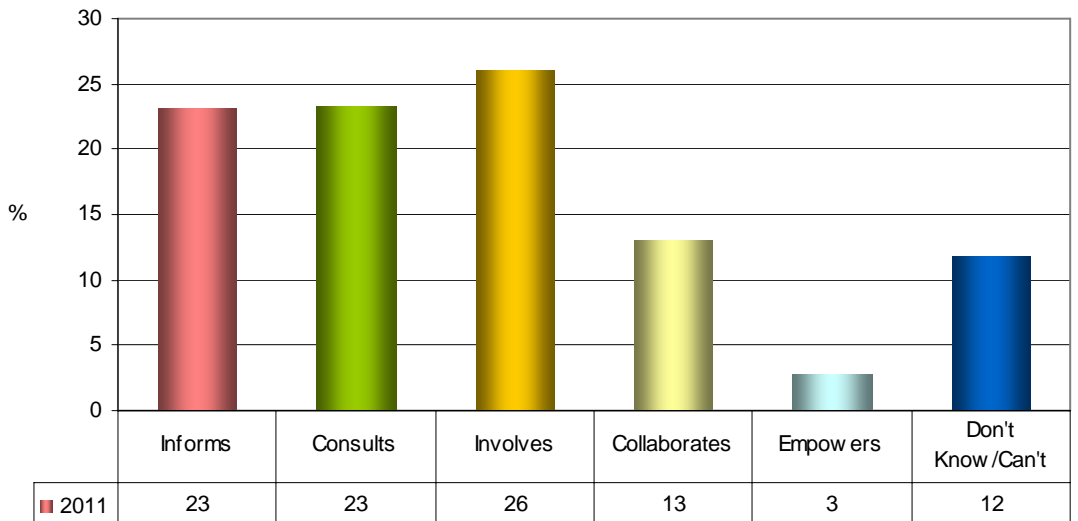
- For the majority of respondents (62%) this question was not applicable.
- 22% stated that their children use playgrounds at least 'a couple of times a month, dropping by 8% compared to 2010.



Governance & Corporate

Graph 22. Council engagement with the community

No Target



Base: (2010) n=571

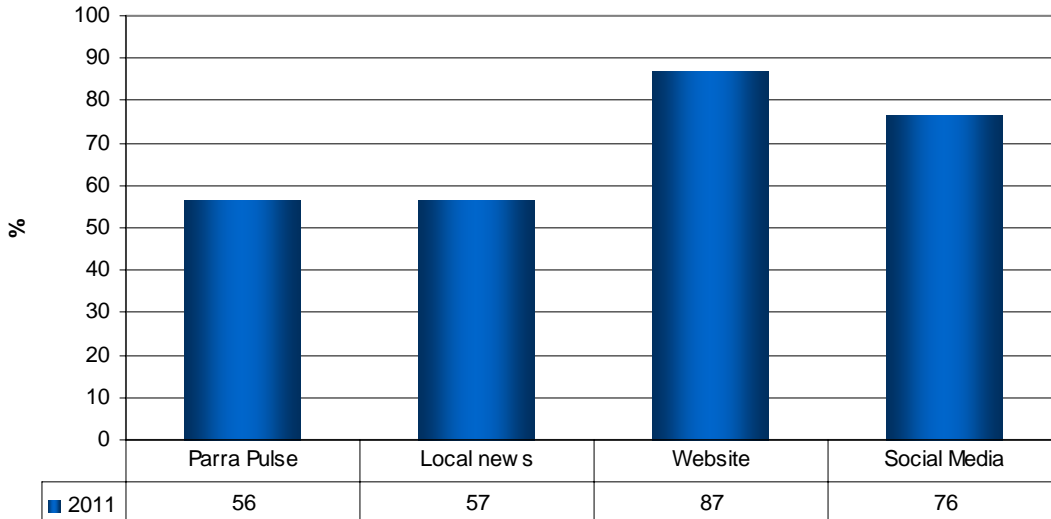
Key results:

- The most frequent response (26%) was that Council involves the community as part of its decision-making processes.
- This question was included in the survey for the first time in 2011.

First time data captured

Graph 23a. Are you aware of the following Council communications?

No Target



Base: (2010) n=604

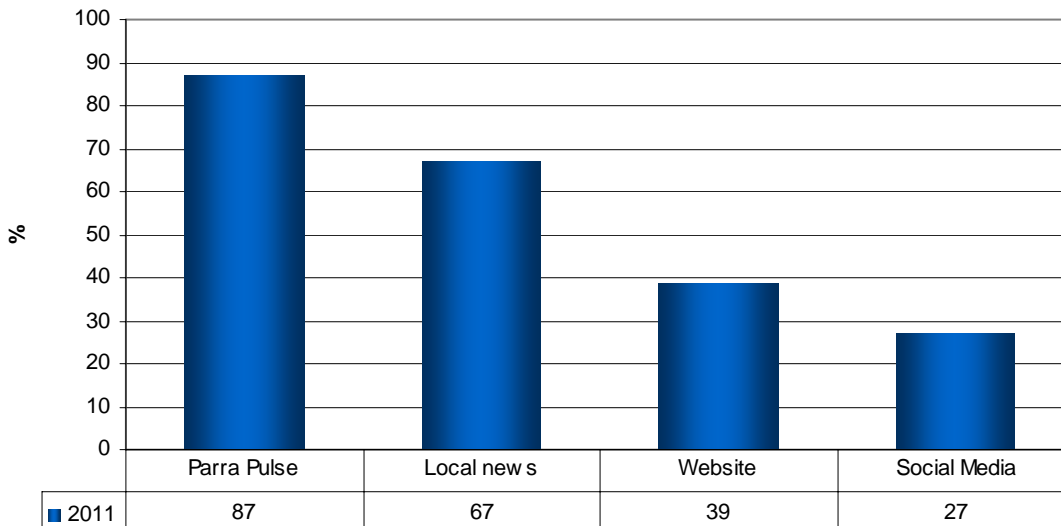
Key results:

- Respondents were most aware of Council’s website (87%) followed by social media (76%).

First time data captured

Graph 23b. Do you read or use the following Council communications?

No Target



Base: (2010) n=604

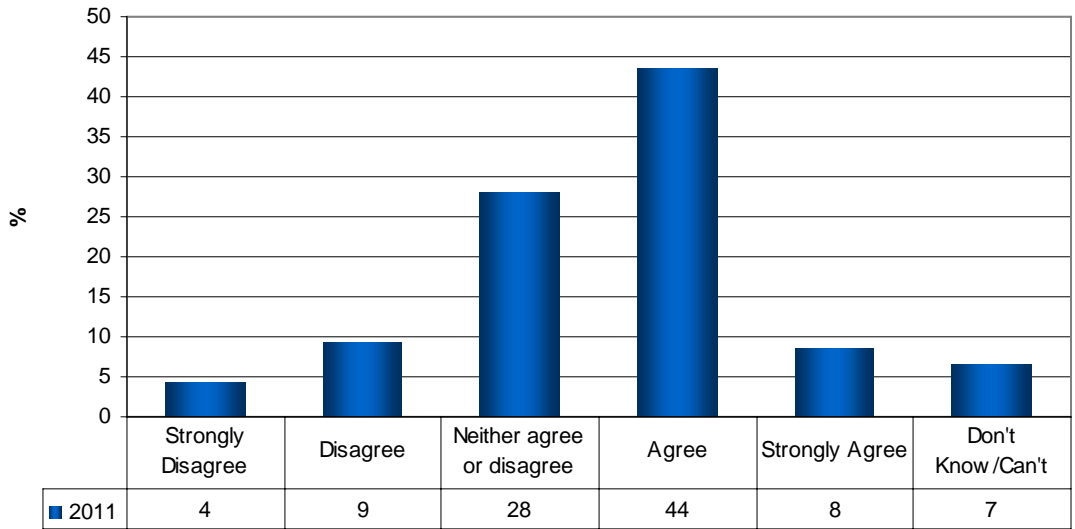
Key results:

- Parra Pulse was the most widely read/used resource (82%), followed by local news (67%) and Council’s website (39%).

First time data captured

Graph 24. Council is open and accountable to the community

No Target



Base: (2010) n=577

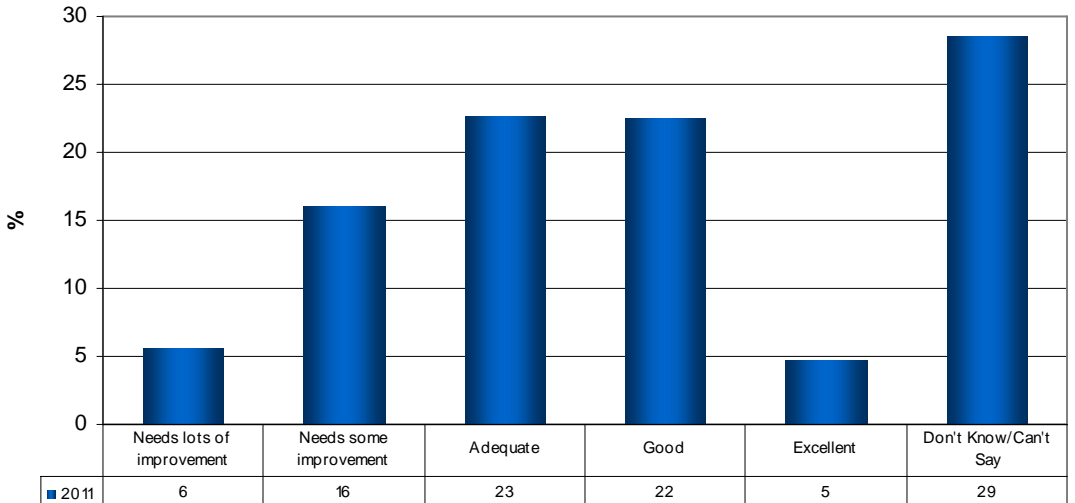
Key results:

- Just over half of all respondents' (52%) 'agreed' or 'strongly agreed' that Council is open and accountable to the community, while 13% disagreed.

First time data captured

Graph 25. How well has Council represented and lobbied on behalf of the community?

No Target



Base: (2010) n=578

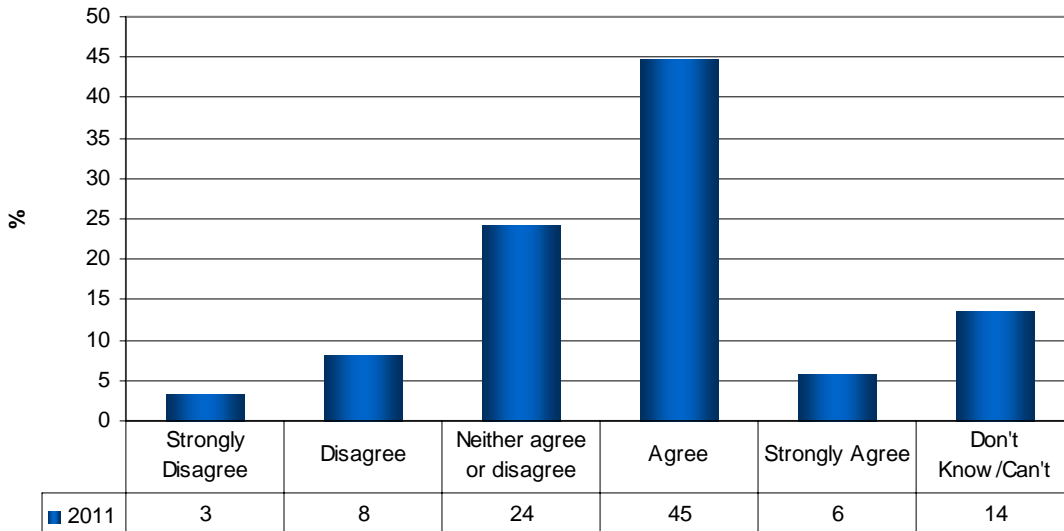
Key results:

- 27% of respondents stated that Council is doing a 'good' or excellent' job at representing and lobbying on behalf of the community.
- A high proportion of respondents (29%) gave a 'Don't Know/Cant Say' response.

First time data captured

Graph 26a. Council's goals and vision are clear

No Target



Base: (2010) n=579

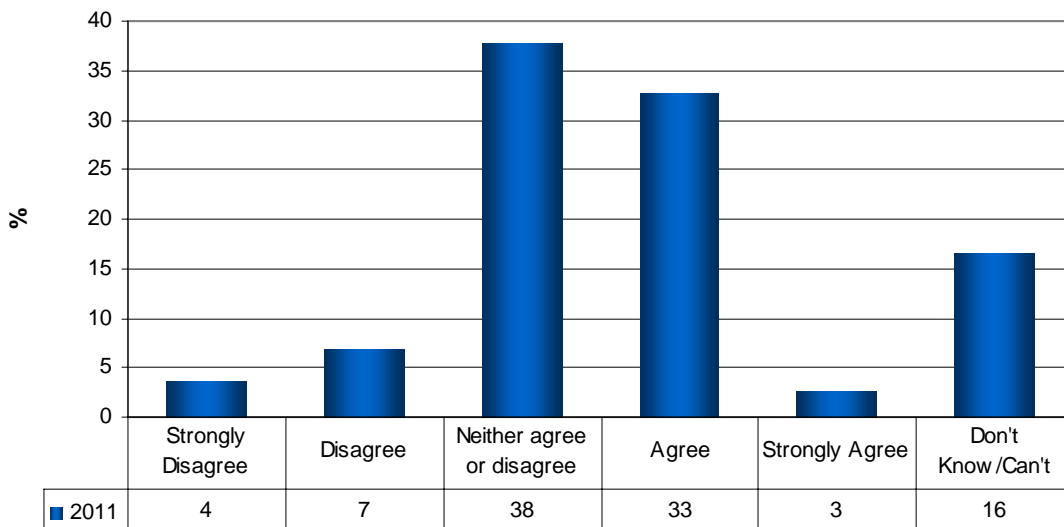
Key results:

- Just over half (51%) of all respondents 'agreed' or 'strongly agreed' that Council's goals and vision are clear, while 11% disagreed.

First time data captured

Graph 26b. Council delivers on its promises

No Target



Base: (2010) n=576

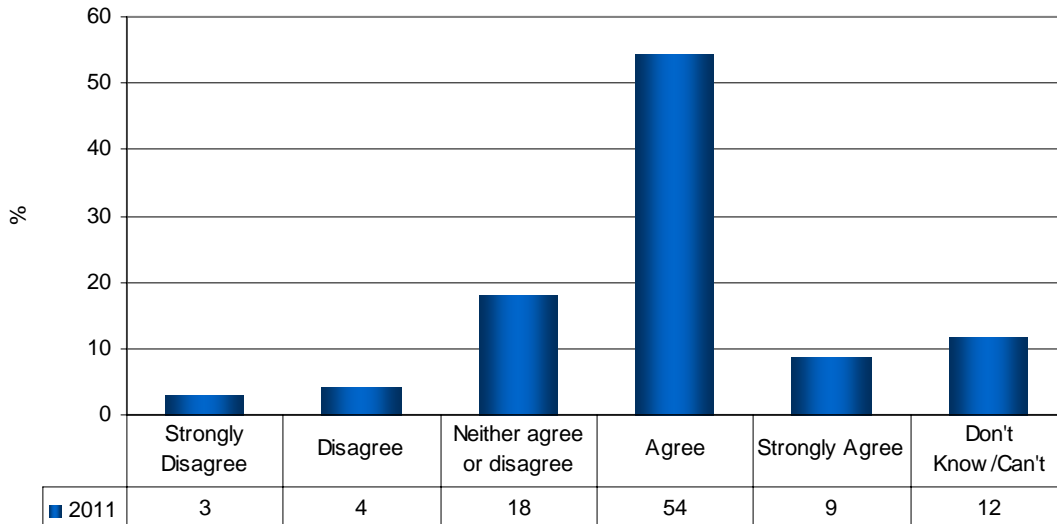
Key results:

- Just over a third of respondents (36%) 'agreed' or 'strongly agreed' that Council delivers on its promises, while 11% disagreed.

First time data captured

Graph 26c. Council reports on its performance

No Target



Base: (2010) n=572

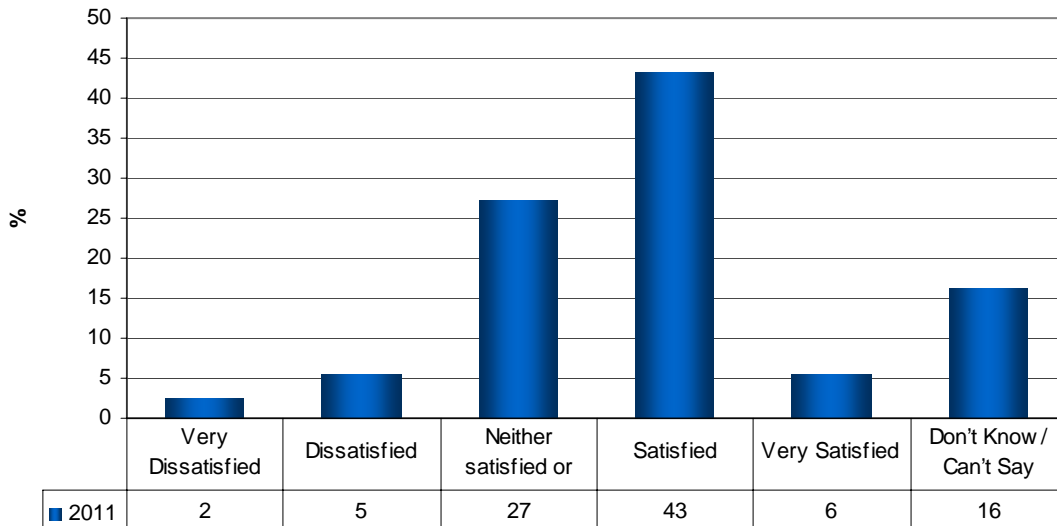
Key results:

- 61% of respondents 'agreed' or 'strongly agreed' that Council reports on its performance, while 7% disagreed.

First time data captured

Graph 27a. Council collaborates & partners with others

No Target



Base: (2010) n=575

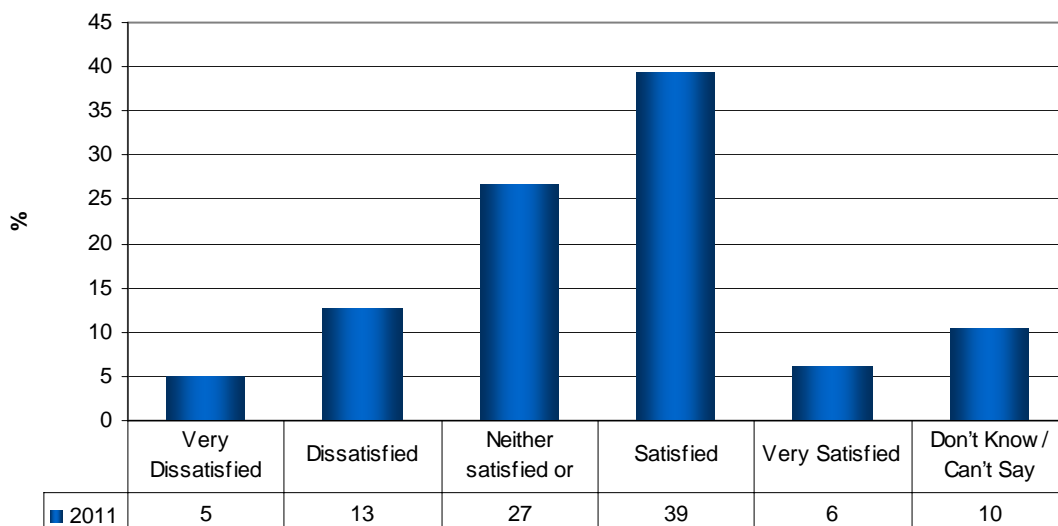
Key results:

- 49% of respondents were 'either satisfied' or 'very satisfied' that Council collaborates and partners with others to realise the City's goals and vision, while 7% disagreed.

First time data captured

Graph 27b. Council provides value for money in return for the rates you pay

No Target



Base: (2010) n=575

Key results:

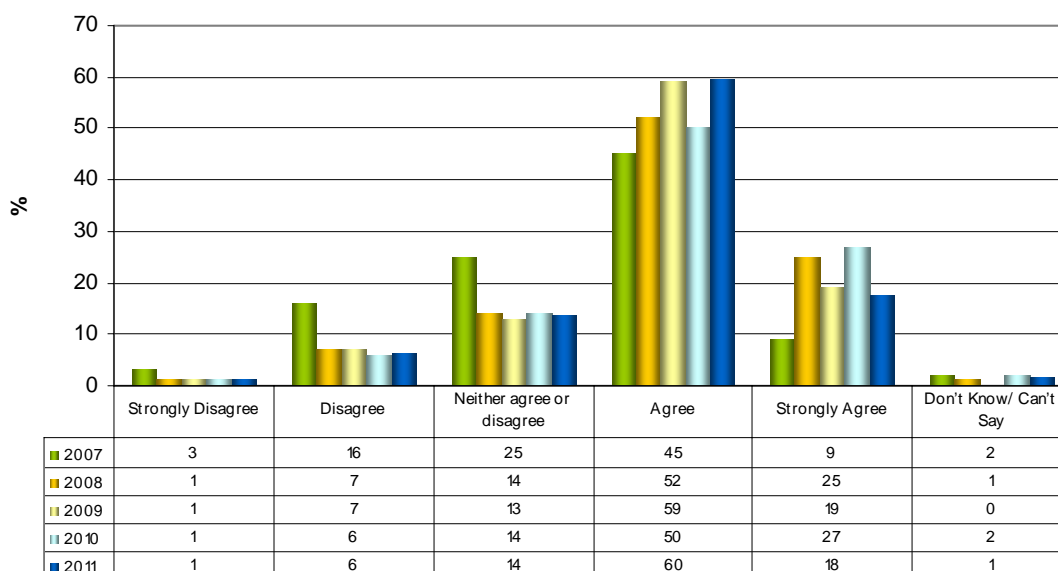
- 45% of respondents were satisfied that Council provides value for money in return for the rates they pay, while 18% did not agree.

First time data captured

Economy & Development

Graph 28a. Parramatta is an interesting city

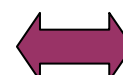
No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=575

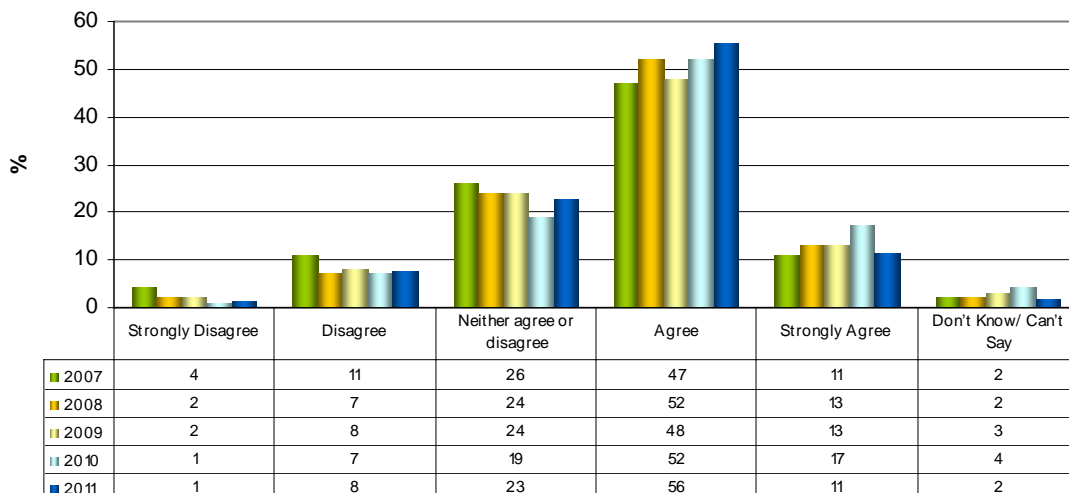
Key results:

- Most participants agreed that Parramatta is an interesting city (78%), although fewer people (-9%) strongly agreed with this statement than last year.



Graph 28b. The city of Parramatta provides residents with a balance between community life, the environment and economic development

No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=573

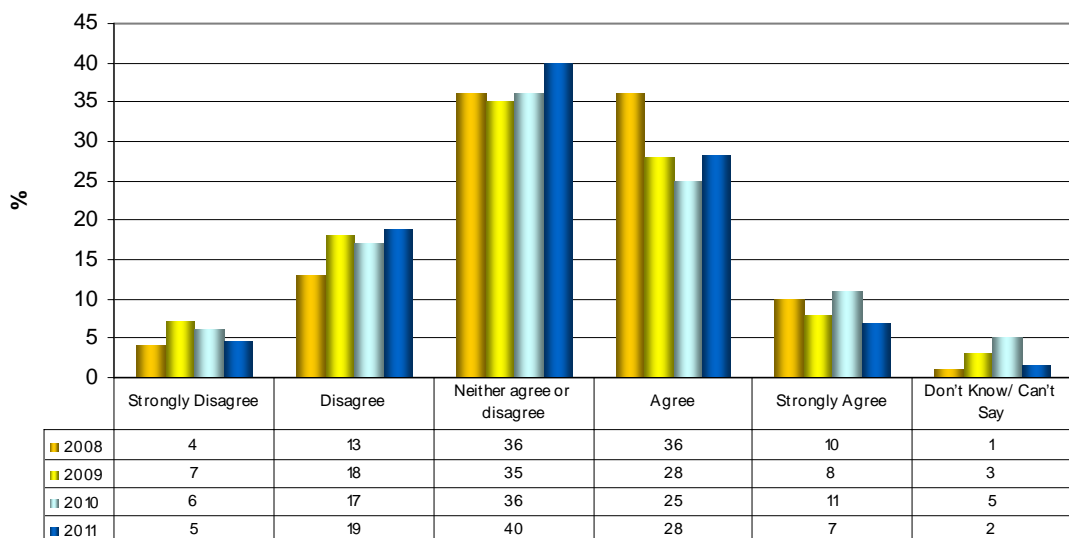
Key results:

- There was no real change in the proportion of respondents who agreed that Parramatta provides residents with a balance between Community life, the Environment and Economic Development when compared to 2010 results.



Graph 28c. I feel inspired when I come to Parramatta

No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=574

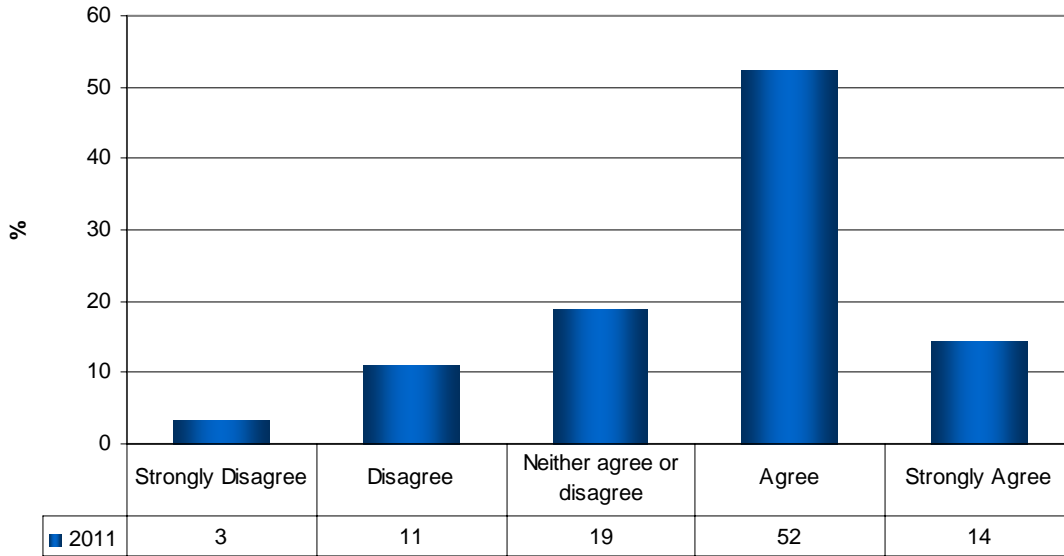
Key results:

- Between 2010 and 2011 there was no real change in the proportion of residents that agreed that they felt inspired when they came to the City of Parramatta (35%).
- Like the previous year, there was a high proportion of people who neither agreed nor disagreed (40%).



Graph 28d. Parramatta is becoming a better place to live, work and play

No Target



Base: (2010) n=572

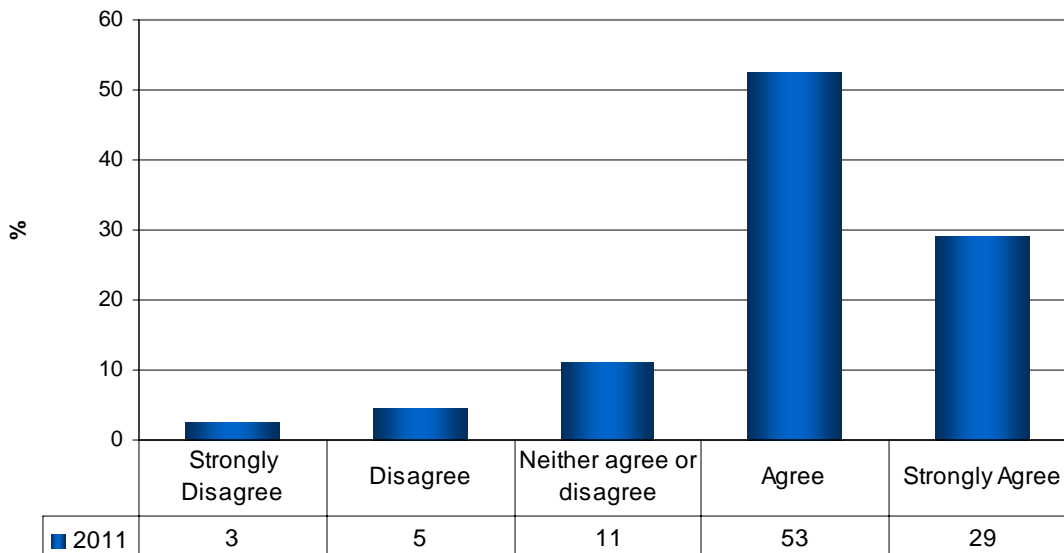
Key results:

- 66% of respondents either 'agreed' or 'strongly agreed' that Parramatta is becoming a better place to live, work and play.
- This is the first time that this question was included in the survey.

First time data captured

Graph 28e. I regard Parramatta City as Sydney's 2nd CBD

No Target



Base: (2010) n=575

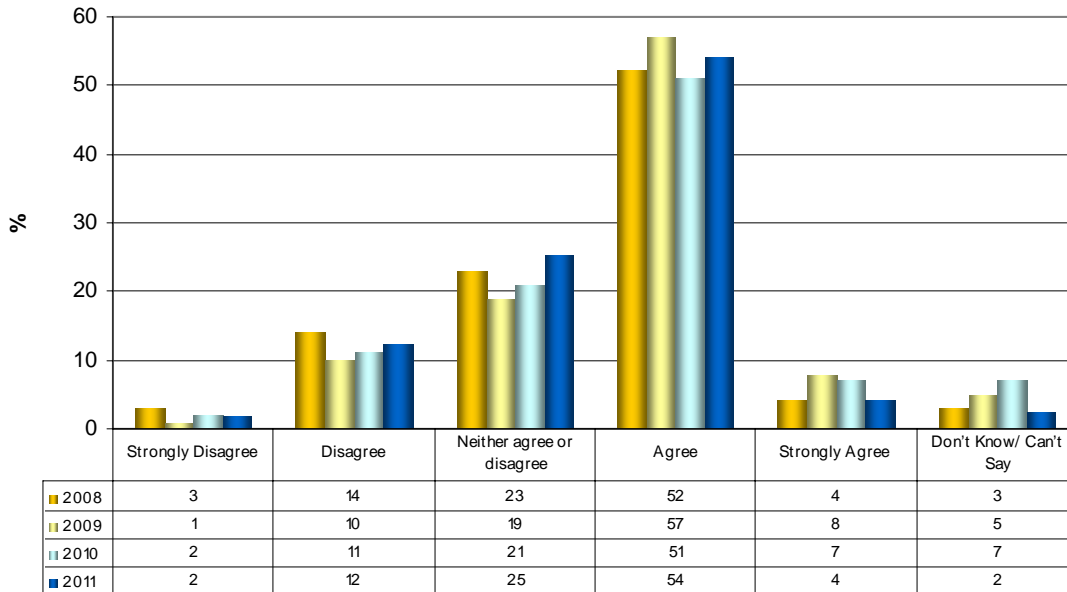
Key results:

- Over 8 out of 10 respondents 'agreed' or 'strongly agreed' that they regard Parramatta as Sydney's 2nd CBD.
- This was also the first time that this question was included in the survey.

First time data captured

Graph 29a. CBD Nature strips are in good condition

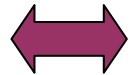
No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=569

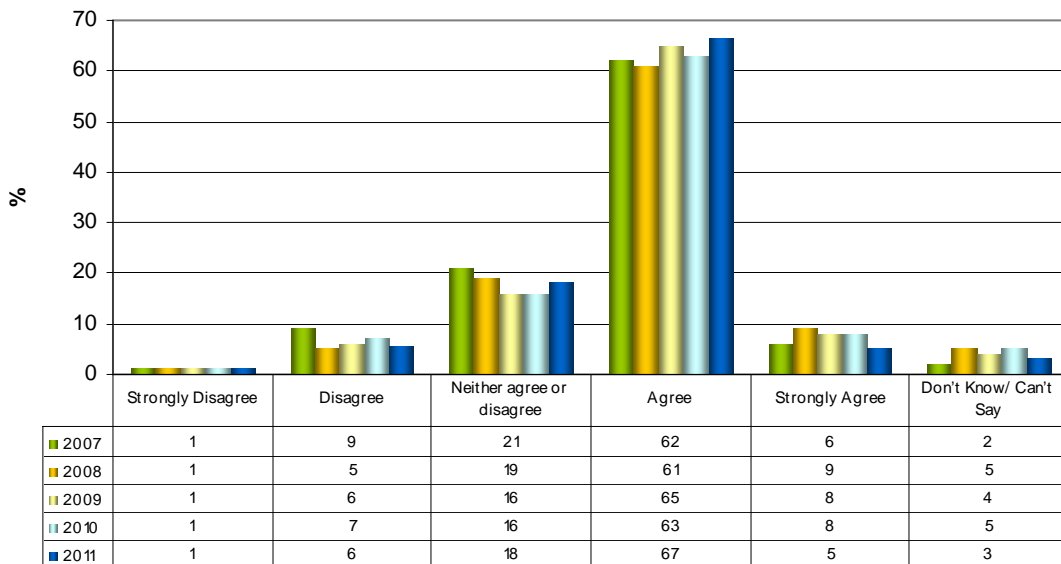
Key results:

- Over half of respondents agreed that CBD nature strips are in good condition (58%).



Graph 29b. CBD signage is in good condition

No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=565

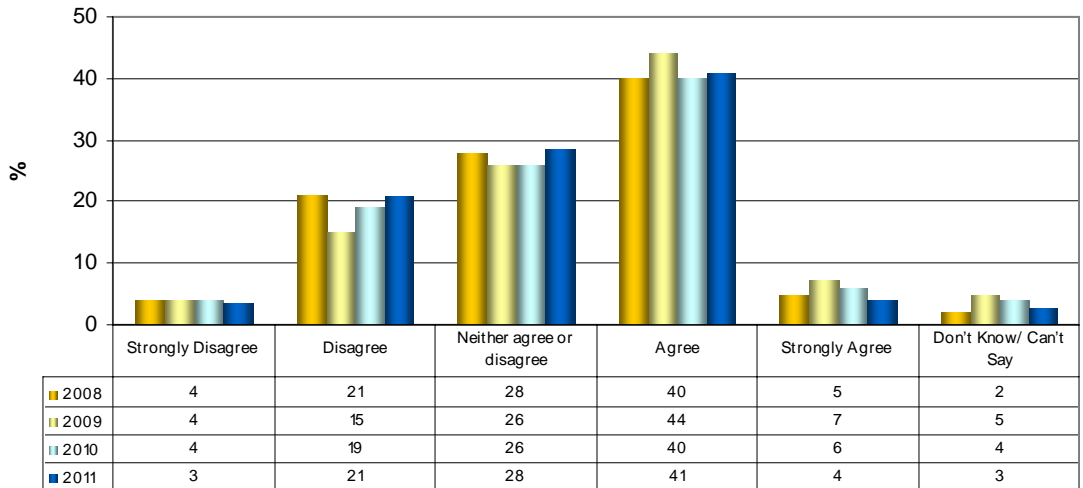
Key results:

- Agreement that signage around Parramatta CBD is in good condition continued to remain fairly consistent at 72%.



Graph 29c. CBD Pathways are always clean

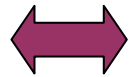
No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=568

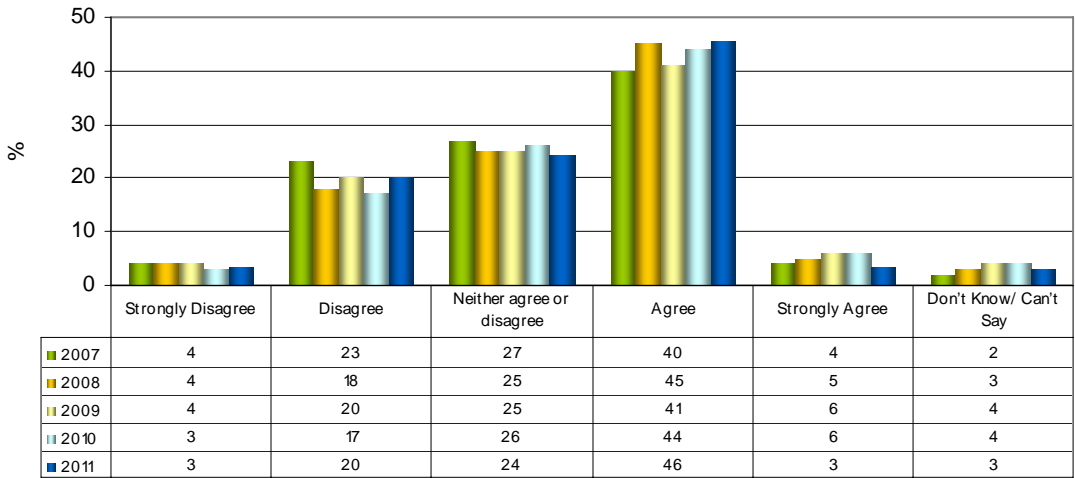
Key results:

- 45% of respondents agreed that pathways around Parramatta CBD are always clean, representing no real change compared to 2010.
- Disagreement also remained relatively stable at 24%.



Graph 29d. CBD streets are always clean

No Target



Base: (2007) n=688, (2008) n=600, (2009) n=742, (2010) n=734, (2011) n=565

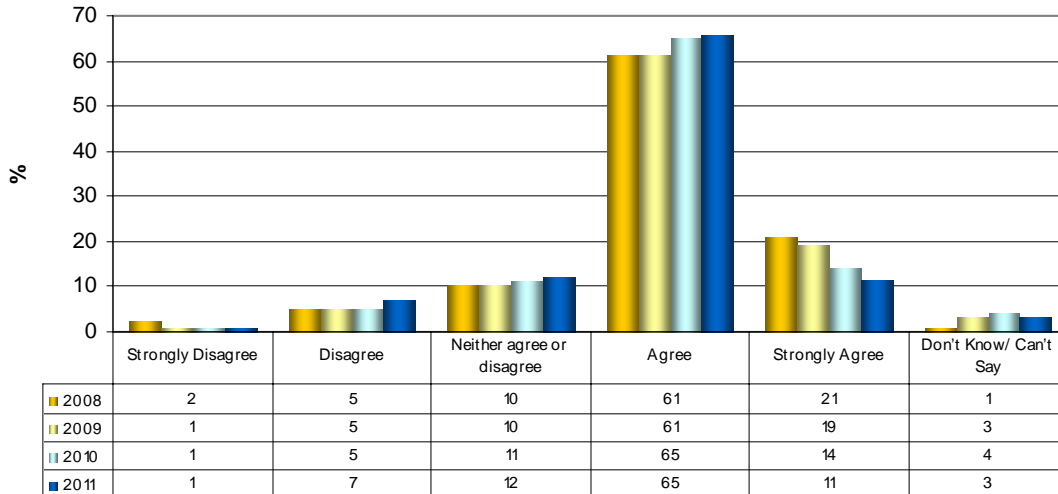
Key results:

- Almost half of respondents (49%) agreed that the streets around Parramatta CBD are always clean, remaining relatively stable compared to 2010.
- Disagreement increased by 3% since 2010 indicating that residents are slightly less satisfied with the cleanliness of CBD streets.



Graph 29e. CBD is easily accessible by foot

No Target



Base: (2008) n=600, (2009) n=723, (2010) n=734, (2011) n=564

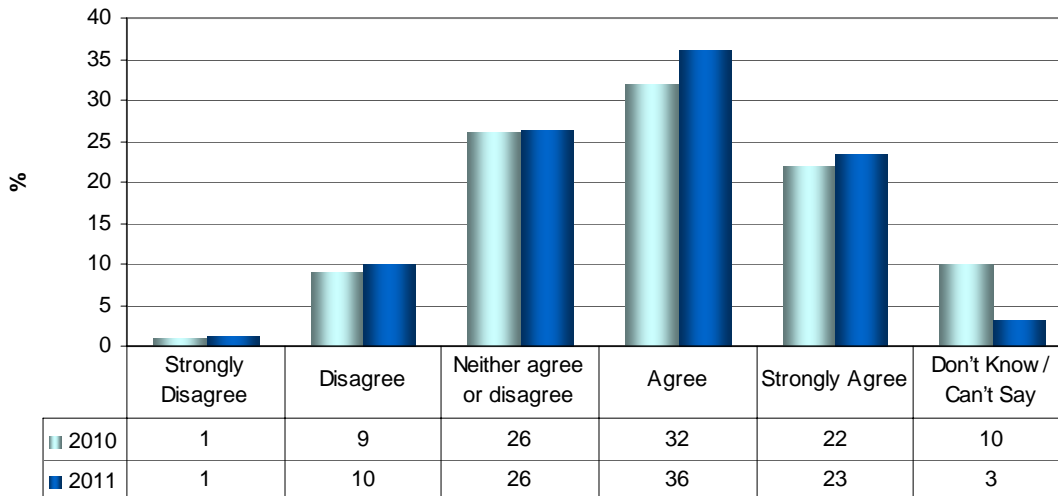
Key results:

- The proportion of respondents who agreed that Parramatta CBD is easily accessible by foot dropped by 3% compared to 2010.
- The overall level of agreement remained high at 76%.



Graph 29f. Anti-Social behaviour is a problem in the CBD

No Target



Base: (2010) n=734, (2011) n=565

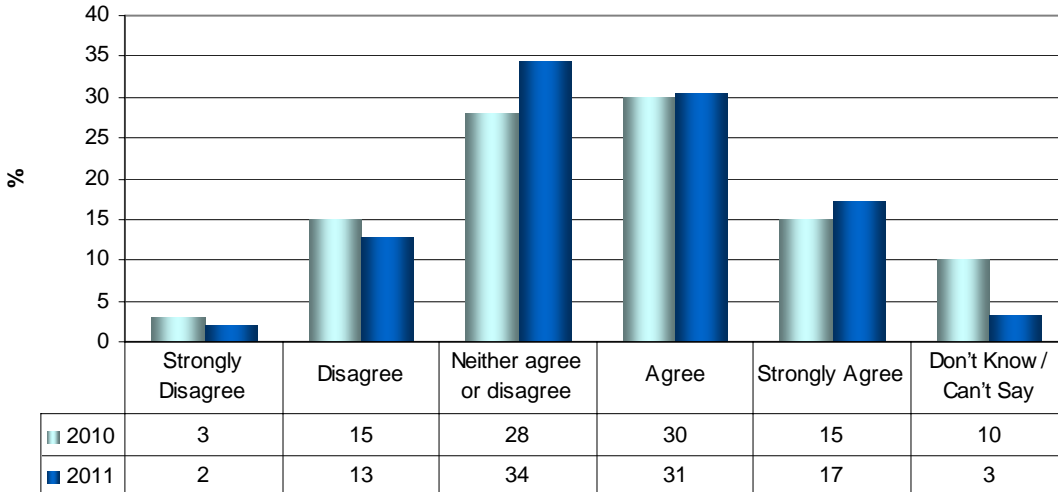
Key results:

- 59% of respondents agreed that anti-social behaviour is a problem in the CBD, representing a 5% increase compared to 2010.



Graph 29g. Graffiti is a problem in the CBD

No Target



Base: (2010) n=734, (2011) n=565

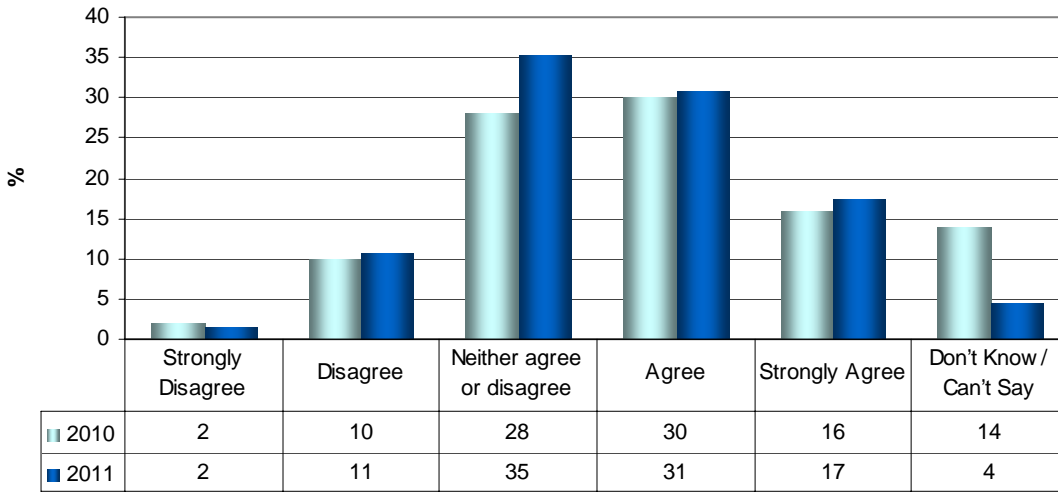
Key results:

- Just under half of respondents (48%) agreed that graffiti is a problem in the CBD, with 15% disagreeing with this statement.



Graph 29h. Vandalism is a problem in the CBD

No Target



Base: (2010) n=734, (2011) n=557

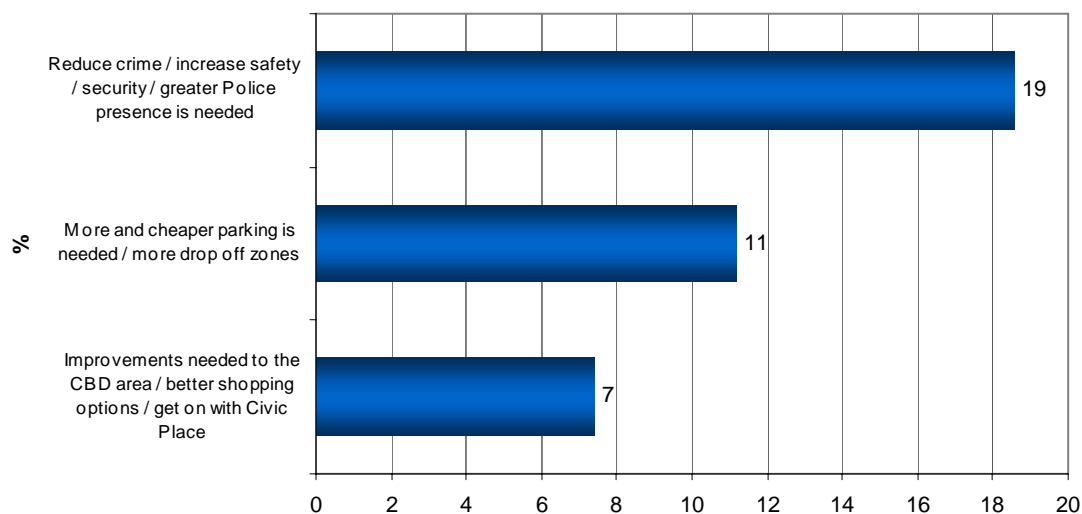
Key results:

- The majority (48%) agreed that vandalism is a problem in the CBD, with a high proportion of respondents (35%) neither agreeing nor disagreeing.



No Target

Graph 30. Top 3 improvements to the CBD



Base: (2010) n=1227

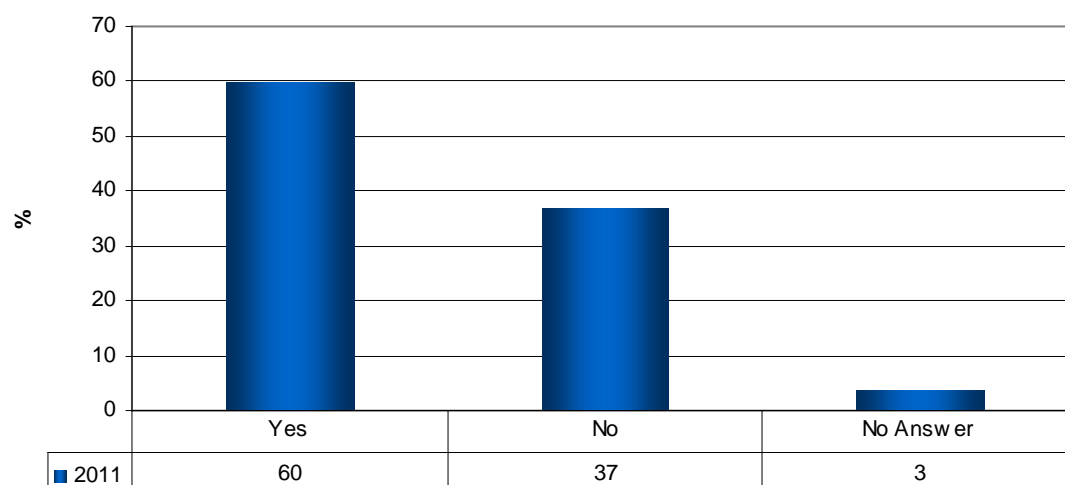
Key results:

- The top issue identified by respondents as requiring improvement in Parramatta CBD was reducing crime/increasing safety (19%). This was followed by more/cheaper parking (11%) and improvements to the CBD area/shopping options (7%).
- Other suggestions which ranked highly include better public transport, cleanliness and more focus on the city's arts and cultural life.

Open-ended question

No Target

Graph 31. Any interaction with Council staff in the past 12 months



Base: (2010) n=604

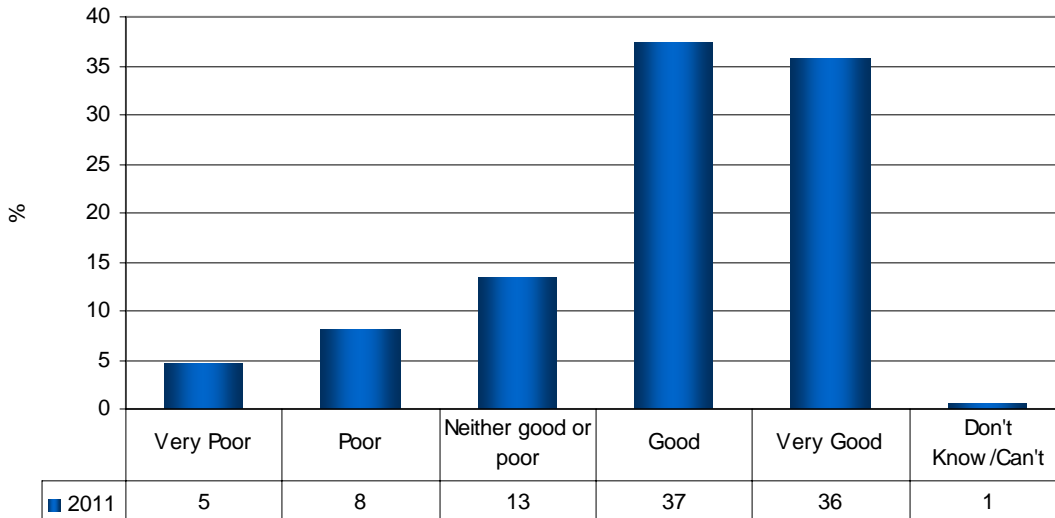
Key results:

- 60% of respondents said that they had some interaction with Council staff in the past year.

First time data captured

Graph 32. Level of customer service received

No Target



Base: (2010) n=356

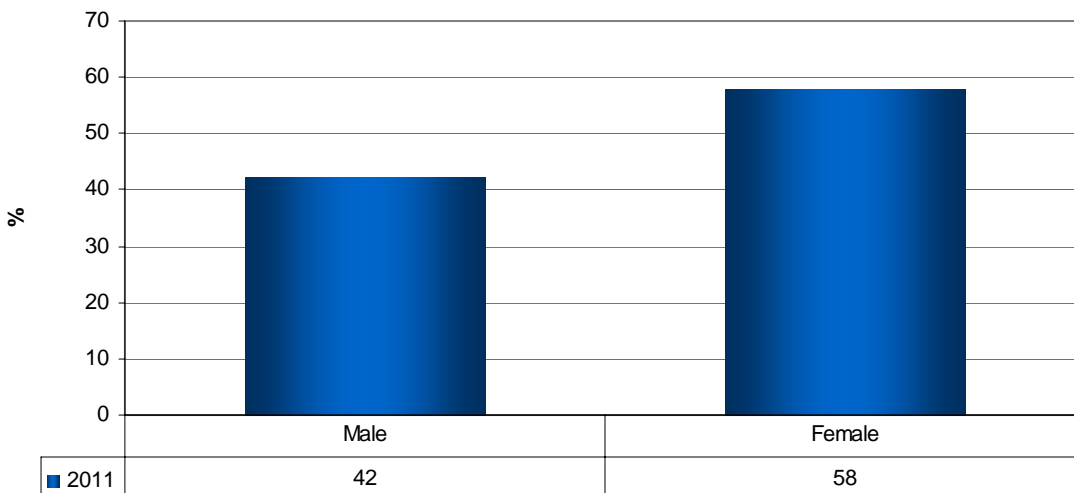
Key results:

- 73% of respondents rated the level of customer service they received from Council in the last 12 months as either 'good' or 'very good', while 13% rated it as either 'poor' or 'very poor'.

First time data captured

Community Profile

Gender

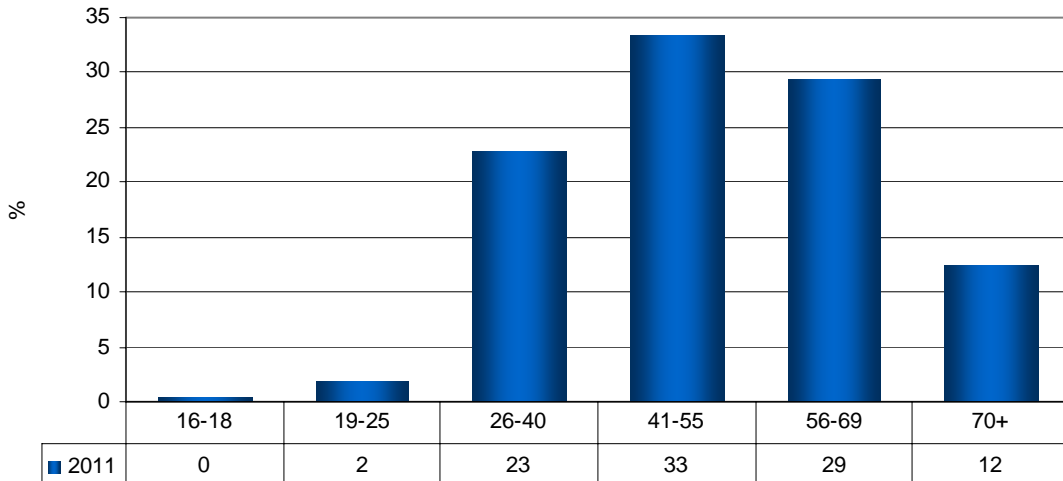


Base: n=604

Key results:

- A significantly higher proportion (+16%) of females completed the survey than males. At the time of the 2006 ABS Census the proportion of males and females living in the Parramatta LGA was evenly split.

Age groups

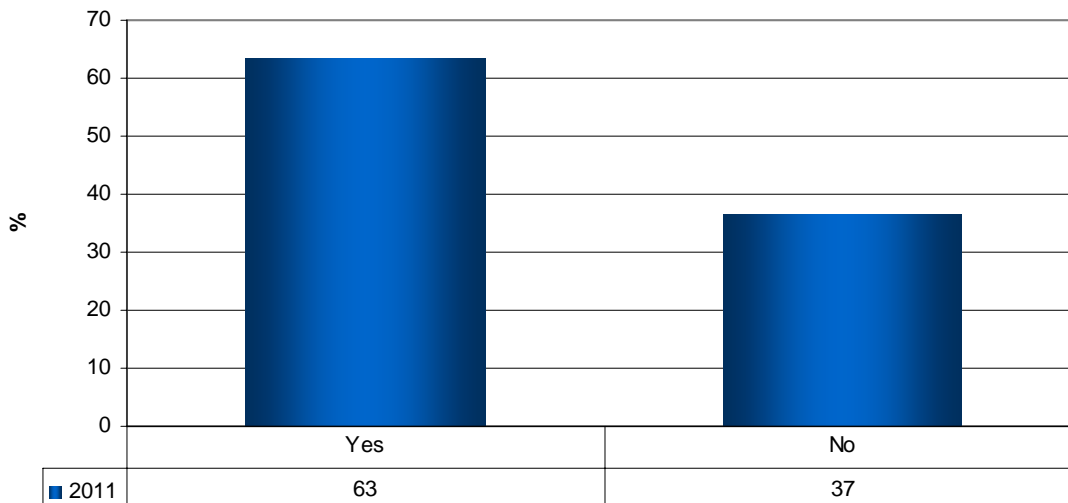


Base: n=597

Key results:

- The majority of survey respondents were from the 41-55 years age group (33%). Compared to data collected at the 2006 ABS Census this age group was over represented (+8%) in the survey as was the 56-69 years age group (+15%).
- The least represented was the 16-18 years age group (-4%), followed by the 19-25 years age group (-12%).

Origin

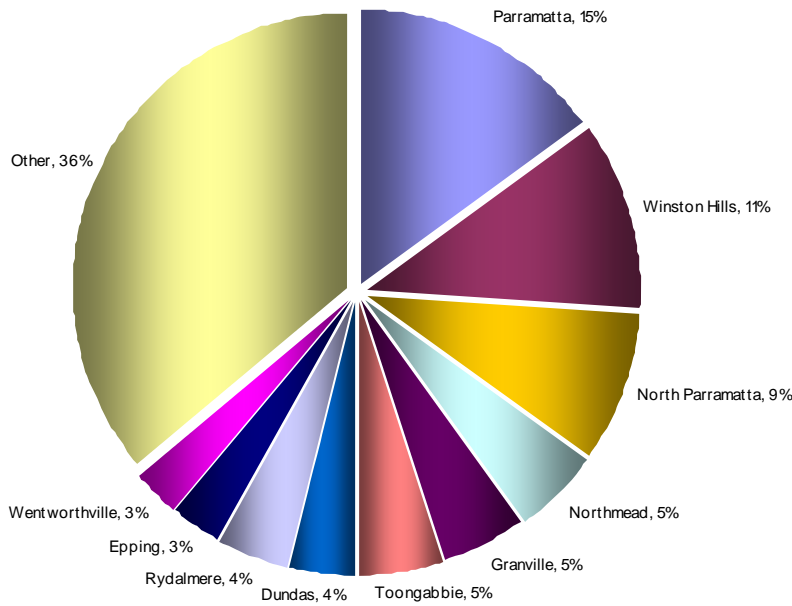


Base: n=603

Key results:

- 63% of respondents were born in Australia.
- At the time of the 2006 ABS Census 52% of those living in the Parramatta LGA were born in Australia while 40% were born overseas (8% did not state a country of birth).

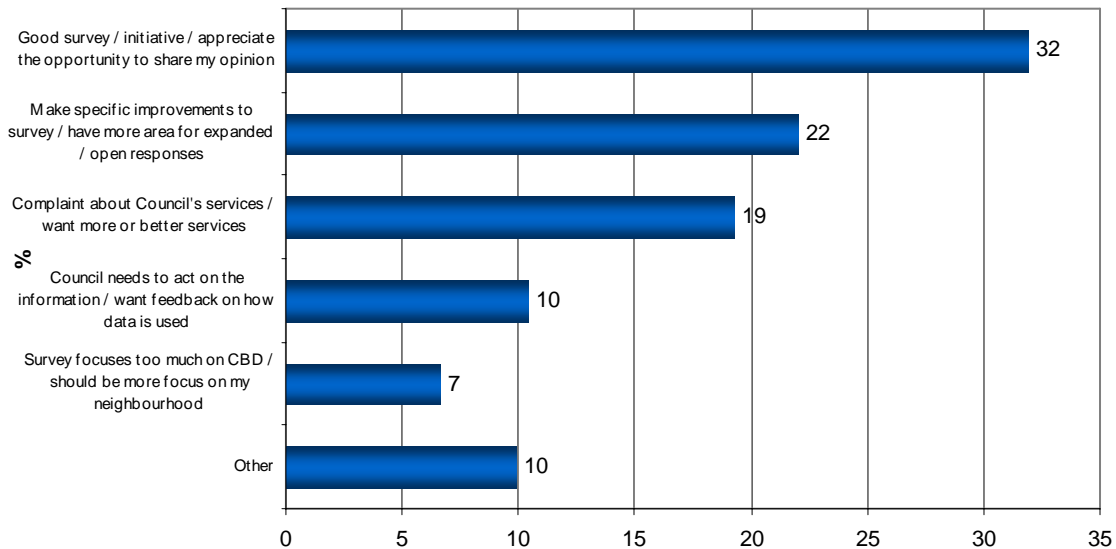
Top 10 Suburbs



Key results:

- The top suburbs for participation rates were Parramatta (15%) and Winston Hills (11%), followed North Parramatta (9%) and Northmead (5%). Each of these suburbs are located in the northern and mid regions of the Parramatta LGA.
- Only one suburb located in the LGA's southern region (Granville 5%) was in the top 10.

Graph 33. Survey feedback



Base: (2010) n=182

Key results:

- 30% of all respondents provided some feedback on the survey.
- Feedback was mostly positive with just under a third of respondents (32%) expressing their appreciation for the opportunity to complete the survey.
- 22% of respondents had a suggestion on how to improve the survey such as providing more space to elaborate on their response to certain questions.

Open-ended question

Appendix 1.

Methodology

The 2011 survey was in the field from 4 August to 26 August 2011.

Survey instrument

To ensure comparability of results, and to provide the Parramatta City Council with consistency in their key performance indicators, the survey content and structure was largely similar to the 2010 research. Eight new questions relating to the performance of Council as an organisation were added within the Governance and Corporate Pillar to establish a baseline of data.

A copy of the paper based survey is provided in Appendix 2 for reference.

The survey took between 4 and 87 minutes to complete.

Sample selection

The sample consisted of a total of 842 members of Council's online research panel, Community Voice. The survey was conducted online and via post depending upon the preferences of each Community Voice member.

Participants

All members of the Community Voice must be aged 16 and over and are voluntarily recruited from the Parramatta community. Membership is open to anyone who falls into any or more of the following categories: resident; business owner; volunteer; worker or visitor.

The compliance rate achieved was 72%, representing a good cross-section of the community and provides a sound basis for gauging community opinion.

Sampling Error

The survey was sent to all 842 Community Voice members and 604 completed responses were collected. This represents a confidence level of 95% certainty +/- 3.98% (on a population of 150,000 residents). The sample is considered to be generally representative of the population aged 16 and above.

Incentive

As with previous surveys, a prize (8GB iPod Touch) was offered as an incentive for participation. The incentive was mentioned in the introduction to the survey. Offering an incentive for participation is important for ensuring the sample is representative of the Parramatta community.

Data Analysis

The data within this report was analysed using SPSS V19.

These results are based on a sample of the Parramatta City community. Because only a sample of the population was surveyed results 'wobble' from year-to-year. Furthermore because only a sample was surveyed, there is a degree or margin of 'uncertainty' around the results.

Where results were similar from year-to-year they may fall within this margin of uncertainty and therefore not be statistically significant (i.e. different). When this occurs we cannot be sure if differences or changes in results reflect 'real' changes in community perceptions or are simply a consequence of the sample selected. Where results are very different, for example 42% and 33%, they are more likely to be outside these 'margins of uncertainty' and be statistically different (i.e. significant).

Appendix 2.



Community Voice

your say, our future

Community Satisfaction Survey

Parramatta City Council appreciates your time and effort in filling out this survey.

Through this survey we would like to understand how you view Parramatta and what you think of Council's services. Please keep in mind that there are no right or wrong answers. What we are seeking is simply your opinion. The results from this survey will help us to focus our programs and to deliver the best possible services to the community in the future.

If you have done this survey in previous years you will notice that many of the questions are the same. It is important to ask you these questions again as we have either completed works or refocused services and/or projects, therefore we need to know if we have improved.

Please complete the survey in full for you chance to win an **8GB iPod Touch** valued at \$350, details at the end of the survey.

The survey will take around 12-15 minutes to complete. If you would prefer to complete the survey online, please contact the Research & Consultation Team on 9806 5084.

When you have finished the survey, please send it back to Parramatta City Council using the pre-paid envelope provided (*no stamp is required*) before **Friday 26 August 2011**.

Firstly, we would like to confirm that your details are: */FirstName Insert/Surname Insert/*

Is this correct? (If No, please call Parramatta City Council ph: 9806 5084).

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Q1. Thinking about all the services and infrastructure Parramatta City Council provides, how satisfied have you been with the overall performance of the Council over the last 12 months?
(Please select one answer only)

Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environment & Infrastructure

Q2. How satisfied are you with the condition of the following within the Parramatta Local Government Area (LGA)? (Please select one answer in each row)

	Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
Local Roads (excluding James Ruse Drive and Victoria Road)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street signage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycleways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3. How satisfied are you with the pedestrian accessibility to the Parramatta CBD?
(Please select one answer only)

Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4. How satisfied are you with the cleanliness of the following within the Parramatta LGA?
(Please select one answer in each row)

	Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
Local streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waterways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5. How satisfied are you with the condition of bus stops within the Parramatta LGA?
(Please select one answer only)

Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6. How satisfied are you with Parramatta City Council's overall provision of waste collection services to you? (Please select one answer only)

Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. How satisfied are you with Parramatta City Council's efforts in the following environmental areas?
(Please select one answer in each row)

	Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
Educating about the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensuring new buildings allow sustainable living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting sustainable transport options - public transport, walking & cycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing human impacts on the environment (through education, regulating polluting etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing our impact on local waterways (through education, regulating polluting etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. How would you rate the condition of the areas of bushland in Parramatta that are managed by the Council? *(Please select one answer only)*

Very Poor	Poor	Neither good or poor	Good	Very Good	Don't know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community & Neighbourhoods

Q9. Do you currently feel safe in? *(Please select one answer in each row)*

	Yes	No	Don't Know/ Can't Say
a) The area in which you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Parramatta CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10. If you answered "No" to either of the above, what could be done to make the area safer? *(Please list below if applicable. If not, continue to next question)*

10a) The area in which you live

10b) Parramatta CBD

Q11. How would you rate the level of lighting in the following community places? *(Please select one answer in each row)*

	Very Poor	Poor	Neither good or poor	Good	Very Good	Don't Know/ Can't Say
Streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks (e.g. parks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. To what extent do you agree with the following statements? *(Please select one answer in each row)*

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know/ Can't Say
"I feel a sense of community with others in my local neighbourhood"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"It is important for me to feel a sense of community with people in my local neighbourhood"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"People across my local neighbourhood work together and support each other"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. Please rate the cleanliness of restaurants/takeaways in the following places: *Please select one answer in each row)*

	Very Poor	Poor	Neither good or poor	Good	Very Good	Don't Know/ Cant Say
In the area in which you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parramatta CBD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. Thinking about the various facilities, resources, festivals and events listed below, how satisfied are you with the **quality** of each one? (Please select one answer in each row)

	Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
Parramatta Artists' Studios & Gallery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Community Halls/Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council-run events like Australia Day and Riverbeats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parramatta Heritage & Visitor Information Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Heritage Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Riverside Theatres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatics Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Golf Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15. How satisfied are you with the **amount** of recreational activities that are available to you (e.g. playing team sports, going to the gym, going out with friends locally etc...)? (Please select one answer only)

Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16. How satisfied are you with the **quality** of recreational activities that are available to you? (Please select one answer only)

Very Dissatisfied	Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17. How would you rate the quality of (children's) playgrounds around the Parramatta LGA that you either use directly or are close to? (Please select one answer only)

Very Poor	Poor	Neither good or poor	Good	Very Good	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18. How would you respond to the following statement? (Please select one answer only)

"I believe that Parramatta City Council should provide more festivals and events"

Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19. How often on average do you use/attend each of the following?
(Please select one answer in each row)

	Daily	Several times a week	A couple of times a month	Once a Month	Once every couple of months	Once a year	Never
Parramatta Artists' Studios & Gallery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Community Halls/Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council-run events (e.g. Australia Day and Riverbeats)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parramatta Heritage & Visitor Information Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Heritage Resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Riverside Theatres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sporting Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatics Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Golf Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. Are you a parent, guardian or caretaker of a child? (Please select one answer only)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Q21. If you answered "Yes" above, how often does your child/children use any of the Children's Playgrounds within the Parramatta LGA? (Please select one answer only)

Daily	Several times a week	A couple of times a month	Once a Month	Once every couple of months	Once a year	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Governance & Corporate

Q22. Which of the following best describes the way that Parramatta City Council engages with the community as part of its decision-making processes? *The following scale represents an increasing level of public participation in the decision-making process i.e. to Inform means that the community has little or no involvement in the Council's decision-making processes whereas empowerment places the final decision-making completely in the hands of the community. (Please select one answer only)*

Informs	Consults	Involves	Collaborates	Empowers	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. Are you aware of the following Council communications AND do you read or use it?
(Please select one answer in each row)

	Aware		Read/Use	
	Yes	No	Yes	No
Parra Pulse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspaper ads (inc. Lord Mayor's Column)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24. To what extent would you agree that Parramatta City Council is open and accountable to the community? *(Please select one answer only)*

Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25. In the last twelve months, how well has Parramatta City Council represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? *(Please select one answer only)*

Needs lots of improvement	Needs some improvement	Adequate	Good	Excellent	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26. To what extent do you agree with the following statements about Parramatta City Council? *(Please select one answer in each row)*

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know/ Can't Say
<i>"It's goals and vision are clear"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"It delivers on its promises"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"It reports on its performance"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. How satisfied are you that Parramatta City Council? *(Please select one answer in each row)*

	Very Dissatisfied	Dissatisfied	Neither dissatisfied or satisfied	Satisfied	Very Satisfied	Don't Know/ Can't Say
Collaborates and partners with others to realise the city's goals and vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides value for money in return for the rates you pay each year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Economy & Development

Q28. Please indicate whether you agree with the following statements about the city of Parramatta - the **Central Business District** (CBD). *(Please select one answer in each row)*

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know/ Can't Say
<i>"Parramatta is an interesting city"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The city of Parramatta provides residents with a balance between community life, the environment and economic development"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I feel inspired when I come to Parramatta"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"The city of Parramatta is becoming a better place to live, work and play"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>"I regard Parramatta City as Sydney's 2nd CBD"</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29. To what extent do you agree with the following statements about the **Parramatta CBD**?
 (Please select one answer in each row)

	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Don't Know/ Can't Say
"CBD nature strips are in good condition"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"CBD signage is in good condition"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"CBD pathways are always clean"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"CBD streets are always clean"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"CBD is easily accessible by foot"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Anti-Social behaviour is a problem in the CBD"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Graffiti is a problem in the CBD"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Vandalism is a problem in the CBD"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30. If you were to improve 3 things in **Parramatta CBD**, what would they be?

1. _____

2. _____

3. _____

Customer Service

Q31. Have you had any interaction with Council staff at any time in the past year?
 (Please select one answer only)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Q32. Overall, how would you rate the level of customer service you received?
 (Please select one answer only)

Very Poor	Poor	Neither good or poor	Good	Very Good	Don't Know/ Can't Say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Survey Feedback

We would like to ask you a couple of questions about this survey:

- S1.** How long did this survey take to complete? _____ (mins)
- S2.** Do you have any feedback about this survey? (If nothing, please leave blank)

Thank you for completing the survey!

Your Chance to Win

As part of our appreciation any person that completes this survey can elect to go into a prize draw, where one respondent will be randomly selected to win an **8GB iPod Touch**, valued at \$350. The prize will be drawn on Friday 2 September.

<input type="checkbox"/>	Yes, I would like to enter the promotion
<input type="checkbox"/>	No, I wouldn't like to enter the promotion

Thank you again for participating in the Community Satisfaction survey. Please send this survey back to Council using the reply-paid envelope provided (no stamp is required).

If you have any questions about this survey, please contact the Research & Consultation Team on 9806 5084 or email communityvoice@parracity.nsw.gov.au

If there are any specific issues within the Parramatta LGA that need Council's urgent attention, (e.g. local roads, street signage, cycleways or footpaths) please let us know by reporting the problem online via Council's website www.parracity.nsw.gov.au or by ringing ph: 9806 5050.