Rockhampton Regional Council Satisfaction and Importance Survey Report

Date: November 2014

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Executive Summary

The Rockhampton Regional Council satisfaction and importance survey (*the survey*) was completed to understand if Council is meeting the expectations of the community through its delivery of services, infrastructure and facilities. This survey provides the Council with the scope to understand which areas of its delivery may require further focus and/or investment.

The survey requested three main areas to be completed by community members, these were:

- *Thinking of your community, "What are the three highest priorities to improve your community?"*
- *Rate Council's services, infrastructure and facilities, "Have we met your expectations?"*
- *Rate the importance of Council's services, infrastructure and facilities, "How important is it to you?"*

Total response to the survey equalled 437 individual surveys, this represented a 95% confidence level with an interval of +/-4.68 (based on the regional population of 82,551 Source: ABS 2011 Census). It needs to be noted that all respondents completed the priorities question however there was a decreased amount of response to the other survey questions, this essentially decreased the confidence interval to a range between +/-5.27 to +/-5.70 for these questions. In terms of representivity there was a good cross section of people from across the region that responded. The gender balance was slightly skewed towards females. Age was also slightly skewed towards older residents within the community; however more younger residents completed the survey compared with previous years.

Main Messages from participants

Overall satisfaction with Council servicing moving in the right direction - up 11.1%

- The overall community score for all services, facilities and infrastructure aggregated in 2011 was 2.59, in 2014 this score has increase to 2.88 and increase of 11.1%.

Top three priorities for the community in order are: Roads, Footpaths and Parks

- Other priorities mentioned in the survey include: CBD revitalisation, public safety, waste services, community development, streetscape cleanliness, good planning and street lighting.

There are now 16 services, facilities and infrastructure items that are meeting expectations

- In 2011, 6 services, facilities and infrastructure items were meeting expectations, today there are 16, and this is a significant increase.
- There are still 32 that are below expectations however they are moving in the right direction.

Solid increases in satisfaction with infrastructure, but more work needs to be done

- Urban sealed roads up 23%, from a community score of 1.98 (2011) to 2.43 (2014).
- Rural unsealed roads up 23%, from a community score of 2.00 (2011) to 2.45 (2014).
- Rural sealed roads up 20%, from a community score of 2.11 (2011) to 2.54 (2014).
- Rockhampton Airport up 17% from a community score of 2.67 (2011) to 3.12 (2014).

Top performers were Libraries, the Art Gallery, the Rockhampton Zoo and the Heritage Village

Service provision focused on achieving social outcomes are not meeting expectations

- These include community development, community engagement and community assistance programs. These have improved however are towards the back half of rated services.

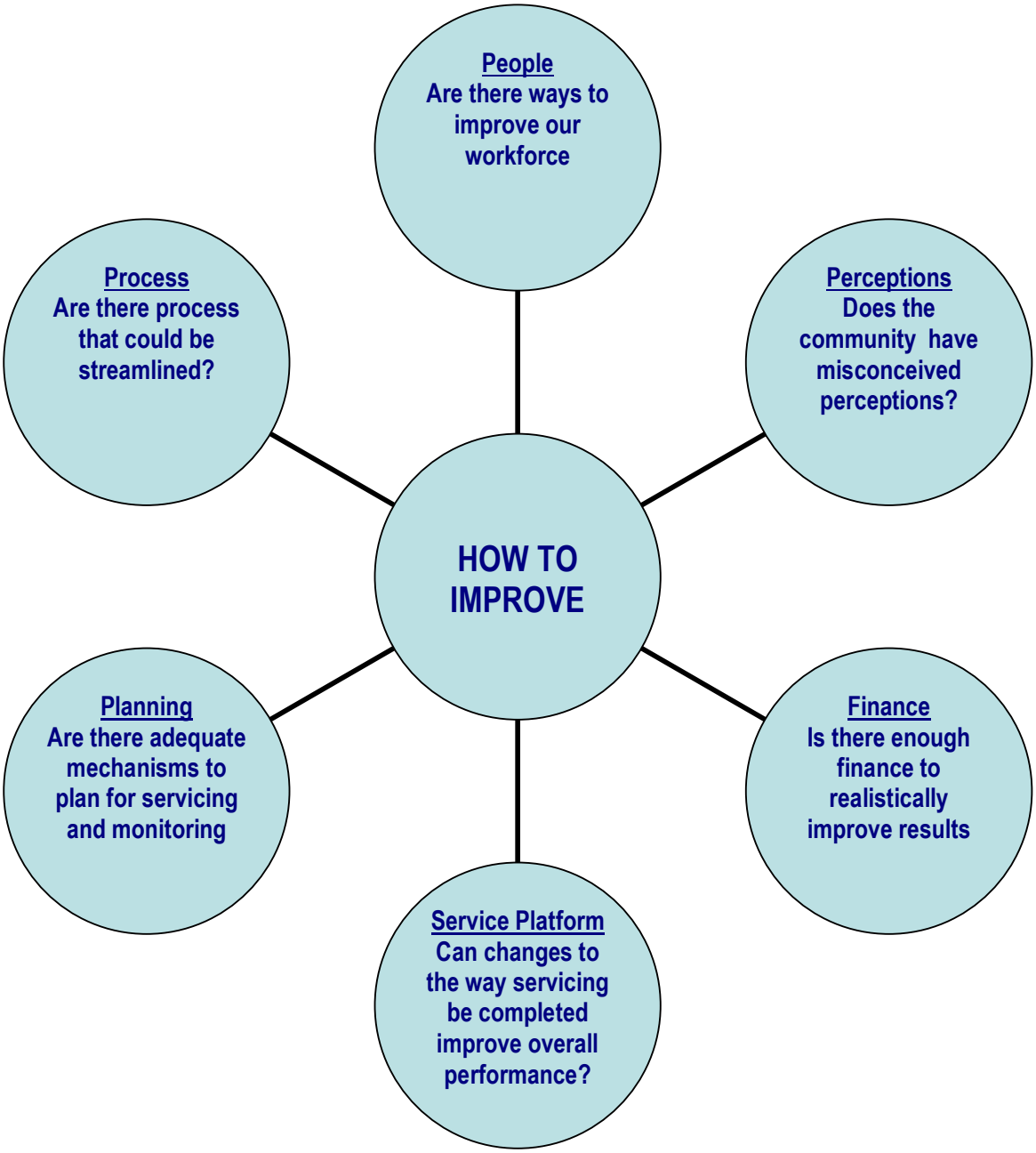
Telling the whole story

The results from this survey are only one piece of telling the whole story behind Council's services, infrastructure items and facilities and how they are perceived.

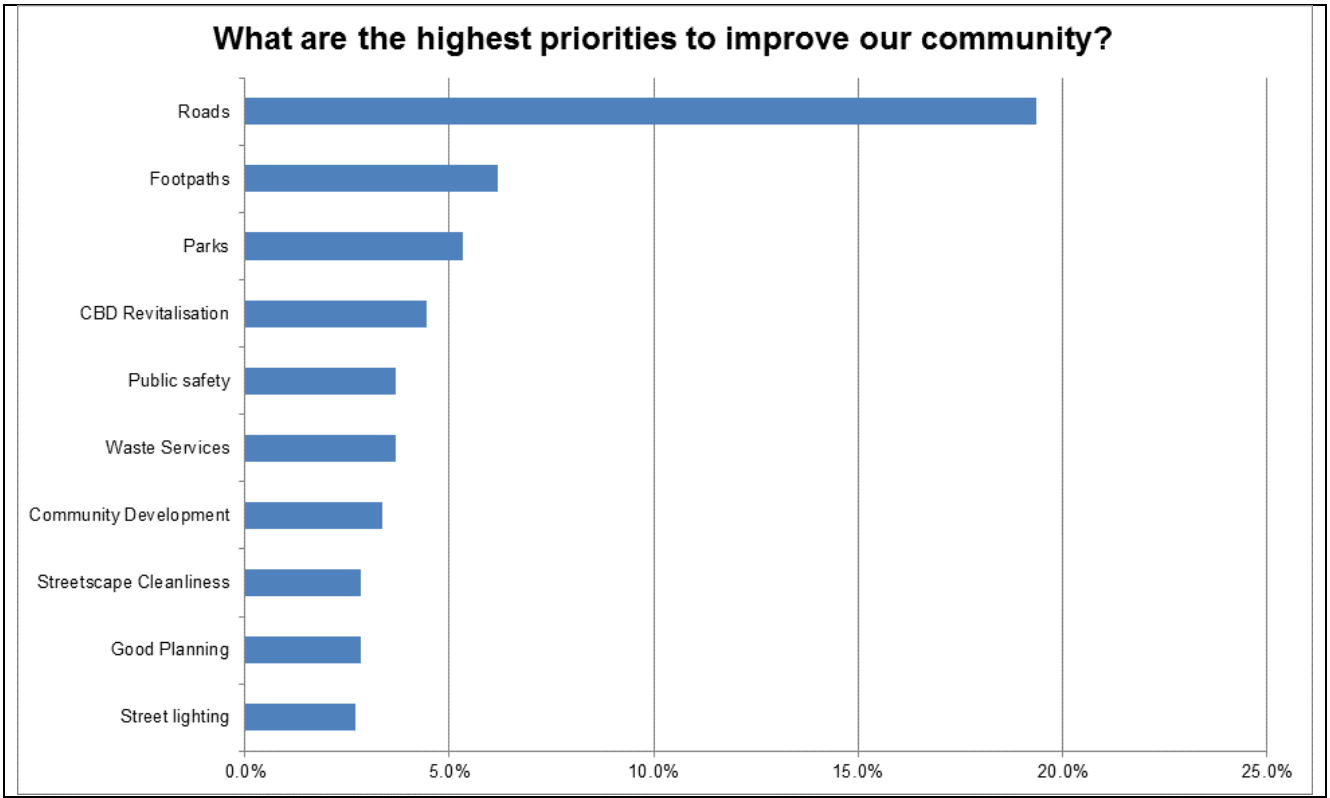
Considering the following information repositories aspects will assist identify and understanding underlying issues, potential areas for improvement for decision making.

How to improve?

Considering the following business pillars can assist with creating a plan to improve on the services, infrastructure items and facility benchmark scores taken through the Rockhampton Regional Council Satisfaction and Importance Survey 2011.



Community Priorities



Data analysis: Roads (urban and rural) are by far the highest priority listed by the community, this is a priority across the Region. Below are the various localities across the Region and their noted priorities to improve their community.

NOTE: Care must be taken with relying solely on the information below as the responses gathered for the individual areas are not considered statistically significant.

Alton Downs and Surrounding Areas: Roads, Waste Services, Parks

Bajool and Surrounding Areas: Roads, Footpaths, Waste Services, Street Lighting

Bouldercombe and Surrounding Areas: Roads, Footpaths, Waste Services, Street Lighting

Allenstown: Roads, Waste Services, Public Transport

Berserker and Surrounding Areas: Roads, Street Lighting

Frenchville and Surrounding Areas: Roads, Community Development, Footpaths, Rates

Gracemere and Surrounding Areas: Roads, Bauhinia House, Libraries, Education, Planning

Kawana: Roads, Community Development, Footpaths, Parks, Education

Koongal-Lakes Creek: Roads, Bauhinia House, Parks, Flood Mitigation, CBD Revitalisation

Mount Morgan: Roads, Libraries, Parks Maintenance, Streetscape cleanliness

Norman Gardens: Roads, Bauhinia House, Parks, CBD Revitalisation, Waterparks, Health

Park Avenue: Roads, Park Avenue, Bauhinia House

Parkhurst: Roads, Parks, Public Transport

Rockhampton City and Depot Hill: Bauhinia House, Childcare services, Community Development, Parks

The Range: Roads, Parks, Footpaths, Employment

Wandal and West Rockhampton: Roads, Libraries, Footpaths, Flood Mitigation, CBD Revitalisation

Wycarbah and Surrounding Areas: Roads, Waste Services

The Ten Best Performing Council Services, Facilities and Infrastructure according to Community members

Table 1. Best Performing Services, Facilities and Infrastructure

Overall Rank	Area	Actual service, facility or Infrastructure provided	Are we meeting expectations? Score 1 to 5	How important? Score 1 to 5
1	Facilities	Libraries	3.45	Important (3.75)
2	Facilities	Rockhampton Art Gallery	3.31	Important (3.21)
3	Facilities	Botanic & Kershaw Gardens	3.30	Very Important (4.03)
	Facilities	Rockhampton Heritage Village	3.30	Important (3.48)
5	Facilities	Rockhampton Zoo	3.24	Important (3.70)
6	Facilities	Pilbeam Theatre	3.23	Important (3.75)
7	Services	Sewerage Collection / Disposal	3.12	Very Important (4.09)
	Infrastructure	Rockhampton Airport	3.12	Important (3.92)
9	Services	Potable Water Supply	3.11	Very Important (4.02)
10	Facilities	Walter Reid Cultural Centre	3.10	Important (3.14)

The Ten Most Important Council Services, Facilities and Infrastructure according to Community members

The table below is a representation of the ten most important Council related services, facilities and infrastructure. This was created by understanding the overall mean score for each service, facility and infrastructure item – the higher the score the more important it is to the community overall.

Table 2. Most Important Services, Facilities and Infrastructure

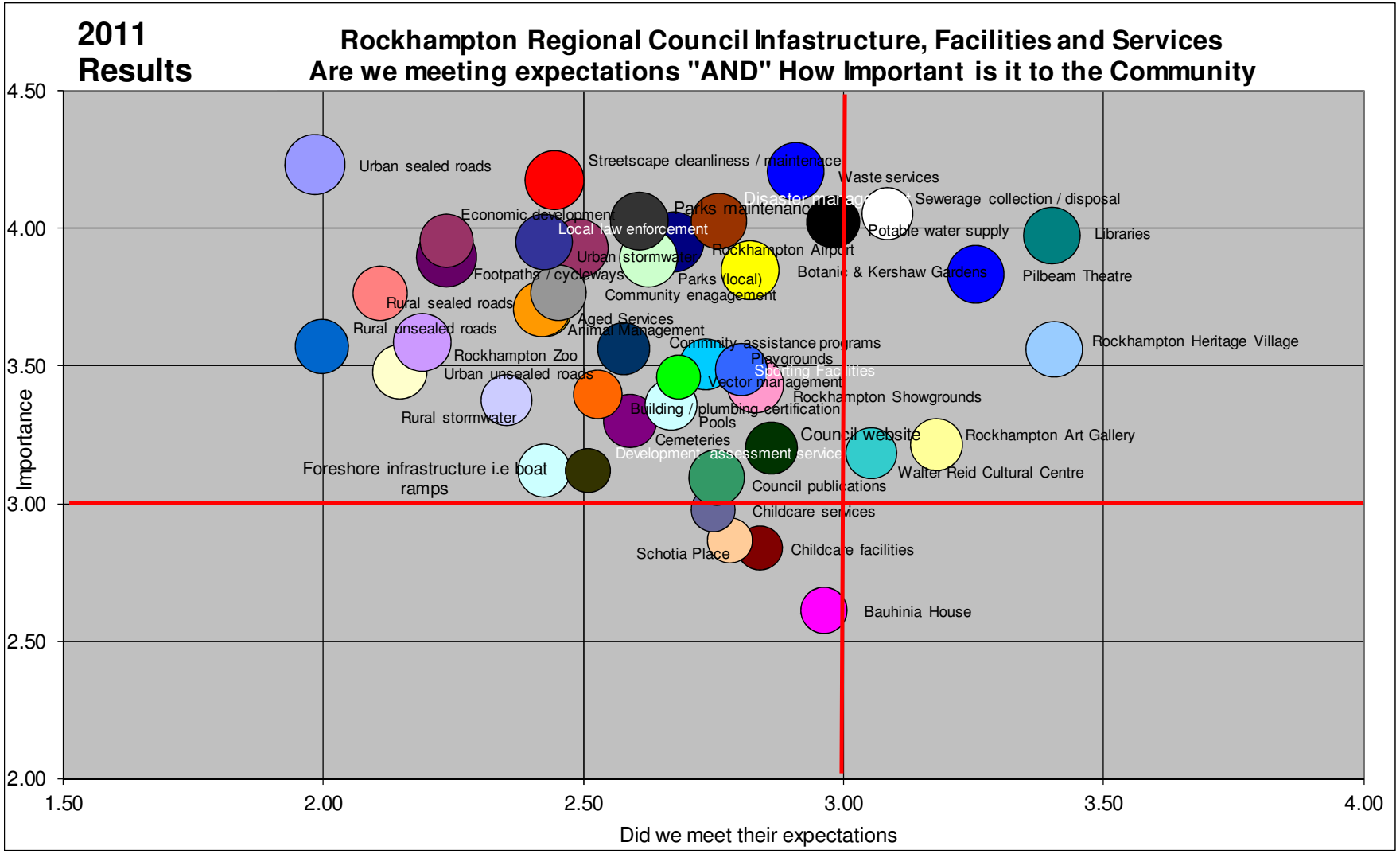
Overall Rank	Area	Actual service, facility or Infrastructure provided	How important? Score 1 to 5	Are we meeting expectations? Score 1 to 5
1	Infrastructure	Urban Sealed Roads	4.18	Below expectations (2.43)
2	Services	Waste Services	4.17	Meeting expectations (3.04)
3	Services	Parks Maintenance	4.12	Below expectations (2.99)
4	Infrastructure	Footpaths / Cycleways	4.10	Below expectations (2.39)
5	Services	Sewerage Collection	4.09	Meeting expectations (3.12)
6	Services	Community safety	4.08	Below expectations (2.65)
7	Infrastructure	Urban Stormwater	4.07	Below expectations (2.65)
8	Services	Streetscape cleanliness	4.06	Below expectations (2.71)
9	Infrastructure	Street Lighting	4.05	Below expectations (2.67)
10	Services	Disaster Management	4.03	Meeting expectations (3.07)

Please note: that Rockhampton Regional Council has 47 services, facilities and infrastructure items.

Communities Overall Expectation Rating vs Importance Rating

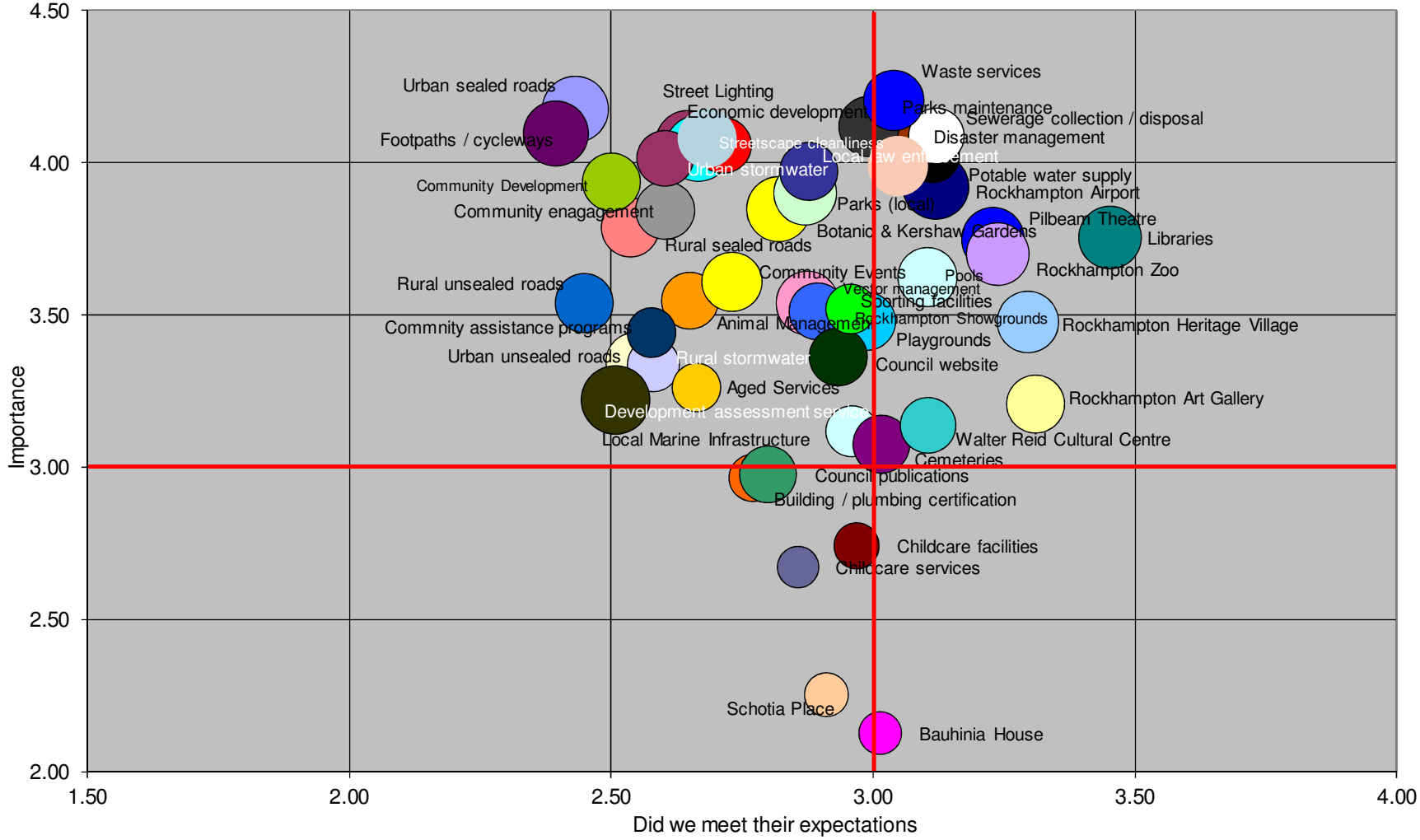
The chart on page 7 outlines how respondents collectively rated all of Council services, infrastructure items and also facilities. The following are general rules to apply when considering the chart:

- Services and facilities that inspire our community should aim to be above expectations.
- Infrastructure such as roads, pathways, cycleways etc should aim to meet expectations.
- The services, facilities and infrastructure items identified by a larger circle represents a larger community response from the survey.
- Some services cross over into other organisations and are not totally reflective of Council's performance.
- Each Quadrant has different considerations from a decision making perspective and also a business improvement perspective. For example:
  - Quadrant 1 – Manage
    If the Council service, infrastructure item or facility is in this quadrant *"it is important to the community and we are not meeting expectations"*, this provides a direction for management to explore actions to improve delivery.
  - Quadrant 2 – Maintain
    If the Council service, infrastructure item or facility is in this quadrant *"it is important to the community and we are above expectations"*, this provides a direction for management to maintain current delivery.
  - Quadrant 3 – Consider delivery
    If the Council service, infrastructure item or facility is in this quadrant *"it is not as important to the community and we are not meeting expectations"*. this provides a direction for decision makers and management to explore if this should be delivered by Council.
  - Quadrant 4 Review
    If the Council service, infrastructure item or facility is in this quadrant *"it is not as important to the community and we are above expectations"*, this provides a direction to review the scope of the delivery.


2011 Results
Rockhampton Regional Council Infastructure, Facilities and Services
Are we meeting expectations "AND" How Important is it to the Community
Importance
Did we meet their expectations
4.50
4.00
3.50
3.00
2.50
2.00
1.50
2.00
2.50
3.00
3.50
4.00
Urban sealed roads
Streetscape cleanliness / maintenace
Waste services
Sewerage collection / disposal
Economic development
Parks maintenance
Potable water supply
Libraries
Local law enforcement
Rockhampton Airport
Urban stormwater
Footpaths / cycleways
Parks (local)
Botanic & Kershaw Gardens
Pilbeam Theatre
Community enagagement
Rural sealed roads
Aged Services
Animal Management
Rural unsealed roads
Community assistance programs
Rockhampton Heritage Village
Rockhampton Zoo
Playgrounds
Urban unsealed roads
Sporting Facilities
Vector management
Rockhampton Showgrounds
Rural stormwater
Building / plumbing certification
Pools
Council website
Rockhampton Art Gallery
Cemeteries
Development assessment service
Foreshore infrastructure i.e boat ramps
Walter Reid Cultural Centre
Council publications
Childcare services
Schotia Place
Childcare facilities
Bauhinia House

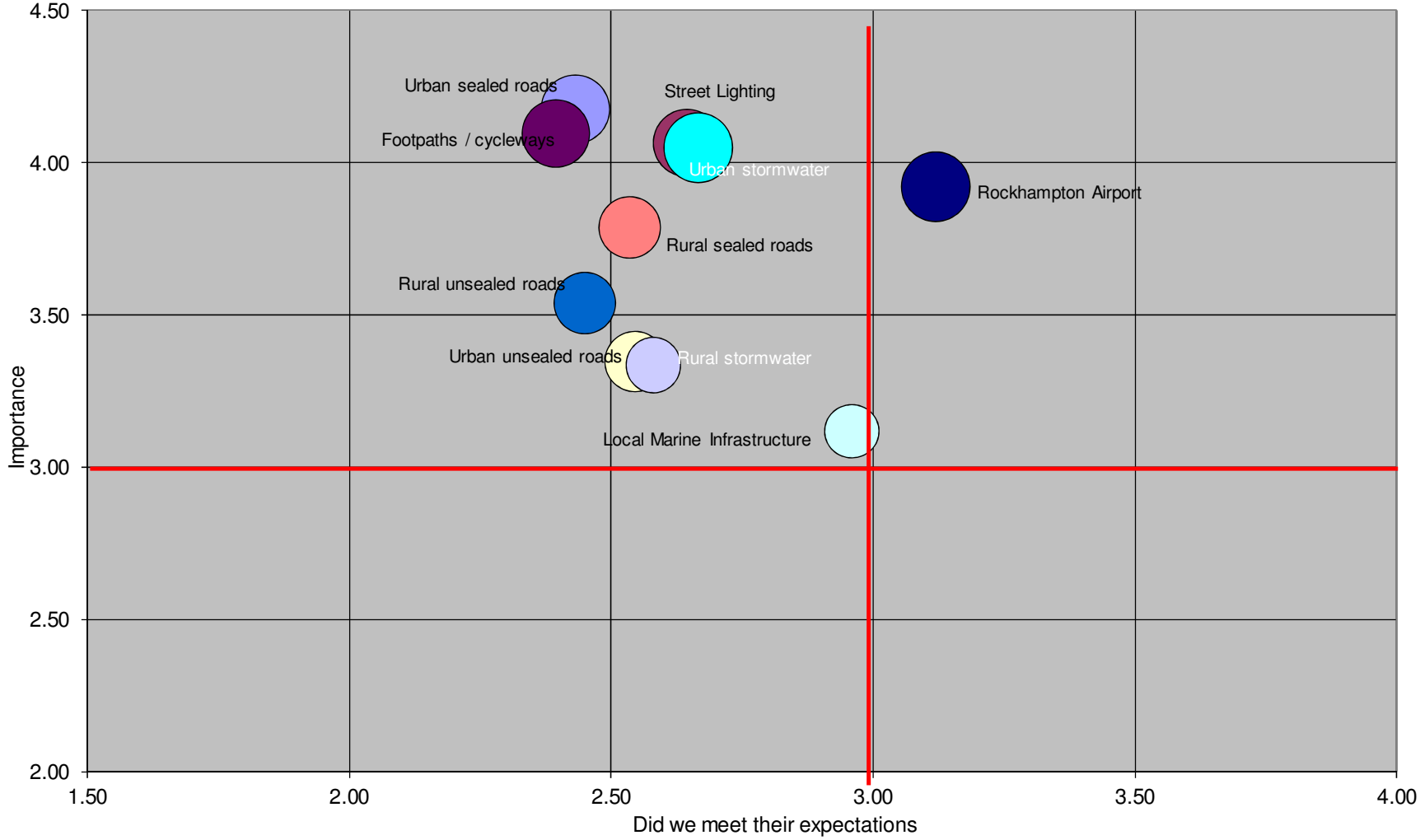
2014 Results

Rockhampton Regional Council Infastructure, Facilities and Services
Are we meeting expectations "AND" How Important is it to the Community



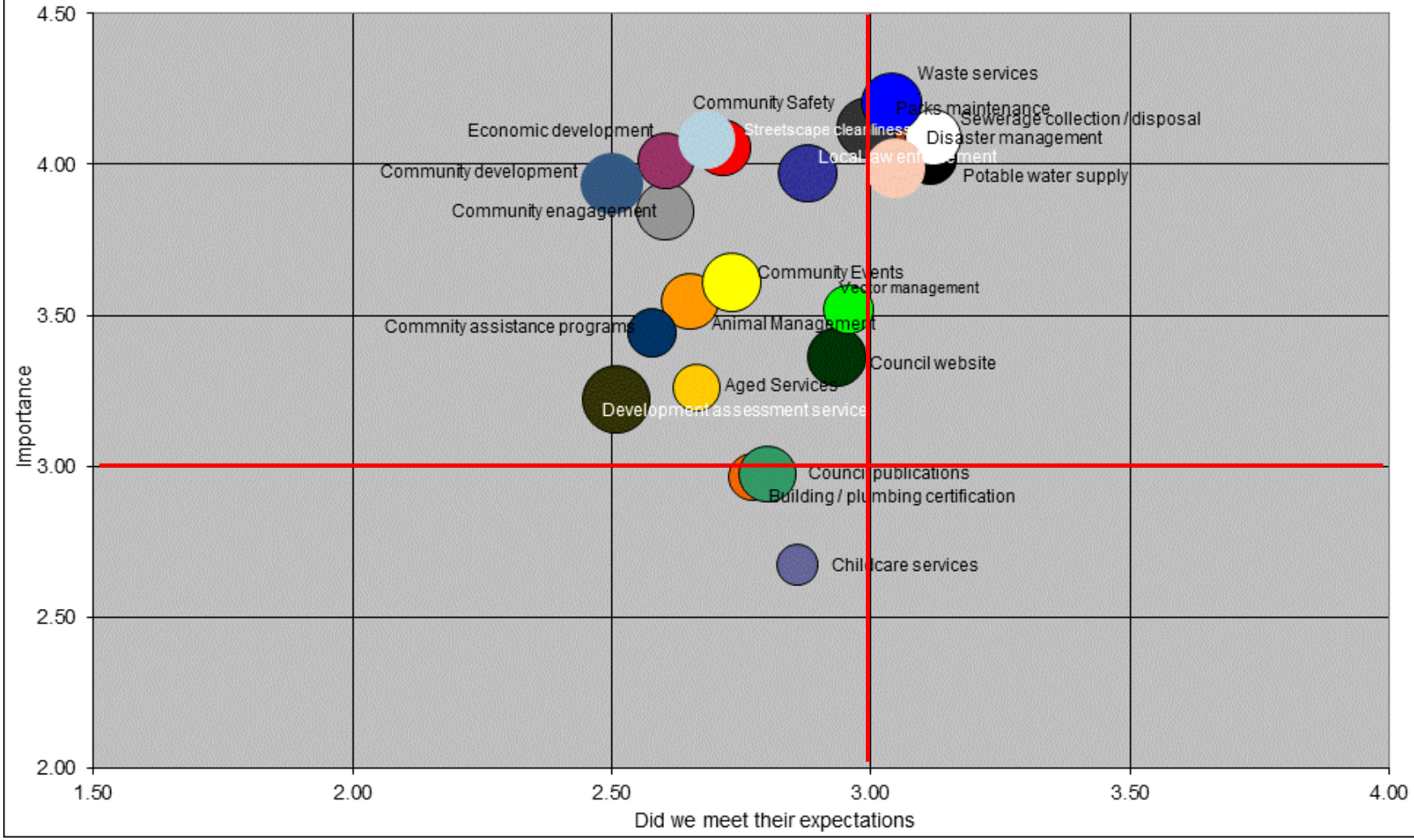
Infrastructure

Rockhampton Regional Council Infastructure, Facilities and Services
Are we meeting expectations "AND" How Important is it to the Community



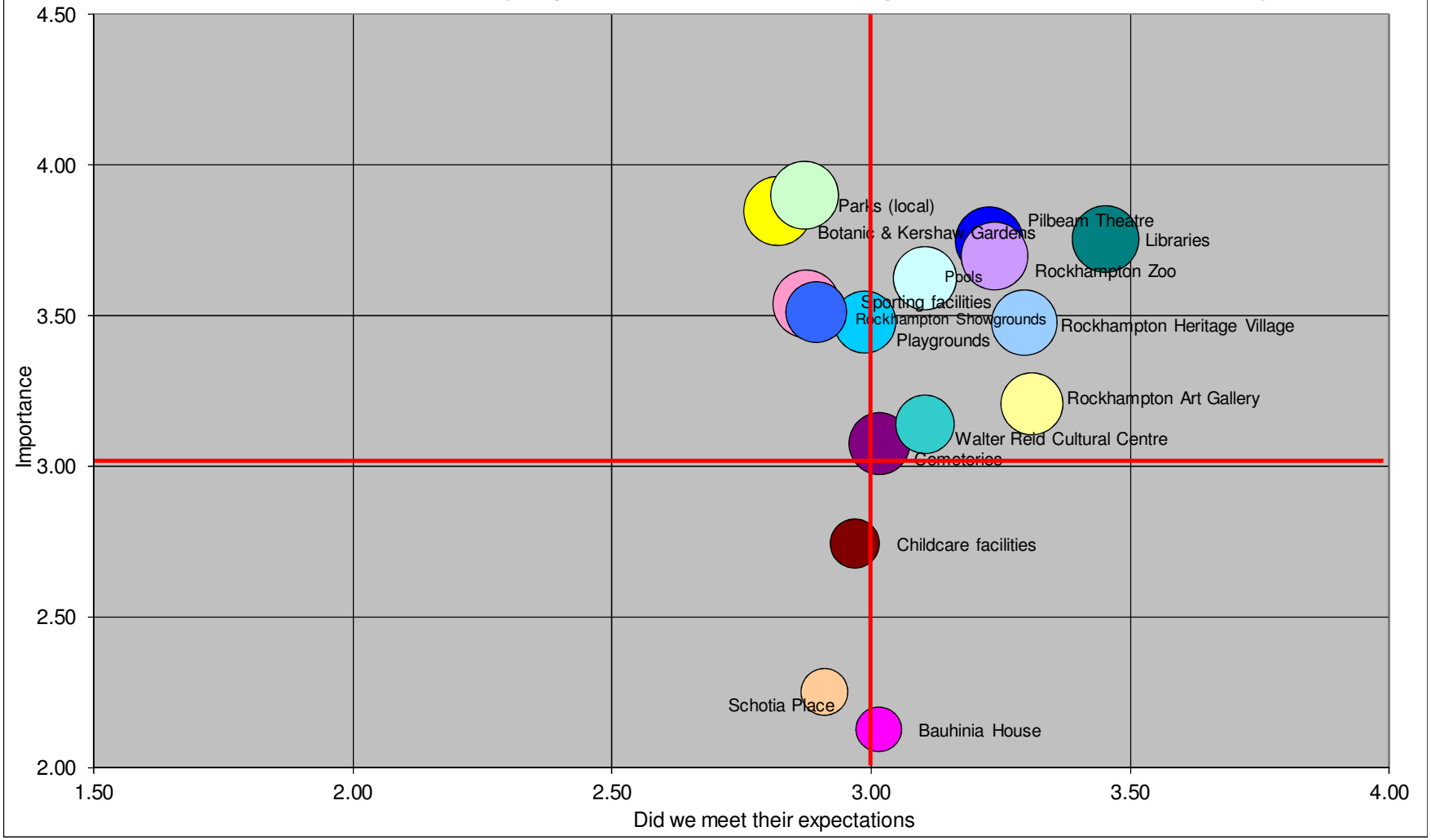
Services

Rockhampton Regional Council Infastructure, Facilities and Services
Are we meeting expectations "AND" How Important is it to the Community



Facilities

Rockhampton Regional Council Infastructure, Facilities and Services
Are we meeting expectations "AND" How Important is it to the Community



Council Related Services

Table 3. How the Community rated the Importance of the Service and if Council Met the Communities Expectations

In order of importance… A rating of "4 or more – Very Important", A rating of "between 3 and 4 – Important", A rating lower than "3 – Not as Important".

Item	Importance Score (1 to 5) 2011	Importance Score (1 to 5) 2014	Expectations Score (1 to 5) 2011	Expectations Score (1 to 5) 2014	Are we meeting Expectations ?
Waste Services	4.21	4.17	2.91	3.04	Meeting Expectations
Streetscape Cleanliness	4.17	4.06	2.44	2.71	Below Expectations
Parks Maintenance	4.025	4.12	2.61	2.99	(Just) Below Expectations
Sewerage Collection/ Disposal	4.05	4.09	3.08	3.12	Meeting Expectations
Community Safety	-	4.08	-	2.65	Below Expectations
Disaster Management	4.03	4.03	2.76	3.07	Meeting Expectations
Potable Water Supply	4.024	4.02	2.98	3.11	Meeting Expectations
Economic Development	3.954	4.01	2.24	2.60	Below Expectations
Customer Service	-	3.99	-	3.05	Meeting Expectations
Local Law Enforcement	3.95	3.97	2.42	2.88	Below Expectations
Community Development	-	3.94	-	2.50	Below Expectations
Community Engagement	3.76	3.84	2.45	2.60	Below Expectations
Community Events	-	3.82	-	2.73	Below Expectations
Animal Management	3.71	3.55	2.42	2.65	Below Expectations
Vector Management	3.46	3.52	2.68	2.96	Below Expectations
Community Assistance Programs	3.56	3.44	2.58	2.68	Below Expectations
Council website	3.20	3.36	2.86	2.93	Below Expectations
Aged Services	3.70	3.26	2.43	2.66	Below Expectations
Development Assessment Service	3.12	3.22	2.51	2.63	Below Expectations
Council Publications	3.10	2.97	2.76	2.80	Below Expectations
Building / Plumbing Certification	3.40	2.96	2.53	2.77	Below Expectations
Childcare Services	2.98	2.67	2.75	2.86	Below Expectations

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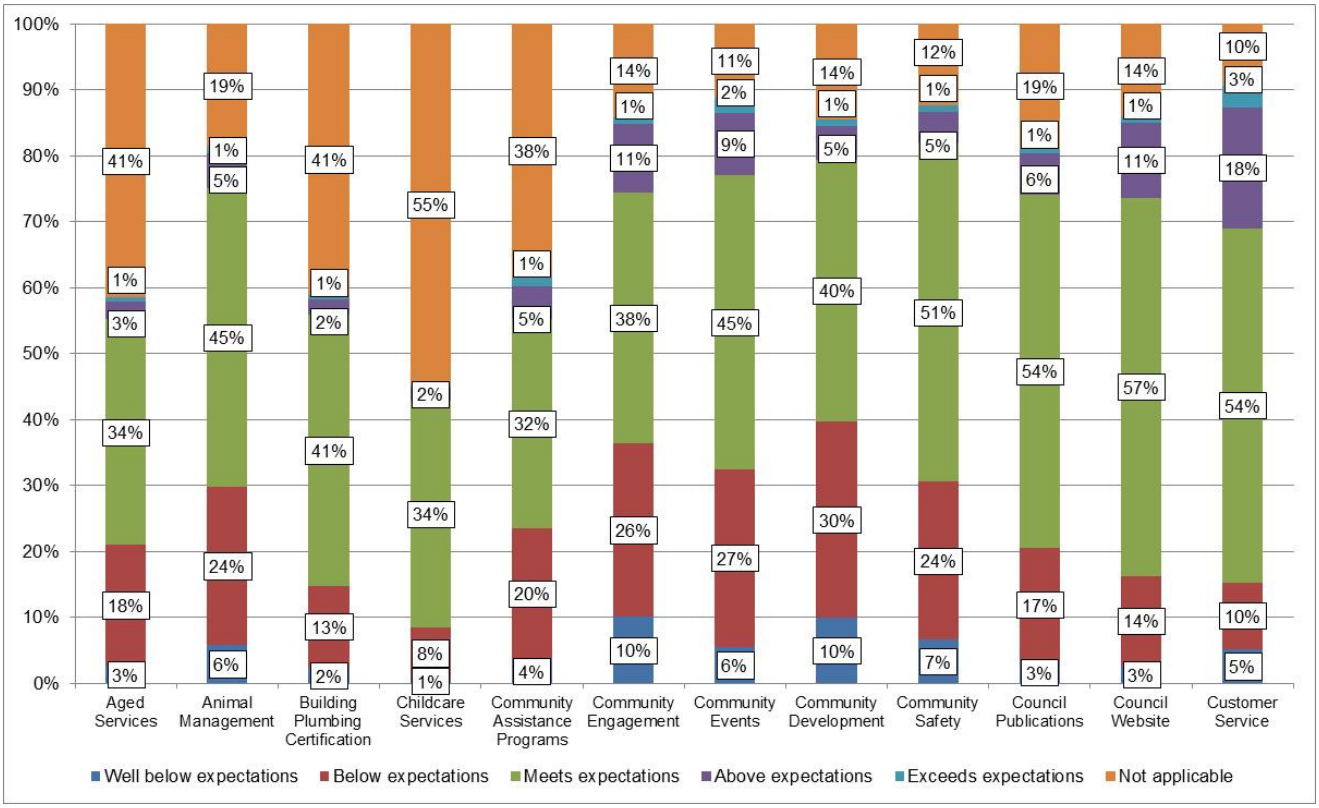
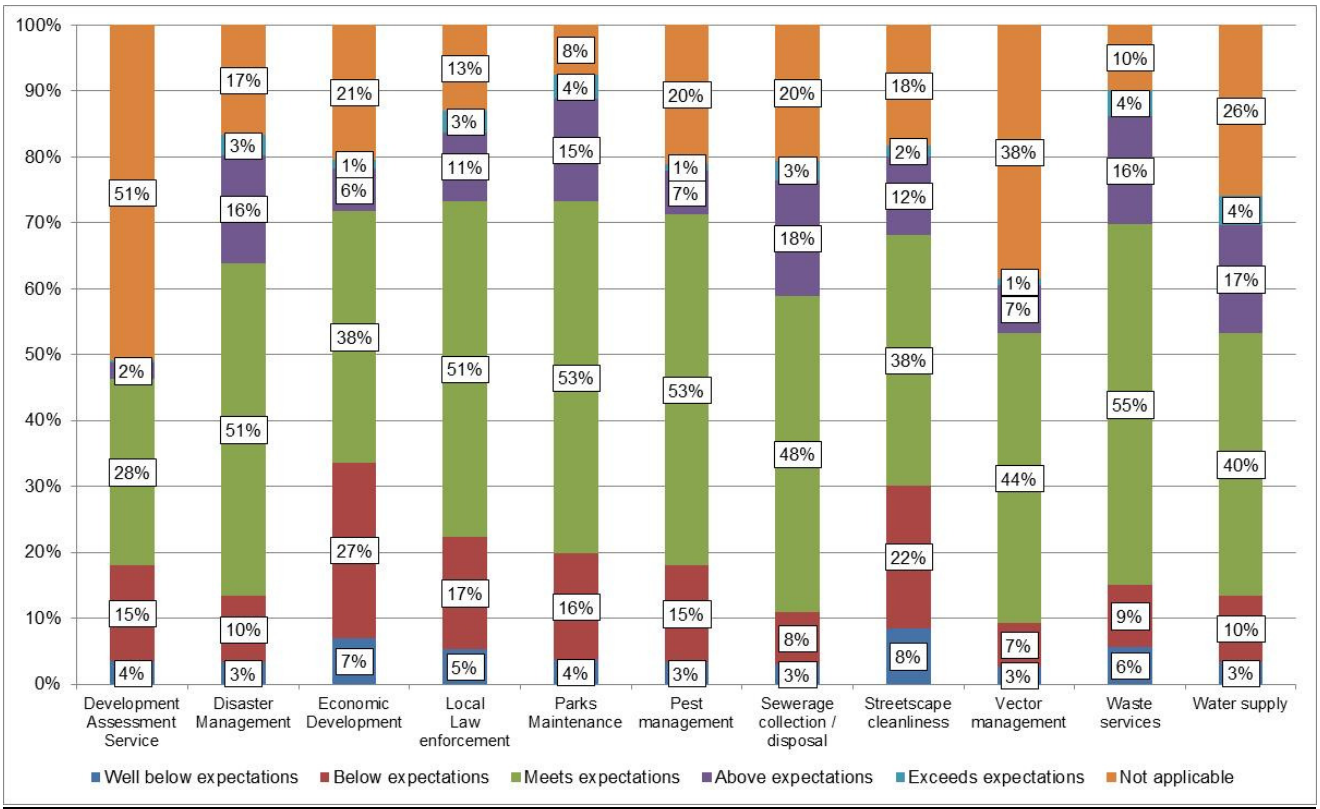
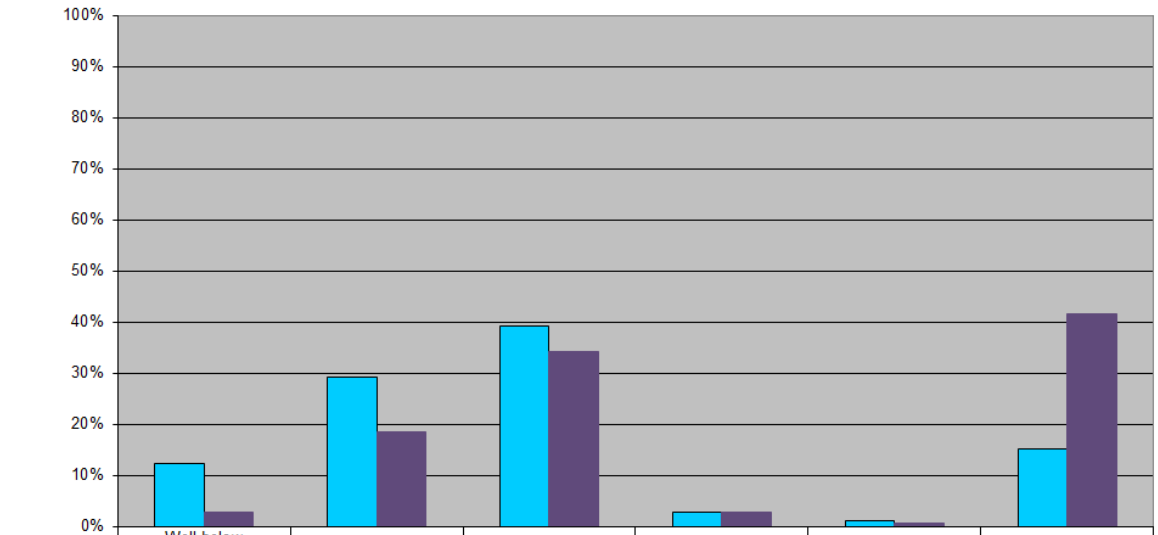
Council Related Services Comparative Charts





Aged Services



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	12.30%	29.30%	39.20%	2.80%	1.20%	15.10%
2014 Survey	2.68%	18.39%	34.11%	2.68%	0.67%	41.47%

Overall Community Score (1 to 5)

= 2.66

Up 10% from

2.43 (2011)

How Important Score (1 to 5)

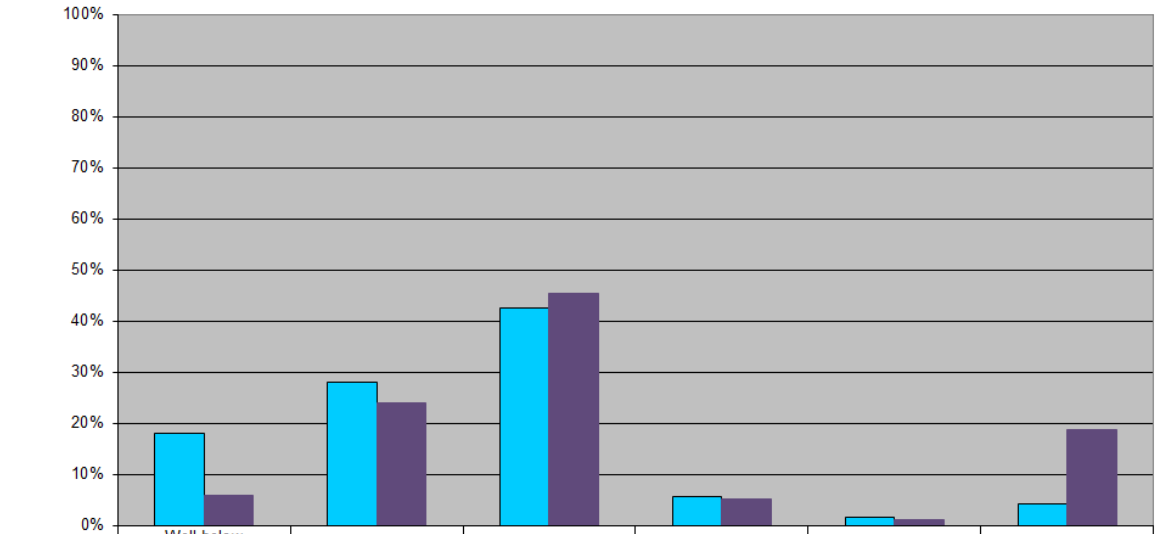
= 3.26 (2014)

Down 12% from

3.70 (2011)

Data analysis: In the chart above there is a much larger section of the community that outlined it is not applicable to them. Note the overall community score is calculated on those that had formally responded, it does not include not applicable responses. Analysis within specific age groups, taking out the N/A responses shows older age groups that answered the question had much higher levels of satisfaction. Age group: 60-69 – 72%, 70-84 – 74% (meeting expectations or higher).

Animal Management Services



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	18.10%	28.00%	42.60%	5.60%	1.50%	4.20%
2014 Survey	5.88%	23.86%	45.42%	5.23%	0.98%	18.63%

Overall Community Score (1 to 5)

= 2.65

Up 10% from

2.42 (2011)

How Important Score (1 to 5)

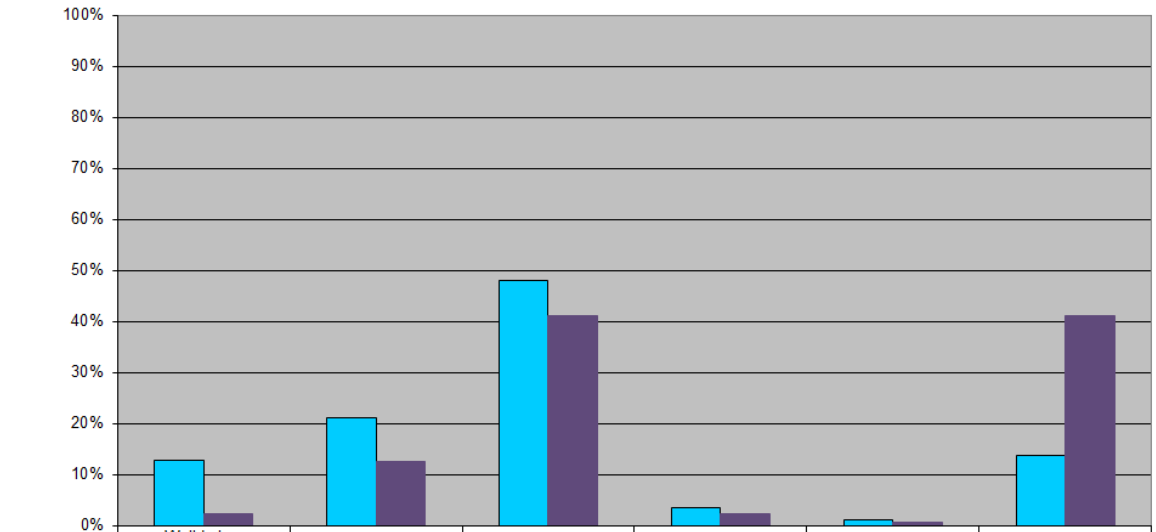
= 3.55

Down 4% from

3.71 (2011)

Data analysis: There has been a positive increase in the overall community score for animal management services. Three main areas that are dissatisfied are Gracemere – 48%, Mount Morgan – 47% and North Rockhampton – 31% (below expectations or lower). Koongal/Lakes Creek and Berserker were the main areas dissatisfied in North Rockhampton.

Building/Plumbing Services



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	12.80%	21.20%	47.90%	3.40%	1.20%	13.60%
2014 Survey	2.36%	12.46%	41.08%	2.36%	0.67%	41.08%

Overall Community Score (1 to 5)

= 2.77

Up 10% from

2.53 (2011)

How Important Score (1 to 5)?

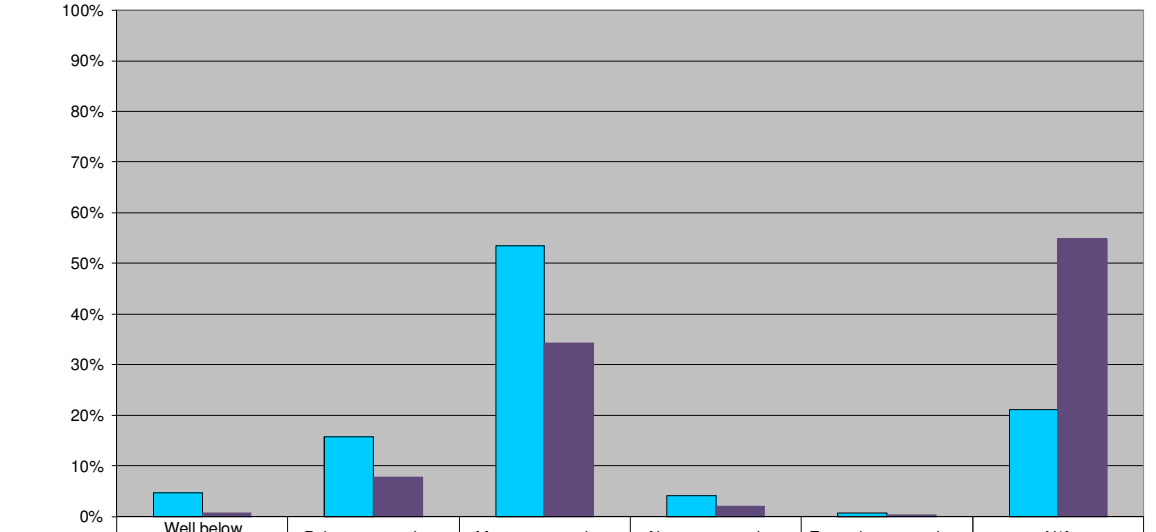
= 2.96

Down 13%

3.40 (2011)

Data analysis: In the chart above there is a much larger section of the community that outlined it is not applicable to them. Note the overall community score is calculated on those that had responded and there was a positive improvement in this overall community score. Areas such as Bouldercombe and parts of North Rockhampton indicated higher levels of dissatisfaction however this was minor.

Childcare Services



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	4.80%	15.70%	53.50%	4.10%	0.70%	21.20%
2014 Survey	0.68%	7.82%	34.35%	2.04%	0.34%	54.76%

Overall Community Score (1 to 5)

= 2.86

Up 4% from

2.75 (2011)

How Important Score (1 to 5)

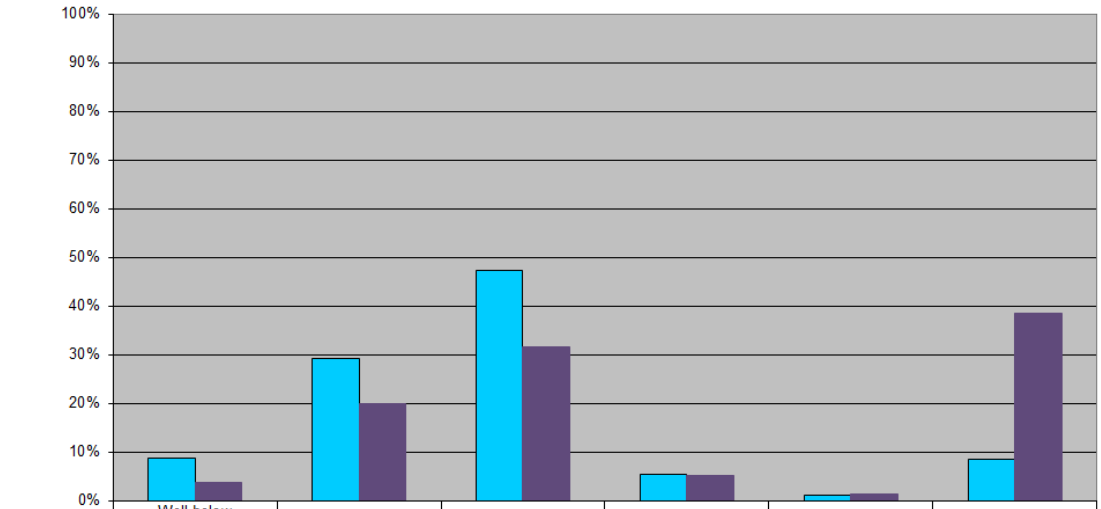
= 2.67

Down 10%

2.98 (2011)

Data analysis: Age groups that answered the question that would predominantly use this service had much higher levels of satisfaction. Age group: 18-24 – 80% (meeting expectations or higher), 25-34 – 85% (meeting expectations or higher), 35-49 77% (meeting expectations or higher).

Community Assistance Programs



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	8.60%	29.20%	47.30%	5.40%	1.10%	8.40%
2014 Survey	3.70%	19.87%	31.65%	5.05%	1.35%	38.38%

Overall Community Score (1 to 5)

= 2.68

Up 4% from

2.58 (2011)

How Important Score (1 to 5)

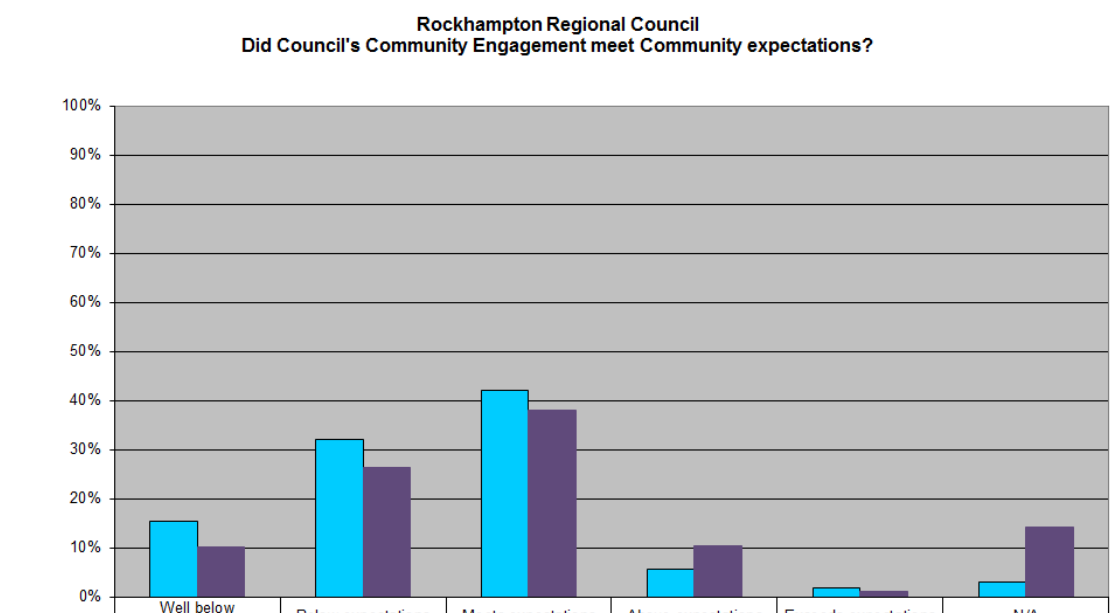
= 3.44

Down 3%

3.56 (2011)

Data analysis: There has been a positive increase in the overall community score however this is still below expectations. There is a much larger section of the community that outlined that it is not applicable to them. Mount Morgan indicated a higher level of dissatisfaction - 44% (below expectations or lower). In reference to age groups: 18-24 and 25-34 indicated higher levels of dissatisfaction.

Community Engagement



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	15.30%	32.10%	42.10%	5.70%	1.90%	2.90%
2014 Survey	10.16%	26.23%	38.03%	10.49%	0.98%	14.10%

Overall Community Score (1 to 5)

= 2.60

Up 6% from

2.45 (2011)

How Important Score (1 to 5)

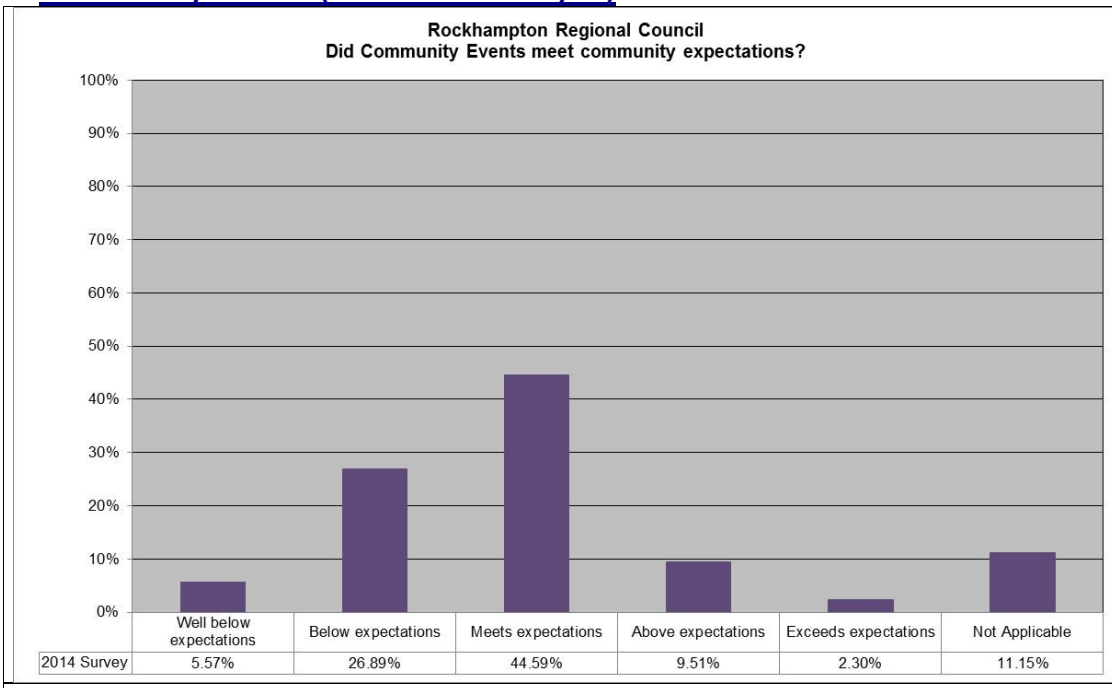
= 3.84

Up 2% from

3.76 (2011)

Data analysis: There has been a positive increase in the overall community score however this is still below expectations. There are higher levels of dissatisfaction (below expectations or lower) in localities such as North Rockhampton (47%). These are areas such as Koongal/Lakes Creek (58%), Berserker (54%) and Parkhurst (50%). In reference to age groups: 18-24 and 25-34 indicated higher levels of dissatisfaction.

Community Events (First time surveyed)



Overall Community Score (1 to 5)

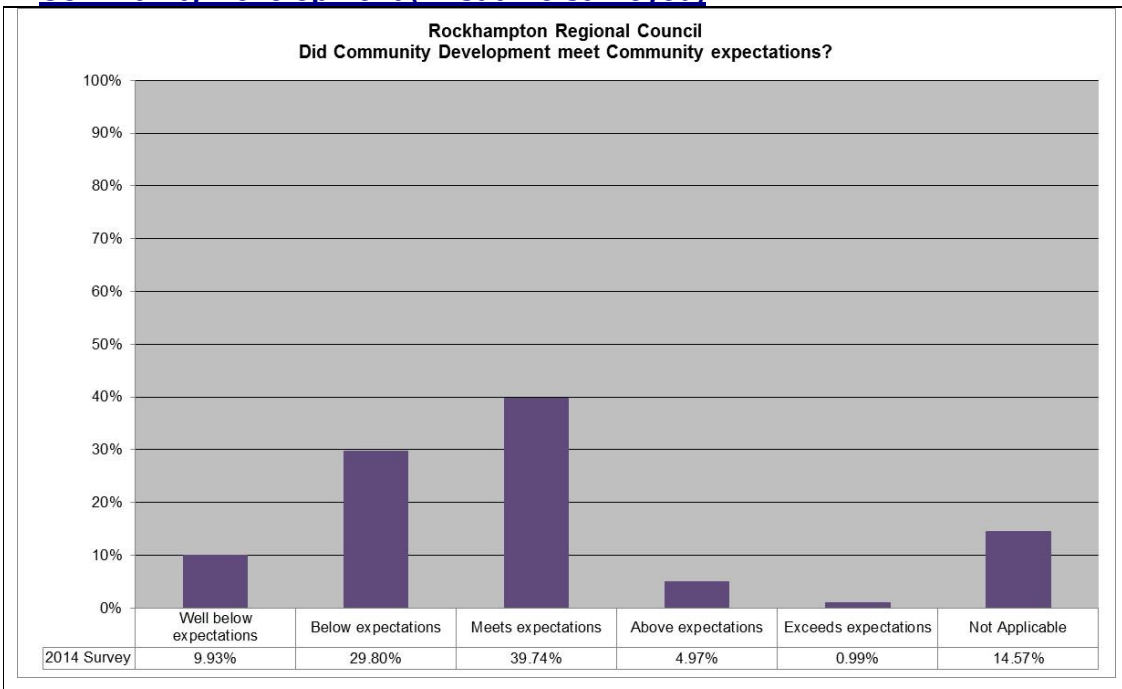
= 2.73

How Important Score (1 to 5)

= 3.02

Data analysis: This measure is a new inclusion into the Satisfaction and Importance Survey. Community Events has recorded a community score of 2.73 which is below expectations. Driving dissatisfaction (Below expectations or lower) predominantly came from the younger age groups – 18-24, 25-34 and 35-49. In terms of localities, South Rockhampton showed the highest level of dissatisfaction with 41%.

Community Development (First time surveyed)



Overall Community Score (1 to 5)

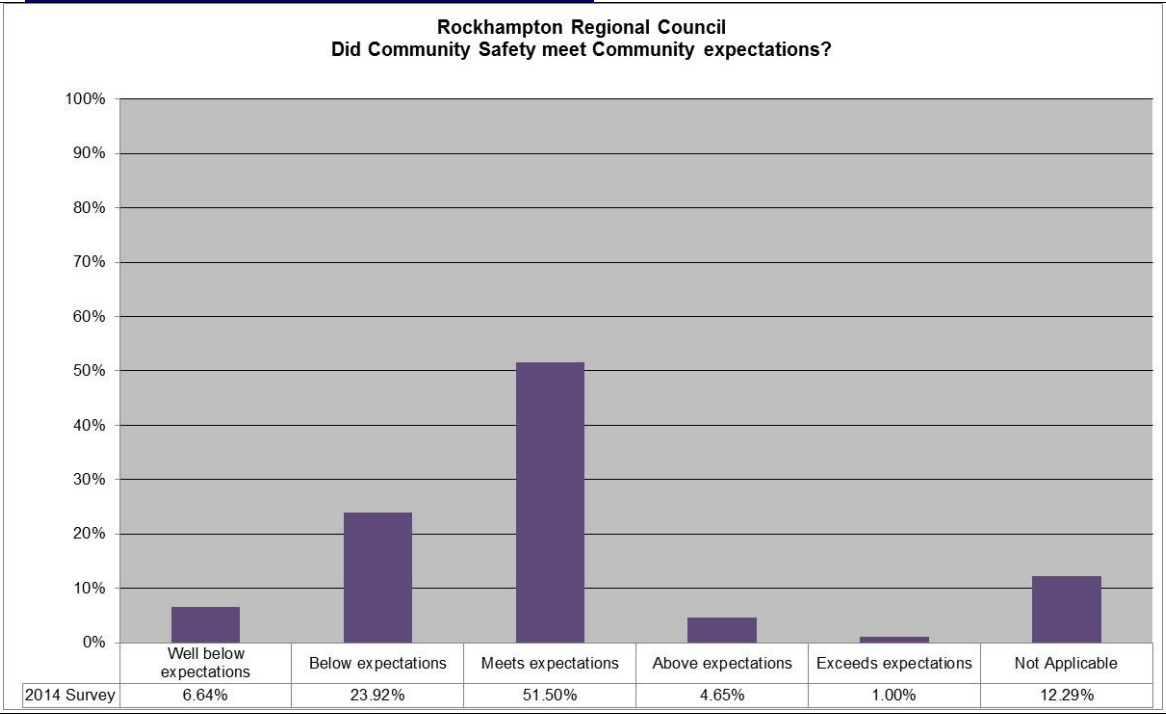
= 2.50

How Important Score (1 to 5)

= 3.94

Data analysis: This measure is a new inclusion into the Satisfaction and Importance Survey. Community Development has recorded a community score of 2.50 which is below expectations and its importance of 3.94 indicates a high level of importance for this service provision. The two main localities that were driving dissatisfaction (Below expectations or lower) were both sides of the River – South Rockhampton (48%) and North Rockhampton (46%). In terms of age groups driving dissatisfaction – 18-24, 25-34 and 35-49 are much more dissatisfied than older groups.

Community Safety (First time surveyed)



Overall Community Score (1 to 5)

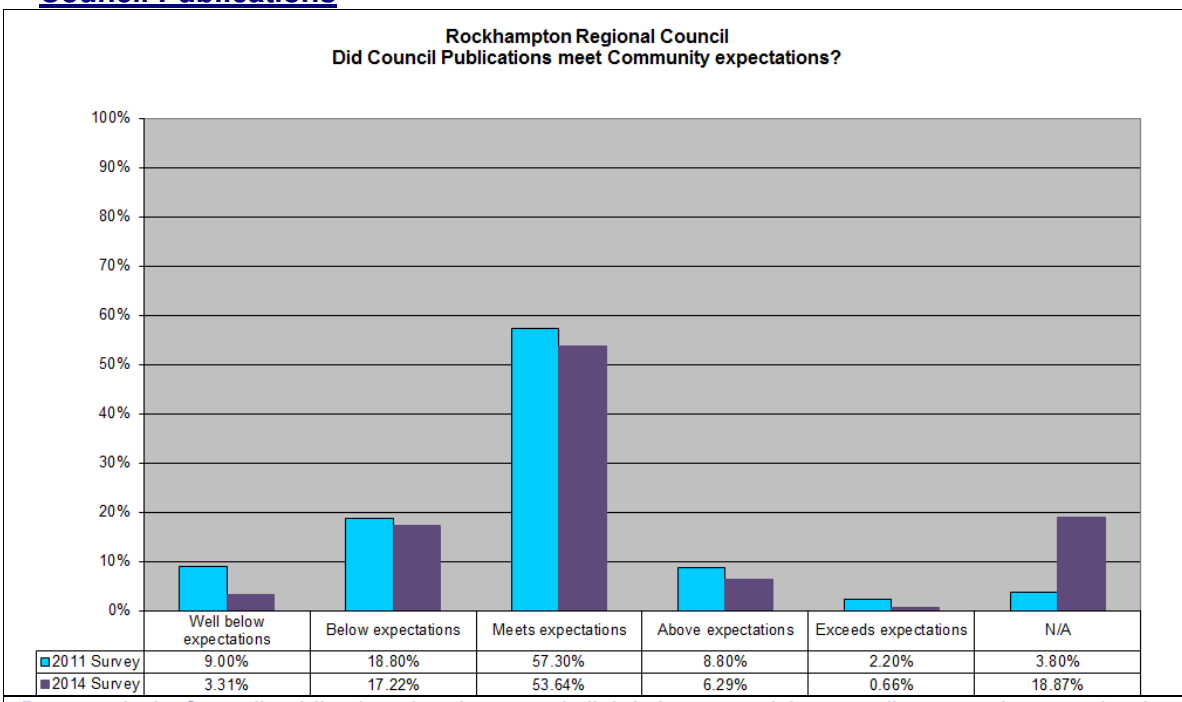
= 2.65

How Important Score (1 to 5)

= 4.08

Data analysis: This measure is a new inclusion into the Satisfaction and Importance Survey. Community Safety has recorded a community score of 2.62 which is below expectations; its importance score of 4.08 indicates that this is very important to the community. The localities that were driving dissatisfaction (Below expectations or lower) were Gracemere, Koongal / Lakes Creek, Kawana, Berserker and Rockhampton City / Depot Hill.

Council Publications



Overall Community Score (1 to 5)

= 2.80

Up 2% from

2.76 (2011)

How Important Score (1 to 5)

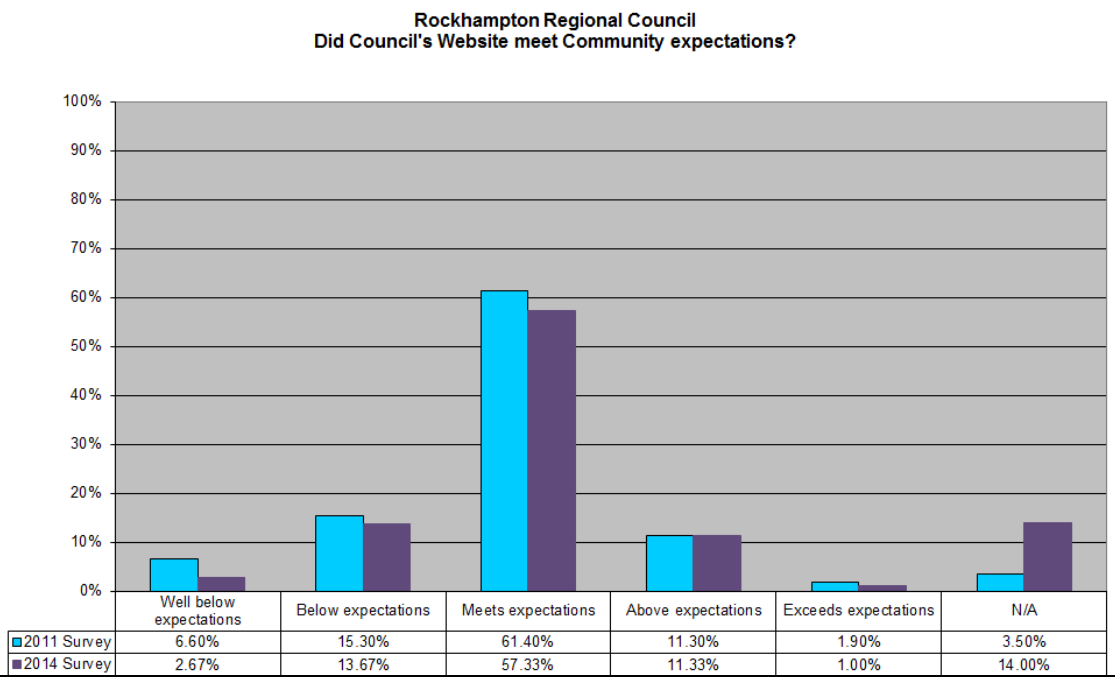
= 2.97

Down 4%

3.10 (2011)

Data analysis: Council publications has increased slightly in terms of the overall community score but is not considered as important as it was in 2011, being now below the 3.0 importance line. It is assumed may be due to a reduced amount of publications being distributed by the Council and/or the pickup of more online media content. Note that older age groups (50-84) had higher levels of satisfaction with this service provision than younger groups (16-49).

Council Website



Overall Community Score (1 to 5)

= 2.93

Up 3% from

2.86 (2011)

How Important Score (1 to 5)

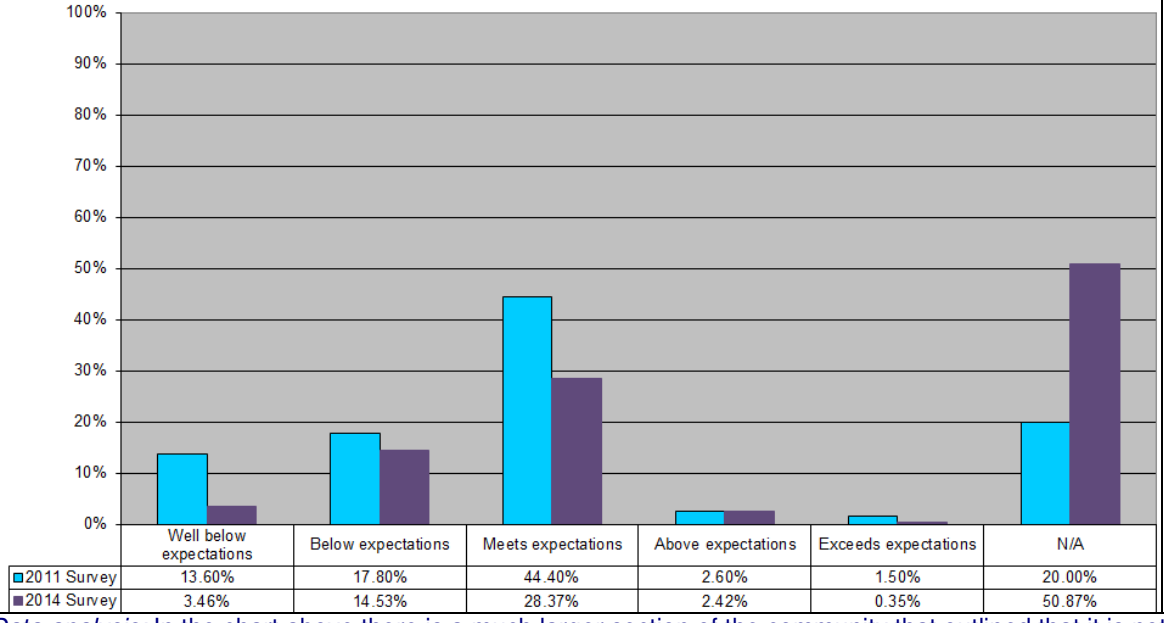
= 3.36

Up 5% from

3.20 (2011)

Data analysis: The overall community score of 2.93 indicates that this service is close to meeting community expectations. Further analysis indicates that younger age groups have higher levels of satisfaction. Age group 18-24 – 86% (meeting expectations or higher), 25-34 – 80% (meeting expectations or higher), 35-49 86% (meeting expectations or higher). Generally speaking the older the age group the higher the level of dissatisfaction, in saying that this level of dissatisfaction is comparatively low and these age groups may be more traditionally media focused.

Development Assessment Service



Overall Community Score (1 to 5)

= 2.63

Up 5% from

2.51 (2011)

How Important Score (1 to 5)

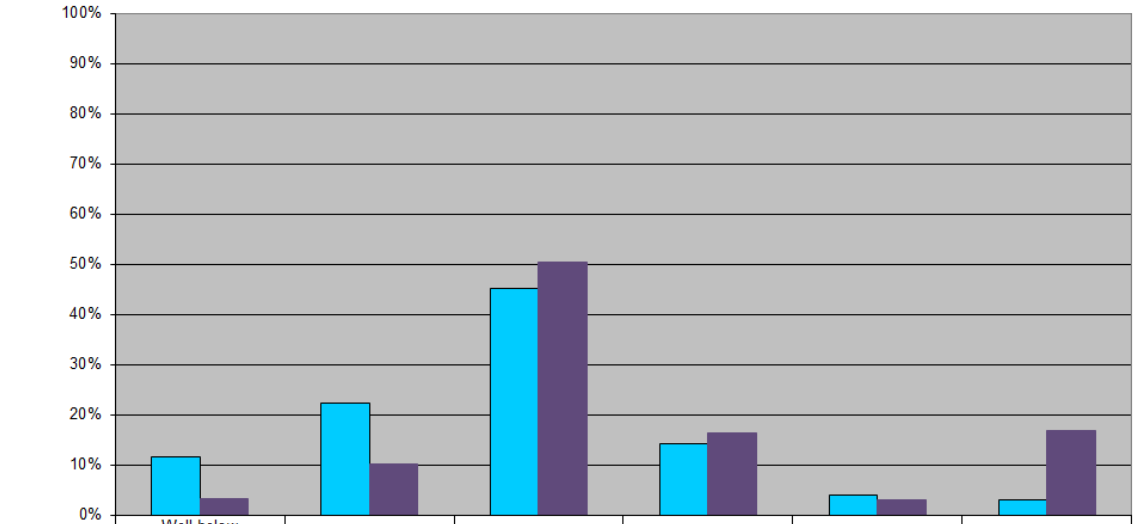
= 3.22

Up 3% from

3.12 (2011)

Data analysis: In the chart above there is a much larger section of the community that outlined that it is not applicable to them. Further analysis indicates that for those that formally answered the question the statistics for areas and ages groups are closely aligned with the chart above.

Disaster Management



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	11.60%	22.30%	45.10%	14.30%	3.90%	2.90%
2014 Survey	3.34%	10.03%	50.50%	16.39%	3.01%	16.72%

Overall Community Score (1 to 5)

= 3.07

Up 11% from

2.76 (2011)

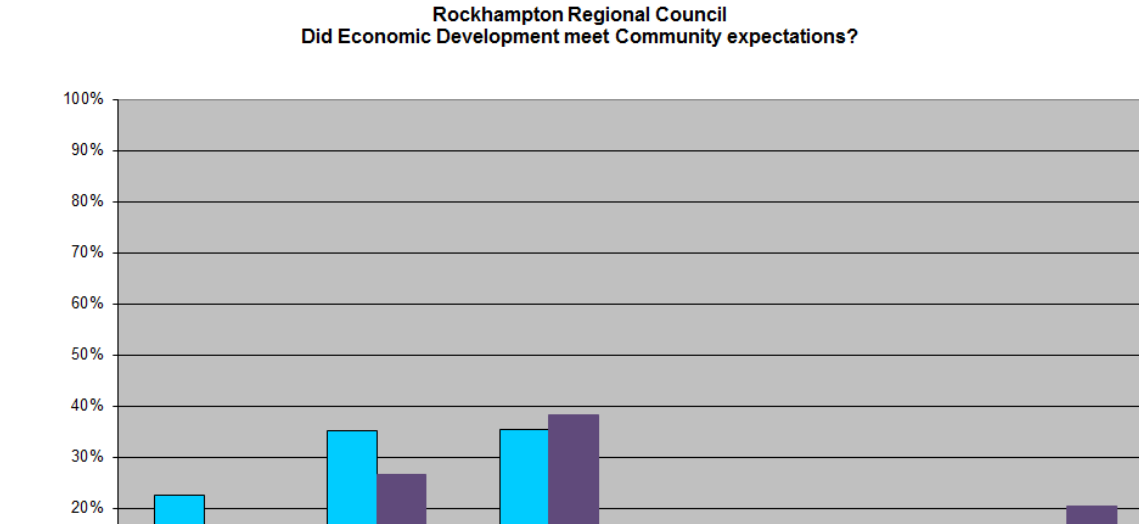
How Important Score (1 to 5)

= 4.03

Stable
4.03 (2011)

Data analysis: There is a significant increase in satisfaction with disaster management services, it now has a community score of 3.07 (2014) up 11% from 2.76 (2011) and it is now is meeting expectations. There are higher levels of dissatisfaction (below expectations or lower) in localities such as North Rockhampton (20%), localities such as Koongal / Lakes Creek are the main drivers of dissatisfaction in North Rockhampton.

Economic Development



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	22.50%	35.20%	35.40%	3.10%	1.30%	2.40%
2014 Survey	7.05%	26.51%	38.26%	6.38%	1.34%	20.47%

Overall Community Score (1 to 5)

= 2.60

Up 16% from

2.24 (2011)

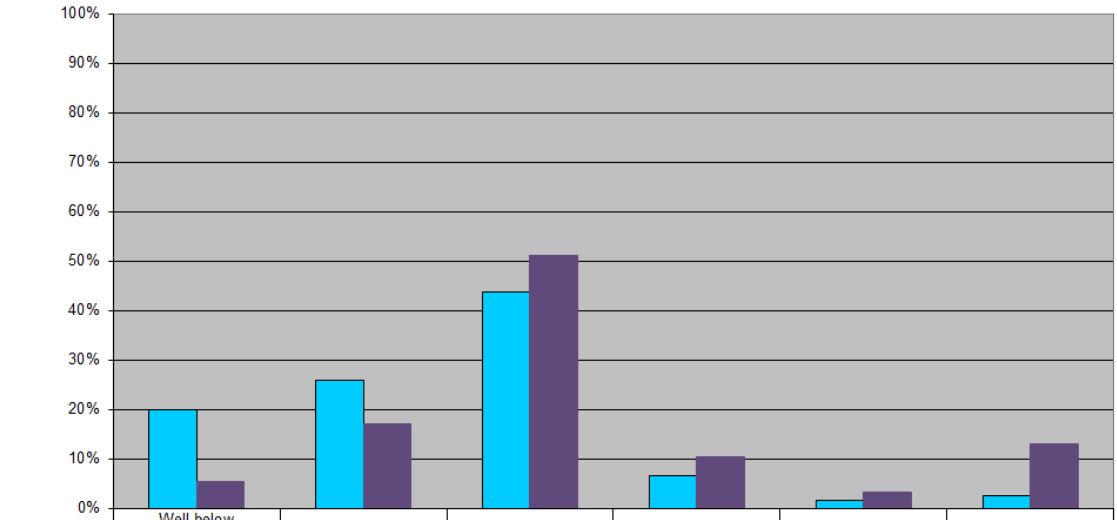
How Important Score (1 to 5)

= 4.01

Up 2% from
3.95 (2011)

Data analysis: There has significant increase in satisfaction with economic development, it now has a community score of 2.60 (2014) up 16% from 2.24 (2011) however it is still below expectations. There has also been an increase in the level of importance and it is now rated by the community as very important. The only age group that had higher levels of dissatisfaction was the 35-49 age group, however this was minor.

Local Law Enforcement



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	19.90%	25.90%	43.80%	6.50%	1.50%	2.40%
2014 Survey	5.33%	17.00%	51.00%	10.33%	3.33%	13.00%

Overall Community Score (1 to 5)

= 2.88

Up 19% from

2.43 (2011)

How Important Score (1 to 5)

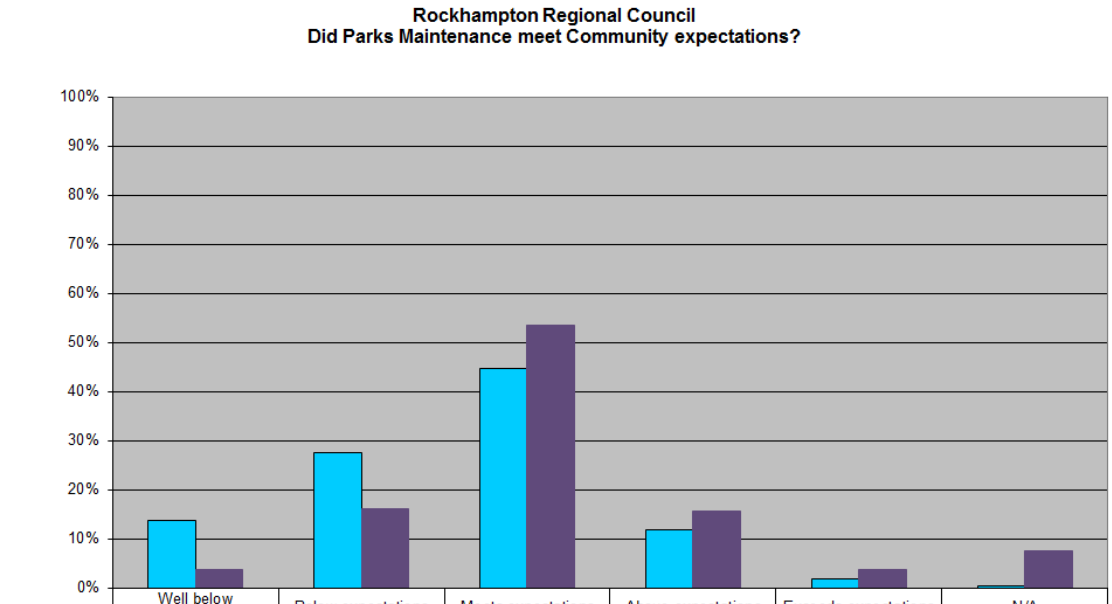
= 3.97

Up 1% from

3.95 (2011)

Data analysis: There has been a significant increase in satisfaction with local law enforcement, it now has a community score of 2.88 (2014) up 19% from 2.43 (2011), whilst still below expectations this is a very positive movement. The locations that had a higher level of dissatisfaction were Koongal / Lakes Creek (50% below expectations or lower) and Norman Gardens (29% below expectations or lower).

Parks Maintenance



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	13.60%	27.60%	44.60%	11.90%	1.90%	0.30%
2014 Survey	3.63%	16.17%	53.47%	15.51%	3.63%	7.59%

Overall Community Score (1 to 5)

= 2.99

Up 15% from

2.61 (2011)

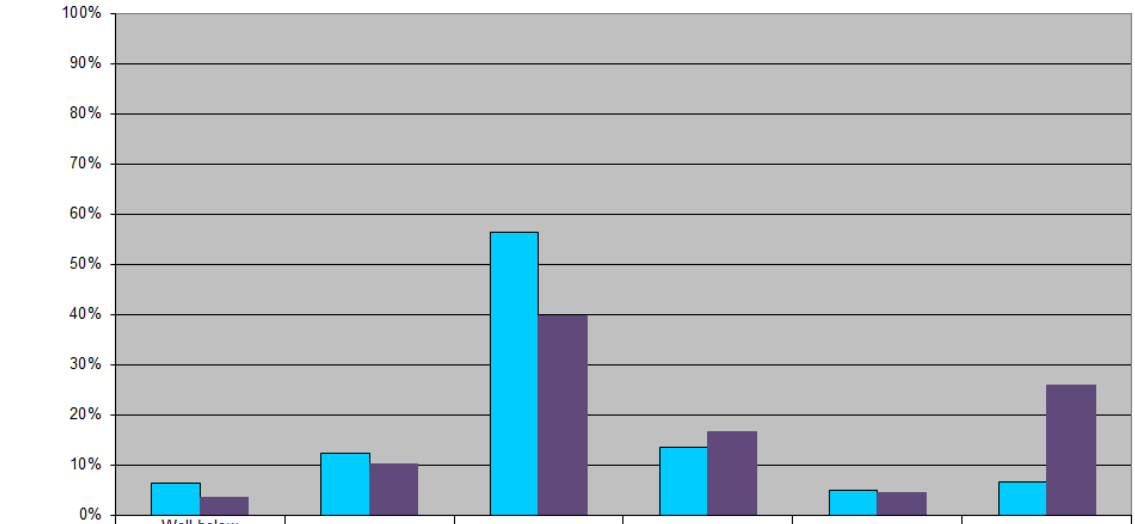
How Important Score (1 to 5)

= 4.12

Up 2% from 4.02 (2011)

Data analysis: There has been a significant increase in satisfaction with park maintenance up 15% from 2.61 (2011) to 2.99 (2014) – almost meeting the expectations point of 3.0. It has also been outlined by the respondents as a Very Important service with a score of 4.12. In terms of locations higher levels of dissatisfaction were: Gracemere (48% below expectations or lower) and to a lesser extent Mount Morgan (25% below expectations or lower).

Potable Water Services



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	6.40%	12.30%	56.40%	13.50%	4.90%	6.50%
2014 Survey	3.37%	10.10%	39.73%	16.50%	4.38%	25.93%

Overall Community Score (1 to 5)

= 3.11

Up 4% from

2.98 (2011)

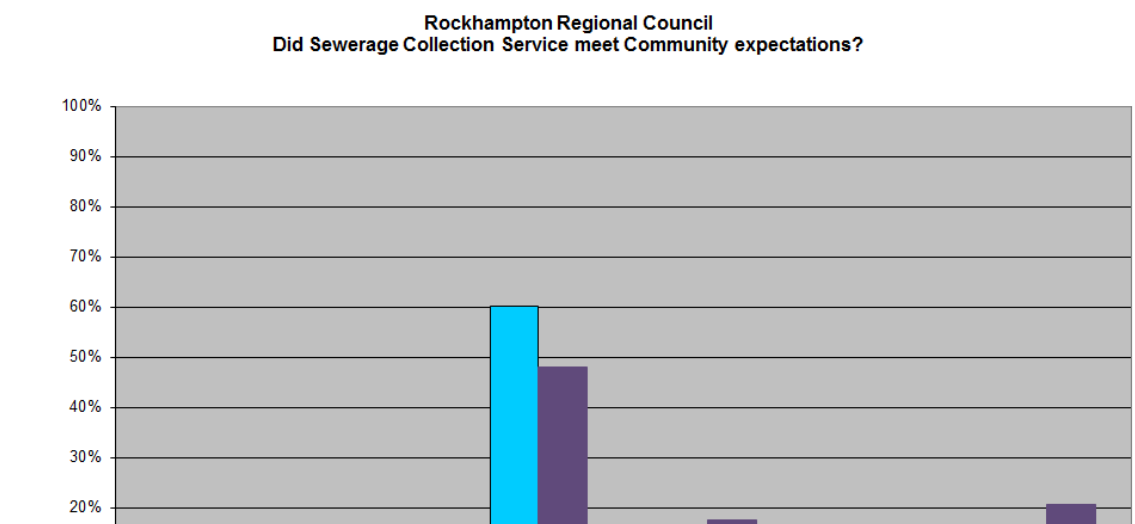
How Important Score

= 4.02

Stable
4.02 (2011)

Data analysis: In the chart above there is a larger section of the community that outlined it is not applicable to them (these were predominantly rural respondents). Potable water services has a community score of 3.11 and considering this is infrastructure focused this is the right place for this to be. Bouldercombe was the main driver of dissatisfaction; the assumption is that this is due to this locality not being on a potable water supply line.

Sewerage Collection Service



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	5.40%	6.70%	60.20%	16.40%	4.40%	6.90%
2014 Survey	2.98%	7.95%	48.01%	17.55%	2.98%	20.53%

Overall Community Score (1 to 5)

= 3.12

Up 1% from

3.08 (2011)

How Important Score (1 to 5)

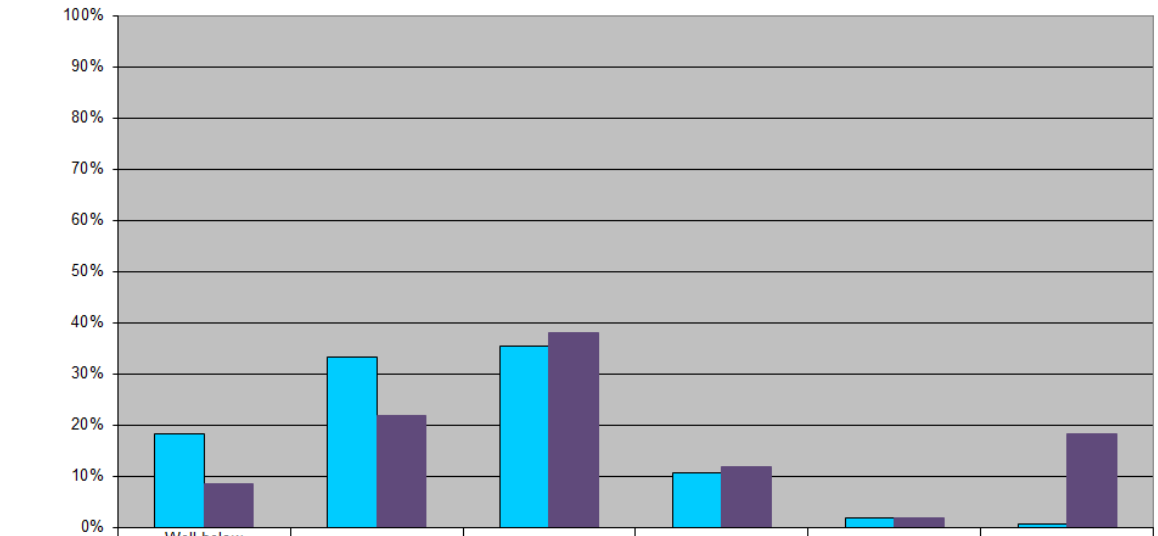
= 4.09

Up 1% from

4.05 (2011)

Data analysis: The overall community score for Sewerage services is 3.12 and is therefore meeting expectations. Considering it is infrastructure related this is the right place for it to be. It is also a very important service considered by the community with an importance score of 4.09. Further analysis provides that the level of dissatisfaction is higher in locations such as Gracemere (23% below expectations or lower) and Berserker (19% below expectations or lower).

Streetscape Cleanliness



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	18.20%	33.30%	35.50%	10.60%	1.90%	0.50%
2014 Survey	8.47%	21.69%	37.97%	11.86%	1.69%	18.31%

Overall Community Score (1 to 5)

= 2.71

Up 11% from

2.44 (2011)

How Important Score (1 to 5)

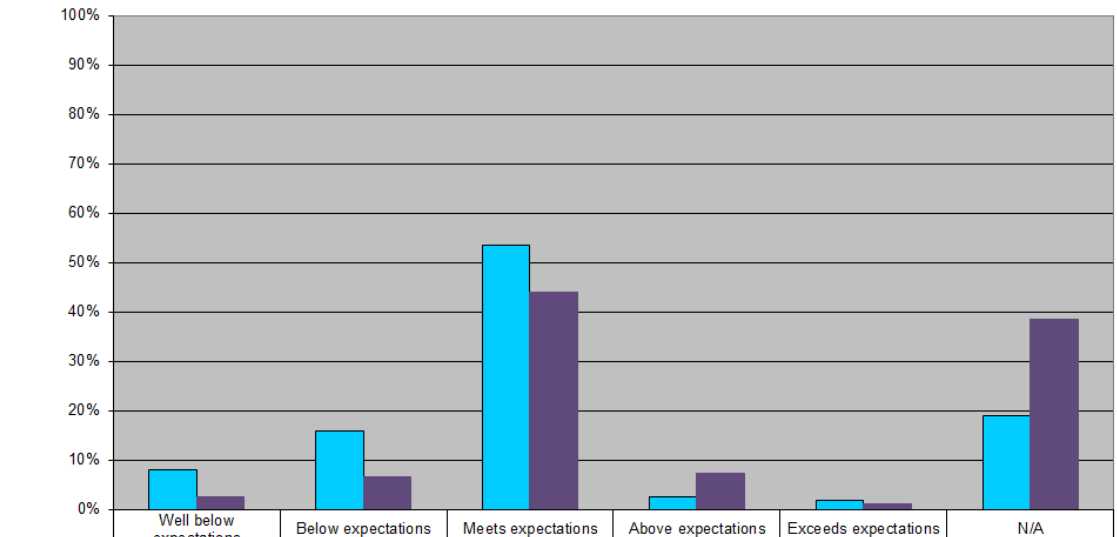
= 4.06

Down 3% from

4.17 (2011)

Data analysis: There has been a positive increase of the overall community score for streetscape cleanliness from 2.44 (2011) to 2.71 (2014), this represents an increase of 11%; it is below expectations but heading in the right direction. It is a very important service provision with an importance rating of 4.06. Locations of higher dissatisfaction are Mount Morgan, Gracemere and North Rockhampton. Within North Rockhampton – Park Avenue and Berserker are the most dissatisfied.

Vector Management



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	7.90%	15.80%	53.50%	2.40%	1.70%	18.90%
2014 Survey	2.63%	6.58%	44.08%	7.24%	0.99%	38.49%

Overall Community Score (1 to 5)

= 2.96

Up 10% from

2.68 (2011)

How Important Score (1 to 5)

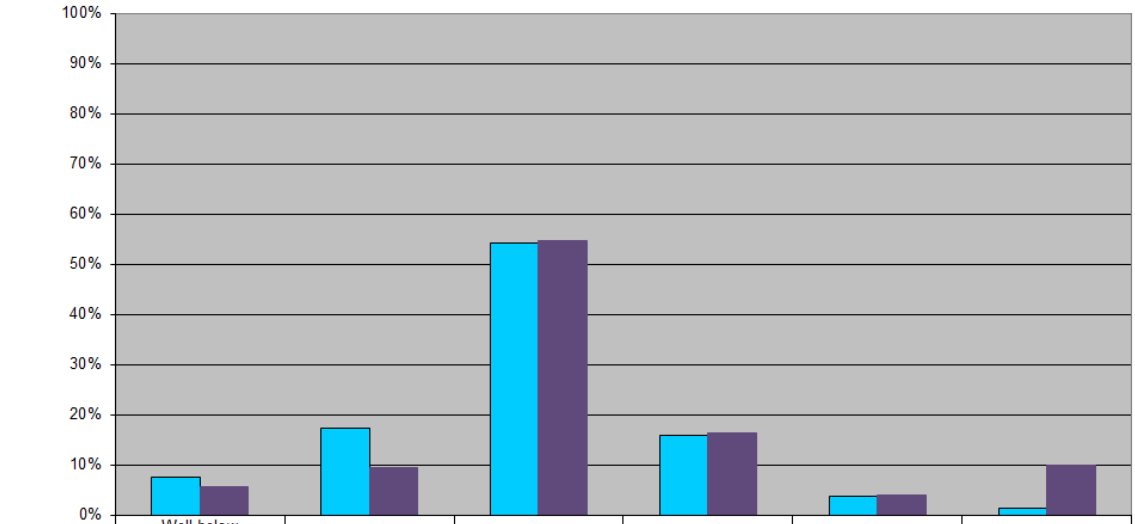
= 3.52

Up 2% to

3.46 (2011)

Data analysis: There has been a positive movement in the overall community score for Vector Management up 10% from 2.68 (2011) to 2.96 (2014) just short of meeting expectations. Alton Downs and surrounding areas were the main drivers of dissatisfaction with this service (24% below expectations or lower).

Waste Services



Overall Community Score (1 to 5)

= 3.04

Up 5% from

2.91 (2011)

How Important Score (1 to 5)

= 4.17

Down 1%

4.21 (2011)

Data analysis: Waste Services overall are meeting expectations with a community score of 3.04 (2014) up 5% from 2.91 (2011). This is considered the right place for this service to be as it is not over-servicing the community yet meeting their expectations. In terms of dissatisfaction, localities that have a higher level of dissatisfaction are Mount Morgan (35% below expectations or lower) and Alton Downs and surrounds (25% below expectations or lower).

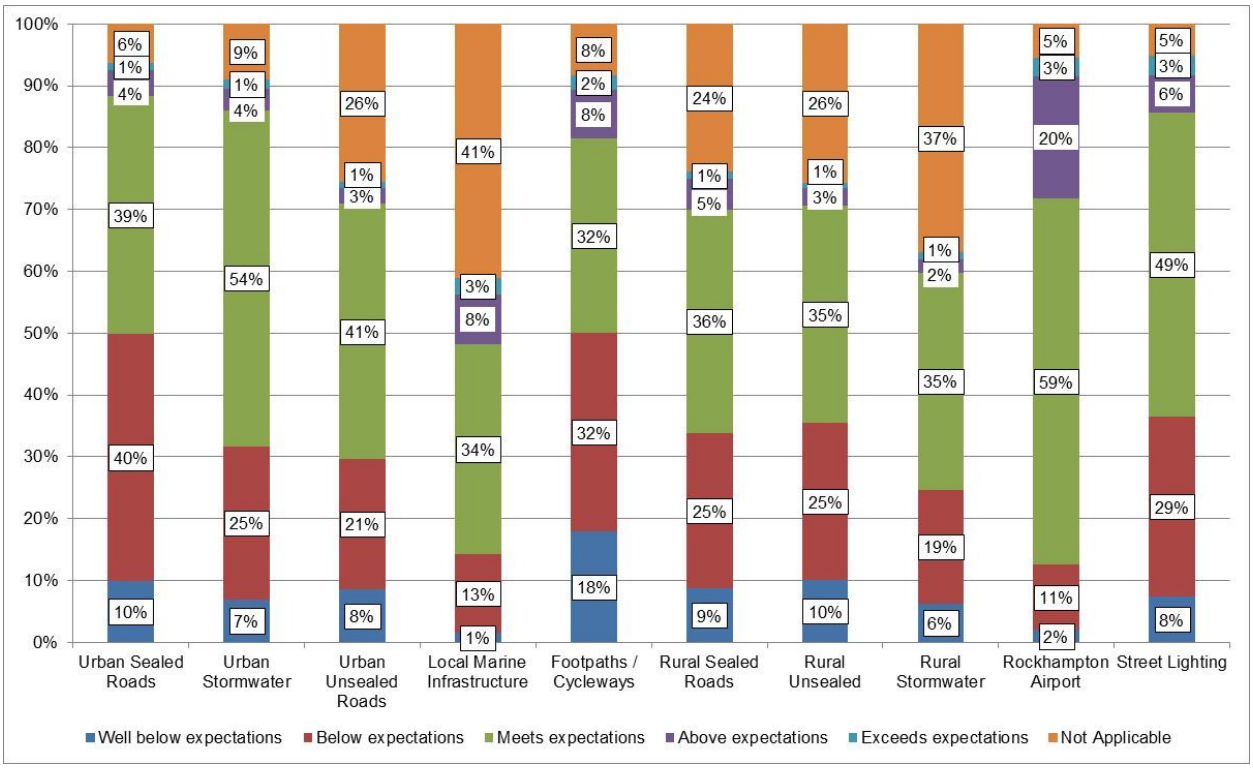
Council Related Infrastructure

As can be seen on Table 4 all of Council's related infrastructure is current below expectations.

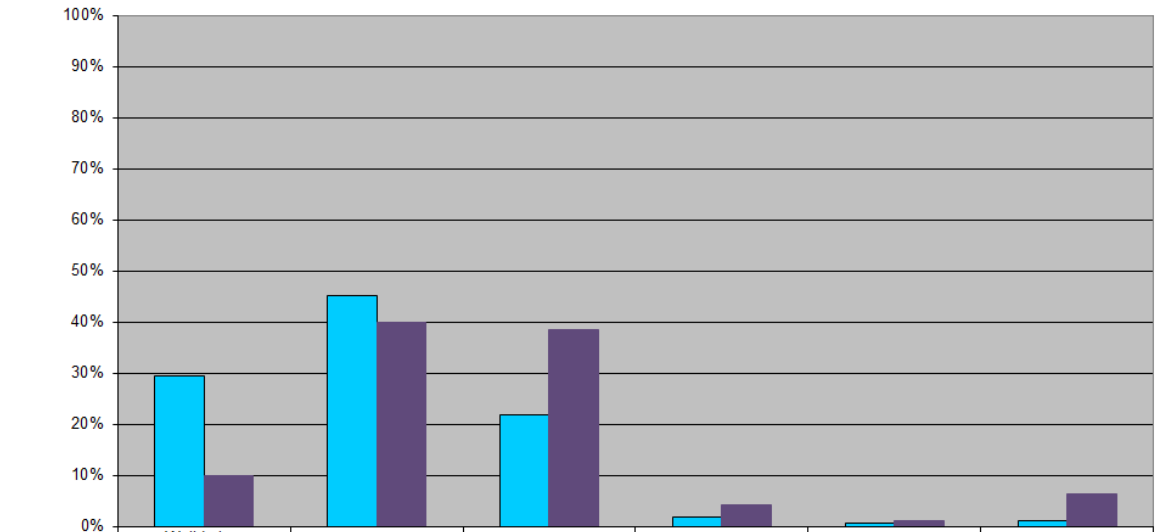
Table 4. How the Community rated the Importance of the Infrastructure items and if Council Met the Communities Expectations

Item	Importance Score (1 to 5) 2011	Importance Score (1 to 5) 2014	Expectations Score (1 to 5) 2011	Expectations Score (1 to 5) 2014	Are we meeting Expectations?
Urban sealed roads	4.23	4.18	1.98	2.43	Below Expectations
Footpaths / cycleways	3.90	4.10	2.24	2.39	Below Expectations
Urban stormwater	3.93	4.07	2.49	2.65	Below Expectations
Rockhampton Airport	3.95	3.92	2.67	3.12	Meeting Expectations
Rural sealed roads	3.76	3.79	2.11	2.54	Below Expectations
Rural unsealed roads	3.57	3.54	2.00	2.45	Below Expectations
Urban unsealed roads	3.48	3.35	2.15	2.55	Below Expectations
Rural stormwater	3.38	3.33	2.35	2.58	Below Expectations
Local marine infrastructure i.e. boat ramps		3.12		2.96	Below Expectations

Council Related Infrastructure Comparative Charts



Urban Sealed roads



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	29.40%	45.20%	21.80%	1.90%	0.70%	1.00%
2014 Survey	9.97%	39.89%	38.46%	4.27%	1.14%	6.27%

Overall Community Score (1 to 5)

= 2.43

Up 23% from

1.98 (2011)

How Important Score (1 to 5)

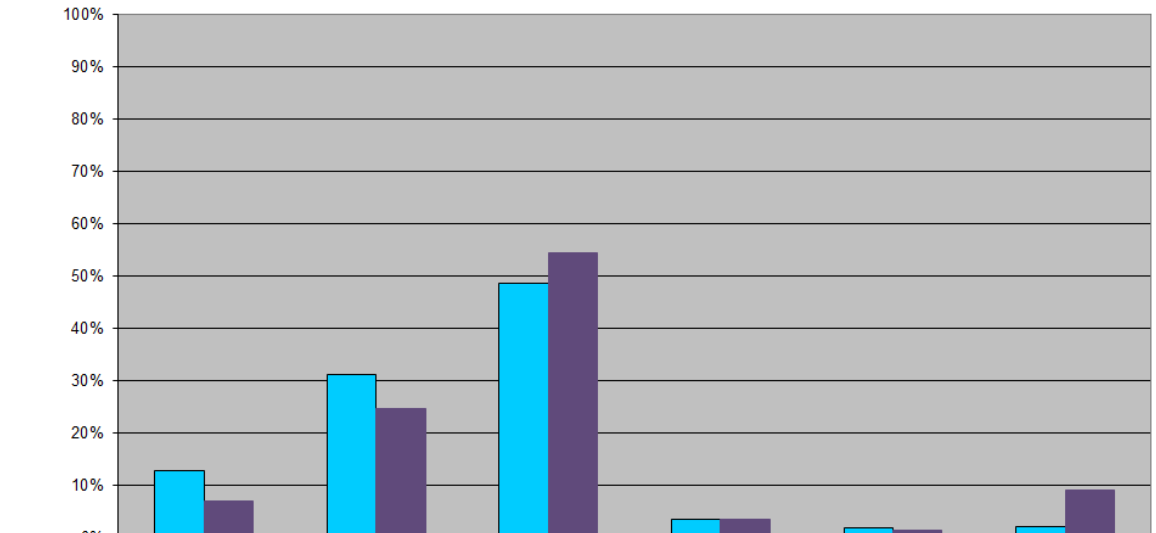
= 4.18

Down 1% from

4.23 (2011)

Data analysis: There has been a significant increase in the overall community score for urban sealed roads to 2.43 (2014) up 23% from 1.98 (2011), this is still below expectations but is heading in the right direction. Localities that are driving dissatisfaction include Wandal & West Rockhampton, Rockhampton City & Depot Hill, Park Avenue, Kawana and Koongal / Lakes Creek.

Urban Stormwater



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	12.80%	31.20%	48.50%	3.40%	1.90%	2.20%
2014 Survey	6.98%	24.71%	54.36%	3.49%	1.45%	9.01%

Overall Community Score (1 to 5)

= 2.65

Up 6% from

2.49 (2011)

How Important Score (1 to 5)

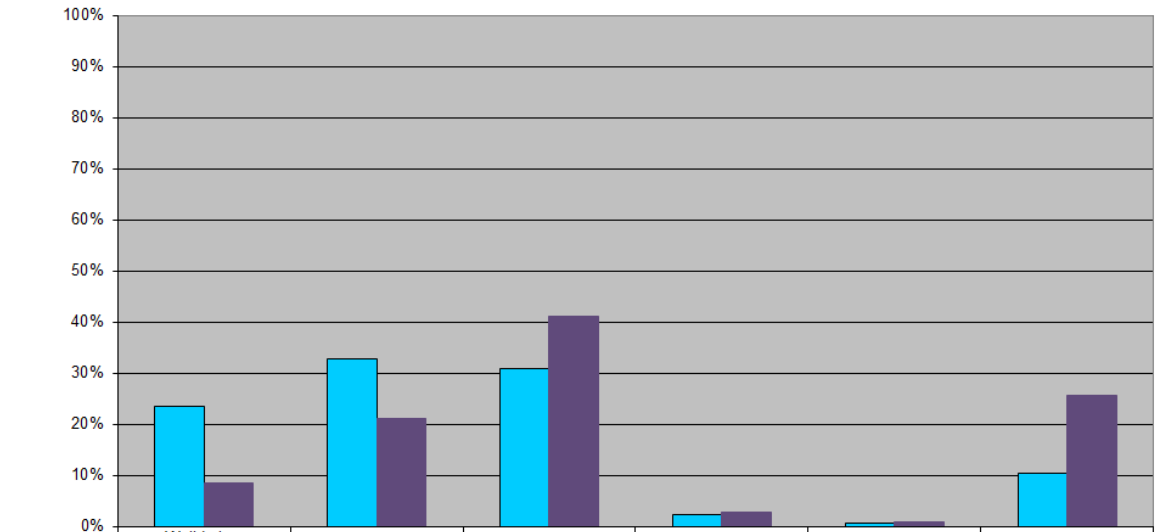
= 4.07

Up 4% from

3.93

Data analysis: There has been an increase in satisfaction with urban stormwater since 2011. Further analysis indicates that the main drivers of dissatisfaction (those below expectations or lower) are in the localities of Bajool (50%), Mount Morgan (41%), Park Avenue (55%), Kawana (63%) and Berserker (39%).

Urban Unsealed Roads



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	23.50%	32.70%	30.80%	2.20%	0.50%	10.30%
2014 Survey	8.53%	21.18%	41.18%	2.65%	0.88%	25.59%

Overall Community Score (1 to 5)

= 2.55

Up 19% from

2.15 (2011)

How Important Score (1 to 5)

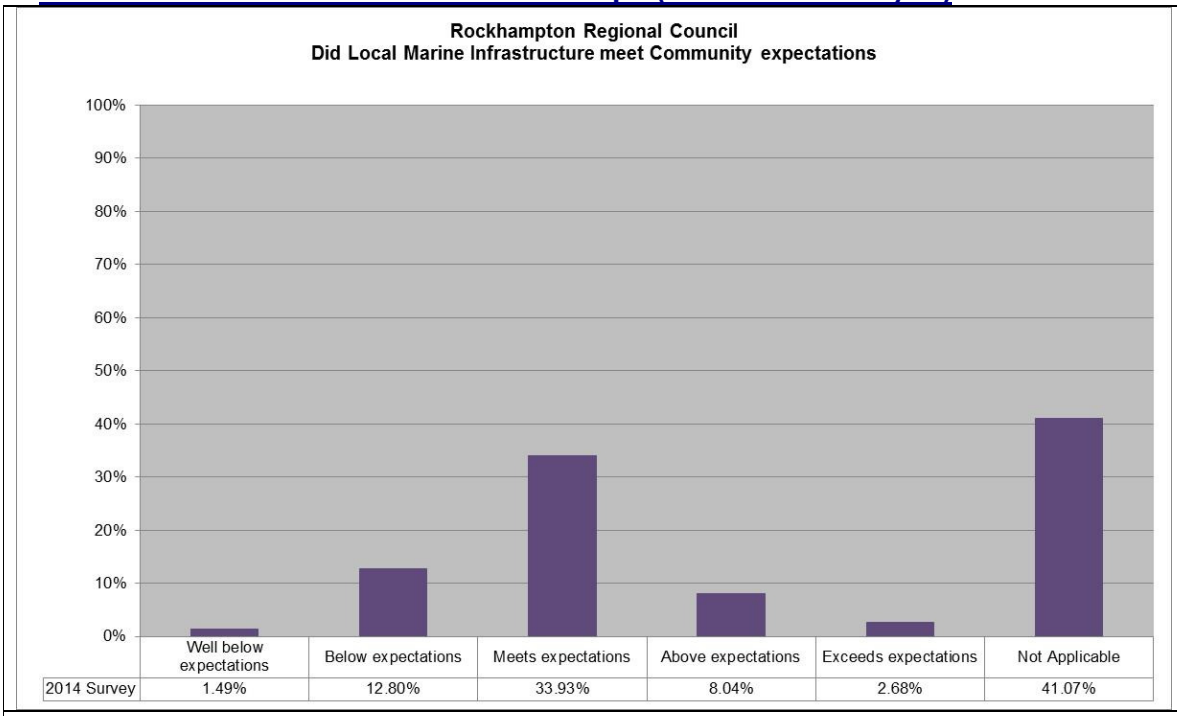
= 3.35

Down 4% from

3.48 (2011)

Data analysis: There has been a significant increase in the overall community score for urban unsealed roads to 2.55 (2014) up 19% from 2.15 (2011), this is still below expectations but heading in the right direction. The localities that have higher levels of dissatisfaction include Bajool, Gracemere, Mount Morgan and parts of North Rockhampton. South Rockhampton has higher levels of satisfaction with 54% indicating either meeting expectations or higher.

Local Marine Infrastructure i.e. boat ramps (First time surveyed)



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	Not Applicable
2014 Survey	1.49%	12.80%	33.93%	8.04%	2.68%	41.07%

Overall Community Score (1 to 5)

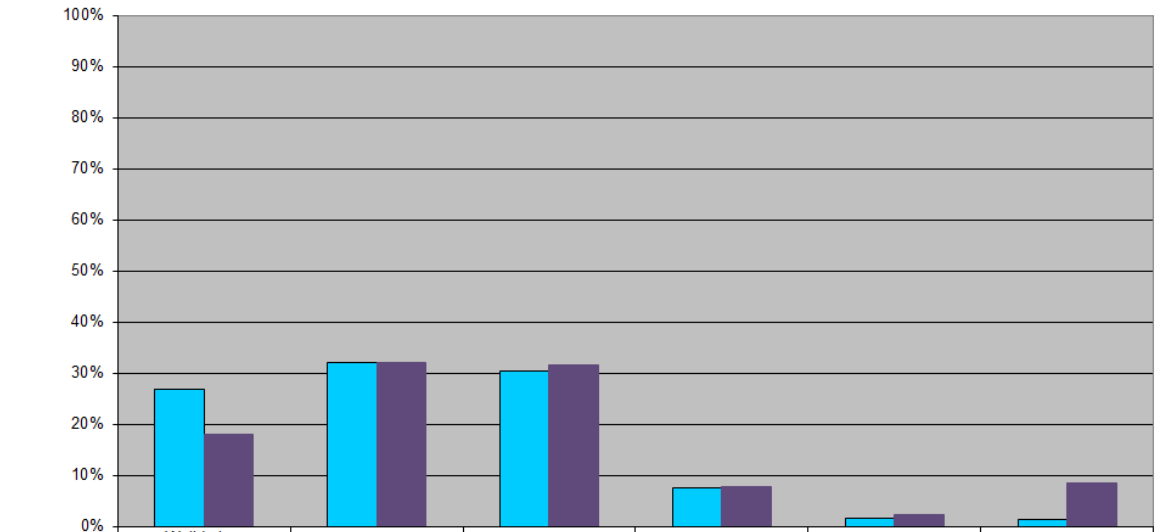
= 2.96

How Important Score (1 to 5)

= 2.69

Data analysis: This measure is a new inclusion into the Satisfaction and Importance Survey. Its overall community score of 2.96 indicates that it is close to meeting expectations, the importance score of 2.69 indicates it is not as important to the community overall. This item of infrastructure has a core user group population. As at February 2015, there were 5,159 registered boats in the Region. There is a slight driver of dissatisfaction with older community members but this is minor.

Footpaths / cycleways



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	26.90%	32.10%	30.40%	7.60%	1.50%	1.40%
2014 Survey	17.92%	32.08%	31.50%	7.80%	2.31%	8.38%

Overall Community Score (1 to 5)

= 2.39

Up 7% from

2.24 (2011)

How Important Score (1 to 5)

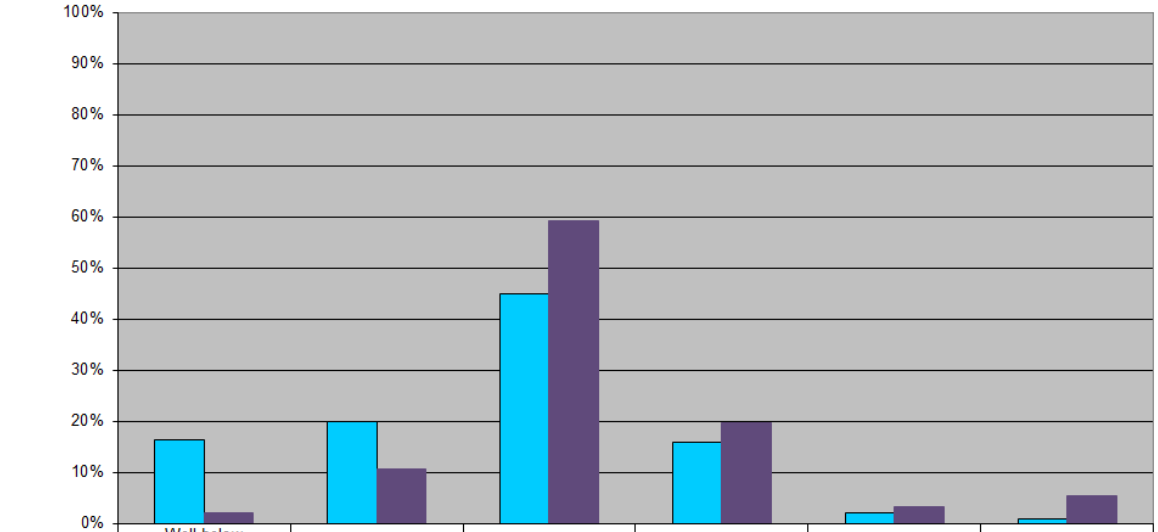
= 4.10

Up 5% from

3.90 (2011)

Data analysis: There has been a positive increase in the overall community score for footpaths /cycleways. Its importance though has escalated into the very important category. The localities driving dissatisfaction (those below expectations or lower) are Mount Morgan (67%), Gracemere (56%) and Bouldercombe (56%). Females are also driving dissatisfaction higher with 52% dissatisfied. Those 25-34 are the most dissatisfied age group followed by 35-49 year olds.

Rockhampton Airport



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	16.40%	19.80%	45.00%	15.90%	2.10%	0.80%
Survey 2014	1.99%	10.54%	59.26%	19.66%	3.13%	5.41%

Overall Community Score (1 to 5)

= 3.12

Up 17% from

2.67 (2011)

How Important Score (1 to 5)

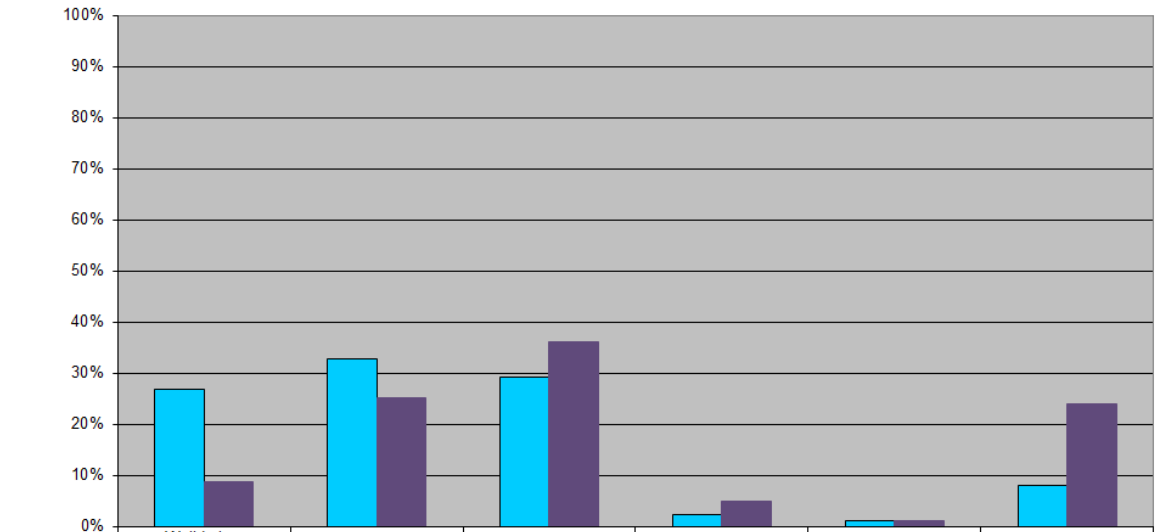
= 3.92

Down 1% to

3.95 (2011)

Data analysis: There has been a significant increase in the overall community score for the Rockhampton Airport to 3.12 (2014) up 17% from 2.67 (2011). As can be seen by the chart above there has been a significant decrease in the "Well below expectations" category. There is a slight dissatisfaction driver with 25-34 year olds however this is only minor.

Rural Sealed Roads



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	26.70%	32.80%	29.30%	2.20%	1.00%	8.00%
2014 Survey	8.75%	25.07%	36.15%	4.96%	1.17%	23.91%

Overall Community Score (1 to 5)

= 2.54

Up 20% from

2.11 (2011)

How Important Score (1 to 5)

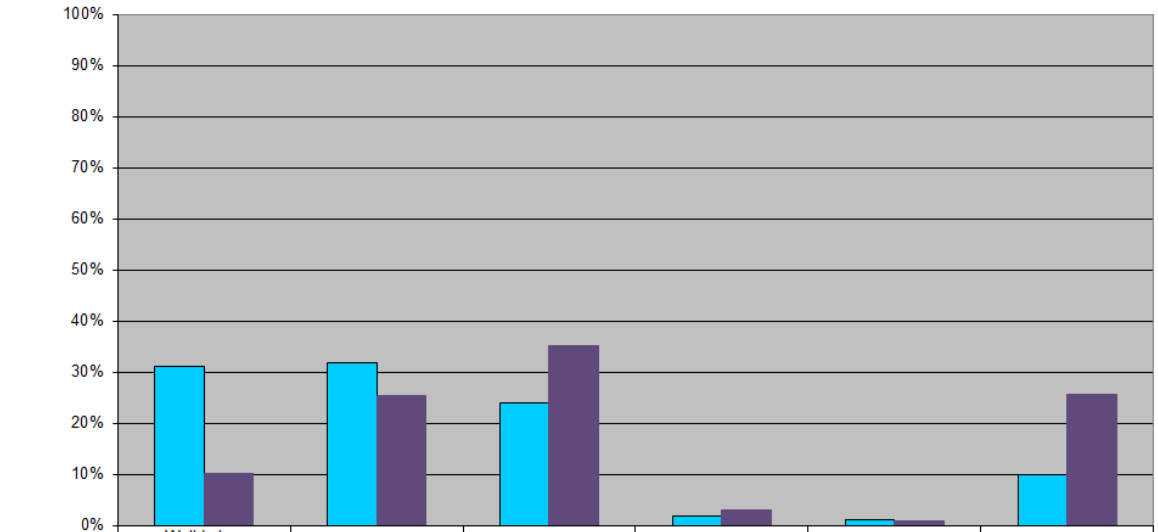
= 3.79

Up 1% from

3.76 (2011)

Data analysis: There has been a significant increase in the overall community score for rural sealed roads to 2.54 (2014) up 20% from 2.11 (2011), this is still below expectations but heading in the right direction. The localities that are driving dissatisfaction (Below expectations or lower) include: Alton Downs and surrounding areas (59%), Bajool and surrounding areas (50%), Mount Morgan (53%) and Wycarbah and surrounding areas (40%).

Rural Unsealed Roads



	Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	N/A
2011 Survey	31.20%	31.90%	24.00%	1.90%	1.00%	10.00%
2014 Survey	10.09%	25.36%	35.16%	2.88%	0.86%	25.65%

Overall Community Score (1 to 5)

= 2.45

Up 23% from

2.00 (2011)

How Important Score (1 to 5)

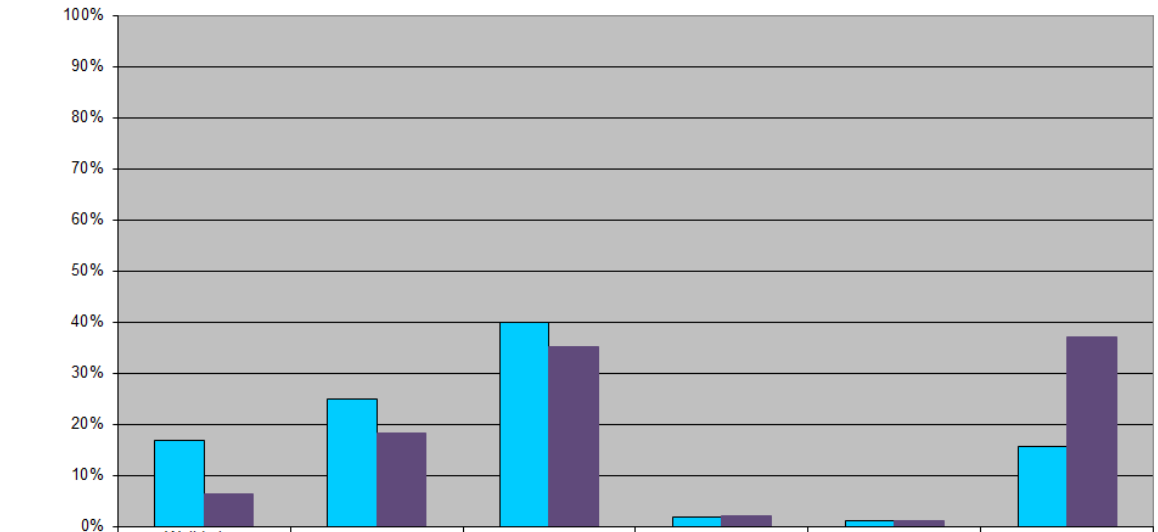
= 3.54

Down 1% from

3.57 (2011)

Data analysis: There has been a significant increase in the overall community score for rural sealed roads to 2.45 (2014) up 23% from 2.00 (2011), this is still below expectations but heading in the right direction. Localities driving dissatisfaction are Alton Downs and surrounds (63%), Gracemere (56%), Bajool (50%) and Wycarbah & surrounding areas (40%).

Rural Stormwater



Overall Community Score (1 to 5)

= 2.58

Up 10% from

2.35 (2011)

How Important Score (1 to 5)

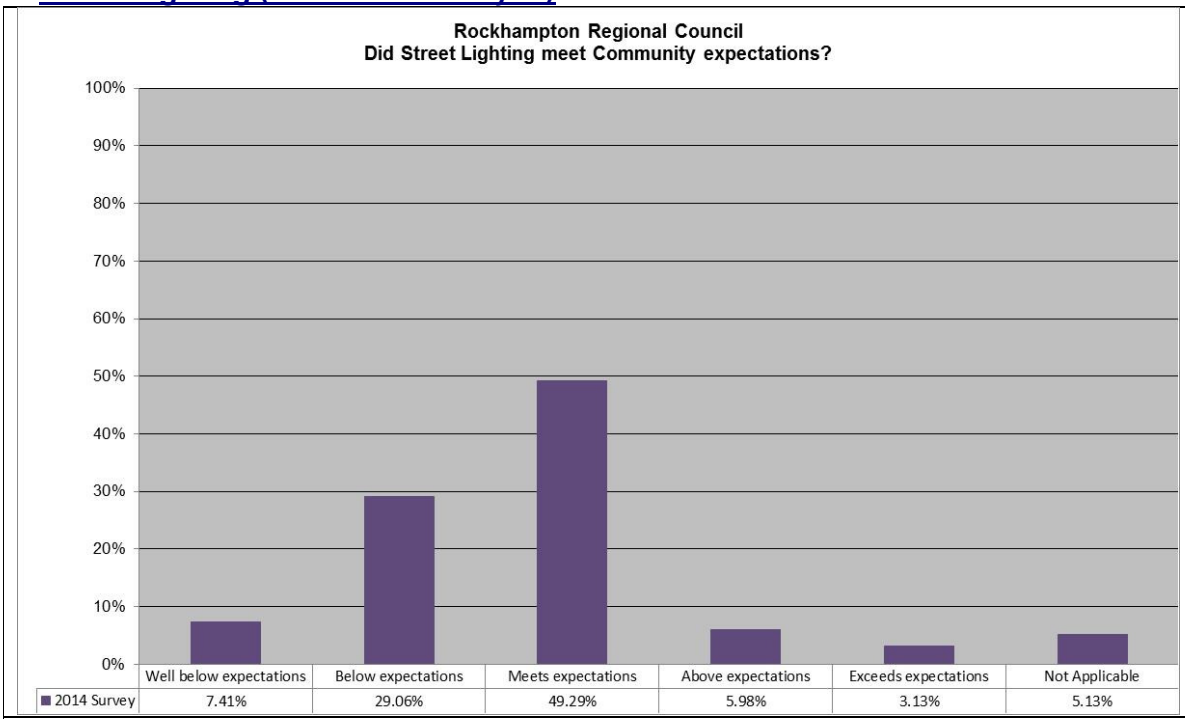
= 3.33

Down 1% from

3.38 (2011)

Data analysis: There has been a positive movement in the overall community score for Rural Stormwater up 10% to 2.58 (2014) from 2.35 (2011), this is still below expectations but moving in the right direction. Localities that are driving dissatisfaction include: Bouldercombe (41%), Wycarbah (40%), Mount Morgan (35%) and Gracemere (33%)

Street Lighting (First time surveyed)



Overall Community Score (1 to 5)

= 2.67

How Important Score (1 to 5)

= 4.05

Data analysis: This measure is a new inclusion into the Satisfaction and Importance Survey. Street lighting has recorded a community score of 2.67 which is below expectations. The localities that were driving dissatisfaction (Below expectations or lower) were Wandal & West Rockhampton (57%), Berserker (54%) and Bajool (43%).

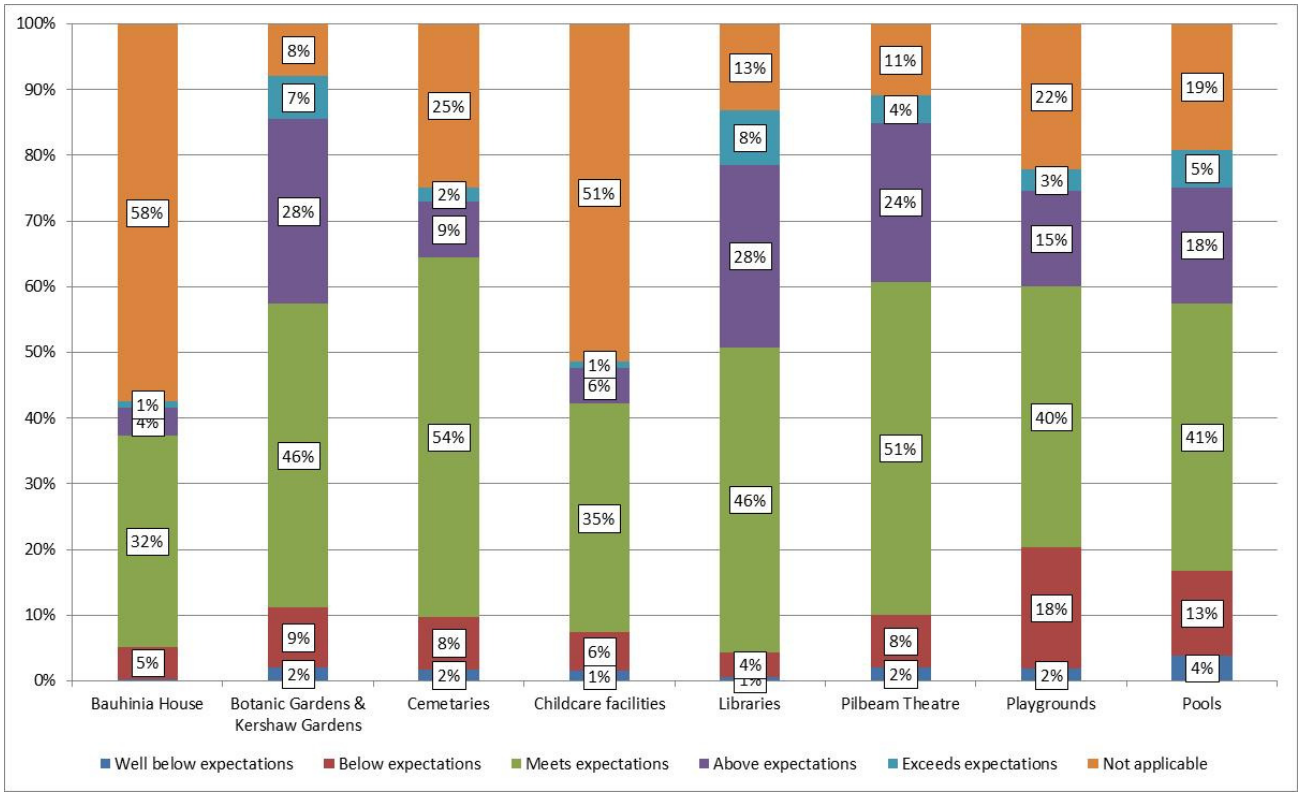
Council Related Facilities

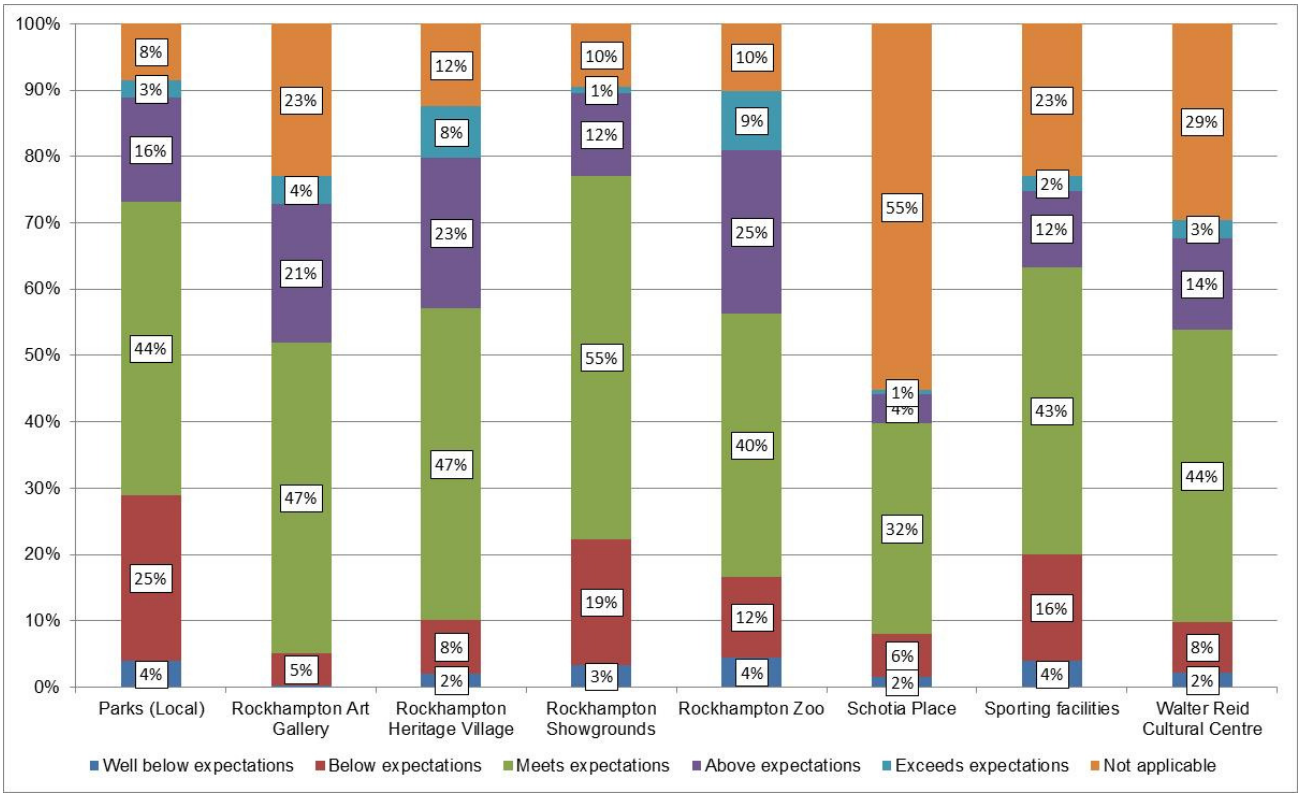
As can be seen by Table 5 there is various facilities that are above expectations.

Table 5. How the Community rated the Importance of the Facility items and if Council Met the Communities Expectations

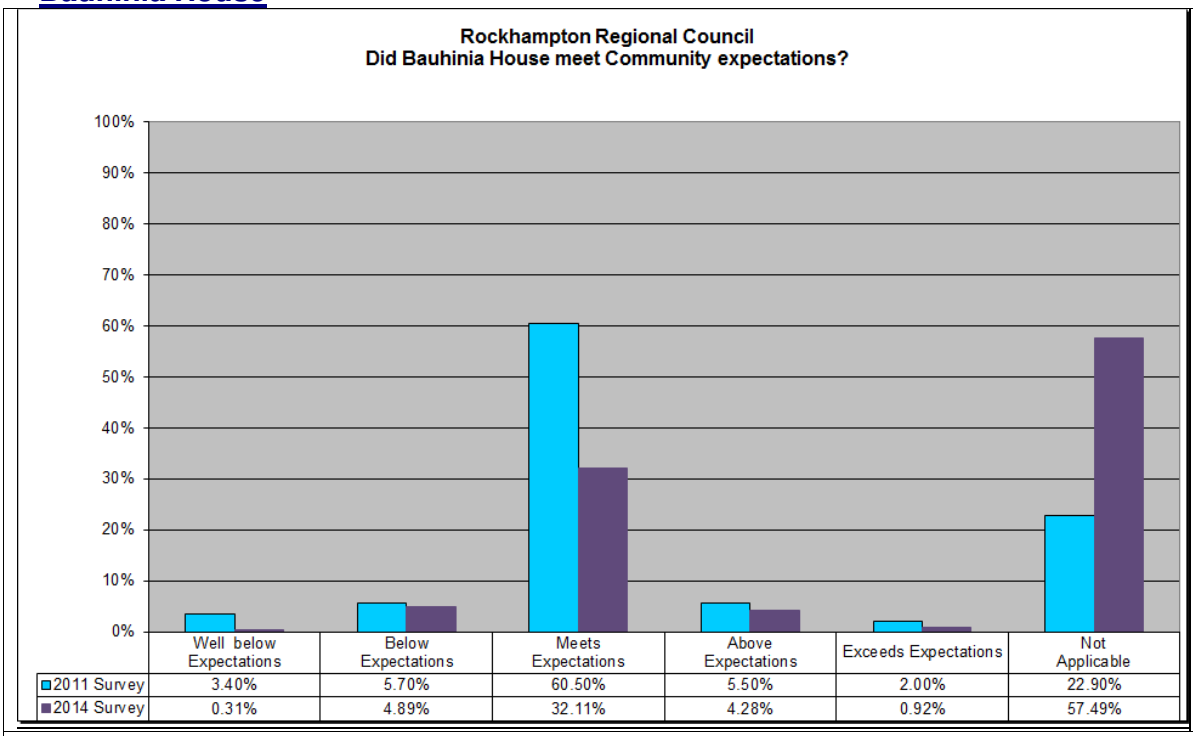
Item	Importance Score (1 to 5) 2011	Importance Score (1 to 5) 2014	Expectations Score (1 to 5) 2011	Expectations Score (1 to 5) 2014	Are we meeting Expectations?
Botanic & Kershaw Gardens	3.85	4.03	2.82	3.30	Meeting Expectations
Parks (local)	3.89	3.90	2.62	2.87	Below Expectations
Libraries	3.97	3.75	3.40	3.45	Meeting Expectations
Pilbeam Theatre	3.83	3.75	3.25	3.23	Meeting Expectations
Rockhampton Zoo	3.58	3.70	2.19	3.24	Meeting Expectations
Pools	3.36	3.63	2.67	3.10	Meeting Expectations
Rockhampton Showgrounds	3.43	3.54	2.83	2.88	Below Expectations
Sporting Facilities	3.49	3.51	2.80	2.89	Below Expectations
Rockhampton Heritage Village	3.56	3.48	3.40	3.30	Meeting Expectations
Playgrounds	3.51	3.48	2.73	2.99	(Just) Below Expectations
Rockhampton Art Gallery	3.21	3.21	3.18	3.31	Meeting Expectations
Walter Reid Cultural Centre	3.18	3.14	3.05	3.10	Meeting Expectations
Cemeteries	3.30	3.07	2.59	3.02	Meeting Expectations
Childcare facilities	2.82	2.74	2.84	2.97	Below Expectations
Schotia Place	2.87	2.25	2.78	2.91	Below Expectations
Bauhinia House	2.61	2.13	2.96	3.01	Meeting Expectations

Council Related Facilities Comparative Charts





Bauhinia House



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	3.40%	5.70%	60.50%	5.50%	2.00%	22.90%
2014 Survey	0.31%	4.89%	32.11%	4.28%	0.92%	57.49%

Overall Community Score (1 to 5)

= 3.01

Up 2% from

2.96 (2011)

How Important Score (1 to 5)

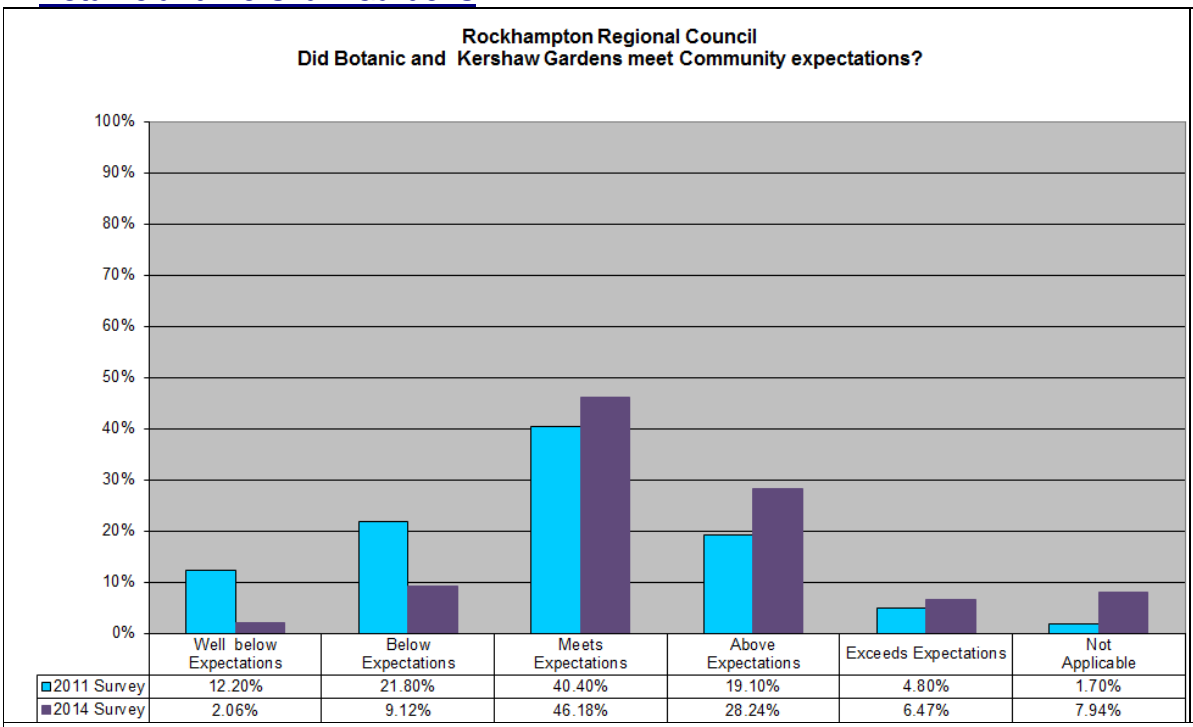
= 2.13

Down 18%

2.61 (2011)

Data analysis: In the chart above there is a much larger section of the community that outlined that it is not applicable to them. Note the overall community score is calculated on those that had responded formally to the question. Further analysis provides older age groups that answered the question had significantly higher levels of satisfaction. Age group 60-69 – 96% (meeting expectations or higher) 70-84 – 89% (meeting expectations or higher).

Botanic and Kershaw Gardens



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	12.20%	21.80%	40.40%	19.10%	4.80%	1.70%
2014 Survey	2.06%	9.12%	46.18%	28.24%	6.47%	7.94%

Overall Community Score (1 to 5)

= 3.30

Up 17% from

2.82 (2011)

How Important Score (1 to 5)

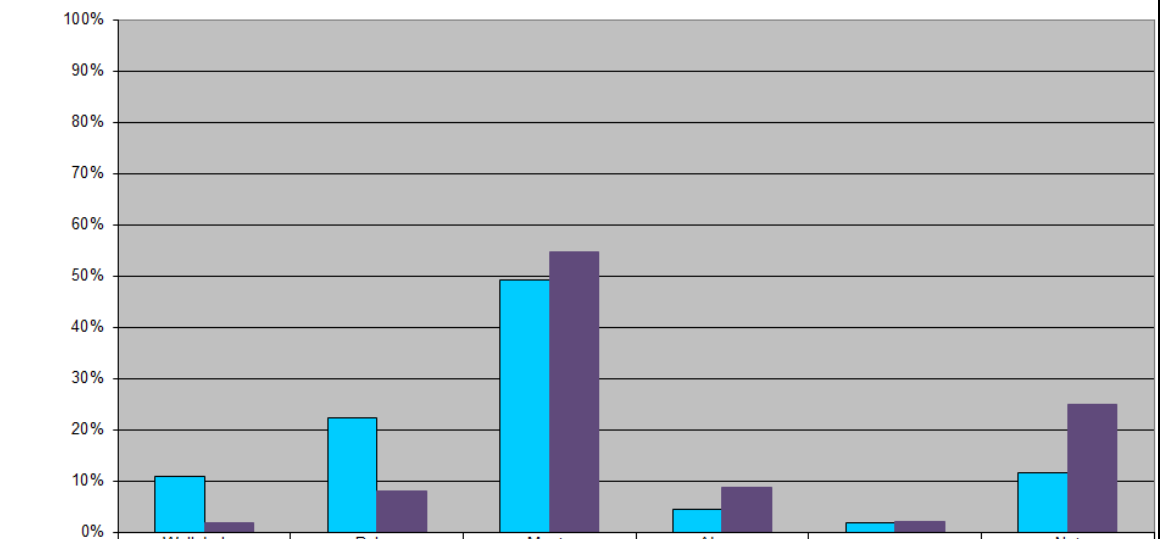
= 4.03

Up 5% from

3.85 (2011)

Data analysis: There has been a significant increase in the overall community score for Botanic and Kershaw Gardens to 3.30 (2014) up 17% from 2.82 (2011). These parks are meeting expectations and are very important. Further analysis indicates that those that are younger are more dissatisfied than older groups – 25-34 (15%) and 35-49 (19%).

Cemeteries



Overall Community Score (1 to 5)

= 3.02

Up 17% from

2.59 (2011)

How Important Score (1 to 5)

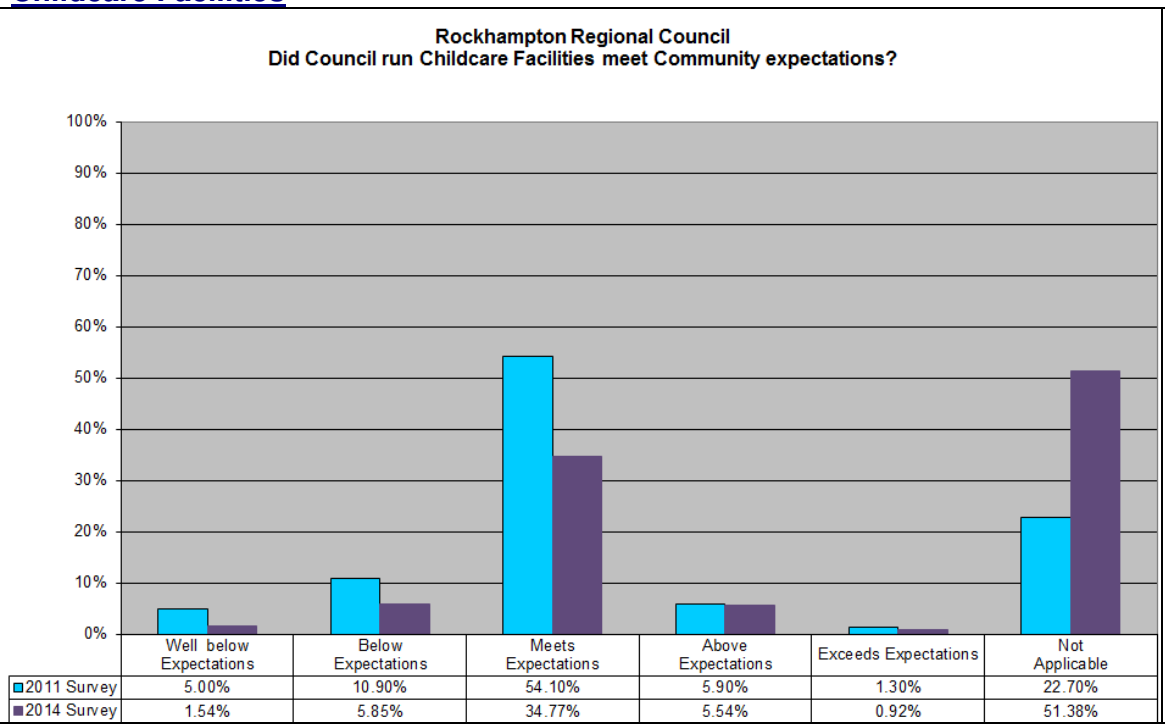
= 3.07

Down 7% from

3.30 (2011)

Data analysis: There has been a significant increase in the overall community score for cemeteries to 3.02 (2014) up 17% from 2.59 (2011). Localities that are driving dissatisfaction (Below expectations or lower) are Mount Morgan (22%), Gracemere (16%) and Bouldercombe (15%).

Childcare Facilities



Overall Community Score (1 to 5)

= 2.97

Up 5% from

2.84 (2011)

How Important Score (1 to 5)

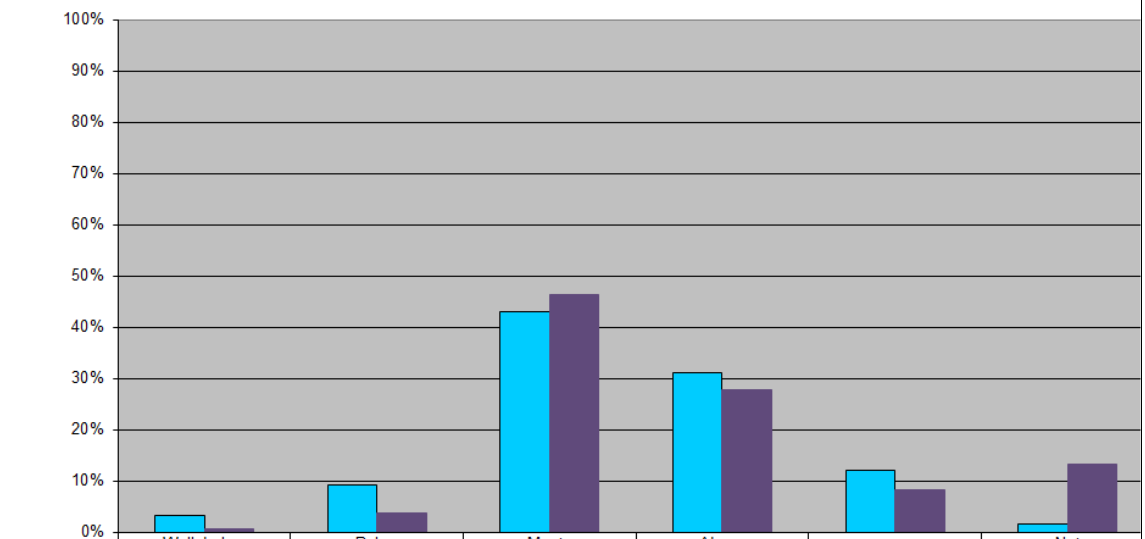
= 2.74

Down 3% to

2.82 (2011)

Data analysis: There has been a positive movement in the overall community score to 2.97 (2014) up 5% from 2.84 (2011), this facility is close to meeting expectation but is just short of the mark. As can be expected there is a large amount of community members that have indicated this is "Not Applicable". Also the importance scale registers the facility as "Not as Important" and this is normal considering the targeting of this service.

Libraries



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	3.30%	9.10%	43.00%	31.00%	12.00%	1.60%
2014 Survey	0.59%	3.81%	46.33%	27.86%	8.21%	13.20%

Overall Community Score (1 to 5)

= 3.45

Up 1% from

3.40 (2011)

How Important Score (1 to 5)

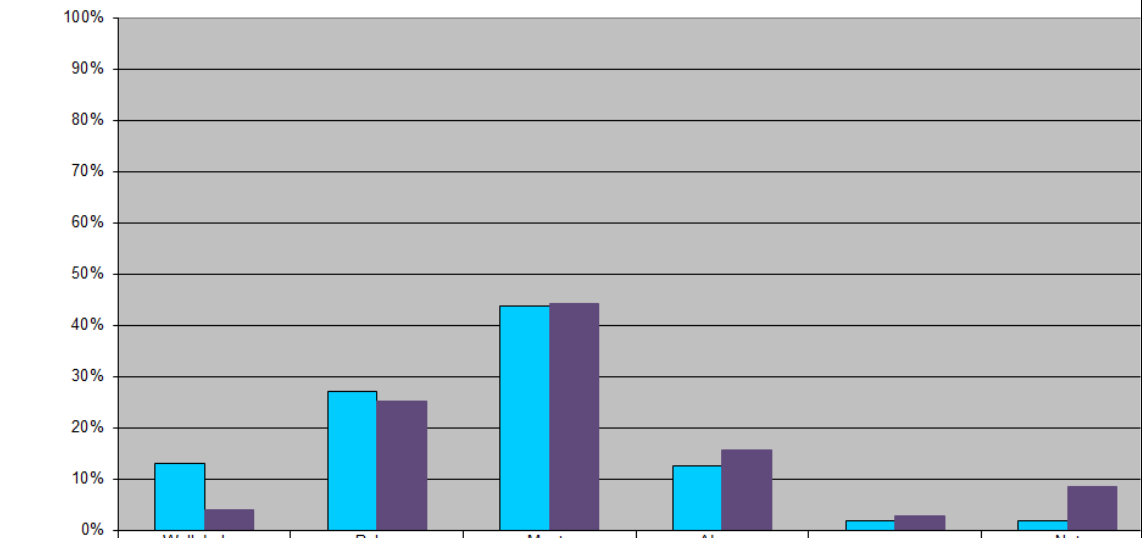
= 3.75

Down 6% from

3.97 (2011)

Data analysis: There has been a positive movement in the overall community score to 3.45 (2014) up 1% from 3.40 (2011). Another strong performance by libraries. Mount Morgan is the main driver behind the small level of dissatisfaction, in saying that this is a small percentage. Note that there is no age group that is a main driver behind dissatisfaction.

Parks



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	13.10%	27.10%	43.70%	12.40%	1.90%	1.80%
2014 Survey	3.93%	25.08%	44.11%	15.71%	2.72%	8.46%

Overall Community Score (1 to 5)

= 2.87

Up 9% from

2.62 (2011)

How Important Score (1 to 5)

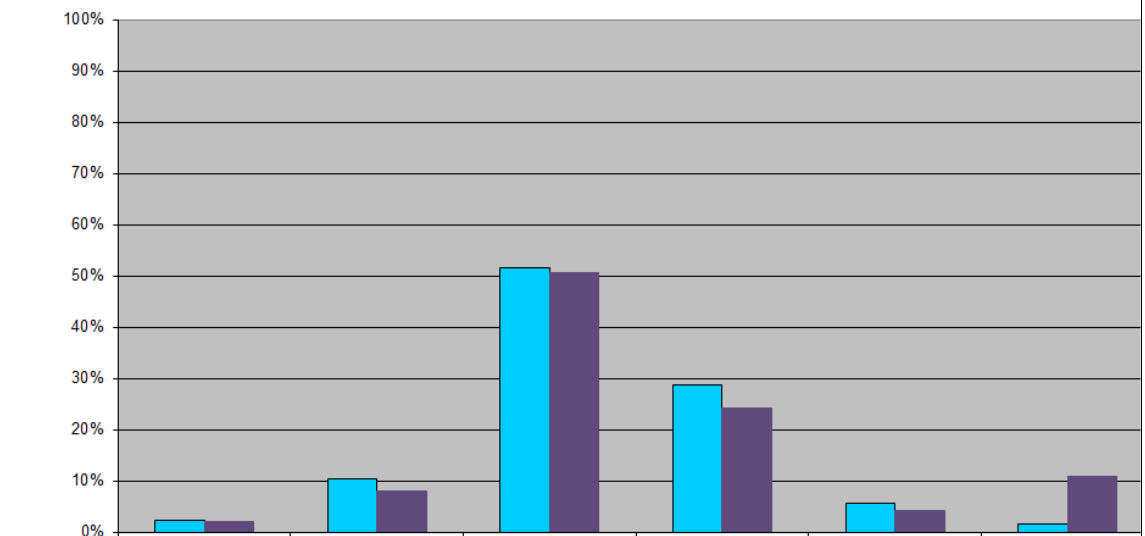
= 3.90

Stable

3.89 (2011)

Data analysis: There has been a positive movement in the overall community score to 2.87 (2014) up 9% from 2.62 (2011) however this is still below expectations. The localities that are driving dissatisfaction (Below expectations or lower) are Gracemere, Mount Morgan and Bajool. Further analysis indicates that these are persons aged 35-49, which may indicate this is dissatisfaction with family oriented facilities at these parks.

Pilbeam Theatre



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	2.20%	10.40%	51.70%	28.80%	5.50%	1.50%
2014 Survey	2.06%	7.96%	50.74%	24.19%	4.13%	10.91%

Overall Community Score (1 to 5)

= 3.23

Down 1% from

3.25 (2011)

How Important Score (1 to 5)

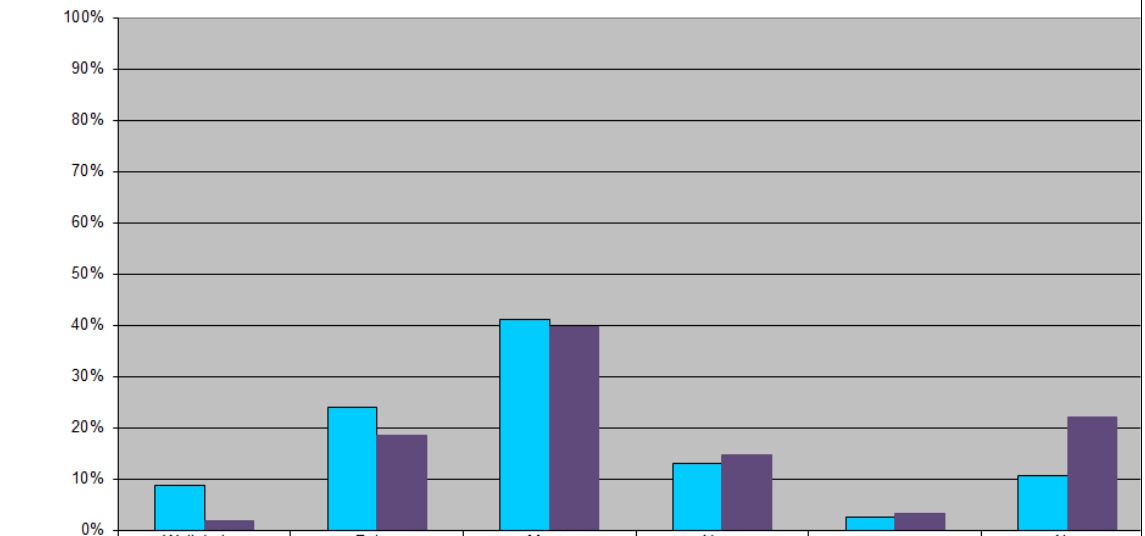
= 3.75

Down 2% from

3.83 (2011)

Data analysis: Whilst the Pilbeam Theatres' overall community score is 3.23 (2014) down 1% from 3.25 (2011) this is still a very strong performance. As a service provision this is the good place for the Pilbeam Theatre to be. Further analysis provides that there is no single age group / demographic that is driving the small amount of dissatisfaction.

Playgrounds



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	8.80%	23.90%	41.20%	13.10%	2.40%	10.70%
2014 Survey	1.82%	18.48%	39.70%	14.55%	3.33%	22.12%

Overall Community Score (1 to 5)

= 2.99

Up 9% from

2.73 (2011)

How Important Score (1 to 5)

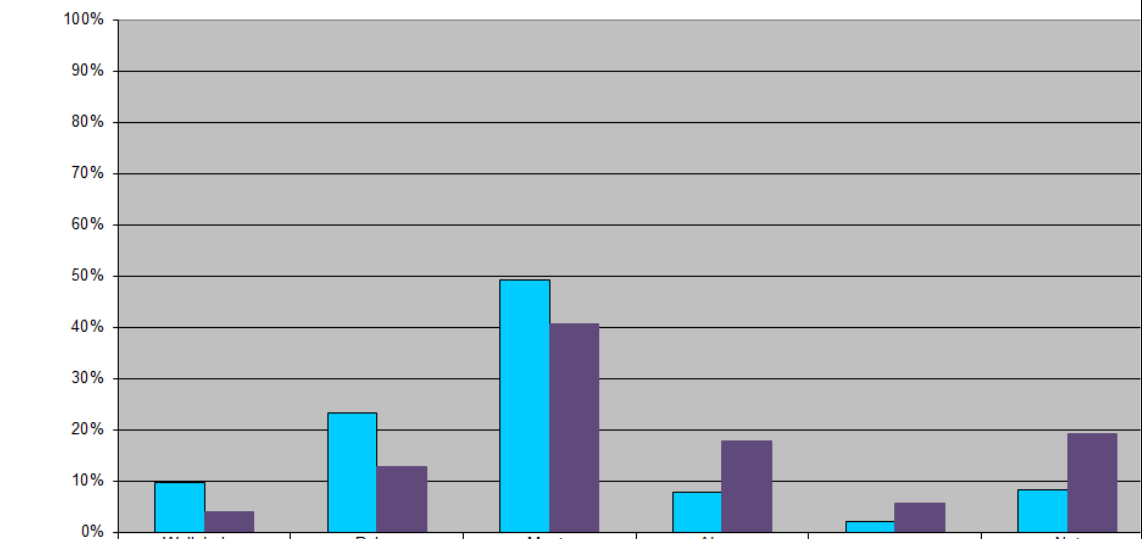
= 3.48

Down 1% from

3.51 (2011)

Data analysis: There has been a positive movement in the overall community score for Playgrounds to 2.99 (2014) up 9% from 2.73 (2011), almost meeting expectations. Further analysis indicates that the main locations that are driving dissatisfaction (Below expectations or lower) are Park Avenue, Gracemere, Frenchville and Norman Gardens.

Pools



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	9.60%	23.20%	49.30%	7.70%	2.10%	8.20%
2014 Survey	3.89%	12.87%	40.72%	17.66%	5.69%	19.16%

Overall Community Score (1 to 5)

= 3.10

Up 16% from

2.67 (2011)

How Important Score (1 to 5)

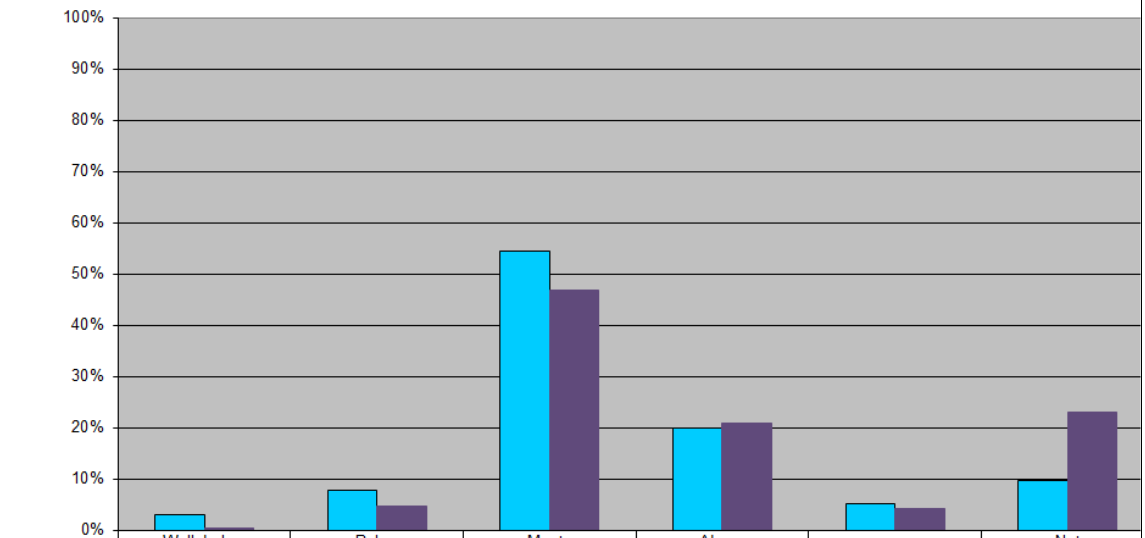
= 3.63

Up 8% from

3.36 (2011)

Data analysis: There has been a significant increase in the overall community score for Pools to 3.10 (2014) up 16% from 2.67 (2011), this facility is now meeting the expectations of the community. Further analysis indicates that the localities that are driving levels of dissatisfaction (Below expectations or lower): Norman Gardens, Frenchville and Mount Morgan.

Rockhampton Art Gallery



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	3.10%	7.80%	54.40%	19.80%	5.20%	9.60%
2014 Survey	0.30%	4.78%	46.87%	20.90%	4.18%	22.99%

Overall Community Score (1 to 5)

= 3.31

Up 4% from

3.18 (2011)

How Important Score (1 to 5)

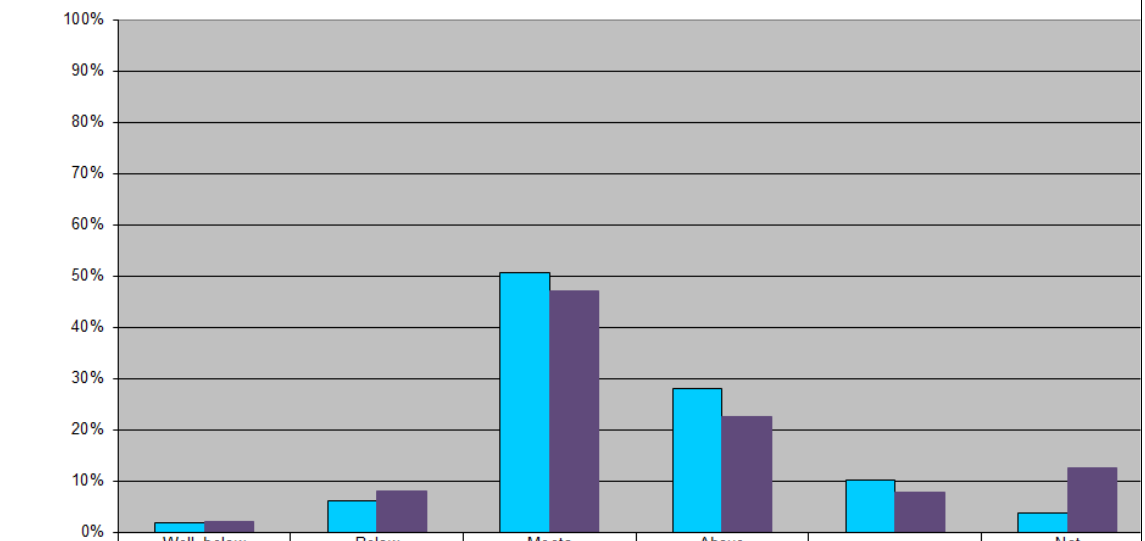
= 3.21

Stable

3.21 (2011)

Data analysis: There has been a positive movement in the overall community score for the Rockhampton Art Gallery to 3.31 (2014) up 4% from 3.18 (2011). This is another strong performance for the Art Gallery and it is meeting community expectations. Further analysis provides that there is a small level of dissatisfaction with those aged 35-49 age group however this is only minor.

Rockhampton Heritage Village



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	1.70%	6.00%	50.60%	28.10%	10.10%	3.60%
2014 Survey	2.08%	8.04%	47.02%	22.62%	7.74%	12.50%

Overall Community Score (1 to 5)

= 3.30

Down 3% from

3.40 (2011)

How Important Score (1 to 5)

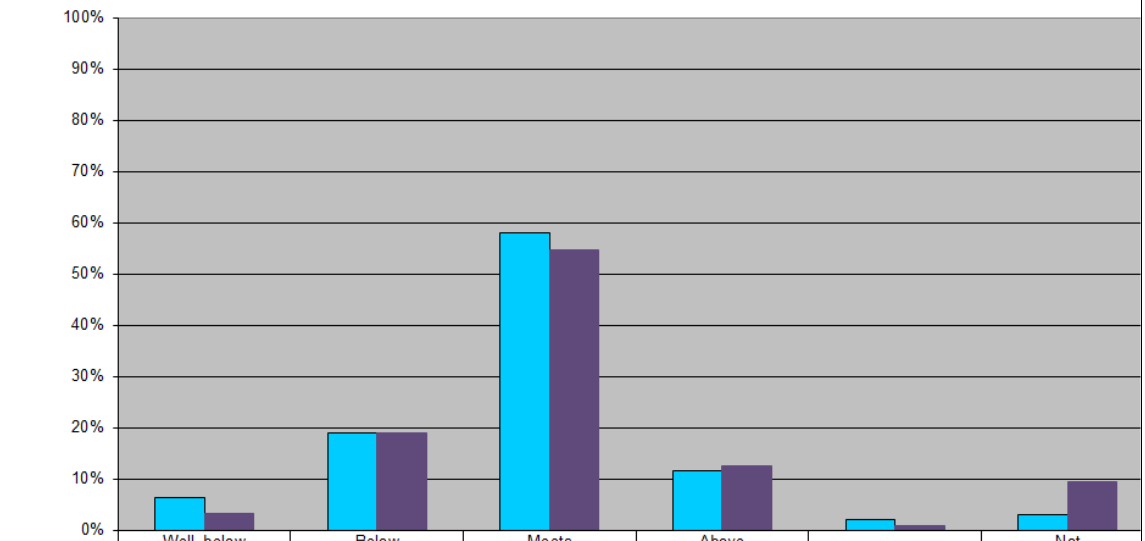
= 3.48

Down 2% from

3.56 (2011)

Data analysis: There has been a small decrease in the overall community score to 3.30 (2014) down 3% from 3.40 (2011), this is still meeting community expectations and is considered a very strong community score. In terms of what is driving dissatisfaction there is a small amount of community members aged 25-34 that are dissatisfied however this is minor.

Rockhampton Showgrounds



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	6.40%	19.00%	58.00%	11.50%	2.00%	3.10%
2014 Survey	3.27%	19.05%	54.76%	12.50%	0.89%	9.52%

Overall Community Score (1 to 5)

= 2.88

Up 2% from

2.83 (2011)

How Important Score (1 to 5)

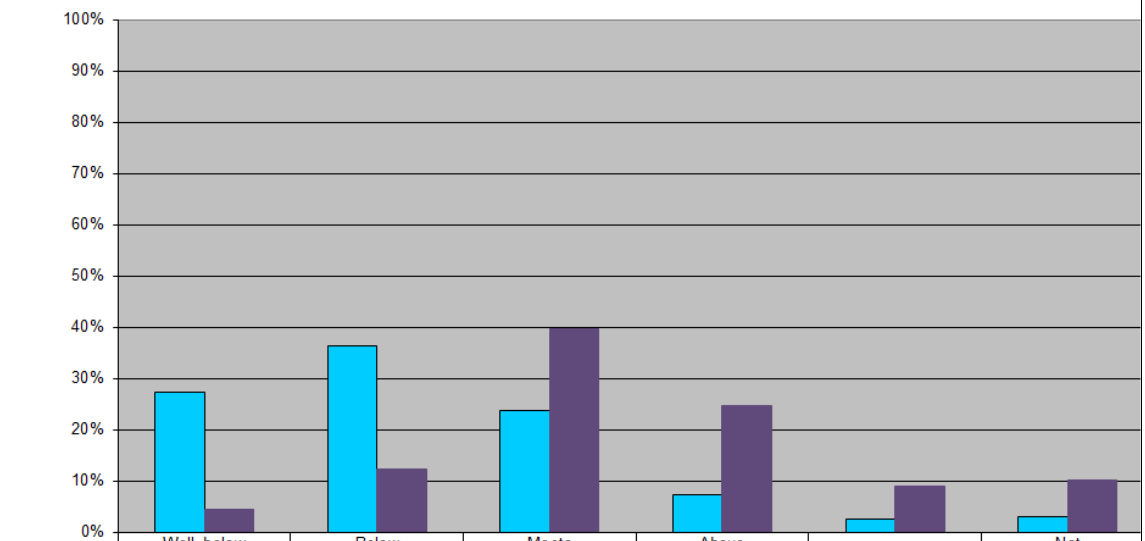
= 3.54

Up 3% from

3.43 (2011)

Data analysis: There has been a small positive movement in the overall community score for the Rockhampton Showgrounds to 2.88 (2014) up 2% from 2.88 (2011), this is not meeting expectations but moving in the right direction. Further analysis indicates no one age group driving dissatisfaction more than another. In terms of localities West Rockhampton & Wandal have higher levels of dissatisfaction to a lesser degree The Range.

Rockhampton Zoo



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	27.40%	36.30%	23.60%	7.20%	2.60%	2.90%
2014 Survey	4.46%	12.20%	39.58%	24.70%	8.93%	10.12%

Overall Community Score (1 to 5)

= 3.24

Up 48% from

2.19 (2011)

How Important Score (1 to 5)

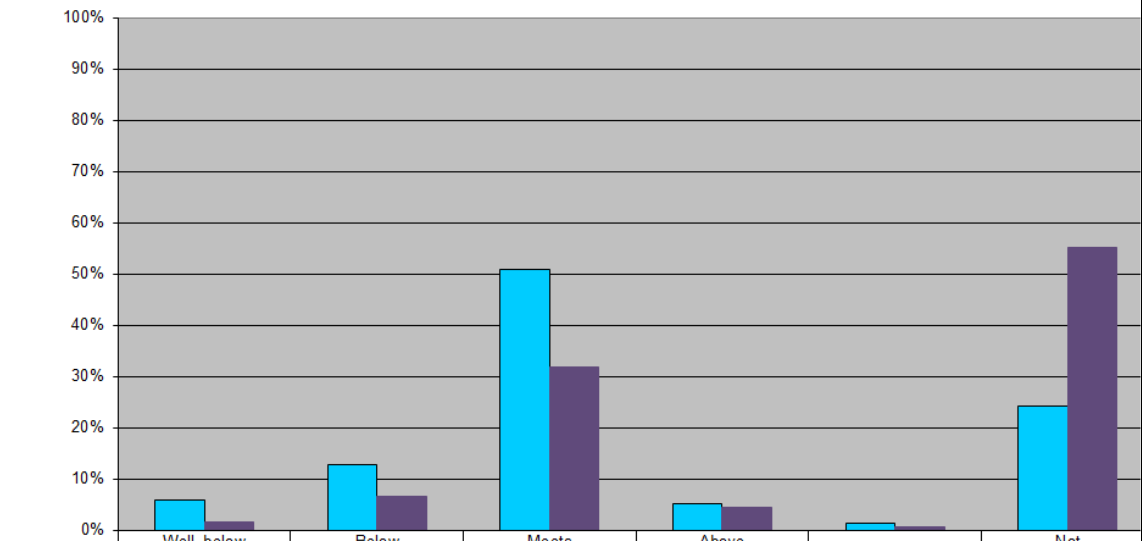
= 3.70

Up 3% from

3.58 (2011)

Data analysis: There has been a dramatic increase in the overall community score for the Rockhampton Zoo to 3.24 (2014) up 48% from 2.19 (2011) and it is now meeting expectations. The 25-34 age group has been a driver of satisfaction (meeting expectations or better) and other age groups in general provide for a high level of satisfaction. In terms of dissatisfaction those from Gracemere appear to be driving this however this is minor.

Schotia Place



	Well below Expectations	Below Expectations	Meets Expectations	Above Expectations	Exceeds Expectations	Not Applicable
2011 Survey	5.90%	12.70%	50.80%	5.10%	1.40%	24.10%
2014 Survey	1.54%	6.48%	31.79%	4.32%	0.62%	55.25%

Overall Community Score (1 to 5)

= 2.91

Up 5% from

2.78 (2011)

How Important Score (1 to 5)

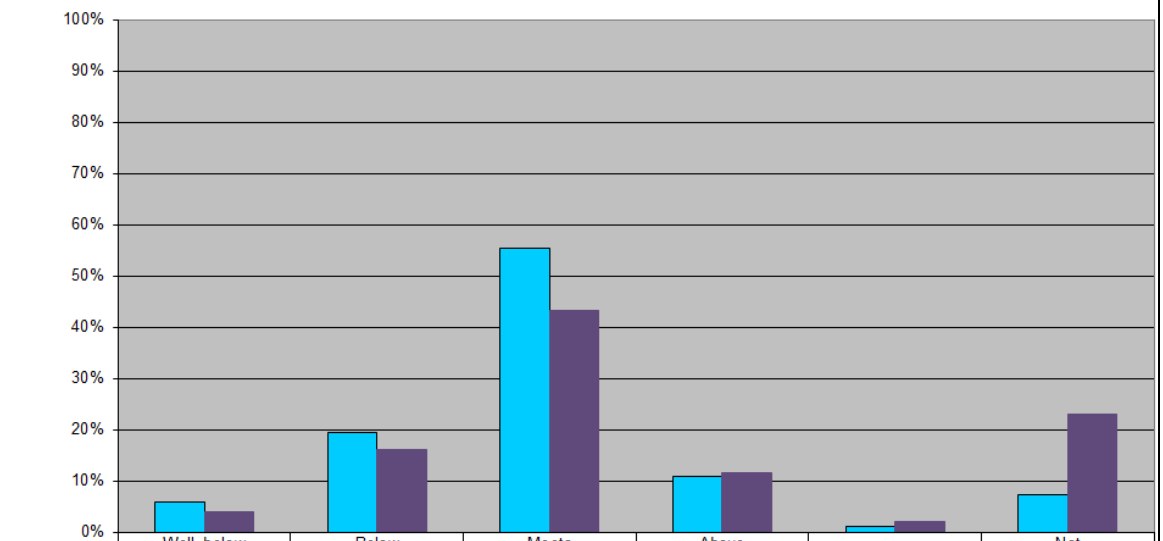
= 2.25

Down 21% from

2.87 (2011)

Data analysis: In the chart above there is a much larger section of the community that outlined that they do not have comment on the service “or” it is not applicable to them. Analysis provides older age groups that answered the question had higher levels of satisfaction.

Sporting Facilities



Overall Community Score (1 to 5)

= 2.89

Up 3% from

2.80 (2011)

How Important Score (1 to 5)

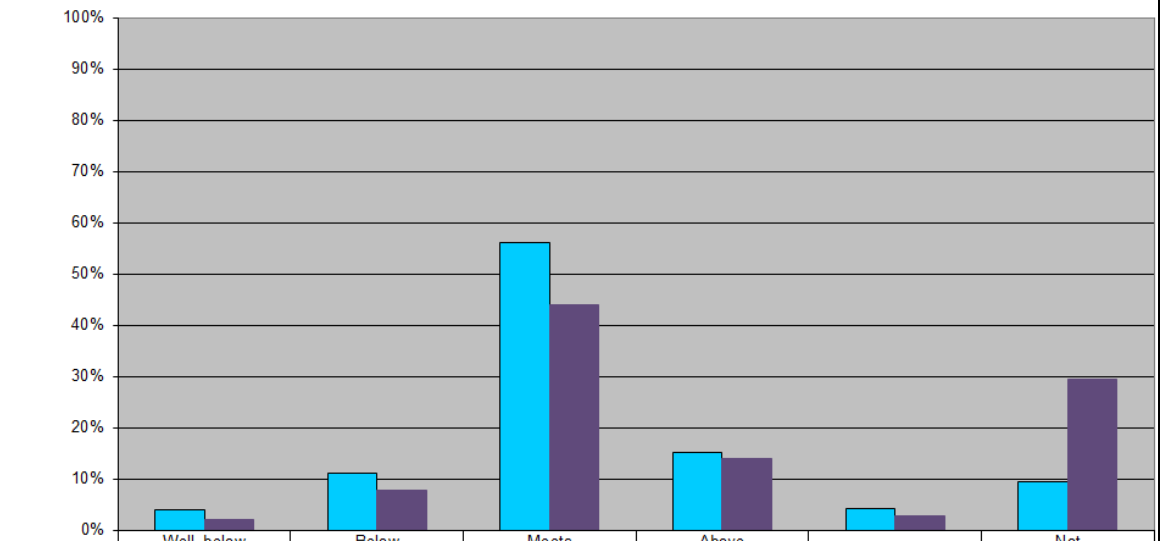
= 3.51

Up 1% from

3.49 (2011)

Data analysis: There has been a positive movement in the overall community score for sporting facilities to 2.89 (2014) up 3% from 2.80 (2011), this is moving in the right direction however not meeting expectations. In terms of localities that are driving dissatisfaction (Below expectations or lower) parts of North Rockhampton (Norman Gardens & Frenchville) and Mount Morgan are the main drivers. The 35-49 age group is main driver of dissatisfaction from the age demographic.

Walter Reid Cultural Centre



Overall Community Score (1 to 5)

= 3.10

Up 2% from

3.05 (2011)

Importance Score (1 to 5)

= 3.14

Down 1% from

3.18 (2011)

Data analysis: There has been a positive movement in the overall community score for the WRCC to 3.10 (2014) up 2% from 3.05 (2011), this facility is meeting expectations. In terms of drivers of dissatisfaction (Below expectations or lower) those aged 60-69 have a higher level of dissatisfaction (15%).

Appendix

Demographics

Gender: **ABS Census 2011** | **50% Female, 50% Male**
2014 Resident Satisfaction Survey Sample | **56% Female, 44% Male**

Locality	ABS Census 2011 *Total listed location = 76827*	2014 Resident Satisfaction Survey Sample *Total listed location = 309*
Alton Downs and Surrounding Areas		
Rural West	3%	11%
Bajool and Surrounding Areas		
Rural South East	4%	12%
Gracemere and Surrounding Areas		
Gracemere	11%	8%
North Rockhampton		
Berserker	9%	8%
Frenchville	12%	10%
Kawana	6%	3%
Koongal	7%	4%
Park Avenue	7%	4%
Parkhurst	3%	3%
Norman Gardens	11%	10%
Mount Morgan and Surrounding Areas		
Mount Morgan	4%	6%
South Rockhampton		
Allenstown	4%	5%
Rockhampton City and Depot Hill	4%	2%
The Range	7%	8%
Wandal and West Rockhampton	8%	7%
	100%	100%

Service Age Group	ABS Census 2011 *Total listed groups = 56910*	2014 Resident Satisfaction Survey Sample *Listed groups = 330*
Tertiary education and independence (18 to 24)	13%	4%
Young workforce (25 to 34)	18%	12%
Parents and homebuilders (35 to 49)	26%	28%
Older workers and pre-retirees (50 to 59)	17%	24%
Empty nesters and retirees (60 to 69)	12%	21%
Seniors (70 to 84)	11%	10%
Elderly aged (85 and over)	2%	0%

Satisfaction & Importance Survey

Rockhampton Regional Council is undertaking this survey to understand how you rate the various Council services provided to you and the community and how important these are to you.

This information will be used as a benchmark for how we are performing against your expectations and also to understand community priorities when developing Council's budget.

Please complete this survey and post to (no stamp required):
Rockhampton Regional Council
Reply Paid 1860
Rockhampton QLD 4700

A little about you

What suburb do you live in?

How old are you?

Gender: Male or Female

Thinking of your community

What are your three highest priorities to improve our community?

Rate our services, infrastructure and facilities

For each question Council is seeking two answers from you. Firstly has Council met your expectations for each of the services, infrastructure and facilities listed and secondly, how important is it to you.

Council infrastructure Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable.	Have we met your expectations? Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	How important is it to you? Select a number between 1 and 5. 1 = not at all important 5 = extremely important
Urban sealed roads	1	2	3	4	5	
Urban stormwater	1	2	3	4	5	
Urban unsealed roads	1	2	3	4	5	
Local marine infrastructure eg. boat ramps	1	2	3	4	5	
Footpaths / cycleways	1	2	3	4	5	
Rural sealed roads	1	2	3	4	5	
Rural unsealed roads	1	2	3	4	5	
Rural stormwater	1	2	3	4	5	
Rockhampton Airport	1	2	3	4	5	
Street lighting	1	2	3	4	5	

Council facilities Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable.	Have we met your expectations? Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	How important is it to you? Select a number between 1 and 5. 1 = not at all important 5 = extremely important
Bauhinia House	1	2	3	4	5	
Botanic Gardens & Kershaw Gardens	1	2	3	4	5	
Cemeteries	1	2	3	4	5	
Childcare facilities	1	2	3	4	5	
Libraries	1	2	3	4	5	
Pilbeam Theatre	1	2	3	4	5	
Playgrounds	1	2	3	4	5	
Pools	1	2	3	4	5	
Parks (local)	1	2	3	4	5	
Rockhampton Art Gallery	1	2	3	4	5	
Rockhampton Heritage Village	1	2	3	4	5	
Rockhampton Showgrounds	1	2	3	4	5	
Rockhampton Zoo	1	2	3	4	5	
Schotia Place	1	2	3	4	5	
Sporting facilities	1	2	3	4	5	
Walter Reid Cultural Centre	1	2	3	4	5	

Council services

Please let us know your thoughts by circling the number most appropriate and then entering a number from 1 to 5. Please leave blank if not applicable.

Council services	Have we met your expectations? Well below expectations	Below expectations	Meets expectations	Above expectations	Exceeds expectations	How important is it to you? Select an number between 1 and 5. 1 = not at all important 5 = extremely important
Aged services	1	2	3	4	5	
Animal management	1	2	3	4	5	
Building/plumbing certification	1	2	3	4	5	
Childcare services	1	2	3	4	5	
Community assistance programs	1	2	3	4	5	
Community engagement	1	2	3	4	5	
Community events	1	2	3	4	5	
Community development	1	2	3	4	5	
Community safety	1	2	3	4	5	
Council publications	1	2	3	4	5	
Council website	1	2	3	4	5	
Customer service	1	2	3	4	5	
Development assessment service	1	2	3	4	5	
Disaster management	1	2	3	4	5	
Economic development	1	2	3	4	5	
Local law enforcement	1	2	3	4	5	
Parks maintenance	1	2	3	4	5	
Pest management	1	2	3	4	5	
Sewerage collection / disposal	1	2	3	4	5	
Streetscape cleanliness	1	2	3	4	5	
Vector management	1	2	3	4	5	
Waste services	1	2	3	4	5	
Water supply	1	2	3	4	5	

REGIONAL VOICE

Through effective community engagement, Council is able to make better decisions in relation to strategic policy, planning and prioritisation of resources. It also provides an opportunity to keep residents informed, enables discussions on local and regional issues, and builds connections between Council and its community.

If you would like to become a voice for your community join Regional Voice by visiting **www.rrc.qld.gov.au**, calling Council's Customer Service on 07 4932 9000 or emailing enquiries@rrc.qld.gov.au

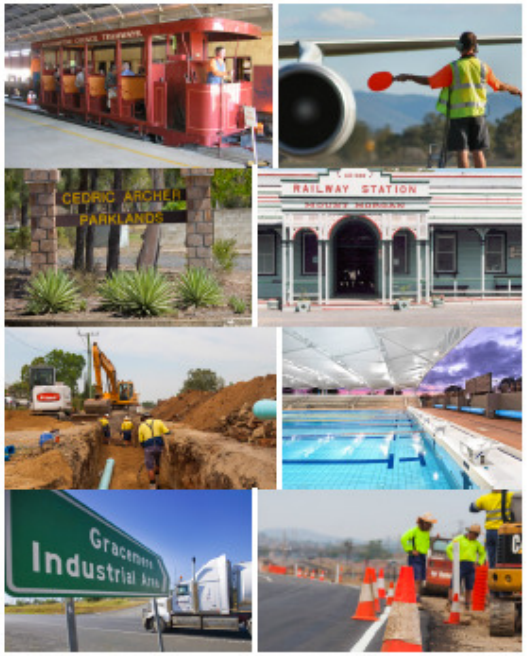
Are you tech-savvy?

If you would prefer to complete this survey online scan this QR Code or go to www.rrc.qld.gov.au

Contact Council

P: 07 4932 9000 or 1300 22 55 77
F: 07 4936 8862 or 1300 22 55 79
E: enquiries@rrc.qld.gov.au
W: www.rrc.qld.gov.au

Rockhampton Regional Council

Satisfaction & Importance Survey

Have your say on Council services, infrastructure and facilities