



Ku-ring-gai Council

Community Research

Prepared by: Micromex Research
Date: September 2021





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Background & Methodology

Objectives

Ku-ring-gai Council surveyed community attitudes and perceptions regarding Council's delivery of a broad selection of services and facilities. Key objectives of the research were to:

- Assess and establish the community's priorities and satisfaction in relation to a broad selection of Council's external services and facilities
- Identify the community's overall level of satisfaction with Council's performance
- Identify community priorities for the Ku-ring-gai local government area
- Explore and understand resident experiences contacting Council
- Identify the community's level of agreement with statements regarding the Ku-ring-gai local government area.



Background & Methodology cont.

Sample

- Telephone survey (landline and mobile) to N = 503 residents
- 121 resident participants acquired through number harvesting
- Use of a 5 point scale (e.g. 1 = not at all satisfied, 5 = very satisfied)
- Greatest margin of error +/- 4.4%
- Sample weighted by age and gender to reflect the 2016 ABS Census data for Ku-ring-gai
- Green/red arrow or text denotes significantly higher/lower results
- Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important).
- Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied & very satisfied)
- Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility
- All percentages were calculated to the nearest whole number and therefore the total may not exactly equal 100%
- Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour
- Community Satisfaction Benchmarks were developed using normative data from over 60 unique councils, more than 130 surveys and over 75,000 interviews since 2012.

Timing

- Survey Implementation was during the period 12 – 22 April 2021

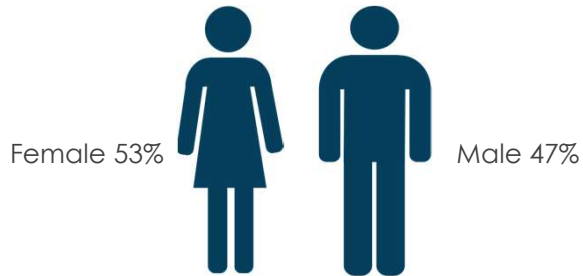
See Appendix B for further details of Background and Methodology.



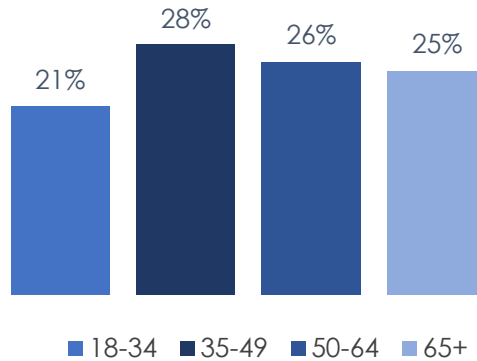
Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of Ku-ring-gai Council.

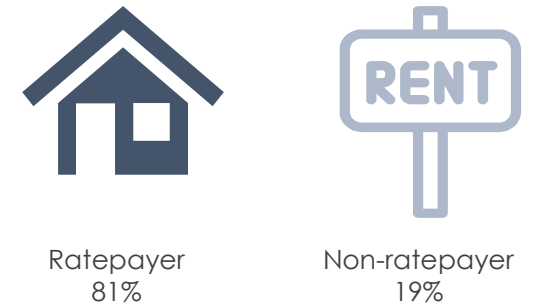
Gender



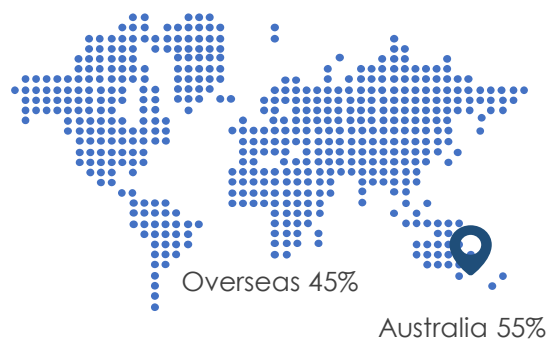
Age



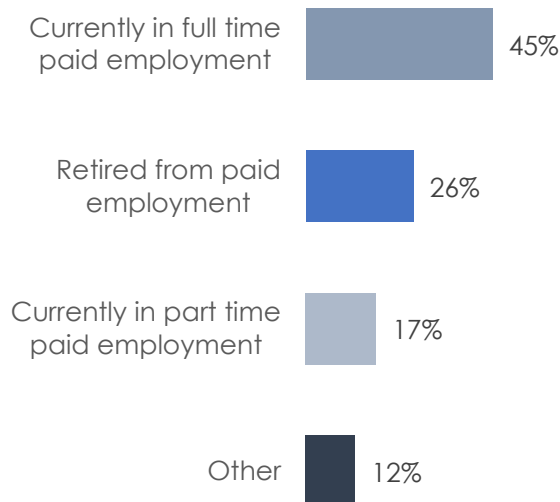
Ratepayer Status



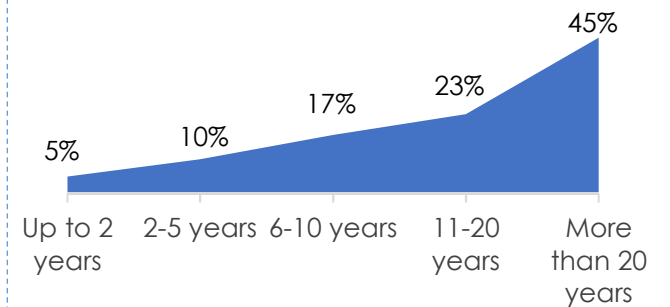
Country of Birth



Employment Status



Time lived in the Area



Base: N = 503

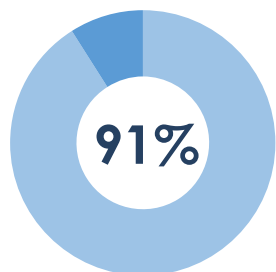
Please see Appendix B for further demographics



Key Findings

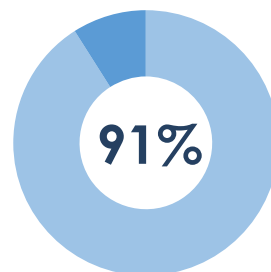
Key Findings - Summary

Overall Satisfaction



Of Ku-ring-gai residents are at least somewhat satisfied with the performance of Council over the last 12 months

Communication



Of Ku-ring-gai residents are at least somewhat satisfied the level of communication Council currently has with the community

Quality of Life



98% of residents rate their quality of life as good, very good or excellent

Ku-ring-gai's Unique Character



88% of residents believe it is important/very important for Council to maintain Ku-ring-gai's unique visual character and identity

Drivers of Overall Satisfaction



Opportunities to participate in Council decision making



Council's consultation and engagement with the community



Long term planning for the area



Development compatible with the local area

Key Findings - Summary

Highest Rated Services/facilities - Importance



Collection of domestic garbage



Cleanliness of your local streets



Control of litter and rubbish dumping



Condition of local roads



Provision and maintenance of local parks and gardens

Highest Rated Services/facilities - Satisfaction



Collection of domestic garbage



Provision and maintenance of playgrounds



Provision and operation of libraries



Protection of natural areas and bushland



Control of litter and rubbish dumping

Strengths of the LGA



Natural environment and open spaces



Sense of community/friendly people



Safety of the area, low crime



Parks/playgrounds

Highest Priority Issues



Development e.g. high density



Traffic congestion and management



Effects of population growth



Provision/maintenance of infrastructure



Summary

Summary

Ku-ring-gai Council undertakes research into resident priorities and satisfaction with a range of its services and facilities every two years. In addition to looking at its delivery of services and facilities Council also seeks community views and priorities on a range of other short to long term matters.

The survey component of the 2021 community research was completed during April 2021, with the majority of questions seeking resident feedback for the previous twelve month period.

The research was undertaken following the relaxation of many health restrictions imposed during 2020 by the NSW Government to address the COVID-19 pandemic, and prior to the re-implementation of lock-down restrictions in June 2021. While it is likely that community feedback on some specific questions has been influenced by resident experiences during the pandemic the overall results show consistency with previous research.

The research found that 91% of Ku-ring-gai Council residents are at least 'somewhat satisfied' with Council's performance over the last 12 months which is in line with the LGA metropolitan benchmark. Comparisons with previous research conducted in 2019 and 2017 indicate a positive trend, with a steady increase in satisfaction over this period. In addition 91% of residents are at least 'somewhat satisfied' with the level of communication Council currently has with the community. Of the 47% of surveyed residents who had contacted Council in the last 12 months, 76% were at least 'somewhat satisfied' with the way their contact was handled.

Almost all residents (98%) rated their quality of life in the Ku-ring-gai area as 'good' to 'excellent', which was consistent with the previous 2019 result and above the Metro Benchmark. When asked to identify the strengths of the Ku-ring-gai LGA, 60% of residents indicated that the 'natural environment and open spaces' was still the most positive aspect of the region, followed by 29% for 'sense of community/friendly people', an 11% increase on the 2019 result.

The research found that a high number (89%) of residents were at least somewhat satisfied with their close neighbourhood shops and 91% were at least somewhat satisfied with their closest bigger local centre.

Summary cont.

When residents were asked for the highest priority issues within the LGA over the next 10 years, the most common responses were development in the area (such as high rise), followed by issues associated with development and population growth such as traffic congestion and management, lack of infrastructure, upgrading roads and adequate parking in the area.

Resident importance significantly increased for 5 of the 45 comparable services and facilities* between 2019 and 2021, with a significant decrease in importance for 'availability of short stay parking'.

For the same period resident satisfaction significantly increased for 10 of the 45 comparable services and facilities*, while 'services for young people' showed a significant decrease in satisfaction.

As part of the 2021 research, only 5 of the 48 service/facility areas received moderately low levels of satisfaction. Therefore residents are mostly satisfied with Council's delivery of services to the LGA.

While all surveyed services/facilities are important to the community the analysis found that 10 services and facilities contribute the most to overall community satisfaction. Opportunities to improve satisfaction across these services/facilities is likely to further improve the overall satisfaction score.

*There were 45 services surveyed in 2017, 46 in 2019 and 48 in 2021.



Detailed Results

1. Satisfaction with Council



Detailed Results

- 1. Satisfaction with Council**
2. Strategic Priorities and Issues
3. Summary of Council Services and Facilities
4. Quality of Services, Facilities and Infrastructure
5. Contact with Ku-ring-gai Council
6. Well-being Indicators
7. Full results - Importance and Satisfaction with Council Services and Facilities
8. Delivery Program Contribution

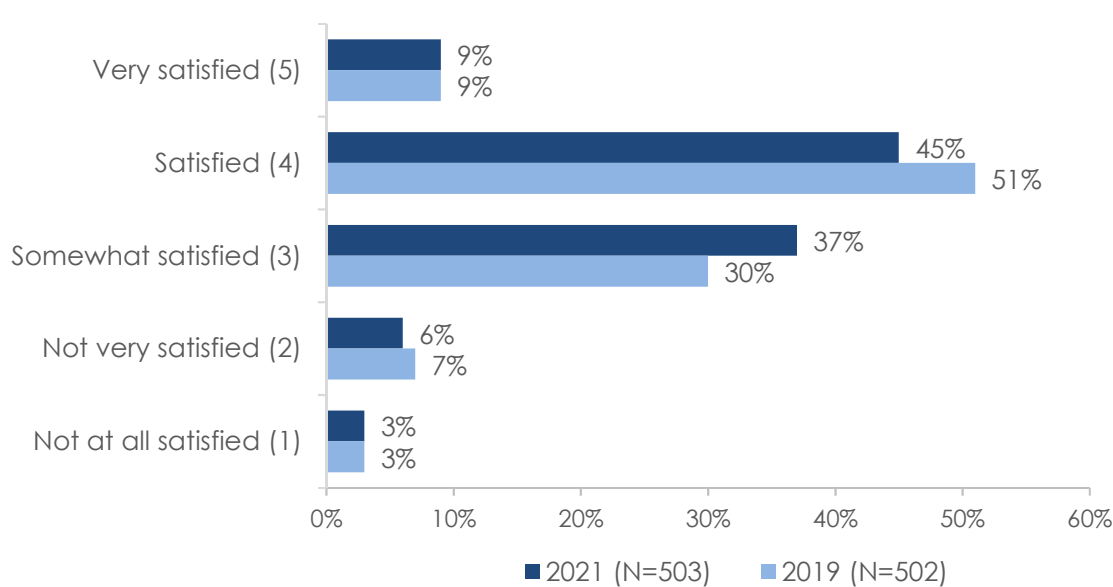
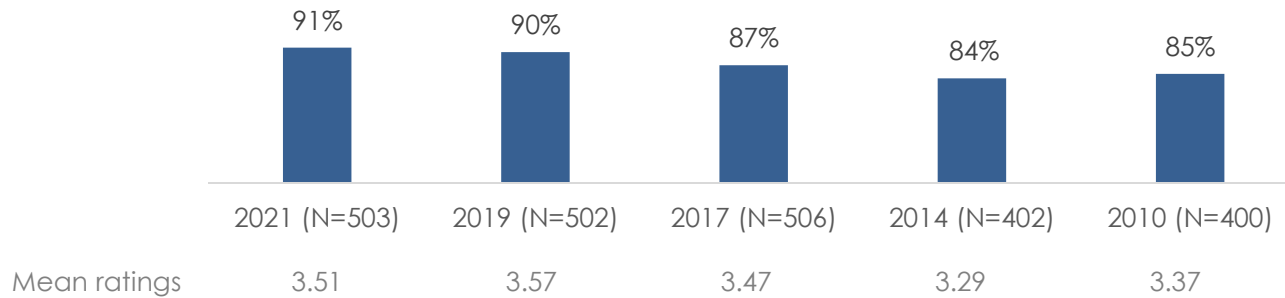
This section explores residents' level of satisfaction with Council's performance, the priority issues for the area, general perceptions of the area and perceived quality of life



Satisfaction with Council

Q4a. Overall, for the last 12 months, how satisfied are you with the performance of Ku-ring-gai Council, not just on one or two issues, but across all responsibility areas?

T3B Satisfaction Scores



	Ku-ring-gai Council	Micromex LGA Benchmark - Metro
Mean rating	3.51	3.55
T3 Box	91%	89%
Base	503	37,950

Please see Appendix A for results by key demographics

Scale: 1 = not at all satisfied, 5 = very satisfied

Overall, 91% of residents are at least somewhat satisfied with the performance of Ku-ring-gai Council in the last 12 months. Results have followed a slight upward trend from 2014, and are in line with the LGA Metro Benchmark.

2. Strategic Priorities and Issues



Detailed Results

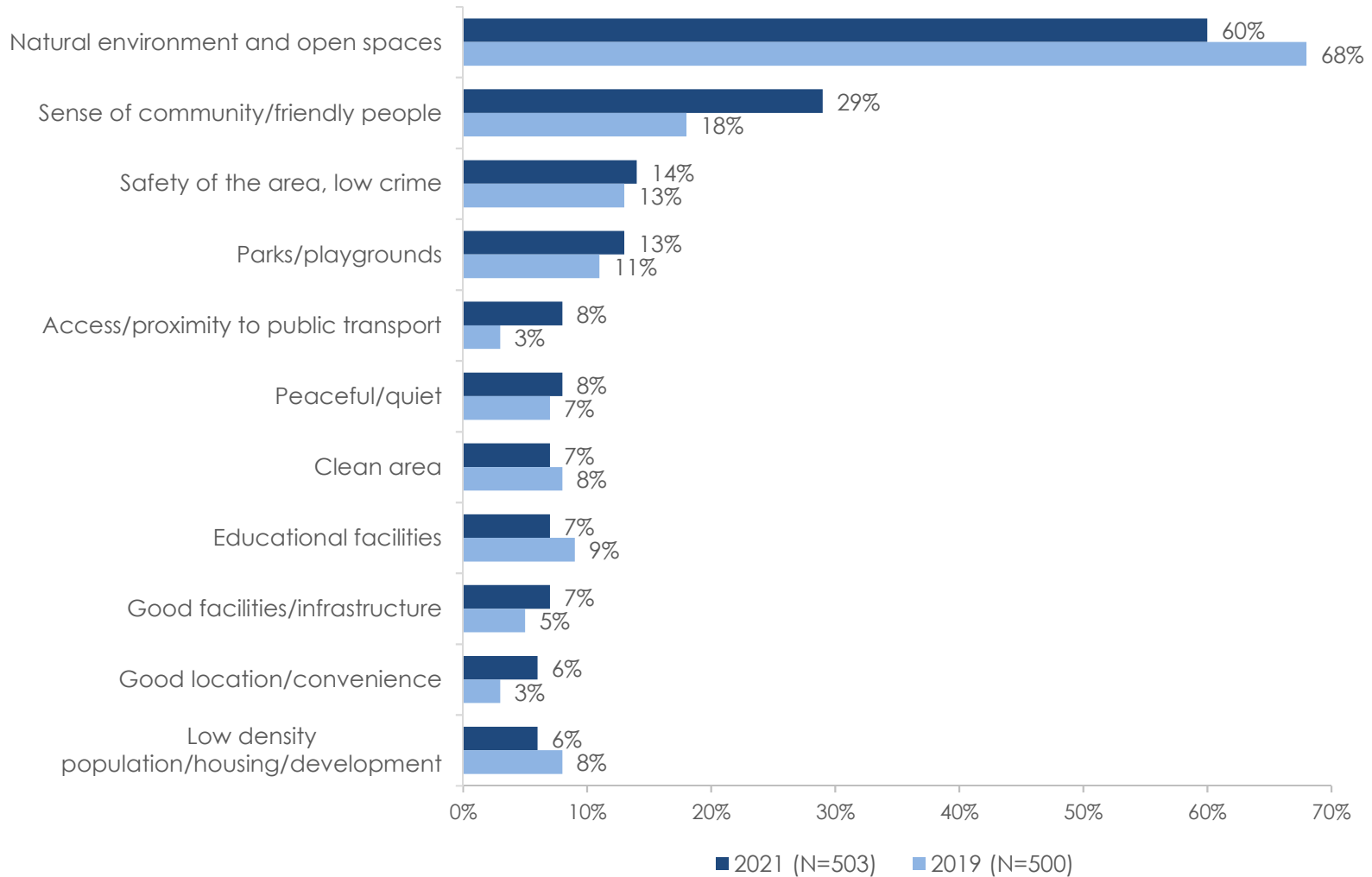
1. Satisfaction with Council
- 2. Strategic Priorities and Issues**
3. Summary of Council Services and Facilities
4. Quality of Services, Facilities and Infrastructure
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Strengths of the Ku-ring-gai LGA

Q5a. Thinking generally about living in the Ku-ring-gai area, what do you feel are the strengths of the local area?

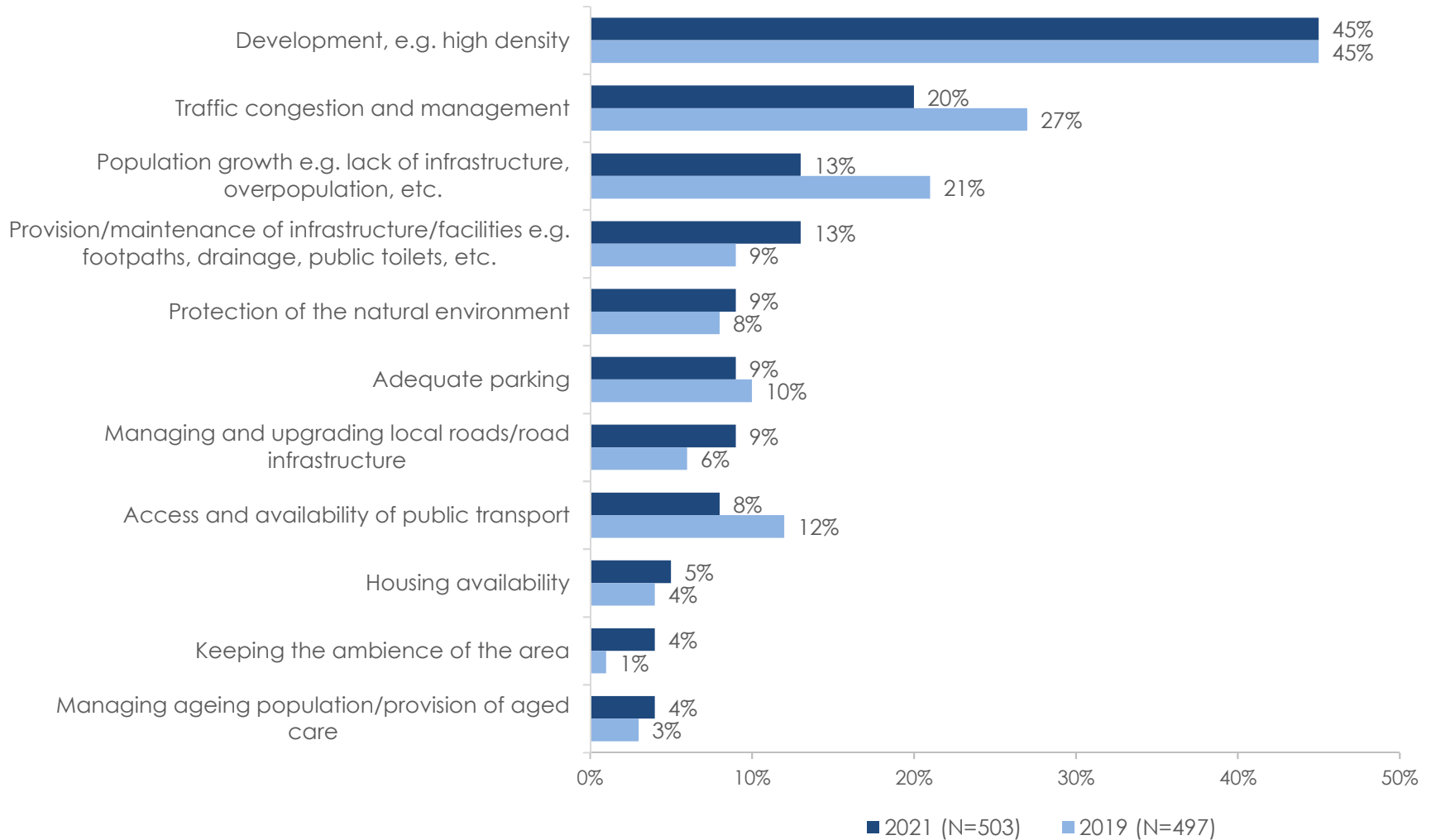


Please see Appendix A for full list of results

Residents believe that the natural environment and open spaces are the biggest strengths of the local area. Positively, the amount of residents mentioning they believe the sense of community/friendly people is a strength has increased since 2019.

Highest Priority Issues

Q5b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Ku-ring-gai area?



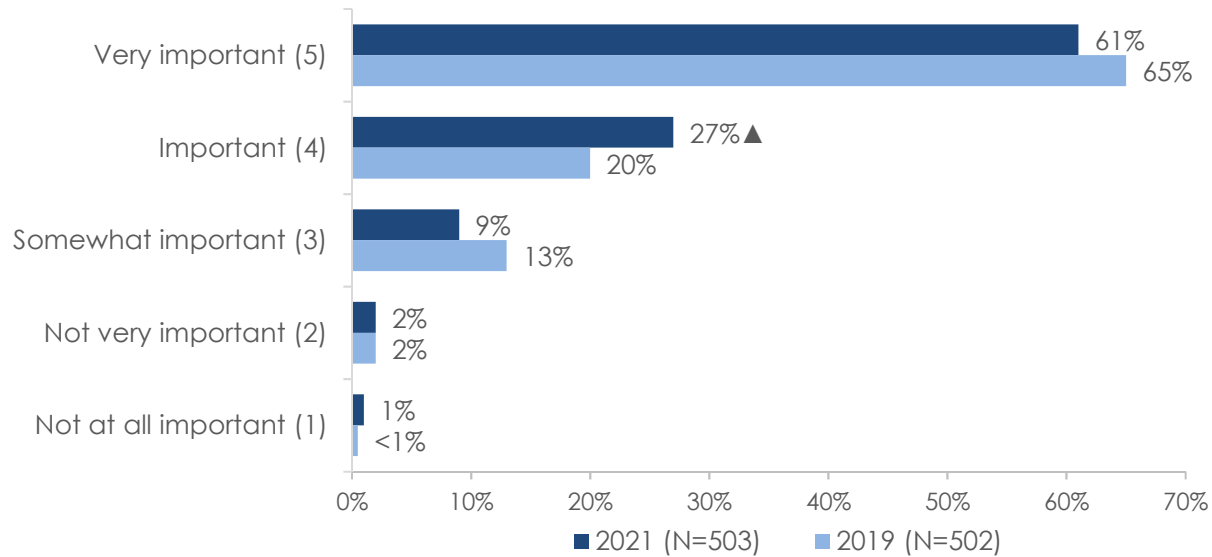
Please see Appendix A for full list of results

Ku-ring-gai residents believe that managing development is the highest priority issue within the area over the next 10 years. Traffic congestion and management was also commonly mentioned as a priority.

Ku-ring-gai's Unique Visual Character and Identity

Q5c. How important is it for Council to maintain Ku-ring-gai's unique visual character and identity?

	Overall 2021	Overall 2019	Overall 2017	Gender		Age				Ratepayer Status	
				Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
T2B%	88%	85%	86%	83%	93%▲	76%▼	89%	91%	94%▲	90%	82%
Mean ratings	4.46	4.48	4.43	4.32	4.58▲	4.12▼	4.43	4.50	4.74▲	4.49	4.32
Base	503	502	506	235	268	104	143	131	125	405	97



Scale: 1 = not at all important, 5 = very important
 ▲ ▼ = A significantly higher/lower rating (by group/year)

88% of residents believe it is important/very important for Council to maintain its unique visual character and identity. Level of importance follows an upward trend with age.

Ku-ring-gai's Unique Visual Character and Identity

Q5c. How important is it for Council to maintain Ku-ring-gai's unique visual character and identity?

Q5cc. Why do you say that?



The Area is Unique/Value the Character the Area Provided

"Having a different area that is unique will attract tourism"

"It is worth preserving that character specifically because it is unique"

"Unique visual character contributes to the value of homes here"

"Believe the unique character should be treasured"

"Find it is unique compared to other areas and that needs to be kept"

"Beautiful natural area that needs to keep its uniqueness and not be like other areas built up"

"Ku-ring-gai stands out because of its unique natural spaces and large blocks"

"The visual character makes people want to live here"

The Natural Environment Needs to be Preserved



"Natural environment needs to be protected because of the growing population"

"At this stage, the area is unspoilt and development needs to carefully integrate with the environment"

"Very inviting area because of the green spaces and bushland, so Council needs to preserve it"

"Different to other areas and a fine balance without moving too much of the natural landscape"

"Natural environment should be preserved"

"I associate the area with being a nice, bushy, green area and would like it to be kept that way"

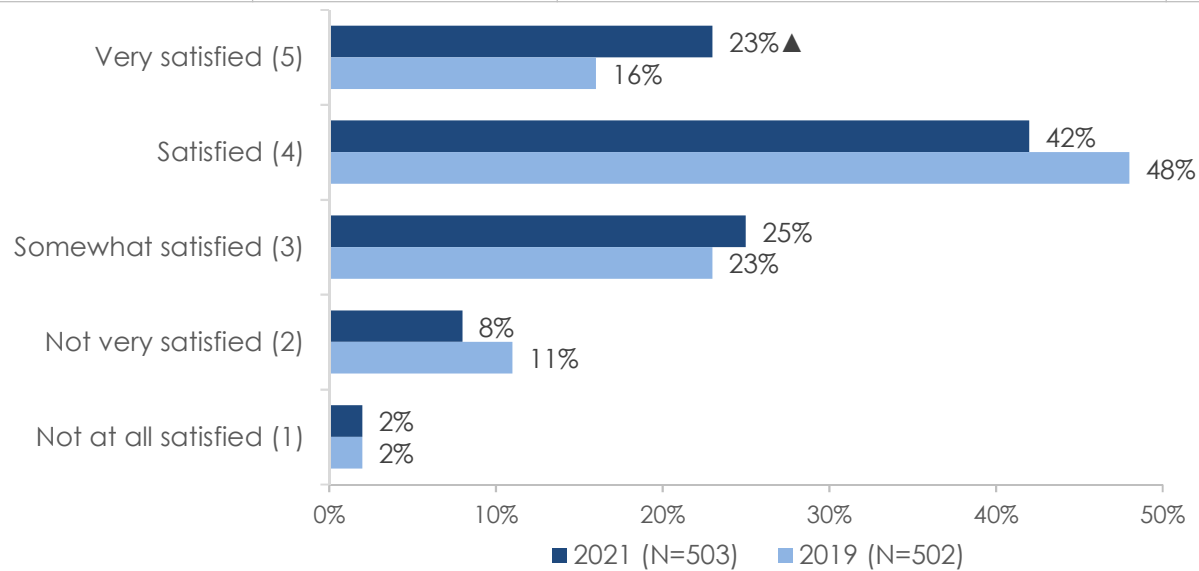
"People choose to live here because of the greenery"

Residents suggested that Ku-ring-gai's uniqueness is what attracts people to the area. Mentions of the natural environment were also common for those that believe it is important/very important to maintain Ku-ring-gai's unique visual character and identity.

Moving in and Around Ku-ring-Gai

Q5f. Overall, how satisfied with you with the ease of moving in and around the Ku-ring-gai LGA?

	Overall 2021	Overall 2019	Gender		Age				Ratepayer Status	
			Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
T3B%	90%	87%	91%	90%	89%	92%	90%	92%	91%	89%
Mean ratings	3.76	3.65	3.76	3.75	3.71	3.72	3.73	3.87	3.73	3.86
Base	503	502	235	268	104	143	131	125	405	97



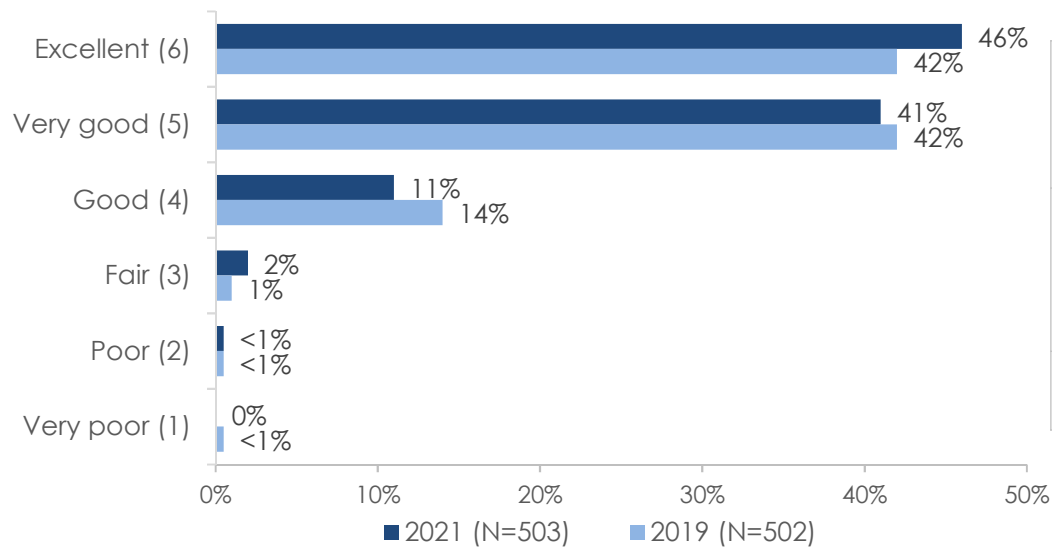
Scale: 1 = not at all satisfied, 5 = very satisfied
▲ ▼ = A significantly higher/lower percentage (by year)

90% of residents are at least somewhat satisfied with the ease of moving in and around the Ku-ring-gai LGA, with commitment to the top box (very satisfied) significantly increasing since 2019.

Quality of Life

Q5g. Overall, how would you rate the quality of life you have living in the Ku-ring-gai area?

	Overall 2021	Overall 2019	Overall 2017	Gender		Age				Ratepayer Status	
				Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
T3B%	98%	98%	98%	97%	98%	94%▼	99%	98%	98%	98%	97%
Mean ratings	5.29	5.24	5.32	5.29	5.30	5.27	5.27	5.34	5.30	5.28	5.36
Base	503	502	506	235	268	104	143	131	125	405	97



	Ku-ring-gai Council	Micromex LGA Benchmark - Metro
Mean rating	5.29↑	4.90
T3 Box	98%↑	92%
Base	503	6,843

▲ ▼ = A significantly higher/lower rating (by group)

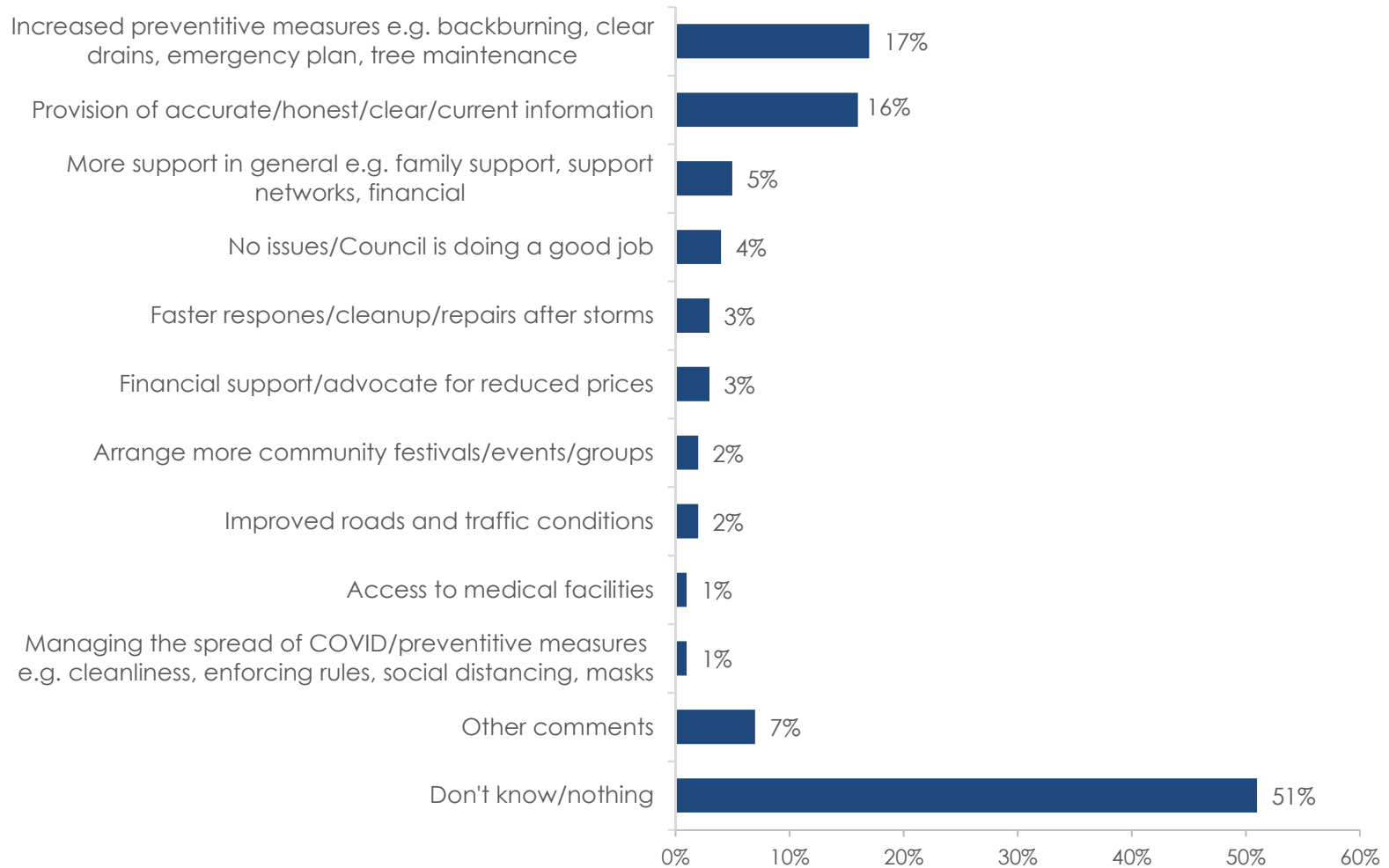
↑ ↓ = A significantly higher/lower rating (compared to the benchmark)

Scale: 1 = very poor, 6 = excellent

Quality of life in the Ku-ring-gai area is high, with the majority (98%) of residents rating their quality of life as good, very good or excellent. Results are above the LGA Metro benchmark.

Support During Emergency Events

Q5h. Thinking about the impacts of emergency events over the last 12-18 months, what could Council do to assist or support you better? (COVID-19 pandemic, bush fires, storms)



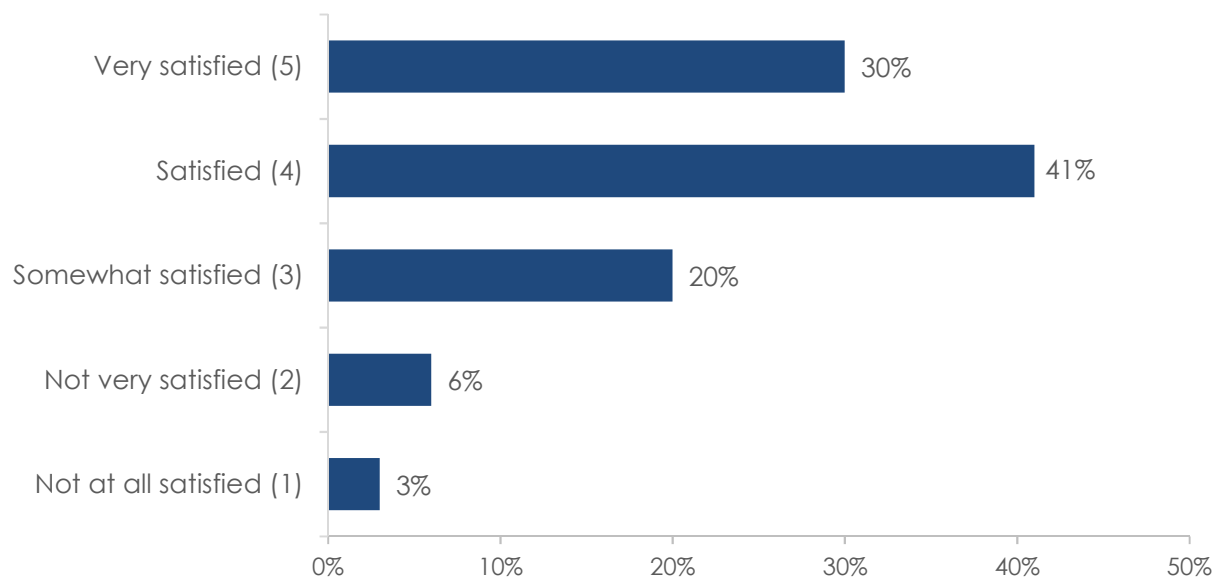
Base: N=503

51% of residents do not believe there is anything Council could do to better assist or support the community through the impacts of emergency events. For those that do believe Council could assist/support the community, the main ways were to increase preventative measures, and provision of updated information to residents.

Bigger Retail Centres

Q5d. Generally, how satisfied are you with your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean ratings	3.89	3.81	3.96	3.82	3.84	3.87	4.05▲	3.91	3.83
Base	503	235	268	104	143	131	125	405	97



Base: N=503
Please see Appendix A for results by suburb

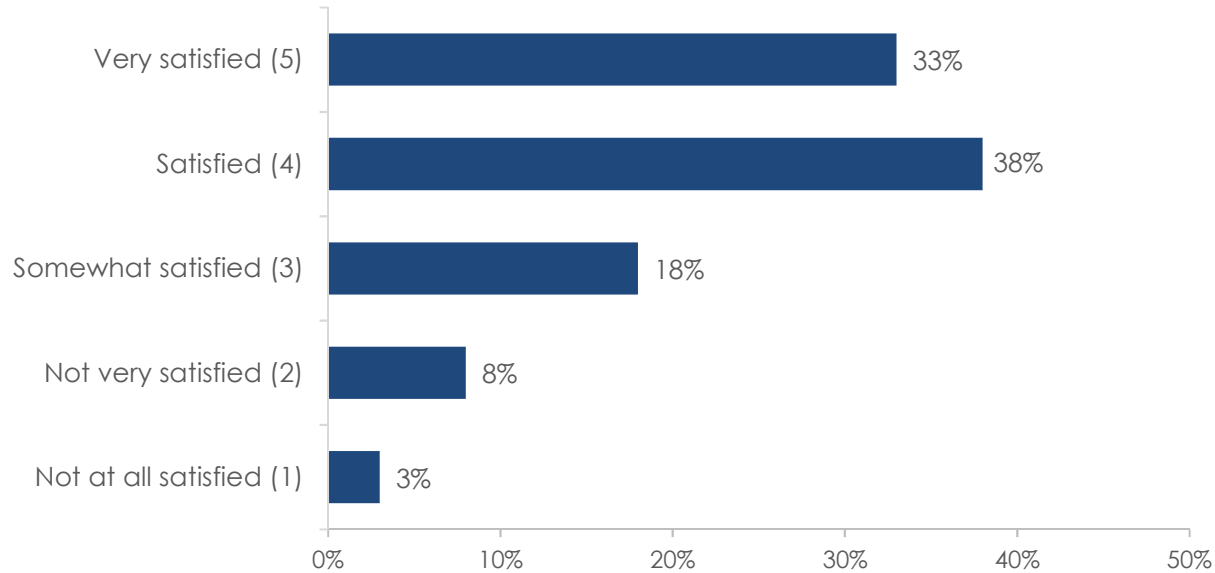
Scale: 1 = not at all satisfied, 5 = very satisfied
▲ ▼ = A significantly higher/lower rating (by group)

91% of residents are at least somewhat satisfied with their closest bigger retail centres.

Close Neighbourhood Shops

Q5e. Generally, how satisfied are you with your closest neighbourhood shops?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean ratings	3.91	3.81	3.99	3.98	3.74▼	3.84	4.10▲	3.88	3.99
Base	503	235	268	104	143	131	125	405	97



Base: N=503
Please see Appendix A for results by suburb

Scale: 1 = not at all satisfied, 5 = very satisfied
▲ ▼ = A significantly higher/lower rating (by group)

Satisfaction with neighbourhood shops in the area is high, with 89% of residents being at least somewhat satisfied.

Reasons for Low Satisfaction with Shopping Centres

Q5d. Generally, how satisfied are you with your closest bigger retail centre
i.e. Lindfield, Gordon, Turrumurra or St Ives?

Q5dd. (If not very/not at all satisfied on Q5d) Why do you say that?

	Count
Lack of variety/need additional shops/restaurants	20
It's old/ugly/needs to be updated	16
Accessibility issues e.g. parking, roads	12
I travel outside of the area to use bigger shopping facilities e.g. Hornsby, Chatswood, Macquarie	6
Shopping centres are poorly designed/planned	5
Unclean/poorly maintained/unsafe	2
Shops are unfriendly	2
Too far away	1
Don't know/nothing	3

Q5e. Generally, how satisfied are you with your closest neighbourhood
shops?

Q5ee. (if not at all/not very satisfied on Q5e) Why do you say that?

	Count
Lack of variety/need additional shops/restaurants	26
It's old/ugly/needs to be updated	16
Accessibility issues e.g. parking, roads, disability	12
No shops nearby	4
Operating hours	4
Shops are too expensive	4
Unclean/poorly maintained/unsafe	2
Don't know/nothing	3

Lack of variety was the most common reason for residents to be not at all/not very satisfied with their closest bigger retail centre and their closest neighbourhood shops.

3. Summary of Council Services and Facilities



Detailed Results

1. Satisfaction with Council
2. Strategic Priorities and Issues
- 3. Summary of Council Services and Facilities**
4. Quality of Services, Facilities and Infrastructure
5. Contact with Ku-ring-gai Council
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7. Full results - Importance and Satisfaction with Council Services and Facilities
8. Delivery Program Contribution

This section is a summary of the 48 services/facilities that were rated in terms of their importance and satisfaction.



Council Services and Facilities

A major component of the 2021 Community Survey was to assess perceived Importance of, and Satisfaction with 48 Council-provided services and facilities – the equivalent of 96 separate questions.

We have utilised the following techniques to summarise and analyse these 96 questions:

2.1. Highlights and Comparison with 2019 Results

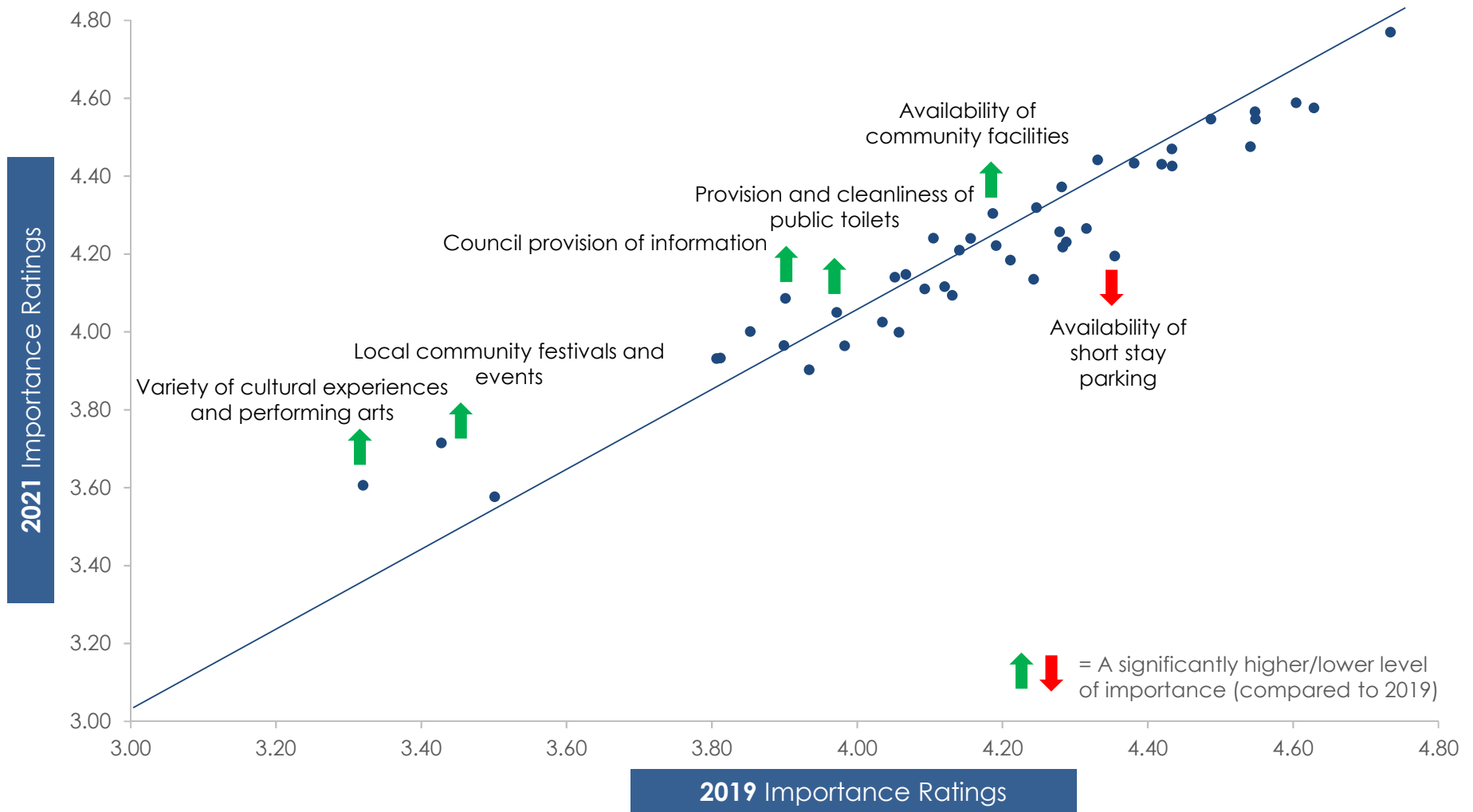
2.2. Comparison with Micromex Benchmarks

2.3. Performance Gap Analysis

2.4. Quadrant Analysis

2.5. Regression Analysis (i.e.: determine the services/facilities that drive overall satisfaction with Council)

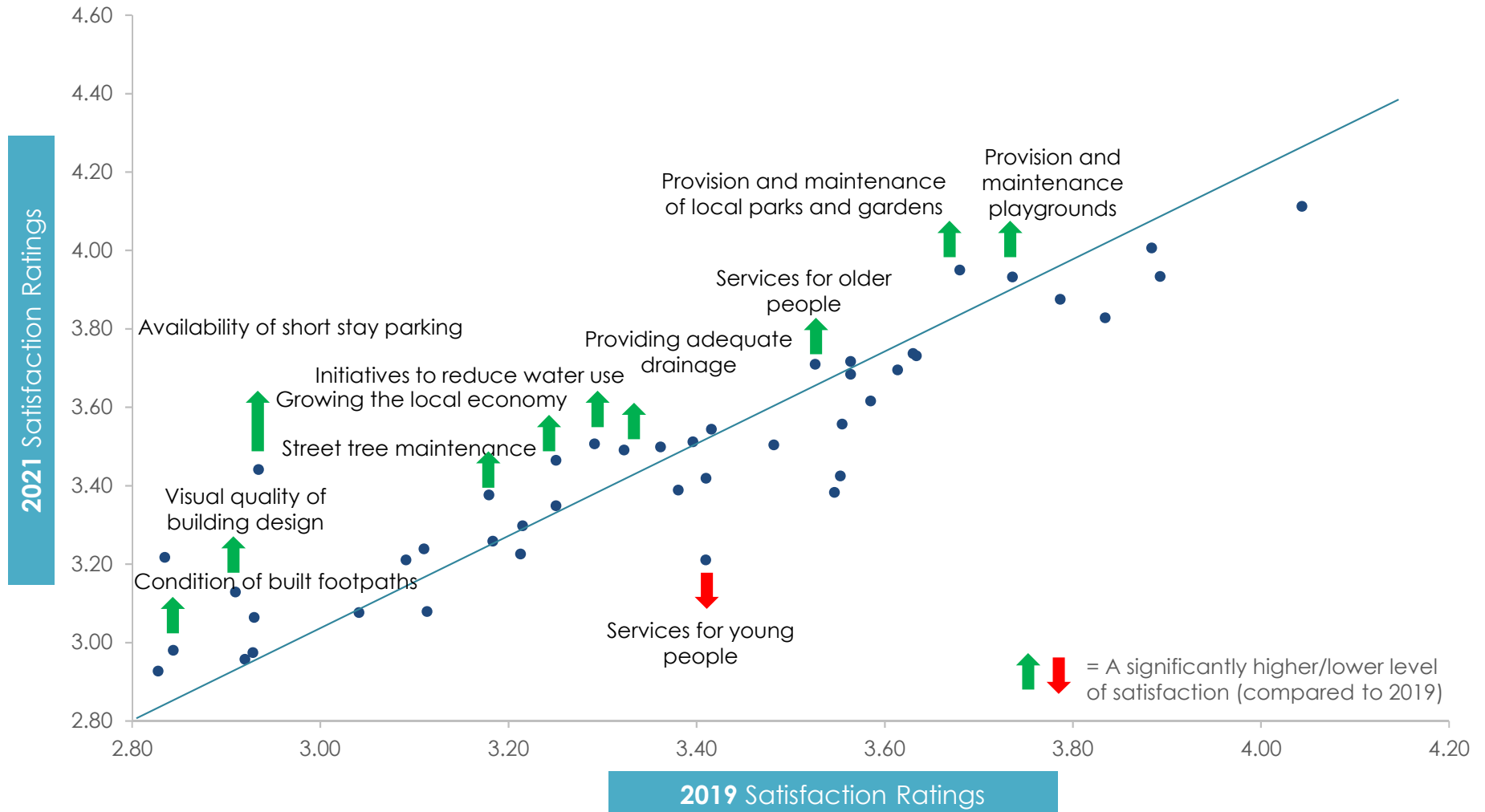
2.1 Services and Facilities – Importance – Comparison by Year



The above chart compares the mean importance ratings for 2021 vs 2019.

Importance significantly increased for 5 of the 45 comparable services and facilities, there was also a significant decrease in importance for 'availability of short stay parking'.

2.1 Services and Facilities – Satisfaction – Comparison by Year



The above chart compares the mean satisfaction ratings in 2021 vs 2019.

Satisfaction increased significantly for 10 of the 45 comparable services and facilities. There was also 1 measure 'services for young people' that experienced a significant decrease in resident satisfaction from previous research.

2.1. Importance & Satisfaction – Highest/Lowest Rated Services/Facilities

Importance

The following services/facilities received the highest T2 box importance ratings:

High importance	T2 Box	Mean
Collection of domestic garbage	97%	4.77
Cleanliness of your local streets	93%	4.55
Control of litter and rubbish dumping	93%	4.59
Condition of local roads	92%	4.57
Provision and maintenance of local parks and gardens	92%	4.47

The following services/facilities received the lowest T2 box importance ratings:

Low importance	T2 Box	Mean
Tourist attractions in the local area	32%	3.01
Variety of cultural experiences and performing arts	53%	3.61
Opportunities to work in the local area	55%	3.58
Local community festivals and events	59%	3.71
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	66%	3.90

T2B = important/very important
Scale: 1 = not at all important, 5 = very important

Satisfaction

The following services/facilities received the highest T3 box satisfaction ratings:

High satisfaction	T3 Box	Mean
Collection of domestic garbage	96%	4.41
Provision and maintenance of playgrounds	95%	3.93
Provision and operation of libraries	95%	4.11
Protection of natural areas and bushland	95%	4.01
Control of litter and rubbish dumping	93%	3.93
Provision and maintenance of local parks and gardens	93%	3.95

The following services/facilities received the lowest T3 box satisfaction ratings:

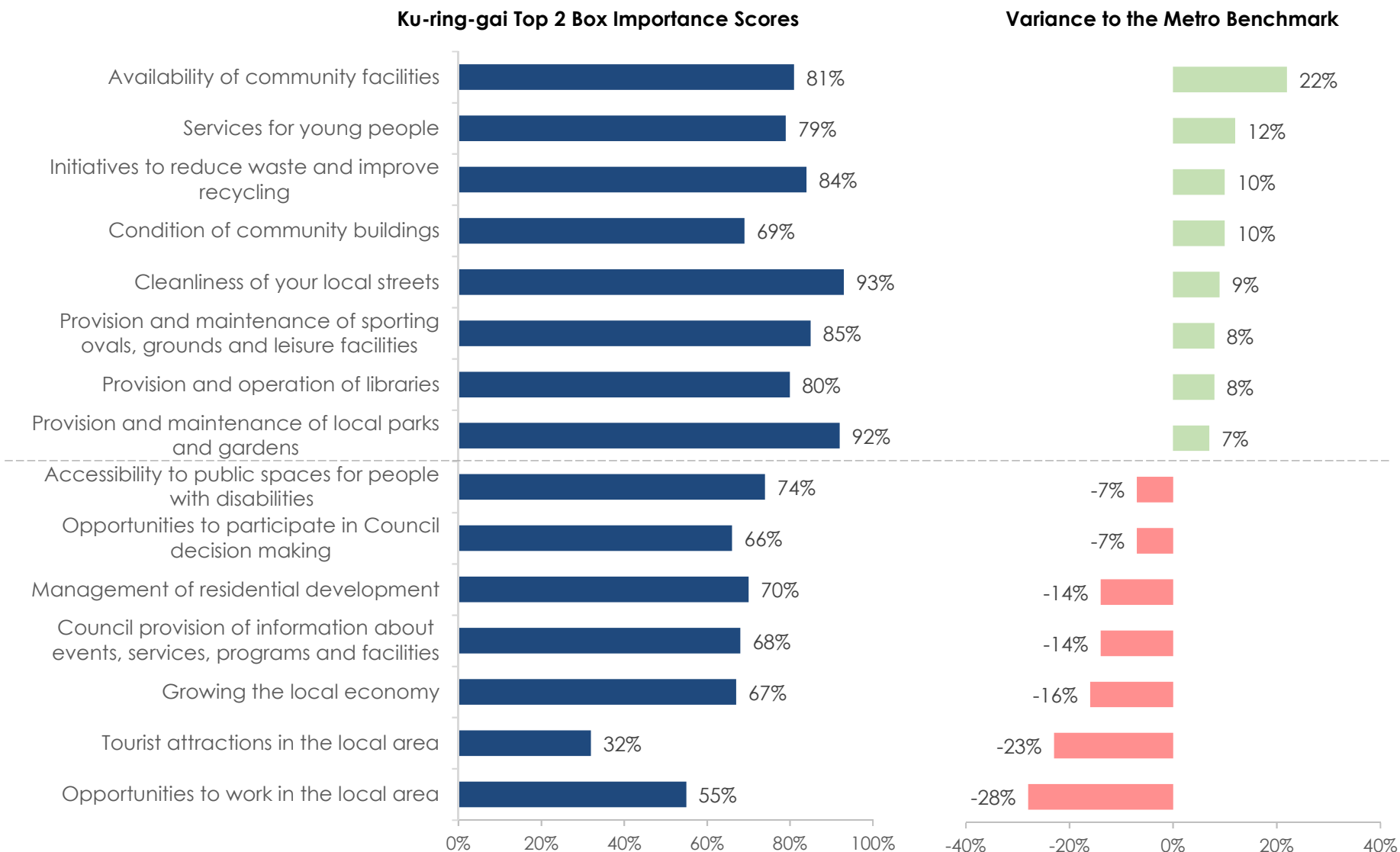
Low satisfaction	T3 Box	Mean
Availability of commuter parking in Ku-ring-gai	61%	2.88
Development compatible with the local area	64%	2.98
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	67%	2.97
Council's consultation and engagement with the community	67%	2.96
Long term planning for the Ku-ring-gai area	68%	2.93

T3B = somewhat satisfied/satisfied/very satisfied
Scale: 1 = not at all satisfied, 5 = very satisfied

A core element of this community survey was the rating of 48 facilities/services in terms of Importance and Satisfaction. The above analysis identifies the highest and lowest rated services/facilities in terms of importance and satisfaction. The lowest rated measures in terms of satisfaction focus on planning and engagement.

Importance Compared to the Micromex Benchmark

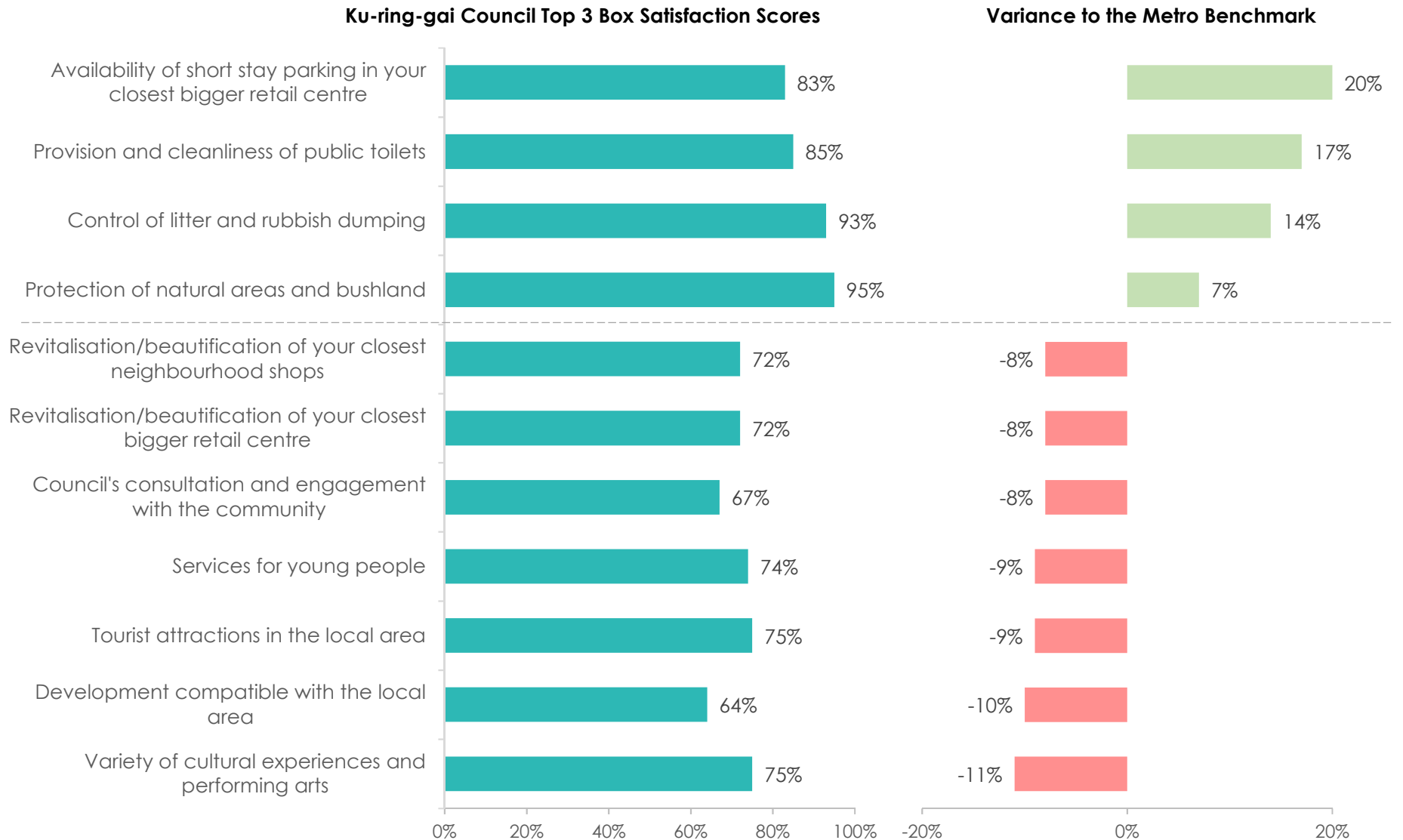
The chart below shows the variance between Ku-ring-gai Council's top 2 box importance scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 7% to the Benchmark have been shown above. Please see Appendix for detailed list

Satisfaction Compared to the Micromex Benchmark

The chart below shows the variance between Ku-ring-gai Council's top 3 box satisfaction scores and the Micromex Benchmark. Services/facilities shown in the below chart highlight larger positive and negative gaps.



Note: Only services/facilities with a variance of +/- 7% to the Benchmark have been shown above. Please see Appendix for detailed list

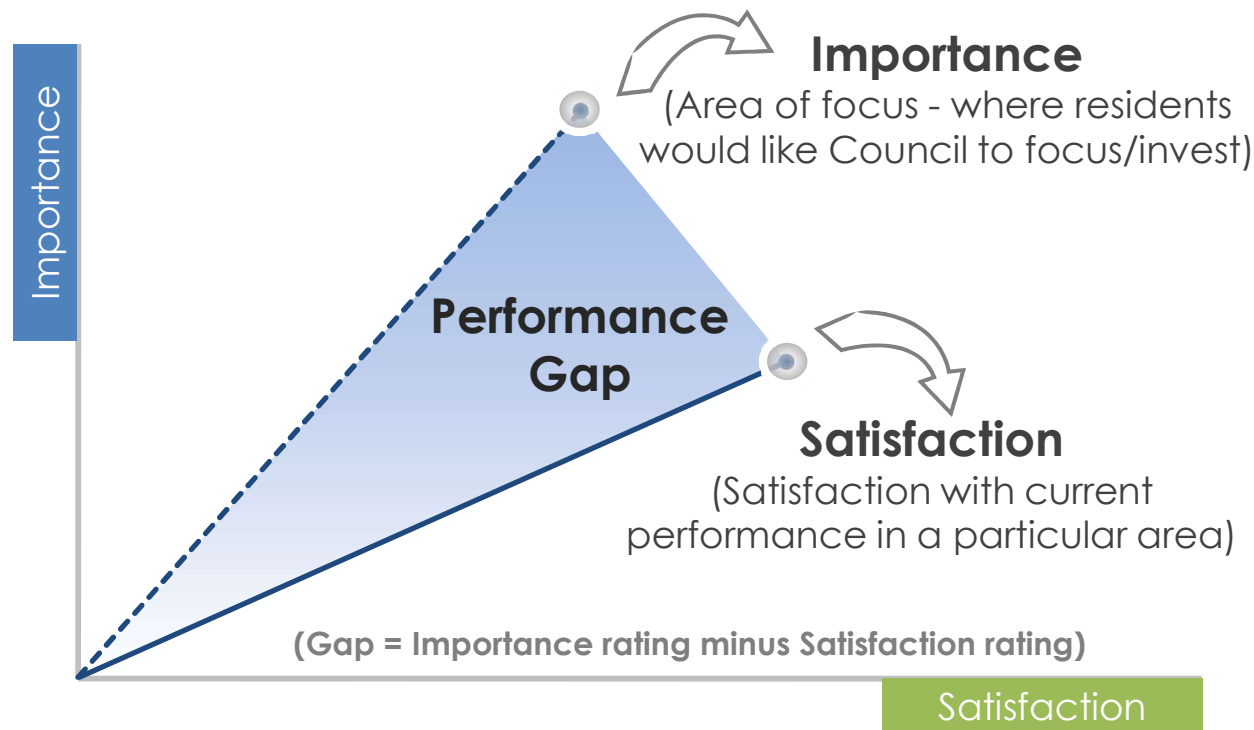
2.3. Performance Gap Analysis

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the top 3 satisfaction score from the top 2 importance score. In order to measure performance gaps, respondents are asked to rate the importance of, and their satisfaction with, each of a range of different services or facilities on a scale of 1 to 5, where 1 = low importance or satisfaction and 5 = high importance or satisfaction. These scores are aggregated at a total community level.

The higher the differential between importance and satisfaction, the greater the difference is between the provision of that service by Ku-ring-gai Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the services and facilities with the largest performance gaps.

When analysing the performance gaps, it is expected that there will be some gaps in terms of resident satisfaction. Those services/facilities that have achieved a performance gap of greater than 20% may be indicative of areas requiring future optimisation.



2.3. Performance Gap Analysis

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as high in importance, whilst resident satisfaction for all of these areas is between 61% and 83%. Areas with the largest performance gaps relate to planning and connectivity for both vehicles and pedestrians.

Service Area	Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Council leadership and engagement	Long term planning for the Ku-ring-gai area	87%	68%	19%
Assets, infrastructure and facilities	Condition of local roads	92%	74%	18%
Access, traffic and transport	Availability of commuter parking in Ku-ring-gai	79%	61%	18%
Access, traffic and transport	Traffic management	86%	70%	16%
Managing places and spaces	Development compatible with the local area	79%	64%	15%
Assets, infrastructure and facilities	Provision of footpaths in Ku-ring-gai	83%	71%	12%
Council leadership and engagement	Council's consultation and engagement with the community	76%	67%	9%
Assets, infrastructure and facilities	Condition of existing built footpaths in Ku-ring-gai	80%	74%	6%
Community	Services for young people	79%	74%	5%
Assets, infrastructure and facilities	Providing adequate drainage	87%	83%	4%
Managing places and spaces	Street tree maintenance	82%	78%	4%

Note: Performance gap is the first step in the process, we now need to identify comparative ratings across all services and facilities to get an understanding of relative importance and satisfaction at an LGA level. This is when we undertake step 2 of the analysis.

2.4. Quadrant Analysis

Step 2. Quadrant Analysis

Quadrant analysis is often helpful in planning future directions based on stated outcomes. It combines the stated importance of the community and assesses satisfaction with delivery in relation to these needs.

This analysis is completed by plotting the variables on x and y axes, defined by stated importance and rated satisfaction. We aggregate the top 2 box importance scores and top 3 satisfaction scores for stated importance and rated satisfaction to identify where the facility or service should be plotted.

On average, Ku-ring-gai Council residents rated services/facilities on par with the metro benchmark in terms of both importance and satisfaction.

	Ku-ring-gai Council	Micromex Comparable Metro Benchmark
Average Importance	77%	78%
Average Satisfaction	81%	82%

Note: Micromex comparable benchmark only refers to like for like measures

Explaining the 4 quadrants (overleaf)

Attributes in the top right quadrant, **MAINTAIN**, such as 'collection of domestic garbage', are Council's core strengths, and should be treated as such. Maintain, or even attempt to improve your position in these areas, as they are influential and address clear community needs.

Attributes in the top left quadrant, **IMPROVE**, such as 'condition of local roads' are key concerns in the eyes of your residents. In the vast majority of cases you should aim to improve your performance in these areas to better meet the community's expectations.

Attributes in the bottom left quadrant, **NICHE**, such as 'tourist attractions in the local area', are of a relatively lower priority (and the word 'relatively' should be stressed – they are still important). These areas tend to be important to a particular segment of the community.

Finally, attributes in the bottom right quadrant, **SOCIAL CAPITAL**, such as 'local community festivals and events', are core strengths, but in relative terms they are considered less overtly important than other directly obvious areas. However, the occupants of this quadrant tend to be the sort of services and facilities that deliver to community liveability, i.e. make it a good place to live.

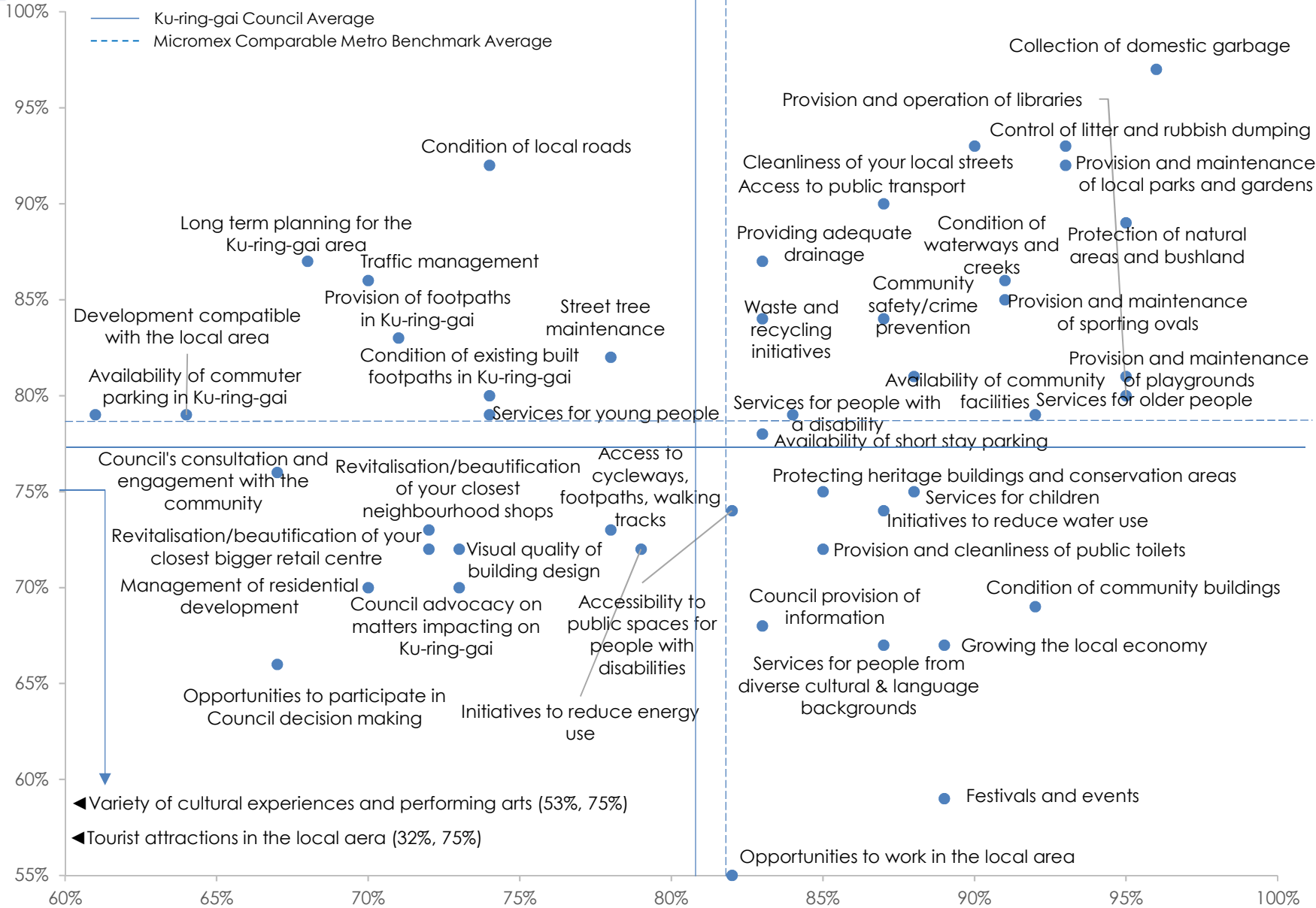
Recommendations based only on stated importance and satisfaction have major limitations, as the actual questionnaire process essentially 'silos' facilities and services as if they are independent variables, when they are in fact all part of the broader community perception of council performance.



Improve
Higher importance, lower satisfaction

Maintain
Higher importance, higher satisfaction

Importance



Niche
Lower importance, lower satisfaction

Satisfaction

Social Capital
Lower importance, higher satisfaction

2.5. Advanced Regression Analysis

The outcomes identified in stated importance/satisfaction analysis often tend to be obvious and challenging. No matter how much focus a council dedicates to 'condition of local roads', it will often be found in the **IMPROVE** quadrant. This is because, perceptually, the condition of local roads can always be better.

Furthermore, the outputs of stated importance and satisfaction analysis address the current dynamics of the community, they do not predict which focus areas are the most likely agents to change the community's perception of Council's overall performance.

Therefore, in order to identify how Ku-ring-gai Council can actively drive overall community satisfaction, we conducted further analysis.

Explanation of Analysis

Regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables. Using a regression, a category model was developed. The outcomes demonstrated that increasing resident satisfaction by actioning the priorities they stated as being important would not necessarily positively impact on overall satisfaction.

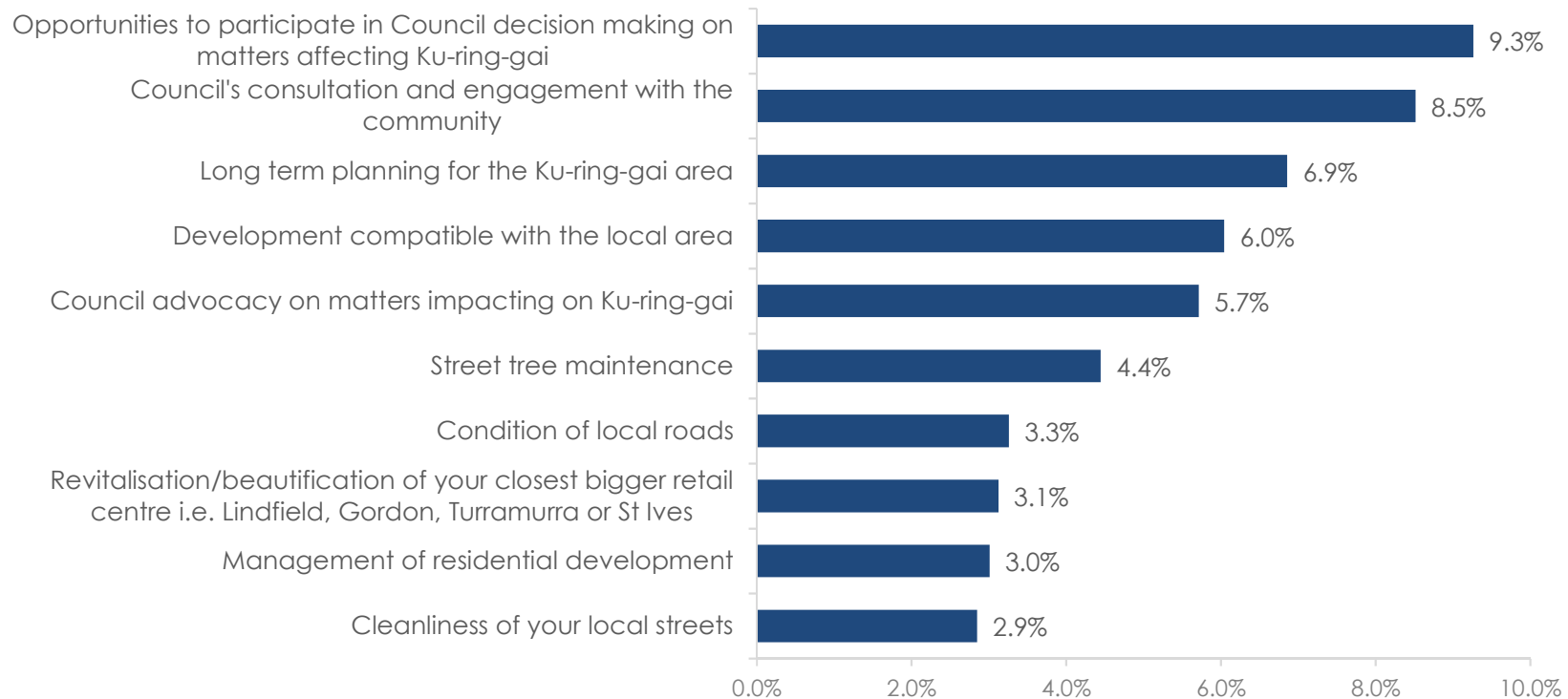
What Does This Mean?

The learning is that if we only rely on the stated community priorities, we will not be allocating the appropriate resources to the actual service attributes that will improve overall community satisfaction. Using regression analysis, we can identify the attributes that essentially build overall satisfaction. We call the outcomes 'derived importance'.



2.5. Key Drivers of Overall Satisfaction with Council

Dependent variable: Overall, for the last 12 months, how satisfied are you with the performance of Ku-ring-gai Council, not just on one or two issues, but across all responsibility areas?



The results in the chart above identify which services/facilities contribute most to overall satisfaction. If Council can improve satisfaction scores across these services/facilities, they are likely to improve their overall satisfaction score.

These top 10 services/facilities (so 21% of the 48 services/facilities) account for over 53% of the variation in overall satisfaction. Therefore, whilst all 48 services/facilities are important, only a number of them are potentially significant drivers of satisfaction (at this stage, the other 38 services/facilities have less impact on satisfaction – although if resident satisfaction with them was to suddenly change they may have more immediate impact on satisfaction).

Note: Please see Appendix A for complete list

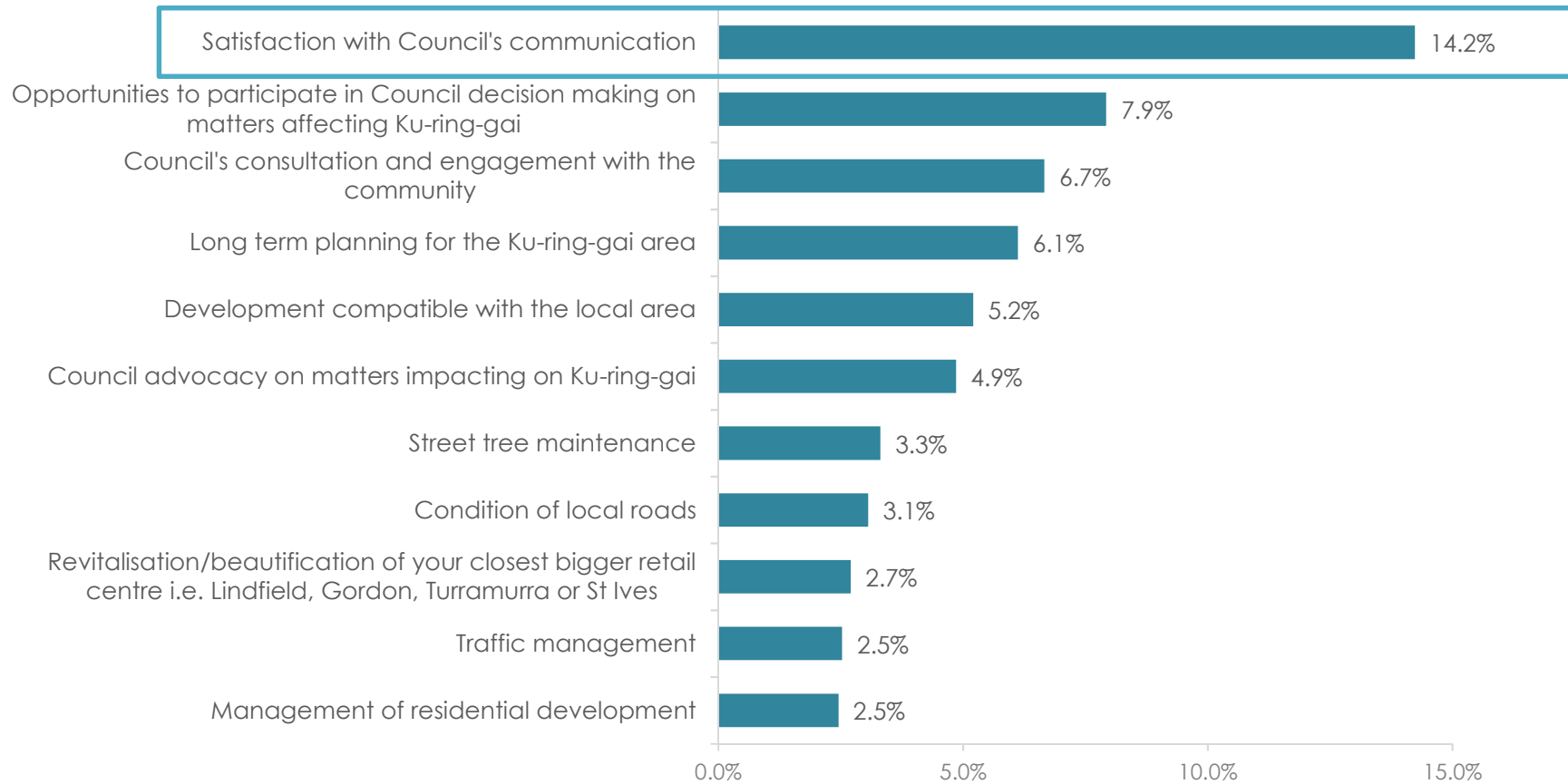
R² value = 35.71

The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council. If Council can increase satisfaction in these areas it will improve overall community satisfaction.

2.5. Key Drivers of Overall Satisfaction with Council

Dependent variable: Overall, for the last 12 months, how satisfied are you with the performance of Ku-ring-gai Council, not just on one or two issues, but across all responsibility areas?

The below chart is a re-run of the key drivers contributing to overall satisfaction, but with the inclusion of the question 'how satisfied are you with the level of communication Council currently has with the community?'

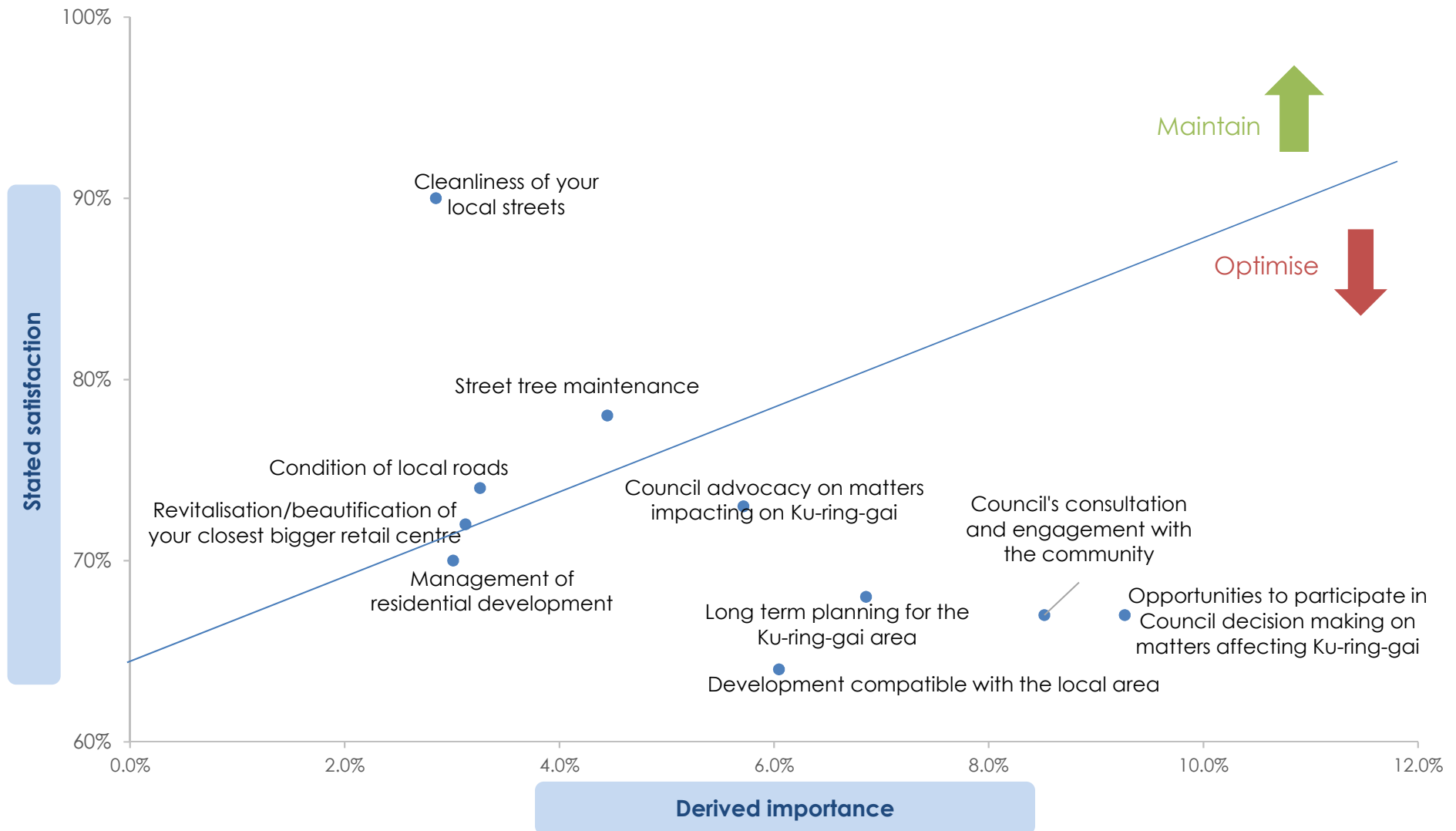


R² value = 39.84



This analysis enables us to further understand the drivers of overall satisfaction and highlights the importance of community engagement and consultation.

2.5. Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



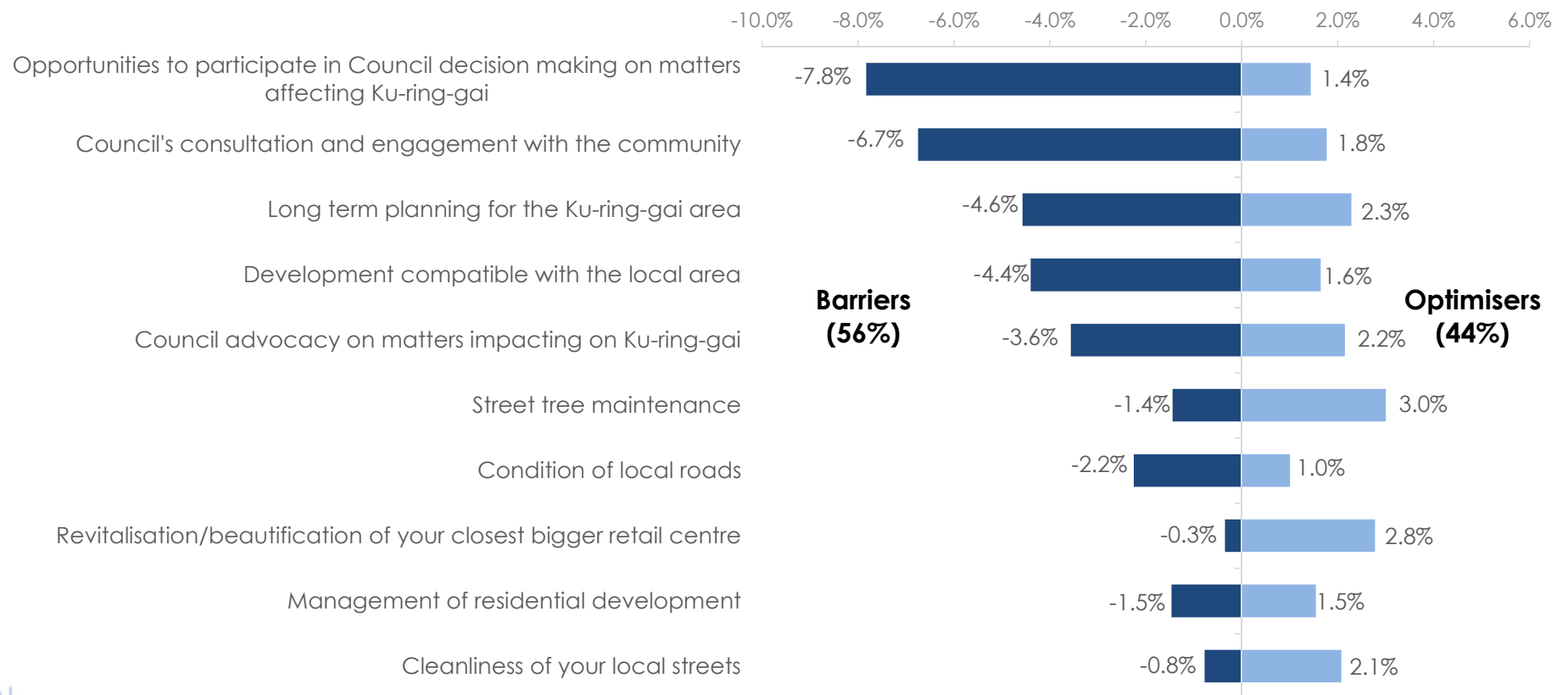
The above chart looks at the relationship between stated satisfaction (top 3 box) and derived importance (Regression result) to identify the level of contribution of each measure. Any services/facilities below the blue line (shown above) could potentially be benchmarked to target in future research to elevate satisfaction levels in these areas.

2.5. Key Contributors to Barriers/Optimisers

The chart below illustrates the positive/negative contribution the key drivers provide towards overall satisfaction. Some drivers can contribute both negatively and positively depending on the overall opinion of the residents.

The scores on the negative indicate the contribution the driver makes to impeding transition towards satisfaction. If Council can address these areas, they should see a lift in future overall satisfaction results, as they positively transition residents who are currently not at all satisfied to being satisfied with Council performance.

The scores on the positive indicate the contribution the driver makes towards optimising satisfaction. If Council can improve scores in these areas, they will see a lift in future overall satisfaction results, as they will positively transition residents who are currently already 'somewhat satisfied', towards being more satisfied with Council's overall performance.



Different levers address the different levels of satisfaction across the community

4. Quality of Services, Facilities and Infrastructure



Detailed Results

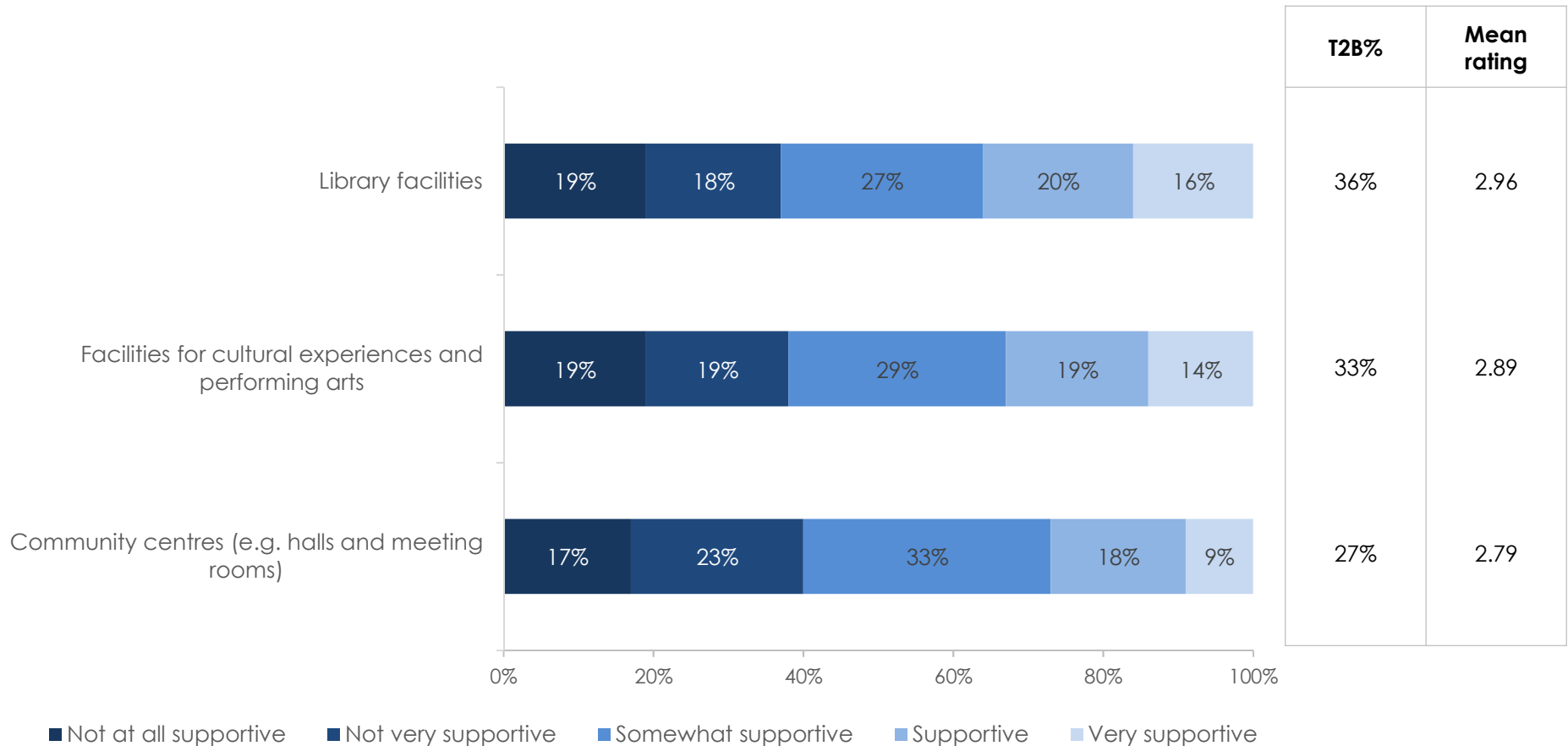
1. Satisfaction with Council
2. Strategic Priorities and Issues
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6. Well-being Indicators
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8. Delivery Program Contribution

This section explores resident support for paying more rates for improved infrastructure



Quality of Services, Facilities and Infrastructure

Q3b. Thinking of the quality of services, facilities and infrastructure in your local area, how supportive would you be to pay more via rates to improve or expand services:



Base: N = 501

Please see Appendix A for results by demographics

Scale: 1 = not at all supportive, 5 = very supportive

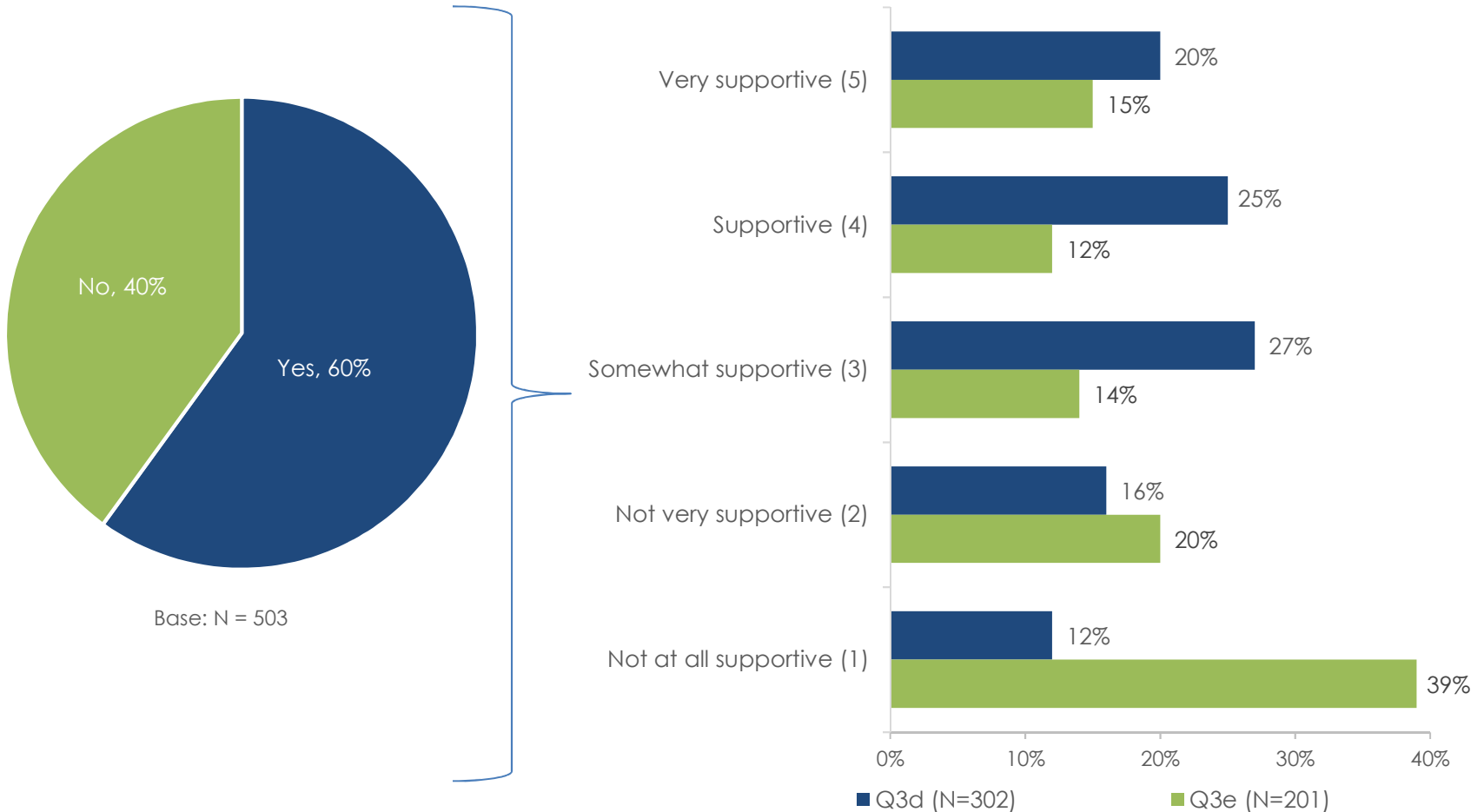
Support for paying more rates to improve services across community centres, facilities for cultural experiences/performing arts and library facilities is relatively low, though residents would be more supportive of paying more rates to improve/expand the services library facilities.

Footpaths

Q3c. Do you have a footpath in your street?

Q3d. (if yes on Q3c) How supportive would you be to pay more via rates to provide footpaths in streets that don't have one?

Q3e. (if no on Q3c) How supportive would you be to pay more via rates to provide a footpath in your street?



Please see Appendix A for results by demographics

60% of residents in the Ku-ring-gai Council area have a footpath in their street. Of those that do have a footpath, 45% would be supportive/very supportive of paying more via rates to provide footpaths in streets that don't have one. For those that do not have a footpath in their street, only 27% are supportive/very supportive of paying more via rates to have a footpath.

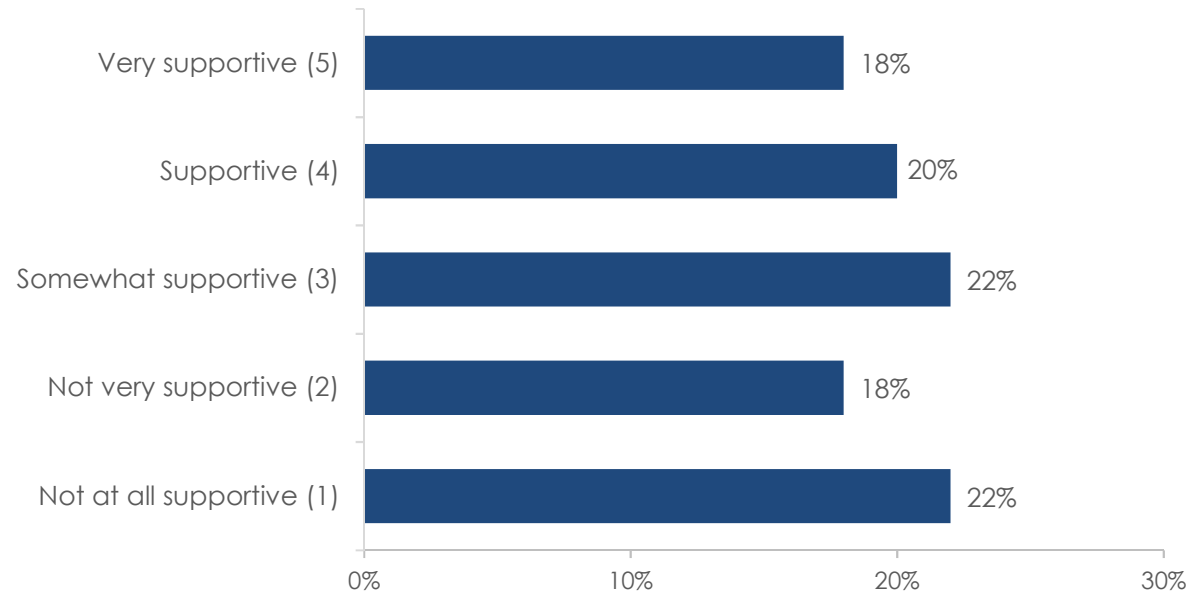
Overall Support for New Footpaths

Q3d. How supportive would you be to pay more via rates to provide footpaths in streets that don't have one?

Q3e. How supportive would you be to pay more via rates to provide a footpath in your street?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean ratings	2.92	2.87	2.97	3.27▲	2.93	2.89	2.66▼	2.81▼	3.44
Base	503	235	268	104	143	131	125	405	97

Overall Support to Pay Rates for Footpaths (Q3d & Q3e combined)



Base: N = 503

Scale: 1 = not at all supportive, 5 = very supportive
▲▼ = A significantly higher/lower rating (by group)

The community has no fixed position on the footpath issue.

Reasons for Level of Support Towards New Footpaths

Q3d. How supportive would you be to pay more via rates to provide footpaths in streets that don't have one?

Q3e. How supportive would you be to pay more via rates to provide a footpath in your street?

Q3f. Why do you say that?

Overall Support to Pay Rates for Footpaths (Q3d & Q3e combined)

Very supportive/supportive (38%)	N=503
Currently a safety issue/will keep people off the roads	18%
Need for more/better maintained footpaths	10%
Improved accessibility for the elderly, disabled, families	8%
Encourages a healthy lifestyle	4%
It benefits the whole community	2%
Don't know/nothing	1%
Other comments	5%
Somewhat supportive (22%)	
Rates are high as is/can't afford an increase/don't want to pay more	4%
Currently a safety issue	2%
Improved accessibility	1%
Street is small/no foot traffic	2%
Need for more/better maintained footpaths in the area	5%
No need for additional/improved footpaths	5%
Can just walk on grass	1%
Other comments	5%
Don't know/nothing	1%
Not at all/not very supportive (40%)	
No need for improved/additional footpaths	21%
Rates are high as is/can't afford a rate increase/don't want to pay more/should be included	10%
Street is small/no foot traffic	4%
This is Councils issue e.g. poor financial management, don't maintain footpaths currently	3%
Prefer to have grass instead	3%
Don't know/nothing	1%
Other comments	4%

"A lot of people are always out walking especially elderly so need safe footpaths"

"Footpaths are important because more people are walking these days"

"Footpaths should already be available in every street as they are vital for residents"

"I live opposite a park and there is no need for a footpath"

"It should be financed by the rates we are already paying"

"It would be much easier and safer to walk on footpaths in the area"

"People shouldn't have to walk on grass, mud or the road"

"Every property should have a footpath"

"Rates are already too high"

"Shouldn't have to pay more rates in order to provide footpaths"

For those that are supportive/very supportive of paying more via rates for footpaths, the main reasons related to safety. For those not at all/not very supportive, 21% believe there is 'no need for improved/additional footpaths'.

5. Contact with Ku-ring-gai Council



Detailed Results

1. Satisfaction with Council
2. Strategic Priorities and Issues
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4. Quality of Services, Facilities and Infrastructure
- 5. Contact with Ku-ring-gai Council**
6. Well-being Indicators
7. Full results - Importance and Satisfaction with Council Services and Facilities
8. Delivery Program Contribution

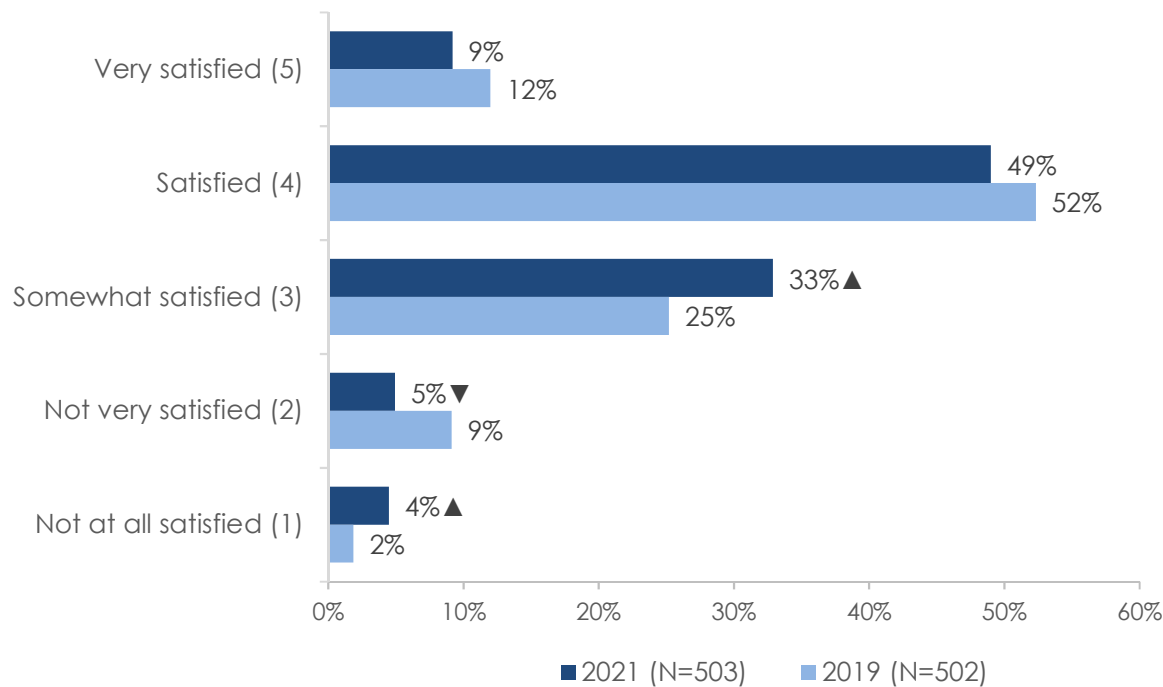
This section residents' experiences in contacting Ku-ring-gai Council



Satisfaction With the Level of Communication

Q2b. How satisfied are you with the level of communication Council currently has with the community?

	Overall 2021	Overall 2019	Overall 2017	Overall 2014	Overall 2010	Gender		Age				Ratepayer Status	
						Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.53	3.62	3.69	3.51	3.45	3.45	3.60	3.67	3.60	3.38	3.49	3.51	3.60
Base	503	502	506	402	400	235	268	104	143	131	125	405	97



	Ku-ring-gai Council	Micromex LGA Benchmark - Metro
Mean rating	3.53	3.46
T3 Box	91%↑	85%
Base	503	15,649

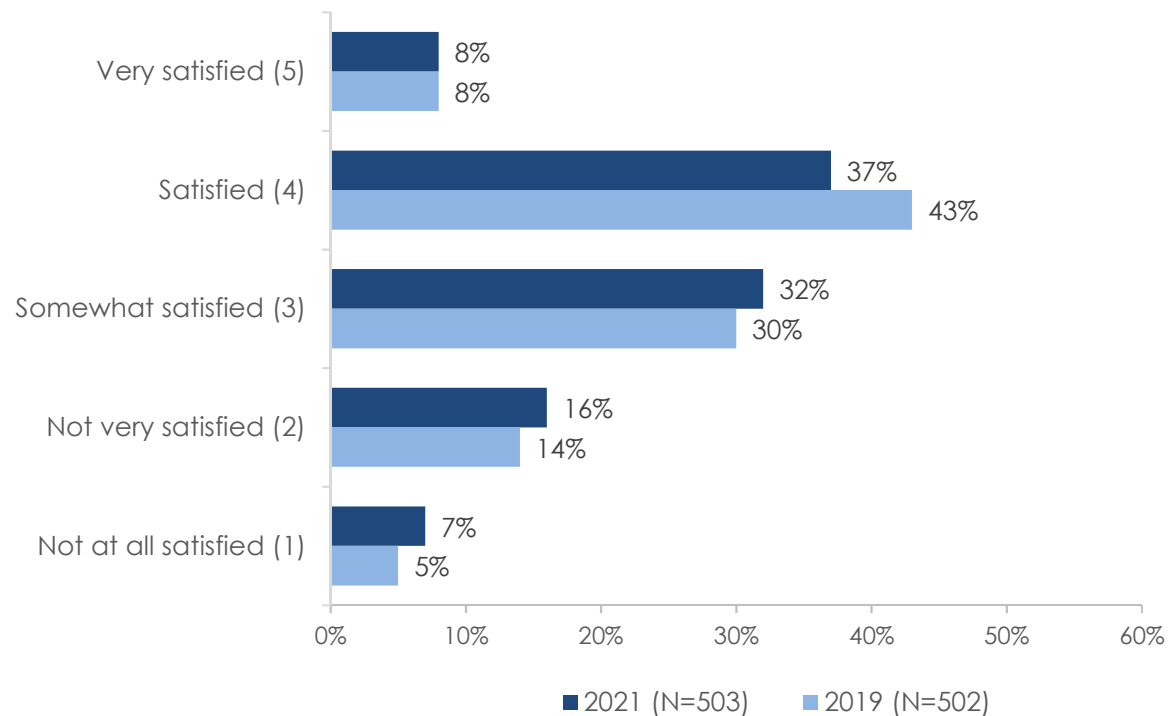
▲ ▼ = A significantly higher/lower percentage (by year)

91% of residents are at least somewhat satisfied with the level of communication Council currently has with the community, with results being slightly higher than the Metro Benchmark norm.

Access to Information

Q2c. How satisfied are you with access to information about planning, regulation and local development activity?

	Overall 2021	Overall 2019	Gender		Age				Ratepayer Status	
			Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.24	3.34	3.16	3.31	3.40	3.34	3.12	3.11	3.22	3.31
Base	503	502	235	268	104	143	131	125	405	97



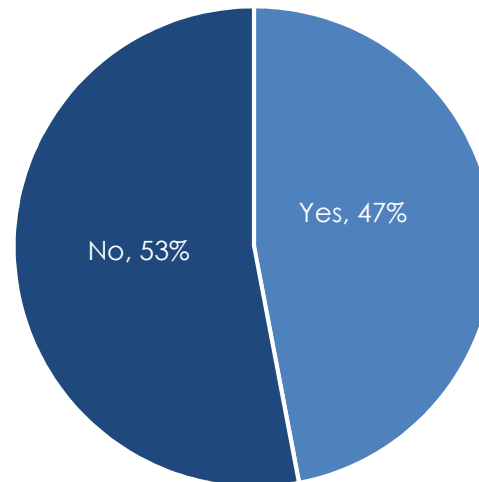
77% of residents are at least somewhat satisfied with access to information about planning, regulation and local development activity.

Contact with Council

Q1a. Have you contacted Council in the last 12 months?

	Overall				
	2021	2019	2017	2014	2010
Yes %	47%	49%	53%	52%	56%
Base	503	502	506	402	400

	Gender		Age				Ratepayer Status	
	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Yes %	45%	49%	19%▼	54%	57%▲	52%	54%▲	17%
Base	235	268	104	143	131	125	405	97



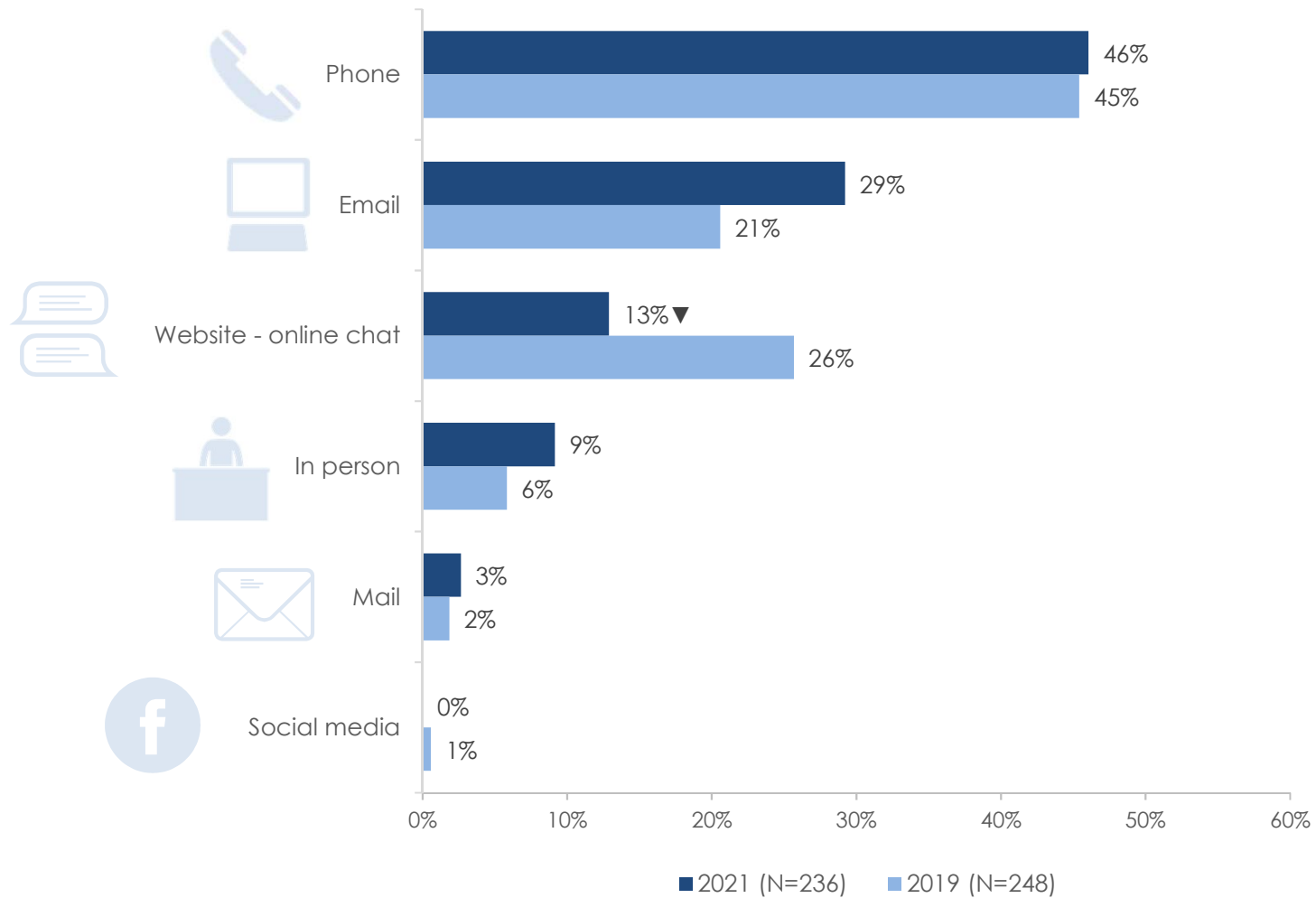
Base: N=503

▲ ▼ = A significantly higher/lower percentage (by group)

47% of residents have contacted Council in the last 12 months. Ratepayers and residents aged 35 and over are more likely to have contacted Council.

Method of Contacting Council

Q1b. (If yes on Q1a) When you last made contact with the Council staff was it by:



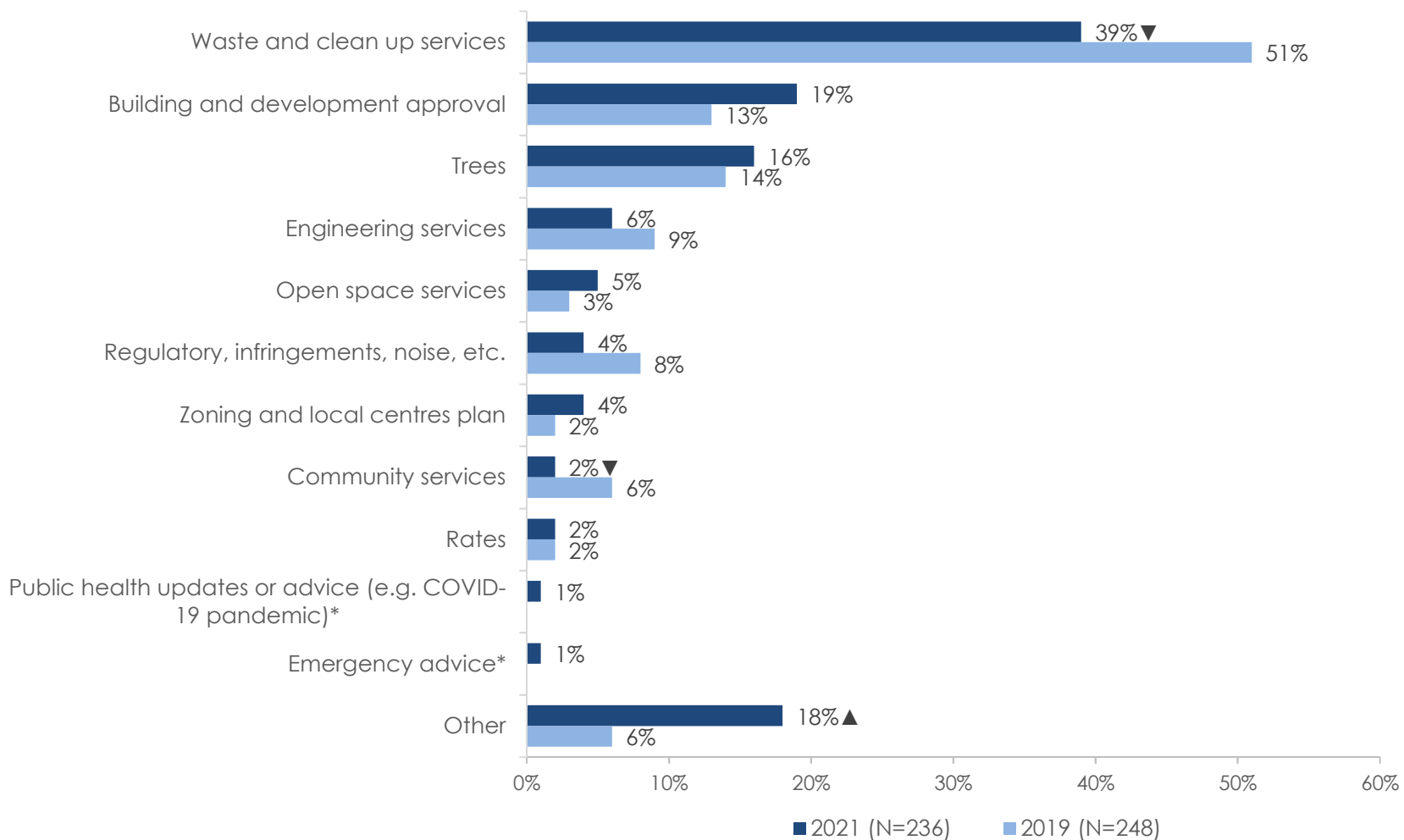
Please see Appendix A for results by demographics

▲ ▼ = A significantly higher/lower percentage (by year)

Phone was the most commonly used method to contact Council. The percentage of residents using the online chat function on Council’s website has significantly decreased since 2019.

Nature of Enquiry

Q1c. What was the nature of your enquiry?



*Not asked in 2019

Please see Appendix A for results by demographics and 'other' specified results

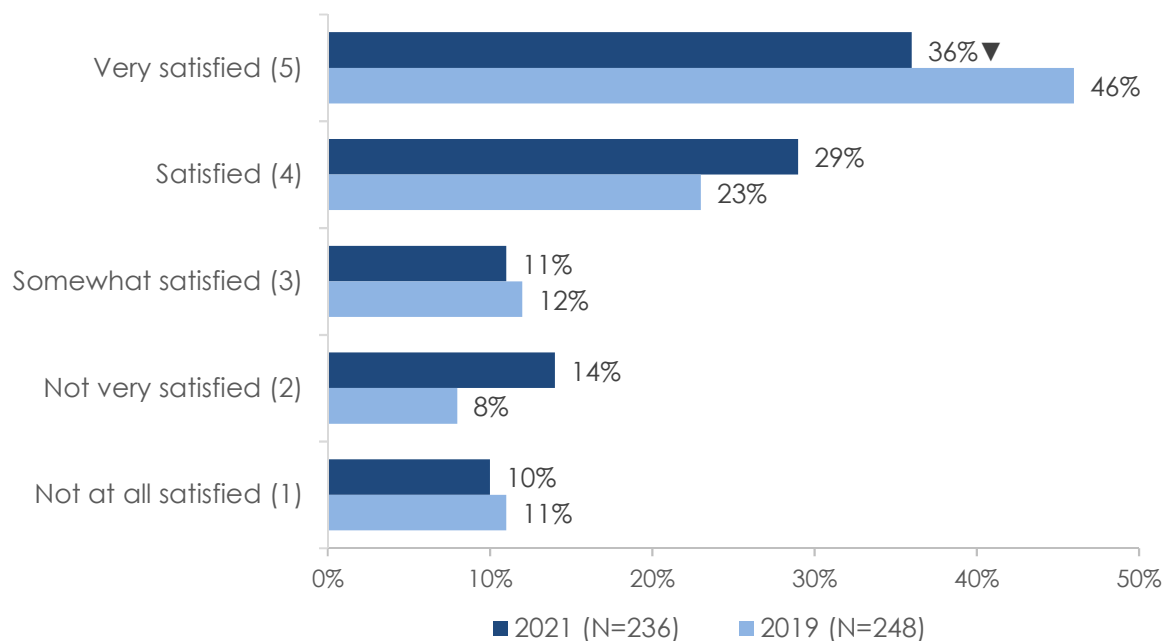
▲ ▼ = A significantly higher/lower percentage (by year)

Waste and clean up services continues to be the most common reason for contacting Council, though the percentage of residents making contact in relation to this has declined since 2019.

Satisfaction with Contact

Q1d. How satisfied were you with the way your contact was handled?

	Overall 2021	Overall 2019	Overall 2017	Gender		Age				Ratepayer Status	
				Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean rating	3.67	3.84	3.86	3.47	3.83	3.42	3.60	3.58	3.94▲	3.64	3.99
Base	236	248	266	105	131	20	77	74	65	219	17



	Q1b. Method of contact		
	Phone	Email	Website
Mean rating	3.59	3.60	4.28▲
Base	109	69	30

	Ku-ring-gai Council	Micromex LGA Benchmark
Mean rating	3.67	3.77
T3 Box	76%	80%
Base	236	23,641

Of those who have contacted Council in the last 12 months, 76% are at least somewhat satisfied with the way their contact was handled. Those that made contact via 'website' were significantly more satisfied with the way their contact was handled.

Reasons for Satisfaction with Contact

Q1d. How satisfied were you with the way your contact was handled?

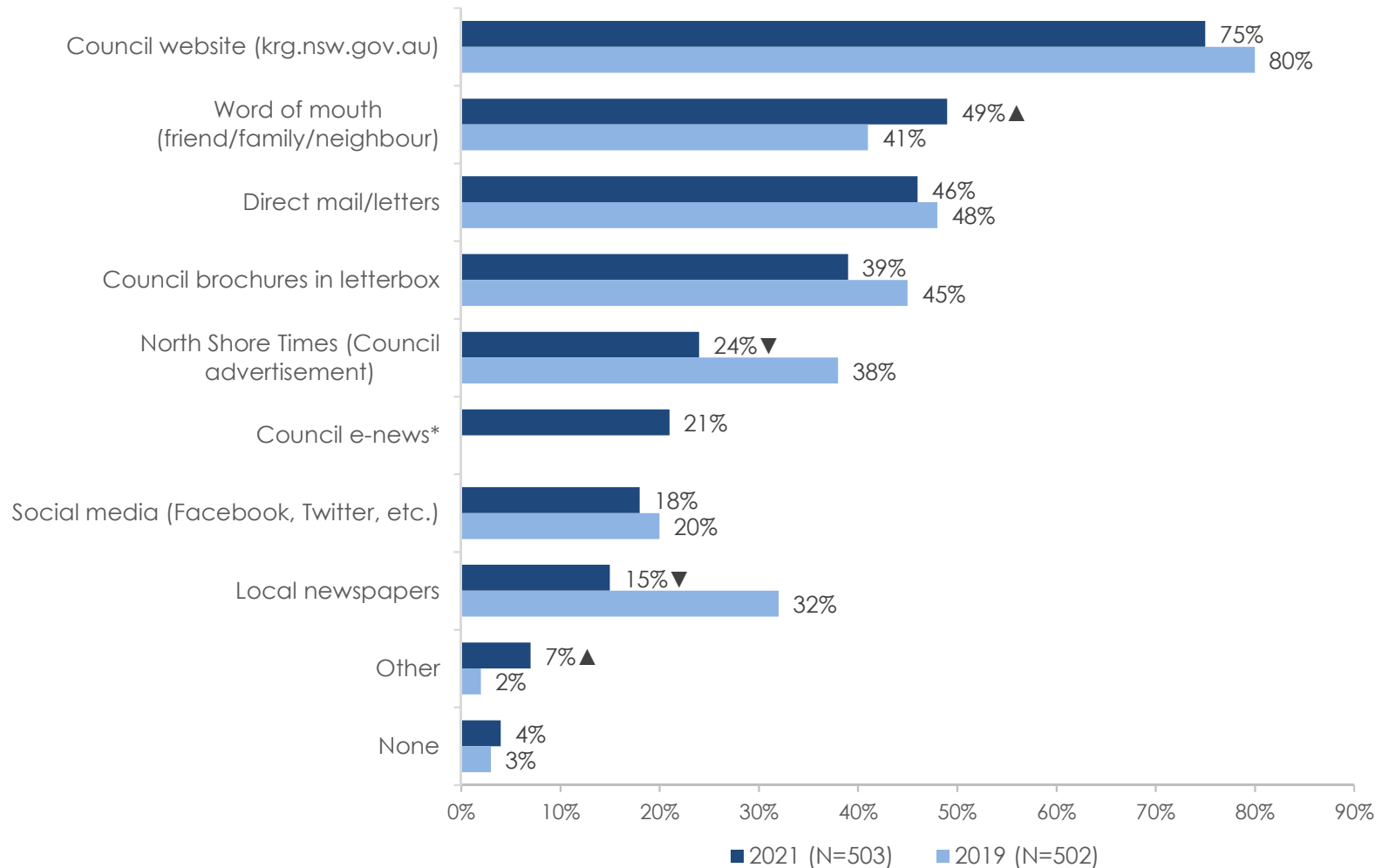
Q1e. (If not at all, not very or somewhat satisfied) Why do you say that?

	Count
Problem was not resolved/service not provided/still pending	33
Slow response	23
Staff were not helpful/not knowledgeable	13
Dissatisfied with contact	7
No feedback/follow up provided	6
No response	5
Council do not listen to residents	4
Happy with the service	4
Took multiple contacts to resolve/too much hassle	4
Unfriendly staff	4
Poor customer service	2
Responsiveness was fine	2
Friendly staff	1
Don't know	3

The main reason preventing residents from being satisfied or very satisfied with the way their contact was handled, is that their problem was not resolved. Slow response times and helpfulness/knowledge of staff were also common responses.

Sourcing Information on Council Services and Facilities

Q2a. Where do you source information on Council services and facilities?



*Not asked in 2019

Please see Appendix A for results by demographics and 'other' specified results

▲ ▼ = A significantly higher/lower percentage (by year)

Residents are more likely to seek information themselves through the website or discussing with other people. Direct communication from Council is also common.

6. Well-being indicators



Detailed Results

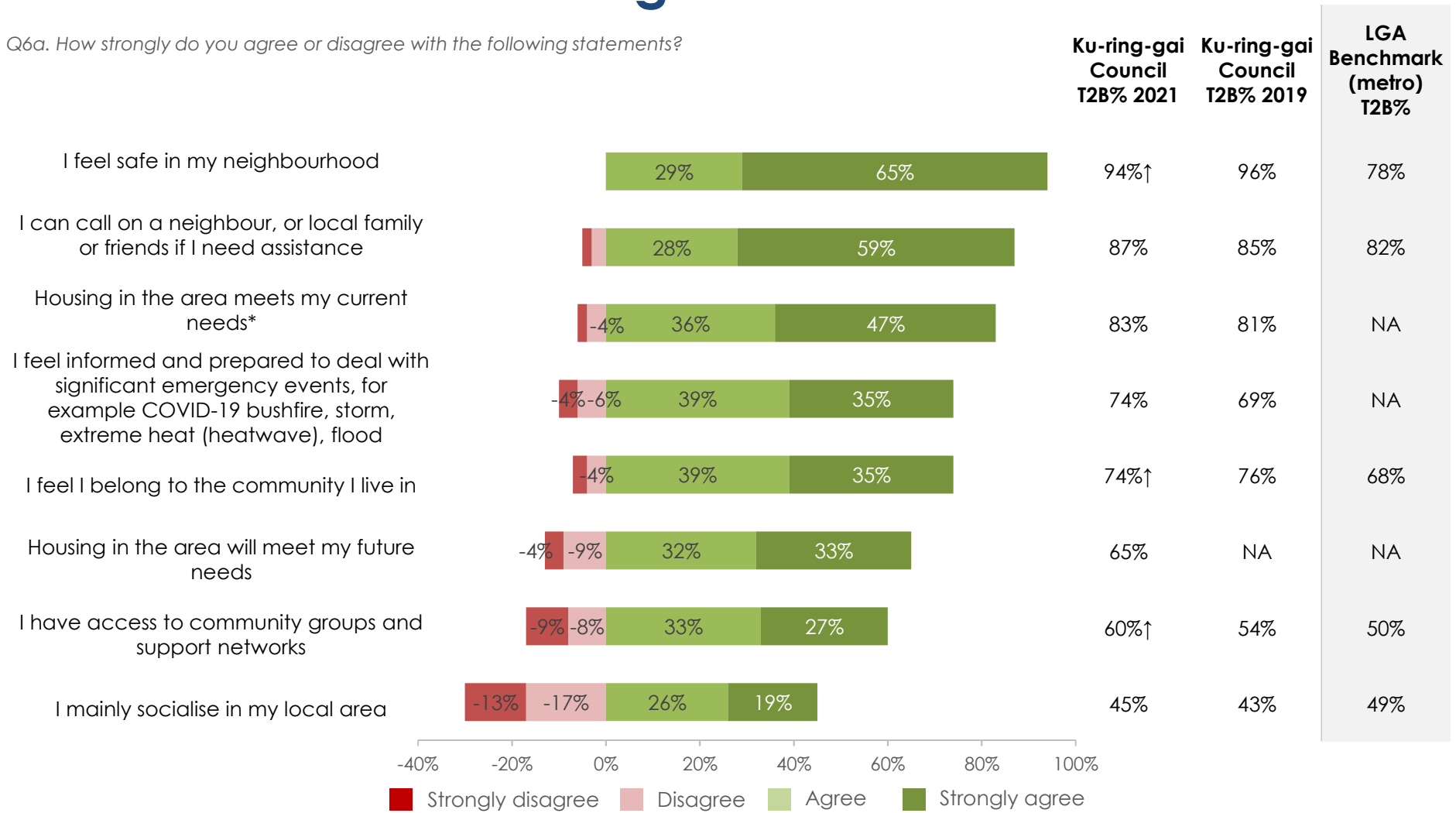
1. Satisfaction with Council
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- 6. Well-being Indicators**
7. Full results - Importance and Satisfaction with Council Services and Facilities
8. Delivery Program Contribution

This section explores residents' level of agreement with statements relating to living in the LGA and their participation in sport and fitness activities



Living in the LGA

Q6a. How strongly do you agree or disagree with the following statements?



Please see Appendix A for results by demographics

↑↓ = A significantly higher/lower percentage (compared to the benchmark)

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

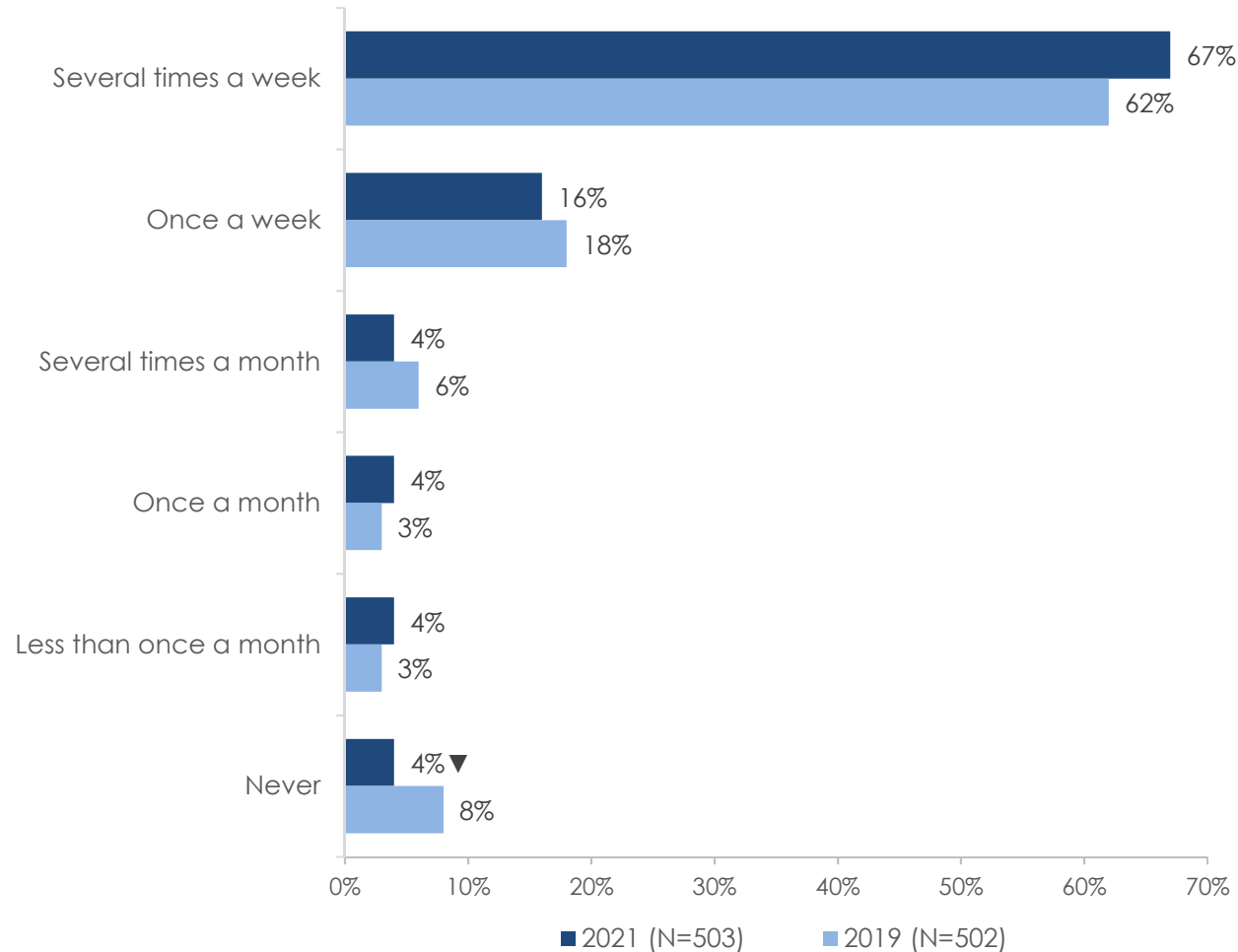
Note: Labels <4% are not shown above

Note: *This question was compared to 'housing in the area meets my needs' in 2019

Ku-ring-gai residents are in most agreement with the statement 'I feel safe in my neighbourhood', with 94% stating they agree/strongly agree. Agreement was lower for local social opportunities community groups/support.

Participating in Sport and Fitness Activities

Q6b. How often do you take part in sporting and fitness activities, such as walking, cycling, organised sport, fitness classes, personal trainer?



Please see Appendix A for results by demographics

▲ ▼ = A significantly higher/lower percentage (by year)

Participation in sporting and fitness activities has increased from 2019, with 83% taking part in these activities at least once a week.

7. Full results – Importance and Satisfaction with Services and Facilities



Detailed Results

1. Satisfaction with Council
2. Strategic Priorities and Issues
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6. Well-being Indicators
- 7. Full results - Importance and Satisfaction with Council Services and Facilities**
8. Delivery Program Contribution

This section compares the measures from the survey to Ku-ring-gai's Community Strategic Plan



Service Areas

A core element of this community survey was the rating of 48 external facilities/services in terms of Importance and Satisfaction. Each of the 48 facilities/services were grouped into service areas as detailed below:

<p style="text-align: center;">Managing places and spaces</p> <p>Management of residential development Development compatible with the local area Visual quality of building design in the Ku-ring-gai area Revitalisation/beautification of your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives Revitalisation/beautification of your closest neighbourhood shops Protecting heritage buildings and conservation areas Cleanliness of your local streets Control of litter and rubbish dumping Collection of domestic garbage Provision and cleanliness of public toilets Street tree maintenance</p>	<p style="text-align: center;">Environmental</p> <p>Protection of natural areas and bushland Condition of waterways and creeks Initiatives to reduce energy use Initiatives to reduce water use Initiatives to reduce waste and improve recycling</p>	<p style="text-align: center;">Community</p> <p>Services for older people Services for people with a disability Services for young people Services for children Services for people from diverse cultural & language backgrounds Availability of community facilities Local community festivals and events Variety of cultural experiences and performing arts Initiatives for community safety/crime prevention</p>
<p style="text-align: center;">Council leadership and engagement</p> <p>Opportunities to participate in Council decision making on matters affecting Ku-ring-gai Council advocacy on matters impacting on Ku-ring-gai Council's consultation and engagement with the community Long term planning for the Ku-ring-gai area Council provision of information about events, services, programs and facilities</p>	<p style="text-align: center;">Assets, infrastructure and facilities</p> <p>Condition of local roads Providing adequate drainage Provision of footpaths in Ku-ring-gai Condition of existing built footpaths in Ku-ring-gai Provision and maintenance of local parks and gardens Provision and maintenance of playgrounds Provision and maintenance of sporting ovals, grounds and leisure facilities (including tennis courts, pool, etc.) Provision and operation of libraries Condition of community buildings</p>	<p style="text-align: center;">Access, traffic and transport</p> <p>Access to public transport Access to cycleways, footpaths, walking tracks Accessibility to public spaces for people with disabilities Traffic management Availability of commuter parking in Ku-ring-gai Availability of short stay parking in your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives</p>
	An Explanation	<p style="text-align: center;">Economic and employment</p> <p>Opportunities to work in the local area Growing the local economy Tourist attractions in the local area</p>

The following pages detail the Regression findings for each service area, rank services/facilities within each service area and identify the stated importance and satisfaction ratings by key demographics.

Importance

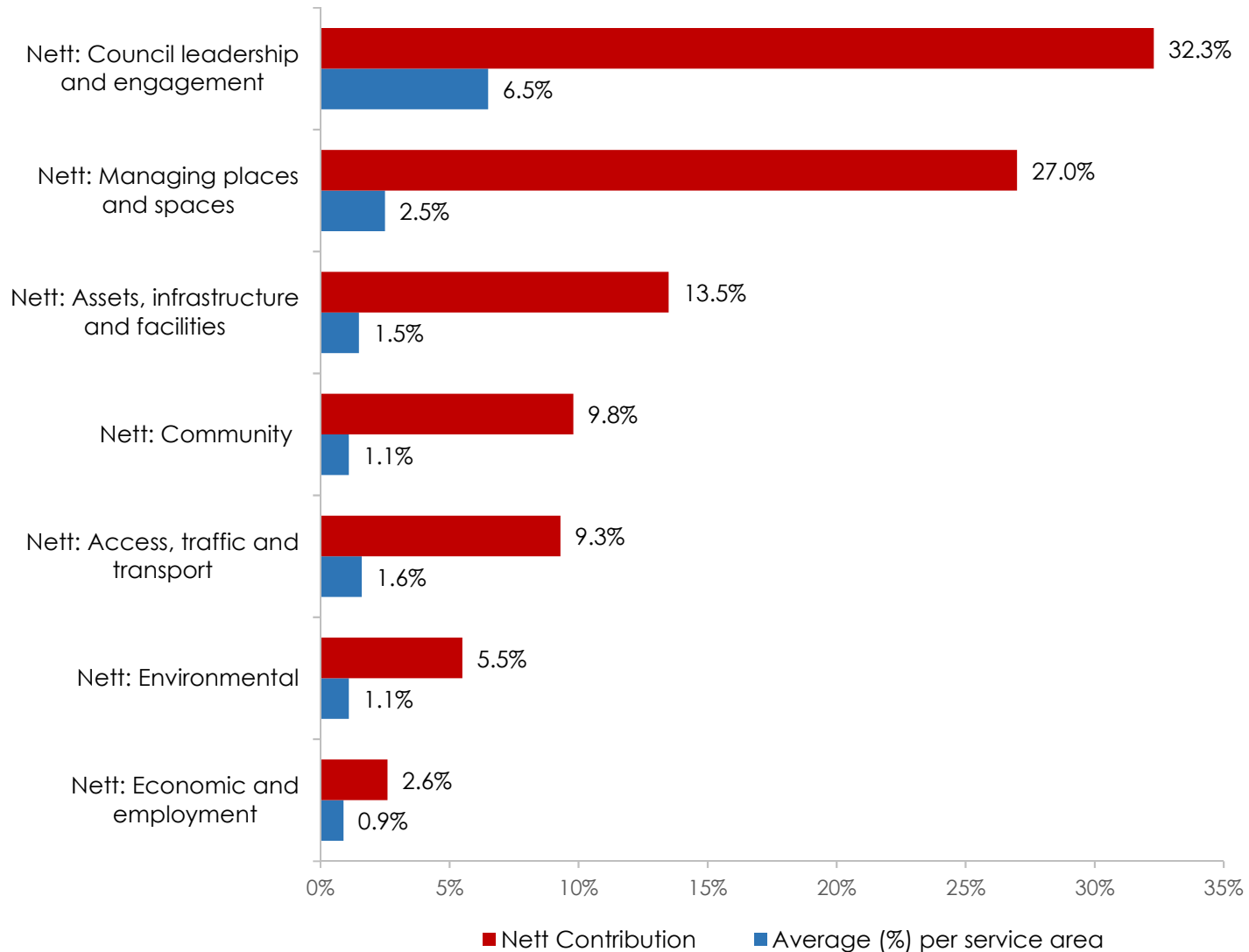
For the stated importance ratings, residents were asked to rate how important each of the criteria was to them, on a scale of 1 to 5.

Satisfaction

Any resident who had rated the importance of a particular criterion a 4 or 5 was then asked how satisfied they were with the performance of Council for that service or facility. There was an option for residents to answer 'don't know' to satisfaction, as they may not have personally used a particular service or facility.

Contribution to Overall Satisfaction with Council's Performance

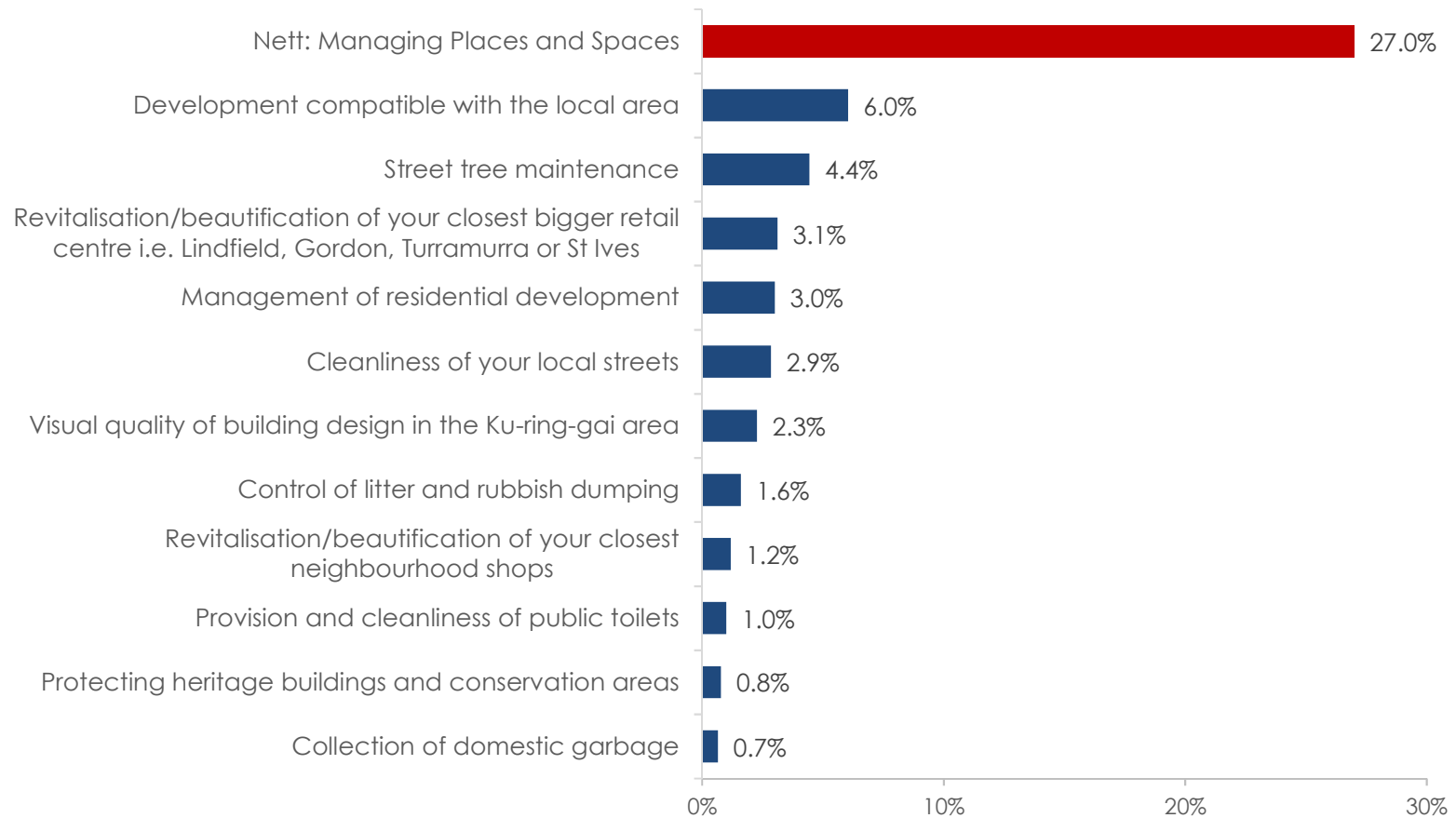
By combining the outcomes of the regression data, we can identify the derived importance of the different Nett Priority Areas. 'Council Leadership and Engagement' (32%) is the key contributor toward overall satisfaction with Council's performance.



Service Area 1: Managing Places and Spaces

Advanced Regression Analysis

Contributes to 27% of Overall Satisfaction with Council



Service Area 1: Managing Places and Spaces

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Collection of domestic garbage	97%	96%
Cleanliness of your local streets	93%	90%
Control of litter and rubbish dumping	93%	93%
Street tree maintenance	82%	78%
Development compatible with the local area	79%	64%
Protecting heritage buildings and conservation areas	75%	85%
Revitalisation/beautification of your closest neighbourhood shops	73%	72%
Visual quality of building design in the Ku-ring-gai area	72%	73%
Revitalisation/beautification of your closest bigger retail centre	72%	72%
Provision and cleanliness of public toilets	72%	85%
Management of residential development	70%	70%

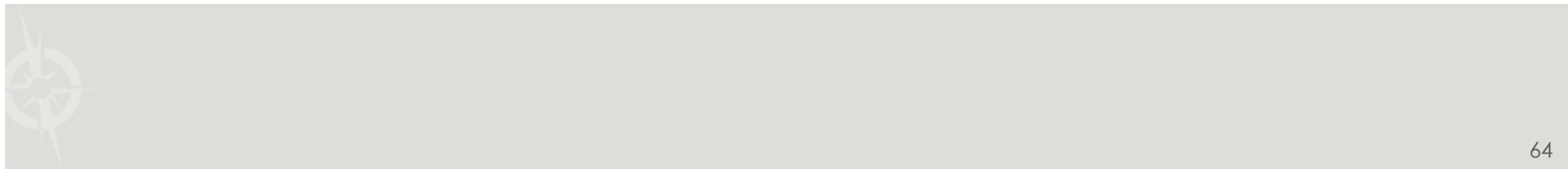
Within the 'Managing Places and Spaces' service area, in terms of importance, 'collection of domestic garbage' is considered to be the most important, whilst 'management of residential development' is the area of least relative importance.

Service Area 1: Managing Places and Spaces

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Management of residential development	4.00	4.00	3.99	3.70	4.18	4.24	3.79	4.01	3.99
Development compatible with the local area	4.22	4.21	4.22	4.05	4.30	4.40	4.07	4.22	4.23
Visual quality of building design in the Ku-ring-gai area	4.03	3.91	4.12	3.56	4.08	4.27	4.09	4.04	3.98
Revitalisation/beautification of your closest bigger retail centre	4.06	4.01	4.09	3.83	4.15	4.15	4.04	4.08	3.97
Revitalisation/beautification of your closest neighbourhood shops	4.09	4.05	4.13	4.02	4.11	4.16	4.06	4.11	4.02
Protecting heritage buildings and conservation areas	4.12	3.92	4.29	4.02	4.09	4.18	4.16	4.09	4.23
Cleanliness of your local streets	4.55	4.40	4.68	4.64	4.61	4.51	4.44	4.53	4.64
Control of litter and rubbish dumping	4.59	4.50	4.67	4.46	4.62	4.70	4.53	4.58	4.64
Collection of domestic garbage	4.77	4.72	4.81	4.60	4.72	4.92	4.81	4.79	4.68
Provision and cleanliness of public toilets	4.09	3.92	4.23	4.13	4.21	3.91	4.09	4.11	4.01
Street tree maintenance	4.30	4.09	4.49	4.08	4.37	4.37	4.34	4.36	4.05

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)



Service Area 1: Managing Places and Spaces

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Management of residential development	4%	5%	20%	27%	43%	503
Development compatible with the local area	3%	4%	14%	24%	55%	503
Visual quality of building design in the Ku-ring-gai area	4%	5%	19%	29%	43%	503
Revitalisation/beautification of your closest bigger retail centre	4%	5%	20%	26%	46%	503
Revitalisation/beautification of your closest neighbourhood shops	2%	5%	19%	28%	45%	503
Protecting heritage buildings and conservation areas	3%	6%	15%	27%	48%	503
Cleanliness of your local streets	0%	1%	6%	30%	63%	503
Control of litter and rubbish dumping	1%	1%	6%	23%	70%	503
Collection of domestic garbage	0%	1%	2%	15%	82%	503
Provision and cleanliness of public toilets	4%	3%	20%	24%	48%	503
Street tree maintenance	1%	3%	13%	29%	53%	503

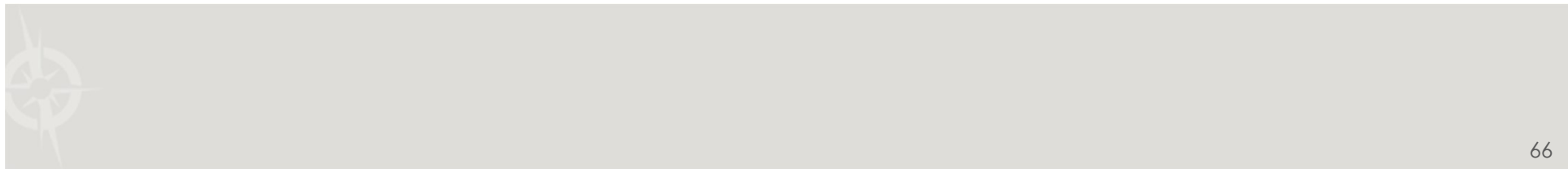


Service Area 1: Managing Places and Spaces

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Management of residential development	3.08	3.00	3.14	3.71	3.11	2.67	3.06	3.01	3.34
Development compatible with the local area	2.98	2.95	3.01	3.33	3.20	2.50	2.96	2.92	3.21
Visual quality of building design in the Ku-ring-gai area	3.13	3.25	3.04	3.91	3.27	2.58	3.07	3.03	3.51
Revitalisation/beautification of your closest bigger retail centre	3.21	3.13	3.27	3.83	3.02	2.83	3.35	3.16	3.38
Revitalisation/beautification of your closest neighbourhood shops	3.23	3.19	3.25	3.88	2.95	2.86	3.41	3.12	3.65
Protecting heritage buildings and conservation areas	3.54	3.69	3.44	4.10	3.61	3.18	3.41	3.44	3.98
Cleanliness of your local streets	3.83	3.84	3.82	4.23	3.86	3.45	3.89	3.80	3.96
Control of litter and rubbish dumping	3.93	4.00	3.87	4.20	3.86	3.78	3.97	3.91	4.04
Collection of domestic garbage	4.41	4.42	4.41	4.34	4.29	4.34	4.68	4.41	4.40
Provision and cleanliness of public toilets	3.51	3.57	3.47	3.54	3.51	3.25	3.76	3.47	3.67
Street tree maintenance	3.38	3.30	3.43	3.82	3.27	3.14	3.40	3.28	3.86

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)



Service Area 1: Managing Places and Spaces

Detailed Overall Response for Satisfaction

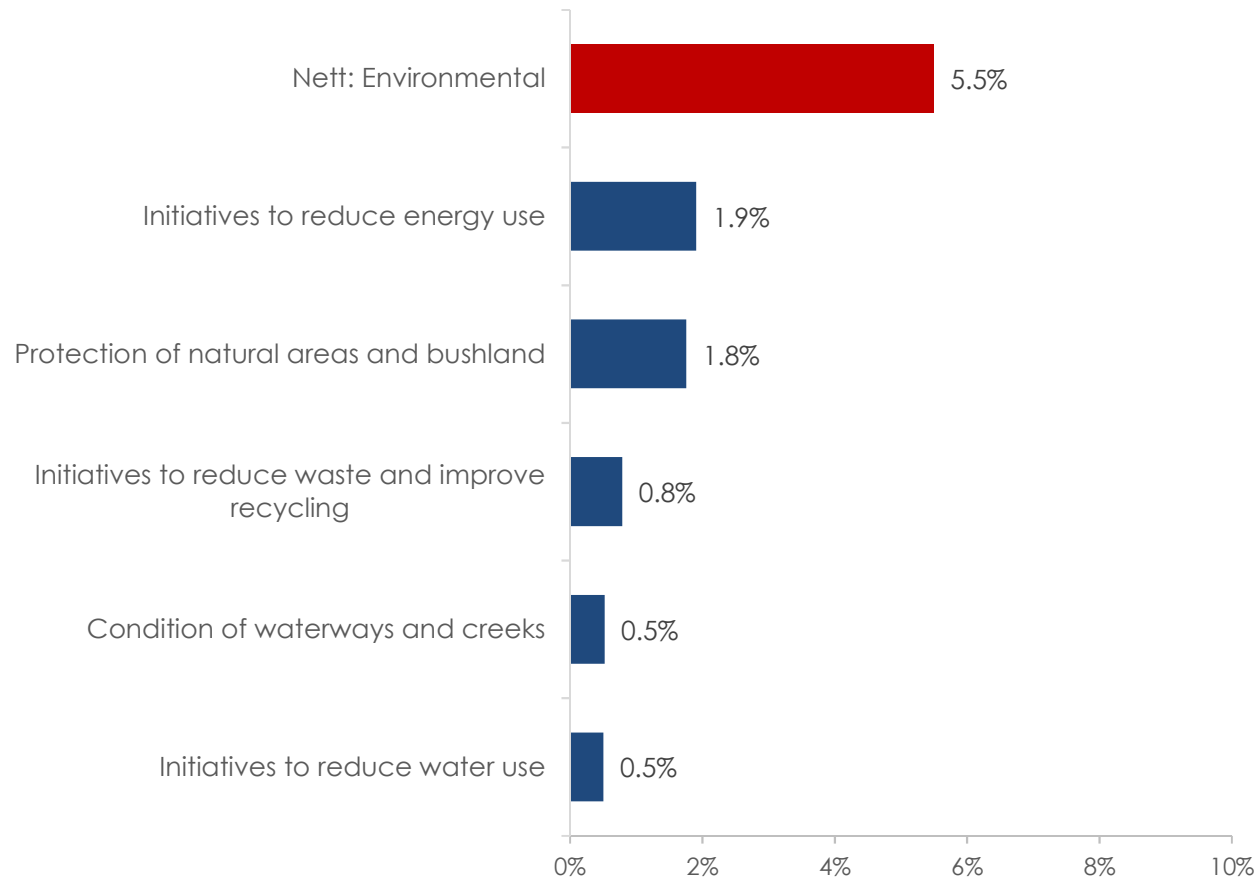
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Management of residential development	14%	16%	32%	26%	12%	343
Development compatible with the local area	14%	22%	28%	24%	12%	385
Visual quality of building design in the Ku-ring-gai area	13%	15%	31%	30%	12%	362
Revitalisation/beautification of your closest bigger retail centre	12%	16%	29%	26%	17%	360
Revitalisation/beautification of your closest neighbourhood shops	12%	16%	25%	31%	16%	370
Protecting heritage buildings and conservation areas	6%	10%	27%	40%	18%	370
Cleanliness of your local streets	2%	9%	20%	43%	27%	467
Control of litter and rubbish dumping	2%	5%	23%	39%	31%	463
Collection of domestic garbage	1%	2%	8%	31%	57%	486
Provision and cleanliness of public toilets	3%	12%	29%	42%	14%	322
Street tree maintenance	8%	15%	28%	32%	18%	413



Service Area 2: Environmental

Advanced Regression Analysis

Contributes to Over 5% of Overall Satisfaction with Council



Service Area 2: Environmental

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Protection of natural areas and bushland	89%	95%
Condition of waterways and creeks	86%	91%
Initiatives to reduce waste and improve recycling	84%	83%
Initiatives to reduce water use	74%	87%
Initiatives to reduce energy use	72%	79%

Within the 'Environmental' service area, in terms of importance, 'protection of natural areas and bushland' is considered to be the most important, whilst the 'initiatives to reduce energy use' is the area of least relative importance.

Service Area 2: Environmental

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Protection of natural areas and bushland	4.55	4.41	4.67	4.59	4.54	4.50	4.57	4.52	4.65
Condition of waterways and creeks	4.44	4.33	4.54	4.42	4.39	4.52	4.44	4.41	4.57
Initiatives to reduce energy use	4.15	3.97	4.31	4.31	4.14	4.03	4.13	4.11	4.28
Initiatives to reduce water use	4.14	3.96	4.30	4.37	4.08	4.02	4.15	4.12	4.20
Initiatives to reduce waste and improve recycling	4.43	4.28	4.57	4.56	4.42	4.33	4.45	4.40	4.56

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 2: Environmental

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Protection of natural areas and bushland	1%	2%	9%	20%	69%	503
Condition of waterways and creeks	1%	2%	11%	23%	63%	503
Initiatives to reduce energy use	3%	4%	21%	21%	51%	503
Initiatives to reduce water use	2%	4%	20%	26%	48%	503
Initiatives to reduce waste and improve recycling	1%	1%	13%	21%	63%	503



Service Area 2: Environmental

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Protection of natural areas and bushland	4.01	3.96	4.04	4.31	4.02	3.91	3.84	3.93	4.31
Condition of waterways and creeks	3.73	3.69	3.77	4.00	3.69	3.59	3.70	3.66	4.05
Initiatives to reduce energy use	3.24	3.26	3.22	3.31	3.18	3.00	3.49	3.19	3.43
Initiatives to reduce water use	3.51	3.51	3.51	3.60	3.43	3.29	3.72	3.46	3.64
Initiatives to reduce waste and improve recycling	3.50	3.58	3.43	3.55	3.42	3.32	3.73	3.47	3.58

Scale: 1 = not at all satisfied, 5 = very satisfied
 Significantly higher/lower level of satisfaction (by group)

Service Area 2: Environmental

Detailed Overall Response for Satisfaction

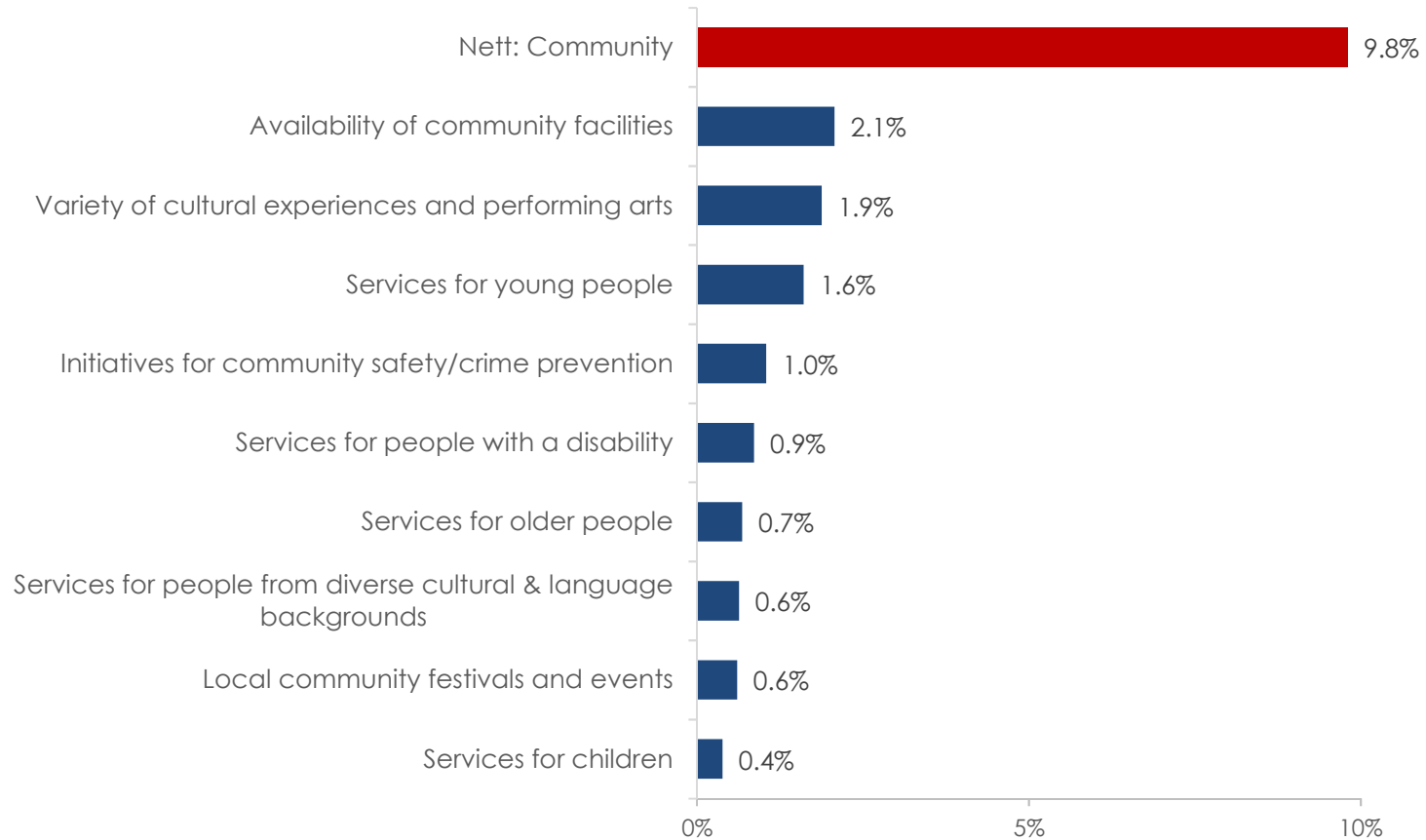
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Protection of natural areas and bushland	2%	3%	19%	45%	31%	443
Condition of waterways and creeks	2%	6%	30%	39%	22%	404
Initiatives to reduce energy use	6%	15%	42%	24%	13%	332
Initiatives to reduce water use	2%	10%	37%	34%	16%	341
Initiatives to reduce waste and improve recycling	4%	13%	30%	35%	18%	409



Service Area 3: Community

Advanced Regression Analysis

Contributes to Almost 10% of Overall Satisfaction with Council



Service Area 3: Community

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Initiatives for community safety/crime prevention	84%	87%
Availability of community facilities	81%	88%
Services for older people	79%	92%
Services for people with a disability	79%	84%
Services for young people	79%	74%
Services for children	75%	88%
Services for people from diverse cultural & language backgrounds	67%	87%
Local community festivals and events	59%	89%
Variety of cultural experiences and performing arts	53%	75%

Within the ‘Community’ service area, in terms of importance, ‘initiatives for community safety/crime prevention’ is considered to be the most important, and residents are most satisfied with ‘services for older people’.

Service Area 3: Community

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Services for older people	4.24	4.12	4.34	4.04	4.18	4.23	4.48	4.24	4.23
Services for people with a disability	4.26	4.15	4.35	4.26	4.20	4.21	4.36	4.25	4.29
Services for young people	4.21	4.06	4.34	4.19	4.32	4.18	4.14	4.20	4.26
Services for children	4.14	4.01	4.25	4.08	4.32	3.91	4.20	4.13	4.15
Services for people from diverse cultural & language backgrounds	3.93	3.70	4.13	4.07	4.06	3.69	3.93	3.89	4.08
Availability of community facilities	4.24	4.14	4.33	4.21	4.32	4.10	4.33	4.24	4.23
Local community festivals and events	3.71	3.60	3.82	3.81	3.84	3.67	3.54	3.70	3.77
Variety of cultural experiences and performing arts	3.61	3.40	3.79	3.63	3.57	3.66	3.57	3.61	3.61
Initiatives for community safety/crime prevention	4.37	4.21	4.51	4.24	4.39	4.40	4.43	4.37	4.37

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 3: Community

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Services for older people	4%	2%	15%	25%	54%	503
Services for people with a disability	2%	3%	16%	25%	54%	503
Services for young people	2%	3%	17%	31%	48%	503
Services for children	3%	4%	17%	27%	48%	503
Services for people from diverse cultural & language backgrounds	4%	7%	22%	27%	40%	503
Availability of community facilities	2%	3%	14%	31%	50%	503
Local community festivals and events	4%	5%	33%	33%	26%	503
Variety of cultural experiences and performing arts	5%	7%	35%	28%	25%	503
Initiatives for community safety/crime prevention	1%	4%	11%	24%	60%	503



Service Area 3: Community

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Services for older people	3.71	3.70	3.72	3.78	3.71	3.69	3.69	3.68	3.85
Services for people with a disability	3.42	3.50	3.35	3.57	3.52	3.17	3.41	3.34	3.68
Services for young people	3.21	3.32	3.12	3.22	3.30	2.80	3.62	3.18	3.33
Services for children	3.72	3.73	3.70	4.12	3.63	3.46	3.75	3.66	3.99
Services for people from diverse cultural & language backgrounds	3.50	3.60	3.44	3.66	3.49	3.33	3.52	3.40	3.89
Availability of community facilities	3.62	3.60	3.63	3.72	3.64	3.41	3.71	3.52	4.02
Local community festivals and events	3.68	3.58	3.76	3.69	3.64	3.68	3.75	3.65	3.81
Variety of cultural experiences and performing arts	3.30	3.32	3.28	3.42	3.37	2.93	3.50	3.18	3.72
Initiatives for community safety/crime prevention	3.56	3.57	3.55	3.97	3.51	3.18	3.71	3.44	4.02

Scale: 1 = not at all satisfied, 5 = very satisfied
 Significantly higher/lower level of satisfaction (by group)

Service Area 3: Community

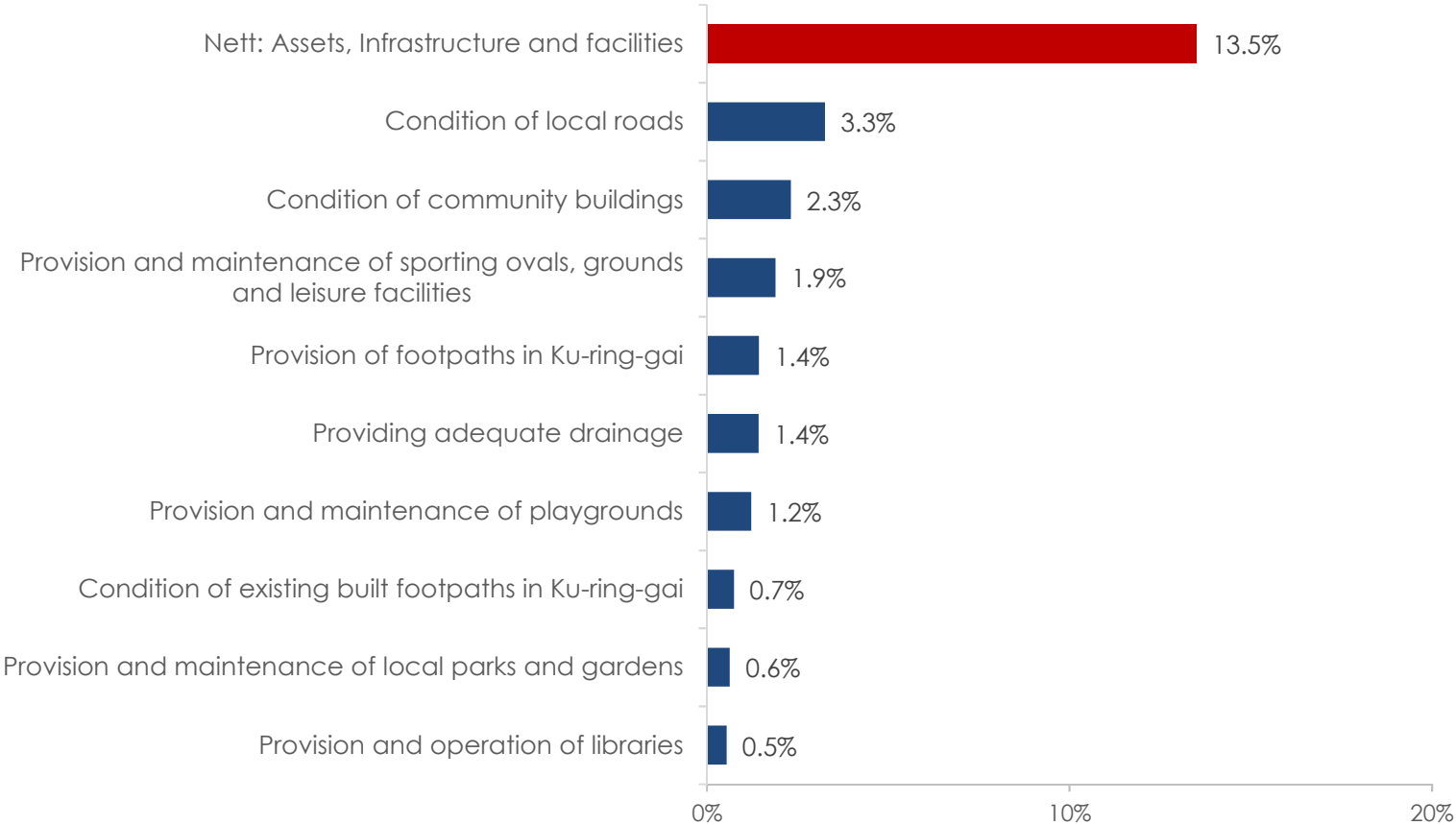
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Services for older people	2%	5%	32%	40%	20%	351
Services for people with a disability	4%	13%	38%	28%	18%	323
Services for young people	9%	17%	32%	29%	13%	353
Services for children	2%	10%	28%	36%	24%	339
Services for people from diverse cultural & language backgrounds	1%	12%	38%	33%	16%	286
Availability of community facilities	2%	10%	31%	39%	18%	396
Local community festivals and events	4%	7%	26%	42%	21%	287
Variety of cultural experiences and performing arts	7%	17%	30%	29%	16%	251
Initiatives for community safety/crime prevention	5%	8%	33%	35%	19%	392

Service Area 4: Assets, Infrastructure & Facilities

Advanced Regression Analysis

Contributes to Over 13% of Overall Satisfaction with Council



Service Area 4: Assets, Infrastructure & Facilities

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Provision and maintenance of local parks and gardens	92%	93%
Condition of local roads	92%	74%
Providing adequate drainage	87%	83%
Provision and maintenance of sporting ovals, grounds and leisure facilities	85%	91%
Provision of footpaths in Ku-ring-gai	83%	71%
Provision and maintenance of playgrounds	81%	95%
Provision and operation of libraries	80%	95%
Condition of existing built footpaths in Ku-ring-gai	80%	74%
Condition of community buildings	69%	92%

Residents consider 'provision and maintenance of local parks and gardens' and 'condition of local roads' to be most important within the 'Assets, Infrastructure and Facilities' service area.

Service Area 4: Assets, Infrastructure & Facilities

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Condition of local roads	4.57	4.45	4.66	4.42	4.56	4.62	4.63	4.57	4.55
Providing adequate drainage	4.43	4.33	4.52	4.23	4.40	4.52	4.53	4.42	4.46
Provision of footpaths in Ku-ring-gai	4.34	4.21	4.45	4.21	4.39	4.28	4.44	4.32	4.38
Condition of existing built footpaths in Ku-ring-gai	4.27	4.10	4.41	4.08	4.29	4.33	4.32	4.23	4.39
Provision and maintenance of local parks and gardens	4.47	4.35	4.57	4.34	4.50	4.48	4.53	4.47	4.44
Provision and maintenance of playgrounds	4.22	4.13	4.31	4.07	4.40	4.13	4.24	4.23	4.17
Provision and maintenance of sporting ovals, grounds and leisure facilities	4.32	4.30	4.34	4.30	4.38	4.24	4.35	4.32	4.29
Provision and operation of libraries	4.23	4.09	4.35	4.07	4.30	4.08	4.44	4.22	4.25
Condition of community buildings	3.93	3.83	4.02	3.83	3.83	3.96	4.10	3.93	3.96

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)



Service Area 4: Assets, Infrastructure & Facilities

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Condition of local roads	1%	1%	6%	25%	67%	503
Providing adequate drainage	1%	1%	10%	28%	59%	503
Provision of footpaths in Ku-ring-gai	2%	3%	12%	26%	57%	503
Condition of existing built footpaths in Ku-ring-gai	1%	5%	14%	26%	54%	503
Provision and maintenance of local parks and gardens	0%	1%	7%	35%	57%	503
Provision and maintenance of playgrounds	3%	4%	12%	31%	50%	503
Provision and maintenance of sporting ovals, grounds and leisure facilities	2%	1%	12%	32%	53%	503
Provision and operation of libraries	3%	3%	14%	29%	51%	503
Condition of community buildings	3%	4%	25%	35%	34%	503



Service Area 4: Assets, Infrastructure & Facilities

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Condition of local roads	3.21	3.23	3.19	3.50	3.24	2.97	3.23	3.15	3.48
Providing adequate drainage	3.49	3.58	3.42	3.76	3.53	3.27	3.47	3.40	3.88
Provision of footpaths in Ku-ring-gai	3.18	3.20	3.17	3.94	3.07	2.80	3.10	3.06	3.71
Condition of existing built footpaths in Ku-ring-gai	3.22	3.20	3.23	3.76	3.21	2.93	3.11	3.17	3.42
Provision and maintenance of local parks and gardens	3.95	3.91	3.98	4.16	3.87	3.80	4.04	3.92	4.06
Provision and maintenance of playgrounds	3.93	4.03	3.85	4.09	3.86	3.85	3.99	3.91	4.00
Provision and maintenance of sporting ovals, grounds and leisure facilities	3.88	3.77	3.97	3.94	3.86	3.67	4.07	3.84	4.03
Provision and operation of libraries	4.11	4.12	4.11	4.09	4.04	4.06	4.25	4.06	4.31
Condition of community buildings	3.70	3.73	3.66	3.81	3.59	3.48	3.91	3.61	3.99

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)



Service Area 4: Assets, Infrastructure & Facilities

Detailed Overall Response for Satisfaction

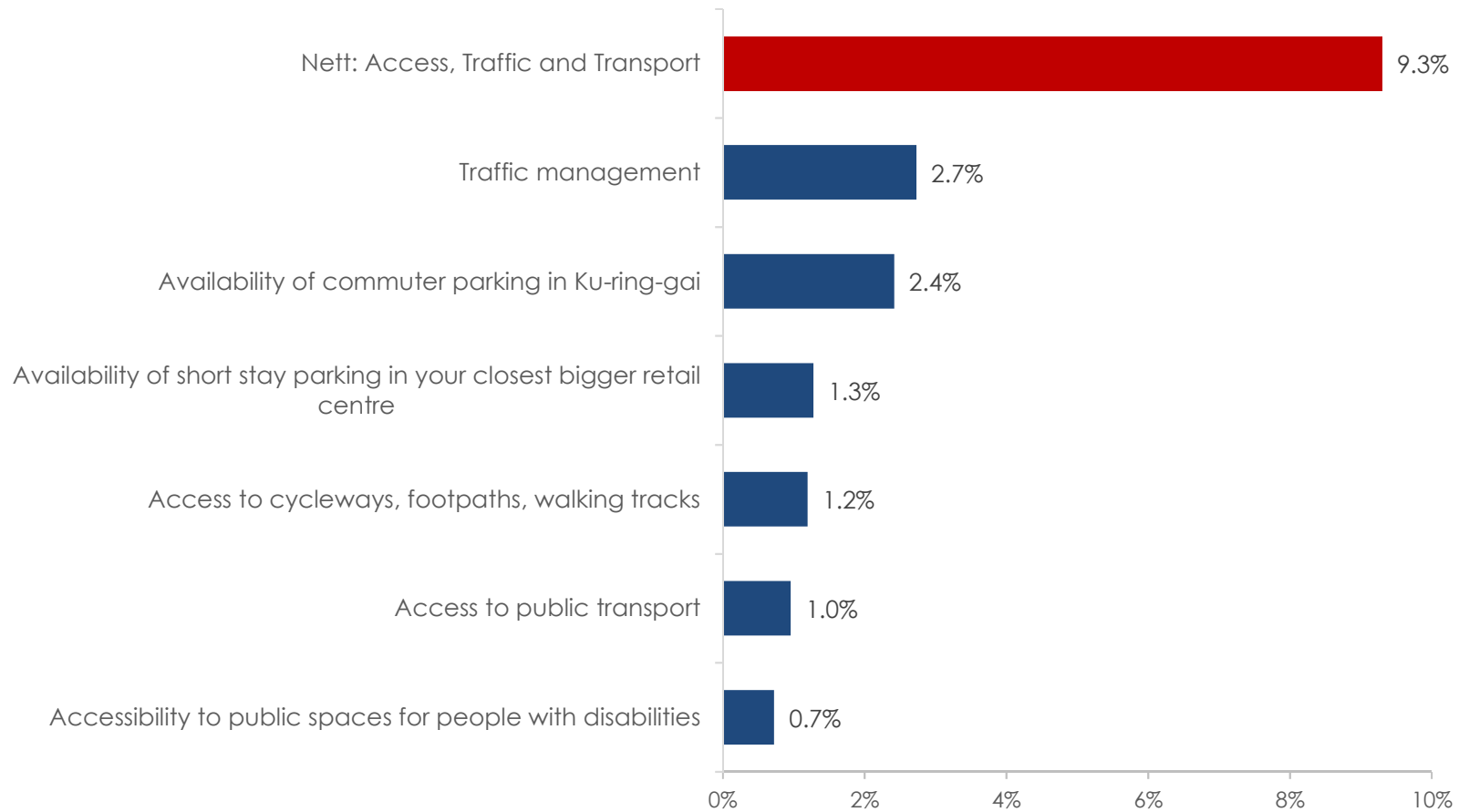
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Condition of local roads	11%	16%	28%	34%	12%	463
Providing adequate drainage	5%	12%	28%	38%	17%	426
Provision of footpaths in Ku-ring-gai	9%	20%	28%	29%	14%	418
Condition of existing built footpaths in Ku-ring-gai	6%	21%	32%	28%	14%	401
Provision and maintenance of local parks and gardens	1%	5%	18%	49%	26%	461
Provision and maintenance of playgrounds	1%	5%	21%	46%	28%	389
Provision and maintenance of sporting ovals, grounds and leisure facilities	2%	7%	20%	45%	26%	416
Provision and operation of libraries	1%	3%	14%	46%	35%	386
Condition of community buildings	1%	6%	31%	44%	17%	316



Service Area 5: Access, Traffic and Transport

Advanced Regression Analysis

Contributes to Almost 10% of Overall Satisfaction with Council



Service Area 5: Access, Traffic and Transport

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Access to public transport	90%	87%
Traffic management	86%	70%
Availability of commuter parking in Ku-ring-gai	79%	61%
Availability of short stay parking in your closest bigger retail centre	78%	83%
Accessibility to public spaces for people with disabilities	74%	82%
Access to cycleways, footpaths, walking tracks	73%	78%

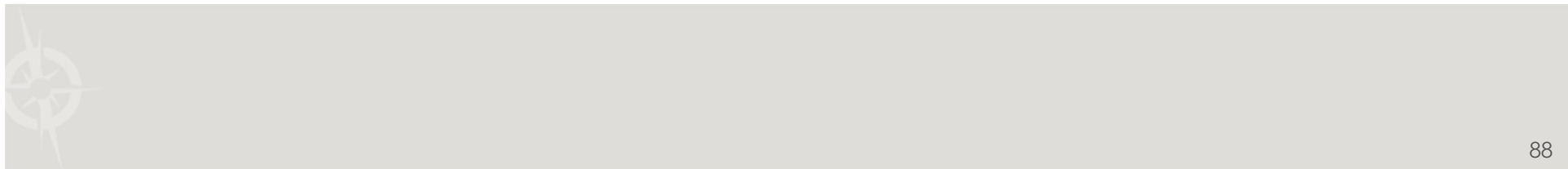
Within the 'Access, Traffic and Transport' service area, residents rated 'access to public transport' highest in importance and satisfaction.

Service Area 5: Access, Traffic and Transport

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Access to public transport	4.57	4.46	4.68	4.74	4.58	4.50	4.50	4.56	4.63
Access to cycleways, footpaths, walking tracks	3.96	3.87	4.05	3.78	4.15	4.13	3.73	3.95	4.02
Accessibility to public spaces for people with disabilities	4.11	3.98	4.22	4.02	4.18	4.10	4.12	4.07	4.26
Traffic management	4.43	4.35	4.49	4.32	4.38	4.48	4.50	4.41	4.47
Availability of commuter parking in Ku-ring-gai	4.24	4.11	4.36	4.27	4.21	4.14	4.36	4.23	4.28
Availability of short stay parking in your closest bigger retail centre	4.19	4.09	4.29	3.89	4.16	4.28	4.41	4.22	4.07

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)



Service Area 5: Access, Traffic and Transport

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Access to public transport	1%	2%	7%	19%	71%	503
Access to cycleways, footpaths, walking tracks	5%	5%	17%	33%	40%	503
Accessibility to public spaces for people with disabilities	3%	3%	20%	27%	47%	503
Traffic management	1%	1%	12%	25%	61%	503
Availability of commuter parking in Ku-ring-gai	3%	5%	13%	24%	55%	503
Availability of short stay parking in your closest bigger retail centre	3%	3%	15%	28%	50%	503

Service Area 5: Access, Traffic and Transport

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Access to public transport	3.74	3.64	3.82	3.56	3.82	3.56	3.99	3.69	3.94
Access to cycleways, footpaths, walking tracks	3.35	3.27	3.41	3.66	3.23	3.15	3.52	3.28	3.65
Accessibility to public spaces for people with disabilities	3.39	3.58	3.23	3.57	3.46	3.08	3.48	3.34	3.56
Traffic management	3.06	2.96	3.15	2.95	3.12	2.84	3.33	3.03	3.19
Availability of commuter parking in Ku-ring-gai	2.88	2.82	2.92	3.19	2.87	2.61	2.91	2.79	3.26
Availability of short stay parking in your closest bigger retail centre	3.44	3.50	3.39	3.64	3.46	3.32	3.41	3.34	3.87

Scale: 1 = not at all satisfied, 5 = very satisfied
Significantly higher/lower level of satisfaction (by group)

Service Area 5: Access, Traffic and Transport

Detailed Overall Response for Satisfaction

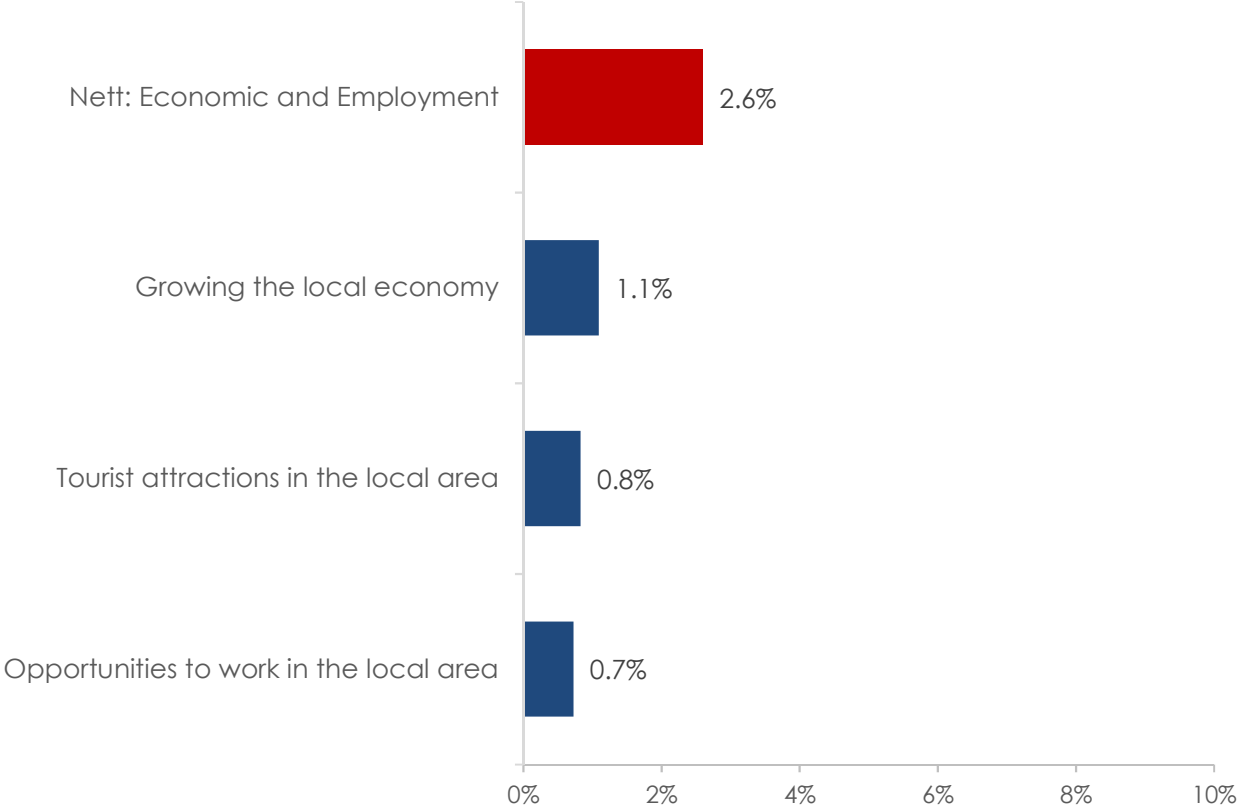
	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Access to public transport	5%	8%	21%	39%	27%	450
Access to cycleways, footpaths, walking tracks	7%	15%	29%	36%	13%	360
Accessibility to public spaces for people with disabilities	5%	13%	36%	31%	15%	306
Traffic management	15%	15%	28%	33%	9%	425
Availability of commuter parking in Ku-ring-gai	13%	26%	29%	23%	9%	387
Availability of short stay parking in your closest bigger retail centre	6%	12%	30%	37%	16%	394



Service Area 6: Economic and Employment

Advanced Regression Analysis

Contributes to 3% of Overall Satisfaction with Council



Service Area 6: Economic and Employment

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Growing the local economy	67%	89%
Opportunities to work in the local area	55%	82%
Tourist attractions in the local area	32%	75%

Within the 'Economic and Employment' service area, residents consider 'growing the local economy' to be the most important, and are also most satisfied with this.

Service Area 6: Economic and Employment

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Opportunities to work in the local area	3.58	3.46	3.68	3.87	3.42	3.72	3.36	3.47	4.05
Growing the local economy	3.96	3.79	4.12	4.04	3.99	3.87	3.97	3.92	4.12
Tourist attractions in the local area	3.01	2.90	3.10	2.99	3.04	2.83	3.18	2.99	3.07

Scale: 1 = not at all important, 5 = very important
 Significantly higher/lower level of importance (by group)



Service Area 6: Economic and Employment

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Opportunities to work in the local area	11%	9%	25%	22%	33%	503
Growing the local economy	4%	6%	22%	24%	43%	503
Tourist attractions in the local area	15%	17%	36%	16%	16%	503

Service Area 6: Economic and Employment

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Opportunities to work in the local area	3.26	3.21	3.30	3.41	3.26	3.04	3.36	3.16	3.56
Growing the local economy	3.46	3.39	3.52	3.67	3.51	3.18	3.49	3.41	3.65
Tourist attractions in the local area	3.38	3.33	3.43	3.50	3.53	2.70	3.55	3.26	3.86

Scale: 1 = not at all satisfied, 5 = very satisfied
 Significantly higher/lower level of satisfaction (by group)

Service Area 6: Economic and Employment

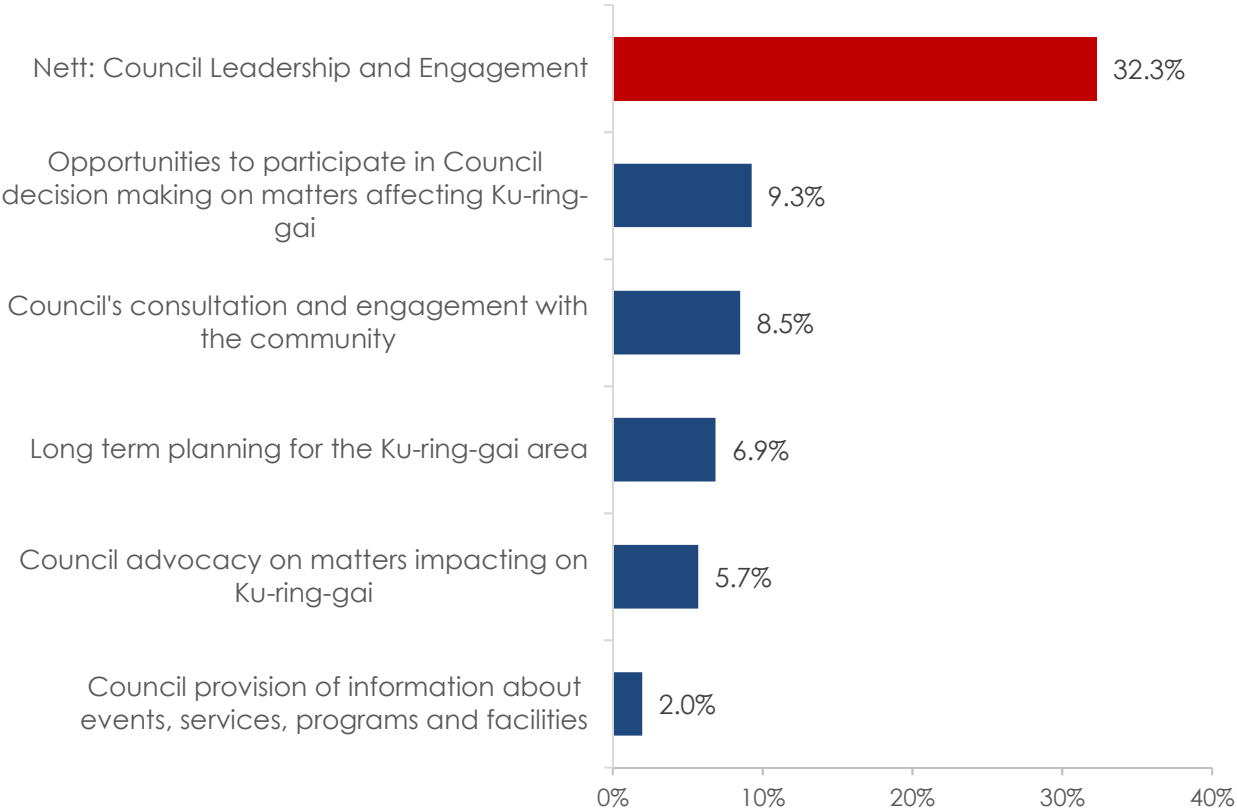
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Opportunities to work in the local area	5%	13%	45%	24%	13%	243
Growing the local economy	2%	10%	39%	40%	10%	309
Tourist attractions in the local area	5%	20%	25%	33%	17%	154

Service Area 7: Council Leadership and Engagement

Advanced Regression Analysis

Contributes to Over 32% of Overall Satisfaction with Council



Service Area 7: Council Leadership and Engagement

Services/Facilities (order of results)

Service/Facility (Ranked high – low on importance)	Importance T2B	Satisfaction T3B
Long term planning for the Ku-ring-gai area	87%	68%
Council's consultation and engagement with the community	76%	67%
Council advocacy on matters impacting on Ku-ring-gai	70%	73%
Council provision of information about events, services, programs and facilities	68%	83%
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	66%	67%

Within the 'Council Leadership and Engagement' service area, in terms of importance, 'long term planning for the Ku-ring-gai area' is considered to be the most important, whilst 'opportunities to participate in Council decision-making on matters affecting Ku-ring-gai' is the area of least relative importance.

Service Area 7: Council Leadership and Engagement

Importance Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	3.90	3.86	3.94	3.70	3.91	3.92	4.05	3.92	3.83
Council advocacy on matters impacting on Ku-ring-gai	4.05	3.99	4.11	3.68	4.07	4.12	4.26	4.05	4.04
Council's consultation and engagement with the community	4.18	4.08	4.28	3.90	4.32	4.15	4.31	4.21	4.09
Long term planning for the Ku-ring-gai area	4.48	4.41	4.54	4.32	4.50	4.57	4.48	4.49	4.40
Council provision of information about events, services, programs and facilities	4.00	3.79	4.19	3.72	4.16	3.99	4.06	4.02	3.90

Scale: 1 = not at all important, 5 = very important
Significantly higher/lower level of importance (by group)

Service Area 7: Council Leadership and Engagement

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	5%	7%	22%	25%	41%	503
Council advocacy on matters impacting on Ku-ring-gai	4%	4%	22%	25%	45%	503
Council's consultation and engagement with the community	3%	4%	17%	24%	52%	503
Long term planning for the Ku-ring-gai area	2%	1%	9%	21%	66%	503
Council provision of information about events, services, programs and facilities	3%	2%	27%	28%	40%	503

Service Area 7: Council Leadership and Engagement

Satisfaction Mean Scores by Key Demographics

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	2.97	2.94	3.01	3.15	2.93	2.81	3.09	2.89	3.33
Council advocacy on matters impacting on Ku-ring-gai	3.08	3.03	3.12	3.40	3.17	2.79	3.07	3.02	3.34
Council's consultation and engagement with the community	2.96	2.93	2.98	3.01	2.97	2.73	3.14	2.88	3.27
Long term planning for the Ku-ring-gai area	2.93	2.83	3.00	3.31	3.04	2.50	2.97	2.88	3.14
Council provision of information about events, services, programs and facilities	3.42	3.34	3.48	3.57	3.42	3.23	3.52	3.37	3.70

Scale: 1 = not at all satisfied, 5 = very satisfied
 Significantly higher/lower level of satisfaction (by group)

Service Area 7: Council Leadership and Engagement

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	10%	24%	35%	22%	10%	315
Council advocacy on matters impacting on Ku-ring-gai	9%	18%	38%	27%	8%	334
Council's consultation and engagement with the community	11%	21%	36%	22%	9%	370
Long term planning for the Ku-ring-gai area	12%	20%	39%	21%	8%	411
Council provision of information about events, services, programs and facilities	5%	12%	32%	36%	15%	338

Comparison to Previous Research

Service/Facility	Importance		Satisfaction	
	2021	2019	2021	2019
Management of residential development	4.00	4.06	3.08	3.04
Development compatible with the local area	4.22	4.28	2.98	2.84
Visual quality of building design in the Ku-ring-gai area	4.03	4.03	3.13▲	2.91
Revitalisation/beautification of your closest bigger retail centre	4.06	NA	3.21	NA
Revitalisation/beautification of your closest neighbourhood shops	4.09	4.13	3.23	3.21
Protecting heritage buildings and conservation areas	4.12	4.12	3.54	3.42
Cleanliness of your local streets	4.55	4.55	3.83	3.83
Control of litter and rubbish dumping	4.59	4.60	3.93	3.89
Collection of domestic garbage	4.77	4.73	4.41	4.39
Provision and cleanliness of public toilets	4.09▲	3.90	3.51	3.40
Street tree maintenance	4.30	4.19	3.38▲	3.18
Protection of natural areas and bushland	4.55	4.49	4.01	3.88
Condition of waterways and creeks	4.44	4.33	3.73	3.63
Initiatives to reduce energy use	4.15	4.07	3.24	3.11
Initiatives to reduce water use	4.14	4.05	3.51▲	3.29
Initiatives to reduce waste and improve recycling	4.43	4.38	3.50	3.36
Services for older people	4.24	4.16	3.71▲	3.53
Services for people with a disability	4.26	4.28	3.42	3.41
Services for young people	4.21	4.14	3.21▼	3.41
Services for children	4.14	4.24	3.72	3.56
Services for people from diverse cultural & language backgrounds	3.93	3.81	3.50	3.48
Availability of community facilities	4.24▲	4.10	3.62	3.59
Local community festivals and events	3.71▲	3.43	3.68	3.56
Variety of cultural experiences and performing arts	3.61▲	3.32	3.30	3.22

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied

▲▼= A significantly higher level of importance/satisfaction (by year)

Comparison to Previous Research – Continued

Service/Facility	Importance		Satisfaction	
	2021	2019	2021	2019
Initiatives for community safety/crime prevention	4.37	4.28	3.56	3.55
Condition of local roads	4.57	4.55	3.21	3.09
Providing adequate drainage	4.43	4.42	3.49▲	3.32
Provision of footpaths in Ku-ring-gai	4.34	NA	3.18	NA
Condition of existing built footpaths in Ku-ring-gai	4.27	4.32	3.22▲	2.83
Provision and maintenance of local parks and gardens	4.47	4.43	3.95▲	3.68
Provision and maintenance of playgrounds	4.22	4.19	3.93▲	3.74
Provision and maintenance of sporting ovals, grounds and leisure facilities	4.32	4.25	3.88	3.79
Provision and operation of libraries	4.23	4.29	4.11	4.04
Condition of community buildings	3.93	3.81	3.70	3.61
Access to public transport	4.57	4.63	3.74	3.63
Access to cycleways, footpaths, walking tracks	3.96	3.98	3.35	3.25
Accessibility to public spaces for people with disabilities	4.11	4.09	3.39	3.38
Traffic management	4.43	4.43	3.06	2.93
Availability of commuter parking in Ku-ring-gai	4.24	NA	2.88	NA
Availability of short stay parking in your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives	4.19▼	4.35	3.44▲	2.93
Opportunities to work in the local area	3.58	3.50	3.26	3.18
Growing the local economy	3.96	3.90	3.46▲	3.25
Tourist attractions in the local area	3.01	2.84	3.38	3.55
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	3.90	3.93	2.97	2.93
Council advocacy on matters impacting on Ku-ring-gai	4.05	3.97	3.08	3.11
Council's consultation and engagement with the community	4.18	4.21	2.96	2.92
Long term planning for the Ku-ring-gai area	4.48	4.54	2.93	2.83
Council provision of information about events, services, programs and facilities	4.00▲	3.85	3.42	3.55

Scale: 1 = not at all important/not at all satisfied, 5 = very important/very satisfied

▲▼ = A significantly higher level of importance/satisfaction (by year)

8. Delivery Program Contribution



Detailed Results

1. Satisfaction with Council
2. Strategic Priorities and Issues
3. Summary of Council Services and Facilities
4. Quality of Services, Facilities and Infrastructure
5. Contact with Ku-ring-gai Council
6. Well-being Indicators
7. Full results - Importance and Satisfaction with Council Services and Facilities
- 8. Delivery Program Contribution**

This section explores Council's performance in detail, in terms of importance and satisfaction ratings for 48 services/facilities.



Delivery Program Contribution

Council's Delivery Program outlines the services, projects and programs that Council will deliver over its term to progress the community's long term objectives and priorities contained in the Ku-ring-gai Community Strategic Plan.

It does this through the following six themes:

- Community, People and Culture
 - Natural Environment
- Places, Spaces and Infrastructure
 - Access, Traffic and Transport
- Local Economy and Employment
 - Leadership and Governance

The following slides provide a summary of the services and facilities included in the community research that contribute to the six themes within the Delivery Program. A comparison of 2021 results for these services and facilities with research conducted in 2019 provides an indication of their performance over the time period.



Delivery Program Contribution

THEME 1 Community, People and Culture

“A healthy, safe, and diverse community that respects our history, and celebrates our differences in a vibrant culture of learning”

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Initiatives for community safety/crime prevention	84%	4%	87%	-1%
Availability of community facilities	81%	6%	88%	1%
Services for older people	79%	0%	92%	3%
Services for people with a disability	79%	-1%	84%	-2%
Services for young people	79%	1%	74%	-9%
Services for children	75%	-4%	88%	0%
Services for people from diverse cultural & language backgrounds	67%	4%	87%	-1%
Local community festivals and events	59%	13%	89%	3%
Variety of cultural experiences and performing arts	53%	11%	75%	-3%



Delivery Program Contribution

THEME 2 Natural Environment

“Working together as a community to protect and enhance our natural environment and resources”

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Protection of natural areas and bushland	89%	1%	95%	3%
Condition of waterways and creeks	86%	4%	91%	3%
Initiatives to reduce waste and improve recycling	84%	-1%	83%	4%
Initiatives to reduce water use	74%	3%	87%	5%



Delivery Program Contribution

THEME 3 Places, Spaces and Infrastructure

“A range of well planned, clean and safe neighbourhoods and public spaces designed with a strong sense of identity and place”

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Collection of domestic garbage	97%	2%	96%	0%
Cleanliness of your local streets	93%	1%	90%	1%
Control of litter and rubbish dumping	93%	0%	93%	3%
Provision and maintenance of local parks and gardens	92%	2%	93%	3%
Providing adequate drainage	87%	0%	83%	5%
Provision and maintenance of sporting ovals, grounds and leisure facilities	85%	3%	91%	-1%
Provision of footpaths in Ku-ring-gai	83%	NA	71%	NA
Street tree maintenance	82%	5%	78%	5%
Provision and maintenance of playgrounds	81%	2%	95%	6%
Condition of existing built footpaths in Ku-ring-gai	80%	-3%	74%	12%



Delivery Program Contribution

THEME 3 Places, Spaces and Infrastructure

“A range of well planned, clean and safe neighbourhoods and public spaces designed with a strong sense of identity and place”

Continued

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Provision and operation of libraries	80%	-2%	95%	3%
Development compatible with the local area	79%	-1%	64%	2%
Protecting heritage buildings and conservation areas	75%	-2%	85%	7%
Revitalisation/ beautification of your closest neighbourhood shops	73%	-3%	72%	-6%
Visual quality of building design in the Ku-ring-gai area	72%	0%	73%	9%
Revitalisation/beautification of your closest bigger retail centre	72%	NA	72%	NA
Provision and cleanliness of public toilets	72%	5%	85%	5%
Management of residential development	70%	-3%	70%	1%
Condition of community buildings	69%	5%	92%	2%



Delivery Program Contribution

THEME 4

Access, Traffic and Transport

“Access and connection to, from and within Ku-ring-gai provides safe, reliable and affordable public and private travel, transport and Infrastructure”

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Condition of local roads	92%	0%	74%	-2%
Access to public transport	90%	-2%	87%	1%
Traffic management	86%	1%	70%	4%
Availability of commuter parking in Ku-ring-gai	79%	NA	61%	NA
Availability of short stay parking in your closest bigger retail centre	78%	-7%	83%	18%
Accessibility to public spaces for people with disabilities	74%	1%	82%	-3%
Access to cycleways, footpaths, walking tracks	73%	4%	78%	1%



Delivery Program Contribution

THEME 5 Local Economy and Employment

“Access and connection to, from and within Ku-ring-gai provides safe, reliable and affordable public and private travel, transport and Infrastructure”

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Growing the local economy	67%	-2%	89%	5%
Opportunities to work in the local area	55%	7%	82%	7%
Tourist attractions in the local area	32%	6%	75%	-10%



Delivery Program Contribution

THEME 6 Leadership and Governance

“Ku-ring-gai is well led, managed and supported by ethical organisations which deliver projects and services to the community by listening, advocating and responding to their needs”

	Importance T2B%	% change (from 2019)	Satisfaction T3B%	% change (from 2019)
Long term planning for the Ku-ring-gai area	87%	-4%	68%	3%
Council's consultation and engagement with the community	76%	-3%	67%	-1%
Council advocacy on matters impacting on Ku-ring-gai	70%	3%	73%	-3%
Council provision of information about events, services, programs and facilities	68%	2%	83%	-5%
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	66%	-4%	67%	-1%





Appendix A: Additional Analyses

Overall Satisfaction

Q4a. Overall, for the last 12 months, how satisfied are you with the performance of Ku-ring-gai Council, not just on one or two issues, but across all responsibility areas?

	Overall				
	2021	2019	2017	2014	2010
Mean ratings	3.51	3.57	3.47	3.29	3.37
Base	503	502	506	402	400

	Gender		Age				Ratepayer Status	
	Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Mean ratings	3.45	3.56	3.72▲	3.47	3.33▼	3.58	3.45▼	3.78
Base	235	268	104	143	131	125	405	97

▲▼ = A significantly higher/lower rating (by group)

Scale: 1 = not at all satisfied, 5 = very satisfied

Strengths of the Ku-ring-gai LGA

Q5a. Thinking generally about living in the Ku-ring-gai area, what do you feel are the strengths of the local area?

	N=503		N=503
Natural environment and open spaces	60%	Housing sizes and quality	2%
Sense of community/friendly people	29%	Sporting/recreational facilities	2%
Safety of the area, low crime	14%	Air quality	1%
Parks/playgrounds	13%	Family friendly	1%
Access/proximity to public transport	8%	Good quality roads	1%
Peaceful/quiet	8%	Libraries	1%
Clean area	7%	Liveability of the area	1%
Educational facilities	7%	Proximity to the City and other metropolitan areas	1%
Good facilities/infrastructure	7%	Waste management	1%
Good location/convenience	6%	Built/urban environment e.g. architecture	<1%
Low density population/housing/development	6%	Healthy/active lifestyle	<1%
Beauty/attractiveness of the area	5%	History and heritage	<1%
Shopping facilities	5%	Hospitals and healthcare services	<1%
Ambience of the area	3%	Protection of the environment	<1%
Availability and access to services and facilities	3%	Quality restaurants	<1%
Council management	3%	Small business/wealth in the area	<1%
Cultural/socioeconomic diversity	3%	Streetscape	<1%
Well governed/managed/maintained	3%		



Highest Priority Issues

Q5b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Ku-ring-gai area?

	N=503		N=503
Development, e.g. high density	45%	Access for elderly, disabled and those with prams	1%
Traffic congestion and management	20%	Cleanliness of the area	1%
Population growth e.g. lack of infrastructure, overpopulation, etc.	13%	Climate change	1%
Provision/maintenance of infrastructure/facilities e.g. footpaths, drainage, public toilets, etc.	13%	Cost of living	1%
Adequate parking	9%	Immigration/integration of multicultural communities	1%
Managing and upgrading local roads/road infrastructure	9%	Local economy e.g. employment opportunities	1%
Protection of the natural environment	9%	Provision of public/open spaces	1%
Access and availability of public transport	8%	Social changes/social cohesion/integration of multicultural communities/immigration	1%
Housing availability	5%	Supporting local business	1%
Keeping the ambience of the area	4%	Tree maintenance	1%
Managing ageing population/provision of aged care	4%	Vitality of town centres	1%
Availability of schools	3%	Community consultation/transparency	<1%
Council management	3%	Maintaining standard of living/managing change	<1%
Facilities/services for children and youth	3%	Natural disaster management e.g. bushfires	<1%
Long term planning for the area/town planning	3%	Need for/upgrade recreational/sporting facilities	<1%
Provision of/improved shopping facilities	3%	Pollution	<1%
Sustainable practices e.g. renewable energy, reducing energy use	3%	Rezoning/sub-division	<1%
Protection of heritage	2%	Water management	<1%
Provision of parks/playgrounds	2%	Other comments	4%
Safety	2%	Don't know/nothing	6%
Waste management services	2%		



Bigger Retail Centres

Q5d. Generally, how satisfied are you with your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives?

	Overall 2021	Suburb					
		St Ives	Wahroonga	Turramurra	Lindfield	Gordon	Pymble
Mean ratings	3.89	4.09▲	3.74	3.68	3.75	3.71	4.18
Base	503	100	68	63	49	44	44

	Suburb					
	Killara	Roseville	North Turramurra	West Pymble	Warrawee	East Lindfield
Mean ratings	3.81	4.28▲	4.09	3.95	3.74	4.00
Base	37	22	18	14	11	10

Note: Only suburbs with a base size of ≥10 are shown above

Scale: 1 = not at all satisfied, 5 = very satisfied
▲▼ = A significantly higher/lower rating (by suburb)



Close Neighbourhood Shops

Q5e. Generally, how satisfied are you with your closest neighbourhood shops?

	Overall	Suburb					
		St Ives	Wahroonga	Turrumurra	Lindfield	Gordon	Pymble
Mean ratings	3.91	4.10▲	3.92	3.79	3.75	3.76	3.95
Base	503	100	68	63	49	44	44

	Suburb					
	Killara	Roseville	North Turrumurra	West Pymble	Warrawee	East Lindfield
Mean ratings	3.67	4.04	4.45▲	4.31▲	3.67	4.23
Base	37	22	18	14	11	10

Note: Only suburbs with a base size of ≥10 are shown above

Scale: 1 = not at all satisfied, 5 = very satisfied
▲▼ = A significantly higher/lower rating (by suburb)



Importance & Satisfaction

The following table shows the hierarchy of the 48 services/facilities ranked by the top 2 box importance ratings, as well as residents' corresponding top 3 box satisfaction ratings. The service/facility ranked most important by residents is 'collection of domestic garbage', with a top 2 box importance score of 97%. For the most part, the majority of services/facilities provided by Ku-ring-gai are considered highly important, with only 4 measures falling below a 60% T2B rating.

Service/Facility (Ranked by importance)	Importance T2B	Satisfaction T3B
Collection of domestic garbage	97%	96%
Control of litter and rubbish dumping	93%	93%
Cleanliness of your local streets	93%	90%
Provision and maintenance of local parks and gardens	92%	93%
Condition of local roads	92%	74%
Access to public transport	90%	87%
Protection of natural areas and bushland	89%	95%
Providing adequate drainage	87%	83%
Long term planning for the Ku-ring-gai area	87%	68%
Condition of waterways and creeks	86%	91%
Traffic management	86%	70%
Provision and maintenance of sporting ovals, grounds and leisure facilities	85%	91%
Initiatives for community safety/crime prevention	84%	87%
Initiatives to reduce waste and improve recycling	84%	83%
Provision of footpaths in Ku-ring-gai	83%	71%
Street tree maintenance	82%	78%
Provision and maintenance of playgrounds	81%	95%
Availability of community facilities	81%	88%
Provision and operation of libraries	80%	95%
Condition of existing built footpaths in Ku-ring-gai	80%	74%
Services for older people	79%	92%
Services for people with a disability	79%	84%
Services for young people	79%	74%
Development compatible with the local area	79%	64%

Importance & Satisfaction - Continued

Service/Facility (Ranked by importance)	Importance T2B	Satisfaction T3B
Availability of commuter parking in Ku-ring-gai	79%	61%
Availability of short stay parking in your closest bigger retail centre	78%	83%
Council's consultation and engagement with the community	76%	67%
Services for children	75%	88%
Protecting heritage buildings and conservation areas	75%	85%
Initiatives to reduce water use	74%	87%
Accessibility to public spaces for people with disabilities	74%	82%
Access to cycleways, footpaths, walking tracks	73%	78%
Revitalisation/beautification of your closest neighbourhood shops	73%	72%
Provision and cleanliness of public toilets	72%	85%
Initiatives to reduce energy use	72%	79%
Visual quality of building design in the Ku-ring-gai area	72%	73%
Revitalisation/beautification of your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives	72%	72%
Council advocacy on matters impacting on Ku-ring-gai	70%	73%
Management of residential development	70%	70%
Condition of community buildings	69%	92%
Council provision of information about events, services, programs and facilities	68%	83%
Growing the local economy	67%	89%
Services for people from diverse cultural & language backgrounds	67%	87%
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	66%	67%
Local community festivals and events	59%	89%
Opportunities to work in the local area	55%	82%
Variety of cultural experiences and performing arts	53%	75%
Tourist attractions in the local area	32%	75%

Performance Gap Analysis

When analysing performance gap data, it is important to consider both stated satisfaction and the absolute size of the performance gap.

Performance Gap Ranking

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Long term planning for the Ku-ring-gai area	87%	68%	19%
Condition of local roads	92%	74%	18%
Availability of commuter parking in Ku-ring-gai	79%	61%	18%
Traffic management	86%	70%	16%
Development compatible with the local area	79%	64%	15%
Provision of footpaths in Ku-ring-gai	83%	71%	12%
Council's consultation and engagement with the community	76%	67%	9%
Condition of existing built footpaths in Ku-ring-gai	80%	74%	6%
Services for young people	79%	74%	5%
Providing adequate drainage	87%	83%	4%
Street tree maintenance	82%	78%	4%
Cleanliness of your local streets	93%	90%	3%
Access to public transport	90%	87%	3%
Initiatives to reduce waste and improve recycling	84%	83%	1%
Collection of domestic garbage	97%	96%	1%
Revitalisation/beautification of your closest neighbourhood shops	73%	72%	1%
Management of residential development	70%	70%	0%
Revitalisation/beautification of your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives	72%	72%	0%
Control of litter and rubbish dumping	93%	93%	0%
Visual quality of building design in the Ku-ring-gai area	72%	73%	-1%
Provision and maintenance of local parks and gardens	92%	93%	-1%
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	66%	67%	-1%
Initiatives for community safety/crime prevention	84%	87%	-3%
Council advocacy on matters impacting on Ku-ring-gai	70%	73%	-3%

Performance Gap Analysis

Performance Gap Ranking Continued...

Service/Facility	Importance T2 Box	Satisfaction T3 Box	Performance Gap (Importance – Satisfaction)
Condition of waterways and creeks	86%	91%	-5%
Services for people with a disability	79%	84%	-5%
Availability of short stay parking in your closest bigger retail centre	78%	83%	-5%
Access to cycleways, footpaths, walking tracks	73%	78%	-5%
Protection of natural areas and bushland	89%	95%	-6%
Provision and maintenance of sporting ovals, grounds and leisure facilities	85%	91%	-6%
Availability of community facilities	81%	88%	-7%
Initiatives to reduce energy use	72%	79%	-7%
Accessibility to public spaces for people with disabilities	74%	82%	-8%
Protecting heritage buildings and conservation areas	75%	85%	-10%
Services for older people	79%	92%	-13%
Services for children	75%	88%	-13%
Initiatives to reduce water use	74%	87%	-13%
Provision and cleanliness of public toilets	72%	85%	-13%
Provision and maintenance of playgrounds	81%	95%	-14%
Council provision of information about events, services, programs and facilities	68%	83%	-15%
Provision and operation of libraries	80%	95%	-15%
Services for people from diverse cultural & language backgrounds	67%	87%	-20%
Growing the local economy	67%	89%	-22%
Variety of cultural experiences and performing arts	53%	75%	-22%
Condition of community buildings	69%	92%	-23%
Opportunities to work in the local area	55%	82%	-27%
Local community festivals and events	59%	89%	-30%
Tourist attractions in the local area	32%	75%	-43%

Importance Compared to the Micromex Benchmark

Service/Facility	Ku-ring-gai T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Variance
Availability of community facilities	81%▲	59%	22%
Services for young people	79%▲	67%	12%
Initiatives to reduce waste and improve recycling	84%▲	74%	10%
Condition of community buildings	69%▲	59%	10%
Cleanliness of your local streets	93%	84%	9%
Provision and maintenance of sporting ovals, grounds and leisure facilities	85%	77%	8%
Provision and operation of libraries	80%	72%	8%
Provision and maintenance of local parks and gardens	92%	85%	7%
Protection of natural areas and bushland	89%	83%	6%
Providing adequate drainage	87%	81%	6%
Street tree maintenance	82%	76%	6%
Revitalisation/beautification of your closest neighbourhood shops	73%	69%	4%
Control of litter and rubbish dumping	93%	90%	3%
Services for older people	79%	76%	3%
Access to cycleways, footpaths, walking tracks	73%	70%	3%
Revitalisation/beautification of your closest bigger retail centre	72%	69%	3%
Collection of domestic garbage	97%	95%	2%
Condition of local roads	92%	90%	2%
Protecting heritage buildings and conservation areas	75%	73%	2%
Services for children	75%	73%	2%
Council advocacy on matters impacting on Ku-ring-gai	70%	69%	1%
Services for people from diverse cultural & language backgrounds	67%	66%	1%
Variety of cultural experiences and performing arts	53%	52%	1%
Access to public transport	90%	90%	0%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant
▲ ▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Importance Compared to the Micromex Benchmark

Service/Facility	Ku-ring-gai T2 box importance score	Micromex LGA Benchmark – Metro T2 box importance score	Variance
Initiatives to reduce water use	74%	74%	0%
Long term planning for the Ku-ring-gai area	87%	88%	-1%
Development compatible with the local area	79%	80%	-1%
Traffic management	86%	88%	-2%
Condition of waterways and creeks	86%	88%	-2%
Services for people with a disability	79%	81%	-2%
Council's consultation and engagement with the community	76%	78%	-2%
Initiatives to reduce energy use	72%	74%	-2%
Local community festivals and events	59%	61%	-2%
Provision of footpaths in Ku-ring-gai	83%	86%	-3%
Availability of commuter parking in Ku-ring-gai	79%	82%	-3%
Provision and maintenance of playgrounds	81%	85%	-4%
Availability of short stay parking in your closest bigger retail centre	78%	82%	-4%
Initiatives for community safety/crime prevention	84%	89%	-5%
Condition of existing built footpaths in Ku-ring-gai	80%	86%	-6%
Provision and cleanliness of public toilets	72%	78%	-6%
Accessibility to public spaces for people with disabilities	74%	81%	-7%
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	66%	73%	-7%
Management of residential development	70% ▼	84%	-14%
Council provision of information about events, services, programs and facilities	68% ▼	82%	-14%
Growing the local economy	67% ▼	83%	-16%
Tourist attractions in the local area	32% ▼	55%	-23%
Opportunities to work in the local area	55% ▼	83%	-28%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

▲ ▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Satisfaction Compared to the Micromex Benchmark

Service/Facility	Ku-ring-gai T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Variance
Availability of short stay parking in your closest bigger retail centre	83%▲	63%	20%
Provision and cleanliness of public toilets	85%▲	68%	17%
Control of litter and rubbish dumping	93%▲	79%	14%
Protection of natural areas and bushland	95%	88%	7%
Condition of waterways and creeks	91%	85%	6%
Provision and maintenance of playgrounds	95%	91%	4%
Services for older people	92%	88%	4%
Growing the local economy	89%	85%	4%
Initiatives to reduce water use	87%	83%	4%
Cleanliness of your local streets	90%	87%	3%
Council provision of information about events, services, programs and facilities	83%	80%	3%
Street tree maintenance	78%	75%	3%
Collection of domestic garbage	96%	94%	2%
Provision and maintenance of local parks and gardens	93%	91%	2%
Condition of community buildings	92%	90%	2%
Access to public transport	87%	85%	2%
Protecting heritage buildings and conservation areas	85%	83%	2%
Management of residential development	70%	68%	2%
Provision and operation of libraries	95%	94%	1%
Services for people from diverse cultural & language backgrounds	87%	86%	1%
Provision and maintenance of sporting ovals, grounds and leisure facilities	91%	91%	0%
Initiatives to reduce waste and improve recycling	83%	83%	0%
Condition of local roads	74%	74%	0%
Condition of existing built footpaths in Ku-ring-gai	74%	74%	0%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

▲ ▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Satisfaction Compared to the Micromex Benchmark

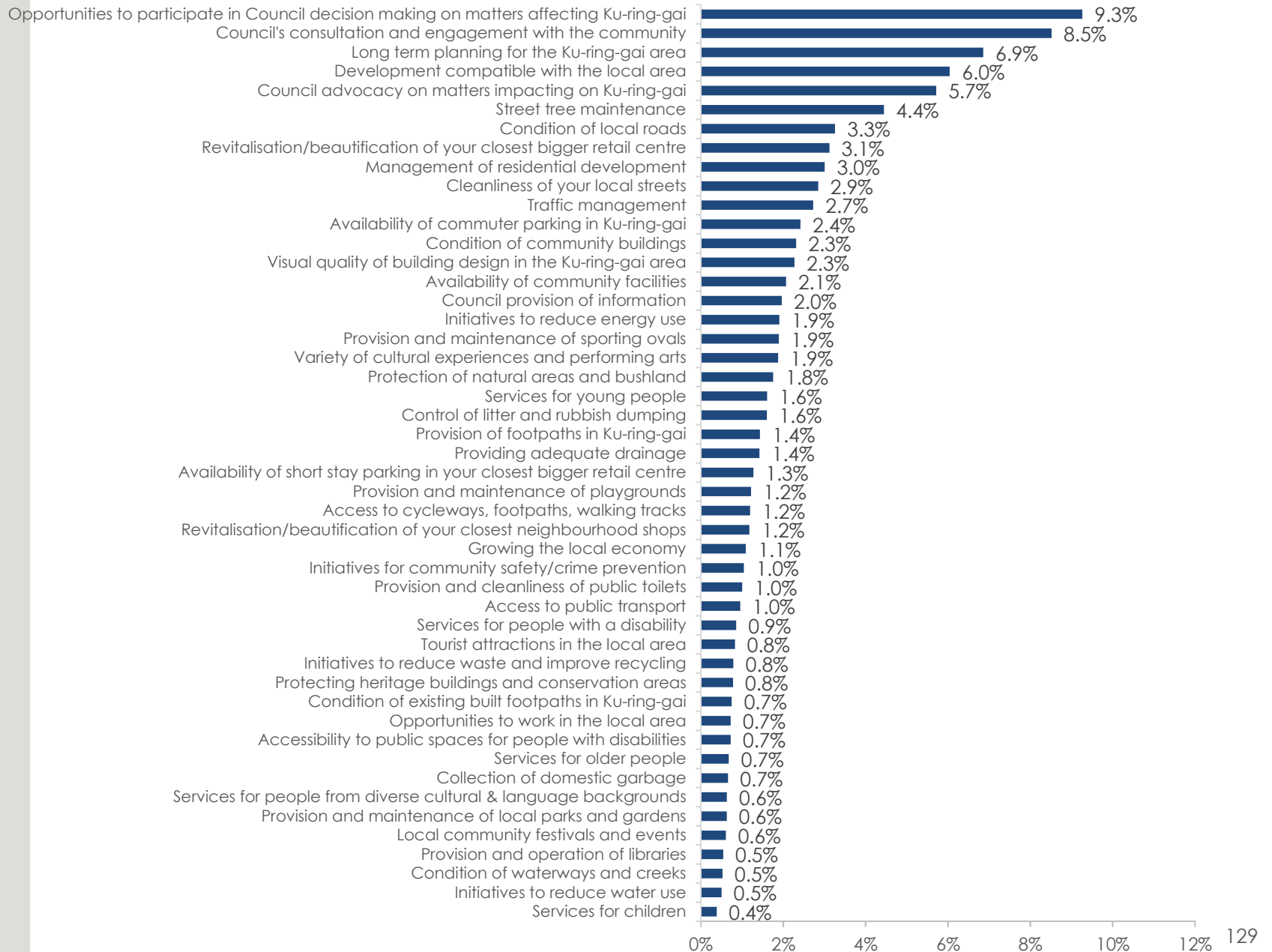
Service/Facility	Ku-ring-gai T3 box satisfaction score	Micromex LGA Benchmark – Metro T3 box satisfaction score	Variance
Services for people with a disability	84%	85%	-1%
Initiatives for community safety/crime prevention	87%	88%	-1%
Providing adequate drainage	83%	85%	-2%
Services for children	88%	90%	-2%
Availability of community facilities	88%	90%	-2%
Council advocacy on matters impacting on Ku-ring-gai	73%	75%	-2%
Local community festivals and events	89%	91%	-2%
Traffic management	70%	72%	-2%
Availability of commuter parking in Ku-ring-gai	61%	63%	-2%
Provision of footpaths in Ku-ring-gai	71%	74%	-3%
Accessibility to public spaces for people with disabilities	82%	85%	-3%
Opportunities to work in the local area	82%	85%	-3%
Access to cycleways, footpaths, walking tracks	78%	81%	-3%
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	67%	70%	-3%
Initiatives to reduce energy use	79%	83%	-4%
Long term planning for the Ku-ring-gai area	68%	74%	-6%
Revitalisation/beautification of your closest neighbourhood shops	72%	80%	-8%
Revitalisation/beautification of your closest bigger retail centre	72%	80%	-8%
Council's consultation and engagement with the community	67%	75%	-8%
Services for young people	74%	83%	-9%
Tourist attractions in the local area	75%	84%	-9%
Development compatible with the local area	64% ▼	74%	-10%
Variety of cultural experiences and performing arts	75% ▼	86%	-11%

Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

▲ ▼ = positive/negative difference equal to/greater than 10% from Benchmark.

Influence on Overall Satisfaction

The chart below summarises the influence of the 48 facilities/services on overall satisfaction with Council's performance, based on the Advanced Regression analysis:



Quality of Services, Facilities and Infrastructure

Q3b. Thinking of the quality of services, facilities and infrastructure in your local area, how supportive would you be to pay more via rates to improve or expand services:

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Library facilities	36%	39%	34%	43%	36%	31%	36%	33%	49%▲
Facilities for cultural experiences and performing arts	33%	31%	34%	39%	33%	27%	32%	31%	38%
Community centres (e.g. halls and meeting rooms)	27%	27%	27%	20%	30%	27%	28%	25%	35%
Base	501	235	266	104	143	129	125	403	97

▲▼ = A significantly higher/lower percentage (by group)



Footpaths

Q3c. Do you have a footpath in your street?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non- ratepayer
Yes %	60%	60%	60%	68%	55%	55%	63%	56%▼	76%
Base	503	235	268	104	143	131	125	405	97

▲▼ = A significantly higher/lower percentage (by group)



Method of Contacting Council

Q1b. (If yes on Q1a) When you last made contact with the Council staff was it by:

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Phone	46%	53%	41%	43%	42%	42%	56%▲	48%▲	19%
Email	29%	30%	28%	28%	31%	35%	20%▼	30%	20%
Website - online chat	13%	4%▼	20%	19%	19%	9%	8%	11%▼	36%
In person	9%	10%	8%	0%	8%	11%	12%	8%	25%
Mail	3%	3%	2%	9%	0%	3%	4%	3%	0%
Base	236	105	131	20	77	74	65	219	17

▲ ▼ = A significantly higher/lower percentage (by group)

Nature of Enquiry

Q1c. (If yes on Q1a) What was the nature of your enquiry?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Waste and clean up services	39%	28%▼	47%	59%	37%	29%	46%	37%	57%
Building and development approval	19%	25%	14%	0%	16%	33%▲	12%	19%	12%
Trees	16%	20%	12%	21%	14%	15%	18%	16%	12%
Engineering services	6%	8%	4%	0%	5%	2%	14%▲	7%	0%
Open space services	5%	3%	6%	0%	5%	5%	5%	5%	0%
Regulatory, infringements, noise, etc.	4%	2%	5%	9%	3%	5%	2%	3%	10%
Zoning and local centres plan	4%	3%	4%	0%	6%	5%	2%	4%	4%
Community services	2%	1%▼	4%	0%	5%▲	0%	3%	2%	5%
Rates	2%	1%	3%	0%	3%	0%	4%	2%	0%
Public health updates or advice (e.g. COVID-19 pandemic)	1%	2%	0%	0%	0%	3%	1%	1%	0%
Emergency advice	1%	0%	2%	0%	1%	0%	2%	1%	0%
Other	18%	19%	17%	11%	22%	25%	7%▼	19%	0%
Base	236	105	131	20	77	74	65	219	17

▲ ▼ = A significantly higher/lower percentage (by group)



Nature of Enquiry

Q1c. (If yes on Q1a) What was the nature of your enquiry?

Other Specified	Count	Other Specified	Count
General enquiry/giving feedback	10	Letting Council know about roadkill	1
Traffic and parking	8	Libraries	1
Submitting a complaint	5	Local planning strategy	1
Energy rebate	2	Making a payment	1
Pet registration	2	Pool fencing	1
Pool pump replacement	2	Reporting leaks	1
Study	2	Running an event	1
Abandoned vehicle	1	Storm damage	1
Booking tennis courts	1	Updating personal details	1
Community leisure centre	1	Workshop	1
Exercise class	1		



Sourcing Information on Council Services and Facilities

Q2a. Where do you source information on Council services and facilities?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Council website	75%	74%	76%	73%	89%▲	83%	55%▼	76%	73%
Word of mouth	49%	43%▼	55%	60%	50%	40%	49%	50%	48%
Direct mail/letters	46%	47%	45%	37%	48%	45%	53%	51%▲	24%
Council brochures in letterbox	39%	43%	35%	34%	34%	36%	50%▲	40%	32%
North Shore Times	24%	21%	26%	12%▼	21%	25%	36%▲	25%	18%
Council e-news	21%	21%	22%	12%	21%	22%	28%▲	24%▲	10%
Social media	18%	10%▼	25%	17%	23%	20%	10%▼	17%	21%
Local newspapers	15%	16%	15%	12%	13%	12%	24%▲	17%	9%
Other	7%	9%	5%	4%	7%	4%	12%▲	7%	8%
None	4%	6%▲	2%	6%	2%	3%	4%	3%▼	9%
Base	503	235	268	104	143	131	125	405	97

▲ ▼ = A significantly higher/lower percentage (by group)

Sourcing Information on Council Services and Facilities

Q2a. Where do you source information on Council services and facilities?

Other Specified	Count
Phone call to Council	5
Direct contact with Council	4
Libraries	4
Local community group	4
In person	3
Online google/internet search	3
Community noticeboards	2
Email	2
Welcome pack from Council	2
Booklet	1
General observations	1
List of development approvals	1
Local member newsletter	1
Major newspapers e.g. Daily Telegraph	1
Rates notices	1
Through working as a real estate agent	1



Living in the LGA

Q6a. How strongly do you agree or disagree with the following statements?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non- ratepayer
I feel safe in my neighbourhood	94%	94%	94%	94%	92%	97%	92%	93%	96%
I can call on a neighbour, or local family or friends if I need assistance	87%	85%	88%	78%▼	87%	90%	89%	88%	79%
Housing in the area meets my current needs	83%	82%	84%	74%▼	83%	85%	90%▲	86%▲	74%
I feel informed and prepared to deal with significant emergency events, for example COVID-19 bushfire, storm, extreme heat (heatwave), flood	74%	69%	78%	66%	70%	80%	78%	74%	73%
I feel I belong to the community I live in	74%	69%	77%	73%	73%	74%	74%	74%	72%
Housing in the area will meet my future needs	65%	64%	66%	63%	62%	69%	66%	65%	65%
I have access to community groups and support networks	60%	54%▼	65%	61%	56%	61%	64%	61%	57%
I mainly socialise in my local area	45%	39%	49%	31%▼	46%	45%	55%▲	45%	43%

Base: N = 501-503

▲▼ = A significantly higher/lower percentage (by group)



Participating in Sport and Fitness Activities

Q6b. How often do you take part in sporting and fitness activities, such as walking, cycling, organised sport, fitness classes, personal trainer?

	Overall 2021	Gender		Age				Ratepayer Status	
		Male	Female	18-34	35-49	50-64	65+	Ratepayer	Non-ratepayer
Several times a week	67%	74%▲	61%	67%	64%	77%▲	61%	66%	73%
Once a week	16%	11%▼	21%	19%	17%	14%	16%	17%	15%
Several times a month	4%	2%▼	6%	5%	7%	1%	3%	4%	6%
Once a month	4%	4%	3%	4%	5%	1%	4%	4%	1%
Less than once a month	4%	4%	5%	2%	2%	3%	10%▲	5%	2%
Never	4%	4%	4%	2%	4%	4%	7%	5%	3%
Base	503	235	268	104	143	131	125	405	97

▲ ▼ = A significantly higher/lower percentage (by group)





Appendix B: Further Demographics & Background & Methodology

Background & Methodology

Sample selection and error

382 of the 503 respondents were chosen by means of a computer based random selection process using the electronic White Pages and SamplePages. The remaining 121 respondents were 'number harvested' via face-to-face intercept at several locations around the Ku-ring-gai LGA, i.e. Turramurra Station, Lindfield Station, Gordon Centre, Wahroonga Station and St Ives Shopping Centre.

A sample size of 503 residents provides a maximum sampling error of plus or minus 4.4% at 95% confidence. This means that if the survey was replicated with a new universe of N=503 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 4.4%.

For the survey under discussion the greatest margin of error is 4.4%. This means, for example, that an answer such as 'yes' (50%) to a question could vary from 46% to 54%.

The sample was weighted by age and gender to reflect the 2016 ABS Census data for Ku-ring-gai.

Interviewing

Interviewing was conducted in accordance with The Research Society Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as being over the age of 18, and not working for, nor having an immediate family member working for, Ku-ring-gai Council.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲▼ and blue and red font colours are used to identify statistically significant differences between groups, i.e., gender, age, and ratepayer status.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Background & Methodology

Ratings questions

The Unipolar Scale of 1 to 5 was used in all rating questions, where 1 was the lowest importance or satisfaction and 5 the highest importance or satisfaction.

This scale allowed us to identify different levels of importance and satisfaction across respondents.

Top 2 (T2) Box: refers to the aggregate percentage (%) score of the top two scores for importance. (i.e. important & very important)

Note: Only respondents who rated services/facilities a 4 or 5 in importance were asked to rate their satisfaction with that service/facility.

Top 3 (T3) Box: refers to the aggregate percentage (%) score of the top three scores for satisfaction or support. (i.e. somewhat satisfied, satisfied & very satisfied)

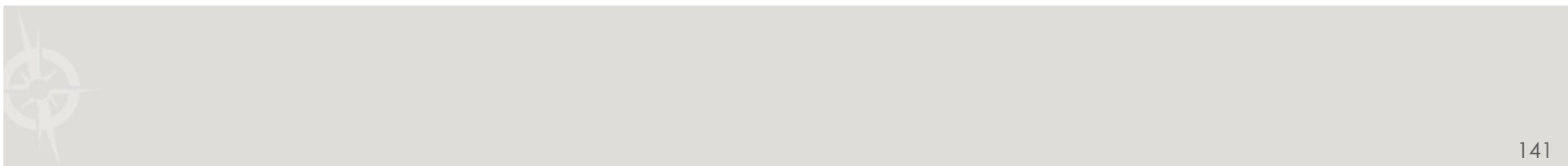
We refer to T3 Box Satisfaction in order to express moderate to high levels of satisfaction in a non-discretionary category. We only report T2 Box Importance in order to provide differentiation and allow us to demonstrate the hierarchy of community priorities.

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

Micromex LGA Benchmark

Micromex has developed Community Satisfaction Benchmarks using normative data from over 60 unique councils, more than 130 surveys and over 75,000 interviews since 2012.



Demographics

QA2. In which suburb do you live?

Suburb	N=503	Suburb	N=503
St Ives	20%	West Pymble	3%
Wahroonga	14%	East Lindfield	2%
Turrumurra	13%	St Ives Chase	2%
Lindfield	10%	Warrawee	2%
Gordon	9%	East Killara	1%
Pymble	9%	Roseville Chase	1%
Killara	7%	South Turrumurra	1%
Roseville	4%	North Wahroonga	<1%
North Turrumurra	3%	East Gordon	<1%



Demographics

Q8b. In which country were you born?

Country of birth	N=503	Country of birth	N=503	Country of birth	N=503
Australia	55%	United Kingdom	1%	Norway	<1%
China	7%	Taiwan	1%	Papua New Guinea	<1%
England	6%	USA	1%	Poland	<1%
New Zealand	6%	Asia	<1%	Scotland	<1%
India	4%	Azerbaijan	<1%	Slovenia	<1%
South Africa	4%	Bangladesh	<1%	Solomon Island	<1%
Germany	2%	Canada	<1%	Sri Lanka	<1%
Hong Kong	2%	Croatia	<1%	Switzerland	<1%
Iran	1%	France	<1%	Syria	<1%
Japan	1%	Holland	<1%	Thailand	<1%
Malaysia	1%	Hungary	<1%	Ukraine	<1%
Pakistan	1%	Indonesia	<1%	Vanuatu	<1%
Philippines	1%	Italy	<1%	Venezuela	<1%
Russia	1%	Jordan	<1%	Yugoslavia	<1%
Singapore	1%	Korea	<1%	Prefer not to say	<1%
South Korea	1%	Latvia	<1%		



Demographics

Q9. Which of the following best describes your current employment status?

Other Specified	Count
Casual employment	19
Unemployed/looking for work	13
Home duties	10
Self-employed	9
Student	4
Semi-retired	2
Volunteer	2
Prefer not to say	3



Councils Used to Create the Micromex Metro Benchmark

The Metro Benchmark was composed from the Council areas listed below:

Auburn City Council	City of Playford
Blacktown City Council	City of Ryde
Burwood Council	Liverpool City Council
Campbelltown City Council	Marrickville Council
Canterbury-Bankstown Council	Northern Beaches Council
City of Canada Bay Council	Penrith City Council
Cumberland City Council	Randwick City Council
Devonport City Council	Rockdale Council
Fairfield City Council	Sutherland Shire Council
Georges River Council	The Hills Shire Council
Holroyd Council	Warringah Council
Inner West Council	Waverley Council
Ku-ring-gai Council	Woollahra Municipal Council





Appendix C: Questionnaire

**Ku-ring-gai Council
Community Survey
March 2021**

Good morning/afternoon/evening, my name is _____ from Micromex Research and we are conducting a survey on behalf of Ku-ring-gai Council on a range of local issues. The survey will take about 15 or so minutes, would you be able to assist us please?

QA1. Before we start I would like to check whether you or an immediate family member work for Ku-ring-gai Council?

- Yes (If yes, terminate survey)
 No

QA2. In which suburb do you live?

- East Gordon
- East Killara
- East Lindfield
- East Roseville
- Fox Valley
- Gordon
- Killara
- Lindfield
- North St Ives
- North Turramurra
- North Wahroonga
- Pymble
- Roseville
- Roseville Chase
- South Turramurra
- St Ives
- St Ives Chase
- Turramurra
- Wahroonga
- Warrawee

Section A – Contact with Ku-ring-gai Council

I'd like you now to please think specifically about your experiences with Ku-ring-gai Council.

Q1a. Have you contacted Council in the last 12 months?

- Yes
 No (If no, go to Q2a)

Q1b. When you last made contact with the Council staff was it by: Prompt

- Phone
- Mail
- Email
- Website - online chat (real-time chat via messaging with a customer service representative)
- In person
- Social media (Twitter, Instagram, Facebook)

Q1c. What was the nature of your enquiry? Prompt

- Waste and clean up services
- Public health updates or advice (e.g. COVID-19 pandemic)
- Emergency advice (e.g. storm, flood, fire)
- Regulatory, infringements, noise, etc.
- Community services (youth, children, aged care)
- Engineering services (roads, footpaths, drains)
- Open space services (parks, sports fields, bushland)
- Trees (Tree Preservation Order or street trees)
- Rates
- Building and development approval
- Zoning and local centres plan
- Other (please specify).....

Q1d. How satisfied were you with the way your contact was handled? Prompt

- Very satisfied (Go to Q2a)
- Satisfied (Go to Q2a)
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q1e. Why do you say that?

.....

Q2a. Where do you source information on Council services and facilities? Prompt

- Council website (krg.nsw.gov.au)
- Council e-news
- Social media (Facebook, Twitter, etc.)
- Direct mail/letters
- Council brochures in letterbox
- North Shore Times (Council advertisement)
- Local newspapers
- Word of mouth (friend/family/neighbour)
- Other (please specify).....
- None (Do NOT prompt)

Q2b. How satisfied are you with the level of communication Council currently has with the community? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q2c. How satisfied are you with access to information about planning, regulation and local development activity? Prompt

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Section B – Importance of, and Satisfaction with Council Services and Facilities

Still thinking specifically about Ku-ring-gai Council.

Q3a. In this section I will read out different Council services or facilities. For each of these could you please indicate that which best describes your opinion of the importance of the following services/facilities to you, and in the second part, the level of satisfaction with the performance of that service/facility. The scale is from 1 to 5, where 1 is low importance and 5 is high importance and where 1 is low satisfaction and 5 is high satisfaction.

Managing places and spaces

	Importance					Satisfaction					
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	N/A
Management of residential development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development compatible with the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual quality of building design in the Ku-ring-gai area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revitalisation/beautification of your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revitalisation/beautification of your closest neighbourhood shops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting heritage buildings and conservation areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of your local streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Control of litter and rubbish dumping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection of domestic garbage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and cleanliness of public toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street tree maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Environmental

	Importance					Satisfaction					
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	N/A
Protection of natural areas and bushland	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of waterways and creeks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiatives to reduce energy use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiatives to reduce water use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiatives to reduce waste and improve recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Community

	Importance					Satisfaction					
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	N/A
Services for older people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for people with a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for young people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services for people from diverse cultural & language backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of community facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local community festivals and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of cultural experiences and performing arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Initiatives for community safety/crime prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assets, Infrastructure & Facilities

	Importance					Satisfaction					
	Low 1	2	3	4	High 5	Low 1	2	3	4	High 5	N/A
Condition of local roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing adequate drainage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of footpaths in Ku-ring-gai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of existing built footpaths in Ku-ring-gai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of local parks and gardens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and maintenance of sporting ovals, grounds and leisure facilities (including tennis courts, pool, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision and operation of libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of community buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access, Traffic and Transport

	Importance					Satisfaction					
	Low				High	Low				High	N/A
	1	2	3	4	5	1	2	3	4	5	N/A
Access to public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to cycleways, footpaths, walking tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility to public spaces for people with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of commuter parking in Ku-ring-gai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of short stay parking in your closest bigger retail centre i.e. Lindfield, Gordon, Turramurra or St Ives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Economic and Employment

	Importance					Satisfaction					
	Low				High	Low				High	N/A
	1	2	3	4	5	1	2	3	4	5	N/A
Opportunities to work in the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Growing the local economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tourist attractions in the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Council Leadership and Engagement

	Importance					Satisfaction					
	Low				High	Low				High	N/A
	1	2	3	4	5	1	2	3	4	5	N/A
Opportunities to participate in Council decision making on matters affecting Ku-ring-gai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council advocacy on matters impacting on Ku-ring-gai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council's consultation and engagement with the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long term planning for the Ku-ring-gai area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council provision of information about events, services, programs and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3b. Thinking of the quality of services, facilities and infrastructure in your local area, how supportive would you be to pay more via rates to improve or expand services: *Prompt*

	Not at all supportive			Very supportive	
	1	2	3	4	5
Library facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community centres (e.g. halls and meeting rooms)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities for cultural experiences and performing arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3c. Do you have a footpath in your street?

- Yes
- No (Go to Q3e)

Q3d. How supportive would you be to pay more via rates to provide footpaths in streets that don't have one? *Prompt*
Then go to Q3f

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all supportive

Q3e. How supportive would you be to pay more via rates to provide a footpath in your street? *Prompt*

- Very supportive
- Supportive
- Somewhat supportive
- Not very supportive
- Not at all Supportive

Q3f. Why do you say that?

.....

Section C – Overall Satisfaction with Council and the Local area

Q4a. Overall, for the last 12 months, how satisfied are you with the performance of Ku-ring-gai Council, not just on one or two issues, but across all responsibility areas? *Prompt*

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q5a. Thinking generally about living in the Ku-ring-gai area, what do you feel are the strengths of the local area?

.....

Q5b. Thinking of the next 10 years, what do you believe will be the highest priority issues within the Ku-ring-gai area?

.....

Q5c. How important is it for Council to maintain Ku-ring-gai's unique visual character and identity? *Prompt*

- Very important
- Important
- Somewhat important
- Not very important
- Not at all important

Q5cc. Why do you say that?

.....

Q5d. Generally, how satisfied are you with your closest bigger retail centre ie Lindfield, Gordon, Turramurra or St Ives? *Prompt*

- Very satisfied (Go to Q5e)
- Satisfied (Go to Q5e)
- Somewhat satisfied (Go to Q5e)
- Not very satisfied
- Not at all satisfied

Q5dd. Why do you say that?

.....

Q5e. Generally, how satisfied are you with your closest neighbourhood shops? *Prompt*

- Very satisfied (Go to Q5f)
- Satisfied (Go to Q5f)
- Somewhat satisfied (Go to Q5f)
- Not very satisfied
- Not at all satisfied

Q5ee. Why do you say that?

.....

Q5f. Overall, how satisfied are you with the ease of moving in and around the Ku-ring-gai LGA? *Prompt*

- Very satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

Q5g. Overall, how would you rate the quality of life you have living in the Ku-ring-gai area? *Prompt*

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

Q5h. Thinking about the impacts of emergency events over the last 12-18 months, what could Council do to assist or support you better? (COVID-19 pandemic, bush fires, storms)

.....

Section D – Wellbeing Indicators

In this section I'd like to ask you a number of questions about your perceptions of your neighbourhood and Ku-ring-gai as a place to live.

Q6a. I'm going to read out some statements and I'd like you to rate them on a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

	Strongly disagree		Strongly agree		
	1	2	3	4	5
Housing in the area meets my current needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing in the area will meet my future needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my neighbourhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can call on a neighbour, or local family or friends if I need assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel informed and prepared to deal with significant emergency events, for example COVID-19 bushfire, storm, extreme heat (heatwave), flood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to community groups and support networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I belong to the community I live in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I mainly socialise in my local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6b. How often do you take part in sporting and fitness activities, such as walking, cycling, organised sport, fitness classes, personal trainer? *Prompt*

- Several times a week
- Once a week
- Several times a month
- Once a month
- Less than once a month
- Never (Do NOT prompt)

Section E – Demographic & Profiling Questions

Q7. Please stop me when I read out your age group. Prompt

- 18 – 34
- 35 – 49
- 50 – 64
- 65+ years and over

Q8a. Were you born in Australia or overseas?

- Australia (Go to Q9)
- Overseas

Q8b. In which country were you born?

.....

Q9. Which of the following best describes your current employment status? Prompt

- Currently in full time paid employment
- Currently in part time paid employment (at least 10 hours per week)
- Retired from paid employment
- Other (please specify).....

Q10. Which of the following best describes the house where you are currently living? Prompt

- I/We own/are currently buying this property
- I/We currently rent this property

Q11. How long have you lived in the Ku-ring-gai area? Prompt

- Up to 2 years
- 2 – 5 years
- 6 – 10 years
- 11 – 20 years
- More than 20 years

After we analyse the results from this research we may be conducting resident focus groups to further investigate residents' opinions. Participants will receive an incentive for participating.

Q12a. Would you be interested in participating in one of these focus groups?

- Yes (Go to Q12b)
- No

Q12b. (If yes), what are your contact details?

Name

Telephone

Email

Q12c. Would you prefer to attend an afternoon or evening focus group?

- Afternoon
- Evening

Thank you. We will be randomly selecting participants to ensure we get a good cross-section of the community and will get in touch with you if we would like you to participate in the next stage of the research.

Q13. Gender (determine by voice):

- Male
- Female

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. Just to remind you, I am calling from Micromex Research on behalf of Ku-ring-gai Council.

Council contact: Helen Lowndes - Integrated Planning Coordinator (02) 9424 0932

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