ATTACHMENT BOOKLET

ORDINARY COUNCIL MEETING

TUESDAY 22 AUGUST 2017

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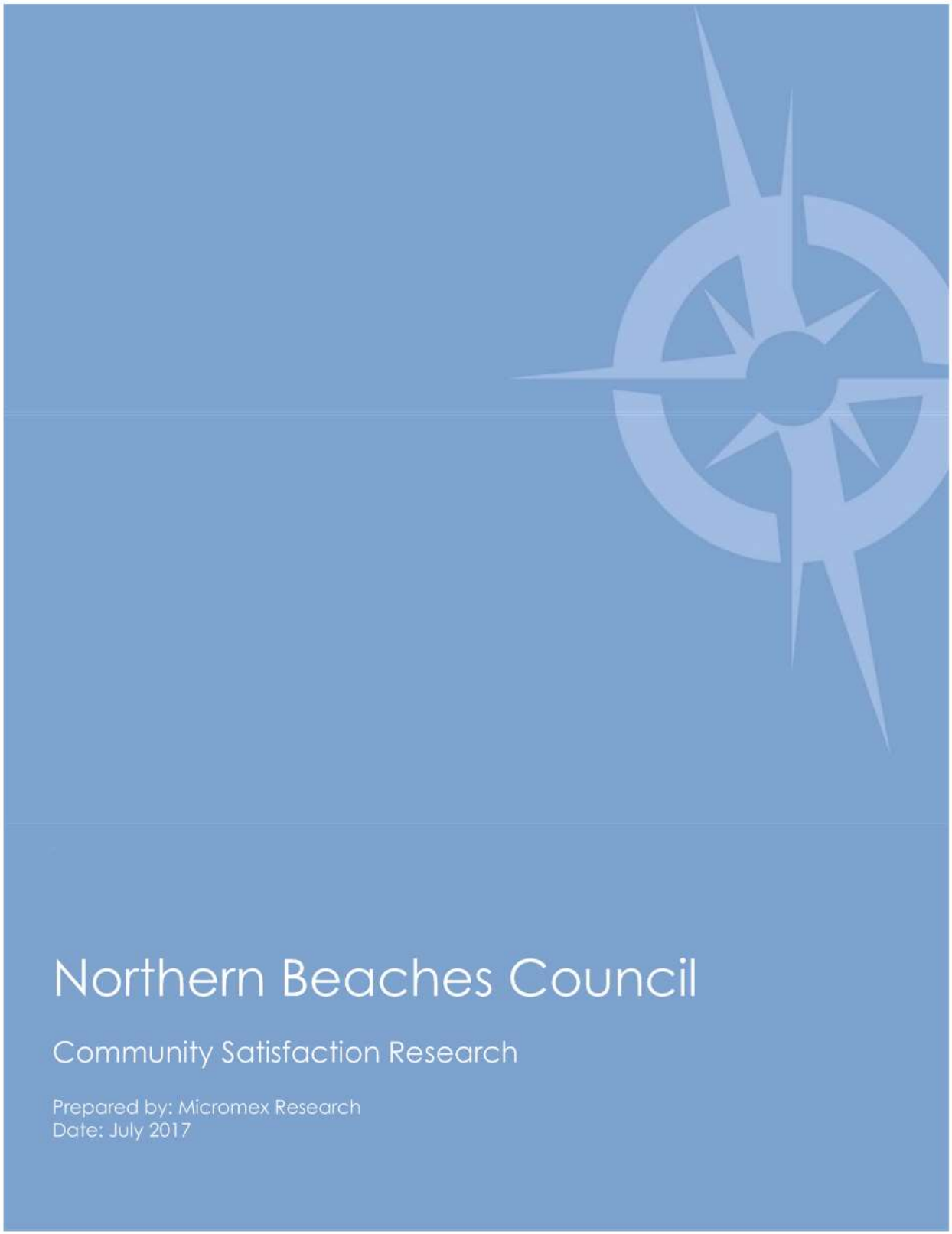
Item No	Subject

6.2 COMMUNITY SATISFACTION SURVEY 2017
Attachment : Community Satisfaction Survey 2017 2



NORTHERN BEACHES
COUNCIL

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Background and Methodology

Background and Methodology

Northern Beaches Council sought to examine community attitudes and perceptions towards current and future services and facilities provided by Council. Key objectives of the research included:

- Assessing and establishing the community's priorities and satisfaction in relation to Council activities, services, and facilities
- Identifying the community's overall level of satisfaction with Council's performance, and the performance of council staff
- Identifying the community's level of agreement with prompted statements surrounding community pride/connectedness
- Identifying the importance of Council's role in progressing digital solutions in the future
- Identifying top priority areas for Council to focus on
- Identifying priority areas that the community would like funding to be allocated to

To facilitate this, Micromex Research was contracted to develop a survey template that enabled Council to effectively analyse attitudes and trends within the community.

Questionnaire

Micromex Research, together with Northern Beaches Council, developed the questionnaire.

A copy of the questionnaire is provided in Appendix B.

Data collection

The survey was conducted during the period 7th – 19th June 2017 from 4:30pm to 8:30pm Monday to Friday, and from 10am to 4pm Saturday.

Survey area

Northern Beaches Council Local Government Area, newly merged in May 2016 with 5 new wards. Suburbs allocated to each ward are listed in the questionnaire at Appendix B

Sample selection and error

A total of 756 resident interviews were completed across the 5 wards. 675 of the 756 respondents were selected by means of a computer based random selection process using the electronic White Pages. The remaining 81 respondents were 'number harvested' via face-to-face intercept at a number of areas around the Northern Beaches Council LGA, i.e. Manly Wharf, Manly Corso, Dee Why bus interchange, Forestville Shopping Centre and the Barrenjoey Road bus stop in Mona Vale.

A sample size of 756 residents provides a maximum sampling error of plus or minus 3.6% at 95% confidence. This means that if the survey was replicated with a new universe of N=756 residents, 19 times out of 20 we would expect to see the same results, i.e. +/- 3.6%.

For the survey under discussion the greatest margin of error is 3.6%. 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.

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.

Background and Methodology

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, Northern Beaches Council.

Data analysis

The data within this report was analysed using Q Professional. 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.

Ratings questions

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

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

Percentages

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

Micromex Benchmarks

These benchmarks are based on 60 LGAs that we have conducted community research for, and were revised in 2016 to ensure the most recent comparable data. Since 2008, Micromex has worked for over 70 NSW councils and conducted 100+ community satisfaction surveys across NSW.

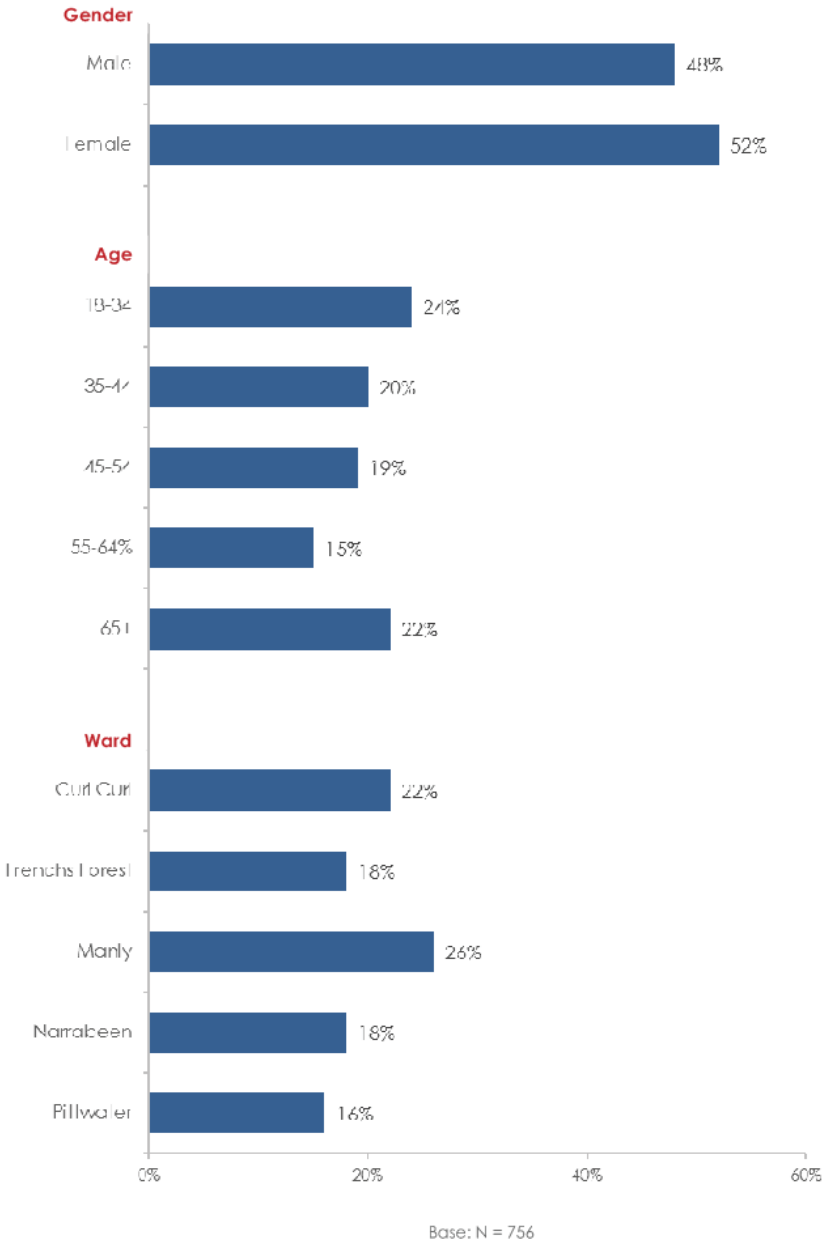
These benchmarks include overall satisfaction with Council, staff, consultation and information, as well as a range of services and facilities.

NSW LGA Brand Scores Benchmark

These benchmarks are based on a branding research study conducted by Micromex in 2012, in which residents from all 152 LGAs were interviewed in order to establish a normative score.

Sample Profile

Sample Profile



Base: N = 756

A sample size of 756 residents provides a maximum sampling error of plus or minus 3.6% at 95% confidence. The sample has been weighted by age and gender to reflect the 2016 ABS community profile of Northern Beaches Council.

Key Findings

Key Findings

Overview (Overall satisfaction)

Summary

Overall 88% of residents were at least 'somewhat satisfied' with Council's performance, with the mean rating significantly higher than the benchmark score for all of NSW.

Q4a. How would you rate the overall performance of Council as an organisation over the past 12 months?

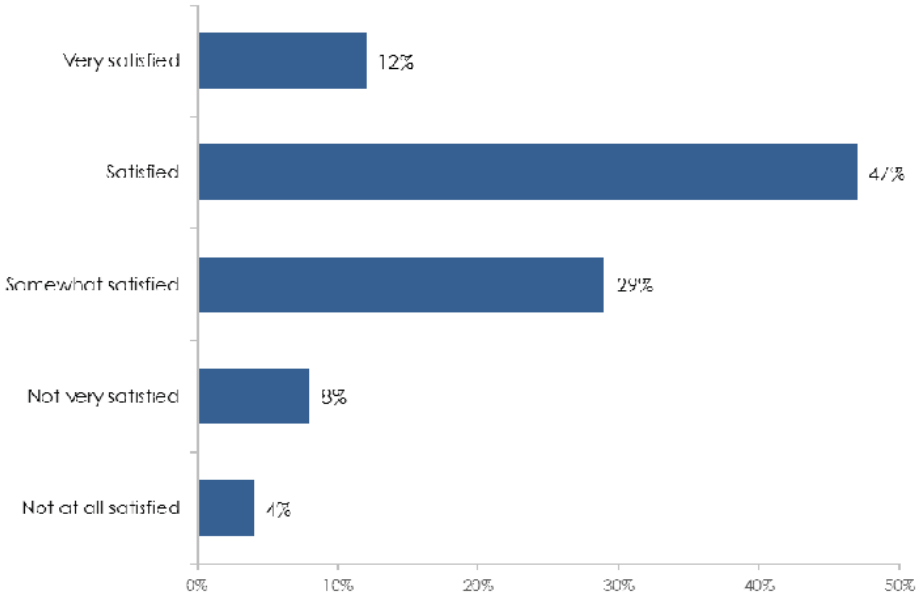
	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Mean ratings	3.56	3.53	3.58	3.66	3.53	3.53	3.49	3.55

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Mean ratings	3.84▲	3.53	3.50	3.58	3.30▼

NSW LGA Brand Scores	Northern Beaches Council	All of NSW	Metro	Regional
Mean ratings	3.56▲	3.31▼	3.45	3.22▼

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

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



Base: N=752

Note: 4 respondents refused to answer this question

Key Findings

Overview (Quality of life in the Northern Beaches)

Quality of life in the Northern Beaches was extremely high, with 99% of residents reporting it to be good or better. Nearly two thirds of residents (64%) selected the top box of 'excellent'.

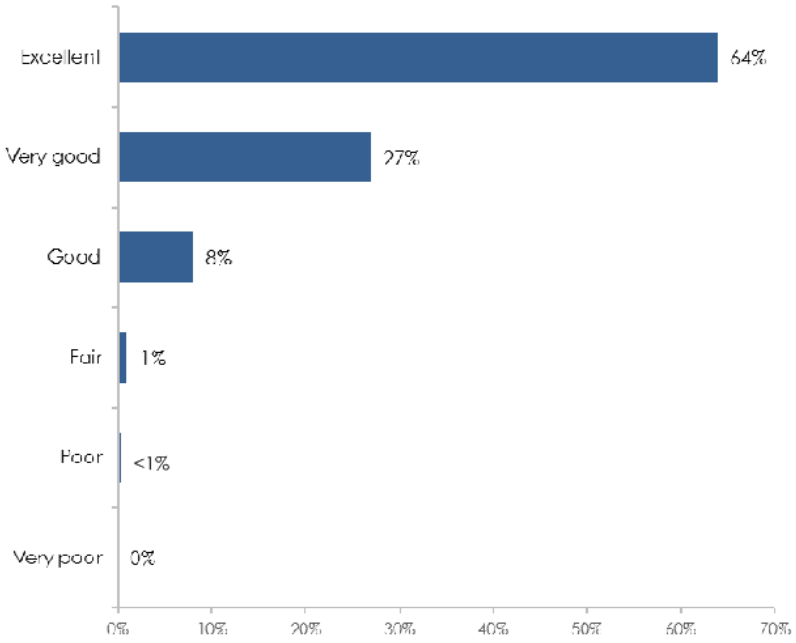
Q6b. Overall, how would you rate the quality of life you have living on the Northern Beaches?

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Mean ratings	5.53	5.52	5.55	5.55	5.49	5.51	5.46	5.63▲

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Mean ratings	5.55	5.47	5.50	5.57	5.61

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

Scale: 1 = very poor, 6 = excellent



Base: N=755

Note: 1 respondent refused to answer this question

Key Findings

Overview (agreement statements)

Agreement with the statement 'people on the Northern Beaches are generally proud of their area' was extremely high, with females and residents over the age of 65 significantly more likely to agree.

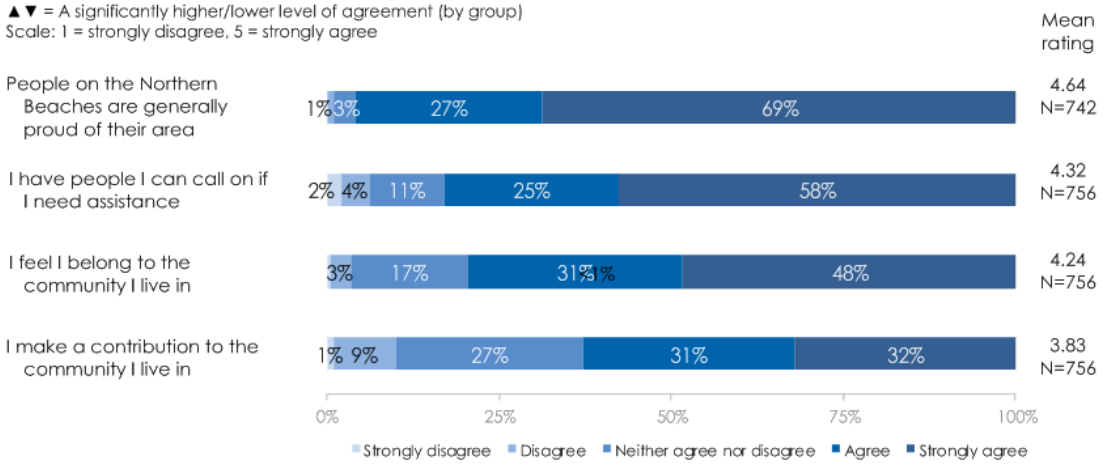
Females were significantly more likely to agree with 3 of the 4 statements, and residents of the Pittwater Ward were significantly more likely to agree with 'I have people I can call on if I need assistance' and 'I feel I belong to the community I live in'.

Q6. Please rate the following statements:

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
People on the Northern Beaches are generally proud of their area	4.64	4.57▼	4.70▲	4.59	4.62	4.69	4.55	4.71▲
I have people I can call on if I need assistance	4.32	4.21▼	4.41▲	4.34	4.22	4.37	4.21	4.41
I feel I belong to the community I live in	4.24	4.14▼	4.34▲	4.08	4.15	4.27	4.26	4.47▲
I make a contribution to the community I live in	3.83	3.74	3.92	3.56▼	3.86	4.08▲	3.78	3.93

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
People on the Northern Beaches are generally proud of their area	4.63	4.65	4.62	4.62	4.68
I have people I can call on if I need assistance	4.17	4.35	4.32	4.31	4.48▲
I feel I belong to the community I live in	4.07▼	4.24	4.21	4.33	4.43▲
I make a contribution to the community I live in	3.74	3.71	3.83	3.98	3.94

▲▼ = A significantly higher/lower level of agreement (by group)
Scale: 1 = strongly disagree, 5 = strongly agree



Key Findings

Overview (Satisfaction with the performance of council staff)

For the residents that had contact with a council staff member in the past 12 months, satisfaction with the performance of staff in dealing with the enquiry was moderately high, with 84% stating they were at least 'somewhat satisfied'.

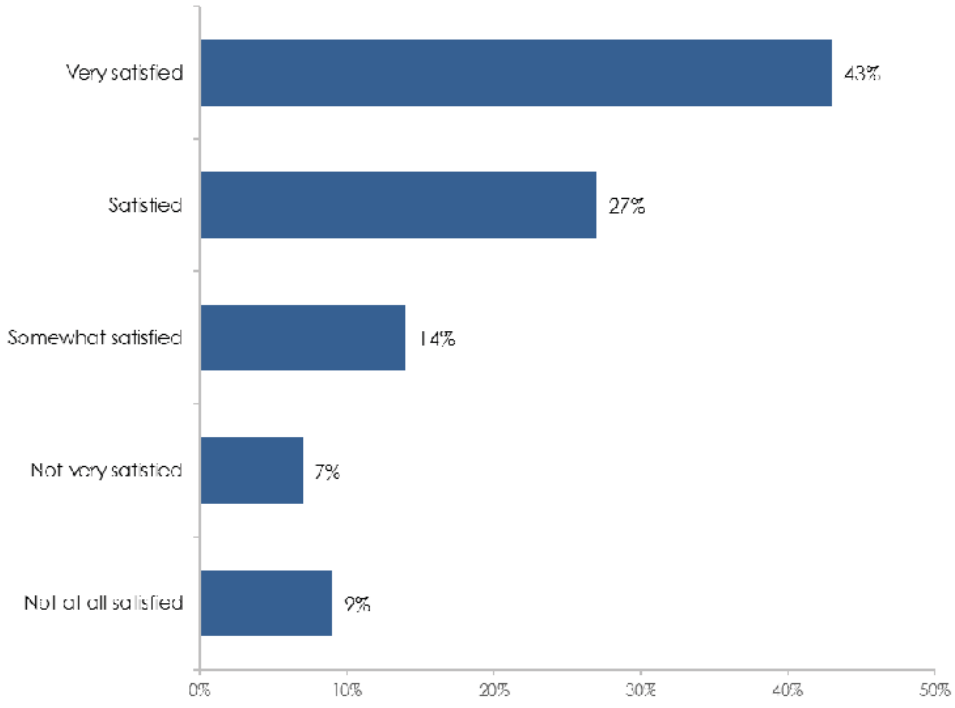
Q3b. How satisfied were you with the performance of staff in dealing with your enquiry?

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Mean rating	3.88	3.78	3.97	3.90	3.70	3.94	3.89	3.97

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Mean rating	3.96	3.86	3.64	4.07	3.93

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

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



Base: N=392

Key Findings

Importance

The following services/facilities received the highest importance ratings:

Top 10 for Importance	
Domestic waste collection service	4.75
Maintenance of beaches, headlands and rock pools	4.67
Provision of lifeguards on beaches	4.67
Parks and recreation areas (including playgrounds)	4.62
Litter control and rubbish dumping	4.59
Managing and protecting creeks, lagoons and waterways	4.57
Traffic management	4.54
Condition of local roads	4.52
Food safety standards of retail food outlets	4.49
Footpaths	4.49

The following services/facilities received the lowest importance ratings:

Bottom 10 for Importance	
Wharves and boat ramps	3.27
Companion animal management (including dogs)	3.64
Arts and cultural facilities	3.75
Warringah and Manly Aquatic Centres	3.79
Bike paths	3.86
Provision of childcare services	3.86
Bus shelters	3.97
Community centres	3.99
Community events and festivals	3.99
Lobbying on behalf of the community	4.01

Key Findings

Satisfaction

The following services/facilities received the highest satisfaction ratings:

Top 5 Satisfaction	
Provision of lifeguards on beaches	4.43
Domestic waste collection service	4.15
Library services	4.06
Maintenance of beaches, headlands and rock pools	3.96
Parks and recreation areas (including playgrounds)	3.87
Food safety standards of retail food outlets	3.81
Community events and festivals	3.79
Trails and tracks	3.69
Household bulky items collections	3.67
Cleaning of villages and town centres	3.63

The following services/facilities received the lowest satisfaction ratings:

Bottom 5 Satisfaction	
Parking	2.77
Development approvals process	2.82
Managing development (land use planning)	2.83
Traffic management	2.87
Condition of public toilets	2.90
Lobbying on behalf of the community	2.98
Bike paths	3.03
Condition of local roads	3.04
Consultation with the community by Council	3.04
Footpaths	3.16

Key Findings

Comparison to Micromex LGA Benchmarks – Key Areas

3 of the 4 key areas received equal or higher satisfaction ratings than the Micromex LGA averages for NSW.

Benchmark Comparisons for Overall Satisfaction	Overall satisfaction	Staff	Consultation with the community	Information on Council services
Northern Beaches 2017	3.6▲	3.9	3.0	3.4
Micromex LGA NSW average	**3.3**	**3.9**	**3.1**	**3.3**
NSW best	4.2	4.4	3.7	4.0
NSW worst	2.4	3.4	2.5	2.8

▲▼ = A significantly higher/lower satisfaction
Scale: 1= not at all satisfied, 5 = very satisfied

Key Findings

Comparison to LGA Benchmarks – Overall

3 of the 27 comparable measures were rated above the benchmark threshold of 0.15, these were 'trails and tracks', 'cleaning of villages and town centres' and 'condition of local roads'.

7 of the measures were rated lower than the benchmark threshold of -0.15, these were 'community centres', 'bike paths', 'facilities and services for older people', condition of public toilets', 'parking', 'managing development' and 'arts and cultural facilities'.

Service/Facility	Northern Beaches Council Satisfaction Scores	NSW LGA Benchmark Variances
Trails and tracks	3.69	▲0.48
Cleaning of villages and town centres	3.63	▲0.29
Condition of local roads	3.04	▲0.24
Parks and recreation areas	3.87	0.14
Council operates in an environmentally friendly way	3.51	0.14
Footpaths	3.16	0.12
Encouraging local industry and business	3.27	0.10
Information on Council services	3.43	0.10
Consultation with the community by Council	3.04	0.06
Domestic waste collection service	4.15	0.06
Facilities and services for youth	3.21	0.04
Protecting native plants & animals	3.57	0.01
Facilities and services for people with disabilities	3.36	-0.02
Environmental protection & regulation	3.34	-0.03
Environmental education programs and facilities	3.32	-0.05
Warringah and Manly Aquatic Centres	3.62	-0.07
Library services	4.06	-0.08
Management of local flooding	3.23	-0.08
Restoring natural bushland	3.42	-0.14
Sporting fields and amenities	3.58	-0.15
Community centres	3.49	▼-0.17
Bike paths	3.03	▼-0.18
Facilities and services for older people	3.36	▼-0.18
Condition of public toilets	2.90	▼-0.21
Parking	2.77	▼-0.23
Managing development	2.83	▼-0.24
Arts and cultural facilities	3.34	▼-0.46

Benchmarks were obtained from 60 LGAs that we have conducted community research for, and were revised in 2016 to ensure the most recent comparable data.

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

▲/▼ = positive/negative difference greater than 0.15 from LGA Benchmark

Note: Benchmark differences are based on assumed variants of +/- 0.15, with variants beyond +/- 0.15 more likely to be significant

Key Findings

Identifying Priorities via Specialised Analysis (Explanation)

The specified research outcomes required us to measure both community importance and community satisfaction with a range of specific service delivery areas. In order to identify core priorities, we undertook a 2 step analysis process on the stated importance and rated satisfaction data, after which we conducted a third level of analysis. This level of analysis was a Shapley Regression on the data in order to identify which facilities and services are the actual drivers of overall satisfaction with Council.

By examining both approaches to analysis we have been able to:

1. Identify and understand the hierarchy of community priorities

2. Inform the deployment of Council resources in line with community aspirations

Step 1. Performance Gap Analysis (PGA)

PGA establishes the gap between importance and satisfaction. This is calculated by subtracting the mean satisfaction score from the mean 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 Northern Beaches Council and the expectation of the community for that service/facility.

In the table on the following page, we can see the 44 services and facilities that residents rated by importance and then by satisfaction.

When analysing the performance gaps, it is important to recognise that, for the most part, a gap of up to 1.0 is acceptable when the initial importance rating is 4.0+, as it indicates that residents consider the attribute to be of 'high' to 'extremely high' importance and that the satisfaction they have with Northern Beaches Council's performance on that same measure is 'moderate' to 'moderately high'.

For example, 'facilities and services for youth' was given an importance score of 4.20, which indicates that it is considered an area of 'very high' importance by residents. At the same time it was given a satisfaction score of 3.21, which indicates that residents have a 'moderate' level of satisfaction with Northern Beaches Council's performance and focus on that measure.

In the case of a performance gap such as for 'Warringah and Manly Aquatic Centres' (3.79 importance vs. 3.62 satisfaction), we can identify that the facility/service has 'moderately high' importance to the broader community, and it is providing a 'moderately high' level of satisfaction.

Key Findings

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

Performance Gap Ranking

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Parking	4.47	2.77	1.70
2	Traffic management	4.54	2.87	1.67
3	Managing development (land use planning)	4.32	2.83	1.49
	Condition of public toilets	4.39	2.90	1.49
5	Condition of local roads	4.52	3.04	1.48
6	Footpaths	4.49	3.16	1.33
7	Consultation with the community by Council	4.28	3.04	1.24
	Managing and protecting creeks, lagoons and waterways	4.57	3.33	1.24
9	Development approvals process	4.04	2.82	1.22
10	Litter control and rubbish dumping	4.59	3.47	1.12
11	Management of local flooding	4.31	3.23	1.08
12	Environmental protection & regulation	4.40	3.34	1.06
13	Encouraging local industry and business	4.32	3.27	1.05
14	Lobbying on behalf of the community	4.01	2.98	1.03
15	Facilities and services for youth	4.20	3.21	0.99
16	Council operates in an environmentally friendly way	4.45	3.51	0.94
	Keeping town centres and villages vibrant	4.37	3.43	0.94
	Facilities and services for people with disabilities	4.30	3.36	0.94
	Management of trees	4.24	3.30	0.94
20	Facilities and services for older people	4.26	3.36	0.90
21	Restoring natural bushland	4.28	3.42	0.86
22	Cleaning of villages and town centres	4.48	3.63	0.85
23	Protecting native plants & animals	4.40	3.57	0.83
	Bike paths	3.86	3.03	0.83
25	Controlling feral animals	4.08	3.32	0.76
26	Parks and recreation areas (including playgrounds)	4.62	3.87	0.75
27	Sporting fields and amenities	4.32	3.58	0.74
28	Information on Council services	4.16	3.43	0.73
29	Environmental education programs and facilities	4.04	3.32	0.72
30	Maintenance of beaches, headlands and rock pools	4.67	3.96	0.71
31	Food safety standards of retail food outlets	4.49	3.81	0.68
	Household bulky items collections	4.35	3.67	0.68
33	Domestic waste collection service	4.75	4.15	0.60
34	Provision of childcare services	3.86	3.32	0.54
35	Bus shelters	3.97	3.45	0.52
36	Community centres	3.99	3.49	0.50
37	Arts and cultural facilities	3.75	3.34	0.41
38	Trails and tracks	4.09	3.69	0.40
39	Companion animal management (including dogs)	3.64	3.30	0.34
40	Provision of lifeguards on beaches	4.67	4.43	0.24
41	Community events and festivals	3.99	3.79	0.20
42	Warringah and Manly Aquatic Centres	3.79	3.62	0.17
43	Library services	4.16	4.06	0.10
44	Wharves and boat ramps	3.27	3.38	-0.11

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

Key Findings

When we examine the largest performance gaps, we can identify that all of the services or facilities have been rated as 'high' to 'extremely high' in importance. Resident satisfaction for all of these areas is between 2.77 and 3.47, which indicates that their satisfaction for these measures is 'moderately low' to 'moderate'.

Ranking	Service/ Facility	Importance Mean	Satisfaction Mean	Performance Gap
1	Parking	4.47	2.77	1.70
2	Traffic management	4.54	2.87	1.67
3	Managing development (land use planning)	4.32	2.83	1.49
	Condition of public toilets	4.39	2.90	1.49
5	Condition of local roads	4.52	3.04	1.48
6	Footpaths	4.49	3.16	1.33
7	Consultation with the community by Council	4.28	3.04	1.24
	Managing and protecting creeks, lagoons and waterways	4.57	3.33	1.24
9	Development approvals process	4.04	2.82	1.22
10	Litter control and rubbish dumping	4.59	3.47	1.12

The key outcomes of this analysis would suggest that, while there are opportunities to improve satisfaction across a range of services/facilities, 'parking' is the area of least relative satisfaction.

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.

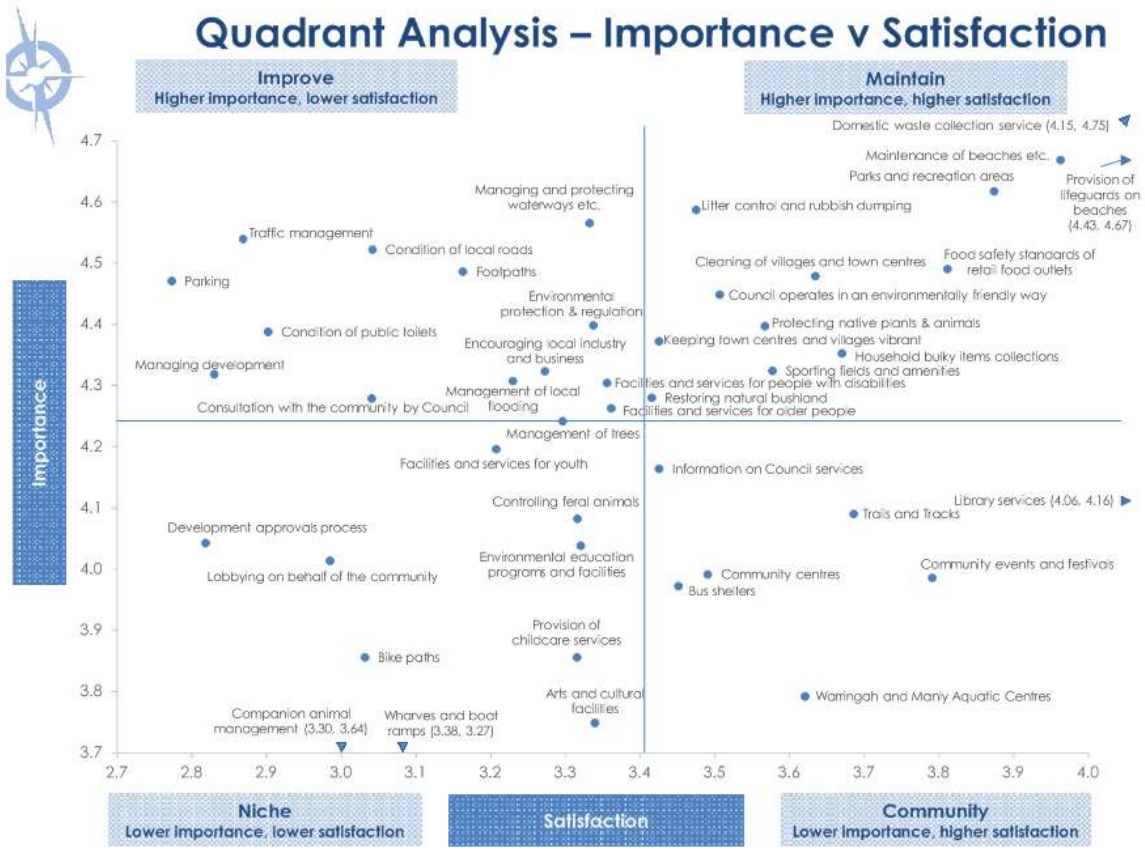
Key Findings

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 mean scores for stated importance and rated satisfaction to identify where the facility or service should be plotted. For these criteria, the average stated importance score was 4.24 and the average rated satisfaction score was 3.41. Therefore, any facility or service that received a mean stated importance score of ≥ 4.24 would be plotted in the higher importance section and, conversely, any that scored < 4.24 would be plotted into the lower importance section. The same exercise is undertaken with the satisfaction ratings above, equal to or below 3.41. Each service or facility is then plotted in terms of satisfaction and importance, resulting in its placement in one of four quadrants.



Key Findings

Explaining the 4 quadrants

Attributes in the top right quadrant, **MAINTAIN,** such as 'domestic waste collection service', 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 'managing and protecting creeks, lagoons and waterways' 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 'wharves and boat ramps', 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, **COMMUNITY**, such as 'Warringah and Manly Aquatic Centres', are core strengths, but in relative terms they are deemed 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.

Residents' priorities identified in stated importance/satisfaction analysis often tend to be in areas that are problematic. 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 a Council's overall performance.

Therefore, in order to identify how the Northern Beaches Council can actively drive overall community satisfaction, we conducted further analysis.

The Shapley Value Regression

This model was developed by conducting specialised analysis from over 30,000 LGA interviews conducted since 2005. In essence, it proved that increasing resident satisfaction by actioning the priorities they stated as being important does not necessarily positively impact on overall satisfaction with the council. This regression analysis is a statistical tool for investigating relationships between dependent variables and explanatory variables.

In 2014, we revised the Shapley Regression Analysis to identify the directional contribution of key services and facilities with regard to optimisers/barriers with a Council's overall performance, a model that can be applied across all Councils.

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'.

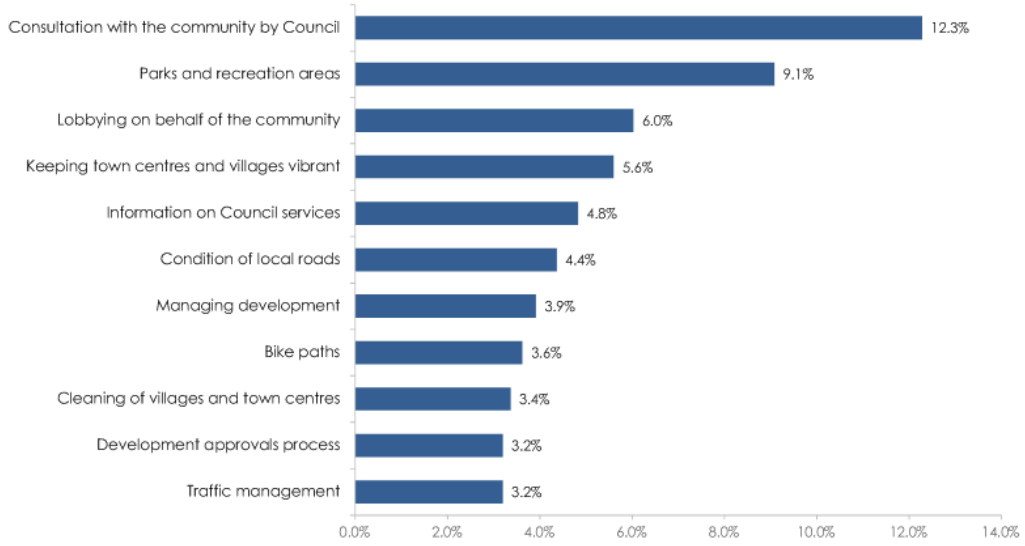
Key Findings

Key Drivers of Satisfaction with Northern Beaches Council

The results in the chart below provide the Northern Beaches Council with a complete picture of the intrinsic community priorities and motivations, and identify what attributes are the key drivers of community satisfaction.

These top 11 services/facilities account for almost 60% of overall satisfaction with Council. This indicates that the remaining 33 attributes we obtained measures on have only a limited impact on the community's satisfaction with Northern Beaches Council's performance. Therefore, whilst all 44 service/facility areas are important, only a number of them are significant drivers of the community's overall satisfaction with Council.

These Top 11 Indicators Contribute to Almost 60% of Overall Satisfaction with Council



The contributors to satisfaction are not to be misinterpreted as an indication of current dissatisfaction

These 11 services/facilities are the key community priorities and by addressing these, Northern Beaches Council will improve overall community satisfaction. The score assigned to each area indicates the percentage of influence each attribute contributes to overall satisfaction with Council.

In the above chart, 'traffic management' and the 'development approvals process' each contribute 3.2% towards overall satisfaction, while 'consultation with the community by Council' (12.3%) is a far stronger driver, contributing almost four times as much to overall satisfaction with Council.

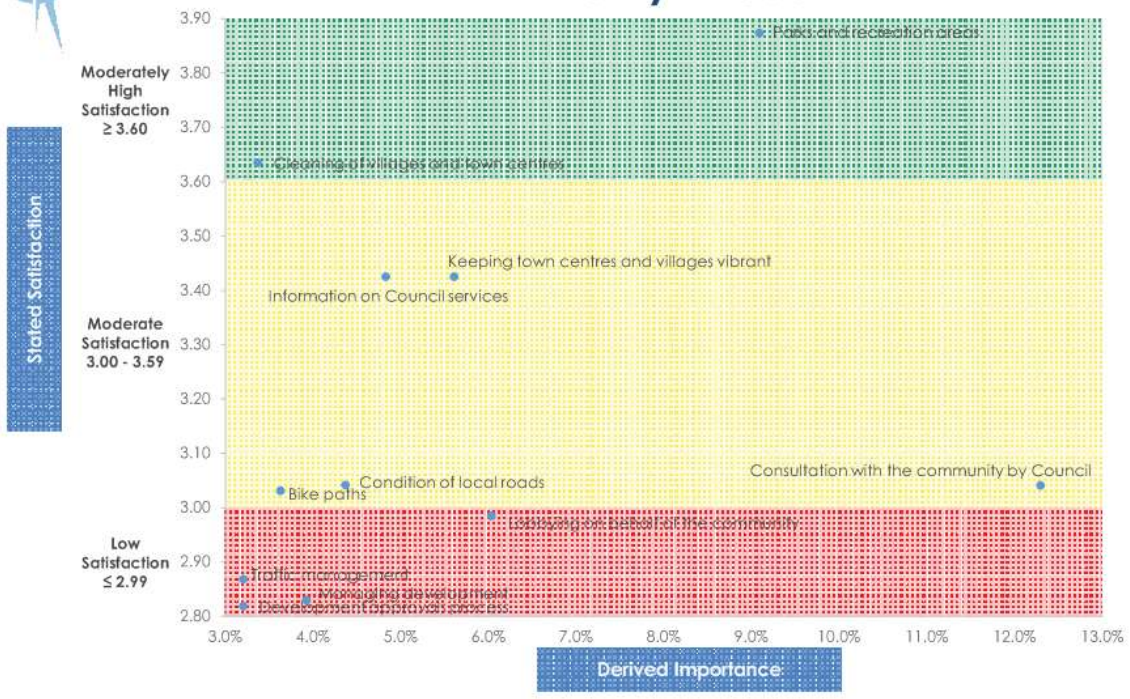
Key Findings

Clarifying Priorities

By mapping satisfaction against derived importance we can see that, for some of the core drivers, Council is already providing 'moderately high' or greater levels of satisfaction, i.e. 'parks and recreation areas' and 'cleaning of villages and town centres'. Council should look to maintain/consolidate their delivery in these areas.

It is also apparent that there is room to elevate satisfaction within the variables that fall in the 'lower' and 'moderate satisfaction' regions of the chart. If Northern Beaches Council can address these core drivers, they will be able to improve resident satisfaction with their performance.

Mapping Stated Satisfaction and Derived Importance Identifies the Community Priority Areas



This analysis indicates that areas such as 'information on Council services', 'keeping town centres and villages vibrant', 'condition of local roads', 'bike paths' and 'consultation with the community by Council' could possibly be targeted for optimisation.

Furthermore, areas such as 'lobbying on behalf of the community', 'traffic management', 'managing development' and 'development approvals process' are issues Council should be looking to understand

resident expectations and/or more actively inform/engage residents of Council's position and advocacy across these areas.

Key Findings

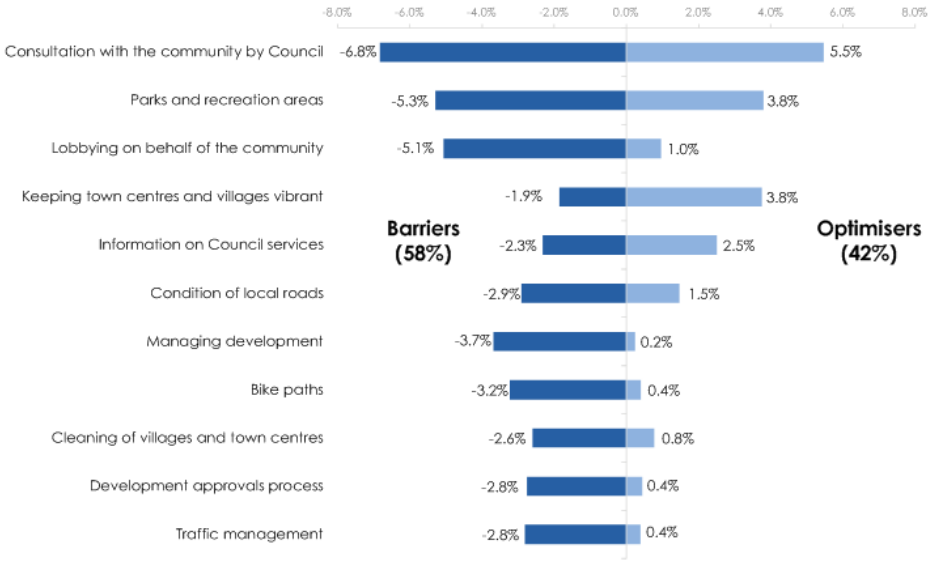
Advanced Shapley Outcomes

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 we can address these areas we will see a lift in our future overall satisfaction results, as we will positively transition residents who are currently 'not at all satisfied' towards being 'satisfied' with Council's overall performance.

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

Key Contributors to Barriers/Optimisers



Different levers address the different levels of satisfaction across the community

Summary and Recommendations

Summary and Recommendations

Summary

Overall satisfaction with the performance of Council is on par with the NSW Metro Council norm, with 88% of residents stating that they are at least 'somewhat satisfied'. Some significant differences were identified across Wards, possibly a reflection of the different areas that have come together to form the new Northern Beaches Council as part of the amalgamation. However, overall only 8% of respondents stated that the amalgamation had an impact on their performance rating of Council (3% positive and 5% negative).

Perceptions of how the Council consults with the community singly accounts for 12% of the variation in ratings that residents give the overall performance of Council, though it currently receives only a moderate level of stated satisfaction from respondents. 'Parks and recreation areas' is the second largest variable, contributing to 9% of the variation in overall satisfaction, however it received a moderately high level of satisfaction from residents.

Residents feel that their quality of life in the Northern Beaches LGA is extremely high, and that people are proud of the area. The greatest challenges that residents believe they will face over the next 4 years relate to how they move around, with congestion slowing down roads and a desire for more access to public transport. Residents are also concerned about development within the area, and how services and infrastructure will be able to meet the needs of the growing population.

In line with the challenges that residents believe will occur in the future, respondents stated that they would like more funding to be allocated to maintaining and upgrading roads. However, environmental protection and maintenance was also a key area that residents would like to see prioritised with funding.

Half of the respondents have had contact with a council staff member in the past 12 months, 84% of which were at least 'somewhat satisfied' with staff performance in dealing with the enquiry.

Recommendations

Based on this research, the Northern Beaches Council should:

1. Continue to invest in community engagement and consultation
2. Maintain the current focus on parks and recreation areas
3. Explore community expectations around the vibrancy and condition of town centres and villages
4. The perennial issues of development and transportation management are inevitably challenges that require consultation, advocacy and better community outcomes

Section A – Overall Performance

Overall Satisfaction

Summary

Overall 88% of residents were at least 'somewhat satisfied' with Council's performance, with the mean rating significantly higher than the benchmark score for all of NSW.

Residents of the Curl Curl Ward were significantly more likely to be satisfied with the performance of Council, whilst residents of the Pittwater Ward were significantly less likely.

Q4a. How would you rate the overall performance of Council as an organisation over the past 12 months?

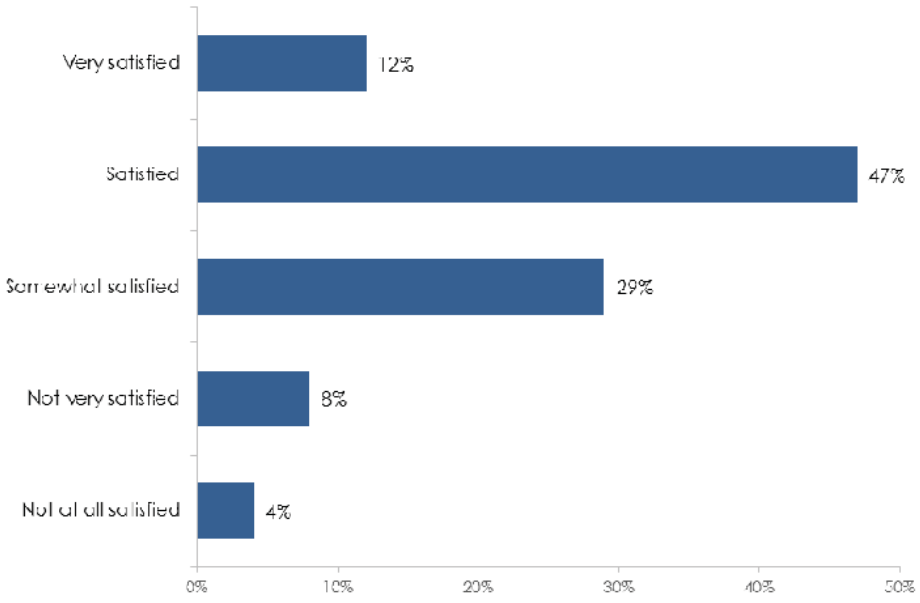
	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Mean ratings	3.56	3.53	3.58	3.66	3.53	3.53	3.49	3.55

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Mean ratings	3.84▲	3.53	3.50	3.58	3.30▼

NSW LGA Brand Scores	Northern Beaches Council	All of NSW	Metro	Regional
Mean ratings	3.56▲	3.31▼	3.45	3.22▼

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

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



Base: N=752

Note: 4 respondents refused to answer this question

Issues Influencing Views

Summary

Half of the respondents (51%) stated that a particular issue had strongly influenced their view of Council. For 16% of respondents the influence had been positive, whilst for 35% of respondents the influence had been negative.

Respondents aged 45-54 were significantly more likely to state they were influenced negatively, and, along with respondents aged 55-64, were significantly less likely to state that there had been no issue/s that influenced them.

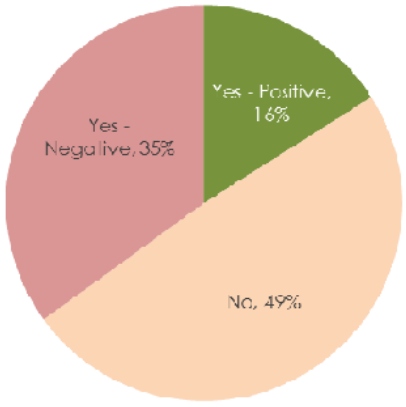
Residents of the Curl Curl Ward were significantly more likely to state that they were positively influenced, and significantly less likely to state they were negatively influenced. Residents of the Pittwater Ward were significantly less likely to state they had experienced a positive influence.

Q4a. How would you rate the overall performance of Council as an organisation over the past 12 months?
Q4b. In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Yes – Positive N=118	16%	14%	17%	12%	14%	19%	19%	15%
Yes – Negative N=267	35%	37%	34%	29%	32%	45%▲	40%	34%
No N=368	49%	49%	49%	59%	54%	36%▼	41%▼	51%

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Yes – Positive N=118	23%▲	16%	15%	16%	8%▼
Yes – Negative N=267	25%▼	40%	38%	36%	39%
No N=368	52%	44%	47%	48%	53%

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



Base: N=754

Note: 2 respondents refused to answer this question

Issue that Positively Influenced Rating

Summary

Positive customer service interactions with council staff, and believing that the LGA has benefited from the amalgamation process, were the issues that respondents stated positively influenced their rating on Council's overall performance the most.

In line with benefits of the amalgamation, believing that the Administrator is performing well also had a positive impact, along with effectively communicating with the community.

Q4a. How would you rate the overall performance of Council as an organisation over the past 12 months?
Q4b. In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?
Q4c. (If yes), please describe the major issue/s that strongly influenced your rating.

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned

Issue that positively influenced their rating	% of respondents with a positive influence N=123	% of all respondents N=754
Good customer service, e.g. friendly, efficient	19%	3%
Benefits from the amalgamation	18%	3%
Communication with the community	11%	2%
Performance/actions of the Administrator	10%	2%
Consultation with the community	5%	1%
Improved facilities/infrastructure	5%	1%
Recycling and sustainability actions/services	5%	1%
Waste collection services	5%	1%
Management of street trees/weeds	4%	1%

See Appendix A for responses of <1%

Issue that Negatively Influenced Rating

Summary

Disagreeing with development approvals that have been made, leading to the LGA becoming overdeveloped, was the main issue for respondents that said a particular issue had a negative influence on their opinion of the performance of Council.

Believing that the amalgamation process was detrimental to the LGA, and parking issues, were also leading issues that had a negative influence.

Q4a. How would you rate the overall performance of Council as an organisation over the past 12 months?
Q4b. In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?
Q4c. (If yes), please describe the major issue/s that strongly influenced your rating.

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

Issue that negatively influenced their rating	% of respondents with a negative influence N=271	% of all respondents N=754
Development approvals/overdevelopment occurring	17%	6%
Disagree with the amalgamation	13%	5%
Parking issues	9%	3%
Management of street trees/weeds	7%	2%
Poor/inefficient customer service	7%	2%
Do not want Golf Course to be closed for sporting fields	6%	2%
Poor/lack of consultation with the community	6%	2%
Traffic problems	5%	2%
Slow acting/lack of output	5%	2%
Poor/lack of communication with the community	4%	2%

See Appendix A for responses of <2%

Section B – Community Pride and Connectedness

Agreement Statements

Summary

Agreement with the statement 'people on the Northern Beaches are generally proud of their area' was extremely high, with females and residents over the age of 65 significantly more likely to agree.

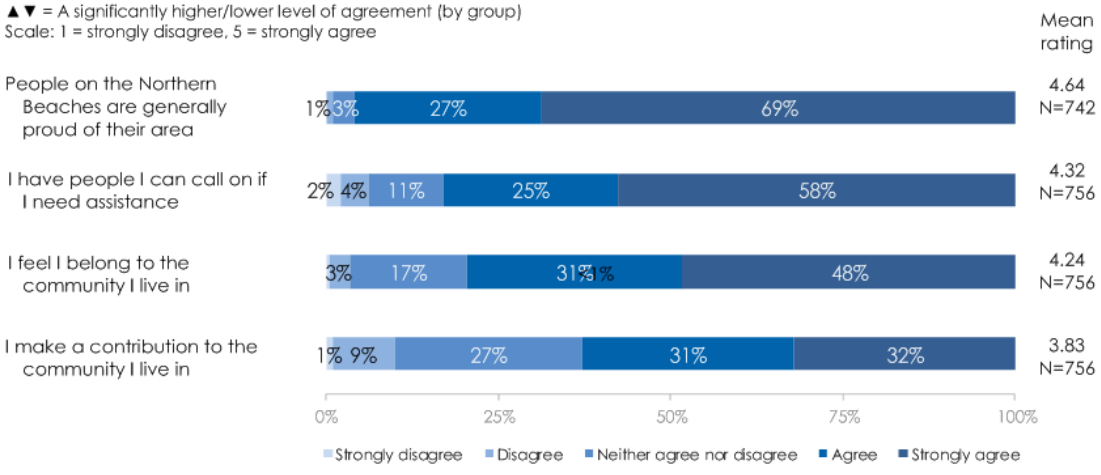
Females were significantly more likely to agree with 3 of the 4 statements, and residents of the Pittwater Ward were significantly more likely to agree with 'I have people I can call on if I need assistance' and 'I feel I belong to the community I live in'.

Q6. Please rate the following statements:

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
People on the Northern Beaches are generally proud of their area	4.64	4.57▼	4.70▲	4.59	4.62	4.69	4.55	4.71▲
I have people I can call on if I need assistance	4.32	4.21▼	4.41▲	4.34	4.22	4.37	4.21	4.41
I feel I belong to the community I live in	4.24	4.14▼	4.34▲	4.08	4.15	4.27	4.26	4.47▲
I make a contribution to the community I live in	3.83	3.74	3.92	3.56▼	3.86	4.08▲	3.78	3.93

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
People on the Northern Beaches are generally proud of their area	4.63	4.65	4.62	4.62	4.68
I have people I can call on if I need assistance	4.17	4.35	4.32	4.31	4.48▲
I feel I belong to the community I live in	4.07▼	4.24	4.21	4.33	4.43▲
I make a contribution to the community I live in	3.74	3.71	3.83	3.98	3.94

▲▼ = A significantly higher/lower level of agreement (by group)
Scale: 1 = strongly disagree, 5 = strongly agree



Quality of Life in the Northern Beaches

Summary

Quality of life in the Northern Beaches was extremely high, with nearly two thirds of residents (64%) selecting the top box of 'excellent'.

With the exception of residents over the age of 65 being significantly more likely to rate their quality of life highly, ratings did not significantly differ across the demographics or Wards.

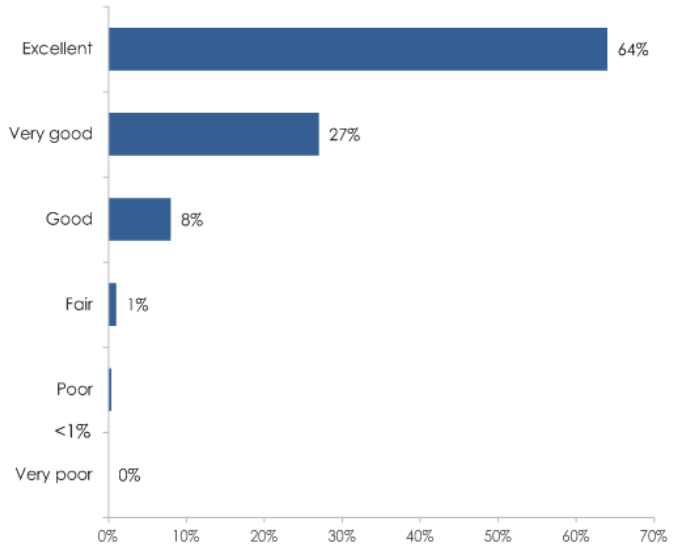
Q6b. Overall, how would you rate the quality of life you have living on the Northern Beaches?

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Mean ratings	5.53	5.52	5.55	5.55	5.49	5.51	5.46	5.63▲

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Mean ratings	5.55	5.47	5.50	5.57	5.61

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

Scale: 1 = very poor, 6 = excellent



Base: N=755

Note: 1 respondent refused to answer this question

Section C – Performance of Staff

Contact with Staff in the Past 12 Months

Summary

Half of the residents (52%) have had contact with a Council staff member in the past 12 months, notably higher in Narrabeen ward.

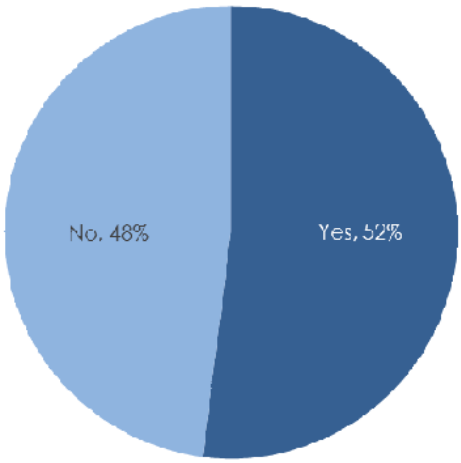
Residents aged 45-54 and those living within the Narrabeen Ward were significantly more likely to have had contact with a Council staff member in the past 12 months. Residents aged 18-34 were significantly less likely.

Q3a. Have you had contact with a Council staff member in the past 12 months?

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Yes	52%	51%	54%	26%▼	58%	71%▲	58%	56%
No	48%	49%	46%	74%	42%	29%	42%	44%

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Yes	50%	47%	51%	63%▲	51%
No	50%	53%	49%	37%	49%

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



Base: N=756

Satisfaction with the Performance of Council Staff

Summary

For the residents that had contact with a Council staff member in the past 12 months, satisfaction with the performance of staff in dealing with the enquiry was moderately high, with 84% stating they were at least 'somewhat satisfied'.

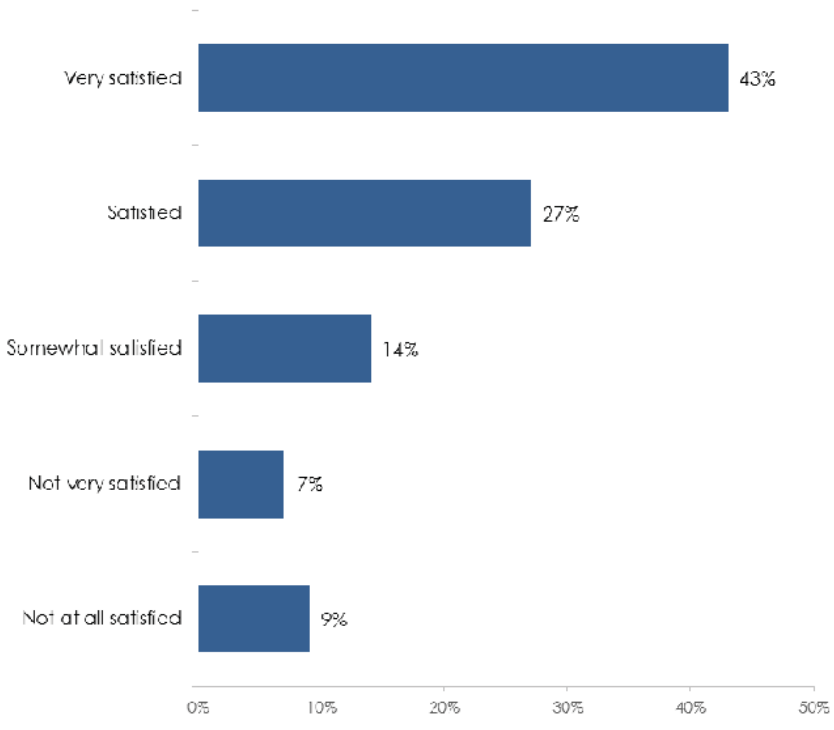
Q3b. How satisfied were you with the performance of staff in dealing with your enquiry?

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Mean rating	3.88	3.78	3.97	3.90	3.70	3.94	3.89	3.97

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Mean rating	3.96	3.86	3.64	4.07	3.93

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

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



Base: N=392

Section D – Future Vision for the Area

Progressing Digital Solutions in the Future

Summary

'Improving online and digital services for our customers' was rated as the most important digital solution for the future by respondents. Residents of the Pittwater Ward were significantly more likely to rate this as important, whilst residents of the Frenchs Forest Ward were significantly less likely.

Residents aged 65 and over were significantly more likely to rate 'providing services to help our community become more digitally savvy' as important, whilst those aged 45-54 were significantly less likely.

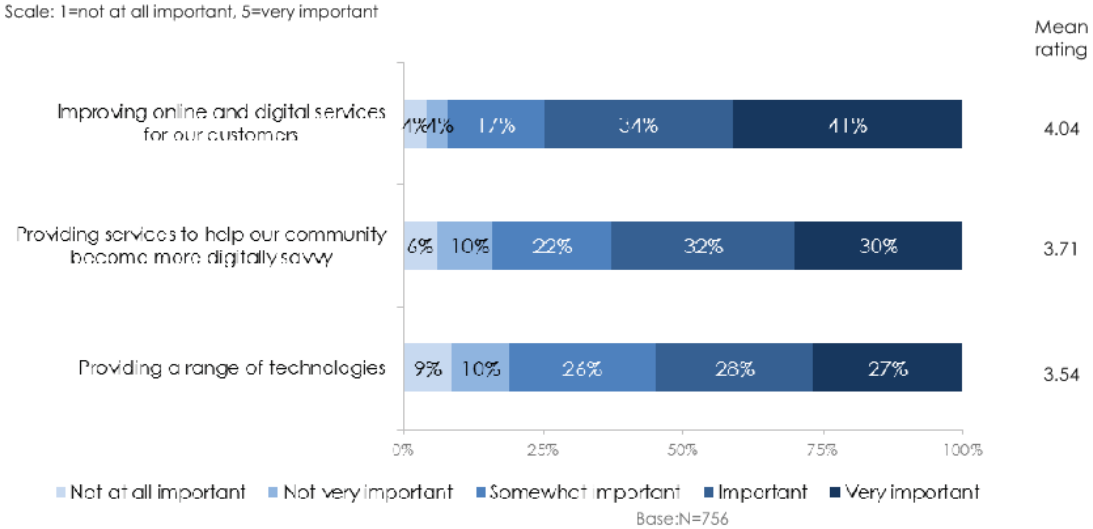
Q2. *Thinking about the role of council in progressing digital solutions in the future, how important are the following?*

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Improving online and digital services for our customers	4.04	3.99	4.08	4.22	4.15	3.85	3.96	3.95
Providing services to help our community become more digitally savvy, i.e. capable	3.71	3.66	3.76	3.78	3.62	3.45▼	3.60	4.00▲
Providing a range of technologies, i.e. mobile apps to interact with Council	3.54	3.54	3.54	3.58	3.65	3.38	3.43	3.61

	Curl Curl Ward	Frenchs Forest Ward	Manly Ward	Narrabeen Ward	Pittwater Ward
Improving online and digital services for our customers	4.13	3.68▼	4.07	4.00	4.32▲
Providing services to help our community become more digitally savvy, i.e. capable	3.80	3.84	3.53	3.63	3.81
Providing a range of technologies, i.e. mobile apps to interact with Council	3.56	3.53	3.43	3.52	3.72

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

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



Key Challenges for the Next 4 Years

Summary

How residents move around was the leading challenge identified for the next 4 years, via both congested roads (35%) and public transport (23%). Ensuring that services and infrastructure are able to meet the demands of the growing population (21%), and that new developments are carefully planned with the area not becoming too overdeveloped (19%) were also challenges identified by a large proportion of residents' top of mind responses. After transport and development issues, the next key challenge is environmental concerns (13%).

Q5a. Thinking about the Northern Beaches, what are the key challenges our area faces over the next 4 years?

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

Base: N=756

Comment	Percentage
Traffic congestion	35%
Access to public transport	23%
Catering for the growing population	21%
Over development and better planning of new developments	19%
Maintenance and infrastructure of roads	18%
Availability of parking	14%
Environmental concerns	13%
Affordable housing	8%
Not enough quality infrastructure	7%
Coastal erosion	5%
An effective Council that communicates and consults with the community	5%

Note: Details of response <5%s are available in Appendix A.

Top Priorities for Funding Allocation

Summary

Residents would like to see Council allocate more funding to updating and maintaining roads in the area (25%) and increasing environmental protection and maintenance projects (19%).

Q5b. Now thinking about services Council offers, and any savings made from the merger over the next 4 years, what are your top priorities that Council should allocate more funding to?

Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

Base: N=756

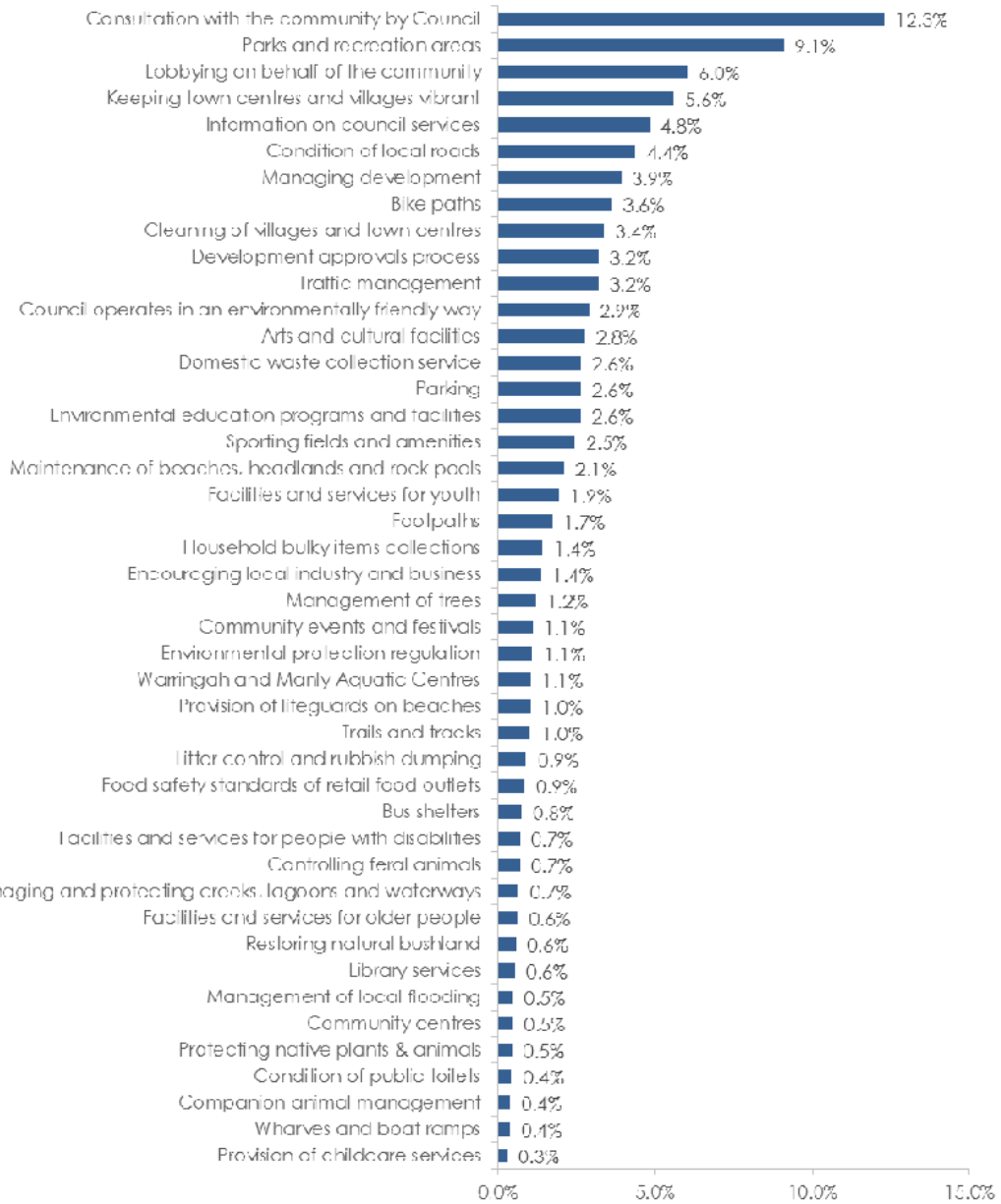
Comment	Percentage
Updating and maintaining roads	25%
Environmental protection and maintenance	19%
Public transport services	13%
Better parking facilities	10%
General services and facilities for the community	10%
Sporting facilities	10%
Footpaths around the area	8%

Note: Details of responses of <9% are available in Appendix A.

Detailed Findings –
Importance of, and Satisfaction with, Council Services & Facilities

Influence on Overall Satisfaction

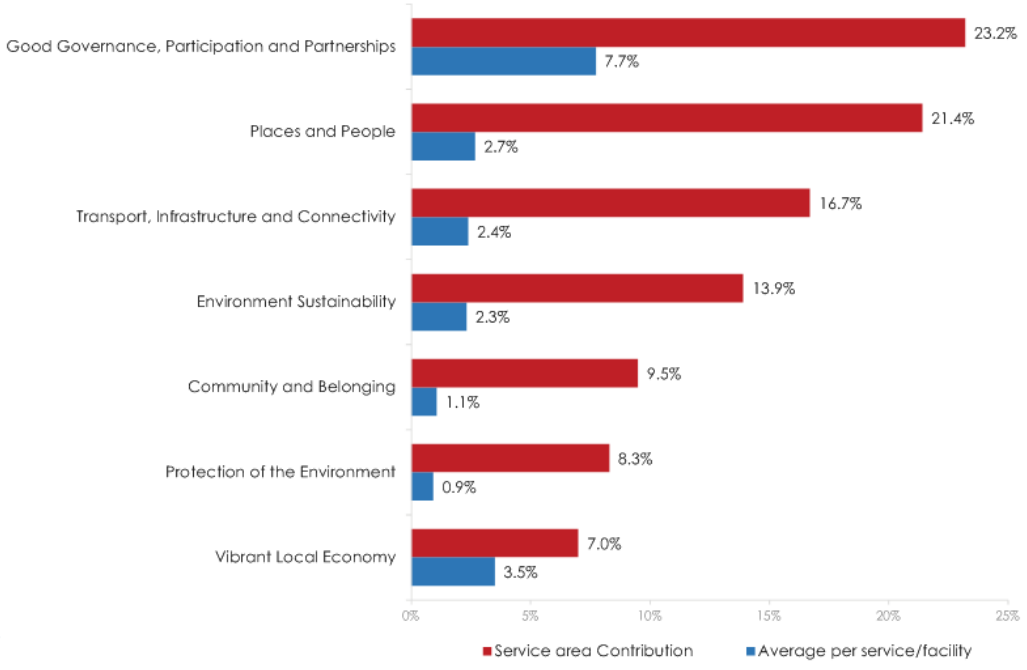
A core element of this community survey was the rating of 44 facilities/services in terms of Importance and Satisfaction. This section reports the Shapley Regression analysis undertaken on these measures – and the detailed responses to the measures themselves.
The chart below summarises the influence of the 44 facilities/services on overall satisfaction with Council's performance, based on the Shapley Regression:



Key Service Areas' Contribution to Overall Satisfaction

By combining the outcomes of the regression data, we can identify the derived importance of the different Service Areas

Contribution to Overall Satisfaction with Council's Performance



'Good governance, participation and partnerships' (23.2%) is the key contributor toward overall satisfaction with Council's performance, with each of the services/facilities grouped under this area averaging 7.7%. This highlights the importance of Council engaging with the community and the provision of information.

Service Areas

Each of the 44 facilities/services were grouped into service areas as detailed below

Community and Belonging
Provision of childcare services
Facilities and services for youth
Facilities and services for older people
Facilities and services for people with disabilities
Community centres
Community events and festivals
Arts and cultural facilities e.g. Glen St Theatre, Manly Art Gallery and Museum
Library services
Provision of lifeguards on beaches

Environment Sustainability
Litter control and rubbish dumping
Cleaning of villages and town centres
Council operates in an environmentally friendly way
Environmental education programs and facilities e.g. Coastal Environment Centre, Manly Environment Centre
Domestic waste collection service e.g. garbage removal, recycling, vegetation and electronic waste
Household bulky items collections

Good Governance, Participation and Partnerships
Consultation with the community by Council
Information on Council services
Lobbying on behalf of the community

Vibrant Local Economy
Encouraging local industry and business
Keeping town centres and villages vibrant e.g. activities, mixed uses, landscaping

Places for People
Food safety standards of retail food outlets
Companion animal management (including dogs)
Condition of public toilets
Parks and recreation areas (including playgrounds)
Sporting fields and amenities
Warringah and Manly Aquatic Centres
Managing development (land use planning)
Development approvals process

Protection of the Environment
Protecting native plants and animals
Restoring natural bushland (removing weeds, bush regeneration programs)
Controlling feral animals
Managing and protecting creeks, lagoons and waterways
Management of local flooding
Environmental protection and regulation
Management of trees
Trails and tracks
Maintenance of beaches, headlands and rock pools

Transport, Infrastructure and Connectivity
Condition of local roads
Footpaths
Bike paths
Bus shelters
Parking
Traffic management
Wharves and boat ramps

An Explanation

The following pages detail the Shapley findings for each service area, and summarise the stated importance and satisfaction ratings by key demographics.

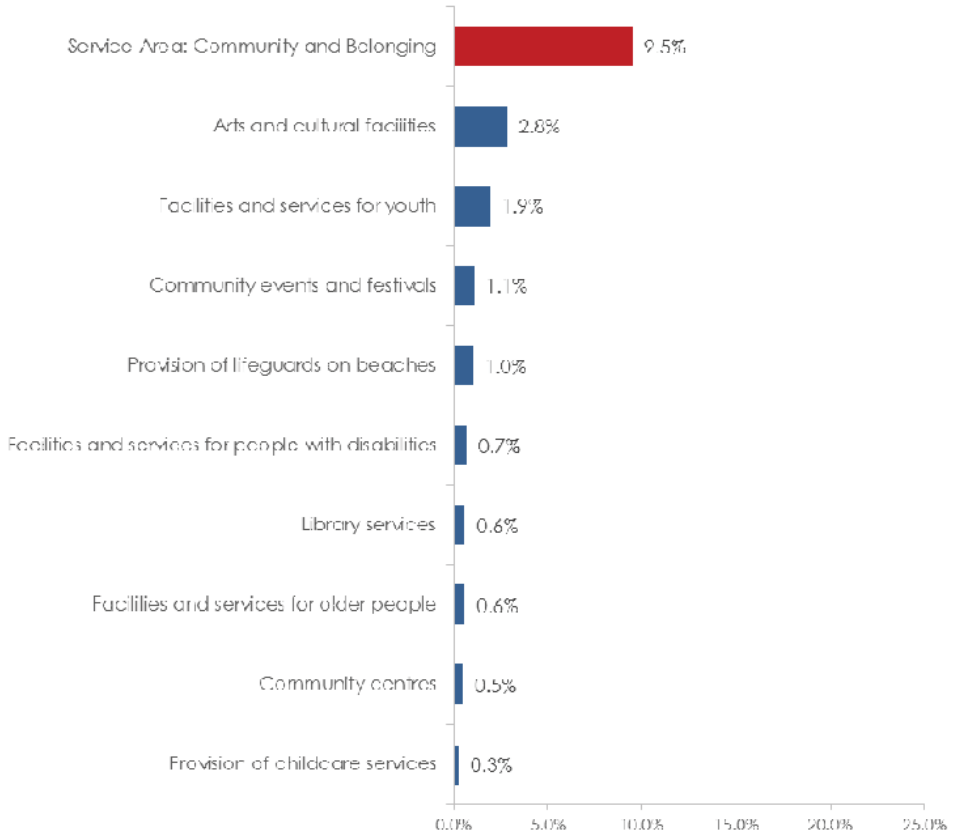
Importance
For the stated importance ratings, residents were asked to rate how important each of the criteria was to them, on a scale of 1 to 5.

Satisfaction
Residents were 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.

Service Area 1: Community and Belonging

Shapley Regression

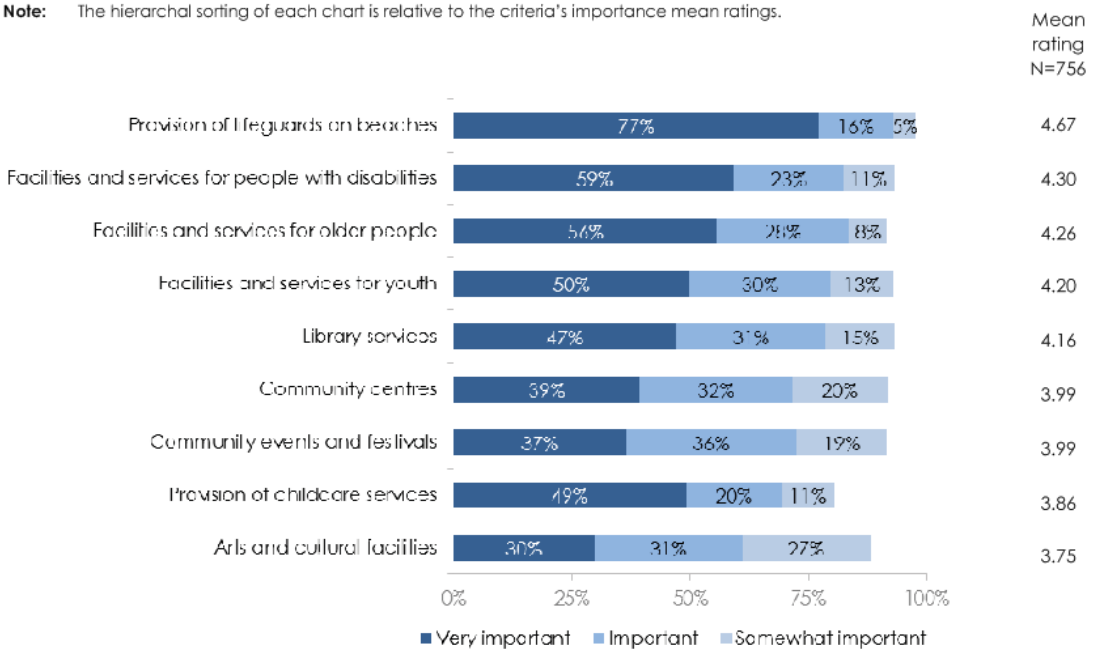
Contributes to Almost 10% of Overall Satisfaction with Council

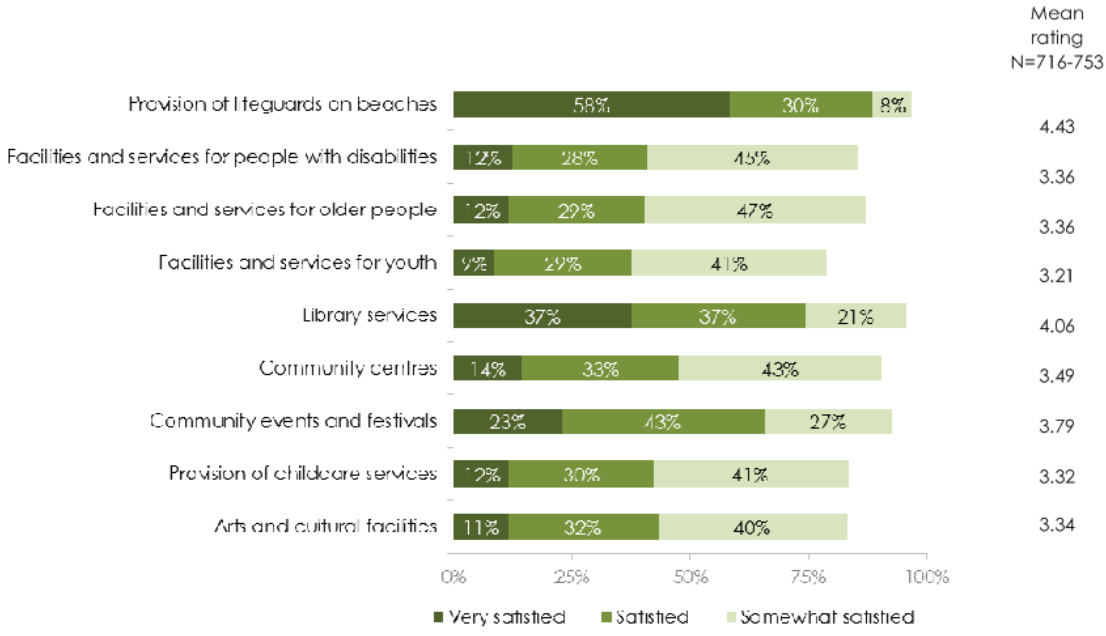


Service Area 1: Community and Belonging

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 1: Community and Belonging

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Provision of lifeguards on beaches
Very high	Facilities and services for people with disabilities
	Facilities and services for older people
	Facilities and services for youth
High	Library services
	Community centres
	Community events and festivals
Moderately high	Provision of childcare services
	Arts and cultural facilities

Importance – by gender

Females rated all services and facilities, with the exception of 'community events and festivals', as significantly more important.

Importance – by age

Residents aged 18-34 considered 'community events and festivals' to be significantly more important, whilst those over 55 rated it as significantly less important.

Residents aged 35-44 viewed 'provision of childcare services' as significantly more important, whilst those aged 45-64 rated it as significantly less important. Residents aged 45-54 additionally rated 'facilities and services for older people' and 'arts and cultural facilities' as significantly less important.

Residents aged 65+ rated 'facilities and services for older people', 'community centres', 'arts and cultural facilities' and 'library services' as significantly more important, but 'community events and festivals' significantly lower.

Importance – by ward

Residents of the Pittwater Ward considered 'community centres' to be significantly more important. Residents of the Narrabeen Ward rated 'facilities and services for people with disabilities' and 'provision of lifeguards on beaches' as significantly more important. Residents of the Curl Curl Ward viewed 'facilities and services for youth' to be significantly more important.

Residents of the Manly Ward rated 'arts and cultural facilities' as significantly more important, but 'facilities and services for youth', 'facilities and services for older people', 'facilities and services for people with disabilities' and 'community centres' as significantly less important.

Residents of the Frenchs Forest Ward viewed 'community events and festivals' and 'arts and cultural facilities' as significantly less important.

Service Area 1: Community and Belonging

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Provision of childcare services	3.86	3.69▼	4.01▲	4.06	4.31▲	3.42▼	3.48▼	3.85
Facilities and services for youth	4.20	4.10▼	4.28▲	4.27	4.17	4.07	4.20	4.25
Facilities and services for older people	4.26	4.14▼	4.38▲	4.26	4.10	4.05▼	4.39	4.52▲
Facilities and services for people with disabilities	4.30	4.16▼	4.44▲	4.37	4.11	4.27	4.33	4.42
Community centres	3.99	3.81▼	4.16▲	4.00	3.98	3.86	3.89	4.18▲
Community events and festivals	3.99	3.93	4.04	4.23▲	4.15	3.83	3.76▼	3.86▼
Arts and cultural facilities	3.75	3.56▼	3.93▲	3.77	3.78	3.53▼	3.70	3.92▲
Library services	4.16	3.94▼	4.36▲	4.13	4.06	4.14	4.06	4.36▲
Provision of lifeguards on beaches	4.67	4.55▼	4.78▲	4.69	4.66	4.65	4.63	4.68

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Provision of childcare services	3.68	4.04	3.83	3.86	3.93
Facilities and services for youth	4.00▼	4.41▲	4.07	4.22	4.34
Facilities and services for older people	3.98▼	4.31	4.40	4.40	4.35
Facilities and services for people with disabilities	4.08▼	4.29	4.39	4.51▲	4.36
Community centres	3.72▼	4.14	3.93	4.06	4.22▲
Community events and festivals	4.13	4.12	3.70▼	3.96	3.91
Arts and cultural facilities	3.95▲	3.84	3.45▼	3.63	3.77
Library services	4.10	4.10	4.26	4.15	4.22
Provision of lifeguards on beaches	4.56	4.75	4.60	4.78▲	4.69

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

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Provision of childcare services	13%	6%	11%	20%	49%	756
Facilities and services for youth	3%	4%	13%	30%	50%	756
Facilities and services for older people	5%	4%	8%	28%	56%	756
Facilities and services for people with disabilities	5%	2%	11%	23%	59%	756
Community centres	4%	4%	20%	32%	39%	756
Community events and festivals	2%	6%	19%	36%	37%	756
Arts and cultural facilities	4%	8%	27%	31%	30%	756
Library services	3%	3%	15%	31%	47%	756
Provision of lifeguards on beaches	1%	1%	5%	16%	77%	756

Service Area 1: Community and Belonging

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Very high	Provision of lifeguards on beaches
High	Library services
Moderately high	Community events and festivals
Moderate	Community centres
	Facilities and services for people with disabilities
	Facilities and services for older people
	Arts and cultural facilities
	Provision of childcare services
	Facilities and services for youth

Satisfaction – by gender

Females were significantly more satisfied with 'library services'.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'provision of childcare services', 'facilities and services for older people' and 'community events and festivals'.

Residents aged 45-54 were significantly less satisfied with 'provision of childcare services', 'facilities and services for youth', 'facilities and services for older people' and 'facilities and services for people with disabilities'.

Residents aged 55-64 were significantly less satisfied with 'community events and festivals', 'arts and cultural facilities' and 'library services'.

Residents aged 65+ were significantly more satisfied with 'facilities and services for older people' and 'community centres', but were significantly less satisfied with 'community events and festivals'.

Satisfaction – by ward

Residents of the Pittwater Ward were significantly more satisfied with 'provision of childcare services' and 'community centres', and residents of the Curl Curl Ward were significantly more satisfied with 'provision of lifeguards on beaches'.

Residents of the Manly Ward were significantly more satisfied with 'community events and festivals', but significantly less satisfied with 'community centres'.

Residents of the Frenchs Forest and Narrabeen Wards were significantly less satisfied with 'community events and festivals', with residents of the Narrabeen Ward additionally being significantly less satisfied with 'arts and cultural facilities'.

Service Area 1: Community and Belonging

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Provision of childcare services	3.32	3.29	3.34	3.59▲	3.25	3.08▼	3.31	3.28
Facilities and services for youth	3.21	3.27	3.15	3.39	3.22	2.94▼	3.11	3.28
Facilities and services for older people	3.36	3.37	3.36	3.62▲	3.25	3.04▼	3.24	3.54▲
Facilities and services for people with disabilities	3.36	3.43	3.28	3.53	3.45	3.06▼	3.24	3.40
Community centres	3.49	3.46	3.52	3.61	3.37	3.39	3.40	3.61▲
Community events and festivals	3.79	3.77	3.81	4.02▲	3.91	3.71	3.62▼	3.60▼
Arts and cultural facilities	3.34	3.26	3.41	3.38	3.36	3.31	3.18▼	3.41
Library services	4.06	3.95▼	4.16▲	4.16	4.08	3.94	3.89▼	4.16
Provision of lifeguards on beaches	4.43	4.38	4.47	4.49	4.38	4.43	4.44	4.39

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Provision of childcare services	3.26	3.29	3.36	3.15	3.58▲
Facilities and services for youth	3.06	3.30	3.18	3.31	3.22
Facilities and services for older people	3.40	3.47	3.33	3.17	3.39
Facilities and services for people with disabilities	3.41	3.46	3.29	3.26	3.30
Community centres	3.32▼	3.54	3.50	3.33	3.85▲
Community events and festivals	4.10▲	3.85	3.59▼	3.59▼	3.65
Arts and cultural facilities	3.47	3.45	3.30	3.11▼	3.26
Library services	3.95	4.05	4.14	4.02	4.21
Provision of lifeguards on beaches	4.41	4.57▲	4.40	4.45	4.25

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

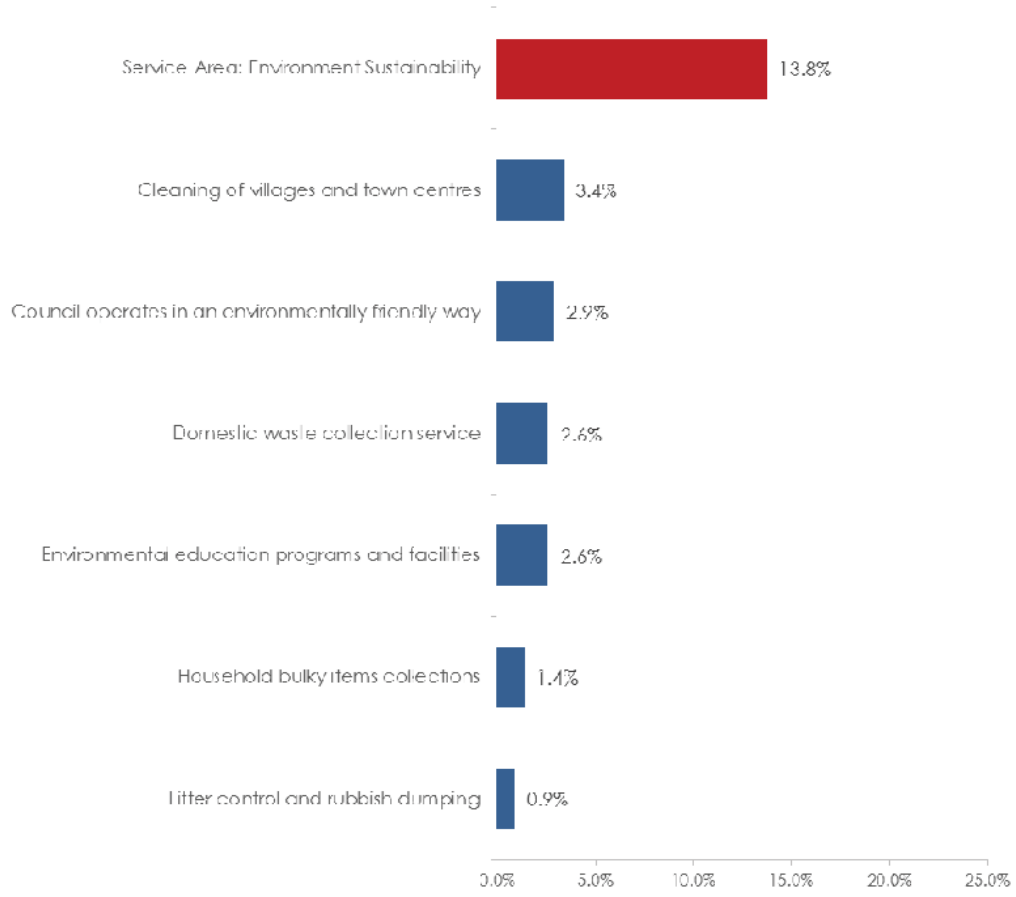
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Provision of childcare services	6%	11%	41%	30%	12%	719
Facilities and services for youth	4%	17%	41%	29%	9%	729
Facilities and services for older people	3%	10%	47%	29%	12%	723
Facilities and services for people with disabilities	3%	11%	45%	28%	12%	716
Community centres	3%	6%	43%	33%	14%	746
Community events and festivals	2%	5%	27%	43%	23%	753
Arts and cultural facilities	4%	13%	40%	32%	11%	744
Library services	2%	3%	21%	37%	37%	750
Provision of lifeguards on beaches	1%	2%	8%	30%	58%	753

Service Area 2: Environment Sustainability

Shapley Regression

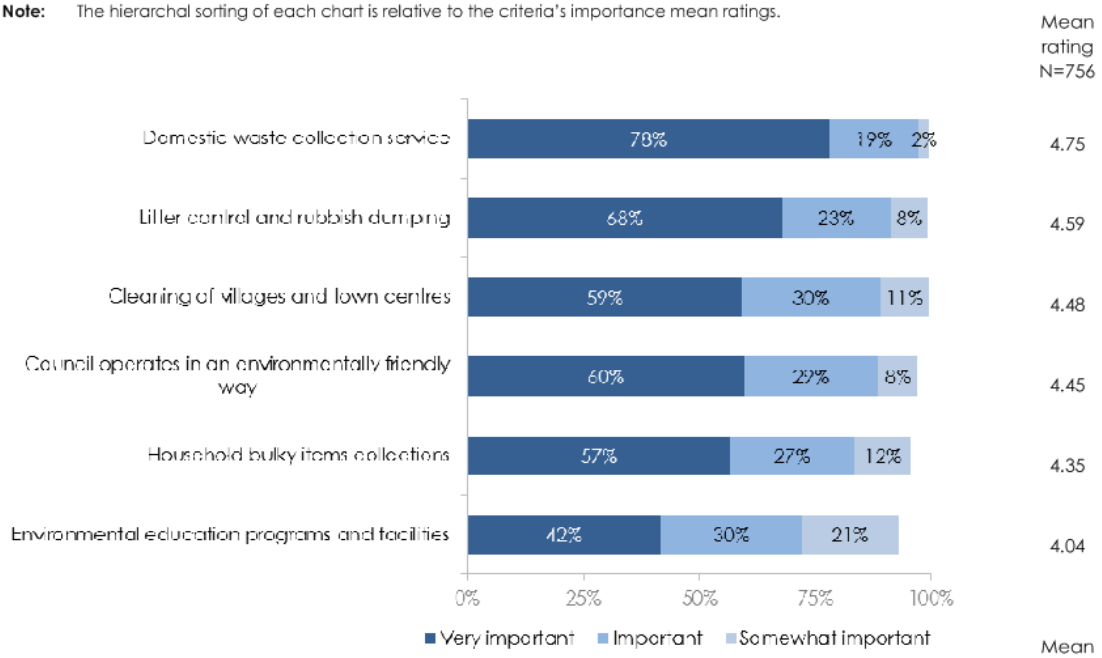
Contributes to Nearly 14% of Overall Satisfaction with Council

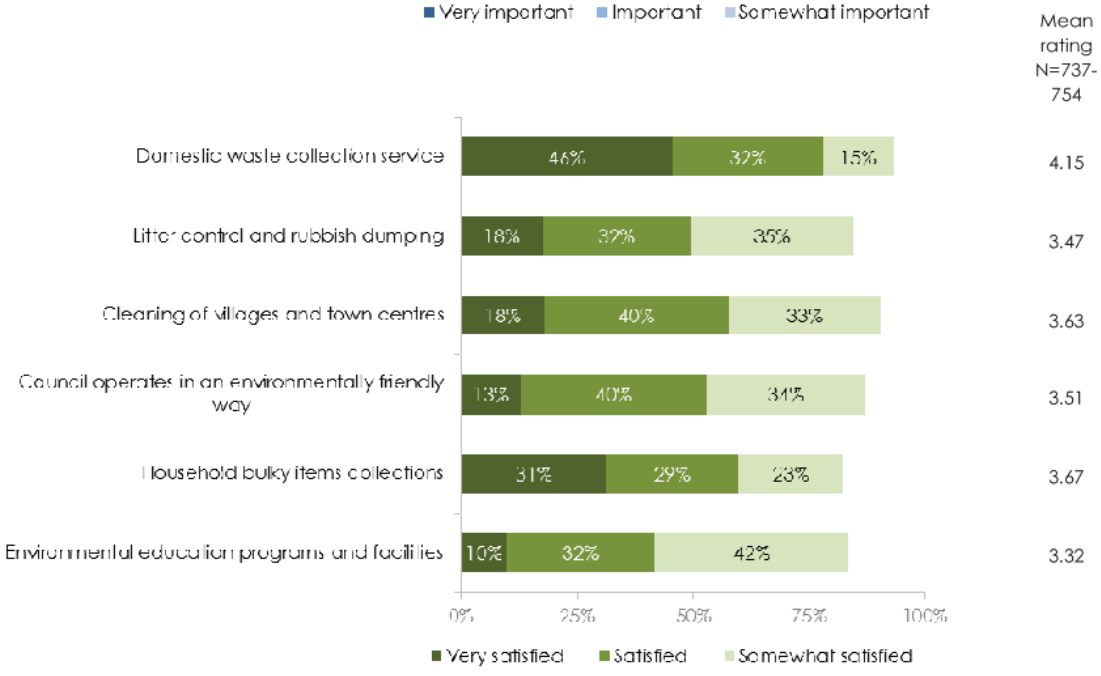


Service Area 2: Environment Sustainability

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 2: Environment Sustainability

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Domestic waste collection service
	Litter control and rubbish dumping
Very high	Cleaning of villages and town centres
	Council operates in an environmentally friendly way
	Household bulky items collections
High	Environmental education programs and facilities

Importance – by gender

Females rated 'litter control and rubbish dumping', 'Council operates in an environmentally friendly way', 'environment education programs and facilities' and 'household bulky items collections' as significantly more important.

Importance – by age

Residents aged 18-34 considered 'litter control and rubbish dumping', 'Council operates in an environmentally friendly way' and 'environmental education programs and facilities' to be significantly more important, but 'household bulky items collections' as significantly less important.

Residents aged 55-64 viewed 'environmental education programs and facilities' as significantly less important.

Those aged 65+ rated 'domestic waste collection service' and 'household bulky items collections' as significantly more important.

Importance – by ward

Residents of the Curl Curl Ward considered 'cleaning of villages and town centres' to be significantly more important. Residents of the Narrabeen Ward viewed 'household bulky items collections' as significantly more important.

Residents of the Frenchs Forest Ward rated 'cleaning of villages and town centres' as significantly less important.

Service Area 2: Environment Sustainability

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Litter control and rubbish dumping	4.59	4.46▼	4.71▲	4.71▲	4.51	4.49	4.56	4.62
Cleaning of villages and town centres	4.48	4.44	4.51	4.58	4.47	4.37	4.46	4.49
Council operates in an environmentally friendly way	4.45	4.28▼	4.61▲	4.71▲	4.32	4.43	4.37	4.35
Environmental education programs and facilities	4.04	3.86▼	4.20▲	4.25▲	4.11	3.91	3.85▼	3.98
Domestic waste collection service	4.75	4.73	4.77	4.66	4.66	4.80	4.80	4.85▲
Household bulky items collections	4.35	4.24▼	4.46▲	4.13▼	4.25	4.36	4.44	4.64▲

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Litter control and rubbish dumping	4.58	4.62	4.55	4.61	4.57
Cleaning of villages and town centres	4.51	4.65▲	4.30▼	4.40	4.48
Council operates in an environmentally friendly way	4.44	4.51	4.40	4.41	4.47
Environmental education programs and facilities	4.08	4.04	4.05	3.95	4.06
Domestic waste collection service	4.77	4.78	4.69	4.73	4.76
Household bulky items collections	4.21	4.42	4.40	4.53▲	4.25

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

▲▼ = Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Litter control and rubbish dumping	0%	1%	8%	23%	68%	756
Cleaning of villages and town centres	0%	0%	11%	30%	59%	756
Council operates in an environmentally friendly way	1%	2%	8%	29%	60%	756
Environmental education programs and facilities	3%	4%	21%	30%	42%	756
Domestic waste collection service	0%	0%	2%	19%	78%	756
Household bulky items collections	1%	4%	12%	27%	57%	756

Service Area 2: Environment Sustainability

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Domestic waste collection service
Moderately high	Household bulky items collections
	Cleaning of villages and town centres
Moderate	Council operates in an environmentally friendly way
	Litter control and rubbish dumping
	Environmental education programs and facilities

Satisfaction – by gender

Males were significantly more satisfied with 'litter control and rubbish dumping', 'cleaning of villages and town centres' and 'domestic waste collection service'.

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'domestic waste collection service' and those aged 45-54 were significantly less satisfied with 'household bulky items collections'.

Satisfaction – by ward

Residents of the Curl Curl and Frenchs Forest Wards were significantly more satisfied with 'household bulky items collections', whilst residents of the Manly Ward were significantly less satisfied.

Residents of the Narrabeen Ward were significantly less satisfied with 'litter control and rubbish dumping'.

Service Area 2: Environment Sustainability

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Litter control and rubbish dumping	3.47	3.61▲	3.35▼	3.44	3.61	3.40	3.42	3.49
Cleaning of villages and town centres	3.63	3.73▲	3.55▼	3.80	3.64	3.56	3.61	3.53
Council operates in an environmentally friendly way	3.51	3.54	3.47	3.60	3.40	3.45	3.44	3.60
Environmental education programs and facilities	3.32	3.24	3.40	3.38	3.29	3.32	3.20	3.36
Domestic waste collection service	4.15	4.26▲	4.05▼	4.04	4.06	4.11	4.19	4.37▲
Household bulky items collections	3.67	3.73	3.62	3.81	3.67	3.36▼	3.63	3.81

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Litter control and rubbish dumping	3.61	3.57	3.36	3.27▼	3.49
Cleaning of villages and town centres	3.78	3.63	3.48	3.51	3.73
Council operates in an environmentally friendly way	3.54	3.53	3.51	3.41	3.52
Environmental education programs and facilities	3.34	3.29	3.18	3.42	3.38
Domestic waste collection service	4.10	4.18	4.23	4.00	4.28
Household bulky items collections	3.40▼	3.94▲	4.01▲	3.60	3.44

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

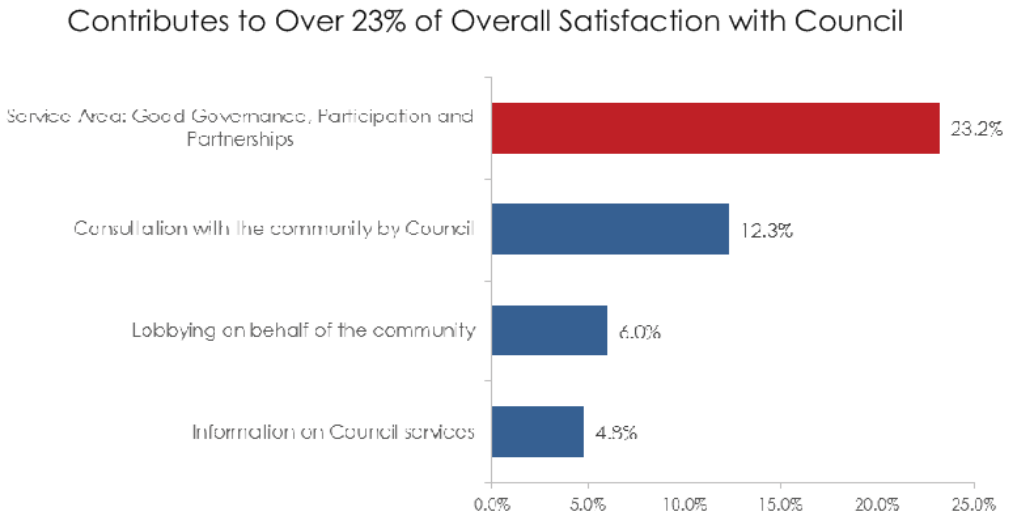
▲▼ = Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Litter control and rubbish dumping	4%	11%	35%	32%	18%	753
Cleaning of villages and town centres	3%	7%	33%	40%	18%	754
Council operates in an environmentally friendly way	3%	10%	34%	40%	13%	748
Environmental education programs and facilities	3%	13%	42%	32%	10%	737
Domestic waste collection service	2%	5%	15%	32%	46%	754
Household bulky items collections	7%	11%	23%	29%	31%	754

Service Area 3: Good Governance, Participation and Partnerships

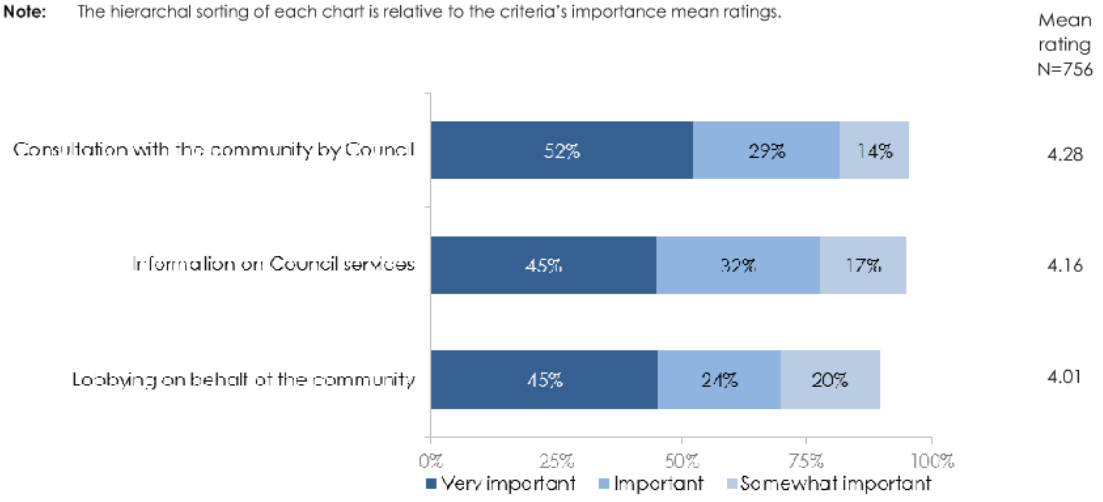
Shapley Regression

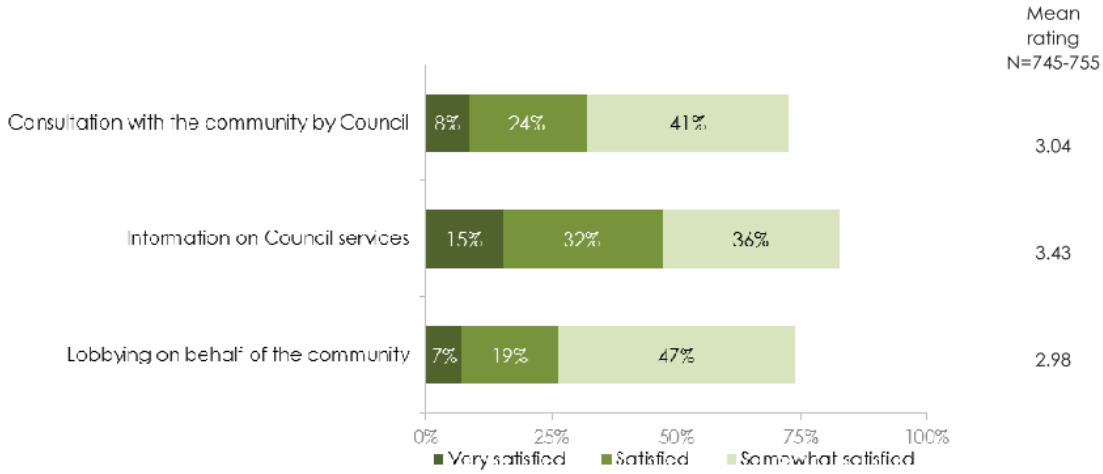


Service Area 3: Good Governance, Participation and Partnerships

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 3: Good Governance, Participation and Partnerships

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Consultation with the community by Council
High	Information on Council services
	Lobbying on behalf of the community

Importance – by gender

Females considered 'information on Council services' and 'lobbying on behalf of the community' as significantly more important.

Importance – by age

Residents aged 65+ rated 'consultation with the community by Council' and 'information on Council services' as significantly more important.

Importance – by ward

There were no significant differences between Wards.

Service Area 3: Good Governance, Participation and Partnerships

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Consultation with the community by Council	4.28	4.25	4.31	4.21	4.27	4.18	4.35	4.39▲
Information on Council services	4.16	3.98▼	4.34▲	4.04	4.15	4.00	4.21	4.43▲
Lobbying on behalf of the community	4.01	3.87▼	4.15▲	3.95	4.05	4.09	3.95	4.02

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Consultation with the community by Council	4.21	4.37	4.28	4.14	4.42
Information on Council services	4.18	4.05	4.21	4.11	4.29
Lobbying on behalf of the community	4.02	3.97	4.07	3.99	4.03

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

▲▼ = Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Consultation with the community by Council	2%	3%	14%	29%	52%	756
Information on Council services	1%	4%	17%	32%	45%	756
Lobbying on behalf of the community	3%	7%	20%	24%	45%	756

Service Area 3: Good Governance, Participation and Partnerships

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Information on Council services
	Consultation with the community by Council
Moderately low	Lobbying on behalf of the community

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 65+ were significantly more satisfied with 'information on Council services', whilst residents aged 18-34 were significantly less satisfied.

Satisfaction – by ward

Residents within the Manly Ward were significantly more satisfied with 'lobbying on behalf of the community'.

Service Area 3: Good Governance, Participation and Partnerships

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Consultation with the community by Council	3.04	3.06	3.02	3.03	2.99	3.06	2.93	3.15
Information on Council services	3.43	3.39	3.45	3.18▼	3.30	3.48	3.55	3.68▲
Lobbying on behalf of the community	2.98	2.96	3.00	3.10	2.96	2.97	2.91	2.94

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Consultation with the community by Council	3.04	3.20	3.04	2.98	2.90
Information on Council services	3.37	3.53	3.47	3.27	3.50
Lobbying on behalf of the community	3.16▲	2.89	2.90	2.97	2.94

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

▲▼= Significantly higher/lower level of satisfaction (by group)

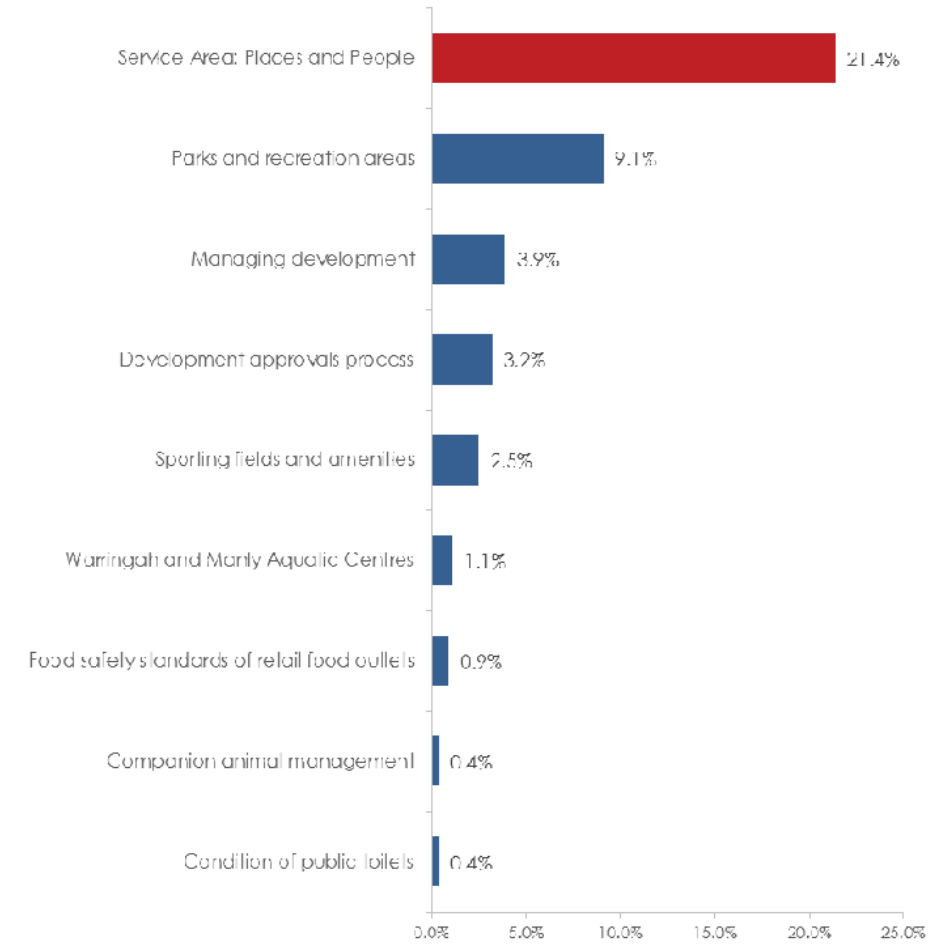
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Consultation with the community by Council	9%	18%	41%	24%	8%	746
Information on Council services	3%	15%	36%	32%	15%	755
Lobbying on behalf of the community	9%	17%	47%	19%	7%	745

Service Area 4: Places for People

Shapley Regression

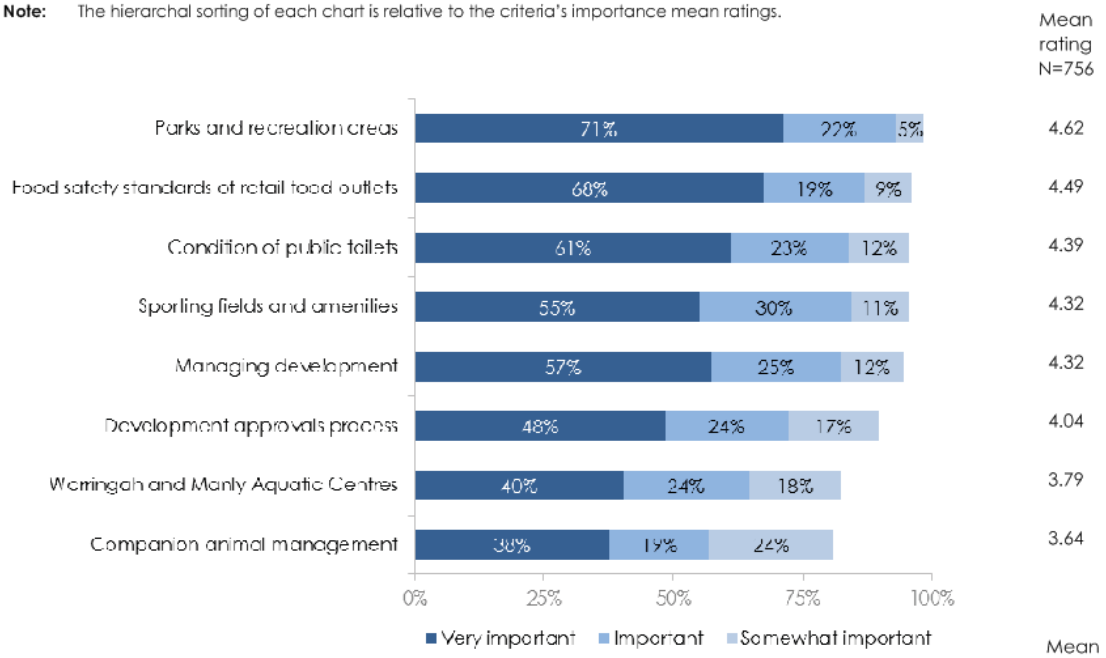
Contributes to Over 21% of Overall Satisfaction with Council

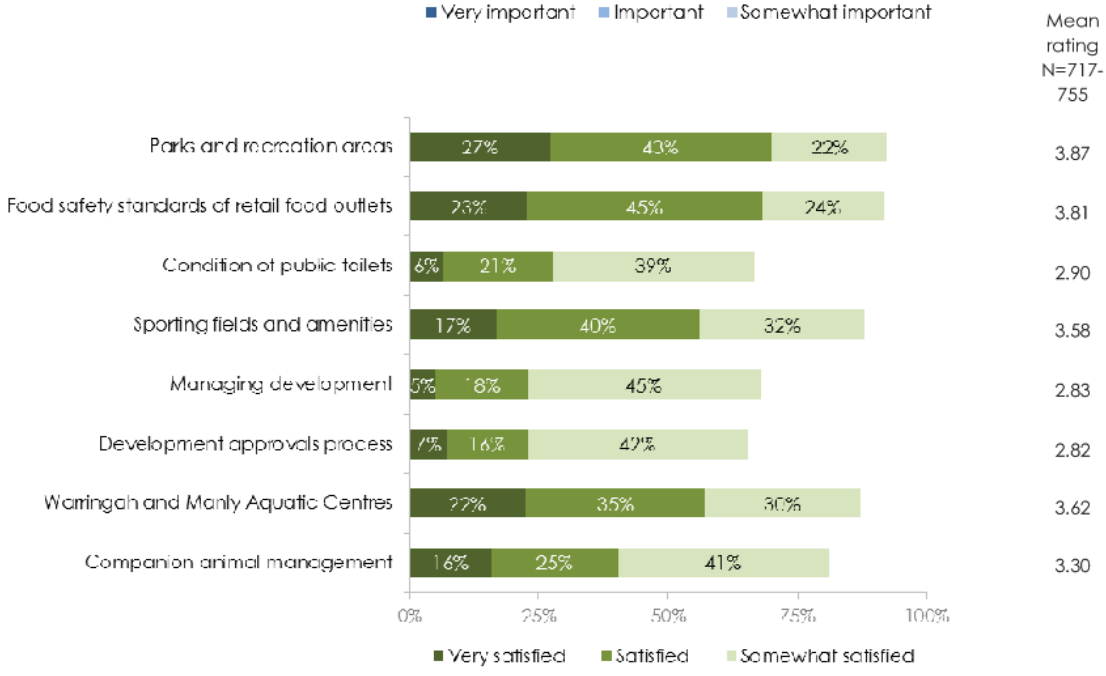


Service Area 4: Places for People

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 4: Places for People

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Parks and recreation areas
Very high	Food safety standards of retail food outlets
	Condition of public toilets
	Managing development
	Sporting fields and amenities
High	Development approvals process
Moderately high	Warringah and Manly Aquatic Centres
	Companion animal management

Importance – by gender

Females rated the following services/facilities as significantly more important:

- Food safety standards of retail food outlets
- Companion animal management
- Condition of public toilets
- Parks and recreation areas
- Warringah and Manly Aquatic Centres

Importance – by age

Residents aged 18-34 considered 'food safety standards of retail food outlets' to be significantly more important.

Those aged 35-44 viewed 'parks and recreation areas' as significantly more important.

Importance – by ward

Residents of the Pittwater Ward rated 'food safety standards of retail food outlets' and 'managing development' as significantly more important.

Residents of the Curl Curl Ward viewed 'parks and recreation areas' as significantly more important, whilst residents of the Frenchs Forest Ward rated it as significantly less important.

Service Area 4: Places for People

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Food safety standards of retail food outlets	4.49	4.32▼	4.64▲	4.69▲	4.35	4.32	4.43	4.59
Companion animal management	3.64	3.49▼	3.78▲	3.75	3.38	3.66	3.67	3.74
Condition of public toilets	4.39	4.25▼	4.51▲	4.37	4.46	4.34	4.34	4.41
Parks and recreation areas	4.62	4.53▼	4.70▲	4.49	4.80▲	4.55	4.65	4.63
Sporting fields and amenities	4.32	4.36	4.29	4.32	4.40	4.42	4.21	4.25
Warringah and Manly Aquatic Centres	3.79	3.56▼	4.00▲	3.67	3.98	3.95	3.58	3.76
Managing development	4.32	4.26	4.37	4.11	4.35	4.43	4.36	4.40
Development approvals process	4.04	3.99	4.09	3.91	4.10	3.95	4.18	4.13

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Food safety standards of retail food outlets	4.37	4.62	4.48	4.37	4.66▲
Companion animal management	3.47	3.68	3.67	3.76	3.70
Condition of public toilets	4.26	4.45	4.43	4.32	4.53
Parks and recreation areas	4.56	4.76▲	4.39▼	4.66	4.72
Sporting fields and amenities	4.20	4.41	4.29	4.42	4.34
Warringah and Manly Aquatic Centres	3.72	3.92	3.86	3.87	3.58
Managing development	4.24	4.19	4.38	4.30	4.57▲
Development approvals process	3.93	3.90	4.15	4.10	4.24

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

▲▼= Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Food safety standards of retail food outlets	1%	2%	9%	19%	68%	756
Companion animal management	11%	8%	24%	19%	38%	756
Condition of public toilets	2%	2%	12%	23%	61%	756
Parks and recreation areas	1%	1%	5%	22%	71%	756
Sporting fields and amenities	2%	2%	11%	30%	55%	756
Warringah and Manly Aquatic Centres	8%	9%	18%	24%	40%	756
Managing development	3%	3%	12%	25%	57%	756
Development approvals process	6%	4%	17%	24%	48%	756

Service Area 4: People and Places

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderately high	Parks and recreation areas
	Food safety standards of retail food outlets
	Warringah and Manly Aquatic Centres
Moderate	Sporting fields and amenities
	Companion animal management
Moderately low	Condition of public toilets
	Managing development
	Development approvals process

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'companion animal management', 'Warringah and Manly Aquatic Centres', 'managing development' and 'development approvals process'.

Residents aged 45-54 were significantly less satisfied with 'development approvals process'.

Residents aged 55-64 were significantly less satisfied with 'food safety standards of retail food outlets', 'companion animal management', 'parks and recreation areas', 'Warringah and Manly Aquatic Centres' and 'managing development'.

Residents aged 65+ were significantly less satisfied with 'companion animal management', 'sporting fields and amenities' and 'Warringah and Manly Aquatic Centres'.

Satisfaction – by ward

Residents of the Manly Ward were significantly more satisfied with 'food safety standards of retail food outlets', 'companion animal management' and 'sporting fields and amenities'. Residents of the Curl Curl Ward were significantly more satisfied with 'parks and recreation areas' and 'Warringah and Manly Aquatic Centres'.

Residents of the Pittwater Ward were significantly more satisfied with 'condition of public toilets', but significantly less satisfied with 'Warringah and Manly Aquatic Centres'.

Residents of the Frenchs Forest Ward were significantly less satisfied with 'food safety standards of retail food outlets' and 'parks and recreation areas'.

Service Area 4: Places for People

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Food safety standards of retail food outlets	3.81	3.79	3.83	3.89	3.85	3.84	3.64▼	3.77
Companion animal management	3.30	3.29	3.31	3.58▲	3.38	3.21	3.10▼	3.13▼
Condition of public toilets	2.90	2.99	2.82	2.85	2.89	2.85	2.95	2.98
Parks and recreation areas	3.87	3.90	3.85	4.00	3.84	3.93	3.71▼	3.83
Sporting fields and amenities	3.58	3.62	3.53	3.70	3.65	3.55	3.50	3.45▼
Warringah and Manly Aquatic Centres	3.62	3.63	3.61	3.88▲	3.77	3.60	3.36▼	3.36▼
Managing development	2.83	2.90	2.77	3.12▲	2.80	2.71	2.62▼	2.78
Development approvals process	2.82	2.84	2.80	3.18▲	2.80	2.48▼	2.78	2.76

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Food safety standards of retail food outlets	4.00▲	3.83	3.60▼	3.66	3.88
Companion animal management	3.56▲	3.18	3.26	3.17	3.26
Condition of public toilets	3.01	2.84	2.77	2.70	3.17▲
Parks and recreation areas	4.02	4.06▲	3.68▼	3.77	3.70
Sporting fields and amenities	3.83▲	3.52	3.46	3.43	3.54
Warringah and Manly Aquatic Centres	3.76	3.81▲	3.55	3.51	3.34▼
Managing development	2.81	2.86	2.89	2.83	2.77
Development approvals process	2.81	2.97	2.77	2.67	2.82

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

▲▼= Significantly higher/lower level of satisfaction (by group)

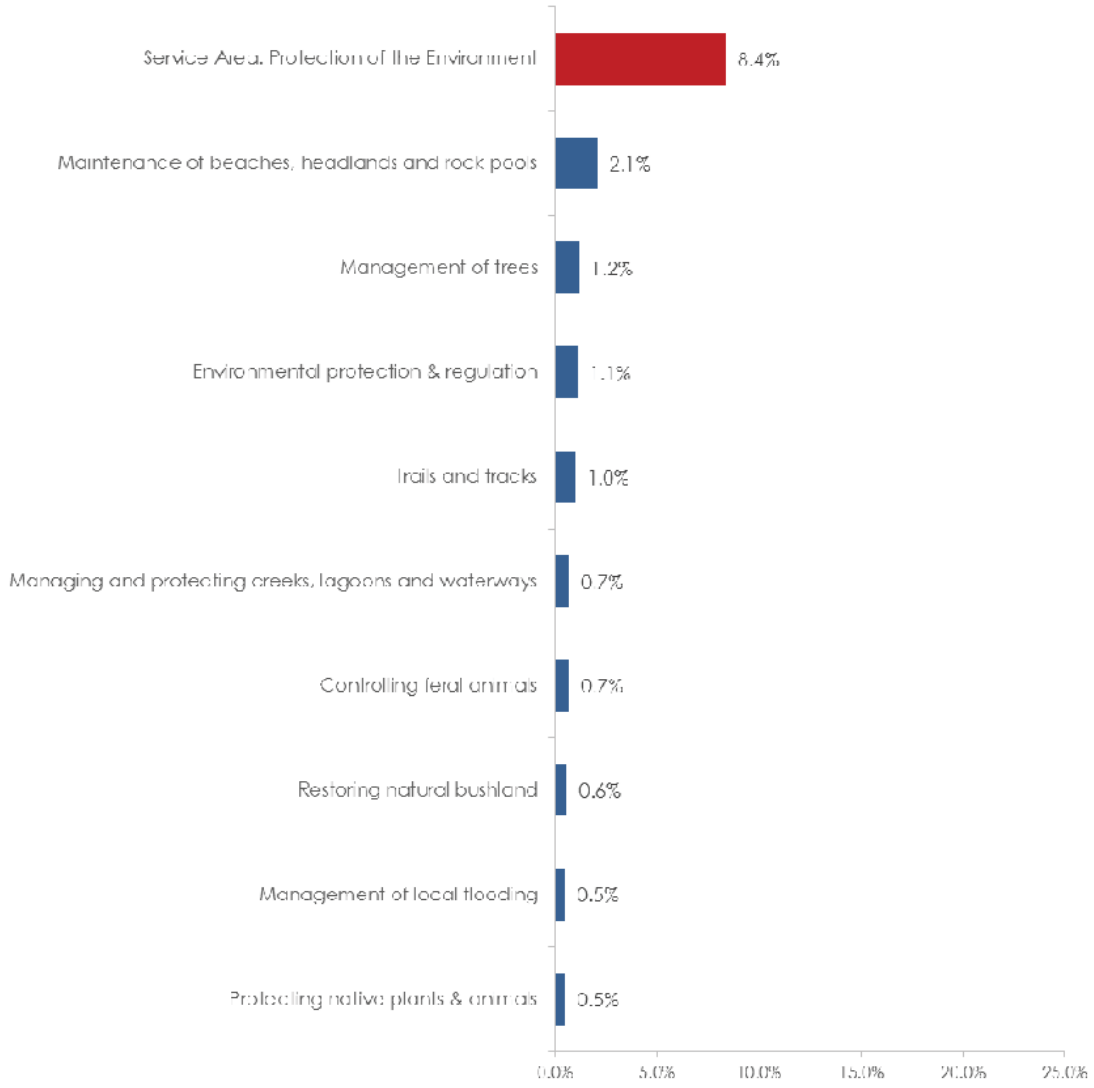
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Food safety standards of retail food outlets	2%	7%	24%	45%	23%	746
Companion animal management	7%	12%	41%	25%	16%	717
Condition of public toilets	10%	23%	39%	21%	6%	742
Parks and recreation areas	2%	5%	22%	43%	27%	755
Sporting fields and amenities	3%	9%	32%	40%	17%	752
Warringah and Manly Aquatic Centres	5%	8%	30%	35%	22%	740
Managing development	13%	20%	45%	18%	5%	749
Development approvals process	14%	21%	42%	16%	7%	730

Service Area 5: Protection of the Environment

Shapley Regression

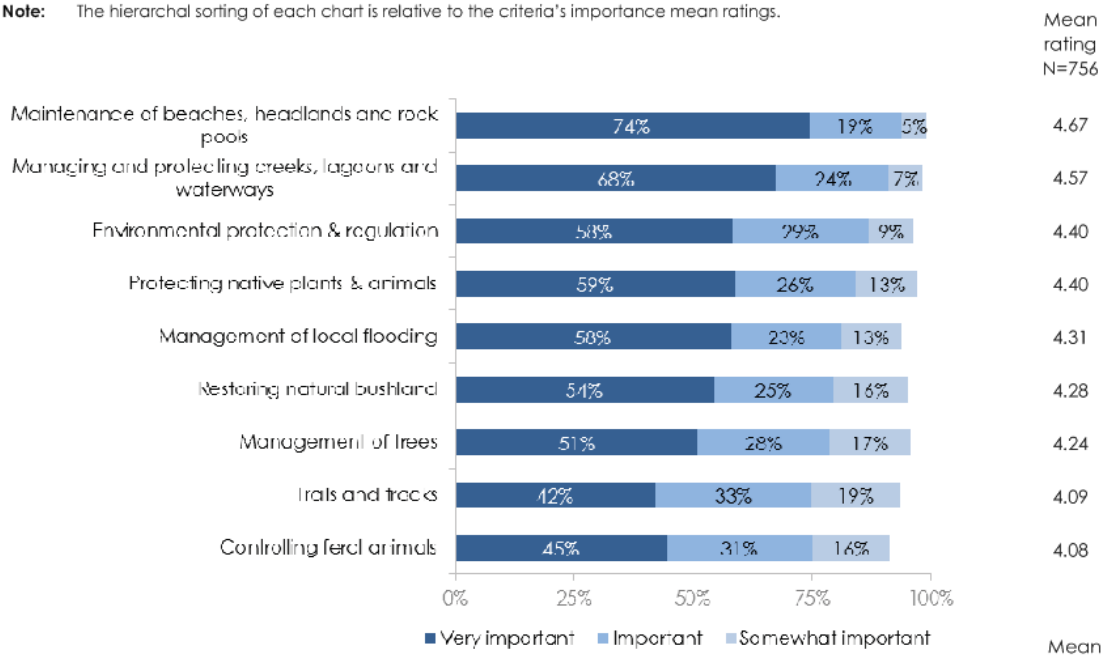
Contributes to Over 8% of Overall Satisfaction with Council

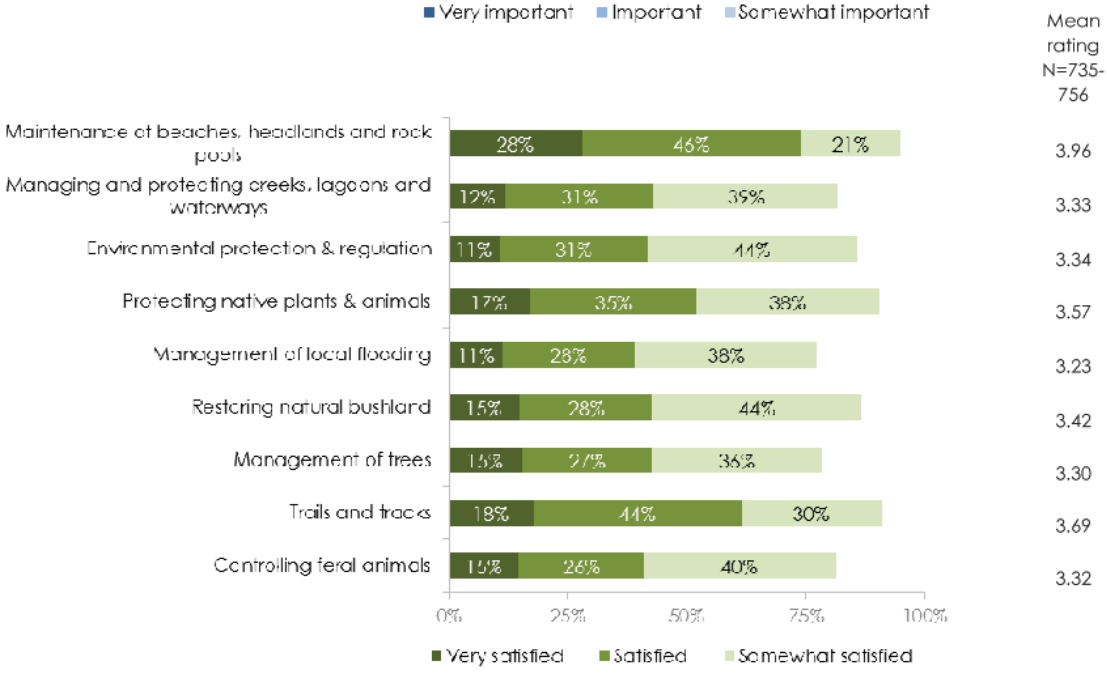


Service Area 5: Protection of the Environment

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 5: Protection of the Environment

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Maintenance of beaches, headlands and rock pools
	Managing and protecting creeks, lagoons and waterways
Very high	Environmental protection & regulation
	Protecting native plants & animals
	Management of local flooding
	Restoring natural bushland
	Management of trees
High	Trails and tracks
	Controlling feral animals

Importance – by gender

Females considered the following services/facilities to be significantly more important:

- Protecting native plants & animals
- Restoring natural bushland
- Management of local flooding
- Environmental protection & regulation
- Management of trees
- Trails and Tracks
- Maintenance of beaches, headlands and rock pools

Importance – by age

Those aged 18-34 viewed 'protecting native plants & animals', 'management of local flooding' and 'environmental protection & regulation' as significantly more important.

Residents aged 35-44 rated 'trails and tracks' as significantly more important.

Residents aged 65+ rated 'controlling feral animals' as significantly more important, but 'environmental protection & regulation' as significantly less important.

Importance – by ward

Residents of the Curl Curl Ward viewed 'maintenance of beaches, headlands and rock pools' as significantly more important, whilst residents of the Frenchs Forest Ward rated it significantly less important. Residents within the Frenchs Forest Ward additionally rated 'trails and tracks' as significantly less important.

Residents of the Narrabeen Ward considered 'management of local flooding' to be significantly more important, but 'management of trees' significantly less important.

Service Area 5: Protection of the Environment

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Protecting native plants & animals	4.40	4.29	4.49▲	4.61▲	4.41	4.27	4.29	4.34
Restoring natural bushland	4.28	4.12	4.43▲	4.42	4.15	4.25	4.21	4.32
Controlling feral animals	4.08	3.99	4.17	4.06	3.89	3.97	4.17	4.32▲
Managing and protecting creeks, lagoons and waterways	4.57	4.53	4.60	4.58	4.55	4.51	4.63	4.56
Management of local flooding	4.31	4.19	4.41▲	4.48▲	4.25	4.13	4.25	4.36
Environmental protection & regulation	4.40	4.32	4.47▲	4.55▲	4.40	4.38	4.33	4.29▼
Management of trees	4.24	4.13	4.35▲	4.27	4.15	4.24	4.23	4.30
Trails and tracks	4.09	3.97	4.21▲	4.02	4.32▲	4.09	4.07	3.98
Maintenance of beaches, headlands and rock pools	4.67	4.58	4.76▲	4.67	4.75	4.57	4.66	4.69

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Protecting native plants & animals	4.41	4.49	4.31	4.28	4.48
Restoring natural bushland	4.31	4.31	4.21	4.24	4.31
Controlling feral animals	3.96	4.16	4.08	4.03	4.24
Managing and protecting creeks, lagoons and waterways	4.59	4.60	4.49	4.53	4.60
Management of local flooding	4.29	4.29	4.19	4.50▲	4.28
Environmental protection & regulation	4.39	4.50	4.37	4.25	4.47
Management of trees	4.36	4.17	4.24	4.05▼	4.36
Trails and tracks	4.14	4.19	3.86▼	4.08	4.15
Maintenance of beaches, headlands and rock pools	4.63	4.83▲	4.53▼	4.68	4.65

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

▲▼= Significantly higher/lower level of importance (by group)

Service Area 5: Protection of the Environment

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Protecting native plants & animals	1%	2%	13%	26%	59%	756
Restoring natural bushland	1%	4%	16%	25%	54%	756
Controlling feral animals	3%	5%	16%	31%	45%	756
Managing and protecting creeks, lagoons and waterways	1%	1%	7%	24%	68%	756
Management of local flooding	2%	4%	13%	23%	58%	756
Environmental protection & regulation	2%	2%	9%	29%	58%	756
Management of trees	2%	2%	17%	28%	51%	756
Trails and tracks	2%	5%	19%	33%	42%	756
Maintenance of beaches, headlands and rock pools	0%	1%	5%	19%	74%	756

Service Area 5: Protection of the Environment

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

High	Maintenance of beaches, headlands and rock pools
Moderately high	Trails and tracks
Moderate	Protecting native plants & animals
	Restoring natural bushland
	Environmental protection & regulation
	Managing and protecting creeks, lagoons and waterways
	Controlling feral animals
	Management of trees
	Management of local flooding

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'protecting native plants & animals', 'controlling feral animals', 'management of local flooding' and 'management of trees'. Residents aged 35-44 were significantly more satisfied with 'protecting native plants & animals', 'restoring natural bushland' and 'trails and tracks'.

Residents aged 45-54 were significantly less satisfied with 'management of local flooding', 'environmental protection & regulation' and 'management of trees'. Residents aged 55-64 were significantly less satisfied with 'protecting native plants & animals', 'controlling feral animals', 'management of local flooding' and 'management of trees'. Residents aged 65+ were significantly less satisfied with 'controlling feral animals', 'management of trees' and 'trails and tracks'.

Satisfaction – by ward

Residents of the Manly Ward were significantly more satisfied with 'restoring natural bushland', 'controlling feral animals', 'managing and protecting creeks, lagoons and waterways', 'environmental protection & regulation', 'management of trees' and 'trails and tracks'.

Residents of the Curl Curl Ward were significantly more satisfied with 'controlling feral animals'.

Residents of the Frenchs Forest Ward were significantly less satisfied with 'restoring natural bushland' and 'trails and tracks'.

Residents of the Narrabeen Ward were significantly less satisfied with 'controlling feral animals', 'managing and protecting creeks, lagoons and waterways', 'management of local flooding' and 'management of trees'.

Residents of the Pittwater Ward were significantly less satisfied with 'controlling feral animals' and 'trails and tracks'.

Service Area 5: Protection of the Environment

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Protecting native plants & animals	3.57	3.59	3.54	3.76▲	3.77▲	3.41	3.33▼	3.46
Restoring natural bushland	3.42	3.37	3.46	3.45	3.67▲	3.27	3.29	3.35
Controlling feral animals	3.32	3.32	3.31	3.58▲	3.54	3.12	3.14▼	3.09▼
Managing and protecting creeks, lagoons and waterways	3.33	3.36	3.31	3.36	3.32	3.20	3.33	3.43
Management of local flooding	3.23	3.31	3.15	3.46▲	3.40	2.97▼	3.01▼	3.19
Environmental protection & regulation	3.34	3.32	3.35	3.50	3.36	3.14▼	3.25	3.37
Management of trees	3.30	3.30	3.29	3.65▲	3.44	3.08▼	3.06▼	3.11▼
Trails and tracks	3.69	3.73	3.65	3.81	3.87▲	3.60	3.59	3.52▼
Maintenance of beaches, headlands and rock pools	3.96	3.98	3.95	3.93	4.04	3.98	3.92	3.95

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Protecting native plants & animals	3.66	3.71	3.45	3.42	3.54
Restoring natural bushland	3.67▲	3.46	3.12▼	3.37	3.33
Controlling feral animals	3.55▲	3.57▲	3.22	3.02▼	3.02▼
Managing and protecting creeks, lagoons and waterways	3.52▲	3.26	3.25	3.08▼	3.50
Management of local flooding	3.34	3.41	3.20	2.92▼	3.17
Environmental protection & regulation	3.51▲	3.36	3.19	3.19	3.35
Management of trees	3.56▲	3.37	3.20	3.03▼	3.17
Trails and tracks	3.96▲	3.75	3.52▼	3.59	3.45▼
Maintenance of beaches, headlands and rock pools	4.04	4.06	3.93	3.89	3.81

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

▲▼= Significantly higher/lower level of satisfaction (by group)

Service Area 5: Protection of the Environment

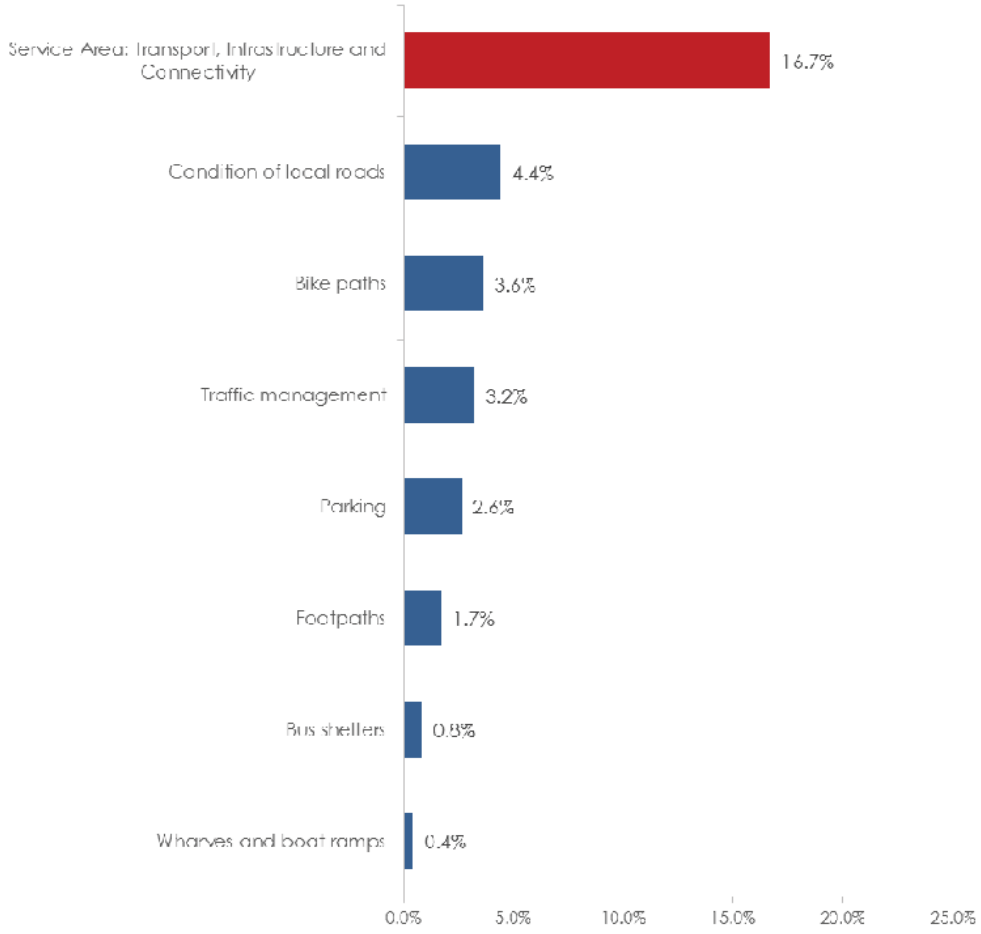
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Protecting native plants & animals	3%	7%	38%	35%	17%	750
Restoring natural bushland	3%	10%	44%	28%	15%	753
Controlling feral animals	6%	13%	40%	26%	15%	735
Managing and protecting creeks, lagoons and waterways	4%	14%	39%	31%	12%	751
Management of local flooding	5%	17%	38%	28%	11%	743
Environmental protection & regulation	5%	10%	44%	31%	11%	751
Management of trees	7%	14%	36%	27%	15%	754
Trails and tracks	2%	7%	30%	44%	18%	747
Maintenance of beaches, headlands and rock pools	1%	4%	21%	46%	28%	756

Service Area 6: Transport, Infrastructure and Connectivity

Shapley Regression

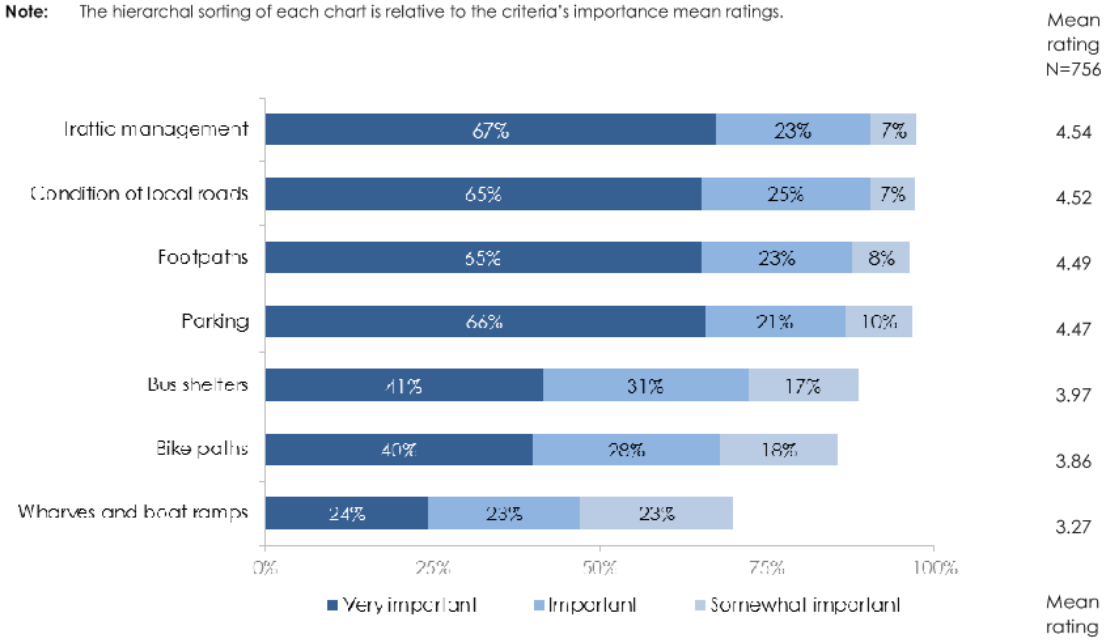
Contributes to Over 16% of Overall Satisfaction with Council

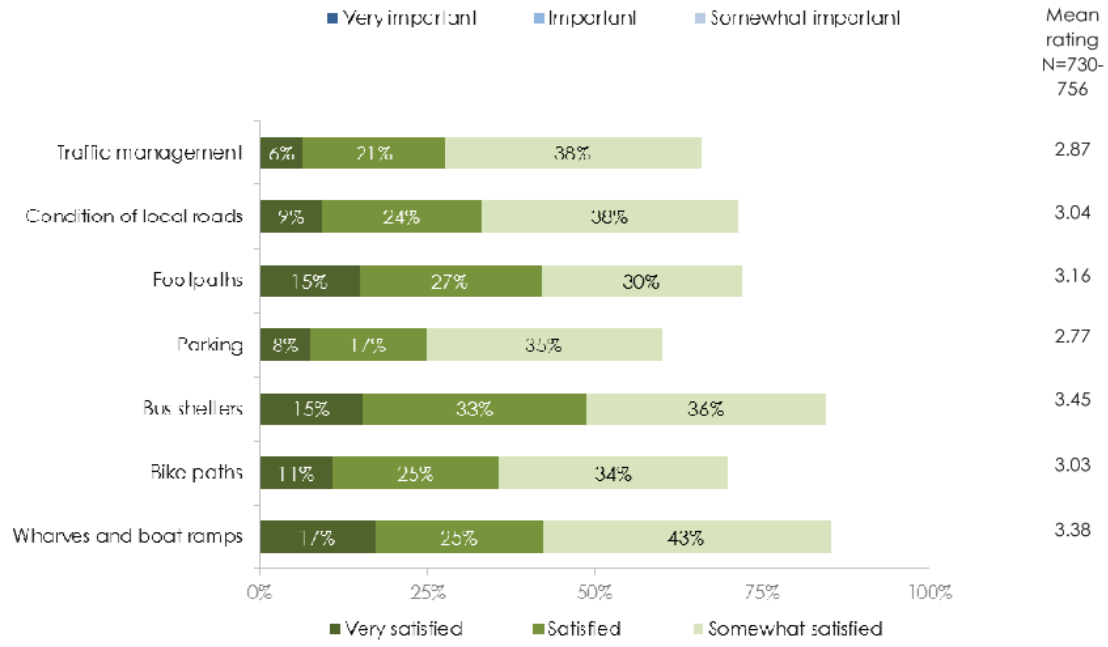


Service Area 6: Transport, Infrastructure and Connectivity

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 6: Transport, Infrastructure and Connectivity

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Extremely high	Traffic management
	Condition of local roads
Very high	Footpaths
	Parking
High	Bus shelters
Moderately high	Bike paths
Moderate	Wharves and boat ramps

Importance – by gender

There were no significant differences by gender

Importance – by age

Residents aged 35-54 rated 'bike paths' as significantly more important, whilst those aged 55 and over rated it as significantly less important.

Those aged 65+ viewed 'bus shelters' and 'wharves and boat ramps' as significantly more important, whilst residents aged 35-44 rated 'wharves and boat ramps' as significantly less important.

Importance – by ward

Residents of the Pittwater Ward considered 'parking' and ''wharves and boat ramps' to be significantly more important. Residents of the Curl Curl Ward rated 'condition of local roads' as significantly more important.

Residents of the Manly Ward viewed 'bike paths' as significantly more important, but 'condition of local roads' and 'traffic management' as significantly less important.

Residents of the Frenchs Forest Ward rated 'traffic management' as significantly more important, but 'bike paths' and 'wharves and boat ramps' as significantly less important.

Service Area 6: Transport, Infrastructure and Connectivity

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Condition of local roads	4.52	4.46	4.58	4.50	4.46	4.52	4.53	4.60
Footpaths	4.49	4.45	4.52	4.60	4.51	4.38	4.38	4.50
Bike paths	3.86	3.81	3.90	3.84	4.26▲	4.09▲	3.57▼	3.51▼
Bus shelters	3.97	3.90	4.04	3.96	3.73	3.86	4.04	4.25▲
Parking	4.47	4.39	4.54	4.50	4.32	4.51	4.52	4.51
Traffic management	4.54	4.49	4.59	4.54	4.54	4.58	4.49	4.53
Wharves and boat ramps	3.27	3.32	3.21	3.49	2.92▼	3.16	3.23	3.45▲

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Condition of local roads	4.34▼	4.64▲	4.51	4.55	4.64
Footpaths	4.41	4.59	4.40	4.44	4.62
Bike paths	4.04▲	3.95	3.45▼	3.74	4.00
Bus shelters	3.82	4.05	4.07	3.96	4.01
Parking	4.30	4.47	4.51	4.53	4.65▲
Traffic management	4.26▼	4.62	4.70▲	4.63	4.60
Wharves and boat ramps	3.41	3.08	2.98▼	3.33	3.53▲

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

▲▼= Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Condition of local roads	1%	2%	7%	25%	65%	756
Footpaths	1%	3%	8%	23%	65%	756
Bike paths	8%	6%	18%	28%	40%	756
Bus shelters	5%	6%	17%	31%	41%	756
Parking	2%	1%	10%	21%	66%	756
Traffic management	1%	1%	7%	23%	67%	756
Wharves and boat ramps	15%	15%	23%	23%	24%	756

Service Area 6: Transport, Infrastructure and Connectivity

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Bus shelters
	Wharves and boat ramps
	Footpaths
	Condition of local roads
	Bike paths
Moderately low	Traffic management
	Parking

Satisfaction – by gender

Males were significantly more satisfied with 'footpaths'.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'footpaths', 'bus shelters' and 'wharves and boat ramps'.

Residents aged 55-64 were significantly less satisfied with 'footpaths' and 'bike paths', and those aged 65+ were significantly less satisfied with 'footpaths' and 'wharves and boat ramps'.

Satisfaction – by ward

Residents within the Manly Ward were significantly more satisfied with 'condition of local roads', 'footpaths', 'bus shelters' and 'wharves and boat ramps'.

Residents of the Curl Curl Ward were significantly more satisfied with 'bike paths', whilst residents of the Pittwater Ward were significantly less satisfied.

Residents living within the Narrabeen Ward were significantly less satisfied with 'condition of local roads' and 'wharves and boat ramps'.

Service Area 6: Transport, Infrastructure and Connectivity

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Condition of local roads	3.04	3.11	2.98	3.07	3.13	3.02	3.00	2.99
Footpaths	3.16	3.37▲	2.97▼	3.66▲	3.18	3.03	2.95▼	2.85▼
Bike paths	3.03	3.12	2.95	3.08	3.14	3.08	2.81▼	2.97
Bus shelters	3.45	3.52	3.39	3.67▲	3.37	3.30	3.39	3.46
Parking	2.77	2.80	2.75	2.71	2.80	2.83	2.75	2.77
Traffic management	2.87	2.86	2.88	2.96	2.84	2.75	2.73	2.99
Wharves and boat ramps	3.38	3.38	3.38	3.72▲	3.36	3.28	3.24	3.17▼

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Condition of local roads	3.24▲	3.16	3.00	2.73▼	2.96
Footpaths	3.47▲	3.26	2.99	2.94	2.99
Bike paths	3.12	3.26▲	2.87	3.18	2.58▼
Bus shelters	3.64▲	3.38	3.34	3.34	3.50
Parking	2.76	2.64	2.89	2.74	2.87
Traffic management	2.92	2.94	2.90	2.72	2.82
Wharves and boat ramps	3.56▲	3.37	3.31	3.09▼	3.45

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

▲▼= Significantly higher/lower level of satisfaction (by group)

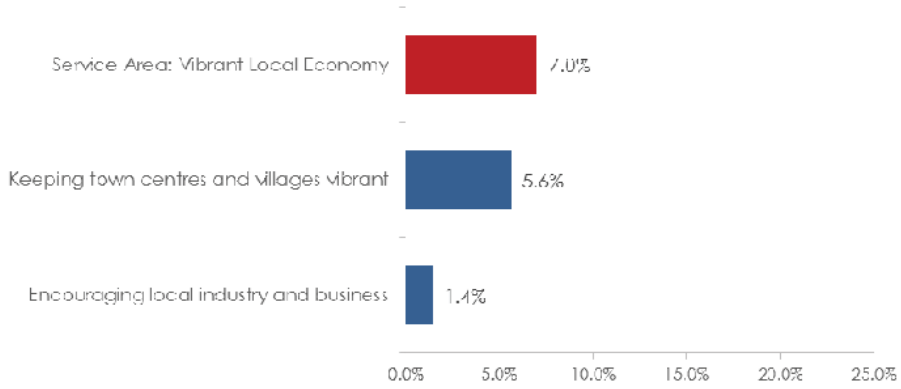
Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Condition of local roads	10%	19%	38%	24%	9%	756
Footpaths	13%	15%	30%	27%	15%	755
Bike paths	13%	17%	34%	25%	11%	744
Bus shelters	4%	12%	36%	33%	15%	746
Parking	15%	25%	35%	17%	8%	754
Traffic management	13%	21%	38%	21%	6%	754
Wharves and boat ramps	7%	8%	43%	25%	17%	730

Service Area 7: Vibrant Local Economy

Shapley Regression

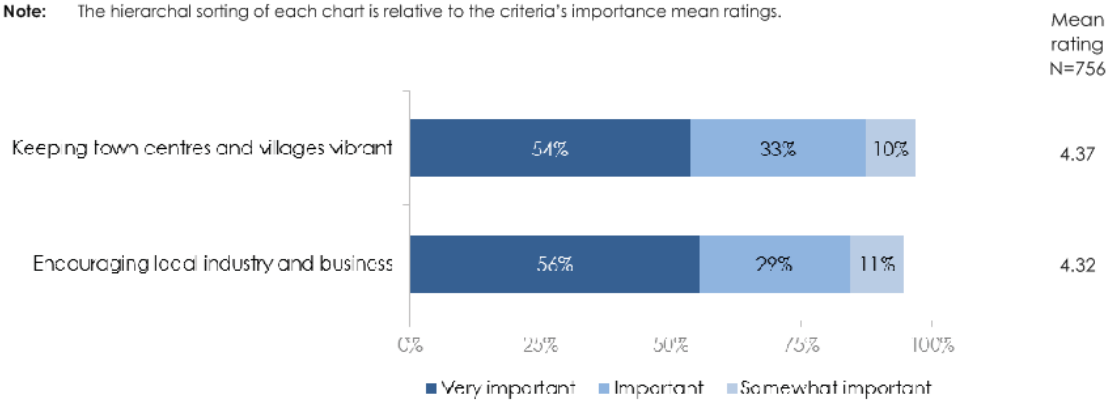
Contributes to 7% of Overall Satisfaction with Council

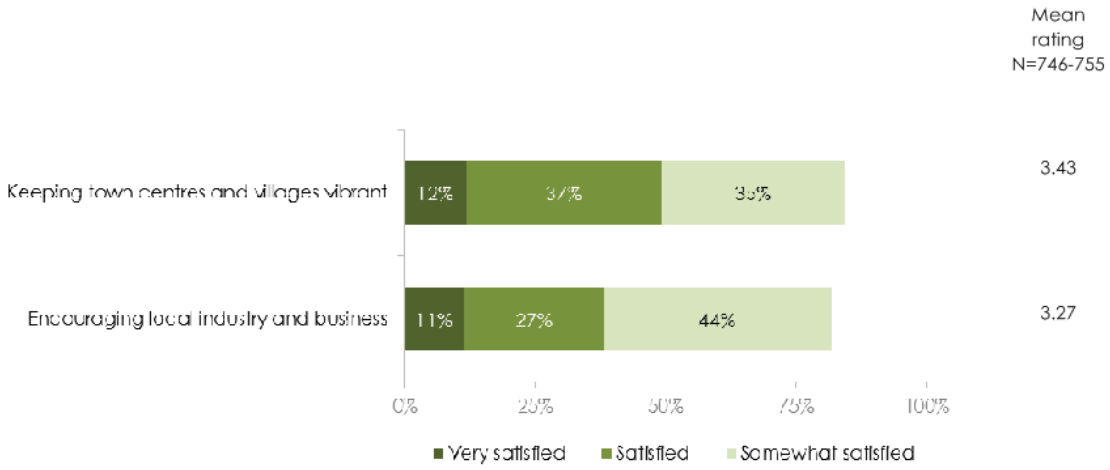


Service Area 7: Vibrant Local Economy

Top 3 Boxes: Importance and Satisfaction

Note: The hierarchal sorting of each chart is relative to the criteria's importance mean ratings.





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

Service Area 7: Vibrant Local Economy

Overview of Importance Rating Scores by Key Demographics

Residents were asked to rate the importance of each criteria.

Importance – overall

Very high	Keeping town centres and villages vibrant Encouraging local industry and business

Importance – by gender

Females considered 'keeping town centres and villages vibrant' to be significantly more important.

Importance – by age

Residents aged 35-44 viewed 'keeping town centres and villages vibrant' as significantly more important.

Importance – by ward

Residents of the Curl Curl Ward rated 'keeping town centres and villages vibrant' as significantly more important, whilst residents of the Frenchs Forest Ward rated it as significantly less important.

Service Area 7: Vibrant Local Economy

Importance Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Encouraging local industry and business	4.32	4.27	4.38	4.40	4.47	4.16	4.22	4.33
Keeping town centres and villages vibrant	4.37	4.29▼	4.45▲	4.41	4.54▲	4.24	4.36	4.30

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Encouraging local industry and business	4.37	4.38	4.32	4.18	4.34
Keeping town centres and villages vibrant	4.42	4.51▲	4.21▼	4.28	4.40

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

▲▼= Significantly higher/lower level of importance (by group)

Detailed Overall Response for Importance

	Not at all important	Not very important	Somewhat important	Important	Very important	Base
Encouraging local industry and business	2%	3%	11%	29%	56%	756
Keeping town centres and villages vibrant	1%	2%	10%	33%	54%	756

Service Area 7: Vibrant Local Economy

Overview of Satisfaction Rating Scores by Key Demographics

Residents were asked to rate their satisfaction with each criteria.

Satisfaction – overall

Moderate	Keeping town centres and villages vibrant Encouraging local industry and business

Satisfaction – by gender

There were no significant differences by gender.

Satisfaction – by age

Residents aged 18-34 were significantly more satisfied with 'keeping town centres and villages vibrant', whilst residents aged 45-64 were significantly less satisfaction. Those aged 45-54 were also significantly less satisfied with 'encouraging local industry and business'.

Satisfaction – by ward

Residents of the Narrabeen Ward were significantly less satisfied with 'keeping town centres and villages vibrant'.

Service Area 7: Vibrant Local Economy

Satisfaction Mean Scores by Key Demographics

	Overall	Male	Female	18-34	35-44	45-54	55-64	65+
Encouraging local industry and business	3.27	3.25	3.30	3.47	3.27	3.06▼	3.13	3.33
Keeping town centres and villages vibrant	3.43	3.42	3.43	3.77▲	3.49	3.23▼	3.18▼	3.31

	Manly Ward	Curl Curl Ward	Frenchs Forest Ward	Narrabeen Ward	Pittwater Ward
Encouraging local industry and business	3.32	3.33	3.19	3.13	3.35
Keeping town centres and villages vibrant	3.54	3.53	3.37	3.19▼	3.41

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

▲▼= Significantly higher/lower level of satisfaction (by group)

Detailed Overall Response for Satisfaction

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Base
Encouraging local industry and business	4%	14%	44%	27%	11%	746
Keeping town centres and villages vibrant	3%	13%	35%	37%	12%	755

Demographics

Demographics

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

	%
18-34	24%
35-44	20%
45-54	19%
55-64	15%
65+	22%

Base: N = 756

Q10. Gender (determine by voice).

	%
Male	48%
Female	52%

Base: N = 756

QS2. Which suburb do you live in?

	%		
Manly	13%	Queenscliff	2%
Dee Why	7%	Warriewood	2%
Freshwater	5%	Bayview	1%
Mona Vale	5%	Bilgola	1%
Cromer	4%	Brookvale	1%
Frenchs Forest	4%	Church Point	1%
Avalon	3%	Clontarf	1%
Beacon Hill	3%	Collaroy Plateau	1%
Belrose	3%	Davidson	1%
Elanora Heights	3%	Killarney Heights	1%
Fairlight	3%	North Balgowlah	1%
Forestville	3%	North Curl Curl	1%
Narrabeen	3%	North Manly	1%
Narraweena	3%	Palm Beach	1%
Newport	3%	Scotland Island	1%
Seaforth	3%	Terrey Hills	1%
Allambie / Allambie Heights	2%	Wheeler Heights	1%
Balgowlah	2%	Bilgola Plateau	<1%
Balgowlah Heights	2%	Clareville	<1%
Collaroy	2%	Duffys Forest	<1%
Curl Curl /South Curl Curl	2%	Elvina Bay	<1%
Manly Vale	2%	Ingleside	<1%
North Narrabeen	2%	Whale Beach	<1%

Base: N = 756

Demographics

Errors: Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number (sampling error).

In addition, non-sampling error may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce both sampling and non-sampling error by careful design of the sample and questionnaire, and detailed checking of completed questionnaires.

As the raw data has been weighted to reflect the real community profile of Northern Beaches Council, the outcomes reported here reflect an 'effective sample size'; that is, the weighted data provides outcomes with the same level of confidence as unweighted data of a different sample size. In some cases this effective sample size may be smaller than the true number of surveys conducted.

Appendix A – Descriptive responses

Issue that Positively Influenced Rating

Q4b. *In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?*
Q4c. *(If yes), please describe the major issue/s that strongly influenced your rating.*

Continued from page 31, showing responses of <1% only

Issue that positively influenced their rating (	Count	Percentage
Council is more efficient	3	<1%
General repairs occurring in the area	3	<1%
Parking improvements	3	<1%
Clean beaches	2	<1%
Community events	2	<1%
Development proposals	2	<1%
Education services/facilities	2	<1%
Efficient development application process	2	<1%
Flood prevention/control	2	<1%
No politics/politicians	2	<1%
Parks/playgrounds	2	<1%
Quality services	2	<1%
Response to dumped rubbish	2	<1%
Traffic being addressed	2	<1%
Arts and cultural centres	1	<1%
Attractive area	1	<1%
Beach patrols	1	<1%
Employment opportunities	1	<1%
Greater effort	1	<1%
Low crime/antisocial behaviour	1	<1%
Responsive to the needs of the community	1	<1%
Road maintenance	1	<1%
Running well	1	<1%
Transfer of property easy	1	<1%

Issue that Negatively Influenced Rating

Q4b. *In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?*
Q4c. *(If yes), please describe the major issue/s that strongly influenced your rating.*

Continued from page 32, showing responses of <2% only

Issue that negatively influenced their rating	Count	Percentage
Lack of places for dogs/dogs not allowed on beaches	9	1%
Quality/lack of footpaths	9	1%
Rates are high/increasing	9	1%
Council did not carry out specific request	8	1%
Litter/dumped rubbish	8	1%
Waste collection services	8	1%
Lack of sports fields/facilities	7	1%
Bad decision making by council	6	1%
Environmental concerns	6	1%
Issue with neighbour not resolved/disagree with outcome	6	1%
Lack of flooding prevention/control	5	1%
Low quality/lack of facilities	5	1%
Road maintenance	5	1%
Action/inaction of administrator	3	<1%
Financial management of council	3	<1%
Gutters/kerbs need improving/maintenance	3	<1%
Public transport needs expanding	3	<1%
Attitude of council staff	2	<1%
Lack of general maintenance in the area	2	<1%
Overpopulation	2	<1%
Uncertainty over the future	2	<1%
Greater care needed of rock pools/beaches	1	<1%
Lack of housing affordability	1	<1%
Lack of vibrancy in area	1	<1%
Not supporting small businesses	1	<1%
Parks/playgrounds	1	<1%
Poor animal control	1	<1%
Relocating the High School	1	<1%
Resources/attention is not evenly distributed across LGA	1	<1%
Safety concerns	1	<1%

Key Challenges for the Next 4 Years

Q5a. Thinking about the Northern Beaches, what are the key challenges our area faces over the next 4 years?

Continued from page 41, showing responses of <5% only

Comment	Count	Percentage
Community services and facilities	24	3%
Flood control	22	3%
The amalgamation of the 3 Councils	21	3%
Access to adequate hospital/health care	19	3%
Adequate services and facilities for youth	16	2%
Supporting the local economy	14	2%
Access to sporting facilities	13	2%
Access to education	9	1%
Maintaining the ambiance and heritage of the area	8	1%
Provision of adequate aged care	8	1%
Animal control	5	1%
Clean streets	5	1%
Opening Narrabeen Lagoon	5	1%
Cost of living	4	1%
Homelessness	4	1%
Increasing rates	4	1%
Keeping up in terms of technology	4	1%
Controlling feral animals	3	<1%
Crime prevention	3	<1%
Protecting Warringah Golf Course	3	<1%
Expansion of current shopping centres	2	<1%
Appreciation of diversity	1	<1%
Decline in population	1	<1%
Lack of shade cover in recreational areas	1	<1%
Safety on beaches	1	<1%

Top Priorities for Funding Allocation

Q5b. *Now thinking about services Council offers, and any savings made from the merger over the next 4 years, what are your top priorities that Council should allocate more funding to?*

Continued from page 42, showing responses of <8% only

Comment	Count	Percentage
Services and facilities for youth	51	7%
Waste management	46	6%
Parks and recreation areas	42	6%
Traffic management	36	5%
Reducing rates	35	5%
Services and facilities for the aged	31	4%
Updating and maintaining infrastructure	31	4%
Bike paths around the area	22	3%
Development management	21	3%
Education and improving schools	20	3%
Developing the local economy	16	2%
Disability services	14	2%
Health and hospital services	14	2%
Affordable housing	12	2%
Public safety	10	1%
Arts and festivals	9	1%
Flood management	9	1%
Better facilities for dogs	8	1%
Foreshore management/coastal erosion	8	1%
Services and facilities for the homeless	6	1%
Mental health services	5	1%
Urban design	5	1%
More council staff	4	1%
Reducing council debt	4	1%
Companion animals	2	<1%
Focus on residents	2	<1%
Looking after heritage and community identity	2	<1%
Political funding/lobbying	2	<1%
Getting people involved with digital technology	1	<1%

Appendix B – Questionnaire

Northern Beaches Council
Community Survey
June 2017

Good morning/afternoon/evening, my name is _____ from Micromex Research and we are conducting a survey on behalf of Northern Beaches Council on services and facilities they provide.
May I speak to the person in your household who is 18 years or older and had the most recent birthday?

The information provided by respondents is completely confidential and will help Council to better understand and meet the diverse needs of its residents.

QS1. Before we start, I would like to check whether you work for Council?

- O Yes **(If yes, terminate survey)**
- O No

QS2. Which suburb do you live in? (terminate if outside area)
This ward listing is from south to north:

Manly Ward – Quota 150

- O Balgowlah
- O Balgowlah Heights
- O Clontarf
- O Fairlight
- O Manly
- O Manly Vale
- O North Balgowlah
- O Seaforth

Curl Curl Ward – Quota 150

- O Brookvale
- O Narraweena
- O Curl Curl / South Curl Curl
- O North Curl Curl
- O Dee Why
- O North Manly
- O Freshwater
- O Queenscliff

Frenchs Forest – Quota 150

- O Allambie / Allambie Heights
- O Beacon Hill
- O Belrose
- O Davidson
- O Forestville
- O Frenchs Forest
- O Killarney Heights

Narrabeen Ward – Quota 150

- Collaroy
- Narrabeen
- Collaroy Plateau
- Oxford Falls
- Cromer
- North Narrabeen
- Elanora Heights
- Warriewood
- Ingleside
- Wheeler Heights

Pittwater Ward – Quota 150

- Avalon
- Bayview
- Bilgola
- Bilgola Plateau
- Careel Bay
- Church Point
- Clareville
- Coasters Retreat
- Cottage Point
- Currawong Beach
- Duffys Forest
- Elvina Bay
- Great Mackerel Beach
- Lovett Bay
- McCarrs Creek
- Mona Vale
- Morning Bay
- Newport
- Palm Beach
- Scotland Island
- Terrey Hills
- The Basin
- Whale Beach

Section 1 – Council Services and Facilities

Q1. In this first section I will read out a list of services and facilities provided by Council. For each of these could you please rate the importance of the following services/facilities to you, and in the second part, your level of satisfaction with the performance of that service/facility? The scale is from 1 to 5, where 1 is not at all important and not at all satisfied and 5 is very important or very satisfied.

(Note: These criteria will be randomised – ASK BOTH IMP AND SAT FOR ALL)

Community and Belonging *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Provision of childcare services	○	○	○	○	○	○	○	○	○	○	○
Facilities and services for youth	○	○	○	○	○	○	○	○	○	○	○
Facilities and services for older people	○	○	○	○	○	○	○	○	○	○	○
Facilities and services for people with disabilities	○	○	○	○	○	○	○	○	○	○	○
Community centres	○	○	○	○	○	○	○	○	○	○	○
Community events and festivals	○	○	○	○	○	○	○	○	○	○	○
Arts and cultural facilities (e.g. Glen St Theatre, Manly Art Gallery and Museum)	○	○	○	○	○	○	○	○	○	○	○
Library services	○	○	○	○	○	○	○	○	○	○	○
Provision of lifeguards on beaches	○	○	○	○	○	○	○	○	○	○	○

Environment Sustainability *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Litter control and rubbish dumping	○	○	○	○	○	○	○	○	○	○	○
Cleaning of villages and town centres	○	○	○	○	○	○	○	○	○	○	○
Council operates in an environmentally friendly way	○	○	○	○	○	○	○	○	○	○	○
Environmental education programs and facilities (e.g. Coastal Environment Centre, Manly Environment Centre)	○	○	○	○	○	○	○	○	○	○	○
Domestic waste collection service (e.g. garbage removal, recycling, vegetation and electronic waste)	○	○	○	○	○	○	○	○	○	○	○
Household bulky items collections	○	○	○	○	○	○	○	○	○	○	○

Good Governance, Participation and Partnerships *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Consultation with the community by Council	○	○	○	○	○	○	○	○	○	○	○
Information on Council services	○	○	○	○	○	○	○	○	○	○	○
Lobbying on behalf of the community	○	○	○	○	○	○	○	○	○	○	○

Places for People *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Food safety standards of retail food outlets	O	O	O	O	O	O	O	O	O	O	O
Companion animal management (including dogs)	O	O	O	O	O	O	O	O	O	O	O
Condition of public toilets	O	O	O	O	O	O	O	O	O	O	O
Parks and recreation areas (including playgrounds)	O	O	O	O	O	O	O	O	O	O	O
Sporting fields and amenities	O	O	O	O	O	O	O	O	O	O	O
Warringah and Manly Aquatic Centres	O	O	O	O	O	O	O	O	O	O	O
Managing development (land use planning)	O	O	O	O	O	O	O	O	O	O	O
Development approvals process	O	O	O	O	O	O	O	O	O	O	O

Protection of the Environment *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Protecting native plants & animals	O	O	O	O	O	O	O	O	O	O	O
Restoring natural bushland (removing weeds, bush regeneration programs)	O	O	O	O	O	O	O	O	O	O	O
Controlling feral animals	O	O	O	O	O	O	O	O	O	O	O
Managing and protecting creeks, lagoons and waterways	O	O	O	O	O	O	O	O	O	O	O
Management of local flooding	O	O	O	O	O	O	O	O	O	O	O
Environmental protection & regulation	O	O	O	O	O	O	O	O	O	O	O
Management of trees	O	O	O	O	O	O	O	O	O	O	O
Trails and tracks	O	O	O	O	O	O	O	O	O	O	O
Maintenance of beaches, headlands and rock pools	O	O	O	O	O	O	O	O	O	O	O

Transport, Infrastructure and Connectivity *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Condition of local roads	O	O	O	O	O	O	O	O	O	O	O
Footpaths	O	O	O	O	O	O	O	O	O	O	O
Bike paths	O	O	O	O	O	O	O	O	O	O	O
Bus shelters	O	O	O	O	O	O	O	O	O	O	O
Parking	O	O	O	O	O	O	O	O	O	O	O
Traffic management	O	O	O	O	O	O	O	O	O	O	O
Wharves and boat ramps	O	O	O	O	O	O	O	O	O	O	O

Vibrant Local Economy *Prompt*

	Importance					Satisfaction					
	1	2	3	4	5	1	2	3	4	5	DK
Encouraging local industry and business	O	O	O	O	O	O	O	O	O	O	O
Keeping town centres and villages vibrant (e.g. activities, mixed uses, landscaping)	O	O	O	O	O	O	O	O	O	O	O

Section 2

Q2. Thinking about the role of council in progressing digital solutions in the future how important are the following? *Prompt*

	Not at all important 1	2	3	4	Very important 5
Providing a range of technologies, i.e. mobile apps to interact with Council	O	O	O	O	O
Improving online and digital services for our customers	O	O	O	O	O
Providing services to help our community become more digitally savvy (i.e. capable)	O	O	O	O	O

Section 3 - Performance of staff

Q3a. Have you had contact with a Council staff member in the past 12 months?

- O Yes
- O No **(If no, go to Q4a)**

Q3b. How satisfied were you with the performance of staff in dealing with your enquiry? *Prompt*

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

Section 4 – Overall Performance

Q4a. How would you rate the overall performance of Council as an organisation over the past 12 months? *Prompt*

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

Q4b. In giving your rating, has any particular issue/s strongly influenced your view, either in a positive or a negative way?

- O Yes - Positive
- O Yes - Negative
- O No **(If no, go to Q5a)**

Q4c. (If yes), please describe the major issue/s that strongly influenced your rating? (Up to 2)

.....

Section 5 – Future Vision for the area

I'd like to now shift the focus away from Council services and performance.

Q5a. Thinking about the Northern Beaches, what are the key challenges our area faces over the next 4 years?

.....

Q5b. Now thinking about services Council offers, and any savings made from the merger over the next 4 years, what are your top priorities that Council should allocate more funding to?

.....

Section 6 – Community Pride and Connectedness

In this section I'd like to ask you a number of questions about your perceptions of your neighbourhood and your area 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. *Prompt*

	Strongly disagree 1	2	3	4	Strongly agree 5
I feel I belong to the community I live in	O	O	O	O	O
I have people I can call on if I need assistance	O	O	O	O	O
I make a contribution to the community I live in	O	O	O	O	O
People on the Northern Beaches are generally proud of their area	O	O	O	O	O

Q6b. Overall, how would you rate the quality of life you have living on the Northern Beaches? *Prompt*

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

Section 7 – Demographics

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

- O 18 – 24
- O 25 – 34
- O 35 – 44
- O 45 – 54
- O 55 – 64
- O 65 – 74
- O 75+
- O Refused

As a participant in this research, you may be invited to participate in further community consultation, such as focus groups, about specific issues. At this stage we are developing a register of interest in this and other consultation coming up in the future.

Q8. Would you be interested in registering your interest?

O Yes
O No **(If no, go to end)**

Q9. (If yes), May I please confirm your contact details?

Title (Mr/Mrs/Ms etc) .....
First name .....
Surname .....
Email .....
Mobile .....
Home telephone .....
Street address .....
Suburb .....
Postcode .....

Thank you. You will receive a regular update from Council.

That completes our interview. Thank you very much for your time, enjoy the rest of your day/evening.

Q10. Gender (determine by voice):

O Male
O 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. The research has been conducted by Micromex Research (02 4352 2388) on behalf of Northern Beaches Council (Michael McDermid 02 9942 2111).