

# Community Satisfaction Survey 2022

Between 7 and 17 March 2023, council's biennial Community Satisfaction Survey was conducted by telephone to gauge residents' satisfaction with council services and facilities as of the end of 2022. The survey took an average of 20 minutes to complete.

## HIGHLIGHTS

**400**  
**INTERVIEWS**  
WERE COMPLETED

**60%** CENTRAL AREA

EMERALD	54%
GEMFIELDS	4%
COMET	2%

**20%** EASTERN AREA

BLACKWATER	15%
DUARINGA	2%
DINGO	2%
BLUFF	1%

**13%** SOUTHERN AREA

SPRINGSURE	12%
ROLLESTON	1%
BAUHINIA	0%

**7%** NORTHERN AREA

CAPELLA	5%
TIERI	1%
OTHER	1%

### MOST IMPORTANT SERVICES AND THEIR RATING OUT OF 10

- 6.7 OUTDOOR SPACES AND COMMUNITY BUILDINGS
- 6.7 CUSTOMER SERVICE
- 6.6 RUBBISH AND WASTE
- 5.9 MAJOR INFRASTRUCTURE
- 5.5 COMMUNICATION AND INFORMATION

### 1 PRIORITY

Maintenance of roads has been identified as residents' **number one priority** for council.

### AREAS FOR IMPROVEMENT

- ROAD MAINTENANCE
- TRANSPARENCY AROUND RATE AND COUNCIL SPENDING
- WASTE AND DISPOSAL OPTIONS
- QUALITY AND MAINTENANCE OF PUBLIC AND OPEN SPACES

### HIGHEST SATISFACTION

- OUTDOOR SPACES AND COMMUNITY BUILDINGS
- WATER AND WASTEWATER SERVICES
- CUSTOMER SERVICE
- RUBBISH AND RECYCLING SERVICES

### OVERALL PERFORMANCE

Council's performance overall is moderate (6.1). This rating is lower for the eastern and southern areas, and higher in the northern area.

**6.1/10**

### RESPONDENT SUGGESTIONS:

- 34% WANT BETTER ROADS AND MORE MAINTENANCE
- 23% WANT BETTER VALUE FOR THEIR RATES
- 15% WANT BETTER BEAUTIFICATION OF PUBLIC AREAS
- 13% WANT TO SEE BETTER COMMUNICATION AND CONSULTATION
- 7% WANT MORE FOCUS ON SMALLER COMMUNITIES