

# Community Satisfaction Research 2020



**91%** of residents are *at least somewhat* satisfied with the performance of Council in providing services to the community. Results have significantly increased since 2018 and are above the overall LGA Benchmark.

## Highlights

- 93% are satisfied with Council's leadership and response when natural disasters impact the Blue Mountains.
- 83% feel they belong to the community they live in.
- 64% feel that the quality of life and wellbeing in the Blue Mountains is improving.

## Satisfaction was highest for



Wheelie bin garbage and recycling collection



Library services



Visitor information centres



Clean, safe and healthy living environments



Community services and halls

## Key Drivers of the overall satisfaction with Council

1. Consultation with the community
2. Council provision of information
3. Opportunity to participate in Council decision making

## Issues of greatest concern across the Blue Mountains



Bushfire/natural disaster protection and prevention



Maintaining the natural environment appropriately managing development



Overdevelopment/ appropriately managing development

*Supporting our community*

See the full report at [bmcc.nsw.gov.au/community-survey-2020](https://bmcc.nsw.gov.au/community-survey-2020)