

Central Coast Council

Community Survey Data Report

November 2015



Insync Surveys Pty Ltd

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Central Coast Council Community Survey Results, November 2015	
Response statistics	
Total	294
Please indicate where you live	
Forth	5
Leith	5
Turners Beach	16
Ulverstone	145
West Ulverstone	43
Penguin	53
Sulphur Creek	1
Heybridge	0
Gawler	2
Cuprona	2
West Pine	0
Riana	5
South Riana	1
North Motton	6
Preston	3
Nietta	0
Kindred	3
Gunns Plains	0
Castra	0
Sprent	0
Unspecified	4
Employment Status	
Full time	73
Part time	37
Student	0
Household	10
Retired	152
Other	9
Unemployed	3
Unspecified	10
Length of time residing in Central Coast municipal area	
Less than 3 years	9
3 to 5 years	9
6 to 10 years	27
11 to 20 years	36
More than 20 years	207
Unspecified	6
Gender	
Female	147
Male	132
Unspecified	15
Status	
Owner	276
Tenant	10
Visitor	0
Unspecified	8
Do you have a computer at home?	
Yes	226
No	47
Unspecified	21

Central Coast Council Community Survey Results, November 2015	
Response statistics	
Do you have access to the internet?	
At home	159
At work	13
At home and work	56
None	57
Unspecified	9
Age	
18 years and under	0
19 to 34 years	14
35 to 50 years	33
51 to 65 years	106
Over 65 years	136
Unspecified	5

SECTION 1:

What is on your mind and how are we doing?



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Central Coast Council Community Survey Results, November 2015

Top 10 factors — All residents

294 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.54	Friendliness of staff at the Council	5.52	Opportunities for the community to participate in decision-making	4.09	Urban and rural land use planning	1.78
Friendliness of staff at the Council	6.29	Traffic movement throughout the municipal area	5.35	Urban and rural land use planning	4.11	Opportunities for the community to participate in decision-making	1.66
Timeliness/responsiveness to customer enquiries or requests	6.22	Council's financial management	5.27	After hours service provision by Council	4.15	Timeliness/responsiveness to customer enquiries or requests	1.47
Knowledge and experience of staff at the Council	6.22	Appearance of Ulverstone and Penguin CBDs	5.13	Elected member (Councillor) representation of community issues	4.32	Consistency of information provided by Council staff	1.44
Consistency of information provided by Council staff	6.21	Knowledge and experience of staff at the Council	5.05	Council reporting to the community through publications and meetings	4.59	Council support of local industry and business	1.43
Appearance of your neighbourhood/district	6.18	Council management of the environment	4.98	Council support of local industry and business	4.60	Elected member (Councillor) representation of community issues	1.41
Appearance of Ulverstone and Penguin CBDs	6.12	Council as a good corporate citizen	4.88	Council's leadership within the community	4.63	Ease in contacting the right person at the Council	1.37
Council management of the environment	6.06	Continuity of Council staff (Same Council officer handling your issue)	4.88	Ease in contacting the right person at the Council	4.64	After hours service provision by Council	1.36
Traffic movement throughout the municipal area	6.03	Appearance of your neighbourhood/district	4.85	Timeliness/responsiveness to customer enquiries or requests	4.75	Appearance of your neighbourhood/district	1.32
Council support of local industry and business	6.03	Consistency of information provided by Council staff	4.77	Consistency of information provided by Council staff	4.77	Council's leadership within the community	1.29

Central Coast Council Community Survey Results, November 2015

Mean importance scores – All residents

294 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.54	1	5.27	3
Friendliness of staff at the Council	6.29	2	5.52	1
Timeliness/responsiveness to customer enquiries or requests	6.22	3	4.75	11
Knowledge and experience of staff at the Council	6.22	4	5.05	5
Consistency of information provided by Council staff	6.21	5	4.77	10
Appearance of your neighbourhood/district	6.18	6	4.85	9
Appearance of Ulverstone and Penguin CBDs	6.12	7	5.13	4
Council management of the environment	6.06	8	4.98	6
Traffic movement throughout the municipal area	6.03	9	5.35	2
Council support of local industry and business	6.03	10	4.60	14
Ease in contacting the right person at the Council	6.01	11	4.64	12
Continuity of Council staff (Same Council officer handling your issue)	5.93	12	4.88	8
Council's leadership within the community	5.93	13	4.63	13
Council as a good corporate citizen	5.92	14	4.88	7
Urban and rural land use planning	5.89	15	4.11	18
Council reporting to the community through publications and meetings	5.88	16	4.59	15
Opportunities for the community to participate in decision-making	5.76	17	4.09	19
Elected member (Councillor) representation of community issues	5.73	18	4.32	16
After hours service provision by Council	5.51	19	4.15	17

Central Coast Council Community Survey Results, November 2015

Mean performance score – All residents

294 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.52	1		6.29	2
Traffic movement throughout the municipal area	5.35	2		6.03	9
Council's financial management	5.27	3		6.54	1
Appearance of Ulverstone and Penguin CBDs	5.13	4		6.12	7
Knowledge and experience of staff at the Council	5.05	5		6.22	4
Council management of the environment	4.98	6		6.06	8
Council as a good corporate citizen	4.88	7		5.92	14
Continuity of Council staff (Same Council officer handling your issue)	4.88	8		5.93	12
Appearance of your neighbourhood/district	4.85	9		6.18	6
Consistency of information provided by Council staff	4.77	10		6.21	5
Timeliness/responsiveness to customer enquiries or requests	4.75	11		6.22	3
Ease in contacting the right person at the Council	4.64	12		6.01	11
Council's leadership within the community	4.63	13		5.93	13
Council support of local industry and business	4.60	14		6.03	10
Council reporting to the community through publications and meetings	4.59	15		5.88	16
Elected member (Councillor) representation of community issues	4.32	16		5.73	18
After hours service provision by Council	4.15	17		5.51	19
Urban and rural land use planning	4.11	18		5.89	15
Opportunities for the community to participate in decision-making	4.09	19		5.76	17

Central Coast Council Community Survey Results, November 2015

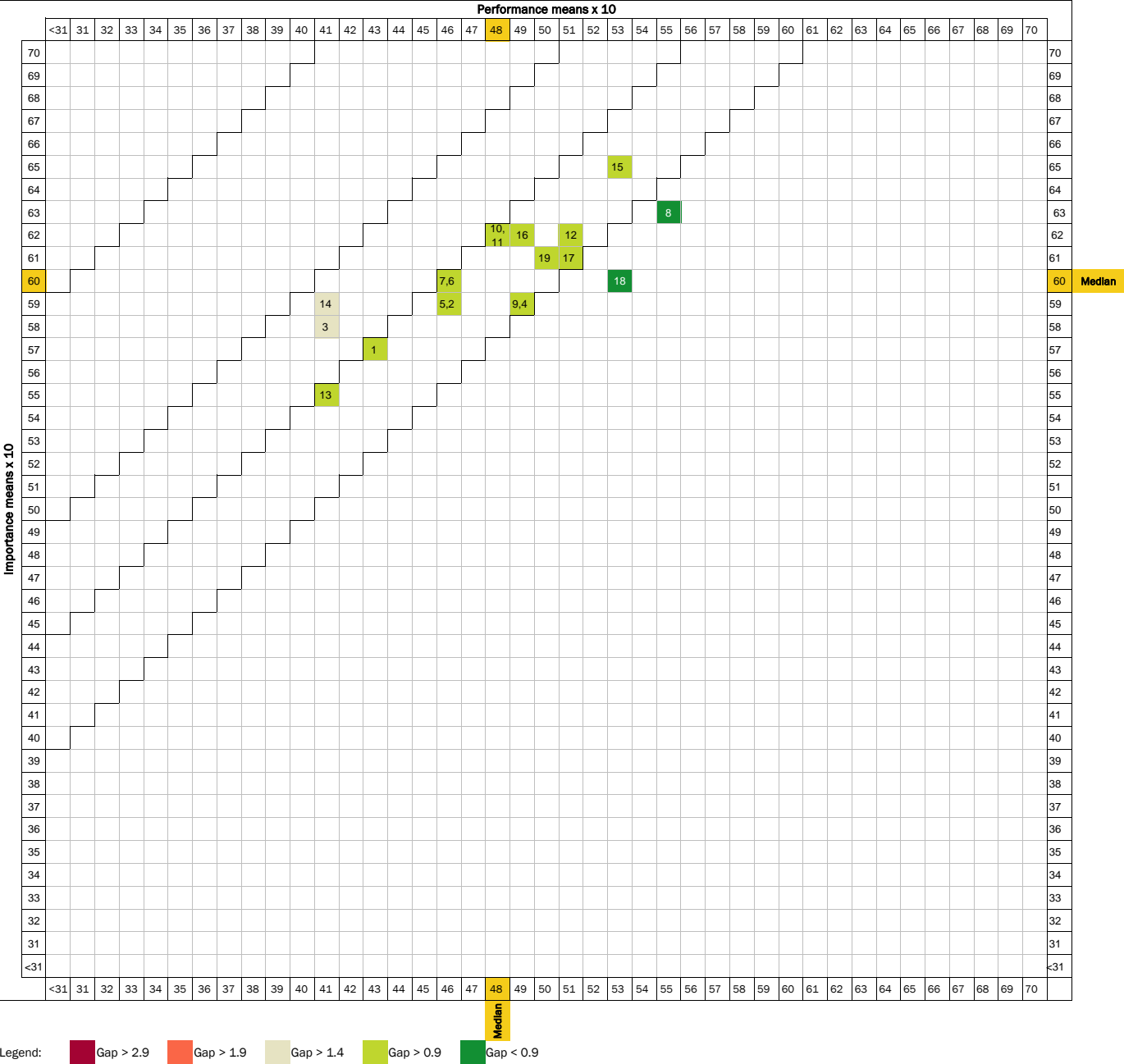
Mean gap scores — All residents

294 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.78	1	5.89	15
Opportunities for the community to participate in decision-making	1.66	2	5.76	17
Timeliness/responsiveness to customer enquiries or requests	1.47	3	6.22	3
Consistency of information provided by Council staff	1.44	4	6.21	5
Council support of local industry and business	1.43	5	6.03	10
Elected member (Councillor) representation of community issues	1.41	6	5.73	18
Ease in contacting the right person at the Council	1.37	7	6.01	11
After hours service provision by Council	1.36	8	5.51	19
Appearance of your neighbourhood/district	1.32	9	6.18	6
Council's leadership within the community	1.29	10	5.93	13
Council reporting to the community through publications and meetings	1.29	11	5.88	16
Council's financial management	1.27	12	6.54	1
Knowledge and experience of staff at the Council	1.17	13	6.22	4
Council management of the environment	1.07	14	6.06	8
Continuity of Council staff (Same Council officer handling your issue)	1.05	15	5.93	12
Council as a good corporate citizen	1.03	16	5.92	14
Appearance of Ulverstone and Penguin CBDs	0.99	17	6.12	7
Friendliness of staff at the Council	0.77	18	6.29	2
Traffic movement throughout the municipal area	0.69	19	6.03	9

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – All residents
294 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Council's financial management	6.54	Council's financial management	6.58	Council's financial management	6.51
Council management of the environment	6.50	Knowledge and experience of staff at the Council	6.33	Friendliness of staff at the Council	6.50
Friendliness of staff at the Council	6.43	Friendliness of staff at the Council	6.27	Traffic movement throughout the municipal area	6.36
Appearance of your neighbourhood/district	6.43	Timeliness/responsiveness to customer enquiries or requests	6.26	Timeliness/responsiveness to customer enquiries or requests	6.26
Council as a good corporate citizen	6.43	Appearance of your neighbourhood/district	6.24	Knowledge and experience of staff at the Council	6.19
Penguin (53 responses)					
Council's financial management	6.47				
Friendliness of staff at the Council	6.19				
Consistency of information provided by Council staff	6.11				
Appearance of Ulverstone and Penguin CBDs	6.06				
Council management of the environment	6.04				

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic

Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Traffic movement throughout the municipal area	6.00	Friendliness of staff at the Council	5.55	Friendliness of staff at the Council	5.76
Council's financial management	5.55	Council's financial management	5.34	Traffic movement throughout the municipal area	5.70
Appearance of Ulverstone and Penguin CBDs	5.54	Traffic movement throughout the municipal area	5.31	Appearance of Ulverstone and Penguin CBDs	5.57
Council management of the environment	5.23	Knowledge and experience of staff at the Council	5.10	Council management of the environment	5.51
Knowledge and experience of staff at the Council	5.00	Appearance of your neighbourhood/district	5.10	Council's financial management	5.47
Penguin (53 responses)					
Friendliness of staff at the Council	5.62				
Traffic movement throughout the municipal area	5.17				
Continuity of Council staff (Same Council officer handling your issue)	5.03				
Council's financial management	5.00				
Knowledge and experience of staff at the Council	4.88				

Unique factors

Central Coast Council Community Survey Results, November 2015					
Top 5 gap scores by demographic					
Please indicate where you live					
Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Opportunities for the community to participate in decision-making	2.24	Urban and rural land use planning	1.71	Urban and rural land use planning	1.47
Consistency of information provided by Council staff	2.18	Opportunities for the community to participate in decision-making	1.62	Opportunities for the community to participate in decision-making	1.32
Council's leadership within the community	2.14	Timeliness/responsiveness to customer enquiries or requests	1.50	Consistency of information provided by Council staff	1.32
Urban and rural land use planning	2.12	Ease in contacting the right person at the Council	1.47	Continuity of Council staff (Same Council officer handling your issue)	1.06
Timeliness/responsiveness to customer enquiries or requests	1.87	Council support of local industry and business	1.43	Ease in contacting the right person at the Council	1.06
Penguin (53 responses)					
Council support of local industry and business	1.78				
After hours service provision by Council	1.75				
Opportunities for the community to participate in decision-making	1.72				
Council's leadership within the community	1.71				
Urban and rural land use planning	1.64				

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - Turners Beach

16 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.54	Traffic movement throughout the municipal area	6.00	Urban and rural land use planning	3.80	Opportunities for the community to participate in decision-making	2.24
Council management of the environment	6.50	Council's financial management	5.55	Opportunities for the community to participate in decision-making	3.83	Consistency of information provided by Council staff	2.18
Friendliness of staff at the Council	6.43	Appearance of Ulverstone and Penguin CBDs	5.54	Elected member (Councillor) representation of community issues	4.00	Council's leadership within the community	2.14
Appearance of your neighbourhood/district	6.43	Council management of the environment	5.23	Council's leadership within the community	4.08	Urban and rural land use planning	2.12
Council as a good corporate citizen	6.43	Knowledge and experience of staff at the Council	5.00	Consistency of information provided by Council staff	4.18	Timeliness/responsiveness to customer enquiries or requests	1.87
Consistency of information provided by Council staff	6.36	Appearance of your neighbourhood/district	4.85	After hours service provision by Council	4.20	Friendliness of staff at the Council	1.74
Appearance of Ulverstone and Penguin CBDs	6.36	Council as a good corporate citizen	4.85	Council reporting to the community through publications and meetings	4.23	Council support of local industry and business	1.71
Timeliness/responsiveness to customer enquiries or requests	6.29	Continuity of Council staff (Same Council officer handling your issue)	4.75	Ease in contacting the right person at the Council	4.33	Ease in contacting the right person at the Council	1.67
Knowledge and experience of staff at the Council	6.29	Friendliness of staff at the Council	4.69	Timeliness/responsiveness to customer enquiries or requests	4.42	Elected member (Councillor) representation of community issues	1.64
Traffic movement throughout the municipal area	6.29	Council support of local industry and business	4.50	Council support of local industry and business	4.50	Appearance of your neighbourhood/district	1.58

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Turners Beach

16 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.54	1	5.55	2
Council management of the environment	6.50	2	5.23	4
Friendliness of staff at the Council	6.43	3	4.69	9
Appearance of your neighbourhood/district	6.43	3	4.85	6
Council as a good corporate citizen	6.43	3	4.85	6
Consistency of information provided by Council staff	6.36	6	4.18	15
Appearance of Ulverstone and Penguin CBDs	6.36	6	5.54	3
Timeliness/responsiveness to customer enquiries or requests	6.29	8	4.42	11
Knowledge and experience of staff at the Council	6.29	8	5.00	5
Traffic movement throughout the municipal area	6.29	8	6.00	1
Council's leadership within the community	6.21	11	4.08	16
Council support of local industry and business	6.21	11	4.50	10
Opportunities for the community to participate in decision-making	6.07	13	3.83	18
Ease in contacting the right person at the Council	6.00	14	4.33	12
Urban and rural land use planning	5.92	15	3.80	19
Council reporting to the community through publications and meetings	5.79	16	4.23	13
Continuity of Council staff (Same Council officer handling your issue)	5.79	16	4.75	8
After hours service provision by Council	5.69	18	4.20	14
Elected member (Councillor) representation of community issues	5.64	19	4.00	17

Central Coast Council Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Turners Beach

16 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Traffic movement throughout the municipal area	6.00	1		6.29	8
Council's financial management	5.55	2		6.54	1
Appearance of Ulverstone and Penguin CBDs	5.54	3		6.36	6
Council management of the environment	5.23	4		6.50	2
Knowledge and experience of staff at the Council	5.00	5		6.29	8
Appearance of your neighbourhood/district	4.85	6		6.43	3
Council as a good corporate citizen	4.85	6		6.43	3
Continuity of Council staff (Same Council officer handling your issue)	4.75	8		5.79	16
Friendliness of staff at the Council	4.69	9		6.43	3
Council support of local industry and business	4.50	10		6.21	11
Timeliness/responsiveness to customer enquiries or requests	4.42	11		6.29	8
Ease in contacting the right person at the Council	4.33	12		6.00	14
Council reporting to the community through publications and meetings	4.23	13		5.79	16
After hours service provision by Council	4.20	14		5.69	18
Consistency of information provided by Council staff	4.18	15		6.36	6
Council's leadership within the community	4.08	16		6.21	11
Elected member (Councillor) representation of community issues	4.00	17		5.64	19
Opportunities for the community to participate in decision-making	3.83	18		6.07	13
Urban and rural land use planning	3.80	19		5.92	15

Central Coast Council Community Survey Results, November 2015

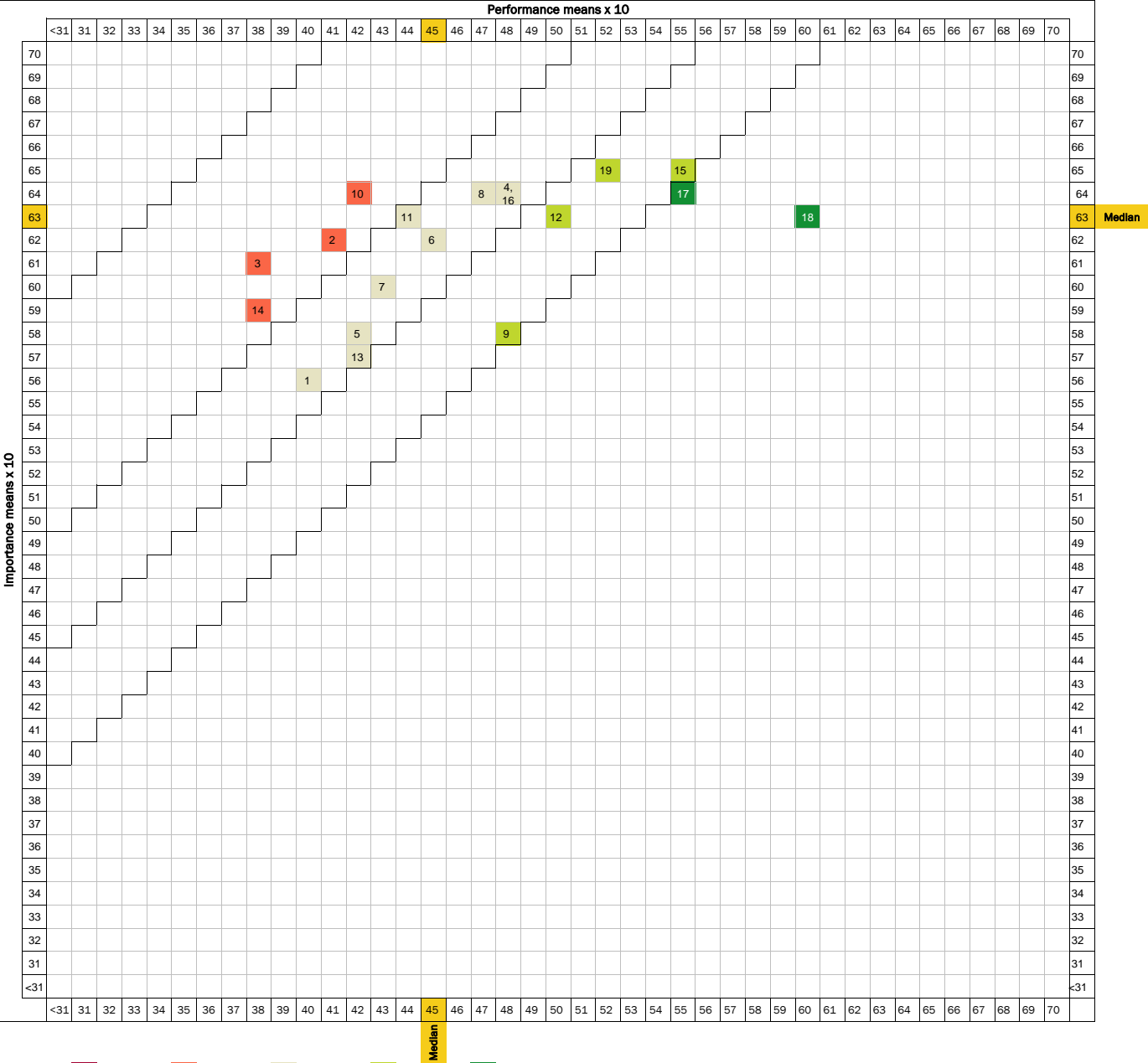
Mean gap scores — Please indicate where you live - Turners Beach

16 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Opportunities for the community to participate in decision-making	2.24	1	6.07	13
Consistency of information provided by Council staff	2.18	2	6.36	6
Council's leadership within the community	2.14	3	6.21	11
Urban and rural land use planning	2.12	4	5.92	15
Timeliness/responsiveness to customer enquiries or requests	1.87	5	6.29	8
Friendliness of staff at the Council	1.74	6	6.43	3
Council support of local industry and business	1.71	7	6.21	11
Ease in contacting the right person at the Council	1.67	8	6.00	14
Elected member (Councillor) representation of community issues	1.64	9	5.64	19
Appearance of your neighbourhood/district	1.58	10	6.43	3
Council as a good corporate citizen	1.58	10	6.43	3
Council reporting to the community through publications and meetings	1.55	12	5.79	16
After hours service provision by Council	1.49	13	5.69	18
Knowledge and experience of staff at the Council	1.29	14	6.29	8
Council management of the environment	1.27	15	6.50	2
Continuity of Council staff (Same Council officer handling your issue)	1.04	16	5.79	16
Council's financial management	0.99	17	6.54	1
Appearance of Ulverstone and Penguin CBDs	0.82	18	6.36	6
Traffic movement throughout the municipal area	0.29	19	6.29	8

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Please indicate where you live - Turners Beach
16 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9
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Central Coast Council Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - Ulverstone

145 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.58	Friendliness of staff at the Council	5.55	Opportunities for the community to participate in decision-making	4.23	Urban and rural land use planning	1.71
Knowledge and experience of staff at the Council	6.33	Council's financial management	5.34	After hours service provision by Council	4.24	Opportunities for the community to participate in decision-making	1.62
Friendliness of staff at the Council	6.27	Traffic movement throughout the municipal area	5.31	Urban and rural land use planning	4.26	Timeliness/responsiveness to customer enquiries or requests	1.50
Timeliness/responsiveness to customer enquiries or requests	6.26	Knowledge and experience of staff at the Council	5.10	Elected member (Councillor) representation of community issues	4.35	Ease in contacting the right person at the Council	1.47
Appearance of your neighbourhood/district	6.24	Appearance of your neighbourhood/district	5.10	Ease in contacting the right person at the Council	4.58	Council support of local industry and business	1.43
Consistency of information provided by Council staff	6.24	Appearance of Ulverstone and Penguin CBDs	5.05	Council reporting to the community through publications and meetings	4.59	Council reporting to the community through publications and meetings	1.42
Appearance of Ulverstone and Penguin CBDs	6.14	Council management of the environment	5.00	Council support of local industry and business	4.66	Elected member (Councillor) representation of community issues	1.42
Council support of local industry and business	6.10	Council as a good corporate citizen	4.95	Timeliness/responsiveness to customer enquiries or requests	4.77	Consistency of information provided by Council staff	1.41
Council's leadership within the community	6.08	Continuity of Council staff (Same Council officer handling your issue)	4.95	Council's leadership within the community	4.79	Council's leadership within the community	1.29
Council management of the environment	6.06	Consistency of information provided by Council staff	4.82	Consistency of information provided by Council staff	4.82	After hours service provision by Council	1.28

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Ulverstone

145 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council's financial management	6.58	1		5.34	2
Knowledge and experience of staff at the Council	6.33	2		5.10	4
Friendliness of staff at the Council	6.27	3		5.55	1
Timeliness/responsiveness to customer enquiries or requests	6.26	4		4.77	12
Appearance of your neighbourhood/district	6.24	5		5.10	5
Consistency of information provided by Council staff	6.24	6		4.82	10
Appearance of Ulverstone and Penguin CBDs	6.14	7		5.05	6
Council support of local industry and business	6.10	8		4.66	13
Council's leadership within the community	6.08	9		4.79	11
Council management of the environment	6.06	10		5.00	7
Ease in contacting the right person at the Council	6.05	11		4.58	15
Traffic movement throughout the municipal area	6.03	12		5.31	3
Council reporting to the community through publications and meetings	6.01	13		4.59	14
Continuity of Council staff (Same Council officer handling your issue)	5.99	14		4.95	9
Council as a good corporate citizen	5.98	15		4.95	8
Urban and rural land use planning	5.97	16		4.26	17
Opportunities for the community to participate in decision-making	5.85	17		4.23	19
Elected member (Councillor) representation of community issues	5.77	18		4.35	16
After hours service provision by Council	5.52	19		4.24	18

Central Coast Council Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Ulverstone

145 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.55	1		6.27	3
Council's financial management	5.34	2		6.58	1
Traffic movement throughout the municipal area	5.31	3		6.03	12
Knowledge and experience of staff at the Council	5.10	4		6.33	2
Appearance of your neighbourhood/district	5.10	5		6.24	5
Appearance of Ulverstone and Penguin CBDs	5.05	6		6.14	7
Council management of the environment	5.00	7		6.06	10
Council as a good corporate citizen	4.95	8		5.98	15
Continuity of Council staff (Same Council officer handling your issue)	4.95	9		5.99	14
Consistency of information provided by Council staff	4.82	10		6.24	6
Council's leadership within the community	4.79	11		6.08	9
Timeliness/responsiveness to customer enquiries or requests	4.77	12		6.26	4
Council support of local industry and business	4.66	13		6.10	8
Council reporting to the community through publications and meetings	4.59	14		6.01	13
Ease in contacting the right person at the Council	4.58	15		6.05	11
Elected member (Councillor) representation of community issues	4.35	16		5.77	18
Urban and rural land use planning	4.26	17		5.97	16
After hours service provision by Council	4.24	18		5.52	19
Opportunities for the community to participate in decision-making	4.23	19		5.85	17

Central Coast Council Community Survey Results, November 2015

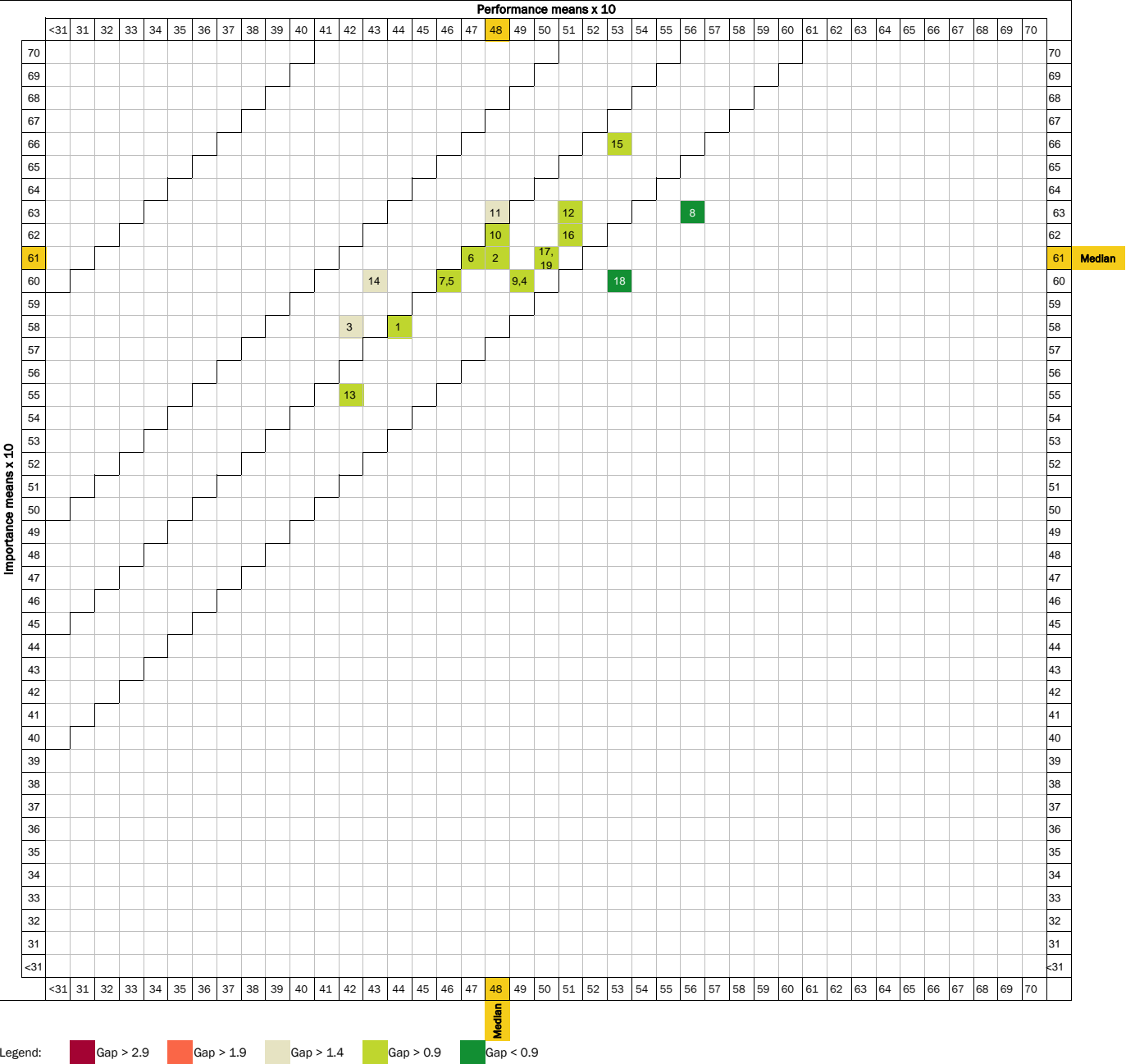
Mean gap scores — Please indicate where you live - Ulverstone

145 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.71	1	5.97	16
Opportunities for the community to participate in decision-making	1.62	2	5.85	17
Timeliness/responsiveness to customer enquiries or requests	1.50	3	6.26	4
Ease in contacting the right person at the Council	1.47	4	6.05	11
Council support of local industry and business	1.43	5	6.10	8
Council reporting to the community through publications and meetings	1.42	6	6.01	13
Elected member (Councillor) representation of community issues	1.42	7	5.77	18
Consistency of information provided by Council staff	1.41	8	6.24	6
Council's leadership within the community	1.29	9	6.08	9
After hours service provision by Council	1.28	10	5.52	19
Council's financial management	1.24	11	6.58	1
Knowledge and experience of staff at the Council	1.23	12	6.33	2
Appearance of your neighbourhood/district	1.15	13	6.24	5
Appearance of Ulverstone and Penguin CBDs	1.09	14	6.14	7
Council management of the environment	1.06	15	6.06	10
Continuity of Council staff (Same Council officer handling your issue)	1.05	16	5.99	14
Council as a good corporate citizen	1.03	17	5.98	15
Traffic movement throughout the municipal area	0.72	18	6.03	12
Friendliness of staff at the Council	0.72	19	6.27	3

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Please indicate where you live - Ulverstone
145 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - West Ulverstone

43 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.51	Friendliness of staff at the Council	5.76	Opportunities for the community to participate in decision-making	4.03	Urban and rural land use planning	1.47
Friendliness of staff at the Council	6.50	Traffic movement throughout the municipal area	5.70	Urban and rural land use planning	4.38	Opportunities for the community to participate in decision-making	1.32
Traffic movement throughout the municipal area	6.36	Appearance of Ulverstone and Penguin CBDs	5.57	Elected member (Councillor) representation of community issues	4.69	Consistency of information provided by Council staff	1.32
Timeliness/responsiveness to customer enquiries or requests	6.26	Council management of the environment	5.51	After hours service provision by Council	4.72	Continuity of Council staff (Same Council officer handling your issue)	1.06
Knowledge and experience of staff at the Council	6.19	Council's financial management	5.47	Continuity of Council staff (Same Council officer handling your issue)	4.80	Ease in contacting the right person at the Council	1.06
Appearance of Ulverstone and Penguin CBDs	6.15	Council as a good corporate citizen	5.41	Consistency of information provided by Council staff	4.81	Council's financial management	1.04
Consistency of information provided by Council staff	6.13	Knowledge and experience of staff at the Council	5.28	Ease in contacting the right person at the Council	4.89	Elected member (Councillor) representation of community issues	1.03
Appearance of your neighbourhood/district	6.08	Timeliness/responsiveness to customer enquiries or requests	5.24	Council's leadership within the community	5.03	Timeliness/responsiveness to customer enquiries or requests	1.02
Council management of the environment	6.06	Appearance of your neighbourhood/district	5.18	Council support of local industry and business	5.06	Knowledge and experience of staff at the Council	0.91
Ease in contacting the right person at the Council	5.95	Council reporting to the community through publications and meetings	5.11	Council reporting to the community through publications and meetings	5.11	Appearance of your neighbourhood/district	0.89

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - West Ulverstone

43 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.51	1	5.47	5
Friendliness of staff at the Council	6.50	2	5.76	1
Traffic movement throughout the municipal area	6.36	3	5.70	2
Timeliness/responsiveness to customer enquiries or requests	6.26	4	5.24	8
Knowledge and experience of staff at the Council	6.19	5	5.28	7
Appearance of Ulverstone and Penguin CBDs	6.15	6	5.57	3
Consistency of information provided by Council staff	6.13	7	4.81	14
Appearance of your neighbourhood/district	6.08	8	5.18	9
Council management of the environment	6.06	9	5.51	4
Ease in contacting the right person at the Council	5.95	10	4.89	13
Council as a good corporate citizen	5.89	11	5.41	6
Council support of local industry and business	5.86	12	5.06	11
Continuity of Council staff (Same Council officer handling your issue)	5.86	13	4.80	15
Urban and rural land use planning	5.85	14	4.38	18
Council's leadership within the community	5.84	15	5.03	12
Elected member (Councillor) representation of community issues	5.72	16	4.69	17
Council reporting to the community through publications and meetings	5.65	17	5.11	10
After hours service provision by Council	5.48	18	4.72	16
Opportunities for the community to participate in decision-making	5.35	19	4.03	19

Central Coast Council Community Survey Results, November 2015

Mean performance score — Please indicate where you live - West Ulverstone

43 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.76	1		6.50	2
Traffic movement throughout the municipal area	5.70	2		6.36	3
Appearance of Ulverstone and Penguin CBDs	5.57	3		6.15	6
Council management of the environment	5.51	4		6.06	9
Council's financial management	5.47	5		6.51	1
Council as a good corporate citizen	5.41	6		5.89	11
Knowledge and experience of staff at the Council	5.28	7		6.19	5
Timeliness/responsiveness to customer enquiries or requests	5.24	8		6.26	4
Appearance of your neighbourhood/district	5.18	9		6.08	8
Council reporting to the community through publications and meetings	5.11	10		5.65	17
Council support of local industry and business	5.06	11		5.86	12
Council's leadership within the community	5.03	12		5.84	15
Ease in contacting the right person at the Council	4.89	13		5.95	10
Consistency of information provided by Council staff	4.81	14		6.13	7
Continuity of Council staff (Same Council officer handling your issue)	4.80	15		5.86	13
After hours service provision by Council	4.72	16		5.48	18
Elected member (Councillor) representation of community issues	4.69	17		5.72	16
Urban and rural land use planning	4.38	18		5.85	14
Opportunities for the community to participate in decision-making	4.03	19		5.35	19

Central Coast Council Community Survey Results, November 2015

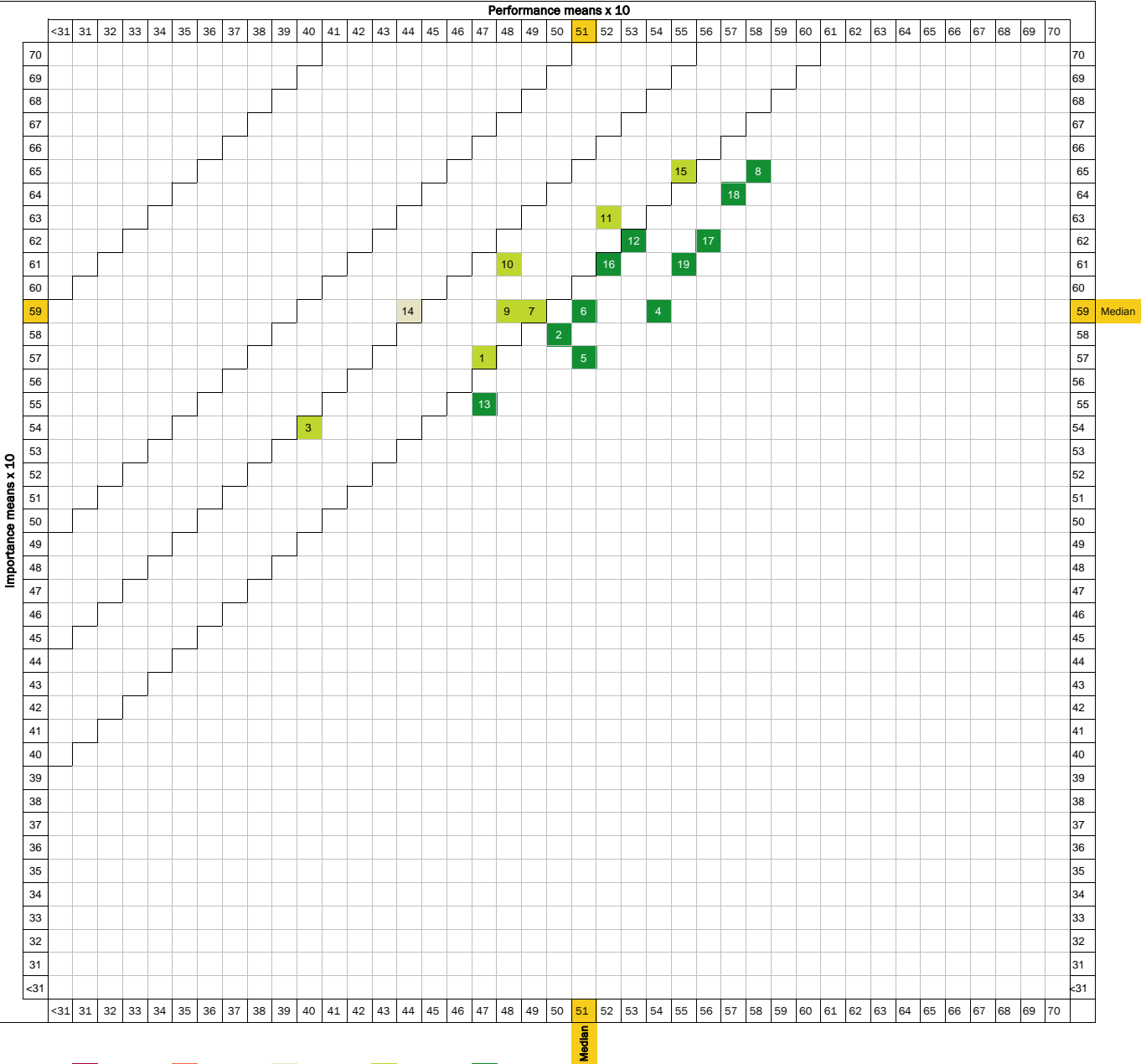
Mean gap scores — Please indicate where you live - West Ulverstone

43 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.47	1	5.85	14
Opportunities for the community to participate in decision-making	1.32	2	5.35	19
Consistency of information provided by Council staff	1.32	3	6.13	7
Continuity of Council staff (Same Council officer handling your issue)	1.06	4	5.86	13
Ease in contacting the right person at the Council	1.06	5	5.95	10
Council's financial management	1.04	6	6.51	1
Elected member (Councillor) representation of community issues	1.03	7	5.72	16
Timeliness/responsiveness to customer enquiries or requests	1.02	8	6.26	4
Knowledge and experience of staff at the Council	0.91	9	6.19	5
Appearance of your neighbourhood/district	0.89	10	6.08	8
Council's leadership within the community	0.81	11	5.84	15
Council support of local industry and business	0.80	12	5.86	12
After hours service provision by Council	0.76	13	5.48	18
Friendliness of staff at the Council	0.74	14	6.50	2
Traffic movement throughout the municipal area	0.66	15	6.36	3
Appearance of Ulverstone and Penguin CBDs	0.58	16	6.15	6
Council reporting to the community through publications and meetings	0.54	17	5.65	17
Council management of the environment	0.54	18	6.06	9
Council as a good corporate citizen	0.48	19	5.89	11

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Please indicate where you live - West Ulverstone
43 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Council Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - Penguin

53 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.47	Friendliness of staff at the Council	5.62	After hours service provision by Council	3.71	Council support of local industry and business	1.78
Friendliness of staff at the Council	6.19	Traffic movement throughout the municipal area	5.17	Opportunities for the community to participate in decision-making	3.93	After hours service provision by Council	1.75
Consistency of information provided by Council staff	6.11	Continuity of Council staff (Same Council officer handling your issue)	5.03	Urban and rural land use planning	3.97	Opportunities for the community to participate in decision-making	1.72
Appearance of Ulverstone and Penguin CBDs	6.06	Council's financial management	5.00	Council's leadership within the community	4.12	Council's leadership within the community	1.71
Council management of the environment	6.04	Knowledge and experience of staff at the Council	4.88	Council support of local industry and business	4.13	Urban and rural land use planning	1.64
Appearance of your neighbourhood/district	6.04	Timeliness/responsiveness to customer enquiries or requests	4.78	Elected member (Councillor) representation of community issues	4.14	Appearance of your neighbourhood/district	1.53
Timeliness/responsiveness to customer enquiries or requests	6.02	Consistency of information provided by Council staff	4.78	Council reporting to the community through publications and meetings	4.33	Elected member (Councillor) representation of community issues	1.49
Ease in contacting the right person at the Council	6.00	Appearance of Ulverstone and Penguin CBDs	4.75	Appearance of your neighbourhood/district	4.51	Council's financial management	1.47
Knowledge and experience of staff at the Council	5.96	Council management of the environment	4.74	Council as a good corporate citizen	4.53	Consistency of information provided by Council staff	1.34
Continuity of Council staff (Same Council officer handling your issue)	5.93	Ease in contacting the right person at the Council	4.70	Ease in contacting the right person at the Council	4.70	Appearance of Ulverstone and Penguin CBDs	1.31

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Penguin

53 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council's financial management	6.47	1		5.00	4
Friendliness of staff at the Council	6.19	2		5.62	1
Consistency of information provided by Council staff	6.11	3		4.78	7
Appearance of Ulverstone and Penguin CBDs	6.06	4		4.75	8
Council management of the environment	6.04	5		4.74	9
Appearance of your neighbourhood/district	6.04	6		4.51	12
Timeliness/responsiveness to customer enquiries or requests	6.02	7		4.78	6
Ease in contacting the right person at the Council	6.00	8		4.70	10
Knowledge and experience of staff at the Council	5.96	9		4.88	5
Continuity of Council staff (Same Council officer handling your issue)	5.93	10		5.03	3
Council support of local industry and business	5.91	11		4.13	15
Council's leadership within the community	5.83	12		4.12	16
Traffic movement throughout the municipal area	5.75	13		5.17	2
Council as a good corporate citizen	5.71	14		4.53	11
Opportunities for the community to participate in decision-making	5.65	15		3.93	18
Elected member (Councillor) representation of community issues	5.63	16		4.14	14
Urban and rural land use planning	5.61	17		3.97	17
Council reporting to the community through publications and meetings	5.59	18		4.33	13
After hours service provision by Council	5.46	19		3.71	19

Central Coast Council Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Penguin

53 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.62	1		6.19	2
Traffic movement throughout the municipal area	5.17	2		5.75	13
Continuity of Council staff (Same Council officer handling your issue)	5.03	3		5.93	10
Council's financial management	5.00	4		6.47	1
Knowledge and experience of staff at the Council	4.88	5		5.96	9
Timeliness/responsiveness to customer enquiries or requests	4.78	6		6.02	7
Consistency of information provided by Council staff	4.78	7		6.11	3
Appearance of Ulverstone and Penguin CBDs	4.75	8		6.06	4
Council management of the environment	4.74	9		6.04	5
Ease in contacting the right person at the Council	4.70	10		6.00	8
Council as a good corporate citizen	4.53	11		5.71	14
Appearance of your neighbourhood/district	4.51	12		6.04	6
Council reporting to the community through publications and meetings	4.33	13		5.59	18
Elected member (Councillor) representation of community issues	4.14	14		5.63	16
Council support of local industry and business	4.13	15		5.91	11
Council's leadership within the community	4.12	16		5.83	12
Urban and rural land use planning	3.97	17		5.61	17
Opportunities for the community to participate in decision-making	3.93	18		5.65	15
After hours service provision by Council	3.71	19		5.46	19

Central Coast Council Community Survey Results, November 2015

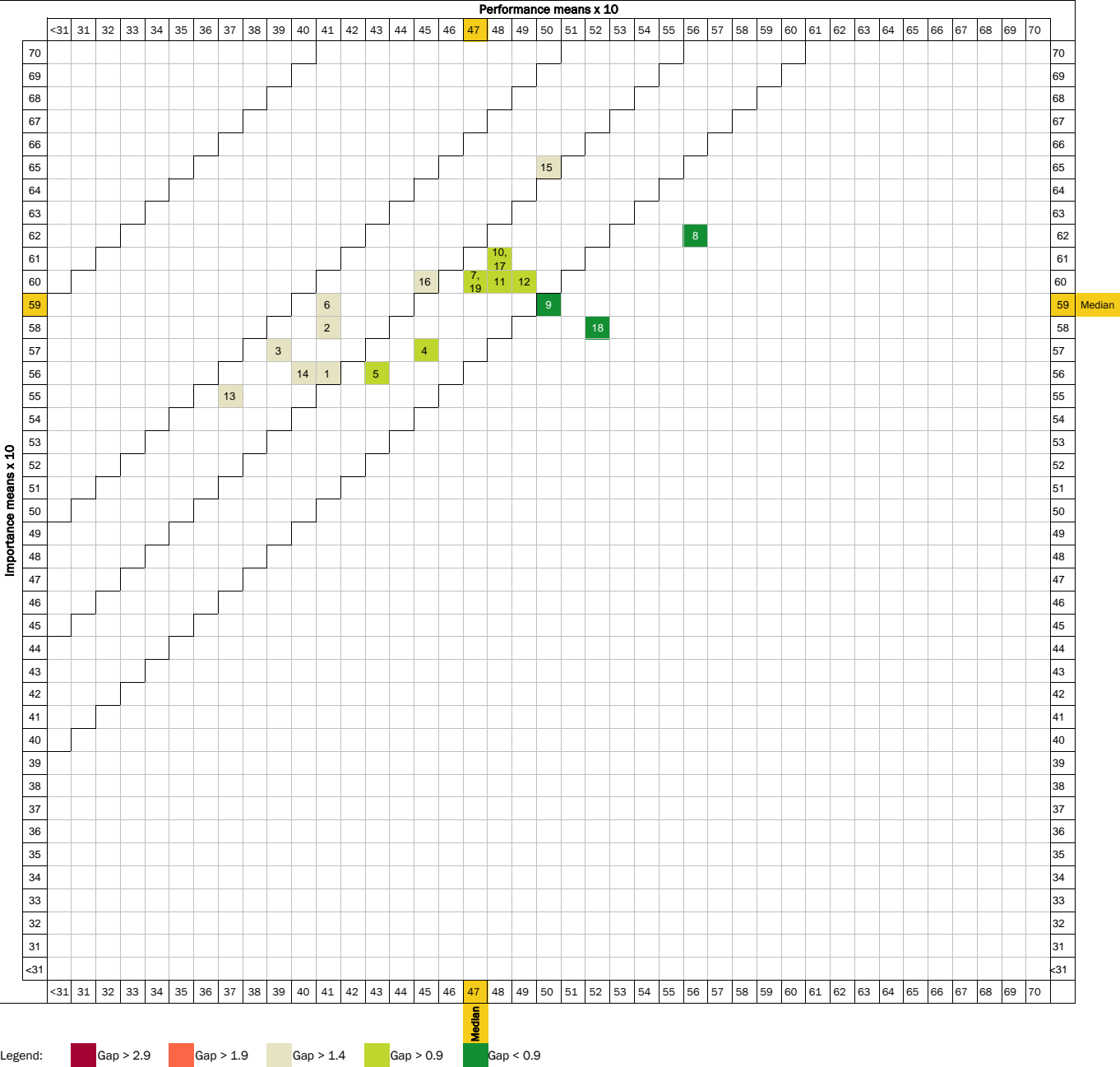
Mean gap scores — Please indicate where you live - Penguin

53 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Council support of local industry and business	1.78	1	5.91	11
After hours service provision by Council	1.75	2	5.46	19
Opportunities for the community to participate in decision-making	1.72	3	5.65	15
Council's leadership within the community	1.71	4	5.83	12
Urban and rural land use planning	1.64	5	5.61	17
Appearance of your neighbourhood/district	1.53	6	6.04	6
Elected member (Councillor) representation of community issues	1.49	7	5.63	16
Council's financial management	1.47	8	6.47	1
Consistency of information provided by Council staff	1.34	9	6.11	3
Appearance of Ulverstone and Penguin CBDs	1.31	10	6.06	4
Council management of the environment	1.31	11	6.04	5
Ease in contacting the right person at the Council	1.30	12	6.00	8
Council reporting to the community through publications and meetings	1.27	13	5.59	18
Timeliness/responsiveness to customer enquiries or requests	1.24	14	6.02	7
Council as a good corporate citizen	1.19	15	5.71	14
Knowledge and experience of staff at the Council	1.07	16	5.96	9
Continuity of Council staff (Same Council officer handling your issue)	0.91	17	5.93	10
Traffic movement throughout the municipal area	0.58	18	5.75	13
Friendliness of staff at the Council	0.57	19	6.19	2

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Please indicate where you live - Penguin
53 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Council's financial management	6.37	Council's financial management	6.65	Council support of local industry and business	6.70
Appearance of Ulverstone and Penguin CBDs	6.11	Timeliness/responsiveness to customer enquiries or requests	6.42	Elected member (Councillor) representation of community issues	6.40
Appearance of your neighbourhood/district	6.01	Council management of the environment	6.33	Consistency of information provided by Council staff	6.40
Consistency of information provided by Council staff	5.99	Friendliness of staff at the Council	6.33	Opportunities for the community to participate in decision-making	6.30
Council support of local industry and business	5.97	Consistency of information provided by Council staff	6.32	Council reporting to the community through publications and meetings	6.30
Retired (152 responses)					
Council's financial management	6.62				
Friendliness of staff at the Council	6.45				
Knowledge and experience of staff at the Council	6.34				
Timeliness/responsiveness to customer enquiries or requests	6.30				
Consistency of information provided by Council staff	6.30				

 Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Traffic movement throughout the municipal area	5.31	Traffic movement throughout the municipal area	5.53	Knowledge and experience of staff at the Council	5.33
Friendliness of staff at the Council	5.12	Friendliness of staff at the Council	5.45	Council's financial management	5.30
Council's financial management	5.03	Council's financial management	5.29	Continuity of Council staff (Same Council officer handling your issue)	5.11
Appearance of Ulverstone and Penguin CBDs	4.96	Appearance of Ulverstone and Penguin CBDs	5.25	Friendliness of staff at the Council	4.90
Knowledge and experience of staff at the Council	4.72	Knowledge and experience of staff at the Council	5.16	Traffic movement throughout the municipal area	4.80
Retired (152 responses)					
Friendliness of staff at the Council	5.75				
Council's financial management	5.58				
Traffic movement throughout the municipal area	5.37				
Council management of the environment	5.31				
Appearance of Ulverstone and Penguin CBDs	5.29				



Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Urban and rural land use planning	2.20	Timeliness/responsiveness to customer enquiries or requests	1.80	Opportunities for the community to participate in decision-making	3.10
Opportunities for the community to participate in decision-making	2.13	Urban and rural land use planning	1.59	After hours service provision by Council	3.00
Council support of local industry and business	1.94	Ease in contacting the right person at the Council	1.54	Council reporting to the community through publications and meetings	2.90
Council's leadership within the community	1.77	Council support of local industry and business	1.53	Ease in contacting the right person at the Council	2.70
Council reporting to the community through publications and meetings	1.71	Council's financial management	1.36	Elected member (Councillor) representation of community issues	2.62
Retired (152 responses)					
Urban and rural land use planning	1.53				
Opportunities for the community to participate in decision-making	1.39				
Timeliness/responsiveness to customer enquiries or requests	1.37				
Consistency of information provided by Council staff	1.30				
After hours service provision by Council	1.28				

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors – Employment Status - Full time

73 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.37	Traffic movement throughout the municipal area	5.31	Opportunities for the community to participate in decision-making	3.61	Urban and rural land use planning	2.20
Appearance of Ulverstone and Penguin CBDs	6.11	Friendliness of staff at the Council	5.12	Urban and rural land use planning	3.64	Opportunities for the community to participate in decision-making	2.13
Appearance of your neighbourhood/district	6.01	Council's financial management	5.03	Elected member (Councillor) representation of community issues	3.85	Council support of local industry and business	1.94
Consistency of information provided by Council staff	5.99	Appearance of Ulverstone and Penguin CBDs	4.96	After hours service provision by Council	3.92	Council's leadership within the community	1.77
Council support of local industry and business	5.97	Knowledge and experience of staff at the Council	4.72	Council support of local industry and business	4.03	Council reporting to the community through publications and meetings	1.71
Knowledge and experience of staff at the Council	5.96	Continuity of Council staff (Same Council officer handling your issue)	4.60	Council's leadership within the community	4.03	Appearance of your neighbourhood/district	1.68
Council as a good corporate citizen	5.94	Council as a good corporate citizen	4.60	Council reporting to the community through publications and meetings	4.06	Consistency of information provided by Council staff	1.62
Timeliness/responsiveness to customer enquiries or requests	5.93	Council management of the environment	4.56	Appearance of your neighbourhood/district	4.33	Elected member (Councillor) representation of community issues	1.61
Friendliness of staff at the Council	5.93	Timeliness/responsiveness to customer enquiries or requests	4.45	Ease in contacting the right person at the Council	4.35	Ease in contacting the right person at the Council	1.53
Ease in contacting the right person at the Council	5.88	Consistency of information provided by Council staff	4.37	Consistency of information provided by Council staff	4.37	Timeliness/responsiveness to customer enquiries or requests	1.48

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Employment Status - Full time

73 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council's financial management	6.37	1		5.03	3
Appearance of Ulverstone and Penguin CBDs	6.11	2		4.96	4
Appearance of your neighbourhood/district	6.01	3		4.33	12
Consistency of information provided by Council staff	5.99	4		4.37	10
Council support of local industry and business	5.97	5		4.03	14
Knowledge and experience of staff at the Council	5.96	6		4.72	5
Council as a good corporate citizen	5.94	7		4.60	7
Timeliness/responsiveness to customer enquiries or requests	5.93	8		4.45	9
Friendliness of staff at the Council	5.93	8		5.12	2
Ease in contacting the right person at the Council	5.88	10		4.35	11
Council management of the environment	5.88	11		4.56	8
Urban and rural land use planning	5.85	12		3.64	18
Council's leadership within the community	5.80	13		4.03	14
Council reporting to the community through publications and meetings	5.77	14		4.06	13
Traffic movement throughout the municipal area	5.76	15		5.31	1
Opportunities for the community to participate in decision-making	5.74	16		3.61	19
Continuity of Council staff (Same Council officer handling your issue)	5.63	17		4.60	6
Elected member (Councillor) representation of community issues	5.46	18		3.85	17
After hours service provision by Council	5.32	19		3.92	16

Central Coast Council Community Survey Results, November 2015

Mean performance score – Employment Status - Full time

73 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Traffic movement throughout the municipal area	5.31	1		5.76	15
Friendliness of staff at the Council	5.12	2		5.93	8
Council's financial management	5.03	3		6.37	1
Appearance of Ulverstone and Penguin CBDs	4.96	4		6.11	2
Knowledge and experience of staff at the Council	4.72	5		5.96	6
Continuity of Council staff (Same Council officer handling your issue)	4.60	6		5.63	17
Council as a good corporate citizen	4.60	7		5.94	7
Council management of the environment	4.56	8		5.88	11
Timeliness/responsiveness to customer enquiries or requests	4.45	9		5.93	8
Consistency of information provided by Council staff	4.37	10		5.99	4
Ease in contacting the right person at the Council	4.35	11		5.88	10
Appearance of your neighbourhood/district	4.33	12		6.01	3
Council reporting to the community through publications and meetings	4.06	13		5.77	14
Council's leadership within the community	4.03	14		5.80	13
Council support of local industry and business	4.03	14		5.97	5
After hours service provision by Council	3.92	16		5.32	19
Elected member (Councillor) representation of community issues	3.85	17		5.46	18
Urban and rural land use planning	3.64	18		5.85	12
Opportunities for the community to participate in decision-making	3.61	19		5.74	16

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Employment Status - Full time

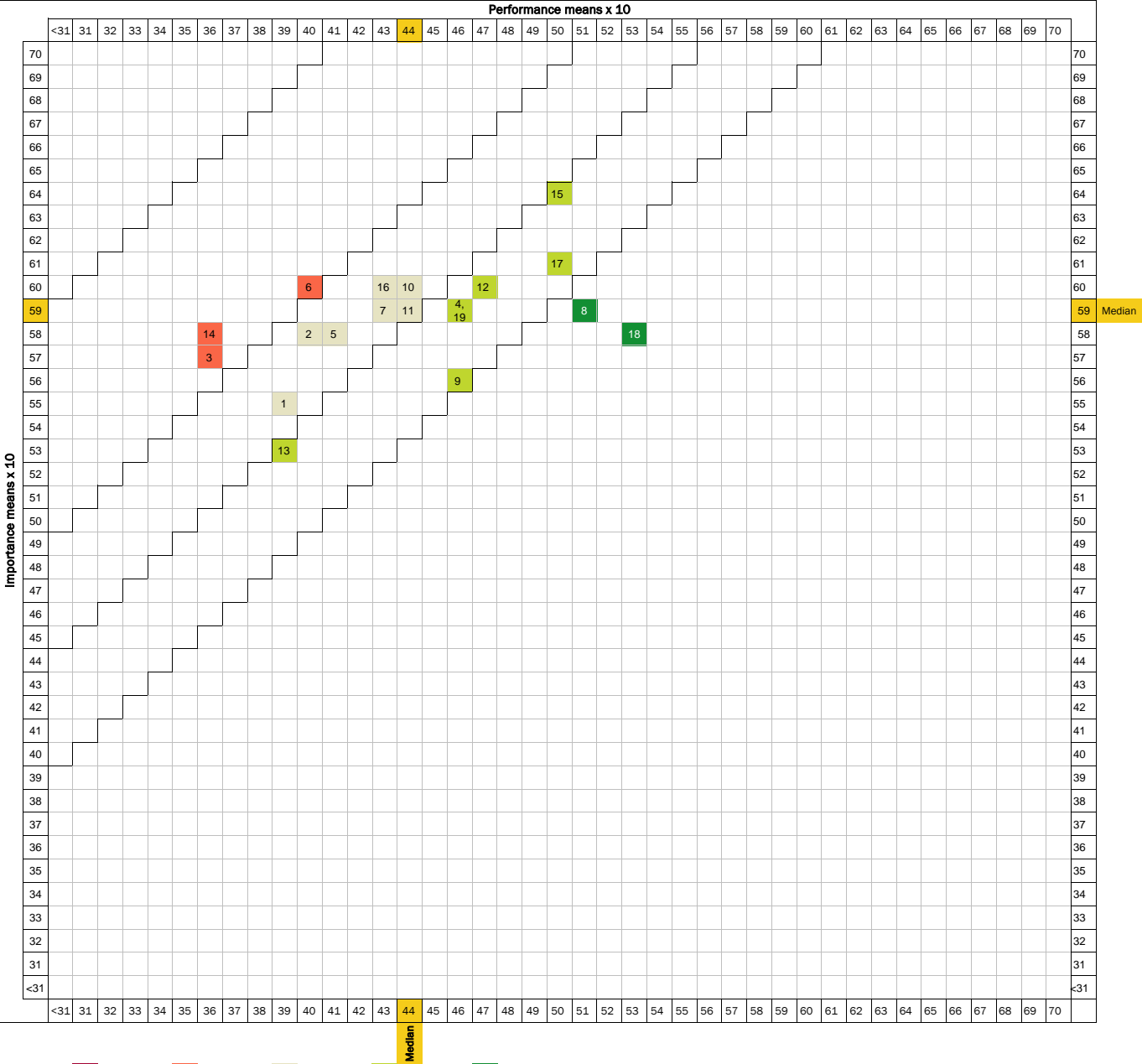
73 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	2.20	1	5.85	12
Opportunities for the community to participate in decision-making	2.13	2	5.74	16
Council support of local industry and business	1.94	3	5.97	5
Council's leadership within the community	1.77	4	5.80	13
Council reporting to the community through publications and meetings	1.71	5	5.77	14
Appearance of your neighbourhood/district	1.68	6	6.01	3
Consistency of information provided by Council staff	1.62	7	5.99	4
Elected member (Councillor) representation of community issues	1.61	8	5.46	18
Ease in contacting the right person at the Council	1.53	9	5.88	10
Timeliness/responsiveness to customer enquiries or requests	1.48	10	5.93	8
After hours service provision by Council	1.40	11	5.32	19
Council as a good corporate citizen	1.35	12	5.94	7
Council's financial management	1.34	13	6.37	1
Council management of the environment	1.32	14	5.88	11
Knowledge and experience of staff at the Council	1.23	15	5.96	6
Appearance of Ulverstone and Penguin CBDs	1.16	16	6.11	2
Continuity of Council staff (Same Council officer handling your issue)	1.02	17	5.63	17
Friendliness of staff at the Council	0.81	18	5.93	8
Traffic movement throughout the municipal area	0.45	19	5.76	15

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Employment Status - Full time

73 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Employment Status - Part time

37 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.65	Traffic movement throughout the municipal area	5.53	After hours service provision by Council	4.28	Timeliness/responsiveness to customer enquiries or requests	1.80
Timeliness/responsiveness to customer enquiries or requests	6.42	Friendliness of staff at the Council	5.45	Urban and rural land use planning	4.32	Urban and rural land use planning	1.59
Council management of the environment	6.33	Council's financial management	5.29	Ease in contacting the right person at the Council	4.52	Ease in contacting the right person at the Council	1.54
Friendliness of staff at the Council	6.33	Appearance of Ulverstone and Penguin CBDs	5.25	Opportunities for the community to participate in decision-making	4.59	Council support of local industry and business	1.53
Consistency of information provided by Council staff	6.32	Knowledge and experience of staff at the Council	5.16	Timeliness/responsiveness to customer enquiries or requests	4.62	Council's financial management	1.36
Knowledge and experience of staff at the Council	6.32	Council management of the environment	5.15	Council support of local industry and business	4.70	Consistency of information provided by Council staff	1.36
Appearance of your neighbourhood/district	6.31	Appearance of your neighbourhood/district	5.09	Elected member (Councillor) representation of community issues	4.73	Continuity of Council staff (Same Council officer handling your issue)	1.31
Traffic movement throughout the municipal area	6.25	Consistency of information provided by Council staff	4.97	Council reporting to the community through publications and meetings	4.74	Council as a good corporate citizen	1.29
Council support of local industry and business	6.22	Council's leadership within the community	4.94	Council as a good corporate citizen	4.77	Council reporting to the community through publications and meetings	1.23
Continuity of Council staff (Same Council officer handling your issue)	6.09	Continuity of Council staff (Same Council officer handling your issue)	4.78	Continuity of Council staff (Same Council officer handling your issue)	4.78	Appearance of your neighbourhood/district	1.23

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Employment Status - Part time

37 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.65	1	5.29	3
Timeliness/responsiveness to customer enquiries or requests	6.42	2	4.62	15
Council management of the environment	6.33	3	5.15	6
Friendliness of staff at the Council	6.33	3	5.45	2
Consistency of information provided by Council staff	6.32	5	4.97	8
Knowledge and experience of staff at the Council	6.32	5	5.16	5
Appearance of your neighbourhood/district	6.31	7	5.09	7
Traffic movement throughout the municipal area	6.25	8	5.53	1
Council support of local industry and business	6.22	9	4.70	14
Continuity of Council staff (Same Council officer handling your issue)	6.09	10	4.78	10
Council as a good corporate citizen	6.06	11	4.77	11
Ease in contacting the right person at the Council	6.06	12	4.52	17
Appearance of Ulverstone and Penguin CBDs	6.06	12	5.25	4
Council's leadership within the community	6.00	14	4.94	9
Council reporting to the community through publications and meetings	5.97	15	4.74	12
Urban and rural land use planning	5.91	16	4.32	18
Elected member (Councillor) representation of community issues	5.79	17	4.73	13
Opportunities for the community to participate in decision-making	5.76	18	4.59	16
After hours service provision by Council	5.30	19	4.28	19

Central Coast Council Community Survey Results, November 2015

Mean performance score – Employment Status - Part time

37 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Traffic movement throughout the municipal area	5.53	1		6.25	8
Friendliness of staff at the Council	5.45	2		6.33	3
Council's financial management	5.29	3		6.65	1
Appearance of Ulverstone and Penguin CBDs	5.25	4		6.06	12
Knowledge and experience of staff at the Council	5.16	5		6.32	5
Council management of the environment	5.15	6		6.33	3
Appearance of your neighbourhood/district	5.09	7		6.31	7
Consistency of information provided by Council staff	4.97	8		6.32	5
Council's leadership within the community	4.94	9		6.00	14
Continuity of Council staff (Same Council officer handling your issue)	4.78	10		6.09	10
Council as a good corporate citizen	4.77	11		6.06	11
Council reporting to the community through publications and meetings	4.74	12		5.97	15
Elected member (Councillor) representation of community issues	4.73	13		5.79	17
Council support of local industry and business	4.70	14		6.22	9
Timeliness/responsiveness to customer enquiries or requests	4.62	15		6.42	2
Opportunities for the community to participate in decision-making	4.59	16		5.76	18
Ease in contacting the right person at the Council	4.52	17		6.06	12
Urban and rural land use planning	4.32	18		5.91	16
After hours service provision by Council	4.28	19		5.30	19

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Employment Status - Part time

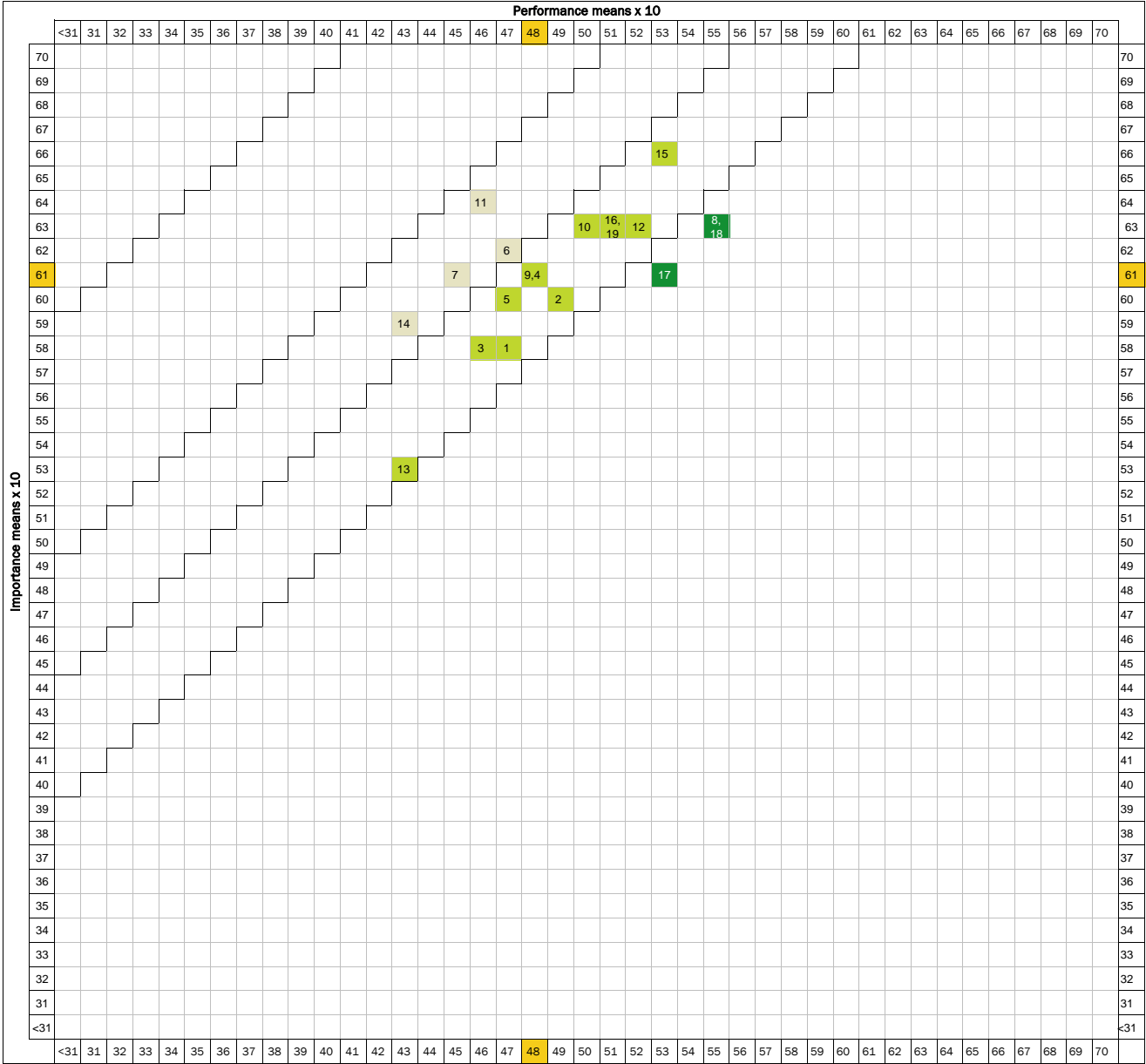
37 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Timeliness/responsiveness to customer enquiries or requests	1.80	1	6.42	2
Urban and rural land use planning	1.59	2	5.91	16
Ease in contacting the right person at the Council	1.54	3	6.06	12
Council support of local industry and business	1.53	4	6.22	9
Council's financial management	1.36	5	6.65	1
Consistency of information provided by Council staff	1.36	6	6.32	5
Continuity of Council staff (Same Council officer handling your issue)	1.31	7	6.09	10
Council as a good corporate citizen	1.29	8	6.06	11
Council reporting to the community through publications and meetings	1.23	9	5.97	15
Appearance of your neighbourhood/district	1.23	10	6.31	7
Council management of the environment	1.19	11	6.33	3
Opportunities for the community to participate in decision-making	1.17	12	5.76	18
Knowledge and experience of staff at the Council	1.17	13	6.32	5
Elected member (Councillor) representation of community issues	1.07	14	5.79	17
Council's leadership within the community	1.06	15	6.00	14
After hours service provision by Council	1.02	16	5.30	19
Friendliness of staff at the Council	0.88	17	6.33	3
Appearance of Ulverstone and Penguin CBDs	0.81	18	6.06	12
Traffic movement throughout the municipal area	0.72	19	6.25	8

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Employment Status - Part time

37 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Council Community Survey Results, November 2015

Top 10 factors – Employment Status - Household

10 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council support of local industry and business	6.70	Knowledge and experience of staff at the Council	5.33	Opportunities for the community to participate in decision-making	3.20	Opportunities for the community to participate in decision-making	3.10
Elected member (Councillor) representation of community issues	6.40	Council's financial management	5.30	After hours service provision by Council	3.20	After hours service provision by Council	3.00
Consistency of information provided by Council staff	6.40	Continuity of Council staff (Same Council officer handling your issue)	5.11	Ease in contacting the right person at the Council	3.30	Council reporting to the community through publications and meetings	2.90
Opportunities for the community to participate in decision-making	6.30	Friendliness of staff at the Council	4.90	Council reporting to the community through publications and meetings	3.40	Ease in contacting the right person at the Council	2.70
Council reporting to the community through publications and meetings	6.30	Traffic movement throughout the municipal area	4.80	Council's leadership within the community	3.56	Elected member (Councillor) representation of community issues	2.62
Timeliness/responsiveness to customer enquiries or requests	6.30	Council management of the environment	4.60	Urban and rural land use planning	3.75	Council's leadership within the community	2.54
Council's financial management	6.30	Timeliness/responsiveness to customer enquiries or requests	4.56	Elected member (Councillor) representation of community issues	3.78	Urban and rural land use planning	2.36
Council as a good corporate citizen	6.22	Council support of local industry and business	4.56	Appearance of your neighbourhood/district	3.80	Consistency of information provided by Council staff	2.18
After hours service provision by Council	6.20	Council as a good corporate citizen	4.38	Consistency of information provided by Council staff	4.22	Council support of local industry and business	2.14
Friendliness of staff at the Council	6.20	Appearance of Ulverstone and Penguin CBDs	4.30	Appearance of Ulverstone and Penguin CBDs	4.30	Appearance of your neighbourhood/district	2.00

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Employment Status - Household

10 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council support of local industry and business	6.70	1	4.56	7
Elected member (Councillor) representation of community issues	6.40	2	3.78	13
Consistency of information provided by Council staff	6.40	2	4.22	11
Opportunities for the community to participate in decision-making	6.30	4	3.20	18
Council reporting to the community through publications and meetings	6.30	4	3.40	16
Timeliness/responsiveness to customer enquiries or requests	6.30	4	4.56	7
Council's financial management	6.30	4	5.30	2
Council as a good corporate citizen	6.22	8	4.38	9
After hours service provision by Council	6.20	9	3.20	18
Friendliness of staff at the Council	6.20	9	4.90	4
Urban and rural land use planning	6.11	11	3.75	14
Council's leadership within the community	6.10	12	3.56	15
Knowledge and experience of staff at the Council	6.10	12	5.33	1
Ease in contacting the right person at the Council	6.00	14	3.30	17
Council management of the environment	6.00	14	4.60	6
Appearance of your neighbourhood/district	5.80	16	3.80	12
Appearance of Ulverstone and Penguin CBDs	5.80	16	4.30	10
Continuity of Council staff (Same Council officer handling your issue)	5.80	16	5.11	3
Traffic movement throughout the municipal area	5.30	19	4.80	5

Central Coast Council Community Survey Results, November 2015

Mean performance score – Employment Status - Household

10 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Knowledge and experience of staff at the Council	5.33	1		6.10	12
Council's financial management	5.30	2		6.30	4
Continuity of Council staff (Same Council officer handling your issue)	5.11	3		5.80	16
Friendliness of staff at the Council	4.90	4		6.20	9
Traffic movement throughout the municipal area	4.80	5		5.30	19
Council management of the environment	4.60	6		6.00	14
Timeliness/responsiveness to customer enquiries or requests	4.56	7		6.30	4
Council support of local industry and business	4.56	7		6.70	1
Council as a good corporate citizen	4.38	9		6.22	8
Appearance of Ulverstone and Penguin CBDs	4.30	10		5.80	16
Consistency of information provided by Council staff	4.22	11		6.40	2
Appearance of your neighbourhood/district	3.80	12		5.80	16
Elected member (Councillor) representation of community issues	3.78	13		6.40	2
Urban and rural land use planning	3.75	14		6.11	11
Council's leadership within the community	3.56	15		6.10	12
Council reporting to the community through publications and meetings	3.40	16		6.30	4
Ease in contacting the right person at the Council	3.30	17		6.00	14
After hours service provision by Council	3.20	18		6.20	9
Opportunities for the community to participate in decision-making	3.20	18		6.30	4

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Employment Status - Household

10 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Opportunities for the community to participate in decision-making	3.10	1		6.30	4
After hours service provision by Council	3.00	2		6.20	9
Council reporting to the community through publications and meetings	2.90	3		6.30	4
Ease in contacting the right person at the Council	2.70	4		6.00	14
Elected member (Councillor) representation of community issues	2.62	5		6.40	2
Council's leadership within the community	2.54	6		6.10	12
Urban and rural land use planning	2.36	7		6.11	11
Consistency of information provided by Council staff	2.18	8		6.40	2
Council support of local industry and business	2.14	9		6.70	1
Appearance of your neighbourhood/district	2.00	10		5.80	16
Council as a good corporate citizen	1.85	11		6.22	8
Timeliness/responsiveness to customer enquiries or requests	1.74	12		6.30	4
Appearance of Ulverstone and Penguin CBDs	1.50	13		5.80	16
Council management of the environment	1.40	14		6.00	14
Friendliness of staff at the Council	1.30	15		6.20	9
Council's financial management	1.00	16		6.30	4
Knowledge and experience of staff at the Council	0.77	17		6.10	12
Continuity of Council staff (Same Council officer handling your issue)	0.69	18		5.80	16
Traffic movement throughout the municipal area	0.50	19		5.30	19

Best practice categories gap grid – Employment Status - Household
10 Responses

10 Responses



1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Employment Status - Retired

152 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.62	Friendliness of staff at the Council	5.75	After hours service provision by Council	4.33	Urban and rural land use planning	1.53
Friendliness of staff at the Council	6.45	Council's financial management	5.58	Opportunities for the community to participate in decision-making	4.35	Opportunities for the community to participate in decision-making	1.39
Knowledge and experience of staff at the Council	6.34	Traffic movement throughout the municipal area	5.37	Urban and rural land use planning	4.49	Timeliness/responsiveness to customer enquiries or requests	1.37
Timeliness/responsiveness to customer enquiries or requests	6.30	Council management of the environment	5.31	Elected member (Councillor) representation of community issues	4.56	Consistency of information provided by Council staff	1.30
Consistency of information provided by Council staff	6.30	Appearance of Ulverstone and Penguin CBDs	5.29	Council support of local industry and business	4.93	After hours service provision by Council	1.28
Appearance of your neighbourhood/district	6.29	Knowledge and experience of staff at the Council	5.17	Timeliness/responsiveness to customer enquiries or requests	4.93	Elected member (Councillor) representation of community issues	1.27
Traffic movement throughout the municipal area	6.21	Appearance of your neighbourhood/district	5.16	Council's leadership within the community	4.94	Knowledge and experience of staff at the Council	1.17
Appearance of Ulverstone and Penguin CBDs	6.19	Council as a good corporate citizen	5.14	Ease in contacting the right person at the Council	4.95	Ease in contacting the right person at the Council	1.16
Council management of the environment	6.15	Council reporting to the community through publications and meetings	4.99	Continuity of Council staff (Same Council officer handling your issue)	4.99	Appearance of your neighbourhood/district	1.13
Ease in contacting the right person at the Council	6.11	Consistency of information provided by Council staff	4.99	Consistency of information provided by Council staff	4.99	Continuity of Council staff (Same Council officer handling your issue)	1.09

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Employment Status - Retired

152 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.62	1	5.58	2
Friendliness of staff at the Council	6.45	2	5.75	1
Knowledge and experience of staff at the Council	6.34	3	5.17	6
Timeliness/responsiveness to customer enquiries or requests	6.30	4	4.93	14
Consistency of information provided by Council staff	6.30	5	4.99	10
Appearance of your neighbourhood/district	6.29	6	5.16	7
Traffic movement throughout the municipal area	6.21	7	5.37	3
Appearance of Ulverstone and Penguin CBDs	6.19	8	5.29	5
Council management of the environment	6.15	9	5.31	4
Ease in contacting the right person at the Council	6.11	10	4.95	12
Continuity of Council staff (Same Council officer handling your issue)	6.08	11	4.99	11
Urban and rural land use planning	6.03	12	4.49	17
Council's leadership within the community	5.98	13	4.94	13
Council support of local industry and business	5.97	14	4.93	15
Council reporting to the community through publications and meetings	5.92	15	4.99	9
Council as a good corporate citizen	5.90	16	5.14	8
Elected member (Councillor) representation of community issues	5.83	17	4.56	16
Opportunities for the community to participate in decision-making	5.74	18	4.35	18
After hours service provision by Council	5.61	19	4.33	19

Central Coast Council Community Survey Results, November 2015

Mean performance score – Employment Status - Retired

152 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.75	1		6.45	2
Council's financial management	5.58	2		6.62	1
Traffic movement throughout the municipal area	5.37	3		6.21	7
Council management of the environment	5.31	4		6.15	9
Appearance of Ulverstone and Penguin CBDs	5.29	5		6.19	8
Knowledge and experience of staff at the Council	5.17	6		6.34	3
Appearance of your neighbourhood/district	5.16	7		6.29	6
Council as a good corporate citizen	5.14	8		5.90	16
Council reporting to the community through publications and meetings	4.99	9		5.92	15
Consistency of information provided by Council staff	4.99	10		6.30	5
Continuity of Council staff (Same Council officer handling your issue)	4.99	11		6.08	11
Ease in contacting the right person at the Council	4.95	12		6.11	10
Council's leadership within the community	4.94	13		5.98	13
Timeliness/responsiveness to customer enquiries or requests	4.93	14		6.30	4
Council support of local industry and business	4.93	15		5.97	14
Elected member (Councillor) representation of community issues	4.56	16		5.83	17
Urban and rural land use planning	4.49	17		6.03	12
Opportunities for the community to participate in decision-making	4.35	18		5.74	18
After hours service provision by Council	4.33	19		5.61	19

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Employment Status - Retired

152 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.53	1	6.03	12
Opportunities for the community to participate in decision-making	1.39	2	5.74	18
Timeliness/responsiveness to customer enquiries or requests	1.37	3	6.30	4
Consistency of information provided by Council staff	1.30	4	6.30	5
After hours service provision by Council	1.28	5	5.61	19
Elected member (Councillor) representation of community issues	1.27	6	5.83	17
Knowledge and experience of staff at the Council	1.17	7	6.34	3
Ease in contacting the right person at the Council	1.16	8	6.11	10
Appearance of your neighbourhood/district	1.13	9	6.29	6
Continuity of Council staff (Same Council officer handling your issue)	1.09	10	6.08	11
Council support of local industry and business	1.05	11	5.97	14
Council's financial management	1.05	12	6.62	1
Council's leadership within the community	1.04	13	5.98	13
Council reporting to the community through publications and meetings	0.93	14	5.92	15
Appearance of Ulverstone and Penguin CBDs	0.90	15	6.19	8
Council management of the environment	0.84	16	6.15	9
Traffic movement throughout the municipal area	0.84	17	6.21	7
Council as a good corporate citizen	0.76	18	5.90	16
Friendliness of staff at the Council	0.70	19	6.45	2

Best practice categories gap grid – Employment Status - Retired
152 Responses



Central Coast Council Community Survey Results, November 2015

Top 5 importance scores by demographic

Length of time residing in Central Coast municipal area

6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Council's financial management	6.54	Knowledge and experience of staff at the Council	6.48	Council's financial management	6.56
Consistency of information provided by Council staff	6.50	Council's financial management	6.37	Friendliness of staff at the Council	6.30
Knowledge and experience of staff at the Council	6.44	Timeliness/responsiveness to customer enquiries or requests	6.31	Timeliness/responsiveness to customer enquiries or requests	6.18
Appearance of Ulverstone and Penguin CBDs	6.42	Friendliness of staff at the Council	6.27	Appearance of your neighbourhood/district	6.16
Appearance of your neighbourhood/district	6.40	Appearance of Ulverstone and Penguin CBDs	6.26	Consistency of information provided by Council staff	6.16

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic

Length of time residing in Central Coast municipal area

6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Council's financial management	5.52	Friendliness of staff at the Council	5.31	Friendliness of staff at the Council	5.62
Traffic movement throughout the municipal area	5.44	Traffic movement throughout the municipal area	5.27	Traffic movement throughout the municipal area	5.32
Appearance of Ulverstone and Penguin CBDs	5.36	Knowledge and experience of staff at the Council	5.14	Council's financial management	5.30
Knowledge and experience of staff at the Council	5.21	Appearance of Ulverstone and Penguin CBDs	5.03	Appearance of Ulverstone and Penguin CBDs	5.06
Council management of the environment	5.04	Timeliness/responsiveness to customer enquiries or requests	4.82	Council management of the environment	5.06

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic

Length of time residing in Central Coast municipal area

6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Opportunities for the community to participate in decision-making	2.35	Council's leadership within the community	1.85	Urban and rural land use planning	1.85
Consistency of information provided by Council staff	1.83	Council support of local industry and business	1.81	Opportunities for the community to participate in decision-making	1.54
Elected member (Councillor) representation of community issues	1.81	Opportunities for the community to participate in decision-making	1.74	Timeliness/responsiveness to customer enquiries or requests	1.47
Urban and rural land use planning	1.70	Urban and rural land use planning	1.70	Ease in contacting the right person at the Council	1.38
Council's leadership within the community	1.69	Elected member (Councillor) representation of community issues	1.70	Consistency of information provided by Council staff	1.36

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.54	Council's financial management	5.52	Opportunities for the community to participate in decision-making	3.73	Opportunities for the community to participate in decision-making	2.35
Consistency of information provided by Council staff	6.50	Traffic movement throughout the municipal area	5.44	After hours service provision by Council	3.84	Consistency of information provided by Council staff	1.83
Knowledge and experience of staff at the Council	6.44	Appearance of Ulverstone and Penguin CBDs	5.36	Council's leadership within the community	4.23	Elected member (Councillor) representation of community issues	1.81
Appearance of Ulverstone and Penguin CBDs	6.42	Knowledge and experience of staff at the Council	5.21	Elected member (Councillor) representation of community issues	4.35	Urban and rural land use planning	1.70
Appearance of your neighbourhood/district	6.40	Council management of the environment	5.04	Council reporting to the community through publications and meetings	4.36	Council's leadership within the community	1.69
Timeliness/responsiveness to customer enquiries or requests	6.31	Friendliness of staff at the Council	5.04	Urban and rural land use planning	4.38	After hours service provision by Council	1.59
Council management of the environment	6.25	Council as a good corporate citizen	4.88	Council support of local industry and business	4.64	Appearance of your neighbourhood/district	1.56
Elected member (Councillor) representation of community issues	6.15	Appearance of your neighbourhood/district	4.84	Consistency of information provided by Council staff	4.67	Timeliness/responsiveness to customer enquiries or requests	1.51
Friendliness of staff at the Council	6.15	Timeliness/responsiveness to customer enquiries or requests	4.80	Continuity of Council staff (Same Council officer handling your issue)	4.68	Council support of local industry and business	1.48
Council support of local industry and business	6.12	Ease in contacting the right person at the Council	4.77	Ease in contacting the right person at the Council	4.77	Council reporting to the community through publications and meetings	1.41

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.54	1	5.52	1
Consistency of information provided by Council staff	6.50	2	4.67	12
Knowledge and experience of staff at the Council	6.44	3	5.21	4
Appearance of Ulverstone and Penguin CBDs	6.42	4	5.36	3
Appearance of your neighbourhood/district	6.40	5	4.84	8
Timeliness/responsiveness to customer enquiries or requests	6.31	6	4.80	9
Council management of the environment	6.25	7	5.04	5
Elected member (Councillor) representation of community issues	6.15	8	4.35	16
Friendliness of staff at the Council	6.15	8	5.04	6
Council support of local industry and business	6.12	10	4.64	13
Ease in contacting the right person at the Council	6.12	11	4.77	10
Urban and rural land use planning	6.08	12	4.38	14
Opportunities for the community to participate in decision-making	6.08	13	3.73	19
Council as a good corporate citizen	6.04	14	4.88	7
Continuity of Council staff (Same Council officer handling your issue)	6.00	15	4.68	11
Council's leadership within the community	5.92	16	4.23	17
Traffic movement throughout the municipal area	5.92	17	5.44	2
Council reporting to the community through publications and meetings	5.77	18	4.36	15
After hours service provision by Council	5.43	19	3.84	18

Central Coast Council Community Survey Results, November 2015

Mean performance score – Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Council's financial management	5.52	1		6.54	1
Traffic movement throughout the municipal area	5.44	2		5.92	17
Appearance of Ulverstone and Penguin CBDs	5.36	3		6.42	4
Knowledge and experience of staff at the Council	5.21	4		6.44	3
Council management of the environment	5.04	5		6.25	7
Friendliness of staff at the Council	5.04	6		6.15	8
Council as a good corporate citizen	4.88	7		6.04	14
Appearance of your neighbourhood/district	4.84	8		6.40	5
Timeliness/responsiveness to customer enquiries or requests	4.80	9		6.31	6
Ease in contacting the right person at the Council	4.77	10		6.12	11
Continuity of Council staff (Same Council officer handling your issue)	4.68	11		6.00	15
Consistency of information provided by Council staff	4.67	12		6.50	2
Council support of local industry and business	4.64	13		6.12	10
Urban and rural land use planning	4.38	14		6.08	12
Council reporting to the community through publications and meetings	4.36	15		5.77	18
Elected member (Councillor) representation of community issues	4.35	16		6.15	8
Council's leadership within the community	4.23	17		5.92	16
After hours service provision by Council	3.84	18		5.43	19
Opportunities for the community to participate in decision-making	3.73	19		6.08	13

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Opportunities for the community to participate in decision-making	2.35	1	6.08	13
Consistency of information provided by Council staff	1.83	2	6.50	2
Elected member (Councillor) representation of community issues	1.81	3	6.15	8
Urban and rural land use planning	1.70	4	6.08	12
Council's leadership within the community	1.69	5	5.92	16
After hours service provision by Council	1.59	6	5.43	19
Appearance of your neighbourhood/district	1.56	7	6.40	5
Timeliness/responsiveness to customer enquiries or requests	1.51	8	6.31	6
Council support of local industry and business	1.48	9	6.12	10
Council reporting to the community through publications and meetings	1.41	10	5.77	18
Ease in contacting the right person at the Council	1.35	11	6.12	11
Continuity of Council staff (Same Council officer handling your issue)	1.32	12	6.00	15
Knowledge and experience of staff at the Council	1.23	13	6.44	3
Council management of the environment	1.21	14	6.25	7
Council as a good corporate citizen	1.16	15	6.04	14
Friendliness of staff at the Council	1.12	16	6.15	8
Appearance of Ulverstone and Penguin CBDs	1.06	17	6.42	4
Council's financial management	1.02	18	6.54	1
Traffic movement throughout the municipal area	0.48	19	5.92	17

Best practice categories gap grid — Length of time residing in Central Coast municipal area - 6 to 10 years
27 Responses



Central Coast Council Community Survey Results, November 2015

Top 10 factors — Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Knowledge and experience of staff at the Council	6.48	Friendliness of staff at the Council	5.31	After hours service provision by Council	3.77	Council's leadership within the community	1.85
Council's financial management	6.37	Traffic movement throughout the municipal area	5.27	Opportunities for the community to participate in decision-making	3.93	Council support of local industry and business	1.81
Timeliness/responsiveness to customer enquiries or requests	6.31	Knowledge and experience of staff at the Council	5.14	Elected member (Councillor) representation of community issues	4.04	Opportunities for the community to participate in decision-making	1.74
Friendliness of staff at the Council	6.27	Appearance of Ulverstone and Penguin CBDs	5.03	Urban and rural land use planning	4.08	Urban and rural land use planning	1.70
Appearance of Ulverstone and Penguin CBDs	6.26	Timeliness/responsiveness to customer enquiries or requests	4.82	Council support of local industry and business	4.15	Elected member (Councillor) representation of community issues	1.70
Appearance of your neighbourhood/district	6.19	Council's financial management	4.80	Council as a good corporate citizen	4.26	Council as a good corporate citizen	1.67
Consistency of information provided by Council staff	6.18	Continuity of Council staff (Same Council officer handling your issue)	4.77	Council's leadership within the community	4.28	After hours service provision by Council	1.67
Council's leadership within the community	6.13	Appearance of your neighbourhood/district	4.70	Council reporting to the community through publications and meetings	4.28	Consistency of information provided by Council staff	1.60
Council management of the environment	6.06	Council management of the environment	4.62	Consistency of information provided by Council staff	4.58	Council's financial management	1.57
Ease in contacting the right person at the Council	6.03	Ease in contacting the right person at the Council	4.59	Ease in contacting the right person at the Council	4.59	Council reporting to the community through publications and meetings	1.55

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Knowledge and experience of staff at the Council	6.48	1	5.14	3
Council's financial management	6.37	2	4.80	6
Timeliness/responsiveness to customer enquiries or requests	6.31	3	4.82	5
Friendliness of staff at the Council	6.27	4	5.31	1
Appearance of Ulverstone and Penguin CBDs	6.26	5	5.03	4
Appearance of your neighbourhood/district	6.19	6	4.70	8
Consistency of information provided by Council staff	6.18	7	4.58	11
Council's leadership within the community	6.13	8	4.28	12
Council management of the environment	6.06	9	4.62	9
Ease in contacting the right person at the Council	6.03	10	4.59	10
Traffic movement throughout the municipal area	5.97	11	5.27	2
Council support of local industry and business	5.96	12	4.15	15
Council as a good corporate citizen	5.93	13	4.26	14
Council reporting to the community through publications and meetings	5.83	14	4.28	12
Continuity of Council staff (Same Council officer handling your issue)	5.82	15	4.77	7
Urban and rural land use planning	5.78	16	4.08	16
Elected member (Councillor) representation of community issues	5.73	17	4.04	17
Opportunities for the community to participate in decision-making	5.68	18	3.93	18
After hours service provision by Council	5.44	19	3.77	19

Central Coast Council Community Survey Results, November 2015

Mean performance score – Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.31	1		6.27	4
Traffic movement throughout the municipal area	5.27	2		5.97	11
Knowledge and experience of staff at the Council	5.14	3		6.48	1
Appearance of Ulverstone and Penguin CBDs	5.03	4		6.26	5
Timeliness/responsiveness to customer enquiries or requests	4.82	5		6.31	3
Council's financial management	4.80	6		6.37	2
Continuity of Council staff (Same Council officer handling your issue)	4.77	7		5.82	15
Appearance of your neighbourhood/district	4.70	8		6.19	6
Council management of the environment	4.62	9		6.06	9
Ease in contacting the right person at the Council	4.59	10		6.03	10
Consistency of information provided by Council staff	4.58	11		6.18	7
Council reporting to the community through publications and meetings	4.28	12		5.83	14
Council's leadership within the community	4.28	12		6.13	8
Council as a good corporate citizen	4.26	14		5.93	13
Council support of local industry and business	4.15	15		5.96	12
Urban and rural land use planning	4.08	16		5.78	16
Elected member (Councillor) representation of community issues	4.04	17		5.73	17
Opportunities for the community to participate in decision-making	3.93	18		5.68	18
After hours service provision by Council	3.77	19		5.44	19

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Length of time residing in Central Coast municipal area - 11 to 20 years

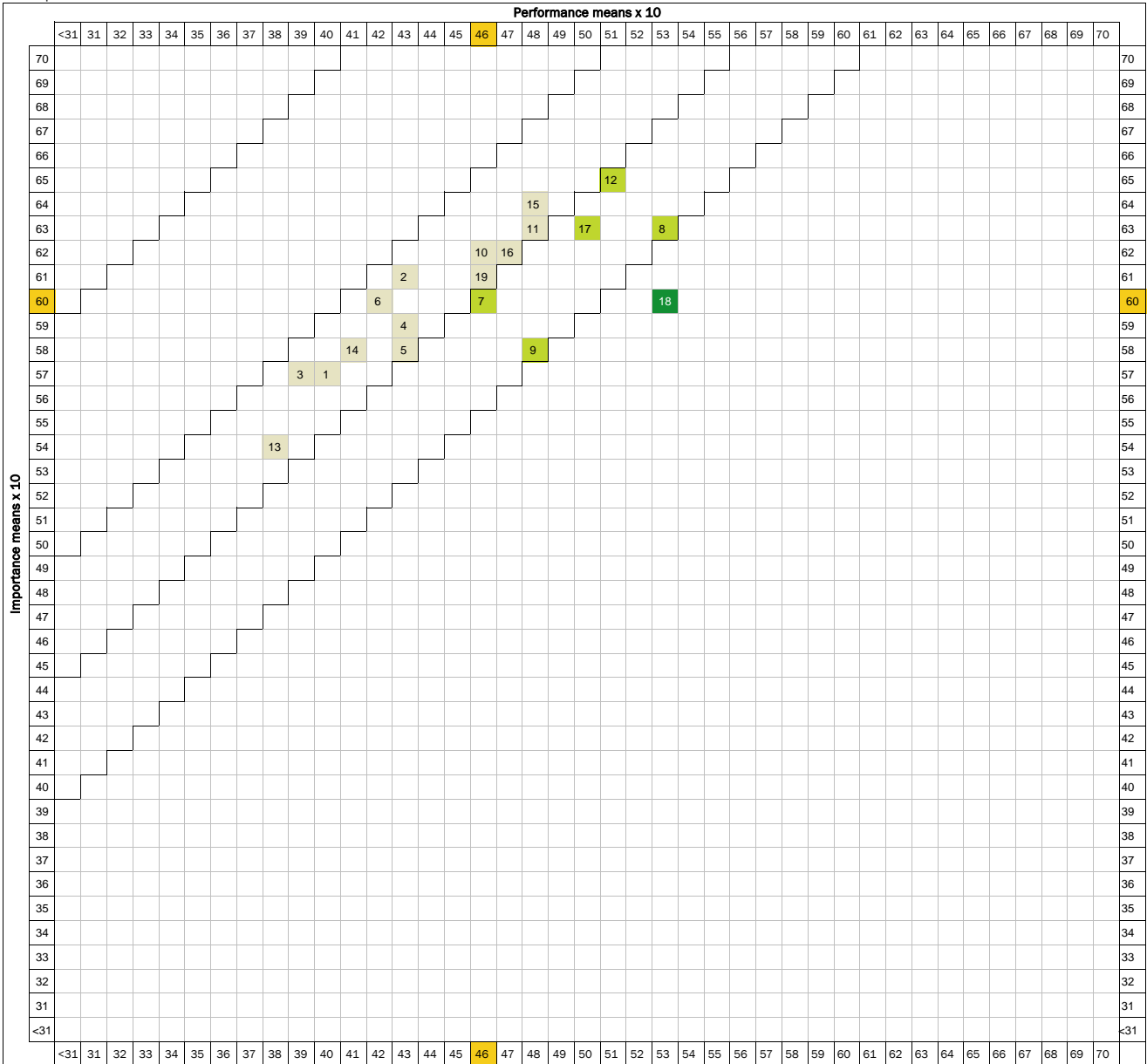
36 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Council's leadership within the community	1.85	1	6.13	8
Council support of local industry and business	1.81	2	5.96	12
Opportunities for the community to participate in decision-making	1.74	3	5.68	18
Urban and rural land use planning	1.70	4	5.78	16
Elected member (Councillor) representation of community issues	1.70	5	5.73	17
Council as a good corporate citizen	1.67	6	5.93	13
After hours service provision by Council	1.67	7	5.44	19
Consistency of information provided by Council staff	1.60	8	6.18	7
Council's financial management	1.57	9	6.37	2
Council reporting to the community through publications and meetings	1.55	10	5.83	14
Appearance of your neighbourhood/district	1.49	11	6.19	6
Timeliness/responsiveness to customer enquiries or requests	1.49	12	6.31	3
Council management of the environment	1.44	13	6.06	9
Ease in contacting the right person at the Council	1.44	14	6.03	10
Knowledge and experience of staff at the Council	1.34	15	6.48	1
Appearance of Ulverstone and Penguin CBDs	1.22	16	6.26	5
Continuity of Council staff (Same Council officer handling your issue)	1.05	17	5.82	15
Friendliness of staff at the Council	0.96	18	6.27	4
Traffic movement throughout the municipal area	0.70	19	5.97	11

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Length of time residing in Central Coast municipal area - 11 to 20 years

36 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Council Community Survey Results, November 2015

Top 10 factors — Length of time residing in Central Coast municipal area - More than 20 years

207 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.56	Friendliness of staff at the Council	5.62	Urban and rural land use planning	4.09	Urban and rural land use planning	1.85
Friendliness of staff at the Council	6.30	Traffic movement throughout the municipal area	5.32	Opportunities for the community to participate in decision-making	4.17	Opportunities for the community to participate in decision-making	1.54
Timeliness/responsiveness to customer enquiries or requests	6.18	Council's financial management	5.30	After hours service provision by Council	4.23	Timeliness/responsiveness to customer enquiries or requests	1.47
Appearance of your neighbourhood/district	6.16	Appearance of Ulverstone and Penguin CBDs	5.06	Elected member (Councillor) representation of community issues	4.34	Ease in contacting the right person at the Council	1.38
Consistency of information provided by Council staff	6.16	Council management of the environment	5.06	Ease in contacting the right person at the Council	4.58	Consistency of information provided by Council staff	1.36
Knowledge and experience of staff at the Council	6.14	Knowledge and experience of staff at the Council	4.98	Council support of local industry and business	4.65	Council support of local industry and business	1.35
Traffic movement throughout the municipal area	6.08	Council as a good corporate citizen	4.97	Council reporting to the community through publications and meetings	4.68	After hours service provision by Council	1.33
Council management of the environment	6.06	Continuity of Council staff (Same Council officer handling your issue)	4.93	Timeliness/responsiveness to customer enquiries or requests	4.71	Elected member (Councillor) representation of community issues	1.28
Appearance of Ulverstone and Penguin CBDs	6.03	Appearance of your neighbourhood/district	4.88	Council's leadership within the community	4.72	Appearance of your neighbourhood/district	1.28
Council support of local industry and business	6.01	Consistency of information provided by Council staff	4.79	Consistency of information provided by Council staff	4.79	Council's financial management	1.26

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Length of time residing in Central Coast municipal area - More than 20 years

207 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.56	1	5.30	3
Friendliness of staff at the Council	6.30	2	5.62	1
Timeliness/responsiveness to customer enquiries or requests	6.18	3	4.71	12
Appearance of your neighbourhood/district	6.16	4	4.88	9
Consistency of information provided by Council staff	6.16	5	4.79	10
Knowledge and experience of staff at the Council	6.14	6	4.98	6
Traffic movement throughout the municipal area	6.08	7	5.32	2
Council management of the environment	6.06	8	5.06	5
Appearance of Ulverstone and Penguin CBDs	6.03	9	5.06	4
Council support of local industry and business	6.01	10	4.65	14
Ease in contacting the right person at the Council	5.96	11	4.58	15
Urban and rural land use planning	5.95	12	4.09	19
Continuity of Council staff (Same Council officer handling your issue)	5.93	13	4.93	8
Council's leadership within the community	5.91	14	4.72	11
Council reporting to the community through publications and meetings	5.89	15	4.68	13
Council as a good corporate citizen	5.88	16	4.97	7
Opportunities for the community to participate in decision-making	5.71	17	4.17	18
Elected member (Councillor) representation of community issues	5.62	18	4.34	16
After hours service provision by Council	5.57	19	4.23	17

Central Coast Council Community Survey Results, November 2015

Mean performance score – Length of time residing in Central Coast municipal area - More than 20 years

207 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.62	1		6.30	2
Traffic movement throughout the municipal area	5.32	2		6.08	7
Council's financial management	5.30	3		6.56	1
Appearance of Ulverstone and Penguin CBDs	5.06	4		6.03	9
Council management of the environment	5.06	5		6.06	8
Knowledge and experience of staff at the Council	4.98	6		6.14	6
Council as a good corporate citizen	4.97	7		5.88	16
Continuity of Council staff (Same Council officer handling your issue)	4.93	8		5.93	13
Appearance of your neighbourhood/district	4.88	9		6.16	4
Consistency of information provided by Council staff	4.79	10		6.16	5
Council's leadership within the community	4.72	11		5.91	14
Timeliness/responsiveness to customer enquiries or requests	4.71	12		6.18	3
Council reporting to the community through publications and meetings	4.68	13		5.89	15
Council support of local industry and business	4.65	14		6.01	10
Ease in contacting the right person at the Council	4.58	15		5.96	11
Elected member (Councillor) representation of community issues	4.34	16		5.62	18
After hours service provision by Council	4.23	17		5.57	19
Opportunities for the community to participate in decision-making	4.17	18		5.71	17
Urban and rural land use planning	4.09	19		5.95	12

Central Coast Council Community Survey Results, November 2015

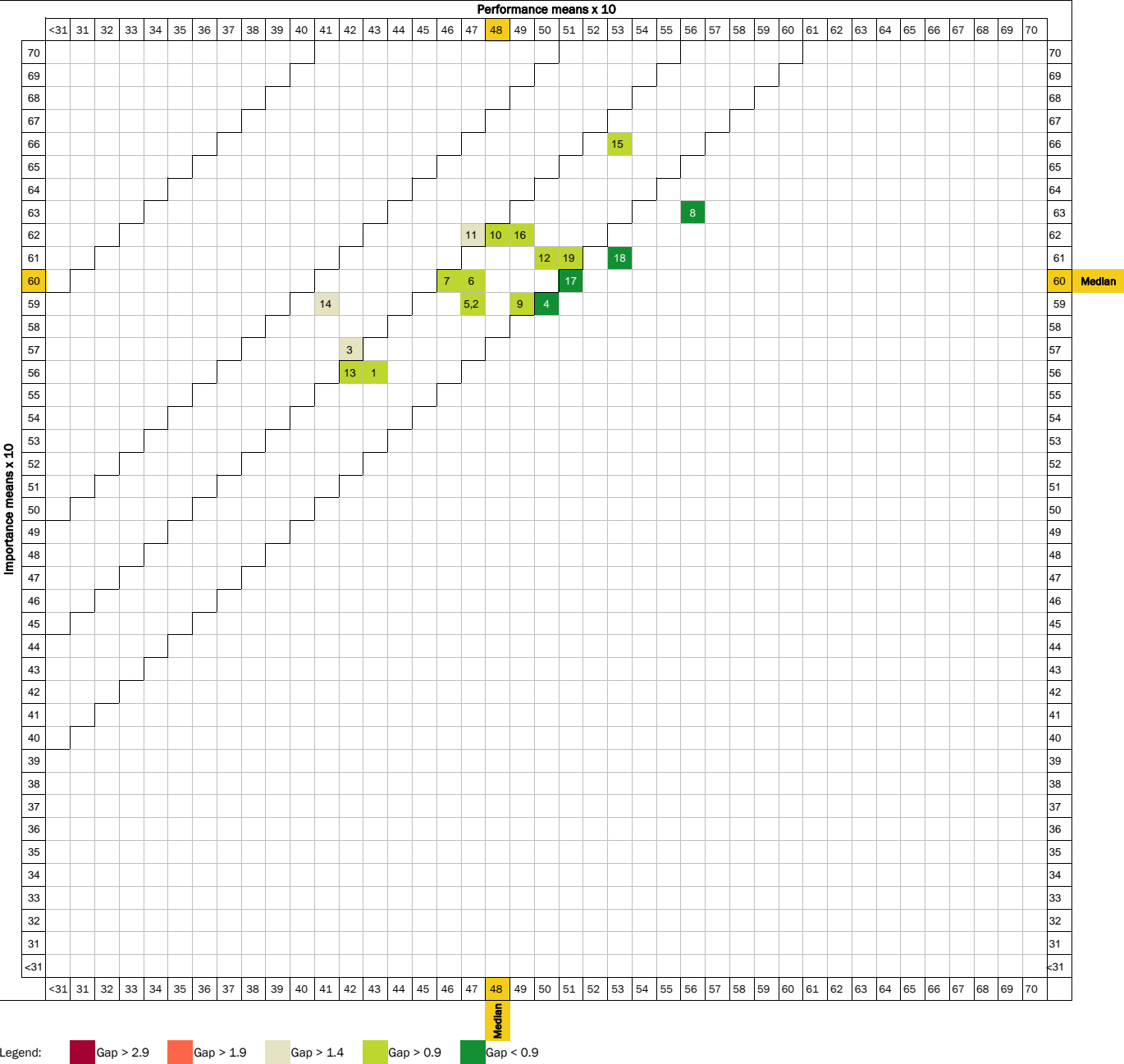
Mean gap scores — Length of time residing in Central Coast municipal area - More than 20 years

207 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.85	1	5.95	12
Opportunities for the community to participate in decision-making	1.54	2	5.71	17
Timeliness/responsiveness to customer enquiries or requests	1.47	3	6.18	3
Ease in contacting the right person at the Council	1.38	4	5.96	11
Consistency of information provided by Council staff	1.36	5	6.16	5
Council support of local industry and business	1.35	6	6.01	10
After hours service provision by Council	1.33	7	5.57	19
Elected member (Councillor) representation of community issues	1.28	8	5.62	18
Appearance of your neighbourhood/district	1.28	9	6.16	4
Council's financial management	1.26	10	6.56	1
Council reporting to the community through publications and meetings	1.21	11	5.89	15
Council's leadership within the community	1.18	12	5.91	14
Knowledge and experience of staff at the Council	1.15	13	6.14	6
Continuity of Council staff (Same Council officer handling your issue)	1.00	14	5.93	13
Council management of the environment	1.00	15	6.06	8
Appearance of Ulverstone and Penguin CBDs	0.97	16	6.03	9
Council as a good corporate citizen	0.91	17	5.88	16
Traffic movement throughout the municipal area	0.77	18	6.08	7
Friendliness of staff at the Council	0.68	19	6.30	2

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Length of time residing in Central Coast municipal area - More than 20 years
207 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Council's financial management	6.54	Council's financial management	6.59
Friendliness of staff at the Council	6.36	Friendliness of staff at the Council	6.27
Timeliness/responsiveness to customer enquiries or requests	6.33	Appearance of your neighbourhood/district	6.26
Knowledge and experience of staff at the Council	6.33	Consistency of information provided by Council staff	6.23
Consistency of information provided by Council staff	6.24	Knowledge and experience of staff at the Council	6.19

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Friendliness of staff at the Council	5.58	Friendliness of staff at the Council	5.48
Council's financial management	5.38	Traffic movement throughout the municipal area	5.35
Traffic movement throughout the municipal area	5.34	Appearance of Ulverstone and Penguin CBDs	5.21
Knowledge and experience of staff at the Council	5.14	Council's financial management	5.20
Appearance of Ulverstone and Penguin CBDs	5.06	Council management of the environment	5.05

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Urban and rural land use planning	1.67	Urban and rural land use planning	1.87
Opportunities for the community to participate in decision-making	1.59	Opportunities for the community to participate in decision-making	1.73
Ease in contacting the right person at the Council	1.53	Timeliness/responsiveness to customer enquiries or requests	1.62
After hours service provision by Council	1.52	Consistency of information provided by Council staff	1.52
Council support of local industry and business	1.50	Elected member (Councillor) representation of community issues	1.51

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Gender - Female

147 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.54	Friendliness of staff at the Council	5.58	After hours service provision by Council	4.12	Urban and rural land use planning	1.67
Friendliness of staff at the Council	6.36	Council's financial management	5.38	Urban and rural land use planning	4.26	Opportunities for the community to participate in decision-making	1.59
Timeliness/responsiveness to customer enquiries or requests	6.33	Traffic movement throughout the municipal area	5.34	Opportunities for the community to participate in decision-making	4.27	Ease in contacting the right person at the Council	1.53
Knowledge and experience of staff at the Council	6.33	Knowledge and experience of staff at the Council	5.14	Elected member (Councillor) representation of community issues	4.47	After hours service provision by Council	1.52
Consistency of information provided by Council staff	6.24	Appearance of Ulverstone and Penguin CBDs	5.06	Ease in contacting the right person at the Council	4.56	Council support of local industry and business	1.50
Council support of local industry and business	6.19	Continuity of Council staff (Same Council officer handling your issue)	5.05	Council support of local industry and business	4.70	Timeliness/responsiveness to customer enquiries or requests	1.38
Traffic movement throughout the municipal area	6.16	Timeliness/responsiveness to customer enquiries or requests	4.96	Council's leadership within the community	4.73	Consistency of information provided by Council staff	1.36
Appearance of Ulverstone and Penguin CBDs	6.15	Council management of the environment	4.94	Council reporting to the community through publications and meetings	4.77	Appearance of your neighbourhood/district	1.34
Council management of the environment	6.15	Council as a good corporate citizen	4.91	Appearance of your neighbourhood/district	4.80	Elected member (Councillor) representation of community issues	1.33
Appearance of your neighbourhood/district	6.14	Consistency of information provided by Council staff	4.87	Consistency of information provided by Council staff	4.87	Council's leadership within the community	1.25

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Gender - Female

147 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.54	1	5.38	2
Friendliness of staff at the Council	6.36	2	5.58	1
Timeliness/responsiveness to customer enquiries or requests	6.33	3	4.96	7
Knowledge and experience of staff at the Council	6.33	4	5.14	4
Consistency of information provided by Council staff	6.24	5	4.87	10
Council support of local industry and business	6.19	6	4.70	14
Traffic movement throughout the municipal area	6.16	7	5.34	3
Appearance of Ulverstone and Penguin CBDs	6.15	8	5.06	5
Council management of the environment	6.15	9	4.94	8
Appearance of your neighbourhood/district	6.14	10	4.80	11
Ease in contacting the right person at the Council	6.09	11	4.56	15
Continuity of Council staff (Same Council officer handling your issue)	6.05	12	5.05	6
Council reporting to the community through publications and meetings	5.98	13	4.77	12
Council's leadership within the community	5.98	14	4.73	13
Urban and rural land use planning	5.93	15	4.26	18
Opportunities for the community to participate in decision-making	5.86	16	4.27	17
Council as a good corporate citizen	5.86	17	4.91	9
Elected member (Councillor) representation of community issues	5.80	18	4.47	16
After hours service provision by Council	5.64	19	4.12	19

Central Coast Council Community Survey Results, November 2015

Mean performance score – Gender - Female

147 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.58	1		6.36	2
Council's financial management	5.38	2		6.54	1
Traffic movement throughout the municipal area	5.34	3		6.16	7
Knowledge and experience of staff at the Council	5.14	4		6.33	4
Appearance of Ulverstone and Penguin CBDs	5.06	5		6.15	8
Continuity of Council staff (Same Council officer handling your issue)	5.05	6		6.05	12
Timeliness/responsiveness to customer enquiries or requests	4.96	7		6.33	3
Council management of the environment	4.94	8		6.15	9
Council as a good corporate citizen	4.91	9		5.86	17
Consistency of information provided by Council staff	4.87	10		6.24	5
Appearance of your neighbourhood/district	4.80	11		6.14	10
Council reporting to the community through publications and meetings	4.77	12		5.98	13
Council's leadership within the community	4.73	13		5.98	14
Council support of local industry and business	4.70	14		6.19	6
Ease in contacting the right person at the Council	4.56	15		6.09	11
Elected member (Councillor) representation of community issues	4.47	16		5.80	18
Opportunities for the community to participate in decision-making	4.27	17		5.86	16
Urban and rural land use planning	4.26	18		5.93	15
After hours service provision by Council	4.12	19		5.64	19

Central Coast Council Community Survey Results, November 2015

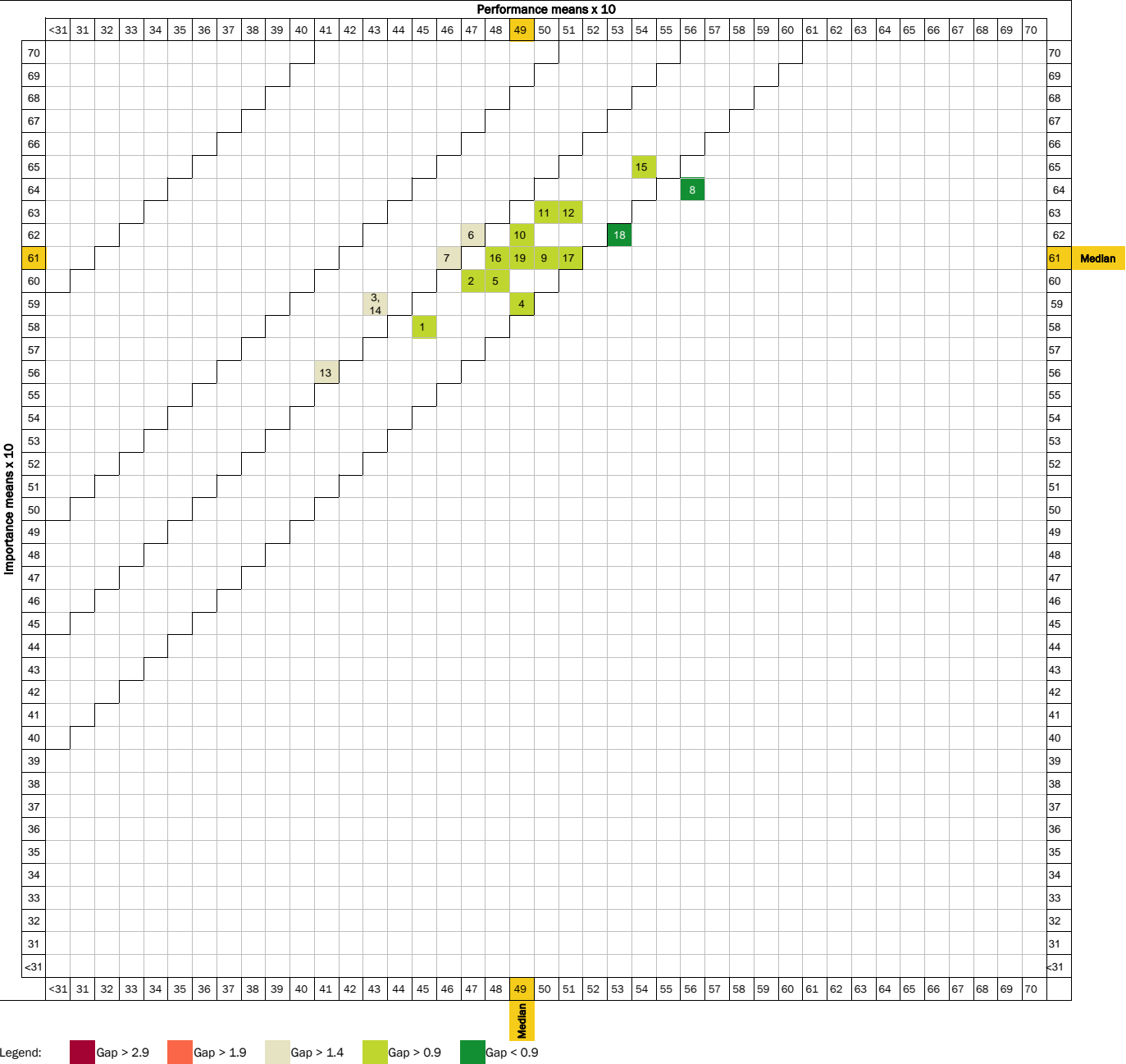
Mean gap scores — Gender - Female

147 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.67	1	5.93	15
Opportunities for the community to participate in decision-making	1.59	2	5.86	16
Ease in contacting the right person at the Council	1.53	3	6.09	11
After hours service provision by Council	1.52	4	5.64	19
Council support of local industry and business	1.50	5	6.19	6
Timeliness/responsiveness to customer enquiries or requests	1.38	6	6.33	3
Consistency of information provided by Council staff	1.36	7	6.24	5
Appearance of your neighbourhood/district	1.34	8	6.14	10
Elected member (Councillor) representation of community issues	1.33	9	5.80	18
Council's leadership within the community	1.25	10	5.98	14
Council reporting to the community through publications and meetings	1.21	11	5.98	13
Council management of the environment	1.21	12	6.15	9
Knowledge and experience of staff at the Council	1.18	13	6.33	4
Council's financial management	1.16	14	6.54	1
Appearance of Ulverstone and Penguin CBDs	1.09	15	6.15	8
Continuity of Council staff (Same Council officer handling your issue)	1.01	16	6.05	12
Council as a good corporate citizen	0.95	17	5.86	17
Traffic movement throughout the municipal area	0.82	18	6.16	7
Friendliness of staff at the Council	0.78	19	6.36	2

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Gender - Female
147 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Gender - Male

132 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.59	Friendliness of staff at the Council	5.48	Opportunities for the community to participate in decision-making	4.02	Urban and rural land use planning	1.87
Friendliness of staff at the Council	6.27	Traffic movement throughout the municipal area	5.35	Urban and rural land use planning	4.07	Opportunities for the community to participate in decision-making	1.73
Appearance of your neighbourhood/district	6.26	Appearance of Ulverstone and Penguin CBDs	5.21	Elected member (Councillor) representation of community issues	4.19	Timeliness/responsiveness to customer enquiries or requests	1.62
Consistency of information provided by Council staff	6.23	Council's financial management	5.20	After hours service provision by Council	4.23	Consistency of information provided by Council staff	1.52
Knowledge and experience of staff at the Council	6.19	Council management of the environment	5.05	Council reporting to the community through publications and meetings	4.48	Elected member (Councillor) representation of community issues	1.51
Timeliness/responsiveness to customer enquiries or requests	6.18	Appearance of your neighbourhood/district	5.01	Council's leadership within the community	4.54	Council's leadership within the community	1.45
Appearance of Ulverstone and Penguin CBDs	6.15	Knowledge and experience of staff at the Council	4.99	Council support of local industry and business	4.54	Council's financial management	1.39
Council management of the environment	6.07	Council as a good corporate citizen	4.88	Timeliness/responsiveness to customer enquiries or requests	4.56	Council reporting to the community through publications and meetings	1.36
Council as a good corporate citizen	6.03	Continuity of Council staff (Same Council officer handling your issue)	4.80	Ease in contacting the right person at the Council	4.71	Council support of local industry and business	1.36
Ease in contacting the right person at the Council	6.00	Consistency of information provided by Council staff	4.72	Consistency of information provided by Council staff	4.72	Ease in contacting the right person at the Council	1.29

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Gender - Male

132 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.59	1	5.20	4
Friendliness of staff at the Council	6.27	2	5.48	1
Appearance of your neighbourhood/district	6.26	3	5.01	6
Consistency of information provided by Council staff	6.23	4	4.72	10
Knowledge and experience of staff at the Council	6.19	5	4.99	7
Timeliness/responsiveness to customer enquiries or requests	6.18	6	4.56	12
Appearance of Ulverstone and Penguin CBDs	6.15	7	5.21	3
Council management of the environment	6.07	8	5.05	5
Council as a good corporate citizen	6.03	9	4.88	8
Ease in contacting the right person at the Council	6.00	10	4.71	11
Council's leadership within the community	5.99	11	4.54	14
Traffic movement throughout the municipal area	5.97	12	5.35	2
Urban and rural land use planning	5.94	13	4.07	18
Continuity of Council staff (Same Council officer handling your issue)	5.91	14	4.80	9
Council support of local industry and business	5.90	15	4.54	13
Council reporting to the community through publications and meetings	5.85	16	4.48	15
Opportunities for the community to participate in decision-making	5.75	17	4.02	19
Elected member (Councillor) representation of community issues	5.70	18	4.19	17
After hours service provision by Council	5.48	19	4.23	16

Central Coast Council Community Survey Results, November 2015

Mean performance score – Gender - Male

132 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.48	1		6.27	2
Traffic movement throughout the municipal area	5.35	2		5.97	12
Appearance of Ulverstone and Penguin CBDs	5.21	3		6.15	7
Council's financial management	5.20	4		6.59	1
Council management of the environment	5.05	5		6.07	8
Appearance of your neighbourhood/district	5.01	6		6.26	3
Knowledge and experience of staff at the Council	4.99	7		6.19	5
Council as a good corporate citizen	4.88	8		6.03	9
Continuity of Council staff (Same Council officer handling your issue)	4.80	9		5.91	14
Consistency of information provided by Council staff	4.72	10		6.23	4
Ease in contacting the right person at the Council	4.71	11		6.00	10
Timeliness/responsiveness to customer enquiries or requests	4.56	12		6.18	6
Council support of local industry and business	4.54	13		5.90	15
Council's leadership within the community	4.54	14		5.99	11
Council reporting to the community through publications and meetings	4.48	15		5.85	16
After hours service provision by Council	4.23	16		5.48	19
Elected member (Councillor) representation of community issues	4.19	17		5.70	18
Urban and rural land use planning	4.07	18		5.94	13
Opportunities for the community to participate in decision-making	4.02	19		5.75	17

Central Coast Council Community Survey Results, November 2015

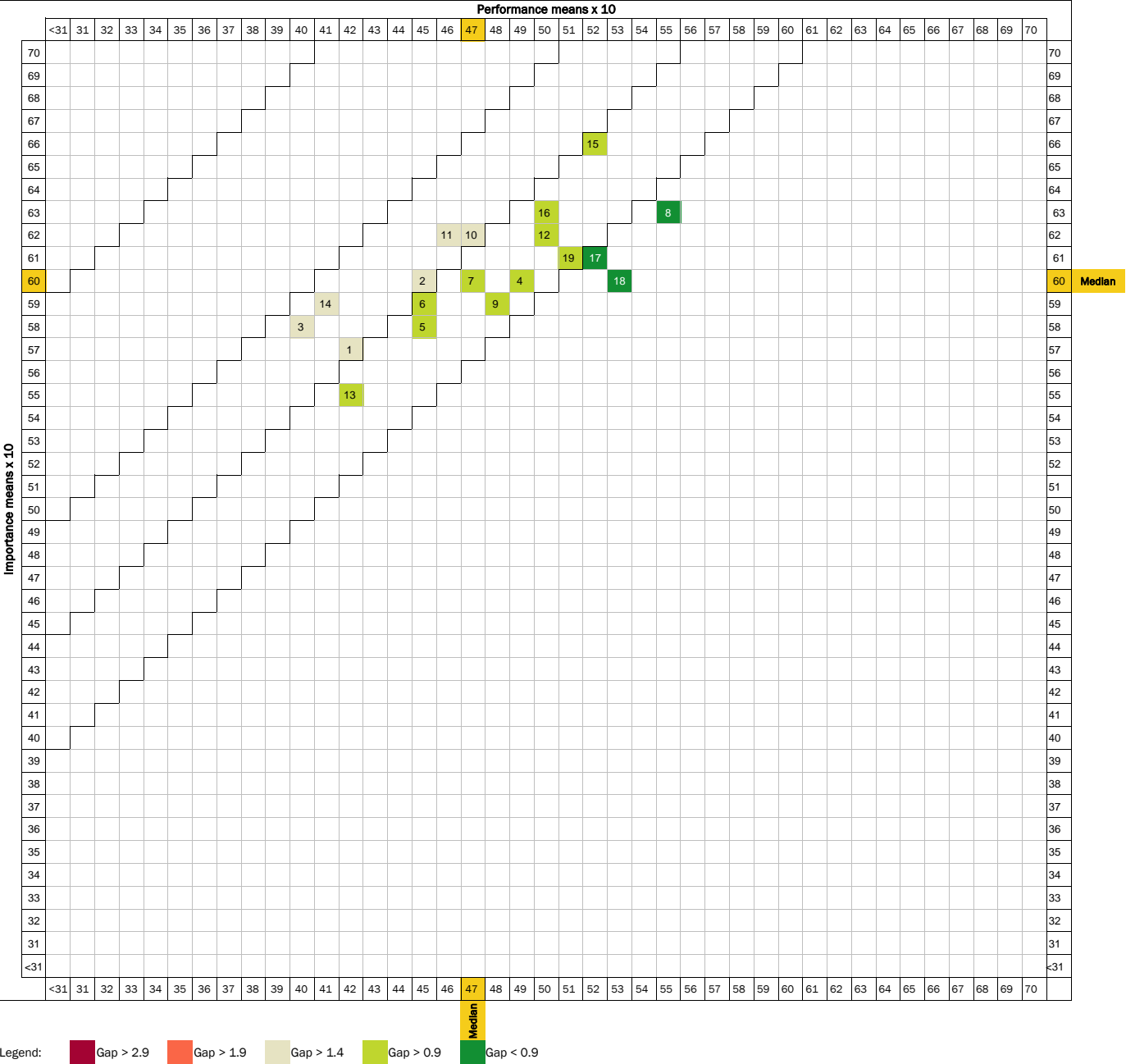
Mean gap scores — Gender - Male

132 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.87	1	5.94	13
Opportunities for the community to participate in decision-making	1.73	2	5.75	17
Timeliness/responsiveness to customer enquiries or requests	1.62	3	6.18	6
Consistency of information provided by Council staff	1.52	4	6.23	4
Elected member (Councillor) representation of community issues	1.51	5	5.70	18
Council's leadership within the community	1.45	6	5.99	11
Council's financial management	1.39	7	6.59	1
Council reporting to the community through publications and meetings	1.36	8	5.85	16
Council support of local industry and business	1.36	9	5.90	15
Ease in contacting the right person at the Council	1.29	10	6.00	10
Appearance of your neighbourhood/district	1.26	11	6.26	3
After hours service provision by Council	1.25	12	5.48	19
Knowledge and experience of staff at the Council	1.20	13	6.19	5
Council as a good corporate citizen	1.16	14	6.03	9
Continuity of Council staff (Same Council officer handling your issue)	1.11	15	5.91	14
Council management of the environment	1.01	16	6.07	8
Appearance of Ulverstone and Penguin CBDs	0.94	17	6.15	7
Friendliness of staff at the Council	0.79	18	6.27	2
Traffic movement throughout the municipal area	0.62	19	5.97	12

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Gender - Male
132 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Status

Owner (276 responses)		Tenant (10 responses)	
Council's financial management	6.55	Traffic movement throughout the municipal area	6.60
Friendliness of staff at the Council	6.28	Friendliness of staff at the Council	6.60
Knowledge and experience of staff at the Council	6.22	Knowledge and experience of staff at the Council	6.56
Timeliness/responsiveness to customer enquiries or requests	6.22	Appearance of Ulverstone and Penguin CBDs	6.50
Consistency of information provided by Council staff	6.21	Council management of the environment	6.44

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic
Status

Owner (276 responses)		Tenant (10 responses)	
Friendliness of staff at the Council	5.47	Friendliness of staff at the Council	6.30
Traffic movement throughout the municipal area	5.32	Appearance of Ulverstone and Penguin CBDs	6.10
Council's financial management	5.29	Traffic movement throughout the municipal area	6.10
Appearance of Ulverstone and Penguin CBDs	5.08	Knowledge and experience of staff at the Council	6.00
Knowledge and experience of staff at the Council	5.02	Council support of local industry and business	5.89

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic

Status

Owner (276 responses)		Tenant (10 responses)	
Urban and rural land use planning	1.80	Opportunities for the community to participate in decision-making	1.50
Opportunities for the community to participate in decision-making	1.68	Council's financial management	1.43
Timeliness/responsiveness to customer enquiries or requests	1.50	Urban and rural land use planning	1.22
Consistency of information provided by Council staff	1.48	Ease in contacting the right person at the Council	1.22
Council support of local industry and business	1.47	After hours service provision by Council	1.14

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Status - Owner

276 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.55	Friendliness of staff at the Council	5.47	Opportunities for the community to participate in decision-making	4.09	Urban and rural land use planning	1.80
Friendliness of staff at the Council	6.28	Traffic movement throughout the municipal area	5.32	After hours service provision by Council	4.11	Opportunities for the community to participate in decision-making	1.68
Knowledge and experience of staff at the Council	6.22	Council's financial management	5.29	Urban and rural land use planning	4.11	Timeliness/responsiveness to customer enquiries or requests	1.50
Timeliness/responsiveness to customer enquiries or requests	6.22	Appearance of Ulverstone and Penguin CBDs	5.08	Elected member (Councillor) representation of community issues	4.29	Consistency of information provided by Council staff	1.48
Consistency of information provided by Council staff	6.21	Knowledge and experience of staff at the Council	5.02	Council support of local industry and business	4.55	Council support of local industry and business	1.47
Appearance of your neighbourhood/district	6.16	Council management of the environment	4.97	Council reporting to the community through publications and meetings	4.56	Elected member (Councillor) representation of community issues	1.43
Appearance of Ulverstone and Penguin CBDs	6.10	Council as a good corporate citizen	4.87	Council's leadership within the community	4.59	Ease in contacting the right person at the Council	1.40
Council management of the environment	6.07	Continuity of Council staff (Same Council officer handling your issue)	4.86	Ease in contacting the right person at the Council	4.62	After hours service provision by Council	1.40
Council support of local industry and business	6.02	Appearance of your neighbourhood/district	4.83	Timeliness/responsiveness to customer enquiries or requests	4.72	Council reporting to the community through publications and meetings	1.35
Ease in contacting the right person at the Council	6.02	Consistency of information provided by Council staff	4.74	Consistency of information provided by Council staff	4.74	Council's leadership within the community	1.34

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Status - Owner

276 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council's financial management	6.55	1		5.29	3
Friendliness of staff at the Council	6.28	2		5.47	1
Knowledge and experience of staff at the Council	6.22	3		5.02	5
Timeliness/responsiveness to customer enquiries or requests	6.22	4		4.72	11
Consistency of information provided by Council staff	6.21	5		4.74	10
Appearance of your neighbourhood/district	6.16	6		4.83	9
Appearance of Ulverstone and Penguin CBDs	6.10	7		5.08	4
Council management of the environment	6.07	8		4.97	6
Council support of local industry and business	6.02	9		4.55	15
Ease in contacting the right person at the Council	6.02	10		4.62	12
Traffic movement throughout the municipal area	6.01	11		5.32	2
Continuity of Council staff (Same Council officer handling your issue)	5.96	12		4.86	8
Council as a good corporate citizen	5.95	13		4.87	7
Council's leadership within the community	5.93	14		4.59	13
Urban and rural land use planning	5.91	15		4.11	17
Council reporting to the community through publications and meetings	5.91	16		4.56	14
Opportunities for the community to participate in decision-making	5.77	17		4.09	19
Elected member (Councillor) representation of community issues	5.72	18		4.29	16
After hours service provision by Council	5.51	19		4.11	18

Central Coast Council Community Survey Results, November 2015

Mean performance score — Status - Owner

276 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.47	1		6.28	2
Traffic movement throughout the municipal area	5.32	2		6.01	11
Council's financial management	5.29	3		6.55	1
Appearance of Ulverstone and Penguin CBDs	5.08	4		6.10	7
Knowledge and experience of staff at the Council	5.02	5		6.22	3
Council management of the environment	4.97	6		6.07	8
Council as a good corporate citizen	4.87	7		5.95	13
Continuity of Council staff (Same Council officer handling your issue)	4.86	8		5.96	12
Appearance of your neighbourhood/district	4.83	9		6.16	6
Consistency of information provided by Council staff	4.74	10		6.21	5
Timeliness/responsiveness to customer enquiries or requests	4.72	11		6.22	4
Ease in contacting the right person at the Council	4.62	12		6.02	10
Council's leadership within the community	4.59	13		5.93	14
Council reporting to the community through publications and meetings	4.56	14		5.91	16
Council support of local industry and business	4.55	15		6.02	9
Elected member (Councillor) representation of community issues	4.29	16		5.72	18
Urban and rural land use planning	4.11	17		5.91	15
After hours service provision by Council	4.11	18		5.51	19
Opportunities for the community to participate in decision-making	4.09	19		5.77	17

Central Coast Council Community Survey Results, November 2015

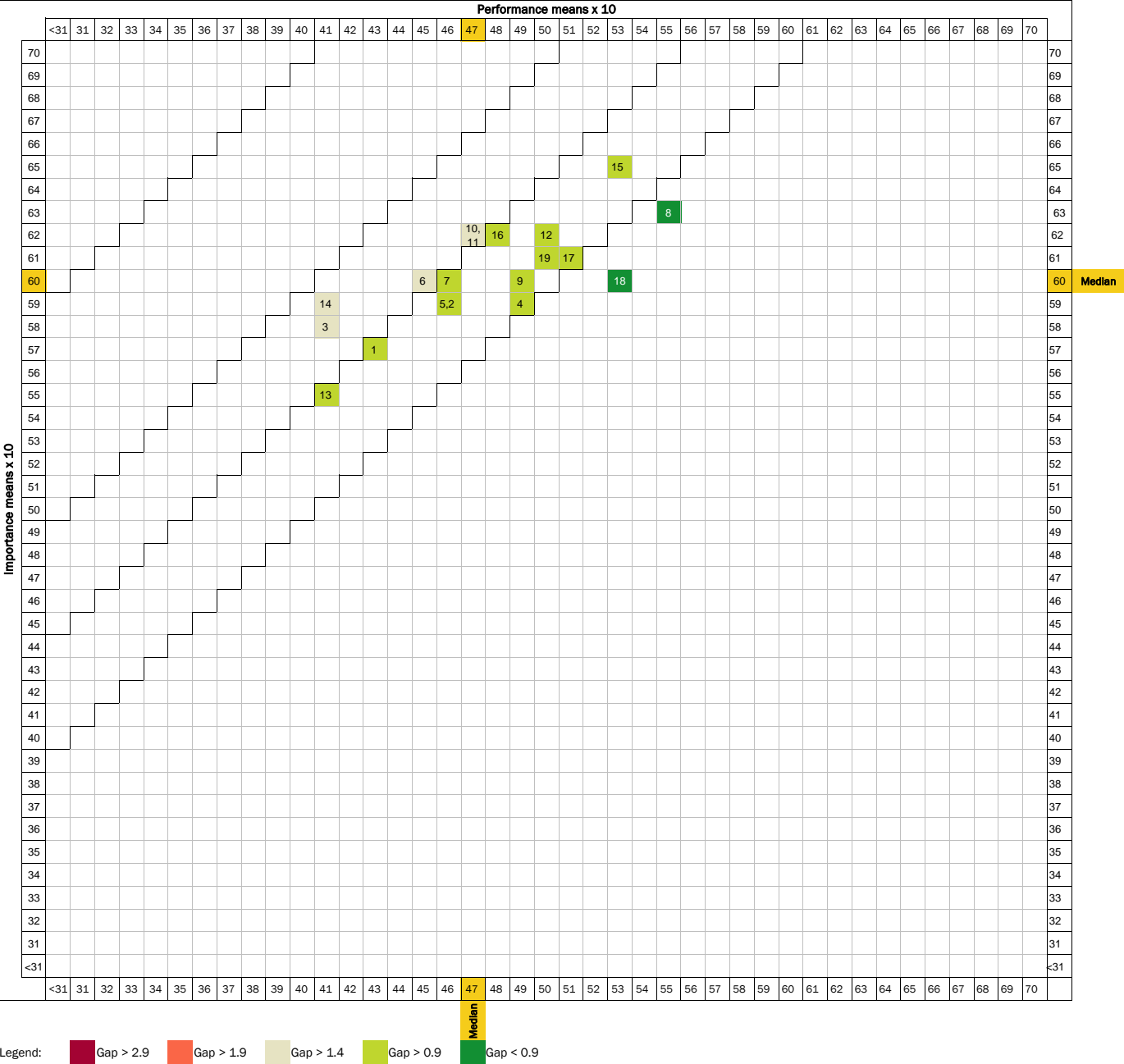
Mean gap scores — Status - Owner

276 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.80	1	5.91	15
Opportunities for the community to participate in decision-making	1.68	2	5.77	17
Timeliness/responsiveness to customer enquiries or requests	1.50	3	6.22	4
Consistency of information provided by Council staff	1.48	4	6.21	5
Council support of local industry and business	1.47	5	6.02	9
Elected member (Councillor) representation of community issues	1.43	6	5.72	18
Ease in contacting the right person at the Council	1.40	7	6.02	10
After hours service provision by Council	1.40	8	5.51	19
Council reporting to the community through publications and meetings	1.35	9	5.91	16
Council's leadership within the community	1.34	10	5.93	14
Appearance of your neighbourhood/district	1.34	11	6.16	6
Council's financial management	1.26	12	6.55	1
Knowledge and experience of staff at the Council	1.20	13	6.22	3
Council management of the environment	1.10	14	6.07	8
Continuity of Council staff (Same Council officer handling your issue)	1.10	15	5.96	12
Council as a good corporate citizen	1.08	16	5.95	13
Appearance of Ulverstone and Penguin CBDs	1.02	17	6.10	7
Friendliness of staff at the Council	0.80	18	6.28	2
Traffic movement throughout the municipal area	0.69	19	6.01	11

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Status - Owner
276 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Status - Tenant
10 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Traffic movement throughout the municipal area	6.60	Friendliness of staff at the Council	6.30	Opportunities for the community to participate in decision-making	4.38	Opportunities for the community to participate in decision-making	1.50
Friendliness of staff at the Council	6.60	Appearance of Ulverstone and Penguin CBDs	6.10	After hours service provision by Council	4.86	Council's financial management	1.43
Knowledge and experience of staff at the Council	6.56	Traffic movement throughout the municipal area	6.10	Elected member (Councillor) representation of community issues	4.88	Urban and rural land use planning	1.22
Appearance of Ulverstone and Penguin CBDs	6.50	Knowledge and experience of staff at the Council	6.00	Ease in contacting the right person at the Council	4.89	Ease in contacting the right person at the Council	1.22
Council management of the environment	6.44	Council support of local industry and business	5.89	Council's financial management	5.00	After hours service provision by Council	1.14
Timeliness/responsiveness to customer enquiries or requests	6.44	Consistency of information provided by Council staff	5.88	Urban and rural land use planning	5.00	Elected member (Councillor) representation of community issues	1.13
Council's financial management	6.43	Timeliness/responsiveness to customer enquiries or requests	5.78	Council as a good corporate citizen	5.00	Council's leadership within the community	0.78
Appearance of your neighbourhood/district	6.40	Appearance of your neighbourhood/district	5.70	Council reporting to the community through publications and meetings	5.33	Council management of the environment	0.78
Consistency of information provided by Council staff	6.38	Council management of the environment	5.67	Council's leadership within the community	5.44	Appearance of your neighbourhood/district	0.70
Council support of local industry and business	6.33	Continuity of Council staff (Same Council officer handling your issue)	5.56	Continuity of Council staff (Same Council officer handling your issue)	5.56	Timeliness/responsiveness to customer enquiries or requests	0.67

Central Coast Council Community Survey Results, November 2015

Mean importance scores – Status - Tenant

10 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Traffic movement throughout the municipal area	6.60	1	6.10	2
Friendliness of staff at the Council	6.60	1	6.30	1
Knowledge and experience of staff at the Council	6.56	3	6.00	4
Appearance of Ulverstone and Penguin CBDs	6.50	4	6.10	2
Council management of the environment	6.44	5	5.67	9
Timeliness/responsiveness to customer enquiries or requests	6.44	5	5.78	7
Council's financial management	6.43	7	5.00	13
Appearance of your neighbourhood/district	6.40	8	5.70	8
Consistency of information provided by Council staff	6.38	9	5.88	6
Council support of local industry and business	6.33	10	5.89	5
Urban and rural land use planning	6.22	11	5.00	13
Council's leadership within the community	6.22	11	5.44	11
Ease in contacting the right person at the Council	6.11	13	4.89	16
After hours service provision by Council	6.00	14	4.86	18
Elected member (Councillor) representation of community issues	6.00	14	4.88	17
Continuity of Council staff (Same Council officer handling your issue)	5.89	16	5.56	10
Opportunities for the community to participate in decision-making	5.88	17	4.38	19
Council reporting to the community through publications and meetings	5.67	18	5.33	12
Council as a good corporate citizen	5.50	19	5.00	13

Central Coast Council Community Survey Results, November 2015

Mean performance score – Status - Tenant

10 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	6.30	1		6.60	1
Appearance of Ulverstone and Penguin CBDs	6.10	2		6.50	4
Traffic movement throughout the municipal area	6.10	2		6.60	1
Knowledge and experience of staff at the Council	6.00	4		6.56	3
Council support of local industry and business	5.89	5		6.33	10
Consistency of information provided by Council staff	5.88	6		6.38	9
Timeliness/responsiveness to customer enquiries or requests	5.78	7		6.44	5
Appearance of your neighbourhood/district	5.70	8		6.40	8
Council management of the environment	5.67	9		6.44	5
Continuity of Council staff (Same Council officer handling your issue)	5.56	10		5.89	16
Council's leadership within the community	5.44	11		6.22	11
Council reporting to the community through publications and meetings	5.33	12		5.67	18
Council as a good corporate citizen	5.00	13		5.50	19
Urban and rural land use planning	5.00	13		6.22	11
Council's financial management	5.00	13		6.43	7
Ease in contacting the right person at the Council	4.89	16		6.11	13
Elected member (Councillor) representation of community issues	4.88	17		6.00	14
After hours service provision by Council	4.86	18		6.00	14
Opportunities for the community to participate in decision-making	4.38	19		5.88	17

Central Coast Council Community Survey Results, November 2015

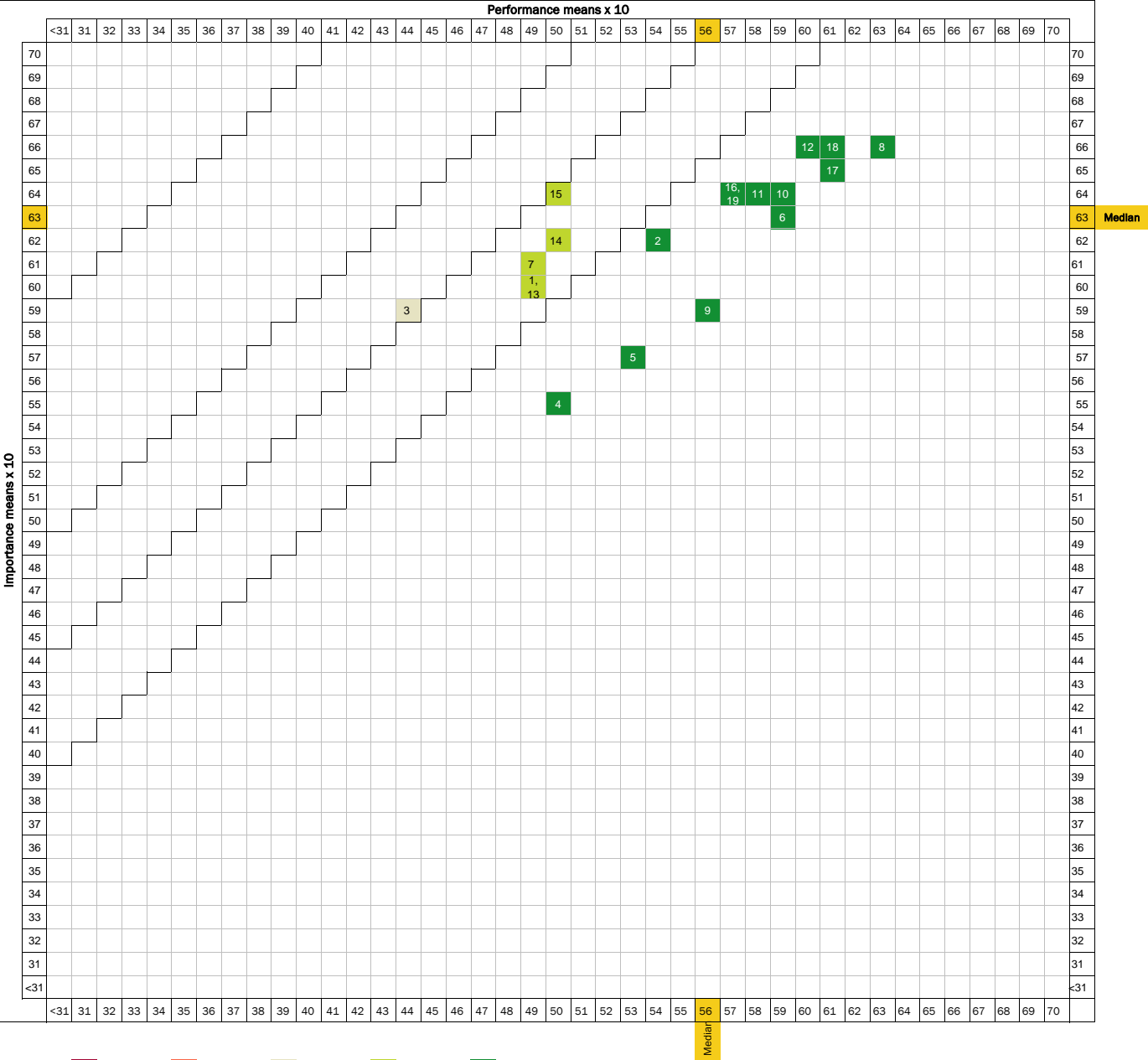
Mean gap scores — Status - Tenant

10 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Opportunities for the community to participate in decision-making	1.50	1	5.88	17
Council's financial management	1.43	2	6.43	7
Urban and rural land use planning	1.22	3	6.22	11
Ease in contacting the right person at the Council	1.22	4	6.11	13
After hours service provision by Council	1.14	5	6.00	14
Elected member (Councillor) representation of community issues	1.13	6	6.00	14
Council's leadership within the community	0.78	7	6.22	11
Council management of the environment	0.78	7	6.44	5
Appearance of your neighbourhood/district	0.70	9	6.40	8
Timeliness/responsiveness to customer enquiries or requests	0.67	10	6.44	5
Knowledge and experience of staff at the Council	0.56	11	6.56	3
Council as a good corporate citizen	0.50	12	5.50	19
Consistency of information provided by Council staff	0.50	12	6.38	9
Traffic movement throughout the municipal area	0.50	12	6.60	1
Council support of local industry and business	0.44	15	6.33	10
Appearance of Ulverstone and Penguin CBDs	0.40	16	6.50	4
Council reporting to the community through publications and meetings	0.33	17	5.67	18
Continuity of Council staff (Same Council officer handling your issue)	0.33	17	5.89	16
Friendliness of staff at the Council	0.30	19	6.60	1

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Status - Tenant
10 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9
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Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Do you have a computer at home?

Yes (226 responses)		No (47 responses)	
Council's financial management	6.55	Friendliness of staff at the Council	6.51
Friendliness of staff at the Council	6.27	Council's financial management	6.47
Knowledge and experience of staff at the Council	6.24	Consistency of information provided by Council staff	6.34
Consistency of information provided by Council staff	6.23	Timeliness/responsiveness to customer enquiries or requests	6.30
Timeliness/responsiveness to customer enquiries or requests	6.21	Traffic movement throughout the municipal area	6.24

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic

Do you have a computer at home?

Yes (226 responses)		No (47 responses)	
Friendliness of staff at the Council	5.45	Friendliness of staff at the Council	5.87
Traffic movement throughout the municipal area	5.30	Traffic movement throughout the municipal area	5.61
Council's financial management	5.30	Timeliness/responsiveness to customer enquiries or requests	5.35
Appearance of Ulverstone and Penguin CBDs	5.11	Appearance of Ulverstone and Penguin CBDs	5.31
Knowledge and experience of staff at the Council	4.99	Knowledge and experience of staff at the Council	5.23

 Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic

Do you have a computer at home?

Yes (226 responses)		No (47 responses)	
Urban and rural land use planning	1.82	Urban and rural land use planning	1.56
Opportunities for the community to participate in decision-making	1.75	Elected member (Councillor) representation of community issues	1.31
Timeliness/responsiveness to customer enquiries or requests	1.55	Consistency of information provided by Council staff	1.28
Council support of local industry and business	1.52	Council's financial management	1.26
Consistency of information provided by Council staff	1.50	Appearance of your neighbourhood/district	1.16

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Do you have a computer at home? - Yes

226 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.55	Friendliness of staff at the Council	5.45	Opportunities for the community to participate in decision-making	4.04	Urban and rural land use planning	1.82
Friendliness of staff at the Council	6.27	Traffic movement throughout the municipal area	5.30	After hours service provision by Council	4.09	Opportunities for the community to participate in decision-making	1.75
Knowledge and experience of staff at the Council	6.24	Council's financial management	5.30	Urban and rural land use planning	4.11	Timeliness/responsiveness to customer enquiries or requests	1.55
Consistency of information provided by Council staff	6.23	Appearance of Ulverstone and Penguin CBDs	5.11	Elected member (Councillor) representation of community issues	4.26	Council support of local industry and business	1.52
Timeliness/responsiveness to customer enquiries or requests	6.21	Knowledge and experience of staff at the Council	4.99	Council support of local industry and business	4.52	Consistency of information provided by Council staff	1.50
Appearance of your neighbourhood/district	6.20	Council management of the environment	4.97	Council reporting to the community through publications and meetings	4.52	After hours service provision by Council	1.48
Appearance of Ulverstone and Penguin CBDs	6.13	Continuity of Council staff (Same Council officer handling your issue)	4.87	Council's leadership within the community	4.54	Ease in contacting the right person at the Council	1.48
Council management of the environment	6.07	Council as a good corporate citizen	4.86	Ease in contacting the right person at the Council	4.58	Elected member (Councillor) representation of community issues	1.45
Ease in contacting the right person at the Council	6.06	Appearance of your neighbourhood/district	4.84	Timeliness/responsiveness to customer enquiries or requests	4.67	Council's leadership within the community	1.39
Council support of local industry and business	6.04	Consistency of information provided by Council staff	4.73	Consistency of information provided by Council staff	4.73	Appearance of your neighbourhood/district	1.36

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Do you have a computer at home? - Yes

226 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.55	1	5.30	3
Friendliness of staff at the Council	6.27	2	5.45	1
Knowledge and experience of staff at the Council	6.24	3	4.99	5
Consistency of information provided by Council staff	6.23	4	4.73	10
Timeliness/responsiveness to customer enquiries or requests	6.21	5	4.67	11
Appearance of your neighbourhood/district	6.20	6	4.84	9
Appearance of Ulverstone and Penguin CBDs	6.13	7	5.11	4
Council management of the environment	6.07	8	4.97	6
Ease in contacting the right person at the Council	6.06	9	4.58	12
Council support of local industry and business	6.04	10	4.52	15
Traffic movement throughout the municipal area	6.03	11	5.30	2
Council as a good corporate citizen	5.97	12	4.86	8
Continuity of Council staff (Same Council officer handling your issue)	5.95	13	4.87	7
Council's leadership within the community	5.93	14	4.54	13
Urban and rural land use planning	5.92	15	4.11	17
Council reporting to the community through publications and meetings	5.88	16	4.52	14
Opportunities for the community to participate in decision-making	5.79	17	4.04	19
Elected member (Councillor) representation of community issues	5.71	18	4.26	16
After hours service provision by Council	5.57	19	4.09	18

Central Coast Council Community Survey Results, November 2015

Mean performance score — Do you have a computer at home? - Yes

226 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.45	1		6.27	2
Traffic movement throughout the municipal area	5.30	2		6.03	11
Council's financial management	5.30	3		6.55	1
Appearance of Ulverstone and Penguin CBDs	5.11	4		6.13	7
Knowledge and experience of staff at the Council	4.99	5		6.24	3
Council management of the environment	4.97	6		6.07	8
Continuity of Council staff (Same Council officer handling your issue)	4.87	7		5.95	13
Council as a good corporate citizen	4.86	8		5.97	12
Appearance of your neighbourhood/district	4.84	9		6.20	6
Consistency of information provided by Council staff	4.73	10		6.23	4
Timeliness/responsiveness to customer enquiries or requests	4.67	11		6.21	5
Ease in contacting the right person at the Council	4.58	12		6.06	9
Council's leadership within the community	4.54	13		5.93	14
Council reporting to the community through publications and meetings	4.52	14		5.88	16
Council support of local industry and business	4.52	15		6.04	10
Elected member (Councillor) representation of community issues	4.26	16		5.71	18
Urban and rural land use planning	4.11	17		5.92	15
After hours service provision by Council	4.09	18		5.57	19
Opportunities for the community to participate in decision-making	4.04	19		5.79	17

Central Coast Council Community Survey Results, November 2015

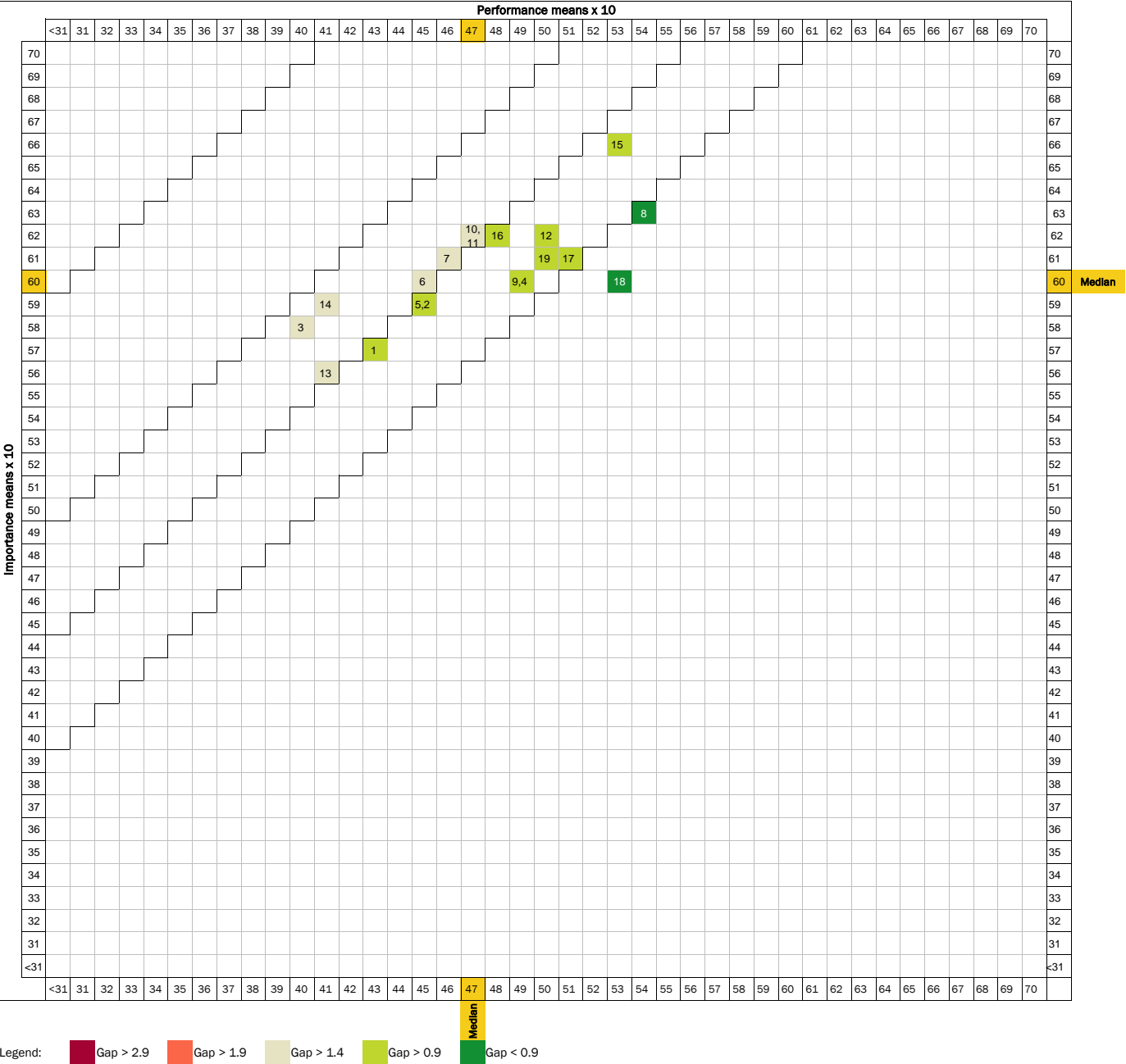
Mean gap scores — Do you have a computer at home? - Yes

226 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Urban and rural land use planning	1.82	1		5.92	15
Opportunities for the community to participate in decision-making	1.75	2		5.79	17
Timeliness/responsiveness to customer enquiries or requests	1.55	3		6.21	5
Council support of local industry and business	1.52	4		6.04	10
Consistency of information provided by Council staff	1.50	5		6.23	4
After hours service provision by Council	1.48	6		5.57	19
Ease in contacting the right person at the Council	1.48	7		6.06	9
Elected member (Councillor) representation of community issues	1.45	8		5.71	18
Council's leadership within the community	1.39	9		5.93	14
Appearance of your neighbourhood/district	1.36	10		6.20	6
Council reporting to the community through publications and meetings	1.36	11		5.88	16
Council's financial management	1.26	12		6.55	1
Knowledge and experience of staff at the Council	1.25	13		6.24	3
Council as a good corporate citizen	1.11	14		5.97	12
Council management of the environment	1.09	15		6.07	8
Continuity of Council staff (Same Council officer handling your issue)	1.09	16		5.95	13
Appearance of Ulverstone and Penguin CBDs	1.03	17		6.13	7
Friendliness of staff at the Council	0.82	18		6.27	2
Traffic movement throughout the municipal area	0.73	19		6.03	11

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Do you have a computer at home? - Yes
226 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Do you have a computer at home? - No

47 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Friendliness of staff at the Council	6.51	Friendliness of staff at the Council	5.87	Urban and rural land use planning	4.25	Urban and rural land use planning	1.56
Council's financial management	6.47	Traffic movement throughout the municipal area	5.61	After hours service provision by Council	4.39	Elected member (Councillor) representation of community issues	1.31
Consistency of information provided by Council staff	6.34	Timeliness/responsiveness to customer enquiries or requests	5.35	Opportunities for the community to participate in decision-making	4.41	Consistency of information provided by Council staff	1.28
Timeliness/responsiveness to customer enquiries or requests	6.30	Appearance of Ulverstone and Penguin CBDs	5.31	Elected member (Councillor) representation of community issues	4.55	Council's financial management	1.26
Traffic movement throughout the municipal area	6.24	Knowledge and experience of staff at the Council	5.23	Council's leadership within the community	4.79	Appearance of your neighbourhood/district	1.16
Council management of the environment	6.22	Council's financial management	5.21	Ease in contacting the right person at the Council	4.91	Council's leadership within the community	1.16
Knowledge and experience of staff at the Council	6.22	Council management of the environment	5.19	Continuity of Council staff (Same Council officer handling your issue)	4.96	Opportunities for the community to participate in decision-making	1.16
Appearance of your neighbourhood/district	6.19	Council reporting to the community through publications and meetings	5.12	Appearance of your neighbourhood/district	5.03	Ease in contacting the right person at the Council	1.12
Appearance of Ulverstone and Penguin CBDs	6.11	Council as a good corporate citizen	5.10	Council support of local industry and business	5.03	After hours service provision by Council	1.11
Ease in contacting the right person at the Council	6.03	Consistency of information provided by Council staff	5.06	Consistency of information provided by Council staff	5.06	Council management of the environment	1.03

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Do you have a computer at home? - No

47 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Friendliness of staff at the Council	6.51	1	5.87	1
Council's financial management	6.47	2	5.21	6
Consistency of information provided by Council staff	6.34	3	5.06	10
Timeliness/responsiveness to customer enquiries or requests	6.30	4	5.35	3
Traffic movement throughout the municipal area	6.24	5	5.61	2
Council management of the environment	6.22	6	5.19	7
Knowledge and experience of staff at the Council	6.22	6	5.23	5
Appearance of your neighbourhood/district	6.19	8	5.03	12
Appearance of Ulverstone and Penguin CBDs	6.11	9	5.31	4
Ease in contacting the right person at the Council	6.03	10	4.91	14
Council's leadership within the community	5.95	11	4.79	15
Council reporting to the community through publications and meetings	5.94	12	5.12	8
Continuity of Council staff (Same Council officer handling your issue)	5.93	13	4.96	13
Council support of local industry and business	5.90	14	5.03	11
Elected member (Councillor) representation of community issues	5.86	15	4.55	16
Urban and rural land use planning	5.81	16	4.25	19
Council as a good corporate citizen	5.67	17	5.10	9
Opportunities for the community to participate in decision-making	5.57	18	4.41	17
After hours service provision by Council	5.50	19	4.39	18

Central Coast Council Community Survey Results, November 2015

Mean performance score — Do you have a computer at home? - No

47 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.87	1		6.51	1
Traffic movement throughout the municipal area	5.61	2		6.24	5
Timeliness/responsiveness to customer enquiries or requests	5.35	3		6.30	4
Appearance of Ulverstone and Penguin CBDs	5.31	4		6.11	9
Knowledge and experience of staff at the Council	5.23	5		6.22	6
Council's financial management	5.21	6		6.47	2
Council management of the environment	5.19	7		6.22	6
Council reporting to the community through publications and meetings	5.12	8		5.94	12
Council as a good corporate citizen	5.10	9		5.67	17
Consistency of information provided by Council staff	5.06	10		6.34	3
Council support of local industry and business	5.03	11		5.90	14
Appearance of your neighbourhood/district	5.03	12		6.19	8
Continuity of Council staff (Same Council officer handling your issue)	4.96	13		5.93	13
Ease in contacting the right person at the Council	4.91	14		6.03	10
Council's leadership within the community	4.79	15		5.95	11
Elected member (Councillor) representation of community issues	4.55	16		5.86	15
Opportunities for the community to participate in decision-making	4.41	17		5.57	18
After hours service provision by Council	4.39	18		5.50	19
Urban and rural land use planning	4.25	19		5.81	16

Central Coast Council Community Survey Results, November 2015

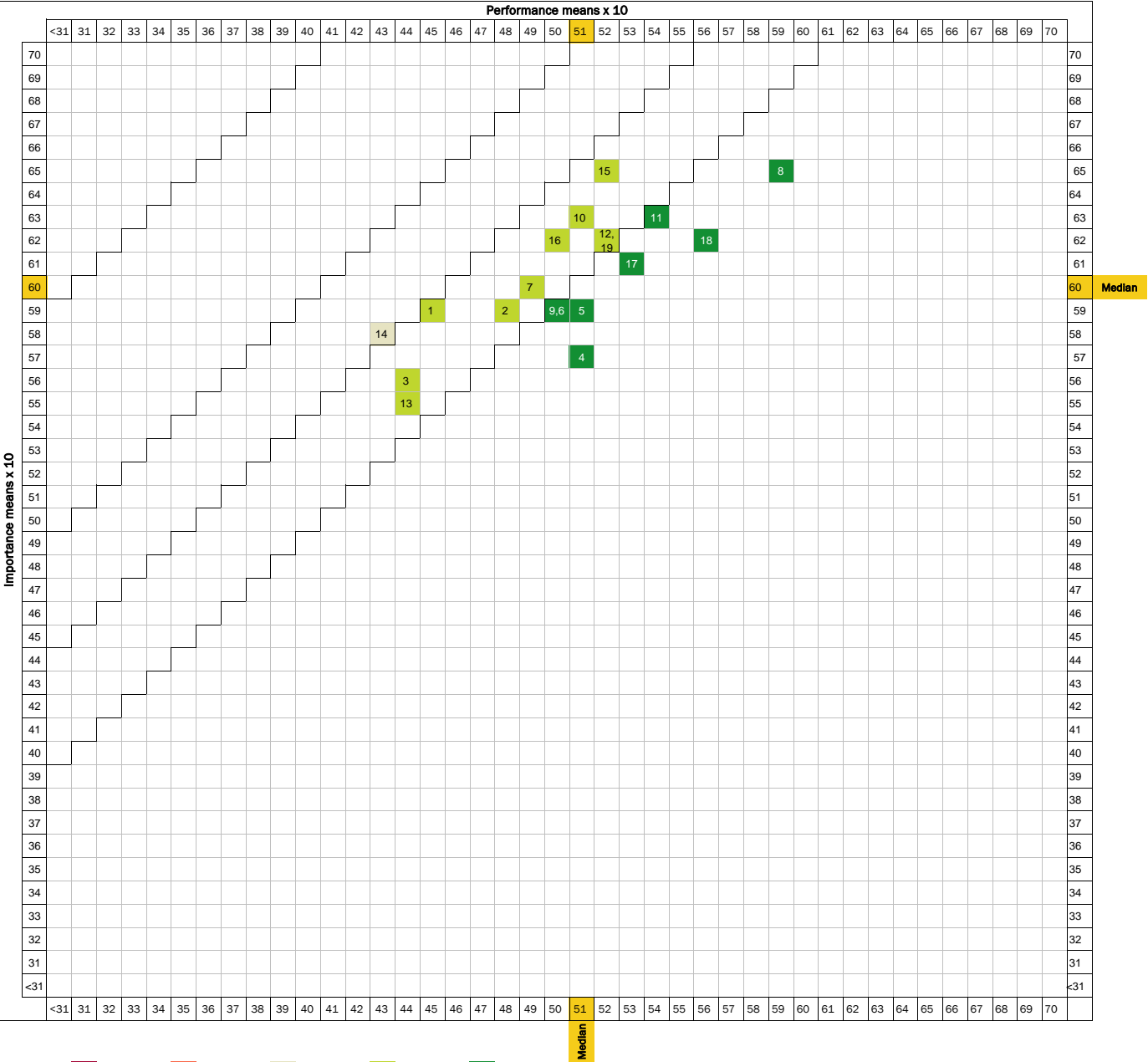
Mean gap scores — Do you have a computer at home? - No

47 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.56	1	5.81	16
Elected member (Councillor) representation of community issues	1.31	2	5.86	15
Consistency of information provided by Council staff	1.28	3	6.34	3
Council's financial management	1.26	4	6.47	2
Appearance of your neighbourhood/district	1.16	5	6.19	8
Council's leadership within the community	1.16	6	5.95	11
Opportunities for the community to participate in decision-making	1.16	7	5.57	18
Ease in contacting the right person at the Council	1.12	8	6.03	10
After hours service provision by Council	1.11	9	5.50	19
Council management of the environment	1.03	10	6.22	6
Knowledge and experience of staff at the Council	1.00	11	6.22	6
Continuity of Council staff (Same Council officer handling your issue)	0.97	12	5.93	13
Timeliness/responsiveness to customer enquiries or requests	0.95	13	6.30	4
Council support of local industry and business	0.87	14	5.90	14
Council reporting to the community through publications and meetings	0.82	15	5.94	12
Appearance of Ulverstone and Penguin CBDs	0.79	16	6.11	9
Friendliness of staff at the Council	0.65	17	6.51	1
Traffic movement throughout the municipal area	0.63	18	6.24	5
Council as a good corporate citizen	0.57	19	5.67	17

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Do you have a computer at home? - No
47 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Council's financial management	6.57	Appearance of Ulverstone and Penguin CBDs	6.42	Council's financial management	6.55
Friendliness of staff at the Council	6.28	Urban and rural land use planning	6.36	Consistency of information provided by Council staff	6.31
Knowledge and experience of staff at the Council	6.27	Council management of the environment	6.33	Timeliness/responsiveness to customer enquiries or requests	6.25
Timeliness/responsiveness to customer enquiries or requests	6.24	Council's financial management	6.33	Council support of local industry and business	6.17
Consistency of information provided by Council staff	6.20	Consistency of information provided by Council staff	6.17	Appearance of your neighbourhood/district	6.16
None (57 responses)					
Council's financial management	6.63				
Friendliness of staff at the Council	6.50				
Traffic movement throughout the municipal area	6.33				
Consistency of information provided by Council staff	6.28				
Council management of the environment	6.27				

 Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic

Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Friendliness of staff at the Council	5.51	Friendliness of staff at the Council	5.55	Traffic movement throughout the municipal area	5.65
Council's financial management	5.30	Traffic movement throughout the municipal area	5.27	Council's financial management	5.48
Traffic movement throughout the municipal area	5.19	Appearance of Ulverstone and Penguin CBDs	5.25	Friendliness of staff at the Council	5.35
Knowledge and experience of staff at the Council	5.07	Appearance of your neighbourhood/district	5.10	Appearance of Ulverstone and Penguin CBDs	5.24
Appearance of Ulverstone and Penguin CBDs	5.03	Continuity of Council staff (Same Council officer handling your issue)	5.09	Council management of the environment	5.09
None (57 responses)					
Friendliness of staff at the Council	5.65				
Traffic movement throughout the municipal area	5.57				
Appearance of Ulverstone and Penguin CBDs	5.24				
Timeliness/responsiveness to customer enquiries or requests	5.11				
Council management of the environment	5.10				

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic
Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Urban and rural land use planning	1.76	Urban and rural land use planning	2.96	Timeliness/responsiveness to customer enquiries or requests	1.66
Opportunities for the community to participate in decision-making	1.68	Opportunities for the community to participate in decision-making	2.09	Opportunities for the community to participate in decision-making	1.63
Council support of local industry and business	1.55	Council management of the environment	2.00	Urban and rural land use planning	1.61
After hours service provision by Council	1.54	Ease in contacting the right person at the Council	1.92	Consistency of information provided by Council staff	1.55
Elected member (Councillor) representation of community issues	1.53	Council support of local industry and business	1.90	Council support of local industry and business	1.50
None (57 responses)					
Urban and rural land use planning	1.76				
Council's financial management	1.60				
Opportunities for the community to participate in decision-making	1.54				
Consistency of information provided by Council staff	1.33				
After hours service provision by Council	1.29				

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - At home

159 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.57	Friendliness of staff at the Council	5.51	After hours service provision by Council	4.04	Urban and rural land use planning	1.76
Friendliness of staff at the Council	6.28	Council's financial management	5.30	Opportunities for the community to participate in decision-making	4.11	Opportunities for the community to participate in decision-making	1.68
Knowledge and experience of staff at the Council	6.27	Traffic movement throughout the municipal area	5.19	Urban and rural land use planning	4.18	Council support of local industry and business	1.55
Timeliness/responsiveness to customer enquiries or requests	6.24	Knowledge and experience of staff at the Council	5.07	Elected member (Councillor) representation of community issues	4.31	After hours service provision by Council	1.54
Consistency of information provided by Council staff	6.20	Appearance of Ulverstone and Penguin CBDs	5.03	Council support of local industry and business	4.48	Elected member (Councillor) representation of community issues	1.53
Appearance of your neighbourhood/district	6.18	Council management of the environment	4.98	Council reporting to the community through publications and meetings	4.49	Timeliness/responsiveness to customer enquiries or requests	1.52
Appearance of Ulverstone and Penguin CBDs	6.09	Continuity of Council staff (Same Council officer handling your issue)	4.88	Council's leadership within the community	4.58	Council reporting to the community through publications and meetings	1.47
Council management of the environment	6.07	Council as a good corporate citizen	4.82	Ease in contacting the right person at the Council	4.63	Consistency of information provided by Council staff	1.45
Ease in contacting the right person at the Council	6.05	Appearance of your neighbourhood/district	4.77	Timeliness/responsiveness to customer enquiries or requests	4.72	Ease in contacting the right person at the Council	1.42
Council support of local industry and business	6.03	Consistency of information provided by Council staff	4.75	Consistency of information provided by Council staff	4.75	Appearance of your neighbourhood/district	1.41

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At home

159 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.57	1	5.30	2
Friendliness of staff at the Council	6.28	2	5.51	1
Knowledge and experience of staff at the Council	6.27	3	5.07	4
Timeliness/responsiveness to customer enquiries or requests	6.24	4	4.72	11
Consistency of information provided by Council staff	6.20	5	4.75	10
Appearance of your neighbourhood/district	6.18	6	4.77	9
Appearance of Ulverstone and Penguin CBDs	6.09	7	5.03	5
Council management of the environment	6.07	8	4.98	6
Ease in contacting the right person at the Council	6.05	9	4.63	12
Council support of local industry and business	6.03	10	4.48	15
Council as a good corporate citizen	6.01	11	4.82	8
Traffic movement throughout the municipal area	6.00	12	5.19	3
Continuity of Council staff (Same Council officer handling your issue)	5.99	13	4.88	7
Council reporting to the community through publications and meetings	5.96	14	4.49	14
Urban and rural land use planning	5.94	15	4.18	17
Council's leadership within the community	5.93	16	4.58	13
Elected member (Councillor) representation of community issues	5.83	17	4.31	16
Opportunities for the community to participate in decision-making	5.79	18	4.11	18
After hours service provision by Council	5.57	19	4.04	19

Central Coast Council Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At home

159 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.51	1		6.28	2
Council's financial management	5.30	2		6.57	1
Traffic movement throughout the municipal area	5.19	3		6.00	12
Knowledge and experience of staff at the Council	5.07	4		6.27	3
Appearance of Ulverstone and Penguin CBDs	5.03	5		6.09	7
Council management of the environment	4.98	6		6.07	8
Continuity of Council staff (Same Council officer handling your issue)	4.88	7		5.99	13
Council as a good corporate citizen	4.82	8		6.01	11
Appearance of your neighbourhood/district	4.77	9		6.18	6
Consistency of information provided by Council staff	4.75	10		6.20	5
Timeliness/responsiveness to customer enquiries or requests	4.72	11		6.24	4
Ease in contacting the right person at the Council	4.63	12		6.05	9
Council's leadership within the community	4.58	13		5.93	16
Council reporting to the community through publications and meetings	4.49	14		5.96	14
Council support of local industry and business	4.48	15		6.03	10
Elected member (Councillor) representation of community issues	4.31	16		5.83	17
Urban and rural land use planning	4.18	17		5.94	15
Opportunities for the community to participate in decision-making	4.11	18		5.79	18
After hours service provision by Council	4.04	19		5.57	19

Central Coast Council Community Survey Results, November 2015

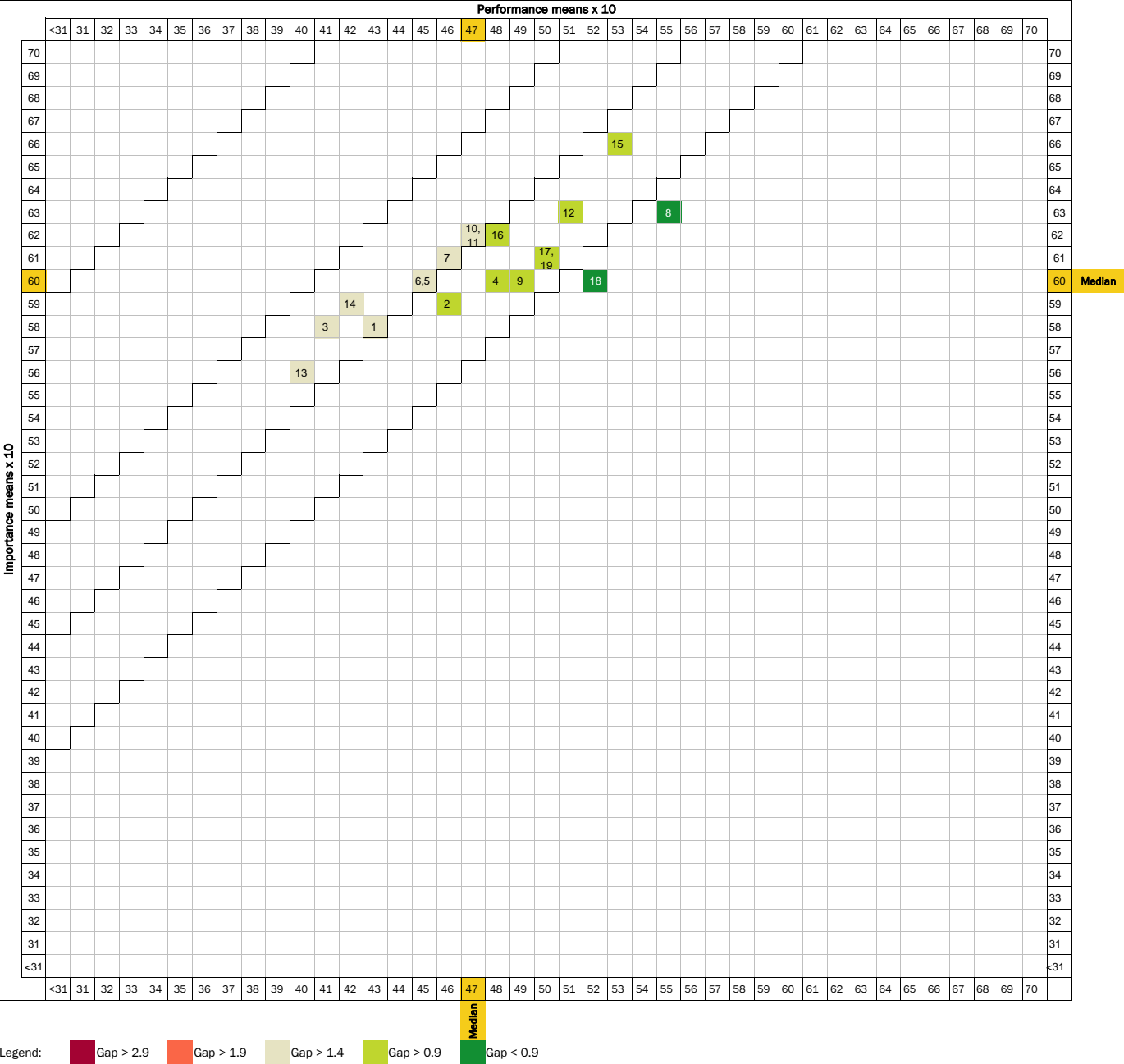
Mean gap scores — Do you have access to the internet? - At home

159 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.76	1	5.94	15
Opportunities for the community to participate in decision-making	1.68	2	5.79	18
Council support of local industry and business	1.55	3	6.03	10
After hours service provision by Council	1.54	4	5.57	19
Elected member (Councillor) representation of community issues	1.53	5	5.83	17
Timeliness/responsiveness to customer enquiries or requests	1.52	6	6.24	4
Council reporting to the community through publications and meetings	1.47	7	5.96	14
Consistency of information provided by Council staff	1.45	8	6.20	5
Ease in contacting the right person at the Council	1.42	9	6.05	9
Appearance of your neighbourhood/district	1.41	10	6.18	6
Council's leadership within the community	1.35	11	5.93	16
Council's financial management	1.27	12	6.57	1
Knowledge and experience of staff at the Council	1.20	13	6.27	3
Council as a good corporate citizen	1.19	14	6.01	11
Continuity of Council staff (Same Council officer handling your issue)	1.10	15	5.99	13
Council management of the environment	1.09	16	6.07	8
Appearance of Ulverstone and Penguin CBDs	1.05	17	6.09	7
Traffic movement throughout the municipal area	0.81	18	6.00	12
Friendliness of staff at the Council	0.77	19	6.28	2

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - At home
159 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - At work

13 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Appearance of Ulverstone and Penguin CBDs	6.42	Friendliness of staff at the Council	5.55	Urban and rural land use planning	3.40	Urban and rural land use planning	2.96
Urban and rural land use planning	6.36	Traffic movement throughout the municipal area	5.27	Opportunities for the community to participate in decision-making	3.45	Opportunities for the community to participate in decision-making	2.09
Council management of the environment	6.33	Appearance of Ulverstone and Penguin CBDs	5.25	After hours service provision by Council	3.90	Council management of the environment	2.00
Council's financial management	6.33	Appearance of your neighbourhood/district	5.10	Ease in contacting the right person at the Council	4.00	Ease in contacting the right person at the Council	1.92
Consistency of information provided by Council staff	6.17	Continuity of Council staff (Same Council officer handling your issue)	5.09	Elected member (Councillor) representation of community issues	4.00	Council support of local industry and business	1.90
Appearance of your neighbourhood/district	6.17	Knowledge and experience of staff at the Council	5.09	Council support of local industry and business	4.10	After hours service provision by Council	1.65
Friendliness of staff at the Council	6.17	Council's financial management	5.00	Council management of the environment	4.33	Consistency of information provided by Council staff	1.47
Knowledge and experience of staff at the Council	6.08	Council as a good corporate citizen	4.91	Council reporting to the community through publications and meetings	4.36	Timeliness/responsiveness to customer enquiries or requests	1.45
Traffic movement throughout the municipal area	6.08	Consistency of information provided by Council staff	4.70	Timeliness/responsiveness to customer enquiries or requests	4.55	Council's financial management	1.33
Council support of local industry and business	6.00	Council's leadership within the community	4.55	Council's leadership within the community	4.55	Appearance of Ulverstone and Penguin CBDs	1.17

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At work

13 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Appearance of Ulverstone and Penguin CBDs	6.42	1		5.25	3
Urban and rural land use planning	6.36	2		3.40	19
Council management of the environment	6.33	3		4.33	13
Council's financial management	6.33	3		5.00	7
Consistency of information provided by Council staff	6.17	5		4.70	9
Appearance of your neighbourhood/district	6.17	5		5.10	4
Friendliness of staff at the Council	6.17	5		5.55	1
Knowledge and experience of staff at the Council	6.08	8		5.09	5
Traffic movement throughout the municipal area	6.08	8		5.27	2
Council support of local industry and business	6.00	10		4.10	14
Timeliness/responsiveness to customer enquiries or requests	6.00	10		4.55	10
Ease in contacting the right person at the Council	5.92	12		4.00	15
Continuity of Council staff (Same Council officer handling your issue)	5.83	13		5.09	5
Council's leadership within the community	5.58	14		4.55	10
Opportunities for the community to participate in decision-making	5.55	15		3.45	18
After hours service provision by Council	5.55	15		3.90	17
Council reporting to the community through publications and meetings	5.42	17		4.36	12
Council as a good corporate citizen	5.25	18		4.91	8
Elected member (Councillor) representation of community issues	4.75	19		4.00	15

Central Coast Council Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At work

13 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.55	1		6.17	5
Traffic movement throughout the municipal area	5.27	2		6.08	8
Appearance of Ulverstone and Penguin CBDs	5.25	3		6.42	1
Appearance of your neighbourhood/district	5.10	4		6.17	5
Continuity of Council staff (Same Council officer handling your issue)	5.09	5		5.83	13
Knowledge and experience of staff at the Council	5.09	5		6.08	8
Council's financial management	5.00	7		6.33	3
Council as a good corporate citizen	4.91	8		5.25	18
Consistency of information provided by Council staff	4.70	9		6.17	5
Council's leadership within the community	4.55	10		5.58	14
Timeliness/responsiveness to customer enquiries or requests	4.55	10		6.00	10
Council reporting to the community through publications and meetings	4.36	12		5.42	17
Council management of the environment	4.33	13		6.33	3
Council support of local industry and business	4.10	14		6.00	10
Elected member (Councillor) representation of community issues	4.00	15		4.75	19
Ease in contacting the right person at the Council	4.00	15		5.92	12
After hours service provision by Council	3.90	17		5.55	15
Opportunities for the community to participate in decision-making	3.45	18		5.55	15
Urban and rural land use planning	3.40	19		6.36	2

Central Coast Council Community Survey Results, November 2015

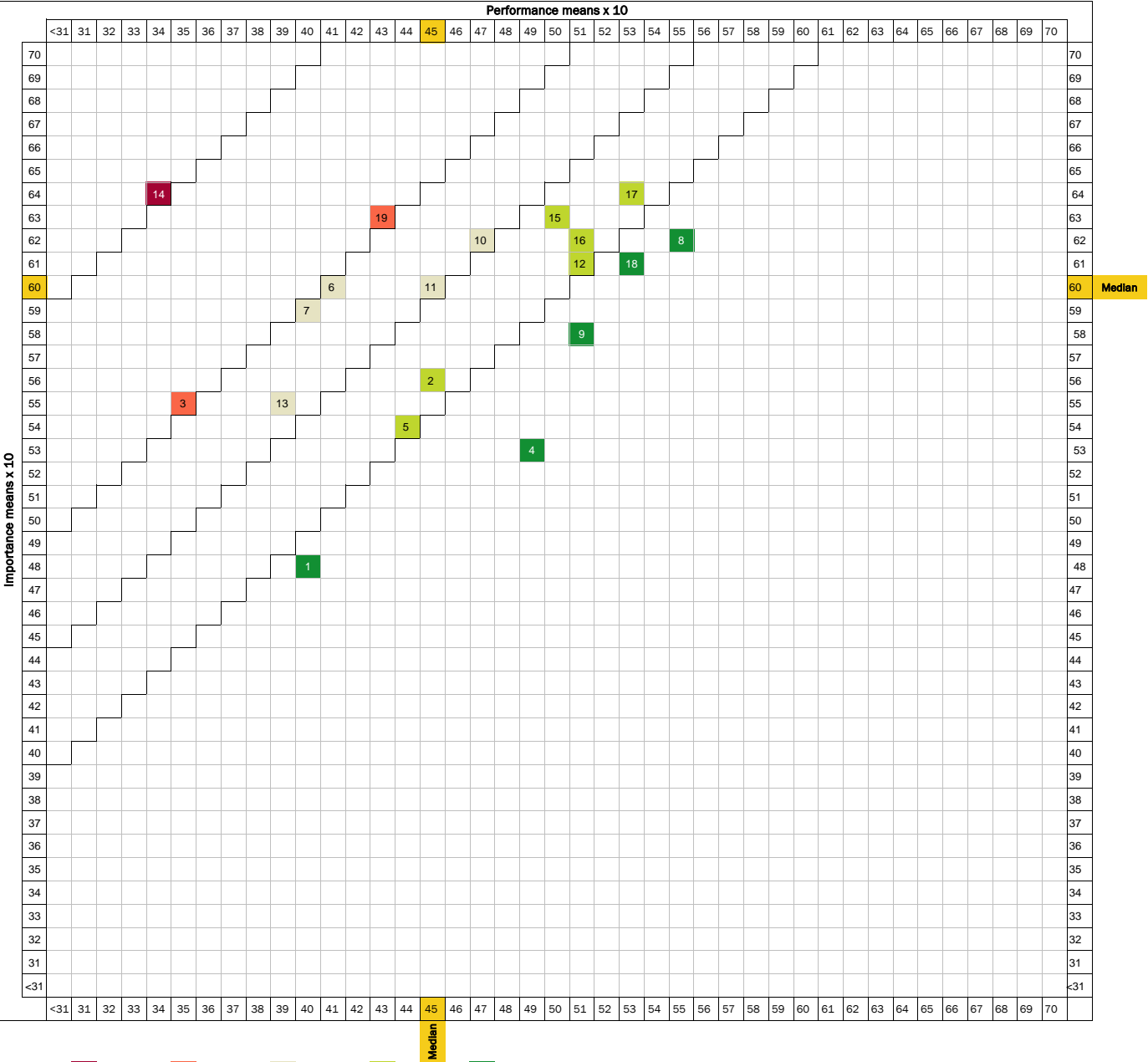
Mean gap scores — Do you have access to the internet? - At work

13 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	2.96	1	6.36	2
Opportunities for the community to participate in decision-making	2.09	2	5.55	15
Council management of the environment	2.00	3	6.33	3
Ease in contacting the right person at the Council	1.92	4	5.92	12
Council support of local industry and business	1.90	5	6.00	10
After hours service provision by Council	1.65	6	5.55	15
Consistency of information provided by Council staff	1.47	7	6.17	5
Timeliness/responsiveness to customer enquiries or requests	1.45	8	6.00	10
Council's financial management	1.33	9	6.33	3
Appearance of Ulverstone and Penguin CBDs	1.17	10	6.42	1
Appearance of your neighbourhood/district	1.07	11	6.17	5
Council reporting to the community through publications and meetings	1.05	12	5.42	17
Council's leadership within the community	1.04	13	5.58	14
Knowledge and experience of staff at the Council	0.99	14	6.08	8
Traffic movement throughout the municipal area	0.81	15	6.08	8
Elected member (Councillor) representation of community issues	0.75	16	4.75	19
Continuity of Council staff (Same Council officer handling your issue)	0.74	17	5.83	13
Friendliness of staff at the Council	0.62	18	6.17	5
Council as a good corporate citizen	0.34	19	5.25	18

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - At work
13 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Council Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - At home and work

56 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.55	Traffic movement throughout the municipal area	5.65	Opportunities for the community to participate in decision-making	4.19	Timeliness/responsiveness to customer enquiries or requests	1.66
Consistency of information provided by Council staff	6.31	Council's financial management	5.48	Urban and rural land use planning	4.31	Opportunities for the community to participate in decision-making	1.63
Timeliness/responsiveness to customer enquiries or requests	6.25	Friendliness of staff at the Council	5.35	Elected member (Councillor) representation of community issues	4.43	Urban and rural land use planning	1.61
Council support of local industry and business	6.17	Appearance of Ulverstone and Penguin CBDs	5.24	After hours service provision by Council	4.54	Consistency of information provided by Council staff	1.55
Appearance of your neighbourhood/district	6.16	Council management of the environment	5.09	Timeliness/responsiveness to customer enquiries or requests	4.59	Council support of local industry and business	1.50
Appearance of Ulverstone and Penguin CBDs	6.15	Council as a good corporate citizen	5.02	Ease in contacting the right person at the Council	4.60	Ease in contacting the right person at the Council	1.47
Friendliness of staff at the Council	6.15	Knowledge and experience of staff at the Council	5.02	Council support of local industry and business	4.67	Council's leadership within the community	1.35
Knowledge and experience of staff at the Council	6.15	Appearance of your neighbourhood/district	5.00	Council reporting to the community through publications and meetings	4.69	Elected member (Councillor) representation of community issues	1.33
Council as a good corporate citizen	6.14	Continuity of Council staff (Same Council officer handling your issue)	4.91	Council's leadership within the community	4.73	Appearance of your neighbourhood/district	1.16
Ease in contacting the right person at the Council	6.08	Consistency of information provided by Council staff	4.76	Consistency of information provided by Council staff	4.76	Council reporting to the community through publications and meetings	1.13

Central Coast Council Community Survey Results, November 2015
Mean importance scores — Do you have access to the internet? - At home and work
56 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.55	1	5.48	2
Consistency of information provided by Council staff	6.31	2	4.76	10
Timeliness/responsiveness to customer enquiries or requests	6.25	3	4.59	15
Council support of local industry and business	6.17	4	4.67	13
Appearance of your neighbourhood/district	6.16	5	5.00	8
Appearance of Ulverstone and Penguin CBDs	6.15	6	5.24	4
Friendliness of staff at the Council	6.15	6	5.35	3
Knowledge and experience of staff at the Council	6.15	8	5.02	6
Council as a good corporate citizen	6.14	9	5.02	6
Ease in contacting the right person at the Council	6.08	10	4.60	14
Council's leadership within the community	6.08	11	4.73	11
Council management of the environment	6.00	12	5.09	5
Traffic movement throughout the municipal area	5.94	13	5.65	1
Urban and rural land use planning	5.92	14	4.31	18
Continuity of Council staff (Same Council officer handling your issue)	5.86	15	4.91	9
Opportunities for the community to participate in decision-making	5.82	16	4.19	19
Council reporting to the community through publications and meetings	5.81	17	4.69	12
Elected member (Councillor) representation of community issues	5.76	18	4.43	17
After hours service provision by Council	5.47	19	4.54	16

Central Coast Council Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At home and work

56 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Traffic movement throughout the municipal area	5.65	1		5.94	13
Council's financial management	5.48	2		6.55	1
Friendliness of staff at the Council	5.35	3		6.15	6
Appearance of Ulverstone and Penguin CBDs	5.24	4		6.15	6
Council management of the environment	5.09	5		6.00	12
Council as a good corporate citizen	5.02	6		6.14	9
Knowledge and experience of staff at the Council	5.02	6		6.15	8
Appearance of your neighbourhood/district	5.00	8		6.16	5
Continuity of Council staff (Same Council officer handling your issue)	4.91	9		5.86	15
Consistency of information provided by Council staff	4.76	10		6.31	2
Council's leadership within the community	4.73	11		6.08	11
Council reporting to the community through publications and meetings	4.69	12		5.81	17
Council support of local industry and business	4.67	13		6.17	4
Ease in contacting the right person at the Council	4.60	14		6.08	10
Timeliness/responsiveness to customer enquiries or requests	4.59	15		6.25	3
After hours service provision by Council	4.54	16		5.47	19
Elected member (Councillor) representation of community issues	4.43	17		5.76	18
Urban and rural land use planning	4.31	18		5.92	14
Opportunities for the community to participate in decision-making	4.19	19		5.82	16

Central Coast Council Community Survey Results, November 2015

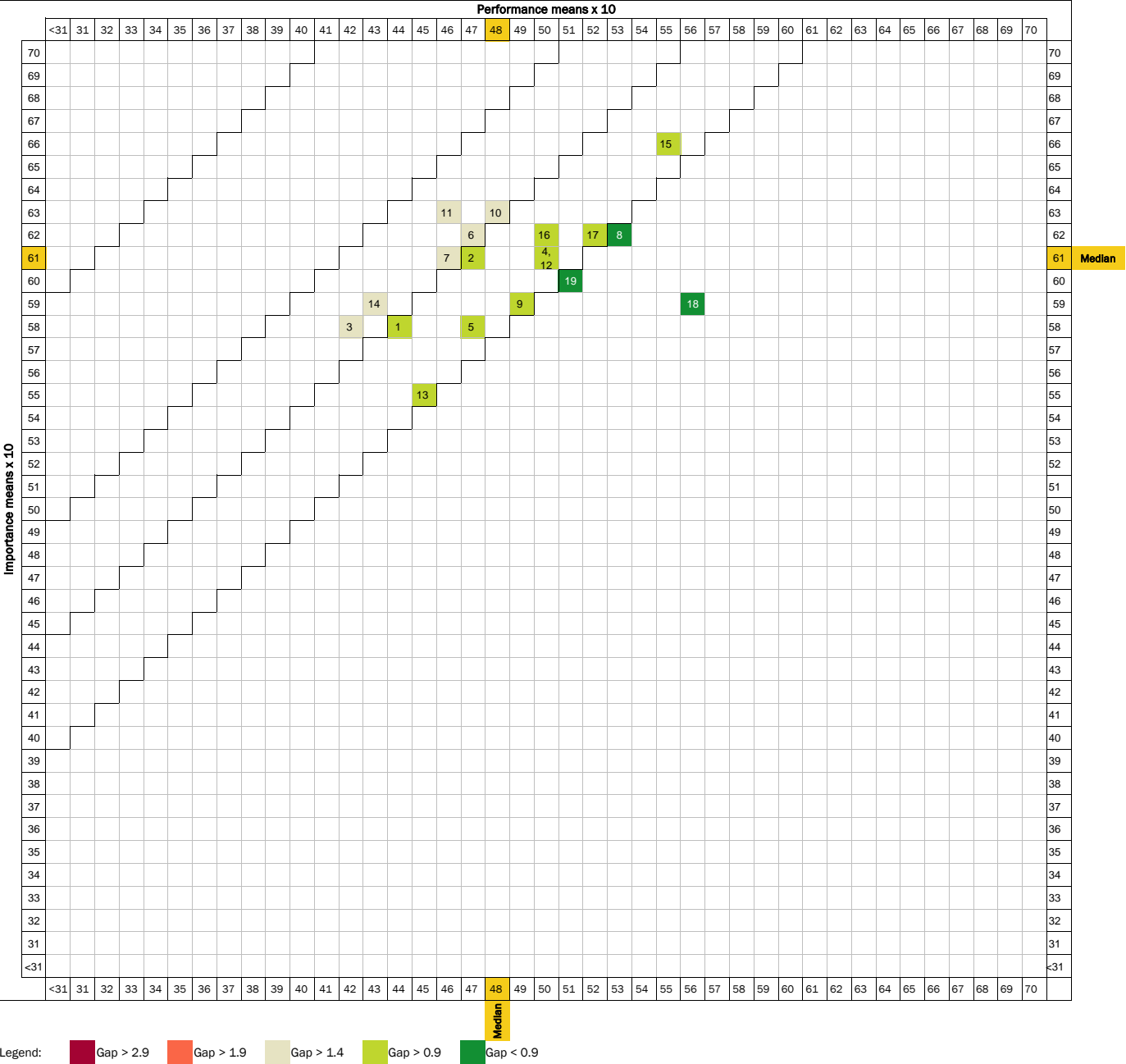
Mean gap scores — Do you have access to the internet? - At home and work

56 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Timeliness/responsiveness to customer enquiries or requests	1.66	1	6.25	3
Opportunities for the community to participate in decision-making	1.63	2	5.82	16
Urban and rural land use planning	1.61	3	5.92	14
Consistency of information provided by Council staff	1.55	4	6.31	2
Council support of local industry and business	1.50	5	6.17	4
Ease in contacting the right person at the Council	1.47	6	6.08	10
Council's leadership within the community	1.35	7	6.08	11
Elected member (Councillor) representation of community issues	1.33	8	5.76	18
Appearance of your neighbourhood/district	1.16	9	6.16	5
Council reporting to the community through publications and meetings	1.13	10	5.81	17
Knowledge and experience of staff at the Council	1.12	11	6.15	8
Council as a good corporate citizen	1.12	12	6.14	9
Council's financial management	1.08	13	6.55	1
Continuity of Council staff (Same Council officer handling your issue)	0.95	14	5.86	15
After hours service provision by Council	0.93	15	5.47	19
Council management of the environment	0.91	16	6.00	12
Appearance of Ulverstone and Penguin CBDs	0.91	17	6.15	6
Friendliness of staff at the Council	0.80	18	6.15	6
Traffic movement throughout the municipal area	0.30	19	5.94	13

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - At home and work
56 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - None

57 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.63	Friendliness of staff at the Council	5.65	Urban and rural land use planning	3.94	Urban and rural land use planning	1.76
Friendliness of staff at the Council	6.50	Traffic movement throughout the municipal area	5.57	Opportunities for the community to participate in decision-making	4.09	Council's financial management	1.60
Traffic movement throughout the municipal area	6.33	Appearance of Ulverstone and Penguin CBDs	5.24	After hours service provision by Council	4.18	Opportunities for the community to participate in decision-making	1.54
Consistency of information provided by Council staff	6.28	Timeliness/responsiveness to customer enquiries or requests	5.11	Elected member (Councillor) representation of community issues	4.32	Consistency of information provided by Council staff	1.33
Council management of the environment	6.27	Council management of the environment	5.10	Council's leadership within the community	4.65	After hours service provision by Council	1.29
Knowledge and experience of staff at the Council	6.23	Council support of local industry and business	5.08	Ease in contacting the right person at the Council	4.78	Elected member (Councillor) representation of community issues	1.28
Appearance of your neighbourhood/district	6.20	Council's financial management	5.03	Continuity of Council staff (Same Council officer handling your issue)	4.81	Council's leadership within the community	1.24
Appearance of Ulverstone and Penguin CBDs	6.18	Appearance of your neighbourhood/district	5.00	Council reporting to the community through publications and meetings	4.88	Knowledge and experience of staff at the Council	1.23
Timeliness/responsiveness to customer enquiries or requests	6.15	Knowledge and experience of staff at the Council	5.00	Council as a good corporate citizen	4.90	Appearance of your neighbourhood/district	1.20
Continuity of Council staff (Same Council officer handling your issue)	6.00	Consistency of information provided by Council staff	4.95	Consistency of information provided by Council staff	4.95	Continuity of Council staff (Same Council officer handling your issue)	1.19

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - None

57 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.63	1	5.03	7
Friendliness of staff at the Council	6.50	2	5.65	1
Traffic movement throughout the municipal area	6.33	3	5.57	2
Consistency of information provided by Council staff	6.28	4	4.95	10
Council management of the environment	6.27	5	5.10	5
Knowledge and experience of staff at the Council	6.23	6	5.00	8
Appearance of your neighbourhood/district	6.20	7	5.00	8
Appearance of Ulverstone and Penguin CBDs	6.18	8	5.24	3
Timeliness/responsiveness to customer enquiries or requests	6.15	9	5.11	4
Continuity of Council staff (Same Council officer handling your issue)	6.00	10	4.81	13
Council support of local industry and business	5.95	11	5.08	6
Ease in contacting the right person at the Council	5.93	12	4.78	14
Council's leadership within the community	5.89	13	4.65	15
Council reporting to the community through publications and meetings	5.89	14	4.88	12
Urban and rural land use planning	5.70	15	3.94	19
Opportunities for the community to participate in decision-making	5.64	16	4.09	18
Elected member (Councillor) representation of community issues	5.60	17	4.32	16
Council as a good corporate citizen	5.59	18	4.90	11
After hours service provision by Council	5.47	19	4.18	17

Central Coast Council Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - None

57 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.65	1		6.50	2
Traffic movement throughout the municipal area	5.57	2		6.33	3
Appearance of Ulverstone and Penguin CBDs	5.24	3		6.18	8
Timeliness/responsiveness to customer enquiries or requests	5.11	4		6.15	9
Council management of the environment	5.10	5		6.27	5
Council support of local industry and business	5.08	6		5.95	11
Council's financial management	5.03	7		6.63	1
Appearance of your neighbourhood/district	5.00	8		6.20	7
Knowledge and experience of staff at the Council	5.00	8		6.23	6
Consistency of information provided by Council staff	4.95	10		6.28	4
Council as a good corporate citizen	4.90	11		5.59	18
Council reporting to the community through publications and meetings	4.88	12		5.89	14
Continuity of Council staff (Same Council officer handling your issue)	4.81	13		6.00	10
Ease in contacting the right person at the Council	4.78	14		5.93	12
Council's leadership within the community	4.65	15		5.89	13
Elected member (Councillor) representation of community issues	4.32	16		5.60	17
After hours service provision by Council	4.18	17		5.47	19
Opportunities for the community to participate in decision-making	4.09	18		5.64	16
Urban and rural land use planning	3.94	19		5.70	15

Central Coast Council Community Survey Results, November 2015

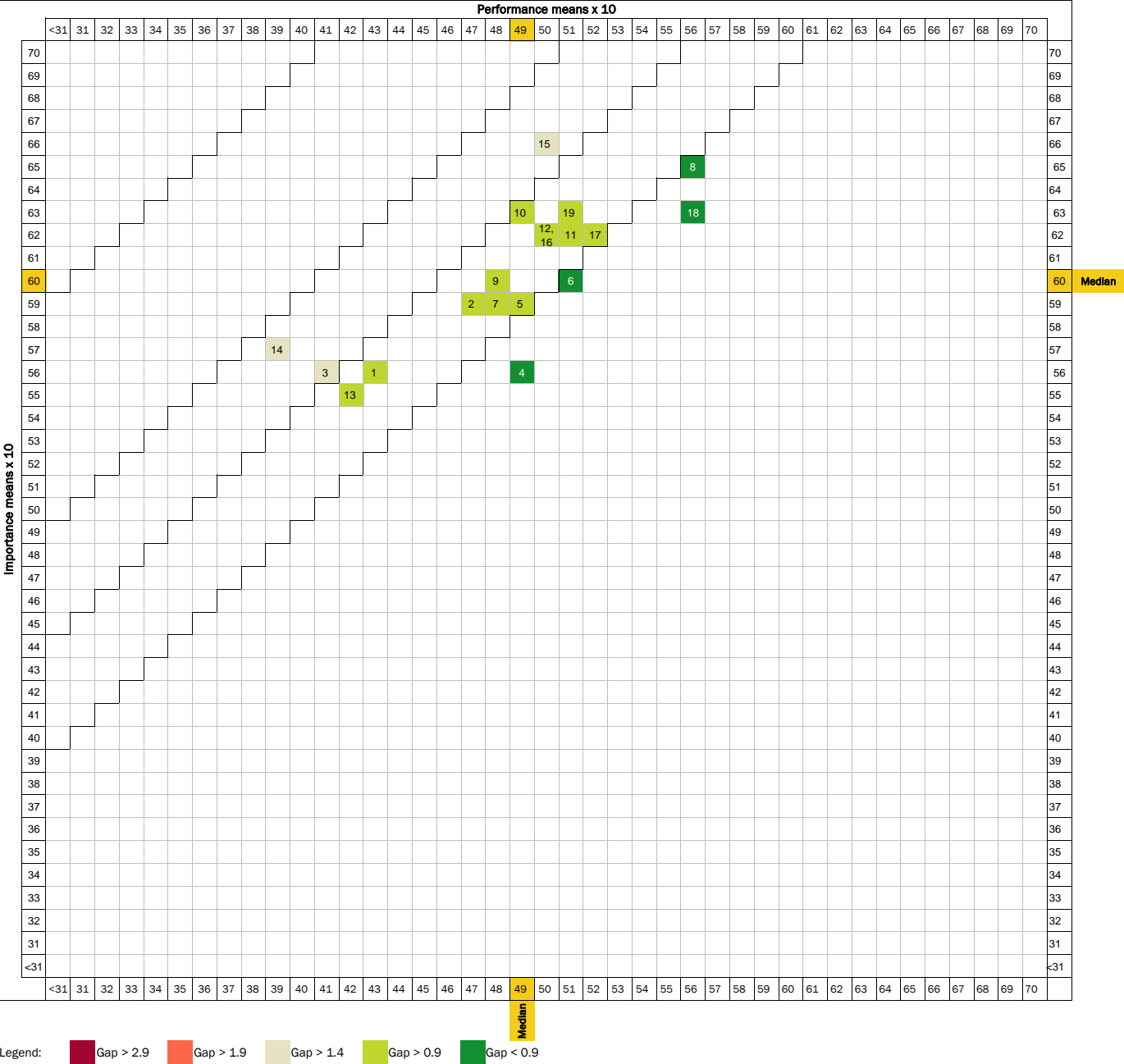
Mean gap scores — Do you have access to the internet? - None

57 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Urban and rural land use planning	1.76	1		5.70	15
Council's financial management	1.60	2		6.63	1
Opportunities for the community to participate in decision-making	1.54	3		5.64	16
Consistency of information provided by Council staff	1.33	4		6.28	4
After hours service provision by Council	1.29	5		5.47	19
Elected member (Councillor) representation of community issues	1.28	6		5.60	17
Council's leadership within the community	1.24	7		5.89	13
Knowledge and experience of staff at the Council	1.23	8		6.23	6
Appearance of your neighbourhood/district	1.20	9		6.20	7
Continuity of Council staff (Same Council officer handling your issue)	1.19	10		6.00	10
Council management of the environment	1.18	11		6.27	5
Ease in contacting the right person at the Council	1.15	12		5.93	12
Timeliness/responsiveness to customer enquiries or requests	1.05	13		6.15	9
Council reporting to the community through publications and meetings	1.01	14		5.89	14
Appearance of Ulverstone and Penguin CBDs	0.93	15		6.18	8
Council support of local industry and business	0.87	16		5.95	11
Friendliness of staff at the Council	0.85	17		6.50	2
Traffic movement throughout the municipal area	0.77	18		6.33	3
Council as a good corporate citizen	0.69	19		5.59	18

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - None
57 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 5 Importance scores by demographic

Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Consistency of information provided by Council staff	6.38	Council's financial management	6.30	Council's financial management	6.57
Council support of local industry and business	6.31	Council support of local industry and business	6.25	Consistency of information provided by Council staff	6.20
Knowledge and experience of staff at the Council	6.15	Timeliness/responsiveness to customer enquiries or requests	6.16	Appearance of your neighbourhood/district	6.15
Council management of the environment	6.15	Friendliness of staff at the Council	6.16	Timeliness/responsiveness to customer enquiries or requests	6.14
Timeliness/responsiveness to customer enquiries or requests	6.14	Council's leadership within the community	6.16	Friendliness of staff at the Council	6.13
Over 65 years (136 responses)					
Council's financial management	6.63				
Friendliness of staff at the Council	6.48				
Traffic movement throughout the municipal area	6.38				
Knowledge and experience of staff at the Council	6.36				
Timeliness/responsiveness to customer enquiries or requests	6.32				



Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 performance scores by demographic

Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Traffic movement throughout the municipal area	5.62	Traffic movement throughout the municipal area	5.35	Friendliness of staff at the Council	5.32
Appearance of Ulverstone and Penguin CBDs	5.46	Friendliness of staff at the Council	5.35	Traffic movement throughout the municipal area	5.19
Appearance of your neighbourhood/district	5.31	Knowledge and experience of staff at the Council	5.10	Council's financial management	5.12
Council management of the environment	5.27	Appearance of Ulverstone and Penguin CBDs	5.07	Knowledge and experience of staff at the Council	4.98
Knowledge and experience of staff at the Council	5.20	Council's financial management	5.07	Appearance of Ulverstone and Penguin CBDs	4.91
Over 65 years (136 responses)					
Friendliness of staff at the Council	5.76				
Council's financial management	5.50				
Traffic movement throughout the municipal area	5.46				
Appearance of Ulverstone and Penguin CBDs	5.28				
Council management of the environment	5.22				

Unique factors

Central Coast Council Community Survey Results, November 2015

Top 5 gap scores by demographic

Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Opportunities for the community to participate in decision-making	2.56	Council support of local industry and business	1.96	Urban and rural land use planning	1.97
After hours service provision by Council	1.95	Council's leadership within the community	1.87	Opportunities for the community to participate in decision-making	1.79
Council reporting to the community through publications and meetings	1.62	Urban and rural land use planning	1.60	Timeliness/responsiveness to customer enquiries or requests	1.68
Ease in contacting the right person at the Council	1.54	Appearance of your neighbourhood/district	1.60	Council support of local industry and business	1.63
Consistency of information provided by Council staff	1.38	Elected member (Councillor) representation of community issues	1.58	Ease in contacting the right person at the Council	1.62
Over 65 years (136 responses)					
Urban and rural land use planning	1.74				
After hours service provision by Council	1.56				
Opportunities for the community to participate in decision-making	1.49				
Consistency of information provided by Council staff	1.42				
Timeliness/responsiveness to customer enquiries or requests	1.39				



Unique factors

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Age - 19 to 34 years

14 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Consistency of information provided by Council staff	6.38	Traffic movement throughout the municipal area	5.62	Opportunities for the community to participate in decision-making	3.27	Opportunities for the community to participate in decision-making	2.56
Council support of local industry and business	6.31	Appearance of Ulverstone and Penguin CBDs	5.46	After hours service provision by Council	3.64	After hours service provision by Council	1.95
Knowledge and experience of staff at the Council	6.15	Appearance of your neighbourhood/district	5.31	Council reporting to the community through publications and meetings	4.00	Council reporting to the community through publications and meetings	1.62
Council management of the environment	6.15	Council management of the environment	5.27	Council's leadership within the community	4.36	Ease in contacting the right person at the Council	1.54
Timeliness/responsiveness to customer enquiries or requests	6.14	Knowledge and experience of staff at the Council	5.20	Ease in contacting the right person at the Council	4.38	Consistency of information provided by Council staff	1.38
Friendliness of staff at the Council	6.07	Council support of local industry and business	5.09	Elected member (Councillor) representation of community issues	4.50	Council's leadership within the community	1.25
Council's financial management	6.00	Timeliness/responsiveness to customer enquiries or requests	5.08	Continuity of Council staff (Same Council officer handling your issue)	4.67	Council support of local industry and business	1.22
Appearance of Ulverstone and Penguin CBDs	6.00	Friendliness of staff at the Council	5.08	Urban and rural land use planning	4.80	Council's financial management	1.09
Ease in contacting the right person at the Council	5.93	Council as a good corporate citizen	5.00	Council's financial management	4.91	Timeliness/responsiveness to customer enquiries or requests	1.06
Opportunities for the community to participate in decision-making	5.83	Consistency of information provided by Council staff	5.00	Consistency of information provided by Council staff	5.00	Elected member (Councillor) representation of community issues	1.00

Central Coast Council Community Survey Results, November 2015

Mean importance scores – Age - 19 to 34 years

14 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Consistency of information provided by Council staff	6.38	1	5.00	9
Council support of local industry and business	6.31	2	5.09	6
Knowledge and experience of staff at the Council	6.15	3	5.20	5
Council management of the environment	6.15	3	5.27	4
Timeliness/responsiveness to customer enquiries or requests	6.14	5	5.08	7
Friendliness of staff at the Council	6.07	6	5.08	8
Council's financial management	6.00	7	4.91	11
Appearance of Ulverstone and Penguin CBDs	6.00	7	5.46	2
Ease in contacting the right person at the Council	5.93	9	4.38	15
Opportunities for the community to participate in decision-making	5.83	10	3.27	19
Urban and rural land use planning	5.75	11	4.80	12
Appearance of your neighbourhood/district	5.71	12	5.31	3
Council reporting to the community through publications and meetings	5.62	13	4.00	17
Council's leadership within the community	5.62	13	4.36	16
After hours service provision by Council	5.58	15	3.64	18
Council as a good corporate citizen	5.55	16	5.00	9
Elected member (Councillor) representation of community issues	5.50	17	4.50	14
Traffic movement throughout the municipal area	5.50	17	5.62	1
Continuity of Council staff (Same Council officer handling your issue)	5.36	19	4.67	13

Central Coast Council Community Survey Results, November 2015

Mean performance score – Age - 19 to 34 years

14 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Traffic movement throughout the municipal area	5.62	1		5.50	17
Appearance of Ulverstone and Penguin CBDs	5.46	2		6.00	7
Appearance of your neighbourhood/district	5.31	3		5.71	12
Council management of the environment	5.27	4		6.15	3
Knowledge and experience of staff at the Council	5.20	5		6.15	3
Council support of local industry and business	5.09	6		6.31	2
Timeliness/responsiveness to customer enquiries or requests	5.08	7		6.14	5
Friendliness of staff at the Council	5.08	8		6.07	6
Council as a good corporate citizen	5.00	9		5.55	16
Consistency of information provided by Council staff	5.00	9		6.38	1
Council's financial management	4.91	11		6.00	7
Urban and rural land use planning	4.80	12		5.75	11
Continuity of Council staff (Same Council officer handling your issue)	4.67	13		5.36	19
Elected member (Councillor) representation of community issues	4.50	14		5.50	17
Ease in contacting the right person at the Council	4.38	15		5.93	9
Council's leadership within the community	4.36	16		5.62	13
Council reporting to the community through publications and meetings	4.00	17		5.62	13
After hours service provision by Council	3.64	18		5.58	15
Opportunities for the community to participate in decision-making	3.27	19		5.83	10

Central Coast Council Community Survey Results, November 2015

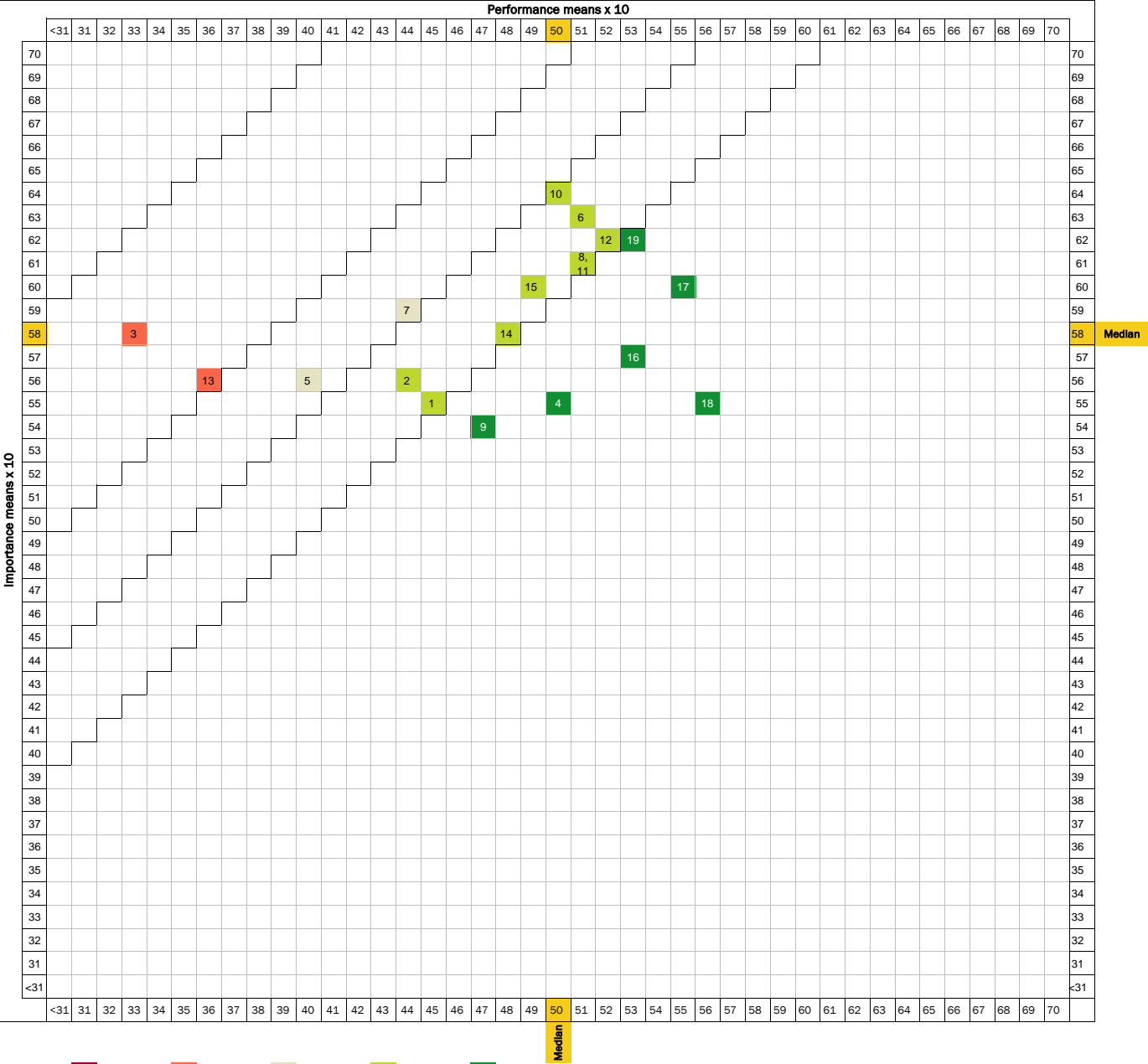
Mean gap scores — Age - 19 to 34 years

14 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Opportunities for the community to participate in decision-making	2.56	1	5.83	10
After hours service provision by Council	1.95	2	5.58	15
Council reporting to the community through publications and meetings	1.62	3	5.62	13
Ease in contacting the right person at the Council	1.54	4	5.93	9
Consistency of information provided by Council staff	1.38	5	6.38	1
Council's leadership within the community	1.25	6	5.62	13
Council support of local industry and business	1.22	7	6.31	2
Council's financial management	1.09	8	6.00	7
Timeliness/responsiveness to customer enquiries or requests	1.06	9	6.14	5
Elected member (Councillor) representation of community issues	1.00	10	5.50	17
Friendliness of staff at the Council	0.99	11	6.07	6
Knowledge and experience of staff at the Council	0.95	12	6.15	3
Urban and rural land use planning	0.95	13	5.75	11
Council management of the environment	0.88	14	6.15	3
Continuity of Council staff (Same Council officer handling your issue)	0.69	15	5.36	19
Council as a good corporate citizen	0.55	16	5.55	16
Appearance of Ulverstone and Penguin CBDs	0.54	17	6.00	7
Appearance of your neighbourhood/district	0.41	18	5.71	12
Traffic movement throughout the municipal area	-0.12	19	5.50	17

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Age - 19 to 34 years
14 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9
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Central Coast Council Community Survey Results, November 2015

Top 10 factors — Age - 35 to 50 years

33 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.30	Traffic movement throughout the municipal area	5.35	Urban and rural land use planning	3.96	Council support of local industry and business	1.96
Council support of local industry and business	6.25	Friendliness of staff at the Council	5.35	After hours service provision by Council	4.03	Council's leadership within the community	1.87
Timeliness/responsiveness to customer enquiries or requests	6.16	Knowledge and experience of staff at the Council	5.10	Elected member (Councillor) representation of community issues	4.23	Urban and rural land use planning	1.60
Friendliness of staff at the Council	6.16	Appearance of Ulverstone and Penguin CBDs	5.07	Council support of local industry and business	4.29	Appearance of your neighbourhood/district	1.60
Council's leadership within the community	6.16	Council's financial management	5.07	Council's leadership within the community	4.29	Elected member (Councillor) representation of community issues	1.58
Ease in contacting the right person at the Council	6.10	Timeliness/responsiveness to customer enquiries or requests	4.94	Council reporting to the community through publications and meetings	4.42	Council reporting to the community through publications and meetings	1.55
Council as a good corporate citizen	6.10	Continuity of Council staff (Same Council officer handling your issue)	4.86	Appearance of your neighbourhood/district	4.43	Council as a good corporate citizen	1.55
Knowledge and experience of staff at the Council	6.07	Council management of the environment	4.82	Opportunities for the community to participate in decision-making	4.48	Opportunities for the community to participate in decision-making	1.55
Appearance of your neighbourhood/district	6.03	Consistency of information provided by Council staff	4.57	Council as a good corporate citizen	4.55	Ease in contacting the right person at the Council	1.53
Opportunities for the community to participate in decision-making	6.03	Ease in contacting the right person at the Council	4.57	Ease in contacting the right person at the Council	4.57	Consistency of information provided by Council staff	1.37

Central Coast Council Community Survey Results, November 2015

Mean importance scores – Age - 35 to 50 years

33 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.30	1	5.07	4
Council support of local industry and business	6.25	2	4.29	15
Timeliness/responsiveness to customer enquiries or requests	6.16	3	4.94	6
Friendliness of staff at the Council	6.16	3	5.35	1
Council's leadership within the community	6.16	5	4.29	15
Ease in contacting the right person at the Council	6.10	6	4.57	9
Council as a good corporate citizen	6.10	7	4.55	11
Knowledge and experience of staff at the Council	6.07	8	5.10	3
Appearance of your neighbourhood/district	6.03	9	4.43	13
Opportunities for the community to participate in decision-making	6.03	9	4.48	12
Appearance of Ulverstone and Penguin CBDs	6.03	9	5.07	4
Council reporting to the community through publications and meetings	5.97	12	4.42	14
Consistency of information provided by Council staff	5.93	13	4.57	9
Elected member (Councillor) representation of community issues	5.81	14	4.23	17
Traffic movement throughout the municipal area	5.74	15	5.35	1
Council management of the environment	5.69	16	4.82	8
Urban and rural land use planning	5.57	17	3.96	19
Continuity of Council staff (Same Council officer handling your issue)	5.52	18	4.86	7
After hours service provision by Council	5.30	19	4.03	18

Central Coast Council Community Survey Results, November 2015

Mean performance score – Age - 35 to 50 years

33 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Traffic movement throughout the municipal area	5.35	1		5.74	15
Friendliness of staff at the Council	5.35	1		6.16	3
Knowledge and experience of staff at the Council	5.10	3		6.07	8
Appearance of Ulverstone and Penguin CBDs	5.07	4		6.03	9
Council's financial management	5.07	4		6.30	1
Timeliness/responsiveness to customer enquiries or requests	4.94	6		6.16	3
Continuity of Council staff (Same Council officer handling your issue)	4.86	7		5.52	18
Council management of the environment	4.82	8		5.69	16
Consistency of information provided by Council staff	4.57	9		5.93	13
Ease in contacting the right person at the Council	4.57	9		6.10	6
Council as a good corporate citizen	4.55	11		6.10	7
Opportunities for the community to participate in decision-making	4.48	12		6.03	9
Appearance of your neighbourhood/district	4.43	13		6.03	9
Council reporting to the community through publications and meetings	4.42	14		5.97	12
Council's leadership within the community	4.29	15		6.16	5
Council support of local industry and business	4.29	15		6.25	2
Elected member (Councillor) representation of community issues	4.23	17		5.81	14
After hours service provision by Council	4.03	18		5.30	19
Urban and rural land use planning	3.96	19		5.57	17

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Age - 35 to 50 years

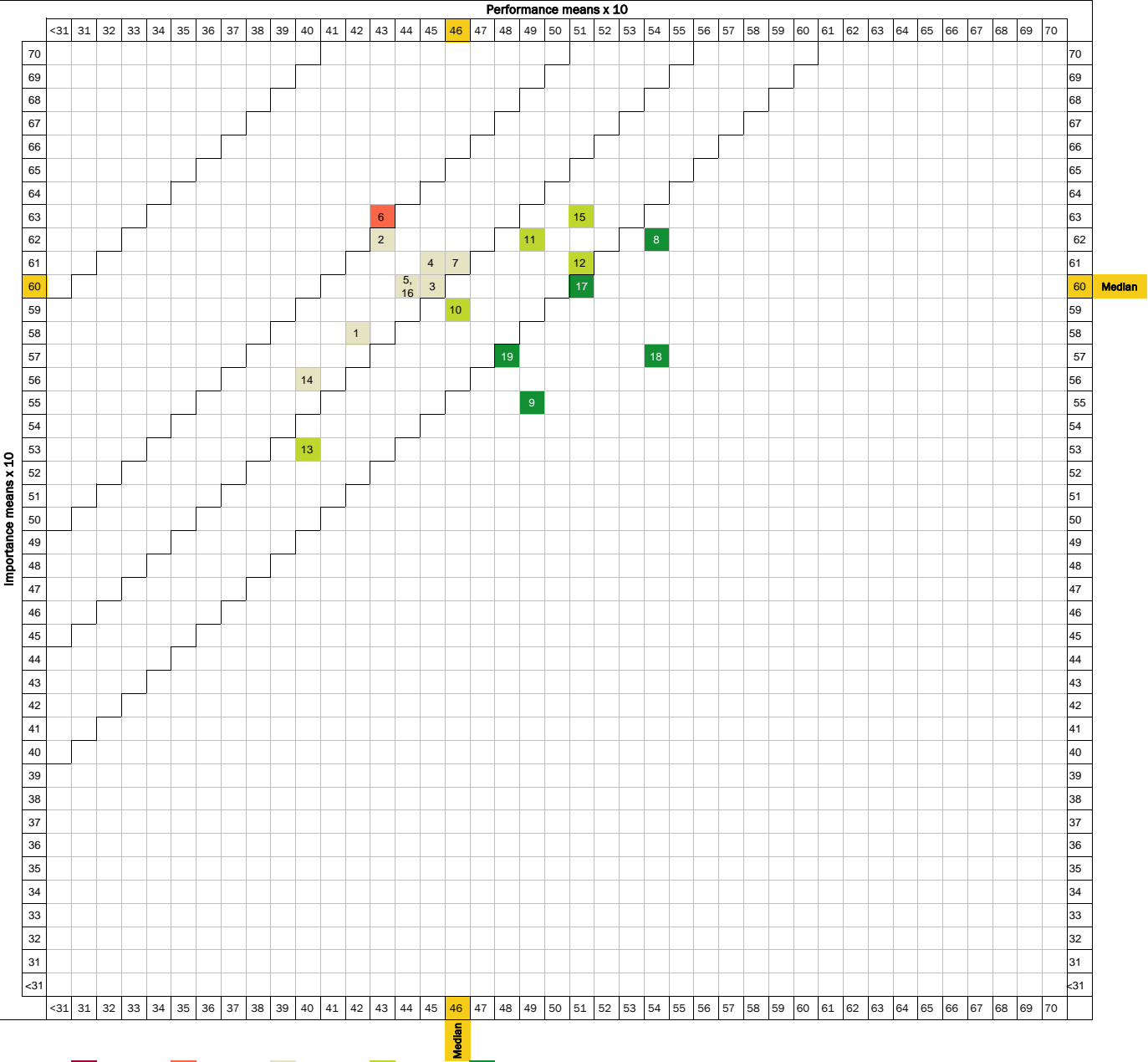
33 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Council support of local industry and business	1.96	1	6.25	2
Council's leadership within the community	1.87	2	6.16	5
Urban and rural land use planning	1.60	3	5.57	17
Appearance of your neighbourhood/district	1.60	4	6.03	9
Elected member (Councillor) representation of community issues	1.58	5	5.81	14
Council reporting to the community through publications and meetings	1.55	6	5.97	12
Council as a good corporate citizen	1.55	7	6.10	7
Opportunities for the community to participate in decision-making	1.55	8	6.03	9
Ease in contacting the right person at the Council	1.53	9	6.10	6
Consistency of information provided by Council staff	1.37	10	5.93	13
After hours service provision by Council	1.27	11	5.30	19
Council's financial management	1.23	12	6.30	1
Timeliness/responsiveness to customer enquiries or requests	1.23	13	6.16	3
Knowledge and experience of staff at the Council	0.97	14	6.07	8
Appearance of Ulverstone and Penguin CBDs	0.96	15	6.03	9
Council management of the environment	0.87	16	5.69	16
Friendliness of staff at the Council	0.81	17	6.16	3
Continuity of Council staff (Same Council officer handling your issue)	0.66	18	5.52	18
Traffic movement throughout the municipal area	0.39	19	5.74	15

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Age - 35 to 50 years

33 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Age - 51 to 65 years

106 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.57	Friendliness of staff at the Council	5.32	Opportunities for the community to participate in decision-making	3.86	Urban and rural land use planning	1.97
Consistency of information provided by Council staff	6.20	Traffic movement throughout the municipal area	5.19	Urban and rural land use planning	3.98	Opportunities for the community to participate in decision-making	1.79
Appearance of your neighbourhood/district	6.15	Council's financial management	5.12	Elected member (Councillor) representation of community issues	4.16	Timeliness/responsiveness to customer enquiries or requests	1.68
Timeliness/responsiveness to customer enquiries or requests	6.14	Knowledge and experience of staff at the Council	4.98	After hours service provision by Council	4.26	Council support of local industry and business	1.63
Friendliness of staff at the Council	6.13	Appearance of Ulverstone and Penguin CBDs	4.91	Ease in contacting the right person at the Council	4.30	Ease in contacting the right person at the Council	1.62
Knowledge and experience of staff at the Council	6.12	Continuity of Council staff (Same Council officer handling your issue)	4.89	Council support of local industry and business	4.32	Elected member (Councillor) representation of community issues	1.55
Appearance of Ulverstone and Penguin CBDs	6.05	Council management of the environment	4.77	Council reporting to the community through publications and meetings	4.34	Appearance of your neighbourhood/district	1.54
Council management of the environment	6.02	Council as a good corporate citizen	4.72	Council's leadership within the community	4.42	Consistency of information provided by Council staff	1.49
Continuity of Council staff (Same Council officer handling your issue)	5.98	Consistency of information provided by Council staff	4.71	Timeliness/responsiveness to customer enquiries or requests	4.46	Council's financial management	1.45
Council support of local industry and business	5.95	Appearance of your neighbourhood/district	4.61	Appearance of your neighbourhood/district	4.61	Council reporting to the community through publications and meetings	1.41

Central Coast Council Community Survey Results, November 2015

Mean importance scores – Age - 51 to 65 years

106 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.57	1	5.12	3
Consistency of information provided by Council staff	6.20	2	4.71	9
Appearance of your neighbourhood/district	6.15	3	4.61	10
Timeliness/responsiveness to customer enquiries or requests	6.14	4	4.46	11
Friendliness of staff at the Council	6.13	5	5.32	1
Knowledge and experience of staff at the Council	6.12	6	4.98	4
Appearance of Ulverstone and Penguin CBDs	6.05	7	4.91	5
Council management of the environment	6.02	8	4.77	7
Continuity of Council staff (Same Council officer handling your issue)	5.98	9	4.89	6
Council support of local industry and business	5.95	10	4.32	14
Urban and rural land use planning	5.95	11	3.98	18
Ease in contacting the right person at the Council	5.92	12	4.30	15
Council as a good corporate citizen	5.83	13	4.72	8
Traffic movement throughout the municipal area	5.83	14	5.19	2
Council reporting to the community through publications and meetings	5.75	15	4.34	13
Council's leadership within the community	5.74	16	4.42	12
Elected member (Councillor) representation of community issues	5.71	17	4.16	17
Opportunities for the community to participate in decision-making	5.65	18	3.86	19
After hours service provision by Council	5.43	19	4.26	16

Central Coast Council Community Survey Results, November 2015

Mean performance score – Age - 51 to 65 years

106 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.32	1		6.13	5
Traffic movement throughout the municipal area	5.19	2		5.83	14
Council's financial management	5.12	3		6.57	1
Knowledge and experience of staff at the Council	4.98	4		6.12	6
Appearance of Ulverstone and Penguin CBDs	4.91	5		6.05	7
Continuity of Council staff (Same Council officer handling your issue)	4.89	6		5.98	9
Council management of the environment	4.77	7		6.02	8
Council as a good corporate citizen	4.72	8		5.83	13
Consistency of information provided by Council staff	4.71	9		6.20	2
Appearance of your neighbourhood/district	4.61	10		6.15	3
Timeliness/responsiveness to customer enquiries or requests	4.46	11		6.14	4
Council's leadership within the community	4.42	12		5.74	16
Council reporting to the community through publications and meetings	4.34	13		5.75	15
Council support of local industry and business	4.32	14		5.95	10
Ease in contacting the right person at the Council	4.30	15		5.92	12
After hours service provision by Council	4.26	16		5.43	19
Elected member (Councillor) representation of community issues	4.16	17		5.71	17
Urban and rural land use planning	3.98	18		5.95	11
Opportunities for the community to participate in decision-making	3.86	19		5.65	18

Central Coast Council Community Survey Results, November 2015

Mean gap scores — Age - 51 to 65 years

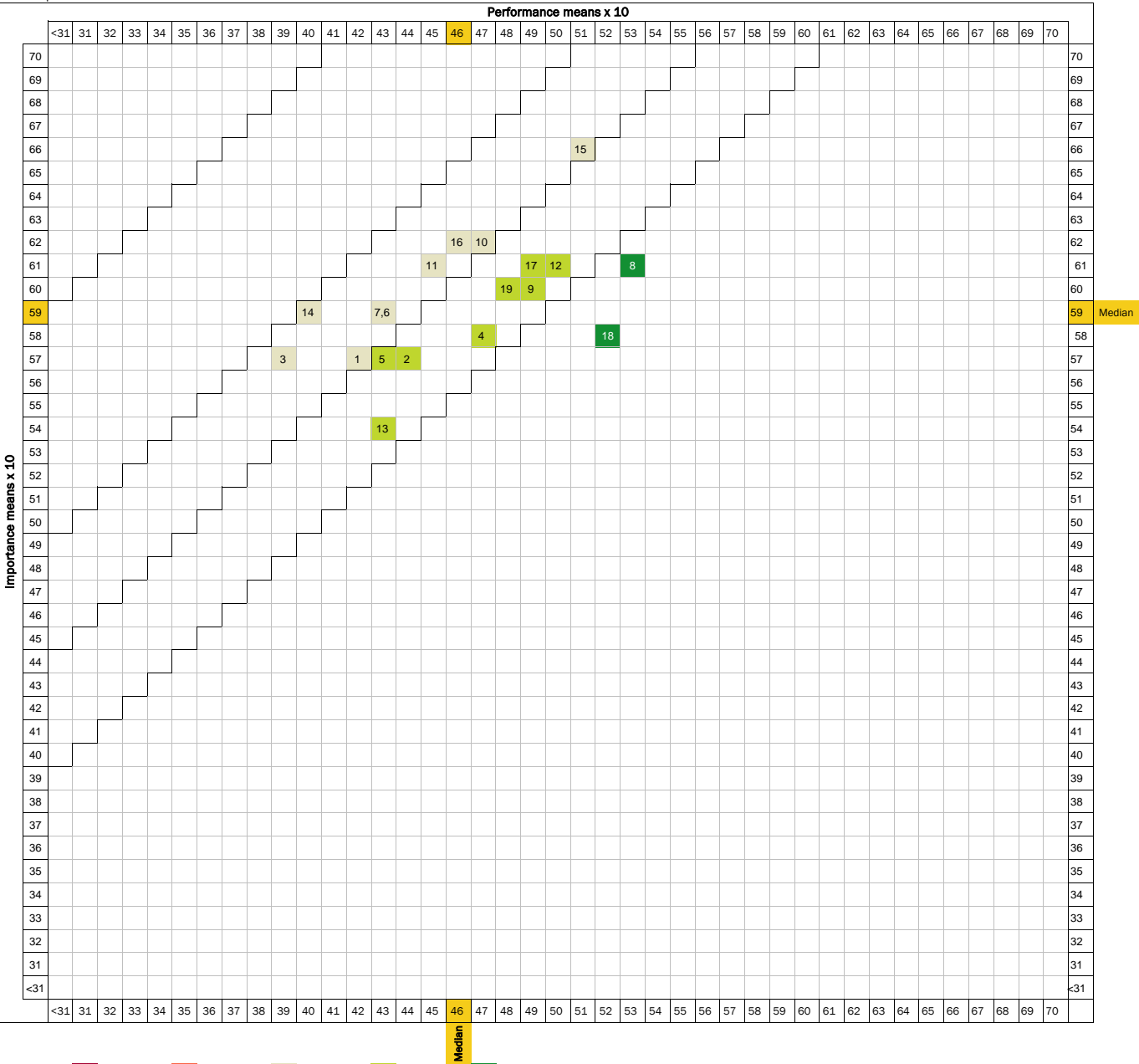
106 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.97	1	5.95	11
Opportunities for the community to participate in decision-making	1.79	2	5.65	18
Timeliness/responsiveness to customer enquiries or requests	1.68	3	6.14	4
Council support of local industry and business	1.63	4	5.95	10
Ease in contacting the right person at the Council	1.62	5	5.92	12
Elected member (Councillor) representation of community issues	1.55	6	5.71	17
Appearance of your neighbourhood/district	1.54	7	6.15	3
Consistency of information provided by Council staff	1.49	8	6.20	2
Council's financial management	1.45	9	6.57	1
Council reporting to the community through publications and meetings	1.41	10	5.75	15
Council's leadership within the community	1.32	11	5.74	16
Council management of the environment	1.25	12	6.02	8
After hours service provision by Council	1.16	13	5.43	19
Knowledge and experience of staff at the Council	1.14	14	6.12	6
Appearance of Ulverstone and Penguin CBDs	1.14	15	6.05	7
Council as a good corporate citizen	1.12	16	5.83	13
Continuity of Council staff (Same Council officer handling your issue)	1.09	17	5.98	9
Friendliness of staff at the Council	0.81	18	6.13	5
Traffic movement throughout the municipal area	0.64	19	5.83	14

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Age - 51 to 65 years

106 Responses



Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Central Coast Council Community Survey Results, November 2015

Top 10 factors — Age - Over 65 years

136 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council's financial management	6.63	Friendliness of staff at the Council	5.76	After hours service provision by Council	4.12	Urban and rural land use planning	1.74
Friendliness of staff at the Council	6.48	Council's financial management	5.50	Urban and rural land use planning	4.25	After hours service provision by Council	1.56
Traffic movement throughout the municipal area	6.38	Traffic movement throughout the municipal area	5.46	Opportunities for the community to participate in decision-making	4.26	Opportunities for the community to participate in decision-making	1.49
Knowledge and experience of staff at the Council	6.36	Appearance of Ulverstone and Penguin CBDs	5.28	Elected member (Councillor) representation of community issues	4.47	Consistency of information provided by Council staff	1.42
Timeliness/responsiveness to customer enquiries or requests	6.32	Council management of the environment	5.22	Council support of local industry and business	4.88	Timeliness/responsiveness to customer enquiries or requests	1.39
Consistency of information provided by Council staff	6.31	Appearance of your neighbourhood/district	5.17	Consistency of information provided by Council staff	4.89	Knowledge and experience of staff at the Council	1.29
Appearance of your neighbourhood/district	6.30	Council as a good corporate citizen	5.09	Continuity of Council staff (Same Council officer handling your issue)	4.91	Elected member (Councillor) representation of community issues	1.27
Council management of the environment	6.25	Knowledge and experience of staff at the Council	5.07	Council's leadership within the community	4.92	Continuity of Council staff (Same Council officer handling your issue)	1.21
Appearance of Ulverstone and Penguin CBDs	6.21	Ease in contacting the right person at the Council	4.94	Council reporting to the community through publications and meetings	4.92	Ease in contacting the right person at the Council	1.17
Continuity of Council staff (Same Council officer handling your issue)	6.12	Timeliness/responsiveness to customer enquiries or requests	4.94	Timeliness/responsiveness to customer enquiries or requests	4.94	Council's leadership within the community	1.16

Central Coast Council Community Survey Results, November 2015

Mean importance scores — Age - Over 65 years

136 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Council's financial management	6.63	1	5.50	2
Friendliness of staff at the Council	6.48	2	5.76	1
Traffic movement throughout the municipal area	6.38	3	5.46	3
Knowledge and experience of staff at the Council	6.36	4	5.07	8
Timeliness/responsiveness to customer enquiries or requests	6.32	5	4.94	10
Consistency of information provided by Council staff	6.31	6	4.89	14
Appearance of your neighbourhood/district	6.30	7	5.17	6
Council management of the environment	6.25	8	5.22	5
Appearance of Ulverstone and Penguin CBDs	6.21	9	5.28	4
Continuity of Council staff (Same Council officer handling your issue)	6.12	10	4.91	13
Ease in contacting the right person at the Council	6.11	11	4.94	9
Council's leadership within the community	6.08	12	4.92	12
Council reporting to the community through publications and meetings	6.01	13	4.92	11
Council support of local industry and business	6.00	14	4.88	15
Urban and rural land use planning	5.99	15	4.25	18
Council as a good corporate citizen	5.98	16	5.09	7
Opportunities for the community to participate in decision-making	5.75	17	4.26	17
Elected member (Councillor) representation of community issues	5.74	18	4.47	16
After hours service provision by Council	5.68	19	4.12	19

Central Coast Council Community Survey Results, November 2015

Mean performance score — Age - Over 65 years

136 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Friendliness of staff at the Council	5.76	1		6.48	2
Council's financial management	5.50	2		6.63	1
Traffic movement throughout the municipal area	5.46	3		6.38	3
Appearance of Ulverstone and Penguin CBDs	5.28	4		6.21	9
Council management of the environment	5.22	5		6.25	8
Appearance of your neighbourhood/district	5.17	6		6.30	7
Council as a good corporate citizen	5.09	7		5.98	16
Knowledge and experience of staff at the Council	5.07	8		6.36	4
Ease in contacting the right person at the Council	4.94	9		6.11	11
Timeliness/responsiveness to customer enquiries or requests	4.94	10		6.32	5
Council reporting to the community through publications and meetings	4.92	11		6.01	13
Council's leadership within the community	4.92	12		6.08	12
Continuity of Council staff (Same Council officer handling your issue)	4.91	13		6.12	10
Consistency of information provided by Council staff	4.89	14		6.31	6
Council support of local industry and business	4.88	15		6.00	14
Elected member (Councillor) representation of community issues	4.47	16		5.74	18
Opportunities for the community to participate in decision-making	4.26	17		5.75	17
Urban and rural land use planning	4.25	18		5.99	15
After hours service provision by Council	4.12	19		5.68	19

Central Coast Council Community Survey Results, November 2015

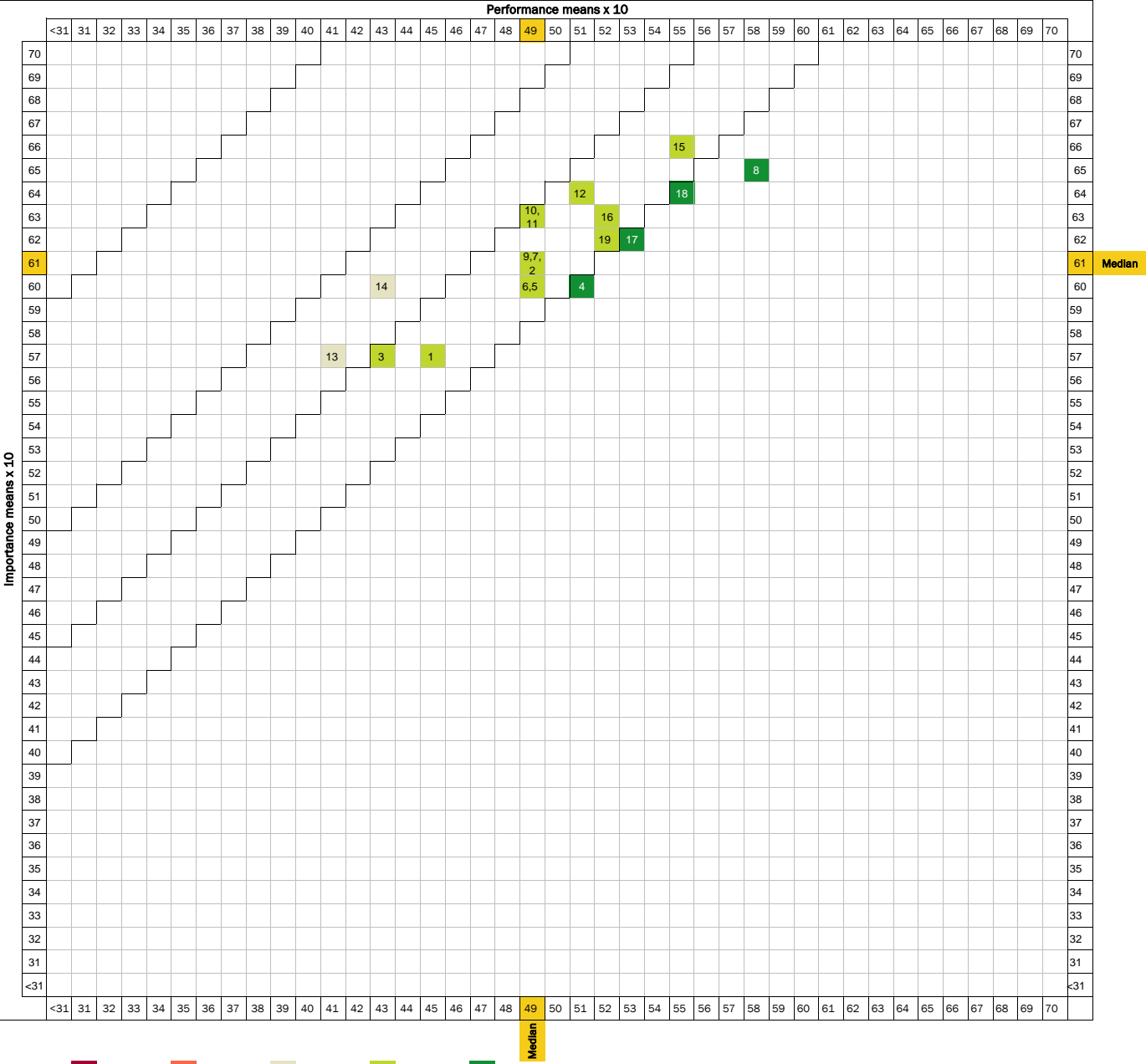
Mean gap scores — Age - Over 65 years

136 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Urban and rural land use planning	1.74	1	5.99	15
After hours service provision by Council	1.56	2	5.68	19
Opportunities for the community to participate in decision-making	1.49	3	5.75	17
Consistency of information provided by Council staff	1.42	4	6.31	6
Timeliness/responsiveness to customer enquiries or requests	1.39	5	6.32	5
Knowledge and experience of staff at the Council	1.29	6	6.36	4
Elected member (Councillor) representation of community issues	1.27	7	5.74	18
Continuity of Council staff (Same Council officer handling your issue)	1.21	8	6.12	10
Ease in contacting the right person at the Council	1.17	9	6.11	11
Council's leadership within the community	1.16	10	6.08	12
Appearance of your neighbourhood/district	1.13	11	6.30	7
Council's financial management	1.13	12	6.63	1
Council support of local industry and business	1.12	13	6.00	14
Council reporting to the community through publications and meetings	1.09	14	6.01	13
Council management of the environment	1.02	15	6.25	8
Appearance of Ulverstone and Penguin CBDs	0.93	16	6.21	9
Traffic movement throughout the municipal area	0.92	17	6.38	3
Council as a good corporate citizen	0.90	18	5.98	16
Friendliness of staff at the Council	0.72	19	6.48	2

Central Coast Council Community Survey Results, November 2015

Best practice categories gap grid – Age - Over 65 years
136 Responses

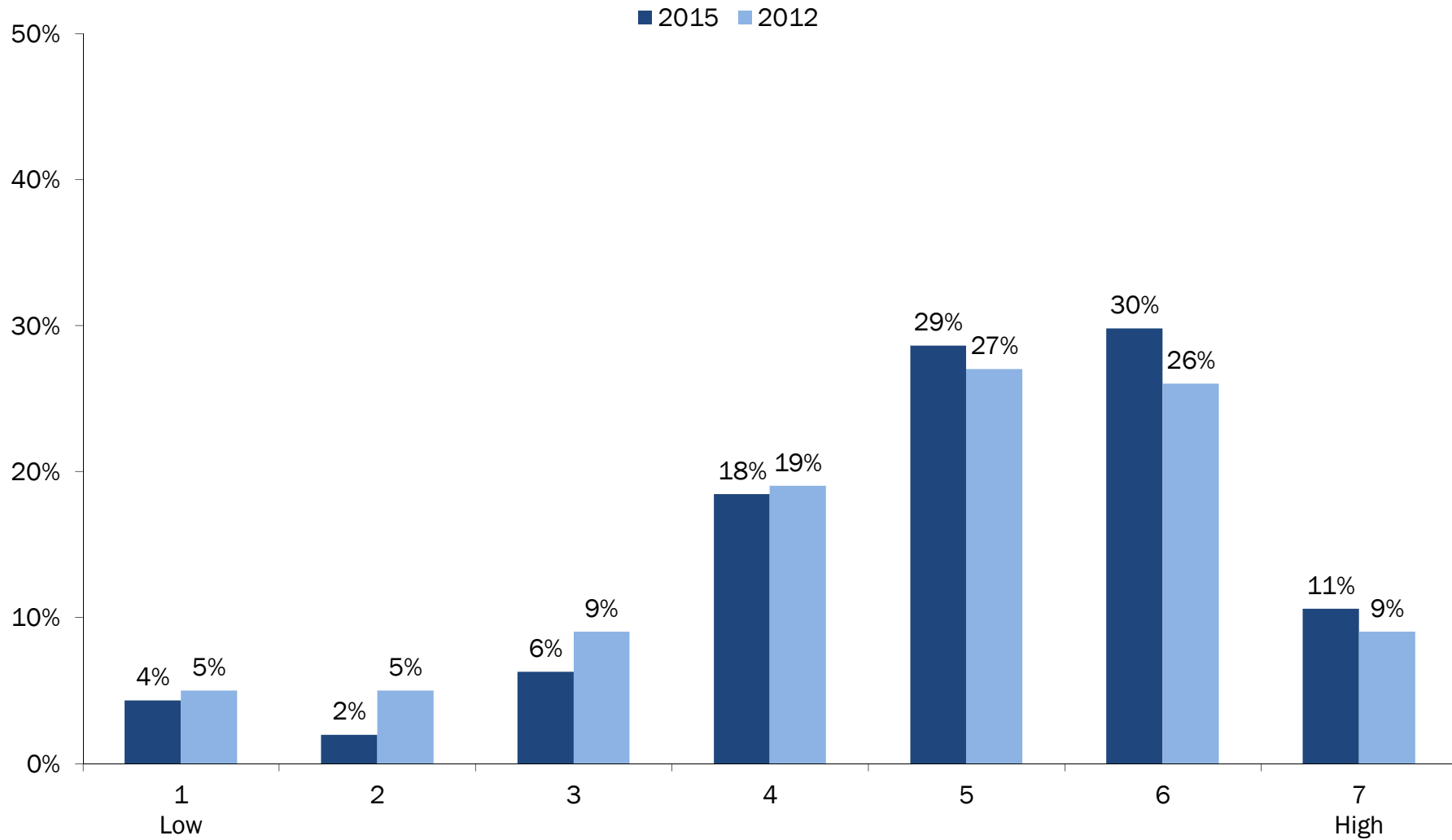


Statements	
1	Elected member (Councillor) representation of community issues
2	Council's leadership within the community
3	Opportunities for the community to participate in decision-making
4	Council as a good corporate citizen
5	Council reporting to the community through publications and meetings
6	Council support of local industry and business
7	Ease in contacting the right person at the Council
8	Friendliness of staff at the Council
9	Continuity of Council staff (Same Council officer handling your issue)
10	Consistency of information provided by Council staff
11	Timeliness/responsiveness to customer enquiries or requests
12	Knowledge and experience of staff at the Council
13	After hours service provision by Council
14	Urban and rural land use planning
15	Council's financial management
16	Appearance of your neighbourhood/district
17	Appearance of Ulverstone and Penguin CBDs
18	Traffic movement throughout the municipal area
19	Council management of the environment

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9
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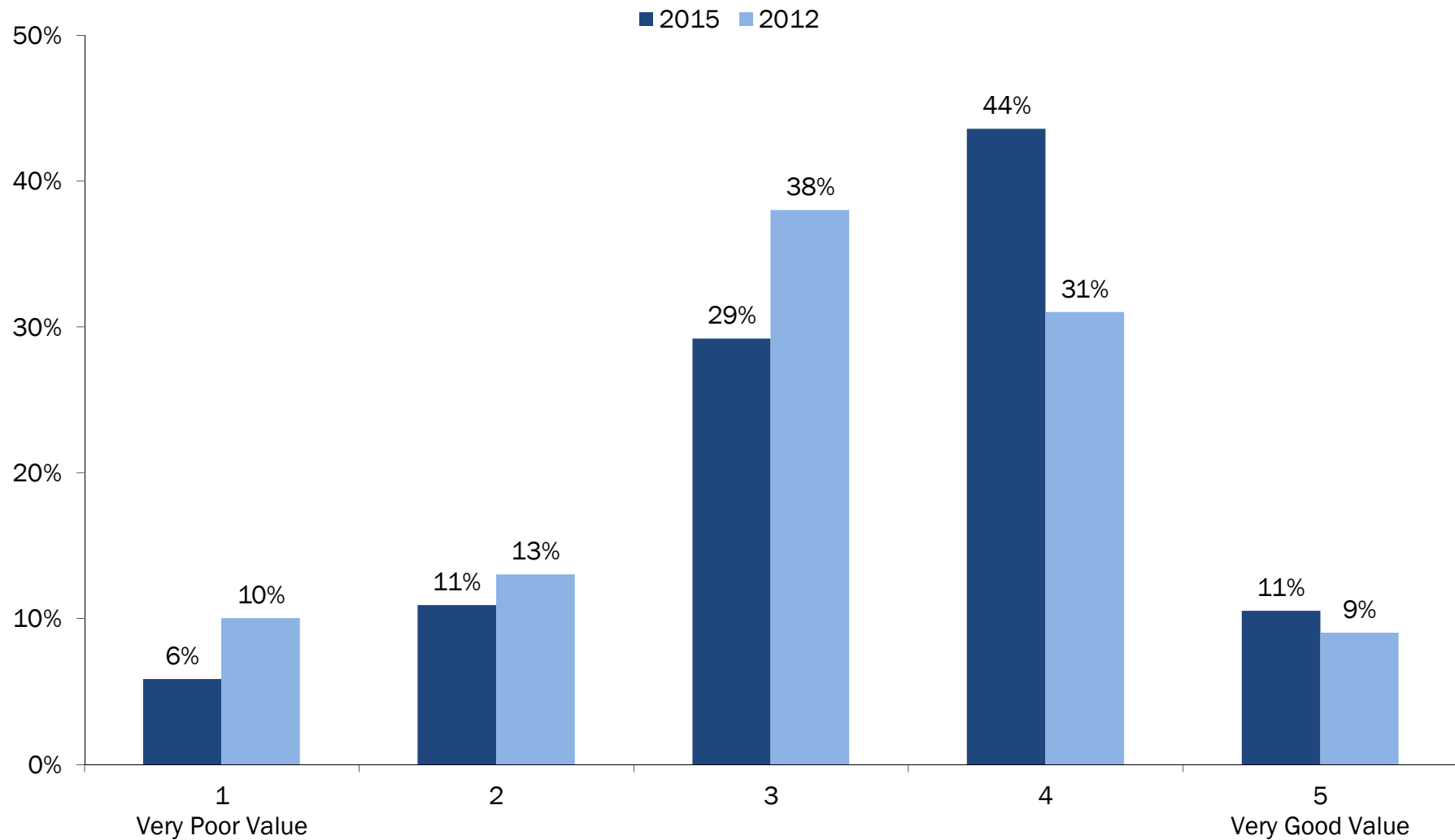
Central Coast Council Community Survey Results, November 2015

Overall satisfaction with the Council



Central Coast Council Community Survey Results, November 2015

Based on questions 1 - 19, do you think the services provided by Central Coast Council are good value for your rates?



SECTION 2:

How do you interact with Council?

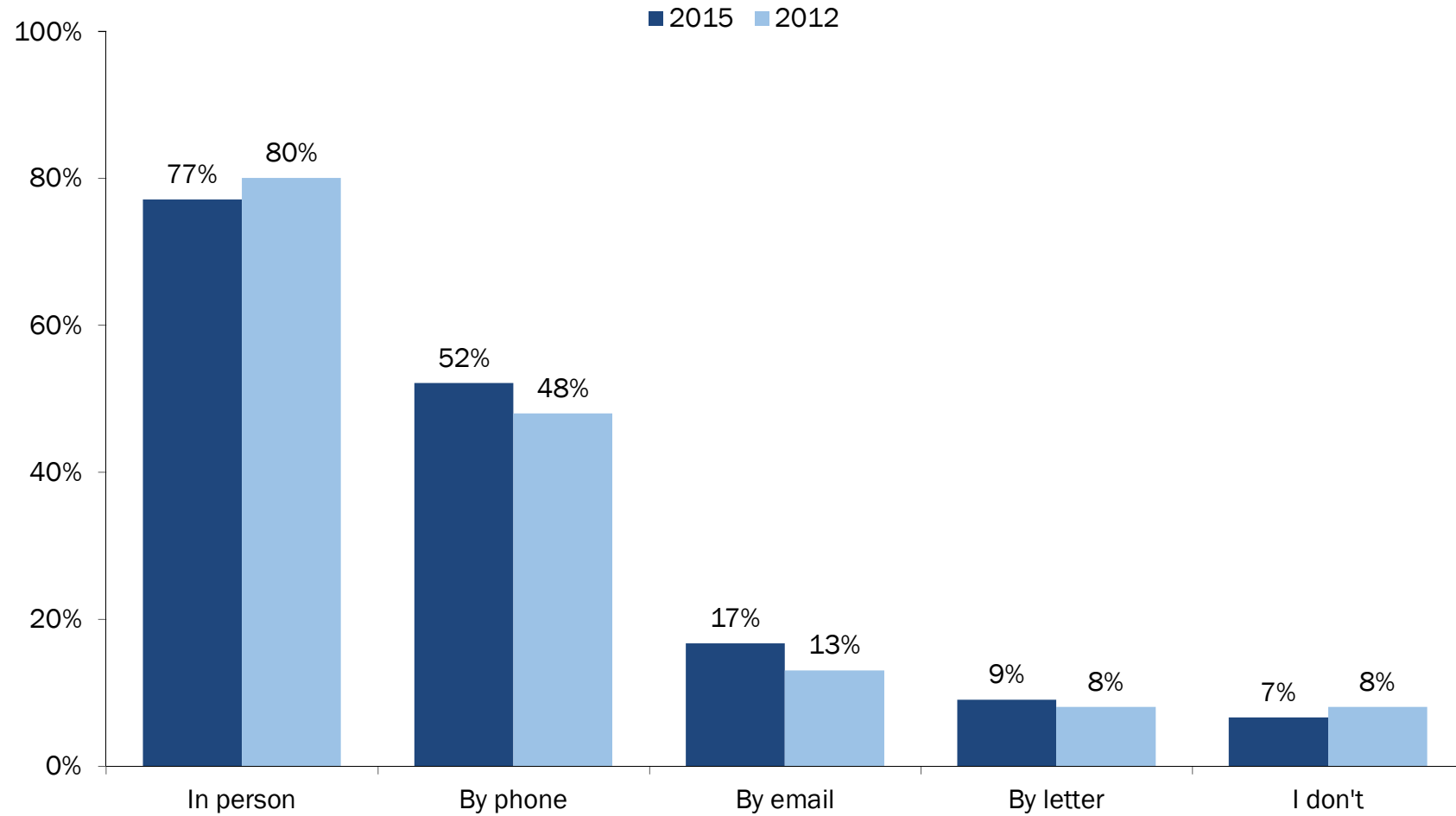


Insync Surveys Pty Ltd

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Address	PO Box 16107 Collins St West, VIC 8007, Australia
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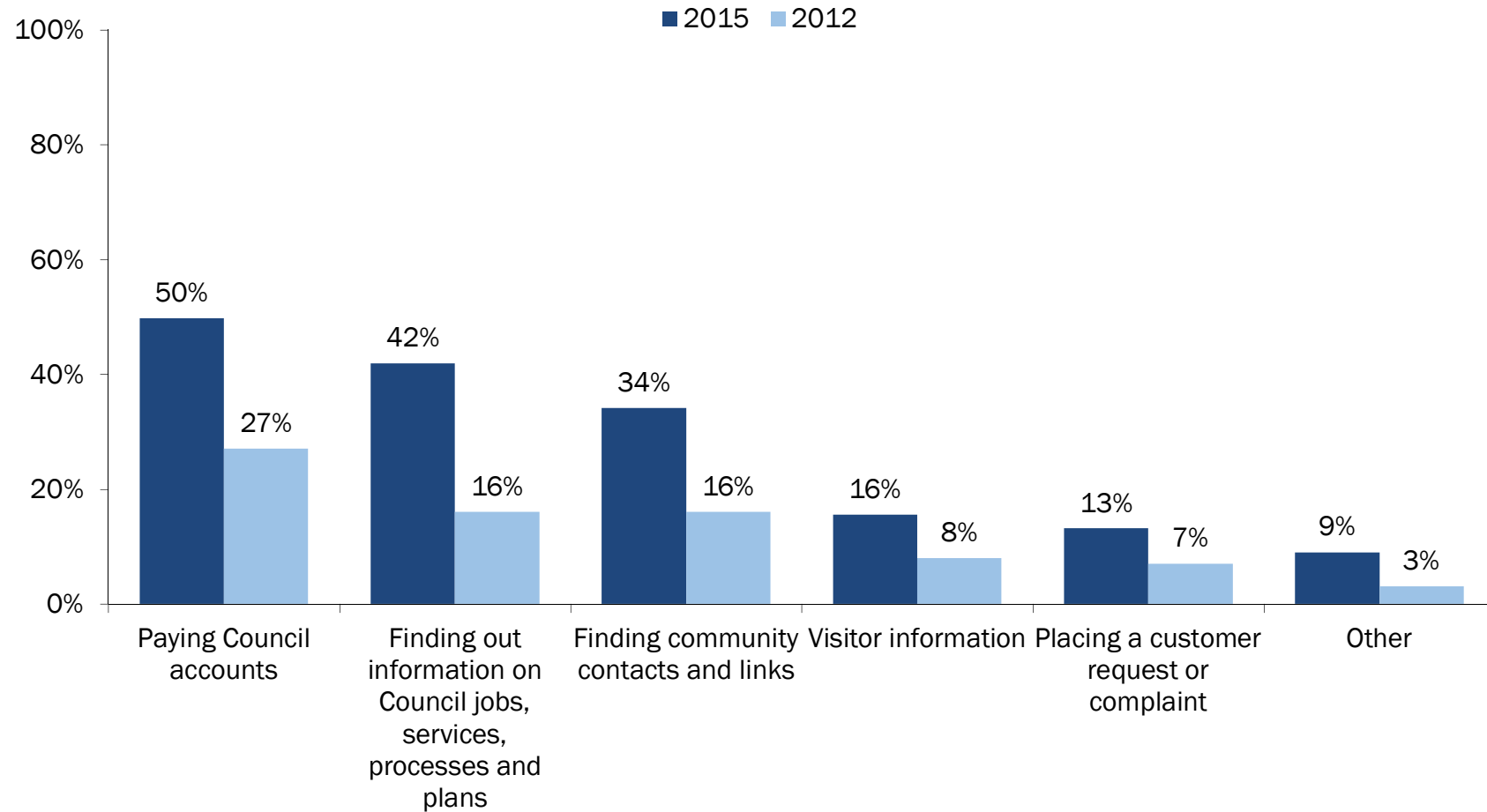
Central Coast Council Community Survey Results, November 2015

How do you currently contact Council?
(multiple choice)



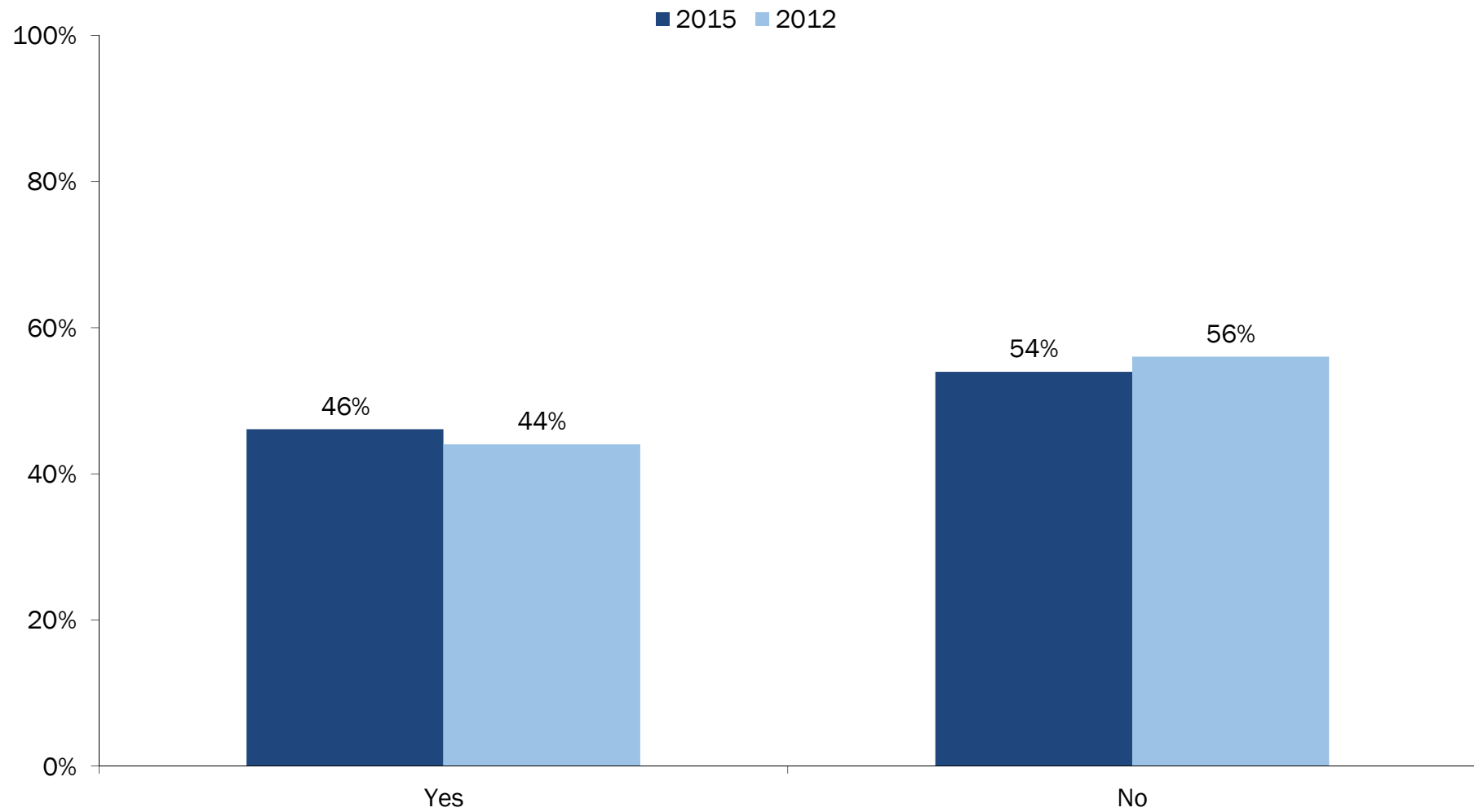
Total responses: 288 respondents

Central Coast Council Community Survey Results, November 2015
Do you use the website for any of the following services?
(multiple choice)



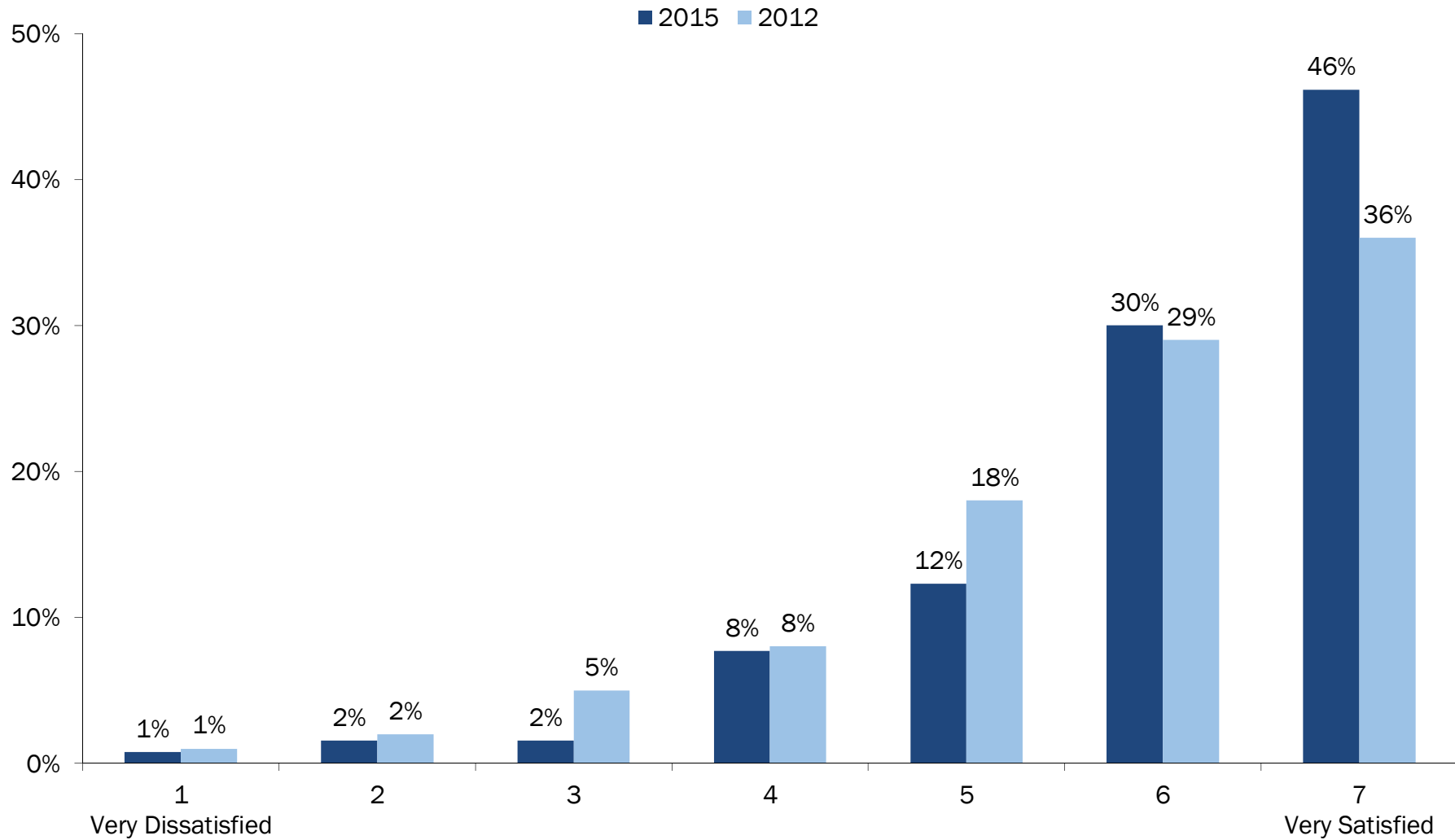
Total responses: 167 respondents

Central Coast Council Community Survey Results, November 2015
Have you used a Visitor Information Centre within Central Coast in the last 12 months



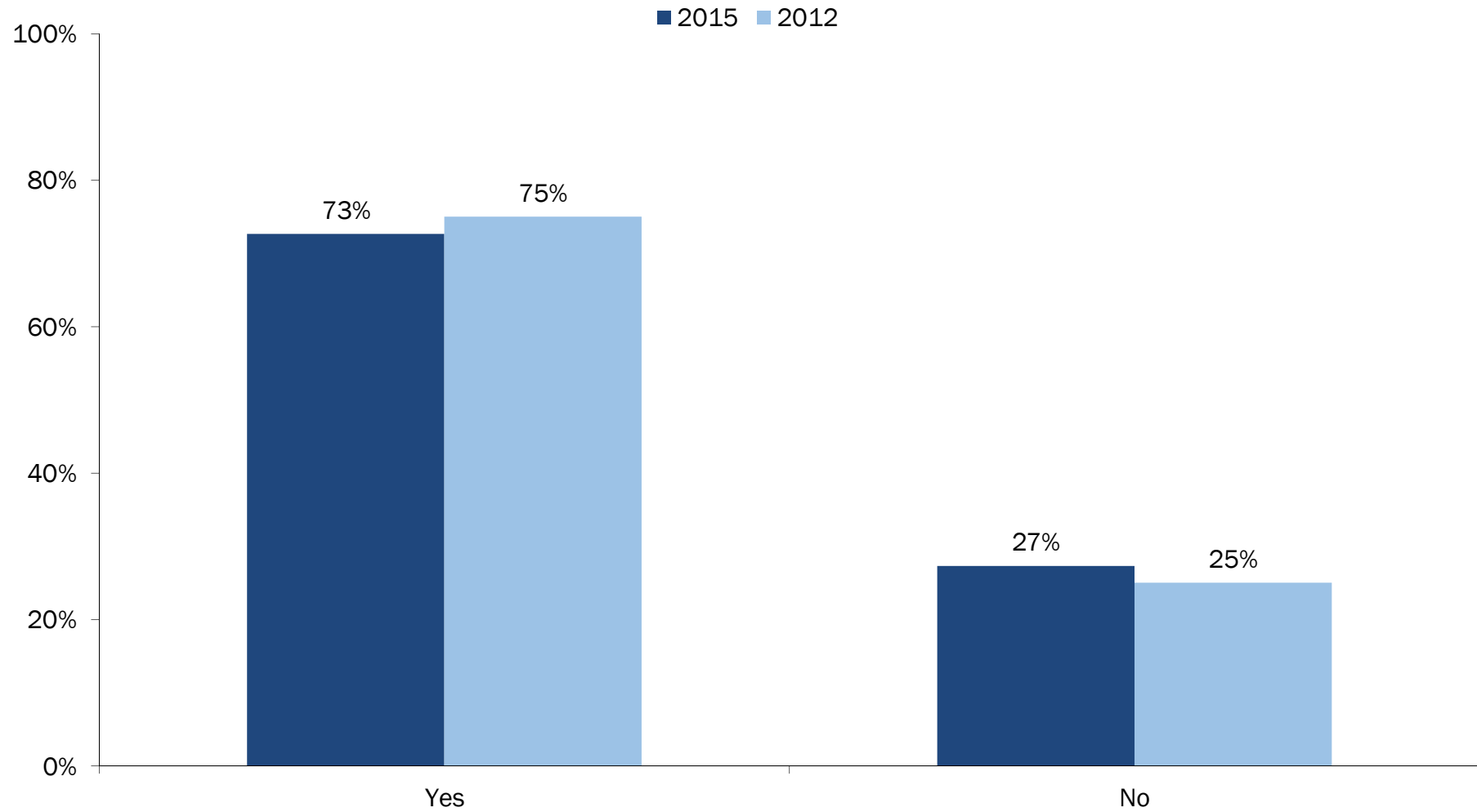
Central Coast Council Community Survey Results, November 2015

If you have used a Visitor Information Centre within Central Coast in the last 12 months, how satisfied were you?

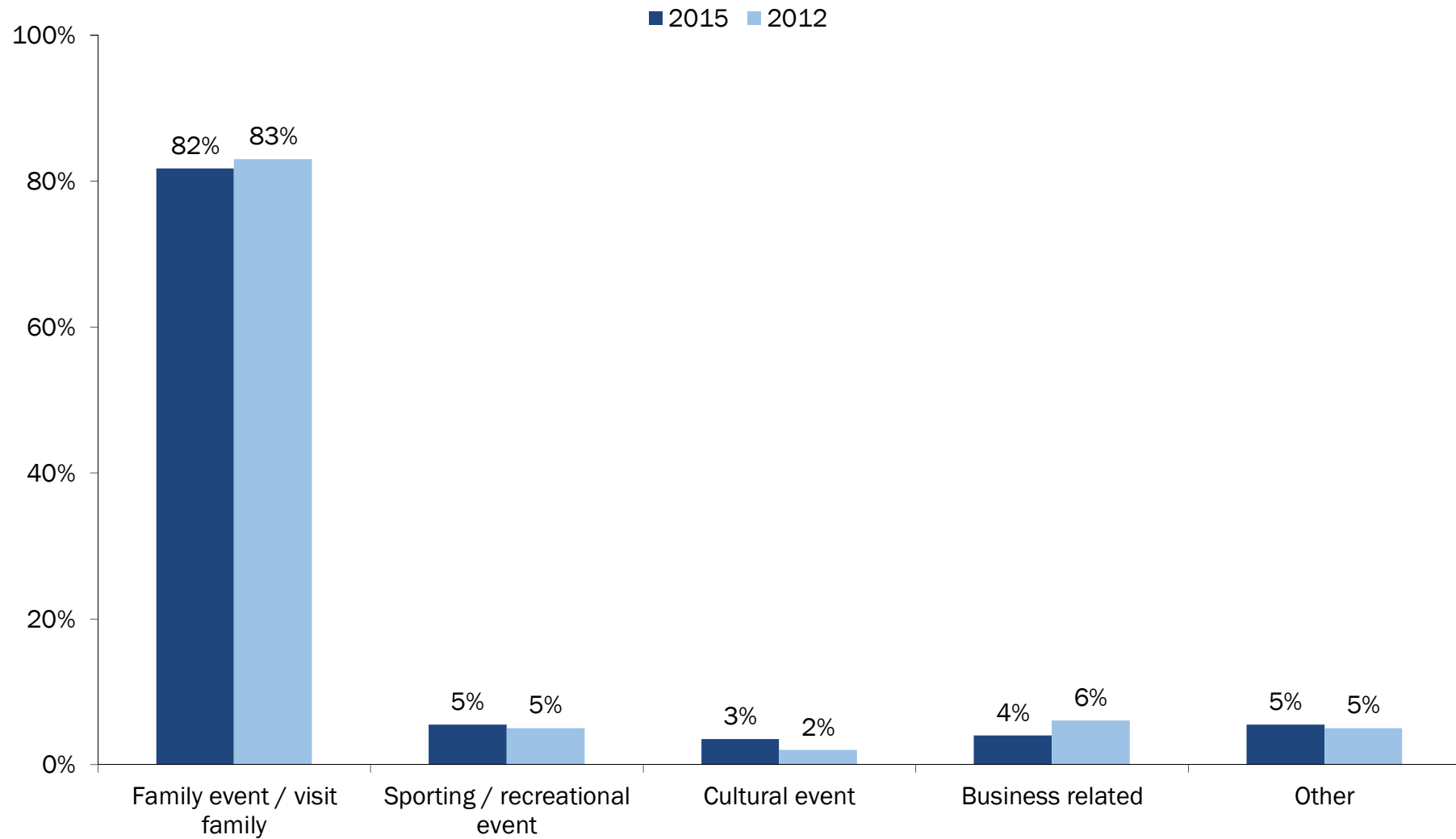


Central Coast Council Community Survey Results, November 2015

In the last 12 months have you had a friend or relative not from Central Coast visiting Central Coast?



Central Coast Council Community Survey Results, November 2015
In the last 12 months have you had a friend or relative not from Central Coast visiting Central Coast?
If yes to attend...



SECTION 3:

Council Facilities and Services



Insync Surveys Pty Ltd

Melbourne	Phone: +61 3 9909 9209 • Fax: +61 3 9614 4460
Sydney	Phone: +61 2 8081 2000 • Fax: +61 2 9955 8929
Address	PO Box 16107 Collins St West, VIC 8007, Australia
Website	www.insyncsurveys.com.au

Central Coast Community Survey Results, November 2015

Top 10 factors – All residents

294 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.43	Recycling collection services	5.86	Weed control	4.28	Weed control	1.75
Garbage collection services	6.43	Garbage collection services	5.82	Ranger Services - Animal Management	4.38	Footpaths	1.64
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.33	Parks & gardens	5.70	Footpaths	4.47	Roadside management - rural (e.g. trees, slashing, litter)	1.45
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.15	Playground equipment	5.62	Building, land use planning and environmental health services	4.56	Building, land use planning and environmental health services	1.38
Parks & gardens	6.14	General enquiries at Customer Service	5.60	Roadside management - rural (e.g. trees, slashing, litter)	4.56	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.31
Stormwater drainage system	6.12	Street lighting	5.47	Street trees - urban	4.68	Ranger Services - Animal Management	1.16
Footpaths	6.11	Sports grounds and recreation facilities	5.42	Ranger Services - Parking Management	4.68	Rural roads	1.12
Urban roads	6.10	Ulverstone Civic Centre	5.40	Youth programs and events	4.70	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.11
Resource Recovery Centre	6.08	Street signage	5.37	Swimming Centre	4.72	Urban roads	1.01
Foreshore and nature reserves	6.07	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.32	Rural roads	4.75	Access to waste depots and waste transfer stations	0.93

Central Coast Community Community Survey Results, November 2015
Mean importance scores — All residents
294 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.43	1	5.86	1
Garbage collection services	6.43	2	5.82	2
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.33	3	5.02	23
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.15	4	5.32	10
Parks & gardens	6.14	5	5.70	3
Stormwater drainage system	6.12	6	5.20	14
Footpaths	6.11	7	4.47	37
Urban roads	6.10	8	5.09	18
Resource Recovery Centre	6.08	9	5.26	12
Foreshore and nature reserves	6.07	10	5.25	13
General enquiries at Customer Service	6.06	11	5.60	5
Street signage	6.06	12	5.37	9
Street lighting	6.05	13	5.47	6
Weed control	6.03	14	4.28	39
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.02	15	4.91	27
Roadside management - rural (e.g. trees, slashing, litter)	6.01	16	4.56	35
Access to waste depots and waste transfer stations	5.98	17	5.05	22
Services for seniors and the aged	5.95	18	5.11	17
Building, land use planning and environmental health services	5.94	19	4.56	36
Cycleways/walking tracks	5.93	20	5.27	11
Accommodation for the aged	5.89	21	5.09	20
Rural roads	5.87	22	4.75	30
Cemeteries	5.65	23	5.19	15
Playground equipment	5.64	24	5.62	4
Ranger Services - Animal Management	5.54	25	4.38	38
Sports grounds and recreation facilities	5.53	26	5.42	7
Ulverstone Civic Centre	5.44	27	5.40	8
Street trees - urban	5.43	28	4.68	34
Support of major events	5.43	29	5.09	19
Rural transfer stations	5.32	30	5.18	16
Community halls	5.29	31	5.00	24
Applications (e.g. dog registrations)	5.23	32	5.05	21
Ranger Services - Parking Management	5.20	33	4.68	33
Museums, their events and displays	5.17	34	5.00	24
Youth programs and events	5.16	35	4.70	32
Health and wellbeing program (Opt-in program)	5.06	36	4.84	29
Swimming Centre	5.03	37	4.72	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.90	38	4.98	26
Ulverstone Waterslide	4.47	39	4.88	28

Central Coast Community Community Survey Results, November 2015
Mean performance score — All residents
294 responses

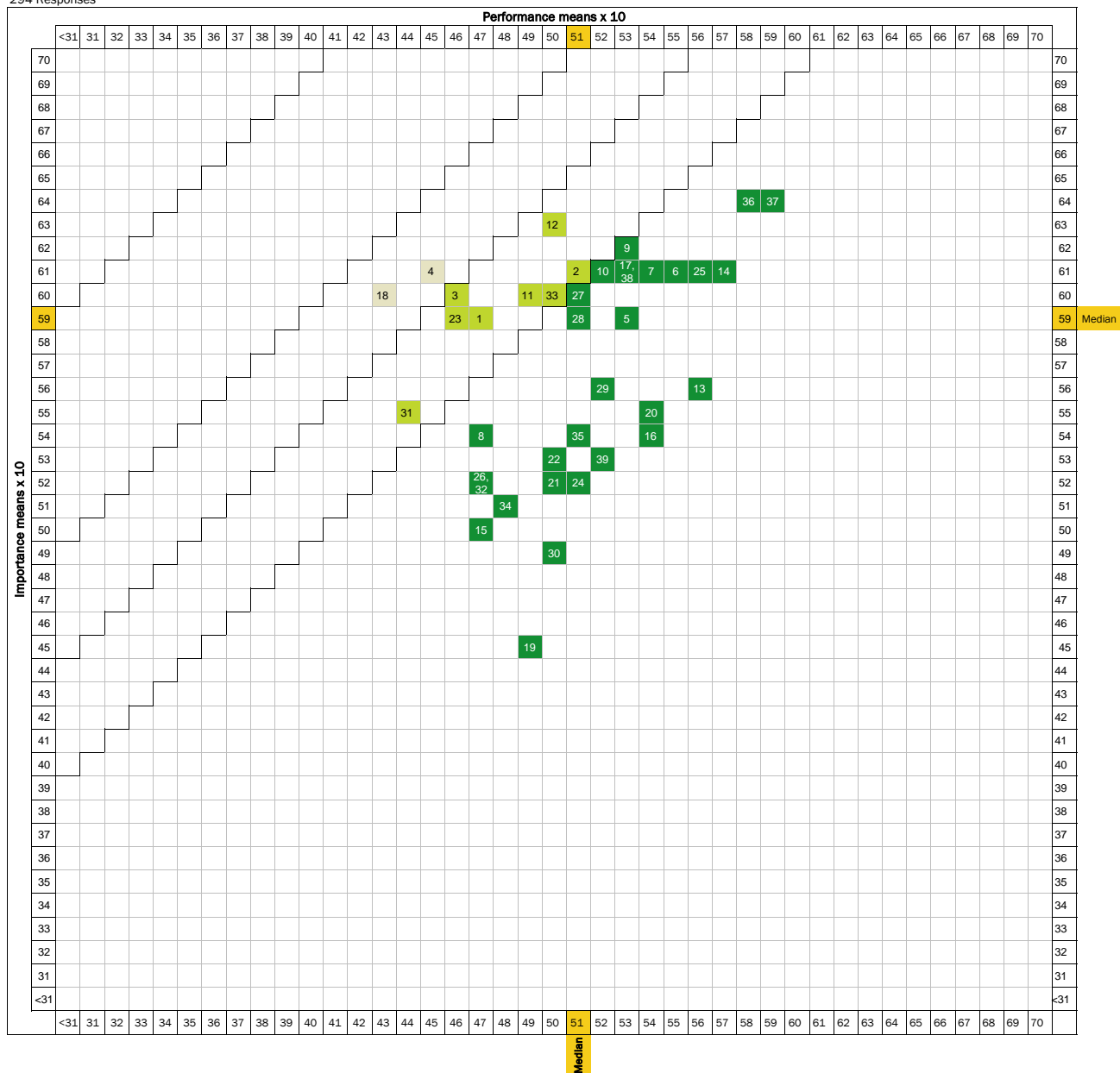
	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.86	1	6.43	1
Garbage collection services	5.82	2	6.43	2
Parks & gardens	5.70	3	6.14	5
Playground equipment	5.62	4	5.64	24
General enquiries at Customer Service	5.60	5	6.06	11
Street lighting	5.47	6	6.05	13
Sports grounds and recreation facilities	5.42	7	5.53	26
Ulverstone Civic Centre	5.40	8	5.44	27
Street signage	5.37	9	6.06	12
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.32	10	6.15	4
Cycleways/walking tracks	5.27	11	5.93	20
Resource Recovery Centre	5.26	12	6.08	9
Foreshore and nature reserves	5.25	13	6.07	10
Stormwater drainage system	5.20	14	6.12	6
Cemeteries	5.19	15	5.65	23
Rural transfer stations	5.18	16	5.32	30
Services for seniors and the aged	5.11	17	5.95	18
Urban roads	5.09	18	6.10	8
Support of major events	5.09	19	5.43	29
Accommodation for the aged	5.09	20	5.89	21
Applications (e.g. dog registrations)	5.05	21	5.23	32
Access to waste depots and waste transfer stations	5.05	22	5.98	17
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.02	23	6.33	3
Museums, their events and displays	5.00	24	5.17	34
Community halls	5.00	24	5.29	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.98	26	4.90	38
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.91	27	6.02	15
Ulverstone Waterslide	4.88	28	4.47	39
Health and wellbeing program (Opt-in program)	4.84	29	5.06	36
Rural roads	4.75	30	5.87	22
Swimming Centre	4.72	31	5.03	37
Youth programs and events	4.70	32	5.16	35
Ranger Services - Parking Management	4.68	33	5.20	33
Street trees - urban	4.68	34	5.43	28
Roadside management - rural (e.g. trees, slashing, litter)	4.56	35	6.01	16
Building, land use planning and environmental health services	4.56	36	5.94	19
Footpaths	4.47	37	6.11	7
Ranger Services - Animal Management	4.38	38	5.54	25
Weed control	4.28	39	6.03	14

Central Coast Community Community Survey Results, November 2015
Mean gap scores — All residents
294 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.75	1	6.03	14
Footpaths	1.64	2	6.11	7
Roadside management - rural (e.g. trees, slashing, litter)	1.45	3	6.01	16
Building, land use planning and environmental health services	1.38	4	5.94	19
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.31	5	6.33	3
Ranger Services - Animal Management	1.16	6	5.54	25
Rural roads	1.12	7	5.87	22
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.11	8	6.02	15
Urban roads	1.01	9	6.10	8
Access to waste depots and waste transfer stations	0.93	10	5.98	17
Stormwater drainage system	0.92	11	6.12	6
Services for seniors and the aged	0.84	12	5.95	18
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.83	13	6.15	4
Resource Recovery Centre	0.82	14	6.08	9
Foreshore and nature reserves	0.82	15	6.07	10
Accommodation for the aged	0.81	16	5.89	21
Street trees - urban	0.75	17	5.43	28
Street signage	0.69	18	6.06	12
Cycleways/walking tracks	0.66	19	5.93	20
Garbage collection services	0.61	20	6.43	2
Street lighting	0.58	21	6.05	13
Recycling collection services	0.57	22	6.43	1
Ranger Services - Parking Management	0.52	23	5.20	33
Youth programs and events	0.46	24	5.16	35
General enquiries at Customer Service	0.46	25	6.06	11
Cemeteries	0.46	26	5.65	23
Parks & gardens	0.44	27	6.14	5
Support of major events	0.34	28	5.43	29
Swimming Centre	0.31	29	5.03	37
Community halls	0.29	30	5.29	31
Health and wellbeing program (Opt-in program)	0.21	31	5.06	36
Applications (e.g. dog registrations)	0.17	32	5.23	32
Museums, their events and displays	0.17	33	5.17	34
Rural transfer stations	0.14	34	5.32	30
Sports grounds and recreation facilities	0.11	35	5.53	26
Ulverstone Civic Centre	0.04	36	5.44	27
Playground equipment	0.02	37	5.64	24
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.07	38	4.90	38
Ulverstone Waterslide	-0.41	39	4.47	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — All residents
294 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Community Survey Results, November 2015

Top 5 Importance scores by demographic

Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Accommodation for the aged	6.64	Garbage collection services	6.51	Garbage collection services	6.59
Recycling collection services	6.57	Recycling collection services	6.49	Recycling collection services	6.51
Garbage collection services	6.54	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.45	General enquiries at Customer Service	6.26
Resource Recovery Centre	6.46	Parks & gardens	6.29	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.22
Building, land use planning and environmental health services	6.38	Management of traffic flow (e.g. lights, roundabouts, street signs)	6.25	Street lighting	6.22
Penguin (53 responses)					
Recycling collection services	6.47				
Garbage collection services	6.38				
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.25				
Stormwater drainage system	6.24				
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.23				



Unique factors

Central Coast Community Community Survey Results, November 2015

Top 5 performance scores by demographic

Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Garbage collection services	6.21	Recycling collection services	5.94	Recycling collection services	6.03
Recycling collection services	6.21	Garbage collection services	5.91	Parks & gardens	5.97
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	6.13	Playground equipment	5.81	Garbage collection services	5.86
Street lighting	6.00	Parks & gardens	5.77	General enquiries at Customer Service	5.79
Playground equipment	6.00	General enquiries at Customer Service	5.71	Street lighting	5.69
Penguin (53 responses)					
Garbage collection services	6.06				
Recycling collection services	5.96				
Street signage	5.49				
General enquiries at Customer Service	5.49				
Street lighting	5.34				



Unique factors

Central Coast Community Survey Results, November 2015

Top 5 gap scores by demographic

Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Building, land use planning and environmental health services	2.38	Footpaths	1.84	Weed control	1.67
Weed control	1.60	Weed control	1.52	Building, land use planning and environmental health services	1.47
Access to waste depots and waste transfer stations	1.58	Building, land use planning and environmental health services	1.42	Ranger Services - Animal Management	1.20
Youth programs and events	1.31	Roadside management - rural (e.g. trees, slashing, litter)	1.41	Roadside management - rural (e.g. trees, slashing, litter)	1.14
Resource Recovery Centre	1.29	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.33	Footpaths	1.11
Penguin (53 responses)					
Footpaths	2.08				
Weed control	1.99				
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.65				
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.40				
Rural roads	1.39				



Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - Turners Beach

16 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Accommodation for the aged	6.64	Garbage collection services	6.21	Building, land use planning and environmental health services	4.00	Building, land use planning and environmental health services	2.38
Recycling collection services	6.57	Recycling collection services	6.21	Weed control	4.33	Weed control	1.60
Garbage collection services	6.54	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	6.13	Ranger Services - Animal Management	4.50	Access to waste depots and waste transfer stations	1.58
Resource Recovery Centre	6.46	Street lighting	6.00	Ulverstone Waterslide	4.56	Youth programs and events	1.31
Building, land use planning and environmental health services	6.38	Playground equipment	6.00	Applications (e.g. dog registrations)	4.60	Resource Recovery Centre	1.29
General enquiries at Customer Service	6.38	Accommodation for the aged	6.00	Health and wellbeing program (Opt-in program)	4.60	Cemeteries	1.13
Parks & gardens	6.36	Parks & gardens	5.92	Access to waste depots and waste transfer stations	4.73	General enquiries at Customer Service	1.11
Cemeteries	6.33	Ulverstone Civic Centre	5.78	Youth programs and events	4.78	Footpaths	1.08
Access to waste depots and waste transfer stations	6.31	Stormwater drainage system	5.67	Footpaths	4.85	Applications (e.g. dog registrations)	1.07
Services for seniors and the aged	6.27	Monitoring of environmental issues (e.g. water, air quality, salinity)	5.58	Roadside management - rural (e.g. trees, slashing, litter)	4.92	Roadside management - rural (e.g. trees, slashing, litter)	1.01

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Please indicate where you live - Turners Beach
16 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Accommodation for the aged	6.64	1	6.00	4
Recycling collection services	6.57	2	6.21	1
Garbage collection services	6.54	3	6.21	1
Resource Recovery Centre	6.46	4	5.17	25
Building, land use planning and environmental health services	6.38	5	4.00	39
General enquiries at Customer Service	6.38	5	5.27	18
Parks & gardens	6.36	7	5.92	7
Cemeteries	6.33	8	5.20	23
Access to waste depots and waste transfer stations	6.31	9	4.73	33
Services for seniors and the aged	6.27	10	5.33	15
Playground equipment	6.25	11	6.00	4
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.21	12	5.31	17
Stormwater drainage system	6.15	13	5.67	9
Foreshore and nature reserves	6.14	14	5.23	22
Cycleways/walking tracks	6.14	14	5.38	13
Ulverstone Civic Centre	6.09	16	5.78	8
Youth programs and events	6.08	17	4.78	32
Sports grounds and recreation facilities	6.08	18	5.50	12
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.08	18	5.58	10
Street lighting	6.08	18	6.00	4
Swimming Centre	6.00	21	5.13	26
Weed control	5.93	22	4.33	38
Footpaths	5.93	22	4.85	31
Roadside management - rural (e.g. trees, slashing, litter)	5.93	22	4.92	29
Urban roads	5.92	25	5.25	20
Rural roads	5.85	26	5.25	20
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.85	26	5.58	10
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.73	28	6.13	3
Rural transfer stations	5.70	29	5.33	15
Applications (e.g. dog registrations)	5.67	30	4.60	34
Street signage	5.57	31	5.38	13
Community halls	5.50	32	5.20	23
Ranger Services - Animal Management	5.46	33	4.50	37
Street trees - urban	5.27	34	5.27	18
Ulverstone Waterslide	5.25	35	4.56	36
Support of major events	5.25	35	5.00	28
Ranger Services - Parking Management	5.25	35	5.10	27
Museums, their events and displays	5.23	38	4.92	29
Health and wellbeing program (Opt-in program)	4.73	39	4.60	34

Central Coast Community Survey Results, November 2015
Mean performance score — Please indicate where you live - Turners Beach
16 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.21	1	6.54	3
Recycling collection services	6.21	1	6.57	2
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	6.13	3	5.73	28
Street lighting	6.00	4	6.08	18
Playground equipment	6.00	4	6.25	11
Accommodation for the aged	6.00	4	6.64	1
Parks & gardens	5.92	7	6.36	7
Ulverstone Civic Centre	5.78	8	6.09	16
Stormwater drainage system	5.67	9	6.15	13
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.58	10	5.85	26
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.58	10	6.08	18
Sports grounds and recreation facilities	5.50	12	6.08	18
Street signage	5.38	13	5.57	31
Cycleways/walking tracks	5.38	13	6.14	14
Rural transfer stations	5.33	15	5.70	29
Services for seniors and the aged	5.33	15	6.27	10
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.31	17	6.21	12
Street trees - urban	5.27	18	5.27	34
General enquiries at Customer Service	5.27	18	6.38	5
Rural roads	5.25	20	5.85	26
Urban roads	5.25	20	5.92	25
Foreshore and nature reserves	5.23	22	6.14	14
Community halls	5.20	23	5.50	32
Cemeteries	5.20	23	6.33	8
Resource Recovery Centre	5.17	25	6.46	4
Swimming Centre	5.13	26	6.00	21
Ranger Services - Parking Management	5.10	27	5.25	35
Support of major events	5.00	28	5.25	35
Museums, their events and displays	4.92	29	5.23	38
Roadside management - rural (e.g. trees, slashing, litter)	4.92	29	5.93	22
Footpaths	4.85	31	5.93	22
Youth programs and events	4.78	32	6.08	17
Access to waste depots and waste transfer stations	4.73	33	6.31	9
Health and wellbeing program (Opt-in program)	4.60	34	4.73	39
Applications (e.g. dog registrations)	4.60	34	5.67	30
Ulverstone Waterslide	4.56	36	5.25	35
Ranger Services - Animal Management	4.50	37	5.46	33
Weed control	4.33	38	5.93	22
Building, land use planning and environmental health services	4.00	39	6.38	5

Central Coast Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - Turners Beach

16 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Building, land use planning and environmental health services	2.38	1	6.38	5
Weed control	1.60	2	5.93	22
Access to waste depots and waste transfer stations	1.58	3	6.31	9
Youth programs and events	1.31	4	6.08	17
Resource Recovery Centre	1.29	5	6.46	4
Cemeteries	1.13	6	6.33	8
General enquiries at Customer Service	1.11	7	6.38	5
Footpaths	1.08	8	5.93	22
Applications (e.g. dog registrations)	1.07	9	5.67	30
Roadside management - rural (e.g. trees, slashing, litter)	1.01	10	5.93	22
Ranger Services - Animal Management	0.96	11	5.46	33
Services for seniors and the aged	0.94	12	6.27	10
Foreshore and nature reserves	0.91	13	6.14	14
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	0.91	14	6.21	12
Swimming Centre	0.88	15	6.00	21
Cycleways/walking tracks	0.76	16	6.14	14
Ulverstone Waterslide	0.69	17	5.25	35
Urban roads	0.67	18	5.92	25
Accommodation for the aged	0.64	19	6.64	1
Rural roads	0.60	20	5.85	26
Sports grounds and recreation facilities	0.58	21	6.08	18
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.49	22	6.08	18
Stormwater drainage system	0.49	23	6.15	13
Parks & gardens	0.44	24	6.36	7
Rural transfer stations	0.37	25	5.70	29
Recycling collection services	0.36	26	6.57	2
Garbage collection services	0.32	27	6.54	3
Museums, their events and displays	0.31	28	5.23	38
Ulverstone Civic Centre	0.31	29	6.09	16
Community halls	0.30	30	5.50	32
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.26	31	5.85	26
Support of major events	0.25	32	5.25	35
Playground equipment	0.25	32	6.25	11
Street signage	0.19	34	5.57	31
Ranger Services - Parking Management	0.15	35	5.25	35
Health and wellbeing program (Opt-in program)	0.13	36	4.73	39
Street lighting	0.08	37	6.08	18
Street trees - urban	0.00	38	5.27	34
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.40	39	5.73	28

Best practice categories gap grid — Please indicate where you live - Turners Beach
16 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - Ulverstone

145 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.51	Recycling collection services	5.94	Footpaths	4.38	Footpaths	1.84
Recycling collection services	6.49	Garbage collection services	5.91	Weed control	4.45	Weed control	1.52
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.45	Playground equipment	5.81	Ranger Services - Animal Management	4.47	Building, land use planning and environmental health services	1.42
Parks & gardens	6.29	Parks & gardens	5.77	Roadside management - rural (e.g. trees, slashing, litter)	4.51	Roadside management - rural (e.g. trees, slashing, litter)	1.41
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.25	General enquiries at Customer Service	5.71	Building, land use planning and environmental health services	4.53	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.33
Footpaths	6.22	Sports grounds and recreation facilities	5.57	Street trees - urban	4.61	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.12
Stormwater drainage system	6.22	Ulverstone Civic Centre	5.49	Ranger Services - Parking Management	4.75	Ranger Services - Animal Management	1.09
Street lighting	6.20	Street lighting	5.48	Swimming Centre	4.78	Urban roads	1.09
Foreshore and nature reserves	6.19	Cycleways/walking tracks	5.47	Youth programs and events	4.80	Stormwater drainage system	1.04
Resource Recovery Centre	6.19	Foreshore and nature reserves	5.47	Rural roads	4.85	Access to waste depots and waste transfer stations	1.01

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Please indicate where you live - Ulverstone
145 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.51	1	5.91	2
Recycling collection services	6.49	2	5.94	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.45	3	5.12	19
Parks & gardens	6.29	4	5.77	4
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.25	5	5.31	14
Footpaths	6.22	6	4.38	39
Stormwater drainage system	6.22	7	5.18	17
Street lighting	6.20	8	5.48	8
Foreshore and nature reserves	6.19	9	5.47	10
Resource Recovery Centre	6.19	10	5.33	13
Street signage	6.16	11	5.37	11
Urban roads	6.15	12	5.06	25
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.10	13	4.98	28
General enquiries at Customer Service	6.02	14	5.71	5
Cycleways/walking tracks	6.02	15	5.47	9
Access to waste depots and waste transfer stations	6.00	16	4.99	26
Services for seniors and the aged	5.99	17	5.19	16
Weed control	5.97	18	4.45	38
Building, land use planning and environmental health services	5.96	19	4.53	35
Roadside management - rural (e.g. trees, slashing, litter)	5.92	20	4.51	36
Accommodation for the aged	5.82	21	5.11	22
Rural roads	5.74	22	4.85	30
Cemeteries	5.71	23	5.22	15
Playground equipment	5.66	24	5.81	3
Street trees - urban	5.58	25	4.61	34
Ranger Services - Animal Management	5.57	26	4.47	37
Support of major events	5.51	27	5.14	18
Ulverstone Civic Centre	5.51	28	5.49	7
Sports grounds and recreation facilities	5.45	29	5.57	6
Community halls	5.27	30	5.11	21
Ranger Services - Parking Management	5.26	31	4.75	33
Applications (e.g. dog registrations)	5.19	32	5.12	20
Rural transfer stations	5.14	33	5.36	12
Museums, their events and displays	5.11	34	5.06	24
Youth programs and events	5.11	35	4.80	31
Health and wellbeing program (Opt-in program)	5.06	36	4.88	29
Swimming Centre	5.00	37	4.78	32
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.94	38	4.99	27
Ulverstone Waterslide	4.53	39	5.10	23

Central Coast Community Community Survey Results, November 2015
Mean performance score — Please indicate where you live - Ulverstone
145 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.94	1	6.49	2
Garbage collection services	5.91	2	6.51	1
Playground equipment	5.81	3	5.66	24
Parks & gardens	5.77	4	6.29	4
General enquiries at Customer Service	5.71	5	6.02	14
Sports grounds and recreation facilities	5.57	6	5.45	29
Ulverstone Civic Centre	5.49	7	5.51	28
Street lighting	5.48	8	6.20	8
Cycleways/walking tracks	5.47	9	6.02	15
Foreshore and nature reserves	5.47	10	6.19	9
Street signage	5.37	11	6.16	11
Rural transfer stations	5.36	12	5.14	33
Resource Recovery Centre	5.33	13	6.19	10
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.31	14	6.25	5
Cemeteries	5.22	15	5.71	23
Services for seniors and the aged	5.19	16	5.99	17
Stormwater drainage system	5.18	17	6.22	7
Support of major events	5.14	18	5.51	27
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.12	19	6.45	3
Applications (e.g. dog registrations)	5.12	20	5.19	32
Community halls	5.11	21	5.27	30
Accommodation for the aged	5.11	22	5.82	21
Ulverstone Waterslide	5.10	23	4.53	39
Museums, their events and displays	5.06	24	5.11	34
Urban roads	5.06	25	6.15	12
Access to waste depots and waste transfer stations	4.99	26	6.00	16
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.99	27	4.94	38
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.98	28	6.10	13
Health and wellbeing program (Opt-in program)	4.88	29	5.06	36
Rural roads	4.85	30	5.74	22
Youth programs and events	4.80	31	5.11	35
Swimming Centre	4.78	32	5.00	37
Ranger Services - Parking Management	4.75	33	5.26	31
Street trees - urban	4.61	34	5.58	25
Building, land use planning and environmental health services	4.53	35	5.96	19
Roadside management - rural (e.g. trees, slashing, litter)	4.51	36	5.92	20
Ranger Services - Animal Management	4.47	37	5.57	26
Weed control	4.45	38	5.97	18
Footpaths	4.38	39	6.22	6

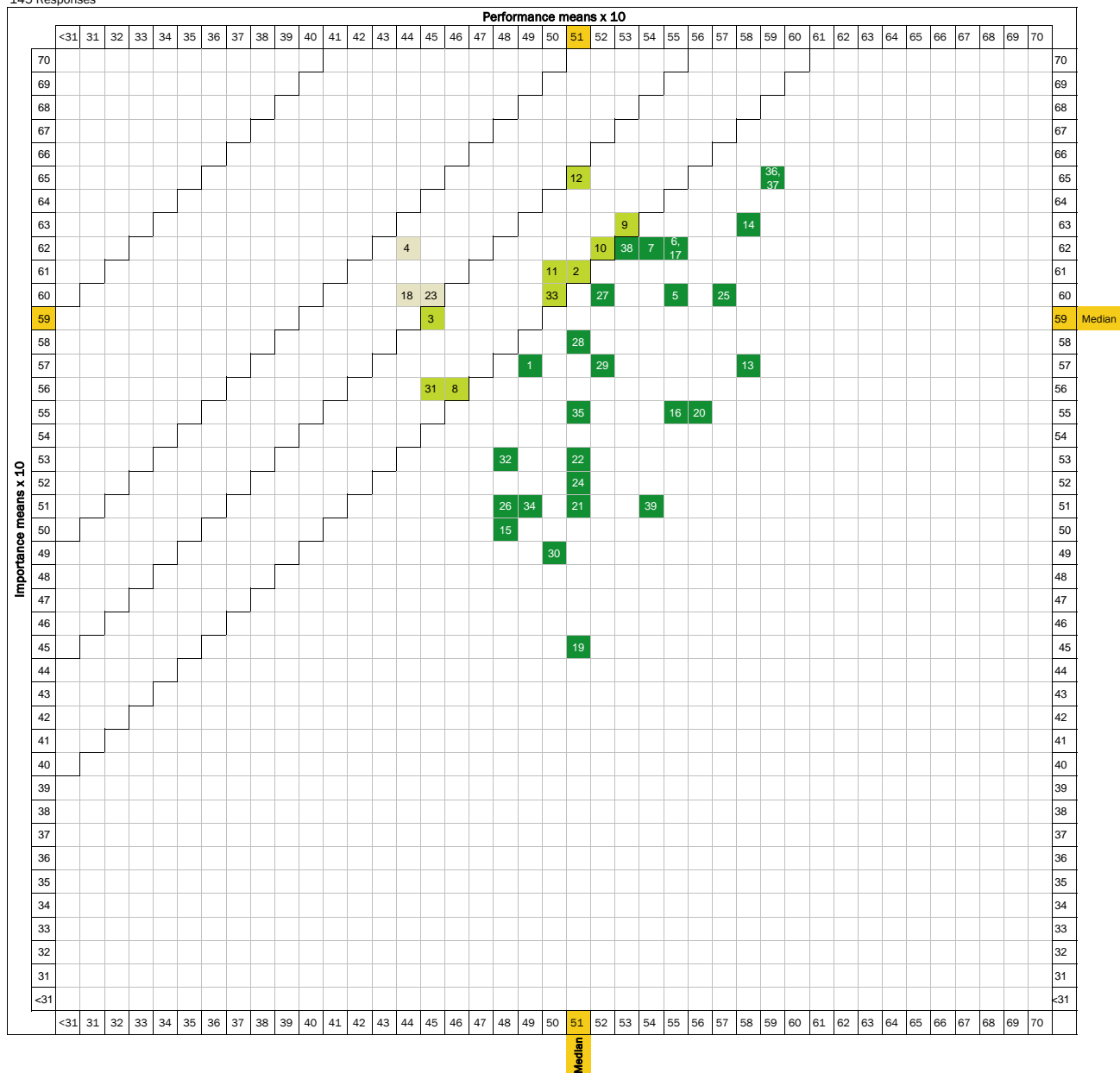
Central Coast Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - Ulverstone
145 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	1.84	1	6.22	6
Weed control	1.52	2	5.97	18
Building, land use planning and environmental health services	1.42	3	5.96	19
Roadside management - rural (e.g. trees, slashing, litter)	1.41	4	5.92	20
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.33	5	6.45	3
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.12	6	6.10	13
Ranger Services - Animal Management	1.09	7	5.57	26
Urban roads	1.09	8	6.15	12
Stormwater drainage system	1.04	9	6.22	7
Access to waste depots and waste transfer stations	1.01	10	6.00	16
Street trees - urban	0.97	11	5.58	25
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.94	12	6.25	5
Rural roads	0.89	13	5.74	22
Resource Recovery Centre	0.86	14	6.19	10
Services for seniors and the aged	0.80	15	5.99	17
Street signage	0.80	16	6.16	11
Foreshore and nature reserves	0.72	17	6.19	9
Street lighting	0.71	18	6.20	8
Accommodation for the aged	0.71	19	5.82	21
Garbage collection services	0.60	20	6.51	1
Cycleways/walking tracks	0.55	21	6.02	15
Recycling collection services	0.54	22	6.49	2
Parks & gardens	0.52	23	6.29	4
Ranger Services - Parking Management	0.51	24	5.26	31
Cemeteries	0.49	25	5.71	23
Support of major events	0.37	26	5.51	27
Youth programs and events	0.31	27	5.11	35
General enquiries at Customer Service	0.31	28	6.02	14
Swimming Centre	0.22	29	5.00	37
Health and wellbeing program (Opt-in program)	0.18	30	5.06	36
Community halls	0.16	31	5.27	30
Applications (e.g. dog registrations)	0.08	32	5.19	32
Museums, their events and displays	0.05	33	5.11	34
Ulverstone Civic Centre	0.02	34	5.51	28
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.05	35	4.94	38
Sports grounds and recreation facilities	-0.12	36	5.45	29
Playground equipment	-0.14	37	5.66	24
Rural transfer stations	-0.22	38	5.14	33
Ulverstone Waterslide	-0.56	39	4.53	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Please indicate where you live - Ulverstone
145 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - West Ulverstone

43 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.59	Recycling collection services	6.03	Ranger Services - Animal Management	4.10	Weed control	1.67
Recycling collection services	6.51	Parks & gardens	5.97	Weed control	4.33	Building, land use planning and environmental health services	1.47
General enquiries at Customer Service	6.26	Garbage collection services	5.86	Building, land use planning and environmental health services	4.56	Ranger Services - Animal Management	1.20
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.22	General enquiries at Customer Service	5.79	Ranger Services - Parking Management	4.60	Roadside management - rural (e.g. trees, slashing, litter)	1.14
Street lighting	6.22	Street lighting	5.69	Roadside management - rural (e.g. trees, slashing, litter)	4.83	Footpaths	1.11
Urban roads	6.21	Ulverstone Civic Centre	5.69	Street trees - urban	4.83	Accommodation for the aged	1.10
Access to waste depots and waste transfer stations	6.17	Resource Recovery Centre	5.66	Footpaths	4.92	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.01
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.12	Sports grounds and recreation facilities	5.64	Accommodation for the aged	4.92	Urban roads	0.86
Resource Recovery Centre	6.12	Cemeteries	5.64	Ulverstone Waterslide	4.97	Ranger Services - Parking Management	0.73
Stormwater drainage system	6.08	Playground equipment	5.56	Community halls	5.09	Garbage collection services	0.72

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Please indicate where you live - West Ulverstone
43 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.59	1	5.86	3
Recycling collection services	6.51	2	6.03	1
General enquiries at Customer Service	6.26	3	5.79	4
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.22	4	5.21	24
Street lighting	6.22	4	5.69	5
Urban roads	6.21	6	5.35	16
Access to waste depots and waste transfer stations	6.17	7	5.47	13
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.12	8	5.48	12
Resource Recovery Centre	6.12	9	5.66	7
Stormwater drainage system	6.08	10	5.56	10
Building, land use planning and environmental health services	6.03	11	4.56	37
Footpaths	6.03	12	4.92	33
Accommodation for the aged	6.02	13	4.92	32
Weed control	6.00	14	4.33	38
Roadside management - rural (e.g. trees, slashing, litter)	5.98	15	4.83	34
Street signage	5.94	16	5.37	15
Parks & gardens	5.89	17	5.97	2
Services for seniors and the aged	5.88	18	5.28	21
Cycleways/walking tracks	5.88	18	5.30	18
Foreshore and nature reserves	5.85	20	5.38	14
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.83	21	5.31	17
Cemeteries	5.83	21	5.64	9
Rural roads	5.79	23	5.12	29
Ulverstone Civic Centre	5.64	24	5.69	6
Playground equipment	5.61	25	5.56	10
Sports grounds and recreation facilities	5.57	26	5.64	8
Museums, their events and displays	5.50	27	5.18	25
Support of major events	5.50	27	5.28	20
Ranger Services - Parking Management	5.33	29	4.60	36
Youth programs and events	5.31	30	5.14	27
Ranger Services - Animal Management	5.30	31	4.10	39
Health and wellbeing program (Opt-in program)	5.26	32	5.14	26
Applications (e.g. dog registrations)	5.20	33	5.24	22
Community halls	5.19	34	5.09	30
Rural transfer stations	5.16	35	5.29	19
Street trees - urban	5.08	36	4.83	34
Swimming Centre	5.03	37	5.14	27
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.93	38	5.21	23
Ulverstone Waterslide	4.57	39	4.97	31

Central Coast Community Community Survey Results, November 2015

Mean performance score — Please indicate where you live - West Ulverstone

43 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.03	1	6.51	2
Parks & gardens	5.97	2	5.89	17
Garbage collection services	5.86	3	6.59	1
General enquiries at Customer Service	5.79	4	6.26	3
Street lighting	5.69	5	6.22	4
Ulverstone Civic Centre	5.69	6	5.64	24
Resource Recovery Centre	5.66	7	6.12	9
Sports grounds and recreation facilities	5.64	8	5.57	26
Cemeteries	5.64	9	5.83	21
Playground equipment	5.56	10	5.61	25
Stormwater drainage system	5.56	10	6.08	10
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.48	12	6.12	8
Access to waste depots and waste transfer stations	5.47	13	6.17	7
Foreshore and nature reserves	5.38	14	5.85	20
Street signage	5.37	15	5.94	16
Urban roads	5.35	16	6.21	6
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.31	17	5.83	21
Cycleways/walking tracks	5.30	18	5.88	18
Rural transfer stations	5.29	19	5.16	35
Support of major events	5.28	20	5.50	27
Services for seniors and the aged	5.28	21	5.88	18
Applications (e.g. dog registrations)	5.24	22	5.20	33
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.21	23	4.93	38
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.21	24	6.22	4
Museums, their events and displays	5.18	25	5.50	27
Health and wellbeing program (Opt-in program)	5.14	26	5.26	32
Swimming Centre	5.14	27	5.03	37
Youth programs and events	5.14	27	5.31	30
Rural roads	5.12	29	5.79	23
Community halls	5.09	30	5.19	34
Ulverstone Waterslide	4.97	31	4.57	39
Accommodation for the aged	4.92	32	6.02	13
Footpaths	4.92	33	6.03	12
Street trees - urban	4.83	34	5.08	36
Roadside management - rural (e.g. trees, slashing, litter)	4.83	34	5.98	15
Ranger Services - Parking Management	4.60	36	5.33	29
Building, land use planning and environmental health services	4.56	37	6.03	11
Weed control	4.33	38	6.00	14
Ranger Services - Animal Management	4.10	39	5.30	31

Central Coast Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - West Ulverstone

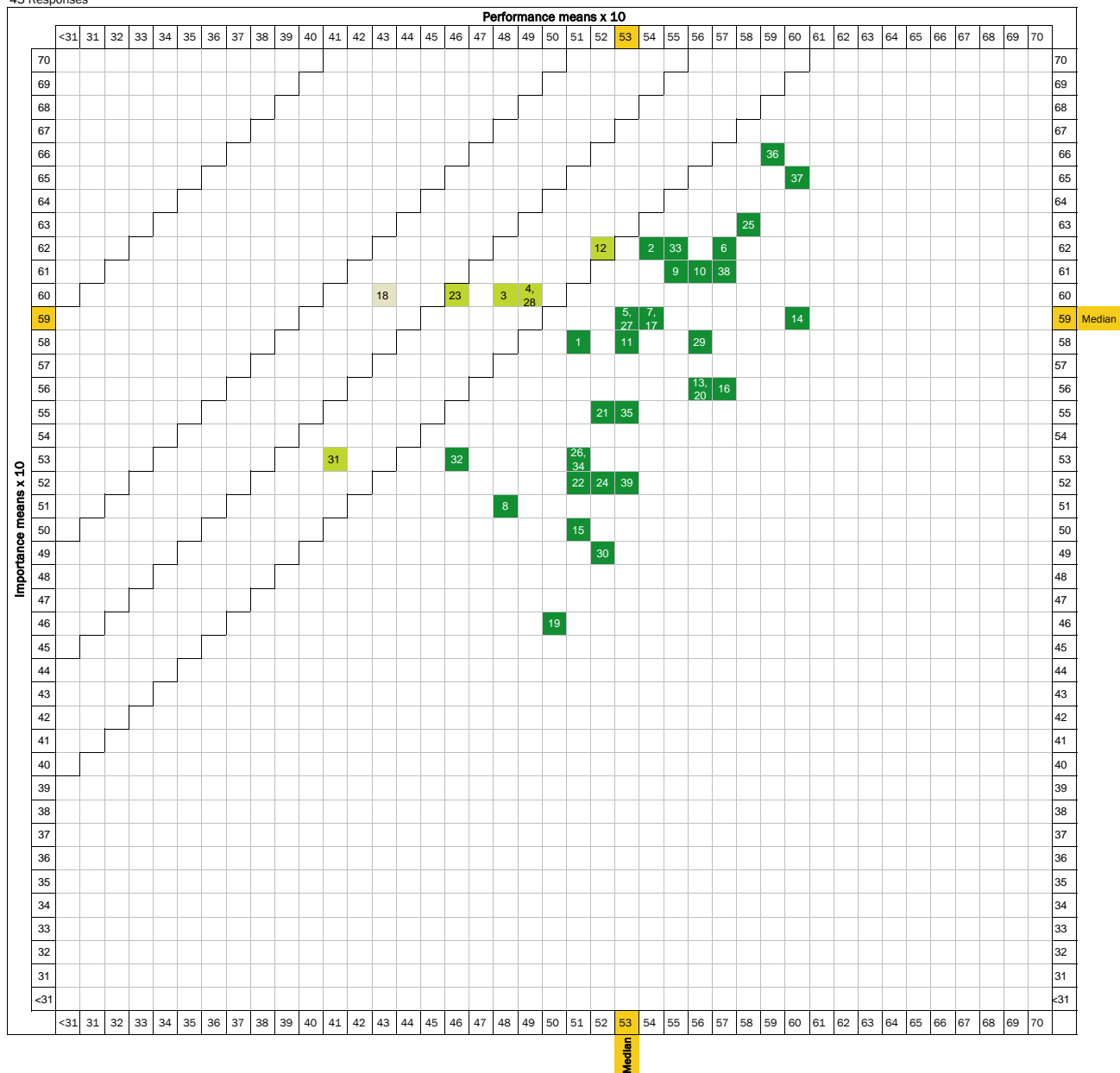
43 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.67	1	6.00	14
Building, land use planning and environmental health services	1.47	2	6.03	11
Ranger Services - Animal Management	1.20	3	5.30	31
Roadside management - rural (e.g. trees, slashing, litter)	1.14	4	5.98	15
Footpaths	1.11	5	6.03	12
Accommodation for the aged	1.10	6	6.02	13
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.01	7	6.22	4
Urban roads	0.86	8	6.21	6
Ranger Services - Parking Management	0.73	9	5.33	29
Garbage collection services	0.72	10	6.59	1
Access to waste depots and waste transfer stations	0.70	11	6.17	7
Rural roads	0.68	12	5.79	23
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.64	13	6.12	8
Services for seniors and the aged	0.60	14	5.88	18
Cycleways/walking tracks	0.58	15	5.88	18
Street signage	0.57	16	5.94	16
Street lighting	0.53	17	6.22	4
Stormwater drainage system	0.52	18	6.08	10
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.52	19	5.83	21
Recycling collection services	0.49	20	6.51	2
Foreshore and nature reserves	0.47	21	5.85	20
General enquiries at Customer Service	0.47	22	6.26	3
Resource Recovery Centre	0.46	23	6.12	9
Museums, their events and displays	0.32	24	5.50	27
Street trees - urban	0.25	25	5.08	36
Support of major events	0.22	26	5.50	27
Cemeteries	0.20	27	5.83	21
Youth programs and events	0.17	28	5.31	30
Health and wellbeing program (Opt-in program)	0.12	29	5.26	32
Community halls	0.09	30	5.19	34
Playground equipment	0.05	31	5.61	25
Applications (e.g. dog registrations)	-0.04	32	5.20	33
Ulverstone Civic Centre	-0.05	33	5.64	24
Sports grounds and recreation facilities	-0.07	34	5.57	26
Parks & gardens	-0.08	35	5.89	17
Swimming Centre	-0.11	36	5.03	37
Rural transfer stations	-0.13	37	5.16	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.28	38	4.93	38
Ulverstone Waterslide	-0.40	39	4.57	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Please indicate where you live - West Ulverstone

43 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Please indicate where you live - Penguin

53 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.47	Garbage collection services	6.06	Youth programs and events	4.03	Footpaths	2.08
Garbage collection services	6.38	Recycling collection services	5.96	Footpaths	4.08	Weed control	1.99
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.25	Street signage	5.49	Weed control	4.21	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.65
Stormwater drainage system	6.24	General enquiries at Customer Service	5.49	Ulverstone Waterslide	4.28	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.40
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.23	Street lighting	5.34	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.32	Rural roads	1.39
Weed control	6.20	Parks & gardens	5.33	Swimming Centre	4.35	Roadside management - rural (e.g. trees, slashing, litter)	1.38
Footpaths	6.17	Playground equipment	5.31	Rural roads	4.57	Cycleways/walking tracks	1.31
Services for seniors and the aged	6.14	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.26	Street trees - urban	4.58	Services for seniors and the aged	1.29
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.14	Access to waste depots and waste transfer stations	5.25	Building, land use planning and environmental health services	4.59	Building, land use planning and environmental health services	1.29
Street signage	6.11	Applications (e.g. dog registrations)	5.21	Cycleways/walking tracks	4.60	Stormwater drainage system	1.22

Central Coast Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Penguin

53 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.47	1	5.96	2
Garbage collection services	6.38	2	6.06	1
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.25	3	4.60	29
Stormwater drainage system	6.24	4	5.02	16
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.23	5	4.83	22
Weed control	6.20	6	4.21	37
Footpaths	6.17	7	4.08	38
Services for seniors and the aged	6.14	8	4.84	21
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.14	8	5.26	8
Street signage	6.11	10	5.49	3
Roadside management - rural (e.g. trees, slashing, litter)	6.10	11	4.72	27
Accommodation for the aged	6.09	12	5.03	15
Parks & gardens	6.06	13	5.33	6
Foreshore and nature reserves	6.04	14	4.83	23
Urban roads	6.04	15	5.17	11
General enquiries at Customer Service	6.00	16	5.49	4
Rural roads	5.96	17	4.57	33
Resource Recovery Centre	5.93	18	5.08	13
Cycleways/walking tracks	5.90	19	4.60	30
Building, land use planning and environmental health services	5.88	20	4.59	31
Street lighting	5.88	21	5.34	5
Access to waste depots and waste transfer stations	5.77	22	5.25	9
Sports grounds and recreation facilities	5.76	23	4.98	17
Cemeteries	5.57	24	5.14	12
Playground equipment	5.57	24	5.31	7
Ranger Services - Animal Management	5.54	26	4.72	28
Support of major events	5.48	27	4.92	19
Community halls	5.35	28	4.74	26
Street trees - urban	5.33	29	4.58	32
Rural transfer stations	5.25	30	4.93	18
Applications (e.g. dog registrations)	5.19	31	5.21	10
Museums, their events and displays	5.08	32	4.76	25
Ulverstone Civic Centre	5.08	32	4.92	20
Health and wellbeing program (Opt-in program)	5.03	34	4.77	24
Swimming Centre	5.00	35	4.35	34
Youth programs and events	4.97	36	4.03	39
Ranger Services - Parking Management	4.89	37	5.03	14
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.31	38	4.32	35
Ulverstone Waterslide	4.11	39	4.28	36

Central Coast Community Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Penguin

53 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.06	1	6.38	2
Recycling collection services	5.96	2	6.47	1
Street signage	5.49	3	6.11	10
General enquiries at Customer Service	5.49	4	6.00	16
Street lighting	5.34	5	5.88	21
Parks & gardens	5.33	6	6.06	13
Playground equipment	5.31	7	5.57	24
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.26	8	6.14	8
Access to waste depots and waste transfer stations	5.25	9	5.77	22
Applications (e.g. dog registrations)	5.21	10	5.19	31
Urban roads	5.17	11	6.04	15
Cemeteries	5.14	12	5.57	24
Resource Recovery Centre	5.08	13	5.93	18
Ranger Services - Parking Management	5.03	14	4.89	37
Accommodation for the aged	5.03	15	6.09	12
Stormwater drainage system	5.02	16	6.24	4
Sports grounds and recreation facilities	4.98	17	5.76	23
Rural transfer stations	4.93	18	5.25	30
Support of major events	4.92	19	5.48	27
Ulverstone Civic Centre	4.92	20	5.08	32
Services for seniors and the aged	4.84	21	6.14	8
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.83	22	6.23	5
Foreshore and nature reserves	4.83	23	6.04	14
Health and wellbeing program (Opt-in program)	4.77	24	5.03	34
Museums, their events and displays	4.76	25	5.08	32
Community halls	4.74	26	5.35	28
Roadside management - rural (e.g. trees, slashing, litter)	4.72	27	6.10	11
Ranger Services - Animal Management	4.72	28	5.54	26
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.60	29	6.25	3
Cycleways/walking tracks	4.60	30	5.90	19
Building, land use planning and environmental health services	4.59	31	5.88	20
Street trees - urban	4.58	32	5.33	29
Rural roads	4.57	33	5.96	17
Swimming Centre	4.35	34	5.00	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.32	35	4.31	38
Ulverstone Waterslide	4.28	36	4.11	39
Weed control	4.21	37	6.20	6
Footpaths	4.08	38	6.17	7
Youth programs and events	4.03	39	4.97	36

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - Penguin

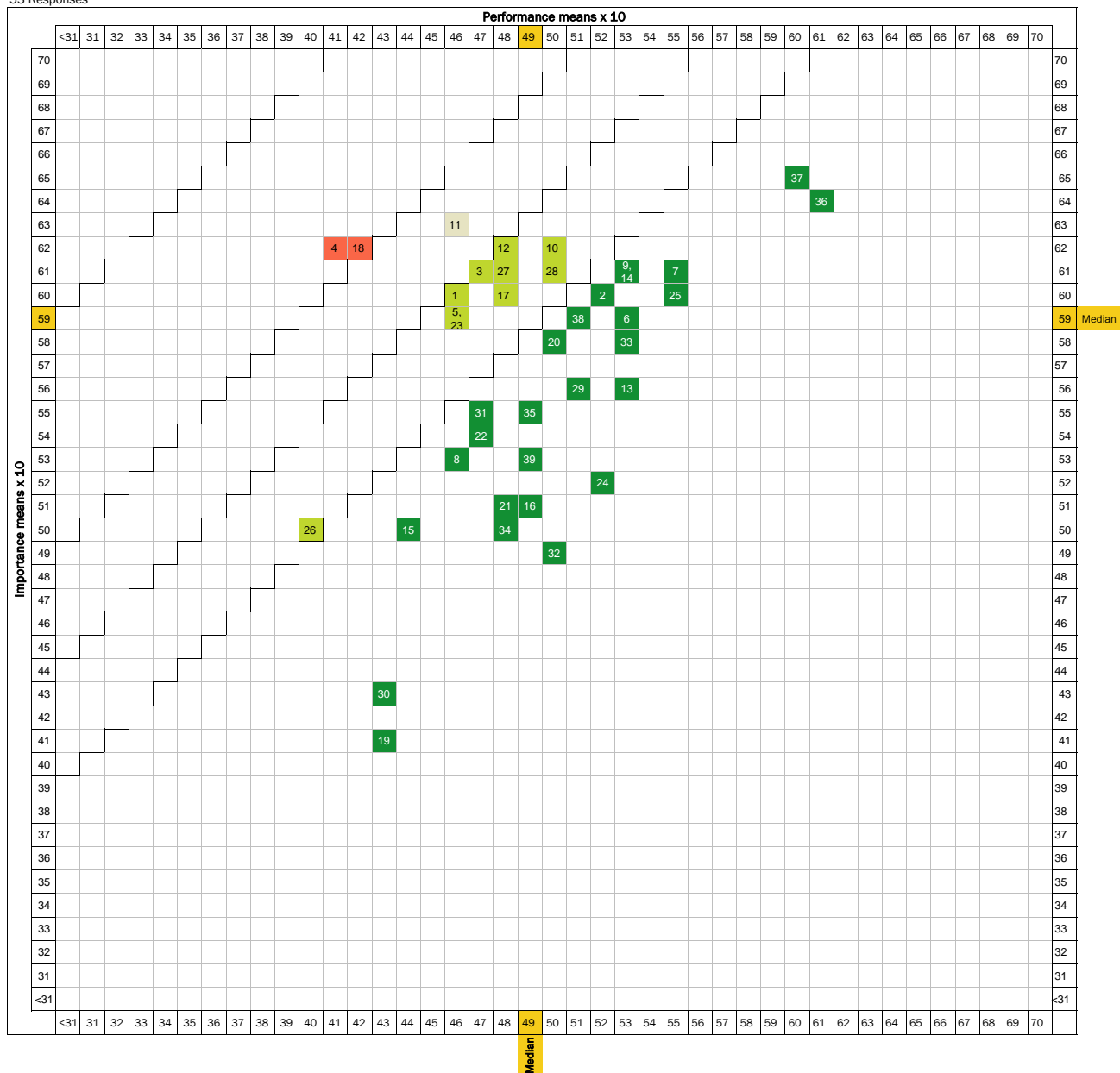
53 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	2.08	1	6.17	7
Weed control	1.99	2	6.20	6
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.65	3	6.25	3
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.40	4	6.23	5
Rural roads	1.39	5	5.96	17
Roadside management - rural (e.g. trees, slashing, litter)	1.38	6	6.10	11
Cycleways/walking tracks	1.31	7	5.90	19
Services for seniors and the aged	1.29	8	6.14	8
Building, land use planning and environmental health services	1.29	9	5.88	20
Stormwater drainage system	1.22	10	6.24	4
Foreshore and nature reserves	1.22	11	6.04	14
Accommodation for the aged	1.07	12	6.09	12
Youth programs and events	0.94	13	4.97	36
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.88	14	6.14	8
Urban roads	0.87	15	6.04	15
Resource Recovery Centre	0.85	16	5.93	18
Ranger Services - Animal Management	0.82	17	5.54	26
Sports grounds and recreation facilities	0.78	18	5.76	23
Street trees - urban	0.75	19	5.33	29
Parks & gardens	0.74	20	6.06	13
Swimming Centre	0.65	21	5.00	35
Street signage	0.62	22	6.11	10
Community halls	0.61	23	5.35	28
Support of major events	0.56	24	5.48	27
Street lighting	0.53	25	5.88	21
Access to waste depots and waste transfer stations	0.52	26	5.77	22
General enquiries at Customer Service	0.51	27	6.00	16
Recycling collection services	0.51	28	6.47	1
Cemeteries	0.43	29	5.57	24
Museums, their events and displays	0.32	30	5.08	32
Rural transfer stations	0.32	31	5.25	30
Garbage collection services	0.31	32	6.38	2
Health and wellbeing program (Opt-in program)	0.26	33	5.03	34
Playground equipment	0.26	34	5.57	24
Ulverstone Civic Centre	0.16	35	5.08	32
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.01	36	4.31	38
Applications (e.g. dog registrations)	-0.02	37	5.19	31
Ranger Services - Parking Management	-0.14	38	4.89	37
Ulverstone Waterslide	-0.16	39	4.11	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Please indicate where you live - Penguin

53 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Community Survey Results, November 2015
Top 5 Importance scores by demographic
Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.39	Recycling collection services	6.53	Recycling collection services	6.60
Garbage collection services	6.32	Footpaths	6.50	Resource Recovery Centre	6.40
Recycling collection services	6.30	Garbage collection services	6.50	Garbage collection services	6.40
Access to waste depots and waste transfer stations	6.27	Parks & gardens	6.35	Cemeteries	6.33
Roadside management - rural (e.g. trees, slashing, litter)	6.16	Cycleways/walking tracks	6.31	Accommodation for the aged	6.11
Retired (152 responses)					
Garbage collection services	6.52				
Recycling collection services	6.48				
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.36				
Stormwater drainage system	6.33				
Street lighting	6.27				

Unique factors

Central Coast Community Community Survey Results, November 2015
Top 5 performance scores by demographic
Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Parks & gardens	5.55	Parks & gardens	6.06	Garbage collection services	6.00
Garbage collection services	5.39	Garbage collection services	5.97	Recycling collection services	5.80
Recycling collection services	5.36	Playground equipment	5.84	Cemeteries	5.44
Street lighting	5.30	Street signage	5.82	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.38
General enquiries at Customer Service	5.27	Recycling collection services	5.70	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.33
Retired (152 responses)					
Recycling collection services	6.17				
Garbage collection services	5.99				
Parks & gardens	5.81				
Playground equipment	5.79				
General enquiries at Customer Service	5.78				

 Unique factors

Central Coast Community Survey Results, November 2015

Top 5 gap scores by demographic

Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Weed control	1.92	Footpaths	2.11	Footpaths	2.40
Roadside management - rural (e.g. trees, slashing, litter)	1.81	Weed control	1.84	Weed control	2.30
Access to waste depots and waste transfer stations	1.75	Building, land use planning and environmental health services	1.60	Ranger Services - Animal Management	2.11
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.69	Roadside management - rural (e.g. trees, slashing, litter)	1.40	Youth programs and events	2.00
Footpaths	1.66	Foreshore and nature reserves	1.18	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.90
Retired (152 responses)					
Weed control	1.54				
Footpaths	1.40				
Roadside management - rural (e.g. trees, slashing, litter)	1.34				
Building, land use planning and environmental health services	1.21				
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.20				



Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors – Employment Status - Full time

73 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.39	Parks & gardens	5.55	Weed control	4.13	Weed control	1.92
Garbage collection services	6.32	Garbage collection services	5.39	Ranger Services - Animal Management	4.24	Roadside management - rural (e.g. trees, slashing, litter)	1.81
Recycling collection services	6.30	Recycling collection services	5.36	Building, land use planning and environmental health services	4.35	Access to waste depots and waste transfer stations	1.75
Access to waste depots and waste transfer stations	6.27	Street lighting	5.30	Roadside management - rural (e.g. trees, slashing, litter)	4.35	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.69
Roadside management - rural (e.g. trees, slashing, litter)	6.16	General enquiries at Customer Service	5.27	Swimming Centre	4.41	Footpaths	1.66
Urban roads	6.14	Cemeteries	5.25	Health and wellbeing program (Opt-in program)	4.45	Building, land use planning and environmental health services	1.63
Footpaths	6.12	Playground equipment	5.25	Footpaths	4.45	Ranger Services - Animal Management	1.37
Parks & gardens	6.11	Stormwater drainage system	5.23	Youth programs and events	4.46	Rural roads	1.26
Foreshore and nature reserves	6.08	Street signage	5.23	Ranger Services - Parking Management	4.51	Resource Recovery Centre	1.20
Weed control	6.05	Sports grounds and recreation facilities	5.13	Access to waste depots and waste transfer stations	4.52	Urban roads	1.13

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Employment Status - Full time
73 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.39	1	4.69	26
Garbage collection services	6.32	2	5.39	2
Recycling collection services	6.30	3	5.36	3
Access to waste depots and waste transfer stations	6.27	4	4.52	30
Roadside management - rural (e.g. trees, slashing, litter)	6.16	5	4.35	36
Urban roads	6.14	6	5.01	14
Footpaths	6.12	7	4.45	33
Parks & gardens	6.11	8	5.55	1
Foreshore and nature reserves	6.08	9	5.13	11
Weed control	6.05	10	4.13	39
Resource Recovery Centre	5.98	11	4.78	20
Building, land use planning and environmental health services	5.98	12	4.35	37
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.97	13	5.09	12
Street signage	5.93	14	5.23	9
Stormwater drainage system	5.87	15	5.23	8
Rural roads	5.84	16	4.58	29
General enquiries at Customer Service	5.83	17	5.27	5
Cycleways/walking tracks	5.75	18	4.97	15
Street lighting	5.75	18	5.30	4
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.71	20	4.92	18
Playground equipment	5.67	21	5.25	7
Accommodation for the aged	5.65	22	4.77	21
Services for seniors and the aged	5.65	22	4.97	16
Cemeteries	5.64	24	5.25	6
Ranger Services - Animal Management	5.61	25	4.24	38
Support of major events	5.53	26	4.77	22
Street trees - urban	5.50	27	4.63	27
Sports grounds and recreation facilities	5.45	28	5.13	10
Youth programs and events	5.37	29	4.46	32
Rural transfer stations	5.25	30	4.76	23
Applications (e.g. dog registrations)	5.21	31	4.82	19
Ulverstone Civic Centre	5.17	32	5.07	13
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.16	33	4.94	17
Ranger Services - Parking Management	5.10	34	4.51	31
Community halls	5.08	35	4.76	23
Swimming Centre	5.05	36	4.41	35
Museums, their events and displays	4.90	37	4.73	25
Health and wellbeing program (Opt-in program)	4.76	38	4.45	34
Ulverstone Waterslide	4.39	39	4.59	28

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Full time

73 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Parks & gardens	5.55	1	6.11	8
Garbage collection services	5.39	2	6.32	2
Recycling collection services	5.36	3	6.30	3
Street lighting	5.30	4	5.75	18
General enquiries at Customer Service	5.27	5	5.83	17
Cemeteries	5.25	6	5.64	24
Playground equipment	5.25	7	5.67	21
Stormwater drainage system	5.23	8	5.87	15
Street signage	5.23	9	5.93	14
Sports grounds and recreation facilities	5.13	10	5.45	28
Foreshore and nature reserves	5.13	11	6.08	9
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.09	12	5.97	13
Ulverstone Civic Centre	5.07	13	5.17	32
Urban roads	5.01	14	6.14	6
Cycleways/walking tracks	4.97	15	5.75	18
Services for seniors and the aged	4.97	16	5.65	22
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.94	17	5.16	33
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.92	18	5.71	20
Applications (e.g. dog registrations)	4.82	19	5.21	31
Resource Recovery Centre	4.78	20	5.98	11
Accommodation for the aged	4.77	21	5.65	22
Support of major events	4.77	22	5.53	26
Community halls	4.76	23	5.08	35
Rural transfer stations	4.76	23	5.25	30
Museums, their events and displays	4.73	25	4.90	37
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.69	26	6.39	1
Street trees - urban	4.63	27	5.50	27
Ulverstone Waterslide	4.59	28	4.39	39
Rural roads	4.58	29	5.84	16
Access to waste depots and waste transfer stations	4.52	30	6.27	4
Ranger Services - Parking Management	4.51	31	5.10	34
Youth programs and events	4.46	32	5.37	29
Footpaths	4.45	33	6.12	7
Health and wellbeing program (Opt-in program)	4.45	34	4.76	38
Swimming Centre	4.41	35	5.05	36
Roadside management - rural (e.g. trees, slashing, litter)	4.35	36	6.16	5
Building, land use planning and environmental health services	4.35	37	5.98	12
Ranger Services - Animal Management	4.24	38	5.61	25
Weed control	4.13	39	6.05	10

Central Coast Community Community Survey Results, November 2015

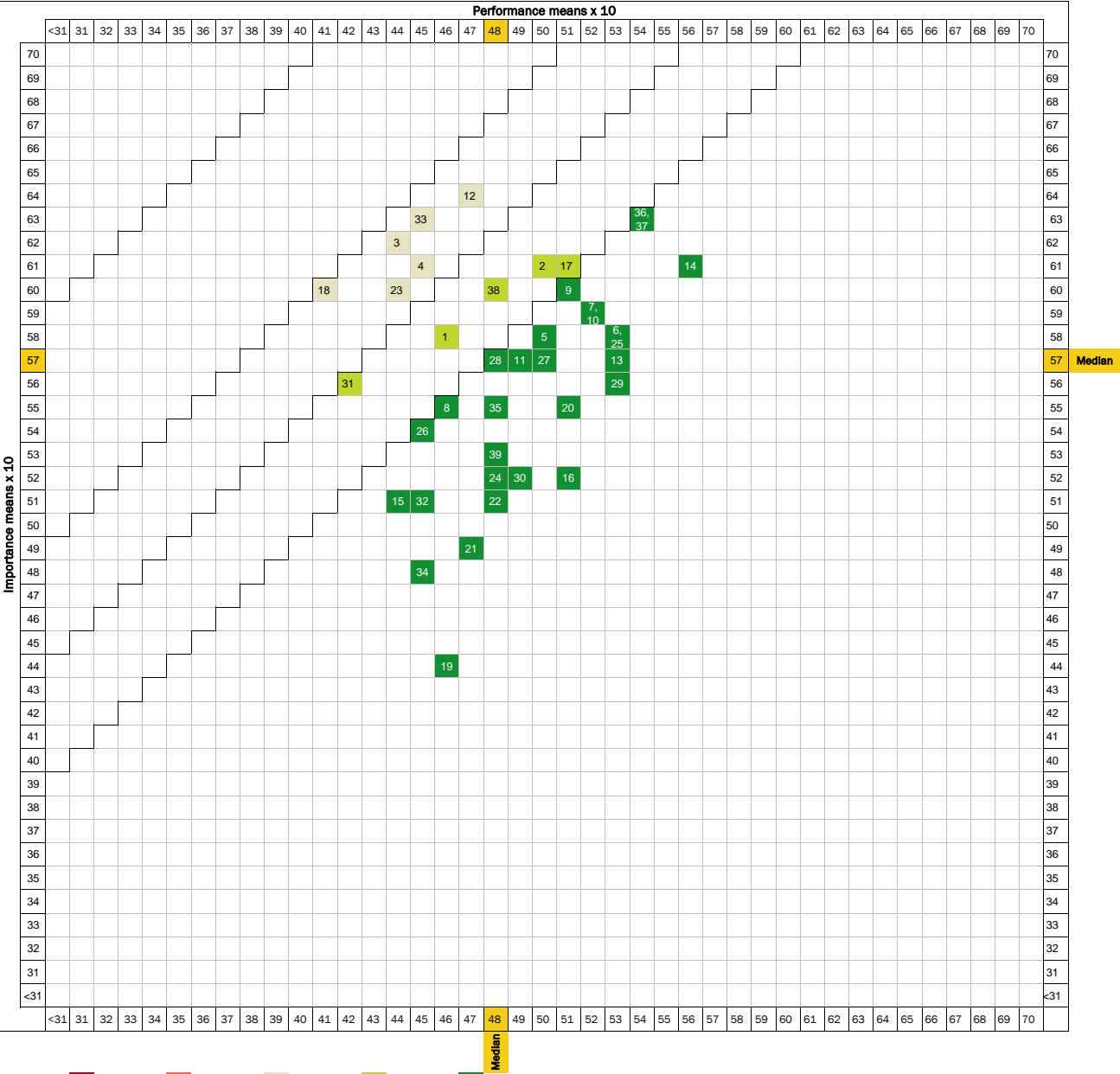
Mean gap scores — Employment Status - Full time

73 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.92	1	6.05	10
Roadside management - rural (e.g. trees, slashing, litter)	1.81	2	6.16	5
Access to waste depots and waste transfer stations	1.75	3	6.27	4
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.69	4	6.39	1
Footpaths	1.66	5	6.12	7
Building, land use planning and environmental health services	1.63	6	5.98	12
Ranger Services - Animal Management	1.37	7	5.61	25
Rural roads	1.26	8	5.84	16
Resource Recovery Centre	1.20	9	5.98	11
Urban roads	1.13	10	6.14	6
Foreshore and nature reserves	0.95	11	6.08	9
Recycling collection services	0.93	12	6.30	3
Garbage collection services	0.92	13	6.32	2
Youth programs and events	0.91	14	5.37	29
Accommodation for the aged	0.88	15	5.65	22
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.88	16	5.97	13
Street trees - urban	0.88	17	5.50	27
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.79	18	5.71	20
Cycleways/walking tracks	0.78	19	5.75	18
Support of major events	0.77	20	5.53	26
Street signage	0.70	21	5.93	14
Services for seniors and the aged	0.68	22	5.65	22
Swimming Centre	0.64	23	5.05	36
Stormwater drainage system	0.63	24	5.87	15
Ranger Services - Parking Management	0.59	25	5.10	34
Parks & gardens	0.56	26	6.11	8
General enquiries at Customer Service	0.55	27	5.83	17
Rural transfer stations	0.49	28	5.25	30
Street lighting	0.45	29	5.75	18
Playground equipment	0.41	30	5.67	21
Cemeteries	0.39	31	5.64	24
Applications (e.g. dog registrations)	0.38	32	5.21	31
Sports grounds and recreation facilities	0.32	33	5.45	28
Community halls	0.32	34	5.08	35
Health and wellbeing program (Opt-in program)	0.31	35	4.76	38
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.21	36	5.16	33
Museums, their events and displays	0.17	37	4.90	37
Ulverstone Civic Centre	0.11	38	5.17	32
Ulverstone Waterslide	-0.20	39	4.39	39

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid — Employment Status - Full time
73 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors – Employment Status - Part time

37 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.53	Parks & gardens	6.06	Building, land use planning and environmental health services	4.30	Footpaths	2.11
Footpaths	6.50	Garbage collection services	5.97	Weed control	4.31	Weed control	1.84
Garbage collection services	6.50	Playground equipment	5.84	Ranger Services - Animal Management	4.37	Building, land use planning and environmental health services	1.60
Parks & gardens	6.35	Street signage	5.82	Footpaths	4.39	Roadside management - rural (e.g. trees, slashing, litter)	1.40
Cycleways/walking tracks	6.31	Recycling collection services	5.70	Roadside management - rural (e.g. trees, slashing, litter)	4.57	Foreshore and nature reserves	1.18
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.26	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.60	Ranger Services - Parking Management	4.65	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.14
Foreshore and nature reserves	6.24	Street lighting	5.60	Street trees - urban	4.67	Ranger Services - Animal Management	1.00
Street signage	6.24	General enquiries at Customer Service	5.57	Applications (e.g. dog registrations)	4.86	Cycleways/walking tracks	0.97
Urban roads	6.20	Ulverstone Civic Centre	5.45	Services for seniors and the aged	4.96	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	0.91
Street lighting	6.20	Sports grounds and recreation facilities	5.44	Monitoring of environmental issues (e.g. water, air quality, salinity)	4.96	Stormwater drainage system	0.87

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Employment Status - Part time

37 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.53	1	5.70	5
Footpaths	6.50	2	4.39	36
Garbage collection services	6.50	2	5.97	2
Parks & gardens	6.35	4	6.06	1
Cycleways/walking tracks	6.31	5	5.34	15
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.26	6	5.35	14
Foreshore and nature reserves	6.24	7	5.06	23
Street signage	6.24	8	5.82	4
Urban roads	6.20	9	5.42	12
Street lighting	6.20	9	5.60	6
Weed control	6.15	11	4.31	38
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.11	12	5.60	6
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.10	13	4.96	30
Resource Recovery Centre	6.07	14	5.26	17
Playground equipment	6.03	15	5.84	3
Stormwater drainage system	6.00	16	5.13	21
Roadside management - rural (e.g. trees, slashing, litter)	5.97	17	4.57	35
Building, land use planning and environmental health services	5.90	18	4.30	39
General enquiries at Customer Service	5.88	19	5.57	8
Rural roads	5.75	20	5.26	18
Support of major events	5.68	21	5.31	16
Services for seniors and the aged	5.67	22	4.96	31
Access to waste depots and waste transfer stations	5.61	23	5.40	13
Sports grounds and recreation facilities	5.59	24	5.44	10
Ulverstone Civic Centre	5.47	25	5.45	9
Ranger Services - Animal Management	5.37	26	4.37	37
Street trees - urban	5.36	27	4.67	33
Accommodation for the aged	5.31	28	5.00	27
Community halls	5.27	29	5.03	26
Cemeteries	5.21	30	5.00	27
Museums, their events and displays	5.13	31	5.14	20
Swimming Centre	5.07	32	5.12	22
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.96	33	5.00	27
Ranger Services - Parking Management	4.90	34	4.65	34
Youth programs and events	4.83	35	5.05	24
Ulverstone Waterslide	4.79	36	5.04	25
Applications (e.g. dog registrations)	4.78	37	4.86	32
Health and wellbeing program (Opt-in program)	4.67	38	5.43	11
Rural transfer stations	4.44	39	5.24	19

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Part time

37 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Parks & gardens	6.06	1	6.35	4
Garbage collection services	5.97	2	6.50	2
Playground equipment	5.84	3	6.03	15
Street signage	5.82	4	6.24	8
Recycling collection services	5.70	5	6.53	1
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.60	6	6.11	12
Street lighting	5.60	6	6.20	9
General enquiries at Customer Service	5.57	8	5.88	19
Ulverstone Civic Centre	5.45	9	5.47	25
Sports grounds and recreation facilities	5.44	10	5.59	24
Health and wellbeing program (Opt-in program)	5.43	11	4.67	38
Urban roads	5.42	12	6.20	9
Access to waste depots and waste transfer stations	5.40	13	5.61	23
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.35	14	6.26	6
Cycleways/walking tracks	5.34	15	6.31	5
Support of major events	5.31	16	5.68	21
Resource Recovery Centre	5.26	17	6.07	14
Rural roads	5.26	18	5.75	20
Rural transfer stations	5.24	19	4.44	39
Museums, their events and displays	5.14	20	5.13	31
Stormwater drainage system	5.13	21	6.00	16
Swimming Centre	5.12	22	5.07	32
Foreshore and nature reserves	5.06	23	6.24	7
Youth programs and events	5.05	24	4.83	35
Ulverstone Waterslide	5.04	25	4.79	36
Community halls	5.03	26	5.27	29
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.00	27	4.96	33
Cemeteries	5.00	27	5.21	30
Accommodation for the aged	5.00	27	5.31	28
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.96	30	6.10	13
Services for seniors and the aged	4.96	31	5.67	22
Applications (e.g. dog registrations)	4.86	32	4.78	37
Street trees - urban	4.67	33	5.36	27
Ranger Services - Parking Management	4.65	34	4.90	34
Roadside management - rural (e.g. trees, slashing, litter)	4.57	35	5.97	17
Footpaths	4.39	36	6.50	2
Ranger Services - Animal Management	4.37	37	5.37	26
Weed control	4.31	38	6.15	11
Building, land use planning and environmental health services	4.30	39	5.90	18

Central Coast Community Survey Results, November 2015

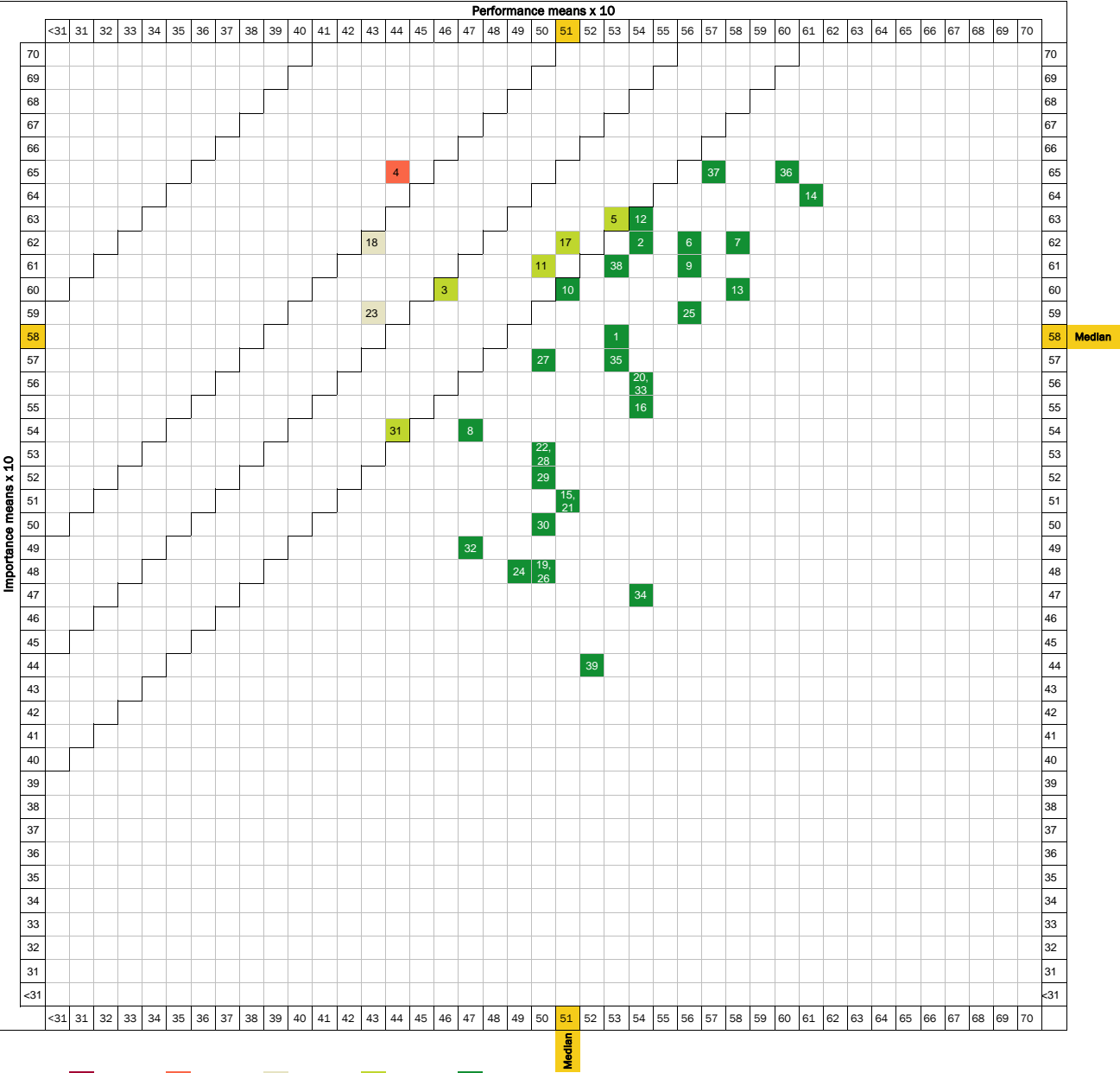
Mean gap scores — Employment Status - Part time

37 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	2.11	1	6.50	2
Weed control	1.84	2	6.15	11
Building, land use planning and environmental health services	1.60	3	5.90	18
Roadside management - rural (e.g. trees, slashing, litter)	1.40	4	5.97	17
Foreshore and nature reserves	1.18	5	6.24	7
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.14	6	6.10	13
Ranger Services - Animal Management	1.00	7	5.37	26
Cycleways/walking tracks	0.97	8	6.31	5
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	0.91	9	6.26	6
Stormwater drainage system	0.87	10	6.00	16
Recycling collection services	0.83	11	6.53	1
Resource Recovery Centre	0.81	12	6.07	14
Urban roads	0.78	13	6.20	9
Services for seniors and the aged	0.71	14	5.67	22
Street trees - urban	0.70	15	5.36	27
Street lighting	0.60	16	6.20	9
Garbage collection services	0.53	17	6.50	2
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.51	18	6.11	12
Rural roads	0.49	19	5.75	20
Street signage	0.42	20	6.24	8
Support of major events	0.37	21	5.68	21
Accommodation for the aged	0.31	22	5.31	28
General enquiries at Customer Service	0.31	23	5.88	19
Parks & gardens	0.29	24	6.35	4
Ranger Services - Parking Management	0.24	25	4.90	34
Community halls	0.23	26	5.27	29
Cemeteries	0.21	27	5.21	30
Access to waste depots and waste transfer stations	0.21	28	5.61	23
Playground equipment	0.19	29	6.03	15
Sports grounds and recreation facilities	0.16	30	5.59	24
Ulverstone Civic Centre	0.02	31	5.47	25
Museums, their events and displays	0.00	32	5.13	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.04	33	4.96	33
Swimming Centre	-0.04	34	5.07	32
Applications (e.g. dog registrations)	-0.09	35	4.78	37
Youth programs and events	-0.22	36	4.83	35
Ulverstone Waterslide	-0.25	37	4.79	36
Health and wellbeing program (Opt-in program)	-0.76	38	4.67	38
Rural transfer stations	-0.79	39	4.44	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Employment Status - Part time
37 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors – Employment Status - Household
10 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.60	Garbage collection services	6.00	Weed control	3.30	Footpaths	2.40
Resource Recovery Centre	6.40	Recycling collection services	5.80	Footpaths	3.70	Weed control	2.30
Garbage collection services	6.40	Cemeteries	5.44	Street trees - urban	3.80	Ranger Services - Animal Management	2.11
Cemeteries	6.33	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.38	Ranger Services - Animal Management	3.89	Youth programs and events	2.00
Accommodation for the aged	6.11	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.33	Youth programs and events	4.00	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.90
Footpaths	6.10	Street lighting	5.30	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.00	Rural roads	1.70
Parks & gardens	6.10	Ulverstone Civic Centre	5.25	Rural roads	4.00	Parks & gardens	1.70
Ranger Services - Animal Management	6.00	Rural transfer stations	5.22	Monitoring of environmental issues (e.g. water, air quality, salinity)	4.13	Resource Recovery Centre	1.60
Youth programs and events	6.00	Applications (e.g. dog registrations)	5.22	Swimming Centre	4.25	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.43
Cycleways/walking tracks	6.00	General enquiries at Customer Service	5.20	Roadside management - rural (e.g. trees, slashing, litter)	4.30	Building, land use planning and environmental health services	1.33

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Employment Status - Household
10 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.60	1	5.80	2
Resource Recovery Centre	6.40	2	4.80	19
Garbage collection services	6.40	2	6.00	1
Cemeteries	6.33	4	5.44	3
Accommodation for the aged	6.11	5	5.00	14
Footpaths	6.10	6	3.70	38
Parks & gardens	6.10	6	4.40	29
Ranger Services - Animal Management	6.00	8	3.89	36
Youth programs and events	6.00	8	4.00	33
Cycleways/walking tracks	6.00	8	5.00	14
General enquiries at Customer Service	6.00	8	5.20	10
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.90	12	4.00	33
Building, land use planning and environmental health services	5.89	13	4.56	25
Services for seniors and the aged	5.89	13	5.00	14
Playground equipment	5.89	13	5.11	11
Access to waste depots and waste transfer stations	5.80	16	5.00	14
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.75	17	5.38	4
Rural roads	5.70	18	4.00	33
Stormwater drainage system	5.67	19	4.67	22
Weed control	5.60	20	3.30	39
Foreshore and nature reserves	5.60	20	4.60	24
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.56	22	4.13	32
Applications (e.g. dog registrations)	5.56	22	5.22	8
Ulverstone Civic Centre	5.38	24	5.25	7
Ranger Services - Parking Management	5.33	25	4.56	25
Support of major events	5.33	25	5.11	11
Roadside management - rural (e.g. trees, slashing, litter)	5.30	27	4.30	30
Urban roads	5.30	27	4.70	20
Community halls	5.22	29	4.56	25
Street lighting	5.20	30	5.30	6
Swimming Centre	5.13	31	4.25	31
Street signage	5.11	32	4.67	22
Rural transfer stations	5.11	32	5.22	8
Sports grounds and recreation facilities	5.00	34	4.70	20
Museums, their events and displays	5.00	34	4.89	18
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.89	36	5.33	5
Health and wellbeing program (Opt-in program)	4.56	37	4.56	25
Ulverstone Waterslide	4.22	38	5.11	11
Street trees - urban	4.20	39	3.80	37

Central Coast Community Community Survey Results, November 2015
Mean performance score — Employment Status - Household
10 responses

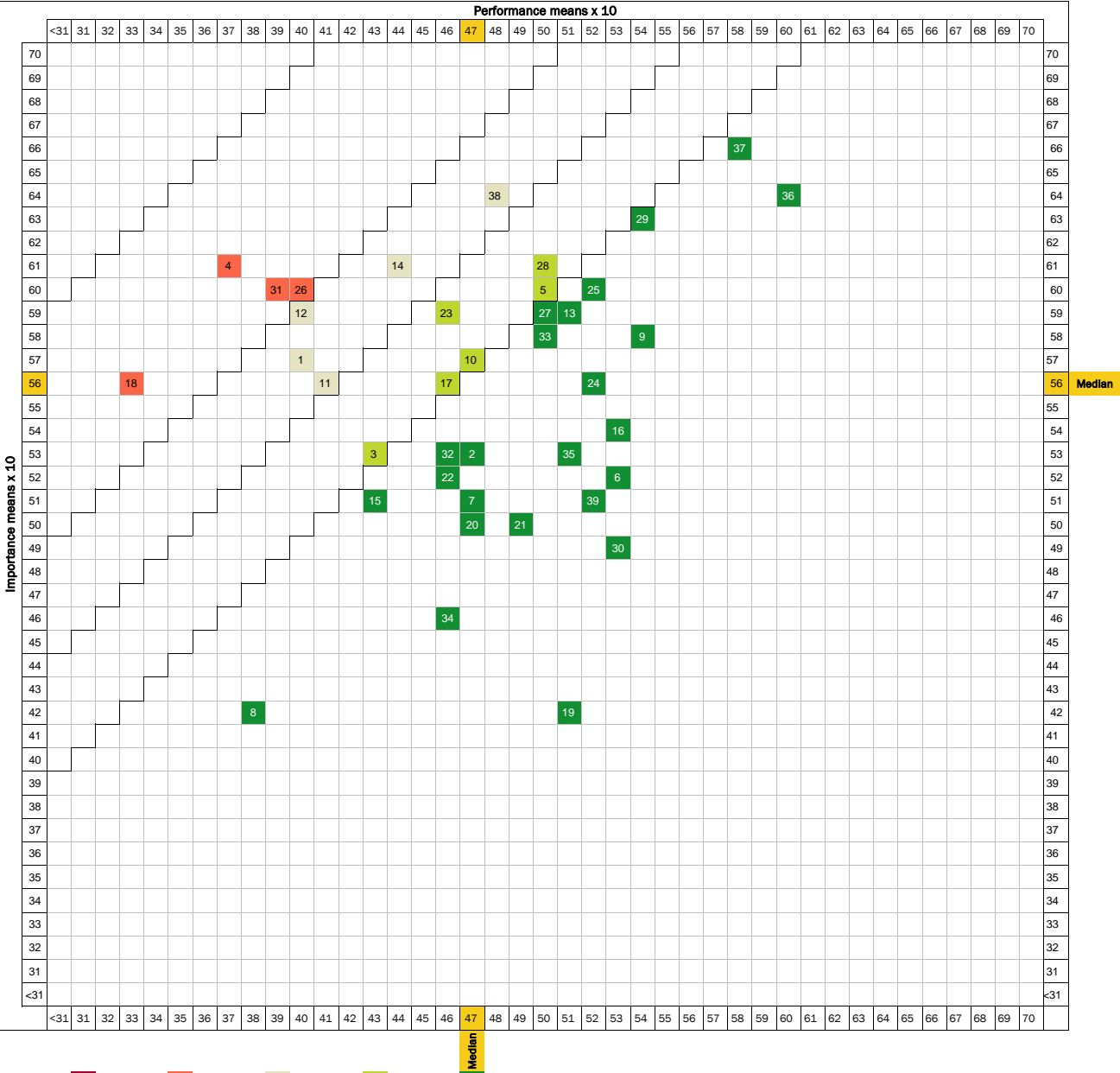
	Performance		Importance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.00	1	6.40	2
Recycling collection services	5.80	2	6.60	1
Cemeteries	5.44	3	6.33	4
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.38	4	5.75	17
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.33	5	4.89	36
Street lighting	5.30	6	5.20	30
Ulverstone Civic Centre	5.25	7	5.38	24
Rural transfer stations	5.22	8	5.11	32
Applications (e.g. dog registrations)	5.22	8	5.56	22
General enquiries at Customer Service	5.20	10	6.00	8
Ulverstone Waterslide	5.11	11	4.22	38
Support of major events	5.11	11	5.33	25
Playground equipment	5.11	11	5.89	13
Access to waste depots and waste transfer stations	5.00	14	5.80	16
Services for seniors and the aged	5.00	14	5.89	13
Cycleways/walking tracks	5.00	14	6.00	8
Accommodation for the aged	5.00	14	6.11	5
Museums, their events and displays	4.89	18	5.00	34
Resource Recovery Centre	4.80	19	6.40	2
Sports grounds and recreation facilities	4.70	20	5.00	34
Urban roads	4.70	20	5.30	27
Street signage	4.67	22	5.11	32
Stormwater drainage system	4.67	22	5.67	19
Foreshore and nature reserves	4.60	24	5.60	20
Health and wellbeing program (Opt-in program)	4.56	25	4.56	37
Community halls	4.56	25	5.22	29
Ranger Services - Parking Management	4.56	25	5.33	25
Building, land use planning and environmental health services	4.56	25	5.89	13
Parks & gardens	4.40	29	6.10	6
Roadside management - rural (e.g. trees, slashing, litter)	4.30	30	5.30	27
Swimming Centre	4.25	31	5.13	31
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.13	32	5.56	22
Rural roads	4.00	33	5.70	18
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.00	33	5.90	12
Youth programs and events	4.00	33	6.00	8
Ranger Services - Animal Management	3.89	36	6.00	8
Street trees - urban	3.80	37	4.20	39
Footpaths	3.70	38	6.10	6
Weed control	3.30	39	5.60	20

Central Coast Community Survey Results, November 2015
Mean gap scores – Employment Status - Household
10 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	2.40	1	6.10	6
Weed control	2.30	2	5.60	20
Ranger Services - Animal Management	2.11	3	6.00	8
Youth programs and events	2.00	4	6.00	8
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.90	5	5.90	12
Rural roads	1.70	6	5.70	18
Parks & gardens	1.70	7	6.10	6
Resource Recovery Centre	1.60	8	6.40	2
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.43	9	5.56	22
Building, land use planning and environmental health services	1.33	10	5.89	13
Accommodation for the aged	1.11	11	6.11	5
Roadside management - rural (e.g. trees, slashing, litter)	1.00	12	5.30	27
Foreshore and nature reserves	1.00	12	5.60	20
Stormwater drainage system	1.00	12	5.67	19
Cycleways/walking tracks	1.00	12	6.00	8
Services for seniors and the aged	0.89	16	5.89	13
Cemeteries	0.89	17	6.33	4
Swimming Centre	0.88	18	5.13	31
Access to waste depots and waste transfer stations	0.80	19	5.80	16
General enquiries at Customer Service	0.80	19	6.00	8
Recycling collection services	0.80	19	6.60	1
Playground equipment	0.78	22	5.89	13
Ranger Services - Parking Management	0.78	23	5.33	25
Community halls	0.67	24	5.22	29
Urban roads	0.60	25	5.30	27
Street signage	0.44	26	5.11	32
Street trees - urban	0.40	27	4.20	39
Garbage collection services	0.40	27	6.40	2
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.38	29	5.75	17
Applications (e.g. dog registrations)	0.33	30	5.56	22
Sports grounds and recreation facilities	0.30	31	5.00	34
Support of major events	0.22	32	5.33	25
Ulverstone Civic Centre	0.13	33	5.38	24
Museums, their events and displays	0.11	34	5.00	34
Health and wellbeing program (Opt-in program)	0.00	35	4.56	37
Street lighting	-0.10	36	5.20	30
Rural transfer stations	-0.11	37	5.11	32
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.44	38	4.89	36
Ulverstone Waterslide	-0.89	39	4.22	38

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Employment Status - Household
10 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors – Employment Status - Retired

152 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.52	Recycling collection services	6.17	Weed control	4.51	Weed control	1.54
Recycling collection services	6.48	Garbage collection services	5.99	Ranger Services - Animal Management	4.54	Footpaths	1.40
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.36	Parks & gardens	5.81	Footpaths	4.63	Roadside management - rural (e.g. trees, slashing, litter)	1.34
Stormwater drainage system	6.33	Playground equipment	5.79	Roadside management - rural (e.g. trees, slashing, litter)	4.71	Building, land use planning and environmental health services	1.21
Street lighting	6.27	General enquiries at Customer Service	5.78	Building, land use planning and environmental health services	4.78	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.20
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.26	Resource Recovery Centre	5.67	Rural roads	4.79	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.17
General enquiries at Customer Service	6.24	Sports grounds and recreation facilities	5.65	Street trees - urban	4.83	Rural roads	1.14
Street signage	6.19	Ulverstone Civic Centre	5.64	Ranger Services - Parking Management	4.83	Stormwater drainage system	1.05
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.19	Street lighting	5.58	Youth programs and events	4.87	Ranger Services - Animal Management	0.98
Resource Recovery Centre	6.17	Rural transfer stations	5.52	Swimming Centre	4.89	Urban roads	0.95

Central Coast Community Survey Results, November 2015
Mean importance scores — Employment Status - Retired
152 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.52	1	5.99	2
Recycling collection services	6.48	2	6.17	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.36	3	5.19	23
Stormwater drainage system	6.33	4	5.28	19
Street lighting	6.27	5	5.58	9
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.26	6	5.40	14
General enquiries at Customer Service	6.24	7	5.78	5
Street signage	6.19	8	5.42	13
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.19	9	4.99	28
Resource Recovery Centre	6.17	10	5.67	6
Services for seniors and the aged	6.13	11	5.23	20
Parks & gardens	6.13	12	5.81	3
Urban roads	6.13	13	5.17	24
Accommodation for the aged	6.10	14	5.31	16
Foreshore and nature reserves	6.06	15	5.50	11
Weed control	6.05	16	4.51	39
Roadside management - rural (e.g. trees, slashing, litter)	6.05	17	4.71	36
Footpaths	6.04	18	4.63	37
Cycleways/walking tracks	5.99	19	5.45	12
Building, land use planning and environmental health services	5.98	20	4.78	35
Rural roads	5.93	21	4.79	34
Access to waste depots and waste transfer stations	5.92	22	5.31	15
Cemeteries	5.70	23	5.28	17
Ulverstone Civic Centre	5.64	24	5.64	8
Sports grounds and recreation facilities	5.57	25	5.65	7
Rural transfer stations	5.55	26	5.52	10
Street trees - urban	5.55	27	4.83	33
Playground equipment	5.54	28	5.79	4
Ranger Services - Animal Management	5.51	29	4.54	38
Community halls	5.42	30	5.19	21
Museums, their events and displays	5.35	31	5.15	25
Support of major events	5.34	32	5.28	18
Ranger Services - Parking Management	5.33	33	4.83	32
Health and wellbeing program (Opt-in program)	5.29	34	5.00	27
Applications (e.g. dog registrations)	5.28	35	5.19	22
Youth programs and events	5.04	36	4.87	31
Swimming Centre	4.96	37	4.89	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.70	38	4.97	29
Ulverstone Waterslide	4.37	39	5.11	26

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Retired
152 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.17	1	6.48	2
Garbage collection services	5.99	2	6.52	1
Parks & gardens	5.81	3	6.13	12
Playground equipment	5.79	4	5.54	28
General enquiries at Customer Service	5.78	5	6.24	7
Resource Recovery Centre	5.67	6	6.17	10
Sports grounds and recreation facilities	5.65	7	5.57	25
Ulverstone Civic Centre	5.64	8	5.64	24
Street lighting	5.58	9	6.27	5
Rural transfer stations	5.52	10	5.55	26
Foreshore and nature reserves	5.50	11	6.06	15
Cycleways/walking tracks	5.45	12	5.99	19
Street signage	5.42	13	6.19	8
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.40	14	6.26	6
Access to waste depots and waste transfer stations	5.31	15	5.92	22
Accommodation for the aged	5.31	16	6.10	14
Cemeteries	5.28	17	5.70	23
Support of major events	5.28	18	5.34	32
Stormwater drainage system	5.28	19	6.33	4
Services for seniors and the aged	5.23	20	6.13	11
Community halls	5.19	21	5.42	30
Applications (e.g. dog registrations)	5.19	22	5.28	35
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.19	23	6.36	3
Urban roads	5.17	24	6.13	13
Museums, their events and displays	5.15	25	5.35	31
Ulverstone Waterslide	5.11	26	4.37	39
Health and wellbeing program (Opt-in program)	5.00	27	5.29	34
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.99	28	6.19	9
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.97	29	4.70	38
Swimming Centre	4.89	30	4.96	37
Youth programs and events	4.87	31	5.04	36
Ranger Services - Parking Management	4.83	32	5.33	33
Street trees - urban	4.83	33	5.55	27
Rural roads	4.79	34	5.93	21
Building, land use planning and environmental health services	4.78	35	5.98	20
Roadside management - rural (e.g. trees, slashing, litter)	4.71	36	6.05	17
Footpaths	4.63	37	6.04	18
Ranger Services - Animal Management	4.54	38	5.51	29
Weed control	4.51	39	6.05	16

Central Coast Community Survey Results, November 2015

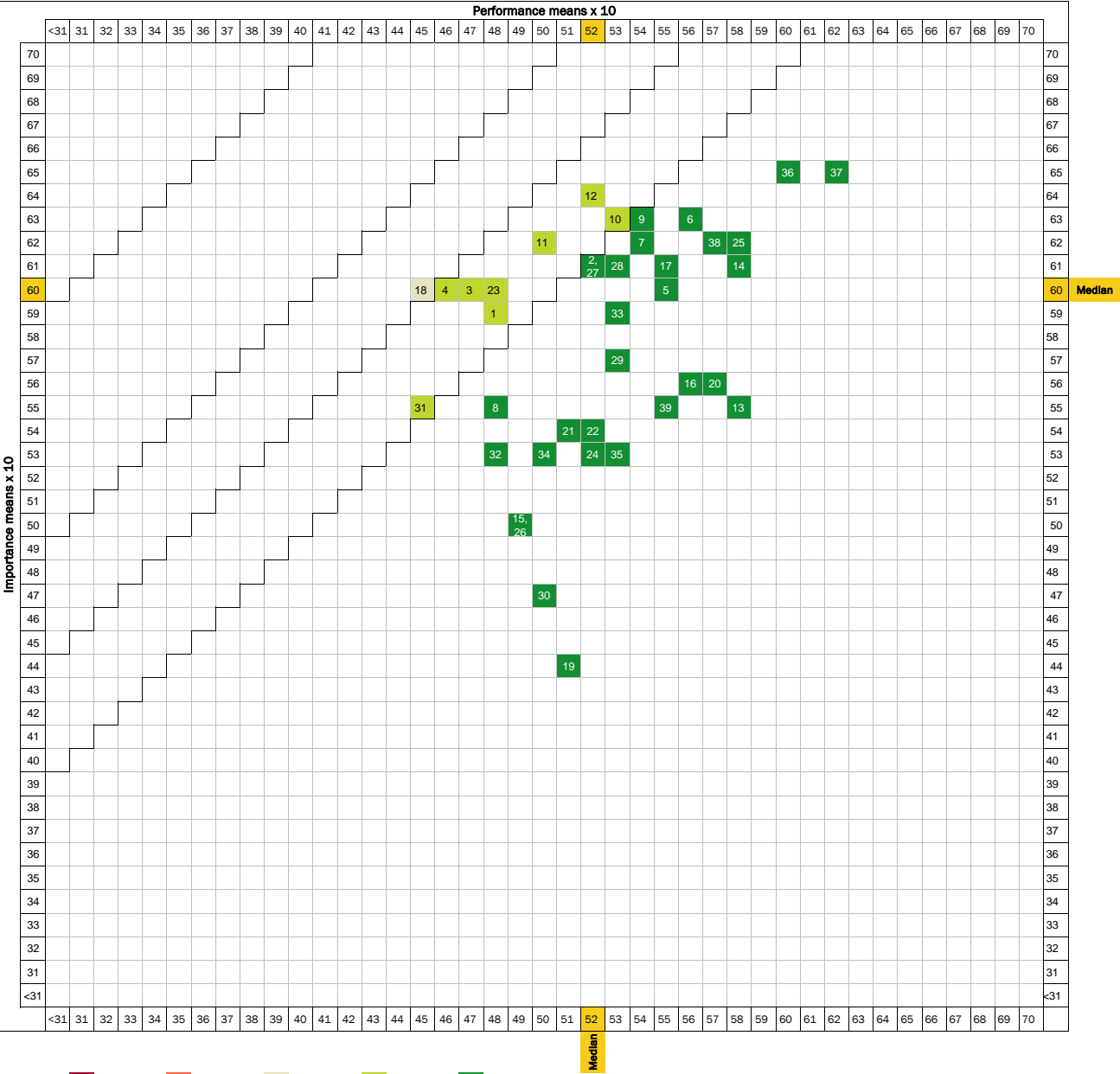
Mean gap scores — Employment Status - Retired

152 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.54	1	6.05	16
Footpaths	1.40	2	6.04	18
Roadside management - rural (e.g. trees, slashing, litter)	1.34	3	6.05	17
Building, land use planning and environmental health services	1.21	4	5.98	20
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.20	5	6.19	9
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.17	6	6.36	3
Rural roads	1.14	7	5.93	21
Stormwater drainage system	1.05	8	6.33	4
Ranger Services - Animal Management	0.98	9	5.51	29
Urban roads	0.95	10	6.13	13
Services for seniors and the aged	0.90	11	6.13	11
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.86	12	6.26	6
Accommodation for the aged	0.79	13	6.10	14
Street signage	0.77	14	6.19	8
Street trees - urban	0.72	15	5.55	27
Street lighting	0.69	16	6.27	5
Access to waste depots and waste transfer stations	0.61	17	5.92	22
Foreshore and nature reserves	0.57	18	6.06	15
Cycleways/walking tracks	0.54	19	5.99	19
Garbage collection services	0.53	20	6.52	1
Resource Recovery Centre	0.50	21	6.17	10
Ranger Services - Parking Management	0.50	22	5.33	33
General enquiries at Customer Service	0.46	23	6.24	7
Cemeteries	0.42	24	5.70	23
Parks & gardens	0.32	25	6.13	12
Recycling collection services	0.31	26	6.48	2
Health and wellbeing program (Opt-in program)	0.29	27	5.29	34
Community halls	0.23	28	5.42	30
Museums, their events and displays	0.21	29	5.35	31
Youth programs and events	0.17	30	5.04	36
Applications (e.g. dog registrations)	0.09	31	5.28	35
Swimming Centre	0.07	32	4.96	37
Support of major events	0.06	33	5.34	32
Rural transfer stations	0.03	34	5.55	26
Ulverstone Civic Centre	0.01	35	5.64	24
Sports grounds and recreation facilities	-0.08	36	5.57	25
Playground equipment	-0.24	37	5.54	28
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.27	38	4.70	38
Ulverstone Waterslide	-0.74	39	4.37	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Employment Status - Retired
152 Responses



Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9
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Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015					
Top 5 Importance scores by demographic					
Length of time residing in Central Coast municipal area					
6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Recycling collection services	6.50	Monitoring of environmental issues (e.g. water, air quality, salinity)	6.33	Garbage collection services	6.47
Garbage collection services	6.39	Recycling collection services	6.32	Recycling collection services	6.44
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.36	Services for seniors and the aged	6.29	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.35
Resource Recovery Centre	6.32	General enquiries at Customer Service	6.29	Management of traffic flow (e.g. lights, roundabouts, street signs)	6.19
Parks & gardens	6.20	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.23	Parks & gardens	6.18

 Unique factors

Central Coast Community Community Survey Results, November 2015					
Top 5 performance scores by demographic					
Length of time residing in Central Coast municipal area					
6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Parks & gardens	6.08	Recycling collection services	5.97	Recycling collection services	5.89
Sports grounds and recreation facilities	5.77	Garbage collection services	5.86	Garbage collection services	5.87
Playground equipment	5.76	General enquiries at Customer Service	5.64	Parks & gardens	5.68
Ulverstone Civic Centre	5.68	Applications (e.g. dog registrations)	5.58	Playground equipment	5.64
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.54	Street lighting	5.57	General enquiries at Customer Service	5.60

Unique factors

Central Coast Community Survey Results, November 2015					
Top 5 gap scores by demographic					
Length of time residing in Central Coast municipal area					
6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Weed control	1.79	Footpaths	2.32	Weed control	1.78
Ranger Services - Animal Management	1.75	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.69	Footpaths	1.62
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.55	Weed control	1.68	Roadside management - rural (e.g. trees, slashing, litter)	1.50
Recycling collection services	1.31	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.61	Building, land use planning and environmental health services	1.45
Garbage collection services	1.30	Roadside management - rural (e.g. trees, slashing, litter)	1.54	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.30

Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors – Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.50	Parks & gardens	6.08	Weed control	4.08	Weed control	1.79
Garbage collection services	6.39	Sports grounds and recreation facilities	5.77	Ranger Services - Animal Management	4.16	Ranger Services - Animal Management	1.75
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.36	Playground equipment	5.76	Monitoring of environmental issues (e.g. water, air quality, salinity)	4.19	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.55
Resource Recovery Centre	6.32	Ulverstone Civic Centre	5.68	Building, land use planning and environmental health services	4.40	Recycling collection services	1.31
Parks & gardens	6.20	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.54	Swimming Centre	4.48	Garbage collection services	1.30
Cycleways/walking tracks	6.17	Street lighting	5.50	Youth programs and events	4.53	Building, land use planning and environmental health services	1.30
Footpaths	6.04	General enquiries at Customer Service	5.46	Ranger Services - Parking Management	4.55	Roadside management - rural (e.g. trees, slashing, litter)	1.18
Foreshore and nature reserves	6.04	Cycleways/walking tracks	5.46	Services for seniors and the aged	4.65	Footpaths	1.17
Street signage	6.00	Foreshore and nature reserves	5.42	Rural transfer stations	4.67	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.08
Urban roads	6.00	Community halls	5.36	Roadside management - rural (e.g. trees, slashing, litter)	4.70	Resource Recovery Centre	1.03

Central Coast Community Survey Results, November 2015
Mean importance scores – Length of time residing in Central Coast municipal area - 6 to 10 years
27 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.50	1	5.19	17
Garbage collection services	6.39	2	5.09	22
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.36	3	5.28	13
Resource Recovery Centre	6.32	4	5.29	12
Parks & gardens	6.20	5	6.08	1
Cycleways/walking tracks	6.17	6	5.46	7
Footpaths	6.04	7	4.87	26
Foreshore and nature reserves	6.04	7	5.42	9
Street signage	6.00	9	5.28	13
Urban roads	6.00	9	5.30	11
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.96	11	5.54	5
Playground equipment	5.92	12	5.76	3
Ranger Services - Animal Management	5.91	13	4.16	38
Roadside management - rural (e.g. trees, slashing, litter)	5.88	14	4.70	30
Weed control	5.88	15	4.08	39
General enquiries at Customer Service	5.83	16	5.46	7
Access to waste depots and waste transfer stations	5.83	17	5.24	15
Rural roads	5.79	18	4.78	27
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.74	19	4.19	37
Building, land use planning and environmental health services	5.70	20	4.40	36
Street trees - urban	5.59	21	5.05	23
Stormwater drainage system	5.59	21	5.14	20
Street lighting	5.59	21	5.50	6
Ulverstone Civic Centre	5.52	24	5.68	4
Sports grounds and recreation facilities	5.50	25	5.77	2
Cemeteries	5.48	26	5.00	24
Accommodation for the aged	5.42	27	4.76	28
Swimming Centre	5.35	28	4.48	35
Community halls	5.35	28	5.36	10
Services for seniors and the aged	5.29	30	4.65	32
Applications (e.g. dog registrations)	5.29	30	4.91	25
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.18	32	4.72	29
Museums, their events and displays	5.14	33	5.19	17
Rural transfer stations	5.10	34	4.67	31
Support of major events	5.09	35	5.24	15
Youth programs and events	4.95	36	4.53	34
Health and wellbeing program (Opt-in program)	4.71	37	5.18	19
Ranger Services - Parking Management	4.57	38	4.55	33
Ulverstone Waterslide	4.36	39	5.10	21

Central Coast Community Survey Results, November 2015
Mean performance score — Length of time residing in Central Coast municipal area - 6 to 10 years
27 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Parks & gardens	6.08	1	6.20	5
Sports grounds and recreation facilities	5.77	2	5.50	25
Playground equipment	5.76	3	5.92	12
Ulverstone Civic Centre	5.68	4	5.52	24
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.54	5	5.96	11
Street lighting	5.50	6	5.59	21
General enquiries at Customer Service	5.46	7	5.83	16
Cycleways/walking tracks	5.46	7	6.17	6
Foreshore and nature reserves	5.42	9	6.04	7
Community halls	5.36	10	5.35	28
Urban roads	5.30	11	6.00	9
Resource Recovery Centre	5.29	12	6.32	4
Street signage	5.28	13	6.00	9
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.28	13	6.36	3
Support of major events	5.24	15	5.09	35
Access to waste depots and waste transfer stations	5.24	15	5.83	17
Museums, their events and displays	5.19	17	5.14	33
Recycling collection services	5.19	17	6.50	1
Health and wellbeing program (Opt-in program)	5.18	19	4.71	37
Stormwater drainage system	5.14	20	5.59	21
Ulverstone Waterslide	5.10	21	4.36	39
Garbage collection services	5.09	22	6.39	2
Street trees - urban	5.05	23	5.59	21
Cemeteries	5.00	24	5.48	26
Applications (e.g. dog registrations)	4.91	25	5.29	30
Footpaths	4.87	26	6.04	7
Rural roads	4.78	27	5.79	18
Accommodation for the aged	4.76	28	5.42	27
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.72	29	5.18	32
Roadside management - rural (e.g. trees, slashing, litter)	4.70	30	5.88	14
Rural transfer stations	4.67	31	5.10	34
Services for seniors and the aged	4.65	32	5.29	30
Ranger Services - Parking Management	4.55	33	4.57	38
Youth programs and events	4.53	34	4.95	36
Swimming Centre	4.48	35	5.35	28
Building, land use planning and environmental health services	4.40	36	5.70	20
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.19	37	5.74	19
Ranger Services - Animal Management	4.16	38	5.91	13
Weed control	4.08	39	5.88	15

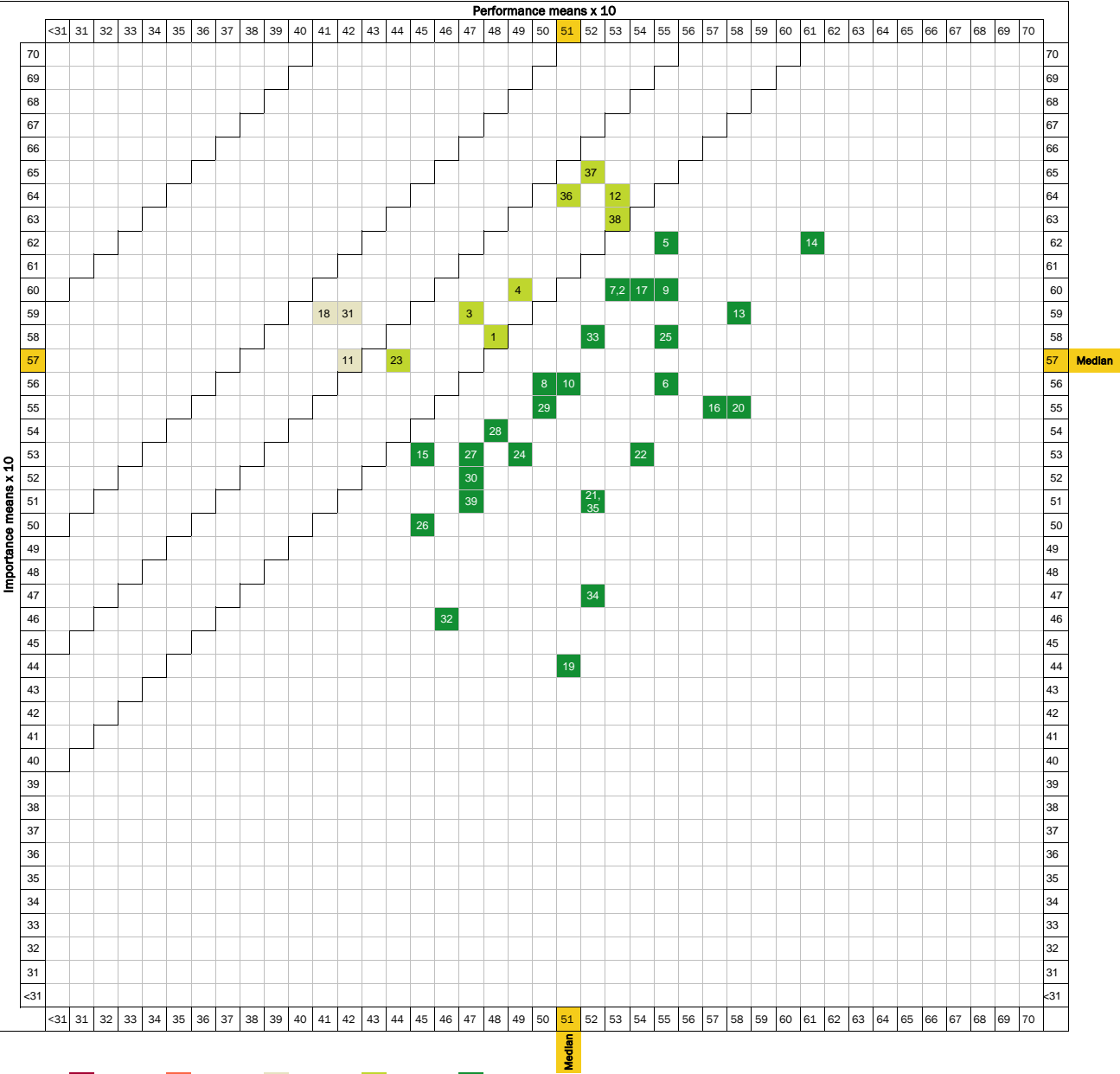
Central Coast Community Survey Results, November 2015
Mean gap scores – Length of time residing in Central Coast municipal area - 6 to 10 years
27 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.79	1	5.88	15
Ranger Services - Animal Management	1.75	2	5.91	13
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.55	3	5.74	19
Recycling collection services	1.31	4	6.50	1
Garbage collection services	1.30	5	6.39	2
Building, land use planning and environmental health services	1.30	6	5.70	20
Roadside management - rural (e.g. trees, slashing, litter)	1.18	7	5.88	14
Footpaths	1.17	8	6.04	7
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.08	9	6.36	3
Resource Recovery Centre	1.03	10	6.32	4
Rural roads	1.01	11	5.79	18
Swimming Centre	0.87	12	5.35	28
Street signage	0.72	13	6.00	9
Cycleways/walking tracks	0.71	14	6.17	6
Urban roads	0.70	15	6.00	9
Accommodation for the aged	0.65	16	5.42	27
Services for seniors and the aged	0.64	17	5.29	30
Foreshore and nature reserves	0.63	18	6.04	7
Access to waste depots and waste transfer stations	0.59	19	5.83	17
Street trees - urban	0.55	20	5.59	21
Cemeteries	0.48	21	5.48	26
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.46	22	5.18	32
Stormwater drainage system	0.45	23	5.59	21
Rural transfer stations	0.43	24	5.10	34
Youth programs and events	0.43	25	4.95	36
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.42	26	5.96	11
Applications (e.g. dog registrations)	0.38	27	5.29	30
General enquiries at Customer Service	0.38	28	5.83	16
Playground equipment	0.16	29	5.92	12
Parks & gardens	0.12	30	6.20	5
Street lighting	0.09	31	5.59	21
Ranger Services - Parking Management	0.02	32	4.57	38
Community halls	-0.02	33	5.35	28
Museums, their events and displays	-0.05	34	5.14	33
Support of major events	-0.15	35	5.09	35
Ulverstone Civic Centre	-0.16	36	5.52	24
Sports grounds and recreation facilities	-0.27	37	5.50	25
Health and wellbeing program (Opt-in program)	-0.46	38	4.71	37
Ulverstone Waterslide	-0.74	39	4.36	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Length of time residing in Central Coast municipal area - 6 to 10 years

27 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.33	Recycling collection services	5.97	Footpaths	3.68	Footpaths	2.32
Recycling collection services	6.32	Garbage collection services	5.86	Street trees - urban	4.30	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.69
Services for seniors and the aged	6.29	General enquiries at Customer Service	5.64	Weed control	4.36	Weed control	1.68
General enquiries at Customer Service	6.29	Applications (e.g. dog registrations)	5.58	Ranger Services - Animal Management	4.41	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.61
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.23	Street lighting	5.57	Rural roads	4.41	Roadside management - rural (e.g. trees, slashing, litter)	1.54
Garbage collection services	6.17	Ulverstone Civic Centre	5.56	Roadside management - rural (e.g. trees, slashing, litter)	4.43	Building, land use planning and environmental health services	1.42
Street lighting	6.16	Parks & gardens	5.53	Ulverstone Waterslide	4.58	Stormwater drainage system	1.38
Stormwater drainage system	6.14	Playground equipment	5.36	Building, land use planning and environmental health services	4.62	Rural roads	1.36
Street signage	6.14	Sports grounds and recreation facilities	5.33	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.62	Accommodation for the aged	1.26
Access to waste depots and waste transfer stations	6.07	Street signage	5.29	Monitoring of environmental issues (e.g. water, air quality, salinity)	4.64	Services for seniors and the aged	1.21

Central Coast Community Community Survey Results, November 2015 Mean importance scores – Length of time residing in Central Coast municipal area - 11 to 20 years 36 responses				
	Importance		Performance	
	Mean	Rank	Mean	Rank
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.33	1	4.64	30
Recycling collection services	6.32	2	5.97	1
Services for seniors and the aged	6.29	3	5.08	16
General enquiries at Customer Service	6.29	3	5.64	3
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.23	5	4.62	31
Garbage collection services	6.17	6	5.86	2
Street lighting	6.16	7	5.57	5
Stormwater drainage system	6.14	8	4.76	28
Street signage	6.14	8	5.29	10
Access to waste depots and waste transfer stations	6.07	10	5.15	14
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.07	11	4.90	21
Urban roads	6.06	12	5.07	17
Parks & gardens	6.06	12	5.53	7
Building, land use planning and environmental health services	6.04	14	4.62	32
Accommodation for the aged	6.03	15	4.78	26
Weed control	6.03	16	4.36	37
Footpaths	6.00	17	3.68	39
Roadside management - rural (e.g. trees, slashing, litter)	5.97	18	4.43	34
Foreshore and nature reserves	5.97	19	5.10	15
Cycleways/walking tracks	5.94	20	4.97	19
Resource Recovery Centre	5.89	21	5.25	11
Rural roads	5.77	22	4.41	35
Applications (e.g. dog registrations)	5.67	23	5.58	4
Sports grounds and recreation facilities	5.55	24	5.33	9
Ulverstone Civic Centre	5.48	25	5.56	6
Rural transfer stations	5.48	26	4.82	25
Health and wellbeing program (Opt-in program)	5.48	27	4.68	29
Street trees - urban	5.46	28	4.30	38
Support of major events	5.42	29	4.76	27
Playground equipment	5.40	30	5.36	8
Community halls	5.35	31	5.00	18
Ranger Services - Animal Management	5.35	32	4.41	36
Cemeteries	5.31	33	5.20	12
Museums, their events and displays	5.10	34	4.89	22
Ranger Services - Parking Management	5.08	35	5.17	13
Youth programs and events	5.00	36	4.95	20
Swimming Centre	4.85	37	4.83	24
Ulverstone Waterslide	4.54	38	4.58	33
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.52	39	4.88	23

Central Coast Community Community Survey Results, November 2015
Mean performance score — Length of time residing in Central Coast municipal area - 11 to 20 years
36 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.97	1	6.32	2
Garbage collection services	5.86	2	6.17	6
General enquiries at Customer Service	5.64	3	6.29	3
Applications (e.g. dog registrations)	5.58	4	5.67	23
Street lighting	5.57	5	6.16	7
Ulverstone Civic Centre	5.56	6	5.48	25
Parks & gardens	5.53	7	6.06	12
Playground equipment	5.36	8	5.40	30
Sports grounds and recreation facilities	5.33	9	5.55	24
Street signage	5.29	10	6.14	8
Resource Recovery Centre	5.25	11	5.89	21
Cemeteries	5.20	12	5.31	33
Ranger Services - Parking Management	5.17	13	5.08	35
Access to waste depots and waste transfer stations	5.15	14	6.07	10
Foreshore and nature reserves	5.10	15	5.97	19
Services for seniors and the aged	5.08	16	6.29	3
Urban roads	5.07	17	6.06	12
Community halls	5.00	18	5.35	31
Cycleways/walking tracks	4.97	19	5.94	20
Youth programs and events	4.95	20	5.00	36
Management of traffic flow (e.g. lights, roundabouts, street signs)	4.90	21	6.07	11
Museums, their events and displays	4.89	22	5.10	34
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.88	23	4.52	39
Swimming Centre	4.83	24	4.85	37
Rural transfer stations	4.82	25	5.48	26
Accommodation for the aged	4.78	26	6.03	15
Support of major events	4.76	27	5.42	29
Stormwater drainage system	4.76	28	6.14	8
Health and wellbeing program (Opt-in program)	4.68	29	5.48	27
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.64	30	6.33	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.62	31	6.23	5
Building, land use planning and environmental health services	4.62	32	6.04	14
Ulverstone Waterslide	4.58	33	4.54	38
Roadside management - rural (e.g. trees, slashing, litter)	4.43	34	5.97	18
Rural roads	4.41	35	5.77	22
Ranger Services - Animal Management	4.41	36	5.35	32
Weed control	4.36	37	6.03	16
Street trees - urban	4.30	38	5.46	28
Footpaths	3.68	39	6.00	17

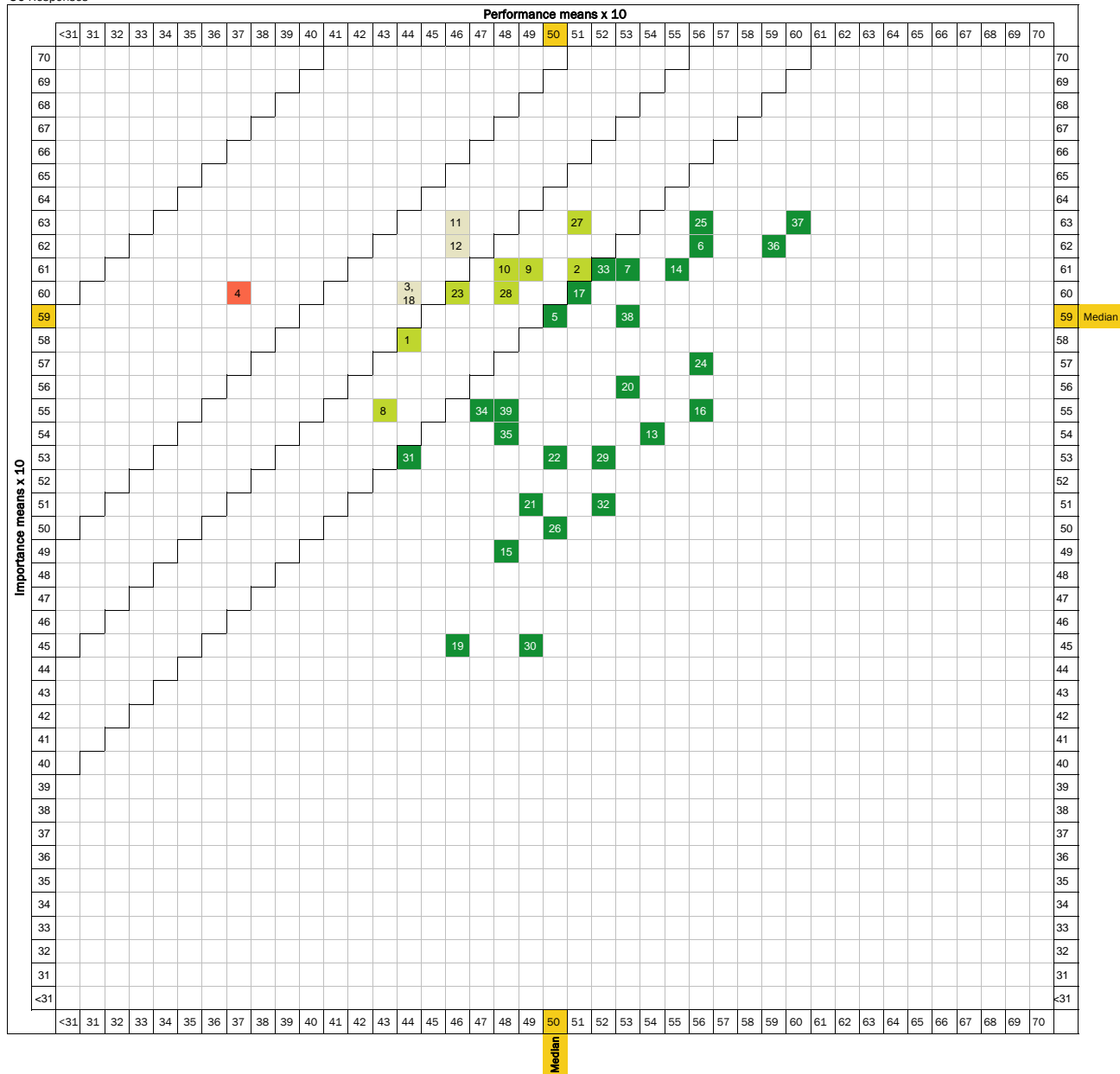
Central Coast Community Survey Results, November 2015
Mean gap scores — Length of time residing in Central Coast municipal area - 11 to 20 years
36 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	2.32	1	6.00	17
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.69	2	6.33	1
Weed control	1.68	3	6.03	16
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.61	4	6.23	5
Roadside management - rural (e.g. trees, slashing, litter)	1.54	5	5.97	18
Building, land use planning and environmental health services	1.42	6	6.04	14
Stormwater drainage system	1.38	7	6.14	8
Rural roads	1.36	8	5.77	22
Accommodation for the aged	1.26	9	6.03	15
Services for seniors and the aged	1.21	10	6.29	3
Management of traffic flow (e.g. lights, roundabouts, street signs)	1.17	11	6.07	11
Street trees - urban	1.17	12	5.46	28
Urban roads	1.00	13	6.06	12
Cycleways/walking tracks	0.97	14	5.94	20
Ranger Services - Animal Management	0.94	15	5.35	32
Access to waste depots and waste transfer stations	0.92	16	6.07	10
Foreshore and nature reserves	0.87	17	5.97	19
Street signage	0.85	18	6.14	8
Health and wellbeing program (Opt-in program)	0.80	19	5.48	27
Support of major events	0.66	20	5.42	29
Rural transfer stations	0.66	21	5.48	26
General enquiries at Customer Service	0.64	22	6.29	3
Resource Recovery Centre	0.64	23	5.89	21
Street lighting	0.59	24	6.16	7
Parks & gardens	0.53	25	6.06	12
Recycling collection services	0.36	26	6.32	2
Community halls	0.35	27	5.35	31
Garbage collection services	0.30	28	6.17	6
Sports grounds and recreation facilities	0.22	29	5.55	24
Museums, their events and displays	0.21	30	5.10	34
Cemeteries	0.11	31	5.31	33
Applications (e.g. dog registrations)	0.08	32	5.67	23
Youth programs and events	0.05	33	5.00	36
Playground equipment	0.04	34	5.40	30
Swimming Centre	0.02	35	4.85	37
Ulverstone Waterslide	-0.04	36	4.54	38
Ulverstone Civic Centre	-0.08	37	5.48	25
Ranger Services - Parking Management	-0.09	38	5.08	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.36	39	4.52	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Length of time residing in Central Coast municipal area - 11 to 20 years

36 Responses



Statements

1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 10 factors — Length of time residing in Central Coast municipal area - More than 20 years

207 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.47	Recycling collection services	5.89	Weed control	4.26	Weed control	1.78
Recycling collection services	6.44	Garbage collection services	5.87	Ranger Services - Animal Management	4.39	Footpaths	1.62
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.35	Parks & gardens	5.68	Building, land use planning and environmental health services	4.51	Roadside management - rural (e.g. trees, slashing, litter)	1.50
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.19	Playground equipment	5.64	Roadside management - rural (e.g. trees, slashing, litter)	4.53	Building, land use planning and environmental health services	1.45
Parks & gardens	6.18	General enquiries at Customer Service	5.60	Footpaths	4.54	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.30
Stormwater drainage system	6.17	Street lighting	5.50	Ranger Services - Parking Management	4.62	Ranger Services - Animal Management	1.12
Footpaths	6.15	Street signage	5.41	Youth programs and events	4.66	Rural roads	1.11
Urban roads	6.14	Sports grounds and recreation facilities	5.37	Street trees - urban	4.70	Urban roads	1.08
Resource Recovery Centre	6.11	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.35	Rural roads	4.77	Access to waste depots and waste transfer stations	0.93
Street lighting	6.10	Ulverstone Civic Centre	5.33	Swimming Centre	4.79	Monitoring of environmental issues (e.g. water, air quality, salinity)	0.90

Central Coast Community Community Survey Results, November 2015				
Mean importance scores – Length of time residing in Central Coast municipal area - More than 20 years				
207 responses				
	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.47	1	5.87	2
Recycling collection services	6.44	2	5.89	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.35	3	5.05	22
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.19	4	5.35	9
Parks & gardens	6.18	5	5.68	3
Stormwater drainage system	6.17	6	5.30	11
Footpaths	6.15	7	4.54	35
Urban roads	6.14	8	5.06	21
Resource Recovery Centre	6.11	9	5.23	15
Street lighting	6.10	10	5.50	6
Street signage	6.07	11	5.41	7
Foreshore and nature reserves	6.06	12	5.28	12
General enquiries at Customer Service	6.04	13	5.60	5
Weed control	6.04	14	4.26	39
Roadside management - rural (e.g. trees, slashing, litter)	6.03	15	4.53	36
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.00	16	5.10	20
Services for seniors and the aged	6.00	16	5.14	18
Accommodation for the aged	5.98	18	5.20	17
Building, land use planning and environmental health services	5.96	19	4.51	37
Access to waste depots and waste transfer stations	5.95	20	5.02	24
Cycleways/walking tracks	5.91	21	5.28	13
Rural roads	5.89	22	4.77	31
Cemeteries	5.76	23	5.22	16
Playground equipment	5.65	24	5.64	4
Sports grounds and recreation facilities	5.52	25	5.37	8
Ranger Services - Animal Management	5.51	26	4.39	38
Support of major events	5.50	27	5.10	19
Ulverstone Civic Centre	5.47	28	5.33	10
Street trees - urban	5.44	29	4.70	32
Ranger Services - Parking Management	5.33	30	4.62	34
Rural transfer stations	5.28	31	5.26	14
Community halls	5.27	32	4.98	26
Youth programs and events	5.24	33	4.66	33
Museums, their events and displays	5.18	34	5.02	25
Applications (e.g. dog registrations)	5.13	35	4.94	28
Health and wellbeing program (Opt-in program)	5.09	36	4.80	29
Swimming Centre	4.97	37	4.79	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.92	38	5.03	23
Ulverstone Waterslide	4.45	39	4.95	27

Central Coast Community Community Survey Results, November 2015					
Mean performance score — Length of time residing in Central Coast municipal area - More than 20 years					
207 responses					
	Performance			Importance	
	Mean	Rank		Mean	Rank
Recycling collection services	5.89	1		6.44	2
Garbage collection services	5.87	2		6.47	1
Parks & gardens	5.68	3		6.18	5
Playground equipment	5.64	4		5.65	24
General enquiries at Customer Service	5.60	5		6.04	13
Street lighting	5.50	6		6.10	10
Street signage	5.41	7		6.07	11
Sports grounds and recreation facilities	5.37	8		5.52	25
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.35	9		6.19	4
Ulverstone Civic Centre	5.33	10		5.47	28
Stormwater drainage system	5.30	11		6.17	6
Foreshore and nature reserves	5.28	12		6.06	12
Cycleways/walking tracks	5.28	13		5.91	21
Rural transfer stations	5.26	14		5.28	31
Resource Recovery Centre	5.23	15		6.11	9
Cemeteries	5.22	16		5.76	23
Accommodation for the aged	5.20	17		5.98	18
Services for seniors and the aged	5.14	18		6.00	16
Support of major events	5.10	19		5.50	27
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.10	20		6.00	16
Urban roads	5.06	21		6.14	8
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.05	22		6.35	3
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.03	23		4.92	38
Access to waste depots and waste transfer stations	5.02	24		5.95	20
Museums, their events and displays	5.02	25		5.18	34
Community halls	4.98	26		5.27	32
Ulverstone Waterslide	4.95	27		4.45	39
Applications (e.g. dog registrations)	4.94	28		5.13	35
Health and wellbeing program (Opt-in program)	4.80	29		5.09	36
Swimming Centre	4.79	30		4.97	37
Rural roads	4.77	31		5.89	22
Street trees - urban	4.70	32		5.44	29
Youth programs and events	4.66	33		5.24	33
Ranger Services - Parking Management	4.62	34		5.33	30
Footpaths	4.54	35		6.15	7
Roadside management - rural (e.g. trees, slashing, litter)	4.53	36		6.03	15
Building, land use planning and environmental health services	4.51	37		5.96	19
Ranger Services - Animal Management	4.39	38		5.51	26
Weed control	4.26	39		6.04	14

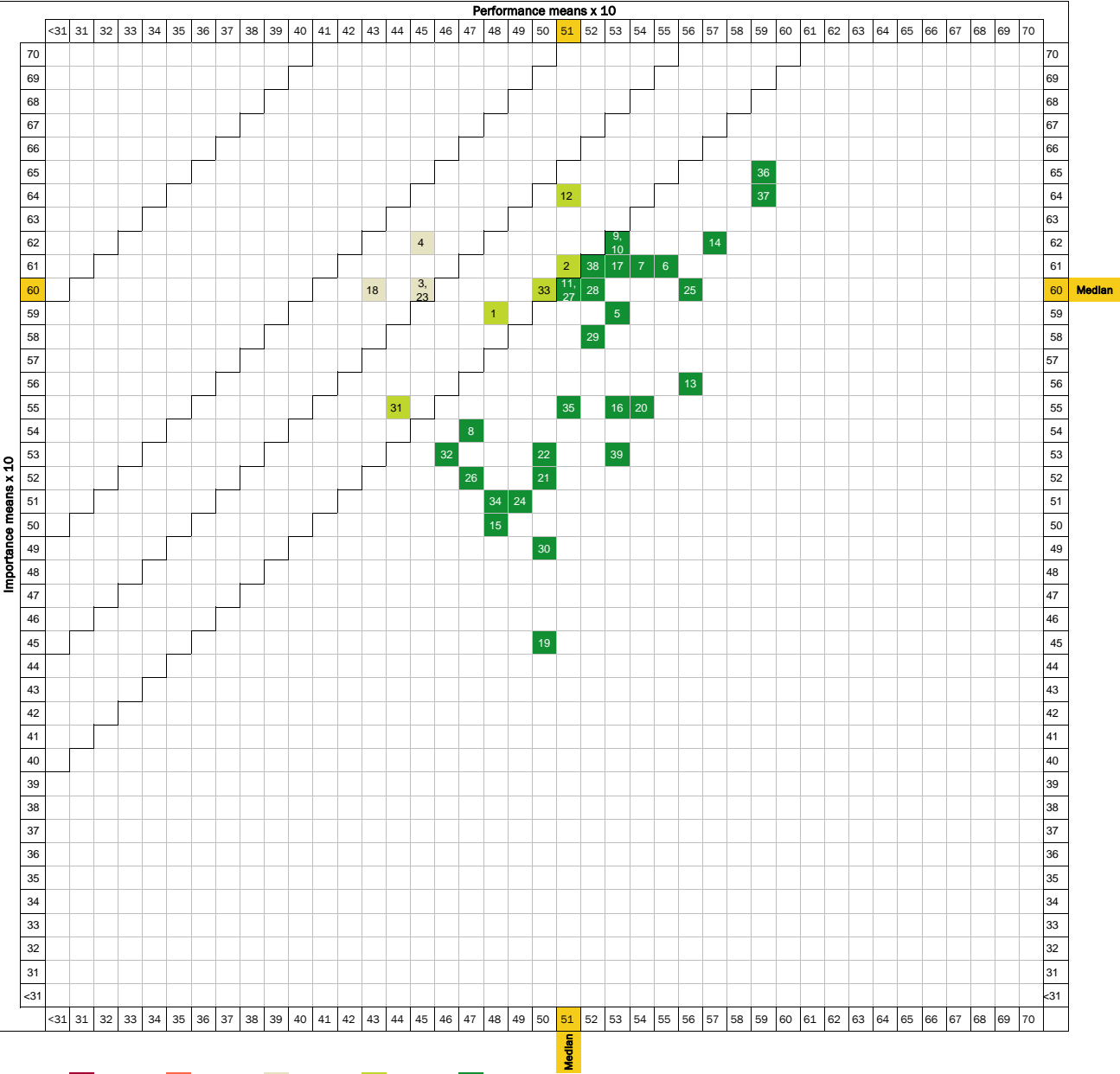
Central Coast Community Survey Results, November 2015
Mean gap scores — Length of time residing in Central Coast municipal area - More than 20 years
207 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.78	1	6.04	14
Footpaths	1.62	2	6.15	7
Roadside management - rural (e.g. trees, slashing, litter)	1.50	3	6.03	15
Building, land use planning and environmental health services	1.45	4	5.96	19
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.30	5	6.35	3
Ranger Services - Animal Management	1.12	6	5.51	26
Rural roads	1.11	7	5.89	22
Urban roads	1.08	8	6.14	8
Access to waste depots and waste transfer stations	0.93	9	5.95	20
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.90	10	6.00	16
Stormwater drainage system	0.87	11	6.17	6
Resource Recovery Centre	0.87	12	6.11	9
Services for seniors and the aged	0.86	13	6.00	16
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.85	14	6.19	4
Accommodation for the aged	0.78	15	5.98	18
Foreshore and nature reserves	0.78	16	6.06	12
Street trees - urban	0.74	17	5.44	29
Ranger Services - Parking Management	0.71	18	5.33	30
Street signage	0.66	19	6.07	11
Cycleways/walking tracks	0.62	20	5.91	21
Street lighting	0.60	21	6.10	10
Garbage collection services	0.59	22	6.47	1
Youth programs and events	0.59	23	5.24	33
Recycling collection services	0.55	24	6.44	2
Cemeteries	0.54	25	5.76	23
Parks & gardens	0.50	26	6.18	5
General enquiries at Customer Service	0.45	27	6.04	13
Support of major events	0.40	28	5.50	27
Health and wellbeing program (Opt-in program)	0.29	29	5.09	36
Community halls	0.29	30	5.27	32
Applications (e.g. dog registrations)	0.19	31	5.13	35
Swimming Centre	0.18	32	4.97	37
Museums, their events and displays	0.16	33	5.18	34
Sports grounds and recreation facilities	0.15	34	5.52	25
Ulverstone Civic Centre	0.14	35	5.47	28
Playground equipment	0.01	36	5.65	24
Rural transfer stations	0.01	37	5.28	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.11	38	4.92	38
Ulverstone Waterslide	-0.50	39	4.45	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Length of time residing in Central Coast municipal area - More than 20 years

207 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Community Survey Results, November 2015

Top 5 Importance scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Recycling collection services	6.49	Garbage collection services	6.49
Garbage collection services	6.42	Recycling collection services	6.42
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.38	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.30
Footpaths	6.28	Access to waste depots and waste transfer stations	6.19
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.26	Resource Recovery Centre	6.17

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 performance scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Recycling collection services	5.95	Recycling collection services	5.87
Garbage collection services	5.90	Garbage collection services	5.85
Parks & gardens	5.71	Parks & gardens	5.74
General enquiries at Customer Service	5.69	Playground equipment	5.67
Playground equipment	5.64	General enquiries at Customer Service	5.55



Unique factors

Central Coast Community Survey Results, November 2015

Top 5 gap scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Footpaths	1.90	Weed control	1.87
Weed control	1.66	Building, land use planning and environmental health services	1.64
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.43	Roadside management - rural (e.g. trees, slashing, litter)	1.50
Roadside management - rural (e.g. trees, slashing, litter)	1.41	Footpaths	1.42
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.27	Access to waste depots and waste transfer stations	1.39

Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors — Gender - Female

147 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.49	Recycling collection services	5.95	Weed control	4.32	Footpaths	1.90
Garbage collection services	6.42	Garbage collection services	5.90	Footpaths	4.38	Weed control	1.66
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.38	Parks & gardens	5.71	Ranger Services - Animal Management	4.47	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.43
Footpaths	6.28	General enquiries at Customer Service	5.69	Roadside management - rural (e.g. trees, slashing, litter)	4.70	Roadside management - rural (e.g. trees, slashing, litter)	1.41
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.26	Playground equipment	5.64	Youth programs and events	4.72	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.27
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.21	Sports grounds and recreation facilities	5.53	Street trees - urban	4.76	Building, land use planning and environmental health services	1.17
Stormwater drainage system	6.20	Street lighting	5.53	Building, land use planning and environmental health services	4.79	Ranger Services - Animal Management	1.09
Parks & gardens	6.20	Ulverstone Civic Centre	5.50	Rural roads	4.80	Accommodation for the aged	1.06
Street lighting	6.20	Resource Recovery Centre	5.42	Ranger Services - Parking Management	4.80	Stormwater drainage system	1.01
Urban roads	6.16	Foreshore and nature reserves	5.38	Swimming Centre	4.89	Services for seniors and the aged	0.99

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Gender - Female
147 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.49	1	5.95	1
Garbage collection services	6.42	2	5.90	2
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.38	3	4.95	29
Footpaths	6.28	4	4.38	38
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.26	5	4.99	27
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.21	6	5.37	13
Stormwater drainage system	6.20	7	5.19	19
Parks & gardens	6.20	8	5.71	3
Street lighting	6.20	9	5.53	7
Urban roads	6.16	10	5.17	20
General enquiries at Customer Service	6.16	11	5.69	4
Foreshore and nature reserves	6.13	12	5.38	10
Roadside management - rural (e.g. trees, slashing, litter)	6.11	13	4.70	36
Resource Recovery Centre	6.08	14	5.42	9
Services for seniors and the aged	6.06	15	5.07	24
Accommodation for the aged	6.04	16	4.98	28
Street signage	6.04	17	5.38	11
Cycleways/walking tracks	6.02	18	5.24	15
Weed control	5.98	19	4.32	39
Building, land use planning and environmental health services	5.96	20	4.79	33
Rural roads	5.77	21	4.80	32
Access to waste depots and waste transfer stations	5.77	22	5.37	12
Cemeteries	5.72	23	5.11	21
Playground equipment	5.61	24	5.64	5
Ranger Services - Animal Management	5.56	25	4.47	37
Ulverstone Civic Centre	5.53	26	5.50	8
Street trees - urban	5.52	27	4.76	34
Sports grounds and recreation facilities	5.52	28	5.53	6
Support of major events	5.40	29	5.10	22
Museums, their events and displays	5.36	30	5.22	16
Ranger Services - Parking Management	5.36	31	4.80	31
Applications (e.g. dog registrations)	5.29	32	5.20	18
Community halls	5.25	33	5.07	25
Health and wellbeing program (Opt-in program)	5.24	34	5.03	26
Rural transfer stations	5.22	35	5.36	14
Youth programs and events	5.13	36	4.72	35
Swimming Centre	4.96	37	4.89	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.85	38	5.21	17
Ulverstone Waterslide	4.63	39	5.08	23

Central Coast Community Community Survey Results, November 2015				
Mean performance score — Gender - Female				
147 responses				
	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.95	1	6.49	1
Garbage collection services	5.90	2	6.42	2
Parks & gardens	5.71	3	6.20	8
General enquiries at Customer Service	5.69	4	6.16	11
Playground equipment	5.64	5	5.61	24
Sports grounds and recreation facilities	5.53	6	5.52	28
Street lighting	5.53	7	6.20	9
Ulverstone Civic Centre	5.50	8	5.53	26
Resource Recovery Centre	5.42	9	6.08	14
Foreshore and nature reserves	5.38	10	6.13	12
Street signage	5.38	11	6.04	17
Access to waste depots and waste transfer stations	5.37	12	5.77	22
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.37	13	6.21	6
Rural transfer stations	5.36	14	5.22	35
Cycleways/walking tracks	5.24	15	6.02	18
Museums, their events and displays	5.22	16	5.36	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.21	17	4.85	38
Applications (e.g. dog registrations)	5.20	18	5.29	32
Stormwater drainage system	5.19	19	6.20	7
Urban roads	5.17	20	6.16	10
Cemeteries	5.11	21	5.72	23
Support of major events	5.10	22	5.40	29
Ulverstone Waterslide	5.08	23	4.63	39
Services for seniors and the aged	5.07	24	6.06	15
Community halls	5.07	25	5.25	33
Health and wellbeing program (Opt-in program)	5.03	26	5.24	34
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.99	27	6.26	5
Accommodation for the aged	4.98	28	6.04	16
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.95	29	6.38	3
Swimming Centre	4.89	30	4.96	37
Ranger Services - Parking Management	4.80	31	5.36	31
Rural roads	4.80	32	5.77	21
Building, land use planning and environmental health services	4.79	33	5.96	20
Street trees - urban	4.76	34	5.52	27
Youth programs and events	4.72	35	5.13	36
Roadside management - rural (e.g. trees, slashing, litter)	4.70	36	6.11	13
Ranger Services - Animal Management	4.47	37	5.56	25
Footpaths	4.38	38	6.28	4
Weed control	4.32	39	5.98	19

Central Coast Community Survey Results, November 2015
Mean gap scores — Gender - Female
147 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	1.90	1	6.28	4
Weed control	1.66	2	5.98	19
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.43	3	6.38	3
Roadside management - rural (e.g. trees, slashing, litter)	1.41	4	6.11	13
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.27	5	6.26	5
Building, land use planning and environmental health services	1.17	6	5.96	20
Ranger Services - Animal Management	1.09	7	5.56	25
Accommodation for the aged	1.06	8	6.04	16
Stormwater drainage system	1.01	9	6.20	7
Services for seniors and the aged	0.99	10	6.06	15
Urban roads	0.99	11	6.16	10
Rural roads	0.98	12	5.77	21
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.84	13	6.21	6
Cycleways/walking tracks	0.78	14	6.02	18
Street trees - urban	0.77	15	5.52	27
Foreshore and nature reserves	0.74	16	6.13	12
Street lighting	0.67	17	6.20	9
Resource Recovery Centre	0.67	18	6.08	14
Street signage	0.66	19	6.04	17
Cemeteries	0.61	20	5.72	23
Ranger Services - Parking Management	0.55	21	5.36	31
Recycling collection services	0.53	22	6.49	1
Garbage collection services	0.52	23	6.42	2
Parks & gardens	0.48	24	6.20	8
General enquiries at Customer Service	0.47	25	6.16	11
Youth programs and events	0.42	26	5.13	36
Access to waste depots and waste transfer stations	0.39	27	5.77	22
Support of major events	0.30	28	5.40	29
Health and wellbeing program (Opt-in program)	0.21	29	5.24	34
Community halls	0.18	30	5.25	33
Museums, their events and displays	0.14	31	5.36	30
Applications (e.g. dog registrations)	0.09	32	5.29	32
Swimming Centre	0.08	33	4.96	37
Ulverstone Civic Centre	0.03	34	5.53	26
Sports grounds and recreation facilities	-0.01	35	5.52	28
Playground equipment	-0.04	36	5.61	24
Rural transfer stations	-0.14	37	5.22	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.35	38	4.85	38
Ulverstone Waterslide	-0.45	39	4.63	39

Best practice categories gap grid – Gender - Female
147 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Gender - Male

132 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.49	Recycling collection services	5.87	Weed control	4.27	Weed control	1.87
Recycling collection services	6.42	Garbage collection services	5.85	Ranger Services - Animal Management	4.34	Building, land use planning and environmental health services	1.64
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.30	Parks & gardens	5.74	Building, land use planning and environmental health services	4.35	Roadside management - rural (e.g. trees, slashing, litter)	1.50
Access to waste depots and waste transfer stations	6.19	Playground equipment	5.67	Roadside management - rural (e.g. trees, slashing, litter)	4.43	Footpaths	1.42
Resource Recovery Centre	6.17	General enquiries at Customer Service	5.55	Footpaths	4.56	Access to waste depots and waste transfer stations	1.39
Parks & gardens	6.16	Street lighting	5.44	Ranger Services - Parking Management	4.63	Rural roads	1.30
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.14	Street signage	5.37	Street trees - urban	4.63	Ranger Services - Animal Management	1.23
Weed control	6.14	Sports grounds and recreation facilities	5.33	Swimming Centre	4.67	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.16
Stormwater drainage system	6.09	Ulverstone Civic Centre	5.33	Rural roads	4.69	Resource Recovery Centre	1.08
Street signage	6.09	Cemeteries	5.33	Youth programs and events	4.69	Urban roads	1.01

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Gender - Male
132 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.49	1	5.85	2
Recycling collection services	6.42	2	5.87	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.30	3	5.14	17
Access to waste depots and waste transfer stations	6.19	4	4.80	26
Resource Recovery Centre	6.17	5	5.09	19
Parks & gardens	6.16	6	5.74	3
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.14	7	5.30	12
Weed control	6.14	8	4.27	39
Stormwater drainage system	6.09	9	5.23	14
Street signage	6.09	10	5.37	7
Foreshore and nature reserves	6.05	11	5.21	16
Urban roads	6.05	12	5.04	21
General enquiries at Customer Service	6.03	13	5.55	5
Rural roads	5.99	14	4.69	31
Building, land use planning and environmental health services	5.99	15	4.35	37
Footpaths	5.98	16	4.56	35
Street lighting	5.94	17	5.44	6
Roadside management - rural (e.g. trees, slashing, litter)	5.93	18	4.43	36
Cycleways/walking tracks	5.90	19	5.32	11
Services for seniors and the aged	5.89	20	5.23	15
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.84	21	4.86	24
Accommodation for the aged	5.81	22	5.26	13
Playground equipment	5.74	23	5.67	4
Cemeteries	5.72	24	5.33	10
Sports grounds and recreation facilities	5.62	25	5.33	8
Ranger Services - Animal Management	5.58	26	4.34	38
Support of major events	5.51	27	5.13	18
Rural transfer stations	5.45	28	5.08	20
Ulverstone Civic Centre	5.43	29	5.33	9
Community halls	5.39	30	5.00	22
Street trees - urban	5.38	31	4.63	33
Applications (e.g. dog registrations)	5.26	32	4.99	23
Youth programs and events	5.22	33	4.69	30
Swimming Centre	5.15	34	4.67	32
Ranger Services - Parking Management	5.07	35	4.63	34
Museums, their events and displays	5.03	36	4.85	25
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.95	37	4.76	27
Health and wellbeing program (Opt-in program)	4.89	38	4.71	29
Ulverstone Waterslide	4.37	39	4.74	28

Central Coast Community Community Survey Results, November 2015

Mean performance score — Gender - Male

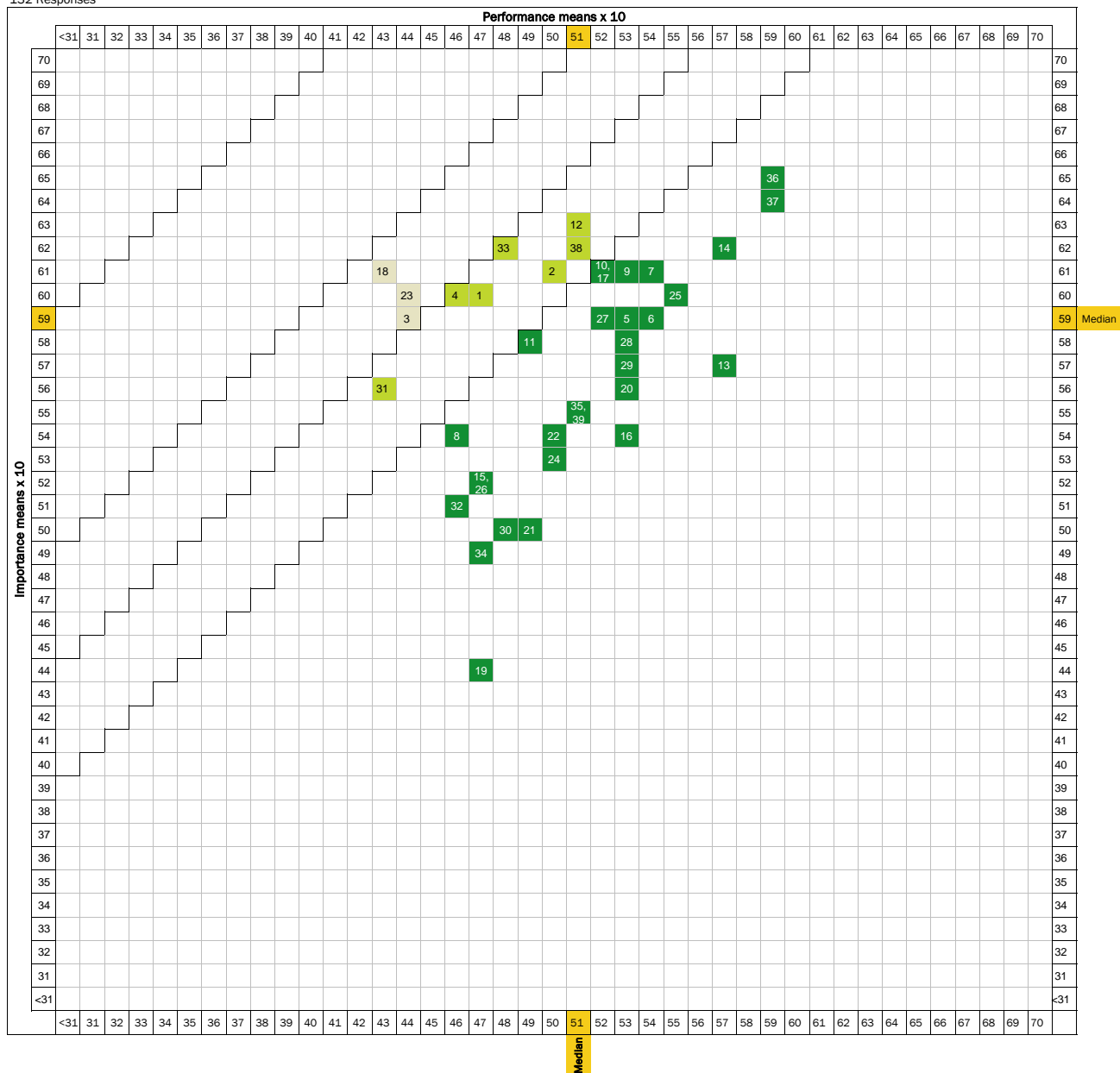
132 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.87	1	6.42	2
Garbage collection services	5.85	2	6.49	1
Parks & gardens	5.74	3	6.16	6
Playground equipment	5.67	4	5.74	23
General enquiries at Customer Service	5.55	5	6.03	13
Street lighting	5.44	6	5.94	17
Street signage	5.37	7	6.09	10
Sports grounds and recreation facilities	5.33	8	5.62	25
Ulverstone Civic Centre	5.33	9	5.43	29
Cemeteries	5.33	10	5.72	24
Cycleways/walking tracks	5.32	11	5.90	19
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.30	12	6.14	7
Accommodation for the aged	5.26	13	5.81	22
Stormwater drainage system	5.23	14	6.09	9
Services for seniors and the aged	5.23	15	5.89	20
Foreshore and nature reserves	5.21	16	6.05	11
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.14	17	6.30	3
Support of major events	5.13	18	5.51	27
Resource Recovery Centre	5.09	19	6.17	5
Rural transfer stations	5.08	20	5.45	28
Urban roads	5.04	21	6.05	12
Community halls	5.00	22	5.39	30
Applications (e.g. dog registrations)	4.99	23	5.26	32
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.86	24	5.84	21
Museums, their events and displays	4.85	25	5.03	36
Access to waste depots and waste transfer stations	4.80	26	6.19	4
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.76	27	4.95	37
Ulverstone Waterslide	4.74	28	4.37	39
Health and wellbeing program (Opt-in program)	4.71	29	4.89	38
Youth programs and events	4.69	30	5.22	33
Rural roads	4.69	31	5.99	14
Swimming Centre	4.67	32	5.15	34
Street trees - urban	4.63	33	5.38	31
Ranger Services - Parking Management	4.63	34	5.07	35
Footpaths	4.56	35	5.98	16
Roadside management - rural (e.g. trees, slashing, litter)	4.43	36	5.93	18
Building, land use planning and environmental health services	4.35	37	5.99	15
Ranger Services - Animal Management	4.34	38	5.58	26
Weed control	4.27	39	6.14	8

Central Coast Community Survey Results, November 2015				
Mean gap scores — Gender - Male				
132 responses				
	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.87	1	6.14	8
Building, land use planning and environmental health services	1.64	2	5.99	15
Roadside management - rural (e.g. trees, slashing, litter)	1.50	3	5.93	18
Footpaths	1.42	4	5.98	16
Access to waste depots and waste transfer stations	1.39	5	6.19	4
Rural roads	1.30	6	5.99	14
Ranger Services - Animal Management	1.23	7	5.58	26
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.16	8	6.30	3
Resource Recovery Centre	1.08	9	6.17	5
Urban roads	1.01	10	6.05	12
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.98	11	5.84	21
Stormwater drainage system	0.86	12	6.09	9
Foreshore and nature reserves	0.84	13	6.05	11
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.84	14	6.14	7
Street trees - urban	0.75	15	5.38	31
Street signage	0.72	16	6.09	10
Services for seniors and the aged	0.66	17	5.89	20
Garbage collection services	0.63	18	6.49	1
Cycleways/walking tracks	0.58	19	5.90	19
Recycling collection services	0.55	20	6.42	2
Accommodation for the aged	0.54	21	5.81	22
Youth programs and events	0.53	22	5.22	33
Street lighting	0.50	23	5.94	17
Swimming Centre	0.49	24	5.15	34
General enquiries at Customer Service	0.49	25	6.03	13
Ranger Services - Parking Management	0.45	26	5.07	35
Parks & gardens	0.42	27	6.16	6
Community halls	0.39	28	5.39	30
Cemeteries	0.39	29	5.72	24
Support of major events	0.39	30	5.51	27
Rural transfer stations	0.37	31	5.45	28
Sports grounds and recreation facilities	0.28	32	5.62	25
Applications (e.g. dog registrations)	0.27	33	5.26	32
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.19	34	4.95	37
Health and wellbeing program (Opt-in program)	0.18	35	4.89	38
Museums, their events and displays	0.18	36	5.03	36
Ulverstone Civic Centre	0.10	37	5.43	29
Playground equipment	0.07	38	5.74	23
Ulverstone Waterslide	-0.38	39	4.37	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Gender - Male
132 Responses



Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015			
Top 5 Importance scores by demographic Status			
Owner (276 responses)		Tenant (10 responses)	
Recycling collection services	6.44	Garbage collection services	6.13
Garbage collection services	6.44	Recycling collection services	6.13
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.34	Street lighting	6.10
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.16	Monitoring of environmental issues (e.g. water, air quality, salinity)	6.00
Parks & gardens	6.15	Parks & gardens	6.00

 Unique factors

Central Coast Community Community Survey Results, November 2015
Top 5 performance scores by demographic
Status

Owner (276 responses)		Tenant (10 responses)	
Recycling collection services	5.86	Recycling collection services	6.14
Garbage collection services	5.82	Parks & gardens	6.00
Parks & gardens	5.69	Garbage collection services	6.00
Playground equipment	5.62	Ulverstone Civic Centre	5.88
General enquiries at Customer Service	5.59	General enquiries at Customer Service	5.86

 Unique factors

Central Coast Community Survey Results, November 2015

Top 5 gap scores by demographic

Status

Owner (276 responses)		Tenant (10 responses)	
Weed control	1.79	Footpaths	1.60
Footpaths	1.64	Roadside management - rural (e.g. trees, slashing, litter)	1.13
Building, land use planning and environmental health services	1.46	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	0.88
Roadside management - rural (e.g. trees, slashing, litter)	1.46	Ranger Services - Animal Management	0.67
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.32	Urban roads	0.67

Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors — Status - Owner

276 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.44	Recycling collection services	5.86	Weed control	4.27	Weed control	1.79
Garbage collection services	6.44	Garbage collection services	5.82	Ranger Services - Animal Management	4.35	Footpaths	1.64
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.34	Parks & gardens	5.69	Footpaths	4.49	Building, land use planning and environmental health services	1.46
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.16	Playground equipment	5.62	Building, land use planning and environmental health services	4.51	Roadside management - rural (e.g. trees, slashing, litter)	1.46
Parks & gardens	6.15	General enquiries at Customer Service	5.59	Roadside management - rural (e.g. trees, slashing, litter)	4.56	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.32
Footpaths	6.13	Street lighting	5.45	Street trees - urban	4.65	Ranger Services - Animal Management	1.18
Stormwater drainage system	6.12	Sports grounds and recreation facilities	5.42	Youth programs and events	4.67	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.15
Resource Recovery Centre	6.12	Ulverstone Civic Centre	5.38	Ranger Services - Parking Management	4.68	Rural roads	1.14
Urban roads	6.11	Street signage	5.37	Swimming Centre	4.72	Urban roads	1.02
Foreshore and nature reserves	6.08	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.31	Rural roads	4.74	Access to waste depots and waste transfer stations	0.95

Central Coast Community Community Survey Results, November 2015				
Mean importance scores — Status - Owner				
276 responses				
	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.44	1	5.86	1
Garbage collection services	6.44	2	5.82	2
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.34	3	5.02	23
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.16	4	5.31	10
Parks & gardens	6.15	5	5.69	3
Footpaths	6.13	6	4.49	37
Stormwater drainage system	6.12	7	5.18	16
Resource Recovery Centre	6.12	8	5.27	11
Urban roads	6.11	9	5.09	17
Foreshore and nature reserves	6.08	10	5.25	12
Street signage	6.08	11	5.37	9
General enquiries at Customer Service	6.08	12	5.59	5
Weed control	6.06	13	4.27	39
Street lighting	6.05	14	5.45	6
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.03	15	4.88	27
Roadside management - rural (e.g. trees, slashing, litter)	6.02	16	4.56	35
Access to waste depots and waste transfer stations	6.00	17	5.05	21
Services for seniors and the aged	5.98	18	5.09	18
Building, land use planning and environmental health services	5.97	19	4.51	36
Cycleways/walking tracks	5.94	20	5.25	13
Accommodation for the aged	5.94	21	5.08	19
Rural roads	5.87	22	4.74	30
Cemeteries	5.69	23	5.20	14
Playground equipment	5.65	24	5.62	4
Sports grounds and recreation facilities	5.54	25	5.42	7
Ranger Services - Animal Management	5.53	26	4.35	38
Ulverstone Civic Centre	5.48	27	5.38	8
Support of major events	5.45	28	5.07	20
Street trees - urban	5.44	29	4.65	34
Community halls	5.30	30	4.99	24
Rural transfer stations	5.29	31	5.19	15
Applications (e.g. dog registrations)	5.20	32	5.03	22
Ranger Services - Parking Management	5.19	33	4.68	32
Youth programs and events	5.19	34	4.67	33
Museums, their events and displays	5.18	35	4.99	25
Health and wellbeing program (Opt-in program)	5.07	36	4.82	29
Swimming Centre	5.04	37	4.72	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.88	38	4.95	26
Ulverstone Waterslide	4.48	39	4.88	28

Central Coast Community Community Survey Results, November 2015

Mean performance score — Status - Owner

276 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.86	1	6.44	1
Garbage collection services	5.82	2	6.44	2
Parks & gardens	5.69	3	6.15	5
Playground equipment	5.62	4	5.65	24
General enquiries at Customer Service	5.59	5	6.08	12
Street lighting	5.45	6	6.05	14
Sports grounds and recreation facilities	5.42	7	5.54	25
Ulverstone Civic Centre	5.38	8	5.48	27
Street signage	5.37	9	6.08	11
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.31	10	6.16	4
Resource Recovery Centre	5.27	11	6.12	8
Foreshore and nature reserves	5.25	12	6.08	10
Cycleways/walking tracks	5.25	13	5.94	20
Cemeteries	5.20	14	5.69	23
Rural transfer stations	5.19	15	5.29	31
Stormwater drainage system	5.18	16	6.12	7
Urban roads	5.09	17	6.11	9
Services for seniors and the aged	5.09	18	5.98	18
Accommodation for the aged	5.08	19	5.94	21
Support of major events	5.07	20	5.45	28
Access to waste depots and waste transfer stations	5.05	21	6.00	17
Applications (e.g. dog registrations)	5.03	22	5.20	32
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.02	23	6.34	3
Community halls	4.99	24	5.30	30
Museums, their events and displays	4.99	25	5.18	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.95	26	4.88	38
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.88	27	6.03	15
Ulverstone Waterslide	4.88	28	4.48	39
Health and wellbeing program (Opt-in program)	4.82	29	5.07	36
Rural roads	4.74	30	5.87	22
Swimming Centre	4.72	31	5.04	37
Ranger Services - Parking Management	4.68	32	5.19	33
Youth programs and events	4.67	33	5.19	34
Street trees - urban	4.65	34	5.44	29
Roadside management - rural (e.g. trees, slashing, litter)	4.56	35	6.02	16
Building, land use planning and environmental health services	4.51	36	5.97	19
Footpaths	4.49	37	6.13	6
Ranger Services - Animal Management	4.35	38	5.53	26
Weed control	4.27	39	6.06	13

Central Coast Community Community Survey Results, November 2015
Mean gap scores — Status - Owner
276 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.79	1	6.06	13
Footpaths	1.64	2	6.13	6
Building, land use planning and environmental health services	1.46	3	5.97	19
Roadside management - rural (e.g. trees, slashing, litter)	1.46	4	6.02	16
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.32	5	6.34	3
Ranger Services - Animal Management	1.18	6	5.53	26
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.15	7	6.03	15
Rural roads	1.14	8	5.87	22
Urban roads	1.02	9	6.11	9
Access to waste depots and waste transfer stations	0.95	10	6.00	17
Stormwater drainage system	0.94	11	6.12	7
Services for seniors and the aged	0.89	12	5.98	18
Accommodation for the aged	0.85	13	5.94	21
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.85	14	6.16	4
Resource Recovery Centre	0.85	15	6.12	8
Foreshore and nature reserves	0.83	16	6.08	10
Street trees - urban	0.79	17	5.44	29
Street signage	0.71	18	6.08	11
Cycleways/walking tracks	0.69	19	5.94	20
Garbage collection services	0.62	20	6.44	2
Street lighting	0.60	21	6.05	14
Recycling collection services	0.58	22	6.44	1
Youth programs and events	0.52	23	5.19	34
Ranger Services - Parking Management	0.52	24	5.19	33
Cemeteries	0.49	25	5.69	23
General enquiries at Customer Service	0.48	26	6.08	12
Parks & gardens	0.46	27	6.15	5
Support of major events	0.38	28	5.45	28
Swimming Centre	0.32	29	5.04	37
Community halls	0.31	30	5.30	30
Health and wellbeing program (Opt-in program)	0.25	31	5.07	36
Museums, their events and displays	0.19	32	5.18	35
Applications (e.g. dog registrations)	0.17	33	5.20	32
Sports grounds and recreation facilities	0.13	34	5.54	25
Ulverstone Civic Centre	0.10	35	5.48	27
Rural transfer stations	0.10	36	5.29	31
Playground equipment	0.03	37	5.65	24
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.06	38	4.88	38
Ulverstone Waterslide	-0.40	39	4.48	39

Best practice categories gap grid – Status - Owner
276 Responses



Central Coast Community Survey Results, November 2015

Top 10 factors – Status - Tenant
10 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.13	Recycling collection services	6.14	Footpaths	4.00	Footpaths	1.60
Recycling collection services	6.13	Parks & gardens	6.00	Roadside management - rural (e.g. trees, slashing, litter)	4.38	Roadside management - rural (e.g. trees, slashing, litter)	1.13
Street lighting	6.10	Garbage collection services	6.00	Weed control	4.71	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	0.88
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.00	Ulverstone Civic Centre	5.88	Rural roads	4.89	Ranger Services - Animal Management	0.67
Parks & gardens	6.00	General enquiries at Customer Service	5.86	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.00	Urban roads	0.67
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.89	Community halls	5.80	Ranger Services - Animal Management	5.00	Rural roads	0.67
Street signage	5.89	Street lighting	5.80	Rural transfer stations	5.00	Resource Recovery Centre	0.57
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.88	Museums, their events and displays	5.71	Resource Recovery Centre	5.00	Rural transfer stations	0.57
Stormwater drainage system	5.86	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.67	Ranger Services - Parking Management	5.00	Monitoring of environmental issues (e.g. water, air quality, salinity)	0.56
Urban roads	5.78	Services for seniors and the aged	5.67	Access to waste depots and waste transfer stations	5.00	Weed control	0.54

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Status - Tenant
10 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.13	1	6.00	2
Recycling collection services	6.13	1	6.14	1
Street lighting	6.10	3	5.80	6
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.00	4	5.44	18
Parks & gardens	6.00	4	6.00	2
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.89	6	5.56	14
Street signage	5.89	6	5.56	14
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.88	8	5.00	28
Stormwater drainage system	5.86	9	5.43	19
Urban roads	5.78	10	5.11	27
Cycleways/walking tracks	5.78	10	5.33	22
Applications (e.g. dog registrations)	5.78	10	5.50	17
General enquiries at Customer Service	5.75	13	5.86	5
Ranger Services - Animal Management	5.67	14	5.00	28
Foreshore and nature reserves	5.63	15	5.63	12
Footpaths	5.60	16	4.00	39
Resource Recovery Centre	5.57	17	5.00	28
Rural transfer stations	5.57	17	5.00	28
Rural roads	5.56	19	4.89	36
Building, land use planning and environmental health services	5.56	19	5.63	12
Roadside management - rural (e.g. trees, slashing, litter)	5.50	21	4.38	38
Street trees - urban	5.44	22	5.56	14
Playground equipment	5.44	22	5.67	9
Ranger Services - Parking Management	5.43	24	5.00	28
Services for seniors and the aged	5.43	24	5.67	9
Accommodation for the aged	5.33	26	5.13	26
Weed control	5.25	27	4.71	37
Cemeteries	5.14	28	5.17	24
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.14	28	5.67	9
Museums, their events and displays	5.13	30	5.71	8
Sports grounds and recreation facilities	5.00	31	5.38	21
Community halls	5.00	31	5.80	6
Ulverstone Civic Centre	4.89	33	5.88	4
Access to waste depots and waste transfer stations	4.86	34	5.00	28
Health and wellbeing program (Opt-in program)	4.86	34	5.17	24
Support of major events	4.71	36	5.43	19
Youth programs and events	4.67	37	5.33	22
Swimming Centre	4.50	38	5.00	28
Ulverstone Waterslide	4.50	38	5.00	28

Central Coast Community Community Survey Results, November 2015

Mean performance score — Status - Tenant

10 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.14	1	6.13	1
Parks & gardens	6.00	2	6.00	4
Garbage collection services	6.00	2	6.13	1
Ulverstone Civic Centre	5.88	4	4.89	33
General enquiries at Customer Service	5.86	5	5.75	13
Community halls	5.80	6	5.00	31
Street lighting	5.80	6	6.10	3
Museums, their events and displays	5.71	8	5.13	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.67	9	5.14	28
Services for seniors and the aged	5.67	9	5.43	24
Playground equipment	5.67	9	5.44	22
Building, land use planning and environmental health services	5.63	12	5.56	19
Foreshore and nature reserves	5.63	12	5.63	15
Street trees - urban	5.56	14	5.44	22
Street signage	5.56	14	5.89	6
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.56	14	5.89	6
Applications (e.g. dog registrations)	5.50	17	5.78	10
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.44	18	6.00	4
Support of major events	5.43	19	4.71	36
Stormwater drainage system	5.43	19	5.86	9
Sports grounds and recreation facilities	5.38	21	5.00	31
Youth programs and events	5.33	22	4.67	37
Cycleways/walking tracks	5.33	22	5.78	10
Health and wellbeing program (Opt-in program)	5.17	24	4.86	34
Cemeteries	5.17	24	5.14	28
Accommodation for the aged	5.13	26	5.33	26
Urban roads	5.11	27	5.78	10
Ulverstone Waterslide	5.00	28	4.50	38
Swimming Centre	5.00	28	4.50	38
Access to waste depots and waste transfer stations	5.00	28	4.86	34
Ranger Services - Parking Management	5.00	28	5.43	24
Resource Recovery Centre	5.00	28	5.57	17
Rural transfer stations	5.00	28	5.57	17
Ranger Services - Animal Management	5.00	28	5.67	14
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.00	28	5.88	8
Rural roads	4.89	36	5.56	19
Weed control	4.71	37	5.25	27
Roadside management - rural (e.g. trees, slashing, litter)	4.38	38	5.50	21
Footpaths	4.00	39	5.60	16

Central Coast Community Survey Results, November 2015				
Mean gap scores – Status - Tenant				
10 responses				
	Gap		Importance	
	Mean	Rank	Mean	Rank
Footpaths	1.60	1	5.60	16
Roadside management - rural (e.g. trees, slashing, litter)	1.13	2	5.50	21
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	0.88	3	5.88	8
Ranger Services - Animal Management	0.67	4	5.67	14
Urban roads	0.67	4	5.78	10
Rural roads	0.67	6	5.56	19
Resource Recovery Centre	0.57	7	5.57	17
Rural transfer stations	0.57	7	5.57	17
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.56	9	6.00	4
Weed control	0.54	10	5.25	27
Cycleways/walking tracks	0.44	11	5.78	10
Ranger Services - Parking Management	0.43	12	5.43	24
Stormwater drainage system	0.43	13	5.86	9
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.33	14	5.89	6
Street signage	0.33	14	5.89	6
Street lighting	0.30	16	6.10	3
Applications (e.g. dog registrations)	0.28	17	5.78	10
Accommodation for the aged	0.21	18	5.33	26
Garbage collection services	0.13	19	6.13	1
Foreshore and nature reserves	0.00	20	5.63	15
Parks & gardens	0.00	20	6.00	4
Recycling collection services	-0.02	22	6.13	1
Cemeteries	-0.02	23	5.14	28
Building, land use planning and environmental health services	-0.07	24	5.56	19
General enquiries at Customer Service	-0.11	25	5.75	13
Street trees - urban	-0.11	26	5.44	22
Access to waste depots and waste transfer stations	-0.14	27	4.86	34
Playground equipment	-0.22	28	5.44	22
Services for seniors and the aged	-0.24	29	5.43	24
Health and wellbeing program (Opt-in program)	-0.31	30	4.86	34
Sports grounds and recreation facilities	-0.38	31	5.00	31
Swimming Centre	-0.50	32	4.50	38
Ulverstone Waterslide	-0.50	32	4.50	38
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.52	34	5.14	28
Museums, their events and displays	-0.59	35	5.13	30
Youth programs and events	-0.67	36	4.67	37
Support of major events	-0.71	37	4.71	36
Community halls	-0.80	38	5.00	31
Ulverstone Civic Centre	-0.99	39	4.89	33

Best practice categories gap grid – Status - Tenant
10 Responses



Central Coast Community Survey Results, November 2015			
Top 5 importance scores by demographic			
Do you have a computer at home?			
Yes (226 responses)		No (47 responses)	
Recycling collection services	6.40	Garbage collection services	6.80
Garbage collection services	6.37	Recycling collection services	6.79
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.28	Monitoring of environmental issues (e.g. water, air quality, salinity)	6.73
Footpaths	6.13	Stormwater drainage system	6.71
Parks & gardens	6.12	Management of traffic flow (e.g. lights, roundabouts, street signs)	6.64

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 performance scores by demographic

Do you have a computer at home?

Yes (226 responses)		No (47 responses)	
Recycling collection services	5.78	Recycling collection services	6.38
Garbage collection services	5.77	Garbage collection services	6.16
Parks & gardens	5.67	Playground equipment	5.93
Playground equipment	5.54	Parks & gardens	5.85
General enquiries at Customer Service	5.54	General enquiries at Customer Service	5.80



Unique factors

Central Coast Community Community Survey Results, November 2015			
Top 5 gap scores by demographic			
Do you have a computer at home?			
Yes (226 responses)		No (47 responses)	
Weed control	1.73	Weed control	1.86
Footpaths	1.61	Footpaths	1.83
Roadside management - rural (e.g. trees, slashing, litter)	1.41	Roadside management - rural (e.g. trees, slashing, litter)	1.82
Building, land use planning and environmental health services	1.38	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.63
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.34	Stormwater drainage system	1.61

Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors — Do you have a computer at home? - Yes

226 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.40	Recycling collection services	5.78	Ranger Services - Animal Management	4.30	Weed control	1.73
Garbage collection services	6.37	Garbage collection services	5.77	Weed control	4.30	Footpaths	1.61
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.28	Parks & gardens	5.67	Footpaths	4.52	Roadside management - rural (e.g. trees, slashing, litter)	1.41
Footpaths	6.13	Playground equipment	5.54	Building, land use planning and environmental health services	4.56	Building, land use planning and environmental health services	1.38
Parks & gardens	6.12	General enquiries at Customer Service	5.54	Roadside management - rural (e.g. trees, slashing, litter)	4.60	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.34
Urban roads	6.10	Street lighting	5.41	Ranger Services - Parking Management	4.60	Ranger Services - Animal Management	1.26
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.06	Street signage	5.40	Street trees - urban	4.61	Rural roads	1.11
Foreshore and nature reserves	6.05	Sports grounds and recreation facilities	5.38	Youth programs and events	4.66	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.06
General enquiries at Customer Service	6.04	Ulverstone Civic Centre	5.34	Rural roads	4.72	Urban roads	0.99
Resource Recovery Centre	6.03	Foreshore and nature reserves	5.26	Swimming Centre	4.74	Access to waste depots and waste transfer stations	0.98

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Do you have a computer at home? - Yes
226 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.40	1	5.78	1
Garbage collection services	6.37	2	5.77	2
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.28	3	4.94	26
Footpaths	6.13	4	4.52	37
Parks & gardens	6.12	5	5.67	3
Urban roads	6.10	6	5.10	18
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.06	7	5.25	11
Foreshore and nature reserves	6.05	8	5.26	10
General enquiries at Customer Service	6.04	9	5.54	5
Resource Recovery Centre	6.03	10	5.21	13
Weed control	6.03	11	4.30	38
Street signage	6.02	12	5.40	7
Roadside management - rural (e.g. trees, slashing, litter)	6.01	13	4.60	35
Stormwater drainage system	6.01	14	5.20	15
Street lighting	5.98	15	5.41	6
Access to waste depots and waste transfer stations	5.96	16	4.98	22
Building, land use planning and environmental health services	5.95	17	4.56	36
Cycleways/walking tracks	5.94	18	5.23	12
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.91	19	4.85	28
Services for seniors and the aged	5.91	20	5.10	17
Accommodation for the aged	5.89	21	5.14	16
Rural roads	5.83	22	4.72	31
Playground equipment	5.67	23	5.54	4
Cemeteries	5.62	24	5.20	14
Ranger Services - Animal Management	5.56	25	4.30	39
Sports grounds and recreation facilities	5.51	26	5.38	8
Ulverstone Civic Centre	5.45	27	5.34	9
Support of major events	5.42	28	5.00	21
Street trees - urban	5.37	29	4.61	33
Rural transfer stations	5.31	30	5.08	19
Community halls	5.26	31	4.96	25
Youth programs and events	5.21	32	4.66	32
Ranger Services - Parking Management	5.19	33	4.60	34
Applications (e.g. dog registrations)	5.19	34	5.05	20
Museums, their events and displays	5.11	35	4.97	24
Swimming Centre	5.04	36	4.74	30
Health and wellbeing program (Opt-in program)	5.02	37	4.76	29
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.89	38	4.98	23
Ulverstone Waterslide	4.45	39	4.85	27

Central Coast Community Community Survey Results, November 2015

Mean performance score — Do you have a computer at home? - Yes
226 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.78	1	6.40	1
Garbage collection services	5.77	2	6.37	2
Parks & gardens	5.67	3	6.12	5
Playground equipment	5.54	4	5.67	23
General enquiries at Customer Service	5.54	5	6.04	9
Street lighting	5.41	6	5.98	15
Street signage	5.40	7	6.02	12
Sports grounds and recreation facilities	5.38	8	5.51	26
Ulverstone Civic Centre	5.34	9	5.45	27
Foreshore and nature reserves	5.26	10	6.05	8
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.25	11	6.06	7
Cycleways/walking tracks	5.23	12	5.94	18
Resource Recovery Centre	5.21	13	6.03	10
Cemeteries	5.20	14	5.62	24
Stormwater drainage system	5.20	15	6.01	14
Accommodation for the aged	5.14	16	5.89	21
Services for seniors and the aged	5.10	17	5.91	20
Urban roads	5.10	18	6.10	6
Rural transfer stations	5.08	19	5.31	30
Applications (e.g. dog registrations)	5.05	20	5.19	34
Support of major events	5.00	21	5.42	28
Access to waste depots and waste transfer stations	4.98	22	5.96	16
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.98	23	4.89	38
Museums, their events and displays	4.97	24	5.11	35
Community halls	4.96	25	5.26	31
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.94	26	6.28	3
Ulverstone Waterslide	4.85	27	4.45	39
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.85	28	5.91	19
Health and wellbeing program (Opt-in program)	4.76	29	5.02	37
Swimming Centre	4.74	30	5.04	36
Rural roads	4.72	31	5.83	22
Youth programs and events	4.66	32	5.21	32
Street trees - urban	4.61	33	5.37	29
Ranger Services - Parking Management	4.60	34	5.19	33
Roadside management - rural (e.g. trees, slashing, litter)	4.60	35	6.01	13
Building, land use planning and environmental health services	4.56	36	5.95	17
Footpaths	4.52	37	6.13	4
Weed control	4.30	38	6.03	11
Ranger Services - Animal Management	4.30	39	5.56	25

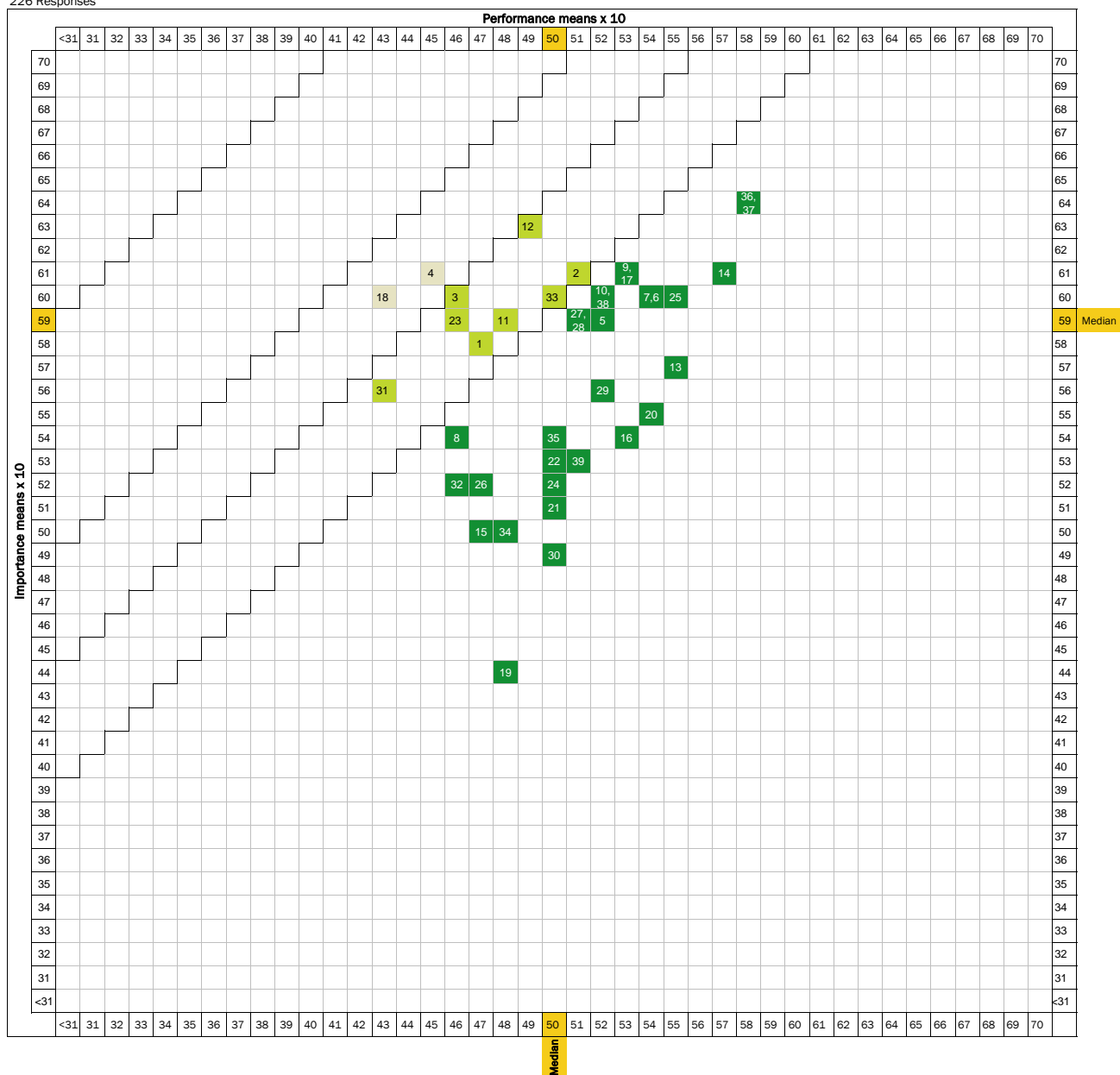
Central Coast Community Survey Results, November 2015

Mean gap scores — Do you have a computer at home? - Yes
226 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.73	1	6.03	11
Footpaths	1.61	2	6.13	4
Roadside management - rural (e.g. trees, slashing, litter)	1.41	3	6.01	13
Building, land use planning and environmental health services	1.38	4	5.95	17
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.34	5	6.28	3
Ranger Services - Animal Management	1.26	6	5.56	25
Rural roads	1.11	7	5.83	22
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.06	8	5.91	19
Urban roads	0.99	9	6.10	6
Access to waste depots and waste transfer stations	0.98	10	5.96	16
Resource Recovery Centre	0.83	11	6.03	10
Stormwater drainage system	0.81	12	6.01	14
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.81	13	6.06	7
Services for seniors and the aged	0.80	14	5.91	20
Foreshore and nature reserves	0.80	15	6.05	8
Street trees - urban	0.75	16	5.37	29
Accommodation for the aged	0.75	17	5.89	21
Cycleways/walking tracks	0.71	18	5.94	18
Recycling collection services	0.63	19	6.40	1
Street signage	0.62	20	6.02	12
Garbage collection services	0.59	21	6.37	2
Ranger Services - Parking Management	0.59	22	5.19	33
Street lighting	0.56	23	5.98	15
Youth programs and events	0.55	24	5.21	32
General enquiries at Customer Service	0.50	25	6.04	9
Parks & gardens	0.45	26	6.12	5
Cemeteries	0.42	27	5.62	24
Support of major events	0.42	28	5.42	28
Swimming Centre	0.30	29	5.04	36
Community halls	0.30	30	5.26	31
Health and wellbeing program (Opt-in program)	0.26	31	5.02	37
Rural transfer stations	0.23	32	5.31	30
Applications (e.g. dog registrations)	0.14	33	5.19	34
Sports grounds and recreation facilities	0.13	34	5.51	26
Museums, their events and displays	0.13	35	5.11	35
Playground equipment	0.13	36	5.67	23
Ulverstone Civic Centre	0.10	37	5.45	27
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.09	38	4.89	38
Ulverstone Waterslide	-0.40	39	4.45	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Do you have a computer at home? - Yes
226 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Legend: ■ Gap > 2.9 ■ Gap > 1.9 ■ Gap > 1.4 ■ Gap > 0.9 ■ Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 10 factors — Do you have a computer at home? - No

47 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.80	Recycling collection services	6.38	Weed control	4.19	Weed control	1.86
Recycling collection services	6.79	Garbage collection services	6.16	Footpaths	4.35	Footpaths	1.83
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.73	Playground equipment	5.93	Roadside management - rural (e.g. trees, slashing, litter)	4.37	Roadside management - rural (e.g. trees, slashing, litter)	1.82
Stormwater drainage system	6.71	Parks & gardens	5.85	Building, land use planning and environmental health services	4.44	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.63
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.64	General enquiries at Customer Service	5.80	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.56	Stormwater drainage system	1.61
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.62	Ulverstone Civic Centre	5.72	Accommodation for the aged	4.63	Building, land use planning and environmental health services	1.52
Street lighting	6.50	Rural transfer stations	5.69	Youth programs and events	4.63	Services for seniors and the aged	1.40
Resource Recovery Centre	6.48	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.68	Rural roads	4.69	Accommodation for the aged	1.40
Street signage	6.44	Street lighting	5.66	Swimming Centre	4.80	Rural roads	1.31
Parks & gardens	6.39	Sports grounds and recreation facilities	5.66	Applications (e.g. dog registrations)	4.85	Urban roads	1.31

Central Coast Community Survey Results, November 2015

Mean importance scores — Do you have a computer at home? - No
47 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.80	1	6.16	2
Recycling collection services	6.79	2	6.38	1
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.73	3	5.10	21
Stormwater drainage system	6.71	4	5.09	22
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.64	5	5.68	8
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.62	6	5.33	15
Street lighting	6.50	7	5.66	9
Resource Recovery Centre	6.48	8	5.52	12
Street signage	6.44	9	5.26	17
Parks & gardens	6.39	10	5.85	4
Services for seniors and the aged	6.32	11	4.91	28
Urban roads	6.28	12	4.97	26
General enquiries at Customer Service	6.24	13	5.80	5
Roadside management - rural (e.g. trees, slashing, litter)	6.19	14	4.37	37
Footpaths	6.18	15	4.35	38
Access to waste depots and waste transfer stations	6.15	16	5.57	11
Cycleways/walking tracks	6.11	17	5.42	13
Foreshore and nature reserves	6.06	18	5.20	19
Weed control	6.05	19	4.19	39
Accommodation for the aged	6.03	20	4.63	34
Rural roads	6.00	21	4.69	32
Building, land use planning and environmental health services	5.96	22	4.44	36
Cemeteries	5.94	23	5.00	24
Street trees - urban	5.69	24	5.06	23
Playground equipment	5.63	25	5.93	3
Sports grounds and recreation facilities	5.61	26	5.66	10
Ranger Services - Animal Management	5.55	27	4.86	29
Ulverstone Civic Centre	5.55	28	5.72	6
Community halls	5.52	29	5.13	20
Ranger Services - Parking Management	5.48	30	5.24	18
Support of major events	5.45	31	5.36	14
Health and wellbeing program (Opt-in program)	5.44	32	5.33	15
Applications (e.g. dog registrations)	5.42	33	4.85	30
Museums, their events and displays	5.41	34	5.00	24
Rural transfer stations	5.00	35	5.69	7
Youth programs and events	4.92	36	4.63	33
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.80	37	4.56	35
Swimming Centre	4.68	38	4.80	31
Ulverstone Waterslide	4.37	39	4.95	27

Central Coast Community Community Survey Results, November 2015

Mean performance score — Do you have a computer at home? - No

47 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.38	1	6.79	2
Garbage collection services	6.16	2	6.80	1
Playground equipment	5.93	3	5.63	25
Parks & gardens	5.85	4	6.39	10
General enquiries at Customer Service	5.80	5	6.24	13
Ulverstone Civic Centre	5.72	6	5.55	28
Rural transfer stations	5.69	7	5.00	35
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.68	8	6.64	5
Street lighting	5.66	9	6.50	7
Sports grounds and recreation facilities	5.66	10	5.61	26
Access to waste depots and waste transfer stations	5.57	11	6.15	16
Resource Recovery Centre	5.52	12	6.48	8
Cycleways/walking tracks	5.42	13	6.11	17
Support of major events	5.36	14	5.45	31
Health and wellbeing program (Opt-in program)	5.33	15	5.44	32
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.33	15	6.62	6
Street signage	5.26	17	6.44	9
Ranger Services - Parking Management	5.24	18	5.48	30
Foreshore and nature reserves	5.20	19	6.06	18
Community halls	5.13	20	5.52	29
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.10	21	6.73	3
Stormwater drainage system	5.09	22	6.71	4
Street trees - urban	5.06	23	5.69	24
Museums, their events and displays	5.00	24	5.41	34
Cemeteries	5.00	24	5.94	23
Urban roads	4.97	26	6.28	12
Ulverstone Waterslide	4.95	27	4.37	39
Services for seniors and the aged	4.91	28	6.32	11
Ranger Services - Animal Management	4.86	29	5.55	27
Applications (e.g. dog registrations)	4.85	30	5.42	33
Swimming Centre	4.80	31	4.68	38
Rural roads	4.69	32	6.00	21
Youth programs and events	4.63	33	4.92	36
Accommodation for the aged	4.63	34	6.03	20
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.56	35	4.80	37
Building, land use planning and environmental health services	4.44	36	5.96	22
Roadside management - rural (e.g. trees, slashing, litter)	4.37	37	6.19	14
Footpaths	4.35	38	6.18	15
Weed control	4.19	39	6.05	19

Central Coast Community Survey Results, November 2015

Mean gap scores — Do you have a computer at home? - No
47 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.86	1	6.05	19
Footpaths	1.83	2	6.18	15
Roadside management - rural (e.g. trees, slashing, litter)	1.82	3	6.19	14
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.63	4	6.73	3
Stormwater drainage system	1.61	5	6.71	4
Building, land use planning and environmental health services	1.52	6	5.96	22
Services for seniors and the aged	1.40	7	6.32	11
Accommodation for the aged	1.40	8	6.03	20
Rural roads	1.31	9	6.00	21
Urban roads	1.31	10	6.28	12
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.28	11	6.62	6
Street signage	1.18	12	6.44	9
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.96	13	6.64	5
Resource Recovery Centre	0.96	14	6.48	8
Cemeteries	0.94	15	5.94	23
Foreshore and nature reserves	0.86	16	6.06	18
Street lighting	0.84	17	6.50	7
Ranger Services - Animal Management	0.69	18	5.55	27
Cycleways/walking tracks	0.69	19	6.11	17
Garbage collection services	0.65	20	6.80	1
Street trees - urban	0.63	21	5.69	24
Access to waste depots and waste transfer stations	0.58	22	6.15	16
Applications (e.g. dog registrations)	0.57	23	5.42	33
Parks & gardens	0.54	24	6.39	10
General enquiries at Customer Service	0.44	25	6.24	13
Recycling collection services	0.42	26	6.79	2
Museums, their events and displays	0.41	27	5.41	34
Community halls	0.39	28	5.52	29
Youth programs and events	0.29	29	4.92	36
Ranger Services - Parking Management	0.24	30	5.48	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.24	31	4.80	37
Health and wellbeing program (Opt-in program)	0.11	32	5.44	32
Support of major events	0.09	33	5.45	31
Sports grounds and recreation facilities	-0.05	34	5.61	26
Swimming Centre	-0.12	35	4.68	38
Ulverstone Civic Centre	-0.18	36	5.55	28
Playground equipment	-0.30	37	5.63	25
Ulverstone Waterslide	-0.58	38	4.37	39
Rural transfer stations	-0.69	39	5.00	35

Best practice categories gap grid – Do you have a computer at home? - No
47 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Community Survey Results, November 2015

Top 5 Importance scores by demographic

Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Recycling collection services	6.36	Garbage collection services	6.80	Recycling collection services	6.35
Garbage collection services	6.34	Recycling collection services	6.70	Garbage collection services	6.33
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.26	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.64	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.27
Stormwater drainage system	6.13	Access to waste depots and waste transfer stations	6.50	Footpaths	6.20
Parks & gardens	6.11	Roadside management - rural (e.g. trees, slashing, litter)	6.45	Foreshore and nature reserves	6.13
None (57 responses)					
Garbage collection services	6.71				
Recycling collection services	6.67				
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.51				
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.49				
Stormwater drainage system	6.48				



Unique factors

Central Coast Community Community Survey Results, November 2015
 Top 5 performance scores by demographic
 Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Recycling collection services	5.81	Recycling collection services	6.22	Parks & gardens	5.92
Garbage collection services	5.75	Garbage collection services	6.22	Garbage collection services	5.92
Parks & gardens	5.64	General enquiries at Customer Service	5.56	Recycling collection services	5.73
Playground equipment	5.58	Street signage	5.56	Street lighting	5.63
General enquiries at Customer Service	5.53	Foreshore and nature reserves	5.56	General enquiries at Customer Service	5.63
None (57 responses)					
Recycling collection services	6.06				
Playground equipment	5.91				
Garbage collection services	5.88				
General enquiries at Customer Service	5.80				
Parks & gardens	5.77				

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 gap scores by demographic

Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Weed control	1.75	Accommodation for the aged	2.57	Weed control	1.69
Footpaths	1.65	Weed control	2.33	Footpaths	1.46
Building, land use planning and environmental health services	1.43	Building, land use planning and environmental health services	2.08	Ranger Services - Animal Management	1.37
Roadside management - rural (e.g. trees, slashing, litter)	1.37	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	2.04	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.33
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.28	Ranger Services - Parking Management	1.97	Roadside management - rural (e.g. trees, slashing, litter)	1.31
None (57 responses)					
Roadside management - rural (e.g. trees, slashing, litter)	1.72				
Footpaths	1.70				
Weed control	1.68				
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.66				
Building, land use planning and environmental health services	1.49				



Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - At home

159 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.36	Recycling collection services	5.81	Weed control	4.28	Weed control	1.75
Garbage collection services	6.34	Garbage collection services	5.75	Ranger Services - Animal Management	4.38	Footpaths	1.65
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.26	Parks & gardens	5.64	Footpaths	4.46	Building, land use planning and environmental health services	1.43
Stormwater drainage system	6.13	Playground equipment	5.58	Street trees - urban	4.57	Roadside management - rural (e.g. trees, slashing, litter)	1.37
Parks & gardens	6.11	General enquiries at Customer Service	5.53	Roadside management - rural (e.g. trees, slashing, litter)	4.58	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.28
Footpaths	6.10	Street lighting	5.41	Building, land use planning and environmental health services	4.59	Rural roads	1.23
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.09	Street signage	5.36	Rural roads	4.67	Ranger Services - Animal Management	1.06
General enquiries at Customer Service	6.09	Sports grounds and recreation facilities	5.35	Ranger Services - Parking Management	4.68	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.03
Urban roads	6.08	Ulverstone Civic Centre	5.33	Swimming Centre	4.75	Urban roads	1.01
Accommodation for the aged	6.04	Resource Recovery Centre	5.29	Youth programs and events	4.77	Stormwater drainage system	0.97

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At home
159 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.36	1	5.81	1
Garbage collection services	6.34	2	5.75	2
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.26	3	4.98	24
Stormwater drainage system	6.13	4	5.16	17
Parks & gardens	6.11	5	5.64	3
Footpaths	6.10	6	4.46	37
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.09	7	5.20	13
General enquiries at Customer Service	6.09	8	5.53	5
Urban roads	6.08	9	5.06	21
Accommodation for the aged	6.04	10	5.25	12
Weed control	6.03	11	4.28	39
Street signage	6.03	12	5.36	7
Foreshore and nature reserves	6.03	13	5.18	15
Building, land use planning and environmental health services	6.02	14	4.59	34
Resource Recovery Centre	6.02	14	5.29	10
Street lighting	6.01	16	5.41	6
Services for seniors and the aged	6.00	17	5.08	20
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.95	18	4.93	28
Roadside management - rural (e.g. trees, slashing, litter)	5.95	19	4.58	35
Rural roads	5.90	20	4.67	33
Cycleways/walking tracks	5.87	21	5.19	14
Access to waste depots and waste transfer stations	5.84	22	4.98	26
Cemeteries	5.73	23	5.28	11
Playground equipment	5.65	24	5.58	4
Sports grounds and recreation facilities	5.51	25	5.35	8
Rural transfer stations	5.45	26	5.18	16
Support of major events	5.45	27	5.05	22
Ranger Services - Animal Management	5.43	28	4.38	38
Ulverstone Civic Centre	5.39	29	5.33	9
Street trees - urban	5.34	30	4.57	36
Community halls	5.29	31	5.00	23
Ranger Services - Parking Management	5.26	32	4.68	32
Youth programs and events	5.26	33	4.77	30
Museums, their events and displays	5.14	34	5.12	19
Health and wellbeing program (Opt-in program)	5.13	35	4.80	29
Applications (e.g. dog registrations)	5.08	36	5.16	18
Swimming Centre	4.97	37	4.75	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.82	38	4.98	24
Ulverstone Waterslide	4.46	39	4.96	27

Central Coast Community Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At home
159 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	5.81	1	6.36	1
Garbage collection services	5.75	2	6.34	2
Parks & gardens	5.64	3	6.11	5
Playground equipment	5.58	4	5.65	24
General enquiries at Customer Service	5.53	5	6.09	8
Street lighting	5.41	6	6.01	16
Street signage	5.36	7	6.03	12
Sports grounds and recreation facilities	5.35	8	5.51	25
Ulverstone Civic Centre	5.33	9	5.39	29
Resource Recovery Centre	5.29	10	6.02	14
Cemeteries	5.28	11	5.73	23
Accommodation for the aged	5.25	12	6.04	10
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.20	13	6.09	7
Cycleways/walking tracks	5.19	14	5.87	21
Foreshore and nature reserves	5.18	15	6.03	13
Rural transfer stations	5.18	16	5.45	26
Stormwater drainage system	5.16	17	6.13	4
Applications (e.g. dog registrations)	5.16	18	5.08	36
Museums, their events and displays	5.12	19	5.14	34
Services for seniors and the aged	5.08	20	6.00	17
Urban roads	5.06	21	6.08	9
Support of major events	5.05	22	5.45	27
Community halls	5.00	23	5.29	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.98	24	4.82	38
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.98	24	6.26	3
Access to waste depots and waste transfer stations	4.98	26	5.84	22
Ulverstone Waterslide	4.96	27	4.46	39
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.93	28	5.95	18
Health and wellbeing program (Opt-in program)	4.80	29	5.13	35
Youth programs and events	4.77	30	5.26	33
Swimming Centre	4.75	31	4.97	37
Ranger Services - Parking Management	4.68	32	5.26	32
Rural roads	4.67	33	5.90	20
Building, land use planning and environmental health services	4.59	34	6.02	14
Roadside management - rural (e.g. trees, slashing, litter)	4.58	35	5.95	19
Street trees - urban	4.57	36	5.34	30
Footpaths	4.46	37	6.10	6
Ranger Services - Animal Management	4.38	38	5.43	28
Weed control	4.28	39	6.03	11

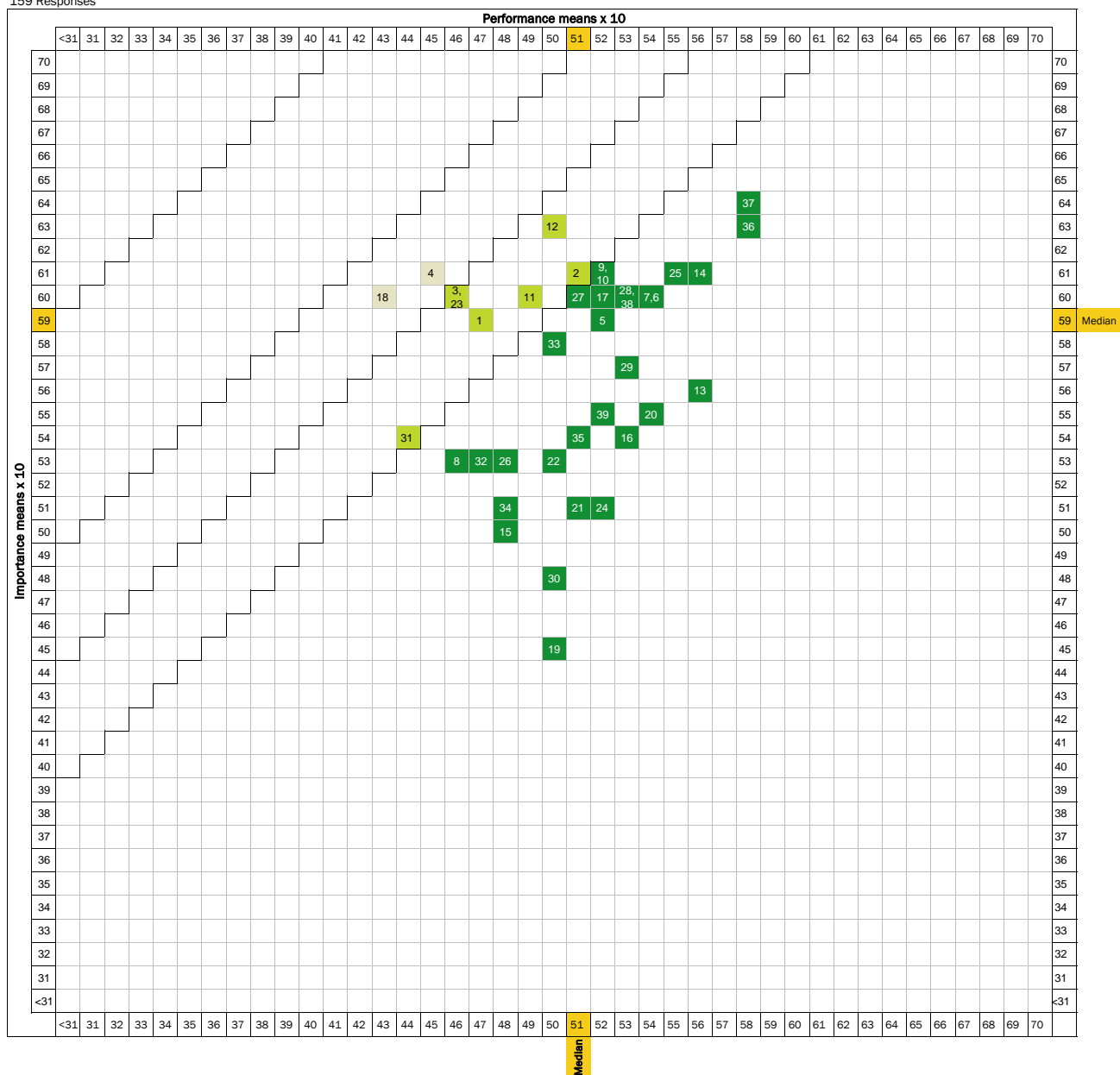
Central Coast Community Survey Results, November 2015

Mean gap scores — Do you have access to the internet? - At home
159 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.75	1	6.03	11
Footpaths	1.65	2	6.10	6
Building, land use planning and environmental health services	1.43	3	6.02	14
Roadside management - rural (e.g. trees, slashing, litter)	1.37	4	5.95	19
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.28	5	6.26	3
Rural roads	1.23	6	5.90	20
Ranger Services - Animal Management	1.06	7	5.43	28
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.03	8	5.95	18
Urban roads	1.01	9	6.08	9
Stormwater drainage system	0.97	10	6.13	4
Services for seniors and the aged	0.92	11	6.00	17
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.89	12	6.09	7
Access to waste depots and waste transfer stations	0.87	13	5.84	22
Foreshore and nature reserves	0.84	14	6.03	13
Accommodation for the aged	0.79	15	6.04	10
Street trees - urban	0.77	16	5.34	30
Resource Recovery Centre	0.73	17	6.02	14
Cycleways/walking tracks	0.67	18	5.87	21
Street signage	0.67	19	6.03	12
Street lighting	0.60	20	6.01	16
Garbage collection services	0.59	21	6.34	2
Ranger Services - Parking Management	0.58	22	5.26	32
General enquiries at Customer Service	0.55	23	6.09	8
Recycling collection services	0.55	24	6.36	1
Youth programs and events	0.49	25	5.26	33
Parks & gardens	0.48	26	6.11	5
Cemeteries	0.45	27	5.73	23
Support of major events	0.40	28	5.45	27
Health and wellbeing program (Opt-in program)	0.33	29	5.13	35
Community halls	0.29	30	5.29	31
Rural transfer stations	0.27	31	5.45	26
Swimming Centre	0.22	32	4.97	37
Sports grounds and recreation facilities	0.16	33	5.51	25
Playground equipment	0.06	34	5.65	24
Ulverstone Civic Centre	0.06	35	5.39	29
Museums, their events and displays	0.02	36	5.14	34
Applications (e.g. dog registrations)	-0.07	37	5.08	36
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.16	38	4.82	38
Ulverstone Waterslide	-0.51	39	4.46	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - At home
159 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - At work

13 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.80	Recycling collection services	6.22	Ranger Services - Parking Management	3.33	Accommodation for the aged	2.57
Recycling collection services	6.70	Garbage collection services	6.22	Ranger Services - Animal Management	3.70	Weed control	2.33
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.64	General enquiries at Customer Service	5.56	Accommodation for the aged	3.88	Building, land use planning and environmental health services	2.08
Access to waste depots and waste transfer stations	6.50	Street signage	5.56	Weed control	4.00	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	2.04
Roadside management - rural (e.g. trees, slashing, litter)	6.45	Foreshore and nature reserves	5.56	Swimming Centre	4.11	Ranger Services - Parking Management	1.97
Urban roads	6.45	Street lighting	5.44	Health and wellbeing program (Opt-in program)	4.14	Footpaths	1.96
Parks & gardens	6.45	Ulverstone Civic Centre	5.40	Rural roads	4.20	Access to waste depots and waste transfer stations	1.94
Accommodation for the aged	6.44	Parks & gardens	5.40	Footpaths	4.22	Ranger Services - Animal Management	1.75
Resource Recovery Centre	6.40	Street trees - urban	5.33	Building, land use planning and environmental health services	4.25	Roadside management - rural (e.g. trees, slashing, litter)	1.75
Foreshore and nature reserves	6.40	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.29	Youth programs and events	4.29	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.73

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At work
13 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.80	1	6.22	1
Recycling collection services	6.70	2	6.22	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.64	3	4.60	24
Access to waste depots and waste transfer stations	6.50	4	4.56	25
Roadside management - rural (e.g. trees, slashing, litter)	6.45	5	4.70	22
Urban roads	6.45	5	5.00	16
Parks & gardens	6.45	5	5.40	7
Accommodation for the aged	6.44	8	3.88	37
Resource Recovery Centre	6.40	9	5.22	12
Foreshore and nature reserves	6.40	9	5.56	3
Weed control	6.33	11	4.00	36
Building, land use planning and environmental health services	6.33	11	4.25	31
Street signage	6.27	13	5.56	3
Footpaths	6.18	14	4.22	32
Stormwater drainage system	6.18	14	5.00	16
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.18	14	5.11	15
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.09	17	4.36	29
Street lighting	6.09	17	5.44	6
Services for seniors and the aged	6.00	19	4.56	25
Support of major events	6.00	19	4.88	20
Street trees - urban	6.00	19	5.33	9
General enquiries at Customer Service	6.00	19	5.56	3
Swimming Centre	5.70	23	4.11	35
Cycleways/walking tracks	5.64	24	4.44	28
Playground equipment	5.64	24	5.22	12
Rural roads	5.55	26	4.20	33
Cemeteries	5.50	27	5.22	12
Ranger Services - Animal Management	5.45	28	3.70	38
Ulverstone Civic Centre	5.45	28	5.40	7
Applications (e.g. dog registrations)	5.40	30	4.89	19
Ranger Services - Parking Management	5.30	31	3.33	39
Community halls	5.11	32	4.50	27
Ulverstone Waterslide	5.10	33	4.67	23
Museums, their events and displays	5.00	34	4.88	20
Sports grounds and recreation facilities	4.90	35	5.25	11
Rural transfer stations	4.89	36	5.00	16
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.78	37	5.29	10
Youth programs and events	4.67	38	4.29	30
Health and wellbeing program (Opt-in program)	4.44	39	4.14	34

Central Coast Community Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At work
13 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.22	1	6.70	2
Garbage collection services	6.22	1	6.80	1
General enquiries at Customer Service	5.56	3	6.00	19
Street signage	5.56	3	6.27	13
Foreshore and nature reserves	5.56	3	6.40	9
Street lighting	5.44	6	6.09	17
Ulverstone Civic Centre	5.40	7	5.45	28
Parks & gardens	5.40	7	6.45	5
Street trees - urban	5.33	9	6.00	19
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.29	10	4.78	37
Sports grounds and recreation facilities	5.25	11	4.90	35
Cemeteries	5.22	12	5.50	27
Playground equipment	5.22	12	5.64	24
Resource Recovery Centre	5.22	12	6.40	9
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.11	15	6.18	14
Rural transfer stations	5.00	16	4.89	36
Stormwater drainage system	5.00	16	6.18	14
Urban roads	5.00	16	6.45	5
Applications (e.g. dog registrations)	4.89	19	5.40	30
Museums, their events and displays	4.88	20	5.00	34
Support of major events	4.88	20	6.00	19
Roadside management - rural (e.g. trees, slashing, litter)	4.70	22	6.45	5
Ulverstone Waterslide	4.67	23	5.10	33
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.60	24	6.64	3
Services for seniors and the aged	4.56	25	6.00	19
Access to waste depots and waste transfer stations	4.56	25	6.50	4
Community halls	4.50	27	5.11	32
Cycleways/walking tracks	4.44	28	5.64	24
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.36	29	6.09	17
Youth programs and events	4.29	30	4.67	38
Building, land use planning and environmental health services	4.25	31	6.33	11
Footpaths	4.22	32	6.18	14
Rural roads	4.20	33	5.55	26
Health and wellbeing program (Opt-in program)	4.14	34	4.44	39
Swimming Centre	4.11	35	5.70	23
Weed control	4.00	36	6.33	11
Accommodation for the aged	3.88	37	6.44	8
Ranger Services - Animal Management	3.70	38	5.45	28
Ranger Services - Parking Management	3.33	39	5.30	31

Central Coast Community Survey Results, November 2015

Mean gap scores — Do you have access to the internet? - At work
13 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Accommodation for the aged	2.57	1	6.44	8
Weed control	2.33	2	6.33	11
Building, land use planning and environmental health services	2.08	3	6.33	11
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	2.04	4	6.64	3
Ranger Services - Parking Management	1.97	5	5.30	31
Footpaths	1.96	6	6.18	14
Access to waste depots and waste transfer stations	1.94	7	6.50	4
Ranger Services - Animal Management	1.75	8	5.45	28
Roadside management - rural (e.g. trees, slashing, litter)	1.75	8	6.45	5
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.73	10	6.09	17
Swimming Centre	1.59	11	5.70	23
Urban roads	1.45	12	6.45	5
Services for seniors and the aged	1.44	13	6.00	19
Rural roads	1.35	14	5.55	26
Cycleways/walking tracks	1.19	15	5.64	24
Stormwater drainage system	1.18	16	6.18	14
Resource Recovery Centre	1.18	17	6.40	9
Support of major events	1.13	18	6.00	19
Management of traffic flow (e.g. lights, roundabouts, street signs)	1.07	19	6.18	14
Parks & gardens	1.05	20	6.45	5
Foreshore and nature reserves	0.84	21	6.40	9
Street signage	0.72	22	6.27	13
Street trees - urban	0.67	23	6.00	19
Street lighting	0.65	24	6.09	17
Community halls	0.61	25	5.11	32
Garbage collection services	0.58	26	6.80	1
Applications (e.g. dog registrations)	0.51	27	5.40	30
Recycling collection services	0.48	28	6.70	2
General enquiries at Customer Service	0.44	29	6.00	19
Ulverstone Waterslide	0.43	30	5.10	33
Playground equipment	0.41	31	5.64	24
Youth programs and events	0.38	32	4.67	38
Health and wellbeing program (Opt-in program)	0.30	33	4.44	39
Cemeteries	0.28	34	5.50	27
Museums, their events and displays	0.13	35	5.00	34
Ulverstone Civic Centre	0.05	36	5.45	28
Rural transfer stations	-0.11	37	4.89	36
Sports grounds and recreation facilities	-0.35	38	4.90	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.51	39	4.78	37

Best practice categories gap grid – Do you have access to the internet? - At work

Best practice categories gap grid – Do you have access to the internet? - At work



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - At home and work

56 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.35	Parks & gardens	5.92	Weed control	4.33	Weed control	1.69
Garbage collection services	6.33	Garbage collection services	5.92	Ranger Services - Animal Management	4.40	Footpaths	1.46
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.27	Recycling collection services	5.73	Building, land use planning and environmental health services	4.65	Ranger Services - Animal Management	1.37
Footpaths	6.20	Street lighting	5.63	Roadside management - rural (e.g. trees, slashing, litter)	4.65	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.33
Foreshore and nature reserves	6.13	General enquiries at Customer Service	5.63	Youth programs and events	4.71	Roadside management - rural (e.g. trees, slashing, litter)	1.31
Resource Recovery Centre	6.11	Street signage	5.60	Footpaths	4.74	Building, land use planning and environmental health services	1.10
Urban roads	6.10	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.59	Ranger Services - Parking Management	4.80	Resource Recovery Centre	1.00
Parks & gardens	6.10	Playground equipment	5.57	Health and wellbeing program (Opt-in program)	4.82	Access to waste depots and waste transfer stations	0.91
Cycleways/walking tracks	6.06	Sports grounds and recreation facilities	5.56	Swimming Centre	4.84	Foreshore and nature reserves	0.77
Weed control	6.02	Stormwater drainage system	5.49	Museums, their events and displays	4.84	Youth programs and events	0.74

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Do you have access to the internet? - At home and work
56 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.35	1	5.73	3
Garbage collection services	6.33	2	5.92	2
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.27	3	4.94	27
Footpaths	6.20	4	4.74	34
Foreshore and nature reserves	6.13	5	5.36	13
Resource Recovery Centre	6.11	6	5.11	22
Urban roads	6.10	7	5.46	11
Parks & gardens	6.10	7	5.92	1
Cycleways/walking tracks	6.06	9	5.45	12
Weed control	6.02	10	4.33	39
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.02	11	5.59	7
Access to waste depots and waste transfer stations	6.00	12	5.09	24
Roadside management - rural (e.g. trees, slashing, litter)	5.96	13	4.65	36
General enquiries at Customer Service	5.96	14	5.63	5
Street lighting	5.90	15	5.63	4
Street signage	5.86	16	5.60	6
Playground equipment	5.79	17	5.57	8
Sports grounds and recreation facilities	5.79	18	5.56	9
Ranger Services - Animal Management	5.78	19	4.40	38
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.77	20	5.14	19
Building, land use planning and environmental health services	5.76	21	4.65	37
Rural roads	5.73	22	5.12	21
Stormwater drainage system	5.69	23	5.49	10
Ulverstone Civic Centre	5.58	24	5.30	15
Support of major events	5.55	25	5.07	26
Services for seniors and the aged	5.53	26	5.31	14
Street trees - urban	5.49	27	4.88	29
Youth programs and events	5.44	28	4.71	35
Applications (e.g. dog registrations)	5.41	29	5.12	20
Cemeteries	5.36	30	5.16	17
Museums, their events and displays	5.33	31	4.84	30
Accommodation for the aged	5.33	31	5.17	16
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.31	33	5.15	18
Swimming Centre	5.27	34	4.84	31
Community halls	5.27	35	5.09	23
Rural transfer stations	5.14	36	5.07	25
Ranger Services - Parking Management	5.07	37	4.80	33
Health and wellbeing program (Opt-in program)	4.76	38	4.82	32
Ulverstone Waterslide	4.64	39	4.91	28

Central Coast Community Community Survey Results, November 2015
Mean performance score — Do you have access to the internet? - At home and work
56 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Parks & gardens	5.92	1	6.10	7
Garbage collection services	5.92	2	6.33	2
Recycling collection services	5.73	3	6.35	1
Street lighting	5.63	4	5.90	15
General enquiries at Customer Service	5.63	5	5.96	14
Street signage	5.60	6	5.86	16
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.59	7	6.02	11
Playground equipment	5.57	8	5.79	17
Sports grounds and recreation facilities	5.56	9	5.79	18
Stormwater drainage system	5.49	10	5.69	23
Urban roads	5.46	11	6.10	7
Cycleways/walking tracks	5.45	12	6.06	9
Foreshore and nature reserves	5.36	13	6.13	5
Services for seniors and the aged	5.31	14	5.53	26
Ulverstone Civic Centre	5.30	15	5.58	24
Accommodation for the aged	5.17	16	5.33	31
Cemeteries	5.16	17	5.36	30
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.15	18	5.31	33
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.14	19	5.77	20
Applications (e.g. dog registrations)	5.12	20	5.41	29
Rural roads	5.12	21	5.73	22
Resource Recovery Centre	5.11	22	6.11	6
Community halls	5.09	23	5.27	35
Access to waste depots and waste transfer stations	5.09	24	6.00	12
Rural transfer stations	5.07	25	5.14	36
Support of major events	5.07	26	5.55	25
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.94	27	6.27	3
Ulverstone Waterslide	4.91	28	4.64	39
Street trees - urban	4.88	29	5.49	27
Museums, their events and displays	4.84	30	5.33	31
Swimming Centre	4.84	31	5.27	34
Health and wellbeing program (Opt-in program)	4.82	32	4.76	38
Ranger Services - Parking Management	4.80	33	5.07	37
Footpaths	4.74	34	6.20	4
Youth programs and events	4.71	35	5.44	28
Roadside management - rural (e.g. trees, slashing, litter)	4.65	36	5.96	13
Building, land use planning and environmental health services	4.65	37	5.76	21
Ranger Services - Animal Management	4.40	38	5.78	19
Weed control	4.33	39	6.02	10

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Do you have access to the internet? - At home and work

56 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.69	1	6.02	10
Footpaths	1.46	2	6.20	4
Ranger Services - Animal Management	1.37	3	5.78	19
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.33	4	6.27	3
Roadside management - rural (e.g. trees, slashing, litter)	1.31	5	5.96	13
Building, land use planning and environmental health services	1.10	6	5.76	21
Resource Recovery Centre	1.00	7	6.11	6
Access to waste depots and waste transfer stations	0.91	8	6.00	12
Foreshore and nature reserves	0.77	9	6.13	5
Youth programs and events	0.74	10	5.44	28
Urban roads	0.64	11	6.10	7
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.63	12	5.77	20
Street trees - urban	0.61	13	5.49	27
Rural roads	0.61	14	5.73	22
Cycleways/walking tracks	0.61	15	6.06	9
Recycling collection services	0.61	15	6.35	1
Museums, their events and displays	0.49	17	5.33	31
Support of major events	0.47	18	5.55	25
Swimming Centre	0.44	19	5.27	34
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.43	20	6.02	11
Garbage collection services	0.41	21	6.33	2
General enquiries at Customer Service	0.33	22	5.96	14
Applications (e.g. dog registrations)	0.29	23	5.41	29
Ulverstone Civic Centre	0.28	24	5.58	24
Street lighting	0.27	25	5.90	15
Ranger Services - Parking Management	0.26	26	5.07	37
Street signage	0.26	27	5.86	16
Sports grounds and recreation facilities	0.22	28	5.79	18
Services for seniors and the aged	0.22	29	5.53	26
Playground equipment	0.22	30	5.79	17
Stormwater drainage system	0.20	31	5.69	23
Cemeteries	0.19	32	5.36	30
Parks & gardens	0.18	33	6.10	7
Community halls	0.17	34	5.27	35
Accommodation for the aged	0.17	35	5.33	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.16	36	5.31	33
Rural transfer stations	0.07	37	5.14	36
Health and wellbeing program (Opt-in program)	-0.06	38	4.76	38
Ulverstone Waterslide	-0.26	39	4.64	39

Best practice categories gap grid – Do you have access to the internet? - At home and work



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Do you have access to the internet? - None

57 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.71	Recycling collection services	6.06	Weed control	4.34	Roadside management - rural (e.g. trees, slashing, litter)	1.72
Recycling collection services	6.67	Playground equipment	5.91	Footpaths	4.36	Footpaths	1.70
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.51	Garbage collection services	5.88	Roadside management - rural (e.g. trees, slashing, litter)	4.40	Weed control	1.68
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.49	General enquiries at Customer Service	5.80	Building, land use planning and environmental health services	4.43	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.66
Stormwater drainage system	6.48	Parks & gardens	5.77	Youth programs and events	4.44	Building, land use planning and environmental health services	1.49
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.41	Ulverstone Civic Centre	5.76	Ranger Services - Animal Management	4.55	Stormwater drainage system	1.45
Street signage	6.36	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.49	Ulverstone Waterslide	4.57	Street signage	1.24
Street lighting	6.29	Sports grounds and recreation facilities	5.48	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.64	Urban roads	1.22
Resource Recovery Centre	6.27	Street lighting	5.45	Street trees - urban	4.69	Rural roads	1.20
Services for seniors and the aged	6.26	Foreshore and nature reserves	5.42	Rural roads	4.71	Accommodation for the aged	1.16

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Do you have access to the internet? - None
57 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.71	1	5.88	3
Recycling collection services	6.67	2	6.06	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.51	3	5.35	14
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.49	4	4.83	26
Stormwater drainage system	6.48	5	5.02	22
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.41	6	5.49	7
Street signage	6.36	7	5.11	18
Street lighting	6.29	8	5.45	9
Resource Recovery Centre	6.27	9	5.33	15
Services for seniors and the aged	6.26	10	5.16	17
Parks & gardens	6.23	11	5.77	5
Access to waste depots and waste transfer stations	6.22	12	5.39	11
General enquiries at Customer Service	6.13	13	5.80	4
Roadside management - rural (e.g. trees, slashing, litter)	6.12	14	4.40	37
Cycleways/walking tracks	6.10	15	5.37	12
Foreshore and nature reserves	6.09	16	5.42	10
Urban roads	6.06	17	4.84	25
Footpaths	6.06	18	4.36	38
Weed control	6.02	19	4.34	39
Accommodation for the aged	5.98	20	4.82	27
Building, land use planning and environmental health services	5.92	21	4.43	36
Rural roads	5.92	22	4.71	30
Cemeteries	5.79	23	5.05	21
Ranger Services - Animal Management	5.63	24	4.55	34
Applications (e.g. dog registrations)	5.61	25	4.76	28
Ulverstone Civic Centre	5.57	26	5.76	6
Playground equipment	5.53	27	5.91	2
Street trees - urban	5.52	28	4.69	31
Sports grounds and recreation facilities	5.46	29	5.48	8
Community halls	5.42	30	5.06	20
Health and wellbeing program (Opt-in program)	5.29	31	5.06	19
Museums, their events and displays	5.19	32	4.87	24
Ranger Services - Parking Management	5.18	33	4.94	23
Support of major events	5.08	34	5.25	16
Rural transfer stations	5.03	35	5.37	13
Swimming Centre	4.72	36	4.73	29
Youth programs and events	4.67	37	4.44	35
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.61	38	4.64	32
Ulverstone Waterslide	4.18	39	4.57	33

Central Coast Community Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - None

57 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.06	1	6.67	2
Playground equipment	5.91	2	5.53	27
Garbage collection services	5.88	3	6.71	1
General enquiries at Customer Service	5.80	4	6.13	13
Parks & gardens	5.77	5	6.23	11
Ulverstone Civic Centre	5.76	6	5.57	26
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.49	7	6.41	6
Sports grounds and recreation facilities	5.48	8	5.46	29
Street lighting	5.45	9	6.29	8
Foreshore and nature reserves	5.42	10	6.09	16
Access to waste depots and waste transfer stations	5.39	11	6.22	12
Cycleways/walking tracks	5.37	12	6.10	15
Rural transfer stations	5.37	13	5.03	35
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.35	14	6.51	3
Resource Recovery Centre	5.33	15	6.27	9
Support of major events	5.25	16	5.08	34
Services for seniors and the aged	5.16	17	6.26	10
Street signage	5.11	18	6.36	7
Health and wellbeing program (Opt-in program)	5.06	19	5.29	31
Community halls	5.06	20	5.42	30
Cemeteries	5.05	21	5.79	23
Stormwater drainage system	5.02	22	6.48	5
Ranger Services - Parking Management	4.94	23	5.18	33
Museums, their events and displays	4.87	24	5.19	32
Urban roads	4.84	25	6.06	17
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.83	26	6.49	4
Accommodation for the aged	4.82	27	5.98	20
Applications (e.g. dog registrations)	4.76	28	5.61	25
Swimming Centre	4.73	29	4.72	36
Rural roads	4.71	30	5.92	22
Street trees - urban	4.69	31	5.52	28
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.64	32	4.61	38
Ulverstone Waterslide	4.57	33	4.18	39
Ranger Services - Animal Management	4.55	34	5.63	24
Youth programs and events	4.44	35	4.67	37
Building, land use planning and environmental health services	4.43	36	5.92	21
Roadside management - rural (e.g. trees, slashing, litter)	4.40	37	6.12	14
Footpaths	4.36	38	6.06	18
Weed control	4.34	39	6.02	19

Central Coast Community Community Survey Results, November 2015

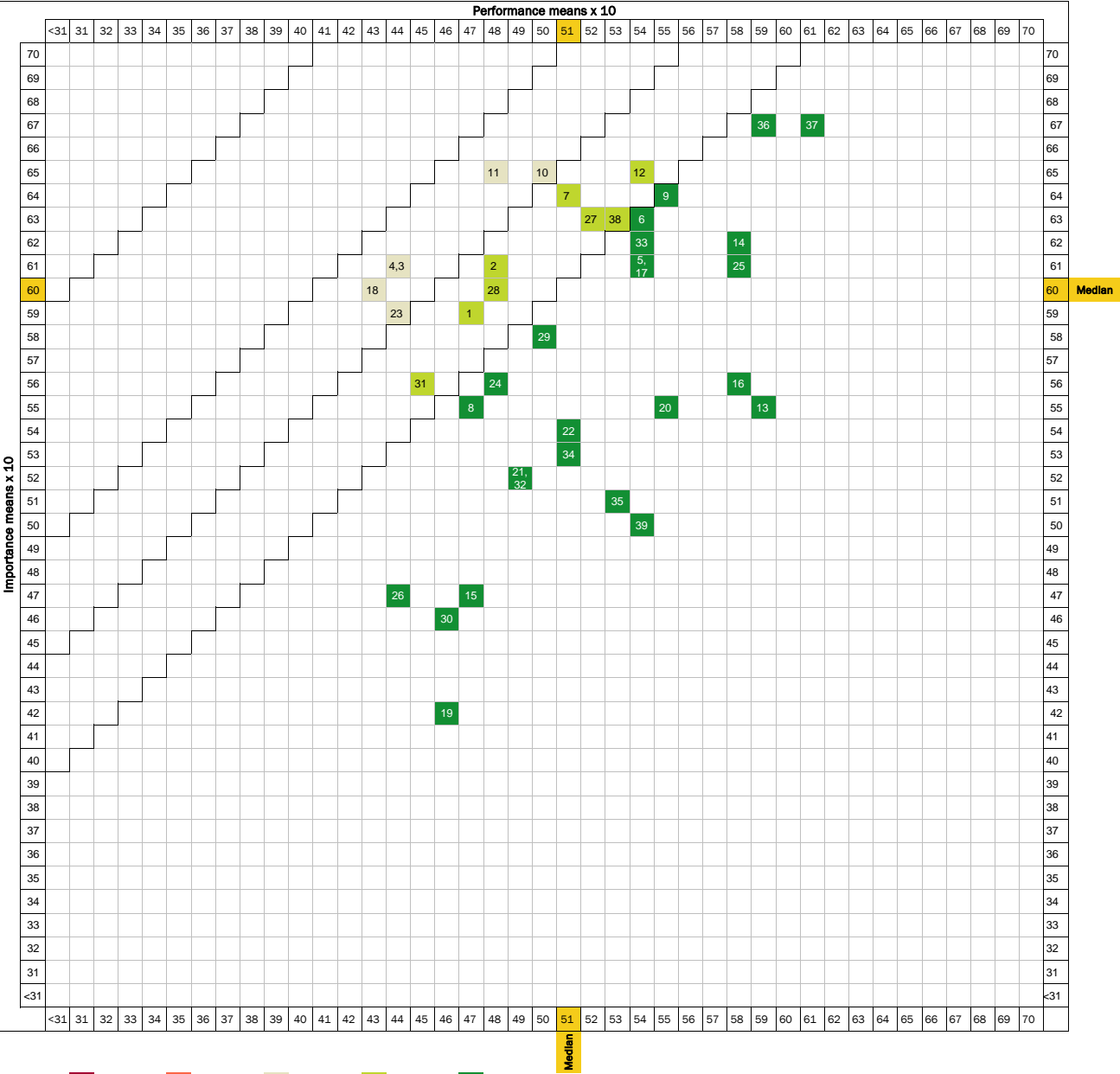
Mean gap scores — Do you have access to the internet? - None

57 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Roadside management - rural (e.g. trees, slashing, litter)	1.72	1	6.12	14
Footpaths	1.70	2	6.06	18
Weed control	1.68	3	6.02	19
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.66	4	6.49	4
Building, land use planning and environmental health services	1.49	5	5.92	21
Stormwater drainage system	1.45	6	6.48	5
Street signage	1.24	7	6.36	7
Urban roads	1.22	8	6.06	17
Rural roads	1.20	9	5.92	22
Accommodation for the aged	1.16	10	5.98	20
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.16	11	6.51	3
Services for seniors and the aged	1.10	12	6.26	10
Ranger Services - Animal Management	1.08	13	5.63	24
Resource Recovery Centre	0.93	14	6.27	9
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.92	15	6.41	6
Applications (e.g. dog registrations)	0.85	16	5.61	25
Street lighting	0.85	17	6.29	8
Garbage collection services	0.83	18	6.71	1
Access to waste depots and waste transfer stations	0.83	19	6.22	12
Street trees - urban	0.83	20	5.52	28
Cemeteries	0.74	21	5.79	23
Cycleways/walking tracks	0.73	22	6.10	15
Foreshore and nature reserves	0.67	23	6.09	16
Recycling collection services	0.61	24	6.67	2
Parks & gardens	0.46	25	6.23	11
Community halls	0.36	26	5.42	30
General enquiries at Customer Service	0.33	27	6.13	13
Museums, their events and displays	0.32	28	5.19	32
Ranger Services - Parking Management	0.23	29	5.18	33
Youth programs and events	0.22	30	4.67	37
Health and wellbeing program (Opt-in program)	0.22	31	5.29	31
Swimming Centre	-0.02	32	4.72	36
Sports grounds and recreation facilities	-0.02	33	5.46	29
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.03	34	4.61	38
Support of major events	-0.17	35	5.08	34
Ulverstone Civic Centre	-0.19	36	5.57	26
Rural transfer stations	-0.34	37	5.03	35
Playground equipment	-0.38	38	5.53	27
Ulverstone Waterslide	-0.38	39	4.18	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - None
57 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Community Survey Results, November 2015
Top 5 Importance scores by demographic
Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Garbage collection services	6.17	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.35	Recycling collection services	6.38
Recycling collection services	6.08	Recycling collection services	6.21	Garbage collection services	6.36
Resource Recovery Centre	6.00	Footpaths	6.16	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.20
Footpaths	5.93	Garbage collection services	6.14	Foreshore and nature reserves	6.16
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.92	Cycleways/walking tracks	6.13	Weed control	6.12
Over 65 years (136 responses)					
Garbage collection services	6.59				
Recycling collection services	6.57				
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.48				
Street lighting	6.39				
Stormwater drainage system	6.39				

Unique factors

Central Coast Community Community Survey Results, November 2015
 Top 5 performance scores by demographic
 Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Garbage collection services	6.18	Cemeteries	5.60	Parks & gardens	5.70
Recycling collection services	5.91	Garbage collection services	5.55	Playground equipment	5.63
Street lighting	5.75	Recycling collection services	5.55	Garbage collection services	5.57
Sports grounds and recreation facilities	5.73	Parks & gardens	5.50	General enquiries at Customer Service	5.55
Stormwater drainage system	5.60	Foreshore and nature reserves	5.47	Recycling collection services	5.53
Over 65 years (136 responses)					
Recycling collection services	6.22				
Garbage collection services	6.08				
Parks & gardens	5.82				
Playground equipment	5.81				
General enquiries at Customer Service	5.80				

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 gap scores by demographic

Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Ranger Services - Animal Management	2.12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.77	Weed control	2.14
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.64	Footpaths	1.68	Footpaths	1.66
Footpaths	1.51	Weed control	1.43	Roadside management - rural (e.g. trees, slashing, litter)	1.56
Youth programs and events	1.51	Youth programs and events	1.34	Building, land use planning and environmental health services	1.53
Resource Recovery Centre	1.30	Roadside management - rural (e.g. trees, slashing, litter)	1.19	Rural roads	1.15
Over 65 years (136 responses)					
Weed control	1.69				
Footpaths	1.62				
Building, land use planning and environmental health services	1.51				
Roadside management - rural (e.g. trees, slashing, litter)	1.46				
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.40				



Unique factors

Central Coast Community Survey Results, November 2015

Top 10 factors — Age - 19 to 34 years

14 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.17	Garbage collection services	6.18	Ranger Services - Animal Management	3.55	Ranger Services - Animal Management	2.12
Recycling collection services	6.08	Recycling collection services	5.91	Ranger Services - Parking Management	3.80	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.64
Resource Recovery Centre	6.00	Street lighting	5.75	Youth programs and events	3.89	Footpaths	1.51
Footpaths	5.93	Sports grounds and recreation facilities	5.73	Swimming Centre	4.00	Youth programs and events	1.51
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.92	Stormwater drainage system	5.60	Museums, their events and displays	4.22	Resource Recovery Centre	1.30
Parks & gardens	5.77	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.58	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.27	Ranger Services - Parking Management	1.20
Playground equipment	5.69	General enquiries at Customer Service	5.55	Roadside management - rural (e.g. trees, slashing, litter)	4.27	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.00
Urban roads	5.69	Street signage	5.45	Monitoring of environmental issues (e.g. water, air quality, salinity)	4.33	Roadside management - rural (e.g. trees, slashing, litter)	0.89
Ranger Services - Animal Management	5.67	Foreshore and nature reserves	5.44	Health and wellbeing program (Opt-in program)	4.33	Access to waste depots and waste transfer stations	0.78
Cycleways/walking tracks	5.62	Cycleways/walking tracks	5.27	Access to waste depots and waste transfer stations	4.40	Applications (e.g. dog registrations)	0.78

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Age - 19 to 34 years
14 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.17	1	6.18	1
Recycling collection services	6.08	2	5.91	2
Resource Recovery Centre	6.00	3	4.70	26
Footpaths	5.93	4	4.42	29
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.92	5	4.27	33
Parks & gardens	5.77	6	5.08	15
Playground equipment	5.69	7	5.00	17
Urban roads	5.69	7	5.08	15
Ranger Services - Animal Management	5.67	9	3.55	39
Cycleways/walking tracks	5.62	10	5.27	10
Building, land use planning and environmental health services	5.58	11	5.18	11
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.50	12	5.58	6
Applications (e.g. dog registrations)	5.42	13	4.64	27
General enquiries at Customer Service	5.42	13	5.55	7
Youth programs and events	5.40	15	3.89	37
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.40	15	4.89	22
Support of major events	5.40	15	5.11	12
Rural roads	5.38	18	4.92	19
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.33	19	4.33	31
Services for seniors and the aged	5.30	20	5.00	17
Foreshore and nature reserves	5.30	20	5.44	9
Street lighting	5.21	22	5.75	3
Access to waste depots and waste transfer stations	5.18	23	4.40	30
Roadside management - rural (e.g. trees, slashing, litter)	5.17	24	4.27	33
Stormwater drainage system	5.08	25	5.60	5
Street signage	5.08	26	5.45	8
Ranger Services - Parking Management	5.00	27	3.80	38
Health and wellbeing program (Opt-in program)	4.90	28	4.33	31
Cemeteries	4.90	28	5.11	12
Sports grounds and recreation facilities	4.75	30	5.73	4
Accommodation for the aged	4.73	31	4.56	28
Community halls	4.70	32	4.89	22
Street trees - urban	4.62	33	4.73	25
Weed control	4.55	34	4.90	21
Rural transfer stations	4.50	35	4.89	22
Museums, their events and displays	4.40	36	4.22	35
Ulverstone Waterslide	4.27	37	5.10	14
Ulverstone Civic Centre	4.25	38	4.91	20
Swimming Centre	4.18	39	4.00	36

Central Coast Community Community Survey Results, November 2015
Mean performance score — Age - 19 to 34 years
14 responses

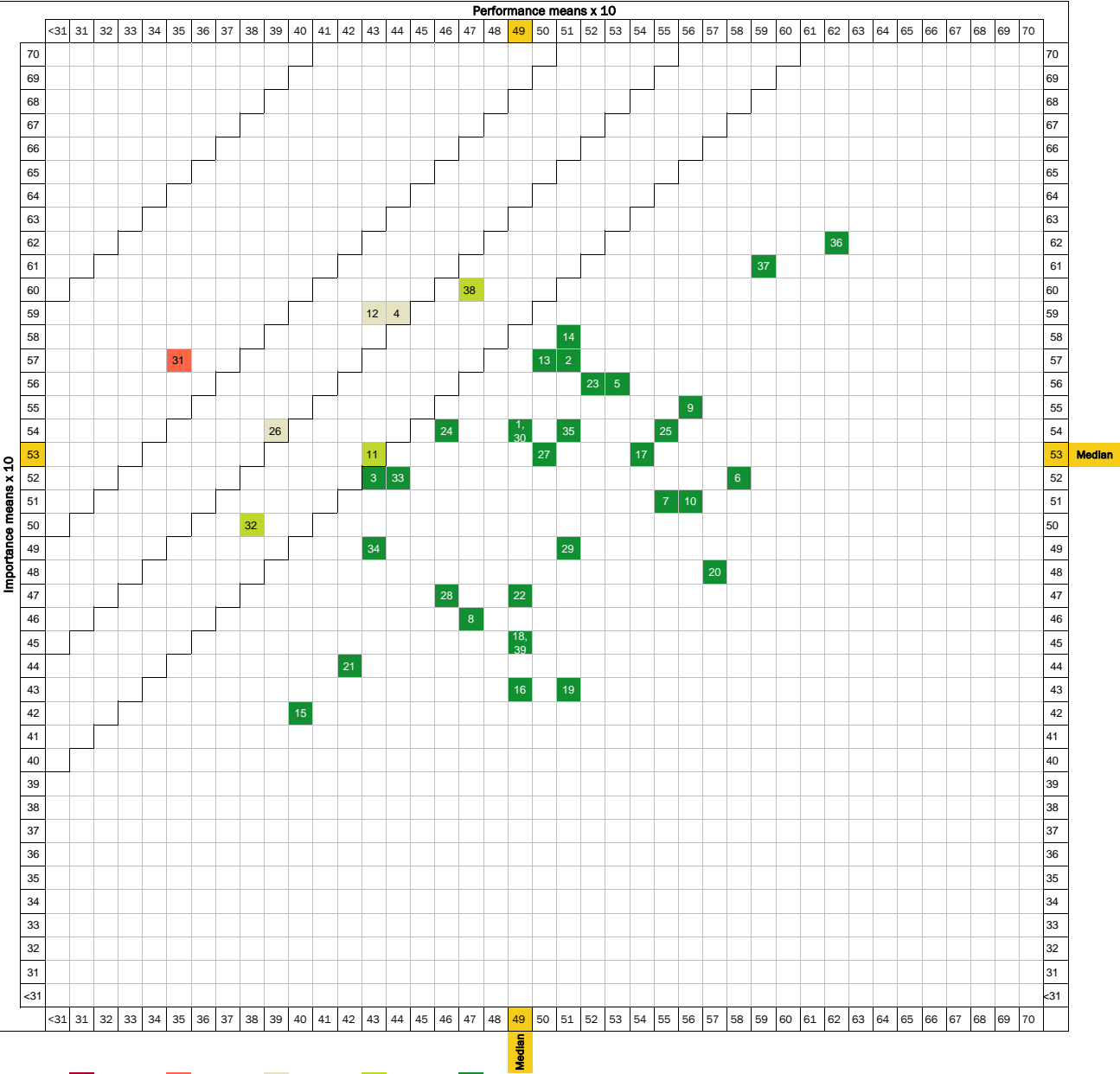
	Performance		Importance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.18	1	6.17	1
Recycling collection services	5.91	2	6.08	2
Street lighting	5.75	3	5.21	22
Sports grounds and recreation facilities	5.73	4	4.75	30
Stormwater drainage system	5.60	5	5.08	25
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.58	6	5.50	12
General enquiries at Customer Service	5.55	7	5.42	13
Street signage	5.45	8	5.08	26
Foreshore and nature reserves	5.44	9	5.30	20
Cycleways/walking tracks	5.27	10	5.62	10
Building, land use planning and environmental health services	5.18	11	5.58	11
Cemeteries	5.11	12	4.90	28
Support of major events	5.11	12	5.40	15
Ulverstone Waterslide	5.10	14	4.27	37
Urban roads	5.08	15	5.69	7
Parks & gardens	5.08	15	5.77	6
Services for seniors and the aged	5.00	17	5.30	20
Playground equipment	5.00	17	5.69	7
Rural roads	4.92	19	5.38	18
Ulverstone Civic Centre	4.91	20	4.25	38
Weed control	4.90	21	4.55	34
Rural transfer stations	4.89	22	4.50	35
Community halls	4.89	22	4.70	32
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.89	22	5.40	15
Street trees - urban	4.73	25	4.62	33
Resource Recovery Centre	4.70	26	6.00	3
Applications (e.g. dog registrations)	4.64	27	5.42	13
Accommodation for the aged	4.56	28	4.73	31
Footpaths	4.42	29	5.93	4
Access to waste depots and waste transfer stations	4.40	30	5.18	23
Health and wellbeing program (Opt-in program)	4.33	31	4.90	28
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.33	31	5.33	19
Roadside management - rural (e.g. trees, slashing, litter)	4.27	33	5.17	24
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.27	33	5.92	5
Museums, their events and displays	4.22	35	4.40	36
Swimming Centre	4.00	36	4.18	39
Youth programs and events	3.89	37	5.40	15
Ranger Services - Parking Management	3.80	38	5.00	27
Ranger Services - Animal Management	3.55	39	5.67	9

Central Coast Community Survey Results, November 2015
Mean gap scores — Age - 19 to 34 years
14 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Ranger Services - Animal Management	2.12	1	5.67	9
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.64	2	5.92	5
Footpaths	1.51	3	5.93	4
Youth programs and events	1.51	4	5.40	15
Resource Recovery Centre	1.30	5	6.00	3
Ranger Services - Parking Management	1.20	6	5.00	27
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.00	7	5.33	19
Roadside management - rural (e.g. trees, slashing, litter)	0.89	8	5.17	24
Access to waste depots and waste transfer stations	0.78	9	5.18	23
Applications (e.g. dog registrations)	0.78	10	5.42	13
Playground equipment	0.69	11	5.69	7
Parks & gardens	0.69	12	5.77	6
Urban roads	0.61	13	5.69	7
Health and wellbeing program (Opt-in program)	0.57	14	4.90	28
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.51	15	5.40	15
Rural roads	0.47	16	5.38	18
Building, land use planning and environmental health services	0.40	17	5.58	11
Cycleways/walking tracks	0.34	18	5.62	10
Services for seniors and the aged	0.30	19	5.30	20
Support of major events	0.29	20	5.40	15
Swimming Centre	0.18	21	4.18	39
Museums, their events and displays	0.18	22	4.40	36
Recycling collection services	0.17	23	6.08	2
Accommodation for the aged	0.17	24	4.73	31
Garbage collection services	-0.02	25	6.17	1
Management of traffic flow (e.g. lights, roundabouts, street signs)	-0.08	26	5.50	12
Street trees - urban	-0.11	27	4.62	33
General enquiries at Customer Service	-0.13	28	5.42	13
Foreshore and nature reserves	-0.14	29	5.30	20
Community halls	-0.19	30	4.70	32
Cemeteries	-0.21	31	4.90	28
Weed control	-0.35	32	4.55	34
Street signage	-0.38	33	5.08	26
Rural transfer stations	-0.39	34	4.50	35
Stormwater drainage system	-0.52	35	5.08	25
Street lighting	-0.54	36	5.21	22
Ulverstone Civic Centre	-0.66	37	4.25	38
Ulverstone Waterslide	-0.83	38	4.27	37
Sports grounds and recreation facilities	-0.98	39	4.75	30

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Age - 19 to 34 years
14 Responses



Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Age - 35 to 50 years

33 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.35	Cemeteries	5.60	Ranger Services - Animal Management	4.42	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.77
Recycling collection services	6.21	Garbage collection services	5.55	Youth programs and events	4.43	Footpaths	1.68
Footpaths	6.16	Recycling collection services	5.55	Footpaths	4.48	Weed control	1.43
Garbage collection services	6.14	Parks & gardens	5.50	Weed control	4.50	Youth programs and events	1.34
Cycleways/walking tracks	6.13	Foreshore and nature reserves	5.47	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.58	Roadside management - rural (e.g. trees, slashing, litter)	1.19
Parks & gardens	6.13	Street lighting	5.45	Roadside management - rural (e.g. trees, slashing, litter)	4.58	Cycleways/walking tracks	1.10
Foreshore and nature reserves	6.00	Sports grounds and recreation facilities	5.40	Street trees - urban	4.58	Ranger Services - Animal Management	1.10
Resource Recovery Centre	5.97	Stormwater drainage system	5.33	Building, land use planning and environmental health services	4.59	Resource Recovery Centre	1.07
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.94	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.32	Rural roads	4.65	Building, land use planning and environmental health services	1.01
General enquiries at Customer Service	5.93	Street signage	5.29	Health and wellbeing program (Opt-in program)	4.67	Rural roads	1.00

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Age - 35 to 50 years
33 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.35	1	4.58	33
Recycling collection services	6.21	2	5.55	2
Footpaths	6.16	3	4.48	37
Garbage collection services	6.14	4	5.55	2
Cycleways/walking tracks	6.13	5	5.03	19
Parks & gardens	6.13	5	5.50	4
Foreshore and nature reserves	6.00	7	5.47	5
Resource Recovery Centre	5.97	8	4.90	24
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.94	9	5.32	9
General enquiries at Customer Service	5.93	10	5.07	17
Playground equipment	5.93	10	5.24	12
Weed control	5.93	12	4.50	36
Urban roads	5.90	13	5.23	13
Access to waste depots and waste transfer stations	5.89	14	4.96	22
Youth programs and events	5.77	15	4.43	38
Roadside management - rural (e.g. trees, slashing, litter)	5.77	15	4.58	33
Support of major events	5.72	17	4.79	28
Sports grounds and recreation facilities	5.70	18	5.40	7
Stormwater drainage system	5.68	19	5.33	8
Rural roads	5.65	20	4.65	31
Street lighting	5.61	21	5.45	6
Building, land use planning and environmental health services	5.61	22	4.59	32
Street signage	5.58	23	5.29	10
Swimming Centre	5.56	24	4.85	25
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.56	24	5.08	16
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.55	26	5.10	15
Ranger Services - Animal Management	5.52	27	4.42	39
Services for seniors and the aged	5.48	28	5.11	14
Cemeteries	5.48	29	5.60	1
Applications (e.g. dog registrations)	5.46	30	5.04	18
Accommodation for the aged	5.45	31	4.96	22
Ulverstone Civic Centre	5.41	32	5.26	11
Rural transfer stations	5.18	33	4.85	25
Community halls	5.17	34	4.76	29
Health and wellbeing program (Opt-in program)	5.00	35	4.67	30
Ulverstone Waterslide	5.00	35	5.00	20
Street trees - urban	4.97	37	4.58	33
Museums, their events and displays	4.79	38	5.00	20
Ranger Services - Parking Management	4.70	39	4.81	27

Central Coast Community Community Survey Results, November 2015

Mean performance score — Age - 35 to 50 years

33 responses

	Performance		Importance	
	Mean	Rank	Mean	Rank
Cemeteries	5.60	1	5.48	29
Garbage collection services	5.55	2	6.14	4
Recycling collection services	5.55	2	6.21	2
Parks & gardens	5.50	4	6.13	5
Foreshore and nature reserves	5.47	5	6.00	7
Street lighting	5.45	6	5.61	21
Sports grounds and recreation facilities	5.40	7	5.70	18
Stormwater drainage system	5.33	8	5.68	19
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.32	9	5.94	9
Street signage	5.29	10	5.58	23
Ulverstone Civic Centre	5.26	11	5.41	32
Playground equipment	5.24	12	5.93	10
Urban roads	5.23	13	5.90	13
Services for seniors and the aged	5.11	14	5.48	28
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.10	15	5.55	26
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	5.08	16	5.56	24
General enquiries at Customer Service	5.07	17	5.93	10
Applications (e.g. dog registrations)	5.04	18	5.46	30
Cycleways/walking tracks	5.03	19	6.13	5
Museums, their events and displays	5.00	20	4.79	38
Ulverstone Waterslide	5.00	20	5.00	35
Accommodation for the aged	4.96	22	5.45	31
Access to waste depots and waste transfer stations	4.96	22	5.89	14
Resource Recovery Centre	4.90	24	5.97	8
Rural transfer stations	4.85	25	5.18	33
Swimming Centre	4.85	25	5.56	24
Ranger Services - Parking Management	4.81	27	4.70	39
Support of major events	4.79	28	5.72	17
Community halls	4.76	29	5.17	34
Health and wellbeing program (Opt-in program)	4.67	30	5.00	35
Rural roads	4.65	31	5.65	20
Building, land use planning and environmental health services	4.59	32	5.61	22
Street trees - urban	4.58	33	4.97	37
Roadside management - rural (e.g. trees, slashing, litter)	4.58	33	5.77	15
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	4.58	33	6.35	1
Weed control	4.50	36	5.93	12
Footpaths	4.48	37	6.16	3
Youth programs and events	4.43	38	5.77	15
Ranger Services - Animal Management	4.42	39	5.52	27

Central Coast Community Survey Results, November 2015

Mean gap scores — Age - 35 to 50 years

33 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.77	1	6.35	1
Footpaths	1.68	2	6.16	3
Weed control	1.43	3	5.93	12
Youth programs and events	1.34	4	5.77	15
Roadside management - rural (e.g. trees, slashing, litter)	1.19	5	5.77	15
Cycleways/walking tracks	1.10	6	6.13	5
Ranger Services - Animal Management	1.10	7	5.52	27
Resource Recovery Centre	1.07	8	5.97	8
Building, land use planning and environmental health services	1.01	9	5.61	22
Rural roads	1.00	10	5.65	20
Support of major events	0.93	11	5.72	17
Access to waste depots and waste transfer stations	0.93	12	5.89	14
General enquiries at Customer Service	0.86	13	5.93	10
Swimming Centre	0.70	14	5.56	24
Playground equipment	0.69	15	5.93	10
Urban roads	0.68	16	5.90	13
Recycling collection services	0.66	17	6.21	2
Parks & gardens	0.63	18	6.13	5
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.61	19	5.94	9
Garbage collection services	0.59	20	6.14	4
Foreshore and nature reserves	0.53	21	6.00	7
Accommodation for the aged	0.49	22	5.45	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.48	23	5.56	24
Monitoring of environmental issues (e.g. water, air quality, salinity)	0.45	24	5.55	26
Applications (e.g. dog registrations)	0.43	25	5.46	30
Community halls	0.41	26	5.17	34
Street trees - urban	0.39	27	4.97	37
Services for seniors and the aged	0.37	28	5.48	28
Stormwater drainage system	0.34	29	5.68	19
Health and wellbeing program (Opt-in program)	0.33	30	5.00	35
Rural transfer stations	0.33	31	5.18	33
Sports grounds and recreation facilities	0.30	32	5.70	18
Street signage	0.29	33	5.58	23
Street lighting	0.16	34	5.61	21
Ulverstone Civic Centre	0.15	35	5.41	32
Ulverstone Waterslide	0.00	36	5.00	35
Ranger Services - Parking Management	-0.10	37	4.70	39
Cemeteries	-0.12	38	5.48	29
Museums, their events and displays	-0.21	39	4.79	38

Best practice categories gap grid – Age - 35 to 50 years
33 Responses



Central Coast Community Survey Results, November 2015

Top 10 factors – Age - 51 to 65 years

106 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Recycling collection services	6.38	Parks & gardens	5.70	Weed control	3.98	Weed control	2.14
Garbage collection services	6.36	Playground equipment	5.63	Ranger Services - Animal Management	4.37	Footpaths	1.66
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.20	Garbage collection services	5.57	Building, land use planning and environmental health services	4.45	Roadside management - rural (e.g. trees, slashing, litter)	1.56
Foreshore and nature reserves	6.16	General enquiries at Customer Service	5.55	Footpaths	4.45	Building, land use planning and environmental health services	1.53
Weed control	6.12	Recycling collection services	5.53	Swimming Centre	4.48	Rural roads	1.15
Parks & gardens	6.12	Street signage	5.37	Roadside management - rural (e.g. trees, slashing, litter)	4.49	Foreshore and nature reserves	1.13
Footpaths	6.11	Street lighting	5.26	Ranger Services - Parking Management	4.61	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.11
Stormwater drainage system	6.08	Management of traffic flow (e.g. lights, roundabouts, street signs)	5.17	Ulverstone Waterslide	4.62	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.08
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.06	Cycleways/walking tracks	5.16	Health and wellbeing program (Opt-in program)	4.64	Access to waste depots and waste transfer stations	1.02
Urban roads	6.06	Sports grounds and recreation facilities	5.16	Rural roads	4.69	Resource Recovery Centre	1.01

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Age - 51 to 65 years
106 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.38	1	5.53	5
Garbage collection services	6.36	2	5.57	3
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.20	3	5.09	13
Foreshore and nature reserves	6.16	4	5.03	17
Weed control	6.12	5	3.98	39
Parks & gardens	6.12	6	5.70	1
Footpaths	6.11	7	4.45	36
Stormwater drainage system	6.08	8	5.13	11
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.06	9	5.17	8
Urban roads	6.06	10	5.06	14
Resource Recovery Centre	6.05	11	5.04	15
Street signage	6.05	12	5.37	6
Roadside management - rural (e.g. trees, slashing, litter)	6.05	13	4.49	34
Monitoring of environmental issues (e.g. water, air quality, salinity)	5.98	14	4.90	27
Building, land use planning and environmental health services	5.98	15	4.45	37
Access to waste depots and waste transfer stations	5.95	16	4.92	23
General enquiries at Customer Service	5.95	16	5.55	4
Street lighting	5.91	18	5.26	7
Accommodation for the aged	5.85	19	5.04	16
Rural roads	5.84	20	4.69	30
Cycleways/walking tracks	5.80	21	5.16	9
Services for seniors and the aged	5.80	22	4.96	22
Cemeteries	5.51	23	4.99	19
Playground equipment	5.50	24	5.63	2
Street trees - urban	5.46	25	4.69	29
Sports grounds and recreation facilities	5.40	26	5.16	10
Ranger Services - Animal Management	5.31	27	4.37	38
Support of major events	5.20	28	4.91	25
Ulverstone Civic Centre	5.18	29	5.09	12
Ranger Services - Parking Management	5.17	30	4.61	33
Community halls	5.13	31	5.00	18
Museums, their events and displays	5.12	32	4.90	26
Rural transfer stations	5.07	33	4.97	20
Applications (e.g. dog registrations)	4.90	34	4.92	24
Youth programs and events	4.86	35	4.71	28
Swimming Centre	4.84	36	4.48	35
Health and wellbeing program (Opt-in program)	4.63	37	4.64	31
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.52	38	4.97	21
Ulverstone Waterslide	4.29	39	4.62	32

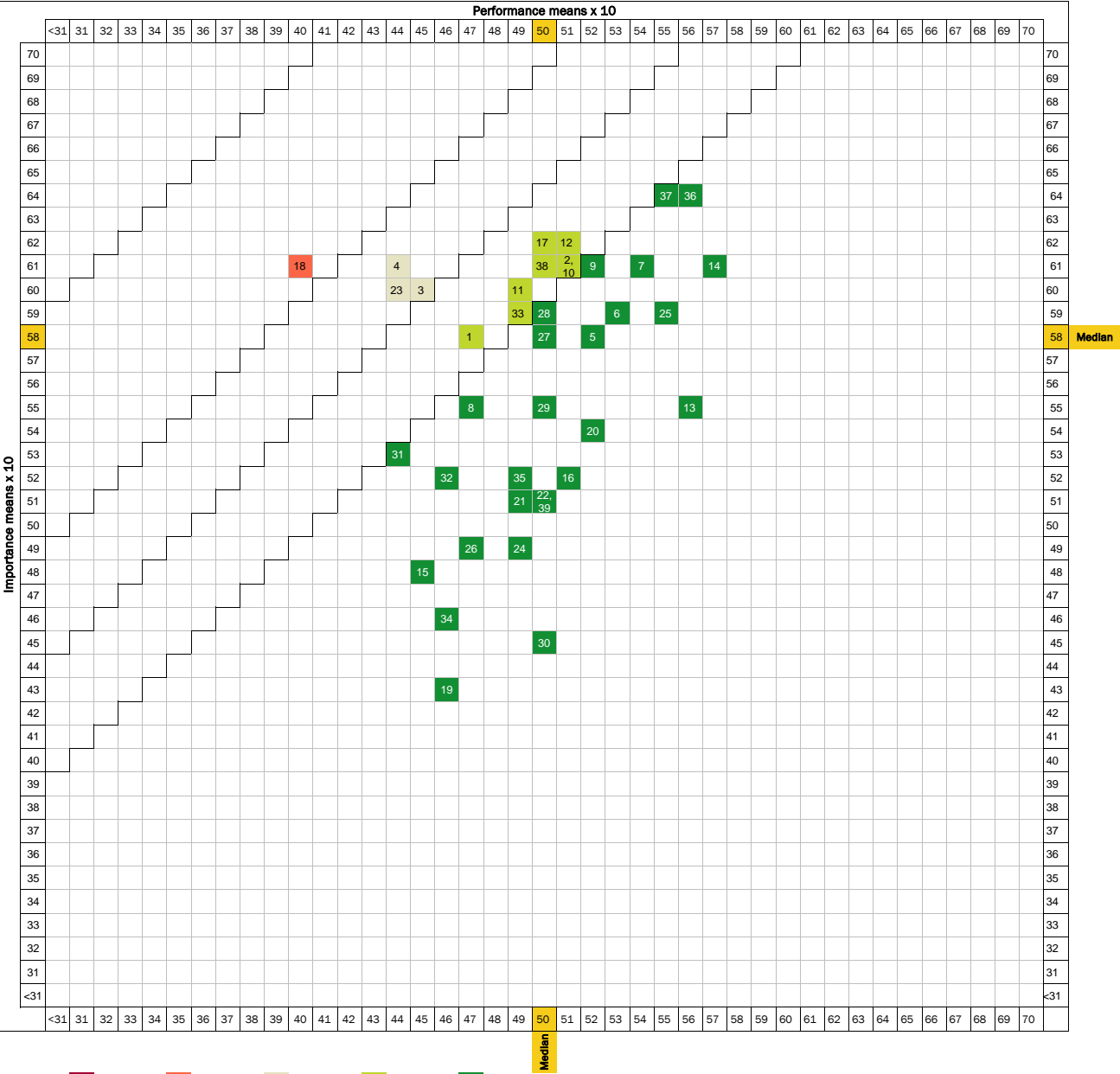
Central Coast Community Community Survey Results, November 2015				
Mean performance score — Age - 51 to 65 years				
106 responses				
	Performance		Importance	
	Mean	Rank	Mean	Rank
Parks & gardens	5.70	1	6.12	6
Playground equipment	5.63	2	5.50	24
Garbage collection services	5.57	3	6.36	2
General enquiries at Customer Service	5.55	4	5.95	16
Recycling collection services	5.53	5	6.38	1
Street signage	5.37	6	6.05	12
Street lighting	5.26	7	5.91	18
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.17	8	6.06	9
Cycleways/walking tracks	5.16	9	5.80	21
Sports grounds and recreation facilities	5.16	10	5.40	26
Stormwater drainage system	5.13	11	6.08	8
Ulverstone Civic Centre	5.09	12	5.18	29
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.09	13	6.20	3
Urban roads	5.06	14	6.06	10
Resource Recovery Centre	5.04	15	6.05	11
Accommodation for the aged	5.04	16	5.85	19
Foreshore and nature reserves	5.03	17	6.16	4
Community halls	5.00	18	5.13	31
Cemeteries	4.99	19	5.51	23
Rural transfer stations	4.97	20	5.07	33
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.97	21	4.52	38
Services for seniors and the aged	4.96	22	5.80	22
Access to waste depots and waste transfer stations	4.92	23	5.95	16
Applications (e.g. dog registrations)	4.92	24	4.90	34
Support of major events	4.91	25	5.20	28
Museums, their events and displays	4.90	26	5.12	32
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.90	27	5.98	14
Youth programs and events	4.71	28	4.86	35
Street trees - urban	4.69	29	5.46	25
Rural roads	4.69	30	5.84	20
Health and wellbeing program (Opt-in program)	4.64	31	4.63	37
Ulverstone Waterslide	4.62	32	4.29	39
Ranger Services - Parking Management	4.61	33	5.17	30
Roadside management - rural (e.g. trees, slashing, litter)	4.49	34	6.05	13
Swimming Centre	4.48	35	4.84	36
Footpaths	4.45	36	6.11	7
Building, land use planning and environmental health services	4.45	37	5.98	15
Ranger Services - Animal Management	4.37	38	5.31	27
Weed control	3.98	39	6.12	5

Central Coast Community Survey Results, November 2015
Mean gap scores — Age - 51 to 65 years
106 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	2.14	1	6.12	5
Footpaths	1.66	2	6.11	7
Roadside management - rural (e.g. trees, slashing, litter)	1.56	3	6.05	13
Building, land use planning and environmental health services	1.53	4	5.98	15
Rural roads	1.15	5	5.84	20
Foreshore and nature reserves	1.13	6	6.16	4
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.11	7	6.20	3
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.08	8	5.98	14
Access to waste depots and waste transfer stations	1.02	9	5.95	16
Resource Recovery Centre	1.01	10	6.05	11
Urban roads	1.00	11	6.06	10
Ranger Services - Animal Management	0.95	12	5.31	27
Stormwater drainage system	0.94	13	6.08	8
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.90	14	6.06	9
Recycling collection services	0.85	15	6.38	1
Services for seniors and the aged	0.83	16	5.80	22
Accommodation for the aged	0.81	17	5.85	19
Garbage collection services	0.79	18	6.36	2
Street trees - urban	0.76	19	5.46	25
Street signage	0.68	20	6.05	12
Street lighting	0.65	21	5.91	18
Cycleways/walking tracks	0.64	22	5.80	21
Ranger Services - Parking Management	0.56	23	5.17	30
Cemeteries	0.52	24	5.51	23
Parks & gardens	0.41	25	6.12	6
General enquiries at Customer Service	0.40	26	5.95	16
Swimming Centre	0.35	27	4.84	36
Support of major events	0.28	28	5.20	28
Sports grounds and recreation facilities	0.24	29	5.40	26
Museums, their events and displays	0.22	30	5.12	32
Youth programs and events	0.15	31	4.86	35
Community halls	0.13	32	5.13	31
Rural transfer stations	0.10	33	5.07	33
Ulverstone Civic Centre	0.08	34	5.18	29
Health and wellbeing program (Opt-in program)	-0.01	35	4.63	37
Applications (e.g. dog registrations)	-0.03	36	4.90	34
Playground equipment	-0.13	37	5.50	24
Ulverstone Waterslide	-0.33	38	4.29	39
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	-0.45	39	4.52	38

Central Coast Community Survey Results, November 2015

Best practice categories gap grid – Age - 51 to 65 years
106 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9
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Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

Central Coast Community Survey Results, November 2015

Top 10 factors — Age - Over 65 years

136 responses

Factors rated top 10 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Garbage collection services	6.59	Recycling collection services	6.22	Weed control	4.45	Weed control	1.69
Recycling collection services	6.57	Garbage collection services	6.08	Ranger Services - Animal Management	4.48	Footpaths	1.62
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.48	Parks & gardens	5.82	Footpaths	4.49	Building, land use planning and environmental health services	1.51
Street lighting	6.39	Playground equipment	5.81	Building, land use planning and environmental health services	4.57	Roadside management - rural (e.g. trees, slashing, litter)	1.46
Stormwater drainage system	6.39	General enquiries at Customer Service	5.80	Roadside management - rural (e.g. trees, slashing, litter)	4.65	Monitoring of environmental issues (e.g. water, air quality, salinity)	1.40
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.35	Ulverstone Civic Centre	5.75	Street trees - urban	4.70	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.32
Street signage	6.35	Resource Recovery Centre	5.62	Rural roads	4.80	Ranger Services - Animal Management	1.25
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.31	Street lighting	5.62	Ranger Services - Parking Management	4.82	Stormwater drainage system	1.24
Services for seniors and the aged	6.28	Sports grounds and recreation facilities	5.62	Youth programs and events	4.86	Rural roads	1.19
General enquiries at Customer Service	6.28	Rural transfer stations	5.55	Monitoring of environmental issues (e.g. water, air quality, salinity)	4.91	Urban roads	1.16

Central Coast Community Community Survey Results, November 2015
Mean importance scores — Age - Over 65 years
136 responses

	Importance		Performance	
	Mean	Rank	Mean	Rank
Garbage collection services	6.59	1	6.08	2
Recycling collection services	6.57	2	6.22	1
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	6.48	3	5.15	22
Street lighting	6.39	4	5.62	8
Stormwater drainage system	6.39	5	5.15	22
Management of traffic flow (e.g. lights, roundabouts, street signs)	6.35	6	5.42	11
Street signage	6.35	7	5.39	12
Monitoring of environmental issues (e.g. water, air quality, salinity)	6.31	8	4.91	30
Services for seniors and the aged	6.28	9	5.22	19
General enquiries at Customer Service	6.28	10	5.80	5
Urban roads	6.24	11	5.08	27
Parks & gardens	6.22	12	5.82	3
Accommodation for the aged	6.19	13	5.20	20
Resource Recovery Centre	6.19	14	5.62	7
Weed control	6.14	15	4.45	39
Footpaths	6.11	16	4.49	37
Roadside management - rural (e.g. trees, slashing, litter)	6.11	17	4.65	35
Access to waste depots and waste transfer stations	6.09	18	5.27	17
Building, land use planning and environmental health services	6.08	19	4.57	36
Foreshore and nature reserves	6.06	20	5.39	12
Cycleways/walking tracks	6.04	21	5.39	14
Rural roads	5.99	22	4.80	33
Cemeteries	5.92	23	5.28	16
Ulverstone Civic Centre	5.86	24	5.75	6
Ranger Services - Animal Management	5.73	25	4.48	38
Playground equipment	5.69	26	5.81	4
Sports grounds and recreation facilities	5.67	27	5.62	9
Rural transfer stations	5.67	28	5.55	10
Street trees - urban	5.66	29	4.70	34
Community halls	5.57	30	5.11	25
Support of major events	5.55	31	5.33	15
Health and wellbeing program (Opt-in program)	5.53	32	5.14	24
Applications (e.g. dog registrations)	5.44	33	5.23	18
Museums, their events and displays	5.41	34	5.18	21
Ranger Services - Parking Management	5.40	35	4.82	32
Youth programs and events	5.25	36	4.86	31
Swimming Centre	5.13	37	5.03	28
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.99	38	4.94	29
Ulverstone Waterslide	4.53	39	5.09	26

Central Coast Community Community Survey Results, November 2015
Mean performance score — Age - Over 65 years
136 responses

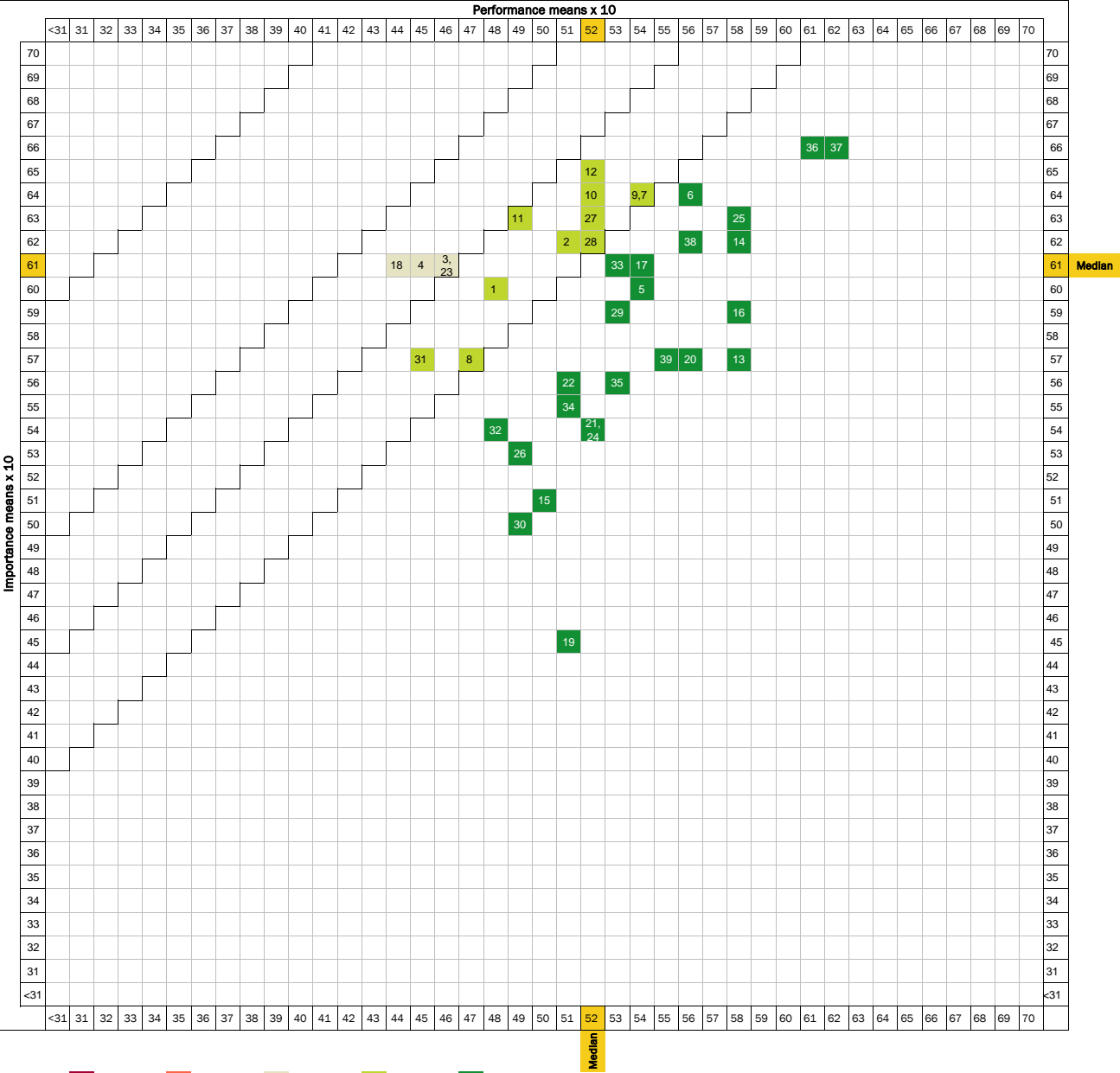
	Performance		Importance	
	Mean	Rank	Mean	Rank
Recycling collection services	6.22	1	6.57	2
Garbage collection services	6.08	2	6.59	1
Parks & gardens	5.82	3	6.22	12
Playground equipment	5.81	4	5.69	26
General enquiries at Customer Service	5.80	5	6.28	10
Ulverstone Civic Centre	5.75	6	5.86	24
Resource Recovery Centre	5.62	7	6.19	14
Street lighting	5.62	8	6.39	4
Sports grounds and recreation facilities	5.62	9	5.67	27
Rural transfer stations	5.55	10	5.67	28
Management of traffic flow (e.g. lights, roundabouts, street signs)	5.42	11	6.35	6
Foreshore and nature reserves	5.39	12	6.06	20
Street signage	5.39	12	6.35	7
Cycleways/walking tracks	5.39	14	6.04	21
Support of major events	5.33	15	5.55	31
Cemeteries	5.28	16	5.92	23
Access to waste depots and waste transfer stations	5.27	17	6.09	18
Applications (e.g. dog registrations)	5.23	18	5.44	33
Services for seniors and the aged	5.22	19	6.28	9
Accommodation for the aged	5.20	20	6.19	13
Museums, their events and displays	5.18	21	5.41	34
Stormwater drainage system	5.15	22	6.39	5
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	5.15	22	6.48	3
Health and wellbeing program (Opt-in program)	5.14	24	5.53	32
Community halls	5.11	25	5.57	30
Ulverstone Waterslide	5.09	26	4.53	39
Urban roads	5.08	27	6.24	11
Swimming Centre	5.03	28	5.13	37
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	4.94	29	4.99	38
Monitoring of environmental issues (e.g. water, air quality, salinity)	4.91	30	6.31	8
Youth programs and events	4.86	31	5.25	36
Ranger Services - Parking Management	4.82	32	5.40	35
Rural roads	4.80	33	5.99	22
Street trees - urban	4.70	34	5.66	29
Roadside management - rural (e.g. trees, slashing, litter)	4.65	35	6.11	17
Building, land use planning and environmental health services	4.57	36	6.08	19
Footpaths	4.49	37	6.11	16
Ranger Services - Animal Management	4.48	38	5.73	25
Weed control	4.45	39	6.14	15

Central Coast Community Community Survey Results, November 2015
Mean gap scores — Age - Over 65 years
136 responses

	Gap		Importance	
	Mean	Rank	Mean	Rank
Weed control	1.69	1	6.14	15
Footpaths	1.62	2	6.11	16
Building, land use planning and environmental health services	1.51	3	6.08	19
Roadside management - rural (e.g. trees, slashing, litter)	1.46	4	6.11	17
Monitoring of environmental issues (e.g. water, air quality, salinity)	1.40	5	6.31	8
Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)	1.32	6	6.48	3
Ranger Services - Animal Management	1.25	7	5.73	25
Stormwater drainage system	1.24	8	6.39	5
Rural roads	1.19	9	5.99	22
Urban roads	1.16	10	6.24	11
Services for seniors and the aged	1.06	11	6.28	9
Accommodation for the aged	0.99	12	6.19	13
Street trees - urban	0.96	13	5.66	29
Street signage	0.96	14	6.35	7
Management of traffic flow (e.g. lights, roundabouts, street signs)	0.93	15	6.35	6
Access to waste depots and waste transfer stations	0.82	16	6.09	18
Street lighting	0.77	17	6.39	4
Foreshore and nature reserves	0.67	18	6.06	20
Cycleways/walking tracks	0.65	19	6.04	21
Cemeteries	0.64	20	5.92	23
Ranger Services - Parking Management	0.57	21	5.40	35
Resource Recovery Centre	0.57	22	6.19	14
Garbage collection services	0.51	23	6.59	1
General enquiries at Customer Service	0.48	24	6.28	10
Community halls	0.45	25	5.57	30
Parks & gardens	0.39	26	6.22	12
Health and wellbeing program (Opt-in program)	0.39	27	5.53	32
Youth programs and events	0.39	28	5.25	36
Recycling collection services	0.35	29	6.57	2
Museums, their events and displays	0.23	30	5.41	34
Support of major events	0.23	31	5.55	31
Applications (e.g. dog registrations)	0.22	32	5.44	33
Rural transfer stations	0.12	33	5.67	28
Ulverstone Civic Centre	0.11	34	5.86	24
Swimming Centre	0.10	35	5.13	37
Sports grounds and recreation facilities	0.05	36	5.67	27
Provision of Childcare Centre and Outside School Hours and Vacations Care Programs	0.05	37	4.99	38
Playground equipment	-0.11	38	5.69	26
Ulverstone Waterslide	-0.56	39	4.53	39

Central Coast Community Survey Results, November 2015

Best practice categories gap grid – Age - Over 65 years
136 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	Rural roads
2	Urban roads
3	Roadside management - rural (e.g. trees, slashing, litter)
4	Footpaths
5	Cycleways/walking tracks
6	Street lighting
7	Street signage
8	Street trees - urban
9	Management of traffic flow (e.g. lights, roundabouts, street signs)
10	Stormwater drainage system
11	Monitoring of environmental issues (e.g. water, air quality, salinity)
12	Public Toilet Amenities (Council-owned park/community amenities, excludes shopping centre provided amenities)
13	Playground equipment
14	Parks & gardens
15	Swimming Centre
16	Ulverstone Civic Centre
17	Foreshore and nature reserves
18	Weed control
19	Ulverstone Waterslide
20	Sports grounds and recreation facilities
21	Museums, their events and displays
22	Community halls
23	Building, land use planning and environmental health services
24	Applications (e.g. dog registrations)
25	General enquiries at Customer Service
26	Youth programs and events
27	Services for seniors and the aged
28	Accommodation for the aged
29	Cemeteries
30	Provision of Childcare Centre and Outside School Hours and Vacations Care Programs
31	Ranger Services - Animal Management
32	Ranger Services - Parking Management
33	Access to waste depots and waste transfer stations
34	Health and wellbeing program (Opt-in program)
35	Support of major events
36	Garbage collection services
37	Recycling collection services
38	Resource Recovery Centre
39	Rural transfer stations

SECTION 4:

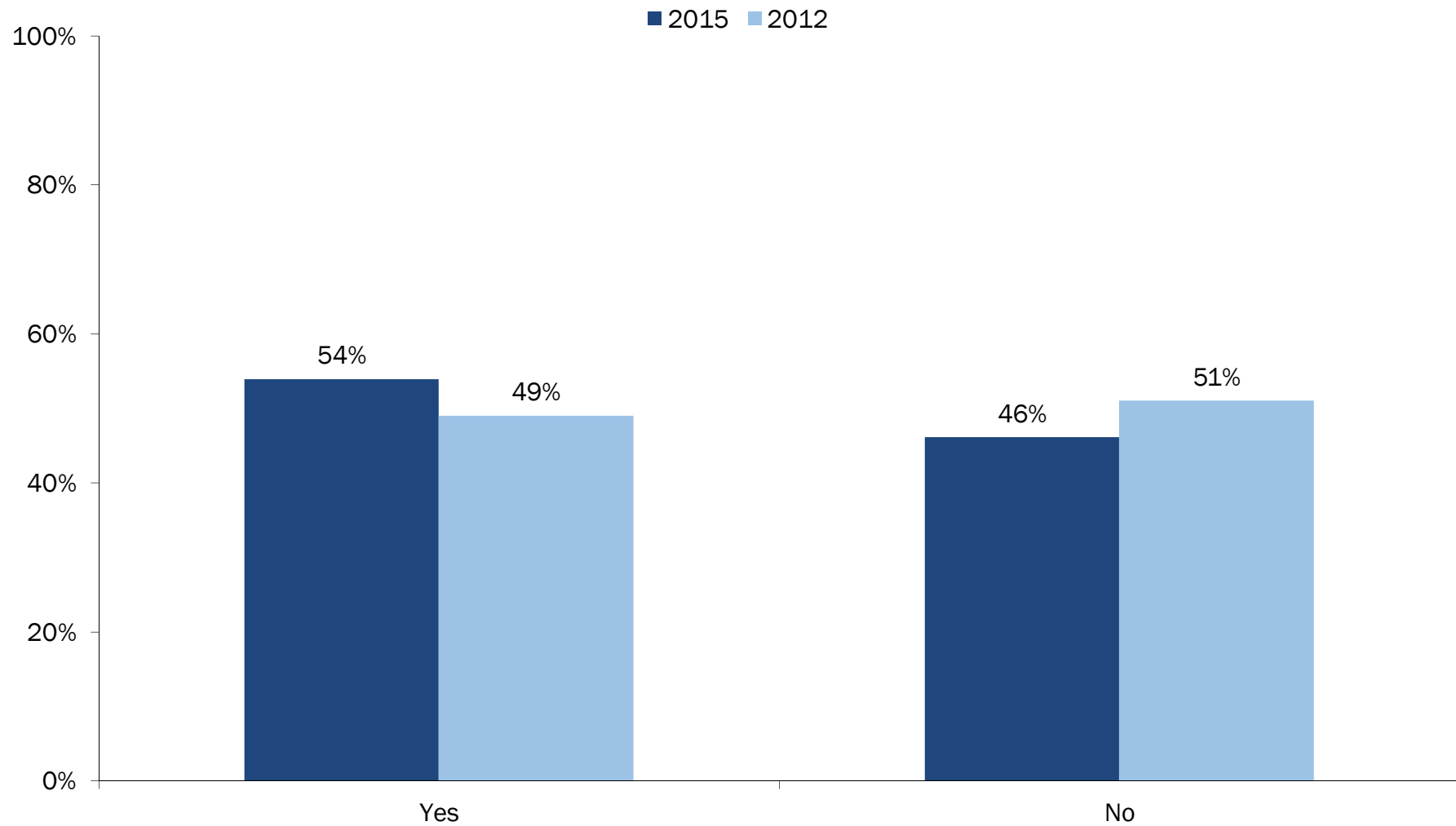
You and Your Community



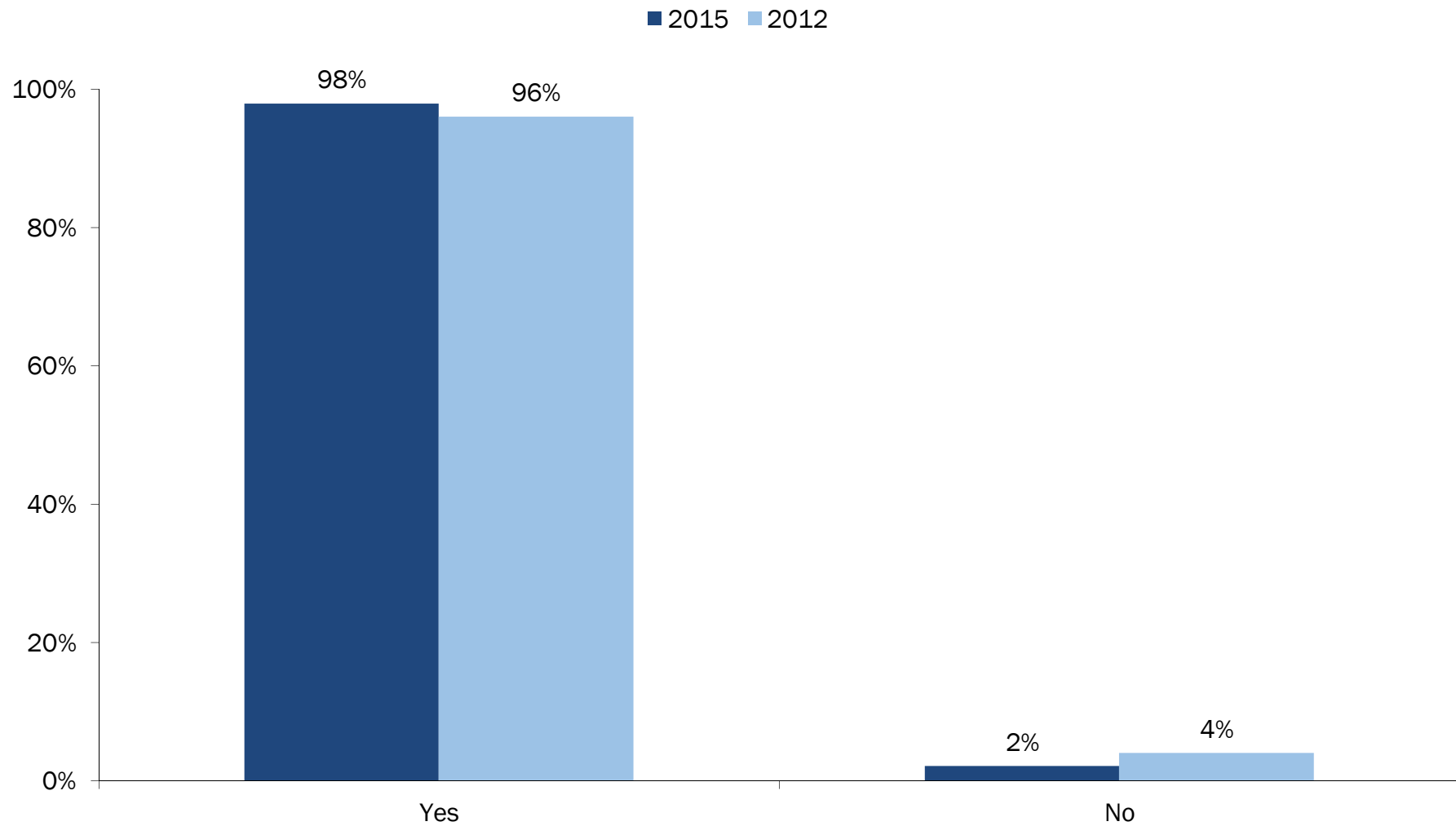
Insync Surveys Pty Ltd

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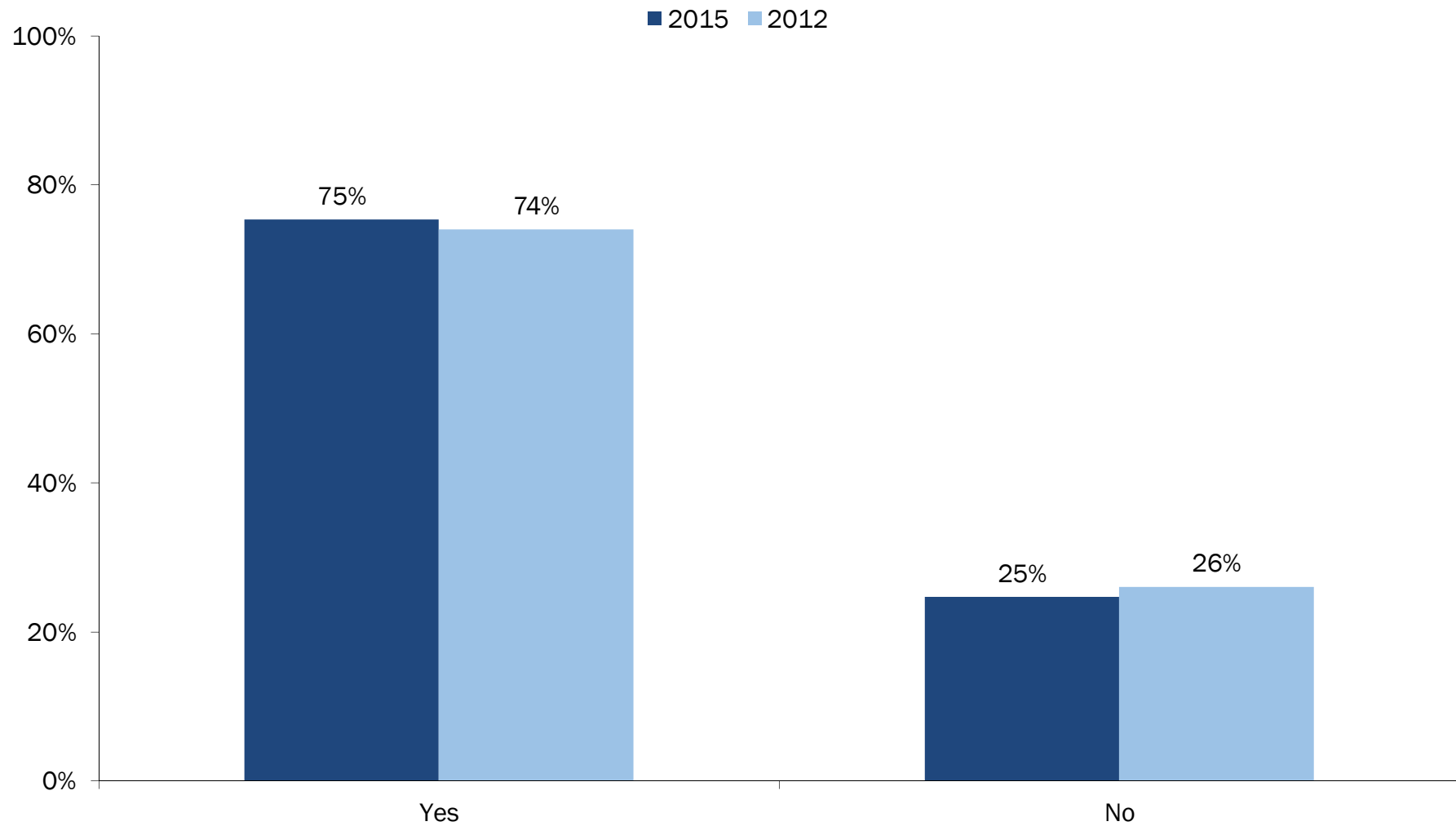
Central Coast Council Community Survey Results, November 2015
Are you a member of a community group?



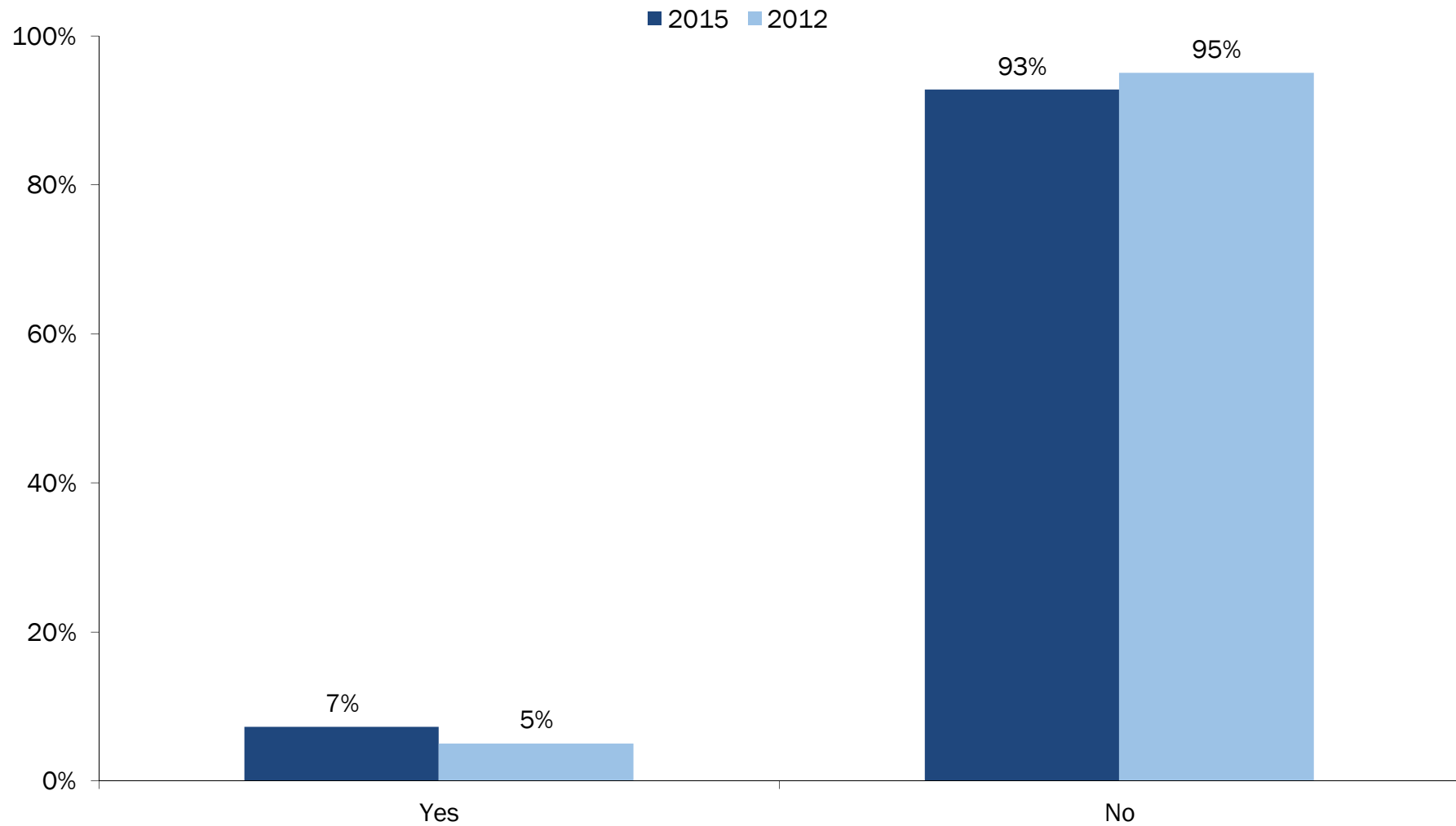
Central Coast Council Community Survey Results, November 2015
Would you recommend Central Coast as a place to live?



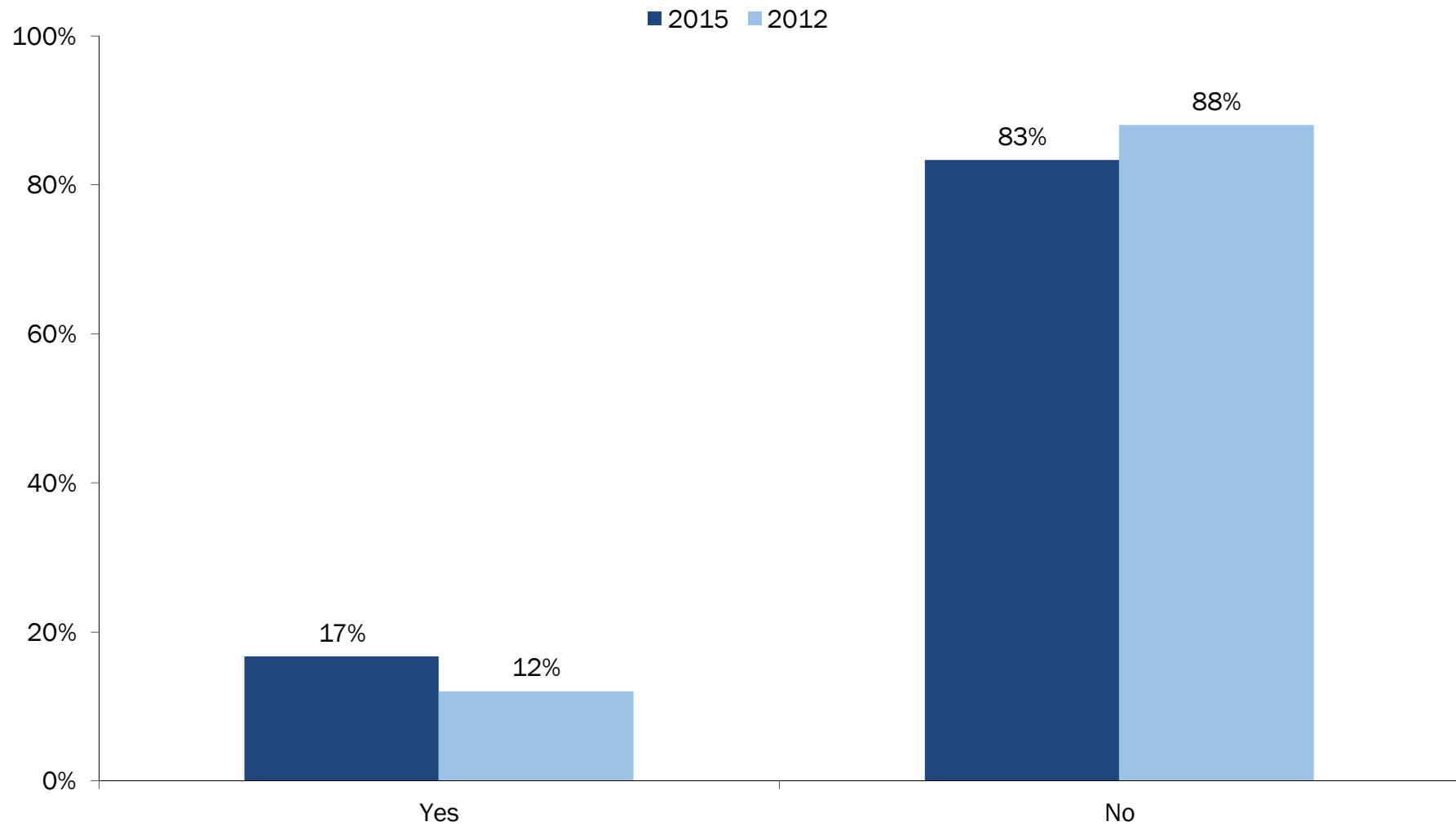
Central Coast Council Community Survey Results, November 2015
Do you consider Central Coast to be a progressive municipal area?



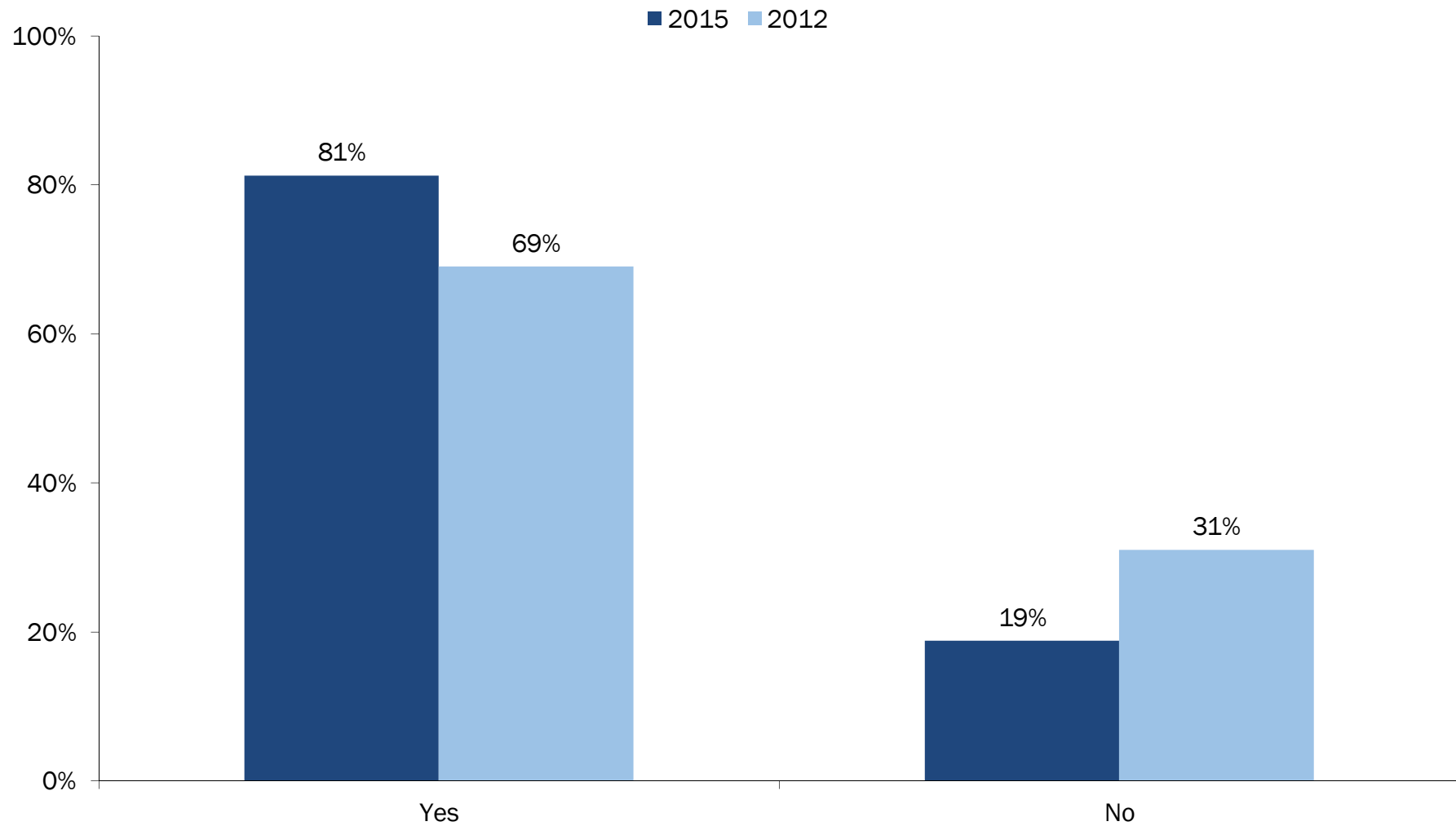
Central Coast Council Community Survey Results, November 2015
Do you think there are enough jobs available in Central Coast?



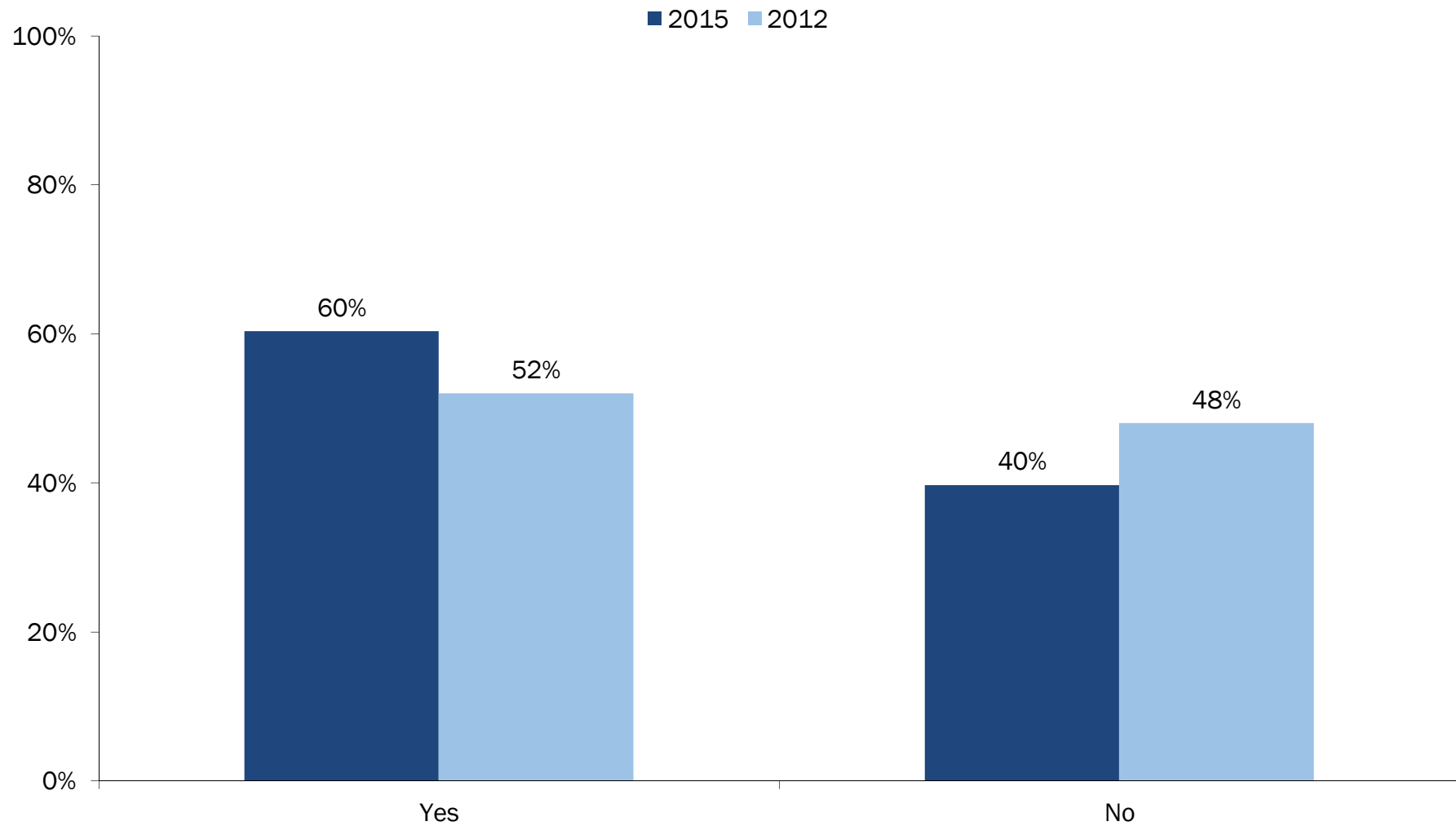
Central Coast Council Community Survey Results, November 2015
Do you think there is enough variety of jobs available in Central Coast?



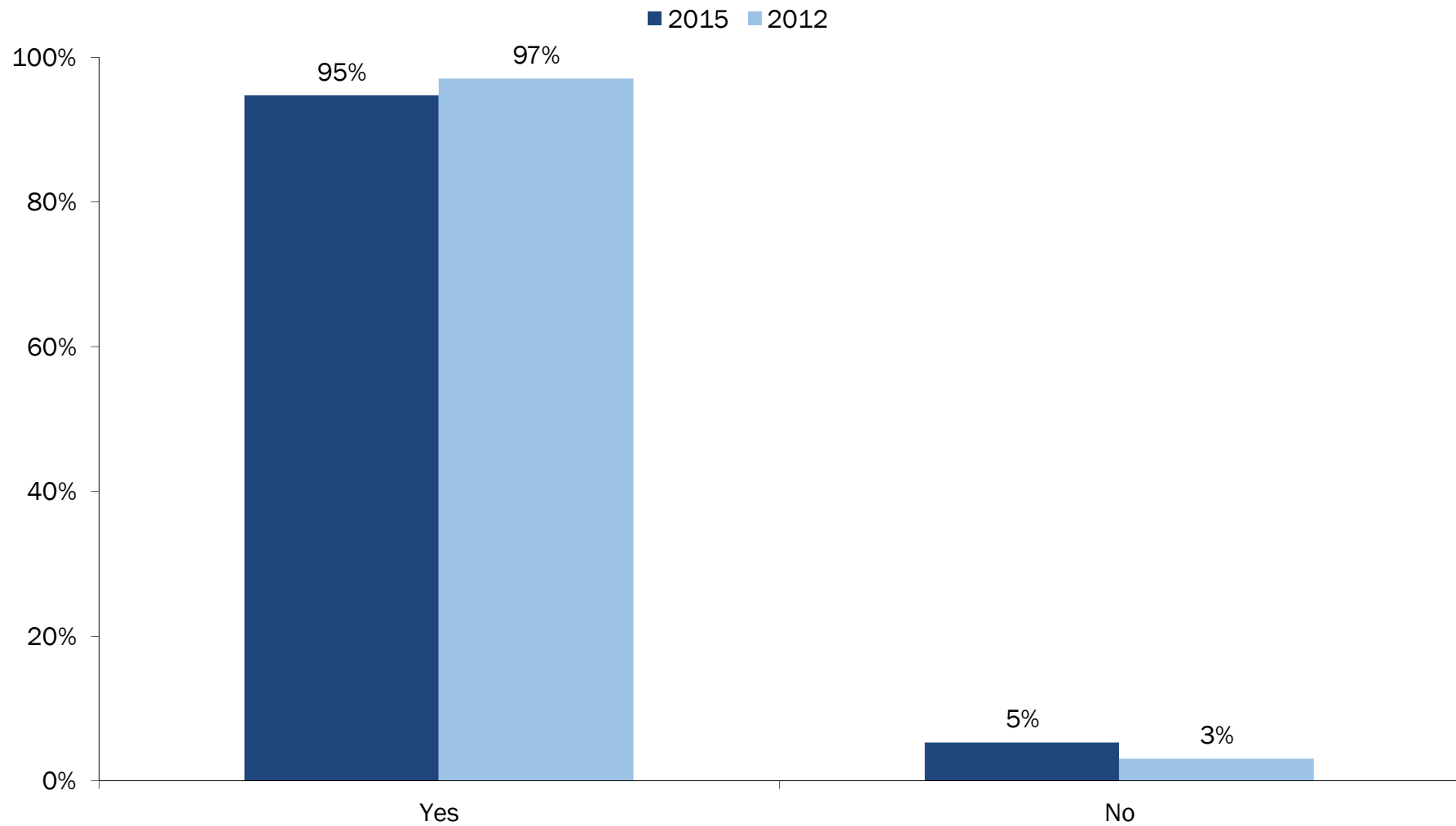
Central Coast Council Community Survey Results, November 2015
Do you think land and housing in Central Coast is affordable?



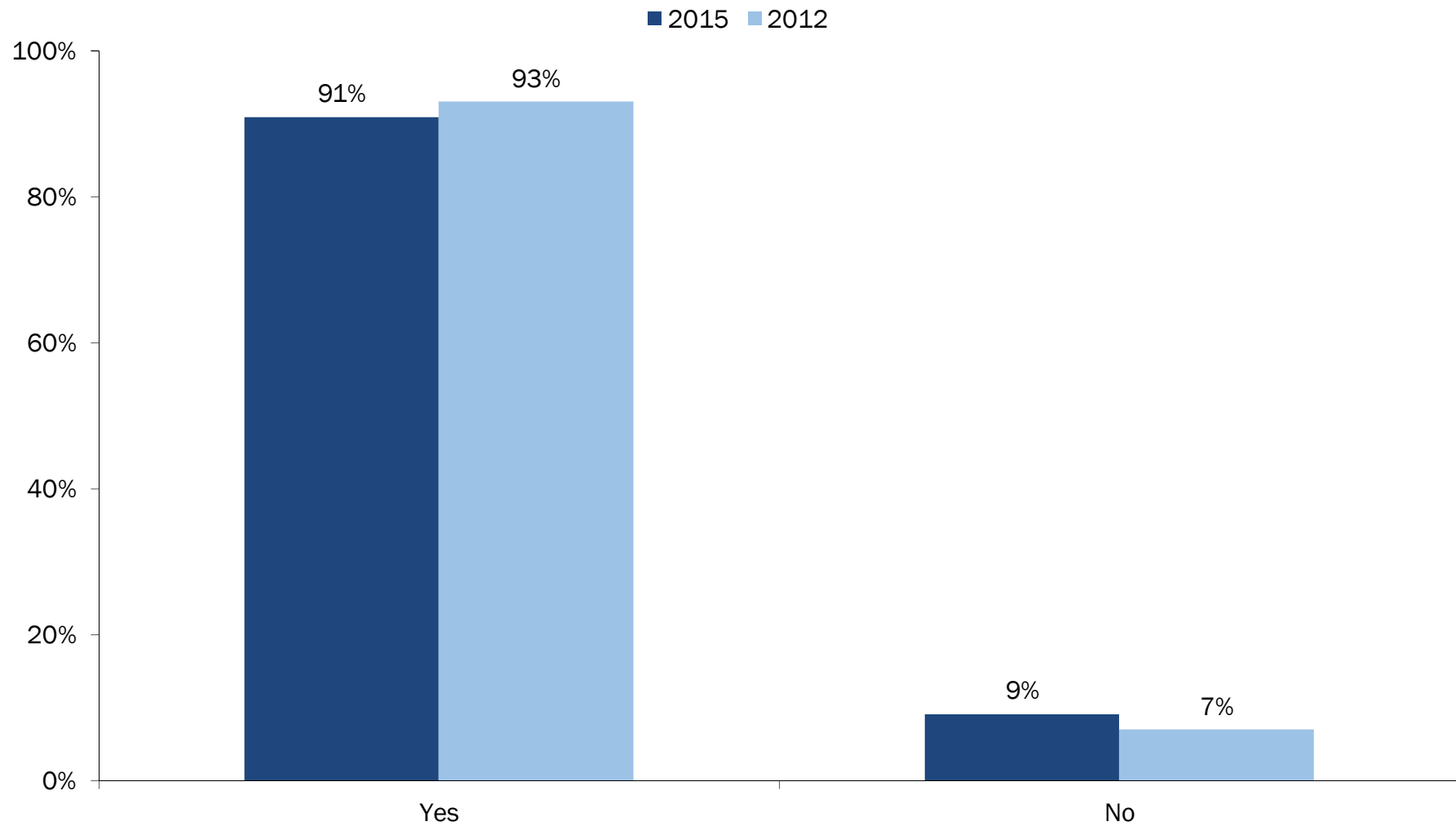
Central Coast Council Community Survey Results, November 2015
Do you think public transport is available to meet your needs?



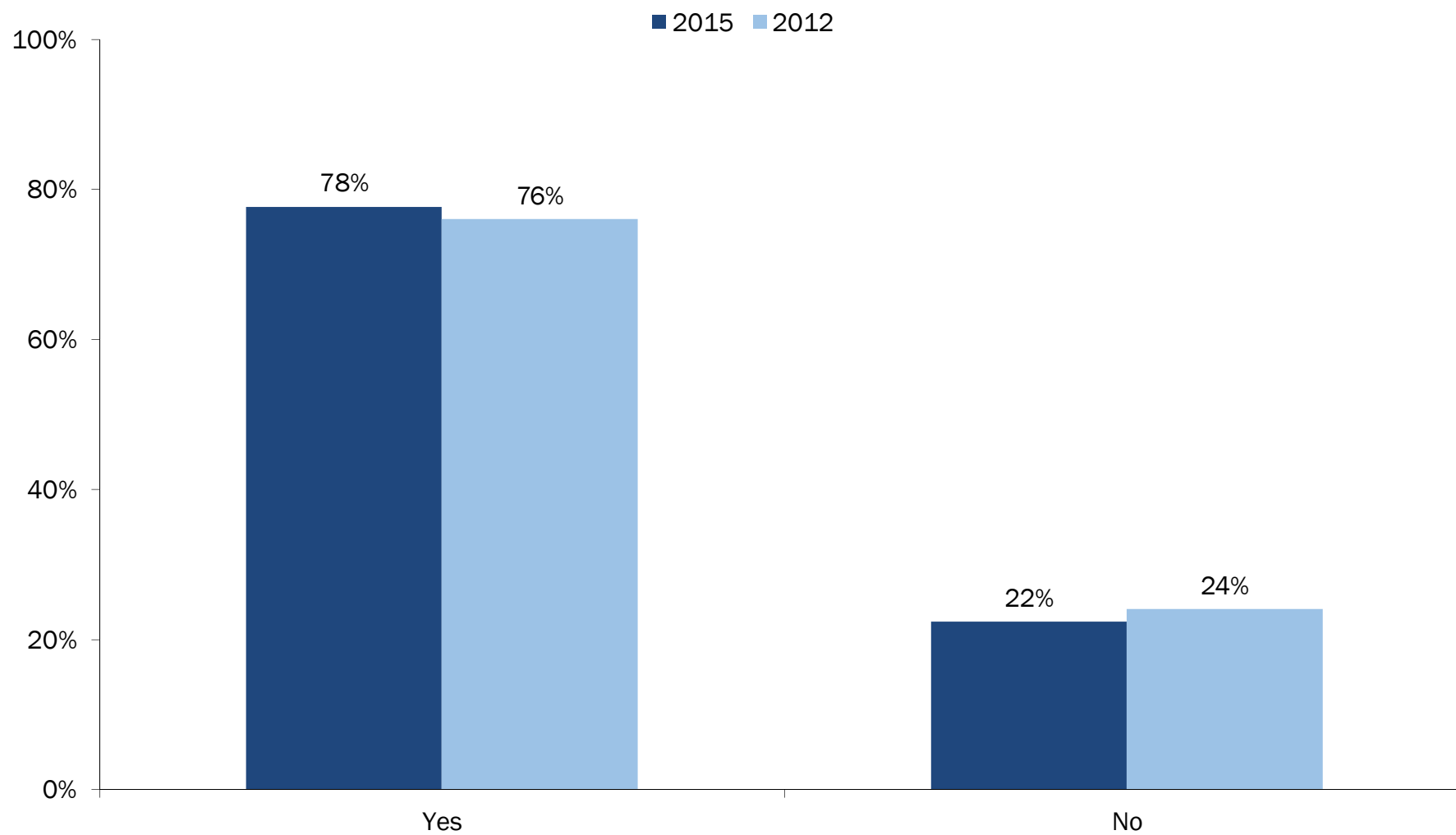
Central Coast Council Community Survey Results, November 2015
Do you think Central Coast is a safe place to live and work?



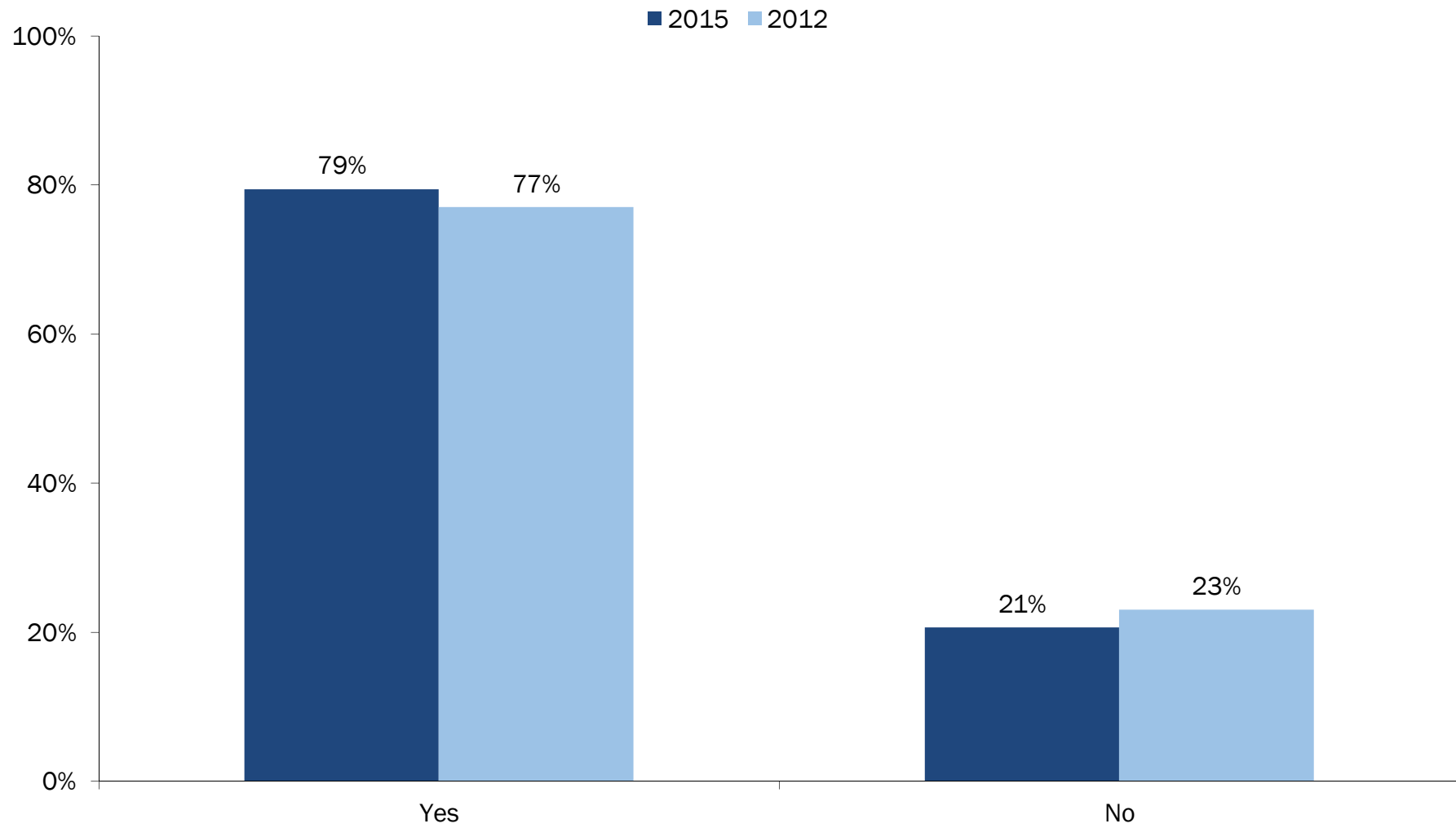
Central Coast Council Community Survey Results, November 2015
Do you think your neighbours would be likely to help you if you needed them?



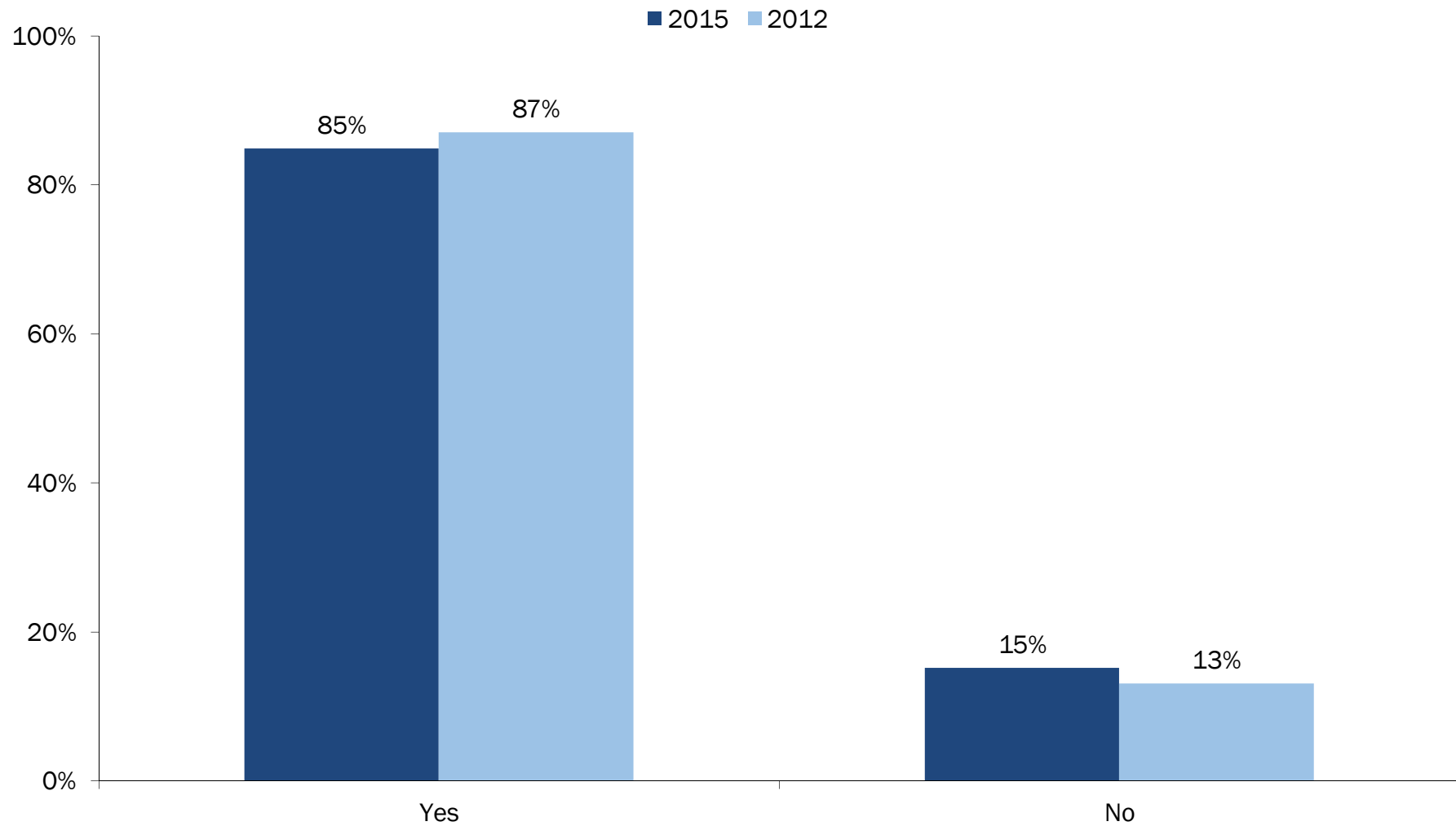
Central Coast Council Community Survey Results, November 2015
Do you think there is a good choice and availability of housing options in Central Coast?



Central Coast Council Community Survey Results, November 2015
Do you think Central Coast is a healthy community?



Central Coast Council Community Survey Results, November 2015
Do you feel that you are a part of your local community?



SECTION 5:

About our strategies and goals



Insync Surveys Pty Ltd

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Central Coast Community Survey Results, November 2015

Top 5 factors — All residents

294 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.30	The Shape of the Place	4.94	The Environment and Sustainable Infrastructure	4.76	Council Sustainability and Governance	1.45
The Shape of the Place	6.09	A Connected Central Coast	4.87	Community Capacity and Creativity	4.83	The Environment and Sustainable Infrastructure	1.31
The Environment and Sustainable Infrastructure	6.08	Council Sustainability and Governance	4.85	Council Sustainability and Governance	4.85	The Shape of the Place	1.15
A Connected Central Coast	5.93	Community Capacity and Creativity	4.83	A Connected Central Coast	4.87	A Connected Central Coast	1.06
Community Capacity and Creativity	5.86	The Environment and Sustainable Infrastructure	4.76	The Shape of the Place	4.94	Community Capacity and Creativity	1.03

Central Coast Community Survey Results, November 2015

Mean importance scores — All residents

294 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.30	1		4.85	3
The Shape of the Place	6.09	2		4.94	1
The Environment and Sustainable Infrastructure	6.08	3		4.76	5
A Connected Central Coast	5.93	4		4.87	2
Community Capacity and Creativity	5.86	5		4.83	4

Central Coast Community Community Survey Results, November 2015

Mean performance score – All residents

294 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.94	1		6.09	2
A Connected Central Coast	4.87	2		5.93	4
Council Sustainability and Governance	4.85	3		6.30	1
Community Capacity and Creativity	4.83	4		5.86	5
The Environment and Sustainable Infrastructure	4.76	5		6.08	3

Central Coast Community Community Survey Results, November 2015

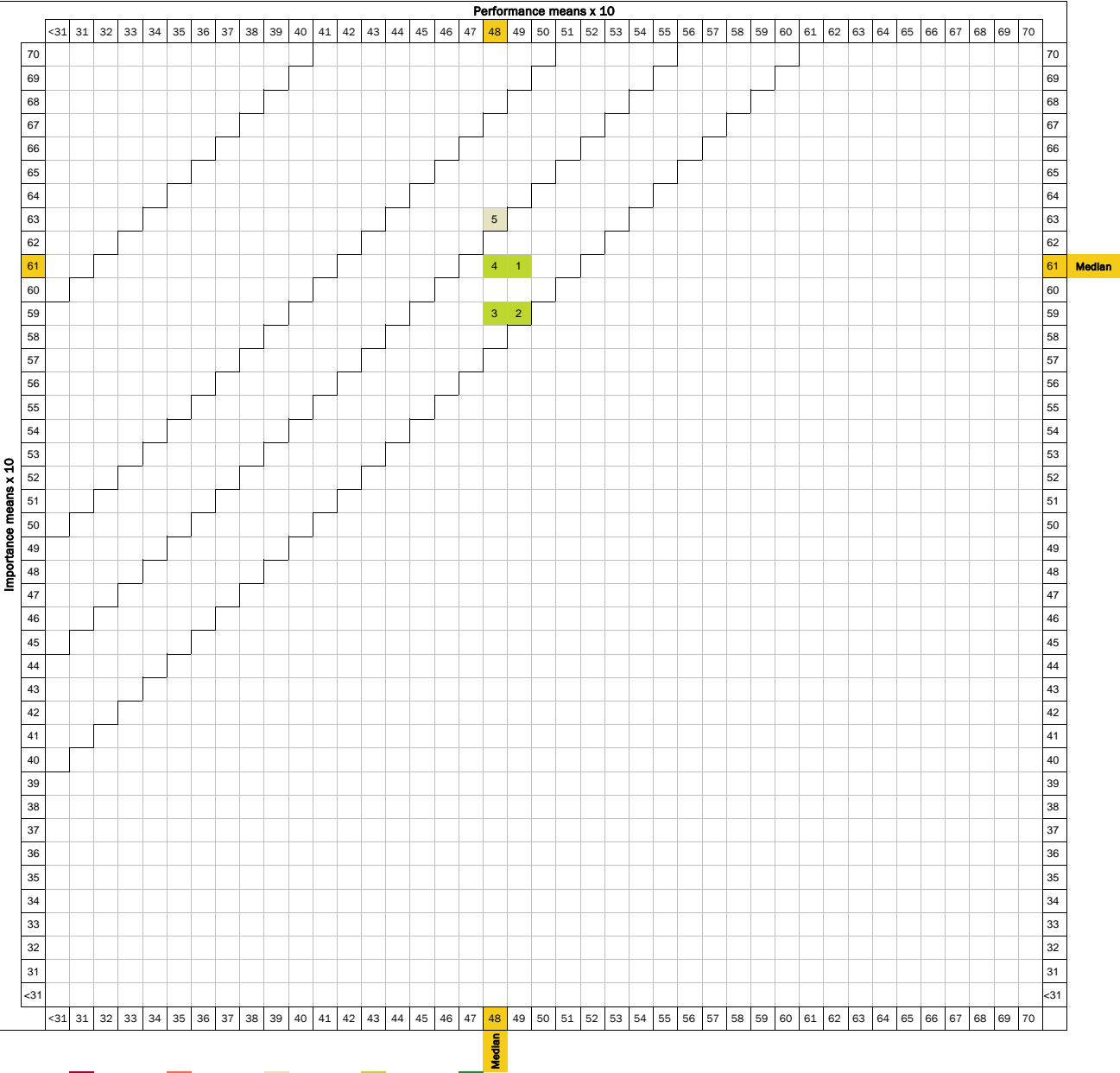
Mean gap scores — All residents

294 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.45	1		6.30	1
The Environment and Sustainable Infrastructure	1.31	2		6.08	3
The Shape of the Place	1.15	3		6.09	2
A Connected Central Coast	1.06	4		5.93	4
Community Capacity and Creativity	1.03	5		5.86	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — All residents
294 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Community Survey Results, November 2015
 Top 5 Importance scores by demographic
 Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Council Sustainability and Governance	6.50	Council Sustainability and Governance	6.41	Council Sustainability and Governance	6.35
Community Capacity and Creativity	6.29	The Environment and Sustainable Infrastructure	6.16	The Environment and Sustainable Infrastructure	6.18
The Shape of the Place	6.29	The Shape of the Place	6.15	The Shape of the Place	6.13
A Connected Central Coast	6.23	A Connected Central Coast	6.06	A Connected Central Coast	6.05
The Environment and Sustainable Infrastructure	6.15	Community Capacity and Creativity	5.94	Community Capacity and Creativity	5.97
Penguin (53 responses)					
The Shape of the Place	6.15				
Council Sustainability and Governance	6.13				
The Environment and Sustainable Infrastructure	6.00				
A Connected Central Coast	5.78				
Community Capacity and Creativity	5.74				

Unique factors

Central Coast Community Community Survey Results, November 2015
 Top 5 performance scores by demographic
 Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
The Shape of the Place	6.15	Community Capacity and Creativity	4.91	The Shape of the Place	5.43
Community Capacity and Creativity	5.83	The Shape of the Place	4.91	A Connected Central Coast	5.38
A Connected Central Coast	5.77	The Environment and Sustainable Infrastructure	4.90	Community Capacity and Creativity	5.35
Council Sustainability and Governance	5.46	A Connected Central Coast	4.87	Council Sustainability and Governance	5.16
The Environment and Sustainable Infrastructure	5.27	Council Sustainability and Governance	4.86	The Environment and Sustainable Infrastructure	5.05
Penguin (53 responses)					
Council Sustainability and Governance	4.54				
The Shape of the Place	4.43				
A Connected Central Coast	4.37				
Community Capacity and Creativity	4.29				
The Environment and Sustainable Infrastructure	4.19				

Unique factors

Central Coast Community Survey Results, November 2015
 Top 5 gap scores by demographic
 Please indicate where you live

Turners Beach (16 responses)		Ulverstone (145 responses)		West Ulverstone (43 responses)	
Council Sustainability and Governance	1.04	Council Sustainability and Governance	1.56	Council Sustainability and Governance	1.19
The Environment and Sustainable Infrastructure	0.88	The Environment and Sustainable Infrastructure	1.26	The Environment and Sustainable Infrastructure	1.13
A Connected Central Coast	0.46	The Shape of the Place	1.24	The Shape of the Place	0.70
Community Capacity and Creativity	0.45	A Connected Central Coast	1.19	A Connected Central Coast	0.67
The Shape of the Place	0.13	Community Capacity and Creativity	1.03	Community Capacity and Creativity	0.62
Penguin (53 responses)					
The Environment and Sustainable Infrastructure	1.81				
The Shape of the Place	1.72				
Council Sustainability and Governance	1.58				
Community Capacity and Creativity	1.45				
A Connected Central Coast	1.41				

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Please indicate where you live - Turners Beach

16 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.50	The Shape of the Place	6.15	The Environment and Sustainable Infrastructure	5.27	Council Sustainability and Governance	1.04
Community Capacity and Creativity	6.29	Community Capacity and Creativity	5.83	Council Sustainability and Governance	5.46	The Environment and Sustainable Infrastructure	0.88
The Shape of the Place	6.29	A Connected Central Coast	5.77	A Connected Central Coast	5.77	A Connected Central Coast	0.46
A Connected Central Coast	6.23	Council Sustainability and Governance	5.46	Community Capacity and Creativity	5.83	Community Capacity and Creativity	0.45
The Environment and Sustainable Infrastructure	6.15	The Environment and Sustainable Infrastructure	5.27	The Shape of the Place	6.15	The Shape of the Place	0.13

Central Coast Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Turners Beach

16 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.50	1		5.46	4
Community Capacity and Creativity	6.29	2		5.83	2
The Shape of the Place	6.29	2		6.15	1
A Connected Central Coast	6.23	4		5.77	3
The Environment and Sustainable Infrastructure	6.15	5		5.27	5

Central Coast Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Turners Beach

16 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	6.15	1		6.29	2
Community Capacity and Creativity	5.83	2		6.29	2
A Connected Central Coast	5.77	3		6.23	4
Council Sustainability and Governance	5.46	4		6.50	1
The Environment and Sustainable Infrastructure	5.27	5		6.15	5

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - Turners Beach

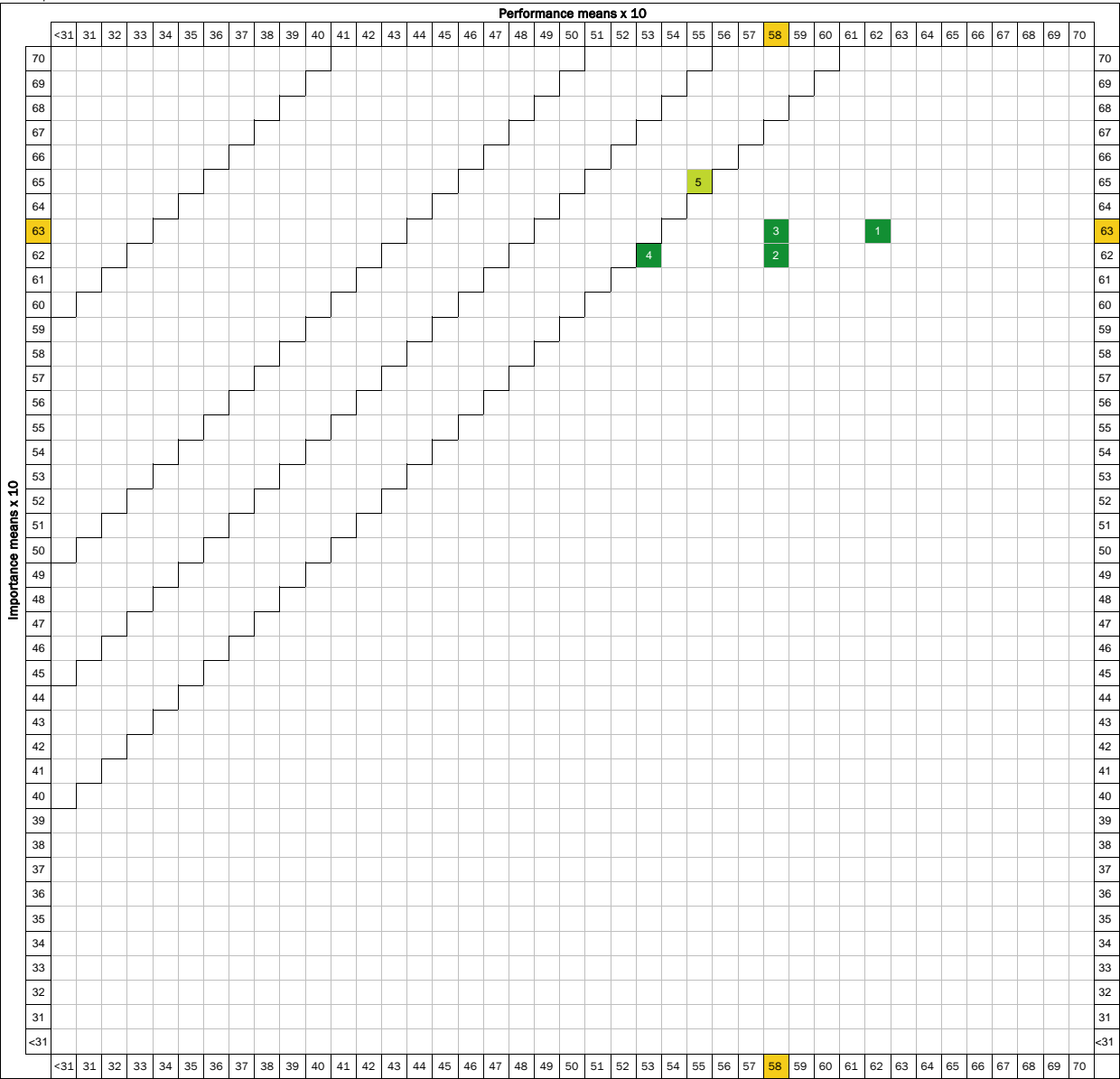
16 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.04	1		6.50	1
The Environment and Sustainable Infrastructure	0.88	2		6.15	5
A Connected Central Coast	0.46	3		6.23	4
Community Capacity and Creativity	0.45	4		6.29	2
The Shape of the Place	0.13	5		6.29	2

Central Coast Community Community Survey Results. November 2015

Best practice categories gap grid — Please indicate where you live - Turners Beach

16 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Please indicate where you live - Ulverstone

145 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.41	Community Capacity and Creativity	4.91	Council Sustainability and Governance	4.86	Council Sustainability and Governance	1.56
The Environment and Sustainable Infrastructure	6.16	The Shape of the Place	4.91	A Connected Central Coast	4.87	The Environment and Sustainable Infrastructure	1.26
The Shape of the Place	6.15	The Environment and Sustainable Infrastructure	4.90	The Environment and Sustainable Infrastructure	4.90	The Shape of the Place	1.24
A Connected Central Coast	6.06	A Connected Central Coast	4.87	The Shape of the Place	4.91	A Connected Central Coast	1.19
Community Capacity and Creativity	5.94	Council Sustainability and Governance	4.86	Community Capacity and Creativity	4.91	Community Capacity and Creativity	1.03

Central Coast Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Ulverstone

145 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.41	1		4.86	5
The Environment and Sustainable Infrastructure	6.16	2		4.90	3
The Shape of the Place	6.15	3		4.91	2
A Connected Central Coast	6.06	4		4.87	4
Community Capacity and Creativity	5.94	5		4.91	1

Central Coast Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Ulverstone

145 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Community Capacity and Creativity	4.91	1		5.94	5
The Shape of the Place	4.91	2		6.15	3
The Environment and Sustainable Infrastructure	4.90	3		6.16	2
A Connected Central Coast	4.87	4		6.06	4
Council Sustainability and Governance	4.86	5		6.41	1

Central Coast Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - Ulverstone

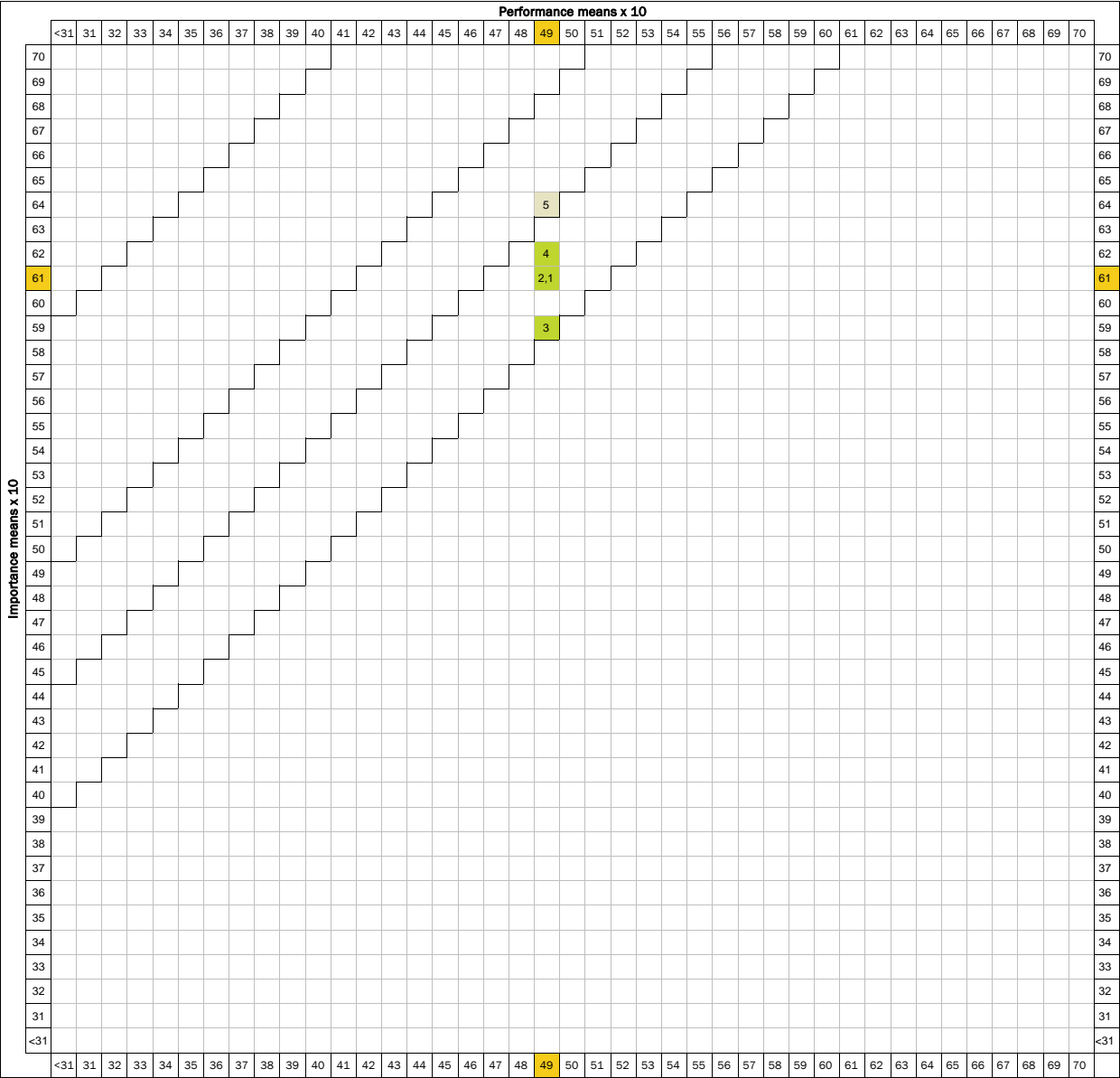
145 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.56	1		6.41	1
The Environment and Sustainable Infrastructure	1.26	2		6.16	2
The Shape of the Place	1.24	3		6.15	3
A Connected Central Coast	1.19	4		6.06	4
Community Capacity and Creativity	1.03	5		5.94	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Please indicate where you live - Ulverstone

145 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Please indicate where you live - West Ulverstone

43 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.35	The Shape of the Place	5.43	The Environment and Sustainable Infrastructure	5.05	Council Sustainability and Governance	1.19
The Environment and Sustainable Infrastructure	6.18	A Connected Central Coast	5.38	Council Sustainability and Governance	5.16	The Environment and Sustainable Infrastructure	1.13
The Shape of the Place	6.13	Community Capacity and Creativity	5.35	Community Capacity and Creativity	5.35	The Shape of the Place	0.70
A Connected Central Coast	6.05	Council Sustainability and Governance	5.16	A Connected Central Coast	5.38	A Connected Central Coast	0.67
Community Capacity and Creativity	5.97	The Environment and Sustainable Infrastructure	5.05	The Shape of the Place	5.43	Community Capacity and Creativity	0.62

Central Coast Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - West Ulverstone

43 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.35	1		5.16	4
The Environment and Sustainable Infrastructure	6.18	2		5.05	5
The Shape of the Place	6.13	3		5.43	1
A Connected Central Coast	6.05	4		5.38	2
Community Capacity and Creativity	5.97	5		5.35	3

Central Coast Community Community Survey Results, November 2015

Mean performance score — Please indicate where you live - West Ulverstone

43 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.43	1		6.13	3
A Connected Central Coast	5.38	2		6.05	4
Community Capacity and Creativity	5.35	3		5.97	5
Council Sustainability and Governance	5.16	4		6.35	1
The Environment and Sustainable Infrastructure	5.05	5		6.18	2

Central Coast Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - West Ulverstone

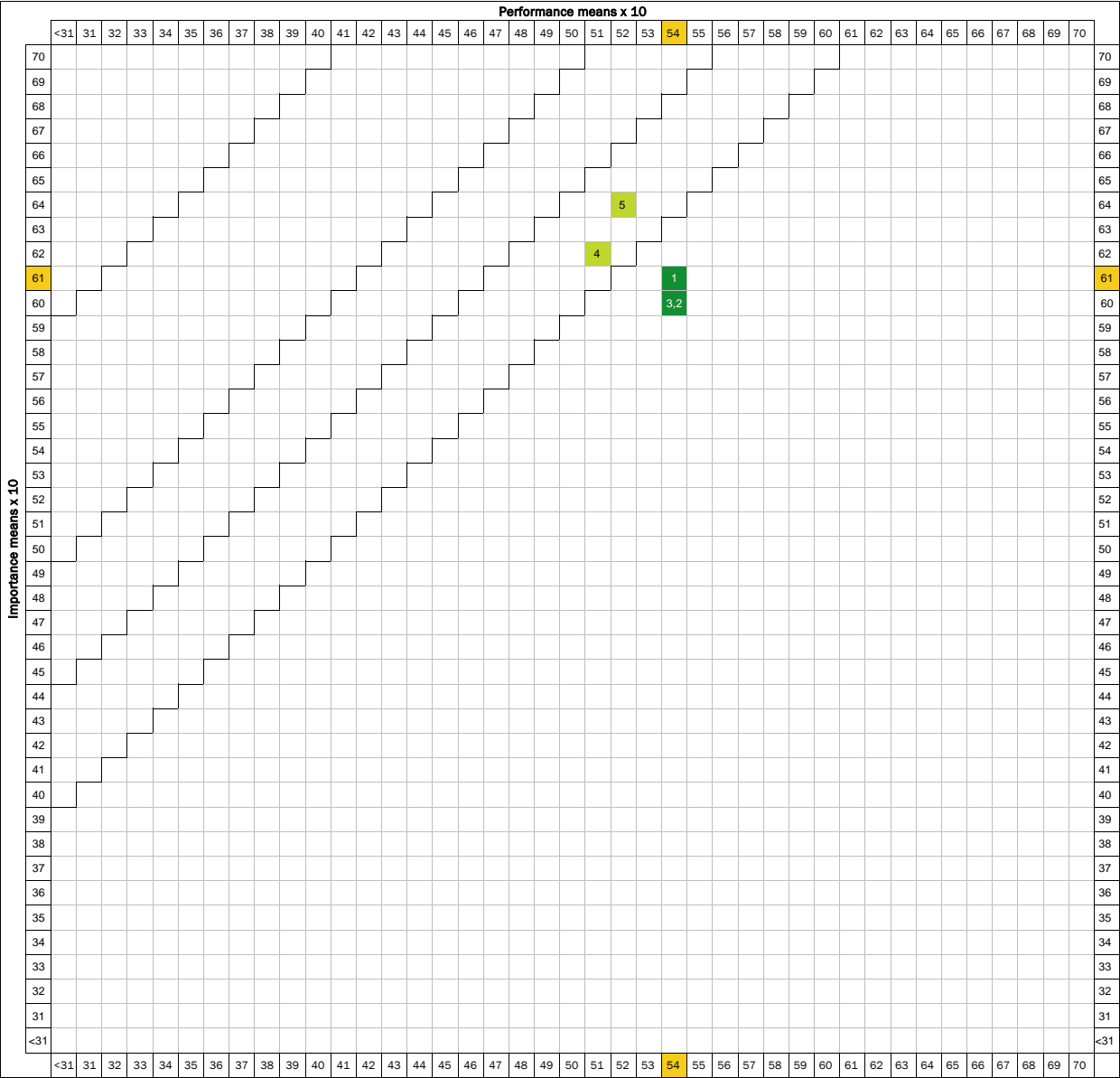
43 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.19	1		6.35	1
The Environment and Sustainable Infrastructure	1.13	2		6.18	2
The Shape of the Place	0.70	3		6.13	3
A Connected Central Coast	0.67	4		6.05	4
Community Capacity and Creativity	0.62	5		5.97	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Please indicate where you live - West Ulverstone

43 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Please indicate where you live - Penguin

53 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Shape of the Place	6.15	Council Sustainability and Governance	4.54	The Environment and Sustainable Infrastructure	4.19	The Environment and Sustainable Infrastructure	1.81
Council Sustainability and Governance	6.13	The Shape of the Place	4.43	Community Capacity and Creativity	4.29	The Shape of the Place	1.72
The Environment and Sustainable Infrastructure	6.00	A Connected Central Coast	4.37	A Connected Central Coast	4.37	Council Sustainability and Governance	1.58
A Connected Central Coast	5.78	Community Capacity and Creativity	4.29	The Shape of the Place	4.43	Community Capacity and Creativity	1.45
Community Capacity and Creativity	5.74	The Environment and Sustainable Infrastructure	4.19	Council Sustainability and Governance	4.54	A Connected Central Coast	1.41

Central Coast Community Survey Results, November 2015

Mean importance scores — Please indicate where you live - Penguin

53 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
The Shape of the Place	6.15	1		4.43	2
Council Sustainability and Governance	6.13	2		4.54	1
The Environment and Sustainable Infrastructure	6.00	3		4.19	5
A Connected Central Coast	5.78	4		4.37	3
Community Capacity and Creativity	5.74	5		4.29	4

Central Coast Community Survey Results, November 2015

Mean performance score — Please indicate where you live - Penguin

53 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	4.54	1		6.13	2
The Shape of the Place	4.43	2		6.15	1
A Connected Central Coast	4.37	3		5.78	4
Community Capacity and Creativity	4.29	4		5.74	5
The Environment and Sustainable Infrastructure	4.19	5		6.00	3

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Please indicate where you live - Penguin

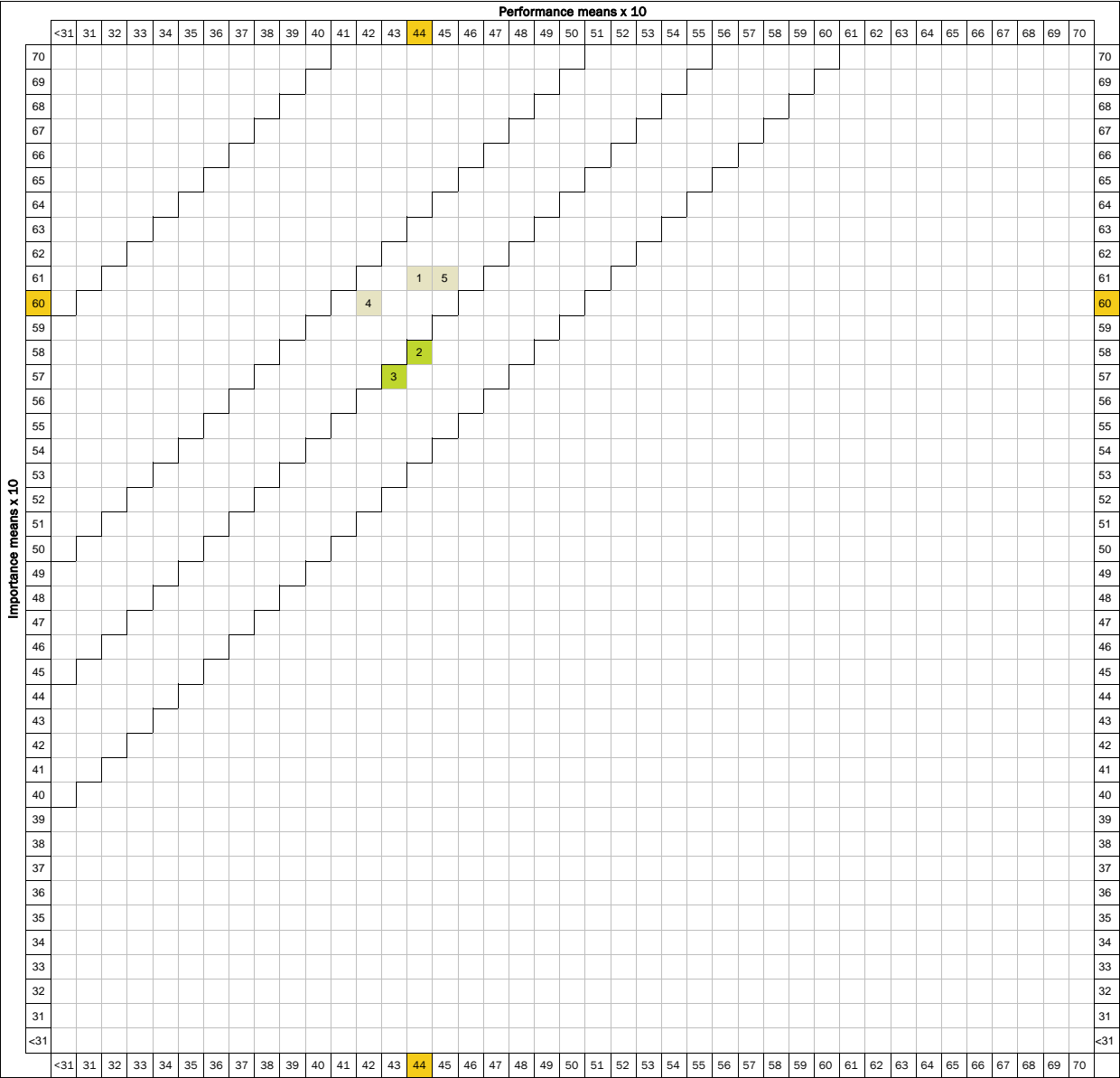
53 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
The Environment and Sustainable Infrastructure	1.81	1		6.00	3
The Shape of the Place	1.72	2		6.15	1
Council Sustainability and Governance	1.58	3		6.13	2
Community Capacity and Creativity	1.45	4		5.74	5
A Connected Central Coast	1.41	5		5.78	4

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Please indicate where you live - Penguin

53 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Community Survey Results, November 2015
 Top 5 Importance scores by demographic
 Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Council Sustainability and Governance	6.15	Council Sustainability and Governance	6.34	Council Sustainability and Governance	6.10
The Environment and Sustainable Infrastructure	6.03	A Connected Central Coast	6.31	The Shape of the Place	6.00
The Shape of the Place	5.93	The Shape of the Place	6.21	Community Capacity and Creativity	5.56
A Connected Central Coast	5.80	Community Capacity and Creativity	6.19	The Environment and Sustainable Infrastructure	5.50
Community Capacity and Creativity	5.65	The Environment and Sustainable Infrastructure	6.15	A Connected Central Coast	5.30
Retired (152 responses)					
Council Sustainability and Governance	6.36				
The Shape of the Place	6.15				
The Environment and Sustainable Infrastructure	6.13				
A Connected Central Coast	5.98				
Community Capacity and Creativity	5.92				

Unique factors

Central Coast Community Community Survey Results, November 2015
 Top 5 performance scores by demographic
 Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
The Shape of the Place	4.63	The Shape of the Place	5.18	The Shape of the Place	4.40
A Connected Central Coast	4.46	A Connected Central Coast	5.06	The Environment and Sustainable Infrastructure	4.20
Council Sustainability and Governance	4.46	Community Capacity and Creativity	4.94	A Connected Central Coast	4.00
Community Capacity and Creativity	4.39	The Environment and Sustainable Infrastructure	4.91	Community Capacity and Creativity	4.00
The Environment and Sustainable Infrastructure	4.39	Council Sustainability and Governance	4.76	Council Sustainability and Governance	4.00
Retired (152 responses)					
A Connected Central Coast	5.19				
Council Sustainability and Governance	5.19				
Community Capacity and Creativity	5.18				
The Shape of the Place	5.17				
The Environment and Sustainable Infrastructure	5.06				

Unique factors

Central Coast Community Survey Results, November 2015
 Top 5 gap scores by demographic
 Employment Status

Full time (73 responses)		Part time (37 responses)		Household (10 responses)	
Council Sustainability and Governance	1.69	Council Sustainability and Governance	1.59	Council Sustainability and Governance	2.10
The Environment and Sustainable Infrastructure	1.64	Community Capacity and Creativity	1.26	The Shape of the Place	1.60
A Connected Central Coast	1.34	A Connected Central Coast	1.25	Community Capacity and Creativity	1.56
The Shape of the Place	1.30	The Environment and Sustainable Infrastructure	1.24	A Connected Central Coast	1.30
Community Capacity and Creativity	1.26	The Shape of the Place	1.03	The Environment and Sustainable Infrastructure	1.30
Retired (152 responses)					
Council Sustainability and Governance	1.17				
The Environment and Sustainable Infrastructure	1.07				
The Shape of the Place	0.98				
A Connected Central Coast	0.79				
Community Capacity and Creativity	0.74				

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Employment Status - Full time

73 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.15	The Shape of the Place	4.63	The Environment and Sustainable Infrastructure	4.39	Council Sustainability and Governance	1.69
The Environment and Sustainable Infrastructure	6.03	A Connected Central Coast	4.46	Community Capacity and Creativity	4.39	The Environment and Sustainable Infrastructure	1.64
The Shape of the Place	5.93	Council Sustainability and Governance	4.46	Council Sustainability and Governance	4.46	A Connected Central Coast	1.34
A Connected Central Coast	5.80	Community Capacity and Creativity	4.39	A Connected Central Coast	4.46	The Shape of the Place	1.30
Community Capacity and Creativity	5.65	The Environment and Sustainable Infrastructure	4.39	The Shape of the Place	4.63	Community Capacity and Creativity	1.26

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Employment Status - Full time

73 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.15	1		4.46	3
The Environment and Sustainable Infrastructure	6.03	2		4.39	5
The Shape of the Place	5.93	3		4.63	1
A Connected Central Coast	5.80	4		4.46	2
Community Capacity and Creativity	5.65	5		4.39	4

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Full time

73 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.63	1		5.93	3
A Connected Central Coast	4.46	2		5.80	4
Council Sustainability and Governance	4.46	3		6.15	1
Community Capacity and Creativity	4.39	4		5.65	5
The Environment and Sustainable Infrastructure	4.39	5		6.03	2

Central Coast Community Community Survey Results, November 2015

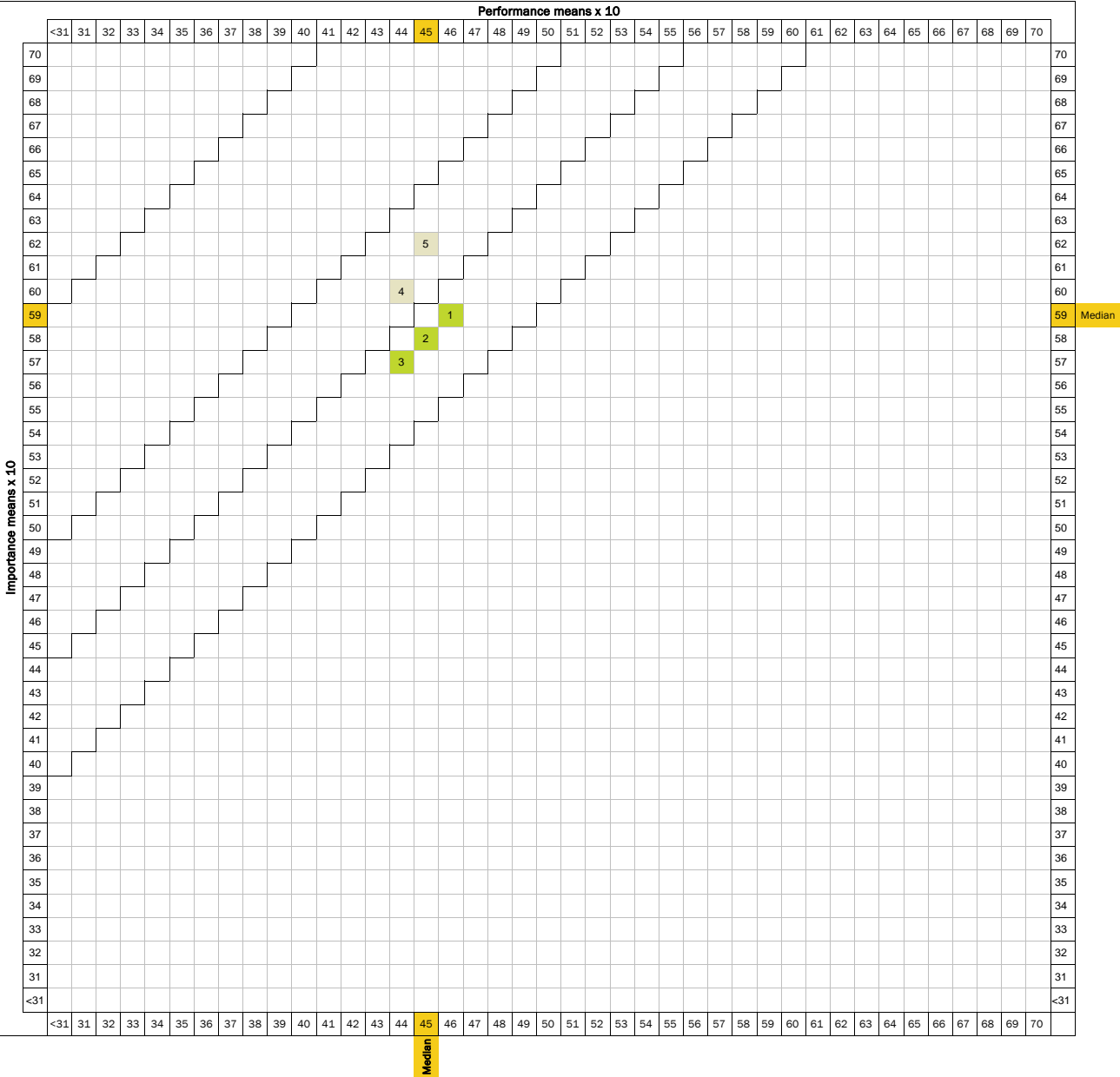
Mean gap scores — Employment Status - Full time

73 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.69	1		6.15	1
The Environment and Sustainable Infrastructure	1.64	2		6.03	2
A Connected Central Coast	1.34	3		5.80	4
The Shape of the Place	1.30	4		5.93	3
Community Capacity and Creativity	1.26	5		5.65	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid – Employment Status - Full time
73 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Employment Status - Part time

37 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.34	The Shape of the Place	5.18	Council Sustainability and Governance	4.76	Council Sustainability and Governance	1.59
A Connected Central Coast	6.31	A Connected Central Coast	5.06	The Environment and Sustainable Infrastructure	4.91	Community Capacity and Creativity	1.26
The Shape of the Place	6.21	Community Capacity and Creativity	4.94	Community Capacity and Creativity	4.94	A Connected Central Coast	1.25
Community Capacity and Creativity	6.19	The Environment and Sustainable Infrastructure	4.91	A Connected Central Coast	5.06	The Environment and Sustainable Infrastructure	1.24
The Environment and Sustainable Infrastructure	6.15	Council Sustainability and Governance	4.76	The Shape of the Place	5.18	The Shape of the Place	1.03

Central Coast Community Survey Results, November 2015

Mean importance scores — Employment Status - Part time

37 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.34	1		4.76	5
A Connected Central Coast	6.31	2		5.06	2
The Shape of the Place	6.21	3		5.18	1
Community Capacity and Creativity	6.19	4		4.94	3
The Environment and Sustainable Infrastructure	6.15	5		4.91	4

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Part time

37 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.18	1		6.21	3
A Connected Central Coast	5.06	2		6.31	2
Community Capacity and Creativity	4.94	3		6.19	4
The Environment and Sustainable Infrastructure	4.91	4		6.15	5
Council Sustainability and Governance	4.76	5		6.34	1

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Employment Status - Part time

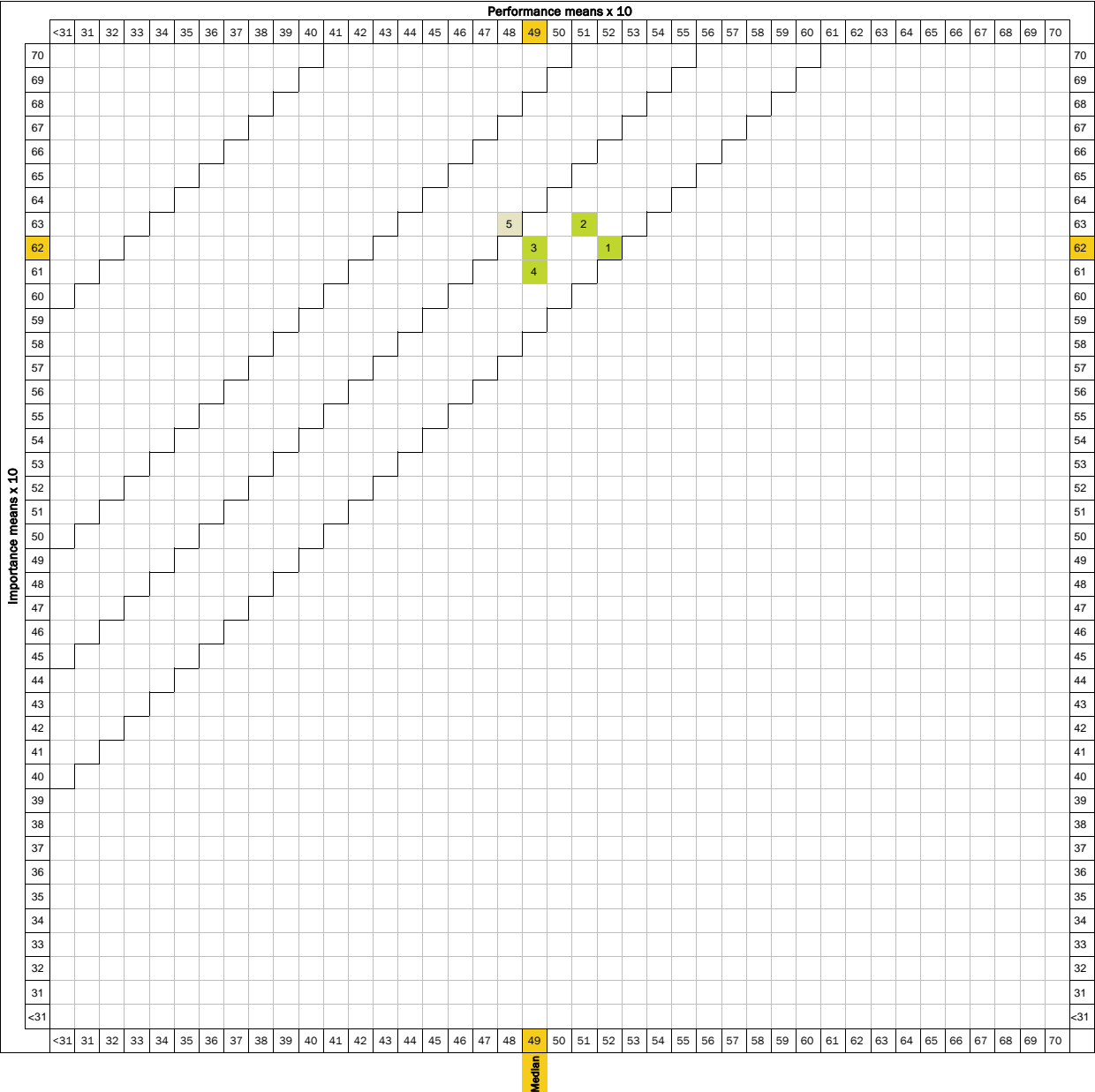
37 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.59	1		6.34	1
Community Capacity and Creativity	1.26	2		6.19	4
A Connected Central Coast	1.25	3		6.31	2
The Environment and Sustainable Infrastructure	1.24	4		6.15	5
The Shape of the Place	1.03	5		6.21	3

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Employment Status - Part time

37 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Employment Status - Household

10 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.10	The Shape of the Place	4.40	Council Sustainability and Governance	4.00	Council Sustainability and Governance	2.10
The Shape of the Place	6.00	The Environment and Sustainable Infrastructure	4.20	Community Capacity and Creativity	4.00	The Shape of the Place	1.60
Community Capacity and Creativity	5.56	A Connected Central Coast	4.00	A Connected Central Coast	4.00	Community Capacity and Creativity	1.56
The Environment and Sustainable Infrastructure	5.50	Community Capacity and Creativity	4.00	The Environment and Sustainable Infrastructure	4.20	A Connected Central Coast	1.30
A Connected Central Coast	5.30	Council Sustainability and Governance	4.00	The Shape of the Place	4.40	The Environment and Sustainable Infrastructure	1.30

Central Coast Community Survey Results, November 2015

Mean importance scores — Employment Status - Household

10 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.10	1		4.00	3
The Shape of the Place	6.00	2		4.40	1
Community Capacity and Creativity	5.56	3		4.00	3
The Environment and Sustainable Infrastructure	5.50	4		4.20	2
A Connected Central Coast	5.30	5		4.00	3

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Household

10 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.40	1		6.00	2
The Environment and Sustainable Infrastructure	4.20	2		5.50	4
A Connected Central Coast	4.00	3		5.30	5
Community Capacity and Creativity	4.00	3		5.56	3
Council Sustainability and Governance	4.00	3		6.10	1

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Employment Status - Household

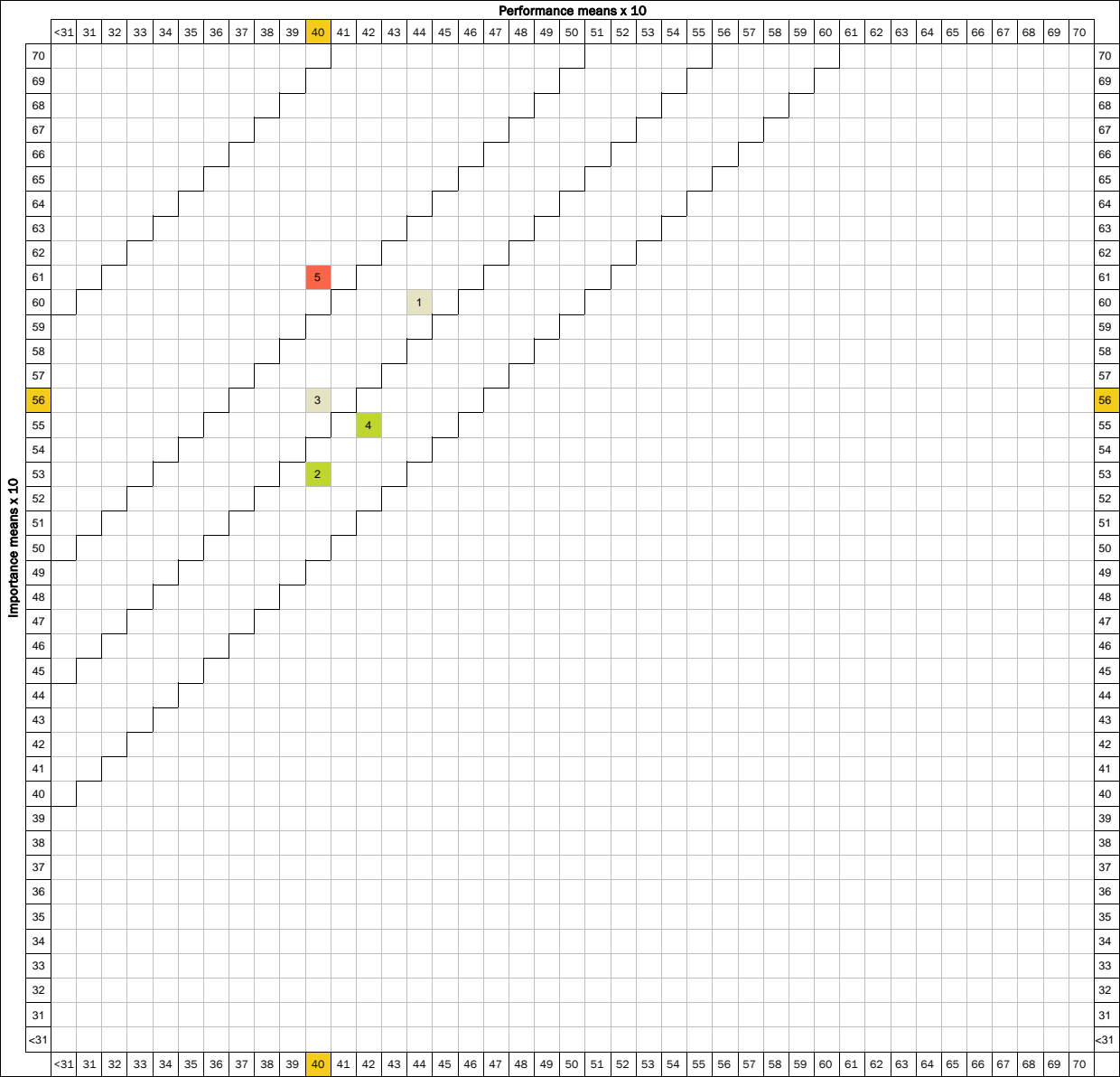
10 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	2.10	1		6.10	1
The Shape of the Place	1.60	2		6.00	2
Community Capacity and Creativity	1.56	3		5.56	3
A Connected Central Coast	1.30	4		5.30	5
The Environment and Sustainable Infrastructure	1.30	4		5.50	4

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid — Employment Status - Household

10 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Employment Status - Retired

152 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.36	A Connected Central Coast	5.19	The Environment and Sustainable Infrastructure	5.06	Council Sustainability and Governance	1.17
The Shape of the Place	6.15	Council Sustainability and Governance	5.19	The Shape of the Place	5.17	The Environment and Sustainable Infrastructure	1.07
The Environment and Sustainable Infrastructure	6.13	Community Capacity and Creativity	5.18	Community Capacity and Creativity	5.18	The Shape of the Place	0.98
A Connected Central Coast	5.98	The Shape of the Place	5.17	Council Sustainability and Governance	5.19	A Connected Central Coast	0.79
Community Capacity and Creativity	5.92	The Environment and Sustainable Infrastructure	5.06	A Connected Central Coast	5.19	Community Capacity and Creativity	0.74

Central Coast Community Survey Results, November 2015

Mean importance scores — Employment Status - Retired

152 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.36	1		5.19	2
The Shape of the Place	6.15	2		5.17	4
The Environment and Sustainable Infrastructure	6.13	3		5.06	5
A Connected Central Coast	5.98	4		5.19	1
Community Capacity and Creativity	5.92	5		5.18	3

Central Coast Community Community Survey Results, November 2015

Mean performance score — Employment Status - Retired

152 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
A Connected Central Coast	5.19	1		5.98	4
Council Sustainability and Governance	5.19	2		6.36	1
Community Capacity and Creativity	5.18	3		5.92	5
The Shape of the Place	5.17	4		6.15	2
The Environment and Sustainable Infrastructure	5.06	5		6.13	3

Central Coast Community Community Survey Results, November 2015

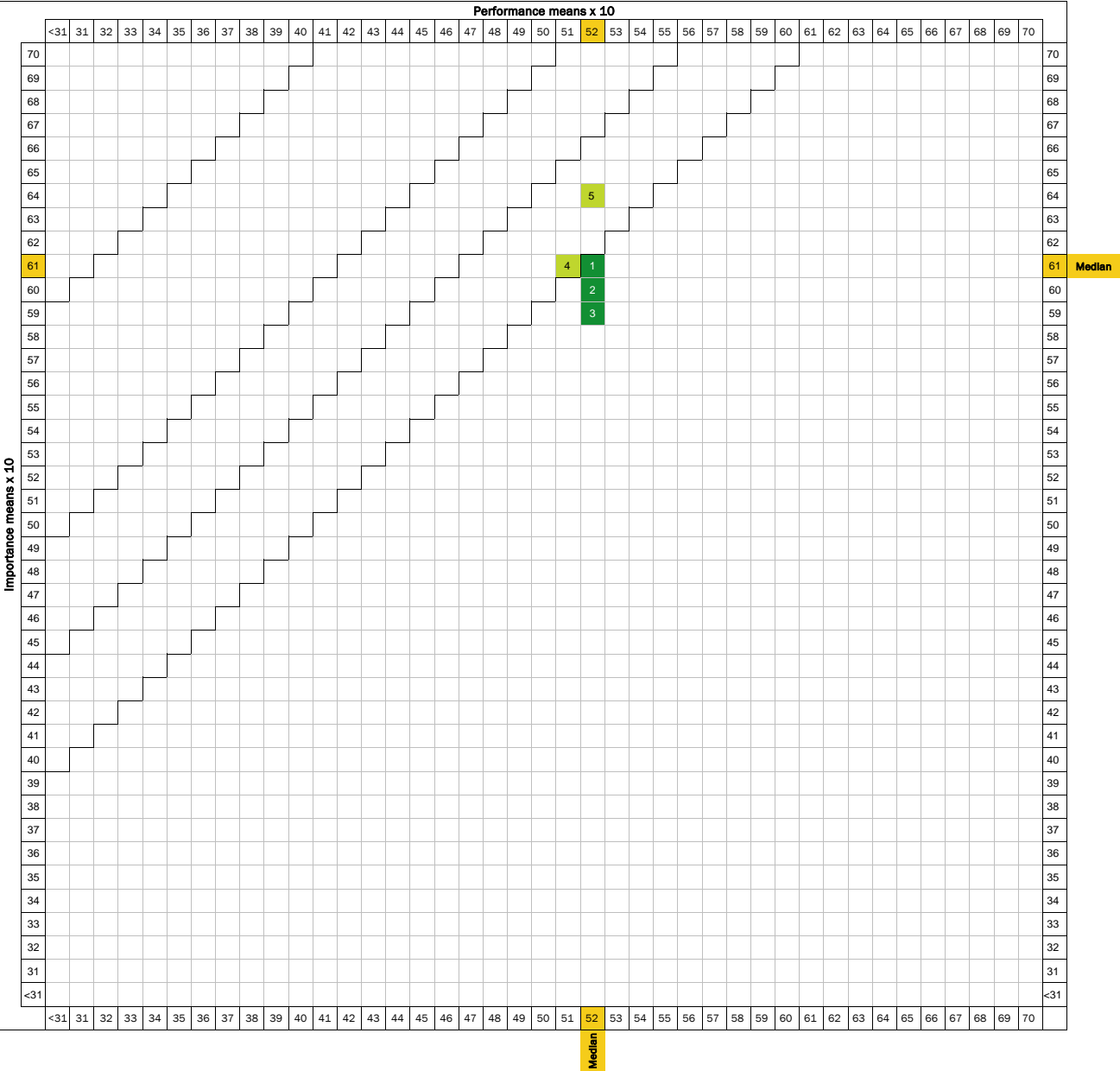
Mean gap scores — Employment Status - Retired

152 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.17	1		6.36	1
The Environment and Sustainable Infrastructure	1.07	2		6.13	3
The Shape of the Place	0.98	3		6.15	2
A Connected Central Coast	0.79	4		5.98	4
Community Capacity and Creativity	0.74	5		5.92	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Employment Status - Retired
152 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Community Survey Results, November 2015					
Top 5 Importance scores by demographic					
Length of time residing in Central Coast municipal area					
6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Council Sustainability and Governance	6.19	The Environment and Sustainable Infrastructure	6.30	Council Sustainability and Governance	6.32
The Environment and Sustainable Infrastructure	5.92	Council Sustainability and Governance	6.28	The Shape of the Place	6.19
A Connected Central Coast	5.67	A Connected Central Coast	6.16	The Environment and Sustainable Infrastructure	6.09
The Shape of the Place	5.63	The Shape of the Place	6.00	A Connected Central Coast	5.95
Community Capacity and Creativity	5.35	Community Capacity and Creativity	5.97	Community Capacity and Creativity	5.95

Unique factors

Central Coast Community Community Survey Results, November 2015					
Top 5 performance scores by demographic					
Length of time residing in Central Coast municipal area					
6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
The Shape of the Place	4.78	A Connected Central Coast	4.87	The Shape of the Place	5.08
A Connected Central Coast	4.70	Community Capacity and Creativity	4.72	Council Sustainability and Governance	4.96
Council Sustainability and Governance	4.50	The Environment and Sustainable Infrastructure	4.52	Community Capacity and Creativity	4.95
The Environment and Sustainable Infrastructure	4.38	The Shape of the Place	4.40	A Connected Central Coast	4.92
Community Capacity and Creativity	4.08	Council Sustainability and Governance	4.31	The Environment and Sustainable Infrastructure	4.83

Unique factors

Central Coast Community Survey Results, November 2015					
Top 5 gap scores by demographic					
Length of time residing in Central Coast municipal area					
6 to 10 years (27 responses)		11 to 20 years (36 responses)		More than 20 years (207 responses)	
Council Sustainability and Governance	1.69	Council Sustainability and Governance	1.97	Council Sustainability and Governance	1.36
The Environment and Sustainable Infrastructure	1.55	The Environment and Sustainable Infrastructure	1.78	The Environment and Sustainable Infrastructure	1.26
Community Capacity and Creativity	1.26	The Shape of the Place	1.60	The Shape of the Place	1.12
A Connected Central Coast	0.96	A Connected Central Coast	1.29	A Connected Central Coast	1.03
The Shape of the Place	0.85	Community Capacity and Creativity	1.24	Community Capacity and Creativity	1.00

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.19	The Shape of the Place	4.78	Community Capacity and Creativity	4.08	Council Sustainability and Governance	1.69
The Environment and Sustainable Infrastructure	5.92	A Connected Central Coast	4.70	The Environment and Sustainable Infrastructure	4.38	The Environment and Sustainable Infrastructure	1.55
A Connected Central Coast	5.67	Council Sustainability and Governance	4.50	Council Sustainability and Governance	4.50	Community Capacity and Creativity	1.26
The Shape of the Place	5.63	The Environment and Sustainable Infrastructure	4.38	A Connected Central Coast	4.70	A Connected Central Coast	0.96
Community Capacity and Creativity	5.35	Community Capacity and Creativity	4.08	The Shape of the Place	4.78	The Shape of the Place	0.85

Central Coast Community Survey Results, November 2015

Mean importance scores — Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.19	1		4.50	3
The Environment and Sustainable Infrastructure	5.92	2		4.38	4
A Connected Central Coast	5.67	3		4.70	2
The Shape of the Place	5.63	4		4.78	1
Community Capacity and Creativity	5.35	5		4.08	5

Central Coast Community Survey Results, November 2015

Mean performance score — Length of time residing in Central Coast municipal area - 6 to 10 years

27 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.78	1		5.63	4
A Connected Central Coast	4.70	2		5.67	3
Council Sustainability and Governance	4.50	3		6.19	1
The Environment and Sustainable Infrastructure	4.38	4		5.92	2
Community Capacity and Creativity	4.08	5		5.35	5

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Length of time residing in Central Coast municipal area - 6 to 10 years

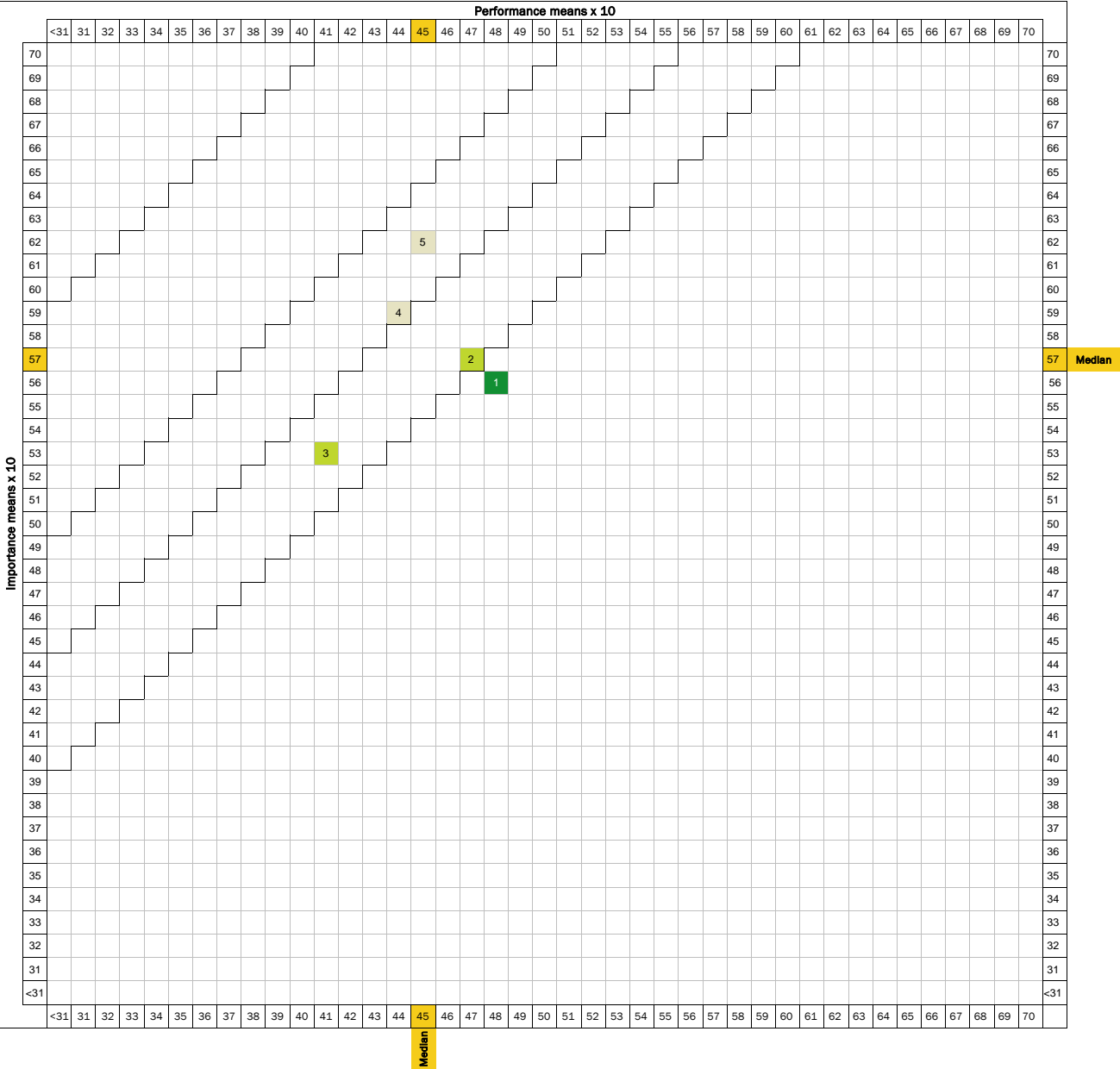
27 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.69	1		6.19	1
The Environment and Sustainable Infrastructure	1.55	2		5.92	2
Community Capacity and Creativity	1.26	3		5.35	5
A Connected Central Coast	0.96	4		5.67	3
The Shape of the Place	0.85	5		5.63	4

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Length of time residing in Central Coast municipal area - 6 to 10 years

27 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Environment and Sustainable Infrastructure	6.30	A Connected Central Coast	4.87	Council Sustainability and Governance	4.31	Council Sustainability and Governance	1.97
Council Sustainability and Governance	6.28	Community Capacity and Creativity	4.72	The Shape of the Place	4.40	The Environment and Sustainable Infrastructure	1.78
A Connected Central Coast	6.16	The Environment and Sustainable Infrastructure	4.52	The Environment and Sustainable Infrastructure	4.52	The Shape of the Place	1.60
The Shape of the Place	6.00	The Shape of the Place	4.40	Community Capacity and Creativity	4.72	A Connected Central Coast	1.29
Community Capacity and Creativity	5.97	Council Sustainability and Governance	4.31	A Connected Central Coast	4.87	Community Capacity and Creativity	1.24

Central Coast Community Survey Results, November 2015

Mean importance scores — Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
The Environment and Sustainable Infrastructure	6.30	1		4.52	3
Council Sustainability and Governance	6.28	2		4.31	5
A Connected Central Coast	6.16	3		4.87	1
The Shape of the Place	6.00	4		4.40	4
Community Capacity and Creativity	5.97	5		4.72	2

Central Coast Community Survey Results, November 2015

Mean performance score – Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
A Connected Central Coast	4.87	1		6.16	3
Community Capacity and Creativity	4.72	2		5.97	5
The Environment and Sustainable Infrastructure	4.52	3		6.30	1
The Shape of the Place	4.40	4		6.00	4
Council Sustainability and Governance	4.31	5		6.28	2

Central Coast Community Community Survey Results, November 2015

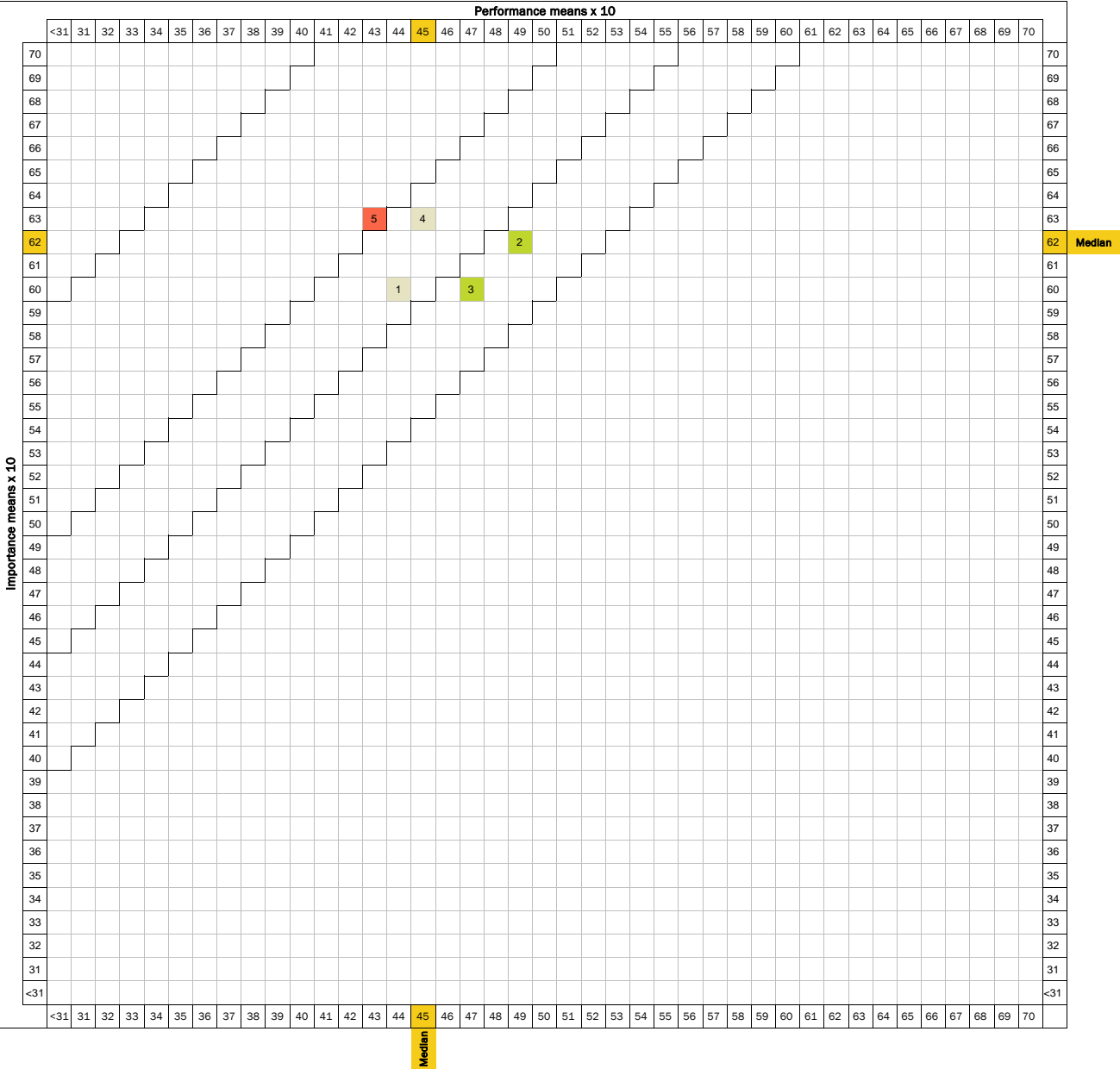
Mean gap scores — Length of time residing in Central Coast municipal area - 11 to 20 years

36 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.97	1		6.28	2
The Environment and Sustainable Infrastructure	1.78	2		6.30	1
The Shape of the Place	1.60	3		6.00	4
A Connected Central Coast	1.29	4		6.16	3
Community Capacity and Creativity	1.24	5		5.97	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Length of time residing in Central Coast municipal area - 11 to 20 years
36 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Length of time residing in Central Coast municipal area - More than 20 years

207 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.32	The Shape of the Place	5.08	The Environment and Sustainable Infrastructure	4.83	Council Sustainability and Governance	1.36
The Shape of the Place	6.19	Council Sustainability and Governance	4.96	A Connected Central Coast	4.92	The Environment and Sustainable Infrastructure	1.26
The Environment and Sustainable Infrastructure	6.09	Community Capacity and Creativity	4.95	Community Capacity and Creativity	4.95	The Shape of the Place	1.12
A Connected Central Coast	5.95	A Connected Central Coast	4.92	Council Sustainability and Governance	4.96	A Connected Central Coast	1.03
Community Capacity and Creativity	5.95	The Environment and Sustainable Infrastructure	4.83	The Shape of the Place	5.08	Community Capacity and Creativity	1.00

Central Coast Community Survey Results, November 2015

Mean importance scores — Length of time residing in Central Coast municipal area - More than 20 years
207 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.32	1		4.96	2
The Shape of the Place	6.19	2		5.08	1
The Environment and Sustainable Infrastructure	6.09	3		4.83	5
A Connected Central Coast	5.95	4		4.92	4
Community Capacity and Creativity	5.95	5		4.95	3

Central Coast Community Community Survey Results, November 2015

Mean performance score — Length of time residing in Central Coast municipal area - More than 20 years
207 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.08	1		6.19	2
Council Sustainability and Governance	4.96	2		6.32	1
Community Capacity and Creativity	4.95	3		5.95	5
A Connected Central Coast	4.92	4		5.95	4
The Environment and Sustainable Infrastructure	4.83	5		6.09	3

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Length of time residing in Central Coast municipal area - More than 20 years

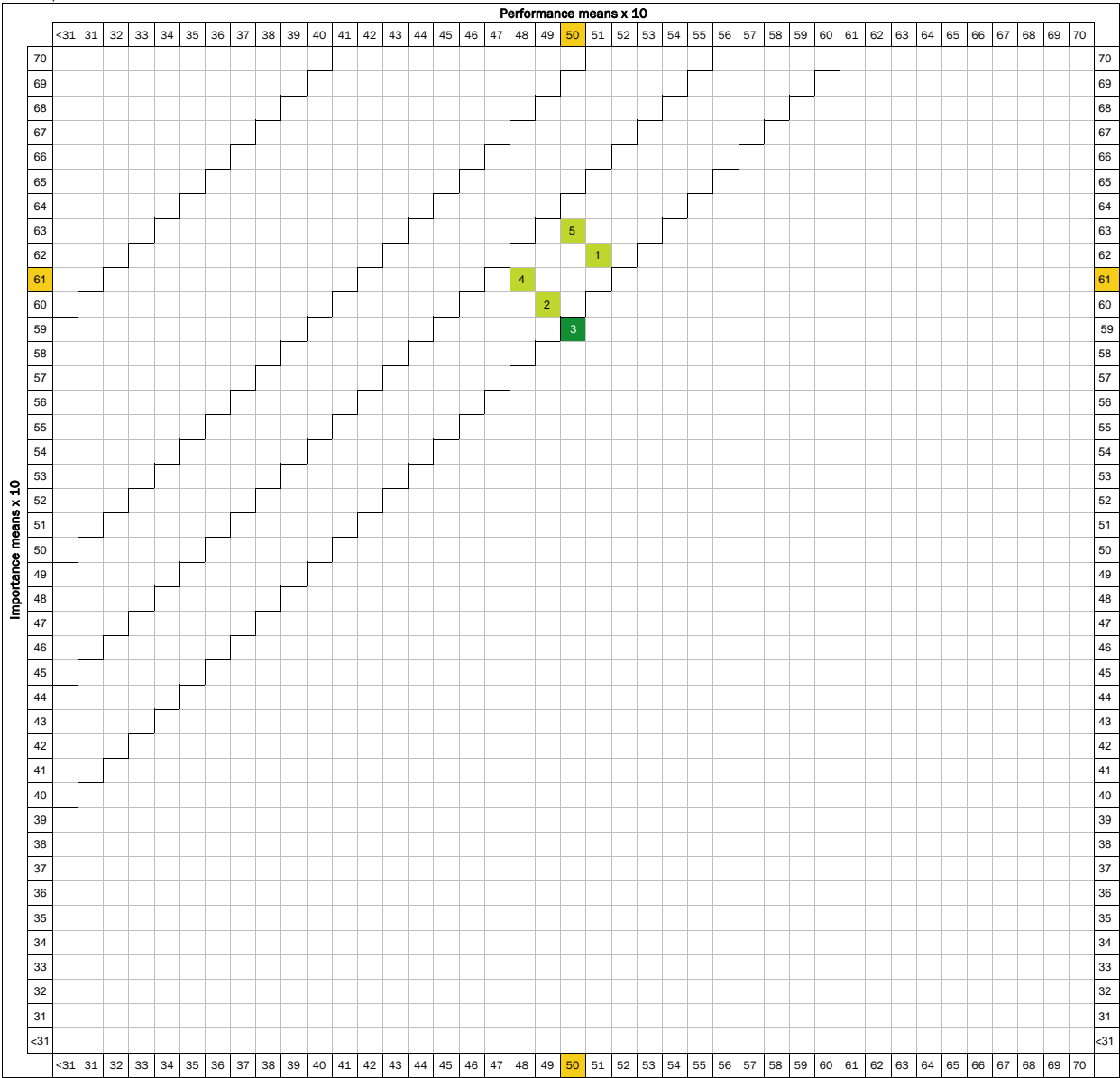
207 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.36	1		6.32	1
The Environment and Sustainable Infrastructure	1.26	2		6.09	3
The Shape of the Place	1.12	3		6.19	2
A Connected Central Coast	1.03	4		5.95	4
Community Capacity and Creativity	1.00	5		5.95	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Length of time residing in Central Coast municipal area - More than 20 years

207 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 Importance scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Council Sustainability and Governance	6.37	Council Sustainability and Governance	6.30
The Shape of the Place	6.23	The Environment and Sustainable Infrastructure	6.07
The Environment and Sustainable Infrastructure	6.18	The Shape of the Place	6.07
A Connected Central Coast	6.08	A Connected Central Coast	5.88
Community Capacity and Creativity	5.99	Community Capacity and Creativity	5.85



Unique factors

Central Coast Community Community Survey Results, November 2015

Top 5 performance scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
The Shape of the Place	5.04	The Shape of the Place	4.90
Community Capacity and Creativity	4.96	Council Sustainability and Governance	4.87
A Connected Central Coast	4.96	A Connected Central Coast	4.85
Council Sustainability and Governance	4.87	The Environment and Sustainable Infrastructure	4.84
The Environment and Sustainable Infrastructure	4.71	Community Capacity and Creativity	4.80

 Unique factors

Central Coast Community Community Survey Results, November 2015

Top 5 gap scores by demographic

Gender

Female (147 responses)		Male (132 responses)	
Council Sustainability and Governance	1.49	Council Sustainability and Governance	1.43
The Environment and Sustainable Infrastructure	1.47	The Environment and Sustainable Infrastructure	1.23
The Shape of the Place	1.19	The Shape of the Place	1.17
A Connected Central Coast	1.12	Community Capacity and Creativity	1.06
Community Capacity and Creativity	1.03	A Connected Central Coast	1.03

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Gender - Female

147 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.37	The Shape of the Place	5.04	The Environment and Sustainable Infrastructure	4.71	Council Sustainability and Governance	1.49
The Shape of the Place	6.23	Community Capacity and Creativity	4.96	Council Sustainability and Governance	4.87	The Environment and Sustainable Infrastructure	1.47
The Environment and Sustainable Infrastructure	6.18	A Connected Central Coast	4.96	A Connected Central Coast	4.96	The Shape of the Place	1.19
A Connected Central Coast	6.08	Council Sustainability and Governance	4.87	Community Capacity and Creativity	4.96	A Connected Central Coast	1.12
Community Capacity and Creativity	5.99	The Environment and Sustainable Infrastructure	4.71	The Shape of the Place	5.04	Community Capacity and Creativity	1.03

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Gender - Female

147 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.37	1		4.87	4
The Shape of the Place	6.23	2		5.04	1
The Environment and Sustainable Infrastructure	6.18	3		4.71	5
A Connected Central Coast	6.08	4		4.96	3
Community Capacity and Creativity	5.99	5		4.96	2

Central Coast Community Community Survey Results, November 2015

Mean performance score — Gender - Female

147 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.04	1		6.23	2
Community Capacity and Creativity	4.96	2		5.99	5
A Connected Central Coast	4.96	3		6.08	4
Council Sustainability and Governance	4.87	4		6.37	1
The Environment and Sustainable Infrastructure	4.71	5		6.18	3

Central Coast Community Community Survey Results, November 2015

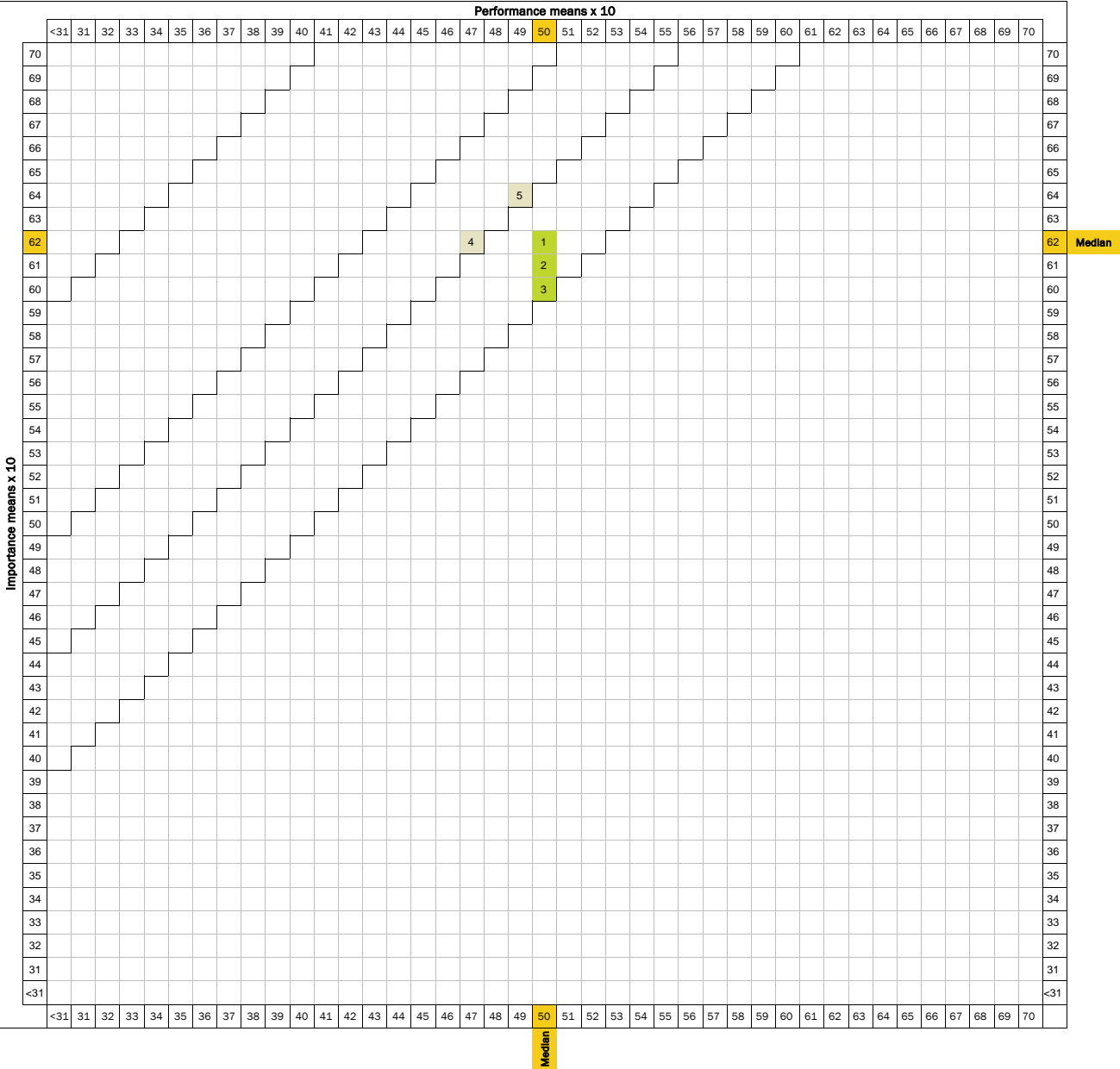
Mean gap scores — Gender - Female

147 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.49	1		6.37	1
The Environment and Sustainable Infrastructure	1.47	2		6.18	3
The Shape of the Place	1.19	3		6.23	2
A Connected Central Coast	1.12	4		6.08	4
Community Capacity and Creativity	1.03	5		5.99	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Gender - Female
147 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Gender - Male

132 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.30	The Shape of the Place	4.90	Community Capacity and Creativity	4.80	Council Sustainability and Governance	1.43
The Environment and Sustainable Infrastructure	6.07	Council Sustainability and Governance	4.87	The Environment and Sustainable Infrastructure	4.84	The Environment and Sustainable Infrastructure	1.23
The Shape of the Place	6.07	A Connected Central Coast	4.85	A Connected Central Coast	4.85	The Shape of the Place	1.17
A Connected Central Coast	5.88	The Environment and Sustainable Infrastructure	4.84	Council Sustainability and Governance	4.87	Community Capacity and Creativity	1.06
Community Capacity and Creativity	5.85	Community Capacity and Creativity	4.80	The Shape of the Place	4.90	A Connected Central Coast	1.03

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Gender - Male

132 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.30	1		4.87	2
The Environment and Sustainable Infrastructure	6.07	2		4.84	4
The Shape of the Place	6.07	3		4.90	1
A Connected Central Coast	5.88	4		4.85	3
Community Capacity and Creativity	5.85	5		4.80	5

Central Coast Community Community Survey Results, November 2015

Mean performance score — Gender - Male

132 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.90	1		6.07	3
Council Sustainability and Governance	4.87	2		6.30	1
A Connected Central Coast	4.85	3		5.88	4
The Environment and Sustainable Infrastructure	4.84	4		6.07	2
Community Capacity and Creativity	4.80	5		5.85	5

Central Coast Community Survey Results, November 2015

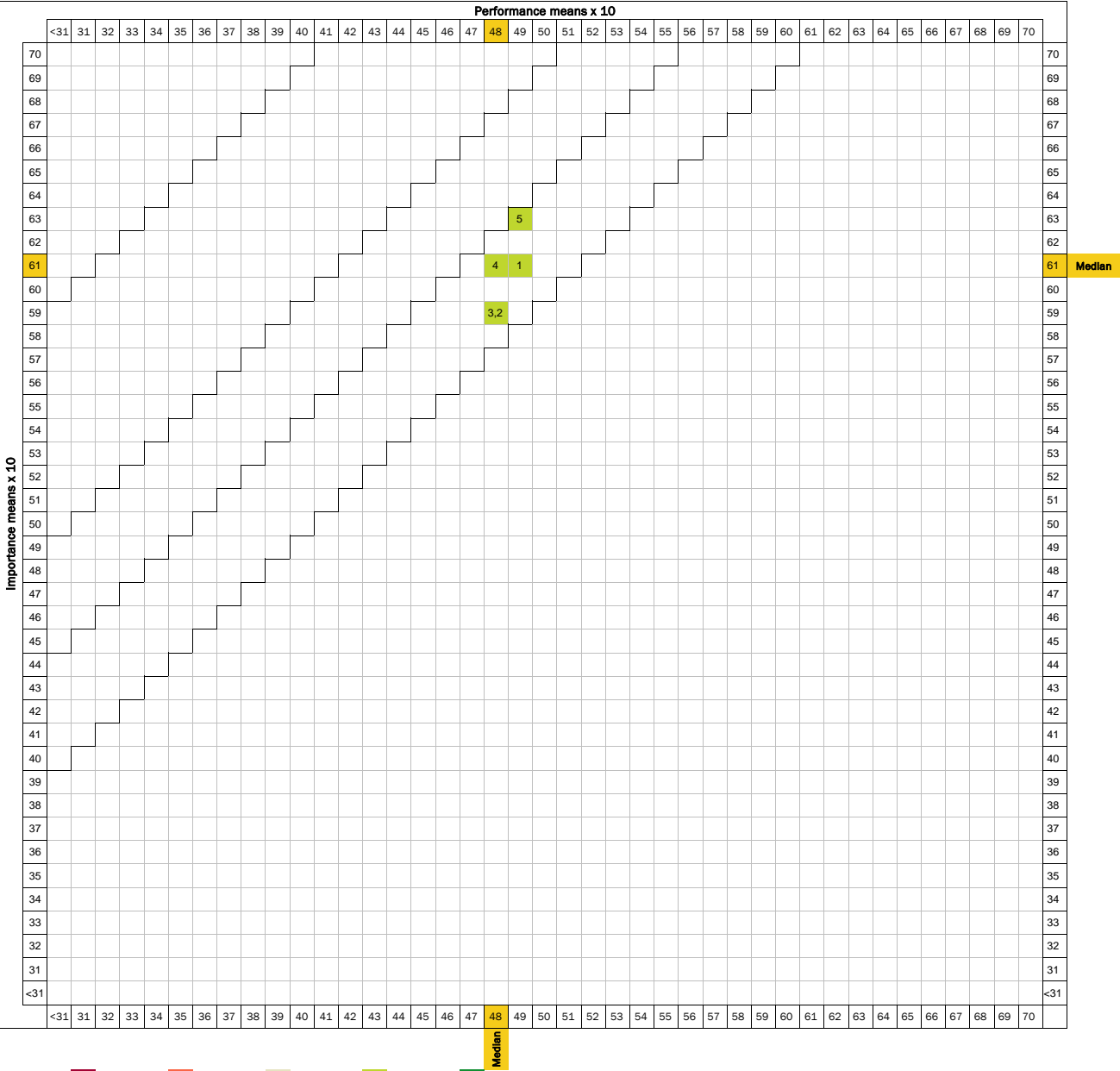
Mean gap scores — Gender - Male

132 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.43	1		6.30	1
The Environment and Sustainable Infrastructure	1.23	2		6.07	2
The Shape of the Place	1.17	3		6.07	3
Community Capacity and Creativity	1.06	4		5.85	5
A Connected Central Coast	1.03	5		5.88	4

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Gender - Male
132 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015			
Top 5 Importance scores by demographic Status			
Owner (276 responses)		Tenant (10 responses)	
Council Sustainability and Governance	6.33	Council Sustainability and Governance	6.20
The Shape of the Place	6.12	The Environment and Sustainable Infrastructure	6.11
The Environment and Sustainable Infrastructure	6.10	A Connected Central Coast	6.00
A Connected Central Coast	5.94	Community Capacity and Creativity	5.88
Community Capacity and Creativity	5.87	The Shape of the Place	5.25

 Unique factors

Central Coast Community Community Survey Results, November 2015

Top 5 performance scores by demographic
Status

Owner (276 responses)		Tenant (10 responses)	
The Shape of the Place	4.96	A Connected Central Coast	5.50
A Connected Central Coast	4.87	Community Capacity and Creativity	5.38
Community Capacity and Creativity	4.82	Council Sustainability and Governance	5.33
Council Sustainability and Governance	4.82	The Shape of the Place	5.25
The Environment and Sustainable Infrastructure	4.76	The Environment and Sustainable Infrastructure	5.25

 Unique factors

Top 5 gap scores by demographic Status

Central Coast Community Survey Results, November 2015

Top 5 factors — Status - Owner

276 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.33	The Shape of the Place	4.96	The Environment and Sustainable Infrastructure	4.76	Council Sustainability and Governance	1.51
The Shape of the Place	6.12	A Connected Central Coast	4.87	Council Sustainability and Governance	4.82	The Environment and Sustainable Infrastructure	1.34
The Environment and Sustainable Infrastructure	6.10	Community Capacity and Creativity	4.82	Community Capacity and Creativity	4.82	The Shape of the Place	1.16
A Connected Central Coast	5.94	Council Sustainability and Governance	4.82	A Connected Central Coast	4.87	A Connected Central Coast	1.07
Community Capacity and Creativity	5.87	The Environment and Sustainable Infrastructure	4.76	The Shape of the Place	4.96	Community Capacity and Creativity	1.05

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Status - Owner

276 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.33	1		4.82	4
The Shape of the Place	6.12	2		4.96	1
The Environment and Sustainable Infrastructure	6.10	3		4.76	5
A Connected Central Coast	5.94	4		4.87	2
Community Capacity and Creativity	5.87	5		4.82	3

Central Coast Community Community Survey Results, November 2015

Mean performance score — Status - Owner

276 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.96	1		6.12	2
A Connected Central Coast	4.87	2		5.94	4
Community Capacity and Creativity	4.82	3		5.87	5
Council Sustainability and Governance	4.82	4		6.33	1
The Environment and Sustainable Infrastructure	4.76	5		6.10	3

Central Coast Community Community Survey Results, November 2015

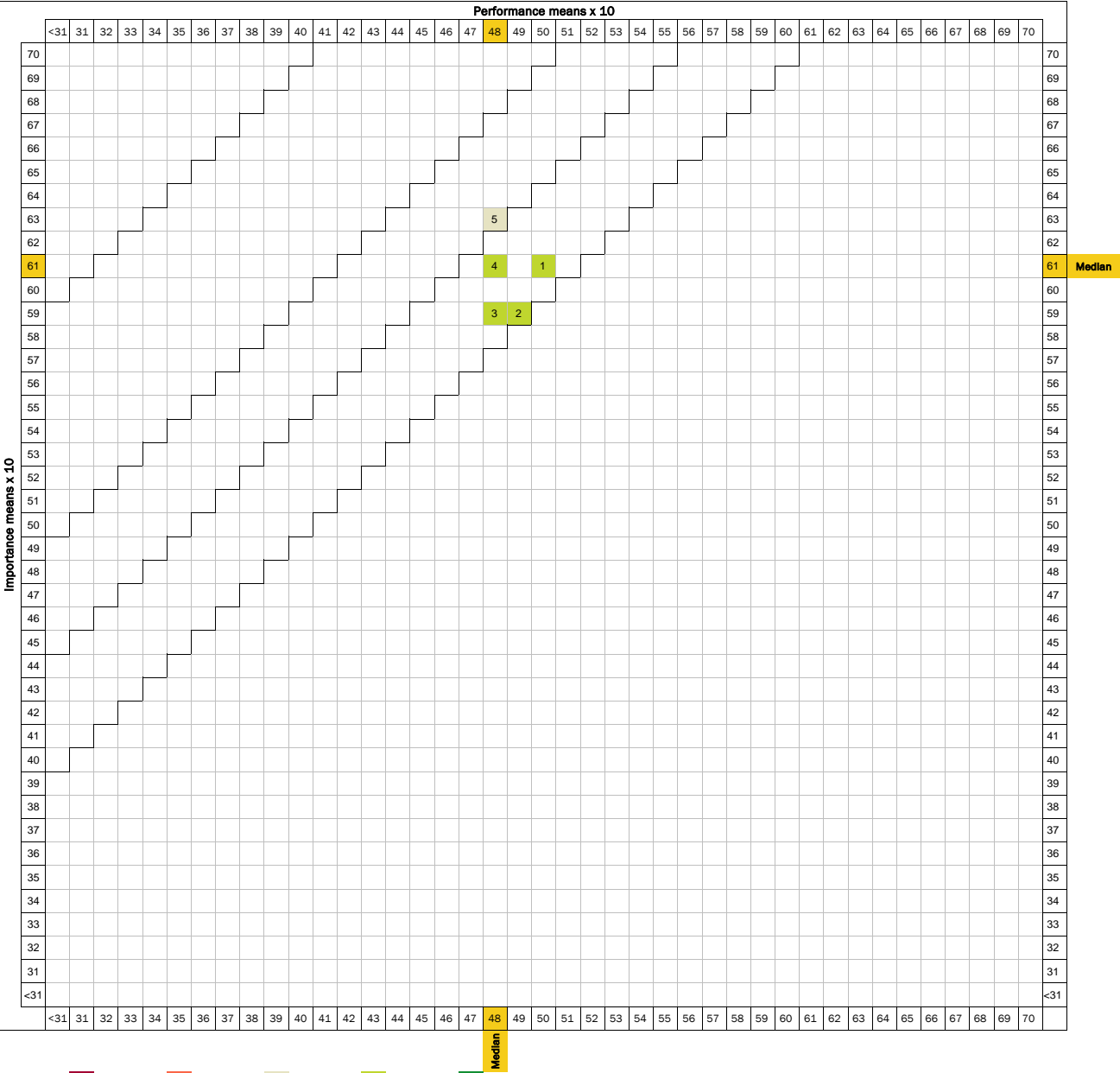
Mean gap scores — Status - Owner

276 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.51	1		6.33	1
The Environment and Sustainable Infrastructure	1.34	2		6.10	3
The Shape of the Place	1.16	3		6.12	2
A Connected Central Coast	1.07	4		5.94	4
Community Capacity and Creativity	1.05	5		5.87	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Status - Owner
276 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Status - Tenant

10 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.20	A Connected Central Coast	5.50	The Environment and Sustainable Infrastructure	5.25	Council Sustainability and Governance	0.87
The Environment and Sustainable Infrastructure	6.11	Community Capacity and Creativity	5.38	The Shape of the Place	5.25	The Environment and Sustainable Infrastructure	0.86
A Connected Central Coast	6.00	Council Sustainability and Governance	5.33	Council Sustainability and Governance	5.33	Community Capacity and Creativity	0.50
Community Capacity and Creativity	5.88	The Shape of the Place	5.25	Community Capacity and Creativity	5.38	A Connected Central Coast	0.50
The Shape of the Place	5.25	The Environment and Sustainable Infrastructure	5.25	A Connected Central Coast	5.50	The Shape of the Place	0.00

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Status - Tenant

10 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.20	1		5.33	3
The Environment and Sustainable Infrastructure	6.11	2		5.25	4
A Connected Central Coast	6.00	3		5.50	1
Community Capacity and Creativity	5.88	4		5.38	2
The Shape of the Place	5.25	5		5.25	4

Central Coast Community Community Survey Results, November 2015

Mean performance score — Status - Tenant

10 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
A Connected Central Coast	5.50	1		6.00	3
Community Capacity and Creativity	5.38	2		5.88	4
Council Sustainability and Governance	5.33	3		6.20	1
The Shape of the Place	5.25	4		5.25	5
The Environment and Sustainable Infrastructure	5.25	4		6.11	2

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Status - Tenant

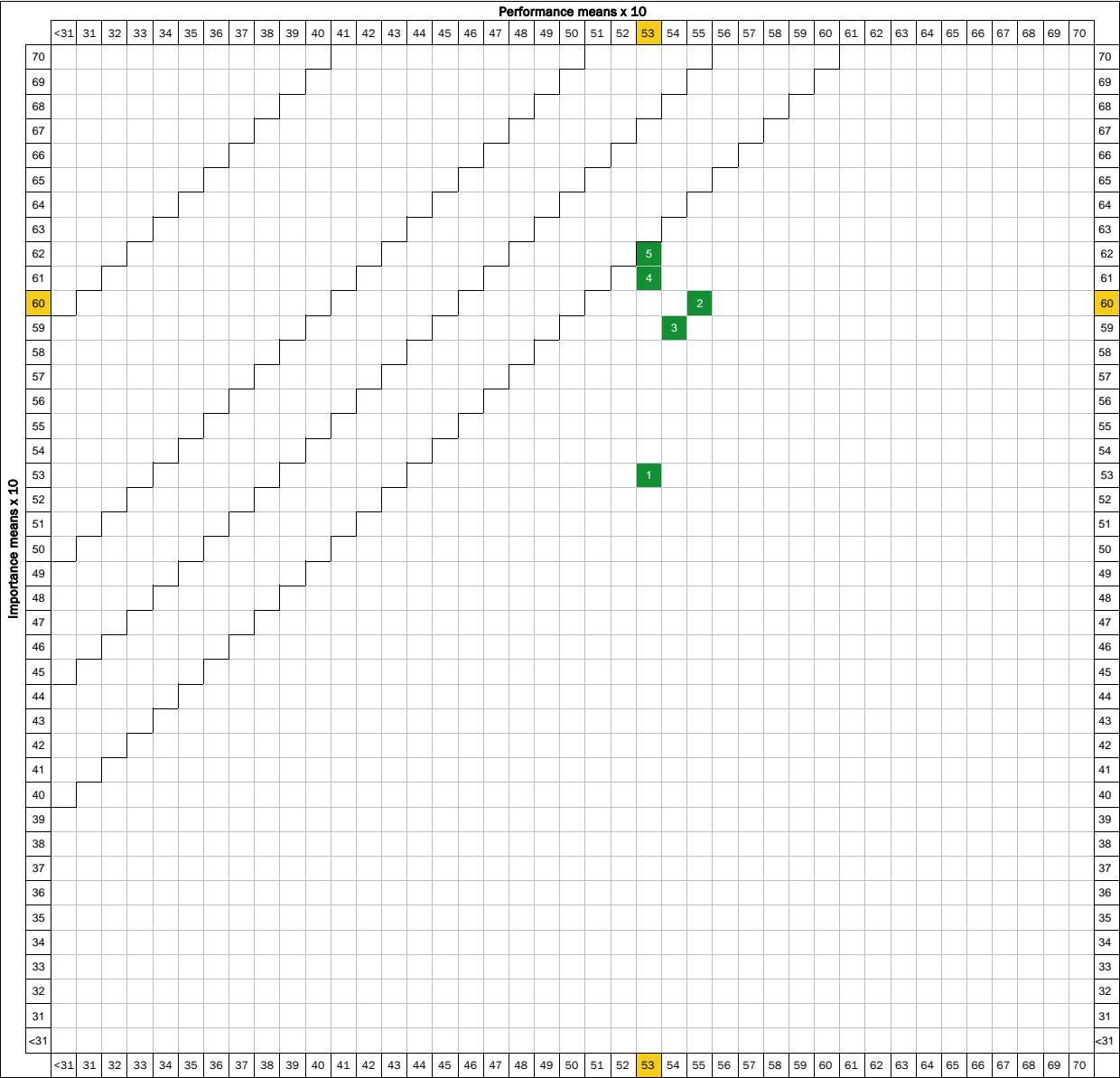
10 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	0.87	1		6.20	1
The Environment and Sustainable Infrastructure	0.86	2		6.11	2
Community Capacity and Creativity	0.50	3		5.88	4
A Connected Central Coast	0.50	3		6.00	3
The Shape of the Place	0.00	5		5.25	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Status - Tenant

10 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015			
Top 5 importance scores by demographic			
Do you have a computer at home?			
Yes (226 responses)		No (47 responses)	
Council Sustainability and Governance	6.30	Council Sustainability and Governance	6.43
The Environment and Sustainable Infrastructure	6.10	The Environment and Sustainable Infrastructure	6.09
The Shape of the Place	6.09	The Shape of the Place	6.09
A Connected Central Coast	5.90	Community Capacity and Creativity	6.07
Community Capacity and Creativity	5.82	A Connected Central Coast	6.03

 Unique factors

Central Coast Community Community Survey Results, November 2015			
Top 5 performance scores by demographic			
Do you have a computer at home?			
Yes (226 responses)		No (47 responses)	
The Shape of the Place	4.94	The Environment and Sustainable Infrastructure	5.34
A Connected Central Coast	4.83	Community Capacity and Creativity	5.27
Council Sustainability and Governance	4.82	Council Sustainability and Governance	5.15
Community Capacity and Creativity	4.74	The Shape of the Place	5.13
The Environment and Sustainable Infrastructure	4.70	A Connected Central Coast	5.06

 Unique factors

Central Coast Community Community Survey Results, November 2015

Top 5 gap scores by demographic

Do you have a computer at home?

Yes (226 responses)		No (47 responses)	
Council Sustainability and Governance	1.48	Council Sustainability and Governance	1.28
The Environment and Sustainable Infrastructure	1.40	A Connected Central Coast	0.97
The Shape of the Place	1.15	The Shape of the Place	0.96
A Connected Central Coast	1.08	Community Capacity and Creativity	0.80
Community Capacity and Creativity	1.08	The Environment and Sustainable Infrastructure	0.75

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Do you have a computer at home? - Yes

226 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.30	The Shape of the Place	4.94	The Environment and Sustainable Infrastructure	4.70	Council Sustainability and Governance	1.48
The Environment and Sustainable Infrastructure	6.10	A Connected Central Coast	4.83	Community Capacity and Creativity	4.74	The Environment and Sustainable Infrastructure	1.40
The Shape of the Place	6.09	Council Sustainability and Governance	4.82	Council Sustainability and Governance	4.82	The Shape of the Place	1.15
A Connected Central Coast	5.90	Community Capacity and Creativity	4.74	A Connected Central Coast	4.83	A Connected Central Coast	1.08
Community Capacity and Creativity	5.82	The Environment and Sustainable Infrastructure	4.70	The Shape of the Place	4.94	Community Capacity and Creativity	1.08

Central Coast Community Survey Results, November 2015

Mean importance scores — Do you have a computer at home? - Yes

226 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.30	1		4.82	3
The Environment and Sustainable Infrastructure	6.10	2		4.70	5
The Shape of the Place	6.09	3		4.94	1
A Connected Central Coast	5.90	4		4.83	2
Community Capacity and Creativity	5.82	5		4.74	4

Central Coast Community Survey Results, November 2015

Mean performance score — Do you have a computer at home? - Yes

226 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.94	1		6.09	3
A Connected Central Coast	4.83	2		5.90	4
Council Sustainability and Governance	4.82	3		6.30	1
Community Capacity and Creativity	4.74	4		5.82	5
The Environment and Sustainable Infrastructure	4.70	5		6.10	2

Central Coast Community Community Survey Results, November 2015

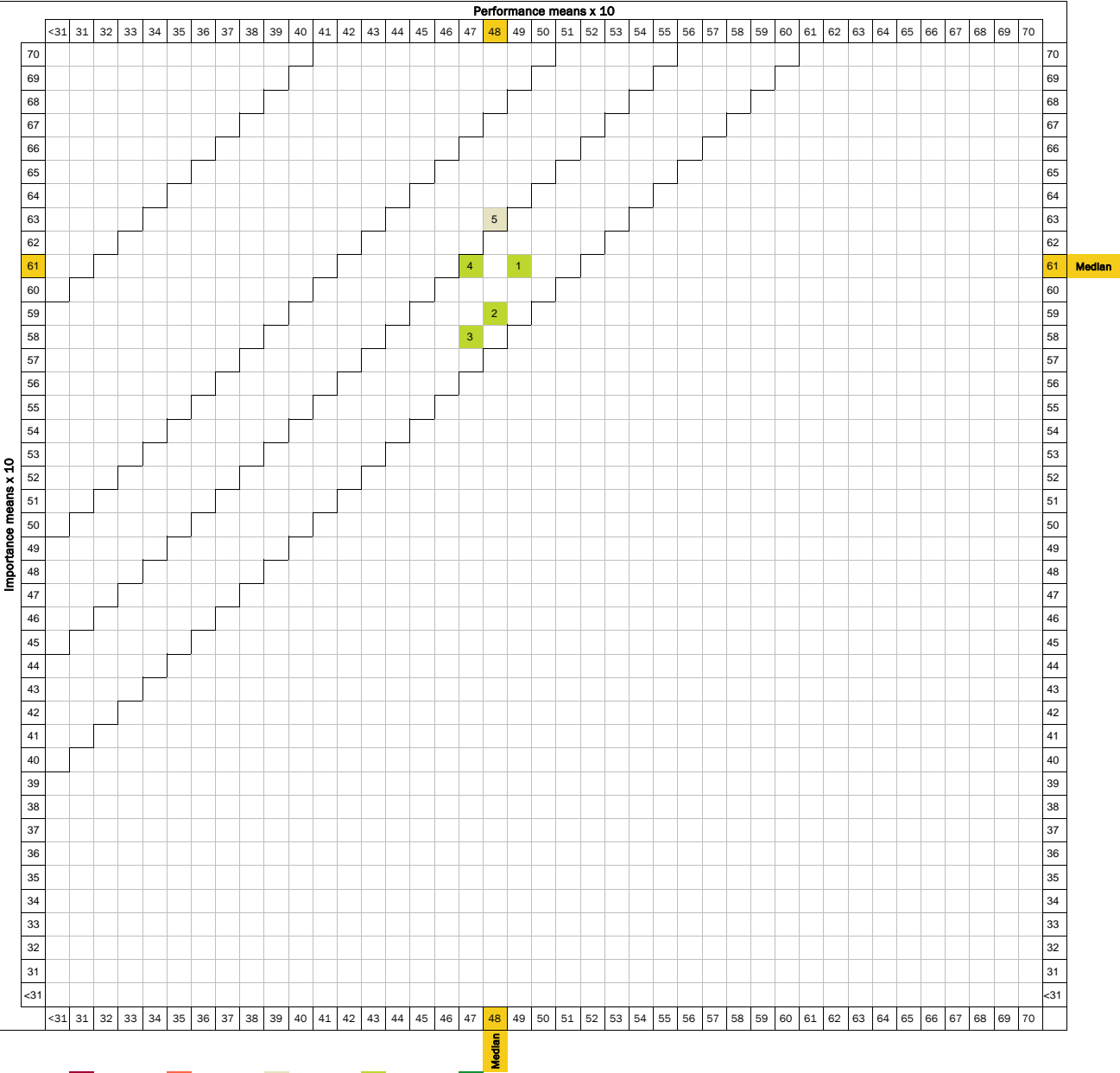
Mean gap scores — Do you have a computer at home? - Yes

226 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.48	1		6.30	1
The Environment and Sustainable Infrastructure	1.40	2		6.10	2
The Shape of the Place	1.15	3		6.09	3
A Connected Central Coast	1.08	4		5.90	4
Community Capacity and Creativity	1.08	5		5.82	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Do you have a computer at home? - Yes
226 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Do you have a computer at home? - No

47 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.43	The Environment and Sustainable Infrastructure	5.34	A Connected Central Coast	5.06	Council Sustainability and Governance	1.28
The Environment and Sustainable Infrastructure	6.09	Community Capacity and Creativity	5.27	The Shape of the Place	5.13	A Connected Central Coast	0.97
The Shape of the Place	6.09	Council Sustainability and Governance	5.15	Council Sustainability and Governance	5.15	The Shape of the Place	0.96
Community Capacity and Creativity	6.07	The Shape of the Place	5.13	Community Capacity and Creativity	5.27	Community Capacity and Creativity	0.80
A Connected Central Coast	6.03	A Connected Central Coast	5.06	The Environment and Sustainable Infrastructure	5.34	The Environment and Sustainable Infrastructure	0.75

Central Coast Community Survey Results, November 2015

Mean importance scores — Do you have a computer at home? - No

47 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.43	1		5.15	3
The Environment and Sustainable Infrastructure	6.09	2		5.34	1
The Shape of the Place	6.09	3		5.13	4
Community Capacity and Creativity	6.07	4		5.27	2
A Connected Central Coast	6.03	5		5.06	5

Central Coast Community Survey Results, November 2015

Mean performance score — Do you have a computer at home? - No

47 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Environment and Sustainable Infrastructure	5.34	1		6.09	2
Community Capacity and Creativity	5.27	2		6.07	4
Council Sustainability and Governance	5.15	3		6.43	1
The Shape of the Place	5.13	4		6.09	3
A Connected Central Coast	5.06	5		6.03	5

Central Coast Community Survey Results, November 2015

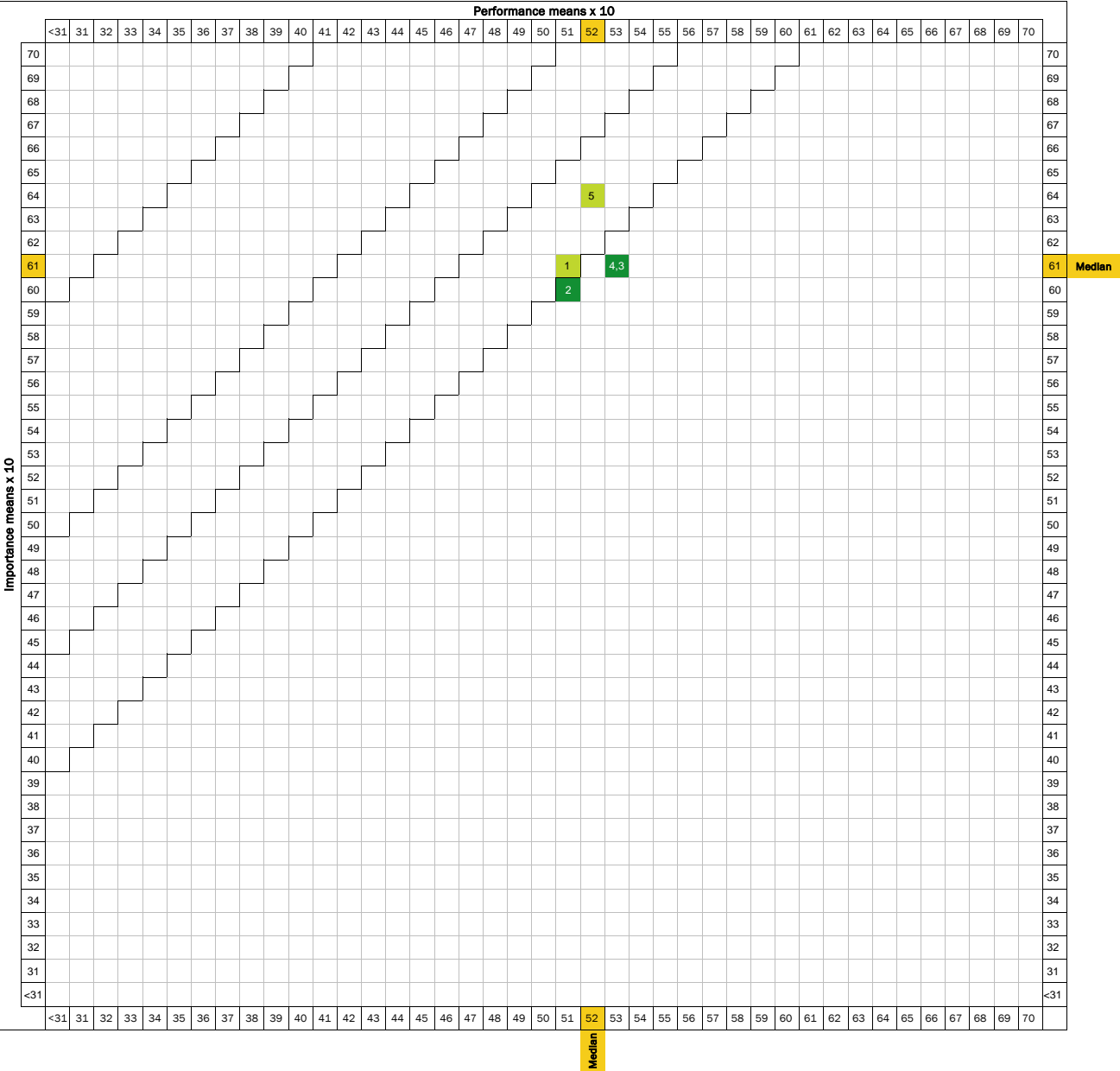
Mean gap scores — Do you have a computer at home? - No

47 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.28	1		6.43	1
A Connected Central Coast	0.97	2		6.03	5
The Shape of the Place	0.96	3		6.09	3
Community Capacity and Creativity	0.80	4		6.07	4
The Environment and Sustainable Infrastructure	0.75	5		6.09	2

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Do you have a computer at home? - No
47 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9
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Central Coast Community Community Survey Results, November 2015

Top 5 Importance scores by demographic

Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Council Sustainability and Governance	6.35	The Shape of the Place	6.70	Council Sustainability and Governance	6.37
The Shape of the Place	6.11	Community Capacity and Creativity	6.30	The Environment and Sustainable Infrastructure	6.12
The Environment and Sustainable Infrastructure	6.11	A Connected Central Coast	6.20	The Shape of the Place	6.10
A Connected Central Coast	5.92	The Environment and Sustainable Infrastructure	6.10	A Connected Central Coast	6.04
Community Capacity and Creativity	5.83	Council Sustainability and Governance	5.91	Community Capacity and Creativity	5.94
None (57 responses)					
Council Sustainability and Governance	6.38				
The Environment and Sustainable Infrastructure	6.14				
The Shape of the Place	5.93				
A Connected Central Coast	5.91				
Community Capacity and Creativity	5.87				



Unique factors

Central Coast Community Community Survey Results, November 2015
 Top 5 performance scores by demographic
 Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
The Shape of the Place	4.92	Community Capacity and Creativity	5.00	The Shape of the Place	5.06
A Connected Central Coast	4.89	The Shape of the Place	4.82	A Connected Central Coast	4.88
Community Capacity and Creativity	4.85	Council Sustainability and Governance	4.73	Council Sustainability and Governance	4.88
The Environment and Sustainable Infrastructure	4.80	A Connected Central Coast	4.45	The Environment and Sustainable Infrastructure	4.80
Council Sustainability and Governance	4.80	The Environment and Sustainable Infrastructure	4.20	Community Capacity and Creativity	4.70
None (57 responses)					
The Shape of the Place	5.11				
A Connected Central Coast	5.05				
Council Sustainability and Governance	4.98				
Community Capacity and Creativity	4.97				
The Environment and Sustainable Infrastructure	4.82				

Unique factors

Central Coast Community Community Survey Results, November 2015
 Top 5 gap scores by demographic
 Do you have access to the internet?

At home (159 responses)		At work (13 responses)		At home and work (56 responses)	
Council Sustainability and Governance	1.55	The Environment and Sustainable Infrastructure	1.90	Council Sustainability and Governance	1.49
The Environment and Sustainable Infrastructure	1.30	The Shape of the Place	1.88	The Environment and Sustainable Infrastructure	1.32
The Shape of the Place	1.19	A Connected Central Coast	1.75	Community Capacity and Creativity	1.24
A Connected Central Coast	1.03	Community Capacity and Creativity	1.30	A Connected Central Coast	1.16
Community Capacity and Creativity	0.98	Council Sustainability and Governance	1.18	The Shape of the Place	1.04
None (57 responses)					
Council Sustainability and Governance	1.41				
The Environment and Sustainable Infrastructure	1.32				
Community Capacity and Creativity	0.90				
A Connected Central Coast	0.87				
The Shape of the Place	0.82				

Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Do you have access to the internet? - At home

159 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.35	The Shape of the Place	4.92	Council Sustainability and Governance	4.80	Council Sustainability and Governance	1.55
The Shape of the Place	6.11	A Connected Central Coast	4.89	The Environment and Sustainable Infrastructure	4.80	The Environment and Sustainable Infrastructure	1.30
The Environment and Sustainable Infrastructure	6.11	Community Capacity and Creativity	4.85	Community Capacity and Creativity	4.85	The Shape of the Place	1.19
A Connected Central Coast	5.92	The Environment and Sustainable Infrastructure	4.80	A Connected Central Coast	4.89	A Connected Central Coast	1.03
Community Capacity and Creativity	5.83	Council Sustainability and Governance	4.80	The Shape of the Place	4.92	Community Capacity and Creativity	0.98

Central Coast Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At home

159 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.35	1		4.80	5
The Shape of the Place	6.11	2		4.92	1
The Environment and Sustainable Infrastructure	6.11	3		4.80	4
A Connected Central Coast	5.92	4		4.89	2
Community Capacity and Creativity	5.83	5		4.85	3

Central Coast Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At home

159 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.92	1		6.11	2
A Connected Central Coast	4.89	2		5.92	4
Community Capacity and Creativity	4.85	3		5.83	5
The Environment and Sustainable Infrastructure	4.80	4		6.11	3
Council Sustainability and Governance	4.80	5		6.35	1

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Do you have access to the internet? - At home

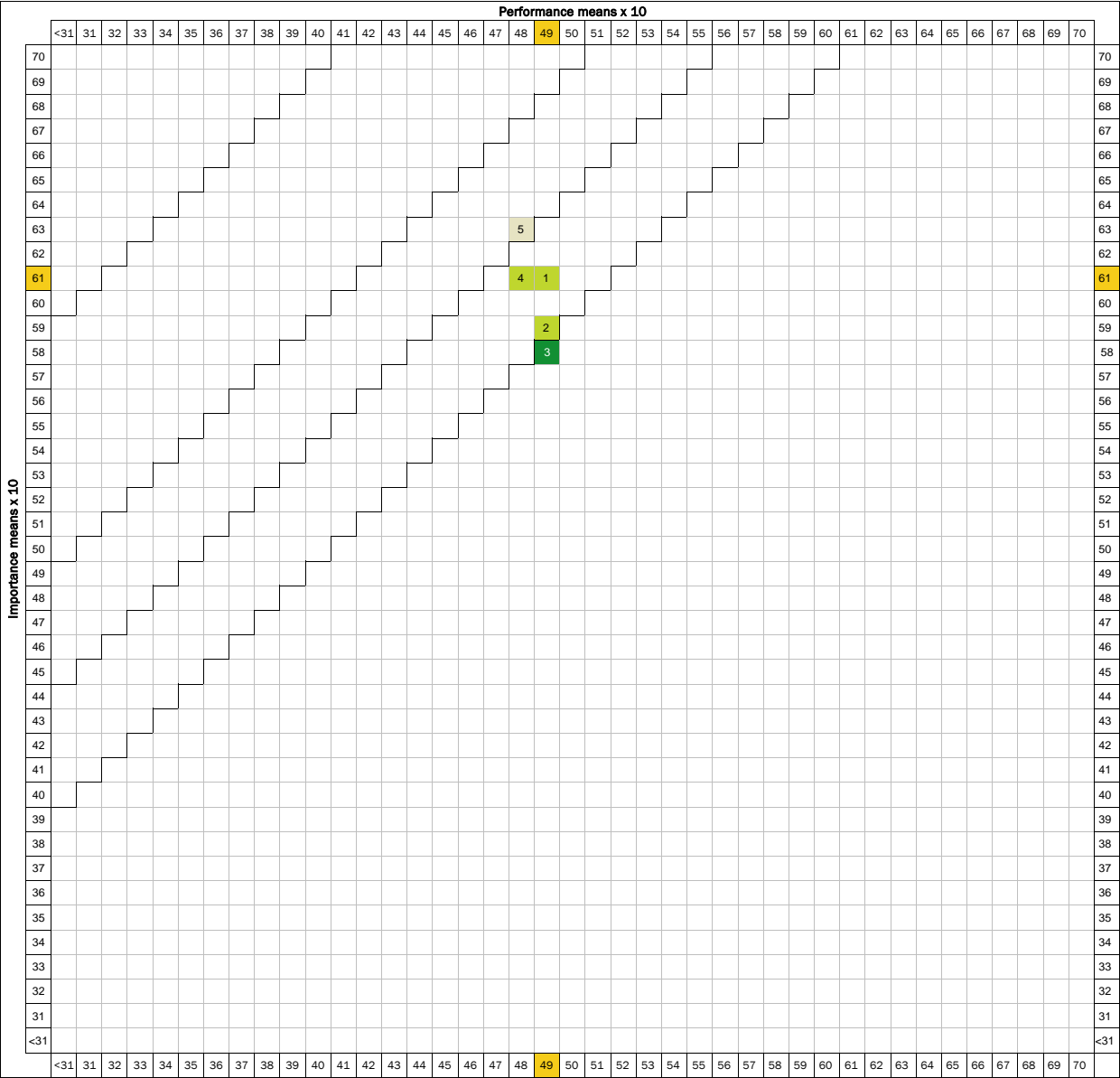
159 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.55	1		6.35	1
The Environment and Sustainable Infrastructure	1.30	2		6.11	3
The Shape of the Place	1.19	3		6.11	2
A Connected Central Coast	1.03	4		5.92	4
Community Capacity and Creativity	0.98	5		5.83	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Do you have access to the internet? - At home

159 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Do you have access to the internet? - At work

13 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
The Shape of the Place	6.70	Community Capacity and Creativity	5.00	The Environment and Sustainable Infrastructure	4.20	The Environment and Sustainable Infrastructure	1.90
Community Capacity and Creativity	6.30	The Shape of the Place	4.82	A Connected Central Coast	4.45	The Shape of the Place	1.88
A Connected Central Coast	6.20	Council Sustainability and Governance	4.73	Council Sustainability and Governance	4.73	A Connected Central Coast	1.75
The Environment and Sustainable Infrastructure	6.10	A Connected Central Coast	4.45	The Shape of the Place	4.82	Community Capacity and Creativity	1.30
Council Sustainability and Governance	5.91	The Environment and Sustainable Infrastructure	4.20	Community Capacity and Creativity	5.00	Council Sustainability and Governance	1.18

Central Coast Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At work

13 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
The Shape of the Place	6.70	1		4.82	2
Community Capacity and Creativity	6.30	2		5.00	1
A Connected Central Coast	6.20	3		4.45	4
The Environment and Sustainable Infrastructure	6.10	4		4.20	5
Council Sustainability and Governance	5.91	5		4.73	3

Central Coast Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At work

13 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Community Capacity and Creativity	5.00	1		6.30	2
The Shape of the Place	4.82	2		6.70	1
Council Sustainability and Governance	4.73	3		5.91	5
A Connected Central Coast	4.45	4		6.20	3
The Environment and Sustainable Infrastructure	4.20	5		6.10	4

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Do you have access to the internet? - At work

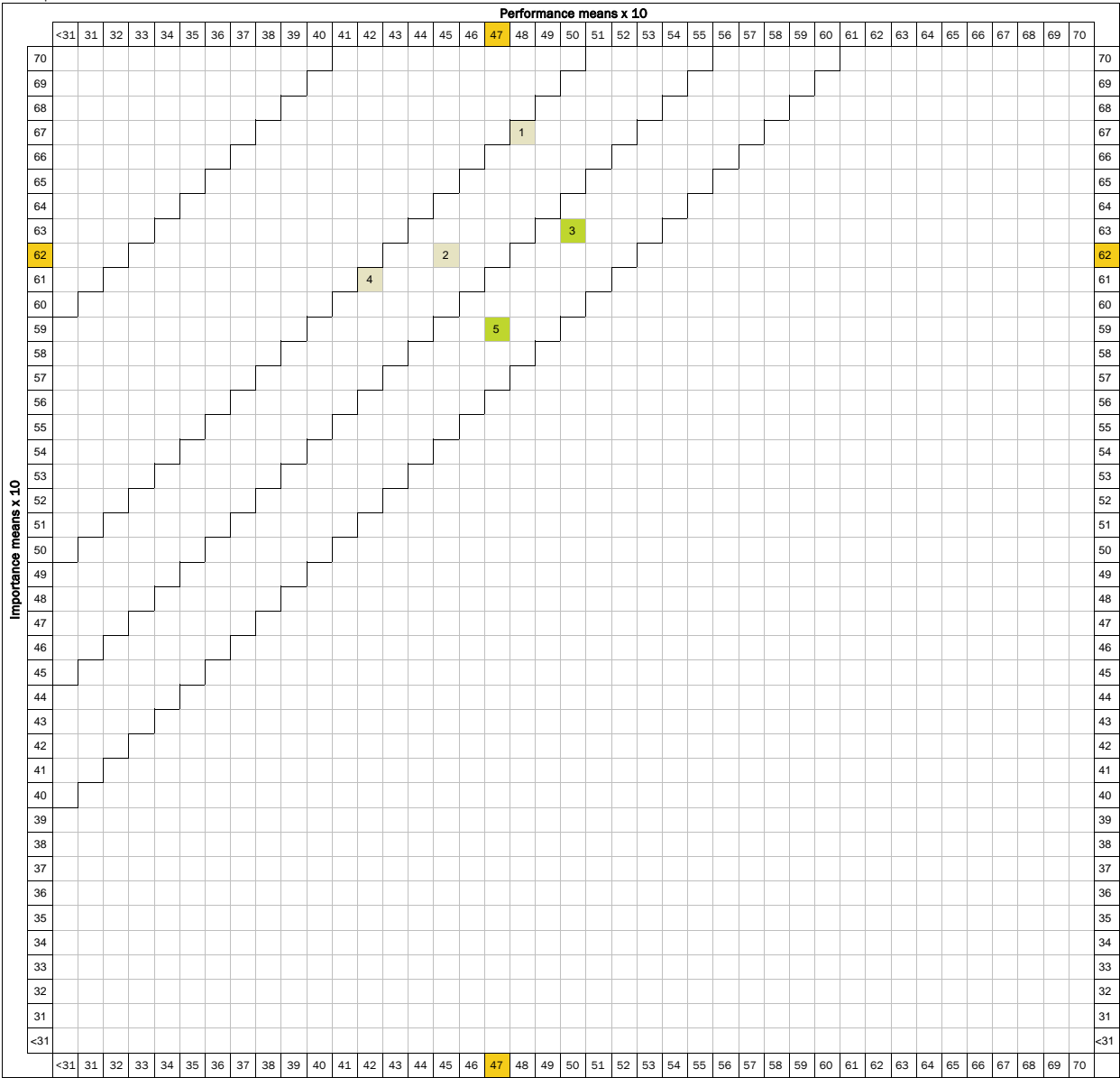
13 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
The Environment and Sustainable Infrastructure	1.90	1		6.10	4
The Shape of the Place	1.88	2		6.70	1
A Connected Central Coast	1.75	3		6.20	3
Community Capacity and Creativity	1.30	4		6.30	2
Council Sustainability and Governance	1.18	5		5.91	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Do you have access to the internet? - At work

13 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Survey Results, November 2015

Top 5 factors — Do you have access to the internet? - At home and work

56 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.37	The Shape of the Place	5.06	Community Capacity and Creativity	4.70	Council Sustainability and Governance	1.49
The Environment and Sustainable Infrastructure	6.12	A Connected Central Coast	4.88	The Environment and Sustainable Infrastructure	4.80	The Environment and Sustainable Infrastructure	1.32
The Shape of the Place	6.10	Council Sustainability and Governance	4.88	Council Sustainability and Governance	4.88	Community Capacity and Creativity	1.24
A Connected Central Coast	6.04	The Environment and Sustainable Infrastructure	4.80	A Connected Central Coast	4.88	A Connected Central Coast	1.16
Community Capacity and Creativity	5.94	Community Capacity and Creativity	4.70	The Shape of the Place	5.06	The Shape of the Place	1.04

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - At home and work

56 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.37	1		4.88	3
The Environment and Sustainable Infrastructure	6.12	2		4.80	4
The Shape of the Place	6.10	3		5.06	1
A Connected Central Coast	6.04	4		4.88	2
Community Capacity and Creativity	5.94	5		4.70	5

Central Coast Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - At home and work

56 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.06	1		6.10	3
A Connected Central Coast	4.88	2		6.04	4
Council Sustainability and Governance	4.88	3		6.37	1
The Environment and Sustainable Infrastructure	4.80	4		6.12	2
Community Capacity and Creativity	4.70	5		5.94	5

Central Coast Community Community Survey Results, November 2015

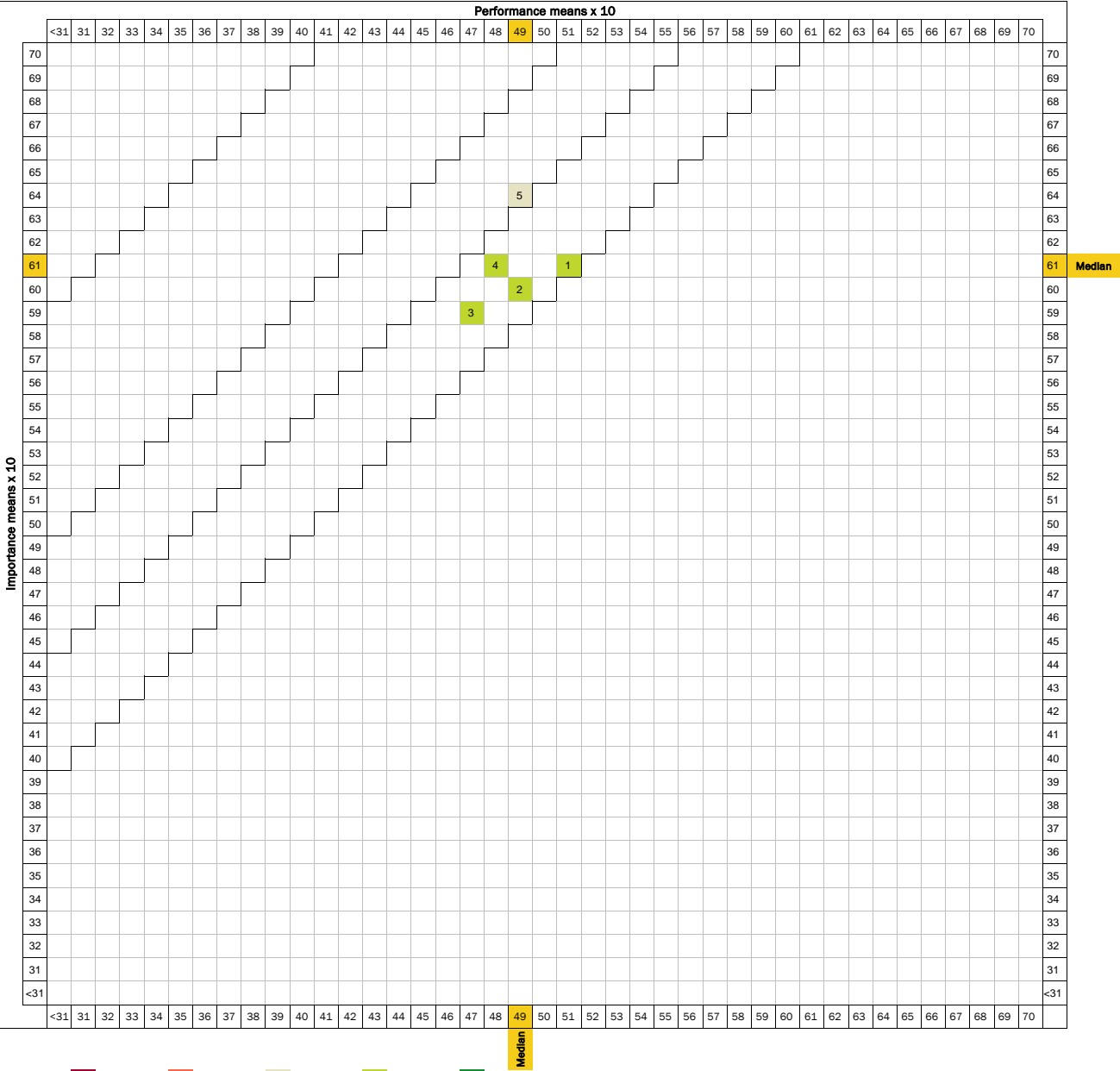
Mean gap scores — Do you have access to the internet? - At home and work

56 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.49	1		6.37	1
The Environment and Sustainable Infrastructure	1.32	2		6.12	2
Community Capacity and Creativity	1.24	3		5.94	5
A Connected Central Coast	1.16	4		6.04	4
The Shape of the Place	1.04	5		6.10	3

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Do you have access to the internet? - At home and work
56 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Do you have access to the internet? - None

57 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.38	The Shape of the Place	5.11	The Environment and Sustainable Infrastructure	4.82	Council Sustainability and Governance	1.41
The Environment and Sustainable Infrastructure	6.14	A Connected Central Coast	5.05	Community Capacity and Creativity	4.97	The Environment and Sustainable Infrastructure	1.32
The Shape of the Place	5.93	Council Sustainability and Governance	4.98	Council Sustainability and Governance	4.98	Community Capacity and Creativity	0.90
A Connected Central Coast	5.91	Community Capacity and Creativity	4.97	A Connected Central Coast	5.05	A Connected Central Coast	0.87
Community Capacity and Creativity	5.87	The Environment and Sustainable Infrastructure	4.82	The Shape of the Place	5.11	The Shape of the Place	0.82

Central Coast Community Survey Results, November 2015

Mean importance scores — Do you have access to the internet? - None

57 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.38	1		4.98	3
The Environment and Sustainable Infrastructure	6.14	2		4.82	5
The Shape of the Place	5.93	3		5.11	1
A Connected Central Coast	5.91	4		5.05	2
Community Capacity and Creativity	5.87	5		4.97	4

Central Coast Community Community Survey Results, November 2015

Mean performance score — Do you have access to the internet? - None

57 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.11	1		5.93	3
A Connected Central Coast	5.05	2		5.91	4
Council Sustainability and Governance	4.98	3		6.38	1
Community Capacity and Creativity	4.97	4		5.87	5
The Environment and Sustainable Infrastructure	4.82	5		6.14	2

Central Coast Community Community Survey Results, November 2015

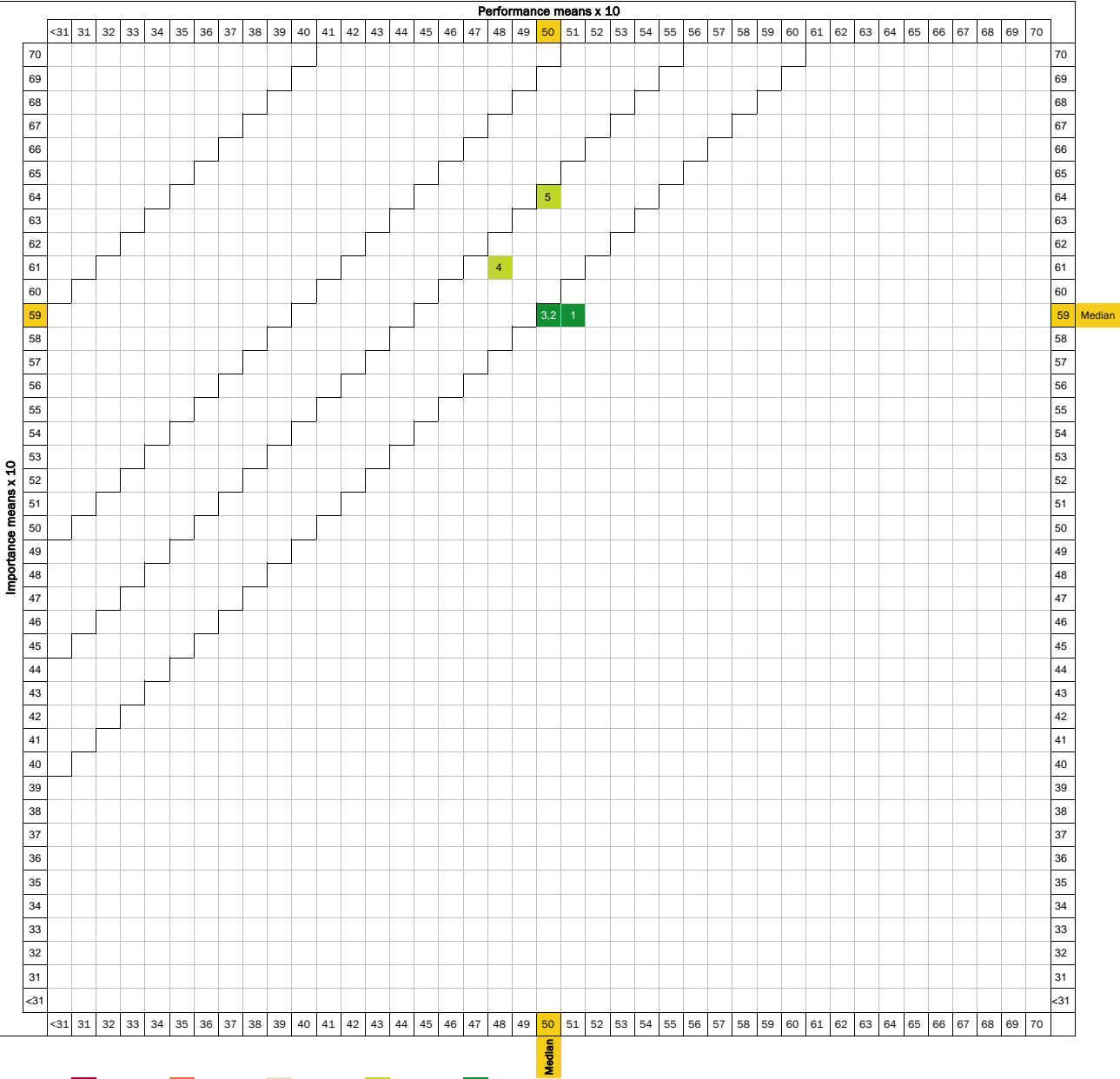
Mean gap scores — Do you have access to the internet? - None

57 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.41	1		6.38	1
The Environment and Sustainable Infrastructure	1.32	2		6.14	2
Community Capacity and Creativity	0.90	3		5.87	5
A Connected Central Coast	0.87	4		5.91	4
The Shape of the Place	0.82	5		5.93	3

Central Coast Community Survey Results, November 2015

Best practice categories gap grid – Do you have access to the internet? - None
57 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Community Survey Results, November 2015

Top 5 Importance scores by demographic

Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Council Sustainability and Governance	6.36	Council Sustainability and Governance	6.22	Council Sustainability and Governance	6.21
A Connected Central Coast	6.00	The Environment and Sustainable Infrastructure	6.09	The Shape of the Place	6.07
The Environment and Sustainable Infrastructure	6.00	A Connected Central Coast	5.91	The Environment and Sustainable Infrastructure	6.06
The Shape of the Place	5.69	The Shape of the Place	5.88	A Connected Central Coast	5.83
Community Capacity and Creativity	5.50	Community Capacity and Creativity	5.78	Community Capacity and Creativity	5.79
Over 65 years (136 responses)					
Council Sustainability and Governance	6.39				
The Shape of the Place	6.23				
The Environment and Sustainable Infrastructure	6.09				
A Connected Central Coast	6.04				
Community Capacity and Creativity	6.01				



Unique factors

Central Coast Community Community Survey Results, November 2015
Top 5 performance scores by demographic
Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
The Shape of the Place	4.83	The Shape of the Place	5.00	The Shape of the Place	4.76
Council Sustainability and Governance	4.83	A Connected Central Coast	4.91	Community Capacity and Creativity	4.64
The Environment and Sustainable Infrastructure	4.64	Council Sustainability and Governance	4.68	A Connected Central Coast	4.59
A Connected Central Coast	4.58	Community Capacity and Creativity	4.58	The Environment and Sustainable Infrastructure	4.56
Community Capacity and Creativity	4.40	The Environment and Sustainable Infrastructure	4.58	Council Sustainability and Governance	4.53
Over 65 years (136 responses)					
Council Sustainability and Governance	5.15				
A Connected Central Coast	5.13				
The Shape of the Place	5.11				
Community Capacity and Creativity	5.10				
The Environment and Sustainable Infrastructure	5.00				


Unique factors

Central Coast Community Community Survey Results, November 2015

Top 5 gap scores by demographic

Age

19 to 34 years (14 responses)		35 to 50 years (33 responses)		51 to 65 years (106 responses)	
Council Sustainability and Governance	1.52	Council Sustainability and Governance	1.54	Council Sustainability and Governance	1.68
A Connected Central Coast	1.42	The Environment and Sustainable Infrastructure	1.51	The Environment and Sustainable Infrastructure	1.50
The Environment and Sustainable Infrastructure	1.36	Community Capacity and Creativity	1.20	The Shape of the Place	1.31
Community Capacity and Creativity	1.10	A Connected Central Coast	1.00	A Connected Central Coast	1.23
The Shape of the Place	0.86	The Shape of the Place	0.88	Community Capacity and Creativity	1.15
Over 65 years (136 responses)					
Council Sustainability and Governance	1.25				
The Shape of the Place	1.12				
The Environment and Sustainable Infrastructure	1.09				
A Connected Central Coast	0.91				
Community Capacity and Creativity	0.91				



Unique factors

Central Coast Community Survey Results, November 2015

Top 5 factors — Age - 19 to 34 years

14 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.36	The Shape of the Place	4.83	Community Capacity and Creativity	4.40	Council Sustainability and Governance	1.52
A Connected Central Coast	6.00	Council Sustainability and Governance	4.83	A Connected Central Coast	4.58	A Connected Central Coast	1.42
The Environment and Sustainable Infrastructure	6.00	The Environment and Sustainable Infrastructure	4.64	The Environment and Sustainable Infrastructure	4.64	The Environment and Sustainable Infrastructure	1.36
The Shape of the Place	5.69	A Connected Central Coast	4.58	Council Sustainability and Governance	4.83	Community Capacity and Creativity	1.10
Community Capacity and Creativity	5.50	Community Capacity and Creativity	4.40	The Shape of the Place	4.83	The Shape of the Place	0.86

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Age - 19 to 34 years

14 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.36	1		4.83	1
A Connected Central Coast	6.00	2		4.58	4
The Environment and Sustainable Infrastructure	6.00	2		4.64	3
The Shape of the Place	5.69	4		4.83	1
Community Capacity and Creativity	5.50	5		4.40	5

Central Coast Community Community Survey Results, November 2015

Mean performance score – Age - 19 to 34 years

14 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.83	1		5.69	4
Council Sustainability and Governance	4.83	1		6.36	1
The Environment and Sustainable Infrastructure	4.64	3		6.00	2
A Connected Central Coast	4.58	4		6.00	2
Community Capacity and Creativity	4.40	5		5.50	5

Central Coast Community Community Survey Results, November 2015

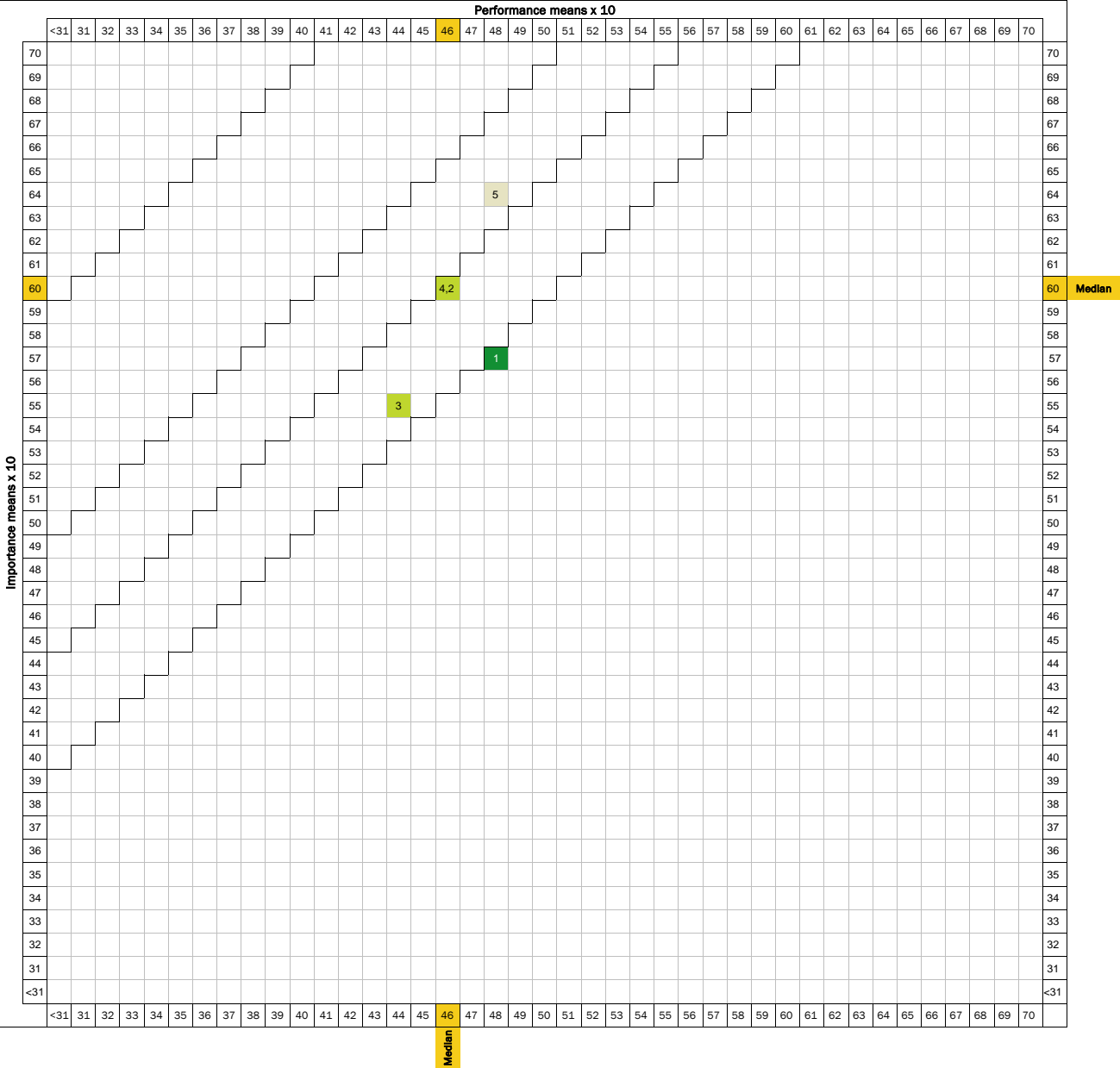
Mean gap scores — Age - 19 to 34 years

14 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.52	1		6.36	1
A Connected Central Coast	1.42	2		6.00	2
The Environment and Sustainable Infrastructure	1.36	3		6.00	2
Community Capacity and Creativity	1.10	4		5.50	5
The Shape of the Place	0.86	5		5.69	4

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Age - 19 to 34 years
14 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Central Coast Community Community Survey Results, November 2015

Top 5 factors — Age - 35 to 50 years

33 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.22	The Shape of the Place	5.00	The Environment and Sustainable Infrastructure	4.58	Council Sustainability and Governance	1.54
The Environment and Sustainable Infrastructure	6.09	A Connected Central Coast	4.91	Community Capacity and Creativity	4.58	The Environment and Sustainable Infrastructure	1.51
A Connected Central Coast	5.91	Council Sustainability and Governance	4.68	Council Sustainability and Governance	4.68	Community Capacity and Creativity	1.20
The Shape of the Place	5.88	Community Capacity and Creativity	4.58	A Connected Central Coast	4.91	A Connected Central Coast	1.00
Community Capacity and Creativity	5.78	The Environment and Sustainable Infrastructure	4.58	The Shape of the Place	5.00	The Shape of the Place	0.88

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Age - 35 to 50 years

33 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.22	1		4.68	3
The Environment and Sustainable Infrastructure	6.09	2		4.58	4
A Connected Central Coast	5.91	3		4.91	2
The Shape of the Place	5.88	4		5.00	1
Community Capacity and Creativity	5.78	5		4.58	4

Central Coast Community Community Survey Results, November 2015

Mean performance score – Age - 35 to 50 years

33 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	5.00	1		5.88	4
A Connected Central Coast	4.91	2		5.91	3
Council Sustainability and Governance	4.68	3		6.22	1
Community Capacity and Creativity	4.58	4		5.78	5
The Environment and Sustainable Infrastructure	4.58	4		6.09	2

Central Coast Community Community Survey Results, November 2015

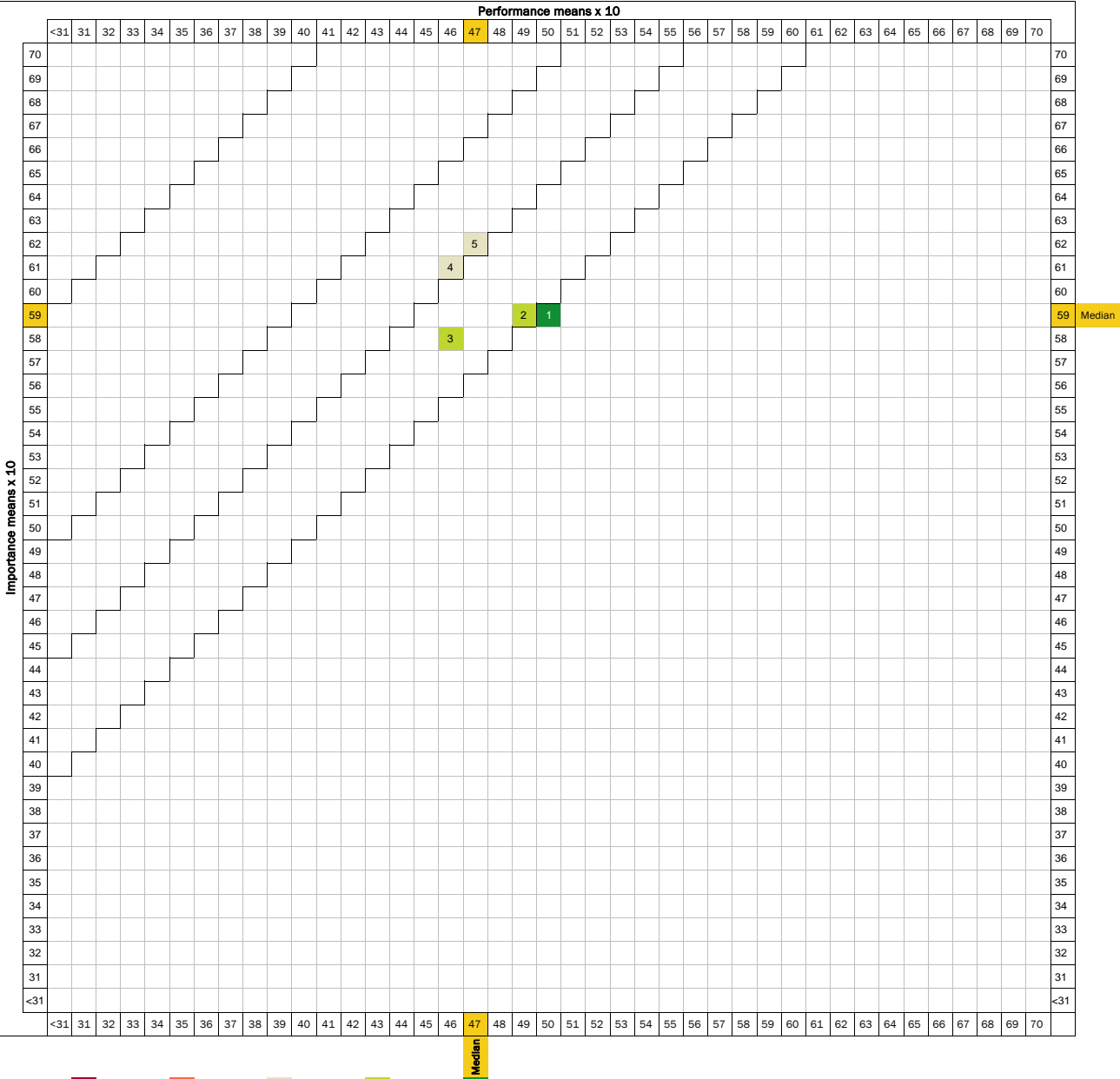
Mean gap scores — Age - 35 to 50 years

33 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.54	1		6.22	1
The Environment and Sustainable Infrastructure	1.51	2		6.09	2
Community Capacity and Creativity	1.20	3		5.78	5
A Connected Central Coast	1.00	4		5.91	3
The Shape of the Place	0.88	5		5.88	4

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Age - 35 to 50 years
33 Responses



Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Community Survey Results, November 2015

Top 5 factors — Age - 51 to 65 years

106 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.21	The Shape of the Place	4.76	Council Sustainability and Governance	4.53	Council Sustainability and Governance	1.68
The Shape of the Place	6.07	Community Capacity and Creativity	4.64	The Environment and Sustainable Infrastructure	4.56	The Environment and Sustainable Infrastructure	1.50
The Environment and Sustainable Infrastructure	6.06	A Connected Central Coast	4.59	A Connected Central Coast	4.59	The Shape of the Place	1.31
A Connected Central Coast	5.83	The Environment and Sustainable Infrastructure	4.56	Community Capacity and Creativity	4.64	A Connected Central Coast	1.23
Community Capacity and Creativity	5.79	Council Sustainability and Governance	4.53	The Shape of the Place	4.76	Community Capacity and Creativity	1.15

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Age - 51 to 65 years

106 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.21	1		4.53	5
The Shape of the Place	6.07	2		4.76	1
The Environment and Sustainable Infrastructure	6.06	3		4.56	4
A Connected Central Coast	5.83	4		4.59	3
Community Capacity and Creativity	5.79	5		4.64	2

Central Coast Community Survey Results, November 2015

Mean performance score — Age - 51 to 65 years

106 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
The Shape of the Place	4.76	1		6.07	2
Community Capacity and Creativity	4.64	2		5.79	5
A Connected Central Coast	4.59	3		5.83	4
The Environment and Sustainable Infrastructure	4.56	4		6.06	3
Council Sustainability and Governance	4.53	5		6.21	1

Central Coast Community Community Survey Results, November 2015

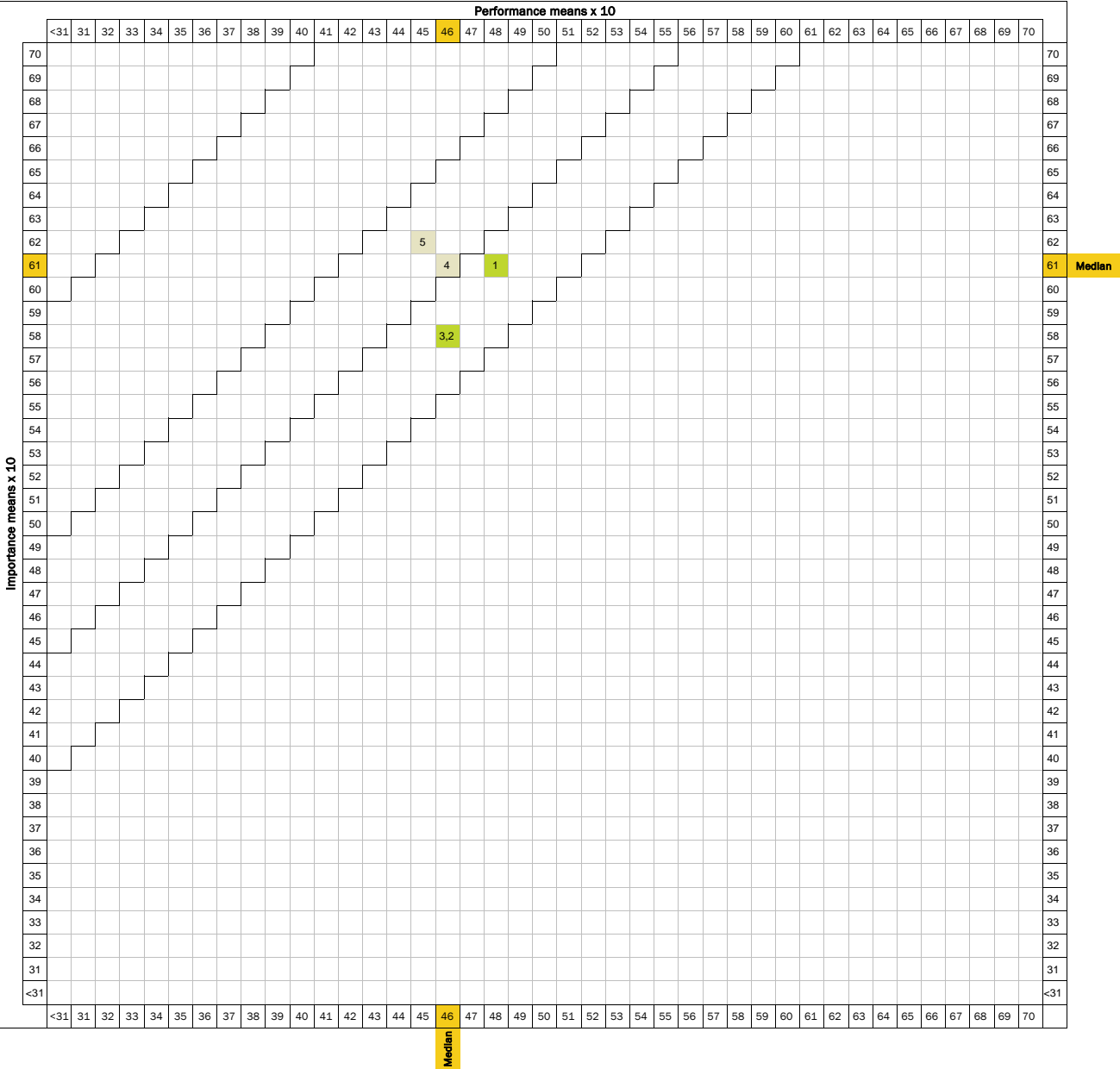
Mean gap scores — Age - 51 to 65 years

106 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.68	1		6.21	1
The Environment and Sustainable Infrastructure	1.50	2		6.06	3
The Shape of the Place	1.31	3		6.07	2
A Connected Central Coast	1.23	4		5.83	4
Community Capacity and Creativity	1.15	5		5.79	5

Central Coast Community Survey Results, November 2015

Best practice categories gap grid — Age - 51 to 65 years
106 Responses



Statements	
1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Central Coast Community Survey Results, November 2015

Top 5 factors — Age - Over 65 years

136 responses

Factors rated top 5 in importance

Most important factors	Mean	Highest performing factors	Mean	Lowest performing factors	Mean	Largest gaps (I - P)	Mean
Council Sustainability and Governance	6.39	Council Sustainability and Governance	5.15	The Environment and Sustainable Infrastructure	5.00	Council Sustainability and Governance	1.25
The Shape of the Place	6.23	A Connected Central Coast	5.13	Community Capacity and Creativity	5.10	The Shape of the Place	1.12
The Environment and Sustainable Infrastructure	6.09	The Shape of the Place	5.11	The Shape of the Place	5.11	The Environment and Sustainable Infrastructure	1.09
A Connected Central Coast	6.04	Community Capacity and Creativity	5.10	A Connected Central Coast	5.13	A Connected Central Coast	0.91
Community Capacity and Creativity	6.01	The Environment and Sustainable Infrastructure	5.00	Council Sustainability and Governance	5.15	Community Capacity and Creativity	0.91

Central Coast Community Community Survey Results, November 2015

Mean importance scores — Age - Over 65 years

136 responses

	Importance			Performance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	6.39	1		5.15	1
The Shape of the Place	6.23	2		5.11	3
The Environment and Sustainable Infrastructure	6.09	3		5.00	5
A Connected Central Coast	6.04	4		5.13	2
Community Capacity and Creativity	6.01	5		5.10	4

Central Coast Community Community Survey Results, November 2015

Mean performance score — Age - Over 65 years

136 responses

	Performance			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	5.15	1		6.39	1
A Connected Central Coast	5.13	2		6.04	4
The Shape of the Place	5.11	3		6.23	2
Community Capacity and Creativity	5.10	4		6.01	5
The Environment and Sustainable Infrastructure	5.00	5		6.09	3

Central Coast Community Community Survey Results, November 2015

Mean gap scores — Age - Over 65 years

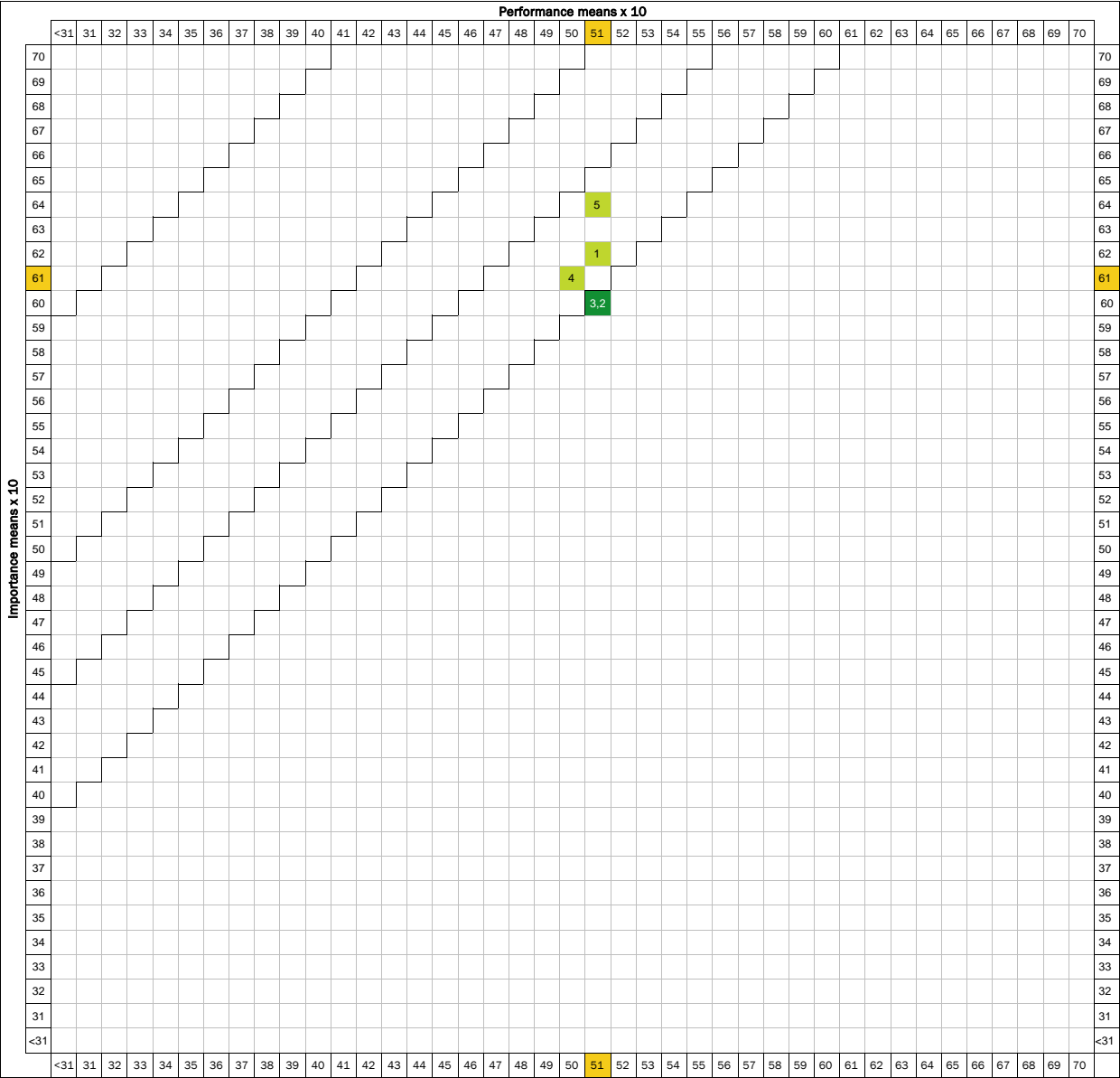
136 responses

	Gap			Importance	
	Mean	Rank		Mean	Rank
Council Sustainability and Governance	1.25	1		6.39	1
The Shape of the Place	1.12	2		6.23	2
The Environment and Sustainable Infrastructure	1.09	3		6.09	3
A Connected Central Coast	0.91	4		6.04	4
Community Capacity and Creativity	0.91	5		6.01	5

Central Coast Community Community Survey Results, November 2015

Best practice categories gap grid – Age - Over 65 years

136 Responses



Statements

1	The Shape of the Place
2	A Connected Central Coast
3	Community Capacity and Creativity
4	The Environment and Sustainable Infrastructure
5	Council Sustainability and Governance

Legend: Gap > 2.9 Gap > 1.9 Gap > 1.4 Gap > 0.9 Gap < 0.9

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SECTION 6:

Sources of information

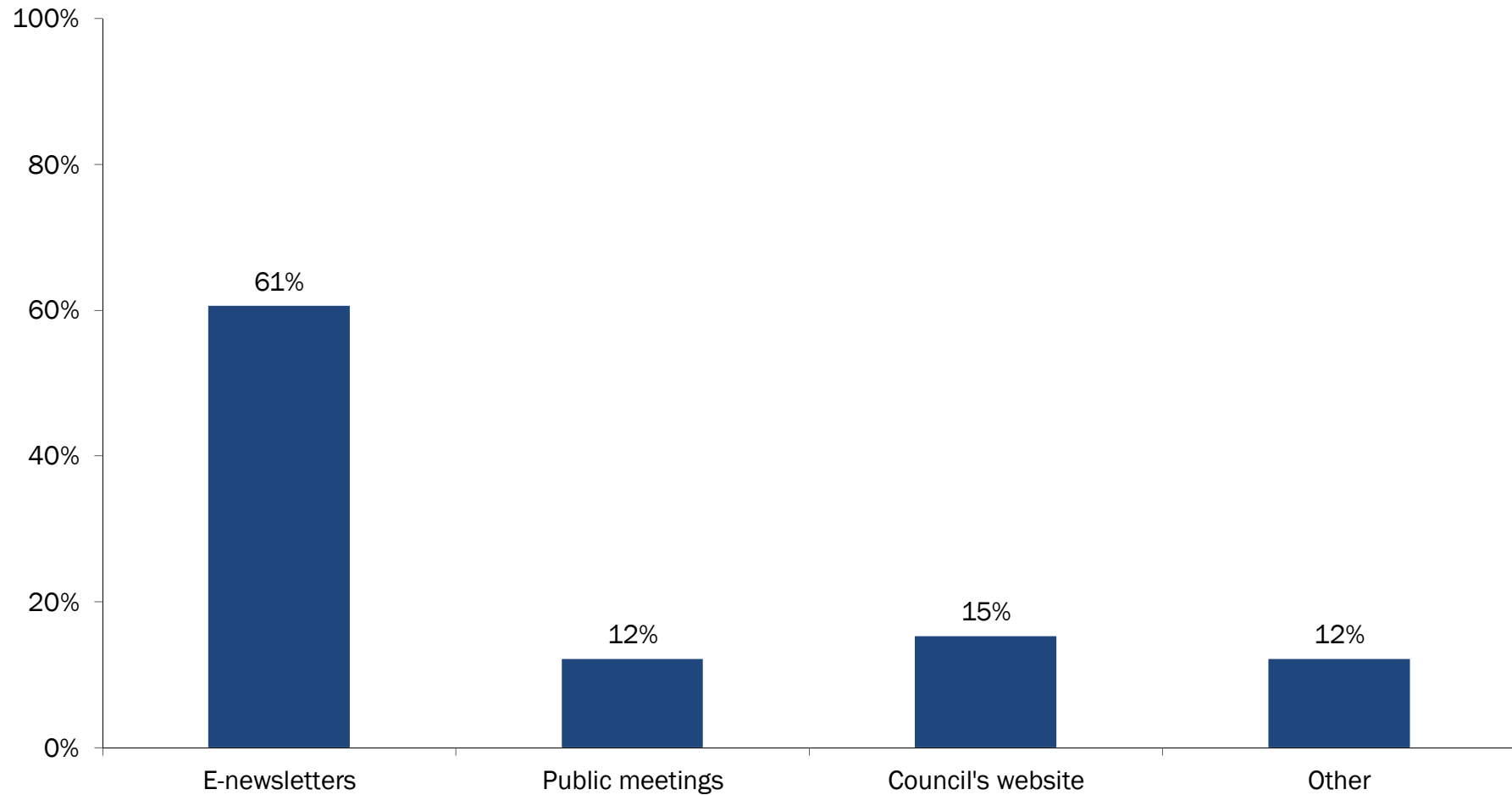


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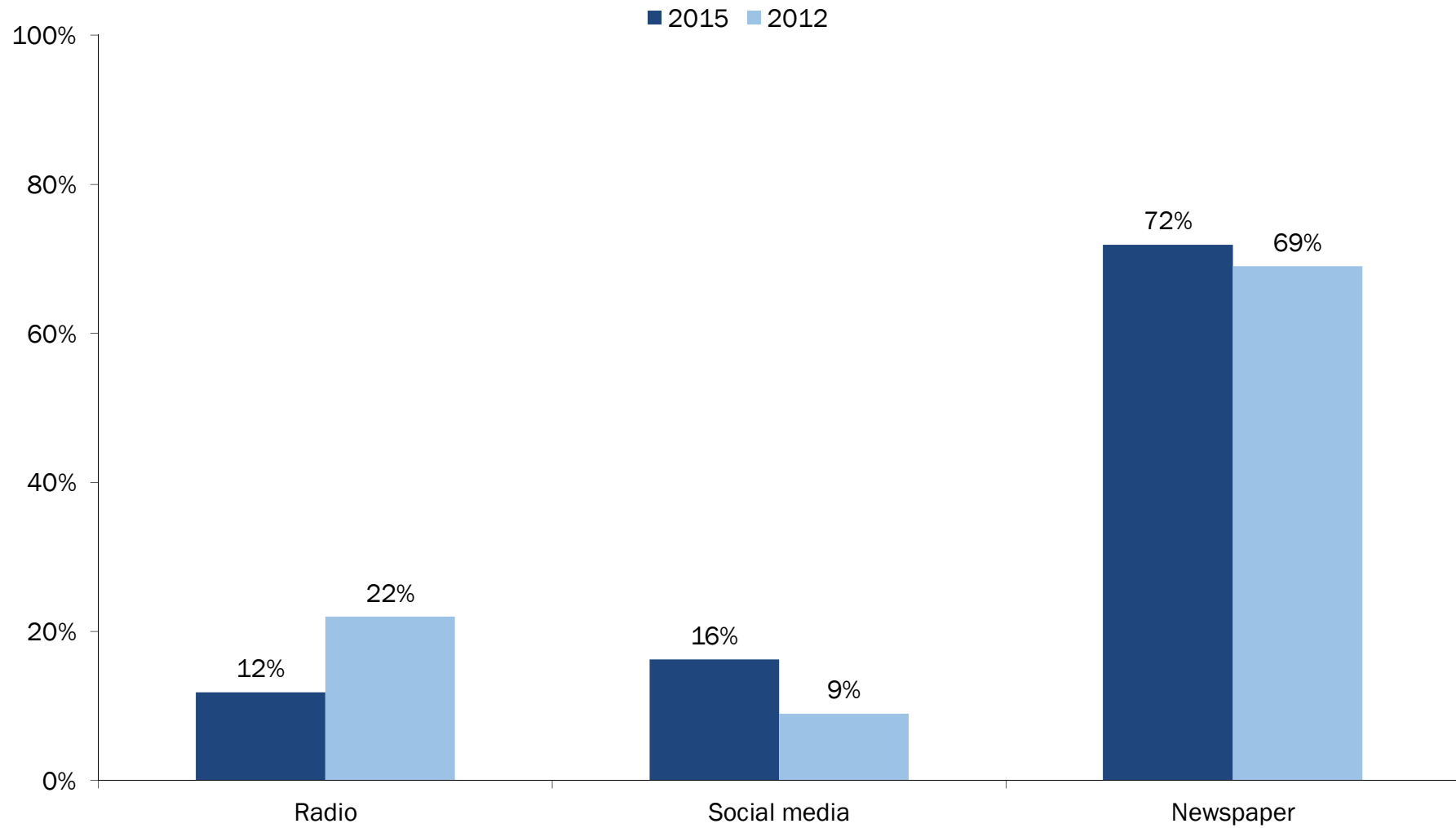
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Central Coast Council Community Survey Results, November 2015

What is your preferred method of receiving information from the Council?
Through Central Coast Council:



Central Coast Council Community Survey Results, November 2015
What is your preferred method of receiving information from the Council?
From Other Sources:



Central Coast Council Community Survey Results, November 2015
How do you perceive coverage of Council activities in the media?

