

LG AQ

LOCAL GOVERNMENT ASSOCIATION
OF QUEENSLAND

FRED ROGERS MEMORIAL TRUST



2015

COMMUNITY SATISFACTION TRACKING STUDY

July 2015

MORTON CONSULTING SERVICES PTY LTD and MARKET FACTS (QLD) PTY LTD

1 Background

This 2015 *Community Satisfaction Tracking Study* continues the benchmarking and analysis of community satisfaction with Local Government services in Queensland. In 1997, LGAQ commissioned a project to develop a survey instrument and process to allow Local Government to monitor and track performance against the value systems of their customers. Since the 1997 Benchmark Study, *Community Satisfaction Tracking Studies* have also been conducted by LGAQ in 1999, 2001, 2003, 2005, 2007, 2009, 2011 and 2013.

In addition to the basic satisfaction and tracking questions, the survey provides an opportunity to include a number of questions to pick up emerging issues and themes.

2 Approach

The research project methodology included:-

- review and update of the survey instrument and methodology used in 2013, and specific additional questions;
- telephone surveys of a random cross-section of 700 households, subdivided into the key council categories and covering the diverse situations encountered by Local Government;
- quantification of survey results to provide weighted performance indices for the suite of services and activities within each of five Themes;
- analysis and reporting on the results obtained to provide tracking of performance relative to the previous studies, and to identify issues and actions arising from the research.

The methodology looks at both the importance of a function or service to the community, and the perception of how well a council is performing each function or service. There is little merit in achieving excellence for an activity that has minor value to the community. Nor is mediocre performance desirable in those functions which are judged as crucial by the community.

The concept of a "*weighted performance indicator*" was introduced in the initial research. The overall performance for a Theme or across all elements is an aggregate of all aspects of performance, and takes into account the relative importance of each activity or service.

The findings of the survey are subject to sampling error. The maximum probable error of the total sample is +/- 3.1% at the 90% level of confidence. Small changes in scores for theme elements (eg a rating change from 71% to 70%) may not represent any actual decrease or improvement in overall performance relative to previous surveys.

3 How to Use this Research

The study provides information of relevance to all councils. Those functions where new initiatives would be most effective in moving performance closer to an optimal level are highlighted.

The research can be considered as part of ongoing corporate planning and continuous improvement initiatives of Local Government in Queensland.

Councils wishing to obtain more detailed information on performance at a local level could conduct similar research for their own area, enabling benchmarking of individual performance against the measures developed in this research at both a State level and by broad council category.

A significant number of councils have already undertaken such research using the methodology developed.

Where councils wish to focus on a particular aspect of service to identify needs of the community, then a different type of survey will be appropriate.

The Parameters Evaluated

THEME 1: Basic Services and Infrastructure

Road Construction, Road Maintenance, Footpaths Kerb & Guttering, Street Lighting, Traffic Management, Parking, Public Transport, Water Supply, Sewerage, Drainage/Flood Mitigation, Waste Management, Community Health

THEME 2: Community Lifestyle Services

Parks Playgrounds/Public Amenities, Environmental Controls, Environmental Protection/ Conservation, Heritage Protection, Sporting/Recreational Facilities, Cultural/Entertainment Facilities, Libraries/ Other Information Access, Community Safety, Community Services, Pet/Animal Control, Shopping Centres, Community Development

THEME 3: Managing the Shire/City

Town Planning, Building Control, Economic Development/Local Employment, Tourism Development, Financial Management, Revenue Raising, Staff Management

THEME 4: Customer Services/Communication

Customer Service, Information Services, Informing Community, Consulting Community, Responding to Community, Providing Leadership/Advocacy

THEME 5: Qualities of Council

Elected Council (as a whole), Councillor(s) dealt with, Managerial/ Supervisory Officers, Outdoor Workers, Indoor Staff

The detailed Research Report explains what specific activities/qualities are embodied in each Theme element.

4 Research Results (by Theme)

The perceived importance of the various elements within each Theme, and the performance of the council with respect to each element, were rated by respondents on the following five-point scales:

Importance		Performance	
Crucial	5	Very Good	5
Important	4	Good	4
Nice to Have	3	Fair Only	3
Not Very Important	2	Poor	2
Quite Unimportant	1	Very Poor	1

Graphs showing the performance index for each Theme element are provided in this summary.

4.1 Basic Services /Infrastructure

As for all previous studies, the survey results show that the community perceives the full range of Local Government services included in this Theme as being at least “important” (mean of 4.13 compared with 4.41 in 2013, 4.49 in 2011 and 4.29 in 2009). No service rated significantly below the “important” score of 4.

For all elements in this Theme, importance ratings

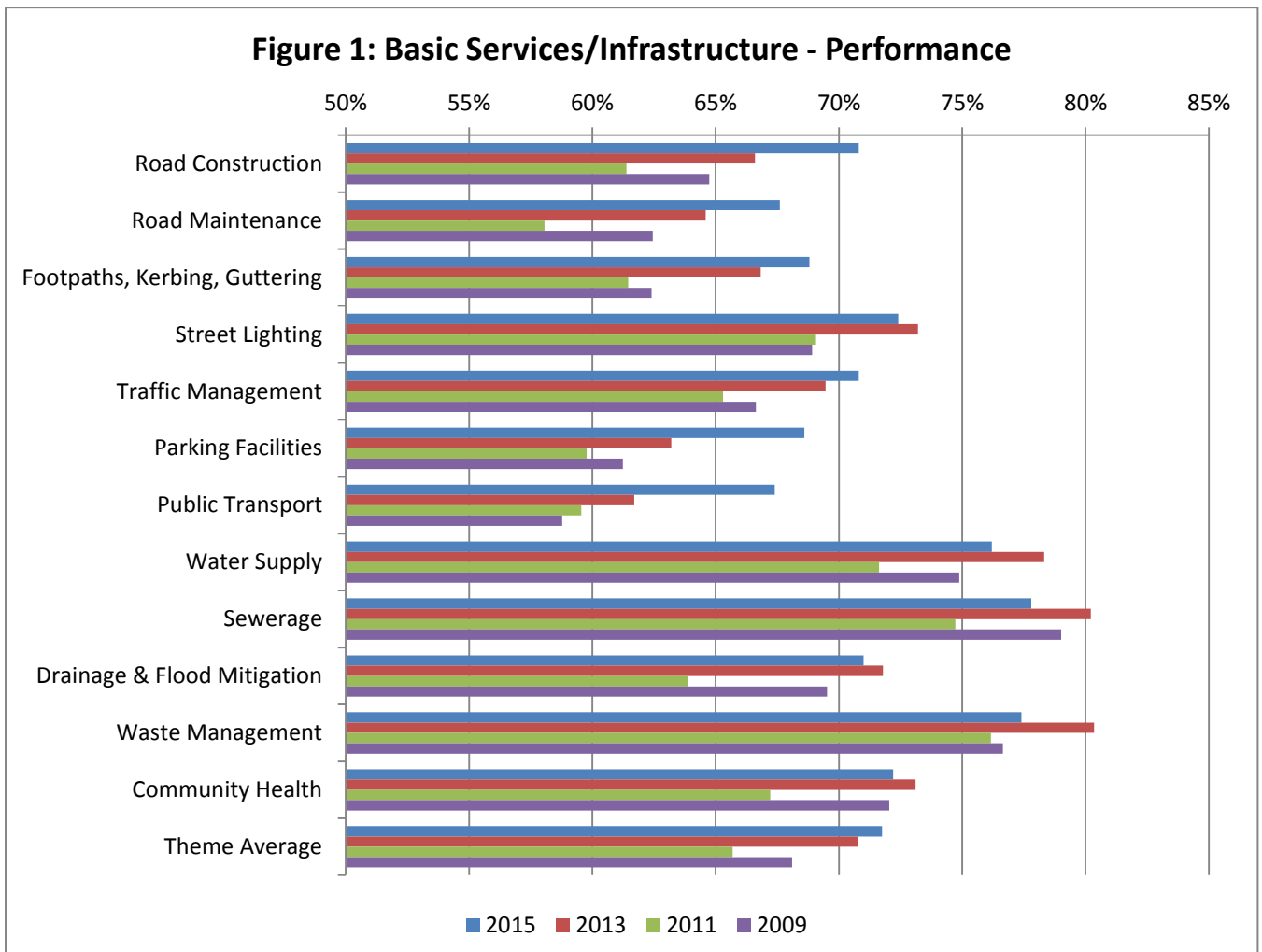
were lower than in 2013 and 2011, with the highest importance rating of 4.31 being for Water Supply compared with 4.69 in 2013.

Overall performance was just over half way between “good” and “fair only” (mean 3.59 compared with 3.54 in 2013, 3.28 in 2011, 3.41 in 2009, and 3.52 in 2007). Sewerage, Waste Management and Water Supply achieved the highest ratings (> 3.8).

The lowest performance score was for Public Transport (3.37 compared with 3.08 in 2013). No element had a ‘gap’ between importance and performance greater than 1, whereas 3 elements in this Theme had a ‘gap’ greater than 1 in 2013.

The weighted Total Performance Index (TPI) calculated for the Basic Services/Infrastructure Theme was 71.82%. This compares with 71.01% in 2013, 65.80% in 2011, 68.31% in 2009, 70.65% in 2007, 72.71% in 2005, 69.57% in 2003, 72.16% in 2001, 71.52% in 1999 and 73.51% in 1997.

Successful initiatives in relation to Road Maintenance, Drainage and Flood Mitigation would be most effective in moving overall future performance closer to the optimum level.



4.2 Community Lifestyle Services

As for earlier surveys, elements in this Theme had lower levels of perceived importance than Basic Services/ Infrastructure. The average for the Theme was just below “important” (mean 3.94 compared with 4.10 in 2013, 4.14 in 2011 and 4.0 in 2009).

Community Safety was again the highest in importance (4.08) while Community Development (3.86) and Pet/Animal Control (3.87) were the lowest, although the overall range of scores was not great.

Overall performance was over half way between the “fair only” and “good” range (mean 3.63 compared with 3.62 in 2013, 3.44 in 2011 and 3.52 in 2009). Libraries (3.86), Sporting & Recreation Facilities (3.72) and Cultural/Entertainment Facilities (3.72) achieved the higher ratings. Environmental Protection and Conservation (3.47) and Pet/Animal Control (3.51) had the lowest ratings.

The weighted Total Performance Index (TPI) calculated for this Theme was 72.62%. This compares with 72.41% in 2013, 68.79% in 2011, 70.43% in 2009, 73.22% in 2007, 74.08% in 2005, 71.25% in 2003, 74.71% in 2001, 73.47% in 1999 and 73.86% in 1997.

As for 2013, successful initiatives in Community Safety, Environmental Controls, Protection and Conservation would be most effective in moving overall performance in this Theme closer to the optimum level.

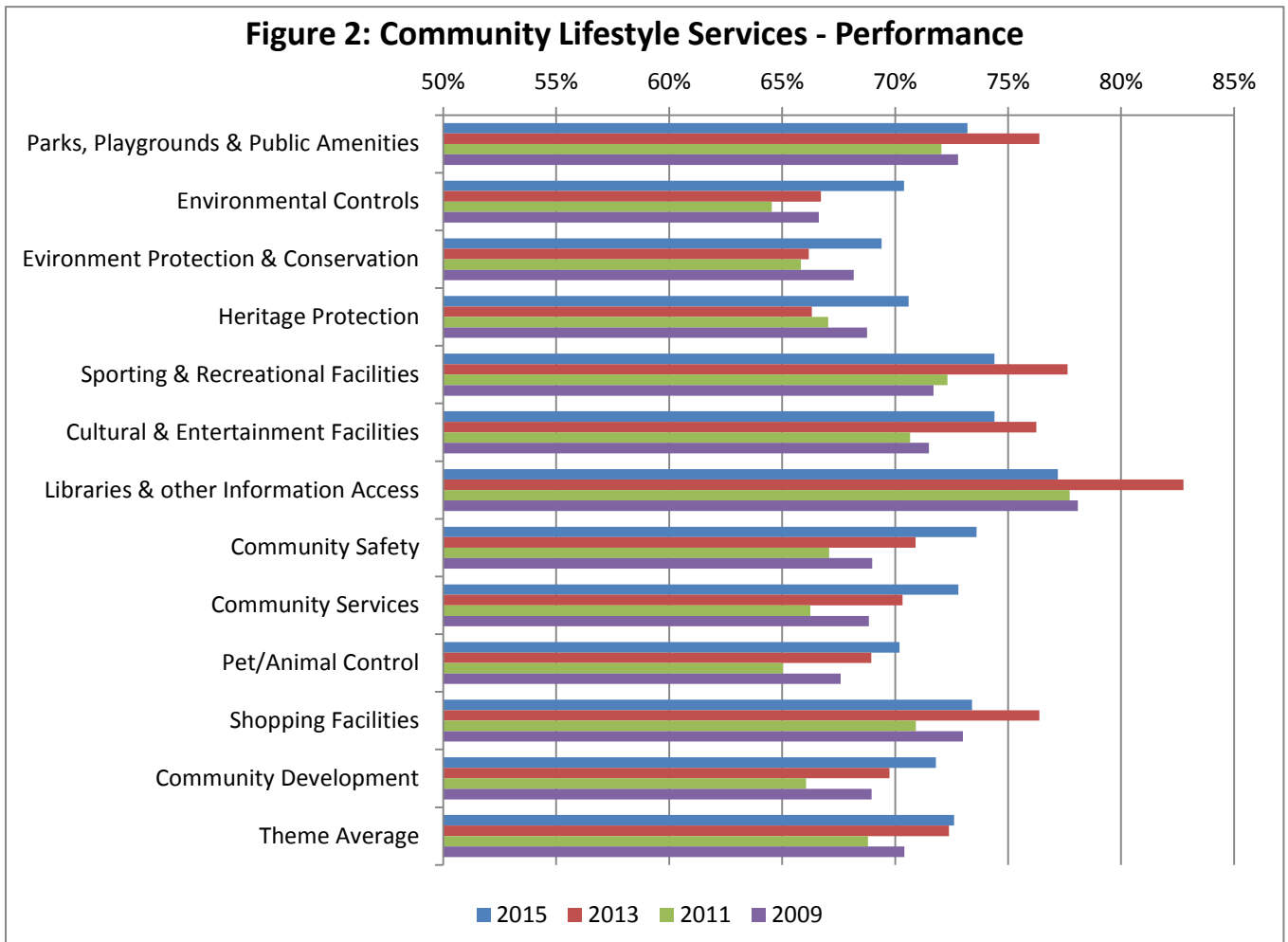
4.3 Managing the Shire/City/Region

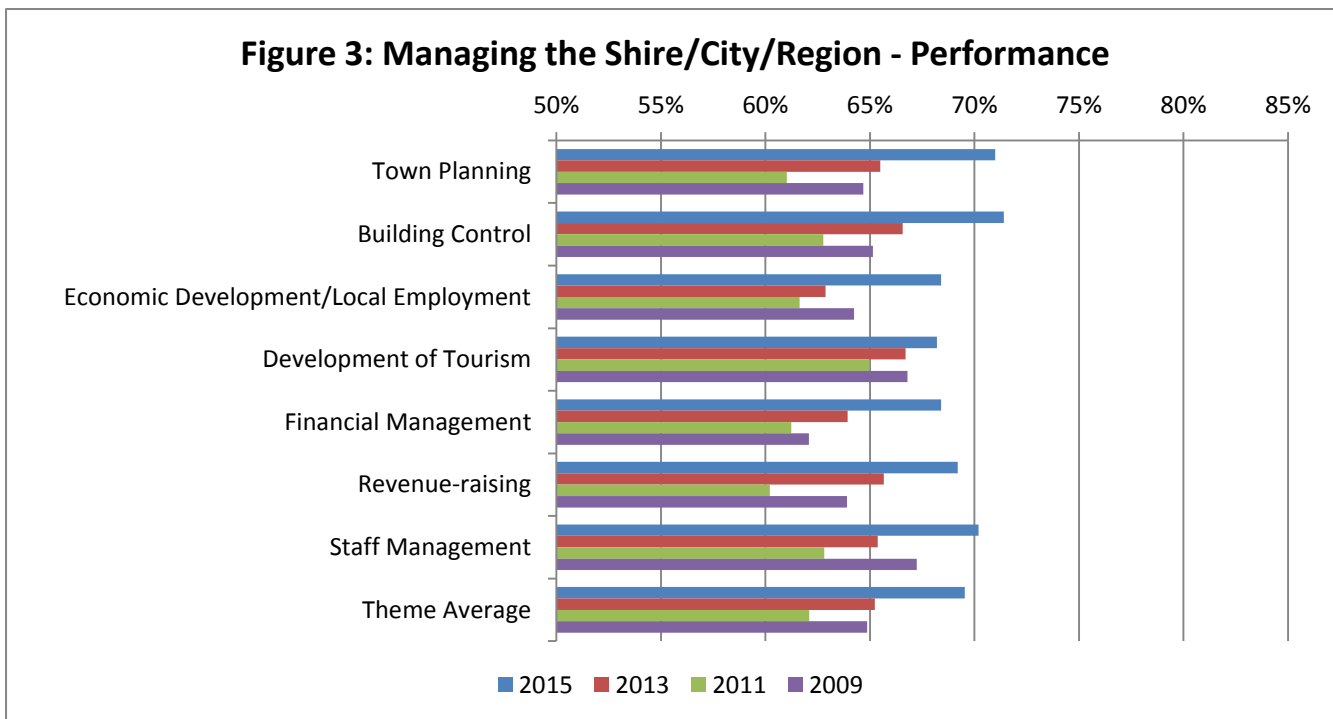
All elements in this Theme averaged “important” (mean 4.08 compared with 4.42 in 2013, 4.37 in 2011 and 4.28 for 2009). Financial Management (4.21) and Economic Development (4.14) were highest in importance although the score range was not great.

Overall performance of councils was half way between “fair only” and “good” (mean 3.48 compared with 3.26 in 2013, 3.10 in 2011, 3.24 in 2009 and 3.43 in 2007).

There was little significant variation in the performance score for any element as in previous surveys, with Building Control (3.57) and Town Planning (3.55) the highest and Development of Tourism (3.41) the lowest.

In this 2015 survey, Financial Management had a significantly lower ‘gap’ between the importance and performance scores at 0.79 (1.45 in 2013, 1.57 in 2011 and 1.35 in 2009).





The weighted Total Performance Index (TPI) calculated for this Theme was 69.54%. This compares with 65.21% in 2013, 62.05% in 2011, 64.83% in 2009, 68.55% in 2007, 70.25% in 2005, 65.98% in 2003, 69.41% in 2001, 68.75% in 1999 and 68.4% in 1997.

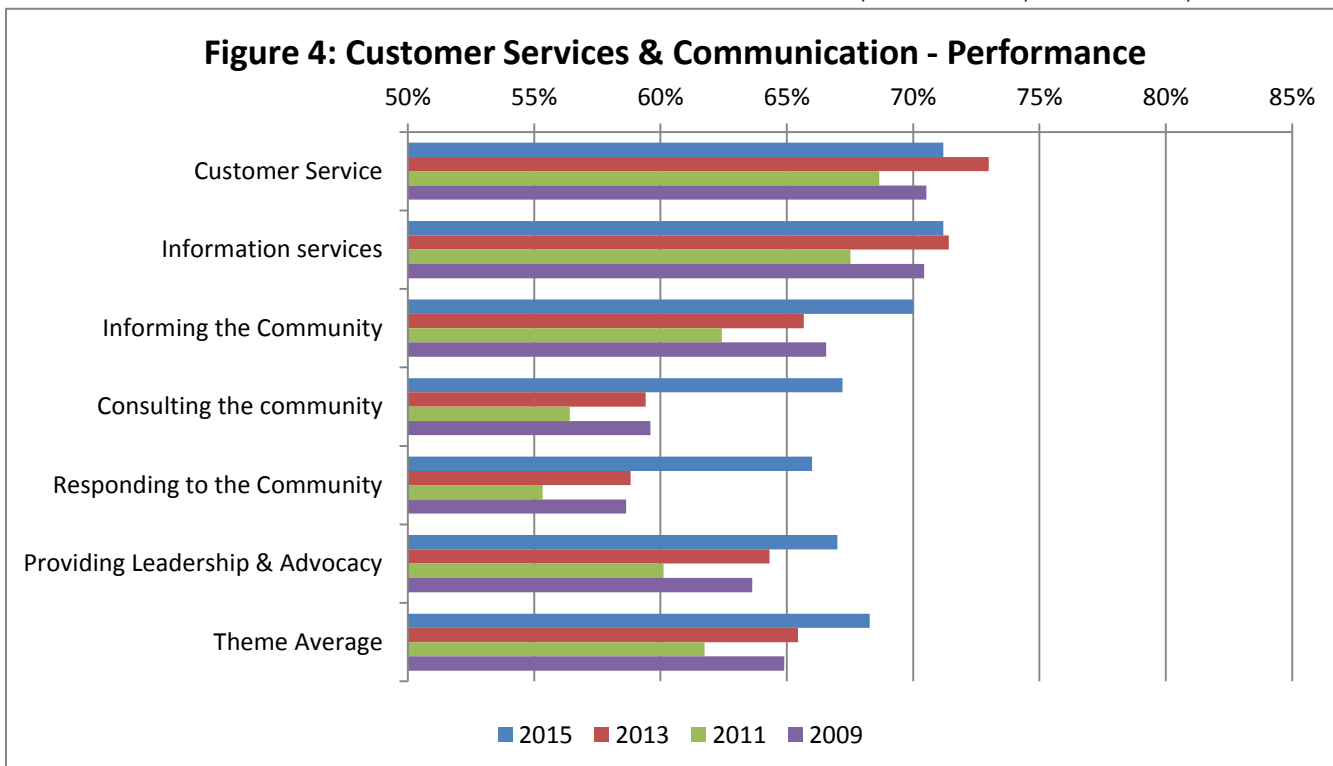
Successful initiatives in Financial Management, Economic Development/Local Employment and Revenue Raising would be most effective in moving overall performance in this Theme closer to the optimum level.

4.4 Customer Service & Communication

As in previous surveys, all elements in this Theme ranked above “important” (mean 4.07 compared with 4.37 in 2013 and 2011 and 4.26 in 2009).

There was little difference in the importance ratings given to each element. Consulting the Community (4.12) was the highest in importance, while Providing Leadership and Advocacy (4.01) was the lowest.

Overall performance (mean of 3.44 compared with 3.27 in 2013, 3.09 in 2011, 3.19 in 2009, 3.44 in 2007



and 3.55 in 2005) was relatively low, and again similar to that for Managing the Shire/City/Region.

Responding to the Community (3.33 compared with 2.94 in 2013, 2.77 in 2011, 2.93 in 2009, 3.13 in 2007 and 3.35 in 2005) received the lowest performance ratings in this Theme, and the lowest score for any element in this 2015 survey. This score is however, a significant improvement in performance.

Customer Service and Information Services (each 3.56) received the highest rating.

The weighted Total Performance Index (TPI) calculated for the Customer Service/Communication Theme was 68.27%.

This compares with 63.85% in 2013, 61.67% in 2011, 64.88% in 2009, 68.83% in 2007, 71.0% in 2005, 65.88% in 2003, 69.10% in 2001, 69.52% in 1999 and 71.4% in 1997.

As has been the case with all previous surveys, successful initiatives in relation to Consulting with and Responding to the Community would be most effective in moving overall performance closer to the optimum level. Greater effort in providing Leadership and Advocacy would also assist.

While Responding to the Community had the largest 'gap' between importance and performance in this Theme (0.79), this was a significant improvement from the 'gap' of 1.5 in the 2013 survey.

4.5 Qualities of Council

As for previous surveys, all elements in this Theme ranked above "important" (mean of 4.10 compared with 4.40 in 2013, 4.38 in 2011 and 4.28 in 2009).

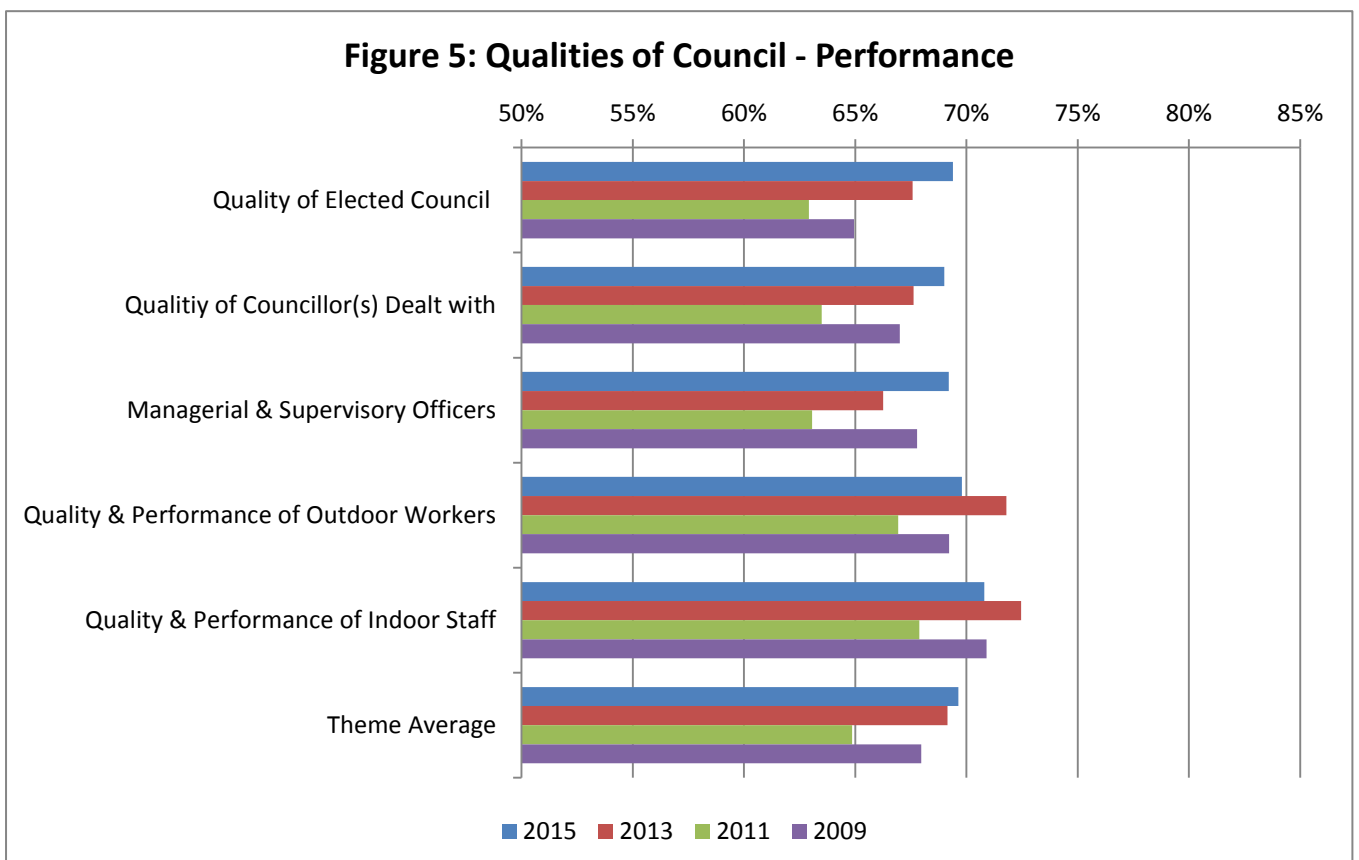
Quality of Elected Council (4.2) was highest in importance while Quality/Performance of Outdoor Staff (4.03) had the lowest importance rating.

Overall performance in this Theme was judged as half way between "fair only" and "good" (mean 3.48 compared with 3.46 in 2013, 3.24 in 2011 and 3.4 in 2009).

Quality of Indoor Staff received the highest rating (3.54). Quality of Councillors dealt with (3.45) received the lowest performance rating in this Theme, although this is not significantly lower than other elements.

The weighted Total Performance Index (TPI) calculated for this Theme was 69.63%. This compares with 69.08% in 2013, 64.83% in 2011, 67.94% in 2009, 69.92% in 2007, 72.19% in 2005, 68.91% in 2003, 71.48% in 2001, 71.57% in 1999 and 72.0% in 1997.

Perceptions about the Quality of the Elected Council remains as a challenge for councils. However, the 'gap' between importance and performance for this element is now 0.73, much lower than the 1.21 in 2013 and 1.43 in 2011.



5 Aggregated Overall Performance (Weighted)

As revealed by all previous studies, the community places a relatively high level of importance on the delivery aspects of council performance, notably the basic range of services and infrastructure responsibilities of local government.

However, Financial Management and the Quality of the Elected Council are also given high levels of importance.

While Community Lifestyle Services are still assigned the lowest importance scores, they are nevertheless still regarded as “important”.

The results for 2015 reveal a reduced range of importance scores than for the 2013 survey. In this study, importance scores ranged from a high of 4.31 for Water Supply to a low of 3.84 for Cultural and Entertainment Facilities. In 2013, the range was from 4.69 for Water Supply to 3.91 for Shopping Facilities.

Performance scores (for each Theme and for most elements) all show an increase in satisfaction since 2013 and 2011. Overall performance across each Theme dropped to the lowest level in 2011 since this benchmark series began in 1997.

Figure 6 presents a summary of the Total Performance Indices for each Theme along with an

aggregated score across all Themes for the 2015, 2013, 2011, 2009, 2007 and 2005 studies.

The figure shows that the aggregated rating of performance in 2015 is at a level of 70.96% (69.35% in 2013, 65.27% in 2011, 67.75% in 2009, 70.63% in 2007 and 71.95% in 2005).

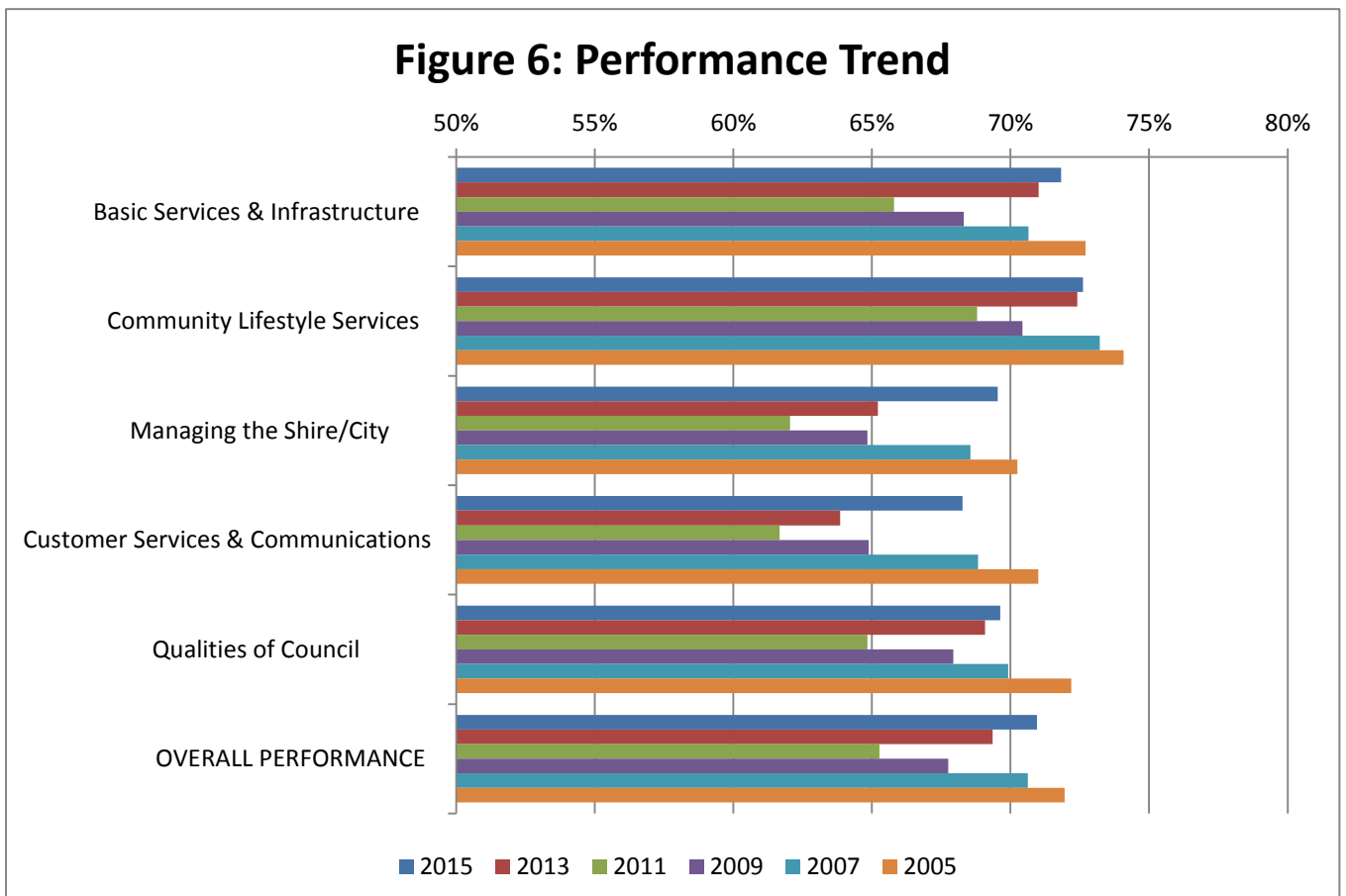
The highest performance rating of 72.62% was for the Community Lifestyle Theme, as previously (72.41% in 2013, 68.79% in 2011, 70.43% in 2009, 73.22% in 2007 and 74.08% in 2005).

The lowest rating of 68.27% was for the Theme of Customer Service/ Communication (63.85% in 2013, 61.67% in 2011, 64.88% in 2009, 68.83% in 2007, and 71.00% in 2005).

The average weighted performance score across the nine surveys undertaken since 1997 is 70%. The 2015 result of 71% is just above this average and a sound improvement on all scores since 2005 (72%).

In 2013, there were 16 elements with a ‘gap’ of 1.0 or more between the importance rating and performance score. In the 2015 survey, no elements had a ‘gap’ greater than 0.82 (Road Maintenance).

The other most significant ‘gaps’ were: Responding to the Community (0.79) and Financial Management (0.79).



6 Performance by Council Type

Data analysis was undertaken across nine separate variables, including demographic characteristics of respondents and households, to identify any significant variations within the aggregate results.

The most notable variations, however, were observed between the classification of the councils in which the respondent lived (Developed Metropolitan, Fringe Metropolitan, Provincial, Rural).

Because of amalgamations, the Provincial group now includes former councils that were included in the rural category, so that results prior to 2009 are not directly comparable with recent surveys for the provincial and rural categories.

Figure 7 provides an analysis of the overall performance of councils by category, for each of the Themes. In summary, the results show that:

- For all Themes other than Customer Services & Communications, the Fringe Metropolitan category had the highest performance rating. The overall rating in 2015 for Fringe Metropolitan was 73.73% up from 72.9% in 2013, 68.17% in 2011 and 68.35% in 2009.
- Rural councils received the lowest performance rating of all categories at 65.95%, marginally up from 65.43% in 2013 but down from 66.84% in 2011.
- Provincial councils received an increase in performance rating at 70.89% up from 70.37% in

2013 and 60.69% in 2011.

- The Developed Metropolitan category at 72.11% had a significant increase from a low 67.11% score in 2013 and was also above the 2011 score of 70.11%.
- So while the overall performance rating for all categories improved in 2015, the relatively low rating for the Rural category is a concern.

Figure 8 presents the trend in overall performance rating by council category from 2001 to 2015. In 2001, all categories had very similar performance ratings.

The Fringe Metro category had the highest performance rating in 2003, returned to this top position in 2013 and has maintained this in 2015.

The Developed Metro category was the best performer in 2009 and 2011, dropped significantly in 2013, but has returned to a sound performance in 2015.

The Provincial category was the best performer in 2005 and 2007 but dropped significantly in 2009 and 2011 (possibly due to amalgamations). In the 2013 and 2015 surveys, this category has returned to a relatively sound performance level.

The Rural category has never achieved the highest overall performance rating and has experienced a steady decline to have the lowest performance rating of all council categories in both 2013 and 2015.

Figure 7: Performance Rating by Council Category 2015

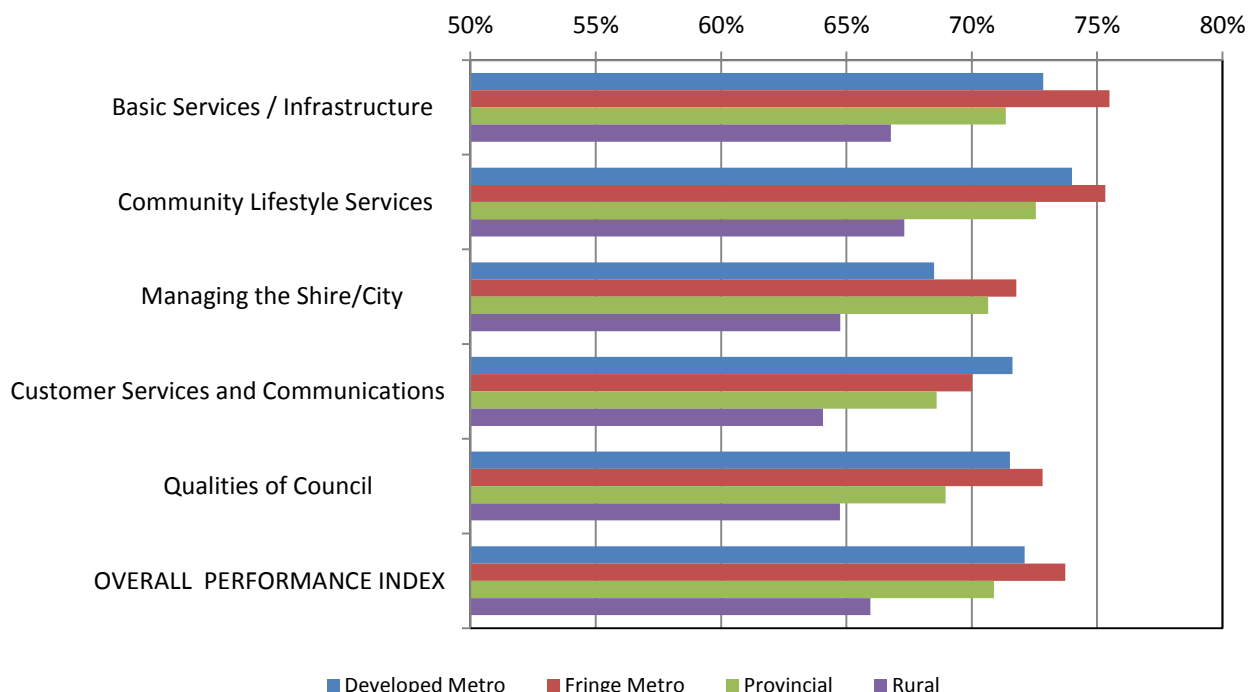
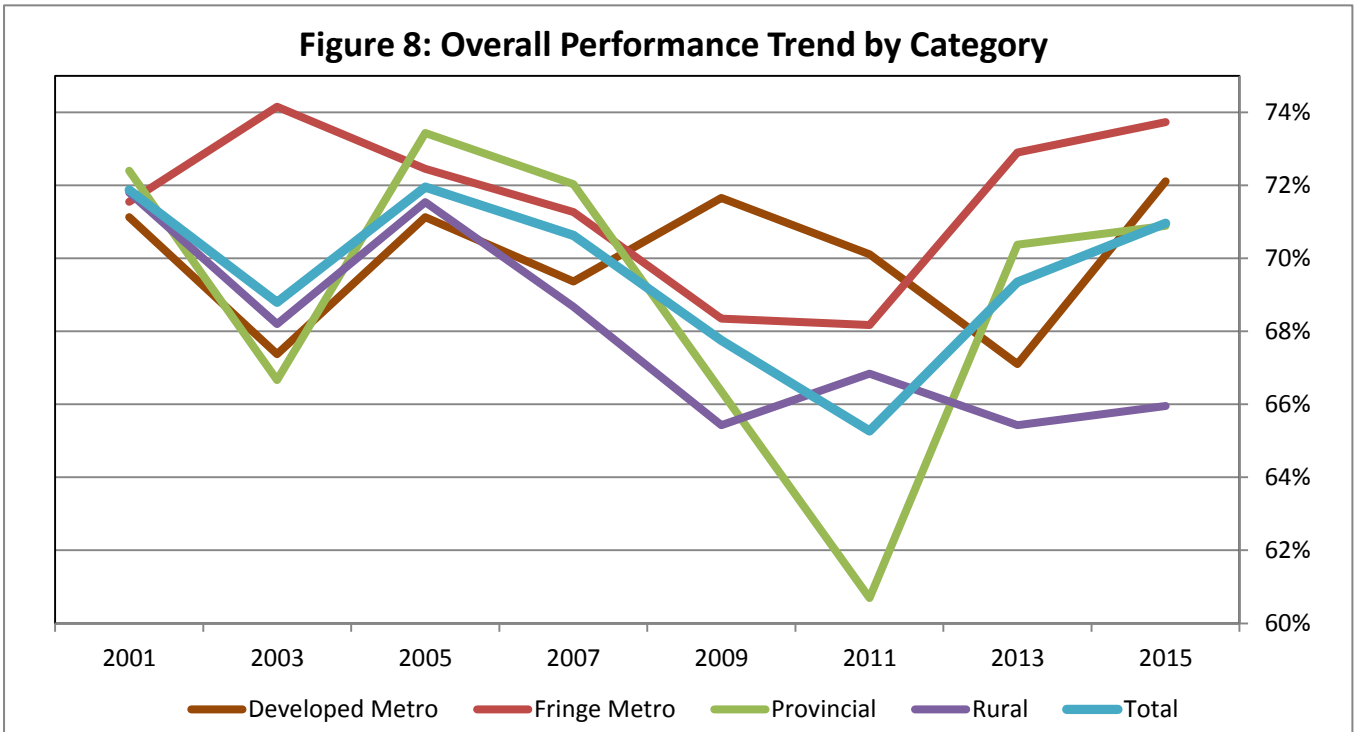


Figure 8: Overall Performance Trend by Category



7 Overall Performance Rating (Unweighted)

A question was again included which sought an overall evaluation of council delivery of services in terms of value-for-money.

In this 2015 survey, the unweighted rating score was 69.6% compared with 66.8% in 2013, 64.0% in 2011, 66.4% in 2009 and 70.4% in 2007. This compares with a Theme weighted rating of 70.96% for 2015.

8 Public Opinion Questions

Respondents were asked for a rating of the performance of local government in terms of accountability and financial management compared with State or Federal governments. Some 23% said “better” (24% in 2013, 22% in 2011 and 19% in 2009) while 4% said “worse” (13% in 2013, 18% in 2011 and 12% in 2009). Respondents were most positive in the Fringe Metropolitan area (38% ‘better’)

In comparison with state or federal parliamentarians, 21% of respondents (26% in 2013, 18% in 2011 and 2009) felt that local government councillors were more dedicated to serving the community while only 6% felt they were less dedicated (12% in 2013, 25% in 2011, 21% in 2009). Those in Developed Metropolitan were most positive with 32% saying ‘more dedicated’.

Respondents were asked to rate the performance of each sphere of government. Overall, 38.9% of respondents rated Local Government performance ‘good’ to ‘very good’ compared to State (18.2%) and

Federal (14.4%). Some 7.1% rated Local Government performance ‘poor’ to ‘very poor’ compared to State (8.3%) and Federal (18.8%). Fringe Metropolitan respondents were the most positive on Local Government with 81.4% giving the ‘good’ ratings.

Respondents were then asked to rate performance in complaints handling by councils. Some 25.6% (33.4% in 2013, 20.4% in 2011, 32.2% in 2009) rated this as “good” to “excellent” while 10.2% (18.1% in 2013, 22.9% in 2011, 16.2% in 2009) rated it as “poor” to “very poor”. Fringe Metropolitan respondents were again the most positive with 50% giving the “good” ratings.

With a mean score of 3.15, just above ‘fair only’, this is the same as for 2013 but an improvement on the 2.92 rating in 2011 (3.15 in 2009, 3.2 in 2007 and 3.3 in 2005).

Asked who they would contact with a complaint or service request, 64.4% nominated the council office or call centre (74% in 2013, 73% in 2011, 80.6% in 2009) while only 11.6% nominated councillors (13.7% in 2013, 11% in 2011, 9.1% in 2009).

When asked if they had made contact with the Mayor or a councillor in the last twelve months, a high 88% of respondents had not (74.6% in 2013, 79% in 2011, 81% in 2009).

The next question asked for an assessment of the public image of their Mayor and Councillors. 37% (43.4% in 2013, 39% in 2011) said “good” or “excellent” while 5% (13% in 2013, 20% in 2011) said “poor” or “very poor”. The mean score of 3.34 was the same as for 2013 (3.18 in 2011) and is above the

“fair” rating of 3. A high 59.4% (54% in 2013) said ‘good’ or ‘excellent’ in the Fringe Metropolitan area.

When asked how good a job the media (television, radio, newspapers) performs in fairly portraying and informing residents on what their council is doing, 7% (18% in 2013, 20% in 2011) gave “poor” ratings while 37% (39% in 2013, 38% in 2011) gave “good” ratings. With a mean of 3.31 (3.22 in 2013, 3.15 in 2011), the media role was seen as just above “fair”.

Respondents were asked whether they would support re-election of their current Mayor or would like to see a change. Some 25.3% supported the current Mayor while 14% wanted a change. Some 53.3% had no preference either way. In 2011, some 38% wanted a change while 36% supported the current Mayor.

An almost identical response was obtained when asked whether they supported re-election of their local councillor. Overall, there is far less desire for change than was evident in 2011 for both Mayors and Councillors.

Respondents were asked to identify from a list, the three most important personal attributes for an elected local government councillor. In terms of first preference, being ‘aged over 40’ was the most dominant (37.7%) although this was driven by responses from Provincial and Rural areas. In terms of three attributes nominated ‘being a good communicator’ was first (60.5%), ‘strong leadership ability’ was next (54.9%) while ‘aged over 40’ was third (47.7%).

Next, respondents were asked the three most important performance measures for an elected council. In terms of first preference, ‘attracting new economic development’ was the most dominant (45.1%), although not in the Developed Metropolitan area. In terms of three measures nominated ‘attracting new economic development’ was first (60.2%), ‘minimising rate increases’ was next (48.6%) while ‘delivering on promises’ was third (38.1%).

When asked whether a planning scheme that sets out specifically what type of development can and cannot take place in each zone was preferred or a more flexible scheme, 51% opted for a more flexible scheme while 42% wanted development specified. Fringe metropolitan respondents (64%) were more supportive of specified development while provincial respondents (66%) preferred a more flexible scheme.

Some 67% of those who paid rates (67.8% in 2013, 73% in 2011, 66% in 2009) considered that the rates and charges levied by their local council were either excellent, good or fair value for money. However, a high 52.8% (43.4% in 2013) of those in Rural councils and 56.8% of those in Provincial councils (26.2% in 2013) said ‘poor’ or ‘very poor’ value,

Respondents were then asked how strongly they would support their council cutting out some services or reducing service levels in others if this allowed some reduction in the level of rates and charges. Some 62% (45.7% in 2013) opposed or strongly opposed such an approach while only 8.1% (14.5% in 2013) showed support. Those in Fringe Metropolitan areas were most opposed (88.6%).

The next question asked whether man-made climate change is resulting in more severe weather events and droughts in Queensland or whether these are just part of natural cycles. Some 42% considered this as a result of climate change while 48% believed it was a natural cycle. However in the Developed Metropolitan area 58% said climate change while in Provincial areas 59% said natural cycles.

Asked whether they were more or less likely to believe now that climate change is a factor in more extreme weather events and drought than 5 years ago, 40% were more likely while 25% were less likely and 35% had not changed their view

Respondents were asked whether their council should take a lead role in adapting to climate change at the local level. Some 37% said ‘yes’ while 33% said ‘no’. Support was strongest in the Developed Metropolitan area (55.3% ‘yes’)

The next question looked at the use and value of council internet sites. Overall 42.3% (49% in 2013, 43% in 2011, 55% in 2009 and 43% in 2007) of respondents had accessed their Council’s internet site. Some 51.5% (56.8% in 2013, 59.4% in 2011) of respondents rated the quality of council online information services as either ‘very good’ or ‘good’.

Respondents were asked if they regularly used social media such as Facebook, LinkedIn, Instagram and Twitter. Some 33.4% (54.8% in 2013) indicated they did. Some 21.4% (25.5% in 2013) indicated they used social media to obtain information or interact with their council.

Only 4.3% of respondents engaged with their Mayor or Councillors using social media.

When asked which sources were trusted for information about their council’s performance, the most nominated source was the local newspaper (63%) while local word of mouth was nominated by 42% and ABC radio or television by 39%.

When asked if they had protested publically about a council decision only 12% had. Of those that had protested, 77% had done so by way of signing a petition while 27% used a letter to a newspaper. The large majority of respondents (85%) indicated that they waited until the next election to express their opinion on council decision making via the ballot box.

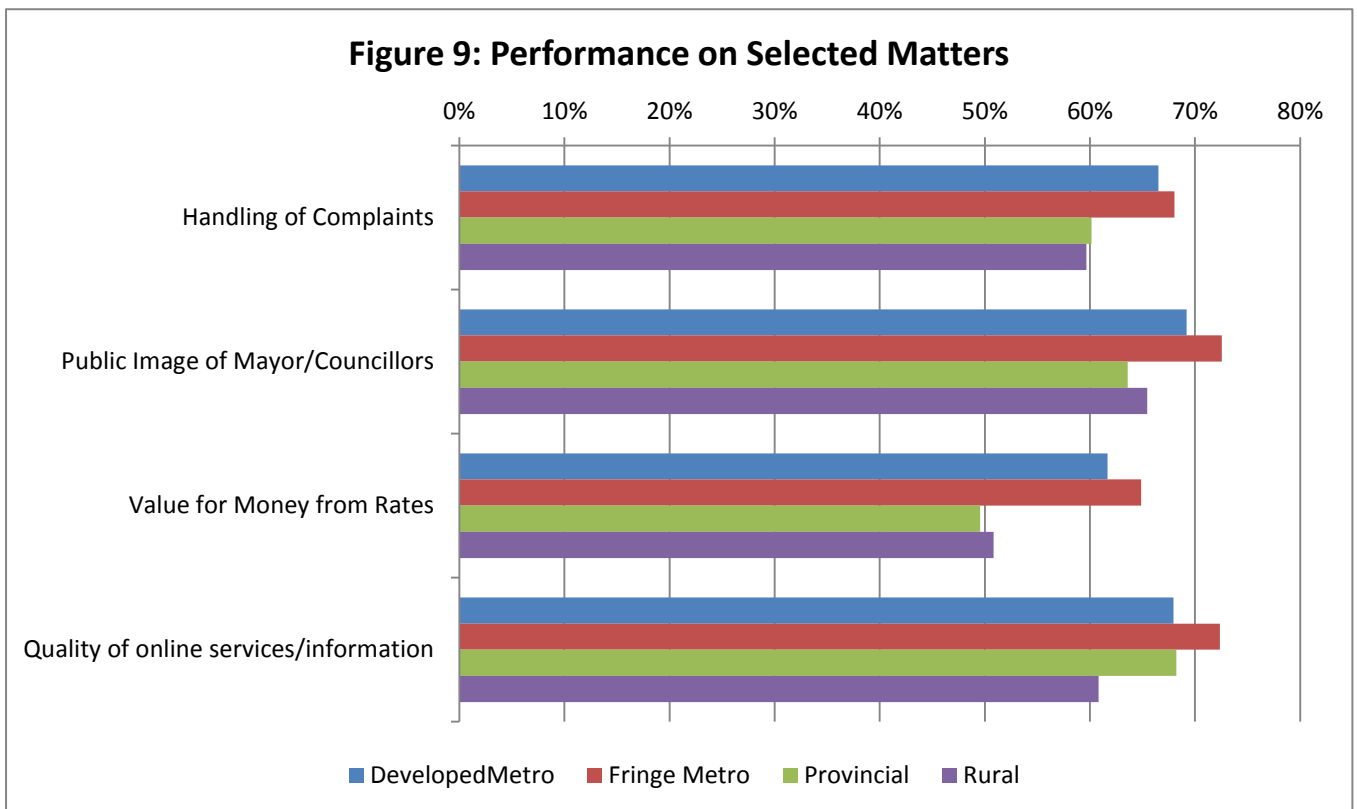


Figure 9 depicts the summary of performance for a number of the public opinion questions.

The figure reveals that the Rural and Provincial categories generally have lower ratings on each item (other than for Provincial online services). The Fringe Metropolitan has the highest rating for all the items shown.

9 Overview of Performance Issues

As noted earlier, Queensland Local Government is generally perceived by the community as performing just above the average of scores since this research series began in 1997. The downward trend apparent in 2011 was reversed in 2013 and perceived performance has again improved in this survey.

Specific points from the survey results include:-

- Infrastructure and essential services such as Roads, Drainage, Flood Mitigation, Water, Sewerage and Waste Collection continue to be seen by the community as extremely important.
- There has been a small decline in the importance rating of each element in this survey relative to 2011 and 2013. Nevertheless, no element received an importance score lower than 3.84 which is just below the 'important' rating of 4.
- The large 'gaps' between importance and performance apparent in 2011 and 2013 have generally been eliminated. Only 6 items have a 'gap' greater than 0.7 with the greatest 'gap' being for Road Maintenance (0.82).

- The other five items with 'gaps' greater than 0.7 are Financial Management, Responding to the Community, Consulting the Community, Quality of Elected Council and Economic Development/ Local Employment.
- There appears to be a greater emphasis on attracting new economic development in this survey with this item dominating the performance measures identified by respondents.

10 Performance Improvement Targets

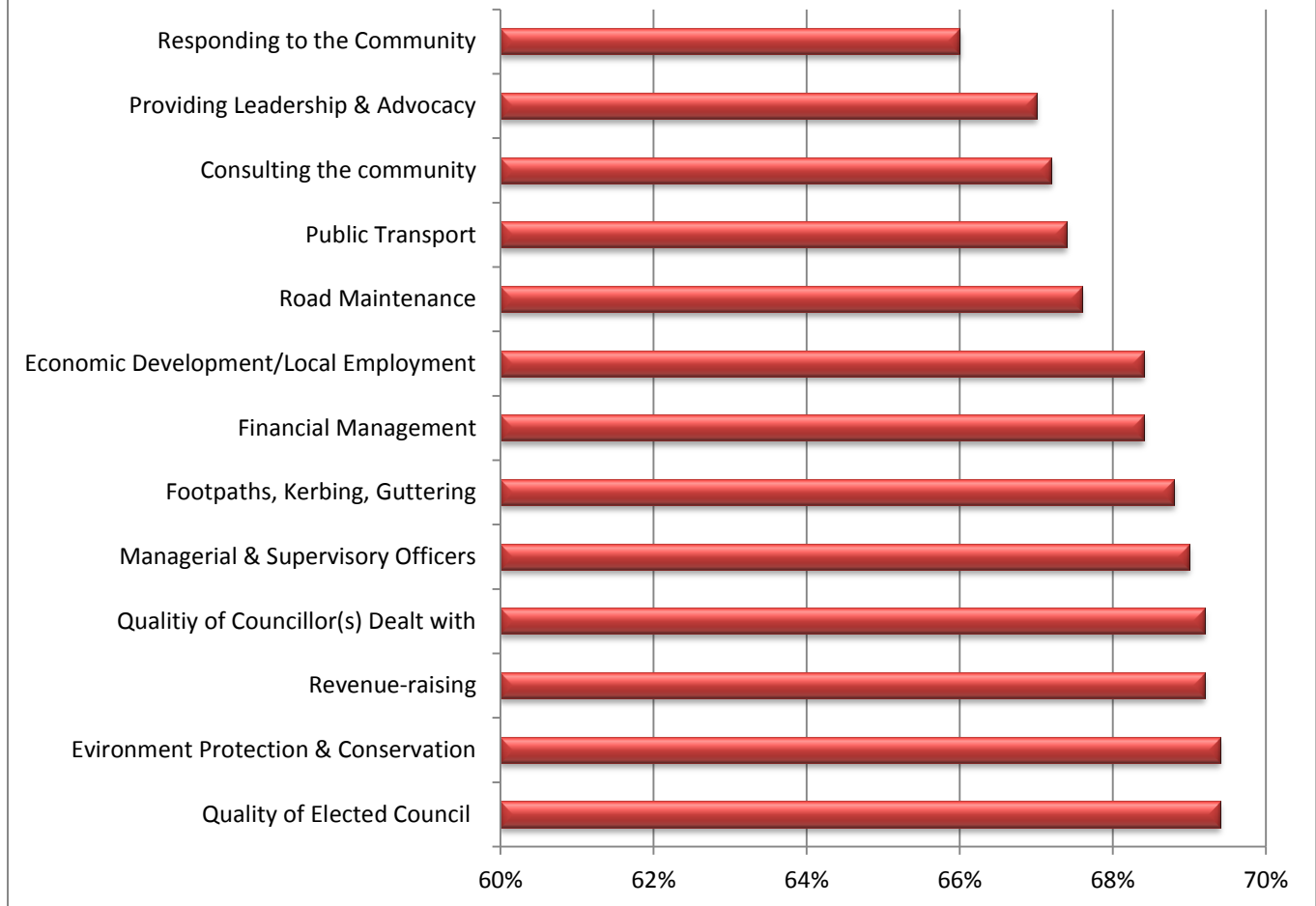
Figure 10 illustrates a list of targets for improvement where elements have an importance score greater than 4 but with a performance score more than 1.5% below the survey average result of 71%. These elements can be considered as priorities for enhancement of overall performance.

These are the elements where improved performance should have the greatest benefit in moving the overall score closer to the optimum. There are other elements close to the cut-off not shown in this figure. These are noted in the detailed Research Report.

Previous LGAQ research referred to in this report includes:
Community Attitudes to Local Government, June 1995;
Community Satisfaction Benchmarking Study, March 1997;
Community Satisfaction Tracking Studies: No.1, (August 1999),
No.2 (July 2001), No.3 (July 2003), No.4 (August 2005), No.5
(August 2007), No.6 (August 2009), No. 7 (July 2011), No.8
(January 2014)

Figure 10: Performance Improvement Targets 2015

Items with high importance (≥ 4) where performance 1.5% below average of 71%



The improvement targets in Figure 10 have been ranked by their performance scores.

While there are some variations in the order of these items between different classifications of councils, the majority of items will have relevance to all situations. Specific surveys for individual councils would result in refinement of such performance improvement targets.

Most of the items where improvement could be focused were also identified in previous surveys.

The items shown in Figure 10 differ from those in 2013 in the following manner:

- Four items from the 2013 report do not appear in the above list. These are:
 - Town Planning
 - Road Construction
 - Informing the Community
 - Building Control
- Items in Figure 10 not in the 2013 list are:
 - Environment Protection & Conservation
 - Footpaths, Kerbing and Guttering

11 Detailed Research Results

This Executive Summary is based on the detailed Research Report which presents the results of the study more comprehensively, as well as providing an explanation of the methodology used. Detailed tables are included in the Research Report.

Individual council corporate planning can be enhanced by quantification of community priorities for improvements to services, and this survey can assist to target initiatives.

Councils wishing to obtain more detailed information on performance at a local level could conduct similar research for their own area. The sample size for this survey does not allow results to be provided by individual council.

Want more information on this research project?
Contact:- Local Government Association of Qld Ltd
 PO Box 2230, Fortitude Valley BC Qld. 4006
 Ph (07) 3000 2222
 Fax (07) 3252 4473
www.lgaq.asn.au