

20 September 2019

## Community Satisfaction above average in Palmerston

The results from City of Palmerston's 2019 Community Satisfaction Survey are in, with Council receiving their highest score since 2014.

The survey was conducted by Colmar Brunton during June 2019, 14 months after the ninth City of Palmerston Council was elected.

As part of the survey, participants were asked to rate Council's performance in delivering services and facilities, as well as, a series of questions to determine what community members valued the most important.

Council increased its overall score from 5.77 in 2018 to 6.56 out of 10 this year, with 63% of people saying Council had performed 'very good' or 'good'.

The highest areas of performance included providing libraries and library services to the community (8.2/10), kerbside waste collection (8.02/10), and providing and maintaining the Archer Waste Management Facility (7.78/10).

The most important Council services identified by participants were maintaining roads, ensuring roads built by developers are fit for purpose, increasing shading and greening in the city, and promoting environmental sustainability.

City of Palmerston Mayor Athina Pascoe-Bell said the survey results are an indication that the community has experienced an improvement in Council's performance, while highlighting areas where it might still improve.

"While we are glad to see that the community is recognising the good work this Council is doing, we understand there is still a lot of work to do," said Mayor Athina Pascoe-Bell.

"Council is working on a number of initiatives to improve performance across all areas, in line with our Community Plan."

"The information from this survey will assist us in developing future programs and budgets," Mayor Pascoe-Bell added.

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