



CITY GOVERNANCE COMMITTEE

LATE REPORTS

Date: Tuesday, 10 November, 2020

Time: 10:30 am

Location: Beenleigh Events Centre
Corner of Crete and Kent Streets, Beenleigh

Committee Members:

Councillor Bradley (Chairperson)
Councillor Willcocks (Deputy Chairperson)
Councillor Lane
Councillor Russell
Councillor Koranski
Councillor Raven
Councillor Hall
Councillor Frazer
Councillor Heremaia
Councillor Bannan
Councillor Stemp
Councillor Murphy
His Worship the Mayor, Councillor Power

9. Late Reports

9.1. Logan Listens Residents Survey Results 2020

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Logan City Council

Committee Business Papers - Use of Information by Councillors

Please retain the attached Business Paper as it will be considered in conjunction with the recommendations of the relevant Committee meeting by Council.

Councillors are reminded that if a person is convicted of an offence against the following section 171 of the *Local Government Act 2009* (Use of information by councillors), that penalties apply.

171 Use of information by councillors

- (1) *A person who is, or has been, a councillor must not use information that was acquired as a councillor to—*
- (a) *gain, directly or indirectly, a financial advantage for the person or someone else; or*
 - (b) *cause detriment to the local government.*

Maximum penalty—100 penalty units or 2 years imprisonment.

- (2) *Subsection (1) does not apply to information that is lawfully available to the public.*
- (3) *A councillor must not release information that the councillor knows, or should reasonably know, is information that is confidential to the local government.*

Note—

A contravention of subsection (3) is misconduct that is dealt with by the tribunal.



9.1 2020 LOGAN LISTENS: RESIDENTS' SURVEY – PRESENTATION OF RESULTS**REPORT OF:** Business Transformation Manager**REPORT OVERVIEW****EXECUTIVE SUMMARY**

Field work was recently completed to capture data for the 2020 Logan Listens: Residents' Survey (2020 Survey). This data has now been analysed and consolidated into a report for Council's consideration.

The Logan Listens: Residents' Survey (survey) has been conducted by IRIS Research (IRIS) on behalf of Council since 2010. The survey process complies with ISO 20252 – Market and Social Research Management and is currently undertaken on a biennial basis.

The survey enables Council to better understand our community's views on the importance of the services being delivered to them and their satisfaction with Council in the delivery of such services. Council uses the survey results as a valuable input into performance reviews, and strategic and annual planning and budget processes.

The results of the 2020 Survey will be presented to Council by the following IRIS representatives:

- Peter Watts, B.A., M.Soc.Sci (Asian Politics), Grad Dip Management - Chief Executive/Executive Director
- Amelia McVeigh, B Comm. (Media/Journalism) - Research Manager
- Nicholas Beale, B Comm. (Hons) (Finance/Quantitative Analysis Of Economics) - Research Executive / Associate

Criteria: Direction - It requires Council to make a decision of a strategic nature; or Council has specifically requested it

CORPORATE PLAN PRIORITY

Next Generation Governance

RECOMMENDATIONS**IT IS RECOMMENDED:**

1. That the 2020 Logan Listens: Residents Survey - Results, as attached to the report of the Business Transformation Manager dated 10 November 2020, be noted.
2. That the 2020 Logan Listens: Residents Survey - Results, as detailed in Clause 1 above, be considered by Council and Managers as part of their strategic and annual planning and budget processes.
3. That the Business Transformation Manager be requested to thank the members of the IRIS Research deputation for their presentation to Council at the City Governance Committee meeting held on 10 November 2020.

REPORT DETAILS**INTERESTED PARTIES**

IRIS Research – the organisation undertaking the Survey on Council's behalf

PURPOSE OF REPORT/BACKGROUND

The purpose of this report is to present the findings of the 2020 Survey for Council consideration.

ANY PREVIOUS COUNCIL DECISIONS

N/A

FINANCIAL/RESOURCE IMPLICATIONS

The 2020 Survey findings may help inform annual and strategic planning and budget considerations.

RISK MANAGEMENT IMPLICATIONS

N/A

LEGAL/POLICY

N/A

COMMUNITY AND OTHER CONSULTATION

The 2020 Survey comprised the following community consultation activities:

- Two separate ten minute telephone interviews with questions meeting best practice research reliability and validity criteria
 - Interview 1 - focused on Services & Facilities
 - Interview 2 - focused on Customer Service
- Sample size for each of the telephone interviews was 800 residents (results delivering a +/- 3.5% margin of error at the 95% confidence level)
- Use of listed and new to the area landline numbers with 50% of sample contacted by mobile (in accordance with Australia Communications & Media Authority estimates).
- Random sampling method to achieve a representative sample (age/sex/location) based on the 2016 Census results (to reduce sample bias). Targets for each survey was set as per below:

Age	Male	Female	Total
18-29	91	91	182
30-49	147	153	300
50-64	90	96	187
65 plus	62	69	137
Total	390	410	800

- Phone numbers were stratified to reach the 70/30 urban/rural target and to meet the geographic profile needs of the sample.
- The survey was made available through Council's *Have Your Say* website to enable all interested residents to provide feedback.

CONCLUSION

The survey enables Council to better understand our community's views on the importance of the services being delivered to them and their satisfaction with Council in the delivery of such services, by targeting the following objectives:

- measure and track the performance of Council in delivering services and facilities
- uncover Council's areas of improvement and priorities for the near future
- understand community perceptions regarding Council's customer services
- understand community perceptions regarding Council's communication and community engagement strategies

The 2020 Survey was successfully conducted by IRIS and results have been compiled for presentation to Council. Council may utilise the 2020 Survey results as a valuable input into performance reviews, and strategic and annual planning and budget processes.

ATTACHMENTS TABLE

Number	Attachment Title
Attachment 1	2020 Logan Listens: Residents' Survey – Results Report
Attachment 2	2020 Logan Listens: Residents' Survey – Results Presentation



Logan City Council

Residents Survey 2020

Draft Report

Prepared for
Logan City Council

Prepared by
IRIS Research

October 2020

IRIS Research ABN 16 002 278 793

POST: Office A, Wing C, Level 1, iC Central, Innovation Campus, University of Wollongong, Wollongong NSW 2522

OFFICES: iC Central, Innovation Campus, North Wollongong NSW 2500

Level 1, Suite F, 110 George St, Parramatta NSW 2150

Net: <http://www.iris.com.au> Email: research@iris.org.au

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KEY FINDINGS

Logan City Council has maintained a high standard of service delivery

- ▶ **Sixty-nine percent (69%)** of residents were satisfied overall with Council's service delivery over the past 12 months.
- ▶ Council achieved a **high** average overall satisfaction rating of 3.82 out of 5. This result is statistically **in-line** with 2018.
- ▶ **Overall satisfaction with Council is outperforming comparable Queensland councils.**
- ▶ All 50 services and facilities measured in the Residents Survey 2020 recorded measured at least medium level average satisfaction ratings [above 3.00]. **There were no low performing services** [below 3.00].
- ▶ Twenty-two [22] of 50 services recorded **high** average satisfaction ratings [above 3.75].
- ▶ Council is **outperforming** comparable Queensland councils in the delivery of 12 of the following services and facilities:
 - ▶ Libraries
 - ▶ Sporting grounds and facilities
 - ▶ Playgrounds
 - ▶ Animal Management
 - ▶ General waste collection
 - ▶ Bike routes
 - ▶ Traffic Management on local roads
 - ▶ Footpaths and shared paths
 - ▶ Promoting the City
 - ▶ Supporting local business
 - ▶ Council's sewerage service
 - ▶ Council's water supply
- ▶ There has been statistically significant improvement in satisfaction with **Traffic Management on local roads** since 2018.
- ▶ In total, 63 percent of residents were satisfied with Council's response to the COVID-19 pandemic and the support provided to the community.

KEY FINDINGS

Drive the same high standard of customer experience for those that contact Council electronically

- ▶ Most residents that made contact with Council over the past year had a positive experience overall and were highly satisfied with how their enquiry was handled.
- ▶ However, there was a statistically significant decline in satisfaction with overall customer experience since 2018, down 0.3 pts from 4.4 to 4.1.
- ▶ There were statistically significant declines in average ratings across five of six aspects of customer experiences.
- ▶ This was likely driven by more customers contacting Council via email and other electronic methods rather than through personal methods of contact such as telephone or visiting in person.
- ▶ Customers that made personal contact tended to have a more positive experience compared to those that contacted Council online.
- ▶ Given the potential impact of the COVID-19 pandemic on these movements, **if the shift towards electronic methods of contact is sustained Council will need to focus on bringing the experience of these customers up to those that have personal contact with Council.**
- ▶ Of the 50 services and facilities measured in the Residents Survey 2020, **consulting the community** recorded the lowest average rating [3.1], with 24 percent of residents dissatisfied.
- ▶ All statements measuring perceptions of community engagement recorded medium average ratings. While there was improvement in two ratings since 2018, this remains an area of focus for Council given the strong performance of other areas of the organisation.
- ▶ Only 57 percent of residents found Council's Disaster Management information to be easy to understand. Fifteen percent [15%] did not find it easy to understand while 28 percent did not offer an opinion. This highlights the opportunity for further research into what is driving these results, given the real life importance of correct behaviour in the event of a disaster occurring.

INTRODUCTION

IRIS Research was commissioned by Logan City Council to conduct a Residents Survey in 2020 which tracks Council's performance in service delivery, identifies priority areas and evaluates Council's customer services, communication and community engagement.

The objectives for the Residents Survey process were to:

1. Measure and track the performance of Council in delivering services and facilities
2. Uncover Council's areas of improvement and priorities for the near future
3. Understand community perceptions regarding Council's customer services
4. Understand community perceptions regarding Council's communication and community engagement strategies.

*This project was carried out in compliance with
ISO 20252 – Market and Social Research Management.*

Certification MSR 701303



SUMMARY OF FINDINGS

The Residents Survey 2020 collected a total of 1,603 completed responses by telephone from residents of the Logan City Council area aged 18 years and over. The Residents Survey was conducted in two parts: Services & Facilities Survey (801 responses) and Customer Services Survey (802 responses).

Overall satisfaction with Logan City Council's service delivery

- ▶ Residents of Logan City Council were highly satisfied overall with Council's services and facilities.
- ▶ In total, 69 percent of residents were satisfied (rating of 4 or 5), with 21 percent providing the highest rating of 5.
- ▶ Only six percent (6%) of residents provided a low satisfaction rating (rating of 1 or 2).
- ▶ These results combined for a **high** average overall satisfaction rating of **3.82** out of 5.
- ▶ This result is **performing in-line** with Council's previous survey results and is **outperforming** comparable Queensland councils.
- ▶ Reasons provided by residents that gave a high overall satisfaction rating of 4 or 5 were generally complimentary of Council's administration, service delivery and the efforts of staff or highlighted specific service strengths such as facilities. For many residents high satisfaction was driven by an absence of issues rather than a specific positive reason.
- ▶ The reasons provided by residents that gave a low rating overall satisfaction rating of 1 or 2 covered issues related to Council as an organisation, specific and general liveability issues such as safety. Issues related to Council included a lack of community consultation and provision of information on Council decision making.

Performance of Key Service Areas

Respondents were asked to rate their satisfaction with 50 Council services and facilities across seven service areas using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

The tables for Council services and facilities in this summary contain several measures:

- ▶ **Satisfied** refers to the proportion of residents who provided a satisfaction rating of 4 or 5.
- ▶ **Average** refers to the average satisfaction rating from the Residents Survey 2020.
- ▶ **Internal Benchmarks** refers to whether there was a statistically significant change in average satisfaction since the last Residents Survey in 2018.
- ▶ **External Benchmark** refers to how Council is comparing to an amalgamation of comparable Queensland councils, for applicable services.
- ▶ **Strategic Location** refers to the location in the performance / importance quadrant (see Section 3.1). The different classifications include:
 - **Strength to Maintain:** An above-average performing service that has a strong impact on creating overall satisfaction with Council.
 - **Differentiator:** A service that performs above average but does not have a strong relationship with overall satisfaction.
 - **Second Order Issue:** A below-average performing service that does not have a strong relationship with overall satisfaction. Improvement in these services will not result in a strong increase in overall satisfaction with Council.
 - **Priority for Council:** A below-average performing service that has a strong impact on overall satisfaction. Improvement in these services will have a positive impact on overall satisfaction.
 - It is important to note that in Council's Quadrant Analysis services have been classified as 'high' or 'low' performing (and therefore 'Strengths' or 'Priorities') depending on their position above or below average satisfaction across Logan City Council's overall service delivery. However, there was no service that recorded a low average satisfaction rating (below 3.00).

Quality Lifestyles

Quality Lifestyles was a high-performing service category with 12 of 19 services recording **high** average satisfaction ratings. All services that were measured in the previous Residents Survey maintained the same level of performance. Council is **outperforming** comparable Queensland councils in community facilities such as **libraries, sporting grounds and facilities** and **playgrounds**.

Council's **priorities** within this category include **animal management** and **amenity and safety on our roads**.

Table 1 Summary of Quality Lifestyles

Quality Lifestyles	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
Libraries	61%	4.3	↔	↑	Differentiator
Immunisation Program	49%	4.2	↔	-	Differentiator
Logan Entertainment Centre	48%	4.1	↔	-	Strength to Maintain
Eat Safe Logan	52%	4.0	↔	-	Differentiator
Logan Art Gallery	36%	3.9	↔	-	Differentiator
Sporting grounds and facilities	49%	3.9	↔	↑	Differentiator
Playgrounds	61%	3.9	↔	↑	Strength to Maintain
Food safety in local eateries	65%	3.9	↔	↔	Strength to Maintain
Council cemeteries	31%	3.9	↔	-	Differentiator
Off-leash dog areas	50%	3.8	-	-	Differentiator
Indoor sports centres	33%	3.8	↔	-	Differentiator
Skate parks and BMX tracks	46%	3.8	↔	-	Differentiator
The Animal Management Centre	36%	3.7	-	-	Differentiator
Animal Management	54%	3.7	↔	↑	Priority for Council
Physical activity programs	35%	3.7	↔	-	Second Order Issue
Council's swimming pools	41%	3.7	↔	↔	Second Order Issue
Community Safety Programs	42%	3.6	↔	-	Second Order Issue
Community and neighbourhood centres	37%	3.6	↔	↔	Second Order Issue
Amenity and safety on our Roads	51%	3.4	-	-	Priority for Council

Green and Renewable

Three of nine services within this category recorded **high** average satisfaction ratings. These were all related to waste management: **general waste collection, recycling and reuse services** and **four free tipping vouchers**. Furthermore, Council is **outperforming** comparable Queensland councils in **general waste collection**. This is a strong result as waste collection is generally a high-performing service area across all councils.

Council's **priority** within this category is **mosquito management**. Average satisfaction with this service has declined since 2018.

Table 2 Summary of Green and Renewable Services

Green and Renewable	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
General waste collection	83%	4.2	↔	↑	Strength to Maintain
Recycling and reuse services	74%	4.1	↔	↔	Differentiator
Four free tipping vouchers	63%	4.1	↔	-	Differentiator
Protection of bush land and wildlife [including green space, grazing land]	53%	3.6	↔	-	Second Order Issue
Council's target to be carbon neutral by 2022	36%	3.6	-	-	Second Order Issue
Pest animal control	37%	3.5	↔	-	Second Order Issue
Pest weed control	40%	3.4	↔	-	Second Order Issue
Mosquito management	34%	3.2	↓	-	Priority for Council
Water quality in Albert and Logan Rivers	29%	3.1	↔	-	Second Order Issue

Conveniently Connected

Two of seven services within this category recorded **high** average satisfaction ratings. These were both related to parks: **accessibility of parks** and **maintenance of parks**. Quadrant analysis classified these services as **Strengths to Maintain**.

Council is **outperforming** comparable Queensland councils in **bike routes**, **Traffic Management on local roads** and **footpaths and shared paths**. Average satisfaction with traffic management has improved since 2018 while average satisfaction with bike routes has declined since 2018.

Table 3 Summary of Conveniently Connected Services

Conveniently Connected	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
Accessibility of parks	76%	4.1	↔	-	Strength to Maintain
Maintenance of parks	71%	3.9	↔	-	Strength to Maintain
Bike routes	44%	3.5	↓	↑	Second Order Issue
Traffic Management on local roads	51%	3.5	↑	↑	Second Order Issue
Maintenance of drains	50%	3.5	↔	-	Priority for Council
Footpaths and shared paths	48%	3.5	↔	↑	Priority for Council
Maintenance of local roads	45%	3.3	↔	↔	Priority for Council

Image and Identity

Two of six services within this category recorded **high** average satisfaction ratings. These include **graffiti removal** and **cleanliness of streets (street sweeping)**.

Average satisfaction with **running Council funded festivals and events** and **collection of litter** have declined since 2018. However, these were still good performing services and were classified as **Strengths to Maintain** along with **cleanliness of streets (street sweeping)**. Satisfaction with Council festivals and events may have been impacted by the COVID-19 pandemic.

Council is **outperforming** comparable Queensland councils in **promoting the City**.

Table 4 Summary of Image and Identity Services

Image and Identity	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
Graffiti removal	61%	3.9	↔	-	Differentiator
Cleanliness of streets (street sweeping)	67%	3.8	↔	-	Strength to Maintain
Running Council funded festivals and events	50%	3.7	↓	↔	Strength to Maintain
Collection of litter	63%	3.7	↓	-	Strength to Maintain
Promoting the City	59%	3.7	↔	↑	Priority for Council
Appearance of streets	60%	3.6	↔	↔	Priority for Council

Economic Transformation

Both services within this category recorded medium average ratings. Council is **outperforming** comparable Queensland councils in **supporting local businesses**. However, within the context of Council's service delivery, both services have been classified as **priorities**.

Table 5 Summary of Economic Transformation Services

Economic Transformation	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
Supporting local business	45%	3.7	↔	↑	Priority for Council
Attracting new business	34%	3.4	↔	-	Priority for Council

Next Generation Governance

Disaster management recorded a high average satisfaction rating and has been classified as a **Strength to Maintain**.

Consulting the community recorded an average rating of 3.1. While this is a medium level score, this is the lowest average rating across the 50 services and facilities measured in the Residents Survey and has been classified as a **Priority for Council**.

Table 6 Summary of Next Generation Governance Services

Next Generation Governance	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
Disaster management	56%	3.8	↔	-	Strength to Maintain
Council's disaster dashboard and Early Warning Service	41%	3.6	-	-	Second Order Issue
Enforcing parking regulations	41%	3.5	↔	-	Priority for Council
Informing the community about Council services and facilities	47%	3.4	↔	↔	Second Order Issue
Consulting the community	34%	3.1	↔	↔	Priority for Council

Council Water & Sewerage

Council's water and sewerage services are key strengths of the organisation with both services recording **high** average satisfaction ratings. Furthermore, Council is **outperforming** comparable Queensland councils in the delivery of both services.

Table 7 Summary of Council Water and Sewerage Services

Council Water & Sewerage	Satisfied	Average	Internal Benchmark	External Benchmark	Strategic Location
Council's sewerage service	86%	4.4	↔	↑	Strength to Maintain
Council's water supply	75%	4.1	↔	↑	Strength to Maintain

Facility Utilisation

- ▶ Facility Usage Rate refers to the proportion of residents that use each facility at least yearly.
- ▶ The facilities used by the highest proportion of residents were **Waste and Recycling Facilities** [78%]. On average, these facilities were used 14.9 times per year.
- ▶ The most frequently used facilities were **environmental parks and bushland areas** at an average of 38.1 times per year or 3.2 times per month and **playgrounds** at an average of 37.1 times per year or 3.1 times per month.

Table 8 Facility Usage

Facilities	Facility Usage Rate	Average Number of Uses per Year
Waste and Recycling Facilities	87%	14.9
Environmental parks and bushland areas	78%	38.1
Playgrounds	69%	37.1
Libraries	58%	9.0
Sporting grounds	58%	17.7
Logan Entertainment Centre	43%	1.5
Council swimming pools	37%	7.4
Community and Neighbourhood centres	34%	4.9
Indoor sports centres	33%	8.6
Logan Art Gallery	25%	0.8

COVID-19 Response

- ▶ Residents were highly satisfied with Council's response to the COVID-19 pandemic and the support provided to the community during the period.
- ▶ In total, 63 percent of residents were satisfied, with 32 percent providing the highest rating of 5.
- ▶ Seven percent [7%] of residents were dissatisfied with Council's response to COVID-19.
- ▶ These results combined for a **high** average satisfaction rating of **3.96** out of 5.
- ▶ Dissatisfaction with Council's response to the COVID-19 pandemic and support provided to the community was driven by a lack of awareness and understanding of what support is available and a lack of information from Council about pandemic issues.

Disaster Management

- ▶ Fifty-seven percent [57%] of residents found Council's Disaster Management information to be **easy to understand**. Fifteen percent [15%] disagreed while 28 percent did not make a judgement.
- ▶ Fifty-five percent [55%] of residents found Council's Disaster Management information to be **relevant to them**. Thirty percent [30%] disagreed while 15 percent did not make a judgement.
- ▶ Residents that live in rural areas were more likely to find the information to be easy to understand and relevant compared to residents of urban areas.

Housing

- ▶ Seventy-four percent [74%] of residents believe housing in the Logan City Council area is **affordable**.
- ▶ Eighty-one percent [81%] of residents believe there is a good mix of housing options in the Logan City Council area.
- ▶ Ratepayers were more likely to believe that housing is affordable and that there is a good mix of different types of housing options in the Logan City Council area compared to renters.

Local Job Opportunities

- ▶ Thirty-six percent [36%] of residents believe there are **enough job opportunities within the city** for residents of Logan.
- ▶ Forty-two percent [42%] of residents believe there are not enough local job opportunities.
- ▶ The results for working-age residents [18 to 64 years] were consistent with the overall sample.
- ▶ A significantly higher proportion of residents aged 18 to 34 years [44%] believed there were enough local job opportunities compared to those aged 65 plus years [28%].

Customer Experience

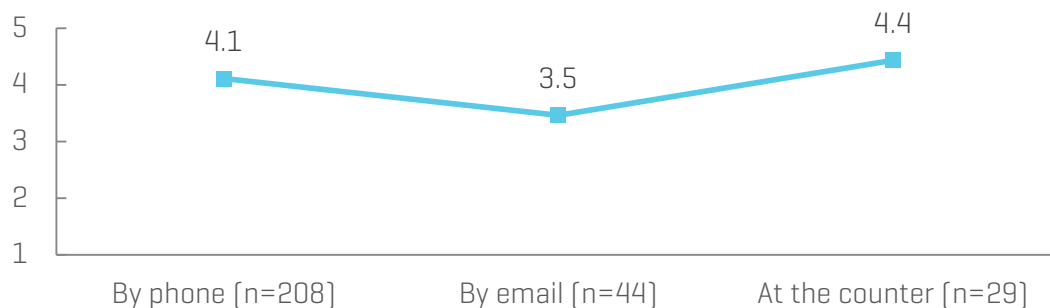
- ▶ Thirty-nine percent [39%] of residents have contacted Council in the past 12 months. This result has increased five percent [5% pts] since 2018.
- ▶ Sixty-seven percent [67%] of customers contacted Council **by phone**. This is the preferred method of contact for 63 percent of residents.
- ▶ **Email** is the second most used [14%] and the second most preferred [23%] method of contact.
- ▶ Customers' methods of contacting Council closely align with the preferences of all residents.
- ▶ The main reasons that customers contacted Council are to make a complaint, make a generally enquiry and report maintenance issues.

Overall, customers were highly satisfied with their experience with Council [4.07]. Furthermore, all aspects of customer services recorded high average ratings. However, there were statistically significant declines in average ratings across five of six aspects as well as overall satisfaction with experience.

This was likely driven by the increase in the proportion of customers that made contact by email. These customers tend to have a less positive experience compared to those that make personal contact by phone or in person [see Figure 1].

It is worth noting the potential impact of the COVID-19 pandemic on how customers have chosen to contact Council and whether this trend continues. If the shift towards electronic methods of contact is sustained, Council will need to focus on bringing the experience of these customers up to those that have personal contact with Council.

Figure 1 Overall satisfaction with customer experience by method of contact



Communication

- ▶ The five most **usual** sources of seeing, reading or hearing information related to Council were:
 1. Council Bi-Monthly Magazine, Our Logan (55%)
 2. Council public displays at events (e.g. Eats n Beats, Good Food & Wine Show (35%)
 3. Council website (34%)
 4. Billboards (31%)
 5. Television (29%)
- ▶ The five most **preferred** sources of information include:
 1. Council Bi-Monthly Magazine, Our Logan (32%)
 2. Council Facebook (15%)
 3. Email newsletters (10%)
 4. Jimboomba Times (10%) (driven by residents in rural areas)
 5. Council website (9%)
- ▶ Section 9 – Communication lists the most used and most preferred sources of information for different groups of residents, allowing Council to better target their communications.
- ▶ Thirty-seven percent (37%) of ratepayers were aware of Council's online rates portal.
- ▶ Fifty-eight percent (58%) of ratepayers would prefer to receive rates notices by **mail**.
- ▶ Thirty-six percent (36%) of ratepayers would prefer to receive rates notices by **email**.
- ▶ There was not a strong demand overall for additional services on the online portal.
- ▶ Seven percent (7%) of ratepayers would like to access **Digital Waste Vouchers**.

Community Engagement

- ▶ All community engagement statements recorded medium average agreement ratings.
- ▶ Fifty-five percent (55%) of residents agreed that Council **works in the best interests of the community**.
- ▶ Average agreement with the statements **works in the best interests of the community** and **understands the community's needs and expectations** recorded significant improvements since 2018.

RESEARCH DESIGN

The Logan City Council Residents Survey 2020 aimed to collect a total of 1,600 completed responses from a random sample of residents in the Logan City Council local government area – 800 responses for the Services & Facilities Survey and 800 responses for the Customer Services Survey. The reported results have a margin of error of ± 3.5 percent at the 95 percent confidence level. This means that if we repeated the survey 100 times, in 95 times the results will be within 3.5 percent of the true population value.

Computer-Aided Telephone Interviews

A telephone based [CATI] survey was used to secure a response from 1,603 residents throughout the local government area [802 responses for the Services & Facilities section and 801 responses for the Customer Services section].

In total, 836 responses were collected from mobile phones. The survey unit was residents of the Logan City Council local government area. In order to qualify for an interview, respondents had to be permanent residents aged 18 years or older that have lived in the area for at least six months and not be employees or elected Councillors of Logan City Council. The 2016 Census was used to establish quotas to ensure a good distribution of responses by age and gender.

Interviews were conducted between 21 September to 14 October 2020. Calls were made between 4.30pm and 8.30pm during weekdays. Eighteen interviewers conducted interviews over the course of the data collection period. The survey was implemented under Interviewer Quality Control Australia [IQCA] quality guidelines.

Table 9 Final Telephony Sample

Telephony	Services & Facilities		Customer Services	
	%	#	%	#
Landlines	51%	407	45%	360
Mobiles	49%	395	55%	441
Total		802		801

Online Survey

A version of the survey was made available online for all residents to complete. The survey was available from 21 September to 19 October 2020 and **96 completed responses were collected**.

Online results have been provided to Council in a separate report. This almost doubled the number of completed online results in 2018 (n=50) and is a positive sign of an engaged community that values the opportunity to provide feedback to Council.

Survey Weighting

The collected data often cannot mirror the exact age/sex distribution of a region. To allow for this, the collected dataset is weighted to bring it back to the ideal age/sex distribution.

Tables 10 and 11 report the weighting factors for both samples. Using a high number of mobile phone numbers resulted in better access to young respondents and weighting factors that are well within accepted industry standards for community surveys.

Table 10 Data Weighting Factors – Services & Facilities

Population			Ideal		Actual		Weights	
Age	Male	Female	Male	Female	Male	Female	Male	Female
18 to 34	35,890	36,318	129	131	36	41	3.60	3.20
35 to 49	30,073	31,447	108	113	75	105	1.45	1.08
50 to 64	25,024	26,755	90	96	91	124	0.99	0.78
65 plus	17,257	19,108	62	69	139	190	0.45	0.36
Total	108,244	113,628	390	410	341	460		

Table 11 Data Weighting Factors – Customer Services

Population			Ideal		Actual		Weights	
Age	Male	Female	Male	Female	Male	Female	Male	Female
18 to 34	35,890	36,318	129	131	36	44	3.59	2.97
35 to 49	30,073	31,447	108	113	69	108	1.57	1.05
50 to 64	25,024	26,755	90	96	89	163	1.01	0.59
65 plus	17,257	19,108	62	69	126	164	0.49	0.42
Total	108,244	113,628	390	410	320	479		

Internal Benchmarks

Where possible, comparisons have been made with previous survey results to track how Logan City Council is progressing in all aspects measured in the Residents Survey 2020.

External Benchmarks

Where possible, results for the Residents Survey 2020 have been benchmarked and compared with an amalgamation of comparable Queensland councils. This analysis highlights areas where Logan City Council is outperforming, underperforming or performing in-line with comparable councils.

Average satisfaction ratings are benchmarked out of 100 to allow for comparisons between councils with different ratings scales [e.g. ten-point scales].

Subgroups

Comparison tests are used to test whether there are statistically significant differences in survey results based on the demographic profile of respondents. Appendix 1 [pp. 73-101] contains full subgroup analysis **for all questions** contained in the Residents Survey 2020.

Subgroup analysis was conducted using the following demographic questions:

- ▶ Gender
- ▶ Age
- ▶ Ratepayer Status
- ▶ Length of time lived in the Logan City Council area
- ▶ Area.

To make comparisons between different areas, suburbs in the in the Logan City Council area were classified into urban or rural groups. These groups were approved by Council during the analysis and reporting period [see Appendix 2 pp. 102].



Part 1 – Services & Facilities

Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, suburb, ratepayer status and length of time lived in the area were collected. Table 12 details the weighted sample profile for this survey.

Table 12 Sample Profile – Services & Facilities

Gender	%	#	Ratepayer Status	%	#
Male	49%	391	Pay Council rates ourselves	71%	568
Female	51%	410	Landlord pays Council rates	29%	233
Age	%	#	Length of time lived in LCC	%	#
18 to 34 years	33%	261	6 months to 1 year	2%	16
35 to 49 years	28%	222	1 to 5 years	13%	105
50 to 64 years	23%	187	6 to 10 years	23%	183
65 plus years	16%	131	11 to 15 years	11%	86
Base: All respondents (n=801)			More than 15 years	51%	411

Table 13 lists the suburbs of residents according to the classification of suburbs [see Appendix 2 – Suburb Classification].

Table 13 Suburb

Urban	#	Rural	#
Beenleigh	18	Allenvue	1
Berrinba	4	Bahrs Scrub	3
Bethania	21	Bannockburn	1
Boronia Heights	13	Belivah	1
Browns Plains	15	Buccan	6
Crestmead	24	Carbrook	6
Daisy Hill	31	Cedar Creek	2
Eagleby	28	Cedar Grove	6
Edens Landing	10	Cedar Vale	7
Heritage Park	10	Chambers Flat	8
Hillcrest	13	Cornubia	28
Holmview	9	Forestdale	8
Kingston	24	Greenbank	30
Logan Central	20	Jimboomba	25
Loganholme	18	Logan Reserve	8
Loganlea	12	Logan Village	22
Marsden	18	North Maclean	6
Meadowbrook	5	South Maclean	8
Mount Warren Park	13	Mundoolun	3
Regents Park	21	Munruben	9
Rosedale South	40	New Beith	12
Shailer Park	42	Park Ridge	22
Slacks Creek	26	Park Ridge South	4
Springwood	26	Stockleigh	4
Tanah Merah	13	Tamborine	4
Underwood	19	Veresdale	1
Waterford	13	Woodhill	4
Waterford West	11		
Windaroo	7		
Woodridge	33		
Yarrabilba	5		
Total	562	Total	239

Base: All respondents (n=801)

1 OVERALL SATISFACTION

This section of the report covers residents' overall satisfaction with Logan City Council's services and facilities over the past 12 months. It includes subgroup analysis and comparisons with previous results [internal benchmarks] and similar councils [external benchmarks].

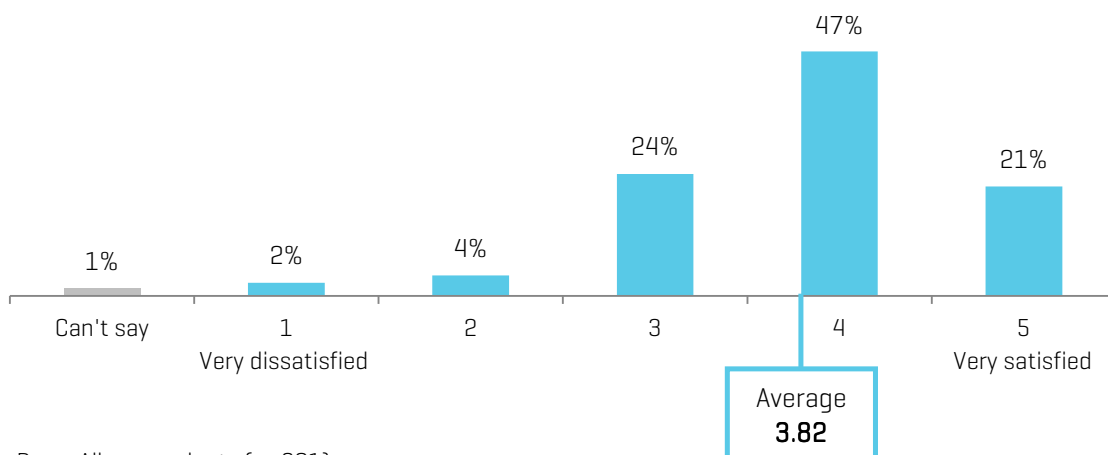
1.1 Overall satisfaction with Council's services and facilities

Most residents were satisfied overall with Council's services and facilities over the past 12 months.

In total, 69 percent of residents were satisfied overall with Council's services and facilities, with 21 percent providing the highest rating of 5. Six percent [6%] were dissatisfied while 24 percent provided a neutral rating of 3.

These results combined for a high average satisfaction score of 3.82.

Figure 1.1 Overall satisfaction with Council's services and facilities



Base: All respondents (n=801)

Q: Using a five-point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', how would you rate your overall satisfaction with Council's services and facilities over the past 12 months?

Table 1.1 Overall satisfaction – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	- Residents aged 65 plus years were more satisfied overall (3.9) compared to residents aged 50 to 64 years.
Ratepayer Status	Nil
Length of time lived in LCC	Nil
Area	- Residents that live in urban areas were more satisfied overall (3.9) than residents that live in rural areas (3.7)



What issue most strongly influenced your rating?

Dissatisfied (n=51):

The reasons provided by residents that gave a low rating overall satisfaction rating of 1 or 2 covered issues related to Council as an organisation, specific and general liveability issues such as safety. Issues related to Council included a lack of community consultation and provision of information on Council decision making.

Satisfied (n=550):

Reasons provided by residents that gave a high overall satisfaction rating of 1 or 2 were generally complimentary of Council's administration, service delivery and the efforts of staff or highlighted specific service strengths such as facilities. For many residents high satisfaction was driven by an absence of issues rather than a specific positive reason.

1.2 Internal Benchmarks

Figure 1.2 compares the breakdown of satisfaction ratings with previous results from 2018.

There has been an increase [+3% pts] in the proportion of satisfied residents over the past two years, now sitting at 69 percent. This change was driven by decreases in the proportion of dissatisfied residents [-1% pts] and the proportion of residents that provided a neutral rating [-2% pts].

Figure 1.3 compares the average overall satisfaction rating for 2020 with the previous survey results. Average overall satisfaction with Council services and facilities has maintained its high level of performance, **in-line** with previous survey results.

Figure 1.2 Overall satisfaction – Comparison of Ratings

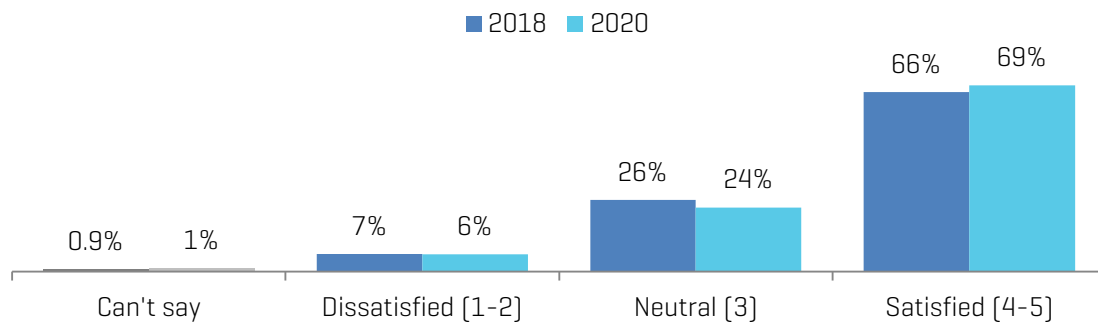
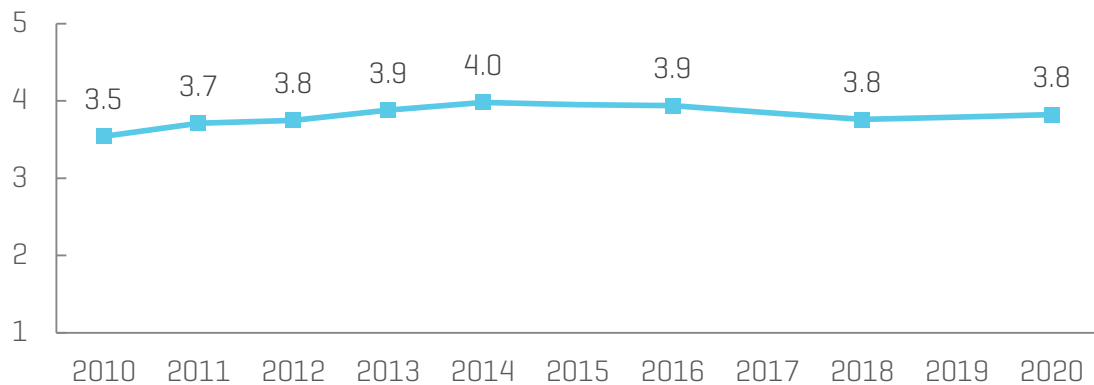


Figure 1.3 Overall satisfaction – Internal Benchmarks



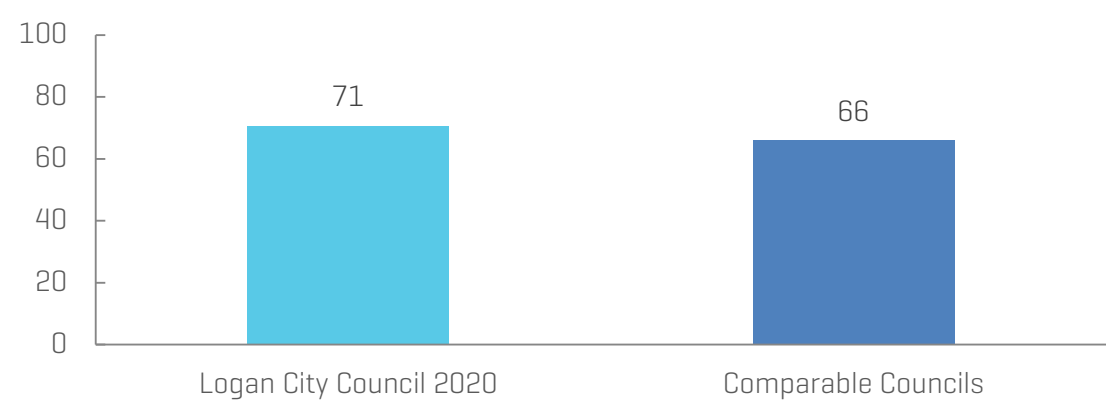
Q (2018): Using a five-point scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', how would you rate your overall satisfaction with Council's services and facilities over the past 12 months?

1.3 External Benchmarks

Figure 1.4 displays the benchmarked Council’s average overall satisfaction score out of 100 and compares it against an amalgamation of councils with comparable characteristics to Logan City Council. A difference of +/- 4 pts indicates a statistically significant difference.

Overall satisfaction with Council is outperforming comparable Queensland councils.

Figure 1.4 Overall satisfaction – External Benchmarks



2 COUNCIL SERVICES

This section reports on the services and facilities provided by Logan City Council. Respondents were asked to rate their satisfaction with 50 services and facilities provided by Council using a five-point scale where 1 meant 'very dissatisfied' and 5 meant 'very satisfied'.

These services and facilities were classified into seven service areas and this section reports the results by service area.

Table 2.1 Council Services & Facilities

Quality Lifestyles
Amenity and safety on our Roads [i.e. Council service response to abandoned vehicles, temporary signs and dumping on roadsides]
Animal Management [i.e. Council service response to domestic animal keeping and control concerns]
Community and neighbourhood centres
Community Safety Programs [e.g. safety cameras and awareness of available community safety information]
Council cemeteries
Council's swimming pools
Eat Safe Logan [i.e. the star rating system that measures compliance in food safety]
Food safety in local eateries
Immunisation Program
Indoor sports centres
Libraries
Logan Art Gallery
Logan Entertainment Centre
Off-leash dog areas
Physical activity programs [e.g. Live Well Logan]
Playgrounds
Skate parks and BMX tracks
Sporting grounds and facilities [e.g. sports fields, courts and clubhouses]
The Animal Management Centre
Green and Renewable
Council's target to be carbon neutral by 2022
Four free tipping vouchers [i.e. the vouchers supplied to ratepayers in their rates notices]
General waste collection
Mosquito management
Pest animal control [e.g. foxes, feral deer]
Pest weed control [e.g. management of declared weeds]
Protection of bush land and wildlife [including green space, grazing land]
Recycling and reuse services [e.g. recycling bin collection, resource recovery at Waste & Recycling facilities and reuse through the Logan Recycling Market]
Water quality in Albert and Logan Rivers
Conveniently Connected
Accessibility of parks
Bike routes [e.g. bike lanes on roads and through parks]
Footpaths and shared paths [i.e. bikeways and footpaths combined]
Maintenance of drains
Maintenance of local roads [e.g. patching sealed road surfaces, grading gravel surfaces, repainting lines]
Maintenance of parks
Traffic Management on local roads [e.g. roundabouts, pedestrian islands, traffic calming]

Image and Identity
Appearance of streets (e.g. landscaping and mowing)
Cleanliness of streets (street sweeping)
Collection of litter
Graffiti removal
Promoting the City
Running Council funded festivals and events (e.g. Eats & Beats, Logan Eco Action Festival)
Economic Transformation
Attracting new business
Supporting local business
Next Generation Governance
Consulting the community
Council's disaster dashboard and Early Warning Service
Disaster management (e.g. storms, floods, fires)
Enforcing parking regulations
Informing the community about Council services and facilities
Council Water and Sewerage
Sewerage service
Water supply

2.1 Quality Lifestyles

Residents were asked to rate their satisfaction with nineteen services in the Quality Lifestyles category [see Figure 2.1 over page].

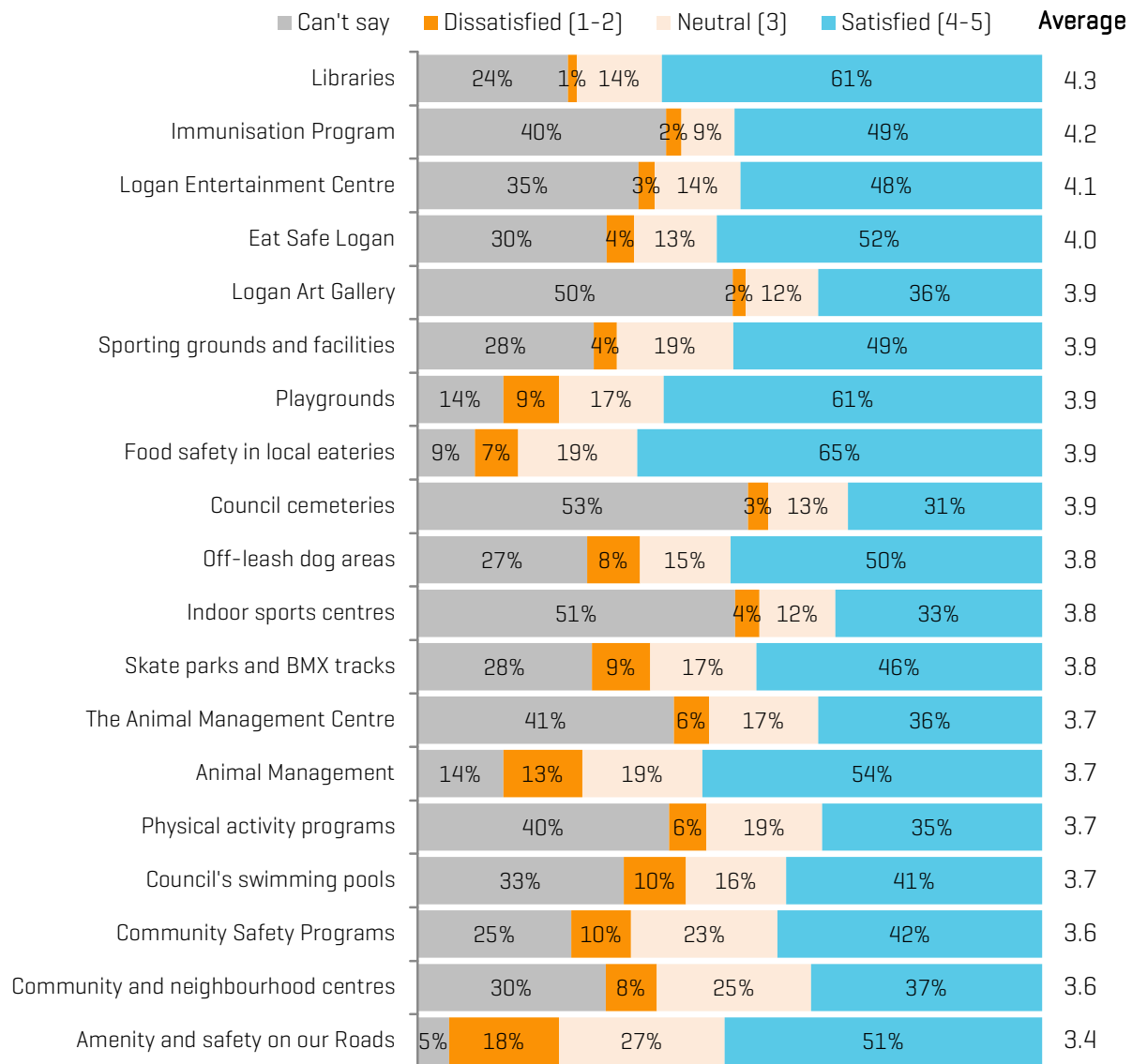
Quality Lifestyles is a high-performing service area with 12 of 19 services recording high average satisfaction ratings [above 3.75] and the remaining seven services recording medium level ratings [3.00 to 3.74].

Council's facilities were standout performers. These include:

- ▶ **Libraries** [4.3]
- ▶ **Logan Entertainment Centre** [4.1]
- ▶ **Logan Art Gallery** [3.9]
- ▶ **Sporting grounds and facilities** [3.9]
- ▶ **Playgrounds** [3.9]
- ▶ **Council cemeteries** [3.9]
- ▶ **Off-leash dog areas** [3.8]
- ▶ **Indoor sports centres** [3.8]
- ▶ **Skate parks and BMX tracks** [3.8].

Other high-performing services include the **Immunisation Program** [4.2] and **East Safe Logan** [4.0].

Figure 2.1 Quality Lifestyles – Satisfaction



Base: All respondents (n=801)

Q: I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. This will involve a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

Table 2.2 lists significant differences among subgroups for the Quality Lifestyles category of services.

Residents aged 65 plus years are generally more satisfied with these services compared to other residents, particularly the 35 to 49 years 50 to 64 years age groups.

Table 2.2 Quality Lifestyles – Subgroup Analysis

Subgroup	Significant Differences
Gender	<ul style="list-style-type: none"> - Female residents were more satisfied than male residents with the following services and facilities: <ul style="list-style-type: none"> - Libraries - Immunisation Program - Logan Entertainment Centre - Logan Art Gallery - Community and neighbourhood centres
Age	<ul style="list-style-type: none"> - Residents aged 65 plus years were satisfied than at least one other age group with the following services and facilities: <ul style="list-style-type: none"> - Libraries - Logan Entertainment Centre - Sporting grounds and facilities - Playgrounds - Food safety in local eateries - Physical activity programs - Council's swimming pools - Community Safety Programs - Community and neighbourhood centres - Residents aged 35 to 49 years and 65 plus years were more satisfied with the Immunisation Program compared to those aged 50 to 64 years. - Residents aged 18 to 34 years and 65 plus years were more satisfied with amenity and safety on our roads compared to other residents.
Ratepayer Status	<ul style="list-style-type: none"> - Renters were more satisfied with the Immunisation Program and community and neighbourhood centres compared to other residents.
Length of time lived in LCC	<ul style="list-style-type: none"> - Residents that have lived in Logan for less than 5 years were more satisfied with amenity and safety on our roads compared to all other residents.
Area	<ul style="list-style-type: none"> - Residents that live in urban areas were more satisfied with Logan Entertainment Centre and off-leash dog areas compared to rural residents.

Table 2.3 compares the average satisfaction ratings for Quality Lifestyles services for 2020 with previous survey results. There was no significant change in average satisfaction since 2018 for any service within this category. All services have maintained the same level of performance.

Table 2.3 Quality Lifestyles – Internal Benchmarks

Quality Lifestyles	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Libraries	3.3	3.3	4.3	4.2	4.1	4.3	4.3	↔
Immunisation Program	4.2	4.2	4.2	4.3	4.3	4.3	4.2	↔
Logan Entertainment Centre	3.9	3.8	3.9	4.0	4.1	4.1	4.1	↔
Eat Safe Logan	-	3.7	3.7	3.9	4.1	4.0	4.0	↔
Logan Art Gallery	3.8	3.7	3.8	3.8	4.0	4.0	3.9	↔
Sporting grounds and facilities	3.8	3.7	3.9	3.9	4.0	3.9	3.9	↔
Playgrounds	3.8	3.7	3.7	3.9	3.9	3.9	3.9	↔
Food safety in local eateries	3.6	3.7	3.7	3.9	4.0	3.9	3.9	↔
Council cemeteries	3.7	3.5	3.8	3.9	4.0	3.9	3.9	↔
Off-leash dog areas ¹	-	-	-	-	-	-	3.8	-
Indoor sports centres	3.9	3.7	3.7	3.8	3.9	3.7	3.8	↔
Skate parks and BMX tracks	3.6	3.5	3.5	3.7	3.7	3.8	3.8	↔
The Animal Management Centre ¹	-	-	-	-	-	-	3.7	-
Animal Management	3.7	3.6	3.8	3.9	3.9	3.8	3.7	↔
Physical activity programs	3.7	3.5	3.6	3.6	3.8	3.8	3.7	↔
Council's swimming pools	3.7	3.5	3.7	3.7	3.8	3.6	3.7	↔
Community Safety Programs	3.6	3.4	3.5	3.7	3.8	3.5	3.6	↔
Community and neighbourhood centres	3.7	3.6	3.7	3.7	3.7	3.6	3.6	↔
Amenity and safety on our Roads ¹	-	-	-	-	-	-	3.4	-

¹New services included in Residents Survey 2020.

Table 2.4 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Logan City Council is **outperforming** comparable Queensland councils in the delivery of:

- ▶ Libraries
- ▶ Sporting grounds and facilities
- ▶ Playgrounds
- ▶ Animal Management

Table 2.4 Quality Lifestyles – External Benchmarks

Quality Lifestyles	Logan City Council 2020	Comparable Councils
Libraries	82	77
Sporting grounds and facilities	73	68
Playgrounds	73	69
Food safety in local eateries	72	69
Animal Management	68	64
Council's swimming pools	67	67
Community and neighbourhood centres	64	65

2.2 Green and Renewable

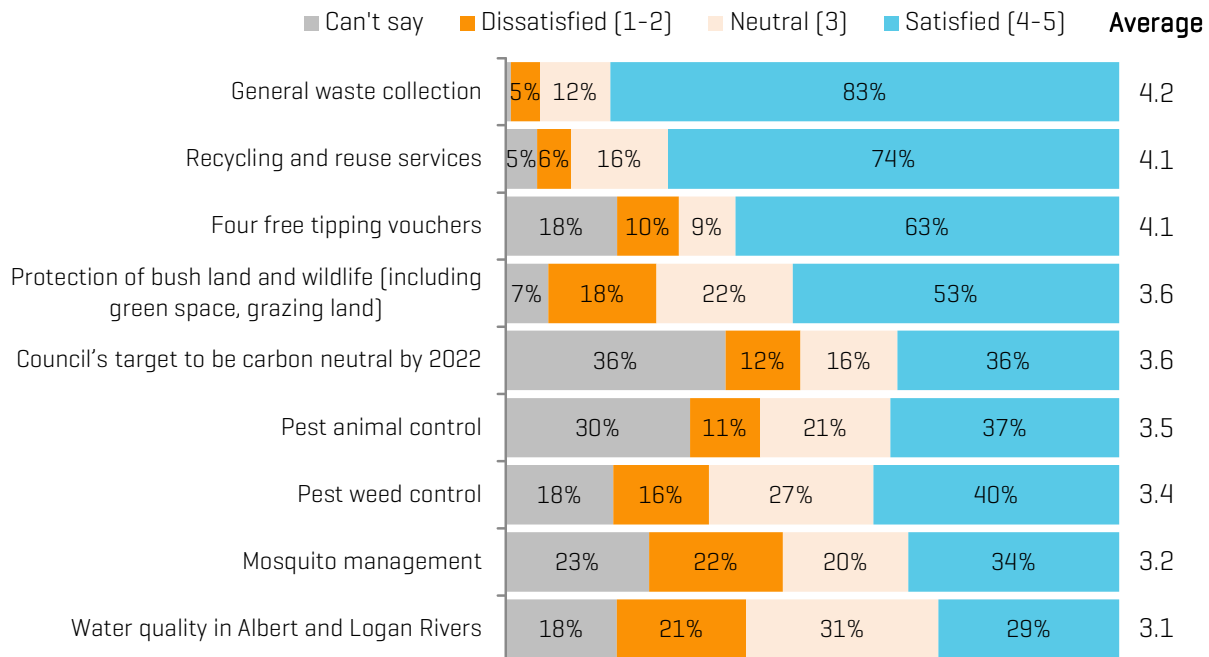
Residents were asked to rate their satisfaction with nine services in the Green and Renewable category.

Three services recorded high average satisfaction ratings, with all other services recording medium average ratings.

Waste management services were the best performing services within this category. This includes **general waste collection** [4.2], **recycling and reuse services** [4.1] and **four free tipping vouchers** [4.1].

About one in three [36%] of residents did not provide a rating for **Council's target to be carbon neutral by 2022**, indicating that there is an opportunity for further awareness raising of Council's goals and the importance of them to the community.

Figure 2.2 Green and Renewable – Satisfaction



Base: All respondents (n=801)

Q: I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. This will involve a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

Table 2.5 lists significant differences among subgroups for this category of services. There were no significant differences by gender or ratepayer status.

Residents aged 65 plus years were more satisfied with Council's **waste management** services as well as **mosquito management**. Residents aged 18 to 34 years were more satisfied with environmental services such as **protection of bushland and wildlife** and **Council's target to be carbon neutral by 2022**.

Residents that live in rural areas were less satisfied with **pest animal control** and **mosquito management** compared to residents that live in urban areas.

Table 2.5 Green and Renewable – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none"> - Residents aged 65 plus years were more satisfied with at least one other age group with the following services: <ul style="list-style-type: none"> - General waste collection - Recycling and reuse services - Four free tipping vouchers - Mosquito management - Residents aged 18 to 34 years are more satisfied with protection of bushland and wildlife compared to those aged 50 to 64 years. - Residents in the 18 to 34 years and 35 to 49 years age group were more satisfied with Council's target to be carbon neutral by 2022 compared to those aged 50 to 64 years.
Ratepayer Status	Nil
Length of time lived in LCC	<ul style="list-style-type: none"> - Residents that have lived in the area for less than 5 years were more satisfied with Council's target to be carbon neutral by 2022 compared to those that have lived in the area for more than 15 years.
Area	<ul style="list-style-type: none"> - Residents that live in urban areas were more satisfied with pest animal control and mosquito management compared to rural residents.

Table 2.6 compares average satisfaction ratings for Green and Renewable services for 2020 with previous survey results.

There was a statistically significant decline in average satisfaction with **mosquito management** [down 0.3 pts to 3.2] since 2018. All other services maintained the same level of performance over the past two years.

Table 2.6 Green and Renewable – Internal Benchmarks

Green and Renewable	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
General waste collection	4.3	4.3	4.3	4.4	4.4	4.3	4.2	↔
Recycling and reuse services	4.3	4.2	4.2	4.3	4.3	4.0	4.1	↔
Four free tipping vouchers	-	-	3.7	4.1	4.0	4.2	4.1	↔
Protection of bush land and wildlife (including green space, grazing land)	3.6	3.5	3.5	3.6	3.7	3.7	3.6	↔
Council's target to be carbon neutral by 2022	-	-	-	-	-	-	3.6	-
Pest animal control ²	3.6	3.5	3.4	3.5	3.7	3.5	3.5	↔
Pest weed control ²							3.4	↔
Mosquito management	-	-	-	-	-	3.5	3.2	↓
Water quality in Albert and Logan Rivers	3.2	3.0	3.3	3.3	3.3	3.1	3.1	↔

¹New service included in Residents Survey 2020.

²These two services replaced 'Weed and pest control'.

Table 2.7 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Council is **outperforming** comparable Queensland councils in the delivery of **general waste collection**.

Table 2.7 Green and Renewable – External Benchmarks

Green and Renewable	Logan City Council 2020	Comparable Councils
General waste collection	81	77
Recycling and reuse services	78	77

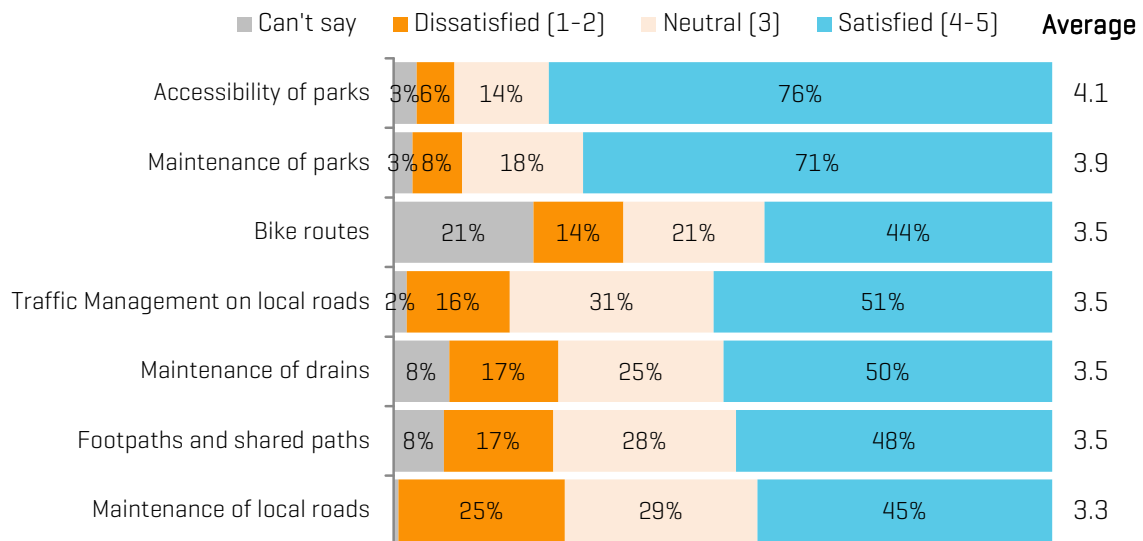
2.3 Conveniently Connected

Residents were asked to rate their satisfaction with seven services in the Conveniently Connected category.

Two services within the Conveniently Connected category recorded high average ratings. All other services recorded medium average ratings.

The best performing services within this category are related to **parks**. **Accessibility of parks** [4.1] and **maintenance of parks** [3.9] recorded high average satisfaction ratings.

Figure 2.3 Conveniently Connected – Satisfaction



Base: All respondents (n=801)

Q: I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. This will involve a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

Table 2.8 lists significant differences among subgroups for this category of services. There were no significant differences by gender.

Residents that live in urban areas were more satisfied than residents that live in rural areas with **all services** except for **maintenance of parks**.

Table 2.8 Conveniently Connected – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none"> - Residents aged 50+ years were more satisfied with accessibility of parks and maintenance of parks compared to those aged 49 years and under. - Residents aged 65 plus years were more satisfied with bike routes and footpaths and shared paths compared to those aged 50 to 64 years. - Residents aged 18 to 34 years and 65 plus years were more satisfied with maintenance of drains compared to those aged 50 to 64 years. - Residents aged 18 to 34 years and 65 plus years were more satisfied with maintenance of local roads compared to other residents.
Ratepayer Status	<ul style="list-style-type: none"> - Renters are more satisfied with bike routes and traffic management on local roads.
Length of time lived in LCC	<ul style="list-style-type: none"> - Residents that have lived in the area for 6 to 10 years were more satisfied with footpaths and shared paths than residents that have lived in the area for more than 15 years.
Area	<ul style="list-style-type: none"> - Residents that live in urban areas were more satisfied than rural residents with the following services: <ul style="list-style-type: none"> - Accessibility of parks - Bike routes - Traffic Management on local roads - Maintenance of drains - Footpaths and shared paths - Maintenance of local roads

Table 2.9 compares average satisfaction ratings for Conveniently Connected services for 2020 with previous survey results.

There has been a statistically significant improvement in average satisfaction with **Traffic Management on local roads**, up 0.2 pts to 3.5 since 2018.

There has been a statistically significant decline in average satisfaction with **bike routes**, down 0.2 pts to 3.5 since 2015.

Table 2.9 Conveniently Connected – Internal Benchmarks

Conveniently Connected	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Accessibility of parks	-	-	-	-	-	4.1	4.1	↔
Maintenance of parks	3.9	3.8	3.7	3.9	4.0	3.9	3.9	↔
Bike routes	3.1	2.9	3.1	3.2	3.4	3.7	3.5	↓
Traffic Management on local roads	-	3.2	3.3	3.3	3.3	3.3	3.5	↑
Maintenance of drains	3.9	3.8	3.7	3.9	4.0	3.6	3.5	↔
Footpaths and shared paths	-	-	-	-	-	3.5	3.5	↔
Maintenance of local roads	3.1	2.9	3.1	3.2	3.4	3.2	3.3	↔

Table 2.10 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Council is **outperforming** comparable Queensland councils in the delivery of **bike routes**, **Traffic Management on local roads** and **footpaths and shared paths**.

Table 2.10 Conveniently Connected – External Benchmarks

Conveniently Connected	Logan City Council 2020	Comparable Councils
Bike routes	63	58
Traffic Management on local roads	62	57
Footpaths and shared paths	62	55
Maintenance of local roads	57	54

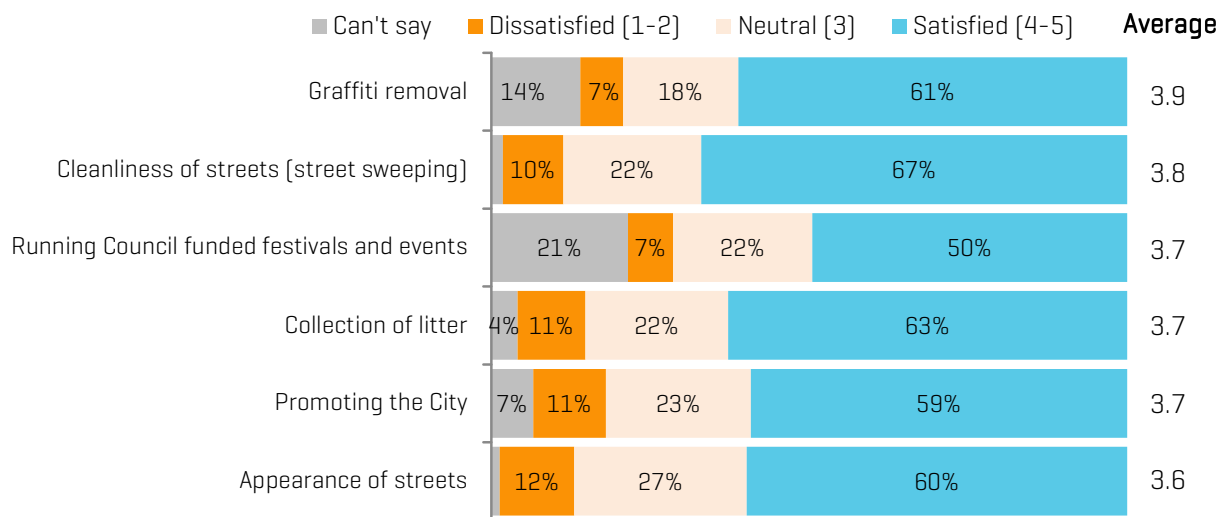
2.4 Image and Identity

Residents were asked to rate their satisfaction with six services in the Image and Identity category.

Two services within the Image and Identity category recorded high average satisfaction ratings. All other services recorded medium level ratings.

Residents were more satisfied with **graffiti removal** (3.9) and **cleanliness of streets [street sweeping]** (3.8), with both services recording high average ratings.

Figure 2.4 Image and Identity – Satisfaction



Base: All respondents (n=801)

Q: I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. This will involve a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

Table 2.11 lists significant differences among subgroups for this category of services. There were no significant differences by gender, ratepayer status or length of time lived in the Logan City Council area.

Residents aged 65 plus years were generally more satisfied with these services compared to other age groups. Furthermore, residents that live in urban areas were more satisfied with the **cleanliness** and **appearance of streets**.

Table 2.11 Image and Identity – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none"> - Residents aged 18 to 34 years and 65 plus years were more satisfied with cleanliness of streets (street sweeping) compared to those aged 50 to 64 years. - Residents aged 65 plus years were more satisfied with running Council funded festivals and events, promoting the City and appearance of streets compared to at least one other age group.
Ratepayer Status	Nil
Length of time lived in LCC	Nil
Area	<ul style="list-style-type: none"> - Residents that live in urban areas were more satisfied with cleanliness of streets (street sweeping) and appearance of streets compared to those that live in rural areas.

Table 2.12 compares average satisfaction ratings for Image and Identity services for 2020 with previous survey results.

There have been statistically significant declines in average satisfaction with **running Council funded festivals and events** (down 0.2 pts to 3.7) and **collection of litter** (down 0.2 pts to 3.7) since 2018. All other services have maintained the same level of performance.

Table 2.12 Image and Identity – Internal Benchmarks

Image and Identity	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Graffiti removal	3.6	3.6	3.7	3.9	4.0	4.0	3.9	↔
Cleanliness of streets (street sweeping)	-	-	-	-	-	3.9	3.8	↔
Running Council funded festivals and events	3.7	3.5	3.6	3.6	3.8	3.9	3.7	↓
Collection of litter	3.7	3.5	3.9	3.9	4.0	3.9	3.7	↓
Promoting the City	3.7	3.5	3.5	3.7	3.7	3.8	3.7	↔
Appearance of streets	3.6	3.5	3.5	3.5	3.8	3.7	3.6	↔

Table 2.13 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Council is **outperforming** comparable Queensland councils in **Promoting the City**.

Table 2.13 Image and Identity – External Benchmarks

Image and Identity	Logan City Council 2020	Comparable Councils
Running Council funded festivals and events	69	67
Promoting the City	68	64
Appearance of streets	66	63

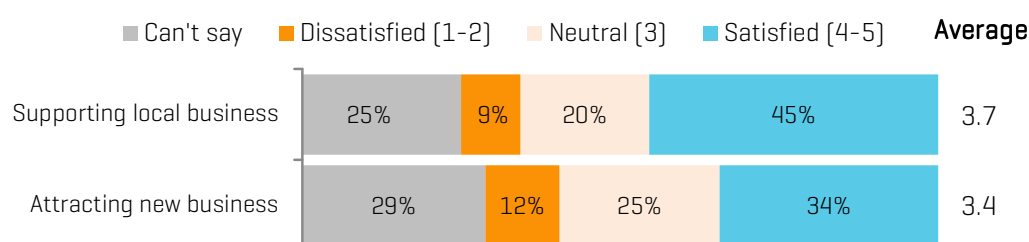
2.5 Economic Transformation

Residents were asked to rate their satisfaction with two services in the Economic Transformation category.

Both services within the Economic Transformation category recorded medium level average satisfaction ratings. Residents were more satisfied with Council's efforts in **supporting local business** (3.7).

Among the working age population (18 to 64 years) these satisfaction results were consistent with the overall sample.

Figure 2.5 Economic Transformation – Satisfaction



Base: All respondents (n=801)

Q: I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. This will involve a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

Table 2.14 Economic Transformation – Subgroup Analysis lists significant differences among subgroups for this category of services. There were no significant differences by gender, ratepayer status or length of time lived in the Logan City Council area.

Table 2.14 Economic Transformation – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none"> - Residents aged 18 to 34 years and 65 plus years were more satisfied with supporting local businesses compared to other residents. - Residents aged 65 plus years were more satisfied with attracting new businesses compared to residents in the 35 to 49 years and 50 to 64 years age groups.
Ratepayer Status	- Renters were more satisfied with supporting local businesses than ratepayers.
Length of time lived in LCC	Nil
Area	Nil

Table 2.15 compares average satisfaction ratings for Economic Transformation services for 2020 with previous survey results.

There have been no statistically significant changes in average satisfaction since 2018. All services have maintained the same level of performance.

Table 2.15 Economic Transformation – Internal Benchmarks

Economic Transformation	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Supporting local business	3.7	3.7	3.7	3.7	3.7	3.7	3.7	↔
Attracting new business	3.5	3.3	3.4	3.5	3.6	3.5	3.4	↔

Table 2.16 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Council is **outperforming** comparable Queensland Council in **supporting local businesses**.

Table 2.16 Economic Transformation – External Benchmarks

Economic Transformation	Logan City Council 2020	Comparable Councils
Supporting local businesses	68	54

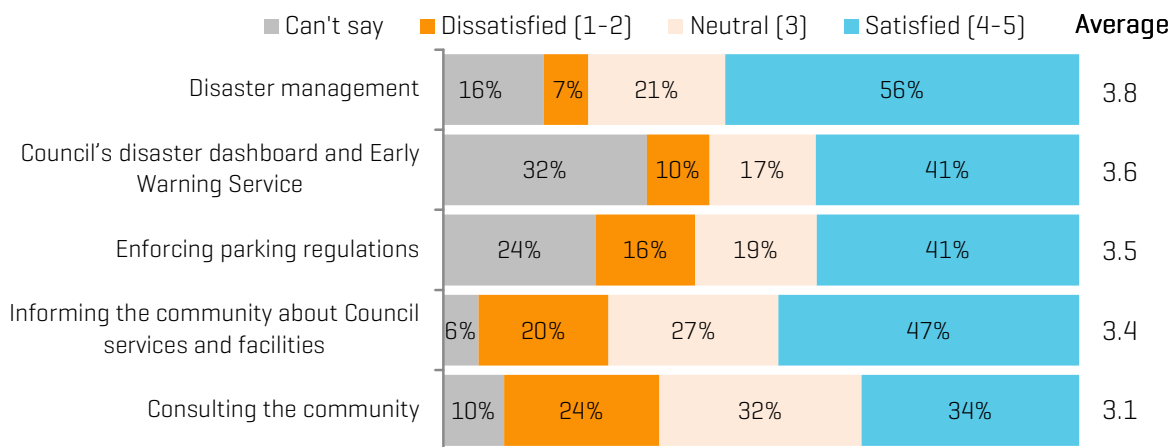
2.6 Next Generation Governance

Residents were asked to rate their satisfaction with five services in the Next Generation Governance category.

Disaster management was Council's best performing service within this category, recording a high average satisfaction rating of 3.8. Fifty-six percent [56%] of residents were satisfied with Council's disaster management of storms, floods and fires.

All other services recorded medium average ratings. **Consulting the community** recorded the lowest average rating of any service measured in the Residents Survey 2020 [3.1]. However, this is a medium average score, indicating this service is not necessarily low performing.

Figure 2.6 Next Generation Governance – Satisfaction



Base: All respondents (n=801)

Q: I am going to read out a list of services and facilities and will ask you to rate your satisfaction with each service. This will involve a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'.

Table 2.17 lists significant differences among subgroups for this category of services. There were no significant differences by gender or area.

Table 2.17 Next Generation Governance – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none"> - Residents aged 65 plus years were significantly more satisfied with the following services compared to those aged 50 to 64 years: <ul style="list-style-type: none"> - Disaster management - Council's disaster dashboard and Early Warning Service - Consulting the community
Ratepayer Status	<ul style="list-style-type: none"> - Renters were significantly more satisfied with consulting the community compared to ratepayers.
Length of time lived in LCC	<ul style="list-style-type: none"> - Residents aged 6 to 10 years were significantly more satisfied with enforcing parking regulations compared to those that have lived in the area for more than 15 years.
Area	Nil

There have been no statistically significant changes in average satisfaction since 2018. All services have maintained the same level of performance.

Table 2.18 compares average satisfaction ratings for Next Generation Governance services for 2020 with previous survey results.

There have been no statistically significant changes in average satisfaction since 2018. All services have maintained the same level of performance.

Table 2.18 Next Generation Governance – Internal Benchmarks

Next Generation Governance	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Disaster management	3.8	3.8	3.8	4.0	4.0	3.8	3.8	↔
Council's disaster dashboard and Early Warning Service	-	-	-	-	-	-	3.6	-
Enforcing parking regulations	3.2	3.2	3.3	3.4	3.5	3.4	3.5	↔
Informing the community about Council services and facilities	3.6	3.5	3.5	3.7	3.6	3.5	3.4	↔
Consulting the community	3.4	3.2	3.4	3.5	3.5	3.2	3.1	↔

Table 2.19 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Table 2.19 Next Generation Governance – External Benchmarks

Next Generation Governance	Logan City Council 2020	Comparable Councils
Informing the community about Council services	60	62
Consulting the community	53	56

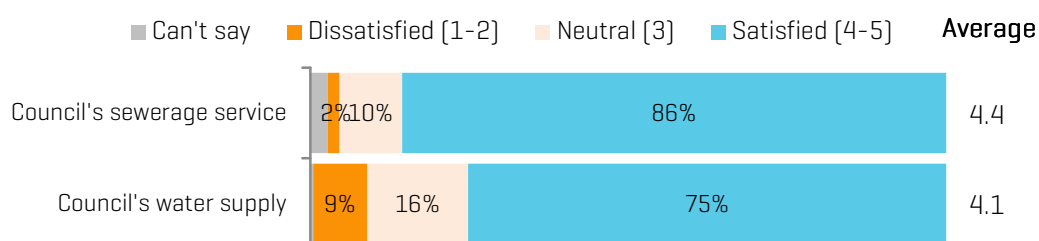
2.7 Council Water and Sewerage

Eighty-seven percent [87%] of residents indicated they were connected to Council's water supply and 72 percent of residents indicated they were connected to Council's sewerage service.

Residents connected to these services were asked to rate their satisfaction with the respective service.

Residents were highly satisfied with both Council's **sewerage service** [4.4] and Council's **water supply** [4.1].

Figure 2.7 Council Water and Sewerage – Satisfaction



Base: All respondents (n=801)

Q: Using the same 1 to 5 scale, how satisfied are you with Council's water supply?

Q: Using the same 1 to 5 scale, how satisfied are you with Council's sewerage service?

Table 2.20 Council Water and Sewerage – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	- Residents aged 65 plus years were more satisfied with Council's sewerage service compared to those aged 50 to 64 years.
Ratepayer Status	Nil
Length of time lived in LCC	Nil
Area	Nil

Table 2.21 compares average satisfaction ratings for Economic Transformation services for 2020 with previous survey results.

Table 2.21 Council Water and Sewerage – Internal Benchmarks

Council Water and Sewerage	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Council's sewerage service	-	4.1	4.5	4.6	4.6	4.4	4.4	↔
Council's water supply	-	3.6	4.0	4.0	4.2	4.1	4.1	↔

Table 2.22 compares benchmarked results for this category against an amalgamation of comparable Queensland councils. A difference of +/- 4 pts indicates a statistically significant difference.

Council is **outperforming** comparable Queensland councils in the delivery of **sewerage** and **water** services.

Table 2.22 Council Water and Sewerage – External Benchmarks

Council Water and Sewerage	Logan City Council 2020	Comparable Councils
Council's sewerage service	85	74
Council's water supply	77	73

2.8 Facility Usage

The facility usage rate [see Table 2.23] is the proportion of residents that use each facility at least yearly. Facility usage frequency [see Table 2.24] was used to calculate an average number of uses per year for each facility.

Waste and Recycling Facilities were used by 87 percent of residents at an average of 14.9 times per year or 1.2 times per month. Other frequently used facilities include **environmental parks and bushland areas**, **playgrounds** and **sporting grounds**. The relationship between satisfaction and usage is examined in Section 3.2 – Facility Utilisation.

Table 2.23 Facility Usage

Facilities	Facility Usage Rate	Average Number of Uses per Year
Waste and Recycling Facilities	87%	14.9
Environmental parks and bushland areas	78%	38.1
Playgrounds	69%	37.1
Libraries	58%	9.0
Sporting grounds	58%	17.7
Logan Entertainment Centre	43%	1.5
Council swimming pools	37%	7.4
Community and Neighbourhood centres	34%	4.9
Indoor sports centres	33%	8.6
Logan Art Gallery	25%	0.8

Table 2.24 Facility Usage Frequency

Facilities	Daily	Weekly	Monthly	Quarterly	Yearly	Never
Waste and Recycling Facilities	0.99%	13%	28%	32%	14%	13%
Environmental parks and bushland areas	7%	16%	27%	17%	11%	22%
Playgrounds	6%	26%	20%	10%	8%	31%
Libraries	1%	7%	19%	14%	16%	42%
Sporting grounds	2%	15%	15%	12%	13%	42%
Logan Entertainment Centre	0.1%	0.2%	2%	9%	32%	57%
Council swimming pools	0.7%	7%	6%	10%	14%	63%
Community and Neighbourhood centres	0.4%	4%	7%	9%	14%	66%
Indoor sports centres	1%	7%	7%	5%	13%	67%
Logan Art Gallery	-	0.3%	2%	6%	17%	75%

Base: All respondents (n=801)

Q: How frequently do you use the following facilities? Your options are daily, weekly, monthly, quarterly, yearly or never.

Table 2.25 displays significant differences in usage rate for facilities across subgroups. Most differences were related to age.

Table 2.25 Facility Usage – Subgroup Analysis

Facility Usage Rate	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Waste and Recycling Facilities	87%	87%	87%	88%	92%	89%	74%
Environmental parks and bushland areas	78%	78%	78%	85%	87%	73%	58%
Playgrounds	69%	65%	73%	80%	84%	59%	36%
Libraries	58%	52%	64%	53%	67%	53%	61%
Sporting grounds	58%	66%	50%	65%	71%	54%	25%
Logan Entertainment Centre	43%	40%	45%	35%	51%	43%	44%
Council swimming pools	37%	40%	35%	39%	53%	31%	18%
Community and Neighbourhood centres	34%	30%	37%	30%	44%	31%	28%
Indoor sports centres	33%	39%	27%	38%	41%	27%	18%
Logan Art Gallery	25%	24%	26%	13%	36%	28%	29%

Facility Usage Rate	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Waste and Recycling Facilities	87%	91%	78%	84%	90%	89%	86%
Environmental parks and bushland areas	78%	81%	72%	81%	87%	79%	73%
Playgrounds	69%	68%	73%	80%	78%	68%	62%
Libraries	58%	58%	59%	48%	58%	66%	59%
Sporting grounds	58%	56%	61%	56%	62%	67%	55%
Logan Entertainment Centre	43%	42%	44%	32%	40%	44%	46%
Council swimming pools	37%	36%	42%	38%	45%	46%	32%
Community and Neighbourhood centres	34%	30%	43%	33%	32%	40%	33%
Indoor sports centres	33%	31%	38%	31%	29%	40%	34%
Logan Art Gallery	25%	25%	28%	22%	25%	32%	25%

Facility Usage Rate	Total	Area	
		Urban	Rural
Waste and Recycling Facilities	87%	86%	90%
Environmental parks and bushland areas	78%	78%	79%
Playgrounds	69%	70%	67%
Libraries	58%	58%	57%
Sporting grounds	58%	56%	63%
Logan Entertainment Centre	43%	44%	39%
Council swimming pools	37%	42%	26%
Community and Neighbourhood centres	34%	34%	33%
Indoor sports centres	33%	34%	32%
Logan Art Gallery	25%	28%	21%

  Statistically significant difference at the 95% confidence level.

Table 2.26 compares facility usage rates for 2020 with previous survey results from 2018. Facility usage rates for all facilities have declined since 2018. The biggest decreases were **Logan Entertainment Centre** [down 10% pts] and **Logan Art Gallery** [down 10% pts]. These facilities were likely the worst affected by COVID-19 and lockdown restrictions and the impact on tourism and events. This survey was conducted six months into the pandemic.

Table 2.26 Facility Usage Rate – Comparison with 2018

Facility Usage Rate	2018	2020
Waste and Recycling Facilities	-	87%
Environmental parks and bushland areas	-	78%
Playgrounds	72%	69%
Libraries	65%	58%
Sporting grounds	60%	58%
Logan Entertainment Centre	53%	43%
Council swimming pools	42%	37%
Community and Neighbourhood centres	38%	34%
Indoor sports centres	43%	33%
Logan Art Gallery	35%	25%

3 PRIORITISING SERVICES & FACILITIES

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with Logan City Council's services and facilities and satisfaction with individual services and facilities as reported in the previous section.

3.1 Quadrant Analysis

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service.

Importance scores are derived from regression analysis.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities were calculated. Services and facilities with a mean satisfaction score less than the overall average were classified as 'low' performing while those with a mean score above the average were classified as 'high' performing. Similarly, services and facilities have 'high' or 'low' importance depending on their position above or below the overall average.

These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to importance in creating overall satisfaction with Council. Areas of personal importance are analysed in Section 1.1 'What issue most strongly influenced your rating?'.

Figure 3.1 [over-page] is Council's performance/importance quadrant.

1. The upper right quadrant [high importance and high satisfaction] represents current service strengths or 'Strengths to Maintain'.
2. The upper left quadrant [high importance but low satisfaction] denotes services where satisfaction should be improved or 'Priorities for Council'.
3. The lower left quadrant [relatively lower importance and relatively lower satisfaction] represents lower priority service dimensions or 'Second Order Issues'.
4. The lower right quadrant [relatively lower importance and high satisfaction] represent Council's 'Differentiators'.

Figure 3.1 Quadrant Analysis – Full View

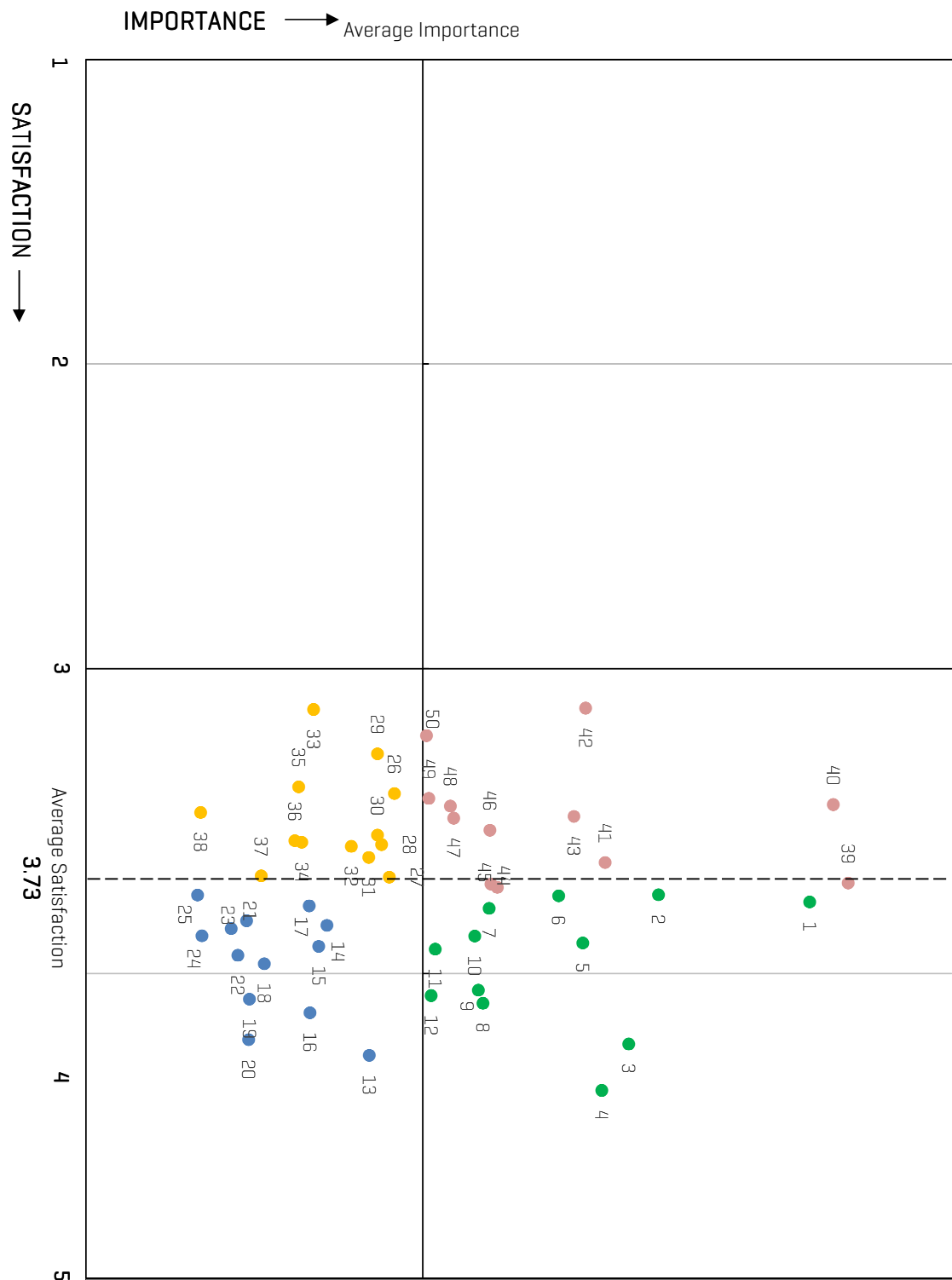


Figure 3.2 Quadrant Analysis

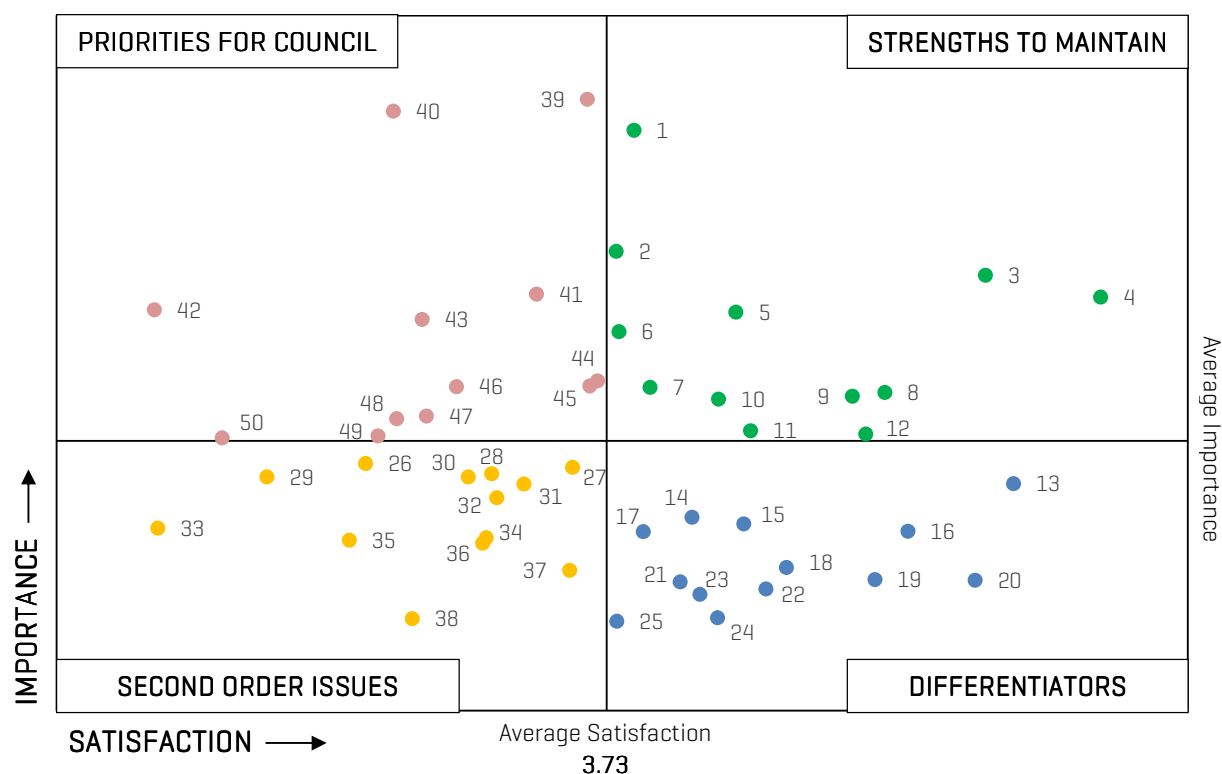


Table 3.1 Quadrant Analysis

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
39 – Supporting local business 40 – Attracting new business 41 – Appearance of streets 42 – Consulting the community 43 – Maintenance of drains 44 – Animal Management 45 – Promoting the City 46 – Bike routes 47 – Traffic Management on local roads 48 – Enforcing parking regulations 49 – Amenity and safety on our Roads 50 – Mosquito management	1 – Disaster management 2 – Collection of litter 3 – General waste collection 4 – Sewerage service 5 – Playgrounds 6 – Running Council funded festivals and events 7 – Cleanliness of streets (street sweeping) 8 – Accessibility of parks 9 – Logan Entertainment Centre 10 – Food safety in local eateries 11 – Maintenance of parks 12 – Water supply
SECOND ORDER ISSUES	DIFFERENTIATORS
26 – Informing the community about Council services and facilities 27 – Physical activity programs 28 – Council's target to be carbon neutral by 2022 29 – Maintenance of local roads 30 – Pest animal control 31 – Council's disaster dashboard and Early Warning Service 32 – Protection of bush land and wildlife 33 – Water quality in Albert and Logan Rivers 34 – Community Safety Programs 35 – Pest weed control 36 – Community and neighbourhood centres 37 – Council's swimming pools 38 – Footpaths and shared paths	13 – Libraries 14 – Off-leash dog areas 15 – Sporting grounds and facilities 16 – Recycling and reuse services 17 – Skate parks and BMX tracks 18 – Eat Safe Logan 19 – Four free tipping vouchers 20 – Immunisation Program 21 – Indoor sports centres 22 – Logan Art Gallery 23 – Council cemeteries 24 – Graffiti removal 25 – The Animal Management Centre



Services in the upper right quadrant are **Strengths to Maintain** – these have an important impact on creating overall satisfaction with Logan City Council and their performance is above average.

Council's twelve **Strengths to Maintain** include:

- ▶ Disaster management
- ▶ Cleanliness of streets (street sweeping)
- ▶ Collection of litter
- ▶ Accessibility of parks
- ▶ General waste collection
- ▶ Logan Entertainment Centre
- ▶ Sewerage service
- ▶ Food safety in local eateries
- ▶ Playgrounds
- ▶ Maintenance of parks
- ▶ Running Council funded festivals and events
- ▶ Water supply

Services in the upper left quadrant are **Priorities for Council** – services which have an important impact on creating overall satisfaction but are performing below average. These services are regarded as Council's **foremost** priorities.

Council's twelve **Priorities for Council** include:

- ▶ Supporting local business
- ▶ Promoting the City
- ▶ Attracting new business
- ▶ Bike routes
- ▶ Appearance of streets
- ▶ Traffic Management on local roads
- ▶ Consulting the community
- ▶ Enforcing parking regulations
- ▶ Maintenance of drains
- ▶ Amenity and safety on our Roads
- ▶ Animal Management
- ▶ Mosquito management

All other services are classified as **Differentiators** or **Second Order Issues** based on whether they are performing above or below average, respectively. Improvement in the performance of these services will not have a large, significant impact on overall satisfaction with Council.

Table 3.2 (continues over page) reports quadrant analysis by service category. Council's **Strengths to Maintain** are shared across six of seven service categories, highlighting that Council's services strengths are not isolated in one department or area.

Similarly, the **Priorities for Council** are shared across six of seven service categories.

Table 3.2 Quadrant Analysis by Service Category

Quality Lifestyles
Food safety in local eateries
Logan Entertainment Centre
Playgrounds
Council cemeteries
Eat Safe Logan
Immunisation Program
Indoor sports centres
Libraries
Logan Art Gallery
Off-leash dog areas
Skate parks and BMX tracks
Sporting grounds and facilities
The Animal Management Centre
Community and neighbourhood centres
Community Safety Programs
Council's swimming pools
Physical activity programs
Amenity and safety on our Roads
Animal Management
Green and Renewable
General waste collection
Four free tipping vouchers
Recycling and reuse services
Council's target to be carbon neutral by 2022
Pest animal control
Pest weed control
Protection of bush land and wildlife
Water quality in Albert and Logan Rivers
Mosquito management
Conveniently Connected
Accessibility of parks
Maintenance of parks
Footpaths and shared paths
Maintenance of local roads
Bike routes
Maintenance of drains
Traffic Management on local roads

Image and Identity
Cleanliness of streets (street sweeping)
Collection of litter
Running Council funded festivals and events
Graffiti removal
Appearance of streets
Promoting the City
Economic Transformation
Attracting new business
Supporting local business
Next Generation Governance
Disaster management
Council's disaster dashboard and Early Warning Service
Informing the community about Council services and facilities
Consulting the community
Enforcing parking regulations
Council Water and Sewerage
Sewerage service
Water supply

3.2 Facility Utilisation

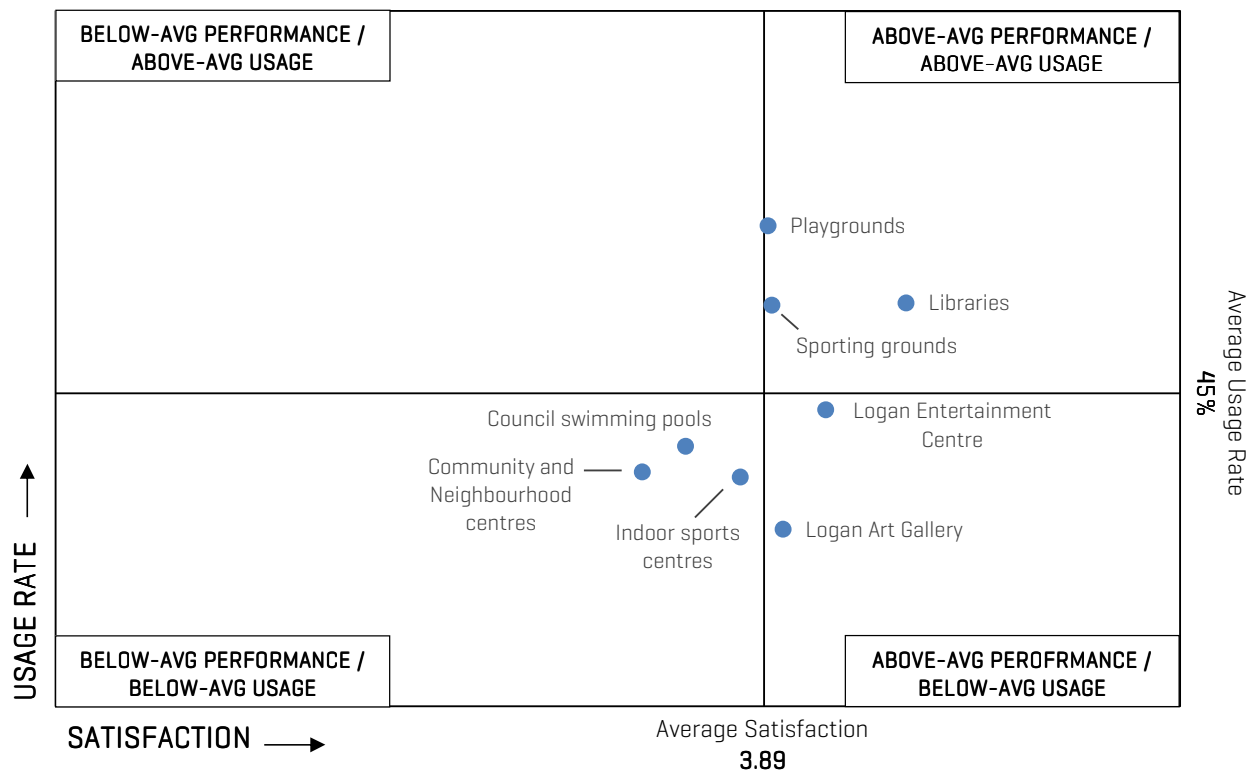
Figure 3.3 displays the relationship between usage rate and satisfaction. **Environmental parks and bushland areas** and **Waste and Recycling Facilities** were excluded from this analysis as satisfaction with these facilities was not measured using this wording. The average satisfaction rating for facilities included in the analysis [3.89] is higher than the average across Council’s wider service provision [3.73], highlighting the strong performance of Council’s facilities.

The facilities that are used by the most residents recorded high satisfaction. This includes **playgrounds, libraries and sporting fields**.

Council swimming pools, Community and Neighbourhood centres and **indoor sports centres** recorded comparatively lower satisfaction but were used by fewer residents.

Logan Entertainment Centre and **Logan Art Gallery** were also high-performing facilities but were used by fewer residents.

Figure 3.3 Facility Utilisation



Note: The average satisfaction score only includes the facilities in the quadrant.



All residents were asked to rate their satisfaction with each facility regardless of whether they use the facility or not. Table 3.3 compares average satisfaction with facilities for users and non-users.

For seven of eight facilities, users recorded significantly higher average satisfaction ratings compared to non-users.

This signifies that the overall performance metrics of these facilities are being impacted by residents who do not make use of them. Encouraging use among non-users or releasing positive promotional material to improve non-user perceptions will help to drive up overall average satisfaction scores.

Table 3.3 Satisfaction with facilities by usage

Facilities	Users	Non-Users
Playgrounds	4.0	3.7
Libraries	4.4	4.0
Sporting grounds and facilities	4.0	3.7
Logan Entertainment Centre	4.3	3.7
Council swimming pools	3.9	3.5
Community and Neighbourhood centres	3.7	3.5
Indoor sports centres	4.0	3.7
Logan Art Gallery	4.2	3.7

  Statistically significant difference at the 95% confidence level.

3.3 Satisfaction with Council services by overall satisfaction rating

Table 3.4 (over page) compares average satisfaction with Council services and facilities across groups of residents that provided low, neutral and high overall satisfaction ratings. The five highest and lowest performing services for each level have been highlighted in order to show which services are high and low performing among all residents and which are high and low performing among particular overall satisfaction rating groups.

The top four performing services and facilities are consistent across all residents regardless of their overall satisfaction rating. These key service strengths include:

- ▶ **Sewerage service**
- ▶ **Libraries**
- ▶ **General waste collection**
- ▶ **Immunisation Program**

There is more disparity in the lowest-five performing services across these groups. The three services there were lowest ranked among all groups include:



- ▶ **Consulting the community**
- ▶ **Water quality in Albert and Logan rivers**
- ▶ **Maintenance of local roads**

Residents that provided low overall satisfaction ratings were **pest weed control** and **maintenance of drains**.

Improvement in the performance of these services will aid in converting dissatisfied residents into neutral and satisfied residents and thus improve overall satisfaction with Council.

Table 3.4 Satisfaction with Council services by overall satisfaction rating

Council Services & Facilities	Overall Satisfaction Rating		
	Dissatisfied [1-2]	Neutral [3]	Satisfied [4-5]
Sewerage service	3.4	3.9	4.6
Libraries	3.5	3.9	4.4
General waste collection	3.3	3.7	4.5
Immunisation Program	3.4	3.8	4.4
Recycling and reuse services	3.3	3.6	4.4
Accessibility of parks	3.0	3.6	4.4
Four free tipping vouchers	3.0	3.5	4.4
Water supply	3.1	3.5	4.3
Logan Entertainment Centre	2.9	3.7	4.3
Eat Safe Logan	2.6	3.6	4.1
Logan Art Gallery	3.0	3.7	4.1
Maintenance of parks	2.8	3.4	4.2
Sporting grounds and facilities	3.1	3.5	4.1
Playgrounds	2.5	3.4	4.2
Food safety in local eateries	2.8	3.5	4.1
Graffiti removal	3.0	3.4	4.1
Council cemeteries	2.9	3.5	4.0
Off-leash dog areas	2.9	3.4	4.1
Indoor sports centres	2.6	3.5	4.0
Cleanliness of streets (street sweeping)	2.6	3.3	4.1
Skate parks and BMX tracks	2.5	3.4	4.0
Disaster management	2.3	3.3	4.0
Running Council funded festivals and events	2.6	3.2	4.0
Collection of litter	2.5	3.1	4.0
The Animal Management Centre	2.9	3.3	3.9
Animal Management	2.5	3.3	4.0
Promoting the City	2.6	3.2	4.0
Supporting local business	2.4	3.1	4.0
Physical activity programs	2.4	3.2	4.0
Council's swimming pools	2.7	3.2	3.9
Appearance of streets	2.1	3.2	3.9
Council's disaster dashboard and Early Warning Service	2.1	3.1	3.9
Council's target to be carbon neutral by 2022	2.1	2.9	3.9
Protection of bush land and wildlife	2.1	3.0	3.9
Community Safety Programs	2.7	3.1	3.8
Community and neighbourhood centres	2.7	3.1	3.8
Pest animal control	2.3	3.0	3.8
Bike routes	2.3	3.0	3.8
Traffic Management on local roads	2.5	3.0	3.8
Maintenance of drains	2.0	2.8	3.8
Footpaths and shared paths	2.1	3.1	3.7
Enforcing parking regulations	2.4	2.9	3.7
Attracting new business	2.3	2.8	3.8
Amenity and safety on our Roads	2.3	3.0	3.7
Informing the community about Council services and facilities	2.3	2.7	3.7
Pest weed control	2.0	2.9	3.7
Maintenance of local roads	1.9	2.6	3.6
Mosquito management	2.3	2.5	3.6
Water quality in Albert and Logan Rivers	1.7	2.7	3.4
Consulting the community	1.7	2.4	3.5

  Top five (green) and lowest five (red) performing services.

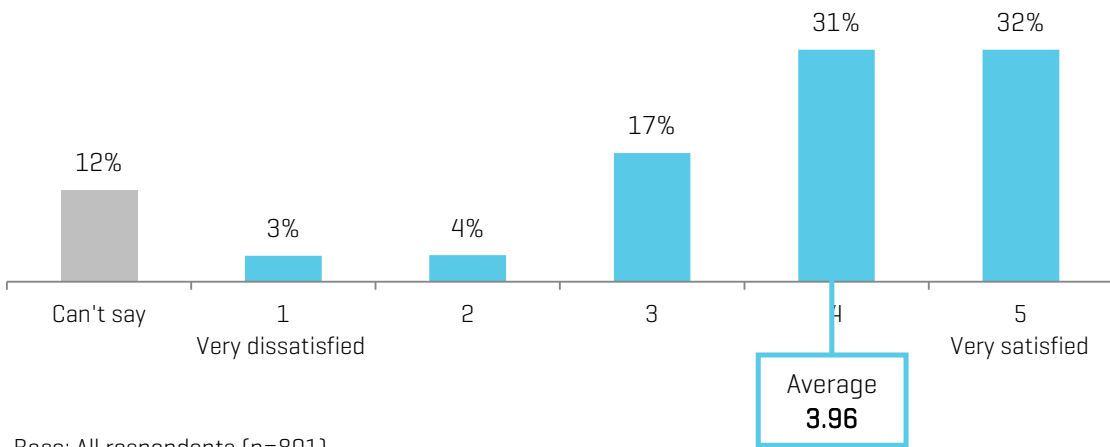
4 COVID-19 RESPONSE

Residents were highly satisfied with Council’s response to the COVID-19 pandemic and the support provided to the community.

In total, 63 percent of residents were satisfied overall with Council’s response, with 32 percent providing the highest rating of 5. Seven percent [7%] were dissatisfied while 17 percent provided a neutral rating of 3.

These results combined for a high average satisfaction score of 3.96.

Figure 4.1 Overall satisfaction with Council’s COVID-19 response



Base: All respondents (n=801)

Q: Using the same 1 to 5 scale, how satisfied are you overall with Logan City Council’s response to the COVID-19 pandemic and the support provided during this period?

Table 4.1 Overall satisfaction Council’s COVID-19 response – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	Nil
Ratepayer Status	- Renters were significantly more satisfied (4.2) compared to ratepayers.
Length of time lived in LCC	Nil
Area	Nil



What is the reason for your rating?

Dissatisfied (n=57):

Dissatisfaction with Council's response to the COVID-19 pandemic and support provided to the community was driven by a lack of awareness and understanding of what support is available and a lack of information from Council about pandemic issues. Several responses cited issues with the support itself such as implementation.

Satisfied (n=505):

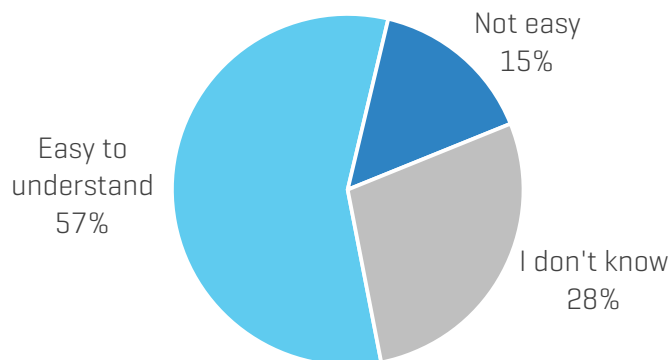
Most residents were complimentary of how Council is handling the response to the pandemic and the community support provided. These residents cited the amount of information provided and the responsiveness and proactiveness of Council.

5 DISASTER MANAGEMENT

Over half [57%] of Logan City Council residents find Council's Disaster Management information **easy to understand**. A similar number [55%] find the information **relevant** to them.

A significantly higher proportion of residents that live in rural residents found the information easy to understand [67%] compared to those that live in urban areas [54%]. Furthermore, rural residents were significantly more likely to find the information to be relevant to them [63%] compared to urban residents.

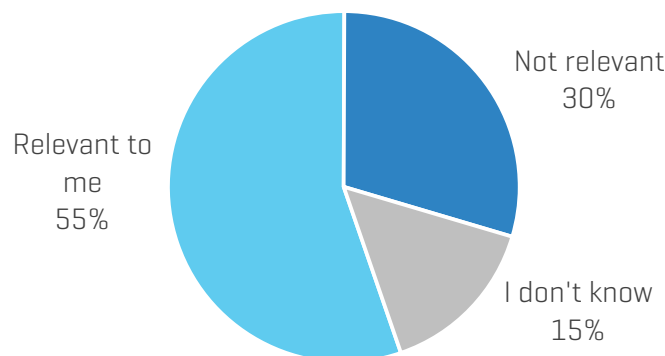
Figure 5.1 Ease of understanding Council's Disaster Management information



Base: All respondents (n=801)

Q: Is Council's Disaster Management information easy to understand?

Figure 5.2 Relevance Council's Disaster Management information



Base: All respondents (n=801)

Q: And is it relevant to you?

Table 5.1 lists significant differences for Disaster Management across subgroups.

Table 5.1 Disaster Management – Subgroup Analysis

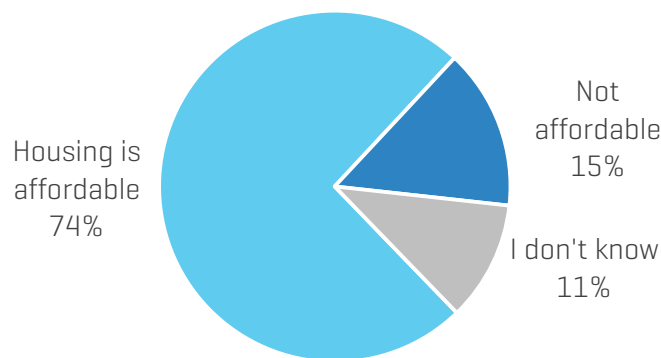
Subgroup	Significant Differences
Gender	Nil
Age	- A significantly higher proportion of residents aged 35 to 49 years found the information to be relevant to them compared to all other age groups.
Ratepayer Status	Nil
Length of time lived in LCC	Nil
Area	- A significantly higher proportion of rural residents found the information easy to understand and relevant compared to those that live in urban areas.

6 HOUSING

Seventy-four percent [74%] of residents agreed that **housing is affordable** in the Logan City Council area. Furthermore, 81 percent of residents agreed that there is a **good mix of different types of housing options**.

A significantly higher proportion of ratepayers agreed housing is affordable and that there is a good mix of different types of housing options compared to renters.

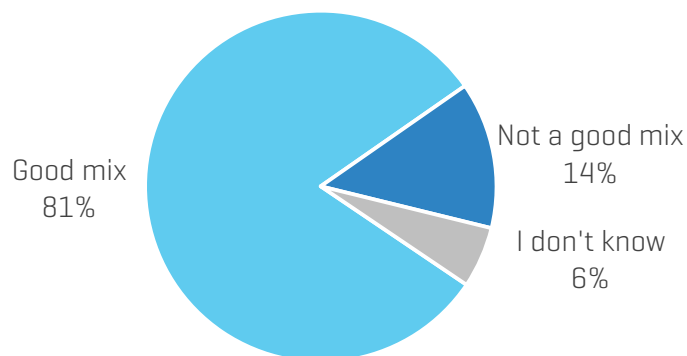
Figure 6.1 Housing affordability in the Logan City Council area



Base: All respondents (n=801)

Q: Is housing affordable in the Logan City Council area?

Figure 6.2 Good mix of different types of housing options



Base: All respondents (n=801)

Q: Is there a good mix of different types of housing options?

Table 6.1 Housing – Subgroup Analysis

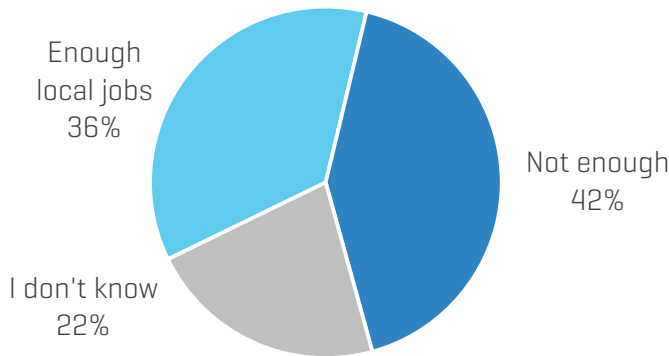
Subgroup	Significant Differences
Gender	Nil
Age	Nil
Ratepayer Status	- A significantly higher proportion of ratepayers agreed that housing is affordable and that there is a good mix of different types of housing options.
Length of time lived in LCC	Nil
Area	Nil

7 LOCAL JOB OPPORTUNITIES

Thirty-six percent [36%] of residents agreed that there are enough job opportunities within the city for residents of Logan. Forty-two percent [42%] disagreed. The result for working-age residents aged 18 to 64 years [36%] is consistent with the overall sample.

A significantly higher proportion of residents aged 18 to 34 years agreed that there are enough local job opportunities compared to residents aged 65 plus years.

Figure 7.1 Local job opportunities



Base: All respondents (n=801)

Q: Are there enough job opportunities within the city for residents of Logan?

Table 7.1 Local job opportunities – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	- A significantly higher proportion of residents aged 18 to 34 years agreed compared to those aged 65 plus years.
Ratepayer Status	Nil
Length of time lived in LCC	Nil
Area	Nil



Part 2 – Customer Services

Sample Profile

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including gender, age, suburb, ratepayer status and length of time lived in the area were collected. Table 14 details the weighted sample profile for this survey.

Table 14 Sample Profile

Gender	%	#	Ratepayer Status	%	#
Male	49%	390	Pay Council rates ourselves	72%	579
Female	51%	409	Landlord pays Council rates	28%	223
Non-binary	0.1%	1	Length of time lived in LCC	%	#
Prefer not to say	0.2%	2	6 months to 1 year	0.8%	7
Age	%	#	1 to 5 years	18%	145
18 to 34 years	32%	260	6 to 10 years	20%	163
35 to 49 years	28%	223	11 to 15 years	11%	92
50 to 64 years	23%	187	More than 15 years	49%	395
65 plus years	16%	132			

Base: All respondents [n=802]

Table 15 lists the suburbs of residents according to the classification of suburbs [see Appendix 2 – Suburb Classification].

Table 15 Suburb

Urban	#	Rural	#
Beenleigh	24	Bahrs Scrub	9
Berrinba	3	Bannockburn	1
Bethania	25	Buccan	7
Boronia Heights	14	Carbrook	4
Browns Plains	26	Cedar Creek	2
Crestmead	18	Cedar Grove	6
Daisy Hill	13	Cedar Vale	5
Eagleby	34	Chambers Flat	10
Edens Landing	13	Cornubia	23
Heritage Park	13	Forestdale	15
Hillcrest	18	Greenbank	22
Holmview	5	Jimboomba	36
Kingston	23	Logan Reserve	10
Logan Central	14	Logan Village	21
Loganholme	23	Lyons	1
Loganlea	8	Mundoolun	5
Marsden	26	Munruben	7
Meadowbrook	9	New Beith	14
Mount Warren Park	12	North Maclean	3
Regents Park	21	Park Ridge	18
Rosedale South	29	Park Ridge South	7
Shailer Park	48	Priestdale	1
Slacks Creek	18	South Maclean	4
Springwood	26	Stockleigh	3
Tanah Merah	12	Tamborine	2
Underwood	17	Veresdale	2
Waterford	10	Wolffdene	2
Waterford West	14	Woodhill	2
Windaroo	8		
Woodridge	30		
Yarrabilba	6		
Total	560	Total	242

Base: All respondents [n=802]

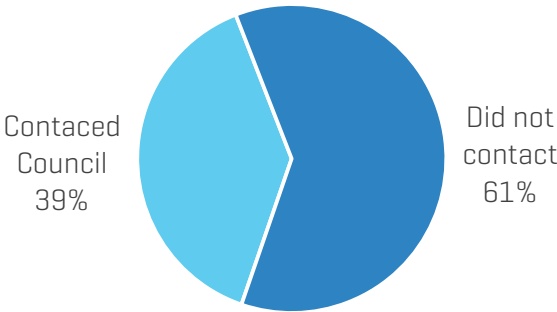
8 CUSTOMER EXPERIENCE

This section of the report covers Logan City Council’s customer services. It includes how customers make contact, their reasons for contact and customer perceptions regarding the quality of customer services.

8.1 Recent contact with Council

Thirty-nine percent [39%] of residents have contacted Logan City Council in the past 12 months. This number has increased five percent [5% pts] since 2018 but still down on the long-term trend.

Figure 8.1 Recent contact with Council

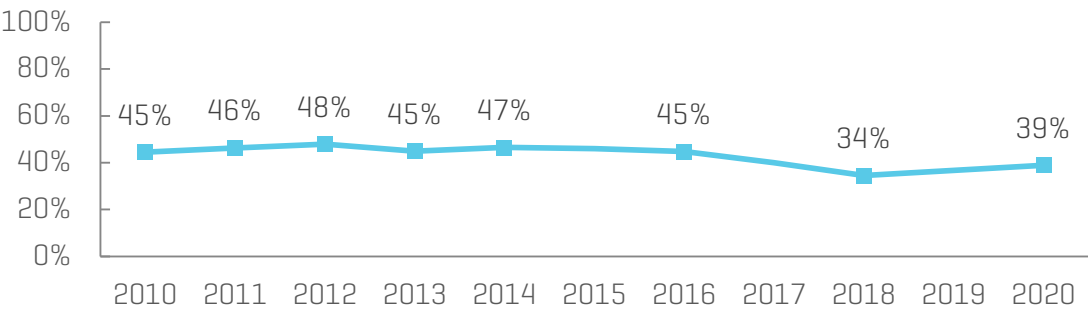


Base: All respondents (n=802)
Q: Have you had any recent contact with Council in the past 12 months?

Table 8.1 Recent contact with Council – Subgroup Analysis

Subgroup	Significant Differences
Gender	- A significantly higher proportion of female residents contacted Council [47%] compared to male residents [30%].
Age	Nil
Ratepayer Status	- A significantly higher proportion of ratepayers contacted Council [43%] compared to renters [27%].
Length of time lived in LCC	Nil
Area	Nil

Figure 8.2 Recent contact with Council – Comparison



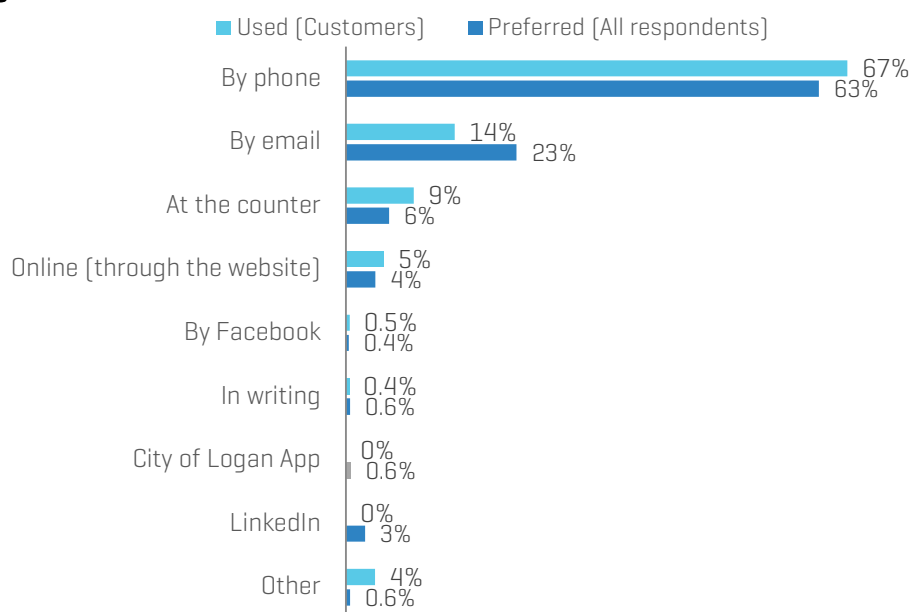
8.2 Method of Contact

All residents were asked to indicate their most preferred method of contacting Council. Customers [residents that have made contact in the past 12 months] were also asked to indicate through which method they most recently contacted Council.

The preferences of residents regarding methods of contact closely align with the actual methods used by customers.

Most customers [67%] contacted Logan City Council **over the phone**. A further 14 percent contacting **by email** while nine percent [9%] visited in person **at the counter**.

Figure 8.3 Method of Contact



Base: Used – Customers (n=311)

Base: Preferred – All respondents (n=802)

Q: Used – How did you make contact with Council?

Q: Preferred – What is your preferred method of contacting Council?

Table 8.2 Method of Contact – Subgroup Analysis

Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none"> - A significantly lower proportion of residents aged 35 to 49 years prefer contacting by phone compared to those aged 50 years and over. - A significantly higher proportion of residents aged 35 to 49 years prefer contacting by email compared to those aged 50 years and over.
Ratepayer Status	<ul style="list-style-type: none"> - Ratepayers prefer contacting by email significantly more than renters. - Renters prefer contacting at the counter significantly more than ratepayers.
Length of time lived in LCC	<ul style="list-style-type: none"> - Customers that have lived in the area for 11 to 15 years were significantly less likely to visit at the counter compared to other residents.
Area	Nil

Table 8.3 compares used and preferred methods of contact for 2020 with previous survey results from 2018.

Email has increased as both a method used by customers [up 8% pts] and a preferred method of residents [up 8% pts] since 2018. This has been driven by fewer customers contacting by phone and in person and fewer residents overall preferring these methods. This shift has likely accelerated this year due to the COVID-19 pandemic.

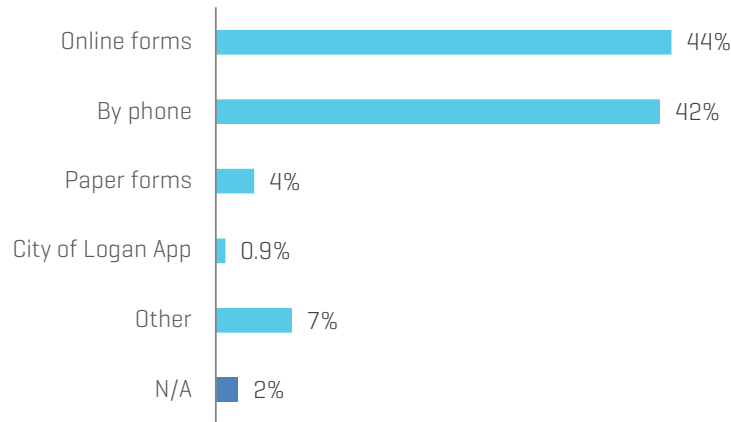
Table 8.3 Method of Contact – Comparison with 2018

Method of Contact	Used		Preferred	
	2018	2020	2018	2020
By phone	72%	67%	72%	63%
By email	6%	14%	15%	23%
At the counter	16%	9%	9%	6%
Online (through the website)	3%	5%	2%	4%
By Facebook	0.1%	0.5%	-	0.4%
In writing	0.2%	0.4%	1%	0.6%
City of Logan App	-	-	-	0.6%
LinkedIn	-	-	-	3%
Other	2%	4%	1%	0.6%

Residents were also asked to indicate their preferred method of applying for and accessing Council services.

Forty-four percent [44%] of residents prefer applying for and accessing services through **online forms**. Forty-two percent [42%] prefer applying for services **by phone**.

Figure 8.4 Preferred method of applying for Council services



Base: All respondents (n=802)

Q: And what is your preferred method of applying for and accessing Council services?

Table 8.4 Preferred method of applying for Council services – Subgroup Analysis

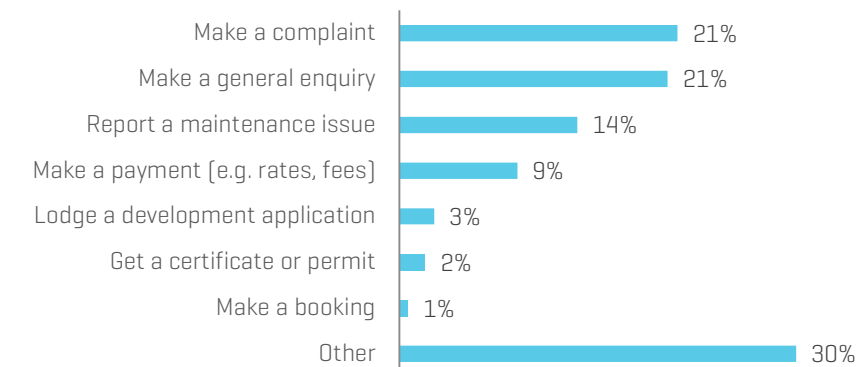
Subgroup	Significant Differences
Gender	Nil
Age	<ul style="list-style-type: none">- A significantly lower proportion of residents aged 65 plus years prefer online forms compared to all other residents.- A significantly higher proportion of residents aged 65 plus years prefer applying for services by phone compared to all other residents.
Ratepayer Status	Nil
Length of time lived in LCC	<ul style="list-style-type: none">- Customers that have lived in the area for 11 to 15 years were significantly less likely to visit at the counter compared to other residents.
Area	Nil

8.3 Reason for Contact

The most common reason for contacting Council among customers was to **make a complaint** [21%]. This was followed by **making a general enquiry** [21%] and **reporting a maintenance issue** [14%].

Thirty percent [30%] of customers provided a reason other than those listed. These included animal services such as animal control and pet registration as well as updating personal details.

Figure 8.5 Most recent reason for contact



Base: Customers (n=311)

Table 8.5 Most recent reason for contact – Subgroup Analysis

Subgroup	Significant Differences
Gender	- Female customers made contact to get a certificate or permit significantly more than male customers.
Age	- Customers aged 35 to 49 years made contact to report a maintenance issue significantly less than residents aged 18 to 34 years or 65 plus years.
Ratepayer Status	Nil
Length of time lived in LCC	- Residents that have lived in the area for less than 5 years made contact to lodge a development application significantly more than other residents.
Area	Nil

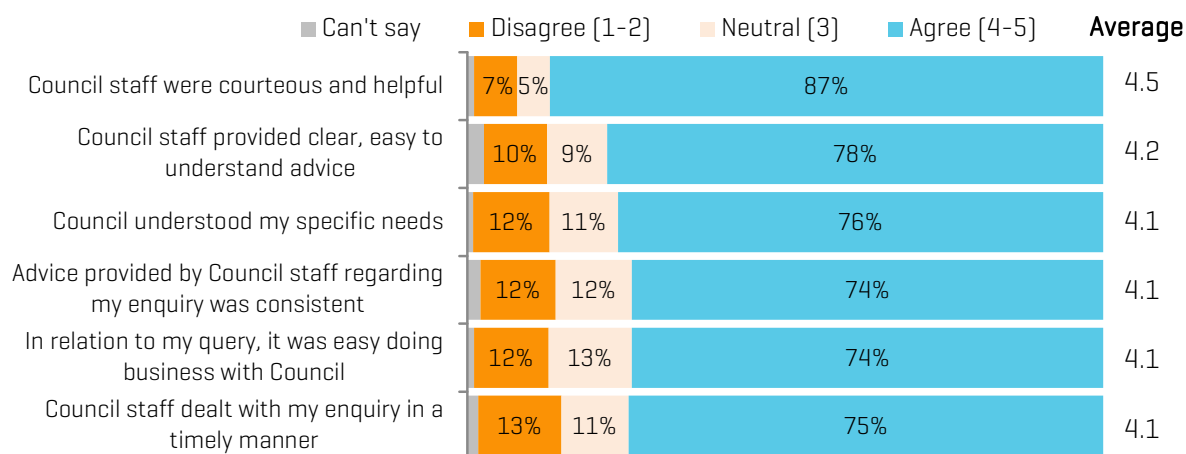
Table 8.6 Most recent reason for contact – Comparison with 2018

Most recent reason for contact	2018	2020
Make a complaint	19%	21%
Make a general enquiry	20%	21%
Report a maintenance issue	12%	14%
Make a payment [e.g. rates, fees]	18%	9%
Lodge a development application	4%	3%
Get a certificate or permit	2%%	2%
Make a booking	0.7%	1%
Provide feedback	1%	-
Other	23%	30%

8.4 Satisfaction with Council's staff

Customers had high perceptions of all perceptions of their experience with Council. In particular, customers agreed that **Council staff were courteous and helpful** [4.5] and **provided clear, easy to understand advice** [4.2].

Figure 8.6 Perceptions of customer services



Base: Customers (n=311)

Q: To what extent do you agree or disagree with this list of aspects related to your experience with Council?
Please use a five-point scale where 1 means you 'strongly disagree' and 5 means you 'strongly agree'.

Table 8.7 Perceptions of customer services – Subgroup Analysis

Subgroup	Significant Differences
Gender	- Female customers agreed Council staff dealt with their enquiry in a timely manner significantly more than male residents.
Age	Nil
Ratepayer Status	- Renters agreed with all statements significantly more than ratepayers.
Length of time lived in LCC	Nil
Area	Nil

Table 8.8 compares average agreement ratings for 2020 with previous survey results from 2018. There have been statistically significant declines in average agreement ratings for all statements except for **Council staff were courteous and helpful**.

Table 8.8 Perceptions of customer services – Internal Benchmarks

Perceptions of customer services	2018	2020	Significant change since 2018
Council staff were courteous and helpful	4.6	4.5	↔
Council staff provided clear, easy to understand advice	4.4	4.2	↓
Council understood my specific needs	4.4	4.1	↓
Advice provided by Council staff regarding my enquiry was consistent	4.4	4.1	↓
In relation to my query, it was easy doing business with Council	4.4	4.1	↓
Council staff dealt with my enquiry in a timely manner	4.3	4.1	↓

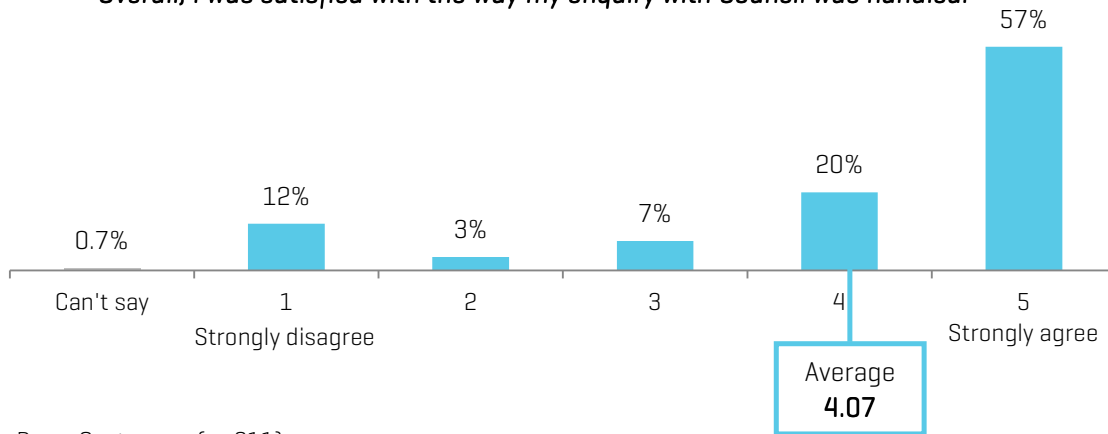
8.5 Overall satisfaction with customer experience

Overall, customers were highly satisfied with their experience. In total, 77 percent of customers agreed they were satisfied overall, with 57 percent providing the highest rating of 5. Fifteen percent [15%] were dissatisfied with their experience.

These results combined for a high average agreement score of 4.07.

Figure 8.7 Overall satisfaction with customer experience

'Overall, I was satisfied with the way my enquiry with Council was handled.'



Base: Customers (n=311)

Q: To what extent do you agree or disagree with this list of aspects related to your experience with Council?
Please use a five-point scale where 1 means you 'strongly disagree' and 5 means you 'strongly agree'.

Table 8.9 Overall satisfaction with customer experience – Subgroup Analysis

Subgroup	Significant Differences
Gender	- Female customers were more significantly satisfied overall compared to male customers.
Age	Nil
Ratepayer Status	- Renters were significantly more satisfied overall compared to ratepayers.
Length of time lived in LCC	Nil
Area	Nil

Figure 8.8 compares the average agreement rating for 2020 with previous survey results.

While a positive result overall, average agreement has declined 0.3 pts to 4.1 since 2018. This is a **statistically significant decrease** in average agreement.

The likely driver of this movement is the shift of customers away from contacting by phone or in person to contacting by email, where they tend to have a less satisfactory experience [see Figure 8.9].

Figure 8.8 Overall satisfaction with customer experience – Internal Benchmarks

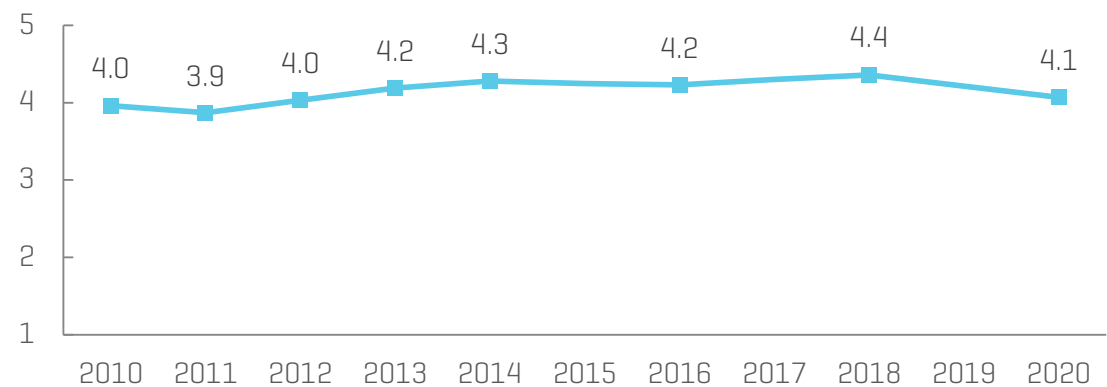
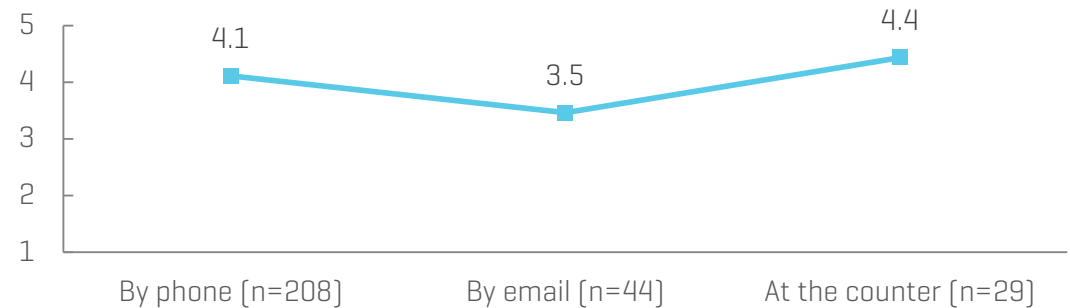


Figure 8.9 Overall satisfaction with customer experience by method of contact



9 COMMUNICATION

This section of the report examines the most usual and the most preferred sources of receiving information about Logan City Council. This section also covers Council's online rates portal.

9.1 Sources of receiving information about Council

Respondents were read a list of sources and were asked to indicate from which sources they have seen, read or heard information relating to Council in the past 12 months. They were able to select multiple responses. Respondents were asked to select only **one** preferred source from their list of usual sources.

Figure 9.1 [over page] shows the most used and most preferred sources of receiving information about Council, ranked from most used to least used.

The five most **usual** sources of information include:

1. **Council Bi-Monthly Magazine, Our Logan** [55%]
2. **Council public displays at events [e.g. Eats n Beats, Good Food & Wine Show** [35%]
3. **Council website** [34%]
4. **Billboards** [31%]
5. **Television** [29%]

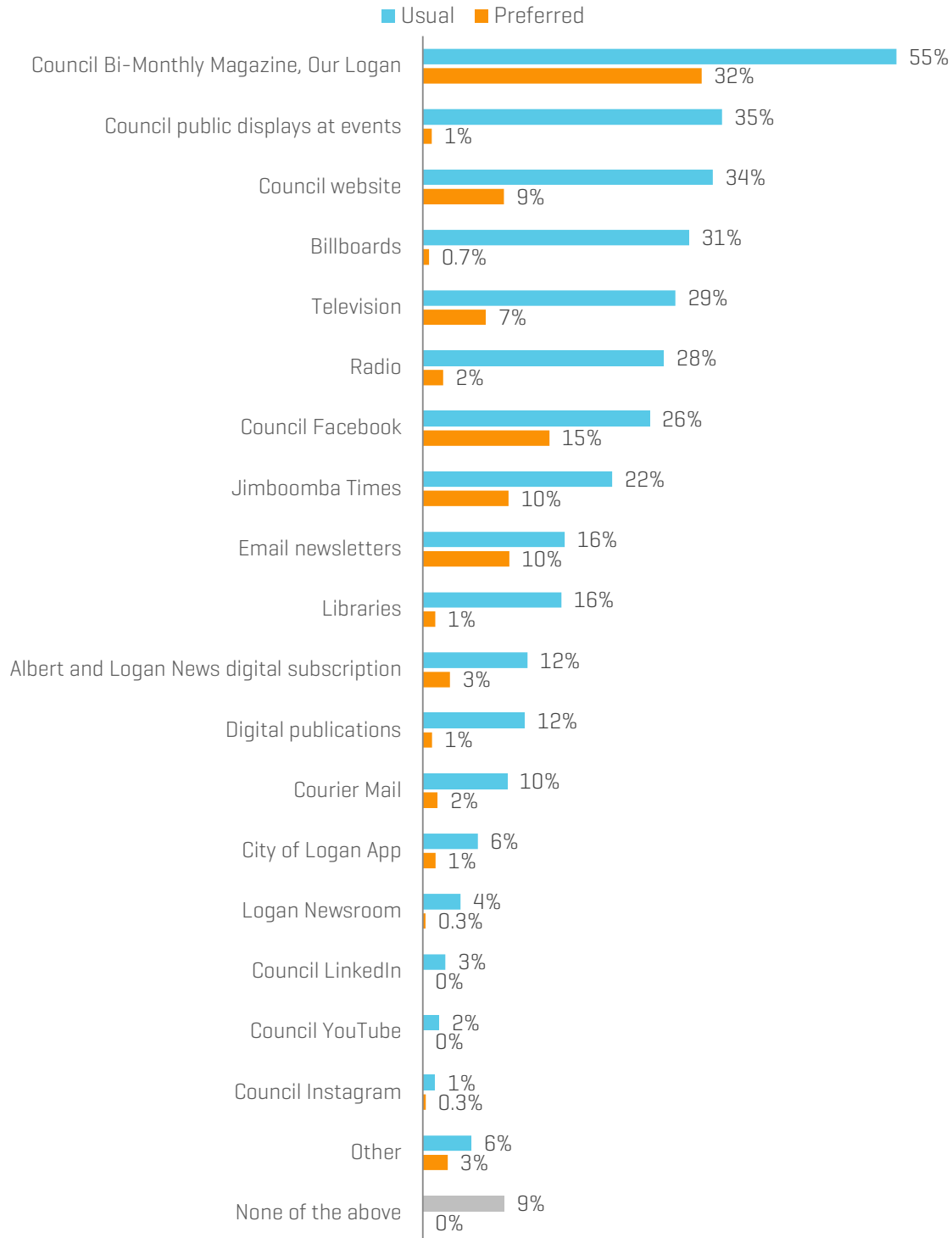
The five most **preferred** sources of information include:

1. **Council Bi-Monthly Magazine, Our Logan** [32%]
2. **Council Facebook** [15%]
3. **Email newsletters** [10%]
4. **Jimboomba Times** [10%]
5. **Council website** [9%]

The **Council Bi-Monthly Magazine, Our Logan** is both the most used [55%] and the most preferred [32%] source of Council information. Residents show higher preference for electronic sources such as Council Facebook, email newsletters and the Council website. The preference for the Jimboomba Times is driven by residents that live in rural areas.

All statistically significant differences are reported in Appendix 1 – Subgroup Analysis.

Figure 9.1 Most usual and preferred sources of receiving Council information



Base: All respondents (n=400)

Q: In the past 12 months have you seen, read or heard information relating to Council in any of the following? [MULTIPLE CHOICE]

Q: What is your preferred way of receiving Council news and information? [SINGLE CHOICE]

Note: 'Usual' figures do not total 100% as respondents could select multiple sources.

9.2 Further Segmentation

Table 9.1 lists the most used and most preferred sources for different types of residents, allowing Council to further target their communications.

Table 9.1 Sources of Information – Further Segmentation

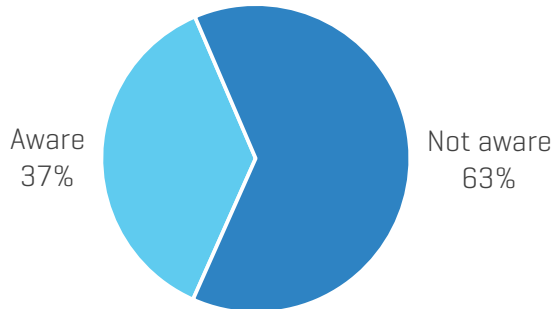
Gender		Age	Usual Methods	Preferred Methods
Male	Urban	18 to 34	1 – Billboards 2 – Radio 3 – Council public displays at events	1 – Council Facebook 2 – Television 3 – Albert and Logan News digital sub.
		35 to 49	1 – Our Logan Magazine 2 – Billboards 3 – Television	1 – Our Logan Magazine 2 – Email newsletters 3 – Council Facebook
		50 to 64	1 – Our Logan Magazine 2 – Council website 3 – Television	1 – Our Logan Magazine 2 – Council website 3 – Email newsletters
		65+	1 – Our Logan Magazine 2 – Council website 3 – Television	1 – Our Logan Magazine 2 – Courier Mail 3 – Email newsletters
	Rural	18 to 34	1 – Radio 2 – Television 3 – Council public displays at events	1 – Television 2 – Council Facebook
		35 to 49	1 – Jimboomba Times 2 – Our Logan Magazine 3 – Council Facebook	1 – Our Logan Magazine 2 – Jimboomba Times 3 – Council website
		50 to 64	1 – Jimboomba Times 2 – Our Logan Magazine 3 – Radio	1 – Jimboomba Times 2 – Our Logan Magazine 3 – Email newsletters
		65+	1 – Our Logan Magazine 2 – Jimboomba Times 3 – Council website	1 – Jimboomba Times 2 – Our Logan Magazine 3 – Email newsletters

Gender		Age	Usual Methods	Preferred Methods
Female	Urban	18 to 34	1 – Council public displays at events 2 – Council Facebook 3 – Our Logan Magazine	1 – Council Facebook 2 – Our Logan Magazine 3 – Email newsletters
		35 to 49	1 – Our Logan Magazine 2 – Council website 3 – Council public displays at events	1 – Our Logan Magazine 2 – Council Facebook 3 – Council website
		50 to 64	1 – Our Logan Magazine 2 – Council website 3 – Billboards	1 – Our Logan Magazine 2 – Council website 3 – Council Facebook
		65+	1 – Our Logan Magazine 2 – Television 3 – Billboards	1 – Our Logan Magazine 2 – Television 3 – Courier Mail
	Rural	18 to 34	1 – Council website 2 – Council public displays at events 3 – Council Facebook	1 – Council Facebook 2 – Jimboomba Times 3 – Our Logan Magazine
		35 to 49	1 – Jimboomba Times 2 – Our Logan Magazine 3 – Council public displays at events	1 – Jimboomba Times 2 – Council Facebook 3 – Our Logan Magazine
		50 to 64	1 – Our Logan Magazine 2 – Jimboomba Times 3 – Council website	1 – Jimboomba Times 2 – Our Logan Magazine 3 – Council Facebook
		65+	1 – Our Logan Magazine 2 – Jimboomba Times 3 – Billboards	1 – Our Logan Magazine 2 – Jimboomba Times 3 – Television

9.3 Online rates portal

Thirty-seven percent [37%] of ratepayers were aware of Council's online rates portal. A significantly higher proportion of ratepayers aged 50 to 64 years were aware [42%] compared to those aged 65 plus years [29%]. There were no other significant differences among subgroups.

Figure 9.2 Awareness of Council's online rates portal

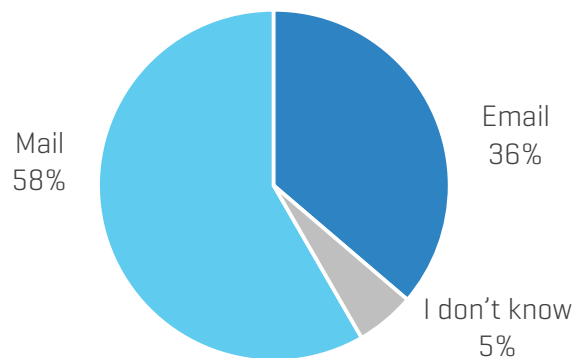


Base: Ratepayers [n=579]

Q: Are you aware of Council's online rates portal?

Fifty-eight percent [58%] of ratepayers would prefer to receive their rates notices by **mail**. This result is driven by residents aged 50 years and over. Thirty-six percent [36%] would prefer to receive their rates notices by **email**, particularly ratepayers aged 18 to 34 years.

Figure 9.3 Preferred method of receiving rates notices



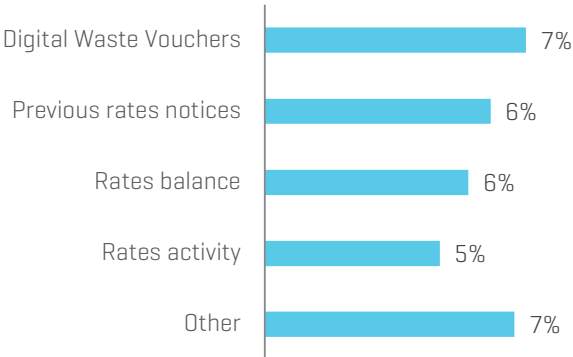
Base: Ratepayers [n=579]

Q: Would you prefer to receive your rates notices by mail or by email?

There is generally not a strong demand for additional services to be available through the online portal. Seven percent [7%] of ratepayers would like to access **digital waste vouchers** through the portal.

A significantly higher proportion of ratepayers aged 18 to 34 years would like to access all additional services listed.

Figure 9.4 Preferred additional services on the portal



Base: Ratepayers (n=579)

Q: Are there any additional services you would like to access online through the portal? [MULTIPLE CHOICE]

How could Council simplify your rates notices?

Most ratepayers did not offer an idea of how their rates notices could be simplified, stating they are currently simple and straightforward.

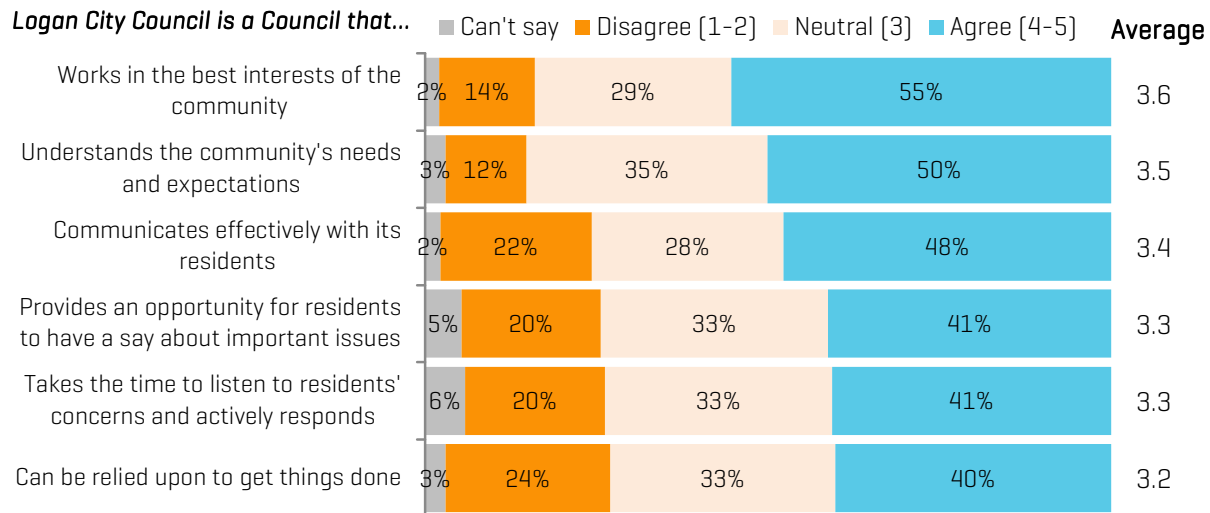
10 COMMUNITY ENGAGEMENT

Residents were asked to rate their agreement with six statements related to community engagement using a five-point scale where 1 meant 'strongly disagree' and 5 meant 'strongly agree'.

All statements recorded medium-level average agreement ratings. The statement which recorded the highest average rating was **works in the best interests of the community** (3.6), with 55 percent providing a high rating of 4 or 5. Average agreement with this statement saw significant improvement since 2018 (up 0.2 pts to 3.4).

This was followed by **understands the community's needs and expectations** (3.5). This statement also saw significant improvement since 2018 (up 0.2 pts to 3.5).

Figure 10.1 Community Engagement



Base: All respondents (n=801)

Q: Now, using a five-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree', to what extent do you agree with the following statements?

Table 10.1 lists significant differences in average agreement across subgroups. Most differences were related to **ratepayer status** and **area**. Residents that live in urban areas and residents that rent generally had higher perceptions of Council's community engagement compared to other residents.

Table 10.1 Community Engagement – Subgroup Analysis

Subgroup	Significant Differences
Gender	<ul style="list-style-type: none"> - Female residents agreed that Council communicates effectively with its residents significantly more than male residents.
Age	<ul style="list-style-type: none"> - Residents aged 18 to 34 years and 65 plus years agreed that Council works in the best interests of the community significantly more than residents aged 50 to 64 years. - Residents aged 18 to 34 years agreed that Council understands the community's needs and expectations significantly more than residents aged 50 to 64 years.
Ratepayer Status	<ul style="list-style-type: none"> - Renters agreed with the following statements significantly more than ratepayers: <ul style="list-style-type: none"> - Works in the best interest of the community - Provides an opportunity for residents to have a say about important issues - Takes the time to listen to residents' concerns and actively responds - Can be relied upon to get things done
Length of time lived in LCC	<ul style="list-style-type: none"> - Residents that have lived in the area for 6 to 10 years agreed Council provides an opportunity to have a say about important issues significantly more than those that have lived in the area for more than 15 years.
Area	<ul style="list-style-type: none"> - Residents that live in urban areas agreed with the following statements significantly more than those that live in rural areas: <ul style="list-style-type: none"> - Works in the best interest of the community - Understands the community's needs and expectations - Takes the time to listen to residents' concerns and actively responds - Can be relied upon to get things done

Table 10.2 compares average agreement ratings for 2020 with previous survey results.

There have been statistically significant improvements in average agreement for **works in the best interests of the community** (up 0.2 pts to 3.6) and **understands the community's needs and expectations** (up 0.2 pts to 3.5). These are the two highest rated statements.

Table 10.2 Community Engagement – Internal Benchmarks

Community Engagement	2010	2011	2012	2013	2014	2016	2018	2020	Significant change since 2018
Works in the best interests of the community	3.4	3.5	3.6	3.6	3.8	3.8	3.4	3.6	↑
Understands the community's needs and expectations	3.3	3.6	3.5	3.6	3.7	3.8	3.3	3.5	↑
Communicates effectively with its residents	3.2	3.4	3.4	3.5	3.6	3.6	3.3	3.4	↔
Provides an opportunity for residents to have a say about important issues	3.2	3.4	3.4	3.5	3.6	3.6	3.3	3.3	↔
Takes the time to listen to residents' concerns and actively responds	-	-	-	-	-	3.5	3.3	3.3	↔
Can be relied upon to get things done	3.2	3.4	3.2	3.3	3.6	3.5	3.2	3.2	↔

APPENDIX 1 – SUBGROUP ANALYSIS

Part 1 – Services and Facilities

Overall Satisfaction

Overall satisfaction with Council services and facilities over the past 12 months

Overall Satisfaction	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied [1-2]	6%	7%	6%	7%	3%	10%	6%
Neutral [3]	24%	23%	24%	19%	28%	31%	15%
Satisfied [4-5]	69%	69%	69%	71%	69%	58%	77%
Can't say	1%	2%	1%	3%	-	0.9%	2%
Average Satisfaction	3.8	3.8	3.8	3.9	3.8	3.6	3.9

Overall Satisfaction	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied [1-2]	6%	5%	9%	6%	4%	10%	7%
Neutral [3]	24%	26%	19%	24%	23%	19%	25%
Satisfied [4-5]	69%	68%	69%	67%	73%	71%	67%
Can't say	1%	0.4%	4%	3%	-	0.4%	2%
Average Satisfaction	3.8	3.8	3.9	3.8	3.9	3.8	3.8

Overall Satisfaction	Total	Area	
		Urban	Rural
Dissatisfied [1-2]	6%	5%	10%
Neutral [3]	24%	22%	27%
Satisfied [4-5]	69%	72%	61%
Can't say	1%	1%	2%
Average Satisfaction	3.8	3.9	3.7

  Statistically significant difference at the 95% confidence level.

Council Services & Facilities

Quality Lifestyles

Quality Lifestyles	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Libraries	4.3	4.1	4.4	4.2	4.2	4.2	4.6
Immunisation Program	4.2	4.1	4.4	4.3	4.3	3.9	4.3
Logan Entertainment Centre	4.1	3.9	4.2	4.2	4.0	3.9	4.3
Eat Safe Logan	4.0	4.0	4.0	4.1	3.9	3.8	4.1
Logan Art Gallery	3.9	3.8	4.0	3.9	4.0	3.8	4.1
Sporting grounds and facilities	3.9	3.8	4.0	4.0	3.8	3.9	4.1
Playgrounds	3.9	3.9	3.9	4.0	3.7	3.8	4.1
Food safety in local eateries	3.9	3.9	3.9	4.0	3.8	3.7	4.0
Council cemeteries	3.9	3.8	3.9	4.0	3.8	3.7	3.9
Off-leash dog areas	3.8	3.8	3.8	4.0	3.8	3.6	3.9
Indoor sports centres	3.8	3.8	3.9	4.0	3.7	3.6	4.0
Skate parks and BMX tracks	3.8	3.7	3.8	3.7	3.7	3.8	4.0
The Animal Management Centre	3.7	3.6	3.8	3.7	3.7	3.7	3.9
Animal Management	3.7	3.7	3.7	3.7	3.7	3.6	3.9
Physical activity programs	3.7	3.6	3.8	3.7	3.7	3.5	3.9
Council's swimming pools	3.7	3.7	3.6	3.7	3.6	3.6	4.0
Community Safety Programs	3.6	3.5	3.6	3.6	3.4	3.5	3.8
Community and neighbourhood centres	3.6	3.4	3.7	3.6	3.4	3.5	3.9
Amenity and safety on our Roads	3.4	3.4	3.5	3.7	3.2	3.3	3.5

Quality Lifestyles	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Libraries	4.3	4.3	4.3	4.1	4.1	4.3	4.4
Immunisation Program	4.2	4.1	4.4	4.2	4.2	4.2	4.2
Logan Entertainment Centre	4.1	4.0	4.1	4.0	4.2	4.0	4.0
Eat Safe Logan	4.0	3.9	4.0	4.0	4.0	3.8	4.0
Logan Art Gallery	3.9	3.9	4.1	4.1	4.0	3.7	3.9
Sporting grounds and facilities	3.9	3.9	4.0	3.9	3.9	3.8	3.9
Playgrounds	3.9	3.9	4.0	3.7	4.0	3.9	3.9
Food safety in local eateries	3.9	3.8	4.0	3.8	3.9	3.8	3.9
Council cemeteries	3.9	3.8	4.0	3.9	4.1	4.0	3.7
Off-leash dog areas	3.8	3.8	3.9	3.8	3.9	3.6	3.9
Indoor sports centres	3.8	3.8	3.9	4.1	3.8	3.7	3.8
Skate parks and BMX tracks	3.8	3.8	3.8	3.7	4.0	3.5	3.8
The Animal Management Centre	3.7	3.7	3.9	3.7	3.9	3.6	3.7
Animal Management	3.7	3.7	3.8	3.6	3.9	3.6	3.7
Physical activity programs	3.7	3.6	3.8	3.6	3.8	3.6	3.7
Council's swimming pools	3.7	3.7	3.7	3.7	3.7	3.4	3.7
Community Safety Programs	3.6	3.5	3.6	3.5	3.6	3.5	3.6
Community and neighbourhood centres	3.6	3.5	3.8	3.5	3.6	3.6	3.6
Amenity and safety on our Roads	3.4	3.4	3.6	3.9	3.4	3.4	3.3

Quality Lifestyles	Total	Area	
		Urban	Rural
Libraries	4.3	4.3	4.2
Immunisation Program	4.2	4.2	4.2
Logan Entertainment Centre	4.1	4.1	3.9
Eat Safe Logan	4.0	4.0	3.9
Logan Art Gallery	3.9	3.9	3.9
Sporting grounds and facilities	3.9	4.0	3.8
Playgrounds	3.9	4.0	3.8
Food safety in local eateries	3.9	3.9	3.9
Council cemeteries	3.9	3.9	3.7
Off-leash dog areas	3.8	3.9	3.7
Indoor sports centres	3.8	3.8	3.8
Skate parks and BMX tracks	3.8	3.9	3.6
The Animal Management Centre	3.7	3.7	3.8
Animal Management	3.7	3.8	3.6
Physical activity programs	3.7	3.7	3.6
Council's swimming pools	3.7	3.7	3.6
Community Safety Programs	3.6	3.6	3.5
Community and neighbourhood centres	3.6	3.6	3.5
Amenity and safety on our Roads	3.4	3.5	3.3

Green and Renewable

Green and Renewable	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
General waste collection	4.2	4.2	4.2	4.2	4.1	4.2	4.4
Recycling and reuse services	4.1	4.1	4.2	4.1	4.1	4.0	4.3
Four free tipping vouchers	4.1	4.1	4.1	4.0	4.1	3.9	4.3
Protection of bush land and wildlife (including green space, grazing land)	3.6	3.7	3.5	3.8	3.6	3.3	3.5
Council's target to be carbon neutral by 2022	3.6	3.5	3.7	4.0	3.6	3.2	3.4
Pest animal control	3.5	3.5	3.6	3.6	3.6	3.4	3.6
Pest weed control	3.4	3.4	3.4	3.5	3.4	3.3	3.4
Mosquito management	3.2	3.3	3.2	3.2	3.2	3.0	3.6
Water quality in Albert and Logan Rivers	3.1	3.2	3.1	3.3	3.1	3.0	3.2

Green and Renewable	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
General waste collection	4.2	4.2	4.2	4.4	4.2	4.3	4.2
Recycling and reuse services	4.1	4.1	4.2	4.3	4.1	4.1	4.1
Four free tipping vouchers	4.1	4.1	4.0	4.2	4.0	4.0	4.1
Protection of bush land and wildlife (including green space, grazing land)	3.6	3.6	3.5	3.7	3.8	3.5	3.5
Council's target to be carbon neutral by 2022	3.6	3.5	3.7	3.9	3.7	3.6	3.4
Pest animal control	3.5	3.5	3.7	3.5	3.6	3.6	3.5
Pest weed control	3.4	3.4	3.4	3.5	3.5	3.4	3.3
Mosquito management	3.2	3.2	3.3	3.4	3.2	2.9	3.3
Water quality in Albert and Logan Rivers	3.1	3.2	3.1	3.2	3.3	3.1	3.0

Green and Renewable	Total	Area	
		Urban	Rural
General waste collection	4.2	4.3	4.2
Recycling and reuse services	4.1	4.1	4.1
Four free tipping vouchers	4.1	4.1	4.1
Protection of bush land and wildlife (including green space, grazing land)	3.6	3.7	3.4
Council's target to be carbon neutral by 2022	3.6	3.6	3.5
Pest animal control	3.5	3.7	3.3
Pest weed control	3.4	3.4	3.3
Mosquito management	3.2	3.3	3.0
Water quality in Albert and Logan Rivers	3.1	3.1	3.2

Conveniently Connected

Conveniently Connected	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Accessibility of parks	4.1	4.1	4.1	4.1	4.0	4.0	4.2
Maintenance of parks	3.9	4.0	3.9	3.9	3.8	3.8	4.1
Bike routes	3.5	3.5	3.6	3.5	3.6	3.4	3.8
Traffic Management on local roads	3.5	3.5	3.5	3.6	3.4	3.4	3.5
Maintenance of drains	3.5	3.6	3.4	3.6	3.5	3.2	3.6
Footpaths and shared paths	3.5	3.5	3.4	3.6	3.4	3.3	3.6
Maintenance of local roads	3.3	3.4	3.2	3.4	3.1	3.1	3.5

Conveniently Connected	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Accessibility of parks	4.1	4.1	4.1	4.0	4.3	4.2	4.0
Maintenance of parks	3.9	3.9	3.9	4.0	4.1	3.9	3.9
Bike routes	3.5	3.4	3.7	3.6	3.7	3.3	3.5
Traffic Management on local roads	3.5	3.4	3.7	3.5	3.6	3.6	3.4
Maintenance of drains	3.5	3.4	3.6	3.5	3.7	3.5	3.4
Footpaths and shared paths	3.5	3.4	3.6	3.6	3.7	3.3	3.4
Maintenance of local roads	3.3	3.3	3.3	3.4	3.5	3.3	3.1

Conveniently Connected	Total	Area	
		Urban	Rural
Accessibility of parks	4.1	4.2	3.9
Maintenance of parks	3.9	4.0	3.8
Bike routes	3.5	3.7	3.1
Traffic Management on local roads	3.5	3.6	3.3
Maintenance of drains	3.5	3.6	3.1
Footpaths and shared paths	3.5	3.6	3.0
Maintenance of local roads	3.3	3.4	2.9

Image and Identity

Image and Identity	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Graffiti removal	3.9	3.9	3.9	3.7	3.9	3.9	4.0
Cleanliness of streets (street sweeping)	3.8	3.7	3.8	3.9	3.7	3.6	3.9
Running Council funded festivals and events	3.7	3.7	3.8	3.8	3.7	3.5	4.0
Collection of litter	3.7	3.8	3.7	3.7	3.8	3.7	3.8
Promoting the City	3.7	3.7	3.8	3.7	3.7	3.6	4.0
Appearance of streets	3.6	3.6	3.7	3.7	3.6	3.5	3.8

Image and Identity	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Graffiti removal	3.9	3.9	3.8	3.9	3.9	3.9	3.9
Cleanliness of streets (street sweeping)	3.8	3.8	3.7	3.9	3.8	3.7	3.7
Running Council funded festivals and events	3.7	3.7	3.9	3.9	3.8	3.6	3.7
Collection of litter	3.7	3.7	3.8	3.7	3.8	3.7	3.7
Promoting the City	3.7	3.7	3.8	3.7	3.8	3.6	3.7
Appearance of streets	3.6	3.6	3.6	3.7	3.7	3.7	3.6

Image and Identity	Total	Area	
		Urban	Rural
Graffiti removal	3.9	3.9	3.8
Cleanliness of streets (street sweeping)	3.8	3.9	3.6
Running Council funded festivals and events	3.7	3.7	3.8
Collection of litter	3.7	3.8	3.6
Promoting the City	3.7	3.7	3.7
Appearance of streets	3.6	3.7	3.4

Economic Transformation

Economic Transformation	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Supporting local business	3.7	3.6	3.8	3.9	3.6	3.4	4.0
Attracting new business	3.4	3.4	3.5	3.6	3.3	3.2	3.8

Economic Transformation	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Supporting local business	3.7	3.6	3.9	3.9	3.7	3.6	3.7
Attracting new business	3.4	3.4	3.6	3.5	3.4	3.3	3.5

Economic Transformation	Total	Area	
		Urban	Rural
Supporting local business	3.7	3.7	3.7
Attracting new business	3.4	3.5	3.3

Next Generation Governance

Next Generation Governance	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Disaster management	3.8	3.8	3.7	3.8	3.8	3.6	3.9
Council's disaster dashboard and Early Warning Service	3.6	3.6	3.6	3.7	3.6	3.4	3.9
Enforcing parking regulations	3.5	3.4	3.5	3.5	3.6	3.2	3.5
Informing the community about Council services and facilities	3.4	3.4	3.4	3.4	3.3	3.3	3.8
Consulting the community	3.1	3.1	3.1	3.2	3.1	2.9	3.4

Next Generation Governance	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Disaster management	3.8	3.7	3.8	3.8	3.8	3.6	3.8
Council's disaster dashboard and Early Warning Service	3.6	3.6	3.6	3.6	3.7	3.4	3.6
Enforcing parking regulations	3.5	3.4	3.6	3.5	3.7	3.5	3.3
Informing the community about Council services and facilities	3.4	3.4	3.5	3.5	3.5	3.2	3.4
Consulting the community	3.1	3.1	3.3	3.2	3.2	3.1	3.1

Next Generation Governance	Total	Area	
		Urban	Rural
Disaster management	3.8	3.8	3.7
Council's disaster dashboard and Early Warning Service	3.6	3.6	3.6
Enforcing parking regulations	3.5	3.5	3.4
Informing the community about Council services and facilities	3.4	3.4	3.3
Consulting the community	3.1	3.2	3.0

Council Water and Sewerage

Council Water and Sewerage	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council's sewerage service	4.4	4.4	4.3	4.4	4.4	4.3	4.5
Council's water supply	4.1	4.0	4.2	4.1	4.0	4.0	4.2

Council Water and Sewerage	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Council's sewerage service	4.4	4.4	4.4	4.3	4.4	4.4	4.4
Council's water supply	4.1	4.0	4.1	4.2	4.1	4.0	4.0

Council Water and Sewerage	Total	Area	
		Urban	Rural
Council's sewerage service	4.4	4.4	4.2
Council's water supply	4.1	4.1	4.1

Facility Usage Rate

Facility Usage Rate	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Waste and Recycling Facilities	87%	87%	87%	88%	92%	89%	74%
Environmental parks and bushland areas	78%	78%	78%	85%	87%	73%	58%
Playgrounds	69%	65%	73%	80%	84%	59%	36%
Libraries	58%	52%	64%	53%	67%	53%	61%
Sporting grounds	58%	66%	50%	65%	71%	54%	25%
Logan Entertainment Centre	43%	40%	45%	35%	51%	43%	44%
Council swimming pools	37%	40%	35%	39%	53%	31%	18%
Community and Neighbourhood centres	34%	30%	37%	30%	44%	31%	28%
Indoor sports centres	33%	39%	27%	38%	41%	27%	18%
Logan Art Gallery	25%	24%	26%	13%	36%	28%	29%

Facility Usage Rate	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Waste and Recycling Facilities	87%	91%	78%	84%	90%	89%	86%
Environmental parks and bushland areas	78%	81%	72%	81%	87%	79%	73%
Playgrounds	69%	68%	73%	80%	78%	68%	62%
Libraries	58%	58%	59%	48%	58%	66%	59%
Sporting grounds	58%	56%	61%	56%	62%	67%	55%
Logan Entertainment Centre	43%	42%	44%	32%	40%	44%	46%
Council swimming pools	37%	36%	42%	38%	45%	46%	32%
Community and Neighbourhood centres	34%	30%	43%	33%	32%	40%	33%
Indoor sports centres	33%	31%	38%	31%	29%	40%	34%
Logan Art Gallery	25%	25%	28%	22%	25%	32%	25%

Facility Usage Rate	Total	Area	
		Urban	Rural
Waste and Recycling Facilities	87%	86%	90%
Environmental parks and bushland areas	78%	78%	79%
Playgrounds	69%	70%	67%
Libraries	58%	58%	57%
Sporting grounds	58%	56%	63%
Logan Entertainment Centre	43%	44%	39%
Council swimming pools	37%	42%	26%
Community and Neighbourhood centres	34%	34%	33%
Indoor sports centres	33%	34%	32%
Logan Art Gallery	25%	28%	21%

COVID-19 Response

Overall satisfaction with Council's response to COVID-19 pandemic and support provided

Overall satisfaction with Council's response to COVID-19	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied [1-2]	7%	7%	7%	3%	7%	13%	8%
Neutral [3]	17%	17%	18%	22%	17%	18%	9%
Satisfied [4-5]	63%	64%	62%	68%	62%	57%	63%
Can't say	12%	12%	13%	8%	13%	13%	20%
Average Satisfaction	4.0	4.0	4.0	4.0	4.0	3.8	4.1

Overall satisfaction with Council's response to COVID-19	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied [1-2]	7%	8%	5%	5%	8%	5%	8%
Neutral [3]	17%	20%	11%	15%	17%	20%	18%
Satisfied [4-5]	63%	58%	75%	69%	64%	68%	60%
Can't say	12%	14%	9%	11%	11%	7%	15%
Average Satisfaction	4.0	3.8	4.2	4.2	3.9	4.0	3.9

Overall satisfaction with Council's response to COVID-19	Total	Area	
		Urban	Rural
Dissatisfied [1-2]	7%	7%	8%
Neutral [3]	17%	16%	20%
Satisfied [4-5]	63%	65%	59%
Can't say	12%	12%	13%
Average Satisfaction	4.0	4.0	3.8

Disaster Management

Council's Disaster Management information is easy to understand

Easy to understand	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council's Disaster Management information is easy to understand	57%	57%	56%	60%	61%	48%	55%

Easy to understand	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Council's Disaster Management information is easy to understand	57%	55%	62%	58%	65%	62%	52%

Easy to understand	Total	Area	
		Urban	Rural
Council's Disaster Management information is easy to understand	57%	54%	64%

Council's Disaster Management information is relevant to you

Relevant	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council's Disaster Management information is relevant to you	55%	52%	59%	48%	72%	54%	45%

Relevant	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Council's Disaster Management information is relevant to you	55%	57%	50%	52%	62%	62%	52%

Relevant	Total	Area	
		Urban	Rural
Council's Disaster Management information is relevant to you	55%	52%	63%

Housing

Housing is affordable in the Logan City Council area

Housing is affordable in the Logan City Council area	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Housing is affordable in the Logan City Council area	74%	74%	74%	75%	73%	76%	71%

Housing is affordable in the Logan City Council area	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Housing is affordable in the Logan City Council area	74%	78%	65%	72%	72%	81%	74%

Housing is affordable in the Logan City Council area	Total	Area	
		Urban	Rural
Housing is affordable in the Logan City Council area	74%	72%	79%

There is a good mix of different types of housing options

There is a good mix of different types of housing options	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
There is a good mix of different types of housing options	81%	78%	83%	76%	82%	84%	85%

There is a good mix of different types of housing options	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
There is a good mix of different types of housing options	81%	84%	73%	76%	81%	84%	82%

There is a good mix of different types of housing options	Total	Area	
		Urban	Rural
There is a good mix of different types of housing options	81%	81%	81%

Local Job Opportunities

There are enough job opportunities within the city for residents of Logan

Local job opportunities	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
There are enough job opportunities within the city for residents of Logan	36%	38%	34%	44%	36%	30%	28%

Local job opportunities	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
There are enough job opportunities within the city for residents of Logan	36%	36%	35%	37%	35%	36%	36%

Local job opportunities	Total	Area	
		Urban	Rural
There are enough job opportunities within the city for residents of Logan	36%	35%	39%

Part 2 – Customer Services

Customer Experience

Recent contact with Council

Contacted Council in past 12 months	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Contacted Council in past 12 months	39%	30%	47%	35%	40%	42%	40%

Contacted Council in past 12 months	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Contacted Council in past 12 months	39%	43%	27%	29%	39%	46%	41%

Contacted Council in past 12 months	Total	Area	
		Urban	Rural
Contacted Council in past 12 months	39%	37%	43%

Method of contacting Council

Method of contacting Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
By phone	67%	61%	71%	75%	60%	68%	61%
By email	14%	19%	12%	14%	18%	13%	10%
At the counter	9%	12%	7%	7%	8%	6%	18%
Online (through the website)	5%	3%	6%	3%	4%	9%	4%
By Facebook	0.5%	1%	-	-	2%	-	-
In writing	0.4%	0.4%	0.4%	-	-	-	2%
Other	4%	4%	4%	-	8%	4%	4%

Method of contacting Council	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
By phone	67%	68%	63%	63%	72%	71%	64%
By email	14%	16%	8%	18%	8%	13%	16%
At the counter	9%	7%	15%	6%	11%	1%	11%
Online (through the website)	5%	4%	8%	1%	4%	9%	5%
By Facebook	0.5%	0.6%	-	-	2%	-	-
In writing	0.4%	0.5%	-	1%	-	-	0.5%
Other	4%	3%	7%	10%	2%	5%	3%

Method of contacting Council	Total	Area	
		Urban	Rural
By phone	67%	66%	67%
By email	14%	16%	12%
At the counter	9%	9%	9%
Online (through the website)	5%	4%	6%
By Facebook	0.5%	0.7%	-
In writing	0.4%	0.2%	0.9%
Other	4%	4%	4%

Preferred method of contacting Council

Preferred method of contacting Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
By phone	63%	59%	67%	62%	54%	68%	72%
By email	23%	25%	21%	25%	33%	16%	11%
At the counter	6%	6%	5%	4%	4%	7%	10%
Online (through the website)	4%	4%	3%	3%	4%	6%	3%
In writing	0.6%	0.9%	0.2%	-	1%	-	1%
City of Logan App	0.6%	-	1%	1%	0.9%	-	-
By Facebook	0.4%	0.4%	0.4%	-	1%	0.3%	-
Other	0.6%	0.9%	0.2%	-		1%	1%
N/A	3%	4%	1%	5%	0.7%	1%	2%

Preferred method of contacting Council	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
By phone	63%	63%	63%	64%	59%	60%	65%
By email	23%	26%	15%	23%	25%	29%	20%
At the counter	6%	4%	10%	6%	5%	3%	7%
Online (through the website)	4%	3%	6%	2%	4%	4%	4%
In writing	0.6%	0.8%	-	-	-	-	1%
City of Logan App	0.6%	0.7%	0.5%	-	2%	-	0.5%
By Facebook	0.4%	0.6%	-	-	1%	1%	0.1%
Other	0.6%	0.4%	0.9%	0.3%	0.6%	-	0.8%
N/A	3%	2%	5%	4%	3%	2%	2%

Preferred method of contacting Council	Total	Area	
		Urban	Rural
By phone	63%	61%	67%
By email	23%	24%	19%
At the counter	6%	6%	6%
Online (through the website)	4%	4%	4%
In writing	0.6%	0.5%	0.7%
City of Logan App	0.6%	0.7%	0.5%
By Facebook	0.4%	0.6%	-
Other	0.6%	0.4%	0.9%
N/A	3%	2%	3%

Preferred method of applying for and accessing Council services

Preferred method of applying for Council services	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Online forms	48%	47%	48%	61%	52%	42%	20%
By phone	42%	41%	44%	34%	37%	46%	63%
Paper forms	6%	7%	5%	4%	5%	7%	11%
City of Logan App	0.9%	0.9%	0.9%	-	2%	1%	-
Other	0.9%	0.9%	0.8%	-	1%	1%	1%
N/A	2%	3%	1%	1%	2%	2%	5%

Preferred method of applying for Council services	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Online forms	48%	50%	42%	60%	54%	52%	39%
By phone	42%	42%	44%	33%	39%	36%	49%
Paper forms	6%	5%	9%	6%	5%	7%	6%
City of Logan App	0.9%	1%	0.7%	-	1%	-	1%
Other	0.9%	0.6%	1%	0.9%	0.3%	2%	0.8%
N/A	2%	2%	3%	0.3%	0.6%	3%	3%

Preferred method of applying for Council services	Total	Area	
		Urban	Rural
Online forms	48%	48%	46%
By phone	42%	42%	43%
Paper forms	6%	6%	5%
City of Logan App	0.9%	0.5%	2%
Other	0.9%	0.9%	0.8%
N/A	2%	2%	2%

Did you phone a Customer Service Centre or a different area of Council?

Phoned Customer Service Centre or different area	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Customer Service Centre	74%	78%	72%	59%	79%	84%	80%
Other	26%	22%	28%	41%	21%	16%	20%

Phoned Customer Service Centre or different area	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Customer Service Centre	74%	77%	62%	77%	75%	73%	73%
Other	26%	23%	38%	23%	25%	27%	27%

Phoned Customer Service Centre or different area	Total	Area	
		Urban	Rural
Customer Service Centre	74%	74%	75%
Other	26%	26%	25%

Did you visit a Customer Service Centre or a different area of Council?

Visited Customer Service Centre or different area	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Customer Service Centre	89%	89%	89%	100%	64%	100%	95%
Other	11%	11%	11%	-	36%	-	5%

Visited Customer Service Centre or different area	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Customer Service Centre	89%	89%	89%	100%	72%	100%	94%
Other	11%	11%	11%	-	28%	-	6%

Visited Customer Service Centre or different area	Total	Area	
		Urban	Rural
Customer Service Centre	89%	92%	83%
Other	11%	8%	17%

Reason for contacting Council

Reason for contacting Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Make a complaint	21%	27%	17%	25%	18%	25%	15%
Make a general enquiry	21%	15%	24%	24%	25%	14%	17%
Report a maintenance issue	14%	13%	14%	20%	4%	10%	23%
Make a payment [e.g. rates, fees]	9%	11%	8%	4%	10%	11%	13%
Lodge a development application	3%	4%	2%	4%	3%	0.7%	2%
Get a certificate or permit	2%	4%	0.5%	-	3%	2%	3%
Make a booking	0.7%	1%	0.3%	-	-	2%	0.9%
Other	30%	24%	34%	23%	36%	35%	26%

Reason for contacting Council	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Make a complaint	21%	22%	17%	10%	21%	31%	22%
Make a general enquiry	21%	21%	18%	16%	19%	15%	24%
Report a maintenance issue	14%	13%	17%	12%	12%	14%	15%
Make a payment [e.g. rates, fees]	9%	10%	5%	4%	9%	6%	11%
Lodge a development application	3%	3%	3%	12%	0.8%	-	2%
Get a certificate or permit	2%	2%	0.7%	-	5%	-	2%
Make a booking	0.7%	0.4%	2%	-	3%	-	0.3%
Other	30%	28%	38%	46%	31%	35%	24%

Reason for contacting Council	Total	Area	
		Urban	Rural
Make a complaint	21%	22%	19%
Make a general enquiry	21%	17%	28%
Report a maintenance issue	14%	14%	12%
Make a payment [e.g. rates, fees]	9%	10%	7%
Lodge a development application	3%	2%	3%
Get a certificate or permit	2%	2%	3%
Make a booking	0.7%	1%	-
Other	30%	31%	29%

Perceptions of customer services

Reason for contacting Council	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council staff were courteous and helpful	4.5	4.4	4.5	4.4	4.4	4.5	4.7
Council staff provided clear, easy to understand advice	4.2	4.1	4.3	4.0	4.3	4.3	4.4
Council understood my specific needs	4.1	4.0	4.2	3.9	4.2	4.2	4.4
Advice provided by Council staff regarding my enquiry was consistent	4.1	3.9	4.2	3.9	4.2	4.1	4.4
In relation to my query, it was easy doing business with Council	4.1	3.9	4.2	3.9	4.1	4.2	4.5
Council staff dealt with my enquiry in a timely manner	4.1	3.9	4.3	3.8	4.3	4.1	4.4

Reason for contacting Council	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Council staff were courteous and helpful	4.5	4.4	4.8	4.5	4.2	4.2	4.7
Council staff provided clear, easy to understand advice	4.2	4.1	4.7	4.1	4.1	4.1	4.4
Council understood my specific needs	4.1	4.1	4.5	4.0	4.0	3.8	4.3
Advice provided by Council staff regarding my enquiry was consistent	4.1	4.0	4.5	3.9	3.9	4.1	4.3
In relation to my query, it was easy doing business with Council	4.1	4.0	4.5	4.1	3.9	3.7	4.3
Council staff dealt with my enquiry in a timely manner	4.1	4.0	4.5	3.8	3.8	4.2	4.3

Reason for contacting Council	Total	Area	
		Urban	Rural
Council staff were courteous and helpful	4.5	4.4	4.5
Council staff provided clear, easy to understand advice	4.2	4.2	4.3
Council understood my specific needs	4.1	4.2	4.1
Advice provided by Council staff regarding my enquiry was consistent	4.1	4.1	4.2
In relation to my query, it was easy doing business with Council	4.1	4.1	4.1
Council staff dealt with my enquiry in a timely manner	4.1	4.1	4.1

Overall, I was satisfied with the way my enquiry with Council was handled

Overall satisfaction with customer experience	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Dissatisfied [1-2]	15%	22%	11%	18%	18%	13%	9%
Neutral [3]	7%	7%	8%	7%	7%	9%	9%
Satisfied [4-5]	77%	71%	80%	76%	74%	77%	82%
Can't say	0.66%	-	1%	-	1%	0.7%	0.8%
Average Satisfaction	4.1	3.8	4.2	3.9	4.0	4.1	4.3

Overall satisfaction with customer experience	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Dissatisfied [1-2]	15%	18%	6%	15%	14%	19%	15%
Neutral [3]	7%	9%	2%	14%	6%	6%	6%
Satisfied [4-5]	77%	73%	92%	71%	79%	75%	78%
Can't say	0.66%	0.8%	-	-	-	-	1%
Average Satisfaction	4.1	4.0	4.5	4.0	4.0	3.8	4.2

Overall satisfaction with customer experience	Total	Area	
		Urban	Rural
Dissatisfied [1-2]	15%	15%	16%
Neutral [3]	7%	6%	10%
Satisfied [4-5]	77%	78%	73%
Can't say	0.66%	0.5%	1%
Average Satisfaction	4.1	4.1	4.0

Communication

Usual sources of receiving Council information

Usual sources of receiving Council information	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council Bi-Monthly Magazine, Our Logan	55%	50%	59%	34%	59%	66%	73%
Council public displays at events	35%	31%	38%	45%	38%	27%	19%
Council website	34%	30%	37%	33%	39%	34%	25%
Billboards	31%	29%	32%	36%	34%	26%	21%
Television	29%	31%	27%	29%	30%	28%	31%
Radio	28%	31%	25%	34%	26%	26%	20%
Council Facebook	26%	19%	33%	41%	33%	11%	8%
Jimboomba Times	22%	23%	21%	18%	24%	27%	20%
Email newsletters	16%	18%	15%	16%	20%	14%	13%
Libraries	16%	12%	19%	18%	17%	12%	17%
Albert and Logan News digital subscription	12%	12%	12%	14%	12%	11%	11%
Digital publications	12%	9%	15%	13%	12%	11%	10%
Courier Mail	10%	12%	8%	10%	7%	10%	14%
City of Logan App	6%	7%	6%	6%	8%	7%	3%
Logan Newsroom	4%	4%	5%	3%	6%	3%	6%
Council LinkedIn	3%	2%	3%	6%	1%	0.9%	0.4%
Council YouTube	2%	2%	2%	4%	1%	0.6%	0.4%
Council Instagram	1%	0.4%	2%	1%	4%	0.3%	-
Other	6%	3%	8%	7%	7%	4%	4%
None of the above	9%	12%	7%	12%	8%	8%	9%

Usual sources of receiving Council information	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Council Bi-Monthly Magazine, Our Logan	55%	58%	46%	32%	51%	59%	64%
Council public displays at events	35%	34%	36%	42%	31%	36%	33%
Council website	34%	34%	32%	25%	37%	39%	34%
Billboards	31%	30%	32%	27%	33%	30%	32%
Television	29%	28%	32%	31%	23%	29%	31%
Radio	28%	25%	34%	25%	30%	22%	29%
Council Facebook	26%	27%	23%	26%	28%	30%	25%
Jimboomba Times	22%	27%	8%	17%	19%	25%	24%
Email newsletters	16%	17%	15%	17%	16%	19%	16%
Libraries	16%	16%	16%	16%	15%	17%	16%
Albert and Logan News digital subscription	12%	10%	17%	8%	16%	5%	14%
Digital publications	12%	13%	9%	19%	7%	15%	10%
Courier Mail	10%	10%	10%	5%	7%	7%	14%
City of Logan App	6%	7%	5%	5%	12%	0.5%	6%
Logan Newsroom	4%	5%	4%	4%	4%	7%	4%
Council LinkedIn	3%	0.4%	8%	2%	5%	2%	2%
Council YouTube	2%	0.5%	5%	0.7%	3%	-	2%
Council Instagram	1%	1%	2%	2%	1%	2%	1%
Other	6%	5%	7%	7%	4%	6%	6%
None of the above	9%	6%	18%	19%	13%	7%	5%

Usual sources of receiving Council information	Total	Area	
		Urban	Rural
Council Bi-Monthly Magazine, Our Logan	55%	58%	46%
Council public displays at events	35%	35%	33%
Council website	34%	34%	31%
Billboards	31%	33%	26%
Television	29%	29%	29%
Radio	28%	27%	31%
Council Facebook	26%	26%	26%
Jimboomba Times	22%	9%	54%
Email newsletters	16%	16%	16%
Libraries	16%	17%	13%
Albert and Logan News digital subscription	12%	12%	12%
Digital publications	12%	11%	15%
Courier Mail	10%	10%	9%
City of Logan App	6%	7%	6%
Logan Newsroom	4%	5%	2%
Council LinkedIn	3%	4%	0.2%
Council YouTube	2%	3%	0.3%
Council Instagram	1%	2%	1%
Other	6%	7%	3%
None of the above	9%	11%	5%

Preferred sources of receiving Council information

Preferred sources of receiving Council information	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Council Bi-Monthly Magazine, Our Logan	32%	31%	34%	14%	31%	41%	58%
Council Facebook	15%	12%	17%	27%	16%	4%	2%
Email newsletters	10%	9%	10%	11%	11%	10%	6%
Jimboomba Times	10%	10%	10%	5%	10%	16%	11%
Council website	9%	8%	11%	10%	11%	11%	4%
Television	7%	10%	5%	14%	3%	4%	6%
Albert and Logan News digital subscription	3%	5%	1%	6%	2%	2%	2%
Radio	2%	3%	2%	2%	4%	1%	1%
Courier Mail	2%	2%	1%	2%	-	0.9%	6%
City of Logan App	1%	1%	2%	2%	2%	1%	0.4%
Libraries	1%	2%	1%	2%	1%	2%	0.9%
Digital publications (e.g. Good Weekend, Must Do Brisbane)	1%	0.7%	1%	-	1%	3%	-
Council public displays at events (e.g. Eats n Beats, Ekka, Good Food & Wine Show)	1%	2%	0.3%	-	2%	1%	-
Billboards	0.7%	0.5%	0.9%	2%	-	0.7%	0.5%
Council Instagram	0.3%	-	0.7%	-	1%	-	-
Logan Newsroom	0.3%	0.7%	-	-	-	0.7%	1%
Other	3%	2%	4%	5%	4%	1%	-

Preferred sources of receiving Council information	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Council Bi-Monthly Magazine, Our Logan	32%	34%	27%	27%	24%	39%	36%
Council Facebook	15%	16%	11%	19%	11%	12%	15%
Email newsletters	10%	10%	9%	12%	11%	17%	7%
Jimboomba Times	10%	13%	1%	4%	9%	8%	13%
Council website	9%	9%	12%	6%	15%	12%	8%
Television	7%	5%	13%	20%	5%	2%	6%
Albert and Logan News digital subscription	3%	2%	7%	-	9%	2%	2%
Radio	2%	2%	5%	4%	3%		2%
Courier Mail	2%	1%	4%		3%	0.7%	2%
City of Logan App	1%	2%	0.7%		4%		1%
Libraries	1%	1%	2%	1%		1%	2%
Digital publications (e.g. Good Weekend, Must Do Brisbane)	1%	1%	1%	1%	-	-	2%
Council public displays at events (e.g. Eats n Beats, Ekka, Good Food & Wine Show)	1%	0.7%	2%	2%	-	1%	1%
Billboards	0.7%	1%	-	-	2%	-	0.5%
Council Instagram	0.3%	0.5%		-	0.9%	-	0.3%
Logan Newsroom	0.3%	0.2%	0.6%	-	0.4%	-	0.5%
Other	3%	3%	4%	4%	3%	4%	2%

Preferred sources of receiving Council information	Total	Area	
		Urban	Rural
Council Bi-Monthly Magazine, Our Logan	32%	36%	23%
Council Facebook	15%	15%	15%
Email newsletters	10%	11%	8%
Jimboomba Times	10%	2%	28%
Council website	9%	11%	6%
Television	7%	6%	9%
Albert and Logan News digital subscription	3%	4%	2%
Radio	2%	3%	1%
Courier Mail	2%	2%	-
City of Logan App	1%	2%	0.9%
Libraries	1%	2%	-
Digital publications (e.g. Good Weekend, Must Do Brisbane)	1%	0.4%	3%
Council public displays at events (e.g. Eats n Beats, Ekka, Good Food & Wine Show)	1%	1%	1%
Billboards	0.7%	0.9%	0.3%
Council Instagram	0.3%	0.2%	0.6%
Logan Newsroom	0.3%	0.5%	-
Other	3%	4%	1%

Awareness of Council's online rates portal

Awareness of Council's online rates portal	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Aware of Council's online rates portal	37%	36%	38%	36%	38%	42%	29%

Awareness of Council's online rates portal	Total	Length of time lived in LCC			
		Less than 5	6 to 10	11 to 15	More than 15
Aware of Council's online rates portal	37%	33%	31%	43%	39%

Awareness of Council's online rates portal	Total	Area	
		Urban	Rural
Aware of Council's online rates portal	37%	36%	39%

Note: Non-ratepayers were not asked questions about Council's online rates portal.

Preferred method of receiving rates notices

Preferred method of receiving rates notices	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Mail	58%	56%	60%	41%	53%	65%	81%
Email	36%	39%	33%	50%	40%	32%	16%
I don't know	5%	5%	6%	9%	7%	3%	2%

Preferred method of receiving rates notices	Total	Length of time lived in LCC			
		Less than 5	6 to 10	11 to 15	More than 15
Mail	58%	43%	52%	56%	66%
Email	36%	47%	45%	40%	29%
I don't know	5%	10%	3%	5%	5%

Preferred method of receiving rates notices	Total	Area	
		Urban	Rural
Mail	58%	58%	59%
Email	36%	36%	36%
I don't know	5%	6%	5%

Note: Non-ratepayers were not asked questions about Council's online rates portal.

Preferred additional services on the portal

Preferred additional services on the portal	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Digital Waste Vouchers	7%	7%	8%	10%	9%	4%	3%
Previous rates notices	6%	5%	8%	12%	6%	2%	1%
Rates balance	6%	4%	7%	10%	6%	2%	1%
Rates activity	5%	3%	6%	10%	4%	1%	1%
Other	7%	7%	7%	5%	11%	7%	4%

Preferred additional services on the portal	Total	Length of time lived in LCC			
		Less than 5	6 to 10	11 to 15	More than 15
Digital Waste Vouchers	7%	8%	9%	10%	6%
Previous rates notices	6%	10%	8%	6%	4%
Rates balance	6%	9%	6%	7%	4%
Rates activity	5%	7%	6%	7%	3%
Other	7%	4%	6%	9%	8%

Preferred additional services on the portal	Total	Area	
		Urban	Rural
Digital Waste Vouchers	7%	6%	10%
Previous rates notices	6%	5%	8%
Rates balance	6%	5%	7%
Rates activity	5%	5%	5%
Other	7%	6%	9%

Note: Non-ratepayers were not asked questions about Council's online rates portal.

Community Engagement

Community Engagement	Total	Gender		Age			
		Male	Female	18 to 34	35 to 49	50 to 64	65+
Works in the best interests of the community	3.6	3.6	3.6	3.7	3.5	3.4	3.7
Understands the community's needs and expectations	3.5	3.5	3.5	3.7	3.4	3.3	3.5
Communicates effectively with its residents	3.3	3.3	3.5	3.5	3.4	3.2	3.4
Provides an opportunity for residents to have a say about important issues	3.3	3.3	3.4	3.4	3.4	3.2	3.3
Takes the time to listen to residents' concerns and actively responds	3.3	3.3	3.4	3.4	3.3	3.2	3.4
Can be relied upon to get things done	3.2	3.2	3.2	3.2	3.2	3.2	3.4

Community Engagement	Total	Ratepayer Status		Length of time lived in LCC			
		Ratepayer	Landlord pays rates	Less than 5	6 to 10	11 to 15	More than 15
Works in the best interests of the community	3.6	3.5	3.8	3.7	3.6	3.5	3.5
Understands the community's needs and expectations	3.5	3.4	3.6	3.6	3.6	3.4	3.5
Communicates effectively with its residents	3.3	3.3	3.5	3.5	3.4	3.5	3.3
Provides an opportunity for residents to have a say about important issues	3.3	3.2	3.6	3.3	3.6	3.5	3.2
Takes the time to listen to residents' concerns and actively responds	3.3	3.2	3.6	3.3	3.5	3.4	3.2
Can be relied upon to get things done	3.2	3.2	3.4	3.3	3.3	3.4	3.2

Community Engagement	Total	Area	
		Urban	Rural
Works in the best interests of the community	3.6	3.7	3.3
Understands the community's needs and expectations	3.5	3.6	3.3
Communicates effectively with its residents	3.3	3.4	3.2
Provides an opportunity for residents to have a say about important issues	3.3	3.4	3.2
Takes the time to listen to residents' concerns and actively responds	3.3	3.4	3.2
Can be relied upon to get things done	3.2	3.3	3.0

APPENDIX 2 – SUBURB CLASSIFICATION

The classification of suburbs was approved by Logan City Council during the analysis and reporting period.

The suburbs classified as urban suburbs include:

- | | | |
|-------------------|---------------------|------------------|
| ▶ Beenleigh | ▶ Holmview | ▶ Slacks Creek |
| ▶ Berrinba | ▶ Kingston | ▶ Springwood |
| ▶ Bethania | ▶ Logan Central | ▶ Tanah Merah |
| ▶ Boronia Heights | ▶ Loganholme | ▶ Underwood |
| ▶ Browns Plains | ▶ Loganlea | ▶ Waterford |
| ▶ Crestmead | ▶ Marsden | ▶ Waterford West |
| ▶ Daisy Hill | ▶ Meadowbrook | ▶ Windaroo |
| ▶ Eagleby | ▶ Mount Warren Park | ▶ Woodridge |
| ▶ Edens Landing | ▶ Regents Park | ▶ Yarrabilba |
| ▶ Heritage Park | ▶ Rochedale South | |
| ▶ Hillcrest | ▶ Shailer Park | |

The suburbs classified as rural suburbs include:

- | | | |
|-----------------|-----------------|--------------------|
| ▶ Allenvue | ▶ Cornubia | ▶ Munruben |
| ▶ Bahrs Scrub | ▶ Forestdale | ▶ New Beith |
| ▶ Bannockburn | ▶ Greenbank | ▶ Park Ridge |
| ▶ Belivah | ▶ Jimboomba | ▶ Park Ridge South |
| ▶ Buccan | ▶ Kagaru | ▶ Priestdale |
| ▶ Carbrook | ▶ Logan Reserve | ▶ Stockleigh |
| ▶ Cedar Creek | ▶ Logan Village | ▶ Tamborine |
| ▶ Cedar Grove | ▶ North Maclean | ▶ Veresdale |
| ▶ Cedar Vale | ▶ South Maclean | ▶ Wolffdene |
| ▶ Chambers Flat | ▶ Mundoolun | ▶ Woodhill |



LOGAN CITY COUNCIL

RESIDENTS SURVEY 2020

PETER WATTS
CHIEF EXECUTIVE
10/11/2020

NICHOLAS BEALE
RESEARCH EXECUTIVE

METHODOLOGY

SERVICES & FACILITIES

- 801 completed responses.
- Telephone interviews conducted 21 September to 6 October 2020.
- Survey available online for all residents to complete (96 completed responses).
- Sampling error of 3.5% at the 95% confidence level.

Data Collection	%	#
Landlines	51%	406
Mobiles	49%	395

SAMPLE PROFILE

SERVICES & FACILITIES

Age	%	#
18 to 34	33%	261
35 to 49	28%	222
50 to 64	23%	187
65 plus	16%	131
Gender	%	#
Male	49%	391
Female	51%	410

Length of time lived in LCC	%	#
Less than 5 years	15%	121
6 to 10 years	23%	183
11 to 15 years	11%	86
More than 15 years	51%	411
Area	%	#
Urban	70%	562
Rural	30%	239

METHODOLOGY

CUSTOMER SERVICES

- 802 completed responses.
- Telephone interviews conducted 6 October to 14 October 2020.
- Survey available online for all residents to complete (96 completed responses).
- Sampling error of 3.5% at the 95% confidence level.

Data Collection	%	#
Landlines	45%	361
Mobiles	55%	441

SAMPLE PROFILE

CUSTOMER SERVICES

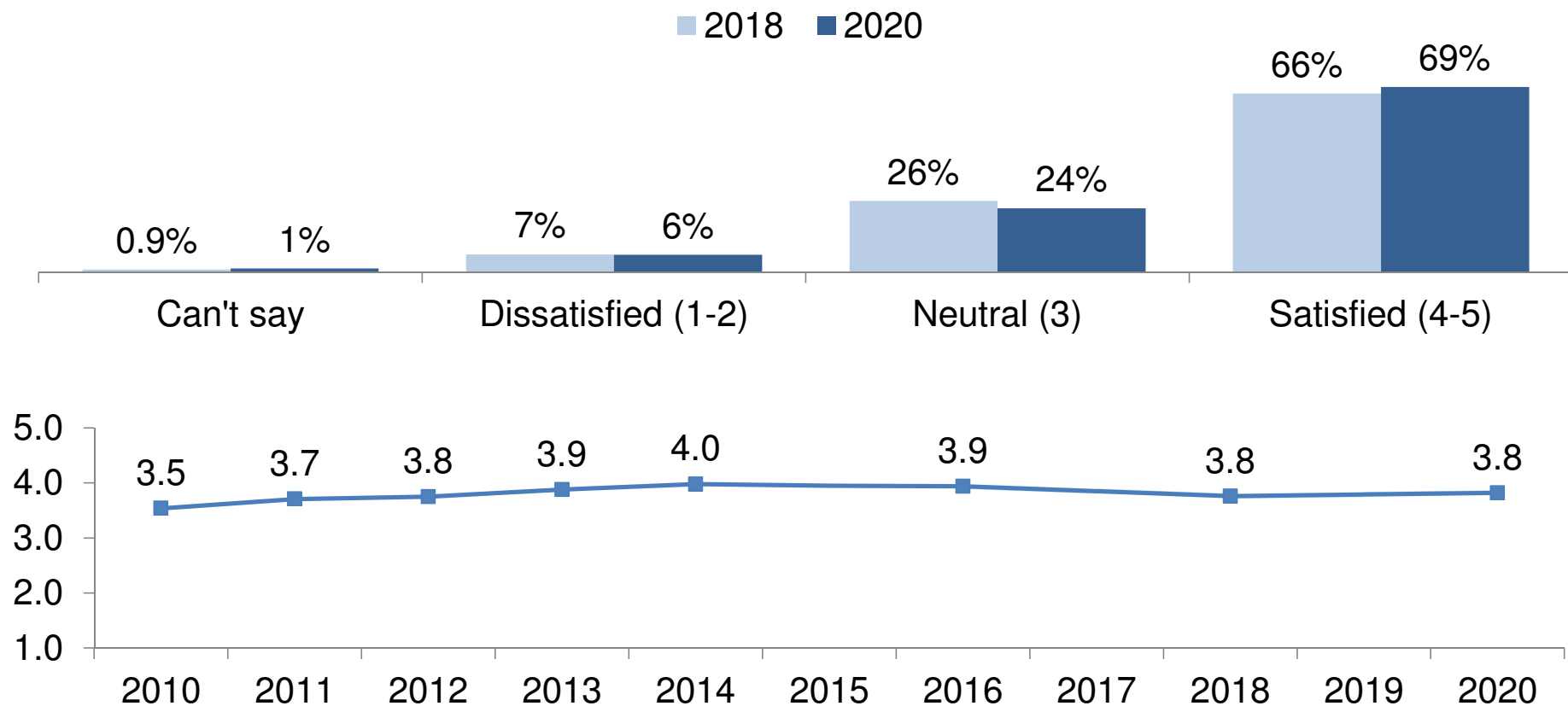
Age	%	#
18 to 34	32%	260
35 to 49	28%	223
50 to 64	23%	187
65 plus	16%	132
Gender	%	#
Male	49%	390
Female	51%	409
Non-binary	0.1%	1

Length of time lived in LCC	%	#
Less than 5 years	19%	152
6 to 10 years	20%	163
11 to 15 years	11%	92
More than 15 years	49%	395
Area	%	#
Urban	70%	560
Rural	30%	242

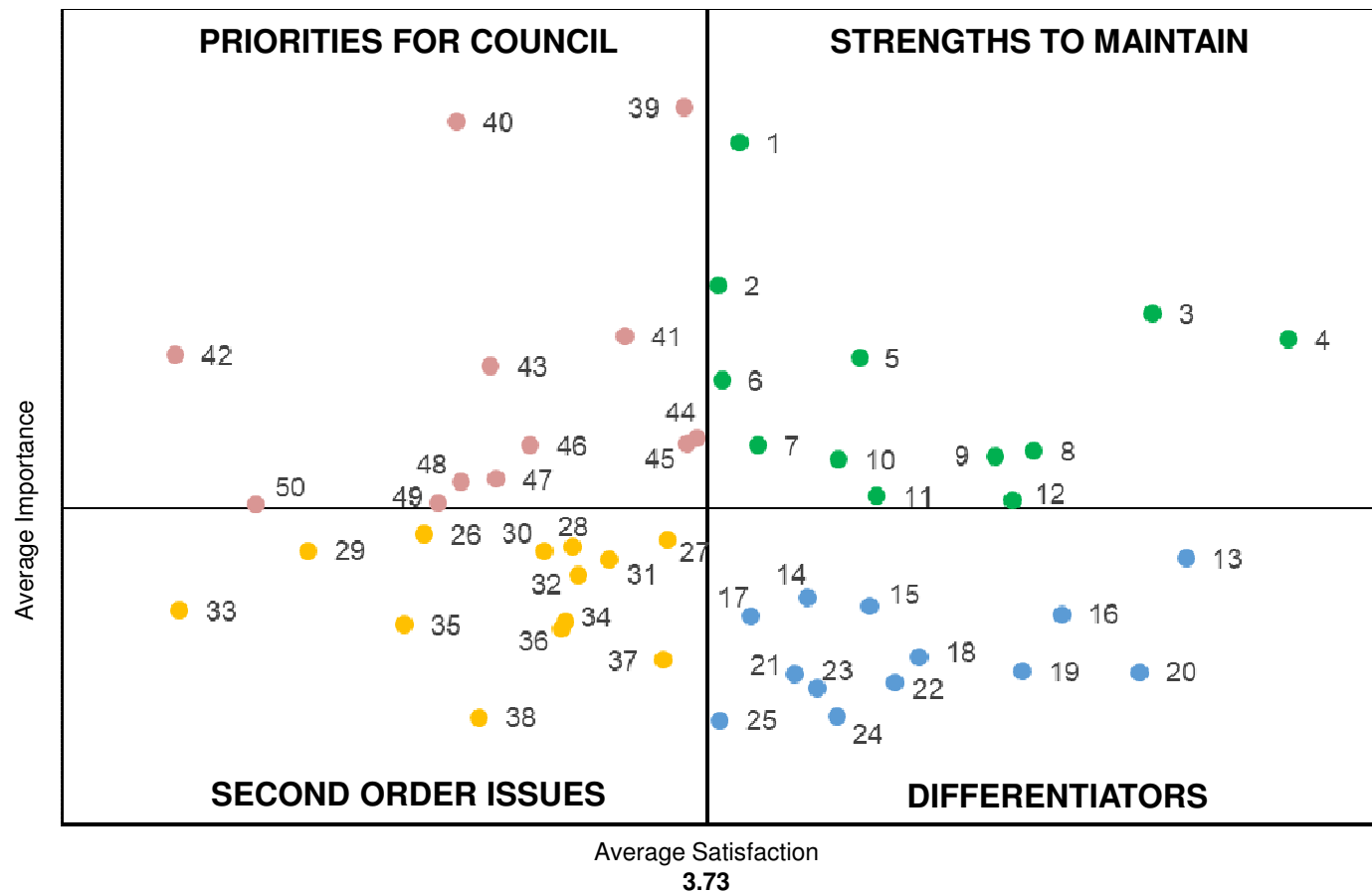
KEY FINDINGS

- Overall satisfaction is **3.82** out of 5 (high). 69% of residents are satisfied overall with Council's service delivery (6% dissatisfied).
- All 50 services and facilities recorded at least **medium** average ratings (above 3.00) with 22 services and facilities recording **high** average ratings (above 3.75).
- Council is **outperforming** comparable Queensland councils in the delivery of **12** services and facilities.
- Best performing service is **Council's sewerage service** (4.4). Lowest performing is **consulting the community** (3.1).
- Customer experience remains high but results are generally down compared to 2018 → impact of shift to online?

OVERALL SATISFACTION



QUADRANT ANALYSIS



QUADRANT ANALYSIS

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
39 – Supporting local business 40 – Attracting new business 41 – Appearance of streets 42 – Consulting the community 43 – Maintenance of drains 44 – Animal Management 45 – Promoting the City 46 – Bike routes 47 – Traffic Management on local roads 48 – Enforcing parking regulations 49 – Amenity and safety on our Roads 50 – Mosquito management	1 – Disaster management 2 – Collection of litter 3 – General waste collection 4 – Sewerage service 5 – Playgrounds 6 – Running Council funded festivals and events 7 – Cleanliness of streets (street sweeping) 8 – Accessibility of parks 9 – Logan Entertainment Centre 10 – Food safety in local eateries 11 – Maintenance of parks 12 – Water supply
SECOND ORDER ISSUES	DIFFERENTIATORS
26 – Informing the community about Council services and facilities 27 – Physical activity programs 28 – Council's target to be carbon neutral by 2022 29 – Maintenance of local roads 30 – Pest animal control 31 – Council's disaster dashboard and Early Warning Service 32 – Protection of bush land and wildlife 33 – Water quality in Albert and Logan Rivers 34 – Community Safety Programs 35 – Pest weed control 36 – Community and neighbourhood centres 37 – Council's swimming pools 38 – Footpaths and shared paths	13 – Libraries 14 – Off-leash dog areas 15 – Sporting grounds and facilities 16 – Recycling and reuse services 17 – Skate parks and BMX tracks 18 – Eat Safe Logan 19 – Four free tipping vouchers 20 – Immunisation Program 21 – Indoor sports centres 22 – Logan Art Gallery 23 – Council cemeteries 24 – Graffiti removal 25 – The Animal Management Centre

QUALITY LIFESTYLES PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Libraries	4.3	4.3	↔	↑
Immunisation Program	4.3	4.2	↔	-
Logan Entertainment Centre	4.1	4.1	↔	-
Eat Safe Logan	4.0	4.0	↔	-
Logan Art Gallery	4.0	3.9	↔	-
Sporting grounds and facilities	3.9	3.9	↔	↑
Playgrounds	3.9	3.9	↔	↑

QUALITY LIFESTYLES PERFORMANCE

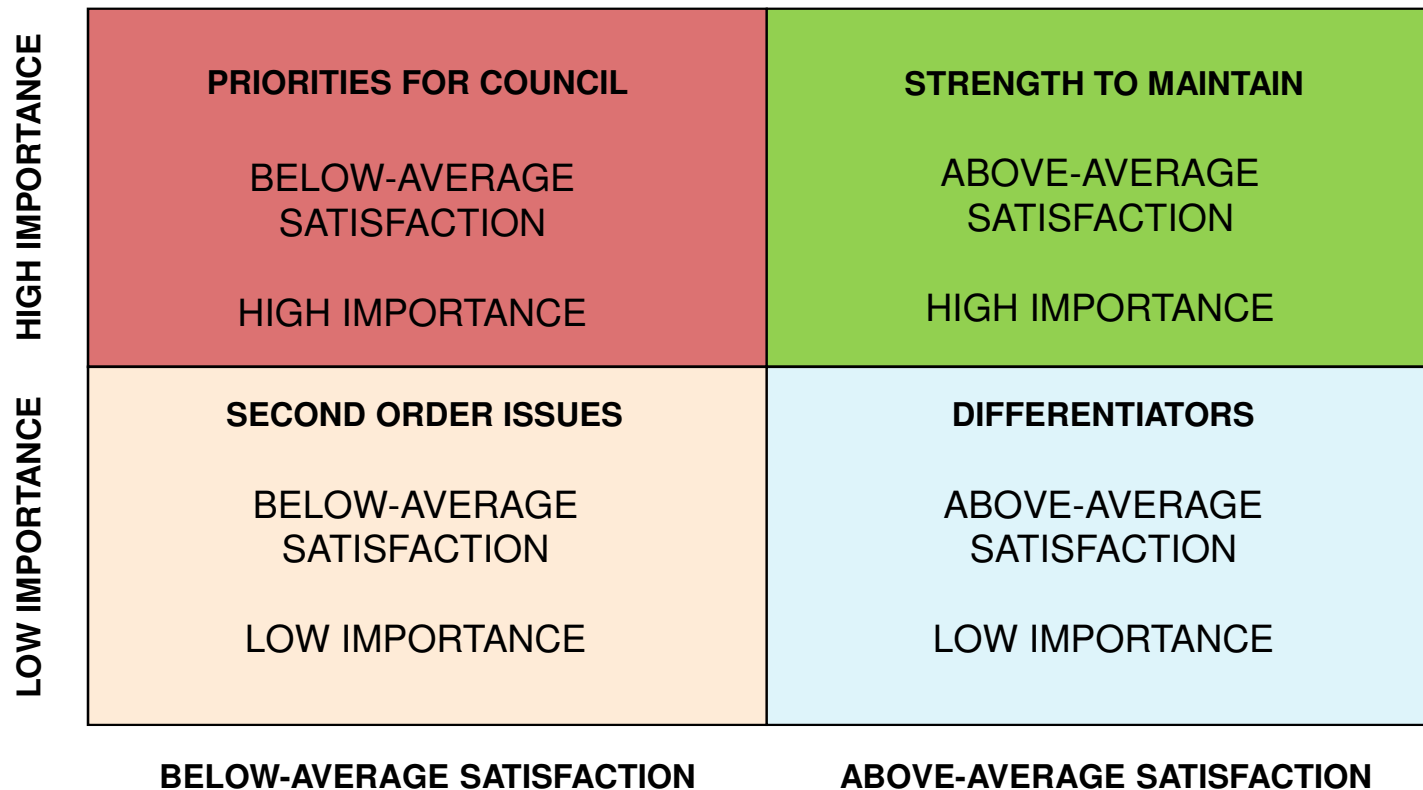
	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Food safety in local eateries	3.9	3.9	↔	↔
Council cemeteries	3.9	3.9	↔	-
Off-leash dog areas	-	3.8	-	-
Indoor sports centres	3.7	3.8	↔	-
Skate parks and BMX tracks	3.8	3.8	↔	-
The Animal Management Centre	-	3.7	-	-

QUALITY LIFESTYLES PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Animal Management	3.8	3.7	↔	↑
Physical activity programs	3.8	3.7	↔	-
Council's swimming pools	3.6	3.7	↔	↔
Community Safety Programs	3.5	3.6	↔	-
Community and neighbourhood centres	3.6	3.6	↔	↔
Amenity and safety on our Roads	-	3.4	-	-

QUADRANT ANALYSIS

STRENGTHS & WEAKNESSES



QUALITY LIFESTYLES

STRENGTHS & WEAKNESSES

<p>HIGH IMPORTANCE</p> <p>LOW IMPORTANCE</p>	<p>PRIORITIES FOR COUNCIL</p> <p>Amenity and safety on our Roads Animal management</p>	<p>STRENGTH TO MAINTAIN</p> <p>Food safety in local eateries Logan Entertainment Centre Playgrounds</p>
	<p>SECOND ORDER ISSUES</p> <p>Community and neighbourhood centres Community Safety Programs Council's swimming pools</p>	<p>DIFFERENTIATORS</p> <p>Council cemeteries Eat Safe Logan Immunisation Program Indoor sports centres Libraries Logan Art Gallery Off-leash dog areas</p> <p>Skate parks and BMX tracks Sporting grounds and facilities The Animal Management Centre</p>
	<p>BELOW-AVERAGE SATISFACTION</p>	<p>ABOVE-AVERAGE SATISFACTION</p>

GREEN & RENEWABLE PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
General waste collection	4.3	4.2	↔	↑
Recycling and reuse services	4.0	4.1	↔	↔
Four free tipping vouchers	4.2	4.1	↔	-
Protection of bush land and wildlife (including green space, grazing land)	3.7	3.6	↔	-
Council's target to be carbon neutral by 2022	-	3.6	-	-
Pest animal control	3.5	3.5	↔	-
Pest weed control		3.4	↔	-
Mosquito management	3.5	3.2	↓	-
Water quality in Albert and Logan Rivers	3.1	3.1	↔	-

GREEN & RENEWABLE STRENGTHS & WEAKNESSES

HIGH IMPORTANCE	PRIORITIES FOR COUNCIL Mosquito management	STRENGTH TO MAINTAIN General waste collection
	SECOND ORDER ISSUES Council's decision to be carbon neutral by 2022 Pest animal control Pest weed control Protection of bush land and wildlife Water quality in Albert and Logan Rivers	DIFFERENTIATORS Four free tipping vouchers Recycling and reuse services
LOW IMPORTANCE	BELOW-AVERAGE SATISFACTION	ABOVE-AVERAGE SATISFACTION

CONVENIENTLY CONNECTED

PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Accessibility of parks	4.1	4.1	↔	-
Maintenance of parks	3.9	3.9	↔	-
Bike routes	3.7	3.5	↓	↑
Traffic Management on local roads	3.3	3.5	↑	↑
Maintenance of drains	3.6	3.5	↔	-
Footpaths and shared paths	3.5	3.5	↔	↑
Maintenance of local roads	3.2	3.3	↔	-

CONVENIENTLY CONNECTED STRENGTHS & WEAKNESSES

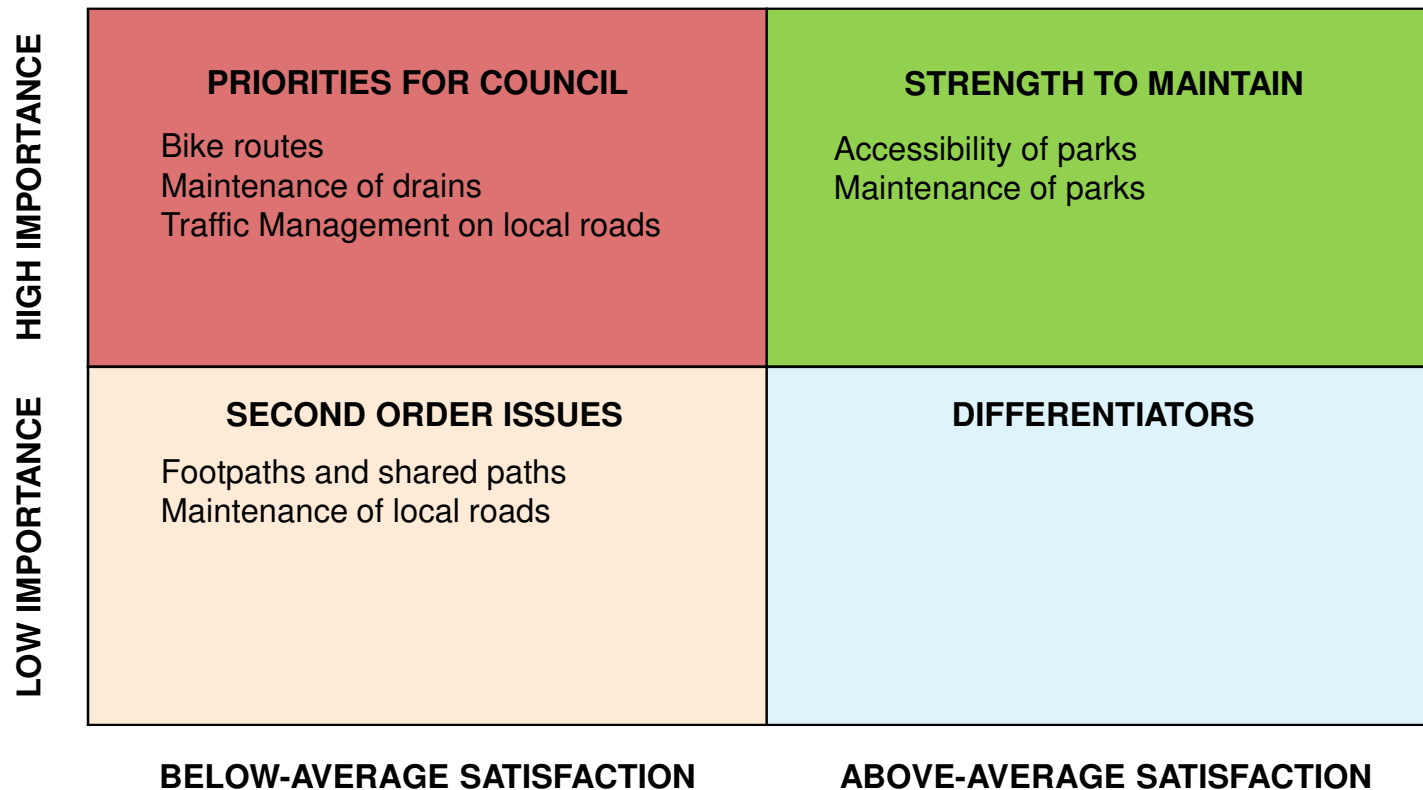
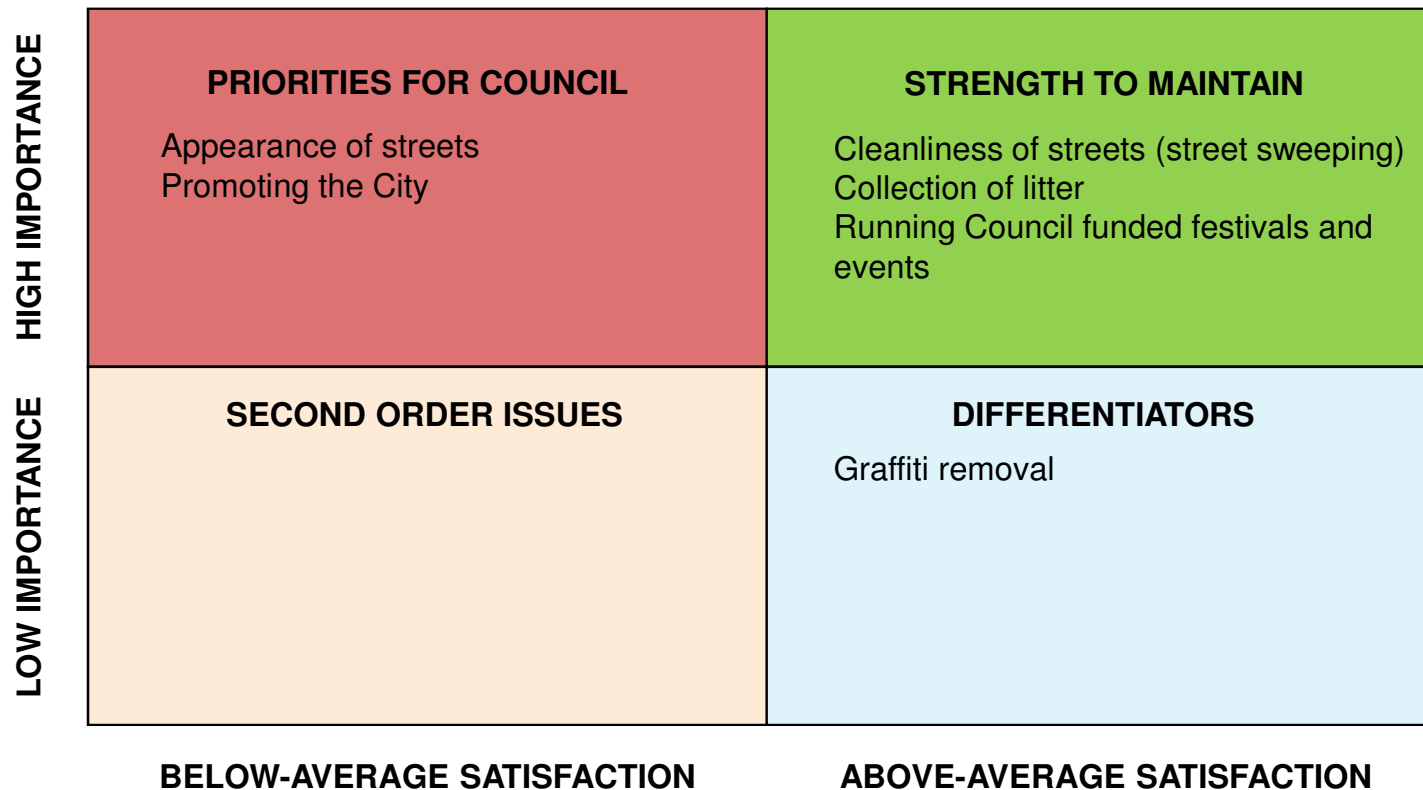


IMAGE & IDENTITY PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Graffiti removal	4.0	3.9	↔	-
Cleanliness of streets (street sweeping)	3.9	3.8	↔	-
Running Council funded festivals and events	3.9	3.7	↓	↔
Collection of litter	3.9	3.7	↓	-
Promoting the City	3.8	3.7	↔	↑
Appearance of streets	3.7	3.5	↔	↔

IMAGE & IDENTITY

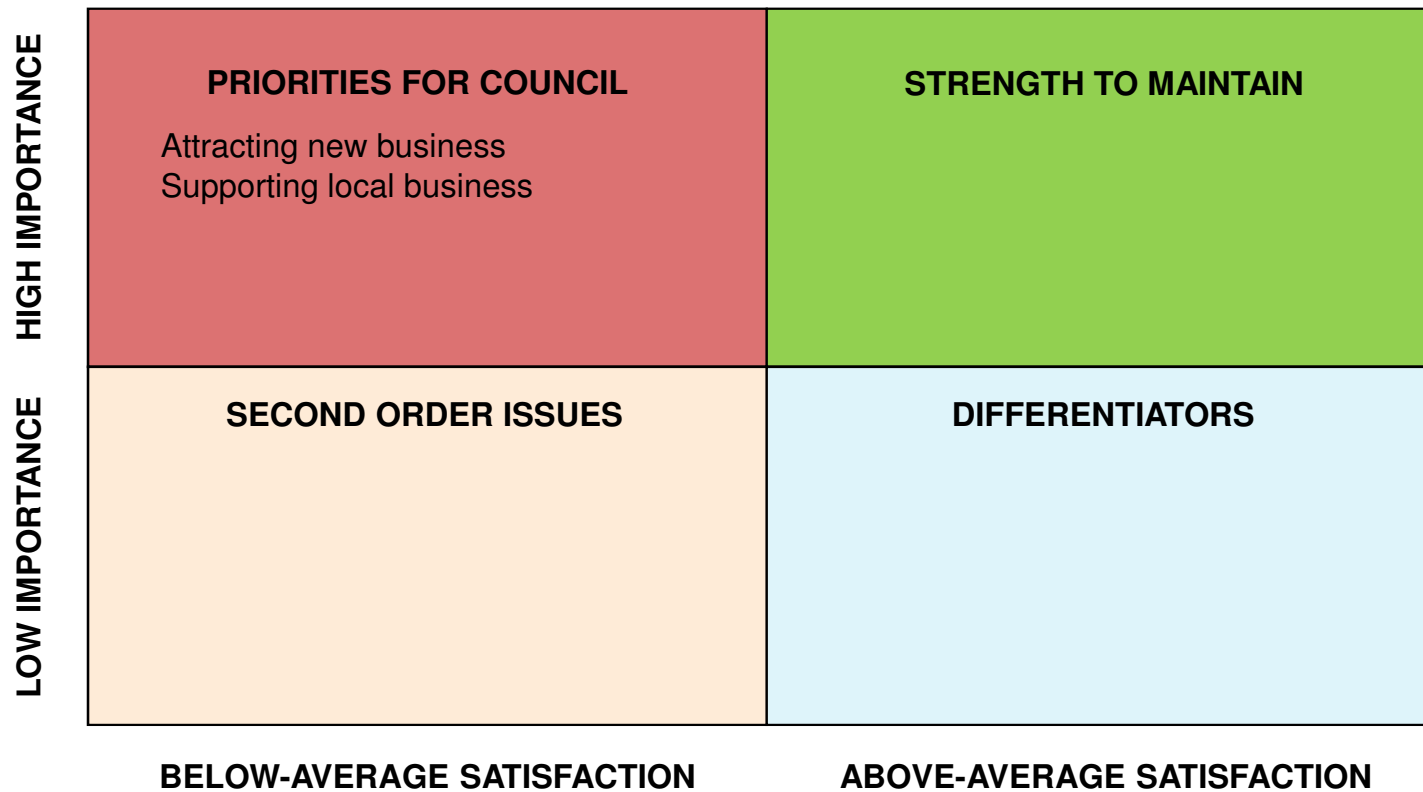
STRENGTHS & WEAKNESSES



ECONOMIC TRANSFORMATION PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Supporting local business	3.7	3.7	↔	↑
Attracting new business	3.5	3.4	↔	-

ECONOMIC TRANSFORMATION STRENGTHS & WEAKNESSES



NEXT GEN GOVERNANCE PERFORMANCE

	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Disaster management	3.8	3.8	↔	-
Council's dashboard and Early Warning Service	-	3.6	-	-
Enforcing parking regulations	3.4	3.5	↔	-
Informing the community about Council services and facilities	3.5	3.4	↔	↔
Consulting the community	3.2	3.1	↔	↔

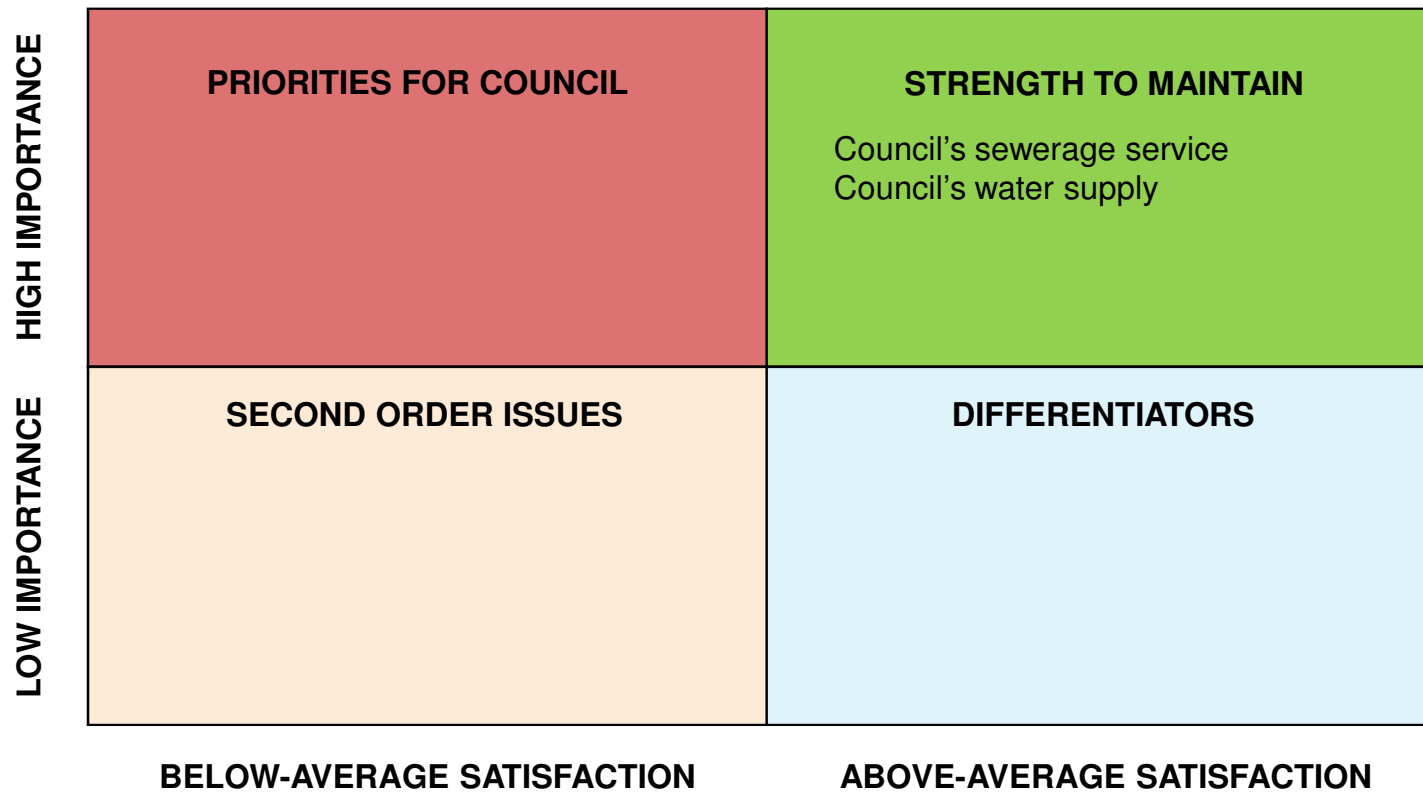
NEXT GEN GOVERNANCE STRENGTHS & WEAKNESSES

HIGH IMPORTANCE	PRIORITIES FOR COUNCIL Consulting the community Enforcing parking regulations	STRENGTH TO MAINTAIN Disaster management
	SECOND ORDER ISSUES Council's disaster dashboard and Early Warning Service Informing the community about Council services and facilities	DIFFERENTIATORS
LOW IMPORTANCE		
	BELOW-AVERAGE SATISFACTION	ABOVE-AVERAGE SATISFACTION

WATER & SEWERAGE PERFORMANCE

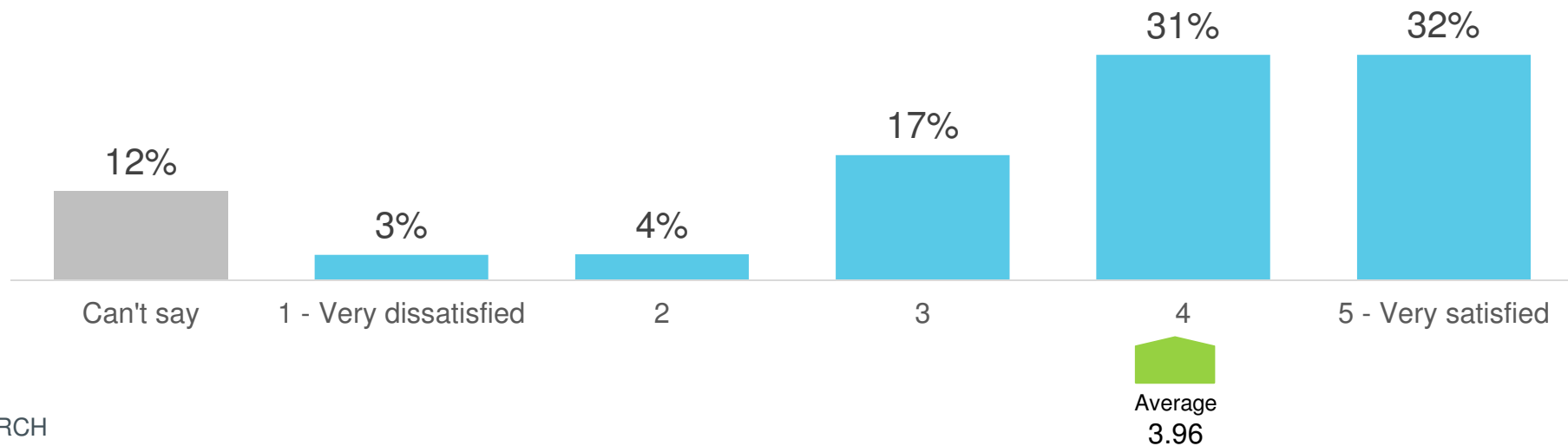
	2018	2020	Significant change since 2018	Performance compared to Comparable Councils
Council's sewerage service	4.4	4.4	↔	↑
Council's water supply	4.1	4.1	↔	↑

WATER & SEWERAGE STRENGTHS & WEAKNESSES



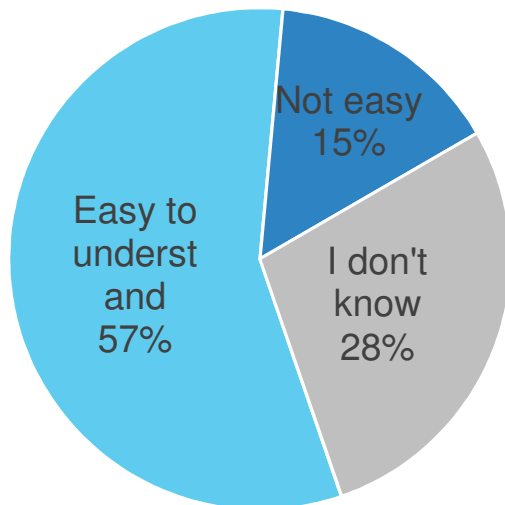
COUNCIL'S RESPONSE TO COVID-19

- 63% of residents satisfied overall with Council's response and support provided to the community.
- Satisfaction was driven by the amount of information provided and the proactiveness of Council.
- Dissatisfaction was driven by a lack of awareness of support available.

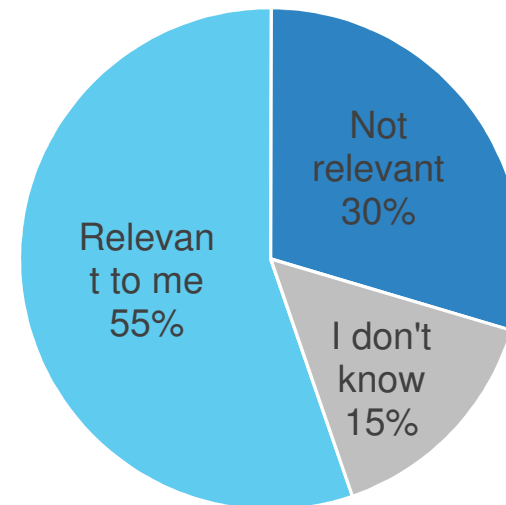


DISASTER MANAGEMENT INFORMATION

EASY TO UNDERSTAND

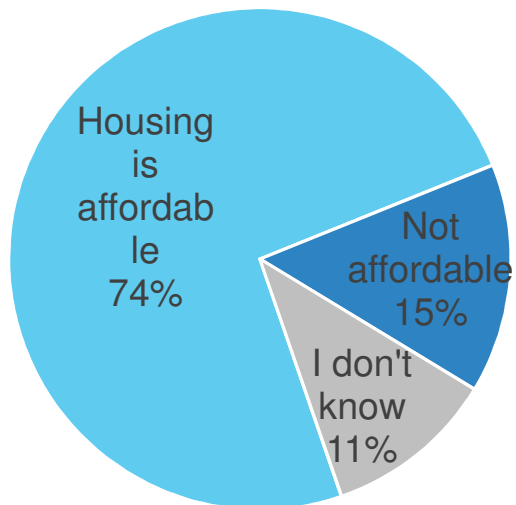


INFORMATION IS RELEVANT TO ME

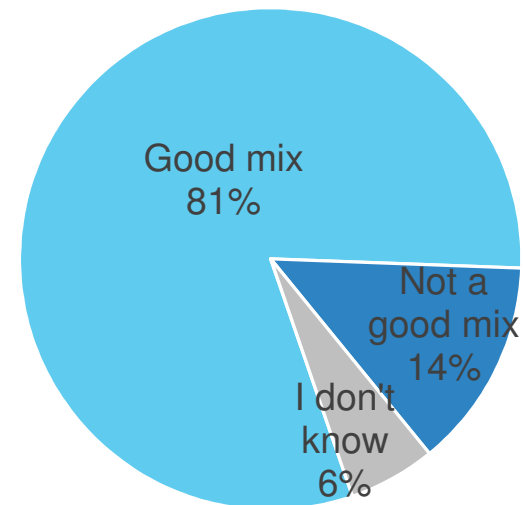


HOUSING

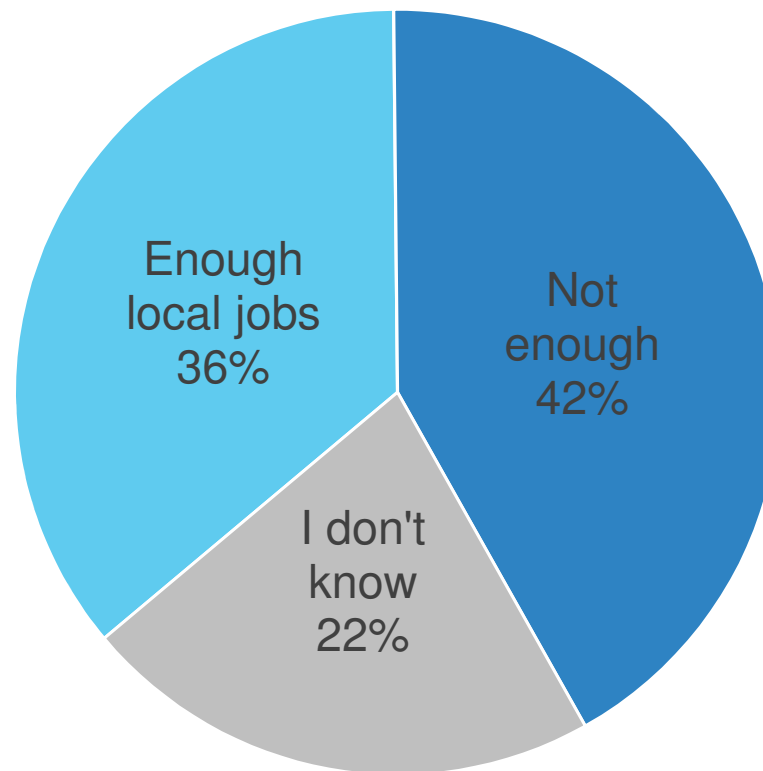
HOUSING IS AFFORDABLE



GOOD MIX OF HOUSING OPTIONS

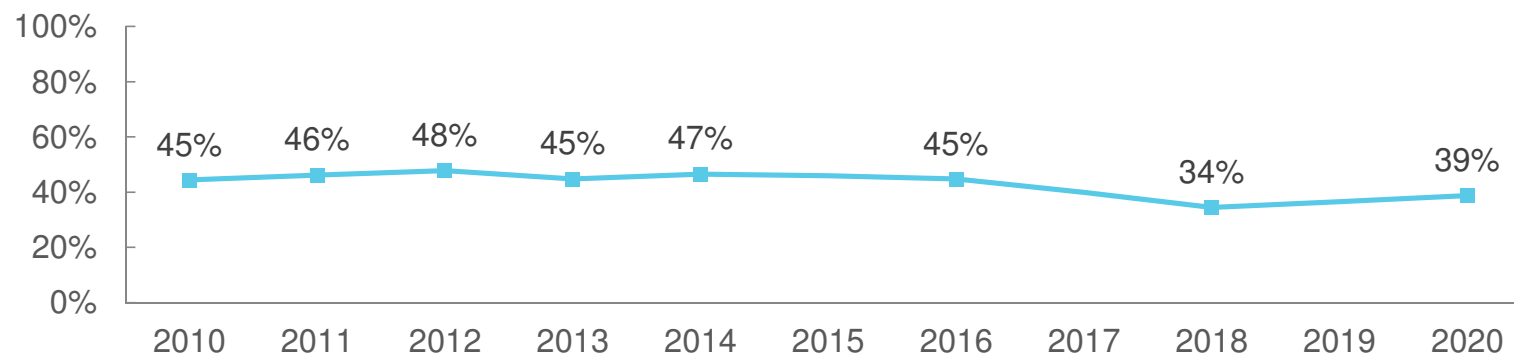


LOCAL JOB OPPORTUNITIES



RECENT CONTACT WITH COUNCIL

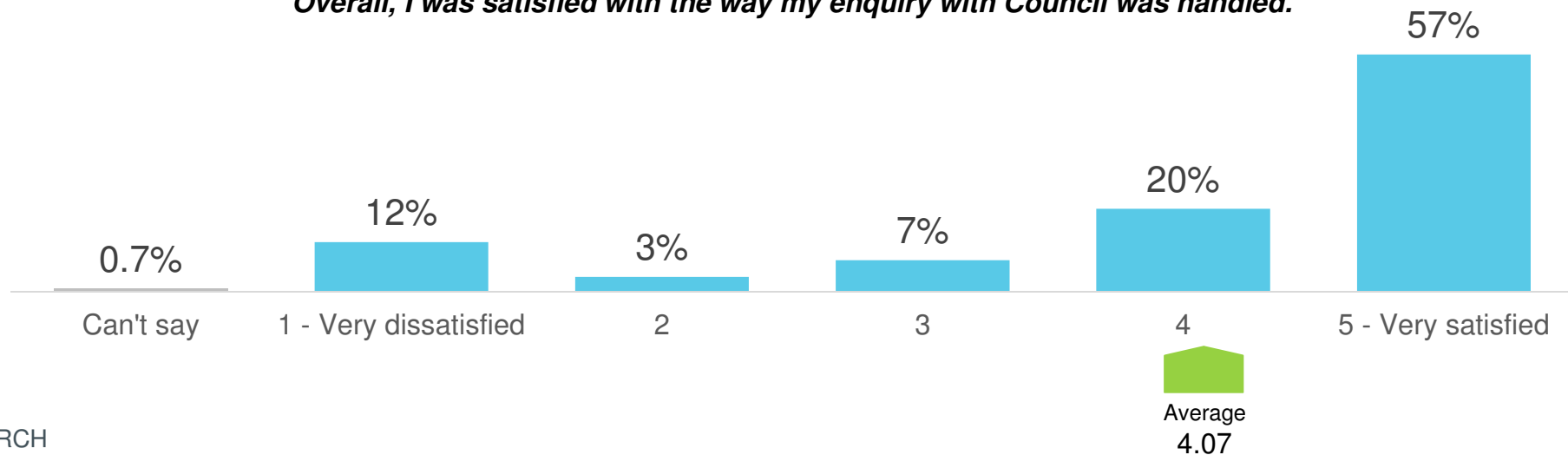
- 39% contacted Council in the last 12 months, up 5% pts since 2018.
- Most common methods of contact are **by phone** (67%) and **by email** (14%).
- Most common reasons for contacting Council are to
 1. **Make a complaint** (21%),
 2. **Make a general enquiry** (21%) and
 3. **Report a maintenance issue** (14%).



CUSTOMER EXPERIENCE

- Customers were highly satisfied with all aspects of customer services, though average ratings for five of six statements did not reach 2018 levels.
- In total, 77% of customers were satisfied with the way their enquiry was handled.
- Customers that contacted by phone (4.1) and in person (4.4) had a better experience than those who emailed (3.5).

'Overall, I was satisfied with the way my enquiry with Council was handled.'



COMMUNICATION

MOST USUAL

1. Our Logan Magazine (55%)
2. Council public displays at events (35%)
3. Council website (34%)

MULTIPLE CHOICE

MOST PREFERRED

1. Our Logan Magazine (32%)
2. Council Facebook (15%)
3. Email newsletters (10%)

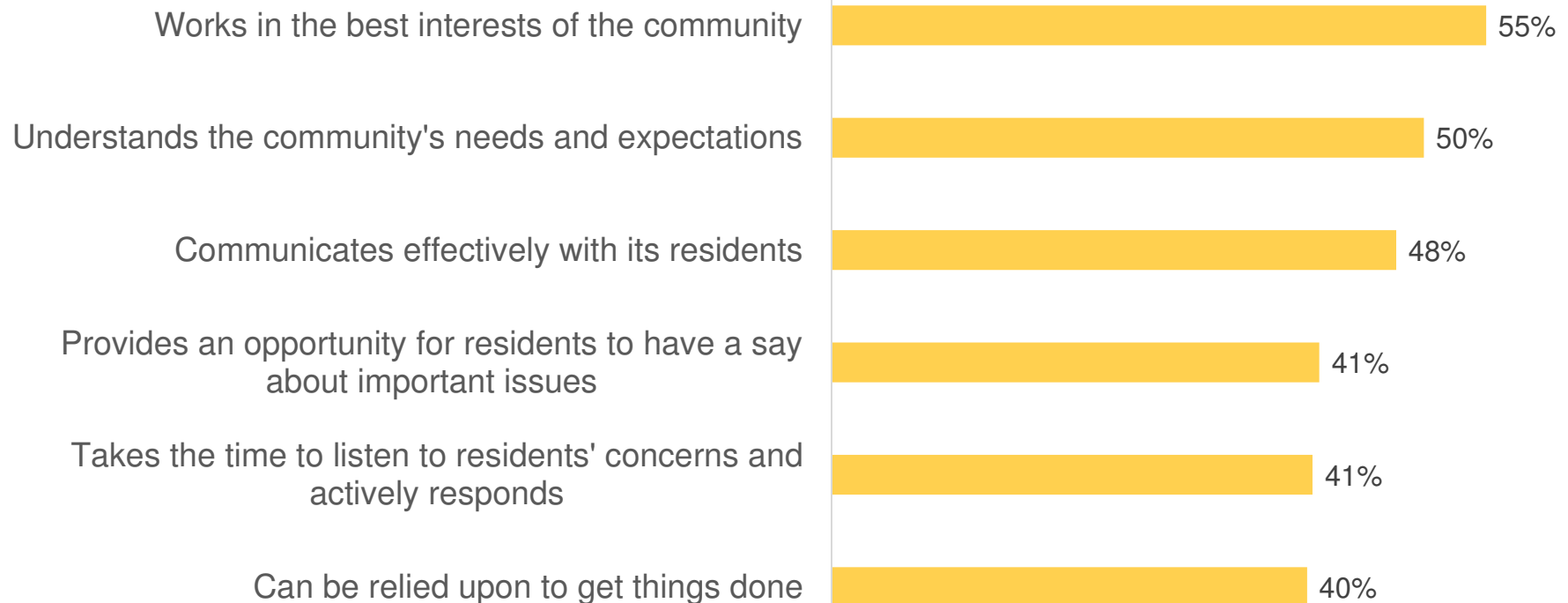
SINGLE CHOICE

ONLINE RATES PORTAL

- 37% of ratepayers are aware of Council's online rates portal.
- 58% of ratepayers would prefer receive rates notices **by mail** while 36% prefer **by email**.
- 7% would like to access Digital Waste Vouchers via the online rates portal.
- The majority of ratepayers could not offer a suggestion for how their rates notices could be simplified.

COMMUNITY ENGAGEMENT

HIGH RATING (4-5)



CONCLUSIONS

- Residents are highly satisfied overall with Logan City Council and the services and facilities provided.
- 12 services and facilities are **outperforming** comparable Queensland councils. While we have unearthed some priorities to monitor, there were no low performing services in the Residents Survey 2020.
- 63% of residents satisfied with Council's response to COVID-19 and the support provided to the community.
- Satisfaction with customer experience is high overall but down compared to 2018 with more customers choosing to make contact online and by email.