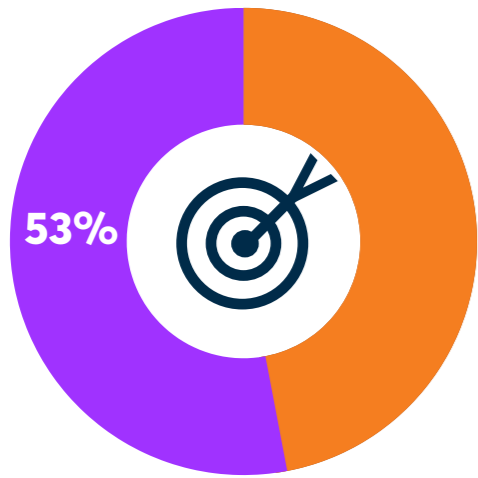


# COMMUNITY SATISFACTION SURVEY RESULTS 2022

Each year City of Parramatta residents are surveyed to check their satisfaction with Council's performance and services. In 2022 we expanded our approach to include both phone and online surveys, enabling all residents to provide feedback. A total of 1,460 responses were received.

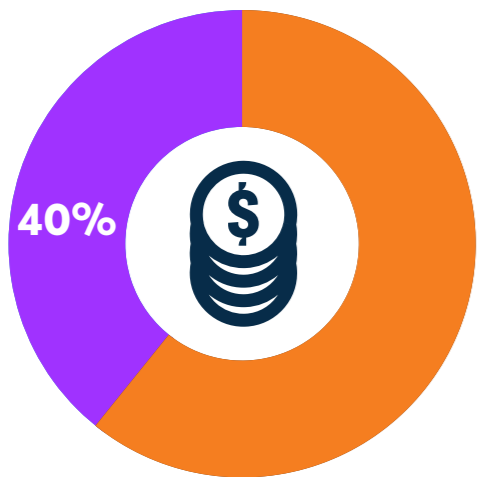
## COUNCIL OVERALL SATISFACTION

### PERFORMANCE OF COUNCIL



■ Satisfied or very satisfied

### COUNCIL VALUE FOR MONEY

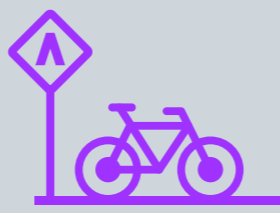


■ Satisfied or very satisfied with the value for money in return for the rates they pay

## WHAT IS MOST IMPORTANT TO YOU?



1. Council genuinely listening to residents and businesses



2. Local traffic management and signs



3. Having an opportunity to have your say

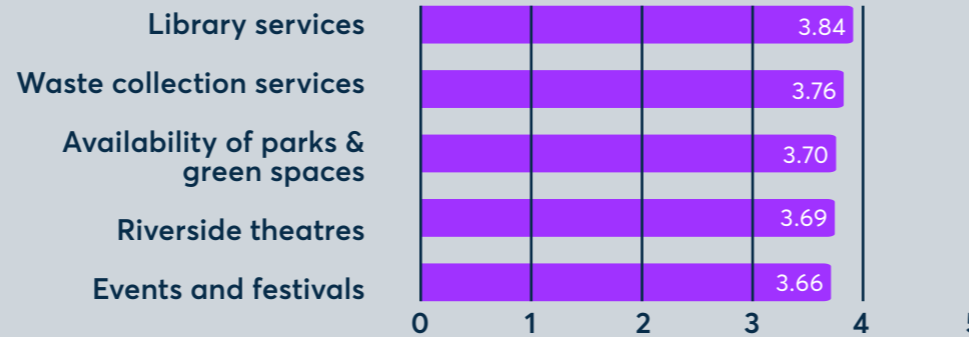


4. Information on developments near you

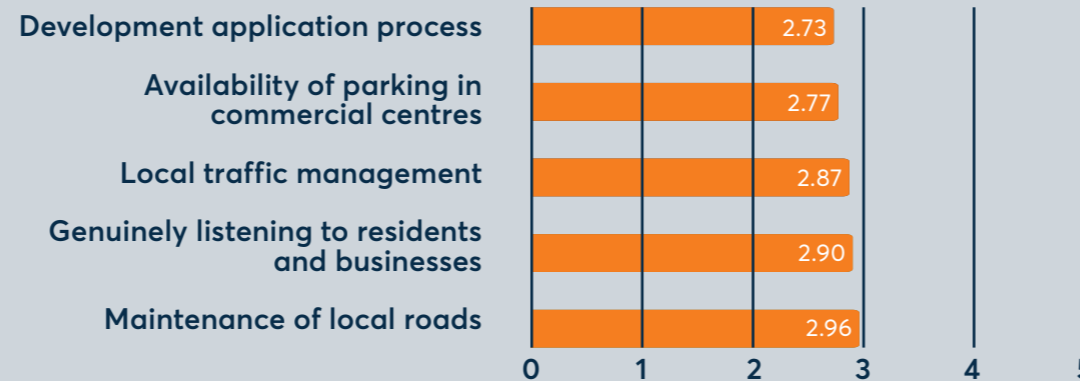


5. Public spaces

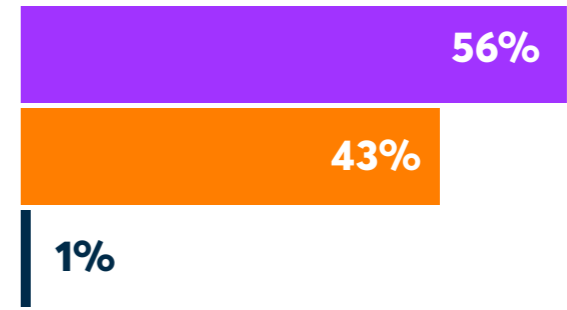
## AREAS OF HIGHEST SATISFACTION



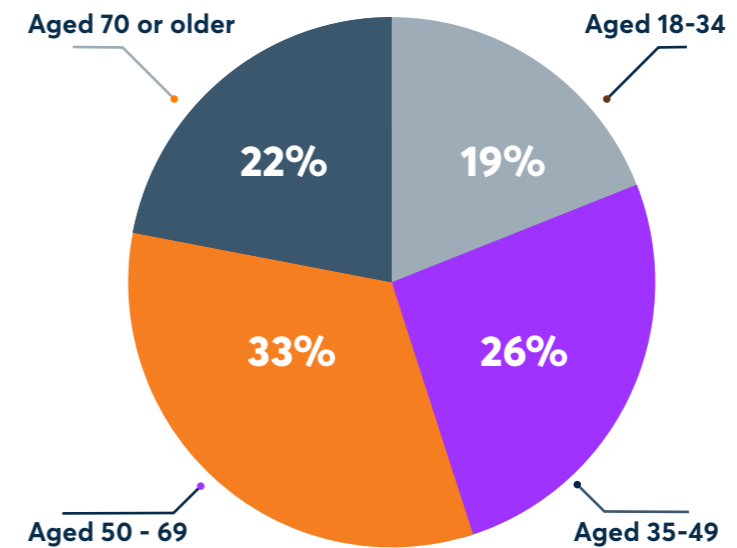
## AREAS OF LOWEST SATISFACTION



## WHO DID WE HEAR FROM?



■ Identified as female ■ Identified as male ■ Identified as other



**35%** were born overseas

**28%** LOTE (speak another language at home)

**8%** identified as living with disability

## WHAT ELSE YOU TOLD US

**59%**

Parramatta Square is a positive step for Parramatta

**60%**

Proud to be part of Parramatta

**35%**

Developments are in keeping with local character

\*Note: Because the data collection method changed we cannot compare the results to previous years results. This data will set the new benchmark.