



RESEARCH REPORT

Logan City Council Logan Listens: Residents' Survey 2022

October 2022



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1. EXECUTIVE SUMMARY

This research study was commissioned by Logan City Council to better understand key issues, community needs and priorities regarding the services and facilities provided by the Council.

Among the key findings:

Overall Satisfaction

Since 2020, overall satisfaction dropped 10 percentage points - from 68%, to 58% in 2022. However Logan City Council's 2022 satisfaction mean (3.61) was still the best of all Queensland Councils measured by Taverner Research.

Services and Facilities

Of the 52 services and facilities that respondents were asked to rate for their level of satisfaction, 15 could be considered high scoring (i.e. a mean of 3.75 or above out of five) and only one received a mean rating lower than the "neutral" score of 3.00 out of five.

The top-rated services and facilities for satisfaction were:

- Libraries (mean 4.23)
- General waste collection (mean 4.17)
- Recycling and reuse services (mean 4.09)
- Immunisation program (mean 4.03)
- Logan Entertainment Centre (mean 3.99)
- Accessibility of parks (mean 3.95)

The lowest-rated services and facilities for satisfaction were:

- Amenity and safety on our roads (mean 3.24)
- Pest and weed control (mean 3.23)
- Response to illegal dumping (mean 3.21)
- Mosquito management (mean 3.19)
- Water quality in Albert and Logan Rivers (mean 3.16)

- Maintenance of local roads (mean 2.89)

In 2022, Logan City Council was the best-performing Queensland council among its (Taverner-measured) peers for Animal management, Entertainment Centre, Sewerage service, and Enforcing parking regulations, but performed relatively poorly for Community and neighbourhood centres, Food safety in local eateries, Traffic management on local roads, and Cleanliness of streets.

Customer Experience

Phone and In-person contact continued their multi-year declines in both preference and usage. Customer services metrics were once again very high, both in absolute terms and relative to other Councils (with mean satisfaction scores mainly 4+ out of five).

Communication

Preference for Email newsletters rose from 10% in 2020 to 25% in 2022. Preference for Our Logan magazine fell from 32% in 2020 to 17% in 2022.

2022 Flooding Event

Fifty percent (50%) of residents surveyed agreed Council was proactive in keeping them informed, and 43% agreed that Council acted quickly in providing support. Their means out of five (3.59 for informing and 3.64 for support) were close to high scoring (3.75 and above).



2. SURVEY METHODOLOGY

2.1. DATA COLLECTION

Data was collected by Taverner Research Group via random CATI (telephone) interviewing and an online panel during the period Monday 5 September to Tuesday 4 October 2022, inclusive.

In total 1450 adult residents completed the survey (861 via mobile phone, 439 via fixed-line phone and 150 online). A copy of the combined questionnaire is available in Appendix 1. To prevent respondent exhaustion and maintain data quality, two separate n=800 CATI surveys were administered. (The 150 online respondents answered both Services & Facilities, and Customer Experience questions).

Based on the number of households within the Logan City LGA, a random sample of 800 adult residents implies a margin for error of +/- 3.5% at the 95% confidence level. This means that if we conducted a similar poll 20 times, results should reflect the views and behaviour of the overall survey population – in this case “all Logan City LGA adult residents of at least 6 months excluding Council employees and councillors” - to within a +/- 3.5% margin in 19 of those 20 surveys.

2.2. DATA HANDLING

Data handling and analysis was carried out using the statistical database program “Q”. All responses are de-identified to ensure the anonymity of respondents.

2.3. DATA WEIGHTING

The data was collected via random sampling. To ensure that the report is representative of the broader Logan City Council community, the data has been weighted post-collection to broadly represent the LGA in terms of population distribution by age and gender (based on 2021 Census data). Respondent profile and weighting information is included in Appendix 3.

2.4. DATA ANALYSIS

Statistical testing was conducted across results by urban vs. rural, age, gender, ratepayer status, and how long lived in Logan. Significantly higher/lower differences, at the 95% confidence level, are identified in tables in throughout this report. Full percentage responses can be seen in Appendix 2.



3. 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).

Overall satisfaction with Council’s services and facilities

As shown in **Figure 1** below, there were significant differences between 2020 and 2022 for ratings of 2, 3 and 4 on the five-point scale. The net effect was a 10% fall in satisfaction, accompanied by a 6% rise in the proportion who were dissatisfied.

Figure 1 Overall Satisfaction with Logan City Council

Q11A. Using a 5 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?

Base: All Services and Facilities respondents 2020 and 2022 (n=800 per survey)

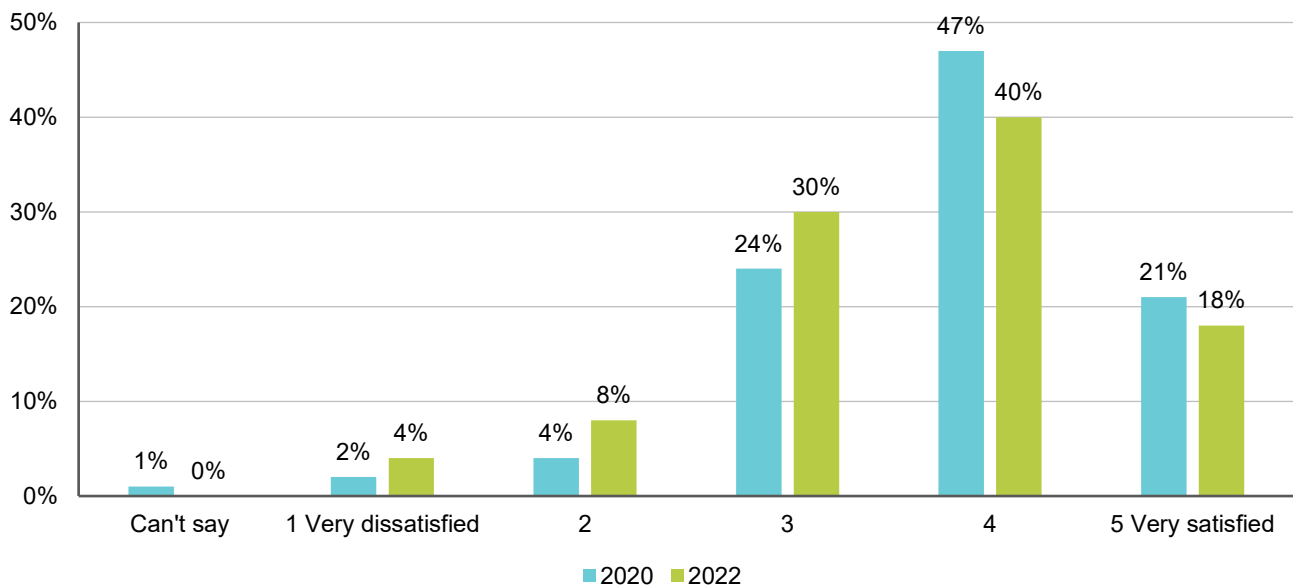


Table 1 Overall Satisfaction with Logan City Council – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed in urban areas had a higher satisfaction mean (3.6) than rural (3.4)
Age	Residents surveyed aged 65 plus years had a higher mean (3.8) than those younger
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil



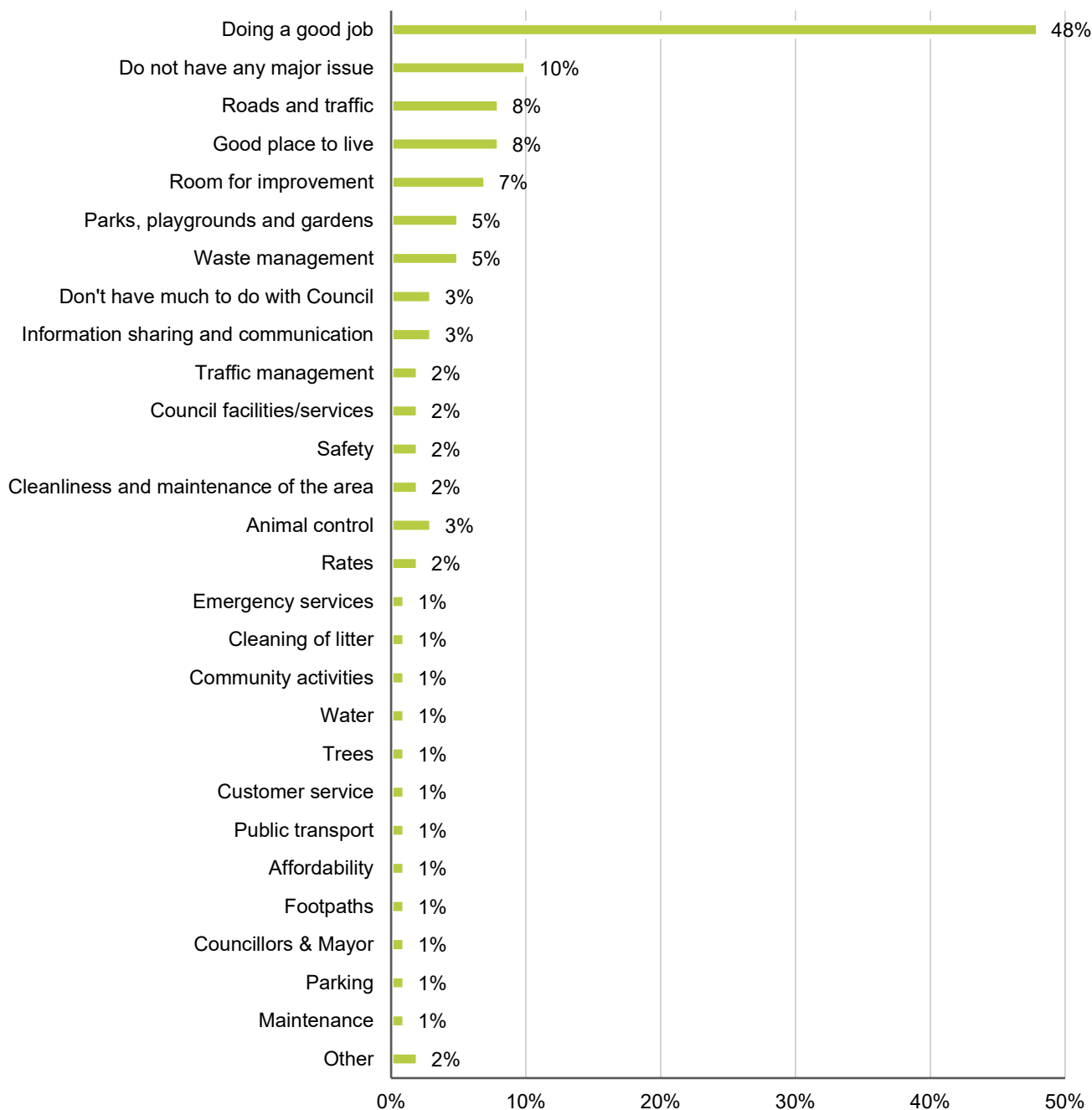
3. OVERALL SATISFACTION

Respondents were then asked, in an open-ended question, to briefly explain their rating. These responses have been coded to identify key themes.

As shown in **Figure 2** below, the top reason for being satisfied was that Council was ‘Doing a good job’ (48%). Other leading reasons included ‘Do not have any major issue’ (10%), ‘Roads and traffic’ (8%) and ‘Good place to live’ (8%).

Figure 2 Reasons for Overall Satisfaction

Q11B. Why do you say that? What issue has most strongly influenced your rating?
 Base: Q11a Satisfied 2022 (n=473)





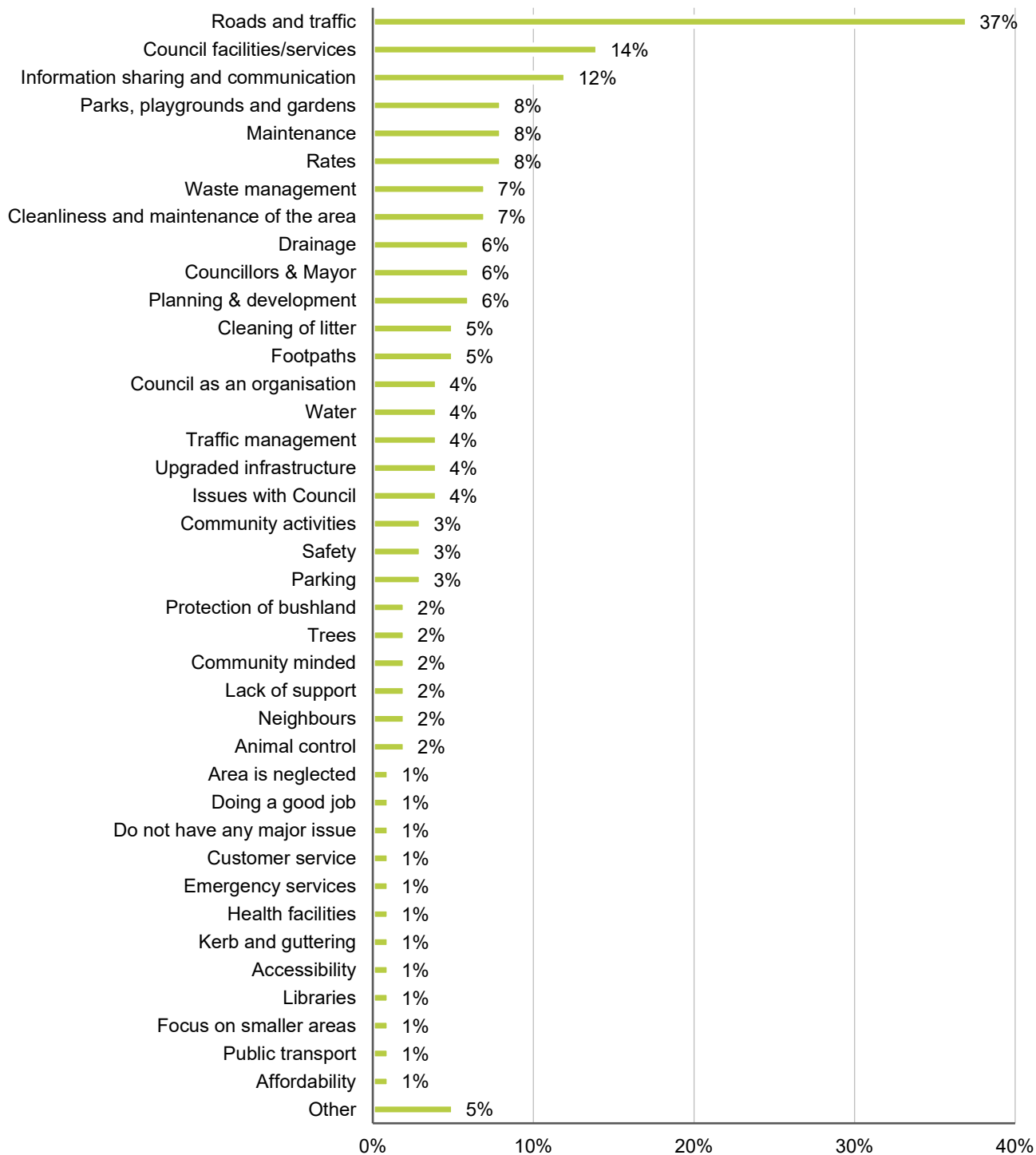
3. OVERALL SATISFACTION

As shown in **Figure 3** below, 'Roads and traffic' (37%) was the leading reason for dissatisfied residents. 'Council facilities/services' (14%) and 'Information sharing and communication' (12%) were other leading reasons.

Figure 3 Reasons for Overall Dissatisfaction

Q11B. Why do you say that? What issue has most strongly influenced your rating?

Base: Q11a Dissatisfied 2022 (n=93)





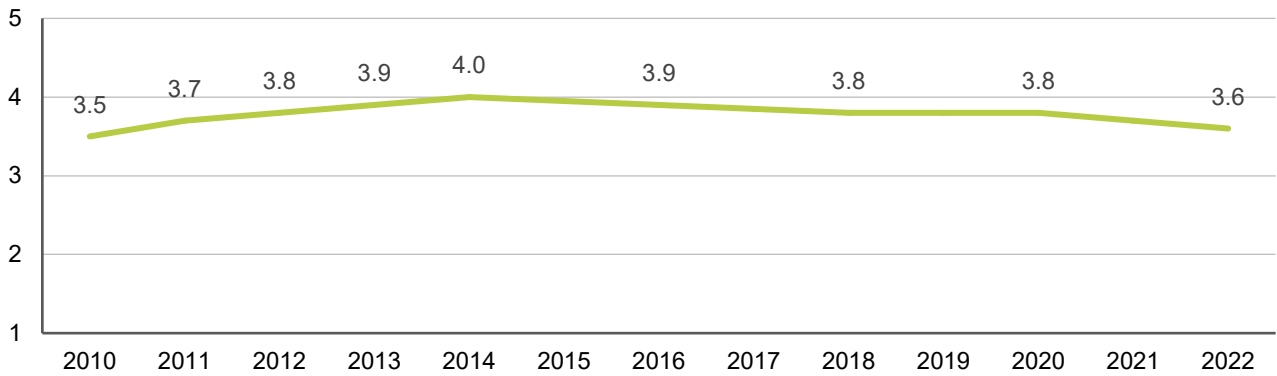
3. OVERALL SATISFACTION

Internal Benchmarks

On a 1-5 satisfaction scale (with 3 being “neutral”), overall satisfaction fell from 3.8 in 2020 to 3.6 in 2022. This is not the lowest score achieved since 2010 but is lower than all observed since 2011 (see **Figure 4** below). There seems to be a very gradual decline trend since 2014, albeit from a high base.

Figure 4 Overall Satisfaction – Internal Benchmarks

Q11A. Using a 5 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?
 Base: All Services and Facilities respondents 2010/2022



External Benchmarks

Although the overall mean satisfaction fell slightly in 2022, this remains a high score relative to Logan’s peers. In fact, as shown in **Table 2** below, Logan City Council’s 2022 mean score for overall satisfaction remained the highest among our benchmark of seven regional Queensland Councils.

Table 2 Overall Satisfaction with Logan City Council - External Benchmarks

Logan City 2022 mean	Qld average mean	Qld highest mean	Qld lowest mean
3.61	3.49	3.61	3.29



4. COUNCIL SERVICES

This section reports on the services and facilities provided by Logan City Council. Respondents were asked to rate their satisfaction with 52 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 six service areas, aligned to Council's 2021-2026 Corporate Plan priorities. This section reports the results by service area.

Service area	Services and facilities
Healthy connected community	Immunisation program
	Eat Safe Logan (i.e. the star rating system that measures compliance in food safety)
	Logan Art Gallery
	Food safety in local eateries
	Logan Entertainment Centre
	Sporting grounds and facilities (e.g. sports fields, courts and clubhouses)
	Council cemeteries
	Skate parks and BMX tracks
	Community programs (e.g. Active & Healthy, KRANK School Holiday programs, Seniors activities)
	Indoor sports centres
	Animal Management (i.e. a Council service response to domestic animal keeping and control concerns)
	The Animal Management Centre
	Playgrounds
	Community and neighbourhood centres
	Dog Off-leash Areas
	Council's swimming pools
	Community Safety Programs (e.g. safety cameras and awareness of available community safety information)
Amenity and safety on our Roads (i.e. Council service response to abandoned vehicles and temporary signs on roadsides)	
Response to illegal dumping	
Environment	Council's target to be carbon neutral by the end of 2022
	Protection of bush land and wildlife
	Water quality in Albert and Logan Rivers
	General waste collection, green waste bin collection
	Recycling and reuse services (e.g. recycling bin collection, resource recovery at Waste & Recycling facilities and reuse through the Logan Recycling Market)
	Four free tipping vouchers (i.e. the vouchers supplied to ratepayers annually with their July rates notices)
Pest and weed control (e.g. management of declared weeds)	



4. COUNCIL SERVICES

	Pest animal control (e.g. foxes, feral deer)
	Mosquito management
Infrastructure	Traffic Management on local roads (e.g. roundabouts, pedestrian islands, traffic calming)
	Maintenance of local roads (e.g. patching sealed road surfaces, grading gravel surfaces, repainting lines)
	Maintenance of drains
	Maintenance of parks
	Accessibility of parks
	Bike routes (e.g. bike lanes on roads and through parks)
	Footpaths and shared paths (i.e. bikeways and footpaths combined)
	Water supply
	Sewerage service
Proud city	Appearance of streets (e.g. landscaping and mowing)
	Cleanliness of streets (street sweeping)
	Graffiti removal
	Collection of litter
	Promoting the City
	Running Council funded festivals and events (e.g. Eats & Beats, Logan Eco Action Festival)
	Libraries
Economy and growth	Supporting local business and jobs
	Attracting new business and investment
	Improving the function and look of our centres (eg Springwood, Beenleigh, Logan Central, Meadowbrook)
High performing organisation	Informing the community about Council services and facilities
	Consulting the community
	Disaster management (e.g. storms, floods, fires)
	Council's disaster dashboard and Early Warning Service
	Enforcing parking regulations

When analysing the satisfaction scores, it should be acknowledged that residents are likely to assess statutory or enforceable compliance type services more negatively than other discretionary type services. However, any such differences should not affect longitudinal (time-based) comparisons.

4.1. HEALTHY CONNECTED COMMUNITY

Respondents were asked to rate their satisfaction with nineteen services in the Healthy connected community category (see **Figure 5**, next page)



4. COUNCIL SERVICES

Healthy connected community was a high performing service area, with eight of 19 services recording high average satisfaction ratings (mean scores above 3.75) and the remaining 11 recording medium-level ratings (3.00 to 3.74) in 2022.

Council's facilities and health-related services were the standout performers, including:

- Immunisation program (4.03)
- Logan Entertainment Centre (3.99)
- Eat Safe Logan (3.83)
- Sporting grounds and facilities (3.83)
- Food safety in local eateries (3.82)
- Playgrounds (3.79)
- Logan Art Gallery (3.78)
- Council cemeteries (3.76)

Figure 5, next page, summarises the proportion of residents satisfied and dissatisfied with each facility or service:

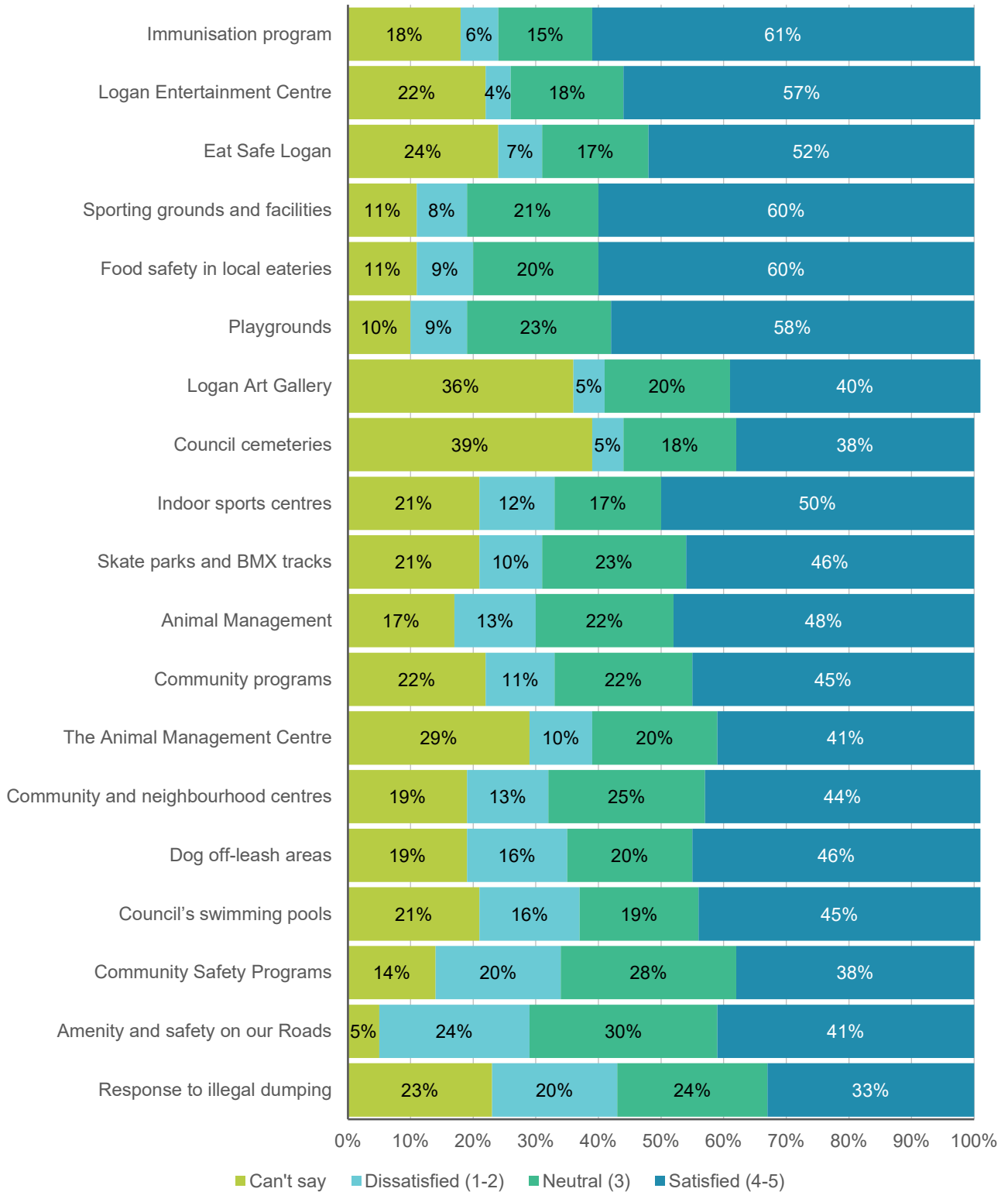


4. COUNCIL SERVICES

Figure 5 Healthy connected community - Satisfaction

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

In 2022, urban residents and those aged 65 plus years had the greatest number of Healthy connected community services that they were more satisfied with (see **Table 3** below).

Table 3 Healthy connected community – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed from urban areas were more satisfied than rural with: <ul style="list-style-type: none"> • Indoor sports centres • Skate parks and BMX tracks • Dog off-leash areas • Amenity and safety on our roads
Age	Residents surveyed aged 50 to 64 years were less satisfied than other age groups with Amenity and safety on our roads Residents surveyed aged 65 plus years were more satisfied than other age groups with: <ul style="list-style-type: none"> • Logan Entertainment Centre • Sporting grounds and facilities • Playgrounds • Physical activity programs • The Animal Management Centre • Community and neighbourhood centres • Community safety programs • Amenity and safety on our roads • Response to illegal dumping
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

As shown on **Table 4** (next page), there were no increases in mean ratings of any of the Healthy connected community services from 2020 to 2022. Four services (Immunisation program, Dog off-leash areas, Community Safety Programs, and Amenity and safety on our roads) showed statistically significant declines since 2020.

Between 2020 and 2022, mean scores for eleven out of the 18 services each declined by only 0.1 point. No mean scores were below the 3.0 'neutral' rating in 2022.



4. COUNCIL SERVICES

Table 4 Healthy connected community – Internal Benchmarks

	2011	2012	2013	2014	2016	2018	2020	2022	Significant change since 2020
Immunisation program	4.2	4.2	4.2	4.3	4.3	4.3	4.2	4.0	↓
Logan Entertainment Centre	3.9	3.8	3.9	4.0	4.1	4.1	4.1	4.0	-
Eat Safe Logan	-	3.7	3.7	3.9	4.1	4.0	4.0	3.8	-
Sporting grounds and facilities	3.8	3.7	3.9	3.9	4.0	3.9	3.9	3.8	-
Food safety in local eateries	3.6	3.7	3.7	3.9	4.0	3.9	3.9	3.8	-
Playgrounds	3.8	3.7	3.7	3.9	3.9	3.9	3.9	3.8	-
Logan Art Gallery	3.8	3.7	3.8	3.8	4.0	4.0	3.9	3.8	-
Council cemeteries	3.7	3.5	3.8	3.9	4.0	3.9	3.9	3.8	-
Indoor sports centres	3.9	3.7	3.7	3.8	3.9	3.7	3.8	3.7	-
Skate parks and BMX tracks	3.6	3.5	3.5	3.7	3.7	3.8	3.8	3.7	-
Animal management	3.7	3.6	3.8	3.9	3.9	3.8	3.7	3.6	-
Physical activity programs	3.7	3.5	3.6	3.6	3.8	3.8	3.7	3.6	-
The Animal Management Centre	-	-	-	-	-	-	3.7	3.6	-
Community and neighbourhood centres	3.7	3.6	3.7	3.7	3.7	3.6	3.6	3.6	-
Dog off-leash areas	-	-	-	-	-	-	3.8	3.5	↓
Council's swimming pools	3.7	3.5	3.7	3.7	3.8	3.6	3.7	3.5	-
Community safety programs	3.6	3.4	3.5	3.7	3.8	3.5	3.6	3.3	↓
Amenity and safety on our roads	-	-	-	-	-	-	3.4	3.2	↓
Illegal dumping	-	-	-	-	-	-	-	3.2	NA



4. COUNCIL SERVICES

Many of these scores can be benchmarked against other regional Queensland Councils. The benchmarking graphs show the extent of variation between Councils (blue lines – the longer the line the bigger the variation) and Logan’s position within that continuum of satisfaction scores (orange dot).

As shown in **Figure 6** (next page), in 2022 Logan City Council was better than any other recently observed Queensland council for its Entertainment Centre and Animal management, but scored relatively poorly for Community and neighbourhood centres, and Food safety in local eateries.

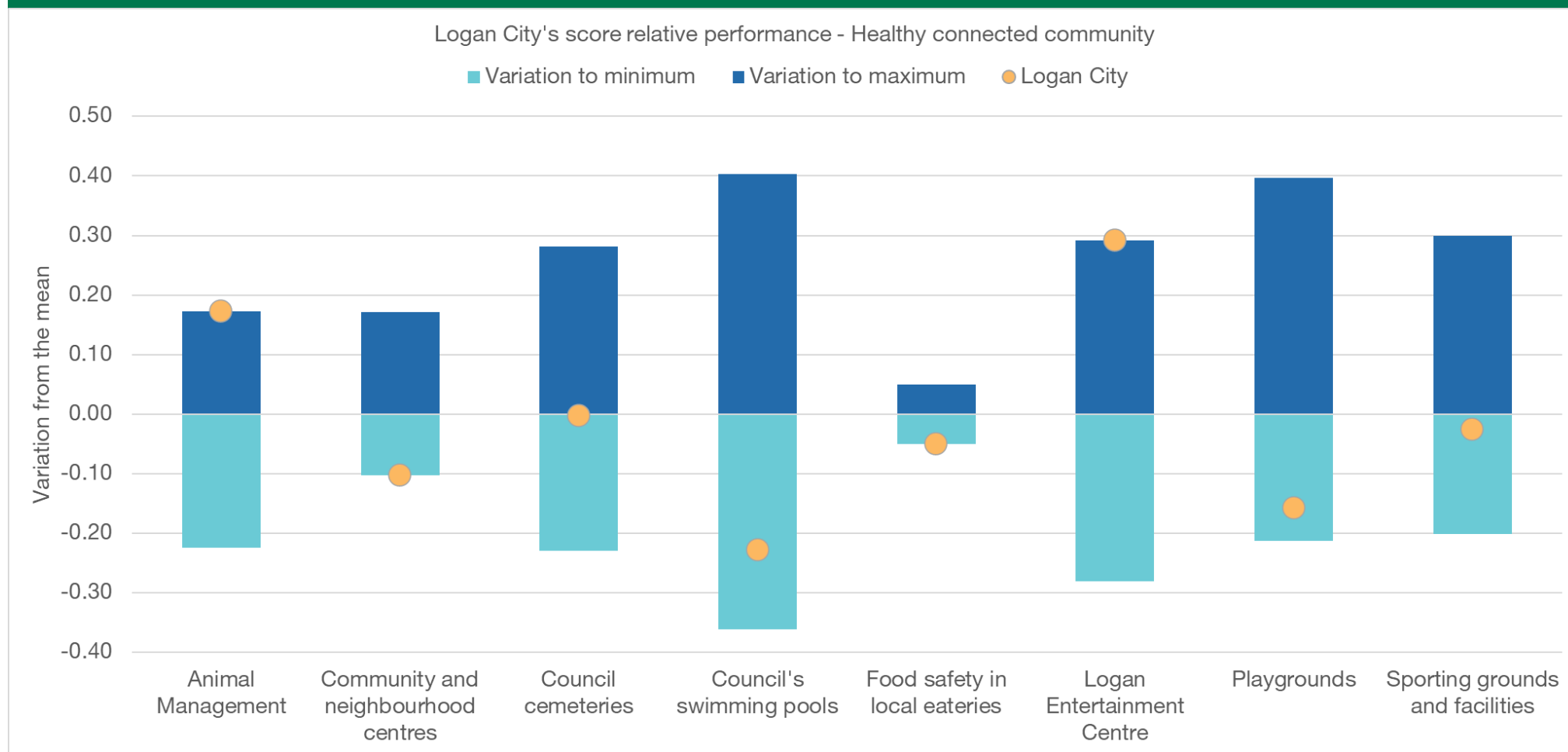


4. COUNCIL SERVICES

Figure 6 Healthy connected community – Comparisons to Queensland Benchmarks

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

4.2. ENVIRONMENT

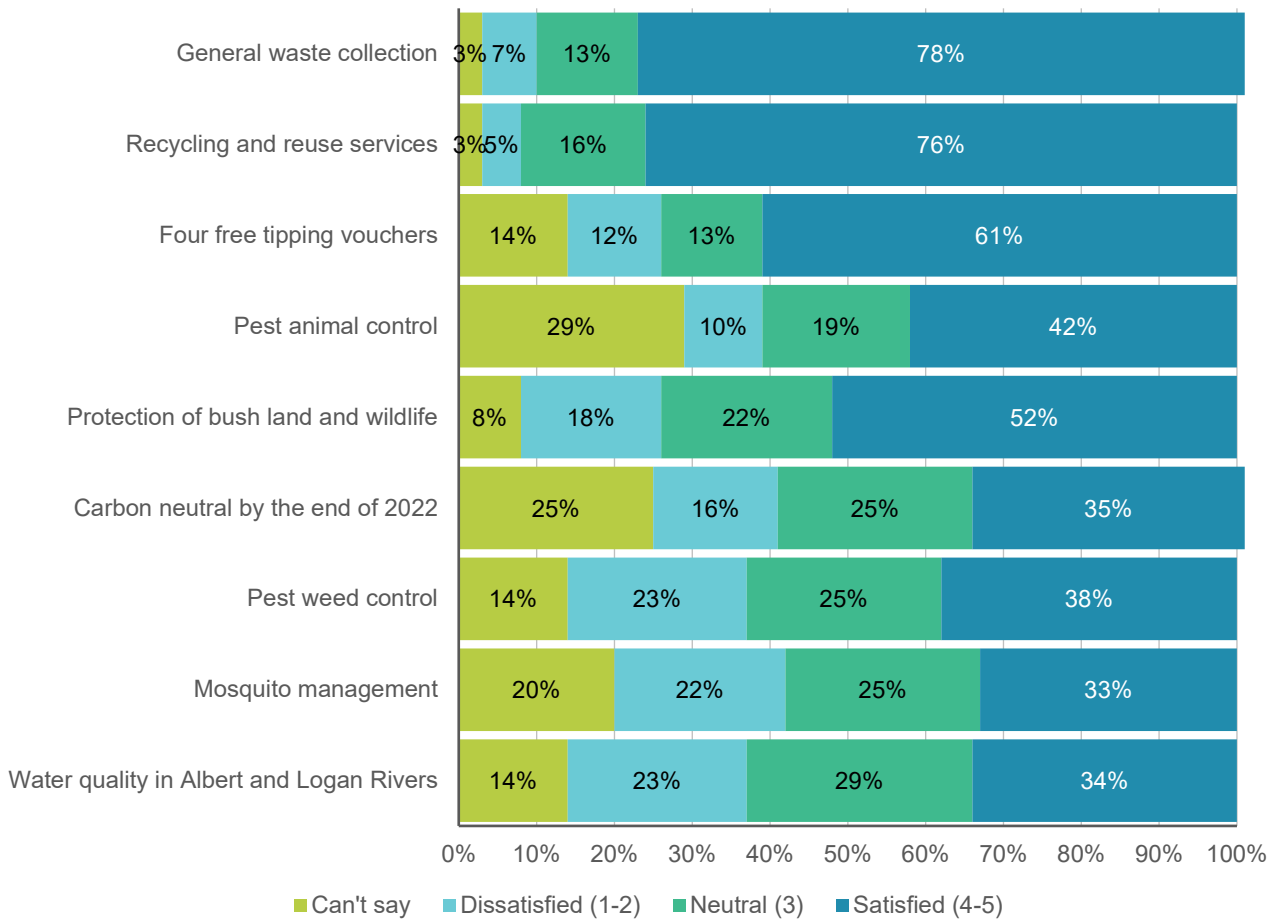
Respondents were next asked to rate their satisfaction with nine services in the Environment category.

Three services (all waste management- General waste collection, Recycling and reuse facilities, and four free tipping vouchers) recorded high average satisfaction ratings (mean scores above 3.75) in 2022.

One in four residents surveyed did not provide a rating for Council's target to be carbon neutral by the end of 2022. However, this was lower than in 2020 (when 36% couldn't say).

Figure 7 Environment - Satisfaction

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.
 Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

As with Healthy connected community, urban and those aged 65 plus years had the greatest number of Environment services that they were more satisfied with (see **Table 5** below).

Table 5 Environment – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed from urban areas were more satisfied than rural with: <ul style="list-style-type: none"> • Pest animal control • Pest weed control • Mosquito management
Age	Residents surveyed aged 18 to 34 years were more satisfied than those older with Pest animal control Residents surveyed aged 50 to 64 years were less satisfied than other age groups with Pest animal control Residents surveyed aged 65 plus years were more satisfied than those younger with: <ul style="list-style-type: none"> • Water quality in the Albert and Logan Rivers • General waste collection • Recycling and reuse services • Four free tipping vouchers
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil



4. COUNCIL SERVICES

As shown in **Table 6**, below, there were no significant differences in 2022 means compared to 2020. Pest animal control was the only service higher in 2022 than 2020.

Table 6 Environment – Internal Benchmarks

	2011	2012	2013	2014	2016	2018	2020	2022	Significant change since 2020
General waste collection	4.3	4.3	4.3	4.4	4.4	4.3	4.2	4.2	-
Recycling and reuse services	4.3	4.2	4.2	4.3	4.3	4.0	4.1	4.1	-
Four free tipping vouchers	-	-	3.7	4.1	4.0	4.2	4.1	3.9	-
Pest animal control	3.6	3.5	3.4	3.5	3.7	3.5	3.5	3.7	-
Protection of bush land and wildlife	3.6	3.5	3.5	3.6	3.7	3.7	3.6	3.5	-
Carbon neutral by the end of 2022	-	-	-	-	-	-	3.6	3.4	-
Pest weed control	3.6	3.5	3.4	3.5	3.7	3.5	3.4	3.2	-
Mosquito management	-	-	-	-	-	3.5	3.2	3.2	-
Water quality in Albert and Logan Rivers	3.2	3.0	3.3	3.3	3.3	3.1	3.1	3.2	-



4. COUNCIL SERVICES

Logan City Council was in the mid-range of above-average performance compared to other Queensland councils for Tips, General waste collection and Protection of bush land and wildlife, but rated relatively poorly – on a narrow range - for Mosquito management (see **Figure 8** below).

Figure 8 Environment – Comparisons to Queensland Benchmarks

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)



(N.B. In relation to mosquito management, it is likely that this result was impacted by 2022 flooding events throughout the Logan LGA, and the subsequent increase in mosquito numbers.)



4. COUNCIL SERVICES

4.3. INFRASTRUCTURE

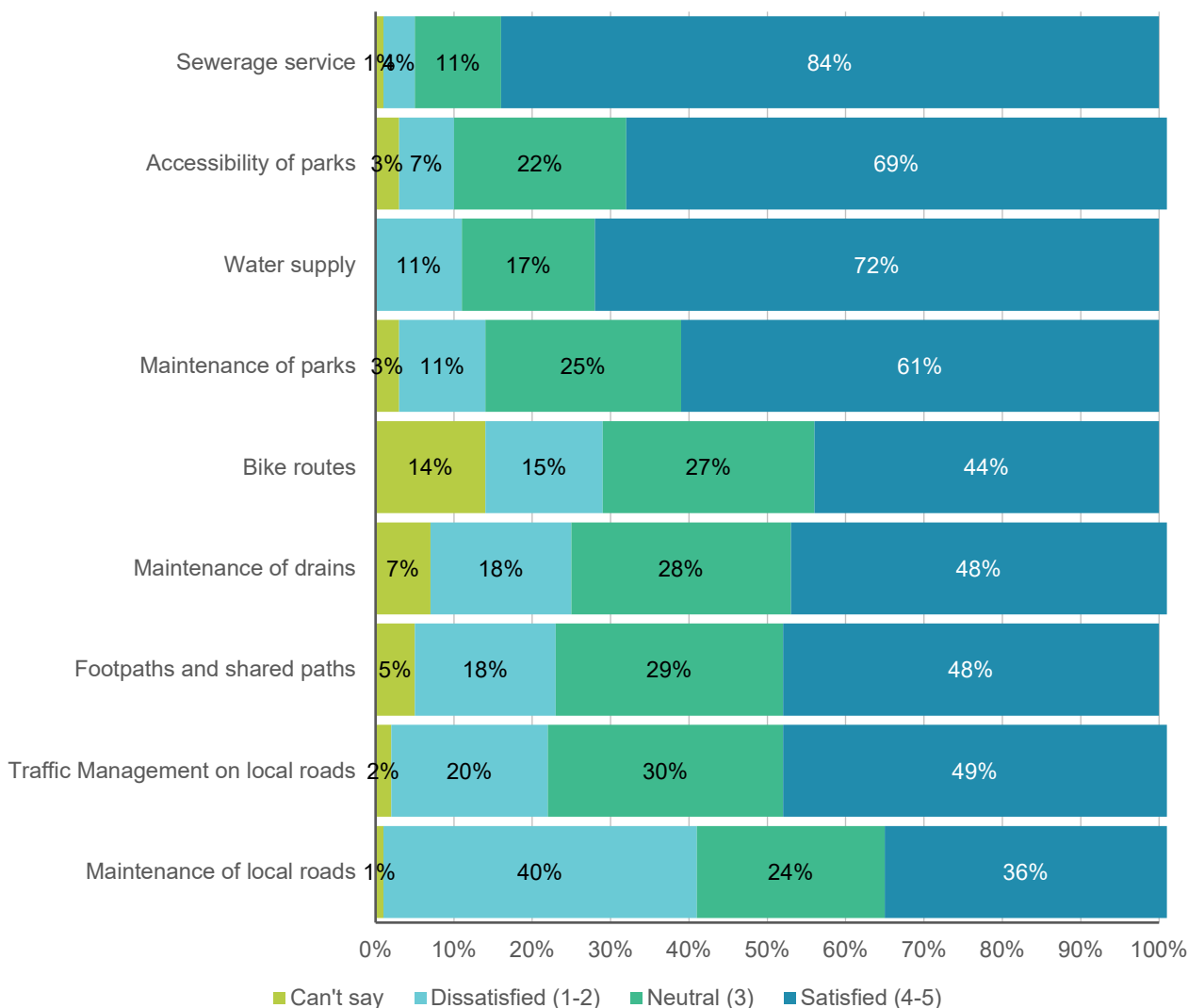
Respondents were asked to rate their satisfaction with nine services in the Infrastructure category.

Four of the nine services (Sewerage service, Accessibility of parks, Water supply, and Maintenance of parks) recorded high average satisfaction ratings (mean scores above 3.75) in 2022.

Figure 9 Infrastructure - Satisfaction

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

The only service in any category in 2022 that had a dissatisfied percentage higher than its satisfied percentage was Maintenance of local roads. This may be related to the substantial damage caused by the very wet weather during 2022 (noting also that this theme has been repeated at councils throughout eastern Australia over the past 12 or so months).

As with Healthy connected community and Environment categories, urban residents and those aged 65 plus years had the greatest number of Infrastructure services that they were more satisfied with (see **Table 7** below).

Table 7 Infrastructure – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed from urban areas were more satisfied than rural with: <ul style="list-style-type: none"> • Bike routes (e.g. bike lanes on roads and through parks) • Maintenance of drains • Traffic Management on local roads (e.g. roundabouts, pedestrian islands, traffic calming) • Maintenance of local roads (e.g. patching sealed road surfaces, grading gravel surfaces, repainting lines)
Age	Residents surveyed aged 65 plus years were more satisfied than those younger with: <ul style="list-style-type: none"> • Accessibility of parks • Maintenance of parks • Maintenance of local roads • Water supply • Sewerage service
Gender	Male residents surveyed were more satisfied than females with: <ul style="list-style-type: none"> • Maintenance of local roads • Water supply
Ratepayer Status	Nil
Length of time lived in LCC	Nil



4. COUNCIL SERVICES

As shown in **Table 8** below, four out of the nine Infrastructure services – accessibility of parks, water supply, maintenance of parks and maintenance of local roads - showed a significant deterioration between 2020 and 2022.

Table 8 Infrastructure – Internal Benchmarks

	2011	2012	2013	2014	2016	2018	2020	2022	Significant change since 2020
Sewerage service	-	4.1	4.5	4.6	4.6	4.4	4.4	4.3	-
Accessibility of parks	-	-	-	-	-	4.1	4.1	4.0	↓
Water supply	-	3.6	4.0	4.0	4.2	4.1	4.1	3.9	↓
Maintenance of parks	3.9	3.8	3.7	3.9	4.0	3.9	3.9	3.8	↓
Bike routes	3.1	2.9	3.1	3.2	3.4	3.7	3.5	3.5	-
Maintenance of drains	3.9	3.8	3.7	3.9	4.0	3.6	3.5	3.4	-
Footpaths and shared paths	-	-	-	-	-	3.5	3.5	3.4	-
Traffic management on local roads	-	3.2	3.3	3.3	3.3	3.3	3.5	3.4	-
Maintenance of local roads	3.1	2.9	3.1	3.2	3.4	3.2	3.3	2.9	↓

As shown on **Figure 10** (next page), Logan City Council in 2022 achieved the best result observed recently in Queensland for Sewerage service, and the worst result observed for Traffic management on local roads (though that is on a small base of councils).

Logan City Council was below the average for Footpaths and shared paths, and Maintenance of parks, was slightly better than the average for Maintenance of local roads, and comfortably above the average for Maintenance of drains, and Water supply.

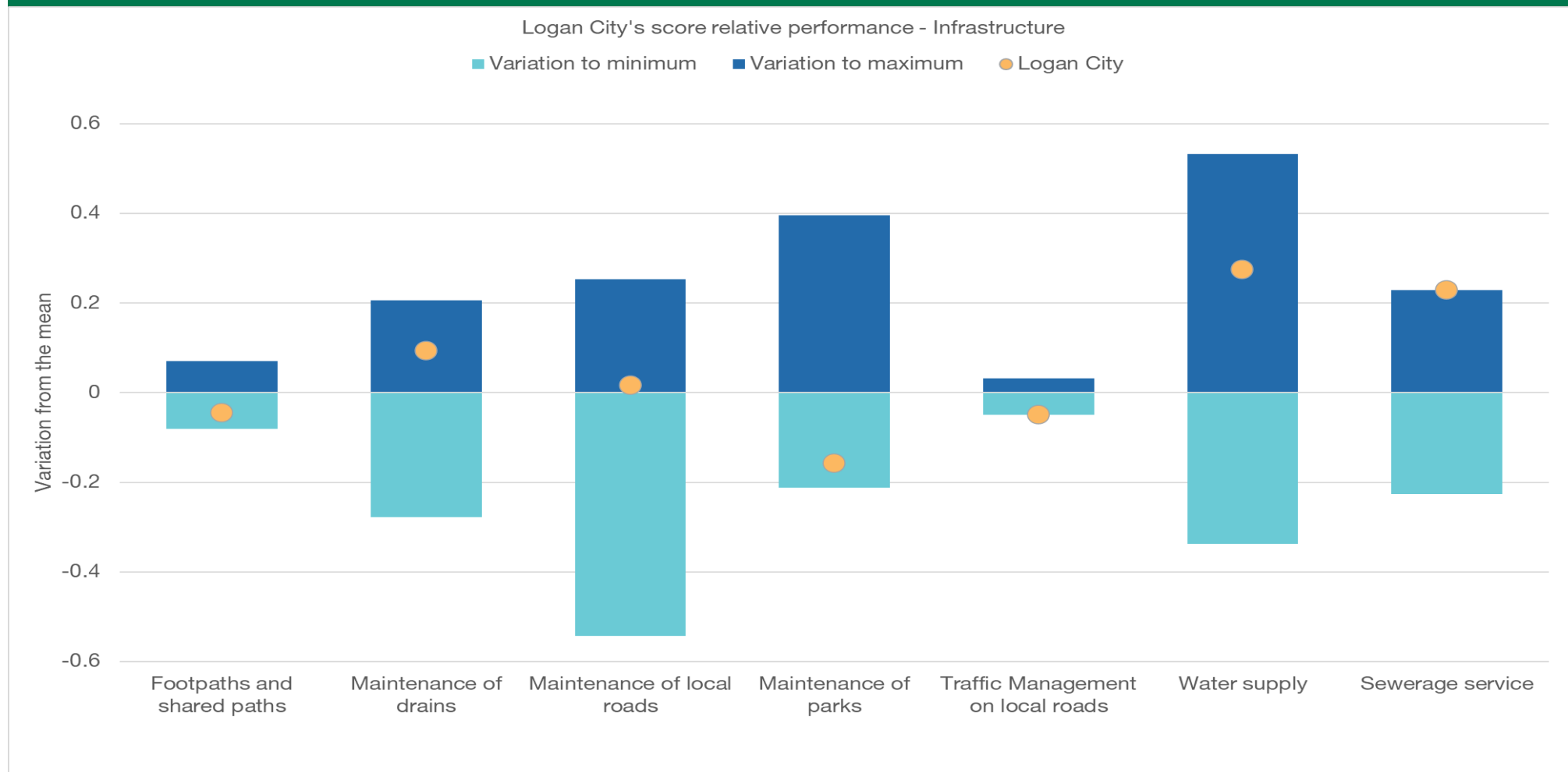


4. COUNCIL SERVICES

Figure 10 Infrastructure – Comparisons to Queensland Benchmarks

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

4.4. PROUD CITY

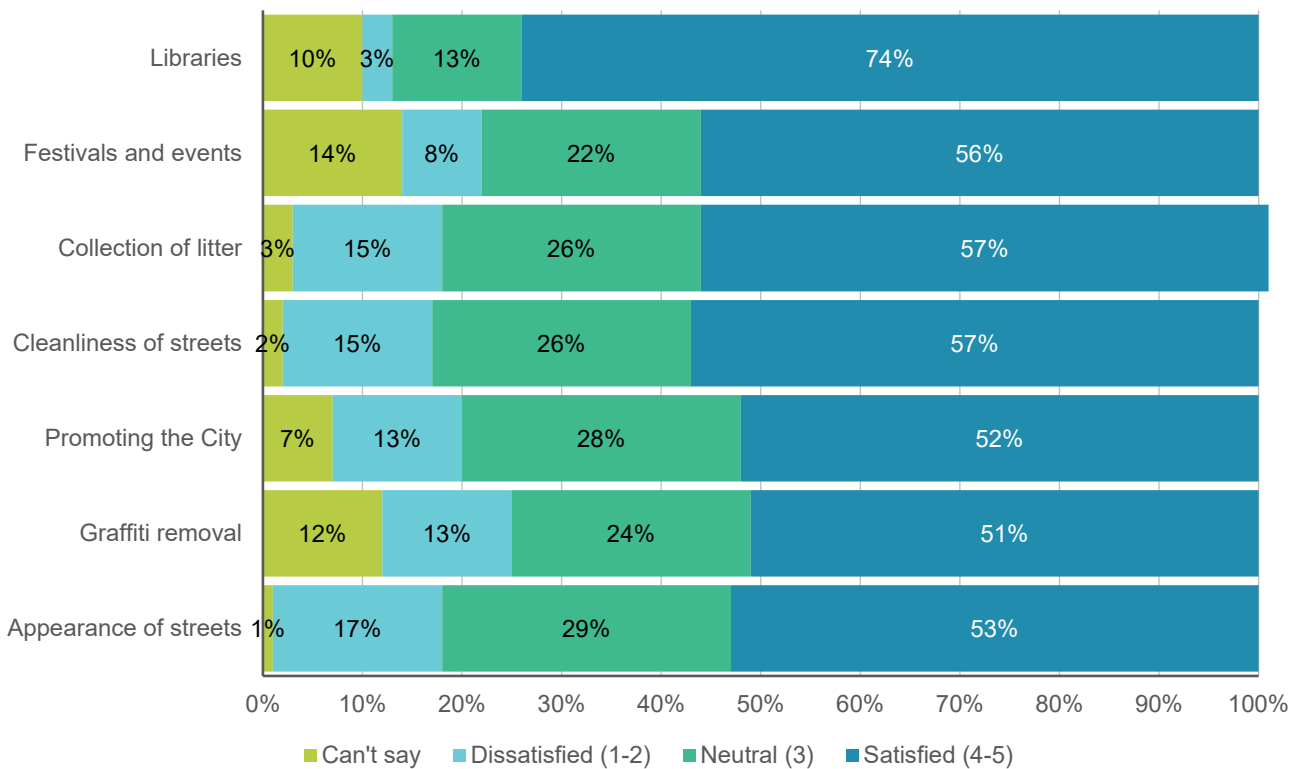
Respondents were asked to rate their satisfaction with seven services in the Proud City category.

Two of the seven services (Libraries, and Running Council-funded festivals and events) recorded high average satisfaction ratings (mean scores above 3.75) in 2022.

All Proud city services achieved greater than 50% satisfied (four or five score out of five), see **Figure 11** below.

Figure 11 Proud city - Satisfaction

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.
 Base: All Services & Facilities respondents 2022 (n=800)



As with Healthy connected community, Environment, and Infrastructure categories, urban residents and those aged 65 plus years had the greatest number of Proud city services that they were more satisfied with (see **Table 9** below).



4. COUNCIL SERVICES

Table 9 Proud city – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed from urban areas were more satisfied than rural with: <ul style="list-style-type: none"> • Collection of litter • Consulting the community
Age	Residents surveyed aged 65 plus years were more satisfied than those younger with: <ul style="list-style-type: none"> • Libraries • Cleanliness of streets • Promoting the City • Graffiti removal
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

Two of the seven Proud city services had significantly lower means in 2022 than 2020 (see **Table 10** below). Running Council-funded festivals and events had the only mean score that improved over the past two years.

Table 10 Proud city – Internal Benchmarks

	2011	2012	2013	2014	2016	2018	2020	2022	Significant change since 2020
Libraries	3.3	3.3	4.3	4.2	4.1	4.3	4.3	4.2	-
Festivals and events	3.7	3.5	3.6	3.6	3.8	3.9	3.7	3.8	-
Collection of litter	3.7	3.5	3.9	3.9	4.0	3.9	3.7	3.6	-
Cleanliness of streets	-	-	-	-	-	3.9	3.8	3.6	↓
Promoting the city	3.7	3.5	3.5	3.7	3.7	3.8	3.7	3.6	-
Graffiti removal	3.6	3.6	3.7	3.9	4.0	4.0	3.9	3.6	↓
Appearance of streets	3.6	3.5	3.5	3.5	3.8	3.7	3.6	3.5	-

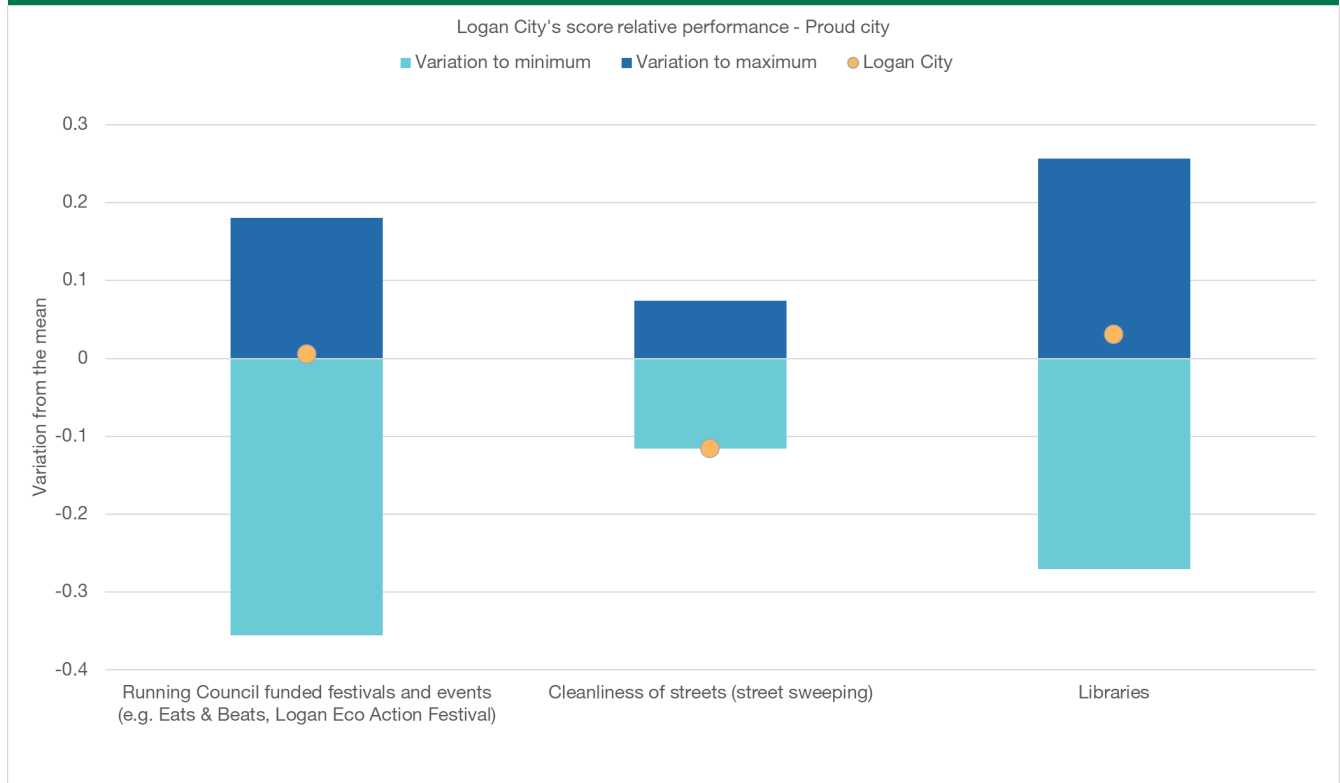


4. COUNCIL SERVICES

As shown in **Figure 12** below, in 2022 Logan City Council was slightly ahead of the Queensland average for Libraries and Running Council-funded festivals and events. LCC was the lowest performer for Cleanliness of streets.

Figure 12 Proud city – Comparisons to Queensland Benchmarks

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.
 Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

4.5. ECONOMY AND GROWTH

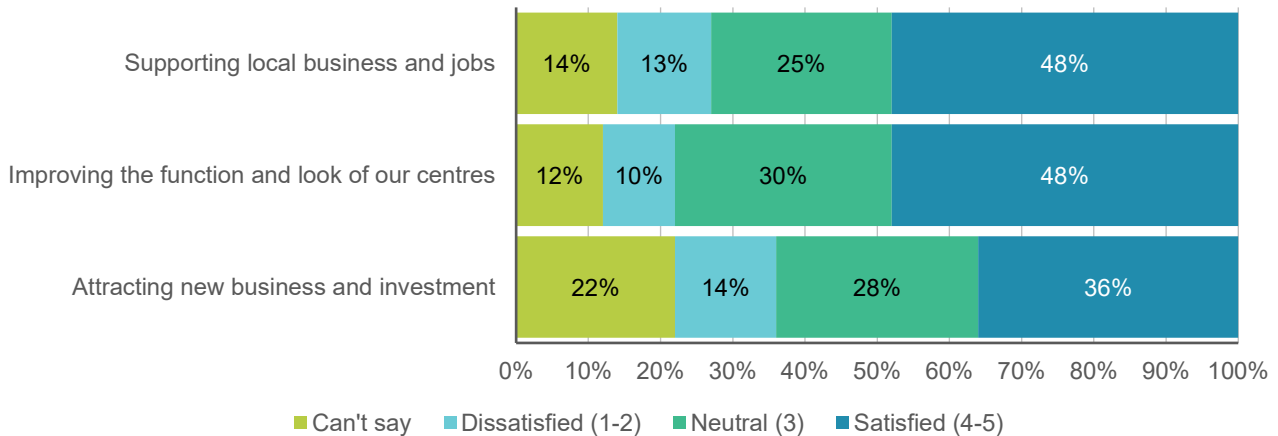
Respondents were asked to rate their satisfaction with three services in the Economy and growth category.

As shown in **Figure 13** below, in 2022 no Economy and growth service achieved 50% satisfaction.

Figure 13 Economy and growth - Satisfaction

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)

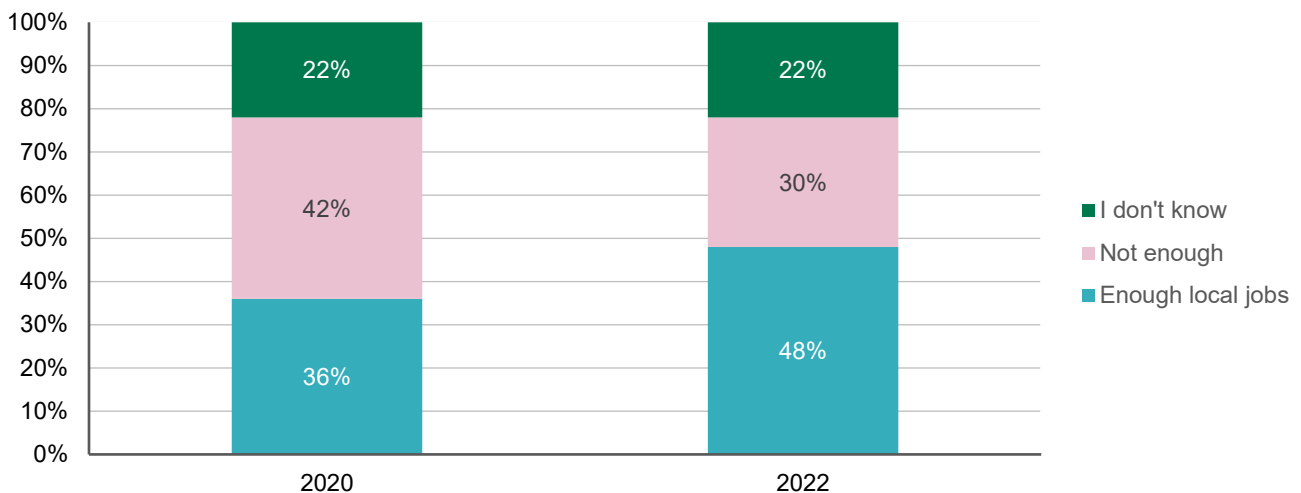


As shown in **Figure 14** below, significantly more residents surveyed in 2022 felt there were enough local jobs compared to 2020. This is likely to be a factor of the tightening job market and falling unemployment since residents were last surveyed.

Figure 14 Local job opportunities

Q7. Are there enough job opportunities within the city for residents of Logan?

Base: All Services & Facilities respondents 2020/2022 (n=1601)





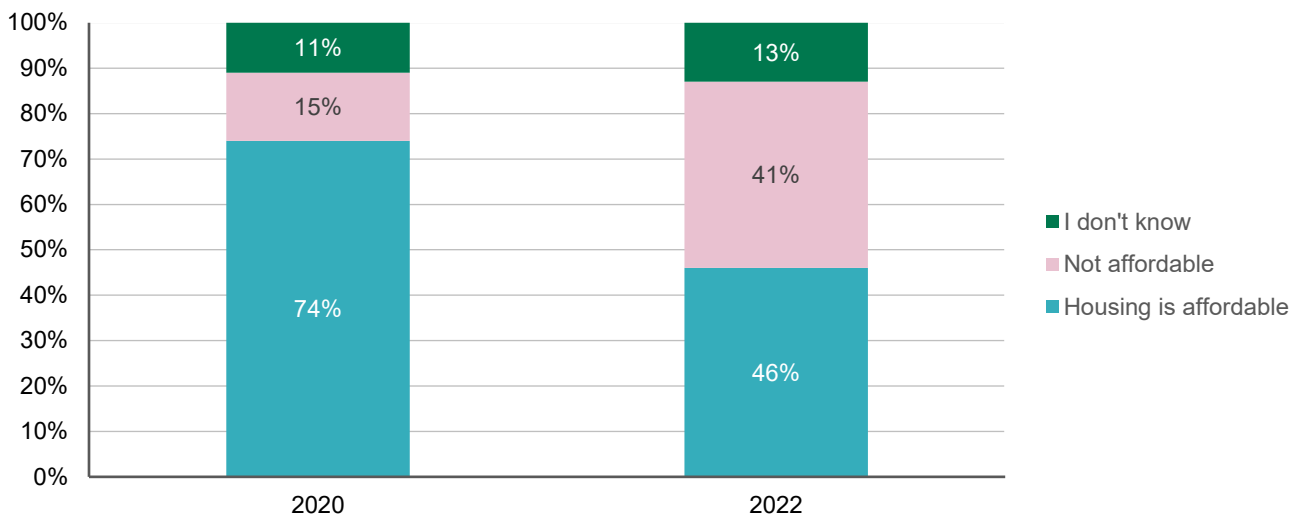
4. COUNCIL SERVICES

As shown in **Figure 15** below, significantly less residents surveyed in 2022 felt housing in LCC was affordable compared to 2020. The percentage believing housing is ‘Not affordable’ nearly tripled in those two years.

Figure 15 Housing affordability in the Logan City Council area

Q5. Is housing affordable in the Logan City Council area?

Base: All Services & Facilities respondents 2020/2022 (n=1601)

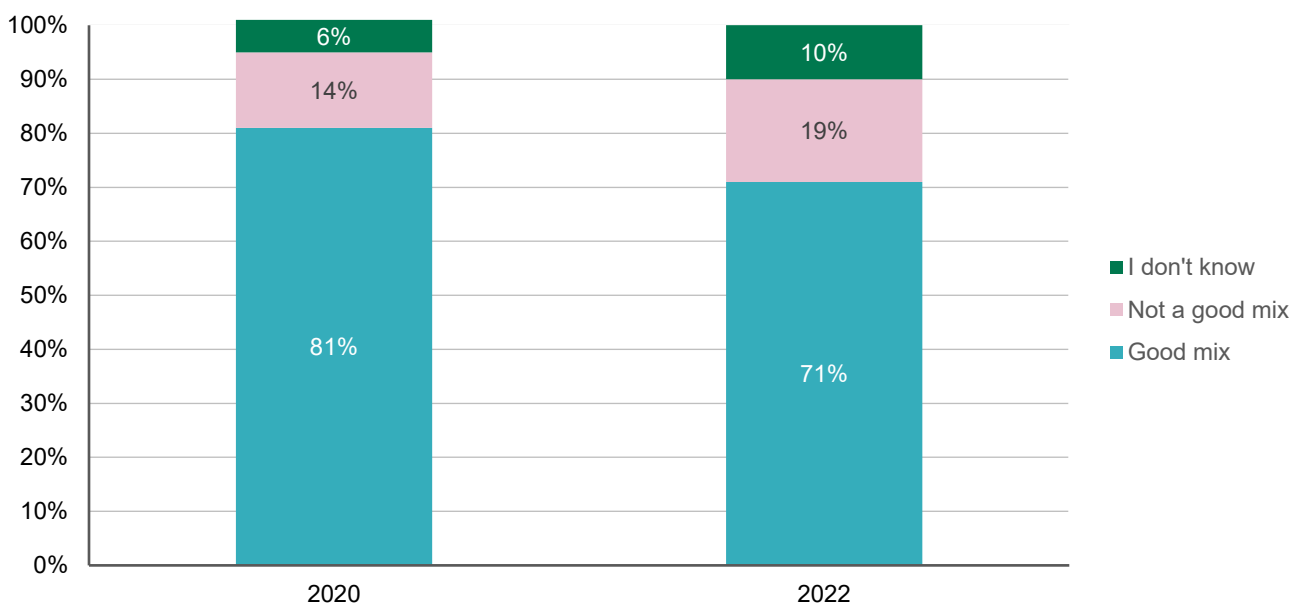


As shown in **Figure 16** below, significantly less residents surveyed in 2022 felt there was a good mix of different types of housing options compared to 2020.

Figure 16 Good mix of different housing options

Q6. Is there a good mix of different types of housing options?

Base: All Services & Facilities respondents 2020/2022 (n=1601)



As shown in **Table 11** below, there were no significant differences detected among the demographic subgroups in 2022 for Improving the function and look of our centres.



4. COUNCIL SERVICES

Table 11 Economy and growth – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	<p>Residents surveyed aged 65 plus years were more likely than those younger to say “I don’t know” for whether housing is affordable in Logan City Council area</p> <p>Residents surveyed aged 65 plus years were more likely than those younger to say “I don’t know” for whether there are enough job opportunities within the city</p> <p>Residents surveyed aged 35 to 49 years were less satisfied than other age groups with:</p> <ul style="list-style-type: none"> • Attracting new business and investment • Supporting local business and jobs
Gender	Nil
Ratepayer Status	<p>Residents surveyed who pay rates themselves were more likely than non-payers to say both that housing is affordable in the Logan City Council area and there is a good mix of housing options</p> <p>Residents surveyed who pay rates themselves were more likely than renters to say “I don’t know” for whether there are enough job opportunities within the city</p>
Length of time lived in LCC	Residents surveyed who had lived in LCC 6-15 years were more likely than those who had lived there more than 15 years to say housing is affordable in Logan City Council area

All Economy and growth services achieved a mean score above 3.0 ‘neutral’ in 2022 (see **Table 12** below).

Table 12 Economy and growth – Internal Benchmarks

	2011	2012	2013	2014	2016	2018	2020	2022	Significant change since 2020
Supporting local business and jobs	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.6	-
Improving the function and look of our centres	-	-	-	-	-	-	-	3.6	NA
Attracting new business and investment	3.5	3.3	3.4	3.5	3.6	3.5	3.4	3.4	-



4. COUNCIL SERVICES

There were no external benchmarks available for Economy and growth, as none of the services had sufficient comparable figures to other Queensland Councils.

4.6. HIGH PERFORMING ORGANISATION

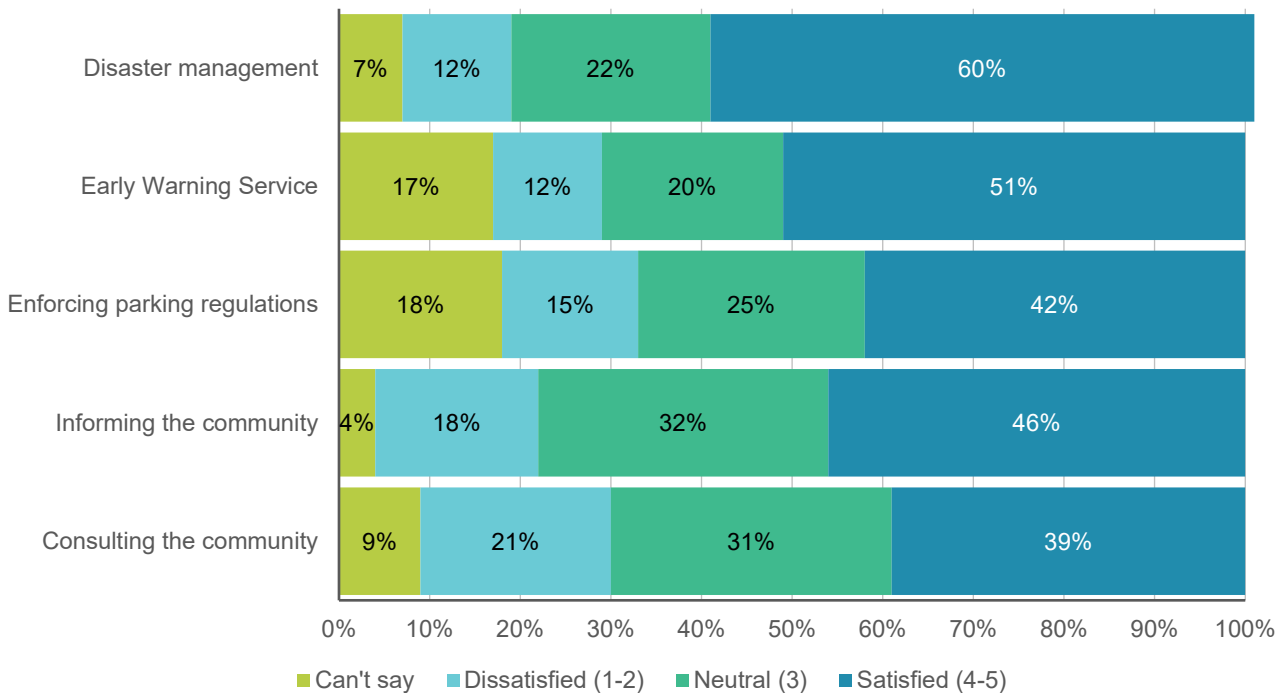
Respondents were asked to rate their satisfaction with five services in the High performing organisation category.

Two of the five services (Disaster management, and Council’s disaster dashboard and Early Warning Service) recorded high average satisfaction ratings (mean scores above 3.75) in 2022.

As shown in **Figure 17** below, in 2022 Disaster management had five times as many satisfied (60%) as dissatisfied (12%). Informing the community about Council’s services and facilities, and Consulting the community were the lowest scoring in the High performing organisation category, which tracks with their place in the Quadrant Matrix (see **Figure 21** on page 45).

Figure 17 High performing organisation - Satisfaction

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.
 Base: All Services & Facilities respondents 2022 (n=800)



As shown in **Figure 18** below, Ease of understanding Council’s Disaster management gained six percentage points (from 57% to 63%) between 2020 and 2022.

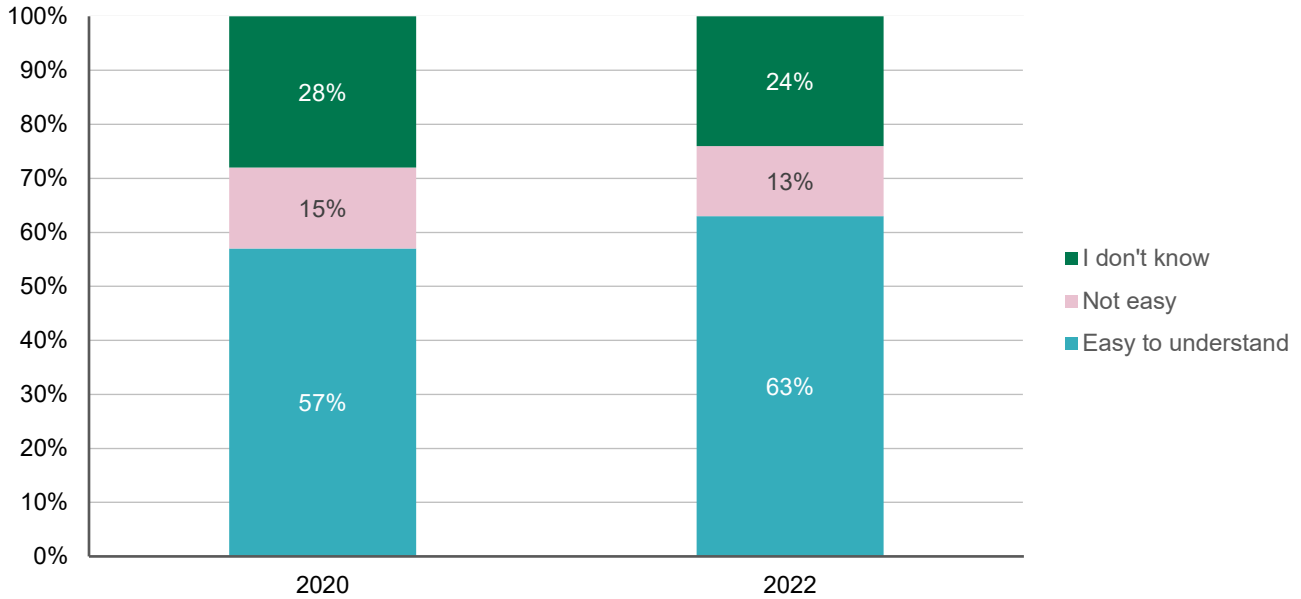


4. COUNCIL SERVICES

Figure 18 Ease of understanding Council’s Disaster Management information

Q8. Is council’s disaster management information easy to understand?

Base: All Services & Facilities respondents 2020/2022 (n=1601)

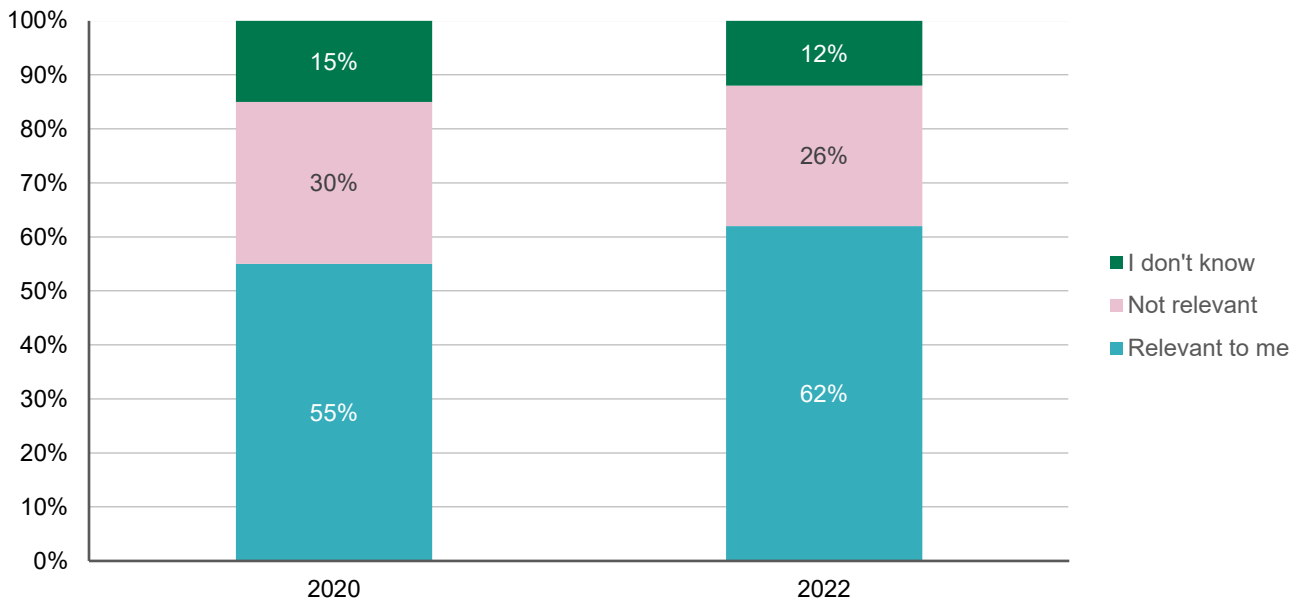


As shown in **Figure 19** below, feeling that Council’s Disaster management was relevant gained seven percentage points (from 55% to 62%) between 2020 and 2022.

Figure 19 Relevance of Council’s Disaster Management information

Q9. And is it relevant to you?

Base: All Services & Facilities respondents 2020/2022 (n=1601)



As with several other categories above, residents surveyed in urban areas or those aged 65 plus years were the most satisfied with services in the High performing organisation category in 2022 (see **Table 13** below).



4. COUNCIL SERVICES

Table 13 High performing organisation – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed in urban areas were more satisfied than rural with Consulting the community
Age	Residents surveyed aged under 65 plus years were more satisfied than those younger with Informing the community about Council services and facilities Residents surveyed aged 65 plus years were more likely than those younger to say Council's disaster management information was not relevant to them
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

As shown in **Table 14** below, there were no significant changes in mean scores achieved for any High performing organisation services between 2020 and 2022. All services were above the 3.0 'neutral' mean score.

Table 14 High performing organisation – Internal Benchmarks

	2011	2012	2013	2014	2016	2018	2020	2022	Significant change since 2020
Disaster management	3.8	3.8	3.8	4.0	4.0	3.8	3.8	3.7	-
Early Warning Service	-	-	-	-	-	-	3.6	3.7	-
Enforcing parking regulations	3.2	3.2	3.3	3.4	3.5	3.4	3.5	3.5	-
Informing the community	3.6	3.5	3.5	3.7	3.6	3.5	3.4	3.4	-
Consulting the community	3.4	3.2	3.4	3.5	3.5	3.2	3.1	3.3	-



4. COUNCIL SERVICES

Logan City Council was the highest Queensland council observed for Enforcing parking regulations in 2022. It was slightly below the average for Consulting the community, and slightly above the average for Disaster management and Informing the community about Council services and facilities (see **Figure 20** below).

Figure 20 High performing organisation – Comparisons to Queensland Benchmarks

Q1. 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 5-point scale, where 1 means you are very dissatisfied and 5 means you are very satisfied.

Base: All Services & Facilities respondents 2022 (n=800)





4. COUNCIL SERVICES

4.7. FACILITY USAGE

Services and facilities survey respondents were then asked how frequently they use ten Council facilities.

Table 15 Facility Usage Frequency

Facility	Daily	Weekly	Monthly	Quarterly	Yearly	Never
Libraries	1%	10%	20%	19%	21%	30%
Council's swimming pools	0%	8%	8%	11%	16%	56%
Logan Entertainment Centre	0%	1%	6%	10%	36%	47%
Indoor sports centres	2%	9%	9%	8%	15%	57%
Sporting grounds	3%	15%	16%	12%	13%	40%
Community and Neighbourhood centres	1%	5%	11%	10%	18%	55%
Logan Art Gallery	1%	0%	6%	6%	24%	64%
Playgrounds	4%	25%	22%	11%	7%	31%
Environmental parks and bushland areas	8%	25%	26%	16%	12%	13%
Waste and Recycling Facilities	2%	15%	27%	30%	14%	11%



4. COUNCIL SERVICES

The facilities usage rate is the proportion of residents surveyed that use each facility at least yearly. Facility usage frequency (see **Table 15** on previous page) was used to calculate an average number of uses per year for each facility.

As shown in **Table 16** below, seven of the ten facilities (except Waste and recycling facilities, Playgrounds, and Sporting grounds) showed significant increases in usage rate between 2020 and 2022. Usage rates in 2022 were similar to 2018, after (likely COVID-19-related) dips in 2020.

All facilities except Council's swimming pools and Playgrounds saw an increase in average number of uses per year. The Logan Art Gallery had the starkest increase in average number of uses per year between 2020 and 2022- this was due to monthly visitation growing from 2% in 2020 to 6% in 2022, and yearly visitation growing from 17% to 24%.

Table 16 Facility Usage – Internal Benchmarks

Facilities	Facility usage rate			Average number of uses per year	
	2018	2020	2022	2020	2022
Libraries	65%	58%	70%	9.0	12.2
Council's swimming pools	42%	37%	44%	7.4	5.7
Logan Entertainment Centre	53%	43%	53%	1.5	2.0
Indoor sports centres	43%	33%	43%	8.6	13.5
Sporting grounds	60%	58%	60%	17.7	21.3
Community and neighbourhood centres	38%	34%	45%	4.9	8.2
Logan Art Gallery	35%	25%	36%	0.8	4.9
Playgrounds	72%	69%	69%	37.1	30.8
Environmental parks and bushland areas	-	78%	87%	38.1	46.1
Waste and recycling facilities	-	87%	89%	14.9	19.7



4. COUNCIL SERVICES

Residents surveyed who had lived in Logan City Council area for more than 15 years had significantly lower usage of half of the facilities cited (see **Table 17** below).

Table 17 Facilities Usage Rate – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed from urban areas had higher usage rates than rural for: <ul style="list-style-type: none"> • Environmental parks and bushland areas • Libraries • Playgrounds • Council's swimming pools • Indoor sports centres
Age	Residents surveyed aged under 50 years had higher usage rates than those older for: <ul style="list-style-type: none"> • Environmental parks and bushland areas • Playgrounds • Sporting grounds • Council's swimming pools • Indoor sports centres
Gender	Male residents surveyed had a higher usage rate than females for Sporting grounds Female residents surveyed had a higher usage rate for the Logan Entertainment Centre than males
Ratepayer Status	Residents surveyed who pay their own rates had a higher usage rate for Waste and recycling facilities than renters
Length of time lived in LCC	Residents surveyed who had lived in LCC less than 5 years had a higher usage rate for Playgrounds than those who had lived in LCC longer Residents surveyed who had lived in LCC 6-15 years had a higher usage rate for Indoor sports centres than those who had lived in LCC longer or shorter Residents surveyed who had lived in LCC more than 15 years had a lower usage rate than those who had lived in LCC less time for: <ul style="list-style-type: none"> • Environmental parks and bushland areas • Playgrounds • Sporting grounds • Community and neighbourhood centres • Indoor sports centres



5. PRIORITISING SERVICES & FACILITIES

5.1. QUADRANT ANALYSIS

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 and satisfaction with facilities and services (as reported in the previous section).

Importance in this instance is calculated via regression analysis, which explores which services and facilities drive overall satisfaction (and to what extent). This creates “derived importance”.

Derived importance measures the strength of each individual service and facility’s relationship to overall satisfaction with Council. The higher the derived importance rating (on a 0-1 scale), the stronger relationship it has with overall satisfaction.

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.

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

These scores do not suggest the facility or service is not important in the personal lives of residents. It strictly relates to *relative* importance in creating overall satisfaction with Council.

Figure 21 (over-page) is Council’s performance/importance quadrant.

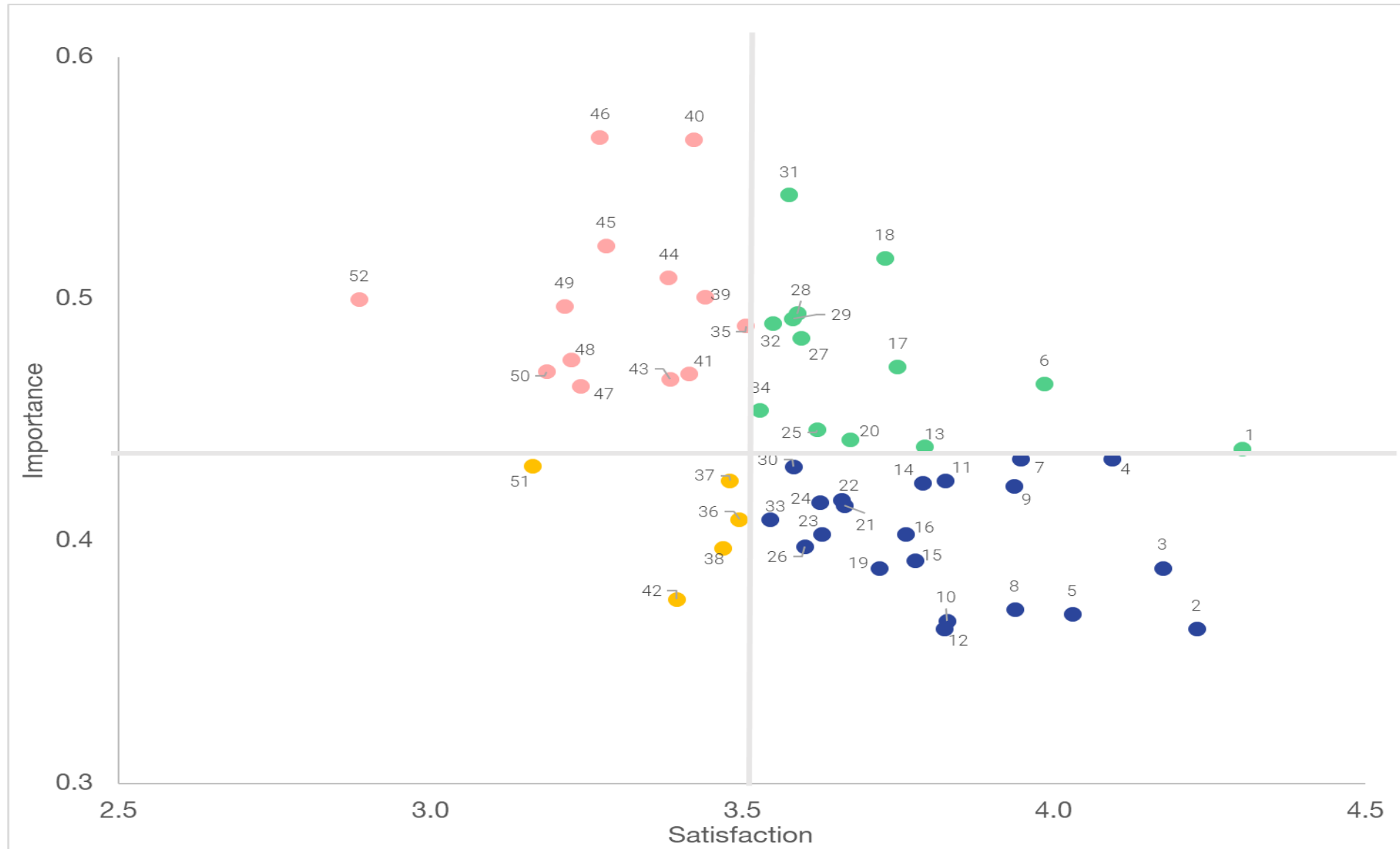
1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or **‘Strengths to maintain’**.
2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or **‘Priorities for Council’**.
3. The lower 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) represents Council’s **‘Opportunities’**. These are higher performing services that are not yet having a strong impact on creating overall satisfaction with Council.

The numbers shown in **Figure 21** next page match the facilities and services shown in **Table 18** on the following page.



5. PRIORITISING SERVICES & FACILITIES

Figure 21 Quadrant Matrix





5. PRIORITISING SERVICES & FACILITIES

As shown in **Figure 21** (previous page), in 2022 the highest importance in the top-left quadrant (low satisfaction) were for Consulting the community, and Informing the community about Council services and facilities.

The lowest satisfaction was with Maintenance of local roads, with its importance high but not the highest (this is a theme that has appeared across all LGAs observed in 2022, due to road damage from the very wet weather this year).

Libraries had a high satisfaction but the lowest importance.

Sewage had the highest satisfaction, with a midpoint importance.

Table 18 Summary of Quadrant Analysis

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
35 Appearance of streets (e.g. landscaping and mowing)	1 Sewerage
39 Maintenance of drains	13 Running Council funded festivals and events (e.g. Eats & Beats, Logan Eco Action Festival)
40 Informing the community about Council services and facilities	17 Maintenance of parks
41 Footpaths and shared paths (i.e. bikeways and footpaths combined)	18 Disaster management (e.g. storms, floods, fires)
43 Traffic Management on local roads (e.g. roundabouts, pedestrian islands, traffic calming)	20 Council's disaster dashboard and Early Warning Service
44 Attracting new business and investment	25 Collection of litter
45 Community Safety Programs (e.g. safety cameras and awareness of abandoned vehicles and te	27 Cleanliness of streets (street sweeping)
46 Consulting the community	28 Promoting the City
47 Amenity and safety on our Roads (i.e. Council service response to abandoned vehicles and te	29 Improving the function and look of our centres (eg Springwood, Beenleigh, Logan Central, Meadowbrook)
48 Pest weed control (e.g. management of declared weeds)	31 Supporting local business and jobs
49 Response to illegal dumping	32 Community and neighbourhood centres
50 Mosquito management	34 Council's swimming pools
52 Maintenance of local roads	6 Logan Entertainment Centre
SECOND ORDER ISSUES	OPPORTUNITIES
36 Protection of bush land and wildlife	2 Libraries
37 Bike routes (e.g. bike lanes on roads and through parks)	3 General waste collection, green waste bin collection
38 Enforcing parking regulations	4 Recycling and reuse services (e.g. recycling bin collection, resource recovery at Waste & Recycling facilities and reuse through the Logan Recycling Market)
42 Council's target to be carbon neutral by the end of 2022	5 Immunisation program
51 Water quality in Albert and Logan Rivers	7 Accessibility of parks
	8 Four free tipping vouchers (i.e. the vouchers supplied to ratepayers annually with their July rates notices)
	9 water supply
	10 Eat Safe Logan (i.e. the star rating system that measures compliance in food safety)
	11 Sporting grounds and facilities (e.g. sports fields, courts and clubhouses)
	12 Food safety in local eateries
	14 Playgrounds
	15 Logan Art Gallery
	16 Council cemeteries
	19 Indoor sports centres
	21 Pest animal control (e.g. foxes, feral deer)
	22 Skate parks and BMX tracks
	23 Animal Management (i.e. a Council service response to domestic animal keeping and control c
	24 Community programs (e.g. Active & Healthy, KRANK School Holiday programs, Seniors activitie
	26 The Animal Management Centre
	30 Graffiti removal
	33 Dog Off-leash Areas



6. CUSTOMER EXPERIENCE

6.1. USUAL AND PREFERRED METHODS OF CONTACT

As shown in **Figure 22** below, ‘By phone’ and ‘At the counter’ continued their multi-year declines. (However phone remains far and away the most popular method of contact.) Online – i.e. through the website - was significantly higher in 2022 than in 2020.

Figure 22 Preferred method of contact

CS1A. When you need to contact Council, what is your preferred method of doing this?
 Base: All Customer Experience respondents 2018/2022

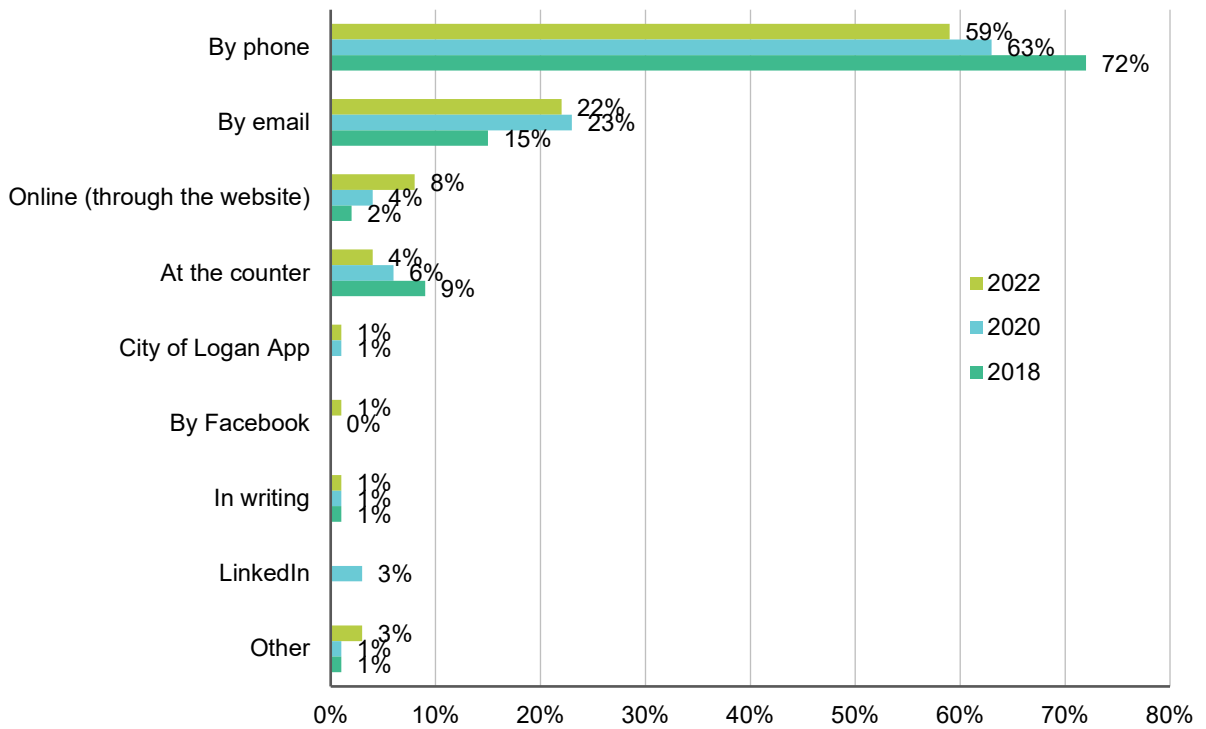


Table 19 Preferred method of contacting Council – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed in rural areas were more likely than urban to prefer In writing
Age	Residents surveyed aged 18 to 34 years were more likely than those older to prefer the City of Logan App Residents surveyed aged 65 plus years were more likely than those younger to prefer By phone or At the counter
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Residents surveyed who have lived in LCC for more than 15 years were more likely than those who have lived in LCC less time to prefer At the counter

By phone has decreased as a preferred method from 42% in 2020 to 37% in 2022 (see **Figure 23** below).



6. CUSTOMER EXPERIENCE

Figure 23 Preferred method of applying for Council services

CS1B. What is your preferred method of applying for and accessing Council services?
 Base: All Customer Experience respondents 2018/2020 (n=1602)

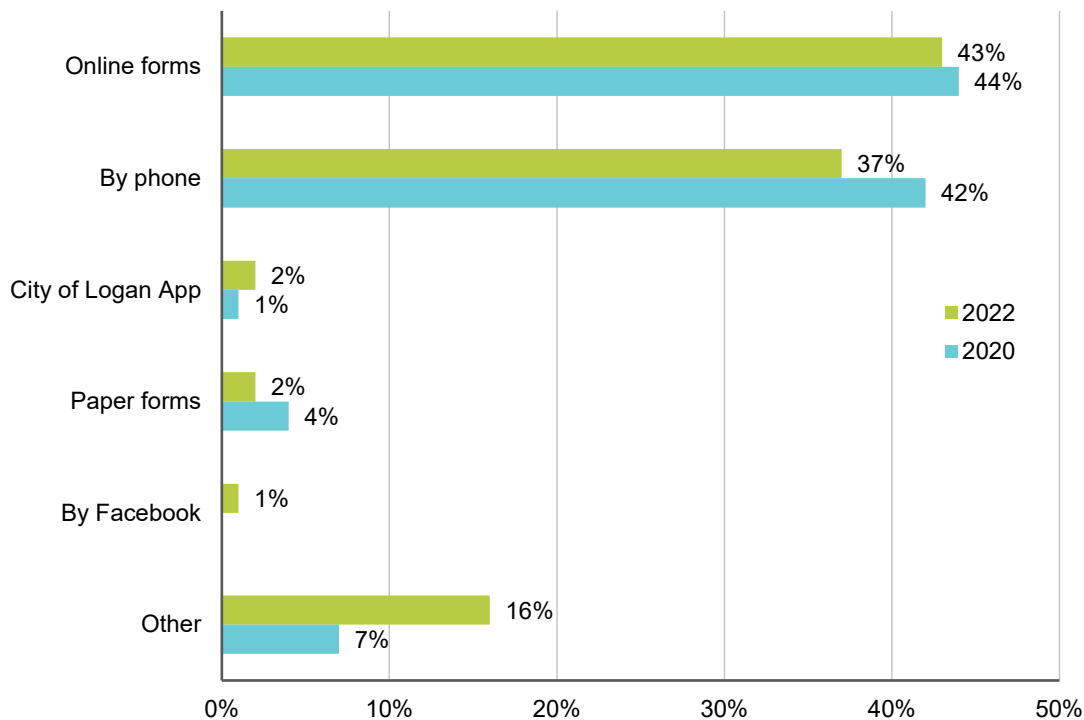


Table 20 Preferred method of applying for Council services – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Residents surveyed aged 18 to 34 years were more likely than those older to prefer Online forms or the City of Logan App Residents surveyed aged 65 plus were more likely than those younger to prefer By phone
Gender	Nil
Ratepayer Status	Residents surveyed whose landlord pays rates were more likely than those who pay their own rates to prefer the City of Logan App
Length of time lived in LCC	Residents surveyed who had lived in LCC less than 5 years were more likely than those who lived there longer to prefer the City of Logan App Residents surveyed who had lived in LCC more than 15 years were more likely than those who had lived there shorter to prefer By phone



6. CUSTOMER EXPERIENCE

6.2. RECENT CONTACT WITH COUNCIL

In 2022, 42% of residents surveyed had contacted Council in the past 12 months (see **Figure 24** below). Only these respondents were asked about their feelings regarding that contact.

Figure 24 Recent contact with Council

CS2. Have you had any contact with Council in the past 12 months?
 Base: All Customer Experience respondents 2022 (n=800)

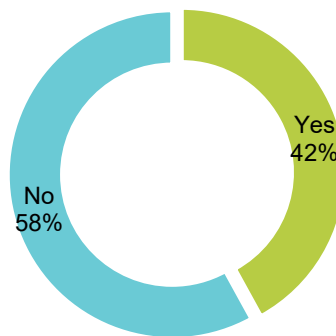


Table 21 Recent contact with Council – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Nil
Gender	Female residents surveyed were more likely to have contacted Council in the past 12 months than males
Ratepayer Status	Residents surveyed who pay rates themselves were more likely than those whose landlord pays to have contacted Council in the past 12 months
Length of time lived in LCC	Nil

The 42% contacting Council in the 2022 survey continued an upward trend since 2018, though it had not yet reached the levels of the early 2010s (see **Figure 25**, next page.)

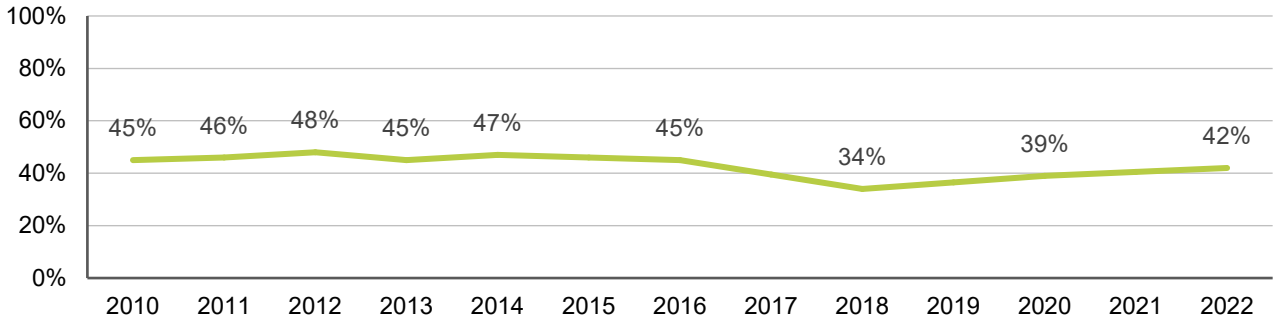


6. CUSTOMER EXPERIENCE

Figure 25 Recent contact with Council – Internal Benchmarks

CS2. Have you had any contact with Council in the past 12 months?

Base: All Customer Experience respondents 2010/2022

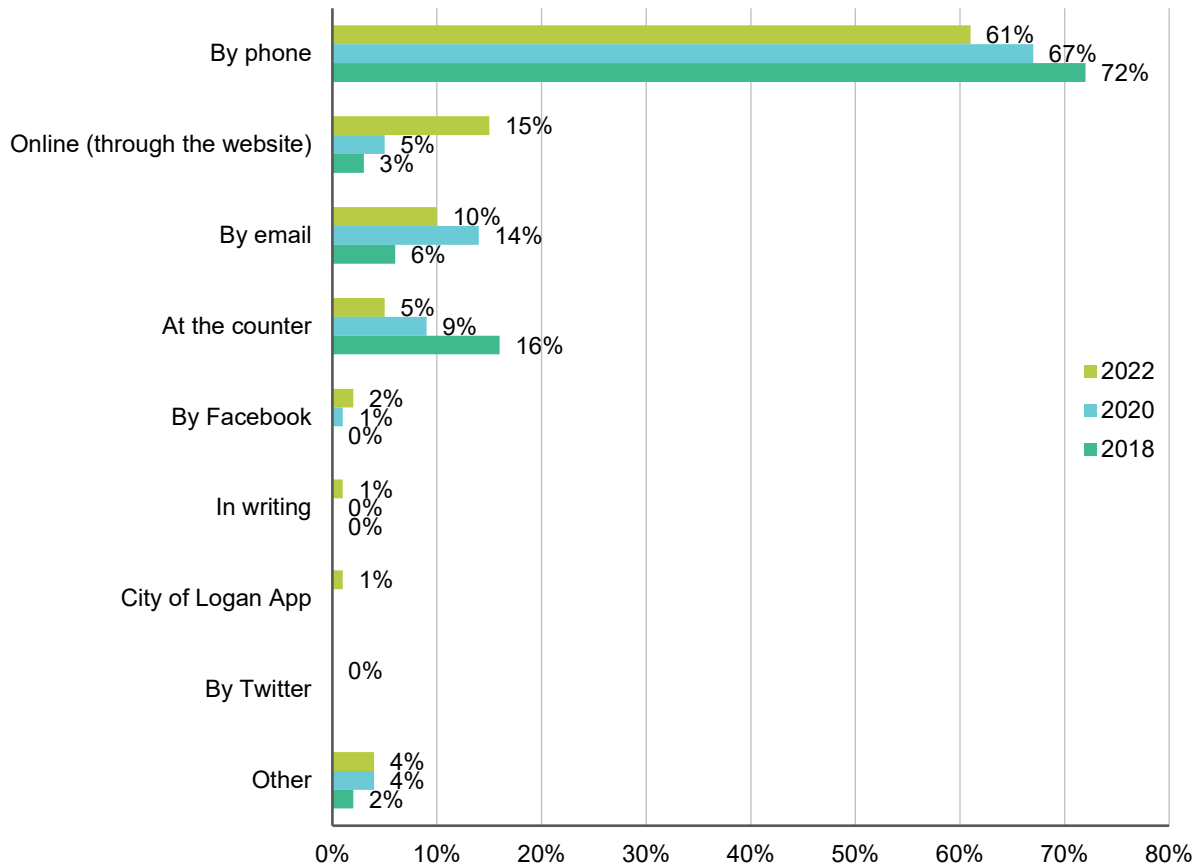


As shown in **Figure 26** below, in 2022 At the counter was less than a third of what it was in 2018, and Online (through the website) was triple what it was in 2020.

Figure 26 Method of contact

CS3A. How did you make contact with Council?

Base: Contacted Council in past 12 months 2018/2022





6. CUSTOMER EXPERIENCE

Table 22 Method of contact – Subgroup Analysis

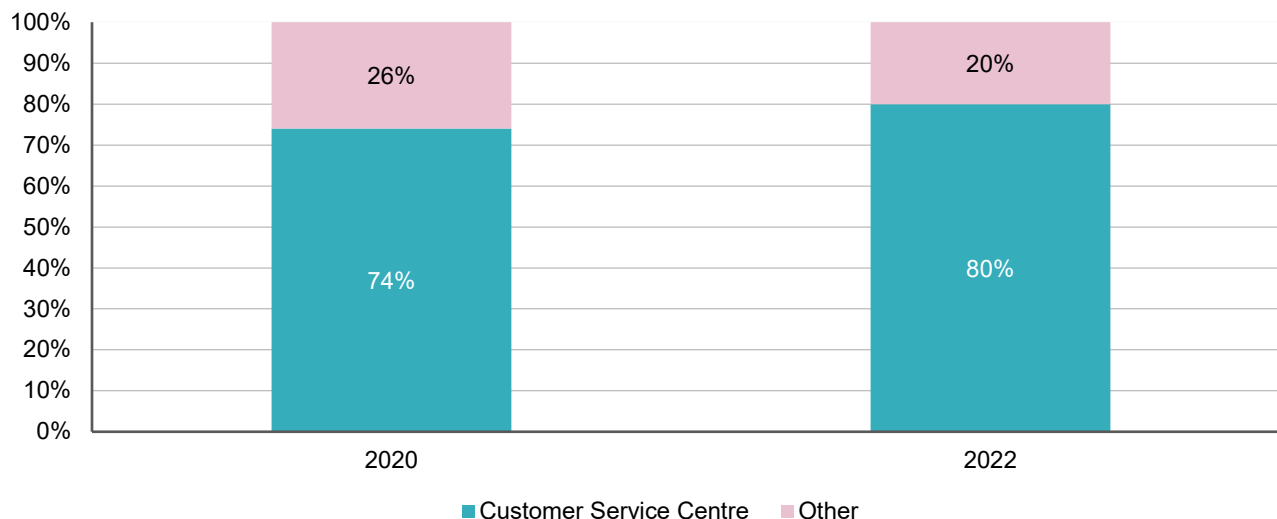
Subgroup	Significant Differences
Area	Nil
Age	Customers surveyed aged 65 plus years were more likely than those younger to have contacted Council At the counter
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

As shown in **Figure 27** below, the proportion of whose call to Council went to a Customer Service Centre grew from 74% in 2020 to 80% in 2022.

Figure 27 Phoned a Customer Service Centre or different area

CS3B. Did you phone a Customer Service Centre or different area of Council?

Base: CS3A Contacted Council by phone 2020/2022 (n=442)



In 2022, no demographic subgroup showed any significant difference for phoning a Customer Service Centre versus a different area of Council (see **Table 23** below).

Table 23 Phoned a Customer Service Centre – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Nil
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil



6. CUSTOMER EXPERIENCE

Though it is of a very low base, ten times as many customers visited the Logan Central Customer Service Centre counter as Beenleigh (see **Figure 28** below).

Figure 28 Visited a Customer Service Centre or different area

CS3C. Did you visit a Customer Service Centre or a different area of Council?

Base: CS3A Contacted Council at the counter 2022 (n=24)

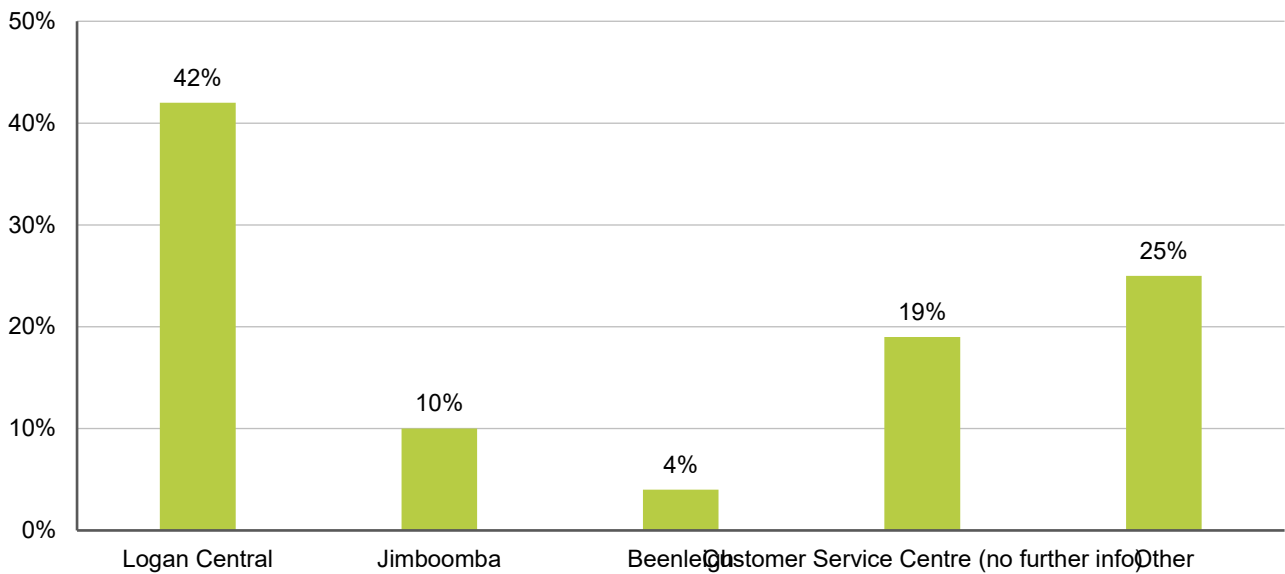


Table 24 Visited a Customer Service Centre – Subgroup Analysis

Subgroup	Significant Differences
Area	Rural customers surveyed were more likely than urban to have visited the Jimboomba Customer Service Centre
Age	Nil
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

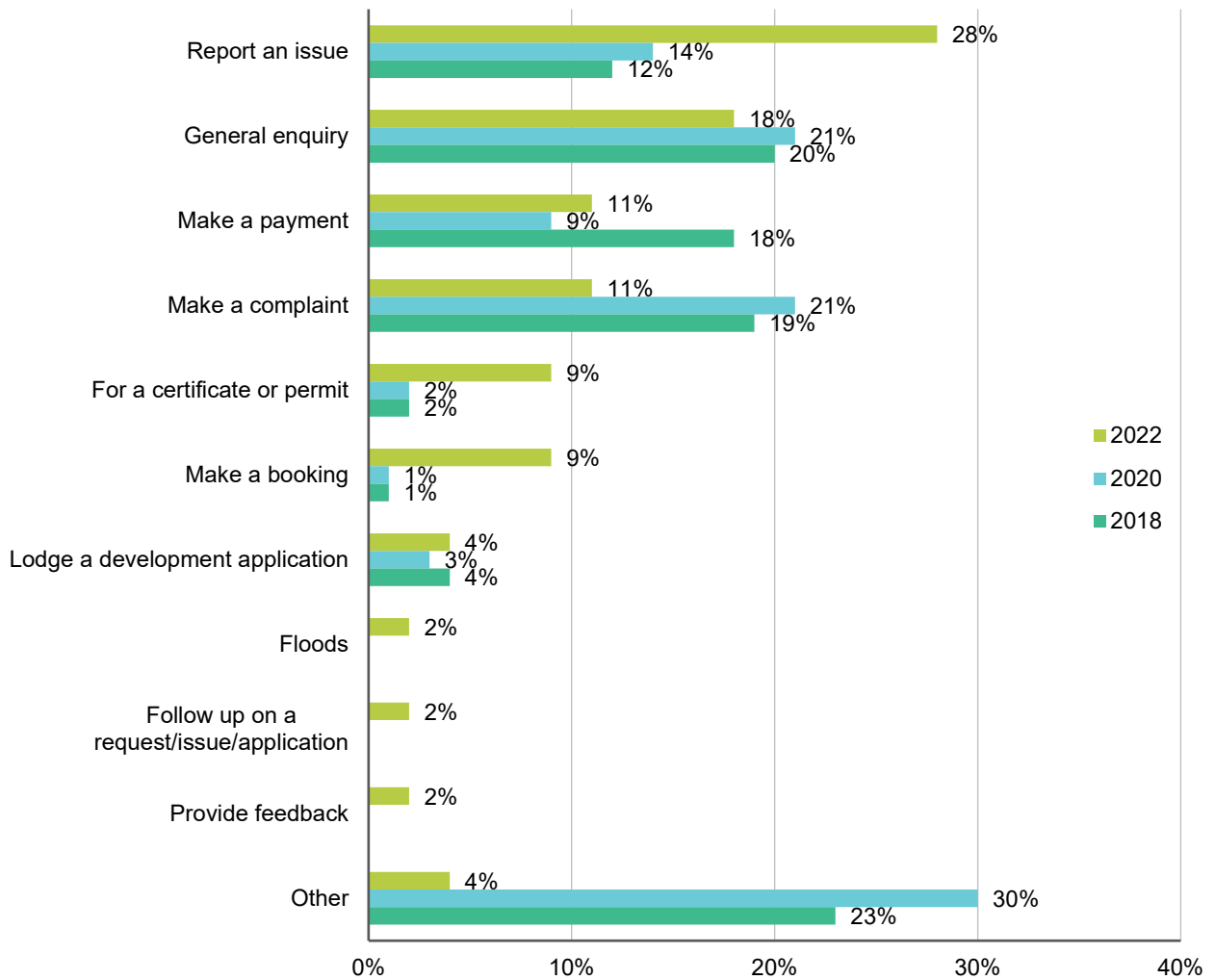


6. CUSTOMER EXPERIENCE

Reporting an issue like maintenance/missed bin/parks mowing was significantly higher in 2022 than 2020, and Make a complaint was significantly lower (see **Figure 29** below).

Figure 29 Most recent reason for contact

CS4. What was the most recent reason you contacted Council?
 Base: Contacted Council in past 12 months 2018/2022





6. CUSTOMER EXPERIENCE

Table 25 Most recent reason for contact – Subgroup Analysis

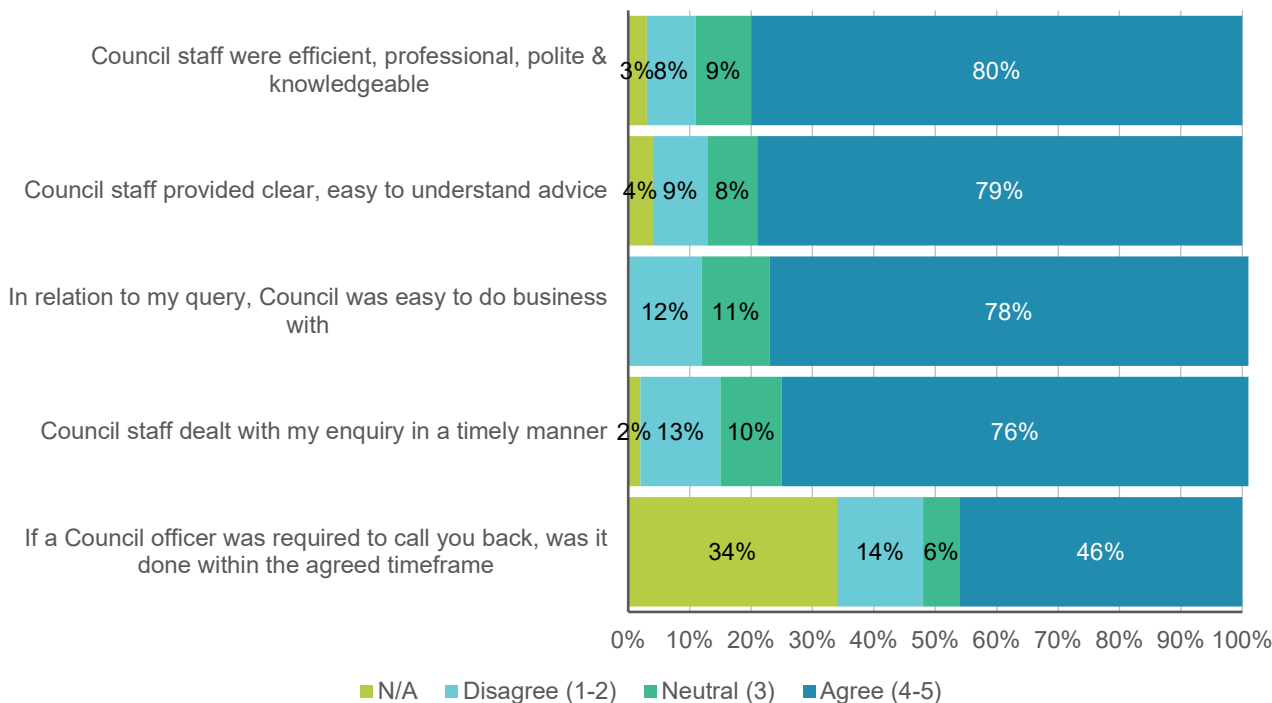
Subgroup	Significant Differences
Area	Rural customers surveyed were more likely than urban to lodge a development application
Age	Nil
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Customers surveyed who had lived in LCC for less than 5 years were more likely than those who had lived in LCC longer to provide feedback

6.3. EXPERIENCE WITH COUNCIL

As shown in **Figure 30** below, ten times as many customers surveyed in 2022 agreed (80%) Council staff were efficient, professional, polite and knowledgeable as disagreed (8%).

Figure 30 Perceptions of customer services

CS5. To what extent do you agree or disagree with this list of aspects related to your experience with Council?
 Base: CS2 Contacted Council in 12 months 2022 (n=347)



There were no significant differences between the subgroups for any of the perceptions of customer services statements in 2022.

As shown in **Table 26** below, only two of the total five statements fielded in 2022 were the same as in the 2020 questionnaire.



6. CUSTOMER EXPERIENCE

Table 26 Perceptions of customer services – Internal Benchmarks

	2020 mean	2022 mean	Significant change since 2020
Council staff were efficient, professional, polite & knowledgeable	NA	4.31	NA
Council staff provided clear, easy to understand advice	4.23	4.28	-
In relation to my query, Council was easy to do business with	4.11	4.13	NA
Council staff dealt with my enquiry in a timely manner	4.11	4.08	-
If a Council officer was required to call you back, was it done within the agreed timeframe	NA	3.88	NA

As shown in **Figure 31** below, the overall satisfaction with customer experience in 2022 varied very little from 2020.

Figure 31 Overall Satisfaction with customer experience

CS5. To what extent do you agree or disagree with this list of aspects related to your experience with Council – overall I was satisfied with the way my enquiry with Council was handled

Base: CS2 Contacted Council in 12 months 2020/2022 (n=658)

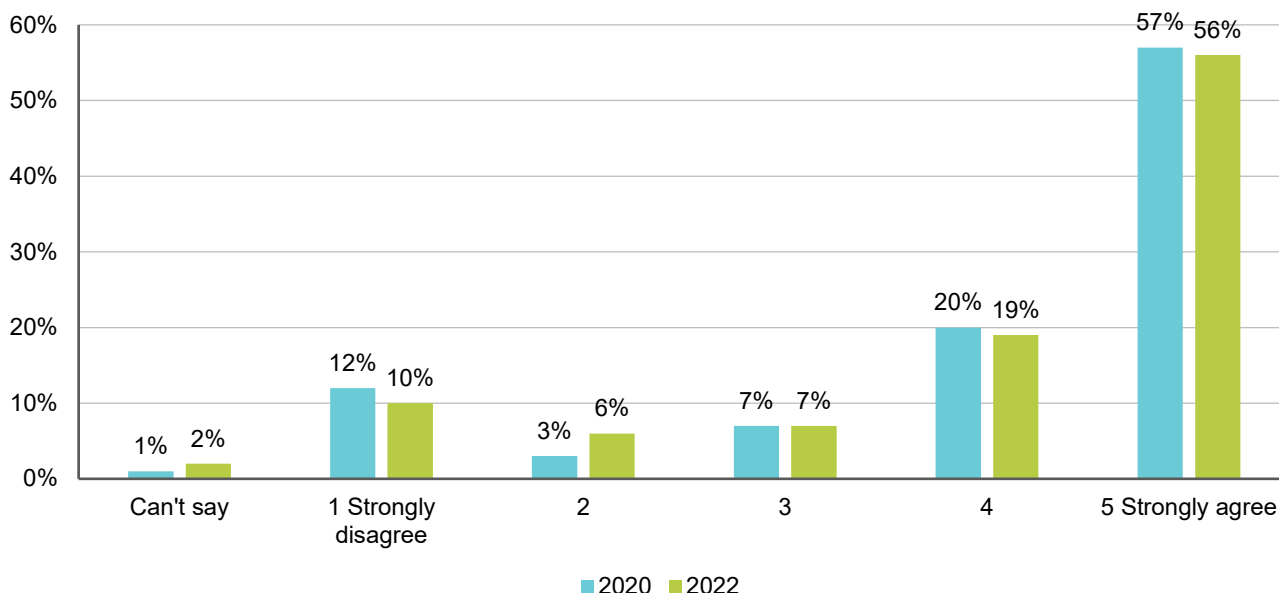


Table 27 Overall Satisfaction with customer experience – Subgroup Analysis

SUBGROUP	Significant Differences
Area	Nil
Age	Nil
Gender	Nil
Ratepayer Status	Customers surveyed whose landlord pays rates had a higher mean (4.5) than those who paid rates themselves (4.0)



6. CUSTOMER EXPERIENCE

Length of time lived in LCC | Nil



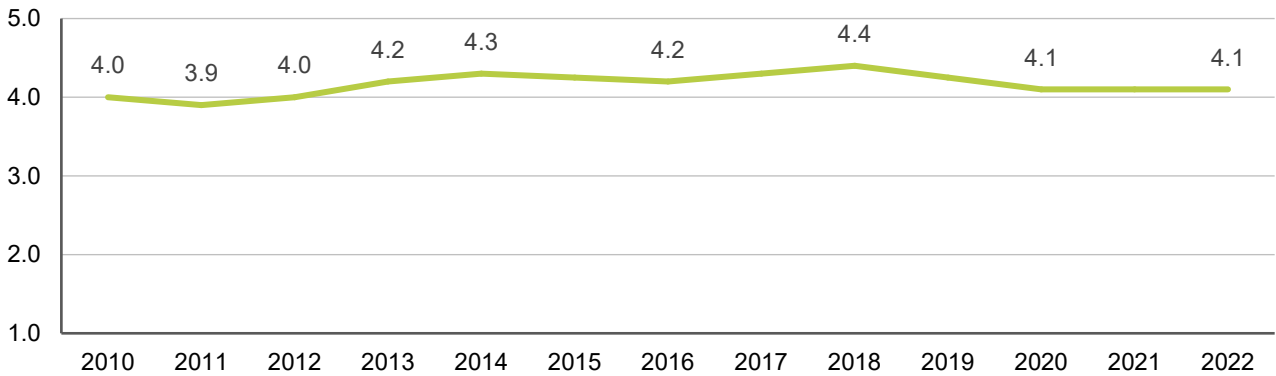
6. CUSTOMER EXPERIENCE

The mean score for overall satisfaction with customer experience maintained the same extremely high level attained in 2020, which had nonetheless dropped from a highpoint in 2018 (see **Figure 32** below).

Figure 32 Overall Satisfaction with customer experience – Internal Benchmarks

CS5. To what extent do you agree or disagree with this list of aspects related to your experience with Council – Overall I was satisfied with the way my enquiry with Council was handled

Base: All Customer Experience respondents 2010/2022

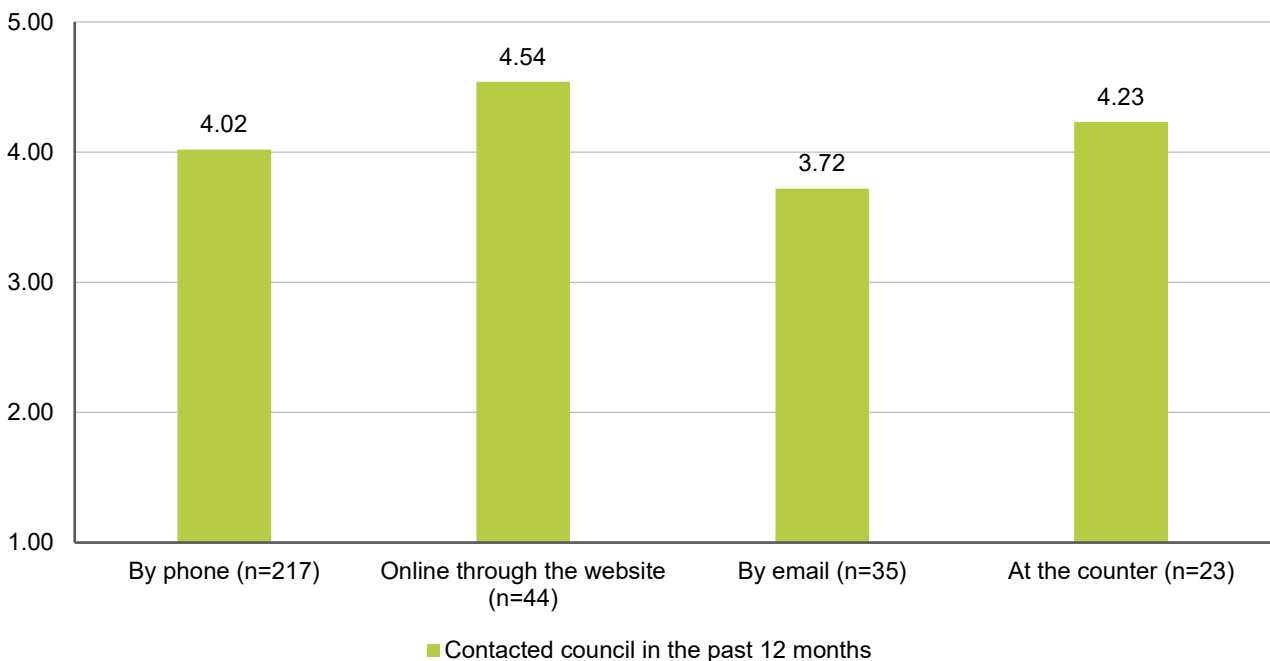


The overall satisfaction with customer experience was significantly higher for those who made contact online through Council website (see **Figure 33** below).

Figure 33 Overall satisfaction with customer experience (mean) by method of contact

CS5. To what extent do you agree or disagree with this list of aspects related to your experience with Council – overall I was satisfied with the way my enquiry with Council was handled / **CS3a.** How did you last make contact with Council?

Base: selected customers 2022 (n=319)





7. COMMUNICATION

7.1. SOURCES OF INFORMATION

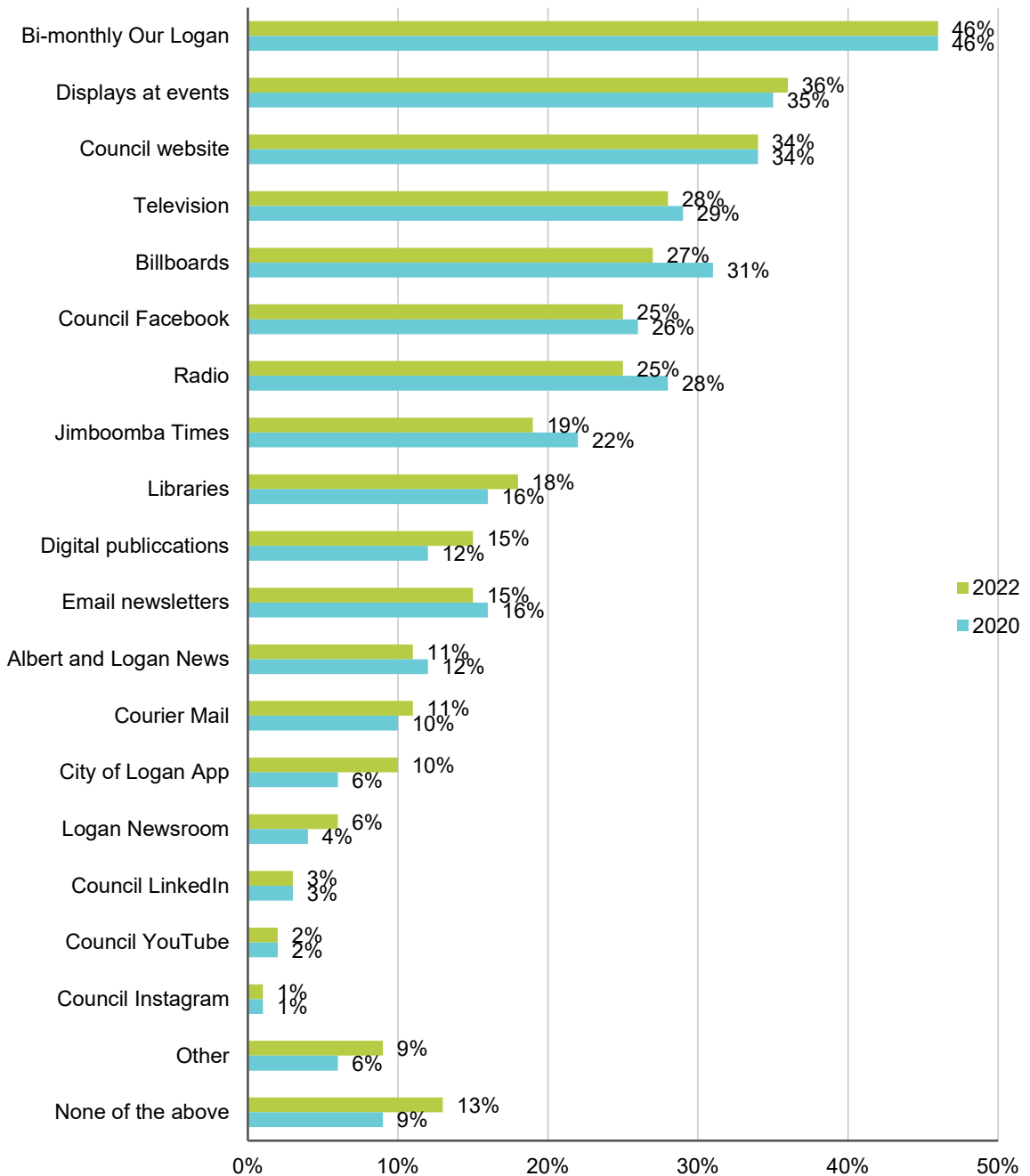
As shown in **Figure 34** below, there were no significant differences between 2020 and 2022 for any sources of information used.



7. COMMUNICATION

Figure 34 Usual sources of Council information

C1. In the past 12 months have you seen, read or heard information relating to Council in any of the following?
 Base: All Customer Experience respondents 2020/2022 (n=1602)



As shown in **Figure 35** below, there were significant differences between 2020 and 2022 for preferred sources of information – for Email newsletters, Our Logan magazine, Jimboomba Times, Television and Albert and Logan News. ('Letter/in the post' was not an option present in 2020.)



7. COMMUNICATION

Figure 35 Preferred source of Council information

C2. What is your preferred way of receiving Council news and information?
 Base: All Customer Experience respondents 2020/2022 (n=1602)

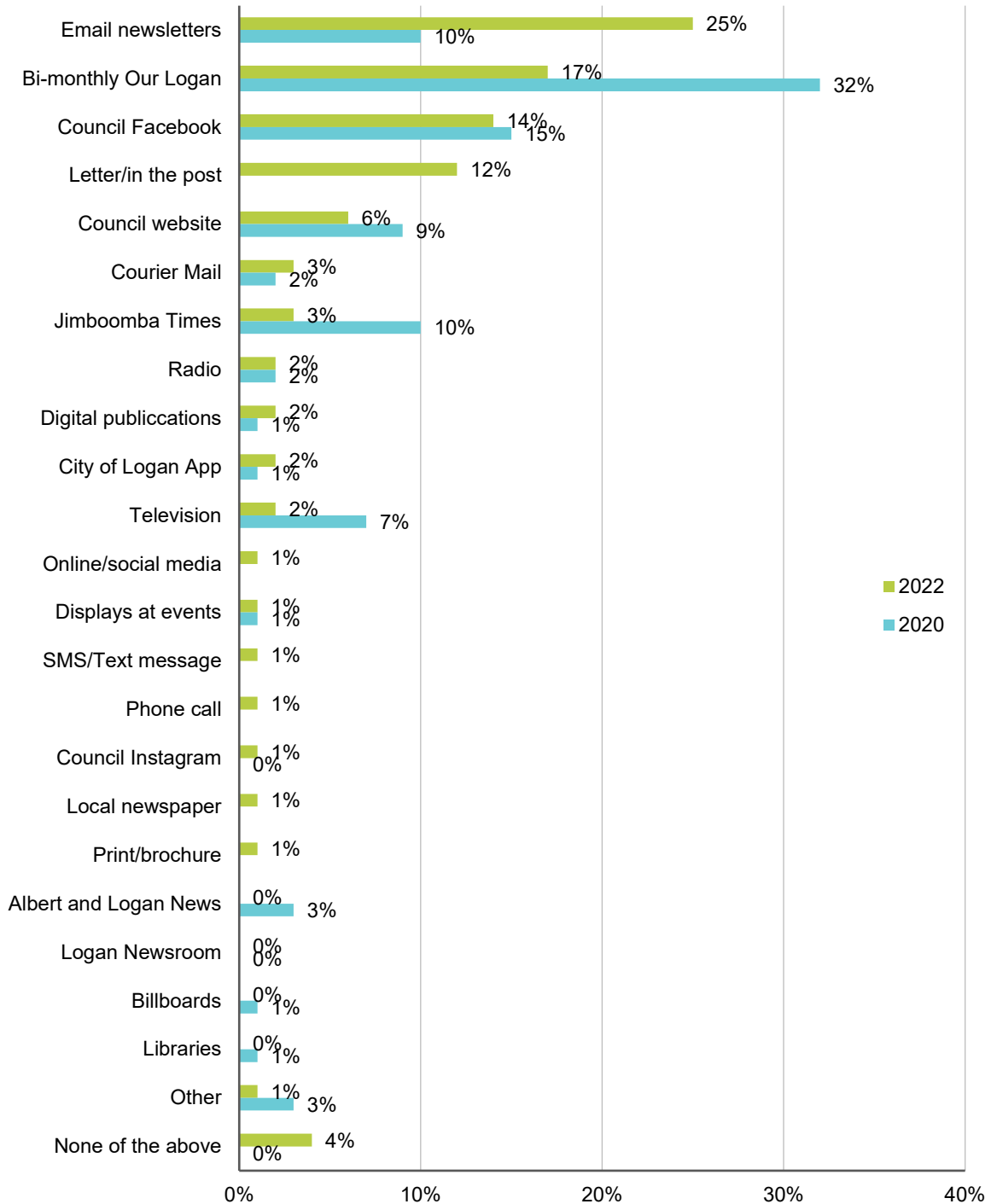


Table 28 Usual sources of Council information – Subgroup Analysis



7. COMMUNICATION

Subgroup	Significant Differences
Area	Rural residents surveyed were more likely than urban to have received Council information from Jimboomba Times
Age	Residents surveyed aged 18 to 34 years were more likely than those older to have received Council information from Council LinkedIn Residents surveyed aged under 50 years were more likely than those older to have received Council information from Council Facebook Residents surveyed aged 50 plus years were more likely than those younger to have received Council information from Our Logan magazine Residents surveyed aged 65 plus years were more likely than those younger to have received Council information from Television, and less likely to have received Council information from Council website or App
Gender	Female residents surveyed were more likely than males to have received Council information from Libraries
Ratepayer Status	Residents surveyed who pay their own rates were more likely than renters to have received Council information from Our Logan magazine and Jimboomba Times
Length of time lived in LCC	Residents surveyed who had lived in LCC for more than 15 years were less likely to have received Council information from the City of Logan App than those who had lived in LCC less time

Table 29 Preferred source of Council information – Subgroup Analysis

Subgroup	Significant Differences
Area	Urban residents surveyed were more likely than rural to prefer Our Logan magazine Rural residents surveyed were more likely than urban to prefer Jimboomba Times
Age	Residents surveyed aged 18 to 34 years were more likely than those older to prefer Council Facebook and Digital publications (e.g. Good Weekend, Must Do Brisbane) Residents surveyed aged 65 plus years were more likely than those younger to prefer Our Logan magazine
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Residents surveyed who had lived in LCC for less than 5 years were more likely to prefer Digital publications and SMS/text messages than those who had lived in LCC longer



7. COMMUNICATION

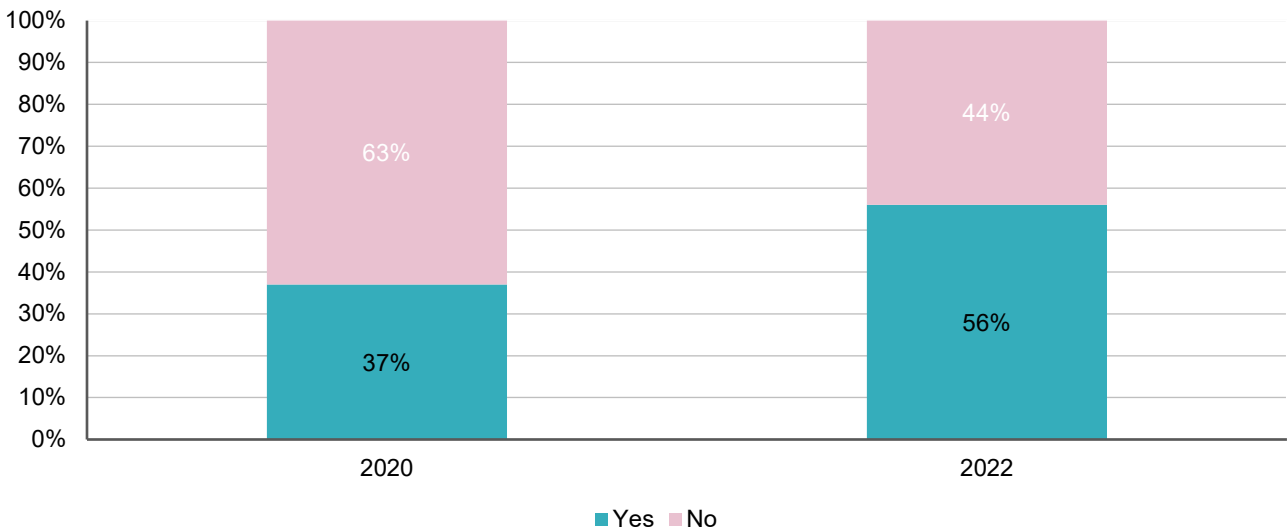
7.2. RATES NOTICES/PORTAL

As shown in **Figure 36** below, between 2020 and 2022 there was a 19% (significant) increase in awareness of the online rates portal. There were no significant differences between demographic subgroups in 2022.

Figure 36 Aware of online rates portal

C3. Are you aware of Council's online rates portal where you can also receive your notice by email?

Base: Customer Experience survey D5 Ratepayers 2020/2022 (n=1167)

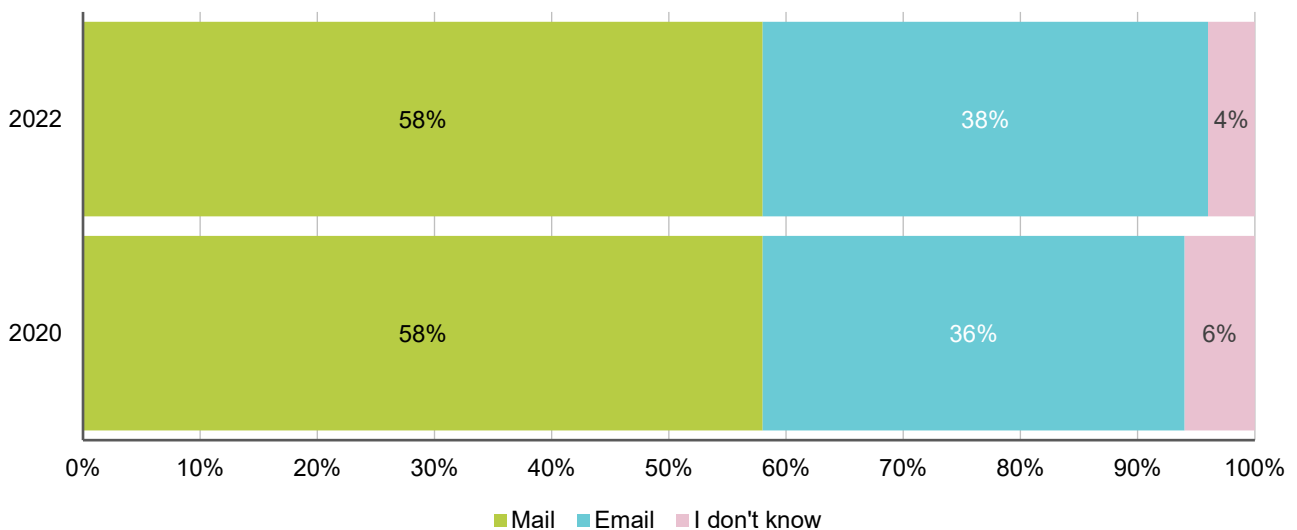


The proportion of ratepayers surveyed in 2022 who prefer Mail versus Email was almost identical compared to 2020 (see **Figure 37** below). The only significant difference among the demographic subgroups in 2022 was ratepayers surveyed aged 65 plus years were more likely to prefer Mail.

Figure 37 Prefer to receive rates by mail or email

C4. Would you prefer to receive your rates notices by mail or email?

Base: Customer Experience survey D5 Ratepayers 2020/2022 (n=1167)





7. COMMUNICATION

As shown in **Figure 38** below, the sorts of additional services sought through the portal were generally consistent from 2020 to 2022. There was a significant decrease for No from 2020 to 2022.

Figure 38 Additional services like to access through the portal

C5. Are there any additional services you would like to access online through the portal?
 Base: Customer Experience survey D5 Ratepayers 2020/2022 (n=1167)

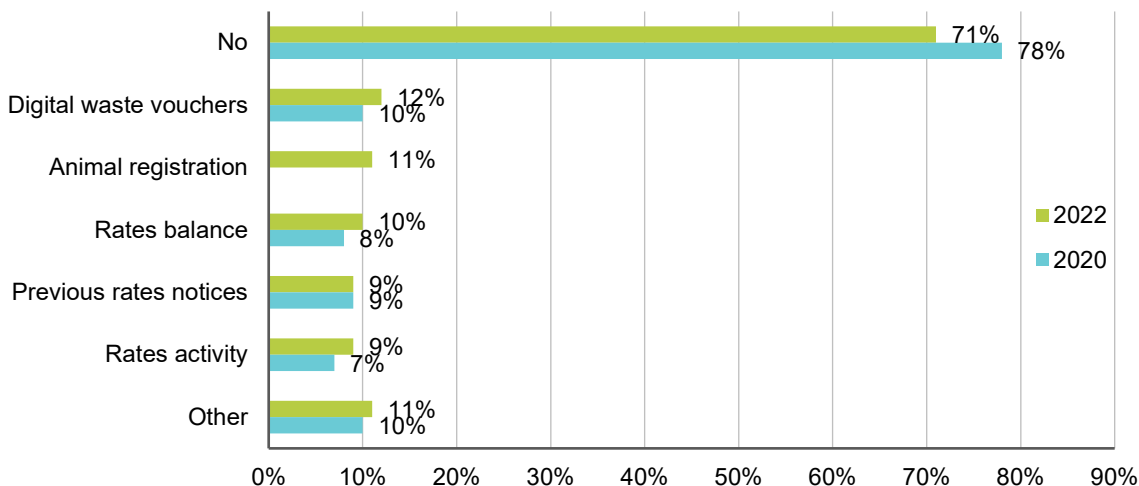


Table 30 Additional services like to access through the portal – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Ratepayers surveyed aged 18 to 34 years were more likely than those older to want to see Rates balance Ratepayers surveyed aged 65 plus years were more likely than those younger to not want any additional services through the portal
Gender	Female ratepayers surveyed were more likely than males to want Animal registration
Length of time lived in LCC	Ratepayers surveyed who had lived in LCC for more than 15 years were more likely than those who had lived in LCC less time to not want any additional services through the portal

As shown in **Figure 39** on next page, a few residents surveyed wanted to pay more frequently, which it seemed the online portal was not good with (showing updated balances):

- “Just send me a digital copy or have an individual account online so I can check the balance and make part-payments”
- “I put x amount away for rates and when I get the notice Council does not add payment details on my notice, we don’t know how much I owe on my rates, I have to ring them to find out”
- “Put amount owing in the portal, if you make weekly payments”
- “One of our biggest bugbears...we pay weekly, and our rates notice doesn’t show our payment individually”



7. COMMUNICATION

Figure 39 How to simplify rates notices

C6. In a few words, how could Council simplify your rates notices?

Base: All Customer Experience respondents 2022/2022 (n=1167)





8. 2022 FLOODING EVENT

As shown in **Figure 40** below, 50% of residents surveyed agreed and 14% disagreed that Council was proactive in sharing information and keeping them informed during the recent flooding event.

Figure 40 Agreement that Council was proactive in keeping me informed

C7A. To In regard to the latest flooding event and recovery, to what extent do you agree or disagree with this statement related to your experience with Council: “Council was proactive in sharing information and keeping me informed”

Base: All Customer Experience respondents 2022 (n=800)

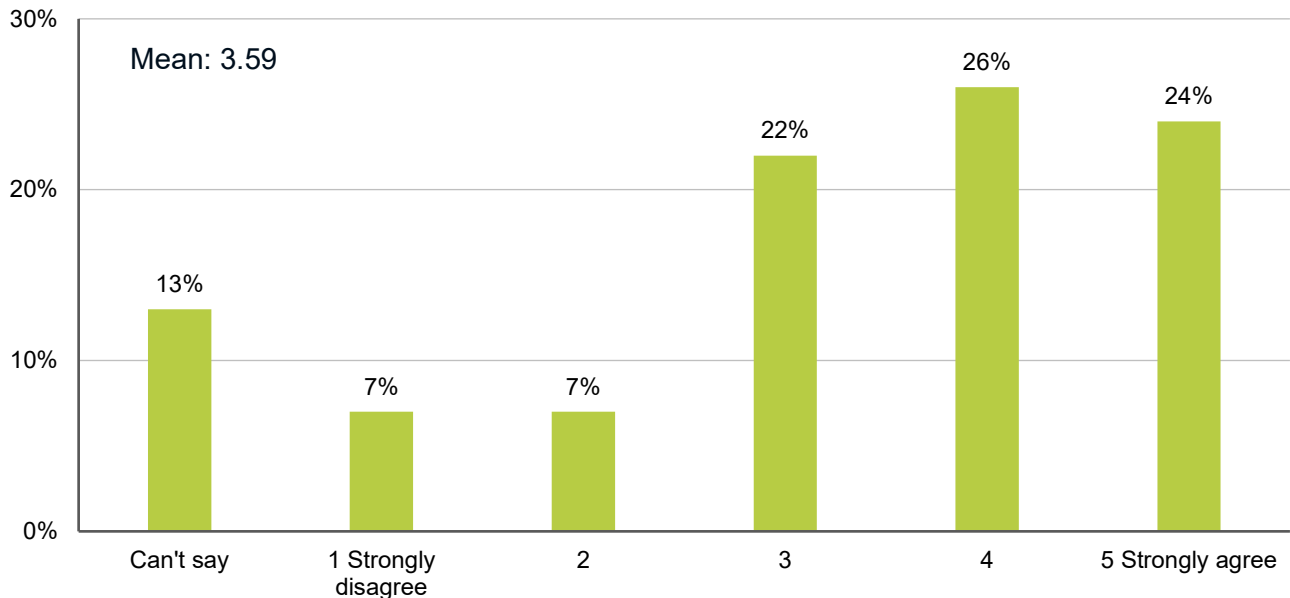


Table 31 Agreement that Council was proactive in keeping me informed – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Residents surveyed aged 65 plus years were more likely than those younger to say “Can’t say”
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Residents surveyed who had lived in LCC for 6-15 years had higher mean (3.8) than those who had lived there shorter or longer (both 3.5)



8. 2022 FLOODING EVENT

As shown in **Figure 41** below, 11% of all those asked cited Timely information and 10% said Good amount of information, versus 15% who said they Did not hear much from Council (insufficient info).

Figure 41 Reason for rating of Council proactive in keeping me informed

C7B. In a few words, what is the reason for your rating?
 Base: All Customer Experience respondents 2022 (n=800)

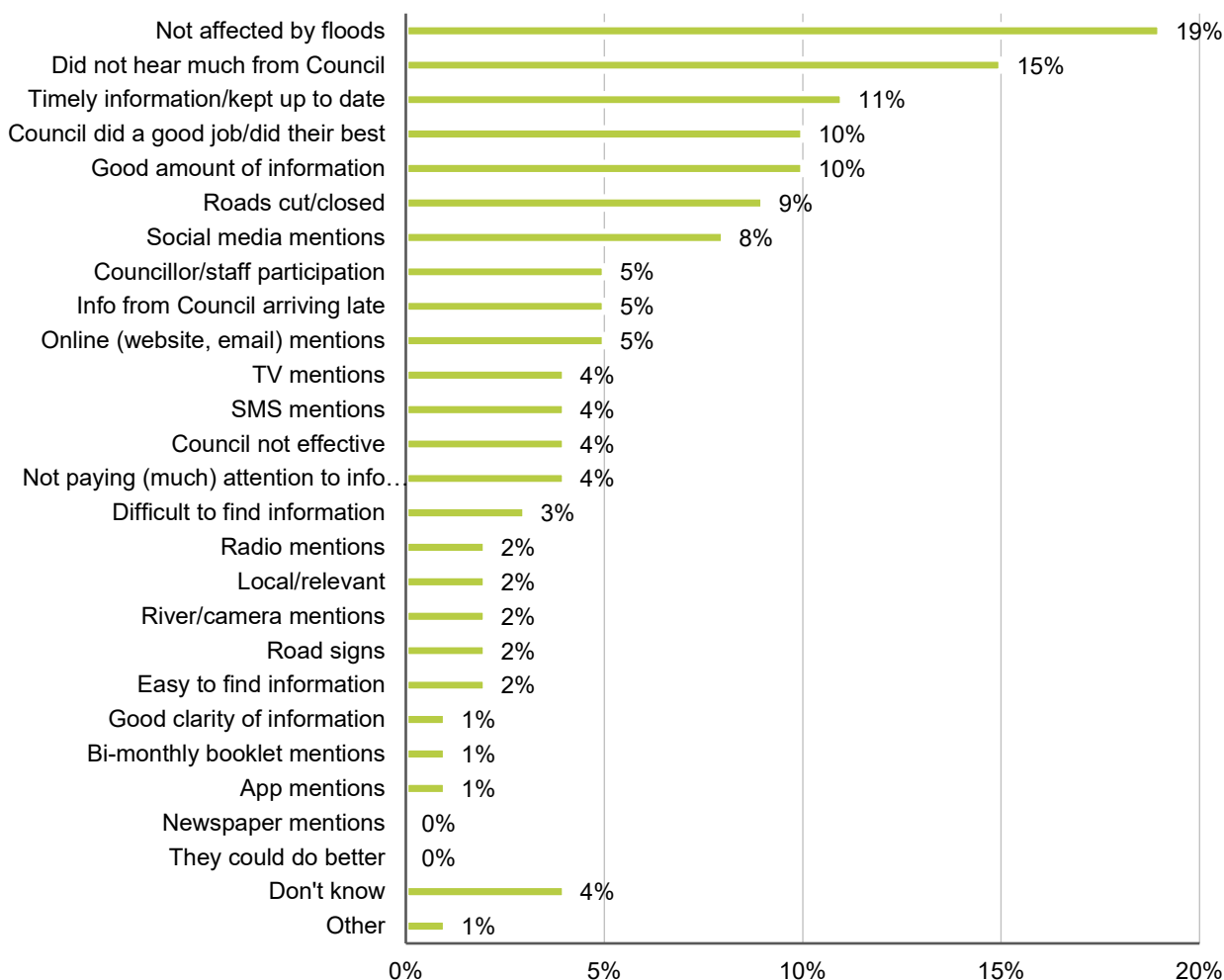


Table 32 Reason for rating of Council proactive in keeping me informed – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Residents surveyed aged 65 plus years were more likely than those younger to say "Not affected by flooding"
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

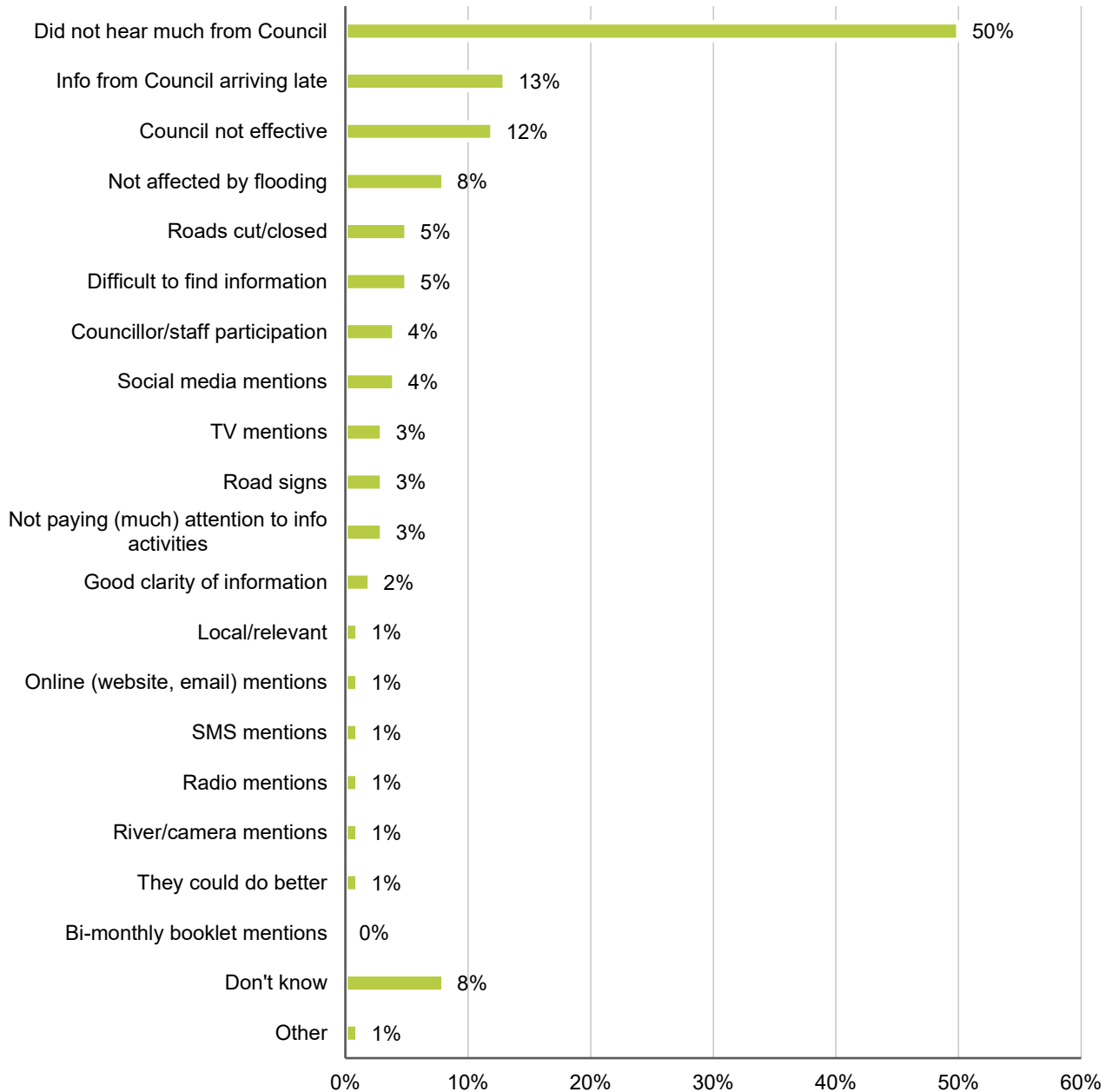


8. 2022 FLOODING EVENT

Figure 42 below shows the responses of just the residents surveyed who disagreed that Council was proactive in keeping them informed. Fifty percent said they did not hear much from Council, 13% said info from Council was arriving late and 12% said Council was not effective.

Figure 42 Reason for Disagreeing that Council was proactive in keeping me informed

C7B. In a few words, what is the reason for your rating?
 Base: C7a Disagree (n=125)



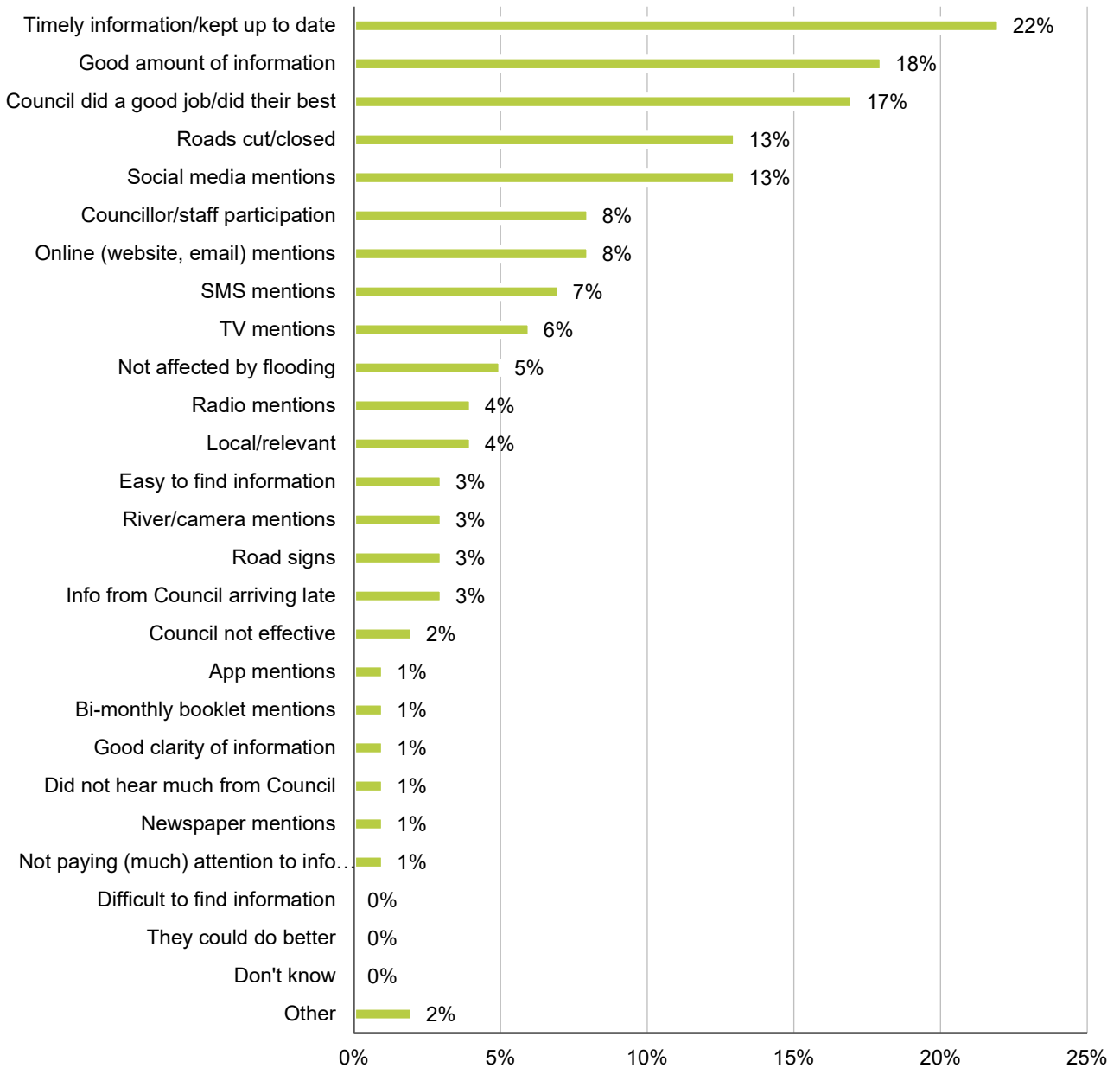


8. 2022 FLOODING EVENT

Figure 43, below, shows the responses of just the residents surveyed who agreed that Council was proactive in keeping them informed. Twenty-two percent cited timely information and 18% liked the amount of information. The conduits of information (social media, Council website, SMS, TV, radio) were mentioned substantially, often noting the input from Councillors and other staff.

Figure 43 Reason for Agreeing that Council was proactive in keeping me informed

C7B. In a few words, what is the reason for your rating?
 Base: C7a Agree (n=381)





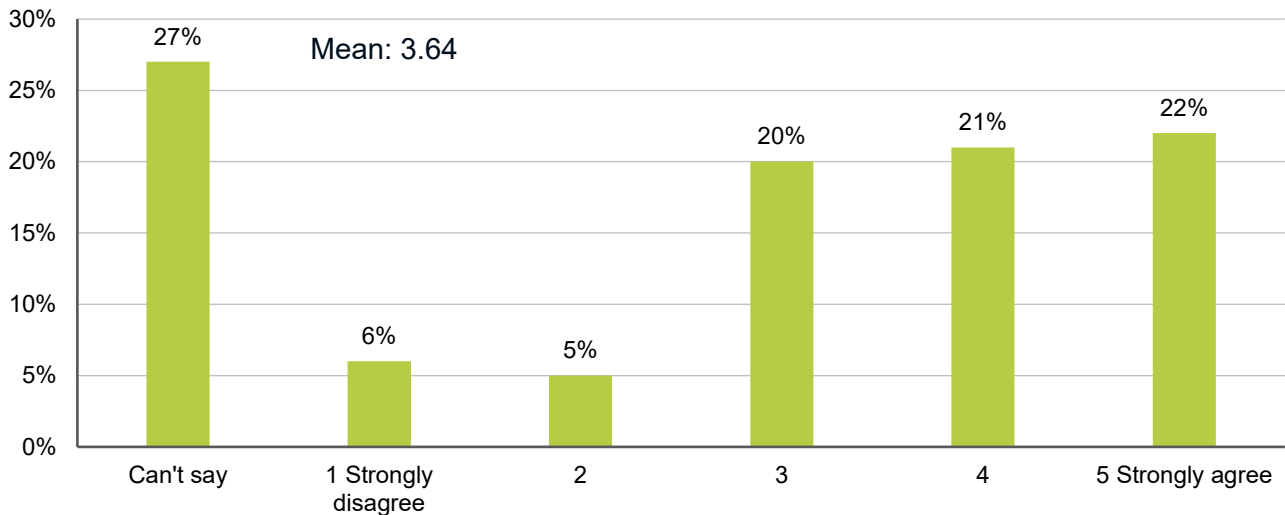
8. 2022 FLOODING EVENT

As shown in **Figure 44** below, nearly four times as many residents survey agreed (43%) that Council acted quickly in providing support as disagreed (11%).

Figure 44 Agreement that Council acted quickly in providing support

C7C. Still in regard to the latest flooding event and recovery, to what extent do you agree or disagree with: “Council acted quickly in providing support”

Base: All Customer Experience respondents 2022 (n=800)



It is interesting that for this one statement those aged 18 to 34 years was the age group most happy with Council’s performance, when for most of the Services & Facilities it was those aged 65 plus years who were more satisfied (see **Table 33** below).

Table 33 Agreement that Council acted quickly in providing support – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Residents surveyed aged 18 to 34 years were more likely than those older to agree (choose 4 or 5) Residents surveyed aged 50 plus years were more likely than those younger to say “Can’t say”
Gender	Female residents surveyed were more likely to say “Can’t say” than males
Ratepayer Status	Nil
Length of time lived in LCC	Residents surveyed who had lived in LCC for 6-15 years were more likely than those who had lived there shorter or longer to agree (choose 4 or 5)



8. 2022 FLOODING EVENT

As shown in **Figure 45** below, 15% of residents surveyed said Council were efficient and 9% said Council did their best. Against this, 7% of the total said they experienced Delays in getting support and 6% were Not aware of Council activities.

Figure 45 Reason for rating of Council acted quickly in providing support

C7D. In a few words, what is the reason for your rating?
 Base: All Customer Experience respondents 2022 (n=800)

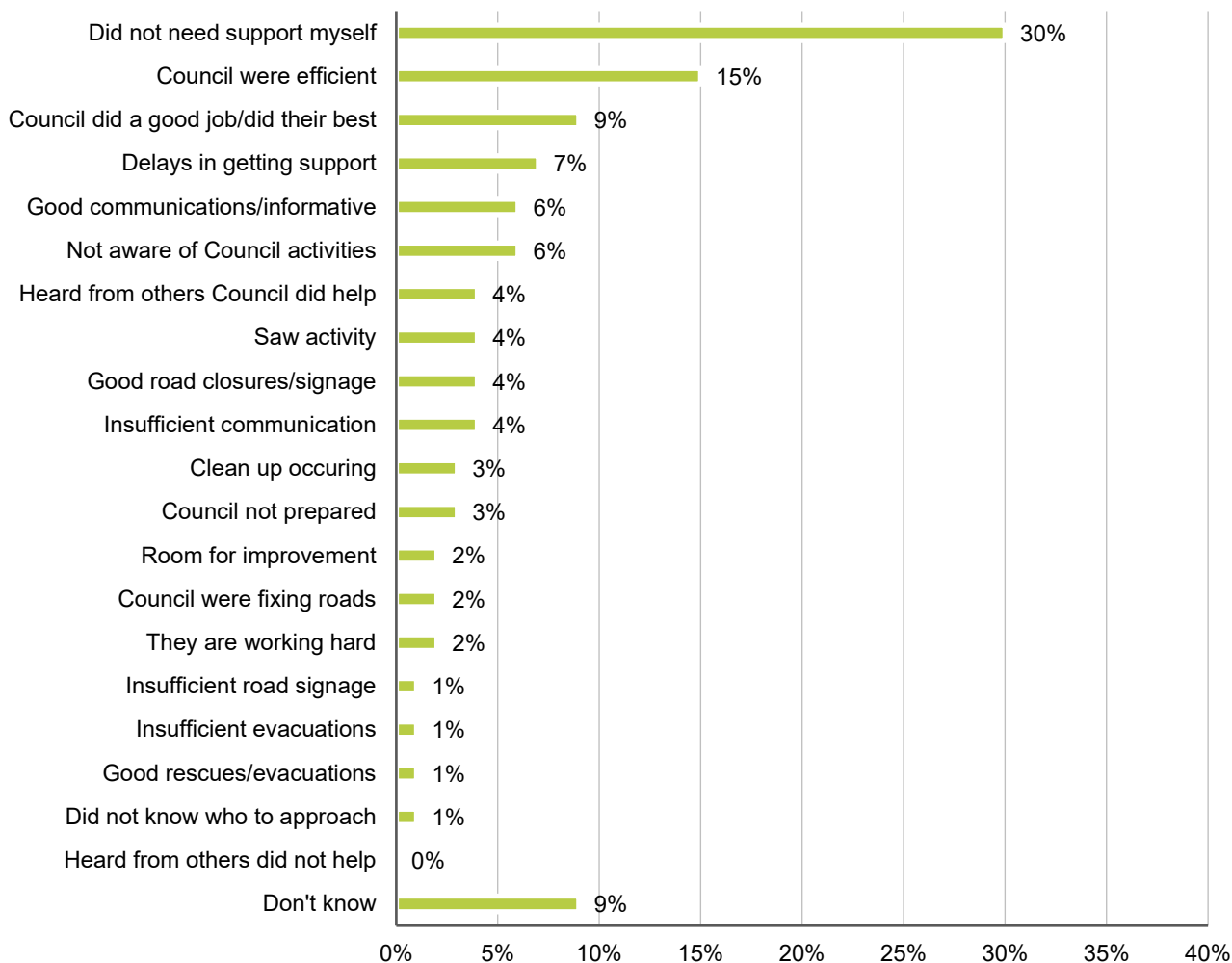


Table 34 Reason for rating of Council acted quickly in providing support – Subgroup Analysis

Subgroup	Significant Differences
Area	Nil
Age	Residents surveyed aged 65 plus years were more likely than those younger to say, “Did not need support myself” and “Heard from others Council did not help enough”
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Nil

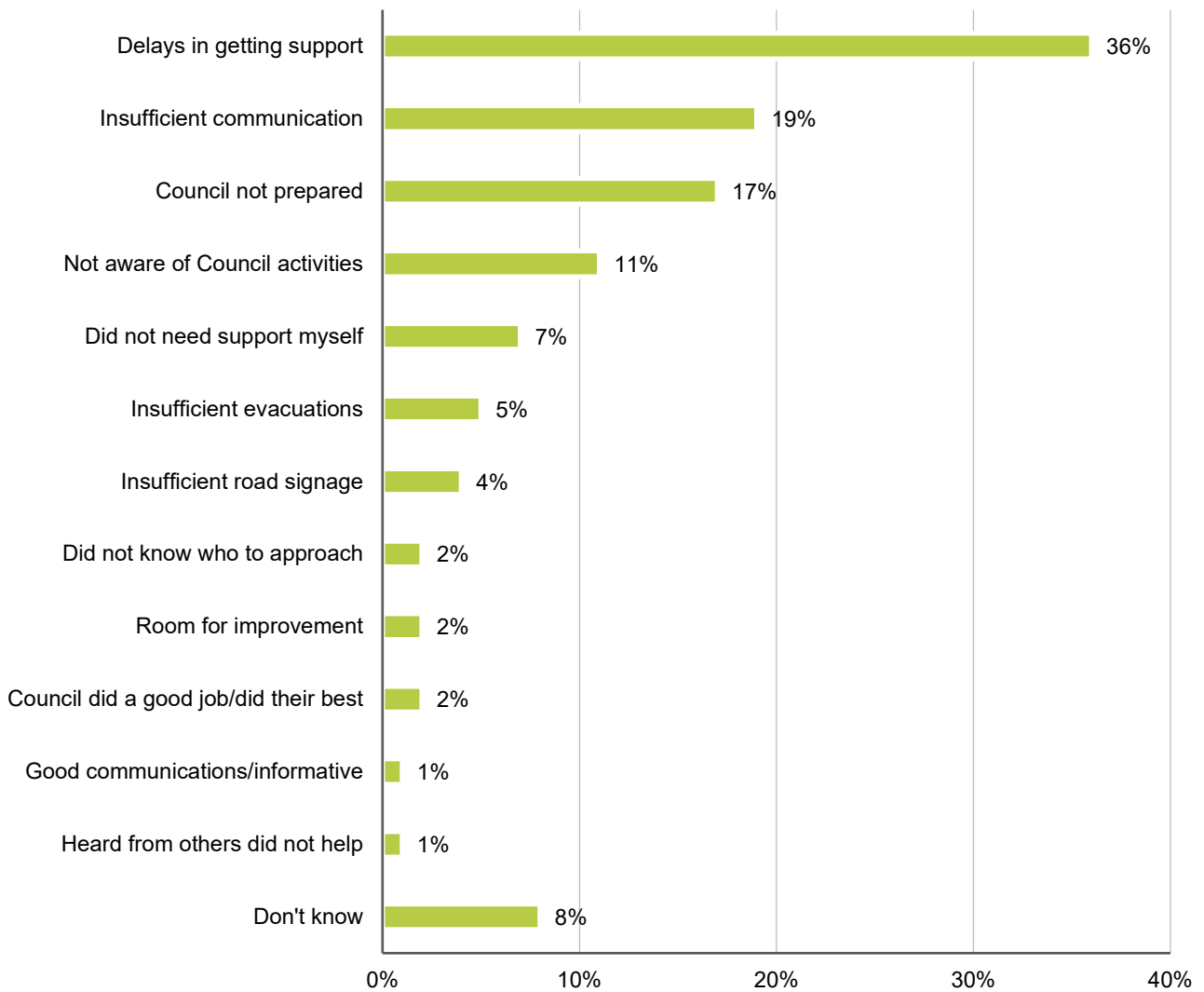


8. 2022 FLOODING EVENT

As shown in **Figure 46**, of the 11% (88 residents surveyed) who disagreed that Council acted quickly in providing support, more than a third (36%) cited Delays in getting support. Other leading responses were Insufficient communication (19%) and the feeling that Council were not prepared for the event (17%).

Figure 46 Reason for Disagreeing that Council acted quickly in providing support

C7D. In a few words, what is the reason for your rating?
 Base: C7c Disagree (n=88)



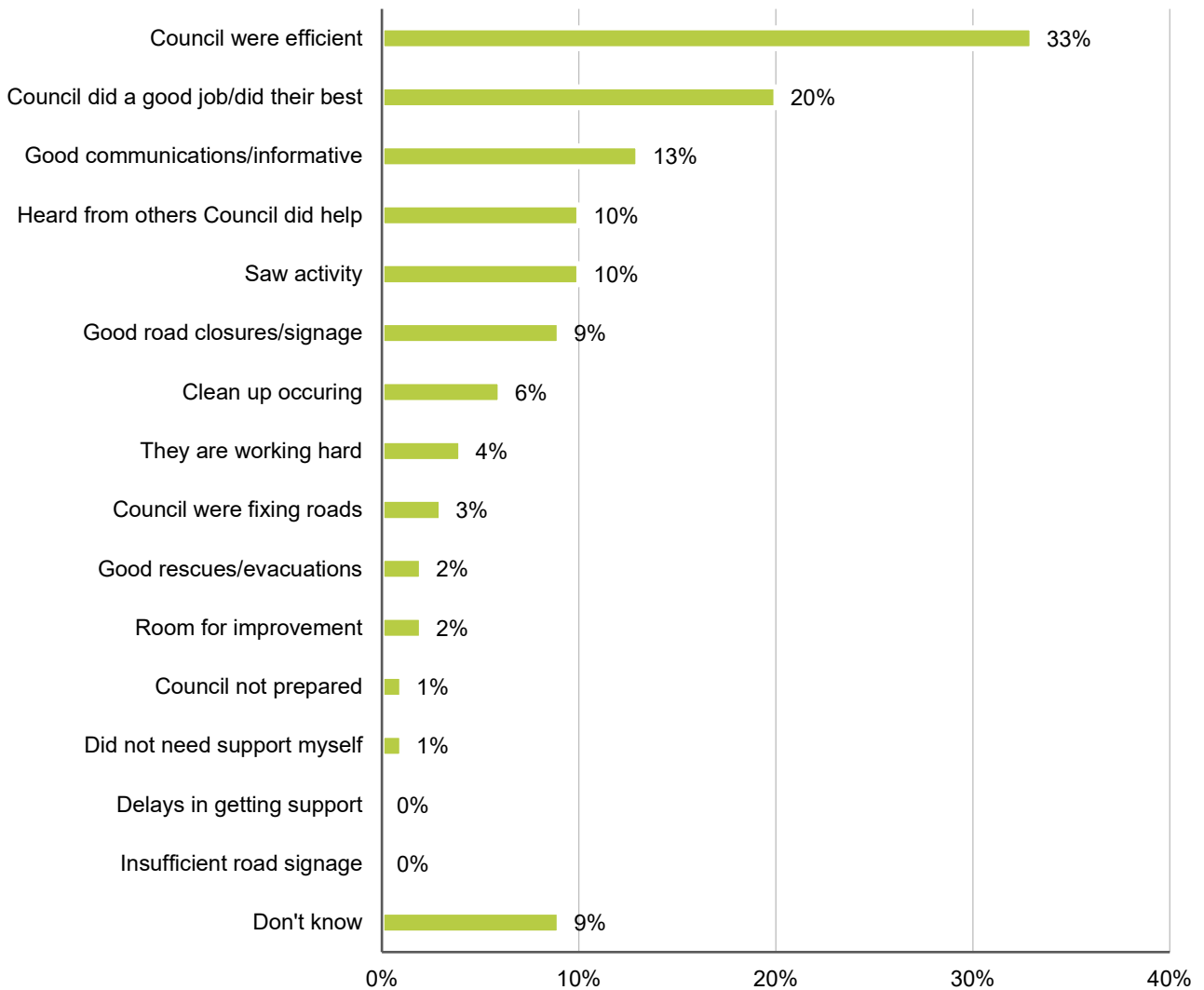


8. 2022 FLOODING EVENT

As shown in **Figure 47** below, one third of a robust base (n=314 who agreed) felt Council were efficient. Twenty percent felt that Council did a good job, and 13% praised Council communications. Hearing from others about Council support and personally witnessing Council activity were both cited by ten percent (10%).

Figure 47 Reason for Agreeing that Council acted quickly in providing support

C7D. In a few words, what is the reason for your rating?
 Base: C7c Agree (n=314)





9. COMMUNITY ENGAGEMENT

As shown in **Figure 48** below, half of the Community Engagement statements had less than 50% agreement. Alongside the presence of Consulting the community and Informing the community about Council services and facilities as the top left of the Quadrant Matrix (see **Figure 21** in a previous section), this may be an source of some dissatisfaction.

Figure 48 Community Engagement

CC1. To what extent do you agree or disagree with the following statements? Logan City Council is a council that...
 Base: All Customer Experience respondents 2022 (n=800)

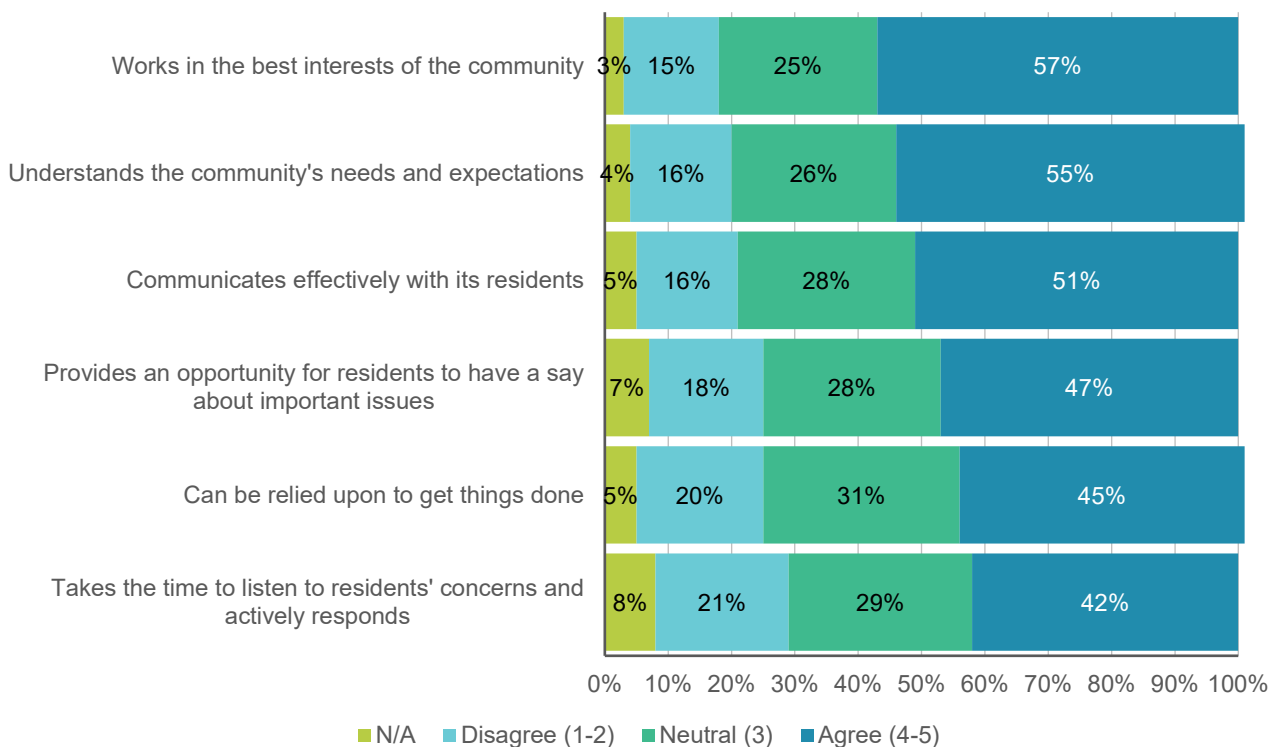


Table 35 Community Engagement – Subgroup Analysis

Subgroup	Significant Differences
Area	Residents surveyed in urban areas had higher means than rural for: <ul style="list-style-type: none"> Understands the community's needs and expectations Works in the best interests of the community Can be relied upon to get things done Takes the time to listen to residents' concerns and actively responds
Age	Nil
Gender	Nil
Ratepayer Status	Nil
Length of time lived in LCC	Residents surveyed who had lived in LCC for 6-15 years had higher means for all statements than for those who had lived in LCC more than 15 years (but not higher than for those who had lived in LCC less than 5 years)



9. COMMUNITY ENGAGEMENT

As shown in **Table 36** below, four out of the six Community Engagement statements were slightly higher in 2022 than in 2020.

Table 36 Community Engagement – Internal Benchmarks

	2020 mean	2022 mean	Significant change since 2020
Works in the best interests of the community	3.56	3.58	-
Understands the community’s needs and expectations	3.50	3.50	-
Communicates effectively with its residents	3.37	3.49	-
Provides an opportunity for residents to have a say about important issues	3.33	3.49	-
Can be relied upon to get things done	3.23	3.34	-
Takes the time to listen to residents’ concerns and actively responds	3.33	3.31	-

10. APPENDIX 1 - QUESTIONNAIRE

INTRO: Welcome to the Logan City Council Residents Survey 2022.

Thank you for taking the time to complete the survey. By answering this survey, you will be providing valuable feedback to Logan City Council so that the needs of customers can be better addressed.

The survey will be open until Monday, October 10th.

If you have any questions about the survey please call Taverner Research on (02) 9212 2900 or reach us via email at research@taverner.com.au.

Please click on the “NEXT” button below to begin the survey.

SINGLE

S1.

Have you lived in the Logan City Council area for 6 months or more?

- 5. Yes [SKIP TO S2]
- 6. No [TERMINATE]

S1END

Thank you for your interest, but for this study we can only include people who have lived in Logan for more than 6 months

[TERMINATE]

10. APPENDIX 1 - QUESTIONNAIRE

SINGLE

S2.

Are you an employee or Councillor with Logan City Council?

1. Yes [TERMINATE]
2. No [SKIP TO D1]

S2END

Thank you for your interest, but for this study we can only include people who are not Councillors or employees of Logan City Council.

[TERMINATE]

10. APPENDIX 1 - QUESTIONNAIRE

SINGLE

D1. What suburb or area do you live in?

1. Allenvue
2. Bahrs Scrub
3. Bannockburn
4. Beenleigh
5. Belivah
6. Berrinba
7. Bethania
8. Boronia Heights
9. Browns Plains
10. Buccan
11. Carbrook
12. Cedar Creek
13. Cedar Grove
14. Cedar Vale
15. Chambers Flat
16. Cornubia
17. Crestmead
18. Daisy Hill
19. Eagleby
20. Edens Landing
 - 65 Flagstone
 - 66 Flinders Lakes
21. Forestdale
 - 67 Glenlogan
22. Greenbank
23. Heritage Park
24. Hillcrest
25. Holmview
26. Jimboomba
27. Kagaru
 - 68 Kairabah

10. APPENDIX 1 - QUESTIONNAIRE

28. Kingston
29. Logan Central
30. Logan Reserve
31. Logan Village
32. Loganholme
33. Loganlea
34. Lyons
35. Mardsen
36. Meadowbrook
 - 69 Monarch Glen
37. Mount Warren Park
38. Mundoolun
39. Munruben
40. New Beith
41. North Maclean
42. Park Ridge
43. Park Ridge South
44. Priestdale
45. Regents Park
 - 70 Riverbend
46. Rochdale South
47. Shailer Park
 - 71 Silverbark Ridge
48. Slacks Creek
49. South Maclean
50. Springwood
51. Stockleigh
52. Tamborine
53. Tanah Merah
54. Underwood
55. Undullah
56. Veresdale
57. Veresdale Scrub

10. APPENDIX 1 - QUESTIONNAIRE

- 58. Waterford
- 59. Waterford West
- 60. Windaroo
- 61. Wolfdene
- 62. Woodhill
- 63. Woodridge
- 64. Yarrabilba

D2. How long have you lived in the Logan City Council area?

SINGLE

- 1. 6 months to 1 year
- 2. 1 to 5 years
- 3. 6 to 10 years
- 4. 11 to 15 years
- 5. More than 15 years

D3. Into which age group would you fall?

SINGLE

- 1. Less than 18 years [Terminate]
- 2. 18 to 34 years
- 3. 35 to 49 years
- 4. 50 to 64 years
- 5. 65 plus years
- 6. Prefer not to say

IF D3=6 (AGED UNDER 18) ASK D3END. ALL OTHERS SKIP TO D4.

10. APPENDIX 1 - QUESTIONNAIRE

D3END

Thank you for your interest, but for this study we can only include people who are aged 18 years or over.

[TERMINATE]

SINGLE

D4.

With which gender do you identify?

1. Male
2. Female
3. Non-binary/other
4. Prefer not to say

SINGLE

D5.

Do you or your family pay Council rates or does your landlord?

1. Pay Council rates ourselves
2. Landlord pays Council rates
3. Other (please describe)

Q1.

Please rate your satisfaction with the following Council services and facilities using a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'

ROWS PLEASE RANDOMISE PLEASE REPEAT HEADER, BLOCKS OF THREE STATEMENTS

1. Indoor sports centres
2. Sporting grounds and facilities (e.g. sports fields, courts and clubhouses)
3. Food safety in local eateries
4. Eat Safe Logan (i.e. the star rating system that measures compliance in food safety)
5. Animal Management (i.e. a Council service response to domestic animal keeping and control concerns)
6. Dog Off-leash Areas
7. The Animal Management Centre

10. APPENDIX 1 - QUESTIONNAIRE

8. Amenity and safety on our Roads (i.e. Council service response to abandoned vehicles and temporary signs on roadsides)
9. Immunisation program
10. Community Safety Programs (e.g. safety cameras and awareness of available community safety information)
11. Community and neighbourhood centres
12. Community programs (e.g. Active & Healthy, KRANK School Holiday programs, Seniors activities)
13. Playgrounds
14. Skate parks and BMX tracks
15. Council's swimming pools
16. Logan Entertainment Centre
17. Logan Art Gallery
18. Council cemeteries
19. Council's target to be carbon neutral by the end of 2022
20. Protection of bush land and wildlife
21. Water quality in Albert and Logan Rivers
22. General waste collection, green waste bin collection
23. Recycling and reuse services (e.g. recycling bin collection, resource recovery at Waste & Recycling facilities and reuse through the Logan Recycling Market)
24. Four free tipping vouchers (i.e. the vouchers supplied to ratepayers annually with their July rates notices)
25. Pest weed control (e.g. management of declared weeds)
26. Pest animal control (e.g. foxes, feral deer)
27. Mosquito management
28. Council service response to illegal dumping

COLUMNS

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Can't say

10. APPENDIX 1 - QUESTIONNAIRE

Q2a. Connected to Council's water supply

Are you connected to Council's water supply?

1. Yes
2. No

IF 2 IN Q2A (NOT CONNECTED TO COUNCIL WATER), SKIP TO Q3

Q2b. Satisfied with Council's water supply

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

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Can't say

Q3. Connected to Council's sewerage

Are you connected to Council's sewerage service?

1. Yes
2. No

10. APPENDIX 1 - QUESTIONNAIRE

IF 2 IN Q3 (NOT CONNECTED TO COUNCIL SEWERAGE), SKIP TO Q4

Q3b. Satisfied with Council's sewerage service

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

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Can't say

GRID

Q4. Satisfaction rating with Council's performance

Please rate your satisfaction with the following Council services and facilities using a five-point scale, where 1 means you are 'very dissatisfied' and 5 means you are 'very satisfied'

ROWS PLEASE RANDOMISE PLEASE REPEAT HEADER, BLOCKS OF THREE STATEMENTS

1. Traffic Management on local roads (e.g. roundabouts, pedestrian islands, traffic calming)
2. Maintenance of local roads (e.g. patching sealed road surfaces, grading gravel surfaces, repainting lines)
3. Maintenance of drains
4. Maintenance of parks
5. Accessibility of parks
6. Bike routes (e.g. bike lanes on roads and through parks)
7. Footpaths and shared paths (i.e. bikeways and footpaths combined)
8. Appearance of streets (e.g. landscaping and mowing)
9. Cleanliness of streets (street sweeping)
10. Graffiti removal
11. Collection of litter
12. Promoting the City
13. Running Council funded festivals and events (e.g. Eats & Beats, Logan Eco Action Festival)
14. Supporting local business and jobs
15. Attracting new business and investment
16. Informing the community about Council services and facilities
17. Consulting the community
18. Disaster management (e.g. storms, floods, fires)

10. APPENDIX 1 - QUESTIONNAIRE

19. Council's disaster dashboard and Early Warning Service
20. Enforcing parking regulations
21. Libraries
22. Improving the function and look of our centres (eg Springwood, Beenleigh, Logan Central, Meadowbrook)

COLUMNS

1. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Can't say

Q5. Housing affordable

Is housing affordable in the Logan City Council area?

1. Yes
2. No
3. I don't know

Q6. Good mix of housing options

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

1. Yes
2. No
3. I don't know

Q7. Enough jobs

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

1. Yes
2. No
3. I don't know

Q8. Disaster Management information easy to understand

10. APPENDIX 1 - QUESTIONNAIRE

Is Council's Disaster Management information easy to understand?

1. Yes
2. No
3. I don't know

Q9. Disaster Management relevant

And is it relevant to you?

1. Yes
2. No
3. I don't know

GRID

Q10. Frequency using facilities

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

READ OUT

ROWS PLEASE RANDOMISE PLEASE REPEAT HEADER, BLOCKS OF THREE STATEMENTS

1. Libraries
2. Council swimming pools
3. Logan Entertainment Centre
4. Indoor sports centres
5. Sporting grounds
6. Community and Neighbourhood centres
7. Logan Art Gallery
8. Playgrounds
9. Environmental parks and bushland areas
10. Waste and Recycling Facilities

COLUMNS

1. Daily
2. Weekly
3. Monthly
4. Quarterly
5. Yearly

10. APPENDIX 1 - QUESTIONNAIRE

6. Never

PLEASE PUT Q11A AND Q11B ON THE SAME PAGE

Q11a. Overall Satisfaction

Using a 5 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. 1 Very dissatisfied
2. 2
3. 3
4. 4
5. 5 Very satisfied
6. Can't say

Q11b. What most strongly influenced rating

Why do you say that? What issue has most strongly influenced your rating?

BIG TEXTBOX, UNLIMITED ENTRY

10. APPENDIX 1 - QUESTIONNAIRE

CS1a

When you need to contact Council, what is your preferred method of doing this?

SINGLE RESPONSE

1. By phone
2. By email
3. At the counter
4. In writing
5. By Facebook
6. By Twitter
7. City of Logan App
8. LinkedIn
9. Online (through the website)
10. Other (please specify)

CS1b. And what is your preferred method of applying for and accessing Council services?

SINGLE RESPONSE

1. Paper forms
2. By phone
3. Online forms
4. City of Logan App
5. By Facebook
6. By Twitter
7. LinkedIn
8. Other (please specify)

CS2 Have you had any contact with Council in the past 12 months?

1. Yes
2. No

10. APPENDIX 1 - QUESTIONNAIRE

IF CS2=1 (CONTACTED IN PAST 12 MONTHS) ASK CS3A. ALL OTHERS SKIP TO C1.

CS3a. How did you make contact with Council? (Please tick any that apply, or add as "other")

MULTIPLE RESPONSE

1. By phone
2. At the counter
3. By email
4. In writing
5. By Facebook
6. By Twitter
7. City of Logan App
8. LinkedIn
9. Online (through the website)
10. Other (please specify)

IF CS3A=1 (CONTACTED BY PHONE) ASK CS3B, OTHERS SKIP TO CS3C

CS3b. Did you phone a Customer Service Centre or a different area of Council

SINGLE

1. Customer Service Centre
2. Other (please specify)

IF CS3A=2 (CONTACTED AT THE COUNTER) ASK CS3C. ALL OTHERS SKIP TO CS4

CS3c. Did you visit a Customer Service Centre or a different area of Council?

1. Customer Service Centre (Logan Central)
2. Customer Service Centre (Beenleigh)
3. Customer Service Centre (Jimboomba)
4. Other (please specify)

10. APPENDIX 1 - QUESTIONNAIRE

CS4. What was the most recent reason you contacted Council?

SINGLE RESPONSE

1. General enquiry / Request for information
2. Make a booking
3. Make a payment (eg rates, fees)
4. Lodge a development application
5. For a certificate or permit
6. Make a complaint
7. Provide feedback
8. Report an issue eg maintenance / missed bin / parks mowing etc
9. Floods
10. 11 Follow up on a request/issue/application
11. Other (please specify)

CS5. To what extent do you agree or disagree with this list of aspects related to your experience with Council?

ROWS

PLEASE RANDOMISE (IF RANDOMISED IN PREVIOUS WAVE) HOWEVER ANCHOR CODE 7
PLEASE REPEAT HEADER, BLOCKS OF 3 STATEMENTS

12. In relation to my query, Council was easy to do business with
13. Council staff were efficient, professional, polite & knowledgeable
- 4 Council staff dealt with my enquiry in a timely manner
- 3 Council staff provided clear, easy to understand advice
- 9 If a Council officer was required to call you back, was it done within the agreed timeframe
- 7 Overall, I was satisfied with the way my enquiry with Council was handled

COLUMNS

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree

10. APPENDIX 1 - QUESTIONNAIRE

6. Can't say or NA

ASK ALL

C1. In the past 12 months have you seen, read or heard information relating to Council in any of the following? (Please tick any that apply, or "None of the above".)

MULTIPLES

1. Courier Mail
2. Albert and Logan News digital subscription
3. Jimboomba Times
4. Council bi-monthly magazine, Our Logan
5. Logan Newsroom
6. Libraries
7. Council website
8. Council Facebook
9. Council Instagram
10. Council YouTube
11. Council LinkedIn
12. City of Logan App
13. Television
14. Radio
15. Billboards
16. Email newsletters
17. Council public displays at events (eg Eats n Beats, Ekka, Good Food and Wine Show)
18. Digital publications (eg Good Weekend, Must Do Brisbane)
19. Other (please specify)
20. None of the above

10. APPENDIX 1 - QUESTIONNAIRE

C2. What is your preferred way of receiving Council news and information? (Please tick any that apply, or "None of the above")

SHOW ALL CODES BELOW (NOT JUST THOSE SELECTED AT C1)

SINGLE RESPONSE

1. Courier Mail
2. Albert and Logan News digital subscription
3. Jimboomba Times
4. Council bi-monthly magazine, Our Logan
5. Logan Newsroom
6. Libraries
7. Council website
8. Council Facebook
9. Council Instagram
10. Council YouTube
11. Council LinkedIn
12. City of Logan App
13. Television
14. Radio
15. Billboards
16. Email newsletters
17. Council public displays at events (eg Eats n Beats, Ekka, Good Food and Wine Show)
18. Digital publications (eg Good Weekend, Must Do Brisbane)
19. Other (please specify)
20. None of the above

IF D5=2 (NOT PAY RATES) SKIP TO C7

C3. Are you aware of Council's online rates portal where you can also receive your notice via email?

1. Yes
2. No

10. APPENDIX 1 - QUESTIONNAIRE

C4. Would you prefer to receive your rates notices by mail or by email?

1. Mail
2. Email
3. I don't know

C5. Are there any additional services you would like to access online through the portal? (Please tick any that apply, or "No".)

ACCEPT MULTIPLES

1. Rates activity
2. Rates balance
3. Previous rates notices
4. Digital Waste Vouchers
5. 7 Animal registration
6. Other (please specify)
7. No [EXCLUSIVE]

TEXT

C6. In a few words, how could Council simplify your rates notices?

PLEASE PUT C7A AND C7B ON THE SAME PAGE

PLEASE BOLD STATEMENT IN INVERTED COMMAS BELOW

C7a. In regard to the latest flooding event and the recovery, to what extent do you agree or disagree with this statement related to your experience with Council?: "Council was proactive in sharing information and keeping me informed"

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree
6. Can't say or not applicable

10. APPENDIX 1 - QUESTIONNAIRE

TEXT

C7b In a few words, what is the reason for your rating?

OPEN TEXT

PLEASE PUT C7C AND C7D ON THE SAME PAGE

PLEASE BOLD STATEMENT IN INVERTED COMMAS BELOW

C7c. Still in regard to the latest flooding event and the recovery, to what extent do you agree or disagree with: “Council acted quickly in providing support”

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree
6. Can't say or not applicable

C7d. In a few words, what is the reason for your rating?

OPEN TEXT

CC1. To what extent do you agree or disagree with the following statements?

Logan City Council is a Council that...

PLEASE REPEAT HEADER, BLOCKS OF 3 STATEMENTS

1. Understands the community's needs and expectations
2. Works in the best interests of the community
3. Communicates effectively with its residents
4. Provides an opportunity for residents to have a say about important issues
5. Can be relied upon to get things done
6. Takes the time to listen to residents' concerns and actively responds

SINGLE RESPONSE

COLUMNS

10. APPENDIX 1 - QUESTIONNAIRE

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree
6. Can't say or NA

OUTRO: That is the end of the survey. Please press "SUBMIT" to finalise. And thank you for your time and feedback.

ISO and CLOSE

11. APPENDIX 2 – SUBGROUP ANALYSIS

11. APPENDIX 2 – SUBGROUP ANALYSIS

SATISFACTION MEANS BY BANNER														
Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Indoor sports centres	3.72	3.82	3.06	3.83	3.55	3.69	3.84	3.73	3.71	3.68	3.82	3.82	3.71	3.69
Sporting grounds and facilities (e.g. sports fields, courts and clubhouses)	3.83	3.85	3.67	3.81	3.63	3.81	4.19	3.86	3.79	3.83	3.82	3.64	3.88	3.86
Food safety in local eateries	3.82	3.82	3.85	3.96	3.71	3.78	3.81	3.87	3.78	3.79	3.89	3.85	3.83	3.81
Eat Safe Logan (i.e. the star rating system that measures compliance in food safety)	3.83	3.81	3.94	3.98	3.64	3.76	3.89	3.78	3.88	3.85	3.78	3.72	3.82	3.87
Animal Management (i.e. a Council service response to domestic animal keeping and control c	3.63	3.64	3.56	3.66	3.58	3.55	3.74	3.71	3.54	3.61	3.66	3.52	3.77	3.58
Dog Off-leash Areas	3.54	3.65	2.84	3.60	3.51	3.35	3.78	3.61	3.48	3.52	3.61	3.44	3.55	3.58
The Animal Management Centre	3.60	3.63	3.42	3.55	3.48	3.57	3.92	3.69	3.51	3.59	3.62	3.59	3.53	3.64
Amenity and safety on our Roads (i.e. Council service response to abandoned vehicles and te	3.24	3.31	2.83	3.37	3.13	2.98	3.50	3.34	3.15	3.21	3.30	3.21	3.21	3.27
Immunisation program	4.03	4.07	3.79	3.94	4.10	3.97	4.18	3.95	4.10	4.01	4.07	3.96	4.07	4.03
Community Safety Programs (e.g. safety cameras and awareness of available community safety	3.28	3.31	3.11	3.34	3.09	3.22	3.57	3.38	3.19	3.29	3.25	3.23	3.32	3.28
Community and neighbourhood centres	3.55	3.58	3.39	3.53	3.41	3.53	3.86	3.51	3.60	3.55	3.54	3.72	3.49	3.53
Community programs (e.g. Active & Healthy, KRANK School Holiday programs, Seniors activitie	3.62	3.63	3.59	3.55	3.43	3.77	3.90	3.58	3.67	3.62	3.62	3.72	3.55	3.63
Playgrounds	3.79	3.79	3.77	3.78	3.66	3.73	4.12	3.78	3.80	3.80	3.76	3.72	3.84	3.78
Skate parks and BMX tracks	3.66	3.72	3.31	3.63	3.64	3.62	3.83	3.70	3.62	3.67	3.63	3.56	3.71	3.67
Council's swimming pools	3.53	3.55	3.37	3.51	3.42	3.60	3.69	3.55	3.51	3.57	3.44	3.37	3.54	3.58

11. APPENDIX 2 – SUBGROUP ANALYSIS

Logan Entertainment Centre	3.99	4.00	3.89	3.98	3.86	3.98	4.21	3.91	4.05	3.97	4.02	3.94	3.94	4.03
Logan Art Gallery	3.78	3.80	3.58	3.72	3.74	3.82	3.91	3.74	3.81	3.73	3.87	3.65	3.86	3.78
Council cemeteries	3.76	3.74	3.88	3.89	3.63	3.68	3.84	3.80	3.73	3.70	3.88	3.99	3.63	3.76
Council's target to be carbon neutral by the end of 2022	3.39	3.44	3.16	3.56	3.30	3.26	3.40	3.32	3.47	3.39	3.41	3.40	3.47	3.35
Protection of bush land and wildlife	3.50	3.56	3.14	3.64	3.48	3.27	3.55	3.59	3.40	3.46	3.58	3.60	3.61	3.40
Water quality in Albert and Logan Rivers	3.16	3.16	3.18	3.19	3.04	3.11	3.41	3.27	3.06	3.18	3.13	3.29	3.15	3.13
General waste collection, green waste bin collection	4.17	4.17	4.19	4.13	4.10	4.14	4.41	4.13	4.22	4.17	4.18	4.05	4.26	4.16
Recycling and reuse services (e.g. recycling bin collection, resource recovery at Waste & Recycling facilities and reuse through the Logan Recycling Market)	4.09	4.13	3.89	4.10	3.95	4.11	4.28	4.14	4.04	4.10	4.08	4.08	4.10	4.09
Four free tipping vouchers (i.e. the vouchers supplied to ratepayers annually with their July rates notices)	3.94	3.95	3.87	3.81	3.95	3.85	4.22	3.84	4.02	4.02	3.66	3.79	4.05	3.91
Pest weed control (e.g. management of declared weeds)	3.23	3.30	2.81	3.41	3.09	3.09	3.24	3.32	3.13	3.21	3.27	3.21	3.25	3.22
Pest animal control (e.g. foxes, feral deer)	3.66	3.75	3.21	3.91	3.66	3.36	3.54	3.80	3.52	3.68	3.62	3.78	3.65	3.63
Mosquito management	3.19	3.26	2.74	3.21	3.09	3.12	3.39	3.29	3.07	3.16	3.26	3.48	3.11	3.13
Council service response to illegal dumping	3.21	3.24	3.05	3.27	3.03	3.12	3.53	3.30	3.13	3.24	3.17	3.14	3.29	3.20

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q2A ARE YOU CONNECTED TO COUNCIL'S WATER SUPPLY? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	87%	94%	46%	87%	91%	86%	83%	87%	87%	87%	88%	88%	89%	85%
No	13%	6%	54%	13%	9%	14%	17%	13%	13%	13%	12%	12%	11%	15%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

Q2B USING THE SAME 1 TO 5 SCALE, HOW SATISFIED ARE YOU WITH COUNCIL'S WATER SUPPLY? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
1 Very dissatisfied	4%	5%	4%	4%	7%	4%	2%	2%	7%	4%	4%	7%	4%	4%
2	7%	7%	3%	8%	7%	5%	6%	4%	10%	6%	9%	9%	7%	6%
3	17%	17%	19%	16%	20%	19%	12%	16%	18%	16%	20%	18%	19%	15%
4	34%	34%	39%	43%	33%	31%	25%	36%	33%	36%	31%	32%	37%	34%
5 Very satisfied	37%	37%	36%	29%	32%	42%	55%	43%	32%	38%	35%	35%	32%	41%
Can't say	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%
Column n	691	633	58	137	173	179	201	277	412	498	193	97	203	391

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q2B USING THE SAME 1 TO 5 SCALE, HOW SATISFIED ARE YOU WITH COUNCIL'S WATER SUPPLY? 2 BY BANNER

Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Using the same 1 to 5 scale, how satisfied are you with Council's water supply?	3.94	3.93	4.00	3.85	3.77	4.03	4.27	4.15	3.73	3.97	3.85	3.78	3.87	4.03

Q3 ARE YOU CONNECTED TO COUNCIL'S SEWERAGE SERVICE? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	76%	86%	18%	77%	78%	72%	74%	76%	76%	74%	80%	77%	76%	75%
No	24%	14%	82%	23%	22%	28%	26%	24%	24%	26%	20%	23%	24%	25%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q3B USING THE SAME 1 TO 5 SCALE, HOW SATISFIED ARE YOU WITH COUNCIL'S SEWERAGE SERVICE? BY BANNER														
Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
1 Very dissatisfied	2%	2%	4%	3%	2%	3%	1%	2%	2%	2%	3%	4%	1%	3%
2	2%	2%	0%	2%	2%	3%	1%	1%	3%	2%	3%	3%	2%	1%
3	10%	10%	21%	11%	12%	12%	3%	11%	10%	10%	12%	13%	12%	8%
4	33%	33%	27%	36%	36%	30%	25%	31%	34%	32%	35%	35%	33%	32%
5 Very satisfied	51%	51%	48%	46%	47%	52%	68%	54%	49%	54%	46%	44%	51%	54%
Can't say	1%	1%	0%	2%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%
Column n	602	581	21	121	148	151	181	237	362	424	178	85	174	343

Q3B USING THE SAME 1 TO 5 SCALE, HOW SATISFIED ARE YOU WITH COUNCIL'S SEWERAGE SERVICE? 2 BY BANNER														
Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Using the same 1 to 5 scale, how satisfied are you with Council's sewerage service?	4.30	4.31	4.16	4.22	4.25	4.26	4.59	4.35	4.26	4.35	4.20	4.14	4.31	4.36

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q4 2 BY BANNER														
Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Traffic Management on local roads (e.g. roundabouts, pedestrian islands, traffic calming)	3.38	3.44	3.07	3.43	3.27	3.31	3.57	3.43	3.34	3.33	3.51	3.38	3.52	3.30
Maintenance of local roads (e.g. patching sealed road surfaces, grading gravel surfaces, re	2.89	3.04	1.97	2.79	2.79	2.93	3.15	3.03	2.74	2.93	2.78	2.74	3.02	2.85
Maintenance of drains	3.44	3.53	2.90	3.52	3.41	3.35	3.46	3.51	3.37	3.47	3.37	3.46	3.56	3.36
Maintenance of parks	3.75	3.75	3.72	3.70	3.58	3.77	4.07	3.82	3.68	3.77	3.71	3.68	3.72	3.79
Accessibility of parks	3.95	3.99	3.71	3.90	3.90	3.87	4.20	3.93	3.96	3.99	3.85	3.86	3.97	3.96
Bike routes (e.g. bike lanes on roads and through parks)	3.48	3.55	3.02	3.48	3.44	3.51	3.51	3.47	3.49	3.48	3.47	3.48	3.53	3.45
Footpaths and shared paths (i.e. bikeways and footpaths combined)	3.41	3.46	3.11	3.47	3.29	3.40	3.51	3.50	3.33	3.41	3.42	3.42	3.49	3.37
Appearance of streets (e.g. landscaping and mowing)	3.51	3.54	3.33	3.48	3.41	3.51	3.70	3.54	3.47	3.52	3.47	3.39	3.52	3.53
Cleanliness of streets (street sweeping)	3.59	3.61	3.50	3.56	3.50	3.58	3.82	3.65	3.54	3.61	3.56	3.53	3.66	3.58
Graffiti removal	3.58	3.58	3.60	3.52	3.43	3.66	3.83	3.57	3.59	3.62	3.50	3.51	3.52	3.64
Collection of litter	3.62	3.67	3.32	3.62	3.63	3.55	3.71	3.71	3.53	3.62	3.61	3.66	3.63	3.60
Promoting the City	3.59	3.60	3.50	3.54	3.37	3.67	3.92	3.58	3.59	3.55	3.68	3.48	3.59	3.63
Running Council funded festivals and events (e.g. Eats & Beats, Logan Eco Action Festival)	3.79	3.78	3.87	3.85	3.66	3.84	3.88	3.72	3.87	3.82	3.73	3.62	3.85	3.82
Supporting local business and jobs	3.58	3.62	3.32	3.67	3.37	3.56	3.76	3.53	3.62	3.51	3.72	3.65	3.52	3.58
Attracting new business and investment	3.38	3.41	3.21	3.50	3.16	3.31	3.60	3.44	3.33	3.32	3.52	3.34	3.40	3.38

11. APPENDIX 2 – SUBGROUP ANALYSIS

Informing the community about Council services and facilities	3.42	3.45	3.27	3.39	3.27	3.42	3.73	3.46	3.39	3.39	3.50	3.52	3.51	3.34
Consulting the community	3.27	3.32	2.97	3.39	3.16	3.20	3.33	3.28	3.26	3.26	3.30	3.30	3.34	3.23
Disaster management (e.g. storms, floods, fires)	3.73	3.75	3.60	3.77	3.69	3.70	3.75	3.78	3.67	3.70	3.79	3.59	3.82	3.72
Council's disaster dashboard and Early Warning Service	3.67	3.69	3.60	3.72	3.67	3.59	3.69	3.62	3.72	3.64	3.76	3.78	3.65	3.65
Enforcing parking regulations	3.47	3.47	3.47	3.59	3.30	3.50	3.46	3.46	3.47	3.45	3.51	3.54	3.53	3.41
Libraries	4.23	4.22	4.28	4.20	4.11	4.22	4.47	4.19	4.27	4.24	4.21	4.05	4.25	4.28
Improving the function and look of our centres (eg Springwood, Beenleigh, Logan Central, Meadowbrook)	3.58	3.60	3.46	3.63	3.47	3.53	3.72	3.57	3.59	3.56	3.63	3.52	3.63	3.57

Q5 IS HOUSING AFFORDABLE IN LOGAN CITY COUNCIL AREA? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	46%	47%	42%	45%	49%	48%	42%	48%	44%	49%	38%	52%	53%	39%
No	41%	41%	44%	42%	40%	45%	36%	40%	43%	36%	54%	37%	37%	45%
I don't know	13%	12%	14%	13%	11%	7%	22%	12%	13%	14%	9%	11%	9%	15%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q6 IS THERE A GOOD MIX OF DIFFERENT TYPES OF HOUSING OPTIONS? BY BANNER														
Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	71%	71%	69%	70%	73%	71%	70%	73%	69%	75%	61%	69%	74%	70%
No	19%	19%	20%	21%	19%	19%	15%	17%	20%	14%	31%	19%	18%	19%
I don't know	10%	10%	10%	10%	8%	10%	14%	10%	10%	11%	8%	12%	8%	10%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

Q7 ARE THERE ENOUGH JOB OPPORTUNITIES WITHIN THE CITY FOR RESIDENTS OF LOGAN? BY BANNER														
Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	48%	50%	39%	55%	46%	46%	40%	51%	46%	46%	53%	45%	52%	47%
No	30%	29%	37%	30%	33%	32%	25%	28%	32%	29%	34%	33%	31%	29%
I don't know	22%	21%	23%	15%	20%	22%	34%	22%	22%	25%	13%	21%	17%	24%

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q8 IS COUNCIL'S DISASTER MANAGEMENT INFORMATION EASY TO UNDERSTAND? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	63%	62%	65%	63%	65%	62%	60%	62%	64%	62%	65%	59%	67%	62%
No	13%	13%	11%	10%	15%	17%	11%	11%	15%	13%	13%	15%	11%	14%
I don't know	24%	24%	24%	27%	20%	21%	29%	27%	21%	25%	22%	26%	22%	25%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

Q9 AND IS IT RELEVANT TO YOU? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	62%	60%	72%	61%	70%	63%	49%	60%	64%	63%	60%	57%	69%	59%
No	26%	28%	18%	23%	21%	26%	42%	28%	24%	28%	23%	24%	22%	30%
I don't know	12%	12%	9%	16%	9%	11%	9%	12%	12%	10%	17%	19%	9%	11%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

11. APPENDIX 2 – SUBGROUP ANALYSIS

COLUMN %	URBAN V RURAL		AGE				GENDER		RATE PAYER?		HOW LONG HAVE YOU LIVED IN THE LOGAN CITY COUNCIL AREA?			
	Total	U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Waste and Recycling Facilities	89%	88%	91%	90%	92%	89%	79%	90%	87%	91%	83%	85%	90%	89%
Environmental parks and bushland areas	87%	88%	79%	93%	96%	81%	72%	86%	87%	87%	86%	91%	91%	83%
Libraries	70%	72%	60%	69%	76%	67%	66%	69%	72%	69%	72%	66%	75%	68%
Playgrounds	69%	71%	54%	83%	82%	58%	36%	66%	71%	68%	70%	84%	72%	62%
Sporting grounds	60%	61%	52%	71%	72%	51%	30%	66%	54%	61%	56%	67%	66%	53%
Logan Entertainment Centre	53%	55%	46%	54%	56%	53%	48%	48%	59%	51%	59%	51%	55%	54%
Community and Neighbourhood centres	45%	47%	35%	46%	47%	45%	41%	43%	47%	43%	50%	55%	47%	40%
Council swimming pools	44%	47%	28%	56%	54%	36%	20%	42%	47%	43%	49%	52%	48%	40%
Indoor sports centres	43%	46%	28%	56%	52%	32%	22%	44%	43%	44%	41%	48%	51%	37%
Logan Art Gallery	36%	37%	28%	39%	35%	34%	34%	32%	40%	34%	40%	38%	35%	35%

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q11A USING A 5 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? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
1 Very dissatisfied	4%	4%	3%	3%	3%	5%	3%	3%	4%	4%	4%	5%	2%	4%
2	8%	7%	14%	7%	11%	9%	5%	7%	8%	8%	8%	8%	7%	9%
3	30%	29%	34%	33%	30%	31%	22%	29%	31%	30%	30%	29%	31%	29%
4	40%	41%	38%	39%	44%	36%	44%	41%	39%	42%	36%	38%	46%	37%
5 Very satisfied	18%	19%	10%	19%	12%	18%	26%	19%	17%	16%	22%	20%	15%	19%
Can't say	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%
Column n	800	668	132	158	191	207	243	320	477	585	215	110	231	459

11. APPENDIX 2 – SUBGROUP ANALYSIS

Q11A USING A 5 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? 2 BY BANNER

Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Mean	3.6	3.6	3.4	3.6	3.5	3.5	3.8	3.7	3.6	3.6	3.7	3.6	3.6	3.6

CS1A WHAT IS YOUR PREFERRED METHOD OF CONTACTING COUNCIL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
By phone	59%	58%	64%	48%	61%	62%	71%	56%	61%	59%	59%	54%	61%	59%
By email	22%	23%	19%	29%	22%	21%	11%	24%	21%	23%	20%	22%	22%	22%
Online (through the website)	8%	9%	6%	11%	9%	9%	3%	8%	9%	9%	7%	11%	10%	7%
At the counter	4%	4%	4%	1%	3%	6%	10%	4%	4%	4%	5%	2%	2%	6%
City of Logan App	1%	1%	2%	4%	1%	0%	0%	2%	1%	1%	3%	5%	0%	1%
By Facebook	1%	1%	1%	3%	1%	0%	0%	2%	1%	1%	1%	0%	1%	2%
In writing	1%	0%	2%	1%	0%	0%	0%	1%	0%	1%	0%	2%	0%	0%
By Twitter	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	3%	3%	3%	4%	2%	2%	5%	3%	3%	3%	4%	4%	4%	3%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CS1B AND WHAT IS YOUR PREFERRED METHOD OF APPLYING FOR AND ACCESSING COUNCIL SERVICES? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Online forms	43%	43%	41%	54%	51%	36%	19%	40%	44%	41%	46%	53%	46%	38%
By phone	37%	36%	40%	25%	32%	43%	58%	37%	36%	40%	31%	28%	31%	43%
City of Logan App	2%	3%	1%	6%	0%	2%	0%	3%	2%	1%	5%	7%	1%	2%
Paper forms	2%	2%	0%	1%	1%	1%	4%	1%	3%	1%	2%	2%	1%	2%
By Facebook	1%	1%	0%	2%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%
By Twitter	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	16%	16%	17%	12%	16%	19%	19%	18%	14%	17%	15%	9%	21%	16%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CS2 HAVE YOU HAD ANY CONTACT WITH COUNCIL IN THE PAST 12 MONTHS? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	42%	40%	49%	37%	46%	43%	40%	35%	48%	49%	27%	32%	40%	45%

CS3A HOW DID YOU MAKE CONTACT WITH COUNCIL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
By phone	61%	61%	63%	59%	62%	57%	70%	62%	61%	62%	61%	64%	67%	58%
Online (through the website)	15%	15%	13%	21%	10%	21%	4%	16%	14%	14%	19%	16%	16%	14%
By email	10%	10%	10%	8%	13%	11%	7%	9%	11%	11%	7%	4%	7%	12%
At the counter	5%	6%	4%	1%	4%	6%	14%	6%	5%	6%	4%	2%	2%	7%
By Facebook	2%	2%	2%	4%	3%	0%	1%	3%	2%	2%	3%	0%	1%	3%
In writing	1%	1%	1%	0%	2%	0%	2%	0%	1%	1%	1%	0%	2%	1%
City of Logan App	1%	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	3%	0%	1%
By Twitter	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	4%	3%	7%	5%	4%	5%	3%	3%	5%	4%	5%	11%	4%	3%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CS3B DID YOU PHONE A CUSTOMER SERVICE CENTRE OR A DIFFERENT AREA OF COUNCIL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Customer Service Centre	80%	83%	71%	88%	80%	74%	76%	80%	81%	78%	87%	85%	82%	78%
Other (please specify)	20%	17%	29%	12%	20%	26%	24%	20%	19%	22%	13%	15%	18%	22%

CS3C DID YOU VISIT A CUSTOMER SERVICE CENTRE OR A DIFFERENT AREA OF COUNCIL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Customer Service Centre (Logan Central)	42%	42%	42%	0%	24%	67%	43%	26%	54%	46%	24%	0%	35%	45%
Customer Service Centre (no further information)	19%	23%	0%	0%	38%	17%	14%	28%	12%	20%	15%	100%	65%	8%
Customer Service Centre (Jimboomba)	10%	0%	58%	0%	0%	0%	23%	18%	5%	13%	0%	0%	0%	12%
Customer Service Centre (Beenleigh)	4%	5%	0%	0%	0%	0%	8%	9%	0%	5%	0%	0%	0%	5%
Other (please specify)	25%	30%	0%	100%	38%	17%	12%	19%	29%	17%	61%	0%	0%	30%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CS4 WHAT WAS THE MOST RECENT REASON YOU CONTACTED COUNCIL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Report a issue e.g. maintenance / missed bin / parks mowing etc	23%	24%	22%	15%	24%	27%	31%	25%	22%	25%	19%	13%	22%	26%
General enquiry / Request for information	14%	15%	9%	21%	10%	10%	13%	13%	15%	12%	22%	15%	16%	13%
Make a payment (e.g. rates, fees)	10%	9%	12%	12%	7%	9%	10%	9%	10%	10%	8%	12%	7%	10%
Make a complaint	8%	9%	5%	5%	8%	10%	9%	6%	9%	8%	7%	14%	9%	6%
Lodge a development application	4%	2%	12%	6%	5%	4%	1%	6%	3%	5%	0%	0%	4%	5%
For a certificate or permit	4%	5%	2%	7%	6%	1%	0%	7%	2%	3%	8%	6%	8%	2%
Floods	2%	2%	3%	1%	1%	4%	2%	2%	2%	1%	5%	6%	1%	1%
Follow up on a request/issue/application	1%	1%	0%	0%	3%	0%	0%	1%	1%	1%	0%	0%	3%	0%
Provide feedback	1%	1%	1%	3%	0%	0%	1%	0%	1%	1%	1%	6%	1%	0%
Make a booking	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	33%	33%	33%	30%	34%	35%	33%	31%	35%	33%	31%	28%	29%	36%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CS5 PERCEPTIONS OF CUSTOMER SERVICES BY BANNER														
Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Council staff were efficient, professional, polite & knowledgeable	4.3	4.4	4.1	4.4	4.2	4.4	4.4	4.2	4.4	4.3	4.5	4.1	4.4	4.3
Staff provided clear, easy to understand advice	4.3	4.3	4.2	4.3	4.2	4.4	4.4	4.2	4.3	4.3	4.4	3.9	4.5	4.3
Council was easy to do business with	4.1	4.2	3.8	4.1	4.0	4.2	4.4	4.0	4.2	4.1	4.3	4.0	4.2	4.1
Staff dealt with my enquiry in a timely manner	4.1	4.2	3.8	4.2	3.9	4.1	4.2	4.0	4.2	4.0	4.3	4.1	4.3	4.0
If a Council officer was required to call you back, was it done within the agreed timeframe	3.9	3.9	3.9	3.7	3.9	4.1	3.9	3.8	4.0	3.8	4.2	3.4	4.1	3.9

CS5 OVERALL, I WAS SATISFIED WITH THE WAY MY ENQUIRY WITH COUNCIL WAS HANDLED BY BANNER														
Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
2 + 1 Strongly disagree	16%	15%	22%	14%	18%	19%	14%	21%	13%	19%	6%	13%	8%	20%
3	7%	7%	8%	5%	11%	5%	8%	8%	7%	8%	4%	7%	11%	5%
4 + 5 Strongly agree	75%	76%	71%	78%	69%	77%	78%	68%	80%	72%	88%	80%	79%	72%
Can't say or NA	2%	2%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	2%	2%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CS5 OVERALL, I WAS SATISFIED WITH THE WAY MY ENQUIRY WITH COUNCIL WAS HANDLED (MEAN) BY BANNER

Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Mean	4.1	4.1	3.9	4.2	3.9	4.1	4.1	3.9	4.2	4.0	4.5	4.1	4.3	4.0

C1 IN THE PAST 12 MONTHS HAVE YOU SEEN, READ OR HEARD INFORMATION RELATING TO COUNCIL IN ANY OF THE FOLLOWING? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Council Bi-Monthly Magazine, Our Logan	46%	49%	37%	26%	40%	60%	76%	43%	49%	51%	36%	26%	44%	54%
Council public displays at events (e.g. Eats n Beats, Ekka, Good Food & Wine Show)	36%	35%	38%	39%	40%	32%	29%	33%	38%	37%	34%	31%	39%	36%
Council website	34%	32%	40%	33%	37%	40%	23%	30%	38%	37%	27%	24%	39%	34%
Television	28%	27%	32%	23%	25%	29%	37%	32%	24%	30%	23%	20%	25%	31%
Billboards	27%	27%	27%	25%	34%	26%	21%	30%	24%	27%	27%	19%	31%	27%
Council Facebook	25%	25%	26%	35%	35%	12%	9%	23%	28%	26%	24%	25%	28%	24%
Radio	25%	24%	28%	26%	21%	27%	26%	25%	24%	26%	21%	17%	25%	26%
Jimboomba Times	19%	12%	48%	13%	17%	24%	25%	15%	22%	22%	13%	15%	16%	22%
Libraries	18%	20%	10%	20%	18%	13%	18%	13%	22%	18%	17%	19%	22%	15%

11. APPENDIX 2 – SUBGROUP ANALYSIS

Digital publications (e.g. Good Weekend, Must Do Brisbane)	15%	14%	20%	20%	14%	12%	10%	14%	16%	16%	13%	15%	17%	14%
Email newsletters	15%	14%	19%	13%	17%	16%	14%	15%	15%	16%	13%	12%	15%	16%
Albert and Logan News digital subscription	11%	11%	12%	10%	14%	10%	11%	12%	11%	11%	12%	5%	14%	12%
Courier Mail	11%	12%	6%	14%	9%	8%	13%	11%	10%	11%	11%	12%	11%	10%
City of Logan App	10%	9%	16%	13%	12%	9%	4%	12%	9%	9%	13%	18%	13%	6%
Logan Newsroom	6%	6%	5%	5%	7%	5%	5%	6%	5%	6%	5%	8%	7%	4%
Council LinkedIn	3%	3%	0%	6%	2%	2%	0%	3%	3%	3%	3%	3%	2%	3%
Council YouTube	2%	2%	1%	1%	3%	1%	1%	2%	1%	1%	2%	2%	2%	1%
Council Instagram	1%	2%	0%	1%	1%	2%	0%	1%	2%	1%	1%	2%	2%	1%
Other (please specify)	9%	9%	11%	9%	8%	10%	10%	7%	11%	10%	8%	6%	9%	10%
None of the above	13%	14%	8%	19%	12%	12%	7%	16%	11%	12%	14%	17%	11%	13%

11. APPENDIX 2 – SUBGROUP ANALYSIS

C2 WHAT IS YOUR PREFERRED WAY OF RECEIVING COUNCIL NEWS AND INFORMATION? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Email newsletters	25%	24%	33%	27%	30%	21%	22%	24%	26%	27%	23%	19%	25%	28%
Council Bi-Monthly Magazine, Our Logan	17%	19%	9%	6%	13%	24%	36%	15%	19%	18%	16%	14%	16%	19%
Council Facebook	14%	14%	13%	23%	18%	6%	1%	14%	14%	13%	16%	19%	16%	11%
Letter/in the post	12%	12%	14%	10%	11%	14%	16%	13%	12%	13%	10%	7%	13%	14%
Council website	6%	7%	5%	4%	8%	11%	4%	8%	5%	7%	5%	5%	6%	7%
Courier Mail	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%	3%	4%	2%	3%
Jimboomba Times	3%	1%	7%	3%	2%	2%	4%	2%	3%	3%	1%	2%	1%	3%
Radio	2%	3%	0%	4%	2%	2%	1%	3%	2%	1%	4%	2%	3%	1%
Digital publications (e.g. Good Weekend, Must Do Brisbane)	2%	2%	1%	5%	0%	0%	0%	3%	1%	1%	3%	7%	1%	1%
City of Logan App	2%	2%	3%	3%	2%	1%	0%	3%	1%	2%	2%	4%	2%	1%
Television	2%	2%	0%	1%	2%	1%	3%	1%	2%	1%	2%	2%	3%	1%
Online/social media (no further info)	1%	1%	2%	1%	2%	1%	0%	1%	1%	2%	1%	0%	2%	1%
Council public displays at events (e.g. Eats n Beats, Ekka, Good Food & Wine Show)	1%	1%	1%	3%	1%	0%	0%	0%	2%	1%	1%	4%	1%	1%
SMS/text message	1%	1%	1%	1%	1%	3%	0%	0%	2%	1%	2%	4%	0%	1%
Personal contact/phonecall	1%	1%	0%	0%	0%	2%	2%	1%	0%	1%	1%	0%	1%	1%
Council Instagram	1%	1%	0%	2%	0%	0%	0%	1%	1%	1%	0%	0%	2%	0%
Local newspaper (no further info)	1%	1%	0%	0%	1%	2%	0%	1%	0%	0%	1%	1%	0%	1%

11. APPENDIX 2 – SUBGROUP ANALYSIS

Print/brochure	1%	1%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	1%	1%
Albert and Logan News digital subscription	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	1%
Logan Newsroom	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%
Libraries	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Billboards	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Council YouTube	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Council LinkedIn	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other (please specify)	1%	1%	1%	0%	1%	0%	2%	1%	0%	1%	0%	0%	0%	1%
None of the above (DON'T READ OUT)	4%	4%	5%	4%	3%	6%	3%	5%	3%	3%	6%	6%	3%	4%

C3 ARE YOU AWARE OF COUNCIL'S ONLINE RATES PORTAL WHERE YOU CAN ALSO RECEIVE YOUR NOTICE VIA EMAIL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Yes	56%	55%	56%	57%	51%	62%	55%	57%	54%	56%		44%	53%	59%

C4 WOULD YOU PREFER TO RECEIVE YOUR RATES NOTICES BY MAIL OR BY EMAIL? BY BANNER

Column %	Total	Urban v Rural	Age	Gender	Rate payer?	How long have you lived in Logan City Council area?
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11. APPENDIX 2 – SUBGROUP ANALYSIS

		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Mail	57%	60%	52%	49%	59%	56%	70%	61%	54%	57%		52%	59%	58%
Email	38%	37%	42%	47%	39%	38%	25%	34%	43%	38%		46%	37%	37%
I don't know	4%	4%	6%	4%	3%	6%	6%	6%	3%	4%		2%	4%	5%

C5 ARE THERE ANY ADDITIONAL SERVICES YOU WOULD LIKE TO ACCESS ONLINE THROUGH THE PORTAL? BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
No	71%	69%	77%	61%	67%	76%	85%	76%	67%	71%		52%	66%	77%
Digital Waste Vouchers	12%	13%	10%	19%	14%	9%	4%	9%	16%	12%		22%	14%	10%
Animal registration	11%	12%	10%	18%	13%	8%	4%	7%	16%	11%		24%	14%	8%
Rates balance	10%	11%	7%	18%	13%	6%	0%	7%	14%	10%		25%	15%	6%
Previous rates notices	9%	10%	6%	14%	11%	6%	3%	7%	12%	9%		18%	14%	6%
Rates activity	9%	9%	8%	15%	11%	6%	2%	7%	12%	9%		18%	12%	6%
Other (please specify)	11%	11%	9%	10%	15%	9%	8%	11%	10%	11%		12%	15%	9%

11. APPENDIX 2 – SUBGROUP ANALYSIS

C7A IN REGARD TO THE LATEST FLOODING EVENT AND THE RECOVERY, TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH “COUNCIL WAS PROACTIVE IN SHARING INFORMATION AND KEEPING ME INFORMED ” BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
1 Strongly disagree	7%	7%	7%	5%	7%	8%	12%	8%	7%	8%	7%	7%	3%	9%
2	7%	6%	12%	8%	8%	5%	8%	8%	7%	8%	7%	11%	7%	7%
3	22%	23%	20%	25%	23%	21%	18%	22%	22%	23%	21%	24%	20%	23%
4	26%	27%	21%	27%	28%	24%	21%	27%	25%	26%	25%	30%	27%	24%
5 Strongly agree	24%	24%	26%	28%	23%	23%	19%	23%	26%	23%	27%	21%	29%	22%
Can't say or NA	13%	13%	14%	7%	10%	18%	22%	13%	13%	13%	12%	7%	14%	15%

C7A MEANS BY BANNER

Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
C7a means	3.6	3.6	3.5	3.7	3.6	3.6	3.4	3.6	3.6	3.6	3.7	3.5	3.8	3.5

11. APPENDIX 2 – SUBGROUP ANALYSIS

C7B COUNCIL PROACTIVE IN SHARING INFORMATION (REASON FOR RATING) BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Not affected by flooding	19%	19%	15%	11%	17%	23%	29%	20%	17%	20%	16%	11%	19%	21%
Did not hear anything/much from Council	15%	15%	17%	17%	14%	15%	13%	17%	14%	18%	10%	14%	11%	18%
Timely information/kept up to date	11%	12%	7%	13%	13%	12%	4%	10%	12%	10%	12%	12%	14%	9%
Council did a good job/did their best	10%	10%	9%	14%	7%	8%	8%	10%	9%	10%	10%	13%	8%	10%
Good amount of information	10%	10%	10%	14%	10%	7%	6%	11%	9%	9%	12%	14%	11%	8%
Social media mentions	8%	8%	7%	11%	12%	5%	2%	5%	11%	8%	8%	6%	8%	9%
Roads cut/closed	9%	9%	9%	11%	9%	10%	6%	8%	11%	7%	13%	8%	11%	9%
Councillor/staff participation	5%	5%	4%	4%	5%	6%	5%	5%	5%	6%	3%	2%	5%	6%
Info from Council arriving late	5%	5%	6%	6%	6%	3%	5%	5%	6%	5%	6%	3%	6%	5%
SMS mentions	4%	4%	5%	4%	6%	4%	3%	3%	5%	5%	3%	5%	4%	4%
Online (website, email) mentions	5%	5%	4%	4%	5%	6%	5%	4%	5%	4%	5%	4%	6%	4%
Council not effective	4%	3%	7%	2%	3%	6%	5%	4%	3%	3%	4%	1%	4%	4%
I am not paying (much) attention to Council information activities	4%	3%	5%	5%	2%	3%	4%	4%	3%	3%	4%	3%	3%	4%
TV mentions	4%	5%	4%	3%	5%	4%	6%	4%	5%	3%	7%	2%	6%	4%
Difficult to find information/would not know where to find such info	3%	3%	4%	2%	5%	4%	3%	2%	5%	3%	5%	3%	5%	3%
Local/relevant	2%	3%	0%	2%	3%	3%	2%	3%	2%	2%	2%	2%	1%	3%

11. APPENDIX 2 – SUBGROUP ANALYSIS

River or camera mentions	2%	2%	3%	2%	3%	1%	1%	2%	2%	2%	1%	1%	2%	2%
Radio mentions	2%	2%	2%	2%	1%	5%	2%	3%	2%	2%	4%	2%	3%	2%
Road signs	2%	2%	3%	1%	2%	3%	2%	2%	2%	2%	3%	4%	2%	1%
Easy to find information	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%
Good clarity of communication	1%	1%	2%	1%	3%	0%	1%	1%	1%	1%	1%	2%	2%	1%
Bi-monthly booklet mentions	1%	1%	0%	0%	1%	1%	2%	1%	1%	1%	1%	0%	1%	1%
App mentions	1%	1%	1%	0%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%
Newspaper mentions	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%
Don't know	4%	5%	1%	8%	4%	0%	4%	5%	4%	3%	7%	12%	3%	3%
Other	1%	1%	2%	1%	1%	2%	3%	1%	2%	2%	1%	1%	1%	2%

C7C STILL IN REGARD TO THE LATEST FLOODING EVENT AND THE RECOVERY, TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH: "COUNCIL ACTED QUICKLY IN PROVIDING SUPPORT" BY BANNER

Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
1 Strongly disagree	6%	6%	6%	5%	6%	7%	6%	6%	6%	7%	4%	7%	4%	7%
2	5%	4%	8%	6%	7%	4%	3%	5%	5%	5%	5%	8%	2%	6%
3	20%	20%	18%	25%	19%	16%	12%	23%	16%	18%	23%	25%	17%	19%
4	21%	22%	14%	25%	20%	20%	15%	22%	19%	20%	21%	24%	23%	18%
5 Strongly agree	22%	20%	27%	27%	21%	17%	20%	22%	21%	20%	25%	13%	29%	21%
Can't say or NA	27%	27%	27%	12%	27%	36%	43%	22%	32%	30%	22%	23%	26%	29%

11. APPENDIX 2 – SUBGROUP ANALYSIS

C7C MEANS BY BANNER														
Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
C7c means	3.6	3.6	3.7	3.7	3.6	3.6	3.7	3.6	3.6	3.6	3.8	3.4	4.0	3.6

C7D COUNCIL ACTED QUICKLY IN PROVIDING SUPPORT (REASON FOR RATING) BY BANNER														
Column %	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Did not need support myself	30%	30%	28%	20%	27%	35%	45%	27%	32%	32%	26%	23%	29%	32%
Council were efficient	15%	15%	13%	20%	13%	12%	10%	16%	14%	12%	19%	22%	18%	11%
Council did a good job/their best	9%	10%	8%	12%	8%	8%	9%	12%	7%	10%	8%	5%	11%	10%
Delays in getting support	7%	7%	10%	6%	7%	9%	7%	7%	7%	8%	6%	9%	6%	8%
Good communication/informative	6%	6%	4%	5%	9%	6%	3%	4%	7%	6%	7%	7%	6%	6%
Not aware of Council activities	6%	7%	3%	7%	5%	6%	5%	8%	4%	6%	6%	10%	2%	7%
Heard from others Council did help	4%	4%	4%	5%	5%	3%	4%	4%	5%	4%	4%	2%	6%	4%
Saw activity	4%	3%	8%	4%	3%	6%	3%	4%	4%	4%	5%	0%	4%	5%
Good road closures/signage	4%	3%	6%	2%	5%	5%	4%	4%	3%	5%	2%	1%	3%	5%
Insufficient communication	4%	4%	3%	1%	6%	5%	3%	4%	3%	4%	3%	3%	2%	4%

11. APPENDIX 2 – SUBGROUP ANALYSIS

Clean up occurring	3%	3%	1%	4%	3%	1%	3%	3%	2%	2%	4%	4%	4%	2%
Council not prepared	3%	2%	7%	3%	2%	3%	1%	4%	1%	4%	1%	1%	2%	4%
Room for improvement	2%	2%	1%	2%	2%	3%	0%	2%	2%	1%	4%	4%	2%	1%
Council were fixing roads	2%	1%	3%	1%	3%	1%	1%	0%	3%	2%	2%	1%	3%	2%
They are working hard	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	0%	3%
Insufficient/slow road closures or signage	1%	1%	1%	0%	2%	1%	1%	0%	2%	1%	1%	2%	1%	1%
Insufficient rescues/evacuations	1%	1%	1%	2%	1%	1%	0%	1%	1%	2%	0%	1%	0%	2%
Good rescues/evacuations	1%	1%	1%	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%
Did not know who to approach for support	1%	0%	2%	0%	1%	0%	1%	0%	2%	1%	1%	0%	0%	1%
Heard from others Council NOT did help enough	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	0%	1%	0%
Can't say	9%	9%	8%	11%	11%	7%	5%	9%	9%	8%	10%	15%	10%	7%

11. APPENDIX 2 – SUBGROUP ANALYSIS

CC1 COMMUNITY ENGAGEMENT BY BANNER														
Average	Total	Urban v Rural		Age				Gender		Rate payer?		How long have you lived in Logan City Council area?		
		U	R	18 to 34	35 to 49	50 to 64	65 plus	M	F	Yes	No	0.5-5 years	6-15 years	> 15 years
Understands the community's needs and expectations	3.5	3.6	3.2	3.5	3.5	3.4	3.5	3.4	3.6	3.4	3.6	3.5	3.9	3.3
Works in the best interests of the community	3.6	3.6	3.3	3.6	3.6	3.5	3.6	3.5	3.6	3.5	3.7	3.6	3.9	3.4
Communicates effectively with its residents	3.5	3.5	3.3	3.6	3.5	3.4	3.5	3.4	3.6	3.5	3.5	3.4	3.8	3.4
Provides an opportunity for residents to have a say about important issues	3.4	3.5	3.2	3.5	3.5	3.3	3.4	3.4	3.5	3.4	3.5	3.5	3.7	3.3
Can be relied upon to get things done	3.3	3.4	3.0	3.4	3.3	3.3	3.4	3.3	3.4	3.3	3.5	3.3	3.6	3.2
Takes the time to listen to residents' concerns and actively responds	3.3	3.4	3.0	3.3	3.3	3.3	3.3	3.2	3.4	3.3	3.4	3.1	3.7	3.2

12. APPENDIX 3 - RESPONDENT PROFILE AND WEIGHTING

Table 37 below reports the weighting factors for the two samples (Services & Facilities and Customer Experience). Using a high number of mobile phone numbers and an online panel resulted in better access to young respondents and weighting factors that are within acceptable standards for community surveys.

Table 37 Data Weighting Factors – Age/Sex

Age	Unwtd (Serv&Fac)		Weights (Serv&Fac)		Unwtd (Cust Exp)		Weights (Cust Exp)	
	Male	Female	Male	Female	Male	Female	Male	Female
18 to 34	19%	20%	2.07	1.34	14%	21%	3.03	1.21
35 to 49	25%	24%	1.34	0.99	25%	24%	1.45	0.91
50 to 64	26%	26%	1.06	0.74	25%	23%	1.18	0.77
65 plus	31%	30%	0.69	0.53	35%	31%	0.67	0.48

In order to obtain a clear view of the sample's profile and to conduct comparison tests, demographic characteristics including urban versus rural, age, gender, ratepayer status and length of time lived in Logan City LGA were collected. Tables 19 to 23 (below and on next page) detail the weighted sample profile for this survey.

Table 38 Weighted Sample Profile 1 (Age)

Age	Services and Facilities	Customer Experience
18 to 34	32%	32%
35 to 49	27%	27%
50 to 64	23%	22%
65 plus	18%	18%

Table 39 Weighted Sample Profile 2 (Gender)

Gender	Services and Facilities	Customer Experience
Male	49%	49%
Female	51%	51%
Other	0%	0%

12. APPENDIX 3 - RESPONDENT PROFILE AND WEIGHTING

Table 40 Weighted Sample Profile 3 (Length of time lived in Logan City LGA)

Length of time lived in Logan City LGA	Services and Facilities	Customer Experience
6 months to 1 year	2%	2%
1 to 5 years	15%	15%
6 to 10 years	15%	16%
11 to 15 years	16%	12%
More than 15 years	52%	55%

Table 41 Weighted Sample Profile 5 (Ratepayer status)

Ratepayer	Services and Facilities	Customer Experience
Yes	71%	67%
No	29%	32%
Other	0%	1%

Table 42 Weighted Sample Profile 6 (Urban or rural)

Urban or rural	Services and Facilities	Customer Experience
Urban	85%	81%
Rural	15%	19%



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