

DEPARTMENT OF TERRITORY AND MUNICIPAL SERVICES (TAMS) COMMUNITY SATISFACTION SURVEY: JUNE 2007

Background and Objectives of the Survey

The main purpose of the survey was to determine members of the ACT community's level of satisfaction with a range of products and services offered by TAMS. This was the first whole-of-department survey undertaken since the formation of TAMS on 1 July 2006 and will be conducted twice a year. This survey will be used as a benchmarking tool to measure future customer satisfaction levels for TAMS.

In general, ACT residents come in contact with TAMS five times per day. We have a commitment to seeking feedback from the community in order to gain a better understanding of their needs. This helps inform our service priorities within the Department and further improves the targeting of our programs.

During April and May 2007, 1000 ACT residents over the age of 18 were randomly selected to participate in a ten minute phone survey by an independent and experienced team of Interviewer Quality Control Australia (IQCA) accredited interviewers.

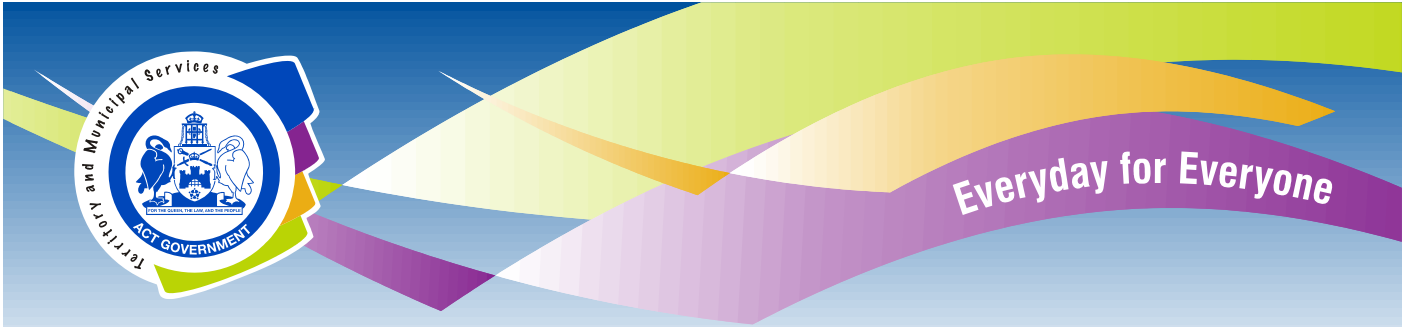
Strengths

In general, the survey results indicated that TAMS is providing a very high level of service to the community. There were a number of highlights in the results, including waste and recycling, cemeteries, parks and libraries.

Customer satisfaction with weekly garbage collection was rated at an excellent 97%, weekly recycling services was 95% and satisfaction with recycling services overall was 89%.

Hall, Woden and Gunghalin cemeteries received outstanding results, with Hall Cemetery receiving a 100% satisfaction level for customer service and Gungahlin Cemetery receiving 99% satisfaction for maintenance of the grounds.

The level of satisfaction for Manuka Oval was 95% and Canberra Stadium followed closely with 91%. Customer service provided by ACT libraries and the Virtual Library (ACT Public Library website) was also very high at 91%.



92% of residents surveyed were satisfied with the management of Tidbinbilla Nature Reserve as well as the management of Canberra's urban parks (for example Corroboree Park, Yerrabi Ponds District Park, Telopea Park and Point Hut Pond District Park). Satisfaction with the level of customer service provided by Yarralumla Nursery was 91%.

Challenges

The survey also identified some areas of future improvement for TAMS.

Tourism's 'See Yourself in Canberra' campaign was not well-known amongst Canberra residents, with only 42% of people surveyed able to name it. This may be due to the fact that its primary target audience is interstate and overseas.

Although ACTION buses generally did well in the survey, only 49% of people were satisfied with the timetables. A review of ACTION's bus network, known as the Comprehensive Service Plan, is underway, seeking extensive input from the community as well as stakeholders.

TAMS will also seek further community input on roads issues later this year, particularly in the development of road safety campaigns, and the construction and maintenance of roads, footpaths and cycle lanes.