

## Priority 5

### Objective 3:

Sustainable and attractive communities



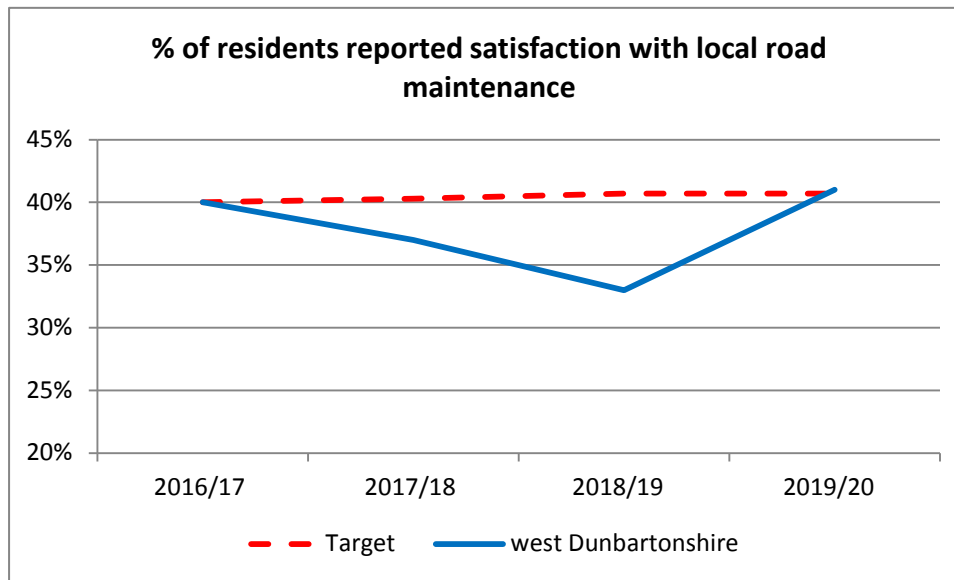
### Indicator:

Residents reported satisfaction with local road maintenance



### Target:

40.7%



#### ***What does the data say?***

Results for 2019/20 show an improvement overall in performance from the previous year and marginally exceeded target.

This data is collected from the WDC resident satisfaction telephone survey of approximately 1200 residents.

A number of initiatives were introduced to improve the performance, including; review of the Winter Service Plan, improved defect notification and inspection policies and increased public awareness of an upgraded roads management system to improve the user experience.