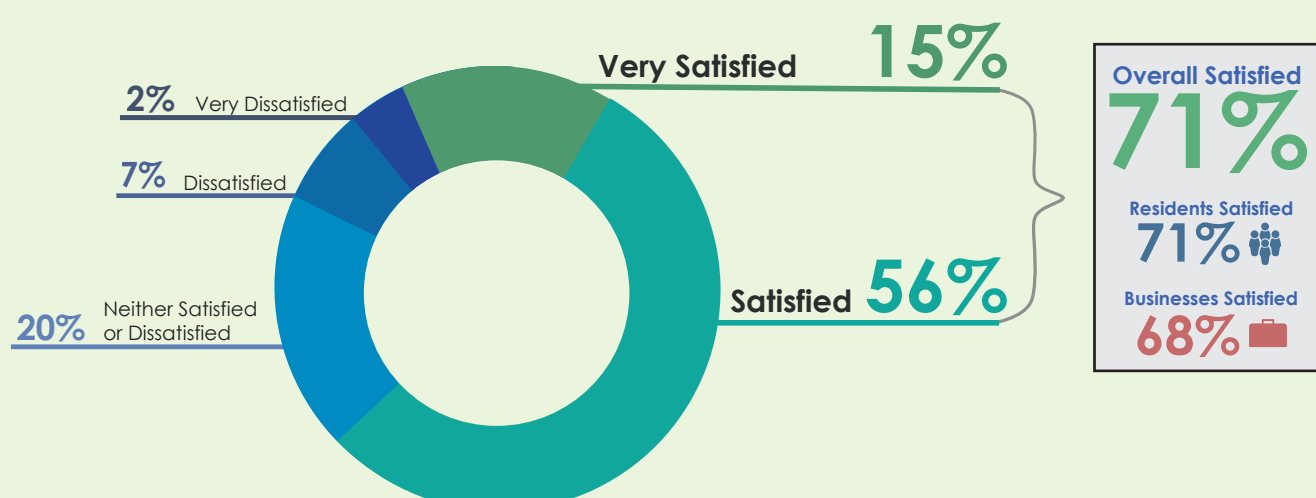


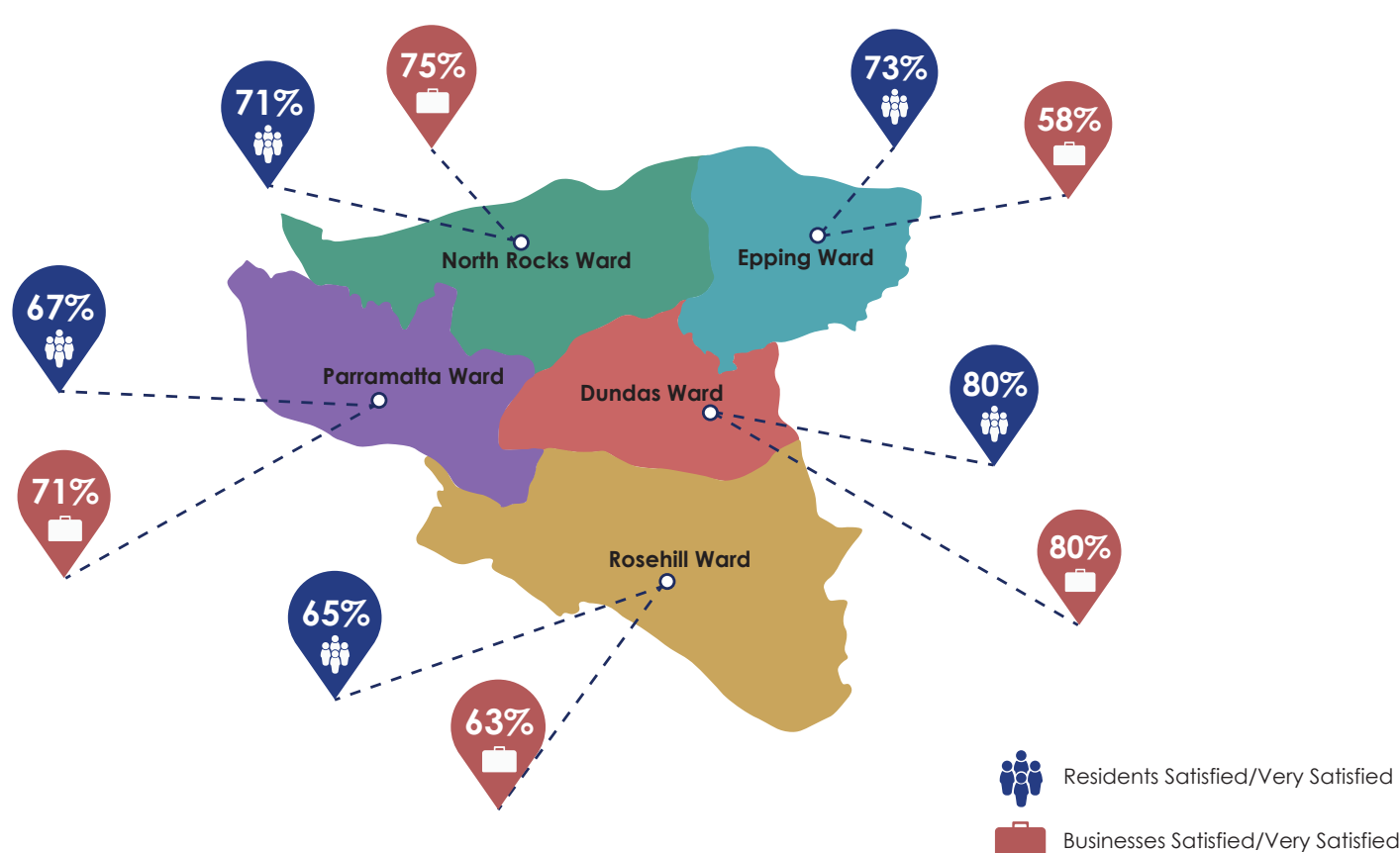
# 2020 Community Satisfaction Snapshot

Highlights from the annual independent market research study with local residents (n=505) and businesses (n=101), which assesses the community's level of satisfaction with the City of Parramatta Council

## Overall Satisfaction with Council is Significantly Above NSW Council Benchmarks



## Satisfaction By Ward



**3 in 4**

residents are likely to **recommend Parramatta as a City to live in** (up since 2019)



**2 in 3**

respondents agree that **Parramatta has a strong sense of community**



**4 in 5**

businesses are likely to **recommend Parramatta as a City to work in** (up since 2019)



**2 in 3**

respondents agree that the **face of Parramatta is changing for the better**



**3 in 4**

respondents are **proud to be part of the Parramatta area**

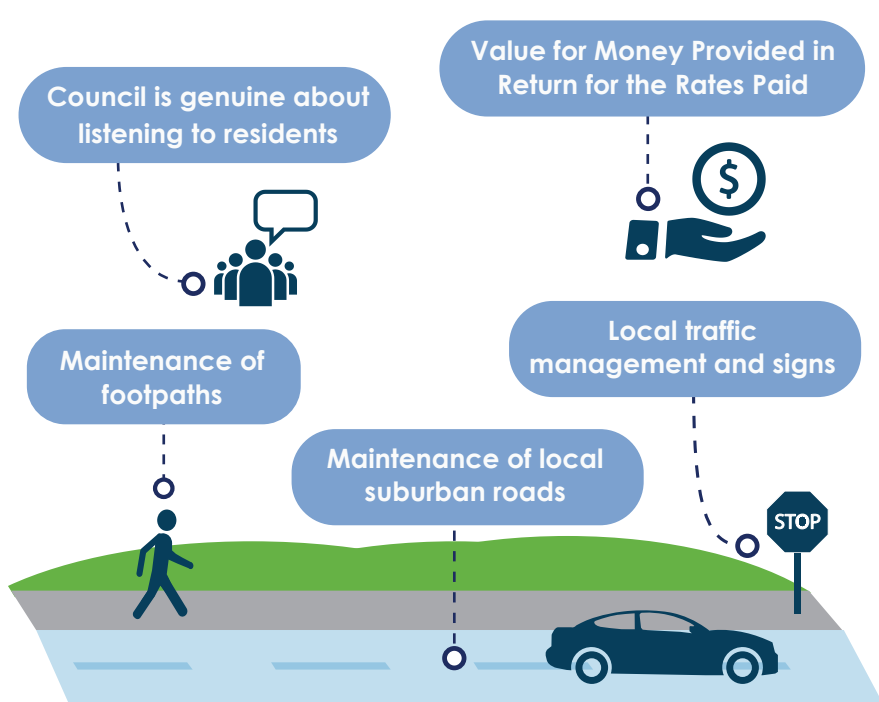


**3 in 5**

respondents are satisfied they received **value for money for the rates they pay each year** (up since 2019)

## Resident Satisfaction with Services and Facilities

### Key Drivers of Overall Satisfaction:



### Compared to NSW Metro Council Benchmarks



### Satisfaction was Highest for:



Library Services



Riverside Theatres



Quality of Children's Playgrounds & Equipment



Cleanliness of Parks



Maintenance of parks and gardens