

TORBAY BC HEADLINE RESULTS

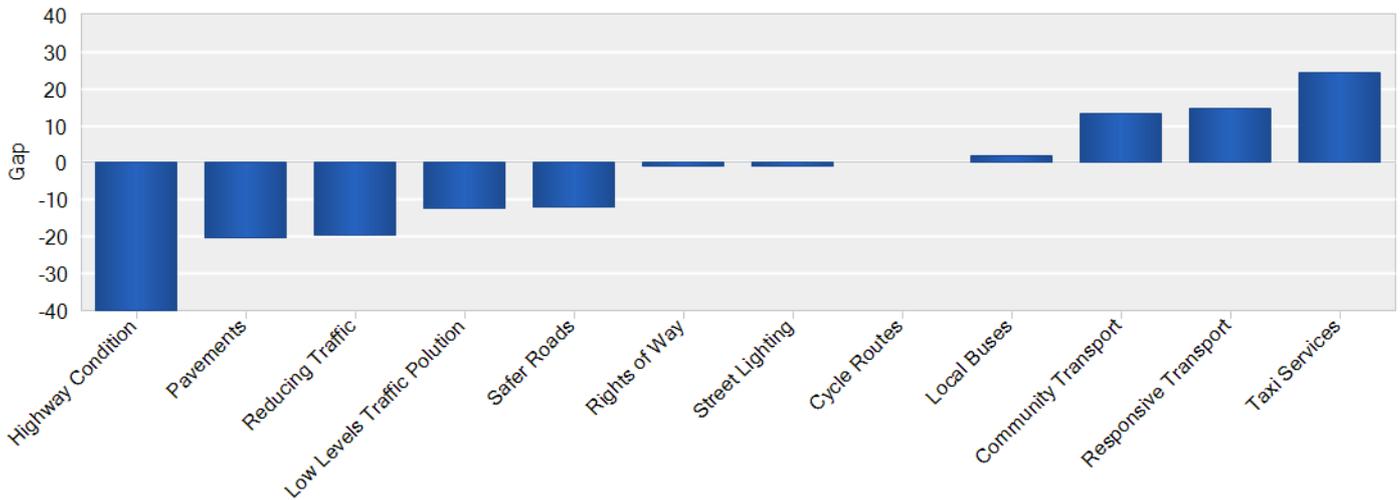
OVERALL SATISFACTION

..... taking everything into account, how satisfied or dissatisfied were the public that took part in the Survey with transport and highways services?

Average %	Peer Group Ranking	All Authority Ranking	% difference from 2011
52.00	27	50	-1.95

IMPORTANCE VS SATISFACTION

Aiming for Zero; Minus or Plus is not ideal (Minus indicates satisfaction lagging behind importance; Plus indicates satisfaction is ahead of importance).



WHAT THE PUBLIC VOTED FOR...

Q3 (IMPORTANCE) - Top 3

Aspect of Service	% of Votes
The Condition of Roads	22.87
Pavements & Footpaths	17.94
Safety on Roads	15.30

Q4 (BUDGET FOR IMPROVEMENT) - Top 3

Aspect of Service	% of Votes
The Condition of Roads	26.51
Pavements & Footpaths	19.17
Traffic & Congestion levels	15.48

SAMPLE SIZE

4,500

RETURNS

853

% RETURN RATE

18.96