

Citizen Perception Survey 2016-17: Civic Amenities

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Background

- In 2015-16, B.PAC rolled out a large and comprehensive survey with over 10,000 respondents to understand citizens' perception on various services offered by BBMP.
- The top 3 priorities for citizens emerging from the survey were Waste Management, Roads and Bus shelters.
- In 2016-17, a dipstick survey with 1140 respondents was conducted to revalidate perception changes with respect to the above mentioned key priorities from the 2015-16 survey and a few additional services offered by other civic agencies.

2016-17 Perception Survey

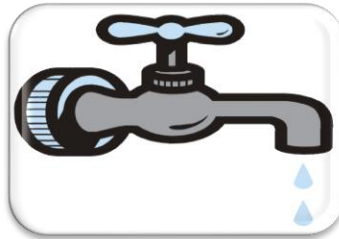
- Total response: 1140 responses across 8 zones
- Survey was conducted through telephone, Twitter, Facebook and e-mail.
- Areas covered:



Bus Shelters



Garbage Management



Water Supply



Pothole Management



Women Safety Measures

Civic Amenities:

- 70 % of the respondents were of the opinion that the delivery of overall civic services in their respective zones was average or below average.

Garbage Management:

- 46 % of the respondents were of the opinion that there is some improvement in garbage management as compared to the previous year. However, 47 % still felt that the situation remained the same or has deteriorated.
- In absolute terms, 71 % of respondents across the city opined that the garbage disposal mechanism was average or below average, worst being Mahadevpura (83 %) and Bomanahalli zones (70%).

Bus shelters:

- 60 % of the respondents during the 2016-17 survey opined that that the service delivery of bus shelters was average or below average as compared to 77 % in 2015-16.

Pothole Management:

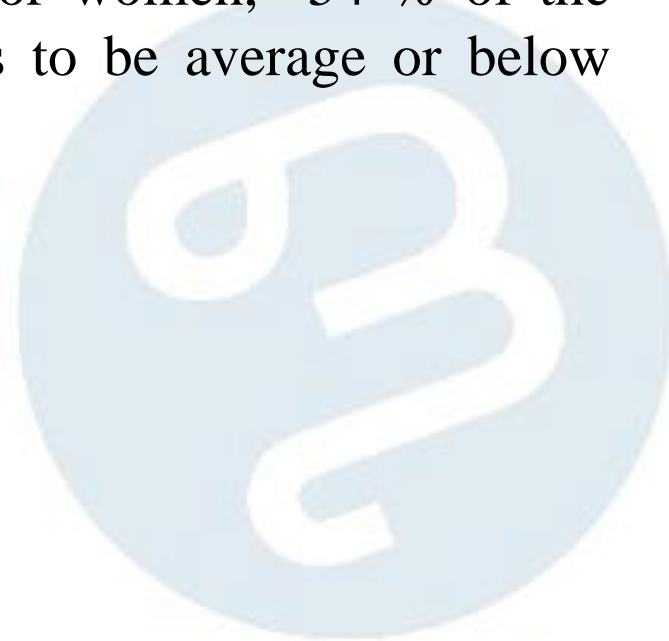
- 71 % of the respondents during the 2016-17 survey opined that that the pothole management in their respective zones was average or below average as compared to 76 % in 2015-16.
- 51% of the respondents said that the situation has deteriorated from the previous year.

Water supply:

- 56 % of the respondents were of the opinion that water supply in their respective zones was average or below average.

Safety measures for women:

- With respect to safety measures in place for women, 54 % of the respondents opined their satisfaction levels to be average or below average.

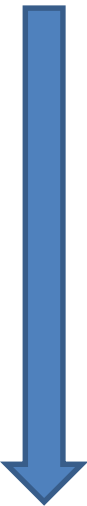




Perceptions on service delivery: Core and Periphery

- Majority of the citizens' in both core and periphery zones were dissatisfied with the service delivery of various civic amenities and rated them as average or below average .
- However, between core and periphery the dissatisfaction levels across various parameters showed some variation.

Poorest



Periphery

Garbage
Potholes
Civic
Bus Shelter
Water
Women safety measures

Core

Potholes
Garbage
Bus Shelter
Civic
Women safety measures
Water

Garbage and Pothole Management are the top two concerns for Core and Periphery zones

Key Takeaways

- Majority of the citizens' across all zones opined that service delivery of various civic amenities is average or below average .
- ~ 33% of the citizens have expressed the service delivery under various parameters to be average.
- The top 3 concerns from the 2015 survey are the same as the ones listed in 2016
- Across all the zones, perception on service delivery of garbage management is considered to be below average followed by pothole management.

