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:

Inferences

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%).
Inferences

Bus shelters:

➢ 60 % of the respondents during the 2016-17 survey opined 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 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.
Inferences

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.

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.