

**Data Mining from OLPW19<sup>1</sup> data**  
**(Fieldwork Period: 24 May to 15 July 2011)**

(1) The four (4) main issues facing the country are:

Crime (83%)  
Inflation/prices (40%)  
Unemployment/jobs (31%)  
Health (31%)

(2) Areas identified for improvement **in local areas/neighbourhoods** include:

Roads (38%)  
Drainage (34%)  
Facilities for young people (23%)

(3) Government is perceived to be performing strongest in:

Transport (76% say it is doing a good job)  
Education (72%)  
Pensions (68%)

(4) The issues with which the public is critical of Government include:

Food Security (73% say it is doing a poor job)  
Wages (73%)  
Health (67%)

(5) **Areas of Service** with the highest level of public satisfaction are:

TTPost (86% satisfied)  
Public transport (82%)  
T&TEC (75%)  
Primary Schools (73%)  
WASA (67%)  
Libraries (63%)  
Secondary Schools (63%)  
UWI (62%)  
Early Childhood Centres (59%)

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<sup>1</sup> Opinion Leaders Panel Wave 19

(6) **Areas for Service** improvements based on highest level of public dissatisfaction are:

Hospitals (61% dissatisfied)  
HDC (51%)  
Police (47%)  
Licensing Office (44%)  
Local Government Body (41%)

(7) Among **actual users of services**, user satisfaction is highest with:

ttconnect Service Centres (89% satisfied)  
TTPost (89%)  
Public Transport (88%)  
Libraries (85%)

(8) Among **actual users of services**, user dissatisfaction is highest among those who have used:

HDC (66% dissatisfied)  
Hospitals (63%)  
Police (50%)  
Licensing Office (50%)