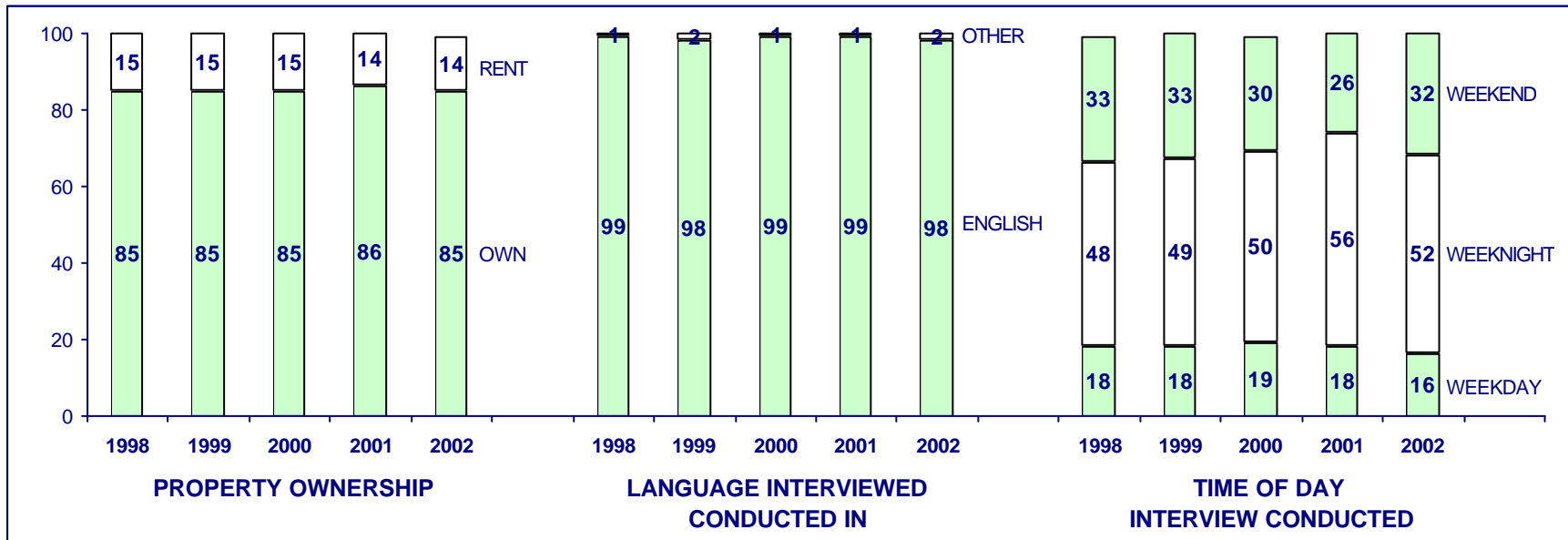
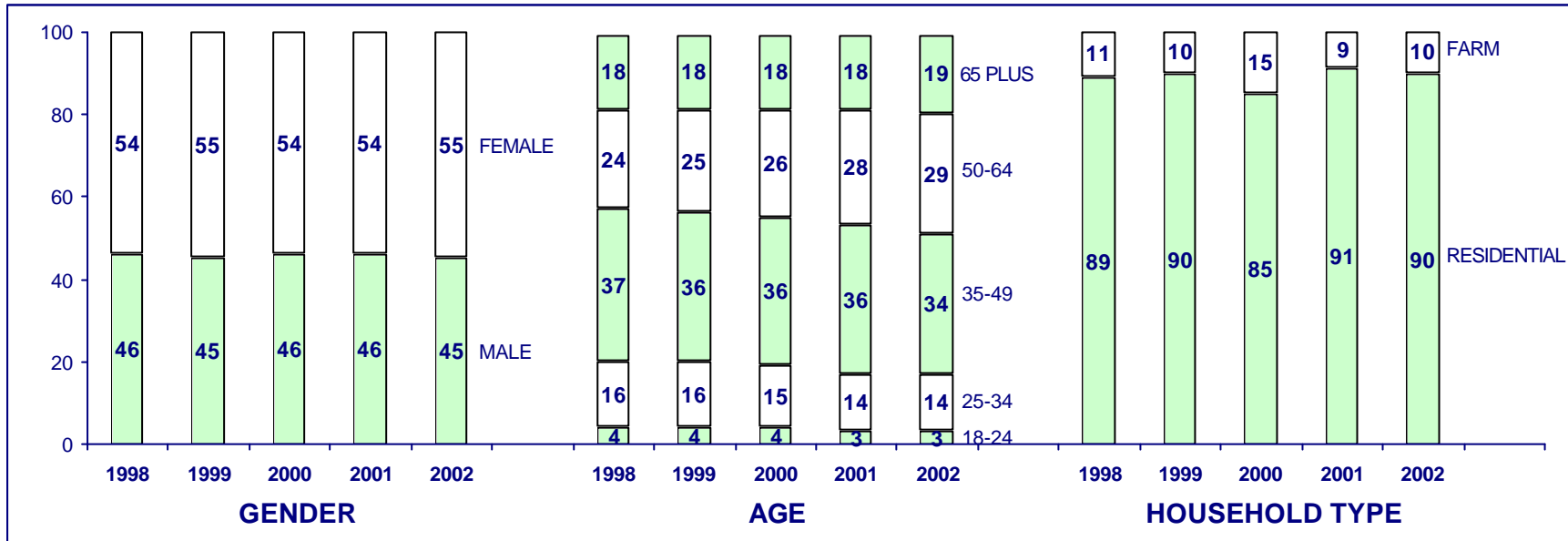

**PROFILE OF RESPONDENT
CHARACTERISTICS**

ANNUAL CONSTITUENT SATISFACTION SURVEY 2002 RESPONDENT PROFILE



SURVEY QUESTIONNAIRE

- Option A

- Option B

**LOCAL GOVERNMENT DIVISION
RESIDENTS QUESTIONNAIRE
Option A
- 2002 -**

Good morning/afternoon/evening. I am from Newton Wayman Chong, the market research company. We are conducting a survey on behalf of Victorian Local Government. The survey aims to find out how residents feel about the **performance** of local Government in your area, that is in the **(INSERT NAME OF COUNCIL)**.

Can I please speak to a head of your household (either male or female) who is 18 years or older? **ONCE HAVE CORRECT PERSON.** If you would like to participate the survey will only take about 8 or 9 minutes **AND THE INFORMATION YOU PROVIDE WILL BE USED FOR RESEARCH PURPOSES ONLY.**

SCREENING QUESTIONS

S1: Firstly, do you or anyone in your household work in a market research organisation or local government anywhere, either now, or in the last three years?

Yes - Market Research1 **TERMINATE**
Yes - Local Government.....2 **TERMINATE**
No.....3

S2: Also, we just wish to speak to residents, not businesses, of ... **INSERT NAME OF COUNCIL.** Are you a residential household (or a farming household, **IF RURAL AREA**)?

Yes - Residential Household1
Yes - Farming Household.....2
No.....3 **TERMINATE**

IF A FARMING HOUSEHOLD. Please note, we would like you to participate in the survey thinking of your needs as a resident, rather than specific farm management issues.

S3: RECORD GENDER (AUTOMATICALLY).

Male.....1
Female.....2

CONTINUE WITH INTERVIEW.

MY SUPERVISOR MAY BE MONITORING THE INTERVIEW FOR QUALITY CONTROL PURPOSES. IF YOU DO NOT WISH THIS TO OCCUR, PLEASE LET ME KNOW.

Q1 Firstly, I will shortly be reading out a list of nine areas which are the responsibility of local Government. Please keep in mind that the focus is on local government only.

For each area of responsibility, I would like to establish your **assessment of the performance** of **(INSERT NAME OF COUNCIL)** over the last twelve months.

NOW ASK (a) AND (b) WHERE NECESSARY FOR EACH RESPONSIBILITY AREA, BEFORE PROCEEDING TO NEXT SERVICE AREA. RANDOMISE.

- a) In the last twelve months, how has ... **(INSERT COUNCIL NAME)** ... performed on ... **(INSERT RESPONSIBILITY AREA)** ... ? Was it ... ? **READ OUT 1-5 INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.**

1. **Excellent** - outstanding performance 1
2. **Good** - a high standard..... 2
3. **Adequate** - an acceptable standard..... 3
4. **Needs some improvement** 4
5. **Needs a lot of improvement** 5
- Don't Know/Can't Say..... 6

ASK Q1b IF CODES 4 OR 5 IN Q1a. OTHERWISE CONTINUE WITH THE NEXT RESPONSIBILITY AREA.

- b) Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

INSTRUCTION: FOR STATEMENT 2 ONLY.]

- c) Have you or any member of your household used any of these services provided by the **(INSERT NAME OF COUNCIL)** in the last 12 months?

- Yes..... 1
No 2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths Excluding ... Highways and main roads (but including roadside slashing/maintenance - RURAL ONLY)	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
2. Health and Human Services This includes ... Meals on Wheels Home Help Maternal and Child Health Immunisation Child Care <u>And Support for Disadvantaged and Minority Groups</u> (but excludes hospitals)	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	<input type="checkbox"/>
CONTINUED ON NEXT PAGE			

CONTINUED FROM PREVIOUS PAGE			
RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
3. Recreational Facilities This includes ...	<input type="checkbox"/>	Pre-code1	
Sporting facilities, swimming pools, sports fields and playgrounds		Pre-code2	
Arts centres and festivals		Pre-code3	
Library Services		Other (specify).....	
4. Appearance of Public Areas This includes ...	<input type="checkbox"/>	Pre-code1	
Local parks and gardens		Pre-code2	
Street cleaning and litter collection		Pre-code3	
Street trees		Other (specify).....	
5. Traffic Management and Parking Facilities This includes ...	<input type="checkbox"/>	Pre-code1	
Council provision of street and off street parking		Pre-code2	
Local road safety		Pre-code3	
		Other (specify).....	
6. Waste Management This includes ...	<input type="checkbox"/>	Pre-code1	
Garbage and recyclable collection		Pre-code2	
Operation of Tips/Transfer Stations		Pre-code3	
		Other (specify).....	
7. Enforcement of By Laws This includes ...	<input type="checkbox"/>	Pre-code1	
Food and Health		Pre-code2	
Noise		Pre-code3	
Animal control		Other (specify).....	
Parking		
Fire Prevention			
8. Economic Development This includes ...	<input type="checkbox"/>	Pre-code1	
Business and Tourism		Pre-code2	
Jobs Creation		Pre-code3	
		Other (specify).....	
9. Town Planning Policy and Approvals Including ...	<input type="checkbox"/>	Pre-code1	
Heritage and environmental issues		Pre-code2	
		Pre-code3	
		Other (specify).....	

Q2a In the last twelve months, have you had any contact with ... **READ OUT COUNCIL'S NAME** ... ? This may have been in person, by telephone, in writing, email or by fax.

- Yes..... 1
 No **SKIP TO Q3** 2

Q2b Thinking of the most recent contact, how well did ... **(NAME OF COUNCIL)** ... perform in the **way** you were treated - things like the ease of contact, helpfulness and ability of staff, speed of response, and their attitude towards you. We do **not** mean the **actual outcome**. Was it ... **READ OUT 1-5** ... ?

1. **Excellent** - outstanding performance 1
 2. **Good** - a high standard..... 2
 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say..... 6

ASK ALL.

Q3 In the last twelve months, how well has ... **READ OUT COUNCIL'S NAME** ... represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? Was it ... **READ OUT 1-5** ... ?

1. **Excellent** - outstanding performance 1
 2. **Good** - a high standard..... 2
 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say..... 6

Q4 **On balance**, for the last twelve months, how do you feel about the performance of ... **READ OUT COUNCIL'S NAME**. Not just on one or two issues, **but overall** across all responsibility areas. Was it ... **READ OUT PERFORMANCE SCALE 1-5** ... ?

1. **Excellent** - outstanding performance 1
 2. **Good** - a high standard..... 2
 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say **SKIP TO Q6** 6

Q5 In giving your answer to the previous question, has any particular issue **strongly** influenced your view, either in a positive or negative way? **IF YES**. Was it a positive or negative influence?

- Yes - Positive..... 1
 Yes - Negative 2
 No..... 3
 Don't Know/No Response..... 4

Q6 Over the last 12 months, what is your view of the direction of ... **READ OUT COUNCIL'S NAME** ... overall performance? Has it **improved, stayed the same** or **deteriorated**? **READ OUT 1-3.**

1. Improved..... 1
2. Stayed the Same..... 2
3. Deteriorated 3
- Don't Know/Can't Say..... 4

Q6a Over the last 12 months, how would you rate the performance of ... **READ OUT COUNCIL'S NAME** ... on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local area, and may require decisions by Council? Would you say it was... **READ OUT PERFORMANCE SCALE 1-5** ... ?

1. **Excellent** - outstanding performance 1
2. **Good** - a high standard..... 2
3. **Adequate** - an acceptable standard..... 3
4. **Needs some improvement** 4
5. **Needs a lot of improvement** 5
- Don't Know/Can't Say..... 6

Just three final questions ...

Q7 To which one of the following age groups do you belong? **(READ OUT 2-6)**

- (SP)**
- Under 18.....1 **TERMINATE**
 - 18 - 242
 - 25 - 343
 - 35 - 494
 - 50 - 645
 - 65 +6
 - Refused7

Q8 Thinking of the property you live in, do you **own** it or are you **renting**?

- Own (includes purchasing).....1
- Renting.....2

Q9 And is this property your main permanent residence or a secondary residence such as a holiday home?

- Permanent residence1
- Secondary residence.....2

THANK YOU. FOR QUALITY CONTROL PURPOSES YOU MAY BE RE-CONTACTED, TO VERIFY SOME OF THE INFORMATION. WE WILL REMOVE YOUR CONTACT DETAILS WHEN ALL INTERVIEWING IS COMPLETED IN 6 TO 8 WEEKS TIME. IN THE MEAN TIME YOU MAY CONTACT US ABOUT THE INTERVIEW.

Just in case you missed it, my name isand I'm calling from Newton Wayman Chong.

Respondent's First Name:

Was this interview conducted in ... ?

English.....1

Other **SPECIFY** (including home translator)2

Time Finish:

--	--	--	--

Interview Length:

--	--

 mins

INTERVIEWER DECLARATION

I have conducted this interview. This questionnaire is a full and to the best of my knowledge, an accurate recording, and has been completed in accordance with my interview with the respondent and ICC/ESOMAR guidelines.

Interviewer Name:

Interviewer Signature:

Date:

SUPERVISOR'S VERIFICATION

I CERTIFY THAT I HAVE VALIDATED THIS INTERVIEW AND THAT IT IS ACCURATE AND COMPLETE.

Supervisor's Name:

Supervisor's Signature:

Date:

Weekday 1

Weeknight..... 2

Weekend 3

**LOCAL GOVERNMENT DIVISION
RESIDENTS QUESTIONNAIRE
Option B
- 2002 -**

Good morning/afternoon/evening. I am from Newton Wayman Chong, the market research company. We are conducting a survey on behalf of Victorian Local Government. The survey aims to find out how residents feel about the **performance** of local Government in your area, that is in the **(INSERT NAME OF COUNCIL)**.

Can I please speak to a head of your household (either male or female) who is 18 years or older? **ONCE HAVE CORRECT PERSON.** If you would like to participate the survey will only take about 8 or 9 minutes **AND THE INFORMATION YOU PROVIDE WILL BE USED FOR RESEARCH PURPOSES ONLY.**

SCREENING QUESTIONS

S1: Firstly, do you or anyone in your household work in a market research organisation or local government anywhere, either now, or in the last three years?

Yes - Market Research1 **TERMINATE**

Yes - Local Government.....2 **TERMINATE**

No.....3

S2: Also, we just wish to speak to residents, not businesses, of ... **INSERT NAME OF COUNCIL.** Are you a residential household (or a farming household, **IF RURAL AREA**)?

Yes - Residential Household1

Yes - Farming Household.....2

No.....3 **TERMINATE**

IF A FARMING HOUSEHOLD. Please note, we would like you to participate in the survey thinking of your needs as a resident, rather than specific farm management issues.

S3: RECORD GENDER (AUTOMATICALLY).

Male.....1

Female2

CONTINUE WITH INTERVIEW.

MY SUPERVISOR MAY BE MONITORING THE INTERVIEW FOR QUALITY CONTROL PURPOSES. IF YOU DO NOT WISH THIS TO OCCUR, PLEASE LET ME KNOW.

Q1 Firstly, I will shortly be reading out a list of nine areas which are the responsibility of local Government. Please keep in mind that the focus is on local government only.

For each area of responsibility, I would like to establish your **assessment of the performance** of **(INSERT NAME OF COUNCIL)** over the last twelve months.

NOW ASK (a) AND (b) WHERE NECESSARY FOR EACH RESPONSIBILITY AREA, BEFORE PROCEEDING TO NEXT SERVICE AREA. RANDOMISE.

- a) In the last twelve months, how has ... **(INSERT COUNCIL NAME)** ... performed on ... **(INSERT RESPONSIBILITY AREA)** ... ? Was it ... ? **READ OUT 1-5 INCLUDING DEFINITIONS THE FIRST TIME AND THEREAFTER ONLY THE KEY WORDS.**

1. **Excellent** - outstanding performance 1
2. **Good** - a high standard..... 2
3. **Adequate** - an acceptable standard..... 3
4. **Needs some improvement** 4
5. **Needs a lot of improvement** 5
- Don't Know/Can't Say..... 6

ASK Q1b IF CODES 4 OR 5 IN Q1a. OTHERWISE CONTINUE WITH THE NEXT RESPONSIBILITY AREA.

- b) Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

[INSTRUCTION: FOR STATEMENT 2 ONLY.]

- c) Have you or any member of your household used any of these services provided by the **(INSERT NAME OF COUNCIL)** in the last 12 months?

- Yes 1
No 2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths Excluding ...	<input type="checkbox"/>	Pre-code1	
Highways and main roads (but including roadside slashing/maintenance - RURAL ONLY)		Pre-code2 Pre-code3 Other (specify).....	
2. Health and Human Services This includes ...	<input type="checkbox"/>	Pre-code1	<input type="checkbox"/>
Meals on Wheels Home Help		Pre-code2 Pre-code3 Other (specify).....	
Maternal and Child Health Immunisation Child Care			
<u>And Support for Disadvantaged and Minority Groups</u> (but excludes hospitals)			
CONTINUED ON NEXT PAGE			

CONTINUED FROM PREVIOUS PAGE			
RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
3. Recreational Facilities This includes ... Sporting facilities, swimming pools, sports fields and playgrounds Arts centres and festivals Library Services	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
4. Appearance of Public Areas This includes ... Local parks and gardens Street cleaning and litter collection Street trees	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
5. Traffic Management and Parking Facilities This includes ... Council provision of street and off street parking Local road safety	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
6. Waste Management This includes ... Garbage and recyclable collection Operation of Tips/Transfer Stations	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
7. Enforcement of By Laws This includes ... Food and Health Noise Animal control Parking Fire Prevention	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
8. Economic Development This includes ... Business and Tourism Jobs Creation	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	
9. Town Planning Policy and Approvals Including ... Heritage and environmental issues	<input type="checkbox"/>	Pre-code1 Pre-code2 Pre-code3 Other (specify).....	

Q2a In the last twelve months, have you had any contact with ... **READ OUT COUNCIL'S NAME** ... ? This may have been in person, by telephone, in writing, email or by fax.

- Yes..... 1
 No **SKIP TO Q3** 2

Q2b Thinking of the most recent contact, how well did ... **(NAME OF COUNCIL)** ... perform in the **way** you were treated - things like the ease of contact, helpfulness and ability of staff, speed of response, and their attitude towards you. We do **not** mean the **actual outcome**. Was it ... **READ OUT 1-5** ... ?

1. **Excellent** - outstanding performance 1
 2. **Good** - a high standard..... 2
 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say..... 6

ASK Q2c IF CODES 4 OR 5 IN Q2b. OTHERWISE SKIP TO Q3.

Q2c Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

ASK ALL.

Q3 In the last twelve months, how well has ... **READ OUT COUNCIL'S NAME** ... represented and lobbied on behalf of the community with other levels of government and private organisations, on key local issues? Was it ... **READ OUT 1-5** ... ?

1. **Excellent** - outstanding performance 1
 2. **Good** - a high standard..... 2
 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say..... 6

ASK Q3a IF CODES 4 OR 5 IN Q3. OTHERWISE SKIP TO Q4.

Q3a Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

Q4 **On balance**, for the last twelve months, how do you feel about the performance of ... **READ OUT COUNCIL'S NAME**. Not just on one or two issues, **but overall** across all responsibility areas. Was it ... **READ OUT PERFORMANCE SCALE 1-5** ... ?

1. **Excellent** - outstanding performance 1
 2. **Good** - a high standard..... 2
 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say **SKIP TO Q6** 6

Q5 In giving your answer to the previous question, has any particular issue **strongly** influenced your view, either in a positive or negative way? **IF YES.** Was it a positive or negative influence?

- Yes - Positive..... 1
 Yes - Negative 2
 No..... 3
 Don't Know/No Response..... 4

ASK Q5a IF CODES 4 OR 5 IN Q4. OTHERWISE SKIP TO Q6.

Q5a Why do you say that on balance the council's overall performance is in need of improvement? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

Q6 Over the last 12 months, what is your view of the direction of ... **READ OUT COUNCIL'S NAME** ... overall performance? Has it **improved, stayed the same** or **deteriorated**? **READ OUT 1-3.**

1. Improved..... 1
 2. Stayed the Same..... 2
 3. Deteriorated 3
 Don't Know/Can't Say..... 4

Q6a Over the last 12 months, how would you rate the performance of ... **READ OUT COUNCIL'S NAME** ... on consulting with the community and leading discussion on key social, economic and environmental issues which could impact on the local area, and may require decisions by Council? Would you say it was... **READ OUT PERFORMANCE SCALE 1-5 ... ?**

1. **Excellent** - outstanding performance 1
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 3. **Adequate** - an acceptable standard..... 3
 4. **Needs some improvement** 4
 5. **Needs a lot of improvement** 5
 Don't Know/Can't Say..... 6

ASK Q6b IF CODES 4 OR 5 IN Q6a. OTHERWISE SKIP TO Q7.

Q6b Why do you say that? **USE PRE-CODES(S) WHERE APPROPRIATE – BUT DO NOT READ OUT. OTHERWISE RECORD VERBATIM COMMENTS.**

Just three final questions ...

Q7 To which one of the following age groups do you belong? **(READ OUT 2-6)**
(SP)

- Under 18.....1 **TERMINATE**
 18 - 24 2
 25 - 34 3
 35 - 49 4
 50 - 64 5
 65 + 6
 Refused 7

Q8 Thinking of the property you live in, do you **own** it or are you **renting**?

Own (includes purchasing).....1

Renting.....2

Q9 And is this property your main permanent residence or a secondary residence such as a holiday home?

Permanent residence1

Secondary residence.....2

THANK YOU. FOR QUALITY CONTROL PURPOSES YOU MAY BE RE-CONTACTED, TO VERIFY SOME OF THE INFORMATION. WE WILL REMOVE YOUR CONTACT DETAILS WHEN ALL INTERVIEWING IS COMPLETED IN 6 TO 8 WEEKS TIME. IN THE MEAN TIME YOU MAY CONTACT US ABOUT THE INTERVIEW.

Just in case you missed it, my name isand I'm calling from Newton Wayman Chong.

Respondent's First Name:

Was this interview conducted in ... ?

English.....1

Other **SPECIFY** (including home translator)2

Time Finish:

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Interview Length:

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 mins

INTERVIEWER DECLARATION

I have conducted this interview. This questionnaire is a full and to the best of my knowledge, an accurate recording, and has been completed in accordance with my interview with the respondent and ICC/ESOMAR guidelines.

Interviewer Name:

Interviewer Signature:

Date:

SUPERVISOR'S VERIFICATION

I CERTIFY THAT I HAVE VALIDATED THIS INTERVIEW AND THAT IT IS ACCURATE AND COMPLETE.

Supervisor's Name:

Supervisor's Signature:

Date:

Weekday 1

Weeknight..... 2

Weekend 3

**INDIVIDUAL LGA'S WITHIN
EACH GROUP**

ANNUAL COMMUNITY SATISFACTION SURVEY 2002

List of Councils

GROUP ONE

Inner Metropolitan

City of Banyule
City of Bayside
City of Boroondara
City of Darebin
City of Glen Eira
City of Hobsons Bay
City of Kingston
City of Maribyrnong
City of Maroondah
City of Melbourne
City of Monash
City of Moonee Valley
City of Port Phillip
City of Stonnington
City of Whitehorse
City of Yarra

GROUP TWO

Outer Metropolitan

City of Brimbank
City of Casey
Shire of Cardinia
City of Frankston
City of Greater Dandenong
City of Hume
City of Knox
City of Manningham
Shire of Melton
Shire of Mornington Peninsula
City of Whittlesea
City of Wyndham
Shire of Yarra Ranges

GROUP THREE

Regional Centres

City of Ballarat
City of Greater Bendigo
City of Greater Geelong
City of Greater Shepparton
Rural City of Horsham
City of Latrobe
Rural City of Mildura
Rural City of Swan Hill
Rural City of Wangaratta
City of Warrnambool
Rural City of Wodonga

GROUP FOUR

Large Rural Shires

Shire of Baw Baw
Shire of Campaspe
Shire of Colac-Otway
Shire of Corangamite
Shire of Delatite
Shire of East Gippsland
Shire of Glenelg
Shire of Macedon Ranges
Shire of Mitchell
Shire of Moira
Shire of Moorabool
Shire of Moyne
Shire of South Gippsland
Shire of Southern Grampians
Shire of Wellington

GROUP FIVE

Small Rural Shires

Rural City of Ararat
Shire of Alpine
Shire of Bass Coast
Shire of Buloke
Shire of Central Goldfields
Shire of Gannawarra
Shire of Golden Plains
Shire of Hepburn
Shire of Hindmarsh
Shire of Indigo
Shire of Loddon
Shire of Mount Alexander
Shire of Murrindindi
Shire of Northern Grampians
Shire of Pyrenees
Borough of Queenscliffe
Shire of Strathbogie
Shire of Towong
Shire of West Wimmera
Shire of Yarriambiack

OPTION A

OPTION B

**EXAMPLE OF SURVEY DATA
PRESENTED TO EACH COUNCIL
- ADAMSVILLE**

CITY OF ADAMSVILLE

CHART ONE: SUMMARY OF RESULTS FOR 2002

	Indexed Mean
1 Community satisfaction rating for overall performance generally of the council	65
2 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)	64
2a Local Roads and Footpaths	55
2b Health and Human Services	73
2c Recreational Facilities	69
2d Appearance of Public Areas	70
2e Traffic Management and Parking Facilities	60
2f Waste Management	70
2g Enforcement of By Laws	64
2h Economic Development	59
2i Town Planning Policy and Approvals	61
3 Community satisfaction rating for council's interaction and responsiveness in dealing with the public	73
4 Community satisfaction rating for council's advocacy and community representation on key local issues	64
5 Community satisfaction rating for council's engagement in decision making on key local issues	59

CITY OF ADAMSVILLE

CHART TWO: KEY SERVICE AREAS RESULTS FOR 2002

RESPONSIBILITY AREAS OF LOCAL GOVERNMENT

	2002					Could not rate service %	Indexed Mean 2002		2001	2000	1999	1998
	Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %		Mean	Mean	Indexed Mean 2001	Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
1 Local Roads and Footpaths	5	28	24	24	19	1	2.75	55	55	55	53	53
2 Health and Human Services	17	48	23	8	4	26	3.67	73	73	73	68	66
3 Recreational Facilities	14	43	22	13	7	5	3.44	69	68	68	65	64
4 Appearance of Public Areas	17	43	18	14	8	1	3.48	70	69	69	65	64
5 Traffic Management and Parking Facilities	5	35	28	20	12	2	3.02	60	61	61	60	59
6 Waste Management	19	42	18	14	8	1	3.50	70	70	68	66	65
7 Enforcement of By Laws	6	40	32	14	8	10	3.22	64	65	65	61	60
8 Economic Development	5	31	32	20	12	18	2.96	59	58	57	55	52
9 Town Planning Policy and Approvals	5	35	32	15	12	17	3.05	61	61	60	57	56

PERFORMANCE MEAN ACROSS RESPONSIBILITY AREAS

3.22	64	64	64	61	60
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■ Statistically significant increase since 2001

■ Statistically significant decrease since 2001

CITY OF ADAMSVILLE

CHART THREE: OVERALL PERFORMANCE RESULTS FOR 2002

OVERALL PERFORMANCE OF THE COUNCIL

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2002		Indexed Mean 2001	Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2002				
☞ Performance Rating	5	43	30	15	7	1	3.25	65	65	65	62	60
☞ Have issues strongly influenced the above assessment	No %		Yes - Positively %		Yes - Negatively %							
	54		15		30							

DIRECTION OF CHANGE

	Improved %	Stayed the Same %	Deteriorated %
☞ Rating	36	53	11

ADVOCACY

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2002		Indexed Mean 2001	Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2002				
☞ Representation and lobbying to other levels of government and private organisations	6	38	35	13	8	26	3.21	64	65	64	59	58

CUSTOMER CONTACT

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2002		Indexed Mean 2001	Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2002				
☞ Rating of Council's Performance	28	40	14	10	9	0	3.67	73	74	74	71	70
☞ Had contact with the Council in the past twelve months		Yes %		No %								
		55		45								

COMMUNITY ENGAGEMENT*

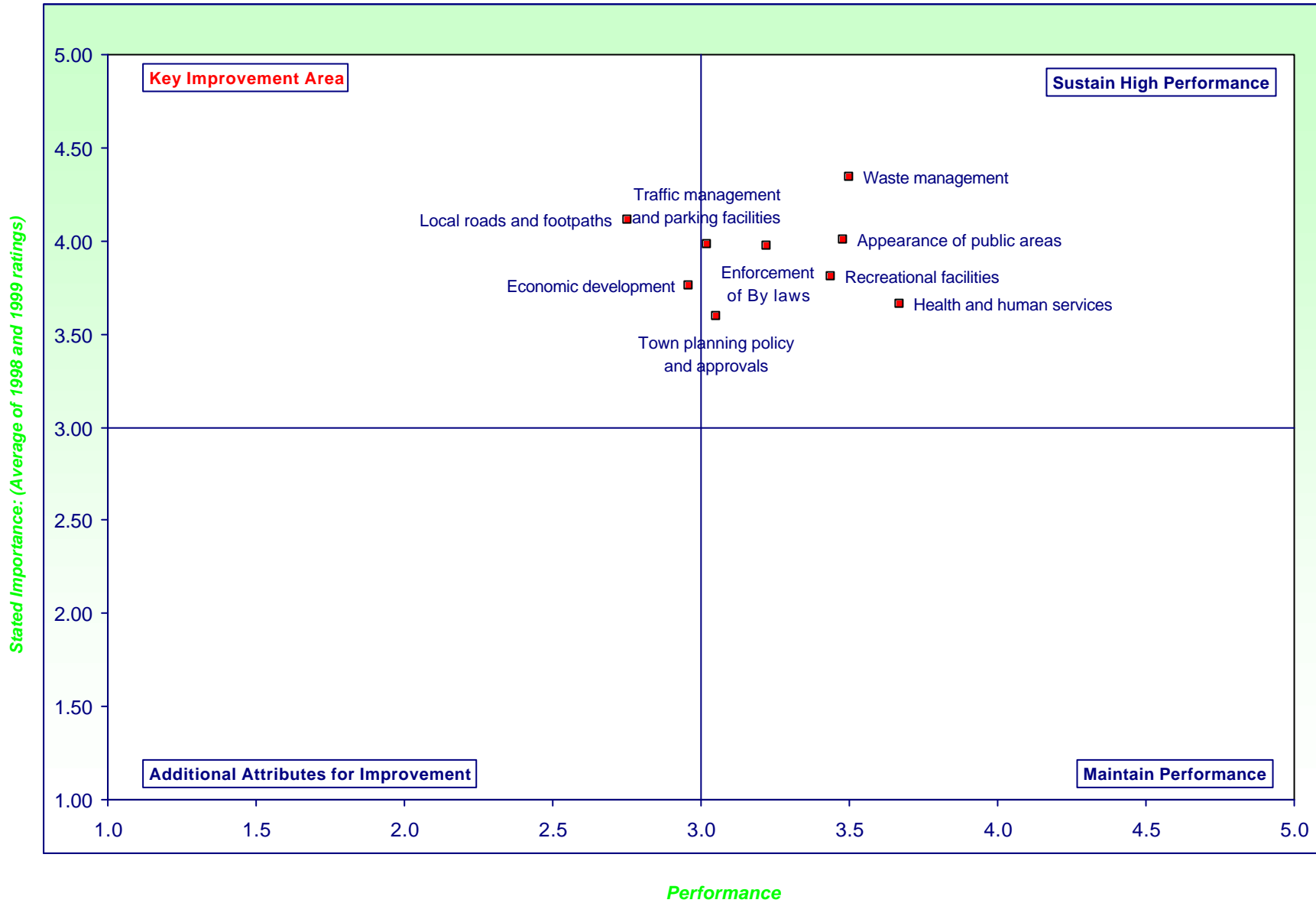
	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2002		Indexed Mean 2001	Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2002				
☞ Engagement in decision making on key local issues	5	32	31	20	12	10	2.97	59	NA	NA	NA	NA

* New indicator for 2002

 Statistically significant increase since 2001 Statistically significant decrease since 2001

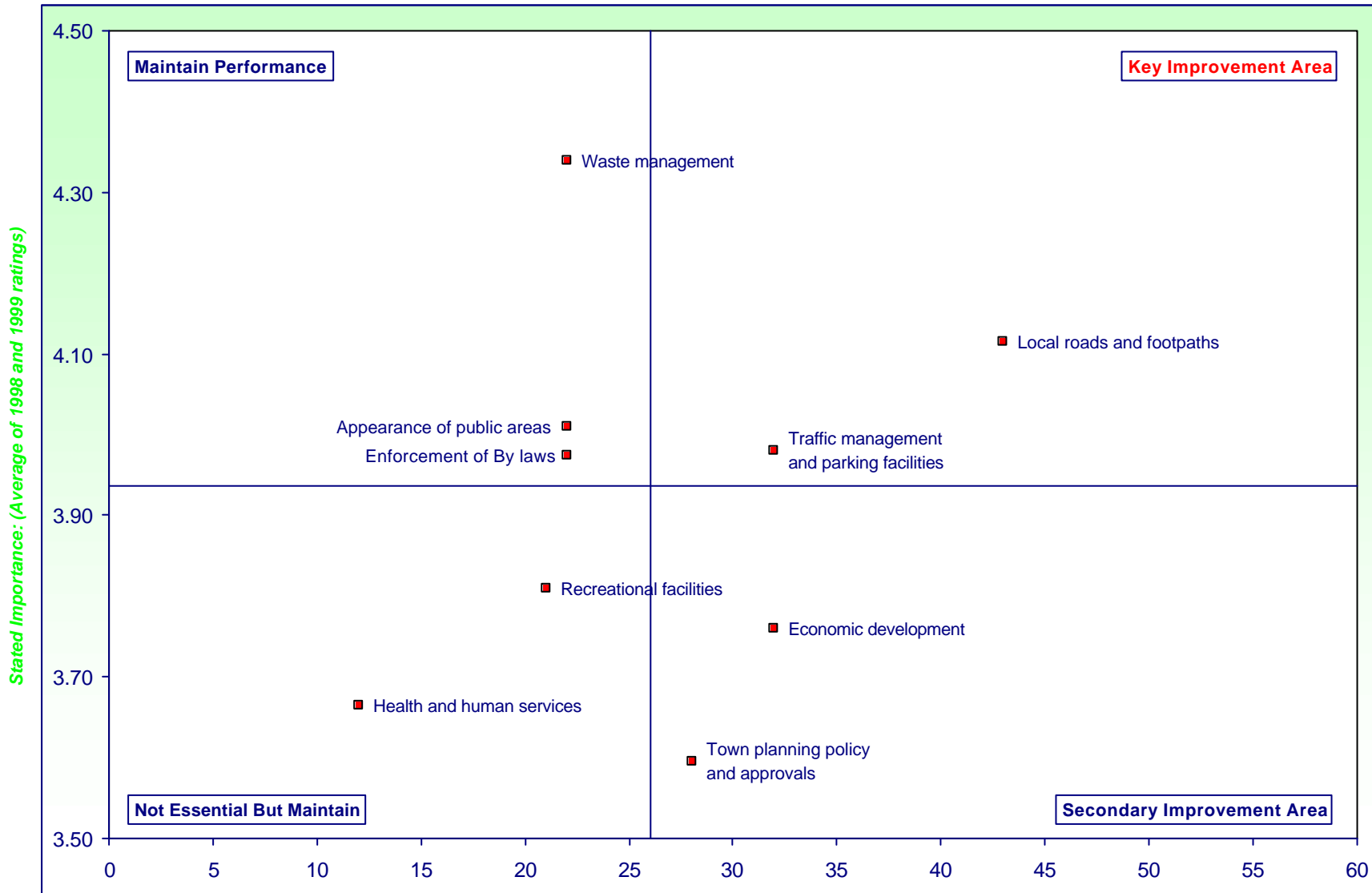
CITY OF ADAMSVILLE

CHART FOUR: KEY SERVICE AREAS - SATISFACTION WINDOW FOR 2002



CITY OF ADAMSVILLE

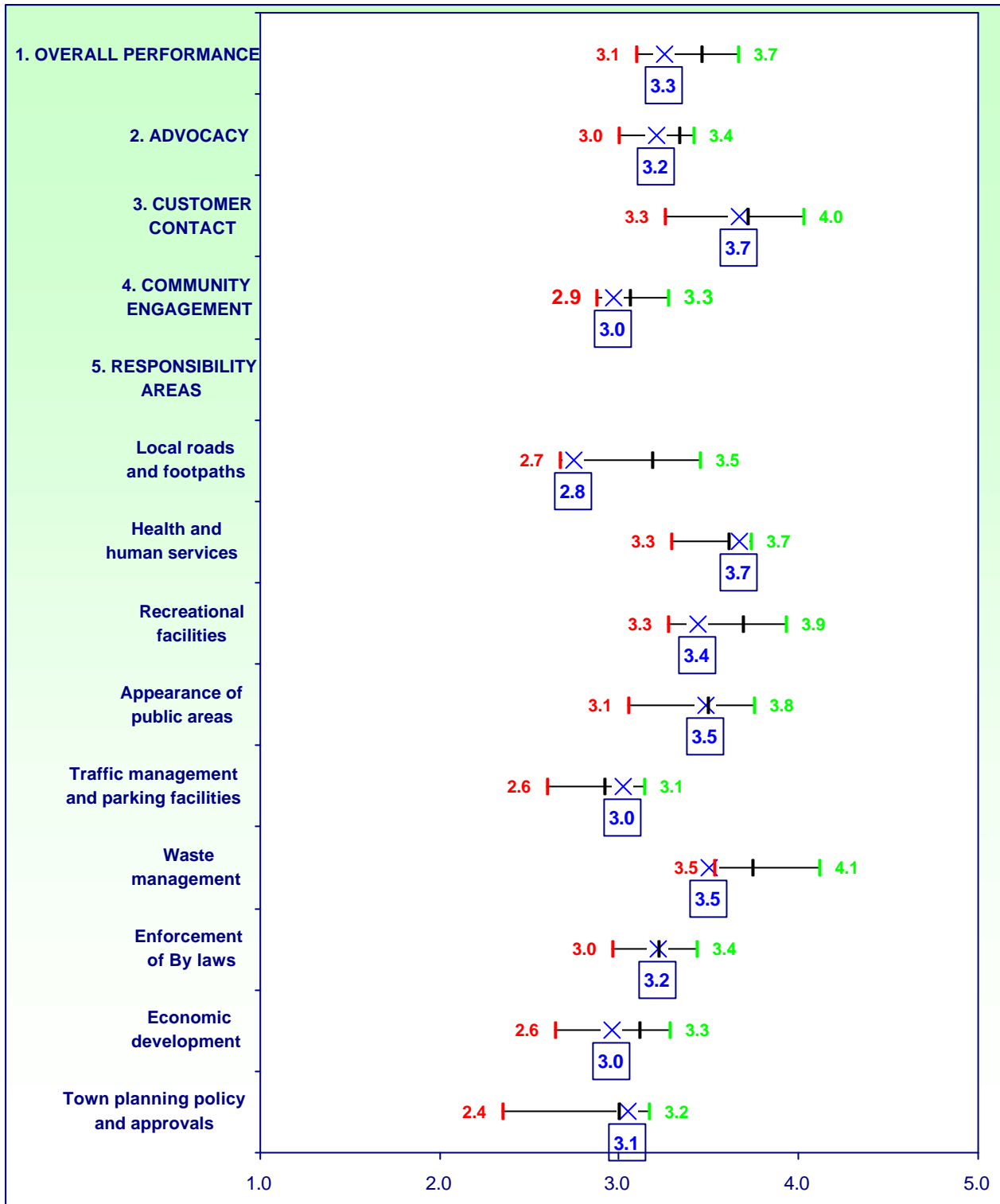
CHART FIVE: KEY SERVICE AREAS - IMPROVEMENT WINDOW FOR 2002



Percentage of respondents who rated performance as "needs some improvement" or "needs a lot of improvement"

CITY OF ADAMSVILLE

CHART SIX: RELATIVE PERFORMANCE WITHIN LGA GROUP FOR 2002



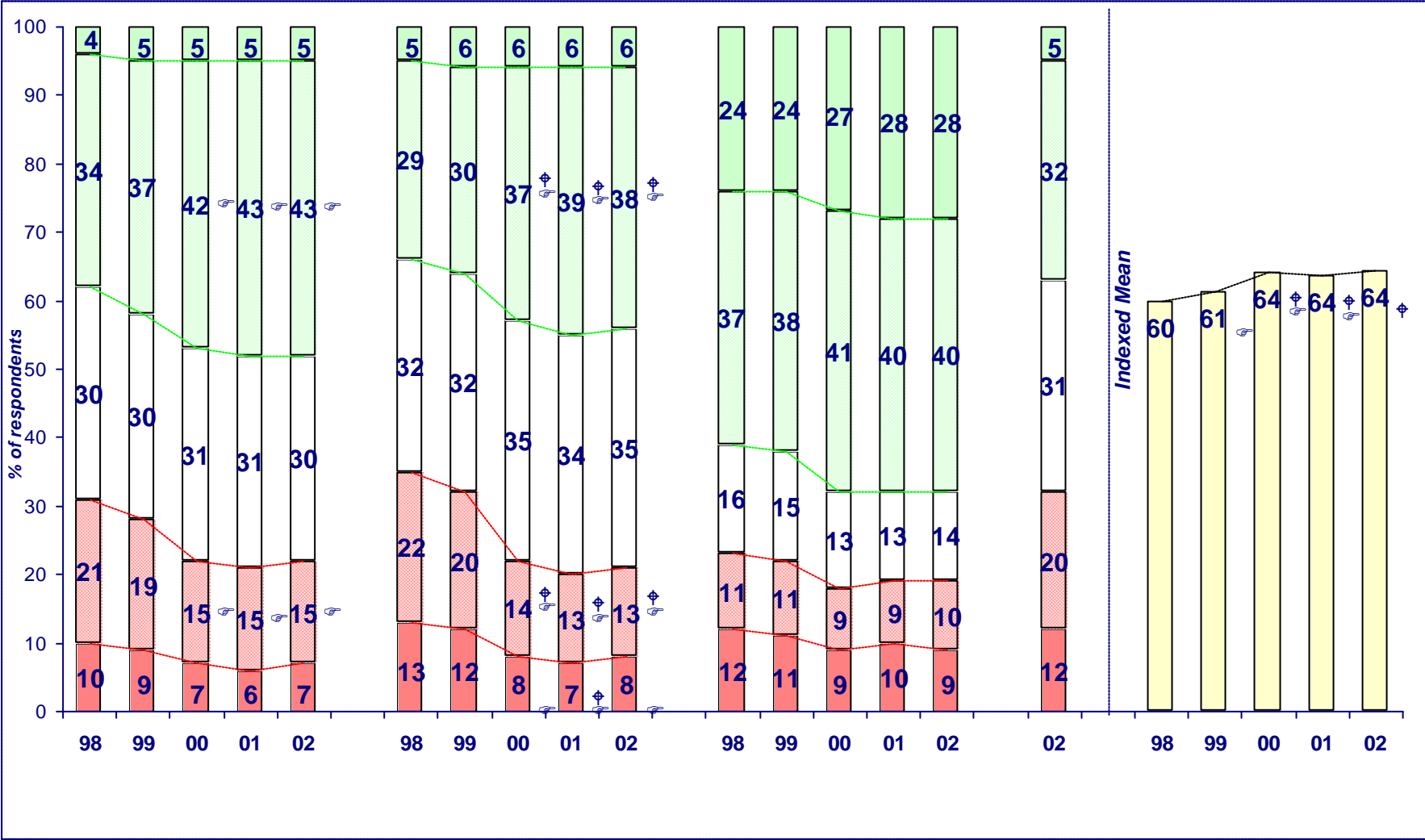
Average Performance

X = CITY OF ADAMSVILLE

| Lowest Result | Median Result Highest Result |

CITY OF ADAMSVILLE

CHART SEVEN: OVERALL RESULTS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001



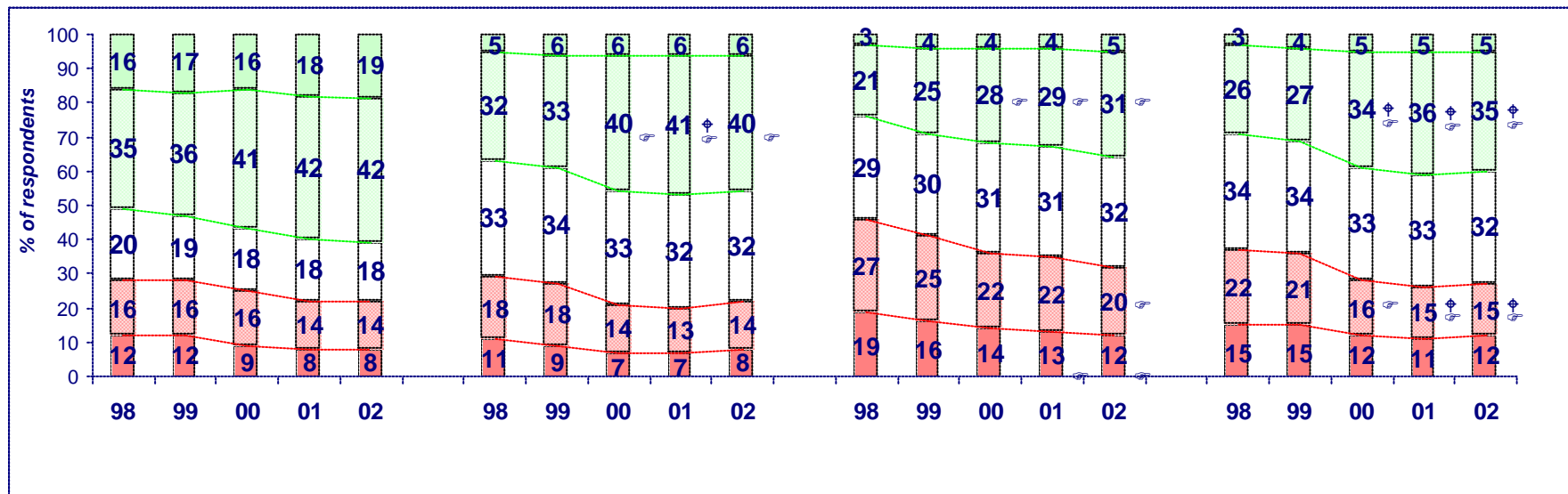
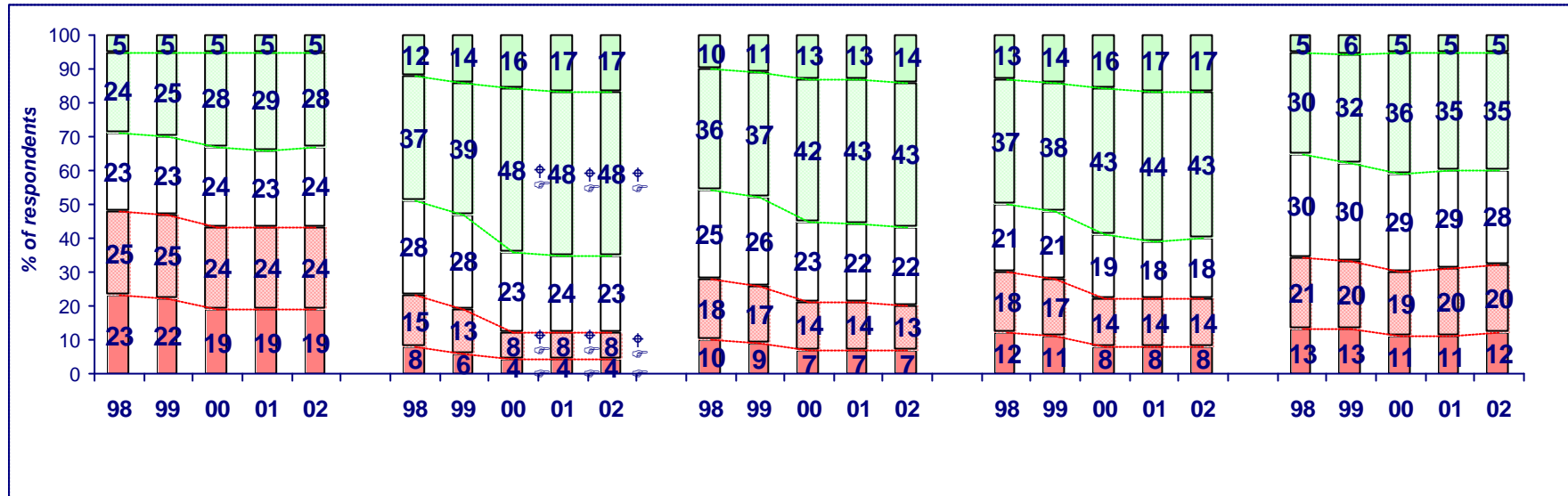
Excellent
 Good
 Adequate
 Needs some improvement
 Needs a lot of improvement

Statistically Significant Change Since:
 1998 ☞ 1999 † 2000 ❖ 2001 ‡

* New indicator for 2002

CITY OF ADAMSVILLE

CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

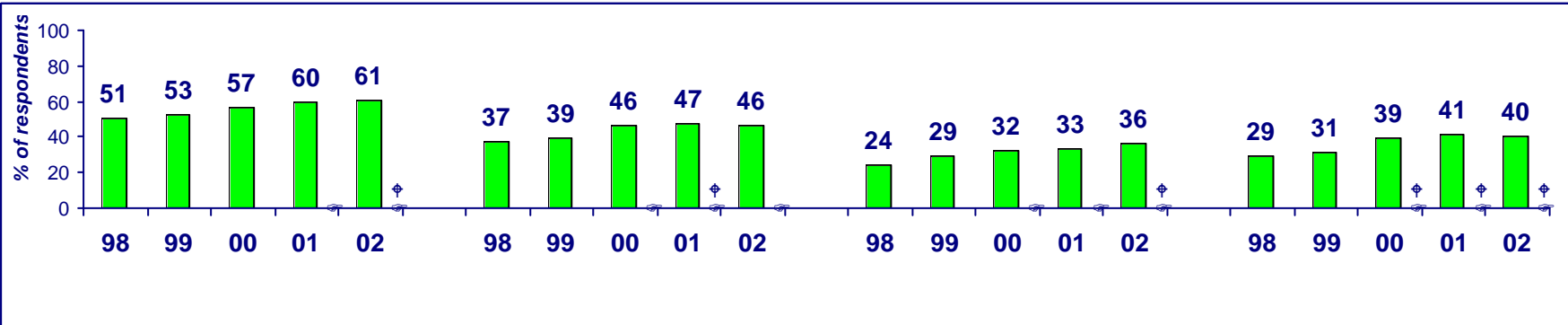
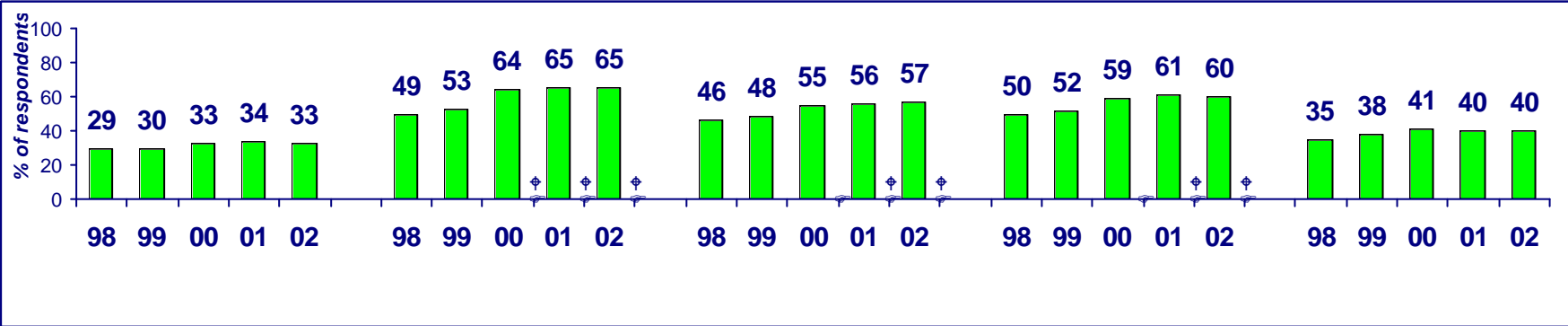
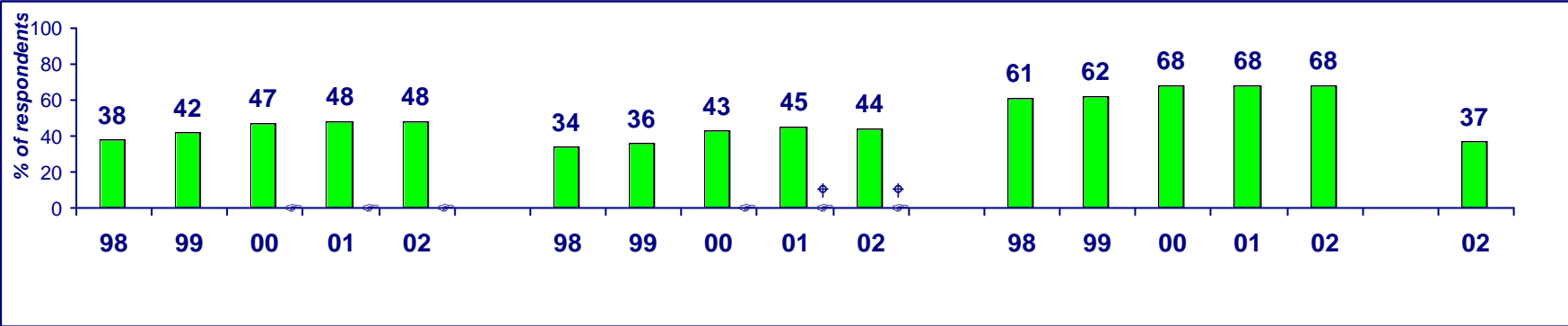


Excellent
 Good
 Adequate
 Needs some improvement
 Needs a lot of improvement

Statistically Significant Change Since:
 1998 ⤴ 1999 † 2000 ❖ 2001 ‡

CITY OF ADAMSVILLE

CHART NINE: "EXCELLENT & GOOD" RESULTS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001



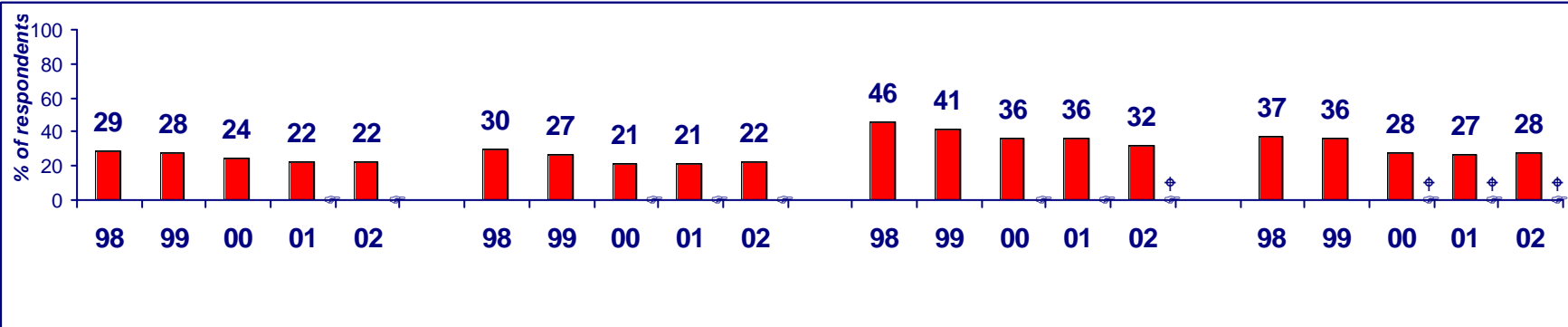
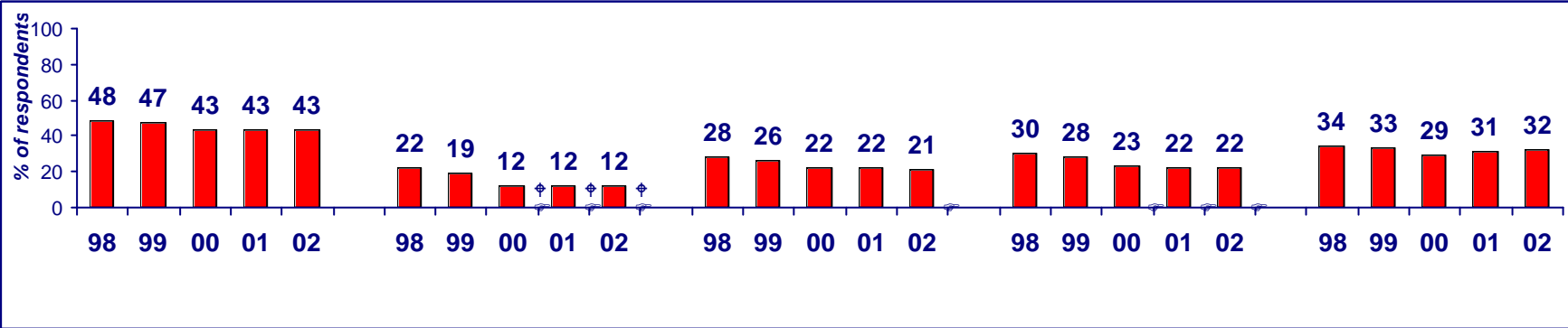
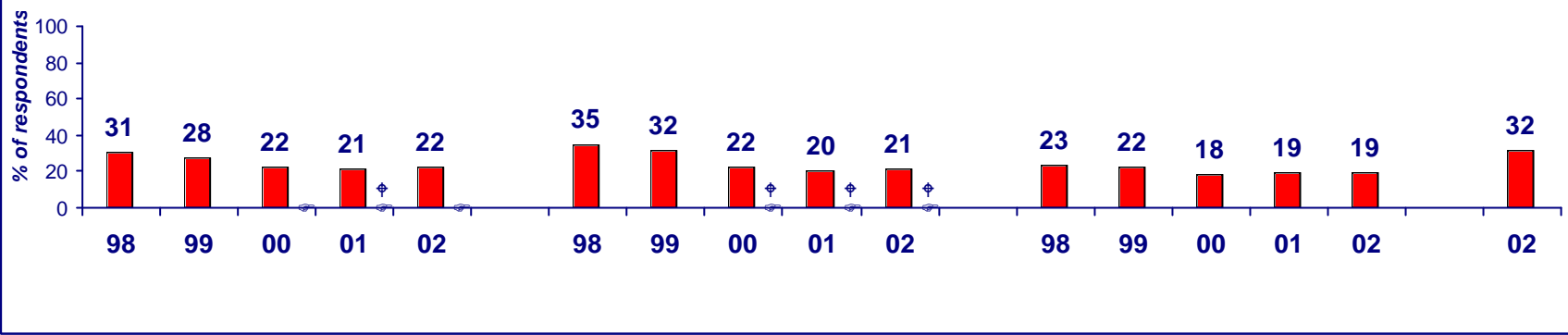
* New indicator for 2002

Excellent and Good

Statistically Significant Change Since: 3 ↺ 1999 ⬆ 2000 ⬇ 2001 ⬇

CITY OF ADAMSVILLE

CHART TEN: "NEEDS IMPROVEMENT" RESULTS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001



* New indicator for 2002

■ Needs some improvement and
Needs a lot of improvement

Statistically Significant Change Since: 3 1999 2000 2001

CITY OF ADAMSVILLE

CHART ELEVEN: INDEXED MEAN RESULTS - CHANGE OVER TIME

- KEY PERFORMANCE INDICATORS -

	1998	1999	Significant Change From 1998 To 1999	2000	Significant Change From 1999 To 2000	2001	Significant Change From 2000 To 2001	2002	Significant Change From 2001 To 2002	Significant Change From 1998 To 2002
OVERALL PERFORMANCE	60	62		65		65		65		
ADVOCACY	58	59		64		65		64		
CUSTOMER CONTACT	70	71		74		74		73		
COMMUNITY ENGAGEMENT	NA	NA	NA	NA	NA	NA	NA	59	NA	NA

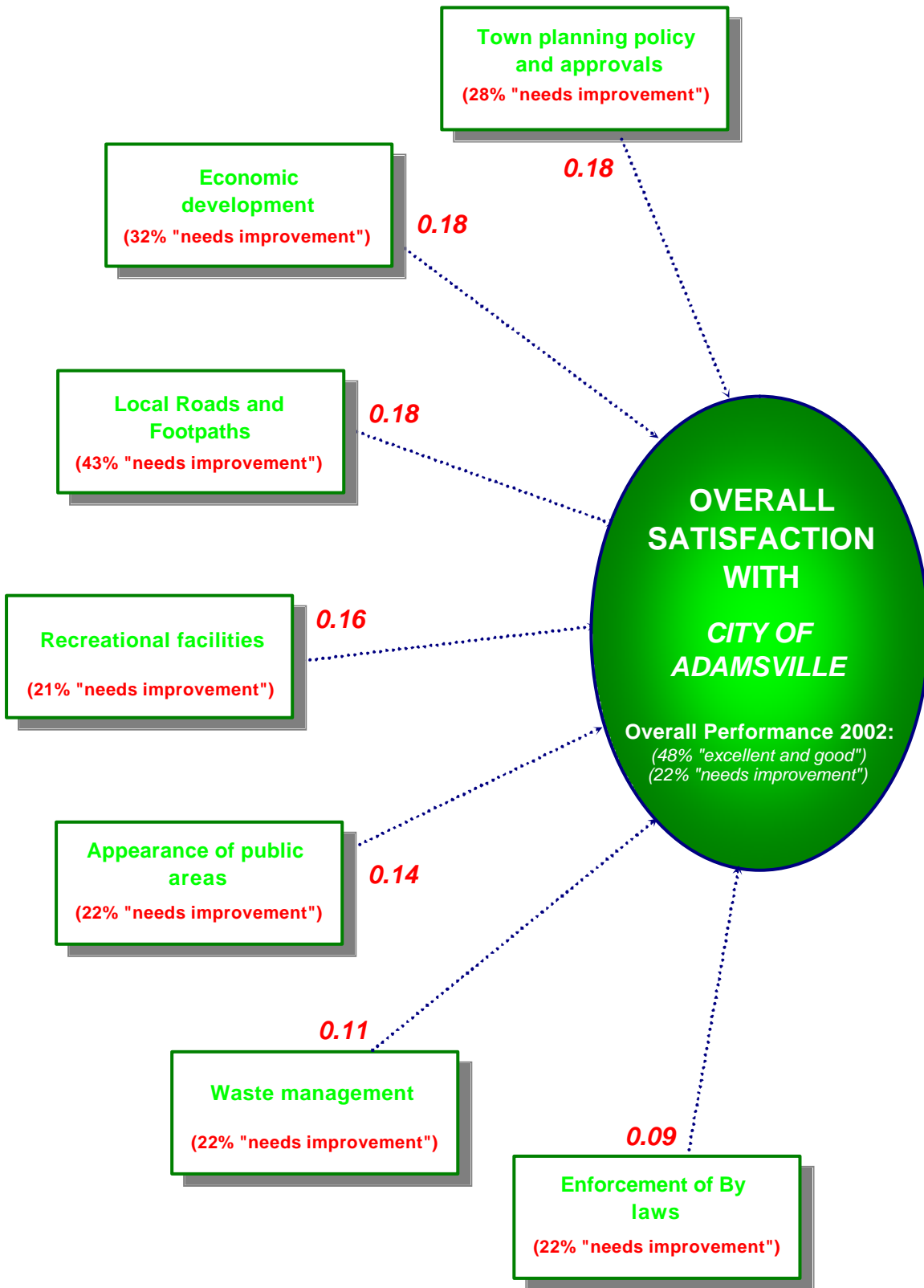
- KEY SERVICE AREAS -

	1998	1999	Significant Change From 1998 To 1999	2000	Significant Change From 1999 To 2000	2001	Significant Change From 2000 To 2001	2002	Significant Change From 2001 To 2002	Significant Change From 1998 To 2002
Local roads and footpaths	53	53		55		55		55		
Health and human services	66	68		73		73		73		
Recreational facilities	64	65		68		68		69		
Appearance of public areas	64	65		69		69		70		
Traffic management and parking facilities	59	60		61		61		60		
Waste management	65	66		68		70		70		
Enforcement of By laws	60	61		65		65		64		
Economic development	52	55		57		58		59		
Town planning policy and approvals	56	57		60		61		61		

Statistically significant **POSITIVE** change

Statistically significant **NEGATIVE** change

CITY OF ADAMSVILLE
CHART TWELVE: DERIVED DRIVERS OF SATISFACTION FOR 2002



CITY OF ADAMSVILLE

CHART THIRTEEN (1): REASONS "NEEDS IMPROVEMENT" FOR 2002

- OVERALL PERFORMANCE -

	NUMBER OF RESPONDENTS:	17
☞ Waste management		29%
☞ Town planning policy and approvals		24%
☞ Rates are not giving value for money		18%
☞ Service not as good as other councils		12%
☞ More resources/better handling of environmental issues		12%
☞ Local roads and footpaths		12%
☞ Health and human services		6%
☞ Favour certain areas in Shire/local government area over others		6%
☞ Enforcement of By laws		6%
☞ Decline in standard of service generally provided by council		6%
☞ Customer contact		6%
☞ Council too focussed on internal politics		6%
☞ Appearance of public areas		6%
☞ Waste/spend too much money		0%
☞ Traffic management and parking facilities		0%
☞ Recreational facilities		0%
☞ No specific reason/just don't do anything particularly well		0%
☞ Economic development		0%
☞ Communicating/leading discussion with community		0%
☞ Advocacy - representation to other levels of govt		0%
☞ OTHER (See Appendix A)		18%

CITY OF ADAMSVILLE
CHART THIRTEEN (2): REASONS "NEEDS IMPROVEMENT" FOR 2002

- ADVOCACY -

	NUMBER OF RESPONDENTS:	44
☞ Don't represent the interests of the community	45%	
☞ Don't consult to gauge community views	25%	
☞ Council does not make sufficient effort	23%	
☞ Not sure what the council does/don't communicate effectively	20%	
☞ Council doesn't have much influence or impact	9%	
☞ Council represents some areas/services/interests but neglect others	9%	
☞ Council is more interested in politics than community interests	7%	
☞ OTHER (See Appendix A)	5%	

CITY OF ADAMSVILLE
CHART THIRTEEN (3): REASONS "NEEDS IMPROVEMENT" FOR 2002

- CUSTOMER CONTACT -

	NUMBER OF RESPONDENTS:	23
☞ Took too long to respond	52%	
☞ Lack of follow up	35%	
☞ Issue not resolved in a satisfactory manner	17%	
☞ Not interested in helping/didn't take an interest	13%	
☞ Impolite/rude manner/tone	13%	
☞ Did not achieve outcome I wanted	13%	
☞ Not knowledgeable	9%	
☞ OTHER (See Appendix A)	4%	

CITY OF ADAMSVILLE
CHART THIRTEEN (4): REASONS "NEEDS IMPROVEMENT" FOR 2002

- COMMUNITY ENGAGEMENT -

	NUMBER OF RESPONDENTS:	64
☞ Don't consult sufficiently/effectively	61%	
☞ Need to keep community better informed/communicate more	39%	
☞ Should consult more with the community/use consultants less	22%	
☞ Don't listen to the community	17%	
☞ Only talk to the same people	11%	
☞ Don't take a role in leading discussion	5%	
☞ Inconsistent/pick and choose which issues it leads discussion on	5%	
☞ Only pay lip service to issues	2%	
☞ OTHER (See Appendix A)	9%	

CITY OF ADAMSVILLE

CHART THIRTEEN (5): REASONS "NEEDS IMPROVEMENT" FOR 2002

- LOCAL ROADS AND FOOTPATHS -

	NUMBER OF RESPONDENTS:	60
☞ Improve/Fix/Repair uneven surface of footpaths		37%
☞ More frequent/better re-surfacing of roads		33%
☞ More frequent/better slashing of roadside verges		18%
☞ Increase number of footpaths		13%
☞ Improve standard of unsealed roads (ie loose gravel, corrugations, dust suppression etc)		12%
☞ Prune/trim trees/shrubs overhanging footpaths		8%
☞ Quicker response for repairs to roads, footpaths or gutters		7%
☞ More/better bike paths/roller blading areas etc		5%
☞ Fix/improve unsafe sections of roads		3%
☞ More frequent grading/re-sheeting of un-sealed roads		2%
☞ More frequent maintenance of roadside drains and culverts		2%
☞ Don't do anything for country areas		2%
☞ Improve the quality of maintenance on roads and footpaths		2%
☞ Maintain nature strips		2%
☞ More/better street lighting		2%
☞ More information/notifications about upcoming road works		2%
☞ Fix/improve edges and shoulders of roads		0%
☞ Upgrade roads & bridges to cope with current traffic demands (volume, trucks/B-doubles etc)		0%
☞ Increase number of sealed roads - inside town limits		0%
☞ Increase number of sealed roads - outside town limits		0%
☞ More community consultation about roads and footpaths		0%
☞ More/better roadside drains and culverts		0%
☞ Need improved/more frequent weed control		0%
☞ More/better street/road signs (including position/visibility)		0%
☞ Quicker response to replace/fix street lights		0%
☞ Quicker response to road hazards (eg. stray stock, debris etc)		0%
☞ OTHER (See Appendix A)		7%

CITY OF ADAMSVILLE

CHART THIRTEEN (6): REASONS "NEEDS IMPROVEMENT" FOR 2002

- HEALTH AND HUMAN SERVICES -

	NUMBER OF RESPONDENTS:	27
☞ More funds/resources for programs/services to reduce waiting lists/improve access		48%
☞ Increase resources for/availability of home help		22%
☞ Improve quality of home help		22%
☞ More/better support/services for ethnic/minority/disadvantaged groups (including drug addicts etc)		19%
☞ More facilities/resources for Aged Care (elderly)/better nursing homes		15%
☞ More resources/longer opening hours for Maternal and Child Health facilities		11%
☞ More/better access to people with knowledge about specific programs/services		7%
☞ More/better premises for health or community facilities		7%
☞ Improve quality/variety of food in meals on wheels program		0%
☞ More/better centres/facilities across the shire/in more remote towns/areas		0%
☞ More/better activities/programs for young people		0%
☞ More/better publicity/information about available services		0%
☞ More de-centralisation of service provision across shire/in more remote areas		0%
☞ Improve billing or administration of fee for service programs (eg. Child care, home help etc)		0%
☞ Reduce costs of Child care/pre-schools		0%
☞ Greater availability of meals on wheels outside towns		0%
☞ Reduce costs of home based services		0%
☞ Too much support/resources for specialist programs or minority groups		0%
☞ Better transport arrangements to/from health or community centres/facilities		0%
☞ Greater availability of home help services outside towns		0%
☞ OTHER (See Appendix A)		0%

CITY OF ADAMSVILLE

CHART THIRTEEN (7): REASONS "NEEDS IMPROVEMENT" FOR 2002

- RECREATIONAL FACILITIES -

	NUMBER OF RESPONDENTS:	30
☞ More/better Sporting Complexes (including pools)		30%
☞ Better maintenance of Sporting Fields/Grounds and/or buildings		23%
☞ More/better recreational activities/programs		20%
☞ More/better sporting complexes and/or facilities in smaller towns		13%
☞ More/better/safer Playgrounds and/or equipment		10%
☞ More/better facilities and resources at libraries		10%
☞ More/better arts/cultural facilities/events in smaller towns		7%
☞ Less expensive recreational facilities and activities		3%
☞ Longer opening hours for Sporting Complexes (including pools)		3%
☞ More support for local sporting clubs in smaller towns		3%
☞ More community consultation about recreational facilities etc		0%
☞ More/better bike paths, skate board or roller blade facilities		0%
☞ More facilities/activities for young people/teenagers		0%
☞ More/better performing arts facilities		0%
☞ More/better library buildings		0%
☞ More/better library services/facilities (including mobile services) in smaller towns		0%
☞ Too much money spent on cultural events and festivals		0%
☞ Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees etc		0%
☞ More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)		0%
☞ Larger range/greater availability of books		0%
☞ More/better events and festivals		0%
☞ Increase opening hours/days		0%
☞ More facilities/activities for elderly/older people		0%
☞ Not enough support for local community groups		0%
☞ Not enough money spent on cultural events and festivals		0%
☞ More/better galleries/displays etc		0%
☞ More publicity/information on facilities and activities/programs		0%
☞ Better transport arrangements to/from central facilities/events (sport/cultural/recreation)		0%
☞ Reduce fees/charges/fines		0%
☞ More/better programs/activities at Libraries		0%
☞ More helpful/friendly staff		0%
☞ Improve coverage/frequency of visits for mobile library services		0%
☞ OTHER (See Appendix A)		20%

CITY OF ADAMSVILLE

CHART THIRTEEN (8): REASONS "NEEDS IMPROVEMENT" FOR 2002

- APPEARANCE OF PUBLIC AREAS -

	NUMBER OF RESPONDENTS:	41
☞ Better maintenance of parks and gardens		24%
☞ More frequent street cleaning		24%
☞ More frequent/better removal of litter in parks and gardens		22%
☞ More frequent slashing/mowing of public areas		20%
☞ Improve streetscapes with landscape or architectural features		15%
☞ Better maintenance of amenities (eg. BBQ's, Picnic tables, toilets etc) within parks/gardens		12%
☞ More street trees		10%
☞ More frequent/better pruning of street trees		7%
☞ Better maintenance of beaches, lakes, rivers etc and surrounding areas		7%
☞ Better landscaping/design (eg. more colour, more shady trees)		5%
☞ More parks and gardens/open spaces		5%
☞ More emphasis on smaller towns		2%
☞ More frequent sweeping of leaves		2%
☞ More frequent spraying of weeds in open spaces		2%
☞ Better/different types/mix of trees		2%
☞ Better amenities within parks/gardens (eg. BBQ's. Picnic tables, toilets etc)		2%
☞ More public litter bins		2%
☞ More/better cleaning of toilet blocks		0%
☞ Quicker/more frequent removal of graffiti		0%
☞ Too much money/resources wasted on landscaping and/or streetscapes		0%
☞ More/better cleaning up of condoms, syringes etc in parks, beaches etc		0%
☞ More frequent watering of green public areas		0%
☞ More frequent clearing of public litter bins		0%
☞ Restrict billboards, other advertising signage and other eyesores		0%
☞ More/better cleaning up of dog litter		0%
☞ Better/different types/mix of trees		0%
☞ OTHER (See Appendix A)		12%

CITY OF ADAMSVILLE

CHART THIRTEEN (9): REASONS "NEEDS IMPROVEMENT" FOR 2002

- TRAFFIC MANAGEMENT -

	NUMBER OF RESPONDENTS:	72
☞ More parking facilities adjacent to shopping and business centres		54%
☞ More parking facilities/capacity		22%
☞ Improve traffic management at intersections		17%
☞ Improve road signage - general		7%
☞ Less roundabouts		6%
☞ Improve blind spots, dangerous curves etc on country roads (excluding highways)		6%
☞ Poor traffic/parking management		4%
☞ More speed inhibitors (humps, barriers, traffic islands etc)		3%
☞ Reduce speed limits in residential areas		3%
☞ Less parking restrictions		1%
☞ More parking enforcement/traffic officers		1%
☞ Streets/roads too narrow/need widening		1%
☞ More parking specifically allocated for residents		1%
☞ More parking restrictions		1%
☞ Improved parking management around schools/more parking around schools		1%
☞ More pedestrian crossings		1%
☞ More parking meters		1%
☞ Reduce speed limits near schools		1%
☞ Fewer parking meters		0%
☞ More community consultation		0%
☞ More free parking		0%
☞ More disabled parking needed		0%
☞ Fewer speed inhibitors (humps, barriers traffic islands etc)		0%
☞ Redesign of roads has made them unsafe		0%
☞ More roundabouts		0%
☞ Less parking enforcement/parking officers		0%
☞ Restrict/discourage traffic on residential roads		0%
☞ Install more traffic lights at dangerous intersections		0%
☞ More restrictions on parking of trucks in residential areas		0%
☞ More parking permits per household for residents		0%
☞ More courteous parking officers		0%
☞ Improve road signage - school crossings and bus stops		0%
☞ Improve signage for/management of stock crossings		0%
☞ Cost of parking permits for residents		0%
☞ Greater restriction of non-resident parking		0%
☞ OTHER (See Appendix A)		17%

CITY OF ADAMSVILLE

CHART THIRTEEN (10): REASONS "NEEDS IMPROVEMENT" FOR 2002

- WASTE MANAGEMENT -

	NUMBER OF RESPONDENTS:	34
☞ Lower fees for Tips etc		56%
☞ More comprehensive recycling program		15%
☞ Any/More frequent collection of green waste/vegetation		12%
☞ Any/More frequent hard waste collection		9%
☞ Better siting of tips etc (too close to residential areas)		9%
☞ Tip/transfer stations in poor condition/badly managed		9%
☞ More convenient location of tips/transfer stations/rubbish dumps		6%
☞ Better containers for collection of recyclable materials		6%
☞ Bigger bins		6%
☞ More frequent collection of recyclable materials		6%
☞ Longer opening times/days for Tips etc		3%
☞ More reliable Collections		3%
☞ Cost of garbage/waste collection too much (including bins)		3%
☞ More education/promotion for recycling		3%
☞ Extend areas covered by garbage collection in areas outside townships		3%
☞ Reduce cost of second/larger bins		3%
☞ No collection of recyclable materials		0%
☞ More community consultation		0%
☞ No garbage collection		0%
☞ Spilling garbage on footpath/ road during garbage collection		0%
☞ Less damage to garbage bins		0%
☞ Bins should be returned upright to kerbside		0%
☞ Too many rules/restrictions on pick up of green waste/recycling		0%
☞ Being charged for waste disposal but not having a garbage collection		0%
☞ Smaller bins		0%
☞ Less restrictions on amount collected		0%
☞ Inconvenient location of pick-up points for garbage bins		0%
☞ More frequent rubbish collection		0%
☞ OTHER (See Appendix A)		3%

CITY OF ADAMSVILLE
CHART THIRTEEN (11): REASONS "NEEDS IMPROVEMENT" FOR 2002

- ENFORCEMENT OF BY LAWS -

	NUMBER OF RESPONDENTS:	49
☞ Greater enforcement of animal By-laws		51%
☞ Greater enforcement of noise By-laws (domestic, industrial, traffic etc)		29%
☞ Greater enforcement of fire prevention By-laws to clean up properties		14%
☞ Greater enforcement of parking restrictions		12%
☞ Quicker response to reports of By-law infringements		8%
☞ Better attitude for by-laws enforcement officers/rangers		6%
☞ By-laws are too lenient		6%
☞ Greater enforcement of food handling By-laws		4%
☞ Greater enforcement of pollution By-laws (domestic, industrial, traffic etc)		4%
☞ Greater enforcement of littering By-laws		2%
☞ Less enforcement of parking restrictions		0%
☞ By-laws are too stringent		0%
☞ Greater enforcement of fire prevention By-laws		0%
☞ Greater enforcement of stock crossing By-laws		0%
☞ Greater enforcement of septic/sullage overflow By-laws		0%
☞ Greater enforcement of footpath/kerbside trading laws		0%
☞ Greater enforcement of By-laws effecting stray stock		0%
☞ Fines are too high		0%
☞ OTHER (See Appendix A)		10%

CITY OF ADAMSVILLE
CHART THIRTEEN (12): REASONS "NEEDS IMPROVEMENT" FOR 2002

- ECONOMIC DEVELOPMENT -

	NUMBER OF RESPONDENTS:	61
☞ Need more/better job creation programs/employment opportunities	64%	
☞ Not enough support for local businesses	21%	
☞ Encourage more tourism	11%	
☞ Encourage more companies/industries to re-locate to the area	10%	
☞ Greater emphasis on Economic Development in general	10%	
☞ Not enough promotion of local businesses	7%	
☞ Encourage more desirable industries to locate to the area	3%	
☞ Economic development programs are too focussed on majors towns	2%	
☞ Encourage/retain key services such as GP's, hospitals and banks in rural areas	2%	
☞ Restrict/discourage undesirable industries in the area	0%	
☞ OTHER (See Appendix A)	8%	

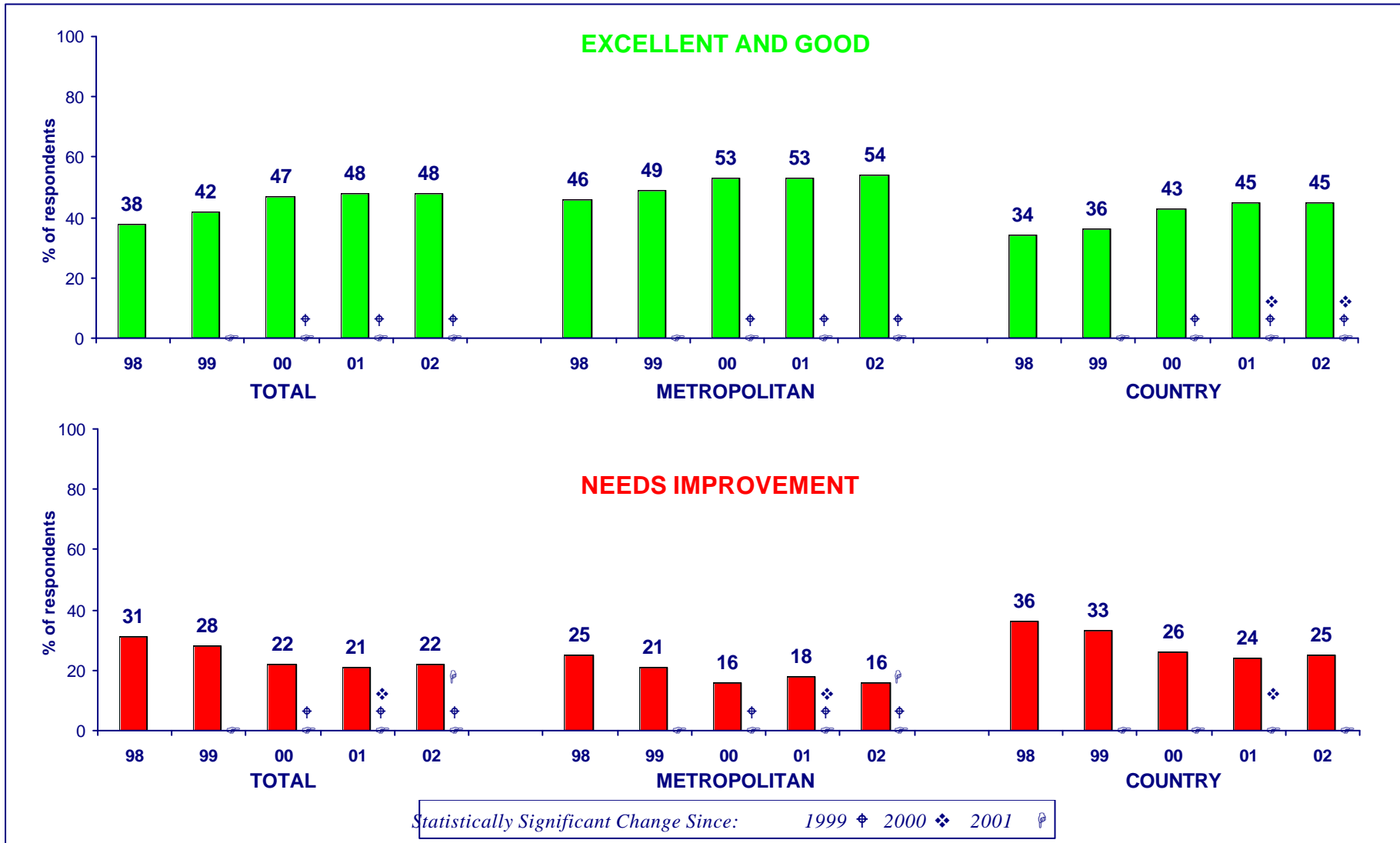
**CITY OF ADAMSVILLE
CHART THIRTEEN (13): REASONS "NEEDS IMPROVEMENT" FOR 2002**

- TOWN PLANNING POLICY AND APPROVALS -

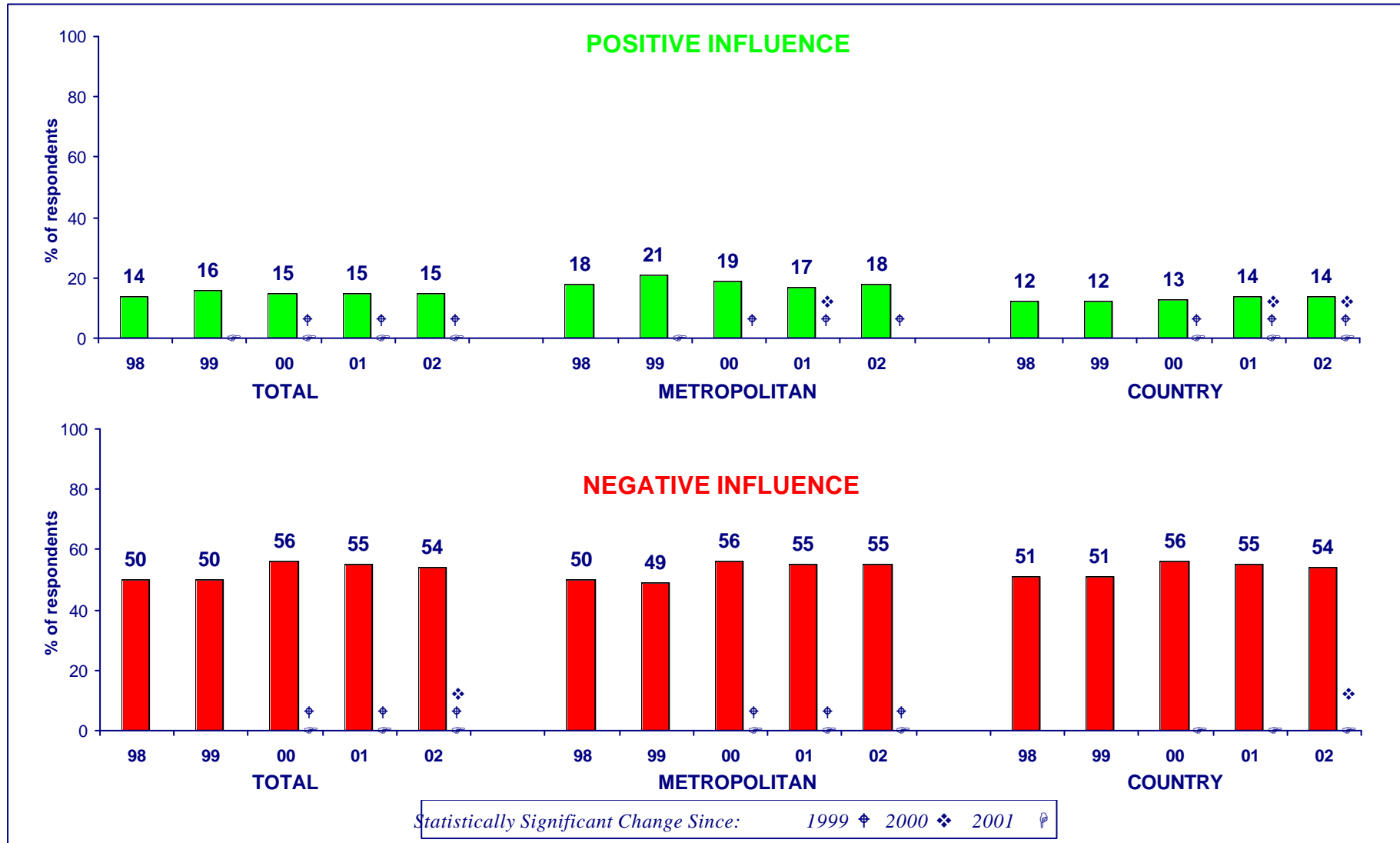
	NUMBER OF RESPONDENTS:	26
☞ Take better account of environmental issues		23%
☞ Better planning policies		19%
☞ More consultation with community		19%
☞ Too little regulation in heritage areas		15%
☞ Council should be stronger in representing community opinion		8%
☞ More consistent decisions		8%
☞ More efficient/faster approval processes		8%
☞ Better planning for development of shopping areas		8%
☞ Take better account of impact on neighbouring properties		4%
☞ Less high density dwellings		4%
☞ Too much residential sub-division		4%
☞ Too little regulation on farming properties		4%
☞ Greater enforcement of/adherence to planning policies		0%
☞ Greater clarity/information on guidelines and process for building application		0%
☞ Too much regulation in heritage areas		0%
☞ Ugly/inappropriate design/development (no character)		0%
☞ More helpful Town planning staff		0%
☞ Reduce permit fees		0%
☞ Greater clarity/information on guidelines and process for building objections		0%
☞ Too much regulation on farming properties		0%
☞ Not enough residential sub-division		0%
☞ OTHER (See Appendix A)		15%

**METROPOLITAN & COUNTRY
RESULTS**

ANNUAL CONSTITUENT SATISFACTION SURVEY 2002 KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001 - OVERALL PERFORMANCE -



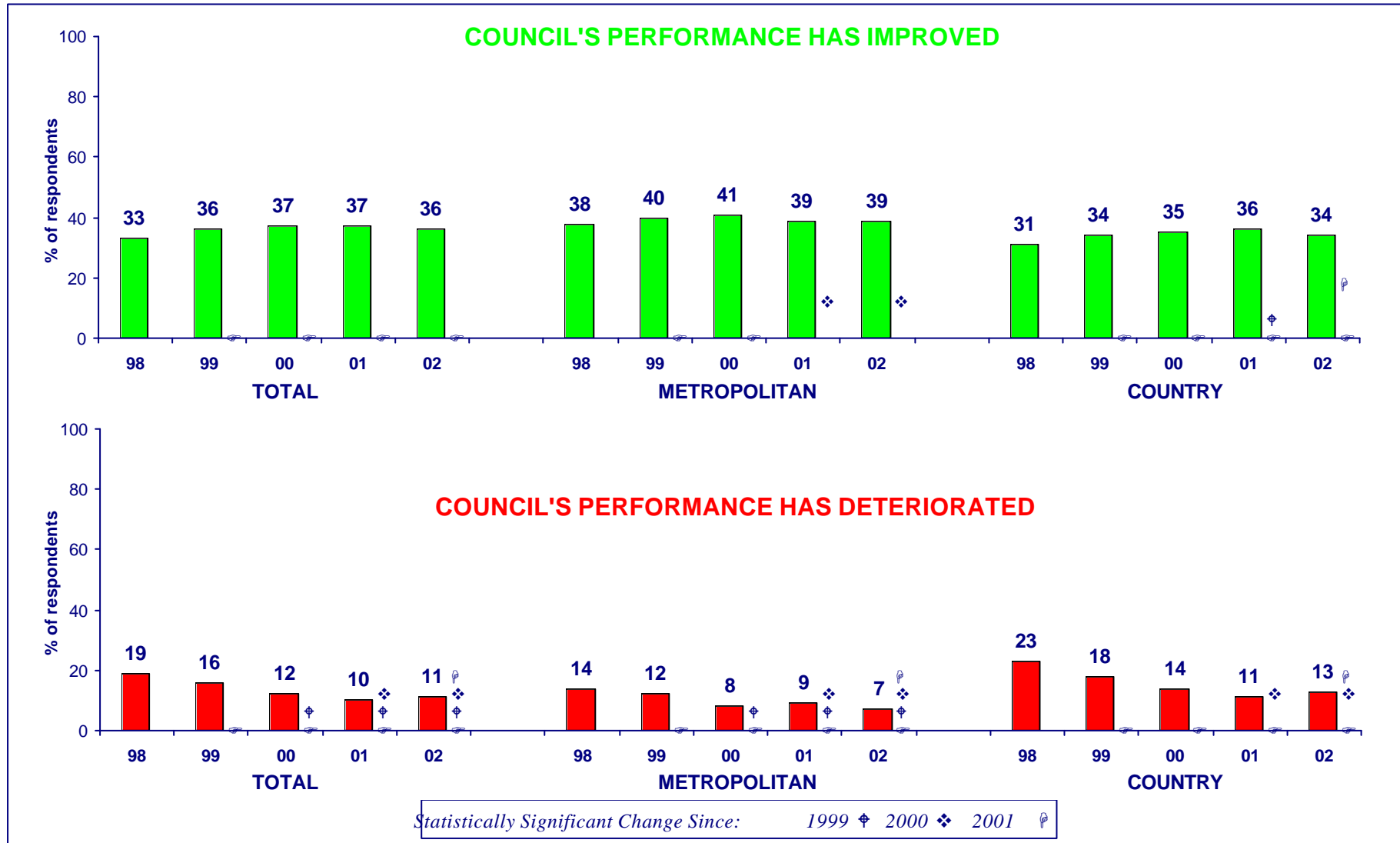
**ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001
- ISSUES STRONGLY INFLUENCED ASSESSMENT -**



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

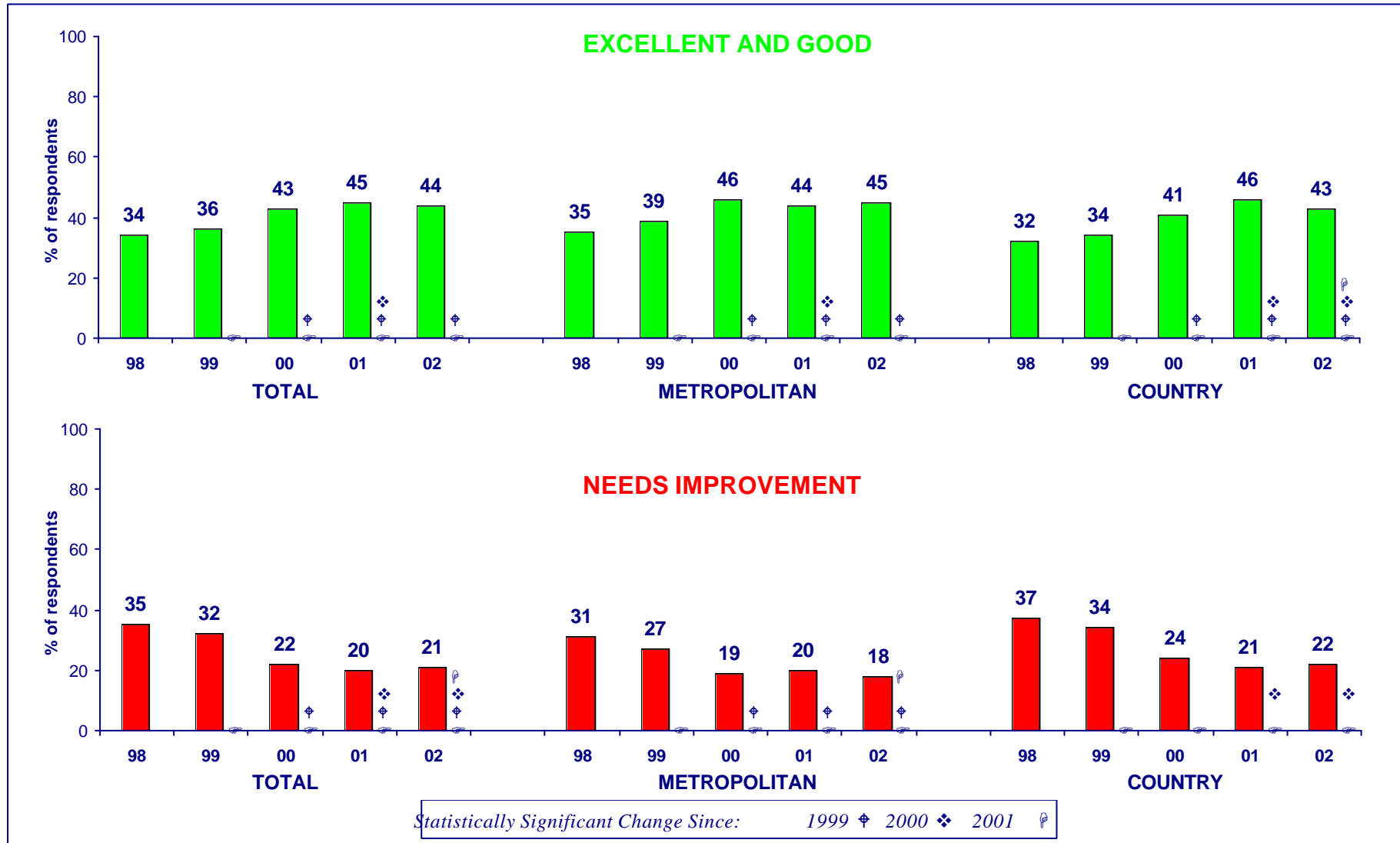
- DIRECTION OF CHANGE -



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

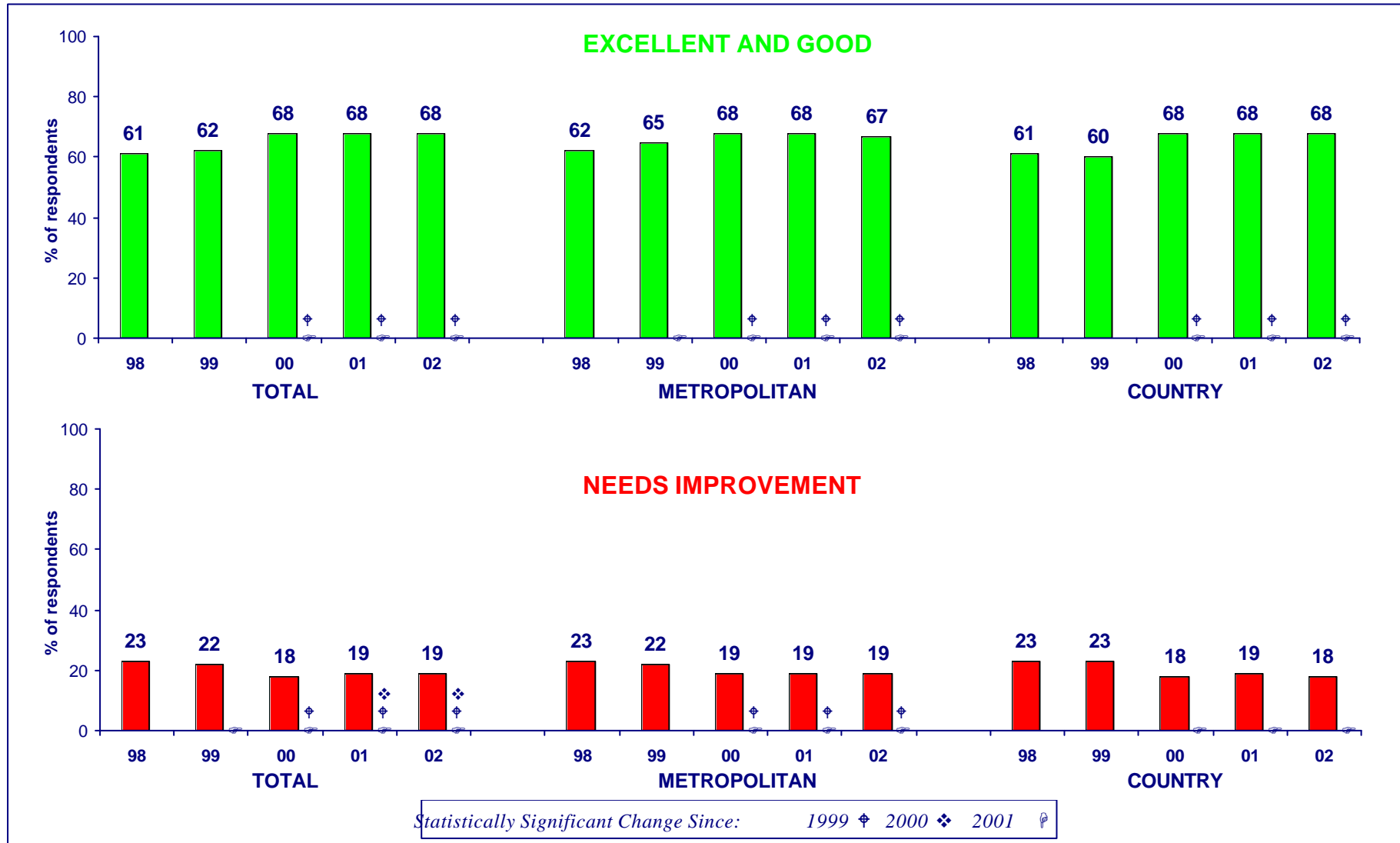
- ADVOCACY -



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

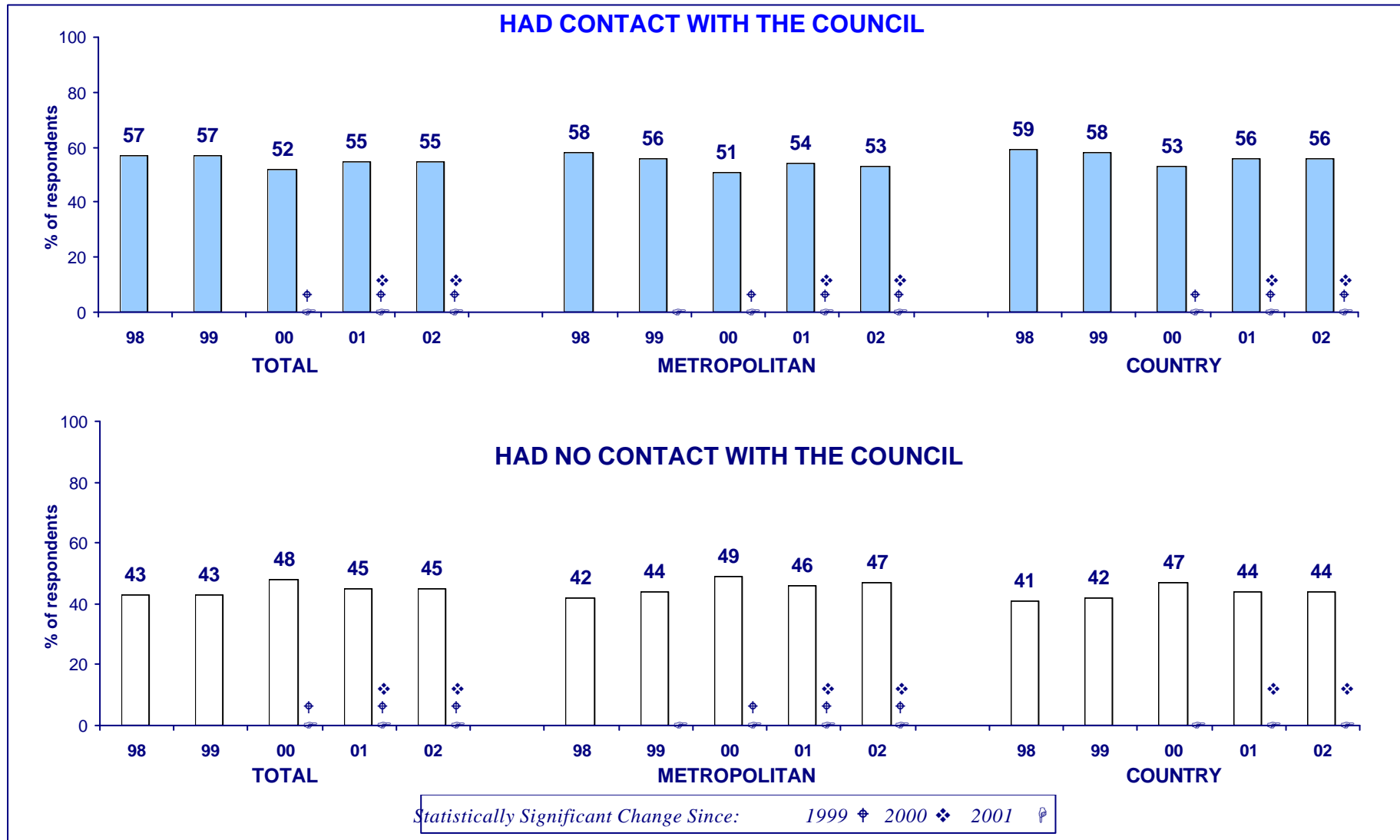
- CUSTOMER CONTACT -



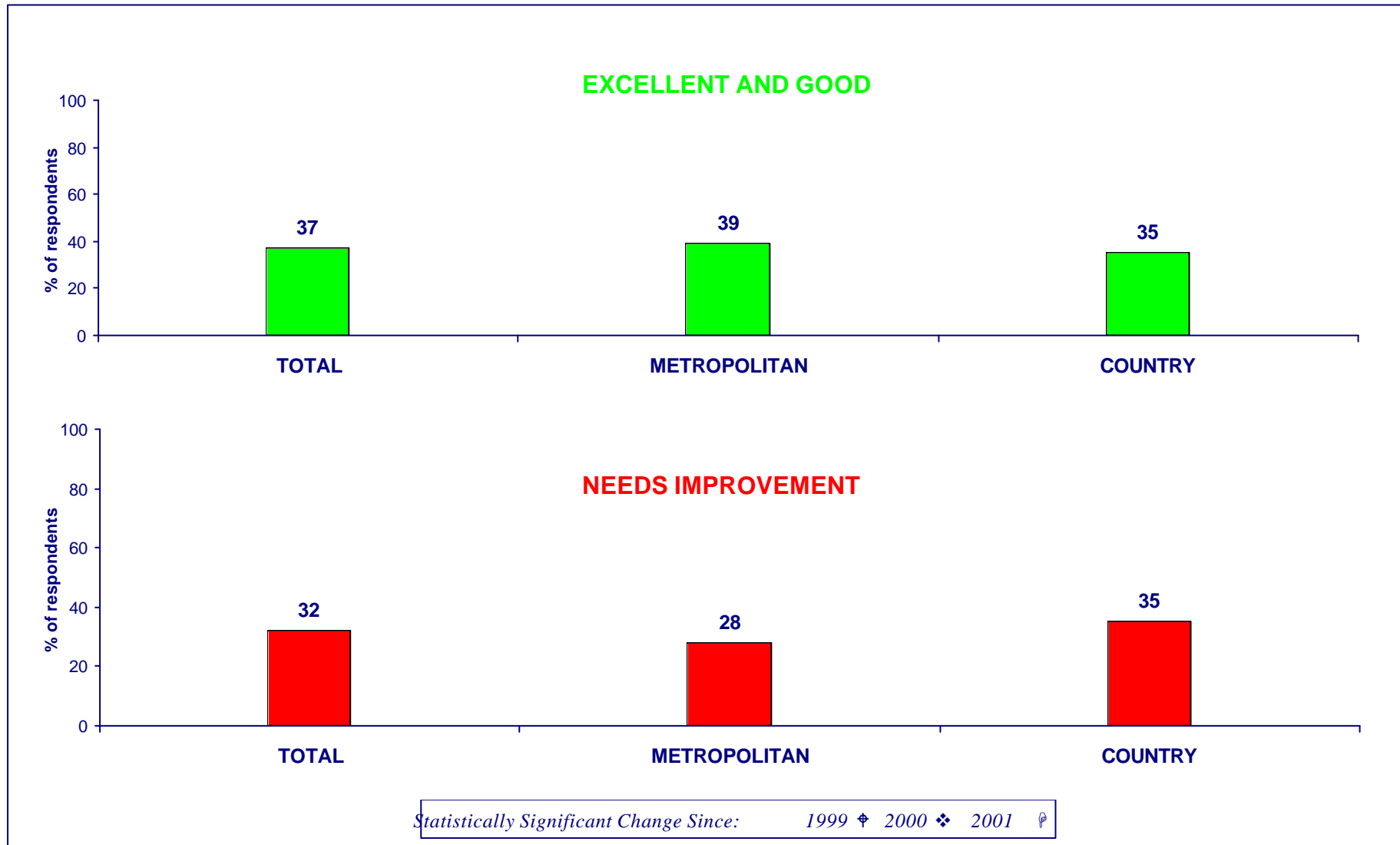
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

- EXPERIENCED CUSTOMER CONTACT -



**ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001
- COMMUNITY ENGAGEMENT* -**

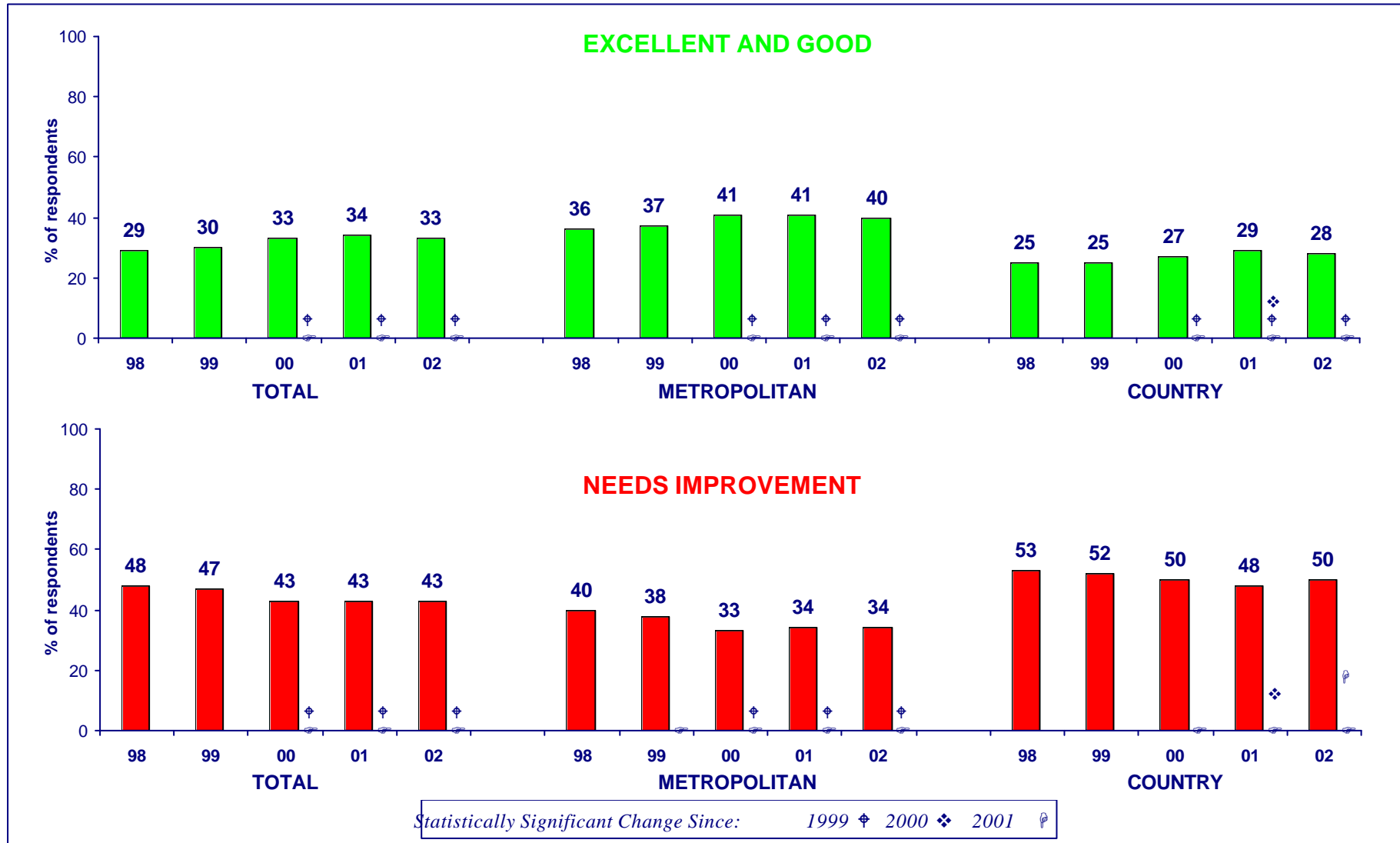


* New Indicator for 2002

ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

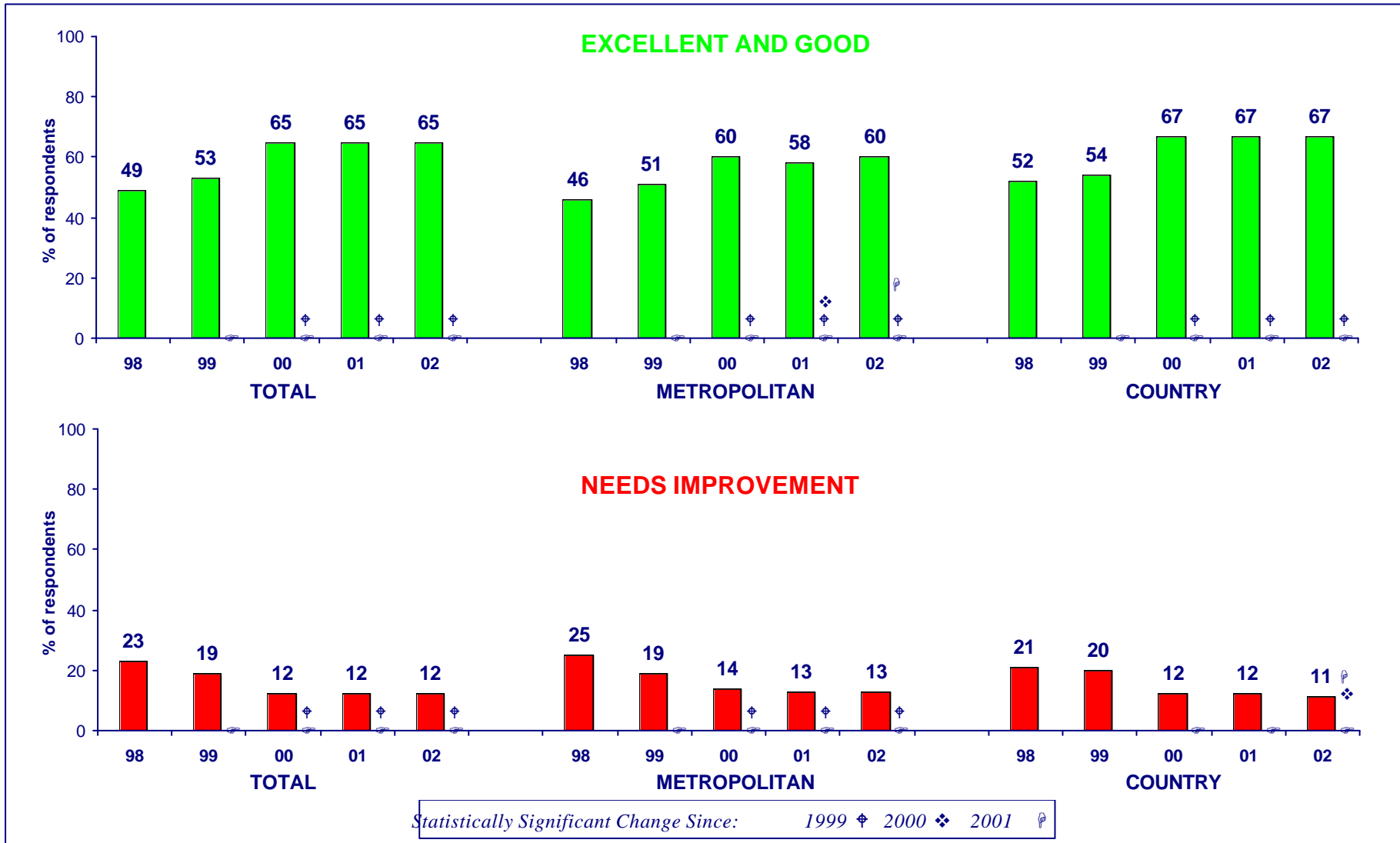
- LOCAL ROADS AND FOOTPATHS -



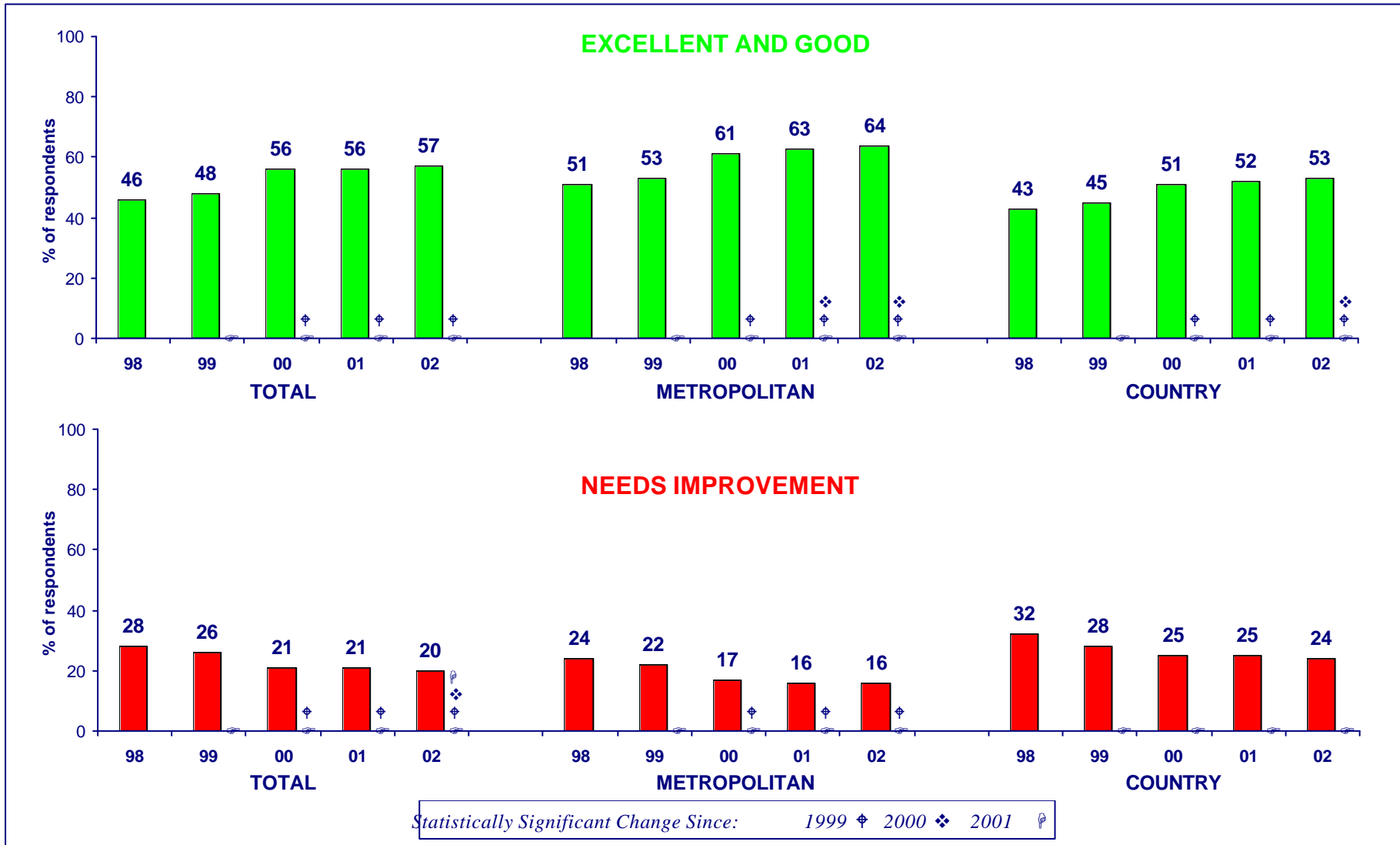
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

- HEALTH AND HUMAN SERVICES -



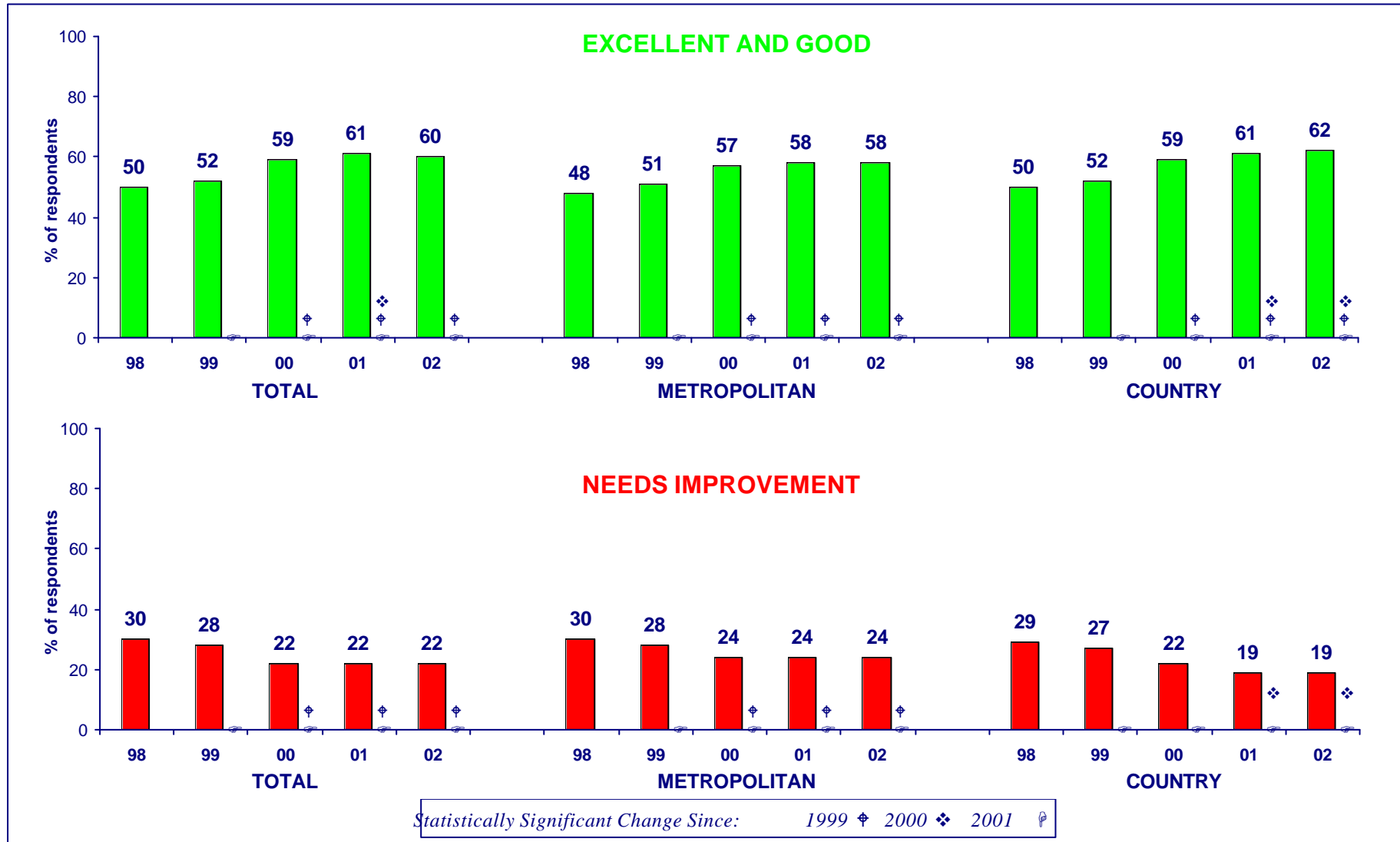
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002 KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001 - RECREATIONAL FACILITIES -



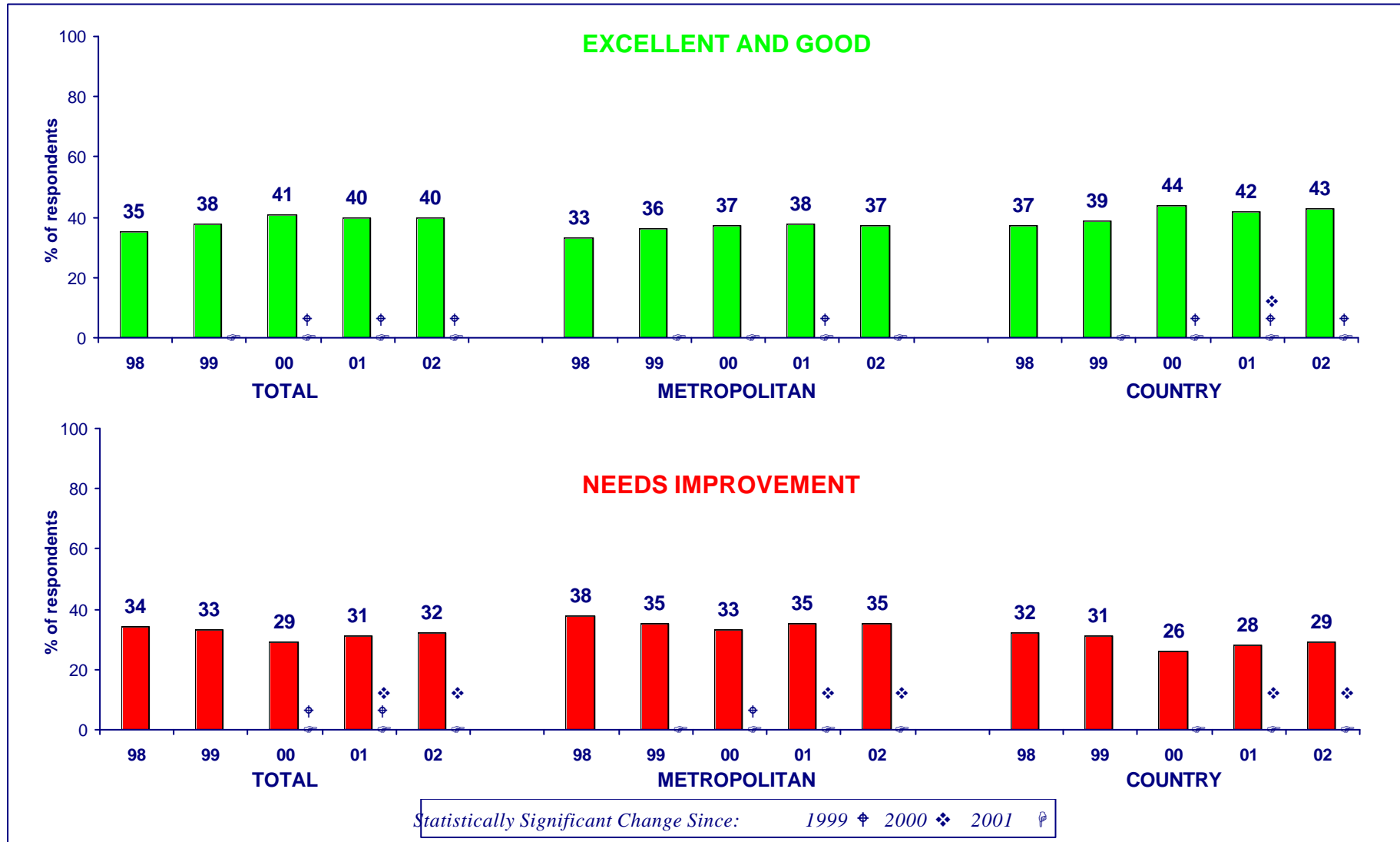
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

- APPEARANCE OF PUBLIC AREAS -



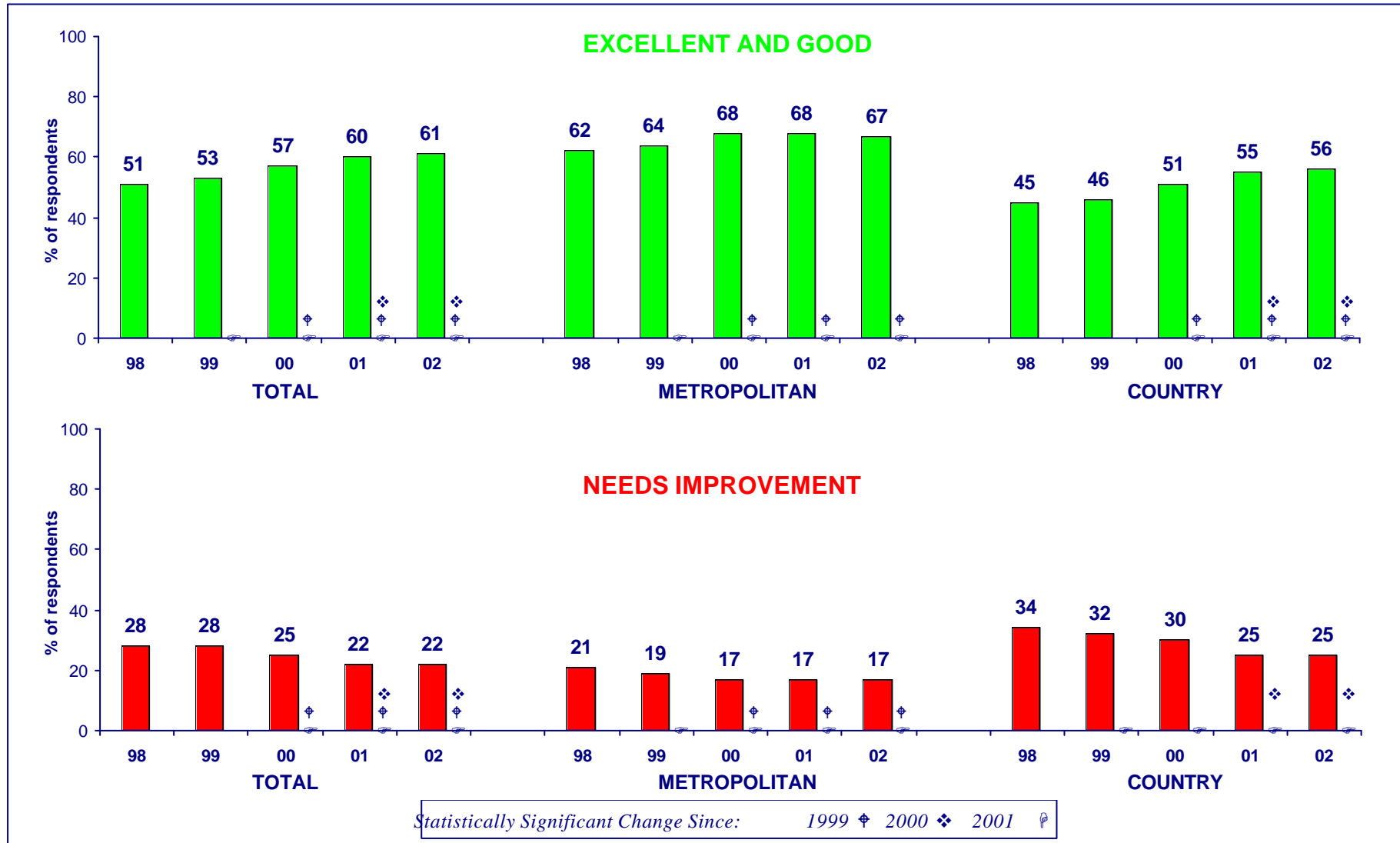
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002 KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001 - TRAFFIC MANAGEMENT AND PARKING FACILITIES -



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

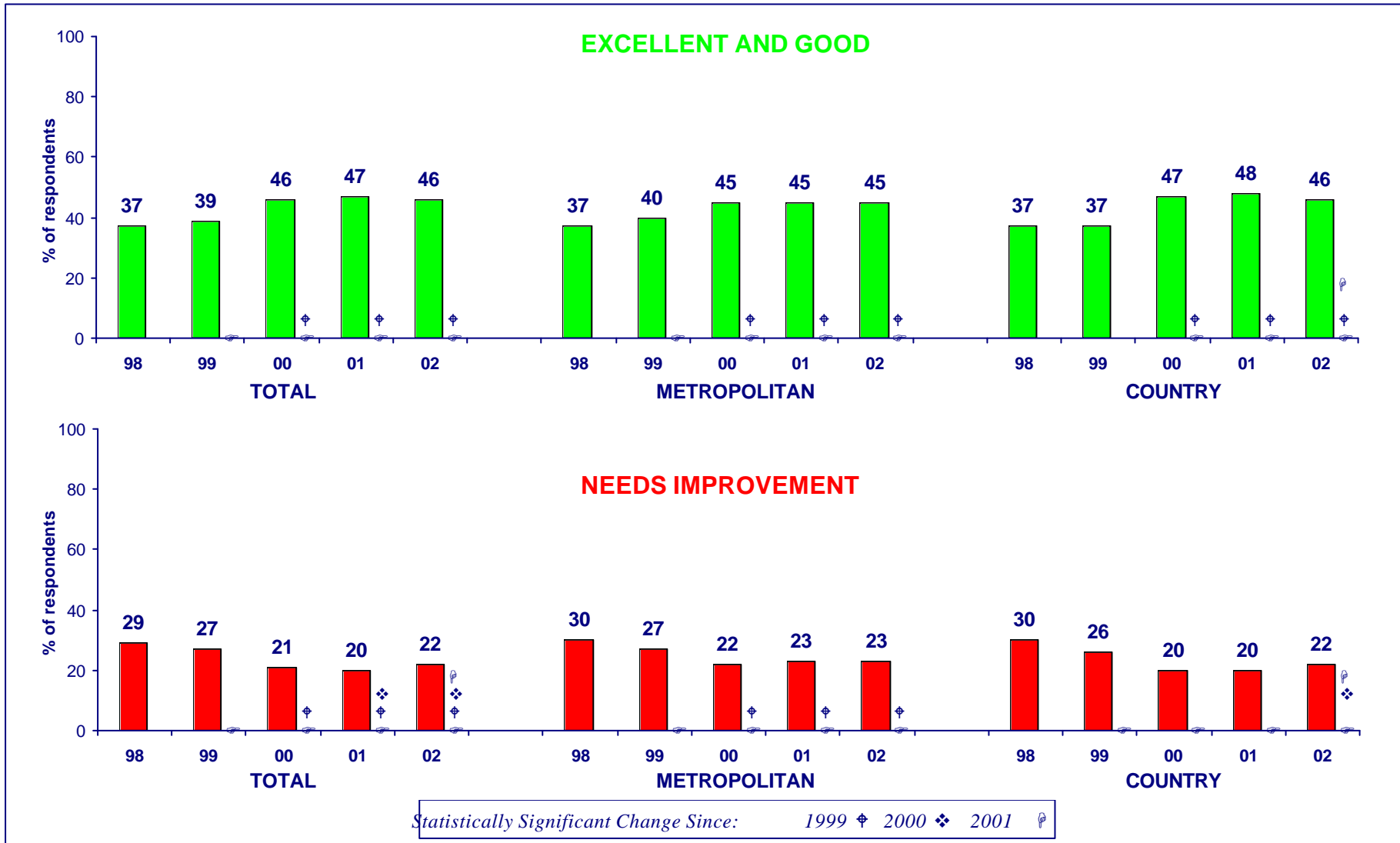
- WASTE MANAGEMENT -



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

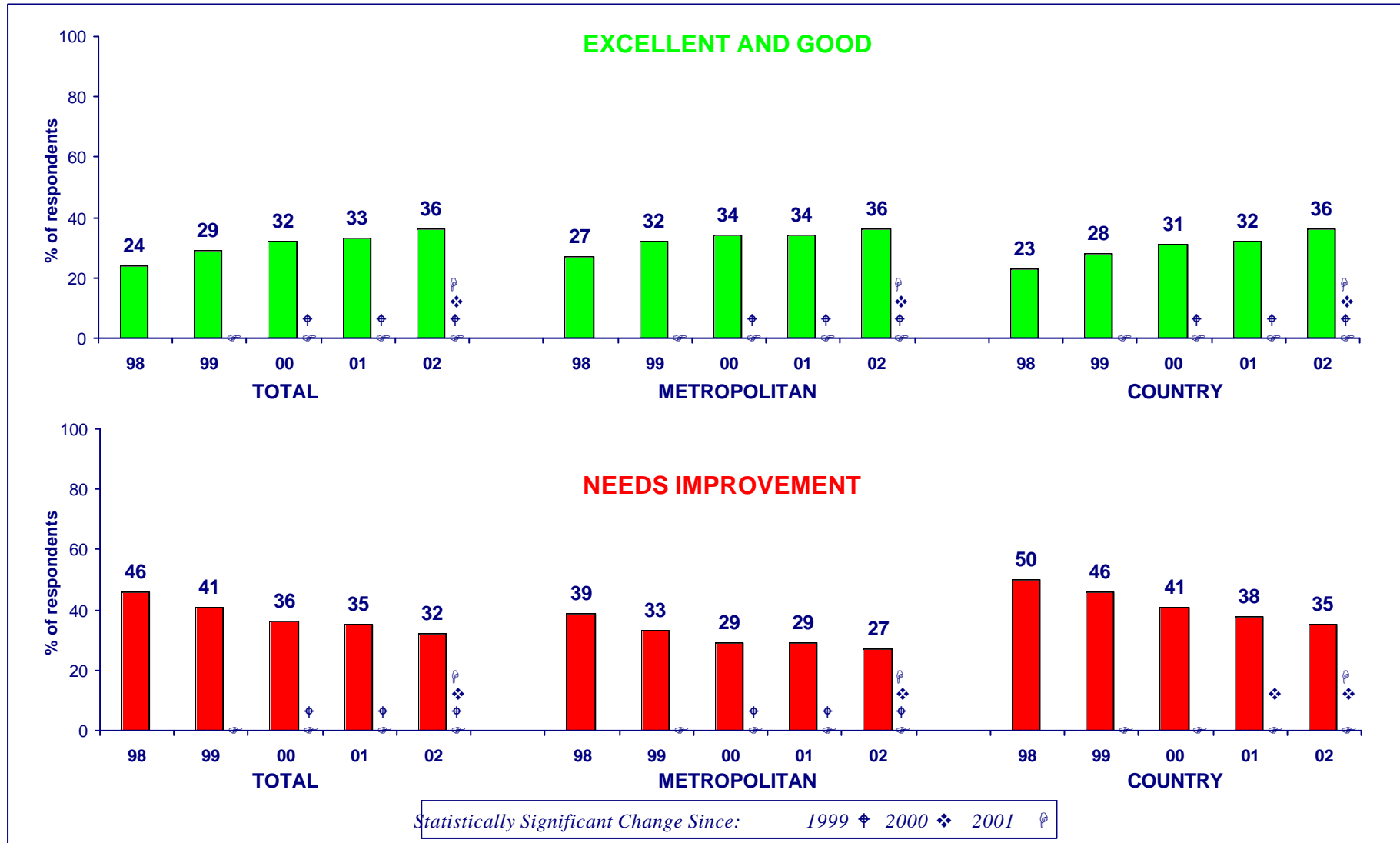
- ENFORCEMENT OF BY LAWS -



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

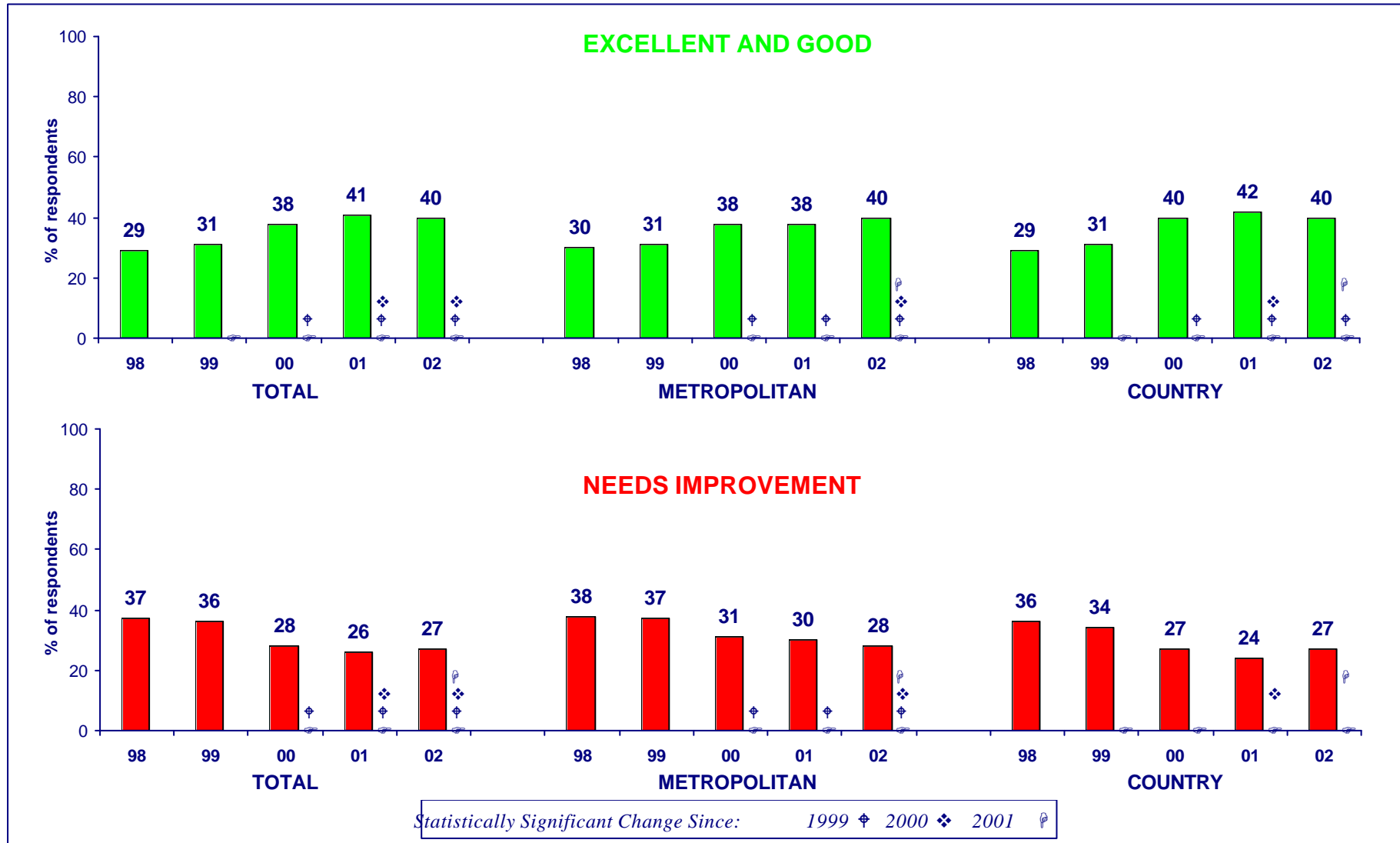
- ECONOMIC DEVELOPMENT -



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

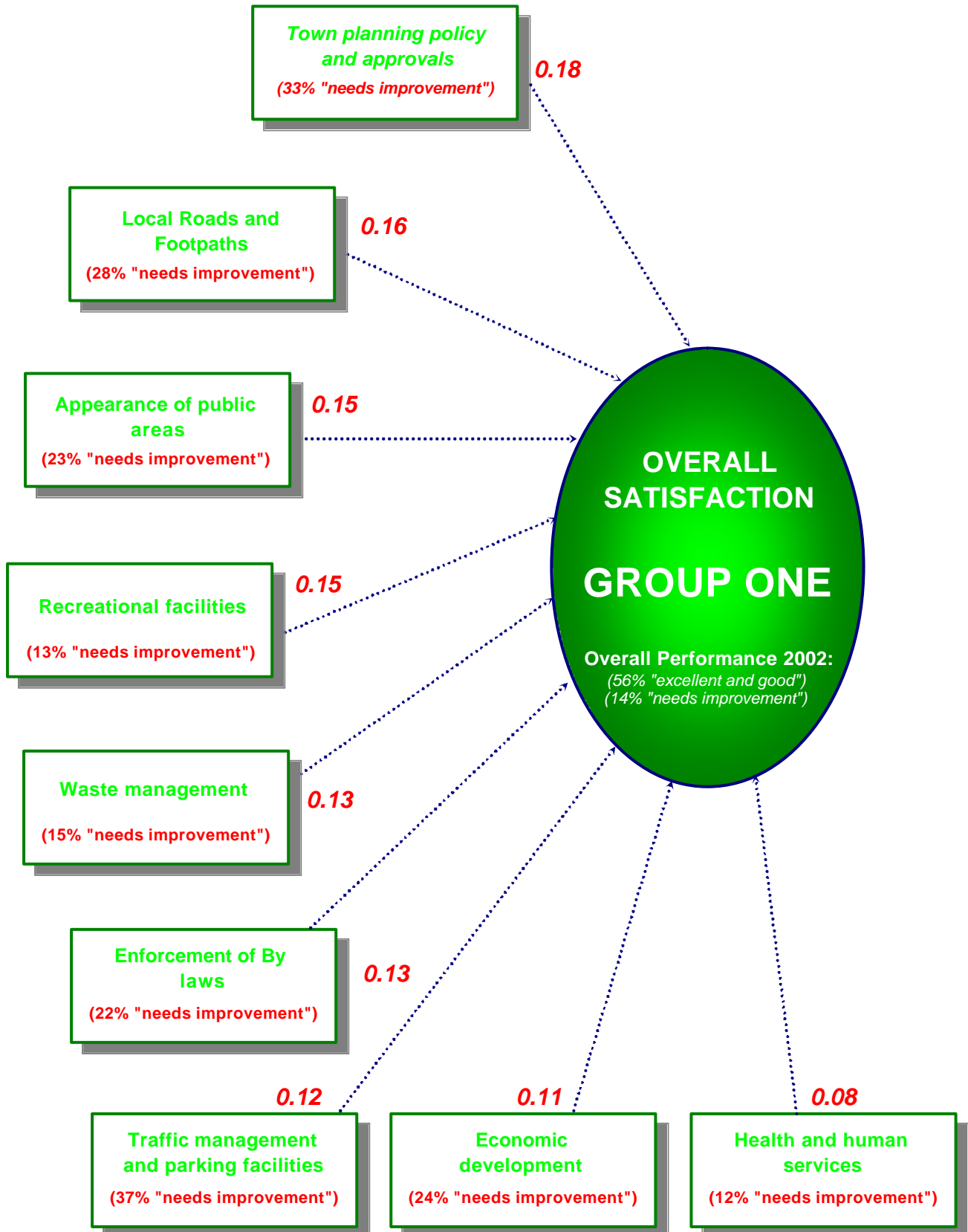
KEY PERFORMANCE INDICATORS FOR 2002 - COMPARED WITH 1998, 1999, 2000 & 2001

- TOWN PLANNING POLICY AND APPROVALS -

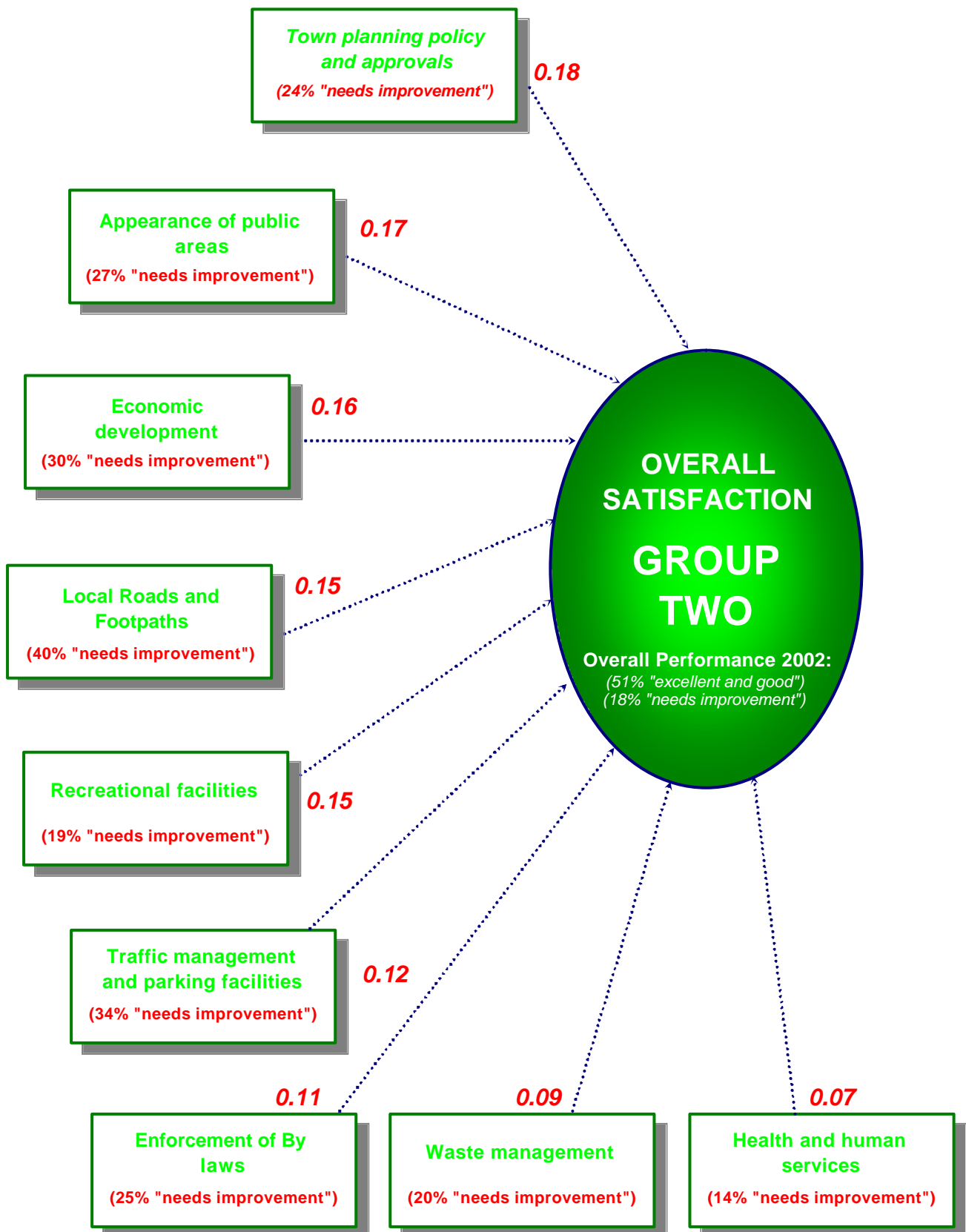


**REGRESSION ANALYSIS:
GROUPS ONE – FIVE
METROPOLITAN & COUNTRY**

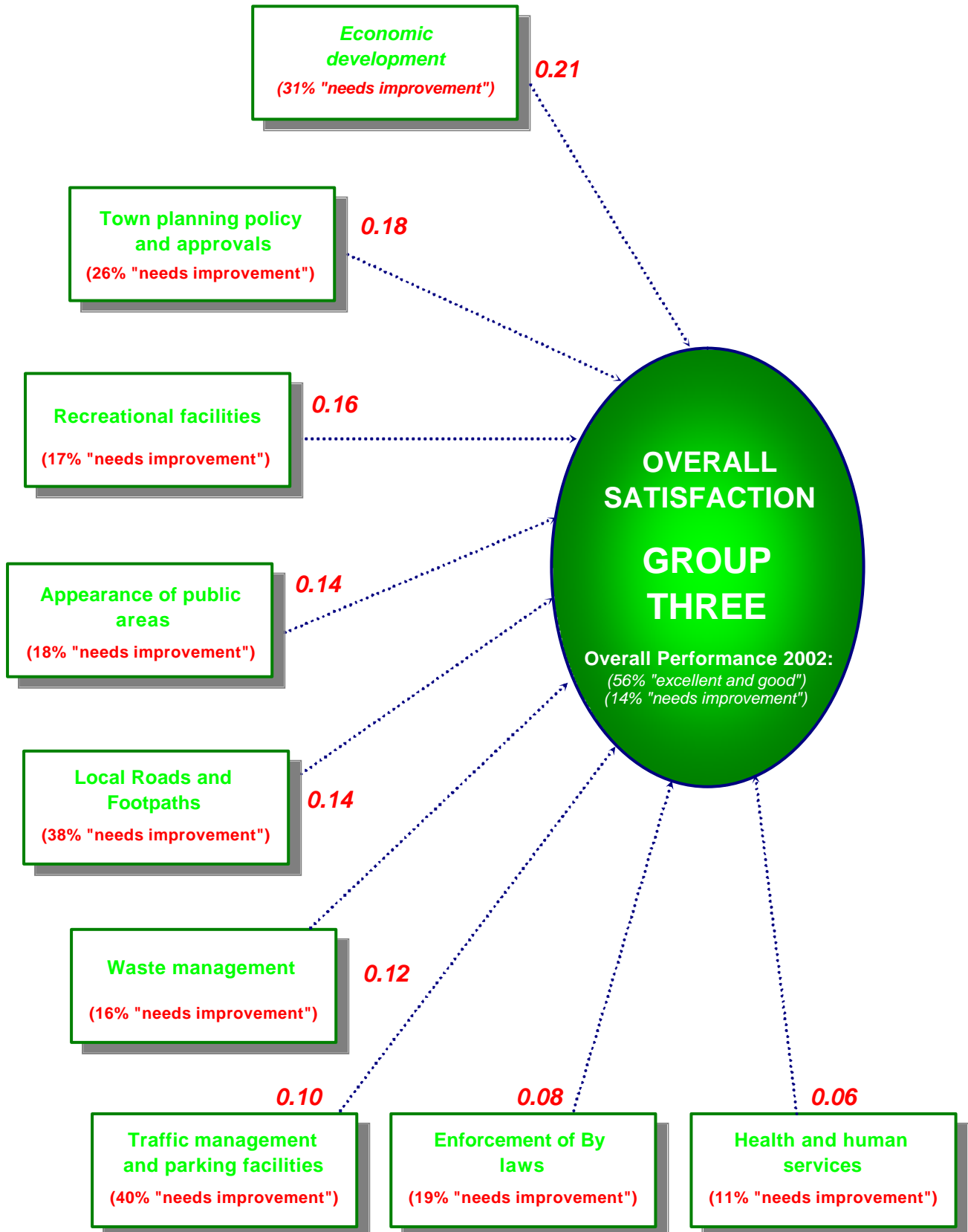
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
 DERIVED DRIVERS OF SATISFACTION FOR 2002
 GROUP ONE



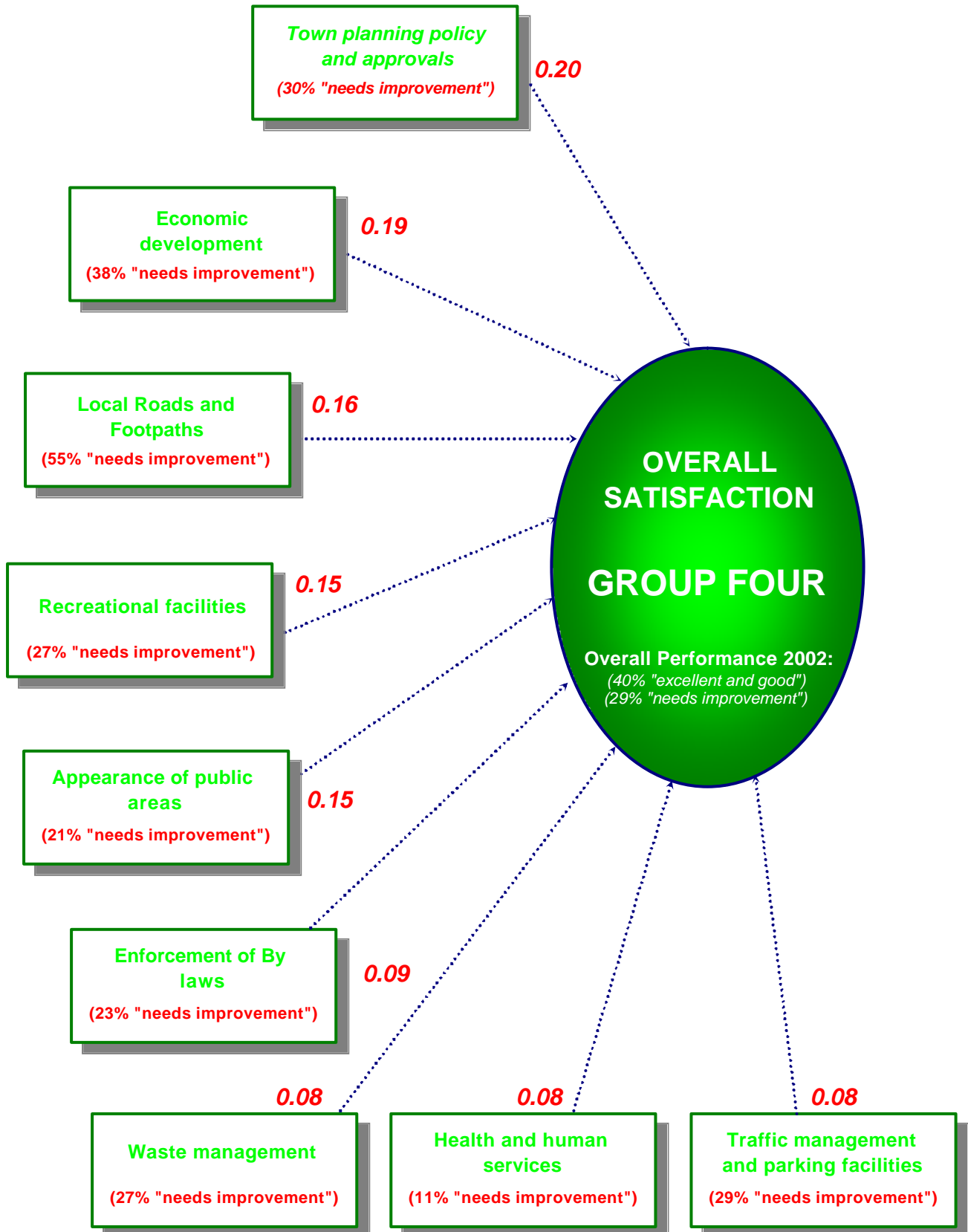
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
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GROUP TWO



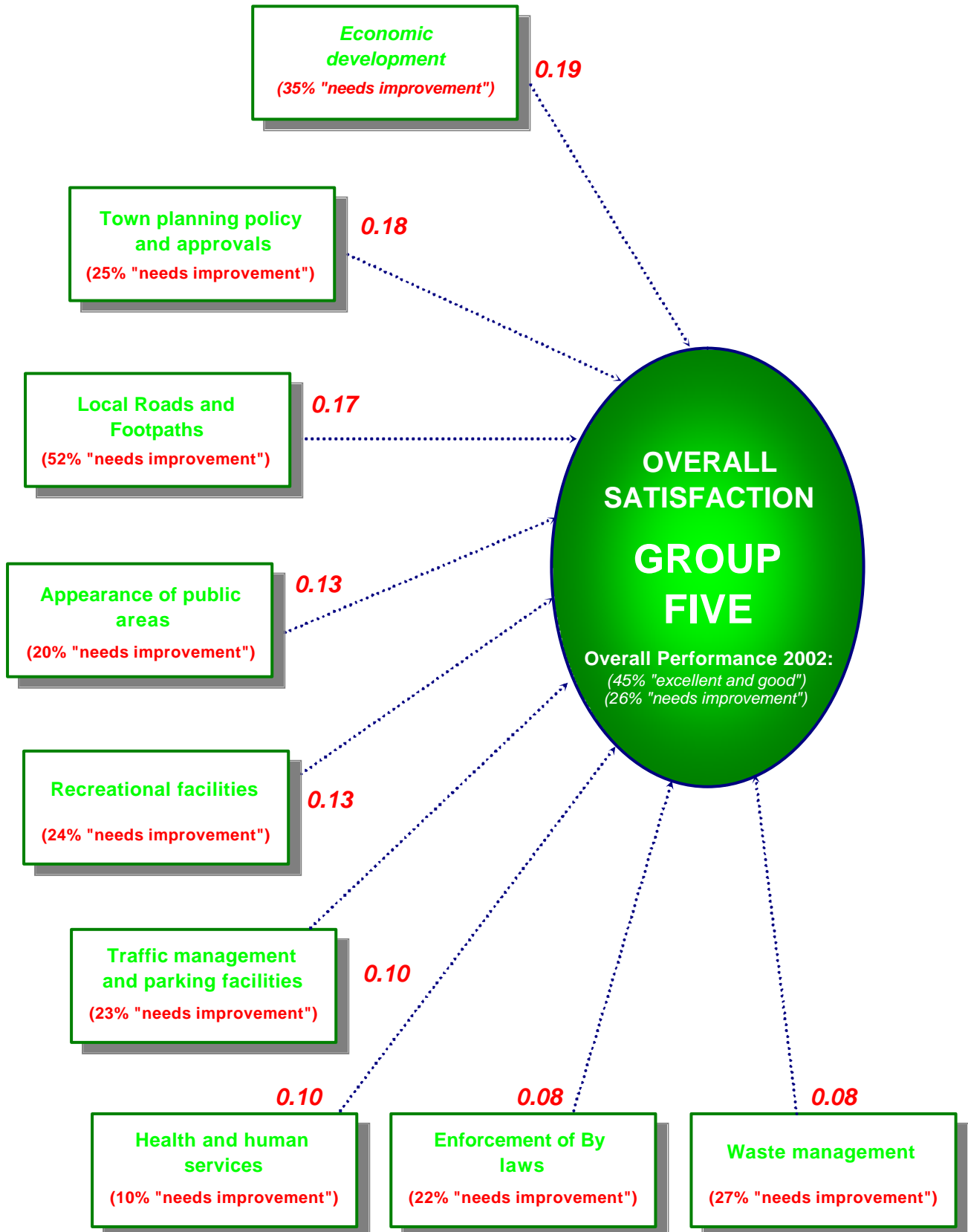
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
 DERIVED DRIVERS OF SATISFACTION FOR 2002
GROUP THREE



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
 DERIVED DRIVERS OF SATISFACTION FOR 2002
GROUP FOUR



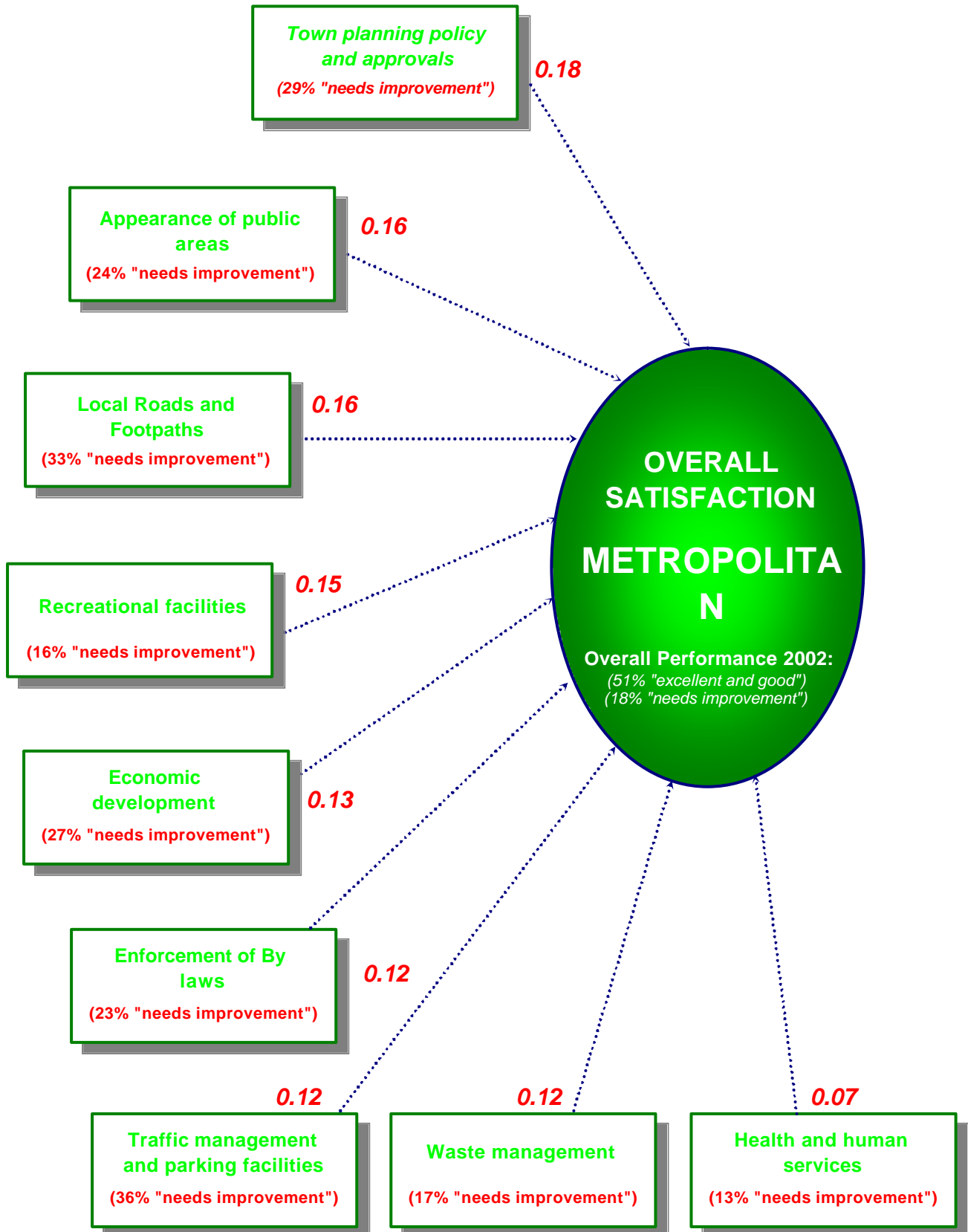
ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
 DERIVED DRIVERS OF SATISFACTION FOR 2002
 GROUP FIVE



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002

DERIVED DRIVERS OF SATISFACTION FOR 2002

METROPOLITAN



ANNUAL CONSTITUENT SATISFACTION SURVEY 2002
 DERIVED DRIVERS OF SATISFACTION FOR 2002
 COUNTRY

