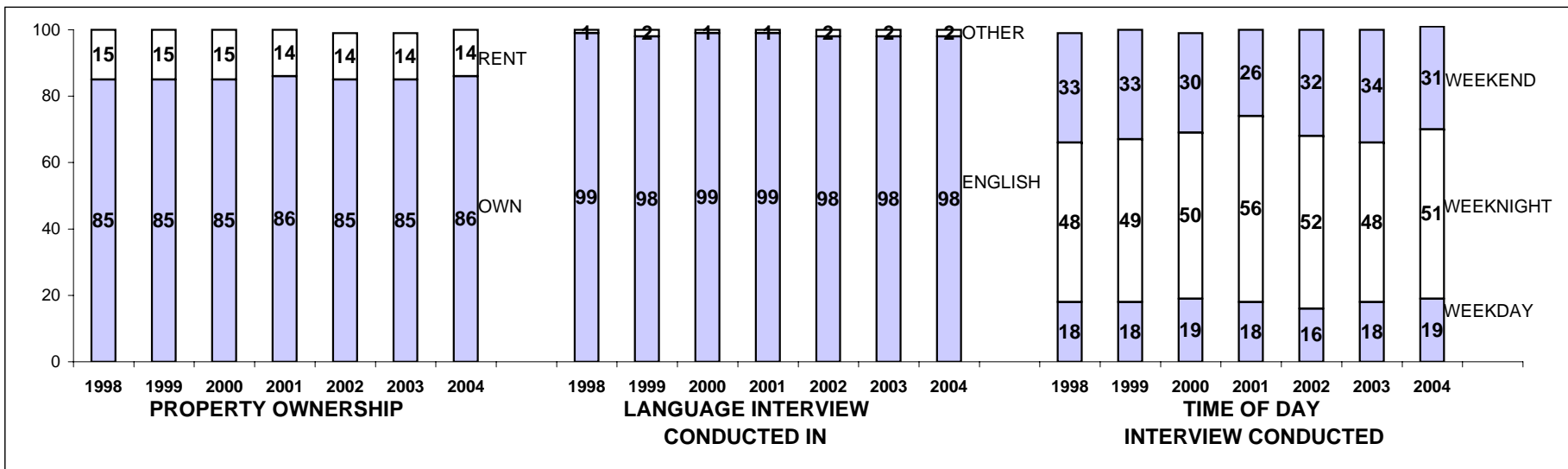
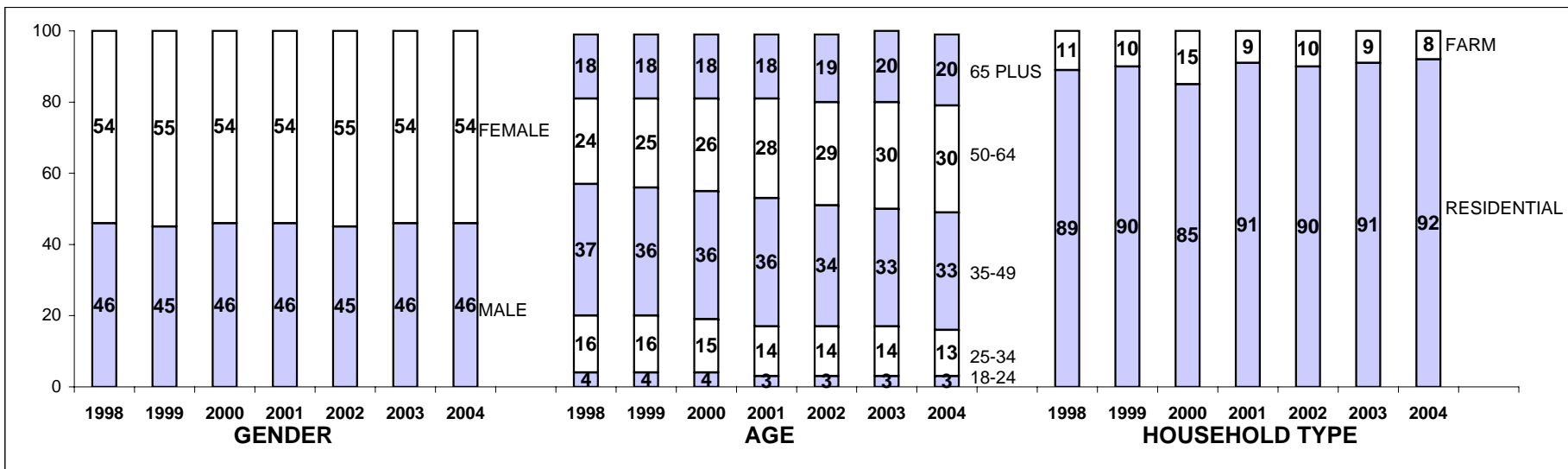

***PROFILE OF RESPONDENT
CHARACTERISTICS***

ANNUAL CONSTITUENT SATISFACTION SURVEY 2004 RESPONDENT PROFILE



SURVEY QUESTIONNAIRE

- Option A

- Option B

**LOCAL GOVERNMENT DIVISION
RESIDENTS QUESTIONNAIRE
Option A
- 2004 -**

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 Government2 **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 Household2
- 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).

- Male1
- 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 performance1
- 2. **Good** - a high standard2
- 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?

- Yes1
- No2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths <i>Excluding ...</i> Highways and main roads (but <i>including</i> roadside slashing/maintenance - RURAL ONLY)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
2. Health and Human Services <i>This includes ...</i> Meals on Wheels Home Help Maternal and Child Health Immunisation Child Care <u>And Support for Disadvantaged and Minority Groups</u> (but <i>excludes</i> hospitals)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	<input type="checkbox"/>
CONTINUED ON NEXT PAGE			

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
3. Recreational Facilities <i>This includes ...</i> Sporting facilities, swimming pools, sports fields and playgrounds Arts centres and festivals Library Services	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
4. Appearance of Public Areas <i>This includes ...</i> Local parks and gardens Street cleaning and litter collection Street trees	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
5. Traffic Management and Parking Facilities <i>This includes ...</i> Council provision of street and off street parking Local road safety	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
6. Waste Management <i>This includes ...</i> Garbage and recyclable collection Operation of Tips/Transfer Stations	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
7. Enforcement of By Laws <i>This includes ...</i> Food and Health Noise Animal control Parking Fire Prevention	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
8. Economic Development <i>This includes ...</i> Business and Tourism Jobs Creation	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
9. Town Planning Policy and Approvals <i>Including ...</i> Heritage and environmental issues	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 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
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4. **Needs some improvement** 4
5. **Needs a lot of improvement** 5
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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. Improved1
- 2. Stayed the Same.....2
- 3. Deteriorated3
- Don't Know/Can't Say4

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** ... ?

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Just three final questions ...

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

- (SP)
- Under 181 **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 residence 1
 - 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
- 2004 -**

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**
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- Yes - Residential Household1
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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).

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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.**

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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 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?

- Yes1
- No2

RESPONSIBILITY AREAS	Q1a Performance	Q1b Why Needs Improvement	Q1c
1. Local Roads and Footpaths <i>Excluding ...</i> Highways and main roads (but <i>including</i> roadside slashing/maintenance - RURAL ONLY)	<input type="checkbox"/>	Pre-code 1 Pre-code 2 Pre-code 3 Other (specify)	
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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.

- Yes1
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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 performance1
2. **Good** - a high standard2
3. **Adequate** - an acceptable standard3
4. **Needs some improvement**4
5. **Needs a lot of improvement**5
- Don't Know/Can't Say6

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 performance1
2. **Good** - a high standard2
3. **Adequate** - an acceptable standard3
4. **Needs some improvement**4
5. **Needs a lot of improvement**5
- Don't Know/Can't Say6

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 performance1
 2. **Good** - a high standard2
 3. **Adequate** - an acceptable standard3
 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 - Positive1
- Yes - Negative.....2
- No.....3
- Don't Know/No Response4

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. Improved1
- 2. Stayed the Same.....2
- 3. Deteriorated3
- Don't Know/Can't Say4

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 ... ?**

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- 3. **Adequate** - an acceptable standard3
- 4. **Needs some improvement**4
- 5. **Needs a lot of improvement**5
- Don't Know/Can't Say6

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 181 **TERMINATE**
 - 18 - 242
 - 25 - 343
 - 35 - 494
 - 50 - 645
 - 65 +6
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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 residence 1
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

***INDIVIDUAL LGA'S WITHIN
EACH GROUP***

ANNUAL COMMUNITY SATISFACTION SURVEY 2004

LIST OF COUNCILS

Inner Melbourne Metropolitan Councils

Outer Melbourne Metropolitan Councils

Large Rural Cities and Regional Centres

Large Rural Shires

Small Rural Shires

Banyule City Council	Brimbank City Council	Ballarat City Council	Baw Baw Shire Council	Alpine Shire Council
Bayside City Council	Cardinia Shire Council	Greater Bendigo City Council	Campaspe Shire Council	Ararat Rural City Council
Boroondara City Council	Casey City Council	Greater Geelong City Council	Colac-Otway Shire Council	Bass Coast Shire Council
Darebin City Council	Frankston City Council	Greater Shepparton City Council	Corangamite Shire Council	Benalla Rural City Council
Glen Eira City Council	Greater Dandenong City Council	Horsham Rural City Council	East Gippsland Shire Council	Buloke Shire Council
Hobsons Bay City Council	Hume City Council	Latrobe City Council	Glenelg Shire Council	Central Goldfields Shire Council
Kingston City Council	Knox City Council	Mildura Rural City Council	Macedon Ranges Shire Council	Gannawarra Shire Council
Maroondah City Council	Manningham City Council	Swan Hill Rural City Council	Mitchell Shire Council	Golden Plains Shire Council
Melbourne City Council	Melton Shire Council	Wangaratta Rural City Council	Moira Shire Council	Hepburn Shire Council
Monash City Council	Mornington Peninsula Shire Council	Warrnambool City Council	Moorabool Shire Council	Hindmarsh Shire Council
Moonee Valley City Council	Whittlesea City Council	Wodonga Rural City Council	Moyne Shire Council	Indigo Shire Council
Moreland City Council	Wyndham City Council		South Gippsland Shire Council	Loddon Shire Council
Port Phillip City Council	Yarra Ranges Shire Council		Southern Grampians Shire Council	Mansfield Shire Council
Stonnington City Council			Surf Coast Shire Council	Mount Alexander Shire Council
Whitehorse City Council				Murrindindi Shire Council
Yarra City Council				Northern Grampians Shire Council
				Pyrenees Shire Council
				Borough of Queenscliffe
				Strathbogie Shire Council
				Towong Shire Council
				West Wimmera Shire Council
				Yarriambiack Shire Council

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

ADAMSVILLE CITY COUNCIL

Annual Community Satisfaction Survey

2004

Research Results April 2004

A project jointly sponsored by the
Department for Victorian Communities and local governments

NWC
NEWTON WAYMAN CHONG


Victoria
The Place To Be

TABLE OF CONTENTS

Minister's Foreword 1

Introduction to the 2004 Annual Local Government Community Satisfaction Survey2

COUNCIL RESULTS:

Chart One: Summary of Results for 2004

Chart Two: Key Service Areas Results for 2004

Chart Three: Overall Performance Measures – Results for 2004

Chart Four: Key Service Areas – Satisfaction Window

Chart Five: Key Service Areas – Improvement Window

Chart Six: Relative Performance within LGA Group

Chart Seven: Overall Results for 2004 – Comparison with 1998 to 2003

Chart Eight: Key Service Area Performance Measures 2004 – Comparison with 1998 to 2003

Chart Nine: “Excellent & Good” Results 2004 – Comparison with 1998 to 2003

Chart Ten: “Needs improvement” Results 2004 – Comparison with 1998 to 2003

Chart Eleven: Indexed Mean Results – Change over time

Chart Twelve: Derived Drivers of Satisfaction 2004

Chart Thirteen: Ranking of Reasons a Service Area “Needs Improvement” for 2004

**APPENDIX A: VERBATIM COMMENTS OF REASONS A SERVICE AREA “NEEDS IMPROVEMENT” 2004
(RECORDED EXACTLY AS TAKEN BY THE INTERVIEWERS)**

APPENDIX B: COPY OF SURVEY QUESTIONNAIRE

APPENDIX C: LIST OF COUNCILS

MINISTER'S FOREWORD

The Department for Victorian Communities is pleased to work with local governments to provide responsive services, which enable people to actively engage in all that their communities have to offer.

The annual Community Satisfaction Survey, now in its seventh year, provides a valuable measure on how well we are connecting with our communities and meeting their needs.

Once again a majority of councils took part in the survey - 76 out of Victoria's 79 local governments. This high level of participation makes the survey a valuable measurement and planning tool. We remain committed to ensuring that the survey provides meaningful and relevant information to councils and their communities.

As part of this, the survey has been reviewed and a number of refinements are being made to strengthen its value for participating councils. Councils requested that the timing of the survey be changed to align more closely with corporate planning cycles. In response, we are aiming to survey communities in July/August in future years of the survey with results to be available in early December after the Council elections.

This year some 70 per cent of local governments have taken up the value adding option to receive more detailed information about the reasons residents provided for wanting particular services improved.

The survey is an excellent example of how State Government can work in partnership with local governments to learn more about the issues important to communities and meeting their needs. We are pleased to assist local governments to measure their performance and plan for improvements which enhance community well being.

A number of results from this survey including overall council performance, advocacy and community engagement are published in councils' annual reports and form part of the Victorian Local Government Indicators. The publication of these indicators encourages communities to actively participate in discussions about the level and quality of the services they receive. It is also an important way in which local governments demonstrate accountability to their communities.

I trust that local governments will continue to support the survey as a useful tool for meeting the challenges of planning and delivering services for the benefit of Victorian communities.



Candy Broad MLC
Minister for Local Government

INTRODUCTION TO THE 2004 ANNUAL COMMUNITY SATISFACTION SURVEY FOR LOCAL GOVERNMENTS

The 2004 Community Satisfaction Survey is the seventh survey undertaken to measure how Victorian residents rate the performance of their local governments.

The Department for Victorian Communities coordinates the survey which is conducted by the independent research group, Newton Wayman Chong and Associates, on behalf of participating Victorian councils.

The survey involves about 90,000 contacts and almost 30,000 resident interviews, and is generally conducted during February and March each year, although it is proposed to change the timing for future surveys to July and August. A minimum of 350 telephone interviews with "the head of the household" is conducted in each participating municipality.

In the interviews, which last around nine minutes, residents of Victoria's 76 participating municipalities are asked to rate their local government's performance on an overall basis as well as for specific service responsibilities, customer service, community representation on key local issues and community engagement. Where respondents indicated that performance in specific service areas needed improvement, follow-up diagnostic questions were asked and additional analysis was done.

The 2004 survey adds to the bank of data which has been built up from previous Community Satisfaction surveys. In this way, it enables councils to monitor their performance over time as well as against their "like group" of councils.

RELEASE OF RESULTS FOR 2004

As with previous surveys, the 2004 results are being released on a confidential basis. Each individual council receives four copies of its own results. If you like to also receive your results in electronic format, please provide authorisation from your Chief Executive Officer and a preferred email address to Michelle Thomas at Newton Wayman Chong on 03 9428 6565 or by email m.thomas@nwca.com.au.

FOR FURTHER INFORMATION

Please contact either:

Greg Wayman or Russell Newton at Newton Wayman Chong on 03 9428 6565 who will be happy to elaborate on your results and the methodology used; or

Eveline Kane at the Department for Victorian Communities, Local Government Victoria, on 03 9208 3602 or e-mail eveline.kane@dvc.vic.gov.au.

HOW TO READ CHART ONE

SUMMARY OF RESULTS FOR 2004

- ◆ **Chart One** shows the “Indexed Means” for all the key measures.
- ◆ For each measure, residents indicated their level of satisfaction on a five point scale*:

❖	Excellent	5
❖	Good.....	4
❖	Adequate	3
❖	Needs Some Improvement	2
❖	Needs A Lot Of Improvement	1

** Please note, scale inverted for analysis purposes, compared with questionnaire*

- ◆ The “Indexed Mean” is calculated by taking the mean value for all respondents on the five point scale and multiplying by twenty to convert them to an index of up to 100. (The scale for the “Indexed Mean” ranges from a minimum of 20 to a maximum of 100).

ADAMSVILLE CITY COUNCIL

CHART ONE: SUMMARY OF RESULTS FOR 2004

	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	54
2b Health and Human Services	72
2c Recreational Facilities	70
2d Appearance of Public Areas	66
2e Traffic Management and Parking Facilities	58
2f Waste Management	78
2g Enforcement of By Laws	67
2h Economic Development	62
2i Town Planning Policy and Approvals	58
3 Community satisfaction rating for council's interaction and responsiveness in dealing with the public	76
4 Community satisfaction rating for council's advocacy and community representation on key local issues	63 *
5 Community satisfaction rating for council's engagement in decision making on key local issues	61 *

* These results form part of the Victorian Local Government Indicators which councils include in their annual reports

HOW TO READ CHART TWO

KEY SERVICE AREAS - RESULTS FOR 2004

- ◆ **Chart Two** highlights the results for the nine Key Service Areas. The “Mean Across Responsibility Areas” represents the average of each individual respondent’s answers which was again averaged for the total sample size.

- ◆ Chart Two provides for each result:
 - ❖ The proportion (%) of the community nominating each satisfaction rating point (excluding those who could not rate the responsibility area).
 - ❖ The proportion (%) who could not rate the service.
 - ❖ The mean of the five satisfaction points (where 5=excellent and 1=needs a lot of improvement).
 - ❖ The “Indexed Means” out of 100 are again shown (calculated by multiplying the individual means by twenty).
 - ❖ The “Indexed Mean” for 1998 to 2003 to facilitate comparison with the 2004 result. Where the 2004 result is statistically significantly different to the 2003 result, the 2004 “Indexed Mean” has been highlighted (green if it has *increased* and red if it has *decreased*). If the 2004 result is not highlighted by either colour, then it is not statistically significantly different to the 2003 result.

Where the difference between mean results in a year-on-year comparison is greater than 0.196 (or 4 in the case of Indexed Means) we can be 95% confident that the result is statistically significantly different.

ADAMSVILLE CITY COUNCIL

CHART TWO: KEY SERVICE AREAS RESULTS FOR 2004

RESPONSIBILITY AREAS OF LOCAL GOVERNMENT

	2004						Indexed Mean							
	Excellent %	Good %	Adequate %	Needs some improve ment %	Needs a lot of improve ment %	Could not rate service %	Indexed Mean		2003	2002	2001	2000	1999	1998
							Mean	2004						
1 Local Roads and Footpaths	7	25	20	26	22	0	2.68	54	56	53	55	57	54	54
2 Health and Human Services	15	45	29	8	3	37	3.60	72	71	71	70	70	66	63
3 Recreational Facilities	13	46	23	14	5	5	3.49	70	65	65	66	66	63	60
4 Appearance of Public Areas	15	40	17	19	9	0	3.32	66	59	61	63	61	61	58
5 Traffic Management and Parking Facilities	6	30	26	25	13	2	2.91	58	56	54	56	56	55	54
6 Waste Management	25	49	17	7	2	1	3.88	78	67	71	71	72	72	68
7 Enforcement of By Laws	6	45	34	9	6	12	3.37	67	57	59	58	60	59	56
8 Economic Development	3	36	34	19	7	25	3.09	62	56	53	50	50	54	50
9 Town Planning Policy and Approvals	4	32	29	17	17	14	2.89	58	57	56	58	56	54	54
PERFORMANCE MEAN ACROSS RESPONSIBILITY AREAS							3.22	64	60	60	61	61	60	58

■ Statistically significant increase since 2003
 ■ Statistically significant decrease since 2003

HOW TO READ CHART THREE

OVERALL RESULTS FOR 2004

- ◆ **Chart Three highlights:**
 - ❖ Overall Performance
 - Overall performance of the council and the extent to which this assessment has been influenced by issues occurring during the year.
 - ❖ Direction of Change
 - Perceptions of the direction of change in performance of the council.
 - ❖ Advocacy
 - Perceptions of the council's performance in lobbying to other levels of government and private organisations.
 - ❖ Customer Contact
 - Ratings of customer service by those respondents who have had contact with the council in the past twelve months, and thus are able to assess its customer service contact performance.
 - ❖ Community Engagement
 - Perceptions of the council's performance in engaging with the community in decision making on key local issues.

- ◆ **Chart Three provides for each result:**
 - ❖ The proportion (%) of the community nominating each satisfaction rating point (excluding those who could not rate the responsibility area).
 - ❖ The proportion (%) who could not rate the service.
 - ❖ The mean of the five satisfaction points (where 5 = excellent and 1 = needs a lot of improvement).
 - ❖ The "Indexed Means" out of 100 are again shown (calculated by multiplying the individual means by twenty).
 - ❖ The "Indexed Mean" for 1998 to 2003 to facilitate comparison with the 2004 result. Where the 2004 result is statistically significantly different to the 2003 result, the 2004 "Indexed Mean" has been highlighted (green if it has *increased* and red if it has *decreased*). If the 2004 result is not highlighted by either colour, then it is not statistically significantly different to the 2003 result.

Where the difference between mean results in a year-on-year comparison is greater than 0.196 (or 4 in the case of Indexed Means) we can be 95% confident that the result is statistically significantly different.

ADAMSVILLE CITY COUNCIL

CHART THREE: OVERALL PERFORMANCE RESULTS FOR 2004

OVERALL PERFORMANCE OF THE COUNCIL														
	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2004		Indexed Mean					
	%	%	%	%	%	%	Mean	2004	2003	2002	2001	2000	1999	1998
◆ Performance Rating	6	40	35	15	5	1	3.27	65	61	62	60	63	63	60
	No %		Yes - Positively %		Yes - Negatively %									
◆ Have issues strongly influenced the above assessment	44		26		30									

DIRECTION OF CHANGE			
	Improved %	Stayed the Same %	Deteriorated %
◆ Rating	44	46	10

ADVOCACY														
	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2004		Indexed Mean					
	%	%	%	%	%	%	Mean	2004	2003	2002	2001	2000	1999	1998
◆ Representation and lobbying to other levels of government and private organisations	6	35	36	14	8	27	3.17	63	60	60	61	62	60	56

CUSTOMER CONTACT														
	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2004		Indexed Mean					
	%	%	%	%	%	%	Mean	2004	2003	2002	2001	2000	1999	1998
◆ Rating of Council's Performance	30	41	14	10	5	1	3.80	76	68	65	64	69	68	66
	Yes %		No %											
◆ Had contact with the Council in the past twelve months	54		46											

COMMUNITY ENGAGEMENT*														
	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2004		Indexed Mean					
	%	%	%	%	%	%	Mean	2004	2003	2002	2001	2000	1999	1998
◆ Engagement in decision making on key local issues	7	36	23	21	12	12	3.06	61	59	57	NA	NA	NA	NA

* New indicator for 2002

Statistically significant increase since 2003
 Statistically significant decrease since 2003

HOW TO READ CHART FOUR

KEY SERVICE AREAS – SATISFACTION WINDOW FOR 2004

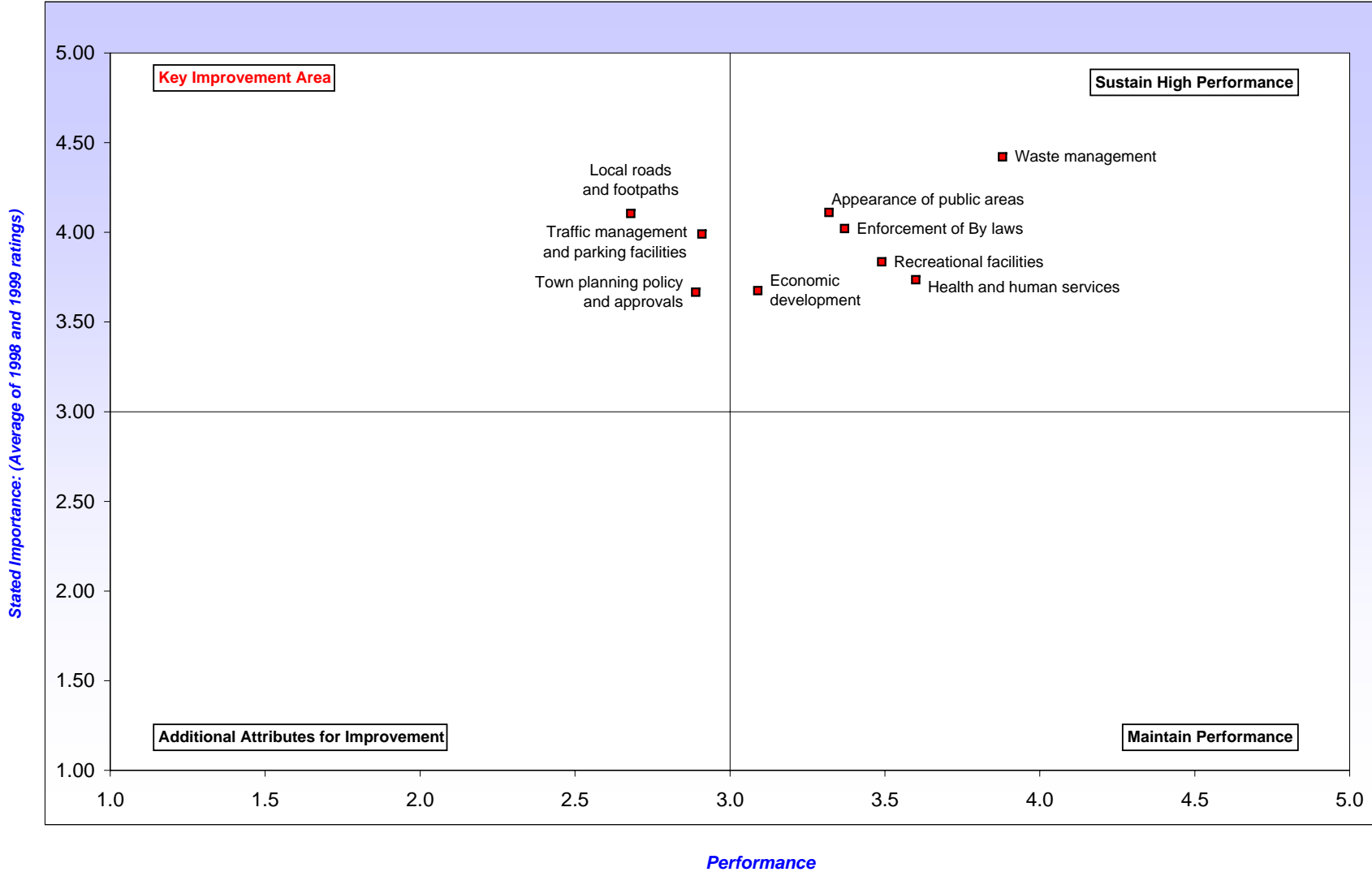
- ◆ **Chart Four** is the Satisfaction Window. This plots the average Stated Importance (on the vertical axis) of the Responsibility Area against the average Performance assessment.
 - ❖ Stated Importance for 2004 has been obtained by taking the average of the 1999 and 1998 Stated Importance rating for each service area.
- ◆ The quadrants indicate the judgement of performance against a middle of the road result. That is:
 - ❖ The vertical line is set at a rating of “Adequate” (i.e. a mean of 3.0).
 - ❖ The horizontal line is set at an importance level of “Somewhat Important” (i.e. a mean of 3.0).

- The closer to the top of the graph, the greater the importance.
- The closer to the right, the better the performance assessment.
- Any services that fall to the left of the vertical line (or close to it on the right side) are areas for attention.



ADAMSVILLE CITY COUNCIL

CHART FOUR: KEY SERVICE AREAS - SATISFACTION WINDOW FOR 2004



HOW TO READ CHART FIVE

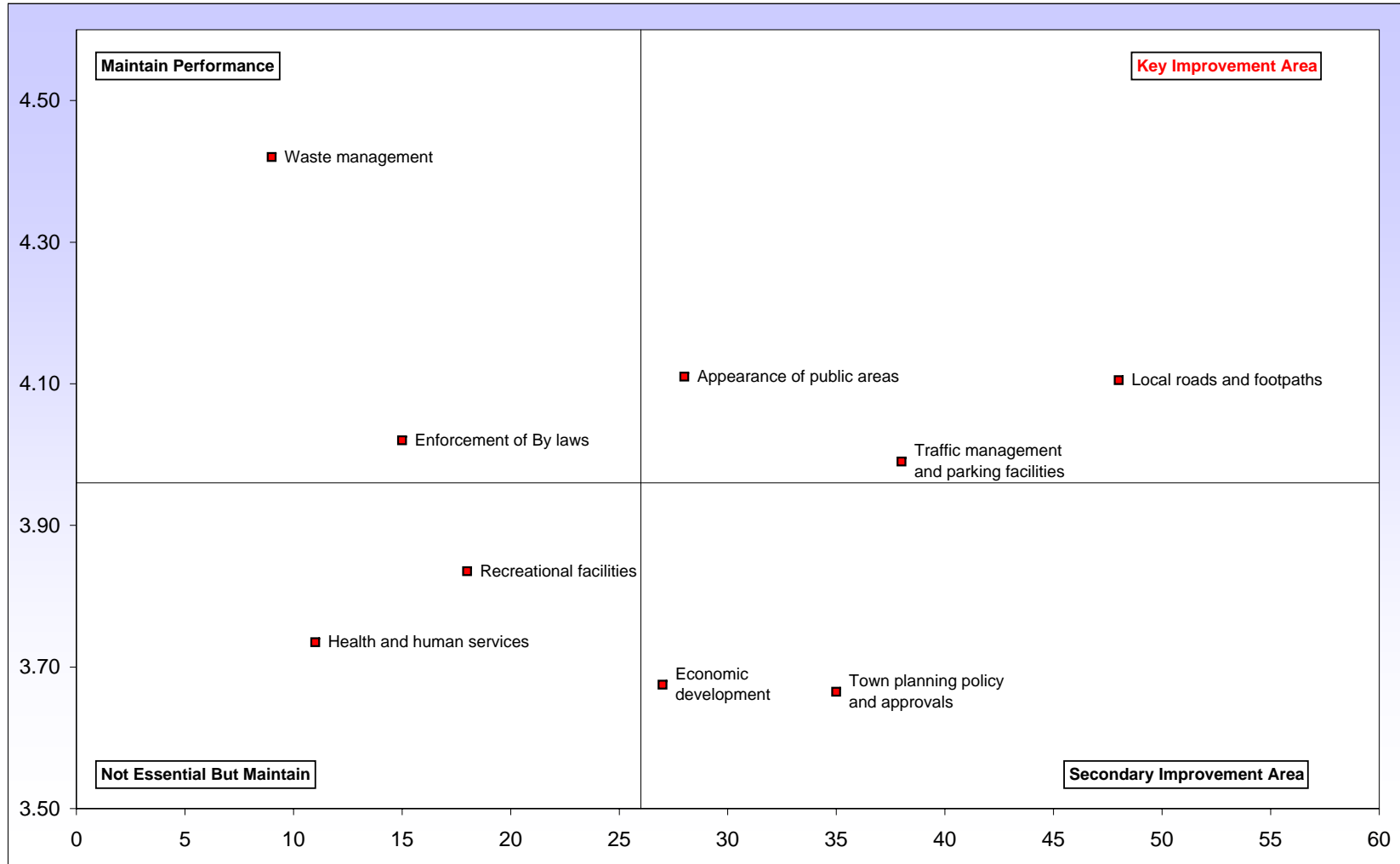
KEY SERVICE AREAS –IMPROVEMENT WINDOW FOR 2004

- ◆ **Chart Five** focuses upon the priorities for improvement opportunities by matching Stated Importance (average of 1998 and 1999 ratings) against the proportion of respondents who seek “some or a lot of improvement”.
- ❖ The vertical line is placed where the average demand for improvement exists in your council, so that any responsibility area to the right should be seen as a priority for improvement. The further to the right, the greater the demand for improvement.
- ❖ The horizontal centre line is placed at the average importance level for your council.
- ◆ Within the two improvement quadrants distinctions therefore exist according to the importance placed upon the key service or responsibility area by the community.

- The closer to the top of the graph, the greater the importance.
- The closer to the left, the better the performance assessment.
- Any services that fall to the right of the vertical line (or close to it on the left side) are areas for attention.



ADAMSVILLE CITY COUNCIL CHART FIVE: KEY SERVICE AREAS - IMPROVEMENT WINDOW FOR 2004



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

HOW TO READ CHART SIX

RELATIVE PERFORMANCE FOR 2004

- ◆ **Chart Six** depicts how your council performs relative to the highest, lowest and median results for councils in the group, for each Key Service Area.

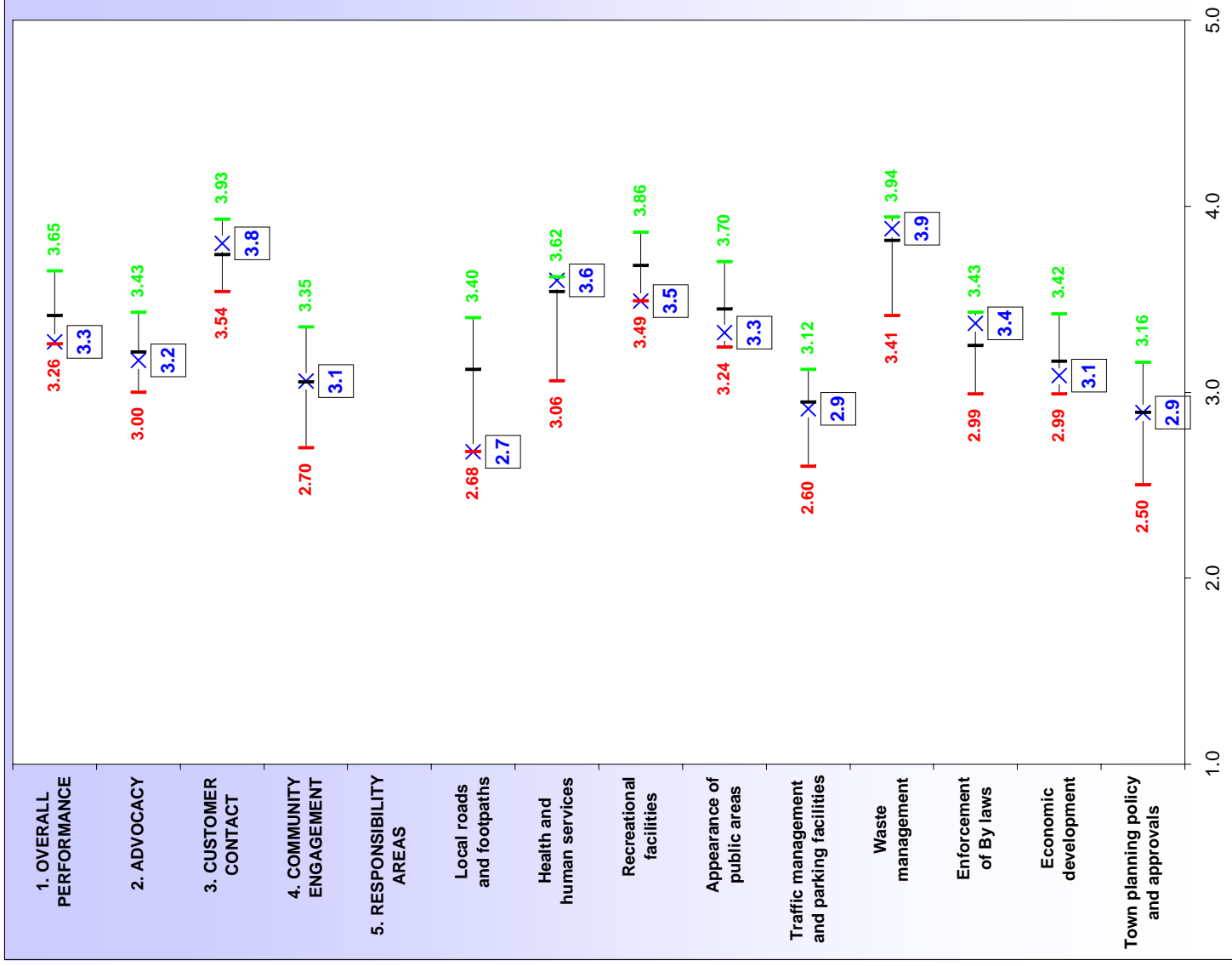
- ◆ The scale at the bottom is based upon the means for performance. The chart depicts:
 - ❖ The range of results for each indicator (within the Group of LGA's)

 - ❖ The relative position of the indicators to each other.

- ◆ In the case of councils that are close to the "Highest Result", the intention should be to build efforts to move the performance mean even further to the right.

ADAMSVILLE CITY COUNCIL

CHART SIX: RELATIVE PERFORMANCE WITHIN LGA GROUP FOR 2004



Average Performance

X = ADAMSVILLE CITY COUNCIL

| Lowest Result

| Median Result

| Highest Result |



Newton Wayman Chong

HOW TO READ CHART SEVEN

OVERALL RESULTS FOR 2004 – COMPARED WITH 1998 to 2003

- ◆ **Chart Seven** shows the proportion (%) results for each of the four key overall performance measures across the seven years (1998, 1999, 2000, 2001, 2002, 2003 and 2004).
- ◆ Statistically Significant Change for 2004 in comparison to 1998, 2002 and 2003 have been denoted thus:

Since 1998 ◆

Since 2002 †

Since 2003 ★

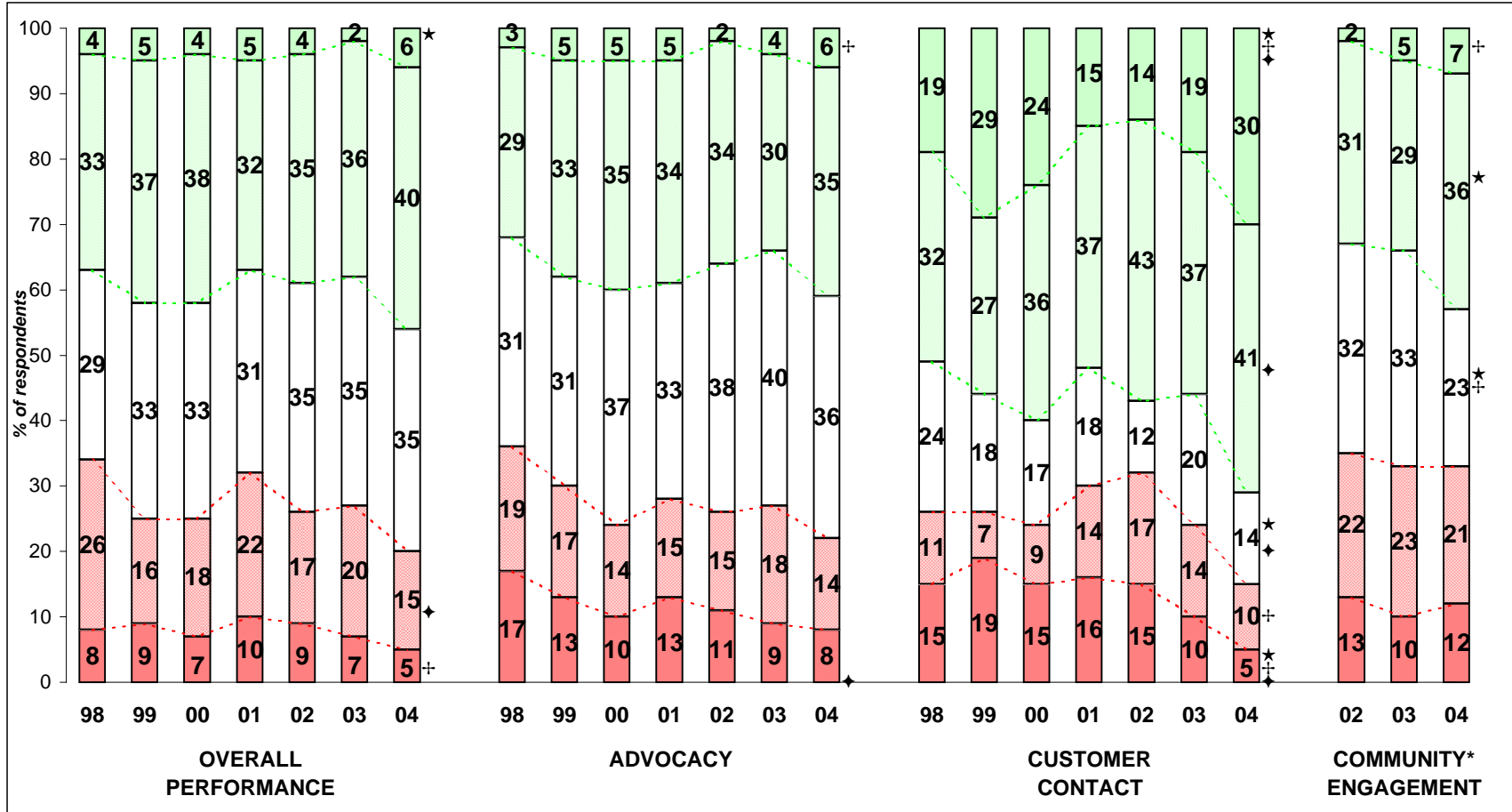
Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n=350	Period 2 n=350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	
<p>For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).</p>		



Newton Wayman Chong

ADAMSVILLE CITY COUNCIL CHART SEVEN: OVERALL RESULTS FOR 2004 - COMPARED WITH 1998 to 2003



Excellent
 Good
 Adequate
 Needs some improvement
 Needs a lot of improvement

Statistically Significant Change for 2004 in comparison to:
 1998 † 2002 † 2003 ★

* New indicator in 2002

HOW TO READ CHART EIGHT

KEY SERVICE AREAS RESULTS FOR 2004 – COMPARED WITH 1998 to 2003

- ◆ **Chart Eight** shows the proportion (%) results for each of the nine service area performance measures across the seven years (1998, 1999, 2000, 2001, 2002, 2003 and 2004).
- ◆ Statistically Significant Change for 2004 in comparison to 1998, 2002 and 2003 have been denoted thus:

Since 1998 ◆

Since 2002 †

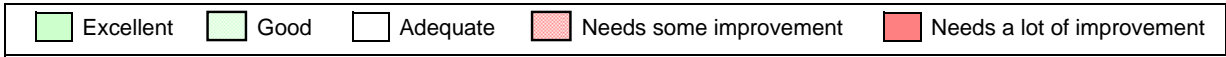
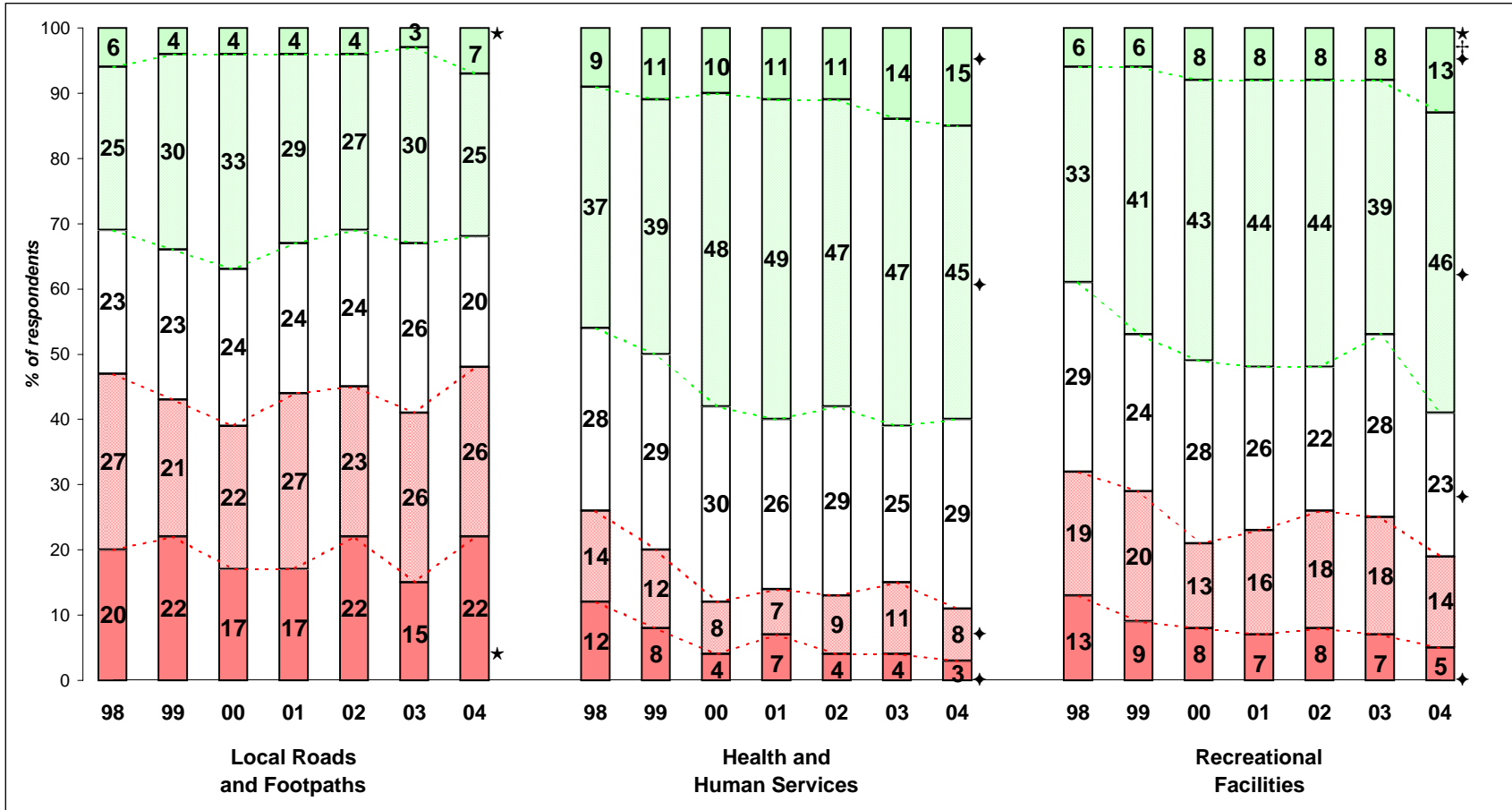
Since 2003 ★

Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n=350	Period 2 n=350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	
<p>For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).</p>		



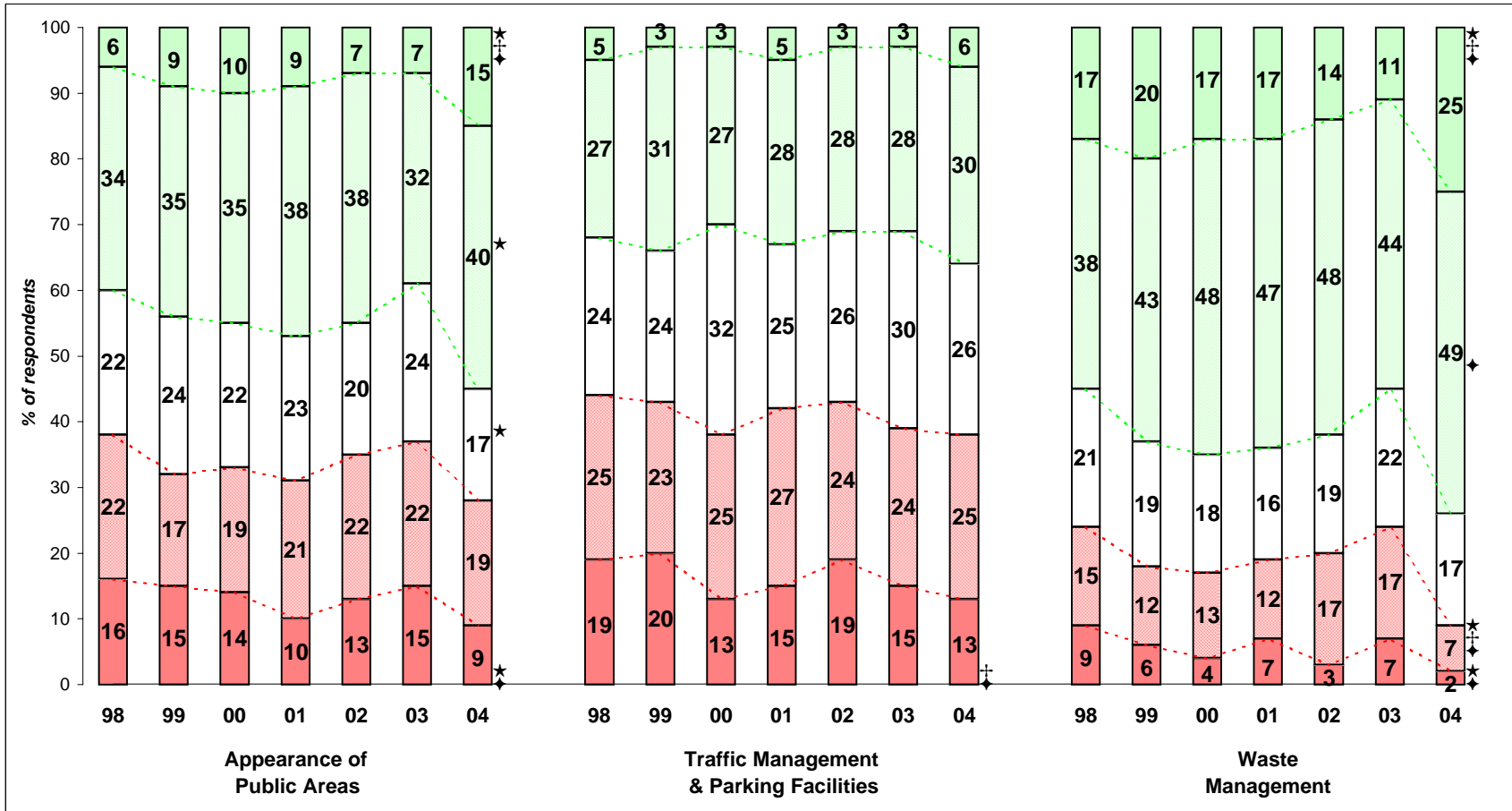
ADAMSVILLE CITY COUNCIL CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2004 - COMPARED WITH 1998 to 2003



Statistically Significant Change for 2004 in comparison to:
1998 † 2002 ‡ 2003 ★



ADAMSVILLE CITY COUNCIL CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2004 - COMPARED WITH 1998 to 2003 - Continued -

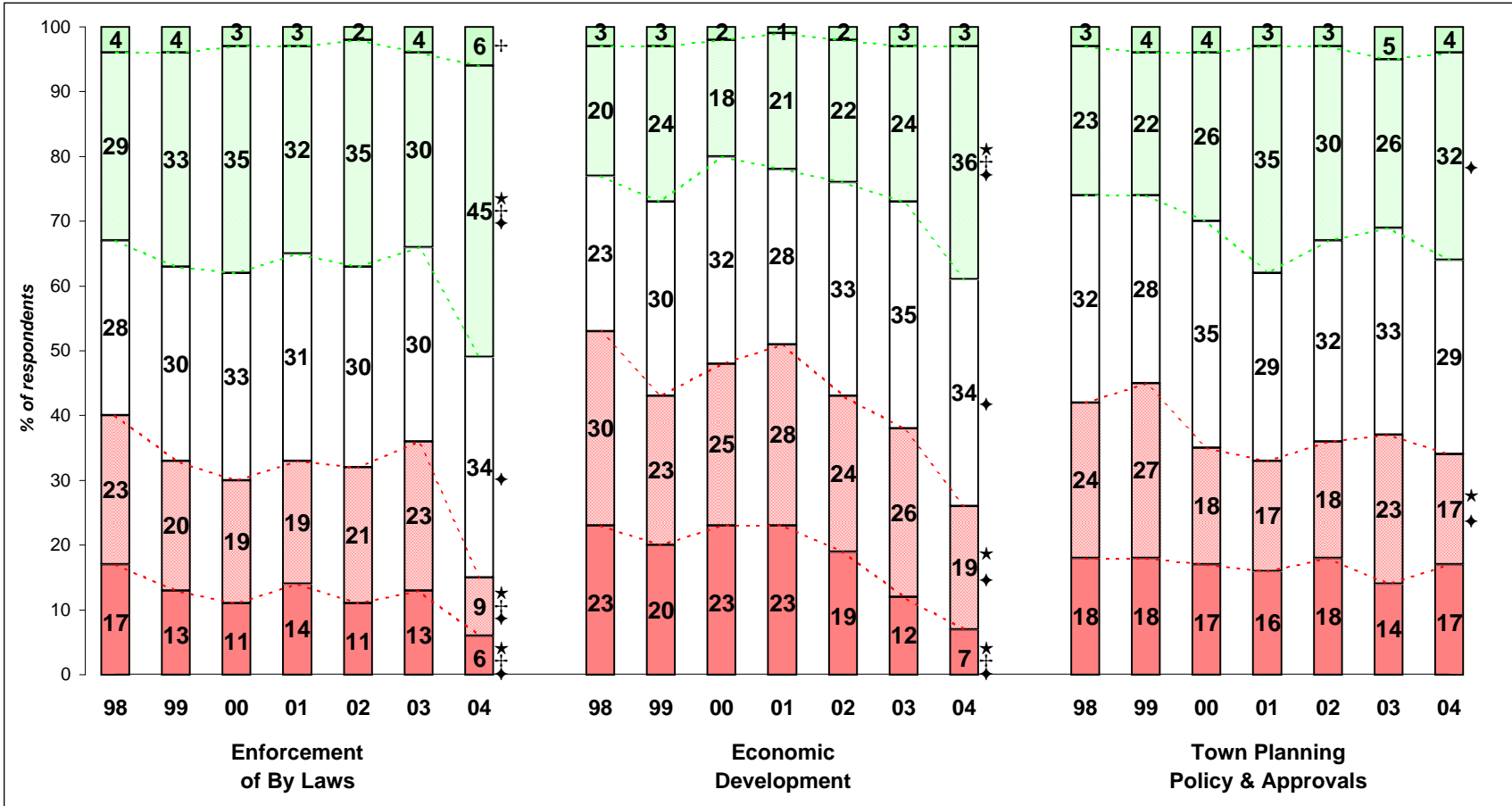


Excellent
 Good
 Adequate
 Needs some improvement
 Needs a lot of improvement

Statistically Significant Change
 for 2004 in comparison to:
 1998 ◆ 2002 + 2003 ★



ADAMSVILLE CITY COUNCIL CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2004 - COMPARED WITH 1998 to 2003 - Continued -



Excellent
 Good
 Needs some improvement
 Needs a lot of improvement
 Adequate

Statistically Significant Change for 2004 in comparison to:
 1998 † 2002 + 2003 ★

HOW TO READ CHART NINE

“EXCELLENT & GOOD” RESULTS FOR 2004 – COMPARED WITH 1998 to 2003

- ◆ **Chart Nine** shows the proportion (%) of the combined “excellent and good” results for each of the four key overall performance measures and nine service area performance measures across the seven years (1998, 1999, 2000, 2001, 2002, 2003 and 2004).
- ◆ Statistically Significant Change for 2004 in comparison to 1998, 2002 and 2003 have been denoted thus:

Since 1998 ◆

Since 2002 †

Since 2003 ★

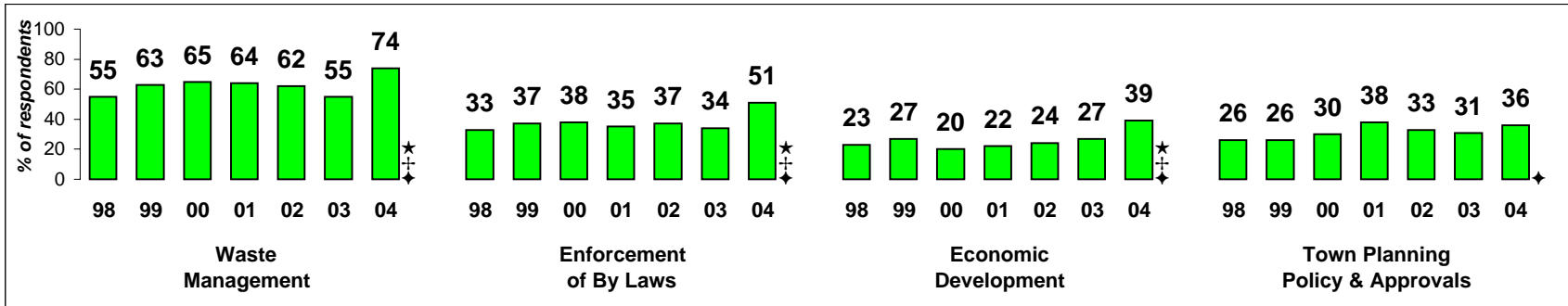
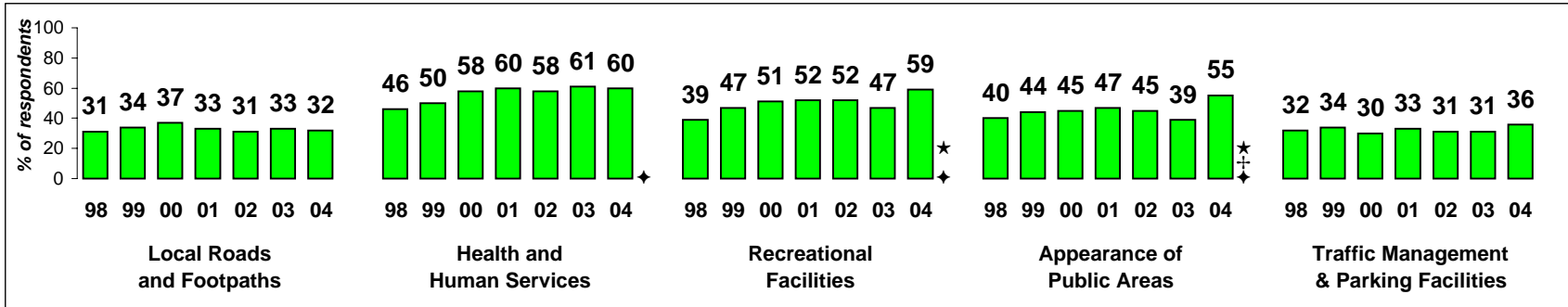
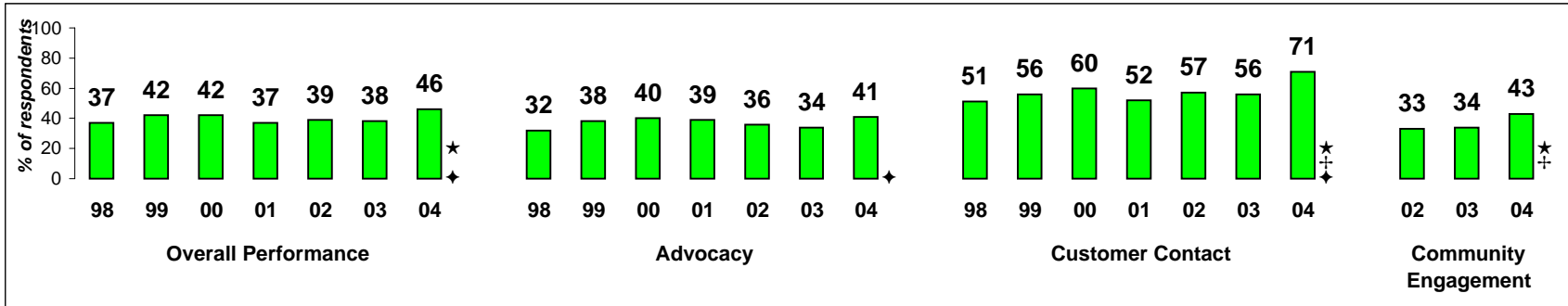
Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n= 350	Period 2 n= 350
50%		7.6
60 or 40%		7.4
70 or 30%		6.9
80 or 20%		6.0
90 or 10%		4.5
<p>For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).</p>		

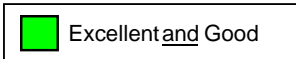


ADAMSVILLE CITY COUNCIL

CHART NINE: "EXCELLENT & GOOD" RESULTS FOR 2004 - COMPARED WITH 1998 to 2003



* New indicator in 2002



Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

HOW TO READ CHART TEN

“NEEDS IMPROVEMENT” RESULTS FOR 2004 – COMPARED WITH 1998 to 2003

- ◆ **Chart Ten** shows the proportion (%) of the combined “needs some improvement and needs a lot of improvement” results for each of the four key overall performance measures and nine service area performance measures across the seven years (1998, 1999, 2000, 2001, 2002, 2003 and 2004).
- ◆ Statistically Significant Change for 2004 in comparison to 1998, 2002 and 2003 have been denoted thus:

Since 1998 ◆

Since 2002 †

Since 2003 ★

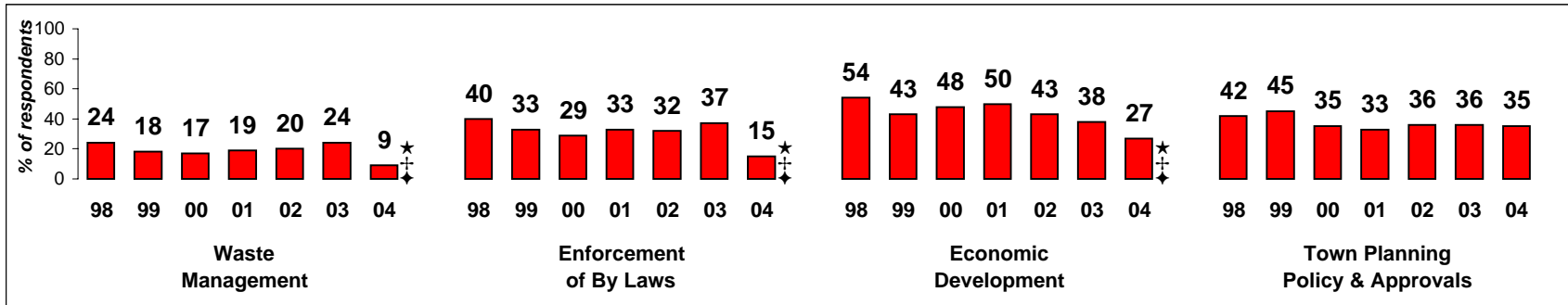
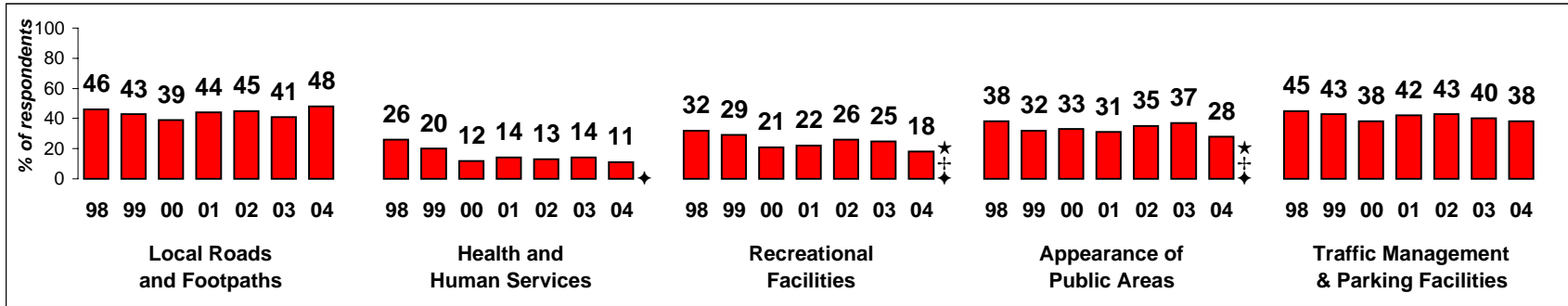
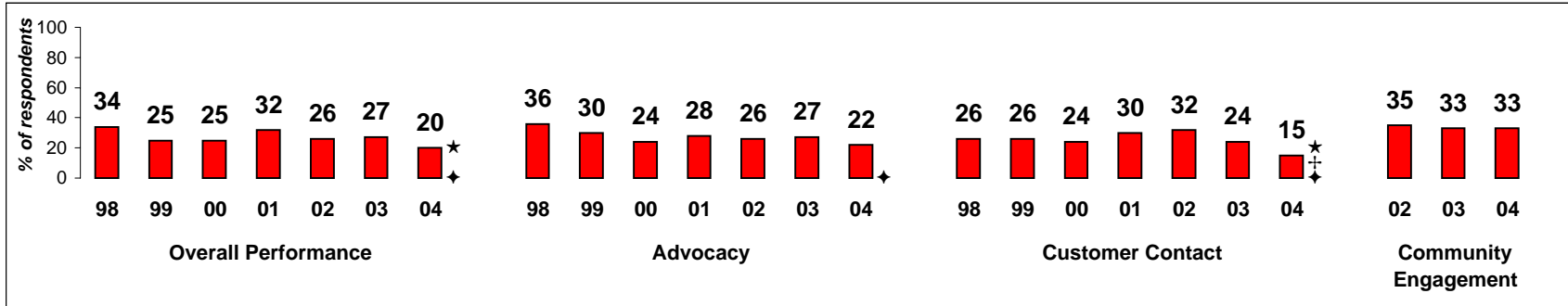
Calculation for the statistical change on percentages is detailed below:

PERCENTAGE RESULTS		
SIGNIFICANT CHANGE BETWEEN SURVEY PERIODS		
Survey Results	Period 1 n = 350	Period 2 n = 350
50%	7.6	
60 or 40%	7.4	
70 or 30%	6.9	
80 or 20%	6.0	
90 or 10%	4.5	

For example, if the result in Survey Period One was 80% then the result in Survey Period Two of $\pm 6.0\%$ (ie 74% or less or 86% or more) would be required for the change to be determined as significant (at the 95% level of confidence).



ADAMSVILLE CITY COUNCIL CHART TEN: "NEEDS IMPROVEMENT" RESULTS FOR 2004 - COMPARED WITH 1998 to 2003



* New indicator in 2002

Needs some improvement and
 Needs a lot of improvement

Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

HOW TO READ CHART ELEVEN

INDEXED MEAN RESULTS – CHANGE OVER TIME

- ◆ Chart Eleven shows the “Indexed Means” score (out of 100) for each year from 1998 to 2004

*The mean is of the five satisfaction points (where 5 = excellent and 1 = needs a lot of improvement).
The Indexed Mean is calculated by multiplying the individual means by twenty.*

- ◆ Statistically significant year-on-year Changes (either positive or negative) have been denoted thus:



Statistically significant **POSITIVE** change



Statistically significant **NEGATIVE** change

*Where the difference between mean results in a year-on-year comparison is greater than 4
we can be 95% confident that the result is statistically significantly different.*

ADAMSVILLE CITY COUNCIL

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	2003	Significant Change From 2002 To 2003	2004	Significant Change From 2003 To 2004	Significant Change From 1998 To 2004
OVERALL PERFORMANCE	60	63		63		60		62		61		65	✓	✓
ADVOCACY	56	60	✓	62		61		60		60		63	✓	✓
CUSTOMER CONTACT	66	68		69		64	✗	65		68		76	✓	✓
COMMUNITY ENGAGEMENT	NA	NA	NA	NA	NA	NA	NA	57	NA	59		61		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	2003	Significant Change From 2002 To 2003	2004	Significant Change From 2003 To 2004	Significant Change From 1998 To 2004
Local roads and footpaths	54	54		57		55		53		56		54		
Health and human services	63	66		70	✓	70		71		71		72		✓
Recreational facilities	60	63		66		66		65		65		70	✓	✓
Appearance of public areas	58	61		61		63		61		59		66	✓	✓
Traffic management and parking facilities	54	55		56		56		54		56		58		✓
Waste management	68	72	✓	72		71		71		67	✗	78	✓	✓
Enforcement of By laws	56	59	✓	60		58		59		57		67	✓	✓
Economic development	50	54	✓	50	✗	50		53		56		62	✓	✓
Town planning policy and approvals	54	54		56		58		56		57		58		✓

HOW TO READ CHART TWELVE

DERIVED DRIVERS OF SATISFACTION FOR 2004

- ◆ **Chart Nine** shows which of the nine service areas have the most impact on increasing or decreasing ratings of Overall Satisfaction.
- ◆ The derived drivers of satisfaction have been obtained by conducting a regression analysis on the results for each council. To facilitate analysis, where respondents could not provide a rating for a particular service, the average results for the respondents who could, was utilised.
- ◆ The orders of magnitude of the coefficients for the derived drivers shown next to each service area indicates the relative strength of each (therefore a driver with a coefficient of 0.18 has three times the impact as a driver with a coefficient of 0.06). *Please note these are not percentages.*
- ◆ The % of “needs improvement” results are also included on the chart. This is to assist councils in deciding where they should focus improvement efforts.

The Regression Analysis measures the relationship between Overall Satisfaction and both positive and negative satisfaction with performance on individual attributes. As such, it is a measure of the degree of sensitivity that Overall Satisfaction has to an attribute.

The analysis is based on observations of corelationship, rather than respondents rational responses to what influences their Overall Satisfaction. The resultant “derived drivers” are therefore based on sub-conscious rather than conscious linkages.

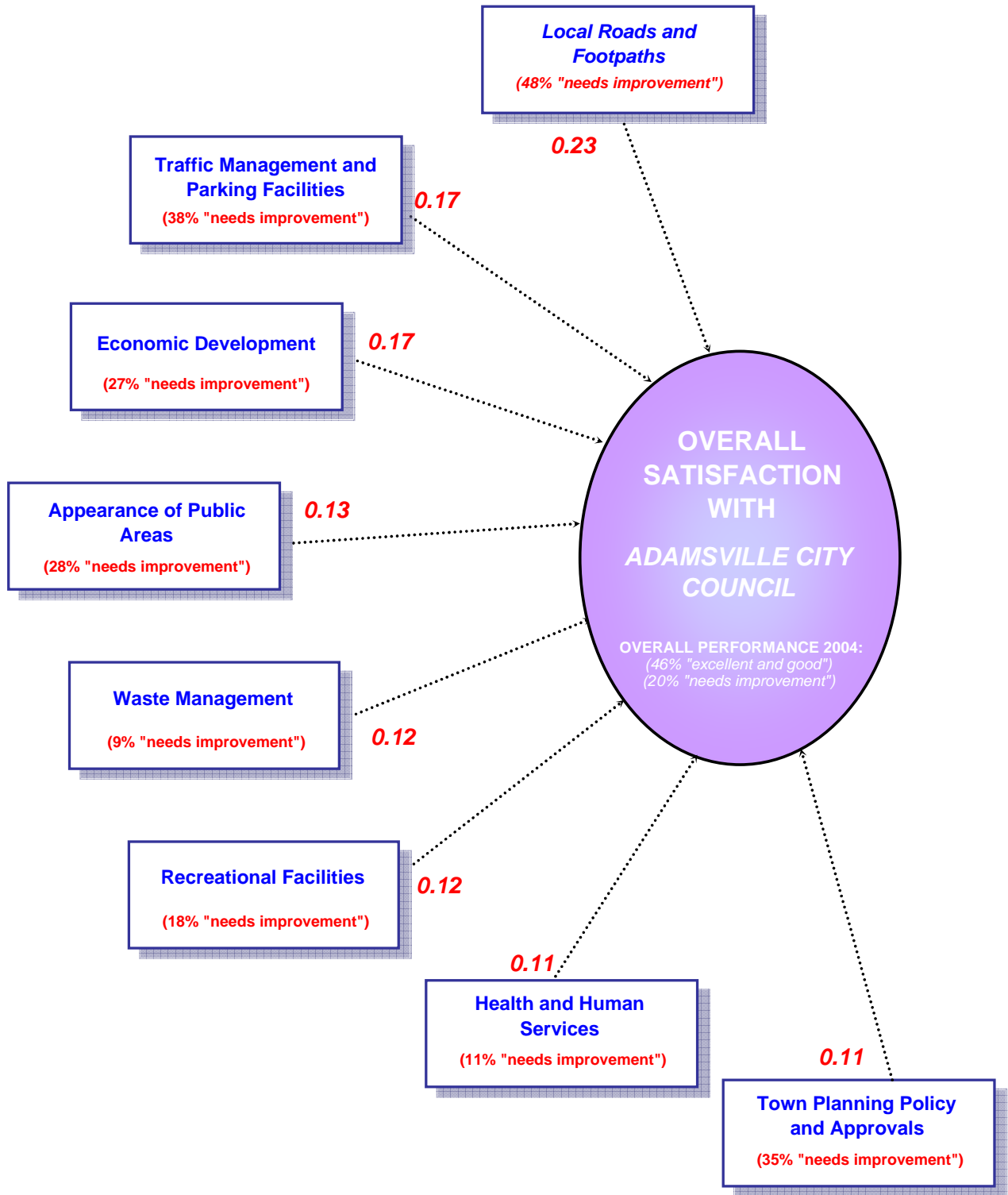
The sub-conscious nature of linkages means that the derived drivers reveal things to which respondents react positively or negatively, irrespective of the reality of causal linkages.

For example, it can be seen in the past Community Satisfaction results that Economic Development is frequently apparent as a major driver of satisfaction (or dissatisfaction, as the case may be). Even though Local Government may only play a minor role in economic development, occurrences and initiatives that meet with approval or disapproval will have a significant impact on Overall Satisfaction where this is a major driver. As such, Councils need to ensure that their part in contributing to, or fighting, economic development issues is known in the community. This will enable them to maximise the community’s satisfaction.

NB: *Economic Development was included in the original survey, after agreement with the 1998 Steering Committee, as it was considered to be an important issue – even if the Council could only have a partial influence.*

ADAMSVILLE CITY COUNCIL

CHART TWELVE: DERIVED DRIVERS OF SATISFACTION FOR 2004



HOW TO READ CHARTS THIRTEEN

REASONS “NEEDS IMPROVEMENT” FOR 2004

- ◆ Each of these tables presents the proportion of respondents who nominated (unprompted) one of a list of likely reasons for a particular service area as “needing improvement”.

- ❖ Where a respondent gave a “needs improvement” rating, the interviewer then enquired “why do you say that?”

- ❖ A list of pre-codes was developed and where possible, respondents comments were put into the relevant pre-code. Please note, the complete list of pre-codes are detailed and some may not have been relevant to your council area.

- ❖ Where comments were not relevant to any of the pre-codes they were put into “other”. A complete list of these “other” verbatim reasons given by respondents are provided in **Appendix A**.

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (1): REASONS "NEEDS IMPROVEMENT" FOR 2004

- OVERALL PERFORMANCE -

	NUMBER OF RESPONDENTS:	42
✦ Town planning policy and approvals		21%
✦ Local roads and footpaths		17%
✦ Appearance of public areas		17%
✦ Communicating/leading discussion with community		12%
✦ Health and human services		10%
✦ Traffic management and parking facilities		10%
✦ Enforcement of By laws		10%
✦ Council too focussed on internal politics		7%
✦ Recreational facilities		7%
✦ Waste management		7%
✦ Customer contact		5%
✦ Rates are not giving value for money		5%
✦ Decline in standard of service generally provided by council		2%
✦ Service not as good as other councils		2%
✦ Favour certain areas in Shire/local government area over others		2%
✦ More resources/better handling of environmental issues		2%
✦ Waste/spend too much money		2%
✦ No specific reason/just don't do anything particularly well		2%
✦ Economic development		0%
✦ Advocacy - representation to other levels of govt		0%
✦ Crime/drug related problems/violence		0%
✦ Wasted money on plastic cows/moving art/public sculpture		0%
✦ Spent too much money on the Civic Centre/building Civic Centre outraged many locals		0%
✦ They make up their own minds despite community consultation/ don't listen to community		0%
✦ OTHER (See Appendix A)		14%

**ADAMSVILLE CITY COUNCIL
CHART THIRTEEN (2): REASONS "NEEDS IMPROVEMENT" FOR 2004**

- ADVOCACY -

	NUMBER OF RESPONDENTS:	39
◆ Don't represent the interests of the community		28%
◆ Not sure what the council does/don't communicate effectively		18%
◆ Council is more interested in politics than community interests		15%
◆ Council does not make sufficient effort		13%
◆ [Don't consult to gauge community views]		13%
◆ Council doesn't have much influence or impact		10%
◆ Council represents some areas/services/interests but neglect others		8%
◆ OTHER (See Appendix A)		21%

**ADAMSVILLE CITY COUNCIL
CHART THIRTEEN (3): REASONS "NEEDS IMPROVEMENT" FOR 2004**

- CUSTOMER CONTACT -

	NUMBER OF RESPONDENTS:	26
◆ Took too long to respond		35%
◆ Lack of follow up		23%
◆ Impolite/rude manner/tone		19%
◆ Not interested in helping/didn't take an interest		19%
◆ Issue not resolved in a satisfactory manner		15%
◆ Passed around departments/not clear who to speak to		15%
◆ Not knowledgeable		12%
◆ [Did not achieve outcome I wanted]		4%
◆ Need longer opening hours/after hours contacts		0%
◆ OTHER (See Appendix A)		15%

ADAMSVILLE CITY COUNCIL CHART THIRTEEN (4): REASONS "NEEDS IMPROVEMENT" FOR 2004

- COMMUNITY ENGAGEMENT -

	NUMBER OF RESPONDENTS:	94
◆ Need to keep community better informed/communicate more		49%
◆ Don't consult sufficiently/effectively		35%
◆ Should consult more with the community/use consultants less		27%
◆ Don't listen to the community		20%
◆ Don't take a role in leading discussion		5%
◆ Only pay lip service to issues		3%
◆ Inconsistent/pick and choose which issues it leads discussion on		2%
◆ Only talk to the same people		1%
◆ Need to publicise/promote consultation sessions		0%
◆ Need to consult with all areas of the LGD		0%
◆ Need to consult with all areas of the LGD		0%
◆ Too much council in-fighting/get politics out of it		0%
◆ Too concerned with lobby groups		0%
◆ Should explain/justify/consult more on rates and fees		0%
◆ Consult/respond to youth/youth issues		0%
◆ Takes too long to get things done/not enough action		0%
◆ Rates are too high		0%
◆ More knowledgeable people/senior management on council		0%
◆ People don't get opportunity to speak at council meetings		0%
◆ OTHER (See Appendix A)		9%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (5): REASONS "NEEDS IMPROVEMENT" FOR 2004

- LOCAL ROADS AND FOOTPATHS -

	NUMBER OF RESPONDENTS: 100
✦ Improve/Fix/Repair uneven surface of footpaths	61%
✦ More frequent/better re-surfacing of roads	31%
✦ Quicker response for repairs to roads, footpaths or gutters	19%
✦ Improve the quality of maintenance on roads and footpaths	17%
✦ Prune/trim trees/shrubs overhanging footpaths	11%
✦ More frequent maintenance of roadside drains and culverts	3%
✦ Fix/improve edges and shoulders of roads	3%
✦ More frequent/better slashing of roadside verges	2%
✦ Fix/improve unsafe sections of roads	2%
✦ More information/notifications about upcoming road works	1%
✦ More/better bike paths/roller blading areas etc	1%
✦ More community consultation about roads and footpaths	1%
✦ Increase number of footpaths	1%
✦ More/better street/road signs (including position/visibility)	0%
✦ More/better street lighting	0%
✦ Quicker response to replace/fix street lights	0%
✦ Maintain nature strips	0%
✦ Need improved/more frequent weed control	0%
✦ Widen roads/roads too narrow	0%
✦ Road markings inadequate	0%
✦ Improve/clean laneways	0%
✦ More frequent grading/re-sheeting of un-sealed roads	0%
✦ Improve standard of unsealed roads (ie loose gravel, corrugations, dust suppression etc)	0%
✦ More/better roadside drains and culverts	0%
✦ Quicker response to road hazards (eg. stray stock, debris etc.)	0%
✦ Increase number of sealed roads - outside town limits	0%
✦ Increase number of sealed roads - inside town limits	0%
✦ Upgrade roads & bridges to cope with current traffic demands (volume, trucks/B-doubles etc)	0%
✦ Don't do anything for country areas	0%
✦ Need more gutters	0%
✦ OTHER (See Appendix A)	6%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (6): REASONS "NEEDS IMPROVEMENT" FOR 2004

- HEALTH AND HUMAN SERVICES -

	NUMBER OF RESPONDENTS:	36
✦ More resources/longer opening hours for Maternal and Child Health facilities		25%
✦ More facilities/resources for Aged Care (elderly)/better nursing homes		25%
✦ Improve quality of home help		17%
✦ More funds/resources for programs/services to reduce waiting lists/improve access		17%
✦ Improve quality/variety of food in meals on wheels program		11%
✦ Increase resources for/availability of home help		8%
✦ More/better support/services for ethnic/minority/disadvantaged groups (including drug addicts etc)		6%
✦ More/better publicity/information about available services		6%
✦ More information/resources to immunisation programs		6%
✦ Improved childcare facilities		3%
✦ Better transport arrangements to/from health or community centres/facilities		0%
✦ Reduce costs of home based services		0%
✦ More/better activities/programs for young people		0%
✦ Too much support/resources for specialist programs or minority groups		0%
✦ More/better access to people with knowledge about specific programs/services		0%
✦ Improve billing or administration of fee for service programs (eg. Child care, home help etc)		0%
✦ More/better premises for health or community facilities		0%
✦ Reduce costs of Child care/pre-schools		0%
✦ More/better centres/facilities across the shire/in more remote towns/areas		0%
✦ More de-centralisation of service provision across shire/in more remote areas		0%
✦ More frequent visits by carers/home help across shire/in more remote areas		0%
✦ Greater availability of home help services outside towns		0%
✦ Greater availability of meals on wheels outside towns		0%
✦ OTHER (See Appendix A)		8%

ADAMSVILLE CITY COUNCIL CHART THIRTEEN (7): REASONS "NEEDS IMPROVEMENT" FOR 2004

- RECREATIONAL FACILITIES -

	NUMBER OF RESPONDENTS:	57
◆ More/better Sporting Complexes (including pools)		42%
◆ More/better/safer Playgrounds and/or equipment		21%
◆ More/better facilities and resources at libraries		16%
◆ Better maintenance of Sporting Fields/Grounds and/or buildings		12%
◆ Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees etc		12%
◆ More/better recreational activities/programs		11%
◆ More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)		7%
◆ More/better library buildings		5%
◆ More community consultation about recreational facilities etc		4%
◆ More/better bike paths, skate board or roller blade facilities		4%
◆ Less expensive recreational facilities and activities		4%
◆ Larger range/greater availability of books		4%
◆ More publicity/information on facilities and activities/programs		2%
◆ More facilities/activities for young people/teenagers		2%
◆ Increase opening hours/days		2%
◆ Longer opening hours for Sporting Complexes (including pools)		0%
◆ More facilities/activities for elderly/older people		0%
◆ More/better performing arts facilities		0%
◆ More/better galleries/displays etc		0%
◆ More/better events and festivals		0%
◆ Too much money spent on cultural events and festivals		0%
◆ Not enough money spent on cultural events and festivals		0%
◆ Not enough support for local community groups		0%
◆ More/better programs/activities at Libraries		0%
◆ More specialist types of books (eg. large print, talking books, other language etc)		0%
◆ Improve coverage/frequency of visits for mobile library services		0%
◆ More helpful/friendly staff		0%
◆ Reduce fees/charges/fines		0%
◆ Better transport arrangements to/from central facilities/events (sport/cultural/recreation)		0%
◆ More/better sporting complexes and/or facilities in smaller towns		0%
◆ More support for local sporting clubs in smaller towns		0%
◆ More/better arts/cultural facilities/events in smaller towns		0%
◆ More/better library services/facilities (including mobile services) in smaller towns		0%
◆ Footscray pool/baths closing/moving		0%
◆ OTHER (See Appendix A)		16%

ADAMSVILLE CITY COUNCIL

CHART THIRTEEN (8): REASONS "NEEDS IMPROVEMENT" FOR 2004

- APPEARANCE OF PUBLIC AREAS -

	NUMBER OF RESPONDENTS:	70
◆ More frequent street cleaning		30%
◆ Better maintenance of parks and gardens		27%
◆ More frequent/better pruning of street trees		17%
◆ More frequent/better removal of litter in parks and gardens		9%
◆ More street trees		9%
◆ Better landscaping/design (eg. more colour, more shady trees)		7%
◆ Cleaning of public areas		6%
◆ More frequent sweeping of leaves		6%
◆ More frequent clearing of public litter bins		4%
◆ More/better cleaning up of condoms, syringes etc. in parks, beaches etc		4%
◆ Quicker/more frequent removal of graffiti		4%
◆ More parks and gardens/open spaces		1%
◆ Better amenities within parks/gardens (eg. BBQ's. Picnic tables, toilets etc.)		1%
◆ Better maintenance of amenities (eg. BBQ's, Picnic tables, toilets etc.) within parks/gardens		1%
◆ Better/different types/mix of trees		1%
◆ Improve streetscapes with landscape or architectural features		1%
◆ Better care of street trees - watering, staking, removal of dead trees,etc		1%
◆ Some areas favoured over others		1%
◆ More frequent spraying of weeds in open spaces		0%
◆ Better maintenance of beaches, lakes, rivers etc. and surrounding areas		0%
◆ Restrict billboards, other advertising signage and other eyesores		0%
◆ Too much money/resources wasted on landscaping and/or streetscapes		0%
◆ Better/different time of day/week for street cleaning		0%
◆ More public litter bins		0%
◆ More/better cleaning of toilet blocks		0%
◆ More/better cleaning up of dog litter		0%
◆ Footscray area/Footscray centre run down/dirty/needs improving		0%
◆ More frequent slashing/mowing of public areas		0%
◆ More frequent watering of green public areas		0%
◆ More emphasis on smaller towns		0%
◆ OTHER (See Appendix A)		13%

ADAMSVILLE CITY COUNCIL CHART THIRTEEN (9): REASONS "NEEDS IMPROVEMENT" FOR 2004

- TRAFFIC MANAGEMENT -

	NUMBER OF RESPONDENTS:	95
◆ More parking facilities/capacity		36%
◆ More parking facilities adjacent to shopping and business centres		19%
◆ More parking specifically allocated for residents		14%
◆ Improve traffic management at intersections		14%
◆ Poor traffic/parking management		13%
◆ Improve road signage - general		9%
◆ Less parking restrictions		8%
◆ Restrict/discourage traffic on residential roads		8%
◆ More speed inhibitors (humps, barriers, traffic islands etc)		7%
◆ More parking enforcement/traffic officers		6%
◆ Fewer parking meters		4%
◆ More disabled parking needed		3%
◆ More community consultation		2%
◆ Improved parking management around schools/more parking around schools		2%
◆ Greater restriction of non-resident parking		1%
◆ More parking restrictions		1%
◆ More free parking/cheaper parking		1%
◆ More parking around specific areas, eg. train stations, hospitals, etc		1%
◆ Longer parking times		1%
◆ Less roundabouts		1%
◆ Reduce speed limits in residential areas		1%
◆ Reduce speed limits near schools		1%
◆ More pedestrian crossings		1%
◆ Streets/roads too narrow/need widening		1%
◆ Restrict truck traffic in streets		1%
◆ Improve traffic flow/congestion		1%
◆ More parking permits per household for residents		0%
◆ More parking meters		0%
◆ More restrictions on parking of trucks in residential areas		0%
◆ Less parking enforcement/parking officers		0%
◆ More courteous parking officers		0%
◆ Cost of parking permits for residents		0%
◆ Fewer speed inhibitors (humps, barriers traffic islands etc)		0%
◆ Install more traffic lights at dangerous intersections		0%
◆ Improve road signage - school crossings and bus stops		0%
◆ More roundabouts		0%
◆ Redesign of roads has made them unsafe		0%
◆ Increase speed limits		0%
◆ Parking spaces too small/need to be widened		0%
◆ OTHER (See Appendix A)		9%

 **Newton Wayman Chong**

ADAMSVILLE CITY COUNCIL CHART THIRTEEN (10): REASONS "NEEDS IMPROVEMENT" FOR 2004

- WASTE MANAGEMENT -

	NUMBER OF RESPONDENTS:	25
◆ More reliable Collections		28%
◆ More comprehensive recycling program		28%
◆ Any/Better containers for collection of recyclable materials/green materials		16%
◆ More education/promotion for recycling		12%
◆ More community consultation		8%
◆ Any/More frequent hard waste collection		8%
◆ Any/More frequent collection of green waste/vegetation		8%
◆ Bigger bins		4%
◆ Bins should be returned upright to kerbside		4%
◆ More frequent collection of recyclable materials		4%
◆ Recyclable material goes into garbage truck/ Doubt recycling occurs		4%
◆ More convenient location of tips/transfer stations/rubbish dumps		4%
◆ Less damage to garbage bins		0%
◆ Smaller bins		0%
◆ Reduce cost of second/larger bins		0%
◆ Spilling garbage on footpath/ road during garbage collection		0%
◆ More frequent rubbish collection		0%
◆ Cost of garbage/waste collection too much (including bins)		0%
◆ Longer opening times/days for Tips etc.		0%
◆ Lower fees for Tips etc./ (re)-introduce (more) tip vouchers		0%
◆ Better siting of tips etc (too close to residential areas)		0%
◆ No garbage collection		0%
◆ No collection of recyclable materials		0%
◆ Being charged for waste disposal but not having a garbage collection		0%
◆ Inconvenient location of pick-up points for garbage bins		0%
◆ Extend areas covered by garbage collection in areas outside townships		0%
◆ Less restrictions on amount collected		0%
◆ Too many rules/restrictions on pick up of green waste/recycling		0%
◆ Tip/transfer stations in poor condition/badly managed		0%
◆ OTHER (See Appendix A)		20%

ADAMSVILLE CITY COUNCIL CHART THIRTEEN (11): REASONS "NEEDS IMPROVEMENT" FOR 2004

- ENFORCEMENT OF BY LAWS -

	NUMBER OF RESPONDENTS: 61
✦ Greater enforcement of animal By-laws	31%
✦ Less enforcement of parking restrictions	23%
✦ Greater enforcement of noise By-laws (domestic, industrial, traffic etc.)	16%
✦ Greater enforcement of parking restrictions	16%
✦ Quicker response to reports of By-law infringements	10%
✦ Greater enforcement of littering By-laws	5%
✦ Greater enforcement of health/food handling By-laws	5%
✦ Better attitude for by-laws enforcement officers/rangers	3%
✦ By-laws are too stringent	3%
✦ Greater enforcement of fire prevention By-laws	3%
✦ Greater enforcement of by-laws generally/more by-laws officers	3%
✦ Greater enforcement of pollution By-laws (domestic, industrial, traffic etc)	2%
✦ Fines are too high	2%
✦ By-laws are too lenient	2%
✦ Greater enforcement of footpath/kerbside trading laws	0%
✦ Fines are too low	0%
✦ More publicity/information to residents	0%
✦ Greater enforcement of septic/sullage overflow By-laws	0%
✦ Greater enforcement of fire prevention By-laws to clean up properties	0%
✦ Greater enforcement of stock crossing By-laws	0%
✦ Greater enforcement of By-laws effecting stray stock	0%
✦ OTHER (See Appendix A)	8%

**ADAMSVILLE CITY COUNCIL
CHART THIRTEEN (12): REASONS "NEEDS IMPROVEMENT" FOR 2004**

- ECONOMIC DEVELOPMENT -

	NUMBER OF RESPONDENTS:	56
◆ Need more/better job creation programs/employment opportunities		41%
◆ Not enough support for local businesses		20%
◆ Greater emphasis on Economic Development in general		16%
◆ Encourage more companies/industries to re-locate to the area		9%
◆ Not enough promotion of local businesses		9%
◆ Encourage more tourism		7%
◆ Not aware of any economic development/they don't do anything		7%
◆ Encourage more desirable industries to locate to the area		2%
◆ Restrict/discourage undesirable industries in the area		2%
◆ Better financial planning/management of Council budget		2%
◆ Need to publicise/inform the community of Council activities		2%
◆ Economic development programs are too focussed on majors towns		2%
◆ Encourage/retain key services such as GP's, hospitals and banks in rural areas		0%
◆ OTHER (See Appendix A)		14%

ADAMSVILLE CITY COUNCIL CHART THIRTEEN (13): REASONS "NEEDS IMPROVEMENT" FOR 2004

- TOWN PLANNING POLICY AND APPROVALS -

	NUMBER OF RESPONDENTS: 100
◆ Less high density dwellings	24%
◆ Better planning policies	18%
◆ Too little regulation in heritage areas	16%
◆ Ugly/inappropriate design/development (no character)	16%
◆ More efficient/faster approval processes	12%
◆ More consultation with community	8%
◆ Council should be stronger in representing community opinion	8%
◆ Too much residential sub-division	8%
◆ Greater clarity/information on guidelines and process for building application	7%
◆ Take better account of impact on neighbouring properties	7%
◆ Greater enforcement of/adherence to planning policies	6%
◆ More consistent decisions	5%
◆ Take better account of environmental issues	3%
◆ Too much regulation in heritage areas	2%
◆ Too influenced by developers/real estate agents/other influences	2%
◆ Less double storey dwellings/large buildings on small blocks	1%
◆ Too much highrise development/high rise apartments	1%
◆ Greater clarity/information on guidelines and process for building objections	0%
◆ Better planning for development of shopping areas	0%
◆ Reduce permit fees	0%
◆ More helpful Town planning staff	0%
◆ Not enough residential sub-division	0%
◆ Decisions overridden by State Government/VCAT/the Tribunal	0%
◆ Less development/too much overdevelopment	0%
◆ Too much regulation on farming properties	0%
◆ Too little regulation on farming properties	0%
◆ OTHER (See Appendix A)	15%

***VERBATIM COMMENTS OF
"OTHER" REASONS A SERVICE AREA
"NEEDS IMPROVEMENT"
2004***

* Please note: these verbatims are unedited comments recorded exactly as taken by the interviewers.

ADAMSVILLE CITY COUNCIL

Local Roads and Footpaths

- ◆ IMPROVE SUPERVISION OF ROADS MAINTENANCE
- ◆ NO WEED CONTROL
- ◆ THEY CREATE WORK THAT DOES NOT NEED TO BE DONE AND COMPLETELY IGNORE WORK THAT DOES NEED TO BE DONE EG DRAIN WAS PUT IN UNDER A ROAD THAT HAS NEVER CAUSED ANY PROBLEM IE DRAINAGE YET 100 METRES FROM THAT SITE THERE IS A NEED FOR A DRAIN AND ITS IGNORED
- ◆ BETTER MAINTENANCE OF ROADS IN GENERAL
- ◆ NOT ENOUGH FUNDING TO MAINTAIN ROADS/ ROADS NEED BETTER LOOKING AFTER
- ◆ MARKING OF ROADS IN NEW RESIDENTIAL AREAS OF TOWNS
- ◆ COUNCIL WORKERS ARE USING POOR QUALITY MATERIAL - WILL CAUSE ACCIDENTS IN FUTURE
- ◆ SOME ROADS DON'T EVEN HAVE GUTTERS

Health and Human Services

- ◆ DOCTORS BASE IS NEEDED
- ◆ CHILD CARE FACILITIES NEED TO BE INTRODUCED AND MAINTAINED.
- ◆ INCREASE RESOURCES FOR ALL AREAS OF HEALTH AND HUMAN SERVICES.
- ◆ IMPROVE HEALTH SERVICES FOR TEENAGERS IN PARTICULAR
- ◆ IMPROVE HEALTH FACILITIES AND PERSONNEL, SUCH AS DOCTORS
- ◆ NEED A FULL TIME DOCTOR.
- ◆ IMPROVE STANDARD OF LOCAL DOCTORS (NOT SURE IF THIS IS LOCAL GOVERNMENT)
- ◆ INCREASE IN OPENING HOURS FOR COMMUNITY HEALTH CENTRES
- ◆ MORE DOCTORS ON 24 HOUR CALL.
- ◆ SHIRE NEEDS TO ACKNOWLEDGE THE WORK OF THE VOLUNTEERS OR THEY WILL LOSE THEM
- ◆ COMMUNICATION TO VOLUNTEERS

Recreational Facilities

- ◆ ALLOCATE RESOURCES FOR ALL TOWNS IN THE SHIRE EQUITABLY.
- ◆ POOL NEEDS UPGRADING CONCERNED ABOUT QUALITY OF PEOPLE IN CHARGE OF COMPLEXES
- ◆ SWIMMING POOLS NEED MORE FUNDING.
- ◆ COUNCIL RELIES TOO MUCH UPON VOLUNTEERS TO MAINTAIN SPORTING COMPLEXES
- ◆ FACILITIES FOR DISADVANTAGED
- ◆ SHIRE NEEDS TO DO MORE FOR RECREATIONAL FACILITIES RATHER THAN VOLUNTEERS
- ◆ THERE IS TOO MUCH EMPHASIS PLACED ON SPORTING BY THE COUNCIL IN GENERAL
- ◆ WOULD LIKE TO SEE MORE ARTS FESTIVALS, PERFORMING ARTS ACTIVITIES, MOST SPORTS AND CULTURAL ACTIVITIES ARE GENERATED BY LOCALS - NEED MORE INPUT FROM THE SHIRE

Appearance of Public Areas

- ◆ THERE IS A LACK OF BEAUTIFICATION IN GENERAL
- ◆ IMPROVE PUBLIC BIN DESIGN, THEY DON'T HOLD THE RUBBISH PROPERLY AND LOOK UNATTRACTIVE THEMSELVES. IMPROVE ROAD RIDE SIDE DRAIN DESIGN - THEY LEAVE WATER LYING ON THE ROAD WHICH LOOKS BAD
- ◆ THERE IS AN EXCESS OF HARDWASTE (OLD CARS, SCRAP IRON, BATHS ETC) LYING AROUND THE DISTRICT.

ADAMSVILLE CITY COUNCIL

Traffic Management and Parking Facilities

- ◆ STREETS ARE TOO NARROW
- ◆ THE SHIRE HAS PLACED A NEW 50 SPEED LIMIT IN A RESIDENTIAL HOUSEHOLD WHICH CONSISTS OF ONLY ONE HOUSE WHICH IS STUPID SEEING AS THERE IS ONLY ONE HOUSE THERE, IT SHOULD THEREFORE NOT HAVE BEEN LOWERED, AS SUCH.
- ◆ STREETS ARE TOO NARROW
- ◆ NOT SUFFICIENT DISABLED PARKING
- ◆ NOT ATTEMPTING ENOUGH
- ◆ MORE PARKING FOR DISABLED PEOPLE
- ◆ NEED TO REDUCE SPEED LIMITS IN SHOPPING AREA
- ◆ BETTER TRAFFIC MANAGEMENT NEEDED IN THE MAIN STREET - VERY CLUTTERED - IN BOORT. REDUCE SPEED LIMIT IN COMMERCIAL AREAS AS WELL. CREATE BETTER ORGANISED PARKING FACILITIES - DISORDERLY PARKING IN MAIN STREET CONTRIBUTES TO CHAOS AND CONGESTION
- ◆ BETTER FLOW OF TRAFFIC IN THE TOWN

Waste Management

- ◆ WOULD LIKE THE GARBAGE TO BE COLLECTED WEEKLY RATHER THAN FORTNIGHTLY
- ◆ RUBBISH SHOULD BE COLLECTED WEEKLY RATHER THAN FORTNIGHTLY
- ◆ MORE FREQUENT COLLECTION OF ALL RUBBISH
- ◆ COLLECTION OF ALL RUBBISH ONCE A WEEK.
- ◆ COLLECTION ONCE A WEEK.
- ◆ COLLECTION SHOULD BE EVERY WEEK
- ◆ RUBBISH NEEDS TO BE PICKED UP ONCE A WEEK
- ◆ GET BACK TO A WEEKLY SERVICE ON GARBAGE ALL YEAR ROUND.
- ◆ RETURN TO WEEKLY COLLECTION ALL YEAR ROUND. RECYCABLE CONTAINERS WITH GARBAGE PICK UP AS IN OTHER TOWNS.
- ◆ MORE FREQUENT - ONCE A WEEK - GARBAGE COLLECTION AS IN THE PAST WILL STOP DUMPING OF RUBBISH IN BUSH.
- ◆ GARBAGE COLLECTION SHOULD BE WEEKLY IN WINTER AS IT IS IN SUMMER
- ◆ SHOULD BE CHEAPER TO DISPOSE OF RUBBISH IF YOU SEPARATE RECYCLING
- ◆ MORE FREQUENT PICKUPS OF BIN COLLECTIONS
- ◆ GARBAGE SHOULD BE COLLECTED WEEKLY RATHER THAN FORTNIGHTLY
- ◆ WEEKLY GARBAGE COLLECTION IN SUMMER
- ◆ WEEKLY RATHER THAN FORTNIGHTLY COLLECTIONS
- ◆ MORE FREQUENT COLLECTION OF WASTE, ONCE A WEEK RATHER THAN FORTNIGHTLY
- ◆ IN WINTER NEED WEEKLY COLLECTION OF GARBAGE
- ◆ BIN COLLECTION ONCE A FORTNIGHT IS NOT ENOUGH (REFERING TO GARBAGE)
- ◆ CHARGES FOR GARBAGE COLLECTION IN THE SHIRE ARE TOO HIGH FOR THE LEVEL OF SERVICE OFFERED
- ◆ MORE FREQUENT GARBAGE COLLECTION - FORTNIGHTLY COLLECTION NOT ENOUGH
- ◆ WE WANT WEEKLY RATHER THAN FORTNIGHTLY GARBAGE COLLECTION
- ◆ NEEDS A WEEKLY GARBAGE COLLECTION - ESPECIALLY BAD/INCONVENIENT FOR HOSPITAL AND CAFES AND CARAVAN PARKS WHO GENERATE MUCH WASTE

ADAMSVILLE CITY COUNCIL

Waste Management (continued)

- ◆ CUT THE GARBAGE COLLECTION BACK BY HALF IN THE WINTER - FORTNIGHTLY - WOULD PREFER WEEKLY SERVICE
- ◆ NEED A WEEKLY RUBBISH COLLECTION, NOT FORTNIGHTLY
- ◆ BIN COLLECTION IS ONLY ONCE A FORTNIGHT
- ◆ FORTNIGHTLY COLLECTION IS REDICULOUS
- ◆ GARBAGE COLLECTION SHOULD BE WEEKLY NOT FORTNIGHTLY
- ◆ THEY COLLECT GARBAGE EVERY TWO WEEKS AND IT SHOULD BE EVERY WEEK
- ◆ THEY CUT OUR RUBBISH COLLECTION DSOVN TO ONCE A FORTNIGHT WITHOUT GIVING US A DECENT REASON

Enforcement of By Laws

- ◆ MORE PROMOTION OF WHAT THE COUNCIL IS DOING IN THIS AREA.
- ◆ DISCHARGE OF WATER INTO THE GUTTER IS STILL AN ISSUE
- ◆ I HAVENT SEEN EVIDENCE OF ANY OF THE BY-LAWS BEING ENFORCED BY THE SHIRE.
- ◆ ENFORCEMENT OF PEOPLE LIVING IN SHEDS
- ◆ MORE RANGERS REQUIRED
- ◆ FOOD HANDLING BY-LAWS HAVE GONE HAYWIRE, HAVE CAUSED PROBLEMS WITH LOCAL VOLUNTEER ORGANISATIONS THAT ARE WELL-EXPERIENCED IN PUBLIC CATERING- BUT HAVE NO FORMAL QUALIFICATIONS IN FOOD HANDLING

Economic Development

- ◆ MORE EDUCATION FACILITIES.
- ◆ SOME TOWNS (NOT NECESSARILY SMALLS ONES) HAVE BEEN NEGLECTED SCINCE THE COUNCILS WERE JOINED
- ◆ BETTER ACSESS TO INFORMATION FOR SMALL BUINESSES IS NEEDED
- ◆ THEY HAVE NO POLICY OR STRATEGY FOR CREATING EMPLOYMENT
- ◆ NOT ENOUGH HOURS AVAILABLE TO SUSTAIN WEEK TO WEEK WAGES FOR YOUNG PEOPLE/MOSTLY CASUAL WORK AVAILABLE.
- ◆ ALWAYS NEEDS IMPROVEMENT
- ◆ MORE COMMUNITY CONSULTATION ON ECONOMIC DEVELOPMENT ISSUES
- ◆ MORE COMMUNITY CONSULTATION.
- ◆ SHIRE IS TOO BIG, CAN'T MANAGE THE WHOLE AREA

Town Planning Policy and Approvals

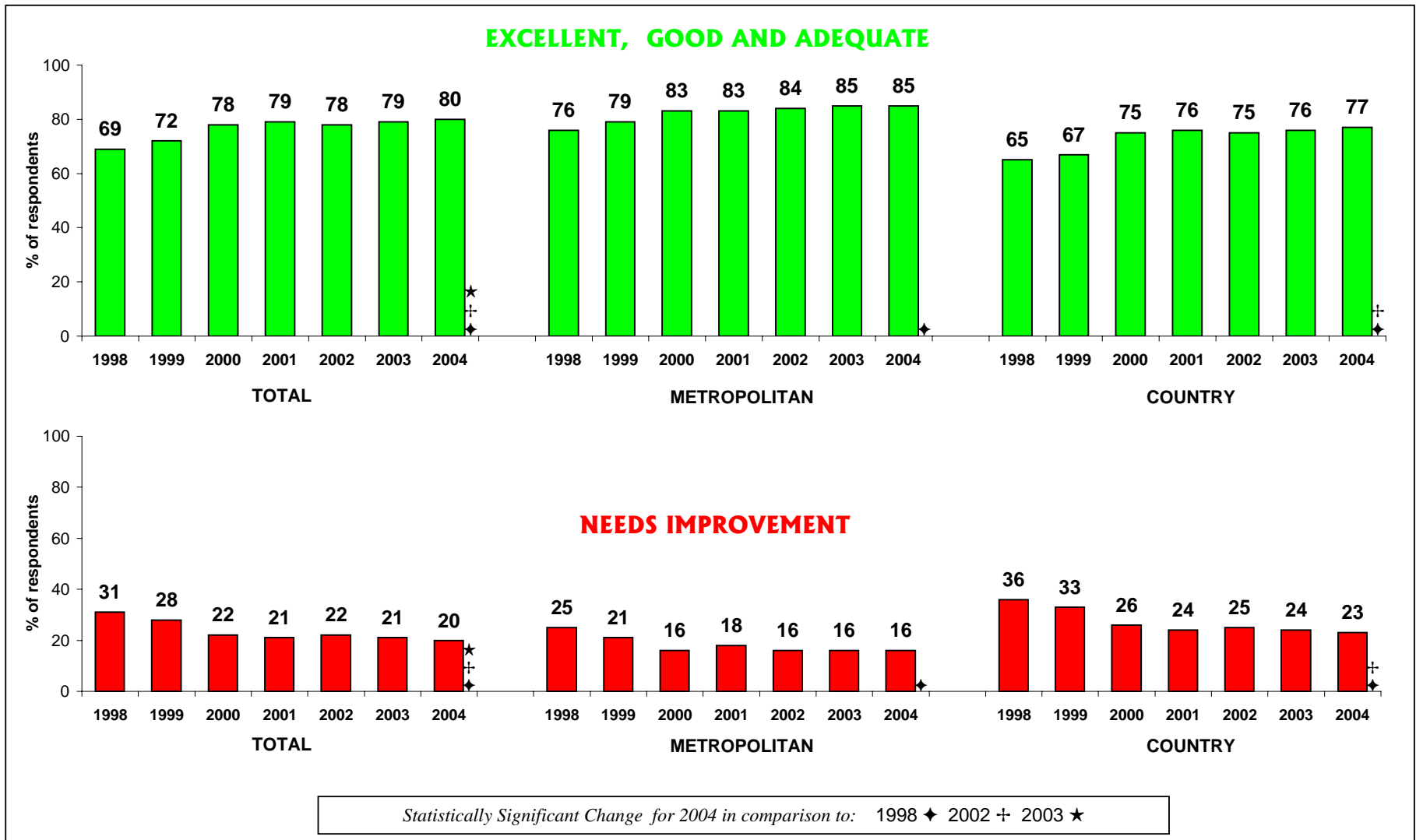
- ◆ SPEND MORE MONEY ON HERITAGE/PUBLICITY, ADVERTISING
- ◆ NOT HERITAGE FOCUSED
- ◆ PROACTIVE APPROACHES TO PRESERVING/ENHANCING THE STREETScape. MANY RUN-DOWN BUILDINGS JUST LEFT ON MAIN STREETS.
- ◆ REVIEW OF PLANNING POLICIES
- ◆ EMPHASIS ON BRIDGEWATER BRIDGE ON LODDON AS A HERITAGE SITE

***METROPOLITAN AND COUNTRY
RESULTS***

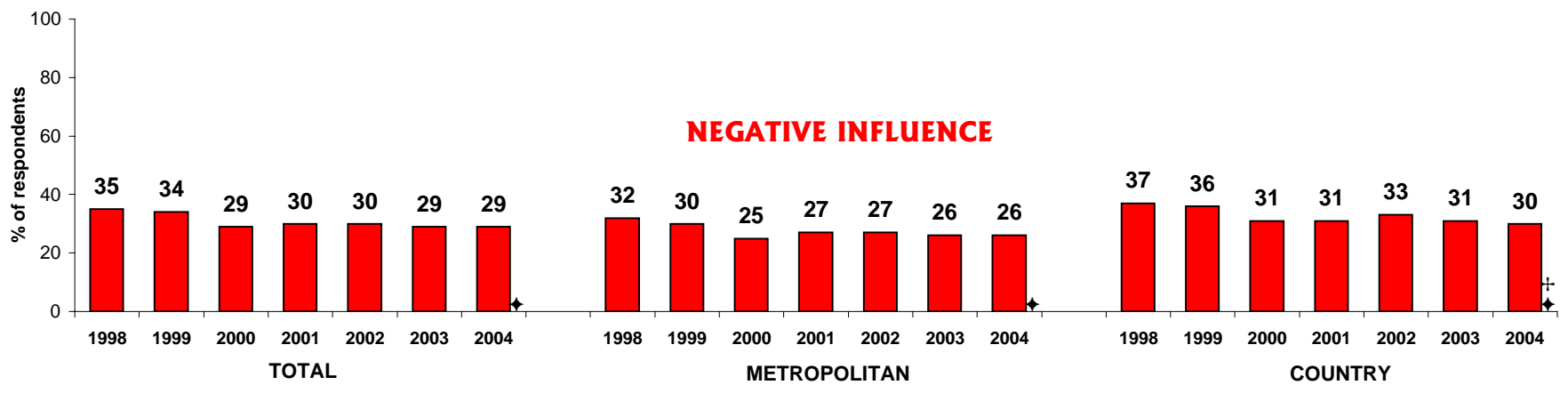
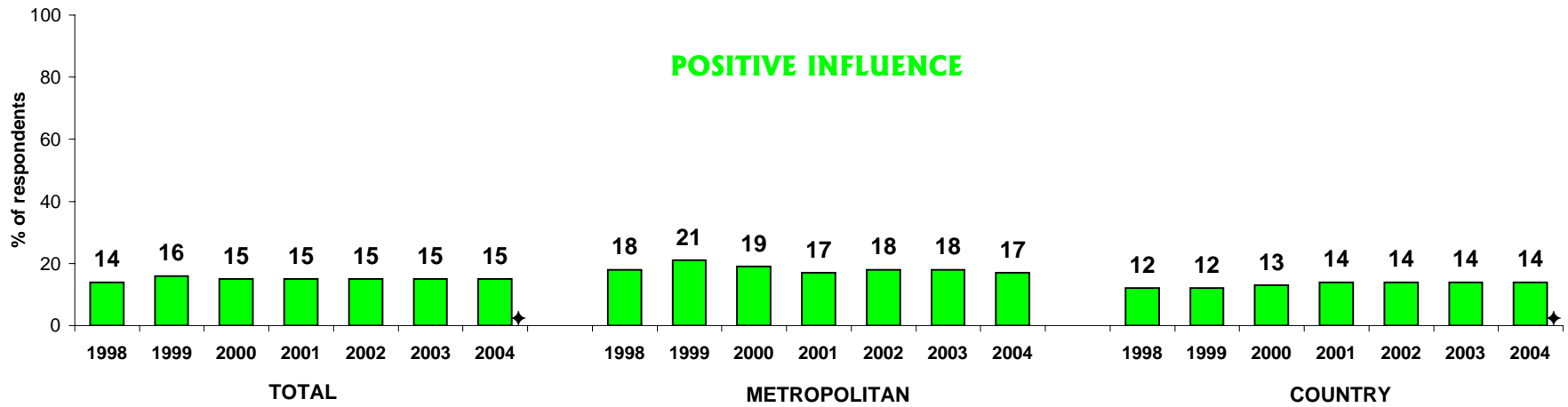
ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- OVERALL PERFORMANCE -



ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003
- ISSUES STRONGLY INFLUENCED ASSESSMENT OF OVERALL PERFORMANCE -

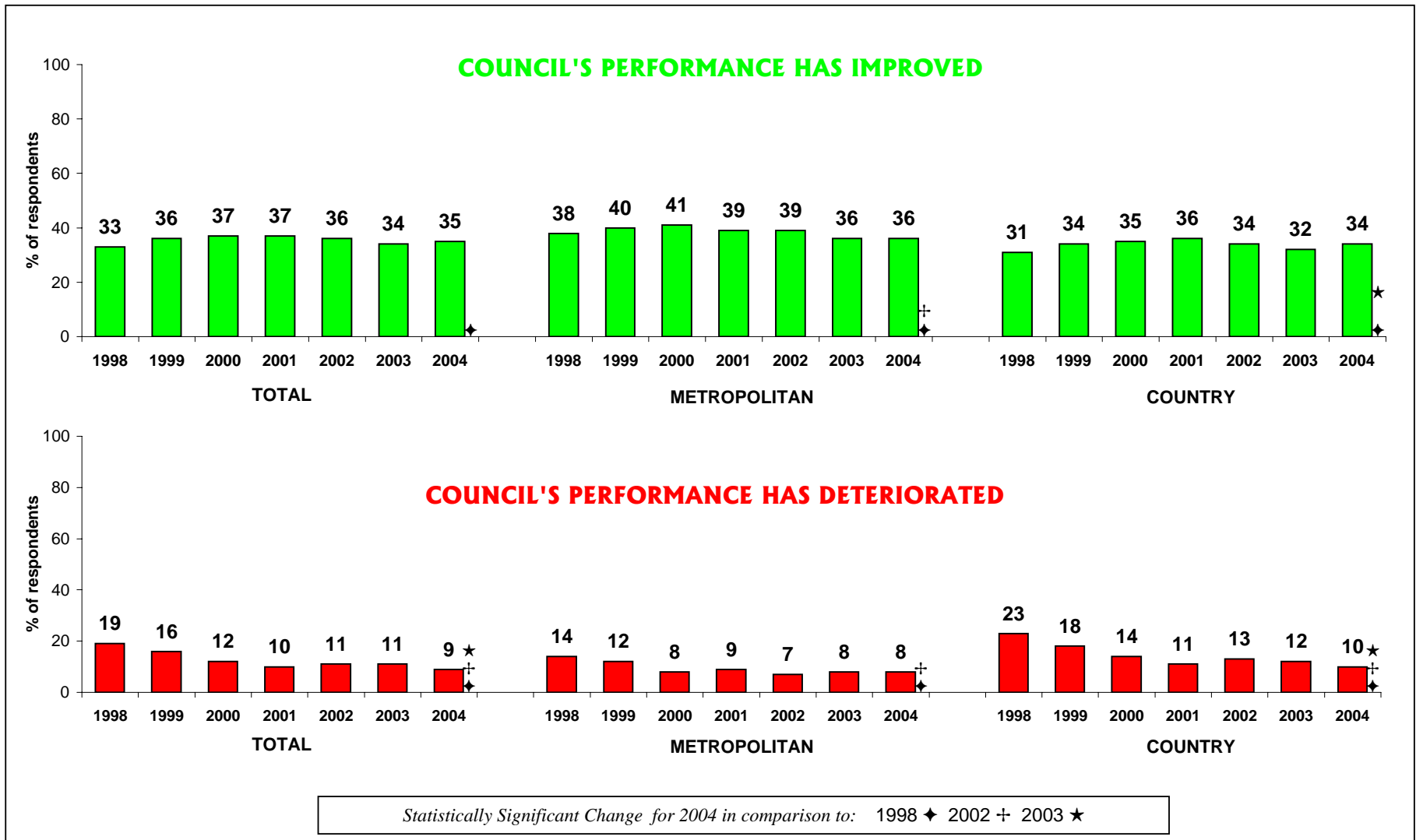


Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- DIRECTION OF CHANGE IN OVERALL PERFORMANCE -

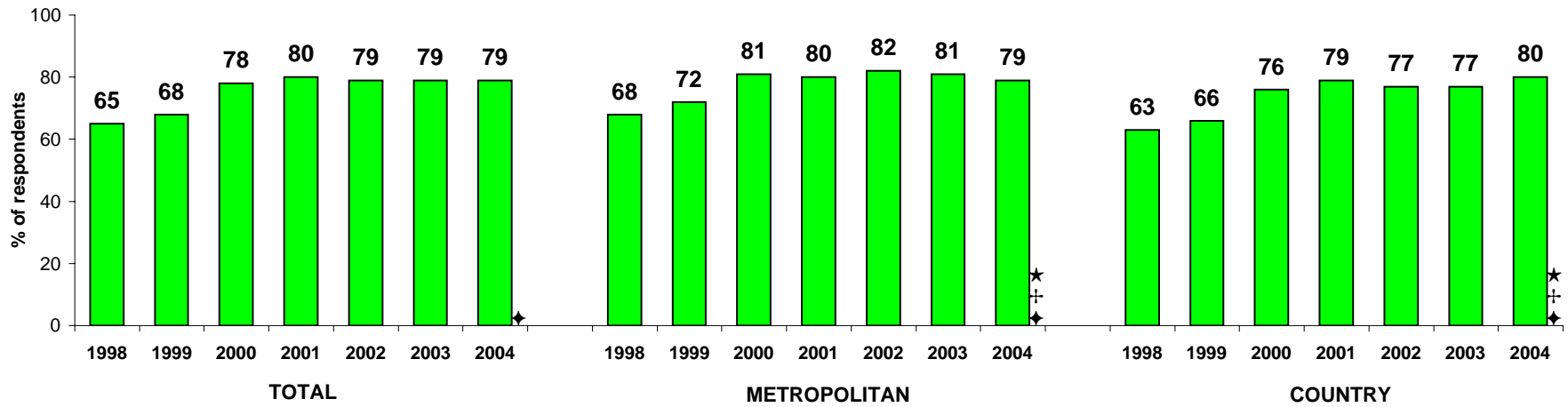


ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

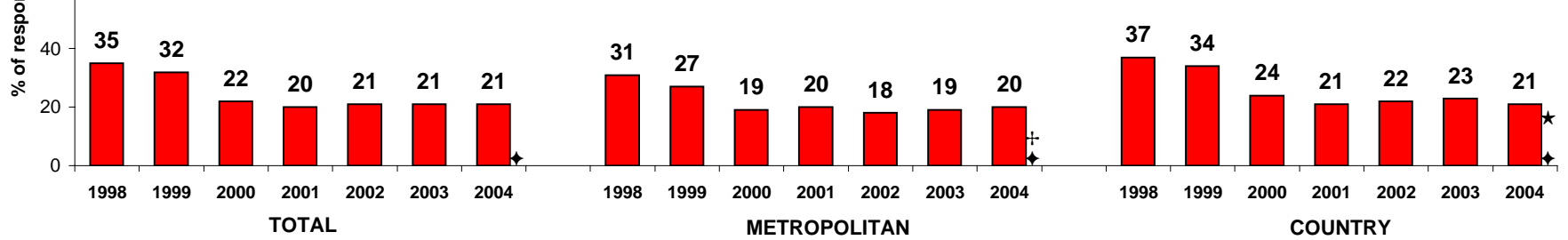
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- ADVOCACY -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT

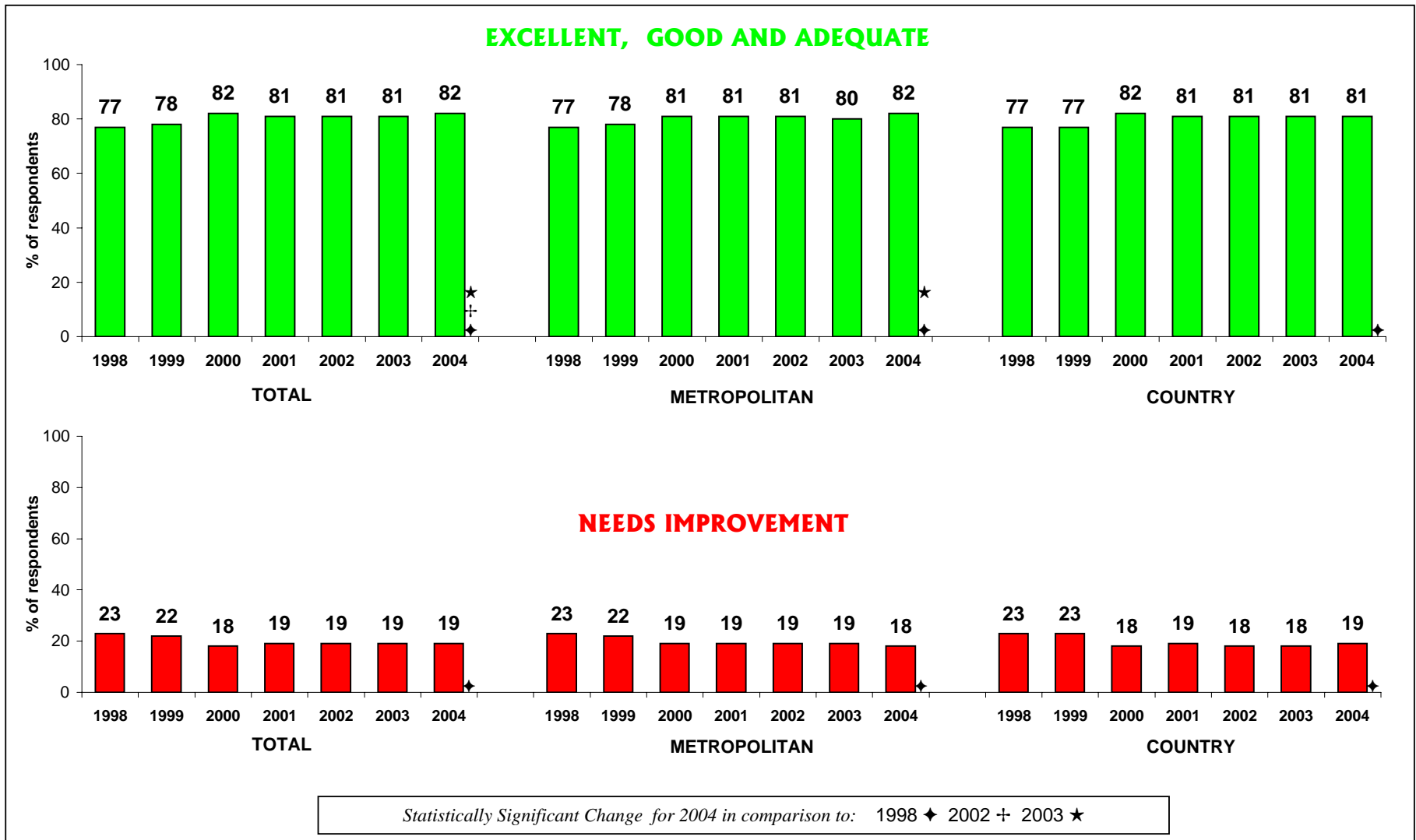


Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

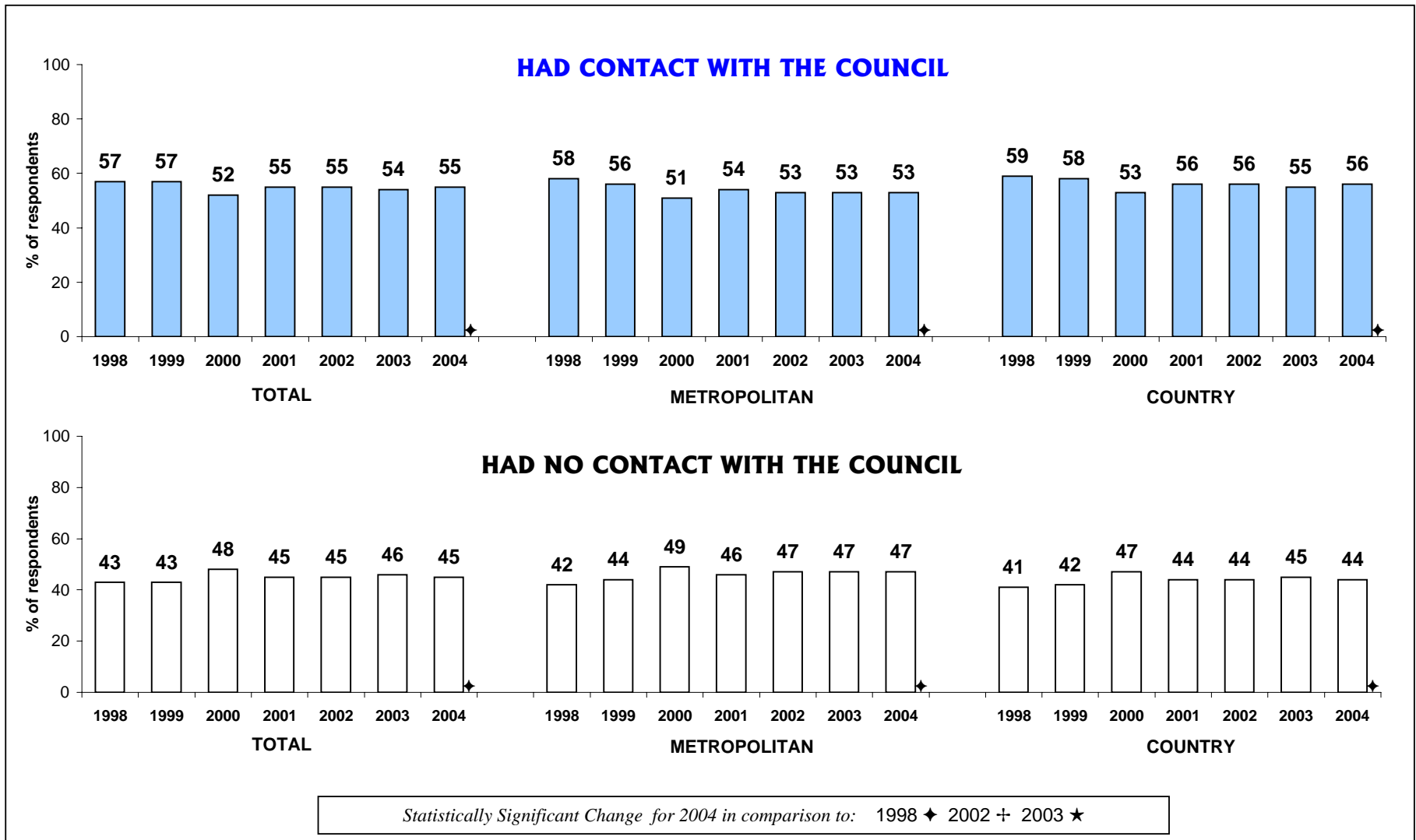
ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- CUSTOMER CONTACT -

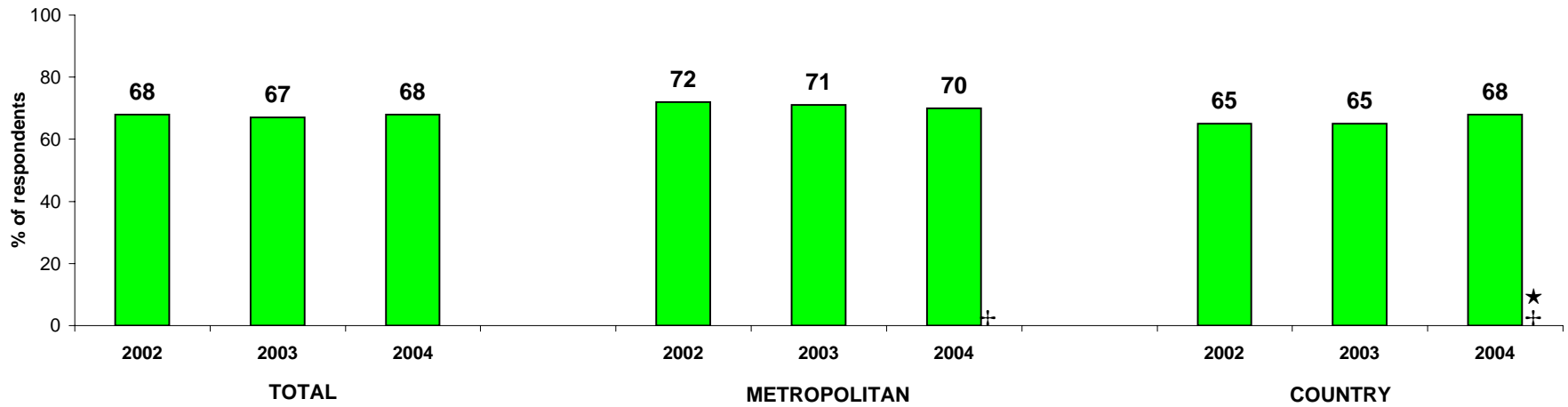


ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003
- EXPERIENCED CUSTOMER CONTACT -

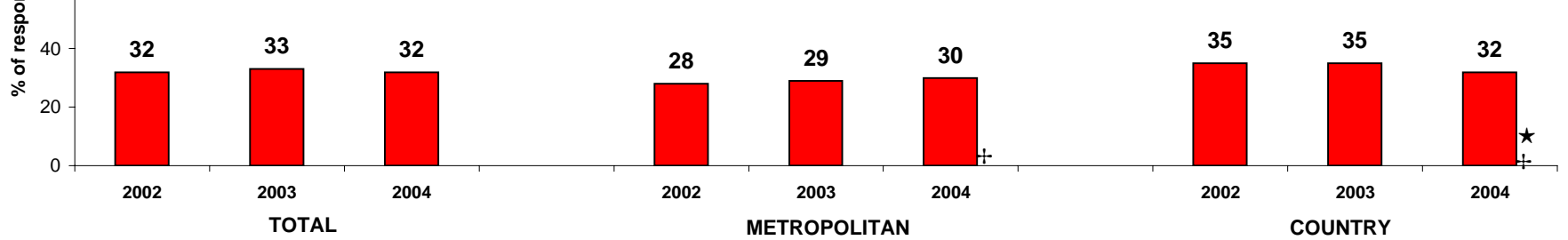


ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003
- COMMUNITY ENGAGEMENT -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



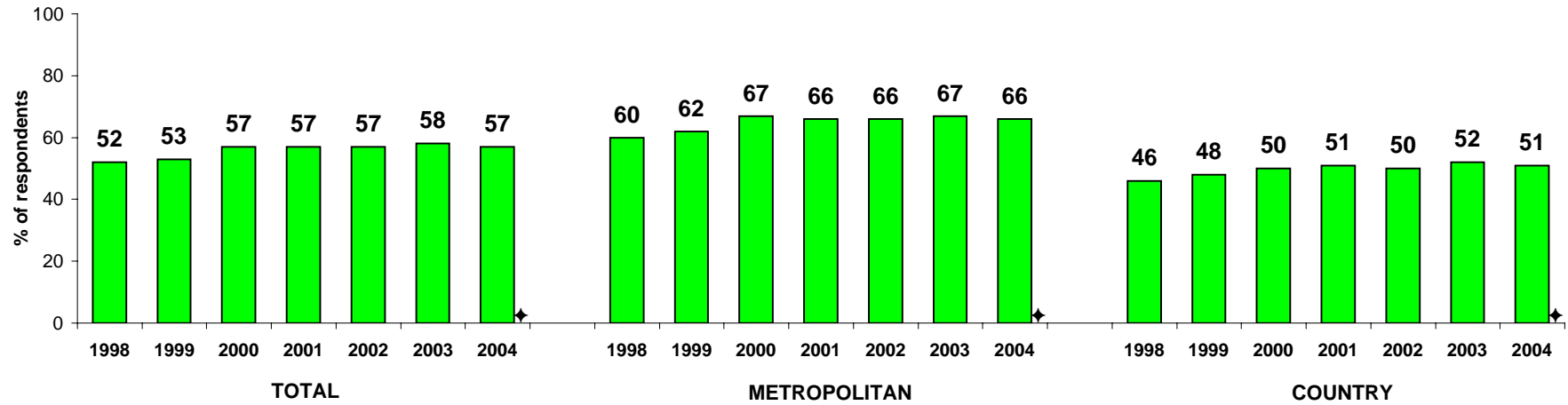
Statistically Significant Change for 2004 in comparison to: 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

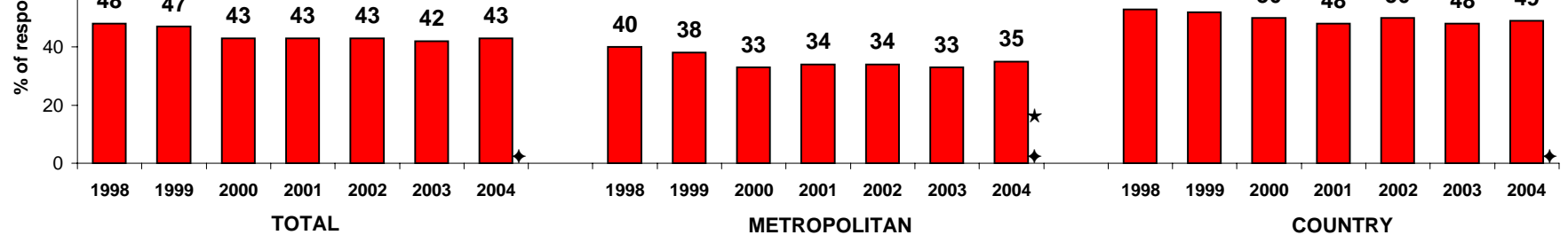
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- LOCAL ROADS AND FOOTPATHS -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT

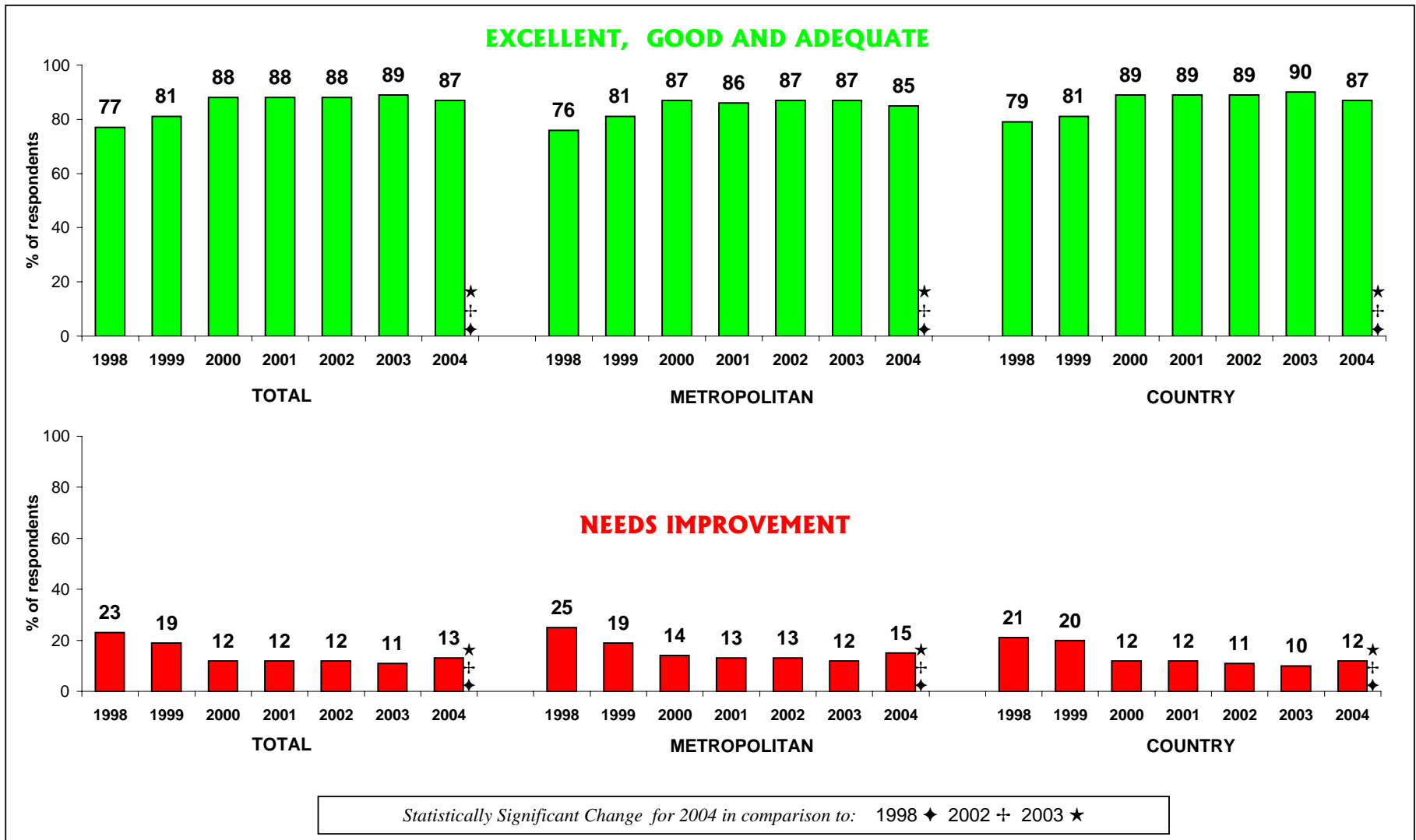


Statistically Significant Change for 2004 in comparison to: 1998 ◆ 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- HEALTH AND HUMAN SERVICES -

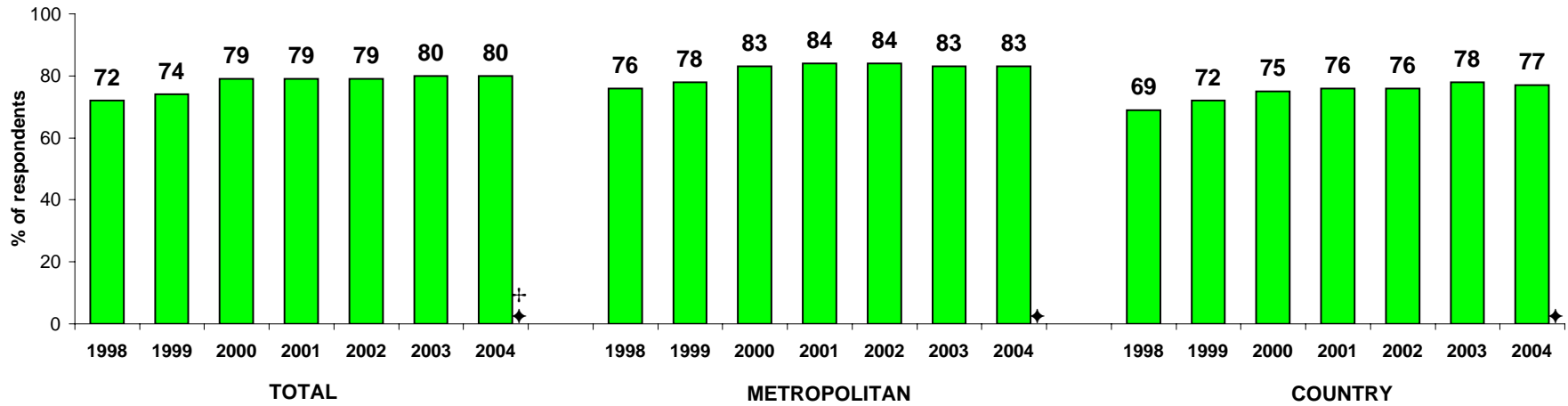


ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

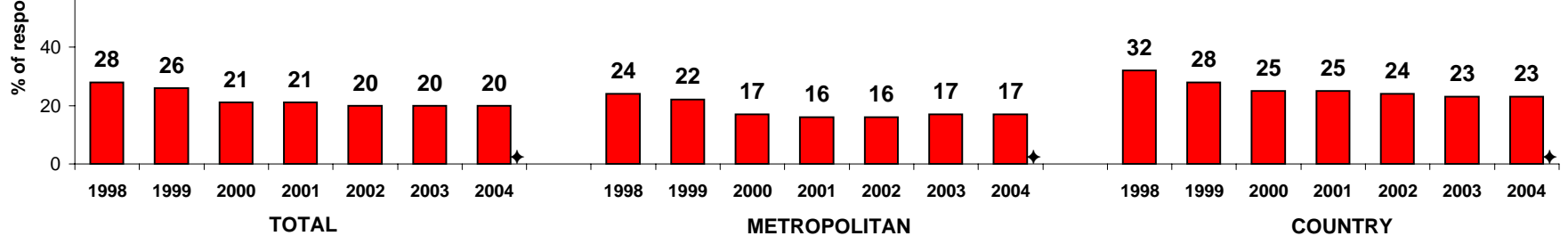
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- RECREATIONAL FACILITIES -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT

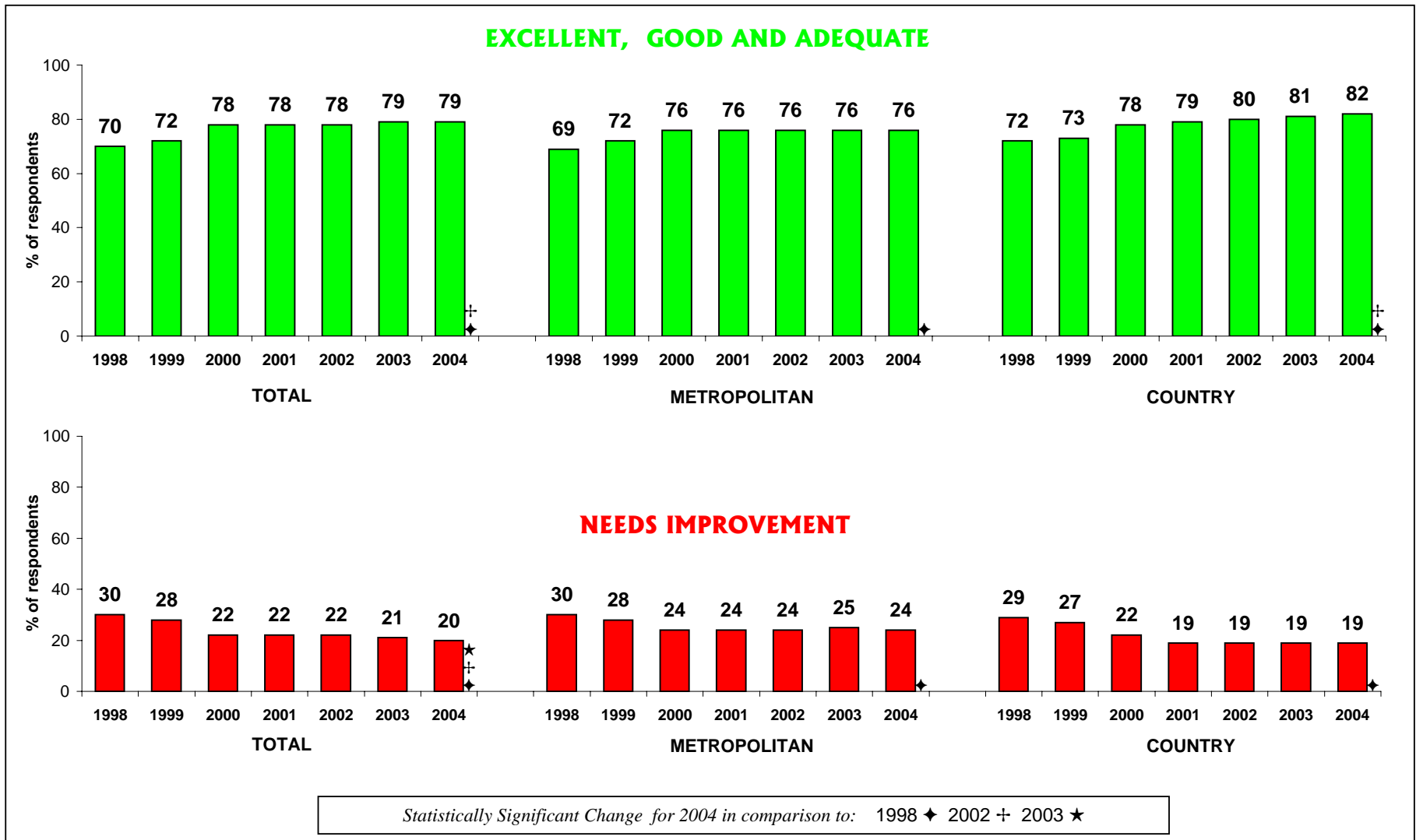


Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

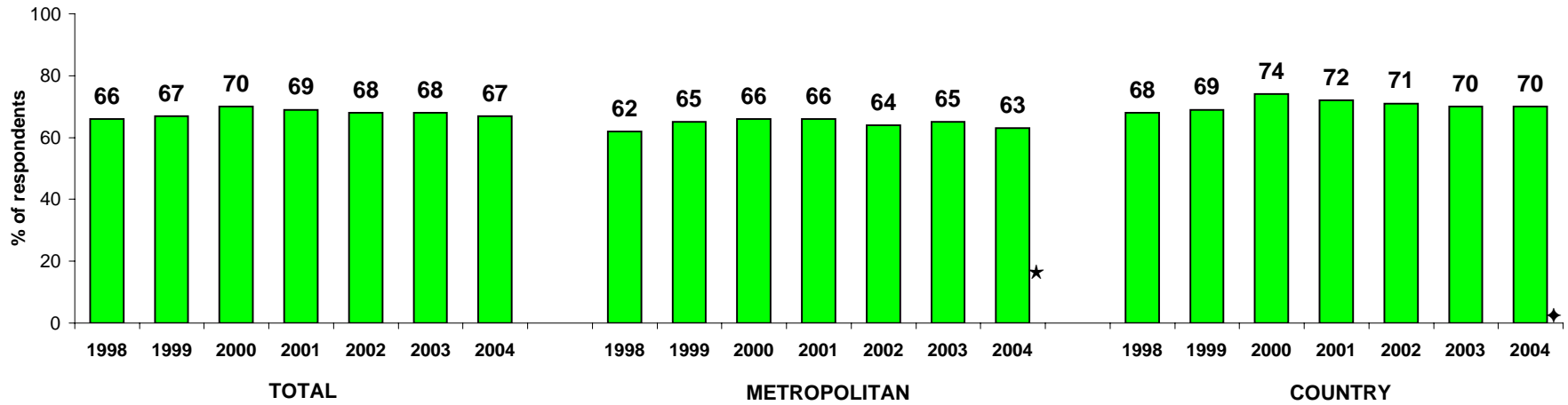
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- APPEARANCE OF PUBLIC AREAS -

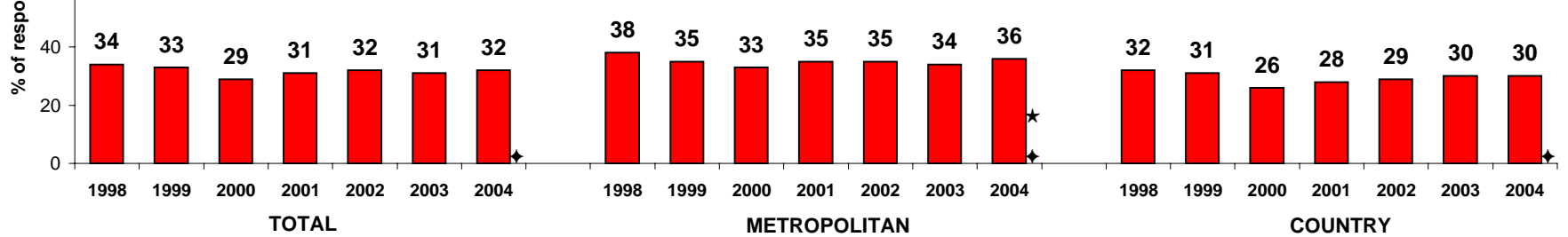


ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003
- TRAFFIC MANAGEMENT AND PARKING FACILITIES -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT

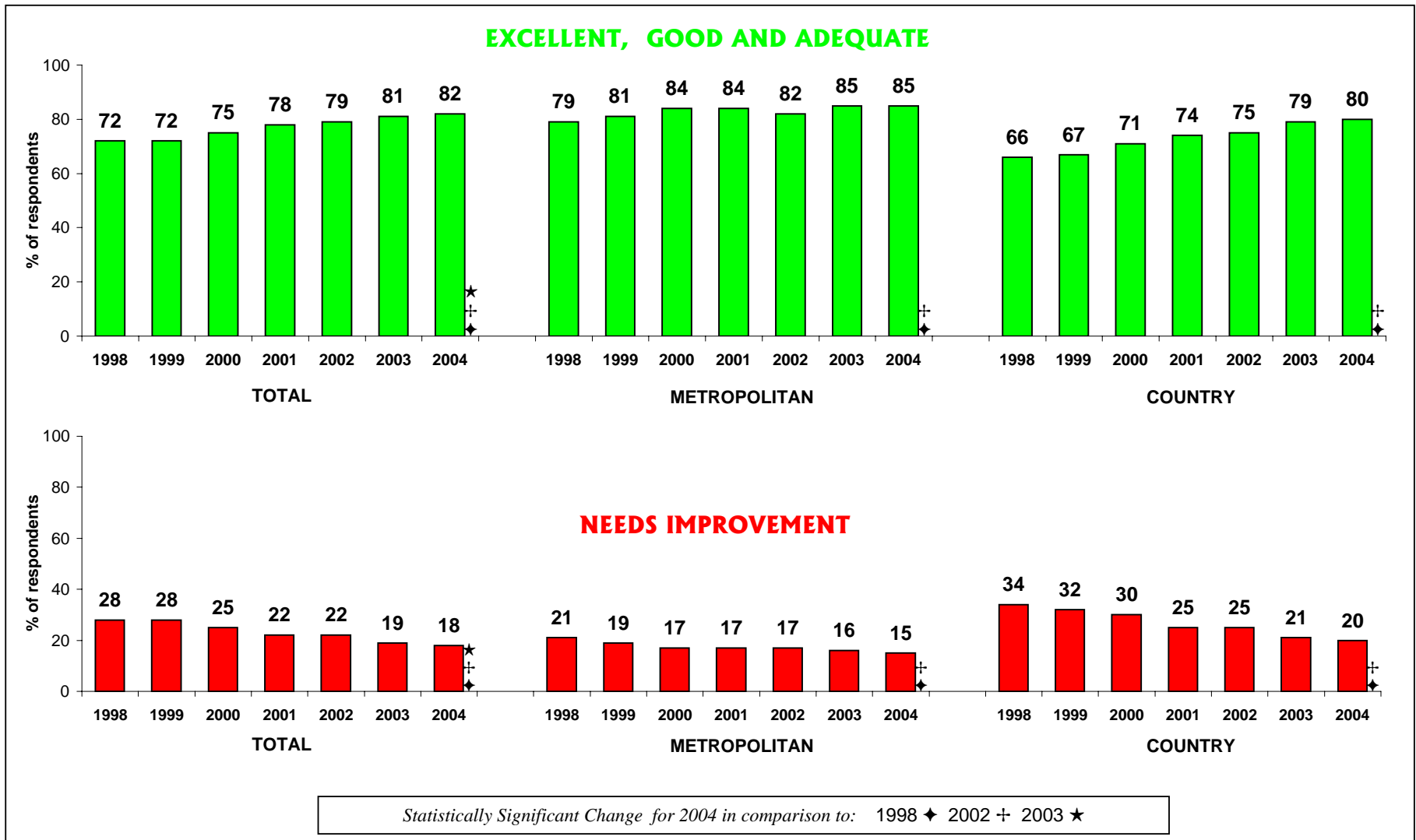


Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- WASTE MANAGEMENT -

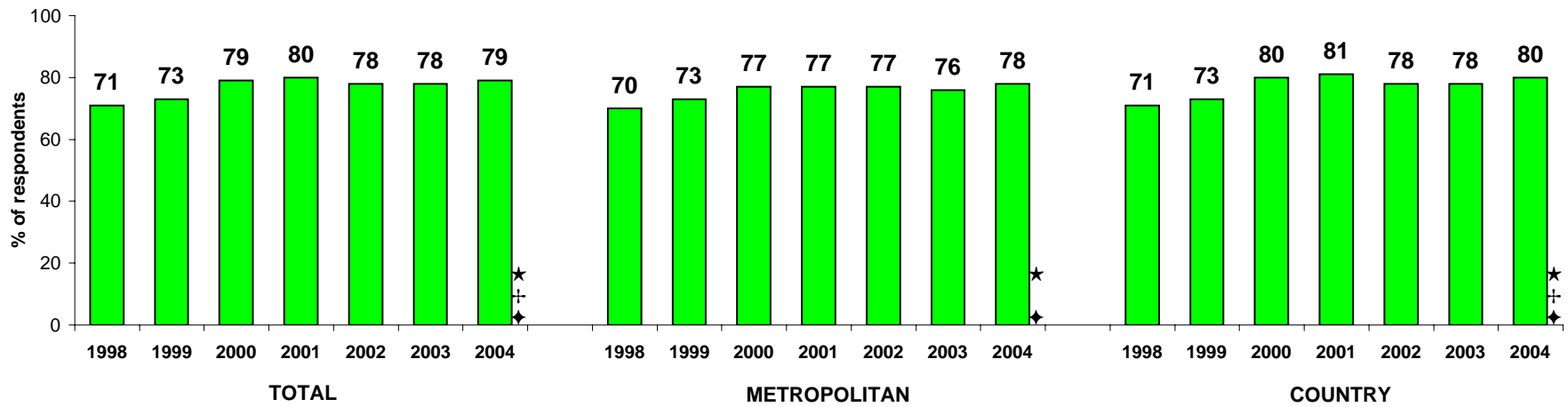


ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

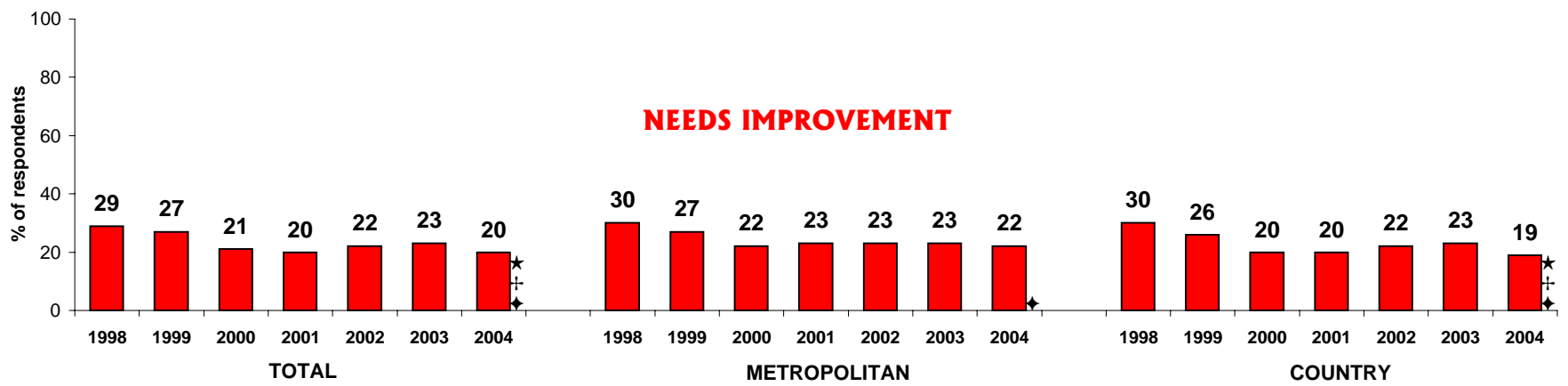
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- ENFORCEMENT OF BY LAWS -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



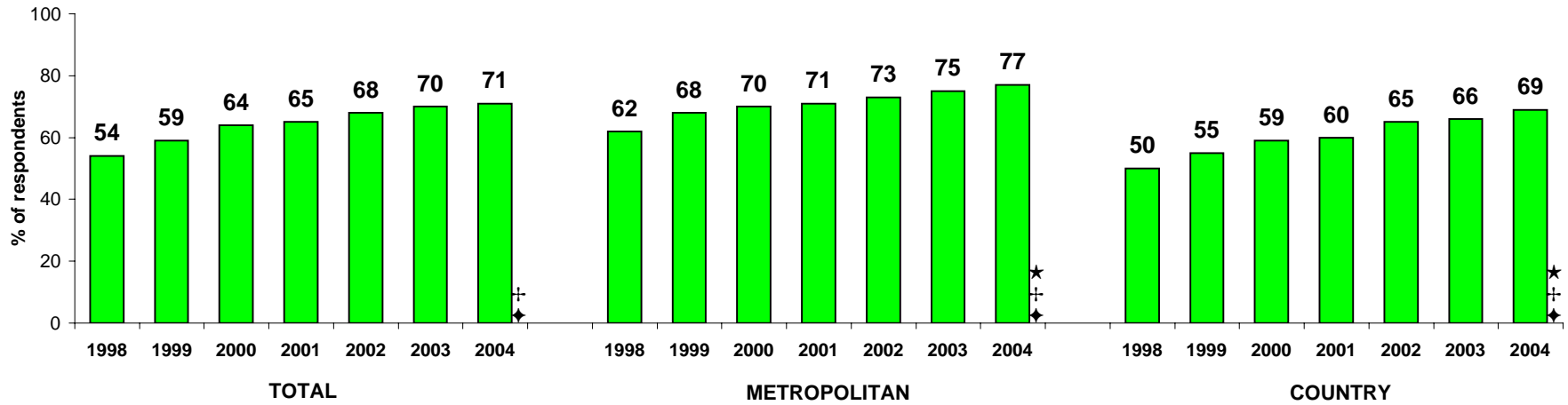
Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

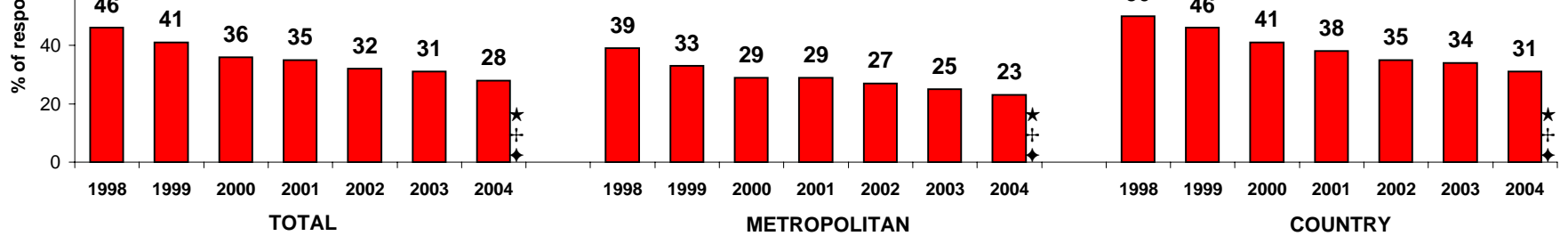
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- ECONOMIC DEVELOPMENT -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



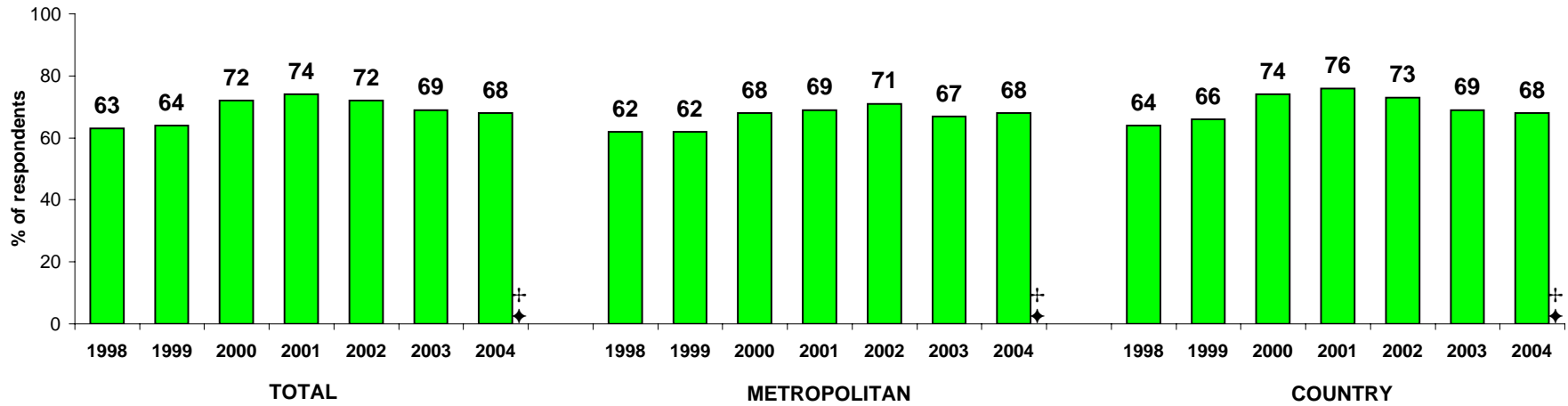
Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★

ANNUAL COMMUNITY SATISFACTION SURVEY 2004 - STATEWIDE RESULTS

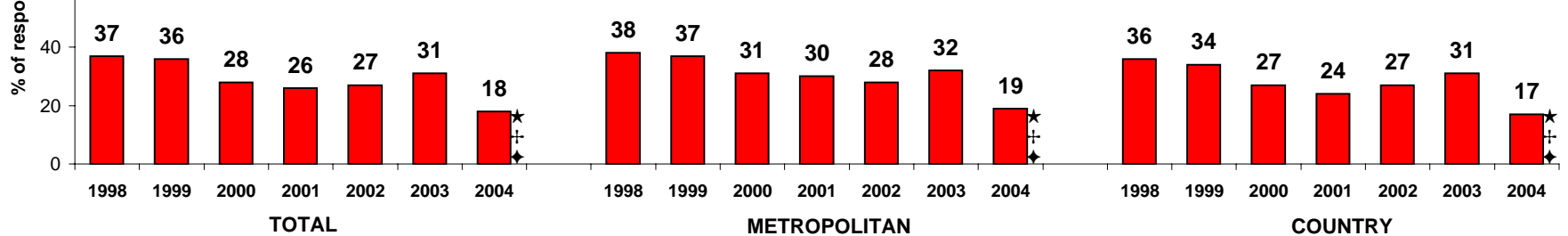
KEY PERFORMANCE INDICATORS FOR 2004 - COMPARED WITH 1998 TO 2003

- TOWN PLANNING POLICY AND APPROVALS -

EXCELLENT, GOOD AND ADEQUATE



NEEDS IMPROVEMENT



Statistically Significant Change for 2004 in comparison to: 1998 ♦ 2002 + 2003 ★