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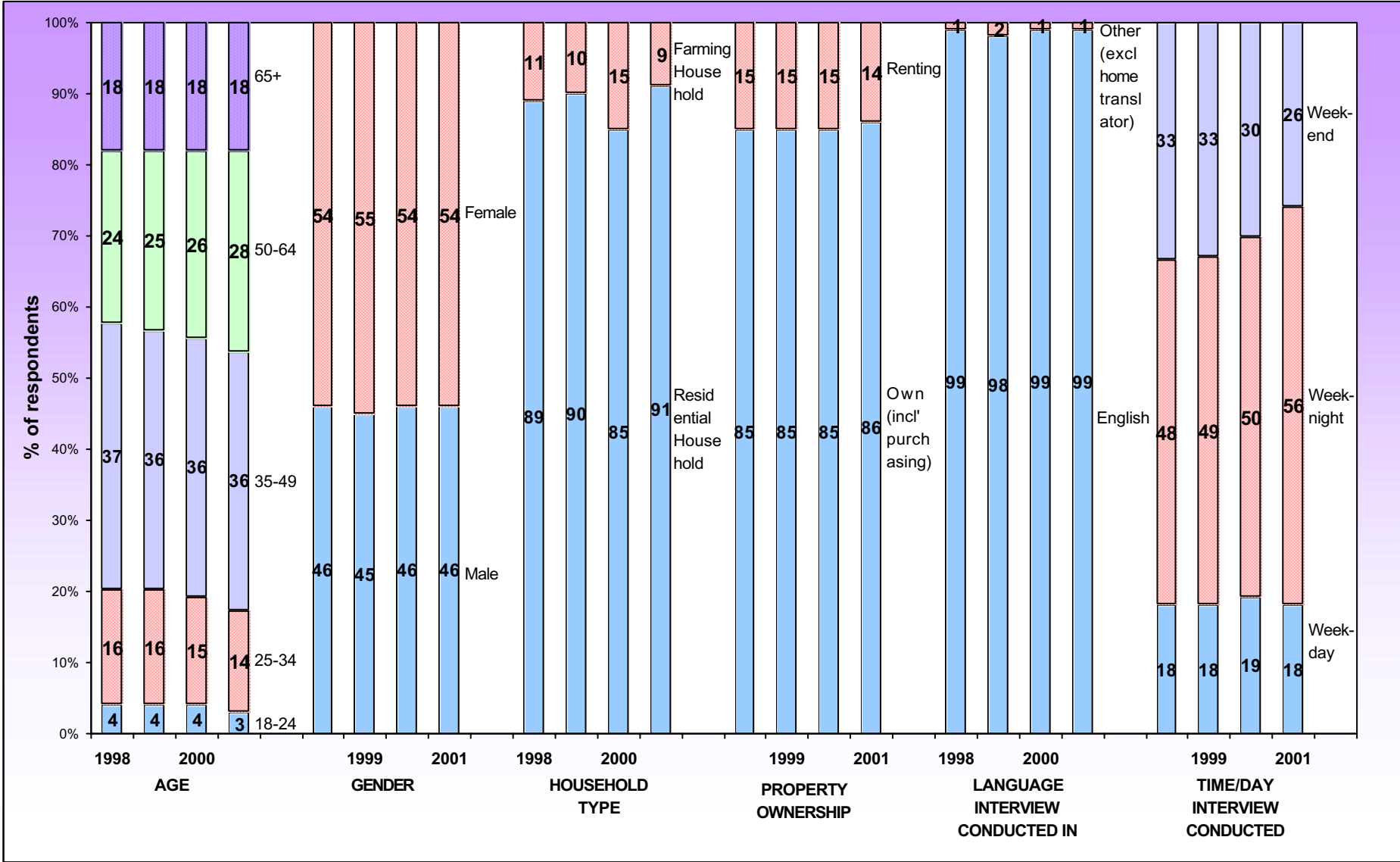
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*PROFILE OF RESPONDENT CHARACTERISTICS*

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# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001 RESPONDENT PROFILE



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***SURVEY QUESTIONNAIRE***

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*INDIVIDUAL LGA'S WITHIN  
EACH GROUP*

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

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**ANNUAL CONSTITUENT  
SATISFACTION SURVEY 2001**

**CITY OF ADAMSVILLE**

**- RESEARCH RESULTS -**

**JUNE 2001**

**A project jointly sponsored by the Department of Infrastructure and Local Governments**



**INFRASTRUCTURE**

# CITY OF ADAMSVILLE

## CHART ONE: SUMMARY OF RESULTS FOR 2001

	Indexed Mean
<b>1 Constituent satisfaction rating for overall performance generally of the council</b>	<b>67</b>
<b>2 Constituent satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)</b>	<b>66</b>
2a Local Roads and Footpaths	67
2b Health and Human Services	68
2c Recreational Facilities	77
2d Appearance of Public Areas	74
2e Traffic Management and Parking Facilities	55
2f Waste Management	69
2g Enforcement of By Laws	65
2h Economic Development	64
2i Town Planning Policy and Approvals	60
<b>3 Constituent satisfaction rating for council's interaction and responsiveness in dealing with the public</b>	<b>73</b>
<b>4 Constituent satisfaction rating for council's advocacy and community representation on key local issues</b>	<b>60</b>



# CITY OF ADAMSVILLE

## CHART TWO: KEY SERVICE AREAS RESULTS FOR 2001

### RESPONSIBILITY AREAS OF LOCAL GOVERNMENT

		2001					2000	1999	1998			
		Excellent %	Good %	Adequate %	Needs some improvement %	Needs a lot of improvement %	Could not rate service %	Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998		
1	Local Roads and Footpaths	9	42	27	16	5	2	3.34	67	58	53	52
2	Health and Human Services	12	43	29	10	7	48	3.42	68	69	68	67
3	Recreational Facilities	25	48	16	9	2	6	3.84	77	70	61	72
4	Appearance of Public Areas	21	48	15	12	4	0	3.70	74	63	57	70
5	Traffic Management and Parking Facilities	5	24	29	28	15	3	2.77	55	60	60	47
6	Waste Management	17	38	21	20	4	1	3.44	69	74	67	69
7	Enforcement of By Laws	9	37	32	14	8	12	3.25	65	63	62	62
8	Economic Development	5	36	39	14	6	28	3.19	64	54	58	52
9	Town Planning Policy and Approvals	5	34	31	18	13	15	2.99	60	65	61	57
<b>PERFORMANCE MEAN ACROSS RESPONSIBILITY AREAS</b>								3.32	66	64	60	61

Statistically significant increase since 2000

Statistically significant decrease since 2000



# CITY OF ADAMSVILLE

## CHART THREE: OVERALL PERFORMANCE RESULTS FOR 2001

### OVERALL PERFORMANCE OF THE COUNCIL

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2001		Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2001	2000	1999	1998
☞ Performance Rating	6	47	28	12	7	1	3.34	67	66	63	61
☞ Have issues strongly influenced the above assessment	No %	Yes - Positively %		Yes - Negatively %							
	55	17		29							

### DIRECTION OF CHANGE

	Improved %	Stayed the Same %	Deteriorated %
☞ Rating	32	53	15

### ADVOCACY

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2001		Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2001	2000	1999	1998
☞ Representation and lobbying to other levels of government and private organisations	3	31	42	11	13	33	3.00	60	65	60	59

### CUSTOMER CONTACT

	Excellent	Good	Adequate	Needs some improvement	Needs a lot of improvement	Could not rate area	Indexed Mean 2001		Indexed Mean 2000	Indexed Mean 1999	Indexed Mean 1998
	%	%	%	%	%	%	Mean	2001	2000	1999	1998
☞ Rating of Council's Performance	25	39	17	13	6	1	3.65	73	72	70	68
☞ Had contact with the Council in the past twelve months		Yes %		No %							
		50		50							



Statistically significant increase since 2000

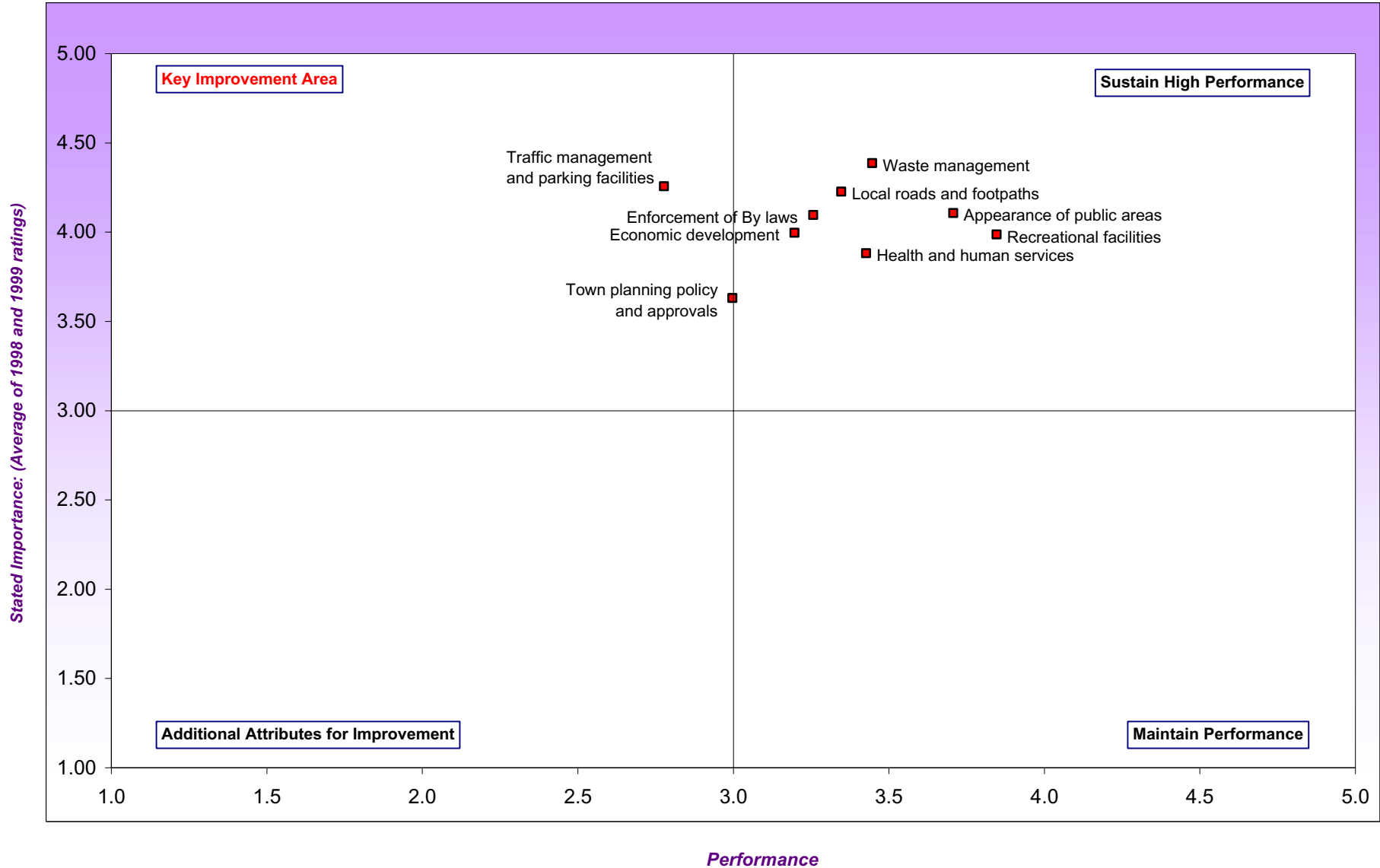


Statistically significant decrease since 2000



# CITY OF ADAMSVILLE

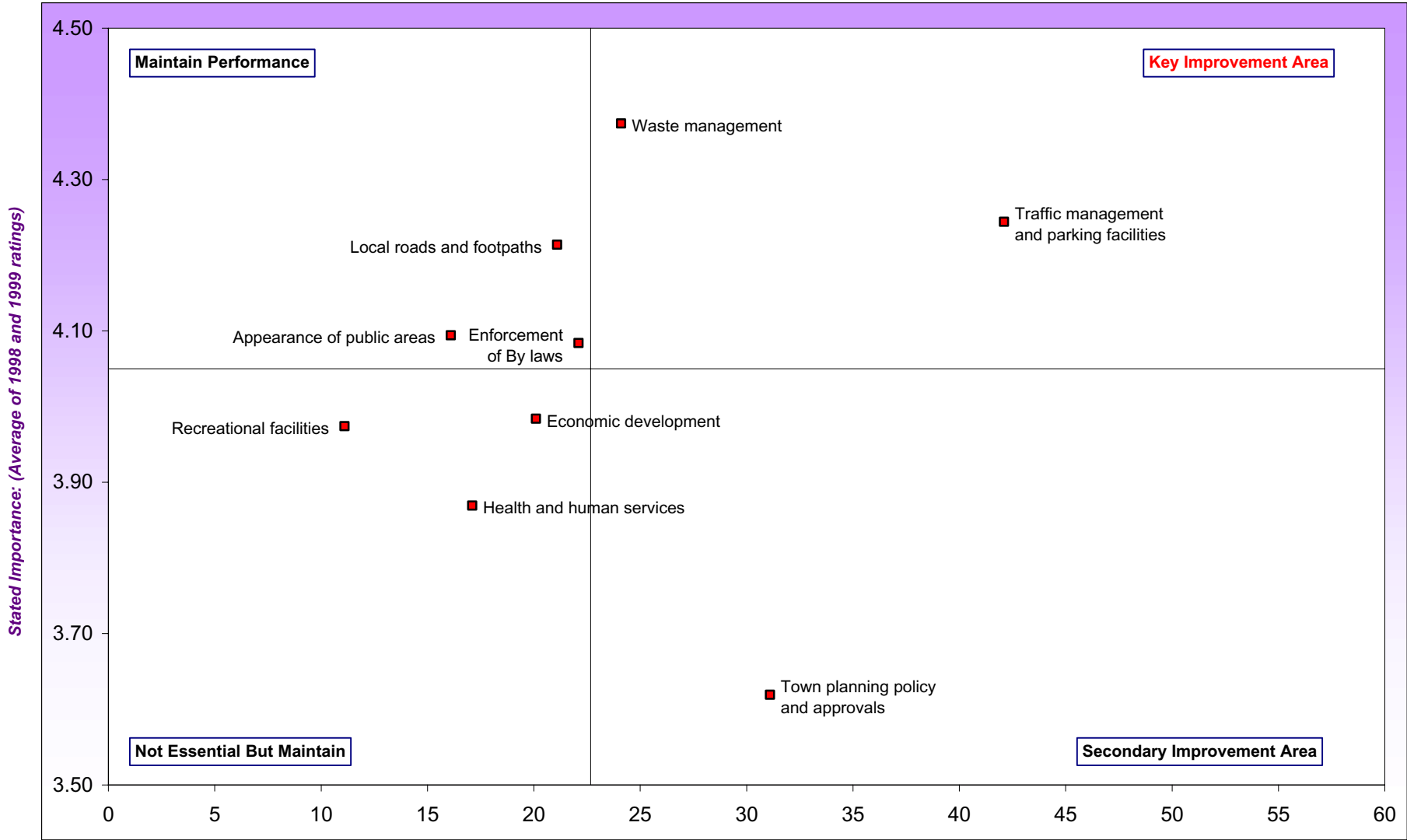
## CHART FOUR: KEY SERVICE AREAS - SATISFACTION WINDOW FOR 2001





# CITY OF ADAMSVILLE

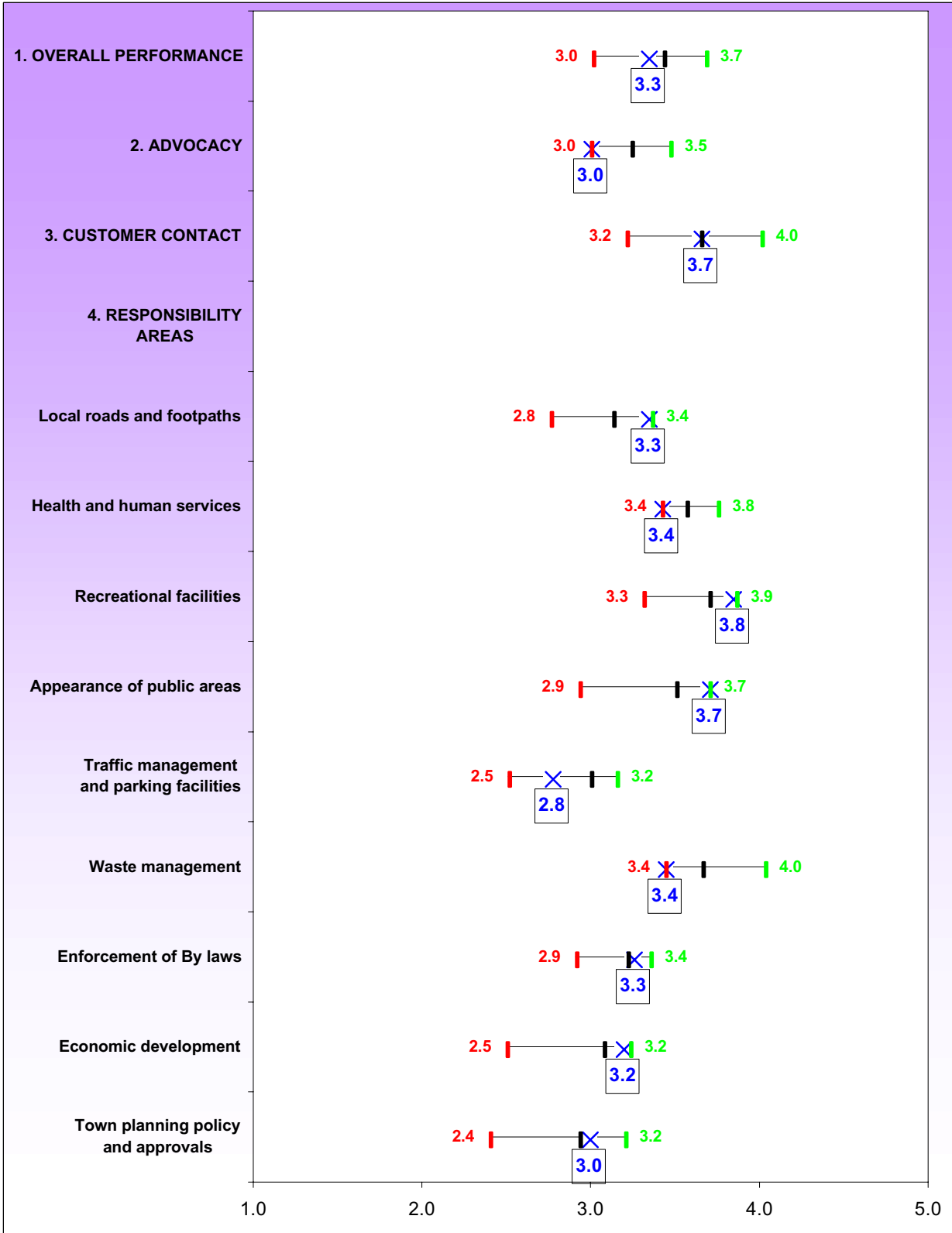
## CHART FIVE: KEY SERVICE AREAS - IMPROVEMENT WINDOW FOR 2001



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

# CITY OF ADAMSVILLE

## CHART SIX: RELATIVE PERFORMANCE IN GROUP XXX FOR 2001



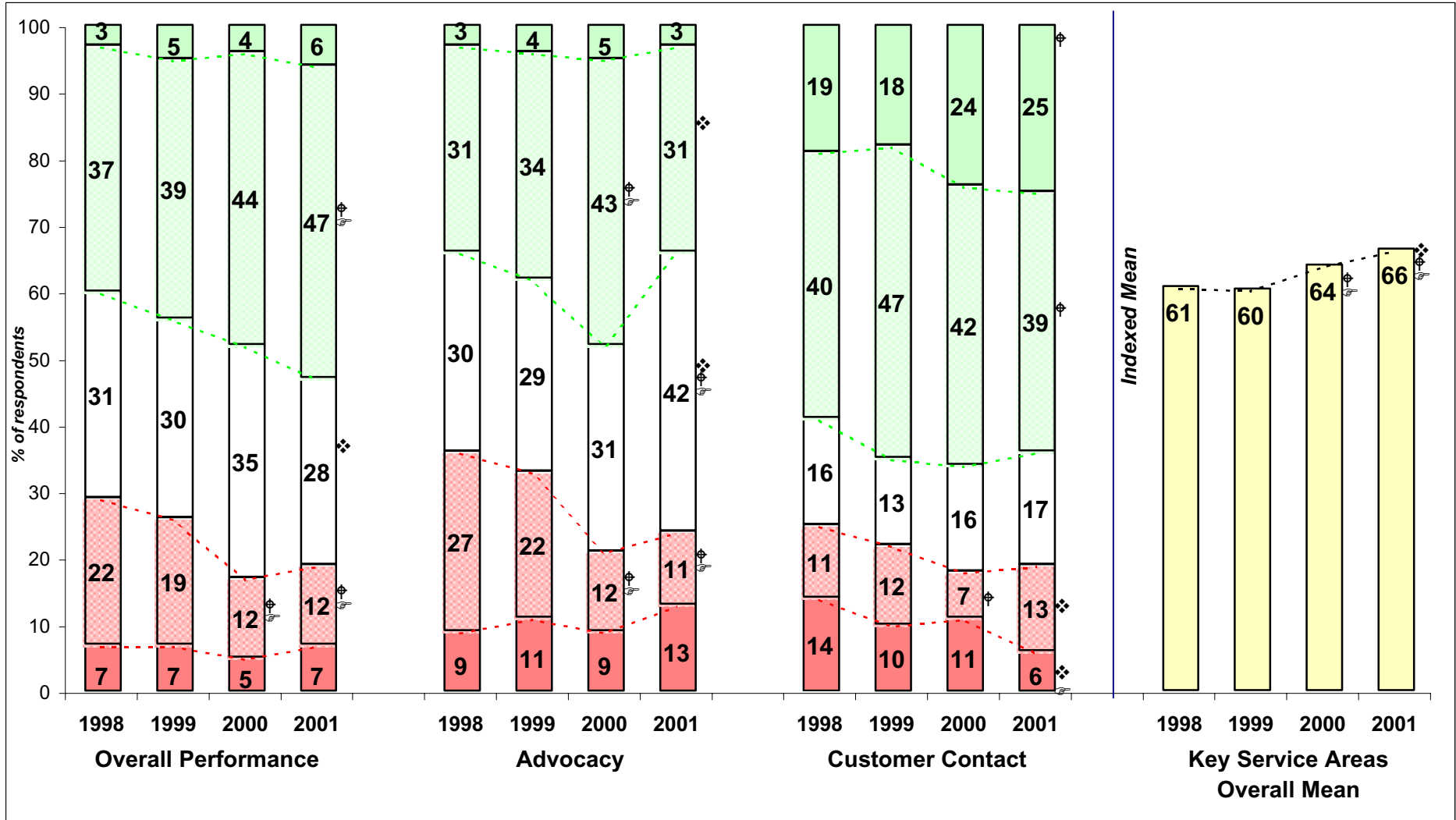
*Average Performance*

**X = CITY OF ADAMSVILLE**

| Lowest Result    
 | Median Result    
 | Highest Result |



# CITY OF ADAMSVILLE CHART SEVEN: OVERALL RESULTS FOR 2011 - COMPARED WITH 1998, 1999 AND 2000

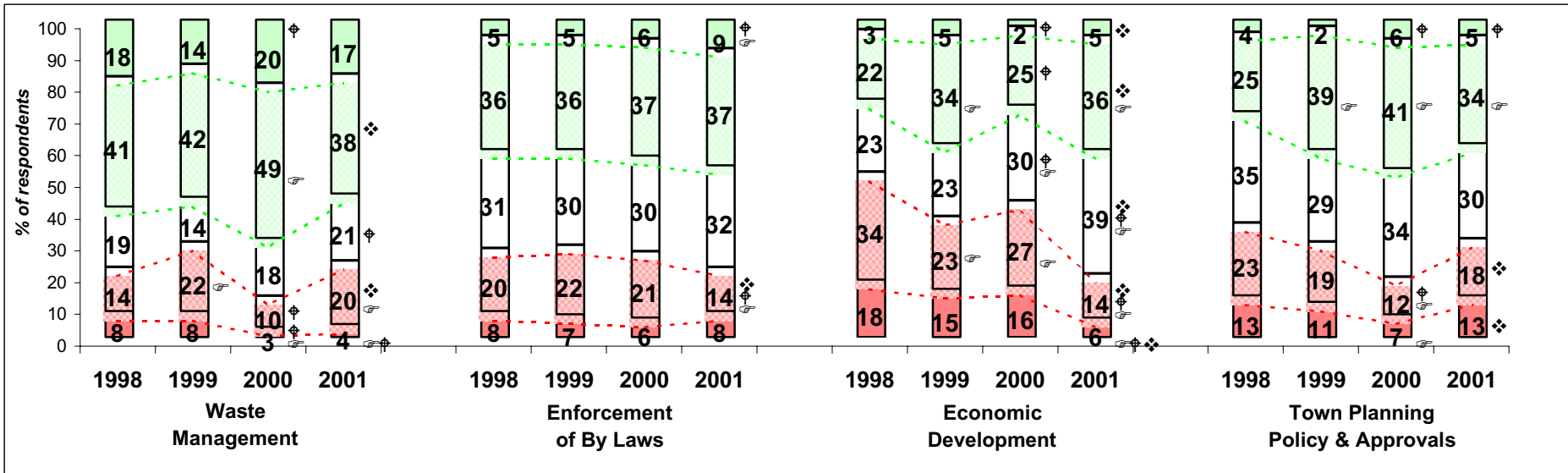
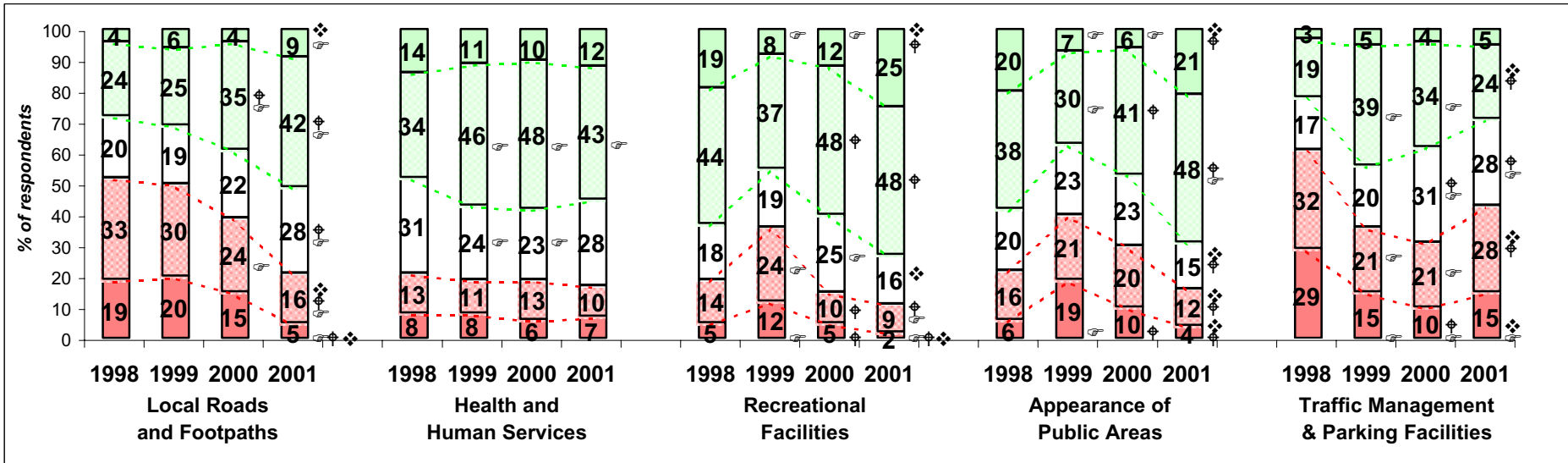


Excellent
  Good
  Adequate
  Needs some improvement
  Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ☞ 2000 ❖

# CITY OF ADAMSVILLE

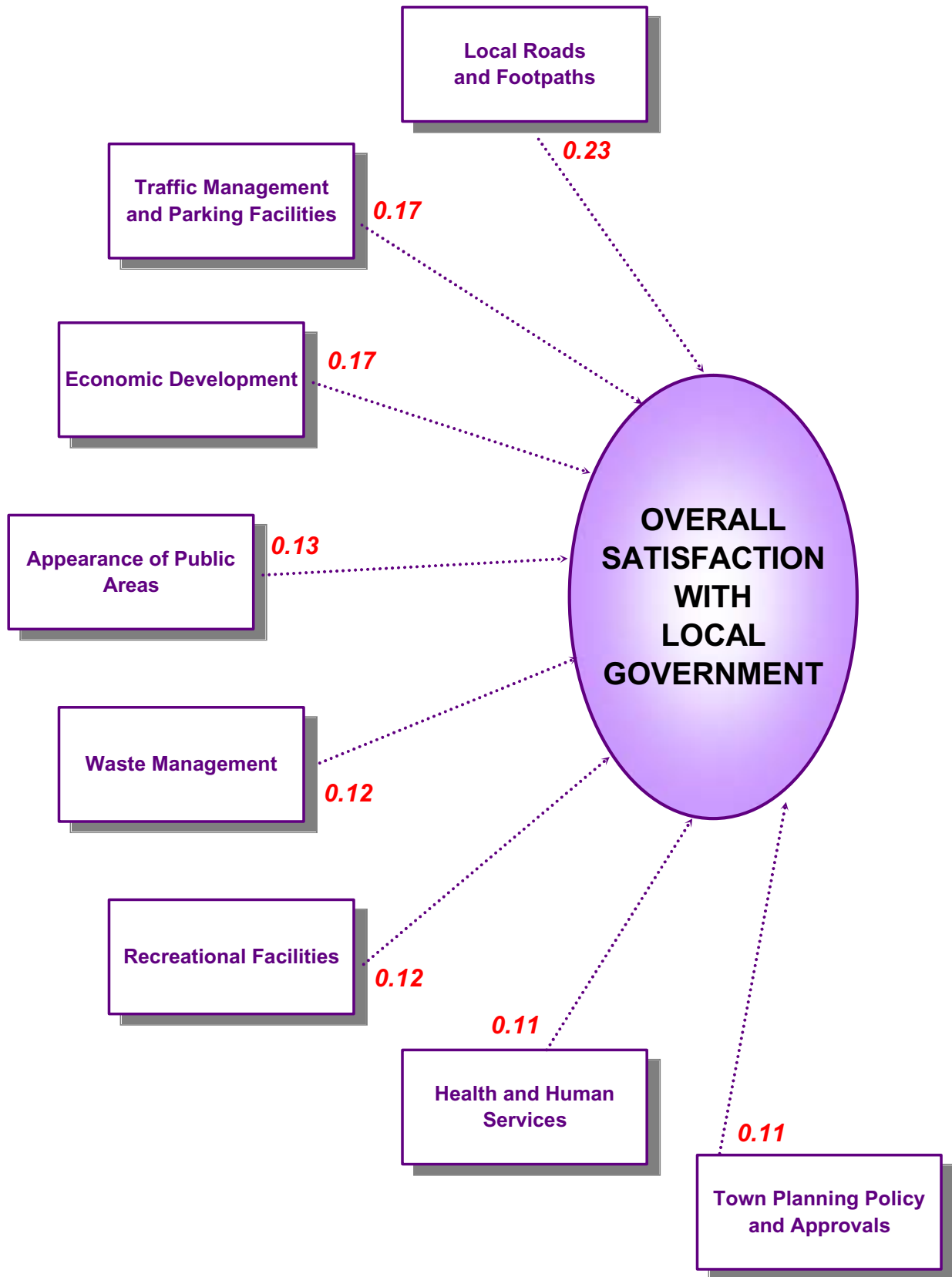
## CHART EIGHT: KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000



Excellent
  Good
  Adequate
  Needs some improvement
  Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ☚ 2000 ❖

CITY OF ADAMSVILLE  
CHART NINE: DERIVED DRIVERS OF SATISFACTION FOR 2001



**CITY OF ADAMSVILLE**  
**CHART TEN (1): REASONS "NEEDS IMPROVEMENT" FOR 2001**

**- LOCAL ROADS AND FOOTPATHS -**

	NUMBER OF RESPONDENTS:	201
☞ More frequent grading/re-sheeting of un-sealed roads		<b>41%</b>
☞ Improve standard of un-sealed roads (amount of loose gravel, corrugations, dust suppression etc.)		<b>32%</b>
☞ More frequent/better re-surfacing of roads		<b>26%</b>
☞ More frequent/better slashing of roadside verges		<b>26%</b>
☞ Improve/Fix/Repair uneven surface of footpaths		<b>22%</b>
☞ Quicker response for repairs to roads, footpaths or gutters		<b>21%</b>
☞ More frequent maintenance of roadside drains and culverts		<b>18%</b>
☞ Increase number of footpaths		<b>12%</b>
☞ Fix/improve unsafe sections of roads		<b>9%</b>
☞ Fix/improve edges and shoulders of roads		<b>9%</b>
☞ More/better roadside drains and culverts		<b>8%</b>
☞ Upgrade roads, bridges to cope with current traffic demands (volume, type-trucks/B-doubles etc)		<b>1%</b>
☞ Increase number of sealed roads - inside town limits		<b>1%</b>
☞ Increase number of sealed roads - outside town limits		<b>1%</b>
☞ More/better street lighting		0%
☞ More community consultation about roads and footpaths		0%
☞ Prune/trim trees/shrubs overhanging footpaths		0%
☞ More/better street/road signs (including position/visibility)		0%
☞ Quicker response to road hazards (eg. stray stock, debris etc.)		0%
☞ More information/notifications about upcoming road works		0%
☞ More/better bike paths/roller blading areas etc		0%
☞ Quicker response to replace/fix street lights		0%
☞ OTHER (See Appendix A)		<b>5%</b>



# CITY OF ADAMSVILLE

## CHART TEN (2): REASONS "NEEDS IMPROVEMENT" FOR 2001

### - HEALTH AND HUMAN SERVICES -

	NUMBER OF RESPONDENTS:	49
☞ Improve quality of home help		24%
☞ More/better support/services for ethnic/minority/disadvantaged groups (including drug addicts etc.)		20%
☞ Greater availability of meals on wheels outside towns		20%
☞ Increase resources for/availability of home help		18%
☞ Improve quality/variety of food in meals on wheels program		18%
☞ More funds/resources for programs/services to reduce waiting lists/improve access		14%
☞ More/better centres/facilities across the shire/in more remote towns/areas		14%
☞ More/better premises for health or community facilities		14%
☞ More resources/longer opening hours for Maternal and Child Health facilities		10%
☞ More/better publicity/information about available services		2%
☞ More de-centralisation of service provision across shire/in more remote areas		2%
☞ Greater availability of home help services outside towns		2%
☞ More facilities/resources for Aged Care (elderly)/better nursing homes		0%
☞ More/better activities/programs for young people		0%
☞ Better transport arrangements to/from health or community centres/facilities		0%
☞ Reduce costs of Child care/pre-schools		0%
☞ More frequent visits by carers/home help across shire/in more remote areas		0%
☞ Reduce costs of home based services		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%
☞ OTHER (See Appendix A)		6%

# CITY OF ADAMSVILLE

## CHART TEN (3): REASONS "NEEDS IMPROVEMENT" FOR 2001

### - RECREATIONAL FACILITIES -

	NUMBER OF RESPONDENTS:	96
☞ More/better Sporting Complexes (including pools)		35%
☞ Better maintenance of Sporting Fields/Grounds and/or buildings		21%
☞ More/better recreational activities/programs		21%
☞ More/better arts/cultural facilities/events in smaller towns		18%
☞ More community consultation about recreational facilities etc		11%
☞ More/better sporting complexes and/or facilities in smaller towns		8%
☞ More/better bike paths, skate board or roller blade facilities		8%
☞ More support for local sporting clubs in smaller towns		7%
☞ More/better facilities and resources at libraries		7%
☞ More/better/safer Playgrounds and/or equipment		5%
☞ More/better library buildings		5%
☞ More/better amenities in recreation areas (eg. seats, picnic tables, barbeques etc)		4%
☞ More/better library services/facilities (including mobile services) in smaller towns		2%
☞ Increase opening hours/days		2%
☞ Longer opening hours for Sporting Complexes (including pools)		2%
☞ Not enough money spent on cultural events and festivals		2%
☞ More facilities/activities for young people/teenagers		1%
☞ Larger range/greater availability of books		1%
☞ Less expensive recreational facilities and activities		1%
☞ More publicity/information on facilities and activities/programs		1%
☞ More/better performing arts facilities		1%
☞ Better/More maintenance of Parks/Playgrounds-syringes/lighting/trees etc		0%
☞ Improve coverage/frequency of visits for mobile library services		0%
☞ More/better events and festivals		0%
☞ Not enough support for local community groups		0%
☞ More facilities/activities for elderly/older people		0%
☞ More/better programs/activities at Libraries		0%
☞ Better transport arrangements to/from centralised facilities or events (sporting, cultural or other recreation)		0%
☞ Reduce fees/charges/fines		0%
☞ More specialist types of books (eg. large print, talking books, other language etc)		0%
☞ More helpful/friendly staff		0%
☞ Too much money spent on cultural events and festivals		0%
☞ More/better galleries/displays etc		0%
☞ OTHER (See Appendix A)		11%



**CITY OF ADAMSVILLE**  
**CHART TEN (4): REASONS "NEEDS IMPROVEMENT" FOR 2001**

- APPEARANCE OF PUBLIC AREAS -

	<b>NUMBER OF RESPONDENTS:</b>	<b>74</b>
☞ More frequent street cleaning		<b>41%</b>
☞ Better maintenance of parks and gardens		<b>28%</b>
☞ More frequent/better removal of litter in parks and gardens		<b>27%</b>
☞ More emphasis on smaller towns		<b>19%</b>
☞ More frequent sweeping of leaves		<b>15%</b>
☞ More frequent slashing/mowing of public areas		<b>14%</b>
☞ Better maintenance of amenities (eg. BBQ's, Picnic tables, toilets etc.) within parks/gardens		<b>14%</b>
☞ More frequent spraying of weeds in open spaces		<b>8%</b>
☞ More street trees		<b>7%</b>
☞ Better landscaping/design (eg. more colour, more shady trees)		<b>5%</b>
☞ More frequent/better pruning of street trees		<b>4%</b>
☞ More public litter bins		<b>3%</b>
☞ Improve streetscapes with landscape or architectural features		<b>1%</b>
☞ Better/different types/mix of trees		<b>1%</b>
☞ More/better cleaning up of condoms, syringes etc. in parks, beaches etc		<b>1%</b>
☞ Better maintenance of beaches, lakes, rivers etc. and surrounding areas		<b>0%</b>
☞ More frequent clearing of public litter bins		<b>0%</b>
☞ More parks and gardens/open spaces		<b>0%</b>
☞ Better amenities within parks/gardens (eg. BBQ's. Picnic tables, toilets etc.)		<b>0%</b>
☞ Quicker/more frequent removal of graffiti		<b>0%</b>
☞ More frequent watering of green public areas		<b>0%</b>
☞ More/better cleaning of toilet blocks		<b>0%</b>
☞ Too much money/resources wasted on landscaping and/or streetscapes		<b>0%</b>
☞ Restrict billboards, other advertising signage and other eyesores		<b>0%</b>
☞ Better/different time of day/week for street cleaning		<b>0%</b>
☞ More/better cleaning up of dog litter		<b>0%</b>
☞ OTHER (See Appendix A)		<b>11%</b>

**CITY OF ADAMSVILLE**  
**CHART TEN (5): REASONS "NEEDS IMPROVEMENT" FOR 2001**

- TRAFFIC MANAGEMENT -

	<b>NUMBER OF RESPONDENTS:</b>	<b>151</b>
☞ More parking facilities adjacent to shopping and business centres		<b>73%</b>
☞ More parking facilities/capacity		<b>40%</b>
☞ Less parking restrictions		<b>9%</b>
☞ Reduce speed limits in residential areas		<b>6%</b>
☞ Improve traffic management at intersections		<b>5%</b>
☞ Improve road signage - general		<b>4%</b>
☞ Improve blind spots, dangerous curves etc. on country roads (excluding highways)		<b>3%</b>
☞ More pedestrian crossings		<b>3%</b>
☞ More speed inhibitors (humps, barriers etc)		<b>2%</b>
☞ More parking enforcement/traffic officers		<b>1%</b>
☞ Restrict/discourage traffic on residential roads		<b>1%</b>
☞ More parking specifically allocated for residents		<b>1%</b>
☞ More parking restrictions		<b>1%</b>
☞ Less roundabouts		<b>1%</b>
☞ Install more traffic lights at dangerous intersections		<b>1%</b>
☞ More community consultation		0%
☞ Greater restriction of non-resident parking		0%
☞ Reduce speed limits near schools		0%
☞ Improved parking management around schools/more parking around schools		0%
☞ More roundabouts		0%
☞ Fewer speed inhibitors (humps, barriers etc)		0%
☞ Fewer parking meters		0%
☞ Less parking enforcement/parking officers		0%
☞ Improve road signage - school crossings and bus stops		0%
☞ More parking permits per household for residents		0%
☞ More courteous parking officers		0%
☞ More parking meters		0%
☞ More restrictions on parking of trucks in residential areas		0%
☞ Improve signage for/management of stock crossings		0%
☞ OTHER (See Appendix A)		<b>6%</b>

**CITY OF ADAMSVILLE  
CHART TEN (6): REASONS "NEEDS IMPROVEMENT" FOR 2001**

**- WASTE MANAGEMENT -**

	<b>NUMBER OF RESPONDENTS:</b>	<b>96</b>
☞ More comprehensive recycling program		<b>21%</b>
☞ More frequent collection of recyclable materials		<b>20%</b>
☞ Lower fees for Tips etc.		<b>18%</b>
☞ Extend areas covered by garbage collection in areas outside townships		<b>17%</b>
☞ No garbage collection		<b>15%</b>
☞ More convenient location of tips/transfer stations/rubbish dumps		<b>13%</b>
☞ Better containers for collection of recyclable materials		<b>9%</b>
☞ More reliable Collections		<b>8%</b>
☞ No collection of recyclable materials		<b>7%</b>
☞ Any/More frequent hard waste collection		<b>6%</b>
☞ Longer opening times/days for Tips etc.		<b>5%</b>
☞ Any/More frequent collection of green waste/vegetation		<b>5%</b>
☞ Bigger bins		<b>3%</b>
☞ More education/promotion for recycling		<b>1%</b>
☞ Inconvenient location of pick-up points for garbage bins		<b>1%</b>
☞ More community consultation		<b>0%</b>
☞ Too many rules/restrictions on pick up of green waste/recycling		<b>0%</b>
☞ Spilling garbage on footpath/ road during garbage collection		<b>0%</b>
☞ Bins should be returned upright to kerbside		<b>0%</b>
☞ Being charged for waste disposal but not having a garbage collection		<b>0%</b>
☞ Better siting of tips etc (too close to residential areas)		<b>0%</b>
☞ Less restrictions on amount collected		<b>0%</b>
☞ Smaller bins		<b>0%</b>
☞ Less damage to garbage bins		<b>0%</b>
☞ Reduce cost of second/larger bins		<b>0%</b>
☞ OTHER (See Appendix A)		<b>14%</b>

**CITY OF ADAMSVILLE**  
**CHART TEN (7): REASONS "NEEDS IMPROVEMENT" FOR 2001**

- ENFORCEMENT OF BY LAWS -

	<b>NUMBER OF RESPONDENTS:</b>	<b>81</b>
☞ Greater enforcement of fire prevention By-laws to clean up properties		<b>37%</b>
☞ Greater enforcement of animal By-laws		<b>35%</b>
☞ Greater enforcement of parking restrictions		<b>19%</b>
☞ Better attitude for by-laws enforcement officers/rangers		<b>14%</b>
☞ Greater enforcement of noise By-laws (domestic, industrial, traffic etc.)		<b>12%</b>
☞ Greater enforcement of food handling By-laws		<b>11%</b>
☞ Quicker response to reports of By-law infringements		<b>10%</b>
☞ By-laws are too stringent		<b>5%</b>
☞ By-laws are too lenient		<b>4%</b>
☞ Greater enforcement of littering By-laws		<b>4%</b>
☞ Greater enforcement of pollution By-laws (domestic, industrial, traffic etc)		<b>1%</b>
☞ Greater enforcement of footpath/kerbside trading laws		<b>1%</b>
☞ Less enforcement of parking restrictions		<b>0%</b>
☞ Greater enforcement of By-laws effecting stray stock		<b>0%</b>
☞ Fines are too high		<b>0%</b>
☞ Greater enforcement of septic/sullage overflow By-laws		<b>0%</b>
☞ Greater enforcement of stock crossing By-laws		<b>0%</b>
☞ Fines are too low		<b>0%</b>
☞ OTHER (See Appendix A)		<b>7%</b>

**CITY OF ADAMSVILLE**  
**CHART TEN (8): REASONS "NEEDS IMPROVEMENT" FOR 2001**

- ECONOMIC DEVELOPMENT -

	<b>NUMBER OF RESPONDENTS:</b>	<b>115</b>
☞ Need more/better job creation programs employment opportunities		<b>51%</b>
☞ Not enough support for local businesses		<b>24%</b>
☞ Greater emphasis on Economic Development in general		<b>20%</b>
☞ Encourage more tourism		<b>17%</b>
☞ Not enough promotion of local businesses		<b>10%</b>
☞ Encourage more companies/industries to re-locate to the area		<b>8%</b>
☞ Economic development programs are too focussed on majors towns		<b>4%</b>
☞ Encourage more desirable industries to locate to the area		<b>3%</b>
☞ Encourage/retain key services such as GP's, hospitals and banks in rural areas		<b>0%</b>
☞ Restrict/discourage undesirable industries in the area		<b>0%</b>
☞ OTHER (See Appendix A)		<b>11%</b>

**CITY OF ADAMSVILLE**  
**CHART TEN (9): REASONS "NEEDS IMPROVEMENT" FOR 2001**

- TOWN PLANNING POLICY AND APPROVALS -

	<b>NUMBER OF RESPONDENTS:</b>	<b>82</b>
☞ Take better account of environmental issues		<b>30%</b>
☞ Better planning policies		<b>26%</b>
☞ Council should be stronger in representing community opinion		<b>17%</b>
☞ More efficient/faster approval processes		<b>16%</b>
☞ More consultation with community		<b>15%</b>
☞ Too little regulation in heritage areas		<b>13%</b>
☞ More helpful Town planning staff		<b>13%</b>
☞ More consistent decisions		<b>11%</b>
☞ Greater enforcement of/adherence to planning policies		<b>11%</b>
☞ Greater clarity/information on guidelines and process for building application		<b>9%</b>
☞ Take better account of impact on neighbouring properties		<b>4%</b>
☞ Better planning for development of shopping areas		<b>1%</b>
☞ Less high density dwellings		<b>1%</b>
☞ Too much regulation in heritage areas		<b>1%</b>
☞ Too much residential sub-division		<b>0%</b>
☞ Not enough residential sub-division		<b>0%</b>
☞ Reduce permit fees		<b>0%</b>
☞ Too much regulation on farming properties		<b>0%</b>
☞ Greater clarity/information on guidelines and process for building objections		<b>0%</b>
☞ Too little regulation on farming properties		<b>0%</b>
☞ OTHER (See Appendix A)		<b>9%</b>



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***METROPOLITAN AND COUNTRY RESULTS***

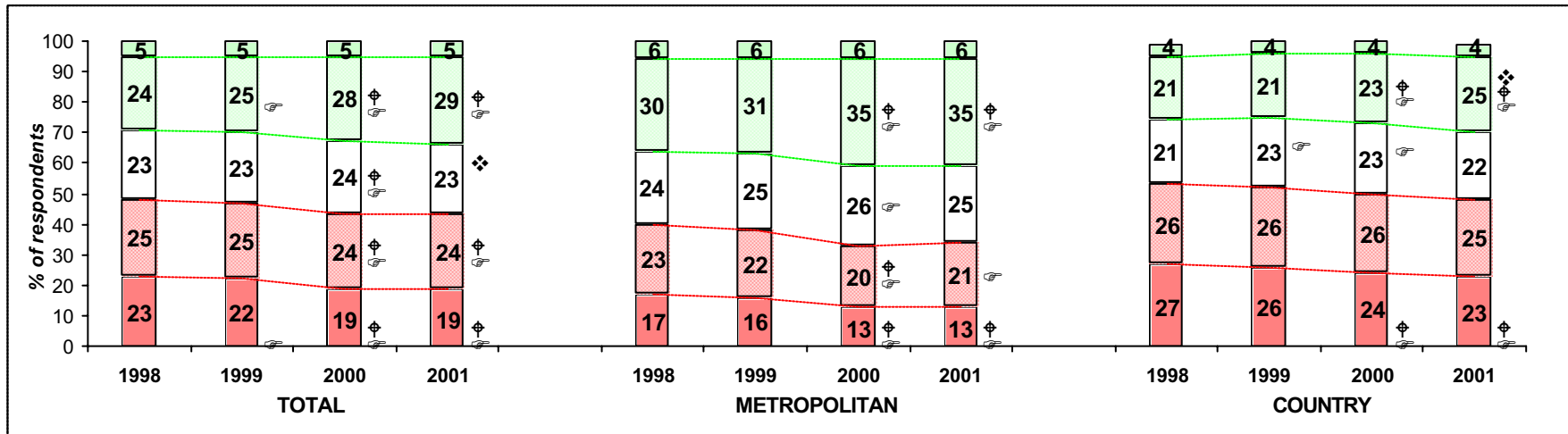
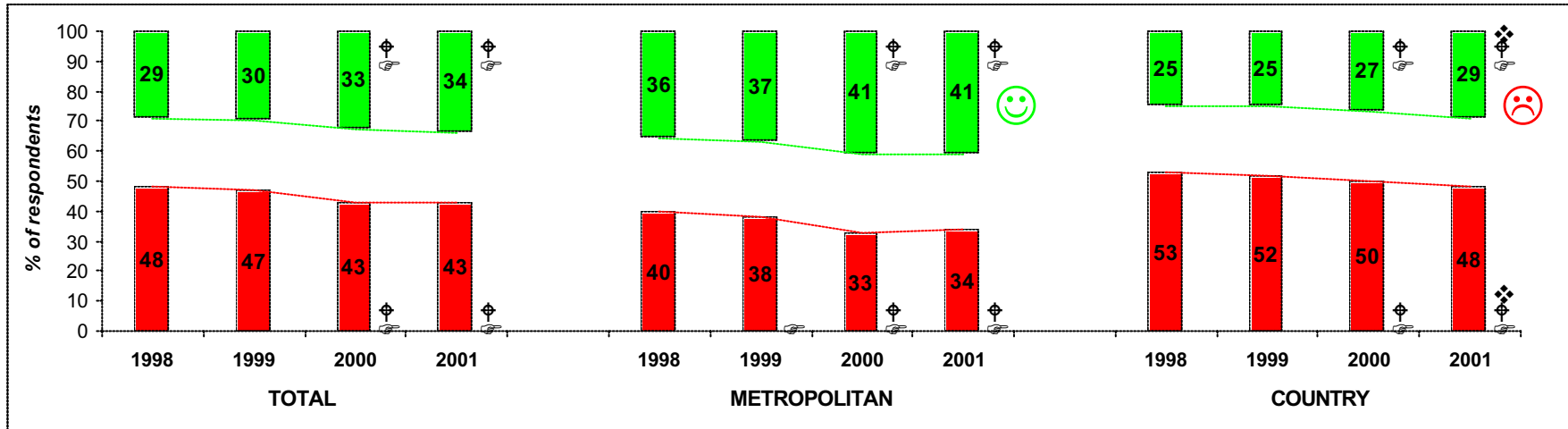
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# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - LOCAL ROADS AND FOOTPATHS -

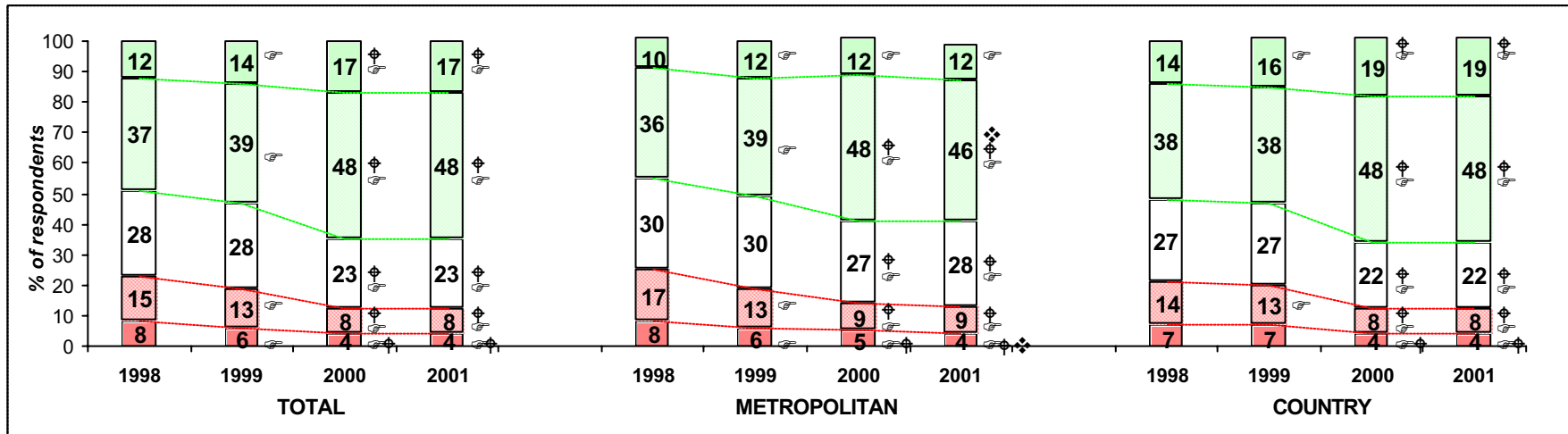
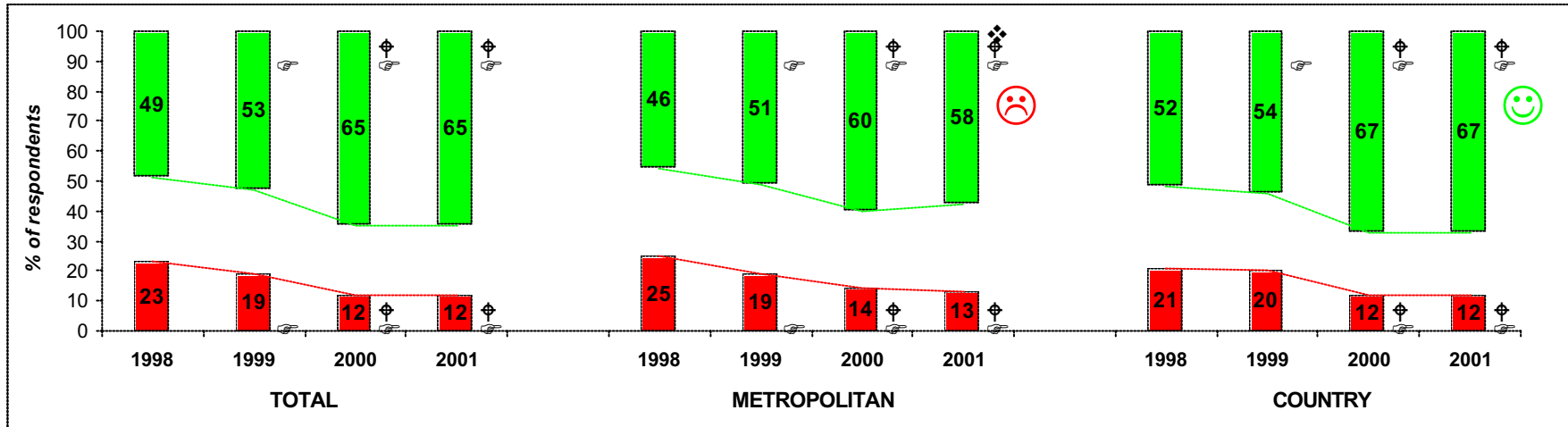


*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ☚ 2000 ❖

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - HEALTH AND HUMAN SERVICES -

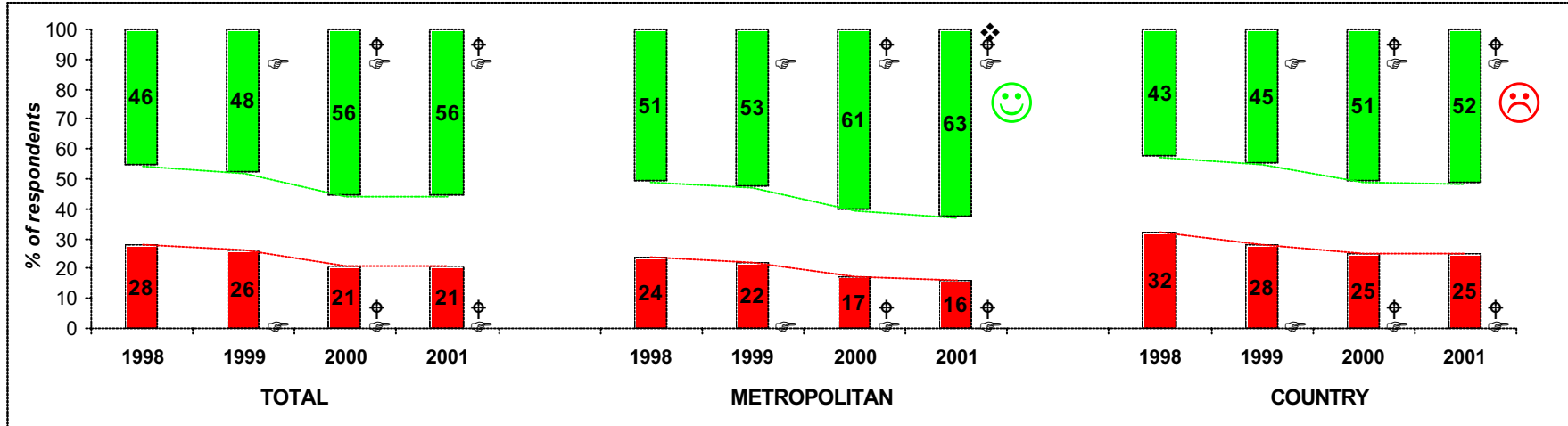


*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ✦ 2000 ✦

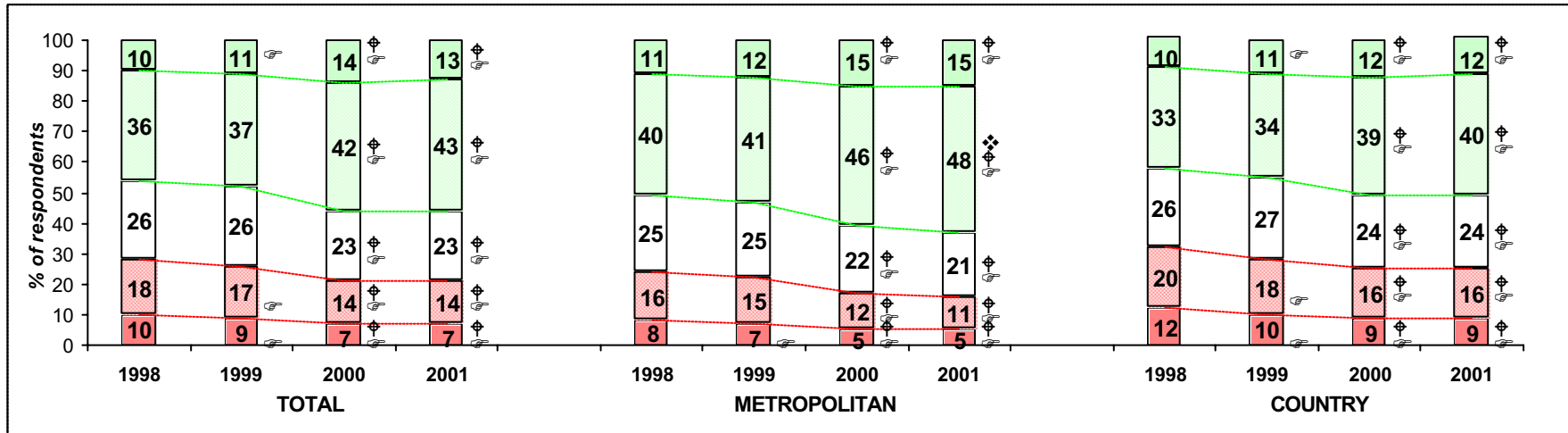
# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - RECREATIONAL FACILITIES -



■ Excellent and Good    
 ■ Needs "some" and "a lot" of improvement    
 😊 More positive than Total    
 😞 Less positive than Total    
 😐 Same as Total



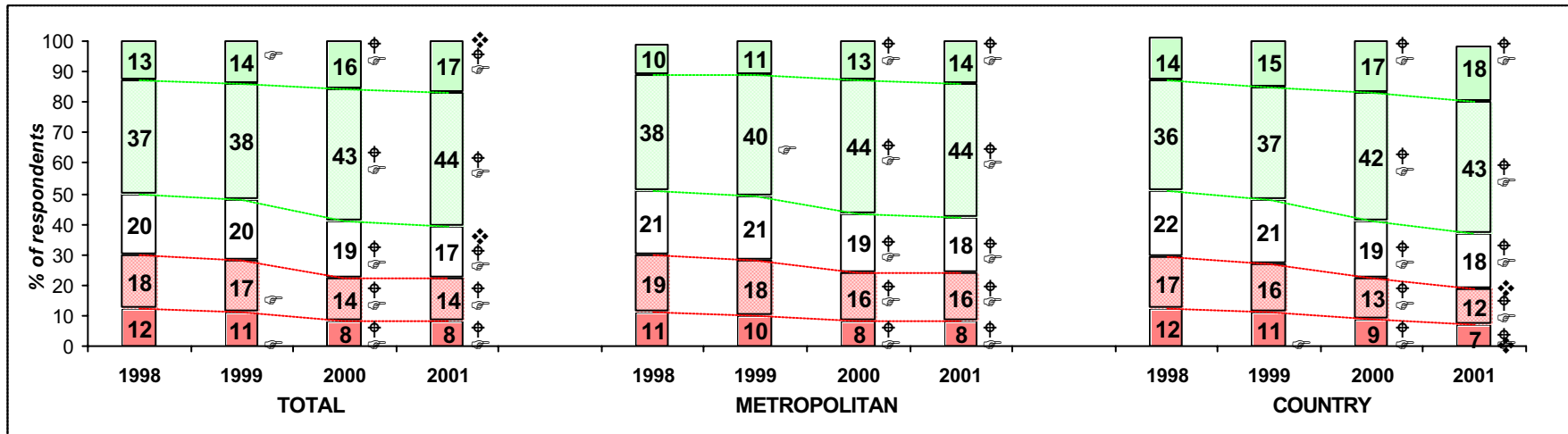
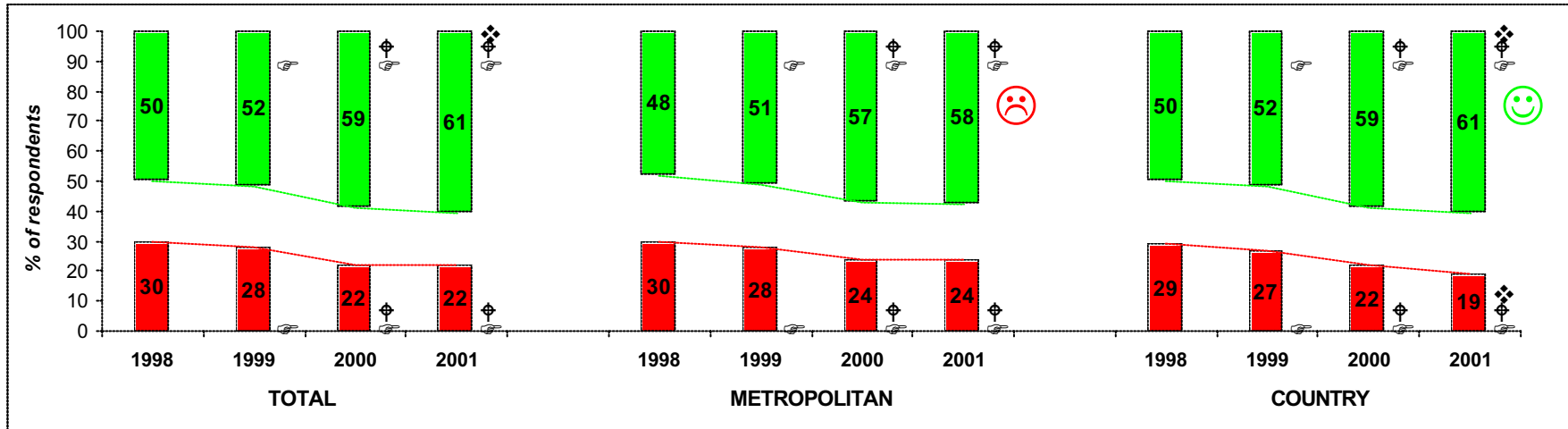
■ Excellent    
 ■ Good    
 ■ Adequate    
 ■ Needs some improvement    
 ■ Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ✦ 2000 ✦

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - APPEARANCE OF PUBLIC AREAS -

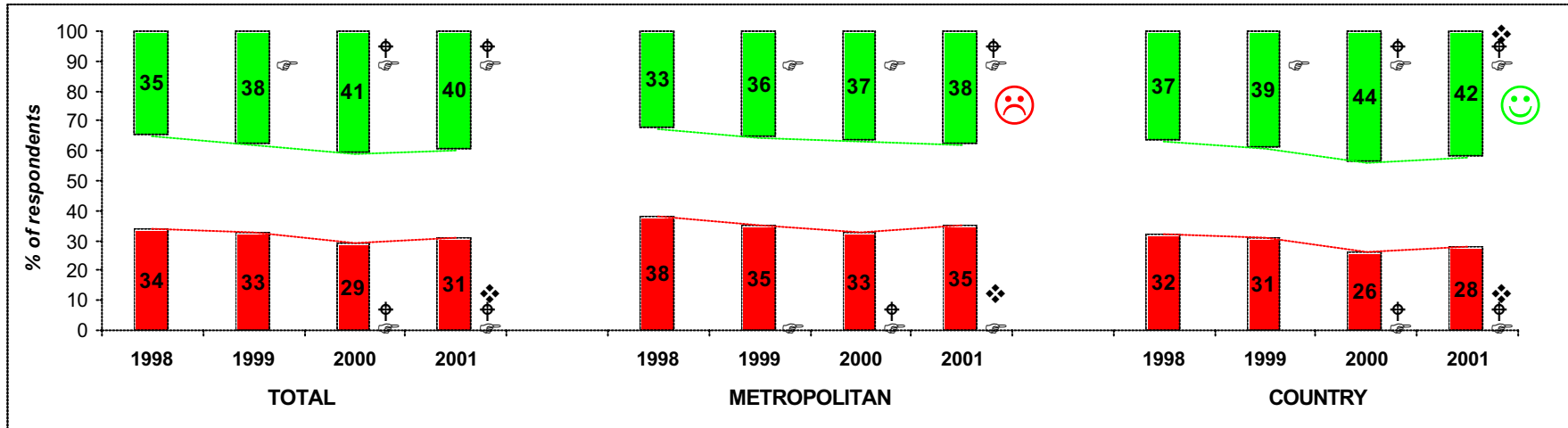


*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ☚ 2000 ❖

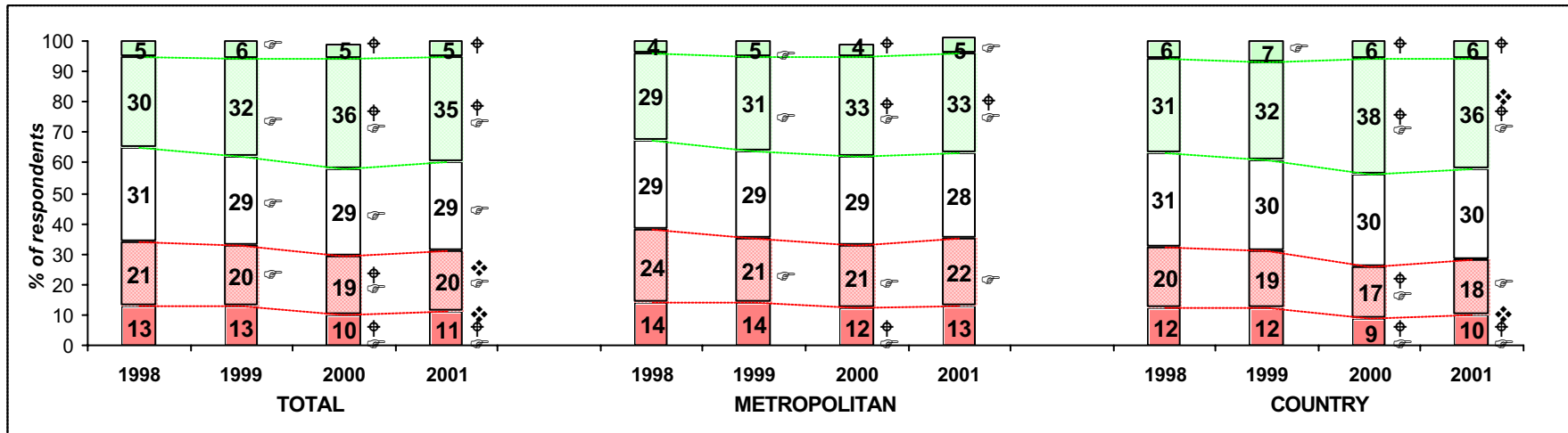
# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - TRAFFIC MANAGEMENT AND PARKING FACILITIES -



■ Excellent and Good    
 ■ Needs "some" and "a lot" of improvement    
 😊 More positive than Total    
 😞 Less positive than Total    
 😐 Same as Total



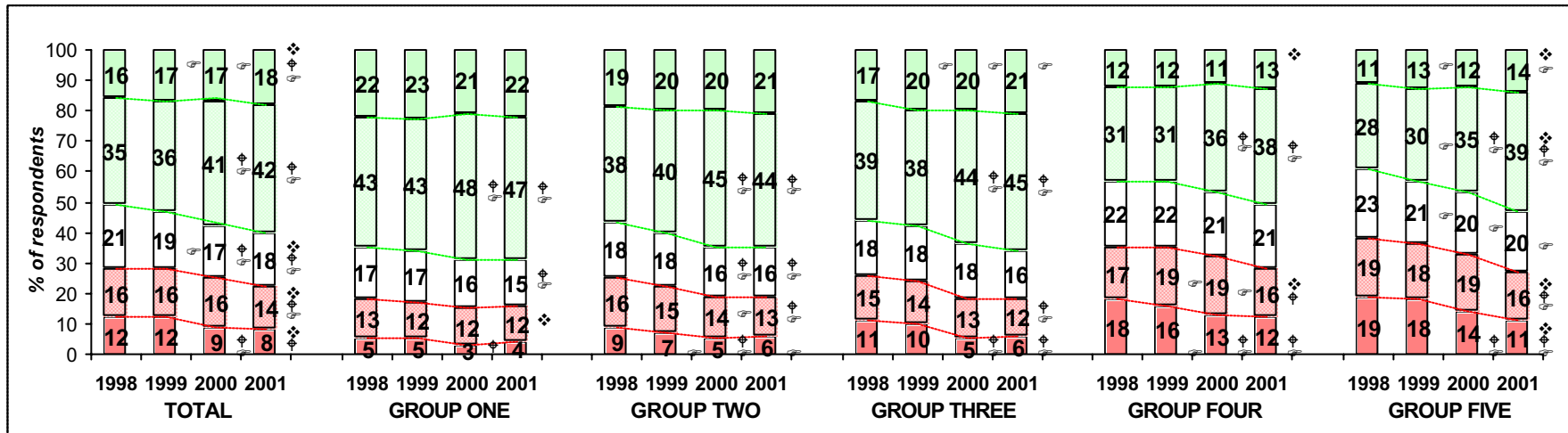
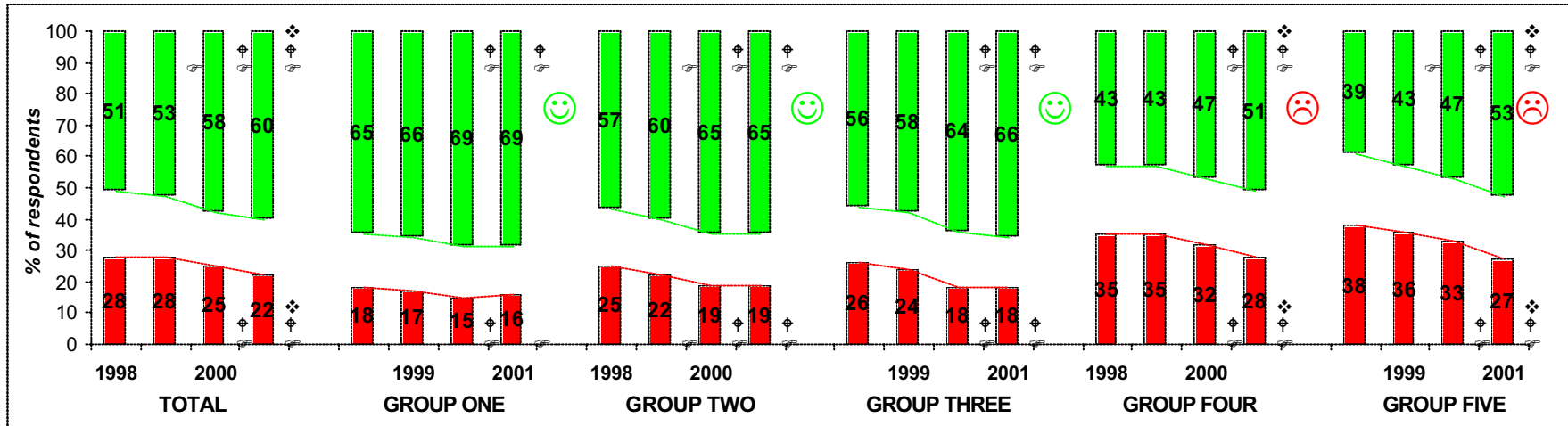
■ Excellent    
 ■ Good    
 ■ Adequate    
 ■ Needs some improvement    
 ■ Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ☚ 2000 ❖

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - WASTE MANAGEMENT -

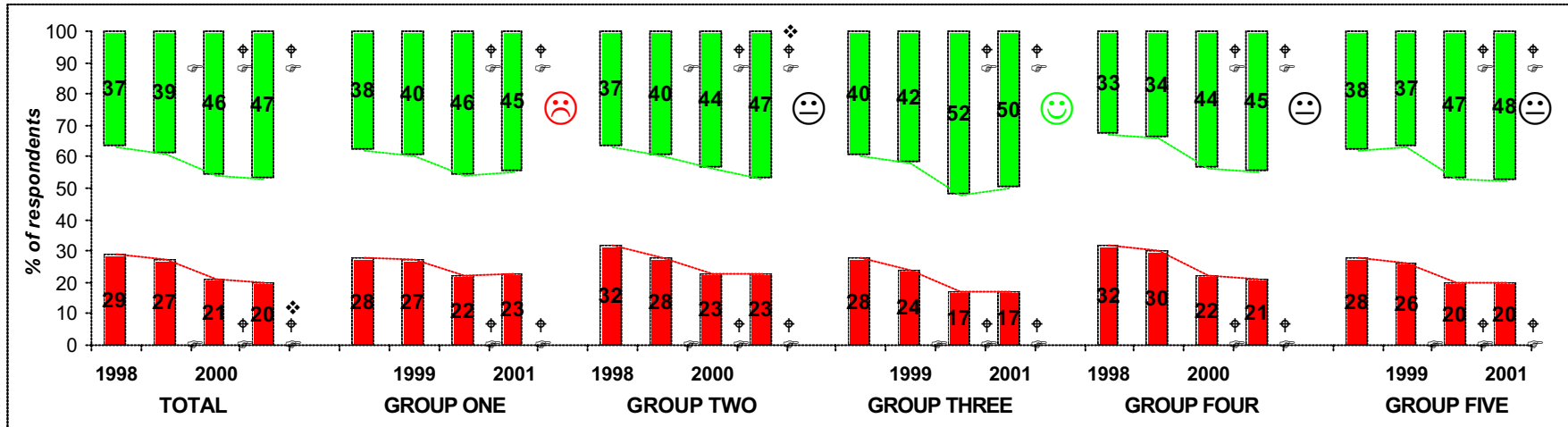


*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ☚ 2000 ❖

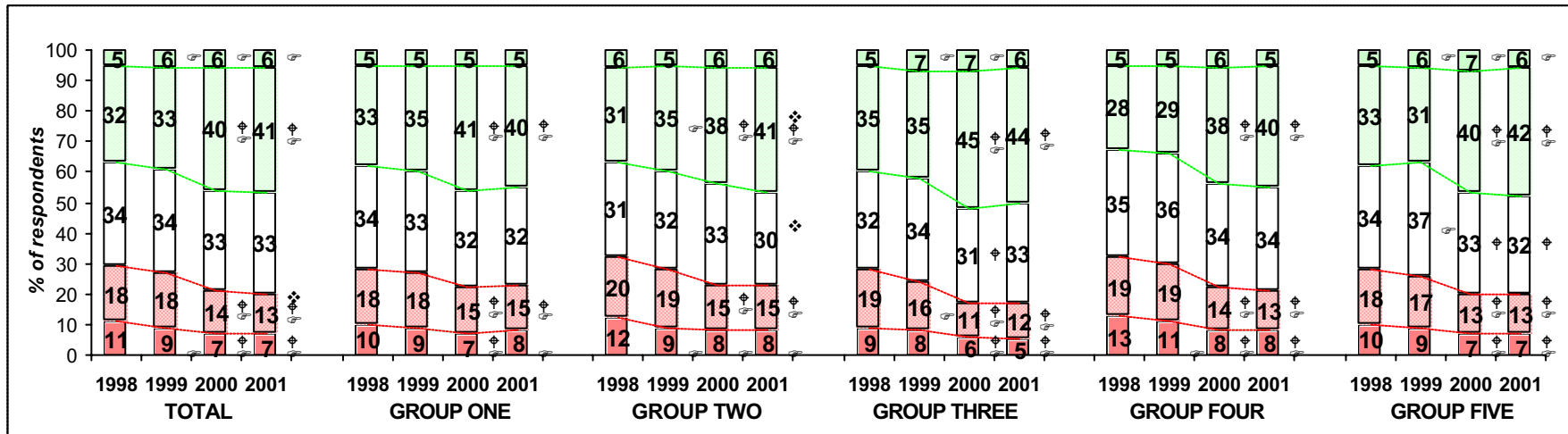
# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - ENFORCEMENT OF BY LAWS -



■ Excellent and Good    
 ■ Needs "some" and "a lot" of improvement    
 😊 More positive than Total    
 😞 Less positive than Total    
 😐 Same as Total



■ Excellent    
 ■ Good    
 ■ Adequate    
 ■ Needs some improvement    
 ■ Needs a lot of improvement

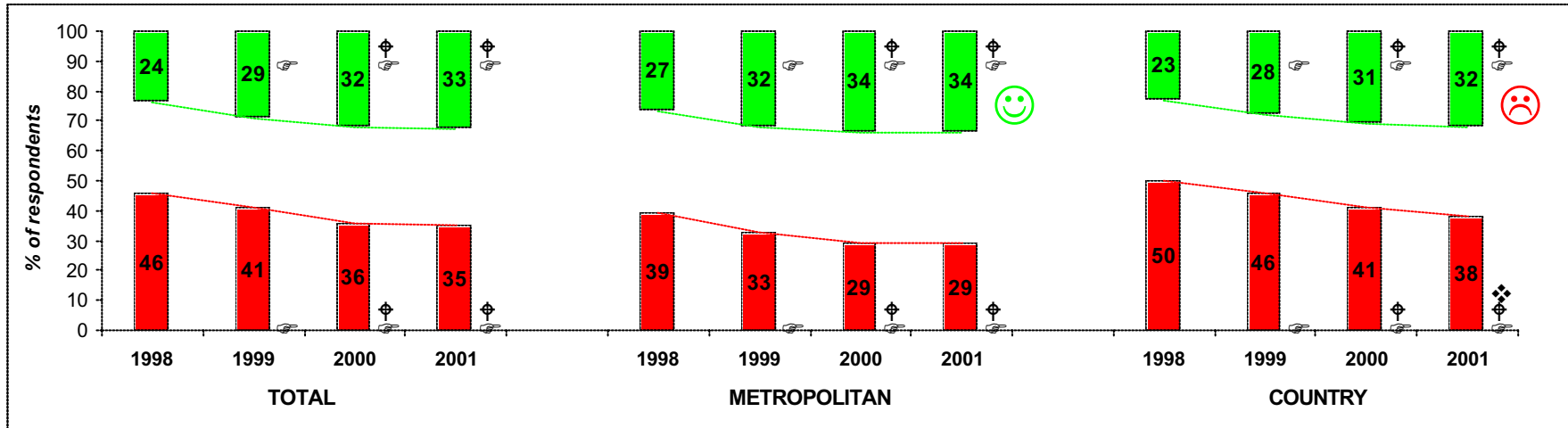
*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ♣ 2000 ❖



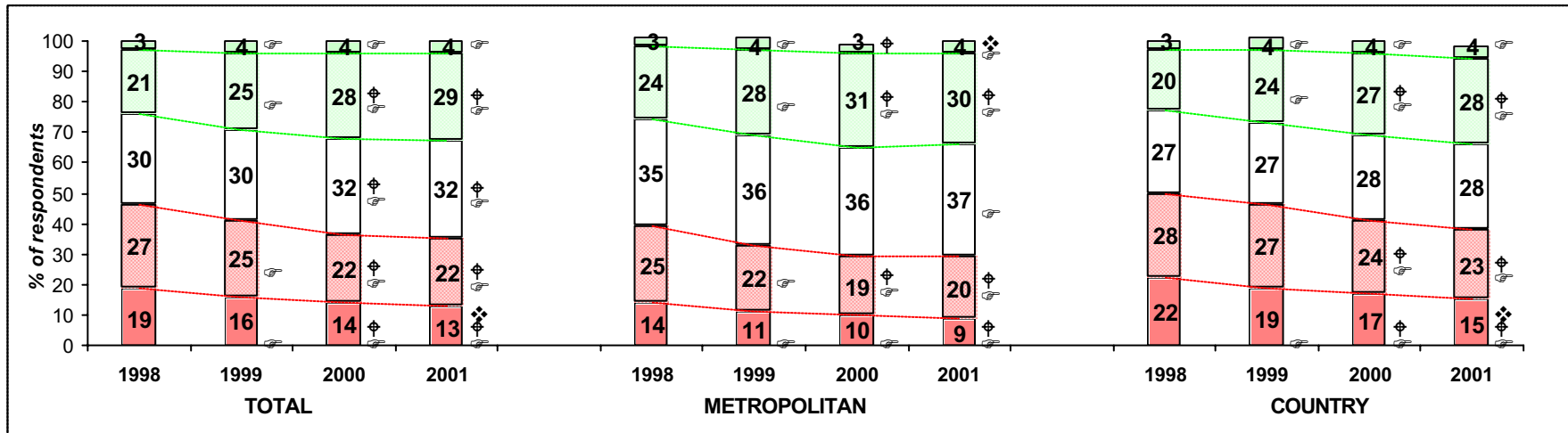
# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - ECONOMIC DEVELOPMENT -



■ Excellent and Good    
 ■ Needs "some" and "a lot" of improvement    
 ☺ More positive than Total    
 ☹ Less positive than Total    
 ☹ Same as Total



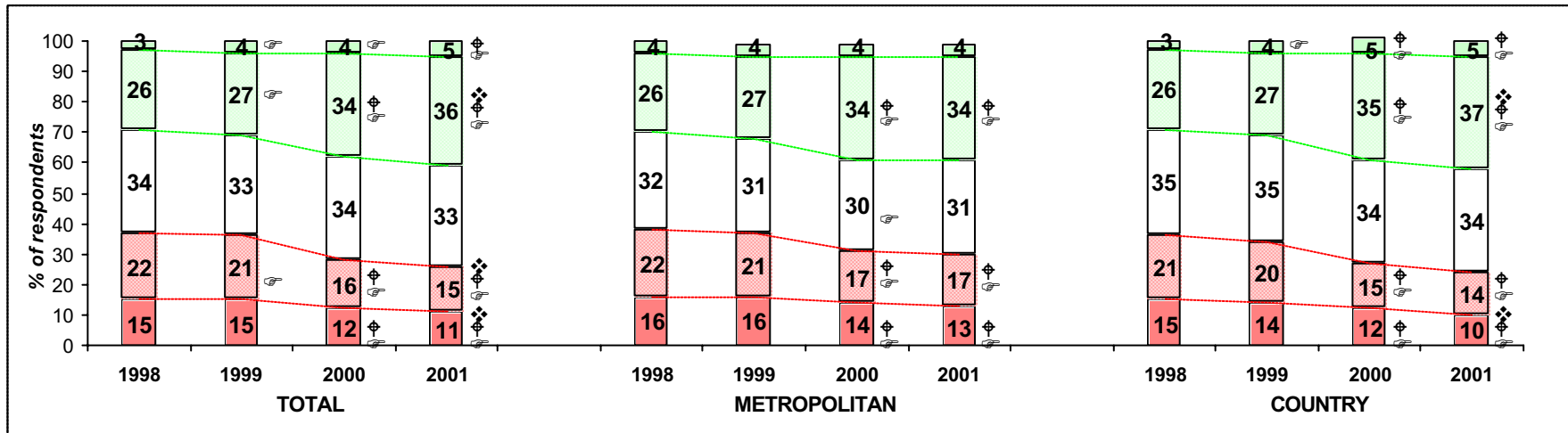
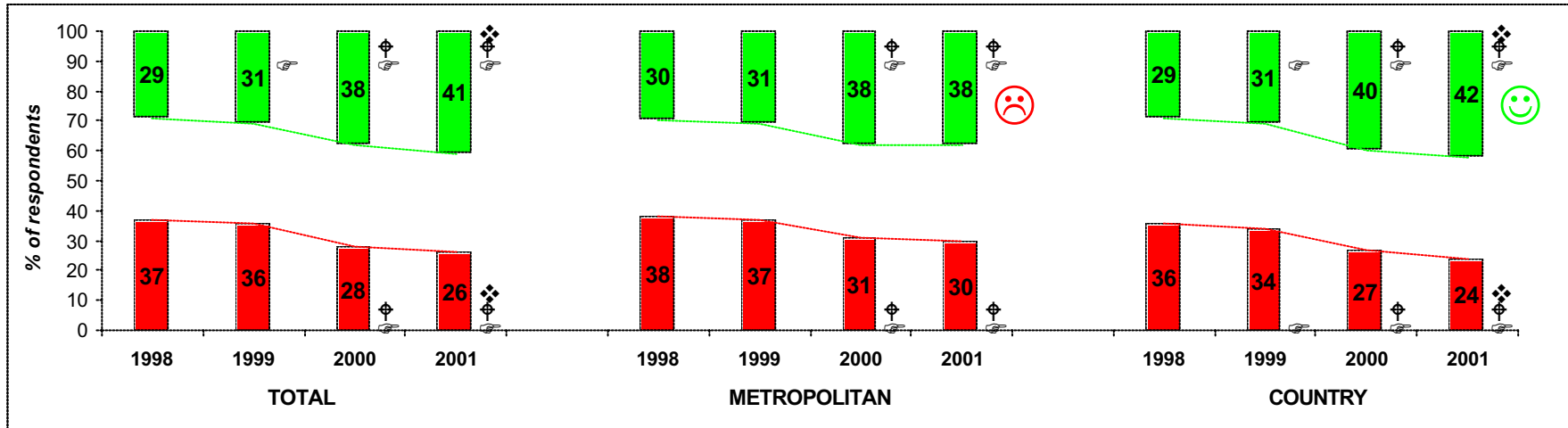
■ Excellent    
 ■ Good    
 ■ Adequate    
 ■ Needs some improvement    
 ■ Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ☹     1999 ☺     2000 ❖

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY SERVICE AREAS RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - TOWN PLANNING POLICY AND APPROVALS -

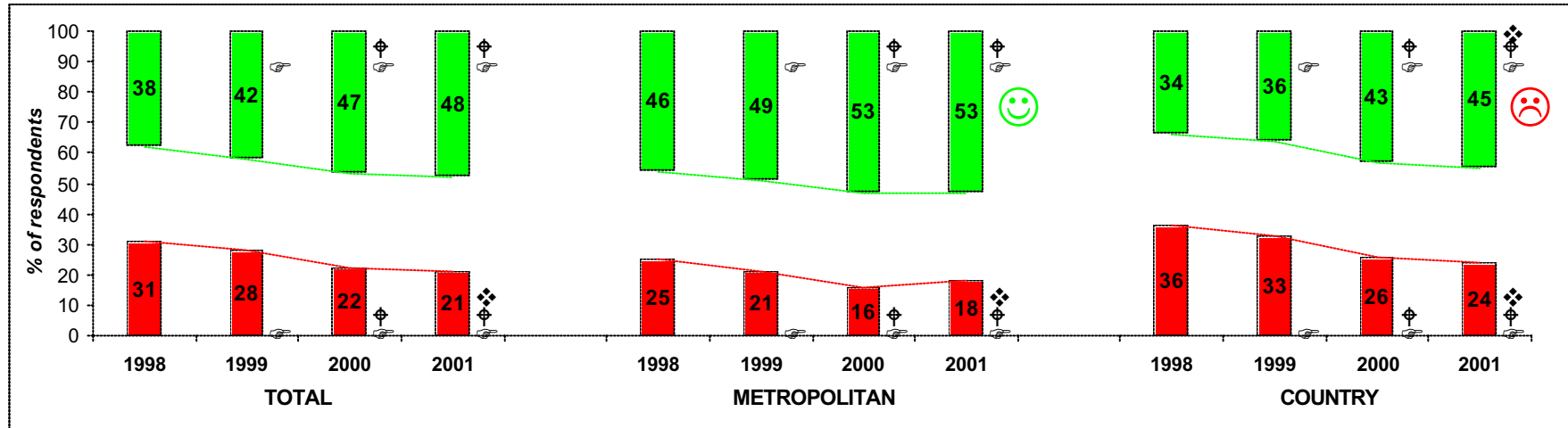


*Statistically Significant Change*  
 Since: 1998 ☹     1999 ☺     2000 ❖

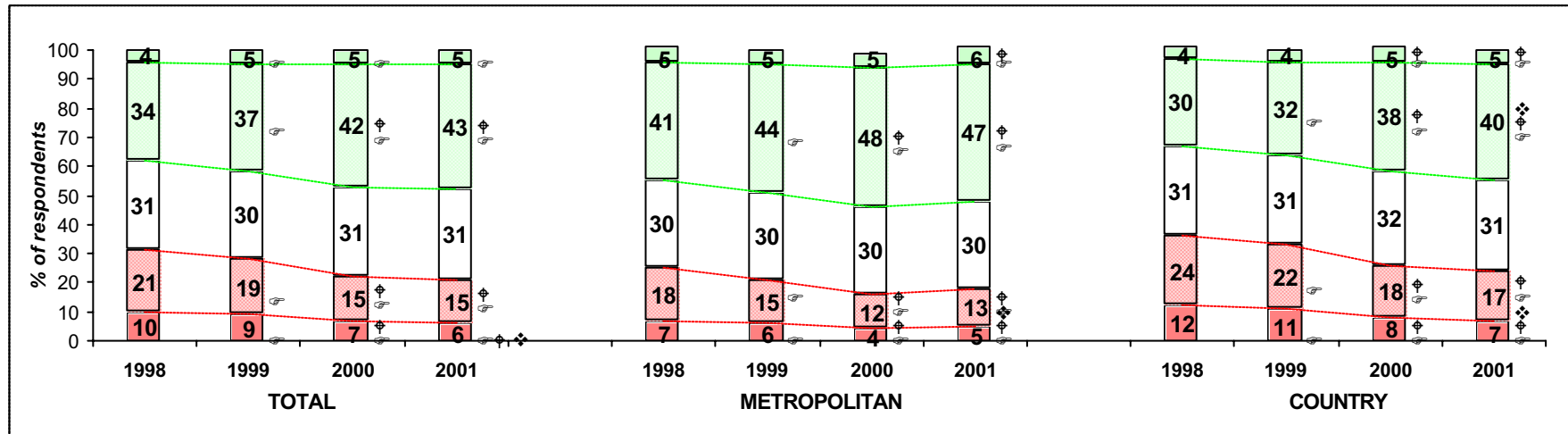
# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY PERFORMANCE INDICATORS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - OVERALL PERFORMANCE -



█ Excellent and Good    
 █ Needs "some" and "a lot" of improvement    
 😊 More positive than Total    
 ☹️ Less positive than Total    
 ☹️ Same as Total



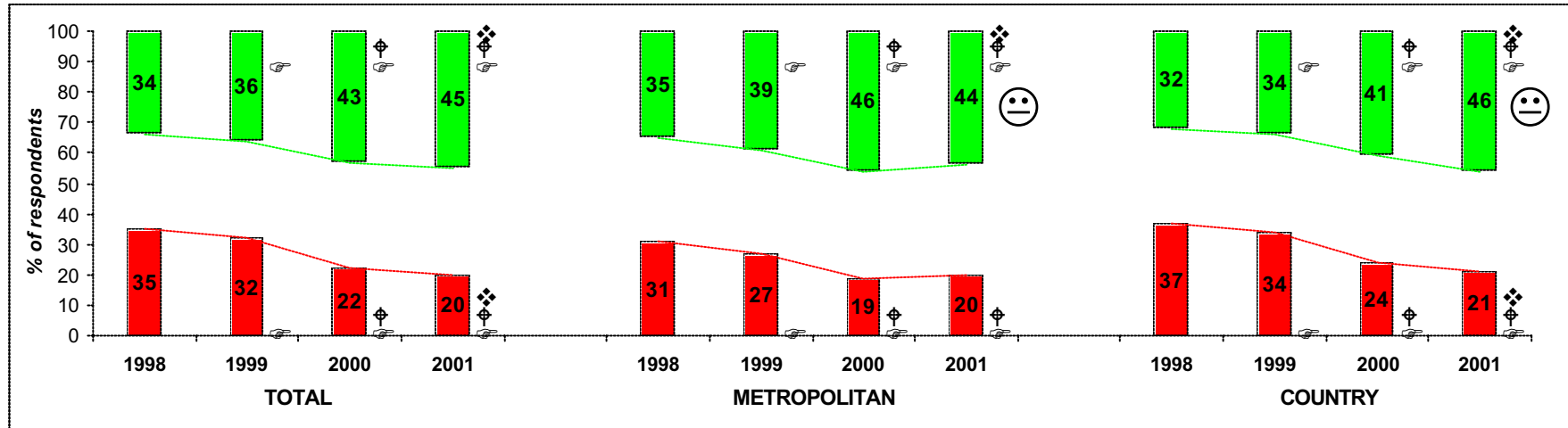
█ Excellent    
 █ Good    
 █ Adequate    
 █ Needs some improvement    
 █ Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ☹️ 1999 ☹️ 2000 ❖

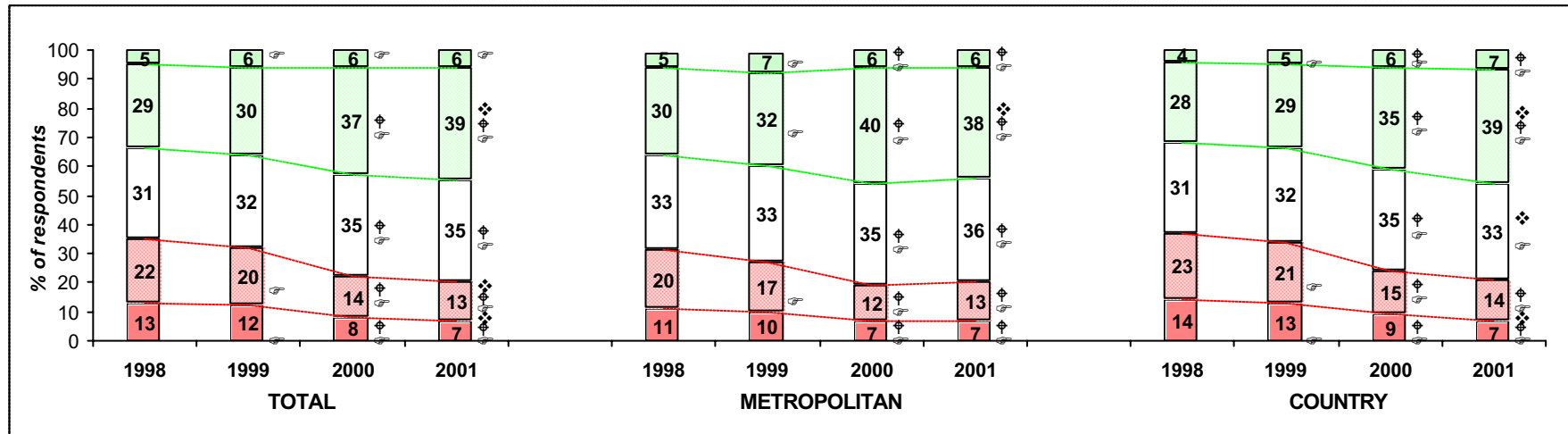
# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY PERFORMANCE INDICATORS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

### - ADVOCACY -



■ Excellent and Good    
 ■ Needs "some" and "a lot" of improvement    
 ⬆ More positive than Total    
 ⬆ Less positive than Total    
 ⬆ Same as Total



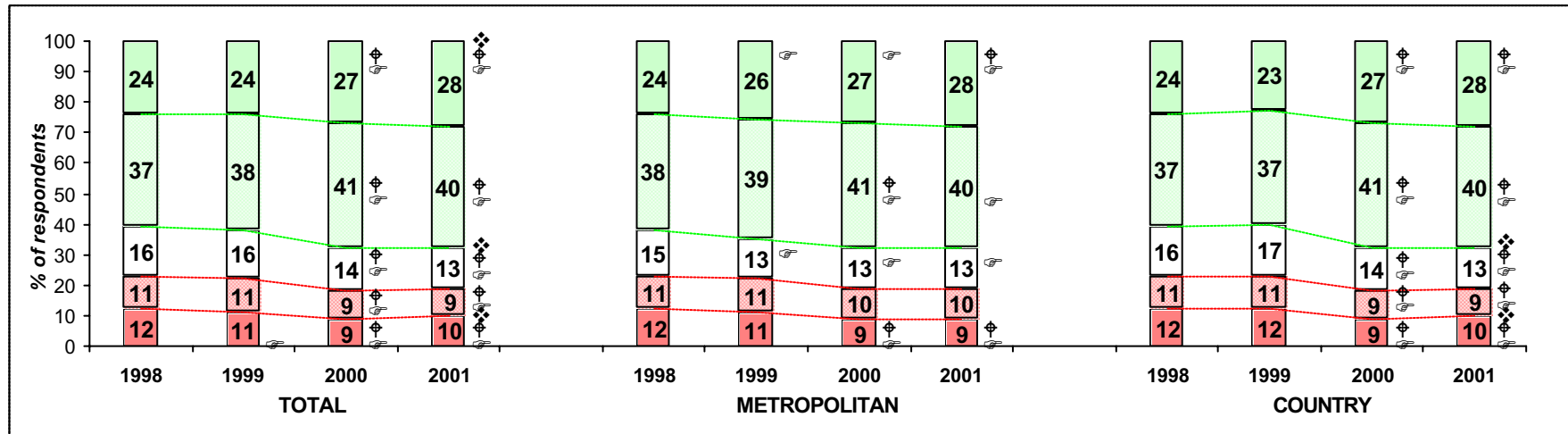
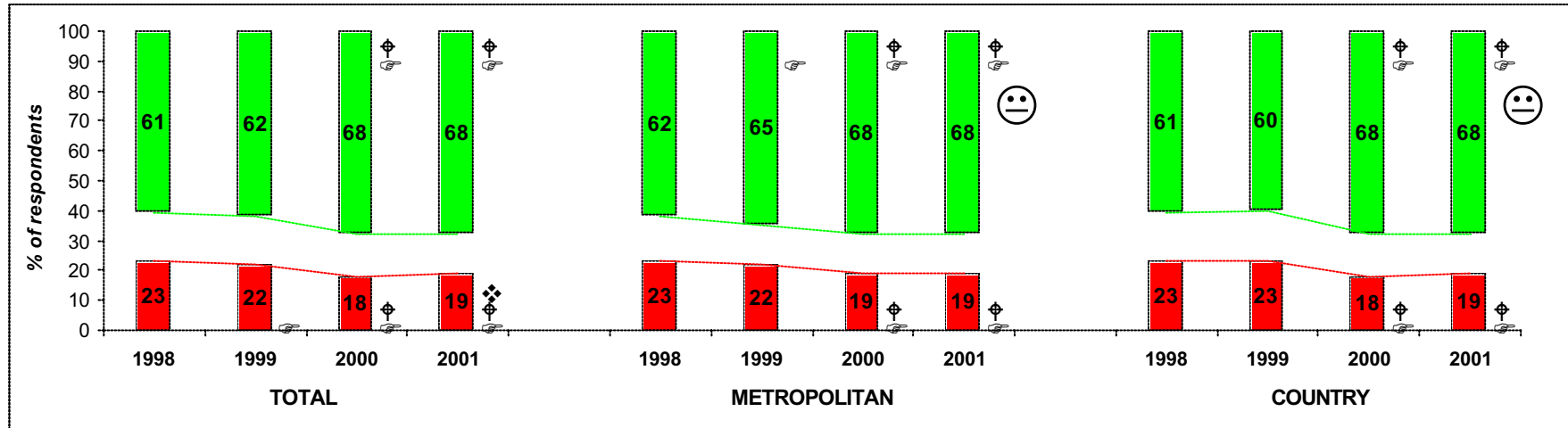
■ Excellent    
 ■ Good    
 ■ Adequate    
 ■ Needs some improvement    
 ■ Needs a lot of improvement

*Statistically Significant Change*  
 Since: 1998 ⬆ 1999 ⬆ 2000 ❖

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001

## KEY PERFORMANCE INDICATORS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

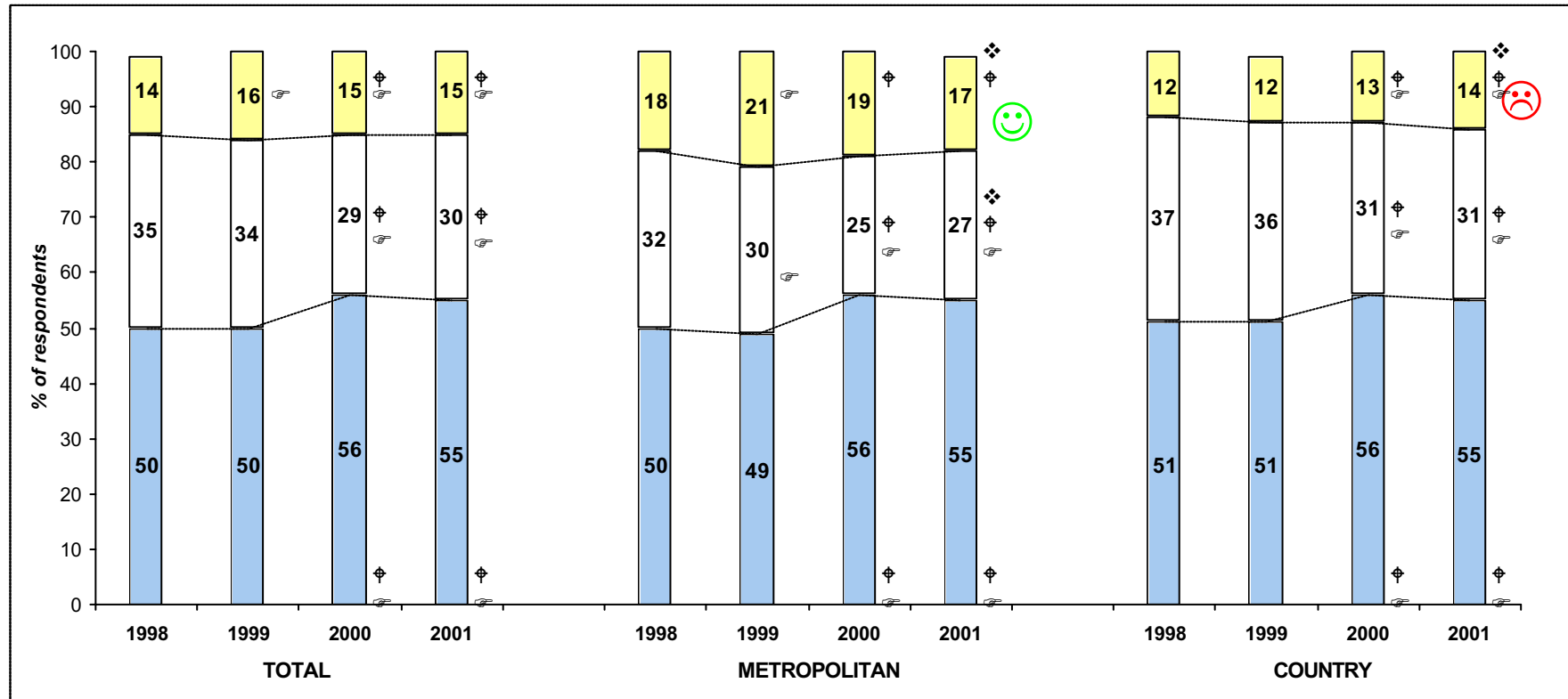
### - CUSTOMER CONTACT -



*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ✦ 2000 ✦

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001 OVERALL RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

## - ISSUES STRONGLY INFLUENCED ASSESSMENT -



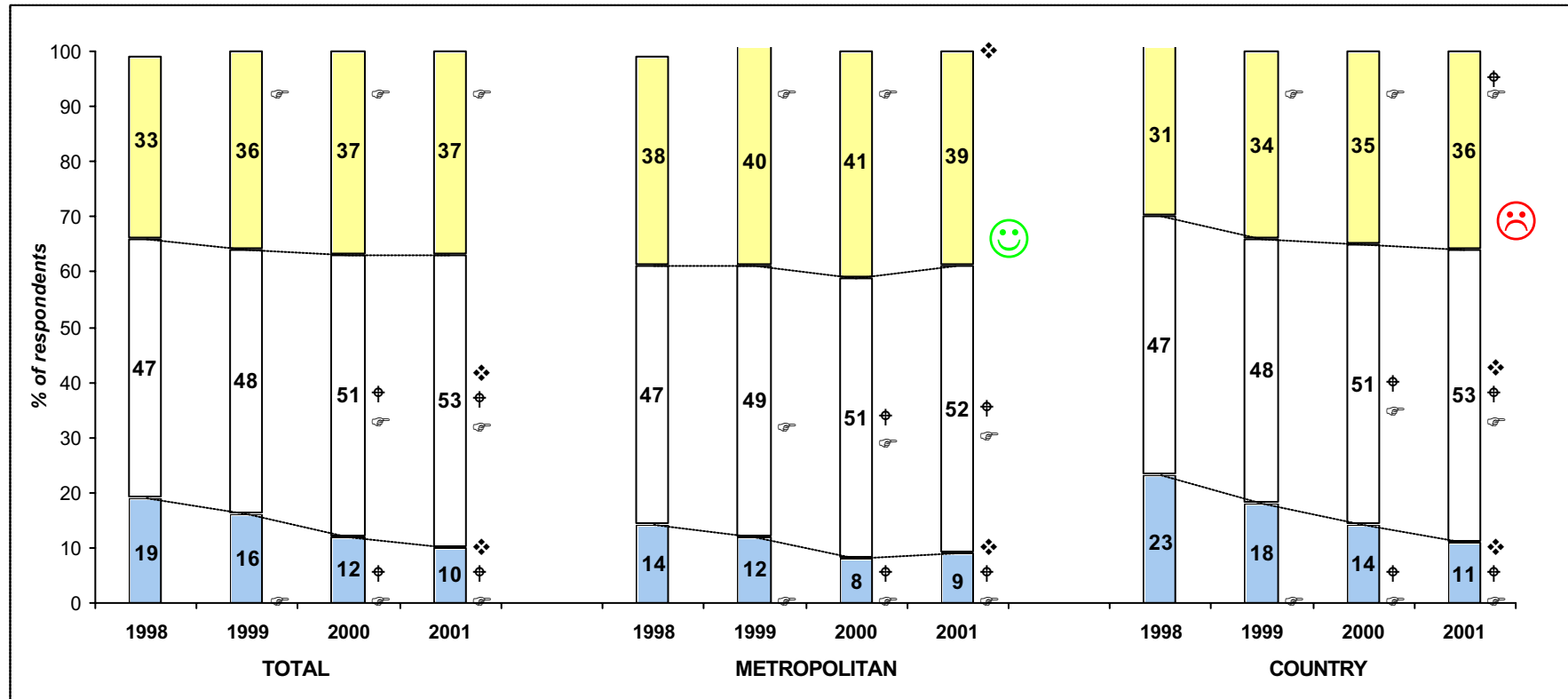
NO
  Yes - Negative
  Yes Positive

😊 More positive than Total
 😞 Less positive than Total
 😐 Same as Total

Statistically Significant Change  
 Since: 1998 ↗ 1999 ↕ 2000 ✦

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001 OVERALL RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

- DIRECTION OF CHANGE -



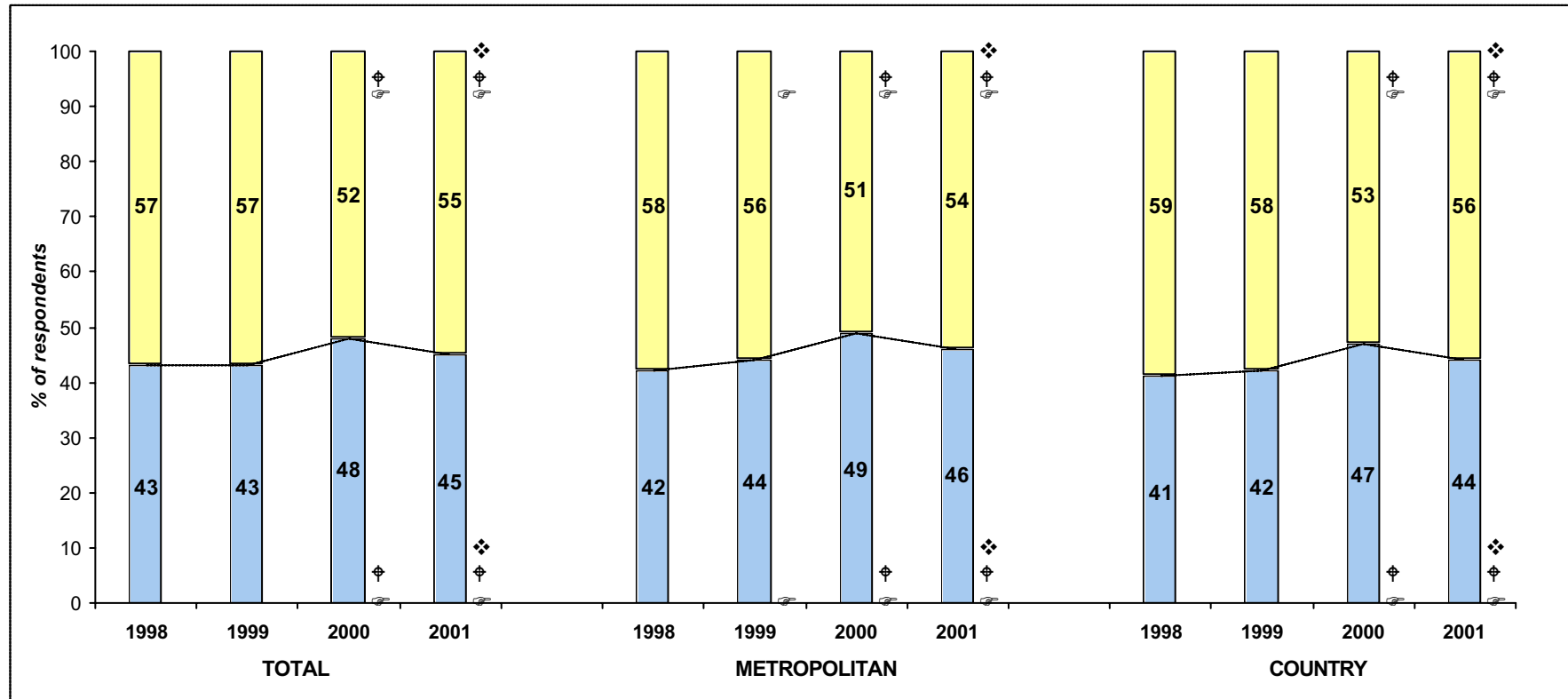
Deteriorated
  Stayed the same
  Improved

😊 More positive than Total
 ☹️ Less positive than Total
 😊 Same as Total

Statistically Significant Change  
 Since: 1998 ☞ 1999 ⚡ 2000 ❖

# ANNUAL CONSTITUENT SATISFACTION SURVEY 2001 OVERALL RESULTS FOR 2001 - COMPARED WITH 1998, 1999 AND 2000

## - EXPERIENCED CUSTOMER CONTACT -



**NO - No contact**

**YES - Had contact**

😊 More positive than Total
😞 Less positive than Total
😄 Same as Total

*Statistically Significant Change*  
 Since: 1998 ☞ 1999 ⚡ 2000 ❖

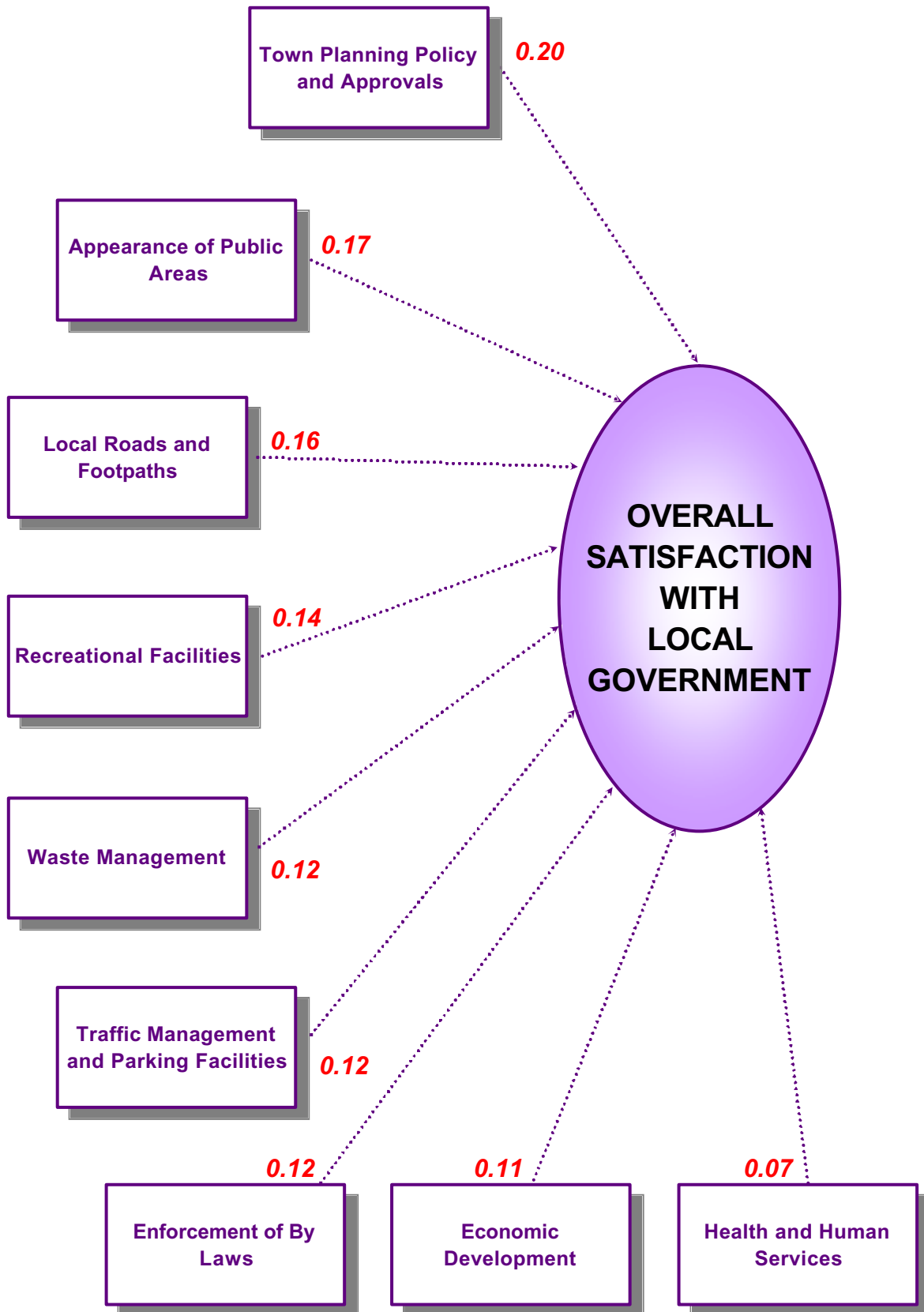


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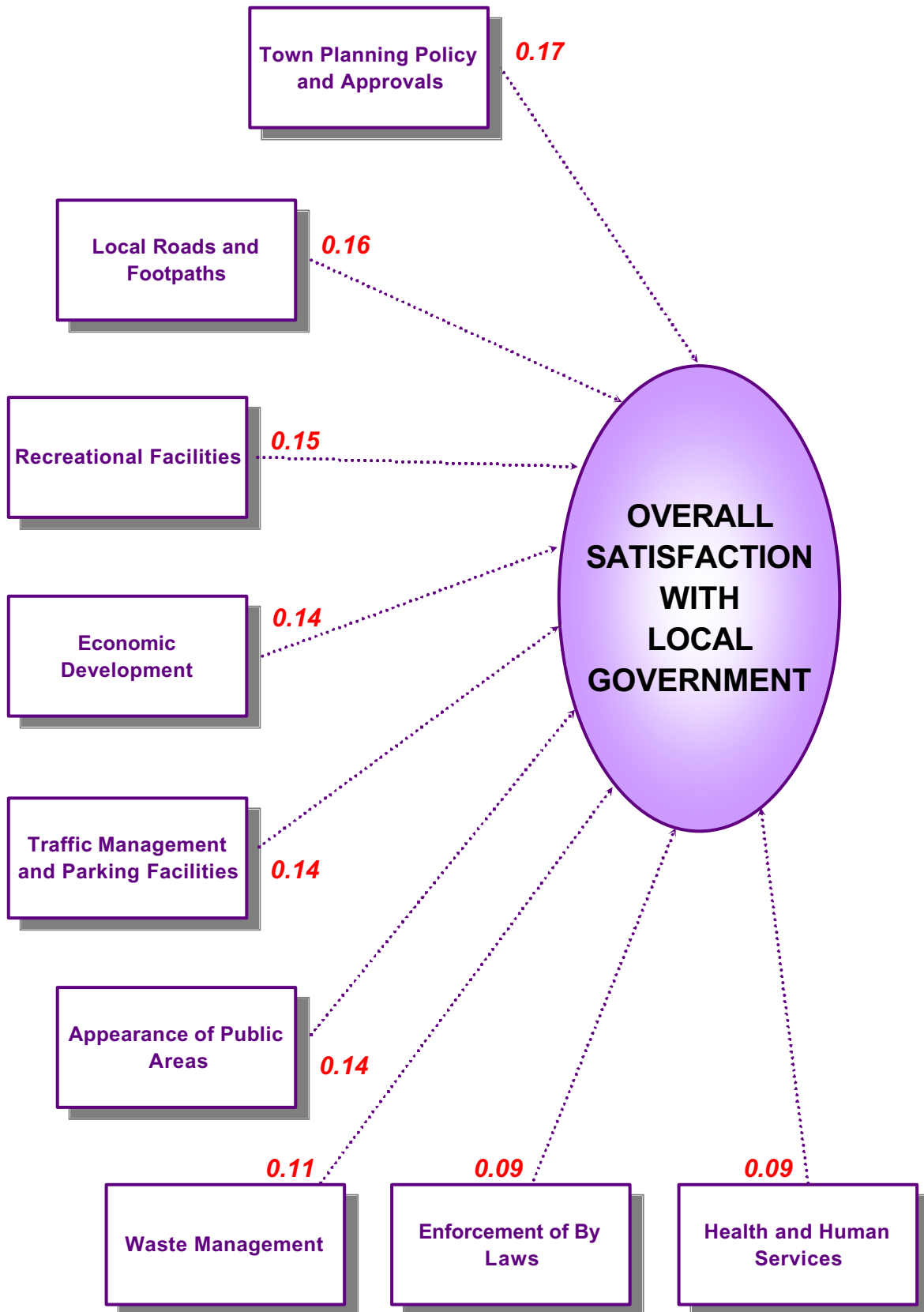
*REGRESSION ANALYSIS:  
GROUPS ONE – FIVE  
METROPOLITAN & COUNTRY*

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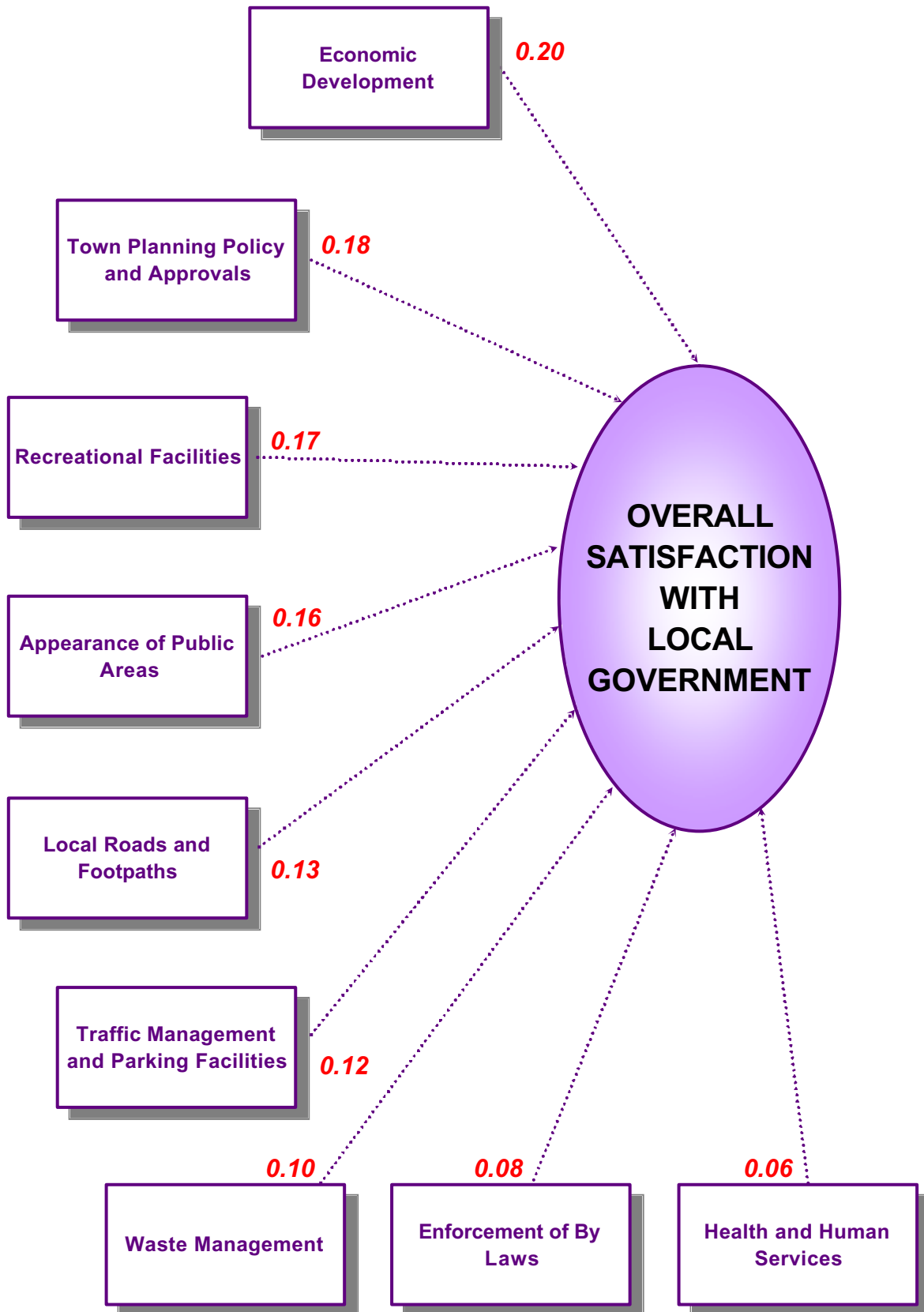
ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
GROUP ONE  
DERIVED DRIVERS OF SATISFACTION



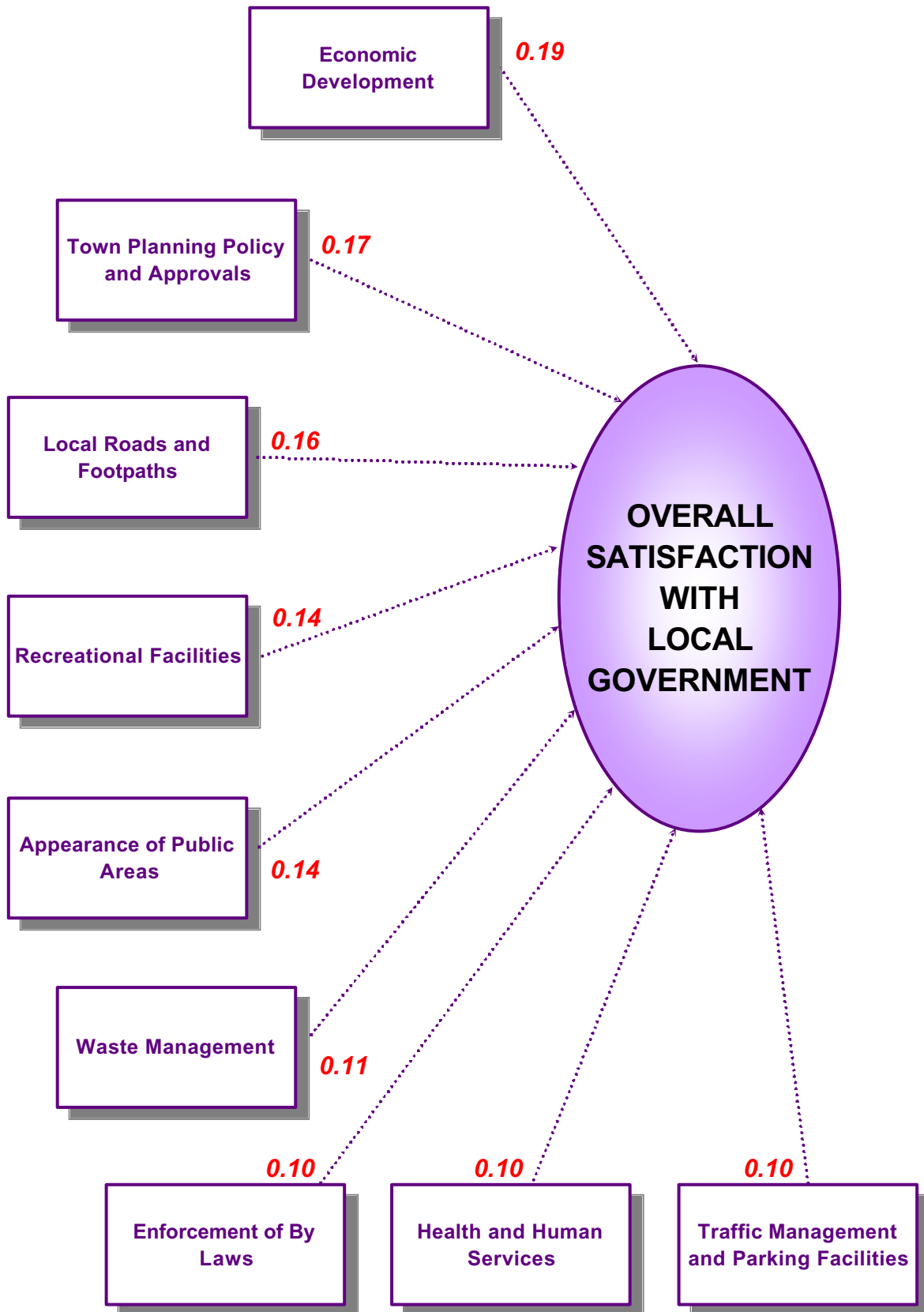
ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
GROUP TWO  
DERIVED DRIVERS OF SATISFACTION



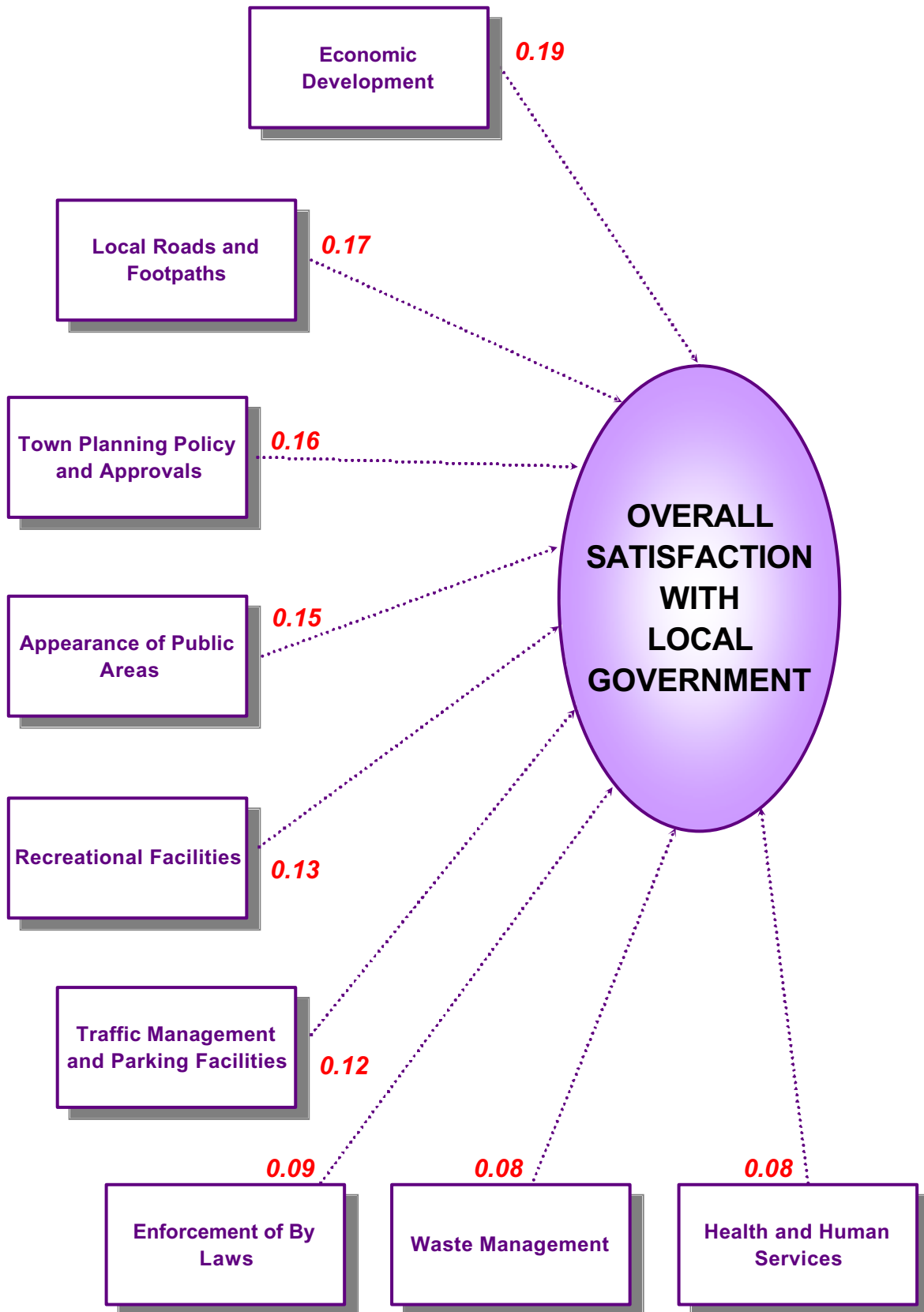
ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
GROUP THREE  
DERIVED DRIVERS OF SATISFACTION



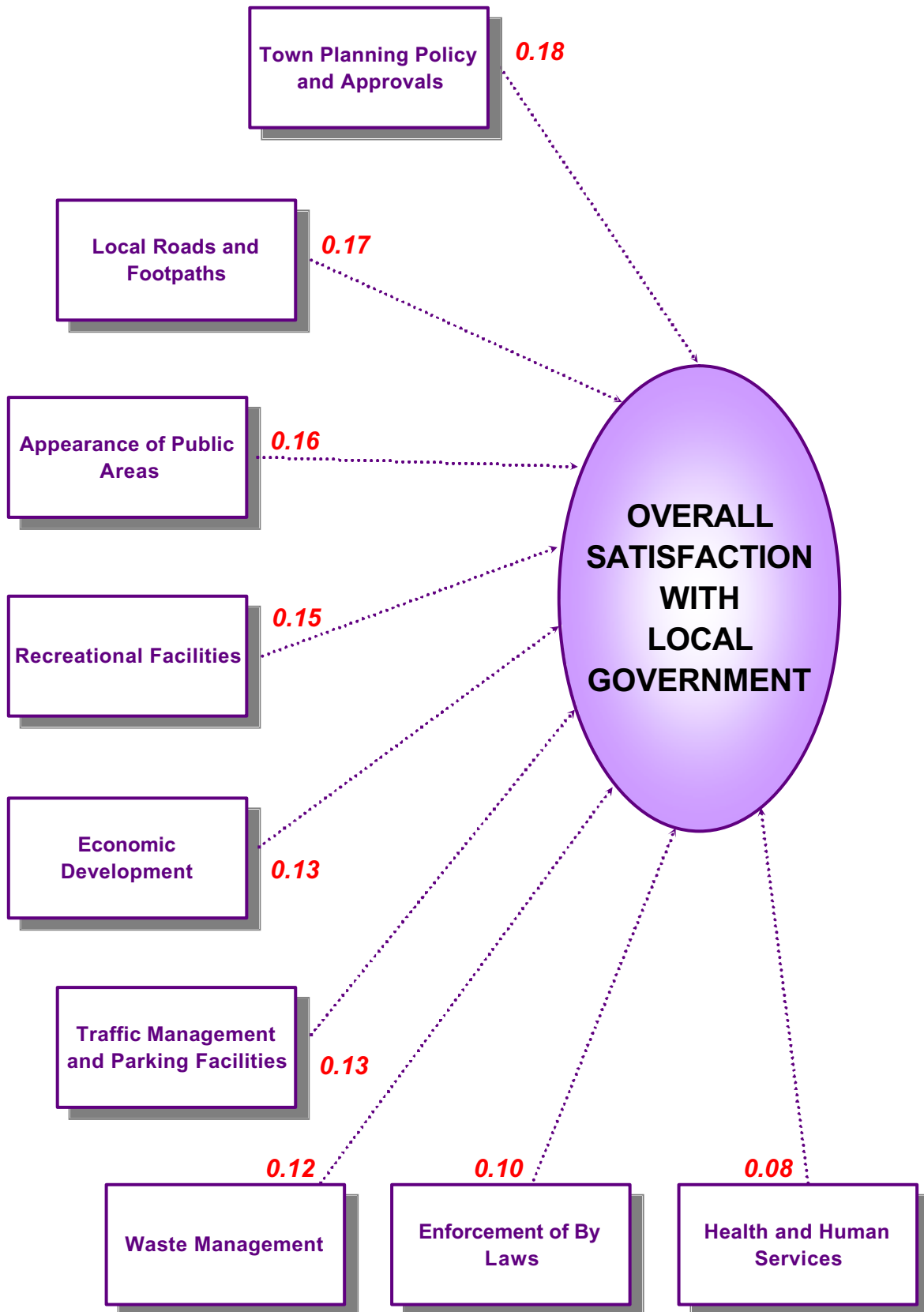
ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
GROUP FOUR  
DERIVED DRIVERS OF SATISFACTION



ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
GROUP FIVE  
DERIVED DRIVERS OF SATISFACTION



ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
METROPOLITAN (Groups 1 & 2)  
DERIVED DRIVERS OF SATISFACTION



ANNUAL CONSTITUENT SATISFACTION SURVEY 2001  
COUNTRY (Groups 3, 4 & 5)  
DERIVED DRIVERS OF SATISFACTION

