



AUSPOLL

REPORT TO
CITY OF MONASH

COMMUNITY SATISFACTION MEASUREMENT SURVEY

Quantitative Research

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DETAILED RESULTS

1. BACKGROUND

1:1 RESEARCH METHODOLOGY

The Community Service Measurement System offers local government a means of monitoring its performance.

The system provides Council with an **IMPORTANCE INDEX**, a **PERFORMANCE INDEX** and a **COMMUNITY SATISFACTION INDEX** for 70 *Specific Service Areas*. It also provides satisfaction ratings for 9 *Corporate Image Areas*.

Households were selected from Council's current voters' rolls and two questionnaires were mailed to 2400 randomly selected households with any two residents over the age of 18 invited to respond. A reminder letter was mailed one week after the original mail-out. Reply paid envelopes were provided for return of the questionnaire.

Respondents were asked to rate each *Specific Service Area* on a scale of 1 to 5, firstly indicating the importance of that service and then their satisfaction with the current level of Council's performance. For the *Corporate Image Areas*, respondents were asked to simply indicate their level of satisfaction.

For the purposes of the survey the municipality was divided into the following localities:

LOCALITY	POSTCODE/SUBURB
North West	3125 – Burwood, 3147 Ashwood, 3148 – Chadstone, 3149 – Mt Waverly
East	3170 – Mulgrave, 3150 – Glen Waverly
South West	3166 – Oakleigh, 3167 – South Oakleigh, 3168 - Clayton

For the Monash survey, the 70 *Specific Service Areas* are divided into 14 categories:

- PUBLIC OPEN SPACE
- SPORTING SERVICES
- CULTURAL SERVICES
- PUBLIC HEALTH
- WASTE MANAGEMENT
- PUBLIC AMENITY
- CONSERVATION & NATURAL RESOURCES
- ENGINEERING SERVICES
- TRAFFIC SERVICES
- PLANNING & BUILDING
- ECONOMIC DEVELOPMENT
- SERVICES TO CHILDREN & FAMILIES
- HOME CARE SERVICES
- INFORMATION SERVICES

The nine *Corporate Image* indicators are divided into three categories:

- COUNCIL STAFF
- COUNCIL'S IMAGE
- VALUE FOR MONEY

The analysis of the data in this report is explained below. The research provides quantitative analysis of Council performance, as measured by the community. It is most valuable as a planning tool, giving guidance to future resource allocation. Measuring the effectiveness of Council services should also include other performance measures such as productivity analysis, staff surveys and financial analysis. A detailed understanding of the reasons for the community's judgment may require additional research and community consultation. The results, however, of your Community Research do provide an important element in Council's performance measurement.

1:2 READING THE RESULTS

Thirty one (31) data tables are provided in this report. The research is considered in five sections. This Section (**SECTION 1**) explains the research methodology. **SECTION 2** provides a detailed breakdown of the survey sample, **SECTION 3** considers the results for Council's Direct Service Provision, **SECTION 4** provides the detailed results of the Corporate Image Areas and **SECTION 5** provides responses to the additional questions asked in the survey. The **APPENDICES** provide the detailed data in 31 tables.

SPECIFIC SERVICE AREAS

The results for the Specific Service Areas show an **IMPORTANCE INDEX** and **PERFORMANCE INDEX**. Both of these indices show scores out of 100 and represent the *average result*.

The tables also show the **COMMUNITY SATISFACTION INDEX (CSI)**. The CSI is best thought of as a performance index weighted according to the importance applied by each respondent. FOR EXAMPLE: When a respondent indicates that they place a *high* importance on public open space, but a *lower* performance rating, a *low* Community Satisfaction Index will result. On the other hand, if a respondent applied a *low* importance rating, but a *high* performance rating, this would result in a *higher* CSI. The Community Satisfaction Index in the tables is an average of the total individual CSI scores. As a guide to the results, the following general indicators can be used. Due to rounding there may be a variation of CSI scores of between 1 and 2 points from survey to survey.

IMPORTANCE INDICATOR	90+	=	VERY HIGH
	80-90	=	HIGH
	70-80	=	MODERATE
	60-70	=	LOW
	BELOW 60	=	VERY LOW
PERFORMANCE INDICATOR	75+	=	VERY HIGH
	70-75	=	HIGH
	60-70	=	MODERATE
	50-60	=	LOW
	BELOW 50	=	VERY LOW
COMMUNITY SATISFACTION INDEX	75+	=	VERY HIGH
	65-75	=	HIGH
	55-65	=	MODERATE
	45-55	=	LOW
	BELOW 45	=	VERY LOW

CORPORATE IMAGE AREAS

The **CORPORATE IMAGE INDICATORS** use a mean score and the following provides a guide to the results.

65+	=	VERY HIGH
55-65	=	HIGH
45-55	=	MODERATE
35-45	=	LOW
BELOW 35	=	VERY LOW

1:3 SURVEY ACCURACY

For a response rate of 1000 surveys, the standard error range for the overall results is 0.74% - 1.69% at the 95% confidence level. It simply means that if 50% of respondents indicated that they had a particular level of satisfaction with a service, we could expect the result for the entire municipality to be somewhere between a minimum range of 49.26% - 48.31% and a maximum range of 50.74% - 51.69%.

It is important to remember when considering the results, that the standard error for each of the sub-groups is much larger than for the overall results. When considering a sub-group size of 100 for example, the standard error increases to 10%. Some of the sub-groups in this study fall at, or below this level.

An indication of the standard error for various sample sizes is provided below:

SUBGROUP SIZE	STANDARD ERROR
500	±4.46
400	±4.99
300	± 5.76%
250	± 6.32%
200	± 7.06%
150	± 8.16%
100	± 9.99%
50	±14.14%

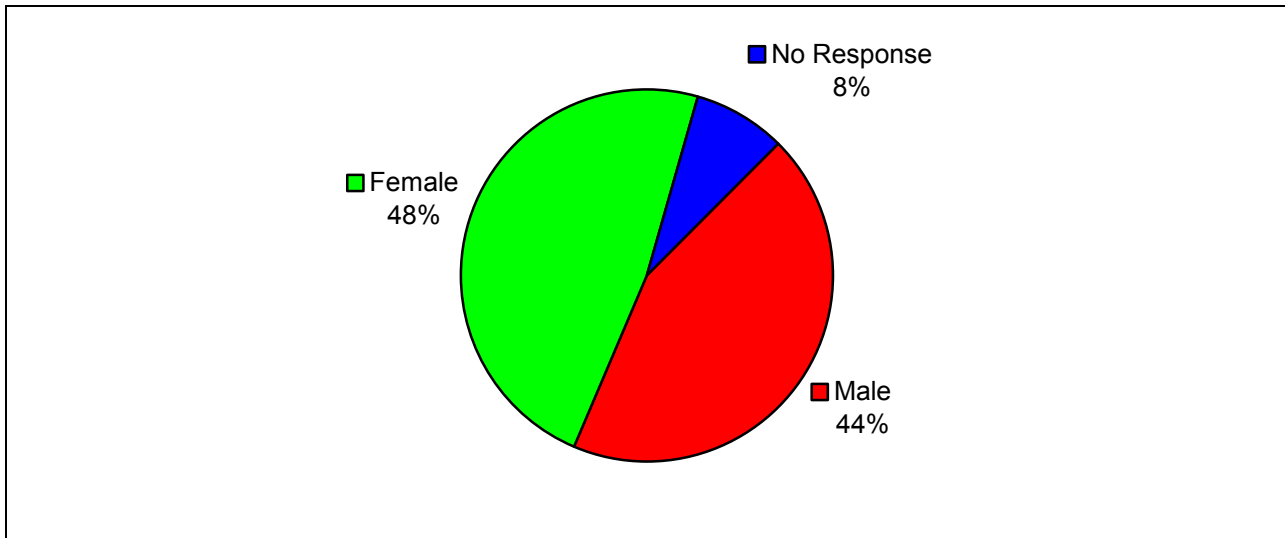
The value of the sub-groups analysis is that it helps in understanding the overall result. In other words, we can look at the results and consider which groups tended to have *lower* levels of satisfaction and which tended to have *higher* levels of satisfaction. In this way, the final result is more meaningful. However, the potential standard error for small sub-groups necessitates a degree of caution in decision-making about programs and services to specific target areas.

2. ANALYSIS OF THE SURVEY SAMPLE

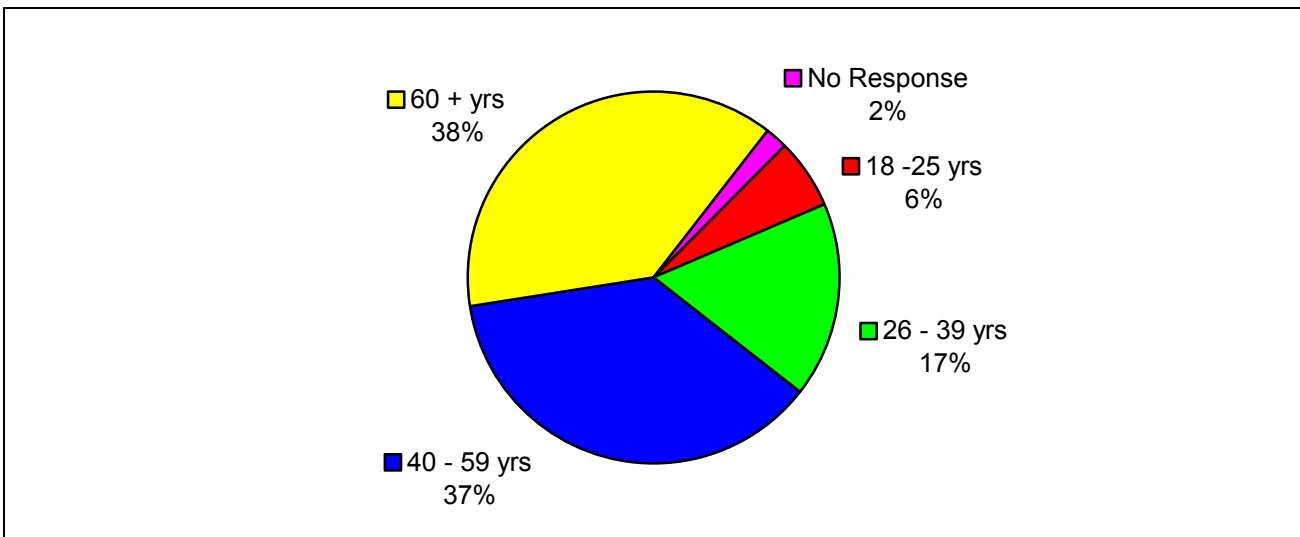
2:1 OVERALL STRUCTURE

A total of 1000 responses were received from 2400 randomly selected households. The pie charts below show the structure of the survey sample.

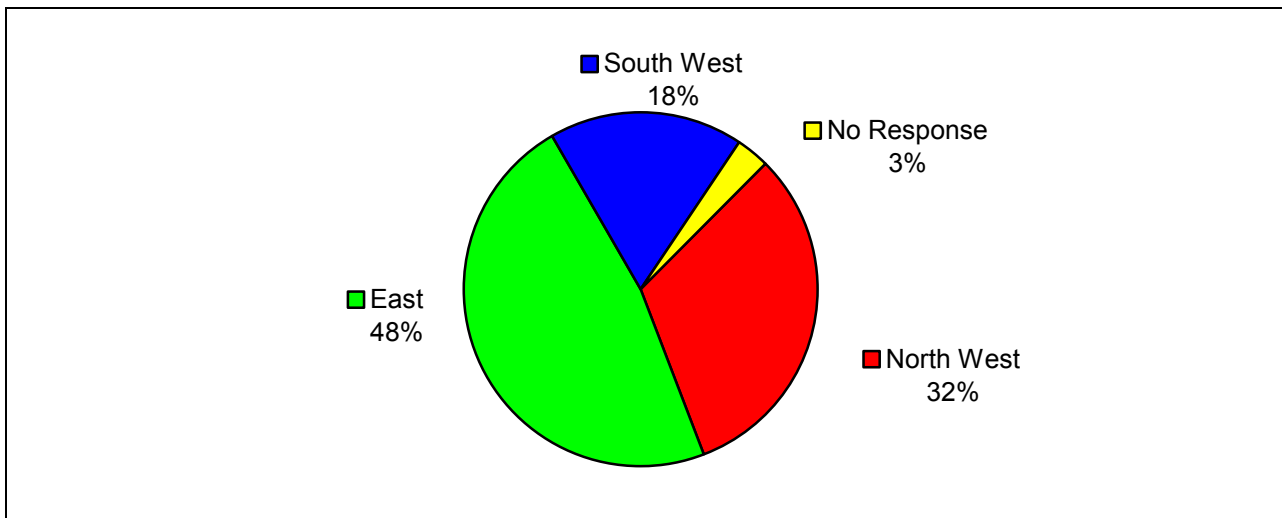
GENDER



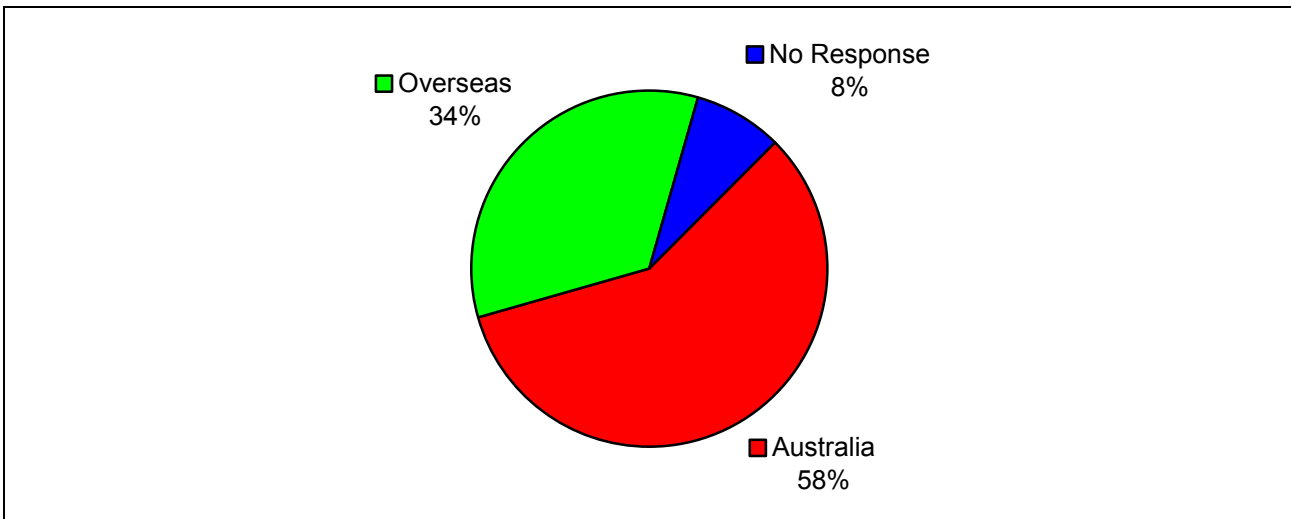
AGE



LOCALITY



BIRTHPLACE

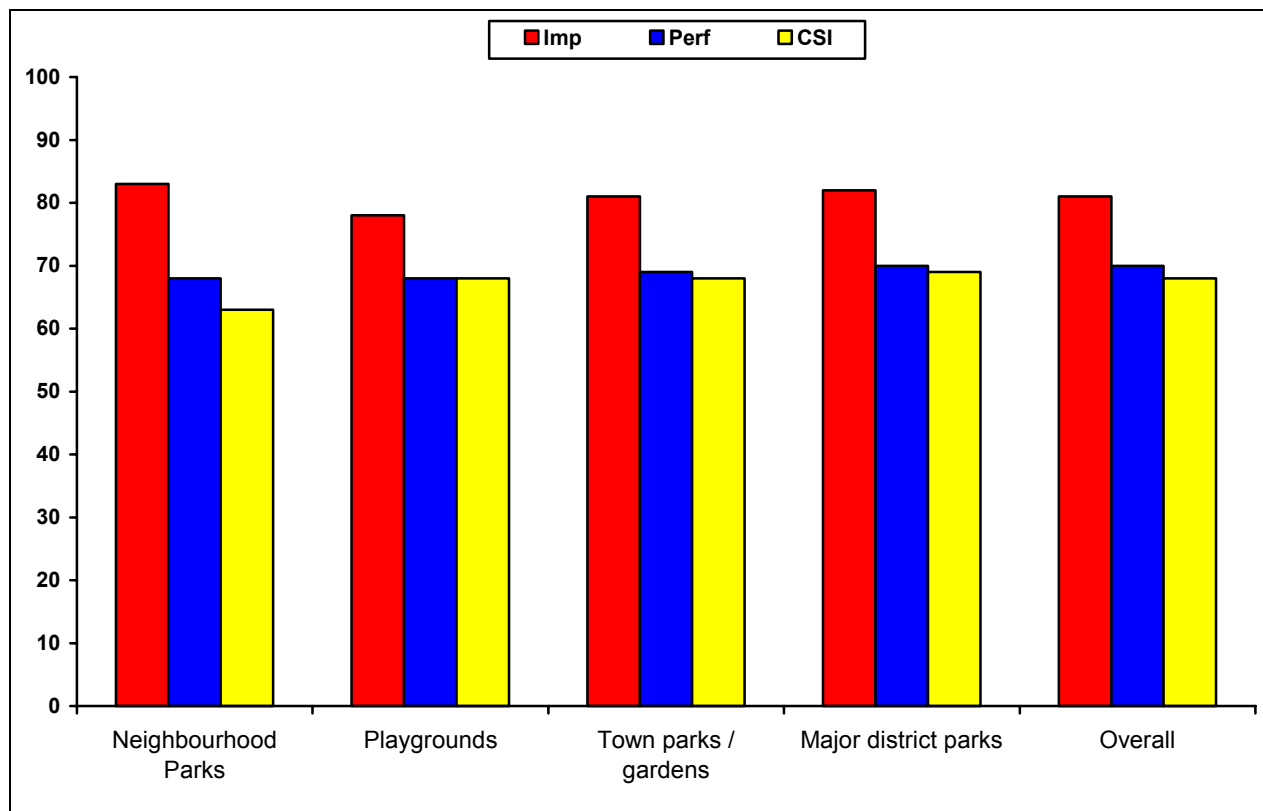


3. DIRECT SERVICE PROVISION

Recreation Index

	Public Open Space	Sporting Services	Cultural Services	Service Index
Total	68	70	71	70
	Maintained high levels			
Gender				
Male	68	70	71	70
Female	69	69	70	69
Age				
18 - 25 yrs	76	67	68	70 High
26 - 39 yrs	60	66	66	Moderate – returned to pre 2002 range 64
	Returned to pre 2002 moderate levels			
40 - 59 yrs	67	67	69	67 High
60+ yrs	73	75	75	74
Locality				
North West	72	70	71	71 High
	Consistent with high 2002 results			
East	68	72	71	70 High
	Drop in satisfaction – remained high			
South West	61	63	71	Moderate 65
	Returned to 2001 level Dropped to moderate			
Birth Place				
Australia	67	69	70	69
Overseas	70	69	72	70

3:1 PUBLIC OPEN SPACE



GUIDE TO RESULTS

	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

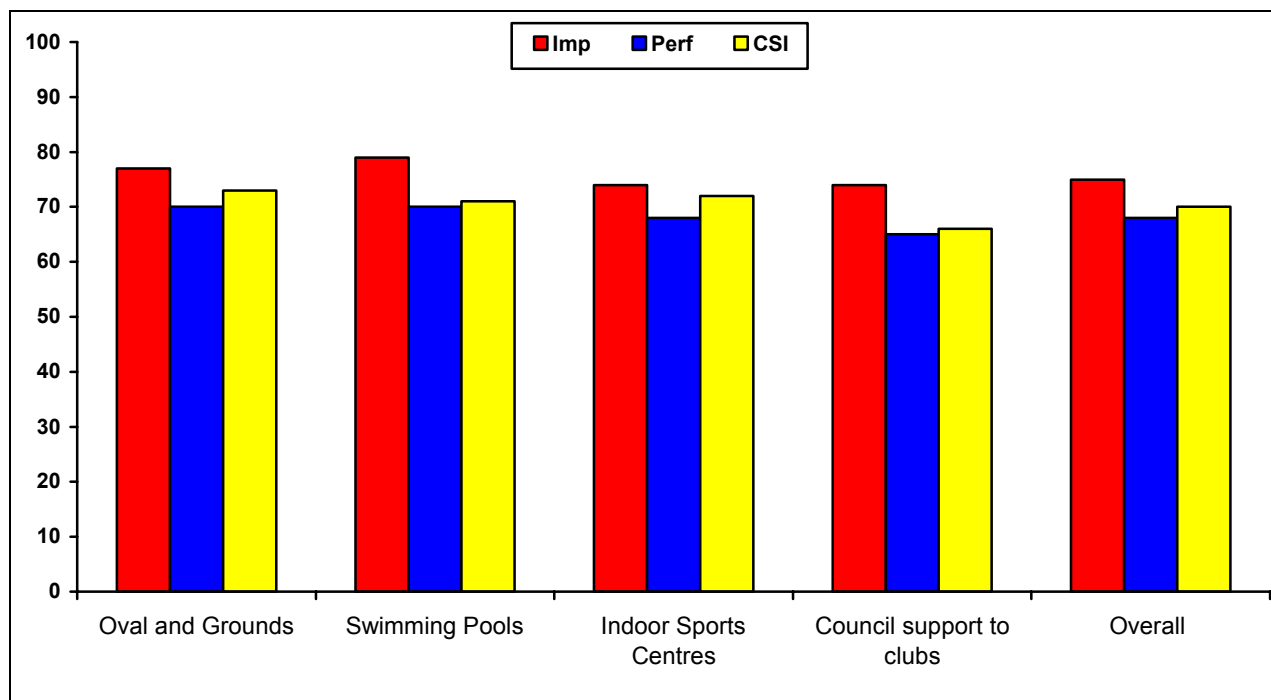
Overall importance levels increased slightly across the various aspects but remained relatively consistent with the 2001 and 2002 results and in the moderate to high range. Similarly, performance levels were also consistent with last year's results with the exception of Neighbourhood Parks which recorded a slight decrease. Satisfaction levels decreased slightly for most of the individual aspects but remained in the high range, with the exception of Neighbourhood Parks which dropped from high to moderate. Overall satisfaction decreased slightly (2 CSI points) but remained in the high range.

CONSULTANTS' COMMENTS:

Overall satisfaction levels for the 18 – 25 age group increased slightly for each of the individual aspects except Town Parks/Gardens where it remained level. Overall satisfaction levels for the 26 – 39 age group decreased noticeably across the various aspects and overall. The 26 – 39 age group was the only one to record low satisfaction with individual aspects (Neighbourhood Parks and Playgrounds) and a moderate rating overall. The 60 + age group also recorded a slight decrease for each of the individual aspects and a drop in overall satisfaction from very high to high.

Satisfaction levels decreased for South West and East residents for each aspect but most noticeably for South West residents (decreases of 5 + CSI points across the aspects). Overall satisfaction with Public Open Space decreased 6 CSI points for South West residents and moved from high to moderate. Overall satisfaction for East and North West residents also decreased slightly (5 and 3 CSI points respectively) but remained high.

3:2 SPORTING SERVICES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

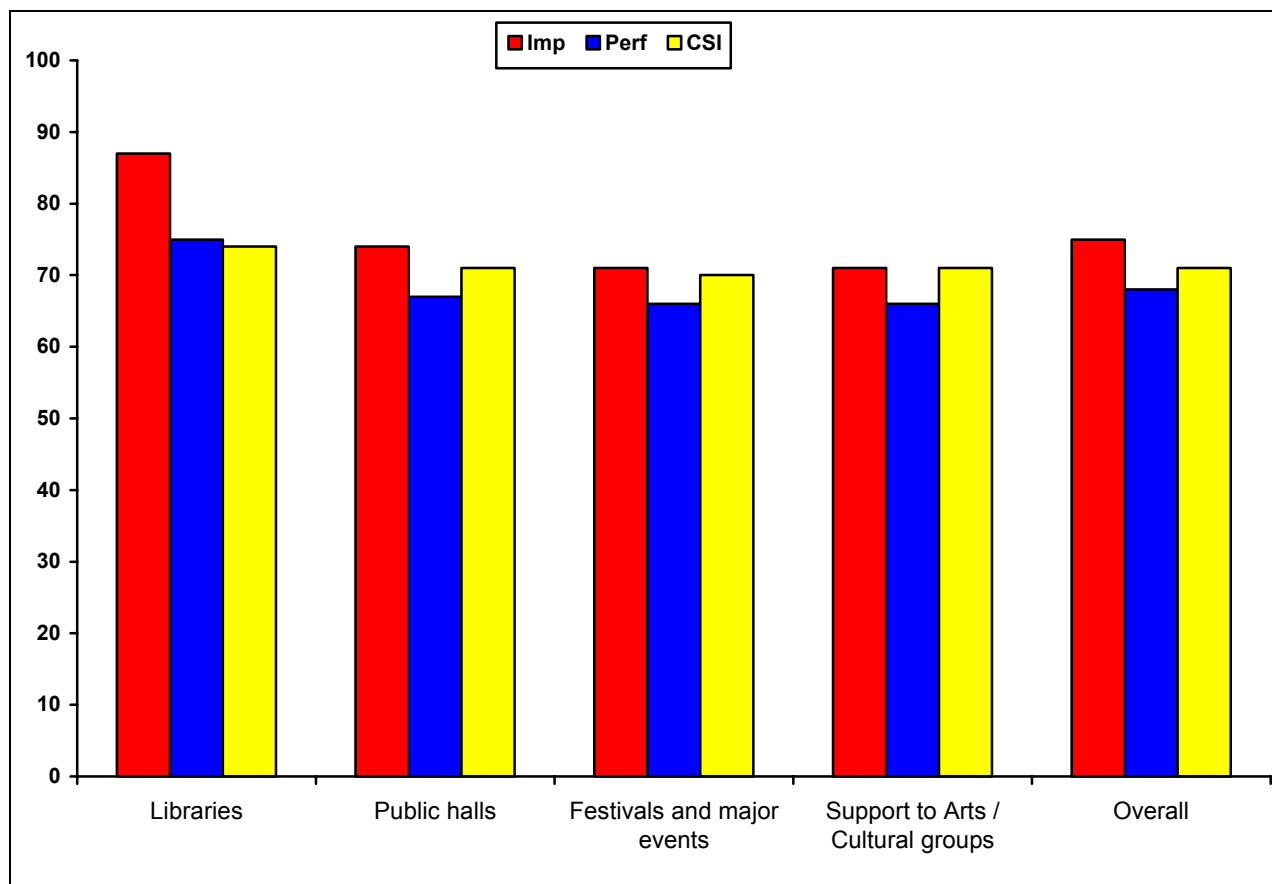
Overall importance and performance levels increased marginally but remained relatively consistent with last year's results and all in the moderate range. The various aspects all continued to record high satisfaction levels. Ovals and Grounds recorded a satisfaction level consistent with last year's result and continued to record the highest satisfaction level across Sporting Services. Satisfaction with Indoor Sports Centres increased marginally (3 CSI points) whilst Council Support to Clubs remained consistent (1 CSI point). Overall satisfaction was also maintained (increased 1 CSI point) and remained high.

CONSULTANTS' COMMENTS:

Overall satisfaction with Sporting Services amongst the 26 – 39 group fell 5 CSI points from last year's high rating to record a high moderate result. This decrease was primarily driven by a slight drop in performance levels. The 60 + age group also recorded a drop in satisfaction (3 CSI points) however the overall level remained in the very high range. The results for the other age groups increased slightly, were relatively consistent with last year's results and remained in the high range.

Overall satisfaction ratings remained in the high range for North West and East residents and were consistent with the overall results recorded for these localities in 2002. There was a slight decrease (3 CSI points) in satisfaction amongst South West residents which saw the overall rating drop from the high range into the moderate range.

3:3 CULTURAL SERVICES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

Overall importance and performance levels were all moderate with the exception of Libraries which continued to record high overall importance and performance ratings. Importance levels recorded only minor increases (1 – 2 CSI points) for each of the individual aspects and the overall rating (3 CSI points). Satisfaction levels for the individual aspects remained high but continued to decrease marginally (1 – 3 CSI points) with the exception of Support to Arts/Cultural Groups which remained the same. Overall satisfaction remained firmly in the high range.

CONSULTANTS' COMMENTS:

Satisfaction levels for the 26 – 39 age group dropped for each of the Cultural Services aspects (4 – 9 CSI points) and the overall satisfaction fell 6 CSI points to the low high range. Overall satisfaction also decreased slightly for the 40 – 59 and 60 + age groups which despite the drop, continued to record a high and very high result respectively. Satisfaction amongst the 18 – 25 age group increased slightly and remained in the high range. Satisfaction levels for Libraries, Public Halls and Festivals and Major Events decreased slightly for each age group except the 40 – 59 group.

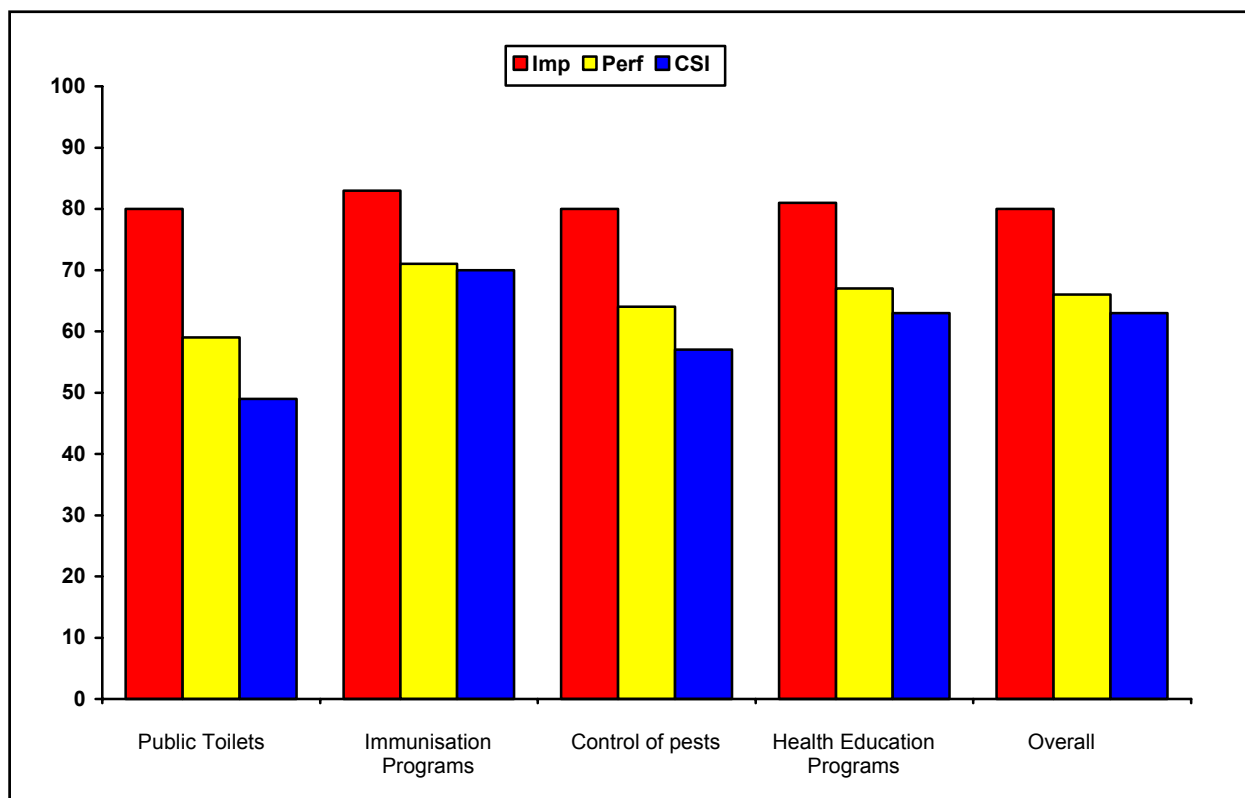
The various localities all continued to record high overall satisfaction for Cultural Services. Overall satisfaction continued to decline in the East locality bringing it into line with the results recorded for the remaining localities. South West and North West residents returned results consistent with last year.

Health & Amenities Index

Public Health Waste Management Public Amenity Conservation and Natural Resources Service Index

Total	63 Remained moderate	71 Maintained high result	63 Returned to moderate levels recorded in 2001	63	65
Gender					
Male	64	73	64	63	66
Female	62	69	62	62	64
Age					
18 - 25 yrs	56 Decline returned levels comparable to 2001 results	76	66	59	64
26 - 39 yrs	56	66 High	61	56 Declined from very high to high result	60
40 - 59 yrs	62	68	60 Moderate	62	63
60+ yrs	68	75	66	68 Remained high despite drop	69
Locality					
North West	66	73 High	65	64 Moderate	67 Remained high
East	62	71	61	64	64
South West	61 Dropped back to 2001 level	68	61 Dropped back to 2001 level	59 Satisfaction dropped – moderate results	62
Birth Place					
Australia	61	70	62	62	64
Overseas	65	72	62	65	66

3:4 PUBLIC HEALTH



GUIDE TO RESULTS

	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

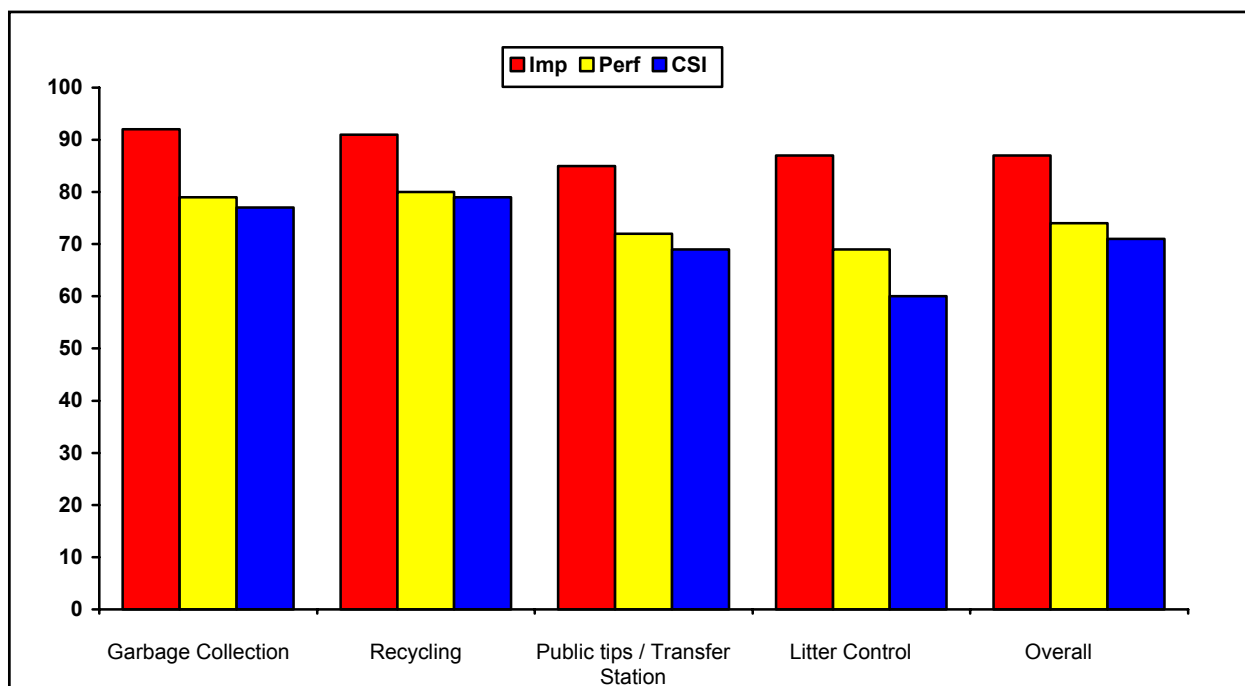
Importance levels were consistent with last year's for each of the individual aspects (except Public Toilets which decreased slightly) and overall. Performance levels were relatively consistent with 2002 results. Overall satisfaction with Public Toilets declined (3 CSI points) and remained in the low range. Satisfaction levels for Immunisation Programs and Health Education Programs were consistent with 2002 results and in the high and moderate range respectively. Control of Pests maintained a moderate satisfaction. Overall satisfaction recorded only a minor drop (1 CSI point) and remained moderate.

CONSULTANTS' COMMENTS:

There were noticeable decreases (8 – 10 CSI points) in overall satisfaction amongst the younger age groups which dropped from the moderate - high range to the low – moderate range. These decreases were primarily driven by a drop in perceived performance although importance levels also dropped slightly. Overall satisfaction for the 60 + age group declined marginally (2 CSI points) whilst the 40 – 59 age group recorded an increase (3 CSI points) in satisfaction.

Overall satisfaction for North West residents continued to increase for Public Health and moved from moderate to high. There was a noticeable decrease in satisfaction amongst South West residents with overall satisfaction dropping 9 CSI points and shifting from high to moderate. Satisfaction continued to decrease marginally (2 CSI points) for East residents and remained in the moderate range.

3:5 WASTE MANAGEMENT



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

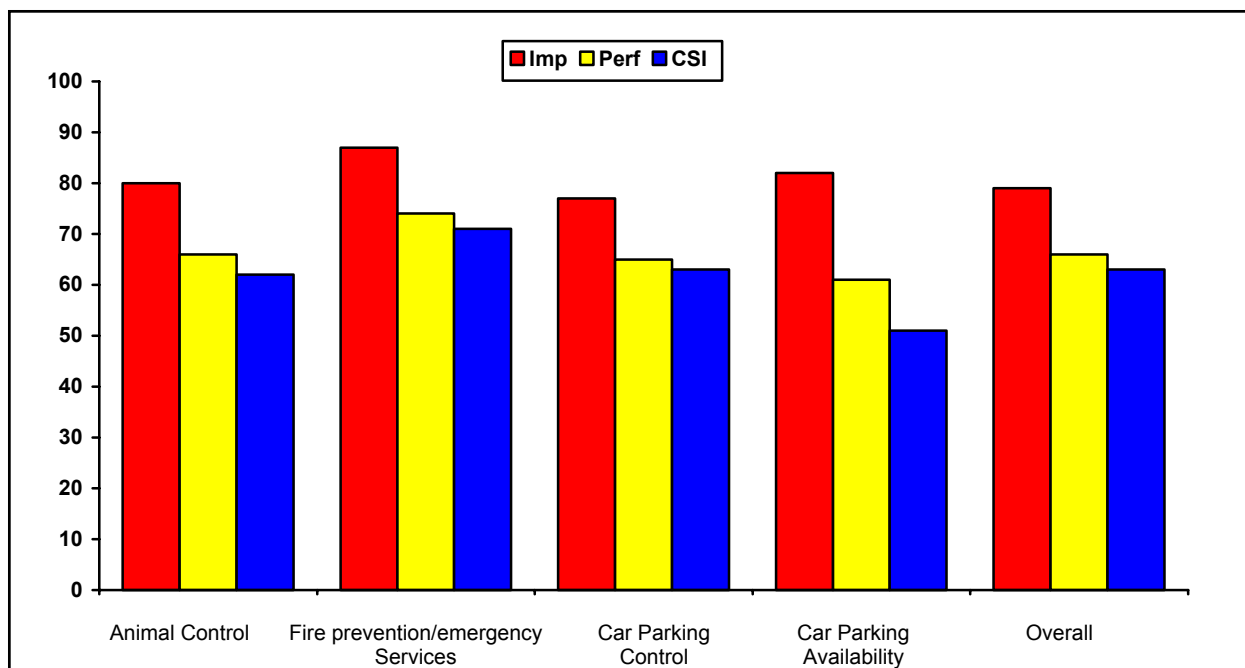
Importance levels were consistent with Garbage Collection and Recycling aspects continuing to record very high importance ratings. Performance levels decreased marginally for the Garbage Collection and Litter Control aspects. Satisfaction with Garbage Collection dropped 4 CSI points but remained inside the very high range. Satisfaction with recycling remained high and was consistent with last year's results. There was a marginal 3 CSI point decrease in satisfaction with Litter Control which remained in the moderate range. Overall satisfaction with Waste Management fell slightly (2 CSI points) but remained high.

CONSULTANTS' COMMENTS:

There was a noticeable decrease in satisfaction amongst the 26 – 39 group which fell 9 CSI points back to the moderate level recorded in 2001. Satisfaction also decreased (5 CSI points) for the 60+ age group but remained very high. Satisfaction for the 18 – 25 age group increased (6 CSI points) and moved from high to very high. The 40 – 59 age group increased 2 CSI points and continued to record high satisfaction. The various age groups all recorded a decrease (4 – 8 CSI points) in satisfaction with Garbage Collection with the exception of the 18 – 25 age group which recorded a slight increase of 2 CSI points.

Satisfaction amongst East residents dropped 7 CSI points and shifted from very high to high. There was a slight decrease (3 CSI points) in overall satisfaction recorded for South West residents. These localities also recorded noticeable decreases (5 – 8 CSI points) in satisfaction with Garbage Collection and Recycling aspects. North West was the only locality to record an increase in overall satisfaction rising 4 CSI points to record a firm high result. North West was the also the only locality to record an increase in satisfaction for Garbage Collection (3 CSI points) and Recycling (12 CSI points).

3:6 PUBLIC AMENITY



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

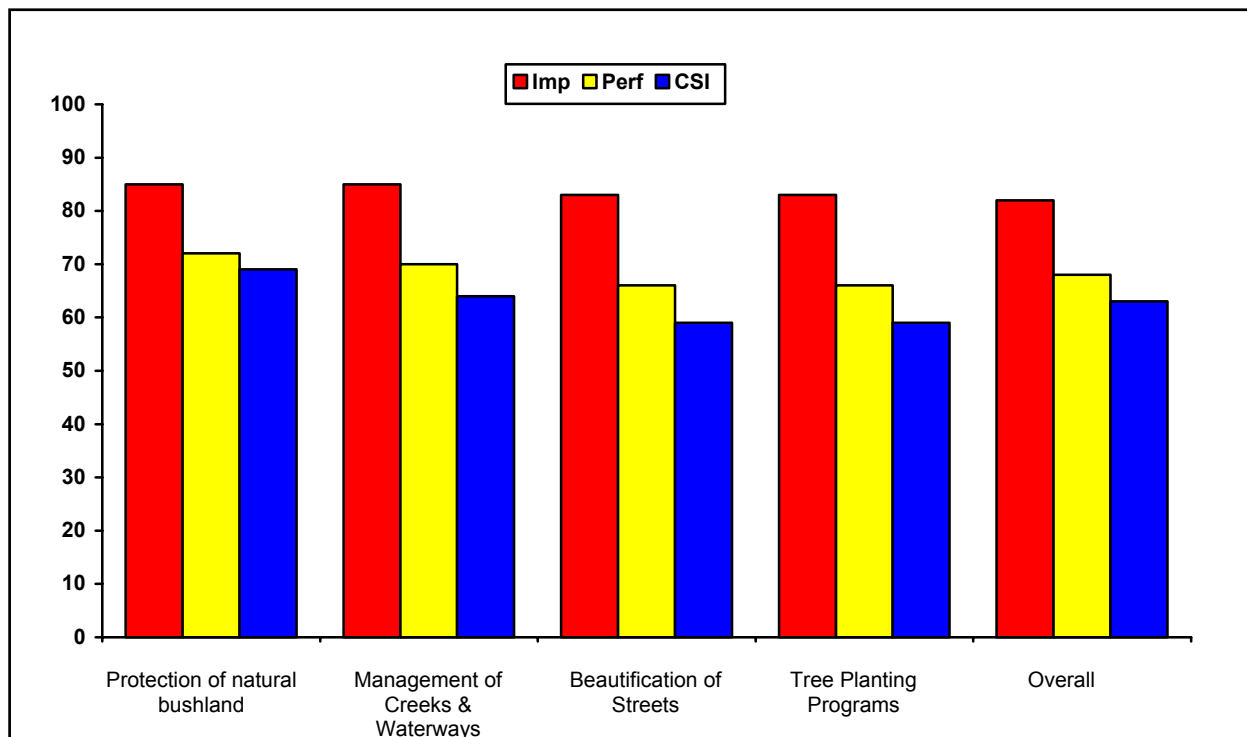
Importance levels increased marginally for some of the individual aspects but remained relatively consistent with 2002 results in the moderate high range. Performance levels decreased for all aspects except Fire Prevention/Emergency Services leading to a drop in satisfaction levels. Satisfaction levels decreased for each of the individual aspects but most noticeably for Animal Control and Car Parking Control which dropped from the high to moderate range. Car Parking Availability continued to record the lowest satisfaction rating and Fire Prevention/Emergency Services the highest. Overall satisfaction with Public Amenity dropped 5 CSI points from high to moderate to record a similar result to that recorded in 2001.

CONSULTANTS' COMMENTS:

Satisfaction levels for Animal Control, Car Parking Control and Car Parking Availability decreased for each of the various age groups except for the 18 – 25 age group. This age group recorded an increase in overall satisfaction from a moderate level last year to a high level this year. The remaining age groups all recorded a decrease in overall satisfaction. The 26 – 39 age group recorded the greatest decrease in satisfaction (10 CSI points) and moved from the high to moderate range. The 40 – 59 age group dropped 4 CSI points but remained moderate whilst the 60 + age group recorded a 7 CSI point drop and shifted from very high to high.

The various localities all recorded decreases in satisfaction for each of the individual aspects (with the exception of North West for Fire Prevention/Emergency Services which recorded a similar result to last year) and in overall satisfaction (4 – 11 CSI points). In each locality overall satisfaction for Public Amenity moved from high to moderate. East and South West residents both recorded low levels of satisfaction for Car parking Availability. Further, South West recorded a large decrease in satisfaction for Car Parking Control which fell 18 CSI points from the high to low range.

3:7 CONSERVATION & NATURAL RESOURCES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

Overall importance levels increased slightly across the individual aspects and for the overall rating whilst performance levels tended to decrease marginally. As a result satisfaction levels dropped across the aspects (3 – 5 CSI points). Satisfaction with Management Creeks/Waterways, Beautification of Streets and Tree Planting Programs all dropped 4 - 5 CSI points and were all in the moderate range. Protection of Natural Bushland continued to record a high satisfaction level despite a slight decline (3 CSI points). The overall satisfaction rating dropped (6 CSI points) from high to moderate.

CONSULTANTS’ COMMENTS:

Overall satisfaction levels decreased for each of the individual aspects across all the various age groups (excepting the 18 – 25 age group for the individual aspect of Management of Creeks/Waterways and Protection of Natural Bushland). Overall satisfaction ratings decreased (3 – 10 CSI points) for each age group and were all in the moderate range with the exception of the 60 + age group which continued to record a high overall result.

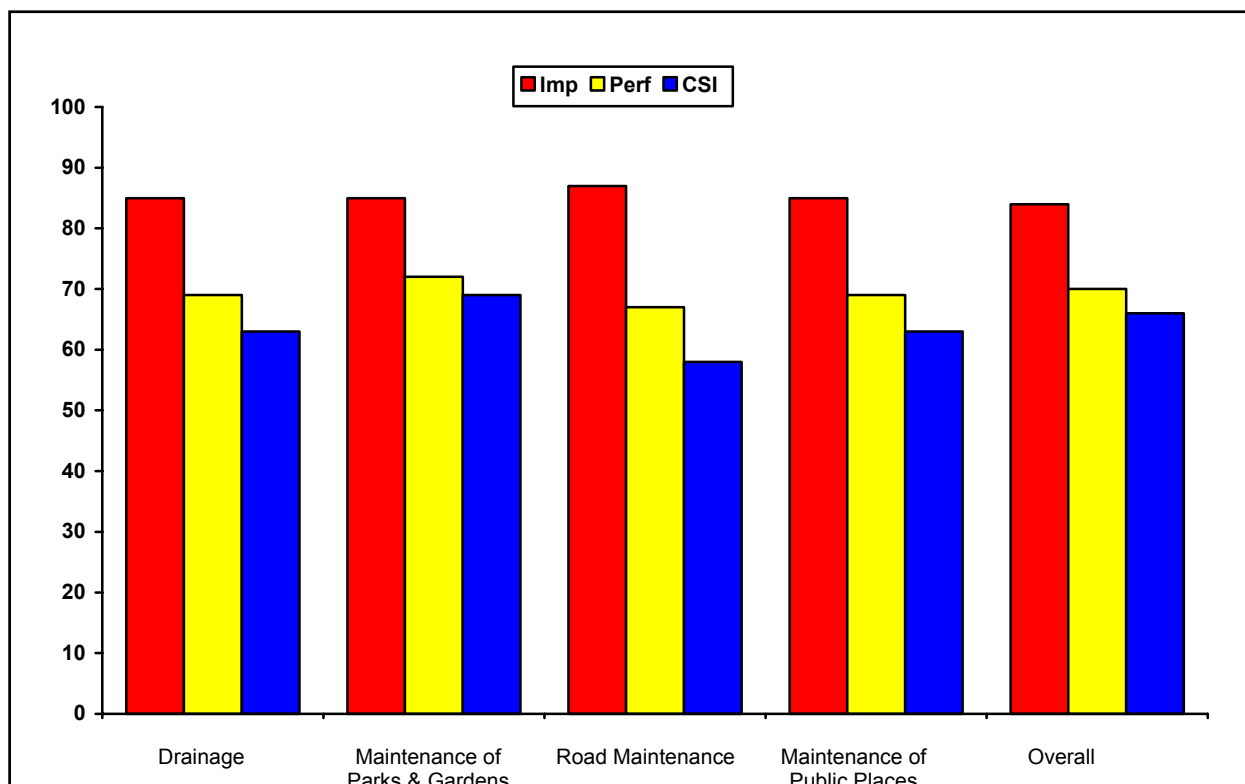
Overall satisfaction levels decreased across the localities with East recording the largest drop (6 CSI points) followed by South West (4 CSI points) and North West (3 CSI points). Satisfaction levels for each of the individual aspects decreased across the various localities (except North West for Beautification of Streets) and were similar to those recorded in 2001. Protection of Natural Bushland continued to return the highest satisfaction levels whilst Beautification of Streets and Tree Planting Programs continued to record the lowest.

Economic Index

Engineering Services Traffic Services Planning and Building Service Index

	Engineering Services	Traffic Services	Planning and Building	Service Index
Total	66 <i>Remained high</i>	63 <i>Dropped to moderate</i>	58 <i>Remained moderate</i>	62 <i>Returned to moderate level</i>
Gender				
Male	66	65	58	63
Female	66	60	59	61
Age				
18 - 25 yrs	69	55 <i>Declines returned satisfaction to 2000 levels - moderate</i>	70 <i>Increased to high</i>	64 <i>Moderate</i>
26 - 39 yrs	60 <i>Moderate</i>	56	55 <i>Low</i>	57 <i>Declines returned satisfaction to pre 2002 levels</i>
40 - 59 yrs	64	62	56 <i>Moderate</i>	61 <i>Moderate</i>
60+ yrs	69	69	60	66
Locality				
North West	68	67	56	64
East	65 <i>Results consistent with pre 2002 levels</i>	63	60 <i>Moderate</i>	63
South West	63	55 <i>Fell to low satisfaction</i>	56	58
Birth Place				
Australia	64	63	56	61
Overseas	68	61	62	64

3:8 ENGINEERING SERVICES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

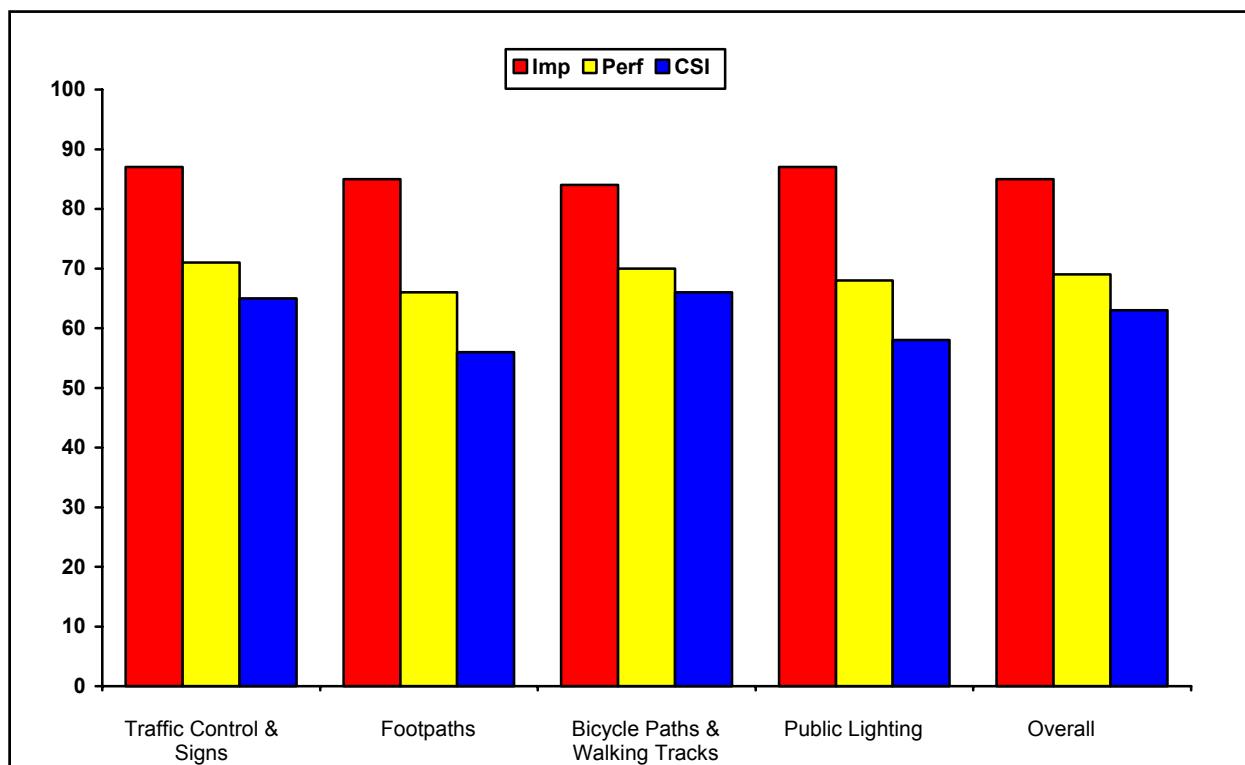
Importance levels were all high and relatively consistent with 2002 results. Performance levels decreased for each of the individual aspects and the overall rating. The overall satisfaction level decreased by 5 CSI points from last year's solid high result (71) to a high moderate result consistent with the result recorded in 2001. Satisfaction decreased for each of the individual aspects driven by lower performance levels with Drainage, Road Maintenance and Maintenance of Public Places all recording 3 – 5 CSI point decreases and Maintenance of Parks/Gardens recording a noticeable 6 point decrease.

CONSULTANTS' COMMENTS:

There was a noticeable drop in overall satisfaction for the 26 – 39 group which dropped from high to moderate (8 CSI points) and the 60 + age group which fell from very high to high (9 CSI points). Overall satisfaction also decreased slightly (3 CSI points) for the 40 – 59 and 18 - 25 age groups. The 18 – 25 and 26 – 39 age groups were the only ones to return low satisfaction for an individual aspect (both returned low results for Road Maintenance).

There was a considerable decrease in the overall satisfaction levels recorded for the East and South West localities which dropped 8 and 11 CSI points respectively and dropped from the high to moderate range. Overall satisfaction for North West recorded only a minor decrease (1 CSI point) and remained high and consistent with last year's result.

3:9 TRAFFIC SERVICES



GUIDE TO RESULTS

	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

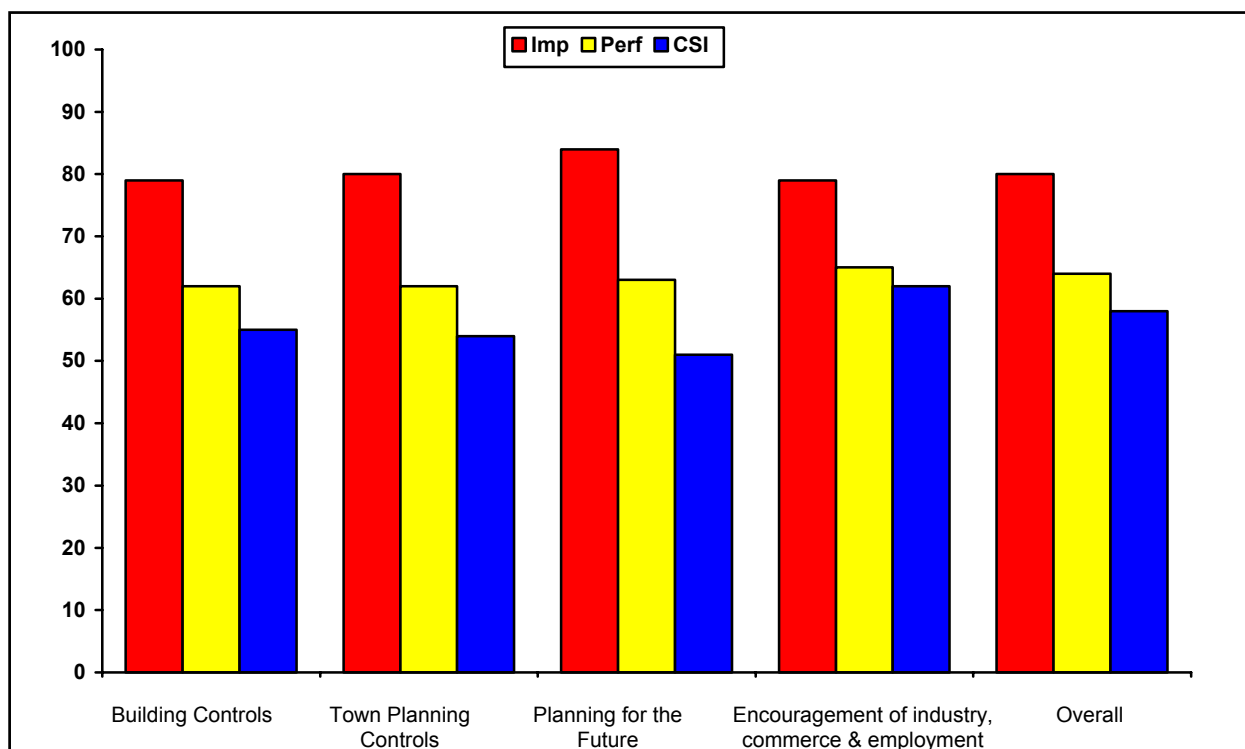
Importance levels remained high and increased slightly for each of the individual aspects and the overall rating. Performance levels decreased for each of the individual aspects except Public Lighting which remained consistent with last year's result. The overall performance rating also decreased marginally. Satisfaction levels decreased for each of the individual aspects but most noticeably for Footpaths and Bicycle Paths and Walking Tracks which dropped 7 and 6 CSI points respectively. Overall satisfaction for Traffic Services dropped 5 CSI points from high to moderate driven by an increase in importance and a slight decrease in performance. This is the lowest satisfaction level recorded for this area since the 1998 CSM.

CONSULTANTS' COMMENTS:

Overall satisfaction levels dropped noticeably amongst the 18 – 25 (12 CSI points) and 26 – 39 age groups (10 CSI points) and fell from high to moderate. The drop in satisfaction amongst the 18 – 25 age group was primarily driven by a noticeable increase in importance whilst the 26 – 39 age group's decreased satisfaction was primarily caused by a drop in performance. Overall satisfaction amongst the 40 – 59 age group also fell 4 CSI points from high to moderate, whilst the 60 + age group continued to record high satisfaction despite a slight decrease of 4 CSI points.

There was a noticeable drop in satisfaction amongst South West residents with satisfaction levels decreasing for each of the individual aspects and 16 CSI points overall. Overall satisfaction for the South West locality fell from the high to low range. Overall satisfaction also decreased for the East locality dropping 6 CSI points from a high result in 2002 to a moderate result this year. North West recorded a consistent result with satisfaction increasing marginally (1 CSI point).

3:10 PLANNING & BUILDING



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

Overall importance levels were consistent with last year's results and all in the moderate to high range. Performance levels decreased slightly for each of the individual aspects and the overall rating. Satisfaction decreased across the aspects but most noticeably for Building Controls, Town Planning Controls and Planning for the Future which all dropped 5 CSI points from the moderate to low range. Overall satisfaction dropped 3 CSI points but remained moderate and relatively consistent with the overall results recorded from 1999 to 2002.

CONSULTANTS' COMMENTS:

Satisfaction with Town Planning controls and Planning for the Future decreased across the age groups. Satisfaction with Building Controls also fell for each of the age groups except the 18 – 25 group which recorded a slight increase in satisfaction. There was a noticeable decrease (8 CSI points) in overall satisfaction with Planning & Building amongst the 26 – 39 age group which fell from moderate to low. Overall satisfaction also decreased for the 40 – 59 and 60 + age groups but remained in the moderate range. The 18 – 25 age group was the only one to record an increase in satisfaction and a high result overall.

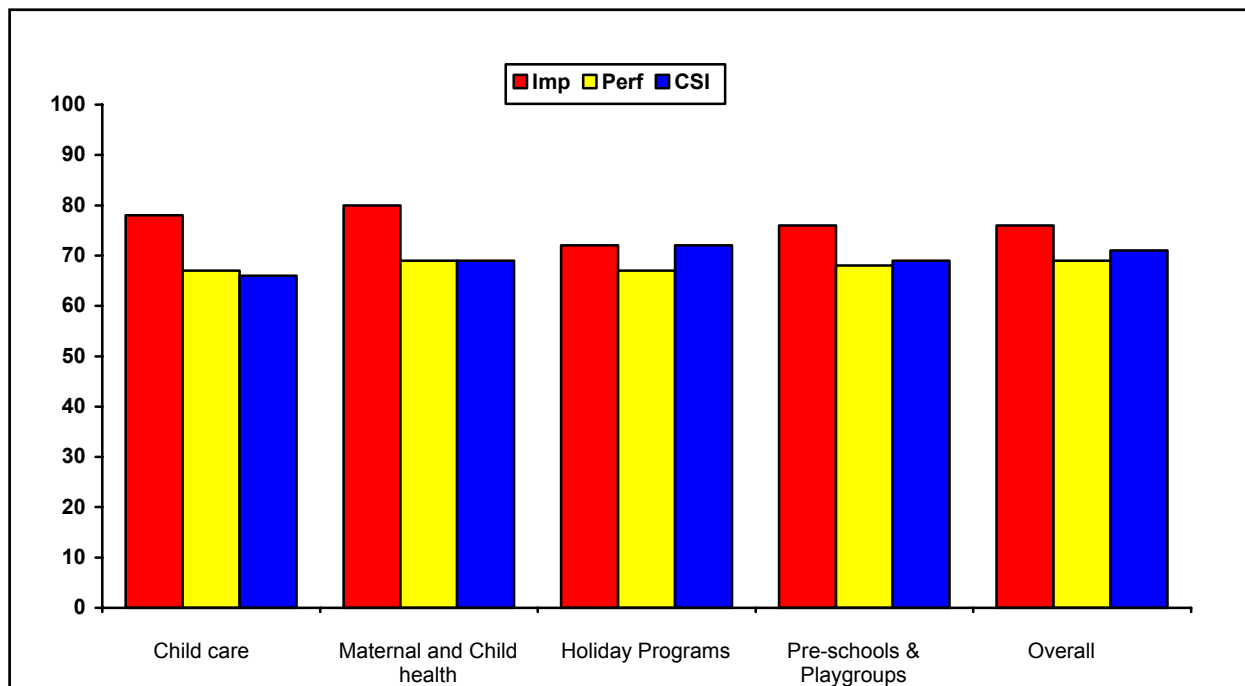
Satisfaction decreased for each of the individual aspects across the various localities. Overall satisfaction for Planning & Building also dropped for each of the localities but remained in the moderate range. South West residents recorded the largest decrease in overall satisfaction dropping 6 CSI points.

Human Services Index

Services to Families Home Care Services Services to Children Service Index

Total	64 <i>Moderate</i>	67	71	68	<i>Maintained high satisfaction</i>
Gender					
Male	66	68	74	69	
Female	63	67	69	66	
Age					
18 - 25 yrs	68	75	100	81	<i>Very high</i>
26 - 39 yrs	59 <i>Returned to 2001 levels</i>	67	59	62	<i>Moderate</i>
40 - 59 yrs	61	66	71	66	<i>High satisfaction</i>
60+ yrs	69	67	72	69	
Locality					<i>High Satisfaction</i>
North West	64	66	69	66	<i>Moderate across municipality</i>
East	64	69	74	69	
South West	64	65 <i>Fell to moderate</i>	67	65	
Birth Place					
Australia	63	65	71	66	
Overseas	65	70	70	68	

3:11 CHILDREN'S SERVICES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

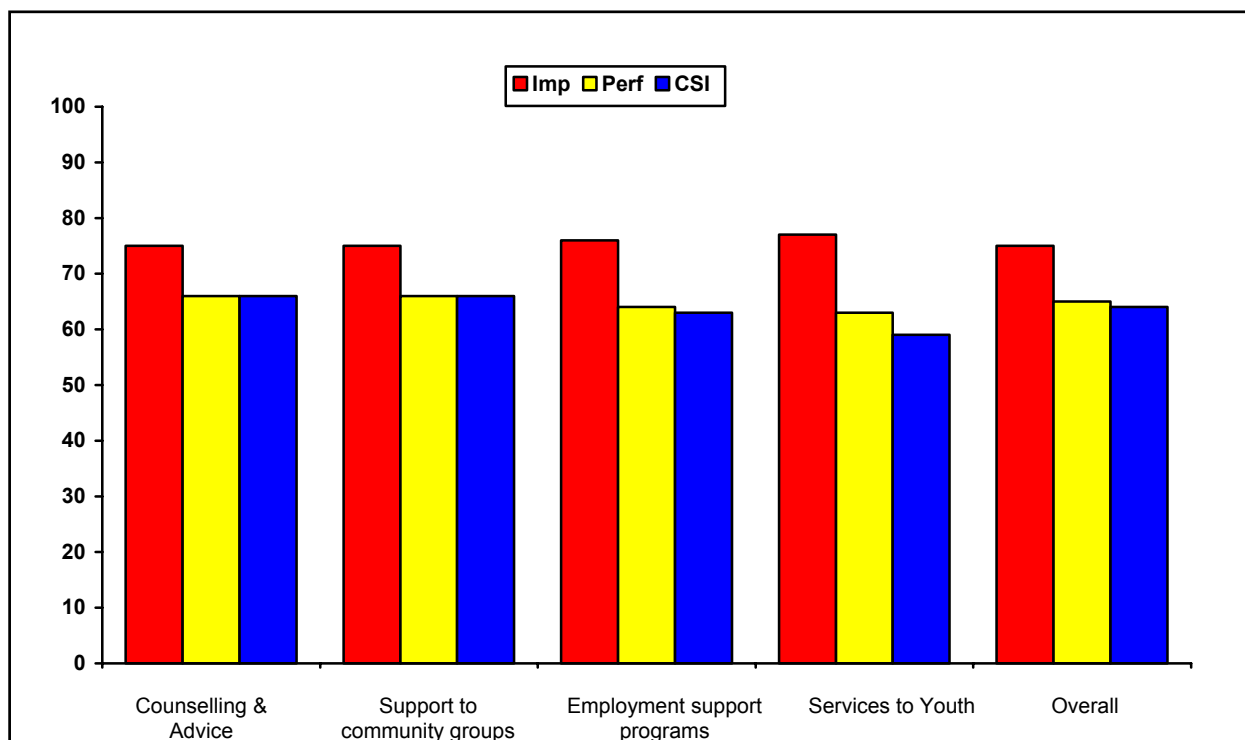
Overall importance levels increased marginally for each of the individual aspects and overall, and were relatively consistent with 2002 results. Performance levels decreased for each of the individual aspects except Holiday Programs whilst the overall performance rating was consistent with the 2002 result. Overall satisfaction dropped noticeably (4-6 CSI points) for Child Care, Maternal & Child Health and Preschools & Playgroups but remained in the high range. Holiday Programs recorded only a minor decrease in satisfaction (1 CSI point) and recorded the highest satisfaction rating for the various Children's Services. Overall satisfaction decreased slightly (2 CSI points) but remained firmly in the high range.

CONSULTANTS' COMMENTS:

Satisfaction levels declined across all aspects for the 26 – 39 and 60 + age groups. There was a noticeable decrease in overall satisfaction amongst the 26 – 39 age group which dropped 13 CSI points from high to moderate. The 60 + age group also recorded a decrease (4 CSI points) in overall satisfaction from a very high result last year to a high result for this year. The 40 – 59 age group recorded a slight increase in overall satisfaction and remained in the high range. There was a noticeable increase in overall satisfaction for Children's Services amongst the 18 – 25 age group which increased from high to very high.

North West residents continued to record a slight decline in satisfaction with Children's Services whilst East residents returned a result consistent with last years. South West residents recorded a decrease in overall satisfaction of 6 CSI points but remained in the moderate range. The various localities all recorded a decrease in satisfaction in the areas of Child Care and Maternal & Child Health.

3:12 SERVICES TO FAMILIES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

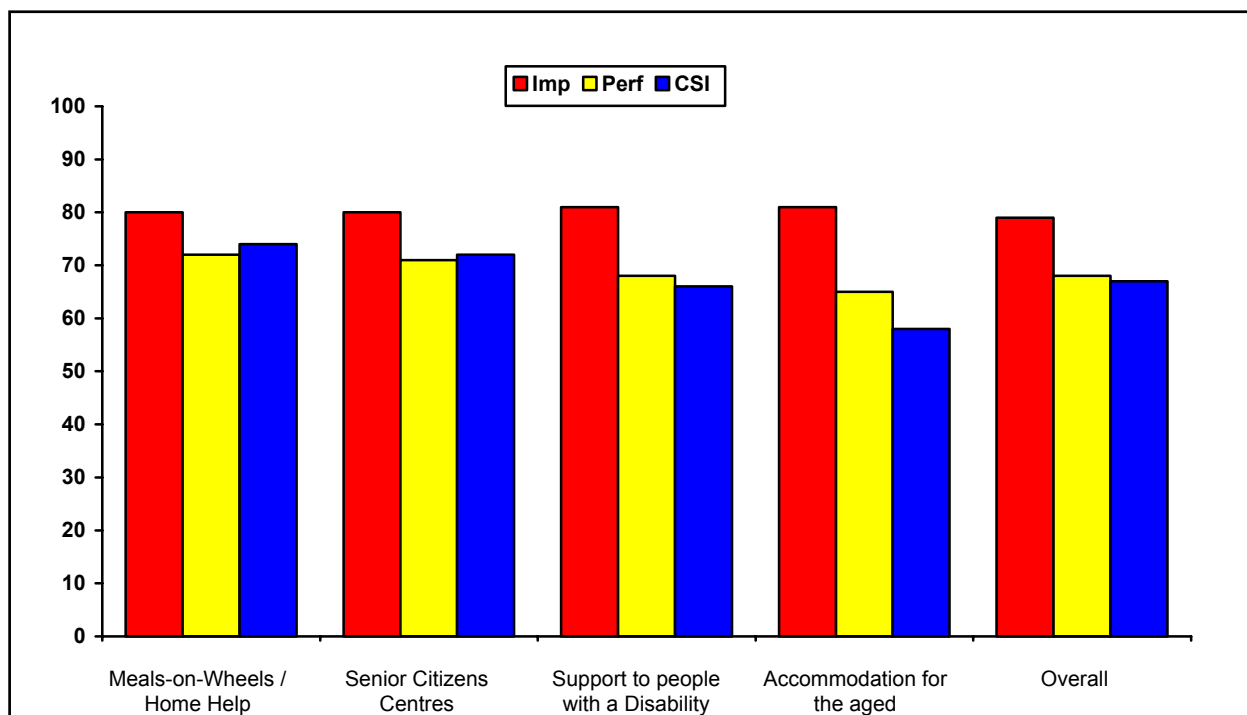
There was no variation in the importance levels recorded for each of the individual aspects compared to 2002 results and only a marginal decrease in the overall importance rating. There was a decrease in performance levels for each of the individual aspects and overall. Satisfaction levels dropped for each of the individual aspects but most noticeably for Counselling & Advice and Support to Community Groups. Overall satisfaction decreased 3 CSI points and fell from the high to moderate range.

CONSULTANTS' COMMENTS:

There was a noticeable decrease (17 CSI points) in overall satisfaction amongst residents aged 26 – 39 years which dropped from very high to moderate. Overall satisfaction also decreased slightly for the 18 – 25 and 60+ age groups but remained in the high range. There was no variation in the overall result recorded for the 40 – 59 age group compared to last year's results.

Overall satisfaction decreased for residents located in East and South West and dropped from high to moderate. The East and South West localities also recorded a decrease in satisfaction for each of the individual aspects. North West recorded a slight increase in overall satisfaction and continued to record a moderate overall result.

3:13 HOME CARE SERVICES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

Overall importance levels remained high and were relatively consistent with last year’s results. There was a marginal decrease in the overall performance level and for each of the individual aspects except Senior Citizens Centres. Overall satisfaction dropped for across the aspects. Meals on Wheels/Home Help and Senior Citizens Centres continued to record the highest satisfaction levels while Accommodation for the Aged continued to record the lowest. Overall satisfaction for Home Care Services remained high and was consistent with last year’s result recording only a minor decrease of 1 CSI point.

CONSULTANTS’ COMMENTS:

The 26 – 39 age group recorded a noticeable decrease in overall satisfaction dropping 13 CSI points from a very high to high result. The remaining age groups recorded a slight increase in satisfaction with the exception of the 60 + age group which maintained last year’s result.

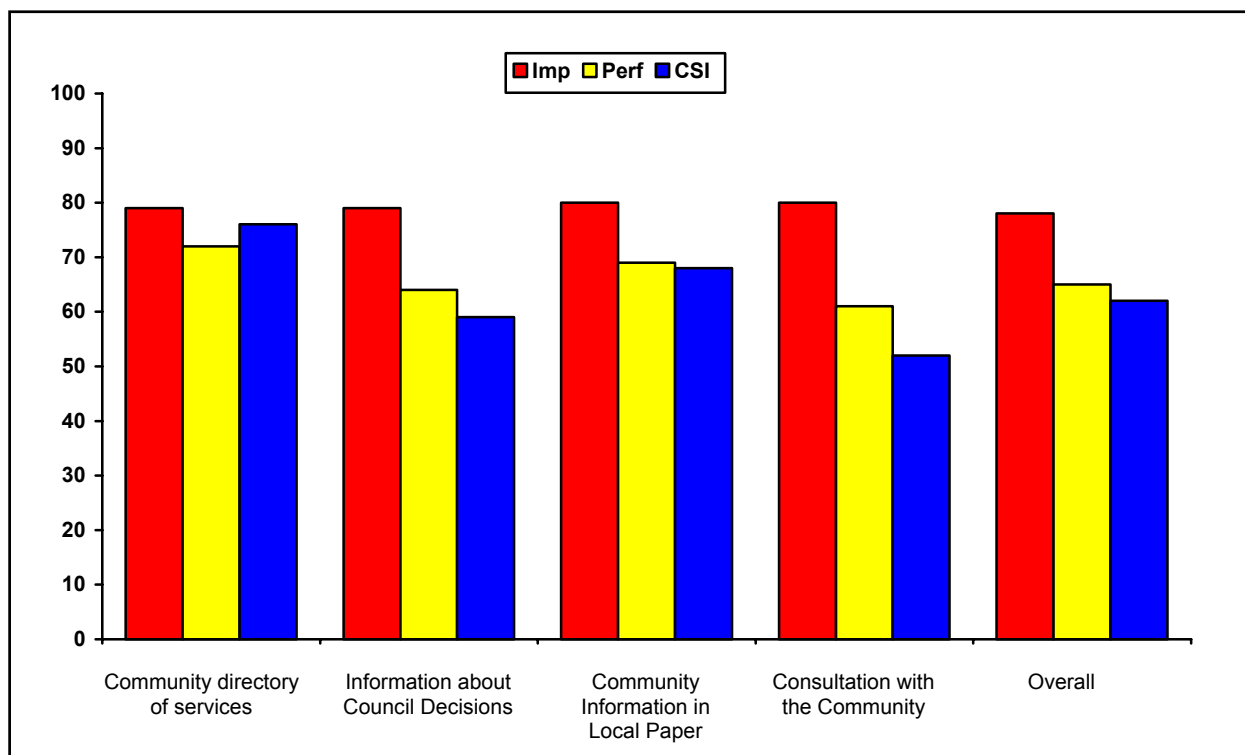
North West recorded a slight increase in overall satisfaction and moved from the moderate to high range. Overall satisfaction for the East remained high. South West recorded a noticeable decrease in overall satisfaction and dropped from the high to moderate range. Residents in East and South West recorded a decrease in satisfaction for each of the individual aspects while North West residents recorded a slight increase.

Information Index

Information Services

Total	62	Remained moderate
Gender		
Male	61	
Female	62	
Age		
18 - 25 yrs	62	Moderate levels across these age groups
26 - 39 yrs	57	
40 - 59 yrs	61	
60+ yrs	65	
Locality		
North West	64	Moderate satisfaction consistent with 2002 results
East	61	
South West	59	Returned to pre 2002 moderate level
Birth Place		
Australia	59	
Overseas	65	

3:14 INFORMATION SERVICES



GUIDE TO RESULTS			
	IMPORTANCE	PERFORMANCE	C.S.I.
HIGH	80+	70+	65+
MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55

RESULTS:

Importance levels increased marginally overall and for each of the individual aspects except Consultation with the Community which decreased marginally. Performance levels were relatively consistent with last year's results and were all in the moderate range, with the exception of Community Directory of Services which continued to record a high performance level. Satisfaction with Community Directory of Services dropped 4 CSI points but remained very high. Satisfaction levels also fell marginally for Consultation with the Community and Community Information in Local Papers and remained in the low and moderate range respectively. Overall satisfaction decreased marginally and remained in the moderate range.

CONSULTANTS' COMMENTS:

Overall satisfaction levels decreased for each of the age groups and were all in the moderate range with the exception of the 60 + age group which continued to record a high satisfaction level. The 18 – 25 age group recorded a noticeable decrease in satisfaction for Community Information in Local Papers and Consultation with the Community.

There was a noticeable decrease in overall satisfaction amongst South West residents dropping 7 CSI points from high to moderate. This decrease was primarily driven by a drop in the overall performance level. The East locality also recorded a marginal decrease in overall satisfaction but remained in the moderate range. The overall satisfaction rating recorded for North West was consistent with last year's results and in the moderate range. East and South West residents recorded a decrease in satisfaction for Community Directory of Services, Consultation with the Community and Community Information in Local Papers.

4. CORPORATE IMAGE INDICATORS

SUMMARY TABLE AND RESULTS

The table below summarises the results for the Corporate Image Areas of Council Staff, Council's Image, Elected Members and Value for Money.

ELEMENT		MONASH RATINGS							VICTORIAN PROGRESSIVE AVERAGE
		'97	'98	'99	'00	'01	'02	'03	
COUNCIL STAFF	General Courtesy of Council Staff	73	74	75	73	74	74	73	75
	General Efficiency of Council Staff	71	71	73	70	71	72	70	70
	Responsiveness to Complaints	68	67	70	67	68	68	67	66
COUNCIL IMAGE	Overall Image of Council	70	70	71	70	71	69	68	66
	Presentation of the District to Visitors	73	72	73	72	73	73	71	69
	Image of Council in the Local District	68	69	70	69	69	68	67	63
VALUE FOR MONEY	The Current Level of Council Rates	60	63	62	58	58	59	57	58
	Charges Made for Other Council Services	60	62	62	69	59	60	58	57
	Performance of Council compared to level of Rates	60	62	64	60	61	61	59	57

Although there were marginal decreases in satisfaction levels, these remain solid and in the high to very high range. Council Staff, Council Image and Value for Money aspects all dropped 1 – 2 points compared to the 2002 results.

Satisfaction with the various Council Staff aspects remained very high. *General Courtesy of Council Staff* continued to record the highest level of satisfaction for all the Corporate Image aspects.

The Council Image areas continued to record very high satisfaction levels. Satisfaction with the *Overall Image of Council* and *Image of Council in the Local District* continued to decline marginally. Satisfaction with *Presentation of the District to Visitors* also decreased slightly.

Despite a decline, satisfaction with Value for Money aspects remained high. *The Current Level of Council Rates* continued to record the lowest satisfaction level of all the Corporate Image areas.

Results for the various Corporate Image aspects were generally comparable with the progressive Victorian average. Monash continued to record results higher than or level with the Victorian average for all aspects except *General Courtesy of Council Staff* and *The Current Level of Council Rates*.

5. ADDITIONAL QUESTIONS

QUESTION 1

Council is responsible for maintenance of local roads (excluding major roads) within the municipality. For each of the following aspects of Council's Sealed Roads Maintenance Service, please rate the importance of that aspect, and how well Council performs that service.

Service	YEAR	Very High (5)		High (4)		Medium (3)		Low (2)		Very Low (1)	
		IMP	PERF	IMP	PERF	IMP	PERF	IMP	PERF	IMP	PERF
		Smoothness and "rideability" of local road surfaces	2002	35%	8%	50%	50%	13%	39%	1%	3%
	2003	39%	6%	42%	41%	17%	41%	2%	8%	1%	3%
Timeliness of repairs to potholes	2002	42%	6%	40%	37%	16%	46%	1%	9%	1%	2%
	2003	44%	5%	36%	31%	16%	44%	3%	14%	1%	5%
Timeliness of safety sign repair or replacement	2002	41%	6%	42%	43%	16%	46%	1%	4%	1%	2%
	2003	46%	7%	36%	34%	15%	48%	2%	9%	<1%	3%
Overall safety of local roads	2002	51%	10%	39%	48%	10%	37%	0%	3%	0%	1%
	2003	51%	8%	35%	39%	13%	42%	1%	8%	<1%	4%
Overall satisfaction with maintenance of local roads	2002	35%	10%	50%	47%	14%	38%	1%	3%	0%	2%
	2003	39%	8%	42%	37%	17%	45%	2%	7%	1%	3%

Importance levels were relatively consistent with last year's results with the various services all continuing to record overall importance levels in the high to very high range. Performance levels declined across the various services and remained in the moderate range.

Overall safety of local roads continued to record both the highest importance and one of the highest performance levels of all the service areas. The vast majority (86%) of respondents rated this service as *high / very high* in importance whilst less than half (47%) rated the Council's performance as *high / very high*.

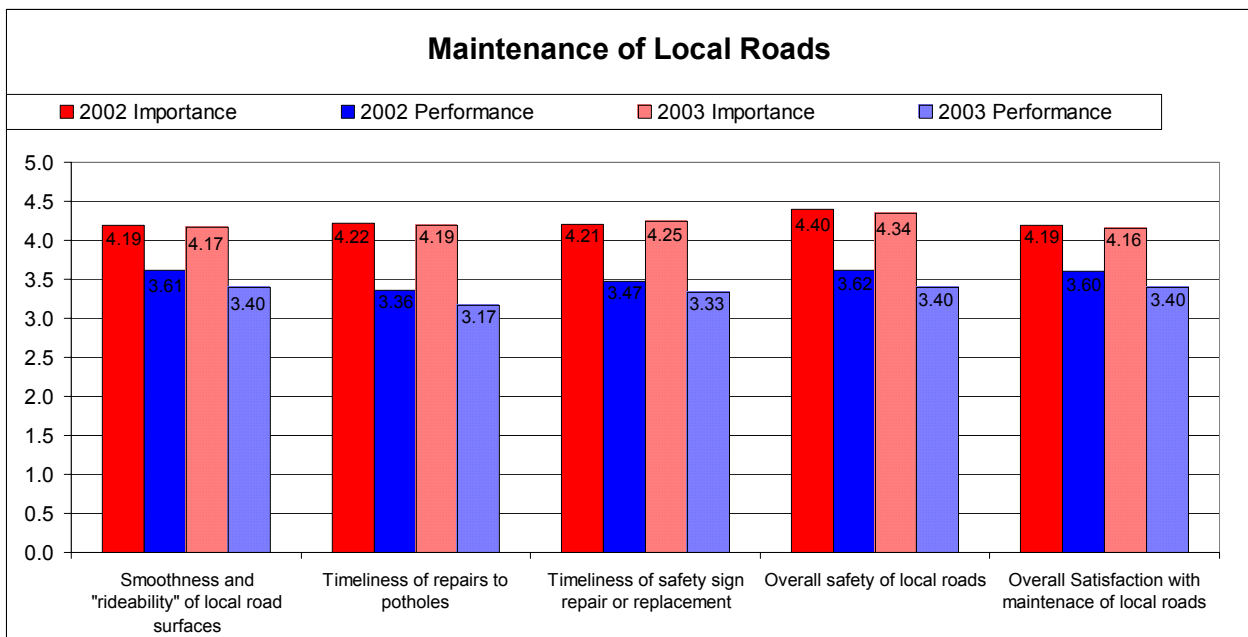
Timeliness of safety sign repair or replacement recorded the second highest overall level of importance, with 81% of respondents rating this service as being of *high / very high* importance. Almost half (48%) of respondents rated the Council's performance for this service as *neither high nor low* (medium). Of the remaining respondents 41% said *high / very high* and 12% rated the Council's performance as *low / very low*.

The overall importance levels for *Timeliness of repairs to potholes* was noticeably higher than the overall performance level. 80% of respondents rated this service as being of *high / very high* importance whilst only 44% of respondents recorded a *high / very high* performance rating. This service area recorded the highest number of *low / very low* performance ratings (19%).

Smoothness and 'rideability' of local roads surfaces record a high overall importance level with 81% of respondents rating it as being of *high / very high* importance. In relation to the Council's performance 47% stated *high / very high*, 41% *neither high nor low* and 11% said *low / very low*.

The *Overall satisfaction with maintenance of local roads* continued to record a high overall importance level with 81% of respondents rating this aspect as *high / very high* in importance. *Overall satisfaction with maintenance of local roads* recorded the lowest importance rating for the various services and one of the highest performance ratings. Respondents were evenly split between *neither high nor low* (45%) and *high / very high* (45%).

The graph below illustrates the mean scores for this question.



QUESTION 2

If you rated Council's performance as Low or Very Low for any aspect listed in the table above can you please explain why:

(Note. All responses have been analysed including those from respondents not answering low or very low [n=44] at Question 1)

First responses were:

EXAMPLE COMMENTS	
TOO SLOW TO REPAIR POTHOLES	13%
<p><i>Pot holes not fixed quick enough, Many pot holes remain unfilled for some days - it's been fortunate that there's been little rain and consequent drainage, Pot holes in Ferntree Gully Road near Jells Road left for months, Potholes left for months and when filled return to their cavernous condition after a short period, Council take too long to repair potholes, Took too long to fix the potholes on Westland Road, Occasionally encounter pot holes when driving on suburban roads near traffic lights that haven't been fixed for past few months, Pot holes should be repaired extremely fast as they can cause serious damage to vehicles, Pot holes on local roads for months even years, Complaints re several potholes not attended to in a timely way, Pot hole reported & not fixed for 5 months & only then because we photographed it & complained, I drive in Monash a lot & drive over potholes several times before they are fixed, Existing pot holes in Haughton Rd, Have noticed several holes in local area being there for at least a month, Not being a car driver _ I notice pot holes etc that a driver may not see, Need to be aware of pot holes and have them filled as quick as possible, I have complained about potholes on Waverly Rd over the years and it has taken weeks for council workers to fix it and when they do it takes ten to stand and watch to sleeper down four to mend so what more can be said, As I driver I notice potholes and falling road signs that have taken weeks & sometimes months to fix, There has been a pot hole turning left out Forest Rd at FTG Rd for the past 3 years - next to the Pizza Hut, Very bad pothole cnr Springvale & FTG Roads - in Springvale Rd in front of Mobile Service Station - needs repair, Pot holes opposite Safeway & petrol was not repaired for at least six months, Potholes get worse before they are fixed, Pot holes seem to take a long time to repair and land surface generally poor, I have been driving over the same pothole in the road for 4 years.</i></p>	
ISSUES UNRELATED TO ROADS	13%
<p><i>Devise weekly collection of paper waste, Child care - less important for me know, Clayton shopping street - public toilet is a disgrace, Not many events to integrate community, The playground next to the football ground Nth Rd & Poath Rd has to be improved, Need more public toilets in Glen Waverley as there are more eating places, Vandalism in the area of Wheelers Hill hotel often slow to be repaired, I've never seen a public hall or a festival, Public toilets in Clayton are filthy, Swimming pools - I found it despicable when they tried to close pools due to them not making money, Repeatedly requesting new rubbish bin, 2 separate occasions I phoned for replacement rubbish bins with no response & attitude is poor, Rubbish during rain season causing more flooding as it blocks things, There are not enough parks, Waste transfer stations staff are rude & unhelpful, Too many parks sacrificed to developers, Child care very low, Stricter control to give more space between houses, Swimming pool is used to teach & this means the locals are cleared for learners & there is nowhere for my little one to swim, We have found the council has taken their time on building permits, There aren't many tips in the area, Public tip costs are too high, Not happy with the maintenance of the little lake in Herriots Glen estate, You closed a park and built a waste collection centre, I list very low management of purse strings- I do not know why our rates had to increase to pay for superannuation shortfall-when I lost money on my super I could not recover it, For not standing up to State Government over Waverley Park development, Council seems to not take notice of existing householder when considering medium density housing development, Not many people know that they can have information from Council, Most valuable service is library & community houses, Public toilets - not enough & not supervised sufficiently, Regarding Support to Arts/Cultural Groups the Council's performance is on par with that of the Commonwealth Government – Philistines.</i></p>	

EXAMPLE COMMENTS Continued

POOR CONDITION OF ROADS	10%
<p><i>Roads often need repair, When riding my bike I have felt rough roads & pot holes, Very poor conditions of roads within the municipality, The roads drains & footpaths very low standard in Westfield estate, Some of the streets are a worry for bike riders, Because driving on Monash roads they are not up to scratch with other Councils, I've seen potholes regenerate time & time again, The conditions of local roads is shocking, The roads in Oakleigh East are abysmal, The roads are in a terrible state of disrepair, Witchhaven Cres still has a hole in it due to "repairs" by board of works, Centre Rd & Police Rd had a lot of pot holes, Some intersections have ripples in the surface, As a person who does not drive I walk around the neighbourhood doing shopping and exercise I would like a local road made more safe with signs about speed cars as well as make potholes more safe, Cnr Wellington Rd & Wanda St in an appalling condition - has been the same for years - Pot Holes, Cracks in roads Mackie through to Anora Cres and surrounding area have been patched up for years and need resurfacing, Centre Rd is terrible between Westall Ext all the way to Clarinda Rd there are numerous pot holes, The road surfaces on Stephenson's road is very unrideable against the curb near the Mt Waverley area, Road surface seems to roll up so it is bumpy & then it breaks up, Potholes/cracks are prevalent in many backstreets, Camber and driveway access to property damages undercarriage of cars, There are a few potholes that seem to have been there for quite a while - a lot of bumpy roads in the area, Roads such as Waverley Rd need continual maintenance as the road quality is poor, Marking along Police Rd needs to be improved - Similar to Wanda St, My main issue is with the road surfaces which are close to Jack's Road, Over all standard could be improved. Lots of potholes and roads don't get cleared of rubbish regularly.</i></p>	
DON'T KNOW	10%
SLOW TO MAKE REPAIRS	9%
<p><i>Council needs to fix roads quickly before they get worse, There are some road surfaces in my area (pot holes etc) which have not been fixed as quickly as they should have, There is always delays to fix the problem, Ability of council - too slow doing repairs, Repairs to cracks in street around Carson Glencairn & Baird took ages & poor surface results, We have waited 20 years for a street to be repaired, Waverley Rd between Huntingdale Rd & Stevenson Rd - pot holes & poor surface left unreplaced for months, Repair or surface cracks took years and looks a mess, Response times very slow, Slow to repair, Because of the time involved to getting repairs done, Every time we ring up they say they will look into it but do nothing about it, It takes far too long to fix the road surfaces after damage, Road camber of our street destroys cars on entrance and exit of driveway (Piccadilly St) - despite numerous requests council has done nothing about this in last 12 years, There is a gutter running between two houses (gutter is on the street in front of the two houses) (access to driveways - it has been broken for years and floods at times) we have been complaining for years - we are on a waiting list - not good enough, Roads are not repaired quickly enough or well enough, Frequently footpaths are marked for attention and 18 months later no action has been taken, We have been told for over 40 years that our dangerous uneven footpaths would be replaced soon - still waiting and am worried every time my elderly mother-in-law walks on them.</i></p>	

EXAMPLE COMMENTS Continued**DANGEROUS ROADS / INTERSECTIONS****8%**

Grew up in Monash council - T intersection very dangerous - takes 30 years to improved, Warrigal Rd - south bound turning right into Barkly - north bound left into, Major roads & intersections are the main problems, Living on North Rd I find just leaving the driveway is dangerous, Footpaths in Westminster/Oxford/Regent/Downing are very unsafe, Gallagher's Road is very hazardous due to parking zones along new housing estate making RH turn into Rhodes Drive - there is no space to pass if there is a vehicle parked in Gallagher's Rd, We live on a dangerous corner (FTG Rd & Viewmont Rd) where many accidents tend to occur, Springvale Rd & East West Roads accident rate, Local roads are generally not safe as there are not enough speed humps & traffic lights to slow traffic in residential areas that come from the industrial parks, Very dangerous intersection on cnr Remington Drive and Gallagher's Road, Lack of clear dividing lines/islands at wide "Table" intersections - potential hazard - accident waiting to happen as people cut corners, Access from our court to Columbia Drive is very dangerous (cannot see around bend in road and cars drive fast around bend) - asked for traffic mirror to be installed and was told that there needs to be an accident first - very poor attitude as an accident would probably cause major injuries, T-intersection at Gladeswood & Jacksons Rd very dangerous, Pedestrian overpass between Jells Park & Maykink Drv as crossing road from the bus stop is very dangerous - almost impossible at PM times, I try to use Public Transport to help the environment but it's treacherous crossing road at bottom of Ferntree Gully Rd Wheelers Hill, Visibility at some local area intersections (i.e. not main road intersections) is often poor and restricted because of shrubbery/trees in front gardens of houses on the corners.

NEED BETTER TRAFFIC MANAGEMENT/ROAD SAFETY PRACTICES**7%**

Road safety is important and if the council is not seen as being proactive then they have failed residents, Mount Waverley shopping centre car parking needs to be one-way on most lanes (if not all lanes), Springvale Rd near Centre Rd can be horrid, Request speed humps on Sheppard Rd near kinder, Less "Lollipop" Guides - safety issue, Garnett Rd Wheelers Hill is private residential road for residents - currently too many trucks and very heavy trucks - very hard on resident pipes wall and ground - drainage badly affected, More effort should be put into making areas safe & better for people in the neighbourhood as I have seen there isn't or hasn't been, Access to Waverley Park will become a problem - Poor planning and development of this area will degrade existing system, Roundabouts & speed humps are excessive, Our street is used as a bypass for traffic lights at a major intersection, Management of traffic safety is poor & poorly maintained, Traffic lights needed at intersection Cladeswood Dve & Jacksons Rd, Speed control installations - especially older speed humps and roundabouts at T junction do not make driving easy; Older humps are very sharp and T junction roundabouts do not control through traffic well on long side, Traffic on Kangaroo Rd too busy because of girls high school - traffic lights near bridge on Warrigal/Kangaroo Roads, Overall safety includes traffic control measures - there are several dangerous areas around Sacred Heart Girls College where traffic measures are inadequate eg parking unavailable around Barkly St Kangaroo Rd and Normanby Rd block due to Teachers parking all day weekdays.

POOR COUNCIL SERVICE / CONDUCT**6%**

Customer service needs improvement by Council staff, Rates too high for services provided, Monash Council is known as a tough (unfair) council and I have found them extremely rude to deal with, The council has demonstrate that it serves it's own interests and not the interests of the people they are supposed to represent, I have had numerous noise problems from Clayton Community Hall and building to the rear of my property and it has been an uphill battle to get satisfaction, It seems and is evident that the Council is quiet and not being proactive when it comes to the community and the area, It doesn't meet my expectations, 2 or 3 phone calls at least - nothing done, You don't listen - you just do what you want to do, No answer from Council to our questions, Try building a carport or getting s tree replaced on nature strip & deal with the Council, I worked with older people in the district and feel that the standard of services provided is very poor, The Council Mayor & Councillors are only interested in feathering their own nests, Failure in some cases to respond to queries and broken promises to ring back, Consultation over naming of Waverley Park Estate was very poorly handled, Poor response to request for pruning & removal of dangerous trees.

EXAMPLE COMMENTS Continued

NEED MORE / REPLACE / IMPROVE SIGNS	5%
<i>There have been times when road or footpath repair signs have been very slow in being erected, 60kph signs disappeared from Dunlop Rd - no signs now, Some local streets need extra lighting, Local safety lacking due to 60kph signs in residential areas & 50kph signs where they are not needed, Some road & street signs were bent in the wrong direction, Various giveaway & stop signs are not replaced or fixed for weeks, Some parking signs rusty and unreadable, Some bike track signs are ambiguous in the Forster Rd area - cyclists often misinterpret existing signage and have to be redirected either to city or outer suburbs, On Blackburn Road and Lemana Crescent Mt Waverley we desperately need a {Keep Clear} painted on the road because it's impossible to turn right into our street while everyone else is turning right in to Waverley Road, 50kph speed signs are non-existent in a built up area, Speed limits in local streets confusing, Signs blocked by the tree.</i>	
INADEQUATE PROVISION / MONITORING OF CAR PARKING	3%
<i>There are permit zones in my street & they are infrequently monitored, Lechte Rd & Roe Crt have permit zones but this is rarely policed, Permits are given for medium density dwellings & restaurants with no or little change to parking, Not enough parking at night around Kingsway, Cars parked on & over footpaths - this is an obstruction for invalids and visually impaired and school children often forced to walk on the road, Please explain how some drivers get booked at Glen Waverly Station for dropping passenger using a safe way to stop for 30 seconds, Council could provide more & better public facilities eg toilets/car parking, Car parking at Clayton Town Hall - nil - people parking in local Catholic Church when services are on - causing accidents and major problems - this needs immediate attention but no action by council will be taken.</i>	
INADEQUATE PLANTING AND UPKEEP OF TREES / PLANTS/ GRASS	3%
<i>Plant more trees in residential areas - better looking trees, Overhanging trees & bushes should be trimmed, Inadequate maintenance of council land Cnr Stephenson's Rd & Highbury Rd entrance - eucalyptus & gum trees not appropriate on nature strips, Councils use of plants that grow too high & obscure views of a turn indicator light on approaching cars, Not enough clearing trees overhanging footpaths, Grass cutting Scotchman's Creek Park next to Syndal Pool - grass left implies - badly needs path to playground, Nature strips on the south side of Sheppard Rd are not evenly restored.</i>	
POOR / INADEQUATE REPAIRS	2%
<i>Poor road maintenance, Better maintenance of roads in Herriots Glen estate, Repairing of potholes is a quick fix total resurfacing is required, Pot holes in Ferntree Gully rd are patched with asphalt rather than dug deep & relayed, Overall performance on road repairs is not good, I don't know why council's performance on this matter has never been up to standard.</i>	
POOR CONDITION OF FOOTPATHS	2%
<i>Footpaths around streets in Oakleigh eg Atherton Rd are very uneven and dangerous because of tree planting, When I go for my daily walk I notice many parts of footpaths require repair or replacement and have been marked for repair but it seems ages before they are repaired, Bumpy footpaths could be attended to, So many footpaths have bumps cracks or ridges, Several footpaths are undulating & several cracks, Footpaths very uneven, Footpaths need repair - known to council for many months - marked with yellow "X" but never repaired - very dangerous tripping hazard.</i>	
POOR / NOT ENOUGH LIGHTING	2%
<i>Like to see better lighting in the back streets, Public lighting - insufficient lighting along Lawrence Rd, Poorly lit roads are dangerous while repairs are taking place, Poor lighting.</i>	
SPEEDING	2%
<i>Road safety - speeding is a huge problem, Speeding through streets to bypass major roads eg. Warrigal/Dandenong, Trucks cars etc travelling along Haughton Rd in Oakleigh too fast, Steps taken to reduce speeding cars have been ineffective, Roads are not safe unless speed is controlled, Not enough speed restriction work on local roads.</i>	

EXAMPLE COMMENTS Continued	
UNEQUAL DISTRIBUTION OF FUNDS AND SERVICED	1%
<i>Council does not look after whole municipality equally Glen Waverley gets more than Clayton, Residents of the former City of Oakleigh are treated like the poor relation by the City of Monash, Area not in Glen Waverley area are out of sight & out of mind, Mulgrave doesn't get the same road maintenance as our neighbours in Mount Waverley & Glen Waverley.</i>	
OTHER	2%
<i>Somewhere did not have bicycle path, Try living in our area & you will understand our response, Rates are very high, There should be more bicycle paths & walking tracks made available in local areas, List is too much to write.</i>	

Second Responses were:

EXAMPLE COMMENTS	
DON'T KNOW	45%
ISSUES UNRELATED TO ROADS	10%
<i>Indoor sports centres - none in our area, Have made in very difficult for me to run my business, I feel council should enforce residents to keep properties tidy and rubbish free - Clayton is fast becoming a ghetto, Council support to clubs, Homecare services - did not find & too bureaucratic, More family services, More playing facilities for children, Public toilets at railway & bus terminals should be enlarged since there are so many students gathered there, Don't know of any support to Arts or cultural groups, Public toilets not clean, Area between library & shops is filthy, Aquatic centre is out of reach, Rubbish should be cleared by council prior to rain season, Sub-division of 1/4 acre land blocks causing over crowding of suburban landscape, The retarding basin/lake should be properly maintained, Not enough clean & safe public toilets, Not enough public toilets, Support for the disabled - still waiting for disabled permit 9 months after applying, Could not find a child care provider, Money seems to rule when it comes to building permits & council approval, Too willing to sacrifice natural environment for economic development, In my view you overspend on non-essential art/craft/festival items to the detriment of the city, We have had 20 cricket balls in the front yard but this is impossible according to his minions, Get rid of the older men and give the young ones a go, I would like to see at least 3 more hard waste days (please), Libraries - valuable reference books constantly disappearing - staff disinterested when reported.</i>	
NEED BETTER TRAFFIC MANAGEMENT/ROAD SAFETY PRACTICES	8%
<i>Volume of traffic down non-feeder roads, Too slow to react to problems between local & major roads, Monash Freeway needs widening, Should have a service road on North Rd as the medium strip is enough to cover both sides, Maybe Council need to add/construct traffic islands, Request speed humps near Mt View Primary, Traffic flow, Too many speed humps, Should be no standing zone, Greater traffic in our area, To ensure road safety elements such as these should not be overlooked especially considering the number of young families in the area, The overuse of speed humps at numerous intervals makes "useability" of local roads low, Children's safety at some corner streets not good enough, Far too much "through" traffic on Gallagher's Road which is a 50kph 'local' road, Many Corner Islands are unnecessary, Hanover St Oakleigh traffic problems very bad - will only get worse, Traffic controls are minimal, Jolimont St should be blocked for entry from Gladeswood Drv.</i>	
POOR CONDITION OF ROADS	4%
<i>Local roads cracked, Many areas of Springvale Rd need urgent attention, Roads surrounding oval at Wellington Reserve need upgrading especially neighbourhood house, Roadways cracked & falling apart, Ferntree Gully Rd is disgusting with potholes growing bigger, Mt Waverley - Hamilton Pl parking leaves a lot to be desired, Jells Rd & Fertree Gully Rd - going south - been like that for years, Pot holes have caused damage to my car in the past, Pot holes return very quickly - Waverley Rd is a prime example, Certain sections have been fixed but the length of Stevenson's - Warrigal needs work, As a motorcycle rider I notice deterioration of the roads more quickly.</i>	
EXAMPLE COMMENTS Continued	

NEED MORE / REPLACE / IMPROVE SIGNS	4%
<i>Signs replaced before potholes are repaired when it's just as dangerous, No signs around Monash High to show sipped limit, Some signs are still not corrected by council staff, Wantirna Rd needs 50kph speed sign, Roadside parking & No Standing signs dumped on building sites & included in their rubbish - this is a mismanagement of public monies and the game needs to be lifted, With multiple speed limits in municipality - nowhere near enough signs, Need to work in with VicRoads re road signs eg "No Standing" etc are old/rusty signs still in Monash, Some signs are poorly positioned/obscured, I had an accident driving over a small road island because someone had knocked the sign down it was not visible at night.</i>	
DANGEROUS ROADS / INTERSECTIONS	4%
<i>Traffic hazard at the intersection between High St Rd and Westland's Road, Municipality has a lot of accidents at major intersections & side streets, Do something about the death trap intersection Springvale/ Police/Centre Rd's, As Wanda Ave is the only access to a very large area turning right into it in peak is dangerous, Unable to safely exit from Remington Drive during daylight hours - need lights or roundabout, Side Street (Jolimont Street) very dangerous, Pedestrian Overpass at bottom of Ferntree Gully Rd would improve safety [for passengers at bus stop trying to cross] and also family access to Jells Park, Owners come very close to having traffic accidents when trying to get out of their driveways especially on Kangaroo Rd - a set of traffic lights at cnr Kangaroo & Warrigal would be a great idea to help with the traffic congestion every weekday morning.</i>	
INADEQUATE PLANTING AND UPKEEP OF TREES / PLANTS/ GRASS	4%
<i>There could be more tree planting, Council could charge a fee to trim branches if not done by property owners, Fixation on so called "native" trees in parks when European or beech trees would be more appropriate, Use low succulents that are drought resistant & colourful, Roundabouts are full of weeds & churned soil/sand, Tree planting seems adhoc - trees removed but not replaced, Burton st playground could do with a few more trees, During winter mothers find it difficult to push prams through the grass at Scotchman's Creek Park, Slow response to pruning, Trees are sometimes in the way - blocking the view of oncoming traffic making the road dangerous.</i>	
POOR COUNCIL SERVICE / CONDUCT	4%
<i>Hopefully if this participation is taken seriously the Council can start being a fair one, Please come out and meet the people - It's in your best interests, There is never enough consultation with the community, No response from Council, I might as well talk to a 5 year old than the Council, For increasing rates when services are average or below, Bring back the administrators, Council may keep us inform Council's service facilities and so on in local newspaper, Council offices - mainly for convenience of staff.</i>	
INADEQUATE PROVISION / MONITORING OF CAR PARKING	3%
<i>5 year complaints re illegal dangerous parking in High St Rd, Each afternoon due to Mt Waverley Secondary College there can be up to 11 cars in the court, Anything from 3 to 11 cars parked every afternoon, Needed to get to a chemist by 8pm on Thurs & no parking anywhere, Parking in street is not good, Builders and tradesmen's vehicles are some of the worst offenders - parking officers have an "arrangement" with them, Too many flats allowed in street - parking is very bad (and please God the pipes will hold out) with all extra work expected of them (it's a worry people), Permit parking on Kangaroo Rd/Normanby St/La Trobe St so Teachers can't park there all day.</i>	
TOO SLOW TO REPAIR POTHOLES	2%
<i>It takes months not years to sometimes repair holes, Fix potholes fast as they cause accidents, Pot holes on Dandy & Ferntree Gully Rd's not repaired & have been there since Feb, Pot holes need to be filled, Other pot holes in the area seem to be taking just as long to fix.</i>	
POOR CONDITION OF FOOTPATHS	2%
<i>Fix uneven footpaths i.e. Atherton Rd & side streets, Footpaths in disrepair marked with X by council and left for years, Try pushing a stroller, The footpaths in Oakleigh East are abysmal, The footpaths are in a terrible state of disrepair, Footpaths cracked mainly by building contractors, Not enough footpaths in our area.</i>	

EXAMPLE COMMENTS Continued	
POOR / NOT ENOUGH LIGHTING	2%
<i>Back street lights are mostly buried in very bushy trees, Lighting in Kenilworth Cres is dim & dangerous, Not enough lighting. Lighting blocked by the tree.</i>	
SLOW TO MAKE REPAIRS	1%
<i>Too slow in doing general maintenance, It took years for the Council to put a small island in the middle of Viewmont Rd.</i>	
POOR / INADEQUATE REPAIRS	1%
<i>The holes just reappear in with traffic use, Filling of cracks is unsafe as it is slippery.</i>	
SPEEDING	1%
<i>High speeding; Search lights shooting into the windows ceiling and roofs bursting wire and bulbs - traffic too much noise especially early hours of night - Should close the road after 12 midnight from public especially trucks, Air light shooting hit heads crack tiles and cars air hose flowing across the sky - control noise especially after night - full ray in summer burnt wood and trees, Too much speed in local streets - influence use of main roads.</i>	
UNEQUAL DISTRIBUTION OF FUNDS AND SERVICED	1%
<i>There are more amenities in Glen Waverley than in Clayton Oakleigh & Hughesdale etc, If you reside in the upper end of Waverley you will have priority.</i>	
OTHER	4%
<i>Rates too high to fund overseas trips - No time to shop - booking officer in car park just to make more money for council, Blocked drains & gutters, Constant flooding across Gadd St @ Haughton Rd intersection, Has been a recent flurry of road repair in our area, Not enough control of dogs & cats roaming streets, Sometimes when the garbage is collected the bins are thrown everywhere and sometimes there is garbage left lying on the road, Could council have more control on pets i.e. Dogs and Cats, Poor backfill of deep drains.</i>	

QUESTION 3

Have you been driving over the roads in the municipality for more than five years?

	Yes	No
2002	83%	17%
2003	84%	16%

Results for this question were very similar to those recorded in 2002. The vast majority (84%) of respondents stated they had been driving in Monash for more than five years.

Generally the likelihood of a respondent having driven in Monash for more than five years increased as the age of the respondent increased. The 60+ age group recorded the highest number of yes responses (90%) whilst the 18 – 25 age group recorded the lowest (37% - yes).

Consistent with last years results, South West residents were slightly less likely to have driven in the municipality for more than five years (79% - yes) whilst East residents were slightly more likely to have driven in Monash for more than five years (86% - yes).

QUESTION 4

How would you rate the general road condition within the municipality compared to five years ago?

	Much worse today	Worse today	Neither better nor worse	Better today	Much better	Mean
2002	1%	3%	43%	46%	7%	3.56
2003	1%	7%	50%	36%	6%	3.38

A slight majority (50%) of respondents rated the general road condition as *neither better nor worse* compared to the condition five years ago. Of the remaining respondents 42% felt the roads were *better* (36%) or *much better* (6%) and 8% felt the roads were *worse* (7%) or *much worse* (1%). Compared to last year's results there was a decrease in the number of *better / much better* responses and an increase in the number of *neither better nor worse* and *worse / much worse* responses. The overall result was moderate and lower than the overall result recorded for 2002.

There was very little variation in the overall results recorded across the various age groups. The 18 – 25 (49%) and 60 + (46%) groups recorded the highest number of *better / much better* responses. The 26 – 39 (50%) and 40 – 59 (52%) groups recorded a slightly higher number of *neither better or worse* responses and marginally lower overall results compared to other age groups.

Overall results were relatively similar for the different localities. South West returned a slightly higher number of *worse / much worse* responses and a marginally lower overall result.



APPENDICES

DETAILED TABLES