### TABLE ONE: ANNUAL COMMUNITY SATISFACTION SURVEY 1998

**CITY OF MONASH**

**COMMUNITY SATISFACTION ANNUAL PLAN INDICATORS**

<table>
<thead>
<tr>
<th>Indexed Mean</th>
<th>1 Community satisfaction rating for overall performance of the council over the last twelve months</th>
<th>67</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2 Community satisfaction rating for overall performance in key service areas (individual service group ratings shown below)</td>
<td>65</td>
</tr>
<tr>
<td>2a Local Roads and Footpaths</td>
<td>67</td>
<td></td>
</tr>
<tr>
<td>2b Health and Human Services</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>2c Recreational Facilities</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>2d Appearance of Public Areas</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>2e Traffic Management and Parking Facilities</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>2f Waste Management</td>
<td>74</td>
<td></td>
</tr>
<tr>
<td>2g Enforcement of By Laws</td>
<td>63</td>
<td></td>
</tr>
<tr>
<td>2h Economic Development</td>
<td>59</td>
<td></td>
</tr>
<tr>
<td>2i Town Planning Policy and Approvals</td>
<td>59</td>
<td></td>
</tr>
<tr>
<td>3 Community satisfaction rating of customer service quality</td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>&quot;the way you were treated in your most recent contact with the council&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Community satisfaction rating with the performance of the council in representing the community's interests on key local issues</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>