Local Government Community Satisfaction Survey

2012 Results

CHARTS
Monash Benchmarking against other groups of councils - Indexed Performance Scores from Report of Community Satisfaction Survey 2012

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<thead>
<tr>
<th>Category</th>
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<th>Councils Statewide</th>
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<td>Overall Performance</td>
<td>71</td>
<td>66</td>
<td>60</td>
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<td>Council's Direction</td>
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<td>Customer Service</td>
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<td>Lobbying for Community</td>
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INFORMING THE COMMUNITY

Monash: 65
Inner Metro Group: 63
Councils Statewide: 61

COMMUNITY ENGAGEMENT & CONSULTATION

Monash: 59
Inner Metro Group: 58
Councils Statewide: 57

ADVOCACY & LOBBYING

Monash: 60
Inner Metro Group: 57
Councils Statewide: 55

CUSTOMER SERVICE

Monash: 71
Inner Metro Group: 73
Councils Statewide: 71
Satisfaction with specific services & responsibilities of City Development Division

Indexed performance scores from Report on Community Satisfaction Survey 2012

- **PLANNING & BUILDING PERMITS**
  - Monash: 61
  - Inner Metro Group: 54
  - Councils Statewide: 54

- **PARKING FACILITIES**
  - Monash: 62
  - Inner Metro Group: 56
  - Councils Statewide: 56

- **TRAFFIC MANAGEMENT**
  - Monash: 66
  - Inner Metro Group: 57
  - Councils Statewide: 58

- **APPEARANCE OF PUBLIC AREAS**
  - Monash: 71
  - Inner Metro Group: 71
  - Councils Statewide: 71

- **ENFORCING LOCAL LAWS**
  - Monash: 68
  - Inner Metro Group: 66
  - Councils Statewide: 66

- **BUSINESS, COMMUNITY DEV. & TOURISM**
  - Monash: 65
  - Inner Metro Group: 61
  - Councils Statewide: 61
Satisfaction with specific services & responsibilities of Infrastructure Division

Indexed Performance Scores from Report on Community Satisfaction Survey 2012

CONDITION OF LOCAL STREETS & FOOTPATHS
- Monash: 67
- Inner Metro Group: 63
- Councils Statewide: 57

ENVIRONMENTAL SUSTAINABILITY
- Monash: 67
- Inner Metro Group: 65
- Councils Statewide: 64

EMERGENCY & DISASTER MANAGEMENT
- Monash: 71
- Inner Metro Group: 68
- Councils Statewide: 70

WASTE MANAGEMENT
- Monash: 79
- Inner Metro Group: 75
- Councils Statewide: 72

APPEARANCE OF PUBLIC AREAS
- Monash: 71
- Inner Metro Group: 71
- Councils Statewide: 71
Satisfaction with specific services & responsibilities of Community Development & Services Division
Indexed Performance Scores from Report on Community Satisfaction Survey 2012

RECREATIONAL FACILITIES
Monash: 74
Inner Metro Group: 73
Councils Statewide: 70

CHILD, YOUTH & FAMILY SUPPORT SERVICES
Monash: 72
Inner Metro Group: 67
Councils Statewide: 67

ELDERLY SUPPORT SERVICES
Monash: 72
Inner Metro Group: 66
Councils Statewide: 69

ARTS CENTRES & LIBRARIES
Monash: 78
Inner Metro Group: 74
Councils Statewide: 73

COMMUNITY & CULTURAL ACTIVITIES
Monash: 69
Inner Metro Group: 70
Councils Statewide: 68

BUSINESS, COMMUNITY DEV. & TOURISM
Monash: 65
Inner Metro Group: 61
Councils Statewide: 61