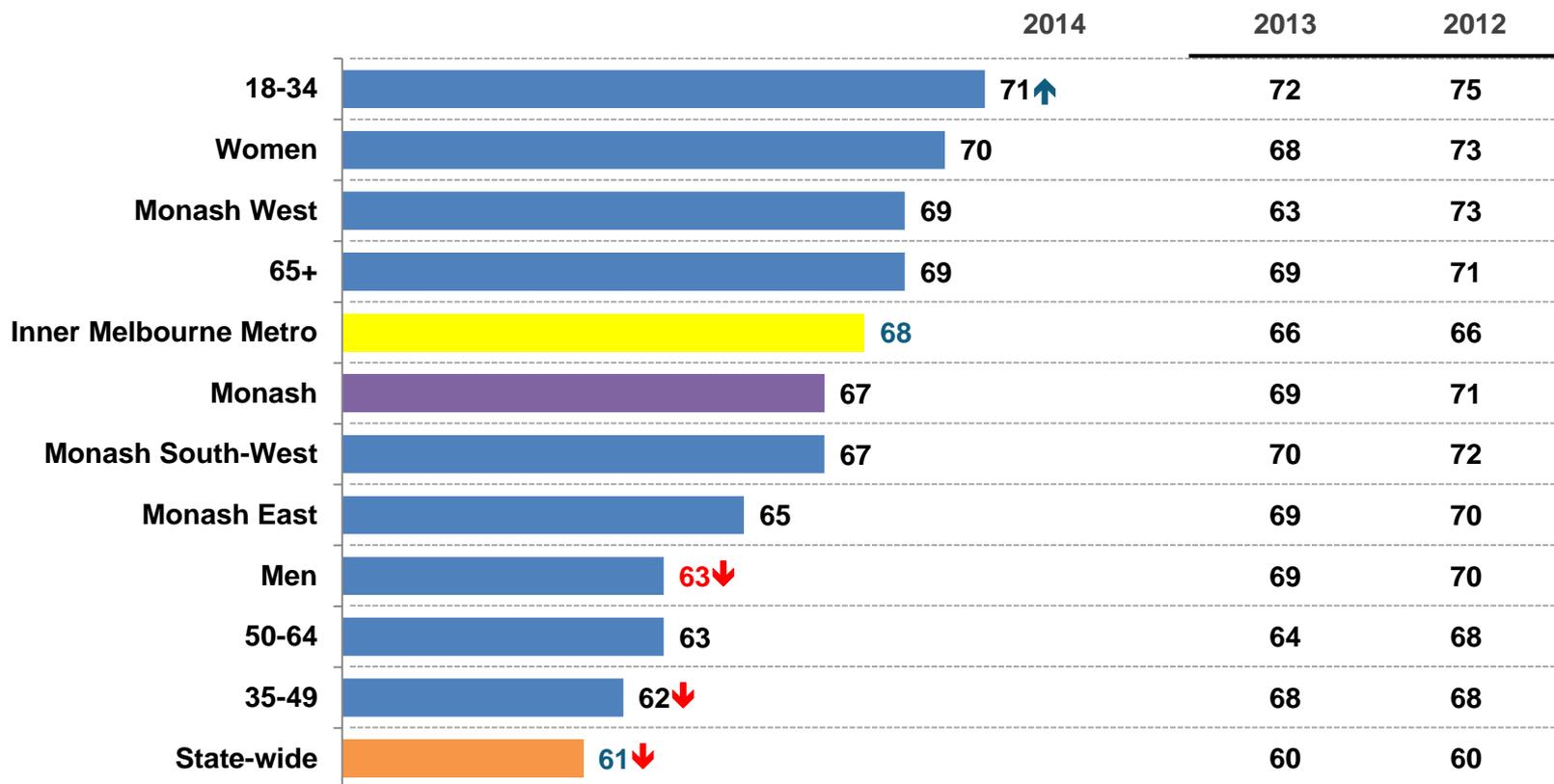


KEY CORE MEASURE
OVERALL PERFORMANCE

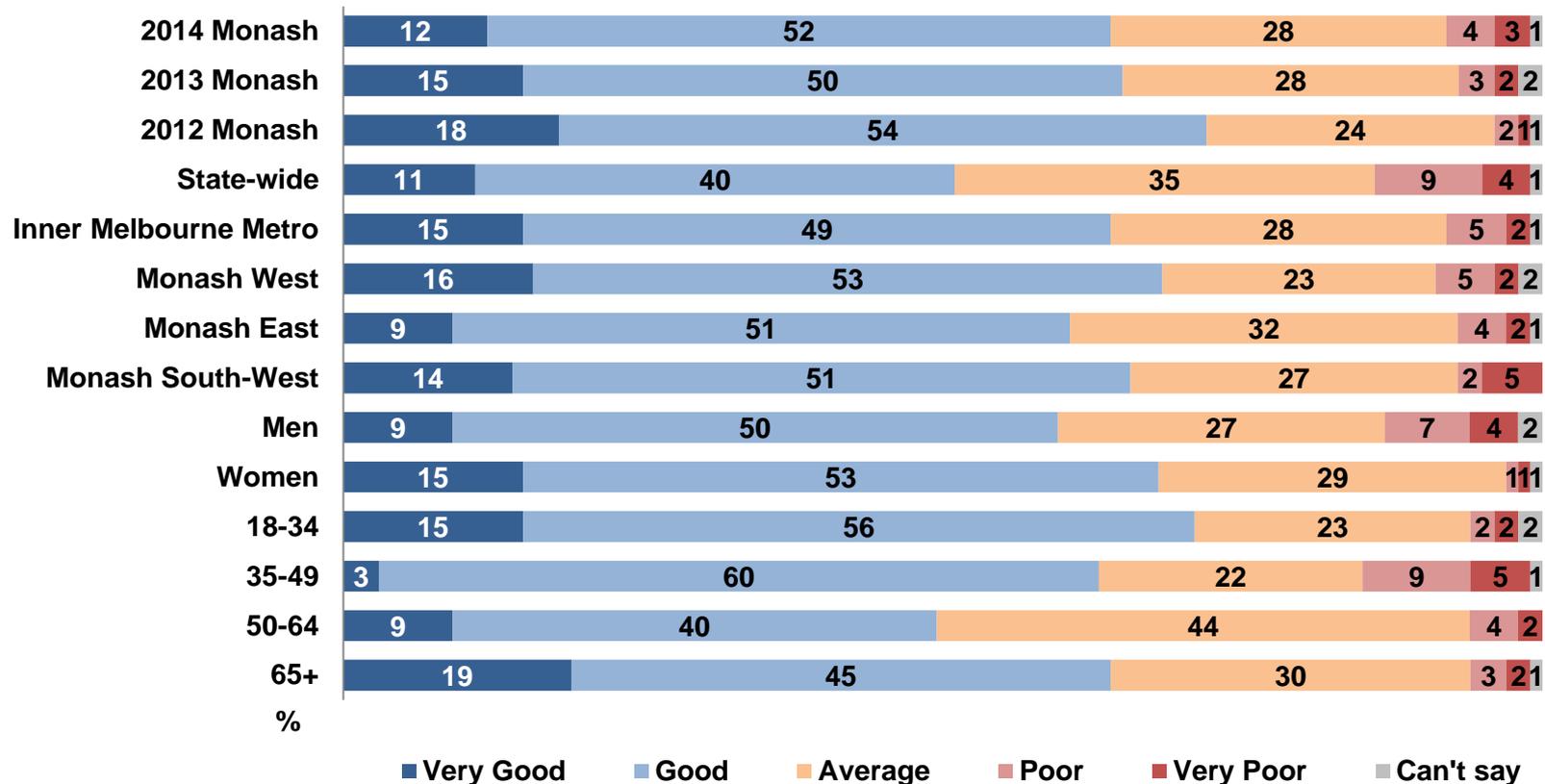
Overall performance index scores



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked statewide: 67 Councils asked group: 13

Overall performance detailed percentages



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents Councils asked statewide: 67 Councils asked group: 13



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KEY CORE MEASURE
CUSTOMER SERVICE

Contact last 12 months summary

Overall contact with Monash City Council

- 47%, down 2 points on 2013

Most contact with Monash City Council

- Aged 35-49 years

Least contact with Monash City Council

- Aged 18-34 years

Customer Service rating

- Index score of 73, up 3 points on 2013

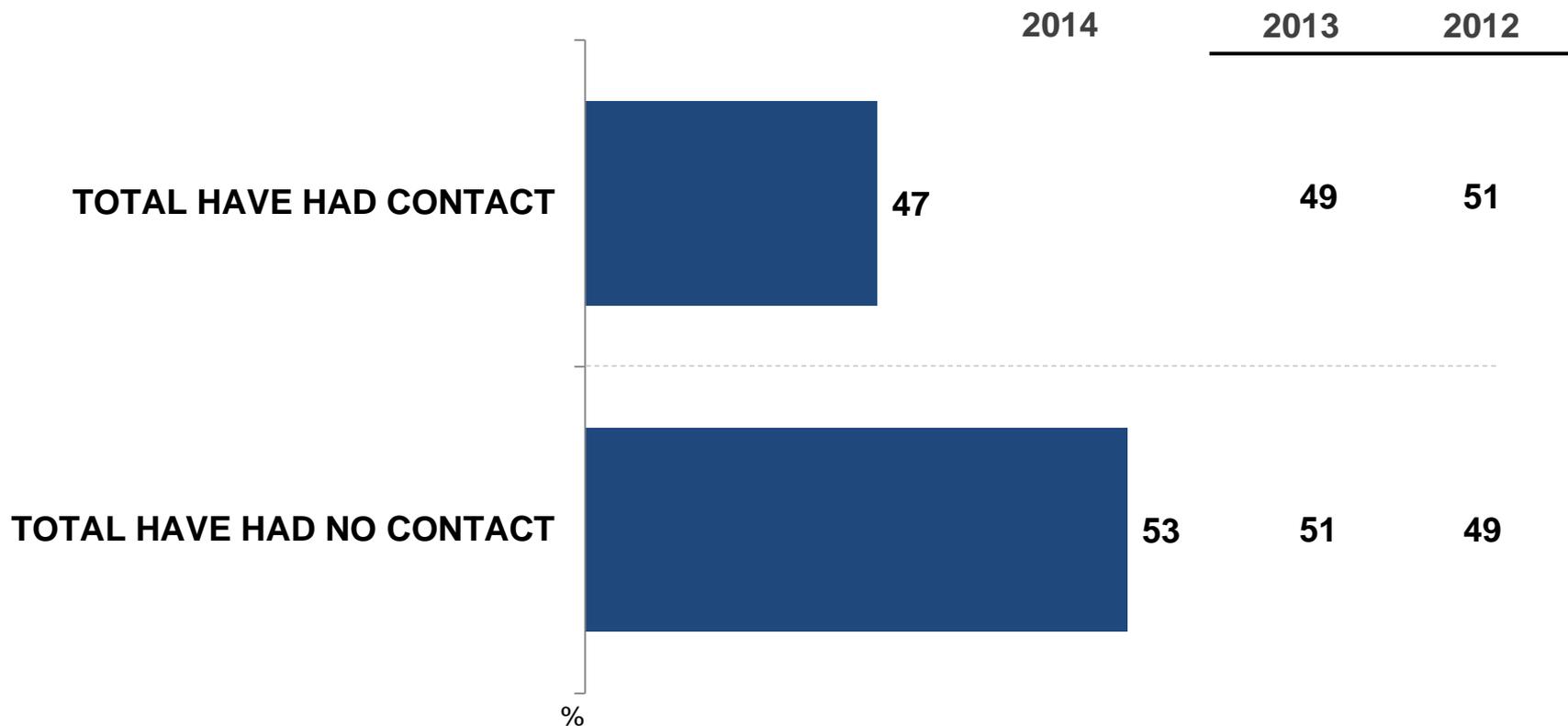
Most satisfied with Customer Service

- Aged 65+ years

Least satisfied with Customer Service

- Aged 18-34 years

2014 contact with council last 12 months



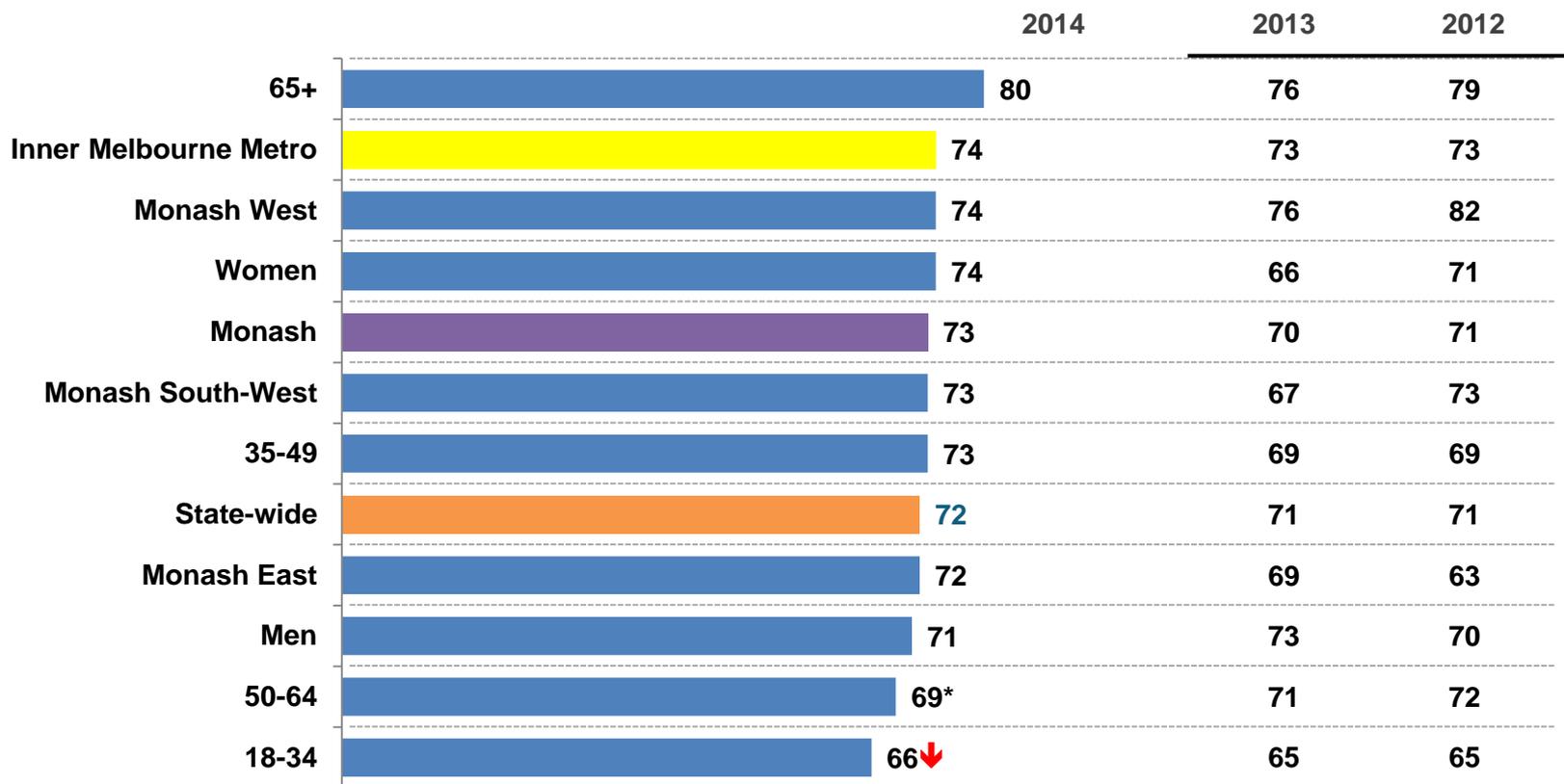
Q5. Over the last 12 months, have you or any member of your household had any contact with Monash City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked statewide: 54 Councils asked group: 10



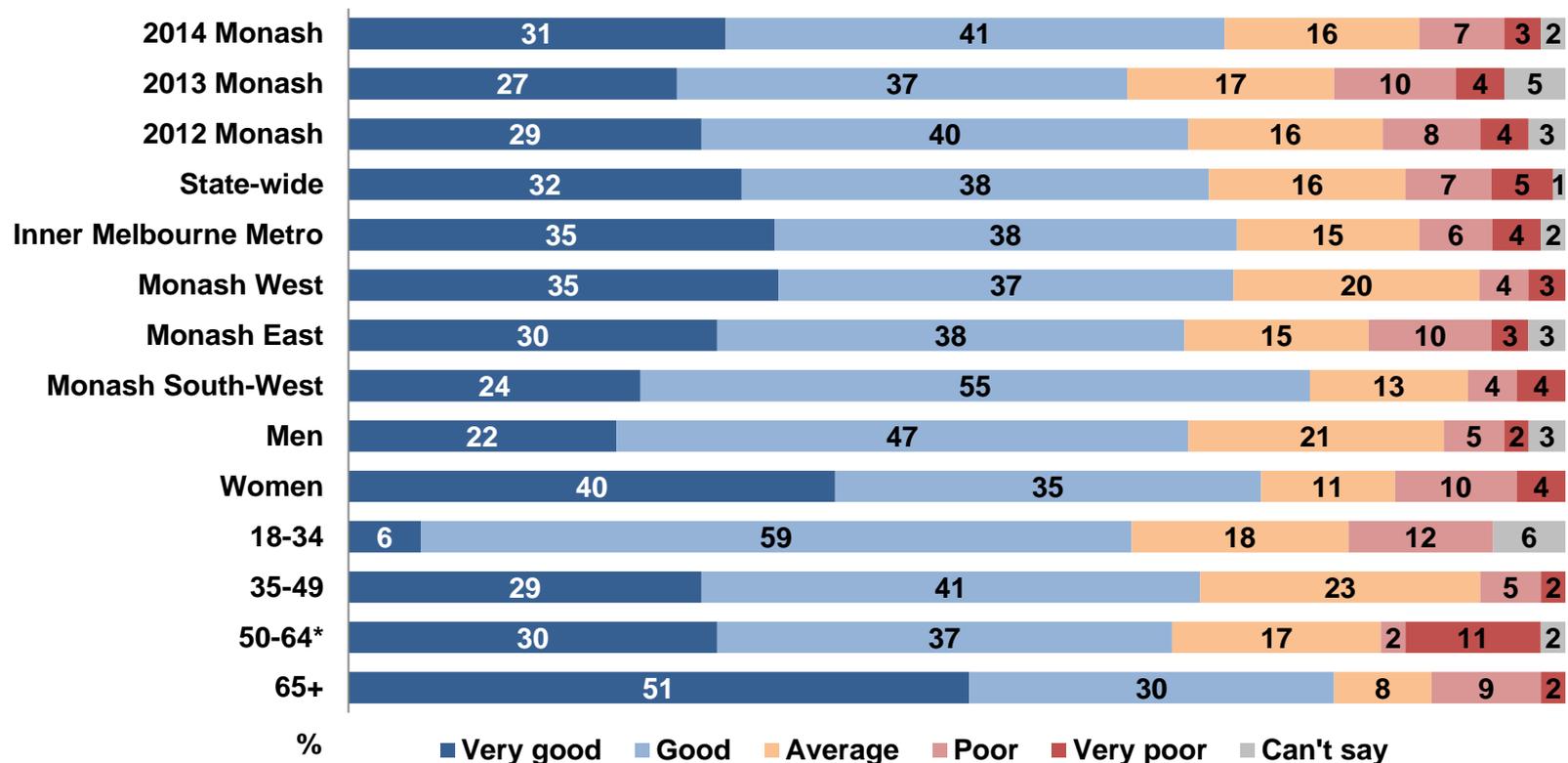
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2014 contact customer service index scores



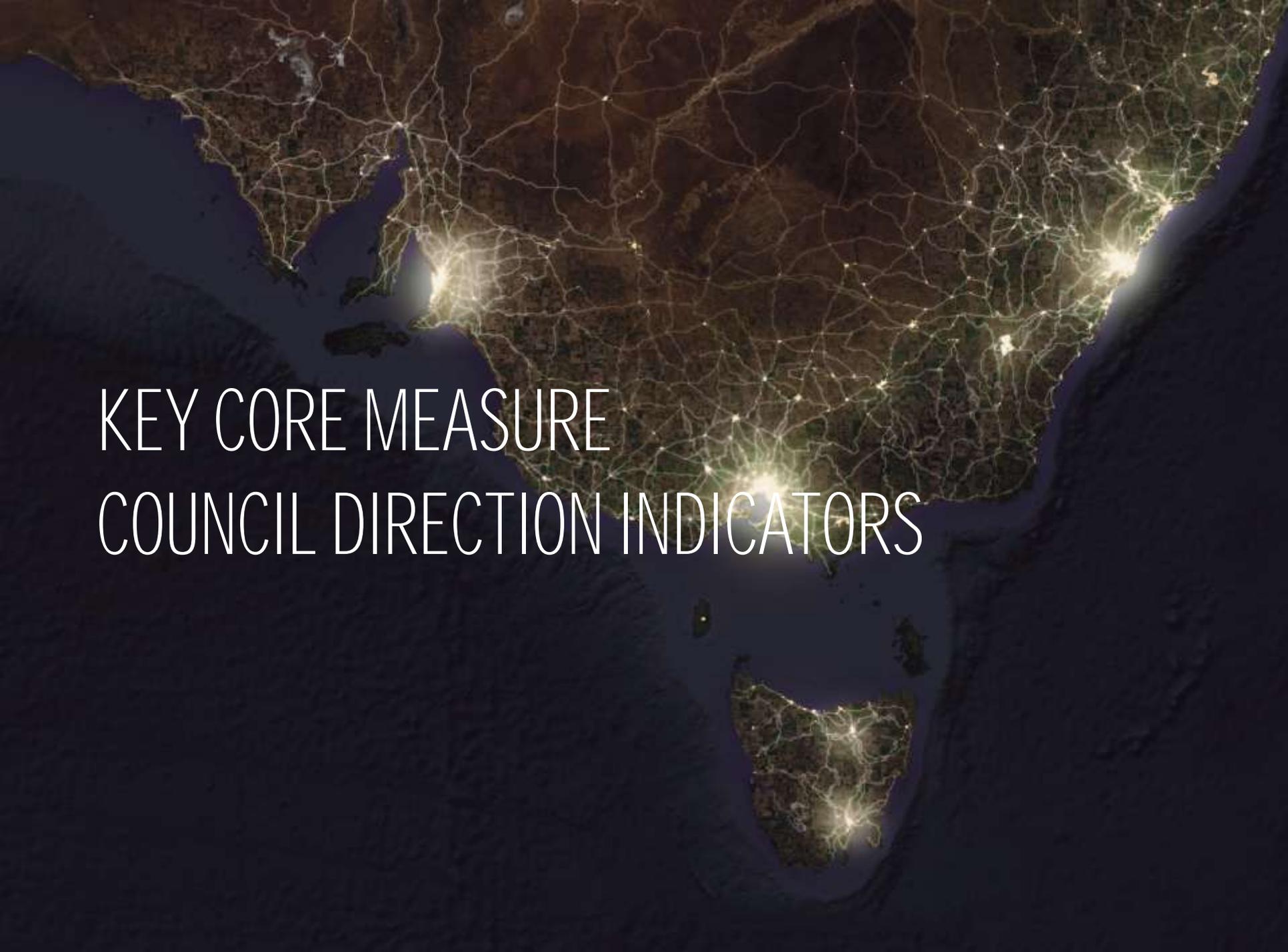
Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service?
 Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months. Councils asked statewide: 67
 Councils asked group: 13

2014 contact customer service detailed percentages



Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service?
 Please keep in mind we do NOT mean ACTUAL OUTCOME but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months. Councils asked statewide: 67
 Councils asked group: 13

*Caution: small sample size < n=30

An aerial night photograph of a city, showing a dense network of roads and buildings illuminated by warm, yellowish lights. The city is surrounded by dark water, likely a bay or harbor. The overall scene is a vibrant display of urban infrastructure at night.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

Council Direction Summary

Council Direction over last 12 months

- 66% stayed about the same, down 4 points on 2013
- 17% improved, equal points on 2013
- 9% deteriorated, up 1 point on 2013

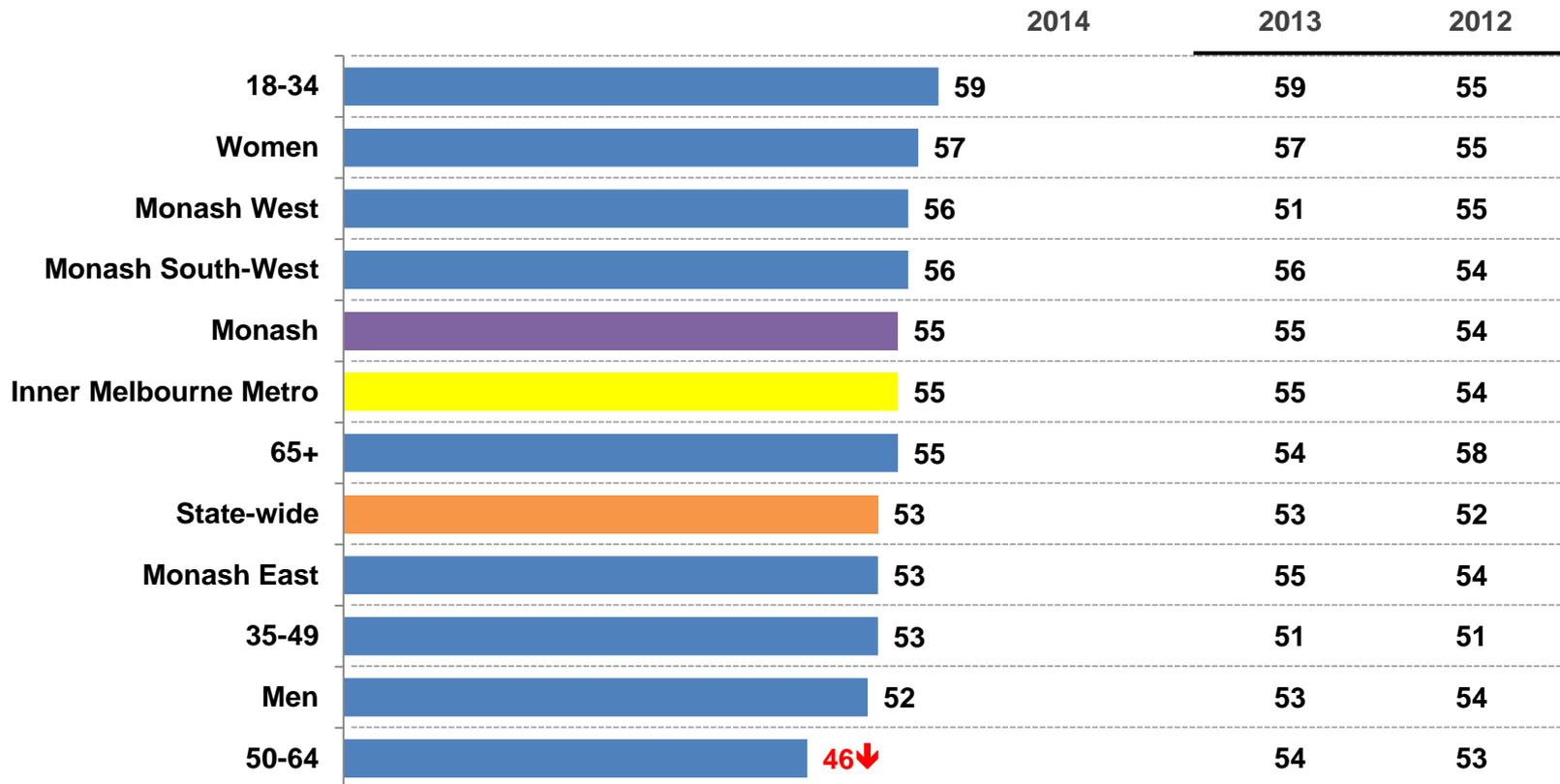
Most satisfied with Council Direction

- Aged 18-34 years

Least satisfied with Council Direction

- Aged 50-64 years

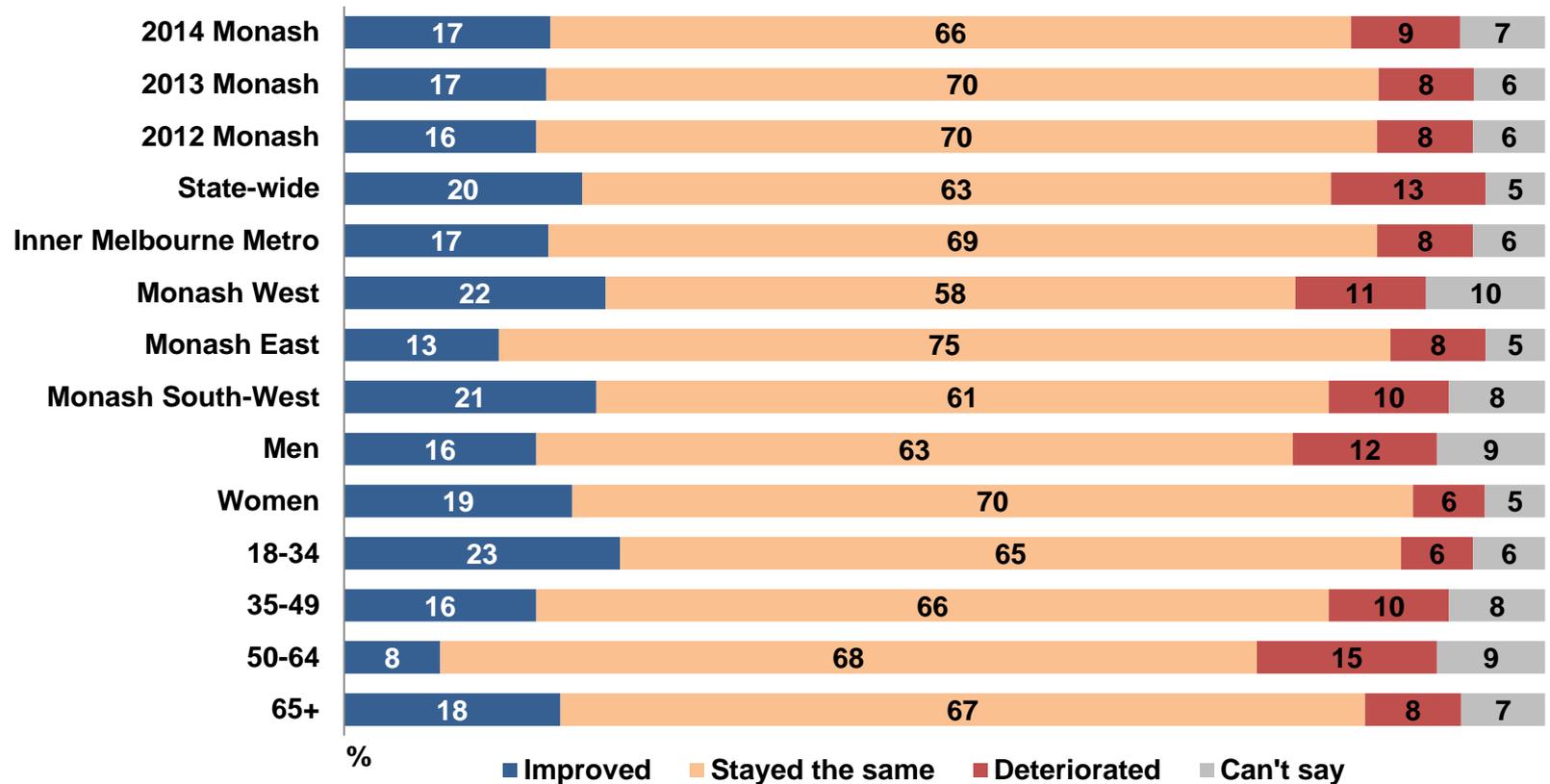
2014 overall | Monash City Council direction last 12 months INDEX SCORES



Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 13

2014 overall council direction last 12 months detailed percentages



Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance?

Base: All respondents. Councils asked statewide: 67 Councils asked group: 13

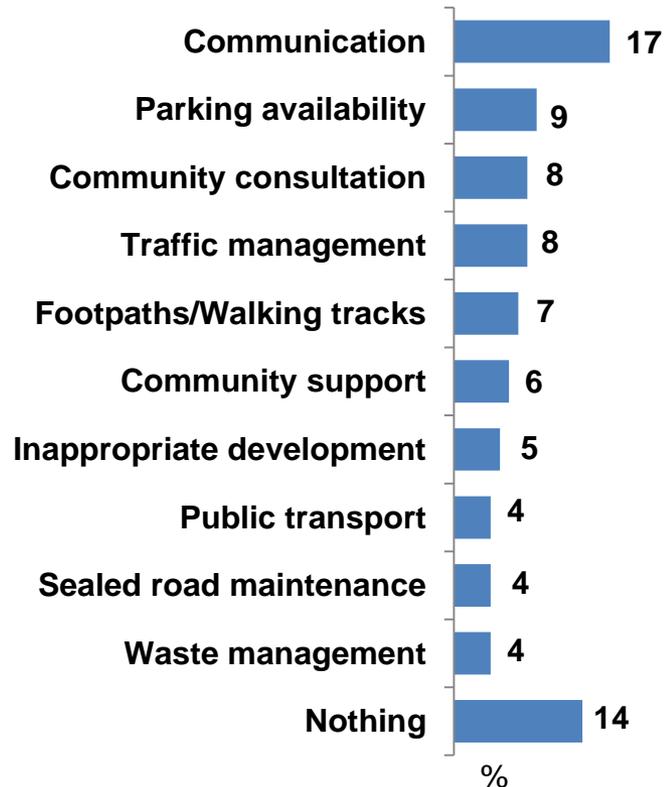


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AREAS FOR IMPROVEMENT

2014 council needs to improve detailed percentages (top issues or services)

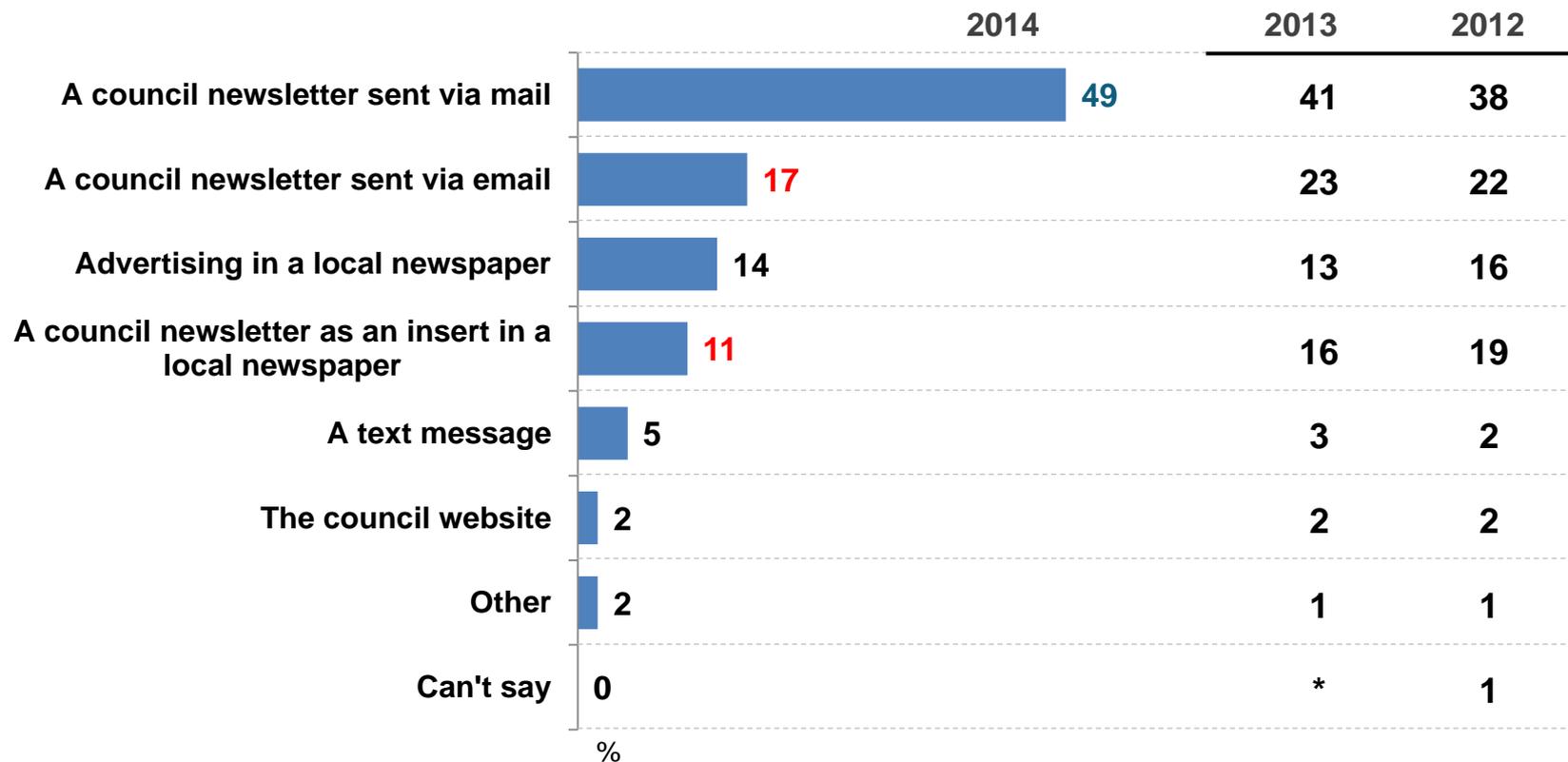


Q17. What does Monash City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked statewide: 35 Councils asked group: 11



COMMUNICATIONS

2014 best forms of communication

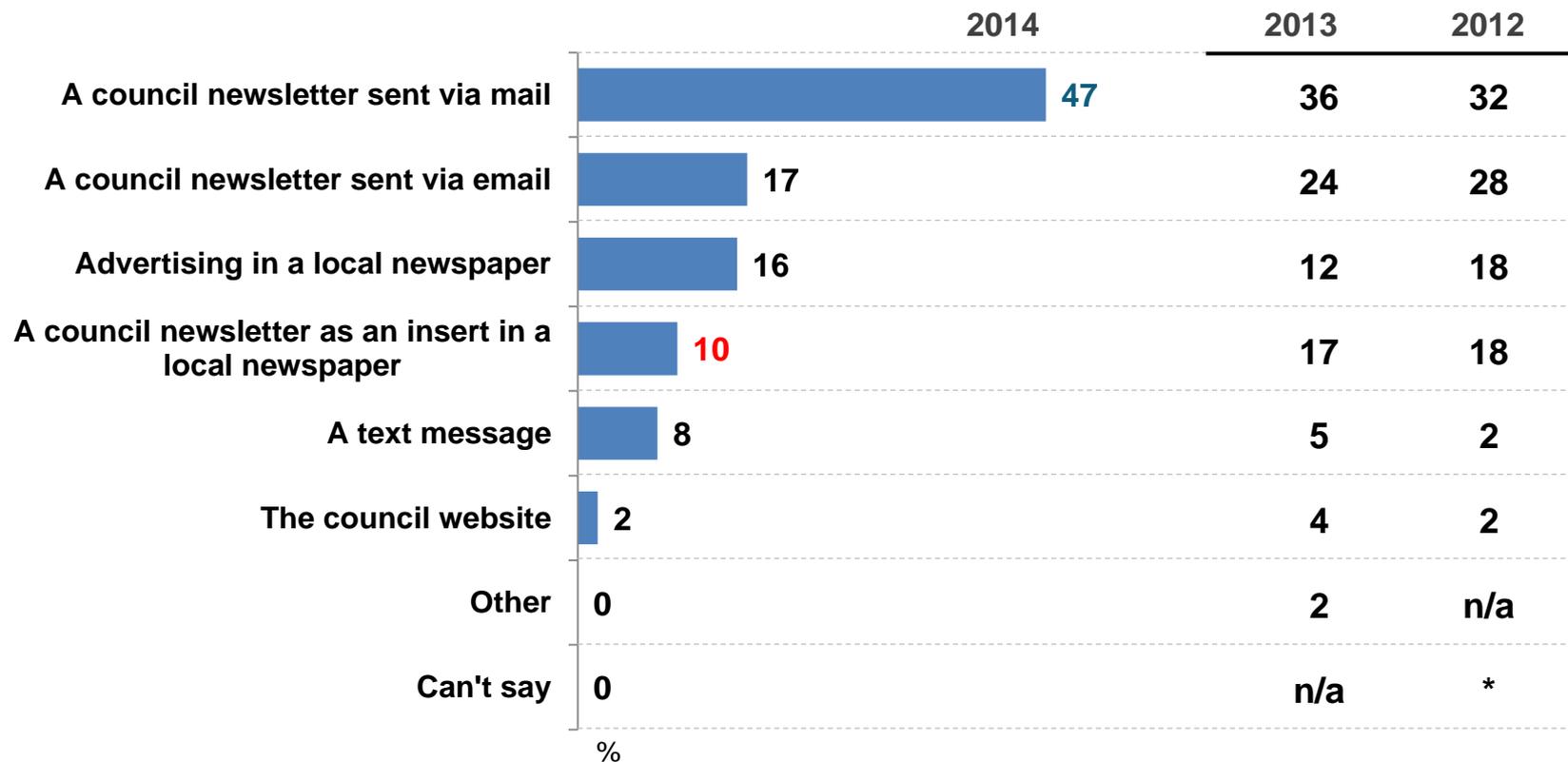


Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked statewide: 28 Councils asked group: 8



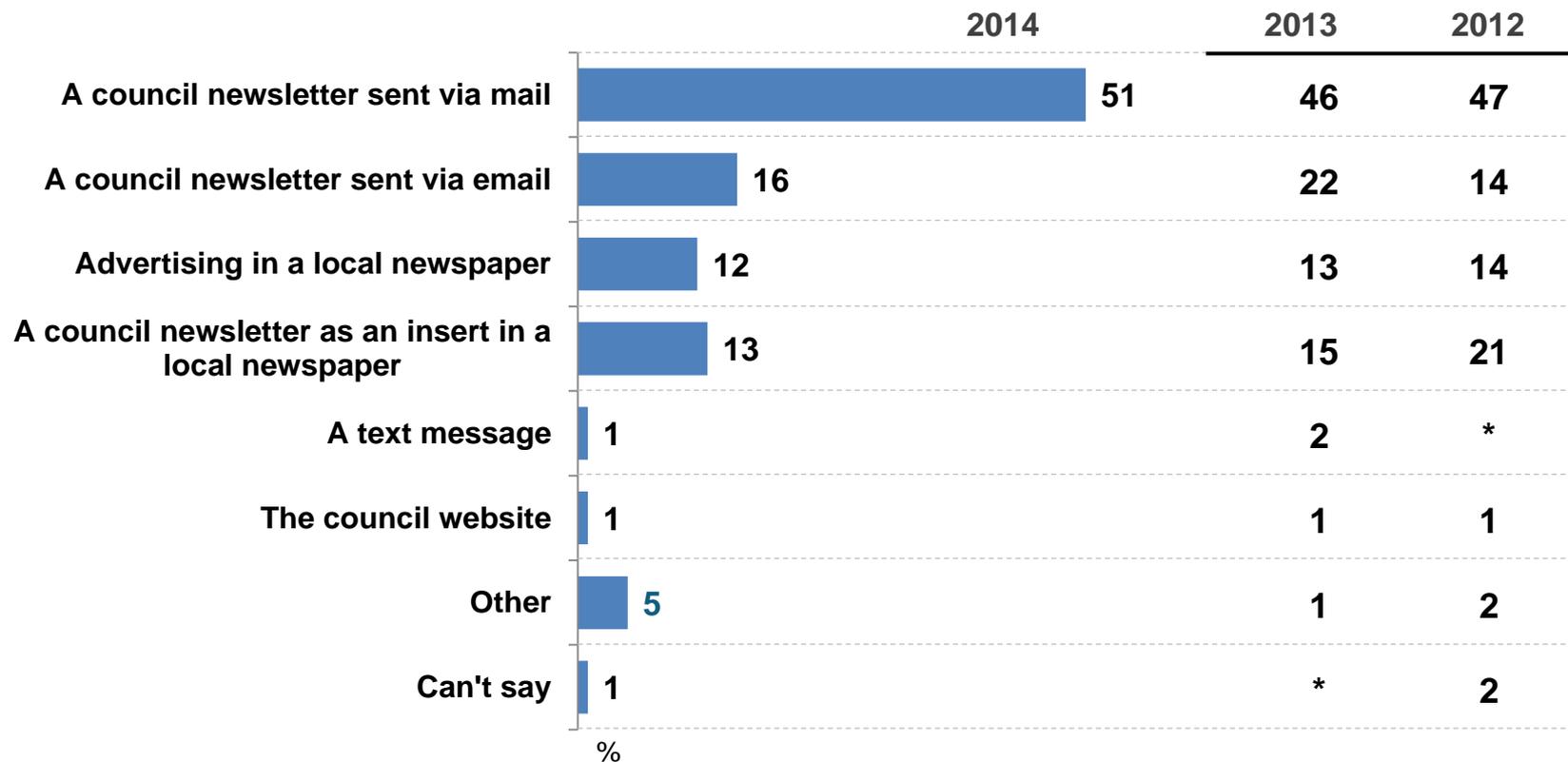
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2014 best forms of communication – under 50s



Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked statewide: 28 Councils asked group: 8

2014 best forms of communication – over 50s



Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked statewide: 28 Councils asked group: 8