

**TABLE ONE: ANNUAL COMMUNITY SATISFACTION SURVEY 1998
CITY OF MONASH
COMMUNITY SATISFACTION ANNUAL PLAN INDICATORS**

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