

3. KEY RESULTS: SUMMARY OF RESULTS FOR 2009

	Indexed Mean
1 * Community satisfaction rating for overall performance generally of the council	68
2 * Community satisfaction rating for council's advocacy and community representation on key local issues (Advocacy)	65
3 * Community satisfaction rating for council's engagement in decision making on key local issues (Community Engagement)	60
4 Community satisfaction rating for council's interaction and responsiveness in dealing with the public (Customer Contact)	74
5 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)	68
5a Local Roads and Footpaths	66
5b Health and Human Services	74
5c Recreational Facilities	76
5d Appearance of Public Areas	69
5e Traffic Management and Parking Facilities	61
5f Waste Management	79
5g Enforcement of By Laws	65
5h Economic Development	64
5i Town Planning Policy and Approvals	58

* These results form part of the Victorian Local Government Indicators which councils include in their annual reports.