

## 5.6 RESULTS OF 2020 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

(JR:)

Submitting Officer: Chief Executive Officer

### **RECOMMENDATION**

*That Council notes the findings of the 2020 Monash Community Satisfaction Survey, including excellent results for Council's governance, leadership and service areas and that specific areas have been identified for further attention or improvement.*

### **INTRODUCTION**

This year's Community Satisfaction Survey began in March 2020 as a doorknock survey just prior to the first COVID-19 lockdown. The survey was postponed during lockdown and recommenced in May 2020 as a telephone survey, with final results provided in late June. The research was again undertaken by independent research company *Metropolis Research Pty Ltd*, with 800 randomly selected residents aged 15 years and over. The survey sample reflects the cultural and linguistic diversity of our community with 44% of respondents speaking a language other than English at home.

The survey meets the requirements of the Local Government Victorian annual satisfaction survey by providing ratings on importance and satisfaction for the major services and facilities provided by Council, as well as scores for satisfaction with Council.

The results are useful to Council as they highlight areas where we are performing well and identify areas for improvement, as well as helping track our performance over time.

### **RESULTS**

Council recorded an excellent result again this year for 'overall satisfaction', a score of 75, 3% higher than last year's result of 73. Whilst the results of all Councils are not yet compiled, the score of 75 places Monash as recording the highest level of satisfaction so far amongst metropolitan Councils. Monash reported scores "measurably and significantly higher" than the metropolitan Melbourne average benchmark of 69.

High scores were also achieved for community satisfaction for five key aspects:

- Maintaining trust and confidence of the local community (74)
- Community engagement and consultation (73)
- Making decisions in the interest of the community (73)
- Responsiveness to local community needs (73) and
- Representation, lobbying and advocacy on behalf of community (73).

Each of these aspects rated significantly above the Melbourne metropolitan benchmarks.

Council's customer service was rated as "very good", with an average score of 75.

The survey also asks about satisfaction with and the importance of 29 specific Council services and facilities. The report concludes that satisfaction with services and facilities in Monash "remains at an excellent level" with an average score of 78. Across metropolitan Melbourne, satisfaction with Council services is rated as "very good" at an average score of 75.

In Monash, the highest community satisfaction continues to be with our local libraries & library services (86), our rubbish collection (88), green waste collection (87), recycling service (86), the Waste Transfer Station (83) and Sporting Ovals and Outdoor Sport Facilities (81).

Residents dissatisfied with Council's overall performance mentioned street sweeping, parking, and public toilets.

#### ***SOME AREAS FOR COUNCIL'S ATTENTION OR IMPROVEMENT***

The areas identified as needing attention of Monash Council are:

- Car Parking – as an issue, parking has dropped from 20.5% last year to 11.1% but it continues to be the main concern for residents. Some concerns relate to commuter parking, which is a State Government concern
- Traffic management – had dropped from 12.8% last year to 10%
- Building, housing and planning and development
- Street trees – 6.7% down from 9% last year
- Street lighting – at 5% down from 9.6% last year.

Residents were also asked to identify "the top three issues for Monash at the moment". The results here are consistent with previous surveys. The most mentioned issues were:

- Car parking – 11% of respondents
- Traffic management - 10%
- Building, housing, planning & development - 9%.

There was a notable decrease this year in the proportion of respondents raising lighting (5.0% down from 9.6%), and safety, policing and crime issues (3.2% down from 6.7%).

Throughout the survey, residents were asked to explain why they were dissatisfied with specific services and facilities and this feedback will be carefully considered by each of the relevant divisions.

In this year's survey, Council also asked three COVID-19 related questions relating to how households were coping with the impacts of the pandemic and how it is affecting them financially and from a mental health and wellbeing perspective.

On average, respondent households were relatively positive in terms of how well they feel they were coping with the impacts of COVID19. These results were taken shortly after the first period of lockdown.

### ***CONCLUSION***

Council thanks those community members who gave of their time to participate in our 2020 Community Satisfaction Surveys. Such feedback provides direction and focus on what matters to our residents and inspires us to build an even higher-functioning organisation that is community-focused.

The full results of this survey have been made public (in this meeting's agenda) and will be communicated to residents via the Monash Bulletin, the e-newsletter, a media release and on Council's website. There is no requirement for this but Monash does make its full report publicly available every year in the interests of transparency and open government.