

Maribyrnong City Council

2016 Annual Community Survey

November 2016

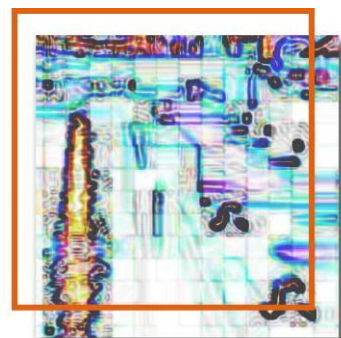
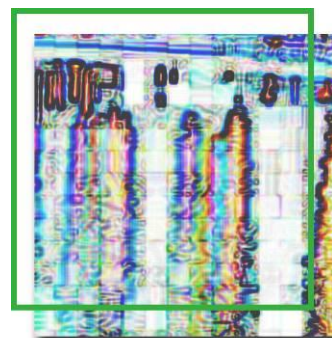


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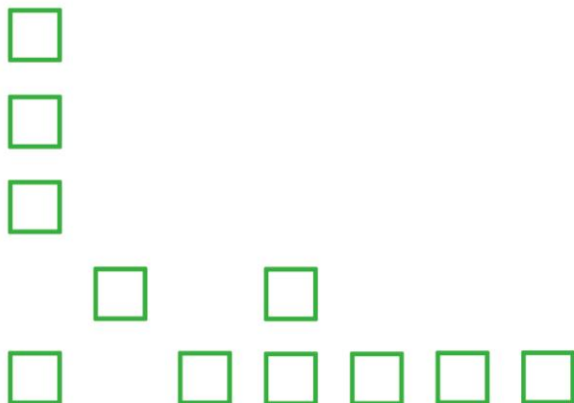
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Introduction

Metropolis Research was commissioned by Maribyrnong City Council to undertake its thirteenth *Annual Community Survey*. The survey has been designed and honed by Metropolis Research over the last thirteen years to measure community satisfaction with a range of Council services and facilities, as well as to measure community sentiment across a range of additional issues of concern in the municipality. The *Annual Community Survey* comprises the following core components:

- ⊗ Satisfaction with Council’s overall performance and change in performance
- ⊗ Satisfaction with aspects of governance and leadership
- ⊗ Importance of and satisfaction with a broad range of Council services and facilities
- ⊗ Community perception of safety in public areas of the City of Maribyrnong
- ⊗ The perception of housing related financial stress
- ⊗ Satisfaction with aspects of traffic, parking, and the number of trucks
- ⊗ Involvement in and satisfaction with aspects of planning approvals process
- ⊗ Satisfaction with Council customer service
- ⊗ Identify issues for Council to address in the coming twelve months
- ⊗ Awareness of the current Mayor of the City of Maribyrnong
- ⊗ Respondent profile.

In addition to these core components that are to be included every year, the *Maribyrnong City Council – 2016 Annual Community Survey* includes a range of questions exploring current issues of importance and relevance. The 2016 survey includes questions related to the following issues:

- ⊗ The impact of the Western Distributor project on the local community
- ⊗ Awareness of and satisfaction with Council’s advocacy efforts in relation to truck and freight traffic in the city of Maribyrnong
- ⊗ Health and community services required but not available locally
- ⊗ Respondent views regarding the setting of rate increases

Rationale

The *Annual Community Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement.



The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing reliable results for the compulsory components of community satisfaction set by the department.

The *Annual Community Survey* provides an in-depth examination of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Maribyrnong.

In addition, the *Annual Community Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Survey* includes data on age structure, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and individual sub-groups in the community that have issues with Council’s performance or services.

Methodology

The *Maribyrnong City Council - 2016 Annual Community Survey* was conducted as a door-to-door interview style survey of eight hundred households drawn from across the municipality. The survey fieldwork was conducted in September and October 2016. It is noted that the fieldwork in 2016 was conducted approximately eight weeks later than the fieldwork in recent years.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately twenty minutes duration with householders. This methodology has produced highly consistent results in terms of the demographic profile of respondents, although it is noted that face-to-face interviews have a tendency to slightly over represent families, in particular, parents with younger children, and to a limited extent can under represent residents who speak a language other than English. Despite the inherent limitations of any voluntary data collection or consultation process where individual residents are not obliged to participate; the methodology developed by Metropolis Research over almost two decades provides the most effective means of including respondents from across the broad spectrum of the Maribyrnong community.

Approximately one hundred surveys were completed in each of the eight precincts comprising the City of Maribyrnong to maximise the statistical strength of the precinct level results, particularly for the precincts with smaller populations.

The municipal results have consequently been weighted by the relative size of the precinct based on population to ensure that respondents from each precinct contribute proportionally to the municipal result.

Response rate and statistical strength



A total of approximately 4,985 households were approached to participate in the survey. Of these households, 2,841 were unattended when approached, were therefore not invited to participate, and played no further part in the research. A total of 1,341 refused the offer to participate in the research and eight hundred and three respondents completed the survey.

This provides a response rate of 34.7%, which is very similar to the response rate reported in previous years, with 37.1% in 2015 and 33.0% in 2014.

The margin of error of the municipal results presented in this report is plus or minus 3.4%, at the fifty percent level. In other words, if a yes / no question asked of the entire sample of eight hundred respondents were to obtain a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of eight hundred respondents, and an underlying population of the City of Maribyrnong of 83,515.

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided. Each separate result has a different margin of error based on its unique sample size and the actual result.

By way of a guide, the margin of error is approximately 9.7% for the precinct level results, and in the order of 4.8% for the gender breakdown results.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of approximately one thousand respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Hobsons Bay City Council – 2016 Annual Community Survey*.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within Greater Melbourne (Greater Capital City Statistical Area) as well as the western region, which includes the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley. In addition from 2015 this report also provides comparisons to the IMAP region group of Councils (Maribyrnong, Melbourne, Port Phillip, Yarra, and Stonnington).





Glossary of terms



Measurable

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty. For the municipal results presented in this report, measurable differences are those of more than 4.3%.

Statistically significant

Statistically significant is the technical term for a measurable difference as described above. The term “statistically significant” and the alternative term “measurable” describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery. For the municipal results presented in this report, measurable differences are those of more than 3.4%.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Discernible / observed / notable / considerable / somewhat

Metropolis Research will describe some results or changes in results as being discernible, observable or notable or a range of other subjective terms. These are not statistical terms rather they are subjective and interpretive. They are used to draw attention to results that may be of interest or relevance to policy development and service delivery. These terms are often used for results that may not be statistically significant due to a sample size or other factors, but which may none-the-less provide some valuable insight.

Confidence interval graphs

A number of the graphs included in this report provide comparison of average agreement with statements. These graphs provide the average score (the number in the blue box), and also provide the 95% confidence interval (the vertical blue bar) for each average score. If the blue vertical bars overlap with each other then the results cannot be considered to be measurably / statistically significantly different.



Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context.

These categories are designed to be indicative of the level of satisfaction. They are generally defined as follows:

- Excellent:** Scores of 7.75 and above are categorised as excellent
- Very good:** Scores of 7.25 to less than 7.75 are categorised as very good
- Good:** Scores of 6.5 to less than 7.25 are categorised as good
- Solid:** Scores of 6 to less than 6.5 are categorised as solid
- Poor:** Scores less than 6 are categorised as poor
- Very Poor:** Scores less than 5.5 are categorised as very poor
- Extremely Poor:** Scores less than 5 are categorised as extremely poor.

Summary of satisfaction

The *Maribyrnong City Council – 2016 Annual Community Survey* measured respondent satisfaction with Council’s overall performance, aspects of governance and leadership, aspects of customer service, five broad service areas comprised of thirty-four individual services and facilities, planning and housing development outcomes, and aspects of the planning process (of applicants / objectors only).

The results outlined in this report in general reflect a relatively stable community sentiment in relation to the performance of the Maribyrnong City Council in 2016, and that satisfaction with the Maribyrnong City Council is at a level similar to the metropolitan Melbourne average (which declined somewhat this year).

Metropolis Research observed that satisfaction with the performance of Council across all areas of responsibility declined marginally but not measurably in 2016, down 2.1% to 6.50. This decline was not statistically significant, and the 2016 level of satisfaction remains marginally above the long-term average since 2004 of 6.43.

Satisfaction with the included aspects of governance and leadership also declined marginally in 2016. Metropolis Research notes that in the usual course of events, satisfaction with governance and leadership will tend to reflect satisfaction with the overall performance of Council. This is because these underlying aspects of governance and leadership such as trust, consultation, engagement, responsiveness and representing the community’s interests are all integral to how many in the community perceive their satisfaction with their local council.





Despite this marginal decline in overall satisfaction and with governance and leadership, average satisfaction with the thirty-four included Council services and facilities increased very marginally in 2016, up 1.2% to 7.13, and remains at a level categorised as “good”.

Satisfaction with the various components of the 2016 survey can best be summarised as follows:

- ⊗ **Very Good** – satisfaction with waste management and cleaning, and community and leisure services were all rated at levels categorised as “very good”.
- ⊗ **Good** – satisfaction with infrastructure services, strategy, corporate and communication services, governance and leadership, customer service, and overall performance of Council were all rated at levels categorised as “good”.
- ⊗ **Solid** – satisfaction with enforcement and local laws services and planning and housing development outcomes were rated at levels categorised as “solid”.
- ⊗ **Very Poor** – satisfaction with planning for population growth (by all levels of government) was rated at a level categorised as “very poor”.
- ⊗ **Extremely Poor** – satisfaction (of applicant and objector respondents only) with aspects of the planning approvals process was rated at levels categorised as “extremely poor”.

A new question was included in the survey in 2016 asking what if any situations would warrant Council applying to increase rates above the rate cap. Almost half (48.3%) of the respondents identified at least one of the eleven listed situations as being a valid reason to apply to exceed the rates cap. The three most commonly identified reasons were as follows:

- ⊗ To invest in local projects that encourages housing, jobs or education (25.7%)
- ⊗ To improve traffic and transport infrastructure (24.9%)
- ⊗ To provide new facilities or programs to assist most vulnerable residents(24.0%).

The issues of importance to the Maribyrnong community in 2016 remained broadly similar to those observed in 2015, with a strong continuing community interest in issues around car parking very notable in these results. Traffic and parking and the number of trucks also continue to be of significant concern. These issues continue to exert a negative influence on community sentiment with Council.

Metropolis Research also notes that issues around planning and housing development became more prominent in the survey results this year, almost doubling from the 2015 and 2014 results. Satisfaction with the quality and appearance of new housing developments was measurably lower in Maribyrnong in 2016 than the metropolitan Melbourne average from *Governing Melbourne*. There was also significant concern as to planning for population growth in Maribyrnong by all levels of government into the future.



Council’s overall performance

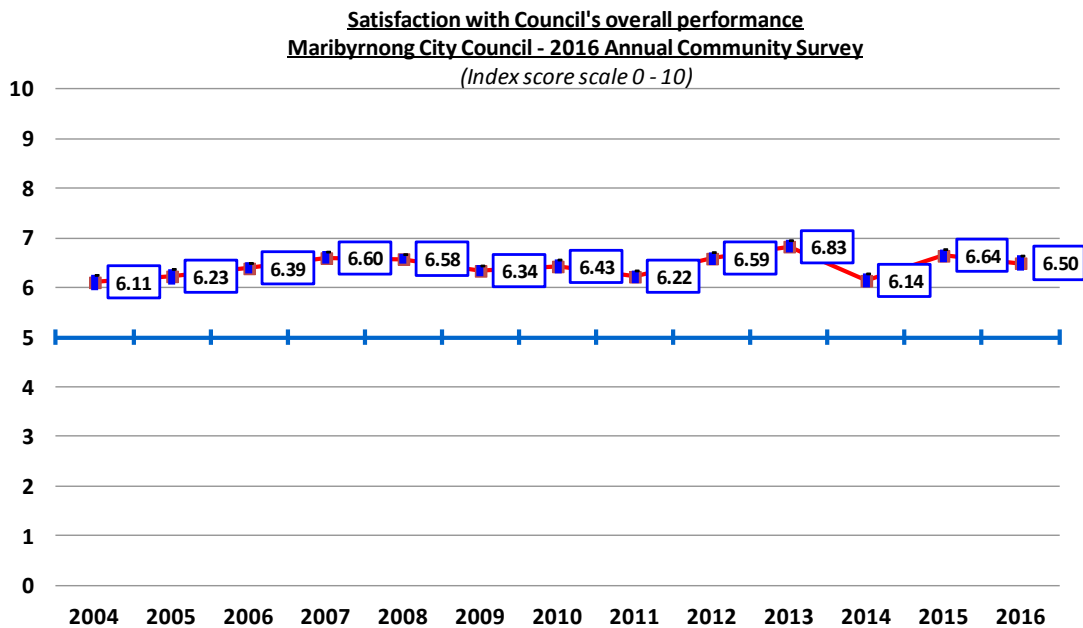
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate the performance of Council across all areas of responsibility?”

Respondent satisfaction with the performance of Council across all areas of responsibility (overall satisfaction) declined 2.1% in 2016, down from 6.64 to 6.50. This decline was not statistically significant, and satisfaction remains at a level best categorised as “good”.

This result is the sixth highest of thirteen overall satisfaction results recorded in the *Annual Community Survey* program since 2004.

This result remains above the long-term average overall satisfaction with Council recorded by Metropolis Research over the last thirteen years of 6.43.



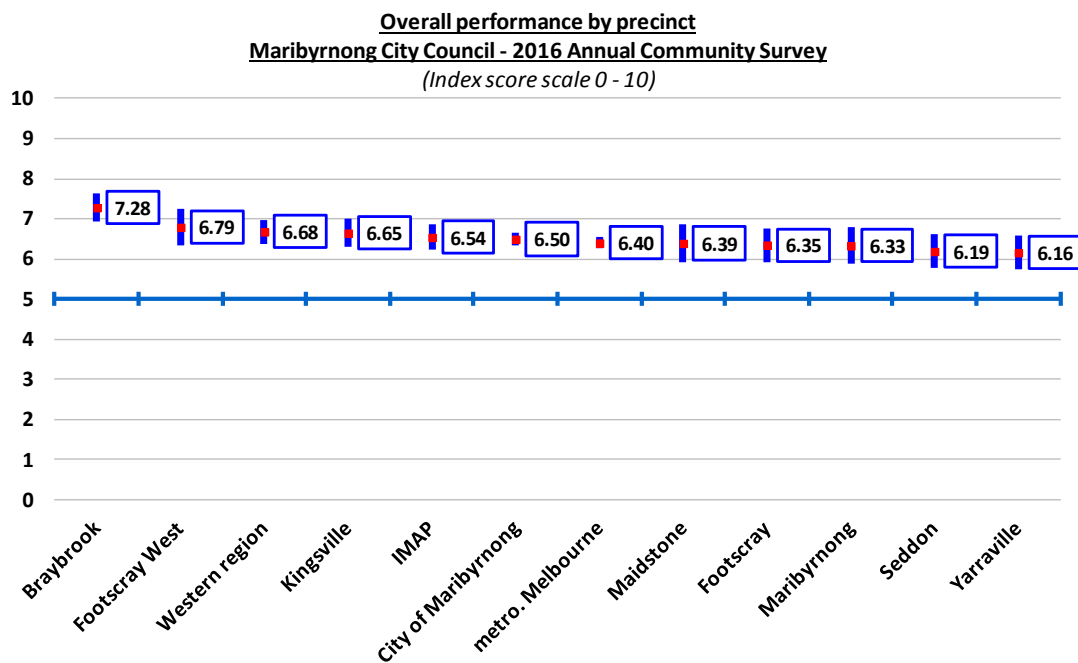
Despite the small decline in overall satisfaction in the City of Maribyrnong in 2016, it remains marginally above the metropolitan Melbourne average of 6.40 recorded in the 2016 *Governing Melbourne* research conducted independently by Metropolis Research.

This result in Maribyrnong is however marginally, albeit not measurably lower than both the western region (6.68) and IMAP region (6.54) results, also sourced from *Governing Melbourne*.



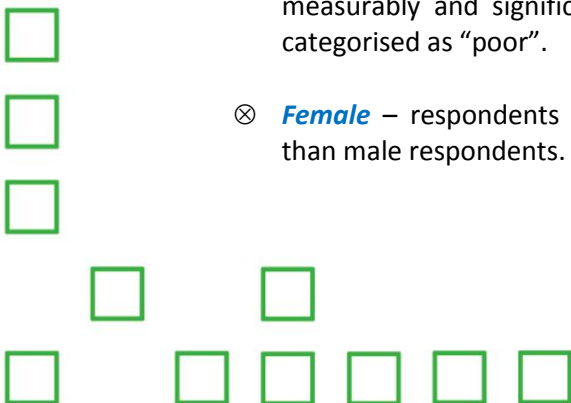
There was some measurable and significant variation in satisfaction with the overall performance of the City of Maribyrnong observed across the eight precincts comprising the municipality, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level best categorised as “very good”.
- ⊗ **Footscray West** and **Kingsville** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Seddon** and **Yarraville** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “solid”.



The following graphs provide a breakdown of overall satisfaction with Maribyrnong City Council by respondent profile. As is evident in the graphs, a degree of variation in satisfaction is observed by respondent profile, with attention drawn to the following:

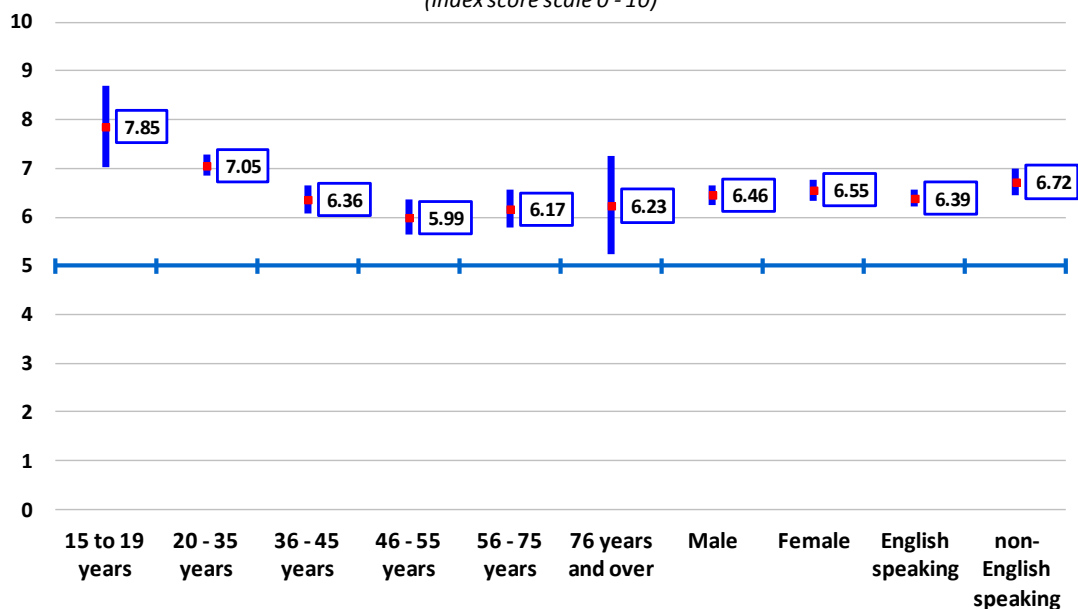
- ⊗ **Younger respondents (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average.
- ⊗ **Middle-aged adults (aged 46 to 55 years)** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “poor”.
- ⊗ **Female** – respondents rated satisfaction marginally, but not measurably higher than male respondents.



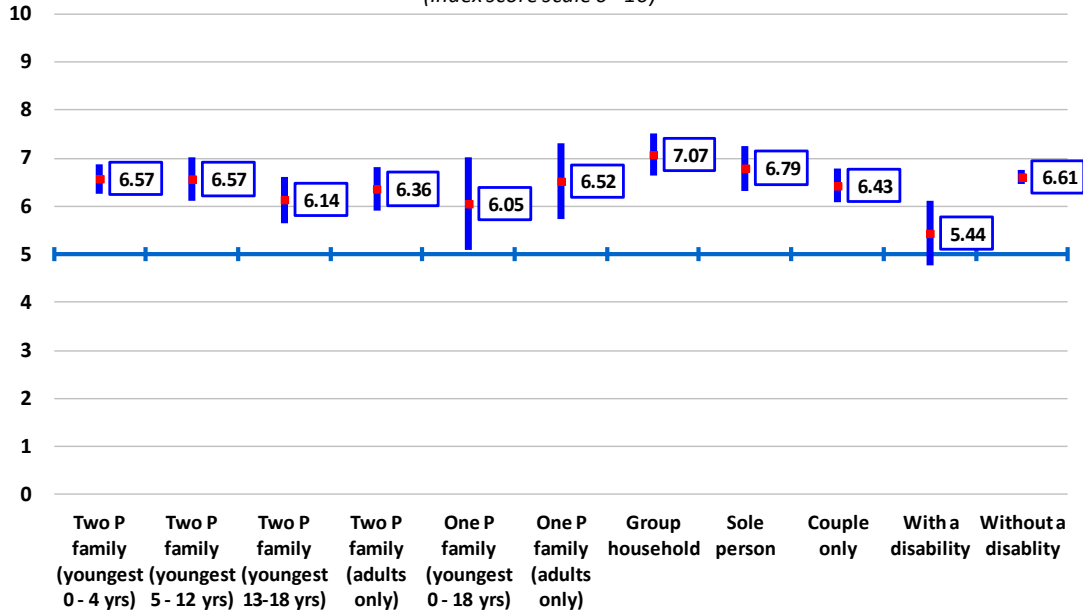
- ⊗ **Non-English speaking** – respondents from non-English speaking households rated satisfaction measurably and significantly higher than respondents from English speaking households.
- ⊗ **Two parent families (youngest child 13 to 18 years)** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.
- ⊗ **Group household** and **sole person household** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Households with a member with a disability** – respondents from households with a member with a disability rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “poor”.
- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than either home owner or mortgagee household respondents.
- ⊗ **New residents** – respondents that had lived in the City of Maribyrnong for less than one year rated satisfaction measurably and significantly higher than the municipal average, and satisfaction declined with the period of residence in Maribyrnong.



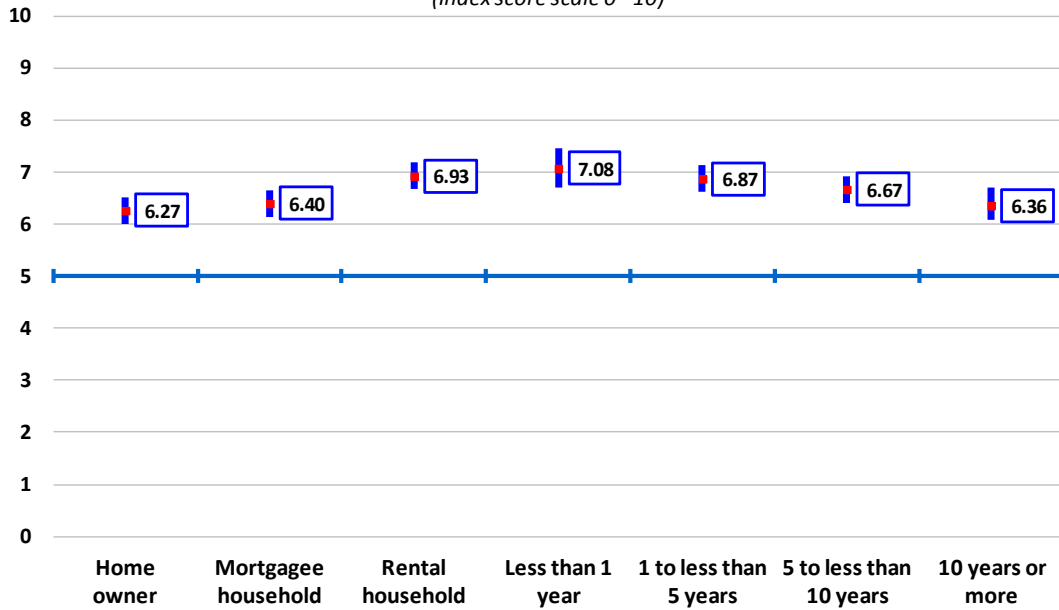
Overall performance by respondent profile
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Overall performance by household structure
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)



Overall performance by housing situation and period of residence in Maribyrnong
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)



The following graph provides a comparison of the satisfaction with Council’s overall performance for respondents identifying each of the five most commonly identified issues for Council to address in the coming twelve months (discussed in more detail elsewhere in this report).

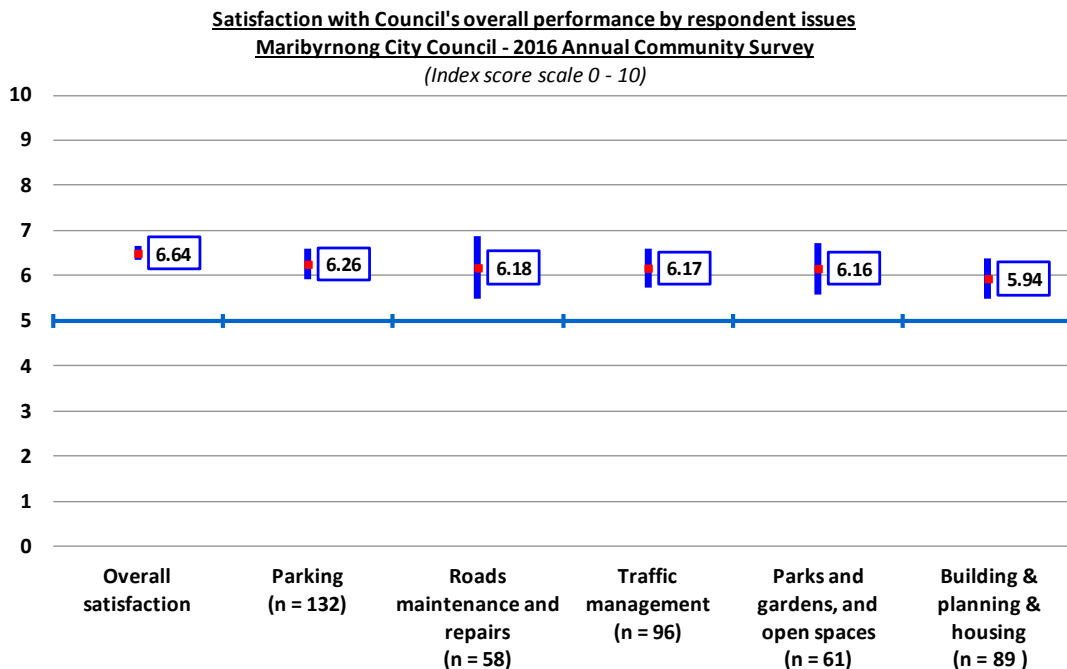
As is clearly evident in the graph, respondents that identified any of the top five issues were on average, considerably less satisfied with Council’s overall performance than the municipal average of all respondents.

Metropolis Research notes that whilst respondents on average rated satisfaction with Council’s overall performance at a level categorised as “good”, respondents identifying issues of parking (6.26), road maintenance and repairs (6.18), traffic management (6.17), and parks, gardens and open space issues (6.16) all rated satisfaction at levels categorised as “solid”.

Particular attention is drawn to the fact that in 2016 the eighty-nine respondents that identified issues around building, housing, planning and development on average rated satisfaction with Council’s overall performance at a level categorised as “poor”.

These results do suggest that each of these issues of parking, road maintenance and repairs, traffic management, parks, gardens and open spaces and building, housing, planning and development exert a negative influence on respondent satisfaction with the performance of Council across all areas of responsibility.

Given the relatively high satisfaction with the provision and maintenance of parks and gardens discussed elsewhere in this report, Metropolis Research is of the view that this result in relation to the issue of parks, gardens and open spaces exerting a negative influence on overall satisfaction is somewhat of an outlier result this year.



Reasons for level of satisfaction with Council’s overall performance

Respondents were asked:

“Thinking about your satisfaction with Council’s overall performance, why do you say that?”

The following table provides the open-ended comments received from respondents outlining the reasons why they were satisfied, neutral, or dissatisfied with the performance of Council across all areas of responsibility.

Reasons for rating of satisfaction with Council's overall performance
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of total respondents)

<i>Reason for rating of satisfaction</i>	<i>Satisfied (6 to 10)</i>	<i>Neutral (5)</i>	<i>Dissatisfied (0 to 4)</i>
General positive or negative statements	46%	3%	10%
Services and facilities	12%	22%	16%
Communication, consultation & provision of information	11%	33%	17%
Rates	6%	13%	13%
Building, planning, housing & development	5%	4%	4%
Council customer service & responsiveness	5%	3%	12%
Parking	4%	6%	12%
Sports, recreation and events	3%	0%	0%
Governance, accountability and reputation	3%	4%	4%
Roads, transport and footpaths	2%	4%	3%
Safety, policing and crime	0%	0%	1%
Financial issues and priorities	0%	0%	4%
Other reasons	3%	9%	3%
Total	267	78	93

Respondents satisfied with Council’s overall performance were most likely to provide reasons that can be classified as being generally positive statements not specific to an issue, with almost half of the 267 satisfied respondents providing this feedback. Other reasons for respondents being satisfied include services and facilities and communication, consultation and the provision of information related. The most common reasons why respondents were neutral in relation to Council’s overall performance related to services and facilities, and the communication, consultation and the provision of information.

The reasons why respondents were dissatisfied with Council’s overall performance were more diverse than the reasons why respondents were satisfied, with communication, consultation and the provision of information, services and facilities, rates, customer service, and parking being identified by a significant number of dissatisfied respondents.



Comments regarding performance of Council across all areas of responsibility
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)



<i>Response</i>	<i>Number</i>
<i>Dissatisfied with Council's overall performance (rating satisfaction less than 5)</i>	
Inefficient, corrupt, Council, don't get anything done	4
Do not respond to requests	3
Major concerns with parking	3
Not responsive to local needs. Don't really reckon what they do is in the interest of community, more concerned with politics	3
Paid parking was a shamble	3
Rates are high compared to other Councils, but we get a lot less, the scale is not right. Maybe their strategies are wrong	3
Council allows too many apartments & high-density development leading to more traffic & population	2
Council is not performing, only look after themselves	2
Council rates are too high, services don't match the rates paid. Keep out of State & Commonwealth issues. Look for solution to our rates burden. Get rid of Councillors	2
Distrust of Council. Consistent increase of rates with little to no evidence of how it is being spent	2
High costs (including rates), diminishing concessions	2
No consultation on issues that affect us on parking in our street	2
Poor / no maintenance of roads and footpaths	2
There are too many issues for the money we pay - don't do enough	2
They appear to ignore things such as dissatisfaction regarding high-density housing and our preference for traditional suburbs and homes	2
They don't care about old people. They do not provide services for old people / pensioners	2
Tight revenue means less marketing, arts, cultural activities etc. & more on basics - elder care, child care, garbage etc.	2
Charging rate paying residents for parking permits is unfair	1
Children's services are lacking given the population	1
Community needs to know more and inform about Council activities and Council decisions in implementing projects without adding more cost to community. Paying a lot in Council fees but hardly able to see what was done to fix the problem or in the project	1
Could be doing more and engaging more with the community	1
Council doesn't talk with the community, they have a greedy attitude	1
Council is very slow / inactive in cleaning street debris in Castle St	1
Dissatisfaction with what Council has done	1
Do not respond on time to the needs - had sent out request to resolve parking problem	1
Garden maintenance is terrible	1
Have always had a terrible time contacting the Council - nothing done	1
Have community meetings are worthless because they don't listen to us	1
Historic & ventures	1
I am not using internet so I am not aware of anything, that is why I am unsatisfied	1
I don't feel the sense of community!	1
I don't know if they have consulted or communicated with us before making decisions	1



Comments regarding performance of Council across all areas of responsibility
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Dissatisfied with Council's overall performance (rating satisfaction less than 5)</i>	
I found they were very fixed in their ideas, impossible to contact & not enough negotiation with the public	1
I have contacted them many times and nothing is happened. Sometimes they won't even answer the phone	1
If you are not a minority. There is no assistance	1
Irresponsive, make decisions without transparency	1
Kindergarten belt system - kindergarten should be accessible	1
Lack of buses	1
Lack of consultation around Maidstone hall issue	1
Lack of resources for 5 - 16 years old	1
Limited maintenance of the council's nature reserves	1
Mainly hearing other people say council don't do a good job	1
Maintenance of area directly surrounding Seddon is inadequate, and failed response to complaints	1
No strong assessment of community needs	1
Not a lot of engagement, besides the news, there is no contact to the Council, hard to know what they are doing	1
Not enough planning of schools and childcare	1
Other Councils do more	1
Parking at workplace and changing of hour limits in Yarraville, impacting train commuters	1
Parking is bad. New developments mean more people are stealing parks	1
Problems with garbage	1
Problems with parking - they show not cohesion, public voting is ridiculous, impersonal manner to deal with issues	1
Rates are quite high, yet there is still a lot of improvements that need to be done	1
Security around some areas is not good	1
Some areas are well invested in while others are neglected	1
Some services are not good	1
Staff not helpful, overall not a good experience	1
Streets sometimes are full of trash & trash bins smell	1
Suffering credibility issues of parking matters, struggling to find sense of identity	1
The Council appears to run its own agenda, which is to maximise its revenue at the expense of listening to the actual issues that concern the community	1
The Council has actioned & completed what suits them, not the people, it is time for a change	1
They are just absent. Can't recall the last time we were engaged by Council member	1
They are out of touch with the community, spending out of line with its expectations. Not a good concept of the impact of rates	1
They don't listen to the community at all	1
They just want to fine people, care more about profits	1
Tired of seeking information & asking for help for people with disability from Council. I hope they understand our needs	1
Very difficult to deal with, too much paperwork, they don't follow through	1
Very poor opinion of some of the Council	1
Waste money	1
What they do is very poor and they don't help the community at all	1

Comments regarding performance of Council across all areas of responsibility

Maribyrnong City Council - 2016 Annual Community Survey

(Number of responses)

Response	Number
<i>Comments from respondents rating satisfaction 5 (neutral)</i>	
Communication is poor, not aware of what is happening, not visible	12
Rates are very high for the services they provide	9
Some of the services (people) are good & others bad	5
I have not noticed any interest in us, haven't asked about our opinions before, no response to our needs, no feedback	4
Don't really hear much from the Council, could improve in all aspects	3
There is room for improvement	3
Better consultation about planning development	2
Council hasn't been doing much	2
I think Council's service is average	2
Lobbying the state government on road issues. Disgraceful behaviour around parking metres & the use of parking fines as budget revenue	2
No paid parking for Yarraville	2
Pretty good, but not as expected	2
There appear to be little or no community consultation & decisions are made to benefit Councillors	2
Bike paths on roads could be done better for people's safety	1
Community services should be reasonably priced	1
Consider the community needs - we are paying high rates each year and we don't know what we are paying for	1
Council is not responsive enough. I wanted them to restart the sprinkler system after the drought was over and they did not respond	1
Council should meet more community needs, they need to show more real action	1
Few experiences with Council, pretty good. Not much consultations - ticket fence	1
I feel the Council is performing poorly with building approvals, allowing multi-storey developments inappropriately, & not respecting Footscray's heritage	1
More aged support	1
More bike facilities, more consideration for parking	1
More investment to Aboriginal Culture Events	1
New buildings look shocking, should invest more on roads	1
Not up to the mark, parking ticket before time	1
Open up consultation sessions frequently, keep in touch with the community	1
Parking in Yarraville	1
Parks and gardens, we prefer the Moonee Valley's facilities, they are much better	1
Parks maintenance is great	1
Personal experience & observation	1
Reduced provision of liquor license by Council to events with children & families	1
Services are not enough since we have been charged such a high rate	1
Some events are too expensive, except library which is really good	1
Spend too much time on politics & not enough time on delivering services	1
The big problem is introduction of paid parking in Yarraville & changes to park permit process, especially for lease holders	1
The population growth is not reasonable	1
They need to be more responsive to the community	1
Things don't seem to get done which should be a priority	1
Too many new developments	1
Want them to do more, men abuse women, make up lies, don't investigate	1
We'd like bigger parks	1



Comments regarding performance of Council across all areas of responsibility
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

Response	Number
<i>Satisfied with Council's overall performance (rating satisfaction 6 or more)</i>	
Generally do a good job, need improvement	28
I am satisfied. I haven't experience any problem / issues	26
They are doing a good job	22
There are areas that could be improved	21
Rate is too high and not enough services have been provided	8
I think they try their best / have improved	7
Council does not communicate with us, we don't know what they are doing	6
Car parking and meter issues within the Council, didn't listen to the community	5
I think the Council does a great job overall!	4
Paid parking in Yarraville is a fiasco - disappointed - bad decision	4
They are always responsive to complaints - phone, email & website	3
They do a good job, but not perfect. They do not respond quickly enough	3
They respond well to criticisms, quick to respond to complaints	3
They were good until they allowed so many units & developments	3
Could be better with clear traffic management plans	2
Could do better, make a few improvements to parks	2
Council could improve efficiency, but they do what they can	2
Council is very important to everyone	2
Council to act on behalf of people by protecting Yarraville from over-development	2
Everything's fine except community engagement	2
Generally good. More early years services	2
Generally works well & provides services well, but there are problems with communication & paid parking in Yarraville	2
Happy living here	2
Its good that they look after cultural difference & promote it	2
Maintain well. Don't cause issues	2
More could be done on consultation, traffic management & the infrastructure - very poor response & communication	2
More events in the community, not feeling the sense of community	2
Rate is a little bit too high. Service is generally maintained at a good standard	2
Road damage needs to be fixed faster, maintenance very poor	2
They need to provide more help for young children	2
Wonderful with the parks & getting upgraded. Also the tree planting is good	2
A lot of money on big street festivals instead of smaller arts festivals	1
A lot of parks are very well maintained, but some are very badly kept, so there is no consistency in all of the areas	1
All of kids and arts services are good and they provide good services in these areas	1
As Councils go, I have seen a lot worse	1
As long as they do their job with the community, I am satisfied	1
Beautification of the area, especially the shopping strips	1
Because I feel like it is changing - more advocating with health & lobby group	1
Constant improvements, amenities reflect the area	1
Council town planning very inconsistent / hard to clarify answers in relations to planning	1
Dealt with Council many times & have always been really helpful. Staff are great	1
Disclose what projects you are doing, need to keep in contact with residents	1

Comments regarding performance of Council across all areas of responsibility
Maribyrnong City Council - 2016 Annual Community Survey
 (Number of responses)



Response	Number
<i>Satisfied with Council's overall performance (rating satisfaction 6 or more)</i>	
Don't have a problem except recycling which should be weekly	1
Don't know them that well. That shows they are not doing anything	1
Don't seem to do much around here	1
Don't take much notice but haven't had a problem	1
Everything seems quickly to sort out and lots of safety precautions. Seems in good order	1
For the amount of revenue they get, they do an ok job, there has been a few things that make you question their priorities (maintenance, parking)	1
General cynicism with politicians, nothing particular	1
Generally it is good, improvement required on housing approval process	1
Good representation of community	1
Good to see trees planted after residents asked for this for past 10 years	1
Good with environment	1
Haven't seen anything being done to do with gender respect & equity	1
I am involved with what the Council do & I know all the effort they have made	1
I am new to the area and live in a place where Council is visible so it's good	1
I am satisfied the Council is promoting Council events, but they need to improve the park more	1
I don't know - basic things are in - rubbish and stuff. I don't know of bike lanes	1
I don't know much about the performance	1
I don't think they check on everything unless we complain. They take too long to do their job	1
I feel like I don't know what the Council is doing. I feel like there is not easy way to find out an app that would be useful	1
I like the fixings they do, they do cleaning but I haven't seen their engagement with the community	1
I think planning decision is not best interests of community	1
I think they do the right thing and take appropriate actions	1
I'd like to see the gap between importance & satisfaction improved	1
It should improve in certain things like consultation & engagement should be taken care of	1
Limited interaction, but clear attempts have been made to make positive changes to the area	1
Local issues - parking enforcement	1
Maintain different cultures, the art shows they have are cool	1
More engagement and consultation, however we do not have any issues with them	1
My experience with building and innovating, I find it little bureaucratic and spend too much time planning	1
Need to improve on efficiency and don't seem to listen to the community	1
Not much visibility about decision	1
Nothing that bad about them. Just need to fix lights & streets faster	1
Ovals and art - I am satisfied	1
People around are really cooperative. The area I live in is quiet and safe	1
Perception from talking with the community	1
Rates are too high but they are improving	1
Rates are very high and developers are getting permission too easy which cause traffic problems	1
Rates go up without obvious reason. Beautification has improved and be more environmental	1
Really good where I live. Need more local events and a community feel	1
Should be more advertising of local events and places to get correct information	1



Comments regarding performance of Council across all areas of responsibility

Maribyrnong City Council - 2016 Annual Community Survey

(Number of responses)

Response	Number
<i>Satisfied with Council's overall performance (rating satisfaction 6 or more)</i>	
Some of the housing development are overcrowding the area	1
Streetscape - more trees, & make sure that you are doing regular maintenance	1
The area is still very unsafe, and the CBD is still ugly	1
The city runs well, it is clean & in good work & order	1
The Council can do better bringing people together, the areas are expanding but there are not projects providing for them	1
The Council could improve their consistency	1
The Council do many things very well, and others very poorly, no middle ground	1
The council does not usually listen to what the people have to say	1
The Council is listening to the people on what we need, the Council listens	1
The hard rubbish collection should go just like 2 years ago	1
The infrastructure of this area is very poor	1
The only thing that brings them down is the footpaths & general litter	1
There are notifications so I am quite satisfied	1
There is a lot of graffiti	1
There is a mixed opinion with the community, sometimes Council does well & sometimes not	1
They are doing good job. Newsletter is informative	1
They are not thinking about our opinion. They are doing what they want	1
They are quite consistent and they take people into consideration	1
They are responsible but still barking a bit	1
They charge enough in rates so it's important to represent the community	1
They could always do better, they are managing growth very well	1
They could improve on speed and efficiency	1
They do an ok job for expensive rates, if rates were less I would be more satisfied	1
They don't communicate well with people with language barriers. They don't work as they should, if we had a swinging seat, we would have a better council	1
They don't consult with the public, sometimes not allowed in Council meeting	1
They don't do what they say	1
They have a pretty good generalist approach, not perfect, rush to overpopulate with high-density	1
They should be committed 100%. They are not doing anything when I reported to them, they give me problems with parking permits	1
They should inform more - use of social media, problems with the website	1
They should post the notices more early	1
They take too much time, not much planning	1
They're alright, but they've tried doing some silly things, people in the area don't want them to do	1
Things are working efficiently	1
Things seems pretty great. Have more interaction with the interest of the public	1
This survey is really focused on what we need & that is good	1
Try to consider the communities viewpoints and represent them to the best of their ability	1
Work Council does is really good, parks, roads, festivals	1
Work in a different Council so I know they do a pretty good job	1
Youth support and they gather in Footscray for no reason	1
Total	438

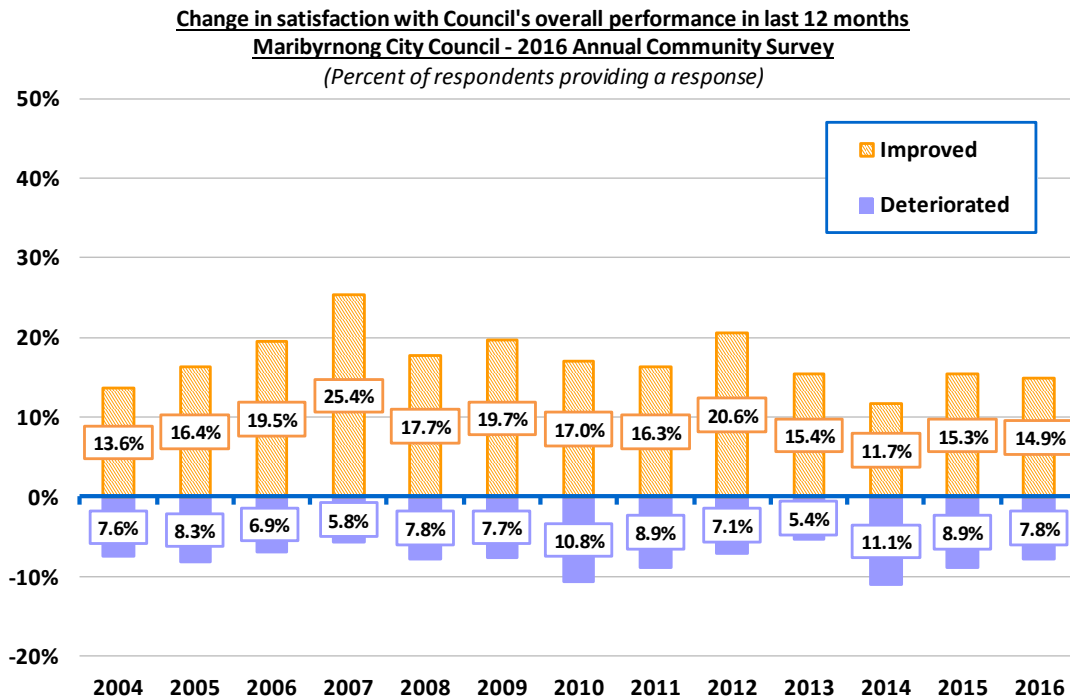
Change in Council’s overall performance

Respondents were asked:

“Over the past twelve months, do you think the Maribyrnong City Council’s overall performance has improved, stayed the same or deteriorated?”

In 2016 almost twice as many respondents considered that Council’s overall performance had improved (14.9%) than respondents that considered performance had deteriorated (7.8%).

For the second consecutive year there was a decline in the proportion of respondents that considered Council’s overall performance had deteriorated in the last twelve months, from a high of 11.1% in 2014 to 7.8% in 2016 (a decline of almost one-third). This result is now almost identical to the long-term average of eight percent.



Metropolis Research notes that almost twice as many respondents in the City of Maribyrnong (14.9%) considered Council’s overall performance had improved in the last twelve months than the metropolitan Melbourne average (8.0%).

It is also noted however that a marginally but not measurably higher proportion of respondents in the City of Maribyrnong (7.8%) considered that Council’s overall performance had deteriorated than the metropolitan Melbourne average (6.1%).

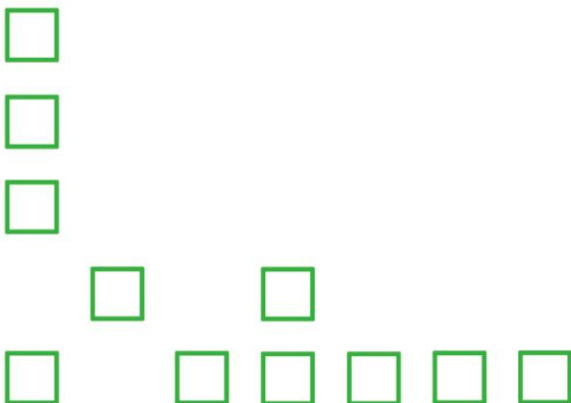
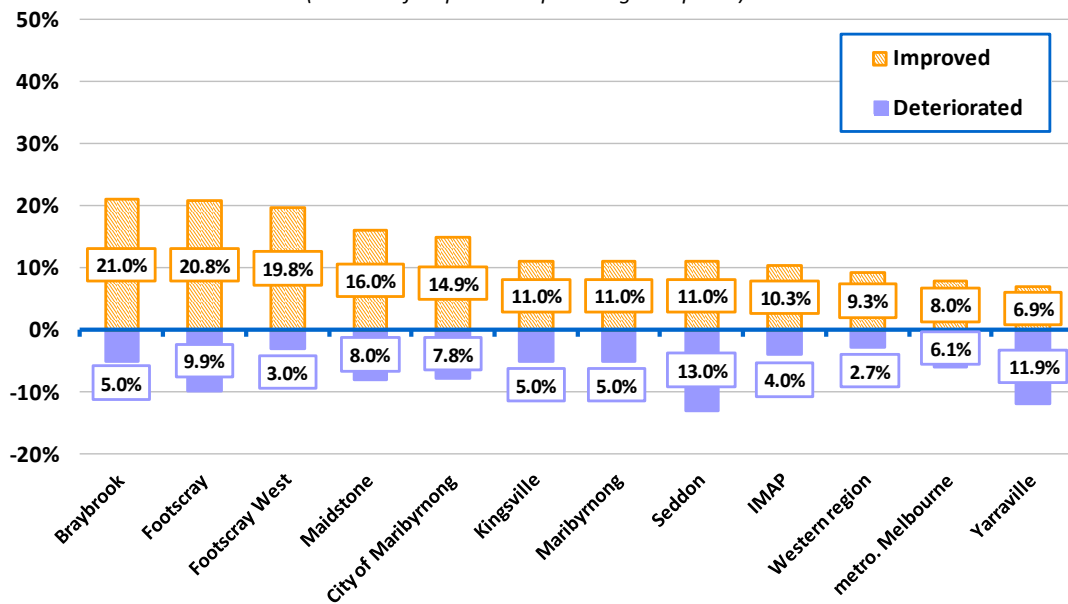




There was some variation in this result observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook, Footscray, and Footscray West** – respondents were somewhat more likely than average to consider that overall performance had improved in the last twelve months.
- ⊗ **Yarraville** – respondents were somewhat less likely than average to consider that overall performance had improved in the last twelve months, and somewhat more likely than average to consider that it had deteriorated.
- ⊗ **City of Maribyrnong** – respondents were somewhat more likely than the average in either the western region or metropolitan Melbourne to consider that overall performance had improved in the last twelve months.
- ⊗ **Seddon** – respondents were somewhat more likely than average to consider that overall performance had deteriorated in the last twelve months.

Change in satisfaction with Council's overall performance in last 12 months by precinct
Maribyrnong City Council - 2016 Annual Community Survey
(Percent of respondents providing a response)



Governance and leadership

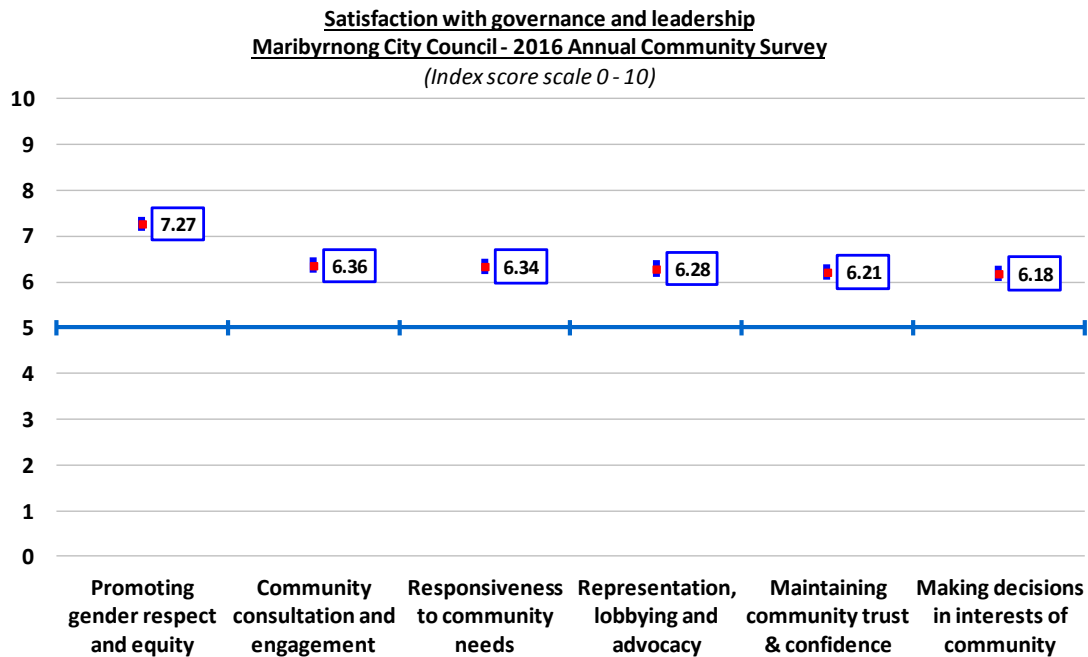
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?”

Average satisfaction with the six included aspects of governance and leadership was 6.44 in 2016, down 2.3% on the 2015 average of 6.59, but up on the 2014 average of 6.29. This decline was not statistically significant.

Satisfaction with the six included aspects of governance and leadership can best be summarised as follows:

- ⊗ **Very Good** – for Council’s commitment to promoting gender respect and equity.
- ⊗ **Solid** – for each of Council’s consultation and engagement, Council’s responsiveness to community needs, Council’s representation, lobbying and advocacy, Council’s performance maintaining the trust and confidence of the local community, and making decisions in the interests of the community.



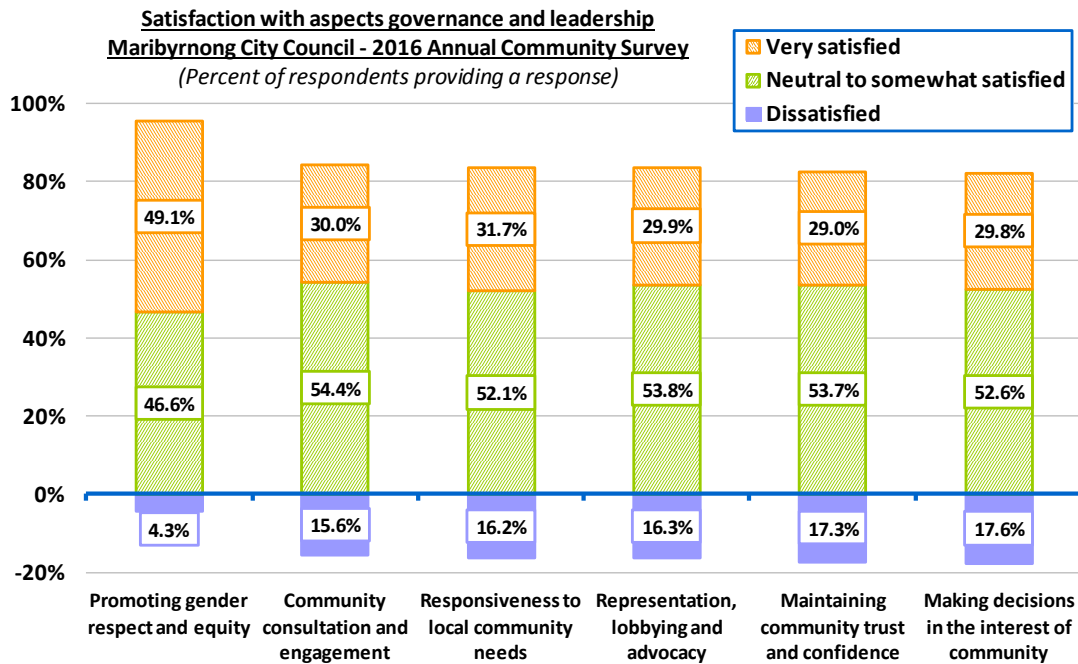
These average satisfaction scores are further described in the following graph that breaks the results into those respondents dissatisfied (rating satisfaction zero to four), neutral to somewhat satisfied (rating five to seven), and very satisfied (rating eight to ten).



Attention is drawn to the following:



- ⊗ Almost half of the respondents were very satisfied with Council’s commitment to promoting gender respect and equity.
- ⊗ Almost twice as many respondents were very satisfied with each of the other five aspects of governance and leadership as were dissatisfied with each aspect.



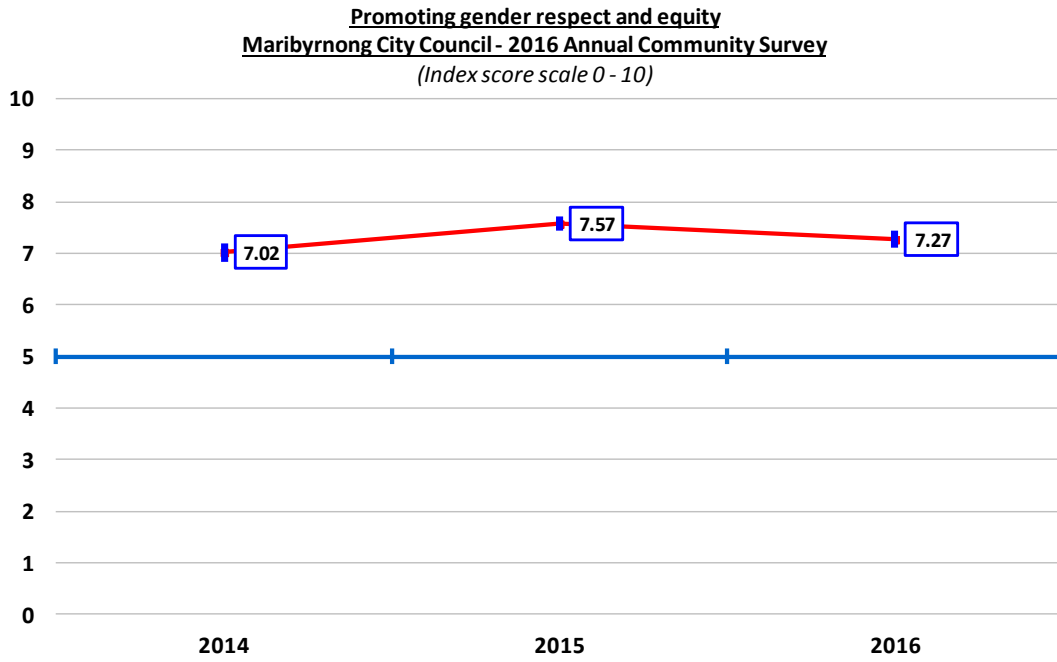
Promoting gender respect and equity

Satisfaction with Council’s commitment to promoting gender respect and equity declined 3.9% in 2016, a measurable but not significant decline. Satisfaction with this aspect of governance and leadership remains at a level best categorised as “very good”.

This result remains higher than the 7.02 recorded when the aspect was first included in the *Annual Community Survey* program in 2014.

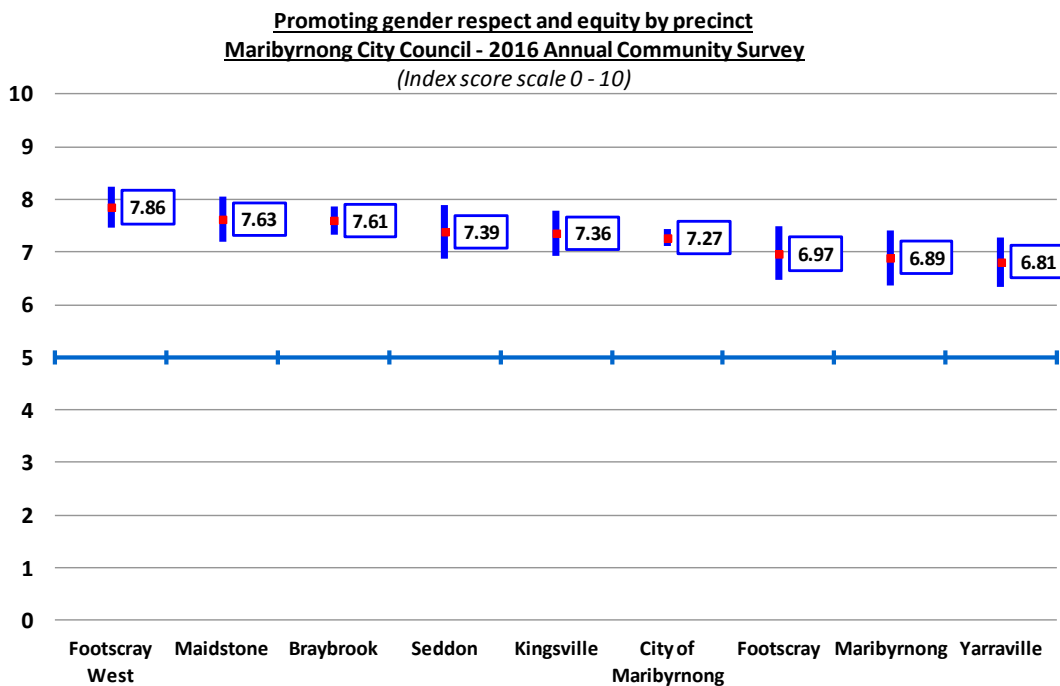
Metropolis Research draws attention to the fact that almost half of the respondents were very satisfied with this aspect of governance and leadership, whilst just twenty-one (4.3%) were dissatisfied. These twenty-one respondents were considerably more likely than average to be female, aged 56 to 75 years, and be from Maribyrnong and Footscray. They were no more likely than average to be from non-English speaking households.





There was some variation in this result observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Footscray West** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “excellent”.
- ⊗ **Footscray, Maribyrnong, and Yarraville** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.



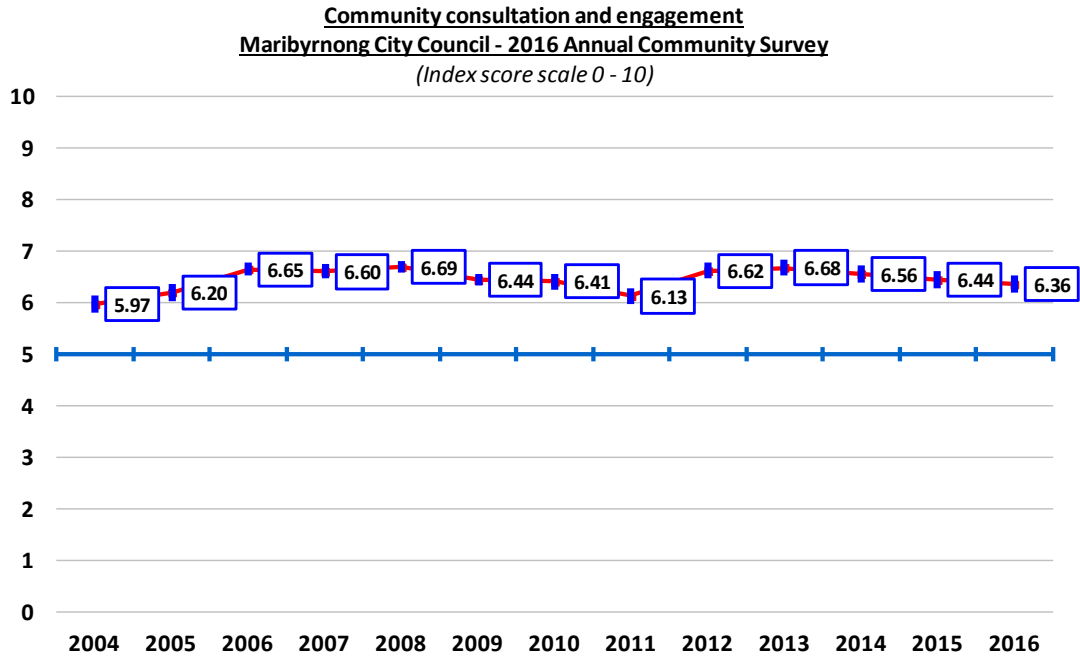


Community consultation and engagement



Satisfaction with Council’s community consultation and engagement declined marginally, but not measurably (1.2%) for the third consecutive year, from a high of 6.68 in 2013 to 6.36 in 2016.

Despite this decline in 2016, satisfaction with this aspect of governance and leadership remains at a level categorised as “solid”.

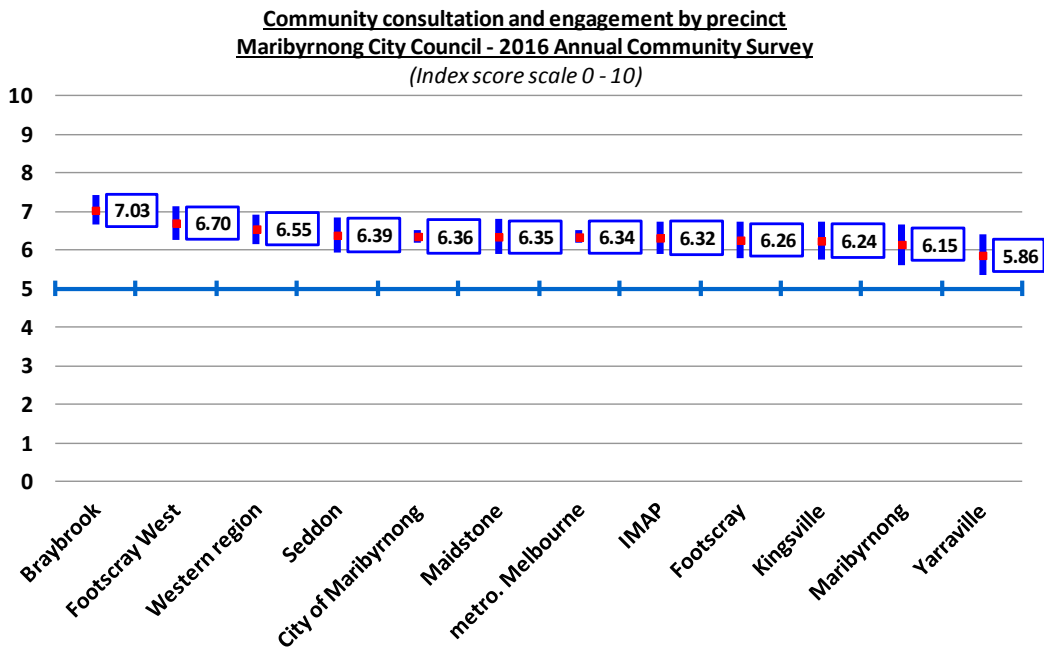


This result was marginally but not measurably lower than the western region average of 6.55 and marginally but not measurably higher than both the metropolitan Melbourne (6.34) and IMAP region (6.32) averages, as recorded in the 2016 *Governing Melbourne* research.

There was relatively little significant variation in this result observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

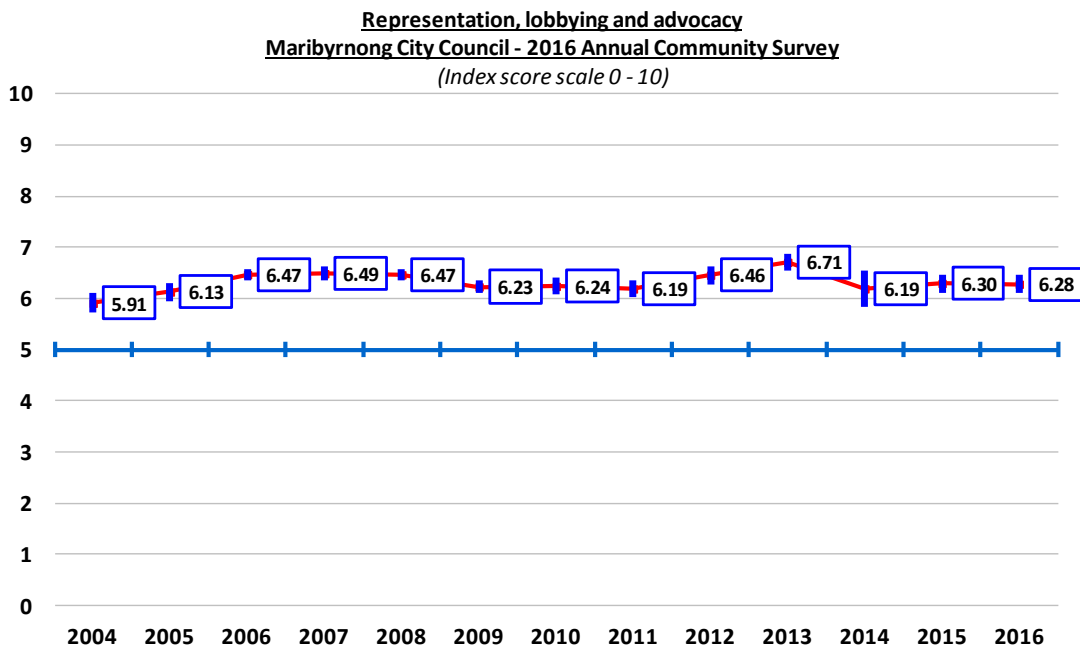
- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as “good”.
- ⊗ **Yarraville** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “poor”.

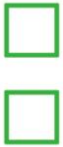




Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying and advocacy declined by less than one percent in 2016 to 6.28, although it remains at a level categorised as “solid”. Metropolis Research notes that satisfaction with aspect of governance and leadership has been at a level categorised as “solid” in eleven of the last thirteen years.



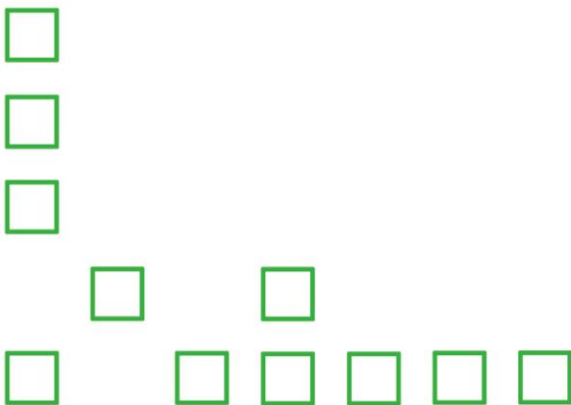
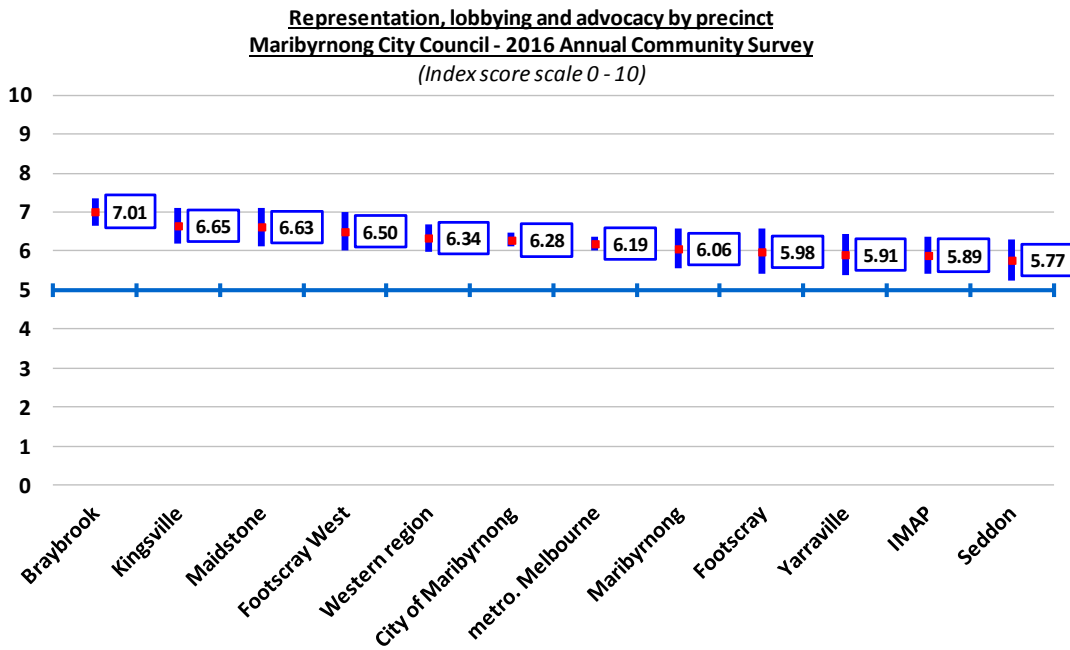


Metropolis Research notes that satisfaction with representation, lobbying and advocacy was similar in the City of Maribyrnong in 2016 as both the western region (6.34) and metropolitan Melbourne (6.19) averages.

Satisfaction with this aspect of governance and leadership was however significantly higher than the IMAP region average of 5.89 from the 2016 *Governing Melbourne* research.

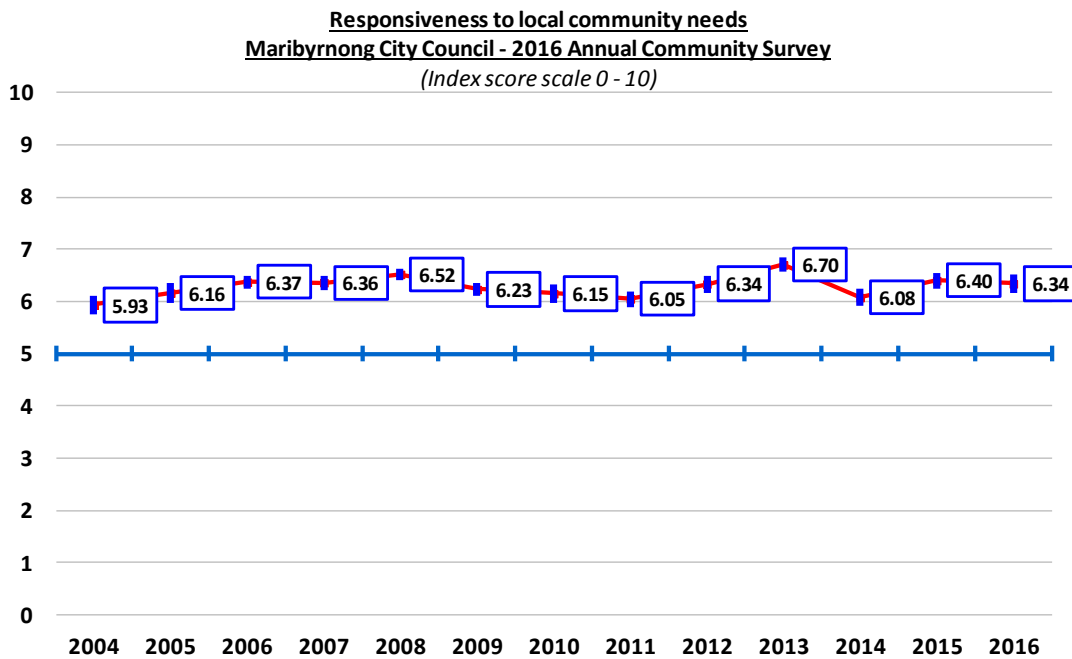
There was some measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Footscray, Yarraville** and **Seddon** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “poor”.



Responsiveness of Council

Satisfaction with the responsiveness of Council to local community needs declined by less than one percent in 2016 to 6.34, although it remains at a level categorised as “solid”. Satisfaction with the responsiveness of Council has been categorised as “solid” in ten of the last thirteen years.

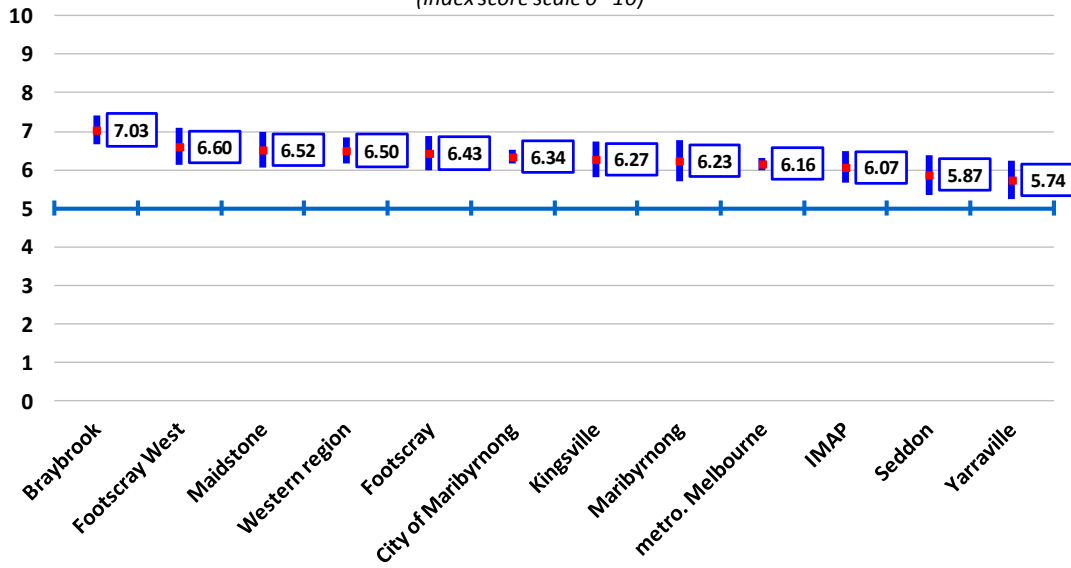


This result was marginally lower than the western region average of 6.50, but marginally higher than the metropolitan Melbourne average of 6.16 and the IMAP region average of 6.07, as recorded in the 2016 *Governing Melbourne* research.

There was some measurable variation in satisfaction with this aspect of governance and leadership observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Yarraville** and **Seddon** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “poor”.

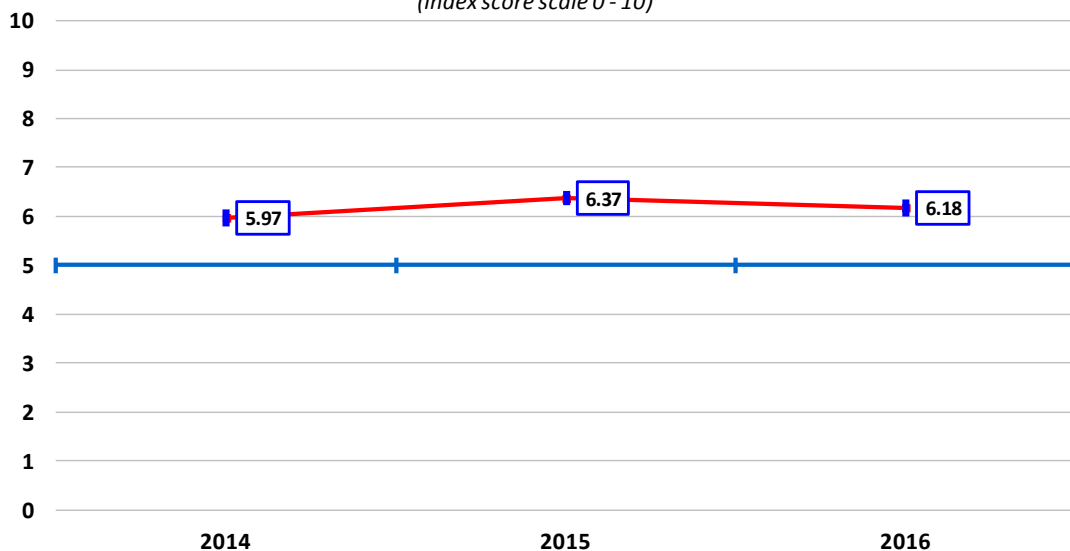
Responsiveness to local community needs by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Making decisions in the interest of the community

Satisfaction with Council’s performance making decisions in the interests of the community declined three percent in 2016 to 6.18, although it remains at a level categorised as “solid”. This decline was not statistically significant.

Making decision in the interests of the community
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)

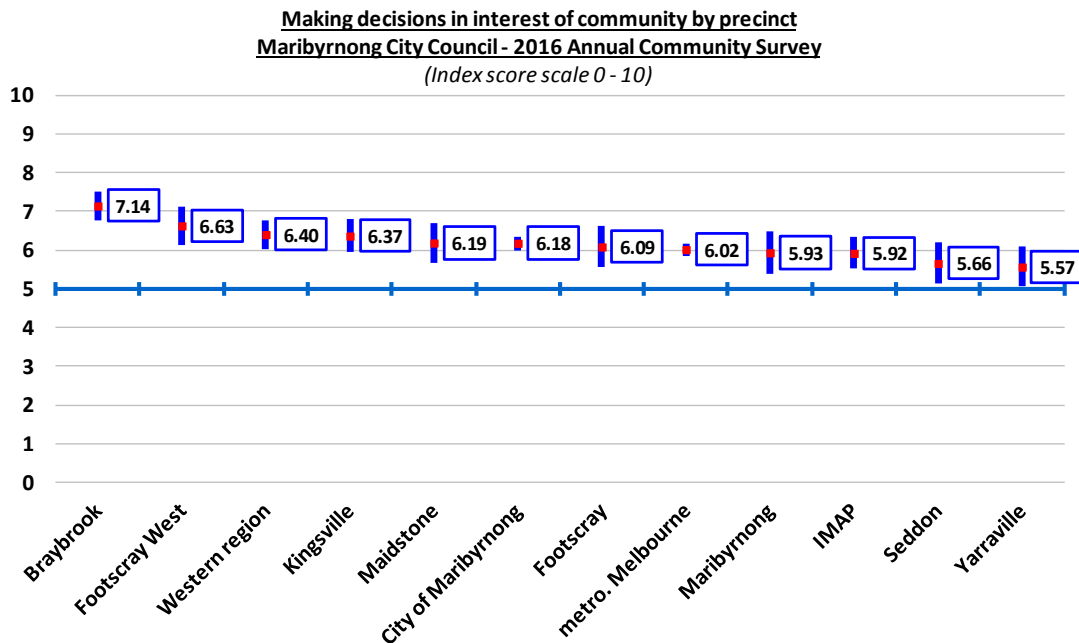


This result was marginally lower than the western region average (6.40), but marginally higher than both the metropolitan Melbourne (6.02) and IMAP region (5.92) averages, as recorded in the 2016 *Governing Melbourne* research.



There was some measurable variation in satisfaction with this aspect of governance and leadership observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Footscray West** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “good”.
- ⊗ **Yarraville** and **Seddon** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “poor”.



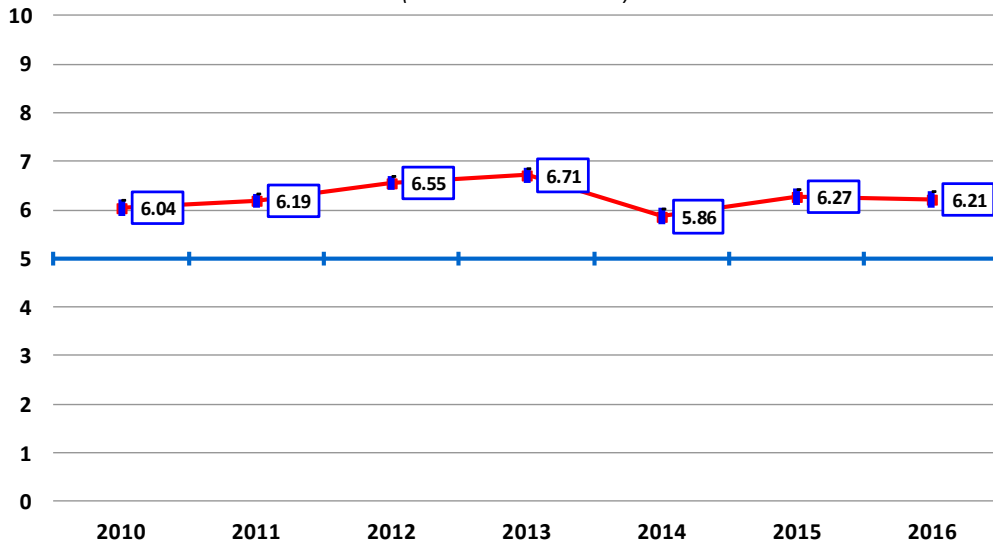
Maintaining trust and confidence

Satisfaction with the performance of Council maintaining the trust and confidence of the community declined by less than one percent in 2016 to 6.21, although it remains at a level categorised as “solid”.

This result is marginally lower than the western region average (6.31), but is somewhat, albeit not measurably higher than both the metropolitan Melbourne (6.03) and IMAP region (5.86) averages as recorded in the 2016 *Governing Melbourne* research.



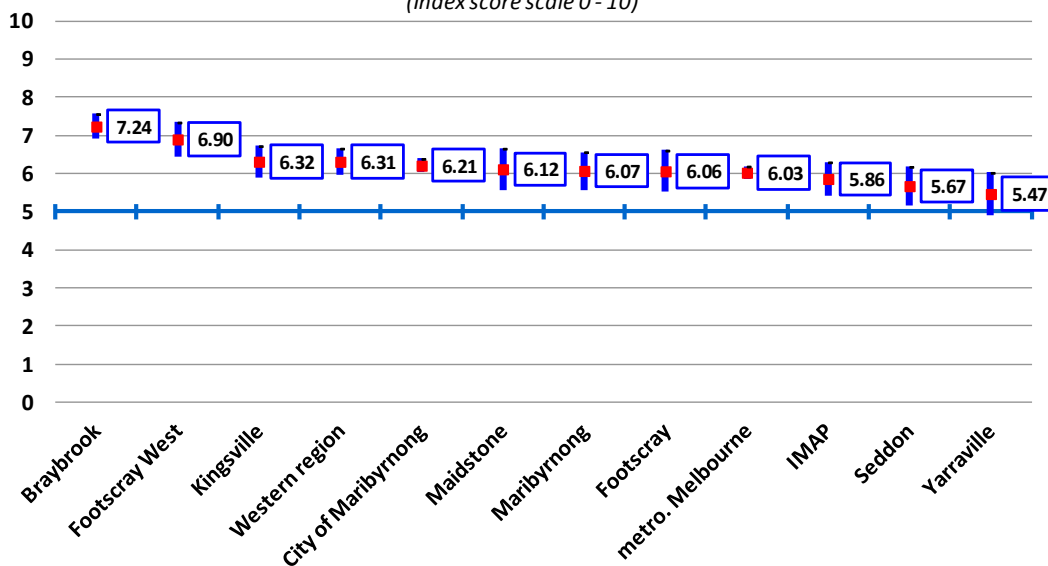
Maintaining trust and confidence of local community
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



There was some measurable variation in satisfaction with this aspect of governance and leadership observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** and **Footscray West** – respondents rated satisfaction measurably and significantly higher than the municipal average and at levels categorised as “good”.
- ⊗ **Seddon** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “poor”.
- ⊗ **Yarraville** – respondents rated satisfaction measurably and significantly lower than the municipal average and at levels categorised as “poor”.

Maintaining trust and confidence of local community by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)

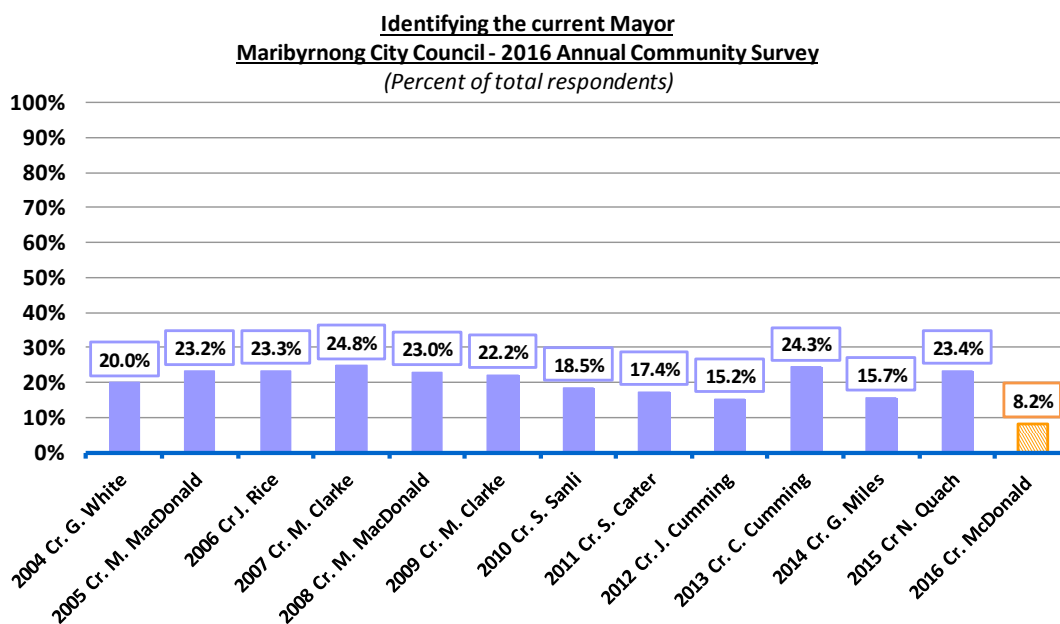


Mayoral recognition

Respondents were asked:

“Can you name the current Mayor of the City of Maribyrnong?”

The proportion of respondents that were able to correctly identify the current Mayor of the City of Maribyrnong declined sharply in 2016, down from 23.4% in 2015 (Cr. Nam Quach) to 8.2% in 2016 (Cr. Cameron McDonald).



Metropolis Research does note that in 2016 a significant proportion of respondents (11.8%) identified the previous year’s Mayor as the current Mayor. This flow-on effect from the previous to the current year was significantly greater in 2016 than has been observed in recent years.

Identifying the Mayor
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of total respondents)

Councillor	2016		2015	2014	2013
	Number	Percent			
Cr Nam Quach	95	11.8%	23.4%	1.1%	0.0%
Cr Cameron McDonald	66	8.2%	1.0%	2.1%	0.8%
Cr Catherine Cumming	44	5.5%	3.1%	5.7%	24.3%
Cr Grant Miles	22	2.7%	2.9%	15.7%	0.1%
Cr Michael Clarke	18	2.2%	1.1%	3.0%	1.9%
Cr Sarah Carter	9	1.1%	1.0%	3.2%	3.3%
Cr Martin Zakharov	7	0.9%	0.8%	0.7%	0.3%
Can't say	542	67.5%	66.8%	68.4%	69.5%
Total	803	100%	800	802	800

Community issues, behaviors and attitudes

Issues for Council to address

Respondents were asked:

“Can you please list what you consider to be the top three issues for the City of Maribyrnong at the moment?”

A total of 588 respondents representing 73.2% of the total sample provided at least one issue for Council to address in the coming year. This is similar to the results recorded in 2015 (71.2%).

It is important to point out that these results reflect issues identified by the community as priorities for the City of Maribyrnong. They are not to be read as a list of complaints.

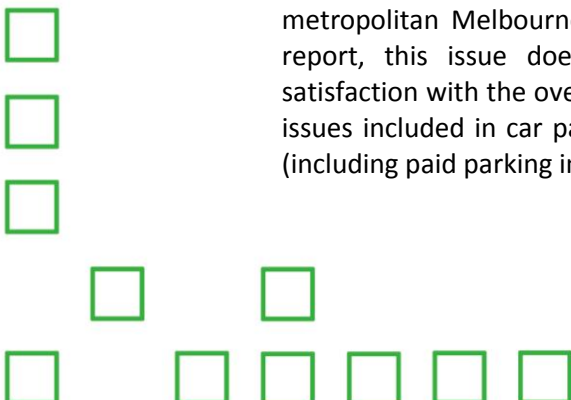
The open-ended comments received from respondents have been categorised into broad groups for ease of analysis and are outlined in the following table.

Metropolis Research draws particular attention to the fact that car parking has in 2016 remained the most commonly identified issue for Council to address in the coming twelve months. This is consistent with the results recorded in 2014 and 2015, resulting to some degree from community concerns around the issue of paid parking in some suburbs of the municipality.

Respondents identified a large number of other issues in 2016, with the results this year broadly consistent with those reported in 2015, as clearly evident in the following table.

The top three issues identified by respondents in 2016 remain somewhat similar to those recorded previous years, with attention specifically drawn to the following:

- ⊗ **Car parking** – identified by almost one-fifth (19.2%) of respondents in 2016, up marginally on the 2015 result of 18.4%. This result is still substantially higher than results from prior to 2014 when this issue more than doubled. Car parking is consistently an issue identified by a large proportion of respondents across metropolitan Melbourne however this Maribyrnong result continues to be a larger than typically measured elsewhere. This result reflects the importance of this issue to residents of the City of Maribyrnong in recent years. By way of comparison the 2016 *Governing Melbourne* research reported 16.5% of respondents from metropolitan Melbourne identified car parking. As discussed elsewhere in this report, this issue does appear to be a negative influence on respondent satisfaction with the overall performance of Maribyrnong Council. The three main issues included in car parking in 2016 were a lack of parking, the cost of parking (including paid parking in Yarraville and Seddon), and parking enforcement.



- ⊗ **Traffic management** – identified by a little less than one-sixth (14.1%) of respondents in 2016, down slightly on the 18.5% reported in 2015, and somewhat below the long-term average. Metropolis Research has consistently observed across many community surveys of this nature that somewhere in the order of one-fifth of respondents typically identify traffic management issues. By way of comparison *Governing Melbourne* in 2016 reported that 20.1% of metropolitan Melbourne respondents identified this issue. As discussed elsewhere in this report, this issue does appear to be a negative influence on respondent satisfaction with the overall performance of Maribyrnong Council.
- ⊗ **Building, housing, planning and development** – identified by 11.8% of respondents in 2016, almost double the 6.4% recorded in 2015 and previous years. By way of comparison the metropolitan Melbourne average for this issue was 9.1% in *Governing Melbourne* in 2016. As discussed elsewhere in this report, this issue does appear to be a negative influence on respondent satisfaction with the overall performance of Maribyrnong Council.
- ⊗ **Parks, gardens and open space issues** – identified by 8.3% of respondents in 2016, up marginally on the 6.4% recorded in 2015. By way of comparison, the metropolitan Melbourne average for this issue was 7.0% in the 2016 *Governing Melbourne* research. Unusually this issue does appear to have a negative influence on respondent satisfaction with the overall performance of Maribyrnong Council in 2016. In the opinion of Metropolis Research, this may well be an outlier result.
- ⊗ **Road maintenance and repairs** – identified by 8.0% of respondents in 2016, down very marginally on the 8.4% reported in 2015. By way of comparison, the metropolitan Melbourne average for this issue was 7.0% in the 2016 *Governing Melbourne* research. As discussed elsewhere in this report, this issue does appear to be a negative influence on satisfaction with the overall performance of Maribyrnong Council.

Metropolis Research notes that there was a small decline in the proportion of respondents identifying issues of cleanliness of the area (6.4% down from 8.6%) as well as safety, policing and crime issues (6.0% down from 7.4% in 2015 and 12.1% in 2014), and Council rates (6.0% down from 6.3% in 2015 and 12.7% in 2014). These issues appear to be diminishing in importance in the community in recent years.



Top issues for Maribyrnong City Council to address in the coming twelve months
Maribyrnong City Council - 2016 Annual Community Survey

(Number and percent of total respondents)

Issue	2016		2015	2014	2013	metro. Melb.
	Number	Percent				
Car parking	154	19.2%	18.4%	22.1%	10.4%	16.5%
Traffic management	113	14.1%	18.5%	16.5%	21.4%	20.1%
Building, planning, housing and development	95	11.8%	6.4%	5.6%	4.8%	9.1%
Parks, gardens and open space	67	8.3%	6.4%	6.9%	7.4%	7.0%
Road maintenance and repairs	64	8.0%	8.4%	7.4%	6.8%	7.0%
Cleanliness of area	51	6.4%	8.6%	4.4%	4.0%	3.8%
Safety, policing & crime	48	6.0%	7.4%	12.1%	14.5%	8.6%
Council rates	48	6.0%	6.3%	12.7%	6.6%	2.5%
Footpath maintenance and repairs	47	5.9%	6.6%	6.1%	6.1%	8.4%
Footscray CBD issues	39	4.9%	3.3%	4.0%	5.4%	na
Cycling & walking tracks	37	4.6%	5.5%	4.2%	5.4%	2.0%
Lighting	33	4.1%	3.9%	5.6%	7.8%	6.9%
Drains maintenance and repairs	30	3.7%	0.8%	0.9%	1.0%	2.9%
Provision and maintenance of street trees	28	3.5%	4.3%	2.7%	5.1%	7.1%
Street cleaning and maintenance	28	3.5%	3.0%	2.9%	6.4%	2.8%
Hard rubbish collection	21	2.6%	3.3%	3.2%	3.5%	4.4%
Communication & provision of information	19	2.4%	2.5%	4.6%	1.3%	0.9%
Graffiti & vandalism	18	2.2%	4.0%	3.5%	1.1%	1.8%
Shops, restaurants and entertainment venues	17	2.1%	0.6%	0.4%	0.8%	1.9%
Childcare	16	2.0%	1.5%	2.4%	1.4%	0.0%
Public transport	15	1.9%	3.3%	3.4%	3.1%	4.1%
Environment, conservation and climate change	15	1.9%	2.9%	1.7%	1.8%	1.3%
Provision and maintenance of infrastructure	15	1.9%	1.8%	0.4%	0.6%	1.0%
Rubbish and waste issues including garbage	14	1.7%	1.9%	4.2%	4.6%	4.1%
Education and schools	13	1.6%	2.3%	2.2%	3.3%	1.1%
Drugs, alcohol & cigarette issues	11	1.4%	2.1%	5.6%	0.0%	1.0%
Quality & provision of community services	11	1.4%	0.0%	1.4%	0.3%	0.6%
Animal management	9	1.1%	0.9%	3.1%	1.3%	1.8%
Activities, services and facilities for youth	9	1.1%	0.9%	1.6%	0.6%	1.5%
Community activities, arts and culture	9	1.1%	0.8%	2.6%	1.1%	0.8%
Services and facilities for the elderly	9	1.1%	0.6%	0.9%	0.9%	0.5%
Green waste collection	9	1.1%	0.0%	0.6%	1.0%	0.9%
Cultural diversity	8	1.0%	1.0%	1.6%	0.0%	0.0%
Noise	8	1.0%	0.3%	0.9%	0.9%	1.3%
Public toilets	7	0.9%	1.3%	1.4%	1.6%	2.1%
Activities & facilities for children	7	0.9%	1.3%	0.0%	0.4%	1.5%
Financial issues and priorities for Council	7	0.9%	1.1%	1.1%	0.8%	0.9%
Employment and job creation	7	0.9%	0.6%	1.0%	1.1%	0.0%
Recycling collection	7	0.9%	0.5%	1.1%	0.5%	1.1%
Sports/recreation facilities	6	0.7%	1.1%	1.4%	1.3%	1.6%
Governance and accountability	6	0.7%	1.0%	0.5%	0.1%	0.8%
Council customer service	5	0.6%	1.1%	0.9%	0.3%	0.0%
Economic development	5	0.6%	0.0%	0.0%	0.0%	0.0%
Housing availability / affordability	5	0.6%	0.8%	1.0%	0.4%	0.0%
Other issues n.e.i	39	4.9%	4.8%	6.0%	45.0%	4.1%
Total responses	1,229		1,237	1,429	1,231	1,385
<i>Respondents identifying at least one issue</i>	<i>588 (73.2%)</i>		<i>570</i>	<i>608</i>	<i>597</i>	<i>653</i>

The following table provides the top ten issues for Council to address identified by respondents in each of the eight precincts comprising the City of Maribyrnong, with particular attention drawn to the following:



- ⊗ **Maribyrnong** – respondents were somewhat more likely than average to identify traffic management, Council rates, and parks, garden and open space issues.
- ⊗ **Yarraville** – respondents were somewhat more likely than average to identify building, housing, planning and development related issues.
- ⊗ **Footscray** – respondents were somewhat more likely than average to identify parking, Footscray CBD issues, and issues with the provision and maintenance of cycling and walking paths.
- ⊗ **Braybrook** – respondents were somewhat more likely than average to identify cleanliness of the local area, hard rubbish collection, and drains maintenance and repair related issues.
- ⊗ **Footscray West** – respondents were somewhat more likely than average to identify parks, gardens and open space related issues.
- ⊗ **Maidstone** – respondents were somewhat more likely than average to identify traffic management, road maintenance and repairs, safety, policing and crime, and lighting related issues.
- ⊗ **Seddon** – respondents were somewhat more likely than average to identify parking, building, housing, planning and development, traffic management, and the provision and maintenance of walking and cycling paths related issues.



Top issues for Council to address in the coming twelve months by precinct

Maribyrnong City Council - 2016 Annual Community Survey

(Percent of total respondents)

Maribyrnong		Yarraville	
Traffic management	19.0%	Parking	20.8%
Parking	15.0%	Building, planning, housing & development	16.8%
Rates	13.0%	Traffic management	15.8%
Parks, gardens & open spaces	12.0%	Roads repairs & maintenance	7.9%
Building, planning, housing & development	10.0%	Footpath repairs & maintenance	7.9%
Roads repairs & maintenance	8.0%	Parks, gardens & open spaces	6.9%
Cleanliness & maintenance of area	7.0%	Rates	6.9%
Safety, policing & crime	7.0%	Provision & maintenance of street trees	5.9%
Drains maintenance & repairs	4.0%	Cleanliness & maintenance of area	5.0%
Lighting	4.0%	Childcare	4.0%

Footscray		Braybrook	
Parking	23.8%	Parking	18.0%
Traffic management	13.9%	Cleanliness & maintenance of area	10.0%
Building, planning, housing & development	11.9%	Hard rubbish collection	7.0%
Footscray CBD issues	10.9%	Drains maintenance & repairs	6.0%
Prov & maint. of cycling / walking paths	9.9%	Footpath repairs & maintenance	5.0%
Cleanliness & maintenance of area	8.9%	Lighting	5.0%
Footpath repairs & maintenance	8.9%	Safety, policing & crime	5.0%
Safety, policing & crime	7.9%	Rubbish & waste issues inc. garbage	5.0%
Drains maintenance & repairs	6.9%	Prov & maint. of cycling / walking paths	5.0%
Rates	6.9%	Parks, gardens & open spaces	4.0%

Footscray West		Maidstone	
Parks, gardens & open spaces	15.8%	Traffic management	18.0%
Parking	13.9%	Parking	17.0%
Building, planning, housing & development	12.9%	Roads repairs & maintenance	13.0%
Traffic management	11.9%	Safety, policing & crime	12.0%
Roads repairs & maintenance	10.9%	Building, planning, housing & development	10.0%
Lighting	6.9%	Lighting	8.0%
Safety, policing & crime	6.9%	Parks, gardens & open spaces	7.0%
Cleanliness & maintenance of area	5.0%	Shops, restaurants & entertainment venues	6.0%
Footscray CBD issues	4.0%	Cleanliness & maintenance of area	5.0%
Rates	4.0%	Footpath repairs & maintenance	5.0%

Seddon		Kingsville	
Parking	25.0%	Parking	22.0%
Building, planning, housing & development	16.0%	Traffic management	15.0%
Traffic management	16.0%	Building, planning, housing & development	10.0%
Parks, gardens & open spaces	10.0%	Parks, gardens & open spaces	8.0%
Roads repairs & maintenance	10.0%	Roads repairs & maintenance	8.0%
Prov & maint. of cycling / walking paths	9.0%	Footpath repairs & maintenance	7.0%
Footscray CBD issues	5.0%	Rates	6.0%
Communication, consultation & pro. of info.	5.0%	Safety, policing & crime	6.0%
Rates	5.0%	Childcare	5.0%
Environment, conservation & climate change	5.0%	Footscray CBD issues	5.0%

There was some significant variation in these results observed by respondents' age structure, with attention drawn to the following:

- ⊗ **Adolescents (aged 15 to 19 years)** – respondents were somewhat more likely than average to identify safety, policing and crime and library issues.
- ⊗ **Young adults (aged 20 to 35 years)** – respondents were somewhat more likely than average to identify parks, gardens and open space issues and issues with road maintenance and repairs.
- ⊗ **Adults (aged 36 to 45 years)** – respondents were somewhat more likely than average to identify traffic management and building, housing, planning and development related issues.
- ⊗ **Middle-aged adults (aged 46 to 55 years)** – respondents were somewhat more likely than average to identify traffic management, building, housing, planning and development, rates, Footscray CBD, cleanliness and maintenance of the local area, and provision and maintenance of general infrastructure related issues.
- ⊗ **Older adults (aged 56 to 75 years)** – respondents were somewhat more likely than average to identify drains maintenance and repair related issues.
- ⊗ **Senior citizens (aged 76 years and over)** – respondents were somewhat more likely than average to identify footpath maintenance and repairs, services and facilities for the elderly, financial issues and priorities for Council, shops, restaurants and entertainment venues, and animal management related issues.



Top issues for Council to address in the coming twelve months by age
Maribyrnong City Council - 2016 Annual Community Survey
(Percent of total respondents)

15 - 19 years		20 - 35 years	
Safety, policing and crime	12.7%	Parking	16.7%
Roads repairs and maintenance	11.3%	Traffic management	15.6%
Education and schools	6.4%	Parks, gardens and open spaces	12.2%
Cleanliness and maintenance of area	6.4%	Roads repairs and maintenance	11.9%
Footpath repairs and maintenance	6.4%	Building, planning, housing and development	7.8%
Library services	6.4%	Safety, policing and crime	7.4%
Street cleaning and maintenance	6.4%	Cleanliness and maintenance of area	7.3%
Parks, gardens and open spaces	5.0%	Prov and maint. of cycling / walking paths	5.7%
Rubbish and waste issues inc. garbage	5.0%	Lighting	5.1%
Community activities, arts and culture	5.0%	Footscray CBD issues	4.6%

36 - 45 years		46 - 55 years	
Parking	21.6%	Parking	19.2%
Traffic management	18.8%	Traffic management	18.3%
Building, planning, housing and development	16.5%	Building, planning, housing and development	14.6%
Parks, gardens and open spaces	8.9%	Rates	12.4%
Cleanliness and maintenance of area	6.9%	Footscray CBD issues	9.2%
Rates	6.8%	Cleanliness and maintenance of area	8.4%
Prov and maint. of cycling / walking paths	5.6%	Safety, policing and crime	7.3%
Lighting	5.0%	Roads repairs and maintenance	6.3%
Footpath repairs and maintenance	5.0%	Provision and maintenance of infrastructure	5.8%
Safety, policing and crime	4.9%	Provision and maintenance of street trees	5.2%

56 - 75 years		76 years and over	
Parking	21.6%	Parking	20.5%
Building, planning, housing and development	12.5%	Footpath repairs and maintenance	11.4%
Footpath repairs and maintenance	9.0%	Services and facilities for the elderly	8.7%
Roads repairs and maintenance	7.8%	Financial issues and priorities for Council	7.9%
Drains maintenance and repairs	7.7%	Roads repairs and maintenance	7.3%
Parks, gardens and open spaces	7.6%	Shops, restaurants and entertainment venues	7.3%
Rates	6.9%	Animal management	7.2%
Traffic management	6.9%	Provision and maintenance of street trees	5.1%
Provision and maintenance of street trees	6.5%	Traffic management	4.7%
Prov and maint. of cycling / walking paths	5.4%	Building, planning, housing and development	4.4%

The following table provides a breakdown of these results by respondents' demographic and household profile. A degree of variation was observed in the results, with attention drawn to the following:



- ⊗ **Male** – respondents were somewhat more likely than female respondents to identify traffic management issues.
- ⊗ **Female** – respondents were somewhat more likely than male respondents to identify parks, gardens and open space issues.
- ⊗ **English speaking** – respondents from English speaking households were somewhat more likely than respondents from non-English speaking households to identify building, housing, planning and development and parks, gardens, and open space issues.
- ⊗ **Non-English speaking** – respondents from non-English speaking households were somewhat more likely than respondents from English speaking households to identify parking, safety, policing and crime and lighting related issues.
- ⊗ **Disability** – respondents from households with a member with a disability were somewhat more likely than other households to identify parking, road maintenance and repairs, provision and maintenance of cycling / walking paths, and rates related issues.
- ⊗ **No-disability** – respondents from households without a member with a disability were somewhat more likely than those with a member with a disability to identify traffic management related issues.



Top issues for Council to address in the coming twelve months by respondent profile

Maribyrnong City Council - 2016 Annual Community Survey

(Percent of total respondents)

Male		Female	
Parking	20.3%	Parking	18.1%
Traffic management	16.1%	Building, planning, housing and development	12.2%
Building, planning, housing and development	11.2%	Traffic management	11.9%
Parks, gardens and open spaces	7.9%	Footpath repairs and maintenance	8.7%
Roads repairs and maintenance	7.4%	Roads repairs and maintenance	8.7%
Cleanliness and maintenance of area	6.1%	Parks, gardens and open spaces	8.1%
Rates	5.8%	Safety, policing and crime	6.4%
Safety, policing and crime	5.5%	Cleanliness and maintenance of area	6.3%
Prov and maint. of cycling / walking paths	4.9%	Footscray CBD issues	6.1%
Street cleaning and maintenance	4.2%	Rates	6.0%

English speaking		non-English speaking	
Parking	16.5%	Parking	23.7%
Building, planning, housing and development	14.6%	Traffic management	14.3%
Traffic management	14.1%	Roads repairs and maintenance	9.3%
Parks, gardens and open spaces	9.3%	Safety, policing and crime	8.8%
Roads repairs and maintenance	7.4%	Cleanliness and maintenance of area	6.8%
Footpath repairs and maintenance	6.8%	Parks, gardens and open spaces	6.8%
Rates	6.1%	Lighting	6.7%
Cleanliness and maintenance of area	6.0%	Building, planning, housing and development	6.6%
Prov and maint. of cycling / walking paths	5.2%	Rates	6.1%
Safety, policing and crime	4.6%	Footscray CBD issues	5.6%

Household members with a disability		Household members without a disability	
Parking	28.9%	Parking	17.9%
Roads repairs and maintenance	14.2%	Traffic management	14.5%
Traffic management	10.9%	Building, planning, housing and development	12.3%
Prov and maint. of cycling / walking paths	8.9%	Parks, gardens and open spaces	9.0%
Rates	8.9%	Roads repairs and maintenance	7.3%
Footpath repairs and maintenance	7.7%	Cleanliness and maintenance of area	6.7%
Provision and maintenance of street trees	7.0%	Safety, policing and crime	6.0%
Building, planning, housing and development	5.5%	Rates	5.7%
Safety, policing and crime	5.5%	Footpath repairs and maintenance	5.5%
Street cleaning and maintenance	5.2%	Footscray CBD issues	4.7%

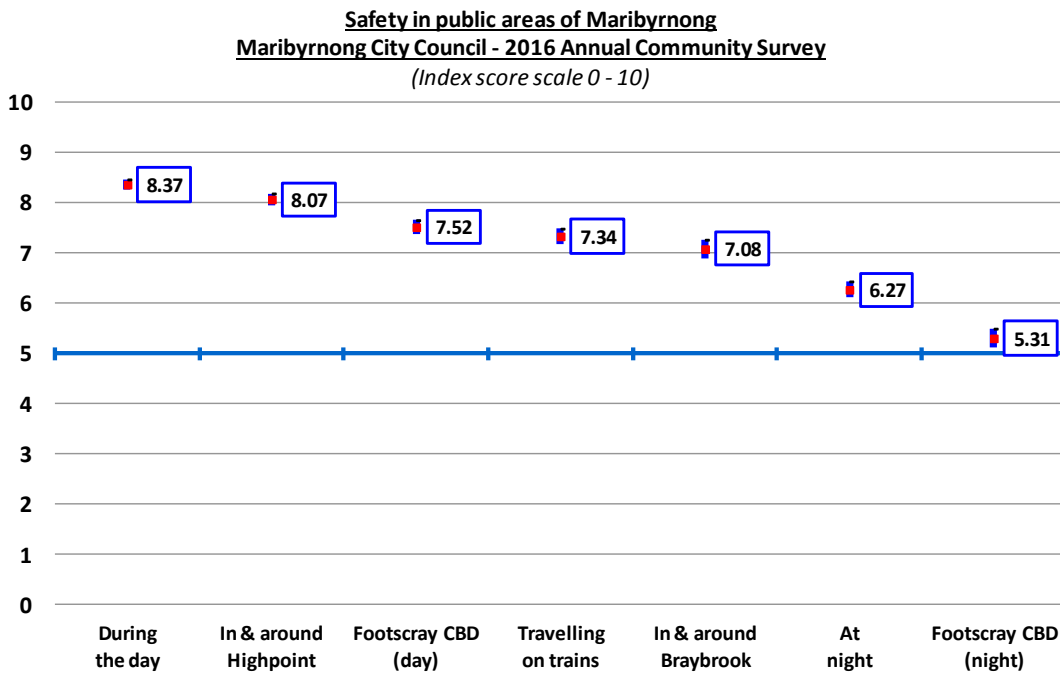
Safety in public areas

Respondents were asked:

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Maribyrnong?"

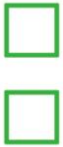
The perception of safety in the public areas of the City of Maribyrnong can best be summarised as follows:

- ⊗ **Very safe** – in the public areas of the City of Maribyrnong during the day and in and around Highpoint.
- ⊗ **Solidly safe** - in and around Footscray CBD during the day, travelling on trains, and in and around Braybrook shopping centre.
- ⊗ **Mildly safe** – in the public areas of the City of Maribyrnong at night.
- ⊗ **Neutral** – in and around the Footscray CBD at night.

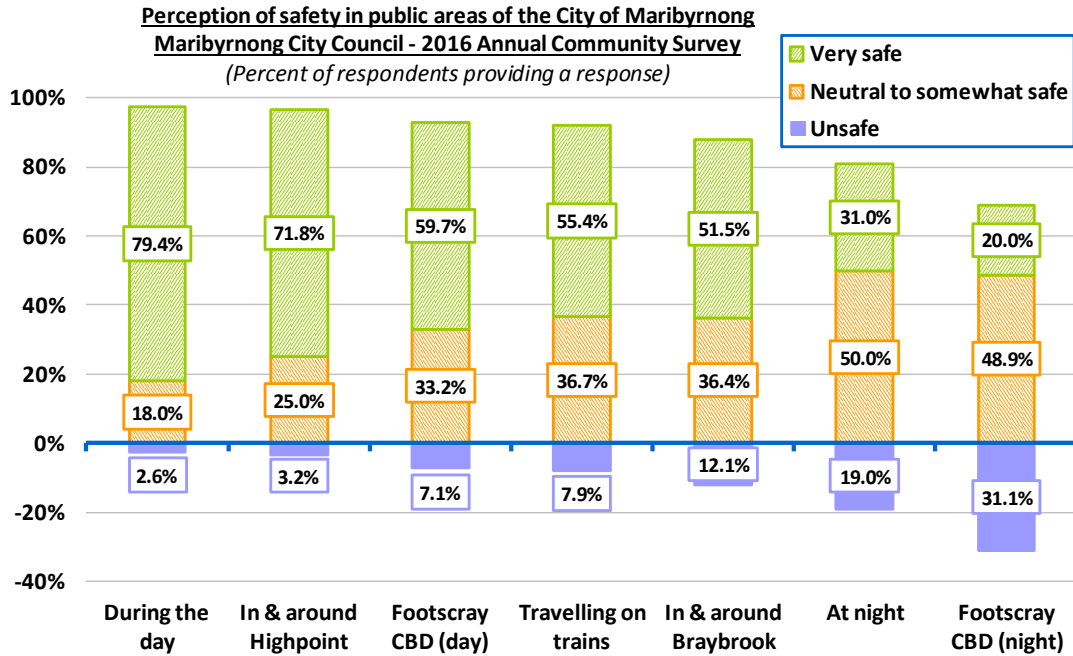


The following graph provides a breakdown of these results into respondents that felt unsafe (rating zero to four), neutral to somewhat safe (rating five to seven), and very safe (rating eight to ten). Attention is drawn to the following:

- ⊗ Approximately three-quarters of respondents felt very safe in and around Footscray CBD during the day (79.4%) and in and around Highpoint (71.8%).
- ⊗ More than half of the respondents felt very safe in and around Footscray CBD during the day (59.7%), travelling on trains (55.4%), and in and around Braybrook shopping centre (51.5%).

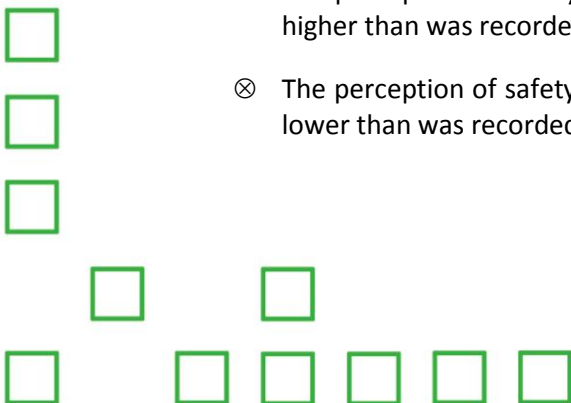


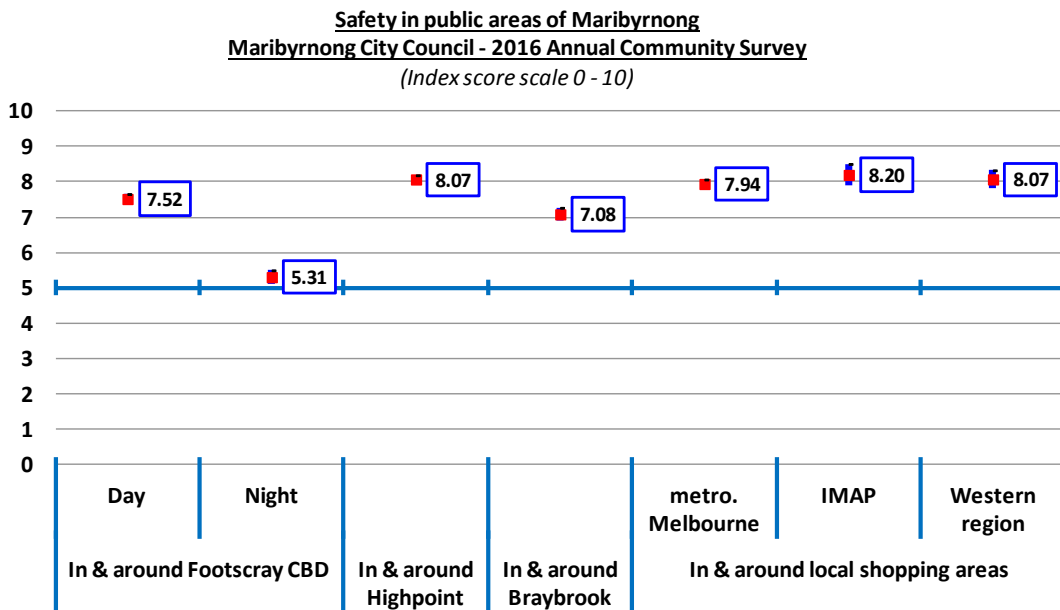
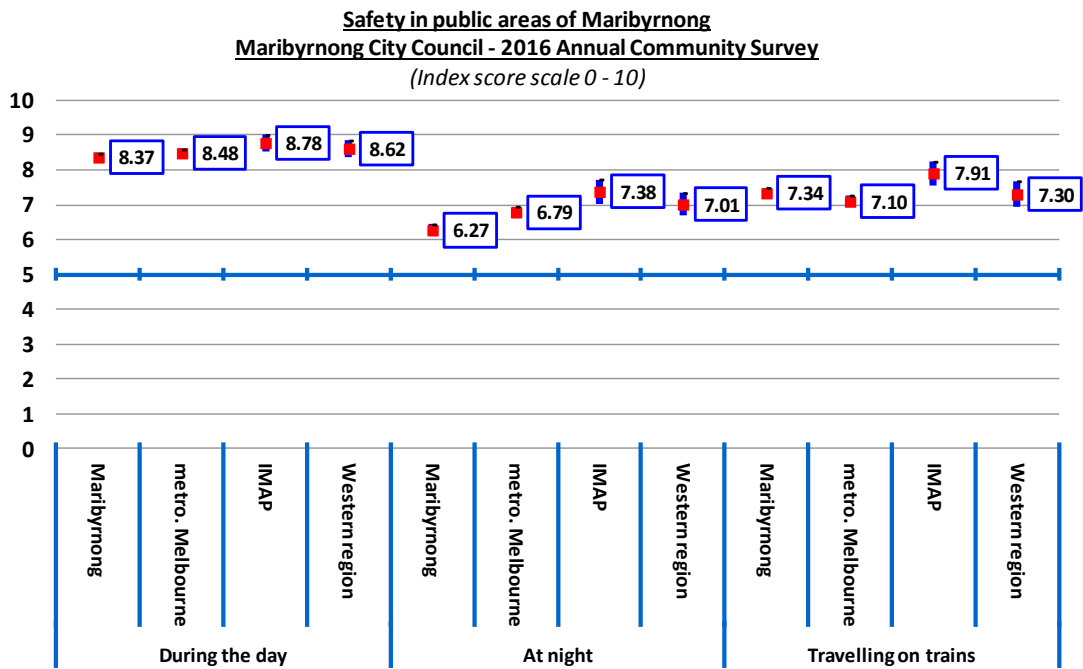
- ⊗ Whilst almost one-third (31.0%) of respondents felt very safe in the public areas of the City of Maribyrnong at night, almost one-fifth (19.0%) felt unsafe.
- ⊗ Almost one-third (31.1%) of respondents felt unsafe in and around the Footscray CBD at night, whilst one-fifth (20.0%) felt very safe.



The following graph provides a comparison of these results against the 2016 *Governing Melbourne* results for the IMAP region, the western region of Melbourne, and the metropolitan Melbourne average.

- ⊗ The perception of safety in the public areas of the City of Maribyrnong during the day was marginally lower than that recorded elsewhere, although it was still very high (more than eight out of ten).
- ⊗ The perception of safety travelling on trains of respondents in the City of Maribyrnong was similar to that recorded elsewhere.
- ⊗ The perception of safety in the public areas of the City of Maribyrnong was measurably and significantly lower than was recorded elsewhere.
- ⊗ The perception of safety in and around Footscray CBD was somewhat lower than the averages recorded for safety in shopping areas elsewhere across Melbourne.
- ⊗ The perception of safety in and around Highpoint shopping centre was marginally higher than was recorded elsewhere.
- ⊗ The perception of safety in and around Braybrook shopping centre was marginally lower than was recorded elsewhere.



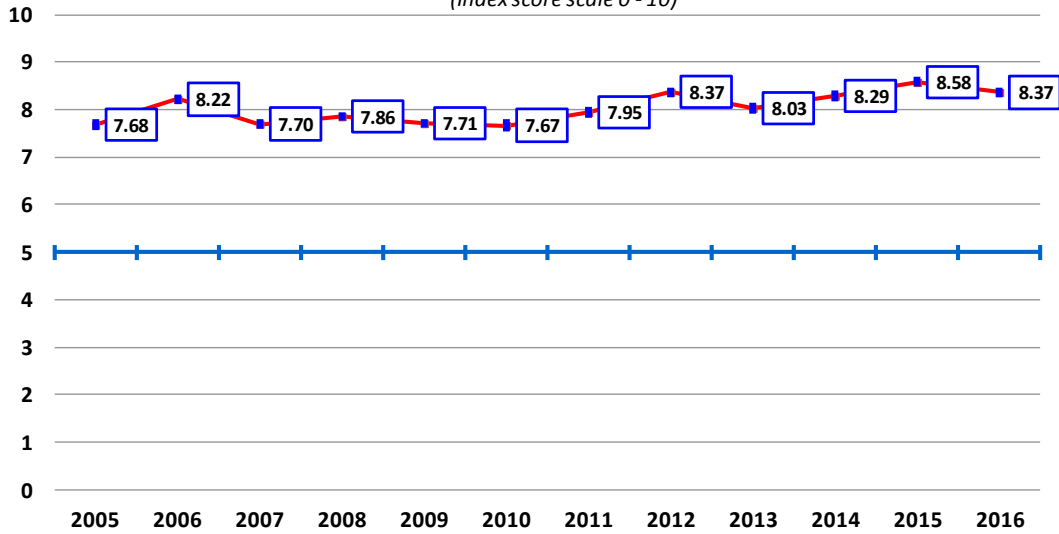


The perception of safety in the public areas of the City of Maribyrnong declined measurably in 2016, down 2.4% to 8.37. Despite this decline, the average perception of safety in the public areas of the City of Maribyrnong during the day remains comfortably above eight out of ten.



Perception of safety in public areas of Maribyrnong during the day
Maribyrnong City Council - 2016 Annual Community Survey

(Index score scale 0 - 10)

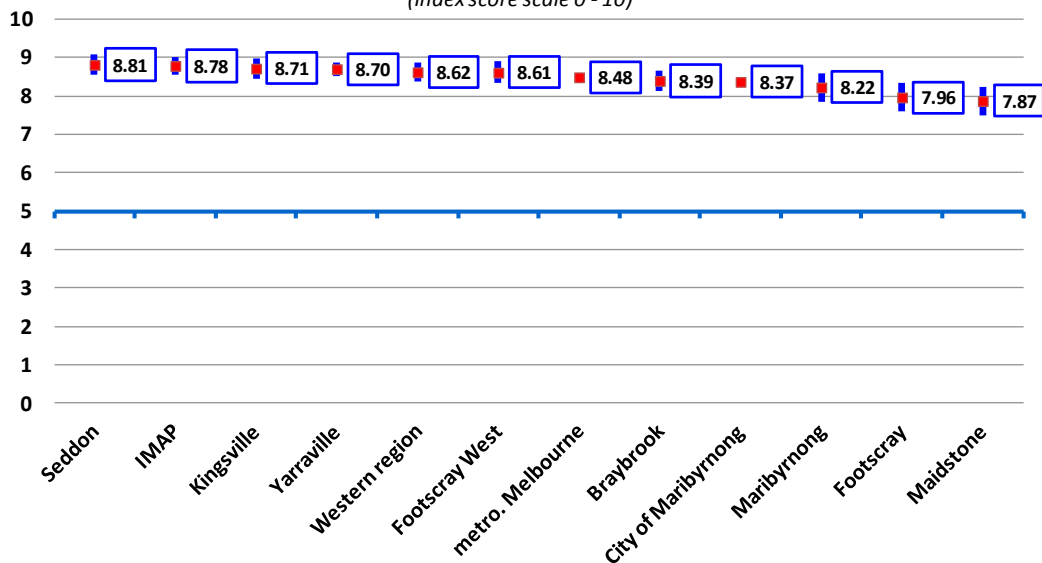


As is clearly evident in the following graph, the perception of safety in the public areas of the City of Maribyrnong was relatively high across the municipality. There was some variation observed however, with attention drawn to the following:

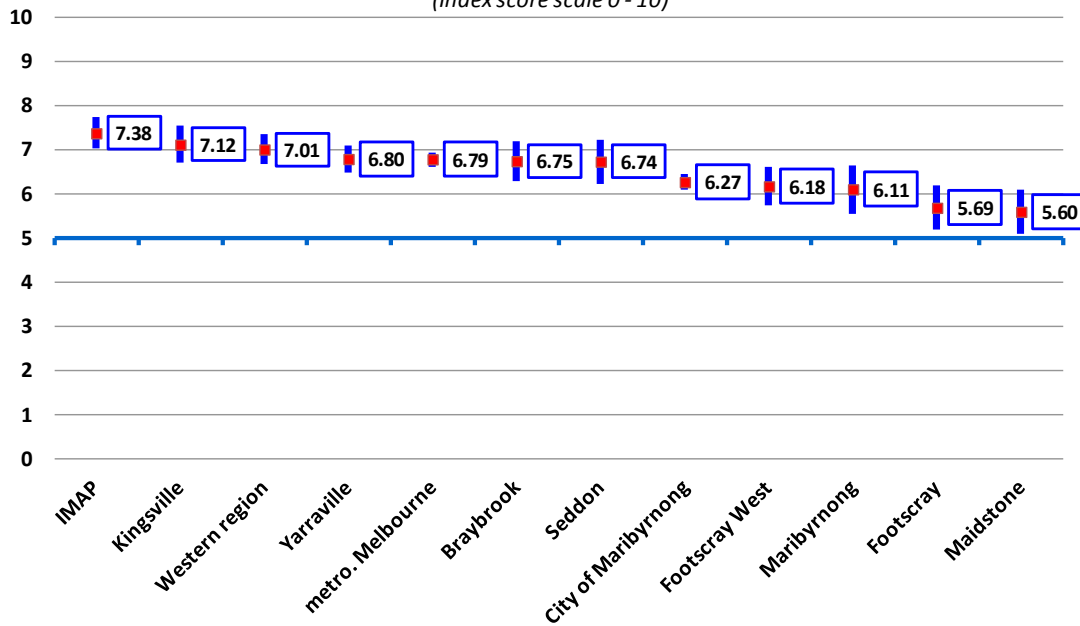
- ⊗ **Seddon** – respondents rated their perception of safety during the day measurably higher than the municipal average.
- ⊗ **City of Maribyrnong** – respondents rated their perception of safety during the day measurably lower than the IMAP region average and somewhat lower than the western region and metropolitan Melbourne averages.
- ⊗ **Maidstone** – respondents rated their perception of safety during the day measurably lower than the municipal average.

Perceptions of safety during the day by precinct
Maribyrnong City Council - 2016 Annual Community Survey

(Index score scale 0 - 10)

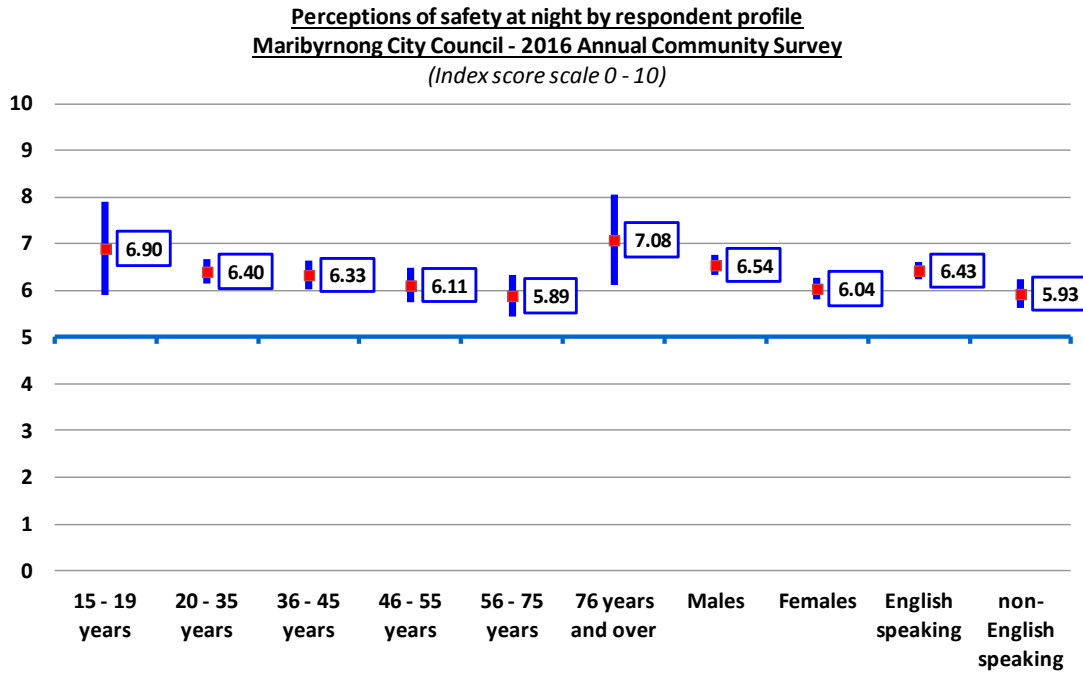


Perceptions of safety at night by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



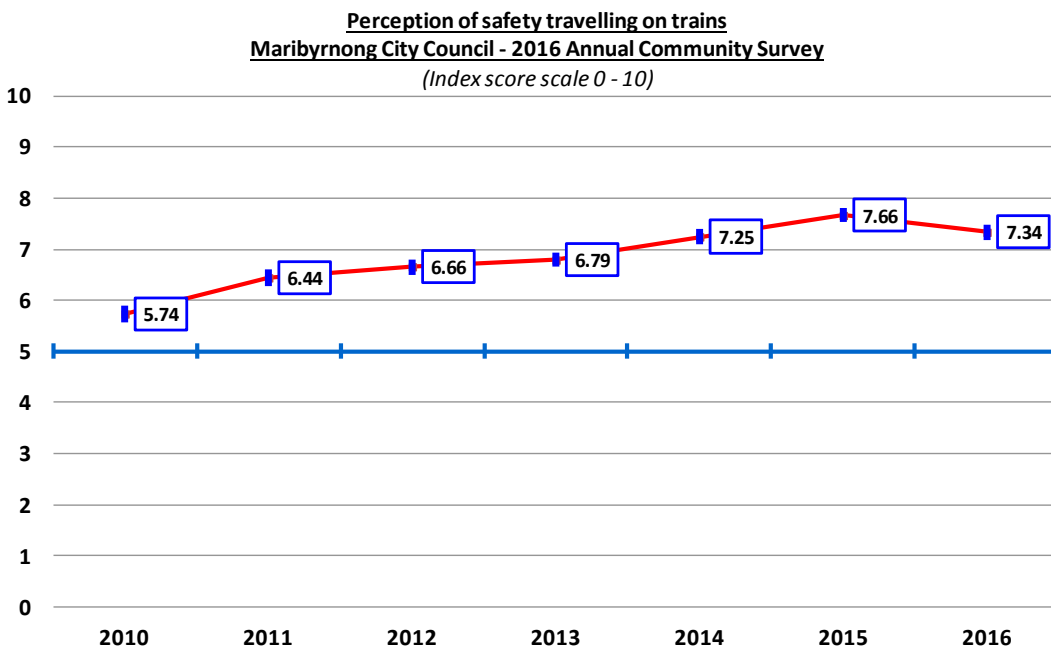
The following graph provides a breakdown of the perception of safety in the public areas of the City of Maribyrnong at night by respondent profile. Attention is drawn to the following:

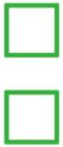
- ⊗ **Senior citizens** – whilst the perception of safety at night tends to decline with respondent age, it is observed that in 2016 senior citizens rated their perception of safety at night measurably higher than the municipal average. This may be somewhat of an outlier result this year.
- ⊗ **Males** – respondents rated their perception of safety at night measurably and significantly higher than female respondents.
- ⊗ **English speaking** – respondents from English speaking households rated their perception of safety at night measurably and significantly higher than respondents from non-English speaking households.



The perception of safety travelling on trains declined measurably in 2016, down 4.2% to 7.34. This result remains however the second highest score for this variable recorded since it was first introduced in 2010.

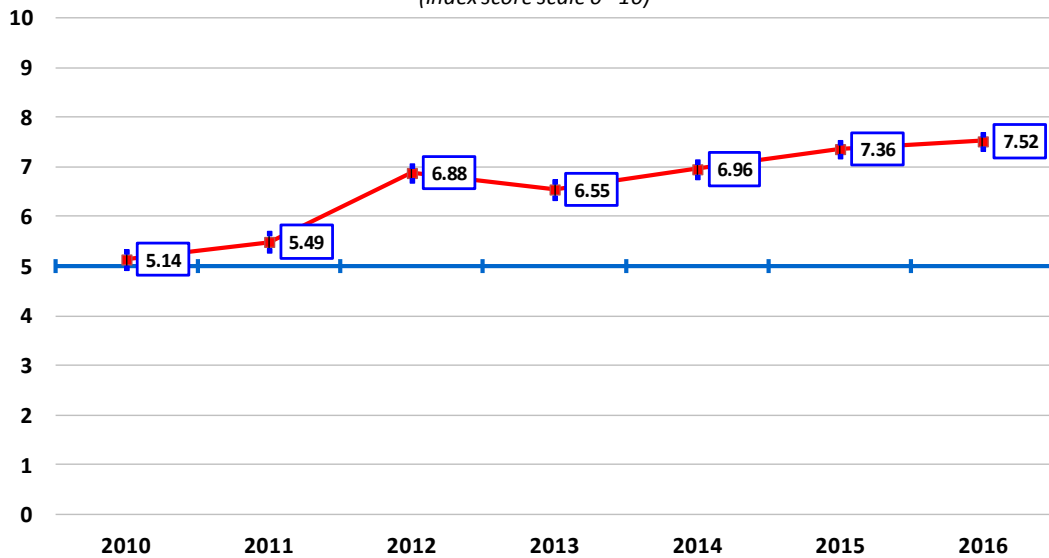
As is clearly evident in the following graph, the perception of safety travelling on trains has trended significantly higher over time. Since 2010 the score has improved by 27.8%. Metropolis Research has observed a similar but not as strong trend in the *Governing Melbourne* research as well as in other western region municipalities for which Metropolis Research conducts annual community surveys.





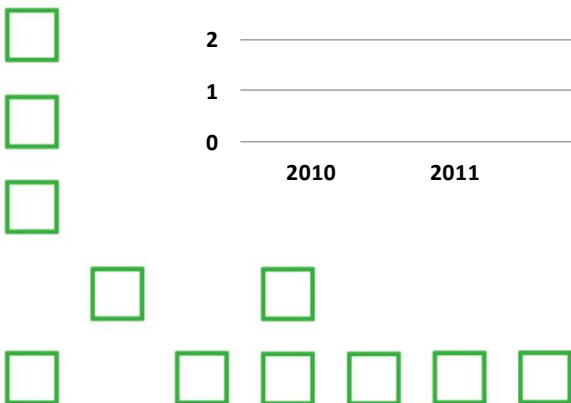
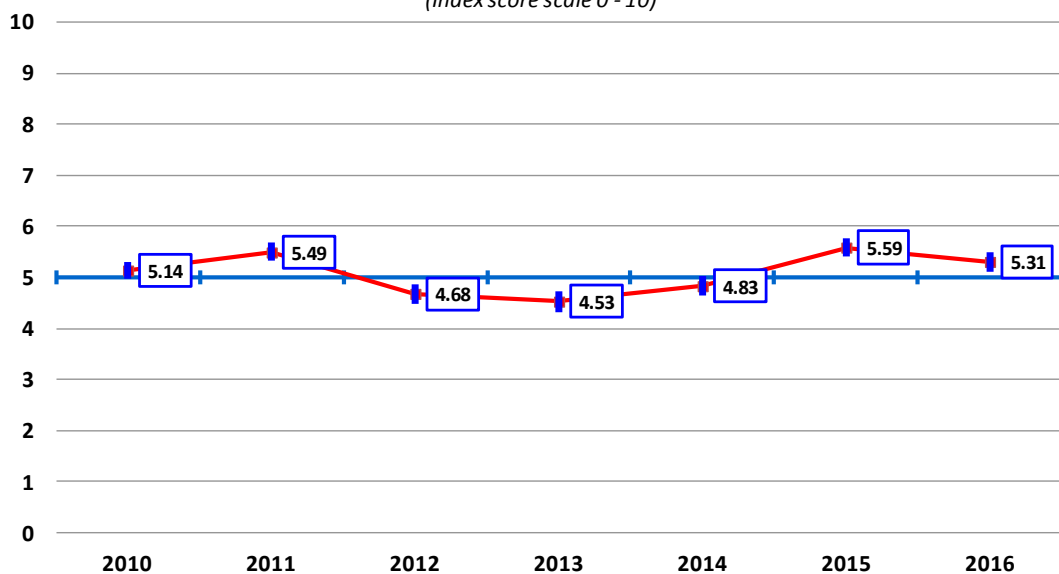
The perception of safety in and around the Footscray CBD during the day increased marginally in 2016, up 2.1% to 7.52. Metropolis Research notes that this is the highest perception of safety in the Footscray CBD during the day that has been recorded since the question was first asked in this format in 2010.

Perception of safety in and around Footscray CBD during the day
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



The perception of safety in and around the Footscray CBD at night declined somewhat in 2016, down five percent to 5.31. This is in contrast to the increase in the perception of safety in the Footscray CBD during the day. It is noted that this result has remained relatively stable at a neutral score of around five since 2010.

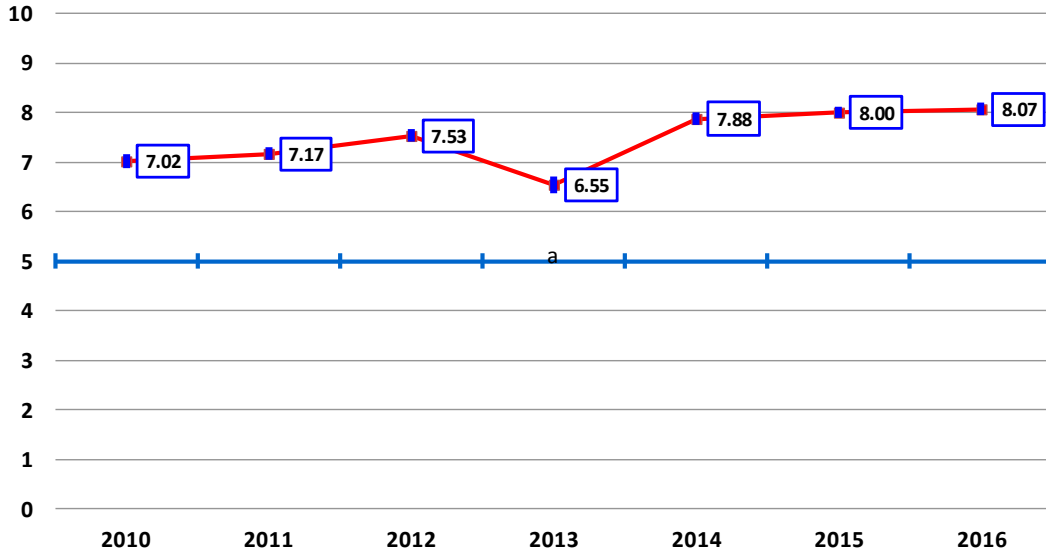
Perception of safety in and around Footscray CBD at night
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



The perception of safety in and around the Highpoint Shopping Centre increased very marginally again in 2016, up by less than one percent to 8.07. As is clearly evident in the graph, the perception of safety in and around Highpoint has, with the exception of 2013, increased steadily from 7.02 in 2010 to 8.07 in 2016.

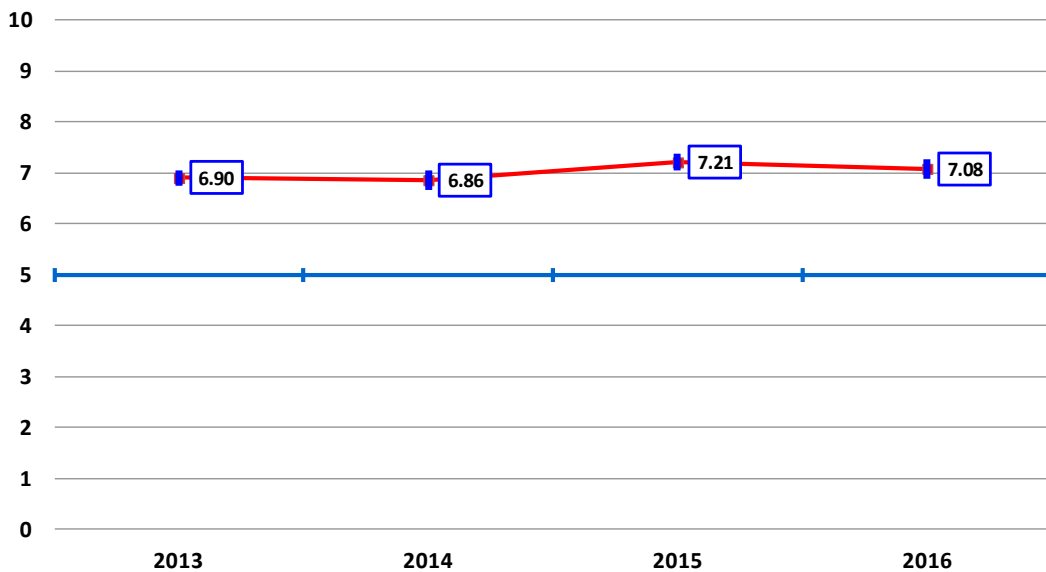


Perception of safety in and around Highpoint Shopping Centre
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



The perception of safety in and around Braybrook Shopping Centre declined marginally in 2016, down 1.8% to 7.08. Metropolis Research notes that this result has remained relatively stable around the long-term average of 7.02 since 2010.

Perception of safety in and around Braybrook Shopping Centre
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)





Reasons for feeling less safe



Respondents that rated their perception of safety in the public areas of the City of Maribyrnong at less than five out of ten (i.e. unsafe) were provided an open-ended opportunity to provide details as to why they felt unsafe.

These open-ended comments have been broadly categorised and are presented in the following table.

As is clearly evident in the table, issues with “gangs, youth and other suspicious people” were the most common reasons identified by respondents in 2016. The somewhat related issue of drugs and alcohol were also identified by a significant proportion of respondents who felt unsafe.

The full verbatim comments underpinning these results are available on request.

Reasons for rating safety in public areas of Maribyrnong less than five out of ten
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of respondents rating safety less than five)

Category	2016		2015	2014	2013	2012
	Number	Percent				
Issues with gangs, youth, suspicious people	40	22.9%	14.2%	16.7%	16.7%	9.5%
Drugs and alcohol	26	14.9%	22.7%	24.3%	16.7%	22.8%
Perception of lack of safety	22	12.6%	12.1%	12.3%	7.3%	5.2%
Problems with specific areas	21	12.0%	14.9%	12.0%	13.7%	22.5%
Crime / violence	15	8.6%	10.6%	5.8%	16.1%	13.6%
Safety at night	15	8.6%	0.0%	6.2%	5.6%	7.5%
Issues with lighting	14	8.0%	9.9%	10.5%	6.7%	6.9%
Lack of police presence	11	6.3%	7.1%	8.0%	10.5%	4.0%
General safety concerns n.e.i	11	6.3%	3.5%	0.7%	2.0%	5.2%
Other comments n.e.i	0	0.0%	5.0%	3.6%	4.7%	2.6%
Total comments	175	100%	276	276	342	346

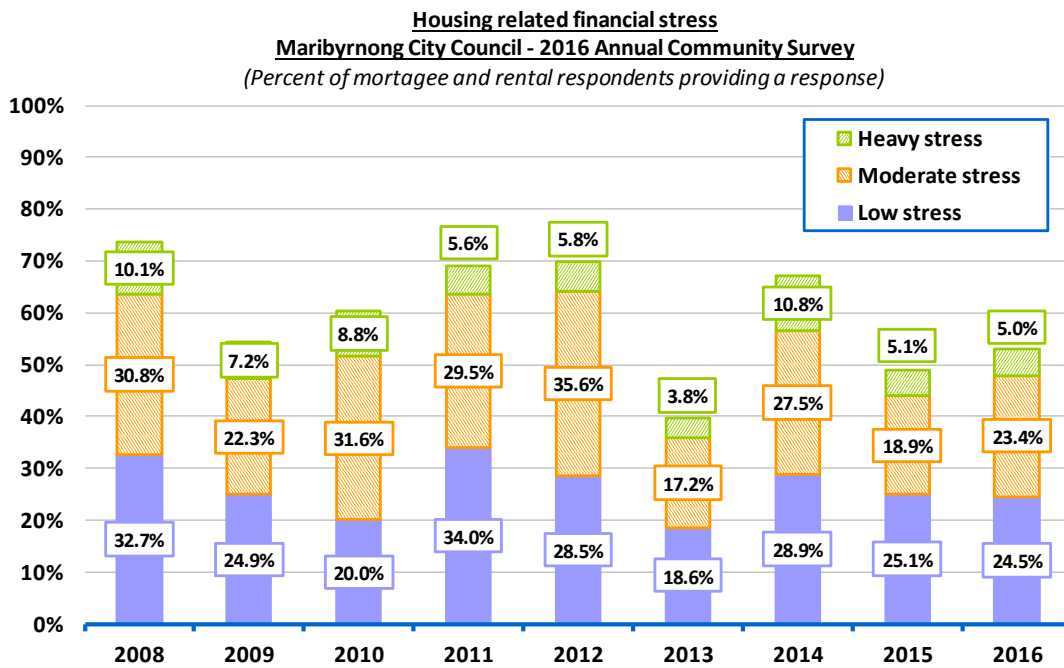


Housing related financial stress

Respondents who rented or had a mortgage were asked:

“Have the household’s monthly rental or mortgage repayments placed stress on the household’s finances in the last twelve months?”

The proportion of rental and mortgagee household respondents perceiving some level of housing related financial stress increased marginally in 2016, up from 49.0% to 52.8%. This increase was all in relation to respondents perceiving themselves to be experiencing “moderate” levels of housing related financial stress.



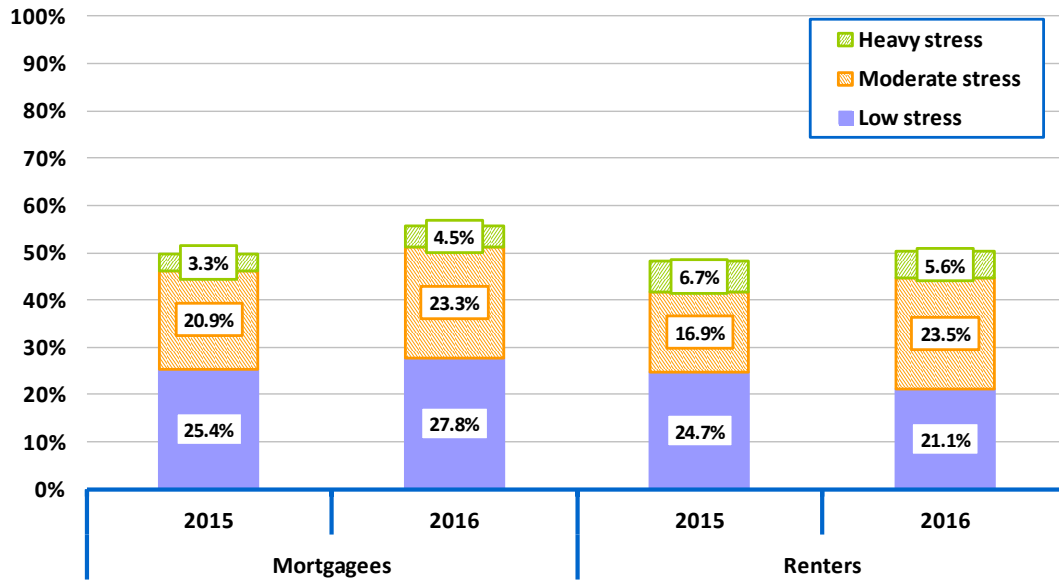
Housing related financial stress
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of mortgagee and rental respondents providing a response)

Stress	2016		2015	2014	2013	2012	2011
	Number	Percent					
No stress	216	47.2%	51.0%	32.8%	60.4%	30.1%	30.9%
Low stress	112	24.5%	25.1%	28.9%	18.6%	28.5%	34.0%
Moderate stress	107	23.4%	18.9%	27.5%	17.2%	35.6%	29.5%
Heavy stress	23	5.0%	5.1%	10.8%	3.8%	5.8%	5.6%
Can't say	40		75	50	36	46	30
Total	498	100%	510	486	402	498	515



Similar to the results observed in 2015, mortgagee household respondents were marginally more likely than rental household respondents to perceive some housing related financial stress, with all of the difference being in “low” levels.

Housing related financial stress by housing situation
Maribyrnong City Council - 2016 Annual Community Survey
 (Percent of mortgagee and rental respondents providing a response)

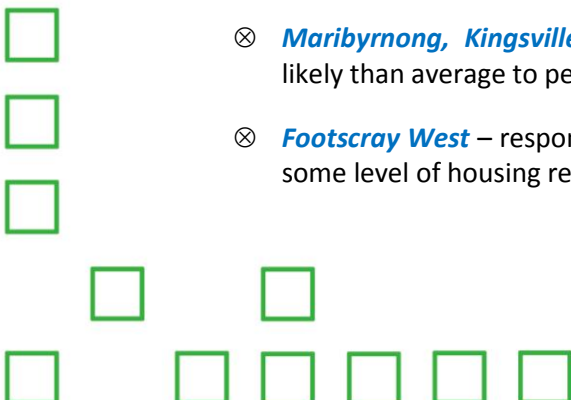


The perception of housing related financial stress of mortgagee household respondents was similar in the City of Maribyrnong in 2016 as in the western region and metropolitan Melbourne overall. It is noted that mortgagee household respondents in the IMAP region were significantly less likely to perceive housing related financial stress.

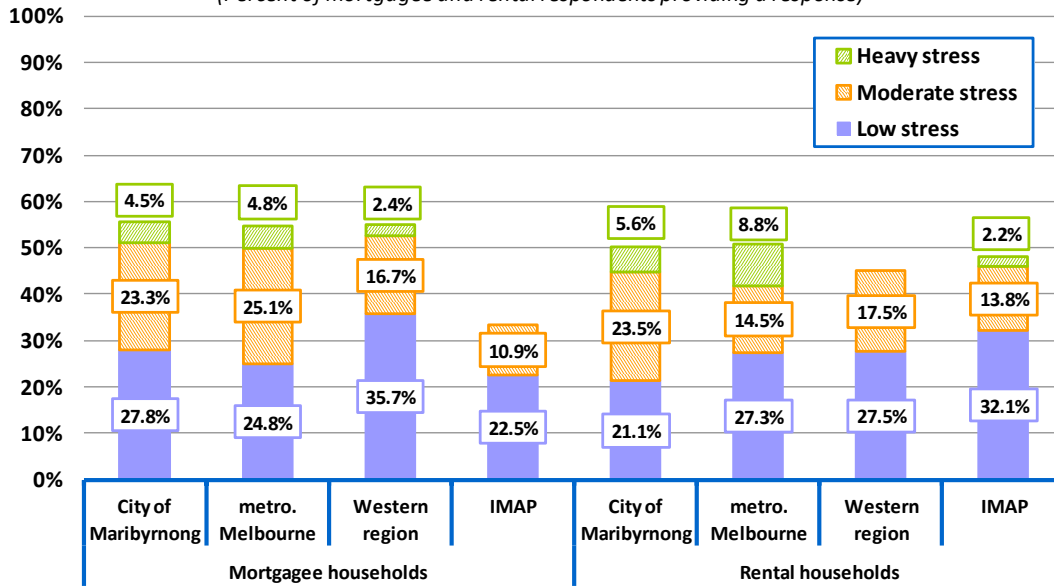
In relation to rental household respondents, the perception of housing related financial stress in the City of Maribyrnong was similar to the metropolitan Melbourne and IMAP region averages. It is noted however that rental household respondents in the western region of Melbourne were significantly less likely to perceive some level of housing related financial stress.

There was only relatively minor variation in the perception of housing related financial stress observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

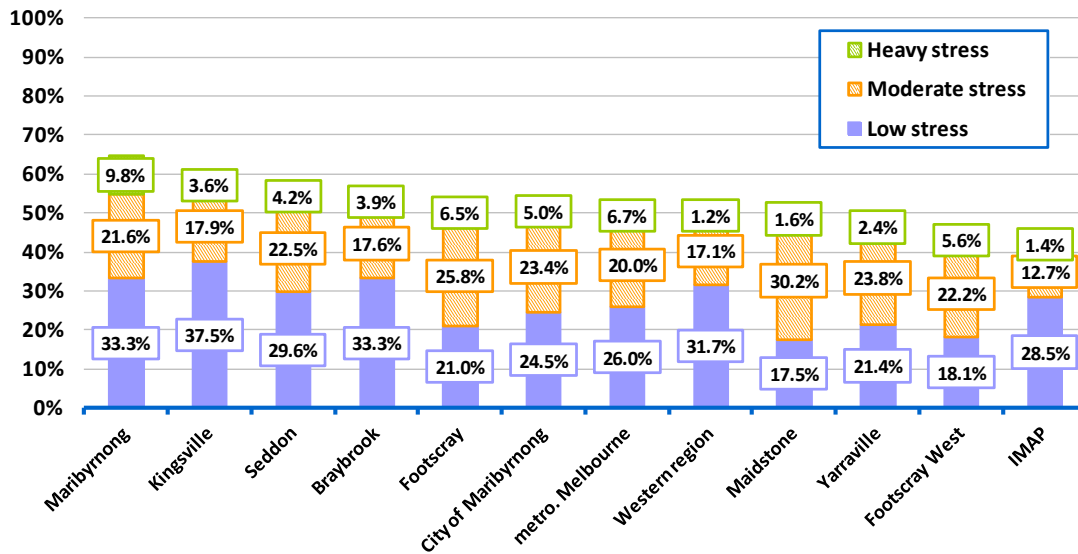
- ⊗ **Maribyrnong** – respondents were more likely than average to perceive “heavy” housing related financial stress.
- ⊗ **Maribyrnong, Kingsville, and Braybrook** – respondents were somewhat more likely than average to perceive “low” housing related financial stress.
- ⊗ **Footscray West** – respondents were somewhat less likely than average to perceive some level of housing related financial stress.



Housing related financial stress by housing situation and region
Maribyrnong City Council - 2016 Annual Community Survey
 (Percent of mortgagee and rental respondents providing a response)



Housing stress by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Percent of mortgagee and rental households providing a response by precinct)



Graffiti

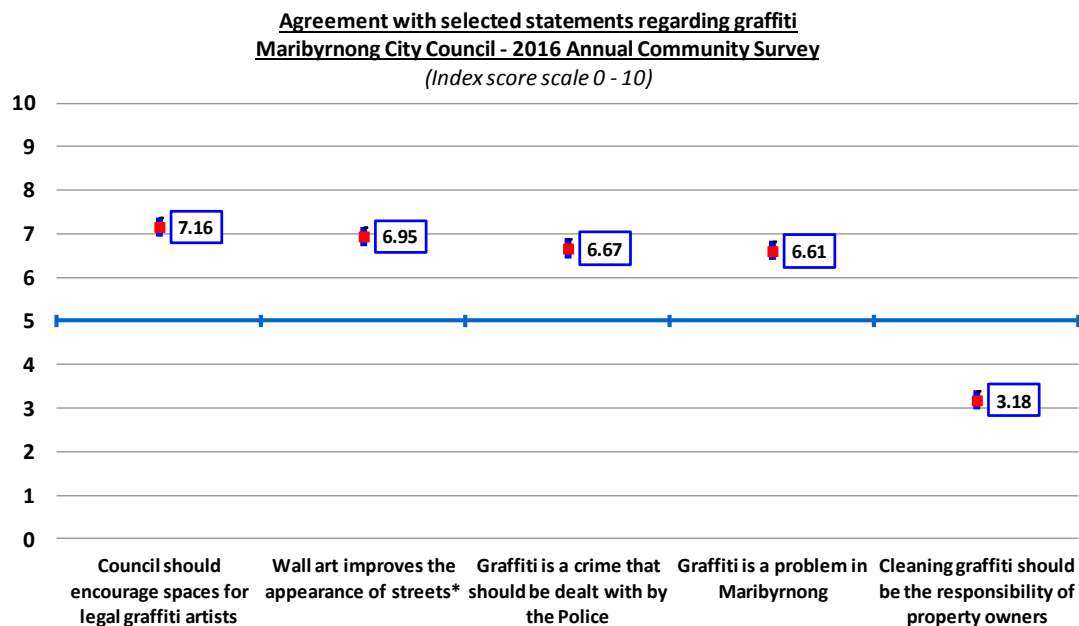
Respondents were asked:

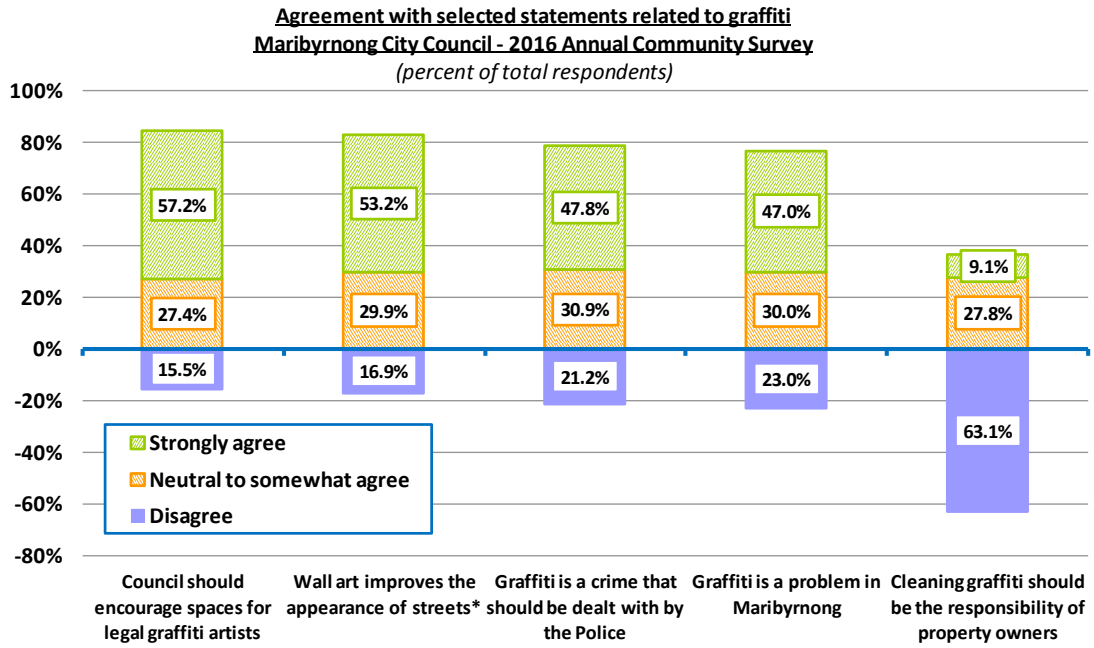
“On a scale of 0 (totally disagree) to 10 (totally agree), please rate your agreement with the following statements regarding graffiti?”

Respondents were again in 2016 asked to rate their level of agreement with five statements related to issues around the extent of, and attitudes towards graffiti in the City of Maribyrnong. Metropolis Research notes that the wording of one of the statements was altered in. In 2016 respondents were asked to rate their agreement that “wall art (e.g. legal murals, graphics and photo designs) improves the appearance of the streets”, which replaced the previous wording “legal graffiti improves the appearance of public areas”.

Agreement with these five statements can best be summarised as follows:

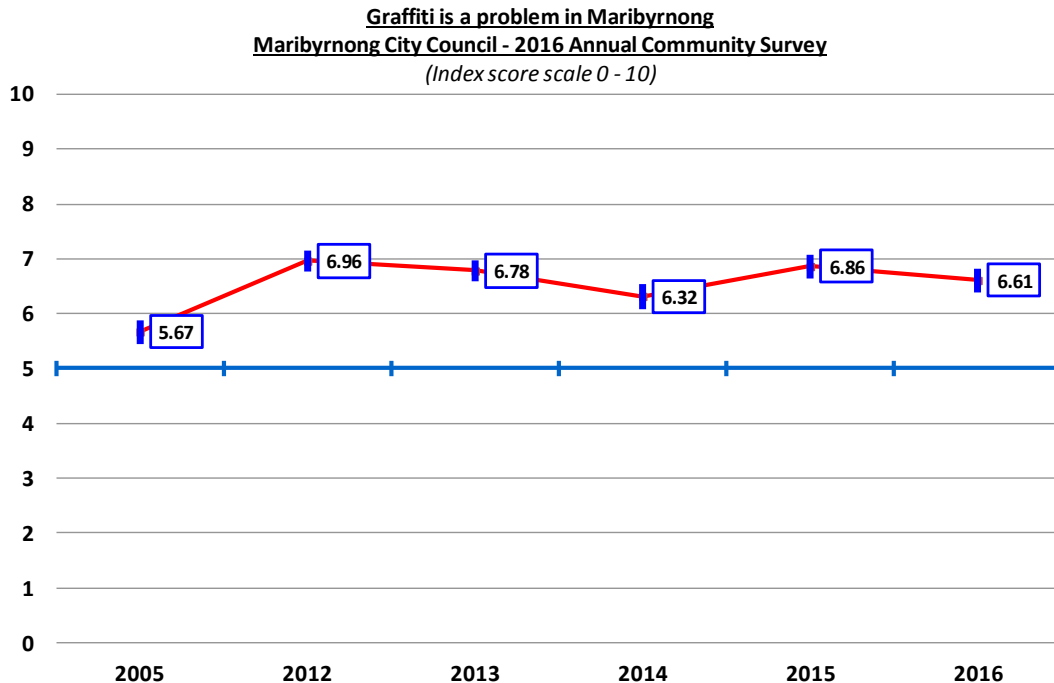
- ⊗ **Strong agreement** – that Council should encourage spaces for legal graffiti artists and that wall art improves the appearance of the streets. More than half of the respondents strongly agreed with both of these statements, whilst approximately one-sixth disagreed.
- ⊗ **Solid agreement** – that graffiti is a crime that should be dealt with by the Police and that graffiti is a problem in Maribyrnong. Almost half of the respondents strongly agreed with these two statements, whilst a little less than one-quarter disagreed.
- ⊗ **Strong disagreement** – that cleaning graffiti should be the responsibility of property owners. Less than ten percent of respondents strongly agreed with this statement, whilst almost two-thirds disagreed.





Metropolis Research notes that although the basic pattern of views of the Maribyrnong community in relation to the issue of graffiti has remained relatively stable over time, it is noted that the average agreement scores have tended to be somewhat volatile from year to year.

Agreement that graffiti is a problem in Maribyrnong declined marginally in 2016, down 3.6% to 6.61, although it remains categorised as “solid agreement”.

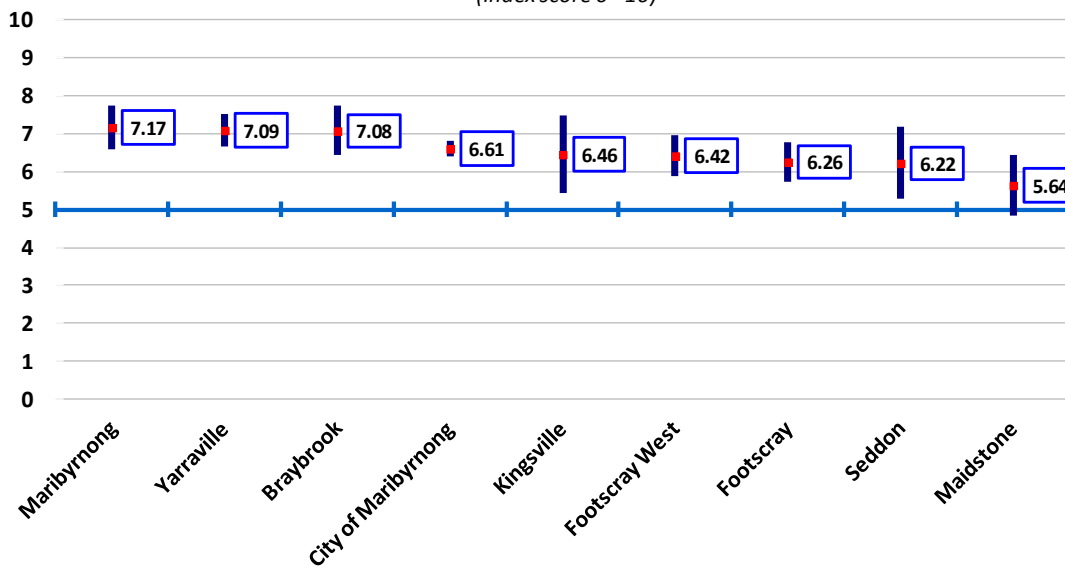




There was measurable variation in agreement that graffiti is a problem in Maribyrnong observed across the eight precincts comprising the municipality, with attention drawn to the following:

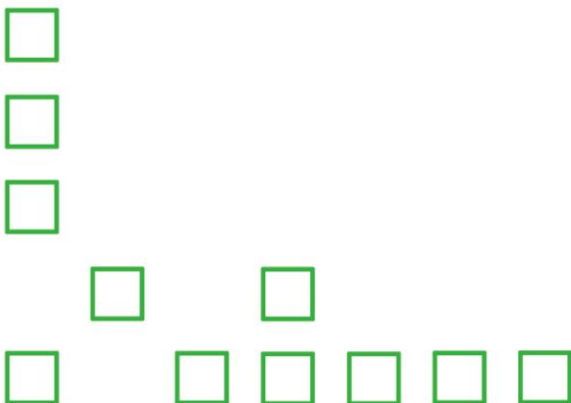
- ⊗ **Maribyrnong, Yarraville, and Braybrook** – respondents rated agreement measurably higher than the municipal average and at levels categorised as “strong agreement”.
- ⊗ **Maidstone** – respondents rated agreement measurably and significantly lower than the municipal average and at a level categorised as “mild agreement”.

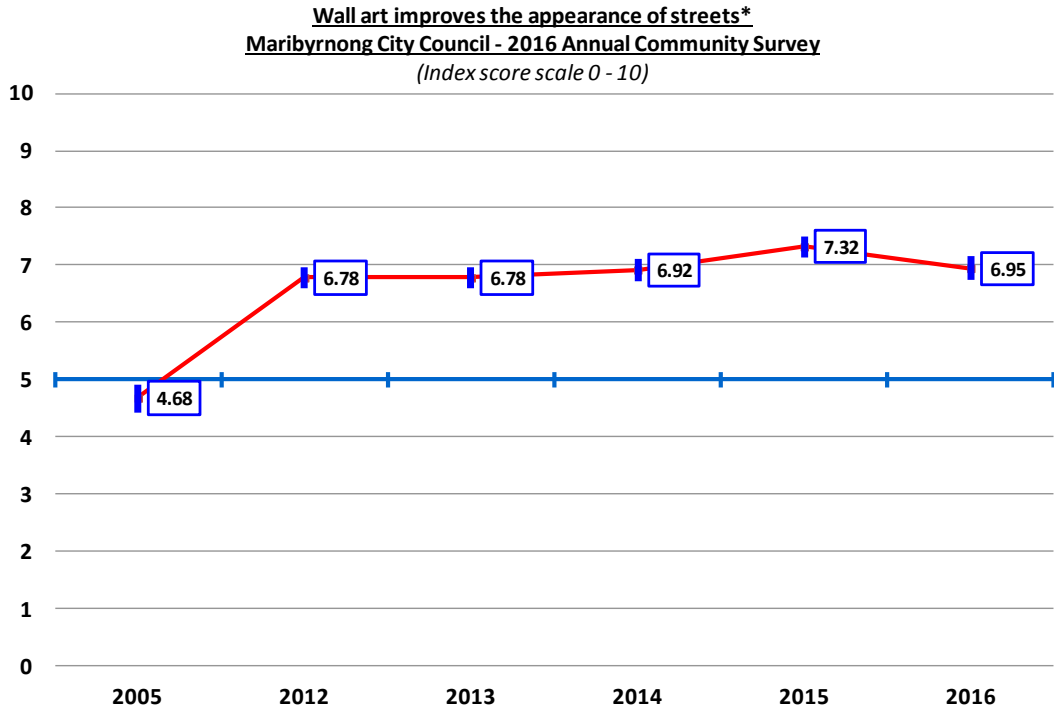
Agreement that Graffiti is a problem in Maribyrnong by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



The average agreement that “wall art improves the appearance of the streets” was rated at 6.95 in 2016, five percent lower than the 2015 average agreement that “legal graffiti improves the appearance of public areas”.

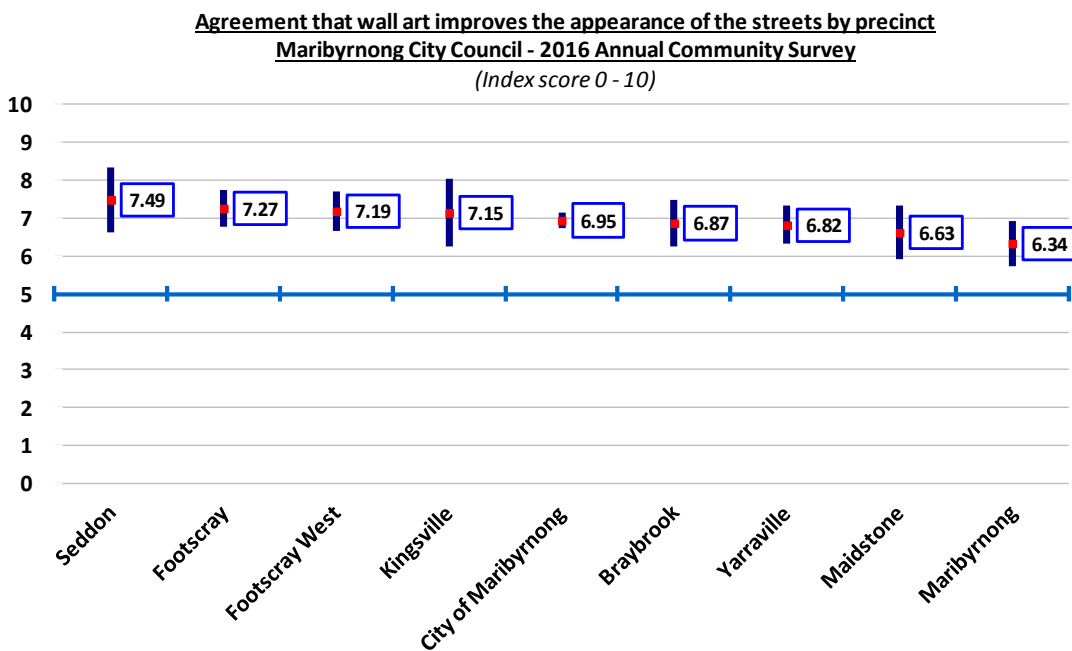
Metropolis Research notes that the average agreement that wall art improves the appearance of the streets has remained relatively stable at a “solid” level of agreement since 2012.





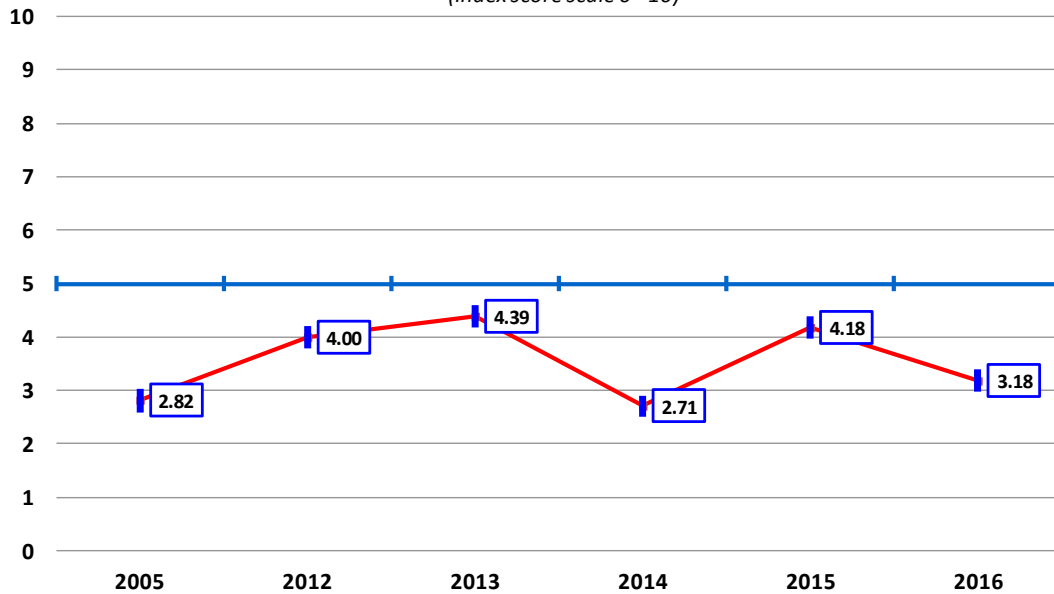
There was no statistically significant variation in agreement that wall art improves the appearance of the streets observed across the eight precincts comprising the City of Maribyrnong. Attention is however drawn to the following:

- ⊗ **Seddon** – respondents rated agreement somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Maribyrnong** – respondents rated agreement somewhat, albeit not measurably lower than the municipal average.



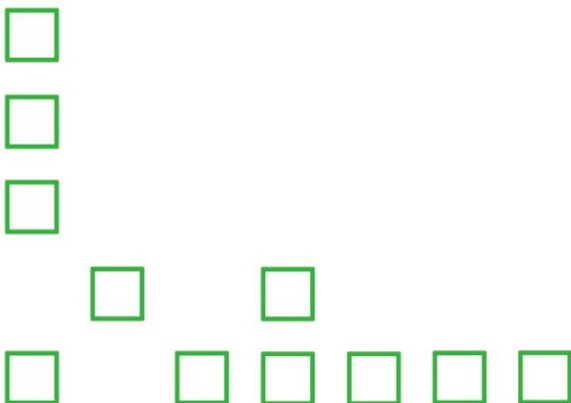
Agreement that “cleaning graffiti should be the responsibility of property owners” declined measurably and significantly in 2016, down 23.9% to 3.18. Metropolis Research notes that agreement with this statement has proved very volatile in recent years, although it has consistently shown that on average respondents disagree with the statement.

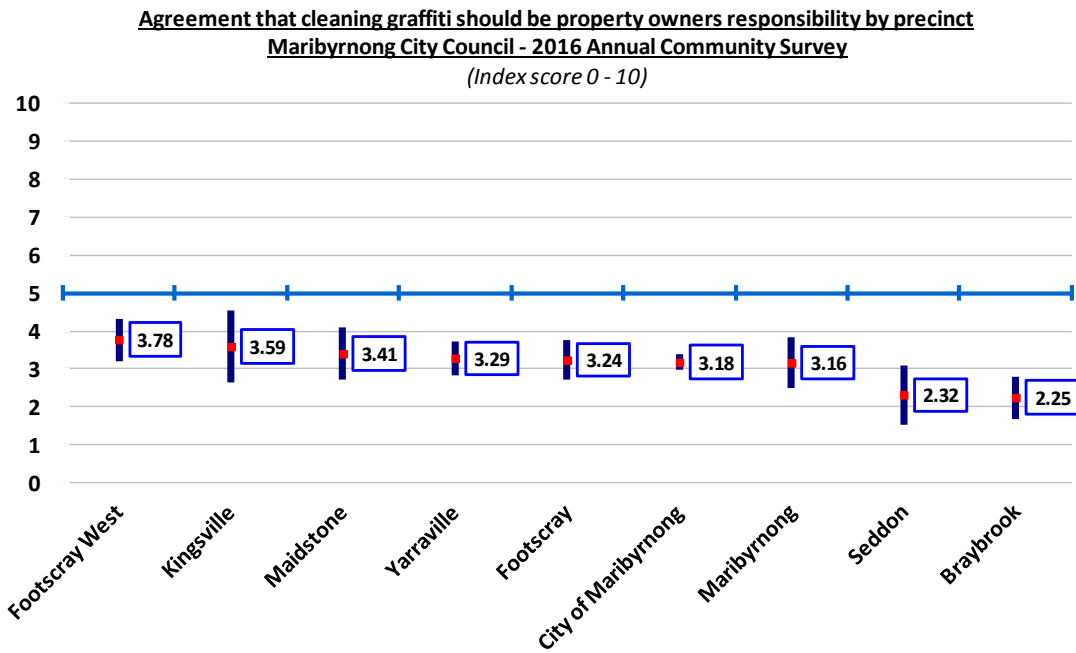
Cleaning graffiti should be the responsibility of property owners
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



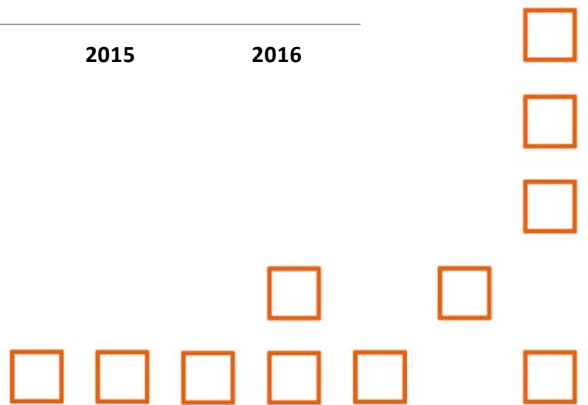
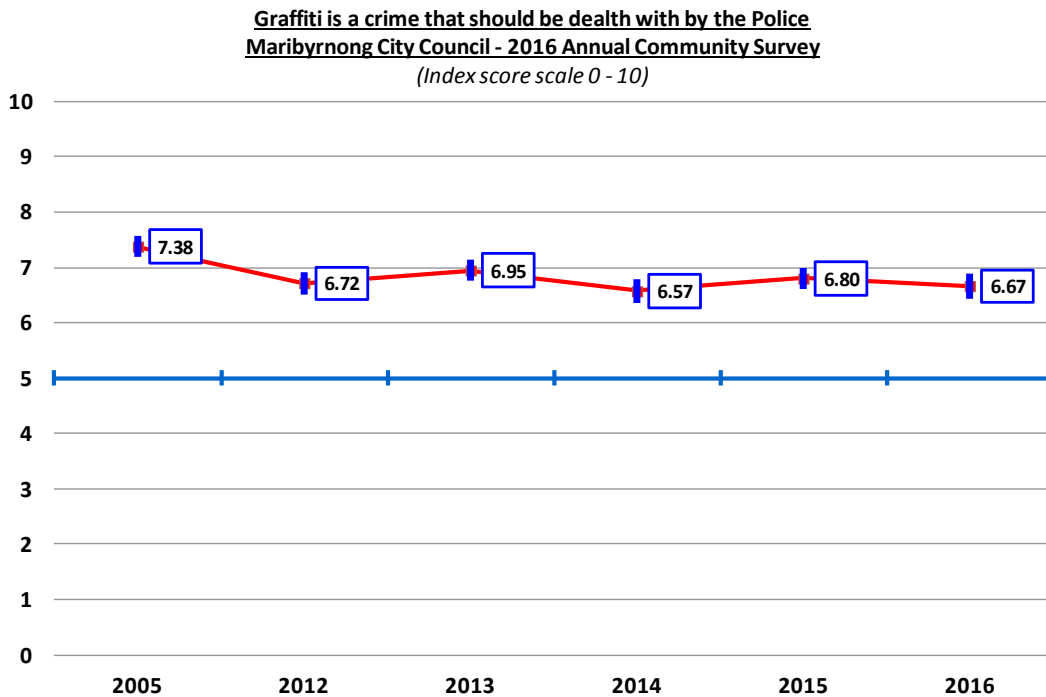
There was statistically significant variation in average agreement that “cleaning graffiti should be the responsibility of property owners” observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Footscray West** – respondents rated agreement somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Seddon** – respondents rated agreement significantly, albeit not measurably lower than the municipal average.
- ⊗ **Braybrook** – respondents rated agreement measurably and significantly lower than the municipal average.





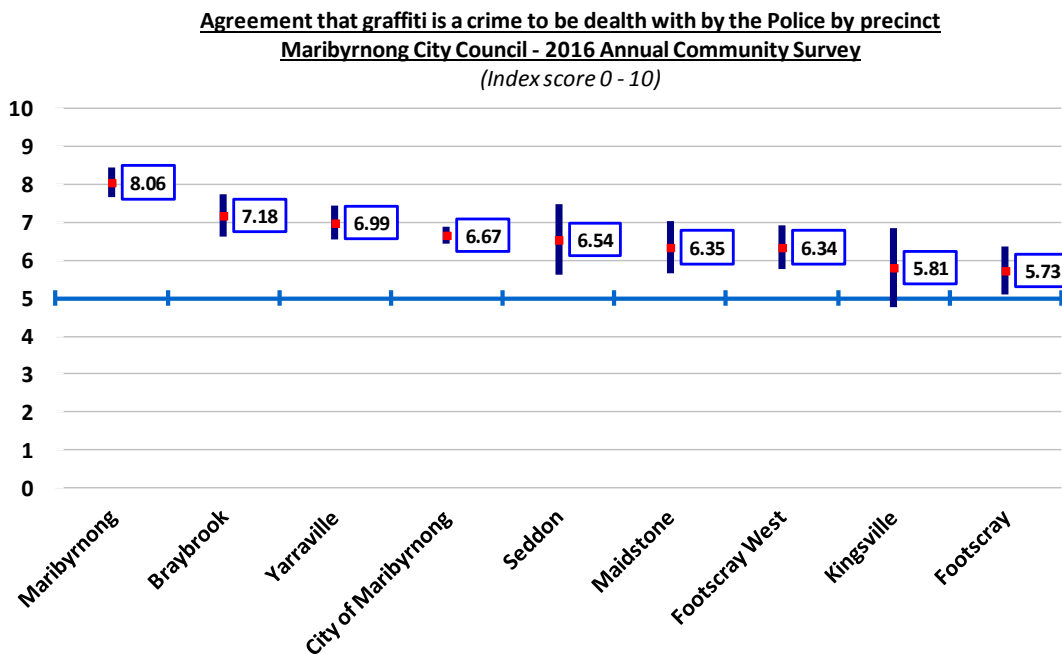
Average agreement that “graffiti is a crime that should be dealt with by the Police” has remained relatively stable over the last six years at or around 6.75 out of ten, or “solid agreement”. In 2016 average agreement declined marginally, down 1.9% to 6.67.





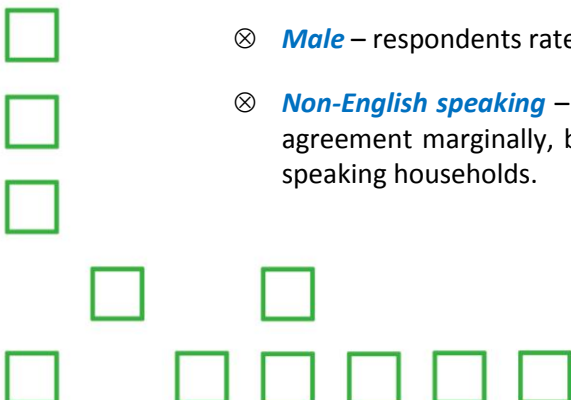
There was measurable and significant variation in agreement that “graffiti is a crime that should be dealt with by the Police” observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

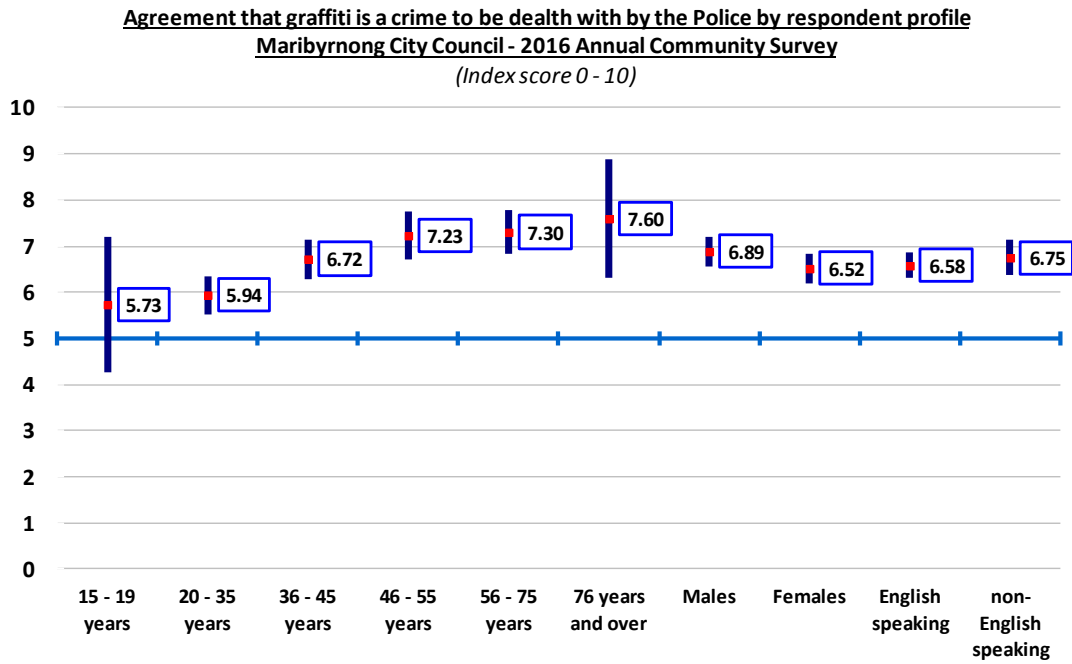
- ⊗ **Maribyrnong** – respondents rated agreement measurably and significantly higher than the municipal average and at a level categorised as “very strong agreement”.
- ⊗ **Braybrook** – respondents rated agreement somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Kingsville** – respondent rated agreement somewhat, albeit not measurably lower than the municipal average and at a level categorised as “mild agreement”.
- ⊗ **Footscray** – respondents rated agreement measurably and significantly lower than the municipal average and at a level categorised as “mild agreement”.



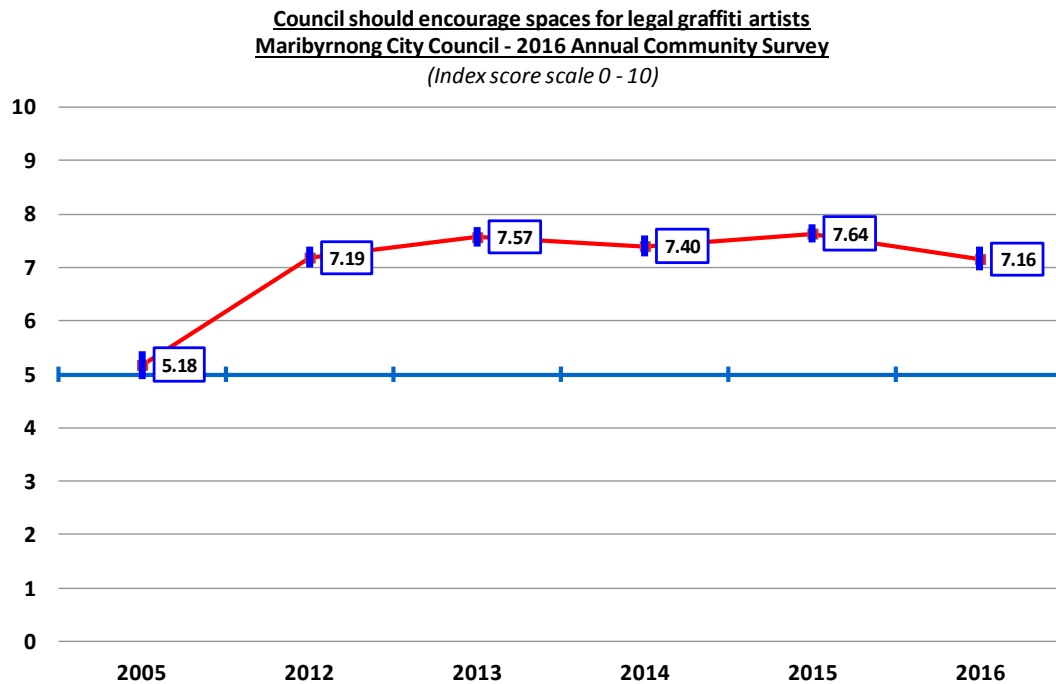
The following graph provides a breakdown of average agreement that “graffiti is a crime that should be dealt with by the Police” by respondent profile. As is clearly evident in the graph, significant variation is observed based on the respondents’ profile. Attention is drawn to the following:

- ⊗ **Age structure** - agreement that graffiti is crime to be dealt with by the Police increases steadily with respondents’ age structure, with senior citizens reporting the highest average agreement with the statement.
- ⊗ **Male** – respondents rated agreement measurably higher than female respondents.
- ⊗ **Non-English speaking** – respondents from non-English speaking households rated agreement marginally, but not measurably higher than respondents from English speaking households.





Average agreement that “Council should encourage spaces for legal graffiti artists” declined measurably in 2016, down 6.3% to 7.16, although it remains at a level categorised as “strong agreement”. Metropolis Research notes that despite the measurable decline this year, agreement has remained strong since 2012.

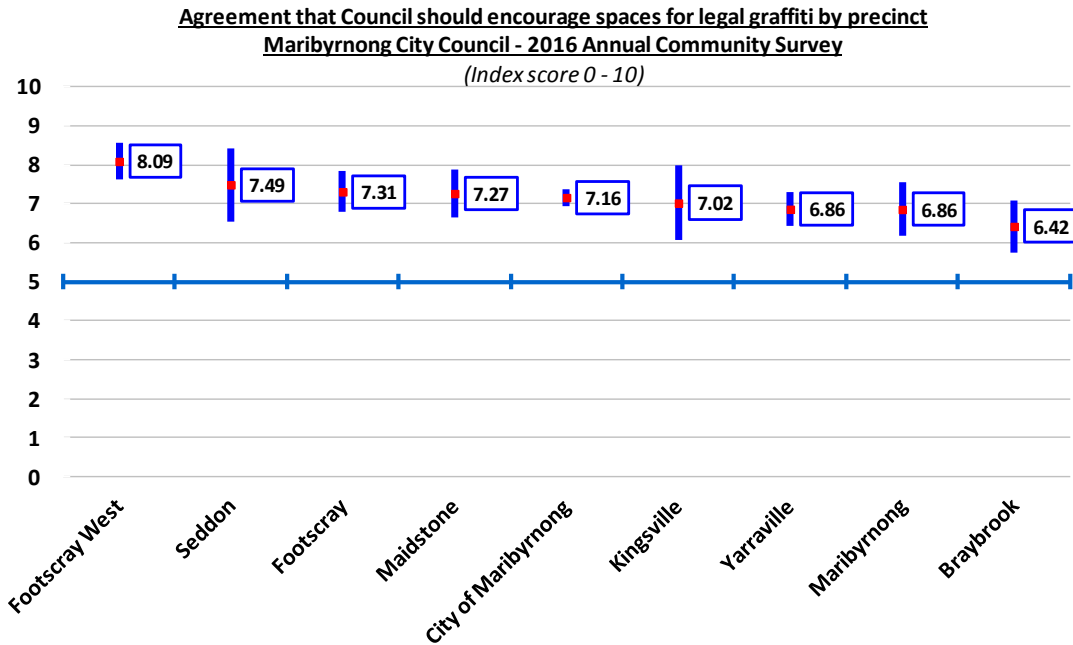


There was some measurable variation in average agreement that “Council should encourage spaces for legal graffiti artists” observed across the municipality. Attention is however drawn to the following:





- ⊗ **Footscray West** – respondents rated agreement measurably and significantly higher than the municipal average at a level categorised as “very strong agreement”.
- ⊗ **Yarraville** and **Maribyrnong** – respondents rated agreement somewhat, albeit not measurably lower than the municipal average and at levels categorised as “solid agreement”.
- ⊗ **Braybrook** – respondents rated agreement measurably and significantly lower than the municipal average and at a level categorised as “solid agreement”.



Internet access

Respondents were asked:

“Do you have internet access from this home?”

This question relating to internet access from home was included for the first time in the 2016 *Annual Community Survey*.

The overwhelming majority (90.7%) of respondents providing a response to this question reported that they had some form of internet connection from their home.



A little more than half (52.2%) of respondents providing a response to this question reported that they have an ADSL / ADSL2 connection to the internet from their home, whilst a little more than one-quarter (27.2%) reported that they have an NBN connection.

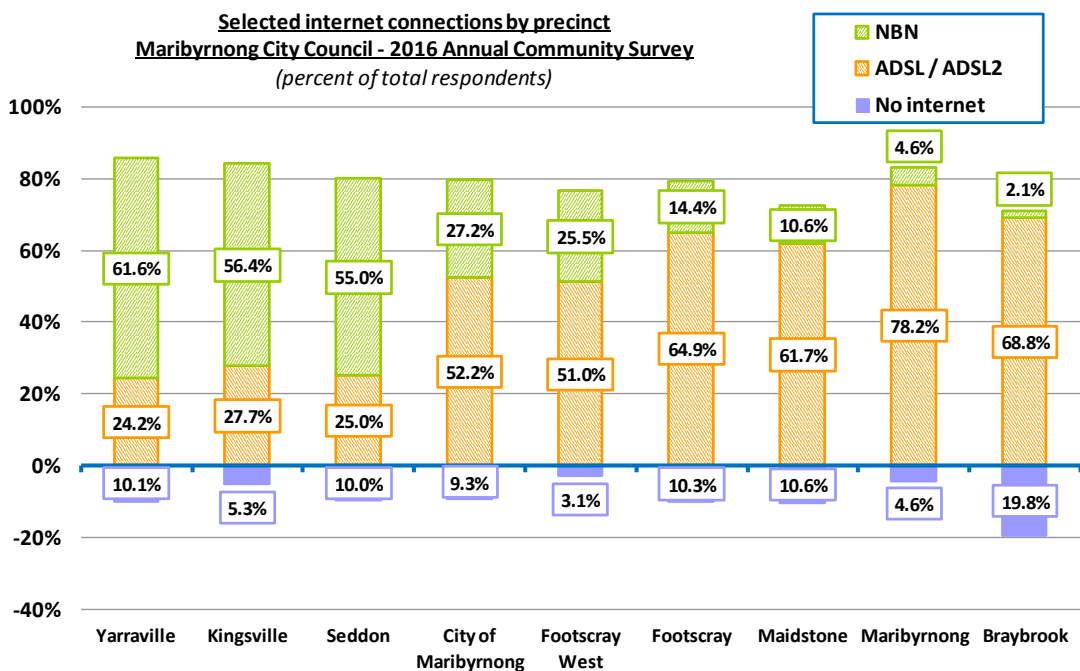


Internet access from home
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2016	
	Number	Percent
ADSL / ADSL 2	399	52.2%
NBN	208	27.2%
Other broadband	39	5.1%
Via mobile device	18	2.4%
Pay TV cable	17	2.2%
Mutiple forms	8	1.0%
Dial up internet	4	0.5%
Portable internet connection (USB)	1	0.1%
No internet connection	71	9.3%
Not stated	38	
Total	803	100%

There was significant variation in the type of internet connections respondents have across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Yarraville, Kingsville, and Seddon** – more than half of the respondents from these precincts reported that they connect to the internet from home via the NBN.
- ⊗ **Braybrook** – almost one-fifth of respondents from Braybrook do not have an internet connection from home.





Health and community services or facilities required but not available locally

Respondents were asked:

“Are there any health and community services or facilities that you and members of your household require but cannot access locally, or would like to be able to access online?”

There were only a small number of responses received from respondents outlining health and community services or facilities that they currently require but cannot access locally. These are outlined in the following table.

Health and community services or facilities that require but cannot access locally or online	
Maribyrnong City Council - 2016 Annual Community Survey	
<i>(Number of responses)</i>	
<i>Response</i>	<i>Number</i>
<i>Local access</i>	
Child care	8
Increase social support for older people	3
24 hour dentist	2
Kindergarten	2
Services for school age people	2
Aboriginal local providers / services	1
Footscray Hospital	1
Mental healthcare	1
Youth activities	1
Health services - surgery	1
NBN	1
GP	1
Public toilets	1
Blood test	1
Enclosed dog-friendly park	1
Junior sports	1
Medical centre	1
Hearing aid	1
Pharmacy (medicare scheme)	1
Breast screening	1
High schools	1
Maternity care	1
Total	34
<i>Online access</i>	
Basic payments, parking permits	1
Pet registration	1
Total	2



Valid reasons to consider a rate increase above the rate cap



Respondents were first informed that:

“Council uses revenue from rates to pay for the services and programs it provides to the community, as well as to maintain and renew ageing infrastructure. Rates currently provide 71% of Council’s annual revenue. The Victorian Government has passed legislation to limit council rate increases to a cap set by the Minister for Local Government. The cap is based on the rate of inflation, and is 2.5% this financial year.”

Respondents were then asked:

“Bearing this in mind, which, if any of the following do you think would be a valid reason to apply for a rates increase above the rate cap?”

A little less than half (48.3%) of respondents nominated at least one of the eleven listed options (including “other reasons”), as a valid reason to apply for a rates increase above the rate cap.

Metropolis Research notes that this is a significant proportion of the respondents that identified that there are valid reasons for Council to consider applying to exceed the rate cap, although it is very important to bear in mind that none of the eleven options listed were nominated by a majority of respondents. That said, Metropolis Research notes that this result is lower than has been observed in another middle-ring municipality in metropolitan Melbourne in recent months¹.

Metropolis Research is of the view that these results may well somewhat overemphasise the extent of community support for the concept of Council applying for a rate increase above the rate cap. This is at least partly due to the fact that support for a proposition around increased taxes and charges can dissipate somewhat when moving from a proposition to a reality.

Attention is also drawn to the fact that a significant proportion of respondents nominated “to improve traffic and transport infrastructure” as a valid reason to apply to exceed the rates cap. This result is consistent with the long-standing level of community concern around issues of traffic management and congestion in the municipality.

It is also noted that the three most commonly nominated reasons to apply to exceed the rate cap relate to the provision of services and infrastructure to support the community in terms of housing, jobs, education, transport, and support for vulnerable residents. This is in contrast to the results for increasing rates to fund new or upgraded sports and recreation, cultural facilities, or new parkland, which were significantly less commonly nominated.



¹ City of Darebin – 2016-17 Annual Community Survey 2nd Quarter Report





Reason for Council to apply for a rates increase above the rate cap
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of total respondents)

Response	2016	
	Number	Percent
To invest in local projects that encourages housing, jobs, or education	206	25.7%
To improve traffic and transport infrastructure	200	24.9%
To provide new facilities or programs to assist the most vulnerable residents	193	24.0%
To fund community safety measures	171	21.3%
To maintain the current level of services and facilities to the community	147	18.3%
To renew, upgrade or expand existing arts and cultural facilities	105	13.1%
To renew, upgrade or expand existing multi-sports and leisure facilities	95	11.8%
For the purchase of new parkland	95	11.8%
To raise funds to respond to a natural disaster	95	11.8%
To provide new multi-sports and leisure facilities	77	9.6%
Other	23	2.9%
Not in favour of exceeding the rate cap under any circumstances	415	51.7%
Total responses	1,822	
<i>Total respondents identifying at least one circumstance</i>	<i>388 (48.3%)</i>	

Traffic and parking

Satisfaction with aspects of traffic and parking

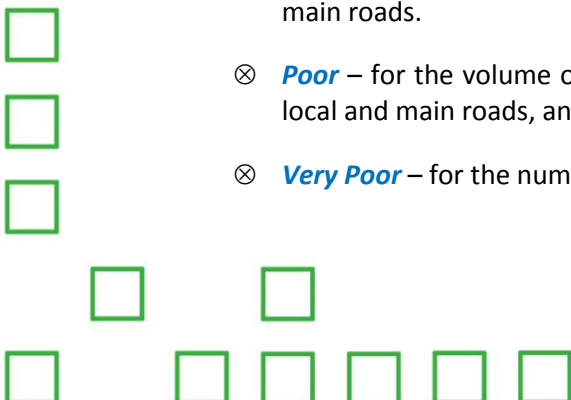
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking in your local area?”

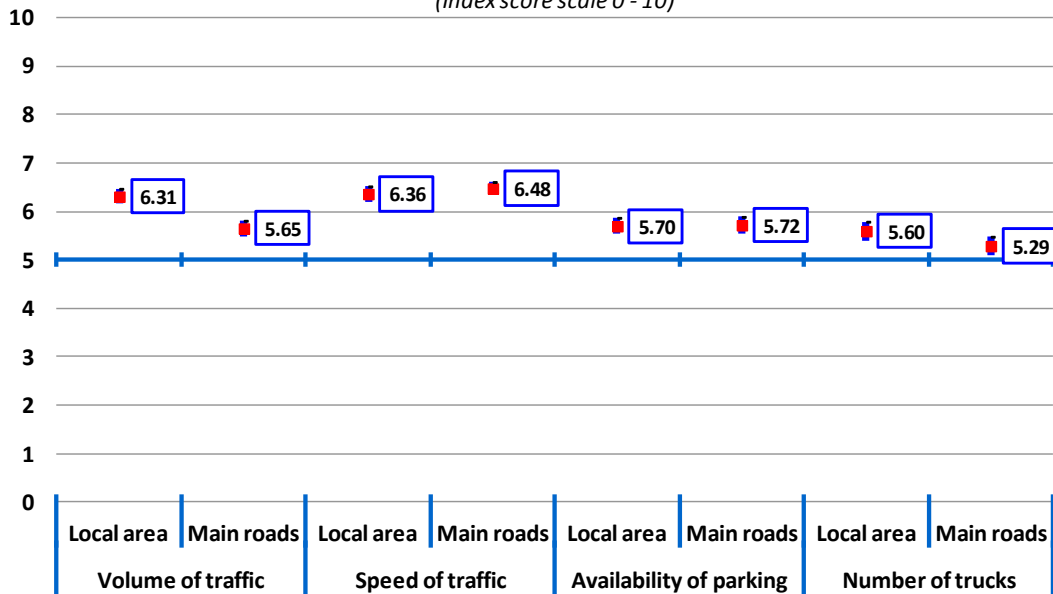
Satisfaction with the volume and speed of traffic, the number of trucks and the availability of parking on local and main roads remains relatively low, as outlined in the following graph.

Satisfaction with these aspects of traffic and parking can best be summarised as follows:

- ⊗ **Solid** – for the volume of traffic on local roads and the speed of traffic on local and main roads.
- ⊗ **Poor** – for the volume of traffic on main roads, the availability of parking on both local and main roads, and the number of trucks on local roads.
- ⊗ **Very Poor** – for the number of trucks on main roads.



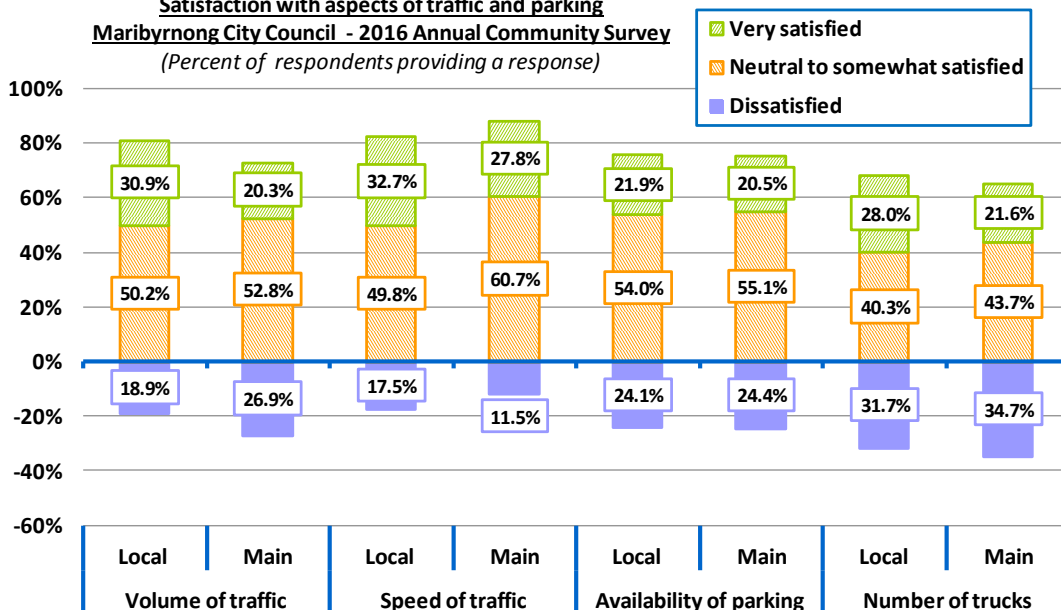
Satisfaction with aspects of traffic and parking
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)



These relatively low levels of satisfaction with the aspects of traffic and parking are further borne out by the percentage results outlined in the following graph. Particular attention is drawn to the following:

- ⊗ Approximately one-third of respondents were dissatisfied with the number of trucks on both local and main roads.
- ⊗ Approximately one-quarter of respondents were dissatisfied with the availability of parking on both local and main roads and the volume of traffic on main roads.

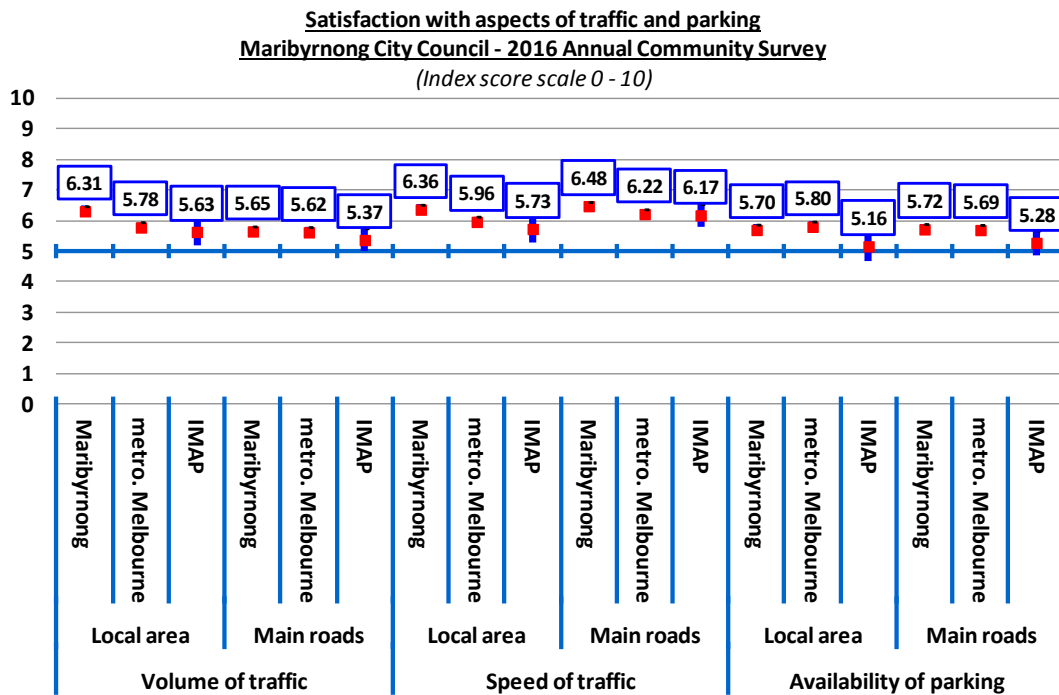
Satisfaction with aspects of traffic and parking
Maribyrnong City Council - 2016 Annual Community Survey
(Percent of respondents providing a response)





The following graph provides a comparison of satisfaction with the volume and speed of traffic and the availability of parking on both local and main roads between the City of Maribyrnong and the metropolitan Melbourne and IMAP region averages as recorded in the 2016 *Governing Melbourne* research.

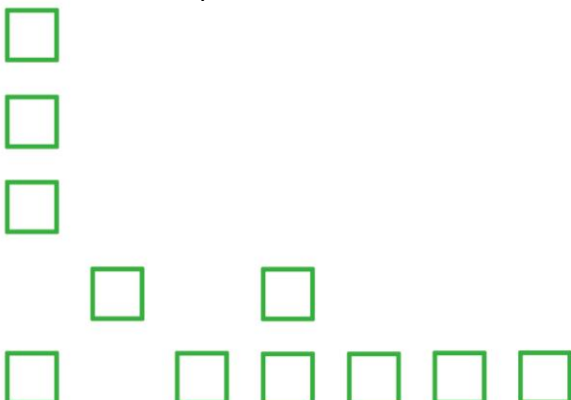
It is observed that respondents in the City of Maribyrnong rated satisfaction with each aspect of traffic and parking on local and main roads somewhat higher than the metropolitan Melbourne average, and in many cases measurably higher than the IMAP region averages.

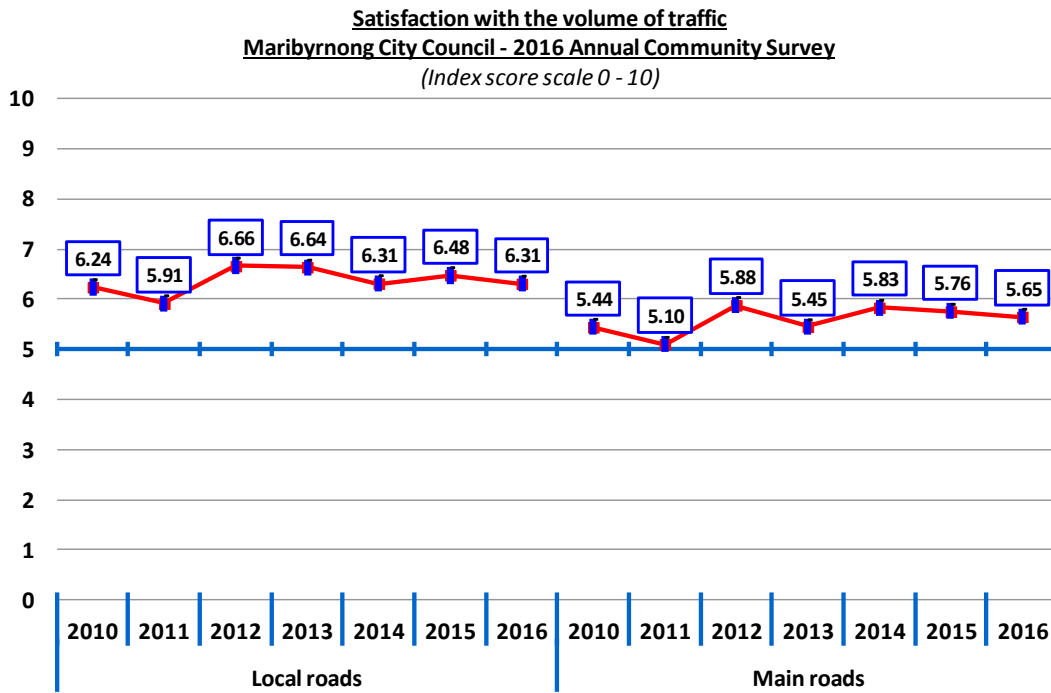


Volume of traffic

Satisfaction with the volume of traffic on both local and main roads declined marginally but not measurably in 2016.

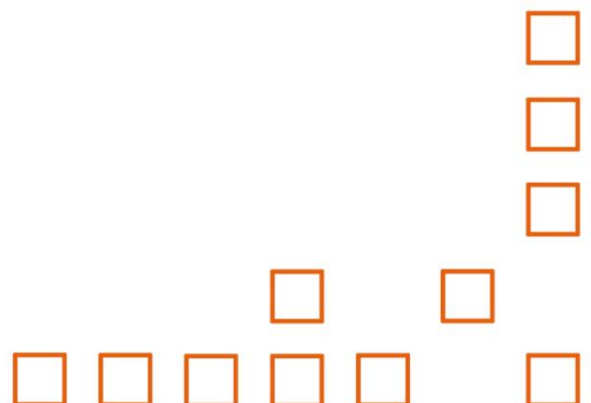
Metropolis Research notes that satisfaction with the volume of traffic on local roads has been categorised as “solid” in each of the last three years, whilst satisfaction with the volume of traffic on main roads has been categorised as “poor” in each of the last three years.



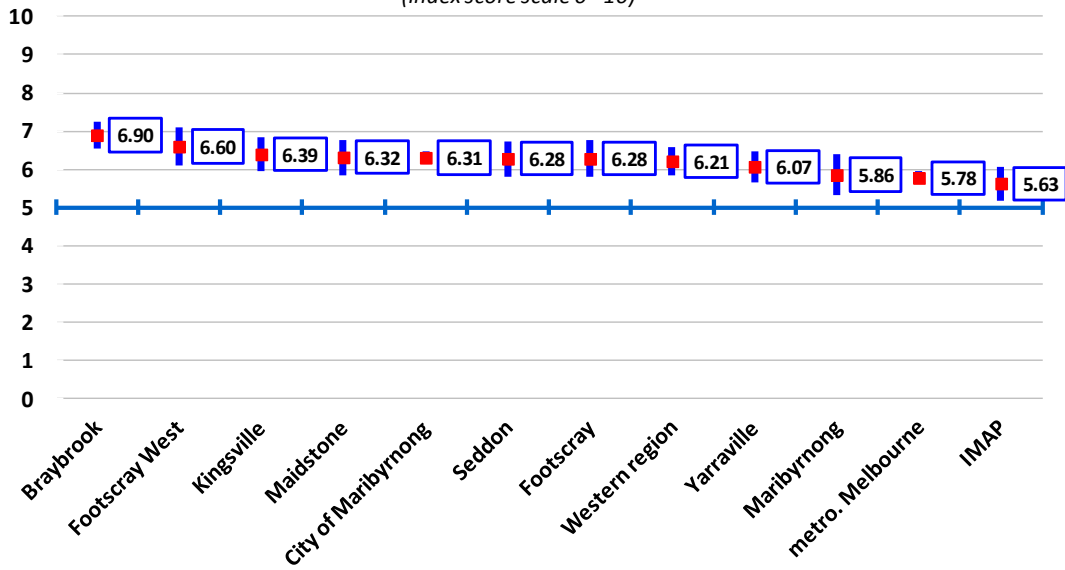


There was some measurable variation in satisfaction with the volume of traffic on local roads observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Footscray** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “good”.
- ⊗ **Maribyrnong** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “poor”.
- ⊗ **City of Maribyrnong** – respondents rated satisfaction measurably and significantly higher than the metropolitan Melbourne and IMAP region averages.



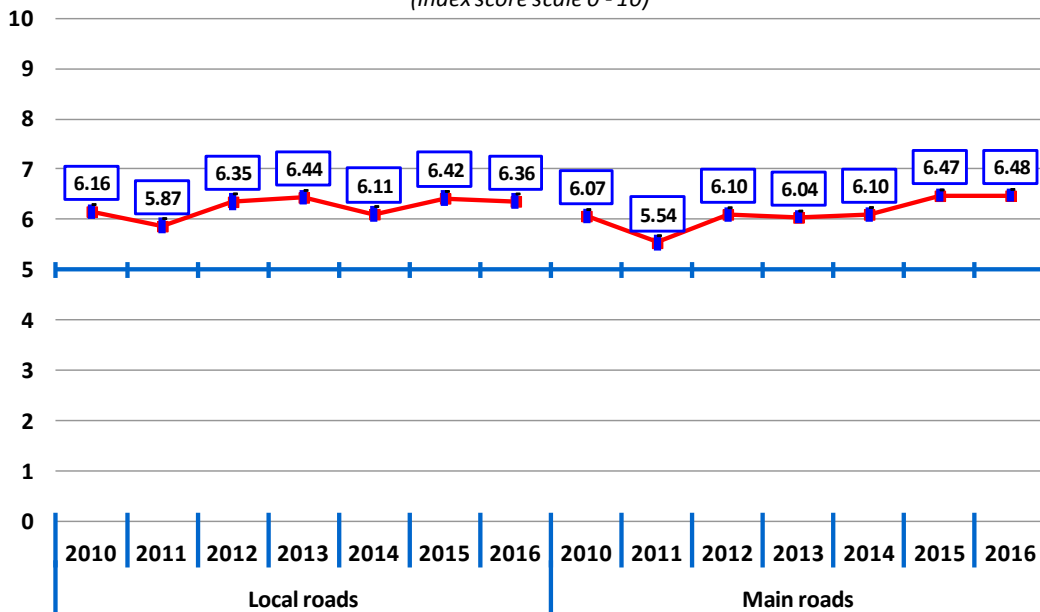
Volume of traffic on local roads by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Speed of traffic

Satisfaction with the speed of traffic both on local and main roads remained essentially stable in 2016 at a little less than 6.5 out of ten. Satisfaction with the speed of traffic on both local and main roads has been recorded at levels categorised as “solid” in each of the last five years.

Satisfaction with the speed of traffic
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)





Reason for dissatisfaction with speed of traffic
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of respondents dissatisfied with speed of traffic)

Response	Local roads			Main roads		
	2016 Number	2016 Percent	2015 Percent	2016 Number	2016 Percent	2015 Percent
Too fast	101	76.5%	76.0%	41	48.2%	61.8%
Too slow	31	23.5%	24.0%	44	51.8%	38.2%
Not stated	0		4	1		5
Total	132	100%	125	86	100%	94

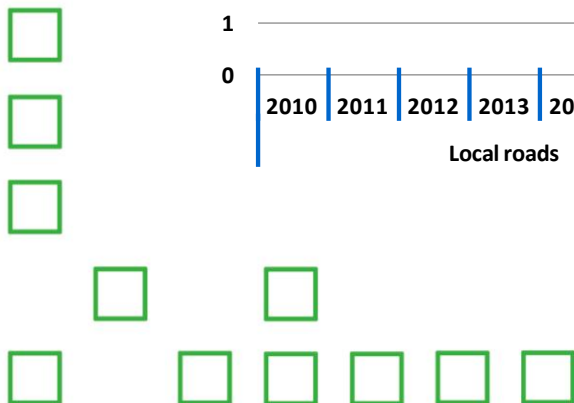
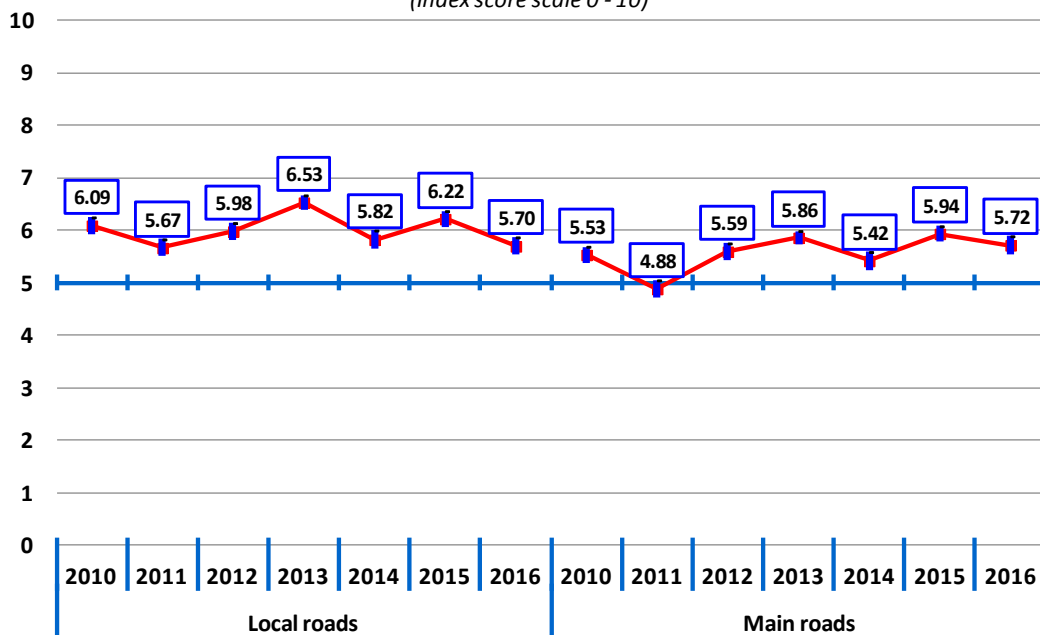
Availability of parking

Satisfaction with the availability of parking both on local and main roads declined somewhat in 2016, with the decline in satisfaction with the availability of parking on local roads being statistically significant.

Satisfaction with the availability of parking on both local and main roads was at levels categorised as “poor” in 2016, a decline for local roads parking from the categorisation of “solid” recorded in 2015.

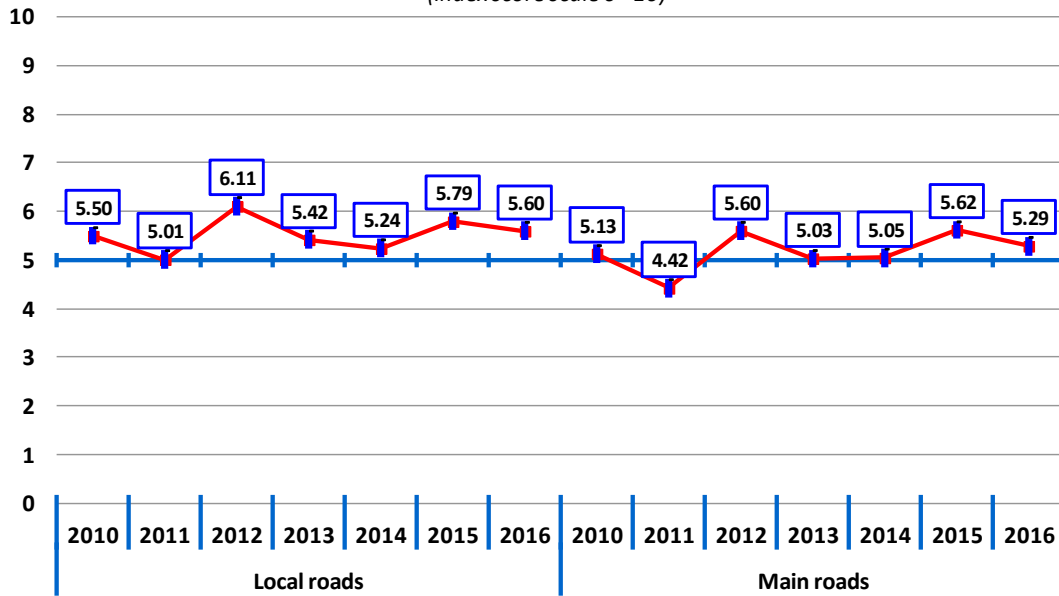
Metropolis Research does note that satisfaction with the availability of parking on both local and main roads has proved somewhat volatile in recent years.

Satisfaction with the availability of parking
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)

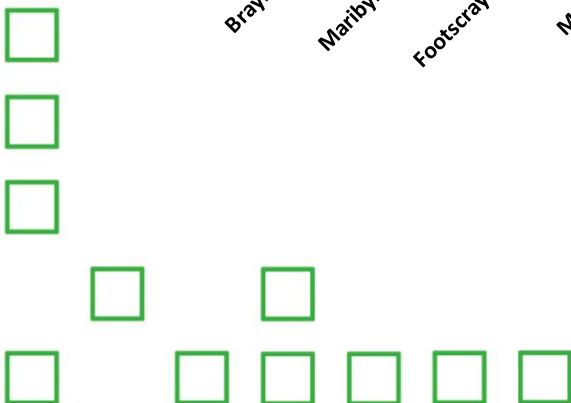
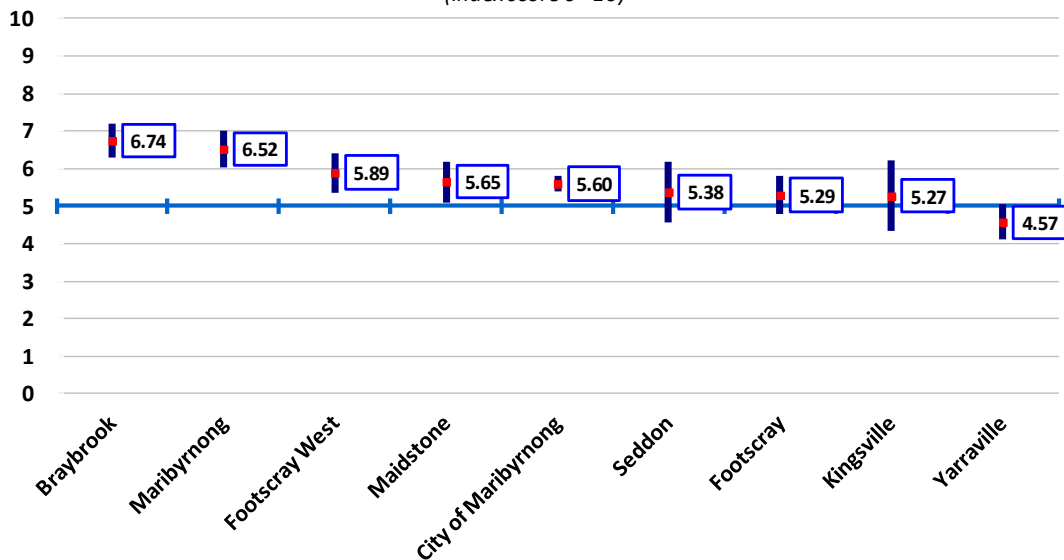


- ☒
- ☒
- ⊗ **Braybrook** and **Maribyrnong** – respondents rated satisfaction measurably and significantly higher than the municipal average at levels categorised as “good”.
- ⊗ **Yarraville** – respondents rated satisfaction measurably and significantly lower than the municipal average at a level categorised as “extremely poor”.

Satisfaction with the number of trucks
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Number of trucks on local roads by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



Council advocacy and lobbying in relation to trucks and freight traffic



Awareness of Council’s truck and freight related advocacy and lobbying



Respondents were asked:

“Are you aware of the advocacy and lobbying that the City of Maribyrnong has undertaken in recent times in relation to the issue of trucks and freight traffic in the municipality, and if so, how satisfied are you with Council’s efforts?”

The proportion of respondents aware of Council’s lobbying and advocacy in relation to truck and freight traffic declined marginally, down from 41.0% to 38.2%.

Awareness of Council's lobbying and advocacy in relation to truck and freight traffic

Maribyrnong City Council - 2016 Annual Community Survey

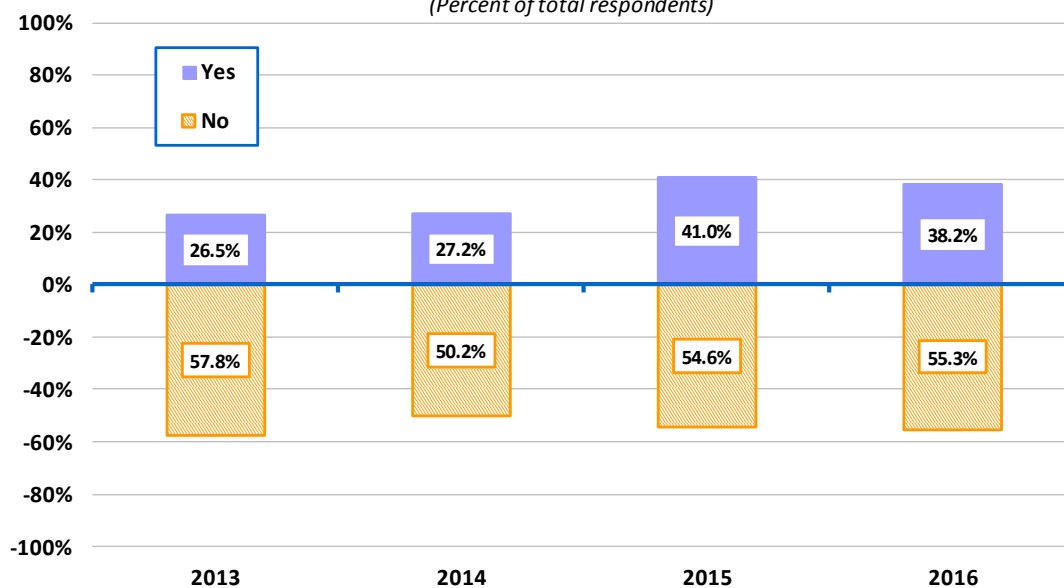
(Number and percent of total respondents)

Response	2016		2015	2014	2013
	Number	Percent			
Yes	307	38.2%	41.0%	27.2%	26.5%
No	444	55.3%	54.6%	50.2%	57.8%
Can't say	52	6.5%	4.4%	22.6%	15.8%
Total	803	100%	800	802	800

Awareness of Council's lobbying and advocacy in relation to truck and freight issues

Maribyrnong City Council - 2016 Annual Community Survey

(Percent of total respondents)

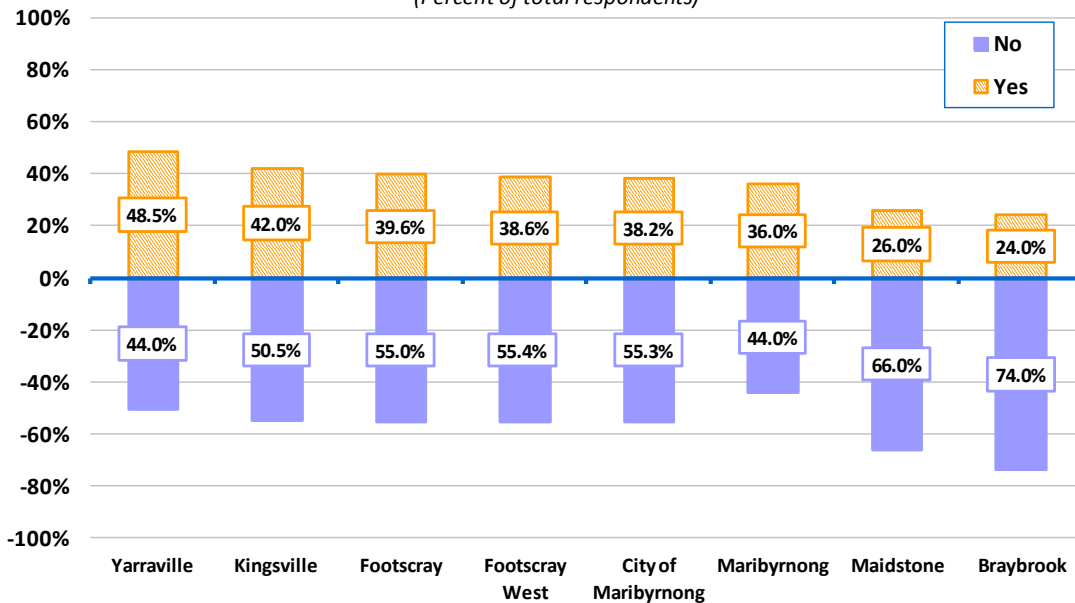




There was measurable and significant variation in this result observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Yarraville** – respondents were measurably and significantly more likely to be aware of Council’s advocacy efforts than the municipal average.
- ⊗ **Maidstone** and **Braybrook** – respondents were measurably and significantly less likely to be aware of Council’s advocacy efforts than the municipal average.

Awareness of Council's advocacy in relation to trucks and freight traffic
Maribyrnong City Council - 2016 Annual Community Survey
(Percent of total respondents)



Satisfaction with Council’s truck and freight related advocacy and lobbying

Respondents were asked:

“Are you aware of the advocacy and lobbying that the City of Maribyrnong has undertaken in recent times in relation to the issue of trucks and freight traffic in the municipality, and if so, how satisfied are you with Council’s efforts?”

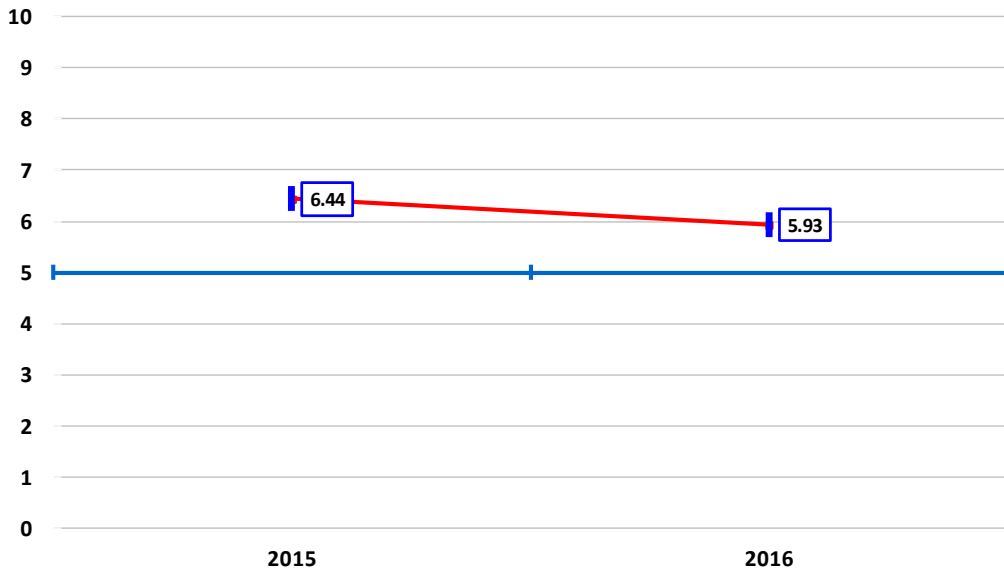
Satisfaction with Council’s advocacy and lobbying in relation to the issues of trucks and freight traffic in the municipality declined measurably and significantly in 2016, down 7.9% to 5.93.



This level of satisfaction is best categorised as “poor”, which represents a decline on the previous categorisation of “solid”.



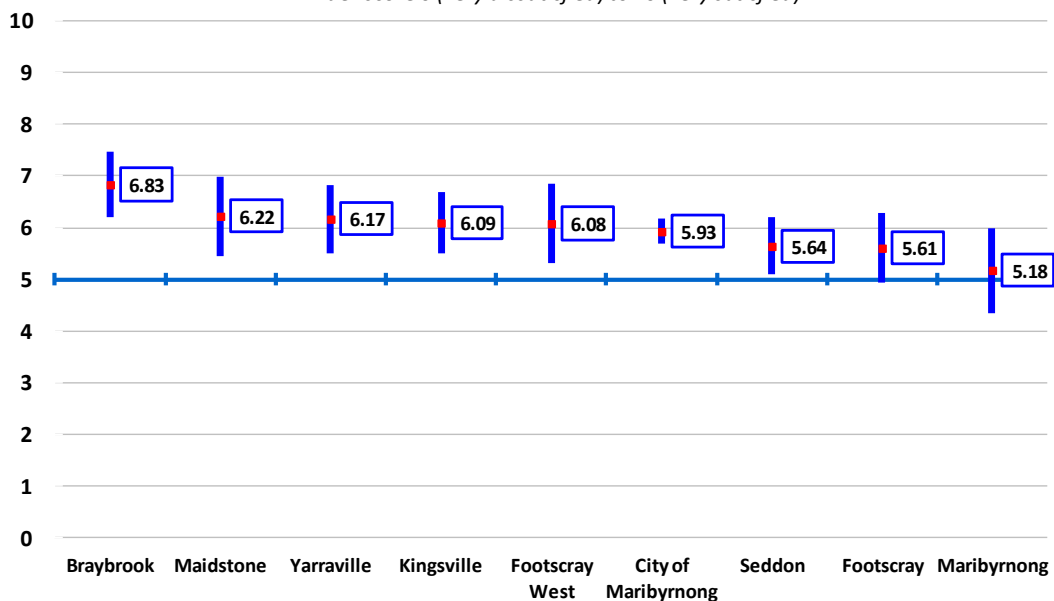
Satisfaction with Council's advocacy in relation to trucks and freight traffic
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was measurable and significant variation in this result observed across the municipality, with attention drawn to following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average at a level categorised as “good”.
- ⊗ **Seddon, Footscray, and Maribyrnong** – respondents rated satisfaction significantly, albeit not measurably lower than the municipal average at levels categorised as “poor” and “very poor”.

Satisfaction with Council's advocacy in relation to trucks and freight traffic by precinct
Maribyrnong City Council - 2016 Annual Community Survey
 Index score 0 (very dissatisfied) to 10 (very satisfied)





Impact of Western Distributor on local households



Respondents were asked:

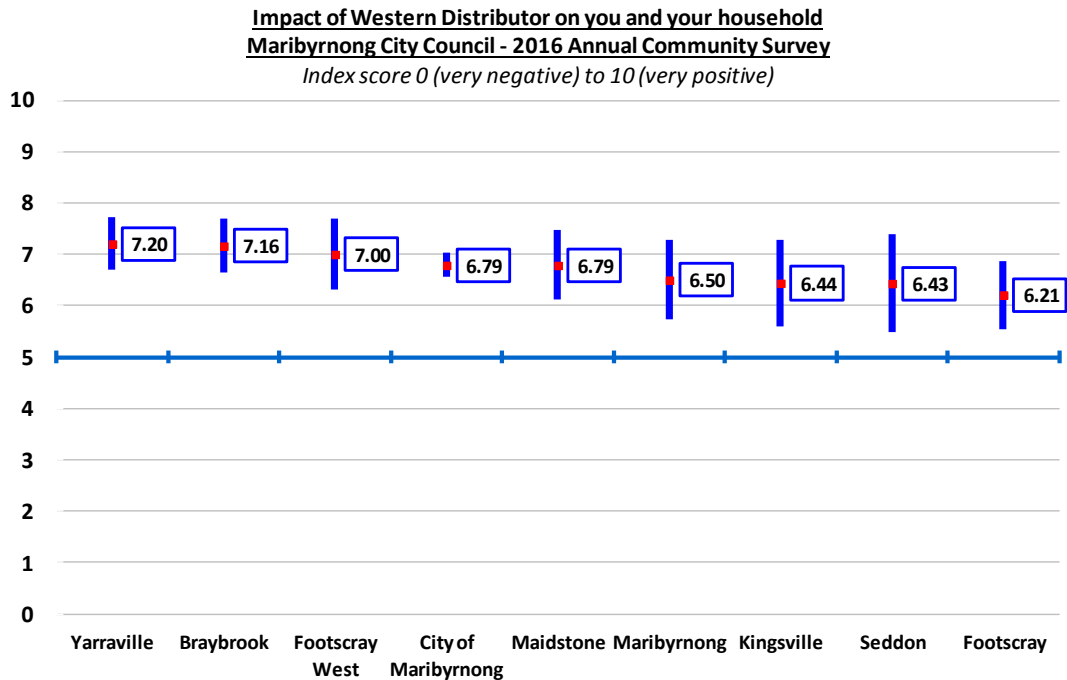
“On a scale of 0 (very negative) to 10 (very positive), what impact do you believe the proposed new Western Distributor road project will have on you and your household?”

This question relating to the impact of the Western Distributor road project on local households was included for the first time in the 2016 survey.

On average respondents across the City of Maribyrnong rated the impact of the Western Distributor to be “solidly positive” with an average impact of 6.79 out of a potential ten.

There was no statistically significant variation in this result observed across the municipality, although attention is drawn to the following:

- ⊗ **Yarraville** and **Braybrook** – respondents rated the impact of the Western Distributor somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Footscray** – respondents rated the impact of the Western Distributor significantly, albeit not measurably lower than the municipal average.

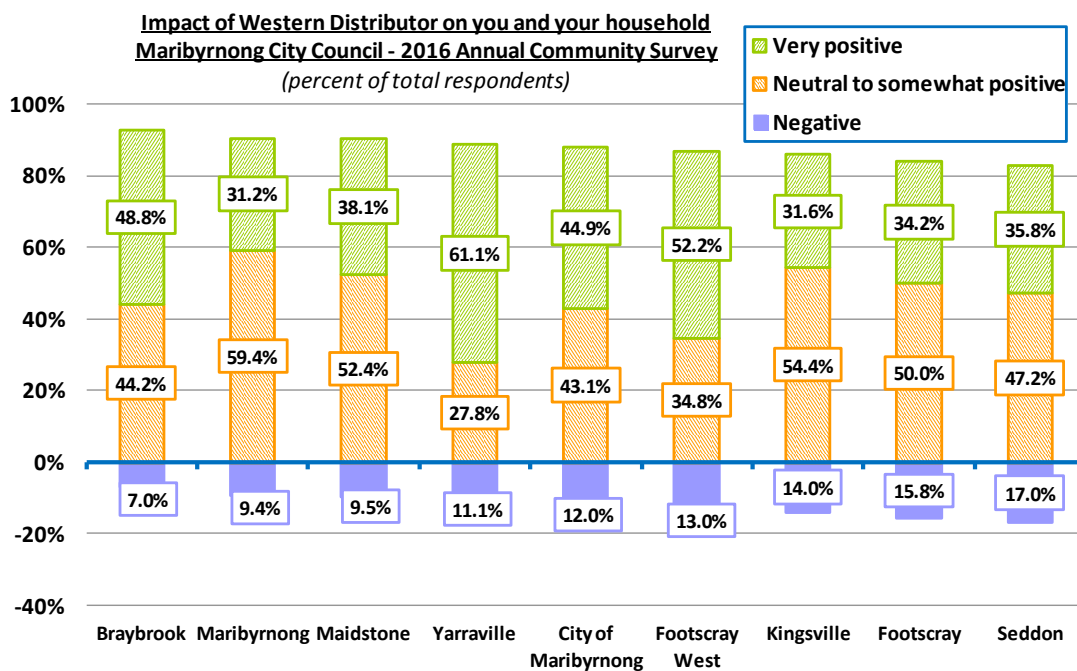


The following graph provides a breakdown of these results into those who rated the impact negative (rating zero to four), neutral to somewhat positive (rating five to seven), and very positive (rating eight to ten).



Particular attention is drawn to the following:

- ⊗ **Yarraville** – almost two-thirds (61.1%) of respondents from Yarraville rated the impact of the Western Distributor to be very positive.
- ⊗ **Seddon** – almost one-sixth (17.0%) of respondents from Seddon rated the impact of the Western Distributor to be negative.



The following table outlines the responses received from respondents as to the impact of the Western Distributor in the local area.

The most common reasons provided by respondents relate to a perception that the Western Distributor will increase local traffic congestion.





Reasons for rating satisfaction with impact of western distributor less than 5
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Increase traffic congestion during construction	5
Air and noise pollution	3
Don't know about it	2
It will move traffic to Spotswood, moving the problem is not solving it	2
Less trucks	2
No impact, but it will be good to have it	2
There isn't clear information on how it is going to be	2
Cost - many people will lose their homes, not sure it will save time	1
Disgusting projects - the worst, it is just to make them richer and destroy the city	1
It brings more traffic to the roads we are using to go to the city	1
More noise pollution	1
I will be dead to the time it is finished	1
The impact on Footscray Road, and impact on visual amenity	1
Minimum impact	1
Poor traffic management	1
Make sure you have alternate routes for people before starting work on the current	1
It is going to disrupt the garden areas and create heavy traffic around residential area	1
Likely hood of trucks using Williamstown Rd to avoid WD tolls	1
More information required, more money on public transport	1
Not effective in stopping trucks	1
It is too political not actually addressing public transport issue	1
Total	32

Planning and housing development

Planning for population growth

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”



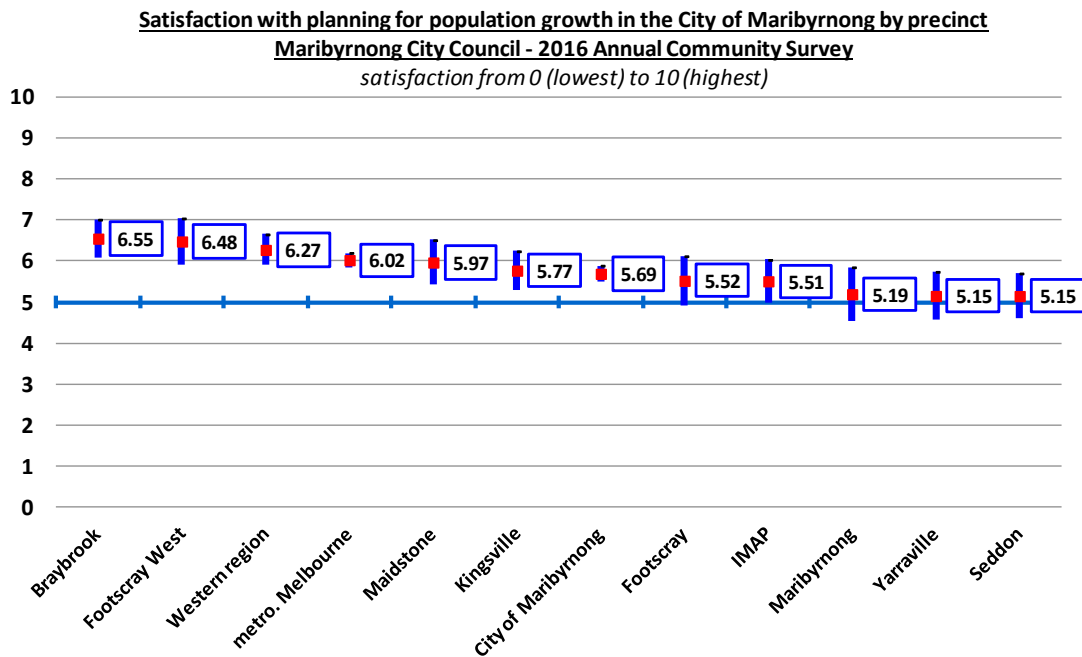
The question did not refer to any specific planning agency (i.e. Council, the Metropolitan Planning Authority, VCAT, or the State government), as planning for population growth is a shared responsibility.



Satisfaction with planning for population growth in the City of Maribyrnong was rated at 5.69 out of a potential ten, a level of satisfaction best categorised as “poor”.

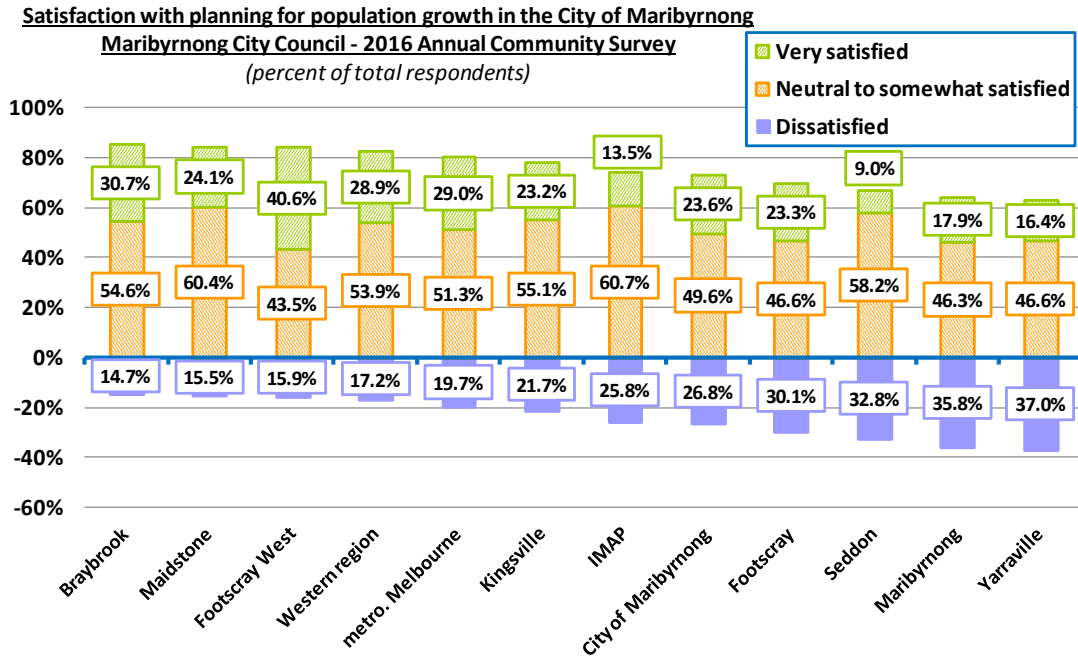
There was some measurable variation in this result observed both across the eight precincts comprising the City of Maribyrnong as well as against the *Governing Melbourne* results, with attention drawn to the following:

- ⊗ **City of Maribyrnong** – respondents rated satisfaction measurably and significantly lower than the western region (6.27) and metropolitan Melbourne (6.02) averages.
- ⊗ **City of Maribyrnong** – respondents rated satisfaction marginally but not measurably higher than the IMAP region average of 5.51.
- ⊗ **Braybrook** and **Footscray West** – respondents rated satisfaction measurably and significantly higher than the municipal average.
- ⊗ **Maribyrnong, Yarraville,** and **Seddon** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average.



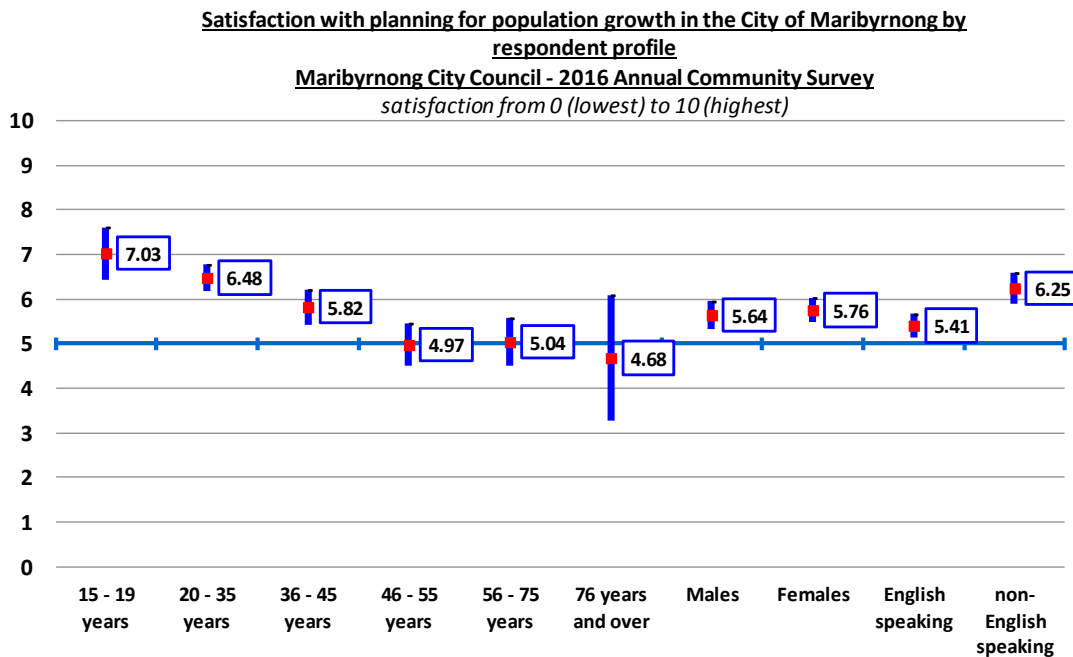
When examining the percentage results of respondents broken down into those dissatisfied (rating zero to four), neutral to somewhat satisfied (five to seven) and very satisfied (eight to ten). Attention is drawn to the fact that approximately one-third of respondents from Footscray, Seddon, Maribyrnong, and Yarraville were dissatisfied with planning for population growth.





There was some very interesting variation in satisfaction with planning for population growth when examined by respondent profile, as outlined in the following graph. Attention is drawn to the following:

- ⊗ **Younger respondents (aged 15 to 45 years)** – were significantly more satisfied with planning for population growth than older respondents.
- ⊗ **English speaking** – respondents from English speaking households were measurably less satisfied with planning for population growth than respondents from non-English speaking households.



Concerns about population growth in the City of Maribyrnong



Respondents were asked:



“If you rated satisfaction less than 5, what concerns you most about population growth in the City of Maribyrnong?”

Respondents dissatisfied with the planning for population growth in the City of Maribyrnong were asked what concerns them most about population growth in the municipality.

A total of 190 responses were received from the approximately two hundred respondents dissatisfied with planning for population growth.

As is evident in the table, respondents identified a range of issues that concern them in relation to planning for population growth in the local area.

The most commonly identified concerns related to concerns about the impact on local infrastructure, including not only physical infrastructure but also health and human services such as childcare and schools.



Reasons for rating satisfaction with planning for population growth less than 5

Maribyrnong City Council - 2016 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Infrastructure is not enough, density too high and no plans for it	12
Too much development, high-rises, high density buildings and units	12
There isn't any secondary / high schools in the area	11
Not enough child care	9
Infrastructure, parking can't keep up	8
Road infrastructure too small, not upgraded	8
No investment in infrastructure, public transport	7
Amenities, kindergarten, high school, size of primary schools are not meeting the needs of the population growth	6
Higher density and high population is becoming a problem	6
Not enough schools	6
Traffic and road congestion	6
Overdevelopment	5
Doesn't seem to be enough open spaces	4
Hard to get kids into kindergarten, not enough schooling in the area	4
Too much housing. No infrastructure	4
Facilities hasn't changed as population is increasing	3
Increased density - impact on traffic	3
Lack of parks and green spaces	3
More people in the area, getting very populated	3
More trucks, but you don't have more roads	3
No one is doing it - no proper plans at all	3
Not aware what is being done, no information	3
The housing is too dense, reducing availability / provision of parking	3
High-density of housing, lack of attention to traditional house	2
High-rise apartment developments that don't cater to families	2
Inadequate planning for the developments, limiting the car parks for residents and car parks on the street	2
Maximizing use of land makes very good sense. However, it increases traffic volume on streets that were never designed for such cases	2
Medium to high density housing has negative physical, emotional and mental impacts on individuals and therefore communities	2
Multi-cultural background, promote cultural activities	2
No development infrastructure - parking especially for residents	2
Not very happy with how it is being done	2
Provision of early year / youth services	2
Quality of building is low	2
Safety issues, especially for children	2
Too concentrated development with no right of appeal, waiving its parking obligations	2
Bicycles should be more important and bridges are not good enough	1

Reasons for rating satisfaction with planning for population growth less than 5
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)



<i>Response</i>	<i>Number</i>
Council rates are too high considering what they do	1
Council rates increase does nothing for the community except to allow developments that ruin the community	1
Don't feel that we have the infrastructure to deal with the population i.e. water mains	1
I can't see if there's any planning - they are not considering any other factors but high-density development	1
I don't know their plans, that is why I can't say I am satisfied enough	1
Increased number of children, and what facilities are available to this demographic	1
Increased population, increased crime, increased people on the roads	1
It is not clear how Council are planning for growth to ordinary citizens	1
Lack of cycle infrastructure, too much high rise development	1
Lack of planning for basis facilities, e.g. schools, transport, parklands	1
Lack of sustainable jobs	1
More community services, extend opening hours	1
No facilities for children	1
Not adequate green space for plants. Not enough set aside land for outdoor activities	1
Not enough bike paths	1
Not enough infrastructure, supermarkets	1
Not like it is used to be too many times	1
Over development - not considering local residents	1
Population growing, infrastructure can't hold	1
Refugees give birth to too many children but retain less motivation to work	1
Sacrificing the local history for new infrastructure	1
Sense of community is getting worse	1
Slow about making changes	1
The area is getting crowded and rent is going down, other facilities are getting crowded	1
The balance between responsible and sustainable development and the services offered is not present	1
The city can't handle high population because the crossings at the river are limited which creates bottle necks	1
The number of units that has been approved in another suburbs	1
The roads are already overcrowded especially near Highpoint	1
The services and parks need to keep up with the development and population	1
There are too many apartments, not enough services	1
They focus on quantity not quality	1
Too high density, too many units on small blocks, end of Austin St	1
Too many high rise, max 4 or 5 storeys, not enough green space	1
Total	190

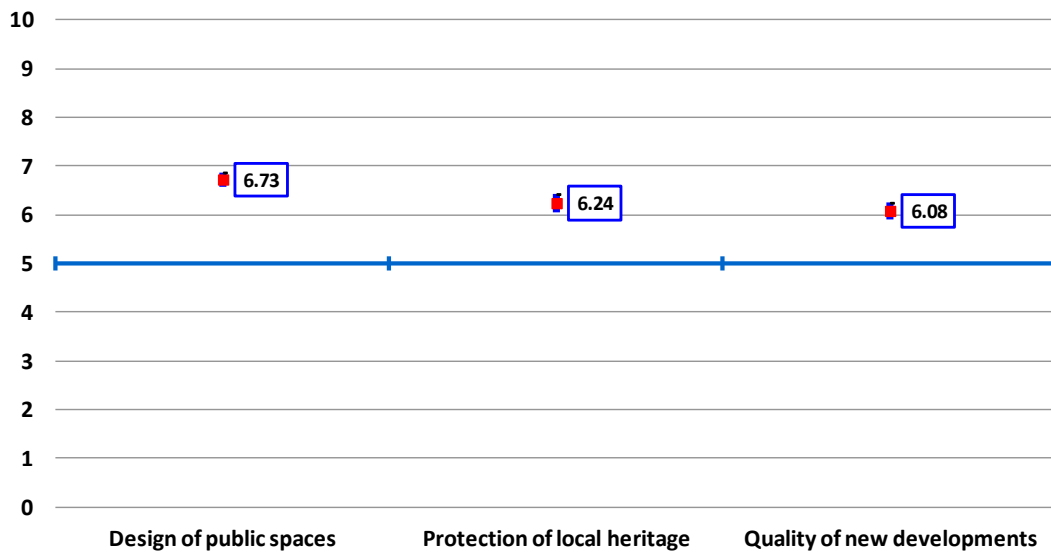


Planning and housing development outcomes

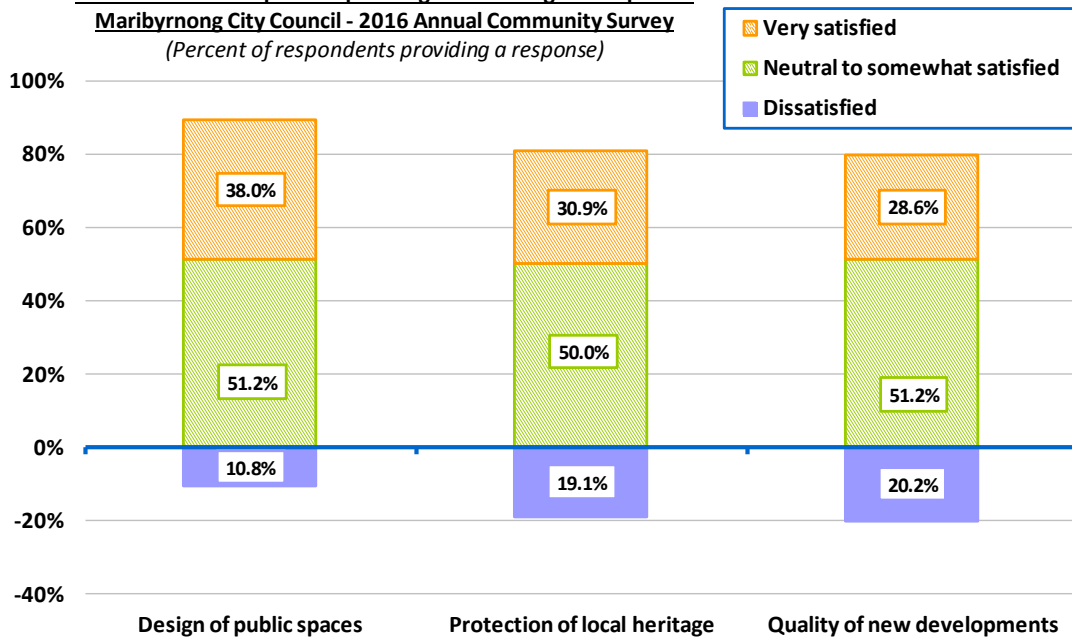
There were three aspects of planning and housing development outcomes included in the 2016 survey, and satisfaction with these aspects can best be summarised as:

- ⊗ **Good** – for the design of public spaces, with 10.8% dissatisfied.
- ⊗ **Solid** – for the protection of local heritage and the quality and appearance of new developments. Approximately one-fifth of respondents were dissatisfied with these two planning and development outcomes.

Satisfaction with aspects of planning and housing development
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)

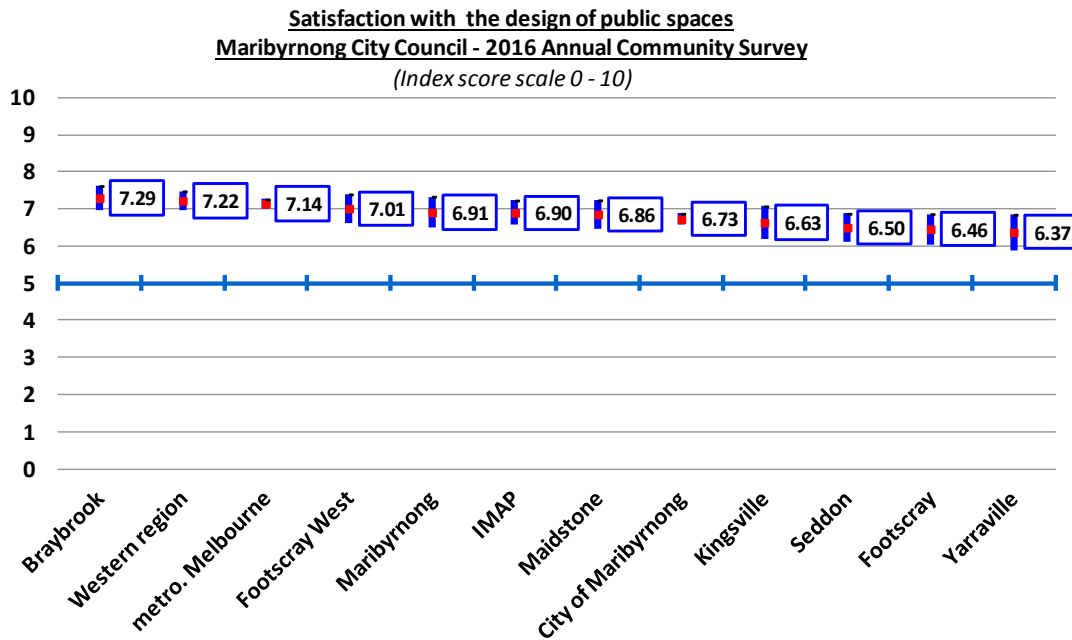


Satisfaction with aspects of planning and housing development
Maribyrnong City Council - 2016 Annual Community Survey
(Percent of respondents providing a response)



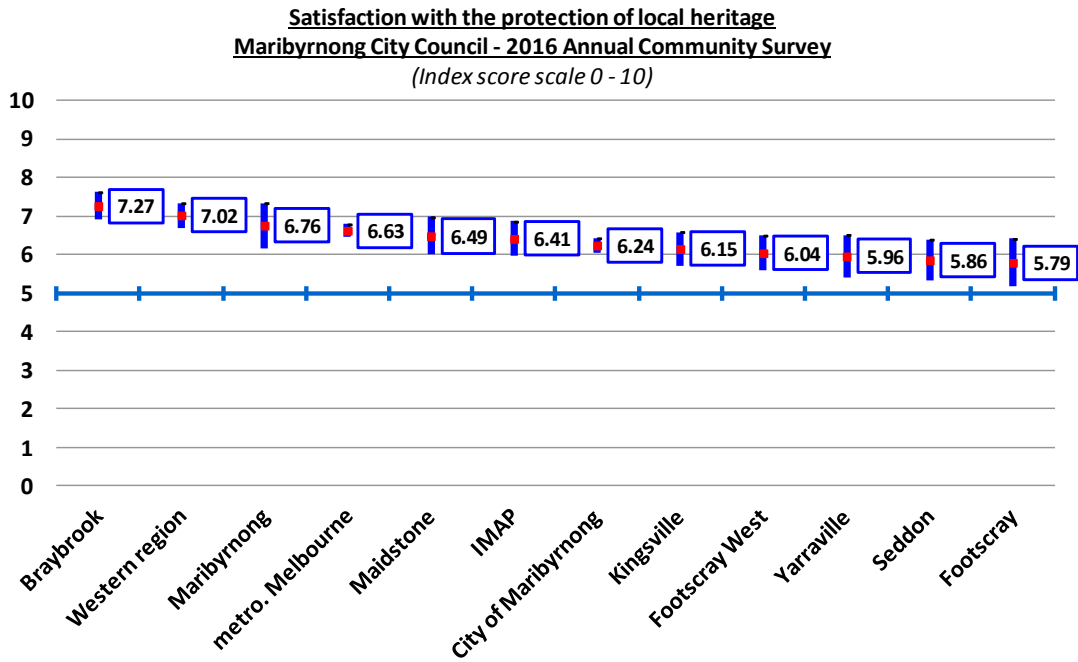
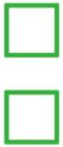
There was some variation in satisfaction with the design of public spaces across the eight precincts comprising the City of Maribyrnong, and between the City of Maribyrnong and the results from *Governing Melbourne*, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average at a level categorised as “very good”.
- ⊗ **City of Maribyrnong** – respondents rated satisfaction measurably lower than both the western region and metropolitan Melbourne averages, and marginally but not measurably lower than the IMAP region average.
- ⊗ **Seddon, Footscray, and Yarraville** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, at levels categorised as “good” in Seddon and “solid” in Footscray and Yarraville.



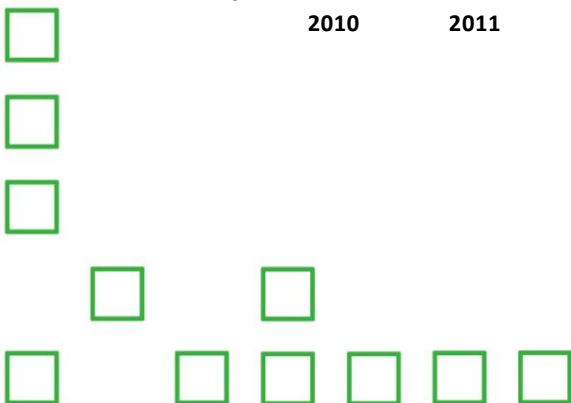
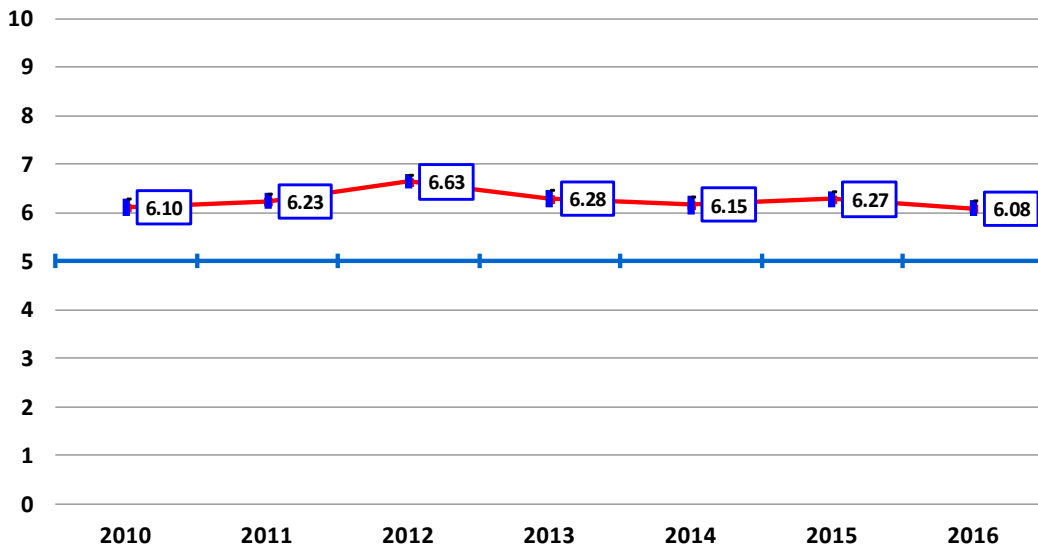
There was some variation in satisfaction with the protection of local heritage across the eight precincts comprising the City of Maribyrnong, and between the City of Maribyrnong and the results from *Governing Melbourne*, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average at a level categorised as “very good”.
- ⊗ **City of Maribyrnong** – respondents rated satisfaction measurably lower than the western region average and marginally lower than both the metropolitan Melbourne and IMAP region averages.
- ⊗ **Yarraville, Seddon, and Footscray** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, at levels categorised as “poor”.



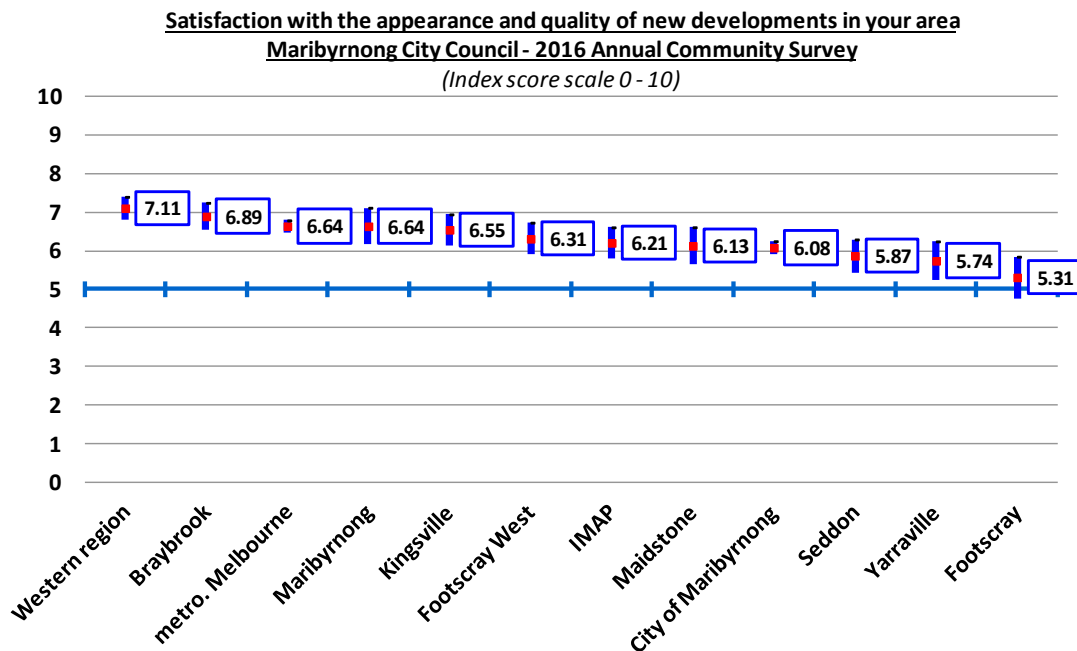
Satisfaction with the quality and appearance of new developments declined marginally but not measurably in 2016, down three percent to 6.08. This level of satisfaction is best categorised as “solid”, the same categorisation this aspect of planning and housing development has obtained in six of the last seven years.

Satisfaction with the quality and appearance of new developments
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



There was some variation in satisfaction with the quality and appearance of new developments across the eight precincts comprising the City of Maribyrnong, and between the City of Maribyrnong and the results from *Governing Melbourne*, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average at a level categorised as “good”.
- ⊗ **City of Maribyrnong** – respondents rated satisfaction measurably lower than both the western region and metropolitan Melbourne averages and marginally lower than the IMAP region average.
- ⊗ **Seddon** and **Yarraville** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average at levels categorised as “poor”.
- ⊗ **Footscray** – respondents rated satisfaction measurably and significantly lower than the municipal average, at a level categorised as “very poor”.



Examples and opinions regarding new housing developments

The following table provides the open-ended comments from respondents dissatisfied with the quality and appearance of new developments in the City of Maribyrnong.

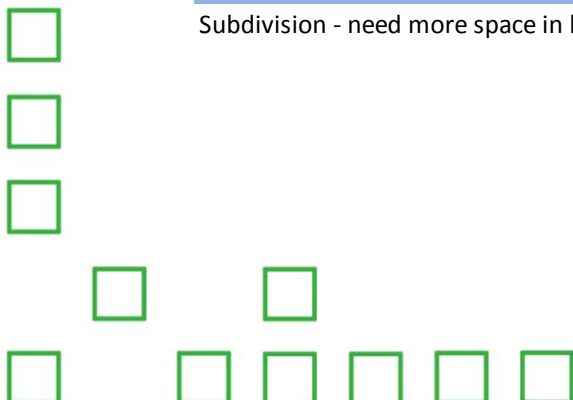


As is clearly evident in the table, many of the comments received from respondents refer to the design and appearance of new developments, with a number considering new developments to be “too ugly”.

A significant number of comments also related to the extent of new development and reflect a view of some in the community that there is now too much development overdeveloping starting to occur in the municipality.

Comments regarding the appearance and quality of new development
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

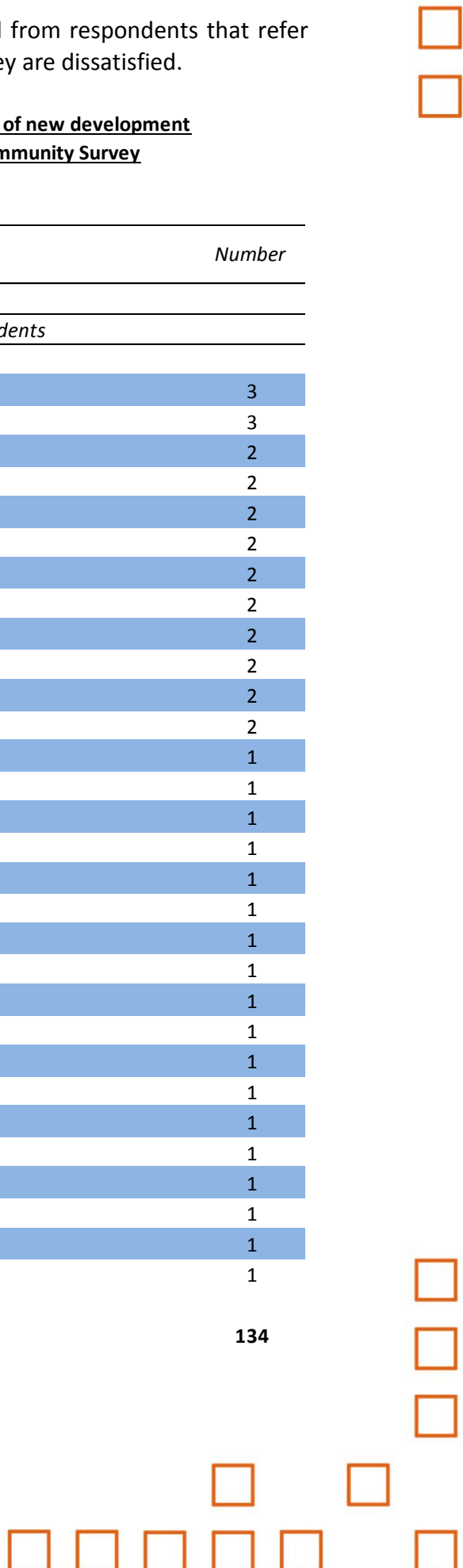
<i>Response</i>	<i>Number</i>
Ugly, cheap and not appealing	11
Less high-rise buildings	10
Overdevelopment and crowded	9
Loss of character and identity, not family friendly	8
Townhouses too many and ugly	7
Do not like high density buildings	6
Units, apartments - too many	5
Bad design and quality, unfitting to the area	4
Inconsistent developments throughout area	3
Not enough new development, many old buildings remain	2
Unsustainable development, not isolated properly, too close together	2
Overdevelopment - parking becomes an issue again	2
Building high density buildings in small streets, not keeping with the area	2
Developers are building rubbish, cheap places	2
Don't understand why 3 storey developments need to happen	2
I don't like modern styles	2
It is inappropriate housing development in the area, they seem to allow the build up of tiny studio flats, not for a good community	2
Over-development, put too much on corner of Fehon & Anderson streets	2
Too much units & apartments, not much parking space	2
Buildings are ugly but they still give permits to build it	1
Centrelink is ugly, high rise developments are too high	1
Shouldn't be placing high rise next to one level home	1
Too many people	1
Unfinished houses	1
Apartments right next to the station	1
Subdivision - need more space in backyards	1



The following table provides the comments received from respondents that refer to specific locations and developments with which they are dissatisfied.

Comments regarding the appearance and quality of new development
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Specific sites identified by respondents</i>	
Footscray is not green enough	3
Francis street - state trustee building	3
Apartments Barkley St	2
Ballarat Rd / Ashley St	2
Corner of Stephen St & Somerville Rd	2
Eleanor St - units building not finished	2
General development in corner of Anderson St & Severn St	2
Multi storey developments Footscray CBD	2
New builds out of character on Bishop St	2
New flat in Footscray, Moreland Rd	2
State trustee building, who allowed that to be built	2
Very poor design of high rise development in Footscray	2
14 Eleanor St - the appearance	1
26 Coral Ave	1
Austin & Victoria St	1
Banbury estate	1
Bosquet St	1
Death star opposite Council	1
Droop Street, Victoria Street, State Trustee Building	1
End of Barkly St, end of Walter St	1
Hinkler St	1
Howden Cres Parkland	1
Inkerman St	1
Macpherson new buildings - look and feels changing	1
Near Coles	1
Next to St. Monica's Primary School	1
Nicholson St apartments	1
Student accommodation on Ballarat Rd	1
The building on Napier St	1
Thomson/Byrne St - destroyed heritage listed facade	1
Total	134





Planning approvals process

Involvement in planning approvals process

Respondents were asked:

“Have you or members of this household been personally involved in a planning application or development in the last twelve months?”

In 2016, eleven percent of respondents reported that they had been personally involved in a planning application or development in the last twelve months. This is marginally higher than the 8.1% recorded in 2015 and the 9.8% recorded in 2014.

Involvement in planning approvals process
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2016		2015	2014	2013	2012	2011
	Number	Percent					
Yes - Applicant	33	4.1%	3.8%	6.2%	4.7%	3.2%	9.1%
Yes - Objector	51	6.4%	3.8%	2.5%	2.2%	5.3%	4.4%
Yes - Other	4	0.5%	0.5%	1.1%	0.4%	0.3%	1.0%
No involvement	709	89.0%	92.0%	90.1%	92.7%	91.2%	85.5%
Not stated	6		29	15	34	30	0
Total	803	100%	800	802	800	800	800

Satisfaction with aspects of the planning approvals process

Respondents that were involved in planning in the last 12 months were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in the City of Maribyrnong?”

In 2016 this set of questions relating to satisfaction with aspects of the planning approvals process was asked only of the eighty-eight respondents who had been personally involved in a planning application or development in the last twelve months.

It is observed that applicants were marginally but not measurably more satisfied with three of the four aspects than were objectors. The exception to this being satisfaction with the timeliness of planning decisions, with which applicants were marginally but not measurably more satisfied than applicants.

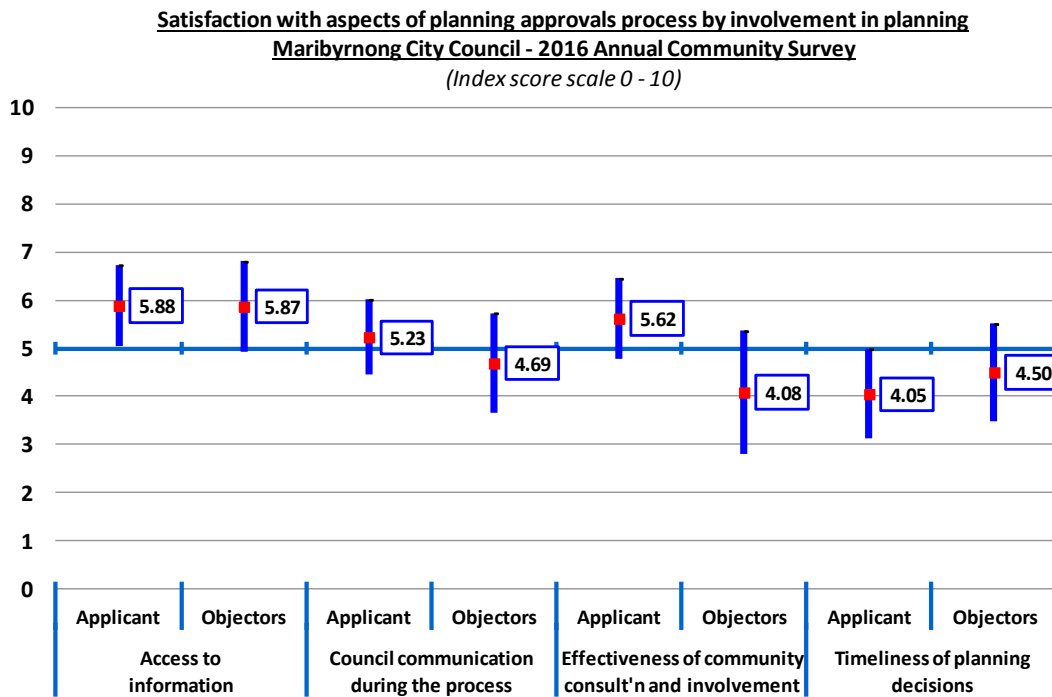


Attention is drawn to the relatively small sample size of thirty-three applicants and fifty-one objectors underpinning these results. This explains the relatively large confidence interval around these average scores (i.e. the blue vertical bars).



Satisfaction with these aspects of the planning approvals process can best be summarised as follows:

- ⊗ **Poor** – applicants and objectors both rated access to information and applicants rated satisfaction with the effectiveness of community consultation and engagement at levels categorised as “poor”.
- ⊗ **Very poor** – applicants rated Council communication during the process as levels categorised as “very poor”.
- ⊗ **Extremely poor** – objectors rated Council communication during the process and the effectiveness of community consultation and involvement, and applicants and objectors rated the timeliness of planning decisions at levels categorised as “extremely poor”.



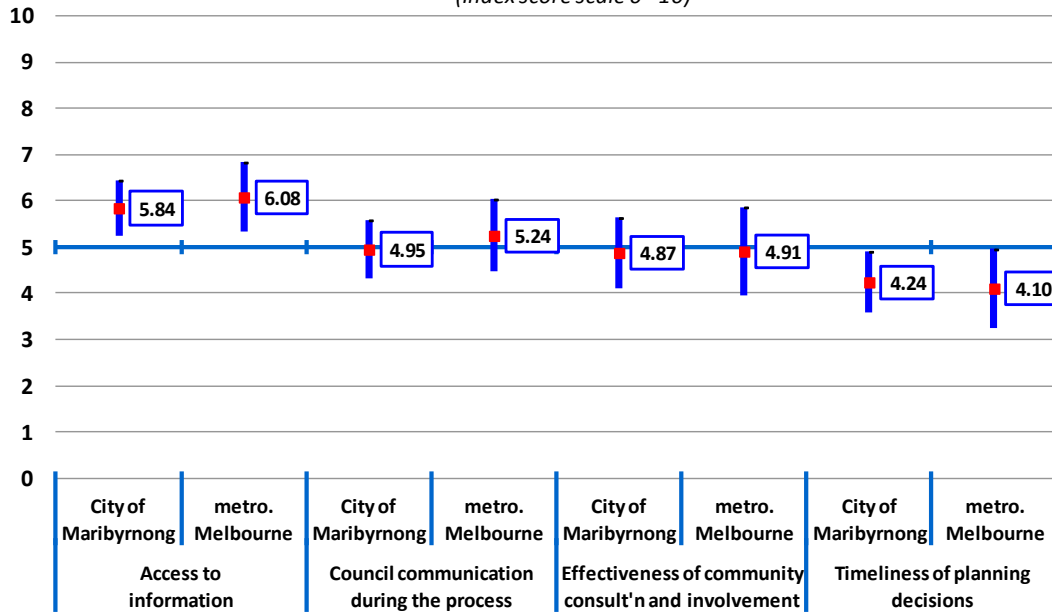
Respondents in the City of Maribyrnong rated satisfaction with the four aspects of the planning approvals and development process at levels similar to the metropolitan Melbourne average results recorded in the 2016 *Governing Melbourne* research.



Metropolis Research notes that the sample of respondents to this set of questions in *Governing Melbourne* was similar to the sample for the City of Maribyrnong, including thirty-eight applicants and eighteen objectors.

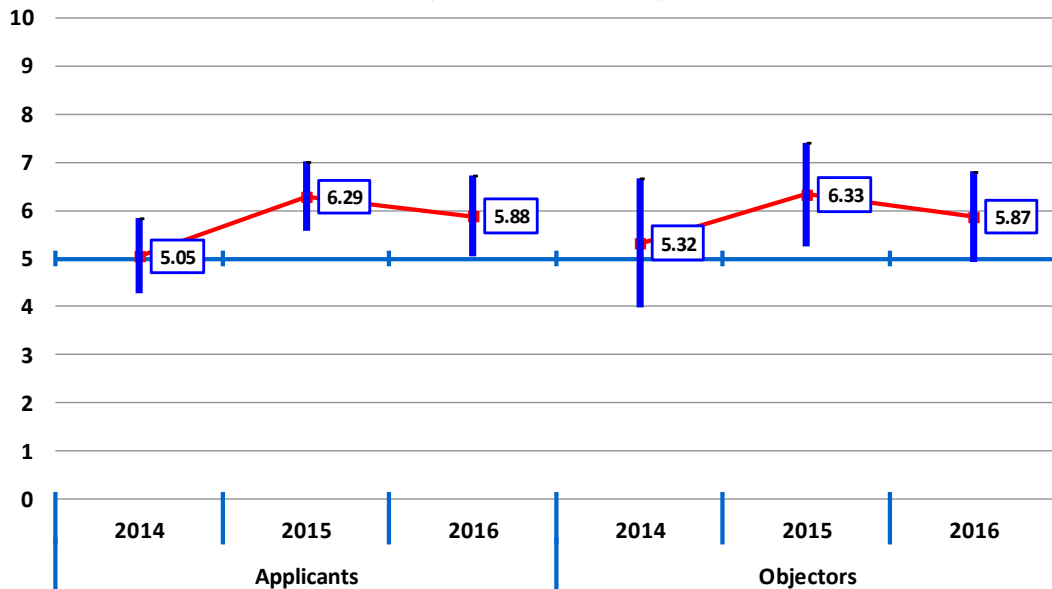


Satisfaction with aspects of planning approvals process
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Satisfaction with access to information declined marginally but not measurably in 2016, and both applicants and objectors rated satisfaction at levels categorised as “very poor”.

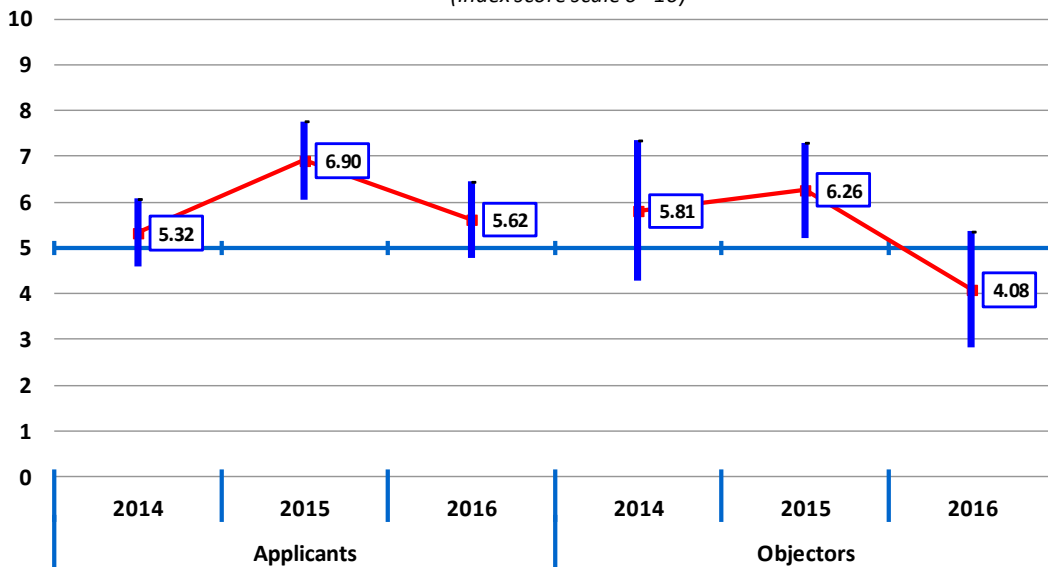
Satisfaction with access to information by type of involvement in planning
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Satisfaction with the effectiveness of community consultation and involvement declined somewhat, albeit not measurably in 2016, with applicants rating satisfaction at levels categorised as “poor”, whilst objectors rated satisfaction at levels categorised as “extremely poor”.

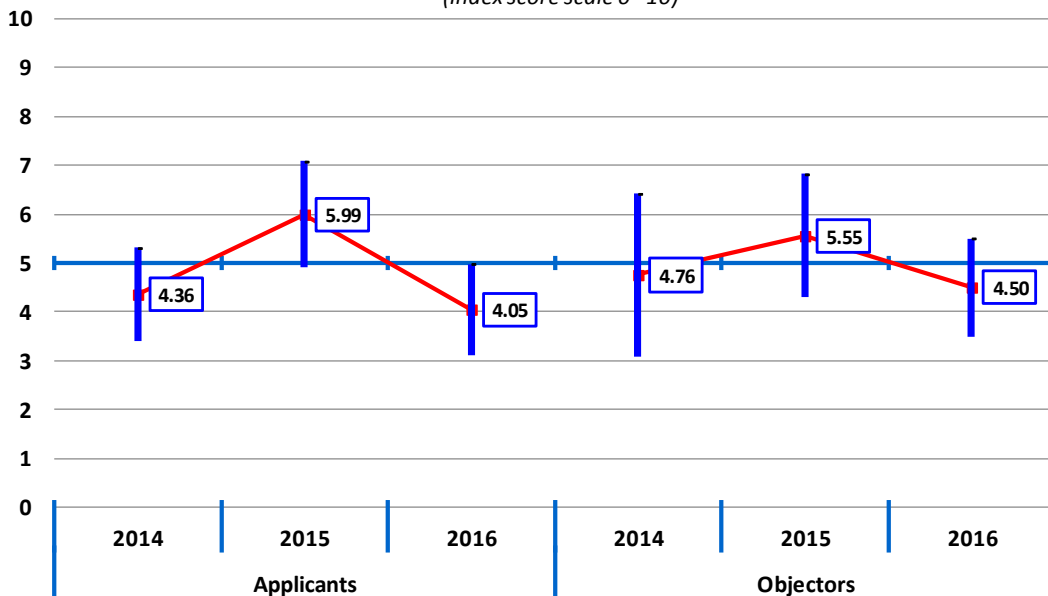


Satisfaction with effectiveness of community consultation and involvement by type of involvement in planning
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Satisfaction with the timeliness of planning decisions declined measurably for applicants and not measurably for objectors in 2016, with both applicants and objectors rating satisfaction at levels categorised as “extremely poor”.

Satisfaction with timeliness of planning decisions by type of involvement in planning
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)





Customer service



Contact with Council in the last two years

Respondents were asked:

“Have you contacted Maribyrnong City Council in the last two years?”

In 2016 a little less than half (48.4% down from 52.8%) of respondents had contacted Council in the last two years. This result has been very stable at or around fifty percent of respondents over an extended period of time.

Contacted Council in the last two years
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of total respondents)

Response	2016		2015	2014	2013	2012	2011
	Number	Percent					
Yes	389	48.4%	52.8%	51.7%	48.4%	47.3%	51.1%
No	406	50.6%	45.9%	48.3%	50.1%	51.5%	48.8%
Can't say	8	1.0%	1.4%	0.0%	1.5%	1.3%	0.1%
Total	803	100%	800	802	800	800	800

Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted the Council, was it?”

The most common form of contact with Council remains telephone, with a little more than half (54.1%) of respondents contacting Council via this method. This result has remained relatively stable over an extended period.

Approximately one-fifth (19.0%) of respondents contacted Council by visiting in person, down somewhat on the 28.9% reported in 2015.

A little less than one-sixth of respondents contacted Council either by email (9.3%) or via the website (4.6%).



Form of contact with Maribyrnong City Council
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents who contacted Council)



Response	2016		2015	2014	2013	2012	2011
	Number	Percent					
Telephone	210	54.1%	50.2%	58.1%	59.7%	59.8%	54.9%
Visit in person	75	19.3%	28.9%	20.5%	15.5%	27.0%	28.9%
E-mail	36	9.3%	12.8%	9.9%	6.5%	6.9%	5.6%
Website	18	4.6%	2.1%	4.3%	1.0%	1.3%	3.7%
Mail	3	0.8%	0.2%	2.7%	2.1%	2.1%	1.5%
Telephone (after hours)	5	1.3%	0.2%	0.5%	1.6%	0.3%	1.0%
Multiple	41	10.6%	5.5%	2.9%	13.4%	2.6%	3.7%
Not stated	1						
Total	389	100%	422	415	387	378	408

Satisfaction with customer contact

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Maribyrnong City Council?”

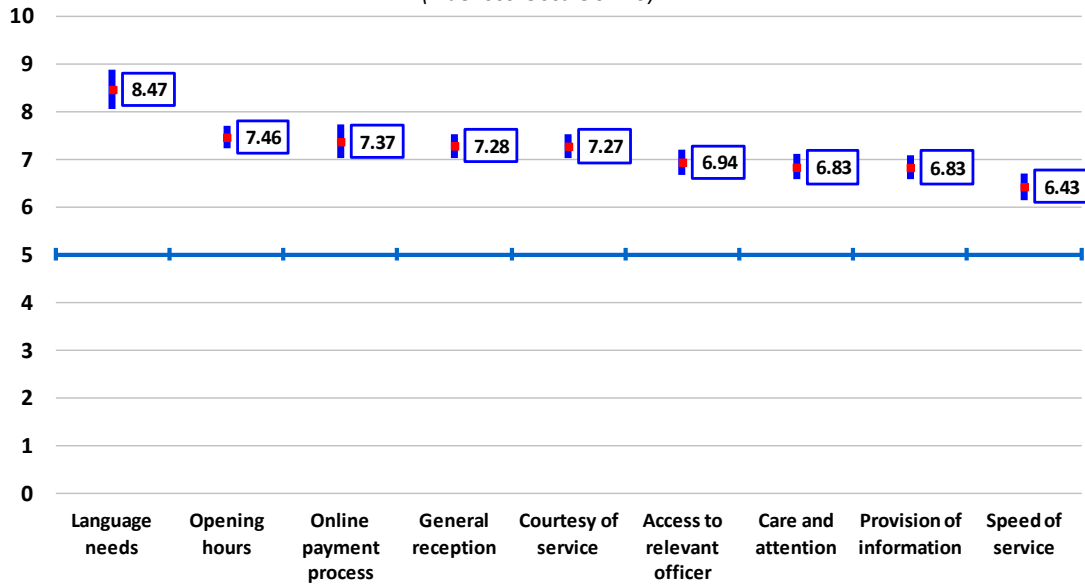
Respondents who had contacted Council in the last twelve months were asked to rate their level of satisfaction with nine aspects of customer service, the average satisfaction with which are outlined in the following graph.

Satisfaction with the nine aspects of customer service can best be summarised as follows:

- ⊗ **Excellent** – for staff understanding language needs (asked only of respondents from non-English speaking households).
- ⊗ **Very Good** – for opening hours, the online payment system, general reception, and the courtesy of service.
- ⊗ **Good** – for access to relevant officer or area, care and attention to enquiry, and the provision of information.
- ⊗ **Solid** – for the speed of service.



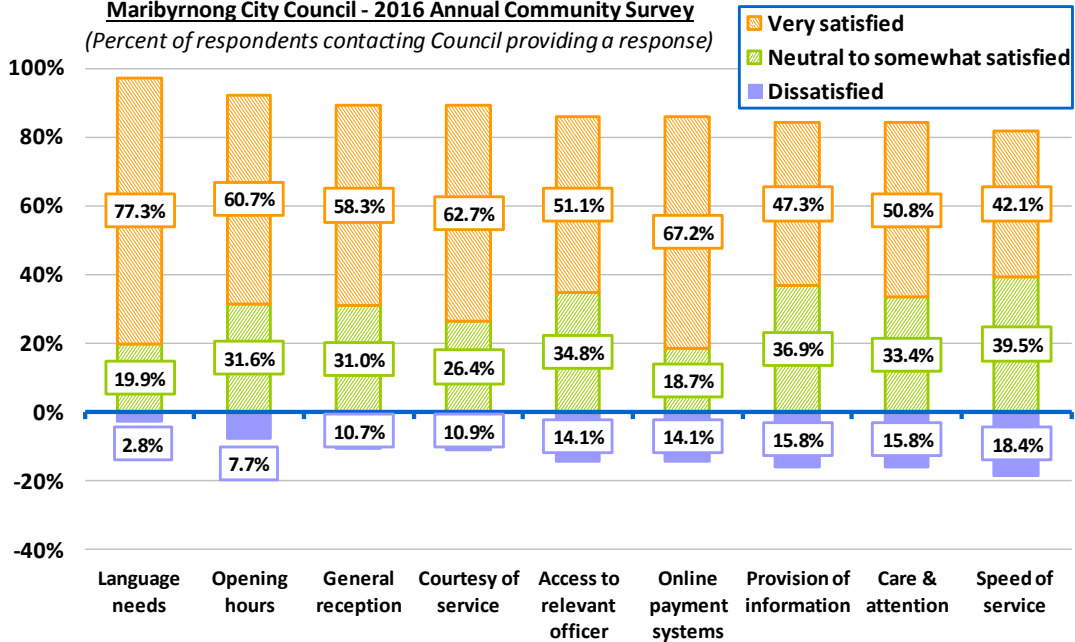
Satisfaction with aspects of customer service
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



With the exception of satisfaction with the provision of information and the speed of service, more than half of the respondents were “very satisfied” with the remaining seven aspects of customer service.

Attention is drawn to the fact that a little more than one-sixth (18.4%) of respondents were dissatisfied with the speed of service. Metropolis Research notes that speed of service has consistently recorded the lowest level of satisfaction of any of the nine aspects of customer service, both in the City of Maribyrnong as well as elsewhere across metropolitan Melbourne.

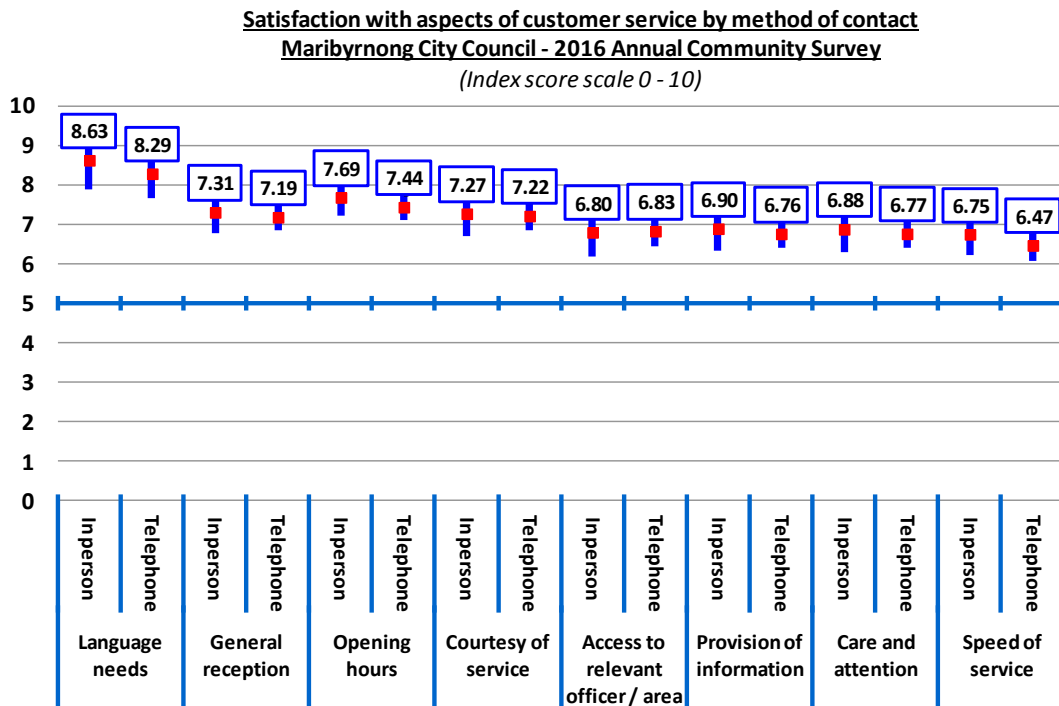
Satisfaction with aspects of customer service
Maribyrnong City Council - 2016 Annual Community Survey
 (Percent of respondents contacting Council providing a response)



The following graph provides a comparison of average satisfaction with each of the nine aspects of customer service between respondents contacting Council via the telephone and those visiting in person (excluding online payment system).



There was no statistically significant variation in satisfaction with customer service based on the method of contacting Council, which is a very positive outcome. It is noted however that respondents contacting Council in person rated satisfaction with eight of the nine aspects of customer service very marginally higher than those telephoning Council. This is typically observed and reflects the intrinsically richer experience that can be provided in person compared to telephone contact.



The following graph provides a comparison of average satisfaction with the nine aspects of customer service between respondents from English speaking households and respondents from non-English speaking households.

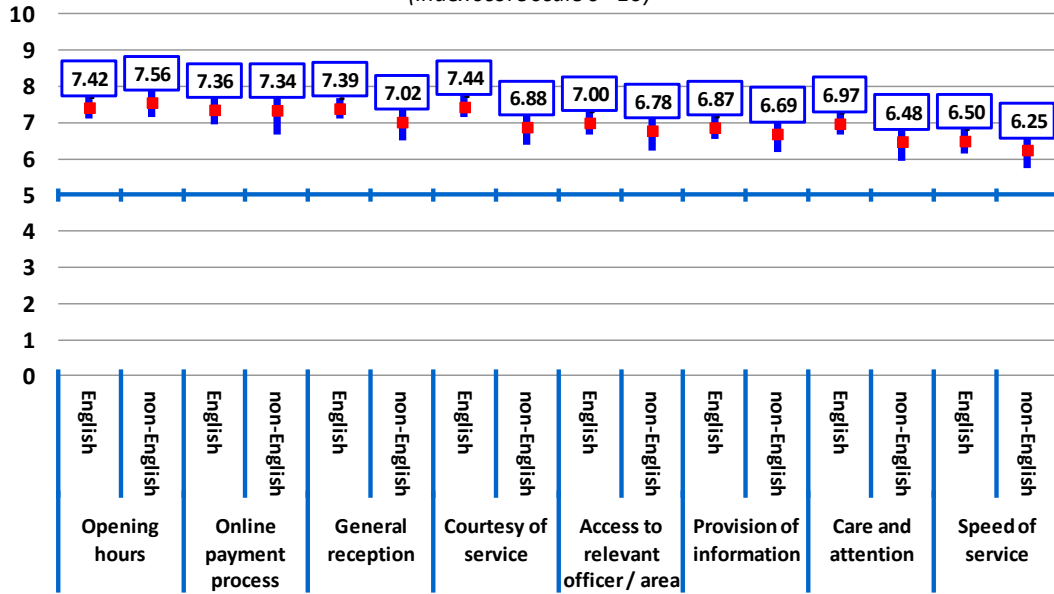
There was no statistically significant variation in average agreement with the eight aspects of customer service observed between the two groups of respondents (excluding staff understanding language needs).

It is observed however that respondents from English speaking households rated satisfaction with the courtesy of service noticeably higher than respondents from non-English speaking households. This variation was not however statistically significant.



Satisfaction with aspects of customer service language spoken at home
Maribyrnong City Council - 2016 Annual Community Survey

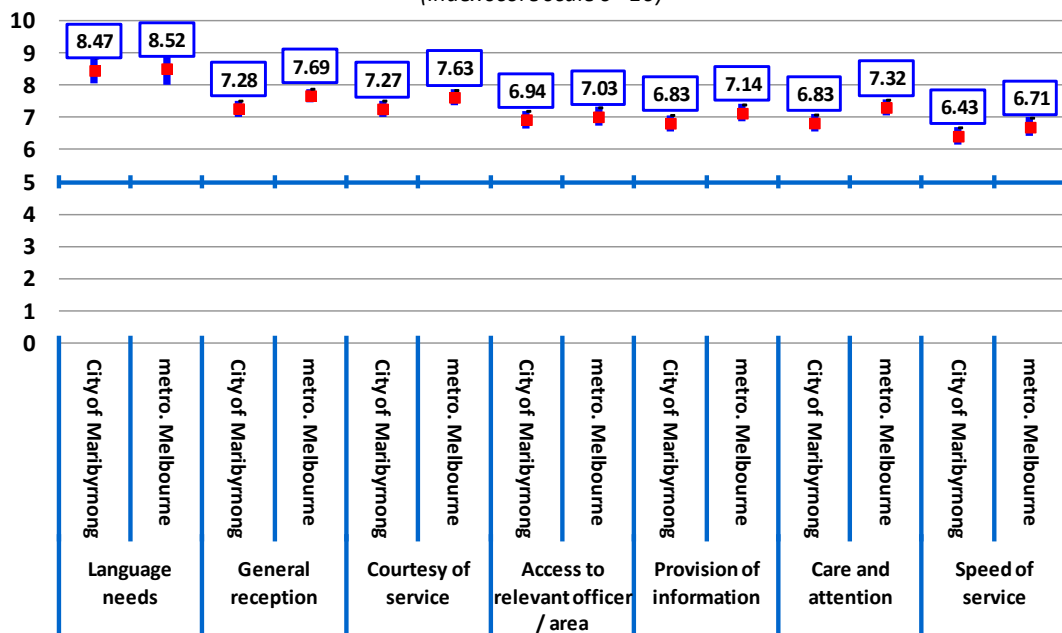
(Index score scale 0 - 10)



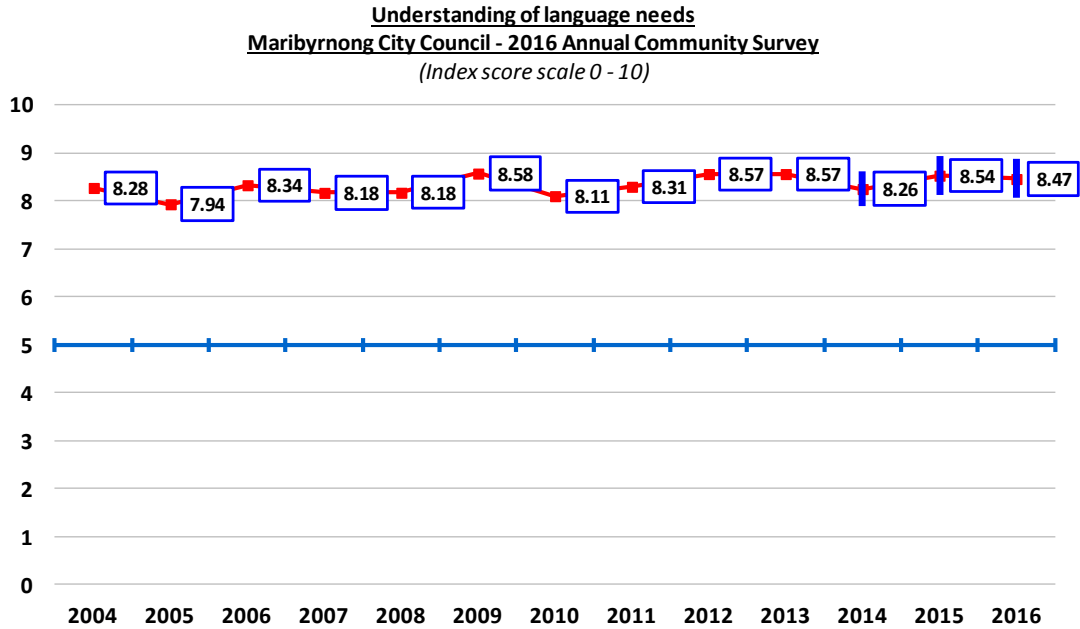
Satisfaction with the seven aspects of customer service that were also included in the *Governing Melbourne* results were somewhat lower than in the City of Maribyrnong than the metropolitan Melbourne average. Particular attention is drawn to the measurably lower satisfaction in the City of Maribyrnong with general reception, courtesy of service, and care and attention to enquiry, all of which were measurably lower than the metropolitan Melbourne average.

Satisfaction with aspects of customer service
Maribyrnong City Council - 2016 Annual Community Survey

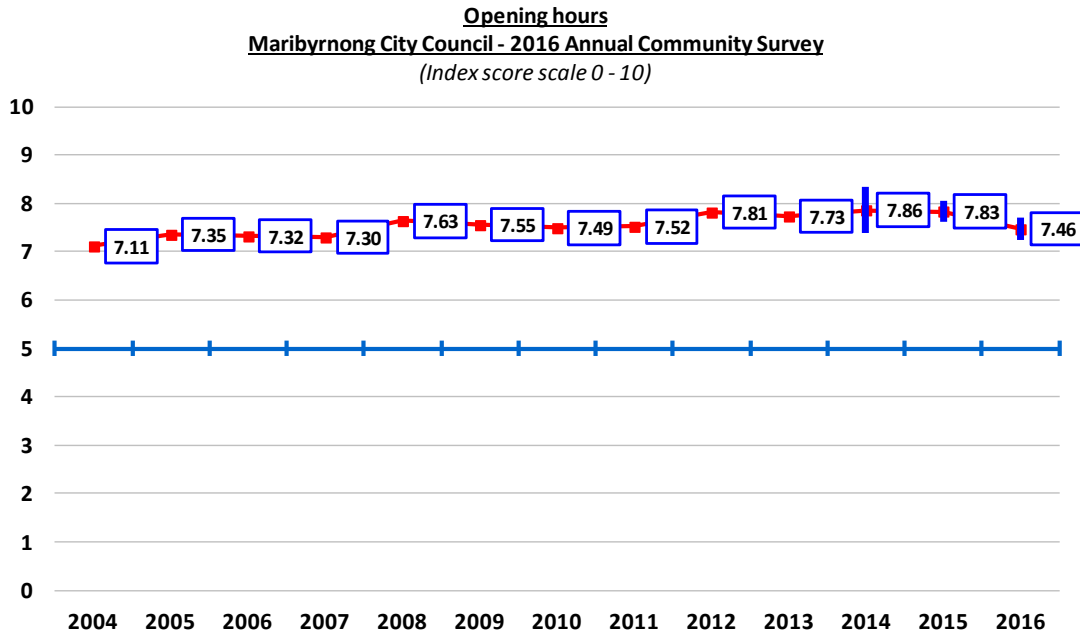
(Index score scale 0 - 10)



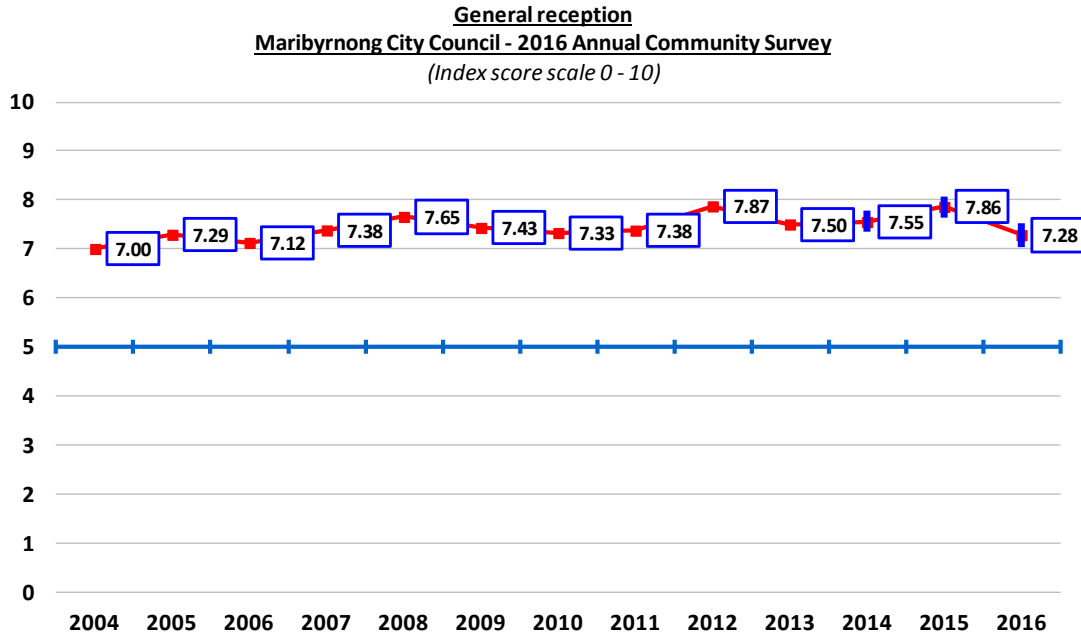
Satisfaction with staff understanding language needs declined by less than one percent in 2016 to 8.47, although it remains categorised as “excellent”, a result that has been recorded every year since 2004.



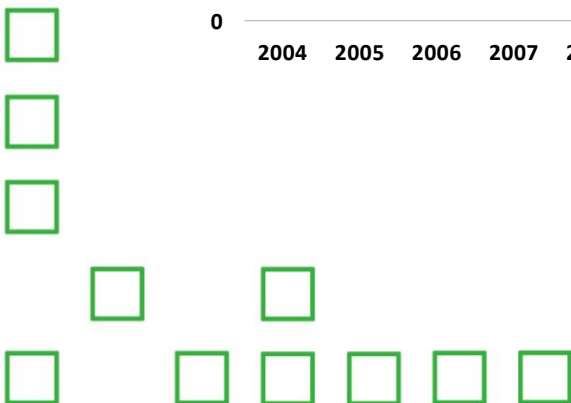
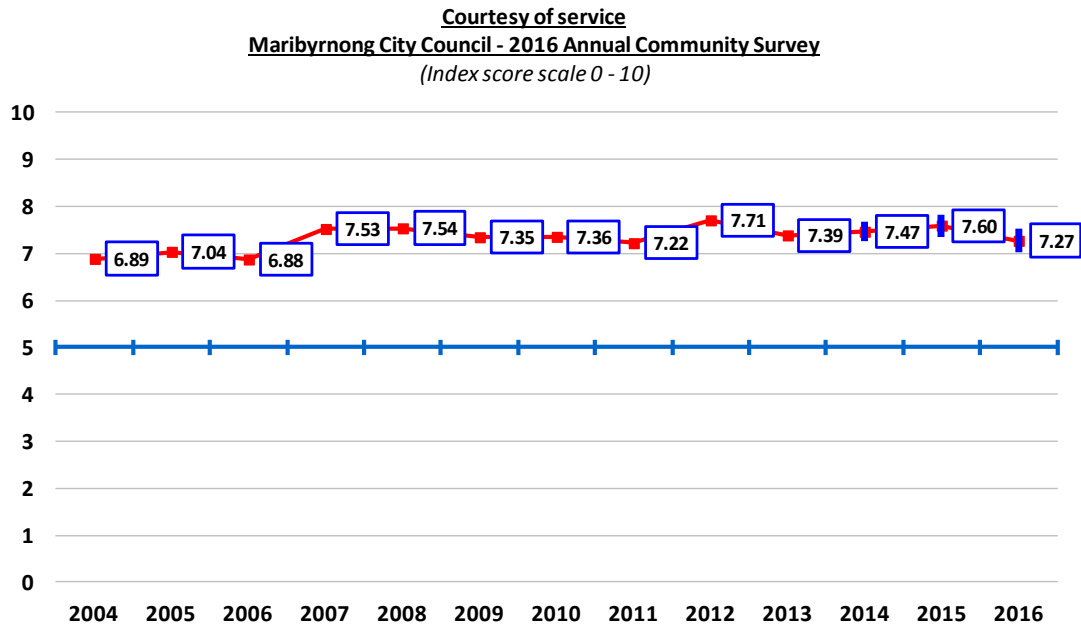
Satisfaction with opening hours declined measurably in 2016, down 4.7% to 7.46, a level of satisfaction best categorised as “very good”. This is a decline on the categorisation of “excellent” recorded in the previous two years.



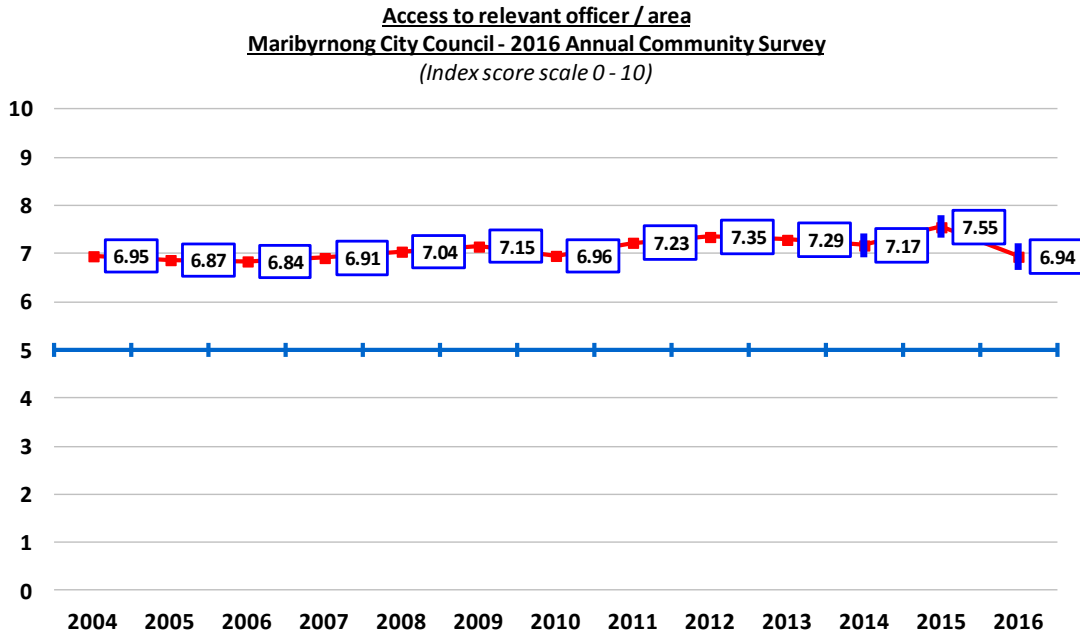
Satisfaction with general reception declined measurably in 2016, down 7.4% to 7.28, a level of satisfaction categorised as “very good”. This is a decline on the previous categorisation of “excellent”.



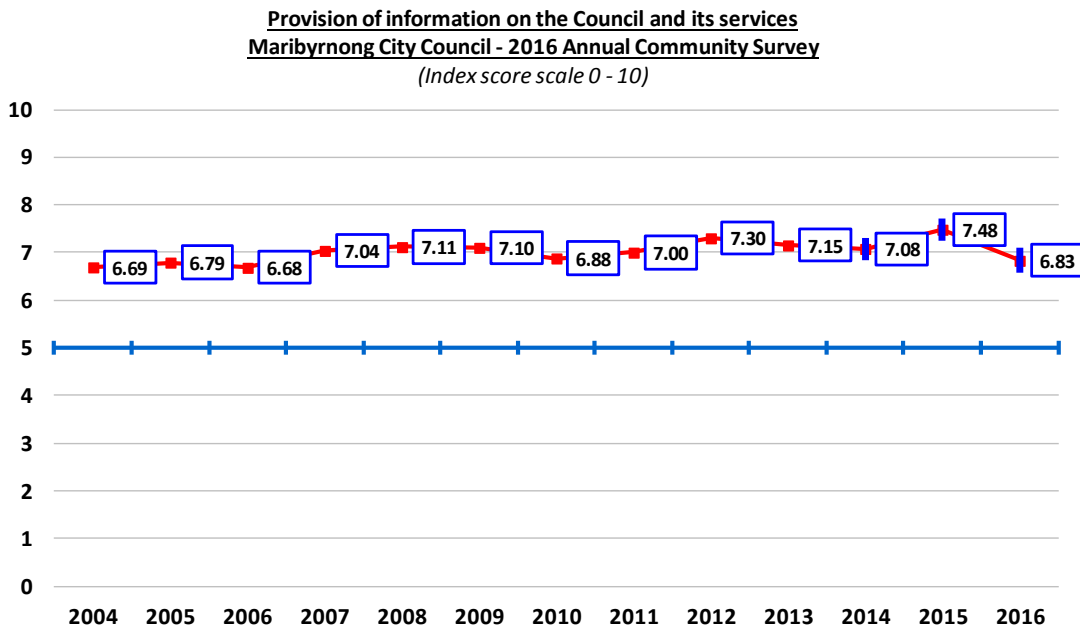
Satisfaction with the courtesy of service declined measurably in 2016, down 4.3% to 7.27, although it remains at a level of satisfaction categorised as “very good”.



Satisfaction with access to relevant officer / area declined measurably in 2016, down eight percent to 6.94, a level of satisfaction categorised as “good”. This is a decline on the previous categorisation of “very good”.

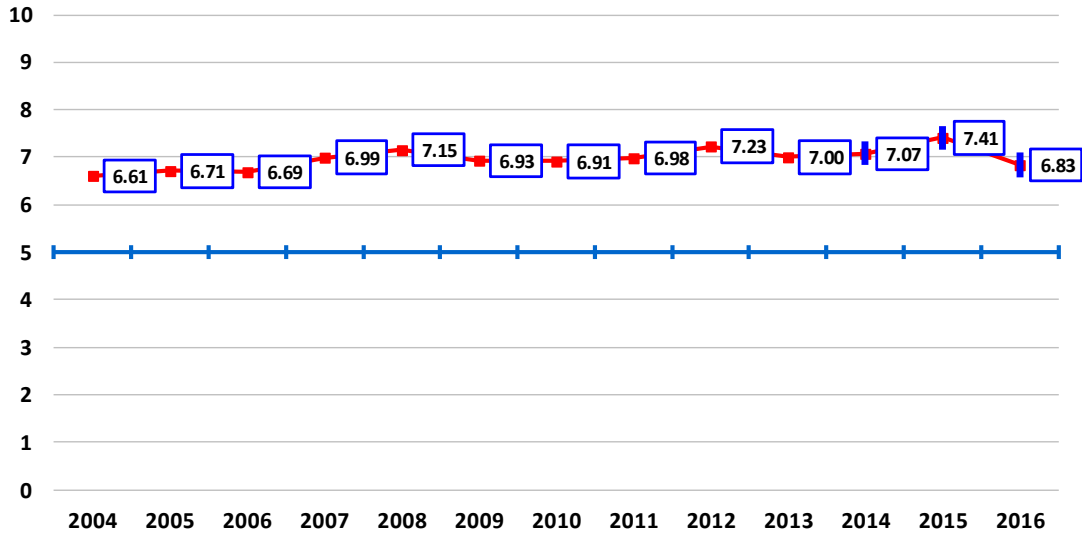


Satisfaction with the provision of information on Council and its services declined measurably and significantly in 2016, down 8.7% to 6.83, a level of satisfaction categorised as “good”. This is a decline on the previous categorisation of “very good”.



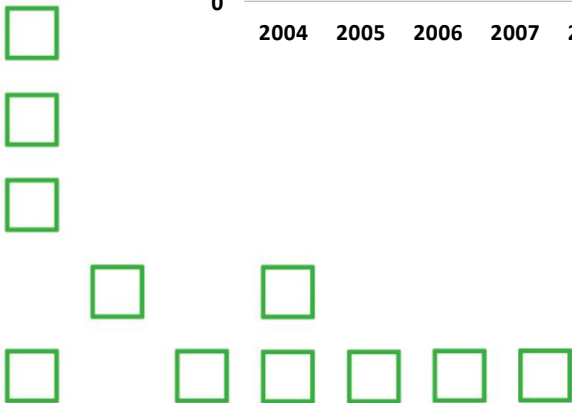
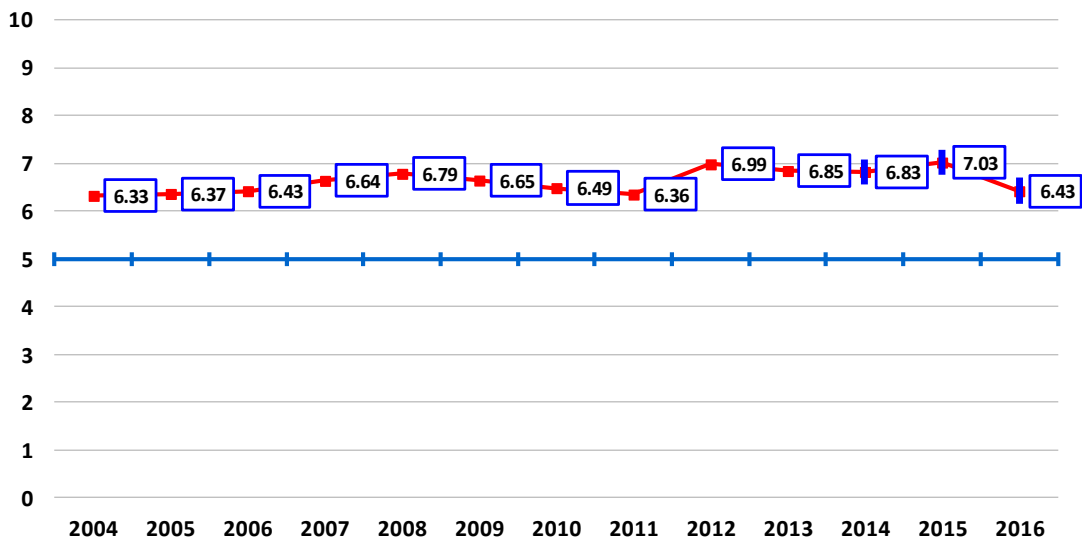
Satisfaction with care and attention to enquiry declined measurably and significantly in 2016, down 7.8% to 6.83, a level of satisfaction categorised as “good”. This is a decline on the previous categorisation of “very good”.

Care and attention to enquiry
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with the speed of service declined measurably and significantly in 2016, down 7.8% to 6.43, a level of satisfaction categorised as “solid”.

Speed of service
Maribyrnong City Council - 2016 Annual Community Survey
(Index score scale 0 - 10)

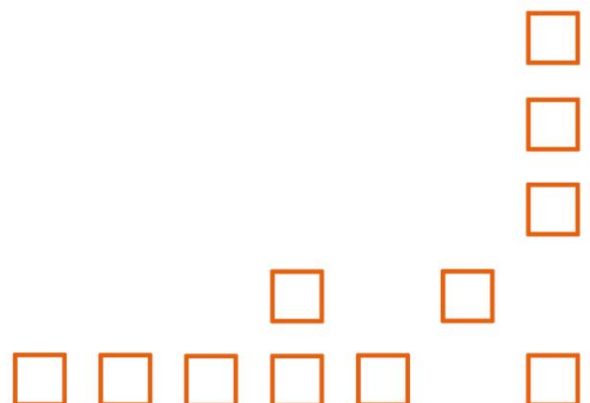
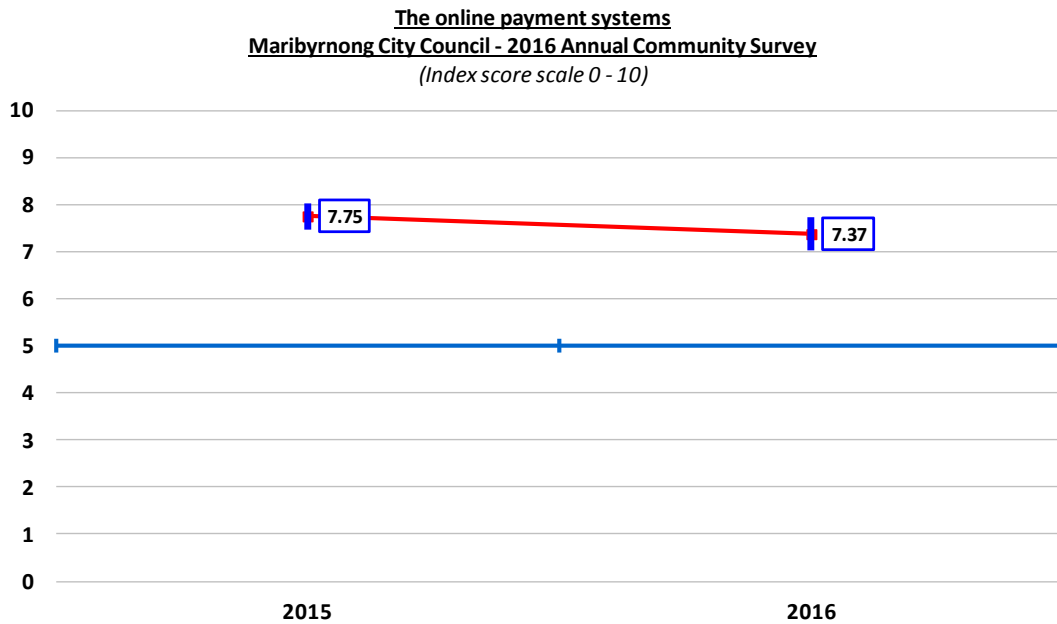


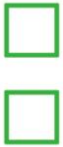
Satisfaction with the online payments system declined measurably in 2016, down 4.9% to 7.37, a level of satisfaction categorised as “very good”. This is a decline on the previous categorisation of “excellent”.



Metropolis Research notes that this aspect of customer service is unlikely to be providing a meaningful result to Council as the question was not preceded by a screening question asking respondents if they had in fact used the online payments system. Some but by no means all respondents would have responded appropriately to this question.

Metropolis Research recommends that this aspect of governance and leadership be removed from the survey in its current format as this is not the appropriate vehicle for measuring this aspect of customer service. It is recommended that a short survey option be attached to the online payments system to record user satisfaction if ongoing quality monitoring is required.





Importance of and satisfaction with Council services

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following?”

Respondents were asked to rate the importance to the community of a total of thirty-four Council provided services and facilities. Respondents were then asked to rate their personal level of satisfaction with sixteen core Council services and facilities, and their personal level of satisfaction with any of the other eighteen services and facilities that they or members of their household had used in the last twelve months.

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the thirty-four Council provided services and facilities against the average satisfaction with each service and facility. The x and y axis cross-hairs in the graph represent the average importance and average satisfaction with the thirty-four services and facilities.

Services and facilities located in the top right hand quadrant are those that respondents rated as more important than average, and with which they are more satisfied than average. Metropolis Research notes that most of the services and facilities that are rated as more important than average are located in this quadrant. This strongly suggests that Council is on the whole ensuring that the services of most importance to the community are being provided at higher than average levels of satisfaction.

Those services and facilities located in the lower right hand quadrant are those that respondents rated as more important than average, but with which they were less satisfied than average. Particular attention is drawn to road maintenance and repairs, footpath maintenance and repairs, the maintenance and cleaning of the Footscray CBD. These services and facilities have traditionally been those of most concern in the community.

Services and facilities that are of significantly lower than average importance include most notably parking enforcement, which is also the service with the lowest level of respondent satisfaction.



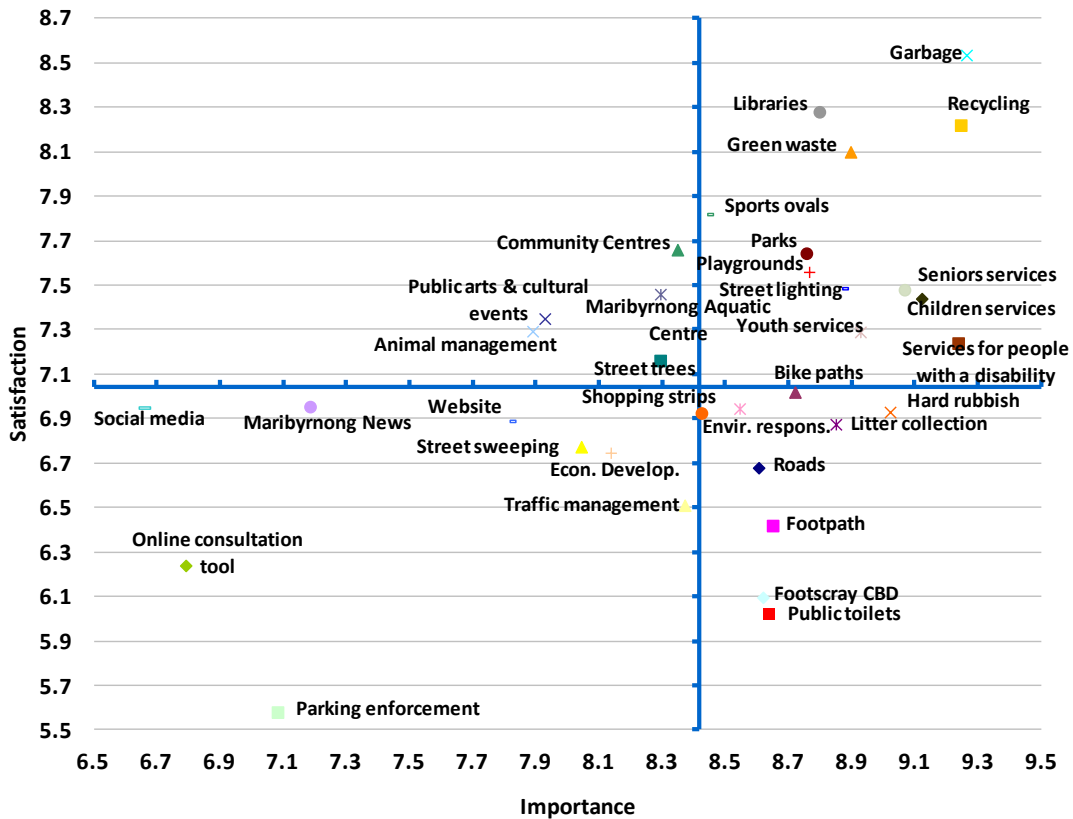
Metropolis Research also notes that most of the Council communication and engagement services and facilities (including social media, online consultation tool, and the *Maribyrnong News*) are rated as somewhat less important than average, but on the whole record relatively average levels of satisfaction.



This is a very strong trend in community satisfaction research for local government and reflects the fact that the community will consider core service delivery as relatively more important than communication and consultation. It is important to note however that all these communication and consultation services and facilities are still rated as important, with importance scores of six or more out of ten.



Importance and Satisfaction scores
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



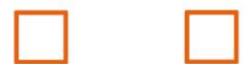
Importance of Council services and facilities

The average importance of the thirty-four included Council services and facilities was rated at 8.42 in 2016, almost identical to the 8.48 recorded in 2015, and the 8.36 recorded in 2014. This result is marginally but not measurably lower than the metropolitan Melbourne average importance with the twenty-nine services and facilities included in *Governing Melbourne* of 8.69.

The top fifteen services and facilities were measurably more important than the average importance, whilst the bottom nine services and facilities were measurably less important than the average.



Metropolis Research notes the following significant variation in results between the City of Maribyrnong and the metropolitan Melbourne average results:



- ⊗ **Higher than average importance** – on and off road bike paths were rated as more important in the City of Maribyrnong than the metropolitan Melbourne average.
- ⊗ **Lower than average importance** – traffic management, the Maribyrnong Aquatic Centre, the provision and maintenance of street trees, street sweeping, animal management and parking enforcement were rated as less important in the City of Maribyrnong than the metropolitan Melbourne average.

Importance of selected Council services and facilities
Maribyrnong City Council - 2016 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	2016		2015	2014	2013	metro. Melb.
		Number	Mean				
Higher than average importance	Weekly garbage collection	799	9.26	9.30	9.21	9.46	9.39
	Regular recycling	783	9.25	9.10	8.99	9.26	9.36
	Services for people with a disability	660	9.24	9.05	na	na	9.29
	Services for children	661	9.12	8.82	8.84	9.34	9.10
	Services for seniors	661	9.07	8.94	8.83	9.35	9.22
	Hard rubbish collection	735	9.02	8.94	8.74	9.23	8.93
	Services for young people	656	8.93	8.69	8.71	9.24	8.87
	Green waste collection	737	8.90	8.90	8.94	9.18	8.80
	Prov. and main. of street lighting	789	8.87	8.82	8.76	9.15	8.99
	Litter collection in public areas	781	8.85	8.81	8.69	9.16	na
	Local library	740	8.80	8.83	8.86	9.09	8.70
	Prov. and main. of playgrounds	730	8.77	8.63	8.49	8.98	na
	Prov. and main. of parks and gardens	785	8.76	8.72	8.53	9.90	8.93
	On and off road bike paths	747	8.72	8.73	8.49	8.96	8.55
Footpath maintenance and repairs	798	8.65	8.73	8.45	9.08	8.85	
Average importance	Public toilets	697	8.64	8.66	8.68	8.97	8.81
	Maint. and cleaning of Footscray CBD	736	8.62	8.53	8.57	8.98	8.85
	Maint. and repair of sealed local roads	798	8.61	8.72	8.49	8.94	8.77
	Council responsibilities on environment	714	8.55	8.69	na	na	8.71
	Sports ovals	721	8.44	8.66	8.41	9.12	8.62
	Maint. and cleaning of shopping strips	786	8.42	8.39	8.34	8.97	8.70
	Traffic management	783	8.37	8.47	8.33	9.04	8.96
	Community Centres	648	8.35	8.44	8.38	8.92	na
	Maribyrnong Aquatic Centre	676	8.29	8.46	8.42	8.88	8.66
	Prov. and main. of street trees	791	8.29	8.47	8.29	8.96	8.68
Lower than average	Promoting local economic development	671	8.14	8.06	7.60	8.44	8.14
	Street sweeping	779	8.04	8.28	7.99	8.78	8.49
	Prov. of public art and cultural events	682	7.93	8.32	7.96	8.67	8.06
	Animal management	714	7.89	8.03	7.79	8.72	8.38
	Council's website	678	7.82	8.27	7.90	8.74	7.93
	Maribyrnong News	664	7.19	7.22	7.23	8.02	7.42
	Parking enforcement	747	7.08	7.30	7.16	8.14	7.88
	Council's online consultation tool	470	6.79	na	na	na	na
	Council's use of social media	556	6.66	7.35	na	na	na
<i>Average importance</i>			<i>8.42</i>	<i>8.48</i>	<i>8.36</i>	<i>8.95</i>	<i>8.69</i>

Satisfaction with Council services and facilities



The average satisfaction with the thirty-four included Council services and facilities was rated at 7.13 in 2016, an increase of 1.2% on the 7.04 recorded in 2015. This level of satisfaction remains categorised as “good”.

This result is measurably lower than the 2016 metropolitan Melbourne average satisfaction with the twenty-nine council services and facilities included in the 2016 *Governing Melbourne* research of 7.47. This result is categorised as “very good”.

Satisfaction with the top nine services and facilities was measurably higher than the average satisfaction with all services and facilities, whilst satisfaction with the bottom eight was measurably lower than the average satisfaction.

Satisfaction with the thirty-four included Council services and facilities can best be summarised as follows:

- ⊗ **Excellent** – for each of the weekly garbage collection, local library, regular recycling, green waste collection, and sports ovals.
- ⊗ **Very Good** – for Community Centres / Neighbourhood Houses, provision and maintenance of parks and gardens, playgrounds, and street lighting, services for seniors, the Maribyrnong Aquatic Centre, services for children, the provision of arts and cultural activities, animal management, and services for young people.
- ⊗ **Good** – for services for people with a disability, the provision and maintenance of street trees, on and off road bike paths, the *Maribyrnong News*, Council’s use of social media, Council meeting its responsibilities towards the environment, hard rubbish collection, the maintenance and cleaning of strip shopping strips, the Council website, litter collection in public areas, street sweeping, Council activities promoting local economic development, the maintenance and repair of sealed local roads, and traffic management.
- ⊗ **Solid** – for footpath maintenance and repairs, Council’s online consultation tool, the maintenance and cleaning of the Footscray CBD, and public toilets.
- ⊗ **Poor** – for parking enforcement.

There was some variation in satisfaction between the City of Maribyrnong and the metropolitan Melbourne average results as recorded in *Governing Melbourne*, with attention drawn to the following:

- ⊗ **Higher than average satisfaction** – satisfaction with the provision and maintenance of street lighting was higher in the City of Maribyrnong than the metropolitan Melbourne average.
- ⊗ **Lower than average satisfaction** – satisfaction with regular recycling, services for seniors, the Maribyrnong Aquatic Centre, services for children, the provision of public art and cultural events, hard rubbish collection, the maintenance and cleaning of shopping strips, and street sweeping were all lower in the City of Maribyrnong than the metropolitan Melbourne average.



Satisfaction with selected Council services and facilities
Maribyrnong City Council - 2016 Annual Community Survey
(Number and index score scale 0 - 10)

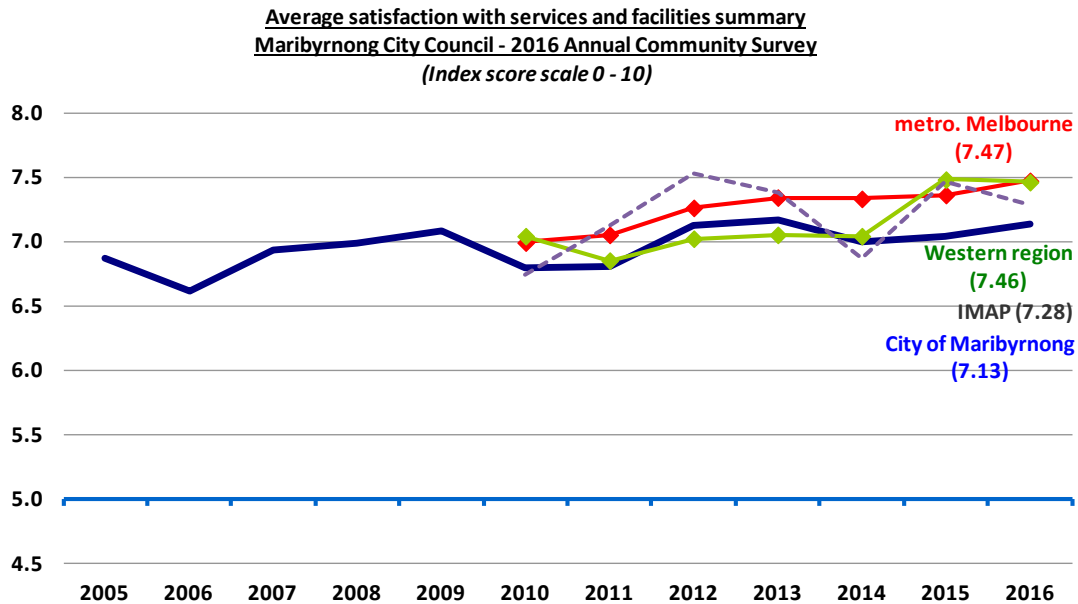
	Service/facility	2016		2015	2014	2013	metro. Melb.
		N	Mean				
Higher than average	Weekly garbage collection	802	8.54	8.66	8.18	8.41	8.75
	Local library	426	8.28	8.22	8.10	8.35	8.52
	Regular recycling	746	8.22	8.13	8.06	7.99	8.66
	Green waste collection	513	8.10	8.10	8.10	7.97	8.31
	Sports ovals	401	7.82	7.72	7.72	7.76	7.91
	Community Centres	218	7.66	7.73	7.89	7.55	na
	Prov. and main. of parks and gardens	780	7.64	7.25	7.22	7.46	7.67
	Prov. and main. of playgrounds	417	7.56	7.54	7.56	7.58	na
	Prov. and main. of street lighting	784	7.49	7.17	7.06	6.89	7.27
Average satisfaction	Services for seniors	100	7.48	7.82	7.55	8.29	7.94
	Maribyrnong Aquatic Centre	344	7.46	7.49	7.45	7.61	7.85
	Services for children	208	7.44	7.76	7.60	8.08	7.99
	Prov. of public art and cultural events	323	7.35	7.29	7.39	7.42	7.78
	Animal management	674	7.29	7.01	6.98	7.29	7.51
	Services for young people	133	7.29	7.09	7.26	7.51	7.63
	Services for people with a disability	69	7.24	7.00	na	na	7.49
	Prov. and main. of street trees	789	7.16	6.81	6.46	6.54	7.00
	On and off road bike paths	523	7.02	7.05	7.13	7.11	7.36
	Maribyrnong News	583	6.95	6.50	6.52	7.07	7.11
	Council's use of social media	86	6.95	7.10	na	na	na
	Council responsibilities on environment	634	6.95	6.71	na	na	7.07
	Hard rubbish collection	553	6.93	7.25	7.39	7.30	8.08
	Maint. and cleaning of shopping strips	782	6.93	6.69	6.61	6.92	7.35
	Council's website	335	6.89	6.83	7.17	7.46	7.27
	Litter collection in public areas	761	6.87	6.71	6.64	6.56	na
Street sweeping	765	6.77	6.37	6.48	6.56	7.23	
Lower than average	Promoting local economic development	601	6.75	6.45	6.34	6.81	6.98
	Maint. and repair of sealed local roads	793	6.68	6.50	6.33	6.44	7.05
	Traffic management	765	6.51	6.33	6.12	6.48	6.58
	Footpath maintenance and repairs	796	6.42	6.22	6.08	6.22	6.72
	Council's online consultation tool	59	6.24	na	na	na	na
	Maint. and cleaning of Footscray CBD	714	6.10	5.77	5.56	5.61	7.20
	Public toilets	365	6.02	5.87	5.94	6.02	6.45
	Parking enforcement	722	5.58	5.88	5.42	6.08	6.41
	<i>Average satisfaction</i>		7.13	7.04	6.99	7.16	7.47

Average satisfaction with Council services & facilities

The following graph provides a comparison of the average satisfaction with the thirty-four services and facilities included in the Maribyrnong survey, with a comparison to the metropolitan Melbourne, western region, and IMAP region average satisfaction with the twenty-nine council services and facilities included in the 2016 *Governing Melbourne*.

It is observed that consistent with the results recorded in recent years, the average satisfaction with Council services and facilities is marginally lower in the City of Maribyrnong than is typically recorded in the region and across metropolitan Melbourne.

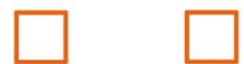
This variation has remained relatively stable over time at a relatively mild level of variation.



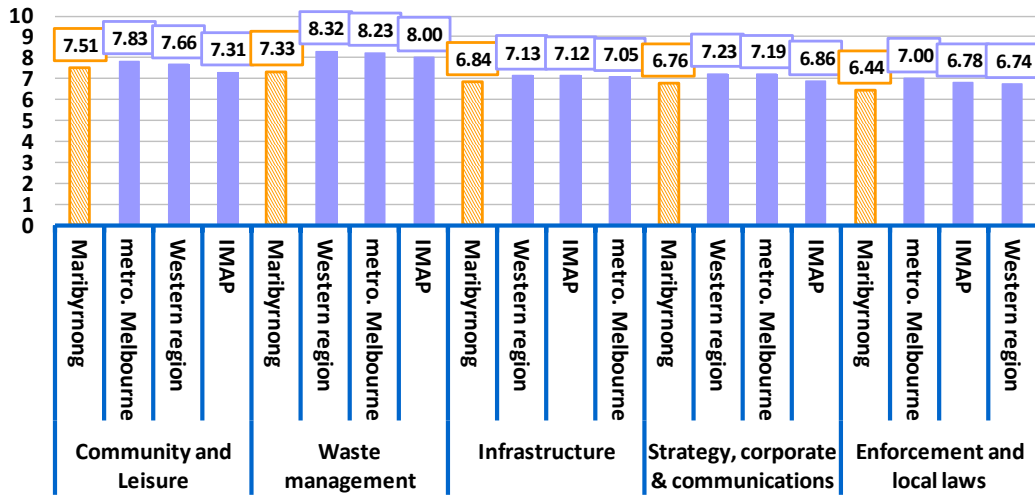
Satisfaction by broad service areas

The thirty-four included Council services and facilities have been broadly categorised into five broad service areas to facilitate comparison to the results from *Governing Melbourne*. It is observed that satisfaction with the five broad service areas was marginally lower in the City of Maribyrnong in 2016 than in the western region, the IMAP region and the metropolitan Melbourne average results.

Particular attention is drawn to the measurably and significantly lower average satisfaction with waste and recycling services in the City of Maribyrnong than the results from *Governing Melbourne* in 2016.



Average satisfaction with Council's broad service areas
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)

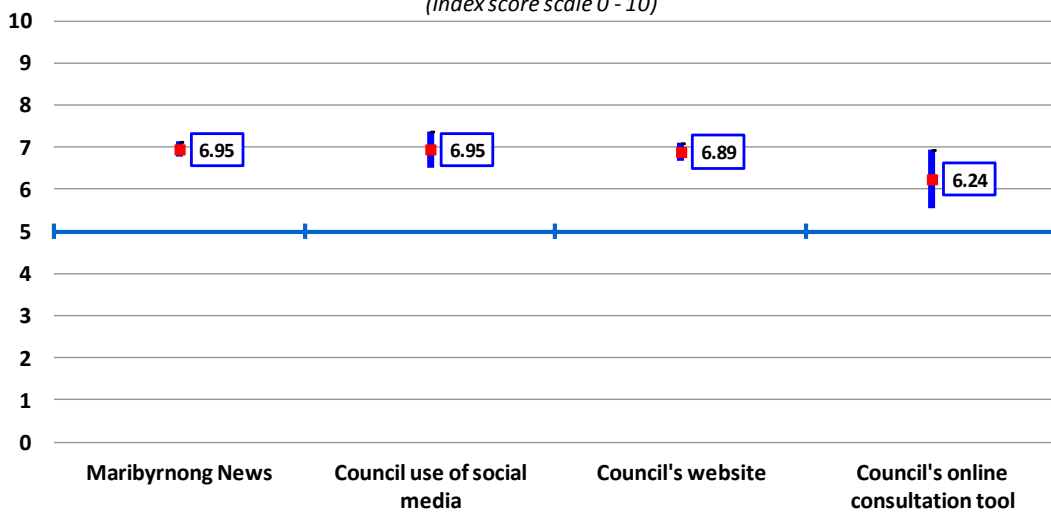


Corporate services

There were four services from the Corporate Services department of Council included in the 2016 survey, with satisfaction best categorised as follows:

- ⊗ **Good** – for the Maribyrnong News, Council’s use of social media, and the Council website.
- ⊗ **Solid** – for Council’s online consultation tool.

Satisfaction with Corporate Services
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)

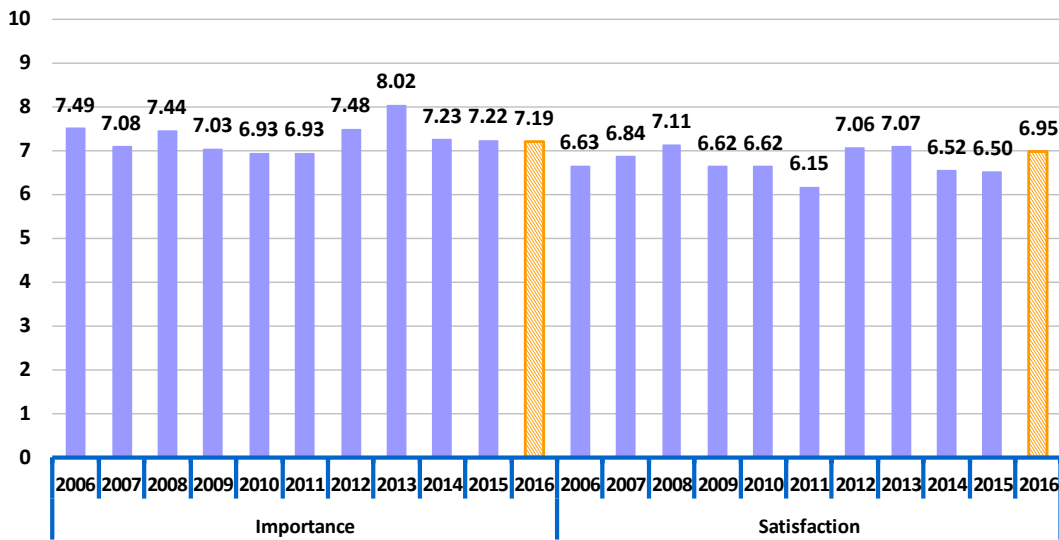


Maribyrnong News

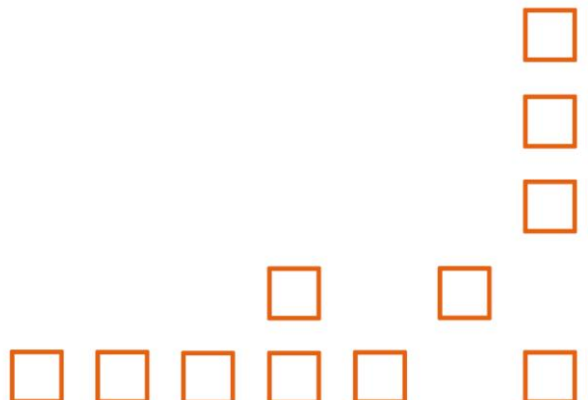
The importance of the *Maribyrnong News* was rated at 7.19 in 2016, almost identical to the 2015 importance score of 7.22. This ranks the service thirty-first in 2016.

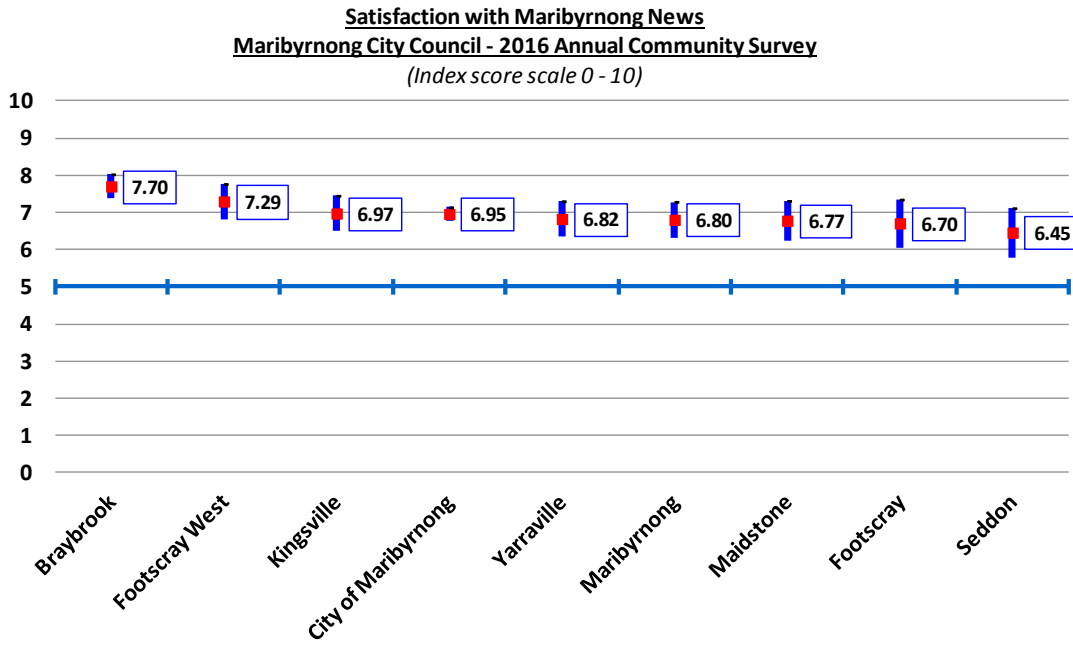
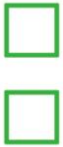
Satisfaction with the *Maribyrnong News* was rated at 6.95 in 2016, an increase of 6.9% on the 2015 result. This level of satisfaction is categorised as “good”, the same as in 2015. This result was marginally but not measurably lower than the metropolitan Melbourne average satisfaction with the council newsletter of 7.11.

Importance of and satisfaction with Maribyrnong News (Council's newsletter)
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was some variation in satisfaction with the *Maribyrnong News* observed across the municipality, with respondents from Braybrook rating satisfaction measurably higher than the municipal average.



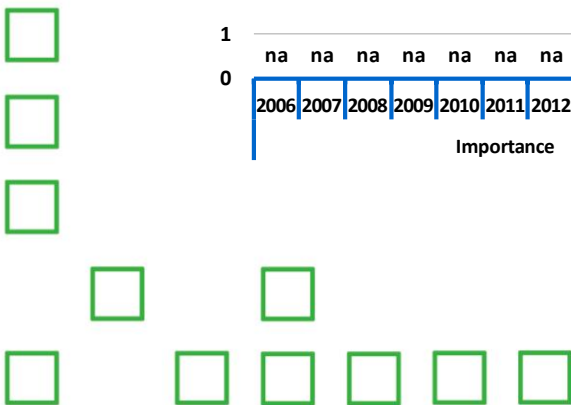
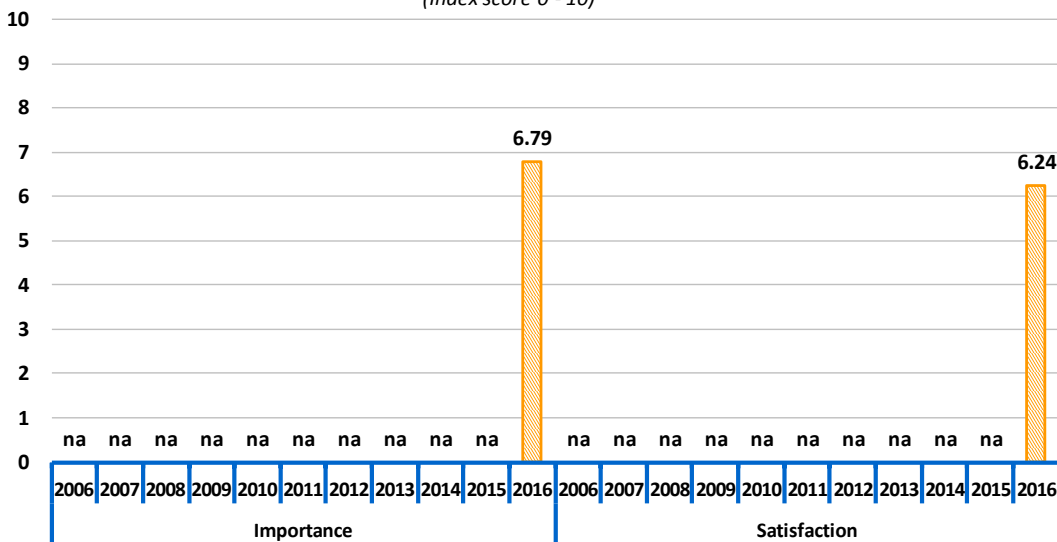


Council’s online consultation tool

The importance of Council’s online consultation tool was rated at 6.79 out of ten in 2016. This ranks the service thirty-three of the thirty-four services and facilities included in the 2016 survey.

Satisfaction with this service was rated at 6.24 in 2016, a level of satisfaction categorised as “solid”.

Importance of and satisfaction with Council's online consultation tool
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



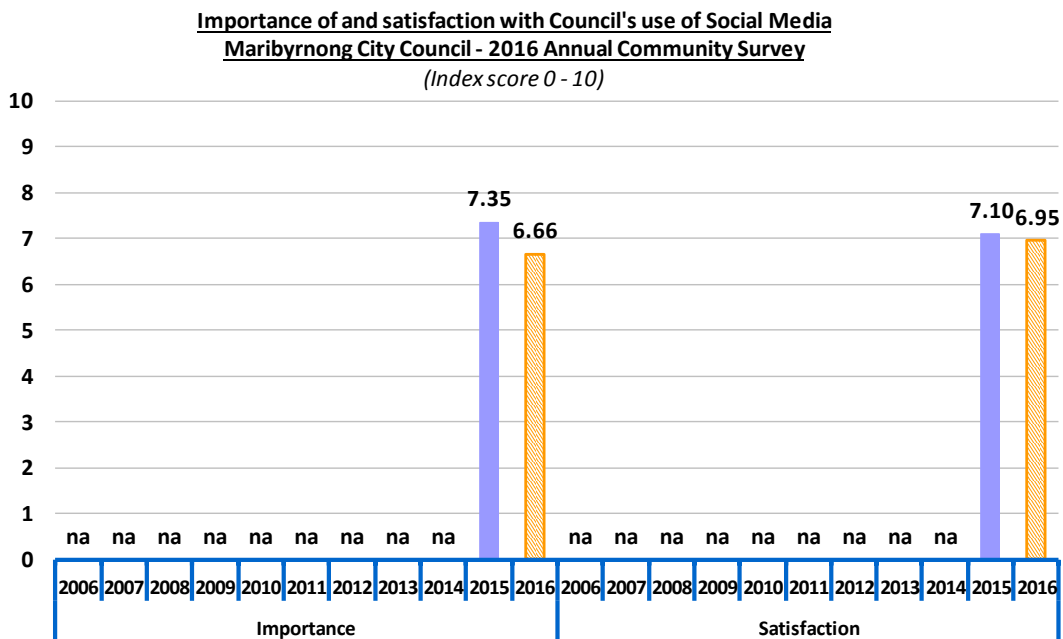
Metropolis Research does note that this relatively modest satisfaction with Council’s online consultation tool is based on a very small sample of just fifty-nine respondents and should be treated with some caution as a result.



Given the very small sample size for this particular service, no precinct level results are provided.

Council’s use of social media

The importance of Council’s use of social media was rated at 6.66 out of ten in 2016, a score that ranks the service thirty-fourth of the services and facilities included in the survey.



Satisfaction with Council’s use of social media was rated at 6.95 in 2016, a level of satisfaction categorised as “good”. Given the relatively small sample size of respondents rating satisfaction with this service (eighty-six respondents), no precinct level results are provided for this service.

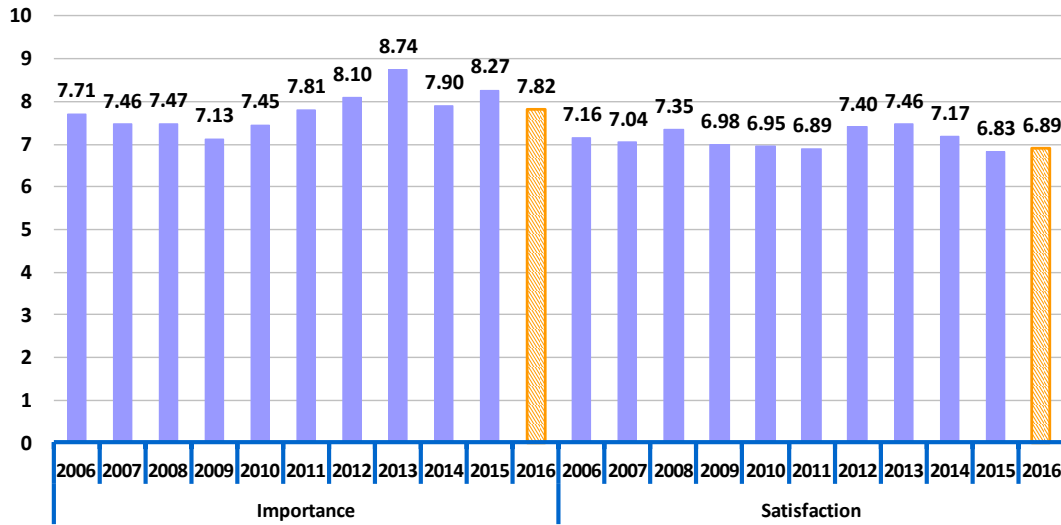
Council’s website

The importance of the Council website was rated at 7.82 in 2016, ranking the service thirty-first. This is a small decline on the 7.30 recorded in 2015.

Satisfaction with the Council website was rated at 6.89 in 2016, up less than one percent on the 6.83 recorded in 2015. This level of satisfaction is best categorised as “good”, the same as in 2015. This result was measurably lower than the 2016 metropolitan Melbourne average satisfaction of 7.27.

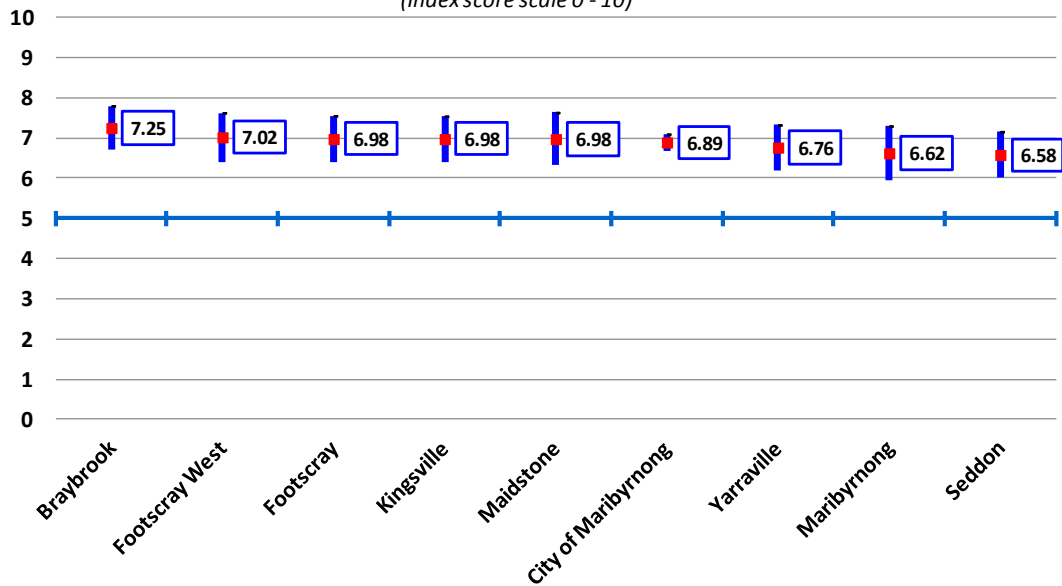


Importance of and satisfaction with Council's website
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with the Council website observed across the eight precincts comprising the City of Maribyrnong.

Satisfaction with Council's website
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



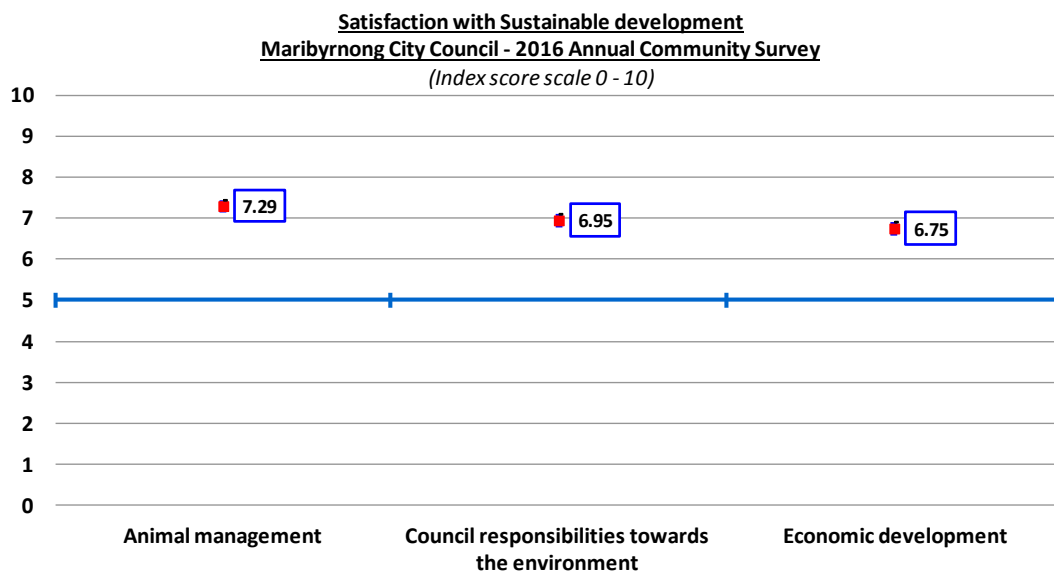


Sustainable Development

There were three services from the Sustainable Development department included in the 2016 survey.

Satisfaction with these three services can best be summarised as follows:

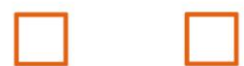
- ⊗ **Very Good** – for animal management.
- ⊗ **Good** – for Council meeting its responsibilities towards the environment and Council’s efforts to promote local economic development.



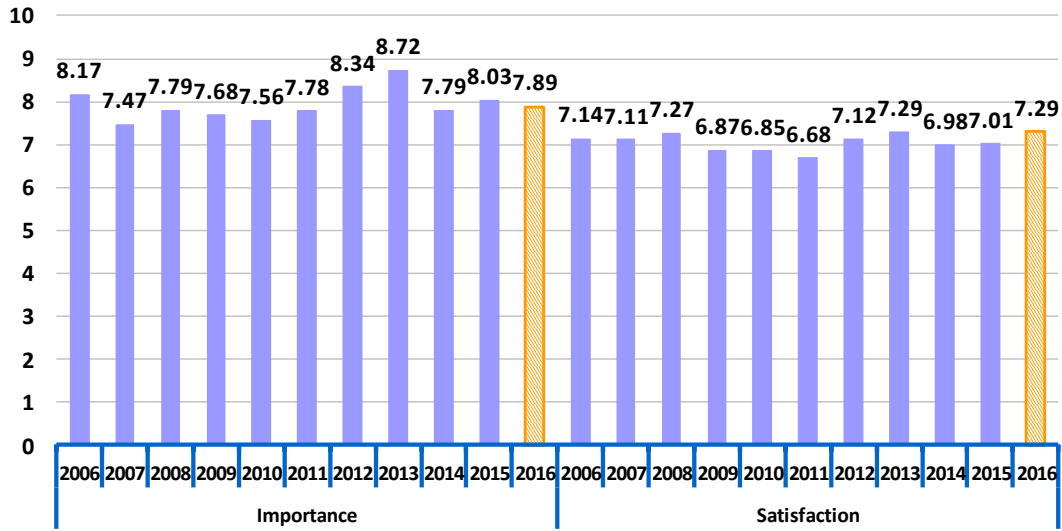
Animal management

The importance of animal management was rated at 7.89 in 2016, down marginally on the 8.03 recorded in 2015. This result ranks the service twenty-ninth in 2016.

Satisfaction with animal management increased 3.1% in 2016 to 7.29, which improves the categorisation of satisfaction from “good” to “very good”. This result was measurably but not significantly lower than the metropolitan Melbourne average of 7.51.

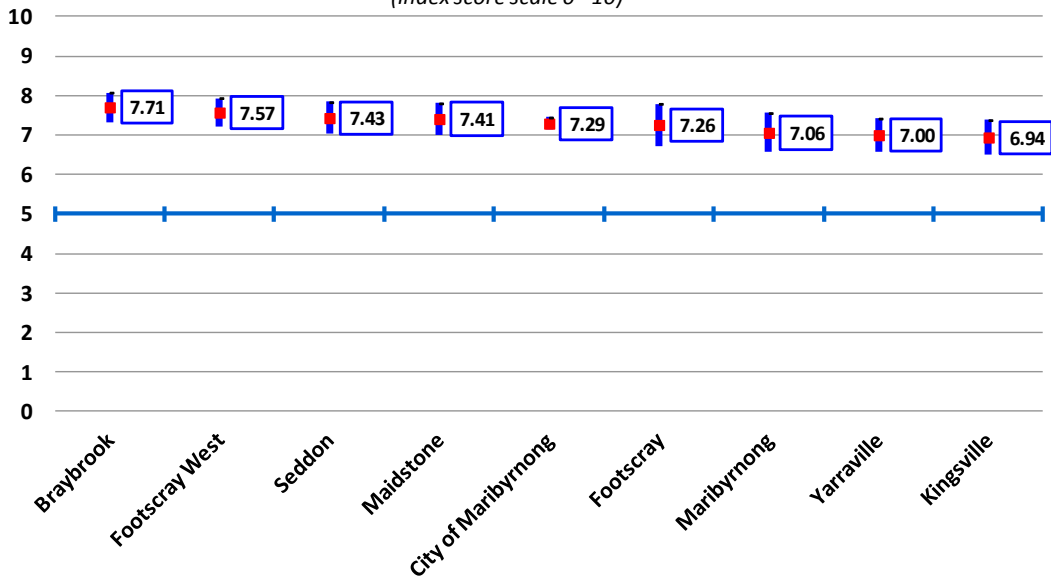


Importance of and satisfaction with animal management
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was some measurable variation in this result observed across the municipality, with respondents from Braybrook rating satisfaction measurably higher than the municipal average.

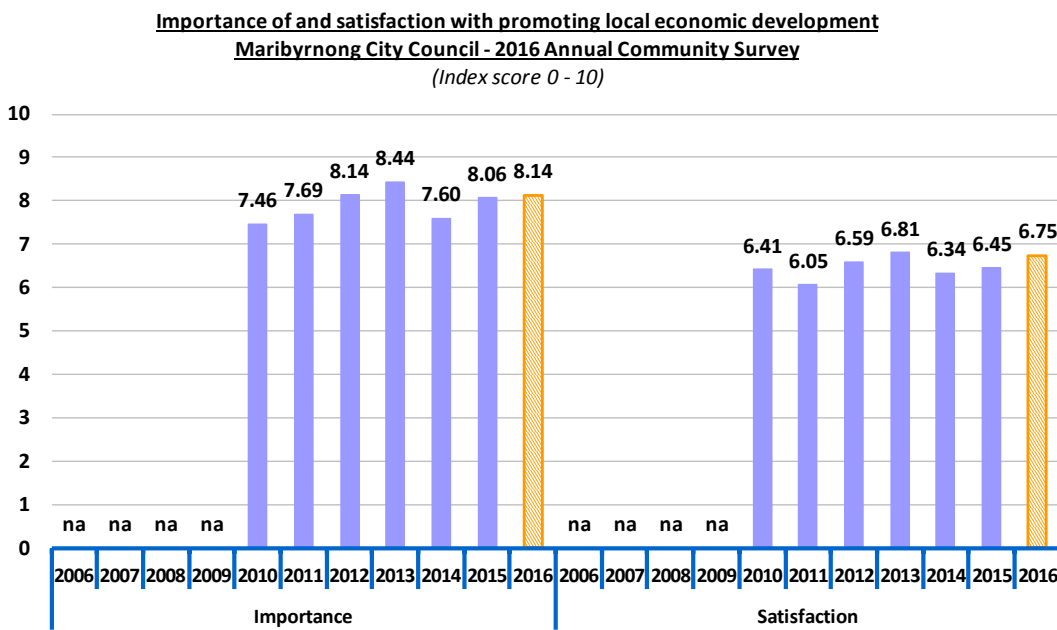
Satisfaction with animal management
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



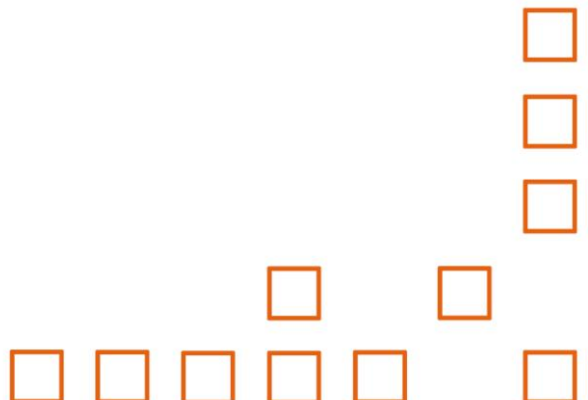
Promoting local economic development

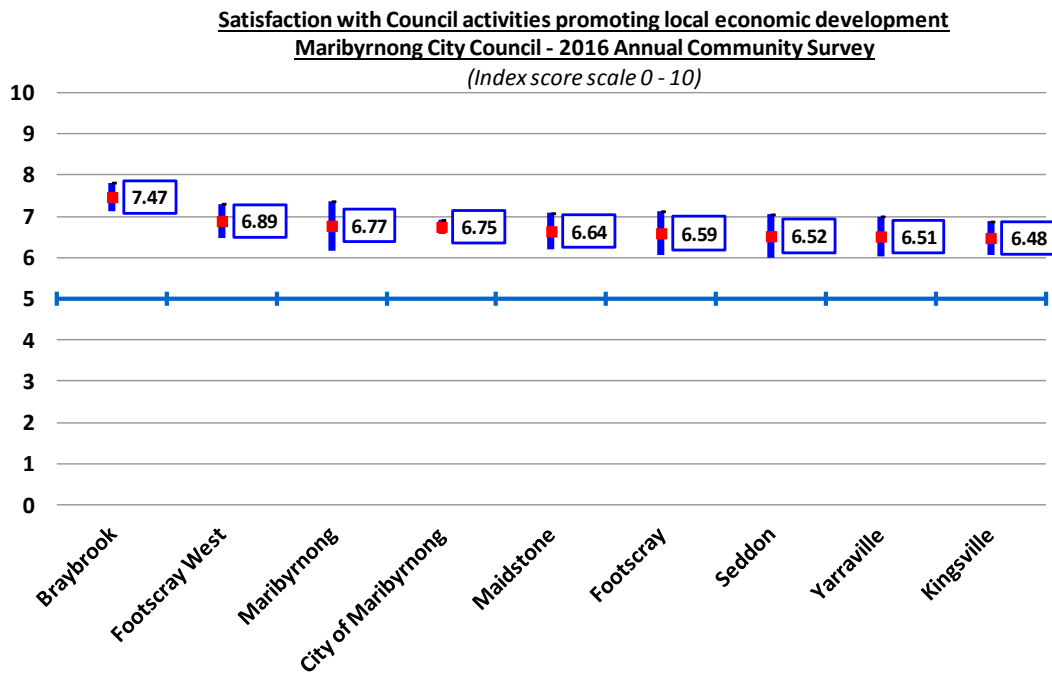
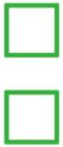
The importance of Council’s activities promoting local economic development was rated at 8.14 in 2016, up less than one percent on the 2015 result. This ranks the service twenty-sixth in 2016.

Satisfaction with this service increased 4.6% in 2016, up from 6.45 to 6.75. This improves the categorisation of satisfaction from the previous “solid” to “good”. The metropolitan Melbourne average satisfaction with this service in 2016 was 6.98, marginally higher than this Maribyrnong result.



There was some variation in this result observed across the municipality, with respondents from Braybrook rating satisfaction measurably and significantly higher than the municipal average.



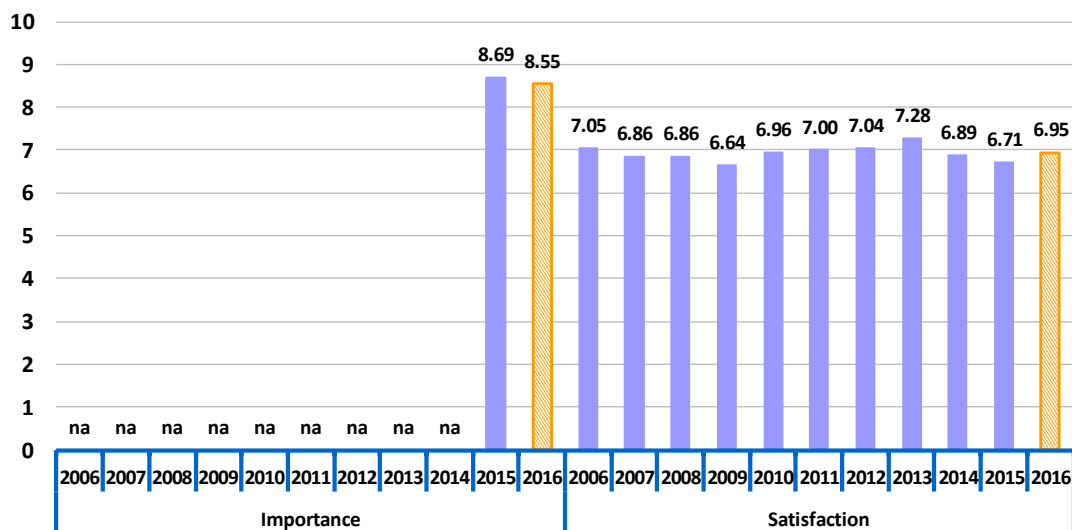


Council responsibilities towards the environment

The importance of Council meeting its responsibilities towards the environment was rated at 8.59 in 2016, down marginally on the previous 8.69.

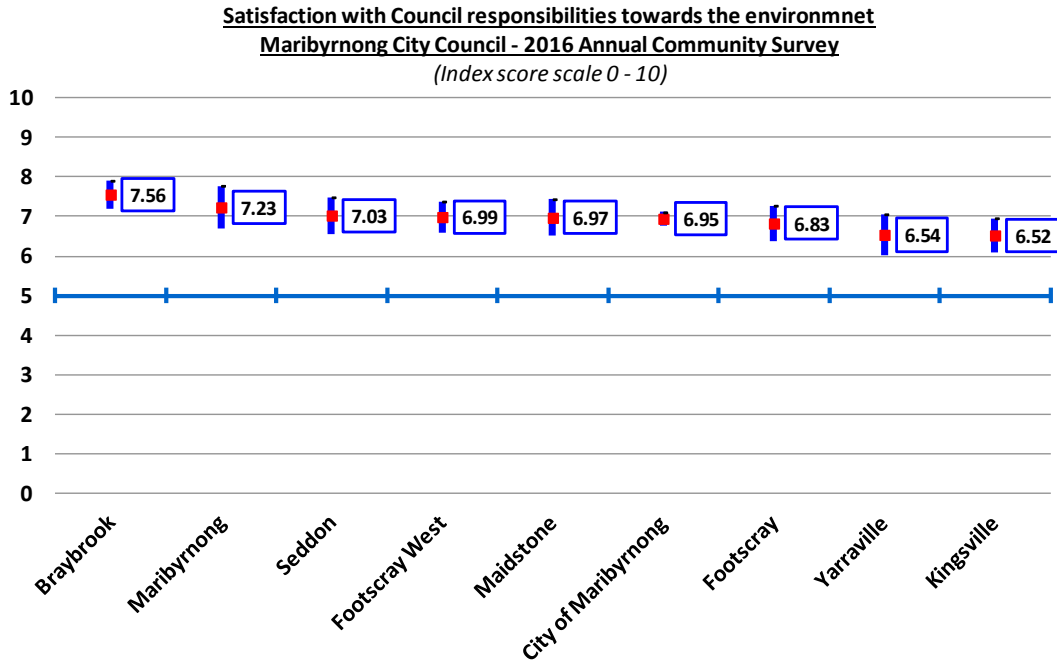
Satisfaction with this service increased 3.6% in 2016 to 6.95, a level of satisfaction categorised as “good”. This result was marginally but not measurably lower than the metropolitan Melbourne average of 7.07.

Importance of and satisfaction with Council responsibilities towards the environment
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was some variation in this result observed across the municipality, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably higher than the municipal average.
- ⊗ **Yarraville** and **Kingsville** – respondents rated satisfaction notably lower than the municipal average.

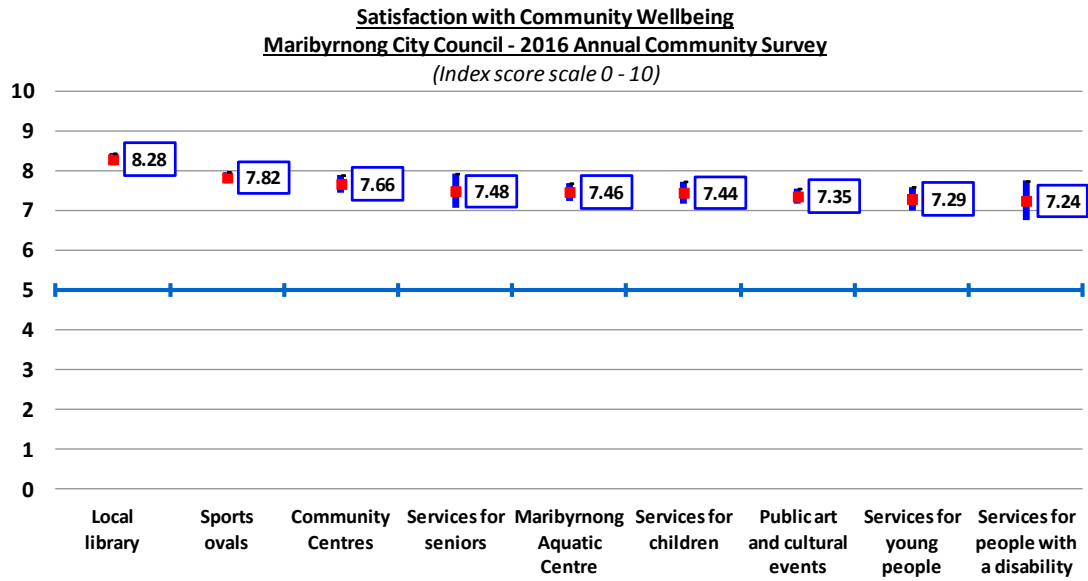
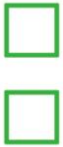


Community Wellbeing

There were nine services and facilities from the Community Wellbeing department of Council included in the 2016 survey. Satisfaction with these nine services and facilities can best be summarised as follows:

- ⊗ **Excellent** – for local library and sports ovals.
- ⊗ **Very Good** – for community centres, services for seniors, Maribyrnong Aquatic Centre, services for children, public art and cultural events, and services for young people.
- ⊗ **Good** – for services for people with a disability.





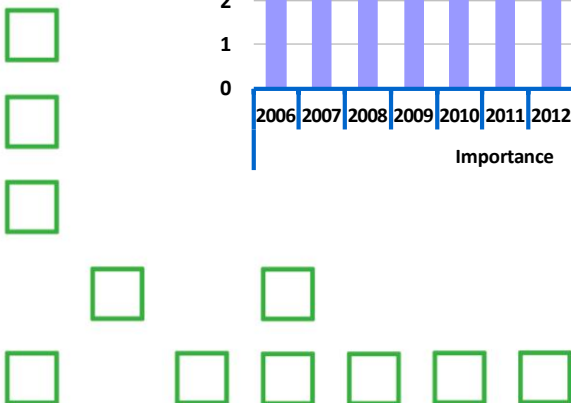
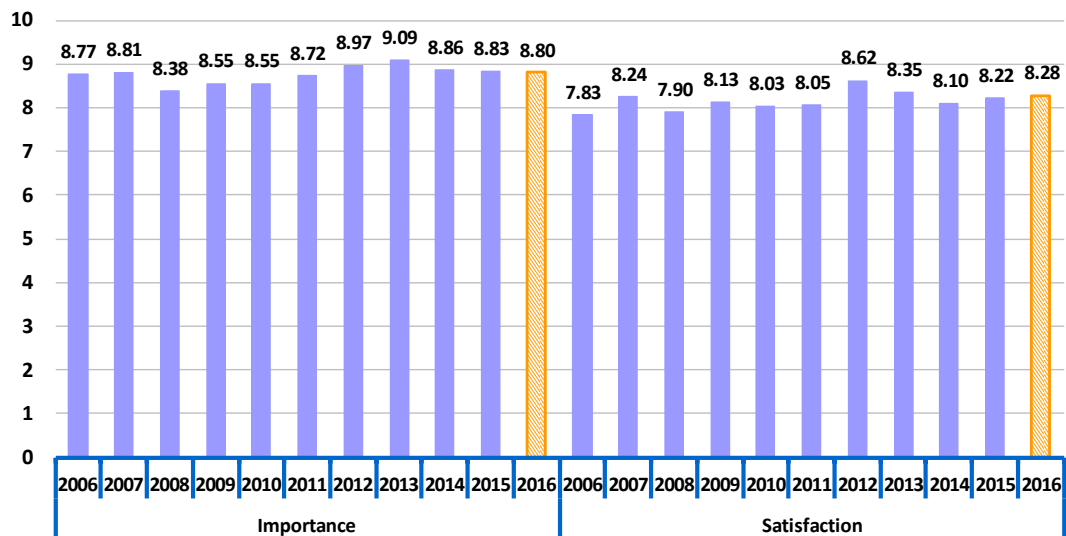
Local library

The importance of the local library service remained essentially stable in 2016 at 8.80, ranking the service eleventh in 2016.

Satisfaction with the local library service increased by less than one percent in 2016, up from 8.22 to 8.28. This ranks the service second in terms of satisfaction, and is categorised as “excellent”.

This result is somewhat lower than the metropolitan Melbourne average of 8.52.

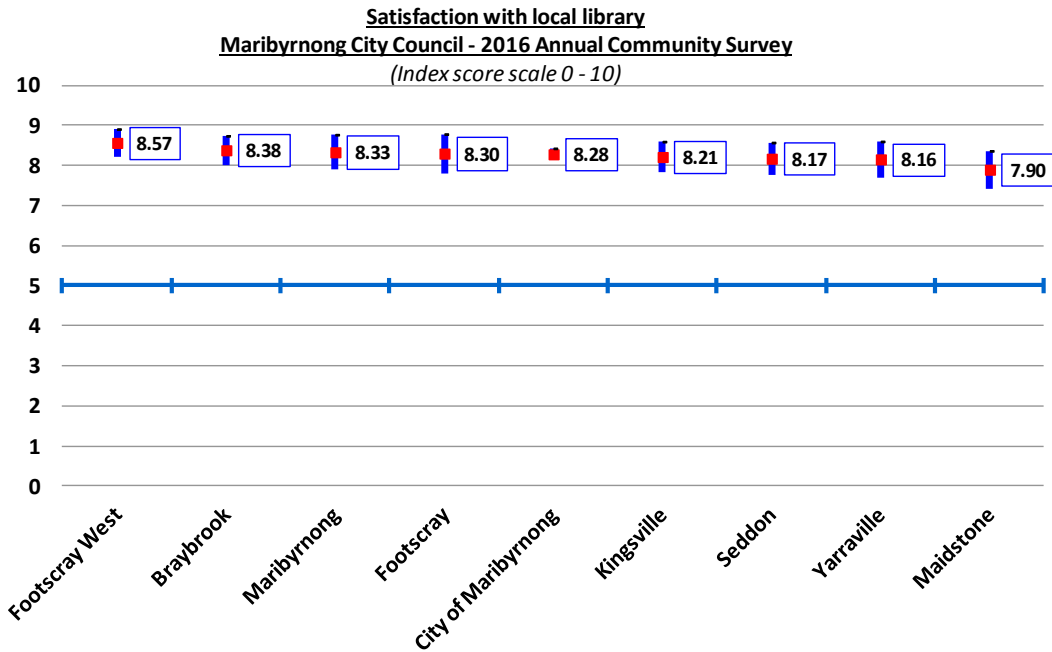
Importance of and satisfaction with local library
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was relatively little variation in this result observed across the municipality, although respondents from Footscray West rated satisfaction marginally higher than average, and respondents from Maidstone rated it somewhat lower.



Respondents in all precincts rated satisfaction with the local library at levels categorised as “excellent”.



Sports ovals

The importance of sports ovals was rated at 8.44 in 2016, down a little on the 8.66 reported in 2015. This ranks the service twentieth in 2016.

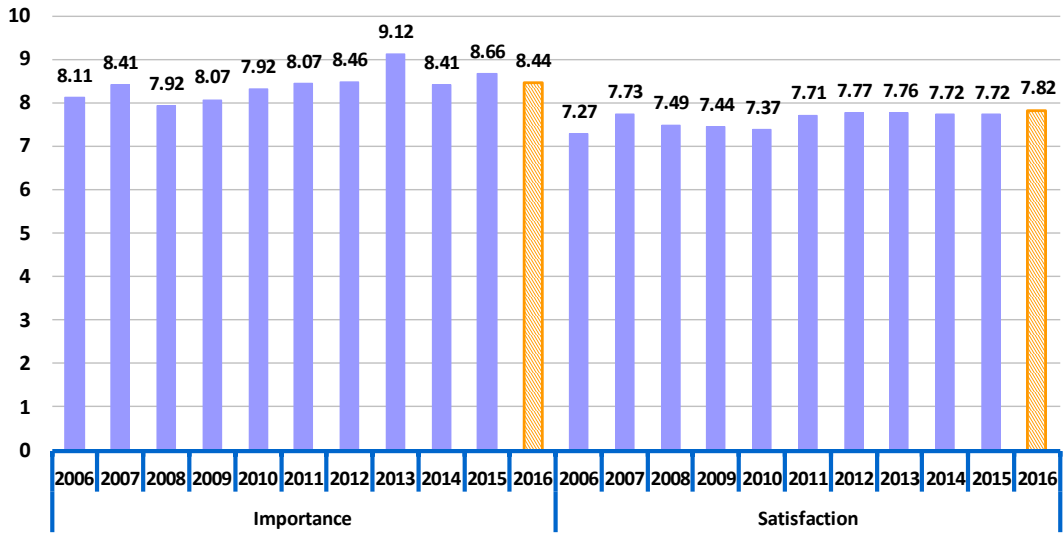
Satisfaction with sports ovals was rated at 7.82 in 2016, up 1.2% on the 2015 result. This level of satisfaction is categorised as “excellent”, which is an improvement on the previous “very good”.

By way of comparison the metropolitan Melbourne average satisfaction with sports ovals in 2016 was 7.91.

This result ranks sports ovals fifth in terms of satisfaction.

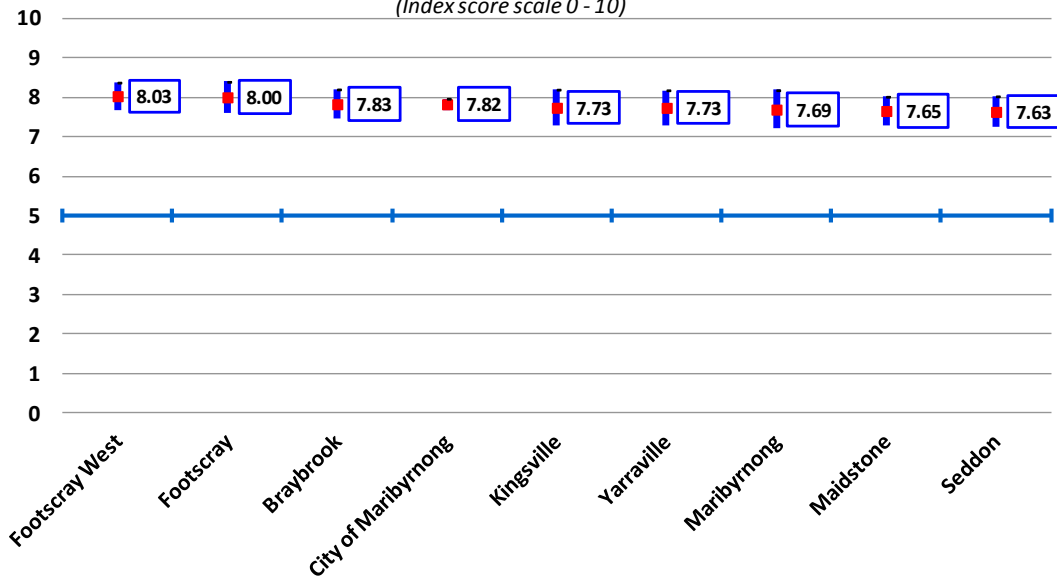


Importance of and satisfaction with sports ovals
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



There was no statistically significant variation in this result observed across the eight precincts comprising the City of Maribyrnong.

Satisfaction with sports oval
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)

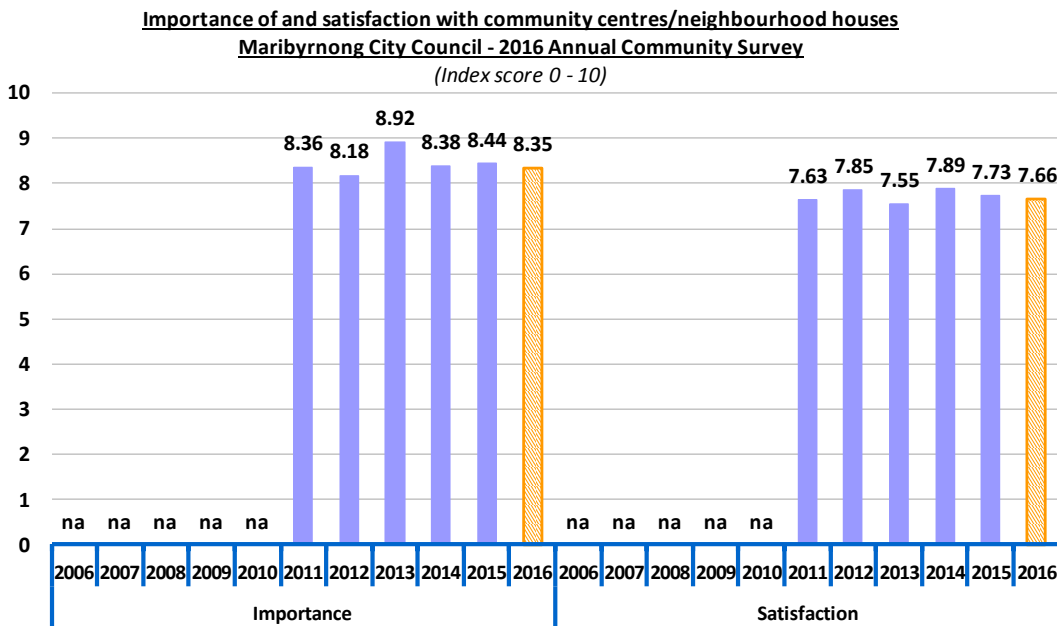


Community Centres / Neighbourhood Houses

The importance of Community Centres and Neighbourhood Houses declined very marginally in 2016 although it is still rated at more than eight out of ten. This ranks the facilities twenty-third in 2016.

Satisfaction with these facilities declined by less than one percent to 7.66 in 2016, although it remains at a level categorised as “very good”.

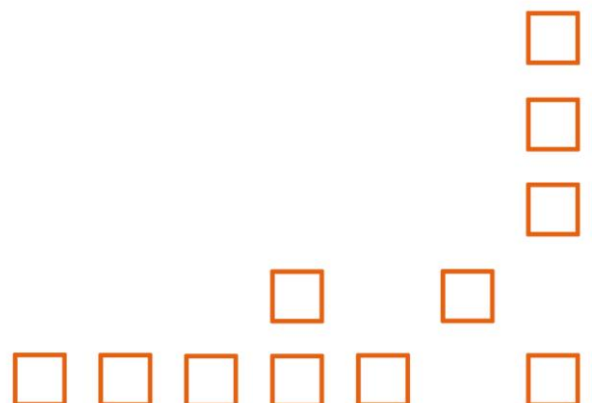
This result ranks these facilities sixth in 2016 in terms of satisfaction.

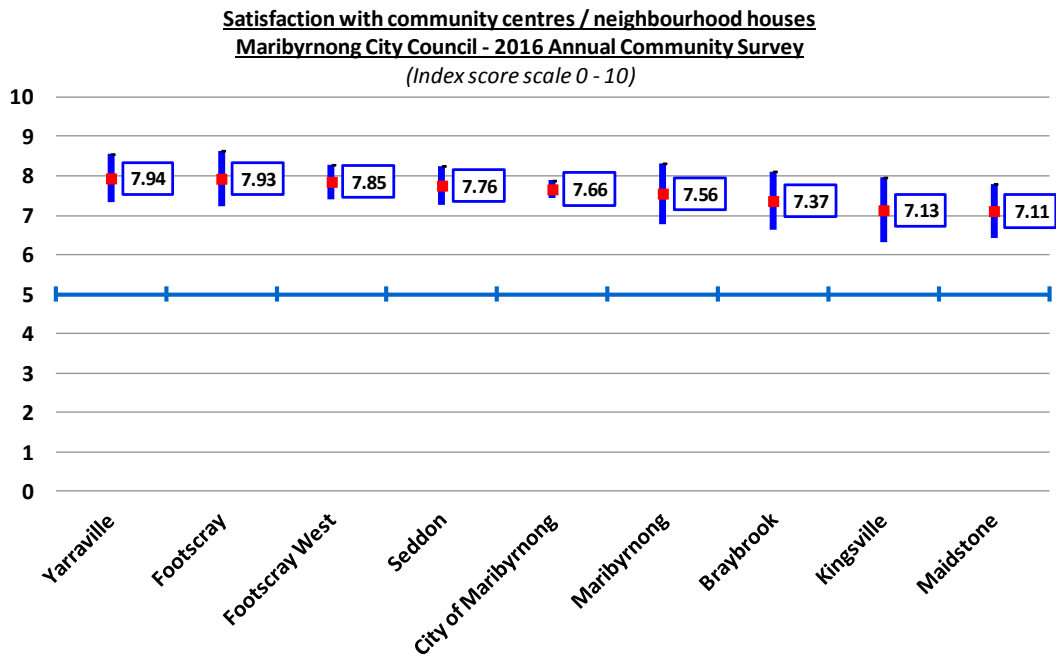


There was no statistically significant variation in satisfaction with these facilities observed across the eight precincts comprising the City of Maribyrnong.

It is observed however that:

- ⊗ **Kingsville** and **Maidstone** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “good”.





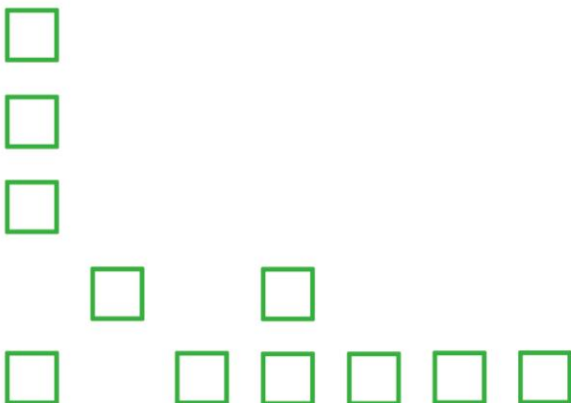
Maribyrnong Aquatic Centre

The importance of the Maribyrnong Aquatic Centre declined two percent in 2016, and the facility was ranked twenty-fourth.

Satisfaction with the Maribyrnong Aquatic Centre declined by less than one percent in 2016 to 7.46, although it remains at a level categorised as “very good”, and ranks the facility eleventh in 2016.

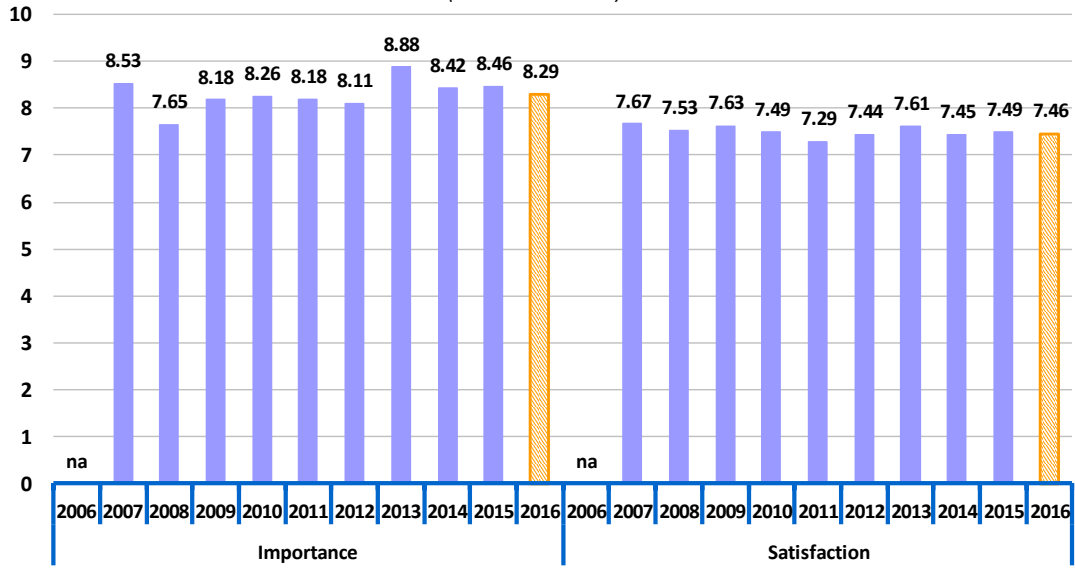
By way of comparison the metropolitan Melbourne average satisfaction with aquatic centres was somewhat higher than this result at 7.85.

There was not statistically significant variation in satisfaction with the Maribyrnong Aquatic Centre observed across the eight precincts comprising the municipality.



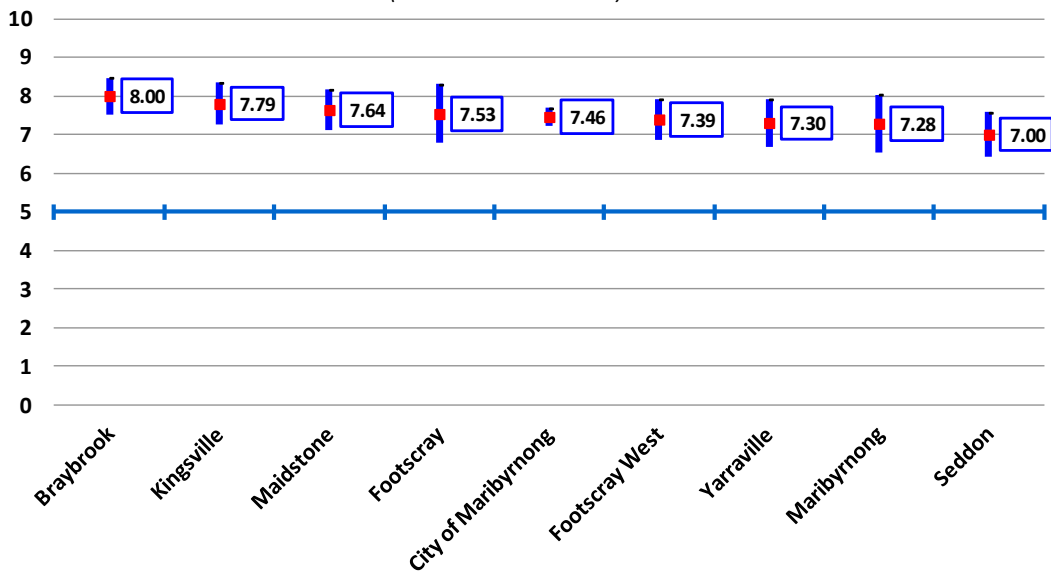
Importance of and satisfaction with Maribyrnong Aquatic Centre
Maribyrnong City Council - 2016 Annual Community Survey

(Index score 0 - 10)



Satisfaction with Maribyrnong Aquatic Centre
Maribyrnong City Council - 2016 Annual Community Survey

(Index score scale 0 - 10)



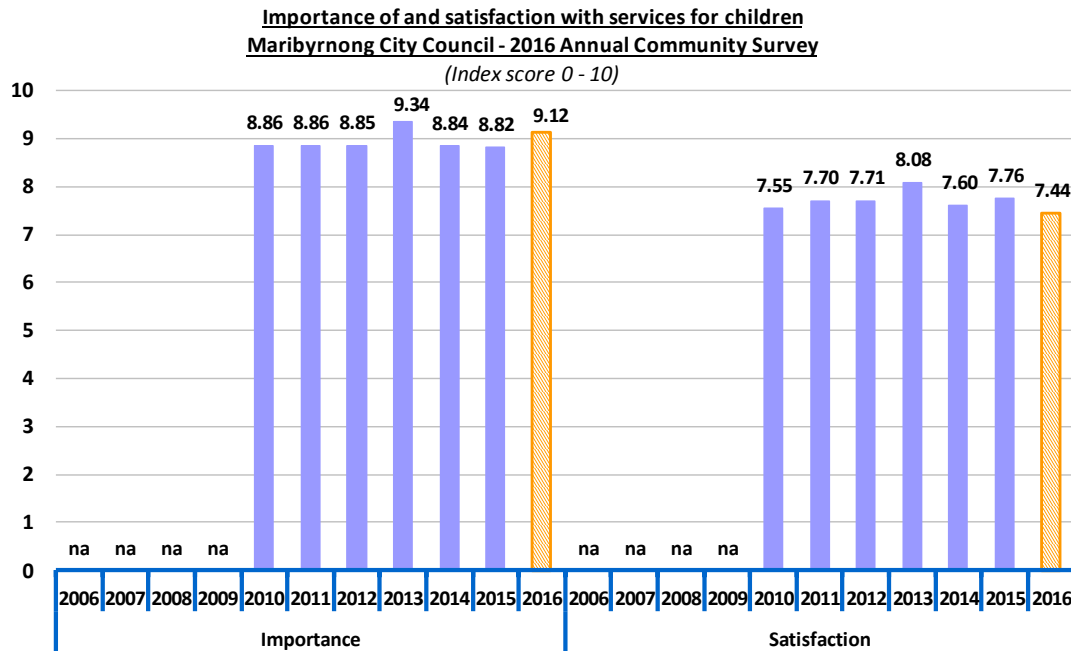


Services for children

The importance of services for children increased marginally in 2016 to 9.12, which ranks the service fourth in 2016.

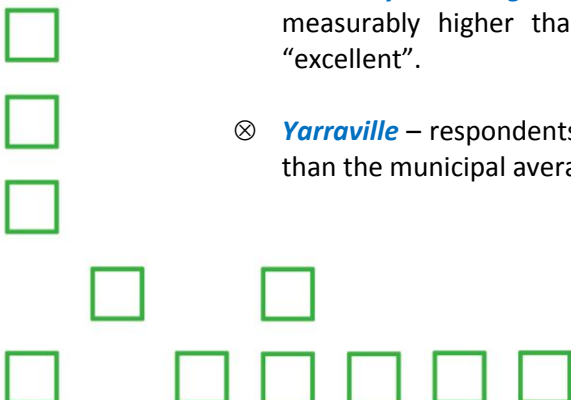
Satisfaction with services for children declined 4.1% in 2016 to 7.44, a level of satisfaction categorised as “very good”. This is a decline on the previous categorisation of “excellent”.

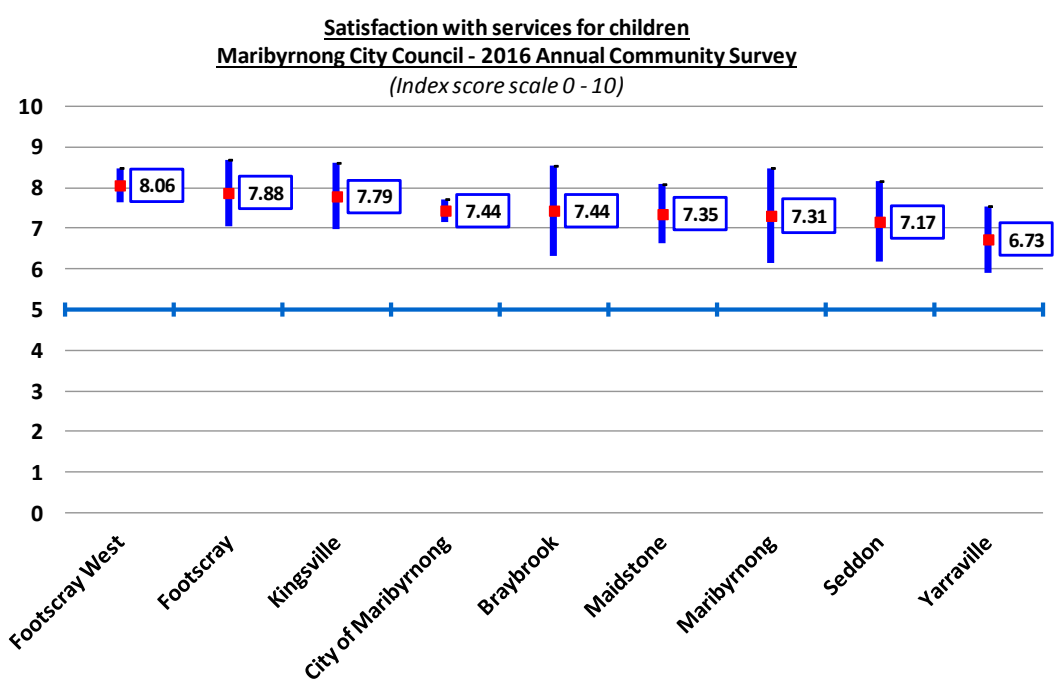
By way of comparison the metropolitan Melbourne average satisfaction with services for children was 7.99, measurably and significantly higher than this Maribyrnong result.



There was some measurable variation in satisfaction with services for children observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Footscray West** – respondents rated satisfaction measurably higher than the municipal average and at a level categorised as “excellent”.
- ⊗ **Footscray** and **Kingsville** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as “excellent”.
- ⊗ **Yarraville** – respondents rated satisfaction somewhat albeit not measurably lower than the municipal average and at a level categorised as “good”.





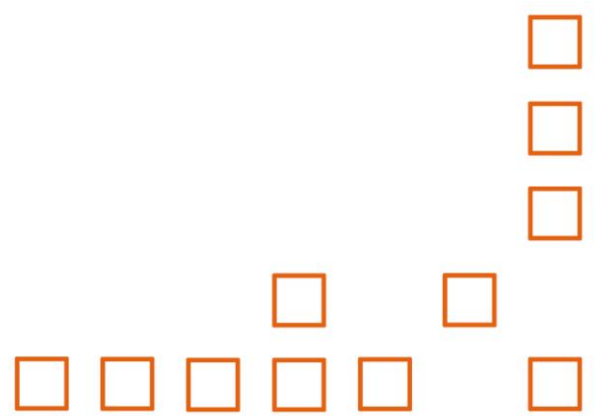
Services for young people

The importance of services for young people increased 2.7% in 2016 to 8.93, which ranks the service seventh.

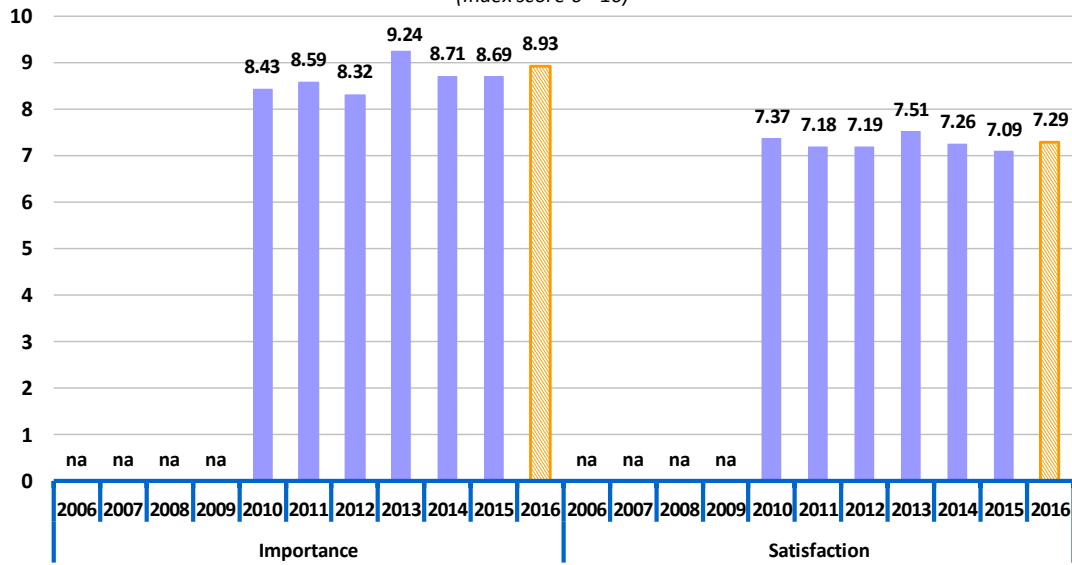
Satisfaction with this service increased 2.8% to 7.29 in 2016, a level of satisfaction categorised as “very good”, an improvement over the previous “good”.

By way of comparison the metropolitan Melbourne average satisfaction with service for young people was rated at 7.63, measurably but not significantly higher than this Maribyrnong result.

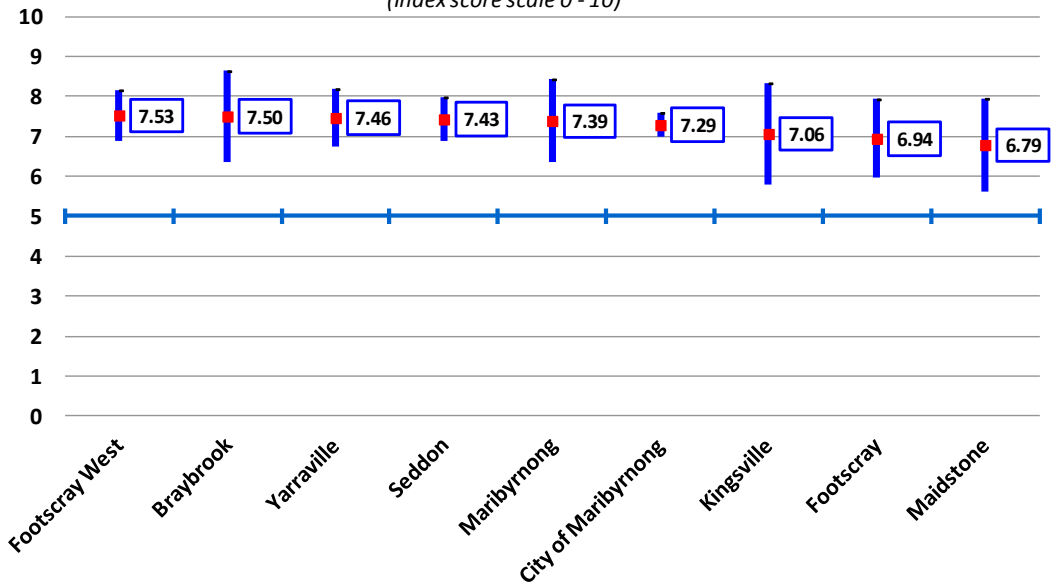
There was no statistically significant variation in satisfaction with services for young people observed across the eight precincts comprising the City of Maribyrnong.



Importance of and satisfaction with services for young people
Maribyrnong City Council - 2016 Annual Community Survey
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Satisfaction with services for young people
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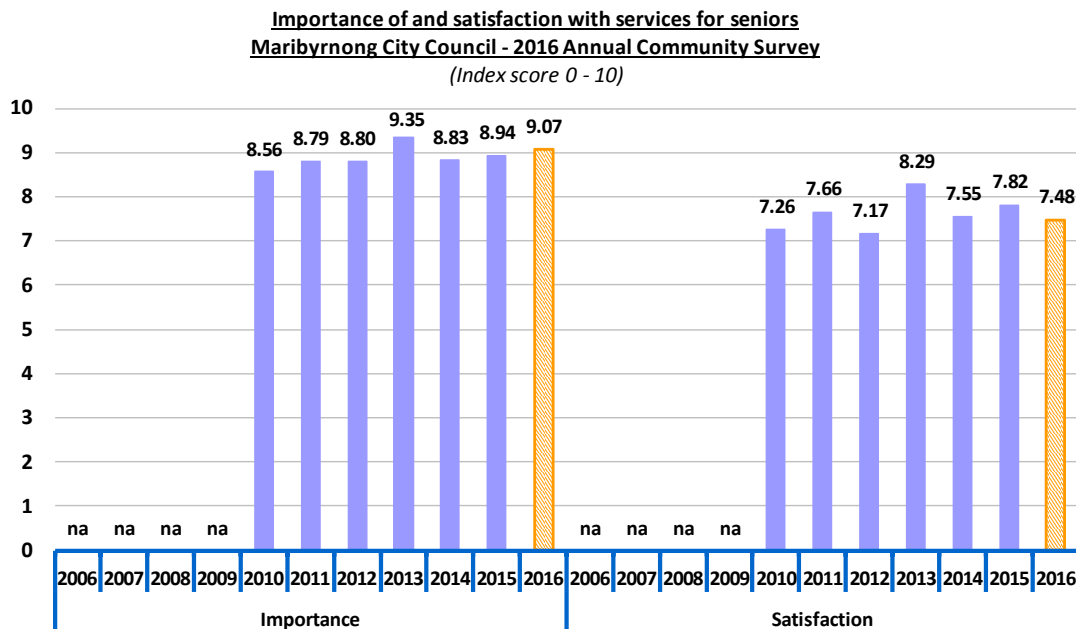


Services for seniors

The importance of services for seniors increased 1.4% in 2016 to 9.07, ranking the service fifth.

Satisfaction with services for seniors declined 4.3% in 2016 to 7.48, a level of satisfaction categorised as “very good”. This is a decline on the 2015 categorisation of “excellent”. This result ranks the service tenth in terms of satisfaction.

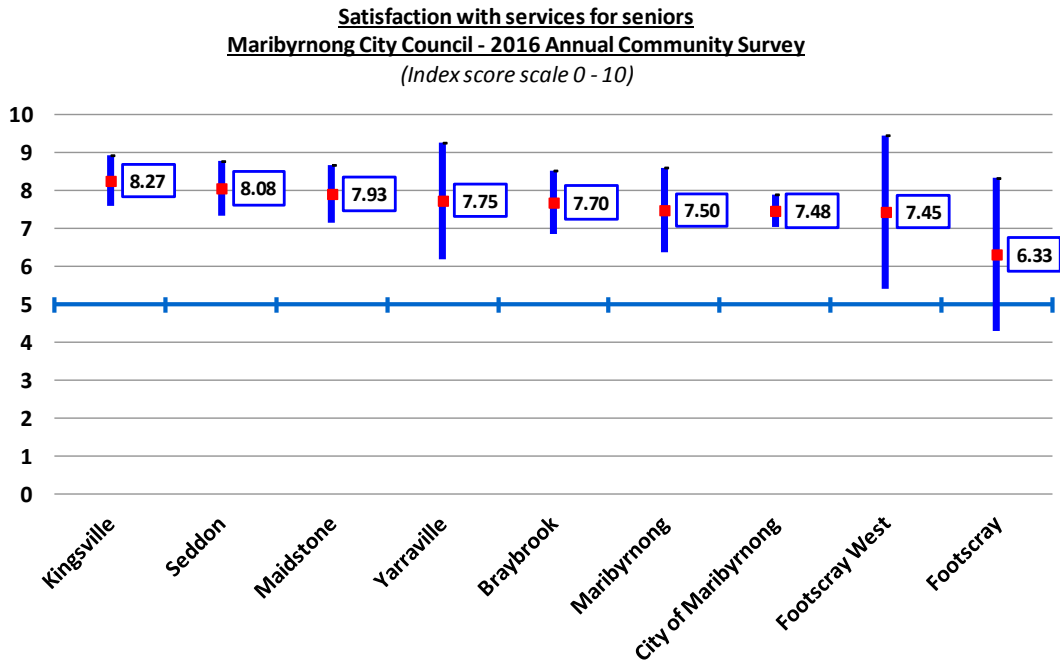
By way of comparison the metropolitan Melbourne average satisfaction with services for seniors in 2016 was 7.94, significantly higher than this Maribyrnong result.



There was no statistically significant variation in satisfaction with services for seniors observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

- ⊗ **Footscray** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as “solid”.

Metropolis Research notes that the relatively small sample size of respondents that had used services for seniors in the last twelve months reduces the statistical significance of the variation in result observed at the precinct level.



Services for people with a disability

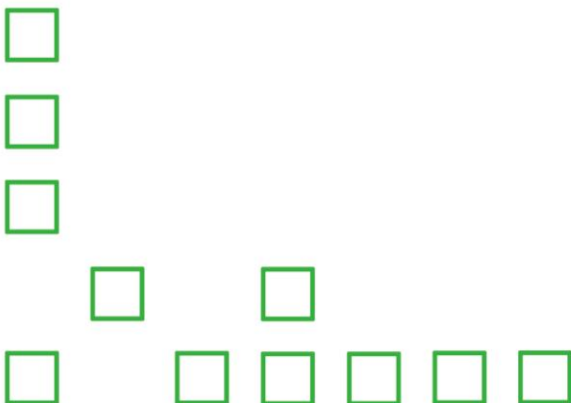
The importance of services for people with a disability increased two percent in 2016 to 9.24, which ranks the service third.

Satisfaction with services for people with a disability increased 3.4% in 2016 to 7.24, although it remains at a level categorised as “good”.

This result ranks the service sixteenth in terms of satisfaction.

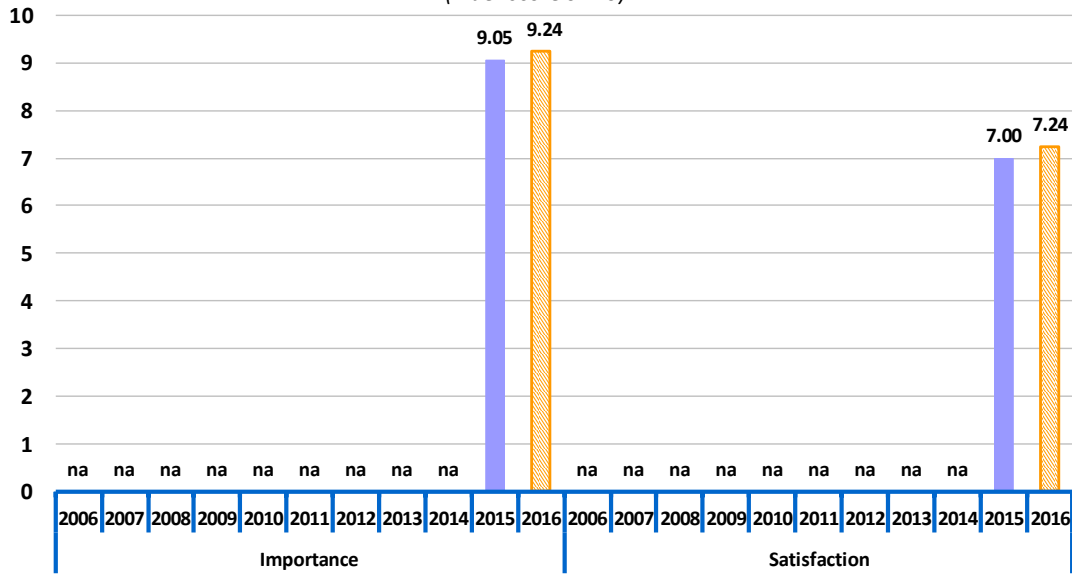
By way of comparison the metropolitan Melbourne average satisfaction with services for people with a disability was 7.49, somewhat higher than this Maribyrnong result.

There was no statistically significant variation in satisfaction with services for people with a disability observed across the municipality. This is due at least in part to the very small sample of respondents that had used these services in the last twelve months.



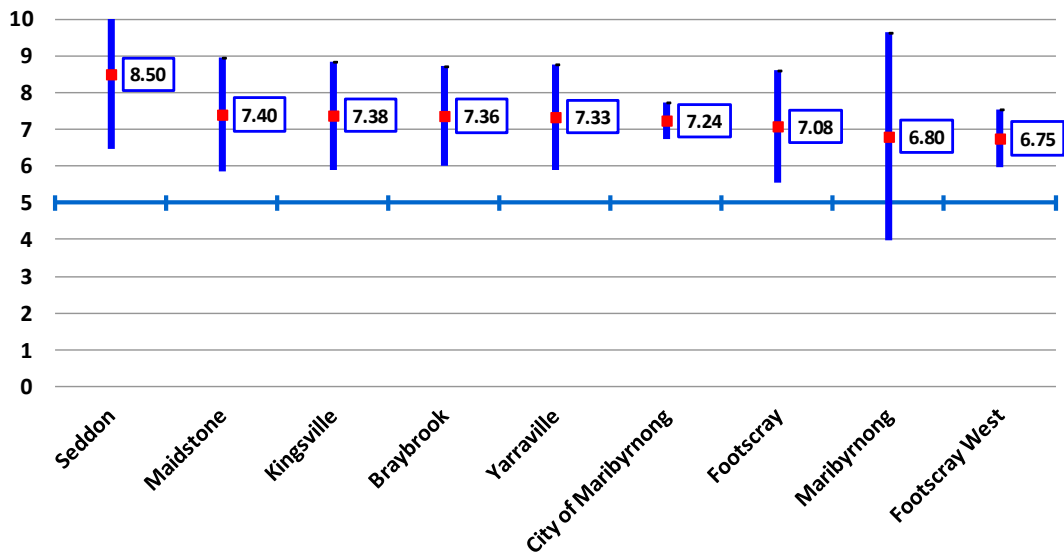
Importance of and satisfaction with services for people with a disability
Maribyrnong City Council - 2016 Annual Community Survey

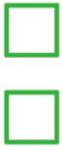
(Index score 0 - 10)



Satisfaction with services for people with a disability
Maribyrnong City Council - 2016 Annual Community Survey

(Index score scale 0 - 10)



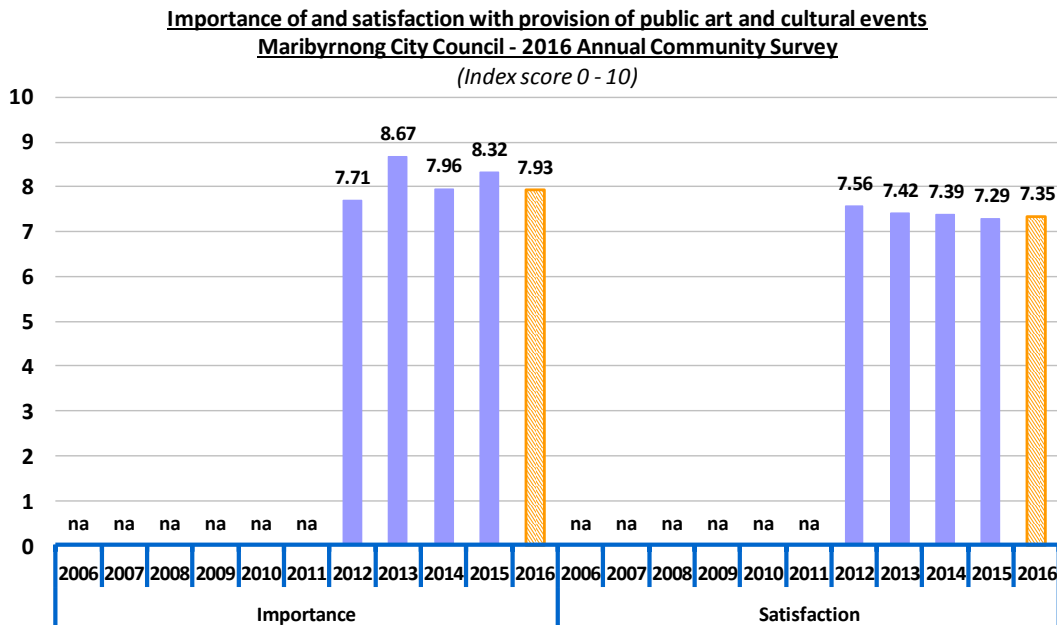


Provision of public art and cultural events

The importance of the provision of public art and cultural events declined 4.7% in 2016 to 7.93 and the service is now ranked twenty-eighth.

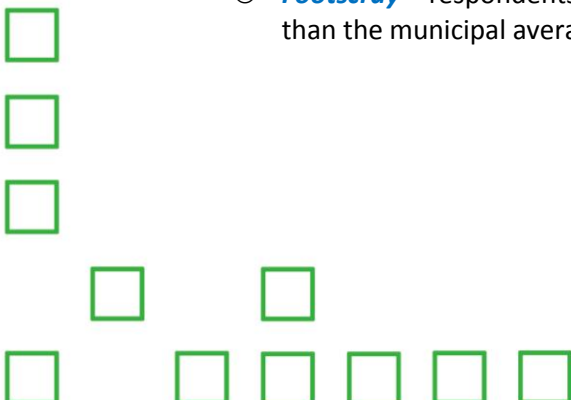
Satisfaction with the provision of public art and cultural events increased by less than one percent to 7.35 and remains at a level categorised as “very good”. This result ranks the service thirteenth in terms of satisfaction.

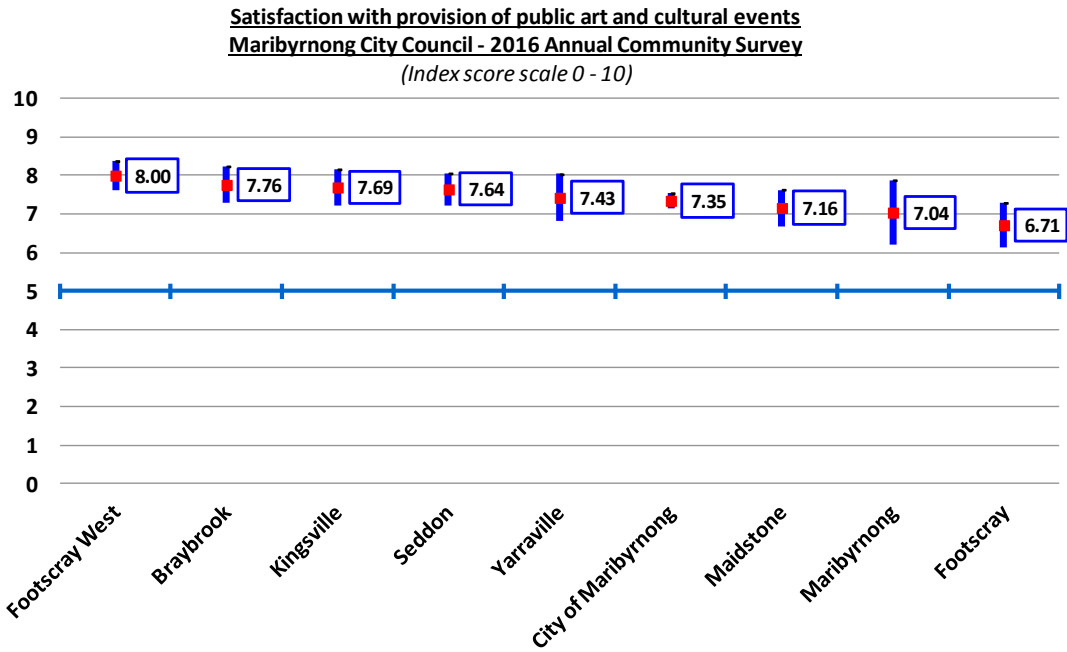
By way of comparison the metropolitan Melbourne average satisfaction with this service was 7.78 in 2016, measurably and significantly higher than this Maribyrnong result.



There was some measurable variation in satisfaction with the provision of public art and cultural events observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Footscray West** – respondents rated satisfaction measurably higher than the municipal average and at a level categorised as “excellent”.
- ⊗ **Footscray** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “good”.

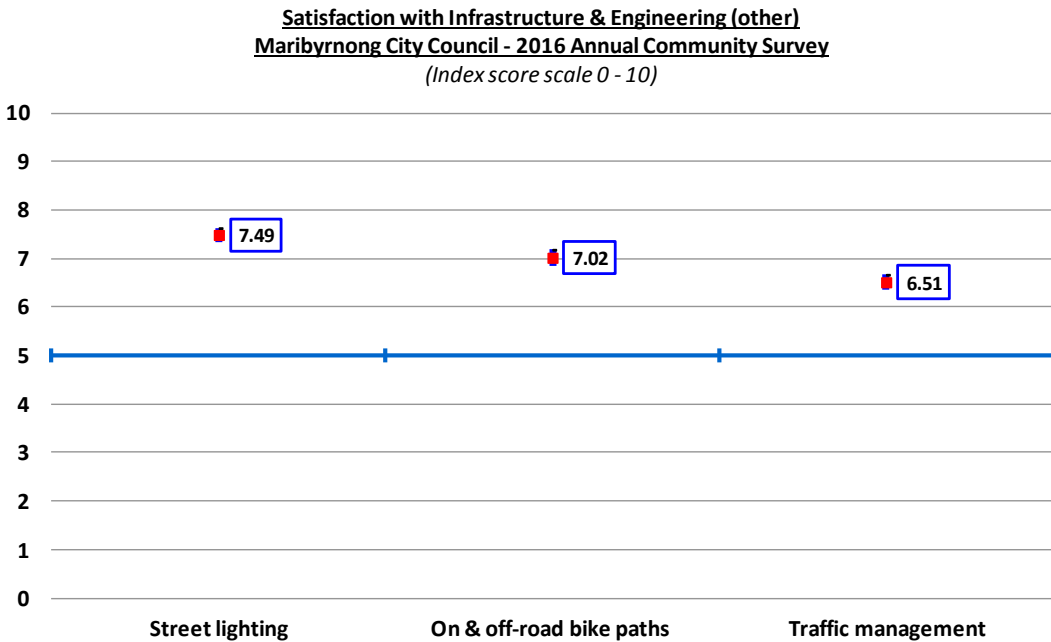




Infrastructure and Engineering (other)

There were three services from the Infrastructure and Engineering department (other) included in the 2016 survey. Satisfaction with these three services is best categorised as follows:

- ⊗ **Very Good** – for street lighting.
- ⊗ **Good** – for on and off road bike paths and traffic management.





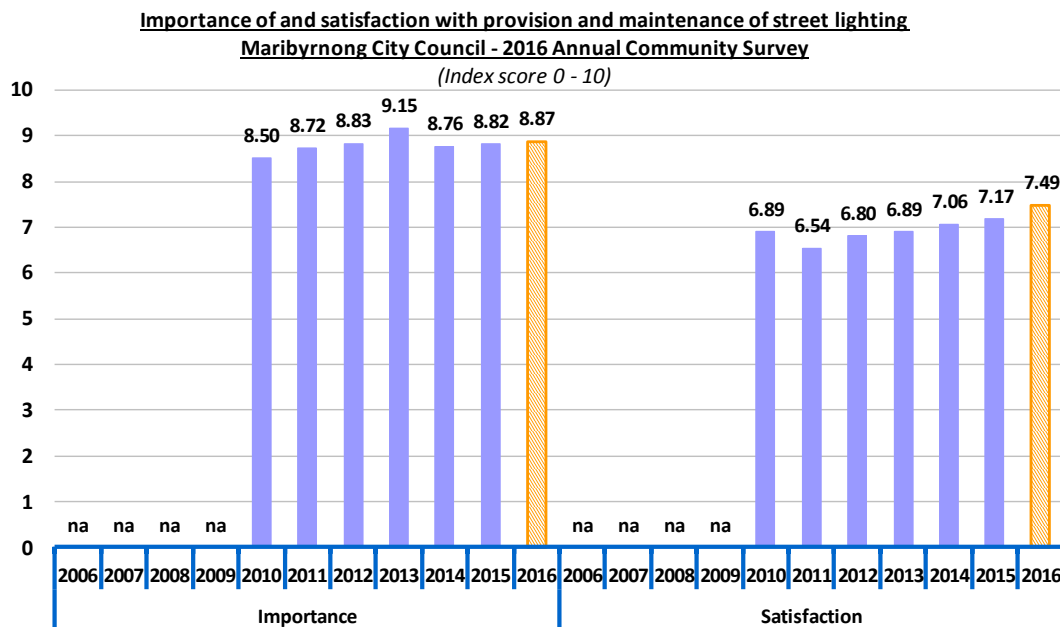
Provision and maintenance of street lighting



The importance of the provision and maintenance of street lighting increased by less than one percent to 8.87 in 2016, ranking the service ninth this year.

Satisfaction with street lighting increased for the fifth consecutive year, up from just 6.54 in 2011 to 7.49 in 2016, an increase of 14.5% over this period. This level of satisfaction is categorised as “very good” and ranks the service ninth in terms of satisfaction.

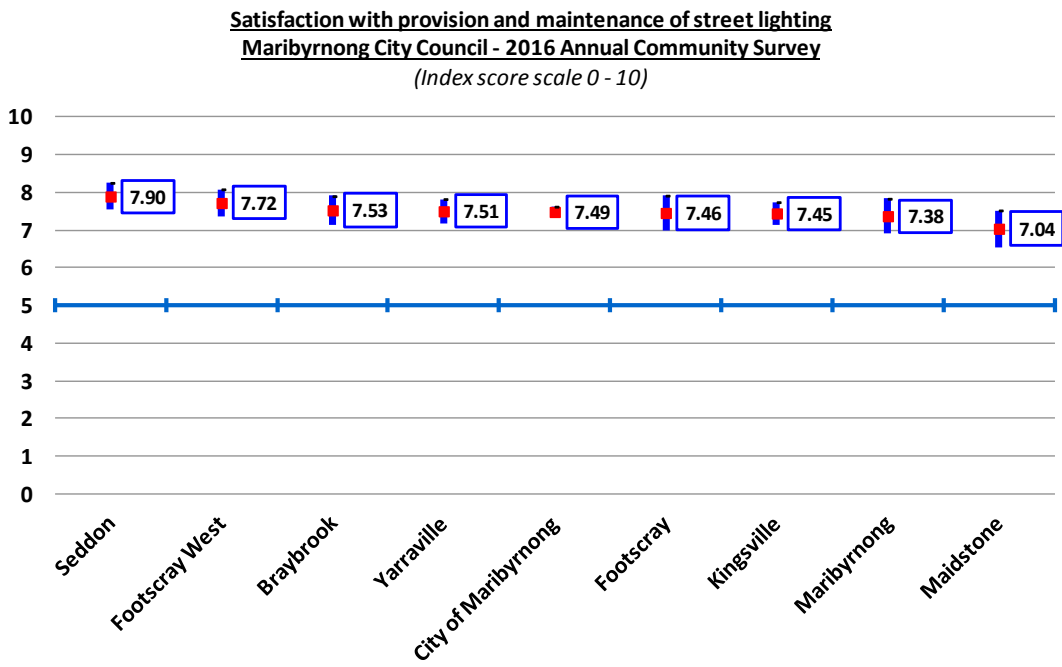
By way of comparison the metropolitan Melbourne average satisfaction with street lighting was 7.27, somewhat lower than this Maribyrnong result.



There was no statistically significant variation in satisfaction with the provision and maintenance of street lighting observed across the eight precincts comprising the City of Maribyrnong. Attention is however drawn to the following:

- ⊗ **Seddon** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average at a level categorised as “excellent”.
- ⊗ **Maidstone** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average at a level categorised as “good”.





Local traffic management

The importance of local traffic management declined by 1.2% in 2016 to 8.37, ranking the service twenty-second this year.

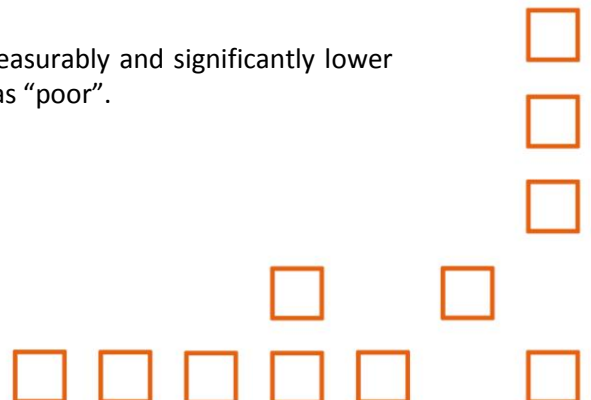
Satisfaction with local traffic management increased 2.8% in 2016 to 6.51, a level of satisfaction categorised as “good” which is an improvement on the previous categorisation of “solid”.

This result ranks the service twenty-ninth in terms of satisfaction in 2016.

By way of comparison the metropolitan Melbourne average satisfaction with local traffic management in 2016 was 6.58, almost identical to this Maribyrnong result.

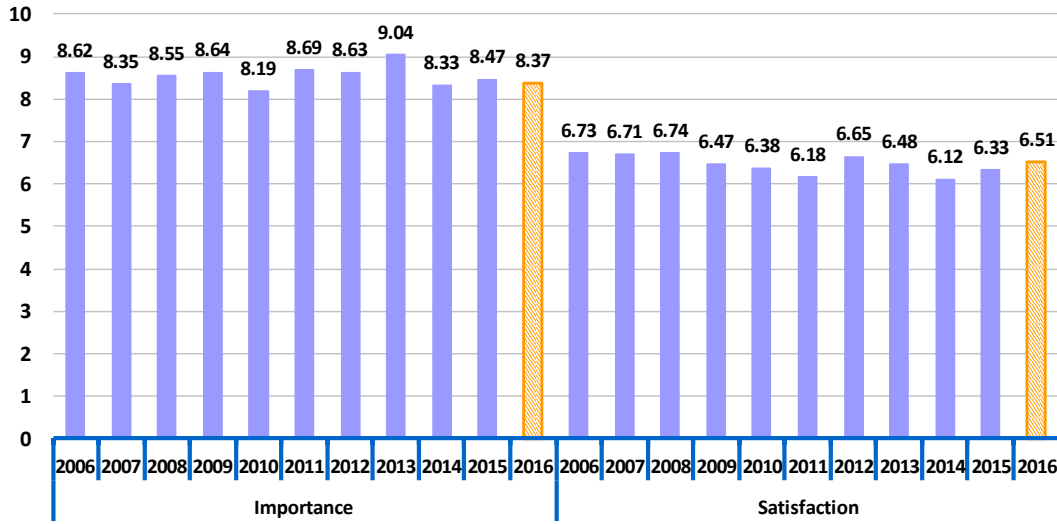
There was measurable and significant variation in satisfaction with local traffic management observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average at a level categorised as “good”.
- ⊗ **Maribyrnong** – respondents rated satisfaction measurably and significantly lower than the municipal average at a level categorised as “poor”.

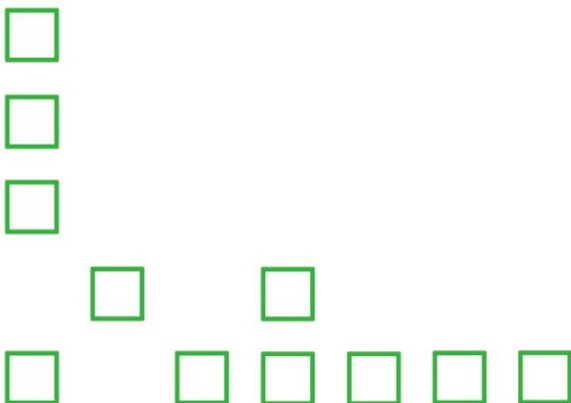
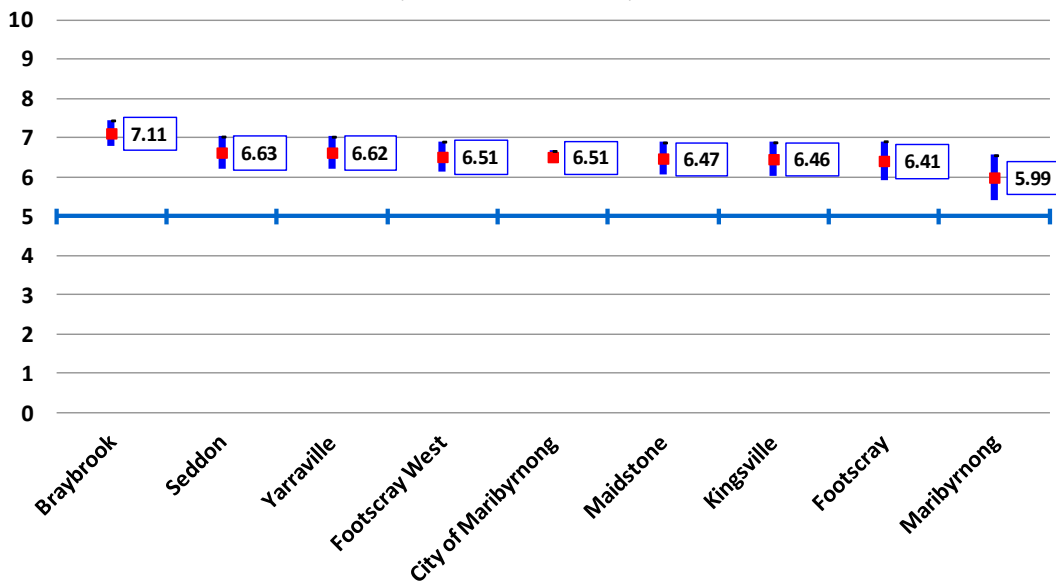




Importance of and satisfaction with traffic management
Maribyrnong City Council - 2016 Annual Community Survey
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Satisfaction with traffic management
Maribyrnong City Council - 2016 Annual Community Survey
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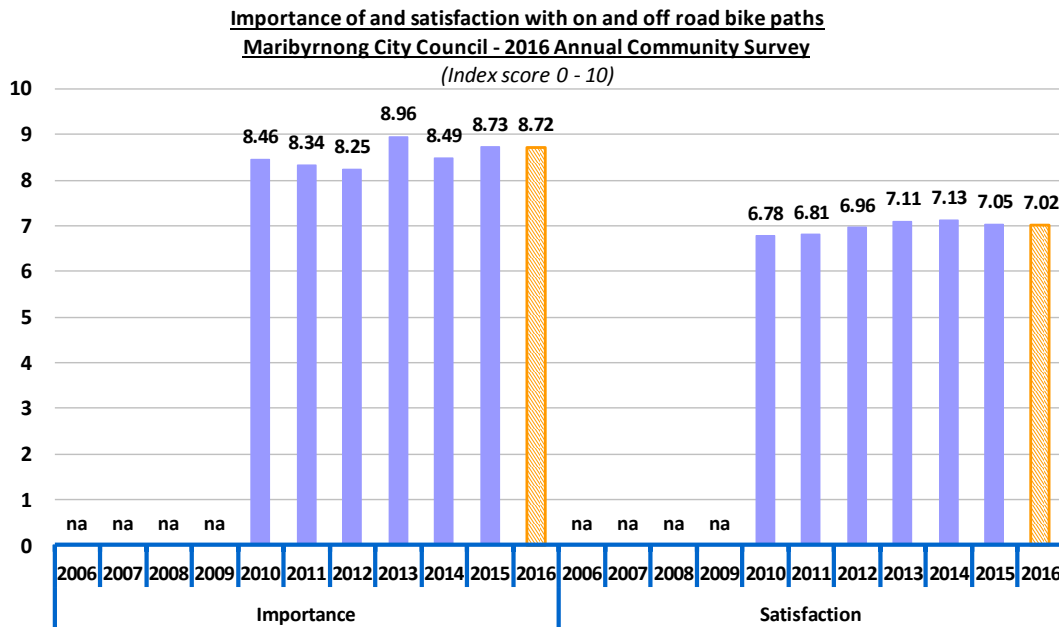


On and off road bike paths

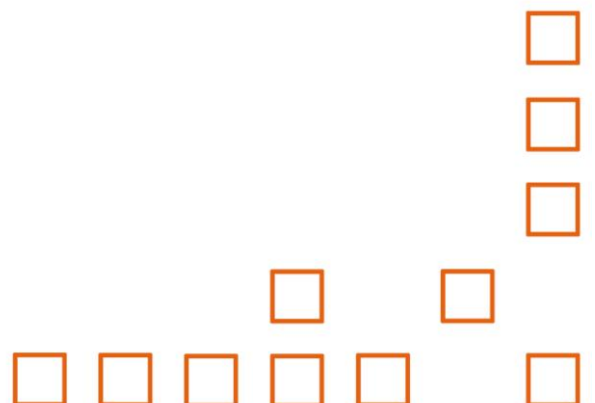
The importance of on and off road bike paths remained essentially unchanged in 2016, ranking the service fourteenth this year.

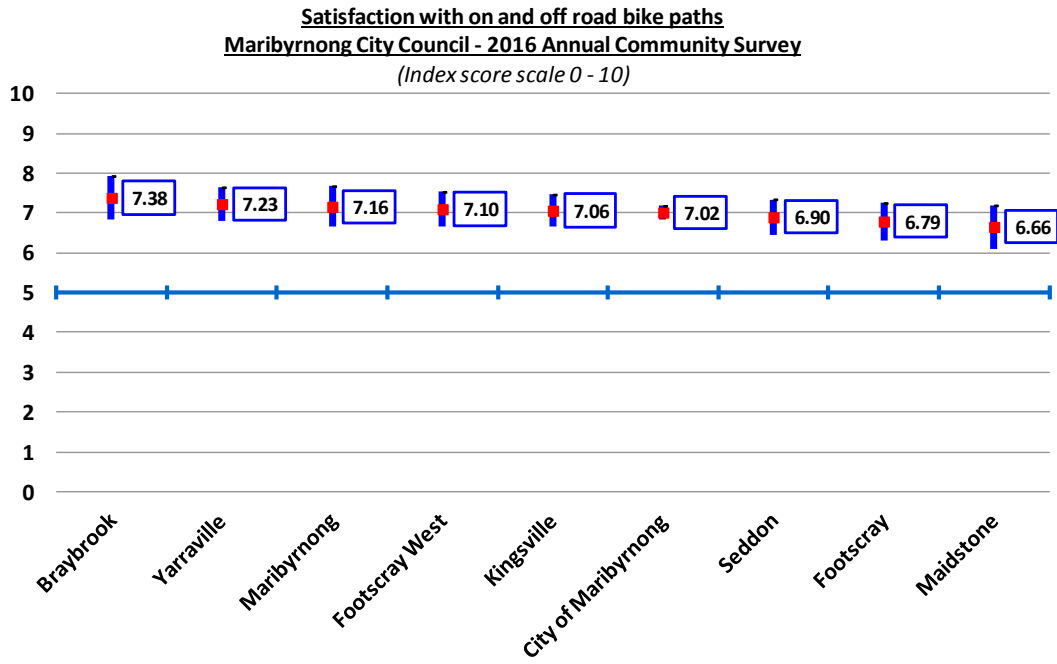
Satisfaction with on and off road bike paths declined by less than one percent in 2016 to 7.02, although it remains at a level categorised as “good”. This result ranks the service eighteenth in terms of satisfaction.

By way of comparison the metropolitan Melbourne average satisfaction with on and off road bike paths in 2016 was 7.36, measurably and significantly higher than this Maribyrnong result.



There was no statistically significant variation in satisfaction with on and off road bike paths observed across the eight precincts comprising the City of Maribyrnong.

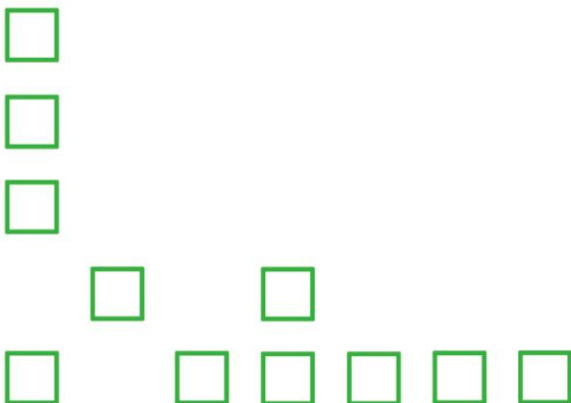


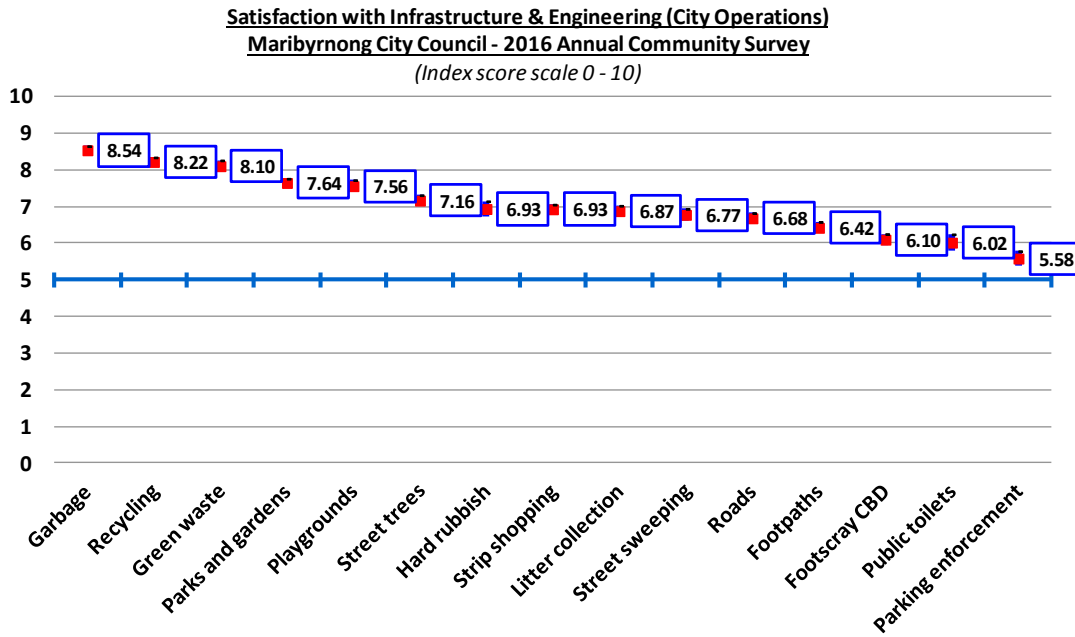


Infrastructure - Operations and Maintenance

There were fifteen services and facilities from the Operations and Maintenance department of Council included in the 2016 survey. Satisfaction with these services and facilities can best be summarised as follows:

- ⊗ **Excellent** – for weekly garbage collection, regular recycling, and green waste collection.
- ⊗ **Very Good** – for the provision and maintenance of parks and gardens and playgrounds.
- ⊗ **Good** – for the provision and maintenance of street trees, hard rubbish collection, maintenance and cleaning of shopping strips, litter collection in public areas, street sweeping, and the maintenance and repair of sealed local roads.
- ⊗ **Solid** – for footpath maintenance and repairs, and the cleaning and maintenance of the Footscray CBD.
- ⊗ **Poor** – for parking enforcement.





Maintenance and repair of sealed local roads

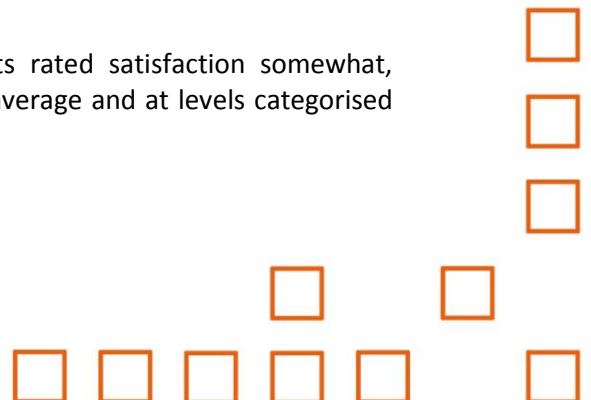
The importance of maintenance and repair of sealed local roads declined marginally in 2016, down 1.2% to 8.61. This result ranks the service eighteenth in 2016.

Satisfaction with the maintenance and repair of sealed local roads increased for the second consecutive year in 2016, up 2.8% to 6.68, although it remains at a level categorised as “good”. This result ranks the service twenty-eighth in terms of satisfaction in 2016.

By way of comparison the metropolitan Melbourne average satisfaction with the maintenance and repair of sealed local roads was 7.05 in 2016, measurably higher than this Maribyrnong result.

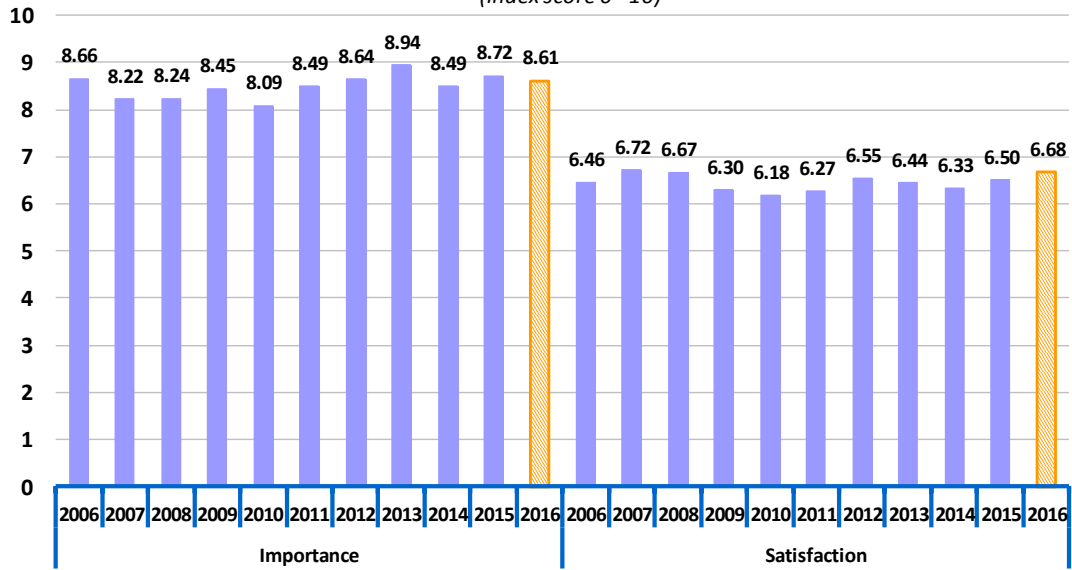
There was some variation in satisfaction with the maintenance and repair of sealed local roads observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Footscray, Yarraville** and **Seddon** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “solid”.

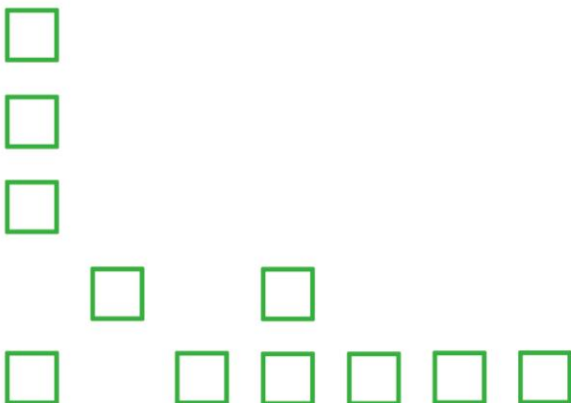
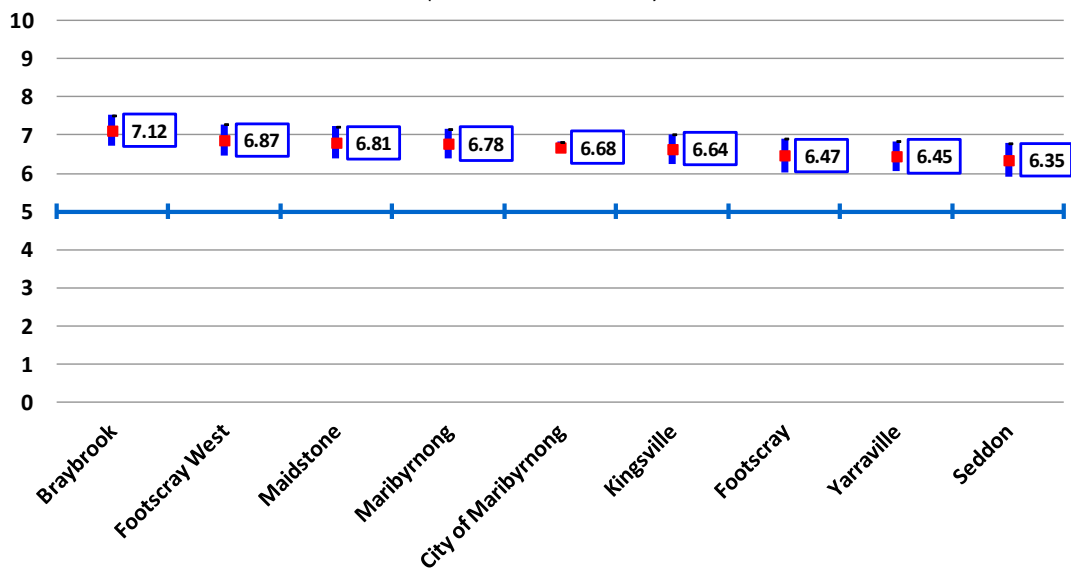




Importance of and satisfaction with maintenance and repair of sealed local roads
Maribyrnong City Council - 2016 Annual Community Survey
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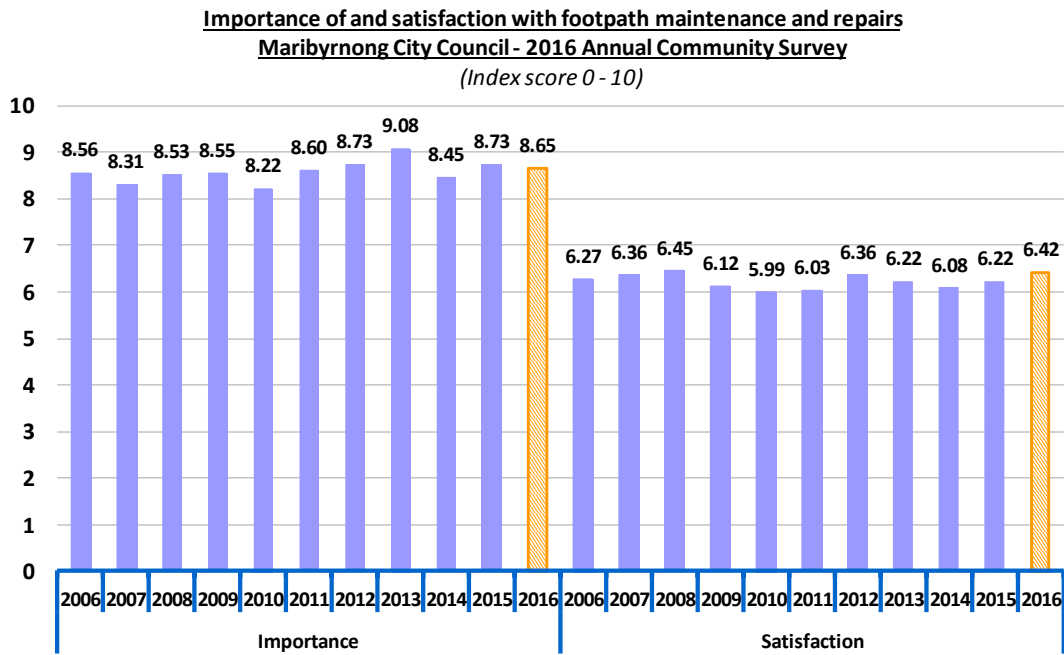
Satisfaction with maintenance and repair of sealed local roads
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



Footpath maintenance and repairs

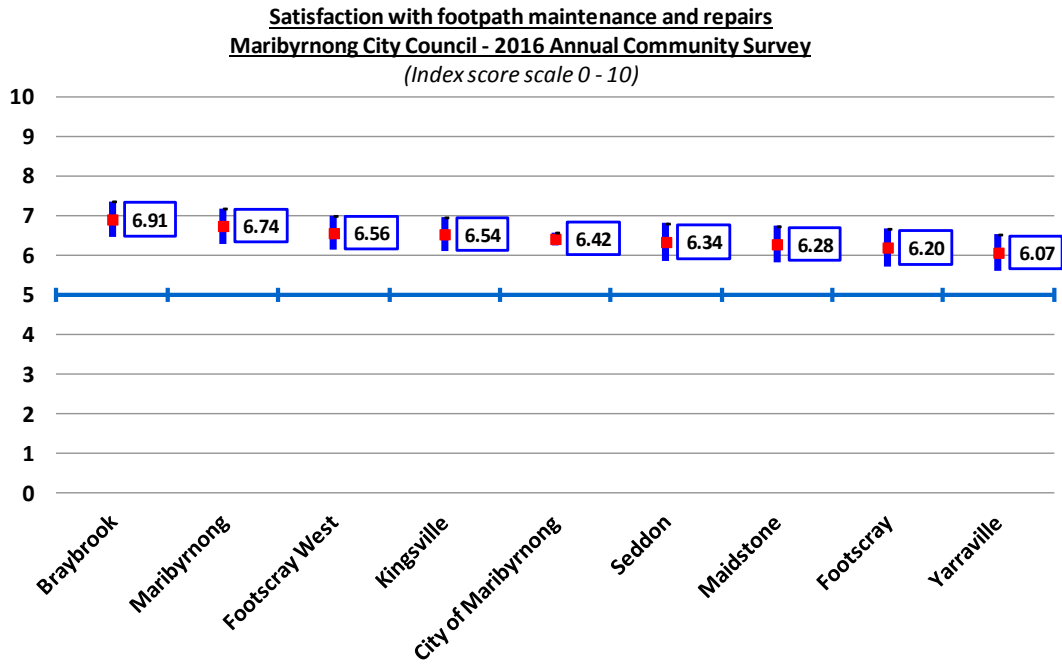
The importance of footpath maintenance and repairs declined marginally in 2016 to 8.65, which ranks the service fifteenth this year.

Satisfaction with footpath maintenance and repairs increased for the second consecutive year in 2016, up 3.2% to 6.42, although it remains at a level categorised as “solid”. This ranks the service thirtieth in 2016.



There was no statistically significant variation in satisfaction with footpath maintenance and repairs observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average at a level categorised as “good”.

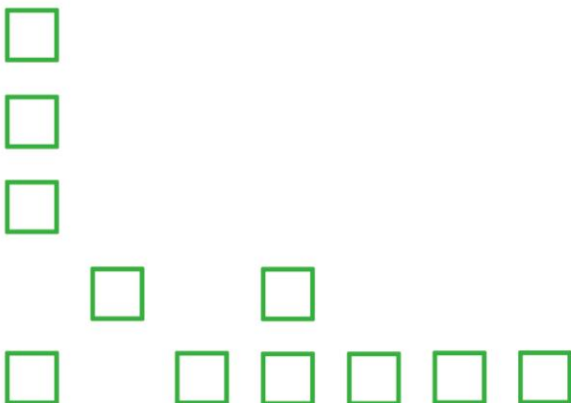


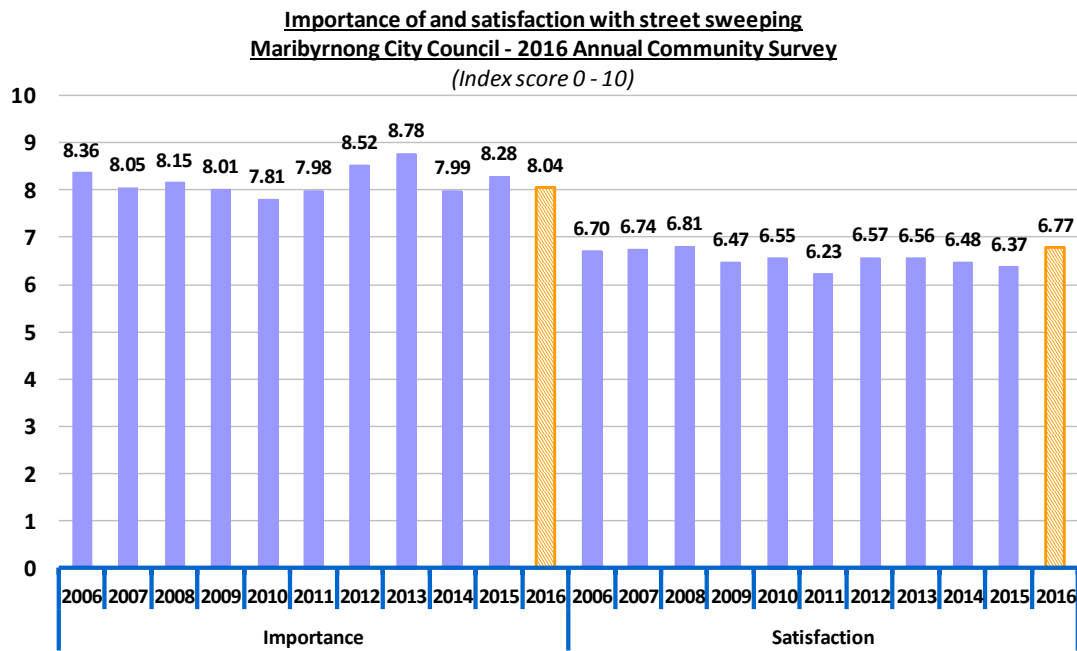
Street sweeping

The importance of street sweeping declined marginally in 2016, down 2.9% to 8.04. This result ranks the service twenty-seventh this year.

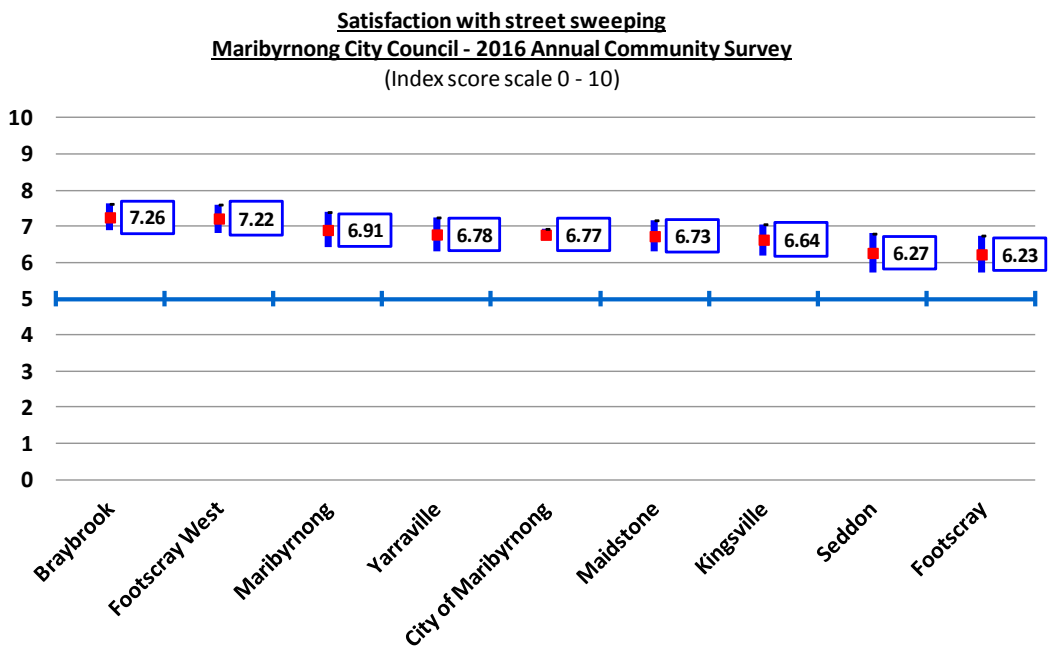
Satisfaction with street sweeping increased 6.3% in 2016 to 6.77, a level of satisfaction categorised as “good”, which is an improvement on the previous “solid”. This result ranks the service twenty-sixth in terms of satisfaction.

By way of comparison the 2016 metropolitan Melbourne average satisfaction with street sweeping was 7.23, measurably and significantly higher than this Maribyrnong result.





There was no statistically significant variation in satisfaction with street sweeping observed across the eight precincts comprising the City of Maribyrnong in 2016.





Weekly garbage collection

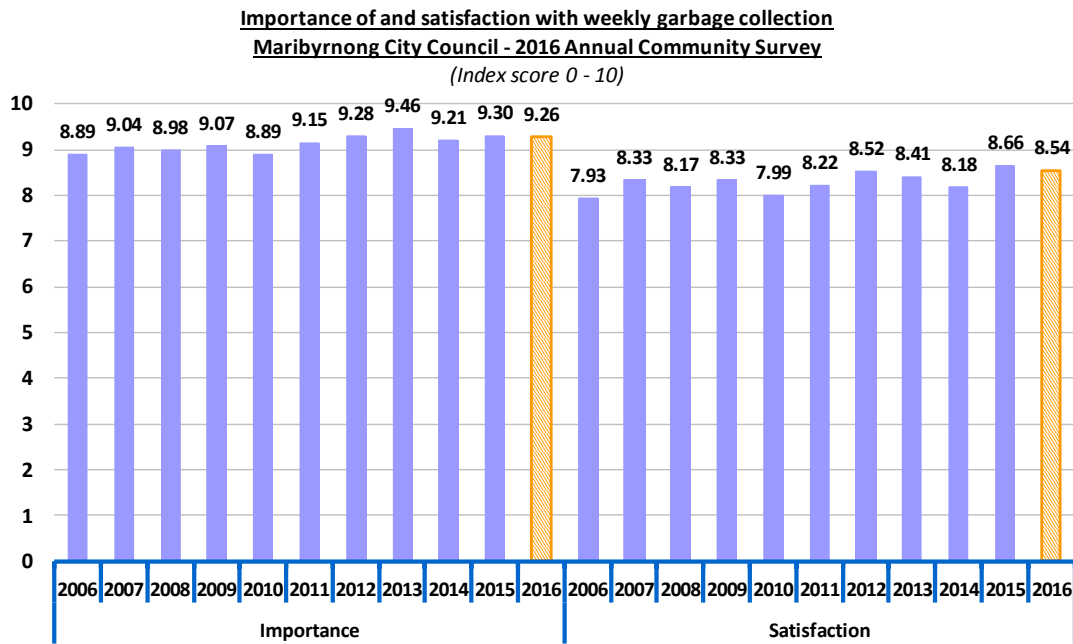


The importance of the weekly garbage collection declined by less than one percent in 2016 to 9.26, which ranks the service first this year.

Satisfaction with the weekly garbage collection declined 1.4% to 8.54 in 2016, although it remains at a level categorised as “excellent”. Satisfaction with the weekly garbage collection service has been categorised as “excellent” in each of the last thirteen years.

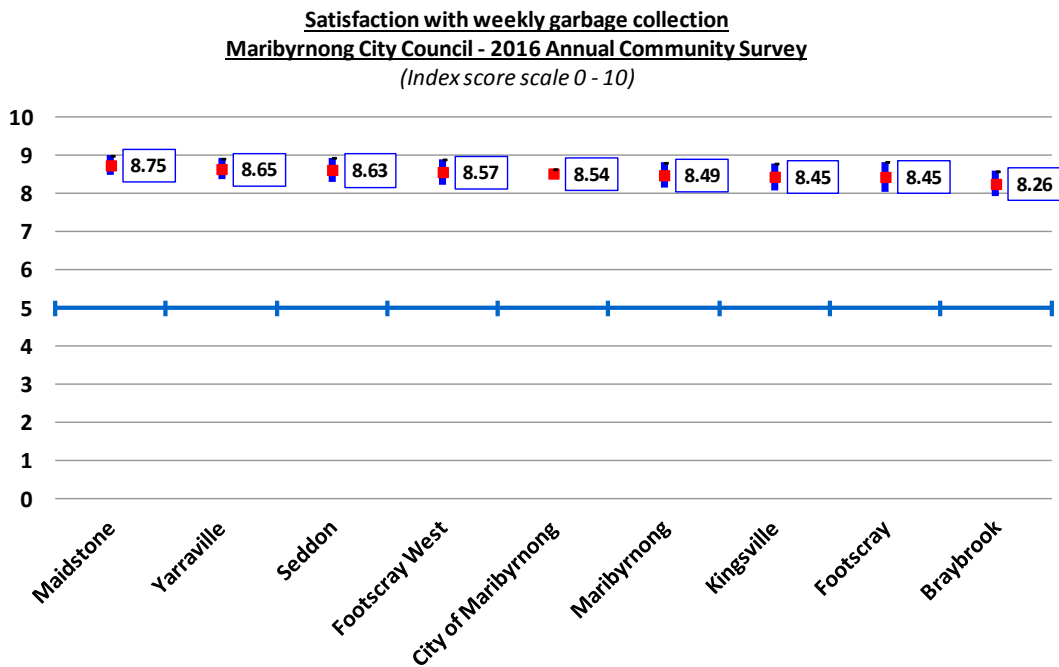
This result ranks the service first in terms of satisfaction this year.

By way of comparison the metropolitan Melbourne average satisfaction with the weekly garbage collection service was 8.75, marginally but not significantly higher than this Maribyrnong result.



There was no meaningful variation in satisfaction with the weekly garbage collection service observed across the eight precincts comprising the City of Maribyrnong.





Litter collection in public areas

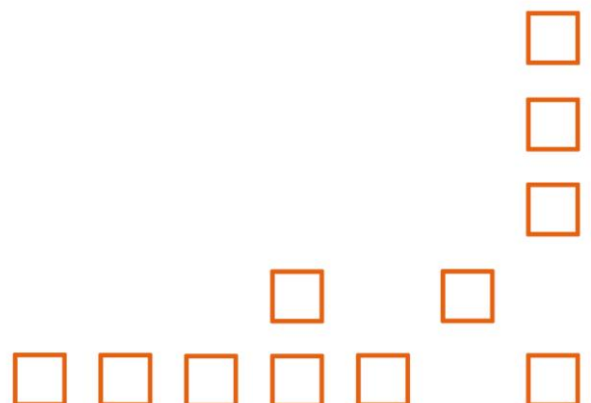
The importance of litter collection in public areas increased by less than one percent in 2016 to 8.85, which ranks the service tenth this year.

Satisfaction with litter collection in public areas increased for the third consecutive year, up from 6.56 in 2013 to 6.87 in 2016. This level of satisfaction remains categorised as “good”.

This result ranks the service twenty-fifth in terms of satisfaction in 2016.

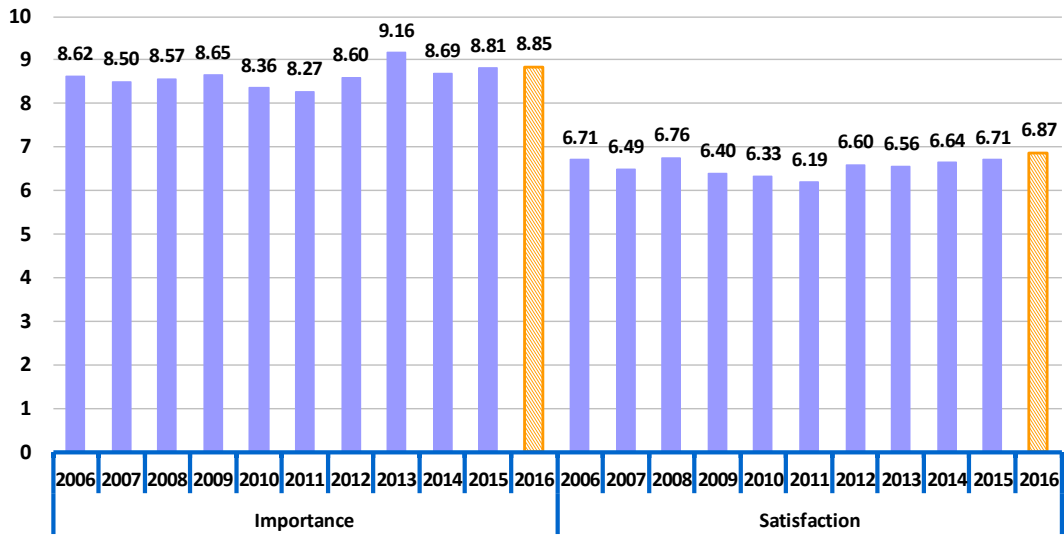
There was no statistically significant variation in satisfaction with litter collection in public areas observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

- ⊗ **Footscray West** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.

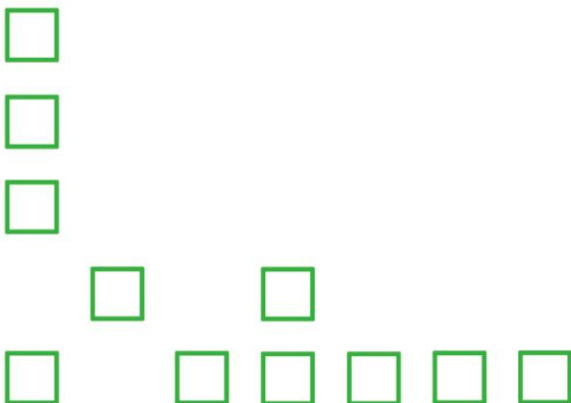
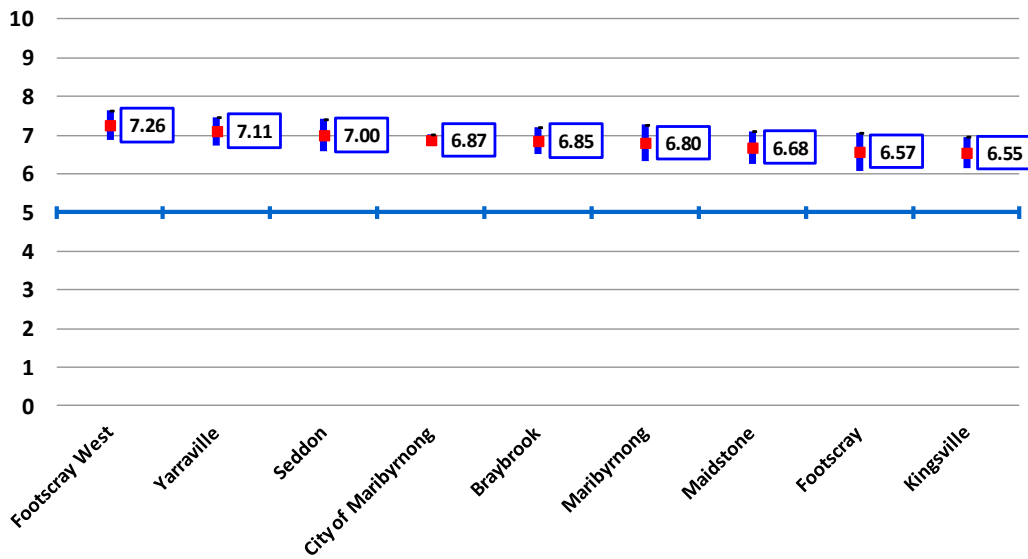


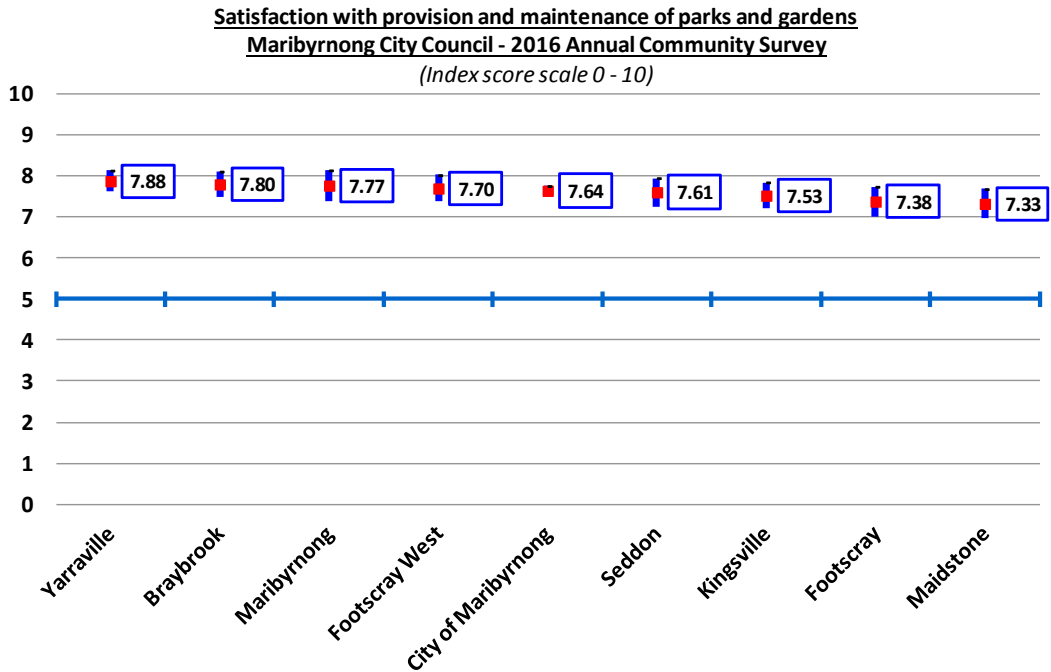


Importance of and satisfaction with litter collection in public areas
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 (Index score 0 - 10)



Satisfaction with litter collection in public areas
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)





Provision and maintenance of street trees

The importance of the provision and maintenance of street trees declined marginally in 2016 to 8.29, which ranks the service twenty-fifth this year.

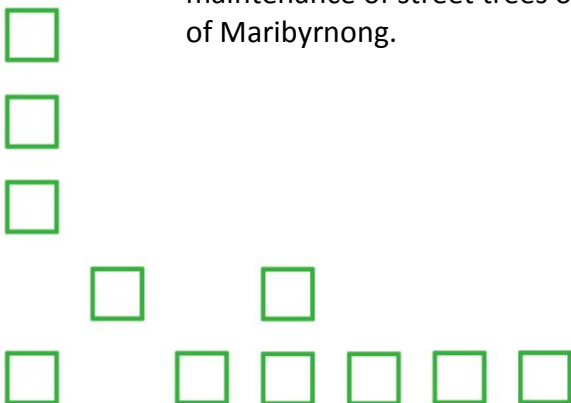
Satisfaction with the provision and maintenance of street trees increased for the second consecutive year, up from 6.46 in 2014 to 7.16 in 2016, an increase of ten percent.

This level of satisfaction is categorised as “good”, the same as in 2015, but up on the 2014 categorisation of “solid”.

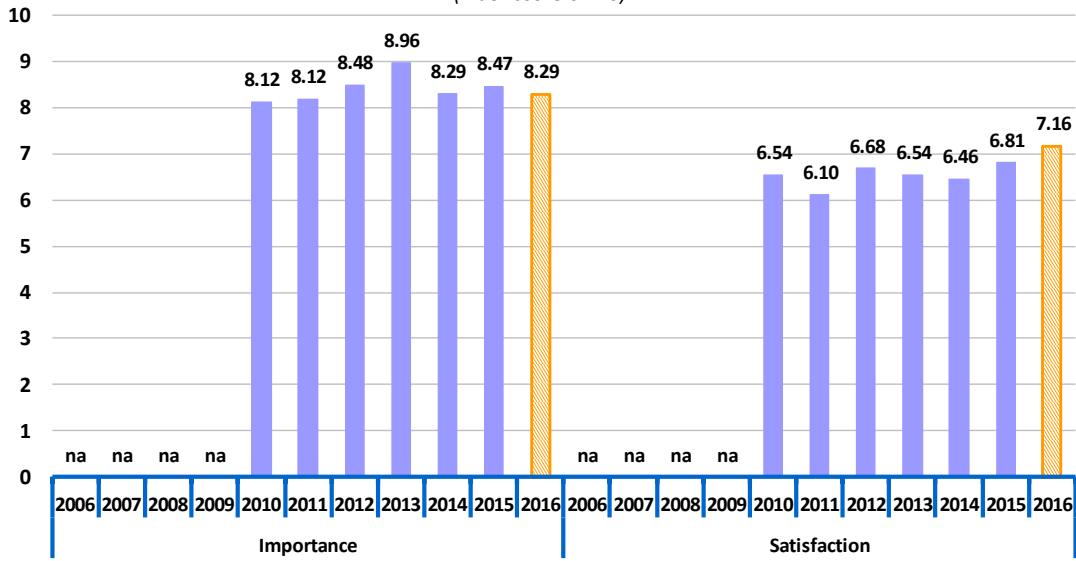
This result ranks the service seventeenth in terms of satisfaction in 2016.

By way of comparison the 2016 metropolitan Melbourne average satisfaction with the provision and maintenance of street trees was 7.00, marginally but not significantly lower than this Maribyrnong result.

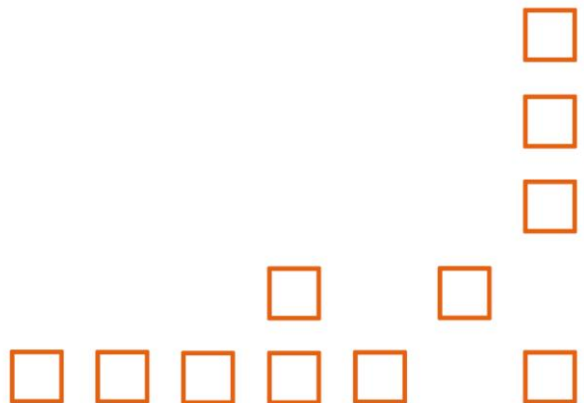
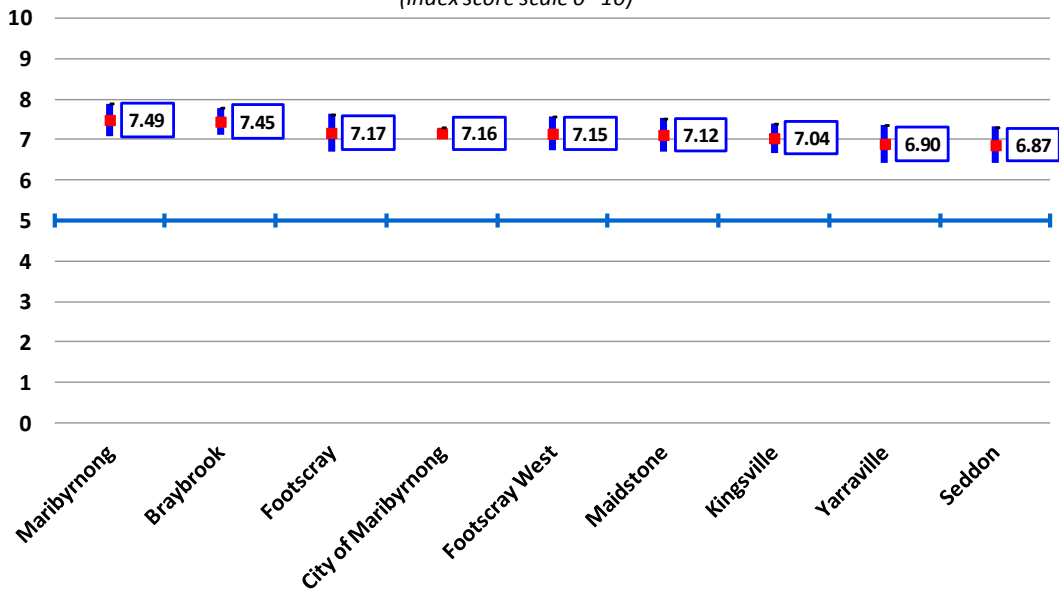
There was no statistically significant variation in satisfaction with the provision and maintenance of street trees observed across the eight precincts comprising the City of Maribyrnong.

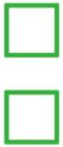


Importance of and satisfaction with provision and maintenance of street trees
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



Satisfaction with provision and maintenance of street trees
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



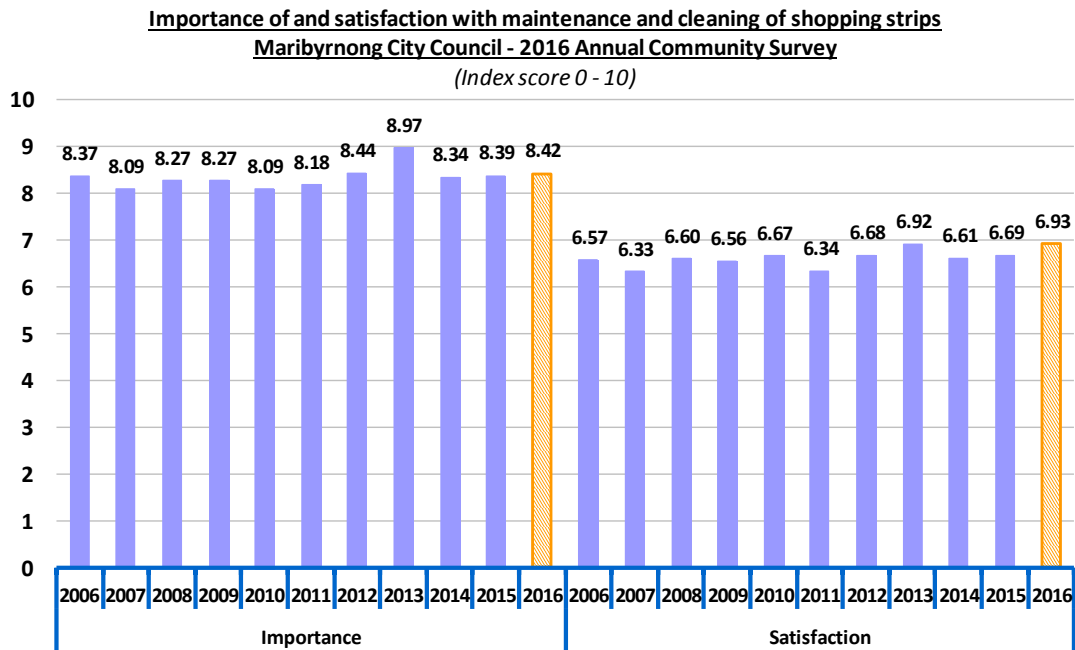


Maintenance and cleaning of shopping strips

The importance of the maintenance and cleaning of shopping strips remained essentially stable in 2016, ranking the service twenty-first this year.

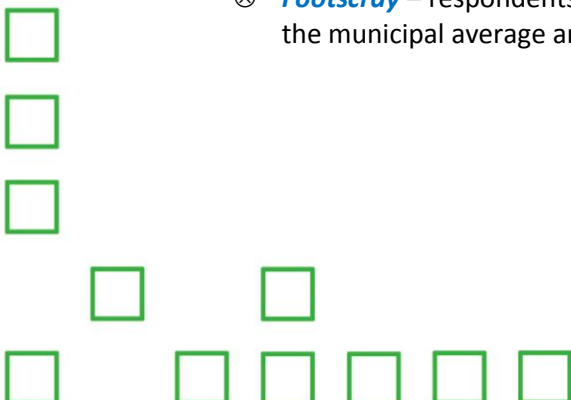
Satisfaction with this service increased measurably in 2016, up 3.6% to 6.93, although it remains at a level best categorised as “good”, which is the same categorisation this service has maintained since 2012.

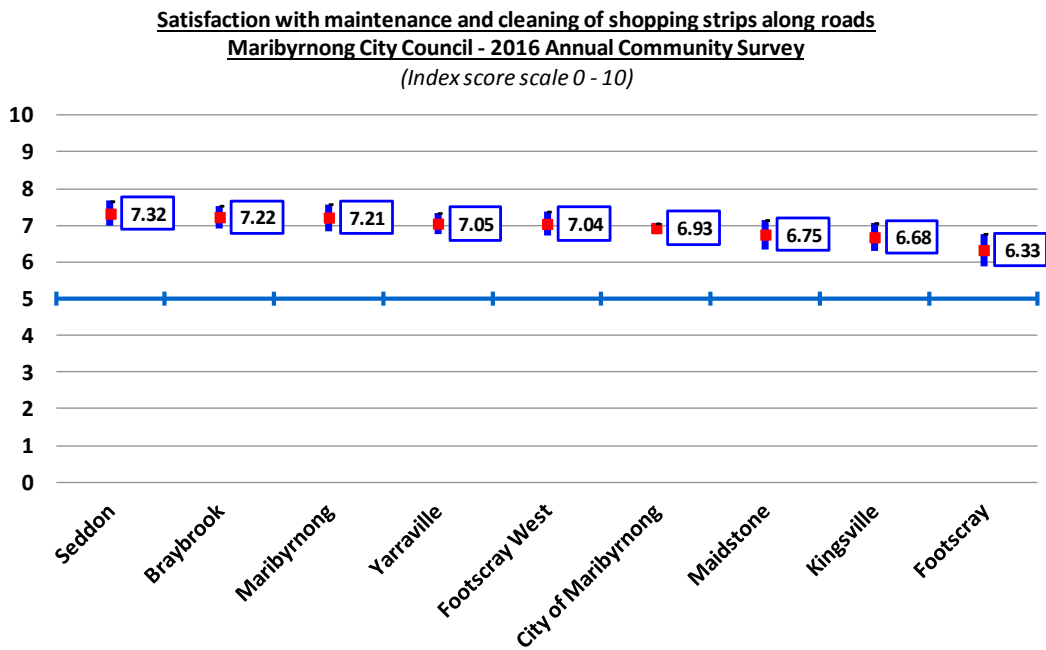
By way of comparison the 2016 metropolitan Melbourne average satisfaction with this service was 7.35, measurably but not significantly higher than this Maribyrnong result.



There was some measurable variation in satisfaction with this service observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Seddon** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “very good”.
- ⊗ **Footscray** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “solid”.





Maintenance and cleaning of Footscray CBD

The importance of the cleaning and maintenance of the Footscray CBD increased marginally in 2016 to 8.62, which ranks the service seventeenth this year.

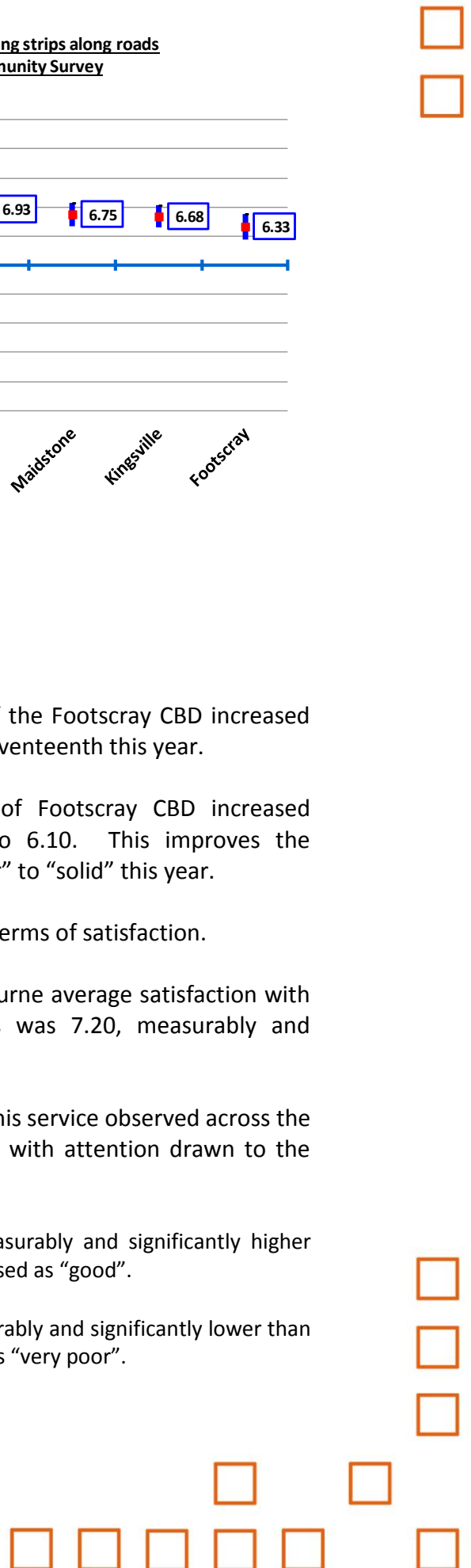
Satisfaction with the maintenance and cleaning of Footscray CBD increased measurably and significantly in 2016, up 5.7% to 6.10. This improves the categorisation of satisfaction from the previous “poor” to “solid” this year.

This result ranks the service thirty-second in 2016 in terms of satisfaction.

By way of comparison the 2016 metropolitan Melbourne average satisfaction with the maintenance and cleaning of shopping areas was 7.20, measurably and significantly higher than this Maribyrnong result.

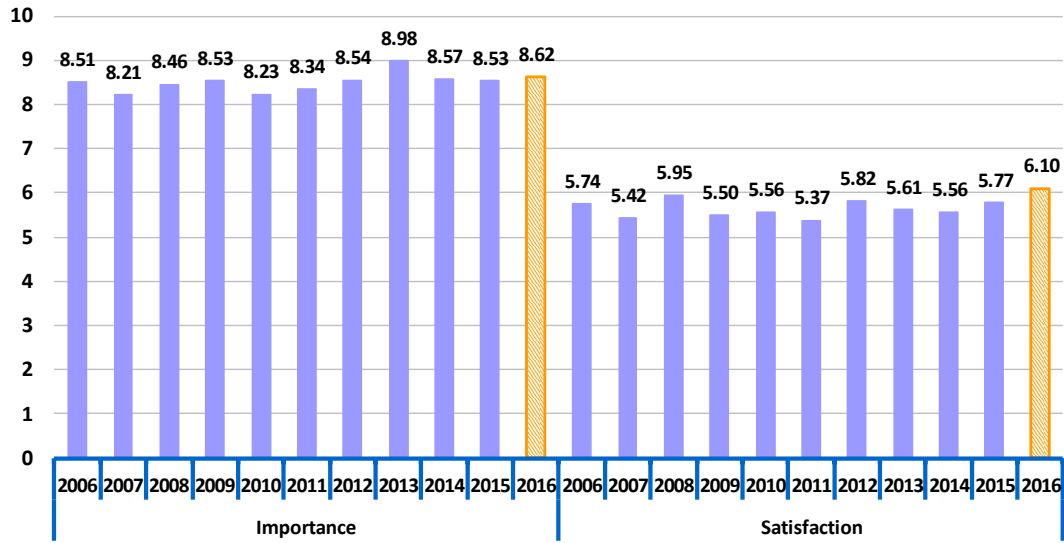
There was measurable variation in satisfaction with this service observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Kingsville** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “very poor”.

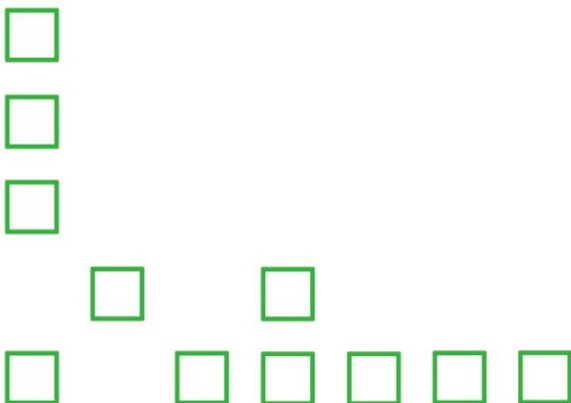
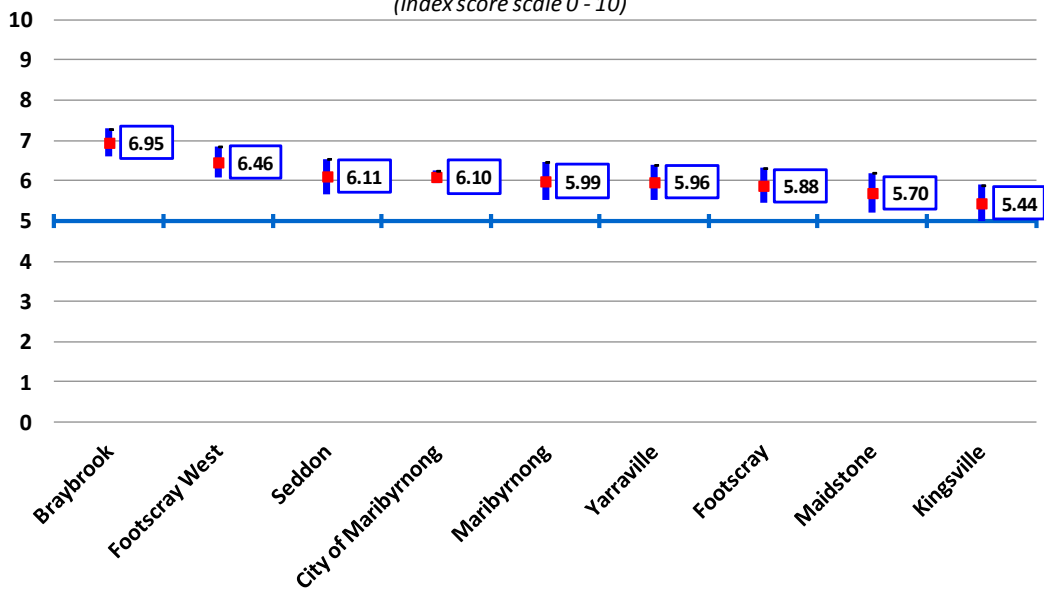




Importance of and satisfaction with maintenance and cleaning of Footscray CBD
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



Satisfaction with maintenance and cleaning of Footscray CBD
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)



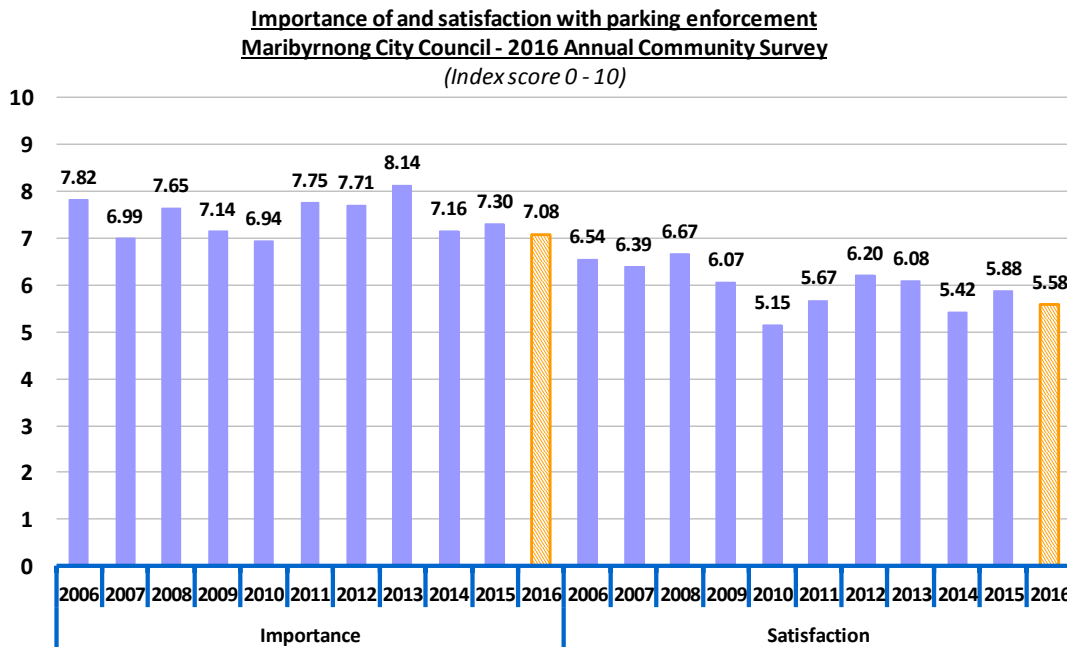


Parking enforcement

The importance of parking enforcement declined marginally in 2016 to 7.08, a result which ranks the service thirty-second this year.

Satisfaction with parking enforcement declined measurably in 2016, down 5.1% to 5.58. This level of satisfaction remains categorised as “poor”. This result ranks the service last (thirty-fourth) this year in terms of satisfaction.

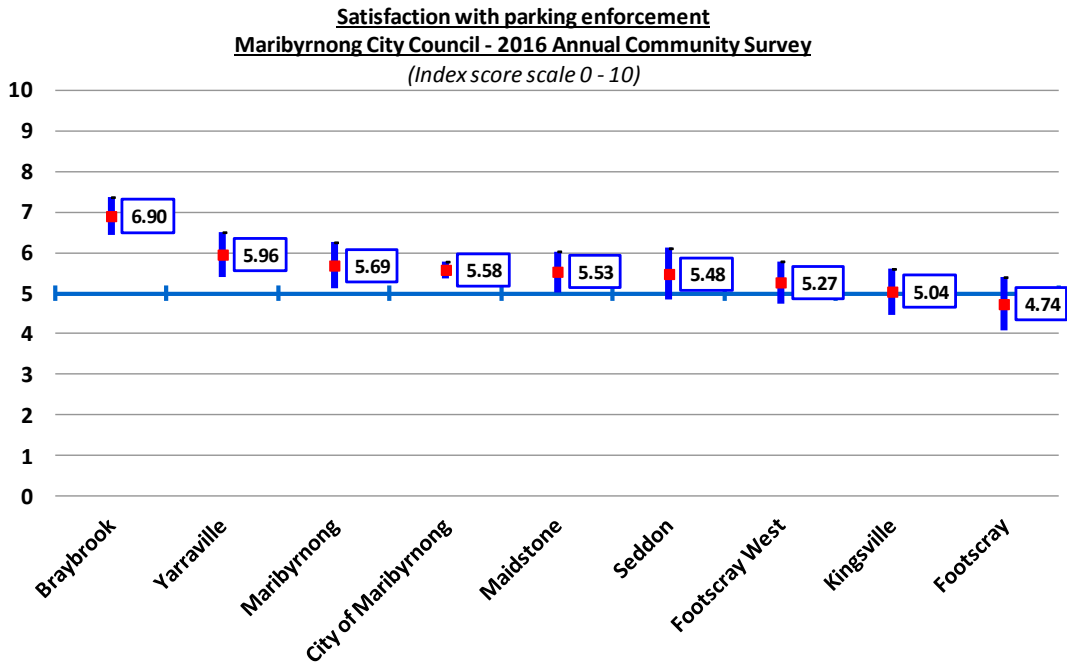
By way of comparison the 2016 metropolitan Melbourne average satisfaction with parking enforcement was 6.41, measurably and significantly higher than this Maribyrnong result. This is an important finding as it highlights the higher than average community concern as to parking enforcement and charging issues in the City of Maribyrnong.



There was measurable variation in satisfaction with parking enforcement observed across the eight precincts comprising the City of Maribyrnong, with attention drawn to the following:

- ⊗ **Braybrook** – respondents were rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Footscray West** and **Kingsville** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “very poor”.
- ⊗ **Footscray** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “extremely poor”.





Regular recycling

The importance of the regular recycling service increased marginally in 2016 to 9.25, a result which ranks the service second this year.

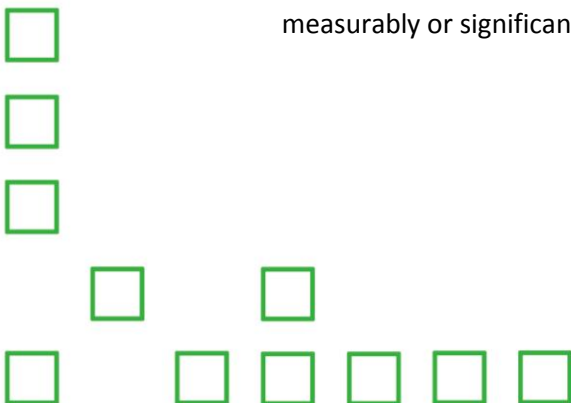
Satisfaction with regular recycling increased marginally in 2016, up from 8.13 to 8.22. This is the third consecutive increase in satisfaction with this service. This level of satisfaction remains categorised as “excellent”.

This result ranks the service third this year in terms of satisfaction.

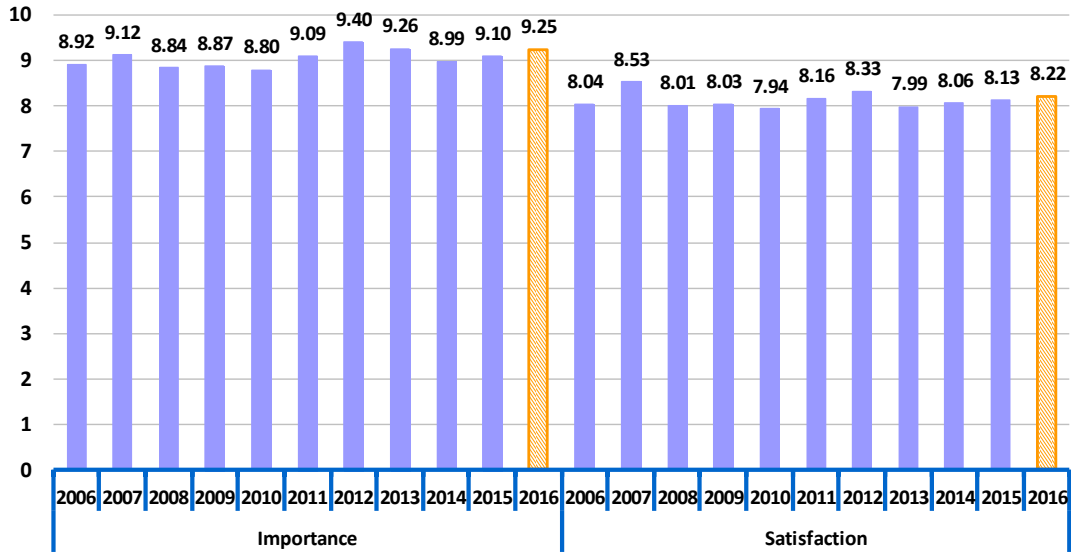
By way of comparison the 2016 metropolitan Melbourne average satisfaction with regular recycling was 8.66, measurably and significantly higher than this Maribyrnong result.

There was no statistically significant variation in satisfaction with regular recycling observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

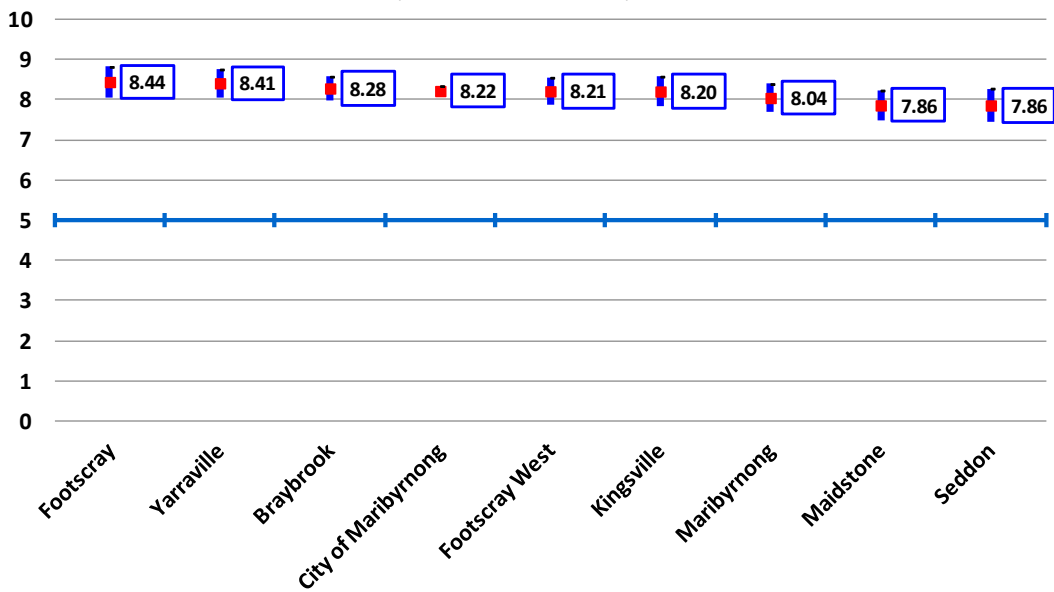
- ⊗ **Maidstone and Seddon** – respondents rated satisfaction somewhat, albeit not measurably or significantly lower than the municipal average.

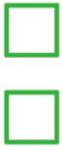


Importance of and satisfaction regular recycling
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



Satisfaction with regular recycling
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)





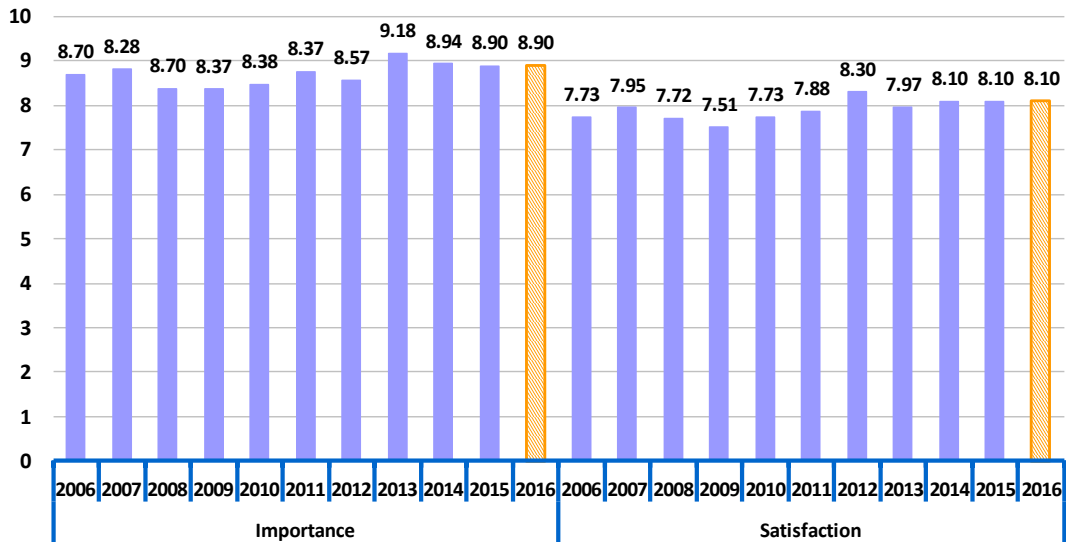
Green waste collection

The importance of the green waste collection service remained stable in 2016 at 8.90, a result that ranks the service eighth this year.

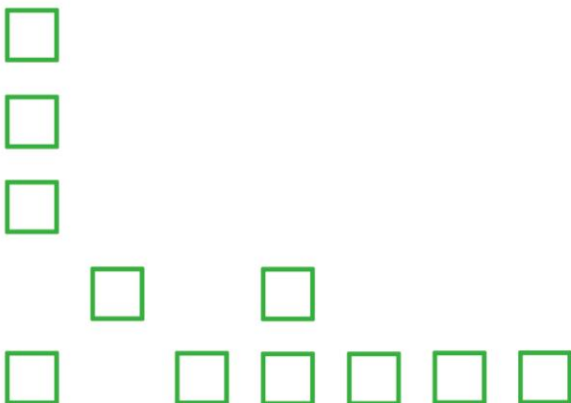
Satisfaction with the green waste collection service also remained stable in 2016, at 8.10 out of ten. This level of satisfaction is best categorised as “excellent”, and this result ranks the service fourth in terms of satisfaction this year.

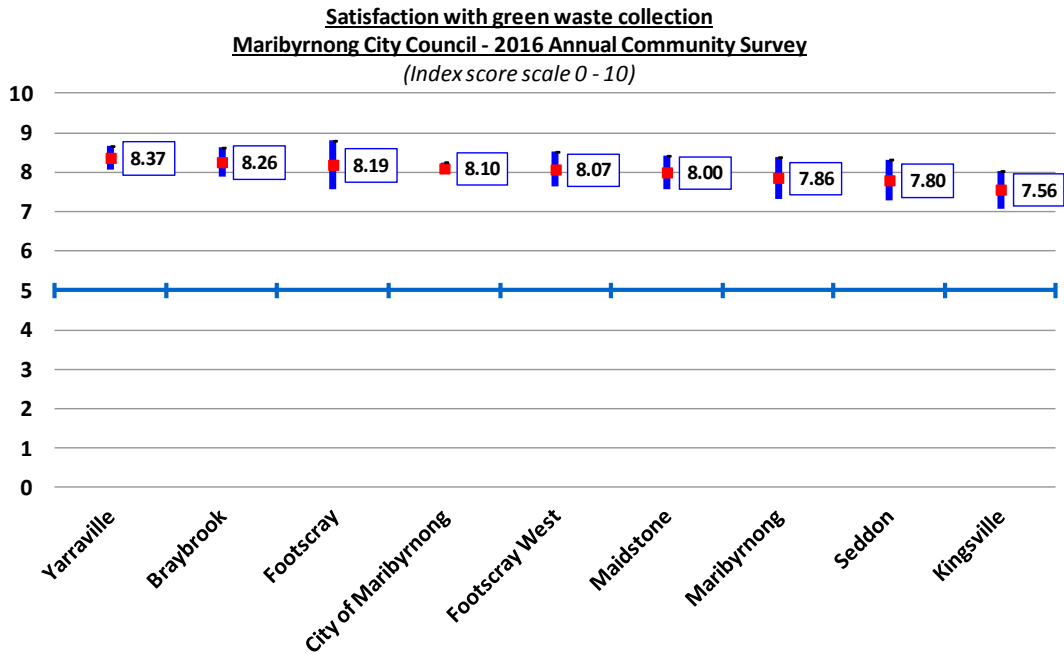
By way of comparison the 2016 metropolitan Melbourne average satisfaction with the green waste collection service was 8.31, marginally but not significantly higher than this Maribyrnong result.

Importance of and satisfaction with green waste collection
Maribyrnong City Council - 2016 Annual Community Survey
(Index score 0 - 10)



There was no statistically significant variation in satisfaction with the green waste collection service observed across the eight precincts comprising the City of Maribyrnong in 2016.





Hard rubbish collection

The importance of the hard rubbish collection service increased marginally for the second consecutive year, up from 8.74 in 2014 to 9.02 in 2016. This result ranks the service sixth in 2016.

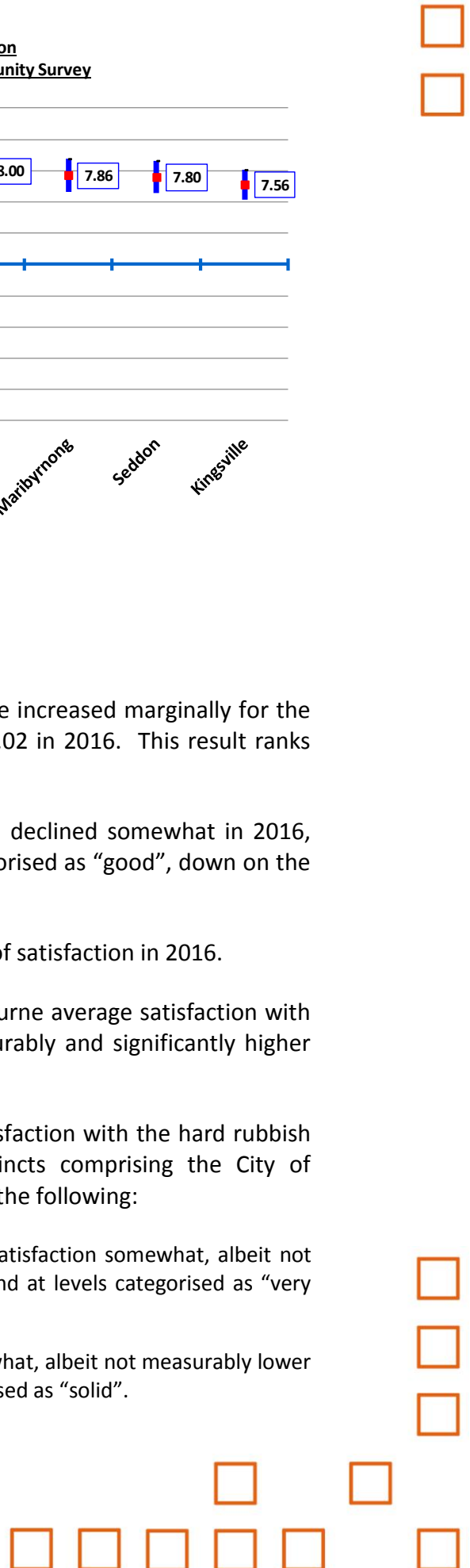
Satisfaction with the hard rubbish collection service declined somewhat in 2016, down 4.4% to 6.93. This level of satisfaction is categorised as “good”, down on the previous categorisation of “very good”.

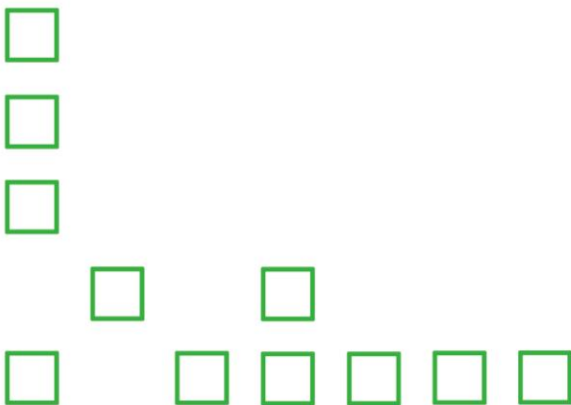
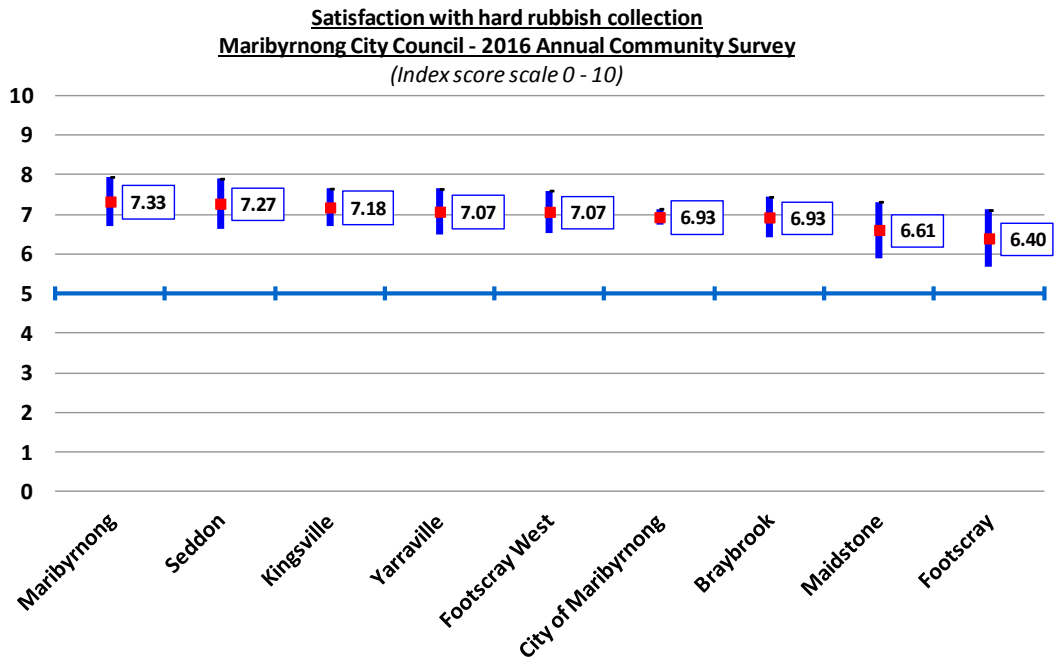
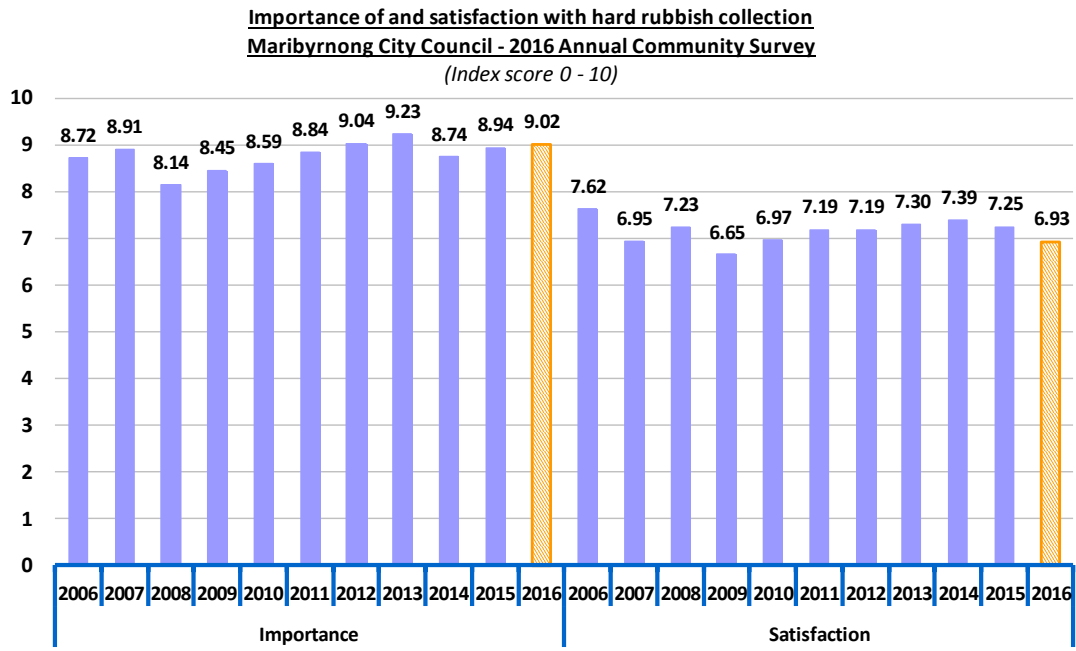
This result ranks the service twenty-second in terms of satisfaction in 2016.

By way of comparison the 2016 metropolitan Melbourne average satisfaction with the hard rubbish collection service was 8.08, measurably and significantly higher than this Maribyrnong result.

There was no statistically significant variation in satisfaction with the hard rubbish collection service observed across the eight precincts comprising the City of Maribyrnong in 2016, although attention is drawn to the following:

- ⊗ **Maribyrnong and Seddon** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as “very good”.
- ⊗ **Footscray** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “solid”.





Public toilets

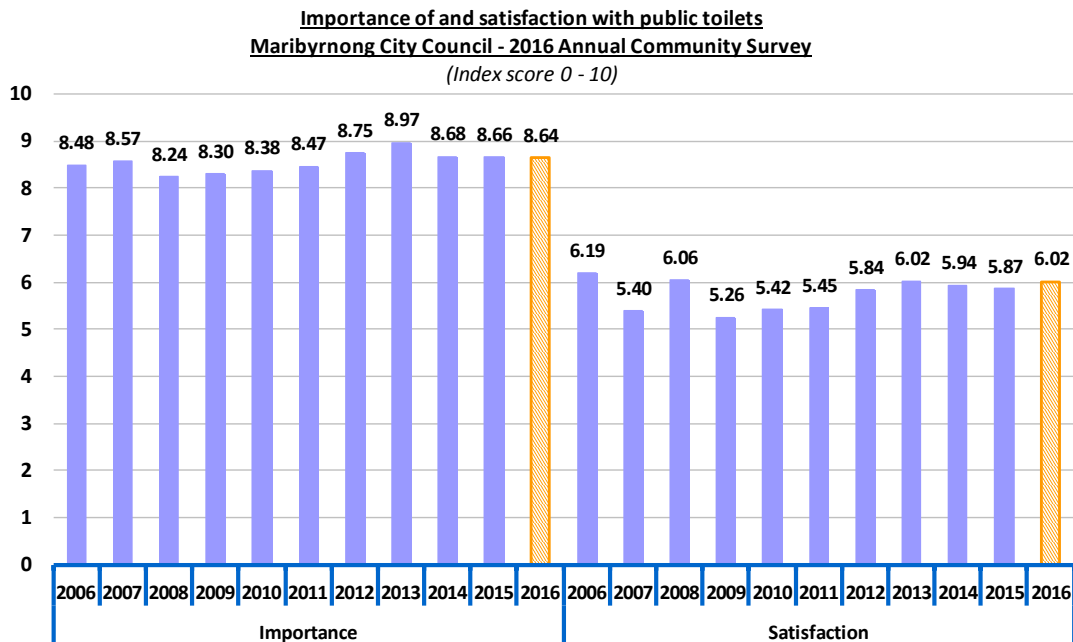
The importance of public toilets remained essentially stable in 2016 at 8.64, a result that ranks the service sixteenth this year.

Satisfaction with public toilets increased marginally in 2016, up 2.6% to 6.02. This improves the categorisation of satisfaction from the previous “poor” to “solid” this year.

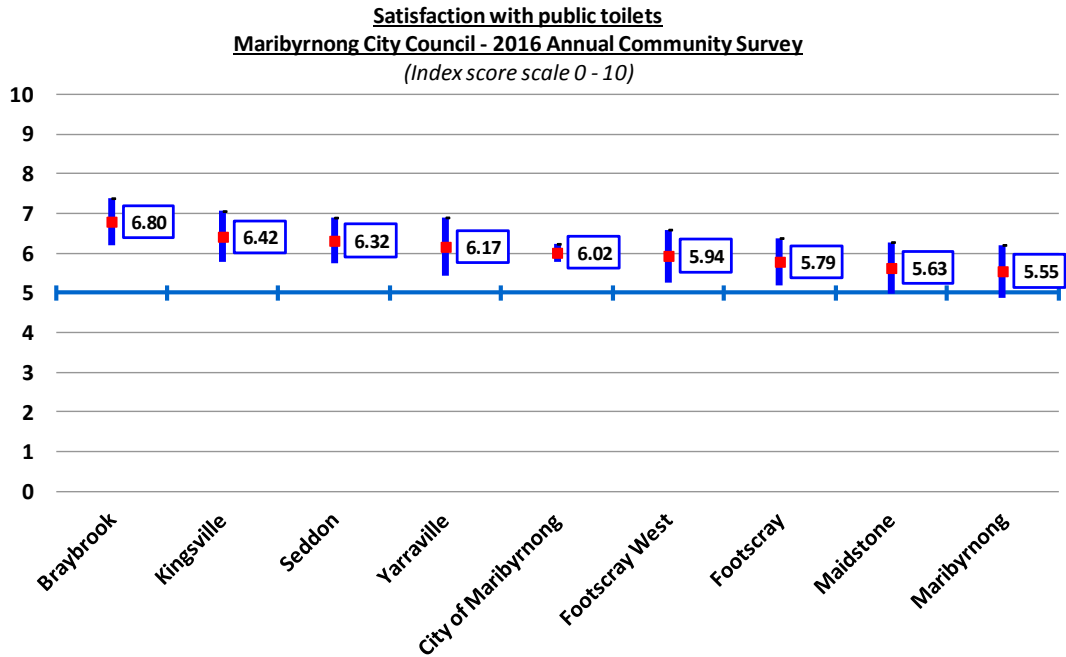
This result ranks public toilets thirty-third in terms of satisfaction this year.

By way of comparison the 2016 metropolitan Melbourne average satisfaction with public toilets was 6.45, measurably and significantly higher than this Maribyrnong result.

Metropolis Research does note that satisfaction with public toilets is a very difficult result to move in response to improvements in the level of service delivery. This is because satisfaction with public toilets tends to be based on long-standing community generalisations about the quality, safety and cleanliness of the facilities. These generalisations can be extremely difficult to influence, even with the installation of new facilities.



There was some variation in this result across the municipality, with respondents from Braybrook measurably but not significantly more satisfied than the municipal average.



Provision and maintenance of playgrounds

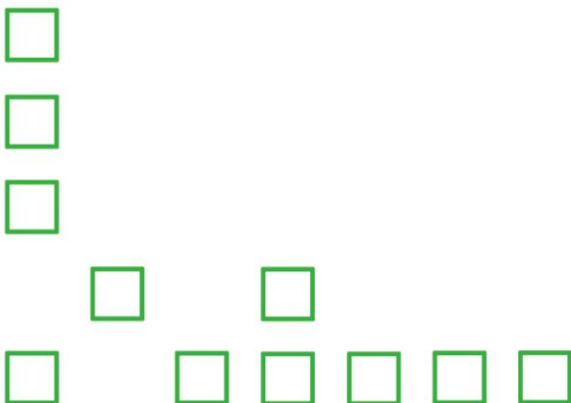
The importance of the provision and maintenance of playgrounds increased marginally in 2016 to 8.77, a result that ranks the service twelfth this year.

Satisfaction with the provision and maintenance of playgrounds has remained essentially stable over the course of the five years at just over 7.5 out of ten. In 2016 the result of 7.56 ranks the service eighth in terms of satisfaction.

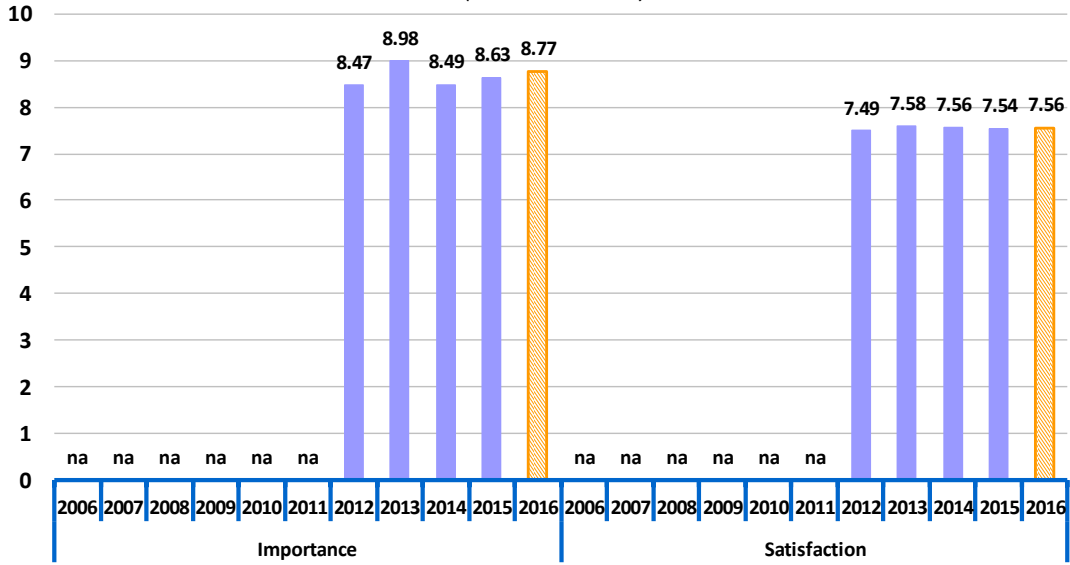
This level of satisfaction remains categorised as “very good”.

There was no statistically significant variation in satisfaction with the provision and maintenance of playgrounds observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

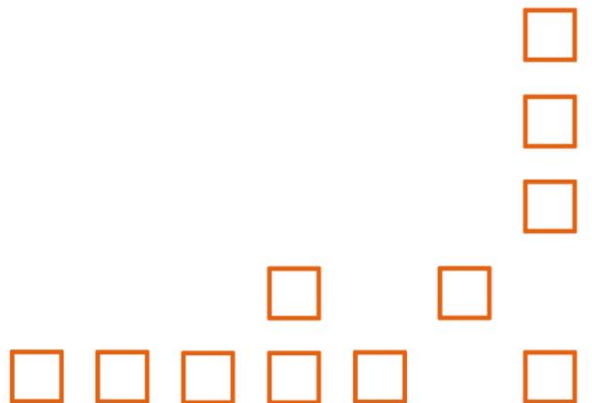
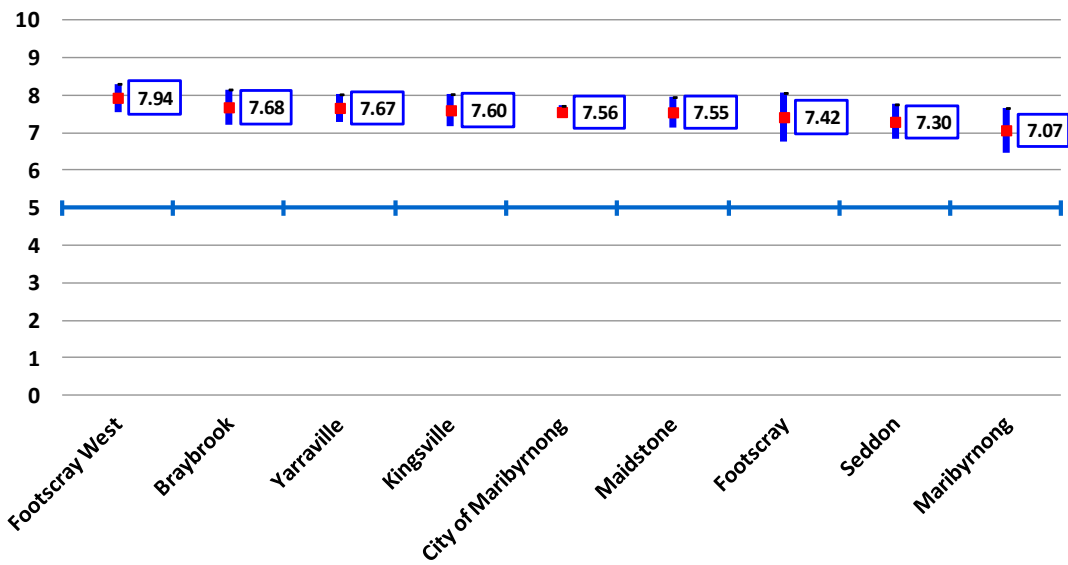
- ⊗ **Footscray West** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “excellent”.
- ⊗ **Maribyrnong** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “good”.



Importance of and satisfaction with provision and maintenance of playgrounds
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score 0 - 10)



Satisfaction with provision and maintenance of playgrounds
Maribyrnong City Council - 2016 Annual Community Survey
 (Index score scale 0 - 10)





Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Maribyrnong City Council – 2016 Annual Community Survey*.

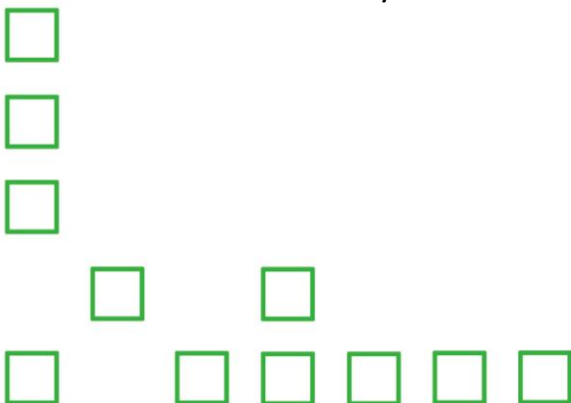
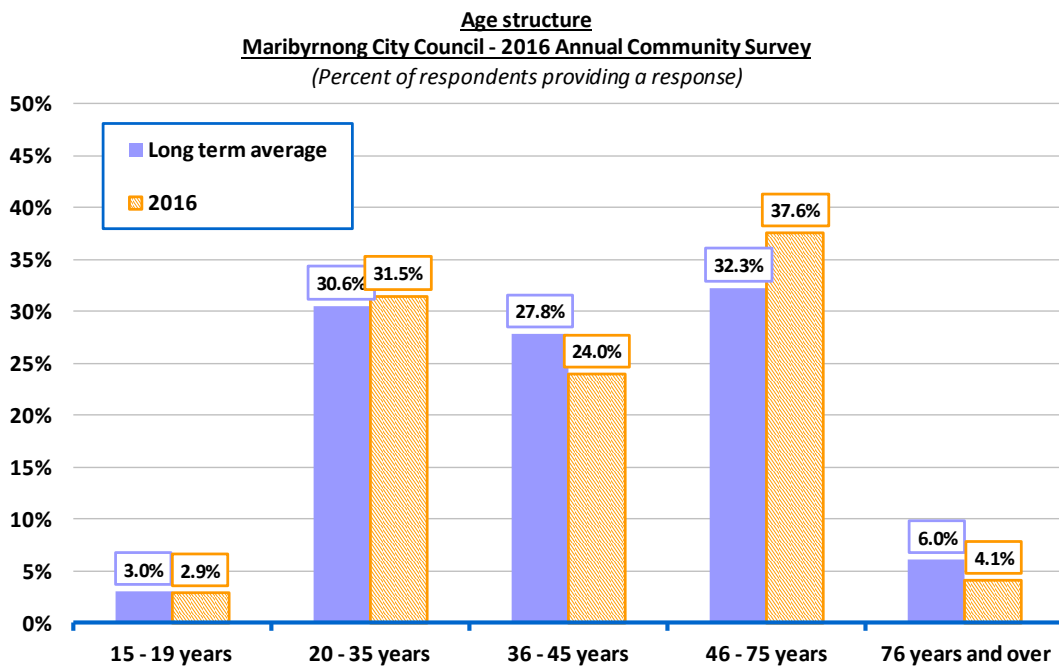
Metropolis Research draws attention to the fact that the *Annual Community Survey* program has obtained a very consistent sample of respondents across a broad range of demographic and household characteristics over a long period of time.

This stability in the profile of the sample is an important component which underlies the *Annual Community Survey* results as a reliable and informative tool with which to explore community sentiment.

Age structure

The age structure of the survey’s sample has remained very stable over time.

In 2016 the survey includes a slightly higher proportion of middle aged and older adults, and a marginally lower proportion of adults aged 36 to 45 years than the long-term average over the last thirteen years.





Age structure
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents providing a response)

Age group	2016		2015	2014	2013	2012	2011
	Number	Percent					
15 - 19 years	23	2.9%	2.5%	2.9%	2.4%	2.6%	4.3%
20 - 35 years	252	31.5%	32.2%	31.9%	24.9%	33.9%	30.0%
36 - 45 years	192	24.0%	28.3%	28.7%	31.9%	26.3%	27.2%
46 - 55 years	141	17.6%	17.6%	19.6%	17.5%	13.8%	19.1%
56 - 75 years	160	20.0%	14.6%	13.1%	17.5%	17.2%	13.2%
76 years and over	33	4.1%	4.8%	3.8%	5.8%	6.2%	6.2%
Not stated	2		1	7	5	4	6
Total	803	100%	800	802	800	800	800

Gender

The *Annual Community Survey* program has consistently recorded an approximate fifty / fifty split between male and female respondents. It is noted that in recent years a handful of respondents have identified as other gender or non-gender specific.

Gender
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents providing a response)

Gender	2016		2015	2014	2013	2012	2011
	Number	Percent					
Male	377	47.4%	52.9%	48.4%	50.8%	50.4%	50.4%
Female	414	52.1%	46.9%	50.9%	49.2%	49.6%	49.6%
Other	4	0.5%	0.3%	0.6%	0.0%	0.0%	0.0%
Not stated	8		2	5	5	5	3
Total	803	100%	800	802	800	800	800

Language

Consistent with the results over an extended period of time, approximately one-third (34.7%) of respondents were from households that spoke a language other than English at home. The most common other languages spoken in 2016 were Vietnamese (8.6%), Italian (3.0%), and a range of Chinese and Indian languages.



Language
Maribyrnong City Council - 2016 Annual Community Survey

(Number and percent of respondents providing a response)

Language	2016		2015	2014	2013	2012	2011
	Number	Percent					
English	515	65.3%	68.0%	66.3%	66.2%	62.7%	58.8%
Vietnamese	68	8.6%	6.0%	7.9%	8.2%	7.6%	9.7%
Italian	24	3.0%	2.5%	1.8%	3.0%	2.8%	2.9%
Greek	21	2.7%	1.4%	1.3%	2.8%	3.7%	3.8%
Mandarin	16	2.0%	0.8%	0.8%	1.1%	2.3%	1.5%
Spanish	15	1.9%	1.6%	2.9%	1.1%	0.4%	1.3%
Hindi	9	1.1%	2.1%	2.9%	2.4%	2.9%	1.5%
Tagalog (Filipino)	9	1.1%	0.6%	0.4%	0.9%	0.6%	0.9%
Macedonian	8	1.0%	0.3%	0.7%	1.1%	0.3%	0.4%
Chinese (not further defined)	7	0.9%	1.9%	2.1%	2.2%	3.5%	3.5%
Cantonese	7	0.9%	1.9%	1.8%	0.6%	1.0%	1.1%
Turkish	7	0.9%	0.3%	0.1%	0.3%	0.3%	0.5%
Bengali	6	0.8%	0.8%	0.5%	0.1%	0.4%	0.3%
Arabic	5	0.6%	0.3%	0.8%	0.5%	1.1%	1.0%
French	4	0.5%	0.9%	0.9%	0.4%	0.6%	0.5%
Indonesian	4	0.5%	0.4%	0.0%	0.3%	0.1%	0.4%
Polish	4	0.5%	0.1%	0.3%	0.3%	0.4%	0.3%
Teluga	3	0.4%	0.6%	0.4%	0.8%	0.5%	0.8%
Tamil	3	0.4%	0.4%	0.3%	0.3%	0.1%	0.4%
Portugese	3	0.4%	0.4%	0.0%	0.0%	0.3%	0.1%
Croatian	3	0.4%	0.4%	0.1%	0.3%	0.4%	0.6%
Somali	3	0.4%	0.1%	0.5%	0.4%	1.1%	0.4%
Serbian	3	0.4%	0.1%	0.3%	0.3%	0.4%	0.4%
Malayalam	3	0.4%	0.1%	0.0%	0.0%	0.1%	0.0%
Thai	3	0.4%	0.1%	0.1%	0.4%	0.3%	1.3%
Maori (Cook Island)	3	0.4%					
Punjabi	2	0.3%	0.6%	0.0%	0.1%	0.3%	0.6%
Nepali	2	0.3%	0.4%	0.5%	0.3%	0.1%	0.4%
Dutch	2	0.3%	0.3%	0.1%	0.4%	0.1%	0.4%
Persian	2	0.3%	0.1%	0.4%	0.0%	0.0%	0.0%
Sinhalese	2	0.3%					
Japanese	1	0.1%	0.5%	0.4%	0.0%	0.5%	0.3%
Swahili	2	0.3%					
Burmese	2	0.3%					
Urdu	2	0.3%					
All other languages	7	0.9%	2.9%	0.8%	1.4%	0.6%	0.1%
Multiple	8	1.0%	1.0%	1.2%	1.0%	0.3%	1.4%
Not stated	14		1	40	10	6	0
Total	803	100%	800	802	800	800	800

Household structure

The household structure of the 2016 sample is consistent with previous years, with a little less than half being from two-parent families (43.9%), almost one-quarter (22.8%) from couple households, and a little more than ten percent from either group households or sole person households. There are also a small number of respondents from one parent households

Household structure
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents providing a response)

Structure	2016		2015	2014	2013	2012	2011	2010
	Number	Percent						
Two parent family total	353	43.9%	43.0%	43.3%	46.6%	44.3%	38.3%	44.7%
youngest child 0 - 4 years	113	14.2%	14.8%	13.4%	16.7%	17.4%	14.2%	11.8%
youngest child 5 - 12 years	93	11.7%	13.0%	14.9%	16.2%	12.2%	10.8%	14.0%
youngest child 13 - 18 years	66	8.3%	5.5%	8.1%	6.1%	5.9%	5.9%	10.7%
adult children only	81	10.2%	9.8%	7.4%	8.2%	8.9%	7.4%	8.9%
One parent family total	48	6.0%	6.4%	7.4%	5.0%	5.8%	8.4%	6.9%
youngest child 0 - 4 years	3	0.4%	0.8%	1.8%	0.5%	1.1%	0.6%	1.5%
youngest child 5 - 12 years	11	1.4%	1.4%	2.4%	0.9%	1.9%	1.8%	2.3%
youngest child 13 - 18 years	8	1.0%	1.4%	1.0%	1.6%	0.8%	1.6%	1.4%
adult children only	26	3.3%	2.9%	2.3%	2.0%	2.0%	4.4%	1.8%
Couple only household	183	22.8%	23.3%	21.9%	21.5%	25.4%	24.1%	19.0%
Group household	104	12.9%	15.5%	14.1%	11.8%	10.5%	13.3%	12.7%
Sole person household	83	10.3%	10.4%	11.0%	12.9%	13.1%	13.3%	13.4%
Other	27	3.4%	1.1%	1.1%	1.1%	0.8%	2.1%	2.0%
Not stated	6		3	10	9	2	4	10
Total	804	100%	800	802	800	800	797	798

Household member with a disability

Almost ten percent (9.7%) of respondents were from households with a member with a disability. This result has proved relatively stable over the last six years.

Household member with a disability
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2016		2015	2014	2013	2012	2011
	Number	Percent					
Yes	78	9.7%	7.5%	9.0%	9.6%	9.8%	11.7%
No	723	90.3%	92.5%	91.0%	90.4%	90.2%	88.3%
Not stated	2		4	26	12	8	4
Total	803	100%	800	802	800	800	800



Housing situation



Respondent households were relatively evenly split between home owning households, mortgagee households, and rental households.

Housing situation
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2016		2015	2014	2013	2012	2011
	Number	Percent					
Own this home	301	37.7%	34.3%	35.5%	47.6%	37.6%	35.1%
Mortgage (<i>paying-off this home</i>)	251	31.5%	30.2%	27.7%	23.9%	24.2%	29.2%
Renting this home	241	30.2%	34.0%	34.0%	27.0%	36.5%	34.0%
Other arrangement	5	0.6%	1.5%	2.8%	1.5%	1.8%	1.6%
Not stated	5		6	14	8	2	3
Total	803	100%	800	802	800	800	800

Aboriginal or Torres St. Islander

There were two respondents in 2016 that identified as Aboriginal or Torres Strait Islander.

Household members identify as Aboriginal or Torres St. Islander
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2016		2015
	Number	Percent	
Yes	2	0.2%	1.3%
No	799	99.8%	98.7%
Not stated	2		18
Total	803	100%	800

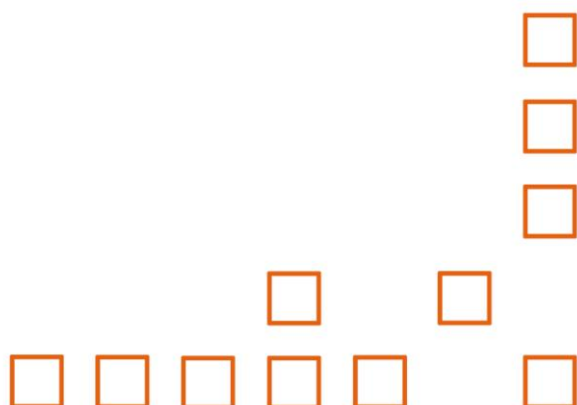


Period of residence

Consistent with the results from previous years, approximately one-third (33.4%) of respondents had lived in the City of Maribyrnong for less than five years, approximately one-quarter (24.4%) five to less than ten years, and a little less than half (42.2%) had lived in the municipality for ten years or more.

Period of residence in Maribyrnong
Maribyrnong City Council - 2016 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2016		2015	2014	2013	2012	2011
	Number	Percent					
Less than one year	65	8.1%	8.4%	13.2%	6.9%	9.4%	10.9%
One to less than five years	202	25.3%	26.4%	26.2%	24.7%	22.8%	24.1%
Five to less than ten years	195	24.4%	24.4%	19.9%	25.8%	22.6%	20.3%
Ten years or more	337	42.2%	40.8%	40.7%	42.6%	45.2%	44.7%
Not stated	4		4	8	4	3	2
Total	803	100%	800	802	800	800	800



Previous municipality of residence

The most common previous municipality of residence of respondents that had lived in the City of Maribyrnong for less than five years were Melbourne (14.9%), international (14.3%), and Brimbank (9.7%).

Previous municipality of residence
Maribyrnong City Council - 2016 Annual Community Survey
 (Number and percent of respondents in Maribyrnong less than five yrs)

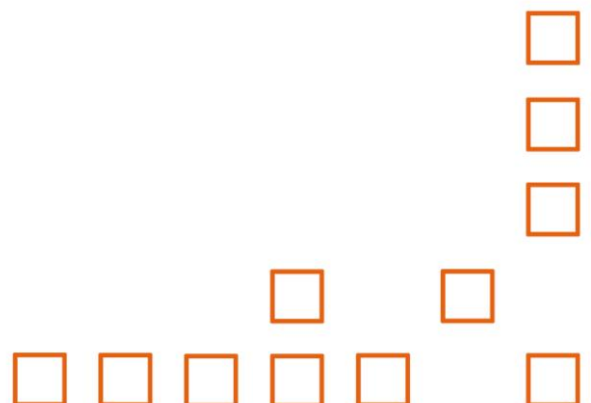
Location	2016		2015	2014	2013	2012
	Number	Percent				
Melbourne	23	14.9%	14.2%	14.5%	14.8%	11.9%
International	22	14.3%	14.8%	6.6%	12.0%	13.9%
Brimbank	15	9.7%	9.7%	10.5%	7.4%	6.6%
Moreland	13	8.4%	5.7%	5.3%	12.0%	7.9%
Moonee Valley	11	7.1%	8.0%	9.2%	0.0%	0.0%
Stonnington	10	6.5%	4.0%	0.0%	8.3%	2.0%
Interstate	9	5.8%	6.8%	9.2%	12.0%	5.3%
Hobsons Bay	9	5.8%	3.4%	3.9%	2.8%	6.6%
Yarra	8	5.2%	4.5%	6.6%	7.4%	6.0%
Wyndham	5	3.2%	1.1%	5.3%	4.6%	4.0%
Regional / rural Victoria	4	2.6%	4.5%	3.9%	0.9%	0.0%
Boroondara	4	2.6%	2.3%	0.0%	0.0%	1.0%
Port Phillip	3	1.9%	4.5%	7.9%	8.3%	4.6%
Darebin	3	1.9%	2.8%	2.6%	0.9%	4.0%
Banyule	2	1.3%	0.0%			
Maroondah	2	1.3%	0.0%			
Manningham	2	1.3%	0.0%			
Glen Eira	2	1.3%	1.1%	0.0%	0.0%	3.3%
Monash	1	0.6%	4.5%	1.3%	0.0%	0.0%
Melton	1	0.6%	1.7%	1.3%	2.8%	1.0%
Kingston	1	0.6%	1.2%	1.3%	1.9%	0.6%
Bayside	1	0.6%	0.6%	1.3%	0.9%	3.3%
Casey	1	0.6%	0.6%	0.0%	0.0%	0.0%
Whittlesea	1	0.6%	0.6%	0.0%	0.0%	0.0%
Mornington Peninsula	1	0.6%	0.0%			
Greater Dandenong	0	0.0%	1.7%	6.6%	0.0%	0.0%
Nillumbik	0	0.0%	0.6%	0.0%	0.0%	0.0%
Knox	0	0.0%	0.6%	1.3%	0.0%	0.0%
Whitehorse		0.0%	0.6%	1.3%	0.0%	0.0%
Not stated	113		101	237	144	106
Total	267	100%	277	313	252	257

Appendix One: General comments

The following table summarises the general comments received for the *Maribyrnong City Council - 2016 Annual Community Survey*.

General comments summary
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

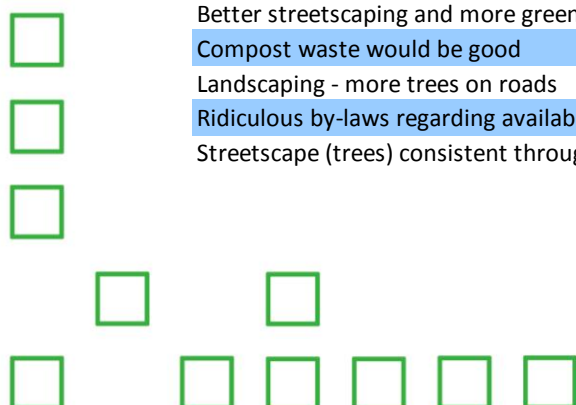
<i>Issue</i>	2016	2015	2014	2013	2012	2011
Transport, parking, traffic	31	63	57	45	38	147
Rates and Council finances	27	20	26	21	11	36
Provision and quality of community services	24	48	24	6	9	35
Provision and maintenance of local infrastructure	18	34	10	22	48	132
General positive comments	16	10	12	22	23	33
Building, planning, housing and development	14	16	10	11	11	17
Waste services	11	7	7	16	15	22
Communication, consultation, responsiveness	10	17	19	14	16	17
Sustainability, greening and the environment	9	8	6	25	3	7
Comments on survey	8	20	8	2	2	25
Parks, gardens and open spaces	8	14	1	14	na	na
Crime, drugs, safety and policing	7	8	7	16	12	77
Provision & maintenance of community facilities	7	6	8	8	9	4
General negative comments	5	4	4	4	6	20
Other comments	15	10	19	7	6	62
Total	210	285	218	233	209	634





General comments
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

Response	Number
<i>Rates and council finances</i>	
Rates are too expensive	8
Reduce the rates please	6
An urgent solution needs to be found to reduce rates by 50%	2
Rates are places excessive stress on limited-income households. Rates stated in line with inflation, however wages and pensions are in line with the significantly less CPI (or less)	2
The % of rates here are more expensive than Toorak, under no circumstance should they increase it	2
The Council should use the funds more efficiently	2
Don't spend too much money on Footscray CBD	1
I am outraged because they send me Council rates & every year they increase it - they make over valuation and I have to spend a lot of time to complain - disgusting!	1
I would like the Council to make the rates in similar properties the same in other places	1
Rates are comparatively high to other surrounding areas	1
The services of the Council are poor in relation to what we pay	1
<i>Provision and maintenance of local infrastructure</i>	
Bike paths / lanes	3
Roads maintenance in general	3
Footpath quality makes life difficult for people with a disability (Deakin St, Yarraville)	2
Poor road quality	2
Better footpaths	1
Improvement of bike lines	1
Jackson St - footpath maintenance needs to be done. I have almost tripped over time and time again	1
Limited access of internet in the area	1
Please fix my driveway entrance paving - Cambridge Rd	1
Regarding internet - it is very slow, would be good to get NBN sooner	1
Road duplication, especially the use of trucks	1
Would be good to have more street lights	1
<i>Sustainability, greening and environment</i>	
To trim overgrown trees from property to footpaths	2
Attention to issues related to the local government and climate change	1
Beautify the new properties	1
Better streetscaping and more greenery	1
Compost waste would be good	1
Landscaping - more trees on roads	1
Ridiculous by-laws regarding availability of plants on nature strips	1
Streetscape (trees) consistent throughout both areas of Seddon	1



General comments
Maribyrnong City Council - 2016 Annual Community Survey
 (Number of responses)

Response	Number
<i>Transport, parking, traffic</i>	
I'd like to see fewer trucks	5
Parking & permits	3
The behaviour around paid parking was appalling and I strongly object to fines being used to fill holes in the budget (rather than as a deterrent)	2
There should be better public transportation	2
A train station in Maribyrnong would be great because it is difficult to get anywhere	1
Be able to pay for a parking permit online	1
Collins St traffic is really bad - cars drive up the wrong way & too fast	1
Fix the congestion in Ashley St between 8 - 9 am	1
I like that parking is easier in Footscray	1
Moore St Footscray - the traffic is chaotic in the morning peak hour due to all the trucks using that street. Needs attention!	1
More efficient & faster traffic	1
Parking in Jerrold St needs urgent attention	1
Parking on Adamson St	1
Parking permit situation isn't good. Have to go to Footscray to get permit	1
Parking should be resident only	1
Please improve traffic flow in the area	1
Please solve the parking problem around the train station	1
Public transport to the northern suburbs	1
Put the parking rates down	1
Sometimes I wish I could catch a bus and back to Footscray shops. Don't walk like I used to. Train ramp is too steep	1
Speed bumps on the local roads	1
Traffic is an issue at night	1
We need community shuttle bus	1
<i>Waste services</i>	
In need of more rubbish bins	2
No hard rubbish collection	2
They have to take care of hard rubbish collection	2
Hard rubbish on the streets	1
Rubbish bins needed in the park or if you can clean up more often	1
They have to take care of the footpaths and hard rubbish collection	1
Weekly recycling collection	1
Would be good to have bins in Footscray CBD	1
<i>Crime, drugs, safety and policing</i>	
Improved safety around Braybrook Park (Skinner Reserve) a priority	2
Footscray CBD needs a makeover and safety measures need to be made	1
Need for safety in this area, more police in the area	1
Please improve crime prevention and law enforcement, too many break-ins with very little concern	1
Safety, it is too dark to walk home	1
Take care of the drugs	1



General comments
Maribyrnong City Council - 2016 Annual Community Survey
 (Number of responses)

Response	Number
<i>Communication, consultation, responsiveness</i>	
More community consultation, would be happy to attend	2
Communication from Council about Council is not highly visible for ordinary citizens.	1
Make it easier for us to know & engage	1
Communication of activities to us	1
Don't know anything about the Council candidates so won't vote for them because of it.	1
They need to explain who they are	1
Listen to community for once	1
This is the first time we have been engaged in 4 years of being here. Nicely timed with the local election	1
Value residents & what they say	1
Want to know more about coming election, post notice etc.	1
Will this information be published in aggregate form and before the Council elections, and assessable to candidates and local residence	1
<i>Provision and quality of community services</i>	
Aged care services to be an example to all other Councils	2
Better community support & facilities for people with disabilities	2
More services for the pensioners /elderly	2
Refugee services to be an example to all other Councils	2
Aged care	1
Build arts and cultural reputation	1
Childcare availability	1
Clean up Footscray	1
Fix the drains	1
Health issues	1
Little improvement in Footscray CBD	1
Maintaining the general area in regards to cleanliness	1
More community activities & events if possible	1
More events in the library for kids, e.g. to encourage them for reading books	1
No local high schools in Sedden, Yarraville, Footscray	1
Pets roaming	1
Sweeping is not good, they don't come	1
They should clean the animal's disposal and streets should be cleaned from tree waste	1
Too much cost for pet registration	1
We should not have to call them for general maintenance like trees, rubbish, potholes etc	1
<i>Provision and maintenance of community facilities</i>	
More lighting at night	2
Clean the toilets in the park	1
No public toilets at park	1
Service is very impersonal	1
Toilets	1
Upgrade library facilities	1

General comments
Maribyrnong City Council - 2016 Annual Community Survey
 (Number of responses)



Response	Number
<i>Building, housing, planning and development</i>	
More information regarding local heritage	2
Provision of housing while maintaining a decent amount of heritage overlay	2
Too much apartments in our small community	2
Be cautious with the developments	1
Encourage Franco Cozzo to refurbish the eye sore that is his retail establishment! Yuck!	1
I don't believe property developers have place in the Council	1
Importance of maintaining heritage properties	1
Need more planning for the number of families with children	1
Planning for population growth - trains to stop at West Footscray station, because its overcrowded	1
Population is increasing	1
Too many developments & buildings that destroy the character & heritage of the area	1
<i>Parks, gardens and open spaces</i>	
Better use of the vacant land to become more parklands or open spaces	1
Cleaning of the parks and reserves	1
Make Aeroplane Park great again	1
More parkland	1
Park should be quiet at night - not allowed to play sports at night	1
Seats in the park	1
Solving the park problem, get permit zone in Alberta St and fix the road	1
The river is on the boundary and there is little cooperation between Moonee Ponds and Maribyrnong	1
<i>General positive comments</i>	
It's all good	4
I've been satisfied since the time I moved in	2
Congratulations on the new trees	1
Continue improving. Quite satisfied	1
Council tries their best	1
I am pretty pleased with the Council	1
Impressed by bin replacement without me reporting it	1
It is an area with a lot of potential and they are doing well	1
Keep up the good work	1
Labour wins the Council back	1
No other Council I would rather live in	1
Thank you for caring	1





General comments
Maribyrnong City Council - 2016 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>General negative comments</i>	
Council needs to do their job	1
I'd like the Council to work for the people, not themselves	1
Such a low expectation of the Council	1
The Council is out of touch	1
Very dissatisfied with the Council's performance	1
<i>Comments on survey</i>	
The survey takes a long time, shorter survey	3
It is a good thing that feedback is being collected	1
Rates question could be better structured (how much of an increase)	1
This was a very long survey full of similar questions	1
Would prefer to have the survey for a week to answer it more thoughtfully	1
Your survey is too long, reduce question list as 101 questions is too much	1
<i>Other</i>	
Want to see greater efficiency & people working harder for the same pay - work ethic issue	2
Why do minority groups get first option and access to Council before rate payers	2
Footscray CBD is a big trouble that must be fixed	1
Haven't lived here long enough to make much judgment (4 months only)	1
Help us look for a job	1
Make the Council more accessible to the rate payers & they should remember to service us	1
Pick up shopping trolleys left on the streets	1
Some good improvements on graffiti management - not enough graffiti management inside rail corridors	1
Stop erecting monuments or city artworks / statues	1
Very little community focus	1
We had a particularly nasty incident with squatters	1
When Council doing the inspection, they should go inside the gate and the backyard	1
Why does Yarraville have 3 Councillors in comparison to other wards?	1
Total	210



Appendix Two: Survey form



1

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
2. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
4. Weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
5. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
6. Provision & maintenance of parks & gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
7. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
8. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
9. Maintenance & cleaning of shopping strips along roads	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
10. Maintenance and cleaning of Footscray CBD	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
11. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
12. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
13. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
14. Council meeting its responsibilities towards the environment	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
15. Maribyrnong News <i>(Council's newsletter)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
16. Council activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Council's use of Social Media (e.g. how helpful and interesting it is)	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Council's online consultation tool - "Your City, Your Voice"	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
8. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
9. Sports ovals	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
10. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
11. Services for children from birth to 5 years of age (e.g. MCH, immunisation, playgroups, kindergarten)	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
12. Services for young people (e.g. school holiday programs, music & dance events, youth sport)	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say

2

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)

13. Services for seniors <i>(e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
14. Services for people with a disability	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
15. On & off road bike and / or walking paths <i>(including shared pathways)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
16. Maribyrnong Aquatic Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
17. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
18. Provision of public art and cultural events	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say

3

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?

1. Council's commitment to promoting gender respect and equity	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Council's consultation and engagement with the community	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Council's performance in making decisions in the interest of the community	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	Can't say

Thinking about your satisfaction with Council's overall performance, why do you say that?

4 Over the past twelve months, do you think Maribyrnong City Council's overall performance has?

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

5 Can you please list what you consider to be the top three issues for the City of Maribyrnong at the moment?

Issue One:	
Issue Two:	
Issue Three:	

6 Have you or members of this household been personally involved in a planning application or development in the last twelve months?

Yes - lodged an application	1	Yes - other: _____	3
Yes - objected to an application	2	No involvement in planning	4

7 On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?

(please circle one for each aspect)

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	Can't say

8 On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and housing development in your local area.

(please circle one number for each aspect)

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	Can't say
<i>If rated less than 6, please identify the developments:</i>												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Council's planning for population growth	0	1	2	3	4	5	6	7	8	9	10	Can't say

9

Have you contacted Maribyrnong City Council in the last two years?

Yes (*continue*)

1

No (*go to Q. 12*)

2

10

When you last contacted the Council, was it?

(Please circle one only)

Visit in person

1

Mail

4

Telephone (*during office hours*)

2

E-mail

5

Telephone (*after hours service*)

3

Website

6

11

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Maribyrnong City Council.

(Please circle one for each)

1. General reception	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
2. Care & attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
6. Opening hours	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
8. The online payment systems	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
9. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>

12

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Maribyrnong?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
2. At night	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
3. Travelling on trains	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
4. In and around the Footscray CBD during the day	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
5. In and around the Footscray CBD at night	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
6. In & around Highpoint	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
7. In & around Braybrook	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>

If rated less than 5, why?

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13

Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last twelve months?

No stress

1

Heavy stress

4

Low stress

2

Can't say

9

Moderate stress

3

14

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of traffic and parking in your local area.

1. The volume of traffic on local roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. The volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. The speed of traffic on local roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
<i>If less than 5, is speed too fast or too slow</i>	Too fast					Too slow						
4. The speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
<i>If less than 5, is speed too fast or too slow</i>	Too fast					Too slow						
5. Availability of parking on local roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. The number of trucks on local roads	0	1	2	3	4	5	6	7	8	9	10	Can't say
8. The number of trucks on main roads	0	1	2	3	4	5	6	7	8	9	10	Can't say

15

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	Can't say
If you rated satisfaction less than 5, what concerns you most about population growth in the City of Maribyrnong?												

16

On a scale of 0 (totally disagree) to 10 (totally agree), please rate your agreement with the following statements regarding graffiti

1. Graffiti is a problem in Maribyrnong	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Wall art (e.g. legal murals, graphics and photo designs) improves the appearance of the streets	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Cleaning graffiti should be the responsibility of property owners	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Graffiti is a crime that should be dealt with by the Police	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Council should encourage spaces for legal graffiti artists	0	1	2	3	4	5	6	7	8	9	10	Can't say

17

Do you have internet access from this home?

(Please circle one only)

No internet connection	1	NBN	5
Dial up internet	2	Other Broadband	6
ADSL / ADSL2	3	Portable internet connection (USB)	7
Pay TV cable	4	Via mobile device (e.g. phone, tablet)	8

18

On a scale of 0 (very negative) to 10 (very positive), what impact do you believe the proposed new Western Distributor road project will have on you and your household?

1. Impact of Western Distributor	0	1	2	3	4	5	6	7	8	9	10	Can't say
If you rated satisfaction less than 5, what concerns you most about the Western Distributor road project?												

19

Are you aware of the advocacy and lobbying that the City of Maribyrnong has undertaken in recent times in relation to the issue of trucks and freight traffic in the municipality, and if so, how satisfied are you with Council's efforts?

Truck and freight advocacy	Aware	Yes					No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10

20

Are there any health and community services or facilities that you and members of your household require but cannot access locally, or would like to be able to access online?

Yes - local access 1 No 3

Yes - online access 2

If Yes, with which services or facilities do you require either local or online access?

Local Access:	
Online Access:	

Council uses revenue from rates to pay for the services and programs it provides to the community, as well as to maintain and renew ageing infrastructure. Rates currently provide 71% of Council's annual revenue. The Victorian Government has passed legislation to limit council rate increases to a cap set by the Minister for Local Government. The cap is based on the rate of inflation, and is 2.5% this financial year.

21

Bearing this in mind, which, if any of the following do you think would be a valid reason for Council to apply for a rates increase above the rate cap?

(please circle as many as appropriate)

To provide new facilities or programs to assist the most vulnerable residents	1	To improve traffic and transport infrastructure	7
To maintain the current level of services and facilities to the community	2	To raise funds to respond to a natural disaster	8
To provide new multi-sports and leisure facilities	3	To renew, upgrade or expand existing arts and cultural facilities	9
To renew, upgrade or expand existing multi-sports and leisure facilities	4	To fund community safety measures	10
For the purchase of new parkland	5	Other <i>(specify)</i> : _____	11
To invest in local projects that encourages housing, jobs, or education	6	Not in favour of exceeding the rate cap under any circumstances	12

22

Can you name the current Mayor of the City of Maribyrnong?

Cr Sarah Carter	1	Cr Grant Miles	5
Cr Michael Clarke	2	Cr Nam Quach	6
Cr Catherine Cumming	3	Cr Martin Zakharov	7
Cr Cameron McDonald	4	Can't say	9

23

Please indicate which of the following best describes you.

(Please circle one only)

15 - 19 Years	1	46 - 55 Years	4
20 - 35 Years	2	56 - 75 Years	5
36 - 45 Years	3	76 Years or Over	6

24

With which gender do you identify?

Male	1	Other	3
Female	2	Prefer not to say	9

25

What are all the languages spoken in this household?

English only	1	Other <i>(please specify)</i> : _____	2
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26

What is the structure of this household?

(Please circle one only)

Two parent family <i>(youngest 0 - 4 yrs)</i>	1	One parent family <i>(youngest 13-18 yrs)</i>	7
Two parent family <i>(youngest 5 - 12 yrs)</i>	2	One parent family <i>(adult child only)</i>	8
Two parent family <i>(youngest 13 - 18 yrs)</i>	3	Group household	9
Two parent family <i>(adult child only)</i>	4	Sole person household	10
One parent family <i>(youngest 0 - 4 yrs)</i>	5	Couple only family	11
One parent family <i>(youngest 5 - 12 yrs)</i>	6	Other <i>(please specify)</i> : _____	12

27

Do any members of this household identify as having a disability?

Yes	1	No	2
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28

Do any members of this household identify as Aboriginal or Torres St. Islander?

Yes	1	No	2
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29

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

30

How long have you lived in the City of Maribyrnong?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

31

Do you have any further comments you would like to make?
