

*Maribyrnong City Council*

**2017 Annual Community Survey  
Overview Report**

*December 2017*

*Prepared for:*

Maribyrnong City Council

*Prepared by:*

Metropolis Research  
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## Introduction

Metropolis Research was commissioned by Maribyrnong City Council to undertake its fourteenth *Annual Community Survey*. The survey has been designed and honed by Metropolis Research over the last fourteen 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
- 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 – 2017 Annual Community Survey* includes a range of questions exploring current issues of importance and relevance. The 2017 survey includes questions related to the following issues:

- Bicycle ownership and use of adults and children and reasons for not cycling
- Agreement with selected statements about cycling in Maribyrnong
- Type of internet access
- Willingness to provide email / mobile phone details to Council to receive updates
- Council advocacy in relation to truck / freight issues
- Awareness of and benefits from the Footscray University Town

## 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 - 2017 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 between September and November 2017.

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 5,266 households were approached to participate in the survey. Of these households, 3,096 were unattended when approached, were therefore not invited to participate, and played no further part in the research. A total of 1,368 refused the offer to participate in the research and eight hundred respondents completed the survey.



This provides a response rate of 36.9%, which is very similar to the response rate reported in previous years, with 34.7% in 2016 and 37.1% in 2015.

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 87,355.

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 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 *Melton City Council – 2017 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the 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). This report also provides comparisons to the IMAP region group of Councils (Maribyrnong, Melbourne, Port Phillip, Yarra, and Stonnington).

## **Glossary of terms**

### *Precinct*

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

### *Measurable and statistically significant*

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.



### *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.

### *Somewhat / notable / marginal*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may none-the-less provide some insight.

### *95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretative 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, and are 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 of 5.5 to less than 6 are categorised as poor
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



## Executive summary

The *Maribyrnong City Council – 2017 Annual Community Survey* measured respondent satisfaction with Council's overall performance, aspects of governance and leadership, aspects of customer service, satisfaction with five broad service areas comprised of thirty-four individual Council services and facilities, and aspects of planning and housing approvals process (for 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 2017, and that satisfaction with the Maribyrnong City Council is at a level similar to the metro. Melbourne average.

### Satisfaction with Council's performance

Metropolis Research observed that satisfaction with the performance of Council across all areas of responsibility increased marginally but not measurably in 2017, up 1.5% from 6.50 to 6.60. This increase in satisfaction was not statistically significant and satisfaction remains at a level best categorised as "good". Overall satisfaction has increased 7.7% since 2004.

This result is above the long-term average of 6.44, and is the third highest level of satisfaction with Council's overall performance recorded by Metropolis Research since the program commenced in 2004. The highest result was 6.83 recorded in 2013.

There was some variation in satisfaction with Council's overall performance observed by respondent profile, with attention drawn to the following:

- **More satisfied than average** – respondents from Maidstone and Braybrook, adolescents and young adults (aged 15 to 34 years), respondents from multi-lingual households, respondents from one-parent families and group households, rental household respondents, and respondents that have lived in Maribyrnong for less than five years.
- **Less satisfied than average** – respondents from Yarraville, adults and middle-aged adults (aged 35 to 54 years), respondents from two-parent families (youngest child aged 13 to 18 years), mortgagee household respondents, and respondents that have lived in Maribyrnong for ten years or more.

There was a small increase this year in the proportion of respondents that considered that Council's overall performance had improved in the last twelve months (16.8% up from 14.9%), and a decline in the proportion that considered that performance had deteriorated (6.5% down from 7.8%). Particular attention is drawn to the fact that the proportion of respondents that consider that performance has deteriorated has improved in each of the last three years, almost halving from a high of 11.1% recorded in 2014 to just 6.5% in 2017.

Satisfaction with the six aspects of governance and leadership increased by an average of 1.7% this year, consistent with the increase in overall satisfaction. These aspects relate to promoting gender respect and equity (7.42), community consultation and engagement (6.56), representation, lobbying and advocacy (6.45), responsiveness to local community needs (6.32), making decisions in the interests of the community (6.29), and maintaining community trust and confidence (6.26).





The average satisfaction with the thirty-four Council services and facilities included in the survey remained relatively stable this year at an average of 7.11 out of ten. Consistent with the results recorded over a number of years, this result is marginally lower than the metropolitan Melbourne average of 7.37.

Satisfaction with the various components of the 2017 survey can best be summarised as follows:

- **Excellent** – for weekly garbage collection, local library, green waste collection, and regular recycling.
- **Very Good** – for the most of the community service, most of the leisure services, and most aspects of customer service.
- **Good** – for most of the infrastructure services, the communication services, the design of public spaces, aspects of governance and leadership, and satisfaction with Council’s overall performance.
- **Solid** – for enforcement and local laws, the quality of new developments, the protection of local heritage, and Council’s advocacy in relation to truck and freight traffic.
- **Poor** – for most the aspects of the planning approvals process, planning for population growth (of all levels of government), local traffic management, and parking enforcement.

## Issues of importance in the City of Maribyrnong

The issues of importance to address in the City of Maribyrnong in the coming twelve months are consistent with those recorded in recent years and includes; traffic management (26.8%), car parking (17.3%), building, housing, planning and development (14.6%), road maintenance and repairs (12.0%), and safety, policing and crime related (9.8%). Of these issues, the only issues that appear to exert a negative influence on respondents’ satisfaction with Council’s overall performance were car parking, and building, housing, planning and development.

## Perception of safety in the public areas of Maribyrnong

Respondents on average felt extremely safe in the public areas of the City of Maribyrnong during the day, and very safe in and around Highpoint. Respondents did however on average feel only mildly safe in and around Braybrook Shopping Centre, and one-fifth felt unsafe in and around the Footscray CBD at night.

## Sense of community in Maribyrnong

The sense of community in the City of Maribyrnong remains relatively strong, with most agreeing that their neighbourhood has a distinct character / is a special place (7.46 out of ten), they could turn to the neighbours for help when needed (7.29), they feel part of the local community (6.93), people locally can be trusted (6.29), and it’s an active community / people do things and get involved (6.86). Almost half (48.1%) volunteer locally.



## Cycling in Maribyrnong

More than half (58.5%) of respondent households own at least one bicycle and more than one-third (39.4%) regularly use a bicycle. Children are more likely to regularly use a bicycle than are adults. The main reasons for not using a bicycle were preference to drive, lack of interest / motivation / or need to cycle, no time to cycle, and concerns about safety.

Whilst on average respondents agreed that Council should prioritise cycling infrastructure over both on-street car parking (5.97) and traffic flows (5.67), attention is drawn to the fact that there was significant diversity of views in the community in relation to the prioritization of cycling infrastructure. Particular attention is drawn to the significant proportion of non-cycling households that disagreed that cycling infrastructure should be prioritised over either on-street car parking (33.0% disagreed) or car traffic flows (38.7% disagreed).

## Footscray University Town Project

Approximately one-fifth (19.6%) of respondents were aware of the Footscray University Town project, and of these the overwhelming majority considered that there would potentially be benefits to local educational and employment opportunities as a result of the project.

## Communication and the provision of information

The proportion of respondents with a home internet connection increased in 2017, up from 90.7% to 92.3% this year. There was also an increase in the proportion of respondents with an NBN connection (up from 27.2% to 33.8%). The proportion of respondents with an NBN connection varied dramatically across the municipality, with respondents from Seddon (81.0%), Kingsville (74.0%), and Yarraville (65.7%) most likely to have an NBN connection.

Almost half (46.5%) of respondents reported that they would consider providing their email address to Council in order to receive important updates and information, whilst 14.1% reported that they would consider providing their mobile phone number.

The most preferred methods of receiving or seeking information from Council were direct mail / letterbox drop of information (49.1%), Council's website (46.0%), by calling Council via the telephone (33.8%), and a digital bi-monthly newsletter (31.8%). Metropolis Research notes that a little more than one-quarter (26.9%) preferred Council's quarterly printed newsletter, and 21.5% preferred social media. There was very significant variation in these results by the respondents' age structure and language spoken at home.

## Mayoral recognition

Almost one-quarter (24.3%) of respondents were able to correct identify the current Mayor of the City of Maribyrnong in 2017. This is the equal second highest result recorded since 2004, and is measurably above the long-term average of 20.3%.



## Key findings

The following section of the report provides a summary of the findings from the *Maribyrnong City Council – 2017 Annual Community Survey*.

### Overall satisfaction

- ⊗ Satisfaction with Council’s overall performance increased by 1.5%, up from 6.50 to 6.60.
- ⊗ This level of satisfaction remains categorised as “good”, the same categorisation for 2015 and 2016.
- ⊗ This result is marginally, albeit not measurably higher than both the western region (6.55) and the metropolitan Melbourne averages (6.53), although it is somewhat lower than the IMAP (6.83) average from *Governing Melbourne*.
- ⊗ Respondents from Maidstone (7.07) and Braybrook (7.03) rated satisfaction somewhat, albeit not measurably higher, whilst respondents from Yarraville (6.22) rated satisfaction somewhat, albeit not measurably lower than the municipal average.
- ⊗ There was measurable variation in satisfaction by respondent profile:
  - **Measurably more satisfied than average** – adolescents and young adults (aged 15 to 34 years), respondents from multi-lingual households, respondents from one-parent families and group households, rental household respondents, and respondents that have lived in Maribyrnong for less than five years.
  - **Measurably less satisfied than average** – adults and middle-aged adults (aged 35 to 54 years), respondents from two-parent families (youngest child aged 13 to 18 years), mortgagee household respondents, and respondents that have lived in Maribyrnong for ten years or more.
- ⊗ In 2017, 16.8% (up from 14.9%) of respondents considered that Council’s overall performance had improved in the last twelve months, whilst 6.5% (down from 7.8%) considered that performance had deteriorated.

### Governance and leadership

- ⊗ Average satisfaction with the six included aspects of governance and leadership increased 1.7% in 2017, up from 6.44 to 6.55.
- ⊗ This level of satisfaction is categorised as “good”, an improvement on the “solid” in 2016.
- ⊗ Satisfaction with the six aspects being as follows:
  - Promoting gender equity and respect (7.42 up from 7.27)
  - Community consultation and engagement (6.56 up from 6.36)
  - Representation, lobbying, and advocacy (6.45 up from 6.28)
  - Responsiveness of Council to local com. needs (6.32 down from 6.34)
  - Making decisions in interests of community (6.29 up from 6.18)
  - Maintaining community trust and confidence (6.26 up from 6.21).



- ⊗ When compared to the metropolitan Melbourne average (excluding gender respect and equity), satisfaction with the remaining five aspects of governance and leadership was marginally higher in the City of Maribyrnong (6.38) than the metropolitan Melbourne average (6.26). This is based on results from the 2017 Governing Melbourne.

## Mayoral recognition

- ⊗ In 2017, 24.3% of respondents were able to identify the current Mayor of the City of Maribyrnong (Cr. Cumming). This is an increase on the 2016 result of 8.2% (Cr. McDonald). The average result for this question since 2004 is 20.3%.

## Issues for Council to address in the coming 12 months

- ⊗ A total of 666 respondents (83.3%) identified at least one issue for Council to address in the coming twelve months, with the top five issues being as follows:
  - Traffic management (26.8% up from 14.1%)
  - Car parking (17.3% down from 19.2%)
  - Building, housing, planning, and development (14.6% up from 11.8%)
  - Road maintenance and repairs (12.0% up from 8.0%)
  - Safety, policing and crime (9.8% up from 6.0%).

## Safety in public areas of Maribyrnong

- ⊗ The perception of safety in and around the public areas of the City of Maribyrnong remained relatively stable for most locations / times.
- ⊗ The survey measured respondents' perception of safety (*from zero – very unsafe to ten – very safe*) within the public areas of the City of Maribyrnong across seven locations and times, as follows:
  - In public areas of Maribyrnong during the day (8.17 down from 8.37)
  - In and around Highpoint Shopping Centre (7.82 down from 8.07)
  - In and around Footscray CBD during the day (7.26 down from 7.52)
  - Travelling on trains (7.25 down from 7.34)
  - In and around Braybrook Shopping Centre (6.64 down from 7.08)
  - In public areas of Maribyrnong at night (6.45 up from 6.27)
  - In and around Footscray CBD at night (5.34 up from 5.31).
- ⊗ The most common reasons why respondents felt unsafe in the public areas of the City of Maribyrnong in 2017 were issues with “gangs, youths, suspicious people”, drug and alcohol related issues, and problems with specific areas.



## Sense of community in Maribyrnong

- ⊗ Respondents were again in 2017 asked to rate their agreement with six statements relating to the sense of local community. These questions were last included in the 2015 survey.
- ⊗ These results do show that the Maribyrnong community overall exhibits a relatively solid to strong sense of community, with agreement with the six aspects best categorised as follows:
  - Neighbourhood has a distinct character *(7.46 down from 7.77)*
  - Could turn to neighbours for help when needed *(7.29 down from 7.34)*
  - I / we feel part of the local community *(6.93 down from 7.12)*
  - People locally can be trusted *(6.92 down from 7.16)*
  - It's an active community and people get involved *(6.86 down from 7.06)*
  - I / we volunteer locally *(5.01 down from 5.07).*

## Cycling in the Maribyrnong

- ⊗ A little more than half (58%) of respondents reported that at least one member of their household owned a bicycle.
- ⊗ A little more than one-third (39.4%) reported that at least one member of their household regularly used a bicycle.
- ⊗ Children in respondent households in the City of Maribyrnong are more likely to own and regularly use a bicycle than are adults.
- ⊗ Reasons for not owning or riding a bicycle
  - The main reasons why adults do not own or ride a bicycle related to a preference to use a car (17.2%), lack of interest or motivation (16.3%), time constraints (9.0%), and concerns about dangerous traffic / safety (8.5%).
  - The main reasons why children do not own or ride a bicycle related to being too young (31.1%), a lack of interest or motivation (13.5%), time constraints (9.5%), and concerns about dangerous traffic / safety (8.1%).
- ⊗ Average agreement with statements about cycling in Maribyrnong, being as follows:
  - Off-road bicycle paths are well maintained *(6.79)*
  - There are good facilities for cycling *(6.37)*
  - Good connection between bike paths and destinations *(6.33)*
  - Good connection between bike paths and public transport *(6.31)*
  - There is clear signage to highlight cycling routes *(6.11)*
  - On-road bicycle lanes are well maintained *(6.03)*
  - It is easy to find information about cycling lanes and routes *(5.94)*
  - When cycling I / we feel protected from traffic *(5.19).*



⊗ Council prioritising bicycle infrastructure

- On average respondents were almost solidly in agreement (5.97) that Council should prioritise bicycle infrastructure over on-street parking, although it is important to note that cycling households (6.83) rated agreement measurably and significantly higher than non-cycling households (5.04).
- On average respondents were mildly in agreement (5.67) that Council should prioritise bicycle infrastructure over car traffic flows, although it is important to note that cycling households (6.48) rated agreement measurably and significantly higher than non-cycling households (4.82).

## Internet access

⊗ The overwhelming majority (92.3% up from 90.7%) of respondents reported that they had some form of internet access from home, as follows:

- ADSL / ADSL2 *(38.4% down from 52.2%)*
- NBN *(33.8% up from 27.2%)*
- Other broadband *(10.8% up from 5.1%)*
- Pay TV cable *(3.3% up from 2.2%)*
- Via a mobile device *(3.3% up from 2.4%)*
- No internet connection *(7.7% down from 9.3%).*

## Communication and the provision of information

⊗ Preference to receive / seek information from Council, as follows:

- Direct mail / letterbox drop of printed materials *(49.1%)*
- Council's website *(46.0%)*
- By calling Council via telephone *(33.8%)*
- A digital newsletter (bi-monthly) *(31.8%)*
- Council's quarterly printed newsletter *(26.9%)*
- Information sent with the Rates Notice *(25.6%)*
- Articles and information in the local newspaper *(24.1%)*
- Flyers / brochures at locations in the community *(22.6%)*
- Social media *(21.5%)*
- Information available at local events *(21.3%).*

⊗ Providing email or mobile phone details to Council, as follows:

- Almost half (46.5%) of respondents reported that they would consider providing their email address to Council, whilst a little less than one-sixth (14.1%) would consider providing their mobile phone number.
- A little less than half (41.0%) of respondents were not prepared to consider providing either their email or mobile phone number to Council for this purpose.



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

- ⊗ **Awareness** - In 2017, 37.1% (down from 38.2%) of respondents were aware of Council's advocacy and lobbying in relation to truck and freight traffic. This result is still significantly higher than the 26.5% from 2013 and the 27.2% from 2014.
- ⊗ **Satisfaction** – In 2017 satisfaction with Council's advocacy and lobbying in relation to truck and freight issues up 5.6% from 5.93 to 6.26, and is now categorised as "solid".

## Footscray University Town project

- ⊗ Approximately one-fifth of respondents (19.6% down from 24.1% in 2015) were aware of the Footscray University Town project.
- ⊗ The three most common benefits of the University Town project identified by respondents aware of the project related to "local educational opportunities" (84.7%), "local employment opportunities" (76.4%), and "A more vibrant community" (59.2%).

## Planning and housing development

- ⊗ Respondents were asked their level of satisfaction with "planning for population growth". This was specifically not limited to the performance of the City of Maribyrnong, but was more general in nature, as planning for population growth is a shared responsibility of many levels of government.
- ⊗ Satisfaction with "planning for population growth" was increased from 5.69 to 5.92 in 2017, a level of satisfaction best categorised as "poor". This result was marginally lower than the IMAP (6.20) and western region (6.04) results, but somewhat higher than the metropolitan Melbourne (5.70), as recorded in *Governing Melbourne*.
- ⊗ In 2017, all respondents were asked to rate their satisfaction with three aspects of planning and housing development outcomes, as follows:
  - The design of public spaces (6.65 down from 6.73)
  - The quality & appearance of new developments (6.18 down from 6.27)
  - The protection of local heritage (6.17 down from 6.24).
- ⊗ These results are generally somewhat lower than the metropolitan Melbourne, IMAP and western region averages as recorded in *Governing Melbourne*.
- ⊗ In 2017, respondents that had been personally involved in the planning approvals process in the last twelve months were asked to rate their satisfaction with four aspects of the planning approvals process. It is noted that these results are based on small sample sizes of forty applicants and twenty-four objectors, as follows:
  - Access to information (applicants) (6.97 up from 5.88)
  - Access to information (objectors) (6.07 up from 5.87)
  - Communication during the process (applicants) (6.16 up from 5.23)
  - Communication during the process (objectors) (5.18 up from 4.69)
  - Effectiveness of community consultation (applicants) (5.97 up from 5.62)
  - Effectiveness of community consultation (objectors) (4.96 up from 4.08)
  - Timeliness of planning decisions (applicants) (5.38 up from 4.05)
  - Timeliness of planning decisions (objectors) (5.66 up from 4.50)



## Customer service

- ⊗ In 2017, approximately half (50.4% up from 48.9%) of respondents had contacted Council in the last two years.
- ⊗ The main forms of contacting Council remain telephone (51.4% down from 54.1%), and visits in person (18.7% down from 19.3%).
- ⊗ Satisfaction with aspects of customer service remains marginally (47.0%) lower than the metropolitan Melbourne results from *Governing Melbourne*.
- ⊗ Satisfaction with the nine included aspects of customer service can best be summarised as follows:
  - Staff understanding language needs (NESB only) (8.44 down from 8.47)
  - The online payments system (7.67 up from 7.37)
  - Opening hours (7.55 up from 7.46)
  - Courtesy of service (7.28 up from 7.27)
  - General reception (7.24 down from 7.28)
  - Access to relevant officer / area (6.96 up from 6.94)
  - Provision of information on Council and services (6.84 up from 6.83)
  - Care and attention to enquiry (6.71 down from 6.83)
  - Speed of service (6.48 up from 6.43).

## Council services and facilities

- ⊗ **Importance** - The average importance of the thirty-five included Council services and facilities was 8.45 in 2017, almost identical to the 8.42 recorded in 2016.
- ⊗ The top thirteen services and facilities were measurably more important than the average:
  - Weekly garbage collection (9.35 up from 9.26)
  - Services for people with a disability (9.13 down from 9.24)
  - Regular recycling (9.07 down from 9.25)
  - Services for seniors (8.98 down from 9.07)
  - Service for children (8.96 down from 9.12)
  - Litter collection in public areas (8.94 up from 8.85)
  - Provision and maintenance of street lighting (8.92 up from 8.87)
  - Green waste collection service (8.89 down from 8.90)
  - Hard rubbish collection (8.84 down from 9.02)
  - Footpath maintenance and repairs (8.80 up from 8.65)
  - Provision and maintenance of parks & gardens (8.80 up from 8.76)
  - Services for young people (8.79 down from 8.93)
  - Local library (8.72 down from 8.80).





- ⊗ The bottom nine services and facilities were measurably less important than the average:
  - Promoting local economic development (8.13 down from 8.14)
  - Council’s festivals and events (8.10 up from 7.93)
  - Council’s website (8.00 up from 7.28)
  - Animal management (7.92 up from 7.89)
  - Provision of public art (7.75 down from 7.93)
  - Council’s online consultation tool (7.38 up from 6.79)
  - Parking enforcement (7.35 up from 7.08)
  - Council’s use of social media (7.06 up from 6.66)
  - Maribyrnong News (7.01 down from 7.19).
  
- ⊗ **Satisfaction** - The average satisfaction with the thirty-five included Council services and facilities was 7.11 in 2017, almost identical to the 7.13 recorded in 2016. This result is categorised as “good”.
  
- ⊗ This result is measurably lower than the metropolitan Melbourne average of 7.37.
  
- ⊗ Satisfaction with the top nine services and facilities was measurably higher than the average satisfaction:
  - Weekly garbage collection (8.50 down from 8.54)
  - Local library (8.45 up from 8.28)
  - Green waste collection service (8.24 up from 8.10)
  - Regular recycling (8.21 down from 8.22)
  - Sports ovals (7.74 down from 7.82)
  - Community Centres (7.69 up from 7.66)
  - Maribyrnong Aquatic Centre (7.64 up from 7.46)
  - Hard rubbish collection (7.63 up from 6.93)
  - Provision and maintenance of playgrounds (7.60 up from 7.56).
  
- ⊗ Satisfaction with the bottom nine services and facilities was measurably lower than the average satisfaction:
  - Council responsibilities on environment (6.54 down from 6.95)
  - Promoting local economic development (6.50 down from 6.75)
  - Maribyrnong News (6.44 down from 6.95)
  - Footpath maintenance and repairs (6.40 down from 6.42)
  - Council’s use of social media (6.36 down from 6.95)
  - Public toilets (6.28 down from 6.02)
  - Maintenance and cleaning of Footscray CBD (6.22 up from 6.10)
  - Local traffic management (5.94 down from 6.51)
  - Parking enforcement (5.70 up from 5.58).



## Council’s overall performance

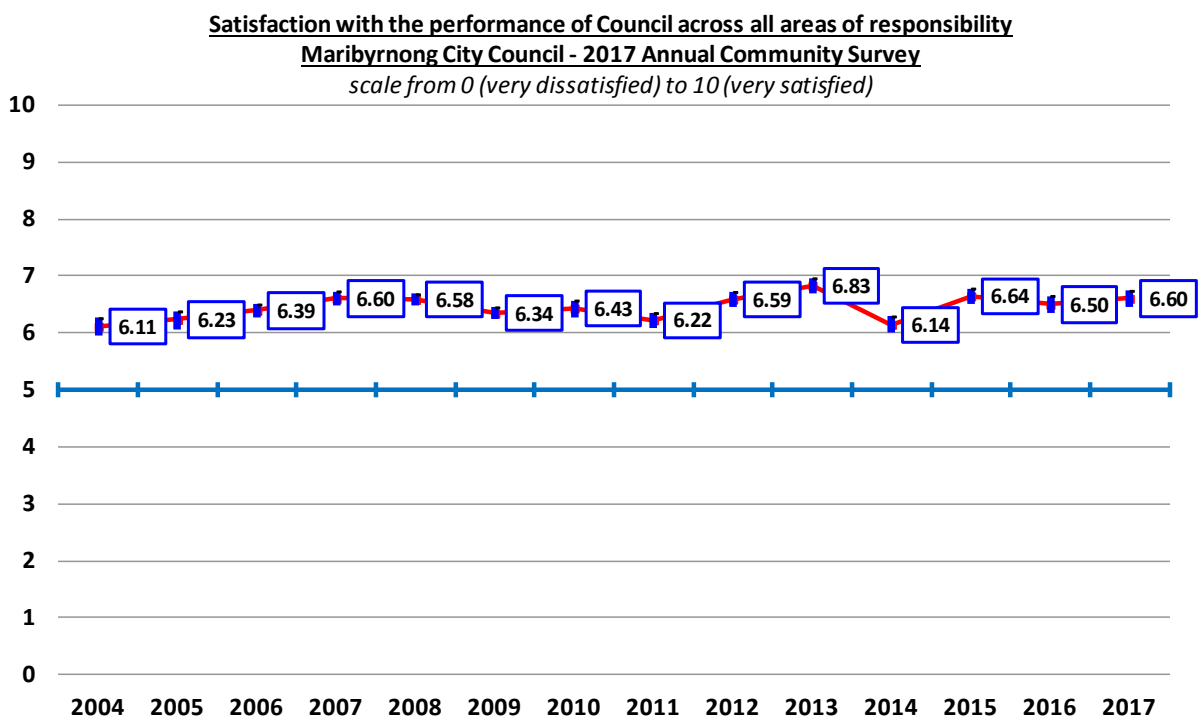
Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) increased by 1.5% in 2017, up from 6.50 to 6.60. This level of satisfaction remains categorised as “good”, the same categorisation as for 2015 and 2016.

This is the third highest overall satisfaction score recorded for the City of Maribyrnong since the program commenced in 2004. Since the *Annual Community Survey* program commenced in 2004, satisfaction with Council’s overall performance has increased 7.7% from 6.11 to 6.60.

By way of comparison this result is marginally, albeit not measurably higher than both the western region councils’ average of 6.55 and the metropolitan Melbourne average of 6.53, although it is somewhat lower than the IMAP councils’ average of 6.83.



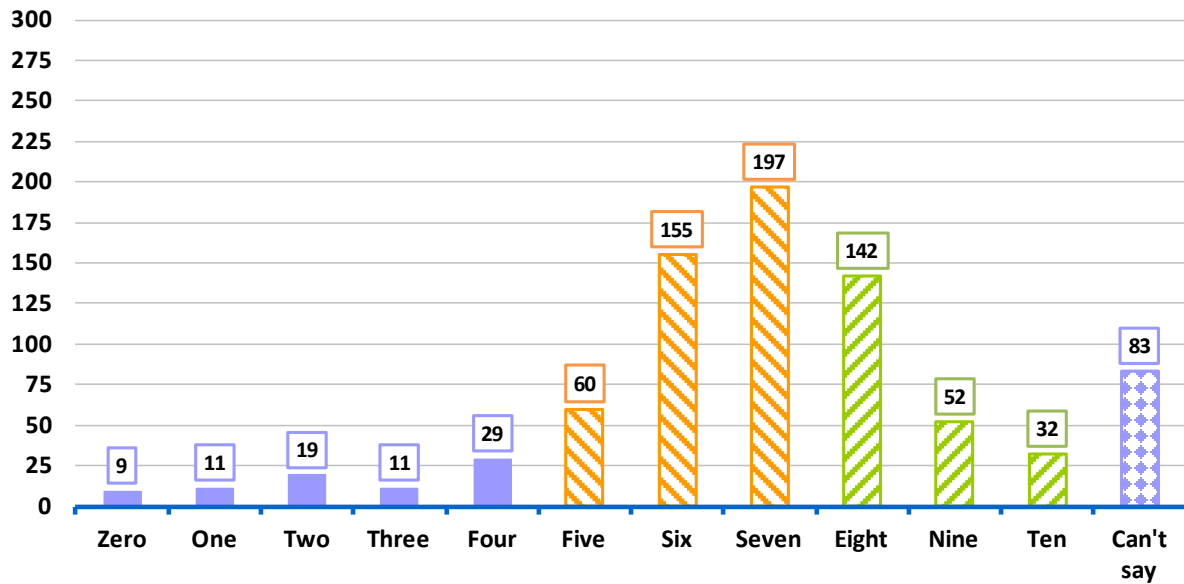
The most common rating of satisfaction with Council’s overall performance was seven out of ten, with 197 of the eight hundred respondents.

A significant proportion of respondents rated satisfaction at either six (155 respondents) or eight (142 respondents).

It is noted that a total of 79 respondents were dissatisfied with Council’s overall performance, rating satisfaction at less than five out of ten.



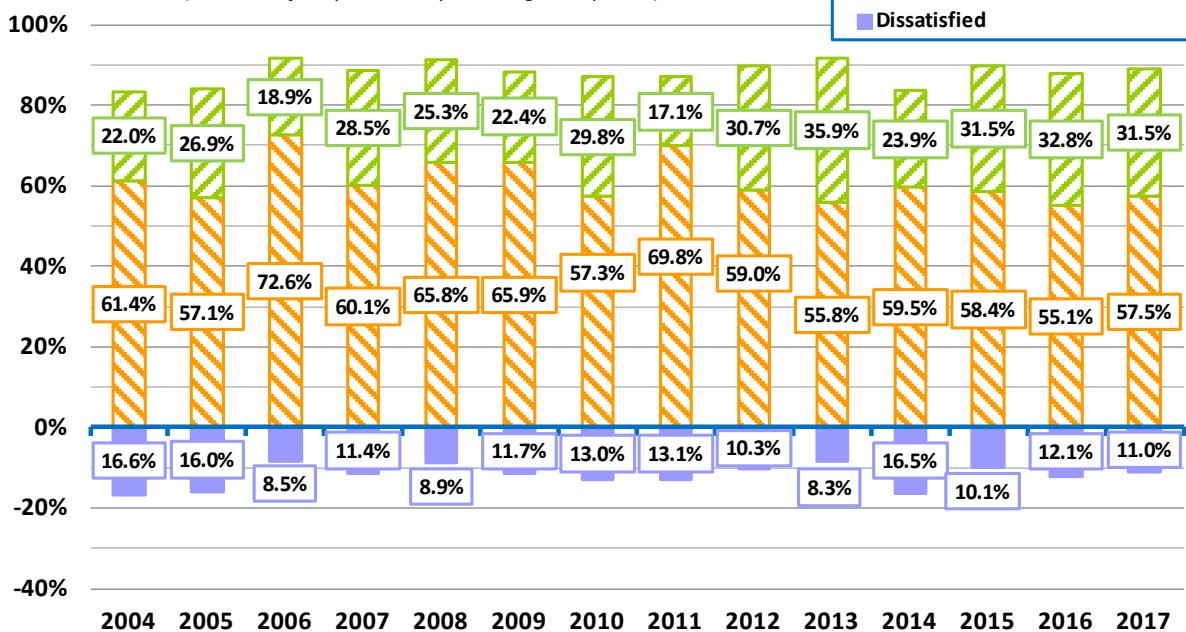
**Satisfaction with performance of Council across all areas of responsibility**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (number of responses)



The following graph provides a breakdown of these results into those dissatisfied (rating zero to four), neutral to somewhat satisfied (rating five to seven), and very satisfied (rating eight to ten).

Particular attention is drawn to the fact that approximately three times as many respondents were very satisfied with Council’s overall performance than were dissatisfied.

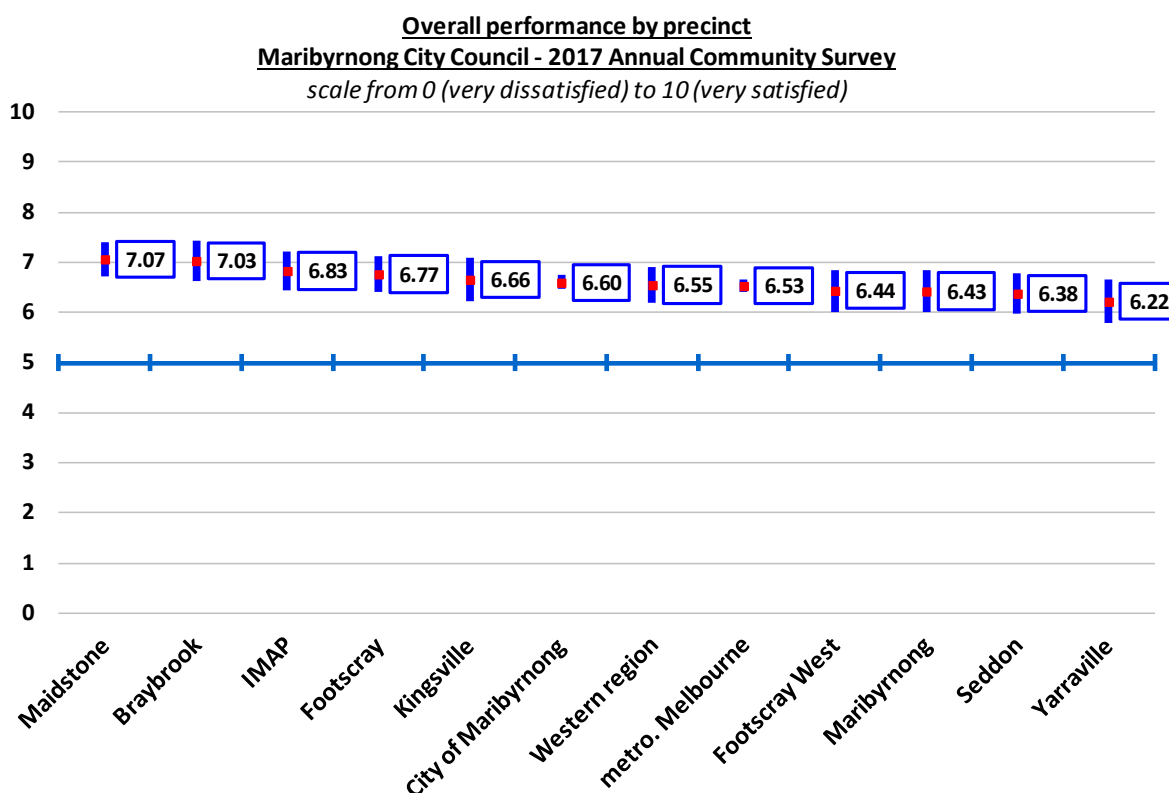
**Satisfaction with performance of Council's across all areas of responsibility**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Percent of respondents providing a response)



There was no statistically significant variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Maribyrnong, although attention is drawn to the following:

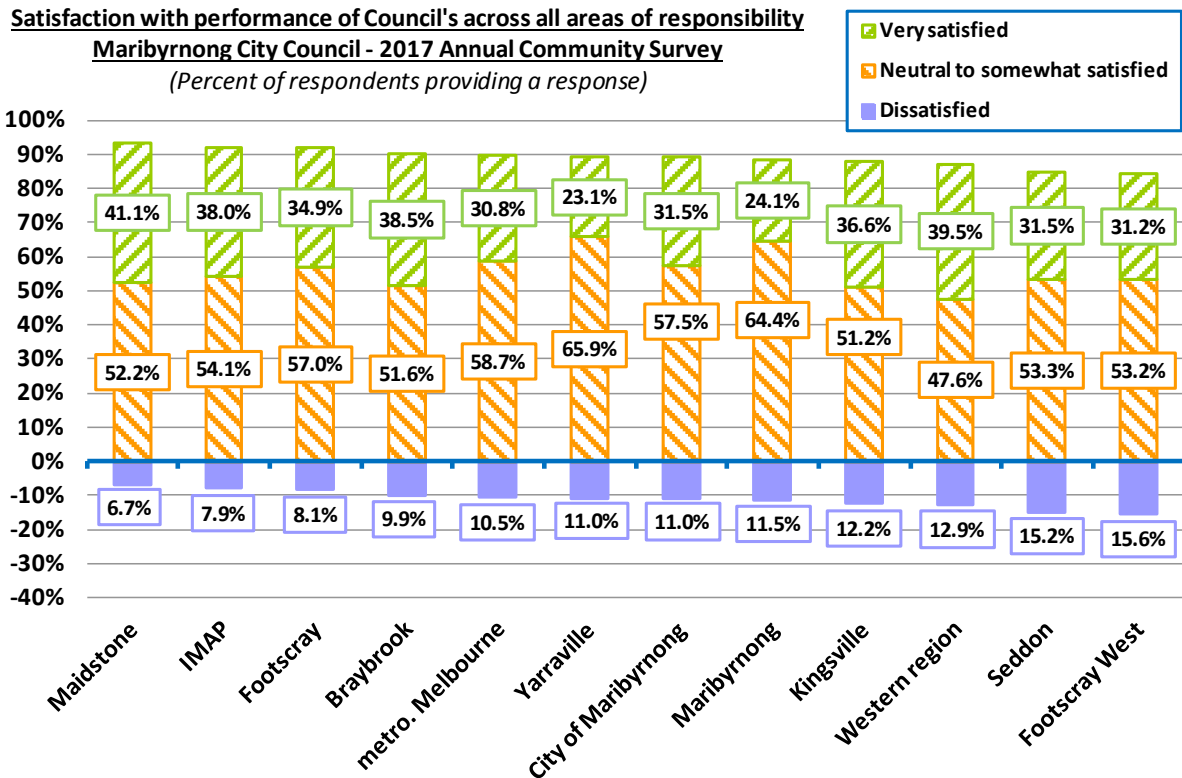
- **Maidstone and Braybrook** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- **Yarraville** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “solid”.

Metropolis Research notes that these results are consistent with previous years, in that respondents from Maidstone and particularly Braybrook tend to be more satisfied than average with Council’s overall performance, whilst respondents from Seddon and Yarraville tend to be less satisfied.



Attention is drawn to the fact that respondents in Yarraville were less satisfied than average with Council’s overall performance based primarily on the fact that they were less likely to be “very satisfied” (rating eight or more) and more likely to be neutral to somewhat satisfied (rating five to seven), they were no more likely to be dissatisfied with Council’s overall performance.





**Overall performance by respondent profile**

The following graphs provide a comparison of overall satisfaction with Council by respondent profile.

Attention is drawn to the following:

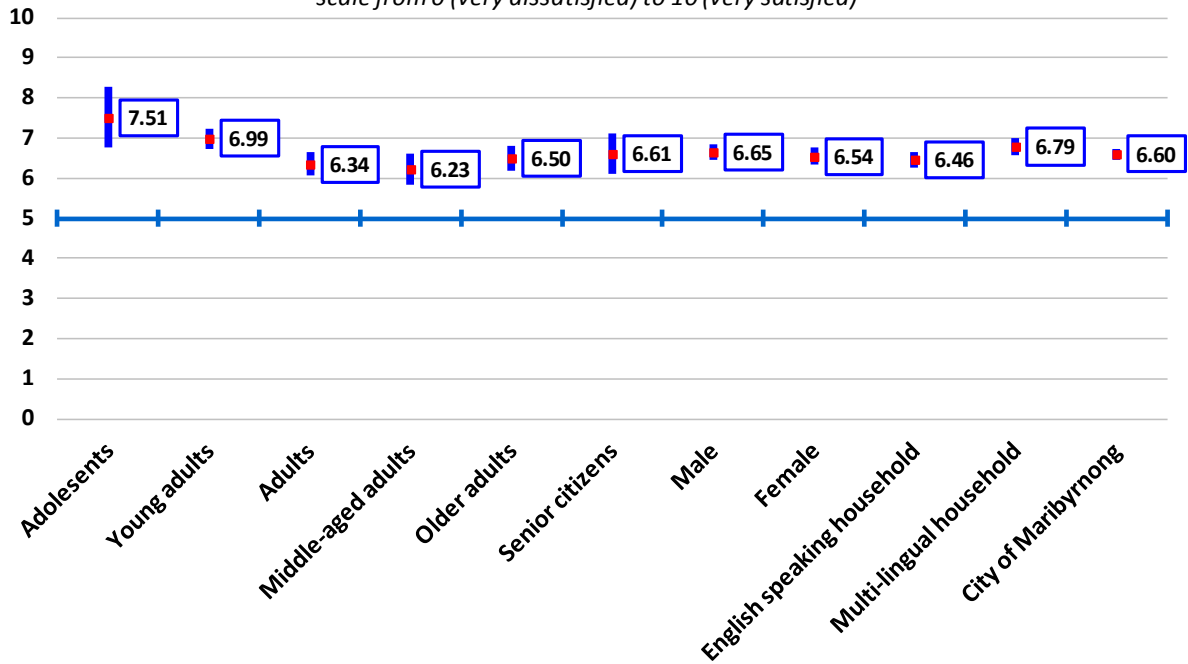
- **More satisfied than average** – adolescents and young adults (aged 15 to 34 years), respondents from multi-lingual households, respondents from one-parent families and group households, rental household respondents, and respondents that have lived in Maribyrnong for less than five years.
- **Less satisfied than average** – adults and middle-aged adults (aged 35 to 54 years), respondents from two-parent families (youngest child aged 13 to 18 years), mortgagee household respondents, and respondents that have lived in Maribyrnong for ten years or more.

Metropolis Research notes that there was no meaningful variation in satisfaction with Council’s overall performance observed between male and female respondents.

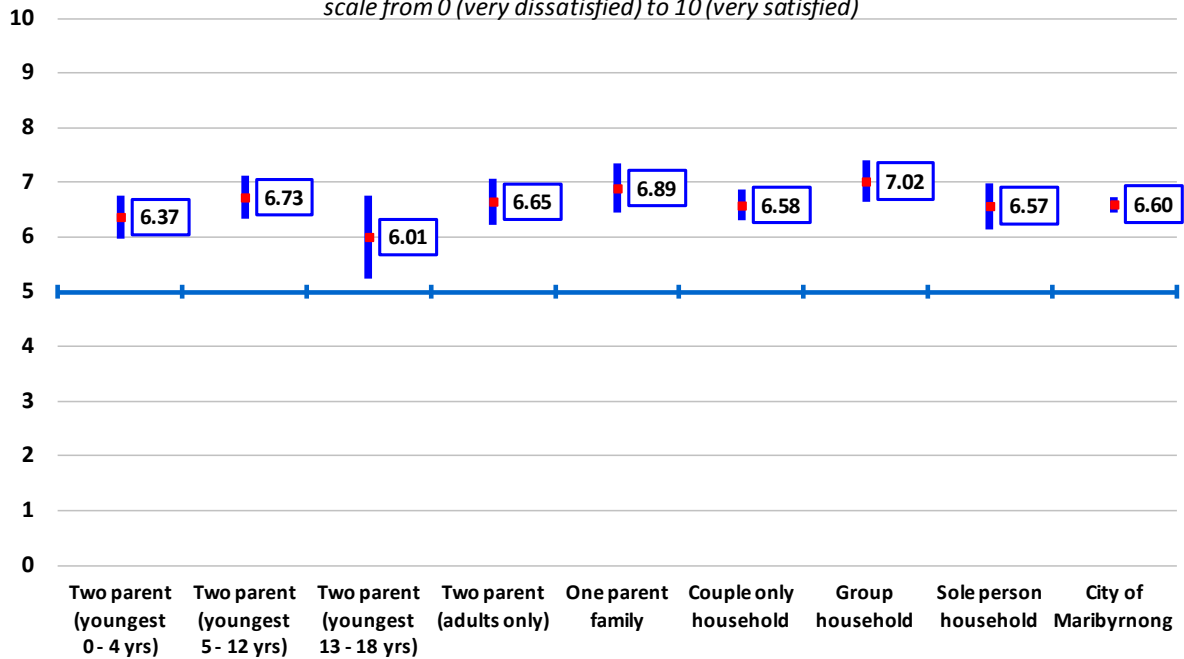
These results are consistent with results from previous years, which emphasise that it tends to be mortgagee household respondents that have lived in the municipality for a longer period of time and who tend to be middle-aged adults who are most often the least satisfied with Council’s overall performance.

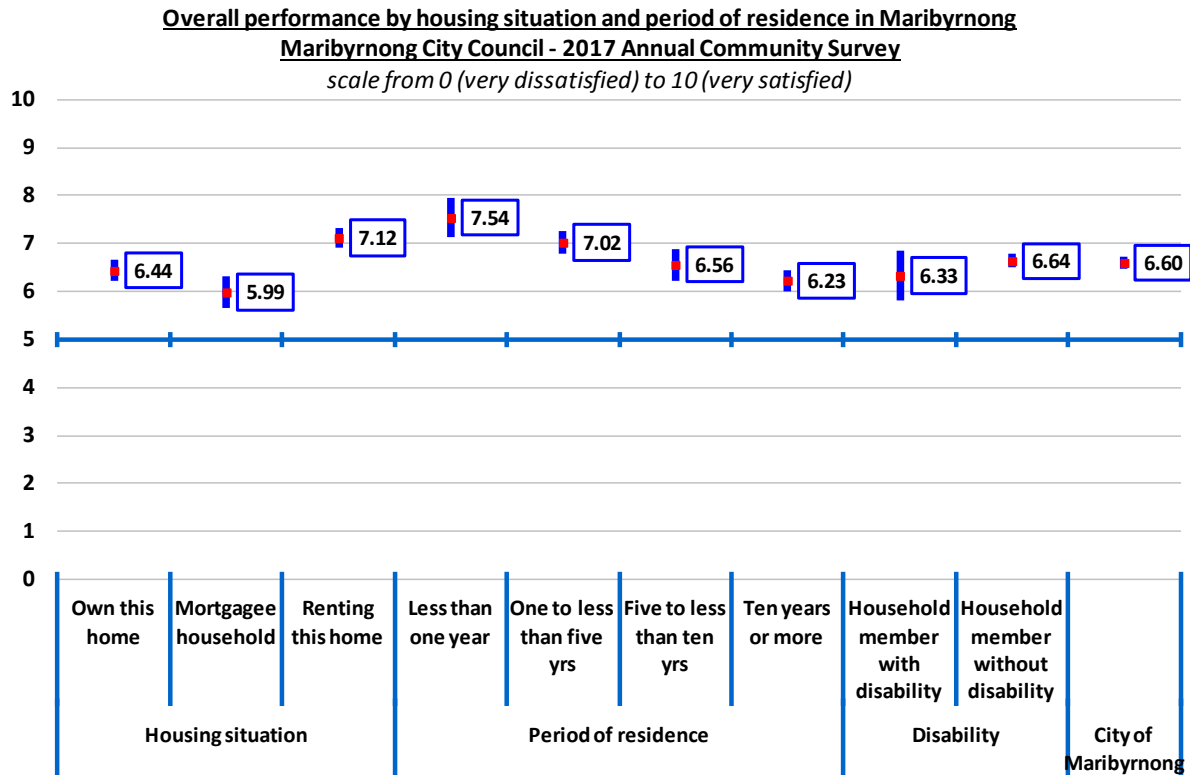


**Overall performance by respondent profile**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Overall performance by household structure**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





**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?”*

Respondents were asked the reason why they rated satisfaction with Council’s overall performance at the level they did, and a total of 389 responses were received from the eight hundred respondents.

Of these 389 responses, 155 (39.8%) were positive in nature and 234 (60.2%) were negative in nature.

The verbatim comments received from respondents have been included as an appendix to the main report.

The most common type of comment received from respondents was general comments (26.5%), with most of these being generally positive comments (20.6%) rather than generally negative comments (5.9%).

The most common issues raised in these comments are somewhat different to the issues to address in the City of Maribyrnong (discussed elsewhere in this report) which identified traffic management, roads, building, housing, planning and development, and safety, policing and crime issues. Whilst these issues are prominent in this section, other issues more directly related to the performance of Council were prominent, as discussed below.



Significant issues and topics that respondents considered when rating their satisfaction with Council's overall performance were as follows:

- **Communication, consultation and provision of information** – a little more than one-fifth (21.6%) of responses related to these issues, and the overwhelming majority of these (19.3%) were negative in nature.
- **Council services and facilities** – approximately one-sixth (17.5%) of respondents identified these issues, with responses evenly split between positive and negative statements.
- **Rates** – identified by a little more than five percent of respondents (6.2%), all of these comments were negative in nature. Metropolis Research notes that respondents that identify rates as an issue to address in the municipality are almost always by definition less satisfied with Council's overall performance than are other respondents.
- **Building, housing, planning and development** – identified by almost five percent of respondents (4.9%), almost all of these (4.4%) were negative in nature. As discussed in the issues section of this report, respondents that identified these issues were measurably and significantly less satisfied with Council's overall performance. This finding is reflected again in this section of the report.
- **Car parking** – identified by almost five percent of respondents (4.6%), all of these (4.4%) were negative in nature. As discussed in the issues section of this report, respondents that identified this issue were measurably less satisfied with Council's overall performance. This finding is reflected again in this section of the report.

These results highlight the fact that issues of building, housing, planning and development, rates, and car parking all exert a negative influence on satisfaction with Council's overall performance of the respondents that identify these issues. This was discussed in more detail in the issues section of this report (starting on page 37).

Other issues that impact on respondent satisfaction with Council's overall performance such as Council services and facilities and road maintenance and repairs are more evenly split between positive and negative feedback.





**Reasons for rating of satisfaction with Council's overall performance**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and percent of total respondents)

<i>Reason for rating of satisfaction</i>	<i>Total Number</i>	<i>Total Percent</i>	<i>Satisfied (6 to 10)</i>	<i>Neutral (5)</i>	<i>Dissatisfied (0 to 4)</i>
<b>General statements</b>	<b>103</b>	<b>26.5%</b>	<b>34.3%</b>	<b>14.0%</b>	<b>3.1%</b>
<i>positive</i>	80	20.6%	29.2%	0.0%	0.0%
<i>negative</i>	23	5.9%	5.1%	14.0%	3.1%
<b>Communication, consultation, information</b>	<b>84</b>	<b>21.6%</b>	<b>15.7%</b>	<b>36.0%</b>	<b>35.4%</b>
<i>positive</i>	9	2.3%	3.3%	0.0%	0.0%
<i>negative</i>	75	19.3%	12.4%	36.0%	35.4%
<b>Services and facilities</b>	<b>68</b>	<b>17.5%</b>	<b>18.2%</b>	<b>22.0%</b>	<b>10.8%</b>
<i>positive</i>	34	8.7%	12.4%	0.0%	0.0%
<i>negative</i>	34	8.7%	5.8%	22.0%	10.8%
<b>Rates</b>	<b>24</b>	<b>6.2%</b>	<b>3.3%</b>	<b>12.0%</b>	<b>13.8%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	24	6.2%	3.3%	12.0%	13.8%
<b>Building, planning, housing and development</b>	<b>19</b>	<b>4.9%</b>	<b>4.0%</b>	<b>4.0%</b>	<b>9.2%</b>
<i>positive</i>	2	0.5%	0.7%	0.0%	0.0%
<i>negative</i>	17	4.4%	3.3%	4.0%	9.2%
<b>Parking</b>	<b>18</b>	<b>4.6%</b>	<b>4.4%</b>	<b>6.0%</b>	<b>4.6%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	18	4.6%	4.4%	6.0%	4.6%
<b>Roads, transport and footpaths</b>	<b>17</b>	<b>4.4%</b>	<b>6.2%</b>	<b>0.0%</b>	<b>0.0%</b>
<i>positive</i>	9	2.3%	3.3%	0.0%	0.0%
<i>negative</i>	8	2.1%	2.9%	0.0%	0.0%
<b>Governance, accountability and reputation</b>	<b>15</b>	<b>3.9%</b>	<b>1.5%</b>	<b>6.0%</b>	<b>12.3%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	15	3.9%	1.5%	6.0%	12.3%
<b>Council customer service and responsiveness</b>	<b>12</b>	<b>3.1%</b>	<b>3.3%</b>	<b>0.0%</b>	<b>4.6%</b>
<i>positive</i>	5	1.3%	1.8%	0.0%	0.0%
<i>negative</i>	7	1.8%	1.5%	0.0%	4.6%
<b>Safety, policing and crime</b>	<b>9</b>	<b>2.3%</b>	<b>2.6%</b>	<b>0.0%</b>	<b>3.1%</b>
<i>positive</i>	4	1.0%	1.5%	0.0%	0.0%
<i>negative</i>	5	1.3%	1.1%	0.0%	3.1%
<b>Sports, recreation and events</b>	<b>3</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.0%</b>	<b>0.0%</b>
<i>positive</i>	3	0.8%	1.1%	0.0%	0.0%
<i>negative</i>	0	0.0%	0.0%	0.0%	0.0%
<b>Financial issues and priorities</b>	<b>2</b>	<b>0.5%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>3.1%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	2	0.5%	0.0%	0.0%	3.1%
<b>Other reasons</b>	<b>15</b>	<b>3.9%</b>	<b>5.5%</b>	<b>0.0%</b>	<b>0.0%</b>
<i>positive</i>	9	2.3%	3.3%	0.0%	0.0%
<i>negative</i>	6	1.5%	2.2%	0.0%	0.0%
<b>Total</b>	<b>389</b>		<b>274</b>	<b>50</b>	<b>65</b>



## Change in Council's overall performance

Respondents were asked:

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

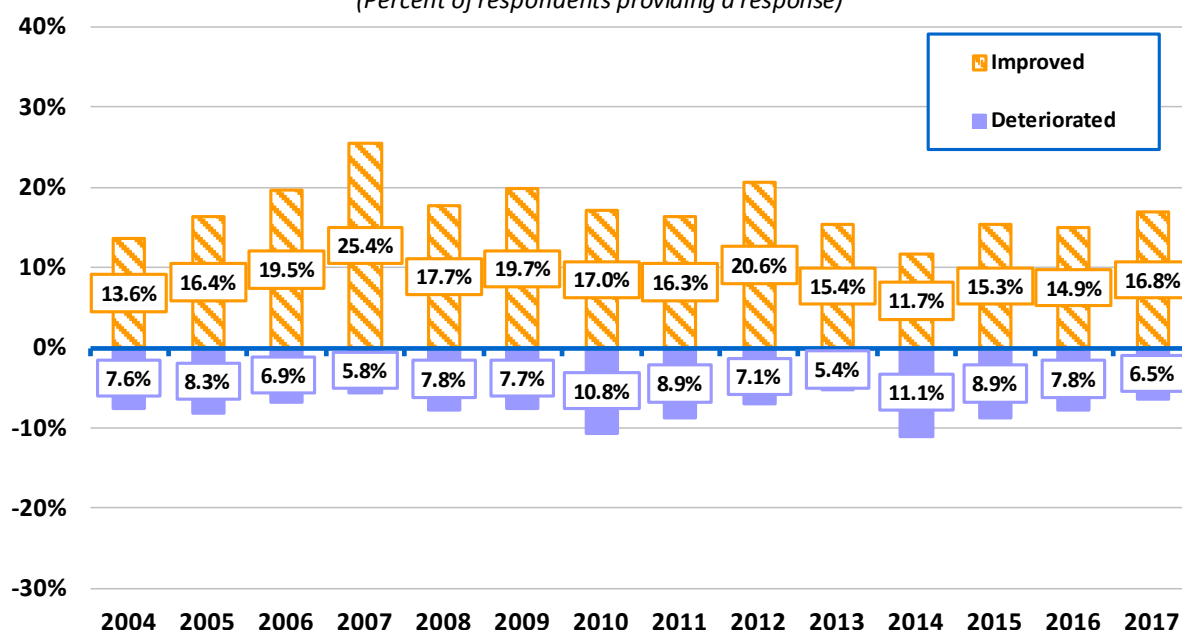
The proportion of respondents that considered that Council’s overall performance had improved in the last twelve months increased marginally in 2017, up from 14.9% to 16.8%, which is the highest level recorded since 2012.

The proportion of respondents that considered that Council’s overall performance had deteriorated in the last twelve months declined for the third consecutive year, down from the high of 11.1% recorded in 2014 to 6.5% this year.

**Change in overall performance**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and percent of total respondents)

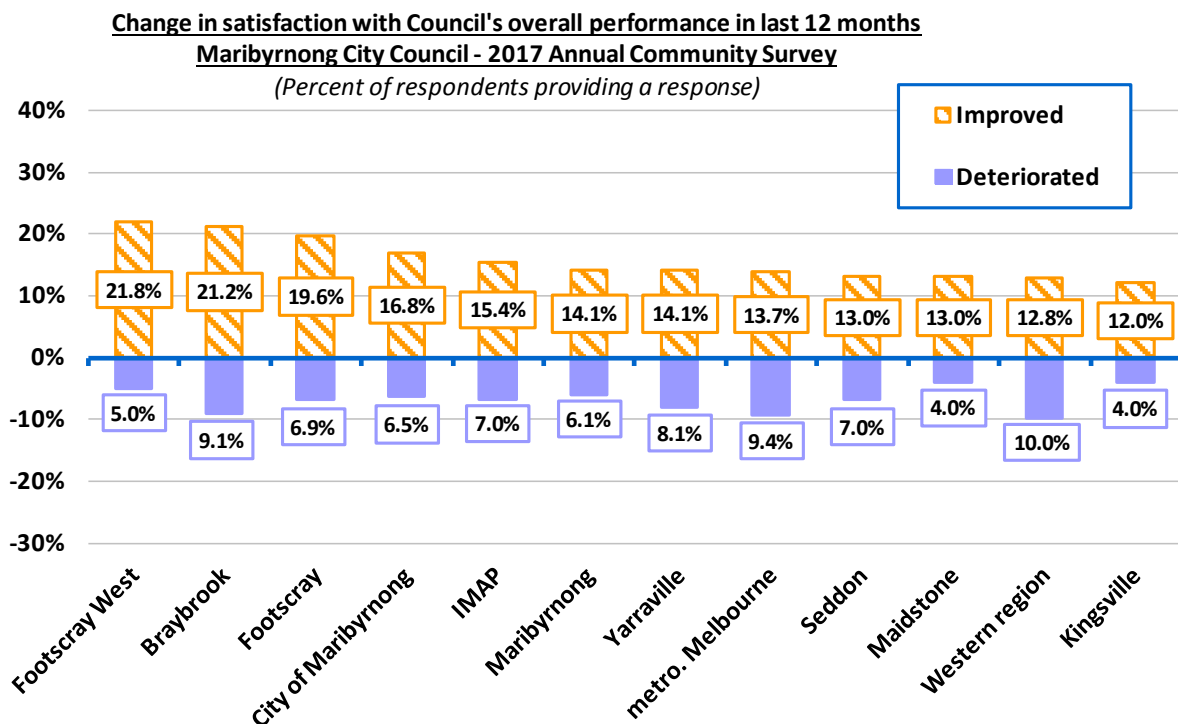
Change	2017		2016	2015	2014	2013	2012
	Number	Percent					
Improved	134	16.8%	14.9%	15.3%	11.7%	15.4%	20.6%
Stayed the same	414	51.8%	58.5%	53.3%	52.0%	65.6%	47.8%
Deteriorated	52	6.5%	7.8%	8.9%	11.1%	5.4%	7.1%
Can't say	200	25.0%	18.7%	22.6%	25.2%	13.6%	24.5%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>

**Change in satisfaction with Council's overall performance in last 12 months**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Percent of respondents providing a response)



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

- **Footscray West and Braybrook** – respondents were somewhat, albeit not measurably more likely than average to consider that Council’s overall performance had improved in the last twelve months.
- **City of Maribyrnong** – respondents were marginally more likely than the metro. Melbourne, western region councils’ and IMAP councils’ average to consider that performance had improved in the last twelve months, and marginally less likely to consider that performance had deteriorated.



## 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 6.55 in 2017, an increase of 1.7% on the 6.44 recorded in 2016. This increase is not statistically significant.

This level of satisfaction is categorised as “good”, an improvement on the “solid” recorded last year.

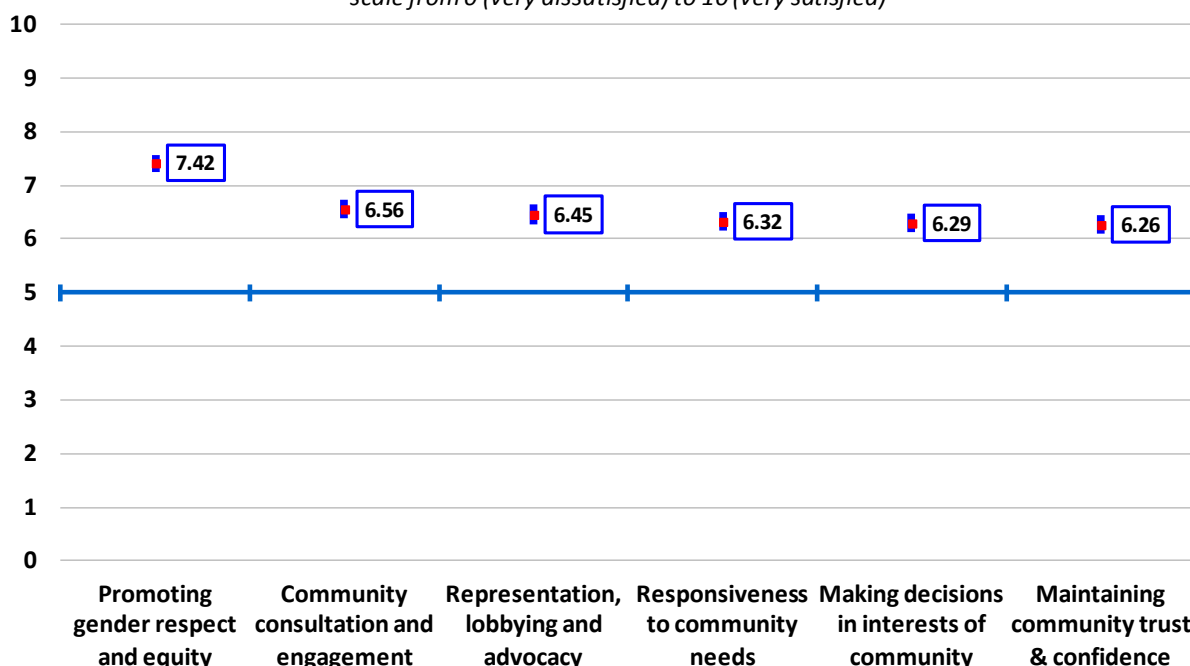


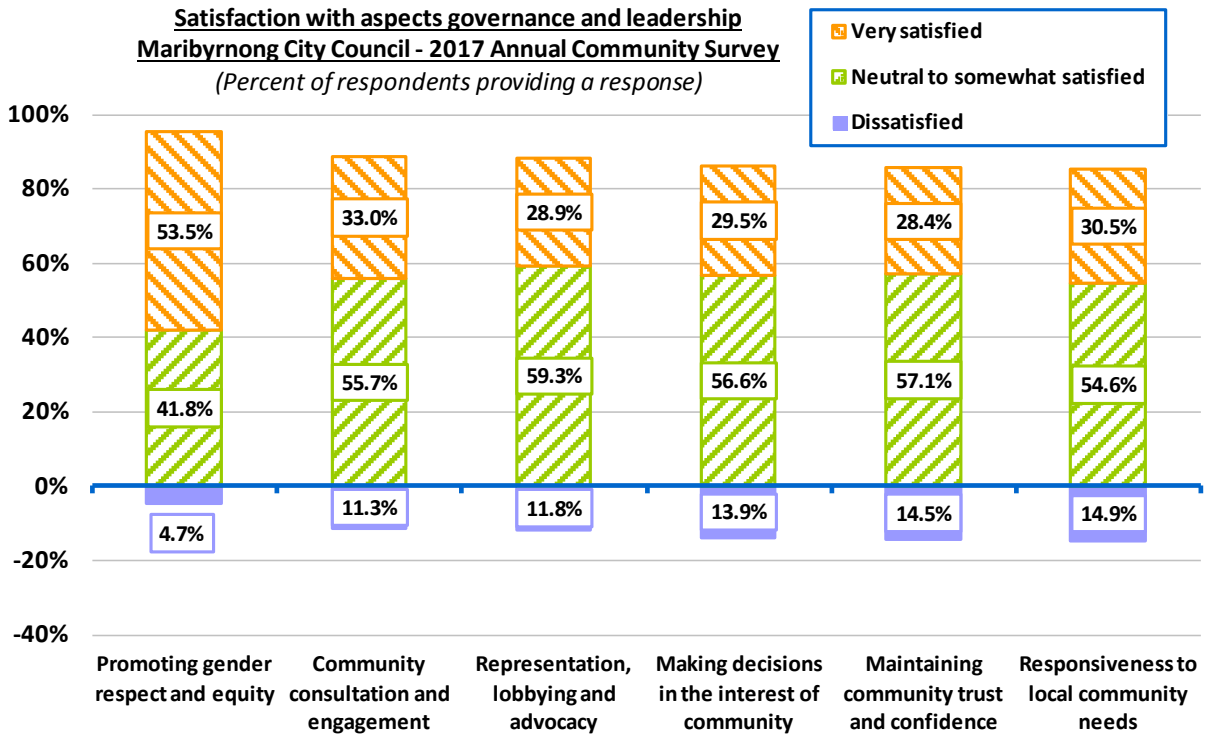
When compared to the metropolitan Melbourne average (excluding gender respect and equity), satisfaction with the remaining five aspects of governance and leadership was marginally higher in the City of Maribyrnong (6.38) than the metropolitan Melbourne average (6.26). This is based on results from the 2017 *Governing Melbourne* research.

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

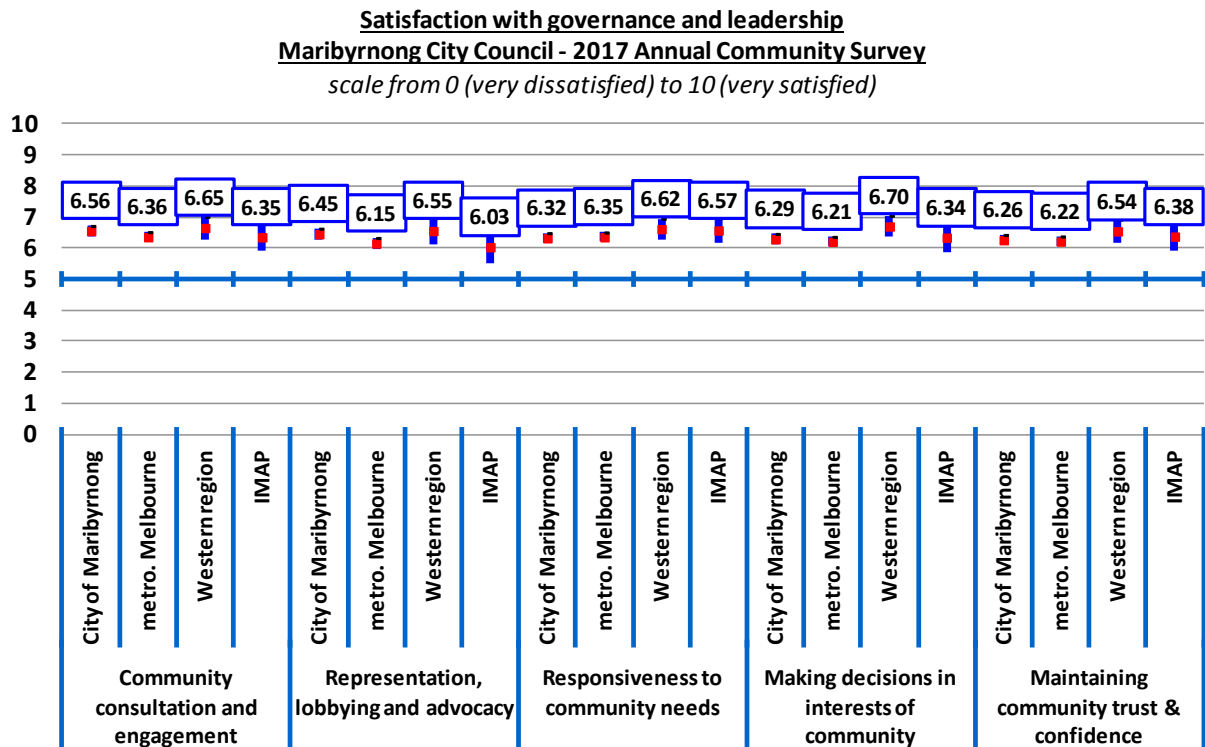
- **Very Good** – for Council’s performance promoting gender equity and respect. More than half (53.5%) of respondents were very satisfied with this aspect, whilst less than five percent (4.7%) were dissatisfied.
- **Good** – for Council’s community consultation and engagement. One-third (33.0%) of respondents were very satisfied with this aspect, whilst a little more than ten percent (11.3%) were dissatisfied.
- **Solid** – for Council’s representation, lobbying and advocacy, responsiveness to local community needs, making decisions in the interests of the community, and maintaining community trust and confidence. A little less than one-third of respondents were very satisfied with each of these aspects, whilst a little less than fifteen percent were dissatisfied.

**Satisfaction with aspects of governance and leadership**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





Satisfaction with aspects of governance and leadership in the City of Maribyrnong tended to be similar to or marginally higher than the metropolitan Melbourne and IMAP councils' average, and a little lower than the western region councils' average.



## Community issues, behaviours and attitudes

### *Issues for the City of Maribyrnong at the moment*

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 666 respondents representing 83.3% of the total sample provided at least one issue in the City of Maribyrnong at the moment. This is a significant increase on the 73.2% recorded in 2016 and the 71.2% recorded in 2015.

It is important to bear in mind that these results reflect issues identified by the community as priorities to be addressed in the municipality in the coming year. They are not to be read as list of complaints, nor do they all fall within the general remit of the City of Maribyrnong. Many of these issues are generally within the remit of the State Government.

The open-ended responses received from respondents have been categorised into broad groups for ease of analysis and to facilitate time-series analysis. The detailed verbatim comments are available on request.

There are six issues that have consistently been the most commonly raised by respondents in the City of Maribyrnong in recent years; traffic management, car parking, building / housing / planning and development, road maintenance and repairs, safety / policing and crime, and parks / gardens and open spaces.

- **Traffic management** – identified by more than one-quarter (26.8%) of respondents in 2017, a significant increase on the 14.1% recorded in 2016.
  - Traffic management issues relate primarily to issues such as congestion, commuting times, and the volume and speed of traffic in the municipality.
  - Although this result is somewhat higher than the metropolitan Melbourne average of 20.6%, Metropolis Research does note that traffic management is the most common issue across metropolitan Melbourne and has been so since *Governing Melbourne* commenced in 2010.
  - The 177 respondents that identified traffic management (6.64) were on average marginally more satisfied with Council’s overall performance than the municipal average (6.60). This does imply that this issue of traffic management, which is largely but not exclusively within the remit of state government, is not a significantly negative influence on these respondents’ satisfaction with Council’s overall performance.
- **Car parking** – identified by approximately one-sixth (17.3%) of respondents in 2017, a small decline on the 19.2% recorded in 2016, and a more substantial decline on the high of 22.1% recorded in 2014.
  - In 2014 a significant number of respondents raised the issue of paid parking in Yarraville as an issue that was included in this car parking category.
  - This result is only marginally higher than the metropolitan Melbourne average of 15.8%, which does highlight the fact that car parking issues are common across much of metropolitan Melbourne, and in particular inner and middle ring municipalities. It is less commonly identified as an issue in outer growth areas.



- The 138 respondents that identified car parking as an issue (6.21) were on average measurably less satisfied with Council's overall performance than the municipal average (6.60). This does strongly suggest that for these respondents this issue is a negative influence on their satisfaction with Council's overall performance.
- **Building, housing, planning and development** – identified by a little less than one-sixth (14.6%) of respondents in 2017, the fourth consecutive increase in this result recorded from the 4.8% recorded in 2013.
  - This category of issues include reference to planning decisions, increased population as a result of additional housing, and concerns about the nature and extent of new development occurring in the municipality.
  - This result in 2017 is marginally higher than the metropolitan Melbourne average of 10.9%, which does highlight the fact that over time planning issues have become more prominent in the City of Maribyrnong as the municipality is reflective of a more inner urban municipality (as a member of IMAP) rather than a middle ring western suburbs municipality as it was in the past. This socio-economic change is reflected in a number of results in this report.
  - The 117 respondents that identified this issue in 2017 (5.64) were on average measurably and very significantly less satisfied with Council's overall performance than the municipal average (6.60). Respondents identifying this issue on average rated satisfaction with Council's overall performance at a level categorised as "poor" compared to the "good" for the municipal average. This strongly suggests that for this sub-group of respondents, this issue exerts a strongly negative influence on satisfaction with Council's overall performance.
- **Road maintenance and repairs** – identified by twelve percent of respondents in 2017, an increase on the eight percent recorded in 2016.
  - This category of issues relate primarily to the condition of roads in the municipality, such as potholes.
  - This result is very similar to the metropolitan Melbourne average of 11.3%. Metropolis Research notes that issues with the condition of roads is relatively consistent across metropolitan Melbourne.
  - The 96 respondents that raised these issues (6.59) on average rated satisfaction with Council's overall performance at the same level as the municipal average (6.60).
- **Safety, policing, and crime related issues** – identified by 9.8% of respondents in 2017, a small increase on the six percent recorded in 2016.
  - These issues include a range of specific issues including fear of crime such as burglary and break-ins, the perception of safety in the public areas of the municipality, and a range of other crime and safety related issues.
  - Despite this increase this year, this issue was less commonly identified in the City of Maribyrnong than the metropolitan Melbourne average (15.2%). Metropolis Research notes that this issue did spike significantly in the outer growth areas of western Melbourne in 2016 and 2017 most particularly in the City of Melton and suburbs such as Caroline Springs. It is noted that this result has not been replicated in the City of Maribyrnong this year.
  - The 78 respondents that identified these issues in 2017 (6.64) were on average marginally more satisfied with Council's overall performance than the municipal average (6.60). This result strongly implies that for these respondents, this issue is not exerting a negative influence on their satisfaction with Council's overall performance.



**Top issues for Maribyrnong City Council to address in the coming twelve months**

**Maribyrnong City Council - 2017 Annual Community Survey**

(Number and percent of total respondents)

Issue	2017		2016	2015	2014	2013	metro. Melb.
	Number	Percent					
Traffic management	214	26.8%	14.1%	18.5%	16.5%	21.4%	20.6%
Car parking	138	17.3%	19.2%	18.4%	22.1%	10.4%	15.8%
Building, planning, housing and development	117	14.6%	11.8%	6.4%	5.6%	4.8%	10.9%
Road maintenance and repairs	96	12.0%	8.0%	8.4%	7.4%	6.8%	11.3%
Safety, policing and crime	78	9.8%	6.0%	7.4%	12.1%	14.5%	15.2%
Parks, gardens and open space	57	7.1%	8.3%	6.4%	6.9%	7.4%	7.2%
Lighting	56	7.0%	4.1%	3.9%	5.6%	7.8%	10.4%
Footpath maintenance and repairs	52	6.5%	5.9%	6.6%	6.1%	6.1%	8.5%
Council rates	48	6.0%	6.0%	6.3%	12.7%	6.6%	3.6%
Cleanliness and maintenance of area	44	5.5%	6.4%	8.6%	4.4%	4.0%	10.4%
Provision and maintenance of street trees	42	5.3%	3.5%	4.3%	2.7%	5.1%	6.0%
Rubbish and waste issues including garbage	40	5.0%	1.7%	1.9%	4.2%	4.6%	4.2%
Education and schools	34	4.3%	1.6%	2.3%	2.2%	3.3%	1.5%
Environment, conservation and climate change	32	4.0%	1.9%	2.9%	1.7%	1.8%	3.0%
Cycling and walking tracks	29	3.6%	4.6%	5.5%	4.2%	5.4%	3.8%
Public transport	27	3.4%	1.9%	3.3%	3.4%	3.1%	5.2%
Street cleaning and maintenance	24	3.0%	3.5%	3.0%	2.9%	6.4%	2.2%
Childcare	24	3.0%	2.0%	1.5%	2.4%	1.4%	0.0%
Hard rubbish collection	22	2.8%	2.6%	3.3%	3.2%	3.5%	2.8%
Communication & provision of information	21	2.6%	2.4%	2.5%	4.6%	1.3%	2.6%
Drugs, alcohol & cigarette issues	21	2.6%	1.4%	2.1%	5.6%	0.0%	1.7%
Footscray CBD issues	18	2.3%	4.9%	3.3%	4.0%	5.4%	n.a.
Services and facilities for the elderly	15	1.9%	1.1%	0.6%	0.9%	0.9%	2.1%
Noise	15	1.9%	1.0%	0.3%	0.9%	0.9%	0.9%
Graffiti and vandalism	14	1.8%	2.2%	4.0%	3.5%	1.1%	1.5%
Provision and maintenance of infrastructure	14	1.8%	1.9%	1.8%	0.4%	0.6%	2.1%
Cultural diversity	13	1.6%	1.0%	1.0%	1.6%	0.0%	0.0%
Recycling collection	13	1.6%	0.9%	0.5%	1.1%	0.5%	0.9%
Green waste collection	12	1.5%	1.1%	0.0%	0.6%	1.0%	1.4%
Public toilets	12	1.5%	0.9%	1.3%	1.4%	1.6%	0.9%
Financial issues and priorities for Council	11	1.4%	0.9%	1.1%	1.1%	0.8%	1.6%
Health and medical services	11	1.4%	0.2%	0.6%	0.7%	0.4%	1.4%
Promote or improve community atmosphere	9	1.1%	0.5%	0.6%	3.1%	0.1%	1.2%
Community activities, arts and culture	9	1.1%	1.1%	0.8%	2.6%	1.1%	2.0%
Sports and recreation facilities	9	1.1%	0.7%	1.1%	1.4%	1.3%	2.3%
Quality & provision of community services	8	1.0%	1.4%	0.0%	1.4%	0.3%	1.2%
Council customer service	8	1.0%	0.6%	1.1%	0.9%	0.3%	0.0%
Other issues n.e.i	93	11.6%	4.9%	4.8%	6.0%	45.0%	17.0%
<b>Total responses</b>	<b>1,500</b>		<b>1,229</b>	<b>1,237</b>	<b>1,429</b>	<b>1,231</b>	<b>1,479</b>
<i>Respondents identifying at least one issue</i>	666		588	570	608	597	692
	(83.3%)		(73.2%)	(71.2%)	(75.9%)	(74.7%)	(85.3%)





## Planning and housing development

### *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?”*

Consistent with the results recorded in previous years, a little less than ten percent (nine percent) of respondents had participated in a planning application or development in the last twelve months.

This question was included in the survey primarily to facilitate comparison of satisfaction with aspects of the planning approval process.

**Involvement in planning approvals process**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2017		2016	2015	2014	2013	2012
	Number	Percent					
Yes - Applicant	40	5.1%	4.1%	3.8%	6.2%	4.7%	3.2%
Yes - Objector	24	3.1%	6.4%	3.8%	2.5%	2.2%	5.3%
Yes - Other	6	0.8%	0.5%	0.5%	1.1%	0.4%	0.3%
No involvement	711	91.0%	89.0%	92.0%	90.1%	92.7%	91.2%
Not stated	19		6	29	15	34	30
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>

#### Satisfaction with aspects of the planning approvals process

Respondents 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?”*

This set of questions relating to satisfaction with aspects of the planning approval process was asked only of the small sample of just seventy respondents that had participated in the process in some way in the last twelve months.

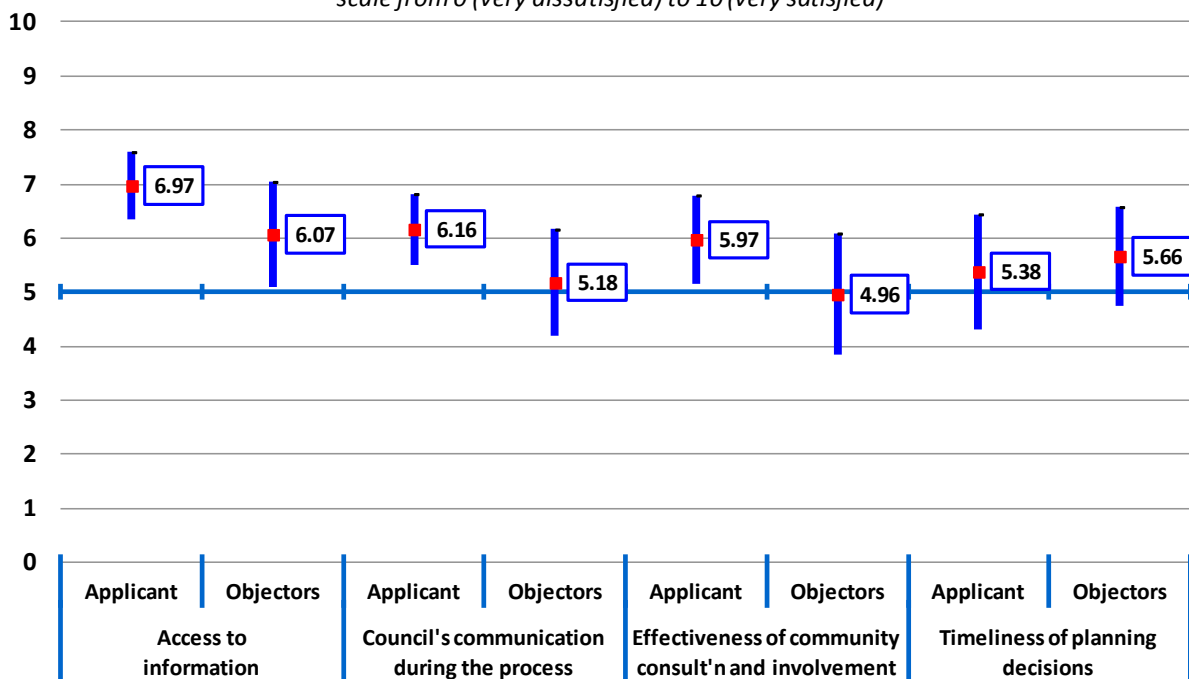


Consistent with the results recorded in previous years it is noted that applicant respondents were marginally more satisfied with access to information, Council’s communication during the process, and the effectiveness of community consultation and involvement than were respondents that had objected to a planning application.

The reverse is true in relation to satisfaction with the timeliness of planning decisions, with which applicant respondents were somewhat less satisfied than respondents that had objected to a planning application.

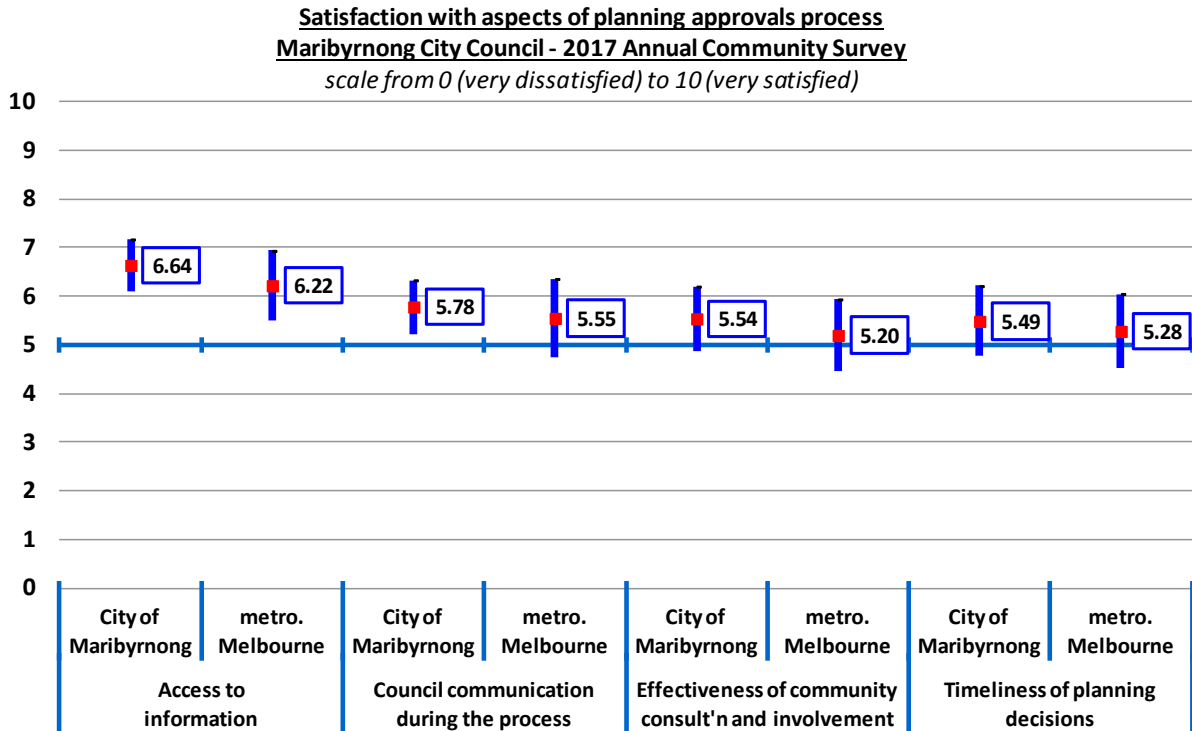
These results reflect the fact that objectors to planning applications are more likely to feel that there is insufficient communication and engagement with objectors through the process. Objectors tend however to be less concerned about the timeliness of decisions than are applicants. Applicants are often significantly more concerned about how long the planning application can take than objectors.

**Satisfaction with aspects of planning approvals process by involvement in planning**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with the four included aspects of the planning application process was marginally but not measurably higher in the City of Maribyrnong than the metropolitan Melbourne average as recorded in the 2017 *Governing Melbourne* research.



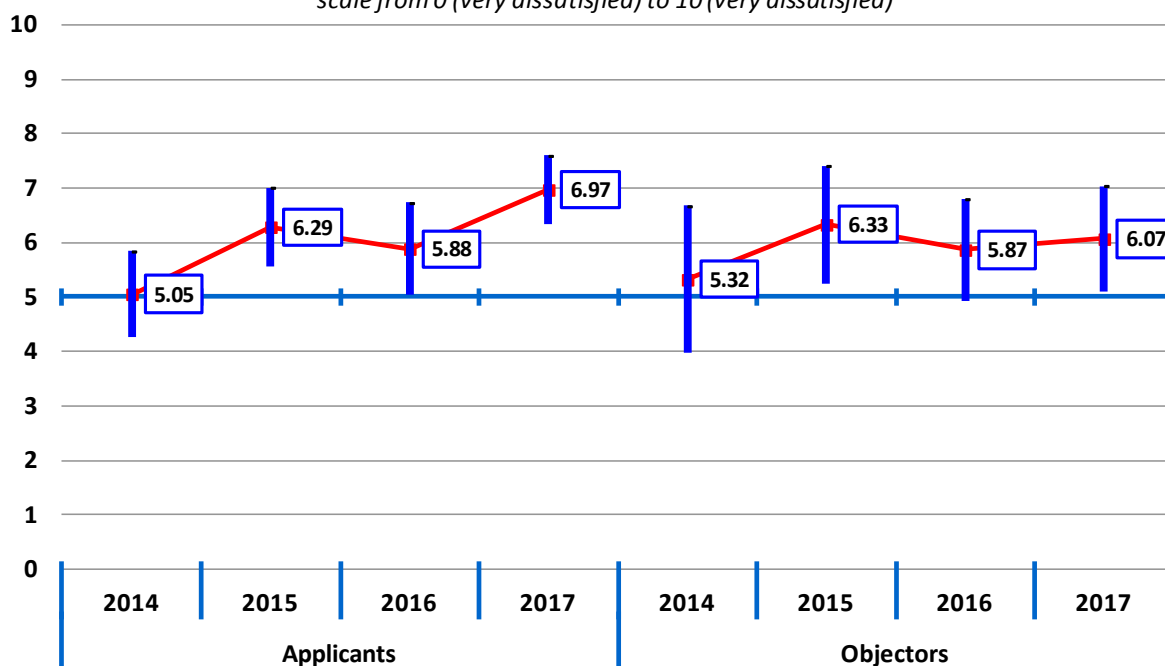


Applicant satisfaction with the access to information has increased significantly since 2014, up thirty-eight percent from 5.05 in 2014 to 6.97 this year. Applicant satisfaction has improved from a level categorised as “very poor” in 2014 to “good” this year.

Objector satisfaction with access to information has remained relatively stable over the last four years, although it has increased somewhat from the 5.32 recorded in 2014. Objector satisfaction was categorised as “solid” in 2017.



**Satisfaction with access to information by type of involvement in planning**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Both applicant and objector satisfaction with Council’s communication during the process improved somewhat, albeit not measurably in 2017.

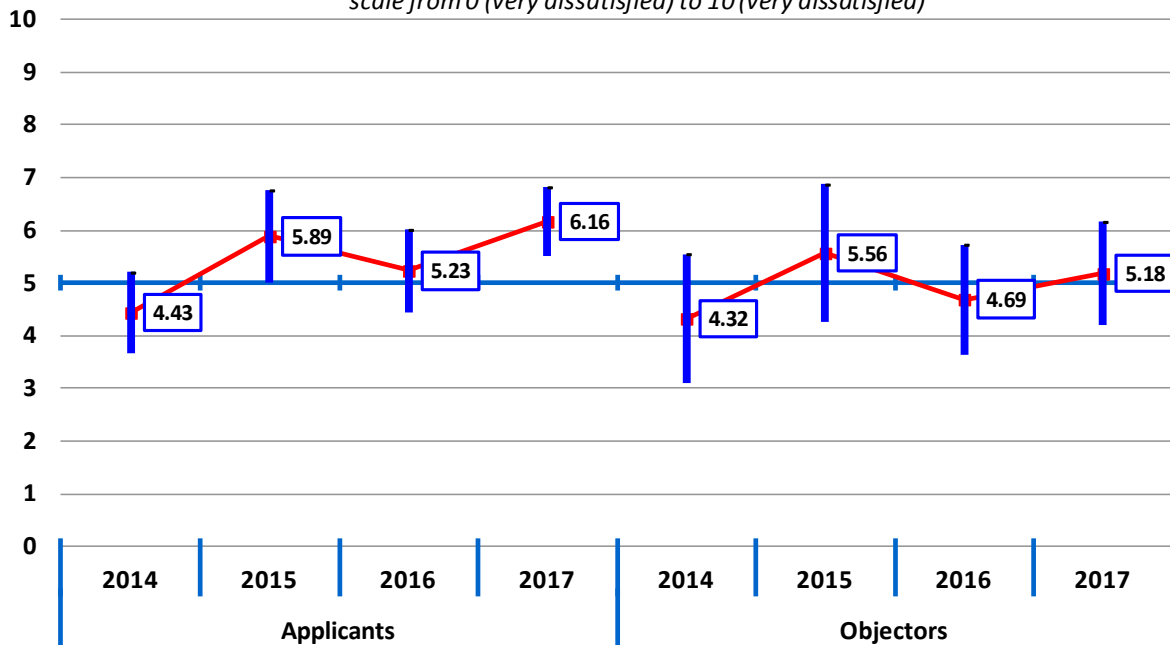
Applicant satisfaction with this aspect of the process has increased substantially since 2014, up thirty-nine percent from 4.43 in 2014 (rated “extremely poor”), to 6.16 this year (rated “solid”).

Objector satisfaction has remained relatively stable over this period however, despite an improvement from the 4.32 recorded in 2014 to 5.18 this year. This level of satisfaction is however categorised as “very poor”.



**Satisfaction with Council's communication during the process by type of involvement in planning**

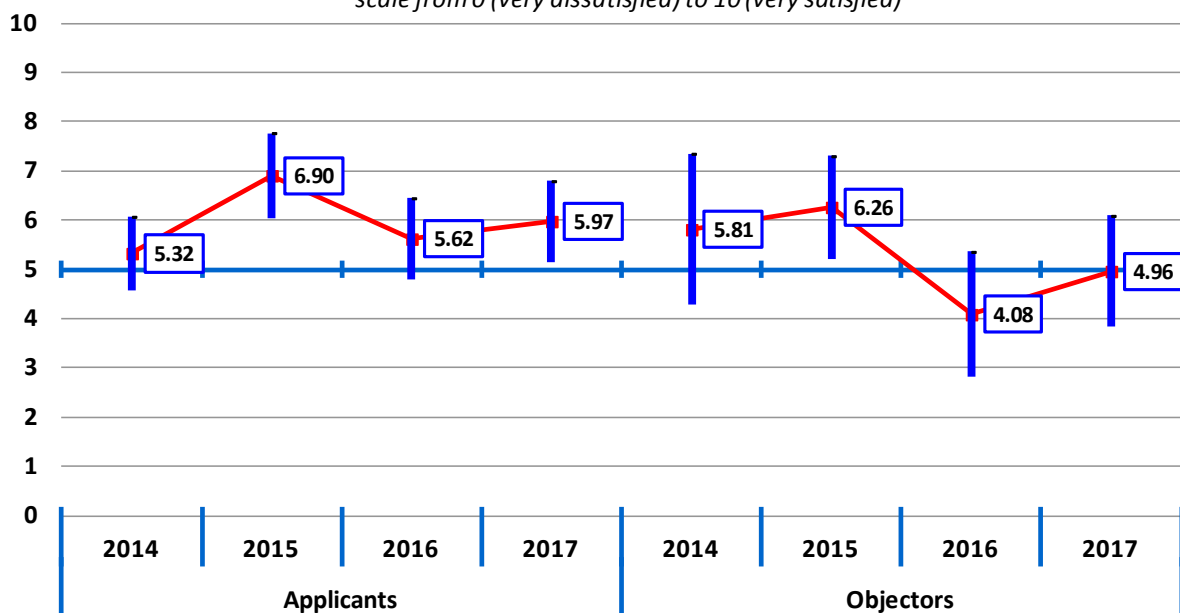
**Maribyrnong City Council - 2017 Annual Community Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



Both applicant and objector satisfaction with the effectiveness of community consultation and involvement increased marginally but not measurably this year. Applicant satisfaction remains categorised as “poor”, whilst objector satisfaction remains categorised as “extremely poor”. There has been no trend increase in satisfaction with this aspect of the process over the four years this question has been included in the survey.

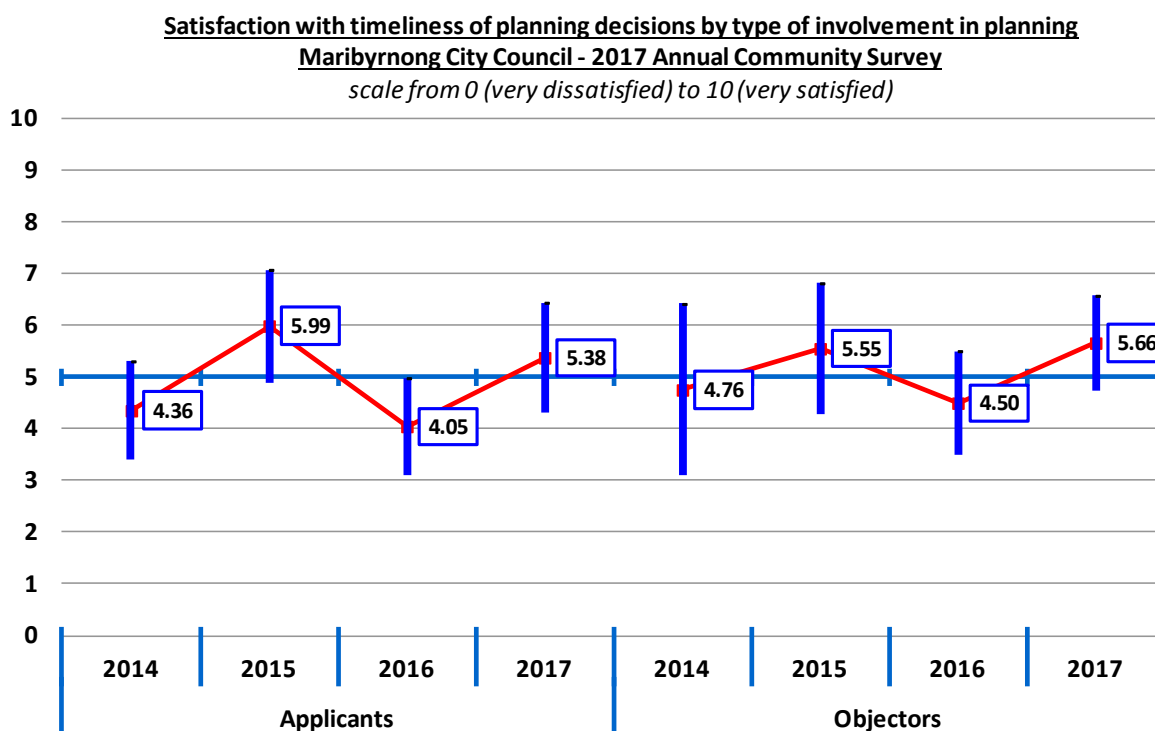
**Satisfaction with effectiveness of community consultation and involvement by type of involvement in planning**

**Maribyrnong City Council - 2017 Annual Community Survey**  
scale from 0 (very dissatisfied) to 10 (very satisfied)



Both applicant and objector respondents rated satisfaction with the timeliness of planning decisions somewhat higher in 2017 than in 2016. It is clear however that there has been no sustained improvement in satisfaction with this aspect of the process over the four years this question has been included in the survey.

Both applicant and objector respondents rated satisfaction with this aspect at a level categorised as “poor”.



### **Planning and housing development outcomes**

Respondents 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 your local area?”*

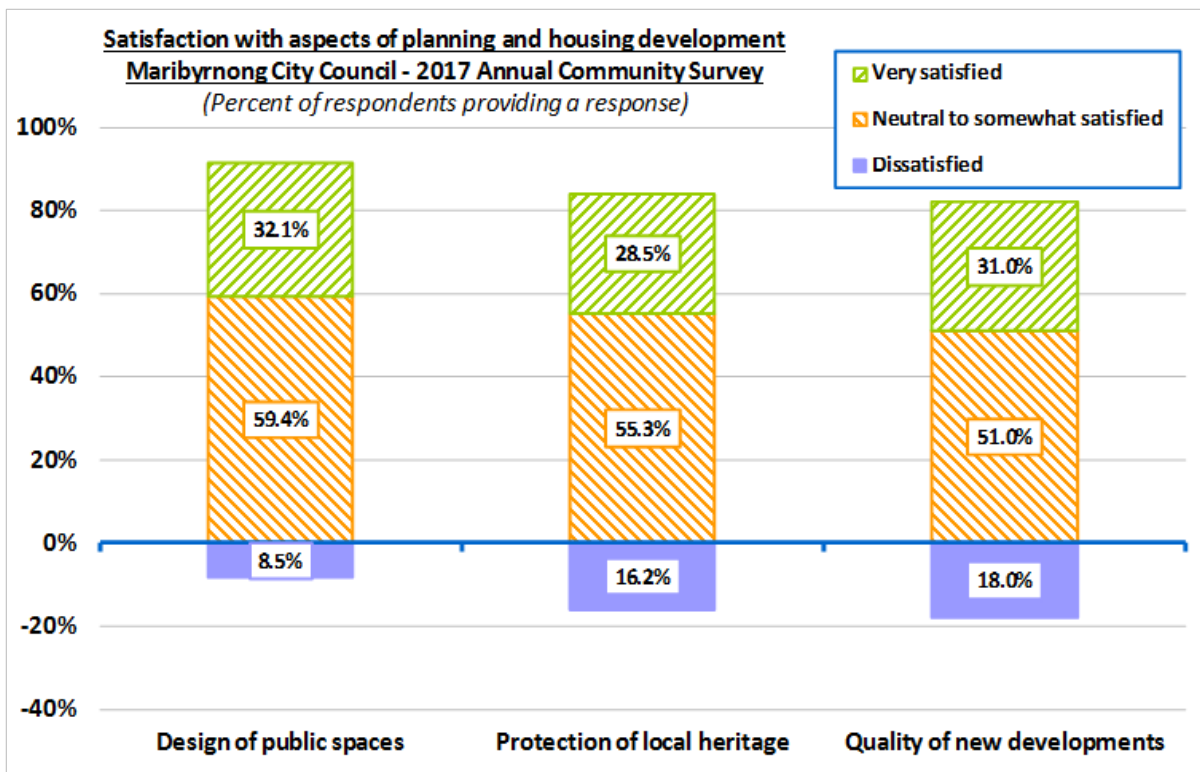
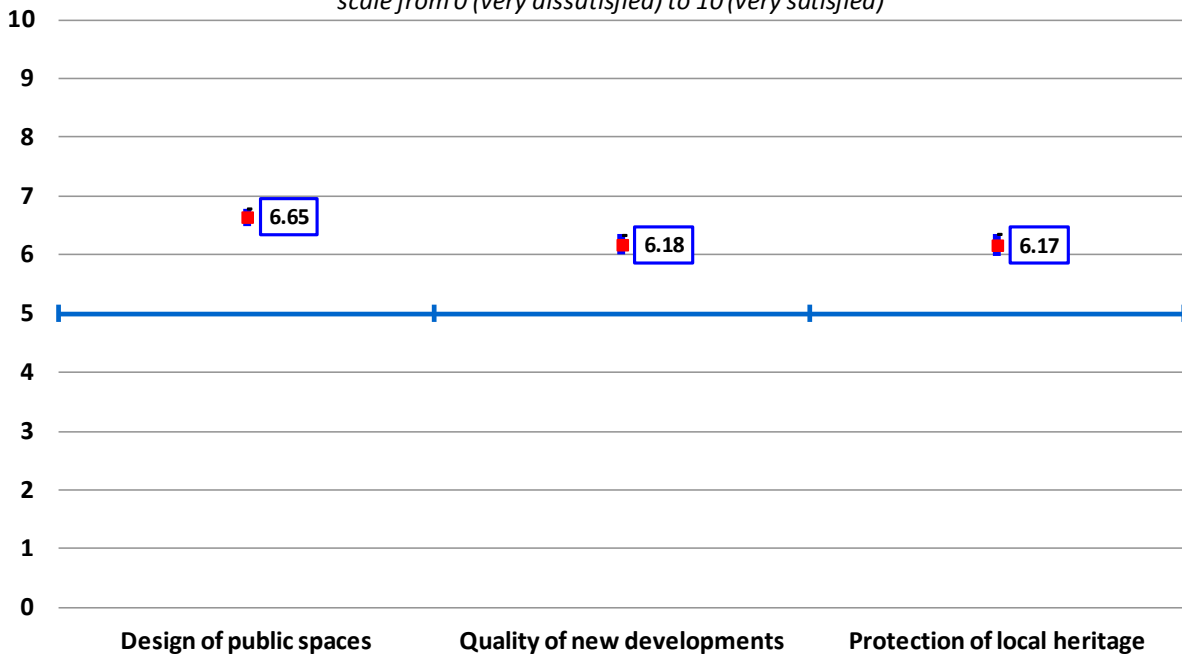
All respondents were asked to rate their satisfaction with three aspects of planning and housing development outcomes.

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

- **Good** – for the design of public spaces. Almost one-third (32.1%) of respondents were very satisfied with the design of public spaces, whilst a little less than ten percent (8.5%) were dissatisfied.
- **Solid** – for the protection of local heritage and the quality and appearance of new developments. A little less than one-third of respondents were very satisfied with these two aspects, whilst approximately one-sixth were dissatisfied.

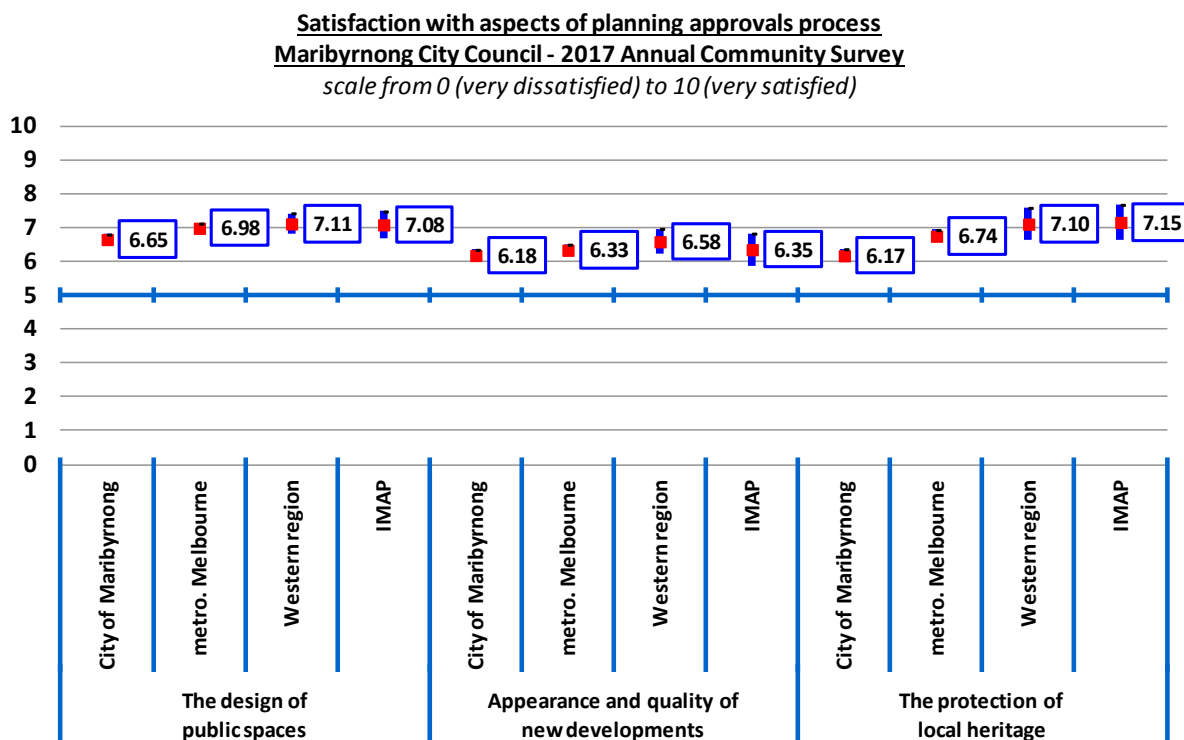


**Satisfaction with aspects of planning and housing development**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When compared to results from *Governing Melbourne* it is noted that respondents in the City of Maribyrnong were measurably less satisfied with the three aspects of planning and development outcomes in the municipality than the metropolitan Melbourne, IMAP councils' and western region councils' average satisfaction.





### **Planning for population growth**

Respondents were asked:

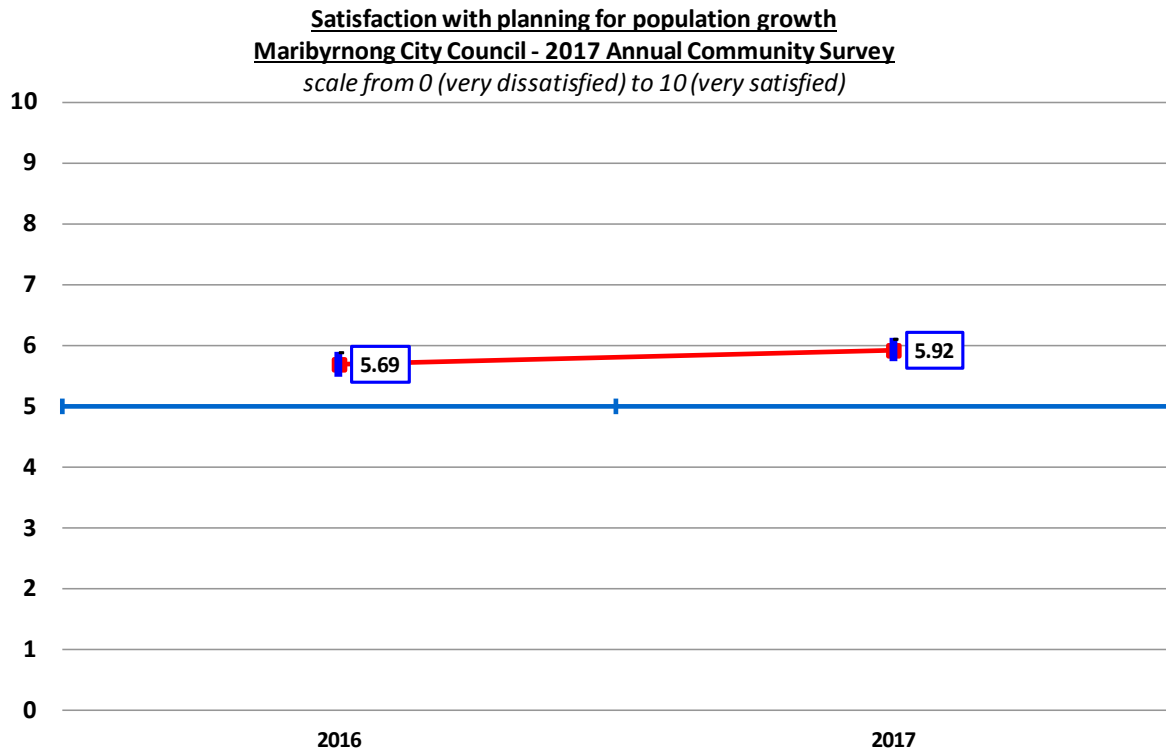
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”*

Respondents were again in 2017 asked to rate their satisfaction with “planning for population growth”. By design this question did not specify satisfaction with Council’s planning for population growth, as population growth is an area of public policy within the remit of a number of levels of government (primarily state government).

Satisfaction with planning for population growth increased marginally but not measurably in 2017, up four percent to 5.92, although it remains at a level categorised as “poor”.







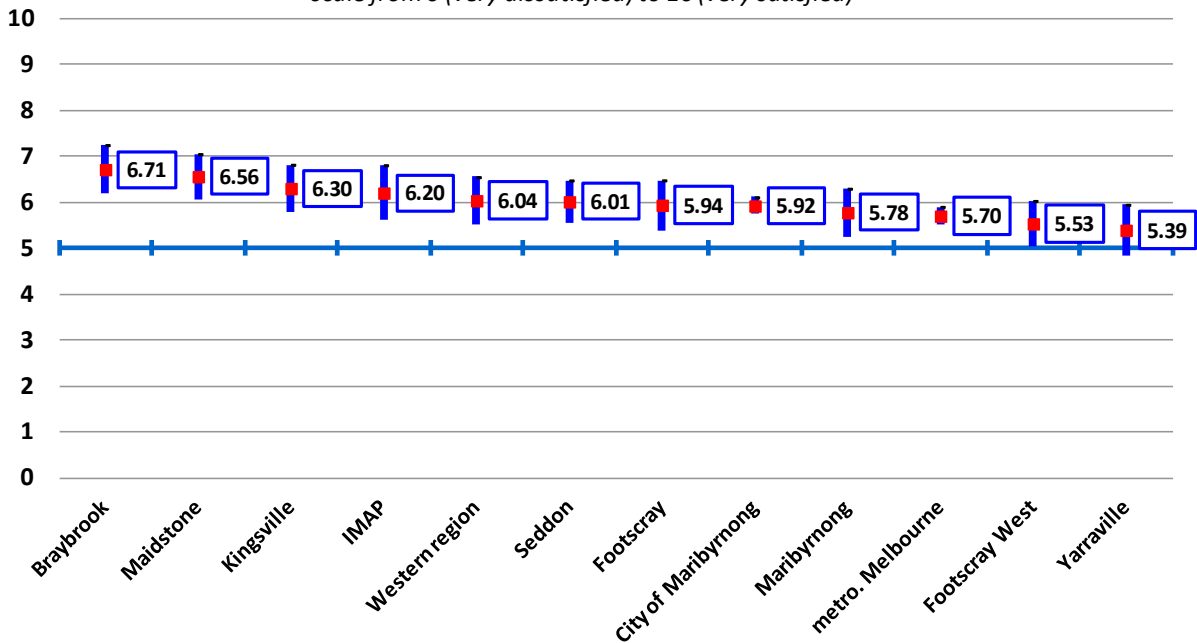
This result is marginally lower than both the IMAP and western region councils’ average satisfaction and marginally higher than the metropolitan Melbourne average satisfaction, as recorded in the 2017 *Governing Melbourne* research.

There was some measurable variation in satisfaction with planning for population growth observed across the municipality, with attention drawn to the following:

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

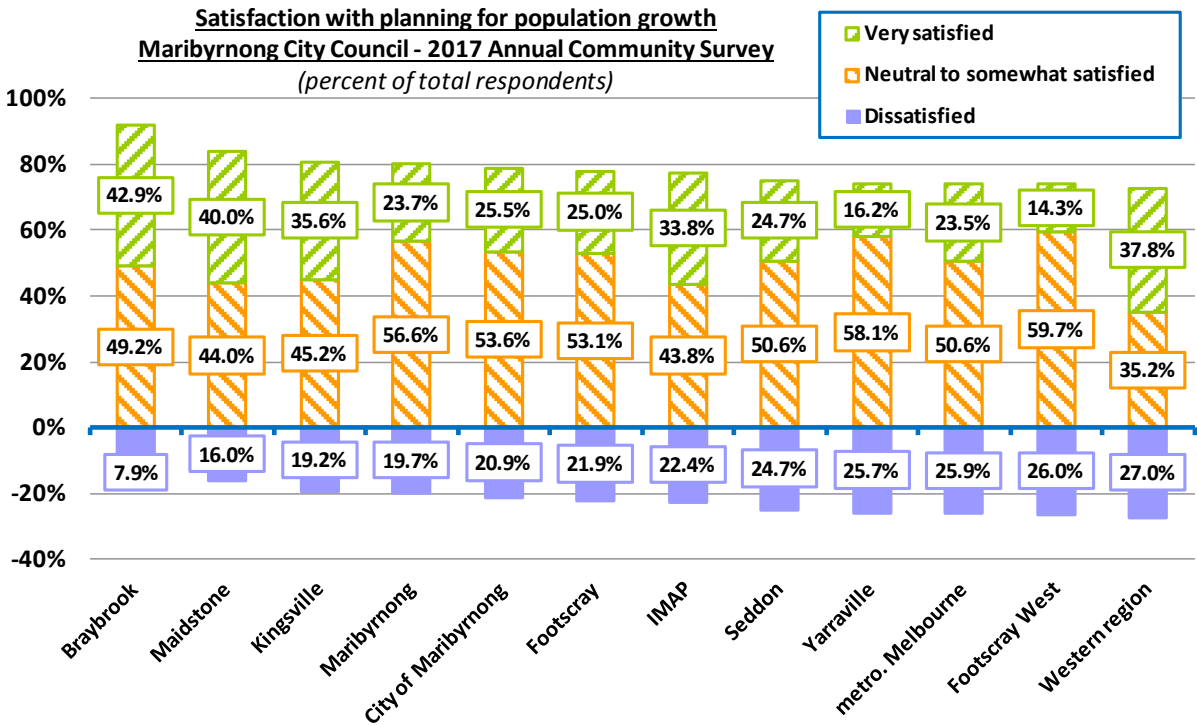


**Satisfaction with planning for population growth by precinct**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



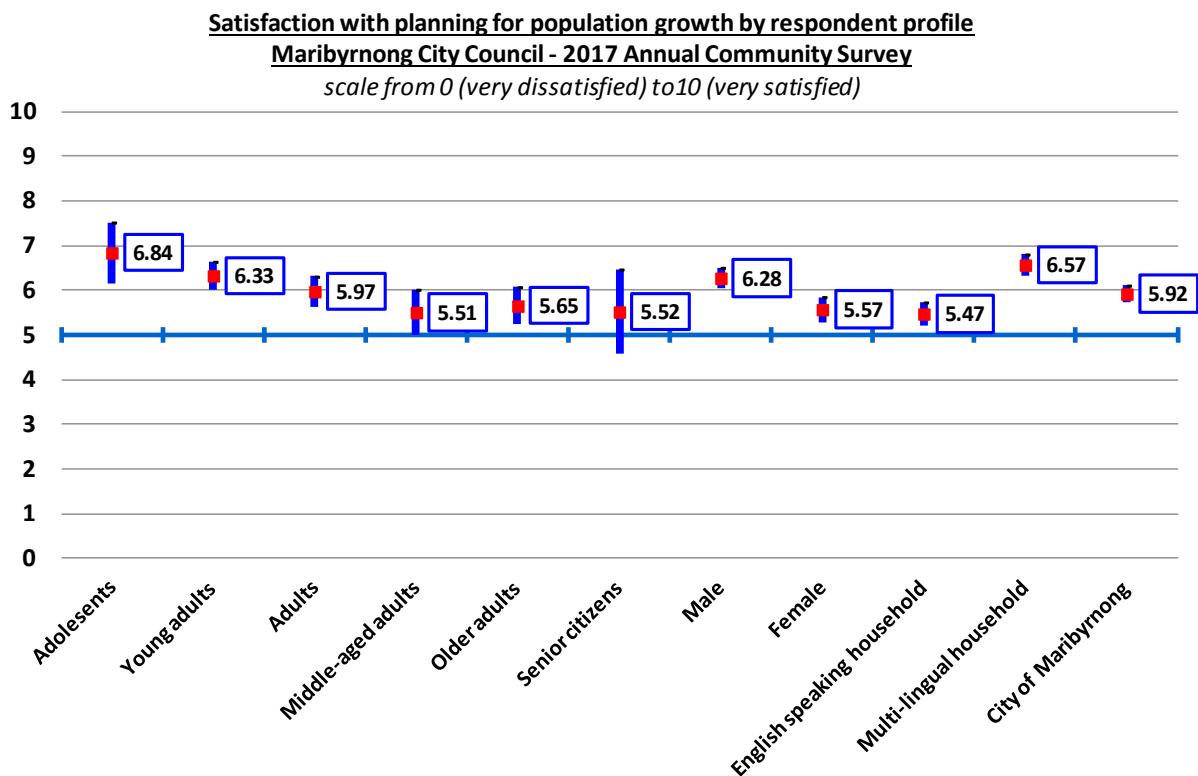
Particular attention is drawn to the fact that one-quarter or more of respondents from Seddon (24.7%), Yarraville (25.7%), and Footscray West (26.0%) were dissatisfied with planning for population growth.

**Satisfaction with planning for population growth**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(percent of total respondents)*



There was significant variation in satisfaction with planning for population growth observed by respondent profile, with attention drawn to the following:

- **Age structure** – satisfaction declined significantly with the respondents’ age, with middle-aged adults, older adults, and senior citizens less satisfied than younger respondents.
- **Gender** – male respondents were measurably and significantly (12.7%) more satisfied than female respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably and significantly (20.1%) more satisfied than respondents from English speaking households.

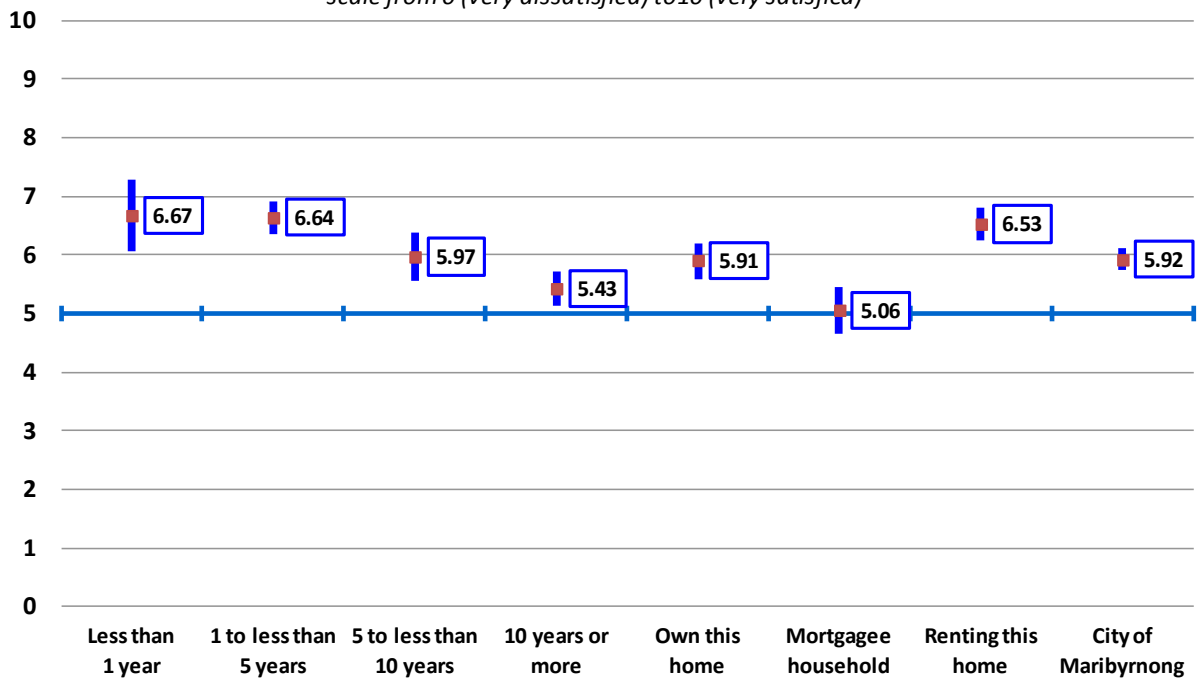


There was also very significant variation in satisfaction with planning for population growth observed by housing situation and the period of residence in the City of Maribyrnong, with attention drawn to the following:

- **Period of residence** – satisfaction with planning for population growth declined measurably and significantly by the period of residence in the City of Maribyrnong. Satisfaction declined from “good” for respondents that had lived in Maribyrnong for less than five years, “poor” for residence between five and less than ten years, and “very poor” for residence of ten years or more.
- **Housing situation** – mortgagee households were measurably and significantly less satisfied than either home owners or rental household respondents, and rated satisfaction at a level categorised as “very poor”, whilst rental household respondents rated satisfaction “good”.



**Satisfaction with planning for population growth by period of residence**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Customer service

### Contact with Council in the last two years

Respondents were asked:

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

Consistent with the results recorded in previous years, approximately half (50.4%) of respondents had contacted Council in the last two years.

**Contacted Council in the last two years**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2017		2016	2015	2014	2013	2012
	Number	Percent					
Yes	398	50.4%	48.9%	53.5%	51.7%	49.1%	47.8%
No	391	49.6%	51.1%	46.5%	48.3%	50.9%	52.2%
Can't say	11		8	11	0	12	10
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>

### Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results recorded in previous years, the two most common methods by which respondents contact Council were by telephoning Council during office hours (51.4% down from 54.1%) and visiting in person (18.7% down from 19.3%).

A total of 15.7% of respondents contacted Council electronically, either by email (11.4%) or via the website (4.3%).

Although methods like the website are included in the list of methods of contacting Council, it is clear that when asked to identify their method of contacting Council most respondents are thinking of traditional customer contact methods, such as telephone and visiting in person.

This is reinforced by the fact that results have shown that approximately one-third of respondents will have visited their local council website at least occasionally; however the website this quarter was identified as the method of last contacting Council by just 4.3% of respondents.



**Form of contact with Maribyrnong City Council**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and percent of respondents who contacted Council)

Response	2017		2016	2015	2014	2013	2012
	Number	Percent					
Telephone (during office hours)	203	51.4%	54.1%	50.2%	58.8%	59.8%	59.8%
Visit in person	74	18.7%	19.3%	28.9%	20.7%	15.5%	27.0%
E-mail	45	11.4%	9.3%	12.8%	10.0%	6.5%	6.9%
Website	17	4.3%	4.6%	2.1%	2.7%	2.1%	1.3%
Mail	5	1.3%	0.8%	0.2%	0.5%	1.6%	2.1%
Telephone (after hours)	3	0.8%	1.3%	0.2%	4.4%	1.0%	0.3%
Multiple	48	12.2%	10.6%	5.5%	2.9%	13.5%	2.6%
Not stated	3		1	0	5	1	0
<b>Total</b>	<b>398</b>	<b>100%</b>	<b>389</b>	<b>422</b>	<b>415</b>	<b>387</b>	<b>378</b>

### Satisfaction with aspects of 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?”*

The average satisfaction with the nine included aspects of customer service in 2017 was 7.24, a marginal but not measurable increase on the average of 7.21 recorded in 2016. This level of satisfaction is categorised as “good”, the same as in 2016, but lower than the “very good” recorded in the five years from 2011 to 2015.

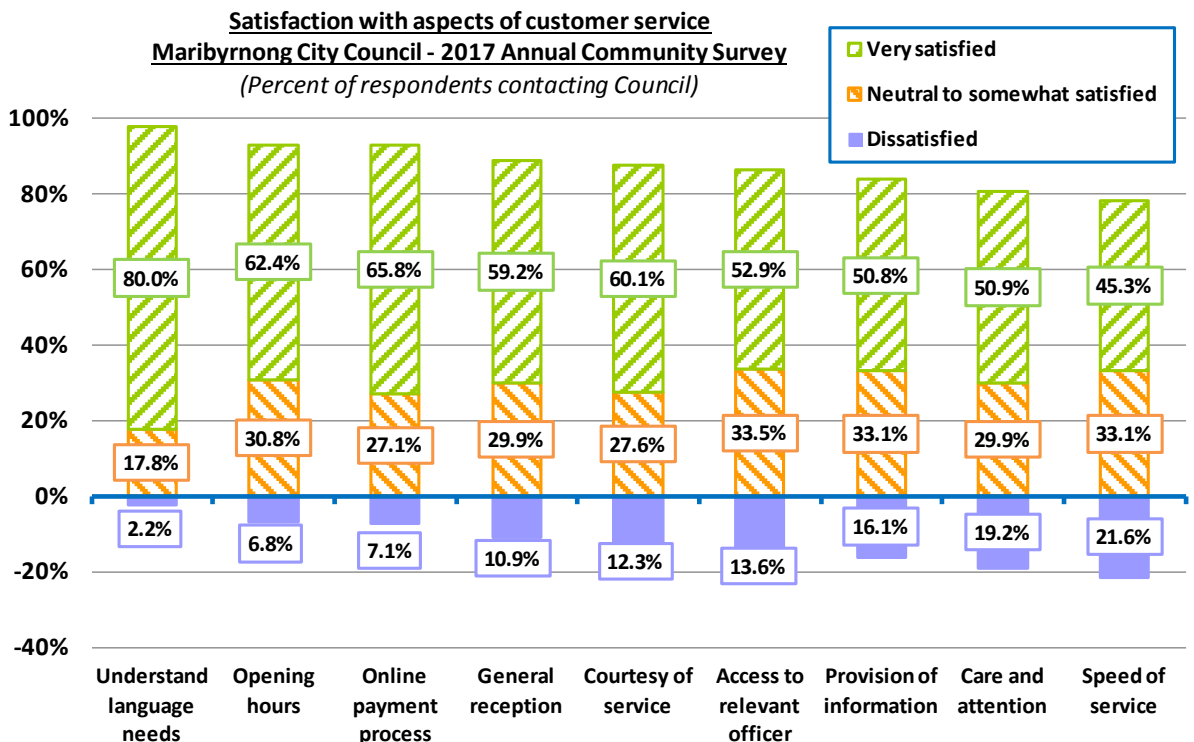
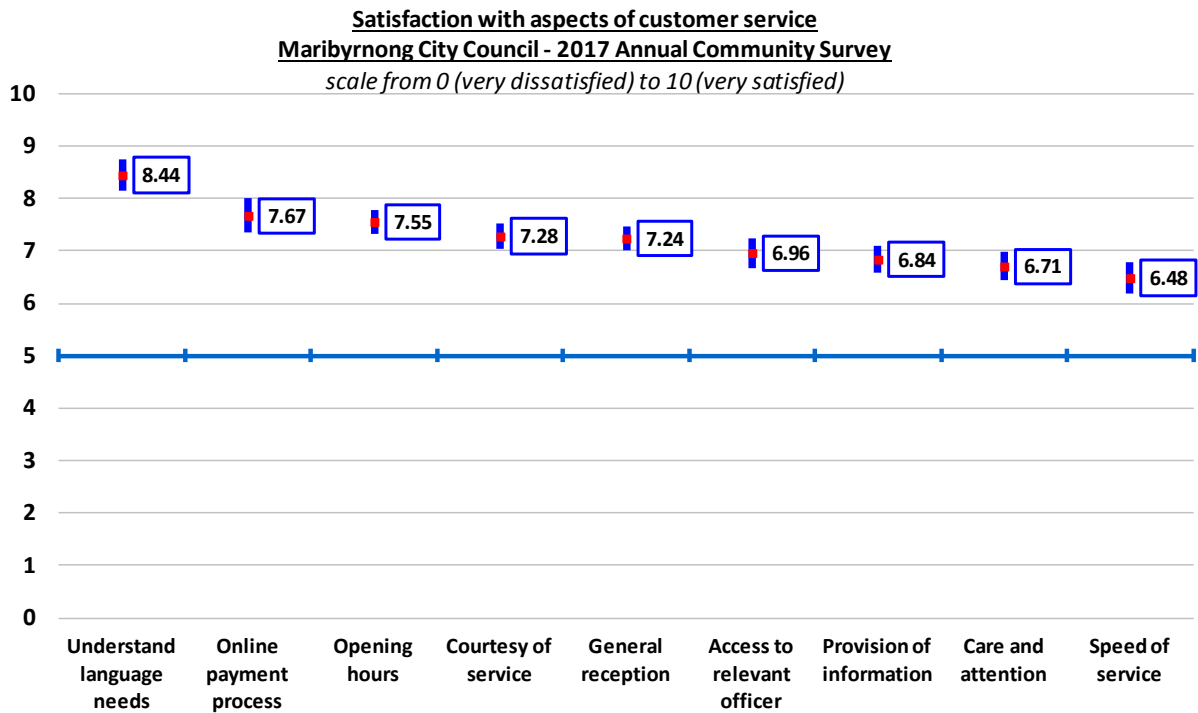
Satisfaction with the nine aspects of customer service can best be summarised as follows:

- **Excellent** – for staff understanding of language needs (asked only of respondents from multi-lingual households). Four-fifths (80.0%) of respondents were very satisfied with this aspect of customer service, and just 2.2% were dissatisfied.
- **Very Good** – for the online payment process, opening hours, and courtesy of service. A little less than two-thirds of respondents were very satisfied with each of these aspects, whilst between seven and thirteen percent were dissatisfied.
- **Good** – for general reception, access to relevant officer, the provision of information, and care and attention to enquiry. A little more than half of the respondents were very satisfied with each of these aspects, whilst between eleven percent and one-sixth were dissatisfied.
- **Solid** – for the speed of service. Whilst a little less than half (45.3%) of respondents were very satisfied with this aspect of service, more than one-fifth (21.6%) were dissatisfied.



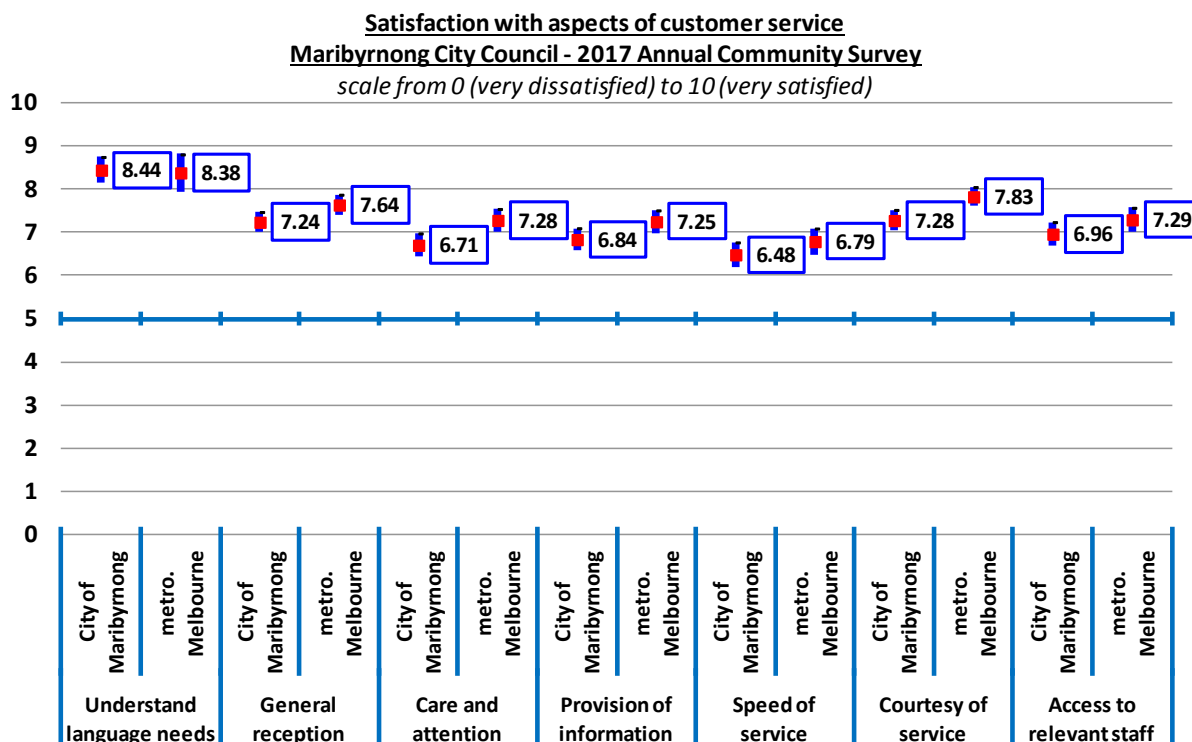
Metropolis Research notes that the speed of service tends to be the aspect with the lowest level of satisfaction, both in the City of Maribyrnong as well as elsewhere across metropolitan Melbourne.

It is also true to say that the speed of service is one the aspects of customer service that exerts the strongest influence over overall satisfaction with the customer service experience.



The following graph provides a comparison of satisfaction with the seven aspects of customer service that are included in both the City of Maribyrnong survey as well as *Governing Melbourne*.

On average respondents in the City of Maribyrnong (7.14) were 4.7% less satisfied with these seven aspects of customer service than the metropolitan Melbourne average (7.49). This includes a measurably lower level of satisfaction with care and attention to enquiry (7.8% lower) and courtesy of service (7.0% lower).



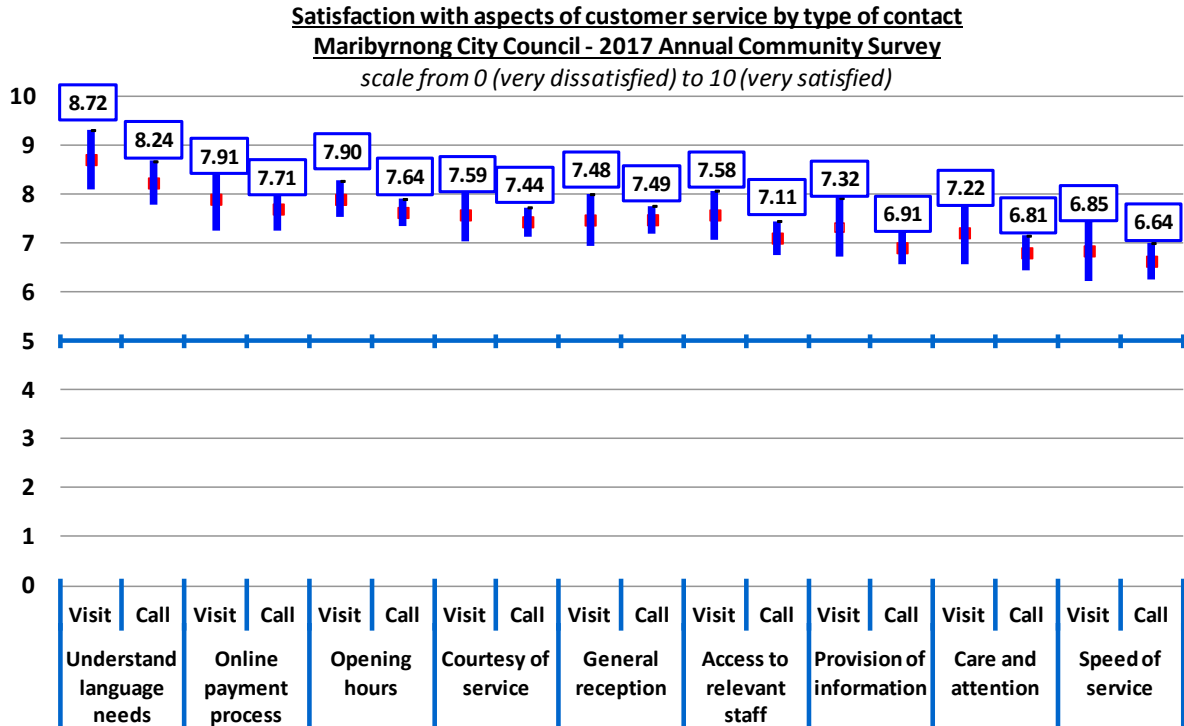
The following graph provides a comparison of satisfaction with the nine included aspects of customer service between respondents visiting Council in person and those telephoning Council during office hours.

Metropolis Research notes that on average respondents visiting Council in person were 3.9% more satisfied with the nine aspects of customer service than were responding telephoning Council.

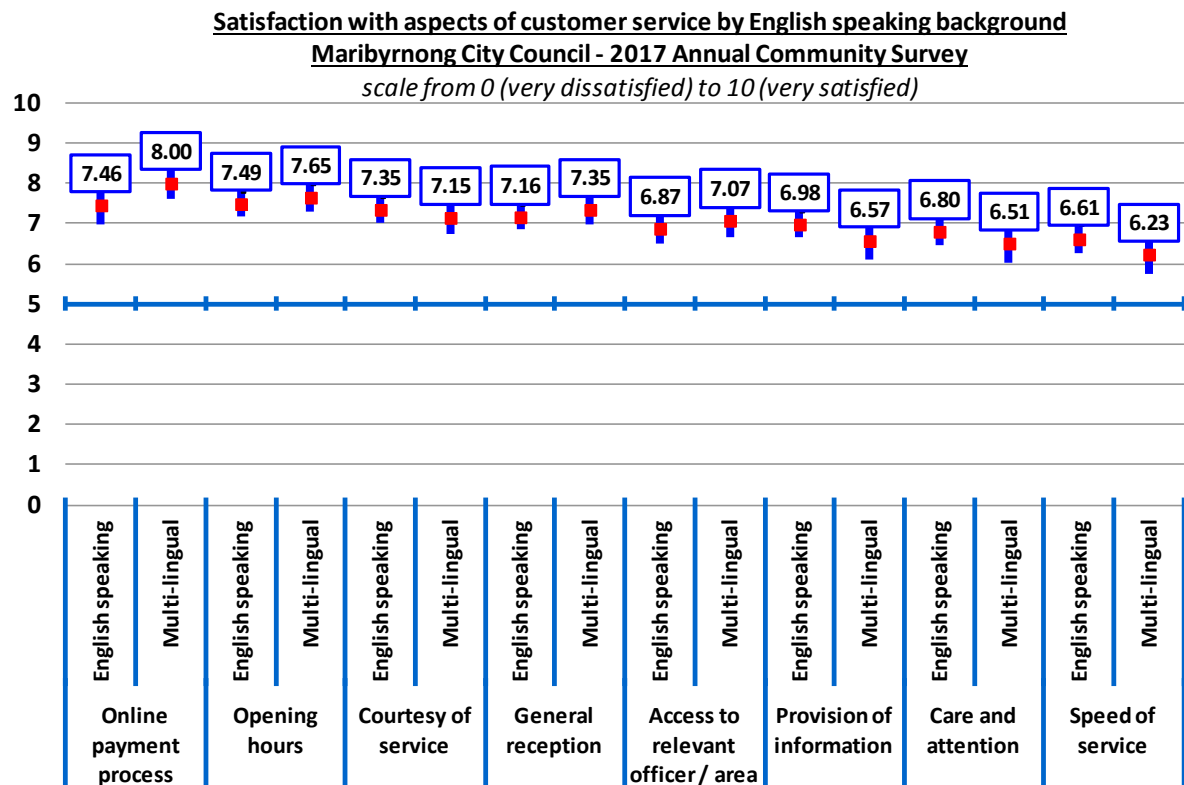
Whilst this is a notable difference, it is true that respondents visiting in person will naturally tend to be more satisfied with the experience than those telephoning Council, given the greater level of engagement possible face to face compared to telephone. Metropolis Research also notes that it is significantly lower than what has been recorded in some other municipalities in 2017.







There was no statistically significant variation in satisfaction with the included aspects of customer service observed between respondents from English speaking households and respondents from multi-lingual households.



## 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?”*

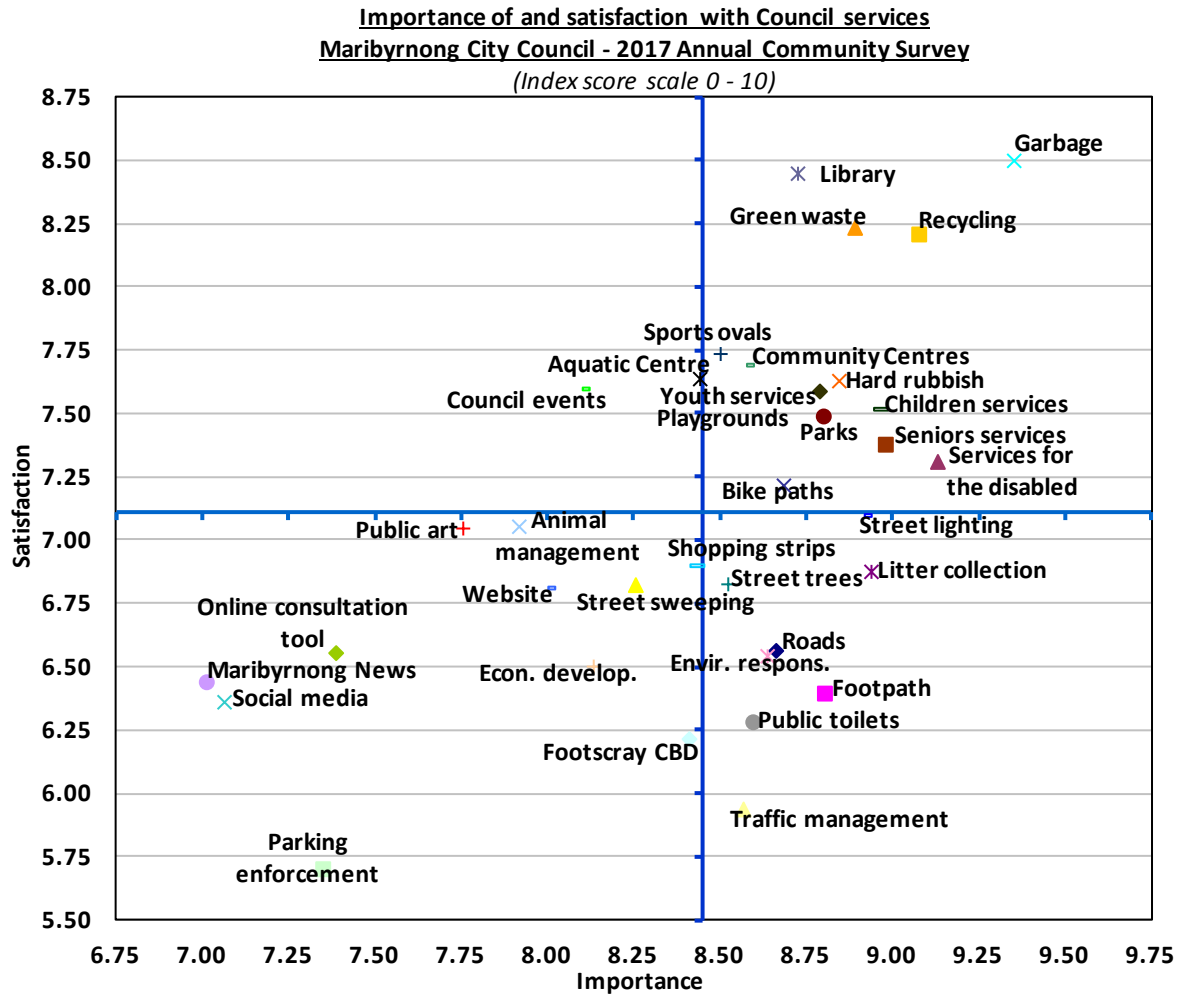
Respondents were asked to rate the importance to the community of a total of thirty-four Council provided services and facilities. Respondents were then asked to rate their personal level of satisfaction with sixteen core Council services and facilities, and their personal level of satisfaction with 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-five included Council services and facilities against the average satisfaction with each service and facility. The blue cross-hairs represent the average importance (8.45) and the average satisfaction (7.11).

Services and facilities located in the top right hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services in the lower right hand quadrant are those that are more important than average, but with which respondents are less satisfied than average. This quadrant represents the services and facilities of most concern.





**Importance of Council services and facilities to the community**

The average importance of the thirty-four included Council services and facilities was 8.45 out of ten in 2017, almost identical to the results in 2016 (8.42) and 2015 (8.48).

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

This result is marginally but not measurably lower than the metropolitan Melbourne average of 8.70 recorded for the twenty-nine services and facilities included in the *Governing Melbourne* research.

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

- **Higher than average importance in Maribyrnong** – services for children, services for people with a disability, and Council’s website. It is noted however that these services were only one percent more important in the City of Maribyrnong than the metro. Melbourne average.



- **Lower than average importance in Maribyrnong** – parking enforcement (9.6% lower), provision of public art (6.3% lower), Maribyrnong News (5.8% lower), animal management (4.9% lower), street sweeping (4.6% lower), local traffic management (3.9% lower), and the maintenance and cleaning of shopping strips (3.2% lower).

**Importance of selected Council services and facilities**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	Number	2017			2016	2015	2014	metro. Melb 2017
			Lower	Mean	Upper				
Higher than average importance	Weekly garbage collection	792	9.28	<b>9.35</b>	9.42	9.26	9.30	9.21	9.35
	Services for people with a disability	755	9.04	<b>9.13</b>	9.22	9.24	9.05	n.a.	9.06
	Regular recycling	789	8.98	<b>9.07</b>	9.17	9.25	9.10	8.99	9.28
	Services for seniors	741	8.87	<b>8.98</b>	9.08	9.07	8.94	8.83	9.01
	Services for children	759	8.86	<b>8.96</b>	9.07	9.12	8.82	8.84	8.89
	Litter collection in public areas	785	8.85	<b>8.94</b>	9.02	8.85	8.81	8.69	n.a.
	Prov. and main. of street lighting	788	8.82	<b>8.92</b>	9.01	8.87	8.82	8.76	8.95
	Green waste collection	764	8.79	<b>8.89</b>	8.99	8.90	8.90	8.94	8.92
	Hard rubbish collection	776	8.74	<b>8.84</b>	8.94	9.02	8.94	8.74	8.97
	Footpath maintenance and repairs	792	8.70	<b>8.80</b>	8.90	8.65	8.73	8.45	8.90
	Prov. and main. of parks and gardens	781	8.71	<b>8.80</b>	8.89	8.76	8.72	8.53	8.95
	Services for young people	747	8.68	<b>8.79</b>	8.90	8.93	8.69	8.71	8.77
	Local library	766	8.61	<b>8.72</b>	8.83	8.80	8.83	8.86	8.79
	Average importance	On and off road bike and walking paths	771	8.57	<b>8.68</b>	8.79	8.72	8.73	8.49
Maint. and repair of sealed local roads		794	8.56	<b>8.66</b>	8.76	8.61	8.72	8.49	8.86
Council responsibilities on environment		741	8.52	<b>8.63</b>	8.75	8.55	8.69	na	8.63
Prov. and maintenance of playgrounds		770	8.53	<b>8.63</b>	8.74	8.77	8.63	8.49	n.a.
Public toilets		767	8.48	<b>8.59</b>	8.71	8.64	8.66	8.68	8.60
Community Centres		747	8.47	<b>8.58</b>	8.68	8.35	8.44	8.38	n.a.
Local traffic management		774	8.45	<b>8.57</b>	8.68	8.37	8.47	8.33	8.91
Prov. and main. of street trees		789	8.41	<b>8.52</b>	8.63	8.29	8.47	8.29	8.71
Sports ovals		773	8.38	<b>8.50</b>	8.62	8.44	8.66	8.41	8.71
Maribyrnong Aquatic Centre		744	8.32	<b>8.44</b>	8.55	8.29	8.46	8.42	8.63
Maint. and cleaning of shopping strips		768	8.32	<b>8.43</b>	8.55	8.42	8.39	8.34	8.71
Maint. and cleaning of Footscray CBD		695	8.28	<b>8.41</b>	8.54	8.62	8.53	8.57	8.90
Street sweeping	783	8.13	<b>8.25</b>	8.38	8.04	8.28	7.99	8.65	
Lower than average	Promoting local economic development	705	7.99	<b>8.13</b>	8.27	8.14	8.06	7.60	8.18
	Council's festivals and events	763	7.98	<b>8.10</b>	8.22	7.93	8.32	7.96	8.27
	Council's website	732	7.86	<b>8.00</b>	8.14	7.82	8.27	7.90	7.94
	Animal management	708	7.77	<b>7.92</b>	8.06	7.89	8.03	7.79	8.32
	Provision of public art	733	7.61	<b>7.75</b>	7.89	7.93	8.32	7.96	8.27
	Council's online consultation tool	626	7.19	<b>7.38</b>	7.57	6.79	n.a.	n.a.	n.a.
	Parking enforcement	747	7.16	<b>7.35</b>	7.53	7.08	7.30	7.16	8.13
	Council's use of social media	682	6.87	<b>7.06</b>	7.25	6.66	7.35	n.a.	n.a.
Maribyrnong News	678	6.82	<b>7.01</b>	7.20	7.19	7.22	7.23	7.44	
<i>Average importance</i>			8.33	8.45	8.57	8.42	8.48	8.36	8.70



## **Satisfaction with Council services and facilities**

The average satisfaction with the thirty-four included Council services and facilities was 7.11 in 2017, almost identical to the 7.11 recorded in 2016. This level of satisfaction is categorised as “good”, and is 3.5% lower than the metropolitan Melbourne average satisfaction with the twenty-nine services and facilities included in *Governing Melbourne*.

Metropolis Research notes that over the life of the *Governing Melbourne* research, average satisfaction with Council services and facilities in the City of Maribyrnong has tended to be marginally lower than the metropolitan Melbourne average.

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

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

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

When compared to the metropolitan Melbourne average satisfaction with Council services and facilities, the following variation is observed:

- **Higher than average satisfaction in Maribyrnong** – services for people with a disability (5.1% higher), the provision and maintenance of street lighting (2.3% higher), the provision and maintenance of parks and gardens (2.1% higher), and services for young people (1.9% higher).
- **Lower than average satisfaction in Maribyrnong** – parking enforcement (13.7% lower), the provision of public art and cultural events (10.2% lower), local traffic management (9.7% lower), Council’s website (8.3% lower), the Maribyrnong News (7.4% lower), street sweeping (7.0% lower), the maintenance and repair of sealed local roads (4.8% lower), animal management (4.5% lower), hard rubbish collection (4.5% lower), and regular recycling (4.0% lower).



## Increased satisfaction

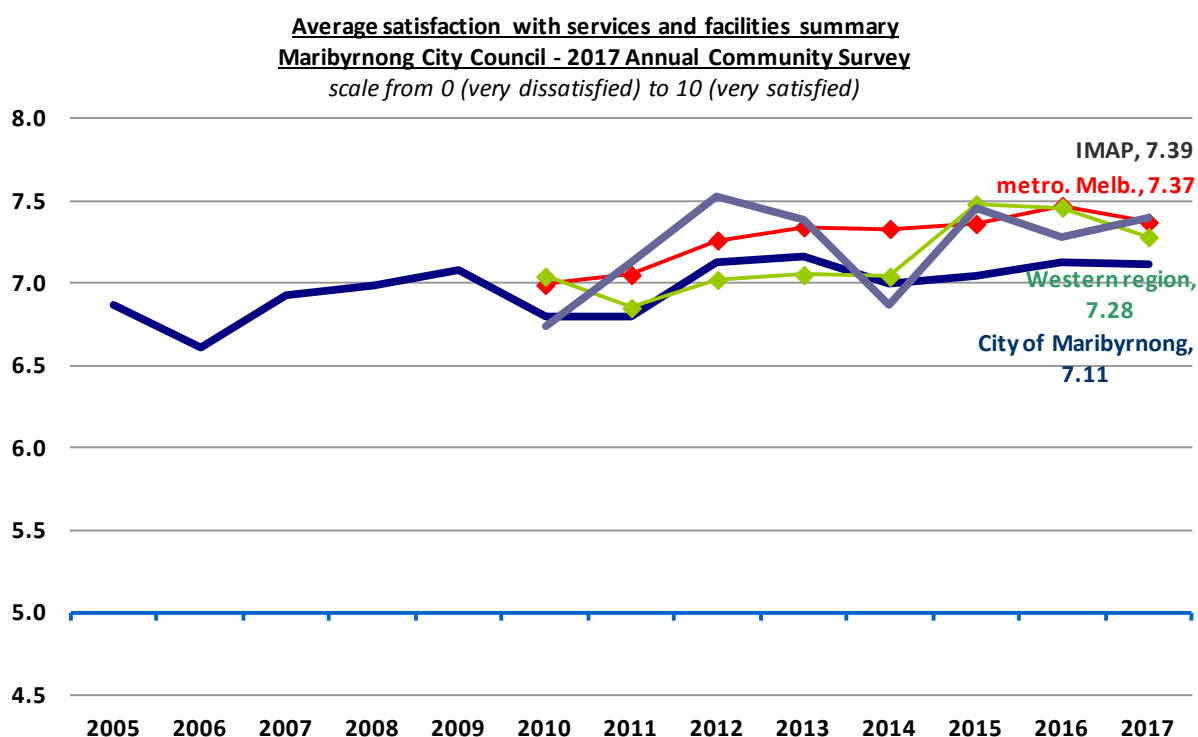
There was in 2017 an increase in satisfaction with seventeen services and facilities, with attention drawn to hard rubbish collection (up 10.1%), Council’s online consultation tool (up 5.1%), public toilets (up 4.4%), services for young people (up 4.1%), Council’s festivals and events (up 3.4%), on and off road bike paths (up 2.8%), the Maribyrnong Aquatic Centre (up 2.4%), parking enforcement (2.2%), the local library (up 2.1%), and the maintenance and cleaning of the Footscray CBD (up 2.0%).

## Decreased satisfaction

There was in 2017 a decline in satisfaction with eighteen services and facilities, with attention drawn to local traffic management (down 8.8%), Council’s use of social media (down 8.4%), the Maribyrnong News (down 7.4%), Council’s responsibilities towards the environment (down 5.8%), the provision and maintenance of street lighting (down 5.2%), the provision and maintenance of street trees (down 4.6%), the provision of public art and cultural events (down 4.1%), promoting local economic development (down 3.6%), animal management (down 3.3%), and the provision and maintenance of parks and gardens (down 2.0%).

## Average satisfaction with Council services & facilities

The average satisfaction with the thirty-four included Council services and facilities remained essentially stable in 2017 at 7.11 out of ten, a level of satisfaction categorised as “good”. Consistent with the results in previous years, this result is somewhat lower to the metropolitan Melbourne, western region councils’ and IMAP councils’ average satisfaction.



**Satisfaction with selected Council services and facilities**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2017			2016	2015	2014	metro. Melb 2017
			Lower	Mean	Upper				
Higher than average	Weekly garbage collection	796	8.37	<b>8.50</b>	8.63	8.54	8.66	8.18	8.71
	Local library	414	8.31	<b>8.45</b>	8.59	8.28	8.22	8.10	8.55
	Green waste collection	441	8.07	<b>8.24</b>	8.40	8.10	8.10	8.10	8.47
	Regular recycling	716	8.07	<b>8.21</b>	8.34	8.22	8.13	8.06	8.55
	Sports ovals	391	7.57	<b>7.74</b>	7.91	7.82	7.72	7.72	7.85
	Community Centres	213	7.46	<b>7.69</b>	7.93	7.66	7.73	7.89	n.a.
	Maribyrnong Aquatic Centre	298	7.44	<b>7.64</b>	7.84	7.46	7.49	7.45	7.87
	Hard rubbish collection	445	7.40	<b>7.63</b>	7.86	6.93	7.25	7.39	7.99
	Prov. and main. of playgrounds	376	7.42	<b>7.60</b>	7.78	7.56	7.54	7.56	n.a.
Average satisfaction	Council's festivals and events	393	7.44	<b>7.60</b>	7.76	7.35	7.29	7.39	7.85
	Services for young people	130	7.30	<b>7.59</b>	7.88	7.29	7.09	7.26	7.45
	Services for children	217	7.23	<b>7.52</b>	7.81	7.44	7.76	7.60	7.69
	Prov. and main. of parks and gardens	758	7.36	<b>7.49</b>	7.62	7.64	7.25	7.22	7.34
	Services for seniors	96	6.93	<b>7.38</b>	7.83	7.48	7.82	7.55	7.48
	Services for people with a disability	71	6.81	<b>7.31</b>	7.82	7.24	7.00	n.a.	6.96
	On and off road bike paths	504	7.05	<b>7.22</b>	7.38	7.02	7.05	7.13	7.23
	Prov. and main. of street lighting	775	6.94	<b>7.10</b>	7.26	7.49	7.17	7.06	6.94
	Animal management	643	6.90	<b>7.06</b>	7.21	7.29	7.01	6.98	7.39
	Prov. of public art and cultural events	277	6.82	<b>7.05</b>	7.28	7.35	7.29	7.39	7.85
	Maint. and cleaning of shopping strips	750	6.77	<b>6.90</b>	7.03	6.93	6.69	6.61	7.13
	Litter collection in public areas	777	6.74	<b>6.88</b>	7.02	6.87	6.71	6.64	n.a.
	Prov. and main. of street trees	780	6.68	<b>6.83</b>	6.98	7.16	6.81	6.46	6.97
	Street sweeping	770	6.67	<b>6.83</b>	6.98	6.77	6.37	6.48	7.34
	Council's website	405	6.62	<b>6.81</b>	7.01	6.89	6.83	7.17	7.43
	Maint. and repair of sealed local roads	789	6.42	<b>6.57</b>	6.71	6.68	6.50	6.33	6.90
	Council's online consultation tool	75	6.13	<b>6.56</b>	6.98	6.24	n.a.	n.a.	n.a.
Lower than average	Council responsibilities on environment	615	6.39	<b>6.54</b>	6.70	6.95	6.71	n.a.	6.80
	Promoting local economic development	580	6.34	<b>6.50</b>	6.67	6.75	6.45	6.34	6.76
	Maribyrnong News	540	6.26	<b>6.44</b>	6.62	6.95	6.50	6.52	6.96
	Footpath maintenance and repairs	796	6.23	<b>6.40</b>	6.56	6.42	6.22	6.08	6.52
	Council's use of social media	120	6.01	<b>6.36</b>	6.72	6.95	7.10	n.a.	n.a.
	Public toilets	323	6.03	<b>6.28</b>	6.54	6.02	5.87	5.94	6.44
	Maint. and cleaning of Footscray CBD	644	6.06	<b>6.22</b>	6.37	6.10	5.77	5.56	7.01
	Traffic management	758	5.77	<b>5.94</b>	6.11	6.51	6.33	6.12	6.58
Parking enforcement	713	5.51	<b>5.70</b>	5.89	5.58	5.88	5.42	6.61	
<i>Average satisfaction</i>			6.90	7.11	7.31	7.13	7.04	6.99	7.37



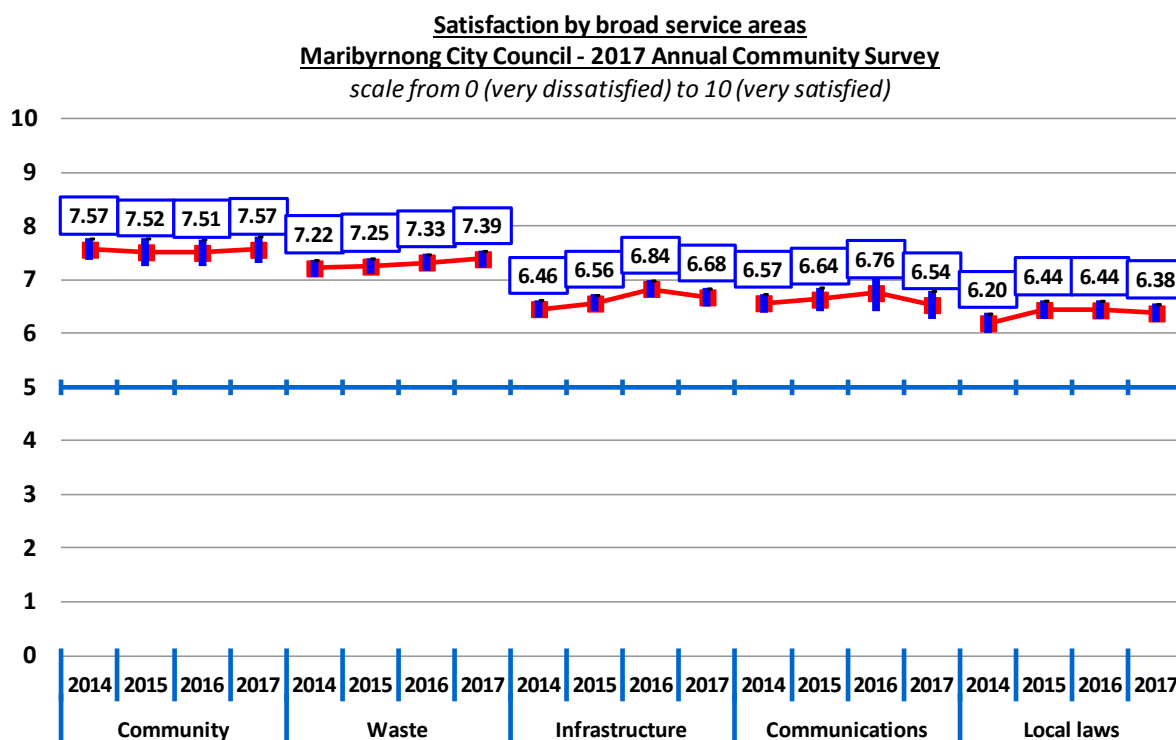
## Satisfaction by broad service areas

The thirty-five included Council services and facilities have been broadly categorised into five broad service areas to facilitate comparison to the results from *Governing Melbourne*.

The average satisfaction with the five broad service areas remained relatively stable in 2017, as is clearly outlined in the following graph.

Satisfaction with these five broad service areas can best be summarised as follows:

- **Very Good** – for community services (includes sports and recreation infrastructure) and waste and recycling services (including litter collection).
- **Good** – for infrastructure services and communication services.
- **Solid** – for local laws.



The breakdown of services and facilities into these five broad service areas is as follows:

- **Infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, street sweeping, the provision and maintenance of parks and gardens, the provision and maintenance of street trees, the provision and maintenance of street lighting, local traffic management, and public toilets.
- **Waste and recycling services** – includes the weekly garbage collection, litter collection in public areas, the maintenance and cleaning of shopping strips, the maintenance and cleaning of the Footscray CBD, Council responsibilities towards the environment, regular recycling, green waste collection, and the hard rubbish collection.

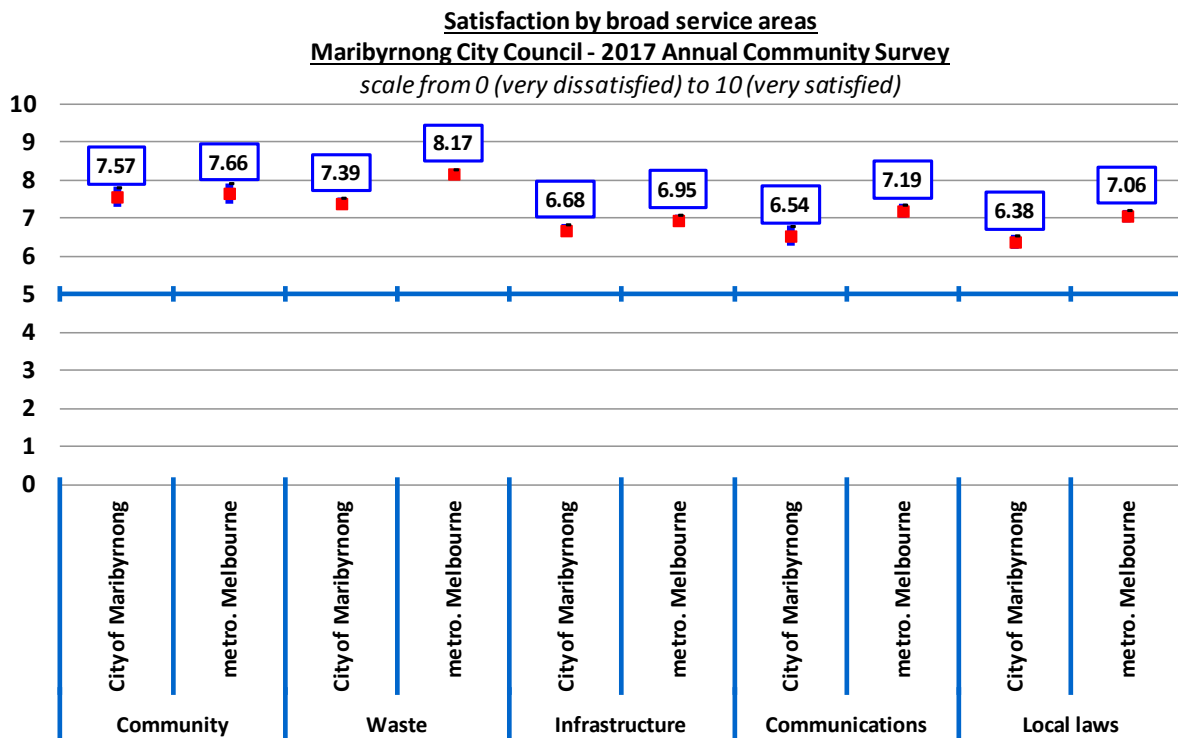




- **Community services** – includes local library, sports ovals, services for children, services for young people, services for seniors, services for people with a disability, on and off road bike paths, the Maribyrnong Aquatic Centre, the provision and maintenance of playgrounds, the provision of public art and cultural events, and Council’s festivals and events.
- **Lows laws** – includes parking enforcement and animal management.
- **Communications** – includes the Maribyrnong News, promoting local economic development, Council’s website, Council’s use of social media, and Council’s online consultation tool.

When compared to the metropolitan Melbourne average satisfaction as recorded in the 2017 *Governing Melbourne* research, it is noted that satisfaction with waste and recycling services, communications, and local laws were all somewhat lower in the City of Maribyrnong than the metropolitan Melbourne average.

This has been a consistent finding in recent years, as is discussed elsewhere in this report.



## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Maribyrnong City Council – 2017 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 respondents has remained remarkably stable over time, which reflects well on the random nature of the sample selection methodology employed in the conduct of the survey.

**Age structure**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Age group	2017		2016	2015	2014	2013	2012
	Number	Percent					
15 - 19 years	25	3.1%	2.9%	2.5%	2.9%	2.4%	2.6%
20 - 34 years	246	30.8%	31.5%	32.2%	31.9%	24.9%	33.9%
35 - 44 years	201	25.2%	24.0%	28.3%	28.7%	31.9%	26.3%
45 - 54 years	122	15.3%	17.6%	17.6%	19.6%	17.5%	13.8%
55 - 74 years	147	18.4%	20.0%	14.6%	13.1%	17.5%	17.2%
75 years and over	58	7.3%	4.1%	4.8%	3.8%	5.8%	6.2%
Not stated	1		2	1	7	5	4
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>



## Gender

Consistent with previous years, the survey has again in 2017 obtained a close to fifty-fifty split between male and female respondents. The survey also included a small sample of respondents identifying with other gender or non-gender specific.

**Gender**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2017		2016	2015	2014	2013	2012
	Number	Percent					
Male	374	47.3%	47.4%	52.9%	48.4%	50.8%	50.4%
Female	414	52.3%	52.1%	46.9%	50.9%	49.2%	49.6%
Other	3	0.4%	0.5%	0.3%	0.6%	0.0%	0.0%
Not stated	9		8	2	5	5	5
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>

## Household member with a disability

Consistent with previous years, approximately ten percent of respondents were from households with at least one member with a disability.

**Household member with a disability**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
(Number and percent of respondents providing a response)

Response	2017		2016	2015	2014	2013	2012
	Number	Percent					
Yes	78	9.9%	9.7%	7.5%	9.0%	9.6%	9.8%
No	713	90.1%	90.3%	92.5%	91.0%	90.4%	90.2%
Not stated	9		2	4	26	12	8
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>

## Language spoken at home

The *Annual Community Survey* has consistently recorded a large sample of respondents from households that prefer to speak a language other than English at home. These are referred to throughout this report as “multi-lingual households”.

The 2017 survey recorded the highest proportion of respondents from multi-lingual households recorded in the survey program for many years, with 42.9% of respondents from households that prefer to speak a language other than English at home.



Language  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Language	2017		2016	2015	2014	2013	2012
	Number	Percent					
English	453	57.1%	65.3%	68.0%	66.3%	66.2%	62.7%
Vietnamese	56	7.1%	8.6%	6.0%	7.9%	8.2%	7.6%
Greek	31	3.9%	2.7%	1.4%	1.3%	2.8%	3.7%
Italian	18	2.3%	3.0%	2.5%	1.8%	3.0%	2.8%
Mandarin	17	2.1%	2.0%	0.8%	0.8%	1.1%	2.3%
Spanish	17	2.1%	1.9%	1.6%	2.9%	1.1%	0.4%
Hindi	16	2.0%	1.1%	2.1%	2.9%	2.4%	2.9%
Teluga	11	1.4%	0.4%	0.6%	0.4%	0.8%	0.5%
Macedonian	8	1.0%	1.0%	0.3%	0.7%	1.1%	0.3%
Arabic	7	0.9%	0.6%	0.3%	0.8%	0.5%	1.1%
Bengali	7	0.9%	0.8%	0.8%	0.5%	0.1%	0.4%
Cantonese	7	0.9%	0.9%	1.9%	1.8%	0.6%	1.0%
German	5	0.6%	0.0%	1.0%	0.7%	1.5%	0.8%
Sinhalese	5	0.6%	0.3%	0.0%	0.0%	0.0%	0.5%
Tagalog (Filipino)	5	0.6%	1.1%	0.6%	0.4%	0.9%	0.6%
Croatian	4	0.5%	0.4%	0.4%	0.1%	0.3%	0.4%
French	4	0.5%	0.5%	0.9%	0.9%	0.4%	0.6%
Nepali	4	0.5%	0.3%	0.4%	0.5%	0.3%	0.1%
Portugese	4	0.5%	0.4%	0.4%	0.0%	0.0%	0.3%
Somali	4	0.5%	0.4%	0.1%	0.5%	0.4%	1.1%
Tamil	3	0.4%	0.4%	0.4%	0.3%	0.3%	0.1%
Turkish	3	0.4%	0.9%	0.3%	0.1%	0.3%	0.3%
Urdu	3	0.4%	0.3%	0.0%	0.0%	0.3%	0.6%
Dutch	2	0.3%	0.3%	0.3%	0.1%	0.4%	0.1%
Korean	2	0.3%	0.0%	0.0%	0.3%	0.0%	0.4%
Maltese	2	0.3%	0.0%	0.3%	0.3%	0.4%	0.1%
Maori (Cook Island)	2	0.3%	0.4%	0.0%	0.0%	0.0%	0.1%
Persian	2	0.3%	0.3%	0.1%	0.4%	0.0%	0.0%
Punjabi	2	0.3%	0.3%	0.6%	0.0%	0.1%	0.3%
Serbian	2	0.3%	0.4%	0.1%	0.3%	0.3%	0.4%
Chinese (not further defined)	1	0.1%	0.9%	1.9%	2.1%	2.2%	3.5%
Indonesian	1	0.1%	0.5%	0.4%	0.0%	0.3%	0.1%
Japanese	1	0.1%	0.1%	0.5%	0.4%	0.0%	0.5%
Polish	1	0.1%	0.5%	0.1%	0.3%	0.3%	0.4%
Thai	1	0.1%	0.4%	0.1%	0.1%	0.4%	0.3%
All other languages (thirty-eight)	39	4.9%	0.9%	2.9%	0.8%	1.4%	0.6%
Multiple	43	5.4%	1.0%	1.0%	1.2%	1.0%	0.3%
Not stated	7		14	1	40	10	6
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>



## Household structure

The household structure profile of respondent households is consistent with results recorded in previous years. Approximately forty percent (39.7%) of respondents were from two-parent families, and a little less than one-quarter (22.5%) were couple households without children.

The sample includes a significant proportion of respondents from group households (16.0%) and sole person households (13.2%), and a small proportion of respondents from sole person households (7.6%).

**Household structure**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Structure	2017		2016	2015	2014	2013	2012
	Number	Percent					
<b>Two parent family total</b>	<b>315</b>	<b>39.7%</b>	<b>43.9%</b>	<b>43.0%</b>	<b>43.3%</b>	<b>46.6%</b>	<b>44.3%</b>
<i>youngest child 0 - 4 years</i>	112	14.1%	14.2%	14.8%	13.4%	16.7%	17.4%
<i>youngest child 5 - 12 years</i>	91	11.5%	11.7%	13.0%	14.9%	16.2%	12.2%
<i>youngest child 13 - 18 years</i>	46	5.8%	8.3%	5.5%	8.1%	6.1%	5.9%
<i>adult children only</i>	66	8.3%	10.2%	9.8%	7.4%	8.2%	8.9%
<b>One parent family total</b>	<b>60</b>	<b>7.6%</b>	<b>6.0%</b>	<b>6.4%</b>	<b>7.4%</b>	<b>5.0%</b>	<b>5.8%</b>
<i>youngest child 0 - 4 years</i>	7	0.9%	0.4%	0.8%	1.8%	0.5%	1.1%
<i>youngest child 5 - 12 years</i>	10	1.3%	1.4%	1.4%	2.4%	0.9%	1.9%
<i>youngest child 13 - 18 years</i>	11	1.4%	1.0%	1.4%	1.0%	1.6%	0.8%
<i>adult children only</i>	32	4.0%	3.3%	2.9%	2.3%	2.0%	2.0%
Couple only household	179	22.5%	22.8%	23.3%	21.9%	21.5%	25.4%
Group household	127	16.0%	12.9%	15.5%	14.1%	11.8%	10.5%
Sole person household	105	13.2%	10.3%	10.4%	11.0%	12.9%	13.1%
Other	8	1.0%	3.4%	1.1%	1.1%	1.1%	0.8%
Not stated	6		6	3	10	9	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>



## Housing situation

Consistent with the results recorded in previous years, the survey program includes a good cross section of housing situations, with approximately one-third (36.5%) owning their home outright, a little less than one-quarter (22.3%) purchasing their home, and approximately one-third (37.1%) renting their home.

**Housing situation**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Situation	2017		2016	2015	2014	2013	2012
	Number	Percent					
Own this home	291	36.5%	37.7%	34.3%	35.5%	47.6%	37.6%
Mortgage ( <i>paying-off this home</i> )	178	22.3%	31.5%	30.2%	27.7%	23.9%	24.2%
Renting this home	295	37.0%	30.2%	34.0%	34.0%	27.0%	36.5%
Other arrangement	33	4.1%	0.6%	1.5%	2.8%	1.5%	1.8%
Not stated	3		5	6	14	8	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>

## Period of residence

The survey program has consistently included a good cross section of period of residence in the City of Maribyrnong.

A little less than ten percent (9.3%) of respondents had lived in Australia for less than one year, one-quarter (25.4%) between one and less than five years, one-fifth (20.2%) between five and less than ten years, and a little less than half (45.1%) had lived in the City of Maribyrnong for ten years or more.

**Period of residence in Maribyrnong**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Period	2017		2016	2015	2014	2013	2012
	Number	Percent					
Less than one year	74	9.3%	8.1%	8.4%	13.2%	6.9%	9.4%
One to less than five years	202	25.4%	25.3%	26.4%	26.2%	24.7%	22.8%
Five to less than ten years	160	20.2%	24.4%	24.4%	19.9%	25.8%	22.6%
Ten years or more	358	45.1%	42.2%	40.8%	40.7%	42.6%	45.2%
Not stated	6		4	4	8	4	3
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>803</b>	<b>800</b>	<b>802</b>	<b>800</b>	<b>800</b>



**Previous municipality of residence**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
 (Number and percent of respondents in Maribyrnong less than five yrs)

Location	2017		2016	2015	2014	2013	2012
	Number	Percent					
International	42	22.5%	14.3%	14.8%	6.6%	12.0%	13.9%
Interstate	20	10.7%	5.8%	6.8%	9.2%	12.0%	5.3%
Melbourne	19	10.2%	14.9%	14.2%	14.5%	14.8%	11.9%
Brimbank	15	8.0%	9.7%	9.7%	10.5%	7.4%	6.6%
Hobsons Bay	11	5.9%	5.8%	3.4%	3.9%	2.8%	6.6%
Port Phillip	11	5.9%	1.9%	4.5%	7.9%	8.3%	4.6%
Yarra	11	5.9%	5.2%	4.5%	6.6%	7.4%	6.0%
Moreland	10	5.3%	8.4%	5.7%	5.3%	12.0%	7.9%
Wyndham	8	4.3%	3.2%	1.1%	5.3%	4.6%	4.0%
Moonee Valley	7	3.7%	7.1%	8.0%	9.2%	0.0%	0.0%
Darebin	5	2.7%	1.9%	2.8%	2.6%	0.9%	4.0%
Stonnington	4	2.1%	6.5%	4.0%	0.0%	8.3%	2.0%
Boroondara	3	1.6%	2.6%	2.3%	0.0%	0.0%	1.0%
Greater Dandenong	3	1.6%	0.0%	1.7%	6.6%	0.0%	0.0%
Monash	3	1.6%	0.6%	4.5%	1.3%	0.0%	0.0%
Regional / rural Victoria	3	1.6%	2.6%	4.5%	3.9%	0.9%	0.0%
Greater Geelong	2	1.1%	0.0%	1.1%	1.3%	0.9%	0.0%
Hume	2	1.1%	0.0%	0.0%	0.0%	0.9%	2.6%
Melton	2	1.1%	0.6%	1.7%	1.3%	2.8%	1.0%
Bayside	1	0.5%	0.6%	0.6%	1.3%	0.9%	3.3%
Glen Eira	1	0.5%	1.3%	1.1%	0.0%	0.0%	3.3%
Kingston	1	0.5%	0.6%	1.2%	1.3%	1.9%	0.6%
Knox	1	0.5%	0.0%	0.6%	1.3%	0.0%	0.0%
Nillumbik	1	0.5%	0.0%	0.6%	0.0%	0.0%	0.0%
Whittlesea	1	0.5%	0.6%	0.6%	0.0%	0.0%	0.0%
Not stated	89		113	101	237	144	106
<b>Total</b>	<b>276</b>	<b>100%</b>	<b>267</b>	<b>277</b>	<b>313</b>	<b>252</b>	<b>257</b>



## Appendix One: General comments

The following general comments were received from respondents to the *Maribyrnong City Council – 2017 Annual Community Survey*.

Consistent with the results observed in recent years and with the themes developed throughout this report, the most common issues respondents discussed in the general comments related to traffic management and car parking.

Other issues that were raised by a small number of respondents include community services, local infrastructure, safety, policing and crime issues, and Council finances (including rates).

**General comments summary**  
**Maribyrnong City Council - 2017 Annual Community Survey**  
*(Number of responses)*

<i>Issue</i>	<i>2017</i>	<i>2016</i>	<i>2015</i>	<i>2014</i>	<i>2013</i>	<i>2012</i>
Transport, parking, traffic	26	31	63	57	45	38
Provision and quality of community services	16	24	48	24	6	9
Provision and maintenance of local infrastructure	15	18	34	10	22	48
Crime, drugs, safety and policing	14	7	8	7	16	12
Rates and Council finances	13	27	20	26	21	11
General positive comments	13	16	10	12	22	23
Comments on survey	13	8	20	8	2	2
Communication, consultation, responsiveness	11	10	17	19	14	16
Sustainability, greening and the environment	9	9	8	6	25	3
Building, planning, housing and development	7	14	16	10	11	11
Waste services	7	11	7	7	16	15
Parks, gardens and open spaces	4	8	14	1	14	na
Provision & maintenance of community facilities	3	7	6	8	8	9
Other comments	8	15	10	19	7	6
<b>Total</b>	<b>159</b>	<b>205</b>	<b>281</b>	<b>214</b>	<b>229</b>	<b>203</b>

