

CITY OF MONASH

CHART ONE: SUMMARY OF RESULTS FOR 2003

| | Indexed Mean |
|---|--------------|
| 1 Community satisfaction rating for overall performance generally of the council | 69 * |
| 2 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below) | 67 |
| 2a Local Roads and Footpaths | 64 |
| 2b Health and Human Services | 68 |
| 2c Recreational Facilities | 74 |
| 2d Appearance of Public Areas | 69 |
| 2e Traffic Management and Parking Facilities | 60 |
| 2f Waste Management | 76 |
| 2g Enforcement of By Laws | 63 |
| 2h Economic Development | 62 |
| 2i Town Planning Policy and Approvals | 61 |
| 3 Community satisfaction rating for council's interaction and responsiveness in dealing with the public | 71 |
| 4 Community satisfaction rating for council's advocacy and community representation on key local issues | 64 * |
| 5 Community satisfaction rating for council's engagement in decision making on key local issues | 58 * |

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