

# INDIVIDUAL SERVICE AREAS



# Individual Service Area Summary

- On service delivery, the importance of most services continued to exceed the perceived performance of Monash City Council, whilst rated performance relative to 2012 did not increase on any service area.
- Waste management (81), the condition of local streets and footpaths (79), and elderly support services (78) were scored of highest importance by Monash City Council residents.
- Council's performance was rated highest on art centres and libraries and waste management (both 77) and lowest on community consultation & engagement (56), planning & building permits (57) and lobbying (57).
- The greatest disconnect between perceived importance and Council performance was in relation to planning & building permits (-18 net differential).

# Individual Service Area Summary

- The greatest change in perceived performance relative to 2012 is a 5 point decrease in relation to family support services.
- Younger residents aged 18-34, particularly men aged 18-49 tended to be more favourable toward Council, while residents aged 50-64 and men aged 50+ tended to be less favourable.
- While it did vary by service area, residents residing in Monash East and Monash South-West tended to be also more favourable toward Council than those residing Monash West.
- Council should also make its own assessment of what overall level of performance it considers satisfactory.

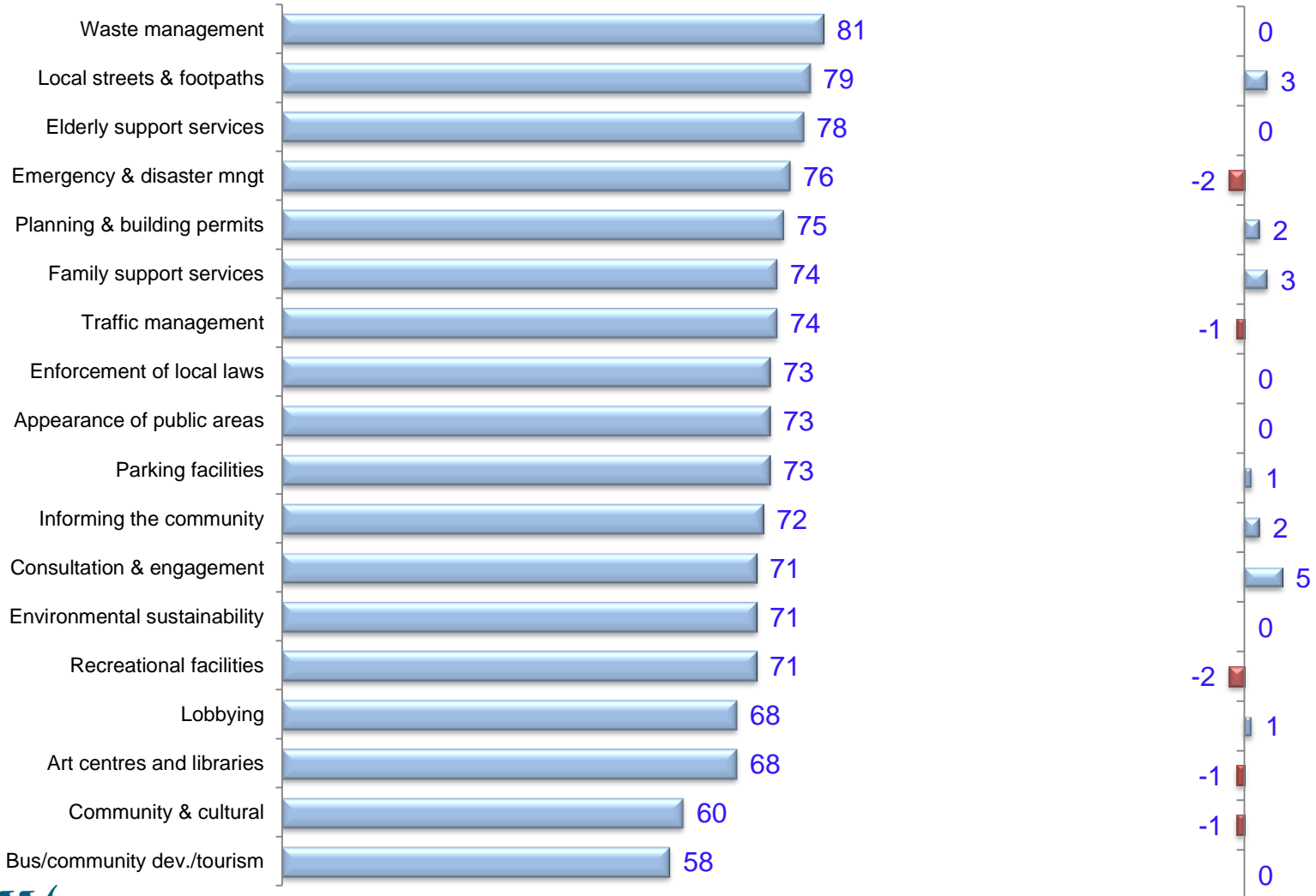
# Individual Service Area Summary

- Services on which rated performance exceeded importance include:
  - Art centres & libraries: performance 77, importance 68 = +9 net differential
  - Community & cultural activities: performance 66, importance 60 = +6 net differential
  - Business & community development & tourism: performance 61, importance 58 = +3 net differential
  - Recreational facilities: performance 74, importance 71 = +3 net differential
- Services on which rated importance exceeded performance include:
  - Planning & building permits: performance 57, importance 75 = -18 net differential
  - Community consultation & engagement: performance 56, importance 71 = -15 net differential
  - Condition of local streets & footpaths: performance 67, importance 79 = -12 net differential
  - Parking facilities: performance 61, importance 73 = -12 net differential
  - Lobbying: performance 57, importance 68 = -11 net differential
  - Traffic management: performance 64, importance 74 = -10 net differential
  - Elderly support services: performance 68, importance 78 = -10 net differential
  - Informing the community: performance 63, importance 72 = -9 net differential
  - Emergency & disaster management: performance 68, importance 76 = -8 net differential
  - Family support services: performance 67, importance 74 = -7 net differential
  - Enforcement of local laws: performance 67, importance 73 = -6 net differential
  - Environmental sustainability: performance 65, importance 71 = -6 net differential
  - Waste management: performance 77, importance 81 = -4 net differential
  - The appearance of public areas: performance 70, importance 73 = -3 net differential

# 2013 Importance Summary

## Index Score

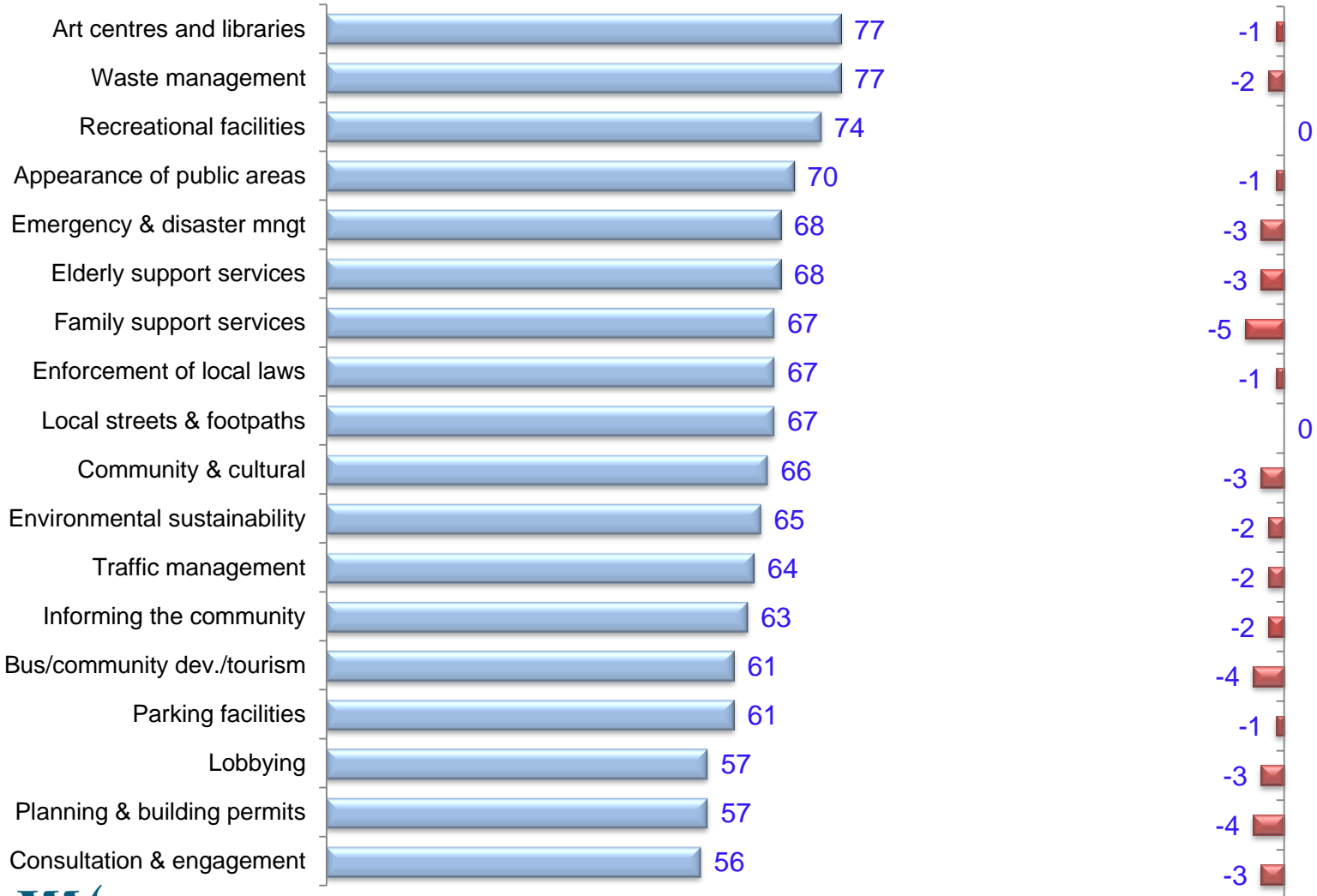
## Change (2012 to 2013)



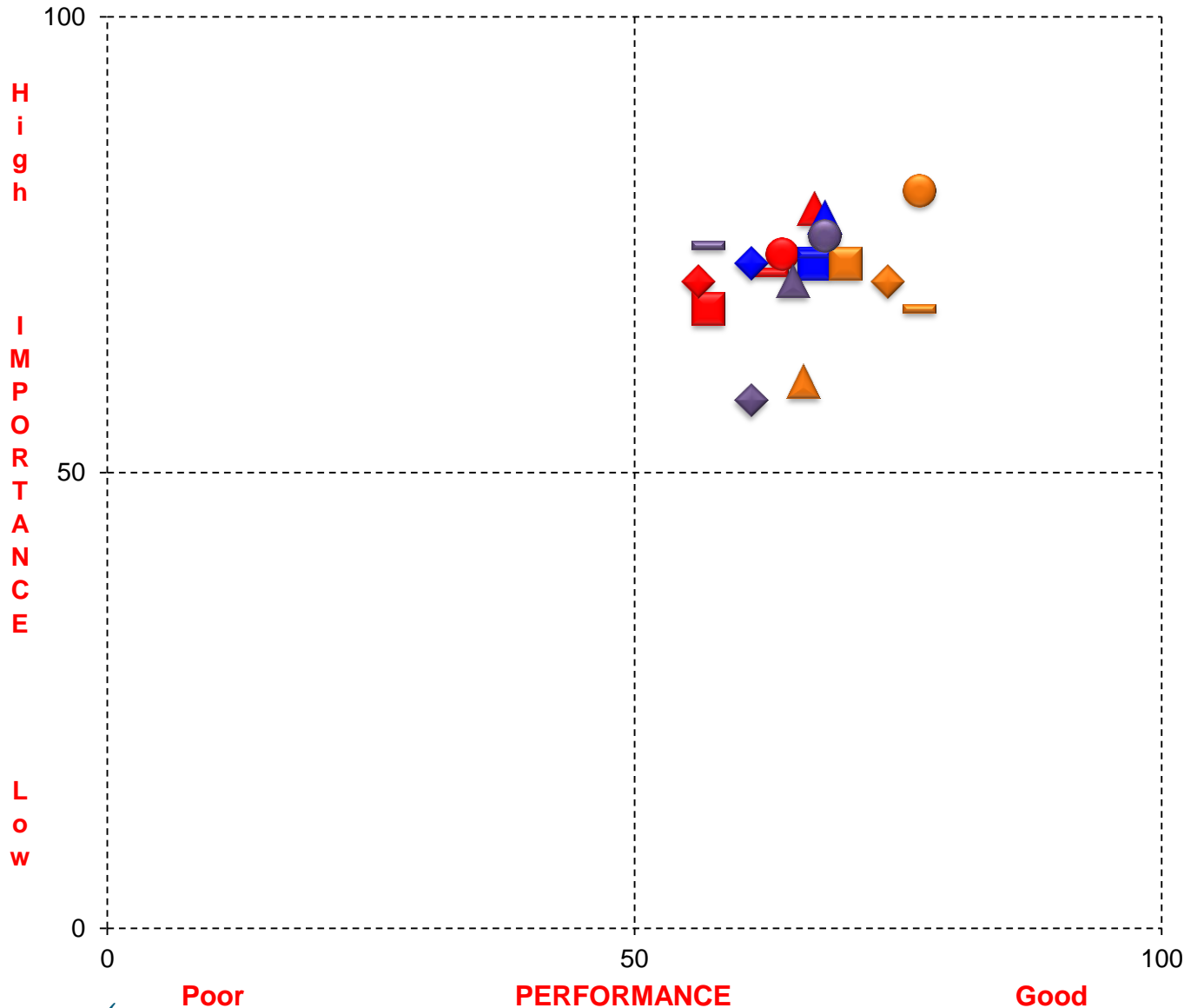
# 2013 Performance Summary

## Index Score

## Change (2012 to 2013)

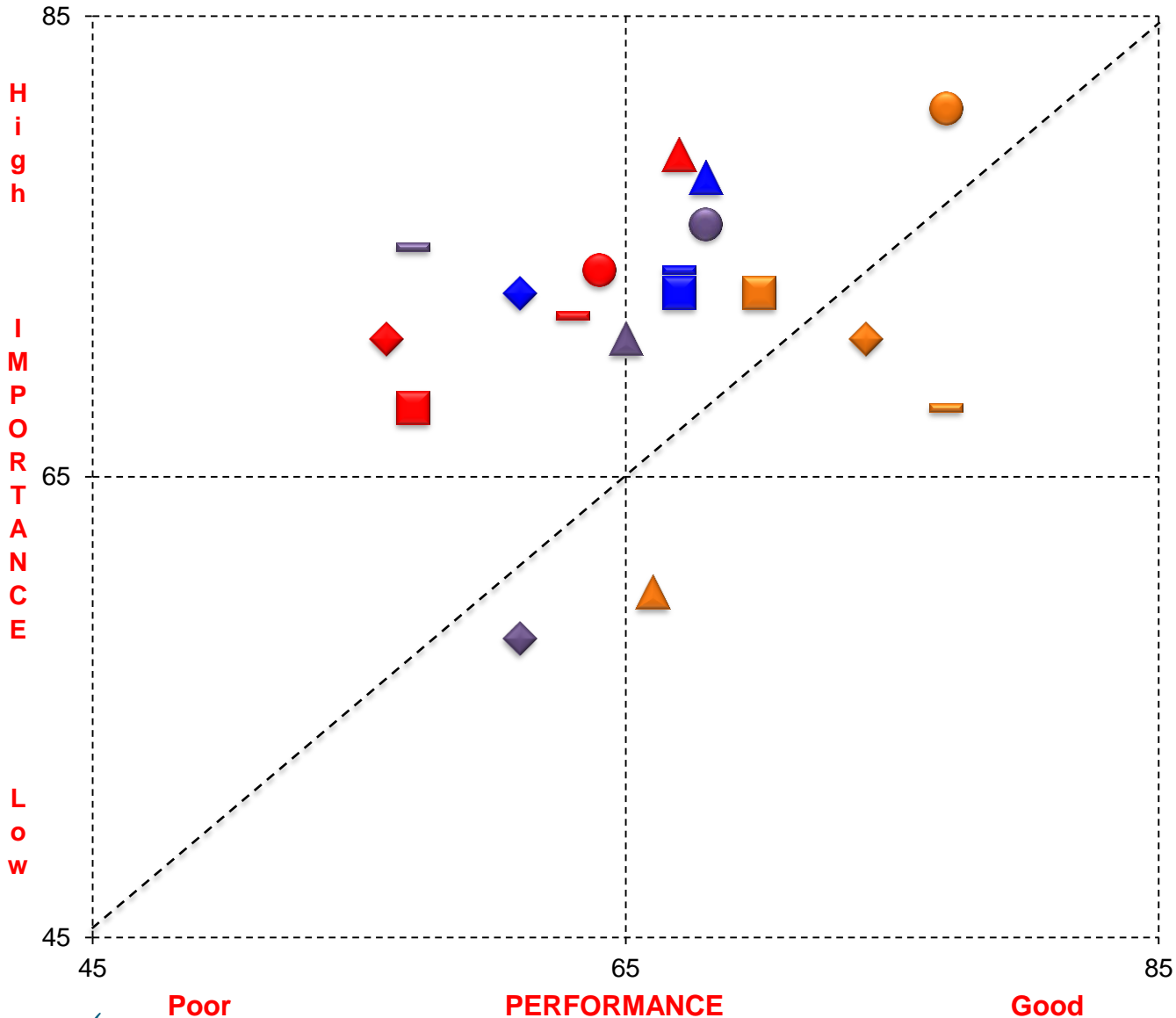


# Importance and Performance 2013 Index Scores Grid



Service	Symbol	Importance	Performance
Consultation	Red diamond	71	56
Lobbying	Red square	68	57
Informing	Red horizontal line	72	63
Local streets & footpaths	Red triangle	79	67
Traffic	Red star	74	64
Parking	Blue diamond	73	61
Local laws	Blue square	73	67
Family services	Blue horizontal line	74	67
Elderly services	Blue triangle	78	68
Recreational facilities	Orange diamond	71	74
Public areas	Orange square	73	70
Art centres & libraries	Orange horizontal line	68	77
Community & cultural	Orange triangle	60	66
Waste	Orange star	81	77
Development & tourism	Dark purple diamond	58	61
Permits	Dark purple horizontal line	75	57
Environment	Dark purple triangle	71	65
Emergencies	Dark purple star	76	68

# Importance and Performance 2013 Index Scores – Magnified Grid



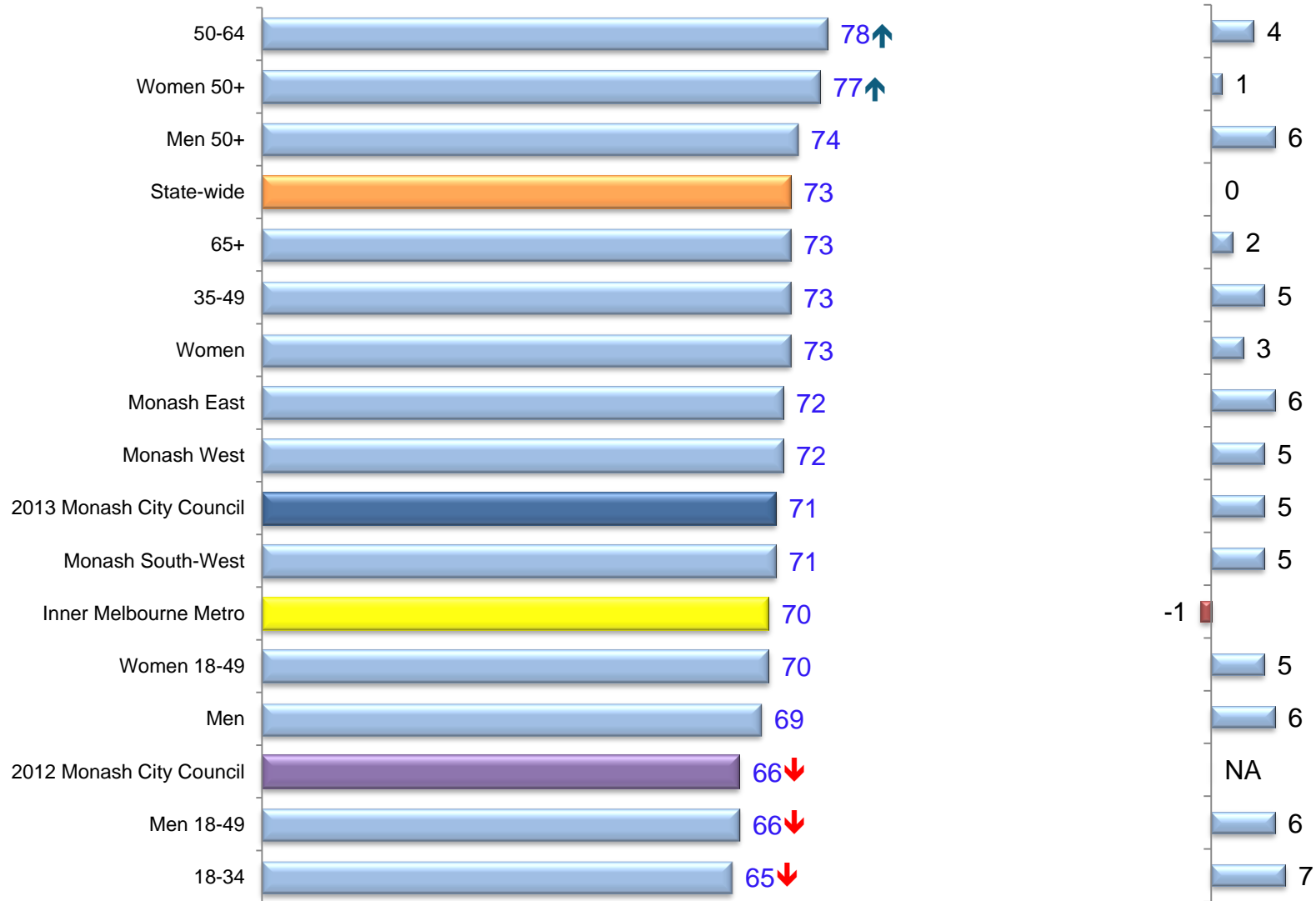
Service	Symbol	Importance	Performance
Consultation	Red diamond	71	56
Lobbying	Red square	68	57
Informing	Red horizontal line	72	63
Local streets & footpaths	Red triangle	79	67
Traffic	Red starburst	74	64
Parking	Blue diamond	73	61
Local laws	Blue square	73	67
Family services	Blue horizontal line	74	67
Elderly services	Blue triangle	78	68
Recreational facilities	Orange diamond	71	74
Public areas	Orange square	73	70
Art centres & libraries	Orange horizontal line	68	77
Community & cultural	Orange triangle	60	66
Waste	Orange starburst	81	77
Development & tourism	Purple diamond	58	61
Permits	Purple horizontal line	75	57
Environment	Purple triangle	71	65
Emergencies	Purple starburst	76	68



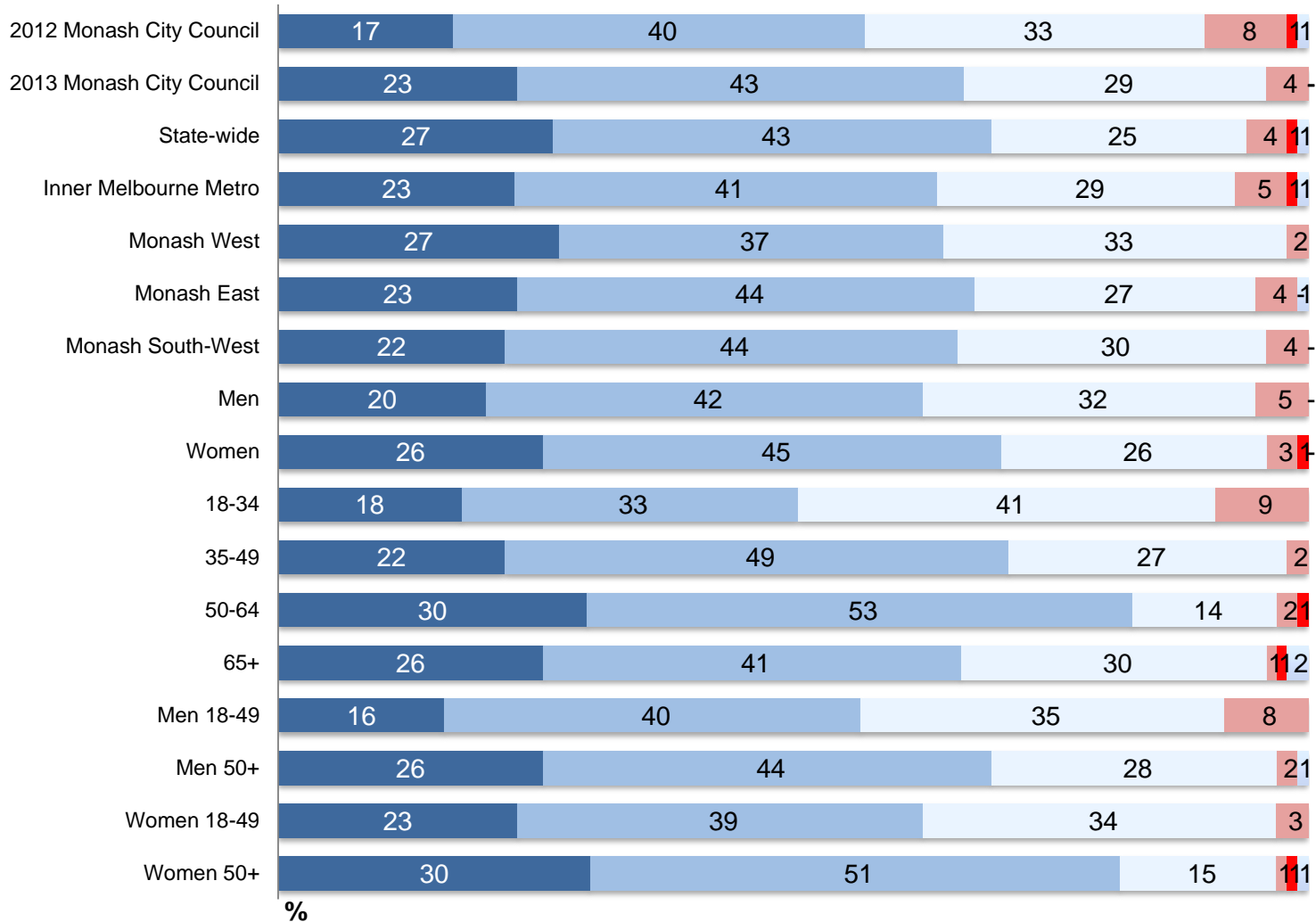
# 2013 Community Consultation and Engagement

## – Importance Index Score

## Change (2012 to 2013)



# 2013 Community Consultation and Engagement – Importance

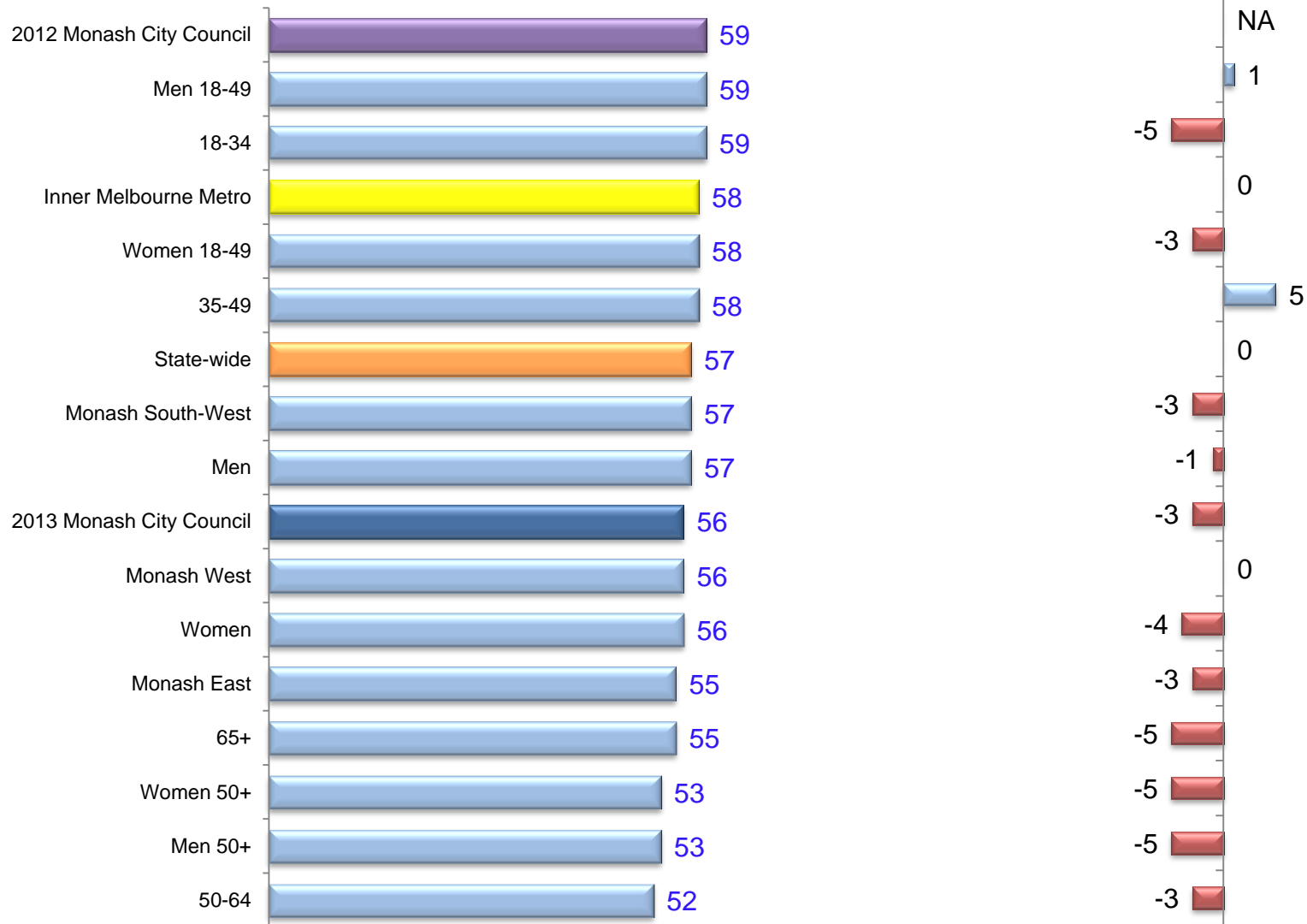


■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

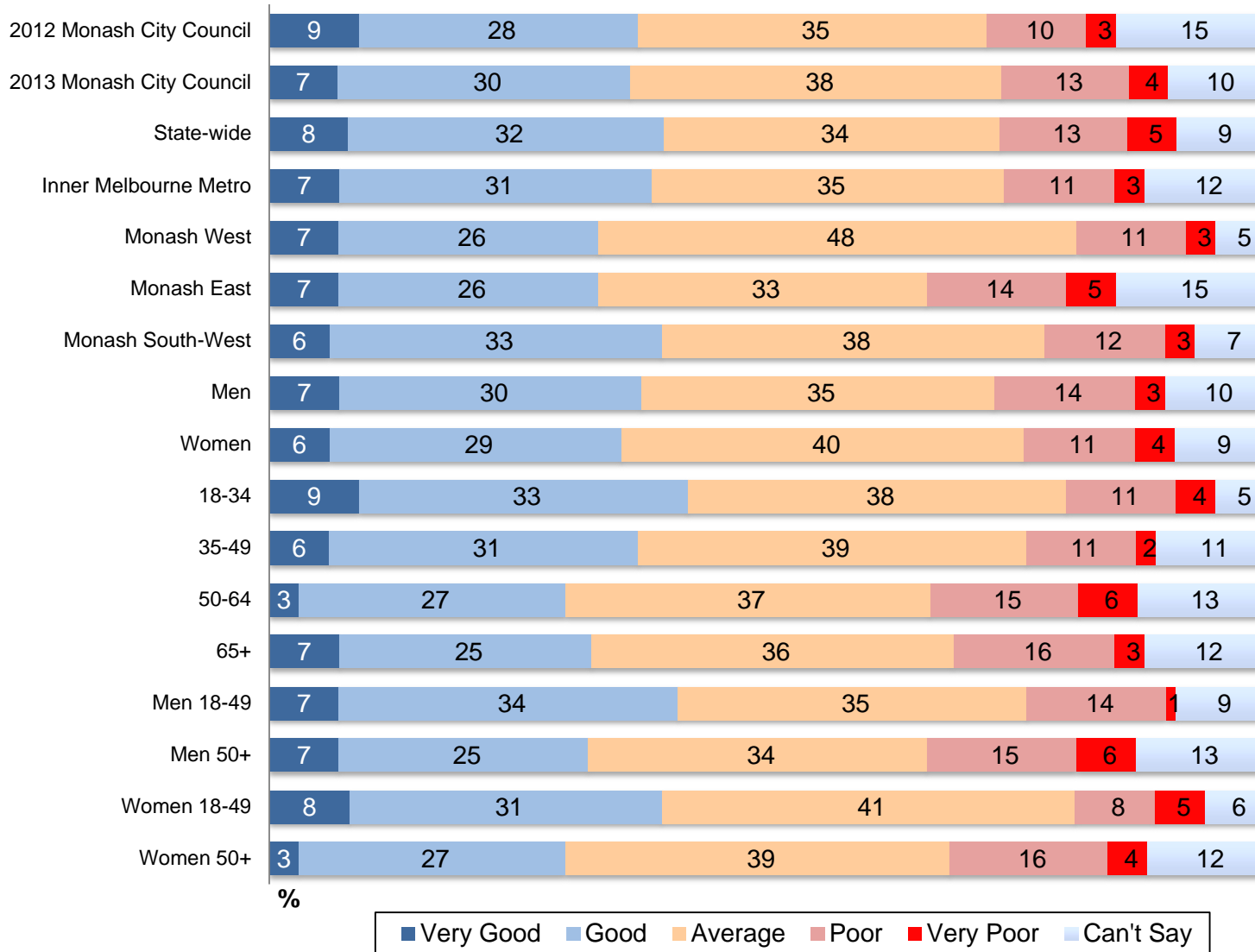
# 2013 Community Consultation and Engagement

## – Performance Index Score

## Change (2012 to 2013)



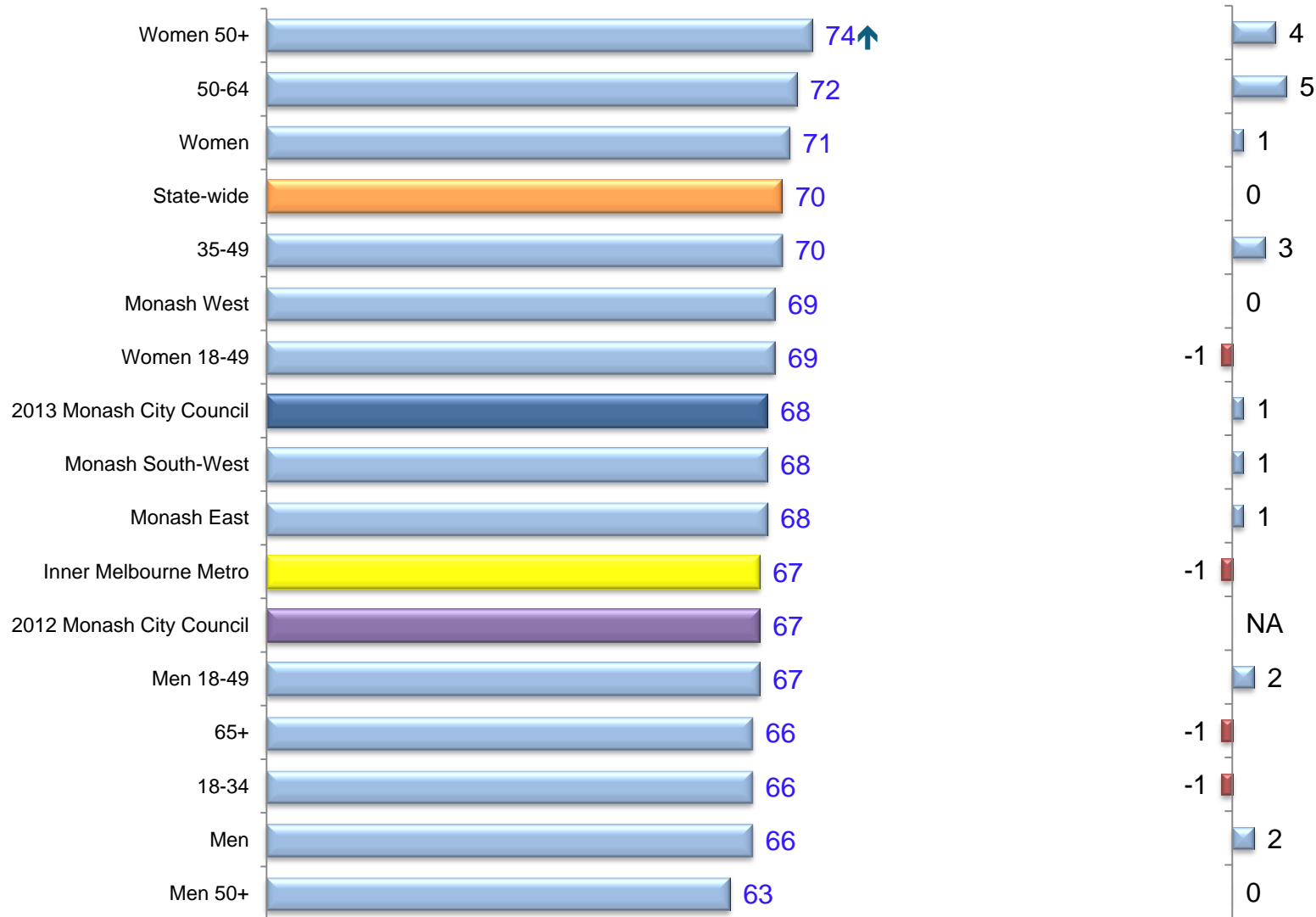
# 2013 Community Consultation and Engagement – Performance



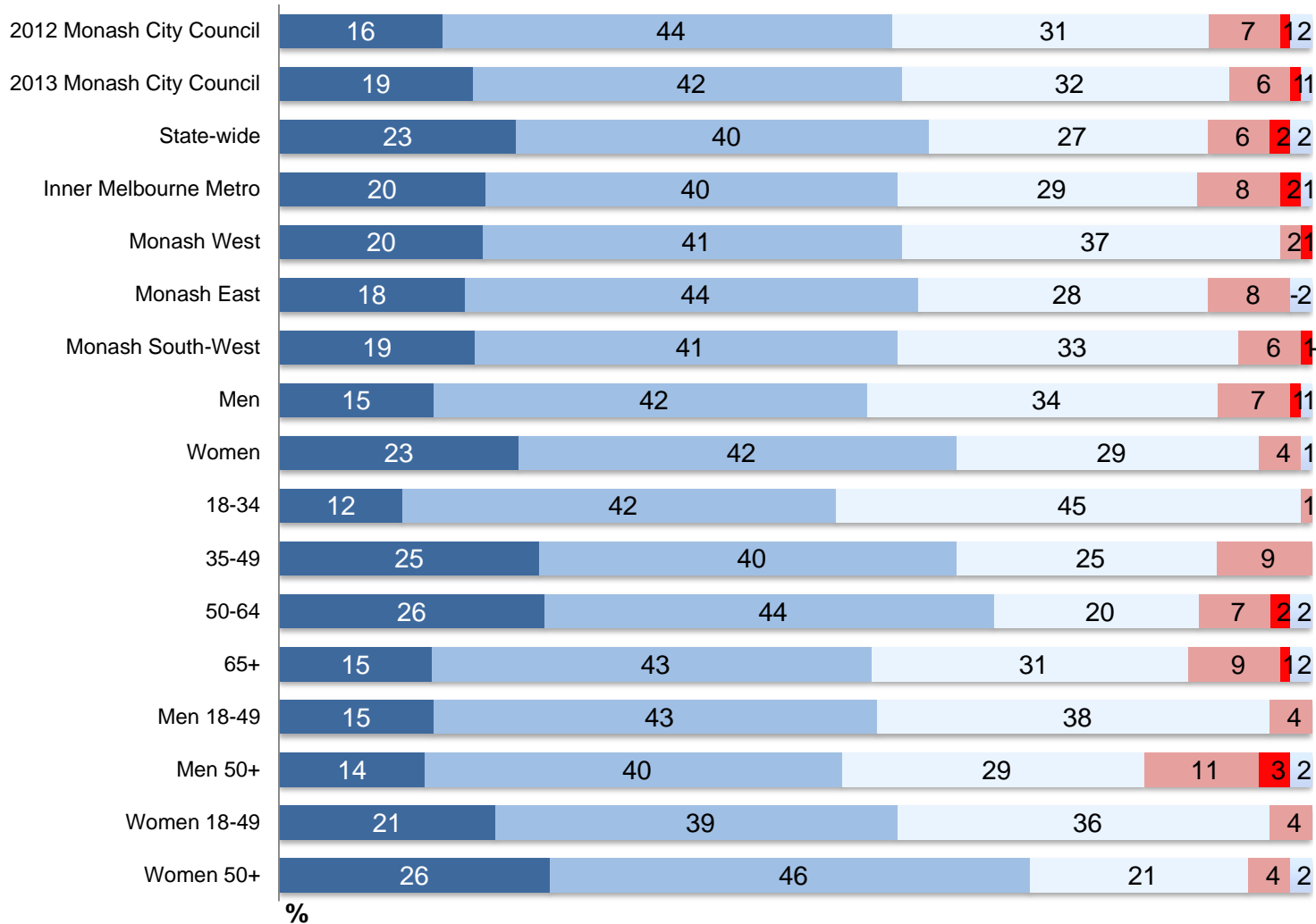
# 2013 Lobbying on Behalf of the Community

## – Importance Index Score

## Change (2012 to 2013)



# 2013 Lobbying on Behalf of the Community – Importance

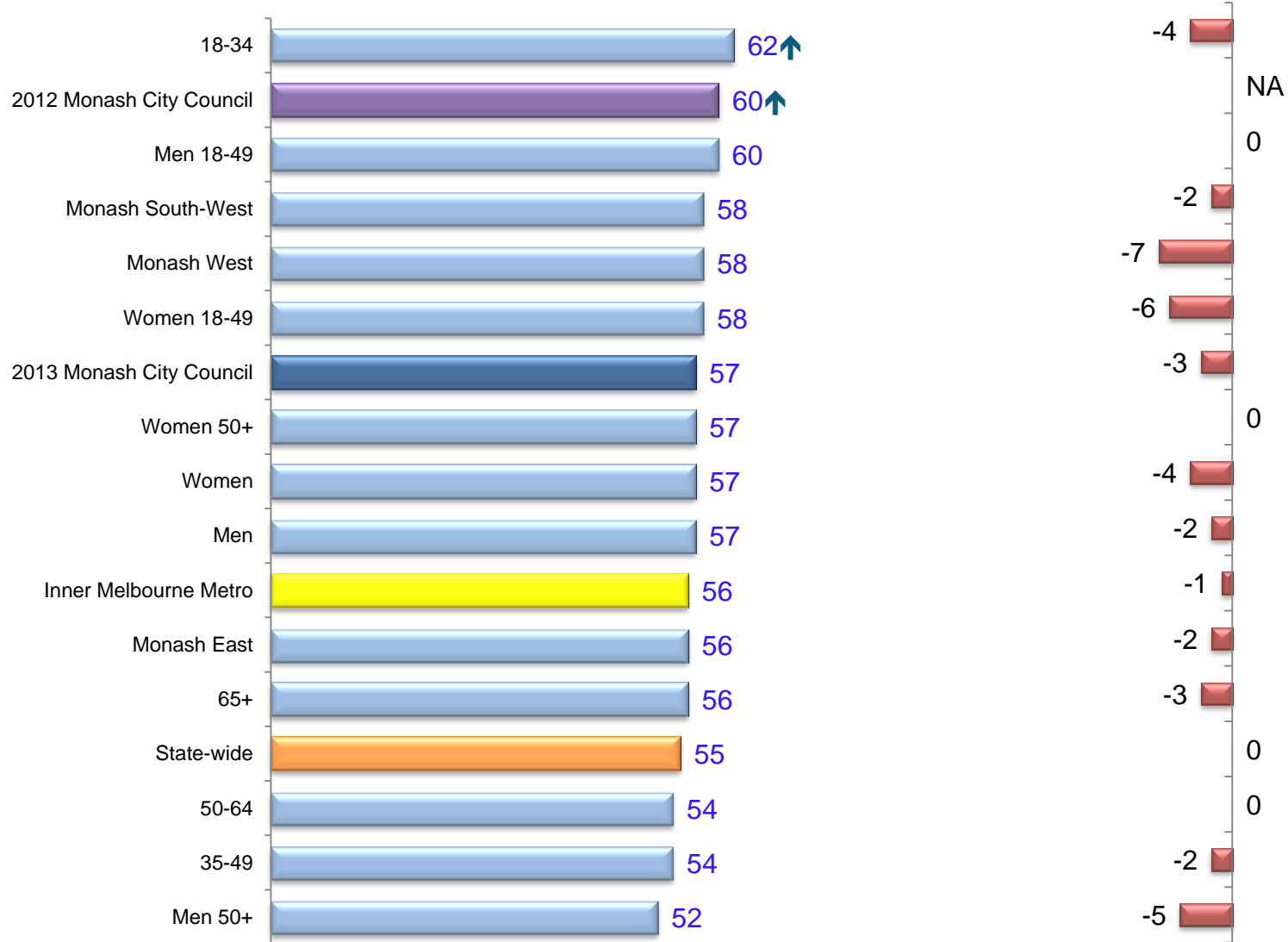


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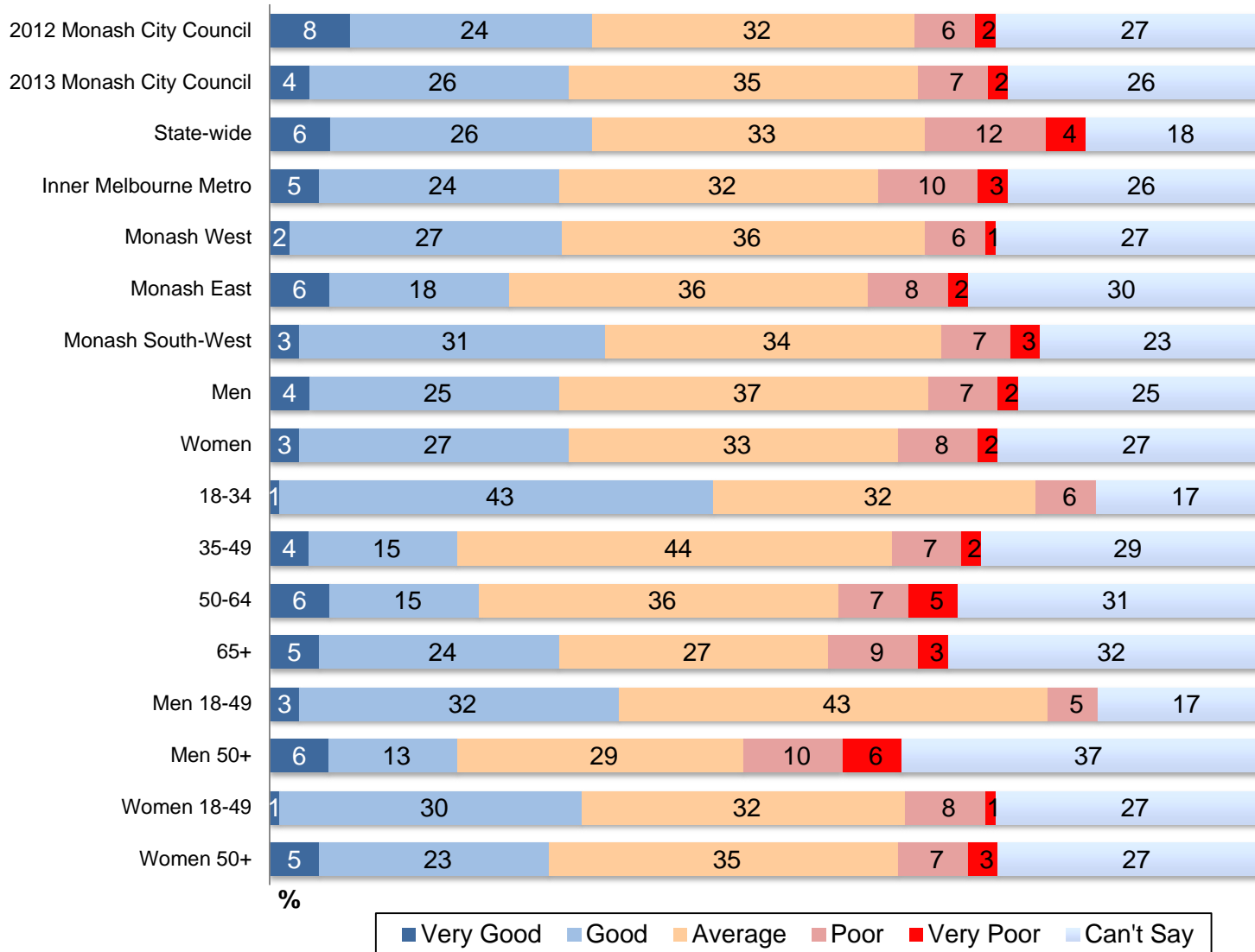
# 2013 Lobbying on Behalf of the Community

## – Performance Index Score

## Change (2012 to 2013)



# 2013 Lobbying on Behalf of the Community – Performance

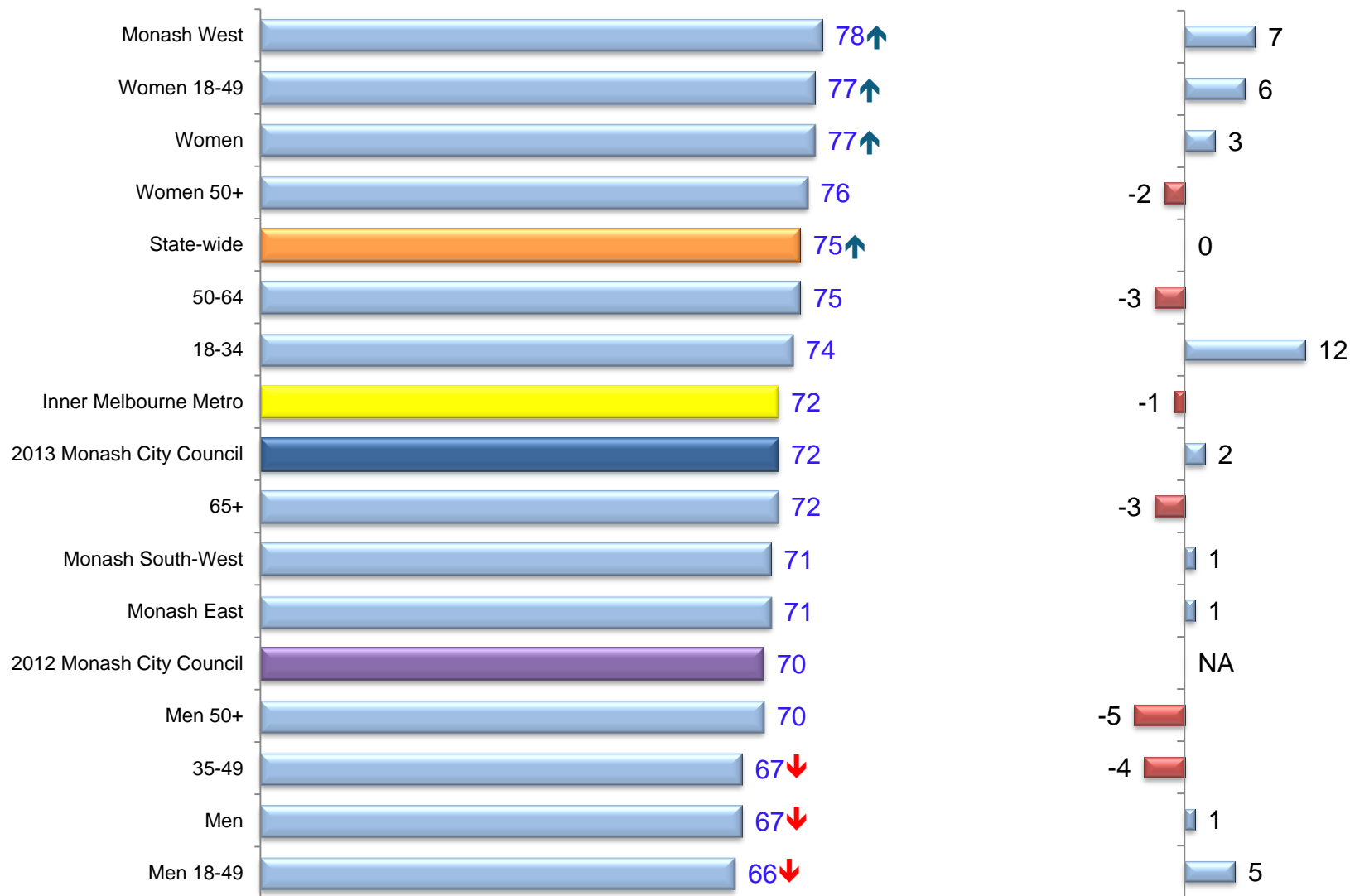




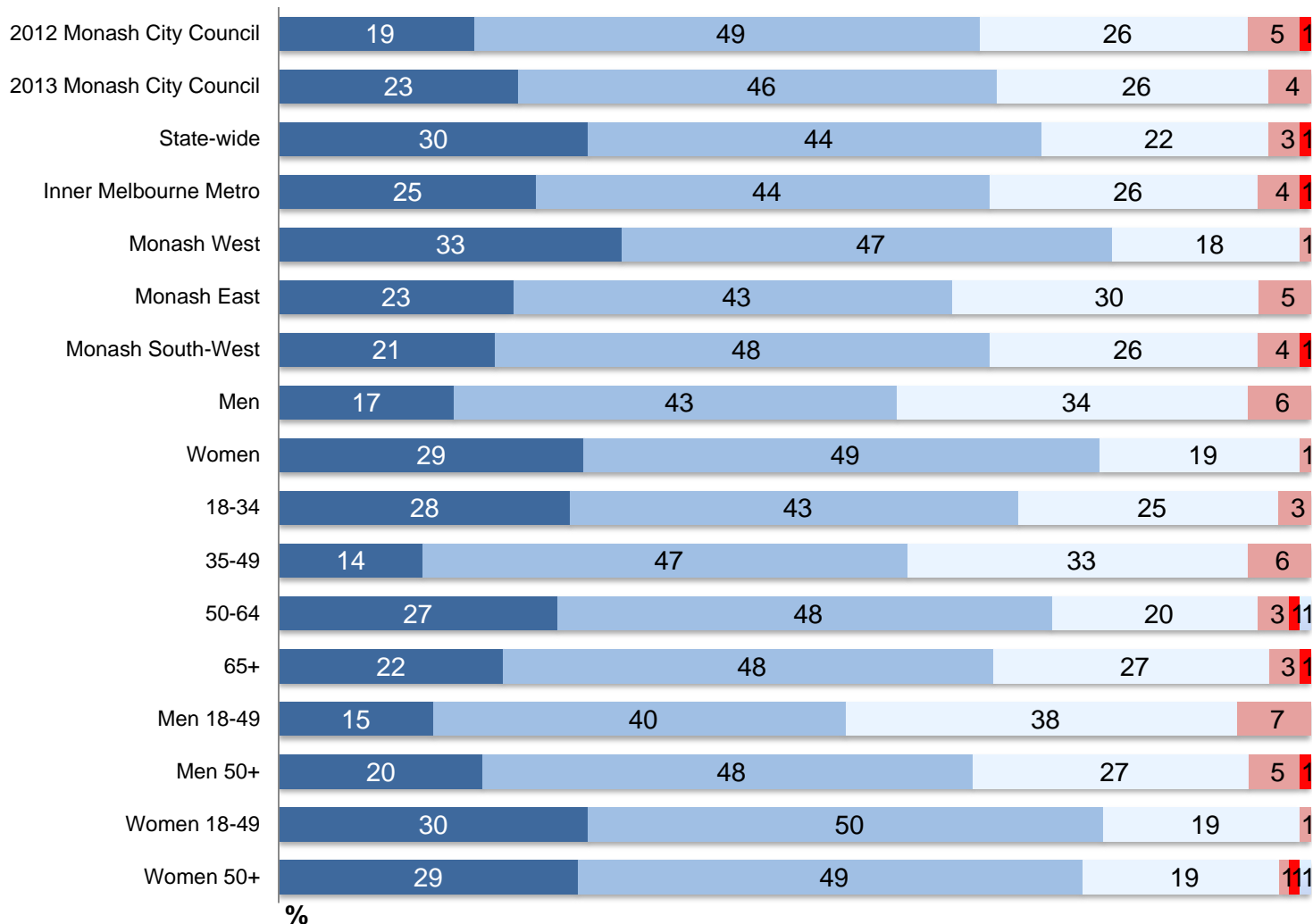
# 2013 Informing the Community

## – Importance Index Score

## Change (2012 to 2013)



# 2013 Informing the Community – Importance

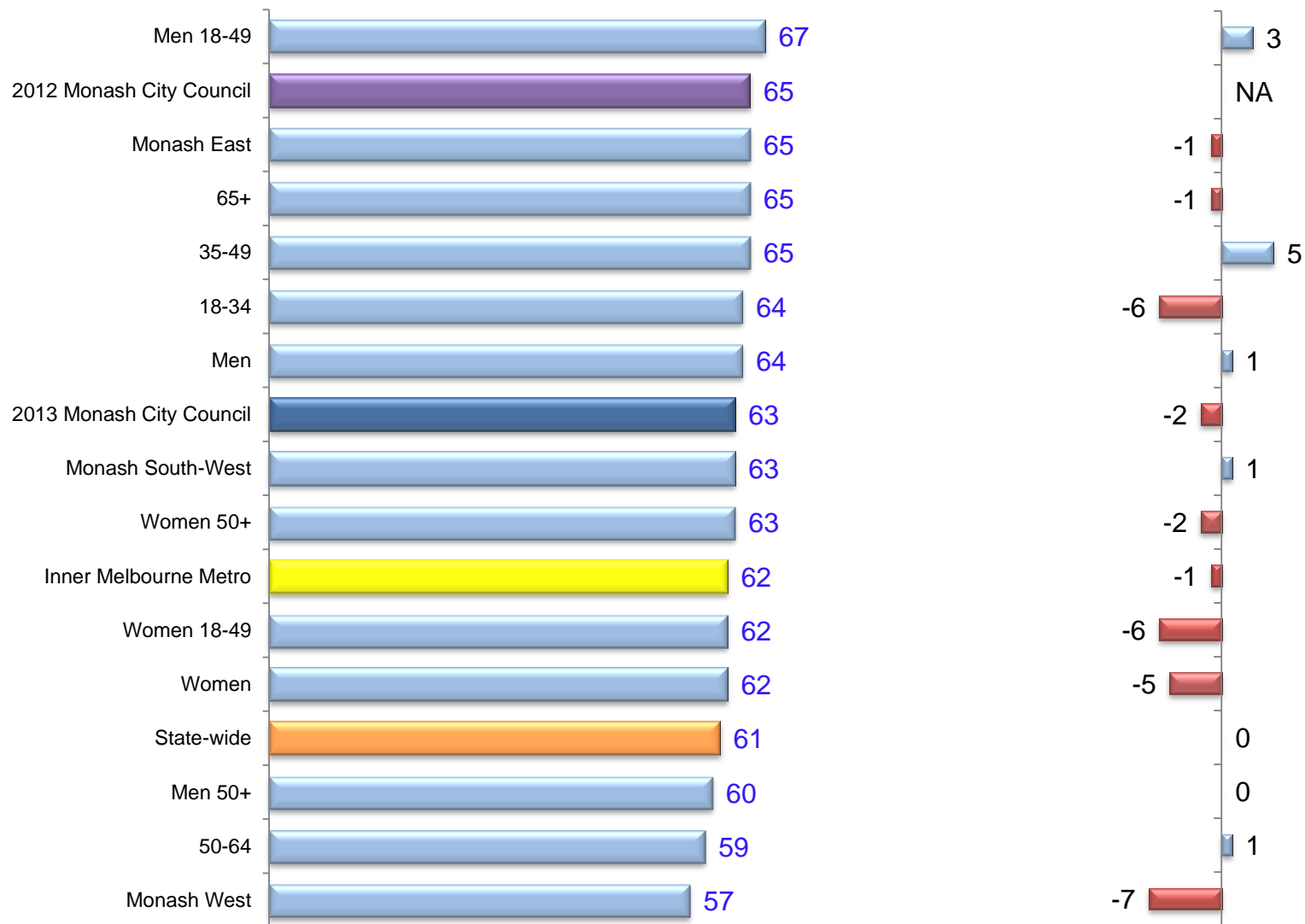


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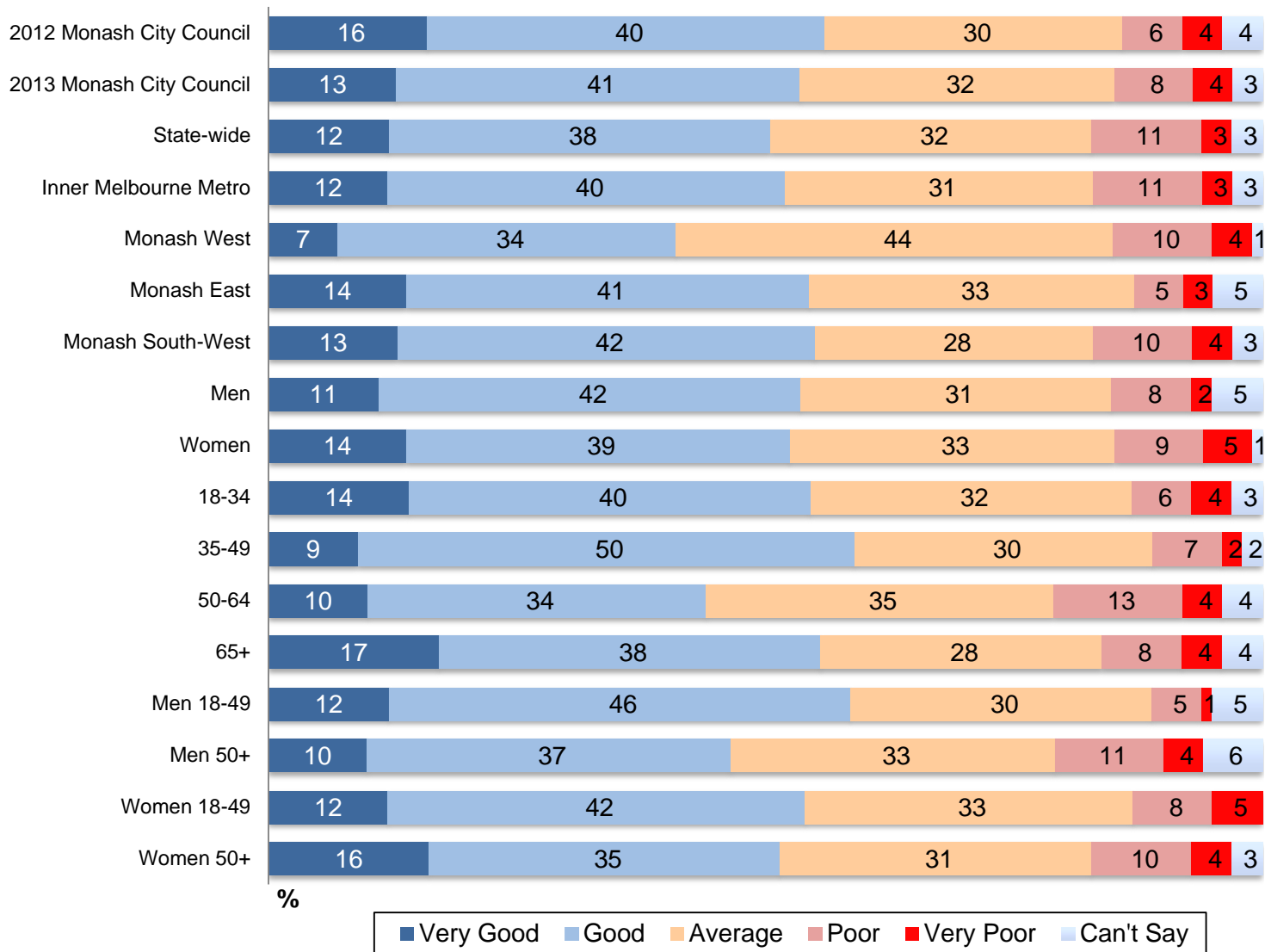
# 2013 Informing the Community

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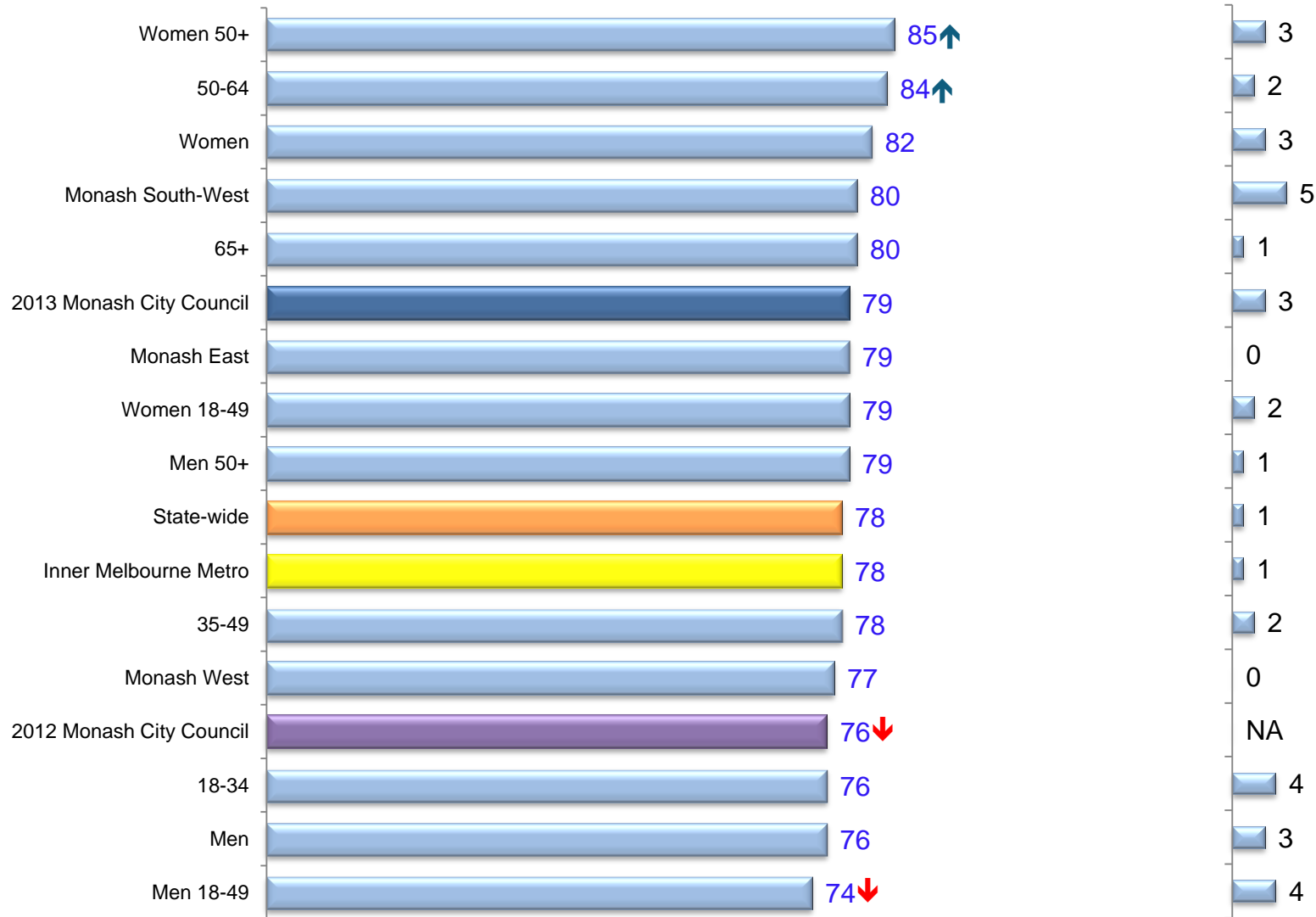
# 2013 Informing the Community – Performance



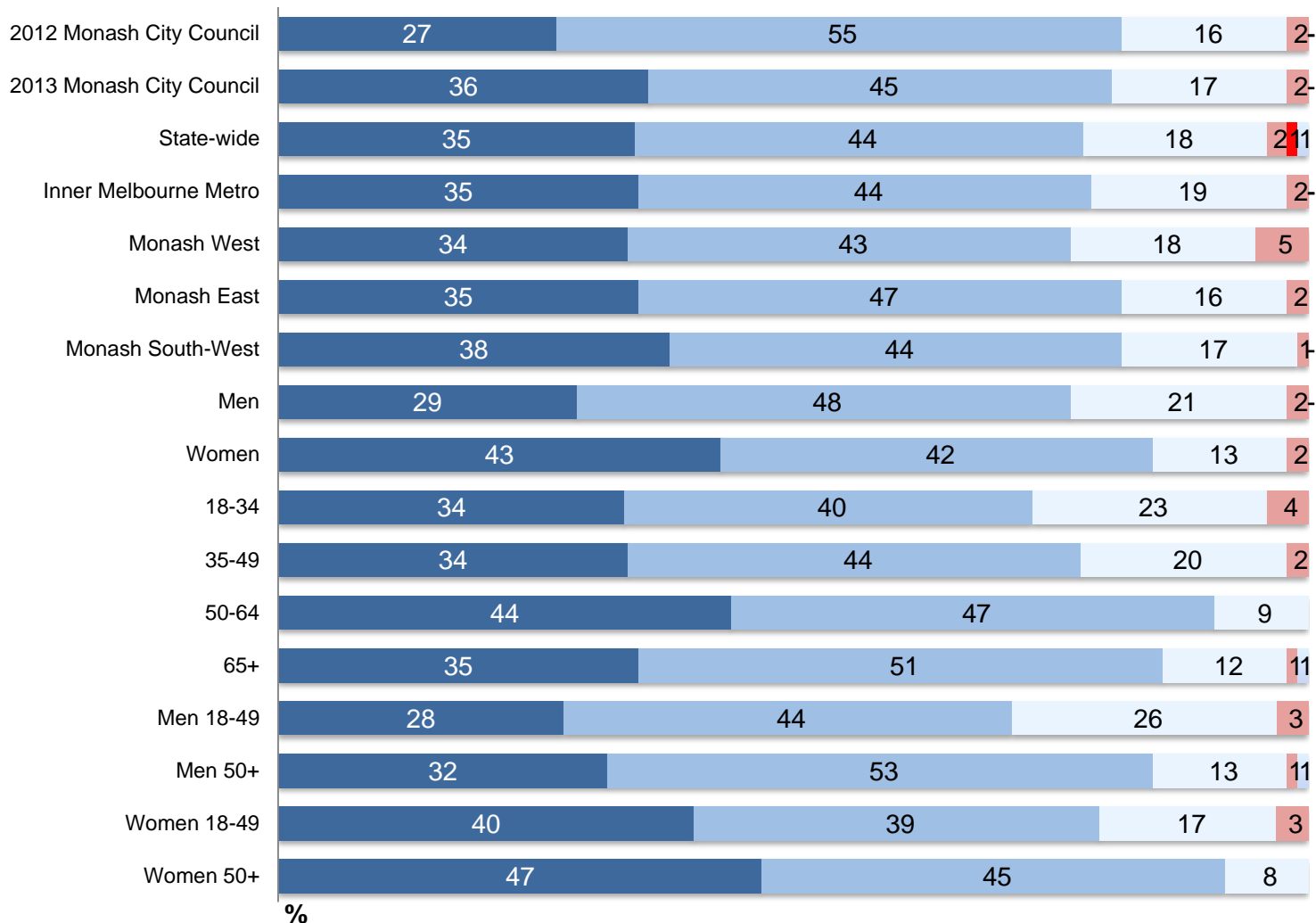
# 2013 The condition of local streets and footpaths in your area

## – Importance Index Score

## Change (2012 to 2013)



# 2013 The condition of local streets and footpaths in your area – Importance

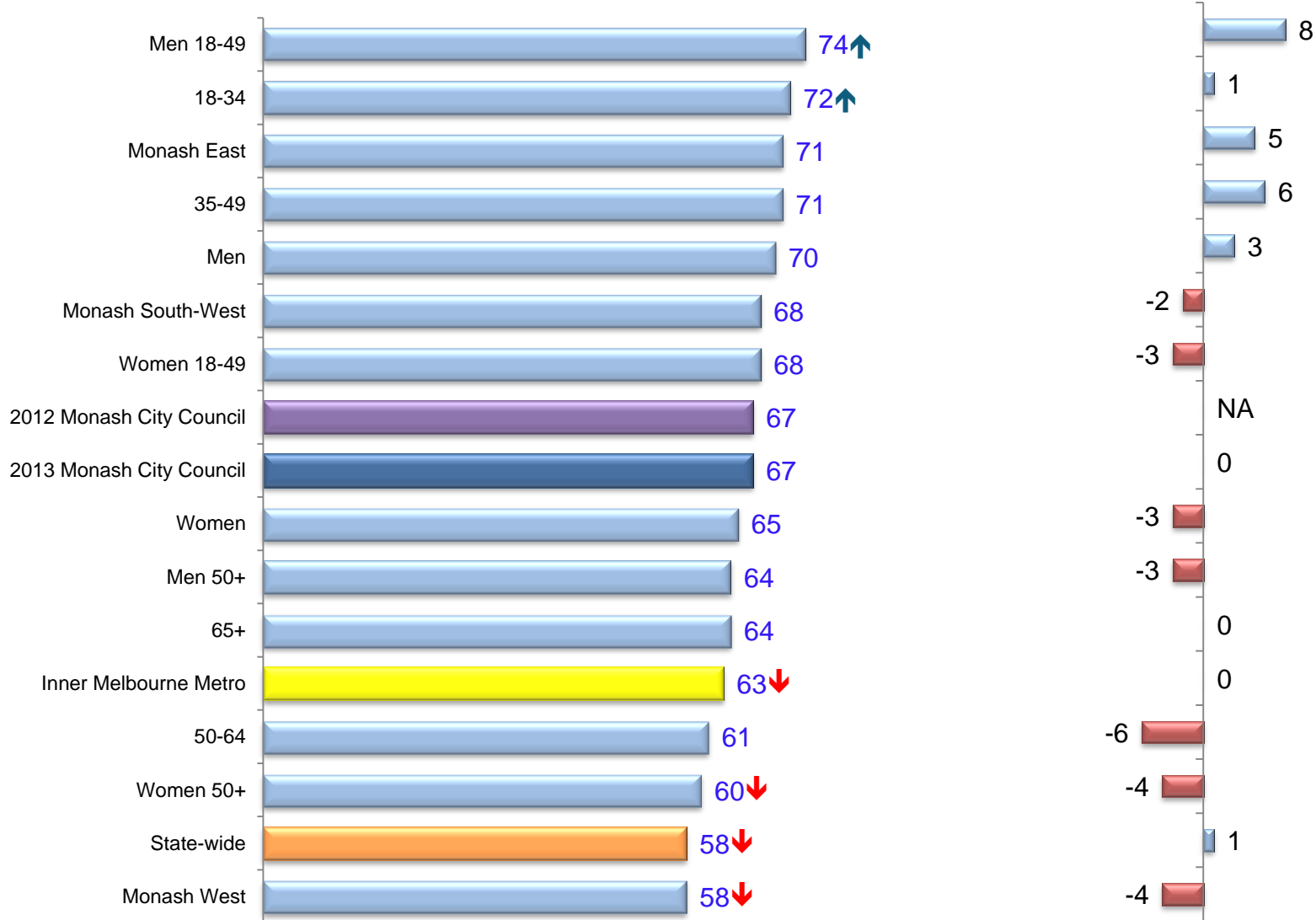


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# 2013 The condition of local streets and footpaths in your area

## – Performance Index Score

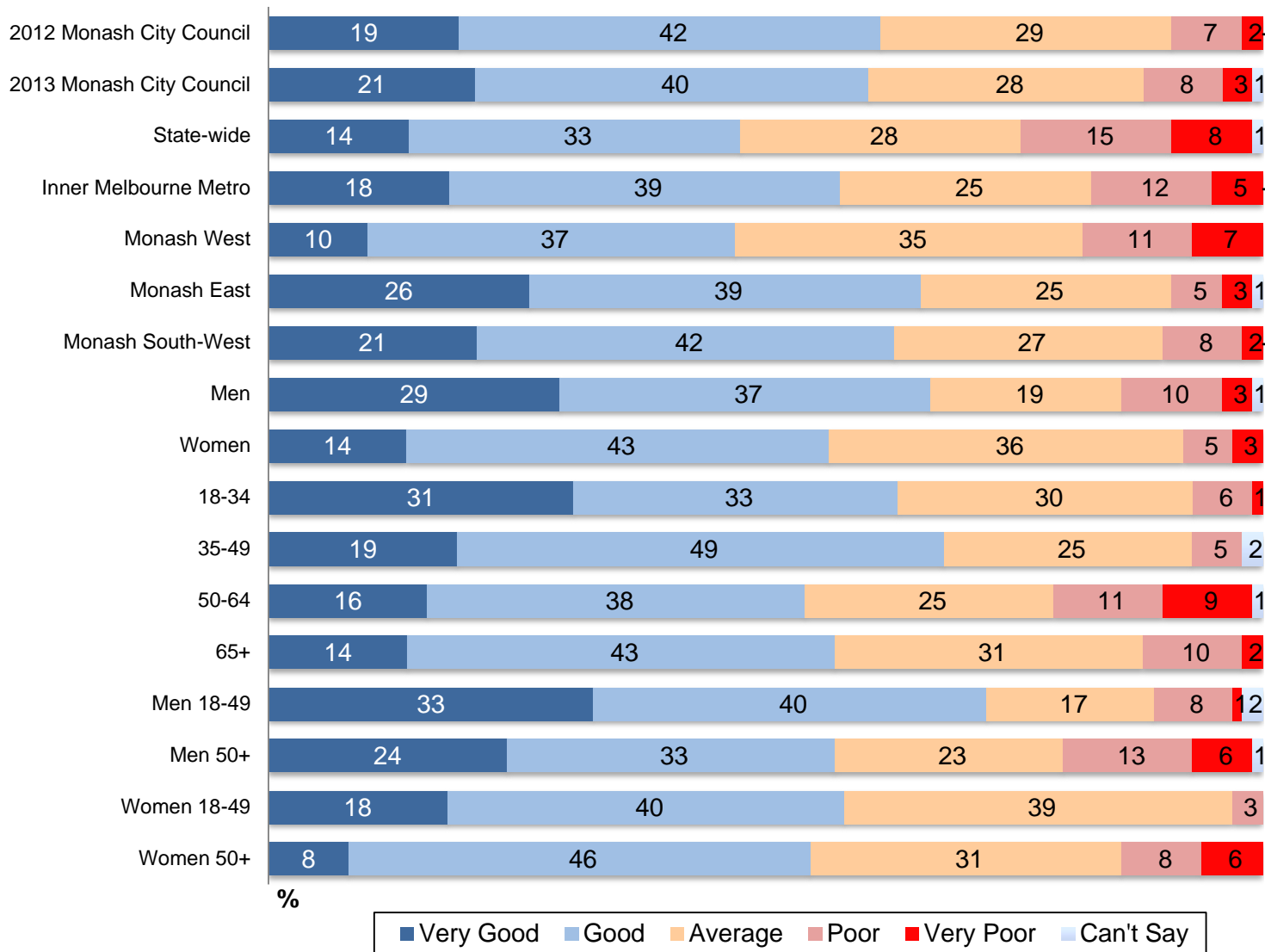
## Change (2012 to 2013)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

Base: All respondents. Councils asked statewide: 49 Councils asked group: 14

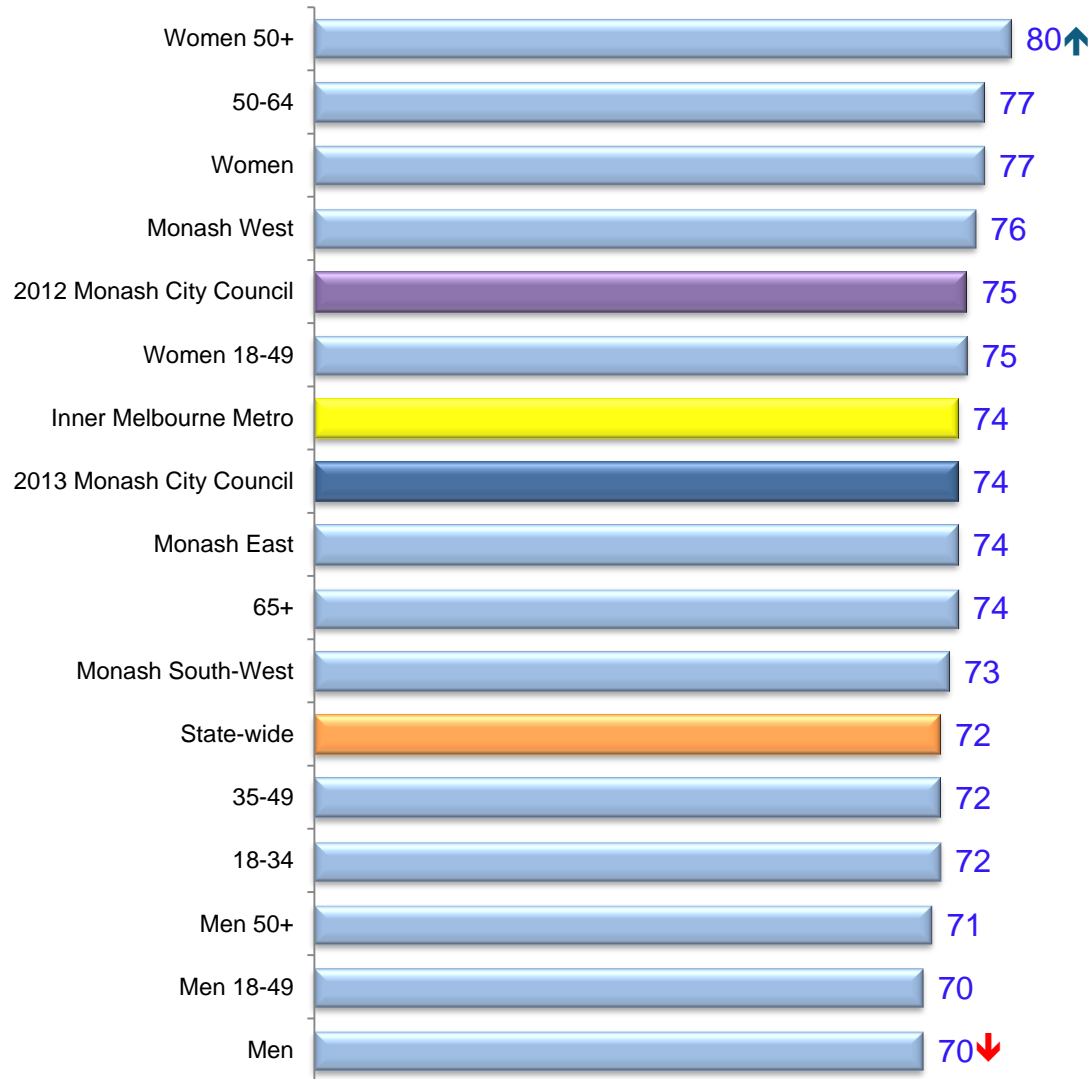
# 2013 The condition of local streets and footpaths in your area – Performance



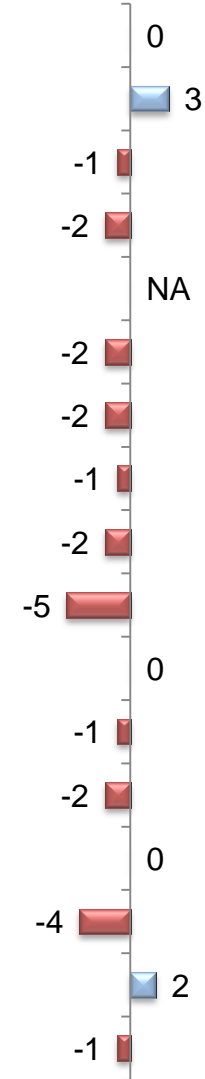


# 2013 Traffic Management

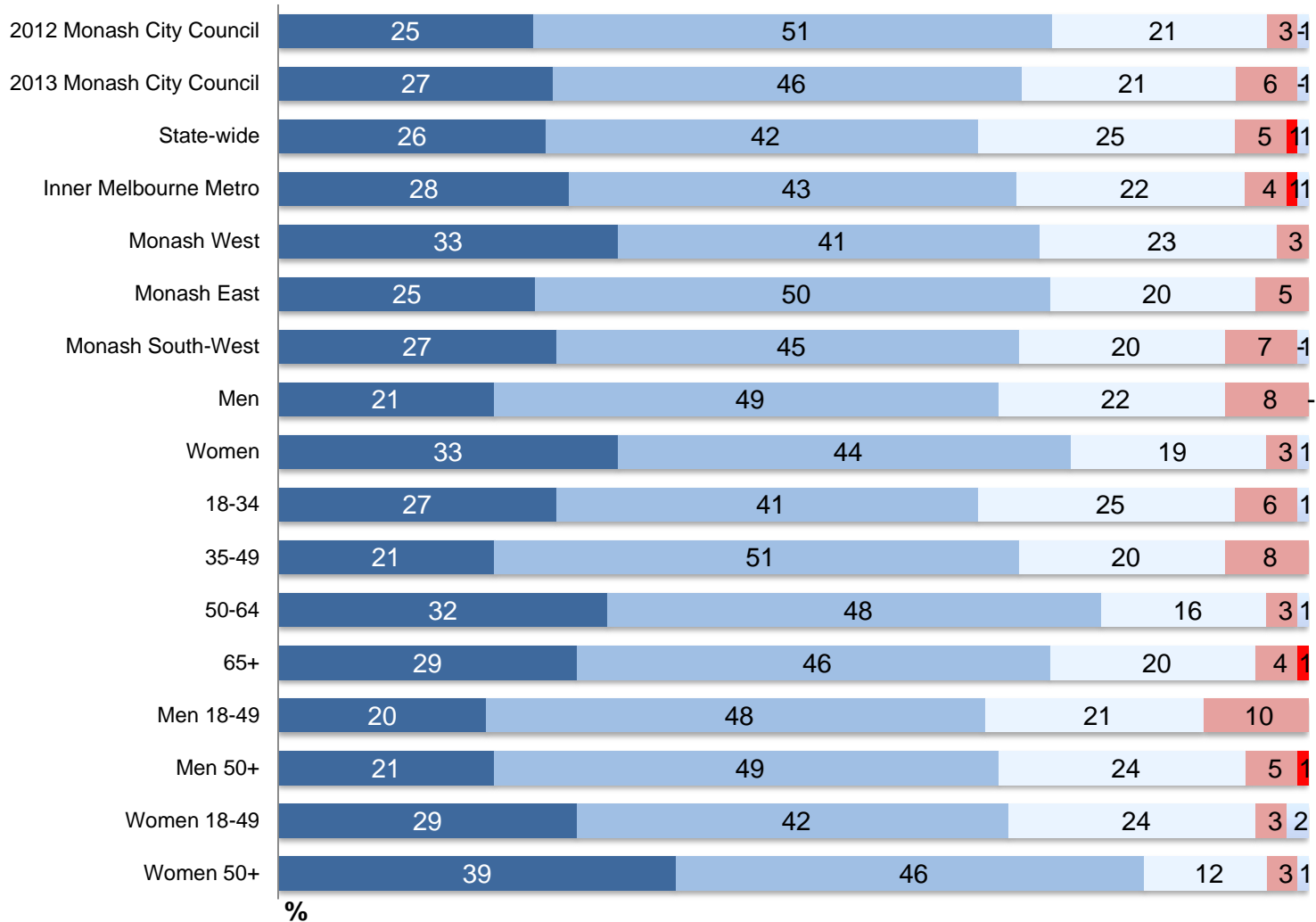
## – Importance Index Score



## Change (2012 to 2013)



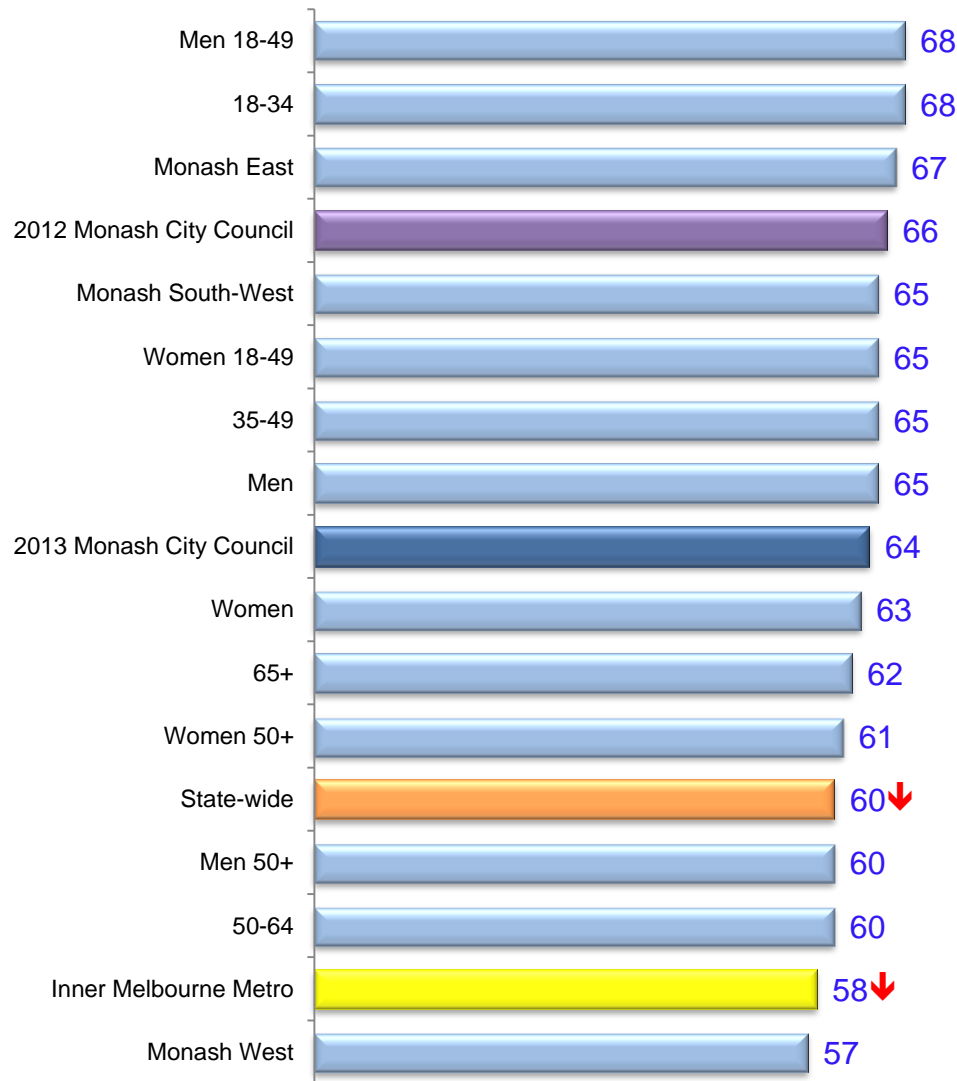
# 2013 Traffic Management – Importance



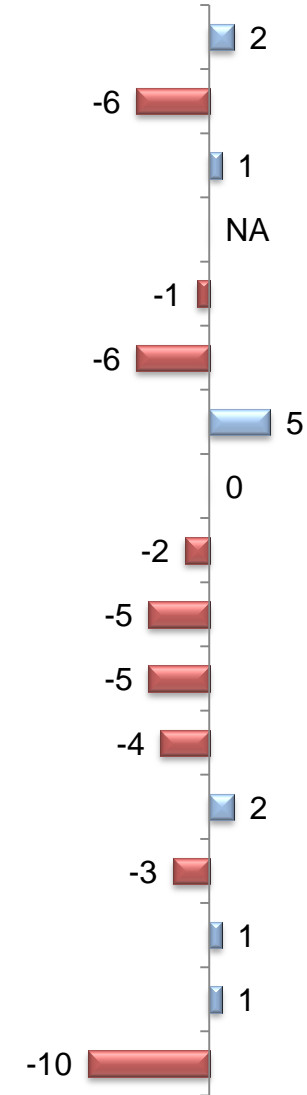
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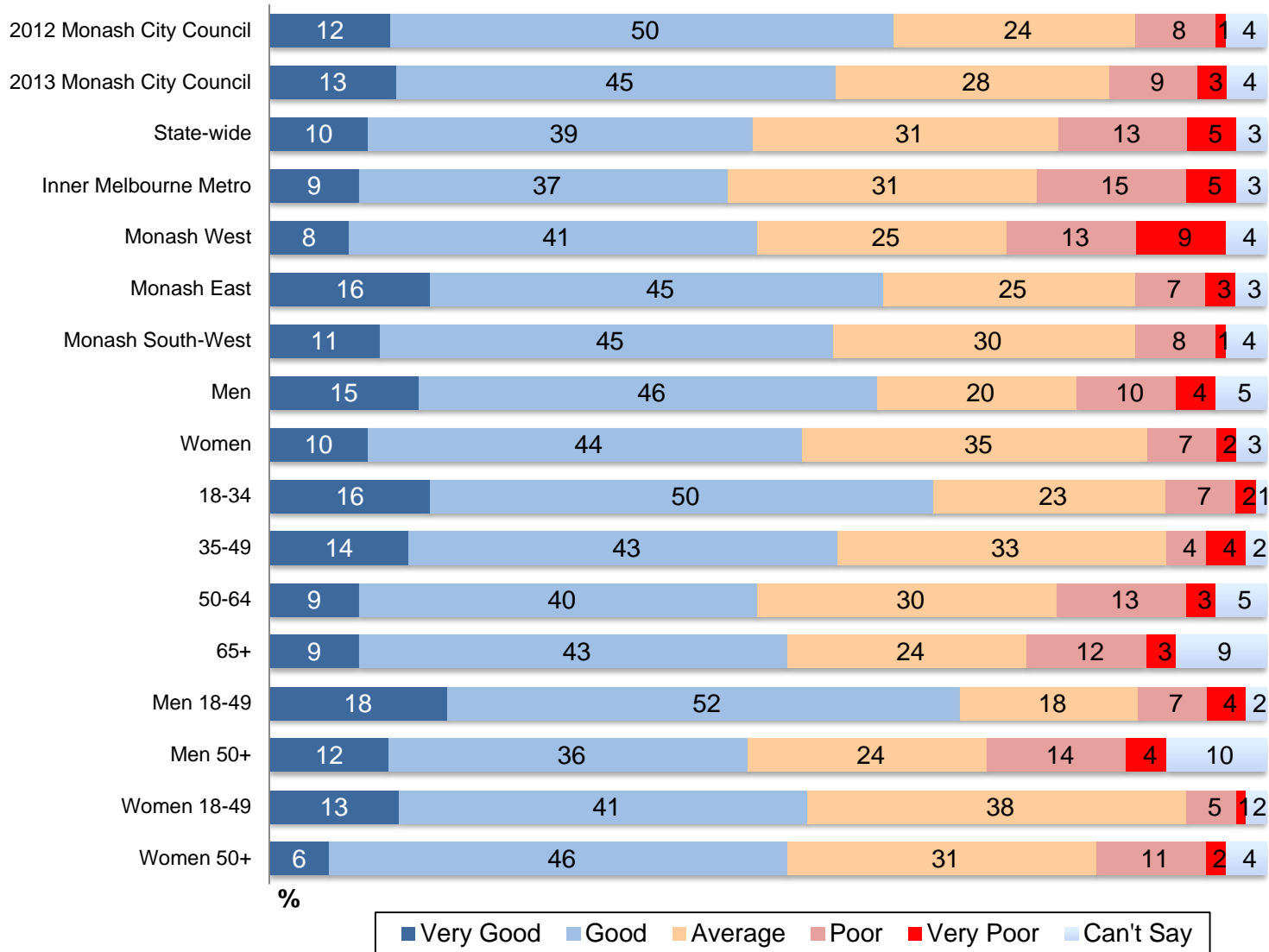
## – Performance Index Score



## Change (2012 to 2013)



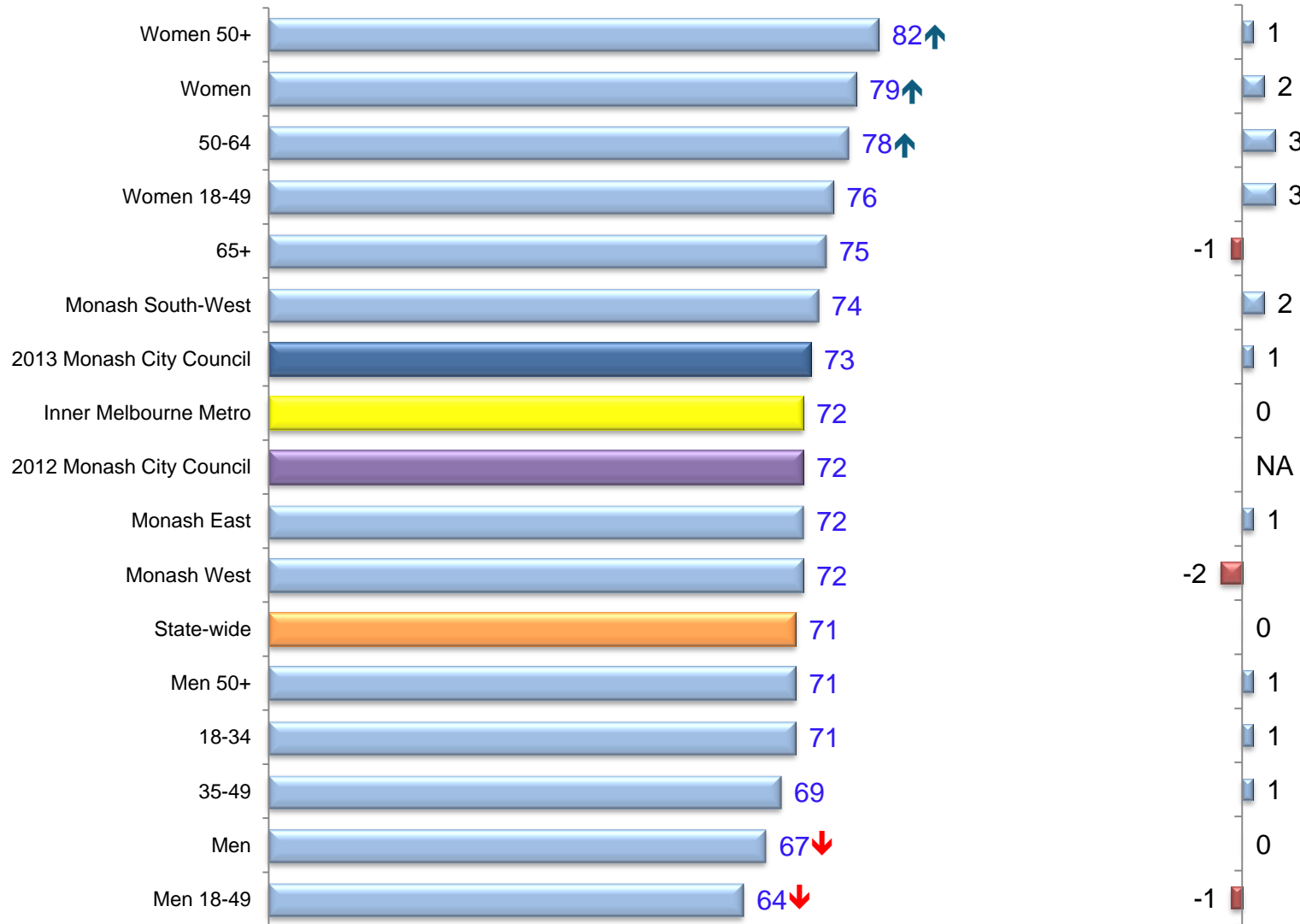
# 2013 Traffic Management – Performance



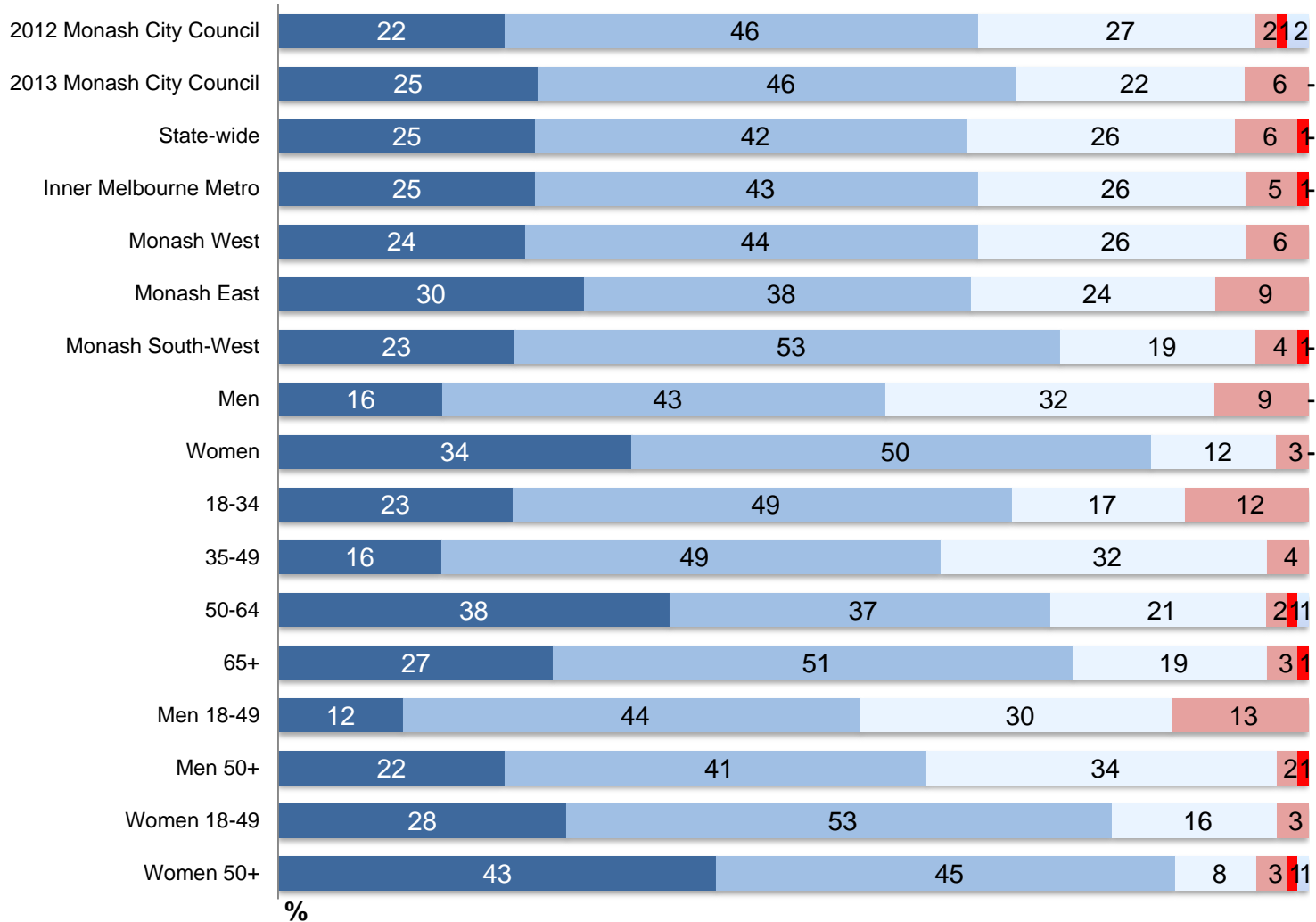
# 2013 Parking Facilities

## – Importance Index Score

## Change (2012 to 2013)



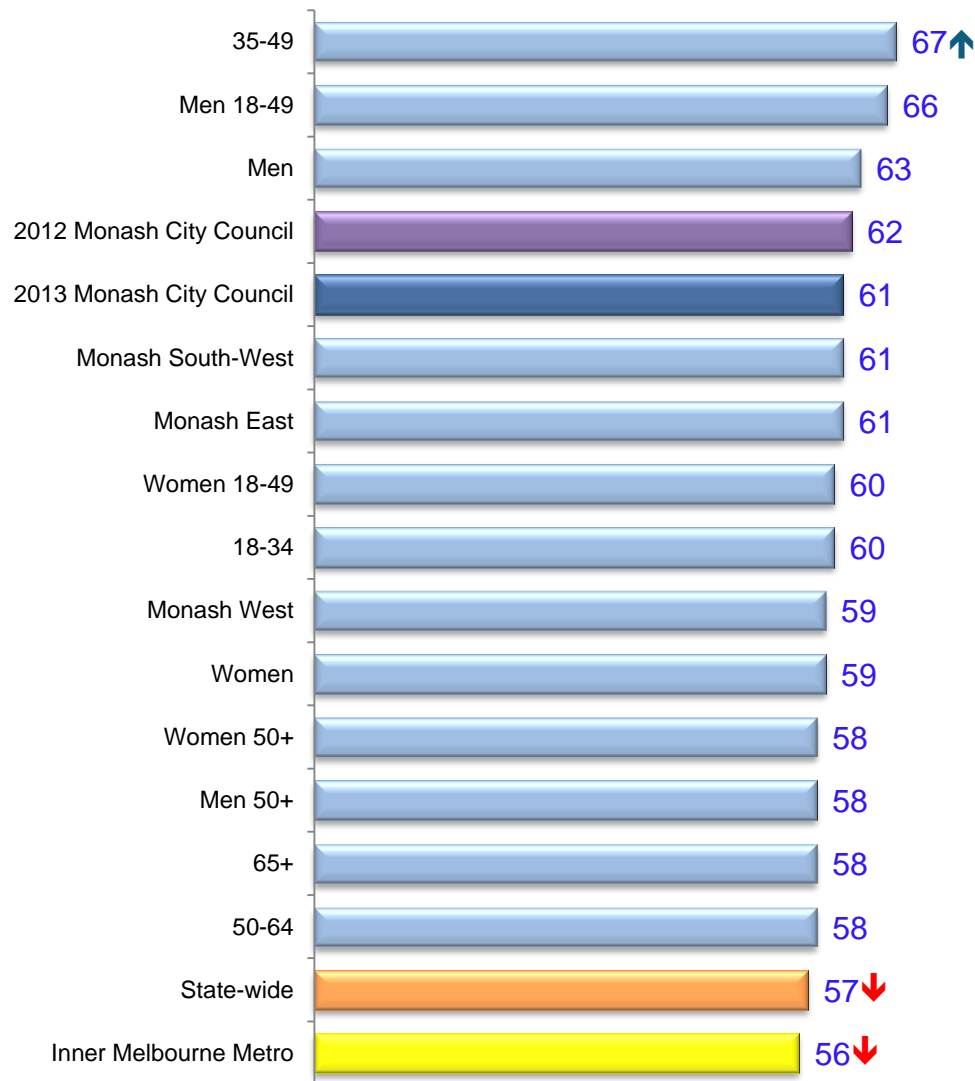
# 2013 Parking Facilities – Importance



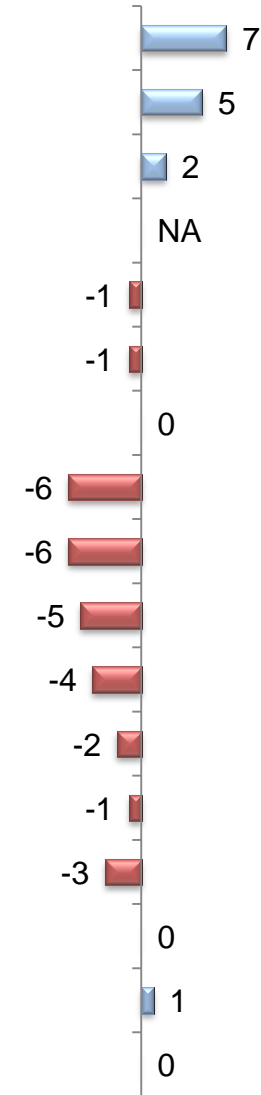
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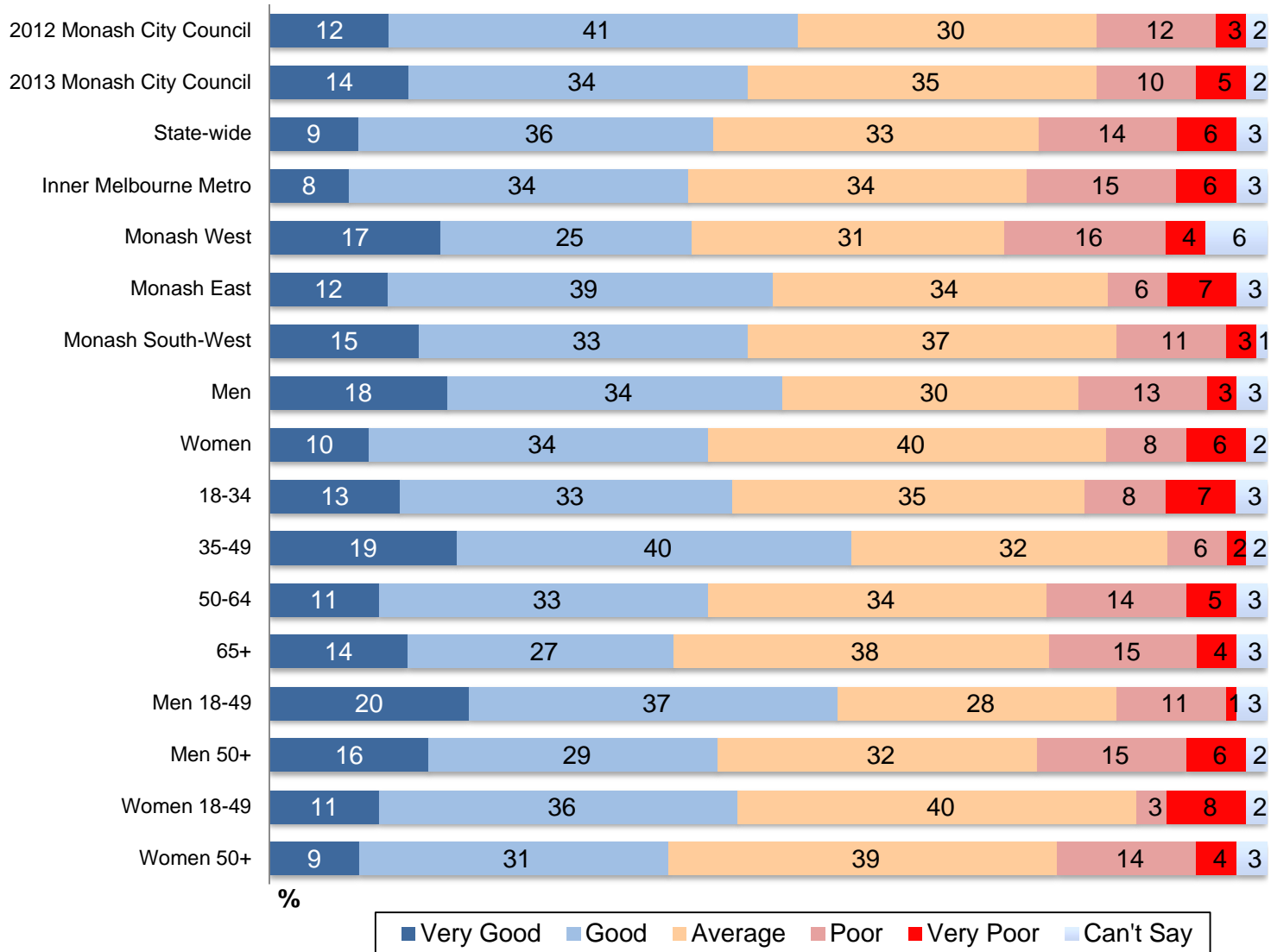
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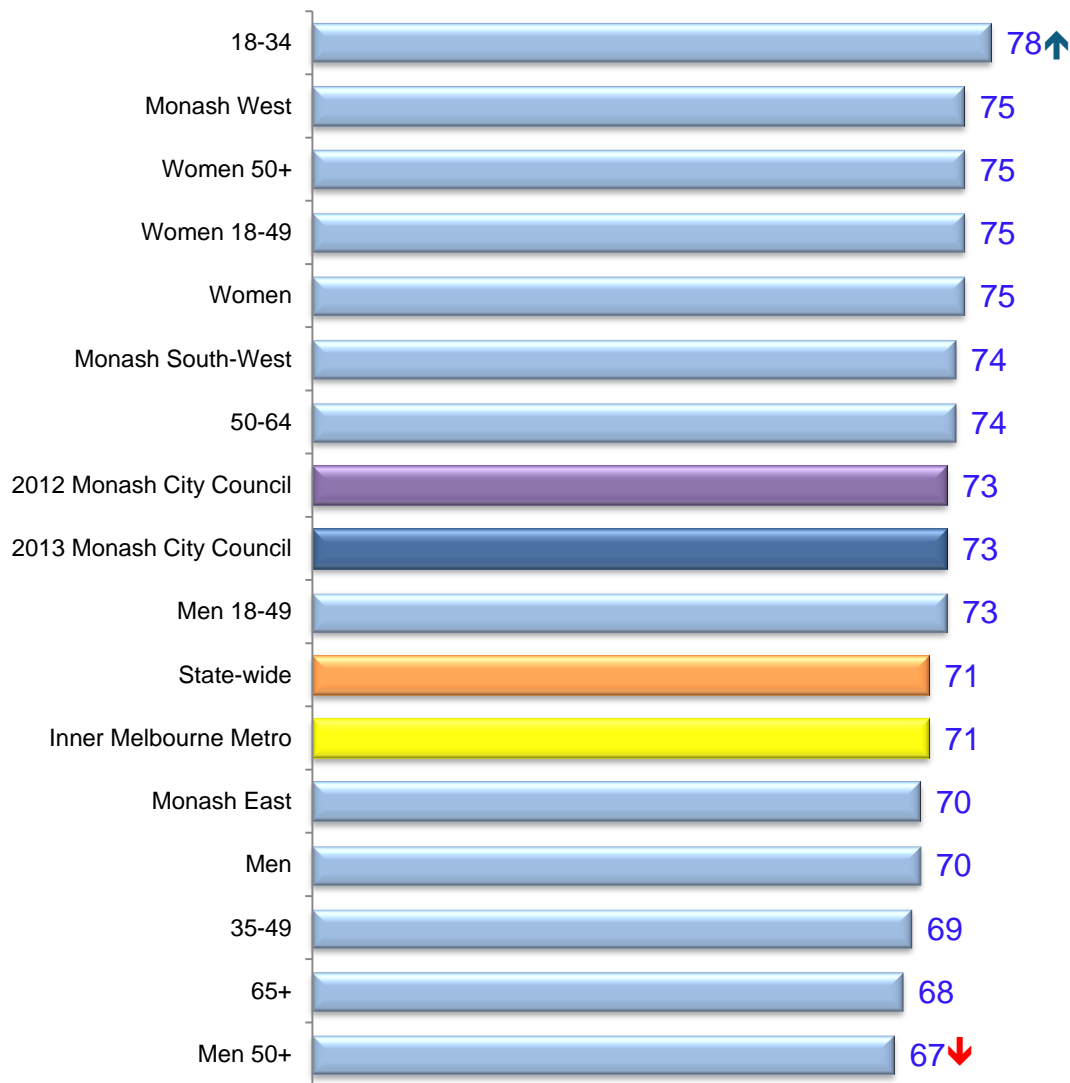
# 2013 Parking Facilities – Performance



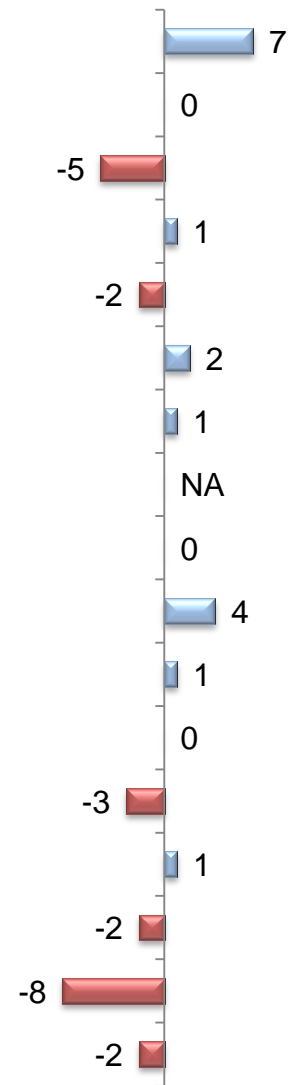


# 2013 Enforcement of local laws

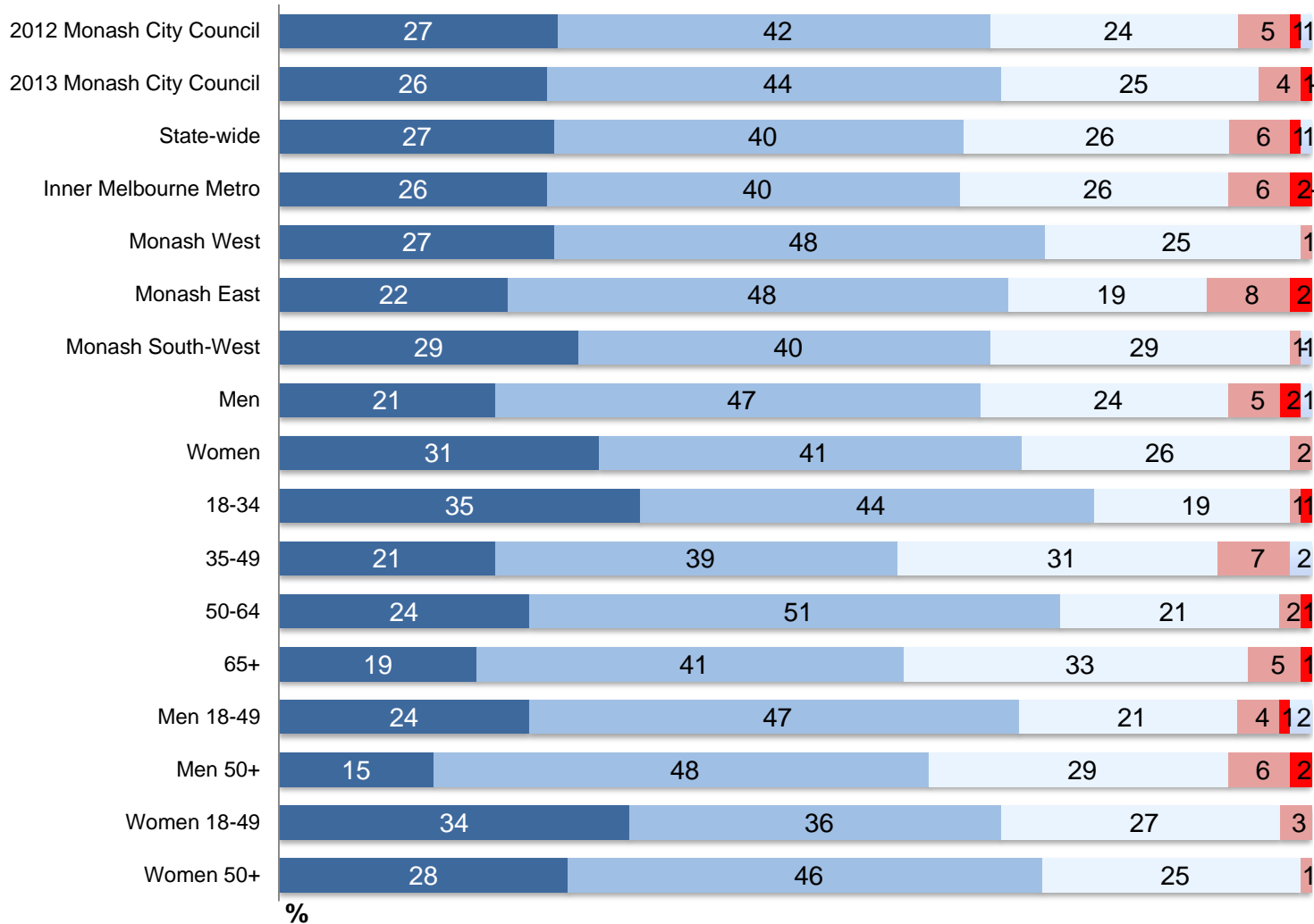
## – Importance Index Score



## Change (2012 to 2013)



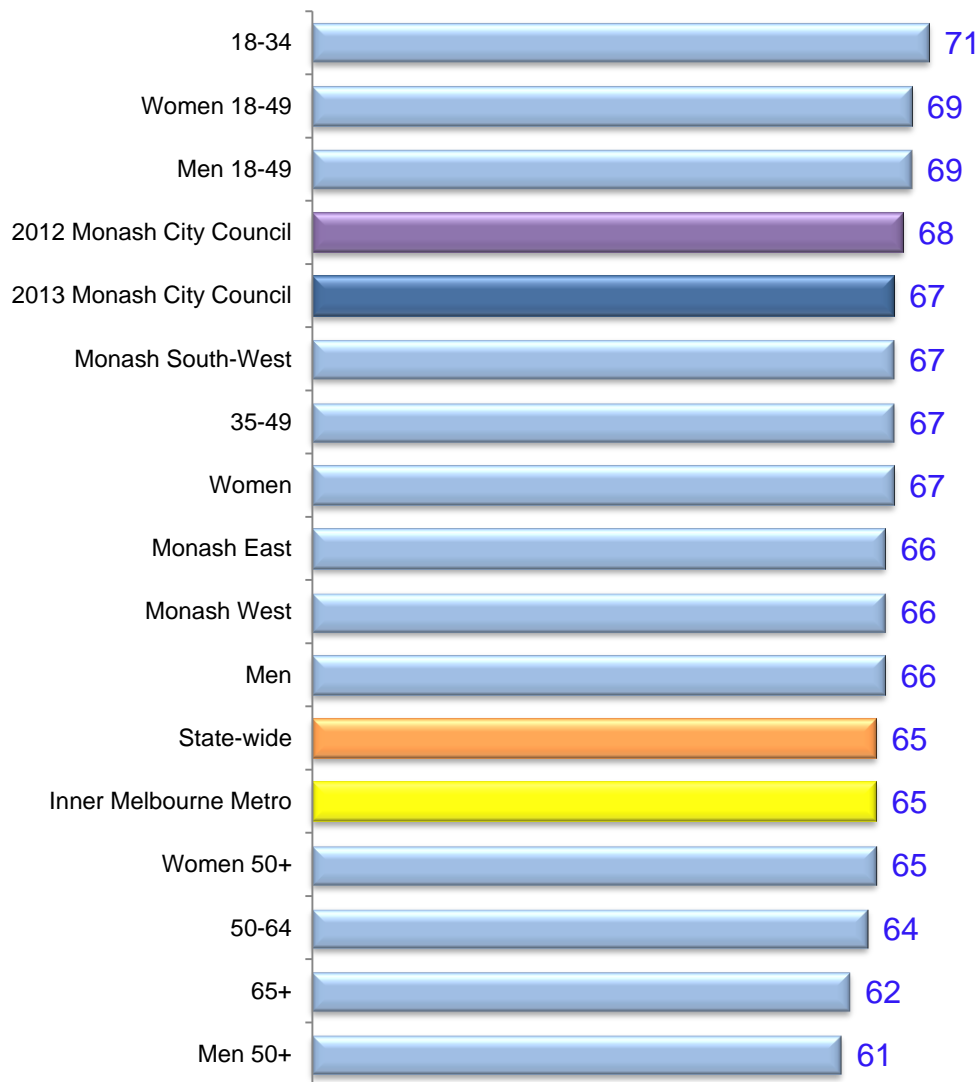
## 2013 Enforcement of local laws – Importance



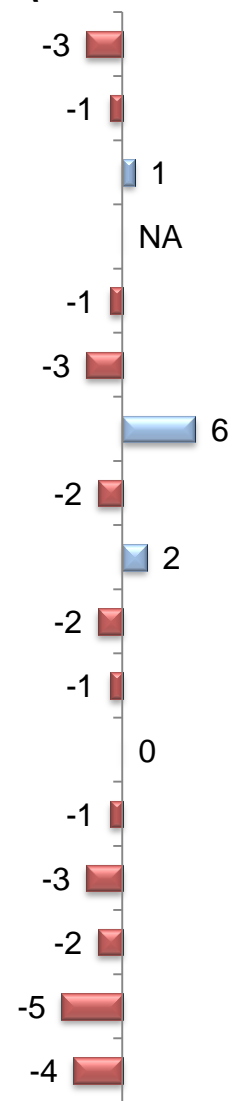
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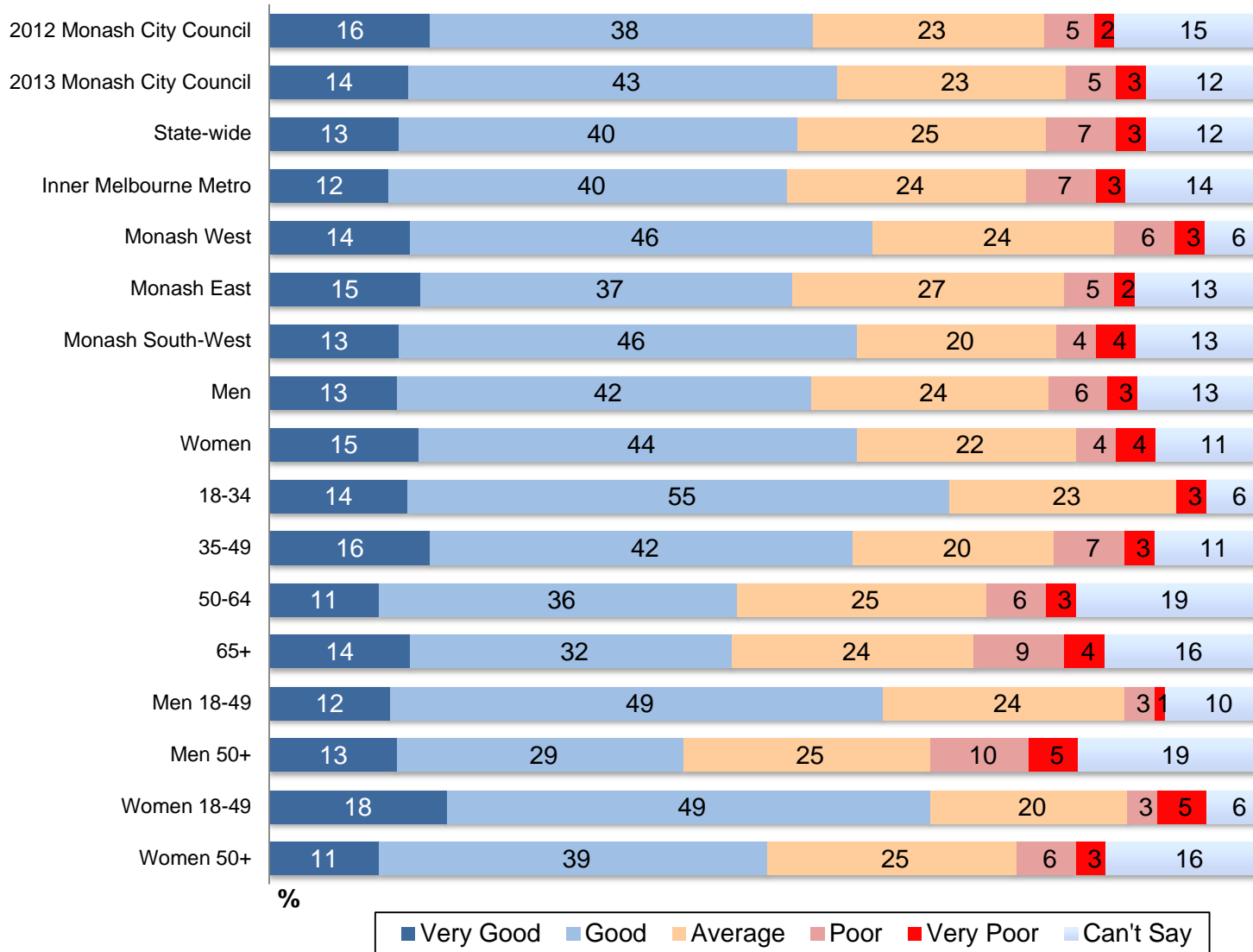
## – Performance Index Score



## Change (2012 to 2013)



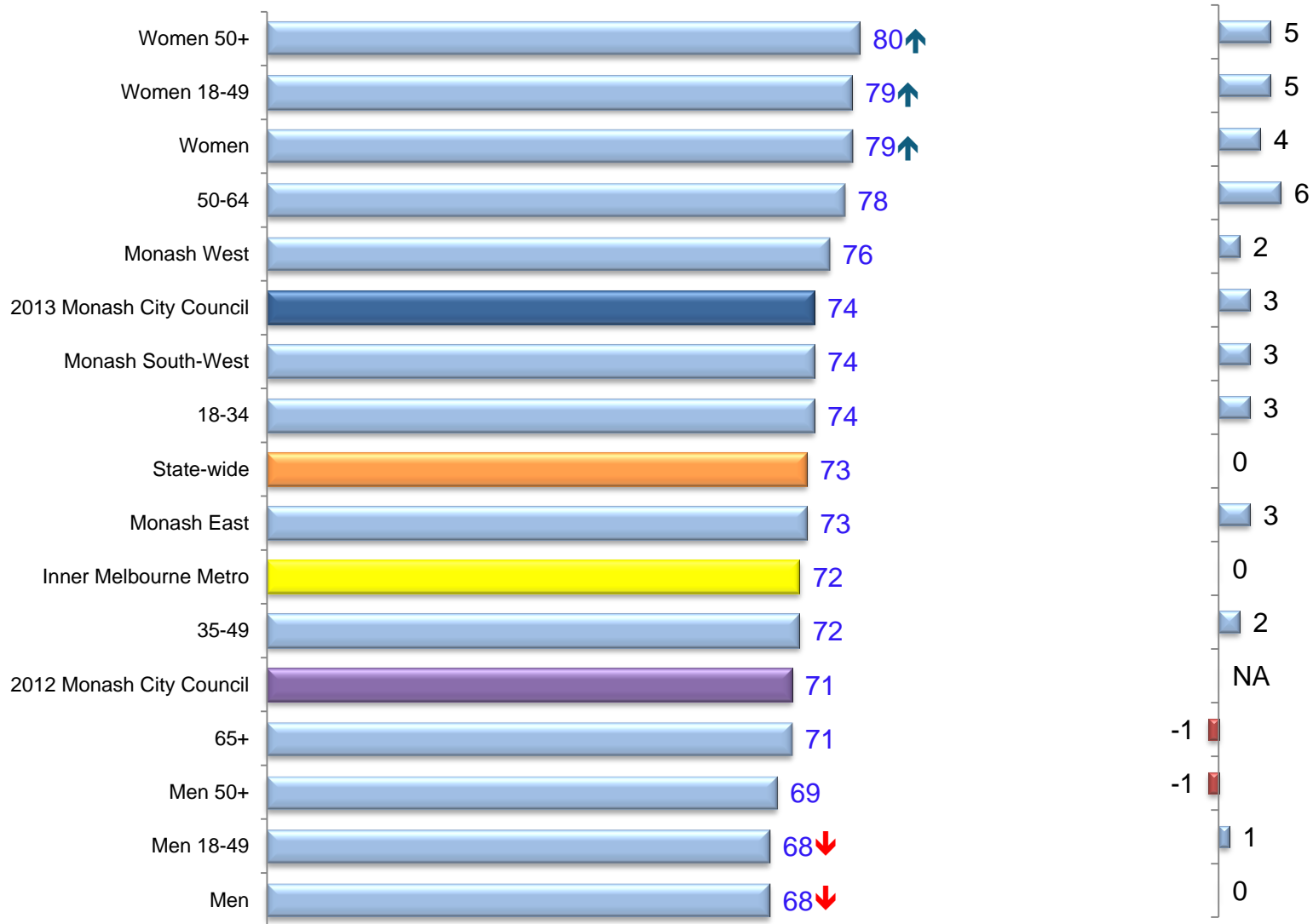
## 2013 Enforcement of local laws – Performance



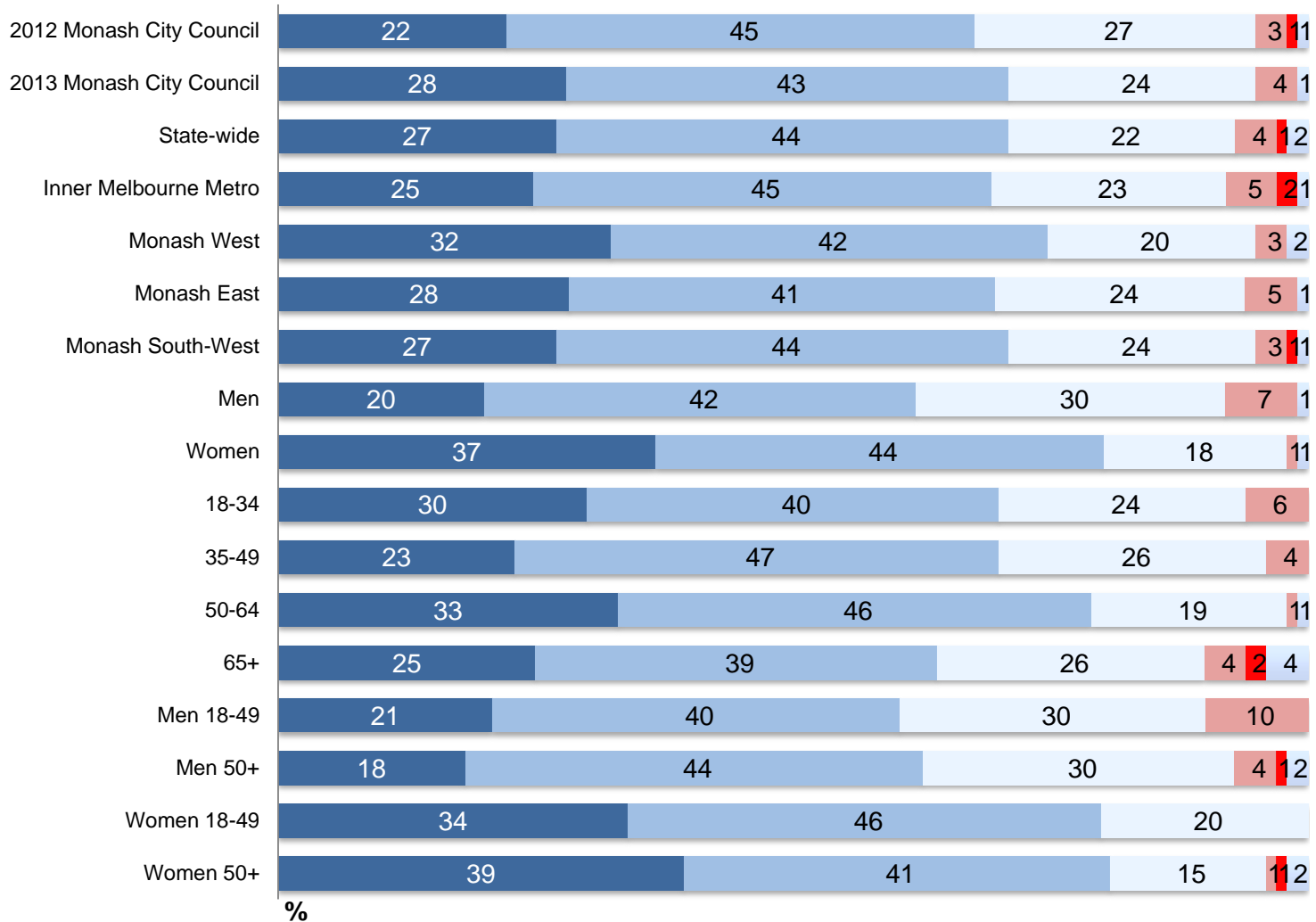
# 2013 Family Support Services

– Importance Index Score

Change (2012 to 2013)



# 2013 Family Support Services – Importance

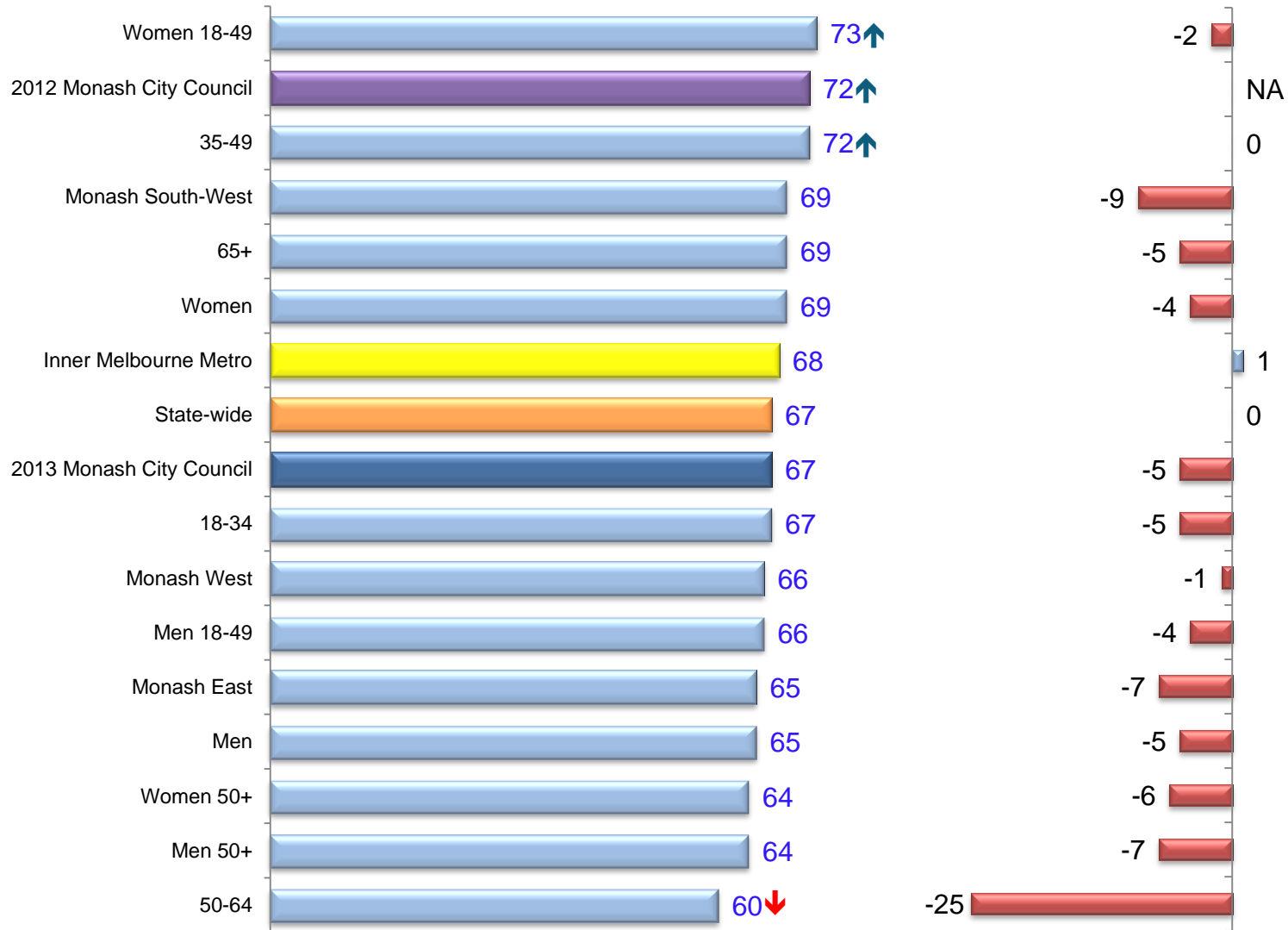


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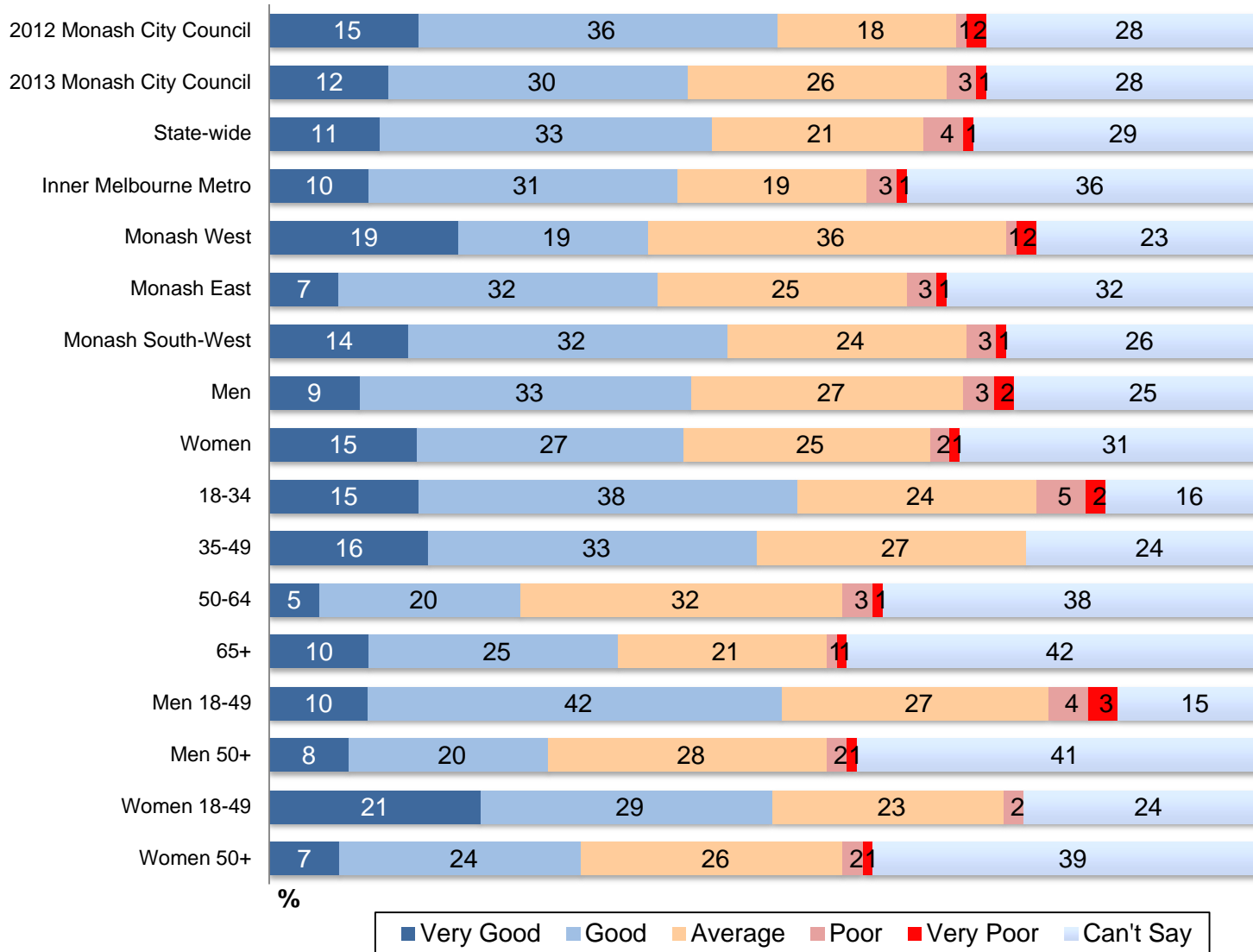
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## – Performance Index Score

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# 2013 Family Support Services – Performance

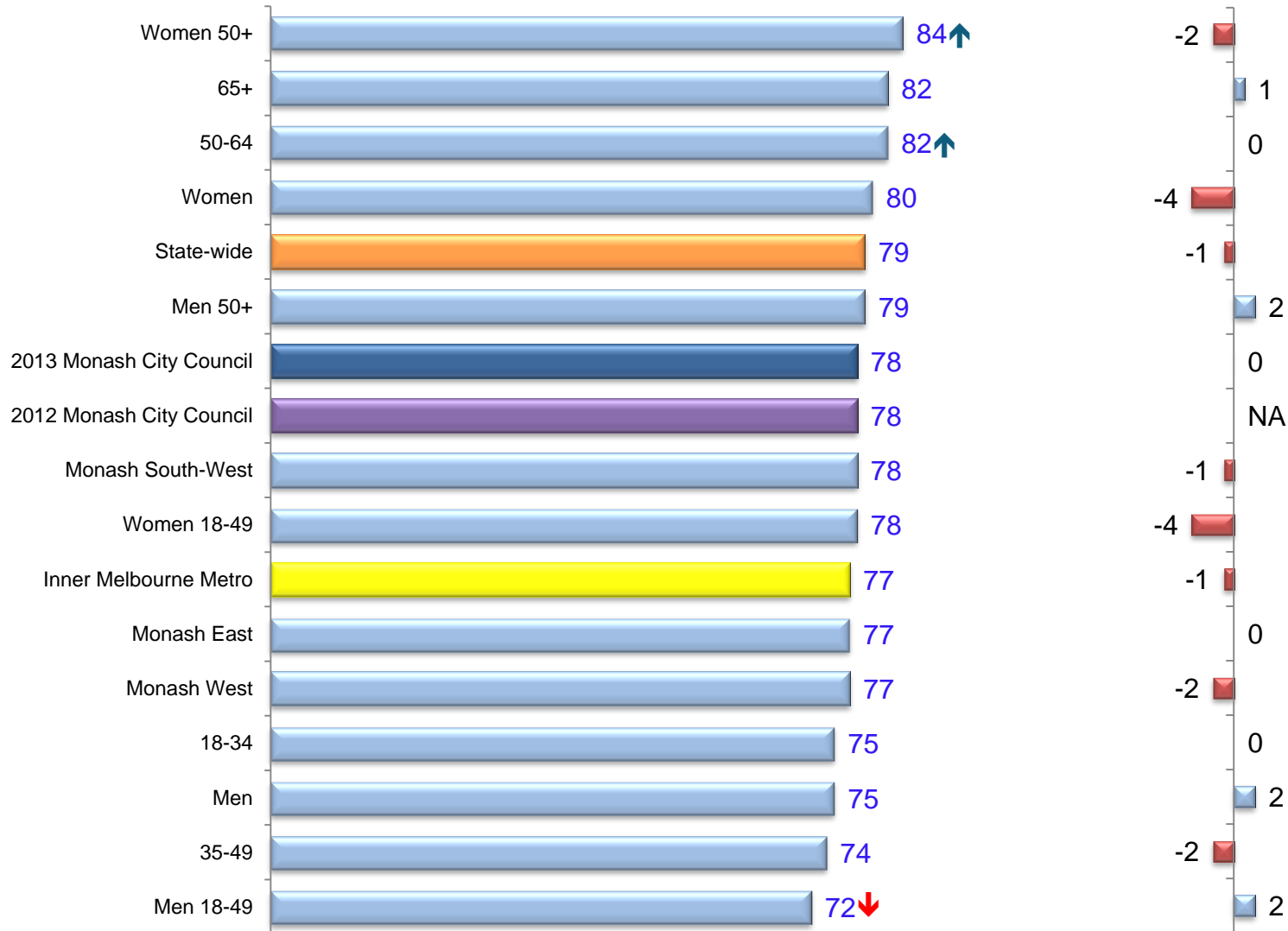




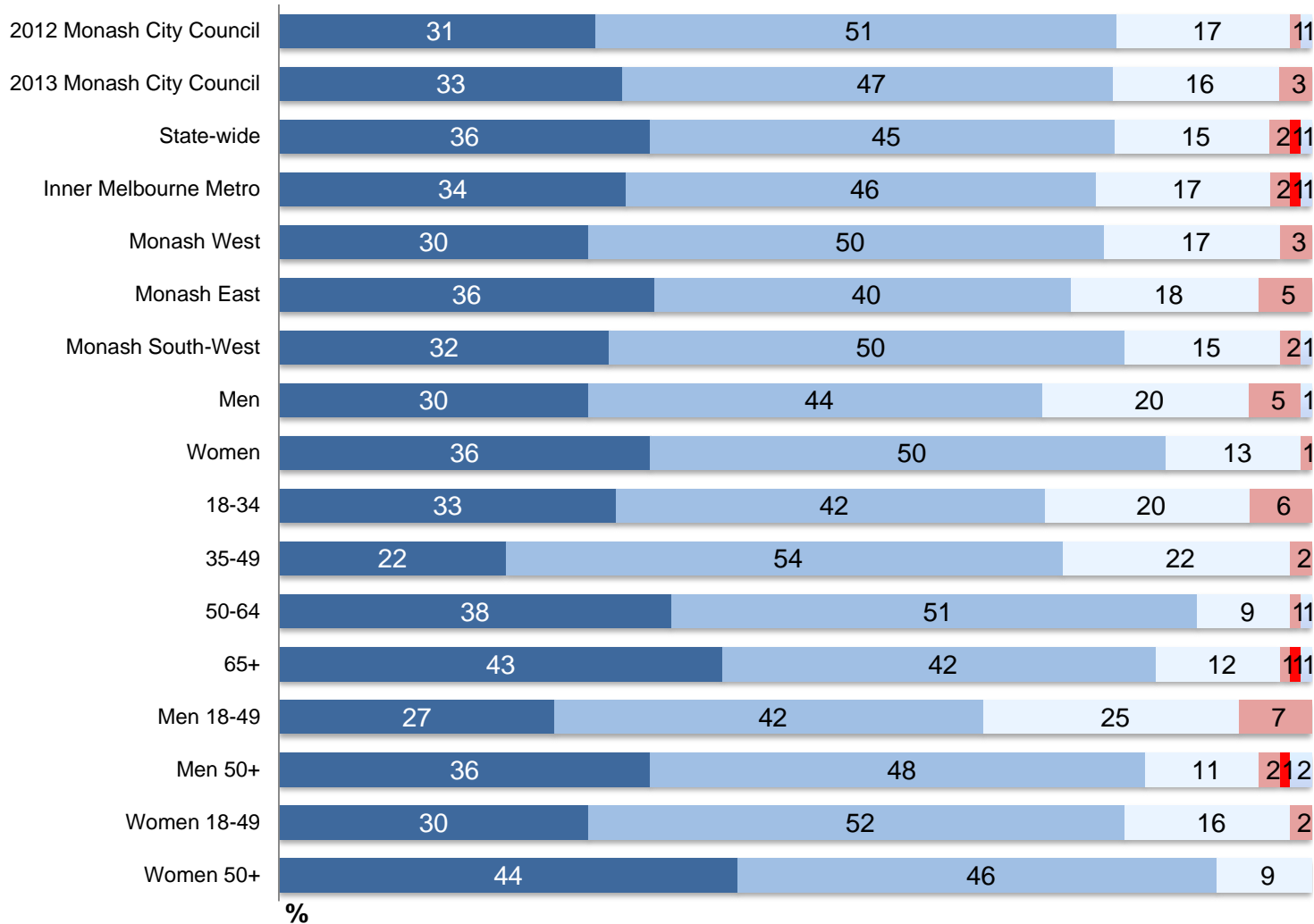
# 2013 Elderly Support Services

– Importance Index Score

Change (2012 to 2013)



# 2013 Elderly Support Services – Importance

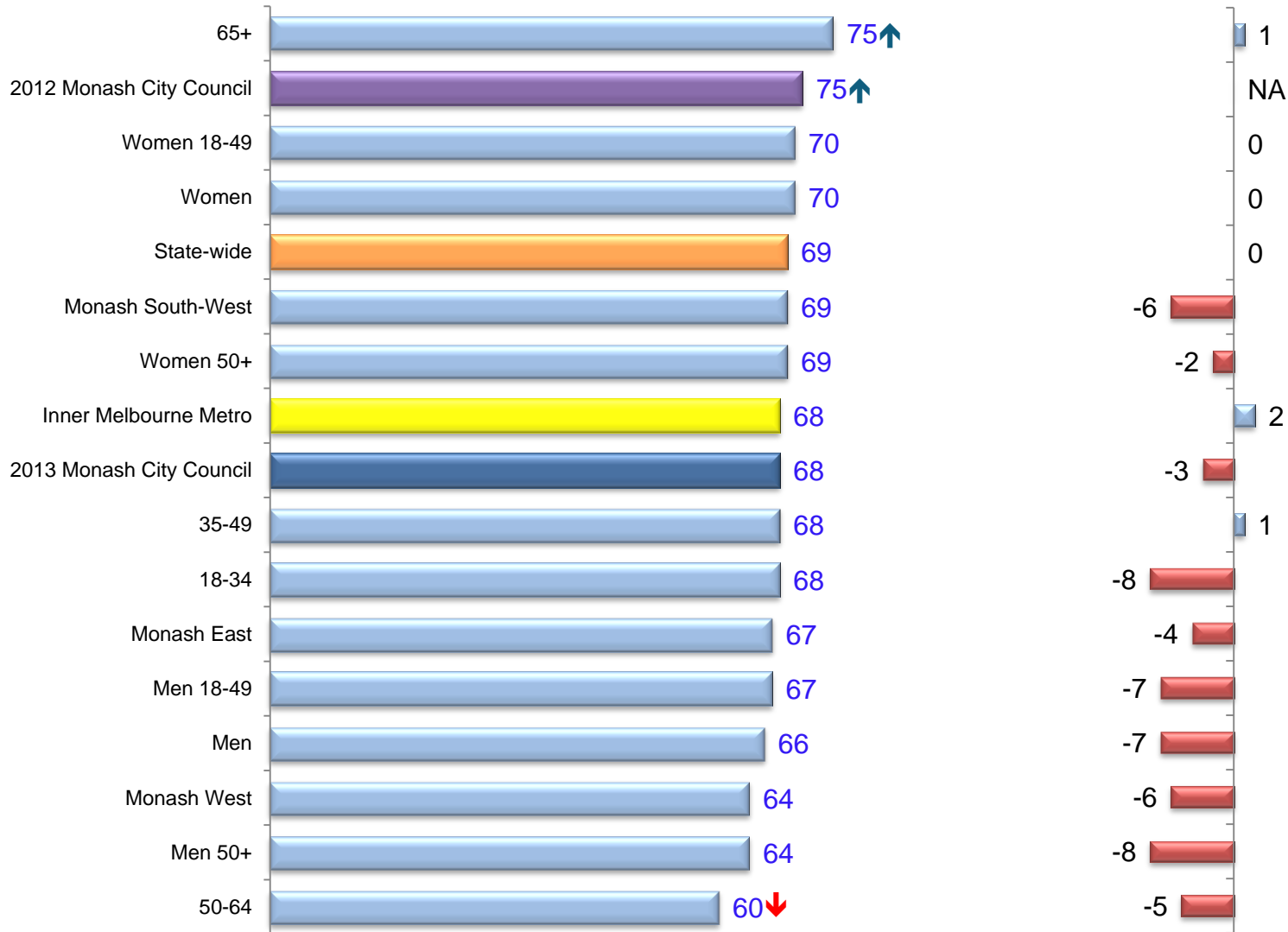


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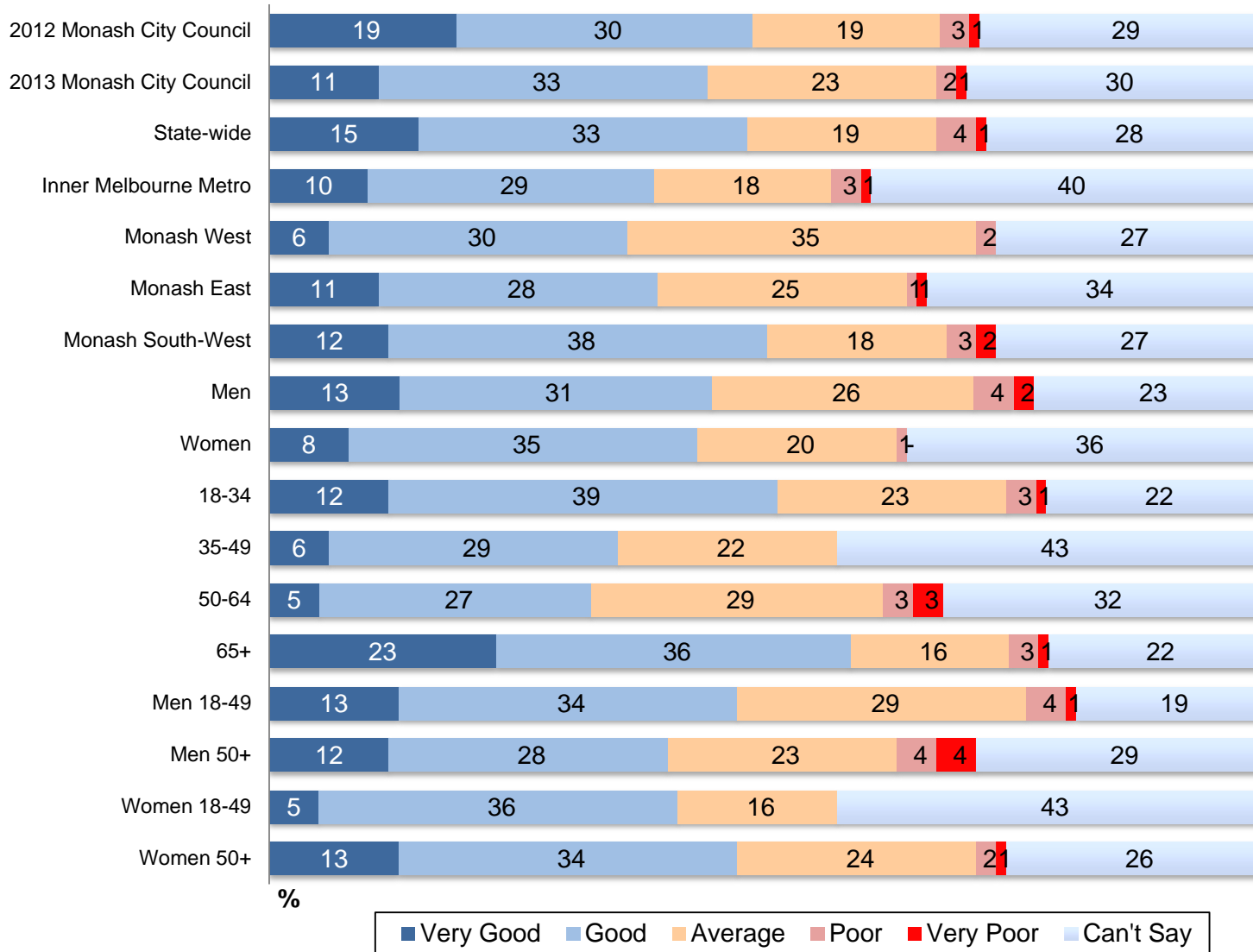
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## – Performance Index Score

## Change (2012 to 2013)



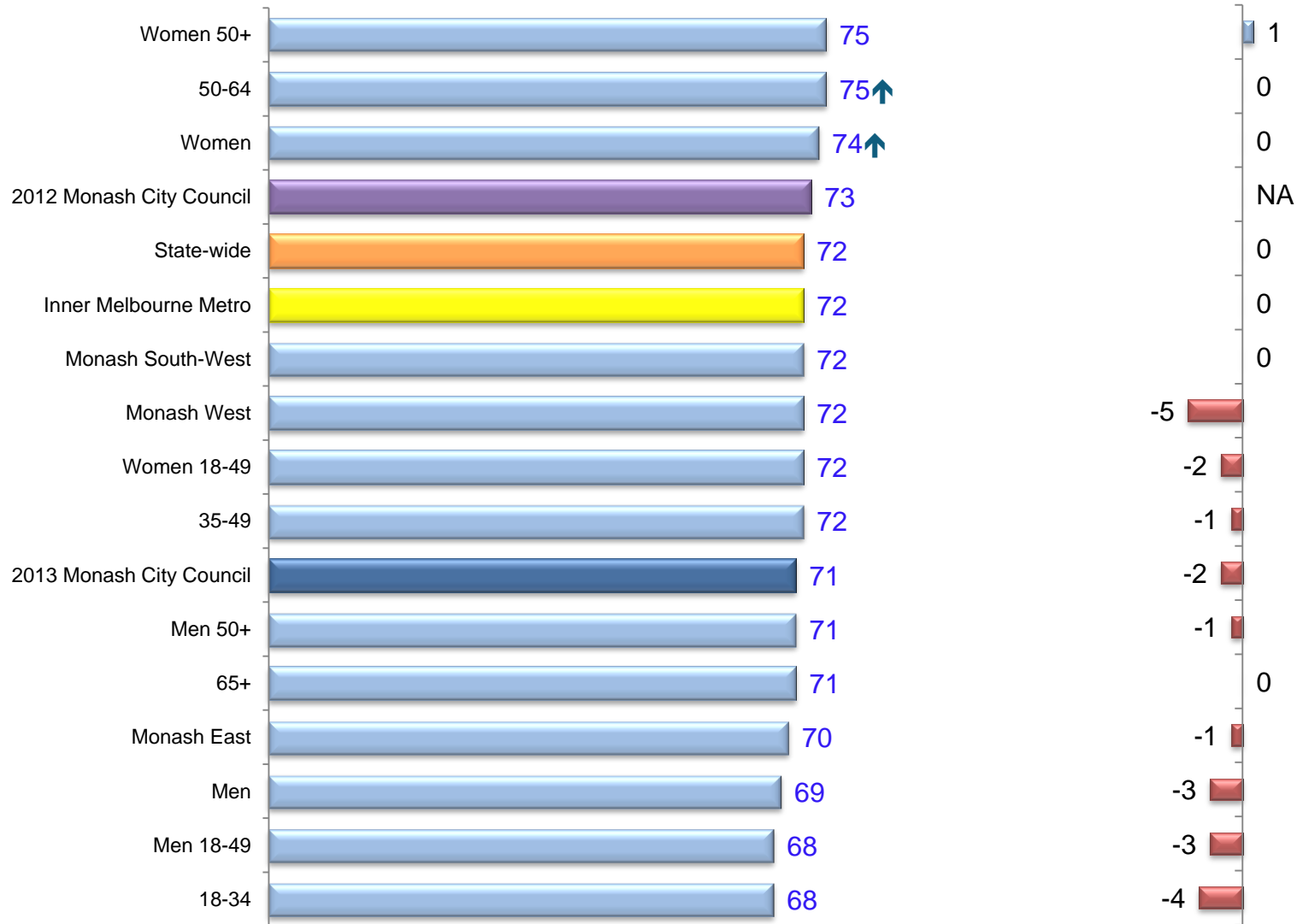
# 2013 Elderly Support Services – Performance



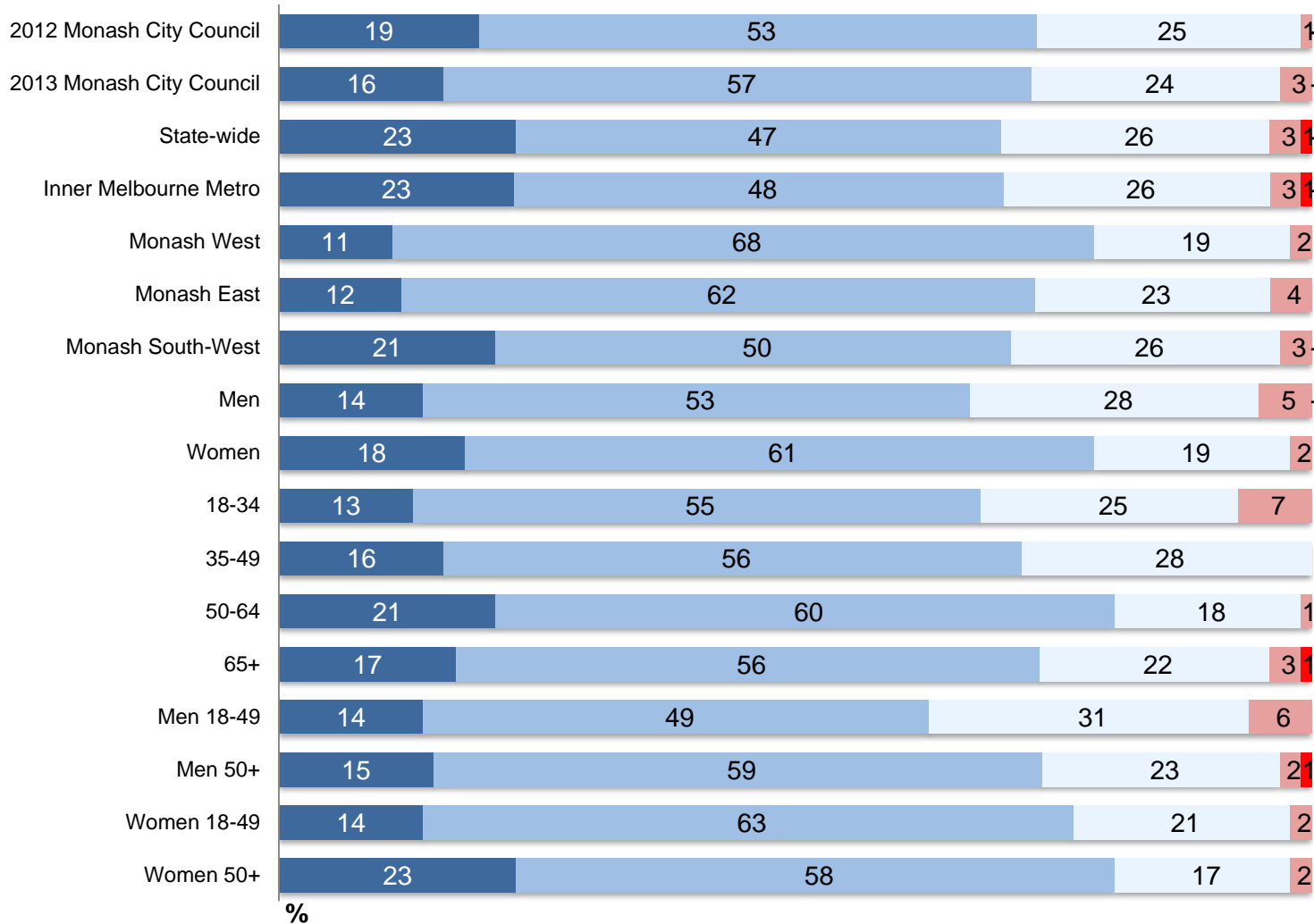
# 2013 Recreational Facilities

## – Importance Index Score

## Change (2012 to 2013)



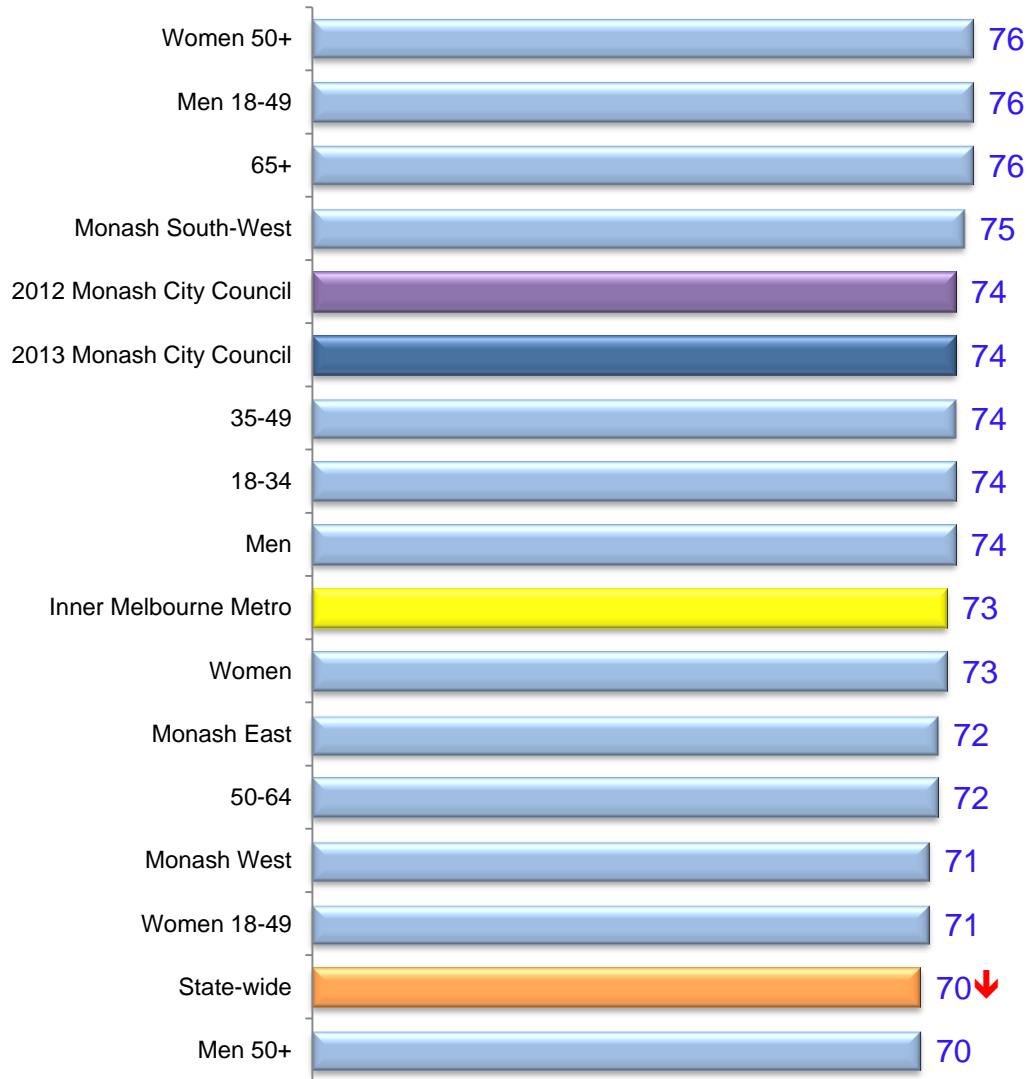
# 2013 Recreational Facilities – Importance



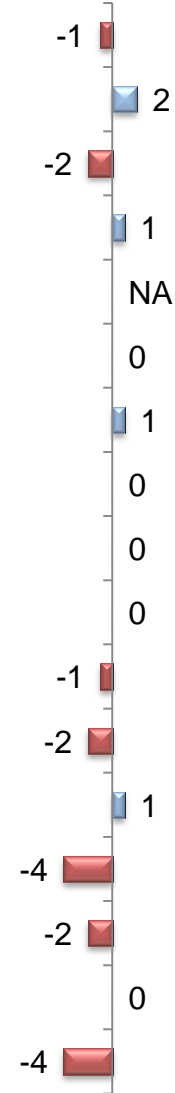
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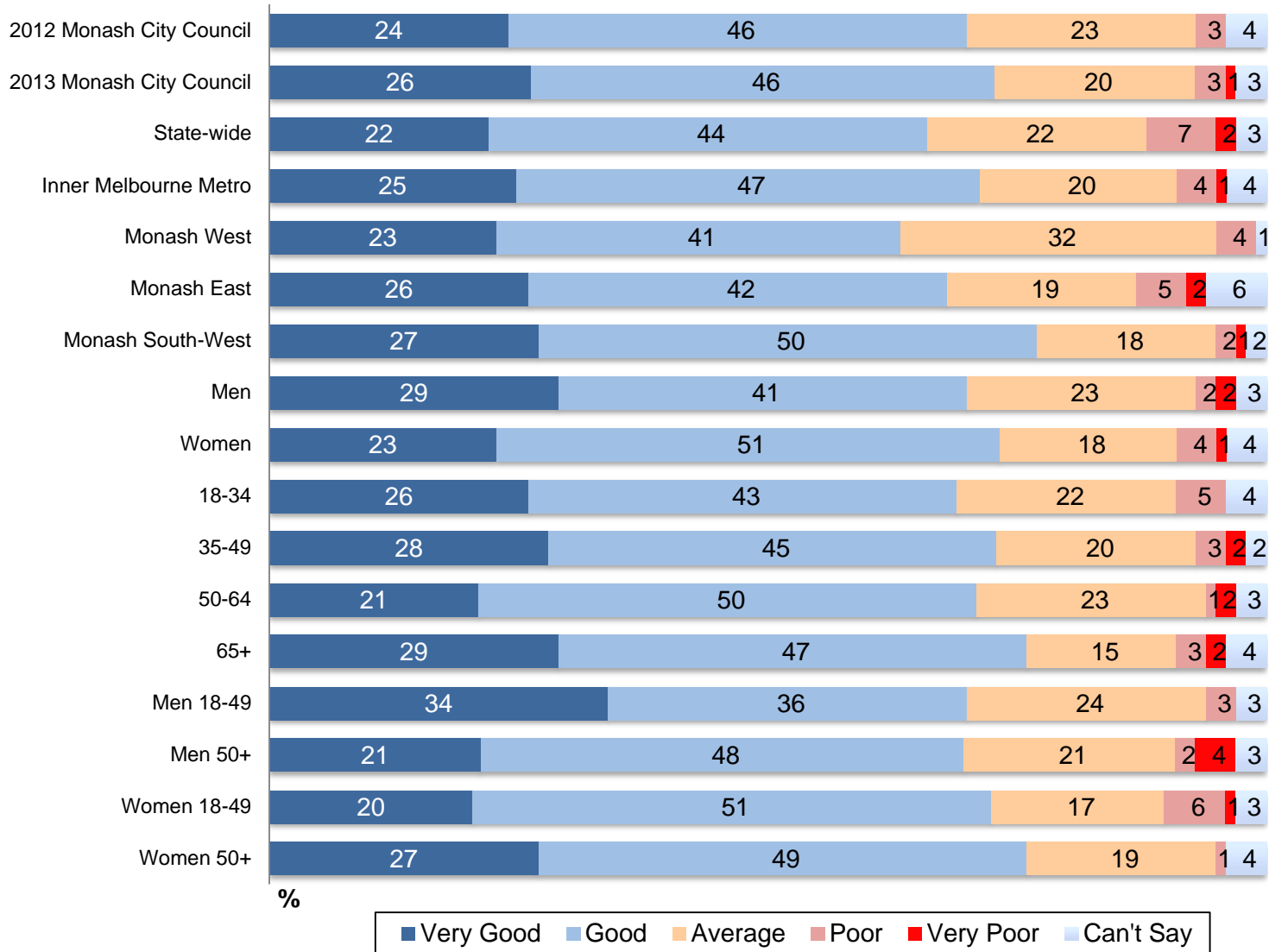
## – Performance Index Score



## Change (2012 to 2013)



# 2013 Recreational Facilities – Performance

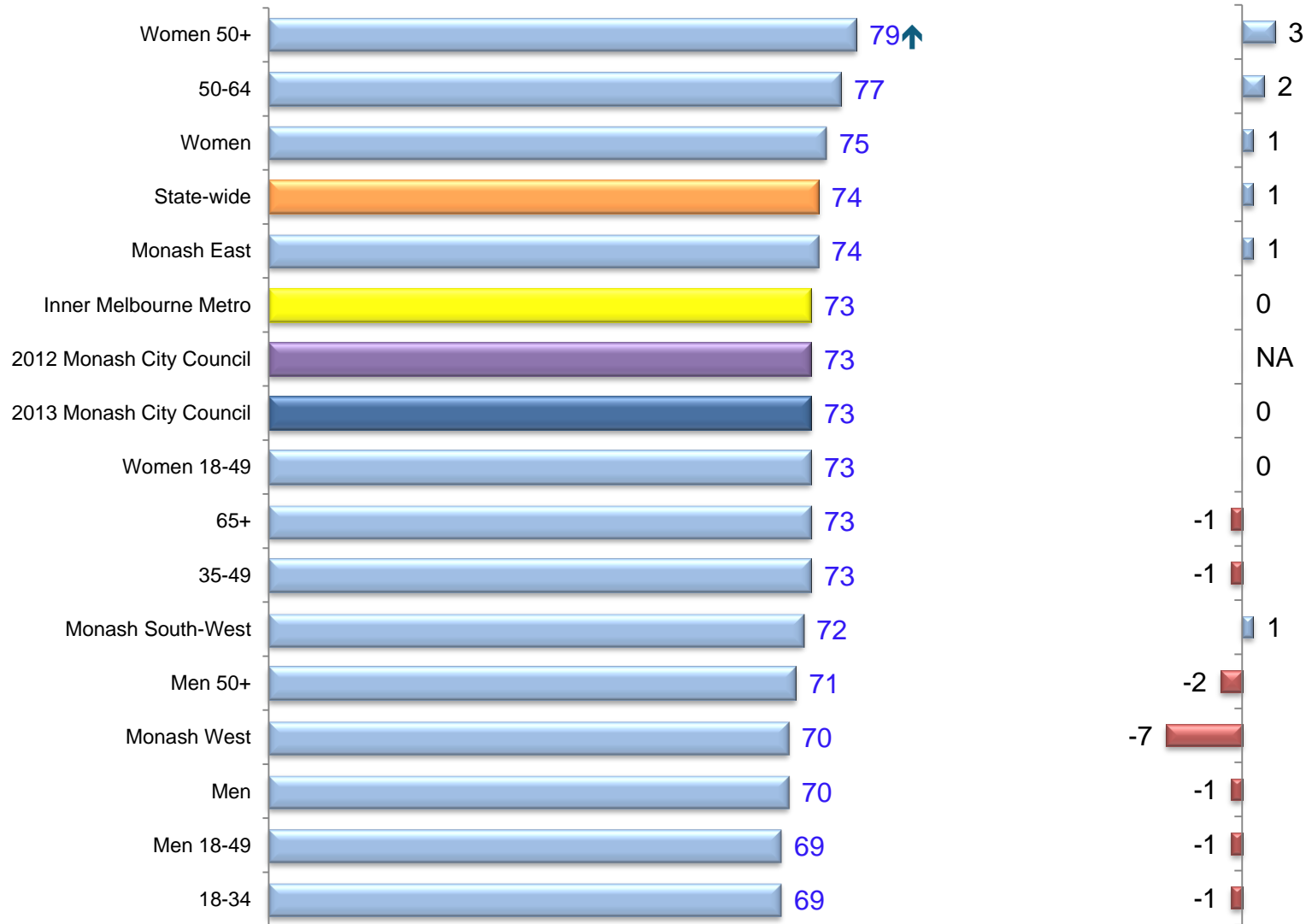




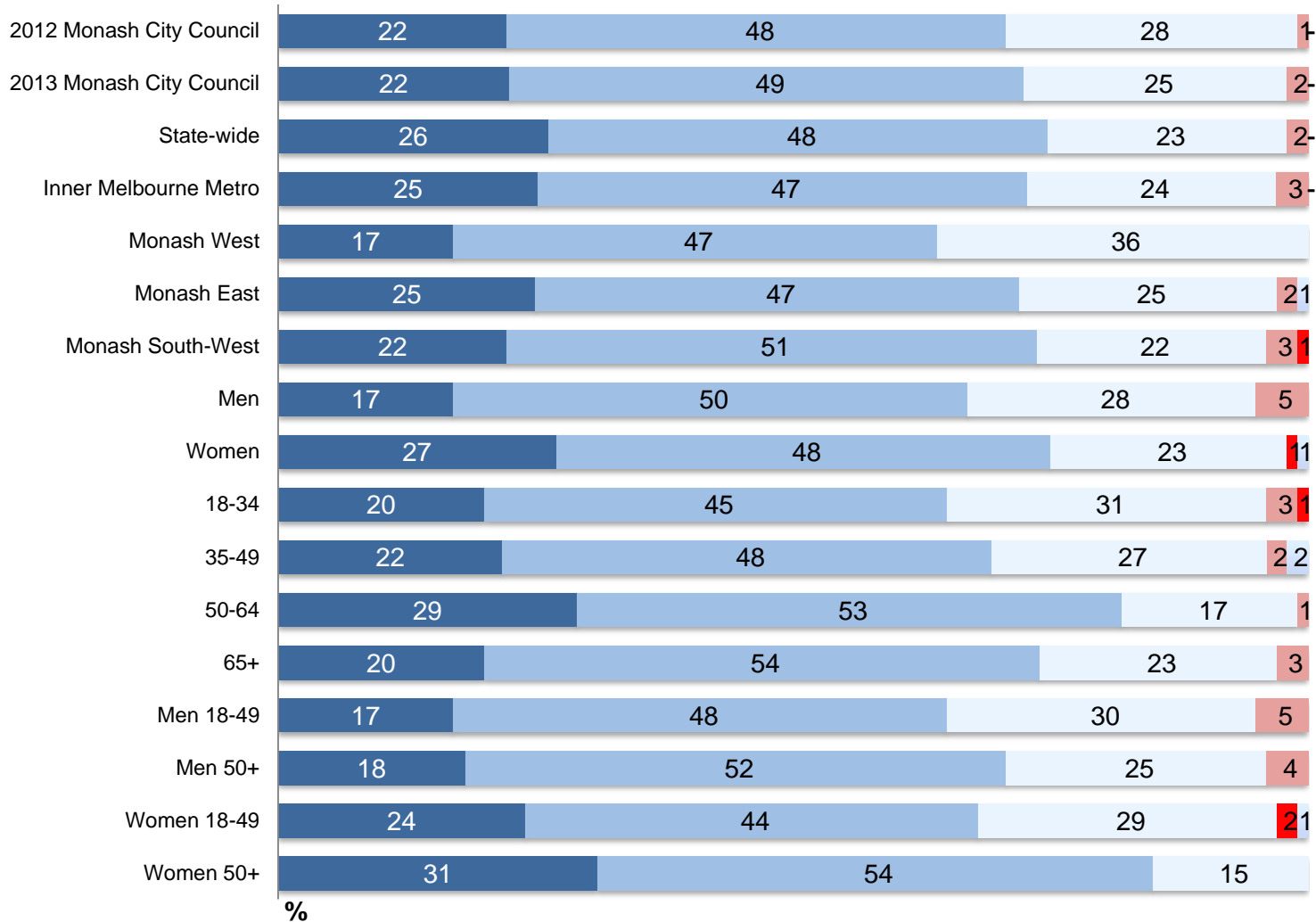
# 2013 The appearance of public areas

## – Importance Index Score

## Change (2012 to 2013)



## 2013 The appearance of public areas – Importance

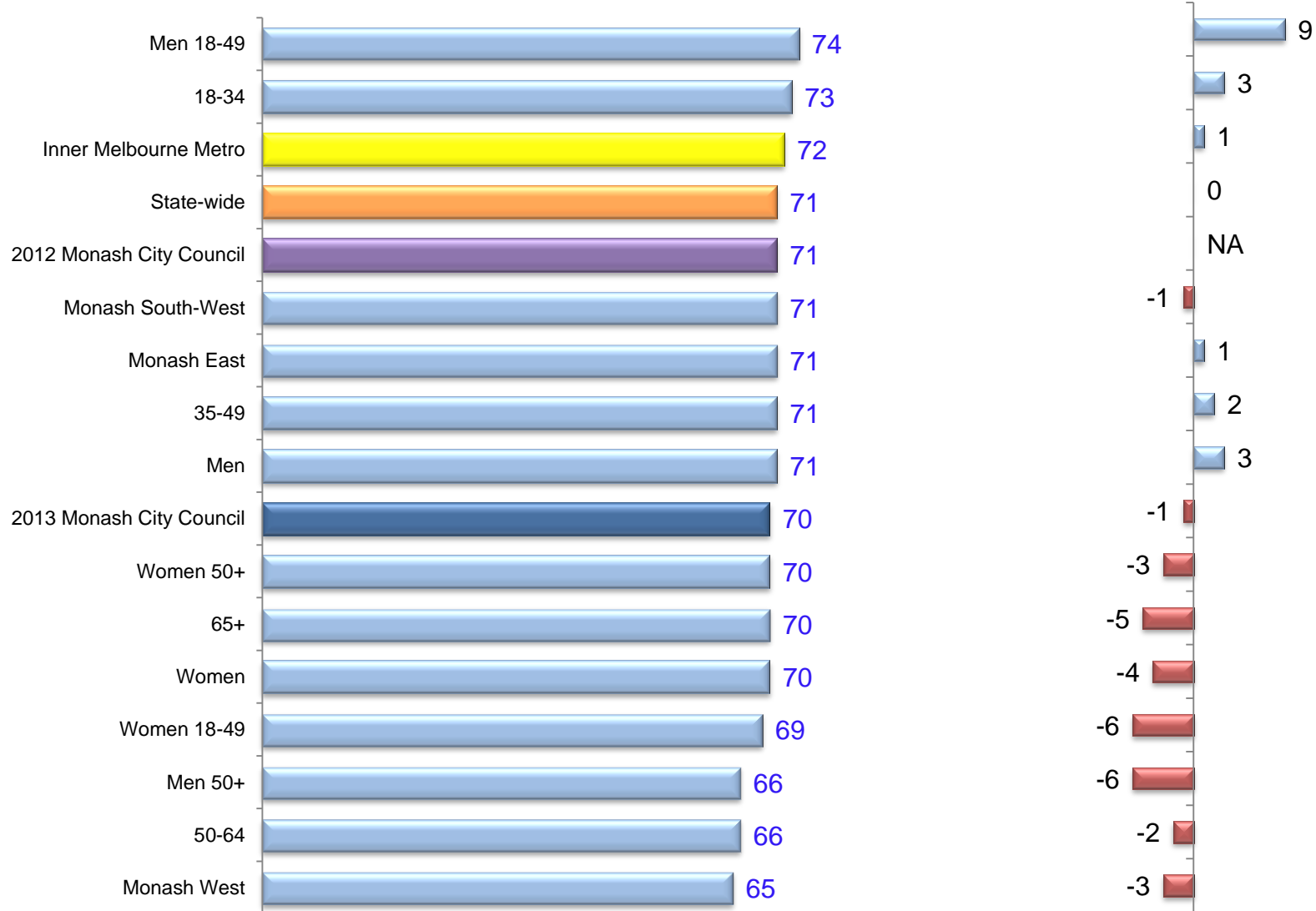


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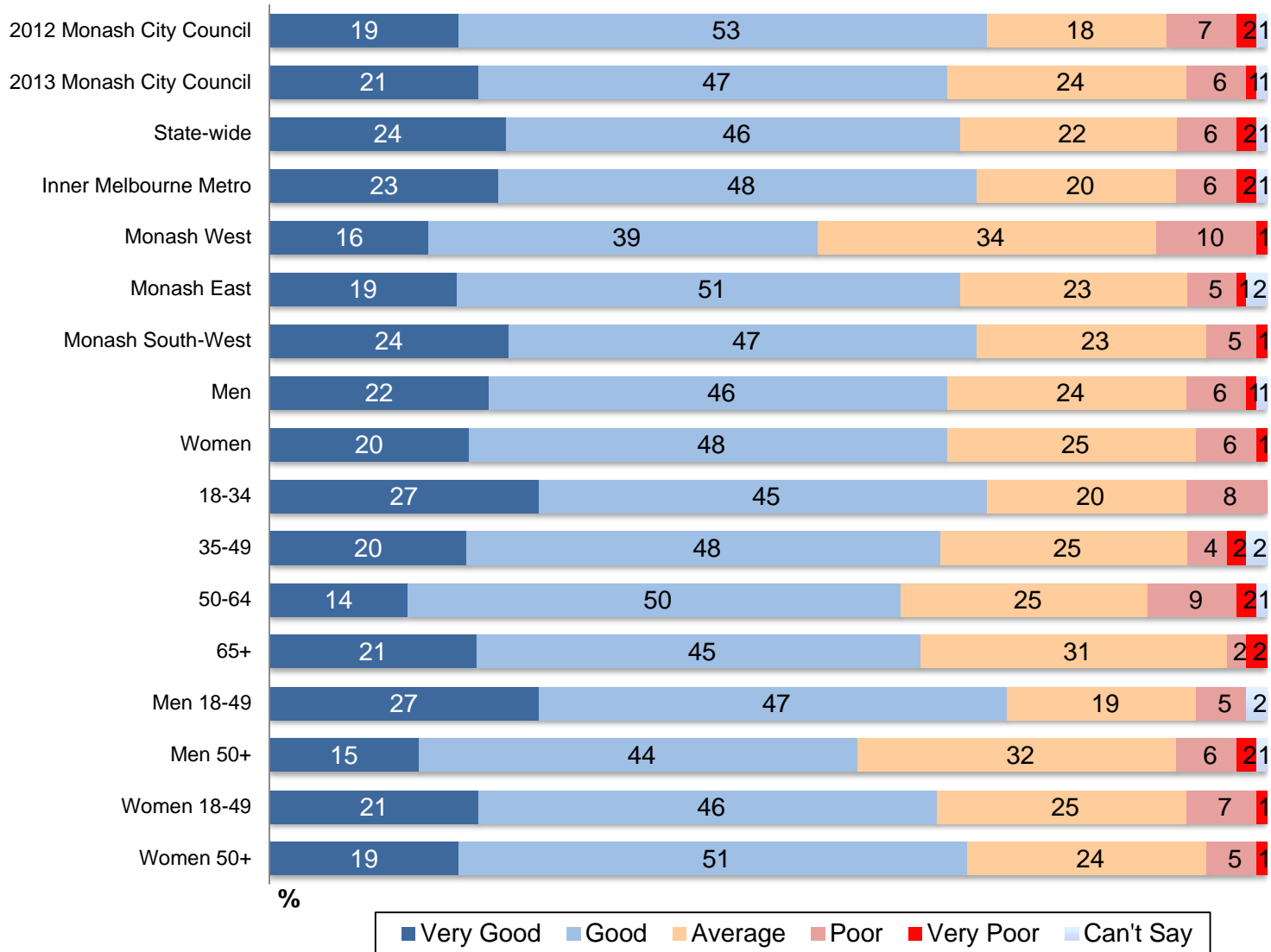
# 2013 The appearance of public areas

## – Performance Index Score

## Change (2012 to 2013)



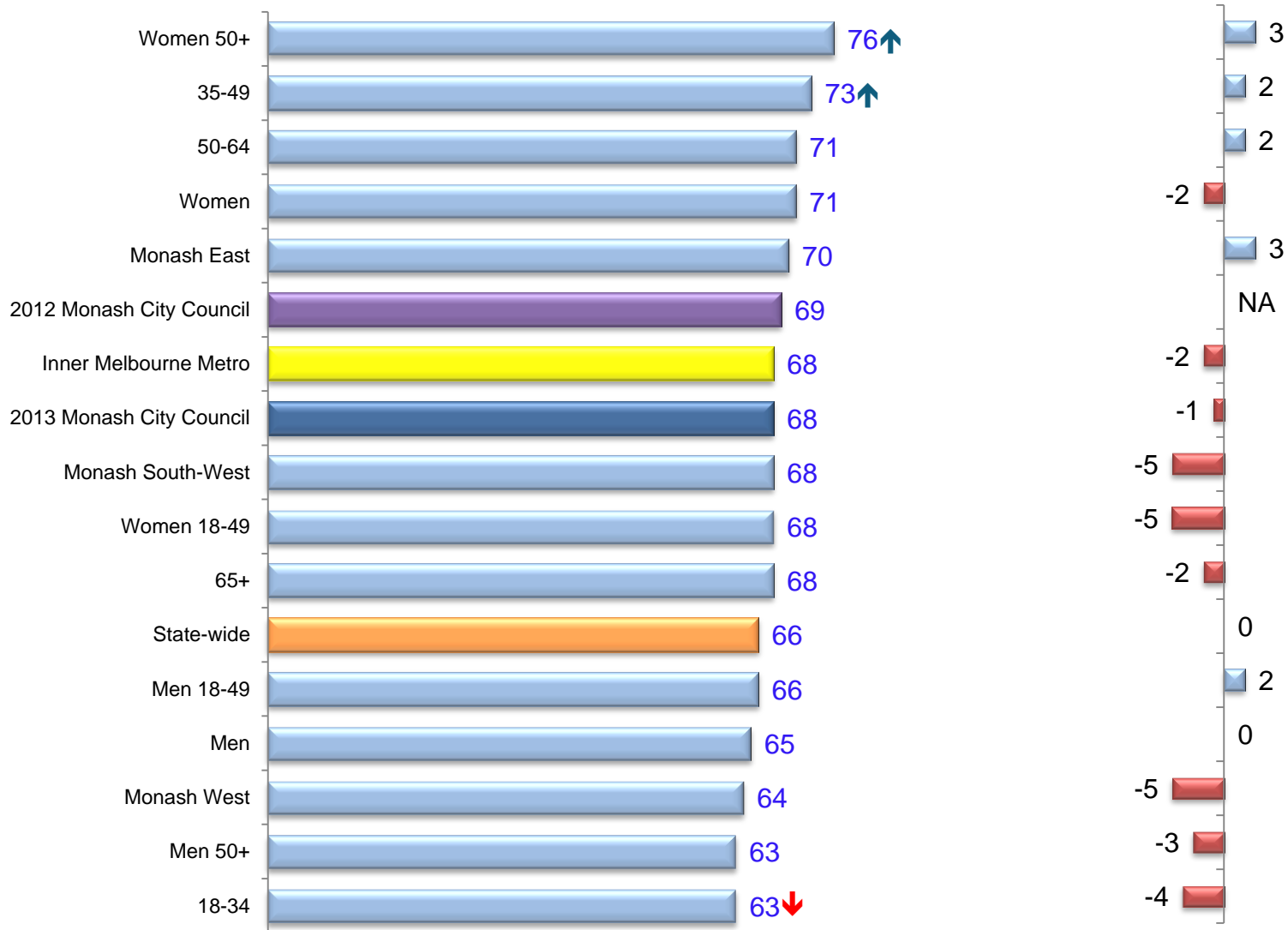
## 2013 The appearance of public areas – Performance



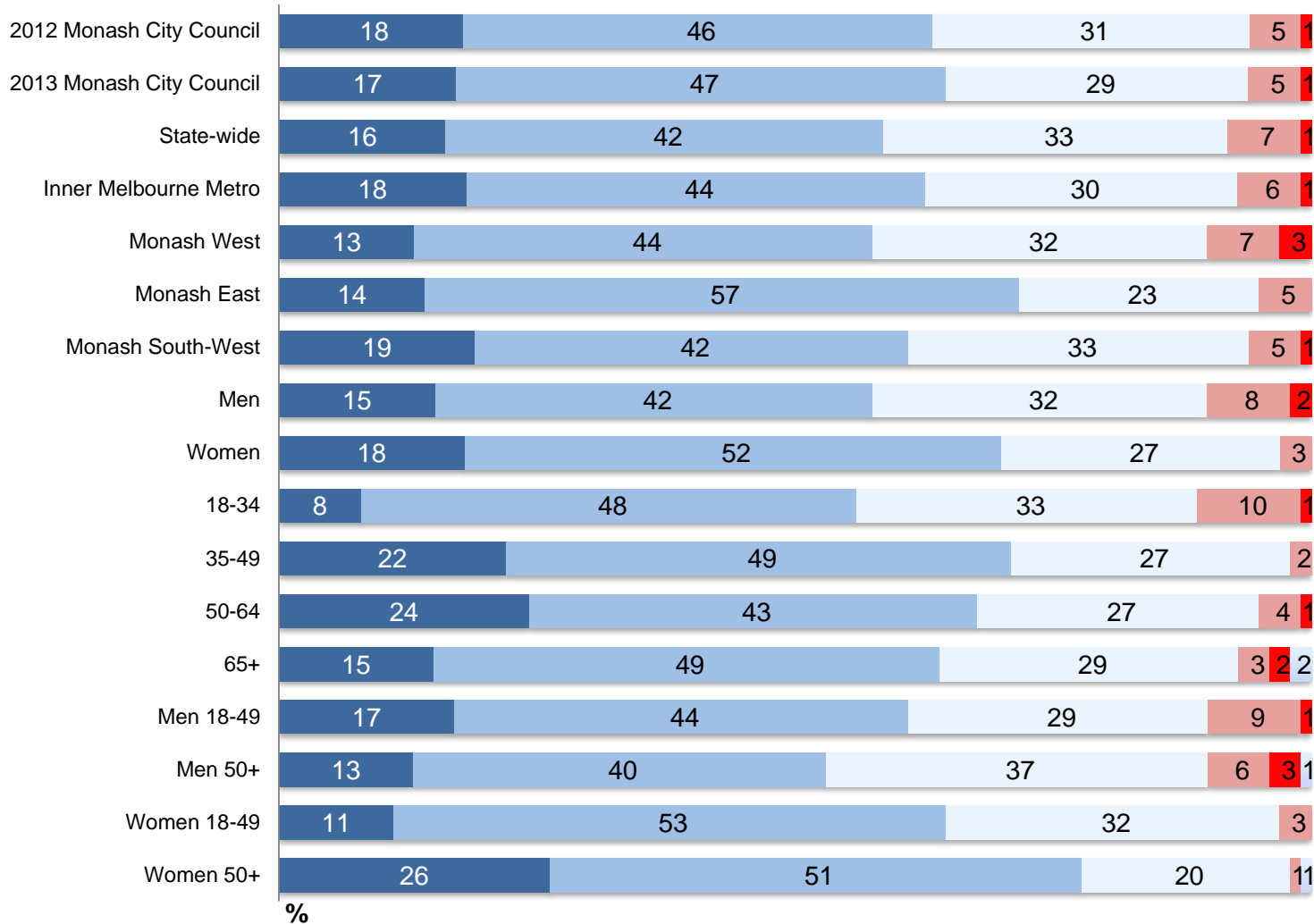
# 2013 Art Centres and Libraries

## – Importance Index Score

## Change (2012 to 2013)



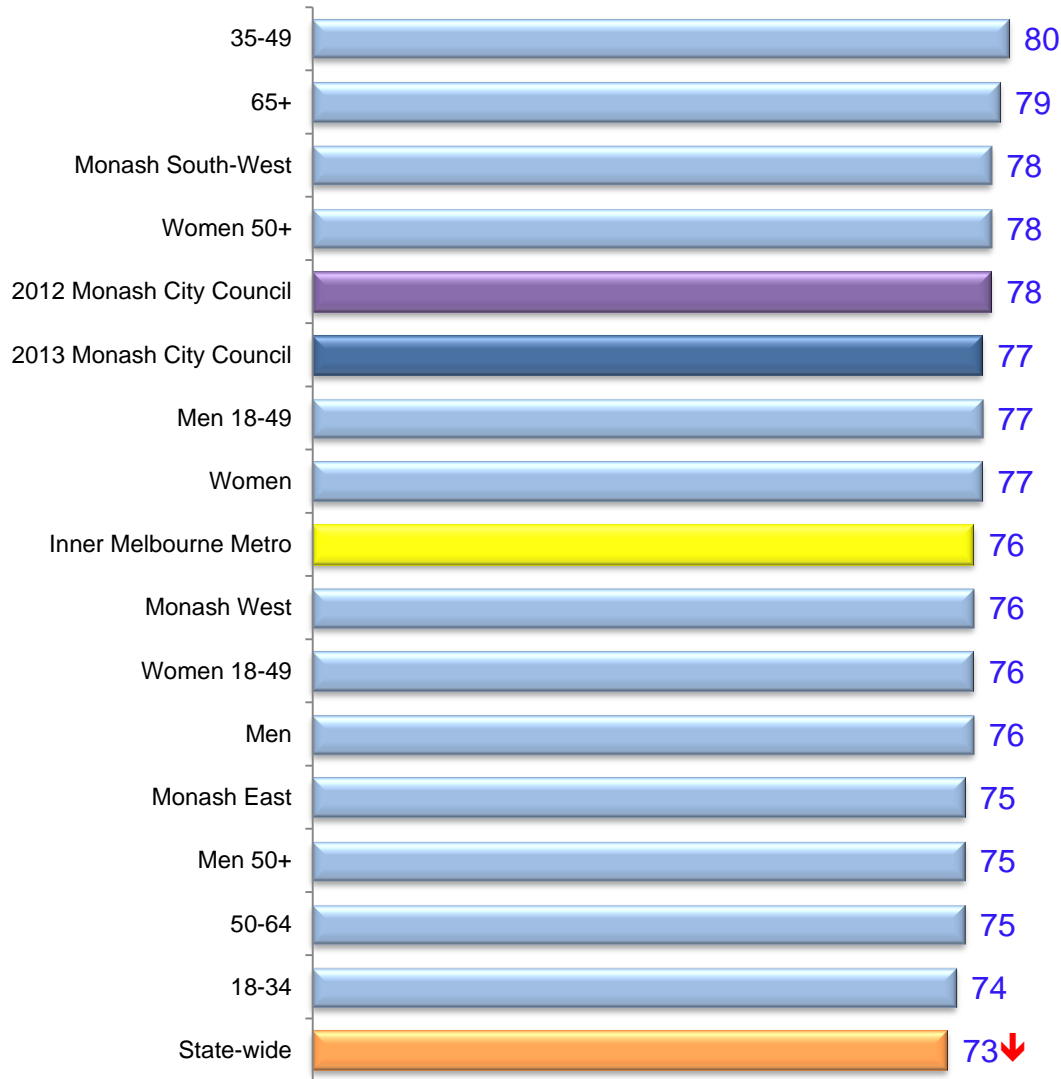
# 2013 Art Centres and Libraries – Importance



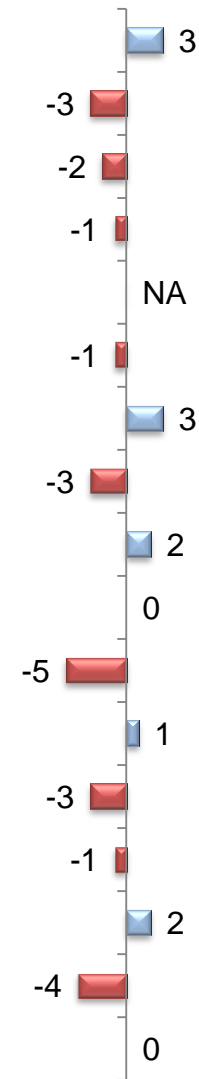
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# 2013 Art Centres and Libraries

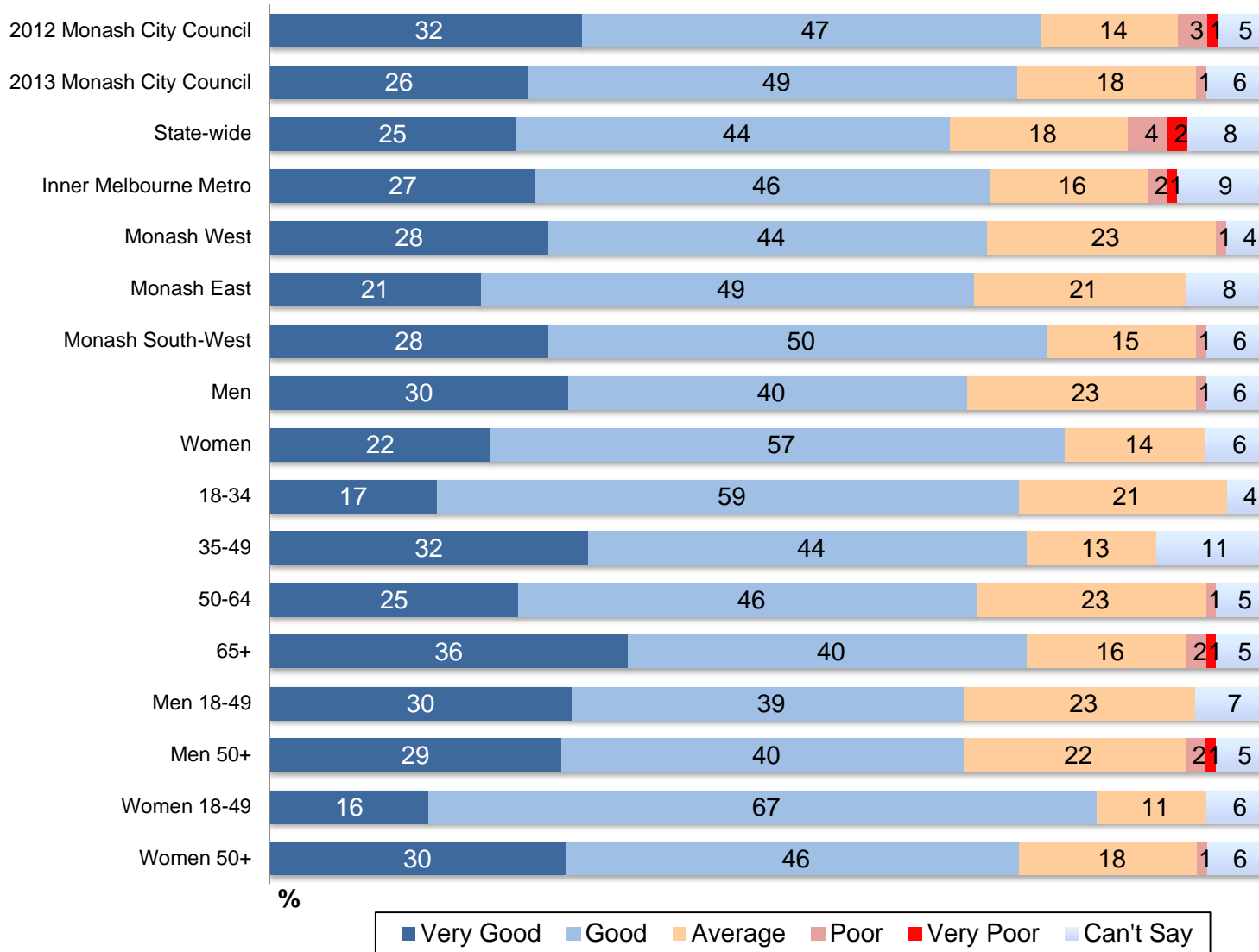
## – Performance Index Score



## Change (2012 to 2013)



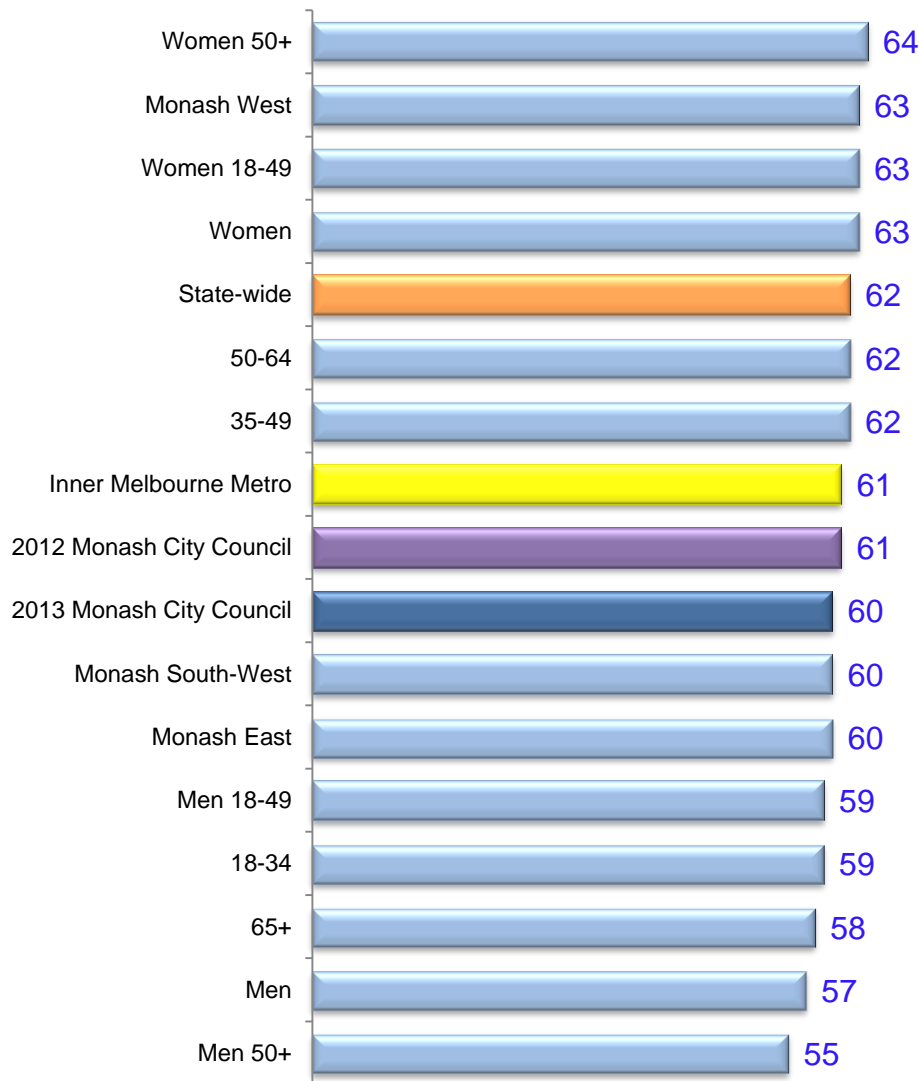
# 2013 Art Centres and Libraries – Performance



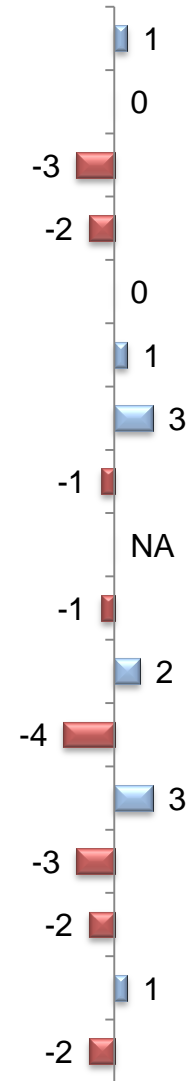


# 2013 Community and Cultural Activities

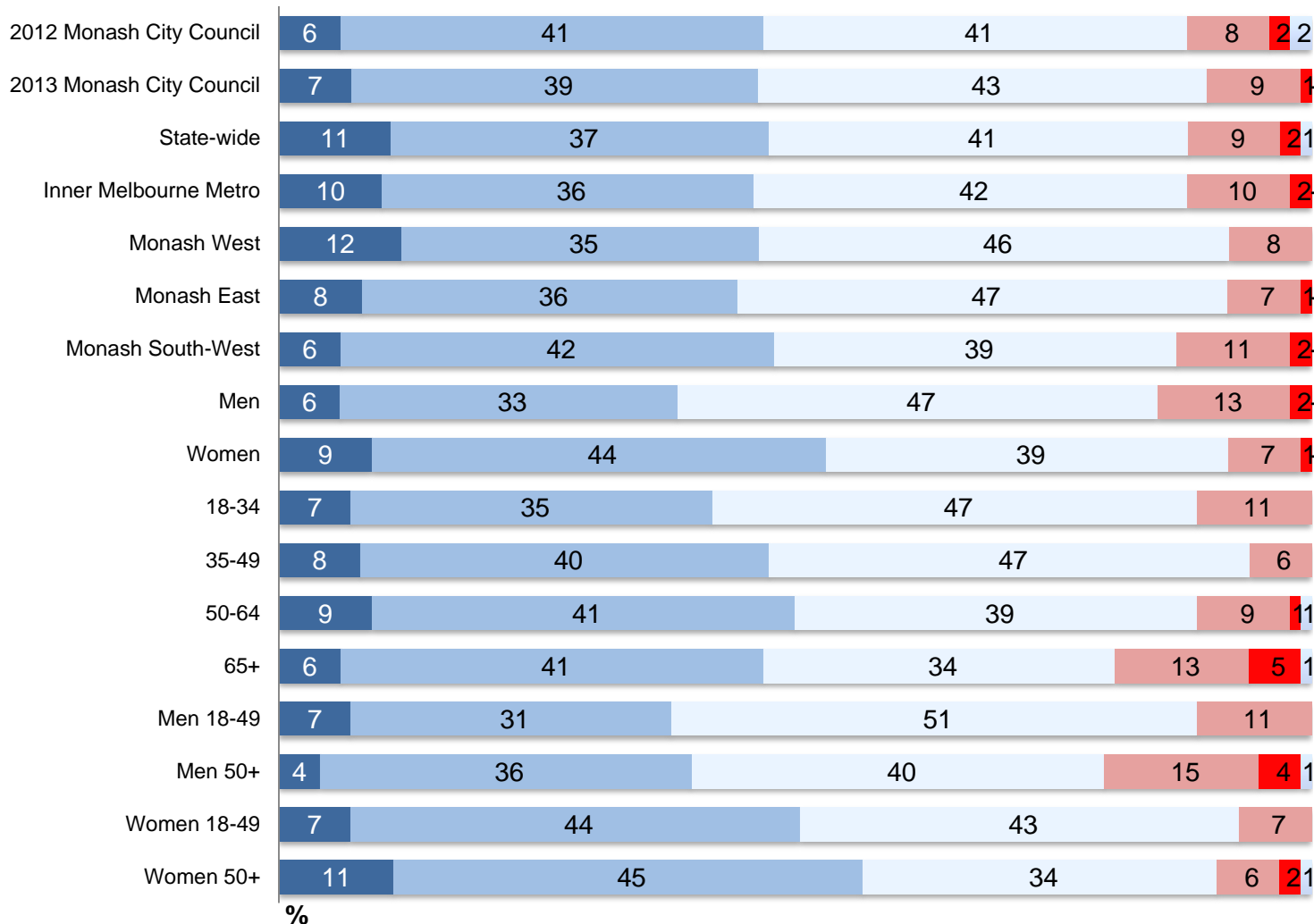
## – Importance Index Score



## Change (2012 to 2013)



# 2013 Community and Cultural Activities – Importance

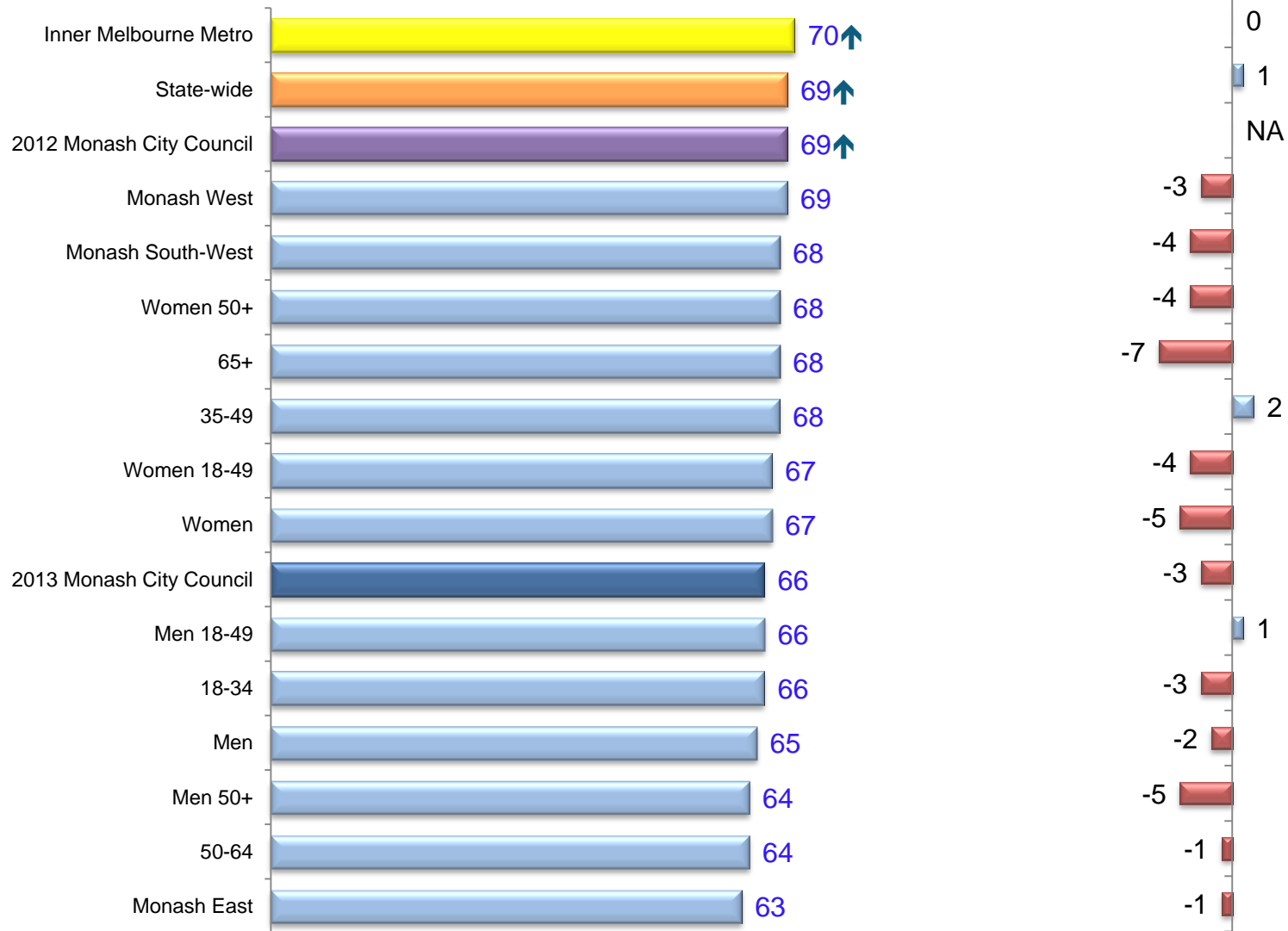


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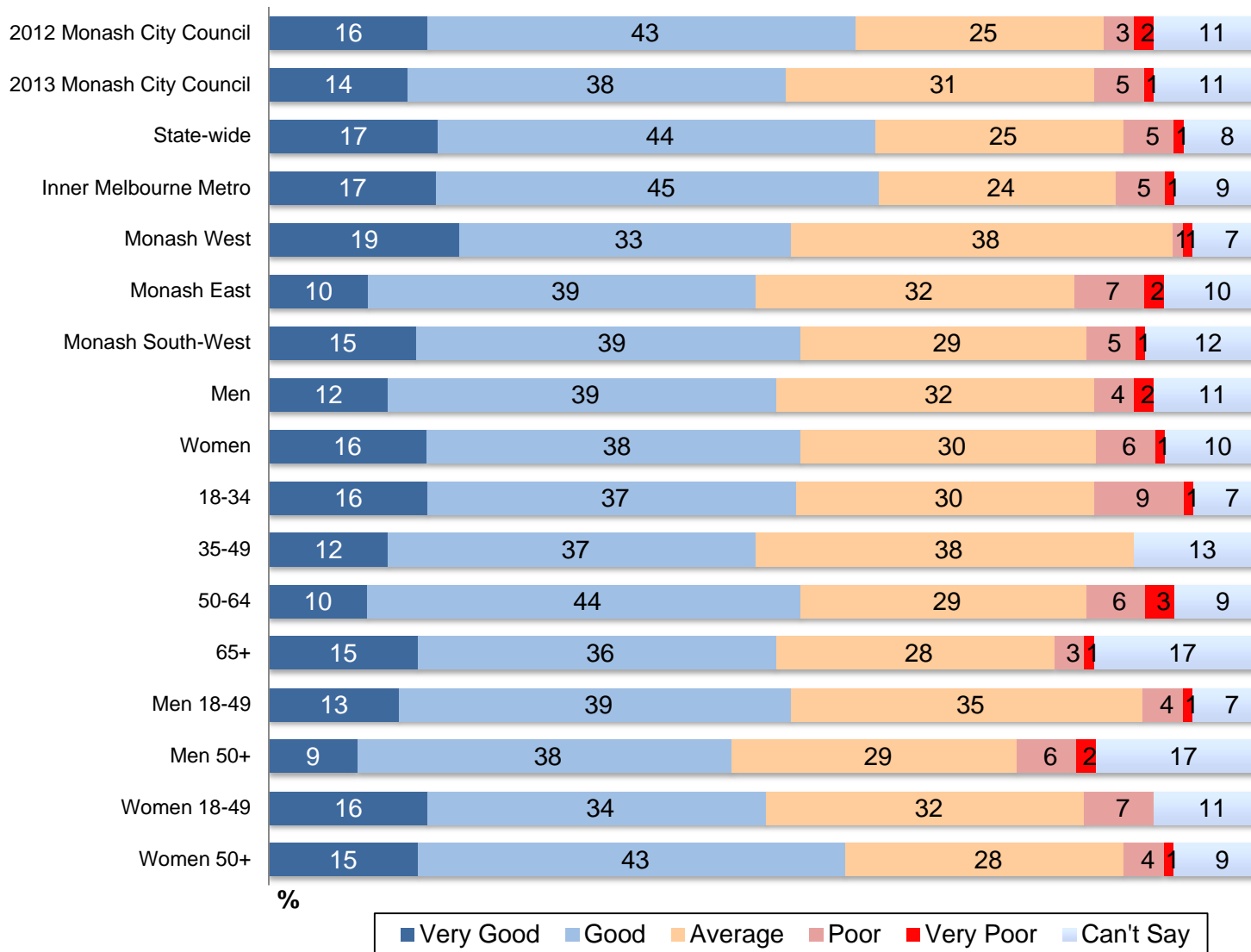
# 2013 Community and Cultural Activities

## – Performance Index Score

## Change (2012 to 2013)



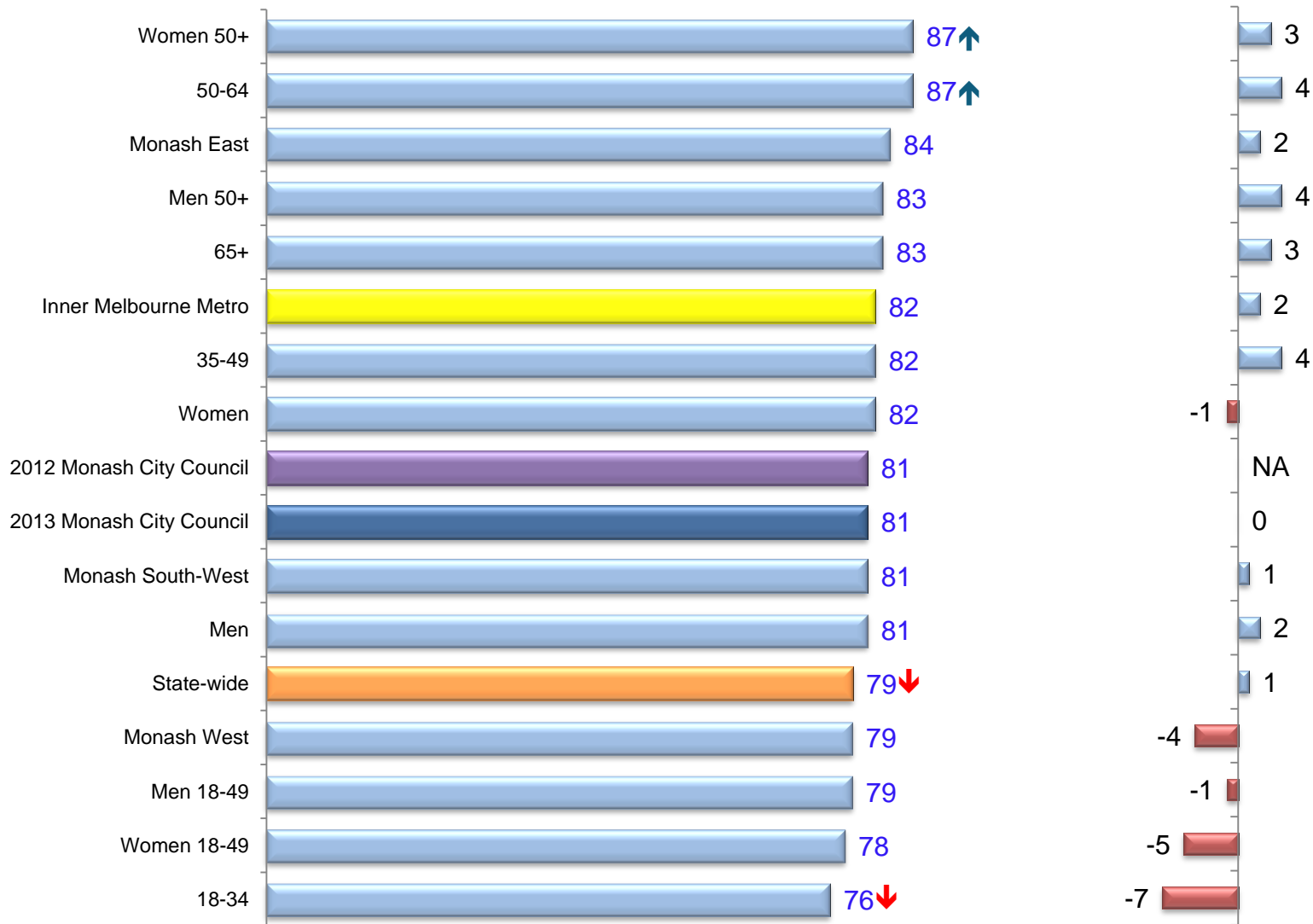
# 2013 Community and Cultural Activities – Performance



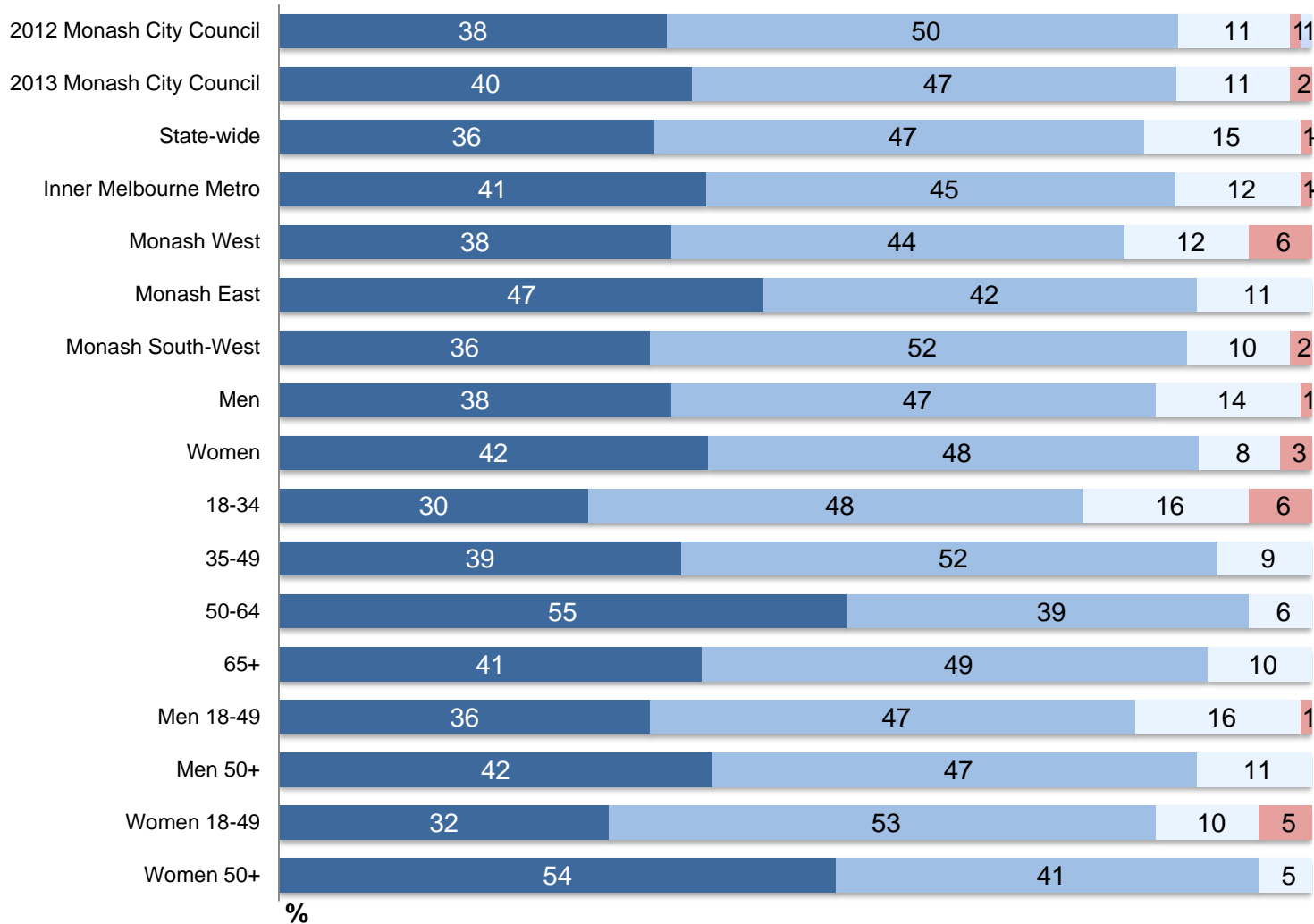
# 2013 Waste Management

## – Importance Index Score

## Change (2012 to 2013)



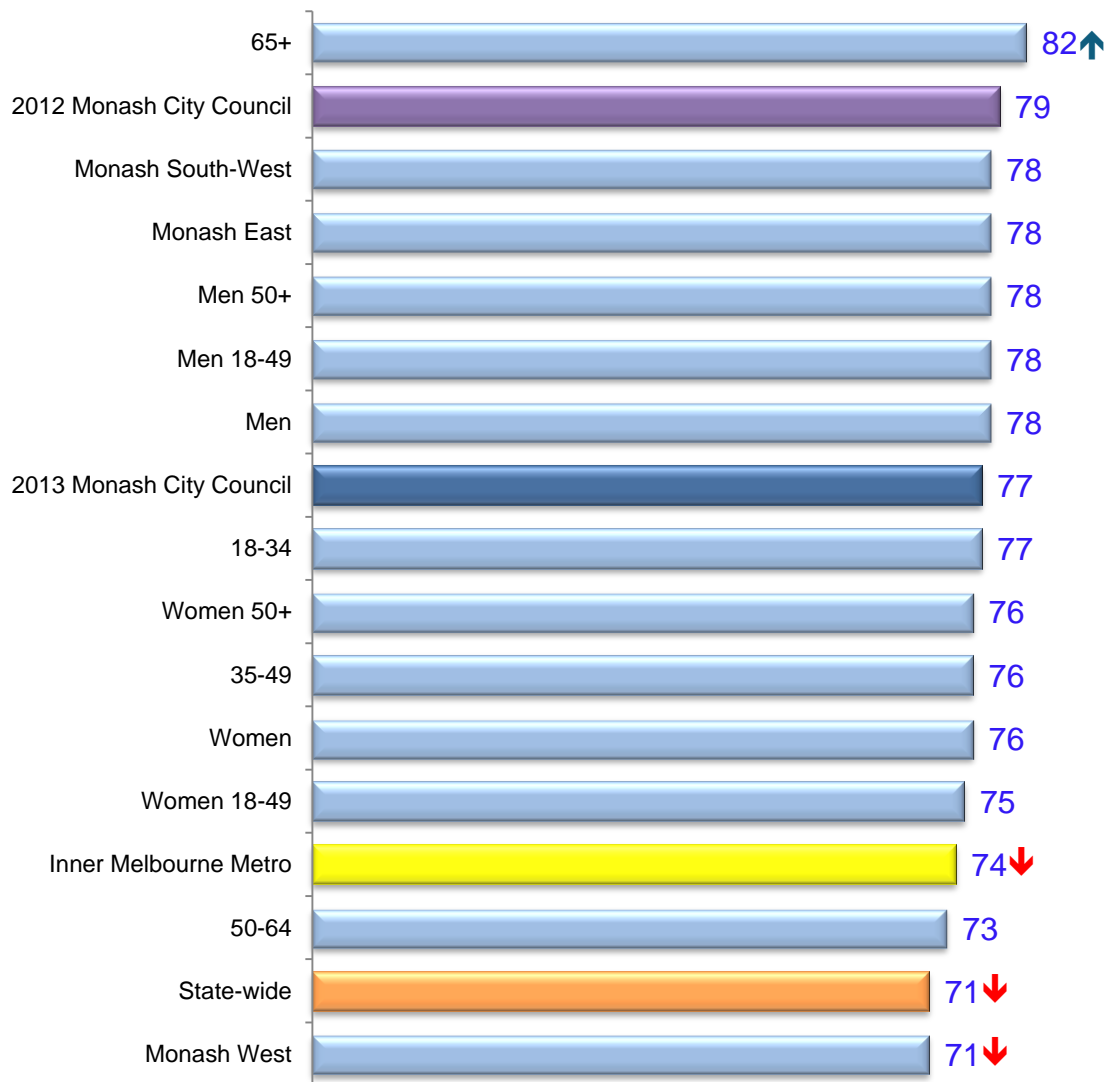
# 2013 Waste Management – Importance



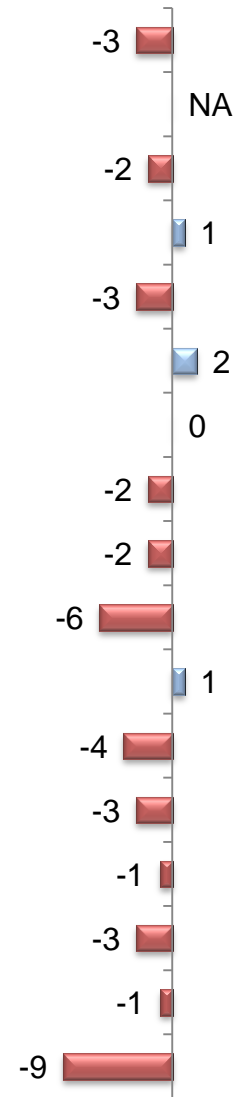
■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

# 2013 Waste Management

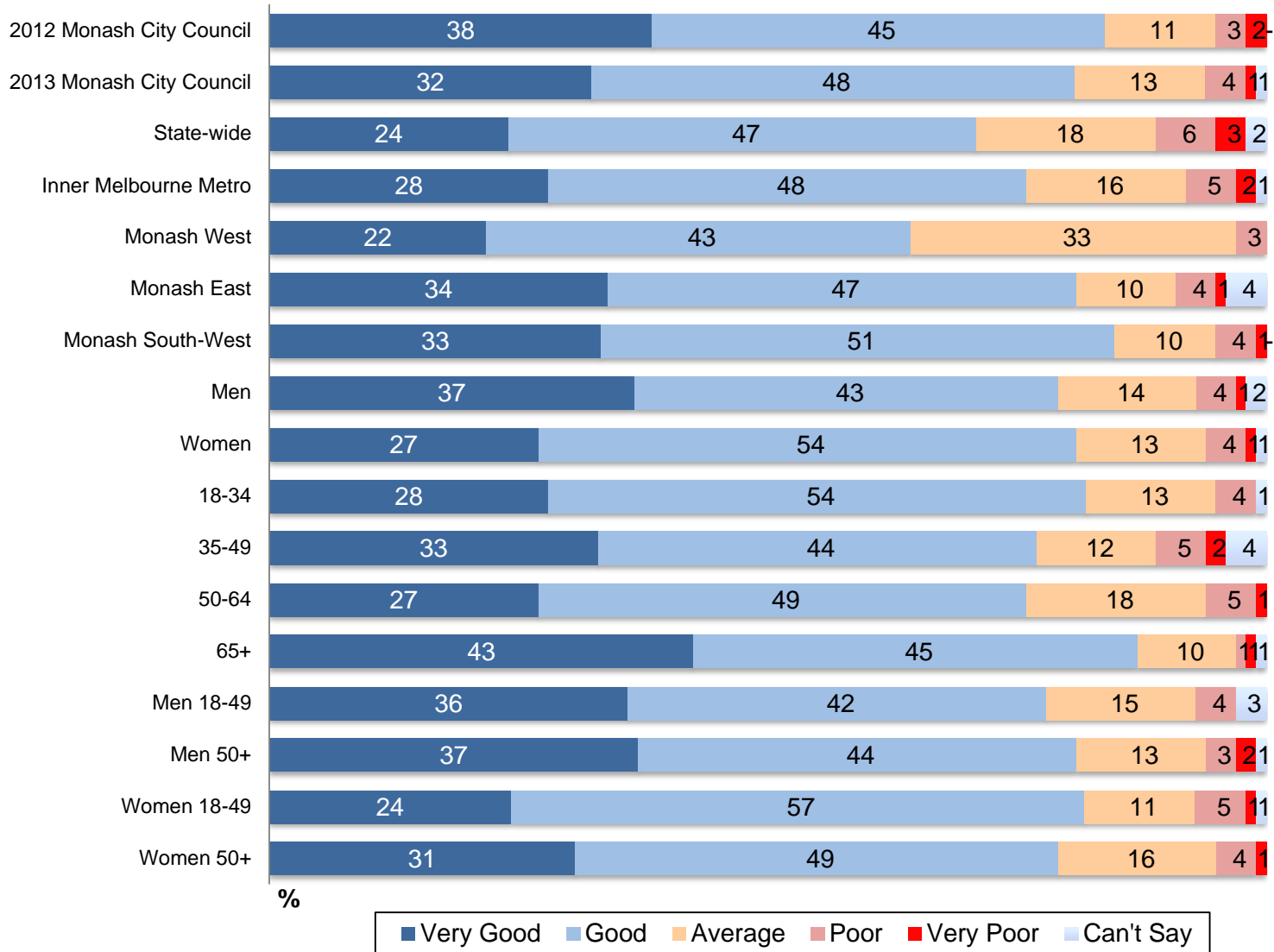
## – Performance Index Score



## Change (2012 to 2013)



# 2013 Waste Management – Performance

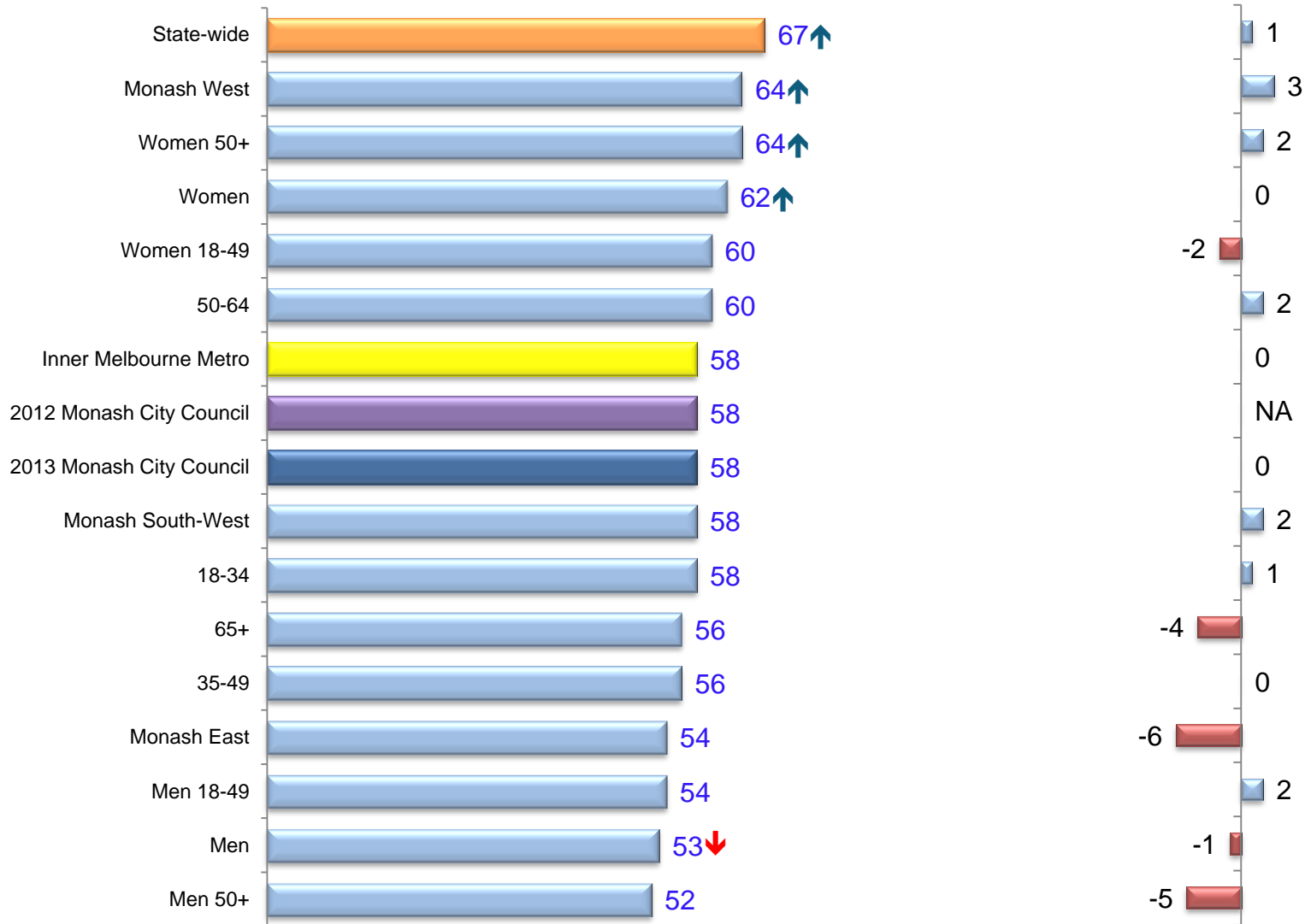




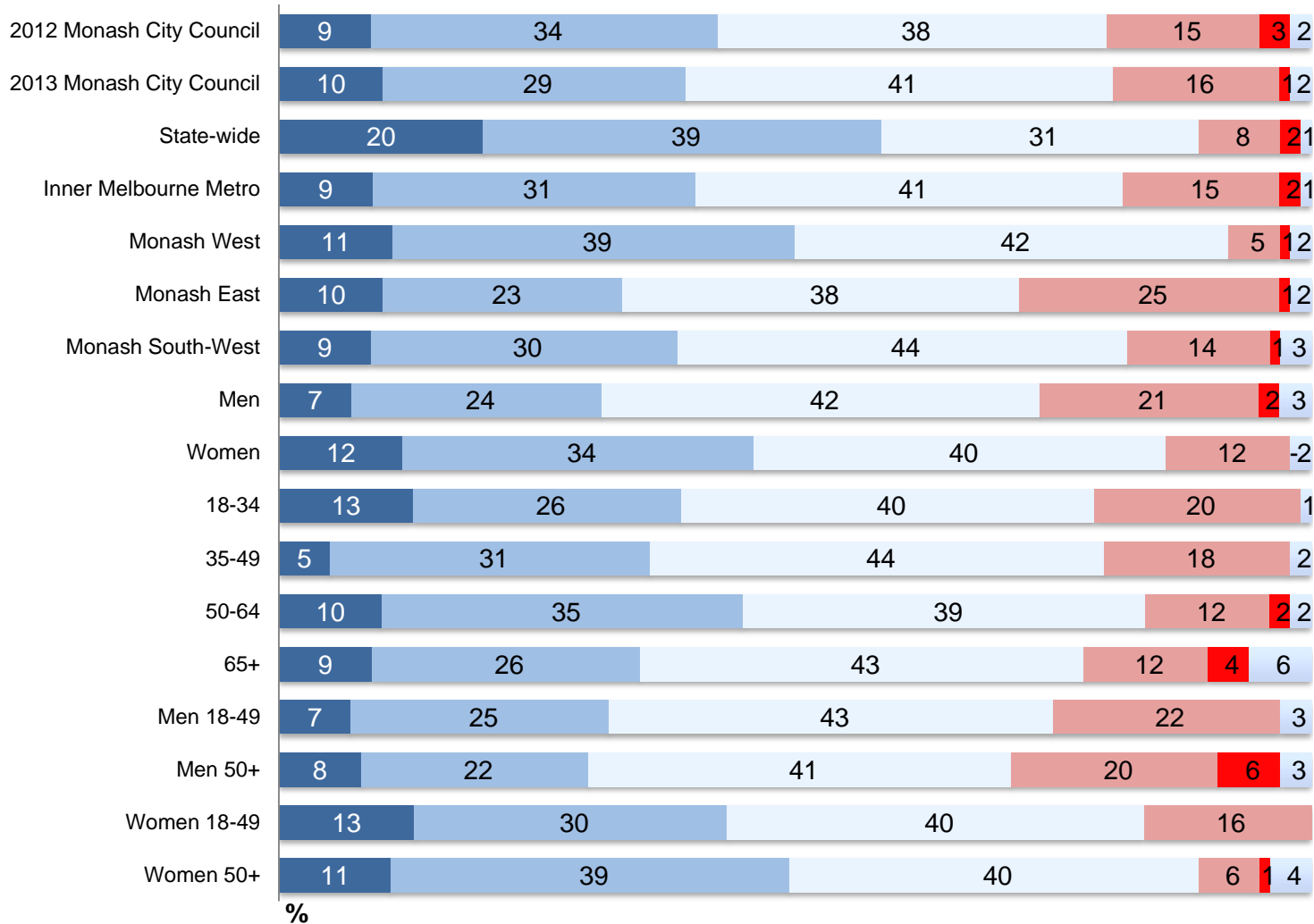
# 2013 Business and community development and tourism

## – Importance Index Score

## Change (2012 to 2013)



# 2013 Business and community development and tourism – Importance

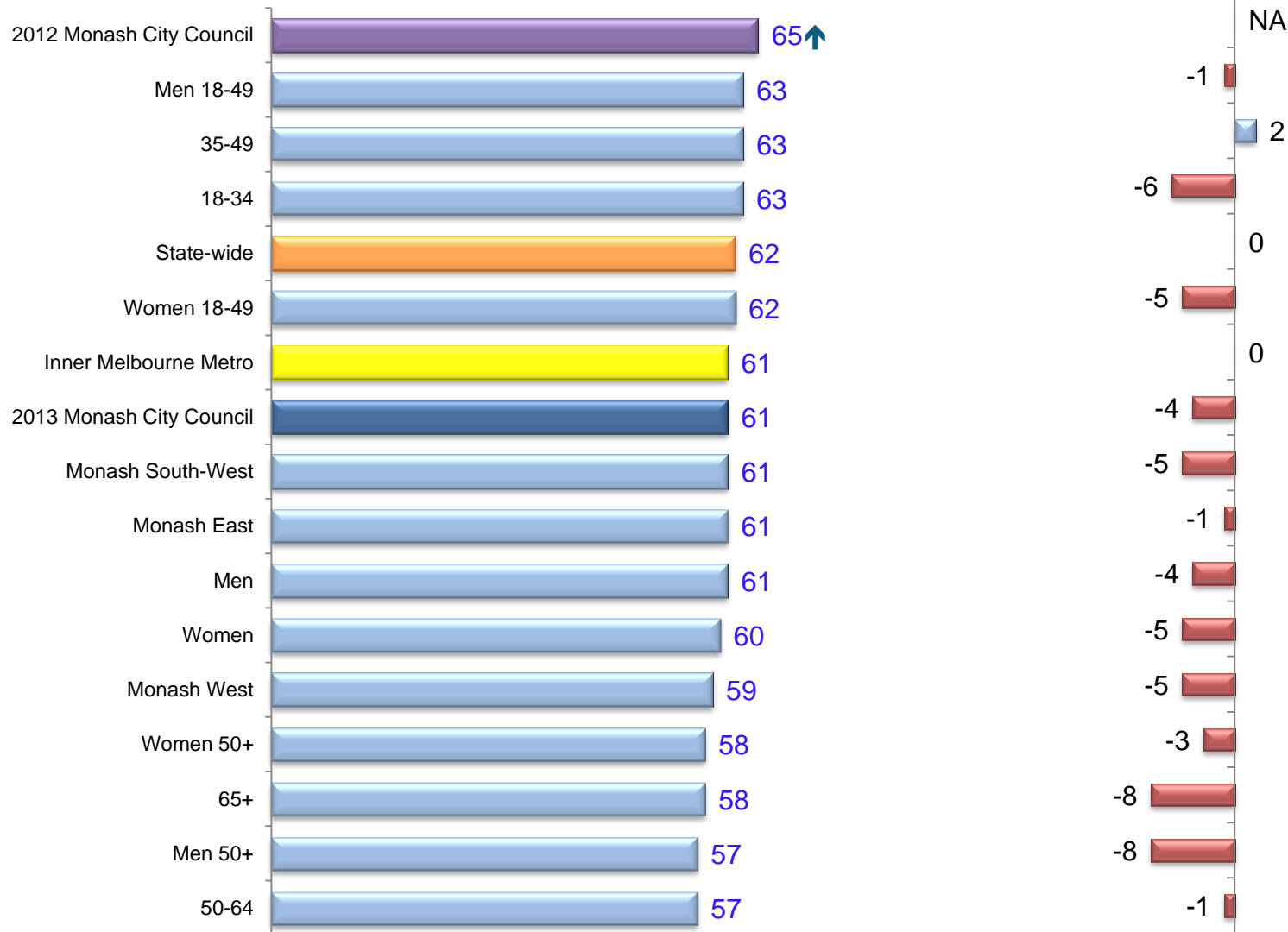


■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

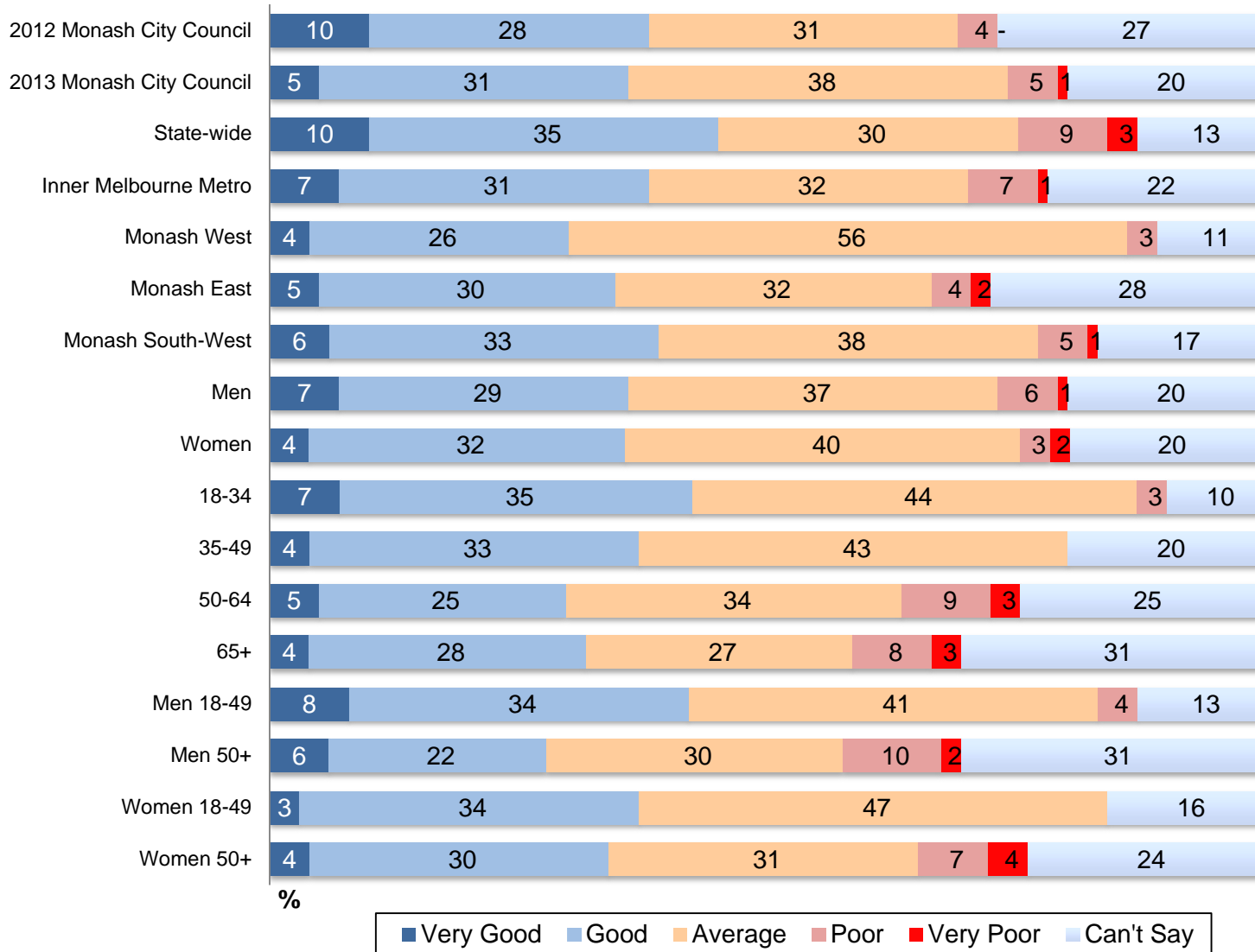
# 2013 Business and community development and tourism

## – Performance Index Score

## Change (2012 to 2013)

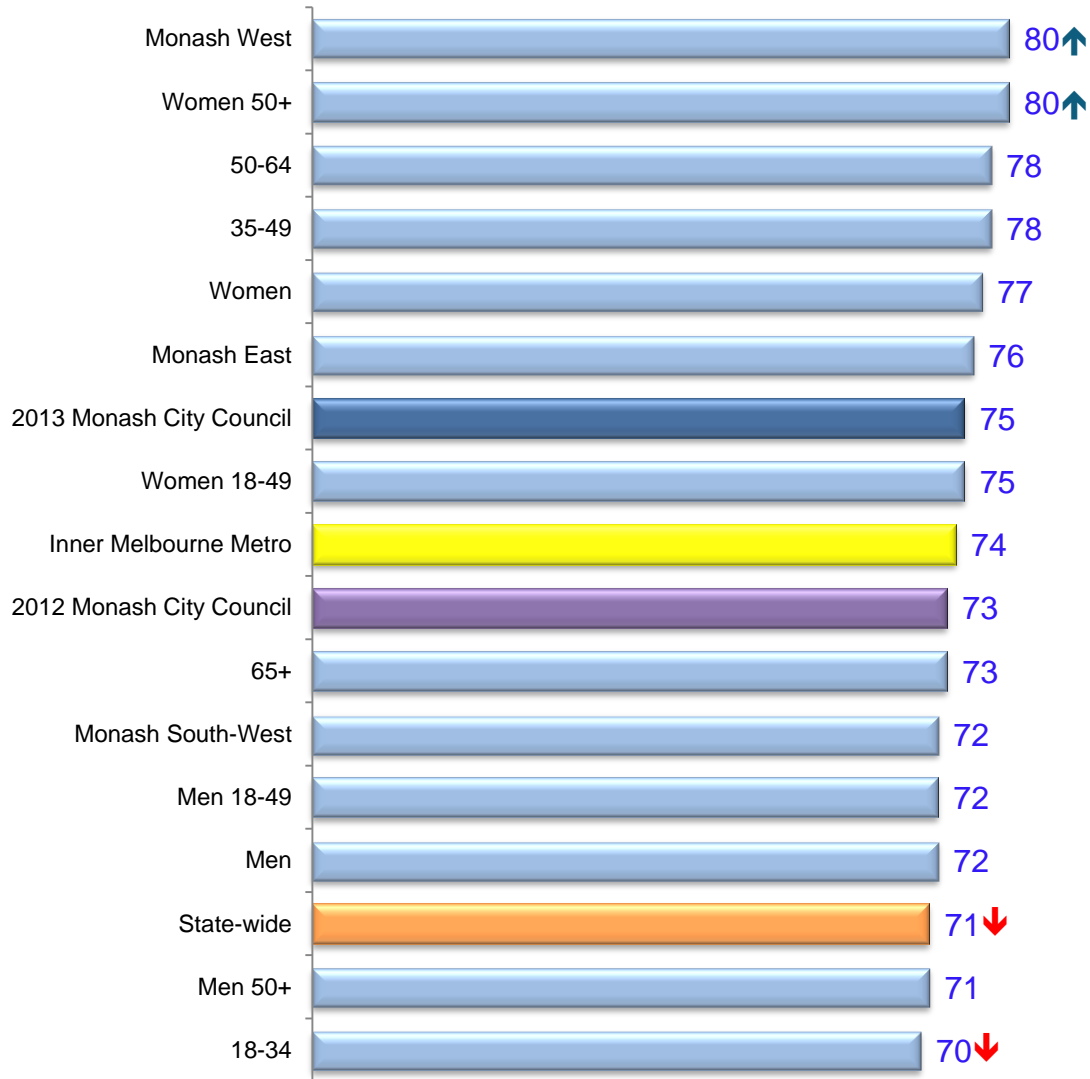


# 2013 Business and community development and tourism – Performance

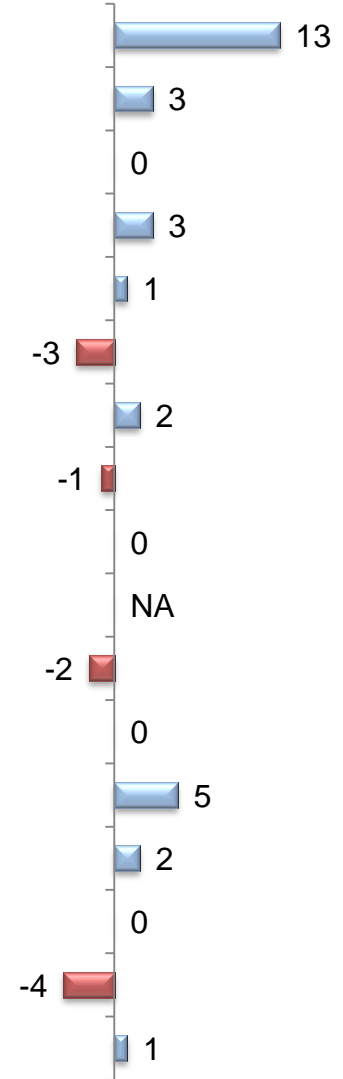


# 2013 Planning and Building Permits

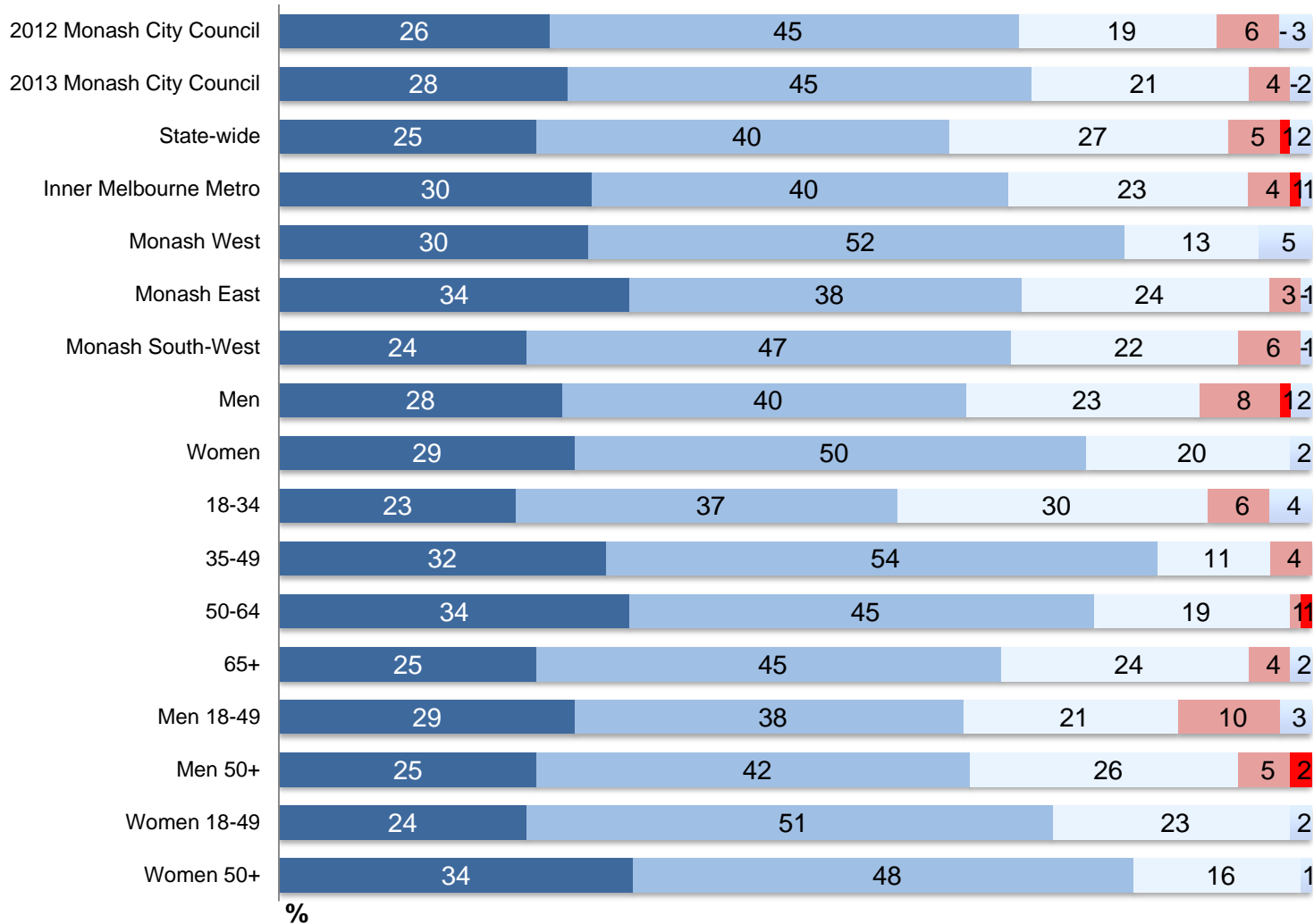
## – Importance Index Score



## Change (2012 to 2013)



# 2013 Planning and Building Permits – Importance

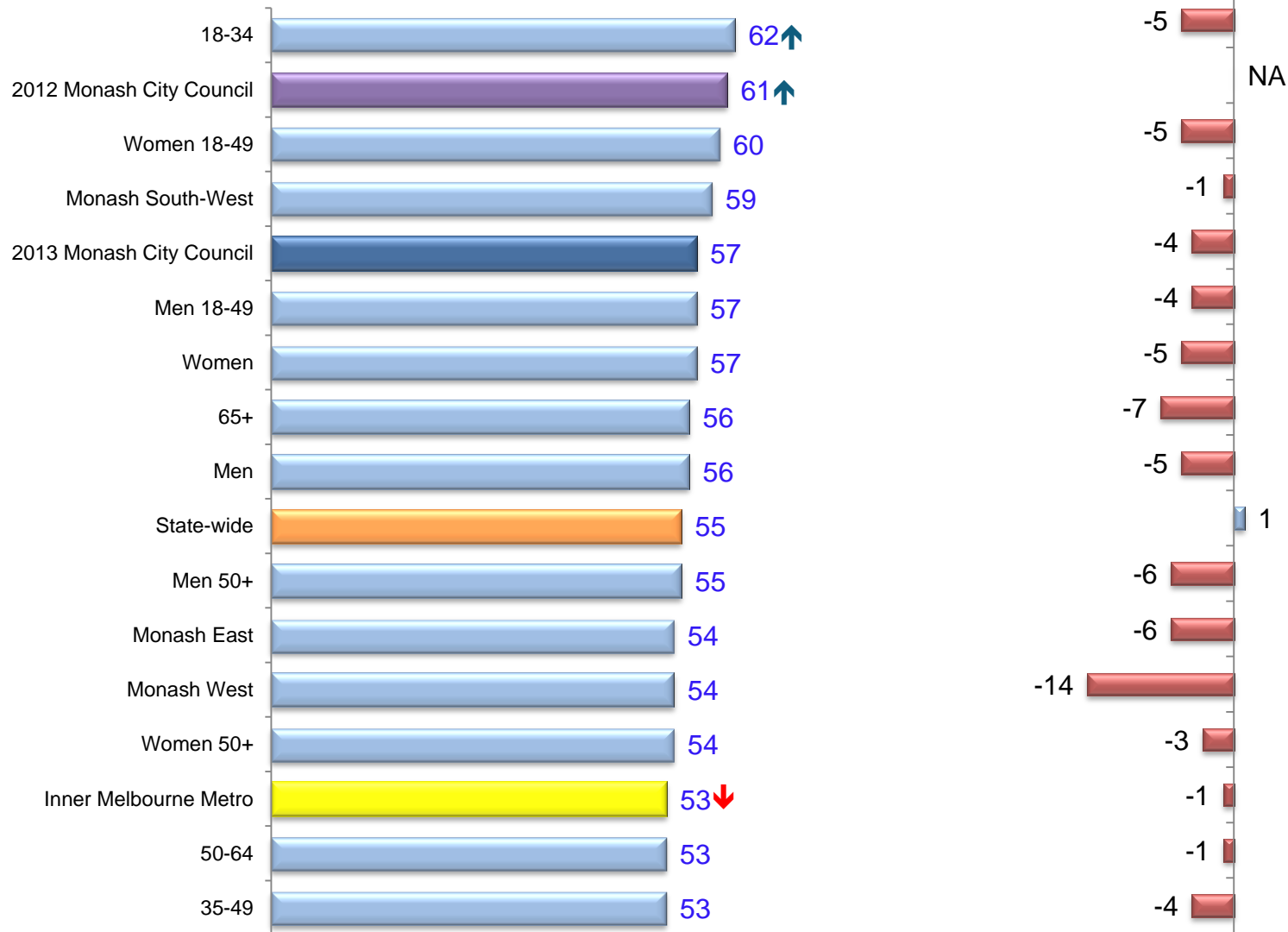


■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

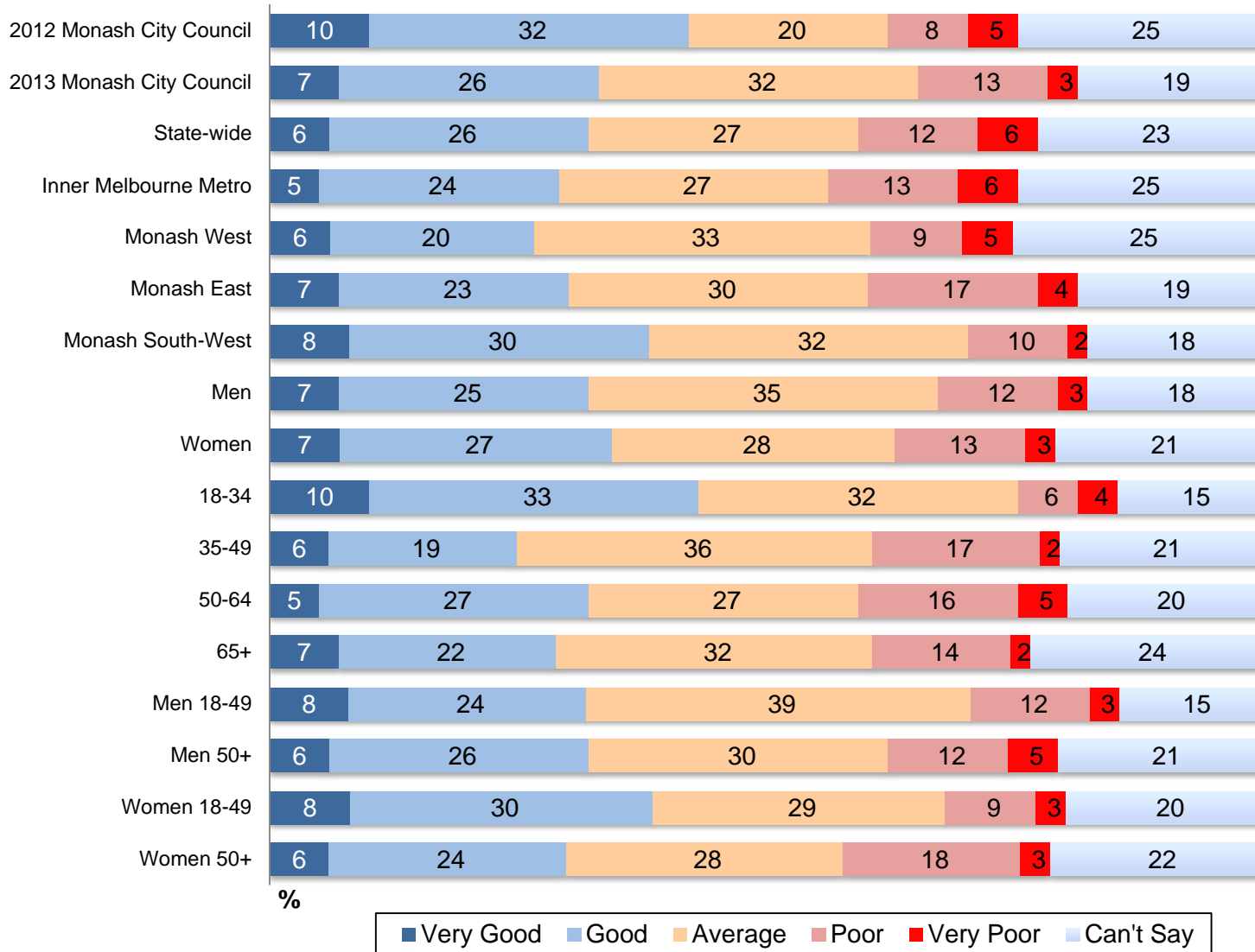
# 2013 Planning and Building Permits

## – Performance Index Score

## Change (2012 to 2013)



# 2013 Planning and Building Permits – Performance

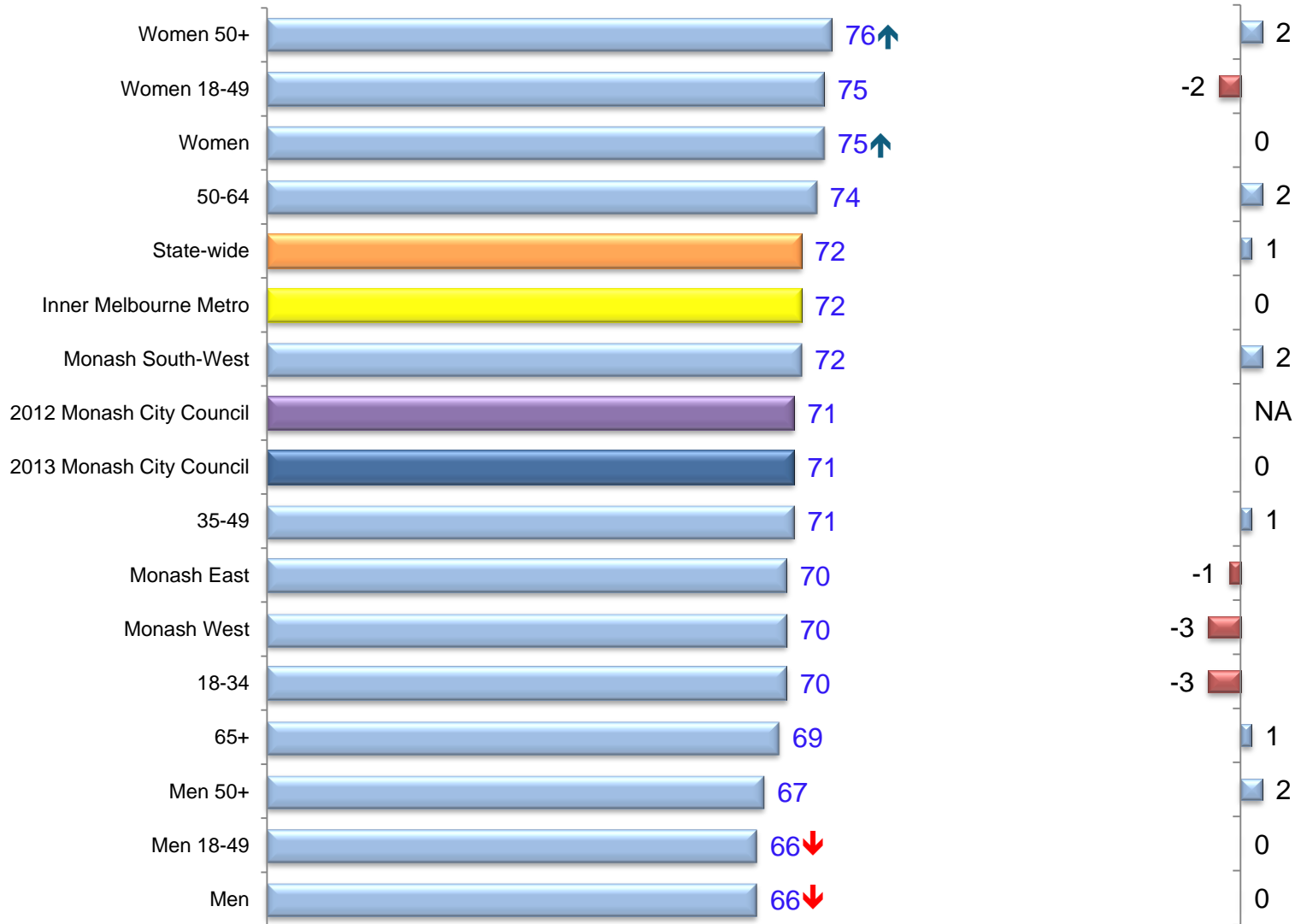




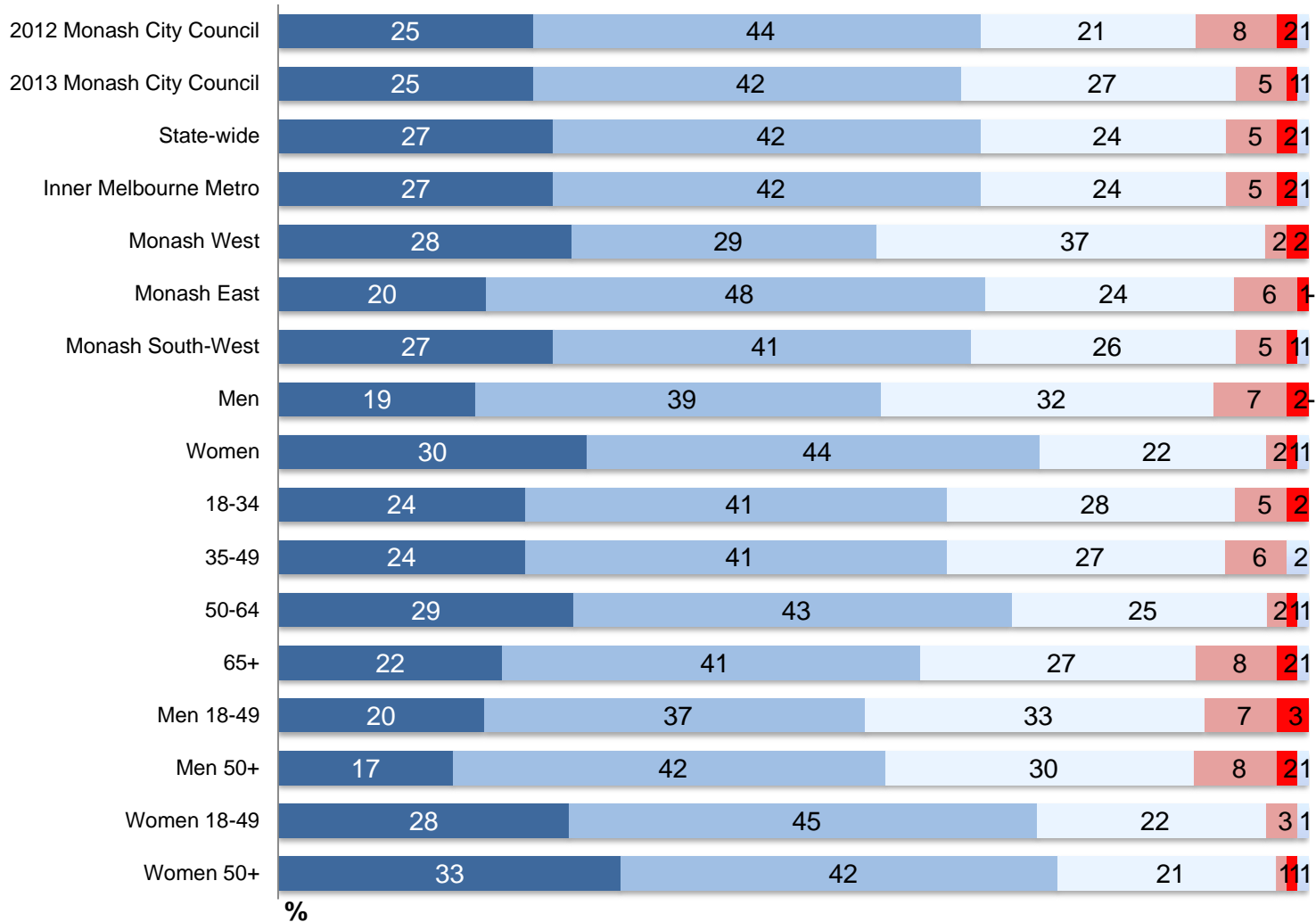
# 2013 Environmental Sustainability

## – Importance Index Score

## Change (2012 to 2013)



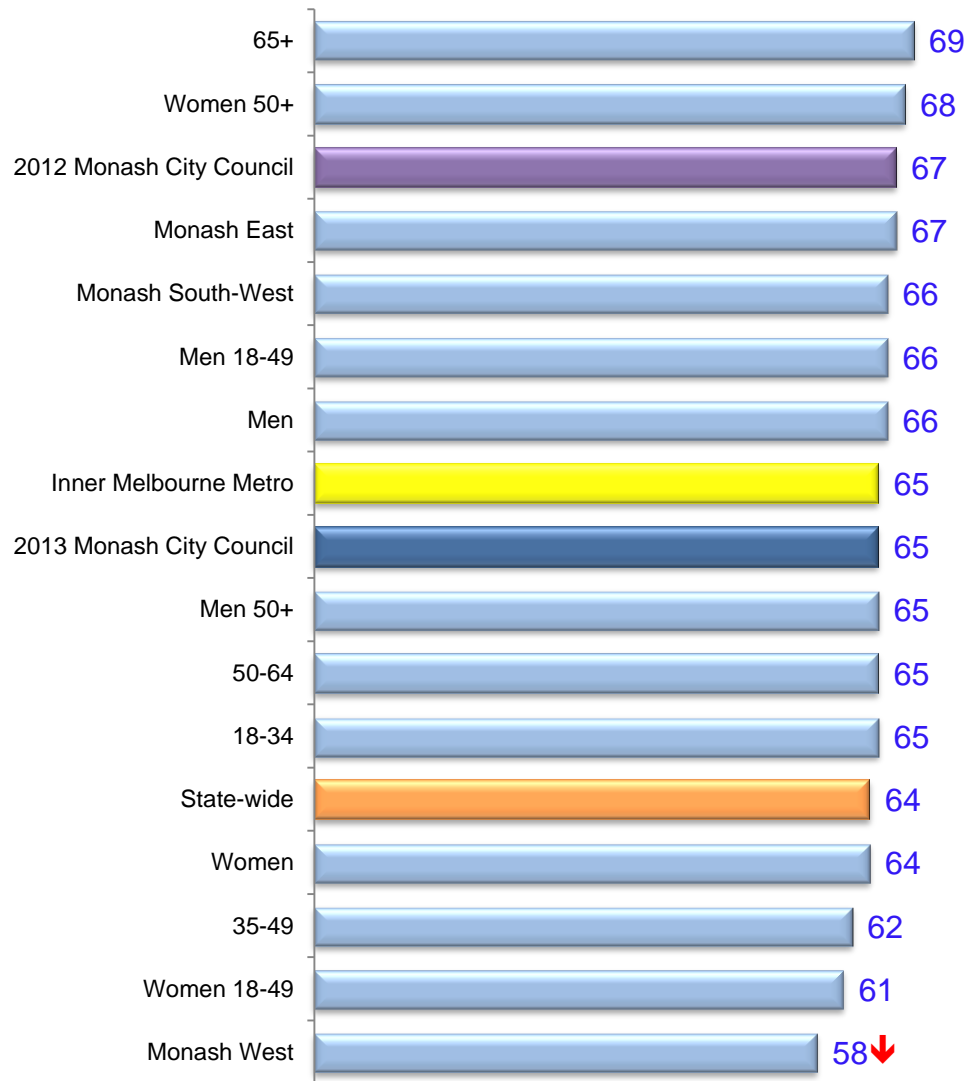
# 2013 Environmental Sustainability – Importance



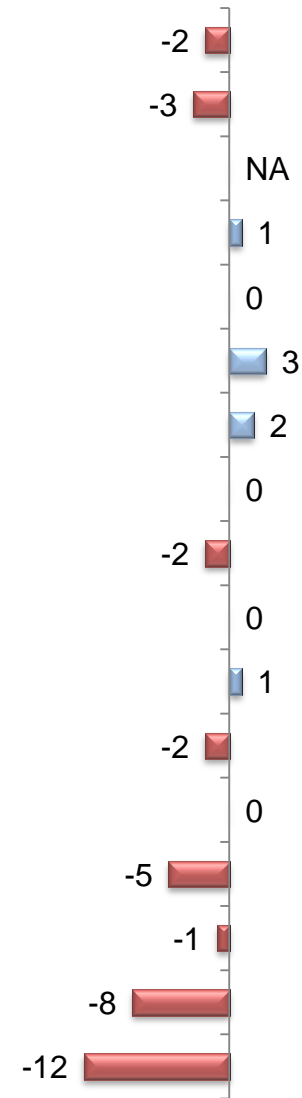
■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

# 2013 Environmental Sustainability

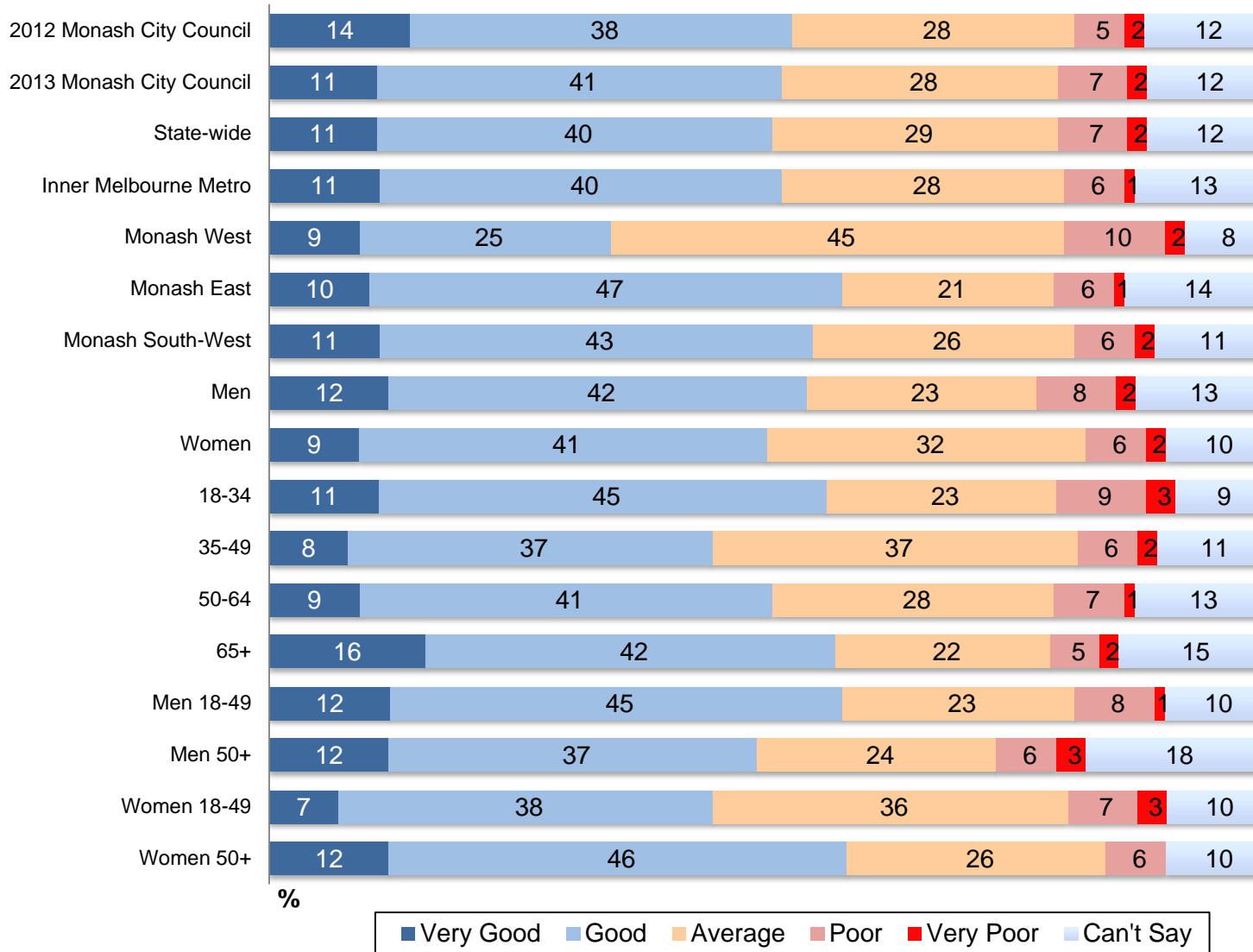
## – Performance Index Score



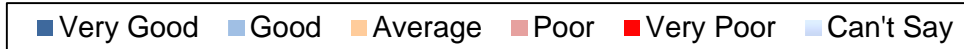
## Change (2012 to 2013)



# 2013 Environmental Sustainability – Performance



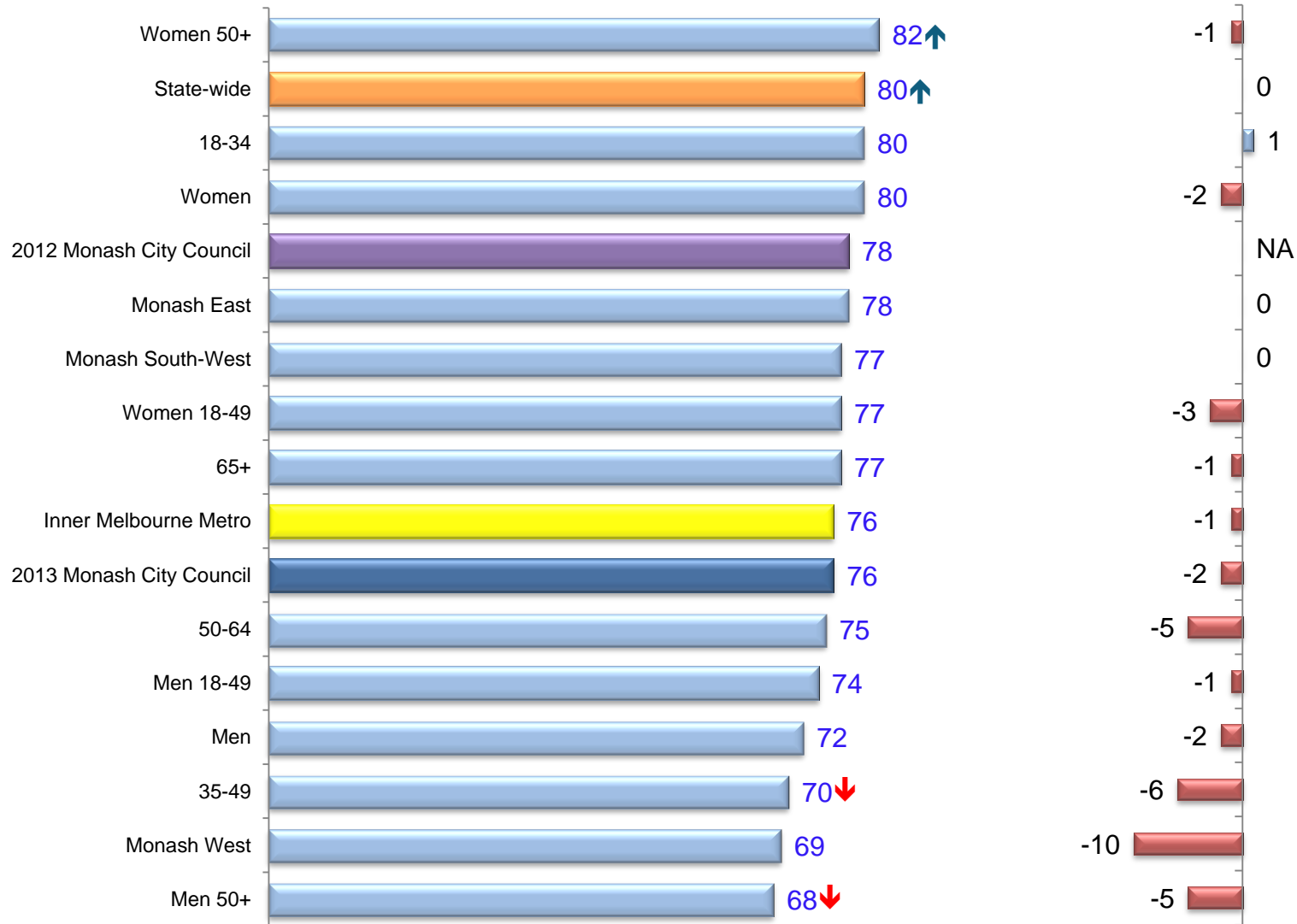
%



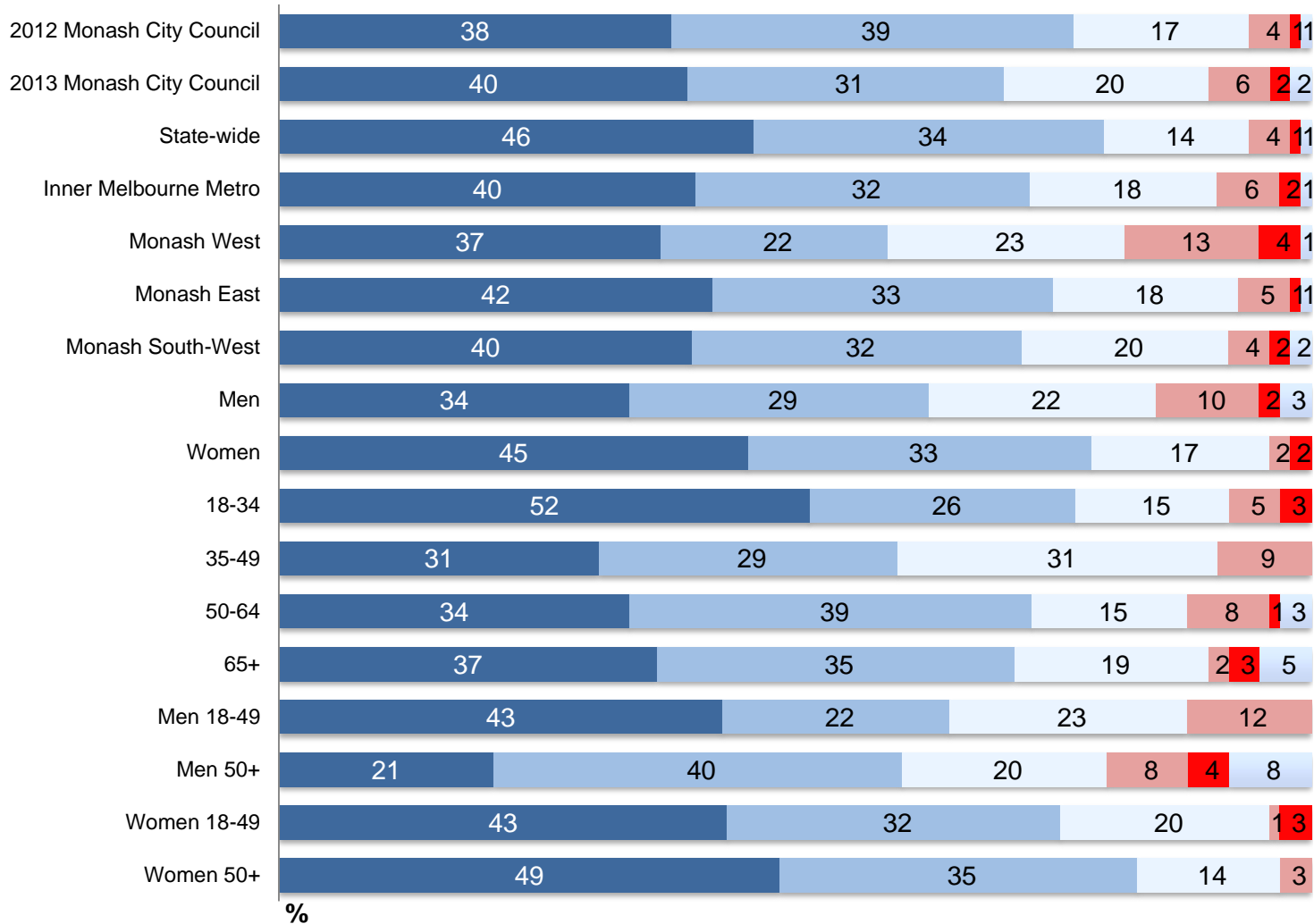
# 2013 Emergency and Disaster Management

## – Importance Index Score

## Change (2012 to 2013)



# 2013 Emergency and Disaster Management – Importance

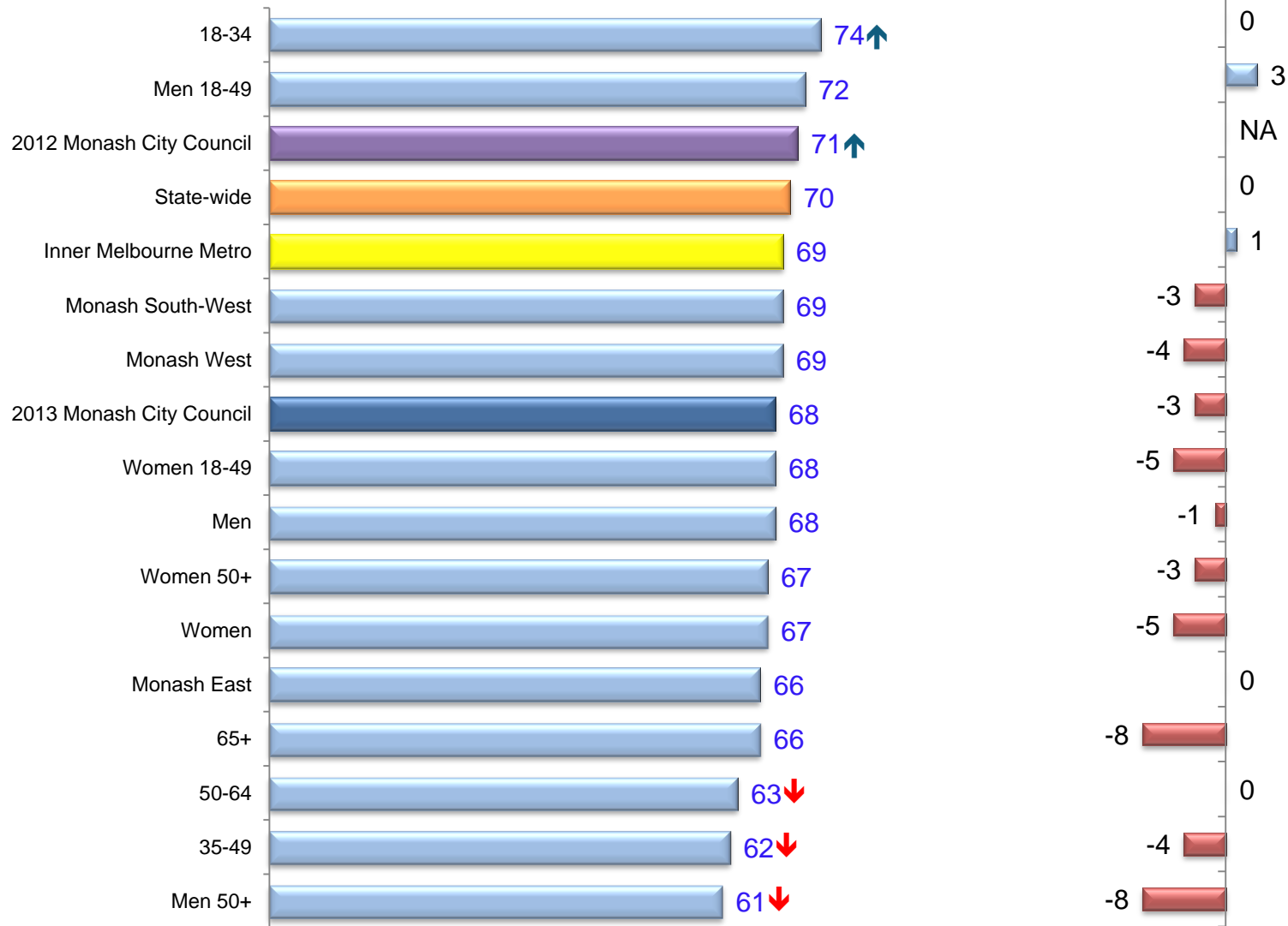


■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

# 2013 Emergency and Disaster Management

## – Performance Index Score

## Change (2012 to 2013)



# 2013 Emergency and Disaster Management – Performance

