

3. KEY RESULTS: SUMMARY OF RESULTS FOR 2011

	Indexed Mean
1 * Community satisfaction rating for overall performance generally of the council	66
2 * Community satisfaction rating for council's advocacy and community representation on key local issues (Advocacy)	66
3 * Community satisfaction rating for council's engagement in decision making on key local issues (Community Engagement)	61
4 Community satisfaction rating for council's interaction and responsiveness in dealing with the public (Customer Contact)	71
5 Community satisfaction rating for overall performance in key service areas and responsibilities (individual service group ratings shown below)	65
5a Local Roads and Footpaths	61
5b Health and Human Services	72
5c Recreational Facilities	74
5d Appearance of Public Areas	61
5e Traffic Management and Parking Facilities	59
5f Waste Management	73
5g Enforcement of Local Laws	65
5h Economic Development	63
5i Town Planning Policy and Approvals	56

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