



Yarra City Council

2012 Annual Customer Satisfaction Survey

November 2012

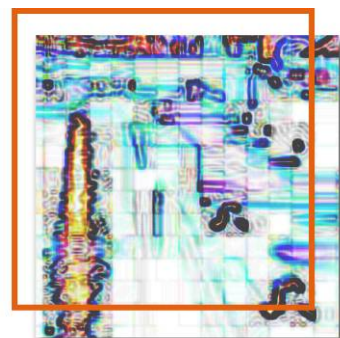
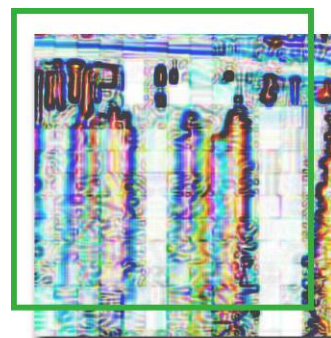


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Yarra City Council





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Table of contents

INTRODUCTION..... 5

RATIONALE..... 5

METHODOLOGY 6

RESPONSE RATE 6

GOVERNING MELBOURNE 7

GLOSSARY OF TERMS..... 7

COUNCIL'S OVERALL PERFORMANCE..... 8

PRECINCT COMPARISON OF OVERALL SATISFACTION 8

OVERALL PERFORMANCE BY RESPONDENT PROFILE 11

CHANGE IN COUNCIL'S OVERALL PERFORMANCE 13

GOVERNANCE AND LEADERSHIP..... 14

MEETING RESPONSIBILITIES TOWARDS THE ENVIRONMENT..... 17

SEEKING COMMUNITY OPINION AND FEEDBACK..... 18

REPRESENTATION, LOBBYING AND ADVOCACY..... 19

RESPONSIVENESS OF COUNCIL..... 20

MAINTAINING TRUST AND CONFIDENCE OF LOCAL COMMUNITY 21

CURRENT ISSUES FOR COUNCIL..... 22

MUNICIPAL COMPARISON OF ISSUES 24

ISSUES BY PRECINCT 25

IMPROVEMENTS IN THE LOCAL AREA 27

IMPROVEMENTS NOTICED IN THE LAST TWO YEARS 27

PREFERRED IMPROVEMENTS TO LOCAL AREA..... 30

TRAFFIC AND PARKING..... 33

SPEED OF TRAFFIC IN LOCAL AREA 36

REASONS FOR DISSATISFACTION WITH THE SPEED OF TRAFFIC..... 36

VOLUME OF TRAFFIC IN LOCAL AREA 37

AVAILABILITY OF PARKING IN LOCAL AREA 38

PLANNING AND HOUSING DEVELOPMENT..... 39

INVOLVEMENT IN PLANNING AND HOUSING DEVELOPMENT..... 39

SATISFACTION WITH ASPECTS OF PLANNING AND HOUSING DEVELOPMENT 39

APPEARANCE AND QUALITY OF NEW DEVELOPMENTS..... 43

Examples of and comments about developments..... 43

SAFETY IN PUBLIC AREAS..... 46

SAFETY DURING THE DAY 47

SAFETY AT NIGHT 48

REASONS FOR FEELING LESS SAFE..... 48

METHODS OF COMMUNICATION WITH COUNCIL..... 51

CONTACT WITH COUNCIL 52

CONTACT WITH COUNCIL IN THE LAST TWO YEARS 52

FORMS OF CONTACT 53

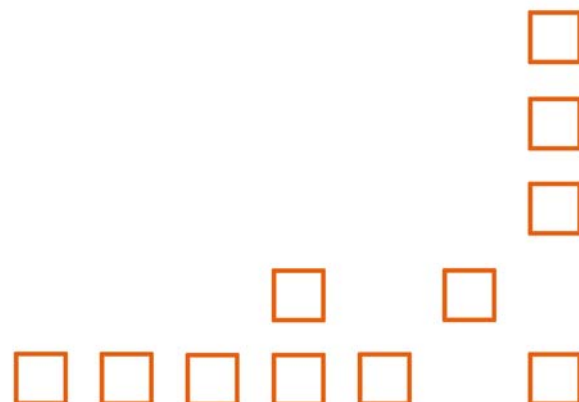
SATISFACTION WITH COUNCIL'S CUSTOMER SERVICE..... 53

IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES..... 56

IMPORTANCE 56

SATISFACTION 57

IMPORTANCE AND SATISFACTION CROSS TABULATION.....	59	<input type="checkbox"/>
SATISFACTION BY COUNCIL DEPARTMENT	60	<input type="checkbox"/>
<i>Departments not specifically included</i>	63	
INFRASTRUCTURE	64	<input type="checkbox"/>
<i>Road maintenance and repairs</i>	64	
<i>Footpath maintenance and repairs</i>	67	
<i>Drains maintenance and repairs</i>	69	
ENGINEERING - WASTE AND RECYCLING SERVICES	71	
<i>Weekly garbage collection</i>	71	
<i>Regular recycling</i>	73	
<i>Hard rubbish booking/ pickup service</i>	75	
<i>Green waste booking/ pickup service</i>	77	
ENGINEERING - PUBLIC AMENITY SERVICES	78	
<i>Maintenance and cleaning of public areas</i>	79	
<i>Maintenance and cleaning of shopping strips</i>	81	
<i>Public toilets</i>	83	
ENVIRONMENT AND RECREATION SERVICES	85	
<i>Provision and maintenance of street trees</i>	85	
<i>Provision of parks and gardens</i>	88	
<i>Maintenance of parks and gardens</i>	90	
BUILDING AND REGULATORY SERVICES	92	
<i>Pet and domestic animal services</i>	92	
<i>Pet registration service</i>	94	
PARKING SERVICES.....	95	
<i>Parking enforcement</i>	95	
LEISURE SERVICES.....	99	
<i>Fitzroy Swimming Pool</i>	99	
<i>Collingwood Leisure Centre</i>	100	
<i>Richmond Recreation Centre</i>	101	
<i>Burnley Golf Course</i>	102	
CULTURAL AND LIBRARY SERVICES	103	
<i>Local library</i>	103	
STRATEGIC TRANSPORT	104	
<i>Off-road bike paths</i>	104	
<i>On-road bike paths</i>	106	
COMMUNICATIONS AND CUSTOMER SERVICE	108	
<i>Yarra News</i>	108	
<i>Council's website</i>	109	
<i>Council advertising in local newspapers</i>	111	
RESPONDENT PROFILE	113	
AGE STRUCTURE	113	
GENDER.....	113	
LANGUAGE	114	
HOUSEHOLD STRUCTURE	115	
DISABILITIES.....	115	
HOUSING SITUATION	116	
PERIOD OF RESIDENCE	116	
GENERAL COMMENTS.....	117	
APPENDIX ONE - SURVEY FORM	122	





Introduction



Metropolis Research Pty Ltd was commissioned by Yarra City Council to undertake this, its fourth *Annual Customer Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The *Yarra City Council - 2012 Annual Customer Satisfaction Survey* comprises the following components:

- ⊗ Satisfaction with Council’s overall performance and change in performance
- ⊗ Satisfaction with aspects of governance and leadership
- ⊗ Importance of and satisfaction with twenty-six Council services and facilities
- ⊗ Issues of importance for Council to address in the coming year
- ⊗ Community perception of safety in public areas of Yarra
- ⊗ Satisfaction with aspects of traffic and parking
- ⊗ Satisfaction with aspects of planning and development
- ⊗ Satisfaction with Council customer service
- ⊗ Respondent profile.

Rationale

The *Annual Customer Satisfaction 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 importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Customer Satisfaction Survey* provides an in depth coverage 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 Yarra.

In addition, the *Annual Customer Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Customer Satisfaction 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 can be identified.



Methodology

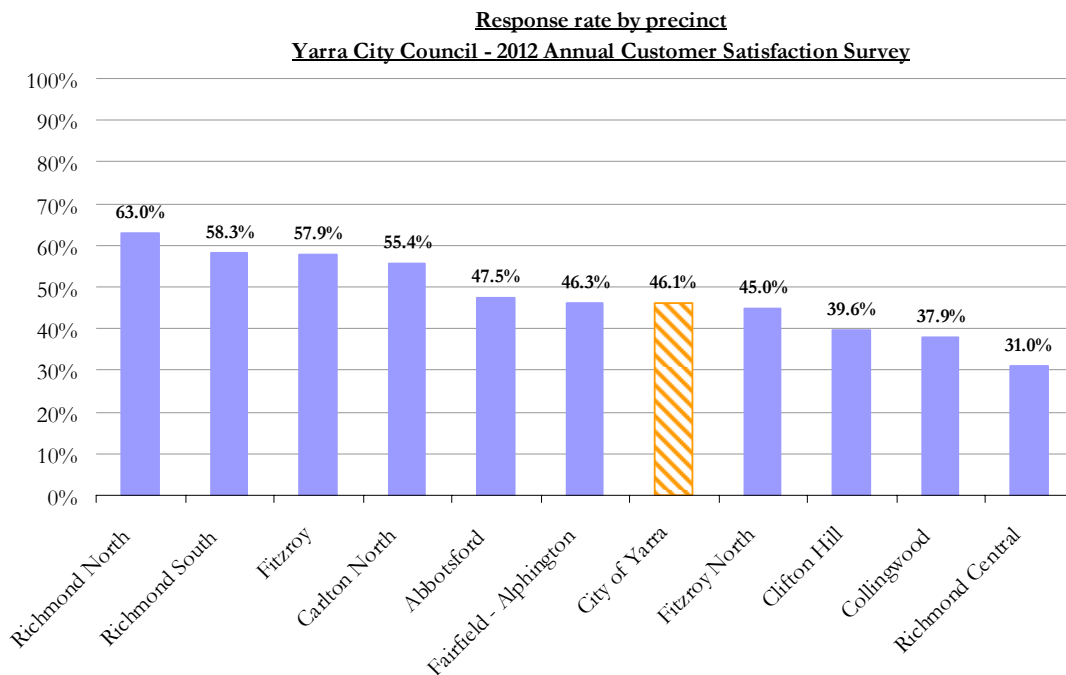
The *Yarra City Council - 2012 Annual Customer Satisfaction Survey* was conducted as a door-to-door interview style survey of 800 households drawn randomly from across the municipality during the months of September and October 2012. The final results have been weighted by precinct to ensure that each precinct within Yarra contributes proportionally to the municipal result. The precinct weightings have been conducted using the enumerated population figures from the *Australian Bureau of Statistics - 2006 Census of Population and Housing*.

Trained Metropolis Research survey staff conducted face-to-face interviews of approximately twenty minutes duration with householders. This methodology has produced highly consistent results in terms of the demographics of those surveyed, although it should be noted that face-to-face interviews will tend to slightly over represent families, in particular parents with younger children, and under represent residents who speak a language other than English.

Response rate

A total of approximately 4,031 households were approached to participate in the *Yarra City Council – 2012 Annual Community Survey*. Of these 2,295 were unattended at the time, 935 refused to participate in the research and 800 completed surveys.

This provides a response rate of 46.1%, which is slightly higher than that recorded in the 2011 survey. As evident in the following graph, some variation in response rate is observed across the precincts comprising the City of Yarra.





Governing Melbourne

Governing Melbourne is a new service provided by Metropolis Research in 2010. *Governing Melbourne* is a survey of 1,000 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 *Yarra City Council – 2012 Annual Community Survey*. It is not intended to provide a “league table” for local councils, rather to provide additional context with which to understand the results of this survey.

Glossary of terms

Measurable

Measurable is used to describe the difference between two results presented in the report. A measurable difference is one where the difference between the two numbers being compared is sufficiently large to ensure that they are in fact different results. This is because all survey results are subject to a margin of error or area of uncertainty.

Statistically significant

Statistically significant is the technical term for measurable difference as described above.

Significant result

Metropolis Research uses the term significant result to describe a change or difference between results that is sufficiently large so as to be considered important. This is because often variation may be measurable but not large enough to be meaningful.

Satisfaction categories

Metropolis Research categorises satisfaction scores into categories as outlined. These ranges have been developed over many years as a guide to the index scores presented in the reports and are designed to put results within a context to aid comprehension. These categories are not entirely fixed and vary somewhat depending on the nature of the question, but in general terms are categorised as follows:

- Excellent:** Scores of 7.75 and above are typically categorised as excellent
- Very good:** Scores between 7.25 and 7.75 are typically categorised as very good
- Good:** Scores between 6.5 and 7.25 are typically categorised as good
- Solid:** Scores between 6 and 6.5 are typically categorised as solid
- Poor:** Scores less than 6 are typically categorised as poor
- Very Poor:** Scores less than 5.5 are typically categorised as very poor



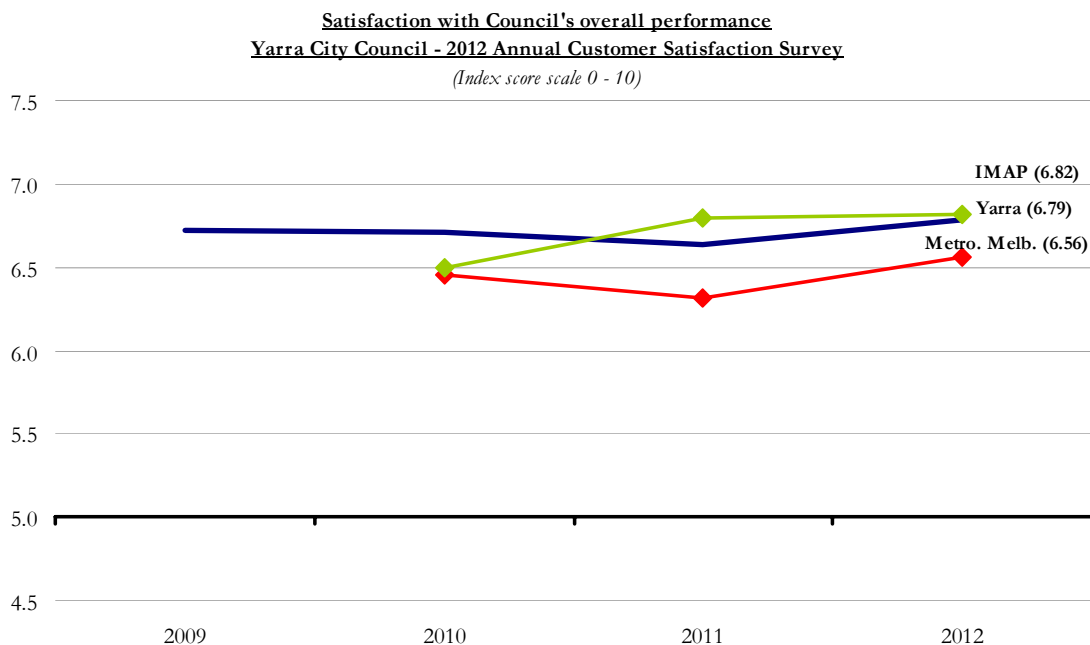
Council’s overall performance

Respondents were asked:

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

Satisfaction with Council’s overall performance increased 2.4% in 2012 from 6.63 to 6.79. It is 95% certain that the true level of community satisfaction with Yarra City Council’s overall performance falls within the range of 6.68 to 6.90.

Satisfaction with Council’s overall performance remains at a level best categorised as “good”. Metropolis Research notes that satisfaction with overall satisfaction has remained remarkably stable over the course of the four surveys at this “good” level.



Satisfaction with Council’s overall performance is almost identical to the IMAP result, and is measurably and significantly (3.5%) higher than the metropolitan Melbourne average of 6.56.

Precinct comparison of overall satisfaction

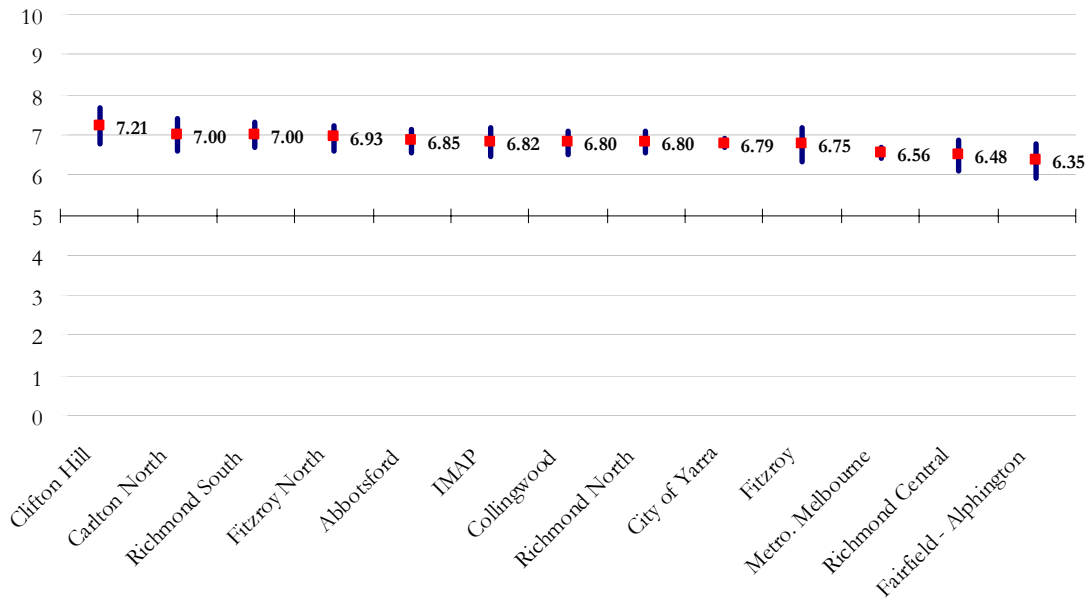
The following graph displays satisfaction with Council’s overall performance across the various precincts comprising the City of Yarra as well as the IMAP region and metropolitan Melbourne, both sourced from *Governing Melbourne*. Relatively little variation is observed across the precincts of Yarra, with the results for all precincts with the 95% confidence range of the municipal result.



It is observed that respondents from Fairfield-Alphington and Richmond Central rated satisfaction at levels best categorised as “solid”, while respondents from the remaining precincts rated satisfaction at levels best categorised as “good”.

Respondents from Clifton Hill were 6.2% more satisfied than the municipal average whilst respondents from Fairfield-Alphington were 6.5% less satisfied than the municipal average. This reflects a rather consistent level of satisfaction across the municipality, with the variation in satisfaction between precincts in 2012 is less than the variation recorded in 2011.

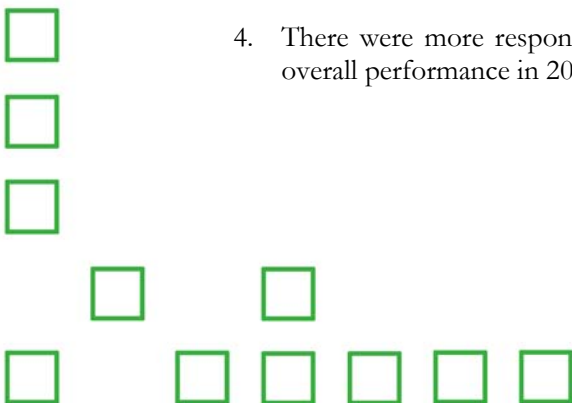
Satisfaction with Council's overall performance by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score 0 - 10)



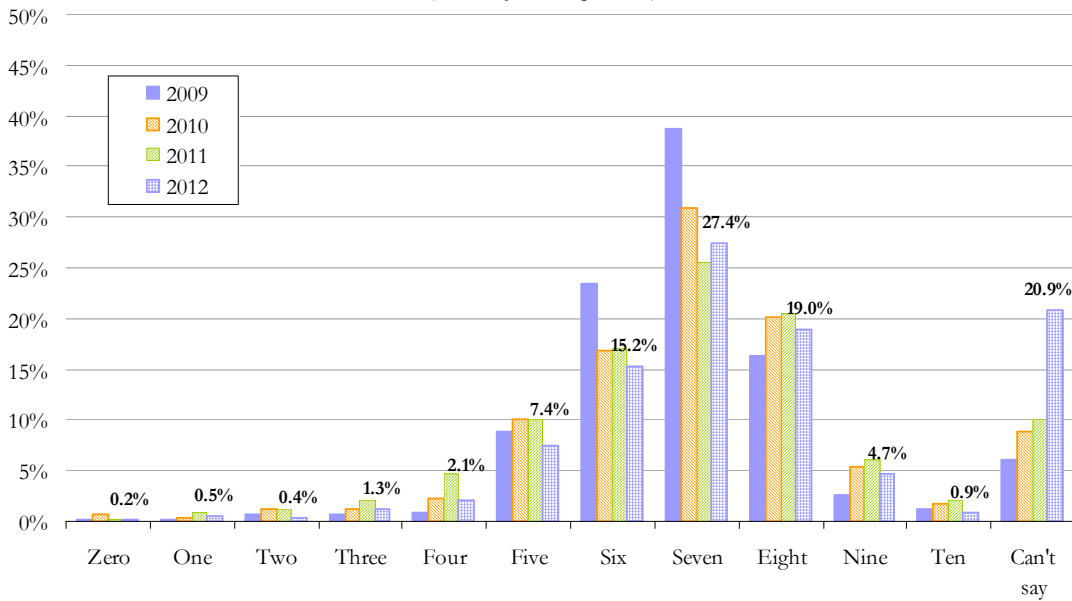
The following graphs display the raw results for respondent satisfaction with Council's overall performance.

There are a number of important points to note arising from these raw results:

1. There were half as many respondents dissatisfied with Council's overall performance in 2012 (36 respondents, 4.5%) than in 2011 (72 respondents, 8.9%).
2. There were 5.5 times as many respondents very satisfied (24.6%) than respondents dissatisfied (4.5%) with Council's overall performance.
3. There were slightly fewer respondents very satisfied with Council's overall performance in 2012 (24.6%) than in 2011 (28.2%).
4. There were more respondents unable or unwilling to rate satisfaction with Council's overall performance in 2012 (20.9%) than in previous years (average of 8.3%).

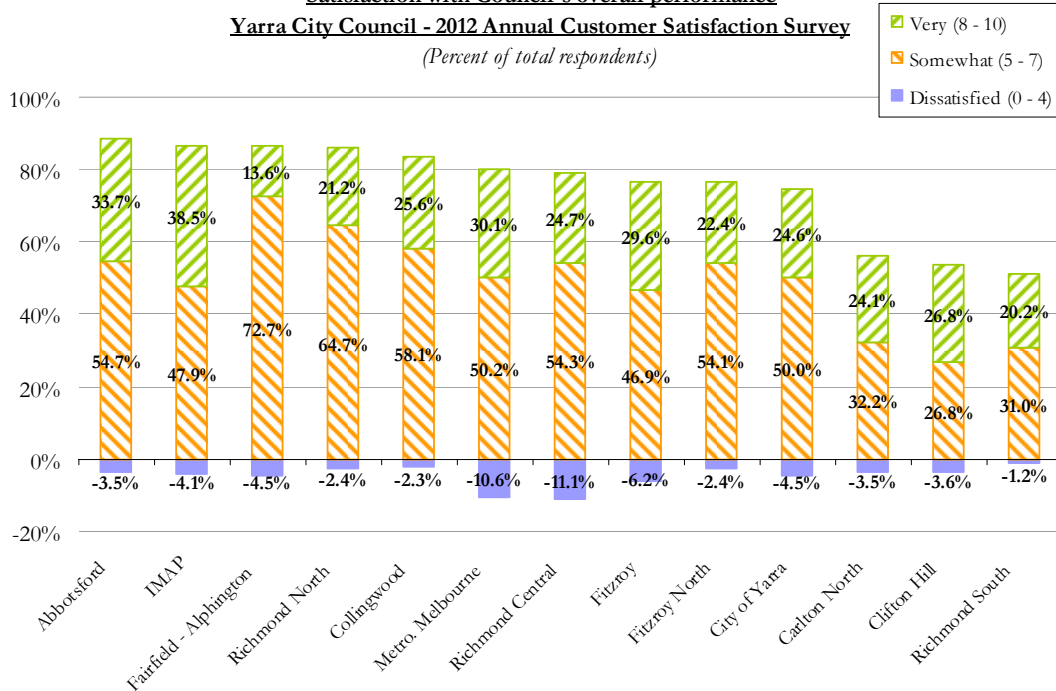


Satisfaction with Council's overall performance
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Percent of total respondents)



The following graph provides the raw satisfaction by precinct, with the results grouped into dissatisfied (0 to 4), somewhat satisfied (5 to 7) and very satisfied (8 to 10).

Satisfaction with Council's overall performance
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Percent of total respondents)





Across the municipality it is observed that:



- ⊗ A little more than ten percent of respondents (11.1%) from Richmond Central were dissatisfied with Council’s overall performance, similar to the Melbourne average of 10.6%.
- ⊗ With the exception of Fairfield-Alphington (13.6%), between one-fifth and one-third of respondents from all precincts were very satisfied with Council’s overall performance.

Overall performance by respondent profile

The following table provides both the average satisfaction with Council’s overall performance as well as the proportion dissatisfied (0 to 4), somewhat (5 to 7) and very satisfied (8 to 10). Some interesting variation is observed:

- ⊗ Younger respondents aged less than 35 years were somewhat more satisfied, whilst older respondents aged 61 to 75 years were marginally less satisfied.
- ⊗ Males were measurably more satisfied than females.
- ⊗ Respondents from households with a disabled member were measurably less satisfied than respondents from households without.
- ⊗ English speaking respondents were somewhat more satisfied with Council’s overall performance than respondents from non-English speaking households.
- ⊗ Group households were more satisfied, whilst one-parent families with children aged 5 to 18 years were less satisfied
- ⊗ Two parent families with school-aged children and adult children only were less satisfied than the municipal average, whilst two and one parent families with adolescent children were more satisfied.
- ⊗ Respondents from private rental and mortgagee households were somewhat more satisfied, whilst homeowners and government rental household respondents were somewhat less satisfied.
- ⊗ Satisfaction with Council’s overall performance fell commensurate with the period of residence in the City of Yarra, similar to the result from 2011.



Satisfaction with Council's overall performance by respondent profile

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number and index score 0 - 10)

Profile	Number	Average	Low (0 - 4)	Medium (5 - 7)	High (8 - 10)	Can't say
<i>Age structure</i>						
15- 19 years	10	7.55	0.0%	44.5%	55.5%	5
20 - 35 years	181	7.28	1.3%	57.0%	41.7%	62
36 - 45 years	171	6.59	8.9%	64.1%	27.0%	38
46 - 60 years	168	6.62	5.3%	68.5%	26.2%	34
61 - 75 years	84	6.38	11.2%	65.6%	23.2%	13
76 years and over	14	6.88	0.0%	67.9%	32.1%	15
<i>Gender</i>						
Male	310	6.96	3.4%	61.2%	35.4%	82
Female	323	6.63	7.9%	65.1%	27.0%	85
<i>Disability</i>						
Yes	37	6.29	15.7%	52.0%	32.3%	9
No	586	6.81	5.2%	64.2%	30.6%	156
<i>Language</i>						
English speaking	487	6.86	5.7%	60.5%	33.8%	126
Non-English speaking	132	6.56	5.3%	72.9%	21.8%	41
<i>Household structure</i>						
Two-parent family (<i>youngest 0 - 4 yrs</i>)	55	7.00	3.8%	60.7%	35.5%	15
Two-parent family (<i>youngest 5 - 12 yrs</i>)	72	6.47	9.0%	68.1%	22.9%	16
Two-parent family (<i>youngest 13 - 18 yrs</i>)	47	6.92	2.3%	72.7%	25.0%	11
Two-parent family (<i>adult children only</i>)	40	6.25	11.1%	62.6%	26.3%	8
One-parent family (<i>youngest 0 - 4 yrs</i>)	1	6.55	0.0%	100.0%	0.0%	0
One-parent family (<i>youngest 5 - 12 yrs</i>)	7	7.24	0.0%	48.1%	51.9%	3
One-parent family (<i>youngest 13 - 18 yrs</i>)	3	6.82	0.0%	78.3%	21.7%	1
One-parent family (<i>adult children only</i>)	12	6.36	17.8%	53.3%	28.9%	3
Couple only household	155	6.66	6.9%	67.5%	25.6%	46
Group household	116	7.37	2.9%	46.5%	50.6%	31
Sole person household	92	6.76	4.5%	66.7%	28.8%	27
Extended or multiple families	25	6.32	6.1%	76.7%	17.2%	6
<i>Housing situation</i>						
Own this home	239	6.58	9.1%	63.7%	27.2%	50
Mortgage	123	6.86	2.9%	66.5%	30.6%	23
Renting this home	191	7.09	2.7%	59.6%	37.7%	78
Renting from the Office of Housing	70	6.63	6.0%	65.4%	28.6%	17
<i>Period of residence</i>						
Less than 1 year	52	7.45	0.0%	50.1%	49.9%	35
1 to less than 5 years	162	7.13	4.2%	57.3%	38.5%	49
5 to less than 10 years	134	6.80	2.5%	68.6%	28.9%	23
10 years or more	281	6.46	9.3%	66.3%	24.4%	60



Change in Council's overall performance

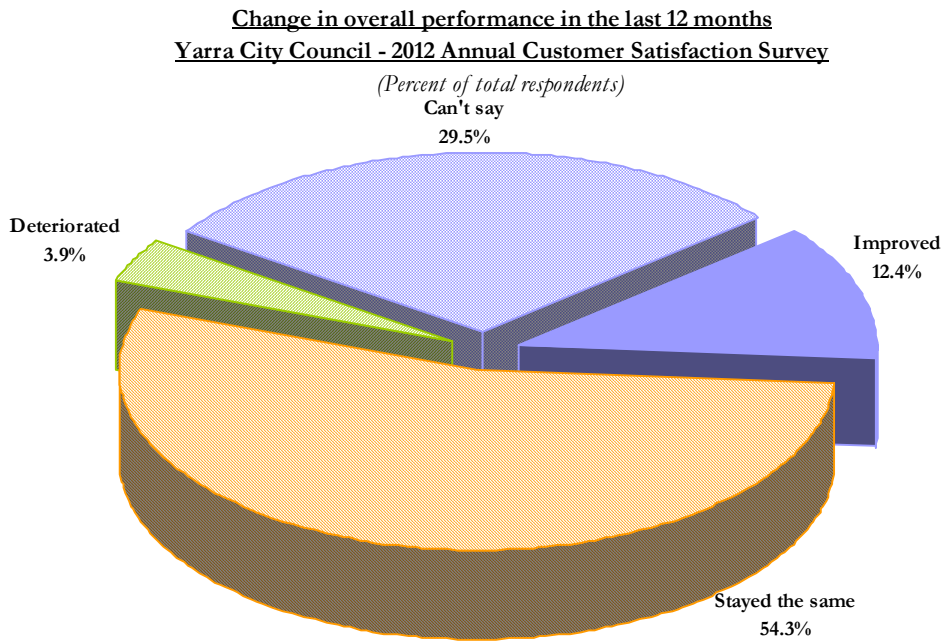


Respondents were asked:

“Over the past 12 months, do you think that Yarra City Council’s performance has?”

Consistent with results from 2011, approximately one-in-six respondents (12.4%) considered that Council’s overall performance had improved in the last twelve months, three times more than the proportion of respondents who considered that Council’s overall performance had deteriorated (3.9%).

There was a small decline in the proportion of respondents considering that Council’s overall performance had deteriorated (3.9% down from 5.1%). These results reflect a very stable consideration in the community as to the level of Council’s performance.



Change in overall performance
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Response	2012		2011	2010	2009
	Number	Percent			
Improved	99	12.4%	12.1%	13.8%	17.0%
Stayed the same	435	54.3%	55.4%	56.0%	61.1%
Deteriorated	31	3.9%	5.1%	6.0%	4.3%
Can't say	236	29.5%	27.4%	24.2%	17.6%
Total	801	100%	807	948	799

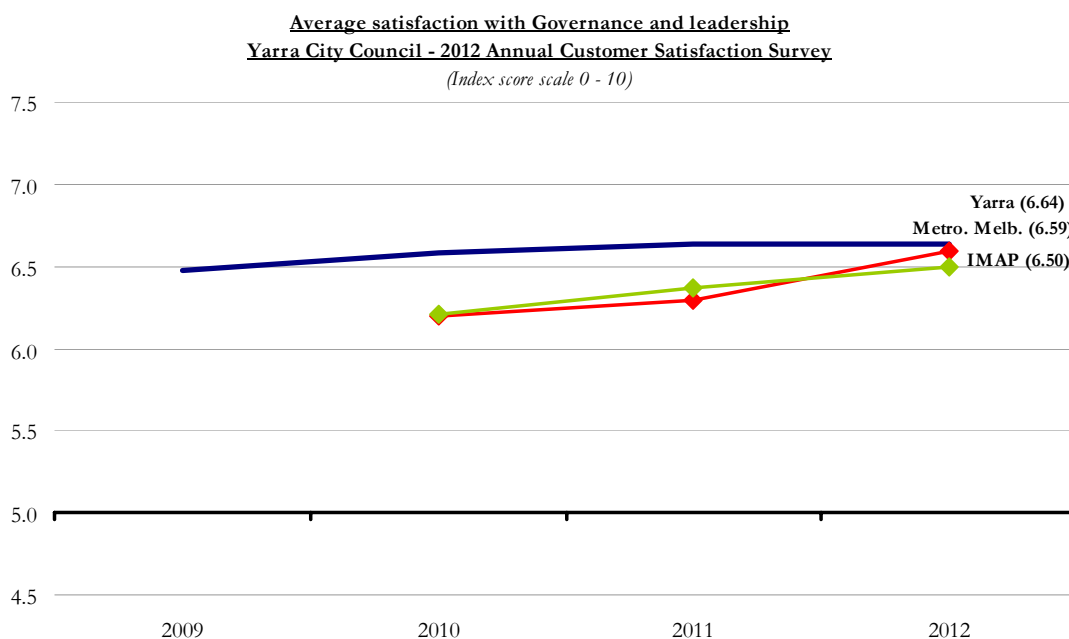


Governance and leadership

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”

In 2012, respondents rated their satisfaction with the five aspects of governance and leadership at an average of 6.64, identical to the average in 2011. This level of satisfaction remains best categorised as “good”. Satisfaction with governance and leadership was marginally higher in the City of Yarra than the metropolitan Melbourne average, and slightly, but not measurably higher than the IMAP region average, as measured in *Governing Melbourne*.

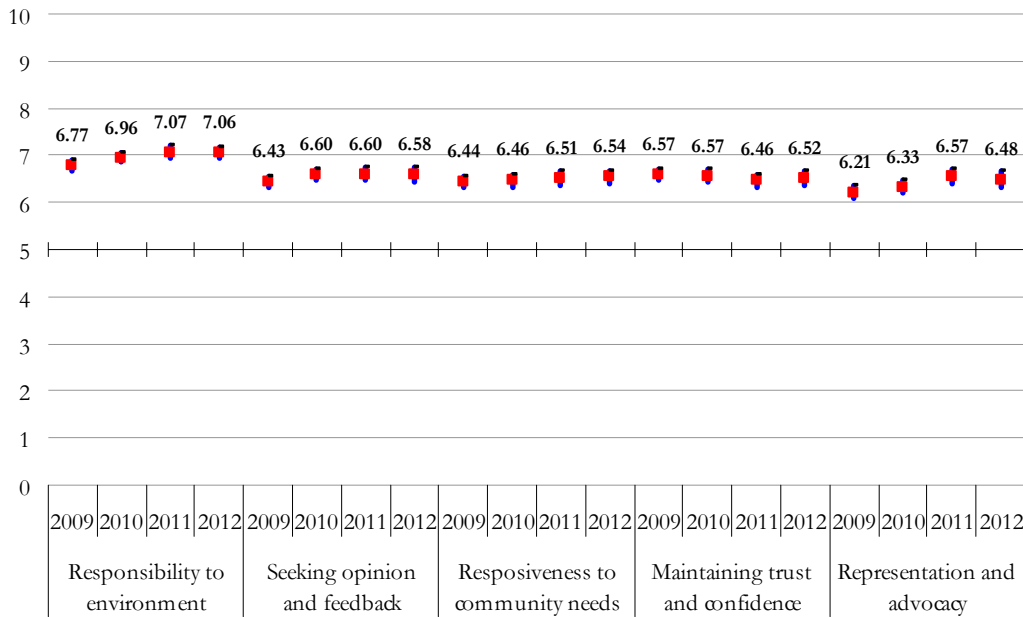


Satisfaction with four of the five aspects of governance and leadership remained stable in 2012, at levels best categorised as “good”.

Satisfaction with “representation and advocacy” fell marginally but certainly not measurably or significantly in 2012, from 6.57 to 6.48, a level best categorised as “solid”.

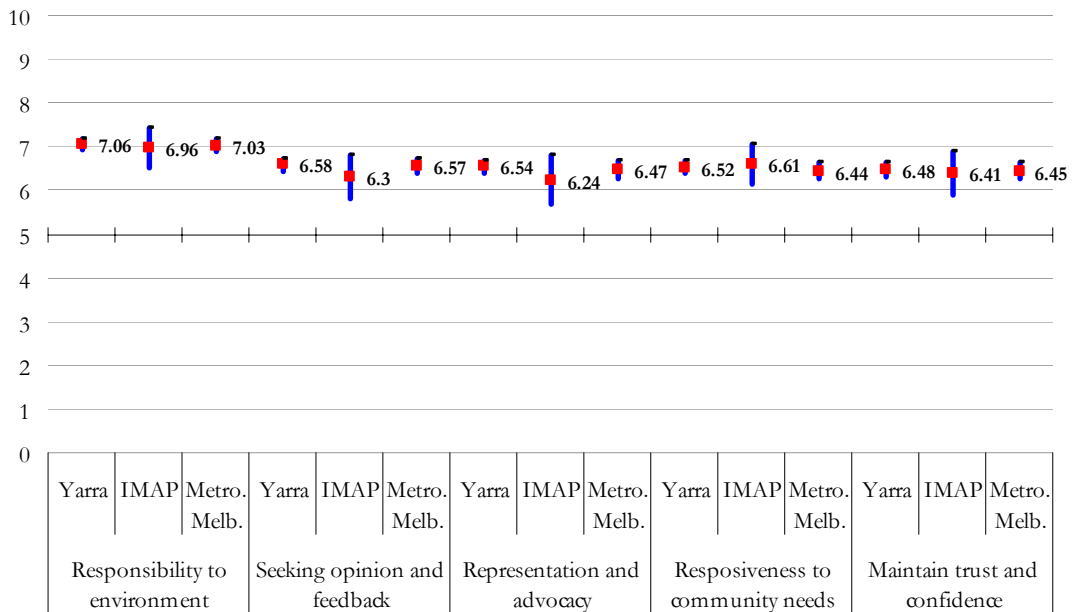
Metropolis Research notes that satisfaction with each of the five aspects of governance and leadership has remained relatively stable over the course of the last four years, although it is also noted that satisfaction with “meeting environmental responsibilities” has increased 4.2% since 2009.

Satisfaction with aspects of governance and leadership
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score scale 0 - 10)



Respondents in the City of Yarra were marginally more satisfied than the metropolitan Melbourne average with all five aspects of governance and leadership, and slightly more satisfied than the IMAP region with four of the five aspects, with “responsiveness to community needs” very slightly lower in Yarra than in IMAP.

Satisfaction with aspects of governance and leadership
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score scale 0 - 10)



The following table provides the proportion of respondents rating satisfaction with each aspect of governance and leadership as “dissatisfied” (0 to 4), “somewhat satisfied” (5 to 7) and “very satisfied” (8 to 10).

Similar to the results in 2011, a little more than ten percent of respondents were dissatisfied with four of the five aspects of governance and leadership, with less than five percent of respondents dissatisfied with “meeting its responsibilities towards the environment”.

Satisfaction with aspects of governance and leadership
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

<i>Aspect</i>	<i>Survey</i>	<i>Low 0 - 4</i>	<i>Medium 5 - 7</i>	<i>High 8 - 10</i>	<i>Can't say</i>
Council meeting responsibility towards the environment	2009	6.1%	64.4%	29.5%	106
	2010	6.0%	57.2%	36.9%	158
	2011	4.8%	53.9%	41.3%	141
	2012	4.9%	53.4%	41.7%	213
Seeking community opinion & feedback on important issues	2009	11.0%	67.1%	21.9%	74
	2010	9.6%	61.0%	29.4%	97
	2011	11.0%	54.1%	34.9%	106
	2012	11.9%	54.7%	33.4%	171
Responsiveness to local community needs	2009	7.3%	74.5%	18.2%	110
	2010	10.6%	61.4%	28.1%	150
	2011	14.4%	51.3%	34.3%	162
	2012	10.9%	59.7%	29.4%	194
Maintaining trust and confidence of local community	2009	5.8%	70.7%	23.4%	85
	2010	9.0%	61.6%	29.4%	153
	2011	12.6%	57.1%	30.3%	148
	2012	10.7%	58.7%	30.6%	203
Representation, lobbying and advocacy	2009	11.8%	73.2%	14.9%	256
	2010	12.6%	62.1%	25.4%	299
	2011	11.8%	53.1%	35.1%	257
	2012	11.7%	59.2%	29.1%	289



Meeting responsibilities towards the environment

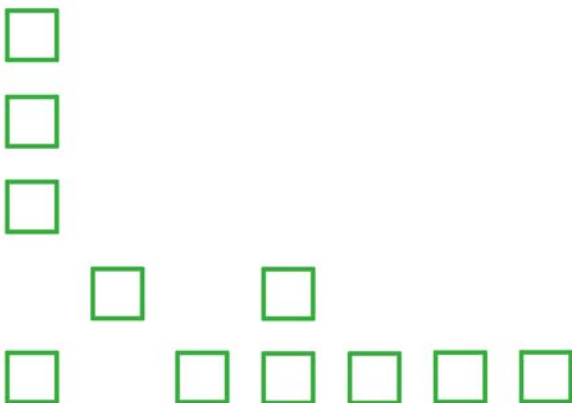
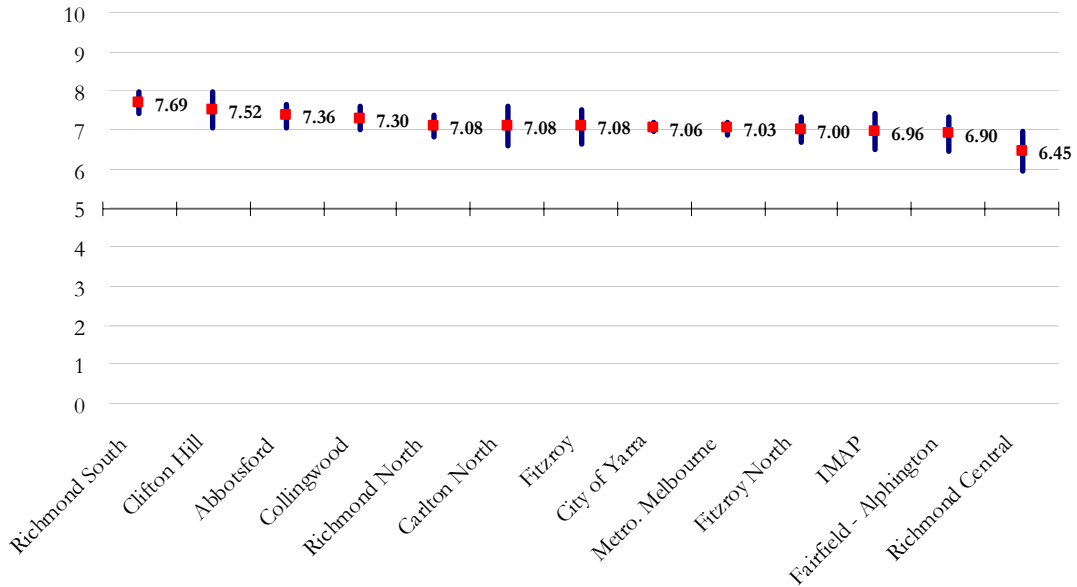
Satisfaction with Council’s performance meeting its responsibilities towards the environment remained stable at 7.06 in 2012, a level of satisfaction best categorised as “good”.

This result is almost identical to the metropolitan Melbourne average of 7.03 and is slightly higher than the IMAP result of 6.96, both recorded in *Governing Melbourne*.

There was some variation in community satisfaction with Council’s performance meeting its responsibilities towards the environment across the municipality, with particular attention drawn to the following:

- ⊗ Respondents from Richmond South (7.69) were measurably (8.9%) more satisfied than the municipal average.
- ⊗ Respondents from Richmond Central (6.45) were measurably and significantly (8.6%) less satisfied than the municipal average, with a score best categorised as “solid”.

Meeting responsibility towards the environment by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score 0 - 10)

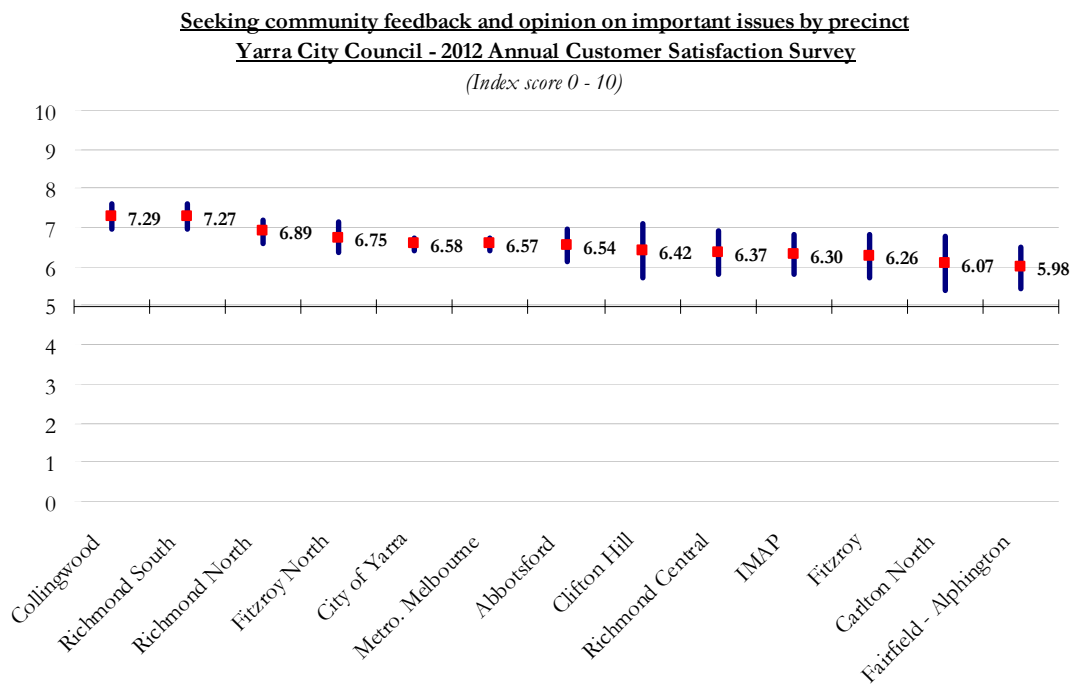


Seeking community opinion and feedback

Satisfaction with “seeking community opinion and feedback” remained stable at 6.58 out of 10 in 2012, a level of satisfaction best categorised as “good”. This result was almost identical to the metropolitan Melbourne average of 6.57, and somewhat higher than the IMAP region result of 6.30.

There was some variation in satisfaction across the precincts comprising the City of Yarra:

- ⊗ Respondents from Collingwood (7.29) and Richmond South (7.27) were measurably and significantly more satisfied than the municipal average, with scores best categorised as “very good”.
- ⊗ Respondents from Fairfield-Alphington (5.98, rated as “poor”) and Carlton North (6.07, rated as “solid”) were significantly, albeit not measurably less satisfied than the municipal average.





Representation, lobbying and advocacy

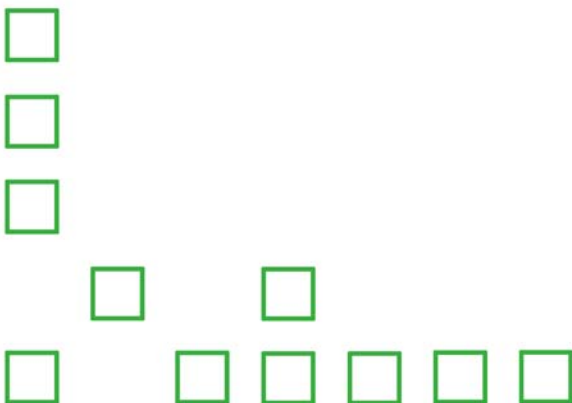
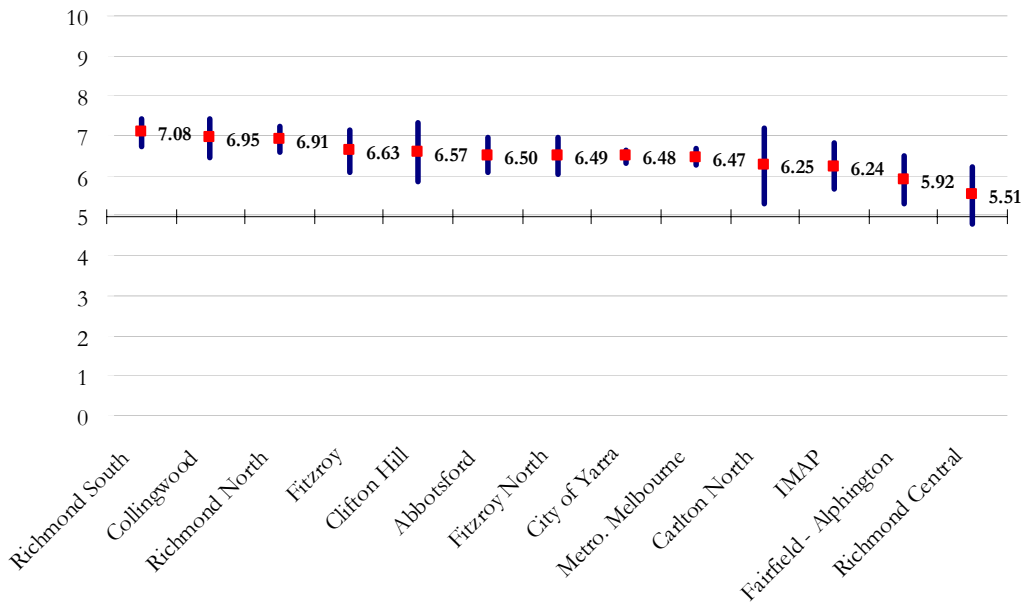
Satisfaction with Council’s representation, lobbying and advocacy fell marginally in 2012, from 6.57 to 6.48, and is now at a level best categorised as “solid”.

This result is almost identical to the metropolitan Melbourne average of 6.47, although it is notably (3.4%) higher than the IMAP region result of 6.24.

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

- ⊗ Respondents from Richmond South (7.08), Collingwood (6.95) and Richmond North (6.91) all rated satisfaction measurably and significantly higher than the municipal average of 6.47, at levels best categorised as “good”.
- ⊗ Respondents from Fairfield-Alphington (5.92) and Richmond Central (5.51) rated satisfaction with this aspect of governance and leadership measurably lower than the municipal average, both at levels best categorised as “poor”.

Representation, lobbying and advocacy by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score 0 - 10)



Responsiveness of Council

Respondents rated satisfaction with the responsiveness of Council at 6.54 in 2012, the third consecutive small increase from the 6.44 recorded in 2009, although it remains at a level best categorised as “good”.

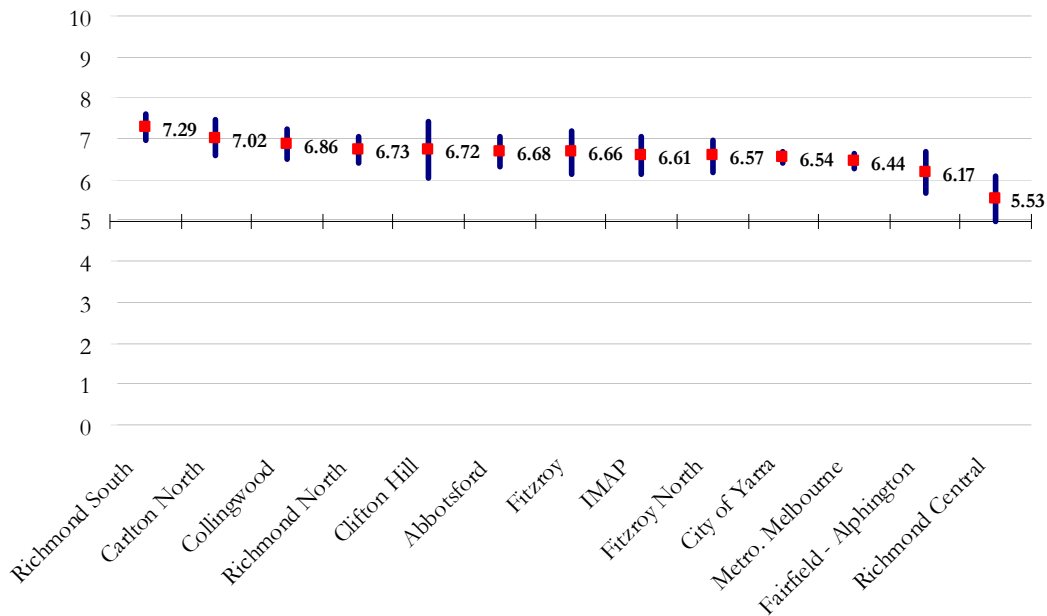
This result is marginally higher than the metropolitan Melbourne average of 6.44, although it is marginally lower than the IMAP region result of 6.61, both recorded in *Governing Melbourne*.

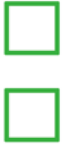
There was some measurable variation in community satisfaction with the responsiveness of Council across the precincts comprising the City of Yarra.

- ⊗ Respondents from Richmond South (7.29) and Carlton North (7.02) were measurably more satisfied than the municipal average, at levels categorised as “good”.
- ⊗ Respondents from Richmond Central (5.53) were measurably and significantly (15.4%) less satisfied, at a level best categorised as “poor”.

Responsiveness of Council to local community needs by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Index score 0 - 10)





Maintaining trust and confidence of local community

Satisfaction with Council’s performance in maintaining trust and confidence of the local community improved marginally in 2012 from 6.46 to 6.52, and is now at a level best categorised as “good”.

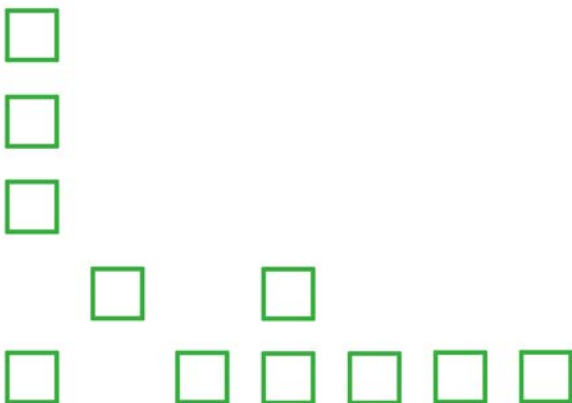
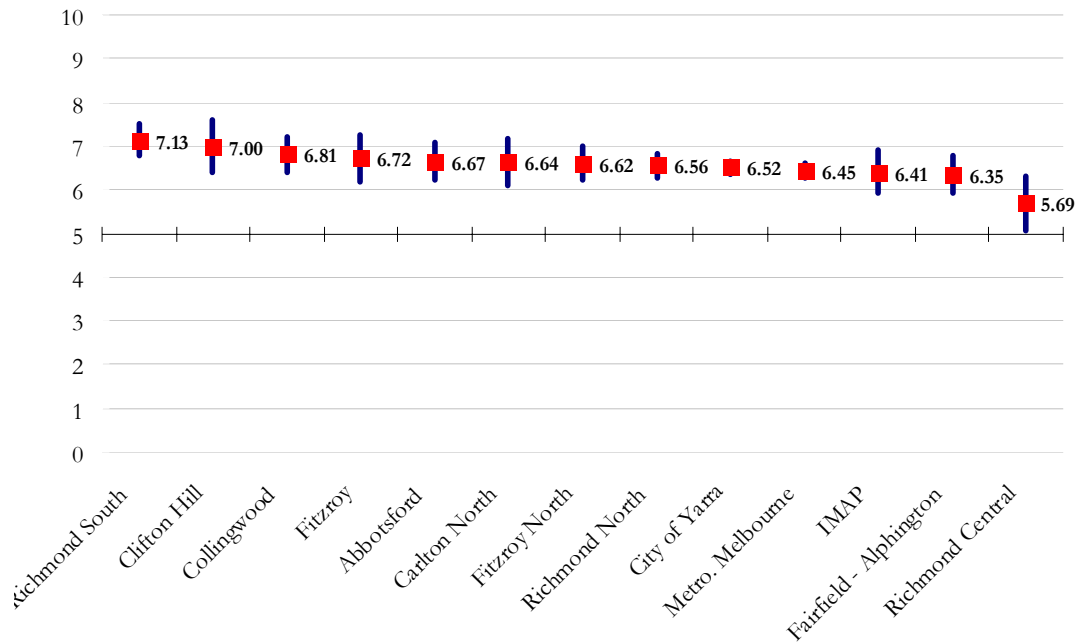
Metropolis Research notes that this level of satisfaction slightly higher than the metropolitan Melbourne average of 6.45 and the IMAP region result of 6.41, as measured in the 2012 *Governing Melbourne*.

There was a small degree of variation in community satisfaction with Council’s performance maintaining trust and confidence across the precincts comprising the City of Yarra.

- ⊗ Respondents from Richmond South (7.13) were measurably more satisfied than the municipal average, at a level best categorised as “good”.
- ⊗ Respondents from Richmond Central (5.69) were 12.7% less satisfied than the municipal average, at a level best categorised as “poor”.

Maintaining trust and confidence of local community by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Index score 0 - 10)



Current issues for Council

Respondents were asked:

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

A total of 616 respondents representing 76.9% of the total sample provided at least one issue for Council to address in the coming year. This is slightly less than the 85.2% identifying issues in 2011.

It is important to point out that these results reflect issues identified by the community as priorities for the City of Yarra. They are not to be read as a list of complaints, nor are they technically “concerns” as such.

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

The top four issues identified by respondents in 2012 are as follows:

- ⊗ **Traffic management** – which was identified by one-fifth of respondents in 2012 (20.6%) similar to the proportion reported in 2011. Metropolis Research has consistently observed across many community surveys of this nature that somewhere in the order of one-fifth of respondents typically identify traffic management issues. By way of comparison *Governing Melbourne* 2011 reported 24.6% of respondents from the inner east region identified this issue.
- ⊗ **Car parking** – which a similar proportion of respondents identified in 2012 (17.0%) as in each of the previous surveys. Car parking is an issue identified across metropolitan Melbourne however this result of 17.0% is a larger proportion than typically measured elsewhere and reflects the strength of this issue in the City of Yarra. By way of comparison *Governing Melbourne* 2011 reported 20.8% of respondents from the inner east region identified car parking.
- ⊗ **Building, housing, planning and development** – which was identified by 10.0% of respondents in the 2012 survey, a similar result to the 11.3% from 2011 and the 9.3% from 2010. Metropolis Research notes that this issue of building, housing, planning and development is an issue in the inner and middle ring municipalities and was identified by 16.3% of respondents from the inner east region and 12.1% of respondents from across metropolitan Melbourne in *Governing Melbourne* 2011.
- ⊗ **Parks, gardens and open space** – identified by 8.5% of respondents in 2012, similar to the results from previous years.

It is noted that the proportion of respondents identifying “safety, policing and crime” declined somewhat from 13.4% in 2011 to 6.1% in 2012. This is consistent with the increase in perception of safety in public areas of Yarra discussed elsewhere in this report. By way of comparison, *Governing Melbourne* reported that 15.3% of respondents from across metropolitan Melbourne identified “safety, policing and crime” in 2011.

Respondents identified a large number of other issues in 2012, with the results this year very consistent with those reported in 2011 and previous years, as clearly evident in the following table.

Top 3 issues for Council to address in coming 12 months
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number and percent of total respondents)

Response	2012		2011	2010	2009
	Number	Percent			
Traffic management	165	20.6%	22.0%	13.5%	17.7%
Car parking	136	17.0%	20.9%	16.5%	18.4%
Building, planning, housing and development	80	10.0%	11.3%	9.3%	14.1%
Parks, gardens and open space	68	8.5%	7.5%	5.9%	7.5%
Provision & maintenance of cycling / walking tracks	60	7.5%	7.5%	5.0%	10.9%
Roads and maintenance and repairs	53	6.6%	4.7%	5.6%	4.2%
Safety, policing and crime	49	6.1%	13.4%	12.0%	18.1%
Public transport	47	5.9%	3.2%	2.5%	4.8%
Drug, alcohol and cigarettes	39	4.9%	4.0%	2.8%	7.8%
Provision and maintenance of street trees	38	4.7%	4.7%	5.1%	4.2%
Street cleaning and maintenance	35	4.4%	5.6%	5.6%	7.0%
Environment, sustainability and climate change	34	4.2%	3.6%	4.8%	4.6%
Maintenance and cleanliness of area	33	4.1%	5.5%	3.3%	3.6%
Rubbish and waste issues including garbage	29	3.6%	3.1%	4.1%	8.0%
Lighting	22	2.7%	3.8%	2.3%	2.4%
Footpath maintenance and repairs	20	2.5%	3.0%	2.4%	6.3%
Drains maintenance and repairs	18	2.2%	3.4%	1.8%	0.9%
Council rates	16	2.0%	2.8%	1.7%	1.9%
Noise	16	2.0%	2.6%	3.0%	1.7%
Animal management	16	2.0%	1.4%	2.7%	1.8%
Community activities	16	2.0%	0.0%	0.4%	0.5%
Quality and provision of community services	15	1.9%	2.7%	0.5%	1.3%
Governance and accountability	14	1.7%	1.9%	0.6%	1.6%
Hard rubbish collection	13	1.6%	2.2%	1.6%	0.9%
Activities and facilities for children	12	1.5%	0.0%	0.6%	0.6%
Graffiti / vandalism	11	1.4%	3.1%	1.6%	0.0%
Provision & maintenance of sports & recreation facilities	11	1.4%	2.4%	1.4%	1.9%
Green waste collection	11	1.4%	1.8%	1.9%	1.7%
Recycling collection	11	1.4%	0.7%	1.2%	2.5%
Provision and maintenance of community facilities	10	1.2%	0.0%	1.1%	0.4%
Library services	10	1.2%	2.6%	1.8%	0.9%
Multicultural services	9	1.1%	1.9%	0.4%	0.6%
Issues with public housing	9	1.1%	0.5%	0.5%	0.7%
Homeless / beggars	8	1.0%	0.0%	0.5%	0.5%
Community consultation	8	1.0%	0.7%	0.7%	0.5%
Services and facilities for the elderly	7	0.9%	3.0%	0.9%	2.8%
Beautification of area	7	0.9%	1.5%	0.3%	0.4%
Economic development of area / job creation	7	0.9%	0.8%	0.0%	0.0%
Promote or improve community atmosphere	6	0.7%	1.2%	1.3%	0.9%
Education and schools	6	0.7%	0.0%	1.3%	1.3%
Public toilets	5	0.6%	1.6%	0.5%	1.0%
Financial issues and priorities for Council	5	0.6%	1.3%	0.8%	0.1%
Health and medical issues / services	5	0.6%	1.2%	0.5%	0.9%
Provision and maintenance of infrastructure	5	0.6%	0.0%	0.2%	1.9%
Communication and provision of information	4	0.5%	0.0%	0.8%	0.9%
All other issues	49	6.1%	5.6%	2.5%	4.8%
Total responses	1,248		1,700	1,306	1,461
<i>Total respondents providing response</i>	<i>616 (76.9%)</i>		<i>687 (85.2%)</i>	<i>624 (65.8%)</i>	<i>607 (76.0%)</i>

Municipal comparison of issues

The following table provides a comparison of the top ten issues identified by respondents to the *Yarra City Council – 2012 Annual Customer Satisfaction Survey* against results obtained by Metropolis Research in other municipalities and also from the 2011 *Governing Melbourne* survey, both for metropolitan Melbourne as a whole as well as the inner eastern region.

Municipal comparison of top issues for Council
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Percent of total respondents)

Response	Yarra 2012	M'byrnong 2012	Govern Melbourne '11 metro. Melb.	Inner East*	Darebin 2011	Brimbank 2011	Nillumbik 2011	M'V'alley 2010
Traffic management	20.6%	18.0%	28.1%	24.6%	18.3%	33.4%	36.0%	20.5%
Car parking	17.0%	10.0%	14.5%	20.8%	8.9%	5.0%	4.0%	11.4%
Building, planning, housing and development	10.0%	6.0%	12.1%	16.3%	6.8%	1.9%	8.3%	14.8%
Parks, gardens and open space	8.5%	9.6%	5.6%	7.9%	6.6%	11.5%	10.9%	6.6%
Provision & maintenance of cycling / walking tracks	7.5%	3.5%	3.7%	0.0%	2.6%	0.9%	4.0%	1.9%
Roads and maintenance and repairs	6.6%	7.9%	9.0%	4.6%	9.1%	10.8%	9.8%	5.2%
Safety, policing and crime	6.1%	12.9%	15.3%	10.8%	12.3%	17.4%	3.9%	9.5%
Public transport	5.9%	4.0%	4.1%	1.2%	4.4%	4.6%	7.5%	4.0%
Drug, alcohol and cigarettes	4.9%	0.0%	0.0%	1.4%	1.1%	2.9%	0.0%	0.0%
Provision and maintenance of street trees	4.7%	7.6%	8.5%	7.5%	8.4%	7.6%	6.5%	8.1%

() includes the municipalities of Yarra, Glen Eira, Stonnington, Bayside, Port Phillip, Melbourne*

The following general points are noted:

- ⊗ **Traffic management** is an issue in many municipalities regardless of location across metropolitan Melbourne. It is slightly less of an issue in Yarra than in the inner eastern region or the metropolitan Melbourne average (2011 results).
- ⊗ **Car parking** is more often an issue in inner metropolitan councils, including the City of Yarra, rather than the outer councils.
- ⊗ **Safety, policing and crime** issues are identified as an issue in many locations across metropolitan Melbourne, it is noted that considerably fewer respondents in Yarra identified this issue than the metropolitan Melbourne average (2011 result).
- ⊗ **Bicycle / walking paths** and tracks are more commonly identified as an issue in the City of Yarra than elsewhere in metropolitan Melbourne (2011 result).

Issues by precinct

The following table provides the top ten issues identified by respondents across each of the precincts comprising the City of Yarra. There is significant and meaningful variation in these results, which is clear evidence of the diversity of the municipality and the issues and priorities of residents in the different communities that comprise the City of Yarra. Metropolis Research draws particular attention to the following results:

- ⊗ The higher than average proportion of respondents in Abbotsford, Richmond Central, and Richmond South identifying car parking as an issue.
- ⊗ The higher than average proportion of respondents in Clifton Hill, Richmond South, and Fairfield-Alphington identifying traffic management as an issue.
- ⊗ The higher than average proportion of respondents in Clifton Hill and Richmond South identifying public transport as an issue.
- ⊗ The higher than average proportion of respondents in Abbotsford and Richmond Central identifying building, housing, planning and development as an issue.
- ⊗ The higher than average proportion of respondents in Abbotsford (33.3%) and Richmond North identifying drugs, alcohol and cigarette issues.
- ⊗ More than one-fifth of respondents in Fitzroy North and one-tenth of respondents in Richmond South identified cycling / walking tracks and paths as an issue.
- ⊗ One-fifth of respondents in Fitzroy North identified parks, gardens and open space as an issue
- ⊗ Almost ten percent of respondents in Fairfield-Alphington identified animal management as an issue.
- ⊗ The higher than average proportion of respondents in Fitzroy identifying activities and facilities for children as an issue.
- ⊗ The lower than average proportion of respondents in Fitzroy and Collingwood identifying traffic management and the lower than average proportion of respondents in Fairfield-Alphington identifying car parking as an issue.

Top ten issues for Council to address by precinct

Yarra City Council - 2012 Customer Service Survey

(Percent of total respondents)

Fitzroy		Fitzroy North	
Car parking	12.3%	Provision & main. of cycling / walking tracks	22.4%
Traffic management	11.1%	Parks, gardens and open space	20.0%
Activities and facilities for children	8.6%	Traffic management	17.6%
Public transport	7.4%	Safety, policing and crime	10.6%
Rubbish and waste issues including garbage	4.9%	Car parking	9.4%
Parks, gardens and open space	3.7%	Building, planning, housing & development	9.4%
Environment, sustainability & climate change	3.7%	Environment, sustainability & climate change	8.2%
Quality and provision of community servi	3.7%	Maintenance and cleanliness of area	8.2%
Graffiti / vandalism	3.7%	Library services	7.1%
Building, planning, housing and developm	2.5%	Rubbish and waste issues inc garbage	7.1%
All other issues	40.7%	All other issues	83.5%

Top ten issues for Council to address by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Percent of total respondents)

Abbotsford		Carlton North	
Car parking	35.7%	Traffic management	18.4%
Drugs, alcohol and cigarette issues	33.3%	Car parking	12.6%
Traffic management	21.4%	Parks, gardens and open space	9.2%
Building, planning, housing & development	19.0%	Provision & main. of cycling / walking tracks	8.0%
Safety, policing and crime	13.1%	Building, planning, housing & development	6.9%
Provision & main. of cycling / walking tracks	9.5%	Public transport	5.7%
Roads and maintenance and repairs	8.3%	Roads and maintenance and repairs	5.7%
Street cleaning and maintenance	8.3%	Noise	4.6%
Provision and maintenance of street tree	7.1%	Rubbish and waste issues including garbage	4.6%
Rubbish and waste issues including garbage	7.1%	Provision and maintenance of street tree	4.6%
All other issues	34.9%	All other issues	57.5%

Richmond Central		Clifton Hill	
Car parking	30.9%	Traffic management	43.9%
Building, planning, housing & development	18.5%	Building, planning, housing & development	13.4%
Traffic management	13.6%	Public transport	11.0%
Street cleaning and maintenance	8.6%	Parks, gardens and open space	7.3%
Provision and maintenance of street tree	6.2%	Provision and maintenance of street tree	6.1%
Parks, gardens and open space	4.9%	Car parking	4.9%
Drugs, alcohol and cigarette issues	4.9%	Roads and maintenance and repairs	4.9%
Roads and maintenance and repairs	4.9%	Provision & main. of cycling / walking tracks	4.9%
Council customer service	3.7%	Environment, sustainability & climate change	3.7%
Governance and accountability	3.7%	Safety, policing and crime	3.7%
All other issues	32.1%	All other issues	42.7%

Collingwood		Richmond South	
Car parking	20.9%	Traffic management	47.6%
Building, planning, housing & development	18.6%	Car parking	21.4%
Safety, policing and crime	9.3%	Public transport	19.0%
Traffic management	9.3%	Roads and maintenance and repairs	13.1%
Maintenance and cleanliness of area	8.1%	Parks, gardens and open space	11.9%
Public transport	7.0%	Footpath maintenance and repairs	11.9%
Roads and maintenance and repairs	7.0%	Provision & main. of cycling / walking tracks	11.9%
Provision & main. of cycling / walking tracks	7.0%	Street cleaning and maintenance	8.3%
Parks, gardens and open space	5.8%	Building, planning, housing & development	7.1%
Services and facilities for the elderly	5.8%	Council rates	6.0%
All other issues	74.4%	All other issues	26.2%

Richmond North		Fairfield-Alphington	
Traffic management	18.8%	Traffic management	40.9%
Car parking	17.6%	Roads and maintenance and repairs	31.8%
Safety, policing and crime	10.6%	Building, planning, housing & development	11.4%
Parks, gardens and open space	8.2%	Parks, gardens and open space	9.1%
Drugs, alcohol and cigarette issues	8.2%	Car parking	9.1%
Roads and maintenance and repairs	8.2%	Animal management	9.1%
Street cleaning and maintenance	8.2%	Lighting	6.8%
Maintenance and cleanliness of area	8.2%	Provision & main. of community facilities	6.8%
Public transport	7.1%	Public transport	4.5%
Lighting	7.1%	Footpath maintenance and repairs	4.5%
All other issues	67.1%	All other issues	34.1%

Improvements in the local area

Improvements noticed in the last two years

Respondents were asked:

“In the last 2 years, what, if any, have been the top 2 improvements you have noticed in your local area?”

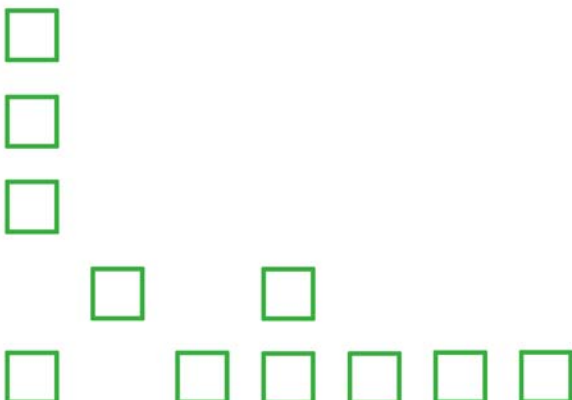
In 2012 a total of 367 respondents (45.9%) of the total sample of 801 respondents identified at least one improvement they had noticed in the last two years. This is a decrease on the 60.8% of respondents from the 2011 survey identifying an improvement they had noticed. This result is similar to that recorded in 2010 (37.3%)

These 367 respondents identified a total of 513 separate improvements. These individual responses were categorised into 42 separate categories as outlined in the following table.

The improvements most commonly noticed by respondents are similar to those identified in 2011, although the proportion identifying “parks, gardens and open space” in 2012 was notably larger than in 2011 (13.0% compared to 8.7%). Metropolis Research also notes that fewer respondents identified “traffic management” and “cleanliness of area” in 2012 than in 2011.

When examined by precinct significant variation in these results is observed:

- ⊗ The higher than average proportion of respondents from Abbotsford identifying improvement to road maintenance and repairs.
- ⊗ The higher than average proportion of respondents from Carlton North, Richmond Central, Fairfield-Alphington and Fitzroy North identifying improvements to parks, gardens and open space.
- ⊗ The slightly higher than average proportion of respondents from Clifton Hill identifying improvements to bike tracks and facilities.



Improvements to local area in the last 2 years
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number and percent of total respondents)

Improvement	2012		2011	2010
	Number	Percent		
Parks, gardens and open space	105	13.0%	8.7%	10.8%
Roads maintenance and repairs	58	7.2%	5.0%	5.4%
Bike tracks and facilities	51	6.3%	5.6%	5.3%
Street trees maintenance and provision	39	4.8%	6.3%	6.8%
Cleanliness of areas including streets	29	3.6%	8.6%	3.0%
Footpath maintenance and repairs	24	3.0%	2.9%	1.9%
Traffic management	21	2.6%	8.8%	1.8%
Garbage collection	19	2.4%	4.0%	2.5%
Safety, crime and policing	10	1.2%	6.6%	1.4%
Libraries	10	1.2%	2.1%	0.7%
Building, housing, planning & development	10	1.2%	1.5%	1.3%
Leisure or recreation centres	10	1.2%	0.0%	0.7%
Parking	8	1.0%	4.0%	0.8%
Public transport	8	1.0%	3.5%	0.4%
Sports and recreation facilities	8	1.0%	3.2%	0.6%
Council management	8	1.0%	1.1%	1.8%
Shopping areas	8	1.0%	1.0%	0.4%
Drains maintenance and repairs	8	1.0%	0.9%	0.5%
Drug and alcohol issues	6	0.7%	1.7%	0.4%
Consultation, communication & prov. of information	6	0.7%	1.0%	1.3%
Prov. & maintenance of general infrastructure	6	0.7%	0.7%	1.2%
Graffiti	5	0.6%	1.9%	0.6%
Hard rubbish collection	5	0.6%	1.5%	0.4%
Street lightings	4	0.5%	1.7%	0.0%
General improvement / maintenance / beautification	4	0.5%	1.0%	na
Community activities and events	4	0.5%	0.9%	0.5%
Recycling	4	0.5%	0.0%	0.2%
Services for the disabled or the elderly	4	0.5%	0.6%	0.0%
Animal management	3	0.4%	1.2%	0.7%
Quality and provision of facilities	3	0.4%	0.0%	0.6%
Community atmosphere / living environment	3	0.4%	0.6%	na
Quality and provision of community services	2	0.2%	1.1%	0.6%
Noise control	2	0.2%	0.5%	0.0%
Local business	2	0.2%	0.0%	0.3%
Child care	1	0.1%	1.6%	0.0%
Environment, conservation and climate change	1	0.1%	1.4%	2.2%
Multicultural / cultural diversity issues	1	0.1%	1.0%	na
Green waste collection	1	0.1%	0.9%	0.8%
Health / medical issues	1	0.1%	0.6%	na
Water management	1	0.1%	0.4%	0.3%
Homeless and beggar issues	1	0.1%	0.0%	na
Other	9	1.1%	1.2%	0.8%
Total responses	513		787	551
<i>Total respondents providing response</i>		<i>367 (45.9%)</i>	<i>490 (60.8%)</i>	<i>354 (37.3%)</i>

Improvements noticed in last two years in local area by precinct
Yarra City Council - 2012 Annual Community Survey
(Percent of total respondents per precinct)

Abbotsford	
Roads maintenance and repairs	15.1%
Bike tracks and facilities	10.5%
Parks, garden, open space main. & prov.	9.3%
Street trees maintenance and provision	8.1%
Parking	3.5%
Building, housing, planning & develop.	3.5%
Footpath maintenance and repairs	2.3%
Traffic management	2.3%

Carlton North	
Parks, garden, open space main. & prov.	19.5%
Bike tracks and facilities	11.5%
Roads maintenance and repairs	5.7%
Footpath maintenance and repairs	5.7%
Street trees maintenance and provision	5.7%
Traffic management	5.7%
Parking	2.3%
Prov. & main. of general infrastructure	2.3%

Richmond Central	
Parks, garden, open space main.& prov.	18.5%
Roads maintenance and repairs	7.4%
Cleanliness of areas including streets	7.4%
Footpath maintenance and repairs	4.9%
Bike tracks and facilities	4.9%
Drains maintenance and repairs	1.2%
Street trees maintenance and provision	1.2%
Traffic management	1.2%

Clifton Hill	
Parks, garden, open space main. & prov.	15.9%
Bike tracks and facilities	9.8%
Roads maintenance and repairs	7.3%
Street trees maintenance and provision	6.1%
Traffic management	6.1%
Sports and recreation facilities	6.1%
Leisure or recreation centres	3.7%
Parking	2.4%

Collingwood	
Street trees maintenance and provision	11.6%
Bike tracks and facilities	9.3%
Parks, garden, open space main. & prov.	8.1%
Cleanliness of areas including streets	8.1%
Shopping areas	5.8%
Footpath maintenance and repairs	4.7%
Garbage collection	3.5%
Traffic management	2.3%

Richmond South	
Roads maintenance and repairs	10.7%
Parks, garden, open space main. & prov.	6.0%
Bike tracks and facilities	2.4%
Footpath maintenance and repairs	1.2%
Traffic management	1.2%
Safety, crime and policing	1.2%
Graffiti	1.2%
Quality & prov. of community services	1.2%

Fairfield - Alphington	
Parks, garden, open space main. & prov.	29.5%
Roads maintenance and repairs	6.8%
Bike tracks and facilities	4.5%
Garbage collection	4.5%
Footpath maintenance and repairs	2.3%
Cleanliness of areas including streets	2.3%
Street lighting	2.3%
Traffic management	1.2%

Fitzroy	
Parks, garden, open space main & prov.	7.4%
Street trees maintenance and provision	3.7%
Garbage collection	3.7%
Building, housing, planning & develop.	3.7%
Roads maintenance and repairs	2.5%
Safety, crime and policing	2.5%
Bike tracks and facilities	2.5%
Public transport	2.5%

Fitzroy North	
Parks, garden, open space maintenance an	23.5%
Roads maintenance and repairs	10.6%
Bike tracks and facilities	5.9%
Cleanliness of areas including streets	5.9%
Drains maintenance and repairs	3.5%
Leisure or recreation centres	3.5%
Footpath maintenance and repairs	2.4%
Street trees maintenance and provision	2.4%

Richmond North	
Roads maintenance and repairs	8.2%
Street trees maintenance and provision	8.2%
Traffic management	5.9%
Council management	5.9%
Safety, crime and policing	4.7%
Bike tracks and facilities	4.7%
Garbage collection	4.7%
Footpath maintenance and repairs	3.5%



Preferred improvements to local area

Respondents were asked:

“In the next 2 years, what, if any, improvements would you like to see in your local area?”

Similar to the results obtained in both 2010 and 2011, there were significantly more respondents identifying an improvement they would like to see in the next two years as there were respondents identifying an improvement they had noticed in the last two years. In 2012 there were 29% more preferred than noticed improvements.

The improvements respondents would like to see in their local area are similar to those identified in 2011:

- ⊗ **Parking** (11.6% down from 16.5%)
- ⊗ **Bicycle tracks and facilities** (9.7% up from 8.6%)
- ⊗ **Traffic management** (12.4% similar to 12.5% in 2011).

Attention is drawn to the sizable decrease in the proportion of respondents identifying cleanliness as an improvement they would like (6.2% down from 13.3%).

When examined by precinct some variation in the results is observed and clearly outlined in the table. Particular attention is drawn to the following:

- ⊗ The higher than average proportion of respondents in Abbotsford and Richmond Central identifying parking as a preferred improvement
- ⊗ The higher than average proportion of respondents in Clifton Hill, Richmond South and Fairfield-Alphington identifying traffic management as a preferred improvement
- ⊗ The higher than average proportion of respondents in Richmond Central identifying parks, gardens and open space as a preferred improvement.
- ⊗ The higher than average proportion of respondents in Richmond South identifying public transport as a preferred improvement
- ⊗ The higher than average proportion of respondents in Fairfield-Alphington identifying roads maintenance and repairs as a preferred improvement
- ⊗ The higher than average proportion of respondents in Fitzroy North and Carlton North identifying bike tracks and facilities as a preferred improvement
- ⊗ The higher than average proportion of respondents in Abbotsford and Collingwood identifying building, housing, planning and development as a preferred improvement
- ⊗ The higher than average proportion of respondents in Abbotsford identifying drug, alcohol and cigarette as well as safety, policing and crime as preferred improvements.



Preferred improvements to local area in the next 2 years
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Improvement	2012		2011	2010
	Number	Percent		
Traffic management	100	12.4%	12.5%	9.1%
Parking	94	11.6%	16.5%	12.4%
Bike tracks and facilities	78	9.7%	8.6%	7.2%
Parks, gardens and open space	65	8.1%	7.6%	3.0%
Cleanliness of areas including streets	50	6.2%	13.3%	5.4%
Street trees maintenance and provision	42	5.2%	8.1%	7.1%
Roads maintenance and repairs	38	4.7%	4.2%	4.0%
Building, housing, planning & development	37	4.6%	8.1%	6.2%
Public transport	30	3.7%	2.1%	2.6%
Safety, crime and policing	29	3.6%	5.9%	4.7%
Drains maintenance and repairs	15	1.9%	1.7%	1.8%
Drug and alcohol issues	14	1.7%	3.5%	1.3%
Environment, conservation and climate change	13	1.6%	1.9%	3.0%
Garbage collection	13	1.6%	1.9%	1.7%
Footpath maintenance and repairs	12	1.5%	4.2%	2.3%
Community activities and events	12	1.5%	2.2%	1.1%
Street lighting	10	1.2%	3.5%	2.5%
Libraries	10	1.2%	1.7%	1.5%
Consultation, communication & prov. of info	9	1.1%	2.9%	1.1%
Council management	9	1.1%	2.4%	2.3%
Services for the disabled or the elderly	9	1.1%	1.5%	1.3%
Economic development	9	1.1%	0.9%	0.3%
Public toilets	8	1.0%	1.2%	0.5%
Sports and recreation facilities	7	0.9%	1.4%	1.7%
Graffiti	6	0.7%	2.2%	0.9%
Green waste collection	6	0.7%	1.4%	1.6%
Leisure or recreation centres	6	0.7%	1.2%	na
Recycling	6	0.7%	1.0%	0.3%
General improvement / maintenance / beautification	6	0.7%	0.9%	na
Hard rubbish collection	5	0.6%	0.9%	0.7%
Public housing	4	0.5%	0.2%	na
Noise control	3	0.4%	2.1%	0.8%
Community atmosphere / living environment	3	0.4%	1.9%	na
Rates	3	0.4%	1.4%	1.0%
Water management	3	0.4%	0.4%	0.8%
Shopping areas	3	0.4%	0.2%	0.4%
Quality and provision of community services	2	0.2%	1.9%	1.6%
Prov. & maintenance of general infrastructure	2	0.2%	0.6%	0.8%
Local business	2	0.2%	0.6%	0.7%
Transport network	2	0.2%	0.5%	na
Animal management	2	0.2%	0.5%	1.7%
Health / medical issues	2	0.2%	0.4%	na
Homeless and beggar issues	1	0.1%	0.6%	na
Housing affordability	1	0.1%	0.4%	na
Other	6	0.7%	1.0%	1.1%
Total responses	787		1,111	968
<i>Total respondents providing response</i>		<i>524 (65.4%)</i>	<i>678 (84.0%)</i>	<i>608 (64.1%)</i>

Preferred improvements for the next two years in local area

Yarra City Council - 2012 Annual Community Survey

(Percent of total respondents per precinct)

Abbotsford	
Parking	17.4%
Traffic management	16.3%
Bike tracks and facilities	12.8%
Drug and alcohol issues	11.6%
Building, housing, planning & develop.	10.5%
Safety, crime and policing	9.3%
Cleanliness of areas including streets	5.8%
Street trees maintenance and provision	4.7%

Carlton North	
Bike tracks and facilities	18.4%
Traffic management	11.5%
Parks, garden, open space main. & prov.	9.2%
Parking	4.6%
Cleanliness of areas including streets	4.6%
Street trees maintenance and provision	3.4%
Garbage collection	3.4%
Safety, crime and policing	2.3%

Richmond Central	
Parking	25.9%
Parks, garden, open space main. & prov.	14.8%
Traffic management	11.1%
Cleanliness of areas including streets	9.9%
Building, housing, planning & develop.	9.9%
Roads maintenance and repairs	8.6%
Bike tracks and facilities	8.6%
Street trees maintenance and provision	7.4%

Clifton Hill	
Traffic management	29.3%
Bike tracks and facilities	8.5%
Roads maintenance and repairs	7.3%
Parks, garden, open space main. & prov.	7.3%
Street trees maintenance and provision	6.1%
Building, housing, planning & develop.	6.1%
Public transport	4.9%
Footpath maintenance and repairs	2.4%

Collingwood	
Parking	12.8%
Building, housing, planning & develop.	12.8%
Bike tracks and facilities	9.3%
Parks, garden, open space main. & prov.	8.1%
Cleanliness of areas including streets	8.1%
Safety, crime and policing	7.0%
Envir., conservation & climate change	5.8%
Traffic management	4.7%

Richmond South	
Traffic management	31.0%
Parking	15.5%
Public transport	14.3%
Roads maintenance and repairs	11.9%
Parks, garden, open space main. & prov.	9.5%
Footpath maintenance and repairs	8.3%
Bike tracks and facilities	6.0%
Cleanliness of areas including streets	3.6%

Fairfield - Alphington	
Traffic management	34.1%
Roads maintenance and repairs	22.7%
Bike tracks and facilities	11.4%
Cleanliness of areas including streets	9.1%
Street lighting	6.8%
Building, housing, planning & develop.	4.5%
Green waste collection	4.5%
Street trees maintenance and provision	2.3%

Fitzroy	
Parking	7.4%
Public transport	6.2%
Traffic management	3.7%
Parks, garden, open space main. & prov.	3.7%
Cleanliness of areas including streets	3.7%
Street trees maintenance and provision	2.5%
Recycling	2.5%
Services for the disabled or the elderly	2.5%

Fitzroy North	
Bike tracks and facilities	17.6%
Parks, garden, open space main. & prov.	11.8%
Street trees maintenance and provision	9.4%
Traffic management	7.1%
Parking	7.1%
Cleanliness of areas including streets	7.1%
Roads maintenance and repairs	4.7%
Council management	4.7%

Richmond North	
Parking	15.3%
Traffic management	10.6%
Safety, crime and policing	7.1%
Cleanliness of areas including streets	7.1%
Street trees maintenance and provision	5.9%
Bike tracks and facilities	4.7%
Drug and alcohol issues	4.7%
Garbage collection	4.7%



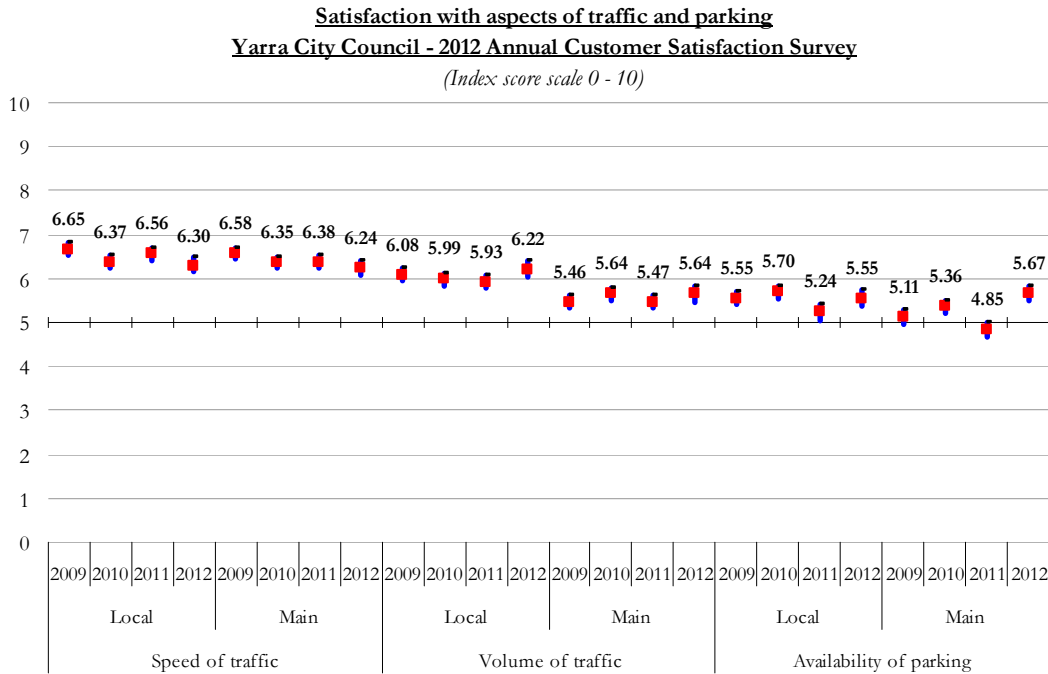
Traffic and parking

Respondents were asked:

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

Respondents were asked to rate their satisfaction with the volume and speed of traffic and the availability of parking both in their local area and on main roads in the City of Yarra.

The average satisfaction with the three aspects of traffic and parking across both local areas and main roads improved slightly in 2012 from 5.74 to 5.93, similar to the satisfaction reported in 2009 and 2010, and remains best categorised as “poor”.



The following is noted:

- ⊗ Satisfaction with the speed of traffic on both main roads and the local area decreased marginally in 2012, at or around 6.25 out of 10.
- ⊗ Satisfaction with the volume of traffic on both main roads and the local area increased marginally in 2012. Satisfaction with local area volume of traffic being a little more than six out of 10 and main roads at around 5.6 out of 10.
- ⊗ Satisfaction with the availability of parking on both main roads and the local area improved measurably and significantly in 2012, reversing the decline from 2011. Despite the increases in 2012, satisfaction with the availability of parking is at levels best categorised as “poor”.



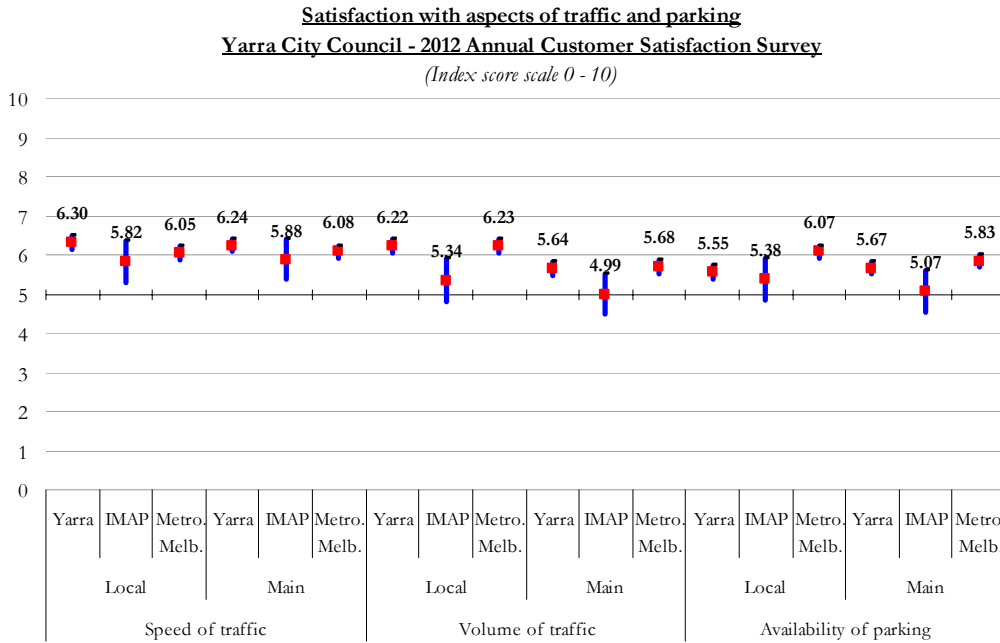
The following table displays the proportion of respondents dissatisfied (0 to 4), somewhat satisfied (5 to 7) and very satisfied (8 to 10). Attention is drawn to the fact that approximately one-fifth to one-quarter of respondents were dissatisfied with each aspect of traffic and parking on both main roads and the local area.

Satisfaction with aspects of traffic and parking
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

<i>Aspect</i>	<i>Survey</i>	<i>Low 0 - 4</i>	<i>Medium 5 - 7</i>	<i>High 8 - 10</i>	<i>Can't say</i>
The speed of traffic in your local area	2009	14.3%	50.4%	35.2%	13
	2010	18.2%	44.7%	33.9%	32
	2011	16.2%	46.3%	37.5%	9
	2012	21.9%	44.2%	33.9%	54
The speed of traffic on main roads in Yarra	2009	12.5%	56.9%	30.6%	20
	2010	15.5%	51.5%	29.4%	33
	2011	18.0%	50.8%	31.2%	18
	2012	17.4%	54.5%	28.1%	59
The volume of traffic in your local area	2009	18.7%	57.6%	23.6%	15
	2010	21.4%	51.7%	23.8%	29
	2011	26.7%	46.3%	27.0%	11
	2012	22.9%	41.0%	36.1%	50
The volume of traffic on main roads in Yarra	2009	27.3%	59.5%	13.2%	21
	2010	24.2%	56.1%	16.6%	30
	2011	31.6%	52.4%	16.0%	21
	2012	28.0%	50.2%	21.8%	57
The availability of parking in your local area	2009	27.0%	56.1%	16.8%	43
	2010	24.5%	48.9%	20.3%	59
	2011	34.7%	45.5%	19.8%	34
	2012	29.9%	47.3%	22.8%	87
The availability of parking on main roads in Yarra	2009	27.0%	56.1%	16.8%	43
	2010	26.0%	50.8%	11.9%	107
	2011	40.0%	49.5%	10.5%	84
	2012	24.0%	57.6%	18.4%	134

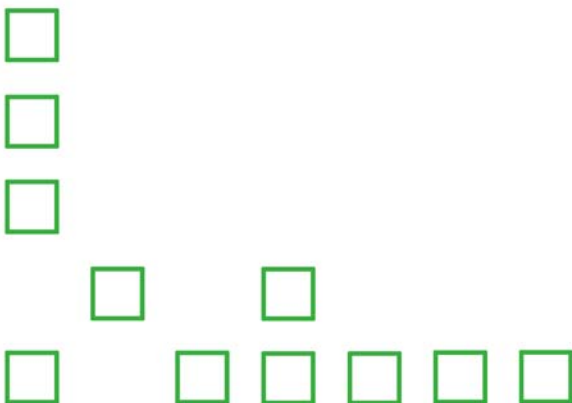


The following graph provides a comparison of the satisfaction with aspects of traffic and parking recorded in the City of Yarra, IMAP and metropolitan Melbourne.



Attention is drawn to the following:

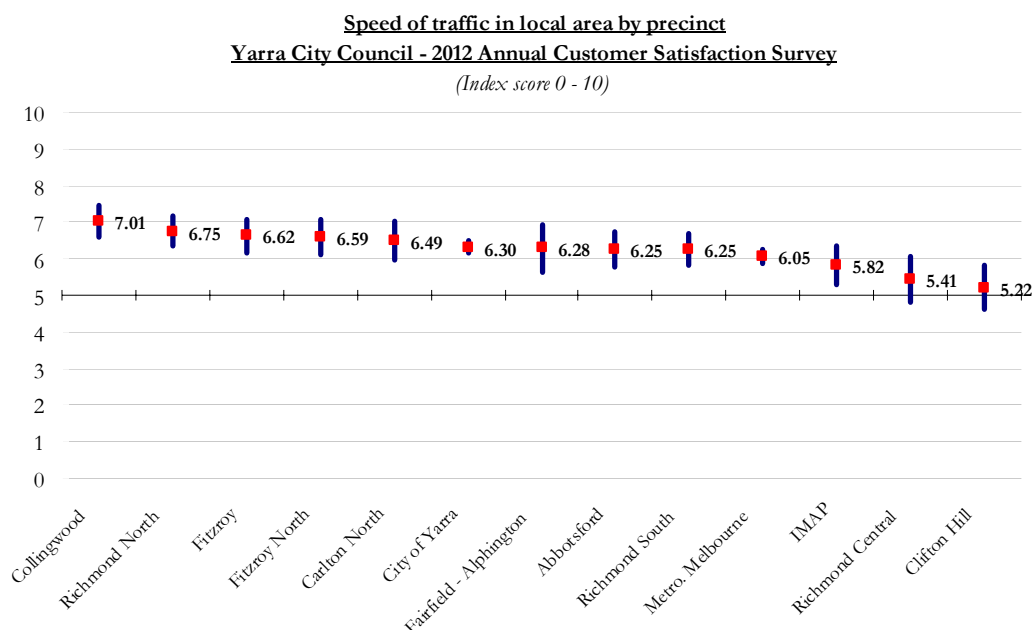
- ⊗ Respondents from the City of Yarra were measurably more satisfied with the speed of traffic on both local and main roads than either the metropolitan Melbourne average or the IMAP inner regional councils.
- ⊗ Respondents from the City of Yarra reported similar satisfaction with the volume of traffic on both local and main roads as the metropolitan Melbourne average recorded in *Governing Melbourne*. They were however, somewhat more satisfied than the respondents from the IMAP region.
- ⊗ Respondents from the City of Yarra had a slightly higher level of satisfaction with the availability of parking than respondents from the IMAP region, and similar to the metropolitan Melbourne average.



Speed of traffic in local area

There was some variation in respondent satisfaction with the speed of traffic in the local area across the various precincts comprising the City of Yarra.

Respondents from Clifton Hill (5.22) and Richmond Central (5.41) both rated satisfaction with the speed of traffic in the local area measurably and significantly lower than the municipal average, at levels best categorised as “poor”. Respondents from Collingwood (7.01) rated satisfaction measurably higher than the municipal average at a level best categorised as “good”.



Reasons for dissatisfaction with the speed of traffic

Respondents dissatisfied with the speed of traffic on both local and main roads were further asked if they considered the speed to be too fast or too slow. The overwhelming majority of respondents dissatisfied with the speed of traffic on local (77.2%) and main (64.0%) considered the speed to be too fast.

Reasons for dissatisfaction with speed of traffic
Yarra City Council - 2012 Annual Community Survey
 (Number and percent of respondents dissatisfied with speed of traffic)

Response	Local roads		Main roads	
	Number	Percent	Number	Percent
Too fast	122	77.2%	80	64.0%
Too slow	36	22.8%	45	36.0%
Not stated	5		4	
Total	163	100%	129	100%



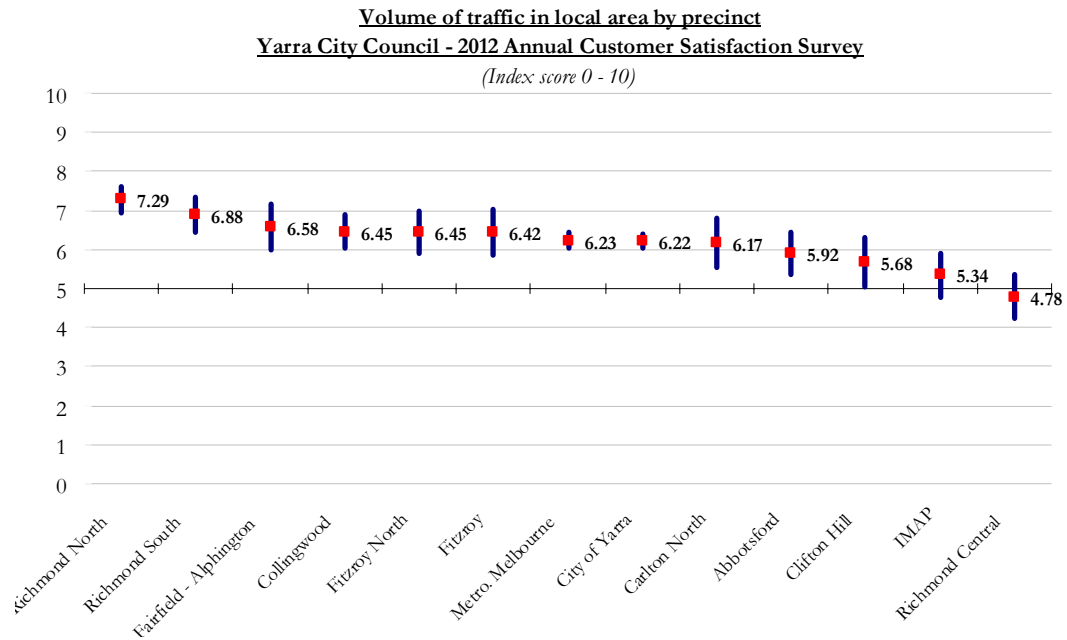
Volume of traffic in local area



There was some significant variation in satisfaction with the volume of traffic in the local area from respondents across the various precincts comprising the City of Yarra.

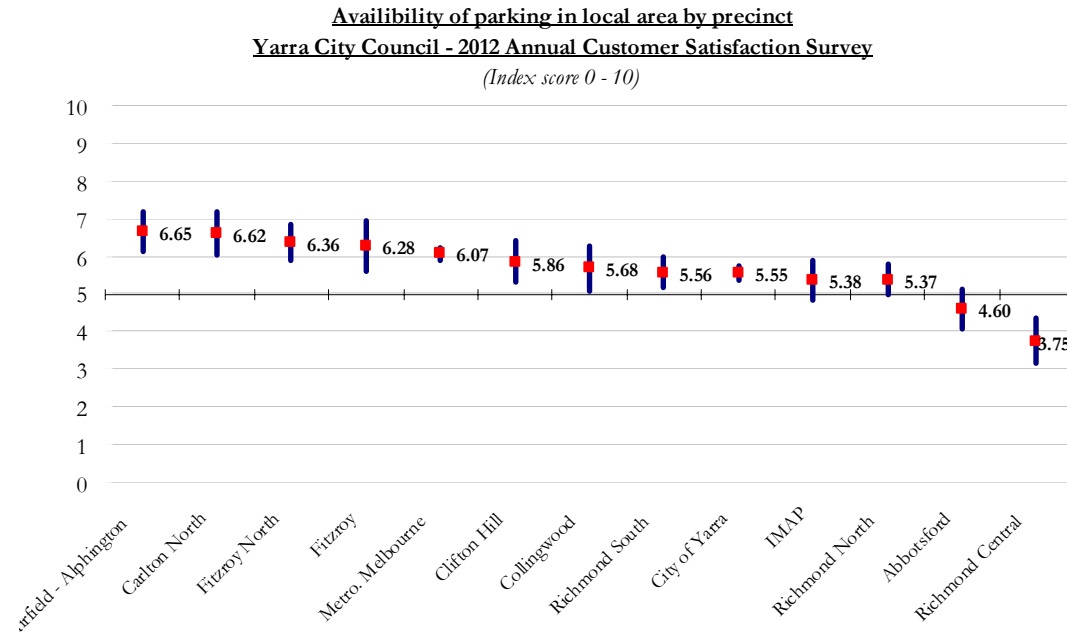
Attention is drawn to the following:

- ⊗ Respondents from Richmond North (7.29) and Richmond South (6.88) were measurably and significantly more satisfied with the volume of local area traffic.
- ⊗ Respondents from Collingwood, Fitzroy North, Fitzroy and Carlton North all rated satisfaction with the volume of local area traffic at levels best categorised as “solid”.
- ⊗ Respondents Clifton Hill (5.34) and Richmond Central (4.78) rated satisfaction with the volume of traffic in the local area as “poor”.



Availability of parking in local area

As in previous years, there was measurable and significant variation in respondent satisfaction with the availability of parking in the local area across the precincts comprising the City of Yarra.



The following results are noted:

- ⊗ Respondents from Fairfield-Alphington (6.65) and Carlton North (6.62) rated satisfaction with the availability of parking in the local area at levels best categorised as “good”.
- ⊗ Respondents from Fitzroy North and Fitzroy rated satisfaction with the availability of parking in the local area at levels best categorised as “solid”.
- ⊗ Respondents from the other eight precincts all rated satisfaction at levels best categorised as “poor” with Abbotsford (4.60) and Richmond Central (3.75) rated as “very poor”. Metropolis Research also advises that scores of less than five out of ten are quite rare and reflect a strong level of concern in the community.



Planning and housing development

Invovement in planning and housing development

Respondents were asked

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

In 2012, approximately one-fifth of respondents were involved in the planning application or development process in the last twelve months, with 7.6% involved as applicants, 12.4% involved as objectors and 1.2% involved in other ways. These results are slightly higher than those recorded in *Governing Melbourne* but broadly consistent with results observed elsewhere.

This question has been included in the survey mainly to provide a basis for analysis of the satisfaction results reported in the following section of this report.

Invovement in planning and housing development
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Response	2012		2011	2010
	Number	Percent		
Yes - as an applicant	57	7.6%	7.2%	6.3%
Yes - as an objector	93	12.4%	6.7%	5.7%
Yes - other involvement	9	1.2%	0.9%	0.5%
Yes - both as an applicant and objector	0	0.0%	0.3%	na
No involvement	593	78.9%	85.1%	87.5%
Not stated	49		11	8
Total	801	100%	807	949

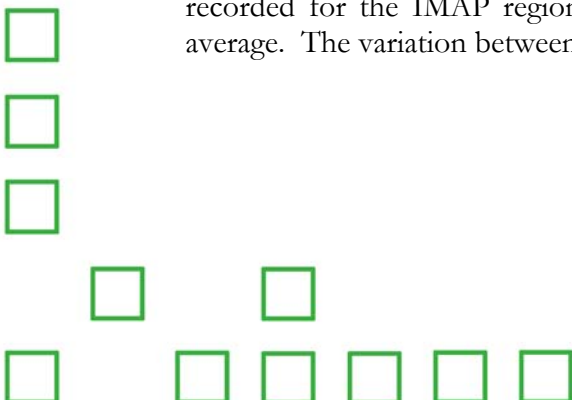
Satisfaction with aspects of planning and housing development

Respondents were asked:

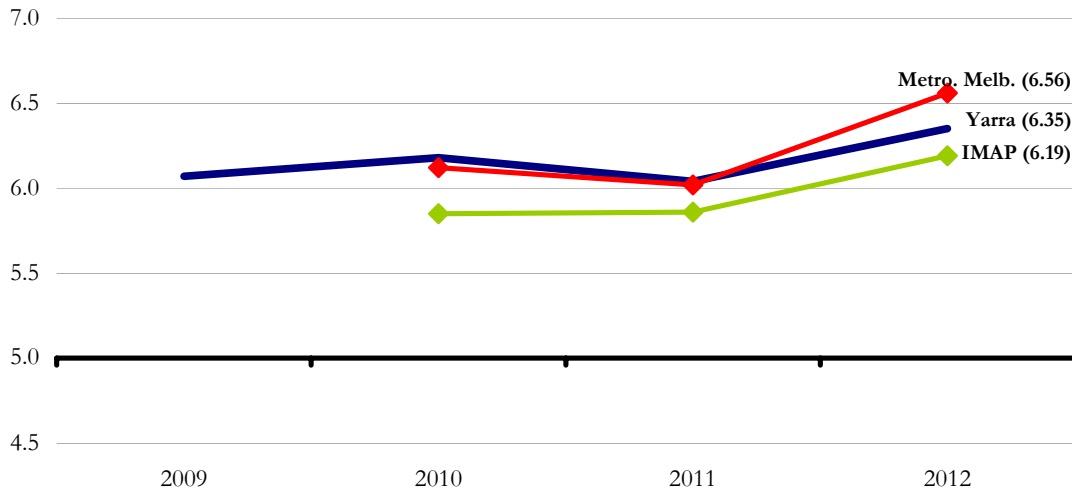
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of planning and housing development in the City of Yarra?”

The average satisfaction of all respondents with the six aspects of the planning approvals process and housing development in the City of Yarra increased 5.1% in 2012 from 6.04 to 6.35, although it remains at a level best categorised as “solid”.

This result is slightly higher than the average satisfaction with planning approvals recorded for the IMAP region, and slightly lower than the metropolitan Melbourne average. The variation between these results is not statistically significant.

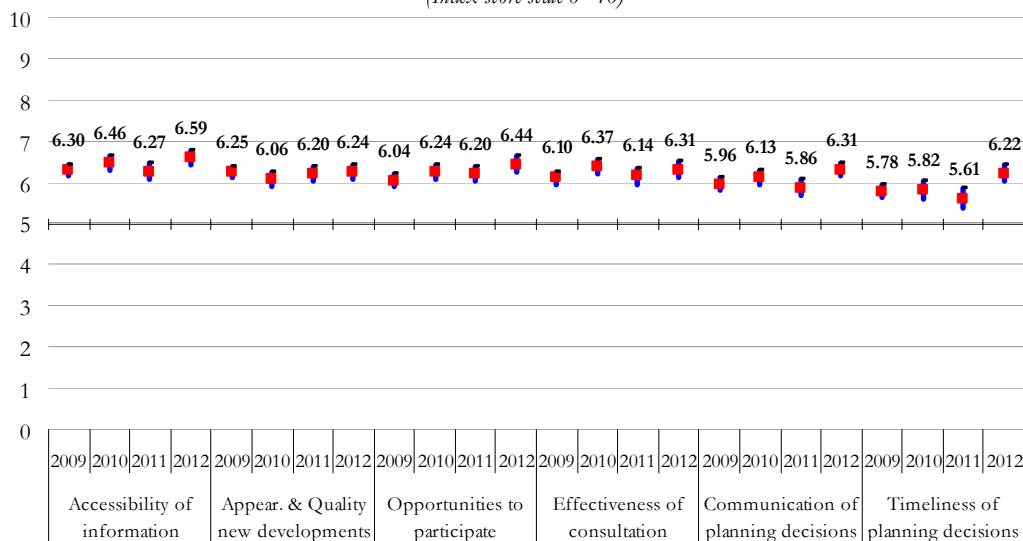


Satisfaction with planning approvals
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index score scale 0 - 10)



Attention is drawn to satisfaction with “communication of planning decisions” (up 7.7% from 5.86 to 6.35) and “timeliness of planning decisions” (up 10.8% from 5.61 to 6.22). The categorisation of satisfaction with these aspects improved from “poor” to “solid”.

Satisfaction with aspects of planning and development
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index score scale 0 - 10)

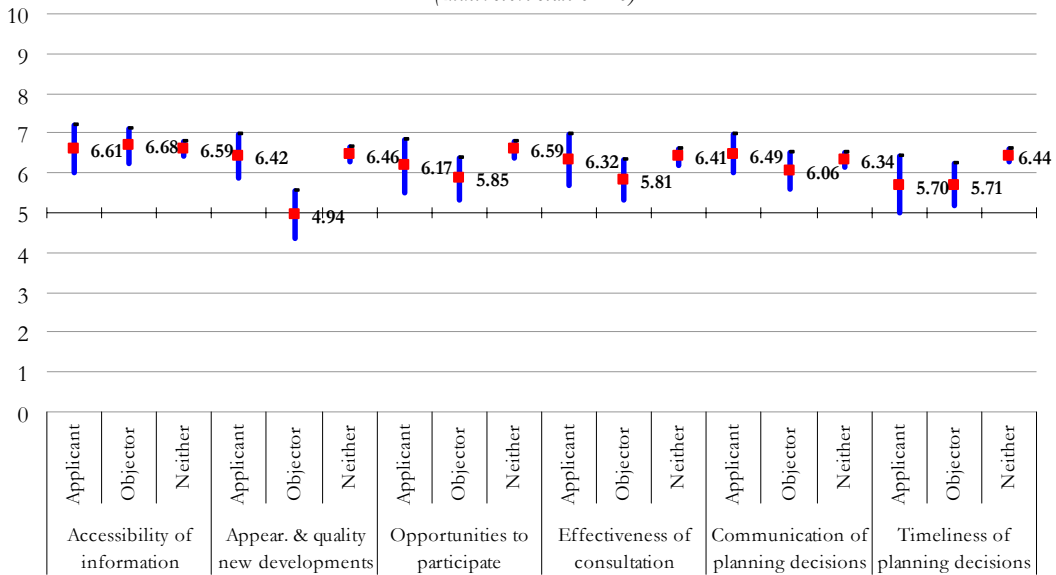


When examined by the respondents’ involvement in planning and development a clear pattern is evident. Applicants are measurably and significantly more satisfied with most aspects of planning and development. It is noted that objectors were marginally more satisfied with the communication of planning decisions and measurably and significantly more satisfied with the timeliness of planning decisions.



Satisfaction with aspects of planning and development by involvement
Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Index score scale 0 - 10)

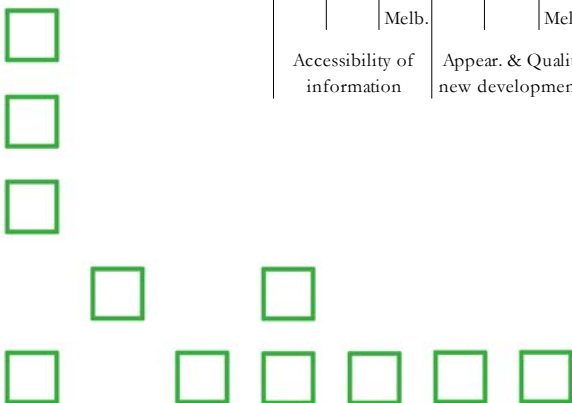
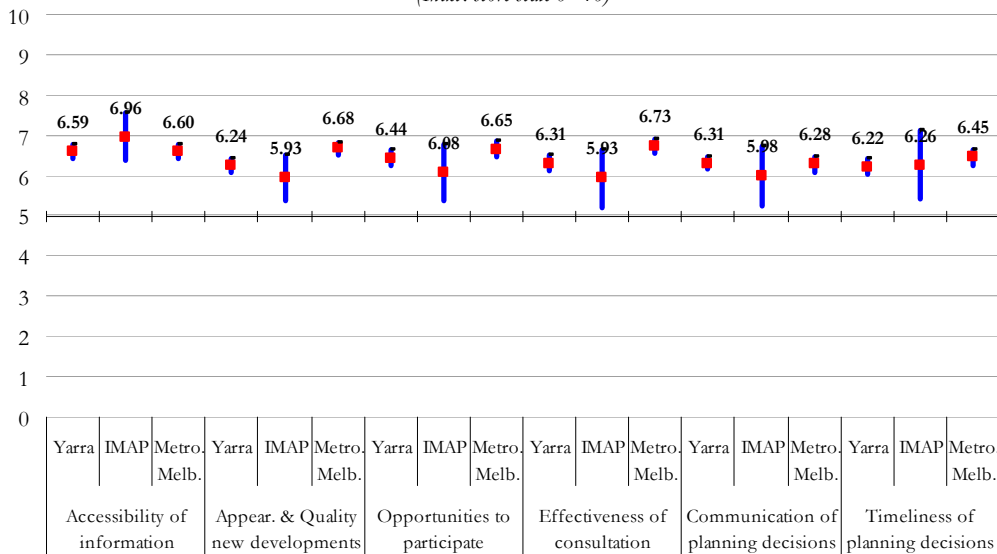


The following graph provides a comparison of Yarra respondents’ satisfaction with aspects of planning and development against both the metropolitan Melbourne average and the IMAP regional councils as recorded in *Governing Melbourne*.

Metropolis Research notes that satisfaction with the various aspects of planning and development was at a similar level for respondents from the City of Yarra and the IMAP regional councils and slightly lower than the metropolitan Melbourne average.

Satisfaction with aspects of planning and development
Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Index score scale 0 - 10)



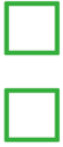
The following table provides the proportion of respondents dissatisfied (0 to 4), somewhat satisfied (5 to 7) and very satisfied (8 to 10) with each aspect.

It is observed that consistent with the average scores discussed above, the proportion of respondents dissatisfied with each aspect of planning and development with the exception of “appearance and quality of new developments” decreased somewhat in 2012. With the exception of “effectiveness of consultation”, there was an increase in the proportion of respondents “very satisfied” with the aspects of planning and development.

Consistent with the results from previous years, somewhere in the order of one-sixth to one-fifth of respondents were dissatisfied with the “appearance and quality of new developments”, approximately half were “somewhat satisfied” and almost one-third were “very satisfied”. This aspect is an effective measure the community’s satisfaction with new developments as they are constructed in their local area.

Satisfaction with aspects of planning and development
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Aspect	Year	Dissatisfied	Somewhat satisfied	Very satisfied	Can't say
		0 - 4	5 - 7	8 - 10	
Effectiveness of community consultation and involvement in planning for development in Yarra	2009	14.7%	68.9%	16.4%	246
	2010	14.7%	53.6%	31.7%	404
	2011	21.2%	48.0%	30.8%	325
	2012	16.9%	54.8%	28.3%	307
Opportunities provided by Council to participate in strategic planning projects	2009	13.3%	72.8%	14.0%	302
	2010	13.8%	58.7%	27.7%	463
	2011	15.7%	57.5%	26.8%	355
	2012	12.5%	56.9%	30.6%	333
Appearance and quality of new development in Yarra	2009	15.9%	62.7%	21.5%	98
	2010	18.5%	56.2%	25.3%	335
	2011	16.8%	55.3%	27.9%	222
	2012	19.9%	48.7%	31.4%	240
Accessibility of planning information & advice from Council	2009	8.7%	75.5%	15.8%	277
	2010	10.7%	60.5%	28.9%	458
	2011	14.2%	61.7%	24.1%	379
	2012	9.5%	59.5%	31.0%	342
Adequacy communicating planning decisions to community	2009	15.0%	71.7%	13.3%	261
	2010	16.9%	57.7%	25.4%	407
	2011	20.3%	57.7%	22.0%	361
	2012	14.0%	61.8%	24.2%	319
The timeliness of planning decisions	2009	17.0%	72.4%	10.8%	312
	2010	21.5%	56.3%	22.3%	505
	2011	25.8%	57.7%	16.5%	440
	2012	13.5%	67.9%	18.6%	372

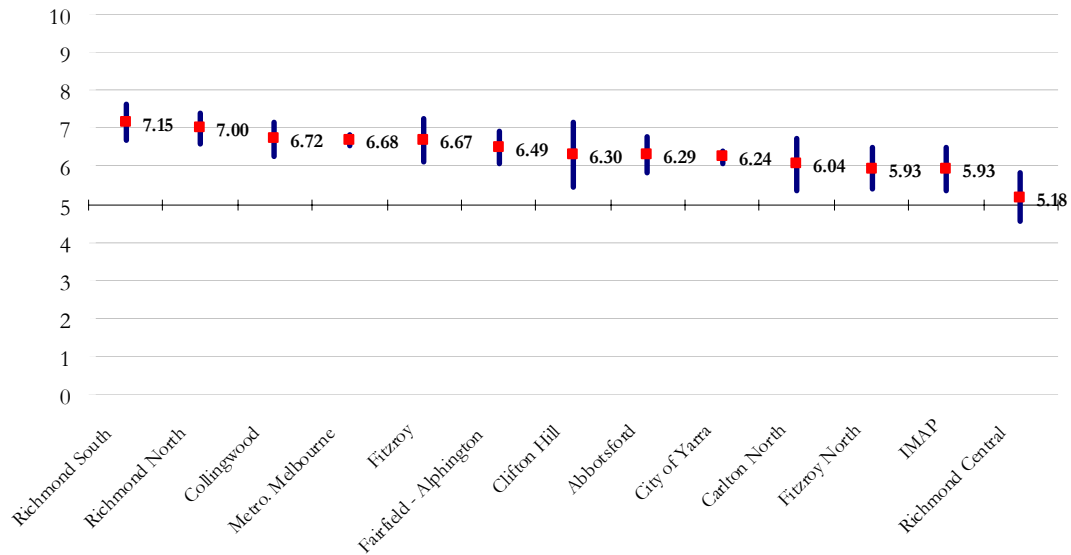


Appearance and quality of new developments

There was some variation in respondent satisfaction with the appearance and quality of new developments across the various precincts comprising the City of Yarra:

- ⊗ Respondents from Richmond South (7.15) and Richmond North (7.00) were measurably more satisfied than the municipal average (6.24).
- ⊗ Respondents from Richmond Central (5.16) were measurably and significantly less satisfied, at a level best categorised as “poor”.

Appearance & quality of new developments by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score 0 - 10)



Examples of and comments about developments

The following tables display the list of individual developments and issues regarding developments identified by respondents to the 2012 survey.

Comments regarding the appearance and quality of new development
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

Development	Number
Ugly buildings and developments	4
General	2
Graphite & Aquilia apartment blocks	2
Just too many new developments in general	2
Local townhouses	2
New developments too excessive in size	2



Comments regarding the appearance and quality of new development (continued)

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number of responses)

<i>Development</i>	<i>Number</i>
Prefer old buildings	2
Some new housing is very ugly	2
Some of the house extensions on older properties	2
Ugly houses and apartment blocks	2
A lot of concrete boxes for houses	1
Big unit developments	1
Concerned with multi-storey	1
Council should be more careful about overdevelopment	1
Do not look good	1
Far too many and not aesthetically beautiful	1
Fitzroy should be protected- historical value	1
Haven't noticed any changes	1
High density housing without enough parking and general amenities	1
Inadequate respect for Victorian streetscapes	1
Inconsistency in the development scales	1
Need tighter planning restrictions	1
New houses don't look well constructed	1
Newer ones out of character	1
Not enough information and follow-up	1
Over-developing	1
Planning department does not represent the views of residents. Needs to be restructured	1
Private residential	1
Some housing design is out of kilter	1
Some housing developments do not look nice	1
The graphite apartments	1
They are ugly and don't fit the streetscape	1
They look cheap and crappy- not in style of the area	1
Too intense. Not enough mixed use. Too much residential development	1
Too intensive, low quality, reduce general amenity	1
Too many high rise buildings	1
Too modern	1
Too much interference from developers and state government	1

Specific sites identified by respondents

Dimmey's, 63 Swan St, Corner Hotel	8
Channel 9	6
Icon (Swan St)	4
Apartments on Bridge Rd and Yarra River	2
Corner of Lygon St and Brunswick Rd	2
Cutter St near Farmer & Cutter St x Burnley St	2





Comments regarding the appearance and quality of new development (continued)

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number of responses)

<i>Development</i>	<i>Number</i>
<i>Specific sites identified by respondents</i>	
Dimmey's, Bridge Rd	2
Dimmey's, Railway Place, old ANZ	2
Middle St townhouses	2
Over-developed eg. Cutter St	2
The developments down Bendigo St	2
Those on Burnley St, Gutter St, Bridge Rd, towards the top of Bridge Rd	2
22 Davis St	1
37 Alexandra Pde, 23 Mason St	1
Artist house complex (Napier St)	1
Banco development (Coles), 1-21 Robert St tower	1
Cheese grater - Kerr St	1
Corner Jamieson St & Queens Parade	1
Facade on Victoria St	1
General Richmond developments	1
Keel St set of houses - gardens need privacy	1
New buildings on King William St	1
Nicholson St apartment - shoddily built, very dense and reduces sunlight to local properties	1
No high-rise & high density & inappropriate - Cheese-Grater in Kerr St	1
Off Nicholson St - apartment complex	1
Proposed Yorkshire Brewery. The Haven. Banco development	1
Rae St apartment complex - too many people	1
Slow rebuild of public housing in Drummond St	1
The development at the of Victoria Parade (a statue)	1
The developments on Bridge Hill	1
The Old Colonial	1
The one on Gipps St is too big, Victoria St	1
The ones on Langride Rd and Nicholson St	1
Total	107

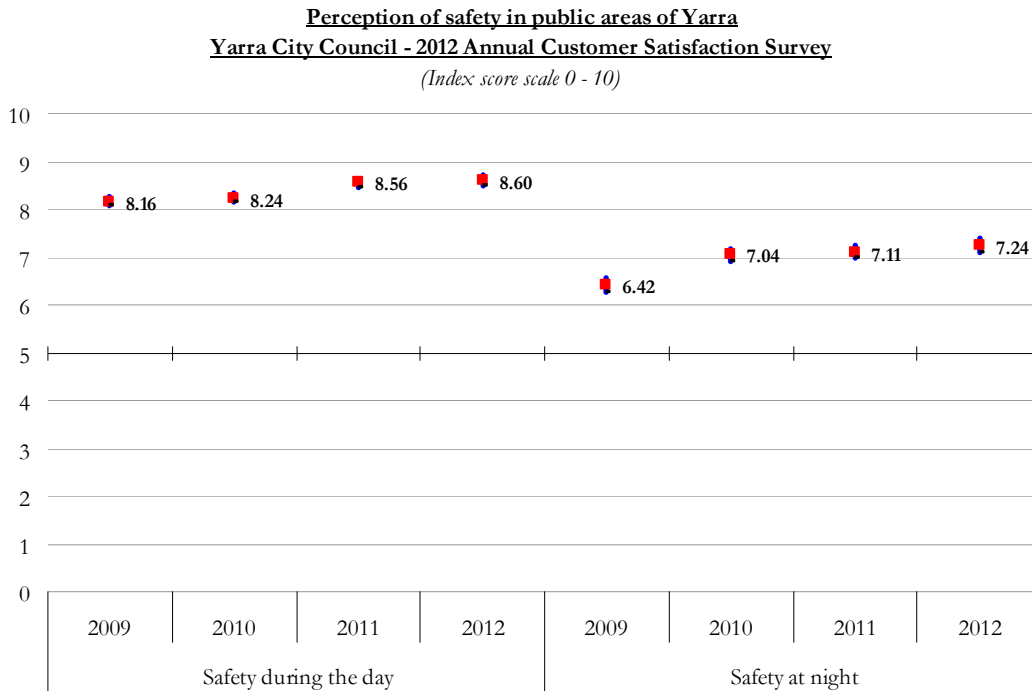


Safety in public areas

Respondents were asked:

On a scale of 0 to 10, how safe do you feel in the public areas in the City of Yarra during the day and at night?"

The perception of safety in public areas of the City of Yarra both during the day and at night increased in 2012, the third consecutive increase recorded.



The perception of safety in public areas of the City of Yarra during the day increased very marginally in 2012 to a score of 8.60 out of a potential 10. This remains the highest perception of safety in public areas during the day for any individual municipality for which Metropolis Research has conducted similar research in over a decade of researching community perception of safety.

The perception of safety in public areas of the City of Yarra at night also increased, from 7.11 to 7.24. This is also a very high perception of safety score and compares to the metropolitan Melbourne average of 6.91 recorded in *Governing Melbourne*.

The following table provides the proportion of respondents rating their perception of safety as unsafe (0 to 4 out of 10), somewhat safe (5 to 7) and very safe (8 to 10).

- ⊗ It is of significant note that only two percent of respondents rated their perception of safety in public areas of the City of Yarra during the day at less than 5 out of 10.
- ⊗ Approximately ten percent of respondents (9.9%) reported their perception of safety in public areas of the City of Yarra at night at less than 5 out of 10.



Perception of safety in public areas of Yarra
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number and percent of total respondents)

Aspect	Survey	Low 0 - 4	Medium 5 - 7	High 8 - 10	Can't say
Safety during the day	2009	1.5%	26.3%	72.2%	4
	2010	1.8%	23.7%	72.8%	15
	2011	1.7%	13.1%	85.2%	6
	2012	2.0%	16.1%	81.9%	47
Safety at night	2009	13.9%	58.6%	27.4%	14
	2010	8.5%	44.7%	42.1%	44
	2011	10.5%	39.3%	50.2%	14
	2012	9.9%	40.6%	49.5%	48

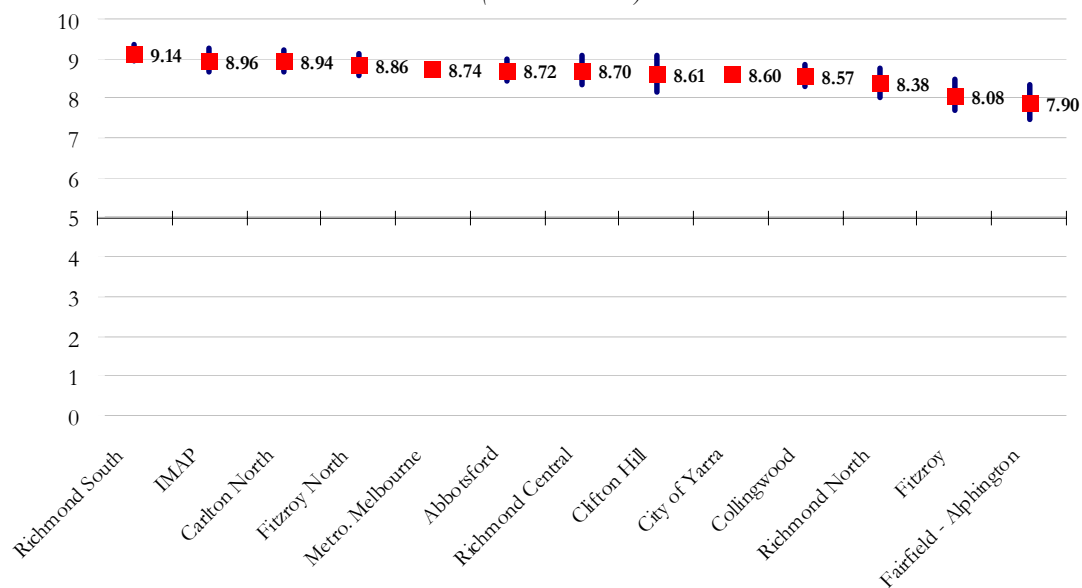
Safety during the day

The following graph displays the perception of safety in public areas during the day across the various precincts comprising the City of Yarra, as well as the IMAP region and metropolitan Melbourne results from *Governing Melbourne*.

Some measurable variation in the perception of safety in public during the day is observed, although the variation is not of significance given the high perception of safety across the City of Yarra

- ⊗ Respondents from Richmond South rated their perception of safety in public during the day measurably higher than the municipal average
- ⊗ Respondents from Fitzroy and Fairfield-Alphington rated their perception of safety in public during the day measurably lower than the municipal average.

Safety during the day by precinct
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index score 0 - 10)

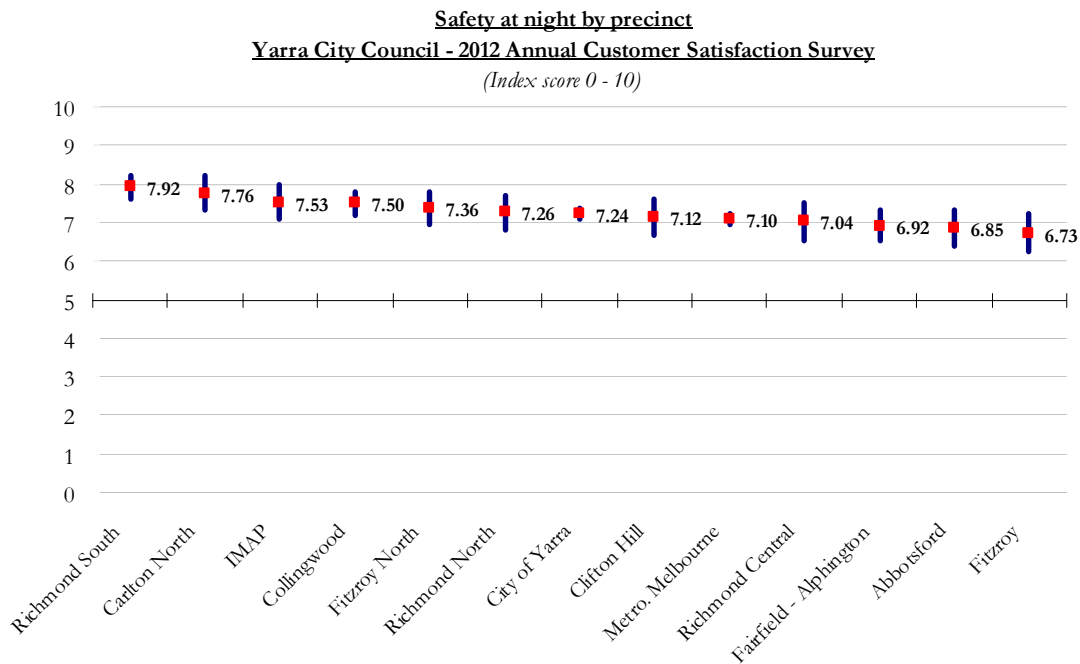


Safety at night

The following graph displays the perception of safety in public areas at night across the various precincts comprising the City of Yarra, as well as the IMAP region and metropolitan Melbourne results from *Governing Melbourne*.

There was measurable variation in the perception of safety in public areas of the City of Yarra at night across the precincts.

- ⊗ Respondents from Richmond South reported a perception of safety at night score 11.2% higher than the municipal average.
- ⊗ Respondents from Carlton North reported a perception of safety at night measurably higher than the municipal average.
- ⊗ Respondents from Fitzroy reported a perception of safety at night 7.1% lower than the municipal average, although not measurably or significantly lower.



Reasons for feeling less safe

The following tables provide the open-ended comments received from respondents rating their perception of safety in public areas of the City of Yarra at less than five out of ten.

The comments have been broadly categorised as follows:

Reasons for rating perception of safety less than 5 out of 10
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

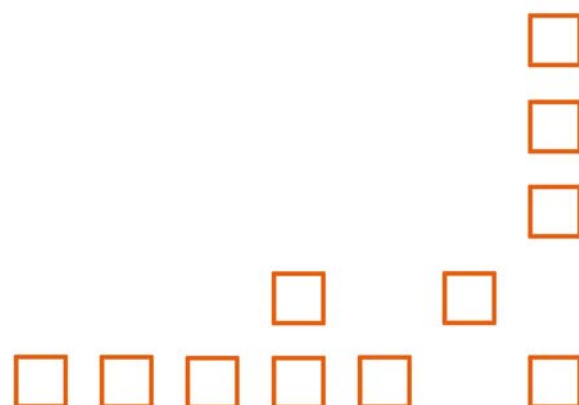
<i>Comments</i>	<i>Number</i>
<i>Perception of safety at night and lighting</i>	
Troublemakers at night, drug users and drunks	8
Don't like walking in the park at night due to poor visibility and poor lighting	5
Public lighting needs improvement - not enough	5
Lack of lighting on laneways	4
Some areas are not well illuminated	3
All-night hotel/pubs, rowdy crowds on weekends	2
Parks and train station not safe at night time and need more police patrols	2
Clubs and bars still open in early morning (unnecessary)	1
Get creeps at night time	1
Never use train at night due to lack of people	1
Not safe at night	1
Safety, better lighting in parks	1
There are a lot of 'shit' people living in the area. Wont go out at night	1
Walk home at 5 am from work - don't feel safe, junkies everywhere	1
Weekend evenings get a bit crazy!	1
<i>Problems with specific areas</i>	
Lots of drunks in Swan St shopping area	2
No lighting in Burnley Park	2
Bike stolen, groups of people drinking at night on Victoria St	1
Brunswick St gets a bit dodgy at night	1
Drug culture around Collingwood	1
Drug users in Victoria St	1
More CCTV and crime areas not addressed. Particularly Victoria St, crime management not done!	1
Owing to recent events in Brunswick	1
Victoria Street druggies	1
<i>Drugs and alcohol</i>	
Drug issues, drunks,	11
Drug addicts/ drunks and other crimes	4
Drunks from pubs and football	3
Pubs, nightclubs, housing commission flats	2
Pubs, strip clubs, football crowds	2
Attack in local area, drunks and vandals	1
Drugs and rape	1
Sometimes see people drinking in public areas	1

Reasons for rating perception of safety less than 5 out of 10 (continued)

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Other</i>	
More police patrols needed - not enough	8
Assaulted during the day	2
Hoons	1
Adults use kids park	1
Car broken	1
Make it safer for women	1
I am a female - feel vulnerable	1
Don't go out much	1
Robberies	1
Some places in City of Yarra	1
Sometimes its safe but many dangerous things are around and could affect the community	1
Thieves	1
Not safe around park	1
Last 12 months, increased crime in the area	1
Dangerous people in area, unsafe atmosphere, news reports neighbourhood	1
Too many weirdos	1
Total	98



Methods of communication with Council

Respondents were asked:

“From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?”

The most commonly identified methods by which respondents would prefer to receive information from or interact with Council have remained relatively similar to those recorded in previous years.

Preferred methods of receiving information from Council
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Method	2012		2011	2009
	Number	Percent		
Direct mail / letterbox drop of information	459	56.9%	51.7%	59.8%
Council's regular publication delivered quarterly	324	40.1%	47.1%	45.5%
Council websites	345	42.8%	40.0%	41.2%
Articles in local newspapers	254	31.5%	26.4%	37.1%
Council adverts. / column in local newspaper	147	18.2%	19.5%	27.8%
In person at local library	134	16.6%	19.1%	14.1%
In person at Customer Service centre	149	18.5%	14.6%	15.9%
Telephone Council Customer Centres	143	17.7%	14.6%	14.2%
Email	89	11.0%	7.6%	5.8%
Local radio	81	10.0%	7.3%	15.4%
Other	12	1.5%	1.2%	1.0%
Total responses	2,137		2,010	2,637
<i>Total respondents providing response</i>	<i>745 (93.0%)</i>		<i>788 (97.7%)</i>	<i>934 (98.4%)</i>

Approximately half the respondents (56.97%) identified direct mail / letterbox drops of information as a preferred method, whilst a little less than half identified Council’s regular publication delivered quarterly to residents and almost one-third identified articles in local newspapers. These results confirm the importance to residents of Council publications, local newspapers and other printed information being delivered regularly to householders.

Metropolis Research notes that the importance of these more traditional methods of communication with residents has not been declining over time, despite the increasing utilisation of electronic forms of communication.

The proportion of respondents identifying the Council website (42.8%) increased slightly in 2012, as did the proportion identifying Email (11.0%) as an open-ended “other” response.

A small number of respondents identified “other” methods including “texting” and town hall style meetings.

The following table provides the proportion of respondents in each age group identifying five preferred methods of receiving information and communicating with Council.

These results clearly show:

- ⊗ The importance of local newspapers and Council’s regular publication as preferred communication methods for respondents of all ages.
- ⊗ Interactive methods of communication (telephone and in-person) are preferred by in the order of one-sixth of respondents from all age groups.
- ⊗ The Council website is a preferred communication method for a larger proportion of younger respondents than for older respondents.

Preferred methods of receiving information from Council by age group
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Method	20 - 35 years	36 - 45 years	46 - 60 years	61 - 75 years	76 years or more
Local newspapers	25.9%	31.5%	34.2%	45.4%	27.0%
Council newsletter	39.9%	33.3%	49.1%	43.6%	41.5%
In person at Customer Service Centre	18.0%	19.3%	19.8%	17.5%	15.3%
Telephone	16.6%	16.7%	20.1%	19.7%	22.5%
Council website	56.9%	46.4%	35.2%	27.8%	14.9%

Contact with Council

Contact with Council in the last two years

Respondents were asked:

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

In 2012 half the respondents (50.1%) reported having had contact with Council in the last two years. This is similar to the result in previous years. Metropolis Research has consistently recorded similar results elsewhere across metropolitan Melbourne.

Contacted Council in the last 2 years
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Response	2012		2011	2010	2009
	Number	Percent			
Yes	386	50.1%	53.9%	53.0%	42.1%
No	384	49.9%	46.1%	47.0%	57.9%
Not stated	31		0	0	0
Total	801	100%	807	949	799



Forms of contact



Respondents who had contacted Council were asked:

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

The most commonly identified methods of contact with Council remain via telephone (54.0%) and visits in person (22.9%). The proportion of respondents visiting in person declined for the second consecutive year from a high of 32.2% in 2009 and 2010. The proportion identifying multiple methods also increased again in 2012 to 7.5%.

The proportion of respondents identifying Email as the means of contacting Council increased in 2012 to 10.9% from the average of six percent reported in previous years.

Method of contact with Council
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Method	2012		2011	2010	2009
	Number	Percent			
Telephone	208	54.0%	57.1%	57.5%	60.5%
Visit in person	88	22.9%	26.9%	32.2%	32.2%
E-mail	42	10.9%	5.3%	6.6%	5.2%
Mail	9	2.3%	3.5%	1.4%	0.6%
Website	7	1.8%	2.3%	2.2%	1.5%
Twitter	2	0.5%	na	na	na
Multiple	29	7.5%	4.9%	0.2%	0.0%
Can't say	1		5	0	6
Total	386	100%	436	503	335

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

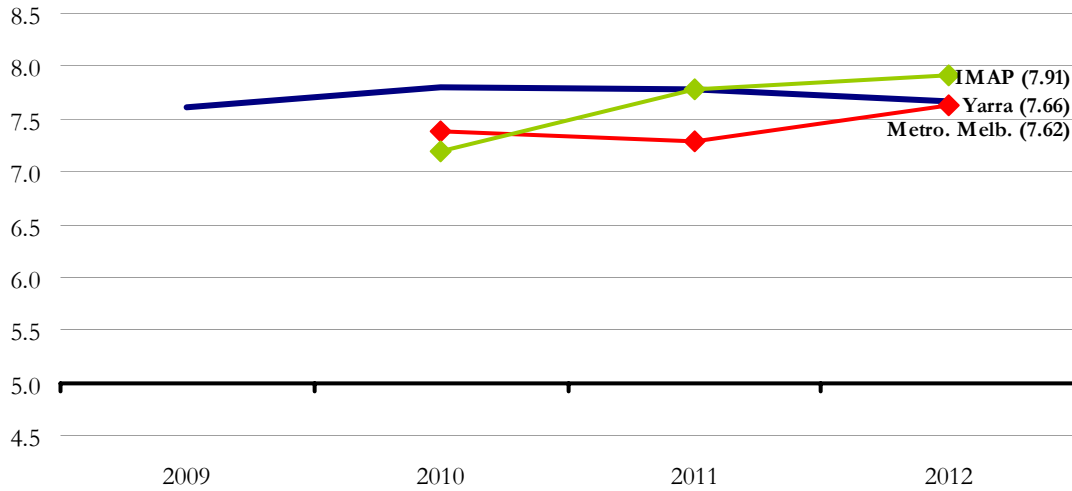
“On a scale of 0 to 10 (0 being the lowest and 10 the highest), how satisfied are you with the following aspects of service when you last contacted the Yarra City Council?”

Average satisfaction with the eight aspects of customer service remained relatively stable in 2012 at an average of 7.66, down very marginally on the 7.78 reported in the 2011 survey.

This result is marginally higher than the metropolitan Melbourne average of 7.62 and slightly lower than the IMAP region average of 7.91. All three average satisfaction scores are at levels best categorised as “very good”.



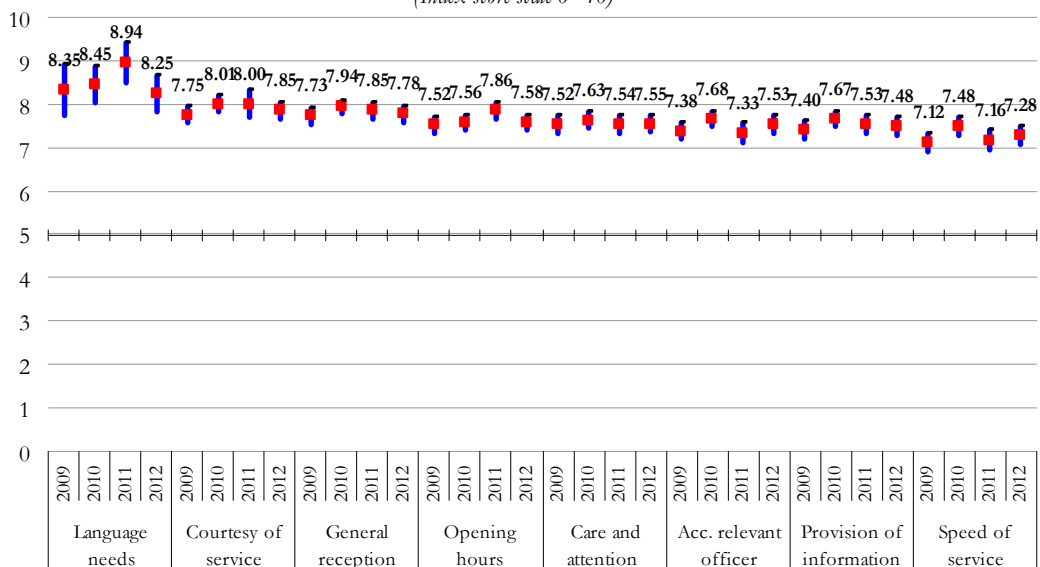
Satisfaction with Customer service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index score scale 0 - 10)



Five of the eight aspects of customer service were slightly lower in 2012 compared to 2011, with the other three slightly higher. None of these variations in satisfaction were statistically significant.

Satisfaction with each of “understanding language needs”, “courtesy of service”, “general reception” were at levels best categorised as “excellent”. Satisfaction with the other five aspects of customer service was all rated at levels best categorised as “very good”.

Satisfaction with aspects of customer service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index score scale 0 - 10)

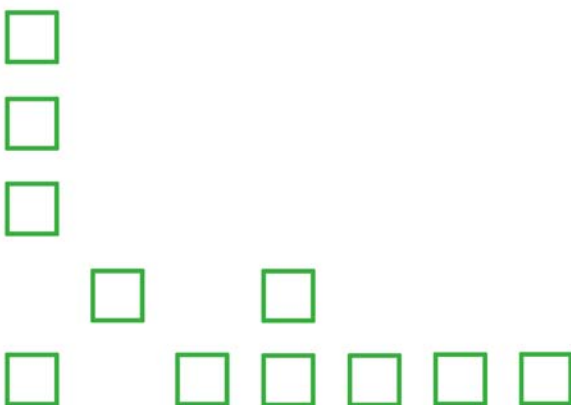


The following table provides the proportion of respondents rating satisfaction with the aspects of customer service as dissatisfied (0 to 4), somewhat satisfied (5 to 7) and very satisfied (8 to 10).

It is noted that less than ten percent of respondents were dissatisfied with any of the eight aspects of customer service in 2012.

Satisfaction with aspects of Council Customer Service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

<i>Aspect</i>	<i>Survey</i>	<i>Low 0 - 4</i>	<i>Medium 5 - 7</i>	<i>High 8 - 10</i>	<i>Can't say</i>
General reception	2009	5.8%	30.1%	64.1%	6
	2010	4.3%	24.6%	71.2%	20
	2011	7.2%	18.4%	74.4%	25
	2012	4.5%	28.8%	66.7%	12
Care & attention to enquiry	2009	6.4%	37.0%	56.6%	7
	2010	7.9%	30.8%	61.3%	10
	2011	9.8%	24.4%	65.8%	16
	2012	7.1%	34.1%	58.8%	6
Provision of information on Council & services	2009	7.5%	39.3%	53.2%	12
	2010	6.2%	31.9%	62.0%	26
	2011	7.1%	30.8%	62.1%	32
	2012	7.3%	32.4%	60.3%	15
Speed of service	2009	10.8%	39.5%	49.9%	7
	2010	10.8%	30.3%	58.8%	12
	2011	11.9%	31.7%	56.4%	11
	2012	8.9%	34.2%	56.9%	8
Courtesy of service	2009	3.9%	34.5%	61.7%	8
	2010	6.0%	20.8%	73.3%	11
	2011	6.1%	21.7%	72.2%	37
	2012	4.7%	28.8%	66.5%	7
Opening hours	2009	4.6%	37.6%	57.7%	32
	2010	5.8%	35.0%	59.3%	67
	2011	4.7%	29.9%	65.4%	83
	2012	3.4%	40.2%	56.4%	33
Access to relevant officer/area	2009	5.4%	42.2%	52.5%	41
	2010	6.4%	31.8%	61.8%	42
	2011	9.8%	33.7%	56.5%	73
	2012	7.5%	28.6%	63.9%	37
Staff's understanding of language needs	2009	2.1%	17.5%	80.3%	13
	2010	2.7%	23.5%	74.0%	17
	2011	1.1%	10.9%	88.0%	23
	2012	4.9%	25.1%	70.0%	14



Importance of and satisfaction with Council services

Respondents were asked:

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

Importance

The following table displays the average importance of each of the 26 services and facilities included in the 2012 survey. A comparison to the two previous surveys has been provided. Metropolis Research does advise that changes in ranking can be somewhat misleading, particularly for services in the mid-range as a relatively minor change in importance score can result in a relatively large change in ranking given the similarity of importance of many services / facilities.

As reported in the 2010 survey, the top 10 services / facilities were all measurably more important than the average importance score whilst the bottom 6 services / facilities were all measurably less important.

Importance of selected Council services and facilities
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility	Number	2012			2011		2010		2009	
		Lower	Mean	Upper	Mean	Ranking	Mean	Ranking	Mean	Ranking
Weekly garbage collection	774	9.14	9.21	9.28	9.30	1	8.97	1	9.09	1
Regular recycling	769	9.09	9.16	9.24	9.20	2	8.86	2	9.00	2
Local library	719	8.75	8.85	8.95	8.69	3	8.45	4	8.16	10
Maintenance of parks and gardens	769	8.67	8.76	8.84	8.65	5	8.41	6	8.43	4
Provision of parks and gardens	774	8.66	8.75	8.84	8.68	4	8.42	5	8.47	3
Hard rubbish booking/ pick up service	712	8.64	8.72	8.81	8.64	7	8.33	10	8.16	11
Public toilets	689	8.62	8.72	8.82	8.42	14	8.13	16	7.82	17
Maintenance & cleaning of public areas	769	8.58	8.67	8.76	8.64	6	8.45	3	8.37	7
Off-road bike paths	677	8.55	8.65	8.76	8.45	13	8.41	7	8.42	5
On-road bike paths	676	8.51	8.63	8.75	8.49	11	8.37	8	8.41	6
Footpath maintenance & repairs	780	8.36	8.45	8.55	8.58	8	8.35	9	8.29	8
Green waste booking and pick up service	662	8.28	8.39	8.50	8.53	9	8.22	11	8.09	13
Drains maintenance & repairs	771	8.25	8.35	8.45	8.51	10	8.21	12	8.10	12
Fitzroy Swimming Pool	577	8.18	8.32	8.45	8.31	15	8.18	15	7.87	16
Maintenance & cleaning of strip shopping	766	8.19	8.29	8.39	8.31	16	8.21	13	8.17	9
Maintenance & repair of roads	776	8.15	8.25	8.35	8.30	17	8.09	17	8.04	14
Provision & maintenance of street trees	776	8.10	8.20	8.31	8.45	12	8.19	14	8.03	15
Pet registration service	533	7.98	8.13	8.28	7.96	20	7.91	18	na	na
Collingwood Leisure Centre	511	7.86	8.02	8.18	8.08	19	7.96	19	7.75	19
Richmond Recreation Centre	533	7.85	8.00	8.15	8.30	18	7.75	20	7.73	20
Council's Internet site	631	7.69	7.84	7.98	7.77	22	7.46	23	7.10	22
Pet and domestic animal services	544	7.64	7.81	7.98	7.68	23	7.74	21	7.75	18
Parking enforcement	731	7.34	7.51	7.67	7.84	21	7.63	22	7.46	21
Yarra news (Council's newsletter)	705	6.97	7.14	7.31	6.83	24	6.70	24	6.27	24
Burnley Golf Course	411	6.60	6.85	7.10	na	na	na	na	na	na
Council advertising in local papers	579	6.08	6.29	6.50	6.48	25	6.53	25	6.27	23
<i>Average importance</i>		<i>8.11</i>	<i>8.23</i>	<i>8.35</i>	<i>8.28</i>		<i>8.08</i>		<i>7.97</i>	

Satisfaction

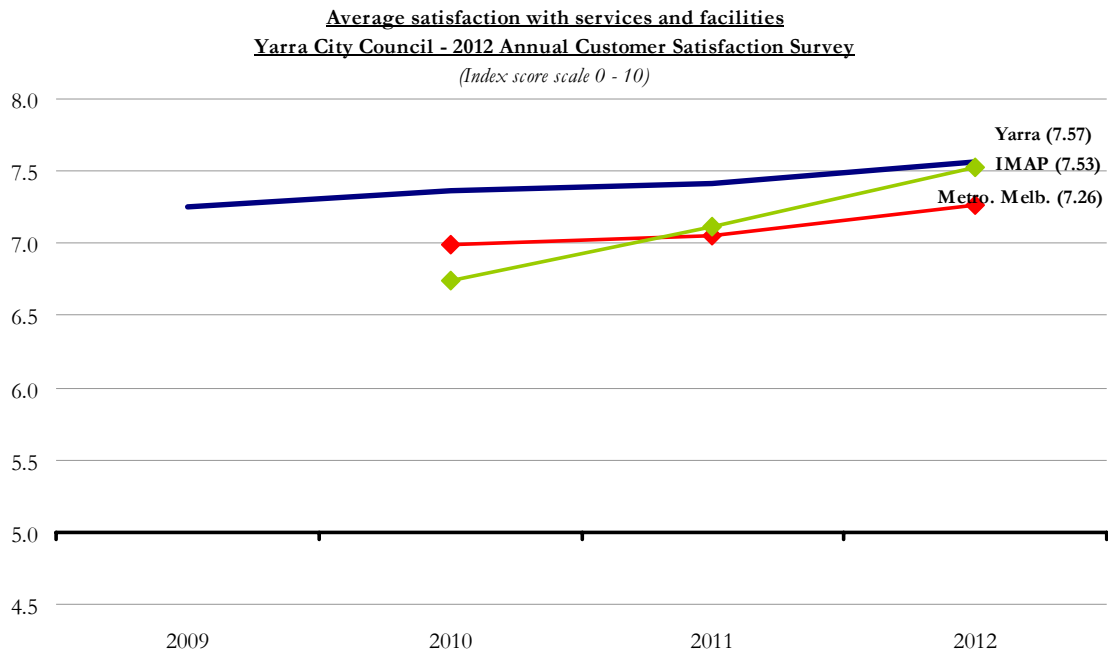
The following table displays average satisfaction for each of the 26 services and facilities included in the 2012 survey. A comparison to the previous two surveys has been provided. Metropolis Research does advise that changes in ranking can be somewhat misleading, particularly for services in the mid-range as a relatively minor change in satisfaction can result in a relatively large change in ranking given how similar the level of respondent satisfaction is with many services / facilities.

Satisfaction with selected Council services and facilities
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and index score scale 0 - 10)

Service/facility	Number	2012			2011		2010		2009	
		Lower	Mean	Upper	Mean	Ranking	Mean	Ranking	Mean	Ranking
Regular recycling	785	8.32	8.43	8.54	8.53	2	8.34	1	8.32	2
Weekly garbage collection	794	8.29	8.41	8.53	8.57	1	8.33	2	8.43	1
Local library	458	8.22	8.36	8.49	8.17	3	8.17	3	8.00	3
Fitzroy Swimming Pool	233	8.15	8.32	8.49	8.08	4	8.13	4	7.95	4
Pet registration service	250	8.09	8.27	8.45	7.75	9	8.03	5	na	na
Richmond Recreation Centre	192	7.88	8.07	8.25	7.98	5	7.60	11	7.81	5
Collingwood Leisure Centre	159	7.76	7.99	8.22	7.39	12	7.34	13	7.51	9
Provision of parks and gardens	787	7.83	7.94	8.05	7.84	7	7.71	8	7.73	6
Hard rubbish booking/ pick up service	407	7.73	7.92	8.10	7.86	6	7.88	6	7.62	7
Off-road bike paths	411	7.78	7.92	8.06	7.62	11	7.62	10	7.50	10
Green waste booking and pick up service	314	7.66	7.86	8.05	7.83	8	7.80	7	7.49	11
Maintenance of parks and gardens	781	7.74	7.85	7.96	7.69	10	7.71	9	7.61	8
Burnley Golf Course	62	7.31	7.61	7.90	na	na	na	na	na	na
Pet and domestic animal services	449	7.37	7.52	7.68	7.28	14	7.37	12	7.10	13
Council's Internet site	375	7.15	7.30	7.46	7.34	13	7.29	14	7.43	12
Yarra news (Council's newsletter)	669	7.12	7.25	7.38	7.14	16	7.01	17	6.52	21
Maintenance & cleaning of strip shopping	781	7.05	7.17	7.28	7.14	15	7.04	16	6.94	15
Drains maintenance & repairs	773	7.02	7.16	7.30	6.94	21	6.92	20	7.04	14
On-road bike paths	407	6.96	7.14	7.31	7.13	17	7.12	15	6.84	19
Maintenance & repair of roads	791	6.91	7.04	7.18	7.03	18	6.81	22	6.88	16
Maintenance & cleaning of public areas	793	6.91	7.04	7.17	6.95	20	6.93	19	6.88	17
Provision & maintenance of street trees	786	6.87	7.00	7.13	6.89	22	7.01	18	6.85	18
Footpath maintenance & repairs	795	6.77	6.91	7.05	6.97	19	6.77	23	6.76	20
Public toilets	301	6.64	6.88	7.12	6.42	24	6.12	25	6.00	24
Council advertising in local papers	485	6.70	6.85	7.01	6.89	23	6.86	21	6.33	23
Parking enforcement	720	6.42	6.58	6.74	6.08	25	6.34	24	6.43	22
<i>Average importance</i>		<i>7.41</i>	<i>7.57</i>	<i>7.73</i>	<i>7.42</i>		<i>7.37</i>		<i>7.25</i>	

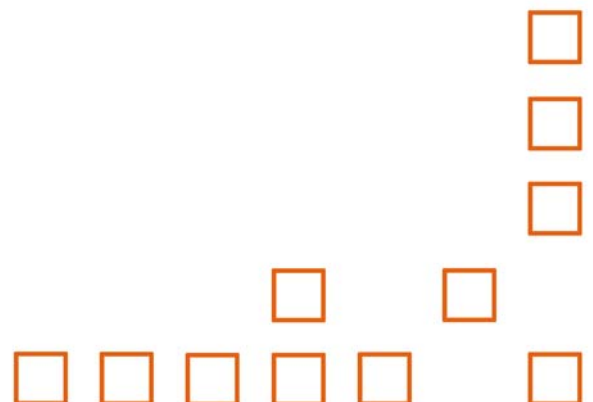
The following graph provides a comparison of the average satisfaction with the range of services and facilities with both the IMAP region and the metropolitan Melbourne average as recorded in *Governing Melbourne*.

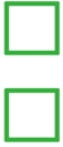
It is noted by Metropolis Research that the average satisfaction with council services and facilities in the City of Yarra was 4.2% higher than the metropolitan Melbourne average and marginally higher than the IMAP average.



The following important points are noted:

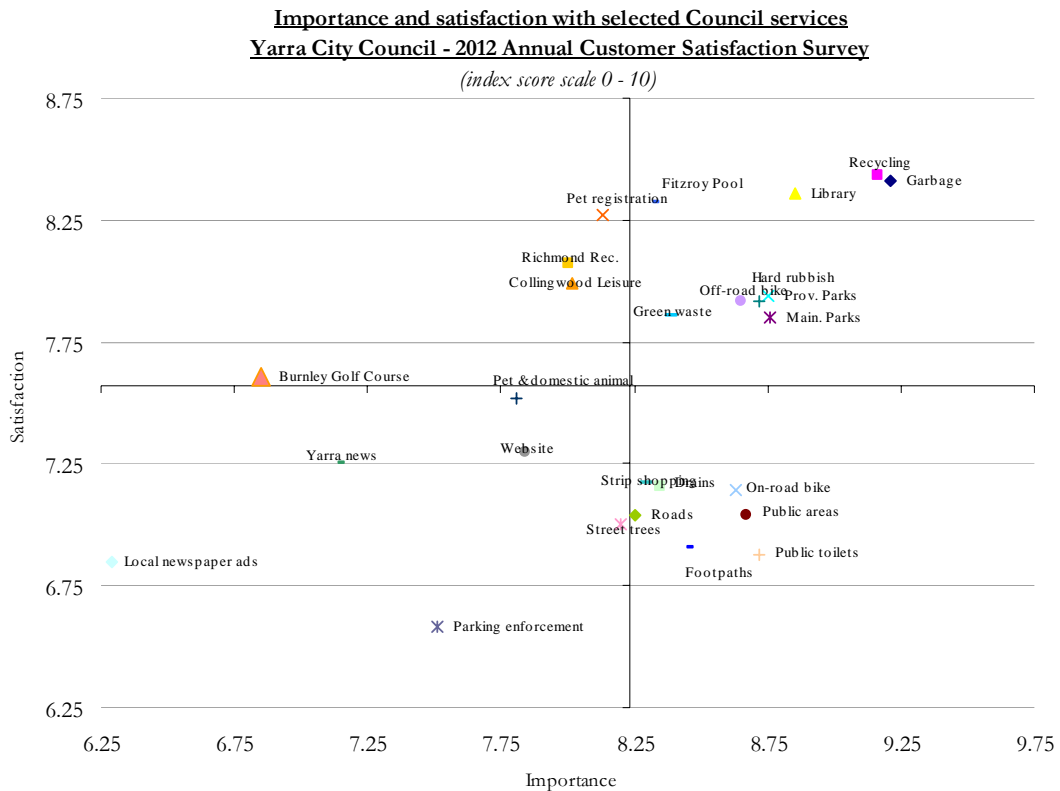
- ⊗ Average satisfaction with the 24 services and facilities increased for the third consecutive year, from 7.25 in 2009 to 7.57 in 2012, an increase of 4.4%.
- ⊗ Respondents were measurably more satisfied with the top ten services than the average and measurably less satisfied than the average with the bottom eleven services.
- ⊗ The highest rated service (regular recycling) was 11.3% higher than the average, whilst the lowest (parking enforcement) was 13.1% lower than the average.
- ⊗ The range from the highest to the lowest (1.85 points) in the 2012 survey is the smallest variation recorded over the four surveys.





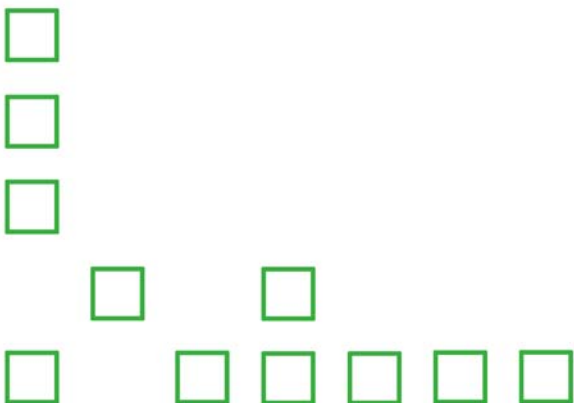
Importance and satisfaction cross tabulation

The following graph displays the importance and satisfaction scores for the 26 services / facilities included in the *Yarra City Council – 2012 Annual Community Survey*. This graph is designed to display the relationship between importance and satisfaction scores for each service.



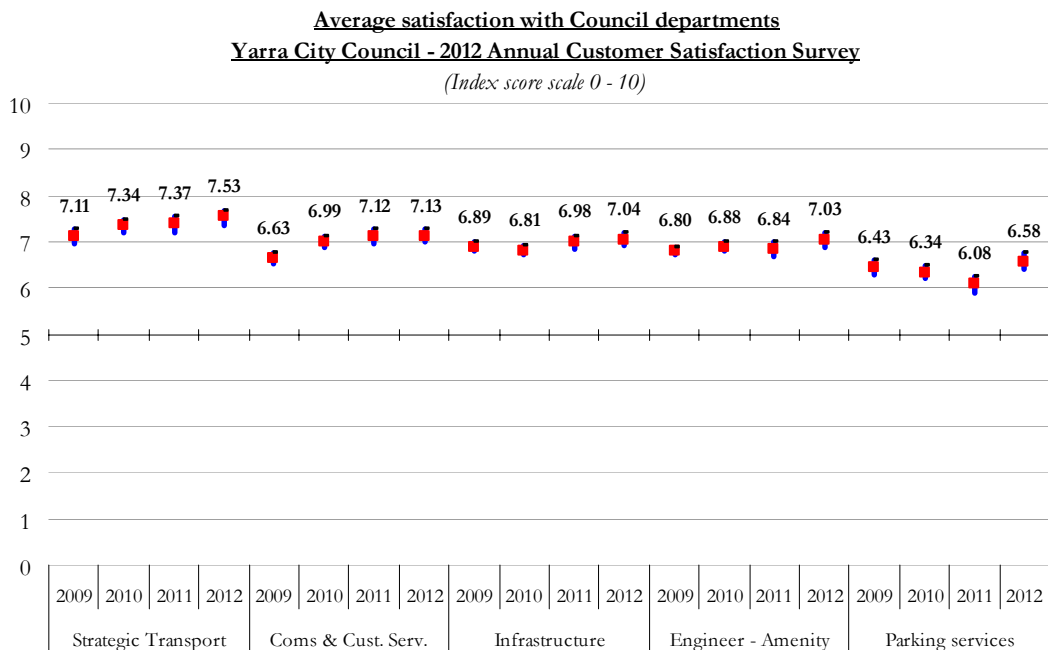
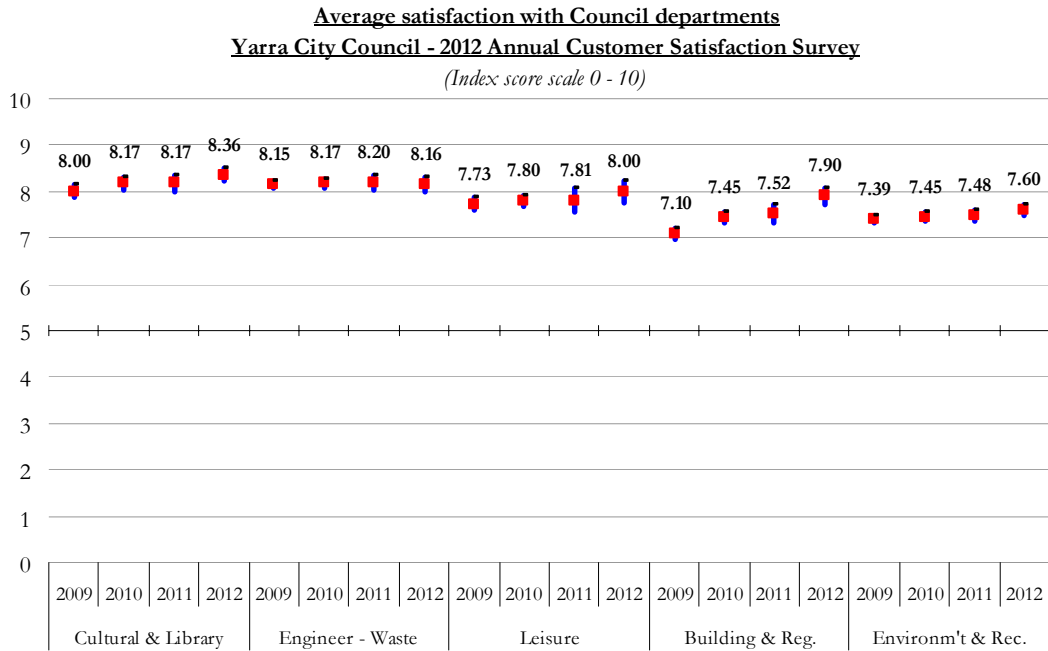
The x and y axis lines display the average importance (8.23) and satisfaction (7.57) scores obtained in the 2011 survey. Those services in the top right hand quadrant are those that the community considered more important than average and with which they were more satisfied. Those in the lower left hand quadrant are those the community rated as less important and with which they were less satisfied.

The services of most importance to the community (i.e. weekly garbage collection, regular recycling and to a lesser extent local libraries) have higher than average levels of satisfaction. Attention is drawn however to the services such as the maintenance and cleaning of public areas, footpaths and public toilets which have similarly higher than average importance scores but somewhat lower than the average satisfaction.



Satisfaction by Council department

The 26 services and facilities included in the *Yarra City Council – 2012 Annual Community Survey* have been categorized into 10 departmental groups. These groupings mirror the departmental structure of service delivery in the City of Yarra. The results have been presented in this format to assist managers with performance monitoring and business planning activities.





The following points are noted:



- ⊗ Satisfaction with nine of the ten departmental groups was at or slightly above the 2011 results. Satisfaction with Engineering – Waste was marginally lower in 2012.
- ⊗ Average satisfaction with Engineering – Waste, Cultural and Library services, Leisure services and Building & Reg. were all rated at levels best categorised as “excellent”.
- ⊗ Average satisfaction with Environment and Recreation and Strategic Transport were all rated at levels best categorised as “very good”.
- ⊗ Average satisfaction with Engineering – Amenity, Infrastructure, Communication & Customer Service and Parking services were all categorised as “good”.
- ⊗ All ten departmental groups recorded an average satisfaction score above satisfaction with Council’s overall performance.



Average satisfaction with Council departments
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index score scale 0 - 10)

Department	Survey	Satisfaction		
		Lower	Mean	Upper
Cultural & Library	2009	7.86	8.00	8.15
	2010	8.03	8.17	8.32
	2011	8.01	8.17	8.33
	2012	8.22	8.36	8.49
Engineer - Waste	2009	8.06	8.15	8.25
	2010	8.09	8.17	8.25
	2011	8.05	8.20	8.35
	2012	8.00	8.16	8.31
Leisure	2009	7.61	7.73	7.86
	2010	7.67	7.80	7.93
	2011	7.56	7.81	8.07
	2012	7.78	8.00	8.22
Building & Reg.	2009	6.98	7.10	7.22
	2010	7.34	7.45	7.57
	2011	7.31	7.52	7.72
	2012	7.73	7.90	8.07
Environm't & Rec.	2009	7.31	7.39	7.48
	2010	7.37	7.45	7.54
	2011	7.36	7.48	7.59
	2012	7.48	7.60	7.71
Strategic Transport	2009	6.97	7.11	7.26
	2010	7.21	7.34	7.46
	2011	7.20	7.37	7.56
	2012	7.37	7.53	7.69
Coms & Cust. Serv.	2009	6.51	6.63	6.76
	2010	6.88	6.99	7.10
	2011	6.97	7.12	7.27
	2012	6.99	7.13	7.28
Infrastructure	2009	6.80	6.89	6.98
	2010	6.71	6.81	6.91
	2011	6.85	6.98	7.11
	2012	6.90	7.04	7.18
Engineer - Amenity	2009	6.71	6.80	6.88
	2010	6.79	6.88	6.98
	2011	6.68	6.84	6.99
	2012	6.87	7.03	7.19
Parking services	2009	6.28	6.43	6.59
	2010	6.19	6.34	6.49
	2011	5.89	6.08	6.26
	2012	6.42	6.58	6.74



Departments not specifically included

The *Yarra City Council – 2012 Annual Customer Satisfaction Survey* provides a comprehensive measure of community satisfaction and sentiment with the broad range of services and facilities provided by Council. There is however a number of Council departments and specific services or facilities which have not been included in the service importance and satisfaction section of the survey and which therefore do not appear in the service importance and satisfaction tables and rankings.

There are typically two types of services for which importance and satisfaction is not individually measured in this survey:

1. Services provided by Council for a relatively small number of residents with specific needs or characteristics (less than 12.5% of the population). Large-scale random sample surveys such as this survey program are often not the most appropriate tool to examine these services and they are often examined more effectively through a targeted client based satisfaction methodology.
 - a. Aged and Disability services
 - b. Family and Children Services

2. Departments or functions of Council about which residents may not reasonably be expected to form an informed view as to their importance or performance or which community satisfaction is not a relevant key performance indicator.
 - a. Major Projects
 - b. Assets
 - c. Projects
 - d. Corporate Planning
 - e. Community Planning and Advocacy. *Although this department is not included in the service section of the survey and therefore there is no importance or satisfaction score in the rankings, the governance section of this report provides community satisfaction with “Council’s representation, lobbying and advocacy on behalf of the community”.*
 - f. Governance. *Although this department is not included in the service section of the survey and therefore there is no importance or satisfaction score in the rankings, the separate governance section of the survey includes satisfaction with Council’s performance in this area.*
 - g. Statutory Planning. *Town planning services are not included in the service section of the survey and therefore do not have importance and satisfaction results included in the rankings. There is however a separate set of questions measuring community satisfaction with a range of aspects of planning, including communication of decisions, timeliness, appearance and quality of new developments, consultation and opportunities to participate.*
 - h. Strategic and Economic Development. *The strategic planning functions of this department are covered in the same set of questions around aspects of planning. Economic development is not included specifically in the rankings.*
 - i. Contracts and Procurement, Finance, Information and I.T, Human Resources, People and Organizational Development



Infrastructure

There are three services included in the *Yarra City Council – 2012 Annual Community Survey* that fall within the scope of the Infrastructure department.

Satisfaction with two of the three Infrastructure services increased in 2012, with the average increasing somewhat from 6.98 to 7.04, remaining at a level best categorised as “good”.

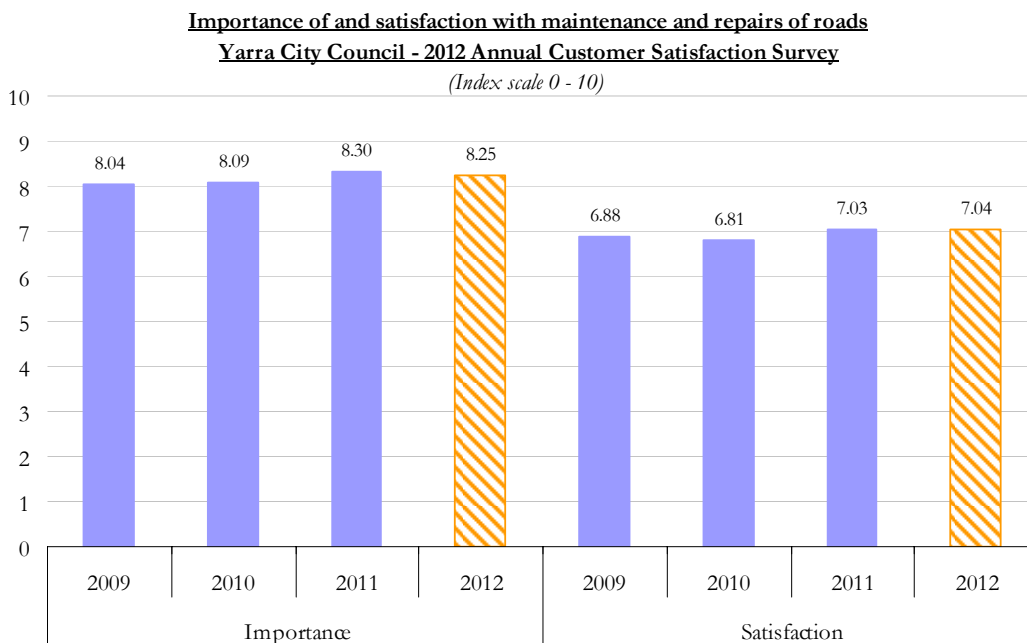
Average satisfaction with the infrastructure services was 3.6% higher than satisfaction with Council’s overall performance. This result suggests that infrastructure services are a marginally positive influence on community satisfaction with the performance of Council.

Road maintenance and repairs

Road maintenance and repairs was the 16th most important service identified by respondents in the 2012 survey, up one place on the ranking in 2011. Importance fell slightly from 8.30 to 8.25 consistent with the slight decline in average importance with all services.

Satisfaction with road maintenance and repairs increased marginally in 2012 from 7.03 to 7.04, ranking it 20th in 2012. This level of satisfaction is best categorised as “good”, the same categorisation in each previous surveys.

This level of satisfaction is marginally higher than the 6.96 recorded for metropolitan Melbourne in *Governing Melbourne 2012*.



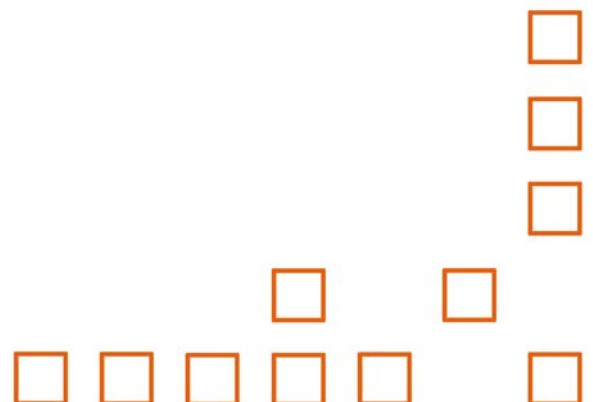
Comments regarding maintenance and repair of roads
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

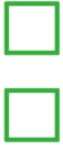
<i>Comments</i>	<i>Number</i>
Lots of potholes	19
The road could be better maintained - not good enough	9
Uneven, dips, bumps	9
Cracks on road surface	8
Needs improvement	6
Poor surface. Should be renovated more often	6
Some roads are in poor condition - shoddy	5
Always seems to be problems. A lot of consistent maintenance - short term	3
Lots of patches - badly done	3
Repairs not timely - should be done more often	3
Root damage	3
A lot of potholes for bikes	2
B-grade road & footpath repairs - Don't repaint speed bumps etc.	2
Chicanes broken by trucks	2
Holes in the local roads - takes a long time to get them filled in	2
Inconsiderate sub-contractors/traffic controllers	2
Low quality	2
Road humps prevent parking - unnecessary	2
Too much road maintenance	2
A bit rough around here	1
Badly designed	1
Crumbled and dangerous	1
Don't care	1
False start and removal of road facilities e.g.. road ripple strip, speed limit, bumps	1
Gutter are not cleaned regularly	1
Not very good - Council should pay more on roads maintenance	1
Poor scheduling of road works	1
Problem with vegetation on roundabouts- blocks sight	1
Road safety concerns & bikes	1
Roads are not smooth and even enough	1
Roads around tram tracks not good	1
Some parts are dangerous, too many potholes	1
Spend too much money on roads	1
Sticky in summer and multiple heights	1
Takes too long for repairs to start	1
They are ok	1
They make a mess and never do it right	1
Too many speed humps and bike lanes	1
Too many vehicles	1
Under-maintain some roads and over-maintain others	1

Comments regarding maintenance and repair of roads (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
<i>Specific sites identified by respondents</i>	
Bumpy on Bendigo St - dirt on street from Channel 9 development	2
Easey St- uneven road, not good	2
Miller St & Lt Alfred - nothing done for many years	2
Swan St terrible	2
Alexander/Station streets	1
Alexandra Pde / Gold Street - dangerous	1
Davison and Buckingham needs work	1
No parking lines at Mcllwraith	1
Not maintained Charles St not maintained	1
Palmer St needs improvement	1
Richardson / Mcllwraith bumpy	1
Roseneath St very bad	1
Some roads are not repaired, e.g.. Hoddle St between Aaron St and Bridge Rd (south bound centre lane)- residents feel experimented on rather than serviced	1
Station St not maintained	1
Total	129





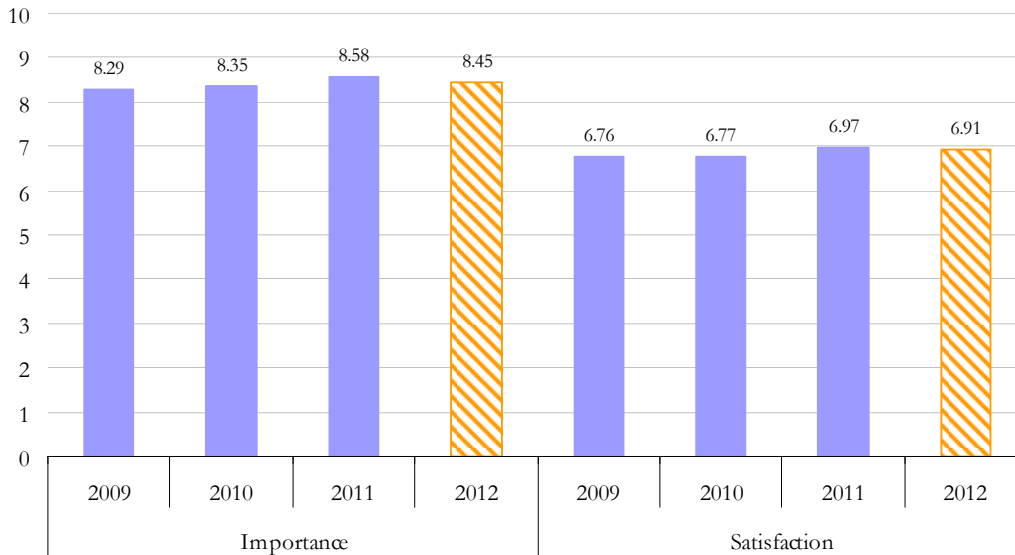
Footpath maintenance and repairs

Footpath maintenance and repairs was the 11th most important service in 2012 with an importance score of 8.45, a decline on the score of 8.58 from 2011.

Satisfaction with footpath maintenance and repairs declined very marginally in 2012 from 6.97 to 6.91. Satisfaction with footpath maintenance and repairs remains at a level best categorised as “good”.

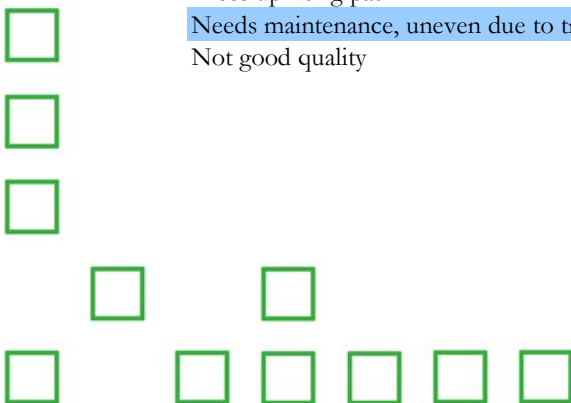
This level of satisfaction is measurably higher than the 6.70 recorded for metropolitan Melbourne in *Governing Melbourne* 2012.

Importance of and satisfaction with footpath maintenance and repairs
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding footpath maintenance and repairs
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

Comments	Number
Uneven, patchy, dangerous	20
Needs improvement	8
Cracks, holes in footpaths	7
Footpaths damaged by street trees / roots	6
Poor condition	6
Trees uplifting path	6
Needs maintenance, uneven due to trees	5
Not good quality	4



Comments regarding footpath maintenance and repairs (continued)

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number of responses)

<i>Comments</i>	<i>Number</i>
Root barrier ineffective, cracked footpaths	3
Badly repaired - patchy	2
Dirty and not continuous	2
Don't see much done - more needs to be done	2
Footpaths are in bad condition	2
Footpaths are too narrow	2
Left unrepaired - not well planned	2
Lots of surface inconsistency - patchy	2
More footpaths needed - not enough	2
Not maintained properly, looks unsightly	2
Overhanging branches not suitable for prams	2
Repairs being done in other places but not nearly enough	2
Uneven, bushes overhanging	2
Uneven, dangerous to run on	2
A lot of things not fixed	1
Always dug up	1
Crumbled	1
Footpaths on a hill	1
Hard for prams	1
It has been reported to Council to fix but no one has come	1
Multiple jobs but not good finish, trip hazard	1
My daughter tripped and hurt herself- uneven paths	1
Not always clean	1
Not much nice paving	1
Not well maintained	1
Often graffiti not cleaned up and rubbish	1
Repairs to the footpath damaged the drainage & then the house	1
Surfaces are uneven and people can trip	1
Taken blue stone	1
Takes too long to repair	1
There should be more space for pedestrians	1
Too many roadwork - footpath interruptions	1
Uneven from tree roots	1
Varies but some are poorly maintained	1
Wobbles	1

Specific sites identified by respondents

Nothing done for many years- Miller St & Lt Alfred	2
Richmond Terrace	2
Uneven & massive puddles when rains in Burnley St	2
Lanes along McIlwraith	1
Need maintenance at Bromham Place	1
Need maintenance at Palmer St	1
Needs improvement at Palmer St	1
Needs improvement on Princes St	1
Not done along Station St	1
Not swept - Station St	1
Smith St is really bad, and lack of footpath repair after development	1
Tripped on a footpath on Easey St	1
Uneven area down Station St	1
Total	128



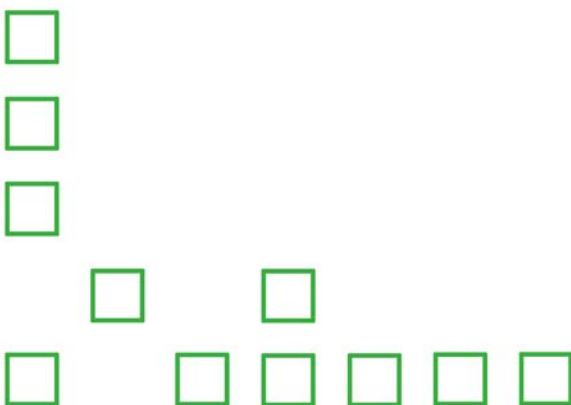
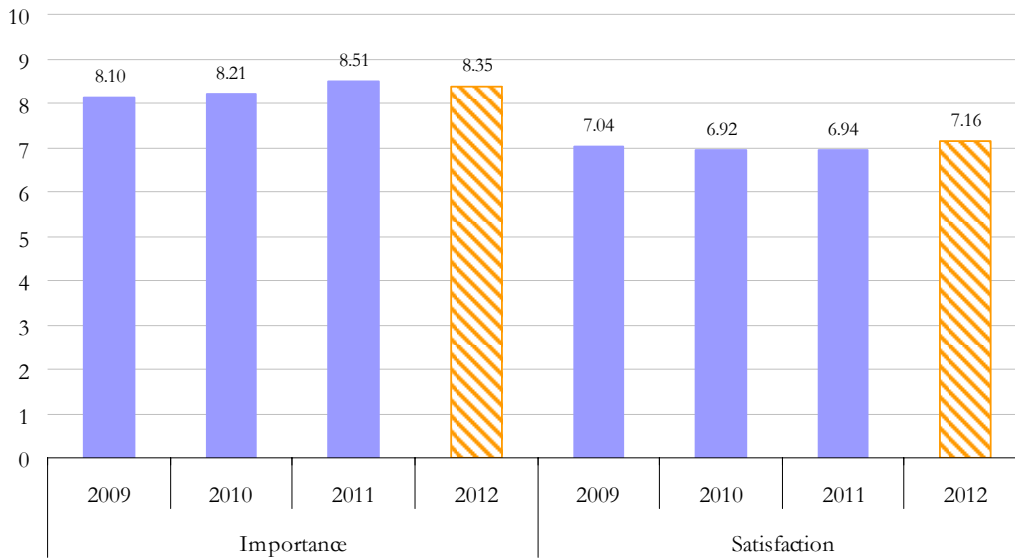
Drains maintenance and repairs

The importance of drains maintenance and repairs was rated at 8.35, a decline on the 8.51 recorded in 2011. This ranks the service 13th in 2012, down three places on the 10th recorded in 2011.

Satisfaction with drains maintenance and repairs remains at a level best categorised as “good”, with an average score of 7.16, up somewhat on the 6.94 in 2011. This level of satisfaction ranks the service 18th, up a few places on 2011.

Satisfaction with drains maintenance and repairs in the City of Yarra is measurably but not significantly higher than the 6.87 recorded for metropolitan Melbourne in *Governing Melbourne* 2012.

Importance of and satisfaction with drains maintenance and repairs
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)



Comments regarding drains maintenance and repairs
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
Blockages and flooding when it rains	14
Drains clogged by litter, rubbish, leaves	10
Drains get blocked quite frequently especially after rains	9
No maintenance performed - not enough effort	6
More could be done to reduce the risk of flooding - needs improvement	5
Need regular cleaning and maintenance	4
Not very good - Council should pay more on roads maintenance	4
They do not clean them often enough, blocks with heavy rain	4
Drains can't cope with heavy rains	3
Not enough drainage, flooding especially in laneways	3
Poor condition of drains - smelly	3
Never repaired properly e.g. water pipes & rude and inconsiderate representatives	2
Should manage storm water differently - should be retained	2
After pipe replaced, water contaminated for a few months	1
Done work and its never satisfactory	1
Gutter full of rubbish. Already made a complaint with no response	1
Handled drainage problem behind my house badly	1
Laneways block the drainage system	1
Major issue of water in gas mains. No hot water in last month	1
No real experience with the problem	1
Not informed	1
Only temporary tenants - do not care	1

Specific sites identified by respondents

Heading along Miller St	2
Swan St flooding	2
19 Baker floods	1
Blocked on Noone St by litter	1
Blocks on Queens Parade	1
Drain in Gold St - gets clogged with leaves	1
Drains on Easey St get blocked quite often	1
Flooding Lee St/Canning St	1
Gold St floods	1
Grattan/Richmond Terrace blocked	1
Needs improvement on Chestnut St	1
Overflowing down Station St	1
Roseneath St swales don't work, poorly designed	1
Some drains blocked (Napolean St)	1
Some drains blocked at Kent St	1
Sometimes leakage along Mcllwraith	1
The back lane of Gold St floods, the front drainage caused \$10,000 damage to my house	1
There is a drain blocked at River St	1
Wellington corner floods	1
Yarrabing lane	1
Total	100



Engineering - waste and recycling services



The Engineering department of Council has a total of seven services included in the *Yarra City Council – 2012 Annual Community Survey*, four relating to waste and recycling services and three relating to public amenity. These two sub-groups of services have been separated as they are treated separately by the DPCD research and a degree of compatibility is required and preferable.

Respondents to the survey rated waste and recycling services as very important services.

Average satisfaction with the waste and recycling services was 8.16, similar to the 8.20 recorded in 2011, and a level of satisfaction best categorised as “excellent”. Metropolis Research notes that satisfaction scores of above eight out of ten are relatively rare and reflect a very high level of community satisfaction with the service.

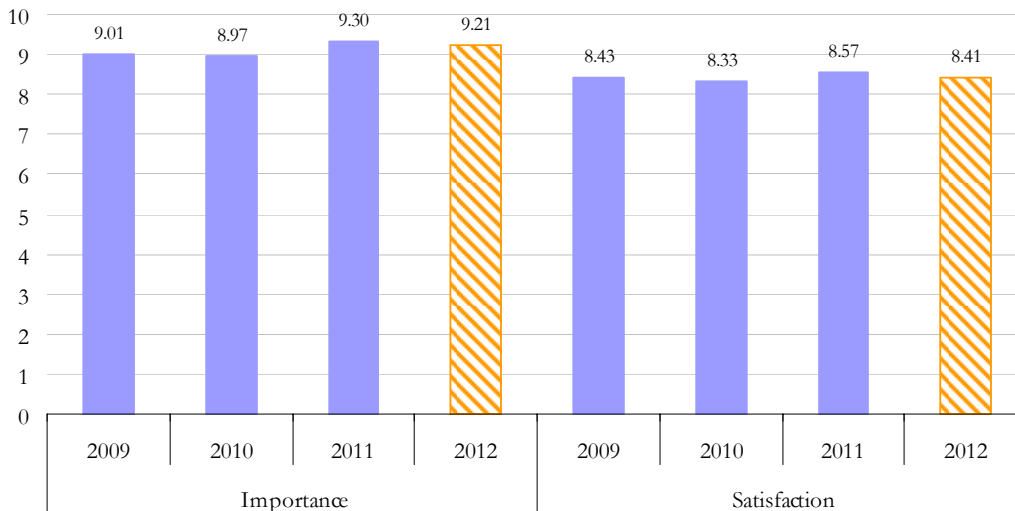
Average satisfaction with the waste and recycling services was 20.1% higher than satisfaction with Council’s overall performance. This result suggests that waste and recycling services are a positive influence on community satisfaction with the performance of Council.

Weekly garbage collection

The importance of the weekly garbage collection was rated at 9.21 in 2012, down marginally on the 9.30 recorded in 2011. The service remains the most important service as it has been in both previous surveys.

Satisfaction with the weekly garbage collection service was rated at 8.41, down marginally on the 2011 result. This decrease in satisfaction is reflected in its ranking of 2nd in 2012, down on its previous ranking.

Importance of and satisfaction with weekly garbage collection
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)

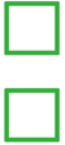


Comments regarding weekly garbage collection
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Not on time, not punctual	6
Not very good	3
Bins left in front way house	2
Bins too small	2
Green bin please	2
No room for large bins	2
Often miss the date and then bin gets moved after collection	2
Rubbish everywhere after collections	2
Rubbish strewn into park during collection	2
Aren't emptied properly, bins not left outside the right property and don't collect anything if its overflowing	1
Bins chucked everywhere	1
Come very late	1
Council should do more recycling	1
Don't always collect all the rubbish	1
Garbage left in corridors	1
It's not done enough, especially recycling	1
Knocked over	1
Later in the day, should be earlier	1
Leave glass everywhere every week!	1
Missed collections on Station St	1
No bin	1
No one came this week	1
No regular green waste collection	1
Not as frequent as it should be	1
Not enough bins	1
Not very efficient	1
Sits in the street too long	1
They sometimes don't pick up the bin	1
Time - inconvenient	1
Would it be possible to have organise compost collections?	1
Total	44





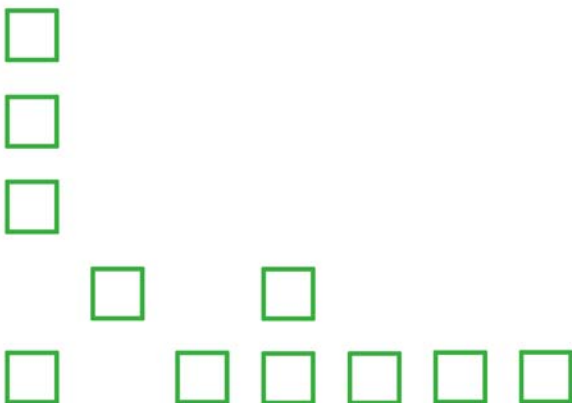
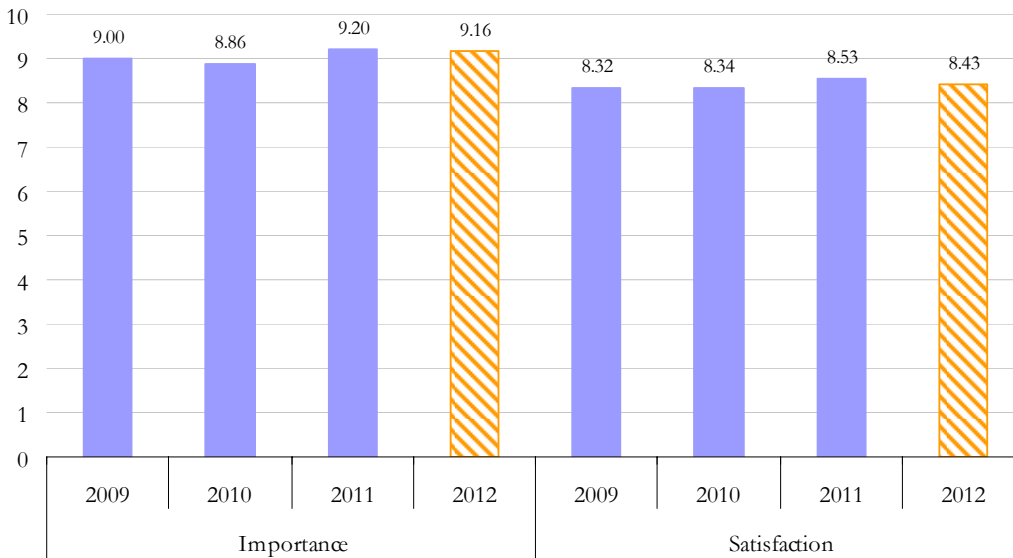
Regular recycling

Regular recycling remains the 2nd most important service included in the survey, with an average importance score of 9.16.

Satisfaction with the regular recycling service was rated at 8.43, a slight decrease on the 8.53 recorded in 2011. Metropolis Research advises that satisfaction scores of more than eight out of ten are relatively rare and reflect a high level of community satisfaction with the service. Despite this decline, regular recycling is ranked 1st in 2012.

This level of satisfaction is marginally lower than the 8.46 recorded for metropolitan Melbourne in *Governing Melbourne* 2012.

Importance of and satisfaction with regular recycling
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding regular recycling
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Council should be more recycling	7
Rubbish strewn into park during collection	2
Bins are left in the middle of the street	1
Bins broken & replaced but broken again - should take more care when collecting	1
Council should do more about improving recycling	1
Doesn't recycle all numbers	1
Need a proper green bin	1
Needs to be more regular - especially for TVs & computers	1
No bin	1
No bins in units, no education	1
Not good	1
Not good. Council should try and pay more attention to recycling	1
Recyclables have to be done in lobby	1
Seems like the garbage and recycling bins are put into the same truck	1
Should be separated into more different kinds of waste	1
There is no green waste. Have to organise collections which leave a mess	1
Things not being recycled properly	1
Too late	1
Too small	1
Total	26



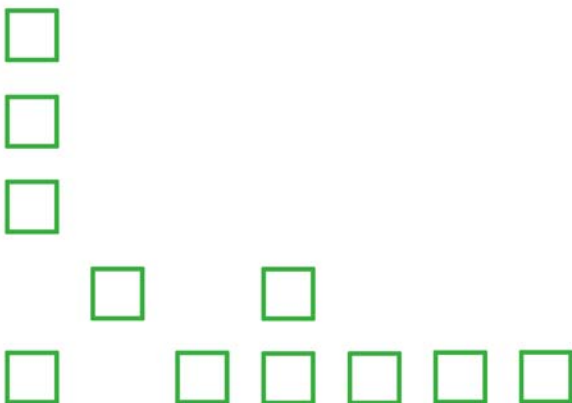
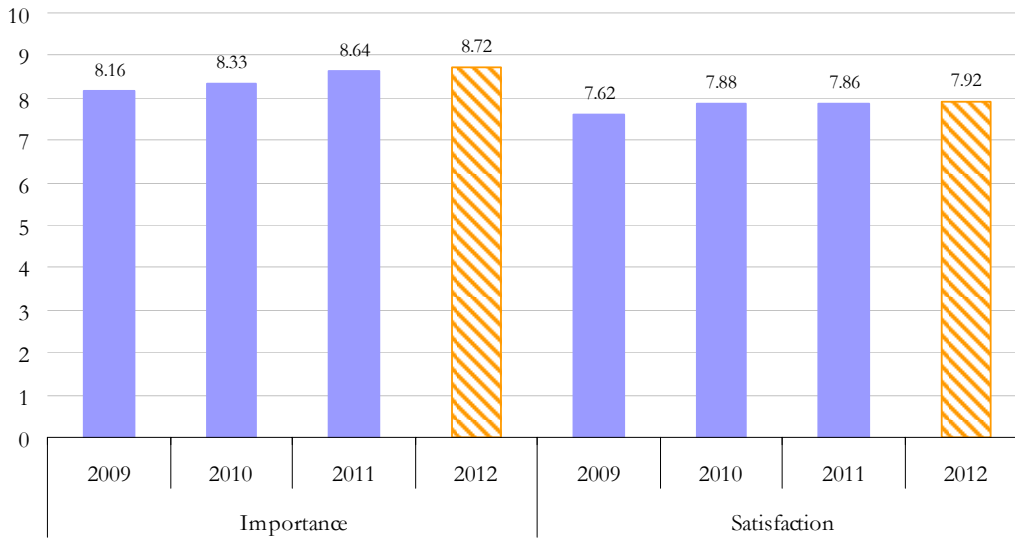


Hard rubbish booking/pickup service

The hard rubbish service was 6th most important service, up one place on its 2011 ranking.

Satisfaction with the service improved very marginally in 2012 to its highest level (7.92). This level of satisfaction is best categorised as “excellent” and ranks the service 9th.

Importance of and satisfaction with hard rubbish booking/pick up service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding hard rubbish booking/ pick up service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Needs to be more frequent	3
Prefer set days per year	3
Take too long to collect	3
Aren't enough collections per year, more helpful when it was regular	2
Ineffective recovery of materials	2
It was better when there was a set day for it - that way locals could take other people's junk	2
Not good - should be more efficient	2
Poor choice of pick-up days, not efficient	2
Used to be better	2
Changing restrictions on hard rubbish - e.g. sizes too small	1
Failed to recognise correct address	1
Isn't available when you need it	1
Isn't collected	1
Later in the day	1
Lots of rubbish thrown from windows	1
Not efficient	1
People throw away lots of rubbish	1
Prefer monthly	1
Prefer putting in on the strip and people can re-use it and the rest gets picked up	1
Prefer the one week a year set up as opposed to calling up and booking	1
Should be improved	1
Should put hard rubbish back to where it belongs, not chuck it everywhere	1
They couldn't collect adequate volume	1
Would prefer two pickups a year	1
Total	36



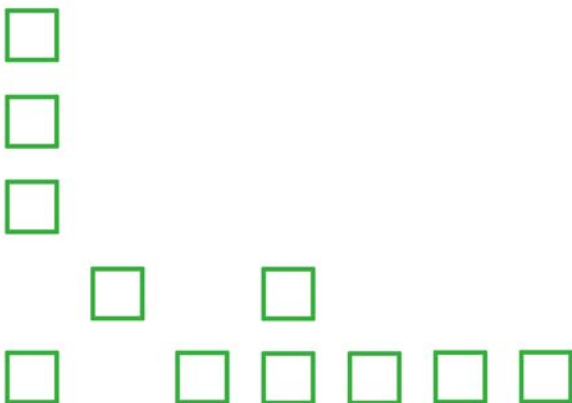
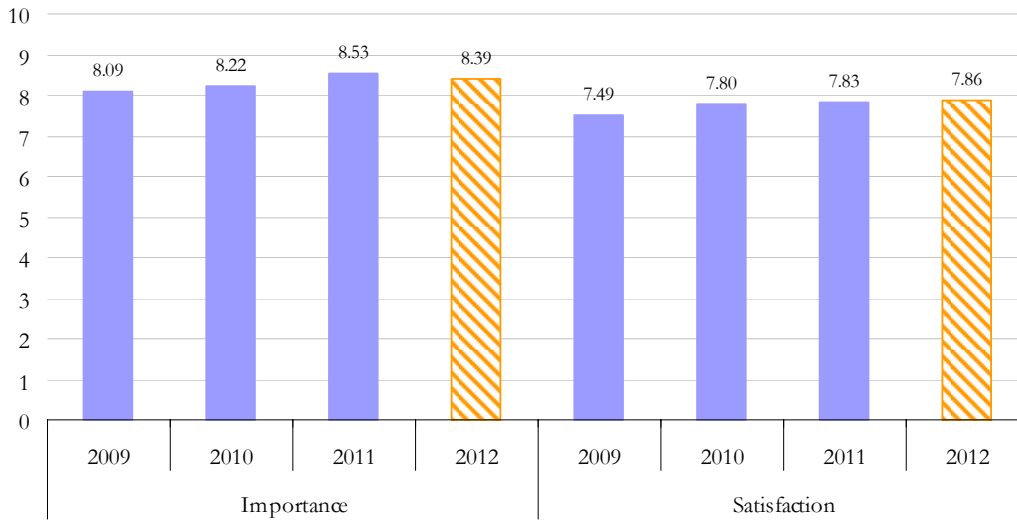


Green waste booking/pickup service

The importance of the green waste service fell back marginally in 2012 to 8.39, ranking the service 12th in 2012, down three places.

Satisfaction with the green waste service increased for the third consecutive survey, although the increase was again only marginal from 7.83 to 7.86. This level of satisfaction remains best categorised as “excellent” and ranks the service 11th, down a few places.

Importance of and satisfaction with green waste booking/ pick up service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding green waste booking and pickup service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Provide green waste bins to residents	3
Doesn't take green waste in plastic bags	2
Has not collected on one occasion & ended up disposing of it themselves	2
Too infrequent - doesn't come when you need it	2
A difficult service - we need a green waste bin!	1
Difficult for me as an elderly person	1
Fail to pick up on agreed date. Loss of booking. Resident rang three times	1
Green waste days	1
Need to be a weekly service	1
Not good	1
Prefer monthly	1
Prefer regular pickup	1
Should be improved	1
Sometimes there is no collection	1
They said it had to be tied up and they just take ties off and leave them on the road.	1
Inconsistent with rules	1
Used to be better	1
Very particular about how you put it out. Makes recycling difficult	1
Would prefer them to come two times a year	1
Total	23

Engineering - public amenity services

The Engineering department of Council has a total of seven services included in the *Yarra City Council – 2012 Annual Community Survey*, four relating to waste and recycling services and three relating to public amenity. These two sub-groups of services have been separated as they are treated separately by the DPCD research and a degree of compatibility is required and preferable.

The average importance of the public amenity services improved marginally in 2012 from 6.84 to 7.04, and has been stable at this level over the course of the three surveys.

This average satisfaction is 3.6% higher than satisfaction with Council's overall performance. This result suggests that public amenity, as a group, are a marginally positive influence on community satisfaction with the performance of Council.

It is important to note however that there are a number of services within public amenity that have satisfaction scores lower than the level of satisfaction with Council's overall performance.





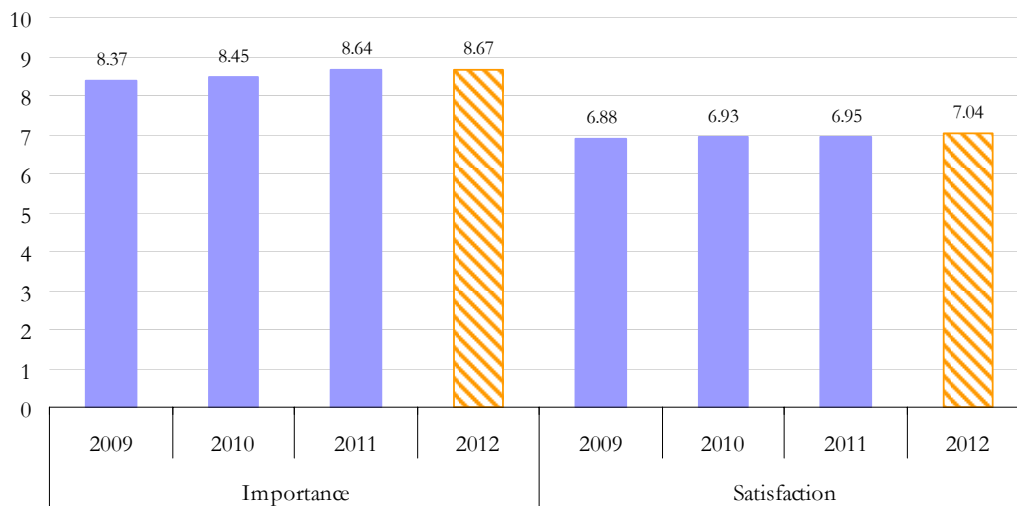
Maintenance and cleaning of public areas

The importance of the maintenance and cleaning of public areas increased for the third consecutive survey from 8.37 in 2009 to 8.67 in 2012. This ranks the service 8th in 2012, down on the previous ranking of 6th.

Satisfaction with the maintenance and cleaning of public areas also increased for the third consecutive survey, although both increases have been very marginal and not statistically significant. The satisfaction score of 7.04 is best categorised as “good” and ranks the service 21st in 2012.

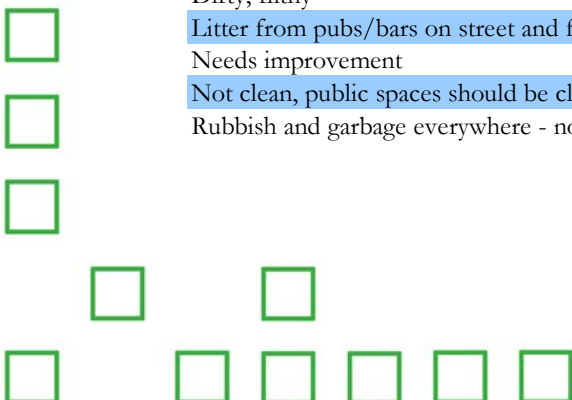
In the 2012 *Governing Melbourne*, Metropolis Research recorded an average satisfaction with the maintenance and cleaning of public areas across metropolitan Melbourne of 6.84, somewhat higher than the City of Yarra result.

Importance of and satisfaction with maintenance and cleaning of public areas
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding maintenance and cleaning of public areas
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

Comments	Number
Rubbish in streets, footpaths	9
Clean more often. Some areas are not cleaned	7
Not as clean as it should be, council should improve cleaning service	7
Dirty, filthy	4
Litter from pubs/bars on street and footpaths	4
Needs improvement	4
Not clean, public spaces should be cleaned more often	4
Rubbish and garbage everywhere - not cleaned frequently	4



Comments regarding maintenance and cleaning of public areas (continued)

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number of responses)

Comments	Number
Syringes everywhere,	4
Litter not collected for weeks	3
Some of the lanes are terrible, looks like slums - need frequent cleaning	3
Bins not emptied in park	2
Bins stolen	2
Broken glass on footpath	2
Car park full of rubbish	2
Dumped rubbish on street	2
Need more people to clean and more frequently	2
No comprehensive, frequent collection	2
Not enough bins, rubbish in gutters	2
Not very frequent sweeping	2
Rubbish not picked up, leaves everywhere, not swept	2
The streets are filthy, disgusting	2
Weekends - vomit, urine, broken bottles on footpaths/street	2
A lot of rubbish gets left around, especially from cafes	1
After football games at parks, needs to be picked up faster, more bin- not ugly ones	1
Always lots of rubbish in the gutter	1
Clean gutters, leaves and litter	1
Dirty streets	1
Graffiti	1
Huge amount of rubbish - blocks drains. Unsightly as well	1
I have to do it myself	1
Improvement needed in street maintenance	1
Litter in the park	1
Mail ends up in puddles	1
Not enough done	1
Not enough public bins	1
Not ever cleaned	1
Not good	1
Park is untidy	1
Rubbish bin overflow. No empty bins in new parks	1
Should be cleaner	1
Should clean more often or increase bin volume	1
Significantly increased presence of discarded needles in laneways, parks and gutters etc	1
Street maintenance need improvement	1
They don't clean often enough, especially bottles & food boxes	1
Too much cleaning graffiti - leave it alone	1
Uncollected litter in public areas- should be more litter bins	1
<i>Specific sites identified by respondents</i>	
Overflowing bins on Church St	2
Dirty always on Friday night at Smith St	1
Lots of rubbish lying around e.g. Pilkington Street	1
Needs improvement (Rich St)	1
Not done along Station St	1
Rubbish everywhere by the river near Northcote - Merri Creek	1
Smith St is a bit dirty	1
Street maintenance need improvement at Bromham Place	1
Total	110



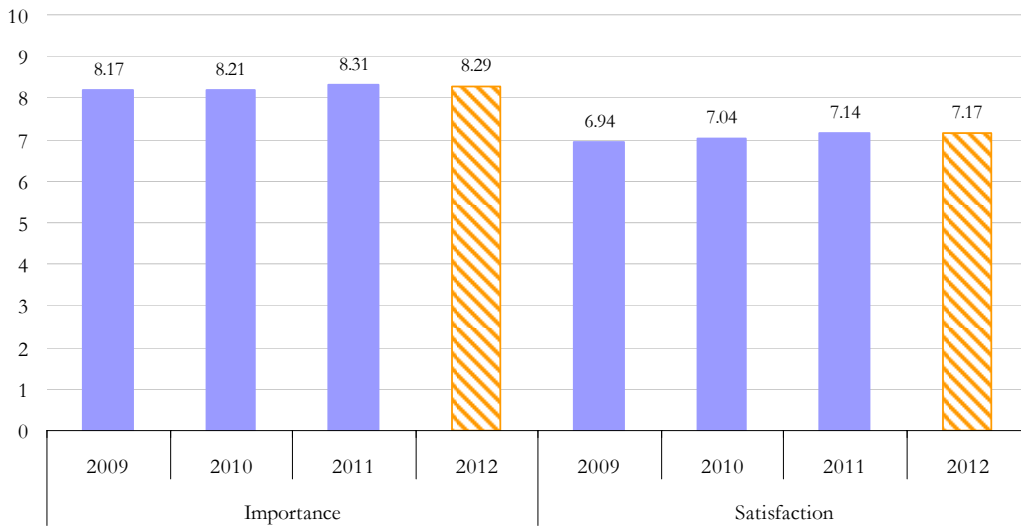
Maintenance and cleaning of shopping strips



The importance of the maintenance and cleaning of shopping strips decreased marginally in 2012 to 8.29. This ranks the service 15th in 2012, similar to its previous rankings.

Satisfaction with the service increased again in 2012, from 6.94 in 2009 to 7.17 in 2012. This level of satisfaction remains best categorised as “good” and ranks the service 17th, similar to its previous rankings.

Importance of and satisfaction with maintenance and cleaning of shopping strips
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding maintenance and cleaning of shopping strips
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Not clean enough - need to clean more often	12
Graffiti	6
Some areas are not cleaned - pretty gross	3
Too much litter everywhere	3
A lot of rubbish on the streets	2
Broken glass on footpath	2
Dirty on weekends	2
Food litter everywhere	2
No cleaning done	2
Not accounting for peak times	2
Rubbish on footpaths	2
Rubbish on nature strips	2
Shopping areas are dirty with a lot of rubbish	2
General impression	1
Needs improvement	1
Notice a lot of rubbish and sometimes needles	1
Only general living area	1
Responsibility of shop owners	1
Rubbish in shops	1
Should increase volume of bins or empty more often	1
Smell of pee	1
Sweepers come only when the cars are parked	1
Uncollected litter in public areas - should be more litter bins	1
<i>Specific sites identified by respondents</i>	
Overflowing bins on Church St	2
Swan St needs attention & upgrading of street - dated, dirty & worn	2
Litter and rubbish in Victoria St	1
Smith St - dustbins overflowing and very dirty in Hoddle St	1
Smith St - not that clean	1
Smith St not clean enough	1
Victoria and Hoddle St could benefit from more shady trees	1
Barkley Square not good	1
Total	62





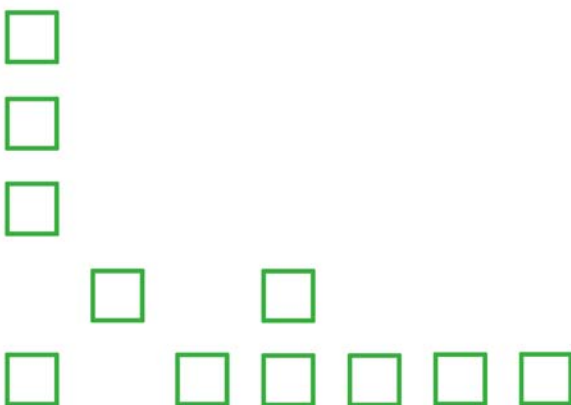
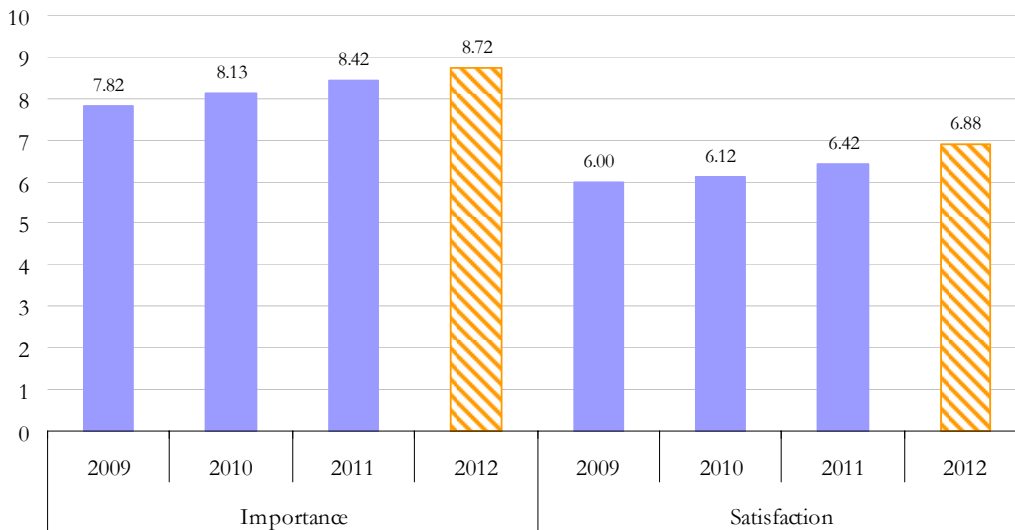
Public toilets

The importance of public toilets increased again in 2012 from 7.82 in 2009 to 8.72 in 2012, ranking the service 7th, up notably on the 2011 ranking of 14th.

Satisfaction with public toilets increased for the third consecutive survey from a low of 6.00 in 2009, up 14.6% to 6.88 in 2012. This improves the categorisation from “solid” previously to “good” this year. Satisfaction with public toilets remains ranked 24th.

It is noted that public toilets are consistently one of the lowest rated services provided by local government across metropolitan Melbourne. The 2012 *Governing Melbourne* results show satisfaction with public toilets across metropolitan Melbourne at 6.28, measurably and significantly lower than the result recorded for the City of Yarra.

Importance of and satisfaction with public toilets
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding public toilets
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Not clean enough	13
Dirty and needs more cleaning	12
Not enough, need more widespread	6
Infrequent cleaning	2
Needs to be cleaned more regularly	2
No toilet paper	2
Opening hours is not satisfying	2
Syringes left in baby change area	2
Disgusting	1
Dislike new automated toilets	1
Girls toilet paper	1
Low quality	1
Needs improvement	1
No bins - found one in park, nowhere to put them	1
Not accessible for the disabled	1
Some are not clean	1
There should be more - quality is ok	1
They haven't been cleaned, bottles and syringes	1
Unclean - do not feel safe	1
<i>Specific sites identified by respondents</i>	
Dirty at Smith St	1
Not enough toilets on Wellington St	1
Total	53





Environment and recreation services

The Environment and Recreation Services department has three services included in the *Yarra City Council – 2012 Annual Community Survey*, those being the provision of parks and gardens, the maintenance of parks and gardens and the provision and maintenance of street trees.

Average satisfaction with the three environment and recreation services was 7.60, a marginal increase on the previous average of 7.48. This average satisfaction was 11.9% higher than satisfaction with Council’s overall performance. This result strongly suggests that the environmental and recreation services are a positive influence on community satisfaction with the performance of Council.

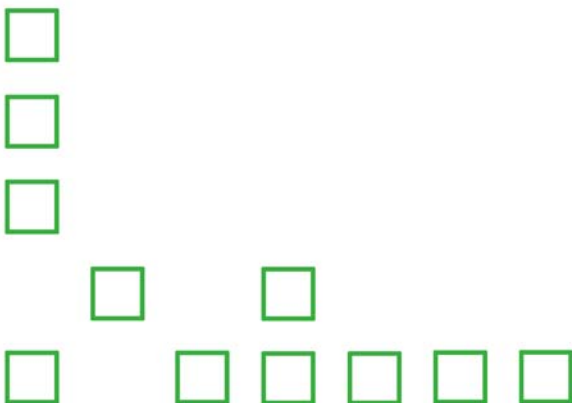
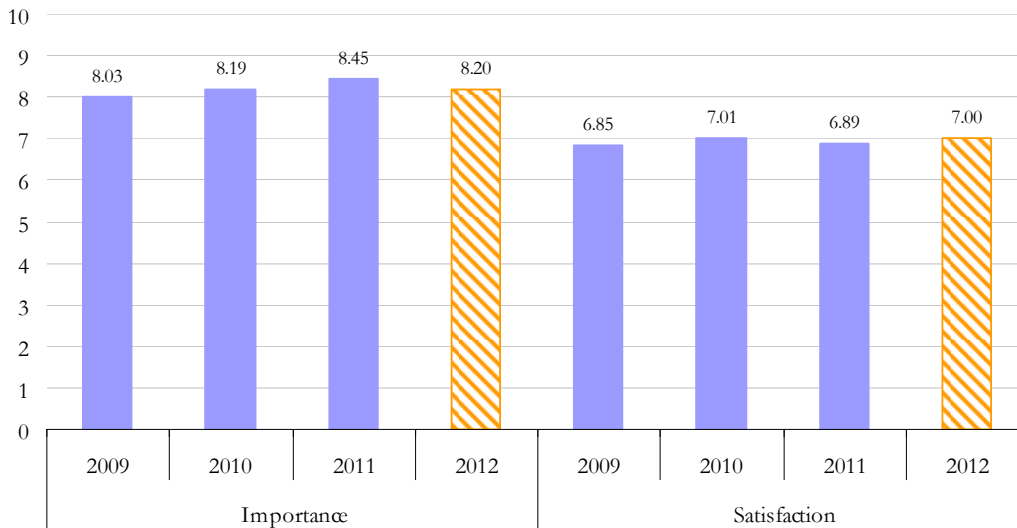
Provision and maintenance of street trees

The importance of the provision and maintenance of street trees decreased from the 8.45 recorded in 2011 back to its 2010 result of 8.20 and ranking the service 17th in 2012, down a few places.

Satisfaction with the provision and maintenance of street trees increased marginally in 2012 from 6.89 to 7.00. The categorisation of satisfaction remains at “good”.

This level of satisfaction ranks the service 22nd in 2012, identical to 2011.

Importance of and satisfaction with provision and maintenance of street trees
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding provision and maintenance of street trees
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
<i>Tree maintenance, care, replacement</i>	
More maintenance	5
Trees are planted but not maintained	5
Street trees should be trimmed more regularly	4
Not good	3
Council should take care of street trees	2
Damaged / dead trees not replaced, some out of water during drought	2
Didn't bother cleaning up after cutting the trees & low maintenance	2
Don't clean up	2
Had to maintain and prune myself - watering fine	2
Not enough enforcement	2
Not well maintained and looked after	2
Rarely maintained	2
A history of neglect of planted areas	1
Bigger variety and need to be cared for more	1
Council is too quick to remove trees that aren't doing so well	1
Have never been pruned down river end	1
I have been trying to get the tree at the front of my house removed for years	1
Improved street maintenance	1
Inconsistent type and maintenance	1
Keep pulling them out	1
Leaves fly into backyard - change the trees may be?	1
Leaves in autumn, some trees are too big, need cutting	1
Lots of dying trees - not maintained or wrong tree	1
Need improvements	1
Needs replacing	1
Not enough people maintenance	1
Planted a tree at the top of the street which died, was not replaced	1
Removed trees out the front of house	1
Street tree maintenance needs improvement	1
They don't clip them back - trees get ill and overhanging branches	1
They keep dying - not choosing the right trees, better planting	1
They're not groomed as much as they should be	1
Trees are not cared for or maintained. Better choice of trees	1
Trees being removed. Maintenance has damaged trees, not sufficient watering	1
Trees dead	1
Trees have been broken and not replaced. Poor supervision of contractors planning method	1
Trees need to be maintained & they damage the footpaths, a different choice of trees	1

Remove trees / too many

Need to be cut back	1
Trees need to be cut down	1



Comments regarding provision and maintenance of street trees (continued)

Yarra City Council - 2012 Annual Customer Satisfaction Survey

(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Choice of trees</i>	
Planting deciduous trees - should be planting native trees	3
Don't like the type of trees	2
Wrong trees planted, disturb power lines, no-one cleans up leaves	2
More foliage, taller	1
Plain trees are messy - block drains, allergies are a nightmare. love the shade, need a different sort of tree	1
Plant the wrong trees in wrong places	1
<i>More trees / not enough</i>	
Not enough trees	13
Needs more trees	5
None on street	2
Not enough and not replanted	2
Could benefit from more large shady trees	1
More to be done	1
Should plant more tree	1
There aren't enough trees on the sides of the roads	1
<i>Tree problems</i>	
Many leaves in local roads and footpaths- need to be cleaned more regularly	2
Pollen causing hay fever	2
Positioning of trees on street	2
Too much leaf litter, not suitable, blocking powerlines	2
Dislike the type of trees near house - scrapes car	1
Gum trees too big and dirty	1
Have nice trees but people keep backing into it	1
Root maintenance - bad for house and footpath - native plants instead (allergies)	1
Roots need to be maintained- leaf litter needs to be more efficient	1
Too many leaves in the streets	1
Tree leaves on roads in autumn	1
Tree roots damaging road	1
<i>Specific sites identified by respondents</i>	
444 Wellington Street needs trimming	1
Brunswick St graffiti	1
More trees on Station St like other streets	1
Shopping area on Brunswick St should have trees, would be nice to preserve European trees not just natives	1
Roots damage road surface - Especially on Hodgkinson St	1
Station St trees dying	1
Still has lots of leaves at Lennox St	1
Tree root has damaged road (220 Nicholson Street)	1
Total	120

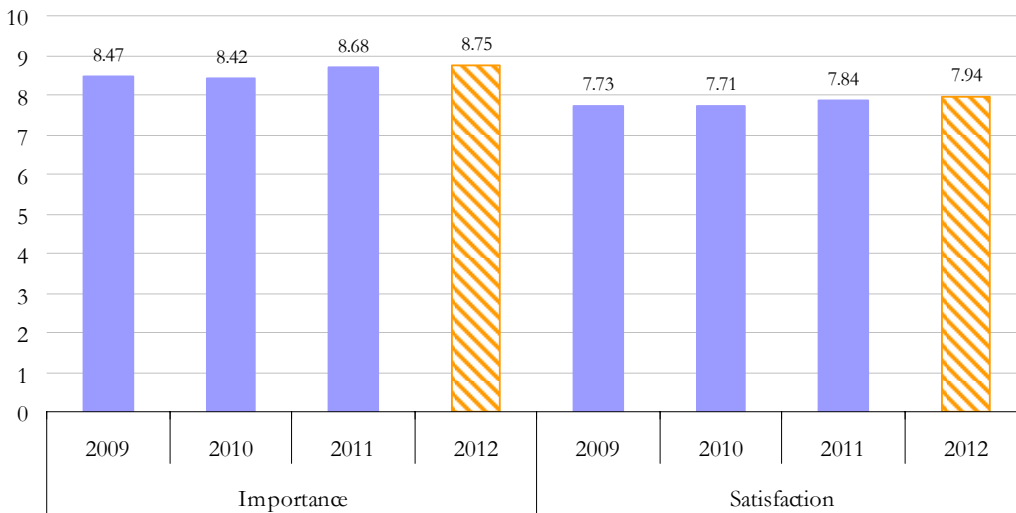
Provision of parks and gardens

The importance of the provision of parks and gardens increased marginally in 2012 to 8.75, its highest level. This ranks the service 5th in 2012, similar to its previous rankings.

Satisfaction with the provision of parks and gardens also increased somewhat from 7.84 to 7.94. This ranks the service 8th in 2012.

Metropolis Research measured satisfaction with the provision and maintenance of parks and gardens across metropolitan Melbourne in the 2012 *Governing Melbourne* at 7.32, measurably and significantly lower than the result recorded for the City of Yarra.

Importance of and satisfaction with provision of parks and gardens
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)





Comments regarding provision of parks and gardens
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
No parks in area	8
Not enough parks	7
Need more	4
Don't like road closures for parks	2
Not enough small parks	2
Not many in area	2
Parks taken over by sports facilities	2
Insufficient green spaces provided	1
Lots of crap where the kids area is and playground - doesn't get cleaned	1
Need more water to the trees	1
Parks still have too much rubbish	1
Playing area is never upgraded, they aren't as sophisticated as other areas	1
Poor safety in parks	1
Total	33



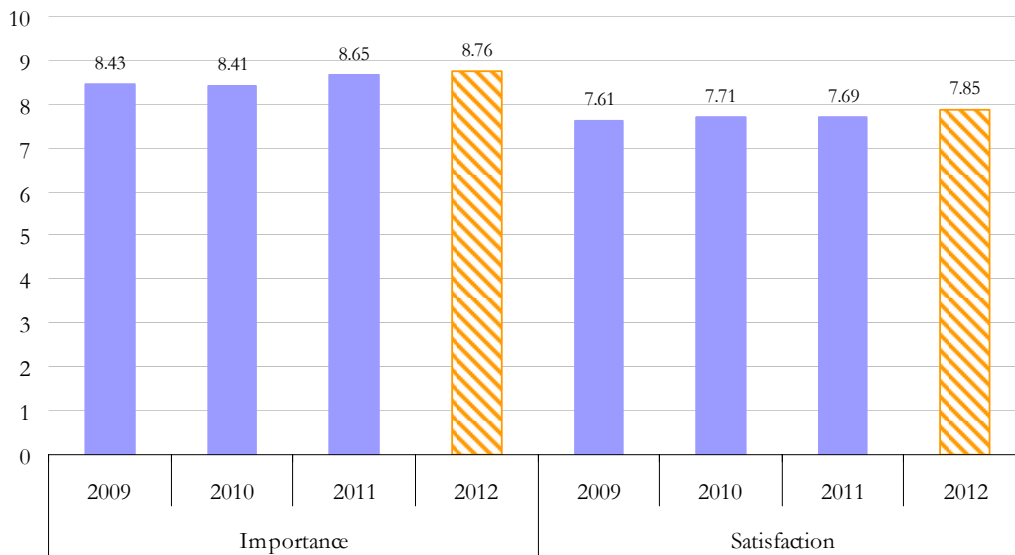
Maintenance of parks and gardens

The importance of the maintenance of parks and gardens increased somewhat in 2012 to 8.76, a score that ranks the service 4th in 2012, similar to the previous rankings.

Satisfaction with the maintenance of parks and gardens was rated at 7.85, up marginally to its highest level. This level of satisfaction is best categorised as “excellent”, up on its previous “very good” and ranks the service 12th in 2012, down two places.

The 2012 *Governing Melbourne* survey conducted by Metropolis Research rated satisfaction across metropolitan Melbourne with the provision and maintenance of parks and gardens at 7.32, measurably and significantly lower than the result recorded for the City of Yarra.

Importance of and satisfaction with maintenance of parks and gardens
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)





Comments regarding maintenance of parks and gardens
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
Not clean, should be better	4
Need more maintenance	3
Council should take care of parks and trees	2
Grass not mowed often enough	2
Increased usage	2
Long grass, litter - no bins	2
Allowing the oval to effectively be destroyed	1
Council should invest more in park maintenance	1
Dirty	1
More attention should be given to the condition of parks	1
More seats in parks	1
Must be improved	1
Need more water	1
Overhanging trees	1
Parks still contain lots of rubbish	1
Rubbish around the creek not cleaned up. Trees in parks being removed but not replaced	1
Should be cleaned more often	1
Some parks should be taken care of	1
Some parts of the park are not well-maintained	1
Syringes in parks and gardens	1
Trees should be taken care of. Also grass not very good in some parks	1
<i>Specific sites identified by respondents</i>	
Neglected park along Newry St (possums)	1
Disappointed in development of Dights Falls	1
Total	32



Building and regulatory services

The Building and Regulatory services department has two services included in the *Yarra City Council – 2012 Annual Community Survey*, those being animal management and the pet and domestic animal services.

Average satisfaction with the building and regulatory services were rated at 7.90, up measurably on the 7.54 recorded in 2011. This result is 16.3% higher than satisfaction with Council’s overall performance. This strongly suggests that these services are a positive influence on community satisfaction with the performance of Council.

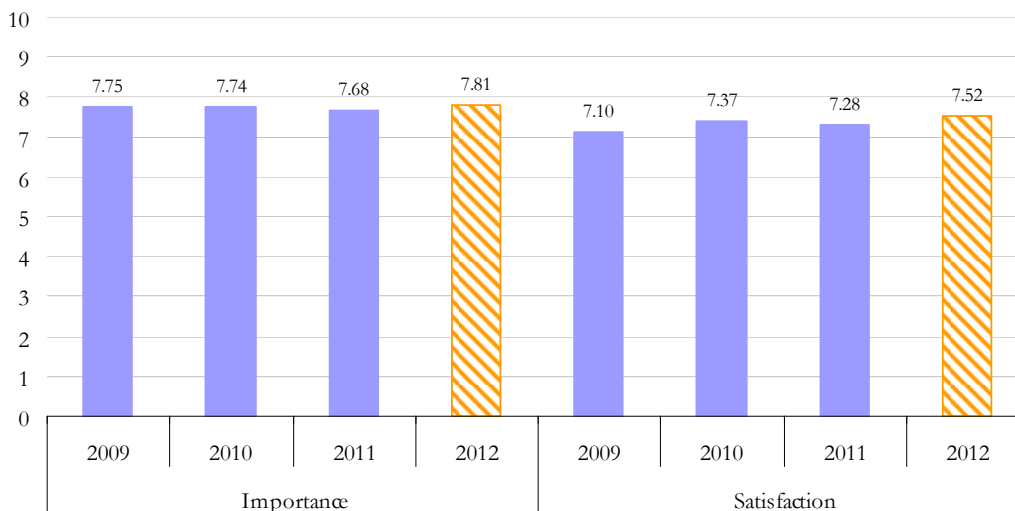
Pet and domestic animal services

The importance of the pet and domestic animal service (previously surveyed under the term “animal management”) was rated at 7.81, up slightly on previous years. This ranks the service 22nd in 2012, down on its previous ranking of 23rd.

Satisfaction with the pet and domestic animal service was rated at 7.52, up somewhat on previous results, and still at a level best categorised as “very good”. This level of satisfaction ranks the service 14th in 2012, same as in 2011.

Metropolis Research recorded a satisfaction with the animal management service in *Governing Melbourne 2012* for metropolitan Melbourne of 7.02, measurably and significantly lower than the result for the City of Yarra.

Importance of and satisfaction with pet and domestic animal services
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)





Comments regarding pet and domestic animal services
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
No real services	4
Not enough dog parks (off-leash areas)	3
Animal waste	2
Cats and other strays	2
Didn't know they existed	2
Better maintenance of disposal bags	1
Don't know how well its done	1
Don't use	1
It is ok	1
Most owners keep pets within regulation. Should not be a government revenue item	1
No enough off-leash areas. No fenced areas for dogs	1
Not enough dog plastic bags	1
Not providing good service - tend to ignore	1
People put dog waste in residential bins	1
People should look after their own pets	1
Pit bull	1
Stray animals	1
Too many restrictions in the park (small dogs harmless but need leash)	1
Took a long time to sort out a dog not being taken care of	1
Total	27

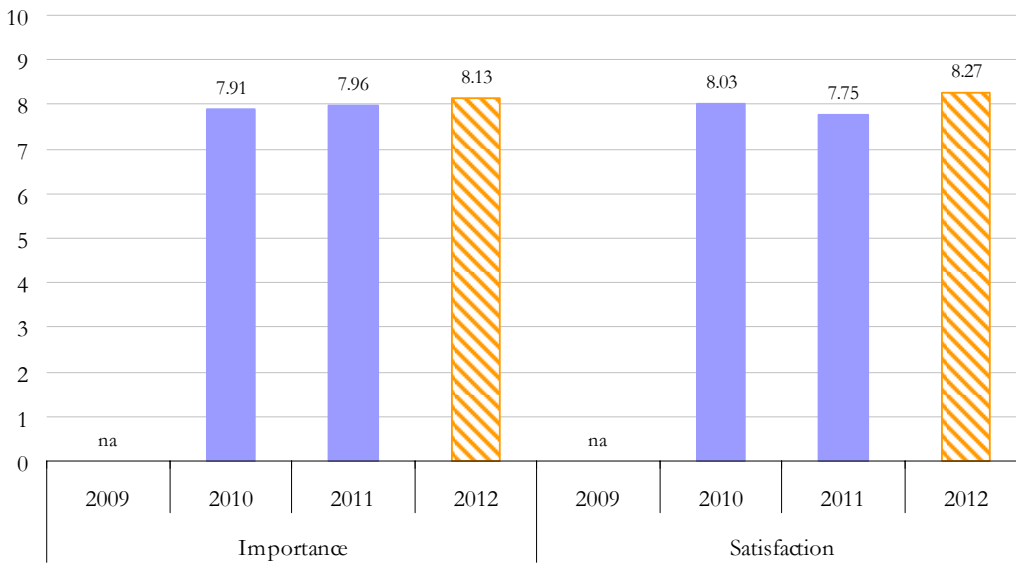


Pet registration service

The importance of the pet registration service was rated at 8.13 in 2012, up on the 2011 result and ranking the service 18th, up two places.

Satisfaction with the pet registration service increased to 8.27 in 2012, reversing the decline reported in 2011. This level of satisfaction remains “excellent” and ranks the service 5th in 2012, up a few places.

Importance of and satisfaction with pet registration
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)



Comments regarding pet registration service
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number of responses)

Comments	Number
Couldn't do it online	1
Dogs haven't been registered or attack people	1
Don't like paying for nothing	1
Finied for having an unregistered pet, but sent fine to wrong person	1
Should not be government revenue service	1
Total	5



Parking services

The Parking services department has one service included in the *Yarra City Council – 2012 Annual Community Survey*, that being parking enforcement.

The parking enforcement service average satisfaction of 6.58 is 3.1% lower than satisfaction with Council’s overall performance. This suggests that parking enforcement exerts a negative influence on community satisfaction with Council’s performance.

Parking enforcement

The importance of parking enforcement decreased somewhat in 2012 from 7.84 to 7.51. This ranks the service 23rd in 2012, similar to its previous rankings.

Satisfaction with parking enforcement recovered measurably from its 2011 fall to 6.08, to be 6.58 in 2012. This 8.2% increase in satisfaction improved its categorisation from “solid” to “good”.

Metropolis Research draws attention to the substantial increase in satisfaction with the availability of parking discussed elsewhere in this report. Attention is also drawn to the slight decline in the proportion of respondents identifying car parking as an issue for Council to address and the small decline in the proportion of respondents identifying car parking as an improvement they would like to see in the local area, both discussed elsewhere in this report.

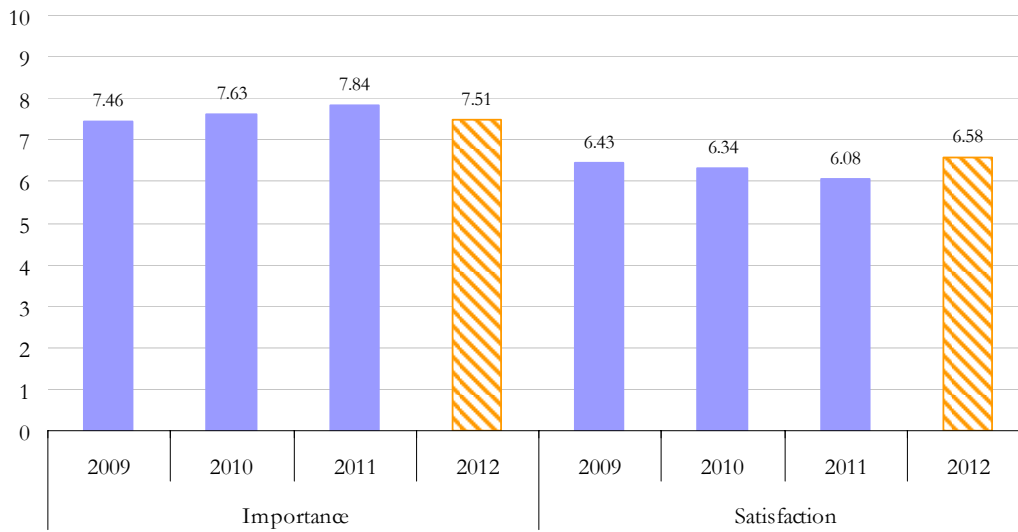
It is interesting to note that on average respondents do not consider the parking enforcement service as one of the more important services provided by Council despite the fact that car parking is a significant issue identified in the community and an issue many respondents would like to see improvement with over the next few years.

Whilst avoiding simplistic analysis of these results, this pattern does tend to the view that for at least some respondents, the solutions to their perceived car parking issues are not, in their view, to be found in increased parking enforcement.





Importance of and satisfaction with parking enforcement
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding parking enforcement
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Enforcement harsh / unnecessary</i>	
Too strict- lack availability	4
Just over-zealous e.g. 3 minutes over and get a ticket	3
Over officious, over-enforced	3
No need for parking enforcement	2
Too restrictive	2
Annoying	1
Dislike it	1
Do not need to enforce it - permit areas	1
Don't believe it is needed. Also doing a lot of development, but not providing enough parking	1
I do not like parking restrictions	1
I don't like getting tickets	1
Not a fan of parking enforcement at all	1
Shouldn't enforce it	1
Too heavy-handed	1
Unnecessary on back streets	1



Comments regarding parking enforcement (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Parking problems for residents</i>	
Illegal parking on streets and local roads	6
nights	5
Not important	3
Cars parked for weeks	2
Illegal parking on street, visitors parking in permit zones	2
Need more permit parking	2
Needs improvement	2
Not enough parking rights for residents	2
Parking times inconvenient for visitors	2
Builders parking all day without getting tickets, bad for residents. Disabled car park for no reason	1
Cars blocking truck access to street	1
Changing signs without consultation- do not meet resident's needs, especially permit parking	1
Completely irregular with the permits + cost of fines and enforcement	1
Free permits for visitors	1
Haven't got any limits or permits, very poor	1
Need longer times	1
Not good enough for parking permit zone	1
One hour parking not enough	1
People don't pay attention to restrictions	1
<i>Poor enforcement / need more</i>	
Not enough enforcement	8
Non-permit cars parked outside homes all day - without consequence	6
Permit zone infringers not penalised	4
Hardly see any parking officers in the residential areas	3
Enforcement not frequent and not adjusted to changes during building site (Channel 9)	2
Houses don't obey parking restriction. Complaints not followed up	2
Infrequent parking inspection, especially during sporting events	2
Inspections not frequent enough	2
Local parking restrictions not enforced	2
No action towards offenders	2
No-one checks - some cars don't belong here	1
Not enough tickets on MCH event days	1
Parking very poorly managed or policed	1
People can park anywhere they like	1
People park all day without permits and don't get tickets	1
People park cars in front of house & go to city or cafe. Some dumped cars & council do not follow on, even after complaining Council does not respond	1
People park longer than 2 hours in the 2 hour zone so residents can't park (with permits) then get booked for parking illegally with no choice - make resident-only parking	1
Should be parking restrictions on this street	1
They don't enforce clearways	1
Trucks park out the front of our house, nothing is done	1

Comments regarding parking enforcement (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Parking fines and permits</i>	
Too heavy parking fines	3
It is just revenue raising	2
Small street and illegal parking in permit zones	2
Visitors parking in permit zones	2
Got a fine	1
Only there to make money - would love if all parking fines went to overseas aid	1
Paid parking costs a lot of money	1
Parking permits (ridiculous to have to renew every 4 months, can't do it online or over the phone)	1
Parking tickets (hard to park, no room)	1
Too many cars without permits	1
Too many fines on targeted occasions	1
<i>Not enough / need more parking space</i>	
Lack of parking areas	7
Need more car parks	3
Hard to find parking - weekends	2
Difficult to find parking during dinner time. Some people park in front of driveway	1
Difficult to find parking near house	1
Limited parking space, especially when football is on	1
Want controlled parking	1
<i>Other</i>	
Don't care for it	2
Had to visit council multiple times for permit	2
Doesn't worry me where to park my car	1
Don't have cars	1
Not relevant, doesn't affect me	1
Public amenities should be for everybody	1
Ridiculous that I have to pay for parking on my own street!	1
The whole traffic management system is very bad	1
<i>Specific sites identified by respondents</i>	
Inadequate Burnley Park Parking. People parking in permit zones. Improper use of 4 hours zone	2
A lot of abandoned cars on Easey St. No monitored parking here - gets crowded	1
Could change the enforcement of parking on Langride St	1
Lack of enforcement - Station St	1
Not enough parking permits on Wellington St	1
Only one hour parking down Station St, maybe increase to two for resident's visitors	1
Residents cant park on Easey St as others park here and go to work in the city	1
Station St- not enough enforcement	1
Too many unauthorised cars parking at Campbell St	1
Total	155



Leisure services



The Leisure services department has four facilities included in the *Yarra City Council – 2012 Annual Community Survey*, those being the Fitzroy Swimming Pool, the Collingwood Leisure Centre, the Richmond Recreation Centre and included for the first time in 2012, the Burnley Golf Course.

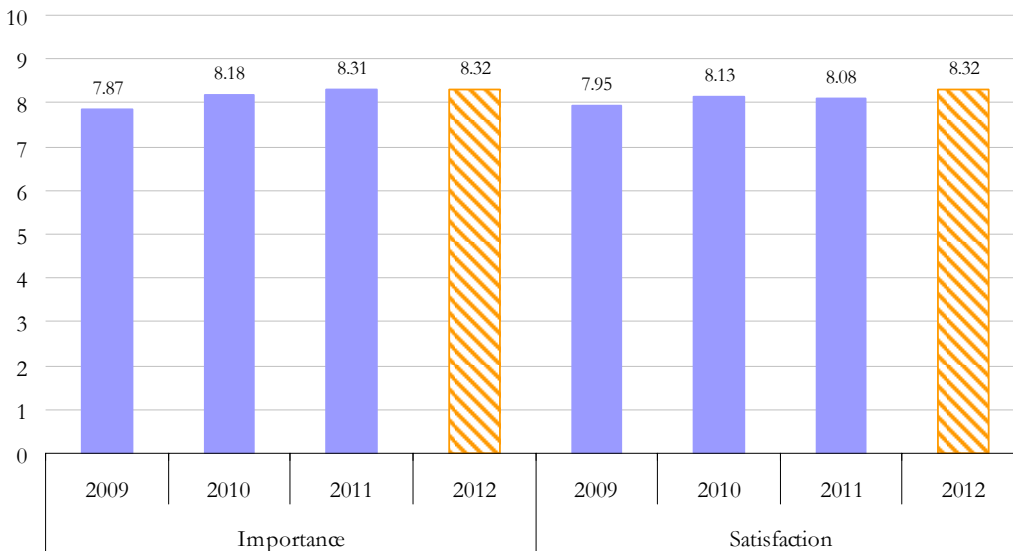
Average satisfaction with leisure services increased in 2012 from 7.81 to 8.0. This is 17.8% higher than satisfaction with Council’s overall performance. This strongly suggests that leisure services are a positive influence on community satisfaction with Council’s performance.

Fitzroy Swimming Pool

The importance of the Fitzroy Swimming Pool increased again in 2012 from 7.87 in 2009 to its highest level of 8.32. This level of importance ranks the service 14th in 2012, similar to its ranking in 2011.

Satisfaction with the Fitzroy Swimming Pool increased notably in 2012 from 8.08 to 8.32. This level of satisfaction remains categorised as “excellent”. This level of satisfaction ranks the Fitzroy Swimming Pool 4th in 2012, identical to its ranking in previous surveys.

Importance of and satisfaction with Fitzroy swimming pool
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding Fitzroy Swimming Pool
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

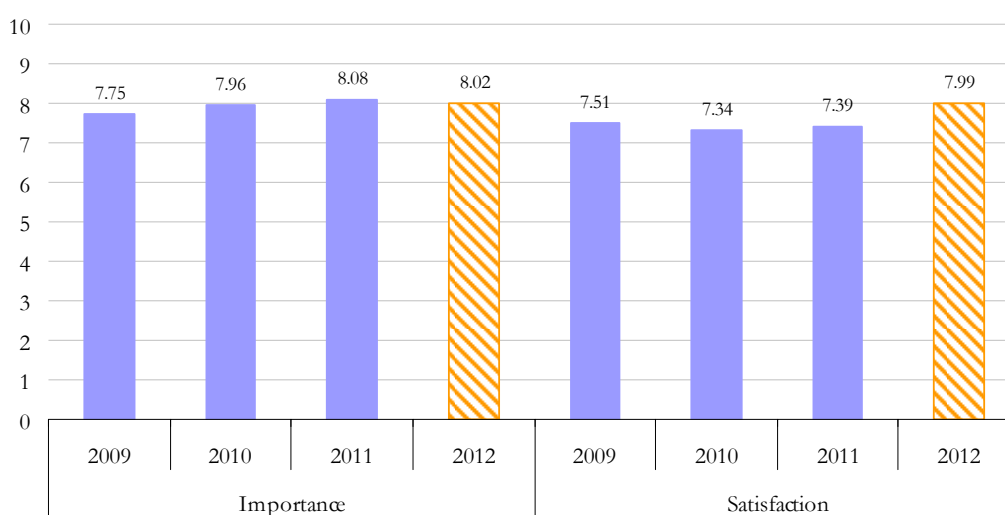
<i>Comments</i>	<i>Number</i>
Needs to be updated	1
Old equipment	1
Quite expensive	1
Swimming pool is dirty	1
Too far from here	1
Too small	1
Total	6

Collingwood Leisure Centre

The importance of the Collingwood Leisure Centre fell very marginally in 2012 to 8.02, ranking the service 19th, identical to its previous ranking.

Satisfaction with the Collingwood Leisure Centre increased significantly in 2012, up 8.1% to 7.99, a level of satisfaction best categorised as “excellent”. This ranks the service 7th, up on its previous ranking of 12th.

Importance of and satisfaction with Collingwood Leisure Centre
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)





Comments regarding Collingwood Leisure Centre
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
Couldn't go to swimming lessons	1
Longer opening times	1
Makes a lot of noise and disturb residents nearby	1
No outdoor	1
Too expensive	1
Was closed for too long - membership wasted	1
Total	6

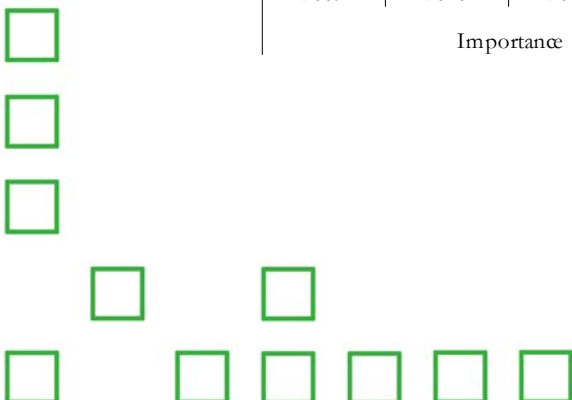
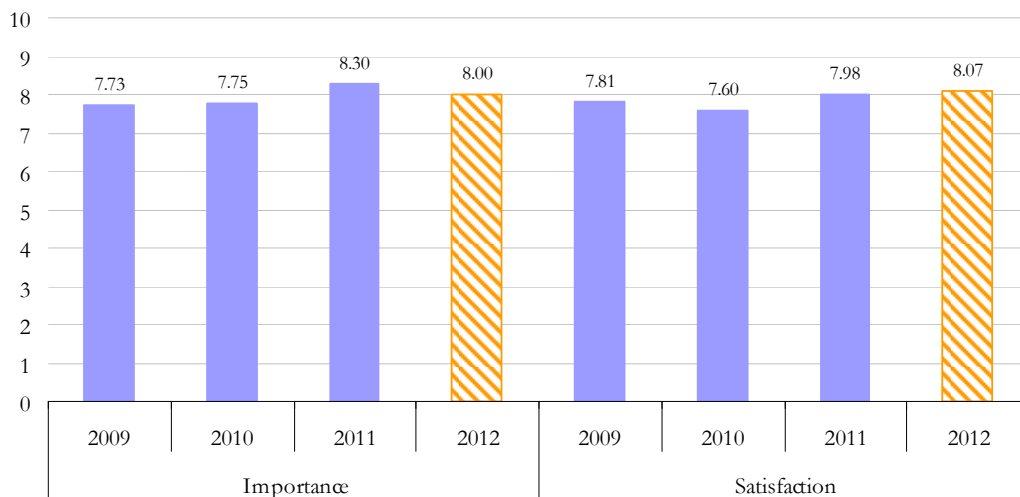
Richmond Recreation Centre

The importance of the Richmond Recreation Centre fell somewhat in 2012 to 8.0, ranking the service 20th, down two places on 2011.

Satisfaction with the Richmond Recreation Centre increased again in 2012, to 8.07, and remains categorised as “excellent”. Satisfaction with the Richmond Recreation Centre was ranked 6th in 2012, down one place.

Metropolis Research advises that satisfaction scores of more than eight out of ten are relatively rare and reflect a high level of community satisfaction with the service.

Importance of and satisfaction with Richmond Recreation Centre
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding Richmond Recreation Centre
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



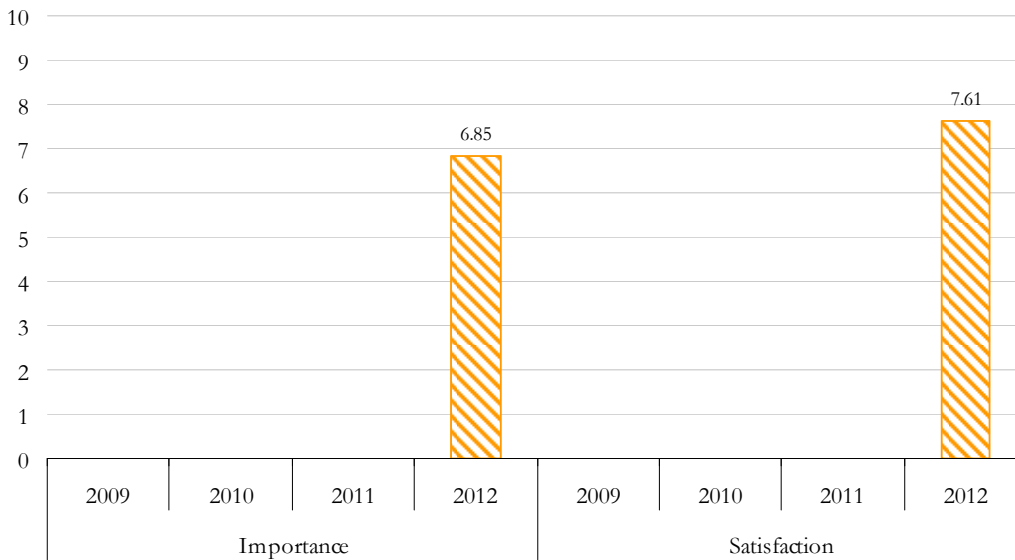
<i>Comments</i>	<i>Number</i>
Maintenance of change rooms	2
Expensive service, prefer an outdoor pool	1
Parking issues	1
Some facilities need to be updated	1
Total	5

Burnley Golf Course

The Burnley Golf Course was included for the first time in 2012. The importance of the facility was rated at 6.85, ranking it 25th.

Satisfaction with the Burnley Golf Course was rated at 7.61, a level of satisfaction best categorised as “very good” and one ranking the facility 13th in 2012.

Importance of and satisfaction with Burnley Golf Course
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)





Cultural and library services



There is only one service from the Culture and Library services department included in the *Yarra City Council – 2012 Annual Community Survey*, that being the local library service.

Satisfaction with the local library service was 30.3% higher than satisfaction with Council’s overall performance. This strongly suggests that the local library service is a positive influence on community satisfaction with the performance of Council.

Local library

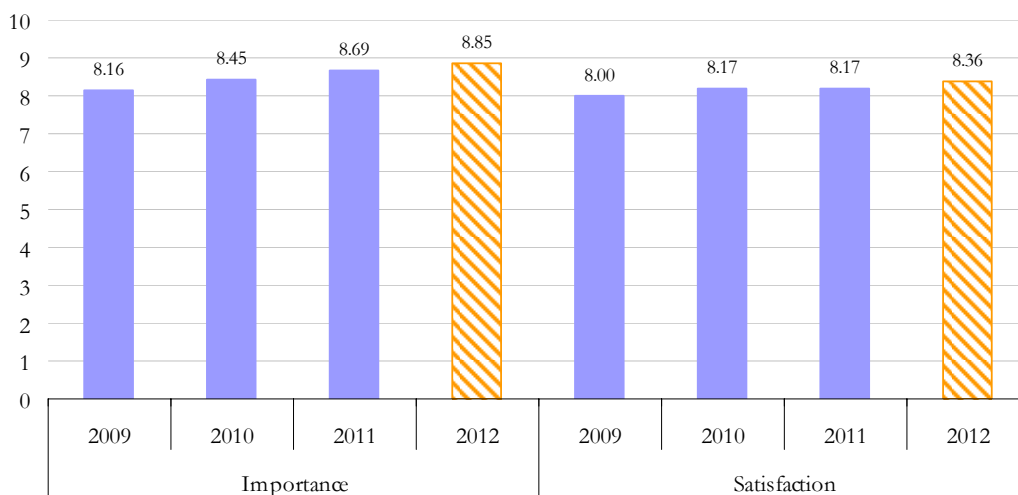
The importance of the local library was rated at 8.85 in 2012, up for the third consecutive year from 8.16 in 2009. This ranks the service 3rd again in 2012, identical to previous years.

Satisfaction with the local library increased in 2012 to 8.36. This notable increase in satisfaction ranks the service 3rd again in 2011 and is categorised as “excellent”.

Metropolis Research notes that satisfaction scores of eight or more out of ten are relatively rare and reflect a very high level of satisfaction with the service.

By way of comparison, satisfaction with the local library service across metropolitan Melbourne as recorded in the 2012 *Governing Melbourne* was rated at 8.37, a very similar result to the City of Yarra.

Importance of and satisfaction with local library
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)



Comments regarding local library
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
It is inadequate not enough services provided	1
Need DVDs	1
Needs to be upgraded (especially computers)	1
Not enough content	1
Nothing there	1
Outdated, under-resourced and understaffed, too small	1
Technologically backwards in comparison to other libraries	1
Will be happier when new library is built	1
Would be good if they had more Italian books	1
Total	9

Strategic transport

The Strategic Transport department has two services / facilities included in the *Yarra City Council – 2012 Annual Community Survey*, those being on and off-road bike paths.

Average satisfaction with strategic transport increased marginally in 2011 from 7.34 to 7.53. This is 10.9% higher than satisfaction with Council’s overall performance. This suggests that strategic transport is a positive influence on community satisfaction with the performance of Council.

Off-road bike paths

The importance of off-road bike paths increased from 8.45 to 8.65 in 2012. This ranks the service 9th in 2012 up a few places on 2011.

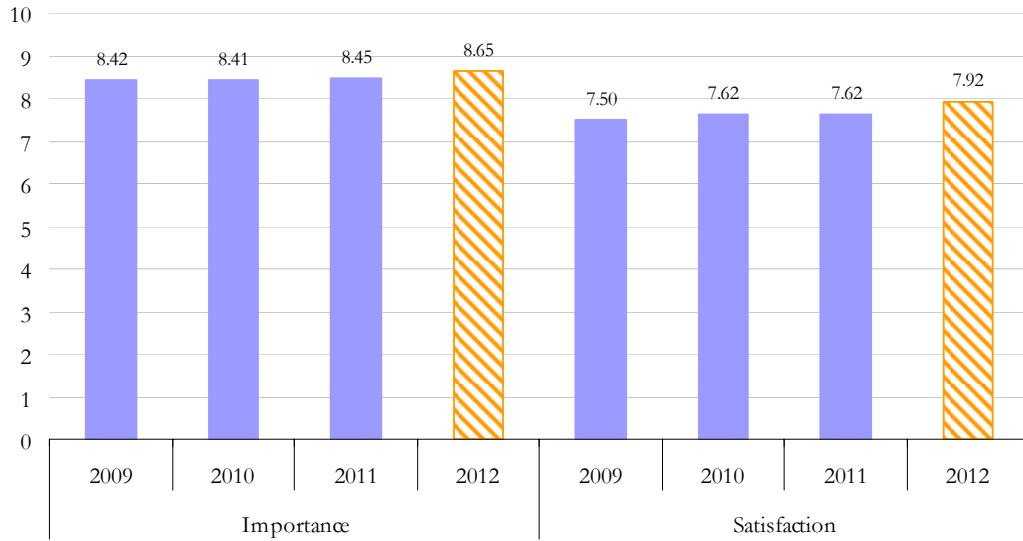
Satisfaction with off-road bike paths increased notably from 7.62 to 7.92, a level of satisfaction best categorised as “excellent”. This level of satisfaction ranks off-road bike paths 10th in 2012, similar to previous years.

Metropolis Research includes “on and off road bike paths” as a single service in the *Governing Melbourne* research. In 2012, the metropolitan Melbourne average satisfaction with on and off road bike paths was 7.29.



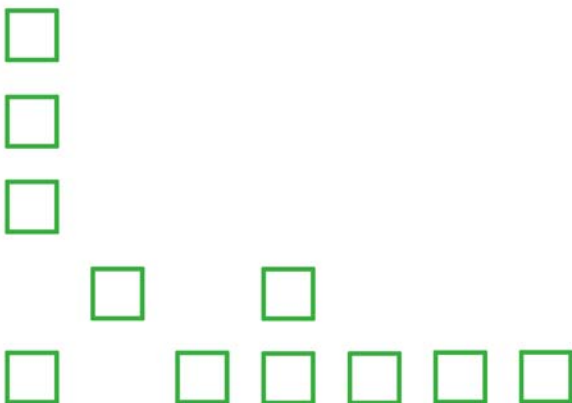


Importance of and satisfaction with off-road bike paths
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding off-road bike paths (including shared paths)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
There should be more off road bike paths	3
Go too fast on paths	2
Not safe, too narrow	2
Bike path along river is unusable	1
Could be improved	1
Dogs on leash not enforced by Council	1
Low quality	1
Maintenance required	1
Merri Creek is good. In park is bad	1
Mixed use can be dangerous	1
Need more but happy with quality	1
Need to be more for families with kids	1
Not continuous	1
Not smooth	1
They go nowhere, not maintained	1
Unsafe	1
Total	20



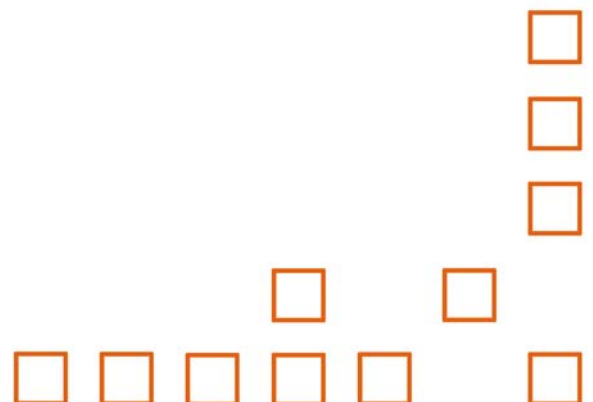
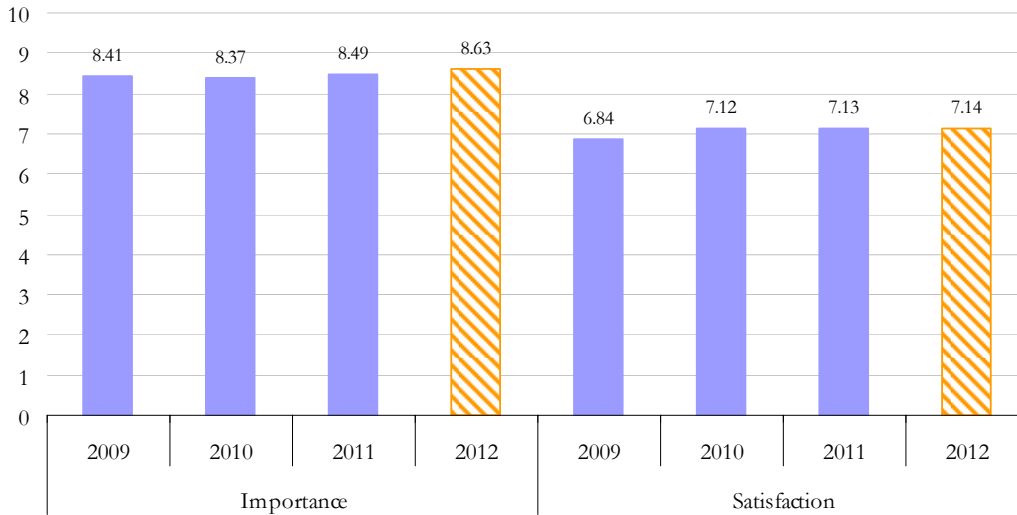
On-road bike paths

The importance of on-road bike paths increased again in 2012 to 8.63, improving its ranking to 10th.

Satisfaction with on-road bike paths remained stable at 7.14, a level of satisfaction best categorised as “good”. This level of satisfaction ranks on-road bike paths 19th, similar to its previous rankings.

Metropolis Research includes “on and off road bike paths” as a single service in the *Governing Melbourne* research. In 2012, the metropolitan Melbourne average satisfaction with on and off road bike paths was 7.29.

Importance of and satisfaction with on-road bike paths
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)



Comments regarding on-road bike paths
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
Not enough, need more	12
Bike paths not continuous	7
Too narrow	5
Many cracks	4
Unsafe and ineffective network	3
Cars still drive in them, roads too narrow	2
Hate bike lanes	2
In wrong places	2
Major streets don't have markings	2
No on-road bike paths in this area	2
Not enough - especially when the road narrows	2
Not enough exposure	2
Not safe for both riders and motorists	2
Parking cars on bike paths is a hazard	2
Potholes, drainage cause punctures	2
Street design not good - flower beds at corners force bikes off	2
Too close to traffic, not safe enough, not separate from car parks	2
Very difficult to use in heavy traffic	2
Create curve paths & no standing zones	1
Extending them - mapping them better	1
Go too fast	1
Green surface comes off	1
Happy with quality	1
Inadequate - cars ranked up in them, poorly policed	1
Lots of areas where like bike paths drop off and not safe	1
Low quality	1
More management of sharing of roads	1
Need better road plans, cars avoid road bumps and go on bike paths	1
Need improvements	1
Not managed well - more provision for cyclists, fines for cyclists without lights	1
Not that protected well	1
Not well separated from traffic	1
Often likely to get hit by car door not enough room	1
Plenty of work to do	1
Poorly integrated in roads	1
Putting paths on too narrow roads is dangerous	1
Some paths do not have enough room, driver attitudes	1
Too big	1
Too bumpy for bikes (bad maintenance)	1

Specific sites identified by respondents

Most places are good but the lanes on Swan St & Bridge Rd are inadequate	2
Bike paths not available on Station St	1
Lygon St problematic	1
Nicholson St road surface bad, trees dropping leaves etc. don't feel safe	1
Total	83

Communications and Customer Service

The Communications and Customer Service department has three services included in the *Yarra City Council – 2012 Annual Community Survey*, the *Yarra News*, the Council website and Council advertising in local newspapers.

Average satisfaction with communications and customer service was rated at 7.13, almost identical to the 2011 result. This average satisfaction is 5.0% higher than satisfaction with Council’s overall performance. This result suggests that communications and customer service as a group are a positive influence on community satisfaction with the performance of Council.

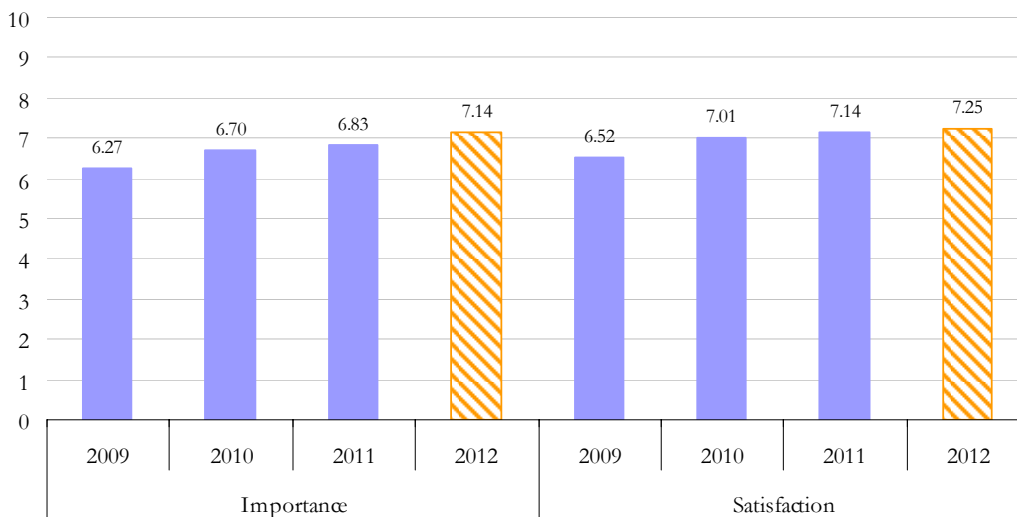
Yarra News

The importance of the *Yarra News* increased in 2012 to 7.14 ranking the service 24th, identical to its ranking in the two previous surveys.

Satisfaction with the *Yarra News* increased marginally in 2012, up from 7.14 to 7.25. This satisfaction score improves its categorisation from “good” to “very good” and ranks the service 16th again in 2012, identical to previous rankings.

By way of comparison, Metropolis Research recorded a satisfaction score of 6.60 for “Council publication” across metropolitan Melbourne in the 2012 *Governing Melbourne*, significantly lower than in Yarra.

Importance of and satisfaction with Yarra news
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)





Comments regarding Yarra News
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
Don't receive it	11
Don't take too much notice - not interested	5
Don't read it	4
Information not relevant	2
Its very boring	2
No issues	2
Not frequent enough	2
So-so	2
A bit more topical and political	1
A bit outdated, would prefer not to get it in the mail and more family oriented	1
Better electronically	1
Do not require it every month	1
Don't find it very exciting - too much focus on sports / activities	1
Don't need it	1
Don't read it - waste of money	1
Focuses too much on a particular demographic - not much focus on working people	1
Glossy and expensive publication with little content	1
Infrequent	1
Is of no service	1
Little information mostly real estate	1
Not important	1
Not very interesting to the average person	1
Such a big Council - not relevant to where I live	1
Too commercial	1
Too political	1
Would be good if there was more independent information	1
Total	48

Council's website

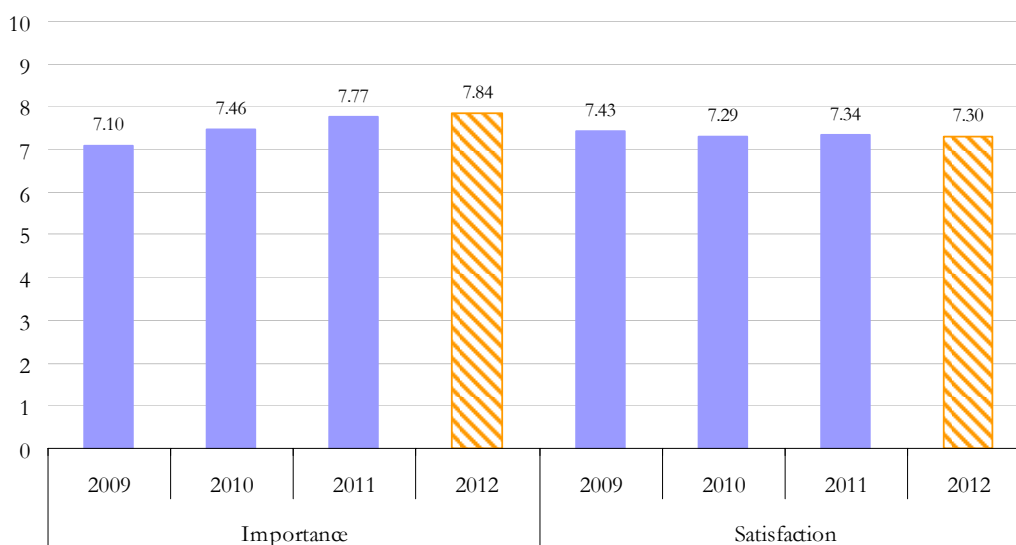
The importance of the Internet site was rated at 7.84, somewhat higher than in previous surveys. This importance score ranks the service 21st in 2012, similar to the ranking in previous surveys.

Satisfaction with the Council website fell very marginally in 2012 to 7.30. This level of satisfaction is best categorised as “very good”. The Internet site was ranked 15th in 2012, down two places on 2011.

The metropolitan Melbourne average for Council website recorded in the 2012 *Governing Melbourne* was 7.15, measurably lower than that recorded for the City of Yarra.



Importance of and satisfaction with Council's internet site
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Index scale 0 - 10)



Comments on Council's internet site
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number of responses)

<i>Comments</i>	<i>Number</i>
Hard to find relevant information- especially on parking	3
Confusing	2
Difficult to navigate - needs simplifying	2
Don't use most parts	2
Dull	2
Impossible to find collection dates	2
In no way shape or form user friendly	2
Confusing layout	1
Difficulty in finding out about services and finding phone numbers	1
Hard to use	1
Layout is too complicated	1
Needs to be redone	1
Not clear, messy	1
Not easy to understand where things are	1
Not very immediate	1
Slow	1
Some information not available (e.g. parking permits, how to do it online?)	1
To hard to navigate and find forms	1
Want to do everything online	1
Total	27



Council advertising in local newspapers

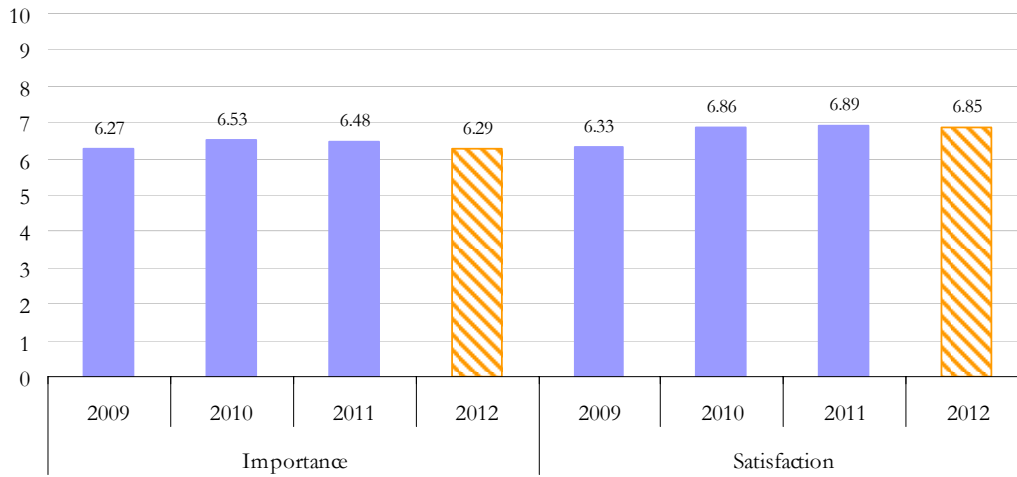


The importance of this service was rated at 6.29, a slight decline on the 2011 result and one that ranks the service 26th of the twenty-six services in the 2012 survey.

Satisfaction with Council advertising in the local newspapers decreased marginally in 2012 to 6.85, a level of satisfaction best categorised as “good”. This ranks the service 25th in 2012, similar to the ranking in previous years.

The metropolitan Melbourne average for Council advertising in local newspapers recorded in the 2012 *Governing Melbourne* was 6.45, measurably and significantly lower than that recorded for the City of Yarra.

Importance of and satisfaction with Council advertising in local papers
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Index scale 0 - 10)



Comments regarding Council advertising in local papers
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)



<i>Comments</i>	<i>Number</i>
Don't read local papers	7
Do not notice them	5
Not relevant	5
Do not get local papers	4
Doesn't concern me, not interested	4
Don't think it is important	2
Nothing of interest	2
Waste of money! Council uses it for political gain! Council should not be wasting money on advertisements - need to focus more on core issues specific to Yarra	2
Don't see much advertising in papers	1
Full of ads	1
May be advertise more	1
Not the best way to communicate	1
Papers not coming in (Newry/Old Grady) - Dumping of papers	1
Some irrelevant information	1
Unnecessary	1
Useless	1
Total	39





Respondent profile

The following section provides the demographic profile of respondents to the *Yarra City Council – 2012 Annual Community Survey*. These questions have been included in the survey for two purposes; firstly to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

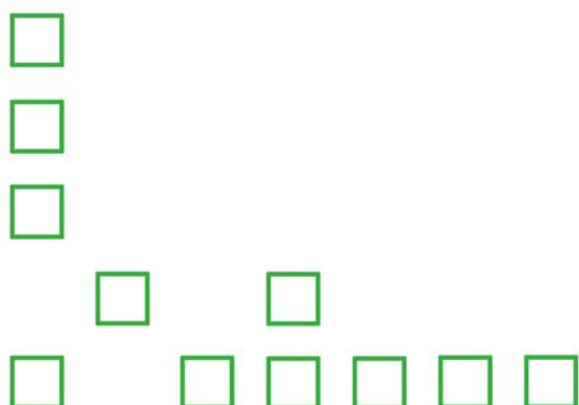
Age structure
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Age	2012		2011	2010	2009
	Number	Percent			
15- 19 years	16	2.0%	1.9%	1.9%	3.4%
20 - 35 years	243	30.5%	41.1%	29.6%	32.5%
36 - 45 years	209	26.3%	18.6%	27.0%	22.8%
46 - 60 years	202	25.4%	21.5%	22.3%	22.8%
61 - 75 years	97	12.2%	13.0%	13.7%	14.0%
76 years and over	29	3.6%	4.0%	5.5%	4.5%
Not stated	5	0.6%	1	4	0
Total	801	101%	807	949	799

Gender

Gender
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Gender	2012		2011	2010	2009
	Number	Percent			
Male	393	49.1%	50.1%	47.0%	50.6%
Female	408	50.9%	49.9%	53.0%	49.4%
Not stated	0		1	6	0
Total	801	100%	807	949	799



Language

Language
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Language	2012		2011	2010	2009
	Number	Percent			
English	614	78.1%	79.7%	74.3%	75.7%
Chinese n.f.d.	39	5.0%	2.2%	2.9%	1.2%
Vietnamese	24	3.1%	2.6%	3.9%	3.5%
Italian	21	2.7%	2.6%	3.2%	4.2%
Greek	19	2.4%	2.1%	3.5%	3.0%
French	12	1.5%	0.9%	1.8%	1.2%
Hindi	8	1.0%	1.0%	0.3%	0.4%
German	7	0.9%	1.1%	0.3%	0.9%
Arabic	5	0.6%	0.7%	0.4%	0.7%
Spanish	5	0.6%	0.5%	1.3%	0.8%
Somali	3	0.4%	0.1%	0.3%	0.3%
Japanese	3	0.4%	0.0%	0.3%	0.3%
Tagalog (Filipino)	2	0.3%	0.0%	3.0%	0.4%
Croatian	2	0.3%	0.4%	0.0%	0.7%
Urdu	2	0.2%	0.0%	0.2%	0.0%
All other languages (<i>15 languages</i>)	15	1.9%	1.7%	2.2%	2.1%
Multiple	0	0.0%	0.5%	0.9%	0.1%
Other languages n.f.d.	5	0.6%	0.2%	0.2%	0.3%
Not stated	15		6	12	31
Total	801	100%	807	949	799

Household structure

Household structure
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Structure	2012		2011	2010	2009
	Number	Percent			
Two parent family total	264	33.3%	23.8%	35.0%	32.6%
<i>youngest child 0 - 4 years</i>	70	8.8%	8.7%	7.5%	9.8%
<i>youngest child 5 - 12 years</i>	88	11.1%	6.7%	11.6%	10.3%
<i>youngest child 13 - 18 years</i>	58	7.3%	2.9%	7.1%	5.9%
<i>adult children only</i>	48	6.1%	5.5%	8.8%	6.6%
One parent family	31	3.9%	6.2%	3.6%	6.0%
<i>youngest child 0 - 4 years</i>	1	0.1%	0.4%	0.8%	0.6%
<i>youngest child 5 - 12 years</i>	10	1.3%	1.5%	1.6%	0.8%
<i>youngest child 13 - 18 years</i>	5	0.6%	1.9%	1.2%	1.0%
<i>adult children only</i>	15	1.9%	2.5%	0.0%	3.6%
Couple only household	201	25.4%	26.7%	25.5%	25.8%
Group household	147	18.6%	22.9%	18.0%	17.7%
Sole person household	119	15.0%	17.7%	15.8%	14.1%
Extended or multiple families	30	3.8%	2.7%	2.1%	3.8%
Not stated	9		4	2	2
Total	801	100%	807	949	799

Disabilities

Household member with a disability
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number and percent of total respondents)

Response	2012		2011	2010	2009
	Number	Percent			
Yes	47	5.9%	7.0%	11.6%	8.5%
No	743	94.1%	93.0%	88.4%	91.5%
Not stated	11		3	6	0
Total	801	100%	807	949	799

Housing situation

Housing situation
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number and percent of total respondents)

Situation	2012		2011	2010	2009
	Number	Percent			
Own this home	289	36.6%	35.0%	39.3%	35.7%
Mortgage	146	18.5%	19.1%	20.5%	19.7%
Renting this home	268	33.9%	36.1%	28.9%	31.4%
Renting from the Office of Housing	87	11.0%	9.9%	11.3%	13.1%
Not stated	11		5	9	7
Total	801	100%	806	949	799

Period of residence

Period of residence
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number and percent of total respondents)

Period	2012		2011	2010	2009
	Number	Percent			
Less than 1 year	87	10.9%	19.9%	14.7%	12.2%
1 to less than 5 years	212	26.6%	29.4%	28.9%	29.2%
5 to less than 10 years	157	19.7%	17.3%	17.7%	20.9%
10 years or more	340	42.7%	33.4%	38.7%	37.7%
Not stated	5		2	8	5
Total	801	100%	807	949	799

General comments

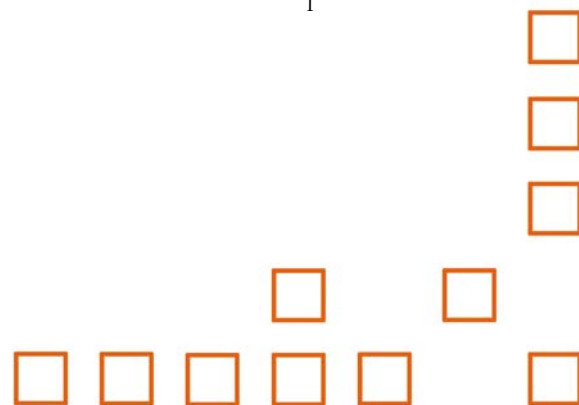
The following general comments were received from respondents to the *Yarra City Council – 2012 Annual Community Survey*.

General comments
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Graffiti and vandalism</i>	
Too much cleaning up of graffiti	1
Make health centre wall a legal graffiti art space	1
<i>Support for local business</i>	
More support for small business. Be reasonable to small business	1
Regulations are too restrictive for cafes! Council seems unwilling to negotiate on certain issues!	1
<i>Community facilities</i>	
Library needs improved opening hours	1
Local library needs a wider range of literature	1
Need more street lights	1
Need to focus on increasing sports facilities - behind other councils by a long way	1
Schools should have their grounds open on weekends to use basketball courts etc	1
<i>Community services</i>	
Better service for people with mental health issues	1
Book selection at library not great	1
Council does a lot for families- there needs to be more emphasis on other demographics	1
Like to see more community markets in the area	1
<i>Rates</i>	
Look after local residents, don't always think about money	2
Rates rises higher than inflation, services done correspond with increase	2
Lower council rates	1
Rates are too high. Unfair council decisions on building permits	1
Seem to spend a lot of money on council rates, but we don't get much for it	1
<i>Bike paths</i>	
Improved safety from cyclists for pedestrians	1
Monitor speed of cyclist on bike paths	1
Would be nice to make bike paths safer - to encourage cyclists of all ages	1

General comments (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
 (Number of responses)

Comments	Number
<i>Traffic and public transport management</i>	
Better traffic management on one-way streets	1
Heavy traffic on main roads is a problem	1
Take the speed bumps down. More consideration of their installation	1
<i>Parking</i>	
Improve parking for residents - need more	4
Concerned about parking infrastructure after developments of apartments	2
Better policing of people parking in permit zones without a permit	1
For residents of Collingwood, there should be priority access for parking spaces	1
More permit parking!	1
Parking permits - visitor permit should be free	1
Parking permits should be paid online	1
Stupid that I have to pay to park in front of my own house	1
<i>Green waste, recycling, litter, hard rubbish</i>	
Provide green bins to houses	3
Want to receive garbage bin	2
More should be recycled! Better awareness of what can be recycled	1
Need more bins in public places to account for lots of visitors	1
Put in place a rollover system where unused hard rubbish collection services can be used the next year	1
Rubbish bins in public places are not emptied frequently enough, particularly on weekends.	
More parking for residents. Would like to receive feedback on the results and outcomes of the survey	1
Would be good if hard rubbish collection occurred on one day for the whole community	1
<i>Parks, gardens and open spaces</i>	
Interested in maintaining green spaces	2
Don't mow before weekends- it is not enjoyable sitting in grass clippings	1
Improve the environment and improve the attractiveness	1
More BBQs in parks, better provisioning for dogs (more dog parks)	1
More frequent nature strip care	1
More public green spaces	1
Sometimes focus on the environment comes at a cost to wellbeing of community	1
Would love to see more greenification of the area	1
<i>Safety and security</i>	
Not happy with the area at night. Feels unsafe	1
More police patrols	1





General comments (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Planning and development issues</i>	
Generally satisfied, allow station developments to occur	2
Keen to see development of near parks	2
Want to see planning agenda	2
Double standards in home renovations	1
Focus on developing Collingwood into a leading and premier suburb with emphasis on residential growth	1
In favour of high density but Council is doing it wrong	1
Increase housing density	1
Large protest about Graphite apartment project - issues were ignored - will develop into a 'slum/ghetto.' Sense that developers are having influence over Council	1
Major concern is appropriate size buildings in a low level suburb. Very much against buildings over 4 - 5 storeys	1
Make Vic Park a primary station so that there are no express trains skipping it	1
More consideration to streetscape, emphasis on heritage. Should learn a bit from North Melbourne	1
Perhaps tighter restrictions on start and finish times for renovations during the day - noise is an issue	1
Planning permit - more detailed information on website about what exactly will be happening with new developments	1
Planning process is too long and drawn out - a big issue for myself and others. No logic in a lot of the planning process	1
Takes too long to approve building permits	1
Very unhappy with planning process. Not enough communication regarding objections	1
When people design extensions, Council should send copies of the plans to neighbouring residents. It is really difficult to get memberships if you are a non-Australian resident and make it more flexible	1
<i>Communication, consultation</i>	
Need to listen to needs of residents	2
Questions are a bit too broad, especially related to parking issues	2
A bit of a warning before the questionnaire so can think about the answers. Online would be less invasive	1
Appreciate this consultation/survey	1
Council could improve its communication with people who want to do renovations	1
It is better to do surveys electronically	1
Lack of consultation e.g.. speed bumps	1
Social media communication	1
Spend more time out of the office, and patrolling the streets	1
Surveys done online or via mail in future	1
There needs to be a comment board on the website	1
Would like to see the results	1
Yarra News can be emailed. Council needs to be stronger to maintain amenity of the area regarding traffic & development	1



General comments (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Positive comments</i>	
Appreciate the opportunity to express our opinion and feedback	5
Good Council - doing a pretty good job	4
Happy with the Council service	4
Keep up the good work	3
Does a great job compared to other Councils	2
Good that doing surveys - like to see it implemented	2
Impressed with graffiti removal team working outside home	2
Progressive, consultative, good information dissemination, friendly staff, good local services, responsive, aware of residents needs	2
Compliments to the graffiti squad	1
Council is very good & responsive when they are contacted	1
Good area, good parks and gyms. Good public transport	1
Happy with services for the elderly	1
I am very pleased that the Council is opposed to the East-West Tunnel and promotes better public transport and bicycle amenity	1
I love my Council	1
Laura Condon is a fabulous town planner and very helpful	1
Like to use the swimming pool and parks, very good Council	1
Love Richmond	1
Quite satisfied with the service at the moment, especially related to the environment	1
Thank you for the lovely green spaces around the Yarra, your balanced approach to dogs	1
Thanks for painting out the graffiti - please continue that	1
The strength of our community, the independent people come together to improve what we all share, lets be local and direct with our food, our power and our water. Let's innovate	1
Very nice community	1
<i>Negative comments</i>	
Should meet residents' needs not other way around	2
Some councillors are lazy, opportunistic, ill-informed. Process rules not followed, lack of regard for the community	2
Heavy handed with checking pet registration	1
<i>Other</i>	
Improve public housing	1
It would be nice if council members were not politically orientated or motivated	1
Merge with Melbourne City	1



General comments (continued)
Yarra City Council - 2012 Annual Customer Satisfaction Survey
(Number of responses)

<i>Comments</i>	<i>Number</i>
<i>Specific sites identified by respondents</i>	
Angled parking should be put in place in Abbot Grove. They should have put in a 50m pool at Collingwood Leisure Centre. Not happy. I am not a greenie but the Council has been much better since the Greens and socialists look over	1
Crossing at Smith St at train stop would be good	1
Fix Station St traffic and noise. Hotline to call when issues occur (parties in backyards)	1
More information provided on Alexandra Parade tunnel development plans. Put in a pedestrian crossing at Newry St & Brunswick St	1
Need better access to tips. Clean pile of dirt in lane 8 of Fitzroy pool	1
Parking for residents on Easey St & how people can abuse the planning process. Council has to have more on-site checks	1
Parking lines on Davis St	1
Traffic - Langridge St & Gipps St, no turn signals at Hiddle St, bike paths takes up one lane and increase congestion without increase in traffic. After ringing council no response or outcome, even though the customer service is good	1
Trim the trees in front of my house to provide more space for parking (31 Leslie St)	1
We need permit parking on Easey St. Other people park her and residents should have the right to park here. We demand permit parking	1
Would like to have had more to do with the implementation of paid parking on Park Street. Not happy with it!	1
Would like to have more responsiveness to Alphington from the City of Yarra, more funds allocated to the infrastructure in the area	1
Total	129



Appendix One - Survey form



1

On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?

1. Maintenance & repairs of roads	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
2. Drains maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
3. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
4. Maintenance & cleaning of public areas (including litter collection)	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
5. Maintenance & cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
6. Provision & maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
7. Weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													
8. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
Reason for rating less than 6													

9. Provision of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													
10. Maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													
11. Pet and domestic animal services	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													
12. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													
13. Yarra News (Council's newsletter)	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													
14. Council advertising in local papers	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													

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

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

1. Council's Internet site	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Used	Yes					No					<i>Can't say</i>	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													
2. Green waste booking and pick up service	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
	Used	Yes					No					<i>Can't say</i>	
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>Reason for rating less than 6</i>													

3. Hard rubbish booking/ pick up service	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
4. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
6. Richmond Recreation Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
7. Fitzroy Swimming Pool	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
8. Collingwood Leisure Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
9. Burnley Golf Course	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
10. On-road bike paths	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
11. Off-road bike paths (including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						<i>Can't say</i>
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														
12. Pet registration service	Importance	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
	Used	Yes						No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>	
<i>Reason for rating less than 6</i>														

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

Issue One:	
Issue Two:	
Issue Three:	

4 On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council's performance?

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Council's performance in seeking community opinion and feedback on important issues	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	Can't say

5 Over the past 12 months, do you think Yarra City Council's overall performance has?

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

6 In the last 2 years, what, if any, have been the top 2 improvements you have noticed in your local area?

Issue One:	
Issue Two:	

7 In the next 2 years, what, if any, improvements would you like to see in your local area?

Issue One:	
Issue Two:	

8

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

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

9

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
2. At night	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
If rated less than 5, please say why:												

10

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

Yes (*continue*) 1 No (*go to Question 13*) 2

11

When you last contacted the Council, was it?

Visit in person 1 E-mail 4
 Telephone 2 Website 5
 Mail 3 Twitter 6

12

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

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

13

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

(Please circle as many as appropriate)

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

14

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 Yarra?

1. The effectiveness of community consultation and involvement in planning for development in Yarra	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
2. Opportunities provided by Council to participate in strategic planning projects (e.g. Activity Centre Structure Plans, Heritage Studies, Planning Scheme Amendments)	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
3. The appearance and quality of new developments in Yarra	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
<i>If rated less than 5, please identify the developments:</i>												
4. The accessibility of planning information and advice from Council	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
5. The adequacy of the communication of planning decisions to the community	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>
6. The timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	<i>Can't say</i>

15

From the following list, please identify all the methods by which you would prefer to receive information from or interact with Council?

(please circle as many as appropriate)

Articles in local newspapers	1
Council advertisements / column in local newspapers	2
Council's regular publication delivered quarterly to your letterbox	3
In person at Customer Service Centre	4
In person at local library	5
Direct mail/letterbox drop of information	6
Telephone Council Customer Service Centres	7
Council's website	8
Local radio	9
Other <i>(please specify):</i>	10

16

Please indicate which of the following best describes you.

(please circle one only)

15 - 19 Years	1	46 - 60 Years	4
20 - 35 Years	2	61 - 75 Years	5
36 - 45 Years	3	76 Years or Over	6

17

Gender (fill in)

(please circle one only)

Male	1	Female	2
------	---	--------	---

18

What are all the languages spoken in this household?

(please circle one only)

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

19

What is the structure of this household?

(Please circle one only)

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

20

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

(please circle one only)

Yes	1	No	2
-----	---	----	---

21

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

(please circle one only)

Own this home	1	Private rental <i>(incl. Real Estate Agent)</i>	3
Mortgage <i>(paying-off this home)</i>	2	Renting from Office of Housing	4

22

How long have you lived in the City of Yarra?

(please circle one only)

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

23

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

(please write in)
