

2012 Community Satisfaction Survey Results: Macedon Ranges Shire

NB: 2010/2011 indexed mean results CANNOT be directly compared with 2012 indexed means; they are shown as trends only

Indexed score = indexed mean S = Similar (+/- 1-2) H = Higher L = Lower Arrows show the <u>trend</u> direction of MRSC ratings between 2010 and 2011	East Ward	South Ward	West Ward	Macedon Ranges	Large Rural Councils	All Councils (State)
1 Overall Performance						
Very Good/Good %	46	47	38	43	40	49
Average %	40	41	46	43	41	36
Poor/Very Poor %	13	12	15	13	18	11
Index Score	58	57	59	58	56 ↓	60 ↑
2010 - 2011 trend: ↓				62 → 60	S	L
2 Advocacy						
Very Good/Good %	29	20	30	26	31	33
Average %	28	46	31	35	34	33
Poor/Very Poor %	16	20	22	20	20	16
Importance	70	71	70	70	71	70
2012 Index Score	54	50	52	52	53 ↑	55 ↑
2010 - 2011 trend: ↓				62 → 60	S	L
3A Community Consultation and Engagement						
Very Good/Good %	37	41	26	34	37	41
Average %	43	32	46	40	34	33
Poor/Very Poor %	16	23	23	21	22	18
Importance	74	72	75	74	74	73
2012 Index Score	56	52	54	54	54 E	57 ↑
2010 - 2011 trend: ↓				59 → 56	S	L
2012: 3A & 3B avge = MR 56 avge						
3B Informing The Community NEW						
Very Good/Good %	40	45	50	45	45	50
Average %	45	34	30	36	32	31
Poor/Very Poor %	13	20	19	17	21	17
Importance	75	75	77	76	76	75
2012 Index Score	58	58	61	59	57 ↓	60 ↑
2010 - 2011 trend: ↓				59 → 56	S	L
4 Customer Service						
Very Good/Good %	69	67	63	66	64	68
Average %	13	18	24	19	19	17
Poor/Very Poor %	16	13	12	14	15	13
2012 Index Score	70	68	68	69	68 ↓	71 ↑
2010 - 2011 trend: ↓				69 → 67	S	L
5 Council Direction NEW						
Improved %	12	18	10	13	14	18
Stayed the Same %	70	66	74	70	64	64
Deteriorated %	15	15	15	15	18	15
2012 Index Score	49	52	48	49	48 ↓	52 ↑

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6A Local Roads & Footpaths

Very Good/Good %	32	39	43	39	38	47
Average %	41	29	28	32	30	28
Poor/Very Poor %	26	27	29	27	30	24
Importance	78	77	78	78	78	77
2012 Index Score	49	54	53	52	51 ↓	57 ↑
2010 - 2011 trend: ↓				46 → 44	L	L

2012: 6A, 6B & 6C avge = MR 49 avge; LRS 49 avge; State 54 avge

6B Maintenance of Unsealed Roads NEW

Very Good/Good %	21	25	29	26	21	29
Average %	30	36	36	35	31	29
Poor/Very Poor %	46	33	32	37	44	36
Importance	82	81	80	81	81	80
2012 Index Score	38	47	47	44	40 ↓	46 ↑
2010 - 2011 trend: ↓				46 → 44	L	L

6C Roadside Slashing/Weed Control NEW

Very Good/Good %	36	37	43	39	45	52
Average %	33	30	32	32	30	28
Poor/Very Poor %	30	30	23	28	22	17
Importance	78	75	75	76	72	71
2012 Index Score	50	49	56	52	57 ↑	61 ↑
2010 - 2011 trend: ↓				46 → 44	L	L

7 Parking (was: and traffic mgt)

Very Good/Good %	60	41	46	49	44	43
Average %	30	39	38	36	33	33
Poor/Very Poor %	7	17	15	14	21	21
Importance	58	61	68	63	69	71
2012 Index Score	66	59	57	60	56 ↓	56 ↓
2010/2011 trend: -				60 → 60	H	S

8 Enforcing Local Laws

Very Good/Good %	56	50	54	53	53	53
Average %	25	27	24	25	27	26
Poor/Very Poor %	9	10	7	9	10	10
Importance	67	66	70	68	69	70
2012 Index Score	65	64	67	65	65 E	65 E
2010 - 2011 trend: ↑				62 → 63	S	S

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9A Family Support Services* (NEW was: Health and Human Services) * very high "can't say" response						
Very Good/Good %	36	36	45	39	47	45
Average %	29	30	27	28	23	22
Poor/Very Poor %	4	9	6	6	7	7
Importance	69	71	74	72	73	73
2012 Index Score	63	62	65	63	66 ↑	67 ↑
2010 - 2011 trend: ↑				70 → 72	L	S
9B Elderly Support (NEW was: Health and Human Services)						
Very Good/Good %	33	47	50	43	53	49
Average %	28	24	28	27	21	20
Poor/Very Poor %	7	6	7	5	7	7
Importance	83	77	79	79	80	80
2012 Index Score	60	66	70	66	69 ↑	69 ↑
2010 - 2011 trend: ↑				70 → 72	L	S
2012: 9A, 9B & 9C avge = MR 63 avge; LRS 65 avge; State 66 avge						
9C Disadvantaged Support (NEW was: Health and Human Services)						
Very Good/Good %	26	36	35	33	38	36
Average %	23	26	19	22	25	23
Poor/Very Poor %	12	10	10	11	9	8
Importance	70	68	75	71	71	73
2012 Index Score	56	61	62	60	62 ↑	63 ↑
2010 - 2011 trend: ↑				70 → 72	L	S
10 Recreation Facilities						
Very Good/Good %	57	71	66	65	60	65
Average %	26	24	21	23	24	22
Poor/Very Poor %	14	5	10	9	13	9
Importance	71	74	72	72	72	72
2012 Index Score	64	72	71	69	67 ↓	70 ↑
2010 - 2011 trend: -				71 → 71	H	S
11 Appearance of Public Areas						
Very Good/Good %	77	76	65	72	67	71
Average %	19	19	25	21	24	21
Poor/Very Poor %	4	5	9	6	8	8
Importance	72	75	73	73	72	73
2012 Index Score	73	75	70	72	70 ↓	71 ↓
2010 - 2011 trend: ↑				67 → 68	S	S
12A Art Centres / Libraries NEW						
Very Good/Good %	57	51	63	57	69	68
Average %	25	31	18	24	19	19
Poor/Very Poor %	9	8	10	9	6	7
Importance	67	62	70	67	63	66
2012 Index Score	66	65	70	67	73 ↑	73 ↑

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12B Community & Cultural Activities *NEW*

Very Good/Good %	38	54	61	51	55	59
Average %	41	29	29	33	28	26
Poor/Very Poor %	5	7	5	6	8	6
Importance	61	57	63	60	59	62
2012 Index Score	61	67	70	66	66 E	68 ↑

13 Waste Management

Very Good/Good %	81	75	72	75	66	72
Average %	13	14	17	15	20	17
Poor/Very Poor %	6	10	9	8	11	8
Importance	74	77	77	76	76	78
2012 Index Score	75	73	73	74	69 ↓	72 ↓
2010 - 2011 trend: ↑				64 → 66	L	L

14 Business & Community Development and Tourism (was: Economic Development)

Very Good/Good %	49	39	56	48	48	45
Average %	30	43	23	31	31	31
Poor/Very Poor %	7	10	13	10	15	12
Importance	66	63	72	67	70	66
2012 Index Score	64	60	65	63	61 ↓	62 ↓
2010 - 2011 trend: ↑				58 → 59	S	S

15A Town Planning Policy (was: Town Planning Policy and Approvals)

Very Good/Good %	25	24	29	27	30	34
Average %	42	31	35	36	32	32
Poor/Very Poor %	22	39	21	27	26	20
Importance	73	77	78	76	72	72
2012 Index Score	50	44	51	49	50 ↑	54 ↑
2010 - 2011 trend: ↓				52 → 49	L	L

15B Planning/Building Permits (NEW was: Town Planning Policy and Approvals)

Very Good/Good %	30	25	21	25	31	31
Average %	31	26	28	28	27	27
Poor/Very Poor %	21	36	33	30	23	19
Importance	70	74	76	73	70	71
2012 Index Score	51	45	43	46	51 ↑	54 ↑
2010 - 2011 trend: ↓				52 → 49	L	L

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15C Planning Population Growth (NEW was: Town Planning Policy and Approvals)						
Very Good/Good %	30	29	31	31	30	31
Average %	35	33	31	33	31	31
Poor/Very Poor %	22	33	28	28	28	23
Importance	78	79	81	79	76	75
2012 Index Score	52	47	51	50	50 E	52 ↑
2010 - 2011 trend: ↓				52 → 49	L	L
16 Emergency & Disaster Management NEW						
Very Good/Good %	61	63	57	60	58	57
Average %	21	16	22	20	21	20
Poor/Very Poor %	6	11	8	9	7	7
Importance	82	82	83	82	81	80
2012 Index Score	70	70	69	70	69 ↓	70 E
What's Good About Council						
Nothing %				15%		
Customer Service %				9%		
Councillors approachable %				9%		
What Needs Most Improvement						
Roads				18%		
Planning				15%		
Consultation				13%		
Indexed Means Results						
Overall				58	56	60
Advocacy				52	53	56
Community Engagement				54	54	57
Customer Service				69	68	71
Overall Direction				49	48	52
2012						
Highest IM – Waste				74		
Lowest IM – Unsealed Roads				44		

Macedon Ranges Shire Council: Comparison with All Councils and Large Rural Shires Group			
State: All Councils		Large Rural Shires	
MR: Below State Average	All core performance measures	MR: Slightly higher than	Overall, Customer Service
MR: Significantly Below State Average	Advocacy, Consultation, Direction	MR: Equal to	Consultation
		MR: Slightly below	Advocacy, Direction
Pay particular attention to (MR underperforming State and Group):		Consultation, Advocacy, Direction	

Largest Differences Between 'Importance To Community' and 'Council Performance'			
<i>Indexed means</i>	<i>Importance</i>	<i>Performance</i>	<i>Difference</i>
Maintenance of unsealed roads	81	44	-37
Planning for population growth	79	50	-29
General town planning policy	76	49	-27
Planning & Building permits	73	46	-27
Condition of local streets and footpaths	78	52	-26
Roadside slashing/weed control	76	52	-24
Community consultation	74	54	-20
Lobbying on behalf of community	70	52	-18
Informing the community	76	59	-17
Elderly support services	79	66	-13

1/10/12