



Frankston City Council

2026 Annual Community Satisfaction Survey

July 2026



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Executive summary

Metropolis Research conducted this, Council's sixth independent *Annual Community Satisfaction Survey*, as a door-to-door, face-to-face interview style survey, in May and June 2026.

This was the same method that has been used since 2022, after completing the 2021 survey as a random sample telephone survey due to the pandemic.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

The aim of the research is to measure community satisfaction with a wide range of Council provided services and facilities, aspects of governance and leadership, customer service, planning and housing development, and the overall performance of Council.

The survey also explored agreement with a range of statements about the local sense of community, the main issues respondents feel need to be addressed for Frankston City, and the most important thing respondents feel Council should do to improve its performance.

Key findings in 2026

The key finding from the 2026 survey was that satisfaction with the overall performance of Frankston City Council increased measurably this year, up two percentage points to 7.2 out of 10, which was the highest satisfaction recorded for the City of Frankston.

This result was identical to the metropolitan average and was measurably above the long-term average since 2011 of 6.4 or "solid".

The improvement in satisfaction with the performance of Frankston City Council was broad-based this year, with measurable increases for most of the broad service areas, as follows:

- Overall satisfaction with customer service experience 8.3 (up 8pts to a record high)
- Average satisfaction with 33 Council services and facilities 8.1 (up 4pts to a record high)
- Satisfaction with five planning and development outcomes 7.9 (up 3pts to a record high)
- Satisfaction with nine aspects governance and leadership 7.6 (up 5pts to a record high)
- Satisfaction with Council's overall performance 7.2 (up 2pts to record high)

Taken together, these results reflect a significant improvement in community satisfaction with the performance of the Frankston City Council across the broad range of services, facilities, and functions of Council this year.



The stand-out results this year were the increase in satisfaction with customer service (up 8pts) and the improvement in satisfaction with aspects of governance and leadership (up 5pts).

There was also a measurable increase in the perception of safety in the public areas of the City of Frankston this year, and a notable decline in the proportion of respondents raising safety, policing, and crime related issues as a top three issue (11% down from unusually high 29% last year).

Satisfaction with Council's overall performance

Satisfaction with the [overall performance](#) of Frankston City Council increased measurably this year, up two percentage points to 7.2 out of 10, although it remains at a “good” level.

This was the highest overall satisfaction score recorded for Frankston City and was measurably above the long-term average since 2011 of 6.4 out of 10, or “solid”.

This result was identical to the metropolitan average (7.2), but somewhat (3%) lower than the southeastern region councils’ (7.5) average, as recorded in the *Governing Melbourne* research.

This result comprised 45% (up from 38%) “very satisfied” and three percent (down from 7%) “dissatisfied” respondents.

Whilst there was little statistically significant variation, there was some variation in overall satisfaction with Council observed across the municipality, as follows:

- ***Marginal to somewhat HIGHER than average satisfaction*** – included respondents from Frankston North and Frankston / Karingal, young adults (aged 18 to 34 years), female respondents, respondents from English speaking households, rental households, new residents (less than one year in Frankston), medium term residents (5 to less than 10 years in Frankston), respondents from two-parent families (with children aged 13 years and over at home), and respondents from group households.
- ***Marginal to somewhat LOWER than average satisfaction*** – included respondents Langwarrin, and to a lesser extent Frankston South and Carrum Downs, respondents from one-parent families, 49 respondents with disability / chronic illness, six respondents identifying as Aboriginal and / or Torres Strait Islander, nine respondents identifying as LGBTIQ+, and the 30 respondents who identified as experiencing financial hardship.

The most common reasons why 19 respondents were dissatisfied with Council’s overall performance related to some concerns about communication and consultation (10 comments), specific Council services and facilities (9 comments), rates and financial management (9 comments), and Council’s governance, management, and responsiveness (7 down from 17 comments).

There were also eight (down from 21) general negative statements provided by respondents.



Issues that appear likely to have a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), roads (63 respondents, 5pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

Change in performance of Council over the last 12 months.

A total of 17% (up from 15%) of respondents considered that Council's [overall performance had improved](#) in the last 12 months, while eight percent (up from 7%) considered that performance had deteriorated.

Consistent with the result recorded last year, fewer respondents in Frankston City considered that Council's overall performance had deteriorated in the last year than the metropolitan average of 10%.

Most important thing Council could do to improve performance

When asked what was the most important thing that [Council could do to improve its performance](#), the four most common responses were improvement to communication, consultation, and engagement with the community (6% down from 9%), improvements to community safety and policing (4% down from 7%), more / better road maintenance and repairs (stable at 3%), and lower rates, fees, and charges (stable at 2%).

These results were generally consistent with the results recorded last year, and also reflect both the [reasons for dissatisfaction](#) with Council's overall performance, as well as the [issues to address](#) results.

Satisfaction with the governance and leadership performance of Council

Respondents were asked to rate their satisfaction with nine aspects of the governance and leadership performance of Council.

Six of these measures are considered the core governance and leadership.

The average satisfaction with the six core aspects of [governance and leadership](#) increased measurably and significantly this year, up six percentage points (9%) to 7.6 out of 10, which was a "very good", up from a "good" level of satisfaction.

This was a record high satisfaction with governance and leadership for the City of Frankston and was the stand-out positive result recorded in the survey this year.

This result was measurably (3pts) higher than the metropolitan average (7.3), although it was identical to the unusually high southeastern region councils' average of 7.6 out of 10 this year.



Satisfaction with Council's performance meeting its responsibilities towards the environment (up 5pts to 7.9), performance of Council providing important infrastructure and services that meet community needs (up 5pts to 7.8), and Council's efforts to improve image and reputation of Frankston (up 5pts to 7.8) all improved from "very good" to "excellent" levels.

Satisfaction with the remaining six aspects of governance and leadership also increased measurably this year, with all now at "very good" levels.

This included Council's performance making decisions in the interests of the community (up 7pts to 7.7), maintaining community trust and confidence (up 6pts to 7.6), responsiveness to local community needs (up 5pts to 7.6), Council's representation, lobbying, and advocacy (up 5pts to 7.6), consultation and engagement (up 5pts to 7.5), and the opportunities offered by Council to engage or be consulted with on Council decisions (up 6pts to 7.5).

Satisfaction with customer service

In 2026, 29% (up from 26%) of respondents reported that they had contacted Council in the last 12 months, with 62% contacting Council by telephone, nine percent emailing, nine percent by visiting the website, and eight percent visited in person.

The average satisfaction with the six included aspects of [customer service](#) increased measurably and significantly this year, up nine percentage points (12%) to 8.4 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This was the highest satisfaction recorded for customer service for the City of Frankston and was measurably (7pts) above than the long-term average of 7.7 out of 10, or "very good".

Overall satisfaction with the customer service experience was 8.3 (up from 7.5) out of 10 this year, measurably (8pts or 11%) higher than the metropolitan average (which is also at record highs in recent years).

This was a significant improvement in customer service satisfaction for the City of Frankston this year and was a stand-out positive result from the survey this year.

Satisfaction with all six aspects of customer service recorded "excellent" satisfaction this year, including staff courtesy and professionalism (8.6), staff understanding language needs (8.6), the provision of accurate information (8.4), care and attention to enquiry (8.3), and speed and efficiency of service (up 10pts to 8.1 out of 10).

Satisfaction with the speed and efficiency of service recorded the lowest satisfaction at 8.1, although it was at an "excellent" level this year, and comprised 82% (up from 63%) "very satisfied" and seven percent (down from 17%) "dissatisfied".

It is noted that the small sample of respondents who contacted Council via email, were, on average, notably less satisfied with the overall customer service experience than respondents who telephoned or visited Council in person.



Planning and housing development

All respondents were asked to rate their [satisfaction with five planning and development outcomes](#).

Satisfaction with the protection of local heritage and sites of significance (up 4pts to 8.0), the design of open spaces (up 3pts to 8.0), the design of public spaces (up 3pts to 7.9), the appearance and quality of new developments (up 2pts to 7.8), and the height, size, and set-back distance of new developments (up 4pts to 7.7) all increased measurably this year, with five of the six outcomes now recorded at “excellent” levels.

These results reflect a continued trend of increasing satisfaction with planning and housing development in the City of Frankston in recent years.

Four of these six outcomes were also included in the *Governing Melbourne* research, and the City of Frankston recorded satisfaction with each that was measurably higher than the metropolitan average.

Satisfaction with [planning for population growth ‘by all levels of government’](#) increased measurably this year, up five percentage points (7%) to 7.5 out of 10, building on the four-percentage point increase recorded last year.

This result was measurably higher than the metropolitan (7.2), but notably (2pts) lower than the southeastern region (7.7) average.

Housing availability and affordability

Respondents were asked to rate their satisfaction with two aspects of [housing](#); the availability of housing that meets the needs of the community (up 5pts to 7.3 or “very good”) and the affordability of housing (up 7pts to 6.9 or “good”).

These were significant increases in satisfaction with housing availability and affordability again this year, building on the measurable increases recorded last year.

These measurable increases were consistent with the increase in satisfaction with planning for population growth, and the general increase in satisfaction with many aspects of performance this year.

These results do imply a continued decline in the perception of housing stress in Frankston City.



Importance of and satisfaction with Council services and facilities

The survey measured the importance of and satisfaction with [34 services and facilities](#). This included 33 Council provided services and facilities, as well as the maintenance and repair of major arterial roads and highways (managed by VicRoads).

The average [importance](#) of the 33 Council services and facilities was 9.2 out of 10, up one percent from 9.1 a similar result to the metropolitan Melbourne average importance of 28 of these services of 9.1.

The most important services were three of the four kerbside collections (weekly garbage, fortnightly recycling, and food and garden waste collections), the four community services (services for children, youth, seniors, and people with disabilities).

The average [satisfaction](#) with the 33 included Council provided services increased measurably this year, up three percentage points to 8.1, and which was an “excellent” level of satisfaction.

Satisfaction with services and facilities in Frankston City was measurably (2pts) higher than the metropolitan average satisfaction with 28 services and facilities of 7.9, but marginally (1pt) lower than the unusually high southeastern region councils’ average of 8.2.

The services that recorded measurably higher or lower satisfaction than the average of all services and facilities included:

- ***Measurably HIGHER than average satisfaction*** - included the weekly garbage collection, fortnightly recycling collection, glass recycling, the local library, hard rubbish collection, and food and garden waste collection.
- ***Measurably LOWER than average satisfaction*** – included planning applications, the maintenance and repair of major arterial roads (managed by VicRoads), Council support for local business, public toilets, the maintenance and repair of sealed local roads, and footpath maintenance and repairs.

There were no services or facilities to be categorised as “poor”, “very poor”, or “extremely poor” again this year, which reinforces the solid performance of Council providing a wide range of services and facilities.

Satisfaction with 28 of these services and facilities increased this year, satisfaction with two remained stable, and satisfaction with just four declined, as follows:

- ***Notably HIGHER satisfaction in 2026 than in 2025*** – included parking enforcement (up 8pts), the maintenance and repair of major arterial roads (managed by VicRoads) (up 7pts), traffic management (up 7pts), the *Frankston City News* (up 6pts), public toilets (up 6pts), planning applications (6pts), drains maintenance and repairs (6pts), the provision and maintenance of street trees (6pts), on- and off-road bike paths (6pts), animal management (5pts), the maintenance and repair of sealed local roads (5pts), glass recycling (5pts), litter collection in public areas (5pts), Council’s website (5pts), footpath maintenance and repairs (4pts), disability services (4pts), the maintenance and cleaning of strip shopping areas (4pts), and hard rubbish collection (4pts).



- **Notably LOWER satisfaction in 2026 than in 2025** – included services for youth from 12 to 24 years old (6pts lower).

Most important issues to address for Frankston City ‘at the moment’.

Respondents were asked (in an open-text format) to nominate what they considered to be the three [most important issues to address for Frankston City “at the moment”](#), with 49% (down from 67%) of respondents nominating at least one issue this year.

The most nominated issues were safety, policing, and crime related issues (11% down from 29%), roads maintenance and repairs including roadworks (8% down from 13%), traffic management (7% up from 6%), and drug and alcohol related issues (4% up from 3%).

Despite declining as an issue this year, safety, policing, and crime issues remain prominent in Frankston City this year and were somewhat more commonly nominated as a top three issue in the City of Frankston than the metropolitan average (11% compared to 9%).

Issues around homelessness (2%), drugs and alcohol (4%), and Frankston CBD issues related issues (1%) also highlight a somewhat elevated level of community concern around some social issues compared to the metropolitan average.

Issues that appear likely to have a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), roads (63 respondents, 5pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

Perception of safety in the public areas of Frankston City

Respondents were asked to rate their [perception of safety in the public areas](#) of Frankston City across nine situations, locations, and times.

There were measurable increases in the perception of safety in public areas of the City of Frankston this year, largely, but not entirely reversing the significant declines in the perception of safety recorded last year.

This included the perception of safety in public areas during the day (up 6pts to 8.2), in parks and open spaces (up 7pts to 8.0), at the beach and foreshore (up 6pts to 8.0), in and around their local shopping area (up 6pts to 7.8), travelling on / waiting for public transport (up 9pts), at Wells Street Entertainment Precinct (up 10pts to 7.7), at Bayside shopping area (up 8pts to 7.6), and in public areas at night (up 10pts to 6.6 out of 10).

A total of 16% (down from 28%) of respondents felt “unsafe” in the public areas of the municipality at night, with female respondents reporting that they felt four percent (down from 7%) less safe than male respondents.



Respondents' perception of their safety overall living in Frankston City also increased measurably this year, up five percentage points (7%) to 7.8 out of 10, including 63% (up from 50%) who felt "very safe" and three percent (down from 5%) who felt "unsafe".

The most common issue raised by respondents who felt unsafe again this year related to concerns around drugs and alcohol (63 comments), and concerns around various types of people (53 comments).

There were also, again this year, a notable number of comments about perception of crime and perceived lack of policing (22 comments).

Metropolis Research suggests that the increase in the perception of safety, coupled with the significant decrease in safety, policing, and crime related issues this year, were one of the most important and substantial results recorded in the survey this year.

Sense of community

Respondents were asked to rate their agreement (from zero to 10) with nine statements about the [sense of community with Frankston City](#).

Overall, respondents reported a relatively strong sense of community, with agreement that respondents were proud of and enjoy living in the area (8.4 up from 8.1) recorded the highest average agreement again this year, marginally higher than the other statements.

On average, respondents strongly agreed that that Frankston is a 'child-friendly' (8.4) and an 'age-friendly' (8.3) community, that it is welcoming and supportive of diverse cultures (8.3), is a vibrant, accessible, and engaging community (8.3), that respondents feel part of the local community (8.3), could turn to the neighbours for help (8.3), the community is accessible and inclusive for people with disability (8.2), and that they were satisfied with travel options (8.1).

Three percent (down from 5%) of respondents providing a score did not agree that they felt part of their local community.



Introduction

Metropolis Research Pty Ltd was commissioned by Frankston City Council to undertake this, its sixth independent *Annual Community 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 2026 survey explored 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 33 *Council services and facilities*.
- Satisfaction with aspects of *planning and housing development*.
- Satisfaction with Council *customer service*.
- *Issues of importance* for Frankston City to address in the coming year.
- Most *important thing Frankston City should do to improve its performance*.
- *Perception of safety* in the public areas of the municipality.
- Aspects of the *sense of community*.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feeling 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 Community Satisfaction Survey* provides 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 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 Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, dwelling type, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.



Methodology and response rate

The survey was conducted as a door-to-door interview style survey of a representative sample of 800 randomly approached households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted from the 2nd of May till the 2nd of June 2026.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 20 minutes duration with randomly approached householders.

This methodology has produced highly consistent results in terms of the demographic profile of respondents, obtaining a sample of respondents that more closely reflects the underlying population of the municipality than can be obtained using the alternative telephone methodology.

The sample was pre-weighted by suburb / locality population to ensure that each of the 10 suburbs / localities contributed proportionally to the overall municipal result.

The final sample was then weighted by the respondents' age and gender to reflect the age and gender profile of the Frankston community, as reported in the 2021 *Census*.

This two-stage process ensured that the municipal results effectively reflect the geographical and demographic makeup of the Frankston community.

A total of 3,843 households were approached to participate in the survey. Of these households, 1,832 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

A total of 1,211 refused the offer to participate in the research and 800 completed the survey.

This provides a response rate of 40% (down from 43% in 2025, and 41% in 2024 using the same door-to-door methodology. This response rate was significantly higher than the 28% obtained in 2021 using the random sample telephone methodology.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 800 respondents, and an underlying population of the City of Frankston of 144,615 (*Profile.id 2024 estimated resident population*).

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided. Each separate result has a different margin of error based on its unique sample size and the actual result.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2026.

The sample is drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the survey. It is not intended to provide a “league table” for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the southeastern region (which includes Cardinia, Casey, Frankston, Greater Dandenong, Kingston, Mornington Peninsula).

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as published on Council’s *Community Profile*.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.



In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Council's overall performance

Respondents were asked:

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

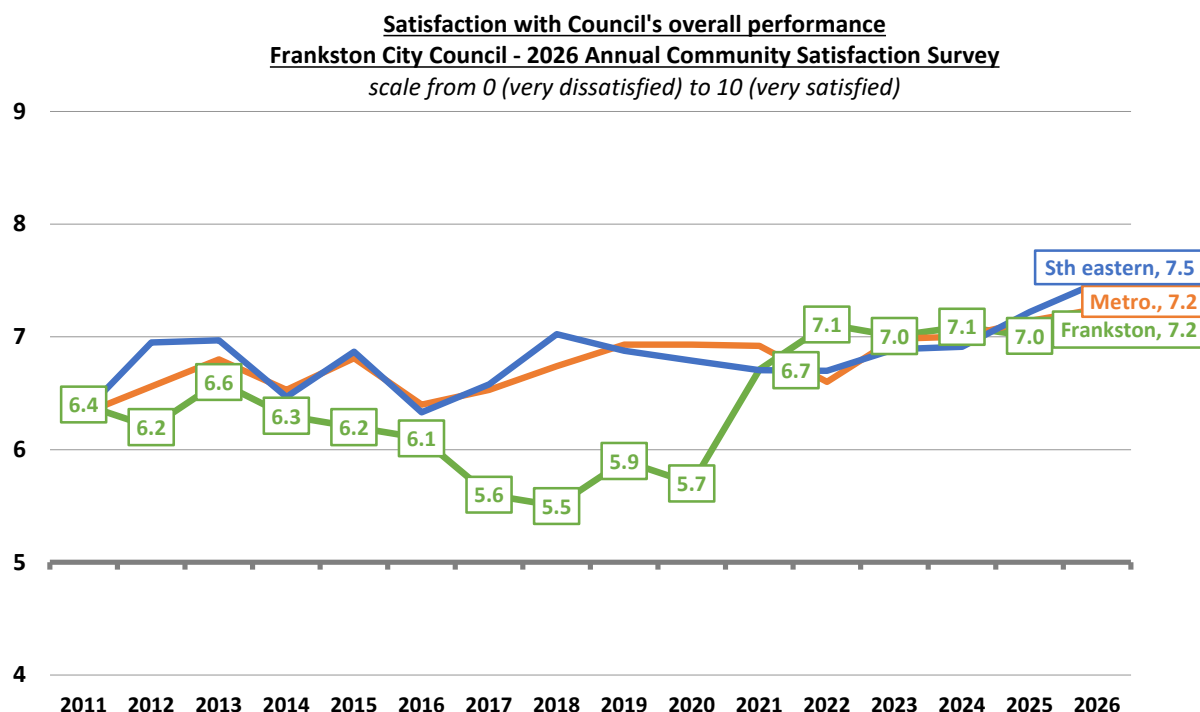
Satisfaction with the performance of Frankston City Council ‘across all areas of responsibility’ or “overall performance” increased measurably this year, up two percentage points to 7.2 out of 10.

This remains a “good” level of satisfaction.

This result was the highest satisfaction score recorded for the City of Frankston and was measurably and significantly (8pts or 13%) higher than the long-term average satisfaction since 2011 of 6.4 out of 10, or a “solid” level of satisfaction.

By way of comparison, this result was identical to the metropolitan average of 7.2, but measurably (3pts) lower than the southeastern region councils’ average, both as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology, and is the only source of direct comparison with all 31 metropolitan municipalities.



The long-term satisfaction with Council’s overall performance was measured by a range of different survey tools and implemented by a variety of organisations from 2011 to 2020, as part of the state government community satisfaction survey program.



Metropolis Research has conducted the research from 2021, with the previous work undertaken as part of the State Government managed program.

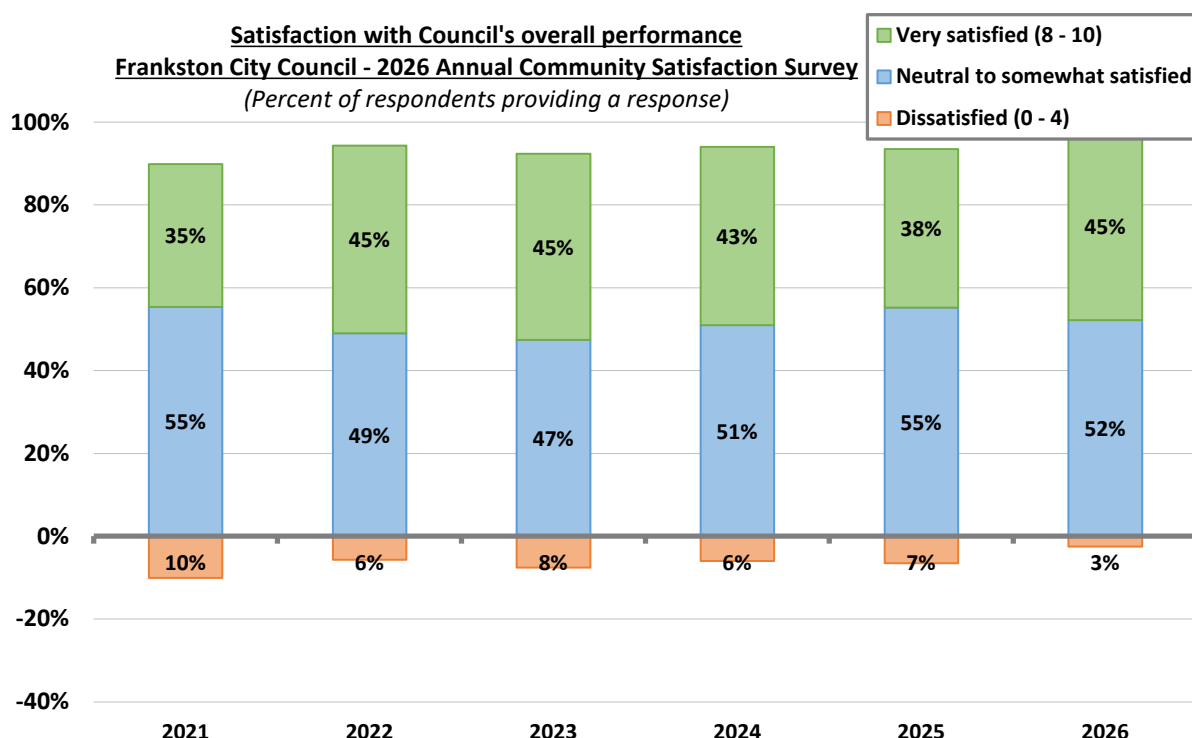
That survey program has been undertaken by a variety of organisations since 2011, with the results from 2017 to 2020 (undertaken by the previous service provider) tending to be lower than those recorded prior to 2017 or from 2021, undertaken by Metropolis Research.

Metropolis Research notes that the telephone methodology tends to record lower satisfaction than the door-to-door, in-person methodology. This variation is estimated to be approximately three percentage points.

The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

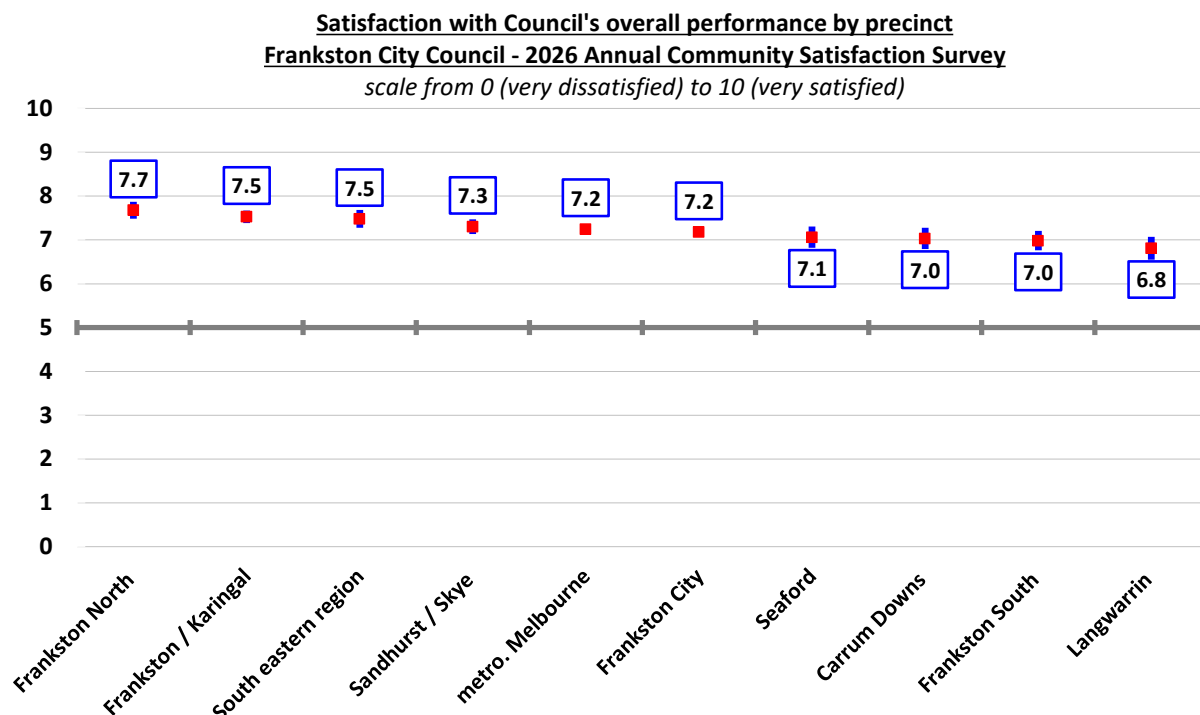
There was a notable (7pt) increase in the proportion of respondents who provided a satisfaction score were “very satisfied” with Council’s overall performance, and a significant (4pt) decrease in the proportion who were “dissatisfied”.

Metropolis Research advises that it is extremely unusual for there to be less than four percent respondents “dissatisfied” with Council’s overall performance, as there are always some in the community who are dissatisfied with their local council, for a wide range of reasons.



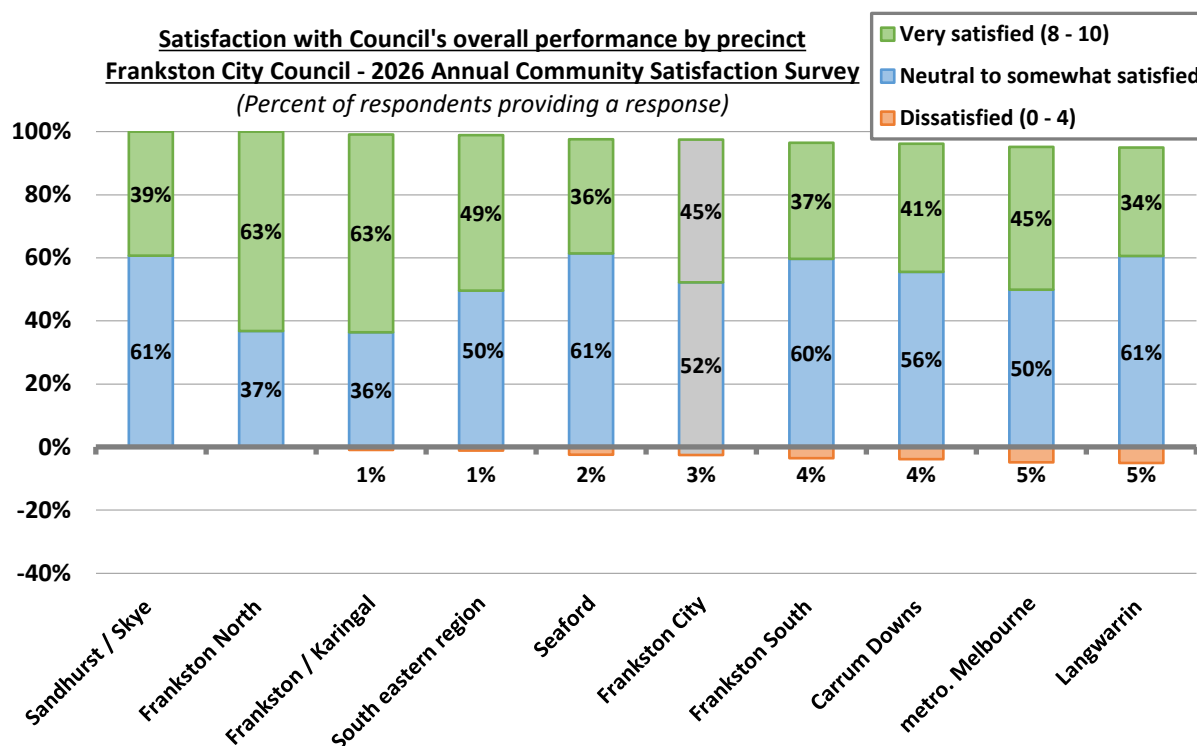
There was measurable variation in satisfaction with Council’s overall performance observed across the municipality. Respondents from Frankston North (5pts) and Frankston / Karingal (3pts) were measurably more satisfied than average, and at “very good” levels of satisfaction.

By contrast, respondents from Langwarrin were measurably (4pts) less satisfied than average, although still at a “good” level.



Approximately two-thirds of the respondents from Frankston North and Frankston / Karingal were “very satisfied” with Council’s overall performance.

No more than five percent of respondents from any of the seven precincts were “dissatisfied”, which reinforces a consistent level of service delivery across the municipality.



Satisfaction with overall performance by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile.

This includes age structure, gender, language spoken at home, contact with Council, housing situation, period of residence in the municipality, and household structure.

There was relatively little notable variation in satisfaction observed this year, although the following were noted:

- ***Marginal to somewhat HIGHER than average satisfaction*** – included young adults (aged 18 to 34 years), female respondents, respondents from English speaking households, rental households, new residents (less than one year in Frankston), medium term residents (5 to less than 10 years in Frankston), respondents from two-parent families (with children aged 13 years and over at home), and respondents from group households.
- ***Marginal to somewhat LOWER than average satisfaction*** – included respondents from one-parent families, 49 respondents with disability / chronic illness, six respondents identifying as Aboriginal and / or Torres Strait Islander, nine respondents identifying as LGBTIQ+, and the 30 respondents who identified as experiencing financial hardship.

This very consistent pattern of satisfaction with Council's overall performance is relatively unusual, as there tends to be more diversity in satisfaction observed by respondent profile.

The other somewhat unusual, but very positive result for the City of Frankston this year, was that respondents who had contacted Council in the last 12 months recorded the same overall satisfaction with Council as respondents who had not contacted Council.

This is highly unusual, as it is typically observed that respondents who had cause to contact their local council tend to report lower overall satisfaction scores.

The fact that this was not the case for in the City of Frankston this year reflects well on the performance of Frankston City Council providing quality customer service that meets the needs of the community.

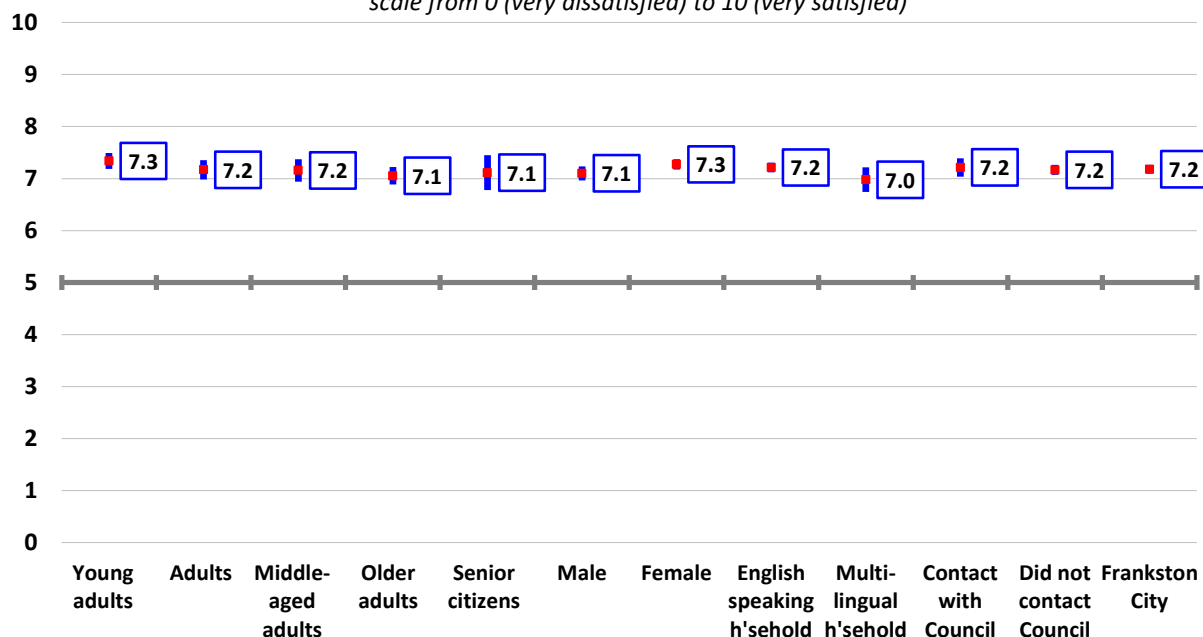
This was consistent with the measurably higher than average [satisfaction with customer service](#) recorded this year.



Satisfaction with Council's overall performance by respondent profile

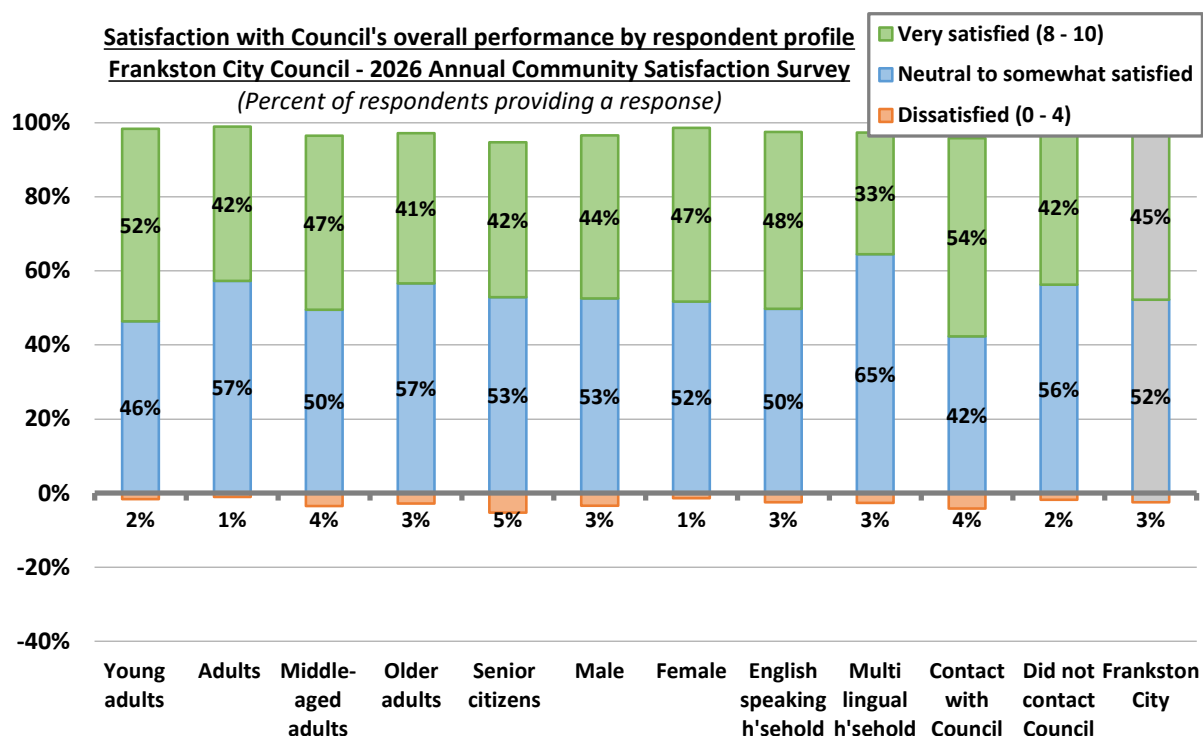
Frankston City Council - 2026 Annual Community Satisfaction Survey

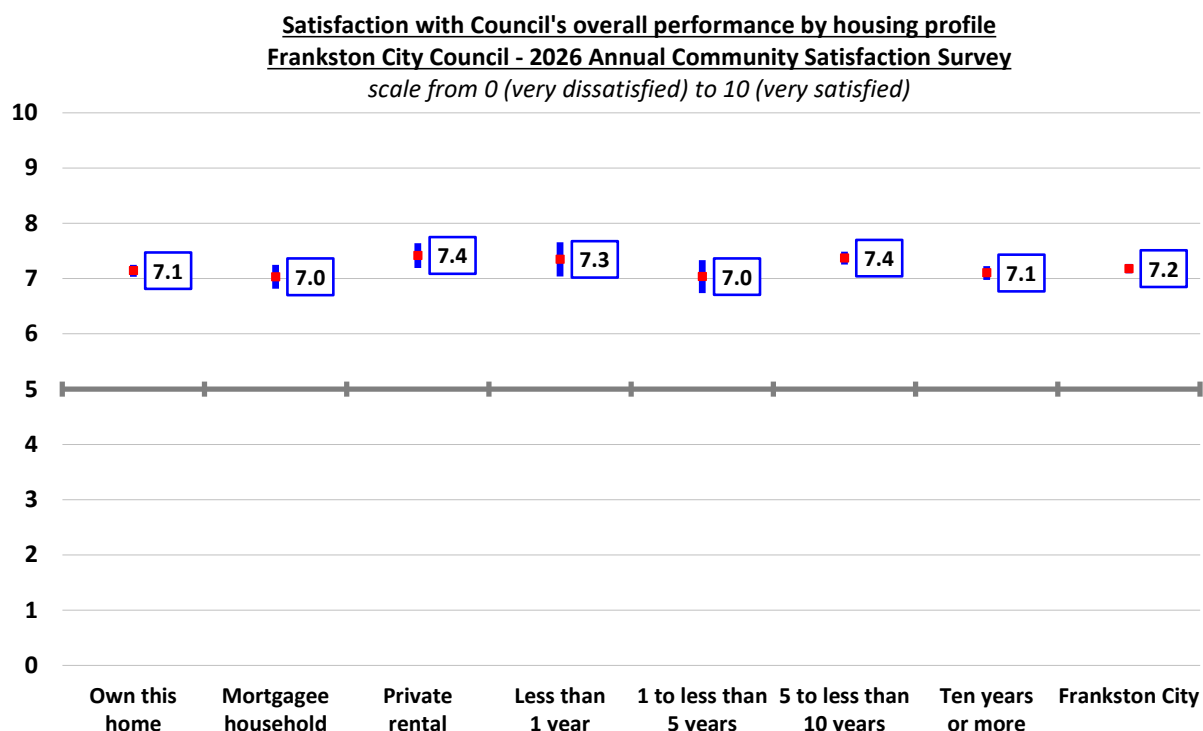
scale from 0 (very dissatisfied) to 10 (very satisfied)



More than half of the young adults (aged 18 to 34 years) and respondents who had contacted Council in the last 12 months were “very satisfied” with Council’s overall performance.

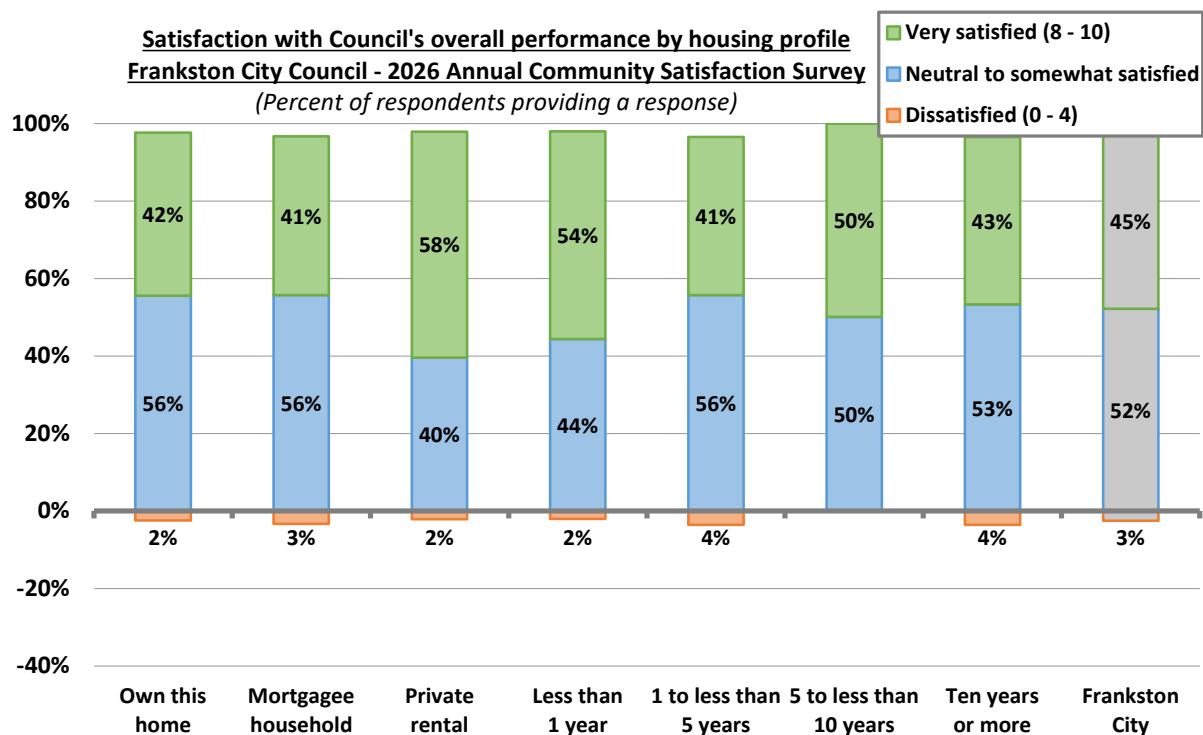
No more than five percent of respondents from any of these sub-groups were “dissatisfied”, reflecting the strong and consistent overall satisfaction score this year.

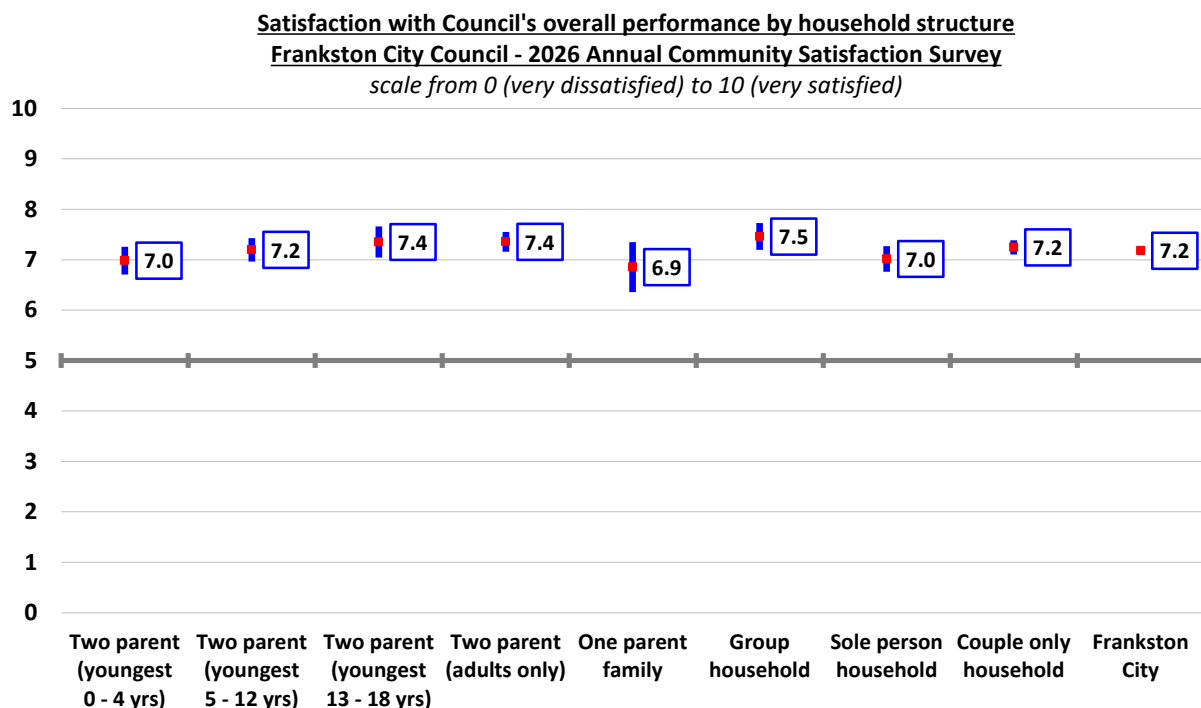




More than half of the respondents in private rental households, new residents (less than one year in the municipality), and medium-term residents (five to less than 10 years in the municipality) were “very satisfied” with Council’s overall performance.

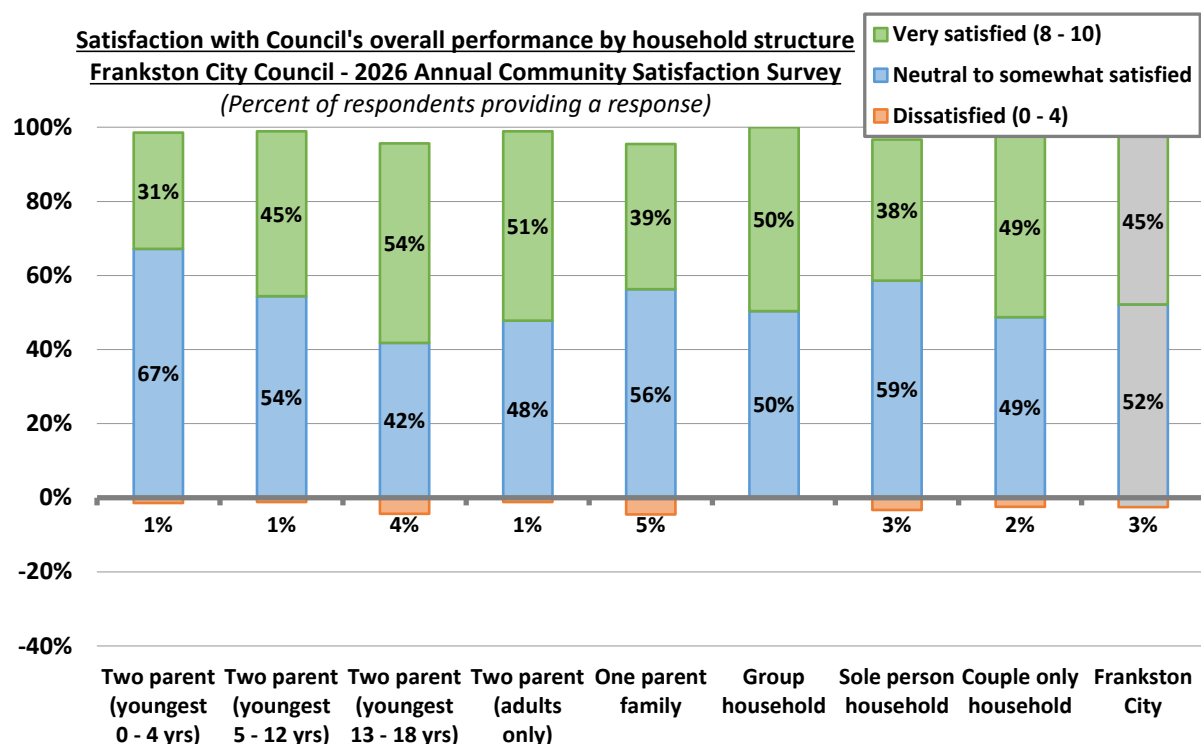
No more than five percent of respondents from any of these sub-groups were “dissatisfied”, reflecting the strong and consistent overall satisfaction score this year.

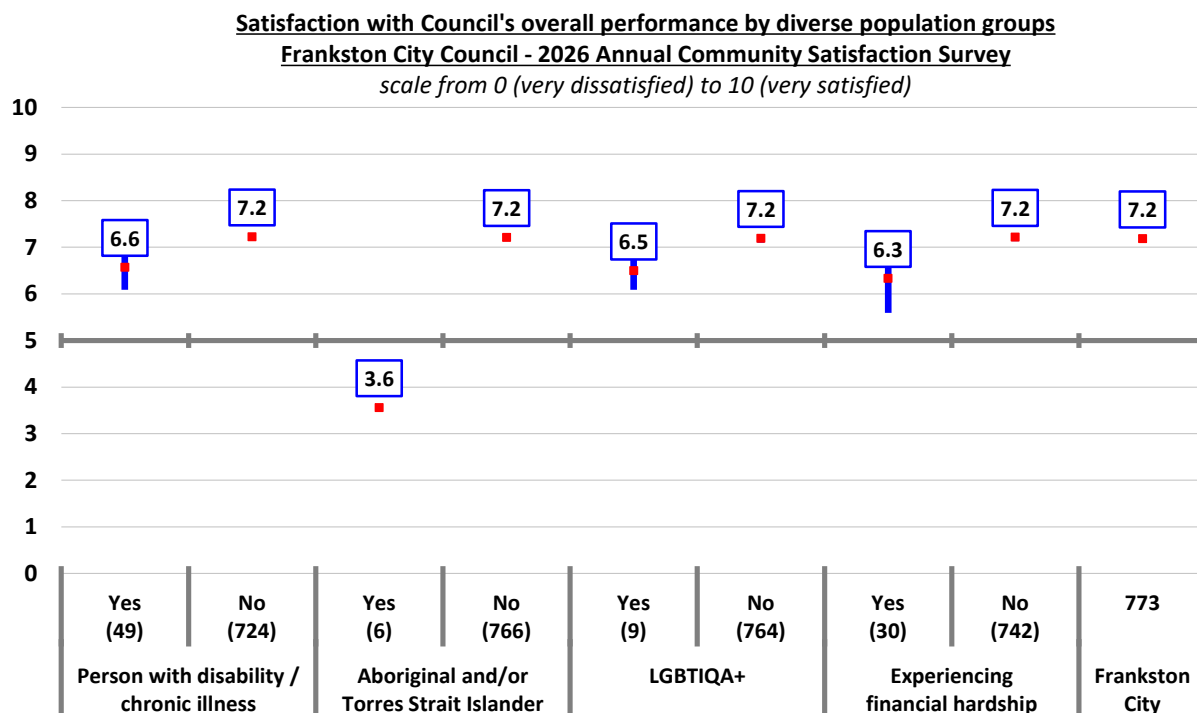




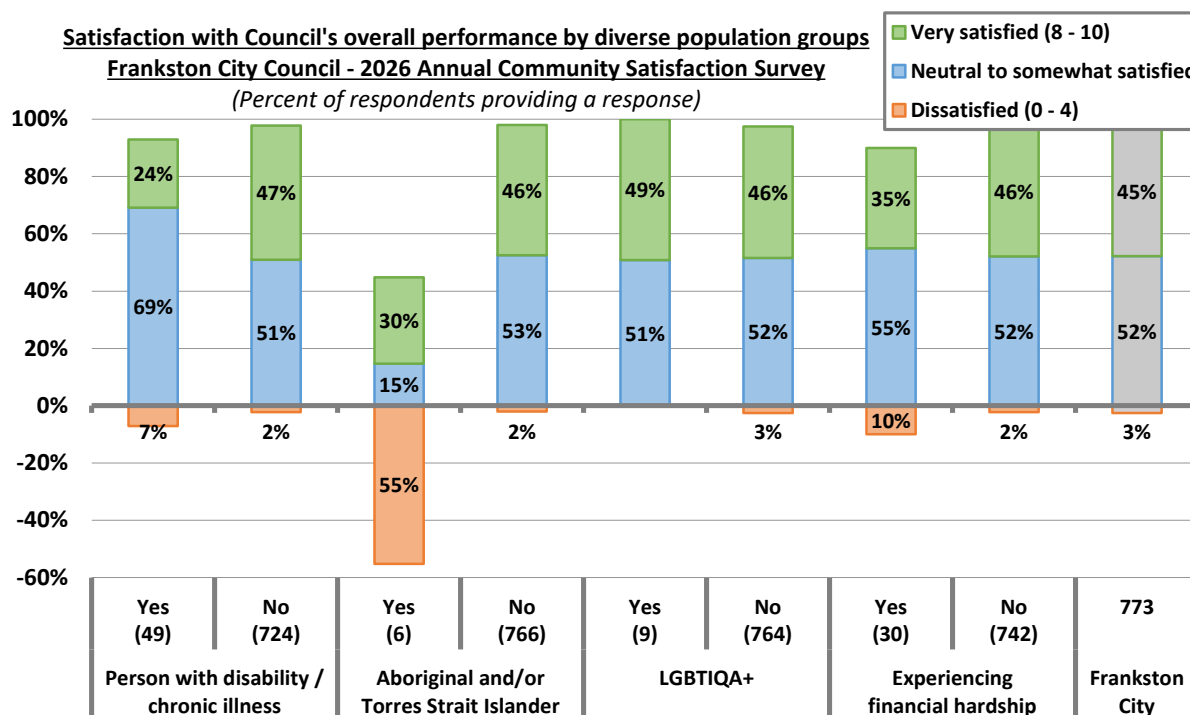
More than half of the respondents from two-parent families (with children aged 13 years and over), and group households were “very satisfied” with Council’s overall performance.

No more than five percent of respondents from any of these sub-groups were “dissatisfied”, reflecting the strong and consistent overall satisfaction score this year.





More than half of the six respondents identifying as Aboriginal and / or Torres Strait Islander were “dissatisfied” with Council’s overall performance this year, as were 10% of the 30 respondents experiencing financial hardship.



Satisfaction with overall performance by top issues for Frankston City

The following graph shows the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Frankston at the moment.

The graph also provides a comparison to the overall satisfaction score of all respondents (7.2), as well as a comparison to the 407 (up from 247) respondents who did not nominate any issues to address (7.3 down from 7.4).

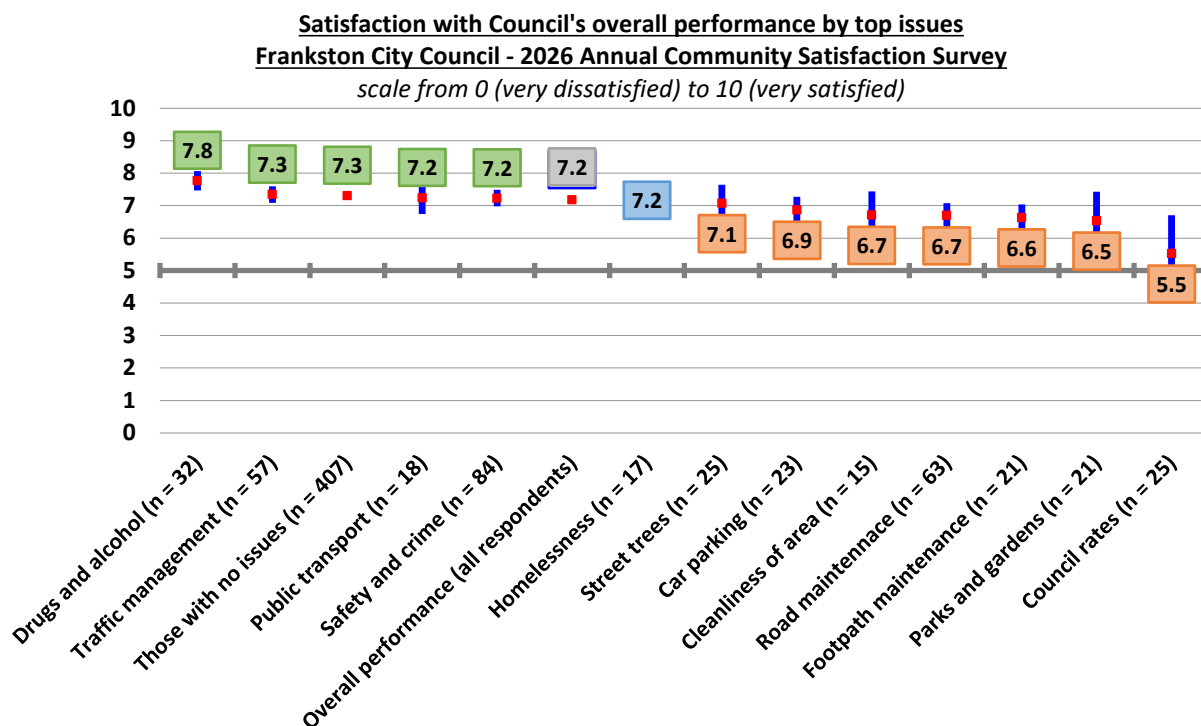
The detailed analysis of the top issues to address in Frankston City 'at the moment' is discussed in the [Current Issues for the City of Frankston](#) section of this report.

The aim of this data is to explore the relationship between the issues raised by respondents and their satisfaction with Council's overall performance.

It does appear that many of the issues that are principally the responsibility of state government (including drugs and alcohol, traffic, public transport, safety, and homelessness) did not appear to exert negative influences on overall satisfaction with Council.

By contrast, issues that are more associated with local government, or are shared responsibilities, tend to exhibit a more negative relationship with satisfaction with Council's overall performance.

This includes issues such as Council rates, parks and gardens, footpaths, roads (which is clearly a shared responsibility), cleanliness, car parking, and street trees.



The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues were likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

Clearly the number of respondents nominating each of these issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The 407 respondents, who did not feel compelled to nominate any issues that they feel need to be addressed in the municipality, were marginally (1pt) more satisfied with Council's overall performance than the average of all respondents.

This reflects the fact that residents who do not feel there are issues in their local area that need addressing are going to be more satisfied with the performance of their local council than respondents who believe that there are issues to address.

As with the relatively consistent overall satisfaction by respondent profile and by precinct, these results reflect a very stable level of satisfaction with Frankston City Council's overall performance.

The issue that appears to have the largest negative influence on overall satisfaction with Council was road maintenance and repairs (including both state and local managed roads).

The 63 respondents who nominated these issues were, on average, five percentage points (7%) less satisfied than average.

The other issues that appeared to be negatively related to overall satisfaction, for the respondents who raised the issues, included Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

The following table provides an alternative method of exploring the relationship between issues to address for the City of Frankston and satisfaction with Council's overall performance.



Top issues for Frankston of respondents' dissatisfied with overall performance

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Council rates	6	32%	3%
Road maintenance and repairs	3	16%	8%
Parks, gardens and open spaces	2	11%	3%
Building, planning, housing and development	1	5%	1%
Car parking	1	5%	3%
Cleanliness and maintenance of area	1	5%	2%
Cleanliness and maintenance of beach and foreshore	1	5%	0%
Community support / needs	1	5%	1%
Enforcement / update of local laws	1	5%	0%
Focus on core / basic services	1	5%	0%
Promote or improve community atmosphere	1	5%	0%
Provision and maintenance of street trees	1	5%	3%
Quality and provision of community services	1	5%	1%
Retail and hospitality	1	5%	1%
Safety, policing and crime	1	5%	11%
All other issues (2 separately identified issues)	2	11%	40%
Total responses	25		611
Respondents identifying at least one issue (percent of total respondents)	14 (74%)		393 (49%)

The table shows the proportion of respondents who were dissatisfied with Council's overall performance and who nominated each of the top 15 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

It is important to bear in mind that there were just 19 respondents dissatisfied with Council's overall performance.

It is noted that respondents dissatisfied with Council's overall performance were more likely than average to nominate most of these issues, with Council rates, fees, and charges, and road maintenance and repairs the two most prominent issues raised by "dissatisfied" respondents.



Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

"If satisfaction with Council's overall performance rated less than 6, why do you say that?"

There was a total of 55 (down from 97) comments received from respondents who were not satisfied with Council's overall performance this year (i.e., rated satisfaction at less than six out of 10).

These verbatim comments have been broadly categorised, as outlined in the following table.

The most common responses were communication and consultation related comments (10 comments), comments on specific Council services and facilities (9 comments), comments on rates and financial management (9 comments), and general negative comments (8 comments).

It is noted that there were just seven comments received from respondents who were not satisfied with Council's overall performance relating to Council's governance, management, and responsiveness, which is a positive result reflecting well on the performance of Council.

This result was consistent with the measurable increase in satisfaction with many of the aspects of [governance and leadership](#) recorded this year.

Reasons for dissatisfaction with overall performance
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents rating satisfaction less than five)

Reason	2026		2025	2024	2023	2022
	Number	Percent				
Communication and consultation	10	18%	9%	12%	11%	32%
Council services and facilities	9	16%	11%	11%	21%	8%
Rates and financial management	9	16%	13%	20%	15%	14%
General negative	8	15%	22%	27%	10%	18%
Management, governance, responsiveness	7	13%	20%	13%	20%	13%
Roads, traffic and parking	4	7%	9%	6%	5%	3%
General neutral	2	4%	3%	0%	2%	0%
Planning and development	2	4%	6%	4%	11%	2%
Safety, policing, drugs and alcohol	2	4%	3%	2%	1%	6%
Other	2	4%	2%	1%	2%	3%
Total comments	55	100%	97	89	94	87

The verbatim comments underpinning this table are included as an appendix to this report.

Change in Council's overall performance

Respondents were asked:

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

Consistent with the increase in average satisfaction, there was a small (2pt) increase this year, in the proportion of respondents who considered that Council’s overall performance improved this year.

There was, however, also a marginal (1pt) increase in the proportion of respondents who considered that overall performance had deteriorated.

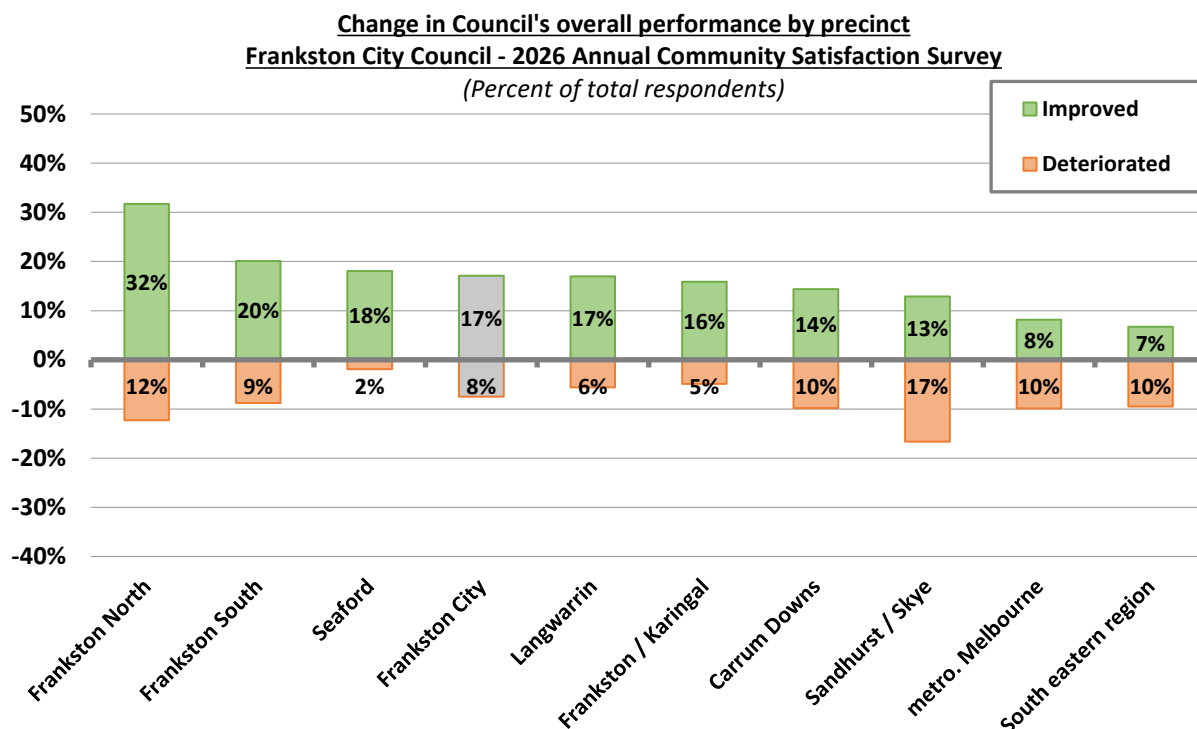
Change in overall performance
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Improved	137	17%	15%	14%	17%	21%	16%
Stayed the same	452	57%	62%	59%	59%	44%	57%
Deteriorated	60	8%	7%	7%	6%	8%	7%
Can't say	151	19%	17%	20%	17%	27%	21%
Total	800	100%	800	800	801	803	811

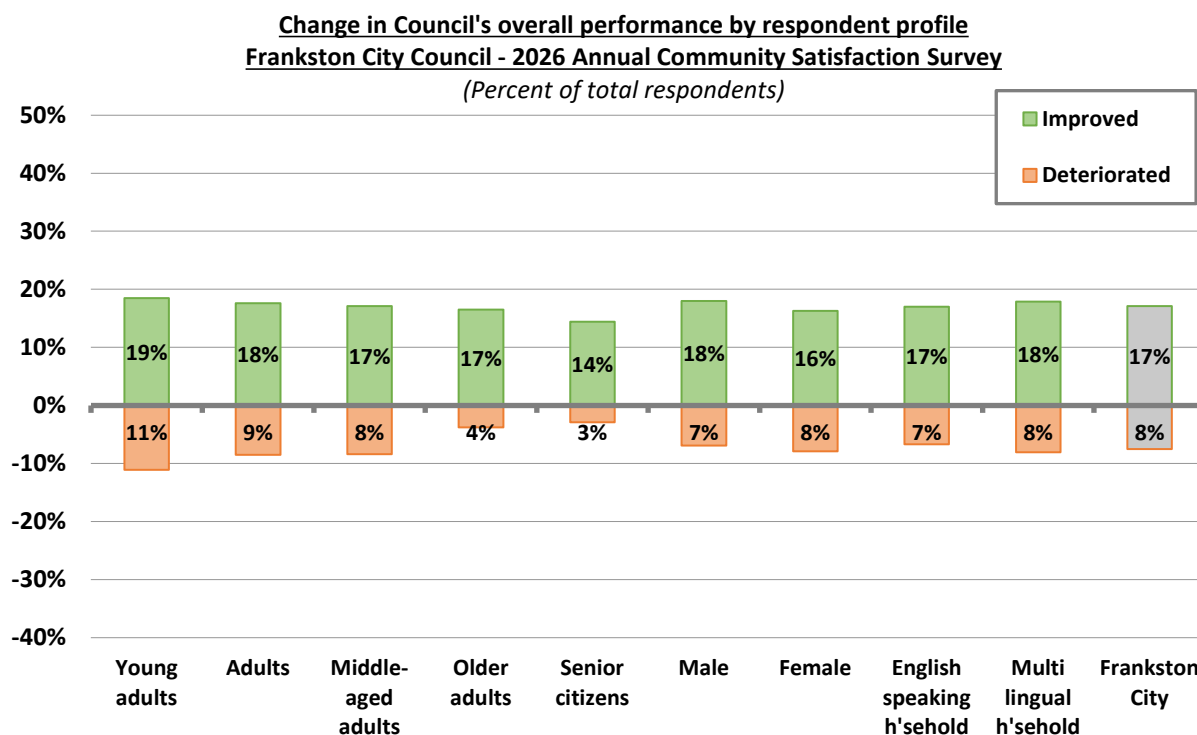
There was some variation in this result observed across the municipality, with respondents from Frankston North measurably (15pts) more likely than average to consider that Council’s overall performance had improved in the last 12 months.

By contrast, 17% of respondents from Sandhurst / Skye considered that overall performance had deteriorated.





There was relatively little notable variation in this result observed by respondent profile.



The following graph displays the relationship between overall satisfaction with Council and whether respondents considered that overall performance had improved, stayed the same, or deteriorated.

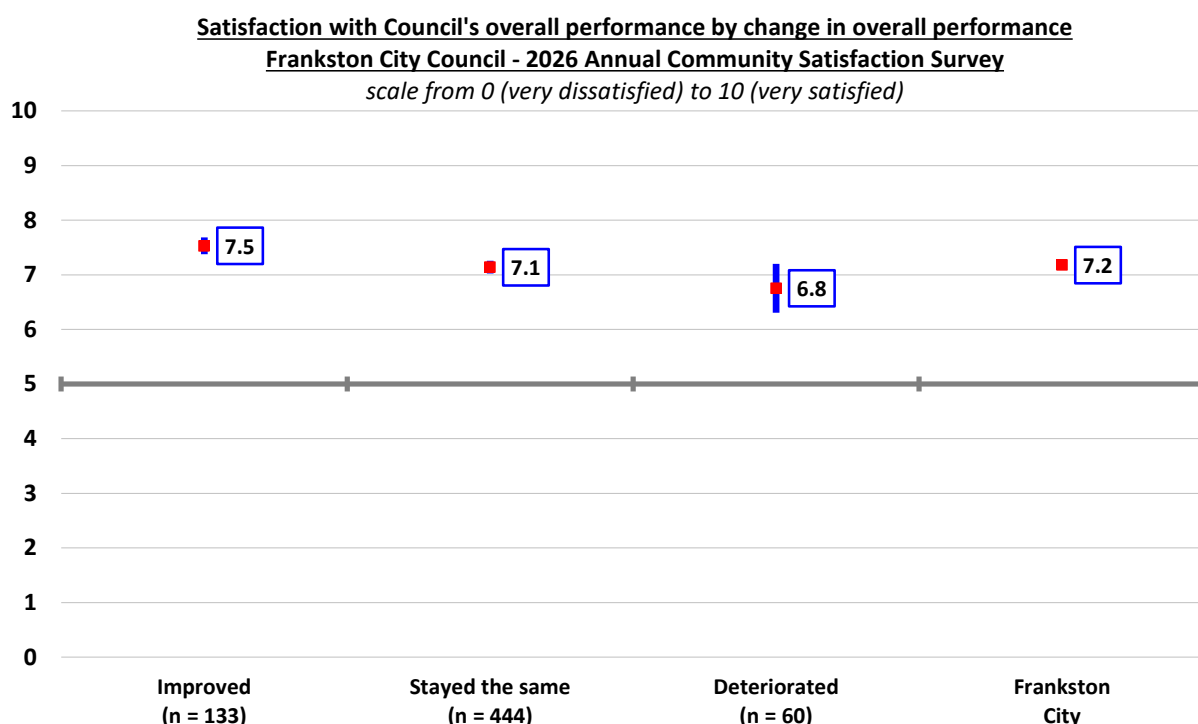


As would be expected, the 133 respondents who considered that Council’s overall performance had improved in the last 12 months were measurably (3pts) more satisfied than average and at a “very good” level of satisfaction.

The 60 respondents who considered that Council’s overall performance had deteriorated in the last 12 months rated satisfaction with overall performance at 6.8 (up significantly from the 5.2 recorded last year, and the 5.1 recorded in 2024).

This was a significant improvement in the average satisfaction of respondents who considered that overall performance had deteriorated, up 16 percentage points from last year.

This result reinforces the consistency in satisfaction with the performance of Frankston City Council this year.



Most important thing Frankston City should do to improve its performance

Respondents were asked:

“What is the most important thing Frankston City should do to improve its performance?”

Respondents were again in 2026, asked in an open-ended question, what was the most important thing Frankston City should do to improve its performance.

A little more than one-third (39% down from 57%) of respondents provided a response to the question, with these responses broadly categorised as outlined in the following table.

Consistent with the results recorded last year, the most common thing that respondents felt Council should do to improve its performance was more / better communication, consultation and engagement with the community, with six percent (down from 9%) nominating these improvements.

Metropolis Research notes that it is commonly the case that many respondents feel that Council is not effectively communicating or consulting with the community, with many of those dissatisfied with Council’s performance raising these concerns.

This is commonly observed across local government and is by no means unique to Frankston City.

It is important to bear in mind, however, that while this was the most common improvement respondents nominated, this does not mean that satisfaction with Council’s communication tools such as [Council’s website](#) (8.2 up from 7.7), the [Frankston City News](#) (7.9 up from 7.3), as well as Council’s [communication and consultation performance](#) (7.5 up from 7.0) were poor, with all these receiving “very good” to “excellent” levels of satisfaction.

It is also noted that satisfaction with these communication related services and facilities all improved measurably this year (5pts to 6pts).

There remained a notable proportion of respondents who raised better or more safety and policing as the most important thing Frankston City Council should do to improve its performance, with four percent (down from 7%) nominating this improvement.

This was consistent with the significant but declining (11% down from 29%) proportion of respondents who raised safety, policing, and crime issues as one of the top three [issues to address](#), along with the measurable increase in the [perception of safety in public areas](#) (particularly at night).

Other improvements nominated by respondents confirm the findings from other results in the survey, including some concerns around roads, Council rates, community support, Council governance and management, and traffic management.



Most important thing Frankston City should do to improve its performance

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2026 Number Percent		2025	2024	2023	2022
Better / more communication and consultation	46	6%	9%	8%	9%	10%
Better / more safety and policing	36	4%	7%	4%	1%	2%
Better / more road maintenance and repairs	22	3%	3%	2%	1%	2%
Cheaper rates / fees	18	2%	2%	3%	2%	2%
Better / more community support / needs	14	2%	0%	0%	0%	0%
Better Council governance, accountability, management	13	2%	2%	2%	3%	3%
Better traffic management	10	1%	1%	1%	1%	1%
Better / more cleanliness and maintenance of area	9	1%	1%	1%	1%	1%
General positive comments	8	1%	1%	1%	0%	0%
Better / more retail and hospitality	8	1%	1%	1%	1%	0%
Better / more maintenance of street trees	7	1%	2%	0%	0%	0%
Better building, housing, planning and development issues	7	1%	1%	1%	1%	2%
Better / more street cleaning and maintenance	6	1%	1%	0%	0%	0%
More parks, gardens and open spaces	6	1%	1%	0%	0%	0%
Better / more / cheaper / free parking	5	1%	3%	1%	1%	1%
Better / more community services	5	1%	0%	0%	0%	0%
Better / more infrastructure / amenities	5	1%	3%	0%	0%	1%
Better / more lighting	5	1%	0%	1%	0%	0%
Better / more services and facilities for older people	5	1%	0%	0%	0%	0%
Better services for homelessness	5	1%	2%	1%	0%	1%
Better / more community facilities	4	0%	0%	0%	0%	0%
Better customer service / responsiveness	4	0%	0%	1%	0%	1%
Better financial management / review	4	0%	2%	1%	1%	1%
Better footpath maintenance and repairs	4	0%	1%	0%	0%	0%
Better housing availability / affordability	4	0%	0%	0%	0%	0%
Better / more beautification of area / liveability	3	0%	0%	0%	0%	0%
Better / more hard rubbish collection	3	0%	0%	0%	0%	0%
Better / more management of graffiti / vandalism	3	0%	0%	0%	0%	0%
Better / more public toilets	3	0%	0%	0%	0%	0%
Better / more rubbish and waste issues inc garbage	3	0%	0%	2%	0%	0%
Drug and alcohol issues	3	0%	1%	0%	0%	0%
More / better youth activities, services and facilities	3	0%	1%	0%	0%	0%
Better / more children activities and facilities	2	0%	0%	0%	0%	0%
Better / more community activities / events	2	0%	1%	0%	0%	0%
Better / more sports, leisure, recreation facilities	2	0%	0%	0%	0%	0%
Better quality of life / lower cost of living	2	0%	0%	0%	0%	0%
Bio-diversity / wildlife conservation	2	0%	0%	0%	0%	0%
Environment, conservation, sustainability, climate change	2	0%	1%	1%	0%	0%
Equal funding / treatment of all suburbs	2	0%	0%	0%	0%	1%
Frankston CBD issues	2	0%	2%	0%	0%	0%
More surveys	2	0%	1%	0%	0%	1%
All other improvements (16 separately identified issues)	16	2%	8%	5%	4%	6%
No improvement	485	61%	43%	61%	67%	59%
Total	800	100%	800	800	801	803



Most important thing to improve performance by precinct

The following tables outline the top improvements nominated by respondents from across the seven precincts comprising Frankston City.

There was relatively little variation observed in these results across the municipality, with improvements to communication and consultation the most prominent improvement nominated by respondents in four of the seven precincts.

Improvements to safety and policing were the most common improvement nominated by respondents from Carrum Downs (8%), improvements to road maintenance and repairs was the most common in Seaford (7%), and improvements to housing availability / affordability in Frankston North (5%).

Most important thing Frankston City should do to improve its performance by precinct

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

<i>Carrum Downs</i>		<i>Seaford</i>	
Better / more safety and policing	8%	Better / more road maintenance / repairs	7%
Better communication and consultation	5%	Better communication and consultation	6%
Better / more community support / needs	3%	Cheaper rates / fees	6%
Better / more street cleaning / maintenance	3%	Better traffic management	5%
Better Council governance, / management	2%	Better / more community support / needs	3%
Better / more infrastructure / amenities	2%	More parks, gardens and open spaces	3%
Better older people services and facilities	2%	Better building, housing, planning issues	3%
Better beautification of area / liveability	2%	Better / more safety and policing	3%
Better / more road maintenance / repairs	2%	Better / more maintenance of street trees	2%
Better traffic management	2%	More surveys	2%
All other improvements	17%	All other improvements	19%
No improvement	52%	No improvement	41%
Total	130	Total	94



Most important thing Frankston City should do to improve its performance by precinct

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Langwarrin		Sandhurst / Skye	
Better communication and consultation	5%	Better communication and consultation	7%
Better / more road maintenance / repairs	3%	Better / more safety and policing	6%
Better / more safety and policing	3%	Better / more maintenance of street trees	4%
Better Council governance / management	3%	Better Council governance / management	2%
Cheaper rates / fees	3%	General positive comments	2%
General positive comments	1%	Better older people services and facilities	1%
Better / more public toilets	1%	Better / more public toilets	1%
Better building, housing, planning issues	1%	Better customer service / responsiveness	1%
Better / more community services	1%	Cheaper rates / fees	1%
More parks, gardens and open spaces	1%	Better / more road maintenance / repairs	1%
All other improvements	4%	All other improvements	3%
No improvement	74%	No improvement	70%
Total	138	Total	80

Frankston South		Frankston North	
Better communication and consultation	10%	Better housing availability / affordability	5%
Better / more safety and policing	5%	No improvement	95%
Better / more community support / needs	5%		
Cheaper rates / fees	4%		
Better / more retail and hospitality	4%		
Better / more cleanliness and maintenance	3%		
Better services for homelessness	2%		
Better Council governance / management	2%		
Frankston CBD issues	1%		
Better building, housing, planning issues	1%		
All other improvements	5%		
No improvement	58%		
Total	108	Total	38

Frankston / Karingal		Frankston City	
Better communication and consultation	6%	Better communication and consultation	6%
Better / more road maintenance / repairs	4%	Better / more safety and policing	4%
Better / more safety and policing	4%	Better / more road maintenance / repairs	3%
Better traffic management	2%	Cheaper rates / fees	2%
Better / more lighting	2%	Better / more community support / needs	2%
Better footpath maintenance and repairs	1%	Better Council governance / management	2%
Cheaper rates / fees	1%	Better traffic management	1%
Better / more / cheaper / free parking	1%	Better / more cleanliness / mainten. of area	1%
Better / more cleanliness and maintenance	1%	General positive comments	1%
Better / more community services	1%	Better / more retail and hospitality	1%
All other improvements	16%	All other improvements	16%
No improvement	61%	No improvement	61%
Total	213	Total	800



Most important thing to improve performance by respondent profile

The following tables outline the top improvements nominated by respondents by respondent profile, including age structure, gender, and language spoken at home.

There was relatively little variation observed in these results across the municipality, with improvements to communication and consultation the most prominent improvement nominated by respondents aged 35 years and over, which was the same as last year, as well as male respondents, and respondents from English speaking households.

Young adults (aged 18 to 34 years), female respondents, and respondents from multilingual households were most likely to nominate improved safety and security as the top improvement.

Most important thing Frankston City should do to improve its performance by respondent profile

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

<i>Male</i>		<i>Female</i>	
Better communication and consultation	6%	Better / more safety and policing	7%
Better / more community support / needs	3%	Better communication and consultation	6%
Better / more road maintenance / repairs	3%	Better / more road maintenance / repairs	3%
Cheaper rates / fees	2%	Cheaper rates / fees	2%
Better / more safety and policing	2%	Better / more community services	1%
Better Council governance / management	2%	More parks, gardens and open spaces	1%
Better / more cleanliness and maintenance	2%	Better Council governance / management	1%
Better traffic management	2%	Better / more lighting	1%
Better / more retail and hospitality	1%	General positive comments	1%
General positive comments	1%	Better / more street cleaning / maintenance	1%
All other improvements	12%	All other improvements	17%
No improvement	65%	No improvement	58%
Total	380	Total	415

<i>English speaking</i>		<i>Multi-lingual</i>	
Better communication and consultation	6%	Better / more safety and policing	5%
Better / more safety and policing	5%	Better / more road maintenance / repairs	4%
Better / more road maintenance / repairs	3%	Better communication and consultation	4%
Cheaper rates / fees	2%	Cheaper rates / fees	4%
Better Council governance / management	2%	Better / more community support / needs	3%
Better / more community support / needs	2%	Better / more street cleaning / maintenance	3%
General positive comments	1%	Better traffic management	2%
Better / more retail and hospitality	1%	Better management of graffiti / vandalism	2%
Better / more cleanliness and maintenance	1%	Better / more children activities / facilities	2%
Better traffic management	1%	Better / more lighting	2%
All other improvements	15%	All other improvements	15%
No improvement	62%	No improvement	54%
Total	681	Total	107

Most important thing Frankston City should do to improve its performance by respondent profile

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Better / more safety and policing	5%	Better communication and consultation	7%
Better / more community support / needs	2%	Better / more safety and policing	7%
Better communication and consultation	2%	Better / more road maintenance / repairs	5%
Better / more retail and hospitality	2%	Better Council governance / management	2%
More parks, gardens and open spaces	1%	Better / more cleanliness and maintenance	2%
Better / more / cheaper / free parking	1%	Cheaper rates / fees	2%
Drug and alcohol issues	1%	Better traffic management	2%
Better / more children activities / facilities	1%	Better / more community services	2%
Better / more lighting	1%	Better building, housing, planning issues	2%
Better / more community services	1%	Better financial management / review	2%
All other improvements	8%	All other improvements	15%
No improvement	76%	No improvement	52%
Total	230	Total	141
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Better communication and consultation	8%	Better communication and consultation	8%
Better / more safety and policing	4%	Better / more road maintenance / repairs	4%
Better / more maintenance of street trees	3%	Cheaper rates / fees	4%
Better / more road maintenance / repairs	3%	Better / more safety and policing	4%
Better / more public toilets	2%	Better Council governance / management	3%
Better Council governance / management	2%	Better building, housing, planning issues	2%
Better traffic management	2%	Better older people services and facilities	2%
Cheaper rates / fees	2%	More parks, gardens and open spaces	1%
Better / more lighting	1%	Better / more cleanliness and maintenance	1%
Better / more community activities / events	1%	Better traffic management	1%
All other improvements	14%	All other improvements	15%
No improvement	60%	No improvement	53%
Total	145	Total	113
Senior citizens (75 years and over)		Frankston City	
Better communication and consultation	8%	Better communication and consultation	6%
Better / more community support / needs	5%	Better / more safety and policing	4%
Cheaper rates / fees	3%	Better / more road maintenance / repairs	3%
General positive comments	3%	Cheaper rates / fees	2%
Better traffic management	2%	Better / more community support / needs	2%
Better / more road maintenance / repairs	2%	Better Council governance / management	2%
Better / more safety and policing	2%	Better traffic management	1%
Better footpath maintenance and repairs	2%	Better / more cleanliness / mainten. of area	1%
Better services for homelessness	2%	General positive comments	1%
Better older people services and facilities	1%	Better / more retail and hospitality	1%
All other improvements	14%	All other improvements	16%
No improvement	56%	No improvement	61%
Total	69	Total	800



Governance and leadership

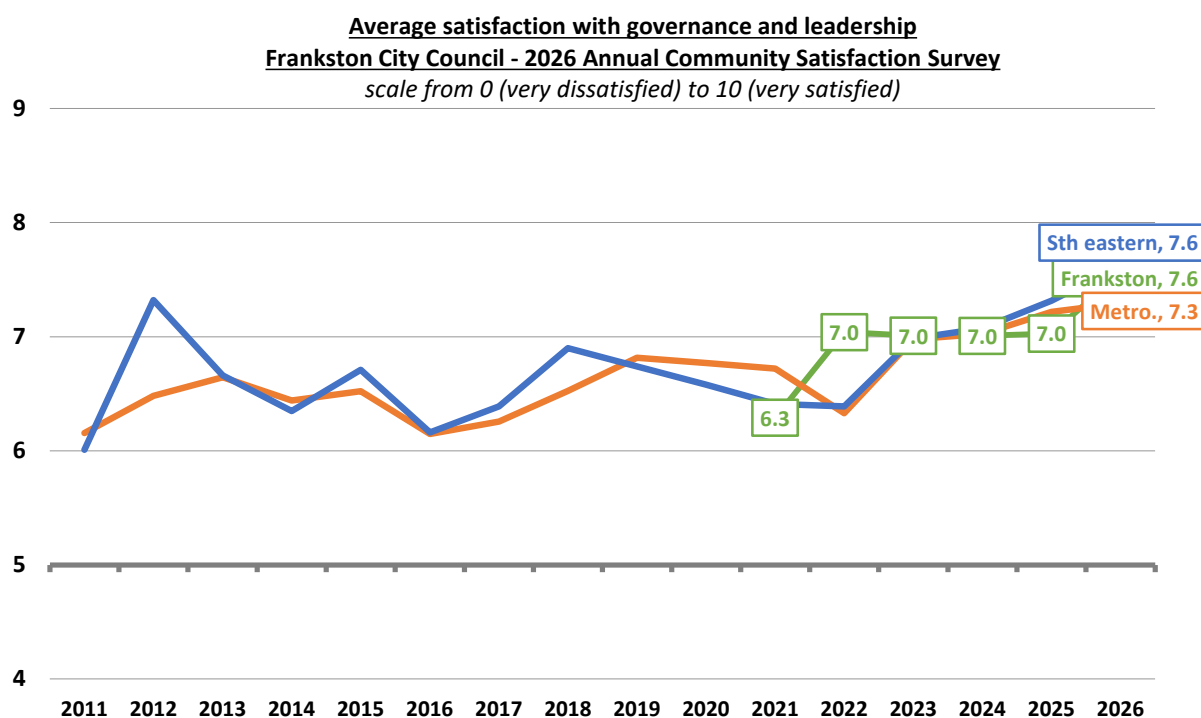
Respondents were asked:

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

Respondents were again in 2026, asked to rate their satisfaction with nine aspects of governance and leadership, as outlined in the following graph.

Six of the nine aspects are considered the core aspects of governance and leadership (representation, making decisions, maintaining trust, responsiveness, consultation and engagement, and opportunities to participate in consultations).

The average satisfaction with the six core measures of governance and leadership increased measurably and significantly this year, up six percentage points (9%) to 7.6 out of 10, which was a “very good”, up from a “good” level.



This was a significant improvement in satisfaction with governance and leadership, breaking away from the four-year stable result of 7.0 out of 10 recorded from 2022 to 2024.

Metropolis Research notes that it is highly unusual for satisfaction with governance and leadership to exceed satisfaction with Council’s overall performance.

This does suggest that these results, while reflecting extremely well on the performance of Frankston City Council (both the organisation and the elected Council), may be somewhat of an outlier result this year.

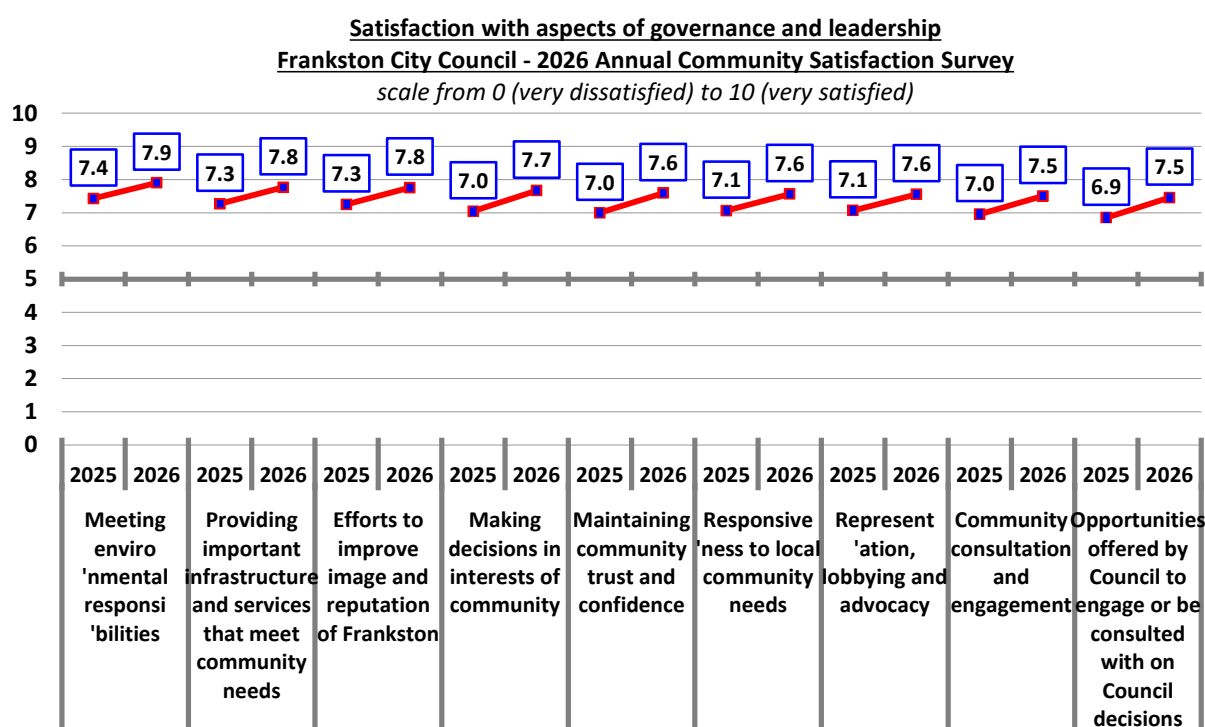
By way of comparison, this result was measurably (3pts) higher than the metropolitan average (7.3), but identical to the unusually high southeastern region council’s average (7.6).

The increase in average satisfaction with the six core aspects of governance and leadership was reflected in measurable increases in satisfaction with all nine included aspects this year.

The standout positive result this year was the seven-percentage point increase in satisfaction with Council’s performance making decisions in the interests of the community, and the six-percentage point increase in satisfaction with Council’s performance maintaining the trust and confidence of the local community.

Satisfaction with these nine aspects can best be summarised as follows:

- **Excellent** – for meeting environmental responsibilities, providing important infrastructure and services that meet community needs, and efforts to improve the image and reputation of Frankston.
- **Very Good** – for maintaining community trust and confidence, the responsiveness of Council to local community needs, representation, lobbying, and advocacy, community consultation and engagement, and the opportunities offered by Council to engage or be consulted with on Council decisions.



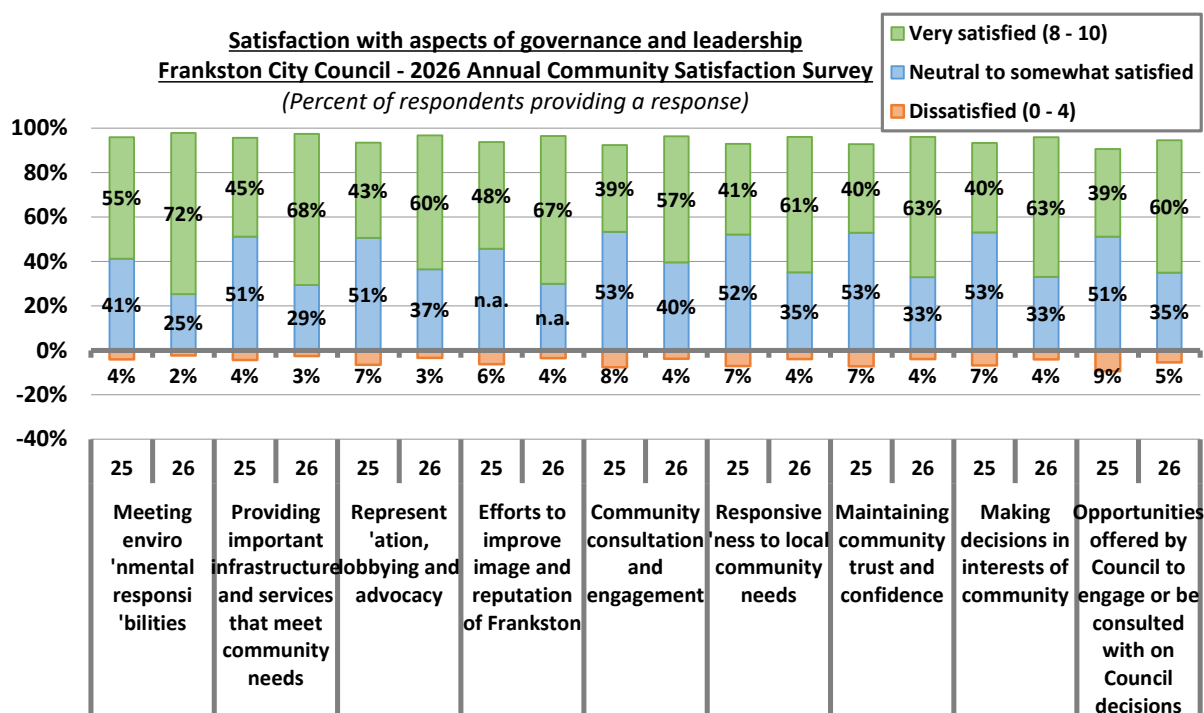
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



Consistent with the measurable increase in average satisfaction with each of these nine aspects of governance and leadership, there were significant increases in the proportion of respondents who were “very satisfied” with each of these aspects.

The stand-out improvement this year, was the 23-percentage point increase in the proportion of respondents who were “very satisfied” with Council providing important infrastructure and services that meet community needs (68% up from 45%), the 17 point increase in satisfaction with both the performance maintaining community trust and confidence (63% up from 40%), and performance making decisions in the interests of the community (63% up from 40%).

There were also notable declines in the proportion of respondents “dissatisfied” with each of the nine aspects of governance and leadership this year.

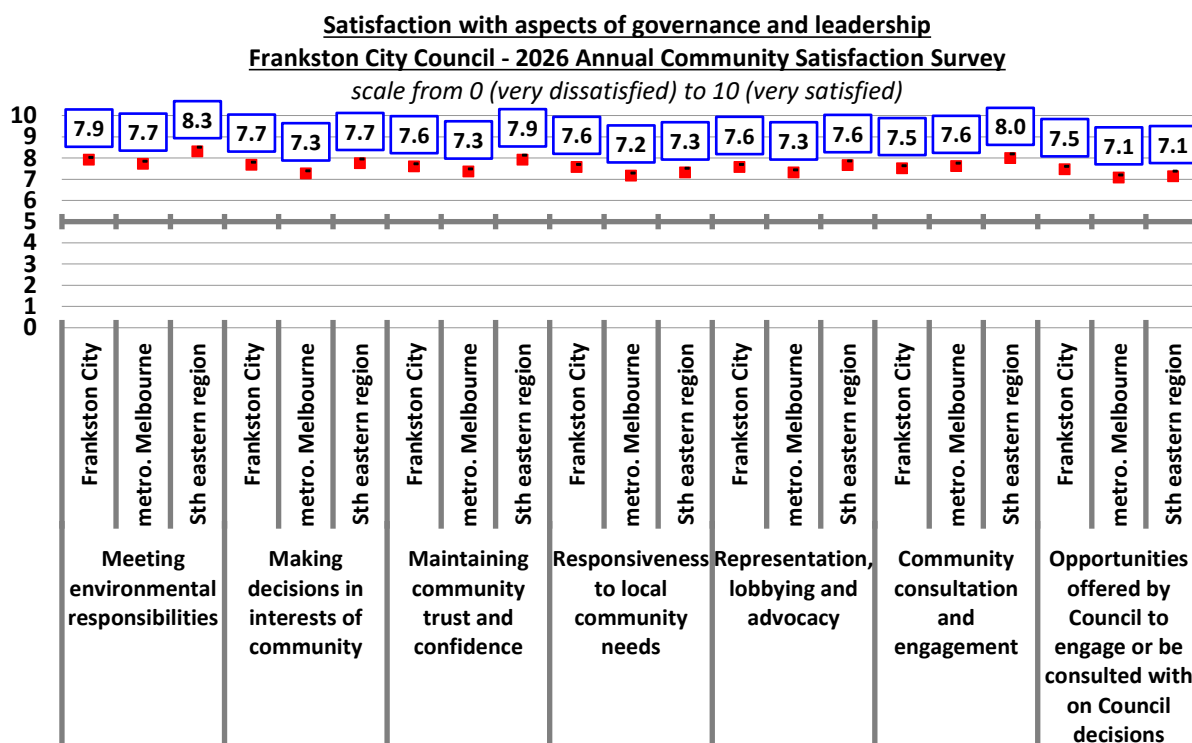


The following graph provides a comparison of satisfaction with seven of the nine aspects of governance and leadership against the metropolitan Melbourne and southeastern region councils’ averages, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology.

The average satisfaction with these seven aspects was notably (2pts) higher than the metropolitan average, but identical to the unusually high southeastern region councils’ average.

Satisfaction with six of these seven aspects was higher in the City of Frankston than the metropolitan average. Satisfaction with community consultation and engagement, however, was marginally (1pt) lower in the City of Frankston.



The following sections provide a more detailed examination of satisfaction with each aspect of governance and leadership. Whilst some variation was evident for individual aspects, in general terms the following was observed:

- **Generally, MORE satisfied than average** – included respondents from Frankston North and to a lesser extent respondents from Frankston / Karingal and Sandhurst / Skye, young adults (aged 18 to 34 years), and respondents from English speaking households.
- **Generally, LESS satisfied than average** – included respondents from Langwarrin, and to a lesser extent Seaford and Carrum Down, older respondents (aged 45 years and over), and respondents from multilingual households.

Meeting responsibilities towards the environment

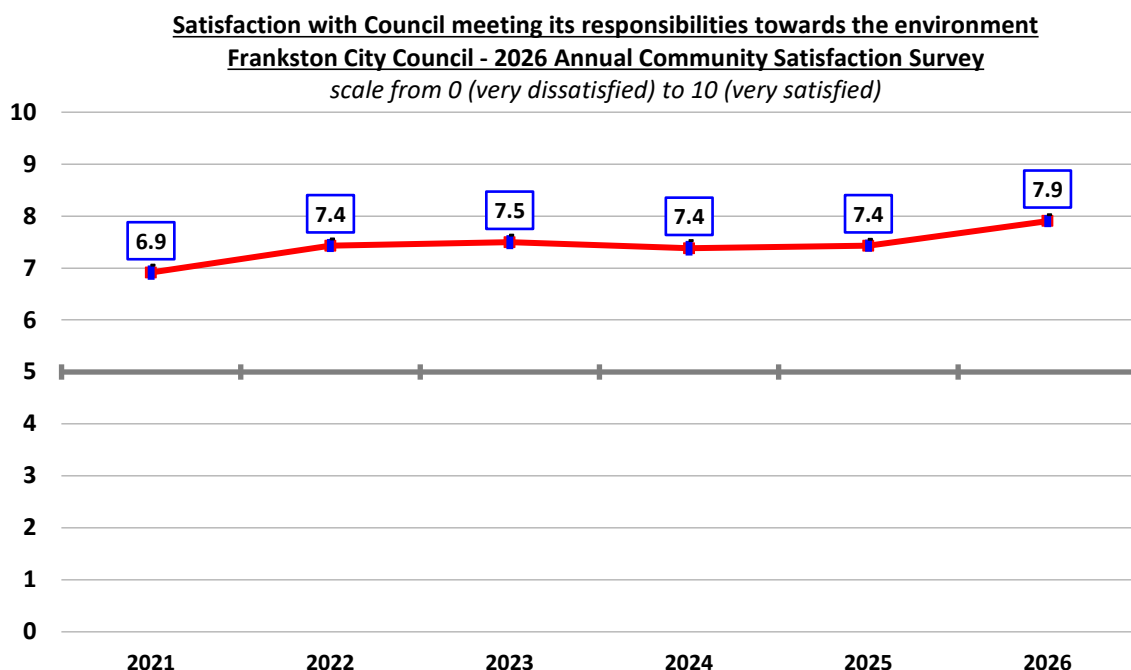
Satisfaction with the performance of Council meeting its responsibilities towards the environment increased measurably this year, up five percentage points (7%) to 7.9 out of 10.

This was an “excellent”, up from a “very good” level of satisfaction and was measurably (5pts) higher than the long-term average satisfaction since 2021 of 7.4 out of 10 or “very good”.

By way of comparison, this result was measurably (2pts) higher than the metropolitan average, but measurably (4pts) lower than the unusually high southeastern region average, both as recorded in *Governing Melbourne*.

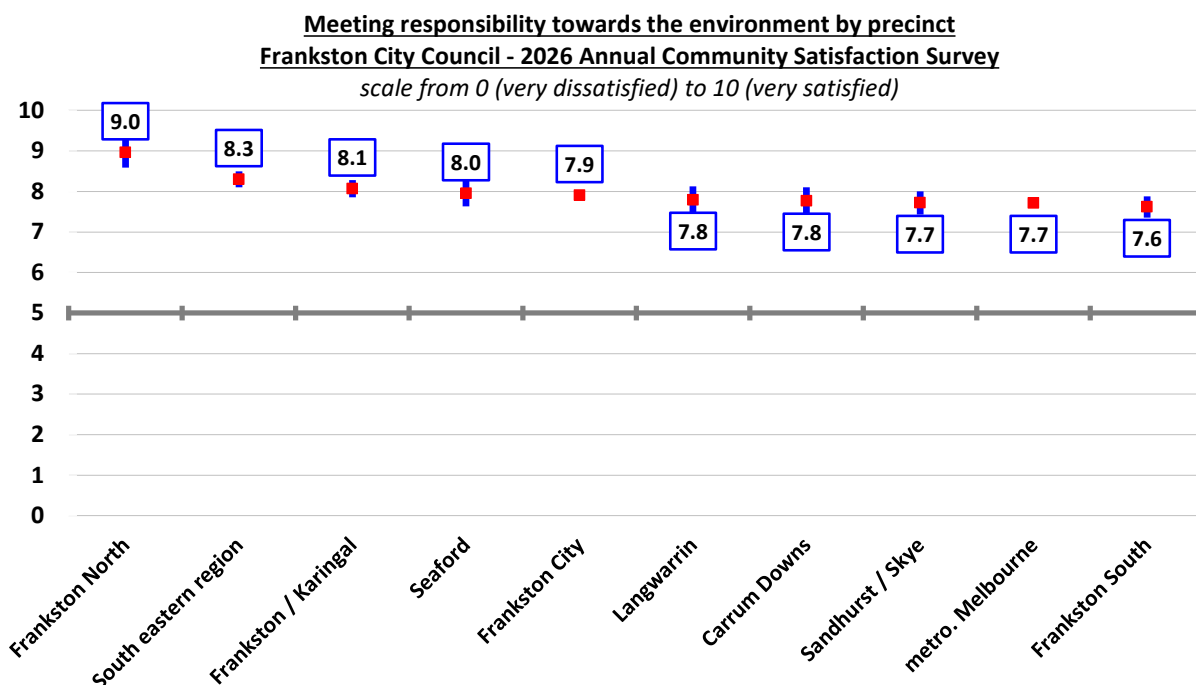
This result comprised 72% (up from 55%) “very satisfied” respondents, and two percent (down from 4%) “dissatisfied”.



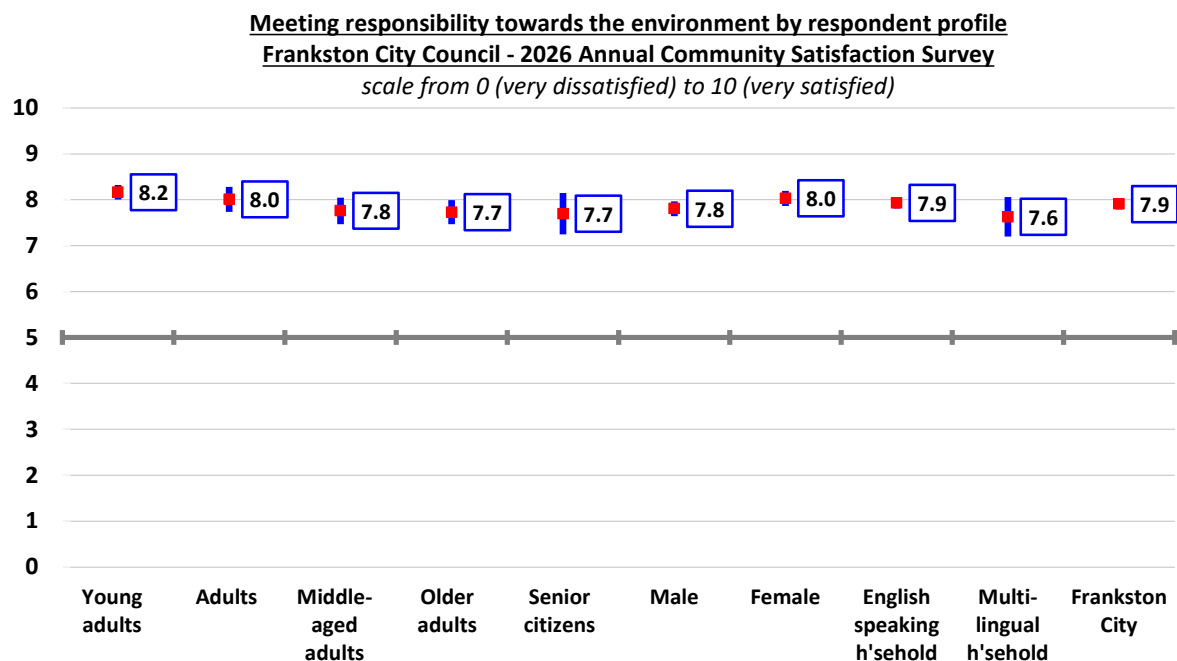


There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (11pts) more satisfied than average.

By contrast, respondents from Frankston South were notably (3pts) less satisfied than average, and at a “very good” rather than an “excellent” level.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3pts) more satisfied than average. Respondents from English speaking households were notably (3pts) more satisfied than respondents from multilingual households.



The following table outlines the 29 comments received from respondents in relation to Council's performance meeting its responsibilities towards environment.

The most common issues raised related to the perception that not enough was being done or that Council was not taking a sufficient interest (7 comments), and comments around trees (5 comments).

Reasons for dissatisfaction with Council meeting its responsibilities towards the environment
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Not enough is done / no interest</i>	
Could do better / more	3
Don't care, prefer not spend money on the environment	1
There are efforts being put in but make it more often	1
There's no action	1
There're so many things overlooked	1
Total	7
<i>Trees management</i>	
Cutting down the trees unnecessarily	1
Gumtrees are quite old and they fail to remove them	1
Trees are not well maintained	1
Unnecessary planting of gum trees which causes termite infestations	1
We need less trees that cause nuisance	1
Total	5



<i>Council governance / management</i>	
Need to let people choose	1
Not doing anything beneficial for community after taking so much money	1
The Council is just ****. They are lazy	1
They only help their friends	1
Total	4
<i>Lack of communication / information / responsiveness</i>	
Council never does anything, previously some people said that we could ask Council and they just told us that they can't do it	1
Restrictive for people to attend meetings	1
They don't communicate	1
They don't give me satisfaction in what I ask for	1
Total	4
<i>Parks, open spaces, greenery and biodiversity</i>	
Grass is not well maintained	1
Improve the state of creeks and indigenous reserves	1
That park is not well maintained	1
Undergrowth being taken away from birds	1
Total	4
<i>Waste management</i>	
Purple bin is a waste of money	1
Their contractors who do the nature strips don't do the green waste that goes down drains	1
They closed down the Frankston tip	1
Total	3
<i>General negative</i>	
There is room for improvement	1
They're terrible	1
Total	2
Total responses	29

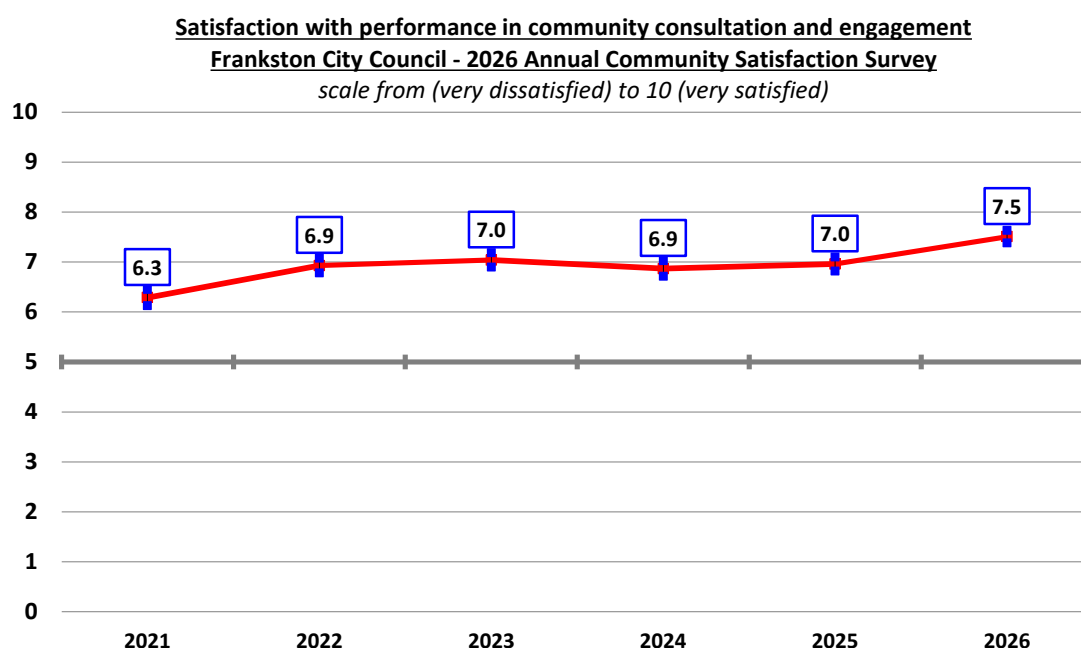


Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance increased measurably this year, up five percentage points (7%) to 7.5 out of 10.

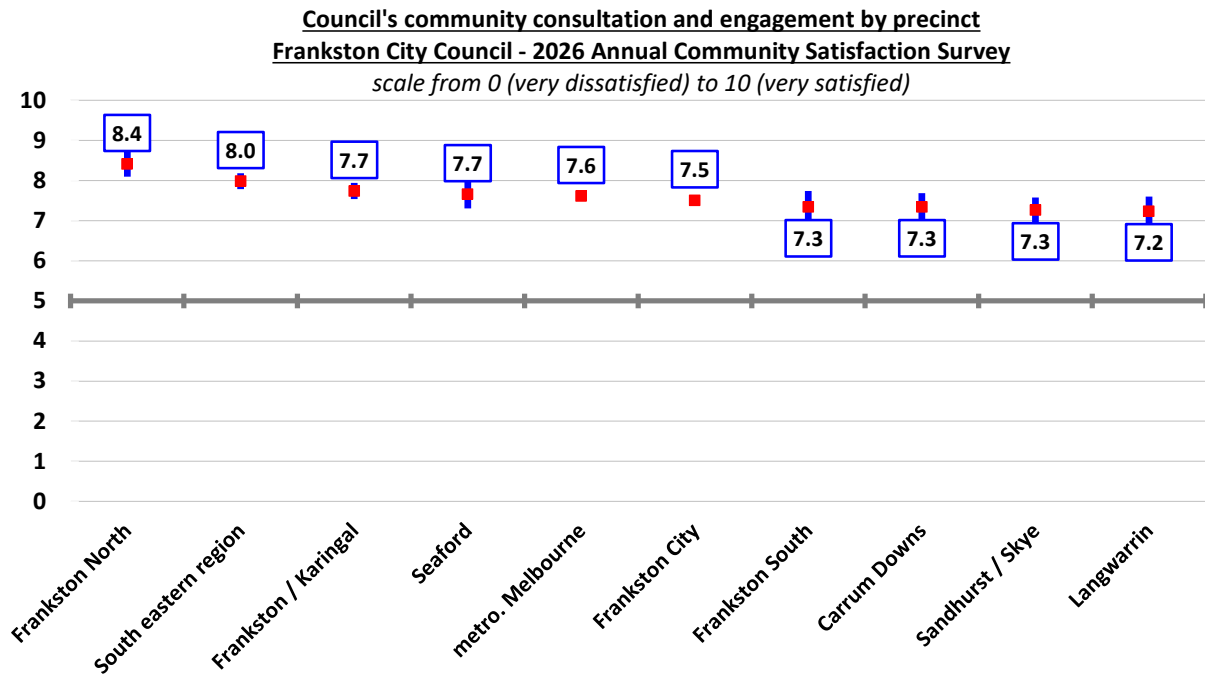
This was a “very good”, up from a “good” level of satisfaction and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 6.9 out of 10 or “good”.

By way of comparison, this result was marginally (1pt) lower than the metropolitan average, but measurably (5pts) lower than the unusually high southeastern region average, both as recorded in *Governing Melbourne*.

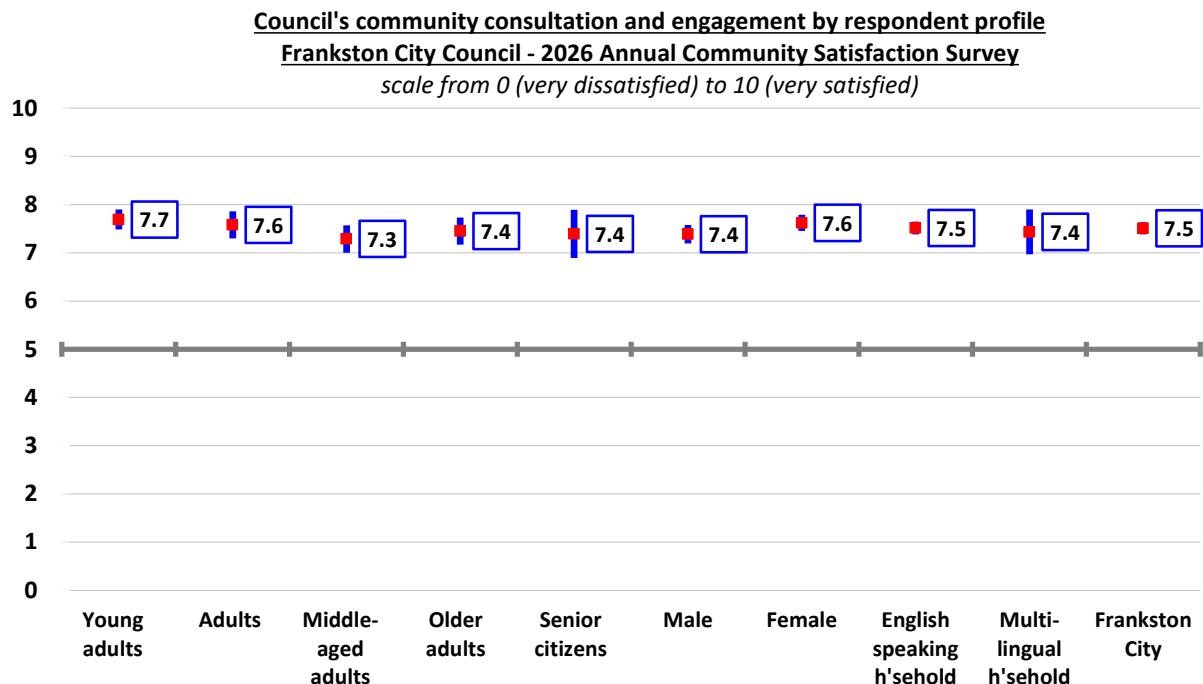


This result comprised 57% (up from 39%) “very satisfied” respondents, and four percent (down from 8%) “dissatisfied”.

There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (9pts) more satisfied than average, and at an “excellent” level. By contrast, respondents from Langwarrin were notably (3pts) less satisfied than average, and at a “good”, rather than a “very good” level.



There was no measurable variation in satisfaction observed by respondent profile, with respondents from all sub-groups rating satisfaction at “very good” levels.



The following table outlines the 38 comments received from respondents in relation to Council’s community consultation and engagement performance.

The most common issues raised by respondents related to communication and information (14 comments), consultation and engagement (11 comments), and responsiveness (4 comments).



Reasons for dissatisfaction with Council's performance in community consultation and engagement

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication / information</i>	
I don't see / hear about anything	4
No / poor communication	2
Hard to find out about consultations	1
Hard to get their time	1
Hardly engage with them	1
More widespread communication	1
Need to hear more from them	1
Not enough info shared to the community	1
There's nothing on the website about being contacted	1
They don't do anything	1
Total	14
<i>Consultation / engagement</i>	
Not much engagement / outreach	2
They have never asked me for any feedback	2
More events can be done for the engagement	1
Need more community outreach maybe through newsletters	1
Restrictive for people to attend meetings	1
The community outreach seems like just a formality rather than for action	1
They don't ask many questions; this is my first interaction	1
They need to engage more with the people	1
Very poor consultation and engagement	1
Total	11
<i>Responsiveness</i>	
I ring them and it takes three months to get back to me	1
They don't follow up on enquiries	1
They don't listen to me about paddling	1
They don't listen to people's needs	1
Total	4
<i>Council governance / management</i>	
Make more community centred decisions	1
Not doing anything beneficial for community after taking so much money	1
They don't want to do their job	1
Total	3



<i>General negative</i>	
Not great	1
They are ****	1
Total	2
<i>Planning and development</i>	
They are building apartments on the beach, we don't want it, but Council keeps telling it's that we want it	1
We have contacted them for building support; they can't grasp what we are saying	1
Total	2
<i>Other</i>	
The changes made to kinder based on feedback was really good	1
The Council newspaper, the members' social media	1
Total	2
Total responses	38

Opportunities offered by Council to engage or be consulted with on Council decisions

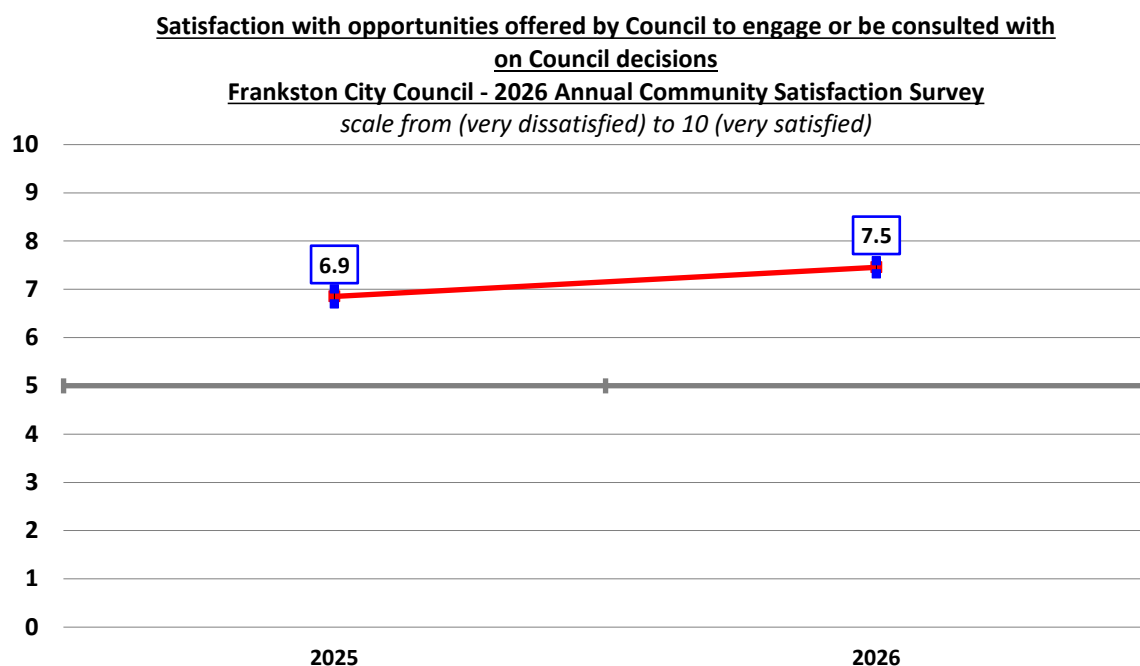
Satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions increased measurably this year, up six percentage points (9%) to 7.5 out of 10.

This was a “very good”, up from a “good” level of satisfaction.

By way of comparison, this result was measurably (4pts) higher than the metropolitan average and notably (4pts) higher than the southeastern region average, both as recorded in *Governing Melbourne*.

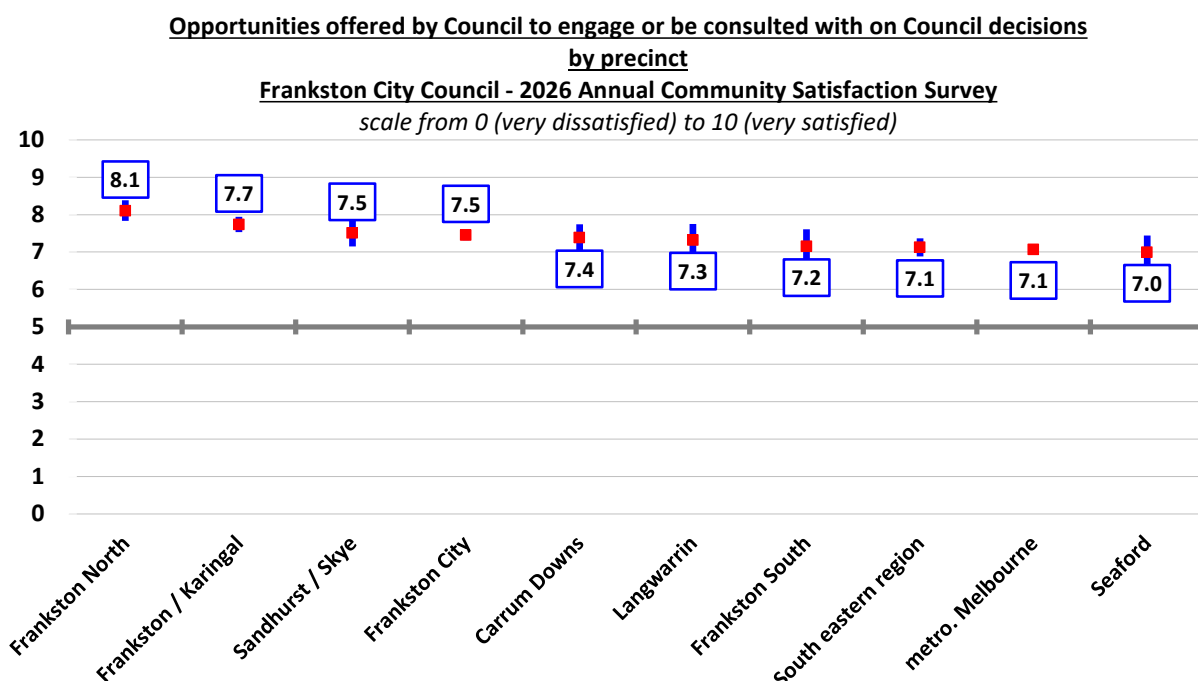
This result comprised 60% (up from 39%) “very satisfied” respondents, and five percent (down from 9%) “dissatisfied”.





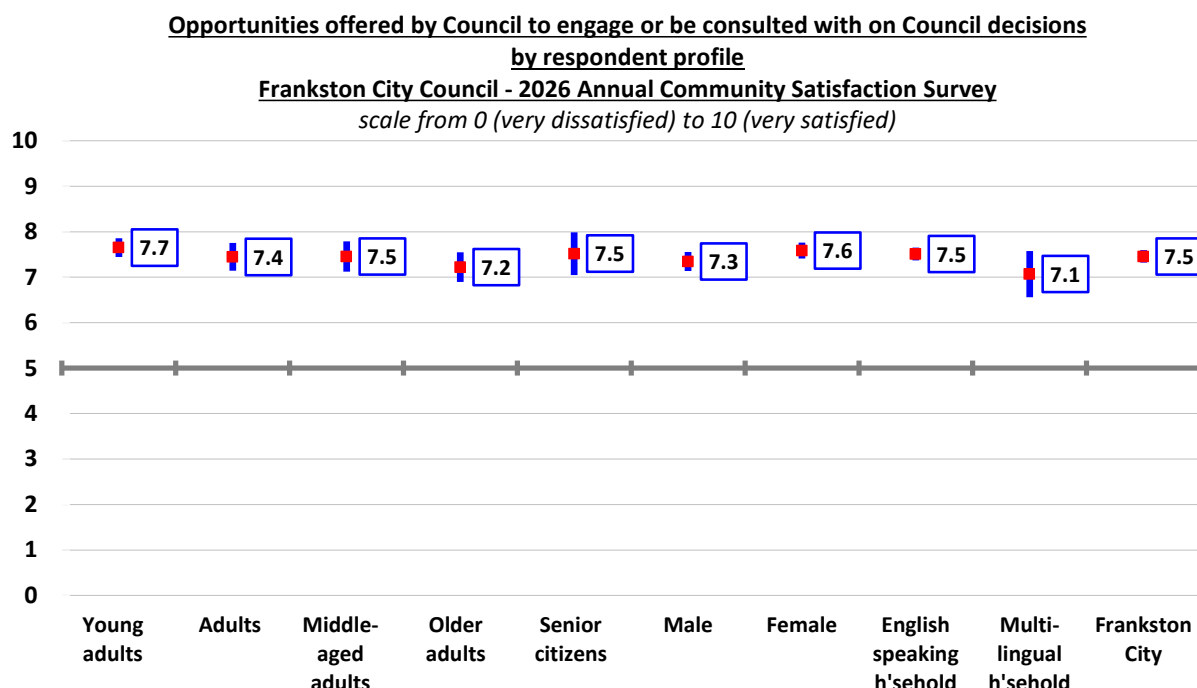
There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (6pts) more satisfied than average, and at an “excellent” level.

By contrast, respondents from Frankston South (3pts) and Seaford (5pts) were notably less satisfied than average, and at a “good”, rather than “very good” levels.



While there was no measurable variation in this result observed by respondent profile, older adults (aged 60 to 74 years) were somewhat (3pts) less satisfied than average, and at a “good” rather than a “very good” level.

Female respondents were notably (3pts) more satisfied than male respondents, and respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.



The following table outlines the 33 comments received from respondents in relation to the opportunities by Council to engage or be consulted with on Council decisions.

These comments have been broadly categorised as follows:

- Lack of communication / information 12 comments
- Poor / not enough community engagement and consultation 11 comments
- Council governance / management 5 comments
- Council doesn't listen / not interested 3 comments
- General negative 1 comment
- Other issues 1 comment.

Reasons for dissatisfaction with opportunities by Council to engage or be consulted with on Council decisions

Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Lack of communication / information</i>	
I am not aware of / seen any	7
Doesn't inform the community	2
I don't really notice it	1
Need to hear more from them	1

Not sure what is available	1
Total	12
<i>Poor / not enough community engagement and consultation</i>	
Not enough opportunities to engage or be consulted on Council decisions	2
I was told that I could engage in public consultation once a year on the website	1
Need more community outreach maybe through newsletters	1
Need more consultation	1
Need more engagement with community	1
No community outreach / interaction at all	1
Restrictive for people to attend meetings	1
Seems like only a formality	1
They don't ask many questions; this is my first interaction	1
They've never asked anything	1
Total	11
<i>Council governance / management</i>	
I've had contact with local Councillors here; they don't follow up	1
Not doing anything beneficial for community after taking so much money	1
They help you if you give them money under the table	1
They make their own decisions	1
They only serve themselves	1
Total	5
<i>Council doesn't listen / not interested</i>	
They don't listen to people's needs	1
They push their own agenda	1
They talk very nice, but they do not help	1
Total	3
<i>General negative</i>	
They are ****	1
Total	1
<i>Other</i>	
It is there we don't use it enough	1
Total	1
Total responses	33



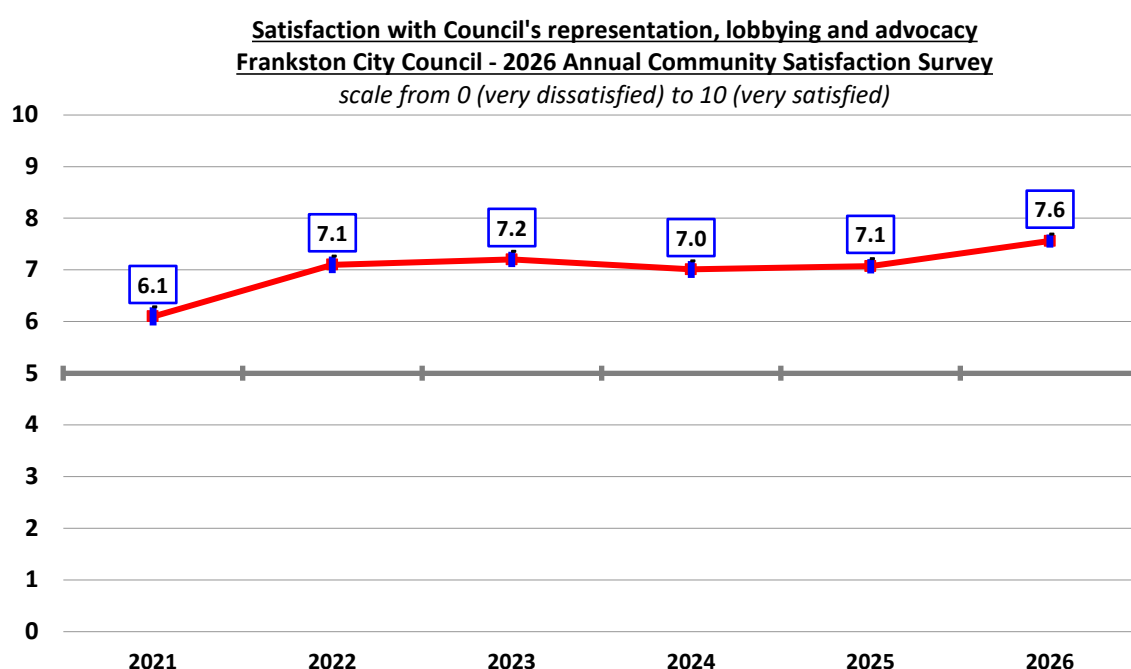
Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance increased measurably this year, up five percentage points (7%) to 7.6 out of 10.

This was a “very good”, up from a “good” level of satisfaction, and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 7.0 or “good”.

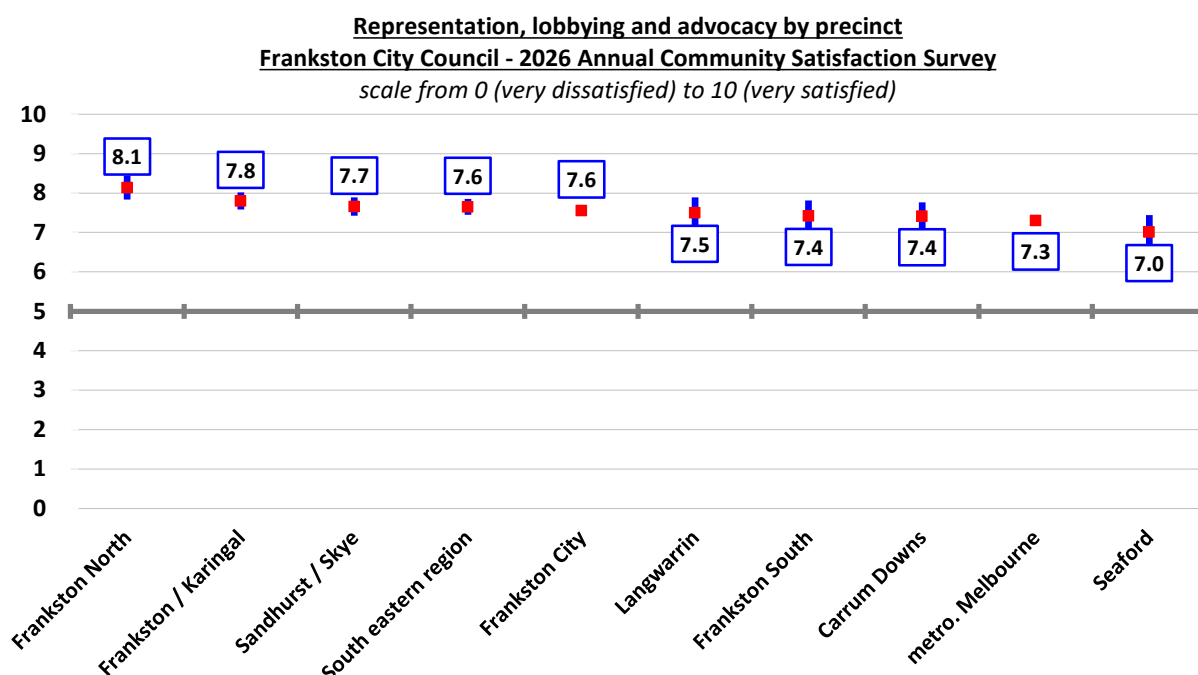
By way of comparison, this result was measurably (3pts) higher than the metropolitan average and identical to the southeastern region average, both recorded in *Governing Melbourne*.

This result comprised 60% (up from 43%) “very satisfied” respondents, and three percent (down from 7%) “dissatisfied”.



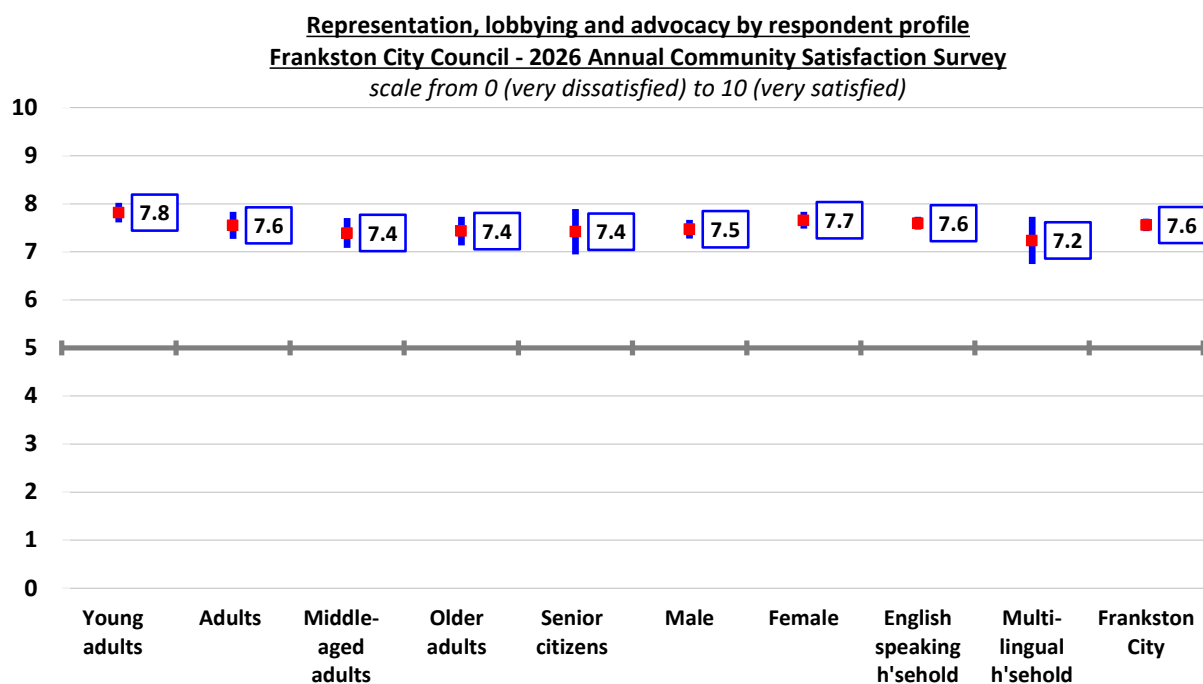
There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than average, and at an “excellent” level. Respondents from Frankston / Karingal also rated satisfaction at an “excellent” level.

By contrast, respondents from Seaford were notably (6pts) less satisfied than average, and at a “good”, rather than a “very good” level.



While there was no measurable variation in this result observed across the municipality, young adults (aged 18 to 34 years) rated satisfaction at an “excellent” rather than a “very good” level.

Respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.



The following table outlines the 23 comments received in relation to Council’s representation, lobbying, and advocacy on behalf of the community.



Reasons for dissatisfaction with Council's representation, lobbying and advocacy

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication / information</i>	
I never see / hear anything	5
I don't really notice it	1
Need to hear more about them	1
Total	7
<i>Council governance / management</i>	
Not doing anything beneficial for community after taking so much money	1
They are in it to keep their job and get money	1
They could lobby harder	1
They have their own interests	1
They just don't act for the rate payers	1
They just run around	1
Too busy so they don't seem to care	1
Total	7
<i>Consultation / engagement</i>	
Need more attention from Council members	1
Need more community outreach maybe through newsletters	1
Need more engagement with community	1
No community outreach at all	1
Not much is done by them in this regard	1
Restrictive for people to attend meetings	1
Total	6
<i>Planning, housing and development</i>	
I think they are too invested in keeping low density housing and they should be more invested in high density	1
Previously they pushed to stop the apartments but now the Council has switched up	1
Total	2
<i>Other</i>	
Just because they have a different view to me	1
Total	1
Total responses	23



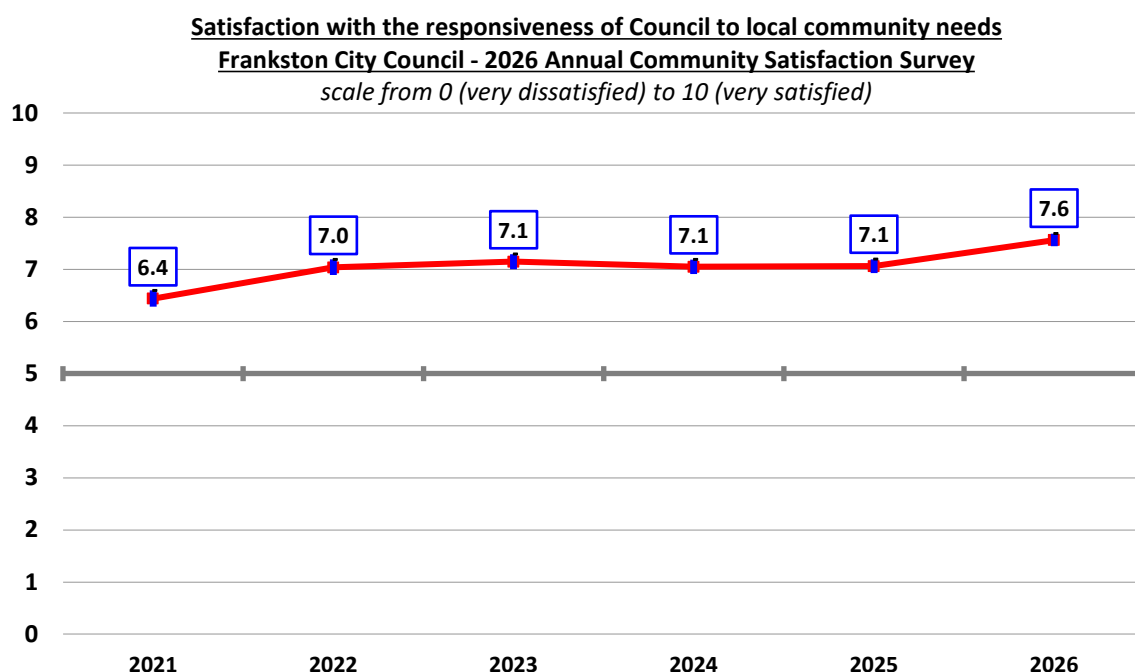
Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs increased measurably this year, up five percentage points (7%) to 7.6 out of 10.

This was a “very good”, up from a “good” level of satisfaction, and was measurably (5pts) higher than the long-term average satisfaction since 2021 of 7.1 or “good”.

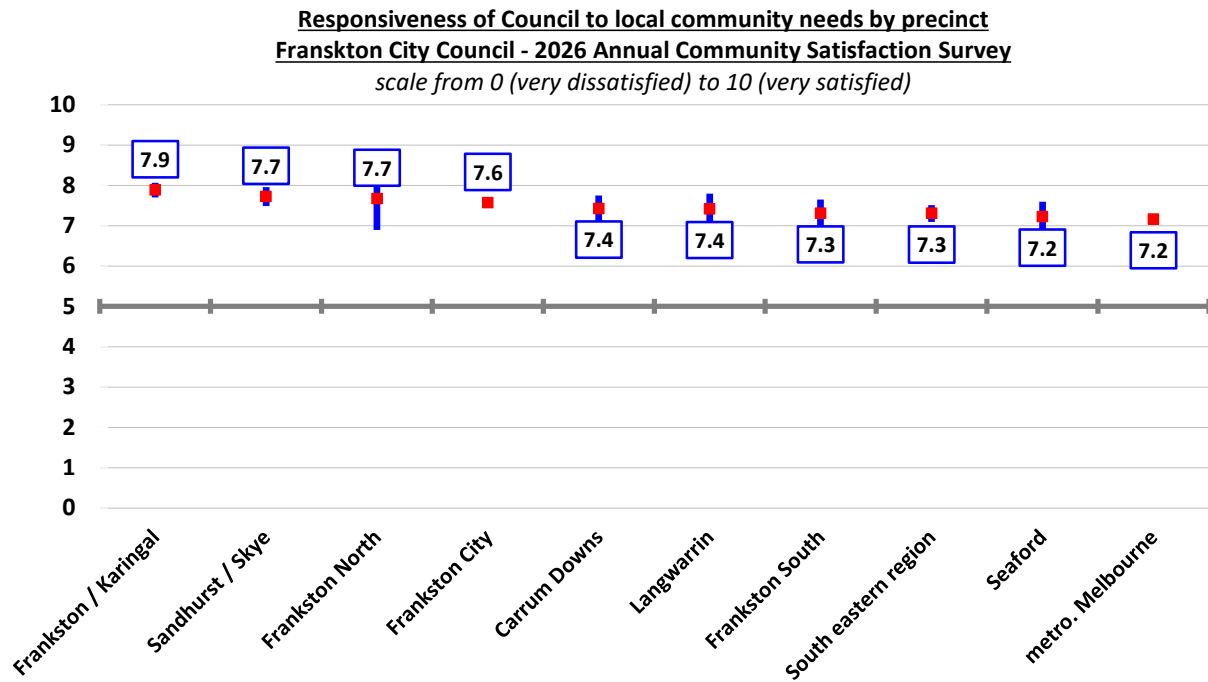
By way of comparison, this result was measurably (4pts) higher than the metropolitan average and notably (3pts) higher than the southeastern region average, both recorded in *Governing Melbourne*.

This result comprised 61% (up from 41%) “very satisfied” respondents, and four percent (down from 7%) “dissatisfied”.

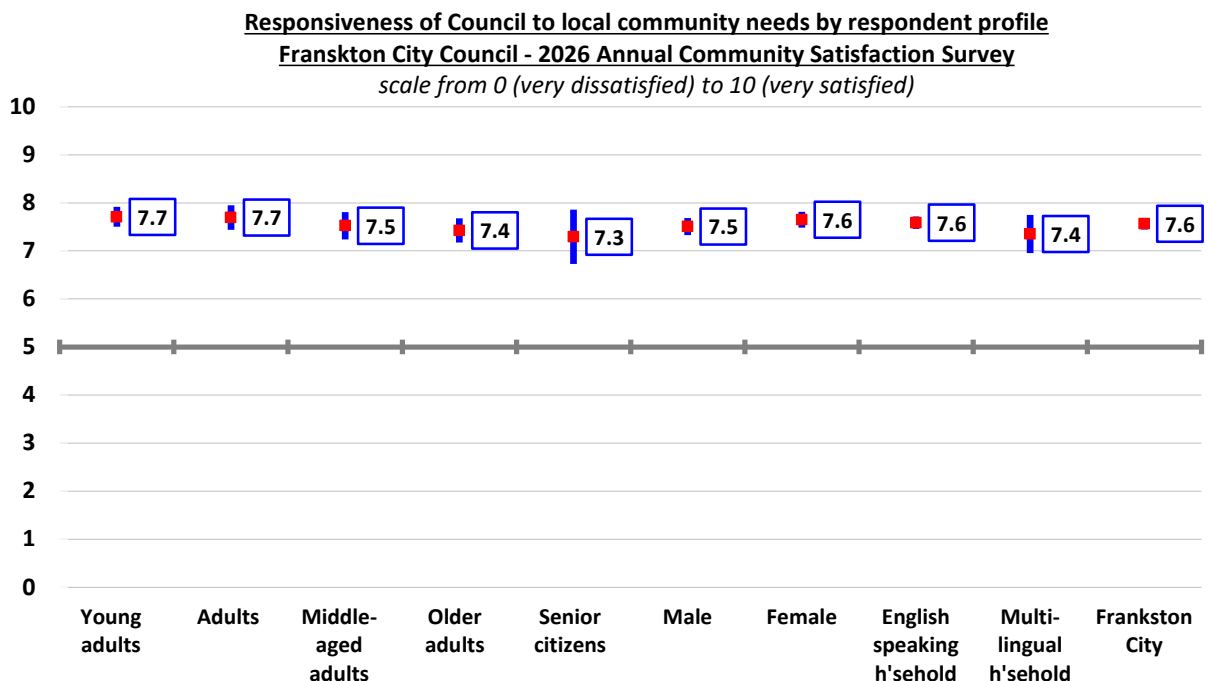


There was measurable variation in this result observed across the municipality, with respondents from Frankston / Karingal measurably (3pts) more satisfied than average, and at an “excellent” level.

By contrast, respondents from Seaford were notably (4pts) less satisfied than average, and at a “good”, rather than a “very good” level.



There was no measurable variation in satisfaction observed by respondent profile, with respondents from all sub-groups rating satisfaction at “very good” levels.



The following table outlines the 32 comments received in relation to the responsiveness of Council to local community needs.

The most common issues raised related to responsiveness (9 comments), communication, consultation, and engagement (7 comments), and various Council services and facilities (7 comments).



Reasons for dissatisfaction with the responsiveness of Council to local community needs

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Responsiveness</i>	
They are slow / not responsive	3
Even after contacting multiple times, the Council fails to do anything beneficial	1
They are not responsive to local community needs	1
They aren't helpful	1
They just don't get back to you	1
When you ring up, they're always too busy	1
You need something and they don't always come	1
Total	9
<i>Communication, consultation and engagement</i>	
They don't listen	2
How will they respond if they don't consult	1
Not enough outreach at all	1
People in business are not addressed about their needs	1
Restrictive for people to attend meetings	1
They don't listen to people's needs	1
Total	7
<i>Council services / facilities</i>	
Enough action is not taken around social housing	1
Homelessness left alone	1
More funds to social relief programs	1
No footpaths	1
The improvements are focused only on businesses and commercial developments	1
They have a tendency to patch up good footpaths rather than the poor ones like at the shopping centre	1
We have health problems and the Council didn't help us at all	1
Total	7
<i>Council governance / management</i>	
They are there for their own careers	1
They don't do what's best for the community	1
They have their own interests	1
Unnecessary intervention from Council	1
Total	4



<i>Rates and financial management</i>	
Not doing anything beneficial for community after taking so much money	1
Total	1
<i>Safety / policing and crime</i>	
Drug abuse left alone	1
Total	1
<i>Waste management</i>	
The mattress on Frankston Fwy has been there for months	1
Total	1
<i>Other</i>	
Enough action is not taken around climate change	1
Frankston Yacht Club issue	1
Total	2
Total responses	32

Maintaining trust and confidence of the local community

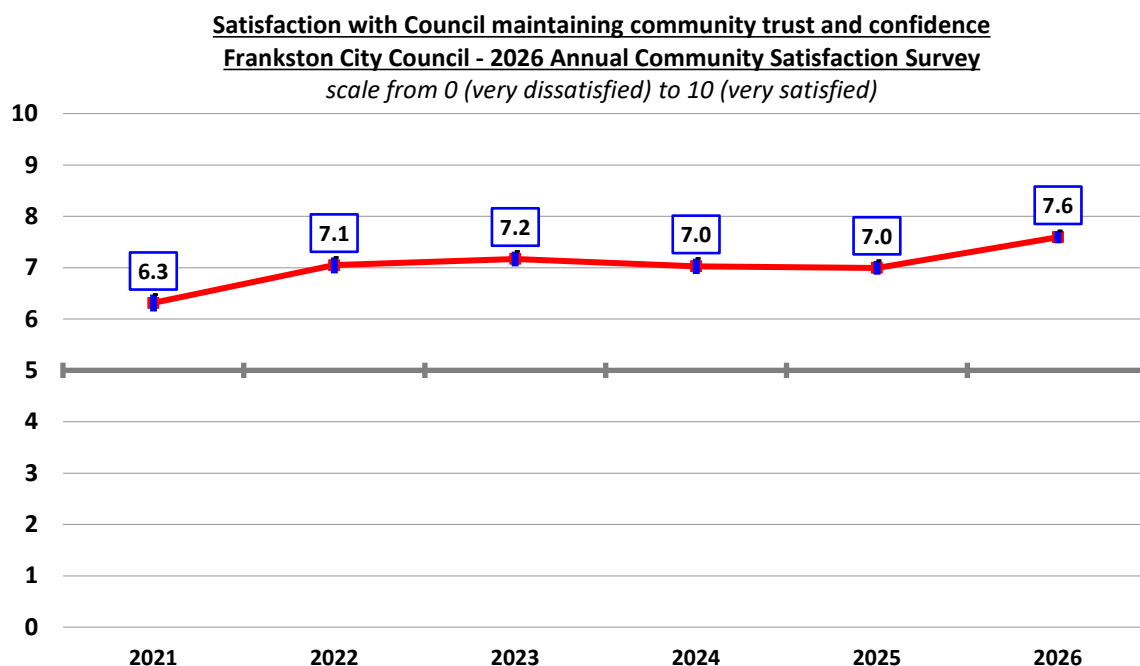
Satisfaction with the performance of Council maintaining the trust and confidence of the local community increased measurably this year, up six percentage points (9%) to 7.6 out of 10.

This was a “very good”, up from a “good” level of satisfaction, and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 7.0 or “good”.

By way of comparison, this result was measurably (3pts) higher than the metropolitan average, but measurably (3pts) lower than the unusually high southeastern region average, both recorded in *Governing Melbourne*.

This result comprised 63% (up from 40%) “very satisfied” respondents, and four percent (down from 7%) “dissatisfied”.

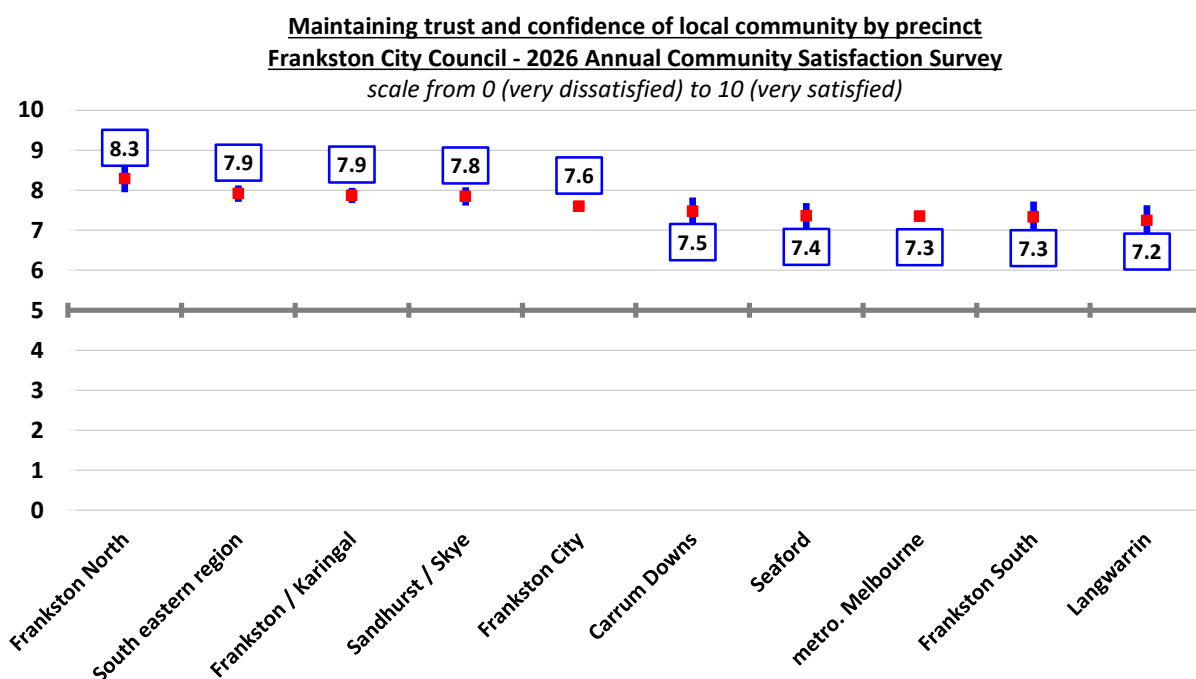




There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (7pts) more satisfied than the municipal average, and at an “excellent” level.

Respondents from Frankston / Karingal and Sandhurst / Skye also rated satisfaction at “excellent” levels.

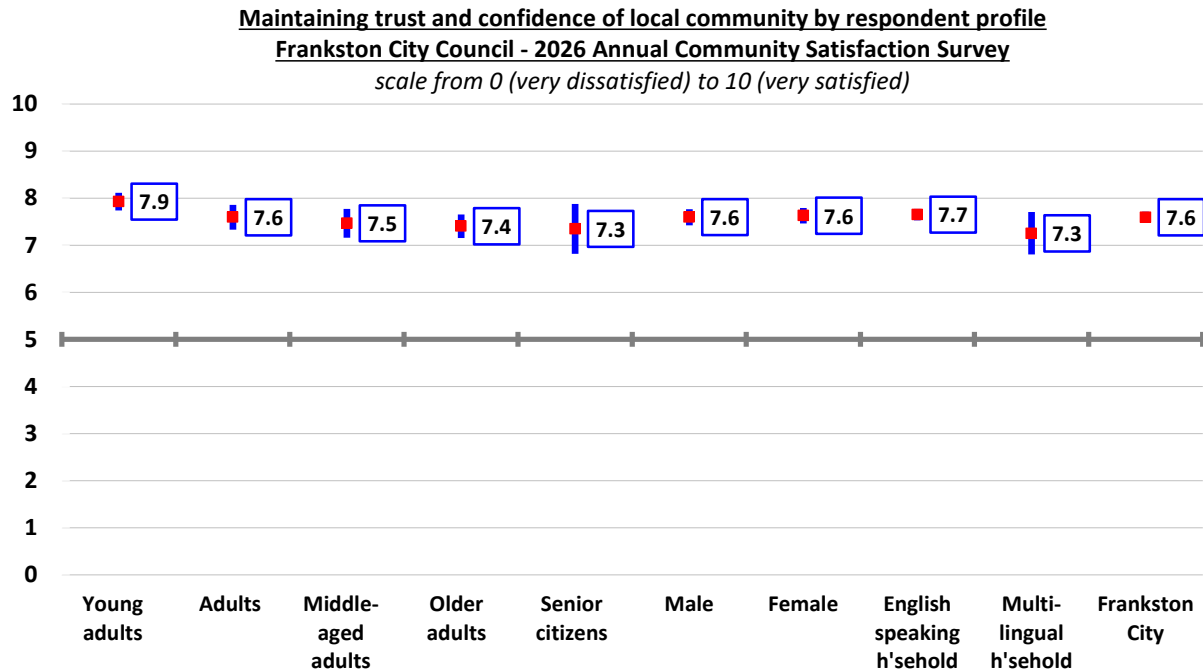
By contrast, respondents from Langwarrin were notably (4pts) less satisfied than average, and at a “good” rather than a “very good” level.



There was measurable variation in this result observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (3pts) more satisfied than average and at an “excellent” level, while senior citizens (aged 75 years and over) were somewhat (2pts) less satisfied.

Respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.



The following table outlines the 40 comments received from respondents in relation to Council’s performance maintaining the trust and confidence of the local community.

These comments have been broadly categorised as follows:

- | | |
|--|-------------|
| • Council governance / management | 15 comments |
| • Communication, consultation and engagement | 10 comments |
| • Rates / financial management | 5 comments |
| • General negative | 3 comments |
| • Cleanliness and maintenance of the area | 2 comments |
| • Responsiveness | 2 comments |
| • Planning / development related | 1 comment |
| • Other issues | 2 comments. |



Reasons for dissatisfaction with Council's performance in maintaining the trust and confidence of community

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council governance / management</i>	
Distrust / not a lot of trust in the Council	4
Council intimidating the residents	1
Council is notoriously inefficient	1
Council is notoriously unreliable	1
I find Frankston Council's representation for Carrum Downs very poor. Only cares about Frankston	1
I still don't understand the Council and their decisions. Even with small decision like house tax	1
It's too political	1
No trust at all on Council decisions	1
The behaviour of some Councillors leaves a lot to be desired	1
They have outsourced everything	1
They have their own interests	1
We are not confident in them	1
Total	15
<i>Communication, consultation and engagement</i>	
Need more engagement with community	2
No community outreach	2
Feels like everything is already fixed and there's no use of community outreach	1
I am not informed enough about what they do	1
I wouldn't even know who the local member is	1
Need more community outreach maybe through newsletters	1
Restrictive for people to attend meetings	1
They don't listen to people's needs	1
Total	10
<i>Rates / financial management</i>	
More focus on profits over community	2
If we want help with big trees we need to pay	1
Not doing anything beneficial for community after taking so much money	1
Wastes too much money on things like aesthetics and not services	1
Total	5



<i>General negative</i>	
From what I've heard, people have issues	1
They could do more	1
They're terrible	1
Total	3
<i>Cleanliness and maintenance of the area</i>	
I don't see them cleaning up the place	1
Poor maintenance	1
Total	2
<i>Responsiveness</i>	
Long wait	1
Not taking care of the graffiti, even after using Snap, Send, Solve	1
Total	2
<i>Planning / development</i>	
We have contacted them for buildings support; they can't grasp what we are saying	1
Total	1
<i>Other</i>	
Homelessness and drug abuse left alone	1
They need to solve the safety issue	1
Total	2
Total responses	40

Making decisions in the interests of the community

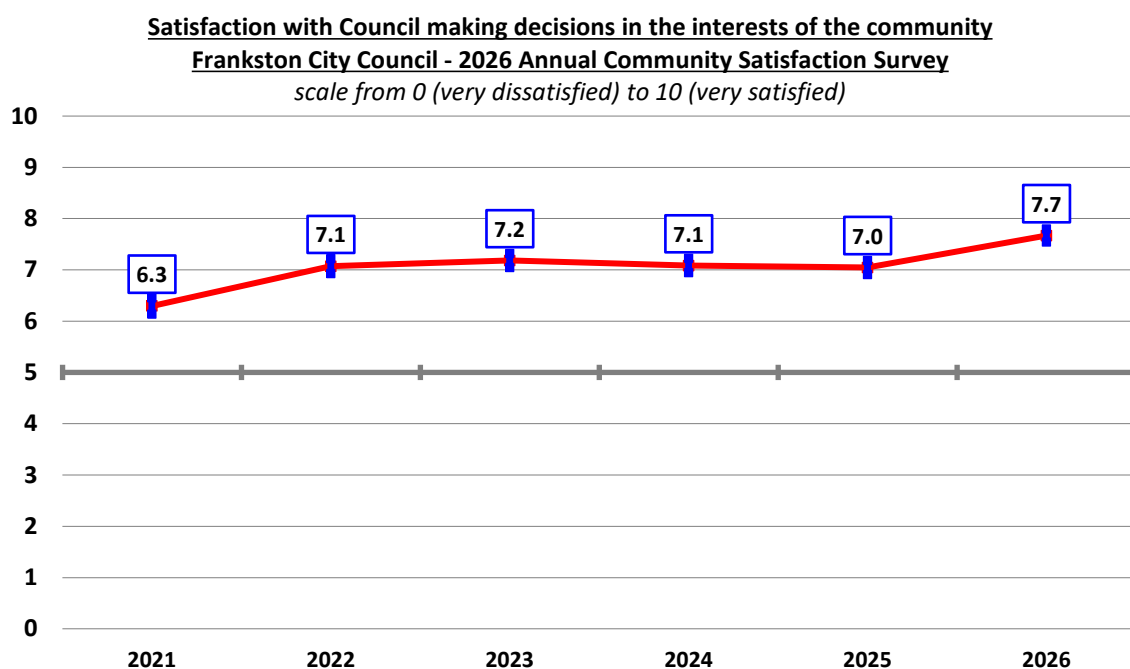
Satisfaction with the performance of Council making decisions in the interests of the local community increased measurably this year, up seven percentage points (10%) to 7.7 out of 10.

This was a “very good”, up from a “good” level of satisfaction, and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 7.1 or “good”.



By way of comparison, this result was measurably (4pts) higher than the metropolitan average, but identical to the southeastern region average, both recorded in *Governing Melbourne*.

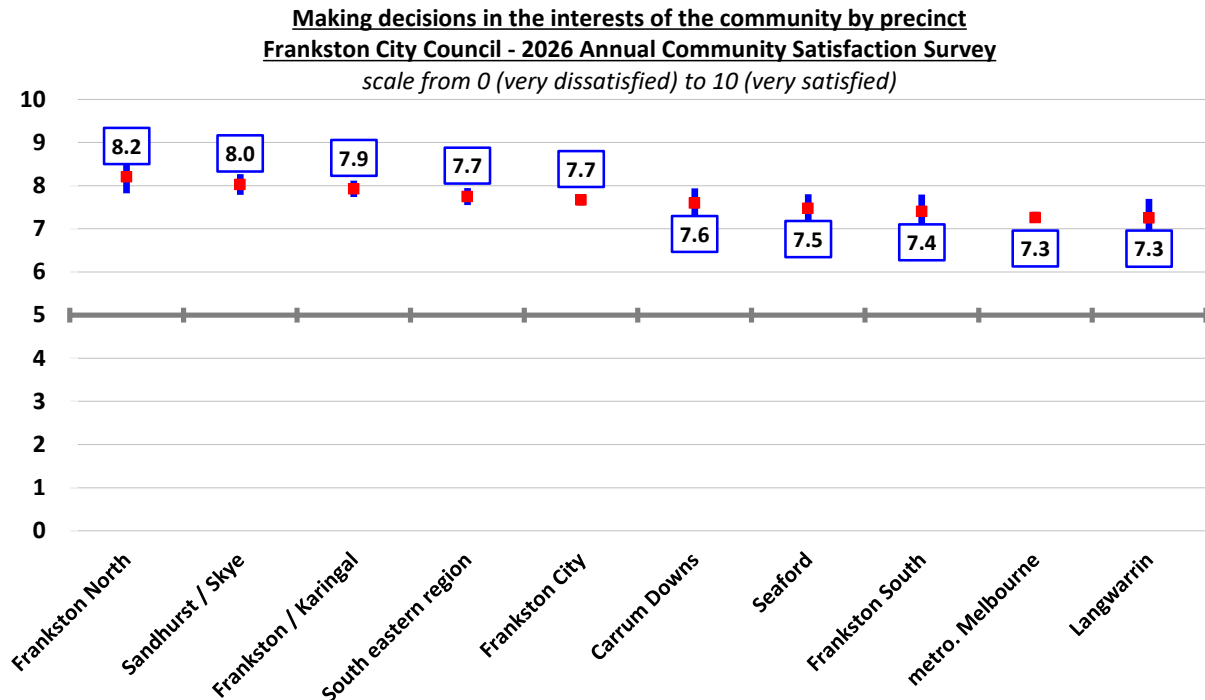
This result comprised 63% (up from 40%) “very satisfied” respondents, and four percent (down from 7%) “dissatisfied”.



There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than the municipal average, and at an “excellent” level.

Respondents from Sandhurst / Skye and Frankston / Karingal also rated satisfaction at “excellent” levels.

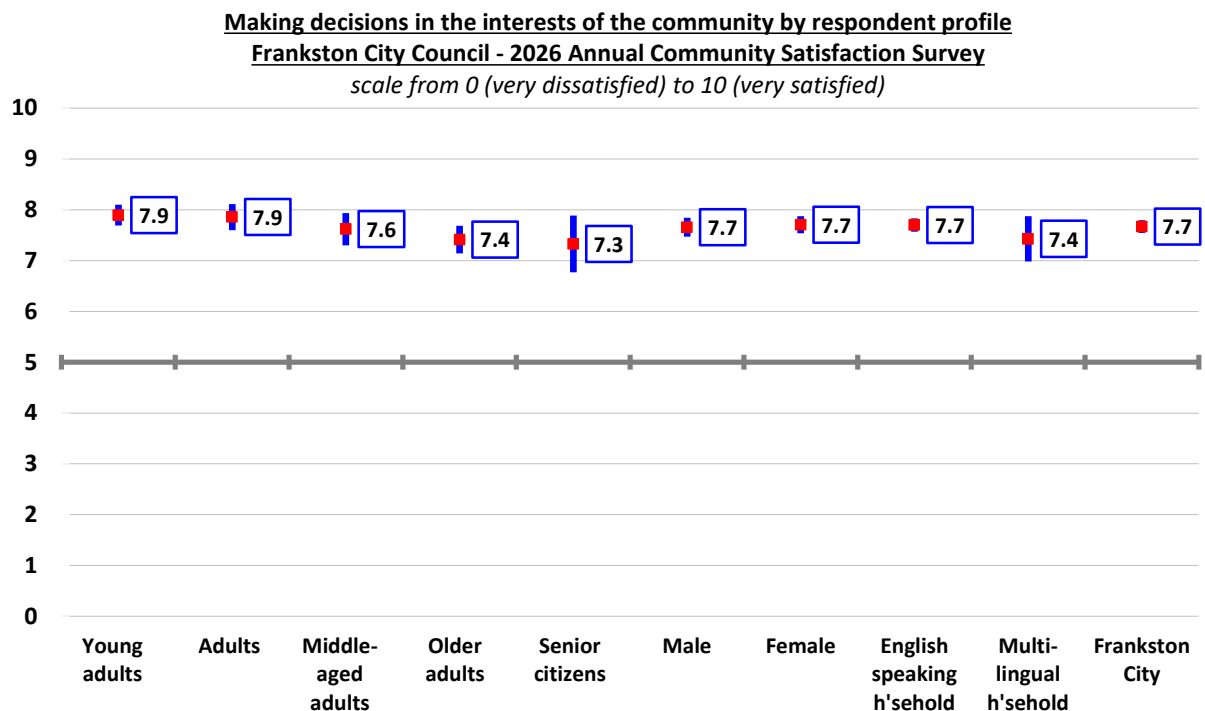
By contrast, respondents from Langwarrin (4pts) and Frankston South (3pts) were notably less satisfied than average, although still at “very good” levels.



While there was no measurable variation in this result observed by respondent profile, young adults and adults (aged 18 to 44 years) were somewhat (2pts) more satisfied than average, and at “excellent” levels

By contrast, older adults and senior citizens (aged 60 years and over) were somewhat (3pts and 4pts) less satisfied than average, although still at “very good” levels.

Respondents from English speaking households were somewhat (3pts) more satisfied than respondents from multilingual households.



The following table outlines the 26 comments received from respondents in relation to Council's performance making and implementing decisions in the interests of the community.

Reasons for dissatisfaction with Council making and implementing decisions in the interests of community

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation and engagement</i>	
I am not kept informed / don't hear anything	2
No community outreach	2
Need more community outreach maybe through newsletters	1
Need more engagement with community	1
Not enough communication	1
Restrictive for people to attend meetings	1
They don't always consult the community	1
They don't listen to people's needs	1
Total	10
<i>Council governance / management</i>	
Council seems to have their own selfish interests / objectives	3
They don't do / consider what's best for the community	2
Different political views	1
They do things to benefit themselves	1
They don't care about the locals really	1
They have no interest	1
Total	9
<i>Rates / financial management</i>	
More focus on profits over the community	1
Not doing anything beneficial for community after taking so much money	1
In Dandenong my husband doesn't need to pay for disabled parking, but in here Frankston you have to pay	1
Total	3
<i>General negative</i>	
I don't think they do it	1
I have no faith in them anymore	1
Total	2
<i>Other</i>	
Business needs are prioritized over residents	1
I don't really notice it	1
Total	2
Total responses	26



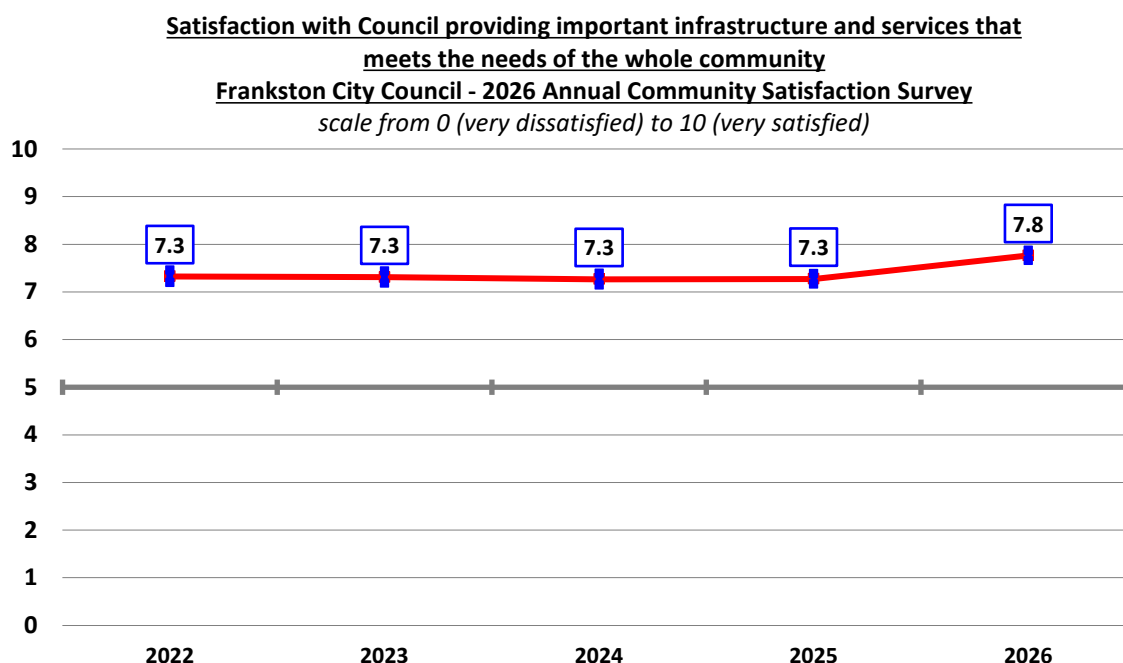
Providing important infrastructure and services that meets community needs

Satisfaction with the performance of Council providing important infrastructure and services that meet community needs increased measurably this year, up five percentage points (7%) to 7.8 out of 10.

This was an “excellent”, up from a “very good” level of satisfaction and was measurably (4pts) higher than the long-term average satisfaction since 2021 of 7.4 or “very good”.

By way of comparison, this variable was not included in *Governing Melbourne* and therefore no metropolitan comparison results were available for publication.

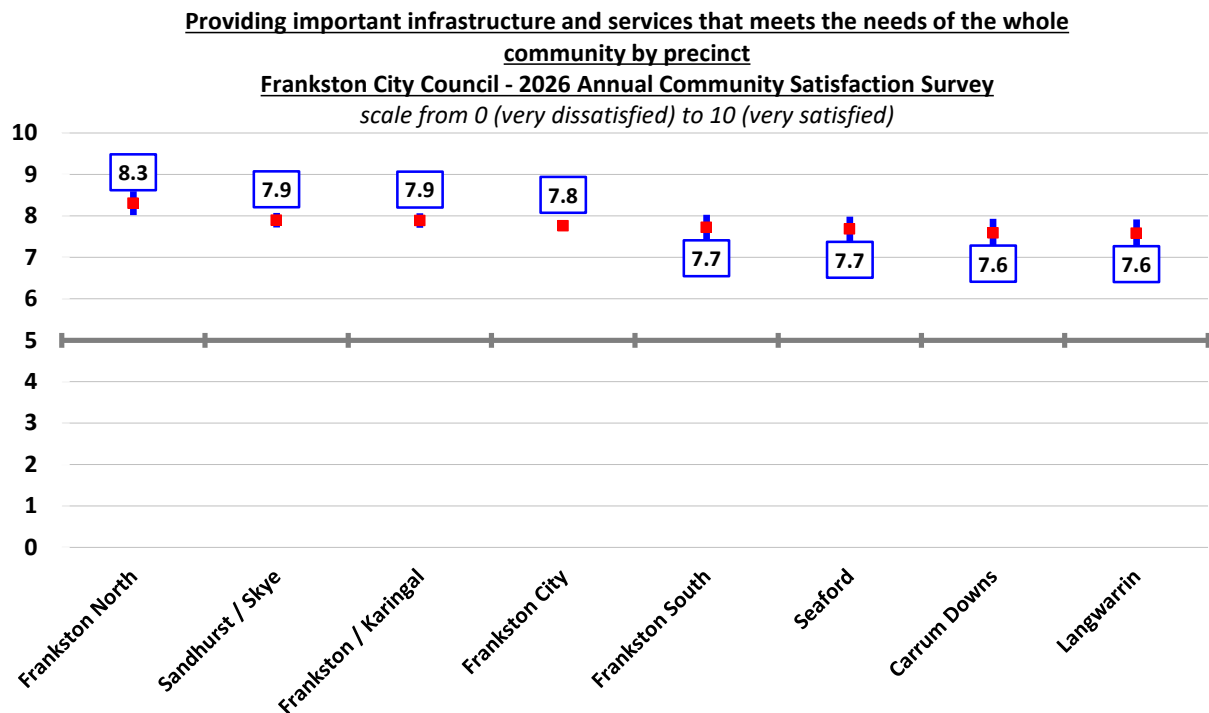
This result comprised 68% (up from 45%) “very satisfied” respondents, and three percent (down from 4%) “dissatisfied”.



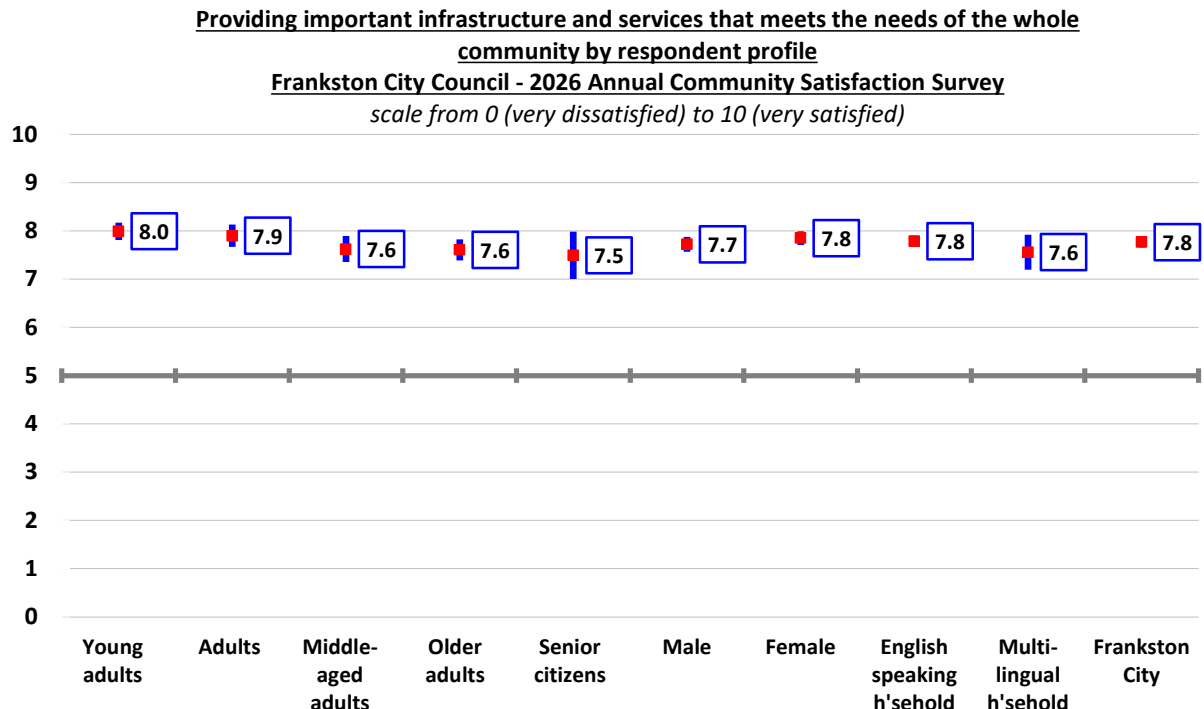
There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than the municipal average, and at an “excellent” level.

Respondents from Langwarrin, Carrum Downs, Seaford, and Frankston South rated satisfaction at “very good” rather than “excellent” levels.





While there was no measurable variation in this result observed across the municipality, older respondents (aged 45 years and over), male respondents, and respondents from multilingual households rated satisfaction at “very good” rather than “excellent” levels.



The following table outlines the 18 comments received in relation to Council’s performance providing important infrastructure that meets the needs of the community.



Reasons for dissatisfaction with Council's performance providing important infrastructure that meets the needs of the community

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>More can be done / not enough done</i>	
Lack of effort / not seen any	2
Not enough	2
Long way to go	1
There could be more done	1
Total	6
<i>Communication, consultation and information</i>	
Do not know where the building is	1
Need more community outreach maybe through newsletters	1
No community outreach at all	1
They are not looking at what is required	1
Total	4
<i>Council services and facilities</i>	
Food for poor is not there	1
Slow services	1
Total	2
<i>General negative</i>	
Not doing anything beneficial for community after taking so much money	1
They do not know what they are doing	1
Total	2
<i>Parking</i>	
We need more parking	1
Total	1
<i>Roads, traffic and public transport</i>	
More safety for kids crossing streets	1
Total	1



Other	
Building permits are so difficult and tedious	1
Homelessness	1
Total	2
Total Responses	18

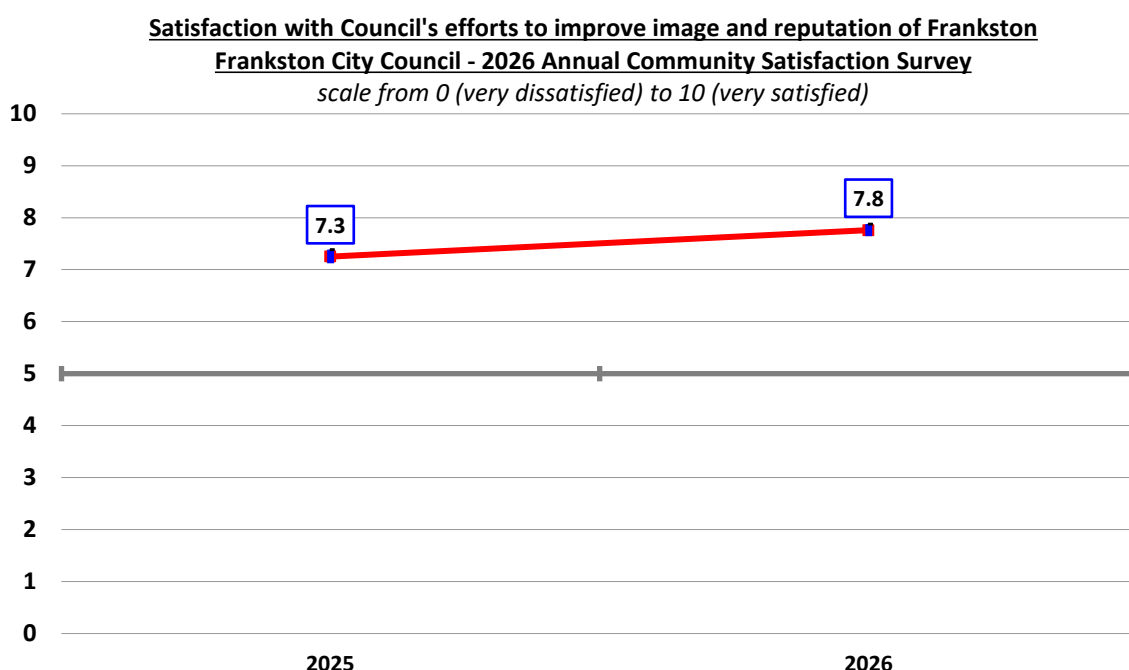
Council's efforts to improve the image and reputation of Frankston

Satisfaction with Council's efforts to improve the image and reputation of Frankston increased measurably this year, up five percentage points (7%) to 7.8 out of 10.

This was an "excellent", up from a "very good" level of satisfaction.

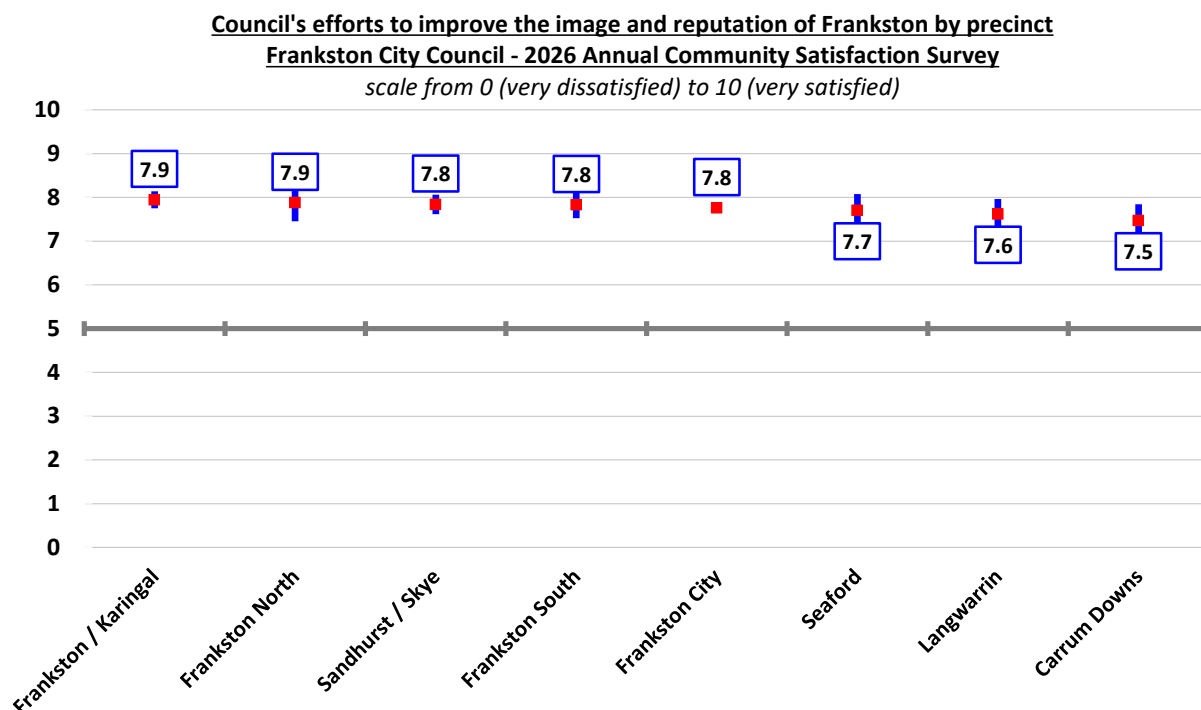
By way of comparison, this variable was not included in *Governing Melbourne* and therefore no metropolitan comparison results were available for publication.

This result comprised 67% (up from 48%) "very satisfied" respondents, and four percent (down from 6%) "dissatisfied".

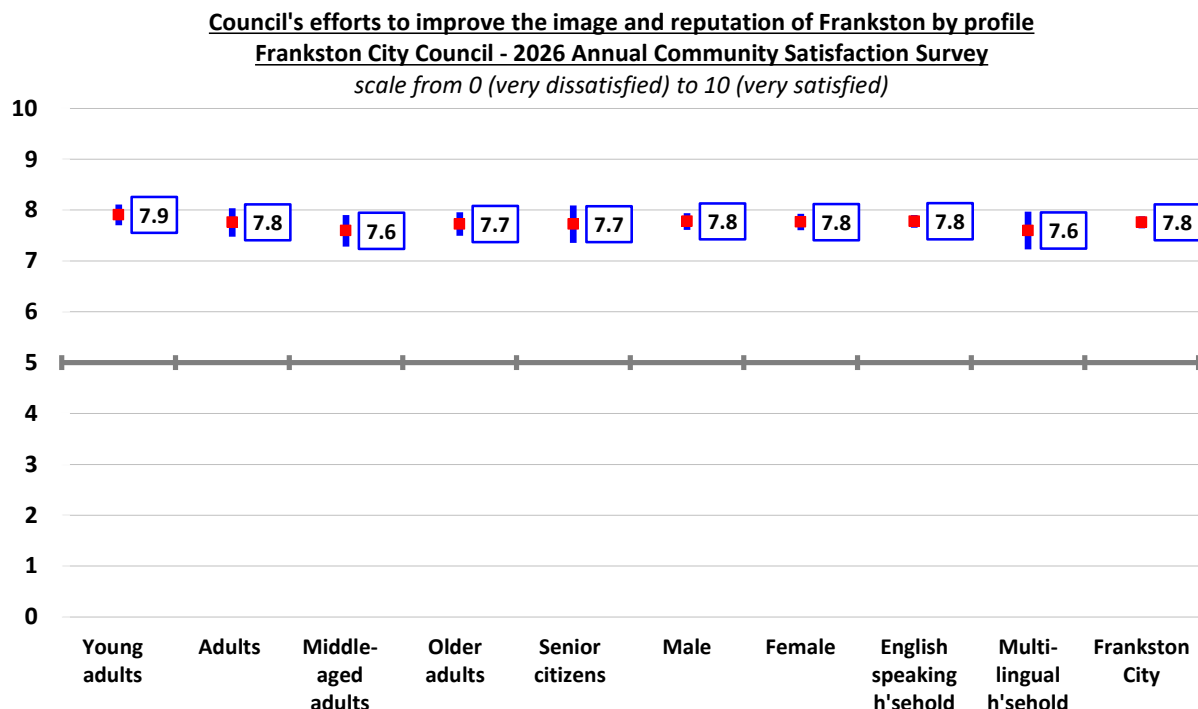


While there was no measurable variation in this result observed across the municipality, respondents from Carrum Downs, Langwarrin, and Seaford rated satisfaction at "very good" rather than "excellent" levels.





While there was no measurable variation in this result observed across the municipality, older respondents (aged 45 years and over) and respondents from multilingual households rated satisfaction at “very good” rather than “excellent” levels.



The following table outlines the 26 comments received from respondents in relation to Council’s efforts to improve the image and reputation of Frankston.

The most common issues raised by respondents related to drugs and alcohol (6 comments).



Reasons for dissatisfaction with Council's efforts to improve the image and reputation of Frankston
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Safety / drugs / alcohol / homelessness</i>	
Frankston gets a druggie image	1
Frankston is sketchy	1
Homelessness	1
Junkies	1
Paying for services but not met with standards especially with junkies around	1
Some people are not friendly here	1
Total	6
<i>Need to do more / not doing enough</i>	
Council does not do anything to be honest	1
Like to see more effort	1
They are not doing it	1
They did something, it was bad before, but it is not enough	1
Total	4
<i>Bad / getting worse</i>	
A lot more can be done in the CBD	1
Missed opportunities for the Council. Compared to other Councils, they need to be more proactive	1
Not good enough	1
Total	3
<i>Cleanliness / graffiti</i>	
CBD looks dirty	1
Graffiti is too much	1
If people were to come here, they would say 'Frankston is a dirty place'	1
Total	3
<i>General negative</i>	
In general, not too great	1
They do not learn from their past mistakes	1
They only care about providing for the apartments	1
Total	3



<i>Communication / information</i>	
I do not hear about anything	1
Reach out to the people more to understand them and the project	1
Total	2
<i>Actions not improving image of Frankston</i>	
They do not promote Frankston hard enough	1
Total	1
<i>Empty shops / poor appearance</i>	
Imposing taxes on empty stores	1
Total	1
<i>Other</i>	
Gentrification is so apparent	1
Great Wall of Frankston is ridiculous	1
They are letting all the big buildings come in	1
Total	3
Total responses	26



Contact with Council

Contact with Council in the last 12 months

Respondents were asked:

“Have you contacted Frankston Council in the last 12 months?”

A total of 29% of respondents in 2026 reported that they had contacted Council in the last 12 months. This was identical to the long-term average result since 2021 of 29%.

This result was somewhat lower than the long-term metropolitan Melbourne average since 2010 of 34% but was consistent with the 2021 to 2026 metropolitan average of 28%.

Contacted Council in the last 12 months
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Yes	232	29%	26%	29%	29%	30%	30%
No	565	71%	74%	71%	71%	70%	70%
Not stated	3		3	8	3	2	0
Total	800	100%	800	800	801	803	811

Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results recorded over the last four years, the most common method of contacting Council was telephone during office hours, with almost two-thirds (62%) contacting Council via that method.

A significant proportion of respondents also contacted Council by email (9%), the website (9%), and visits in person (8%).

Metropolis Research notes that, in our experience across metropolitan Melbourne pre-pandemic, more respondents tended to visit their local council in person than has been recorded post-pandemic.

It does appear that the lower proportion of respondents choosing to visit Council in person has, in most municipalities, become a new, post-pandemic norm.



Method of contact with Council

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents contacting Council providing a response)

Method	2026		2025	2024	2023	2022	2021
	Number	Percent					
Telephone (during office hours)	144	62%	62%	56%	52%	62%	61%
E-mail	20	9%	9%	15%	16%	13%	9%
Website	20	9%	8%	4%	6%	4%	8%
Visit in person	19	8%	10%	14%	18%	13%	13%
Snap Send Solve	10	4%	4%	6%	2%	1%	3%
Web request	8	3%	0%	1%	0%	1%	2%
Mail	6	3%	1%	1%	3%	1%	2%
Telephone (after hours service)	5	2%	2%	0%	2%	1%	1%
Social media (e.g. Facebook)	0	0%	0%	1%	0%	1%	0%
Directly with a Councillor	0	0%	1%	0%	0%	1%	1%
Live chat	0	0%	1%	0%	0%	3%	1%
Not stated	0		0	0	1	2	4
Total	232	100%	211	229	234	244	243

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Frankston City Council?”

The 232 respondents who had contacted Council in the last 12 months were again in 2026, asked to rate their satisfaction with six aspects of customer service, including overall satisfaction with the customer service experience.

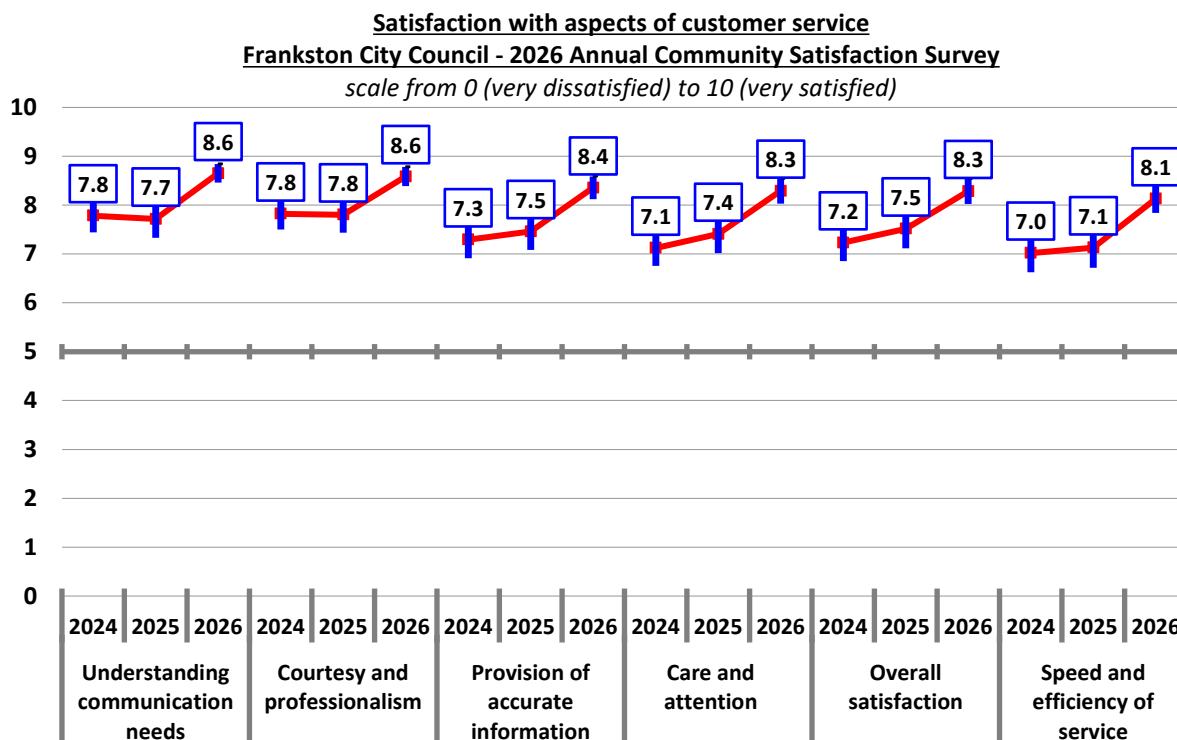
The average satisfaction with customer service increased measurably this year, up nine percentage points to 8.4 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result was consistent with the significant increases in satisfaction with aspects of governance and leadership, and the increase in overall satisfaction recorded for the City of Frankston this year.

By way of comparison, this result was measurably (7pts) higher than the metropolitan average satisfaction with five of these six aspects of 7.6 out of 10, or “very good”.

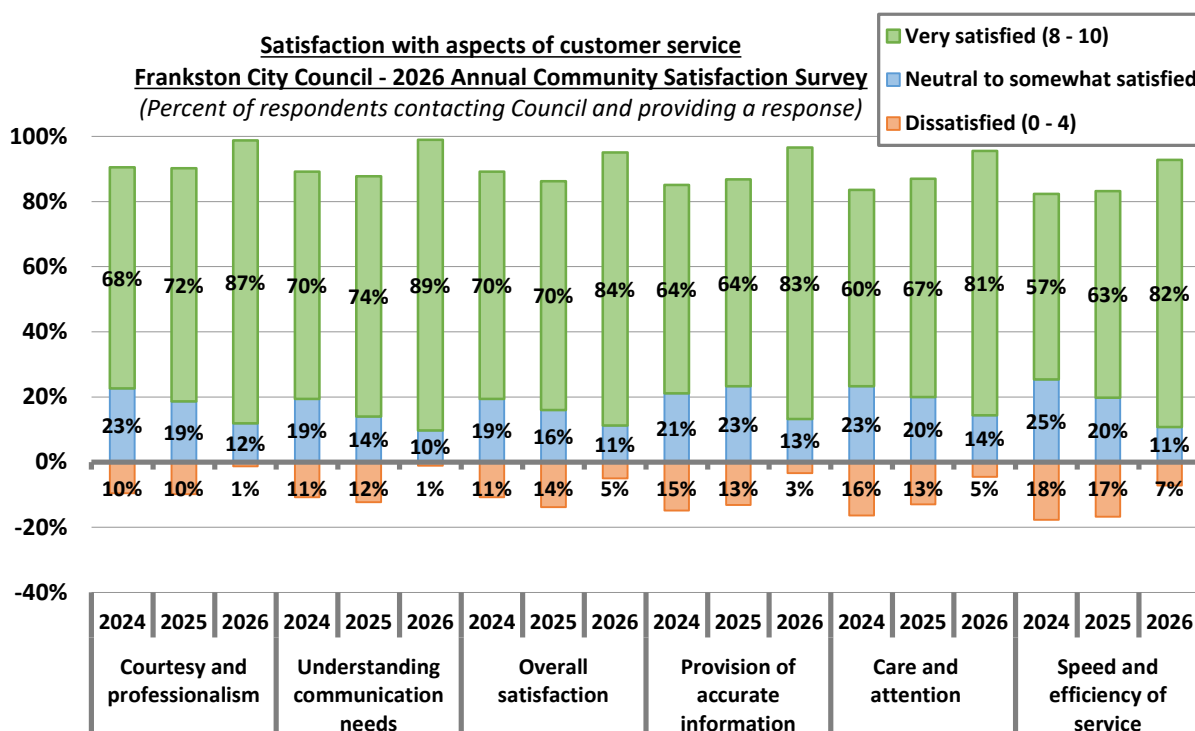
Satisfaction with all six aspects of customer service were recorded at “excellent” levels this year, reflecting a significant improvement in community satisfaction with Council's customer service.



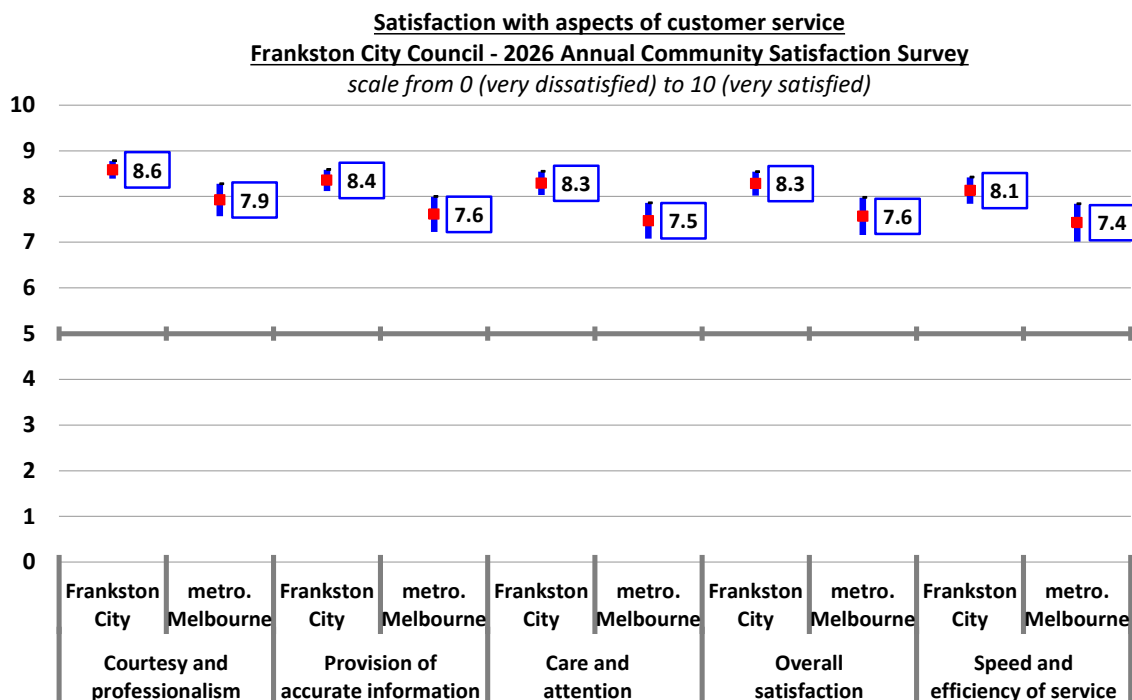


The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in average satisfaction, there was a significant increase in the proportion of respondents who were “very satisfied” with each of these six aspects of customer service this year.

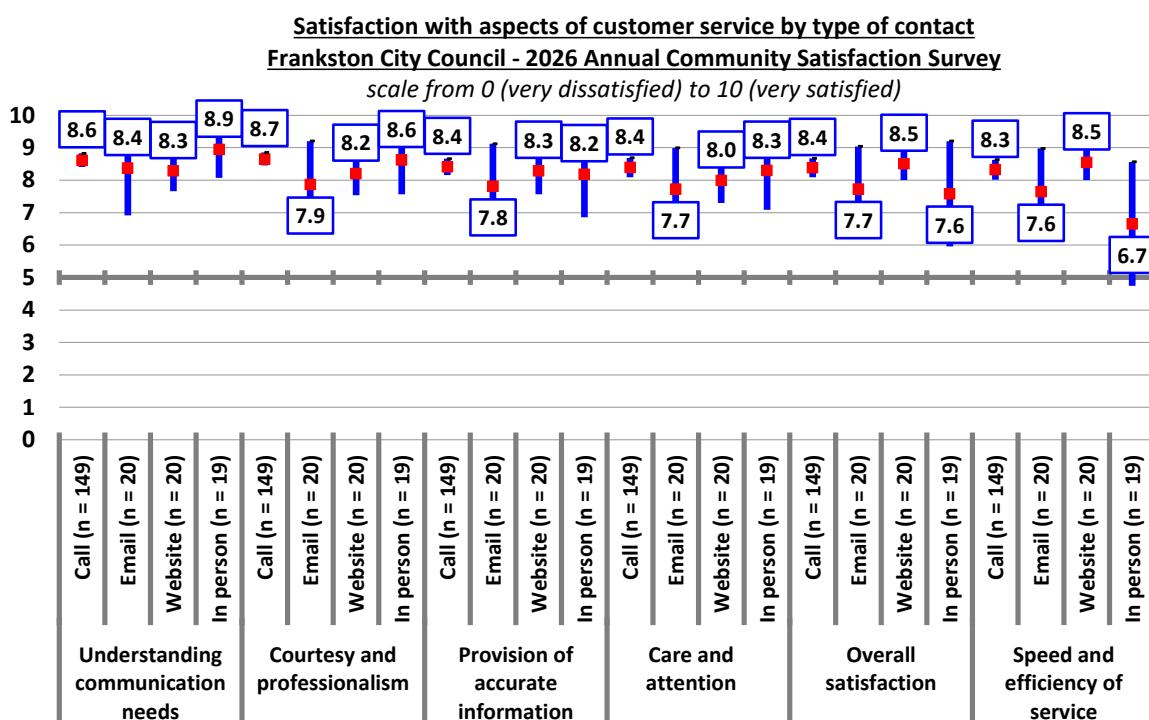


Satisfaction with the five aspects of customer service that were also included in *Governing Melbourne*, the City of Frankston outperformed the metropolitan average for all five aspects.



The following graph provides a comparison of average satisfaction with these aspects of customer service by the respondents' method of last contact with Council. The very small sample sizes for these results should be borne in mind when interpreting the results.

Respondents who contacted Council by email tended to be notably less satisfied than those who contacted Council by other methods. The 19 respondents who visited Council in person were also notably less satisfied with the speed and efficiency of service than average.

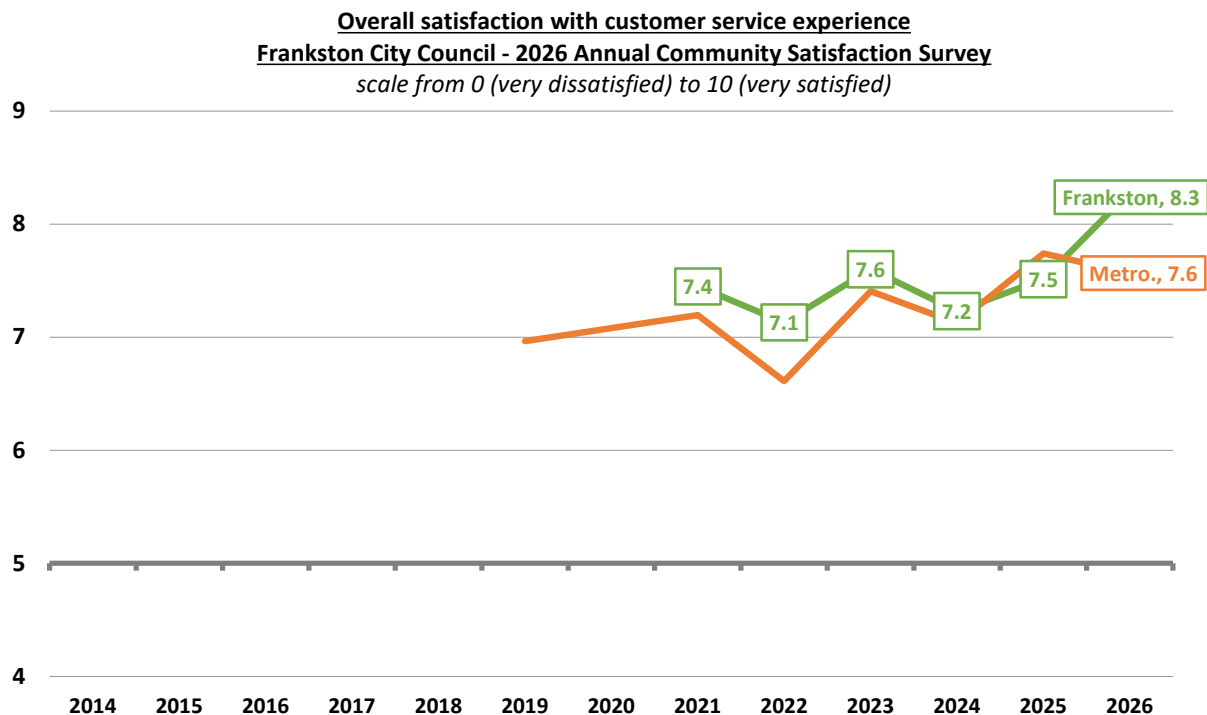


Overall satisfaction with customer service experience

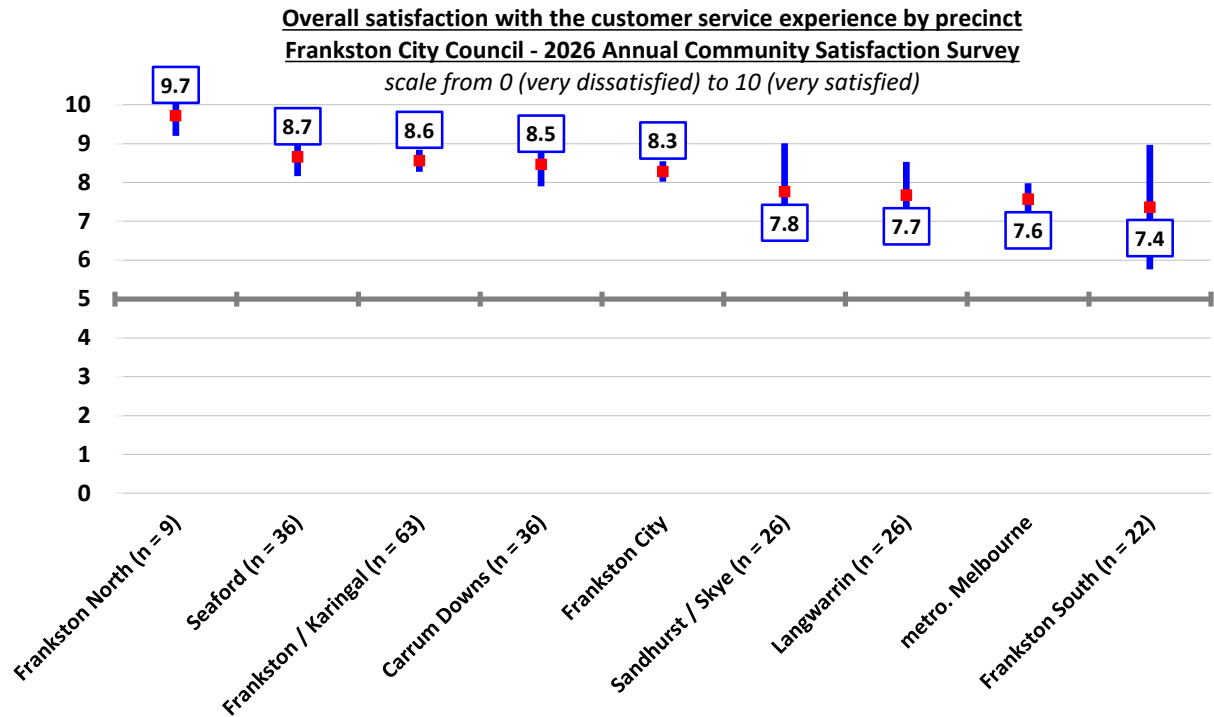
Overall satisfaction with the customer service experience increased measurably and significantly this year, up eight percentage points (11%) to 8.3 out of 10.

This was an “excellent”, up from a “very good” level of satisfaction and was measurably higher than the long-term average since 2021 of 7.5 out of 10 or “very good”.

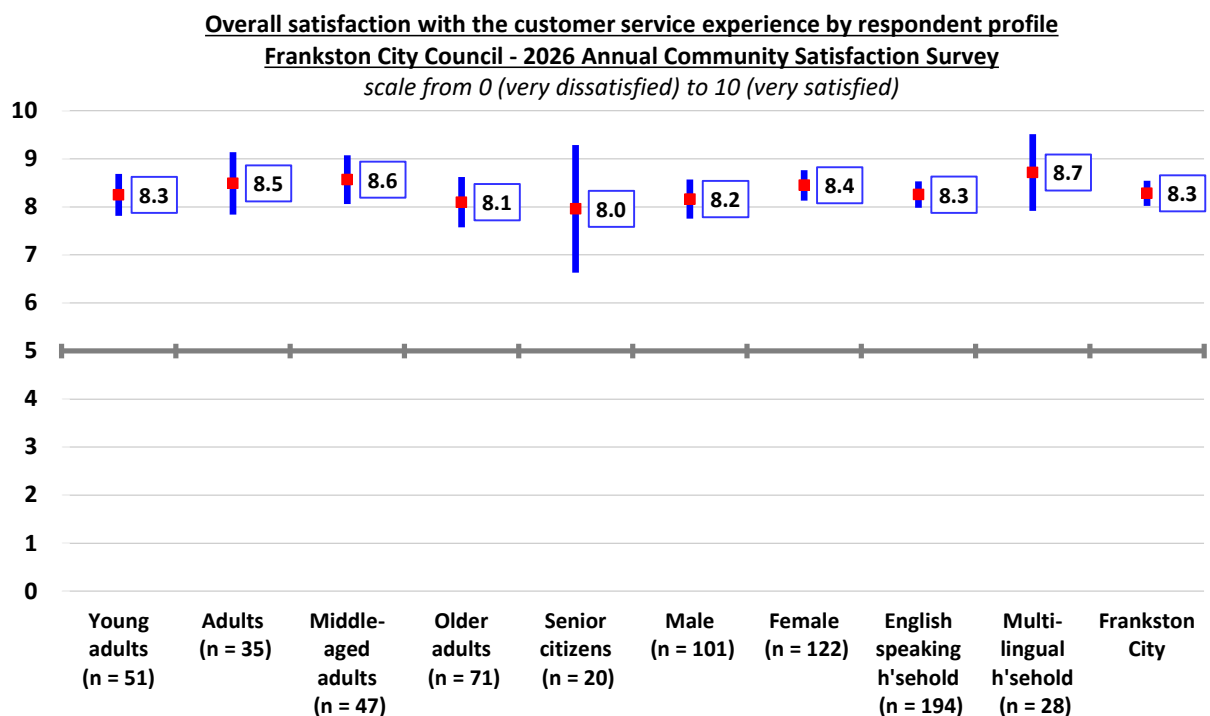
This result was measurably (7pts) higher than the metropolitan average of 7.6 out of 10.



While noting the very small sample size for this set of results, it is noted that the 22 respondents from Frankston South were somewhat less satisfied than average, and at a “very good” rather than an “excellent” level.

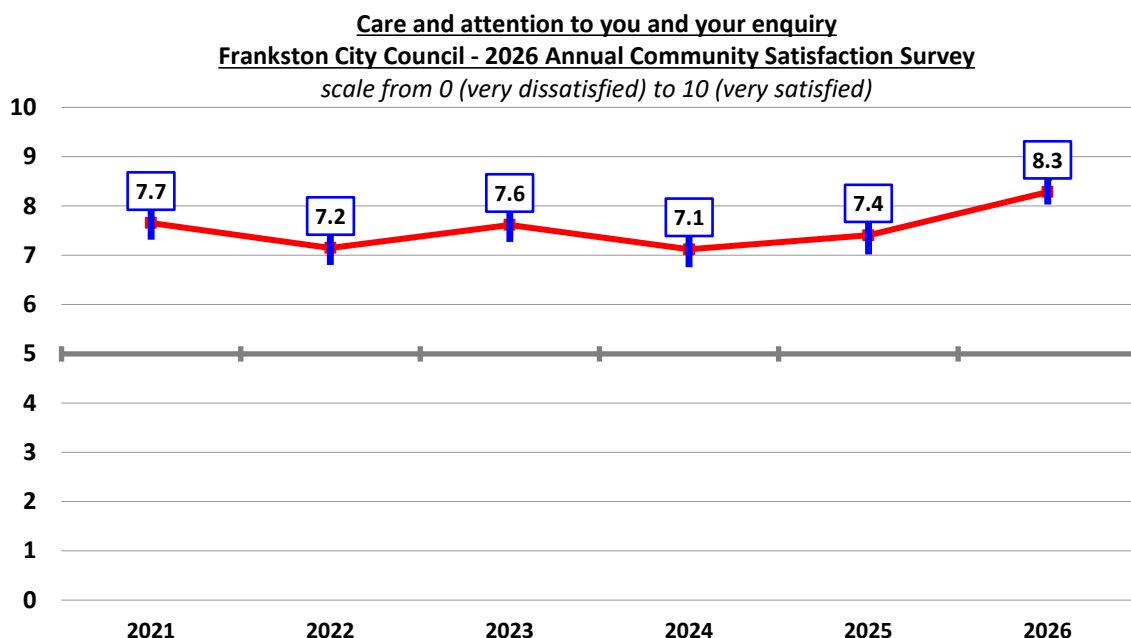


There was also no measurable variation in this result observed by respondent profile, with all sub-groups rating satisfaction at “excellent” levels.



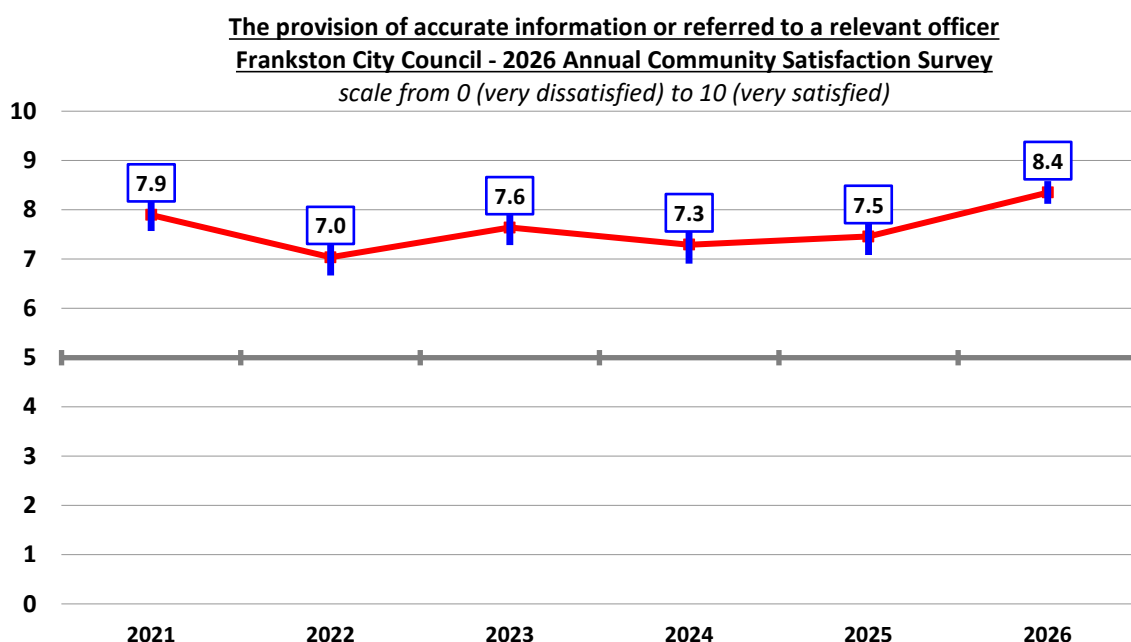
Satisfaction with the care and attention to the respondent and their enquiry increased measurably this year, up nine percentage points to 8.3 out of 10.

This was an “excellent”, up from a “very good” level of satisfaction and was measurably (8pts) above the long-term average since 2021 of 7.5 out of 10 or “very good”.



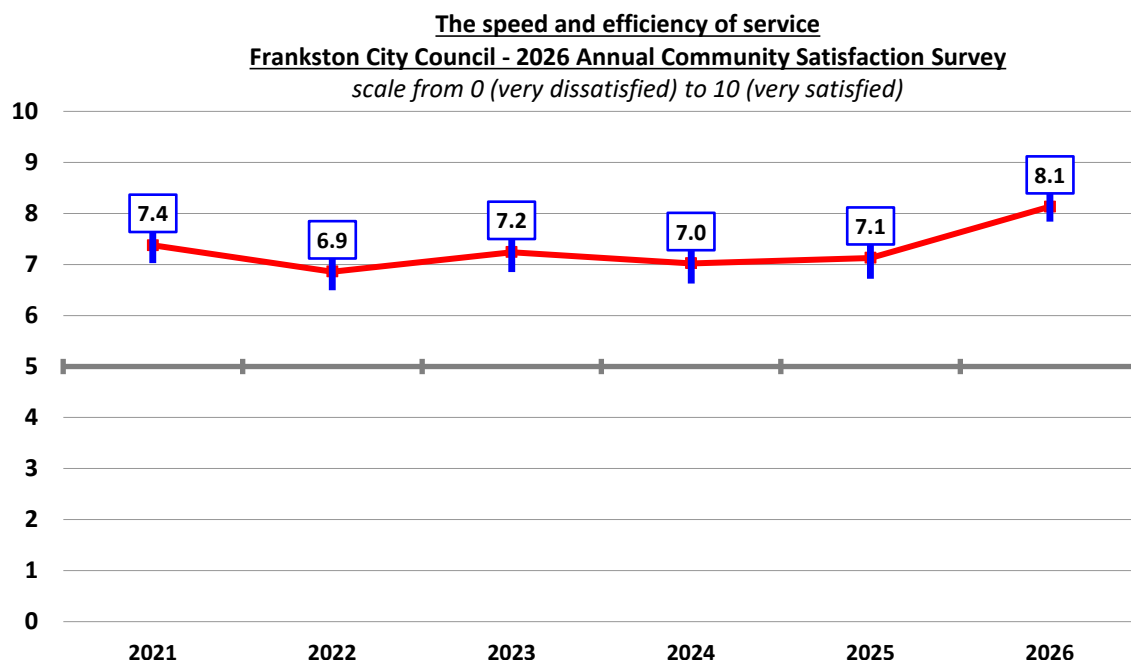
Satisfaction with the provision of accurate information or referred to a relevant officer increased measurably this year, up nine percentage points to 8.4 out of 10.

This was an “excellent”, up from a “very good” level of satisfaction and was measurably (8pts) above the long-term average since 2021 of 7.6 out of 10 or “very good”.



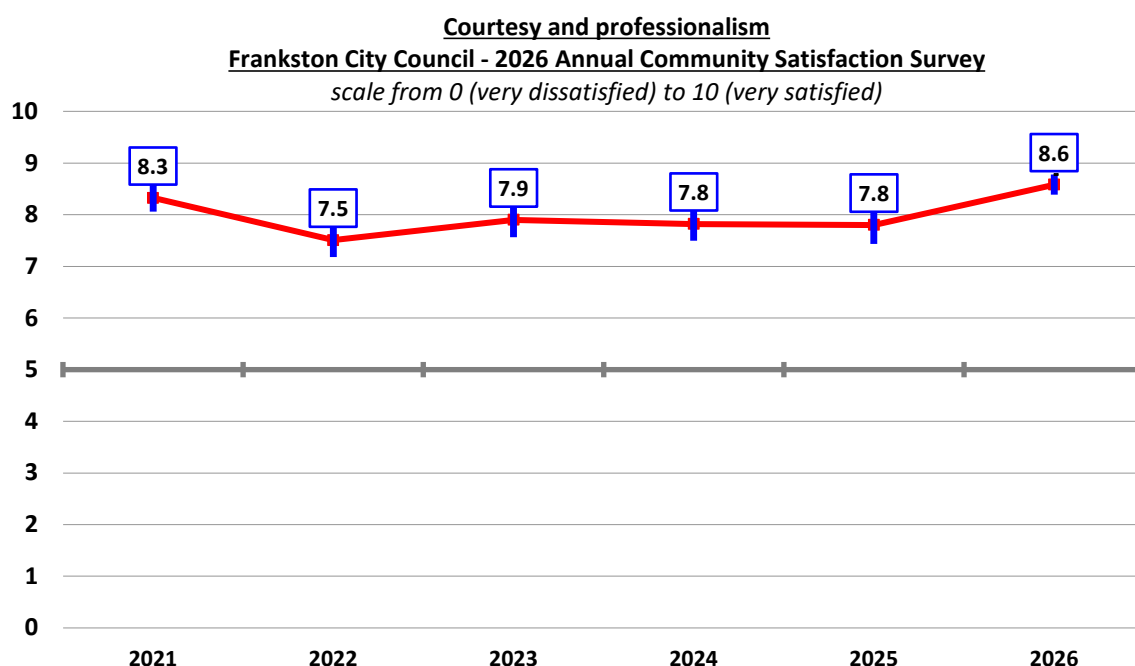
Satisfaction with the speed and efficiency of service increased measurably this year, up 10 percentage points to 8.1 out of 10.

This was an “excellent”, up from a “good” level of satisfaction and was measurably (8pts) above the long-term average since 2021 of 7.3 out of 10 or “very good”.



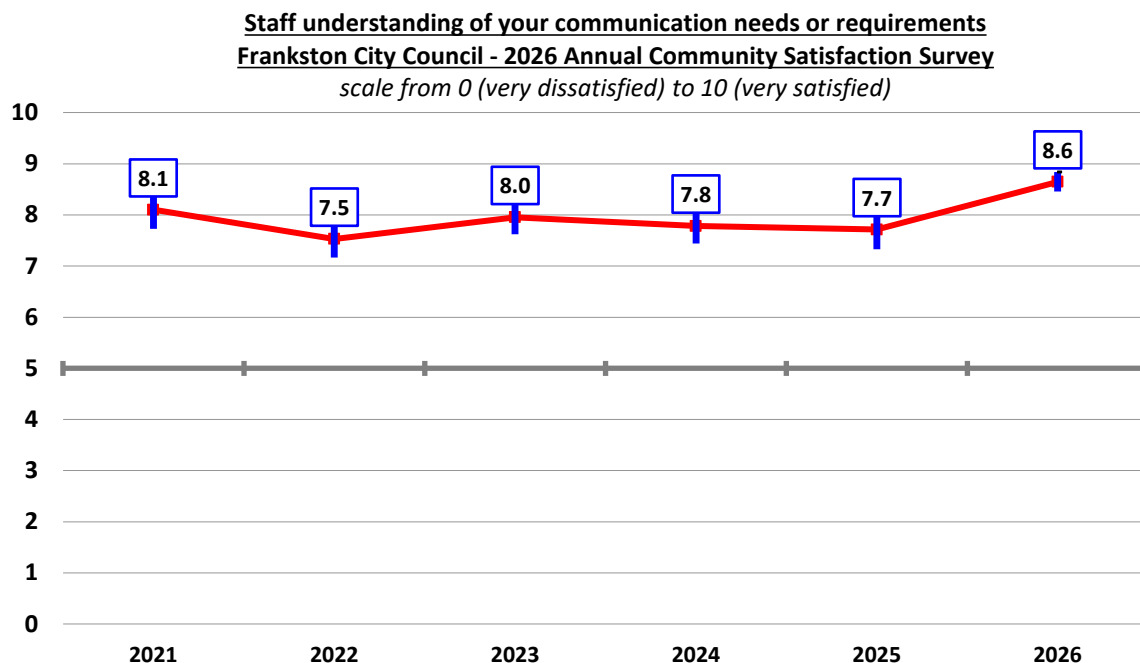
Satisfaction with the courtesy and professionalism of staff increased measurably this year, up eight percentage points to 8.1 out of 10.

This was an “excellent” level of satisfaction and was measurably (6pts) above the long-term average since 2021 of 8.0 out of 10 or “very good”.



Satisfaction with staff understanding the respondents' communication needs or requirements increased measurably this year, up nine percentage points to 8.6 out of 10.

This was an “excellent”, up from a “very good” level of satisfaction and was measurably (6pts) above the long-term average since 2021 of 8.0 out of 10 or “very good”.



Planning and housing development

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 satisfaction with the following aspects of planning, development, and housing in your local area?”

Respondents were in 2026, asked to rate their satisfaction with five planning and development related aspects in their local area.

Average satisfaction with these five aspects of planning and development increased measurably this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level.

Satisfaction with all five aspects of planning and development was recorded at record high levels this year.

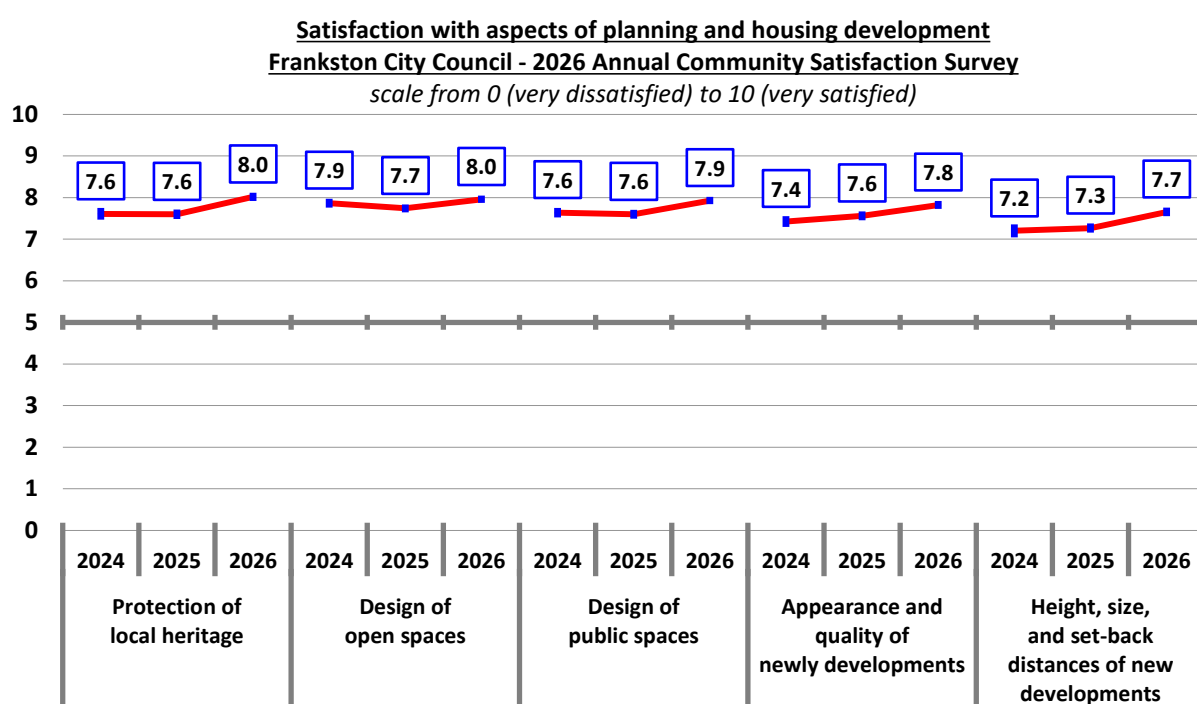
This measurable increase in satisfaction was consistent with other results from the survey this year, reflecting a generalised, measurable increase in community satisfaction with the performance of Frankston City Council, as well as many other aspects this year.



Satisfaction with all five aspects increased measurably this year, with the stand-out result being the four-percentage point increase in satisfaction with the protection of local heritage (8.0 up from 7.6), and the height, size, and set-back distances of new developments (7.7 up from 7.3).

Satisfaction with the height, size, and set-back distances of new developments remained marginally (1pt to 3pts) lower than satisfaction with the other aspects of planning and development.

This result reflects that concerns around the height and size of new developments were one of the key issues of concern to those with concerns about new developments in the City of Frankston.



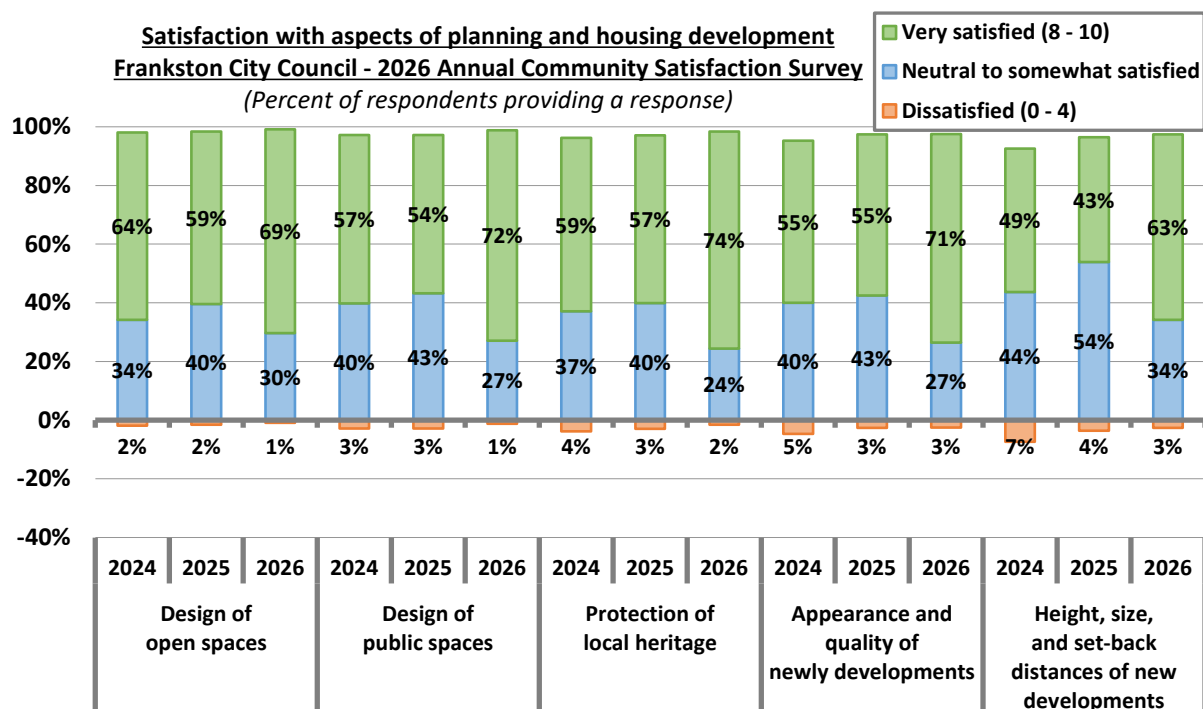
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in average satisfaction this year, there was a significant increase in the proportion of respondents “very satisfied” with each aspect of planning and development this year.

The most significant result being the 20-percentage point increase in the proportion of respondents “very satisfied” with the height, size, and set-back distances of new developments.

There was also a small decline in the proportion of respondents “dissatisfied” with each aspect of planning and development this year.

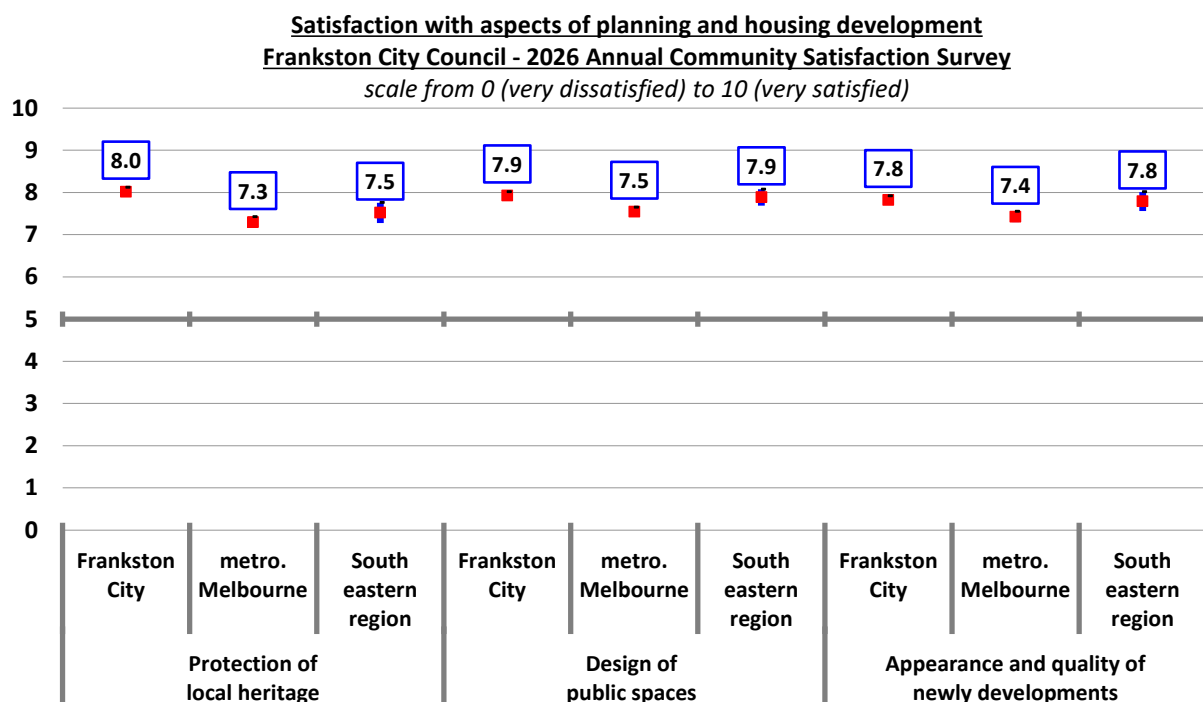




The following graph provides a comparison of three of these planning and development outcomes against the metropolitan Melbourne and southeastern region councils' average, as recorded in the 2026 *Governing Melbourne* research.

Satisfaction with all three aspects was measurably higher than the metropolitan and southeastern region councils' averages.

This overperformance of Frankston City against the metropolitan Melbourne average was consistent with the results recorded in previous years, although the overperformance was larger than previously.



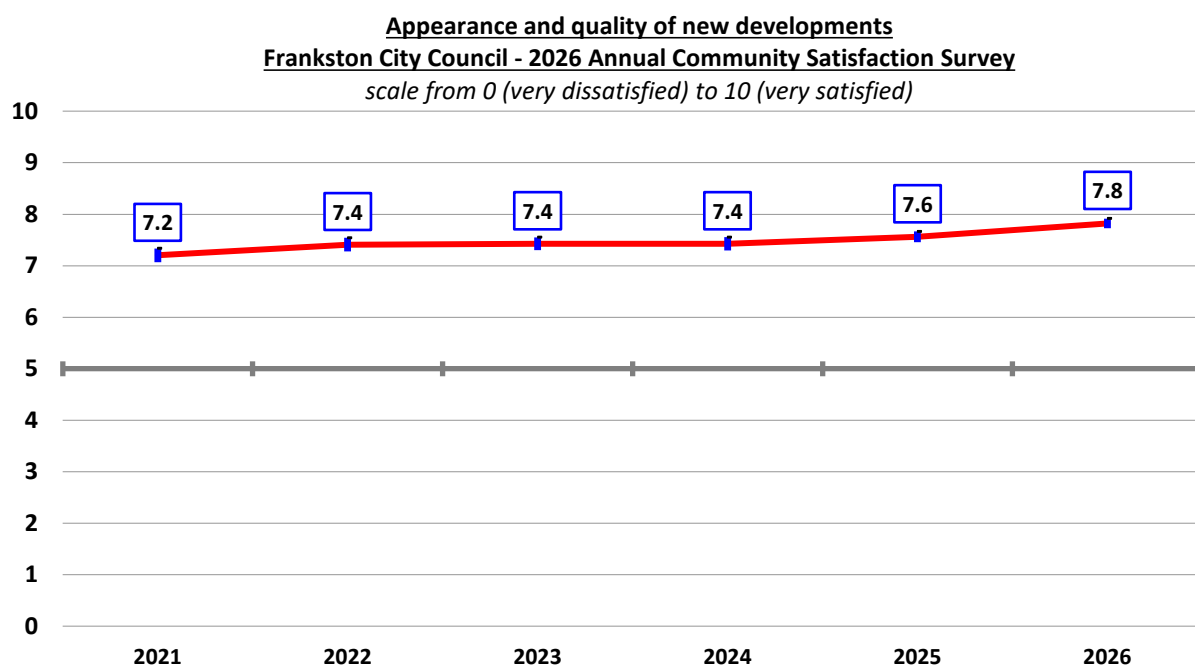
Appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of new developments increased measurably this year, up two percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

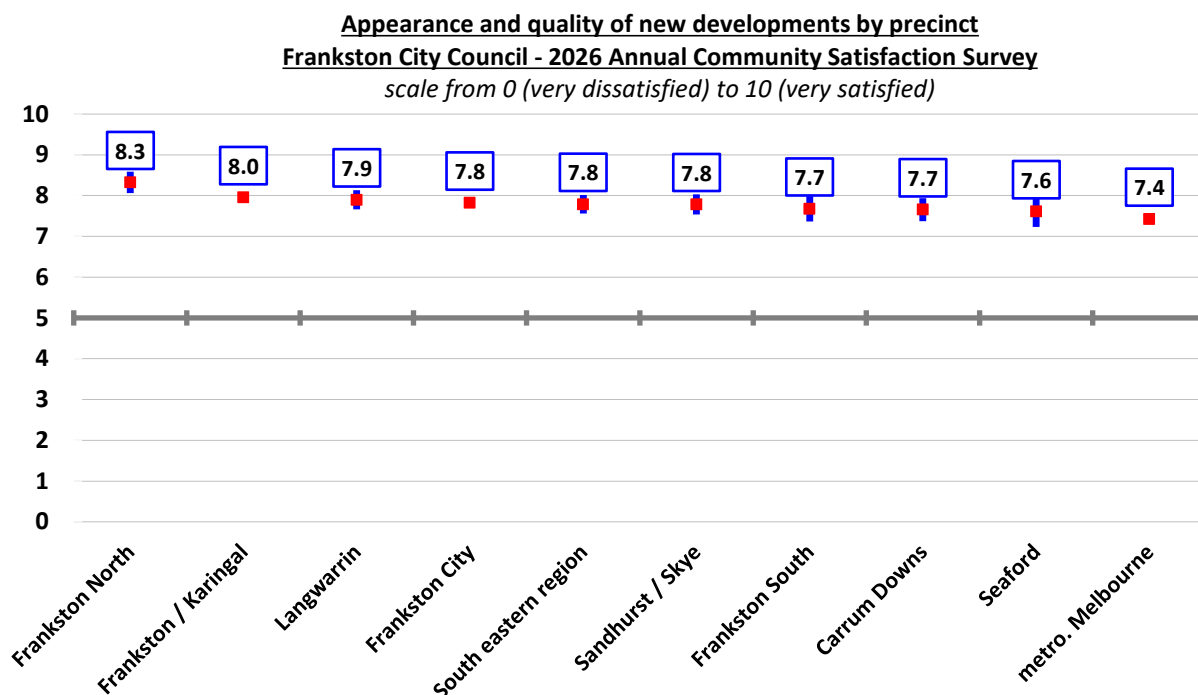
This was the highest score recorded for this variable for the City of Frankston and was measurably higher than the long-term average since 2021 of 7.5 out of 10, or “very good”.

This result comprised 71% (up from 55%) “very satisfied” and three percent “dissatisfied” respondents.

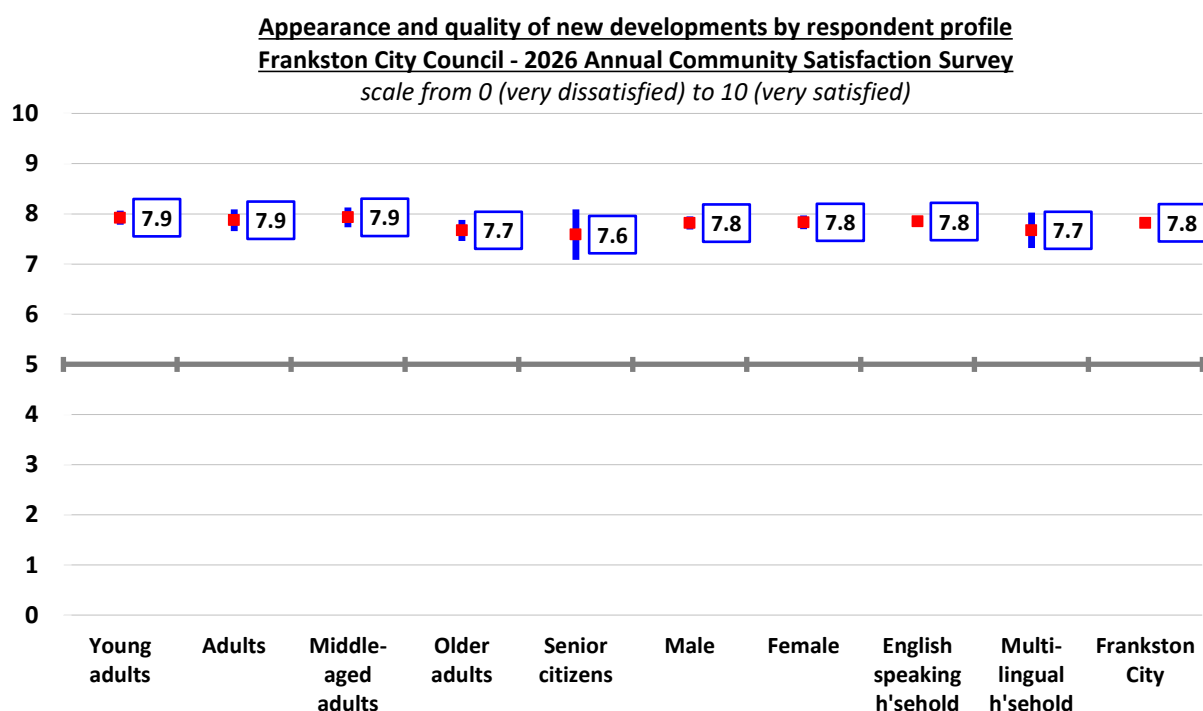
By way of comparison, this result was identical to the southeastern region councils’ average, but measurably (4pts) higher than the metropolitan average, both as recorded in *Governing Melbourne*.



While there was no measurable variation in this result observed across the municipality, respondents from Frankston South, Carrum Downs, and Seaford rated satisfaction at “very good”, rather than “excellent” levels.



While there was no measurable variation in this result observed by respondent profile, older adults and senior citizens (aged 60 years and over) and respondents from multilingual households rated satisfaction at “very good”, rather than “excellent” levels.

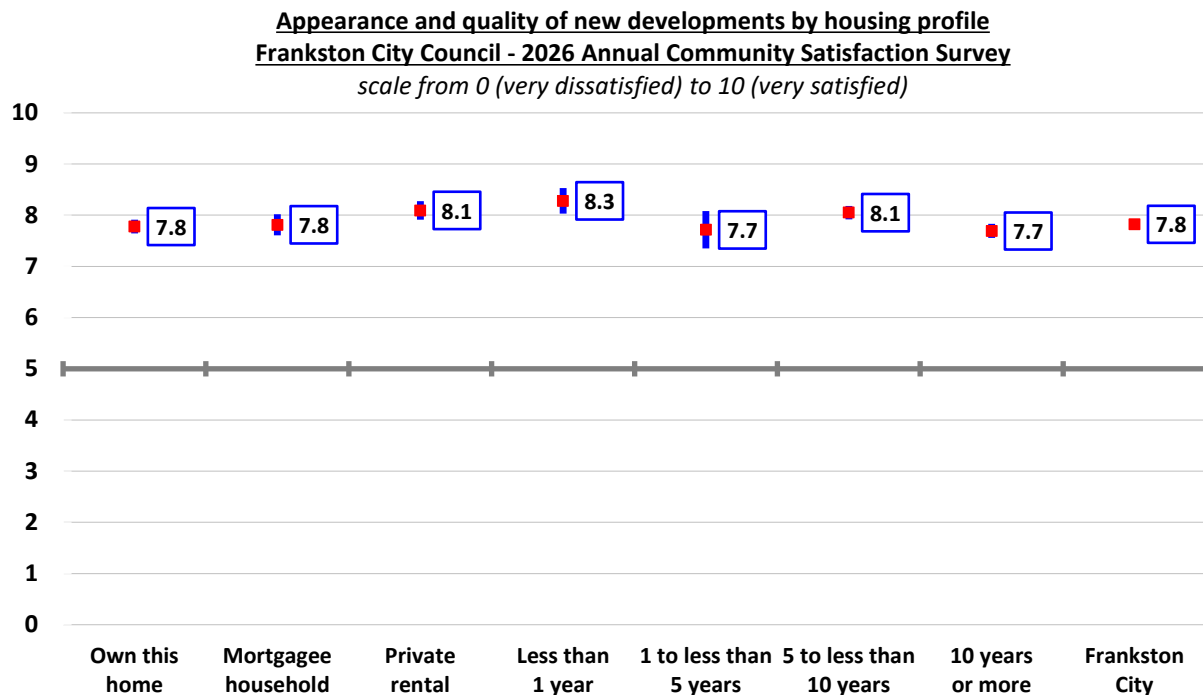


There was measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation and period of residence in the City of Frankston.



Rental household respondents were measurably more satisfied than respondents from households that owned their home outright or were mortgagor households.

New residents (less than one year in the municipality) were measurably more satisfied than long-term residents (10 years or more in the municipality).



Consistent with the results recorded last year, the 18 respondents (down from 37) who were “dissatisfied” with the appearance and quality of new developments were significantly more likely to be concerned about medium and higher density developments over lower density developments.

Concern about lower density, or medium to higher density
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents dissatisfied with the new development)

Response	2026		2025
	Number	Percent	
Lower density	2	11%	17%
Medium / higher density	16	89%	83%
Not stated	0		7
Total	18	100%	37

Examples of and comments about specific developments

The following table outlines the 27 comments and one location of concern received in relation to the appearance and quality of new developments.

The most common issues raised by respondents were concerns around the density of new development (13 comments), and planning and design (8 comments).

Reason for dissatisfaction with the appearance and quality of new development

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>High-rise / density</i>	
Too tall / high	2
Because of the crowding of double story on the blocks	1
Because of the crowding of the double units	1
High rise buildings are too many	1
I don't like the high rises	1
It blocks views and sunlight	1
It's overcrowded without enough facilities	1
Lot of them town houses	1
The high rises along the foreshore	1
The new apartments at the beach, they reduce visibility for residents	1
Too big	1
Too many apartments	1
Total	13
<i>Planning / design</i>	
Aesthetic values are bad	1
Build low level apartments for all economic classes	1
Not placed in the best areas and don't make the city look better there is no planning	1
Should have backyards	1
Some of them are poor	1
They all look very bland and out of character of the neighbourhood	1
They are ugly	1
They don't look too nice, the houses around here	1
Total	8



<i>Roads / traffic / parking</i>	
The cars are parked on the street	1
Traffic	1
Wider suburban streets	1
Total	3
<i>Communication / consultation</i>	
No consultation	1
Total	1
<i>Parks, gardens, open spaces and trees</i>	
All the trees are gone in the area	1
Total	1
<i>Other</i>	
Feels like waste of time and money	1
Need shopping centres	1
Neither	1
Use funds for something more useful or beneficial	1
Total	4
<i>Specific locations</i>	
High rises on Nepean Hwy are awful	1
Total	1
Total responses	28



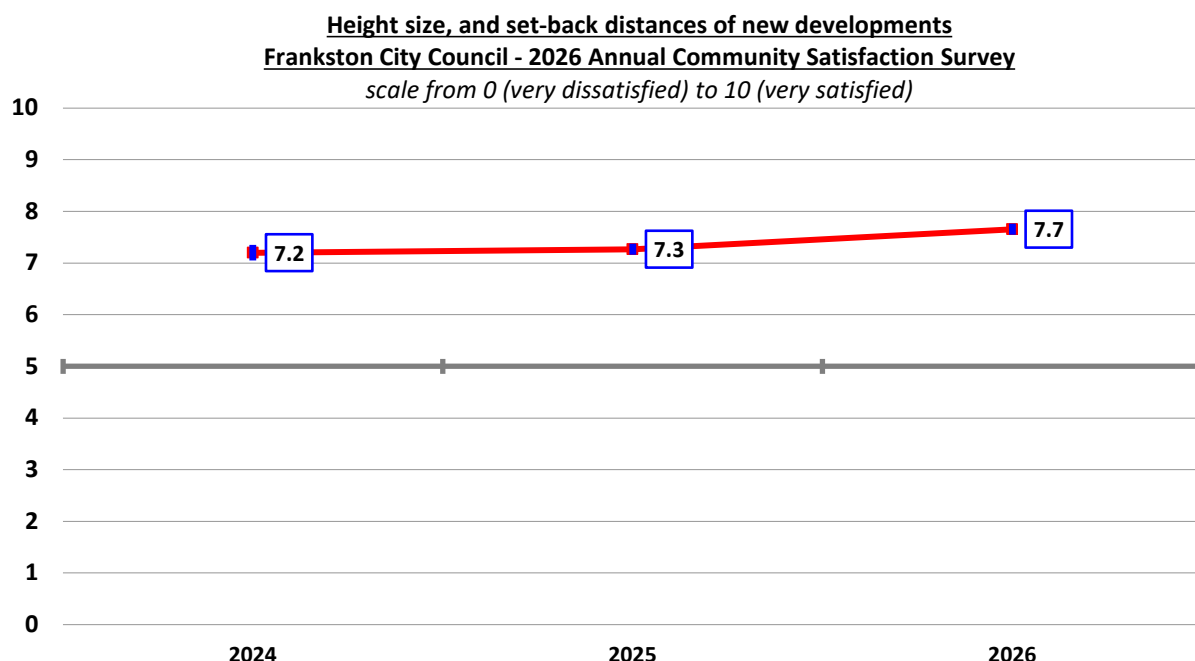
Height, size, and set-back distances of new developments

Satisfaction with the height, size, and set-back distances of new developments increased measurably this year, up four percentage points to 7.7 out of 10, which remained a “very good” level of satisfaction.

This was the highest score recorded for this variable for the City of Frankston.

This result comprised 63% (up from 43%) “very satisfied” and three percent (down from 4%) “dissatisfied” respondents.

By way of comparison, this result was identical to the southeastern region councils’ average, but measurably (5pts) higher than the metropolitan average, both as recorded in *Governing Melbourne*.

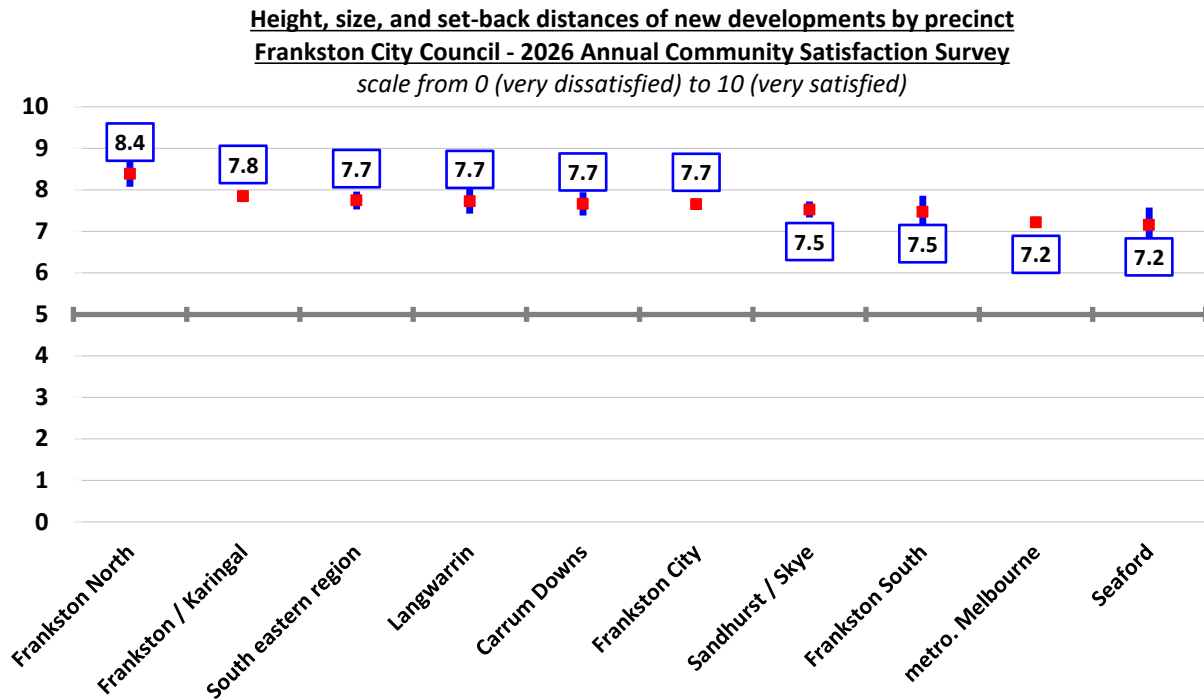


There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (7pts) more satisfied than average, and at an “excellent” level.

Respondents from Frankston / Karingal also rated satisfaction at an “excellent” level.

By contrast, respondents from Seaford were notably (5pts) less satisfied than average, and at a “good” rather than a “very good” level.





The following table outlines the 25 comments received from respondents in relation to the height, size, and setback distances of new developments.

The most common issues raised by respondents related to the size and height of developments.

Reason for dissatisfaction with the height, size, and set-back distances of new developments
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Size and height</i>	
Too high	4
High rises are not suitable here	1
The high rises change the face of Frankston	1
The high rises in the foreshore, the poor location and the sheer height of those buildings	1
Total	7
<i>Greenery and open spaces</i>	
Not enough space for it all	1
The locations being used must be set free for public use	1
Yards are getting smaller	1
Total	3



<i>Set-back distance</i>	
Houses too close to the footpaths	1
It is boundary to boundary now	1
Some houses are 4 meters from the street	1
Total	3
<i>Too dense / congested</i>	
Multi-rises are in narrow streets	1
There is too much development here	1
Units next to each other	1
Total	3
<i>Appearance</i>	
Too ugly	2
Total	2
<i>Highrise in the foreshore</i>	
The high rises should not be along the foreshore	1
The new apartments at the beach, they reduce visibility for residents. Build low level apartments for all economic classes	1
Total	2
<i>Lack of parking</i>	
On street parking is slowing down traffic	1
Not enough car parks	1
Total	2
<i>General negative</i>	
They don't seem to do it	1
Total	1
<i>Other</i>	
I don't think the standard is good	1
Some are done really quick, but others are not required	1
Total	2
Total responses	25



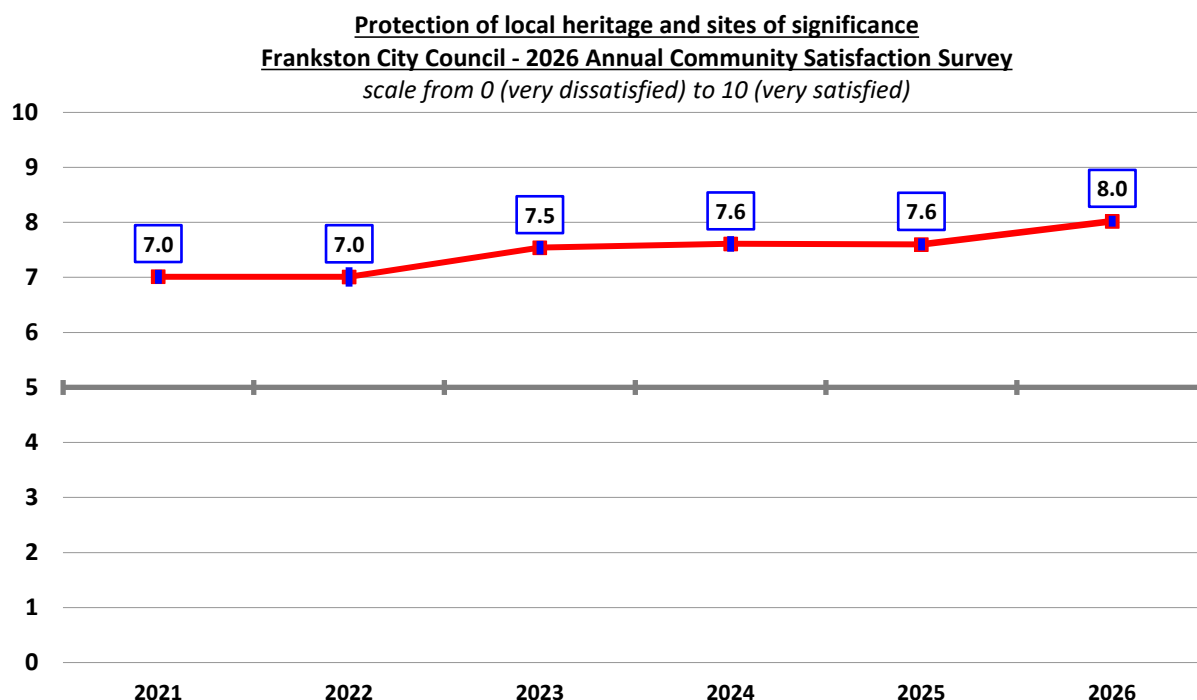
Protection of local heritage

Satisfaction with the protection of local heritage (sites may have historical, architectural, social, cultural, or scientific significance) increased measurably this year, up four percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good” level.

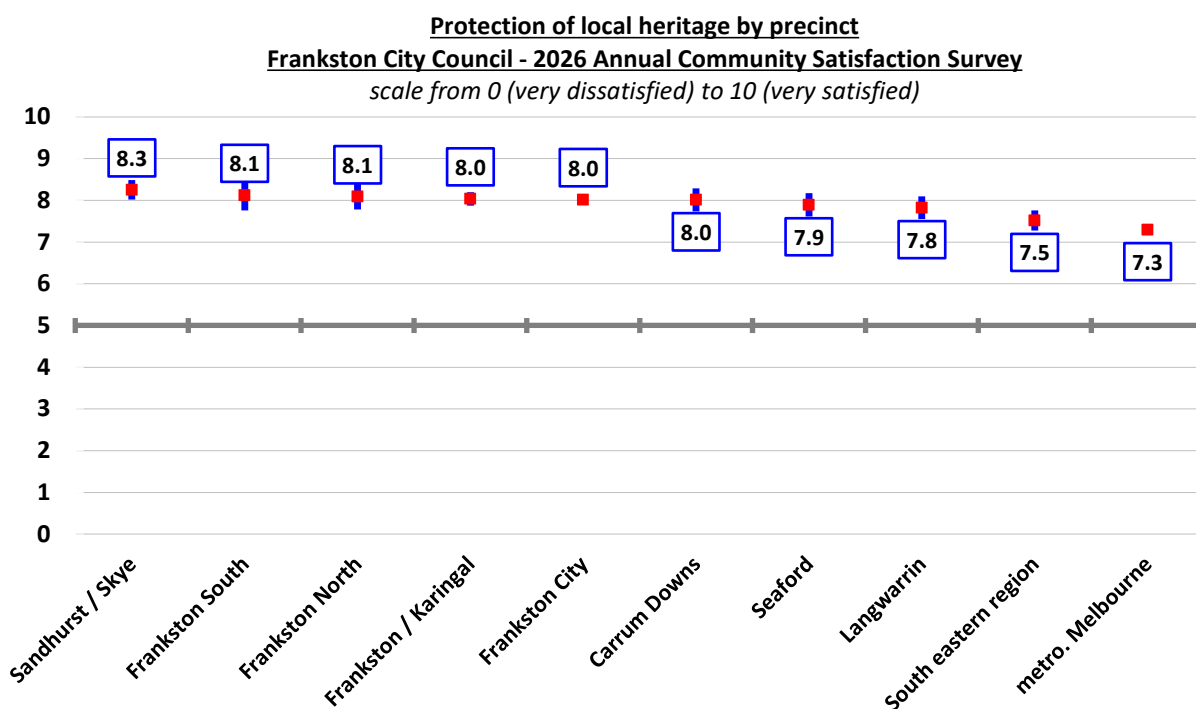
This was the highest score recorded for this variable for the City of Frankston and was measurably higher than the long-term average satisfaction since 2021 of 7.5 out of 10, or “very good”.

This result comprised 74% (up from 57%) “very satisfied” and two percent (down from 3%) “dissatisfied” respondents.

By way of comparison, this result was measurably higher than the southeastern region councils’ (5pts) and the metropolitan (7pts) averages, both recorded in *Governing Melbourne*.



There was no measurable variation in this result observed across the municipality, with respondents from all seven precincts rating satisfaction at “excellent” levels.

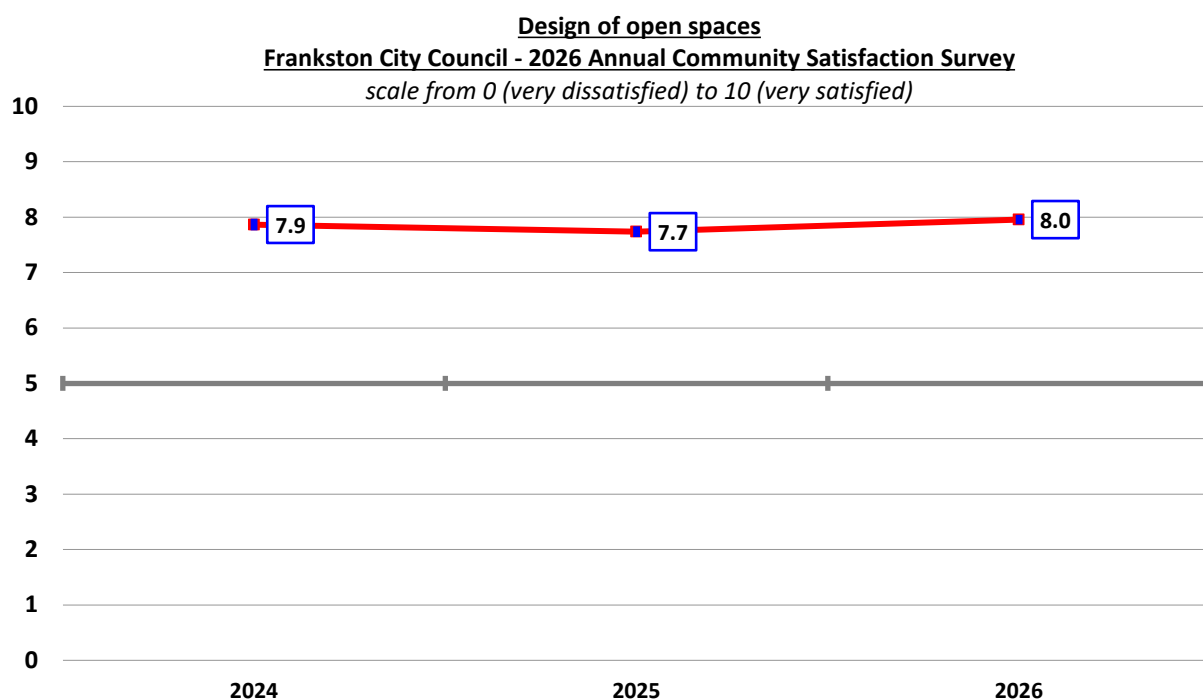


Design of open spaces

Satisfaction with the design of open spaces increased measurably this year, up three percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good” level.

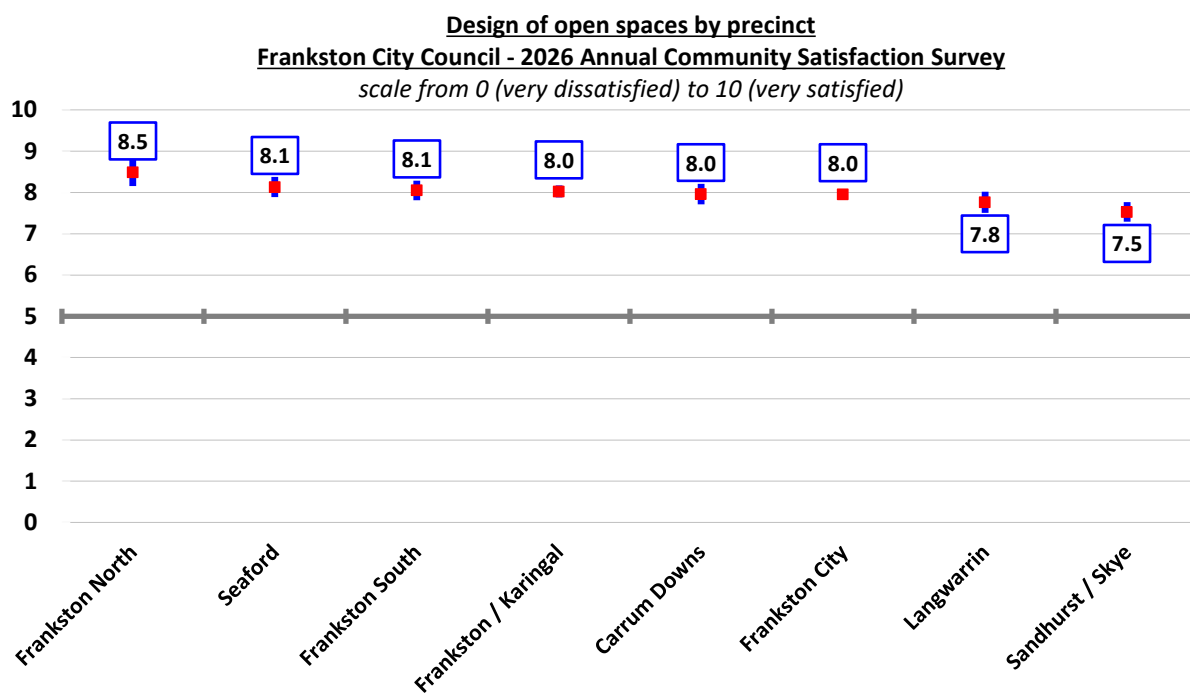
This was the highest score recorded for this variable for the City of Frankston.

This result comprised 69% “very satisfied” and one percent (down from 3%) “dissatisfied”.



There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than average.

By contrast, respondents from Sandhurst / Skye were measurably (5pts) less satisfied than average, and at a “very good” rather than an “excellent” level.



Design of public spaces

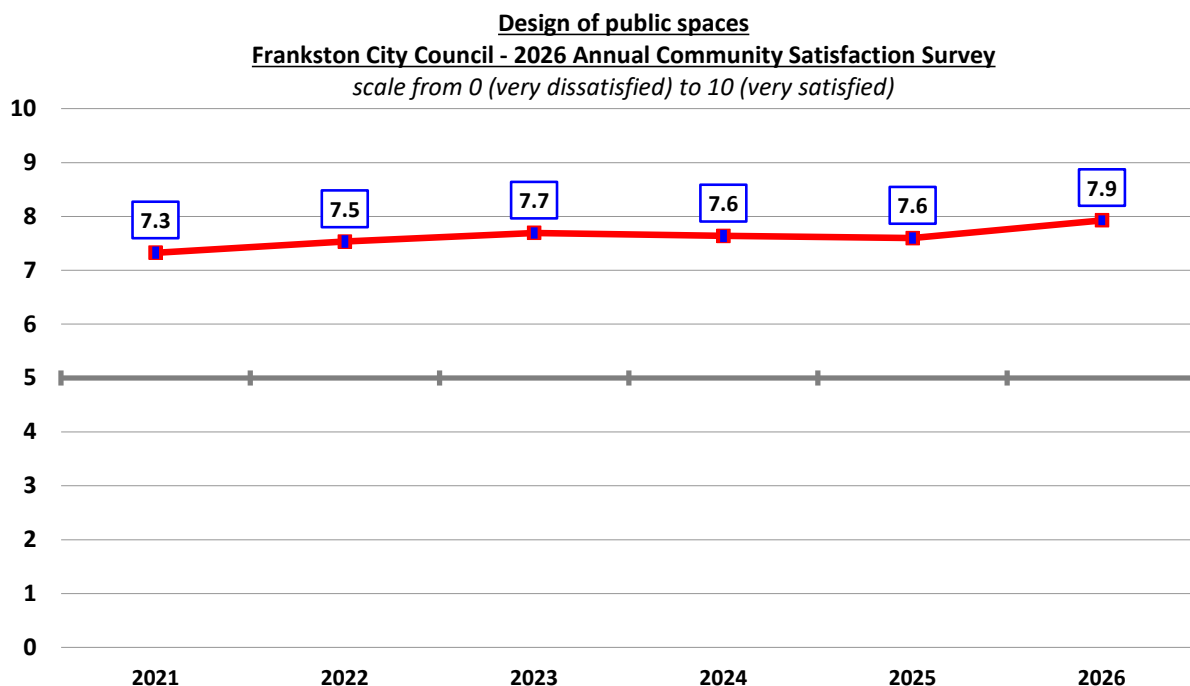
Satisfaction with the design of public spaces increased measurably this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level.

This was the highest score recorded for this variable for the City of Frankston and was measurably higher than the long-term average since 2021 of 7.6 out of 10, or “very good”.

This result comprised 72% “very satisfied” and one percent (down from 3%) “dissatisfied”.

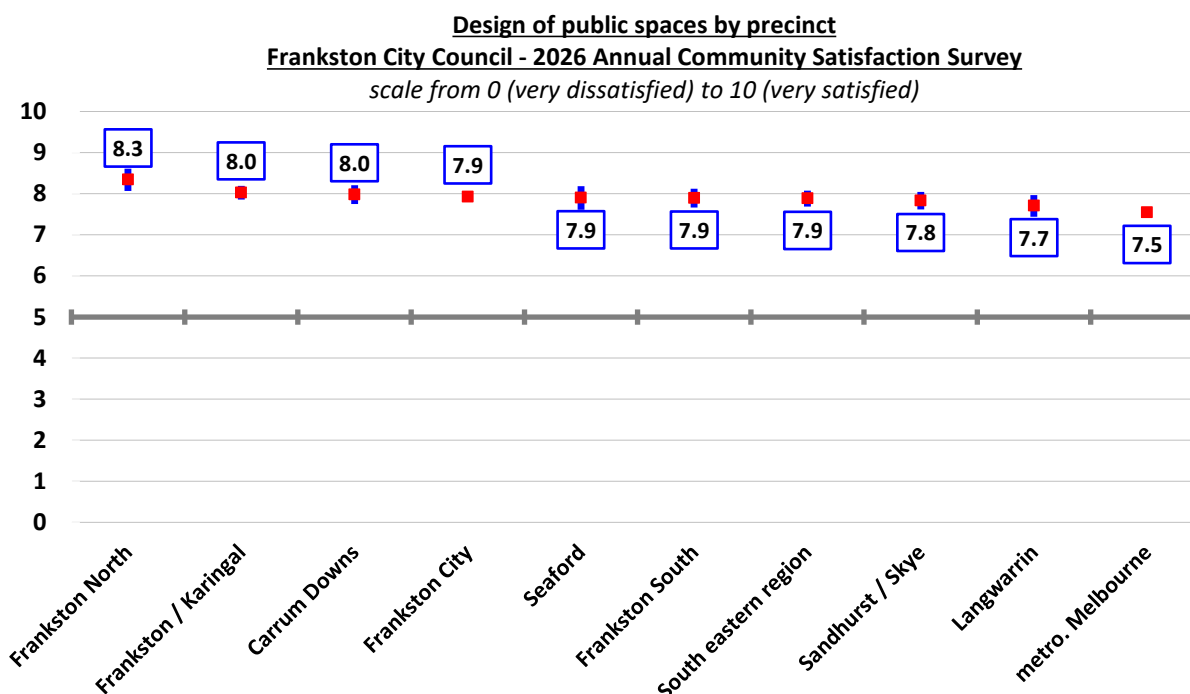
By way of comparison, this result was identical to the southeastern region councils’ average, but measurably (4pts) higher than the metropolitan average, both as recorded in *Governing Melbourne*.





There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (4pts) more satisfied than average.

By contrast, respondents from Langwarrin were somewhat (2pts) less satisfied than average, and at a “very good” rather than an “excellent” level.



Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of Frankston City to increase by approximately 20,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If satisfaction less than 6, what concerns you most about population growth?”

Respondents were again in 2026, asked to rate their satisfaction with planning for population growth by all levels of government.

The question specifically outlines that planning for population growth is a shared responsibility between largely local and state government, and that it is not always possible for respondents to have a clear understanding of the precise roles of different levels of government.

Satisfaction with planning for population growth increased measurably this year, up five percentage points (7%) to 7.5 out of 10, which was a “very good”, up from a “good” level.

By way of comparison, this result was measurably (3pts) higher than the metropolitan average, but somewhat (2pts) lower than the southeastern region councils’ average, both as recorded in *Governing Melbourne*.

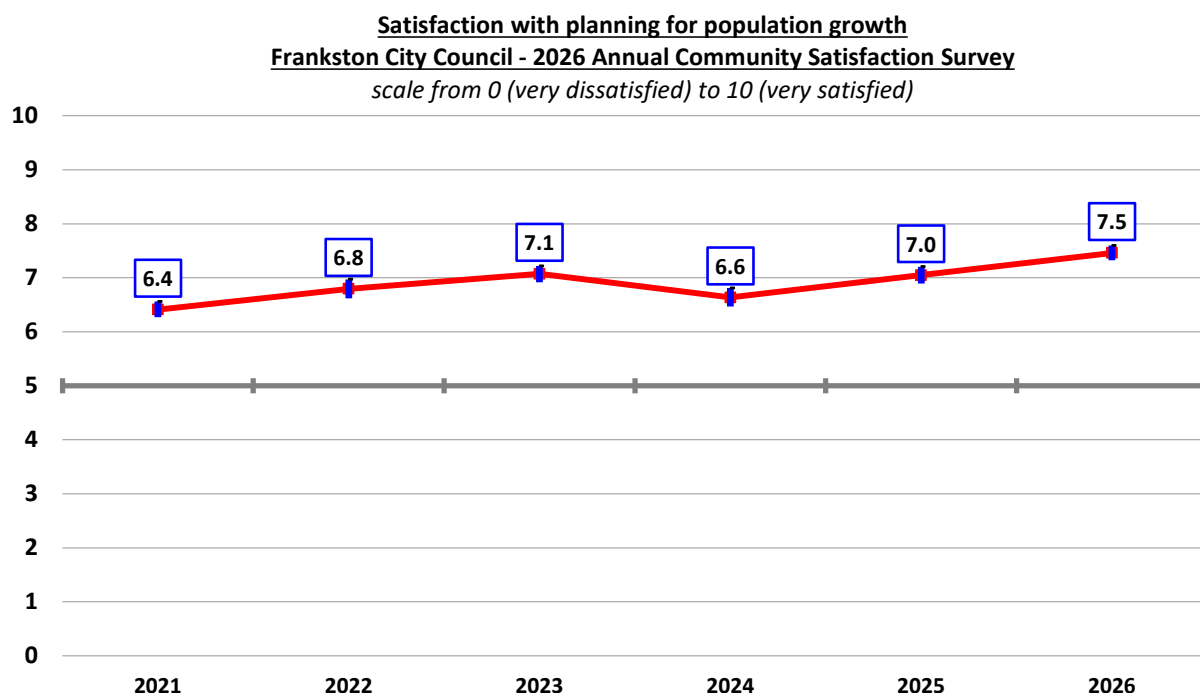
This was the highest satisfaction recorded for this variable for the City of Frankston and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 6.9 out of 10.

This was the second consecutive measurable increase in satisfaction with planning for population growth, and a continuation of a longer-term trend of increasing satisfaction.

Satisfaction has increased 11 percentage points or 17% since Metropolis Research commenced the survey program back in 2021.

Over the same period from 2021 to 2026, the metropolitan average satisfaction with planning for population growth increased measurably (7pts or 10%), up from 6.7 to 7.4 out of 10.

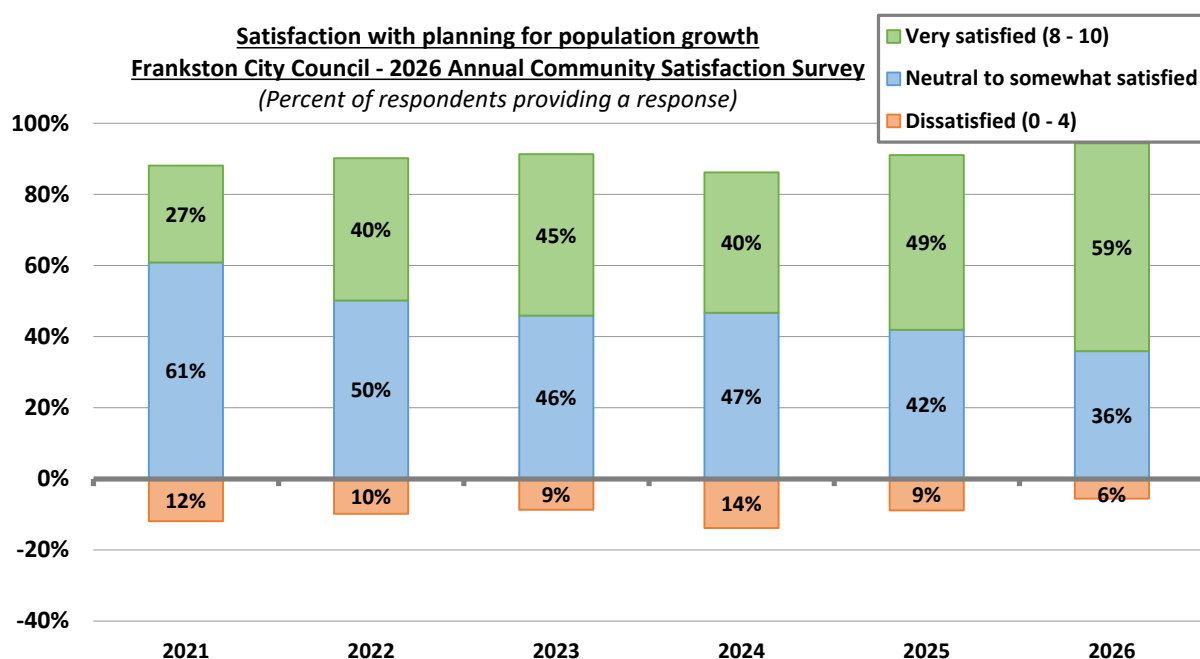




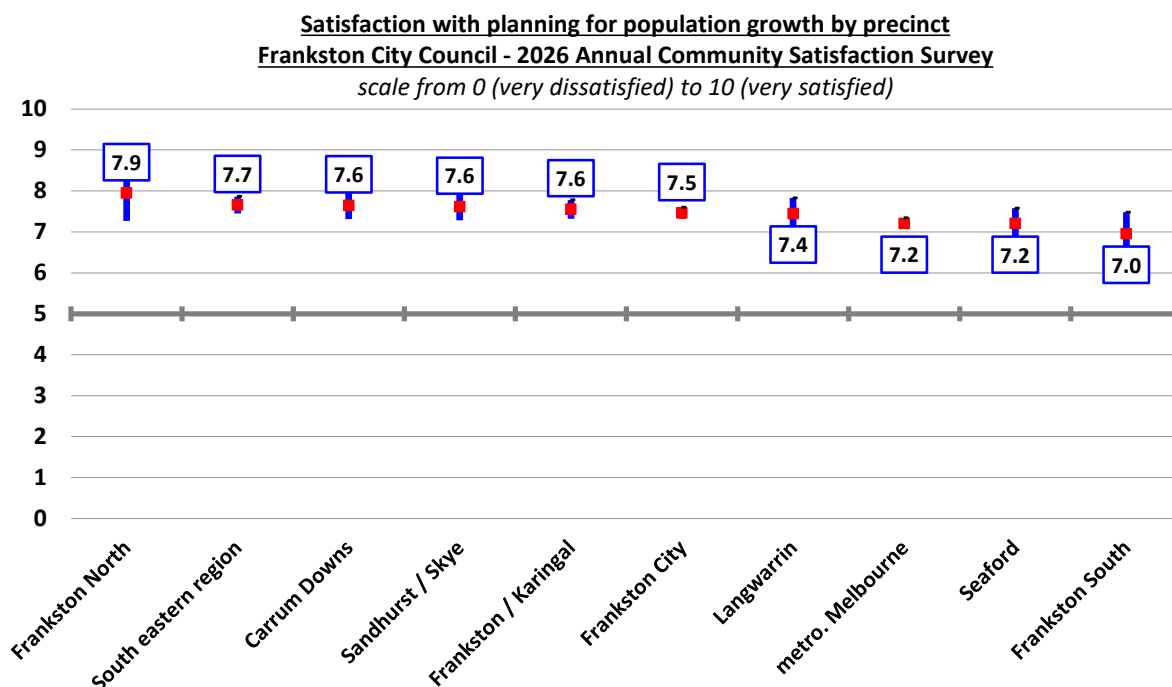
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in satisfaction, there was a significant (10pt) increase in the proportion of respondents who were “very satisfied” with planning for population growth (59% up from 49%).

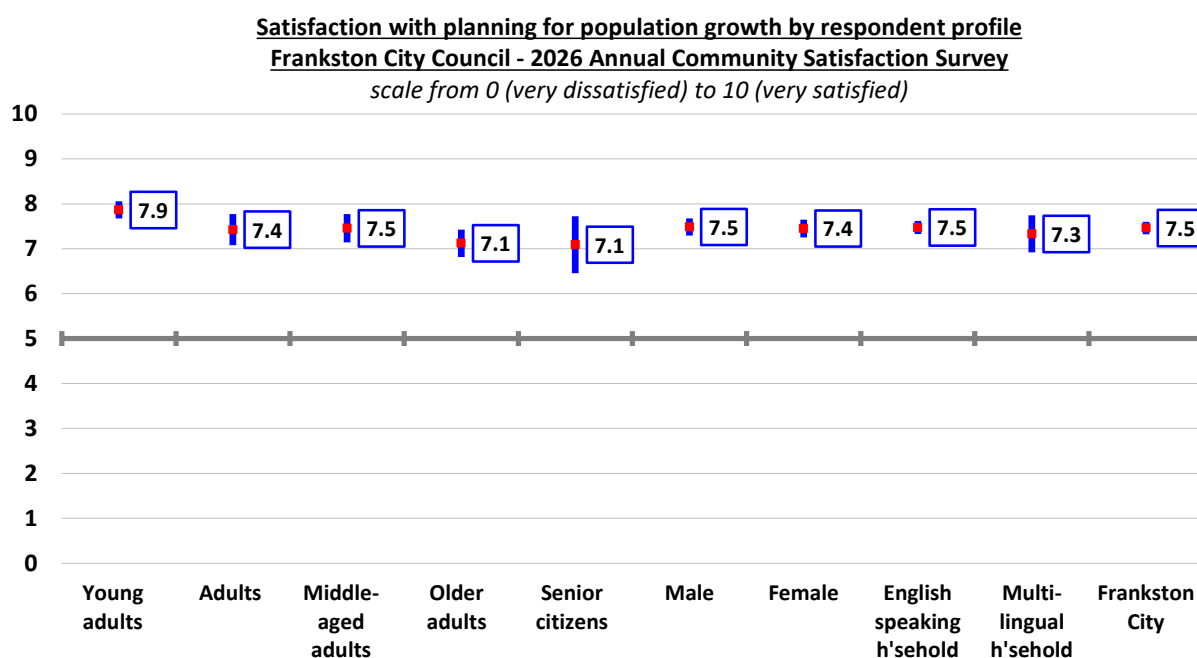
There was also a continued decline in the proportion of respondents “dissatisfied” down from a high of 14% back in 2024, and nine percent last year, to six percent this year.



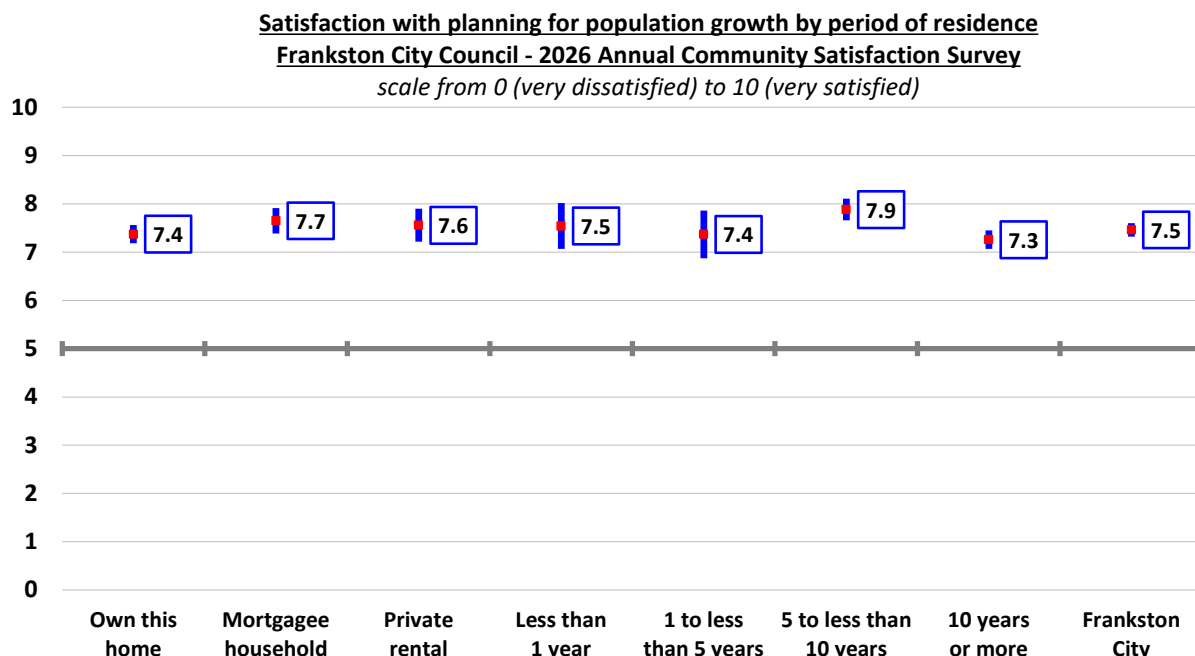
While there was no measurable variation in this result observed across the municipality, respondents from Frankston North were notably (4pts) more satisfied than average, and at an “excellent” level. By contrast, respondents from Seaford and Frankston South were notably (3pts and 5pts) less satisfied than average, and at “good” rather than “very good” levels.



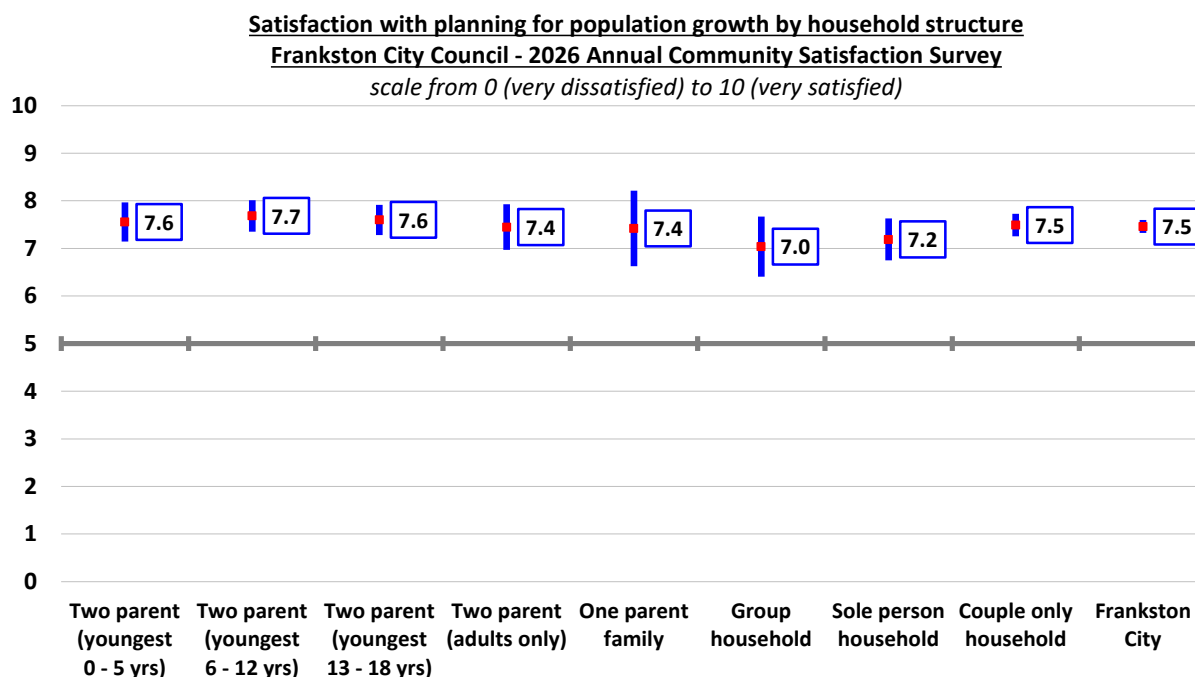
There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average, and at an “excellent” level. By contrast, older adults and senior citizens (aged 60 years and over) were notably (4pts) less satisfied than average, and at a “good” rather than a “very good” level.



There was relatively little substantial variation in this result observed by housing situation or period of residence in the municipality. Medium-term residents (5 to less than 10 years in the municipality) were, however, measurably (4pts) more satisfied than average, and at an “excellent” level.



There was no measurable variation in satisfaction with planning for population growth observed by household structure this year, although respondents from group households and sole person households rated satisfaction at “good” rather than “very good” levels.



Reason for dissatisfaction with planning for population growth

The following table outlines the 50 comments received from respondents dissatisfied with planning for population growth by all levels of government.

These comments have been broadly categorised as follows:

• Planning and development / neighbourhood character	8 comments
• Perceived impacts on services and facilities	7 comments
• Housing availability / affordability	6 comments
• Perceived impacts on parking, traffic, roads and public transport	6 comments
• Perceived impacts on infrastructure	3 comments
• Population density / overcrowded	3 comments
• General negative	3 comments
• Communication / consultation / information	2 comments
• Council management, governance and performance	2 comments
• Jobs / employment	2 comments
• Safety / security	2 comments
• Cost of living	1 comment
• Immigration	1 comment
• Other issues	4 comments.

Reasons for dissatisfaction with planning for population growth
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and development / neighbourhood character</i>	
There is no plan	2
Better planning policies	1
High rise buildings are a concern	1
No need for high rises on Nepean Hwy	1
The density of housing too much, we are sacrificing green space	1
The high-density houses well strain the roads and parking spaces	1
There is no plan, our debt is huge and we are still giving away freebies	1
Total	8
<i>Services and facilities</i>	
More facilities have to be provided to accommodate more denser community	1
No facilities for normal people and only helping the rich	1
Schools are not enough	1
The facilities have to be improved and increased for community	1
The new developments use more of all services which should be managed accordingly	1
We have all the different hospitals, and you don't have enough medical clinics and staff, not enough to keep up with the increase in population	1



We need more structures for homeless people	1
Total	7
<i>Housing availability / affordability</i>	
Affordability of housing for youth has to be improved	1
Housing crisis	1
It's the affordability	1
More social and affordable housing options needed	1
Rent	1
The real estate cost	1
Total	6
<i>Parking, traffic, roads and public transport</i>	
Lack of parking spots in high density housing	1
More parking facilities considering more unit houses on say, Lardiner Rd	1
Not enough car parking spaces on the street	1
Not enough roads and space on the roads for parking without getting fined	1
Parking in CBD	1
Public transport is not enough	1
Total	6
<i>Infrastructure</i>	
Infrastructure	1
Infrastructure not good	1
No money to invest in infrastructure or to support them	1
Total	3
<i>Population density / overcrowded</i>	
They should expand outward not increase density	1
We are going to be more densely crammed in	1
We don't have to enough room for everyone	1
Total	3
<i>General negative</i>	
There is no reason	1
They aren't doing enough	1
They can do better	1
Total	3



<i>Communication / consultation / information</i>	
Community's needs aren't prioritized	1
They are reactive not proactive	1
Total	2
<i>Council management, governance and performance</i>	
Community's needs aren't prioritized	1
They are reactive not proactive	1
Total	2
<i>Jobs / employment</i>	
Not enough jobs for people	1
There is enough down here and that's going to be another 20,000 of unemployment	1
Total	2
<i>Safety / security</i>	
It will destroy the peace here	1
When it's overpopulated there will be a lot of crime	1
Total	2
<i>Cost of living</i>	
More people here will make everything more expensive	1
Total	1
<i>Immigration</i>	
Too much immigration with no housing.	1
Total	1
<i>Other</i>	
Current resources are not enough for existing systems	1
Focuses on too many rich people in the area	1
It doesn't affect me	1
No funding	1
Total	4
Total responses	50

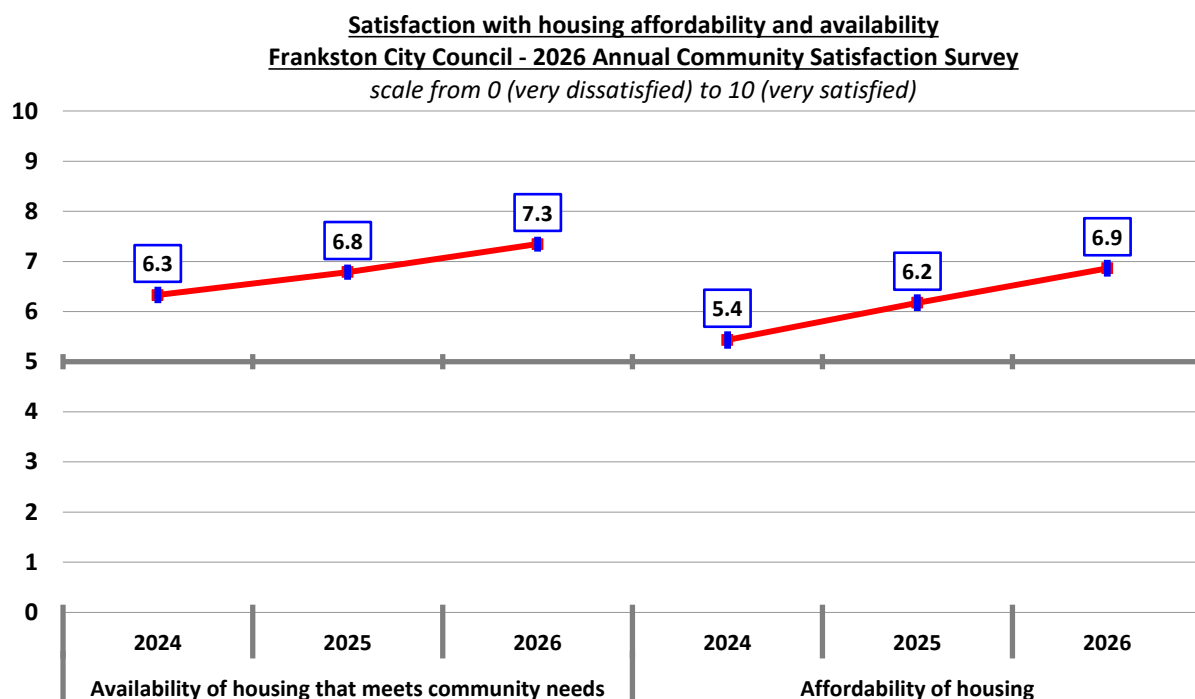


Housing

Respondents were again in 2026, asked to rate their satisfaction with two aspects of housing; the availability of housing that meets community needs and the affordability of housing.

Satisfaction with both the availability of housing (up 5pts) and the affordability of housing (up 7pts) increased measurably this year, building on a similar sized increase recorded last year.

These results imply a continued reduction in the level of community concern around housing affordability and availability, although satisfaction with the affordability of housing in the City of Frankston remains somewhat modest, at a “good” 6.9 out of 10.

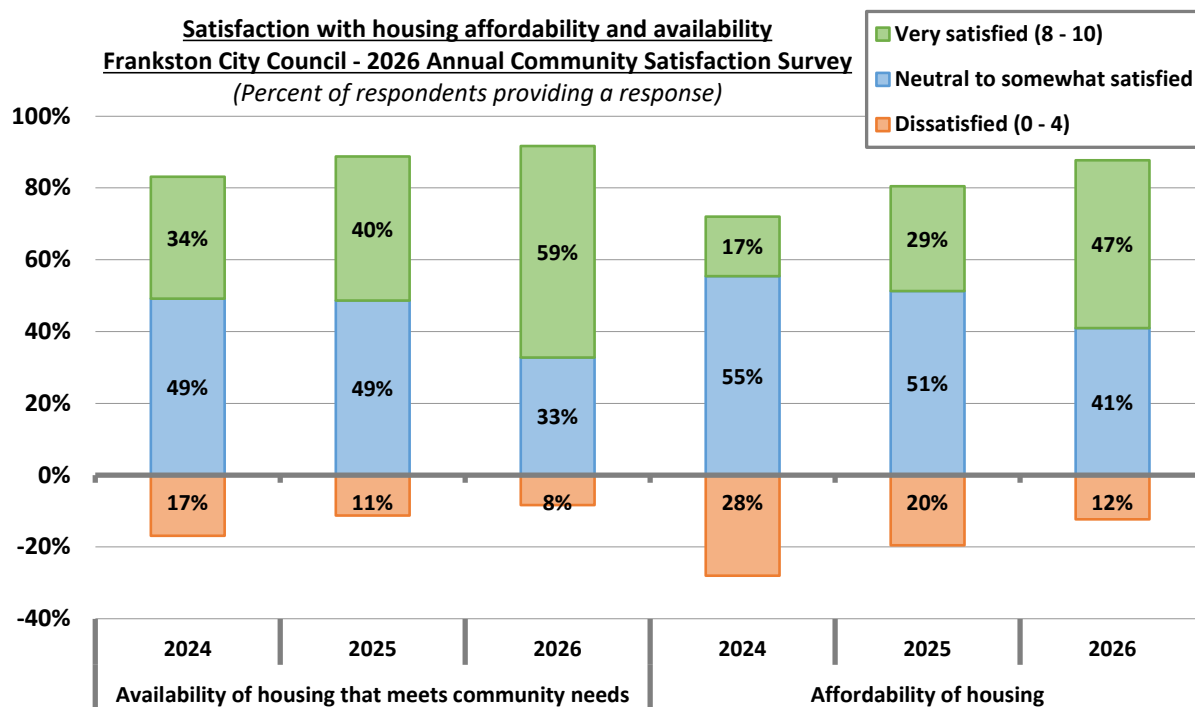


The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the increase in average satisfaction with these two aspects of housing, there was a significant increase in the proportion of respondents “very satisfied” with these two aspects, and a notable decrease in the proportion “dissatisfied”.

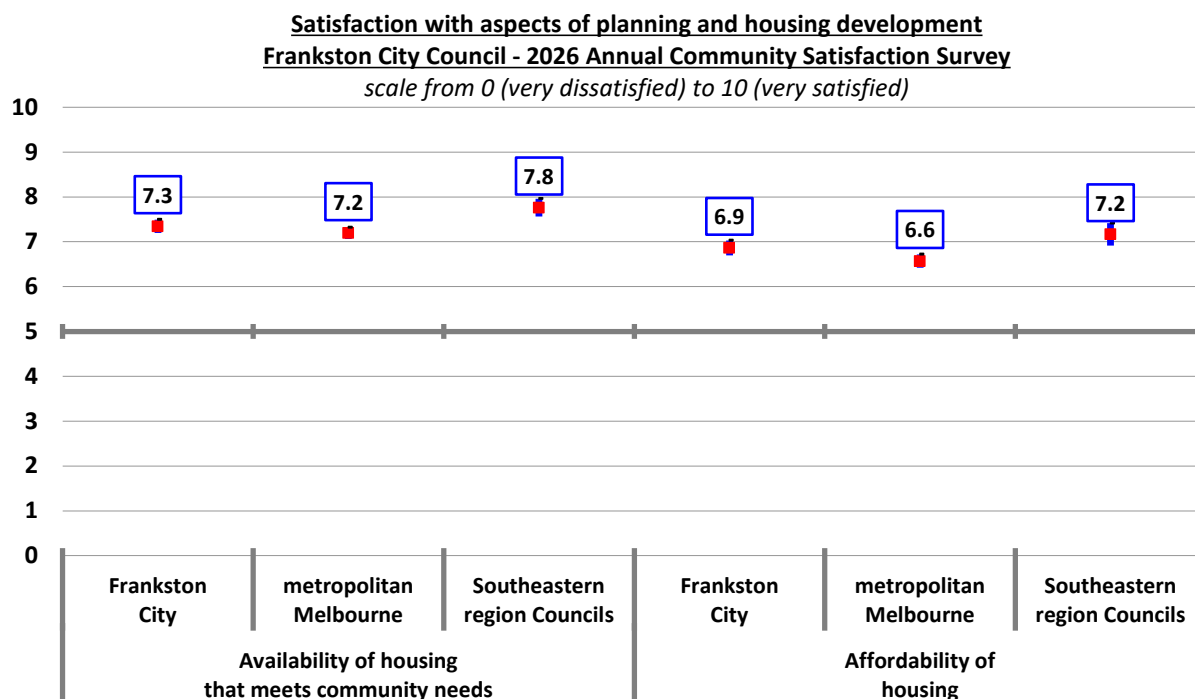
In 2026, 59% (up from 40%) of respondents (who provided a score) were “very satisfied” with the availability of housing that meets community needs.





Satisfaction with the availability of housing that meets community needs in the City of Frankston was marginally (1pt) higher than the metropolitan average, but measurably (5pts) lower than the southeastern region councils' average, both as recorded in *Governing Melbourne*.

Satisfaction with the affordability of housing was measurably (3pts) higher than the metropolitan average, but measurably (3pts) lower than the southeastern region average.

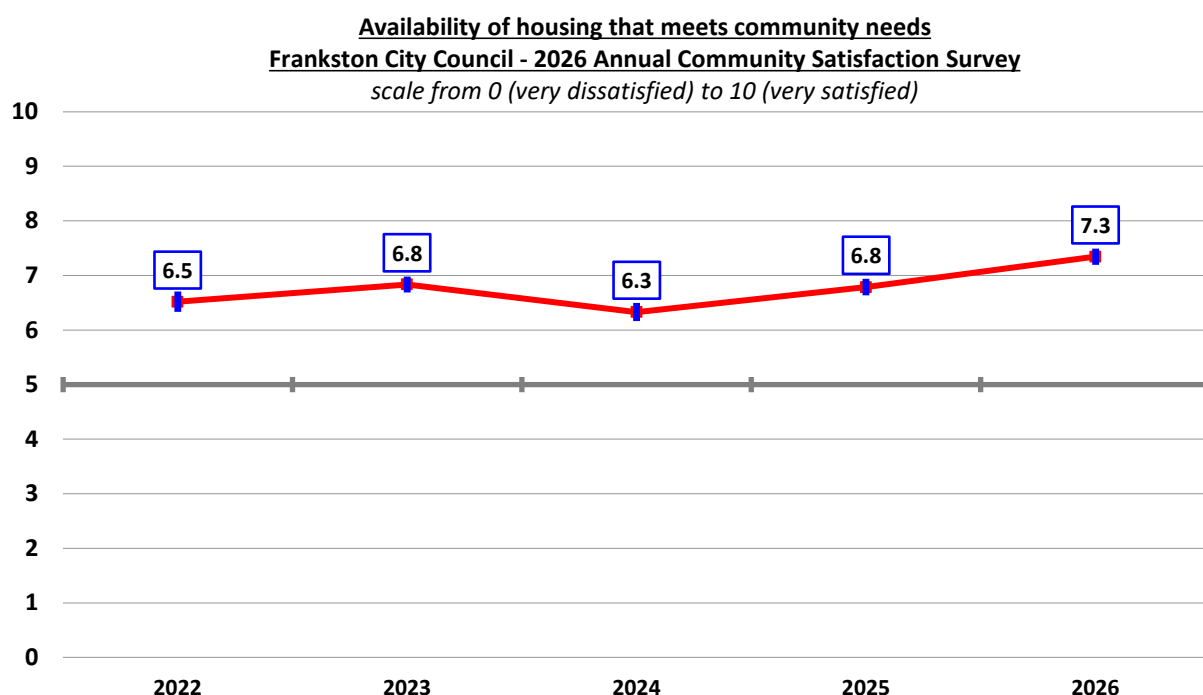


Availability of housing that meets the needs of the community

Satisfaction with the availability of housing that meets the needs of the community increased measurably this year, up five percentage points to 7.3 out of 10.

This was a “very good” up from a “good” level of satisfaction, and was the highest score recorded for this variable for the City of Frankston.

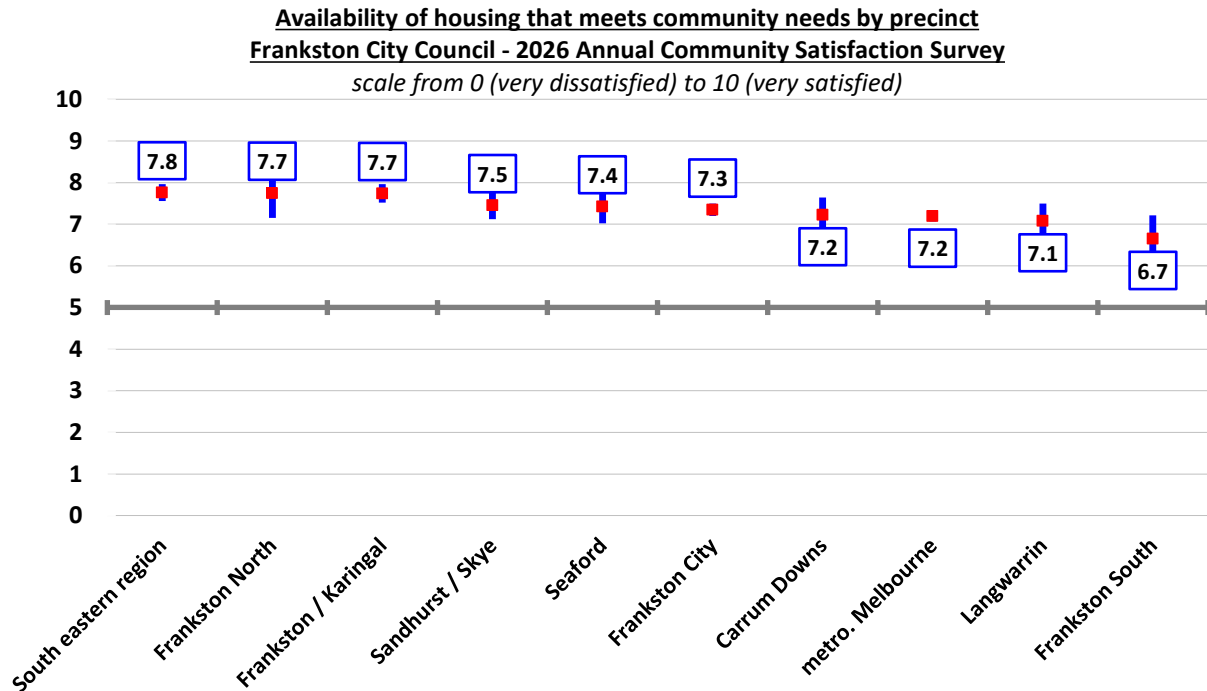
This result was measurably (5pts) higher than the long-term average satisfaction since 2022 of 6.8 out of 10, or “good”.



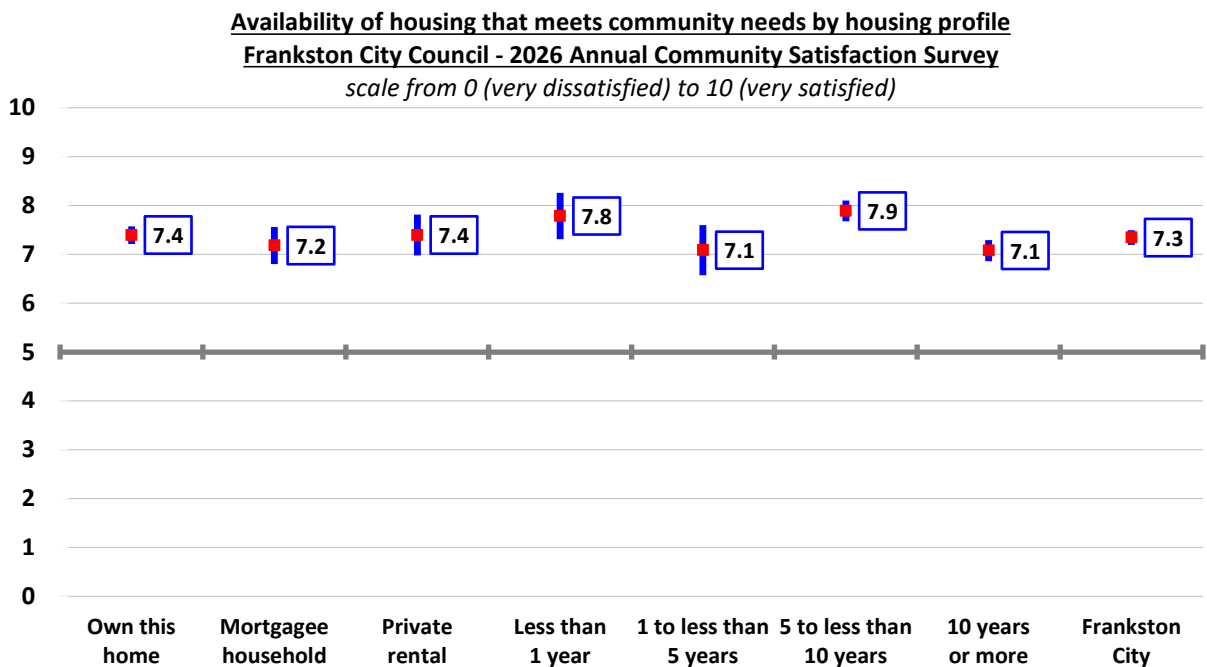
There was measurable variation in this result observed across the municipality, with respondents from Frankston North and Frankston / Karingal notably (4pts) more satisfied than average.

By contrast, respondents from Frankston South were measurably (6pts) less satisfied than average, and at a “good” rather than a “very good” level.





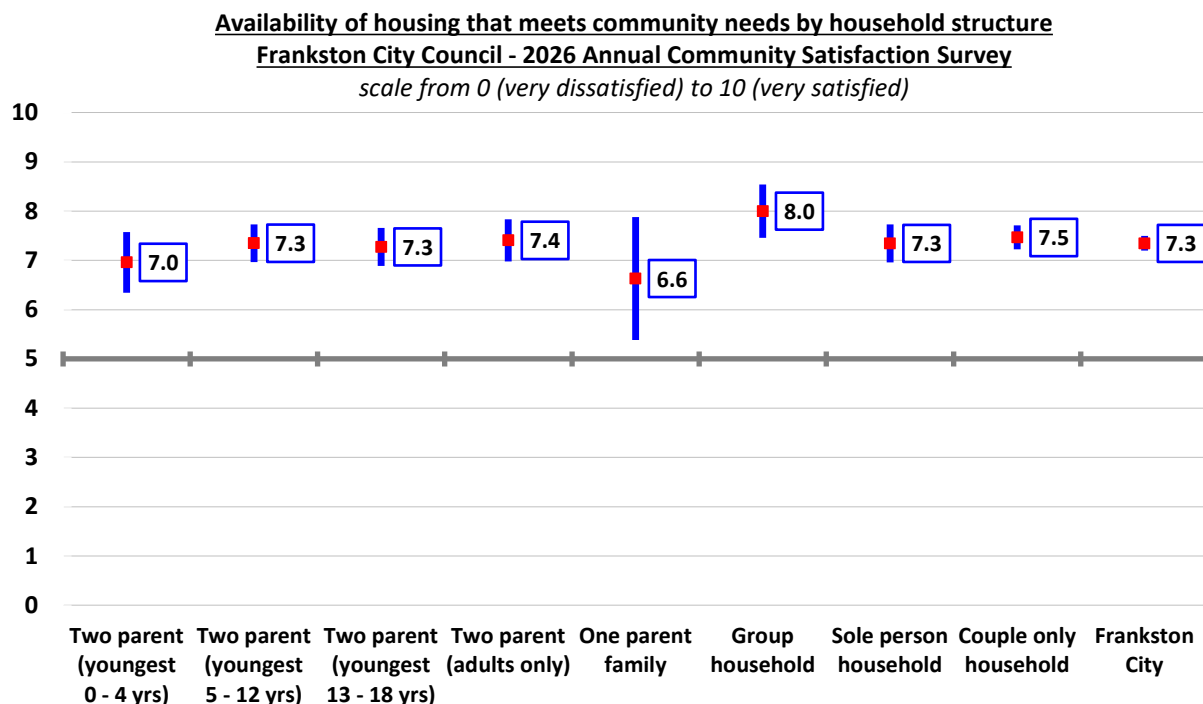
There was relatively little substantial variation in this result observed by housing situation or period of residence in the municipality. New residents (less than one year in the municipality) and medium-term residents (5 to less than 10 years in the municipality) were, however, measurably (5pts and 6pts) more satisfied than average, and at “excellent” levels.



There was no measurable variation in satisfaction with the availability of housing that meets community needs observed by household structure this year, although respondents from group households were notably (7pts) more satisfied than average, and at an “excellent” level.



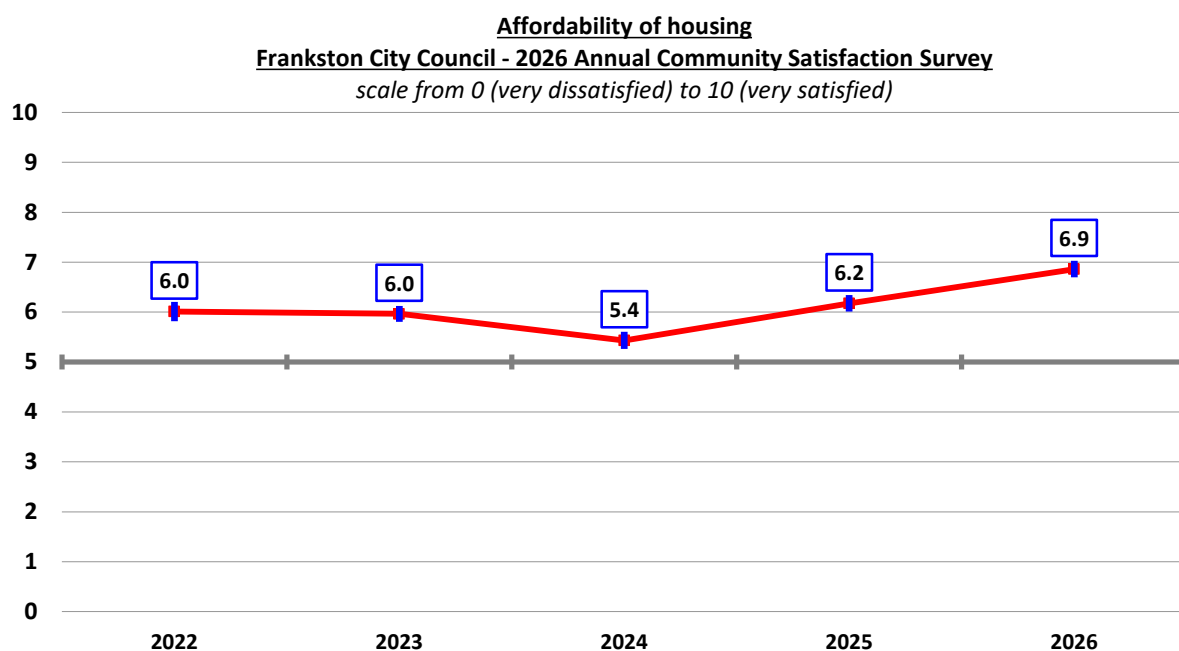
By contrast, 32 respondents from one parent families were notably (7pts) less satisfied than average, and at a “good” rather than a “very good” level.



Affordability of housing

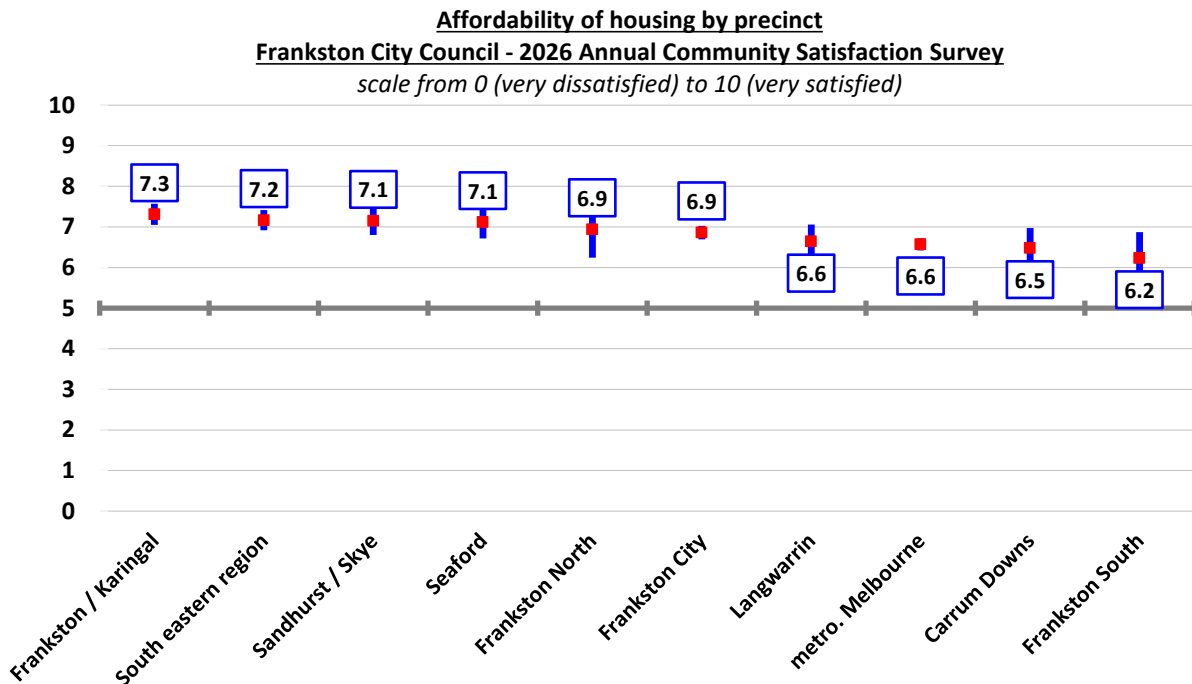
Satisfaction with the affordability of housing increased measurably this year, up seven percentage points to 6.9 out of 10.

This was a “good” up from a “solid” level of satisfaction, and was the highest score recorded for this variable for the City of Frankston.

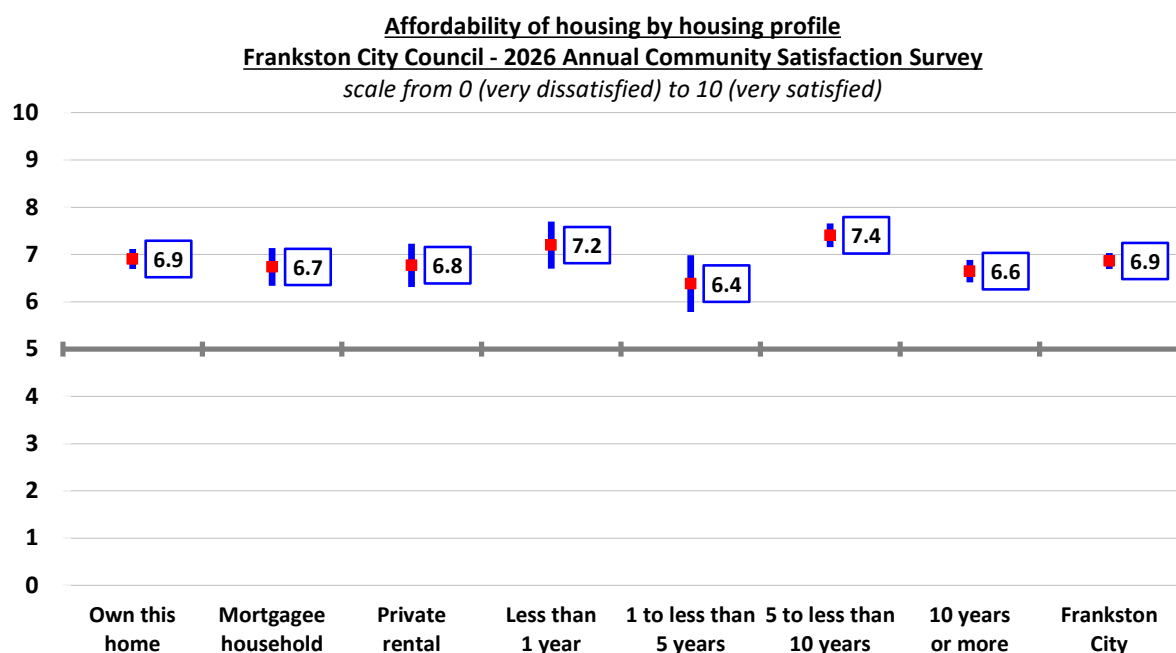


This result was measurably (8pts) higher than the long-term average satisfaction since 2022 of 6.1 out of 10, or “good”.

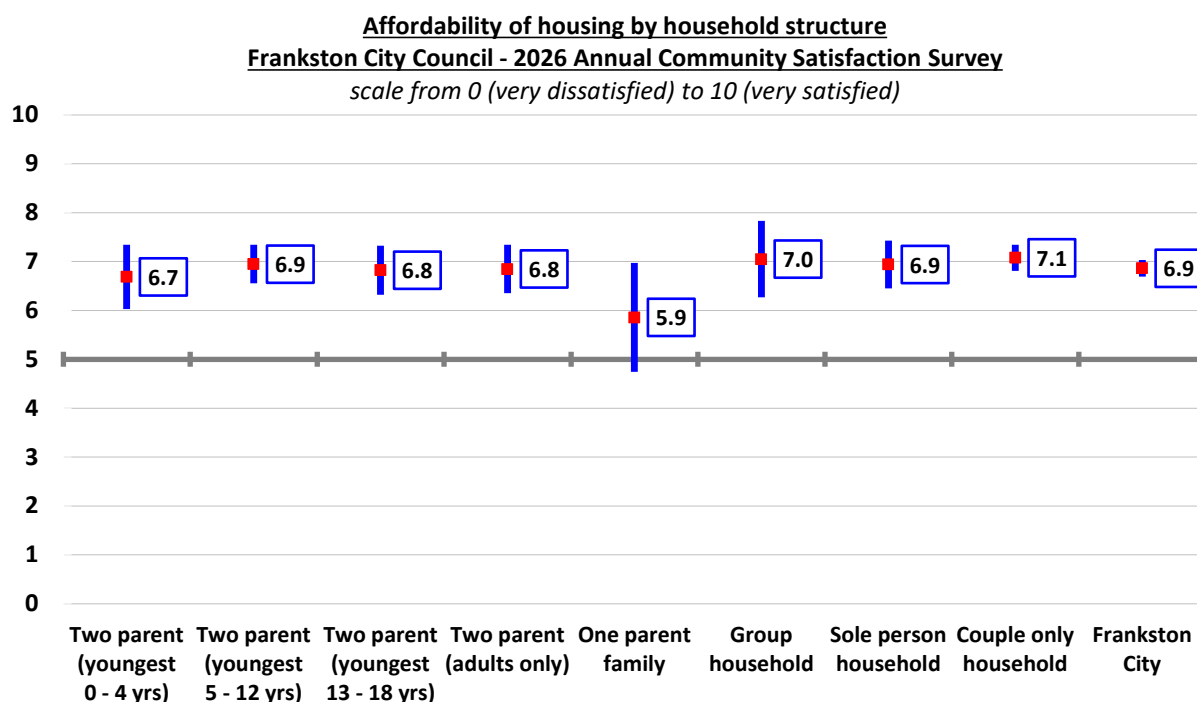
There was measurable variation in this result observed across the municipality, with respondents from Frankston / Karingal were measurably (4pts) more satisfied than average, and at a “very good” level. By contrast, respondents from Frankston South were notably (7pts) less satisfied than average, and at a “solid” rather than a “good” level.



There was relatively little substantial variation in this result observed by housing situation or period of residence in the municipality. Medium-term residents (5 to less than 10 years in the municipality) were, however, measurably (5pts) more satisfied than average, and at a “very good” level.



There was no measurable variation in satisfaction with the affordability of housing observed by household structure this year, although respondents from one parent families were notably (10pts) less satisfied than average, and at a “poor” rather than a “good” level.



Importance of and satisfaction with Council services and facilities

Respondents were asked:

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

Respondents were asked to rate the importance to the community of 33 Council provided services and facilities, as well as the maintenance and repair of major arterial roads and highways (managed by VicRoads).

They were then asked their personal level of satisfaction with each of 15 services and facilities that all in the community will have used.

They were then asked their personal level of satisfaction with each of 19 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities

Respondents were asked to rate how important they considered that each of the 34 included services and facilities included in the survey was to the community, rather than to them or their household as individuals.



The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 33 Council included services and facilities remained essentially stable this year, up one percentage point to 9.2 out of 10.

This average importance of services and facilities to the Frankston community was broadly consistent with the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 34 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- **Measurably HIGHER than average importance** - included services for seniors, services for people with disability, weekly garbage collection, fortnightly recycling collection, services for children from birth to 5 years of age, food and garden waste collection, and youth services for 12- to 24-year-olds.
- **Measurably LOWER than average importance** – included animal management, parking enforcement, and the *Frankston City News*.

Change in importance between 2025 and 2026

Of the 34 services and facilities included in the 2026 survey, 16 increased in importance, 10 remained stable, and eight decreased in importance.

Most of these changes were not statistically significant.

The largest increase in importance recorded this year was for parking enforcement (4pts more important in 2026).

Comparison to the metropolitan Melbourne average importance

Of the 34 services and facilities included in the survey this year, 31 were also included in the *Governing Melbourne* research in a comparable format that allows for metropolitan comparisons to be published.

16 of these services and facilities were more important in the City of Frankston than the corresponding metropolitan averages, while seven were identical to the averages, and eight were less important. None of these variations was notable, however.



Importance of selected Council services and facilities

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Higher than average importance	Services for seniors	748	9.4	9.5	9.5	9.4	9.4	9.3	
	Services for people with disability	752	9.4	9.4	9.5	9.4	9.0	9.3	
	Weekly garbage collection	795	9.4	9.4	9.5	9.6	9.5	9.4	
	Fortnightly recycling collection	792	9.4	9.4	9.5	9.5	9.5	9.4	
	Services for children from birth to 5 years of age	744	9.3	9.4	9.4	9.3	9.4	9.3	
	Food and garden waste collection	770	9.3	9.3	9.4	9.2	9.3	9.1	
	Youth services for 12 to 24 years olds	738	9.3	9.3	9.4	9.2	9.3	9.2	
	Average importance	Drains maintenance and repairs	795	9.2	9.3	9.3	9.4	9.2	9.2
Hard rubbish collection		791	9.2	9.3	9.3	9.3	9.3	9.1	
Sports ovals other local sporting facilities		774	9.2	9.2	9.3	9.2	9.1	9.1	
Maintenance and repairs of major arterial roads		790	9.1	9.2	9.3	9.4	n.a.	9.3	
Provision and maintenance of playgrounds		767	9.1	9.2	9.3	9.2	9.2	9.1	
Provision and maintenance of parks, gardens, and reserves		785	9.1	9.2	9.3	9.2	9.1	9.3	
Maintenance and repairs of sealed local roads		785	9.1	9.2	9.3	9.4	9.0	9.3	
Public toilets		780	9.1	9.2	9.3	9.2	9.3	9.1	
Litter collection in public areas		788	9.1	9.2	9.2	9.2	9.2	9.2	
Community Centres / Neighbourhood Houses		756	9.1	9.2	9.2	9.0	8.9	9.0	
Local library		767	9.1	9.2	9.2	9.1	9.1	9.2	
Local traffic management		772	9.1	9.2	9.2	9.1	9.0	9.3	
Footpath maintenance and repairs		795	9.1	9.2	9.2	9.3	9.1	9.2	
Planning applications		716	9.1	9.2	9.2	8.9	8.7	9.1	
Council support for local business		723	9.1	9.2	9.2	9.0	9.0	n.a.	
Frankston Memorial Park (Cemetery)		725	9.1	9.1	9.2	8.9	8.9	n.a.	
Glass recycling		772	9.0	9.1	9.2	9.0	n.a.	n.a.	
Recycling and Recovery Centre		757	9.0	9.1	9.2	9.1	9.2	9.0	
Provision and maintenance of street trees		791	9.0	9.1	9.2	9.2	9.0	9.2	
Aquatic and Leisure Centres		764	9.0	9.1	9.1	9.0	8.8	9.1	
Council's website		769	9.0	9.1	9.1	8.9	8.7	9.0	
Maintenance and cleaning of shopping strips		790	9.0	9.1	9.1	9.0	8.9	9.0	
Arts, cultural events, programs and activities^		750	8.9	9.0	9.1	8.9	8.6	8.9	
On and off-road bike paths		765	8.9	9.0	9.1	9.0	8.7	9.0	
Lower		Animal management	731	8.8	8.9	9.0	8.9	8.8	9.1
		Parking enforcement	775	8.7	8.8	8.9	8.4	8.4	8.9
		Frankston City News	725	8.4	8.5	8.6	8.3	8.1	8.8

9.1 **9.2** 9.2 9.1 9.0 9.1

(*) 2026 metropolitan Melbourne average from Governing Melbourne

($\wedge$) is the average of "provision of public art" and "Council's festivals and events"

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 15 core services and facilities about which everyone in the community is likely to have a view.

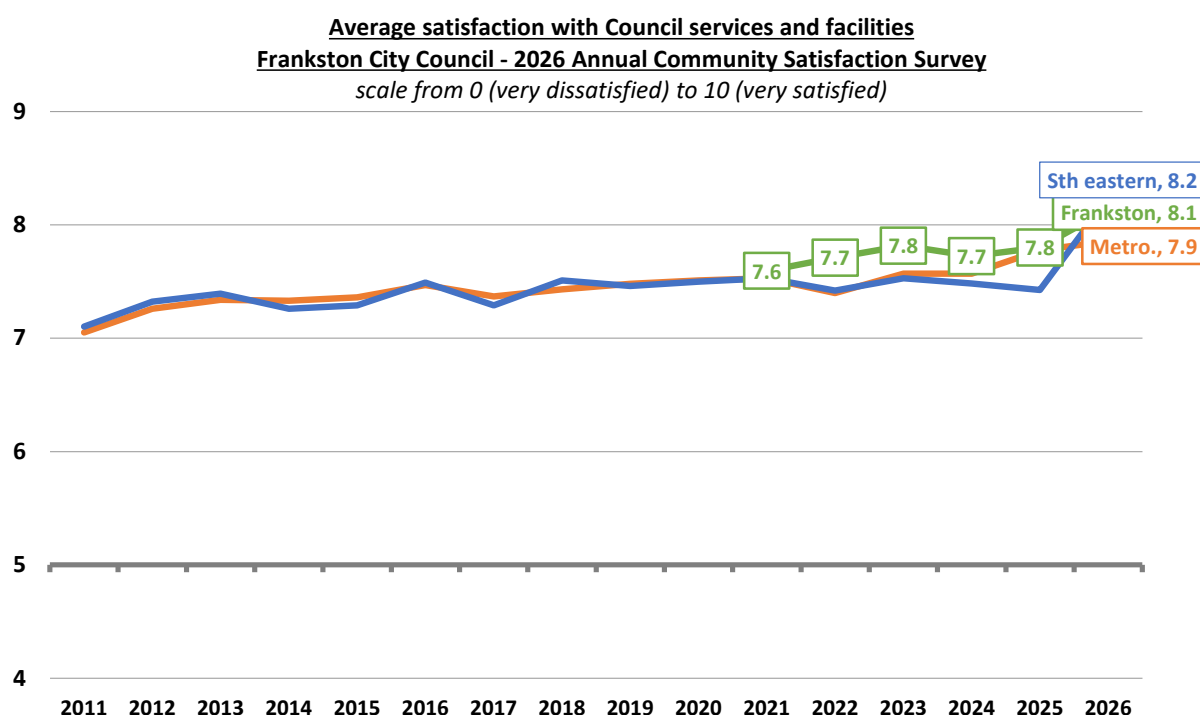
They were then asked their satisfaction with each of the 19 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 33 included Council services and facilities increased measurably this year, rising three percentage points to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This average satisfaction with services and facilities was measurably (2pts) higher than the metropolitan average of 7.9 out of 10, and broadly consistent with the southeastern region councils’ average, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

The longer-term trend of increasing satisfaction with services and facilities provided by Frankston City Council was a stand-out positive results, with the average rising a measurable five percentage points (7%) from 2021 to 2026.



This “excellent” average satisfaction includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 20% from the high of 8.9 out of 10 or “excellent” for the weekly garbage collection, to a low of 6.9 or “good” for planning applications.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 34 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably HIGHER than average satisfaction** - included the weekly garbage collection, fortnightly recycling collection, glass recycling, the local library, hard rubbish collection, and food and garden waste collection.
- **Measurably LOWER than average satisfaction** – included planning applications, the maintenance and repair of major arterial roads (managed by VicRoads), Council support for local business, public toilets, the maintenance and repair of sealed local roads, and footpath maintenance and repairs.

Relative satisfaction with Council services and facilities

The average satisfaction with the 34 included services and facilities can best be summarized as follows:

- **Excellent** – for weekly garbage collection, fortnightly recycling collection, local library, glass recycling, hard rubbish collection, food and garden waste collection, sports ovals and other local sporting facilities, aquatic and leisure centres, the recycling and recovery centre, services for children from birth to 5 years of age, arts and cultural events, programs, and activities, animal management, community centres and neighbourhood houses, the Frankston Memorial Park, the provision and maintenance of parks, gardens, and reserves, the provision and maintenance of playgrounds, Council’s website (up from “very good”), on and off road bike paths (up from “very good”), services for seniors, local traffic management (up from “very good”), litter collection in public areas (up from “very good”), the provision and maintenance of street trees (up from “very good”), drains maintenance and repairs (up from “very good”), parking enforcement (up from “good”), the *Frankston City News* (up from “very good”), services for people with disability (up from “very good”), and the maintenance and cleaning of shopping strips (up from “very good”).
- **Very Good** – for youth services for 12- to 24-year-olds (down from “excellent”), footpath maintenance and repairs, the maintenance and repair of sealed local roads (up from “good”), public toilets (up from “good”), Council support for local business (up from “good”), and the maintenance and repair of major arterial roads (managed by VicRoads).
- **Good** – for planning applications (up from “solid”).

Metropolis Research notes that, consistent with the results recorded in previous years, none of the 33 Council services and facilities obtained a satisfaction score categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

Several services and facilities improved from “very good” to “excellent”, and from “good” to “very good” levels of satisfaction.



Satisfaction with selected Council services and facilities
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2026			2025	2024	2026 Metro.*
			Lower	Mean	Upper			
Higher than average satisfaction	Weekly garbage collection	792	8.8	8.9	9.0	8.8	8.8	8.6
	Fortnightly recycling collection	790	8.8	8.9	9.0	8.8	8.8	8.5
	Glass recycling	753	8.7	8.8	8.9	8.3	n.a.	n.a.
	Local library	274	8.6	8.7	8.9	8.6	8.8	8.7
	Hard rubbish collection	506	8.5	8.7	8.8	8.3	8.3	8.6
	Food and garden waste collection	411	8.5	8.6	8.8	8.6	8.5	8.6
Average satisfaction	Sports ovals other local sporting facilities	309	8.4	8.5	8.6	8.4	8.6	8.4
	Aquatic and Leisure Centres	205	8.3	8.5	8.7	8.3	8.3	8.3
	Recycling and Recovery Centre	242	8.2	8.4	8.6	8.2	8.3	8.2
	Services for children from birth to 5 years of age	91	8.1	8.4	8.7	8.6	8.3	8.4
	Arts, cultural events, programs and activities^	184	8.2	8.3	8.5	8.3	8.1	7.7
	Animal management	681	8.2	8.3	8.4	7.8	7.5	8.0
	Community Centres / Neighbourhood Houses	90	8.0	8.3	8.6	8.4	7.7	8.2
	Frankston Memorial Park (Cemetery)	105	8.0	8.3	8.6	8.4	8.2	n.a.
	Provision and maintenance of parks, gardens, and reserves	775	8.2	8.2	8.3	7.9	7.8	8.1
	Provision and maintenance of playgrounds	307	8.1	8.2	8.4	8.0	8.1	8.3
	Council's website	394	8.1	8.2	8.4	7.7	7.5	8.0
	On and off-road bike paths	194	7.9	8.1	8.3	7.5	7.5	7.9
	Services for seniors	58	7.6	8.1	8.6	8.0	8.0	8.1
	Local traffic management	768	8.0	8.1	8.2	7.4	7.2	7.6
	Litter collection in public areas	762	7.9	8.0	8.1	7.5	7.4	7.7
	Provision and maintenance of street trees	783	7.9	8.0	8.1	7.4	7.4	7.6
	Drains maintenance and repairs	775	7.8	8.0	8.1	7.4	7.7	7.7
	Parking enforcement	730	7.8	7.9	8.1	7.1	6.8	7.6
	Frankston City News	571	7.7	7.9	8.0	7.3	7.2	7.7
	Services for people with disability	43	7.2	7.9	8.5	7.5	7.5	8.0
	Maintenance and cleaning of shopping strips	774	7.7	7.8	7.9	7.4	7.5	7.8
	Youth services for 12 to 24 years olds	42	7.2	7.7	8.2	8.3	7.2	7.7
Lower than average	Foothpath maintenance and repairs	785	7.6	7.7	7.8	7.3	7.3	7.4
	Maintenance and repairs of sealed local roads	787	7.4	7.5	7.7	7.0	7.0	7.4
	Public toilets	241	7.2	7.4	7.6	6.8	6.3	7.2
	Council support for local business	52	6.6	7.3	8.1	7.0	7.3	n.a.
	Maintenance and repairs of major arterial roads	784	7.2	7.3	7.5	6.6	n.a.	7.2
	Planning applications	36	5.9	6.9	7.9	6.3	6.3	5.3
Average satisfaction			7.9	8.1	8.4	7.8	7.7	7.9

(*) 2026 metropolitan Melbourne average from Governing Melbourne

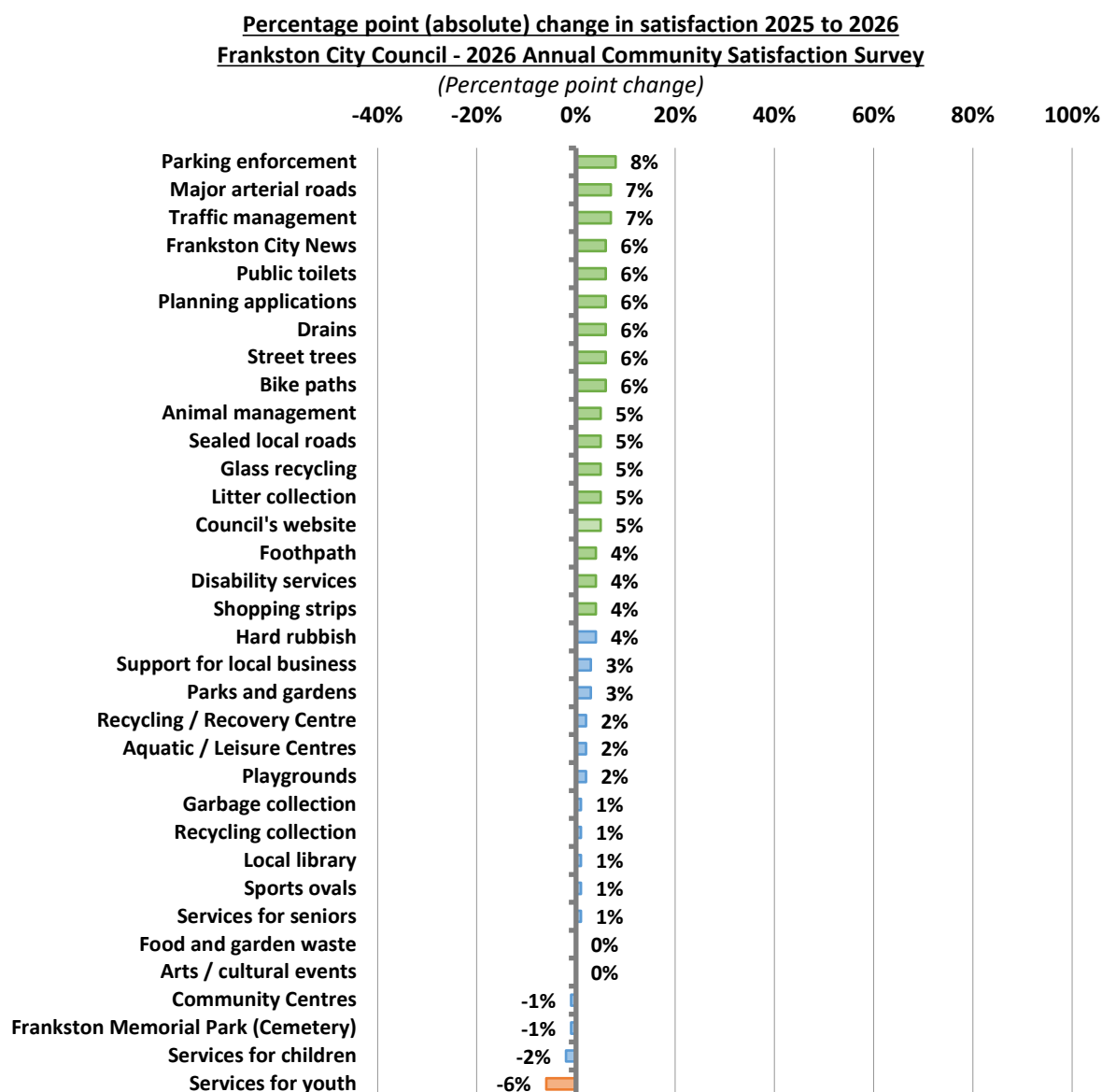
(^) is the average of "provision of public art" and "Council's festivals and events"



Change in satisfaction between 2025 and 2026

The average satisfaction with 28 services and facilities increased at least marginally this year, two remained stable, and four declined at least marginally, as follows:

- **Notably HIGHER satisfaction in 2026 than in 2025** – included parking enforcement (up 8pts), the maintenance and repair of major arterial roads (managed by VicRoads) (up 7pts), traffic management (up 7pts), the *Frankston City News* (up 6pts), public toilets (up 6pts), planning applications (6pts), drains maintenance and repairs (6pts), the provision and maintenance of street trees (6pts), on- and off-road bike paths (6pts), animal management (5pts), the maintenance and repair of sealed local roads (5pts), glass recycling (5pts), litter collection in public areas (5pts), Council's website (5pts), footpath maintenance and repairs (4pts), disability services (4pts), the maintenance and cleaning of strip shopping areas (4pts), and hard rubbish collection (4pts).
- **Notably LOWER satisfaction in 2026 than in 2025** – included services for youth from 12 to 24 years old (6pts lower).

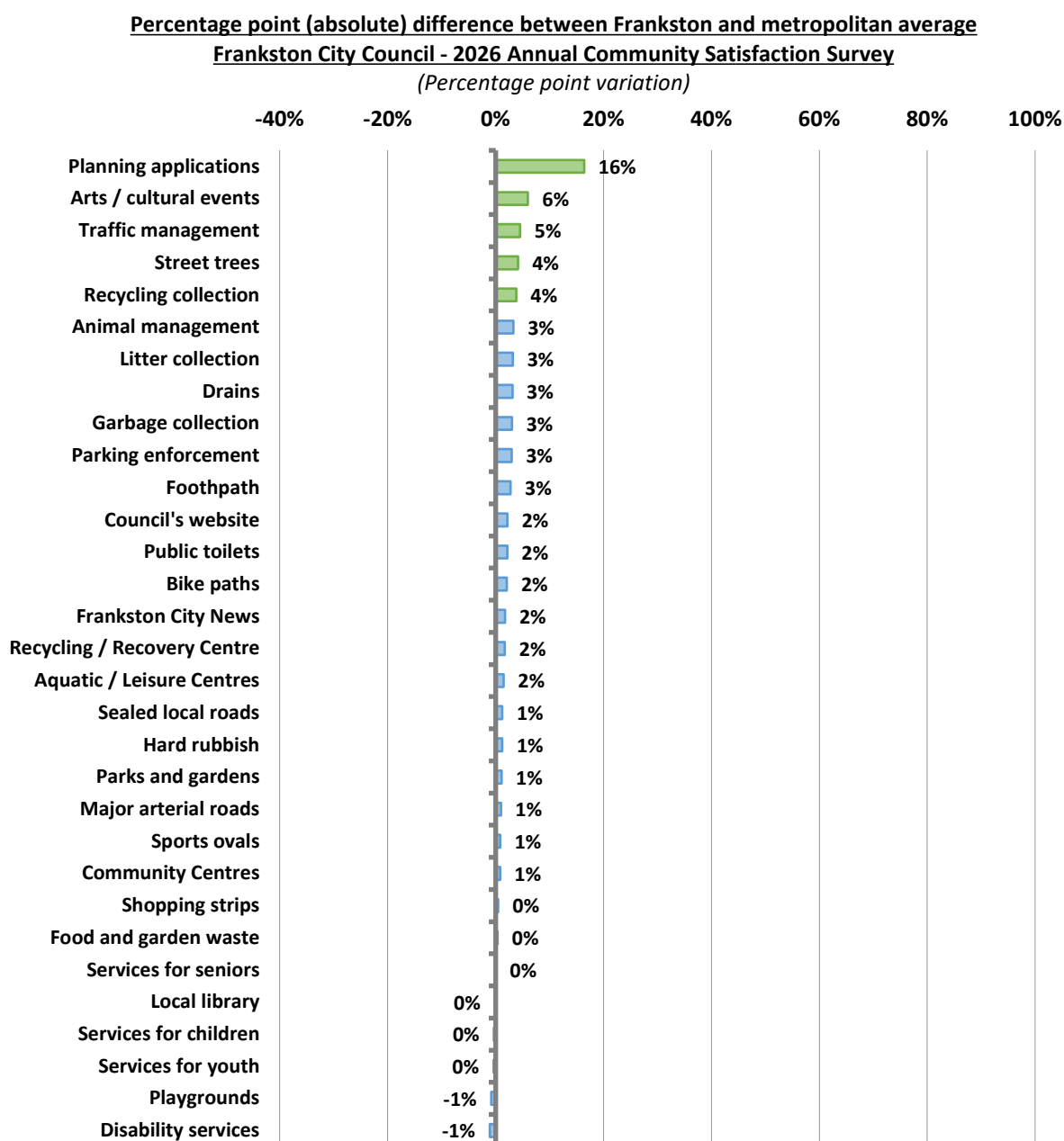


Comparison to the metropolitan Melbourne average satisfaction

Of the 34 services and facilities included in the survey, 31 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

Of these, 23 recorded at least a marginally higher satisfaction than the metropolitan average, six recorded identical satisfaction, and two recorded marginally lower satisfaction:

- **Notably HIGHER satisfaction in Frankston City** – included planning applications (16pts higher in Frankston City), arts and cultural events, programs, and activities (6pts), traffic management (5pts), street trees (4pts), and recycling collection (4pts).



Percentage satisfied / dissatisfied with services and facilities

The following table provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with previous results, and the stable “excellent” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with all 34 services and facilities.

The number of services and facilities for which more than 10% of respondents providing a satisfaction score were “dissatisfied”, decreased from six in 2025 to two this year. These were planning applications (13%, down from 19%), and Council support for local business (11%, down from 18%).

Satisfaction with selected Council services and facilities
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Fortnightly recycling collection	1%	9%	90%	10	800
Weekly garbage collection	1%	9%	90%	8	800
Hard rubbish collection	2%	9%	89%	6	512
Sports ovals other local sporting facilities	1%	11%	88%	8	317
Food and garden waste collection	1%	11%	88%	14	425
Local library	1%	11%	88%	4	278
Glass recycling	2%	12%	87%	47	800
Frankston Memorial Park (Cemetery)	3%	12%	85%	2	106
Recycling and Recovery Centre	1%	14%	84%	6	247
Aquatic and Leisure Centres	1%	16%	84%	6	212
Provision and maintenance of playgrounds	1%	17%	82%	3	310
Arts and cultural events, programs and activities	1%	19%	80%	0	184
Animal management	3%	19%	79%	119	800
Services for children from birth to 5 years of age	3%	20%	77%	5	96
Provision and maintenance of parks, gardens, reserves	2%	22%	76%	25	800
Council's website	2%	22%	76%	8	402
Services for people with disability	8%	18%	75%	6	49
Community Centres / Neighbourhood Houses	3%	23%	74%	5	94
On and off-road bike paths	2%	24%	74%	3	197
Litter collection in public areas	2%	24%	74%	38	800
Services for seniors	4%	24%	73%	1	59
Provision and maintenance of street trees	4%	23%	73%	17	800
Parking enforcement	5%	23%	71%	70	800
Local traffic management	3%	26%	71%	32	800
Drains maintenance and repairs	4%	27%	69%	25	800
Footpath maintenance and repairs	5%	28%	67%	15	800



Frankston City News	3%	30%	67%	229	800
Maintenance and cleaning of shopping strips	4%	32%	64%	26	800
Youth services for 12 to 24 years olds	2%	38%	60%	2	44
Council support for local business	11%	30%	59%	5	57
Maintenance and repairs of sealed local roads	5%	38%	57%	13	800
Planning applications	13%	31%	56%	4	41
Maintenance and repairs of major arterial roads	8%	38%	55%	16	800
Public toilets	5%	42%	53%	5	246

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 34 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), and female respondents.
- **Generally, LESS satisfied than average** – included older adults (aged 55 to 74 years), senior citizens (aged 75 years and older), and respondents from multilingual households.



Average satisfaction with selected Council services and facilities
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance & repairs of major arterial roads	7.7	7.3	7.2	7.1	7.3	7.3	7.4	7.3	7.2
Maintenance & repairs of sealed local roads	7.8	7.5	7.4	7.4	7.4	7.5	7.6	7.6	7.3
Drains maintenance and repairs	7.9	7.9	7.9	8.0	7.9	7.9	8.0	8.0	7.7
Foothpath maintenance and repairs	8.0	7.8	7.7	7.5	7.3	7.8	7.7	7.7	7.7
Weekly garbage collection	8.9	8.7	8.9	9.0	9.0	8.8	9.0	8.9	8.9
Fortnightly recycling collection	9.0	8.6	8.9	9.0	8.8	8.9	9.0	8.9	8.9
Glass recycling	8.9	8.7	8.7	8.7	8.8	8.7	8.8	8.8	8.8
Provision & maint. of parks, gardens, reserves	8.2	8.1	8.2	8.3	8.6	8.2	8.3	8.3	8.1
Provision and maintenance of street trees	8.3	8.0	7.9	7.8	7.8	7.9	8.1	8.0	8.1
Maintenance and cleaning of shopping strips	7.9	7.8	7.6	7.8	8.1	7.9	7.8	7.9	7.7
Litter collection in public areas	8.2	8.1	8.0	7.9	8.0	8.1	8.0	8.0	8.1
Parking enforcement	8.1	7.9	8.1	7.7	7.6	8.0	7.9	7.9	8.1
Local traffic management	8.2	8.0	8.0	8.1	7.9	8.0	8.1	8.0	8.1
Animal management	8.4	8.3	8.1	8.3	8.2	8.2	8.4	8.3	8.4
Frankston City News	8.0	7.8	7.8	7.8	7.9	7.8	7.9	7.8	7.9
Council's website	8.3	8.2	8.2	8.1	8.2	8.2	8.2	8.3	7.9
Hard rubbish collection	8.8	8.4	8.7	8.6	8.7	8.6	8.8	8.7	8.5
Food and garden waste collection	8.7	8.4	8.6	8.8	8.7	8.6	8.6	8.6	8.6
Recycling and Recovery Centre	8.3	8.8	8.5	8.2	8.3	8.3	8.6	8.5	8.2
Local library	8.6	8.7	8.6	8.9	9.2	8.5	8.9	8.7	8.8
Sports ovals other local sporting facilities	8.5	8.7	8.2	8.5	8.8	8.5	8.5	8.5	8.6
Public toilets	7.9	7.0	7.0	7.3	8.1	7.3	7.5	7.3	7.8
On and off-road bike paths	8.4	8.3	7.6	8.0	6.6	8.1	8.1	8.0	8.3
Aquatic and Leisure Centres	8.4	8.5	8.4	8.5	9.2	8.4	8.6	8.5	8.1
Services for children from birth to 5 yrs of age	8.3	8.4	9.0	8.2	8.6	8.3	8.4	8.3	8.8
Youth services for 12 to 24 years olds	7.1	7.9	8.0	8.2	7.3	7.4	8.0	7.6	7.7
Services for seniors	7.9	6.9	7.6	8.5	8.0	7.9	8.2	8.2	7.9
Services for people with disability	8.3	9.0	7.8	7.6	6.4	8.1	7.5	8.0	7.0
Arts and cultural events, programs, activities	8.2	8.4	8.3	8.3	9.0	8.2	8.4	8.4	8.2
Provision and maintenance of playgrounds	8.2	8.4	7.9	8.4	8.2	8.2	8.2	8.3	8.0
Council support for local business	8.3	7.7	7.5	5.8	4.0	7.2	7.5	7.4	7.3
Community Centres / Neighbourhood Houses	8.2	8.0	8.2	8.3	9.1	8.0	8.5	8.3	8.1
Planning applications	8.2	8.0	7.9	4.9	6.9	7.1	6.4	7.3	5.0
Frankston Memorial Park (Cemetery)	7.9	8.7	8.6	8.3	8.5	7.8	8.6	8.3	8.1
<i>Average satisfaction</i>	<i>8.2</i>	<i>8.1</i>	<i>8.1</i>	<i>8.0</i>	<i>8.0</i>	<i>8.1</i>	<i>8.2</i>	<i>8.1</i>	<i>8.0</i>
Total respondents	230	141	145	212	69	380	415	681	107



Importance and satisfaction cross tabulation

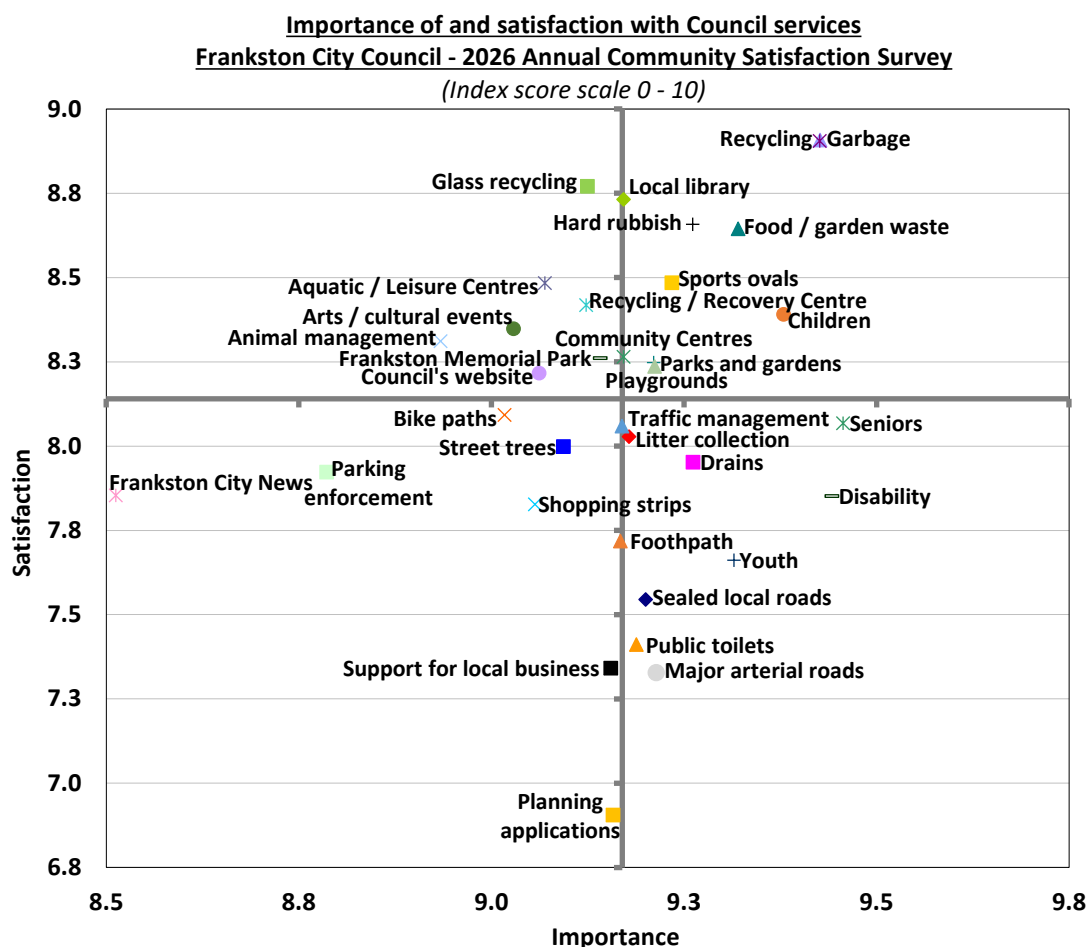
The following graph provides a cross-tabulation of the average importance of each of the 34 included Council services and facilities against the average satisfaction with each service.

Services and facilities located in the top right-hand quadrant are therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

Key results to note include the following:

- **Kerbside collection services** – all four kerbside collection services remained higher than average in terms of both importance and satisfaction. However, glass recycling and the recycling and recovery centre were less important than average.
- **Community services** – all four community services (services for children, youth, seniors, and persons with disability) were once again more important than average. While services for children recorded a satisfaction score which was higher than the average of all 34, services for seniors, youth and people with disabilities fell into the quadrant of most concern, recording lower-than-average satisfaction.
- **Recreation and leisure** – satisfaction with services related to recreation and leisure (including sports ovals and other outdoor sporting facilities, on- and off-road bike paths, aquatic and leisure centres, playgrounds, and parks and gardens) was higher than average, apart from bike paths, which were marginally lower than average. While parks and gardens, playgrounds, and sports ovals were of average importance or more important than average, bike paths and aquatic and leisure centres were less important.
- **Cleaning and infrastructure** – including street trees, the maintenance and cleaning of shopping strips, public toilets, footpaths, drains, and litter collection in public areas all recorded lower-than-average satisfaction. While street trees and shopping strips were less important than average, footpaths, drains, public toilets, and litter collection in public areas fell into the quadrant of most concern, being more important than average but recording lower-than-average satisfaction scores.
- **Communication services** – both the website and the *Frankston City News* continued to be less important than average with the *Frankston City News* remaining the least important of the 34 services and facilities this year. While satisfaction with the Council website remained higher-than-average, the *Frankston City News* recorded lower-than-average satisfaction.
- **Transport related services** – traffic management and roads (sealed local roads, and major arterial roads managed by VicRoads) remained of average or higher-than-average importance, but both fell into the quadrant of most concern, with satisfaction scores lower than the average of all 34 services and facilities. Roads and traffic management were the second and third most important [issues nominated by respondents to address](#) in the City of Frankston 'at the moment', a result that has been consistent for several years.
- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were planning applications, the maintenance and repair of major arterial roads and highways (managed by VicRoads), Council support for local business, public toilets, the maintenance and repair of sealed local roads, and footpath maintenance and repairs.





Satisfaction by broad service areas

The 34 included services and facilities have been broken down into eleven broad service areas, broken down as follows:

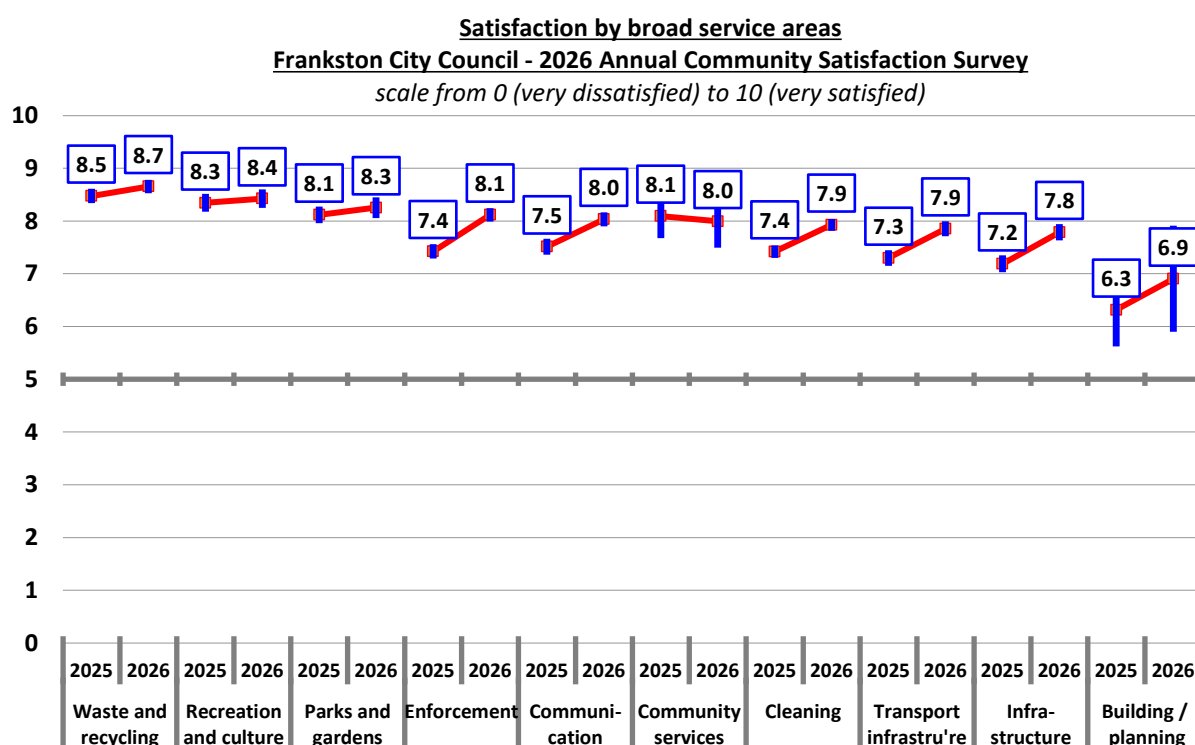
- **Infrastructure** – includes drains maintenance and repairs, street trees, and public toilets.
- **Waste and recycling services** – includes weekly garbage, fortnightly recycling, glass recycling, hard rubbish collection, food and garden waste collection, and recycling and recovery centre.
- **Recreation and culture services** – includes the local library, sports ovals and other local sporting facilities (including activities), aquatic and leisure centres, arts and cultural events, programs and activities, provision and maintenance of playgrounds, and community centres / neighbourhood houses.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, services for seniors, and services for people with disability.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes the Frankston City News (Council's newsletter), and website.
- **Cleaning** – includes litter collection in public areas, and maintenance and cleaning of shopping strips.



- **Transport infrastructure** – includes maintenance and repairs of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- **Parks and gardens** – include the provision and maintenance of parks, gardens, reserves, and Frankston Memorial Park (Cemetery).
- **Building and planning services** – includes planning applications.
- **Local business** – includes Council support for local business.

Of the 11 broad service areas, 10 were able to be compared with the 2025 results. Satisfaction with nine of these increased at least marginally, while satisfaction with one area declined.

Notable to measurable increases were recorded for enforcement (up 7pts), building and planning (up 6pts), infrastructure (up 6pts), transport infrastructure (up 6pts), cleaning (up 5pts), communication (up 5pts).

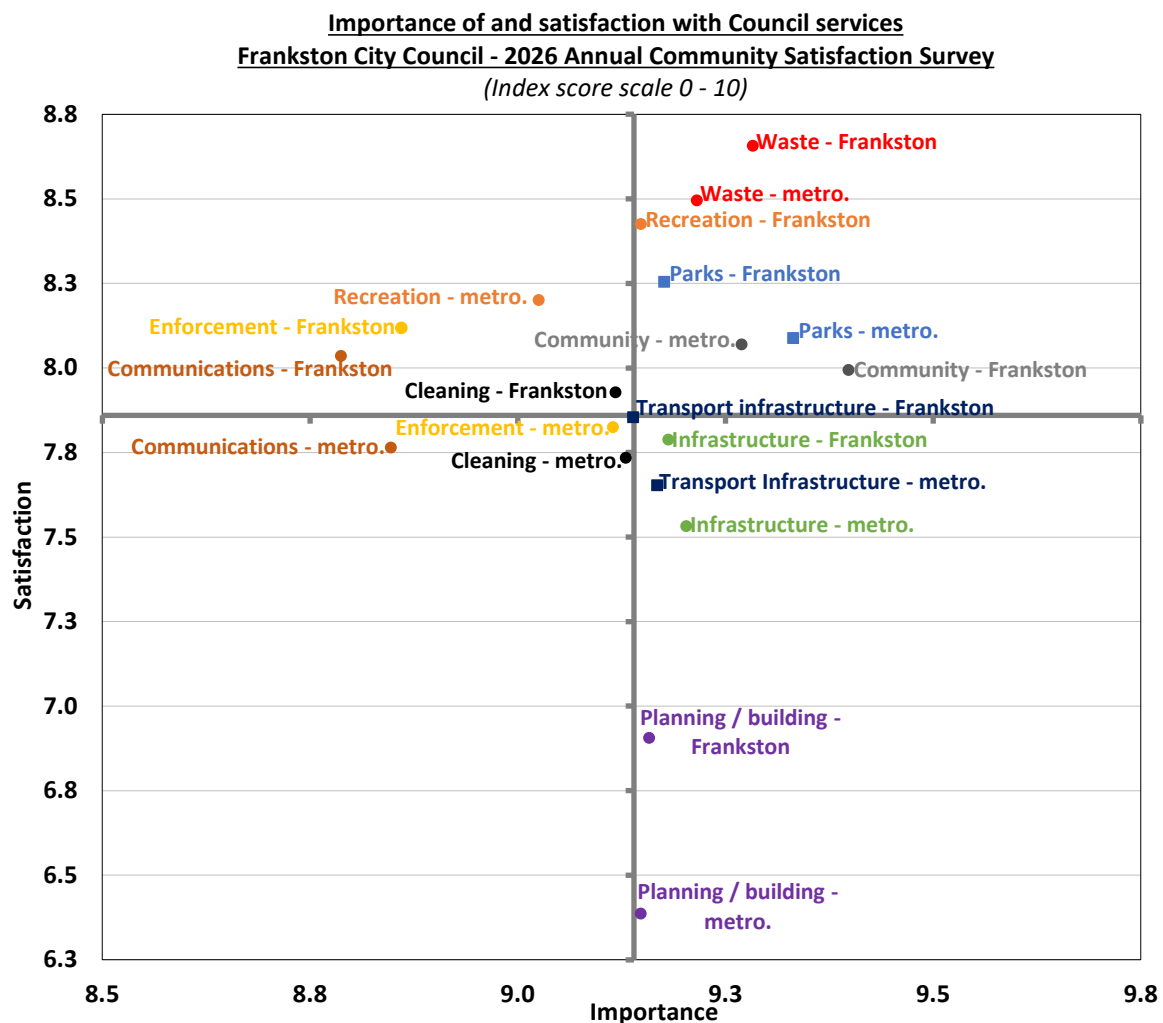
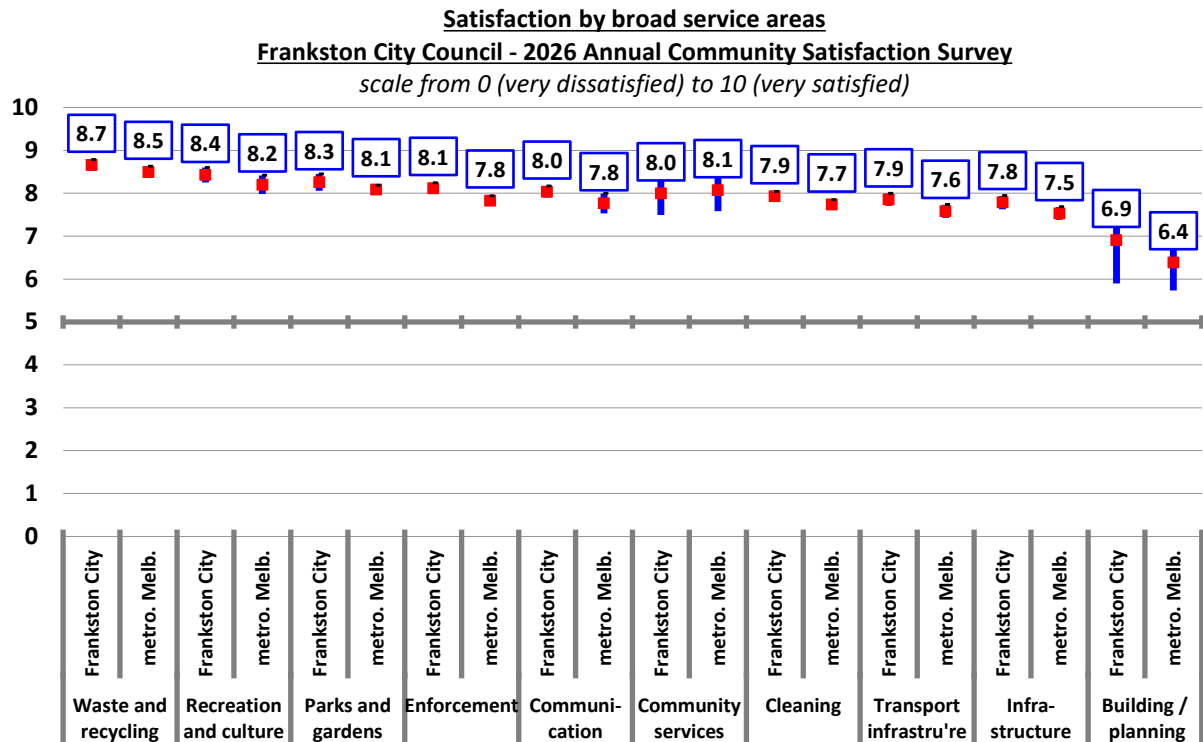


When compared to the metropolitan average satisfaction with these broad service areas, satisfaction with nine of the broad service areas was higher in Frankston than the metropolitan average.

Building and planning (5pts higher in Frankston), infrastructure (3pts), transport (3pts), communication (3pts), enforcement (3pts), waste and recycling (2pts), recreation and culture (2pts), parks and gardens (2pts), and cleaning (2pts) all outperformed the metropolitan average.

Satisfaction with community services was marginally (1pt) lower than the metropolitan average.





Council Department

The following section of the report provides a breakdown of the importance and satisfaction with each of the 34 included Council provided services and facilities by the responsible Council department.

It is important to note that not all the Council departments listed on Council's organisation chart have direct management of any of the 34 services and facilities included in the survey.

Some of the departments that do not have services and facilities included in this section of the report, do have functions that are covered elsewhere in the report.

The breakdown of services and facilities by Council department was as follows:

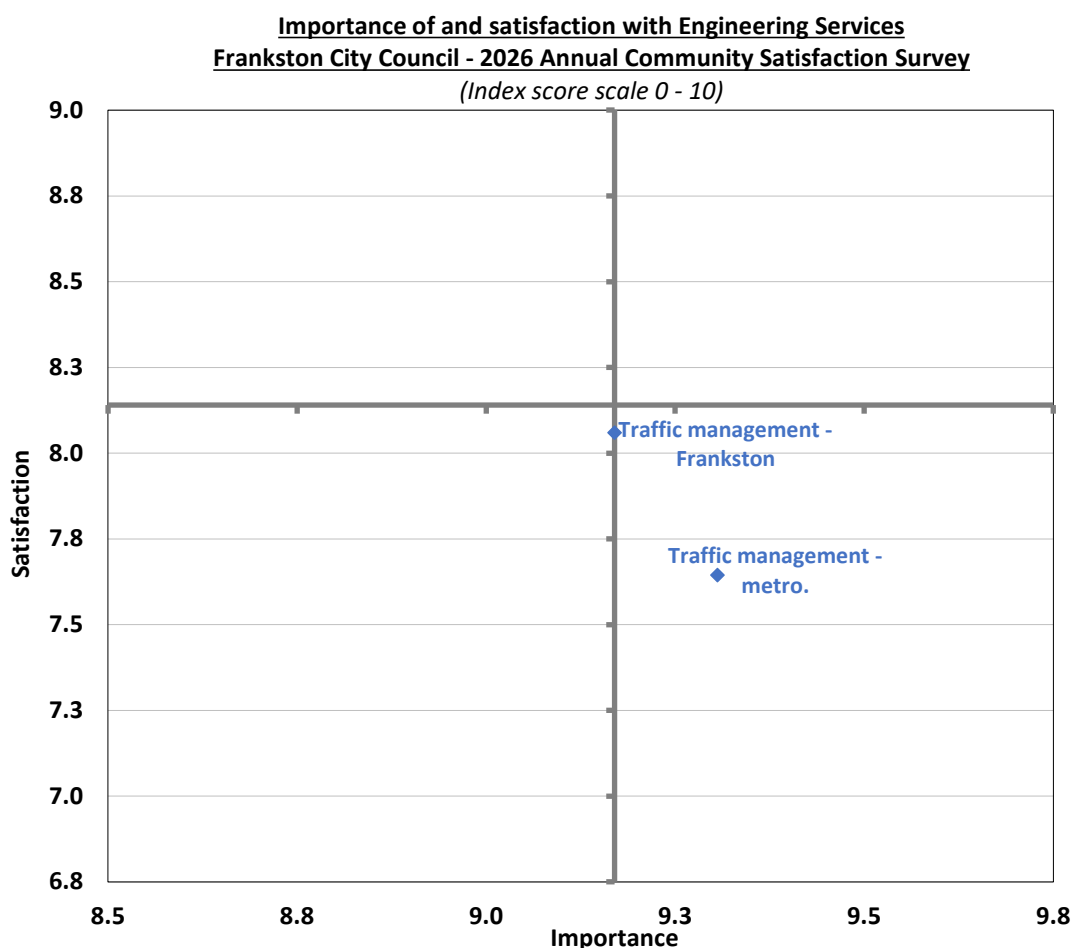
- **Engineering services** – includes local traffic management.
- **Arts and Culture** – includes local library, and arts and cultural events, programs, and activities.
- **Safer Communities** – includes parking enforcement, and animal management.
- **Community Relations** – includes Frankston City News (*Council's newsletter*), and Council's website.
- **Community Strengthening** – includes sports ovals and other local sporting facilities (*including activities*), aquatic and leisure centres, services for youth, provision and maintenance of playgrounds, and community centres / neighbourhood houses.
- **Operations Centre** – includes maintenance and repairs of major arterial roads and highways, maintenance and repairs of sealed local roads, drains maintenance and repairs, footpath maintenance and repairs, the provision and maintenance of parks, gardens, reserves, provision and maintenance of street trees, litter collection in public areas, maintenance and cleaning of shopping strips, public toilets, on and off-road bike paths, and Frankston Memorial Park (Cemetery).
- **Family Health and Support Services** – includes services for children from birth to 5 years of age, services for seniors, and services for people with disability.
- **Waste Circularity** – includes weekly garbage collection, fortnightly recycling collection, glass recycling, hard rubbish collection, food and garden waste collection, and recycling and recovery centre.
- **City Futures** – includes Council support for local business, and planning applications.



Engineering Services

There was only the one service of Engineering Services included in the survey, that being “local traffic management”.

Traffic management fell into the quadrant of most concern this year, being of average importance, but lower-than-average satisfaction.



Local traffic management

Local traffic management was the 19th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with local traffic management increased measurably this year, up seven percentage points to 8.1 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

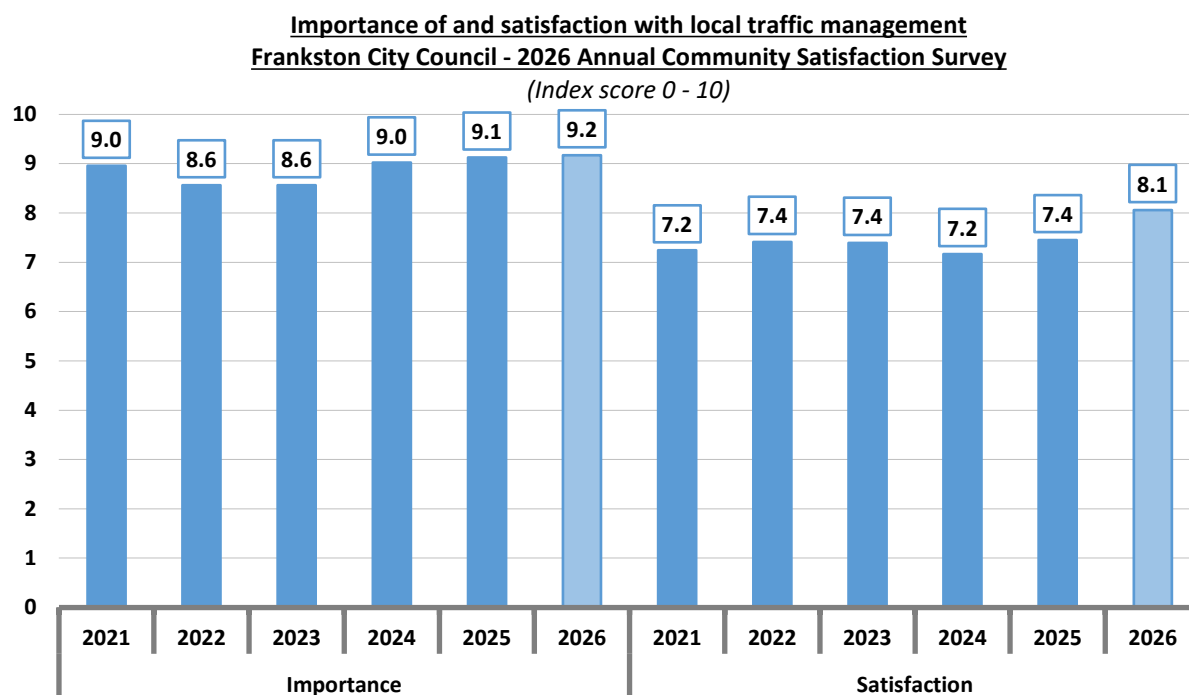
This result was measurably higher than the long-term average satisfaction since 2021 of 7.5 out of 10, or “very good”.



This ranks local traffic management 20th in terms of satisfaction this year.

This result comprised 71% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 768 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with traffic management observed by respondent profile.

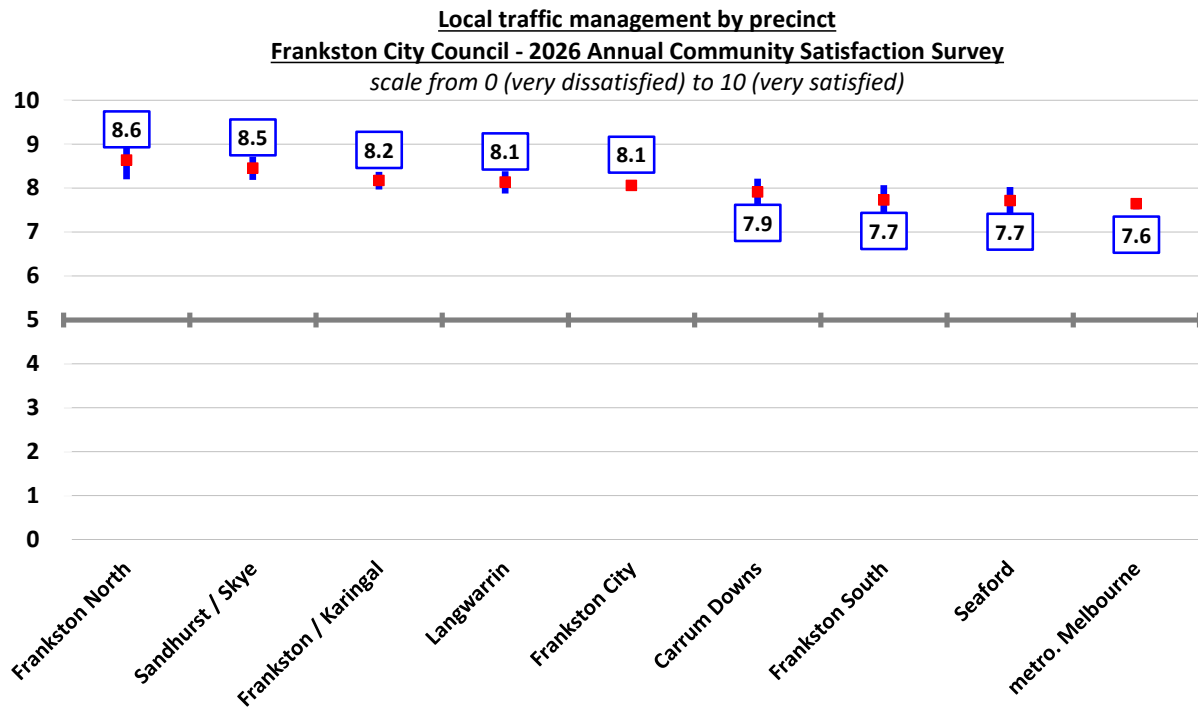


By way of comparison, this result was measurably (5pts) higher than the metropolitan average satisfaction with “local traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was measurable variation in satisfaction with traffic management observed across the municipality, with respondents from Frankston North (5pts), and Sandhurst / Skye (4pts), measurably more satisfied than average.

Conversely, respondents from Seaford were measurably (4pts), and respondents from Frankston South notably (4%) less satisfied than average, and at “very good”, rather than “excellent”, levels of satisfaction.

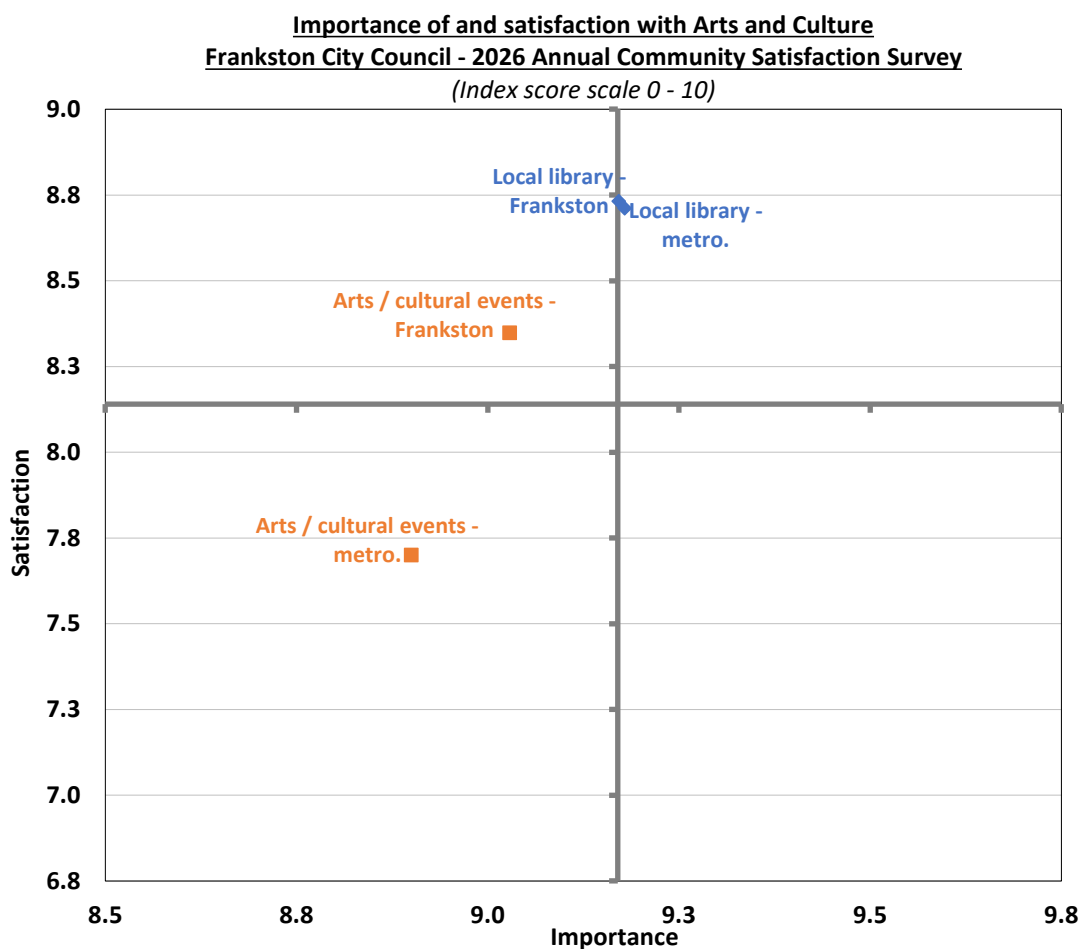




Arts and Culture

There were two services from Arts and Culture included in the survey, those being the local library and arts and cultural events, programs, and activities.

Both services and facilities recorded satisfaction scores that were higher than the average of all 34 services and facilities, however they were of average or lower-than-average importance.



Local library

The local library was the 18th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

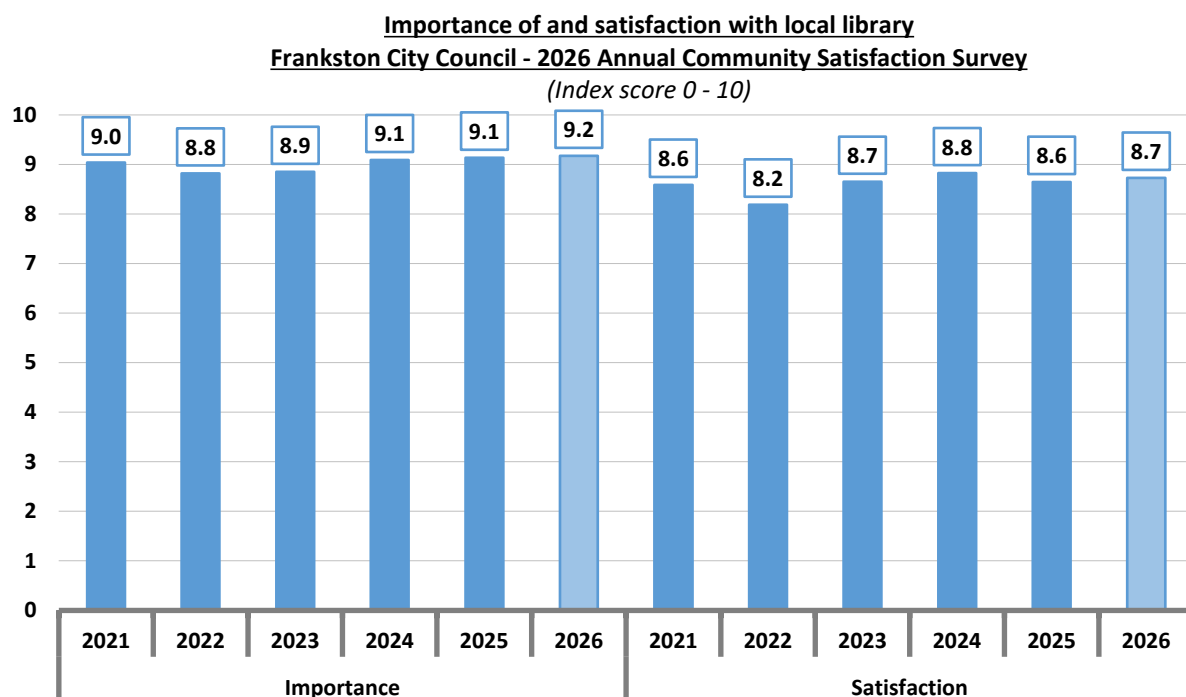
Satisfaction with the local library remained essentially stable this year, up one percentage point to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This result remains consistent with the long-term average satisfaction since 2021 of 8.6 out of 10, or “excellent”.

This ranks local libraries 4th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 88% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 274 of the 278 (35%) respondents from households who had used these services and facilities in the last 12 months.

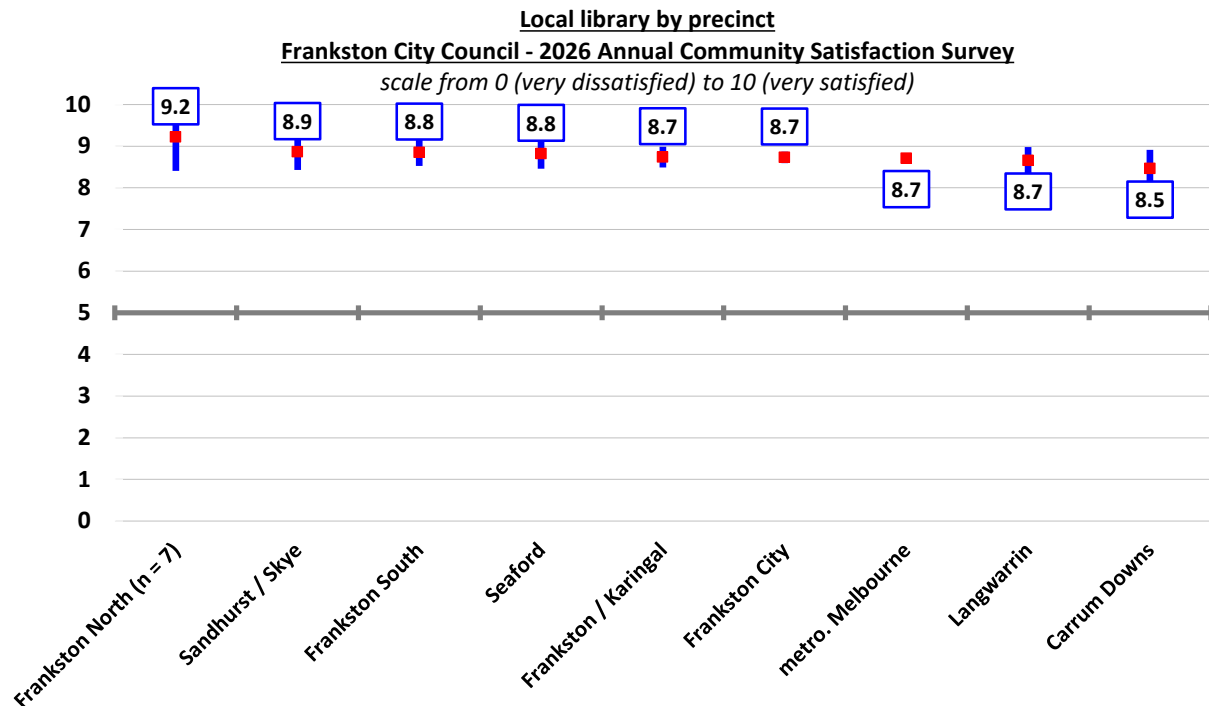
There was some variation in satisfaction with local libraries observed by respondent profile, with senior citizens (aged 75 years and older) notably more satisfied than average, and female respondents notably more satisfied than male respondents.



By way of comparison, this result was identical to the metropolitan average satisfaction with local libraries of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in this result observed across the municipality, with respondents from all precincts satisfied at “excellent” levels.





Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 30th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with arts and cultural events, programs and activities remained stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

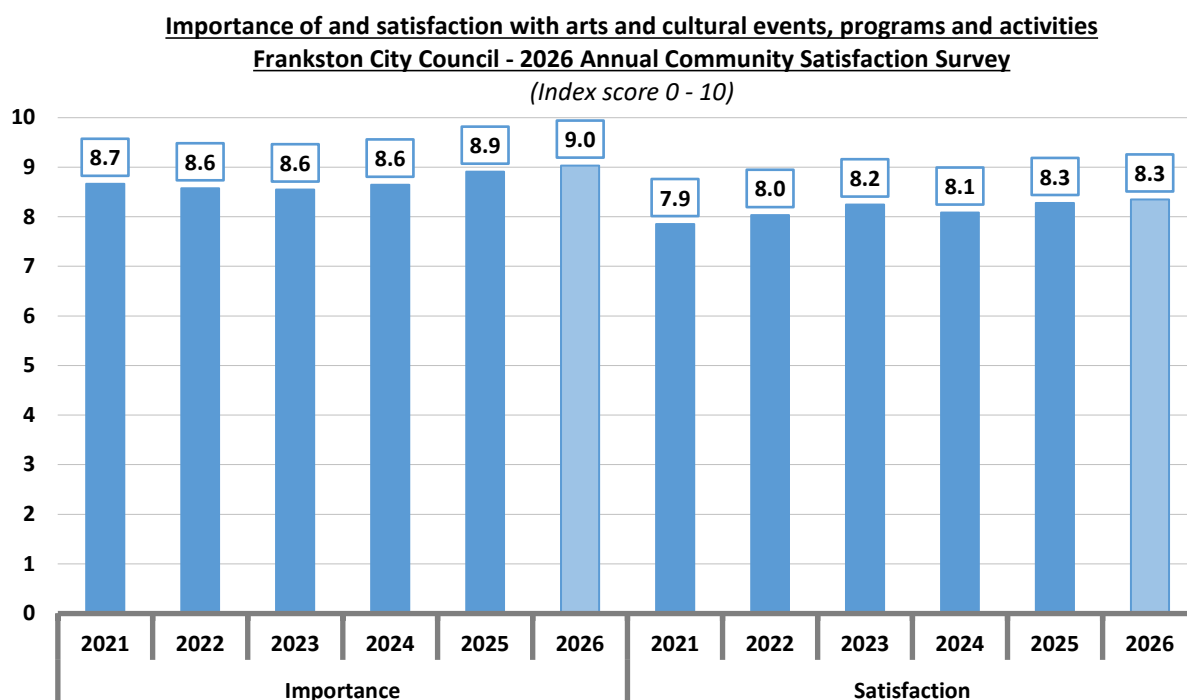
Satisfaction with these services remains somewhat higher than the “excellent” long-term average of 8.1 out of 10.

This ranks arts and cultural events, programs and activities 11th in terms of satisfaction this year.

This result comprised 88% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 274 of the 278 (35%) respondents from households who had used these services / facilities in the last 12 months.

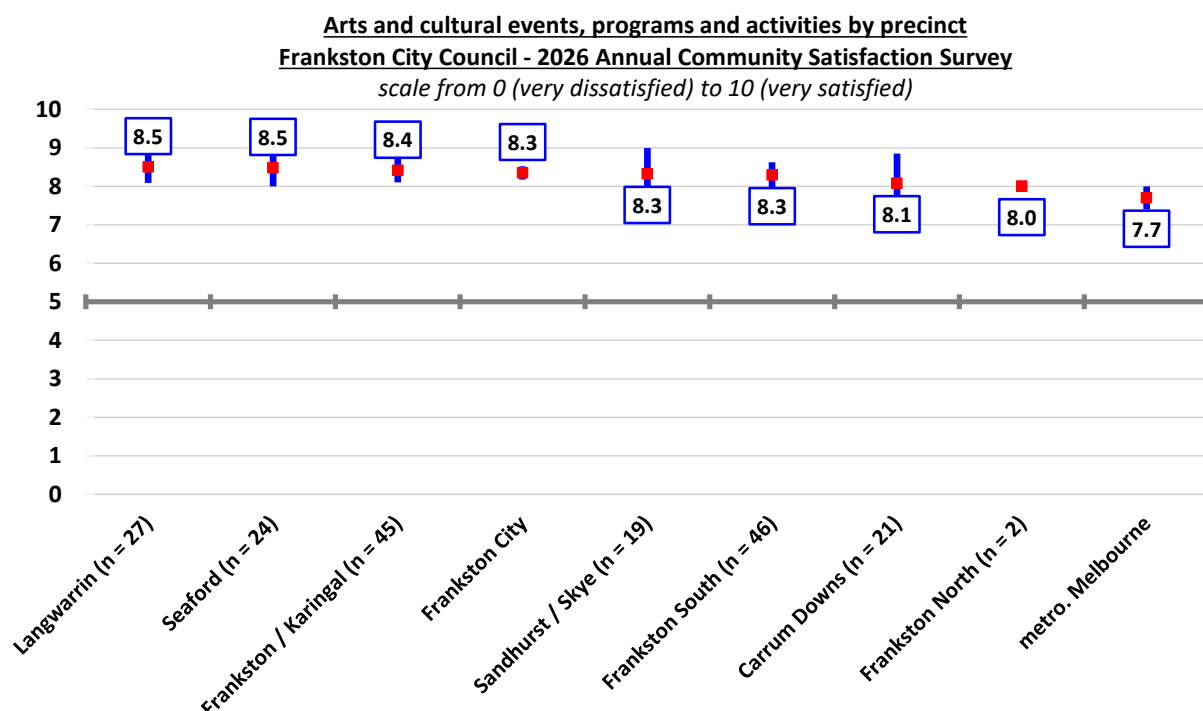
There was some variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years and older) notably more satisfied than average.





By way of comparison, this result was measurably (3%) higher than the metropolitan combined average satisfaction with the “provision of public art” and “Council’s festivals and events” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



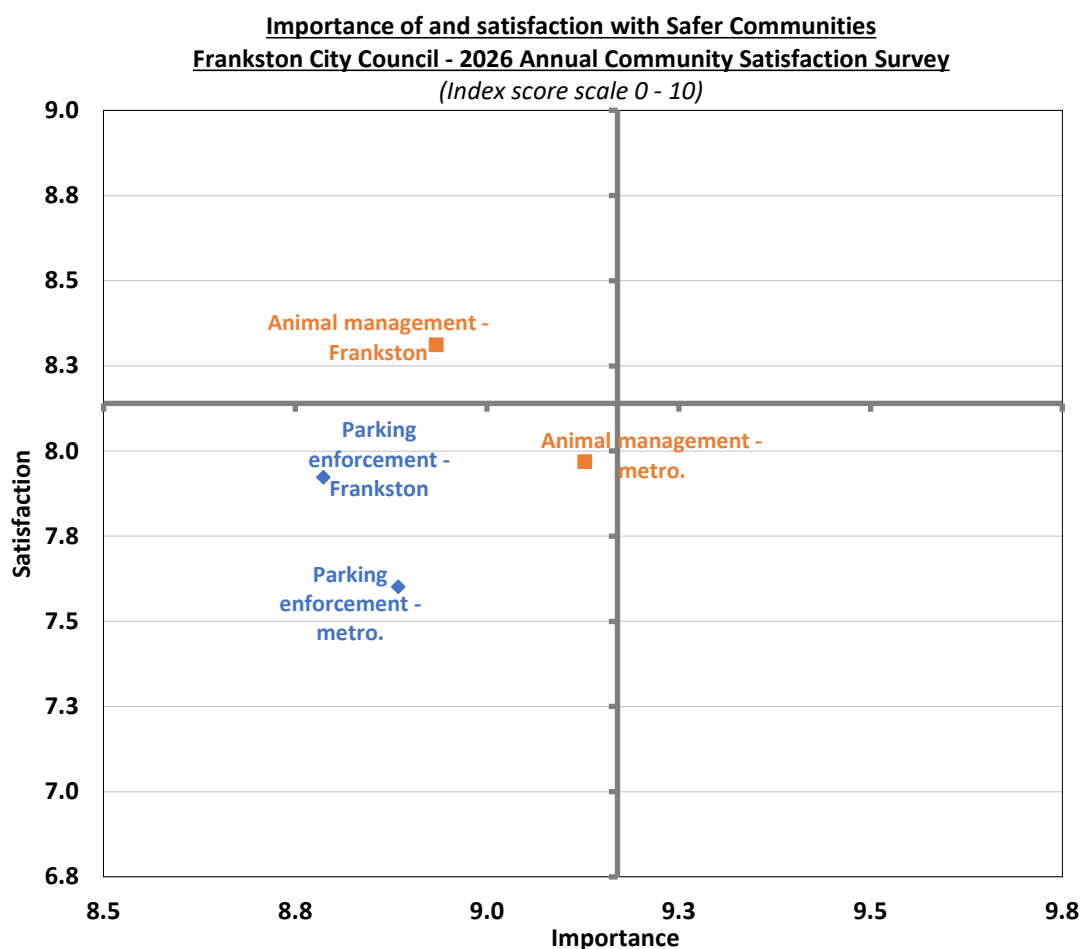
Safer Communities

Two services from the Safer Communities Division were included in the survey this year.

These were animal management and parking enforcement.

While animal management recorded a satisfaction score which was higher than the average of all 34 services and facilities, satisfaction with parking enforcement was lower than average.

Both services were less important than average.



Parking enforcement

Parking enforcement was the 33rd most important of the 34 included services and facilities, with an average importance of 8.8 out of 10, and one of three that were measurably less important than the average of all 34 (9.2).

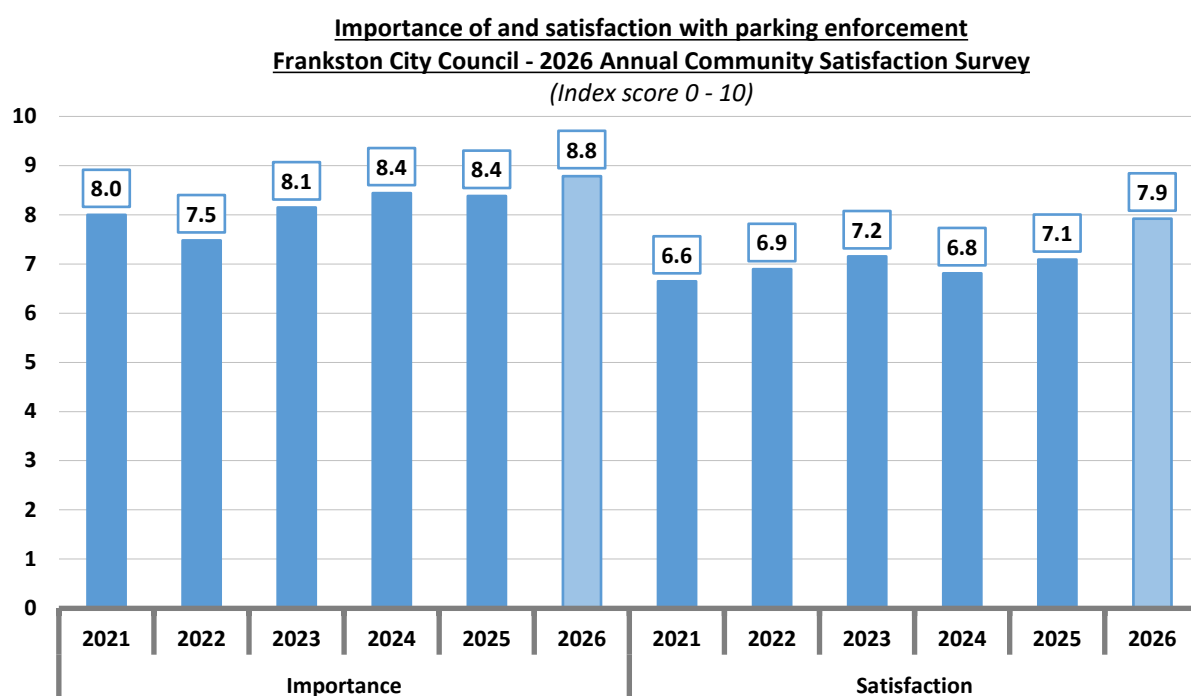
Satisfaction with parking enforcement increased measurably this year, rising eight percentage points to 7.9 out of 10, which was an “excellent”, up from a “good” level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or “good”.

This ranks parking enforcement 24th in terms of satisfaction this year.

This result comprised 71% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 730 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with parking enforcement observed by respondent profile.



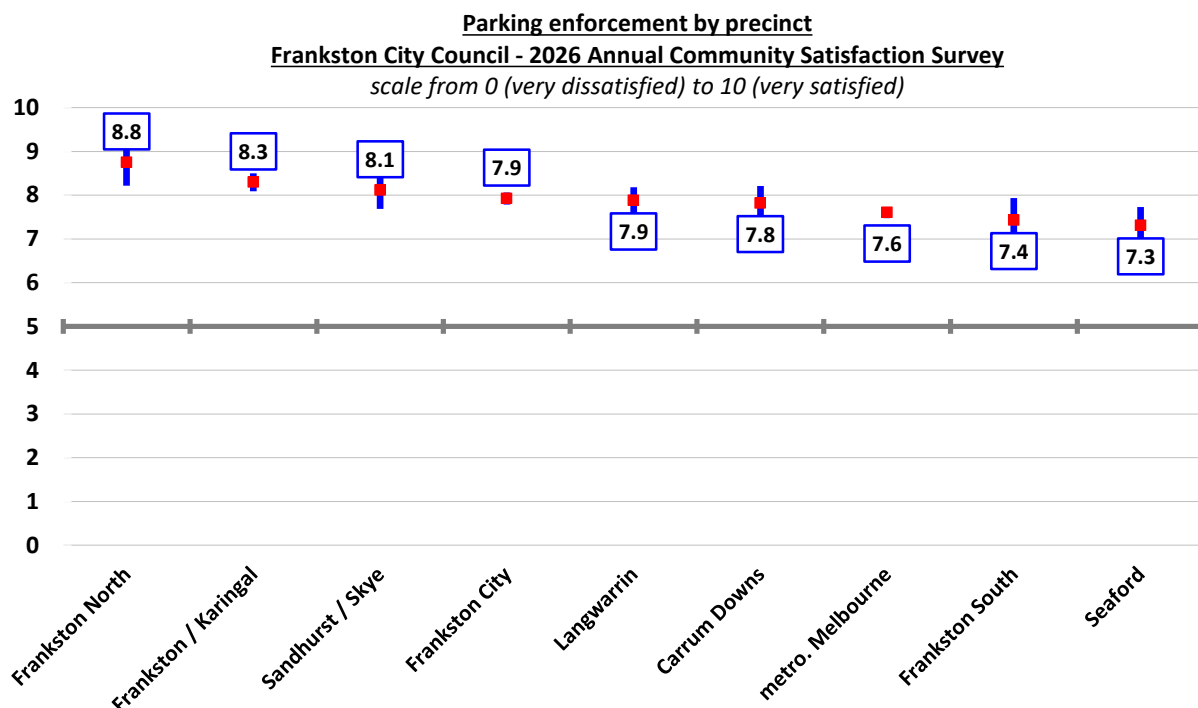
By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “parking enforcement” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

This increase in satisfaction was consistent with the fact that car parking was no longer in the top three nominated [issues to address](#) for the City of Frankston this year, with only three percent (down from 7%) of respondents nominating parking related issues this year.

There was some measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from Frankston North measurably (9pts) more satisfied than average.

Conversely, respondents from Seaford were measurably (6pts), and Frankston South notably (5pts) less satisfied than average, and at “very good”, rather than “excellent”, levels.





Animal management

Animal management was the 32nd most important of the 34 included services and facilities, with an average importance of 8.9 out of 10, and one of three services and facilities to be measurably less important than the average of all 34 (9.2).

Satisfaction with animal management increased notably this year, up five percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.

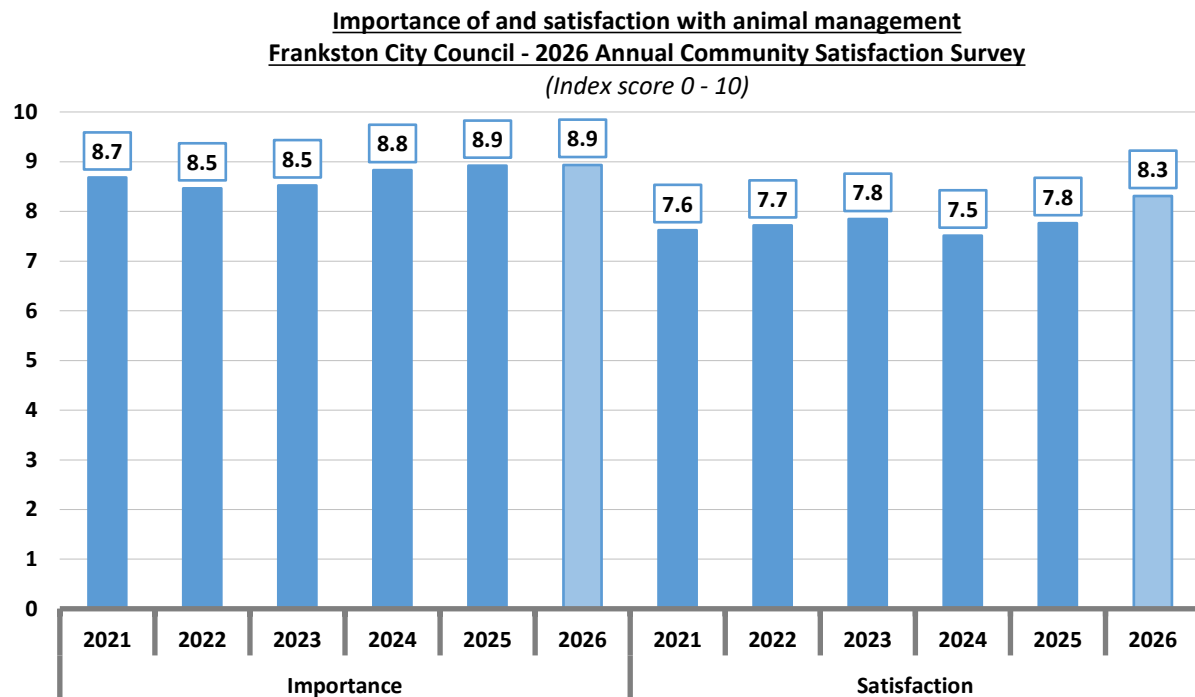
This result was notably higher than the long-term average satisfaction since 2021 of 7.8 out of 10, or “excellent”.

This ranks animal management 12th in terms of satisfaction this year.

This result comprised 79% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 681 of the 800 respondents who provided a satisfaction score this year.

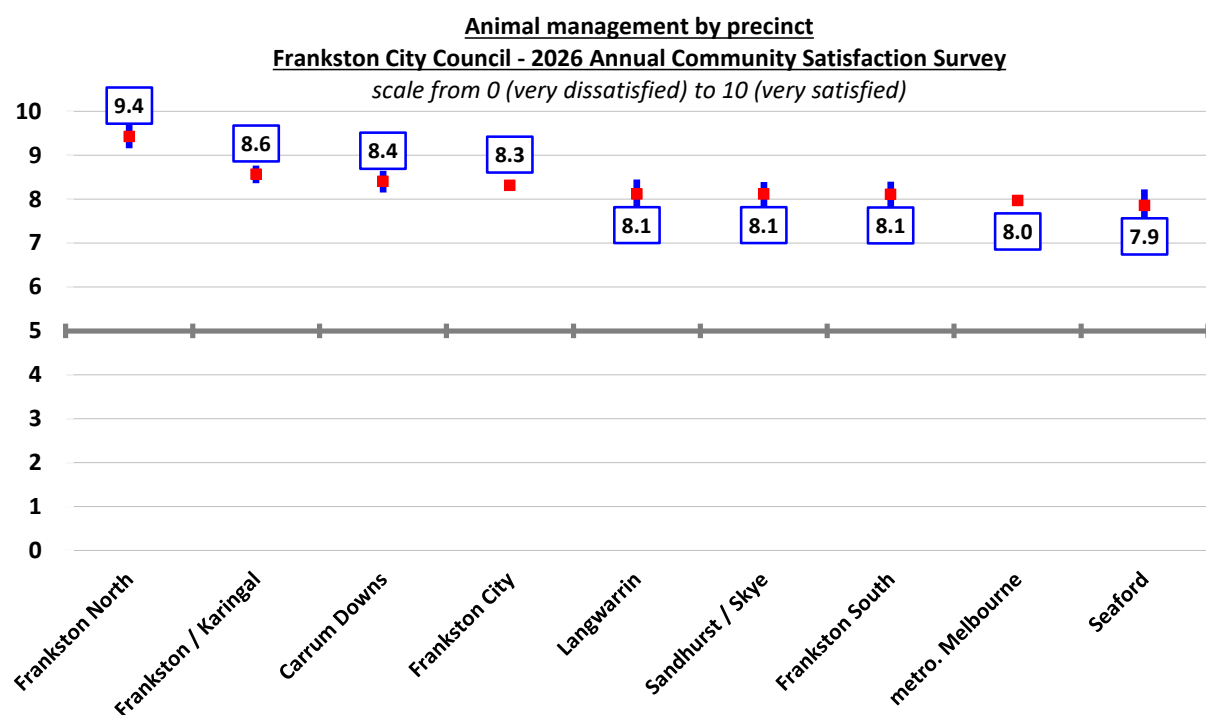
There was no substantive variation in satisfaction with animal management observed by respondent profile.





By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “animal management” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with animal management observed across the municipality, with respondents from Frankston North measurably (11pts) more satisfied than average. Conversely, respondents from Seaford were measurably (4pts) less satisfied, although still at an “excellent” level.

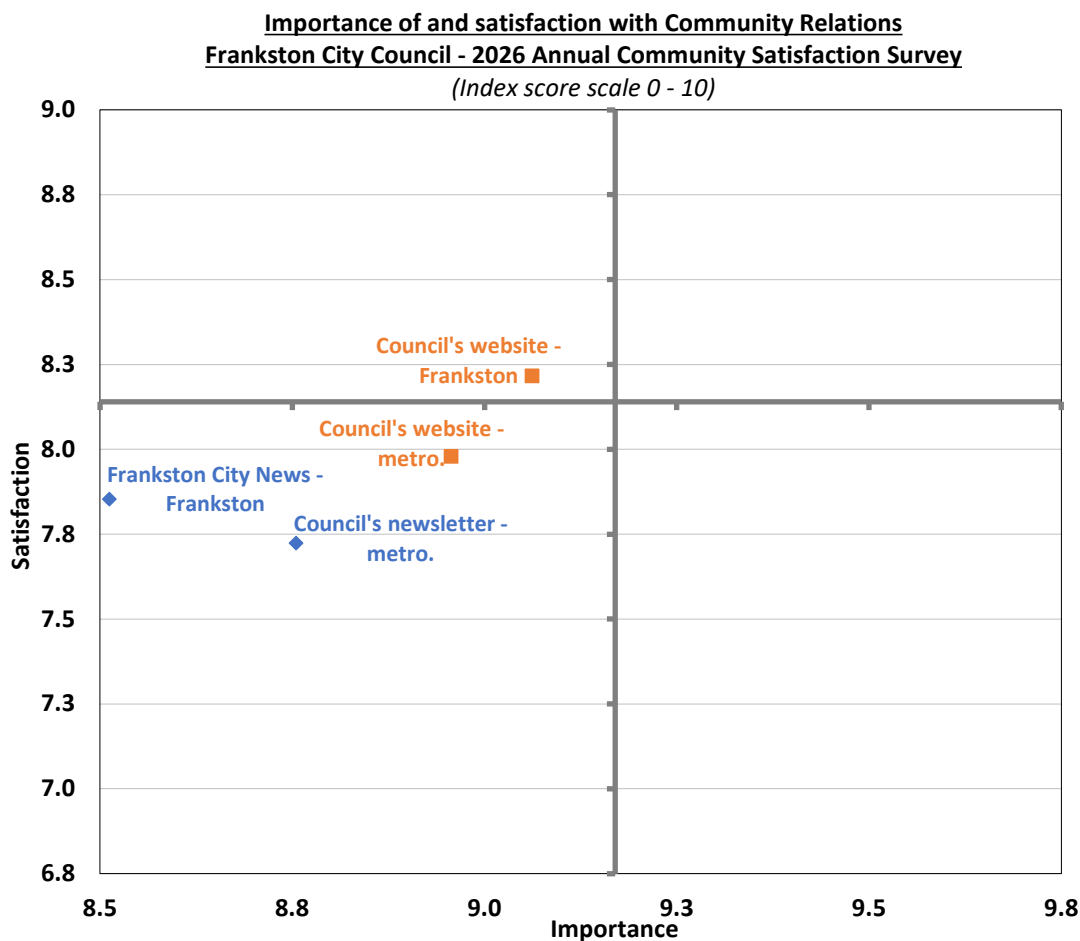


Community Relations

There were two services of the Community Relations division included in the survey this year, these being the *Frankston City News* (Council’s newsletter) and the Council website.

While Council’s website recorded a satisfaction score which was higher than the average of all 34 services and facilities, satisfaction with the *Frankston City News* was lower than average.

Both services were less important than average.



Frankston City News (Council’s newsletter)

Council’s newsletter, the *Frankston City News* was the least (34th) important of the 34 included services and facilities, with an average importance of 8.5 out of 10, and one of three that were measurably less important than the average of all 34 (9.2).

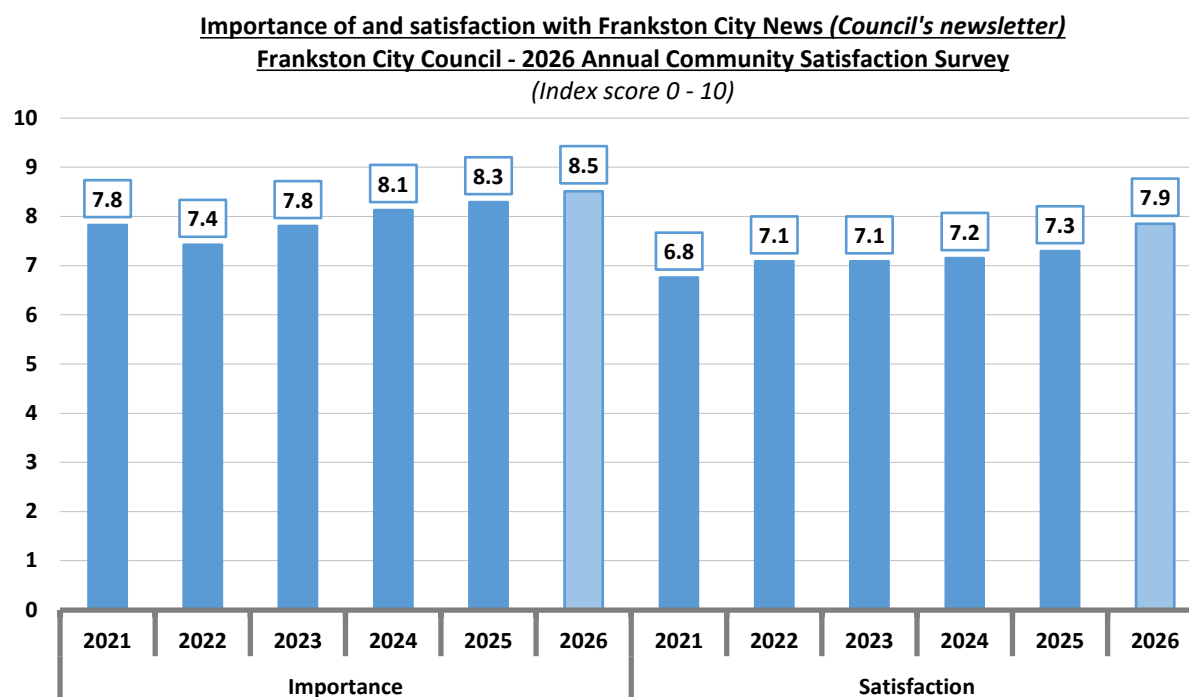
Satisfaction with the *Frankston City News* increased measurably this year, up six percentage points to 7.9 out of 10, which was an “excellent”, up from a “good”, level of satisfaction.

This result increased for the third consecutive year and was measurably (7pts) higher than the long-term average satisfaction since 2021 of 7.2, or “good”.

This ranks the *Frankston City News* 25th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 571 of the 800 respondents who provided a satisfaction score this year.

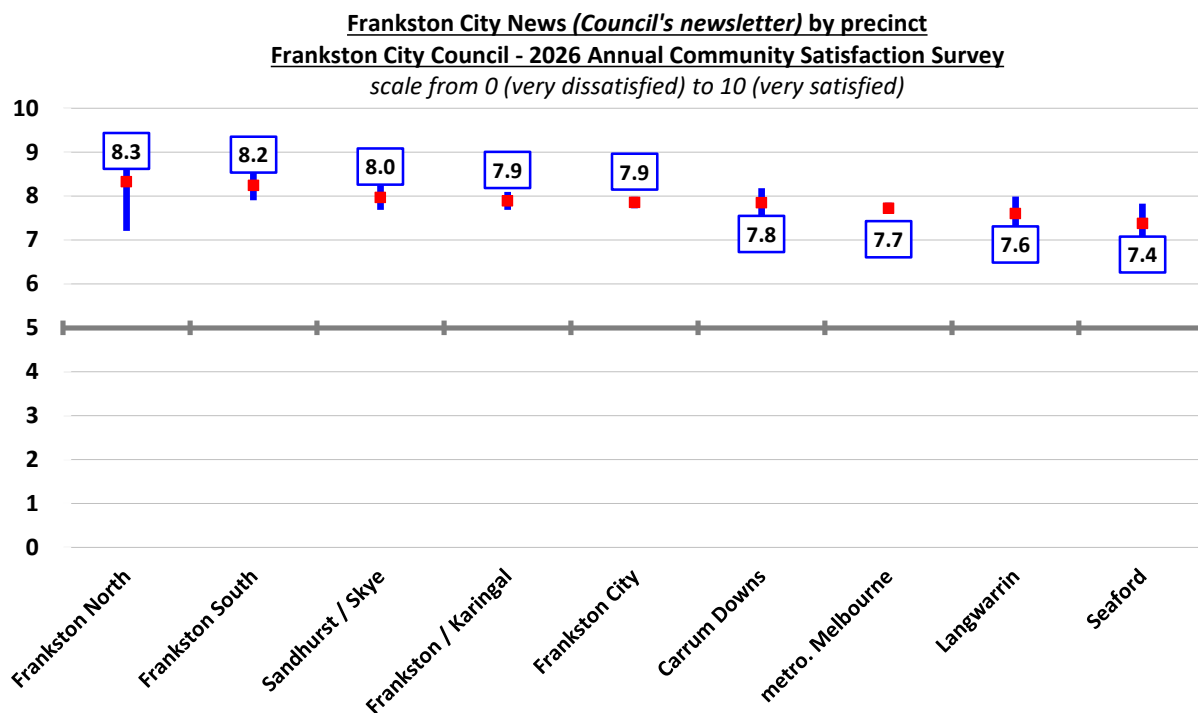
There was no substantive variation in satisfaction with the newsletter observed by respondent profile.



By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “Council’s regular printed newsletter” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with Council’s newsletter observed across the municipality, respondents from Seaford were notably (5pts) less satisfied than average, and at a “very good”, rather than an “excellent, level of satisfaction.





The following table outlines the 22 comments received from respondents in relation to the Frankston City News.

Reasons for dissatisfaction with Frankston City News
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Do not read</i>	
Not interested / relevant to me	5
Do not look at it / read it	3
Total	8
<i>Did not get the newsletter</i>	
Do not see it	4
I never hear about it	1
Never receive it	1
Total	6
<i>Need more information / updates</i>	
Contains more ads	1
I want more puzzles	1

Not frequent	1
Not much info related to community that interests me	1
There is too much mention of Councillors' favourite projects only	1
They put nothing of interest	1
Total	6
<i>Other</i>	
Prefer it to be online	1
Should be an email	1
Total	2
Total responses	22

Council's website

Council's website was the 28th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with Council's website increased notably this year, up five percentage points to 8.2 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

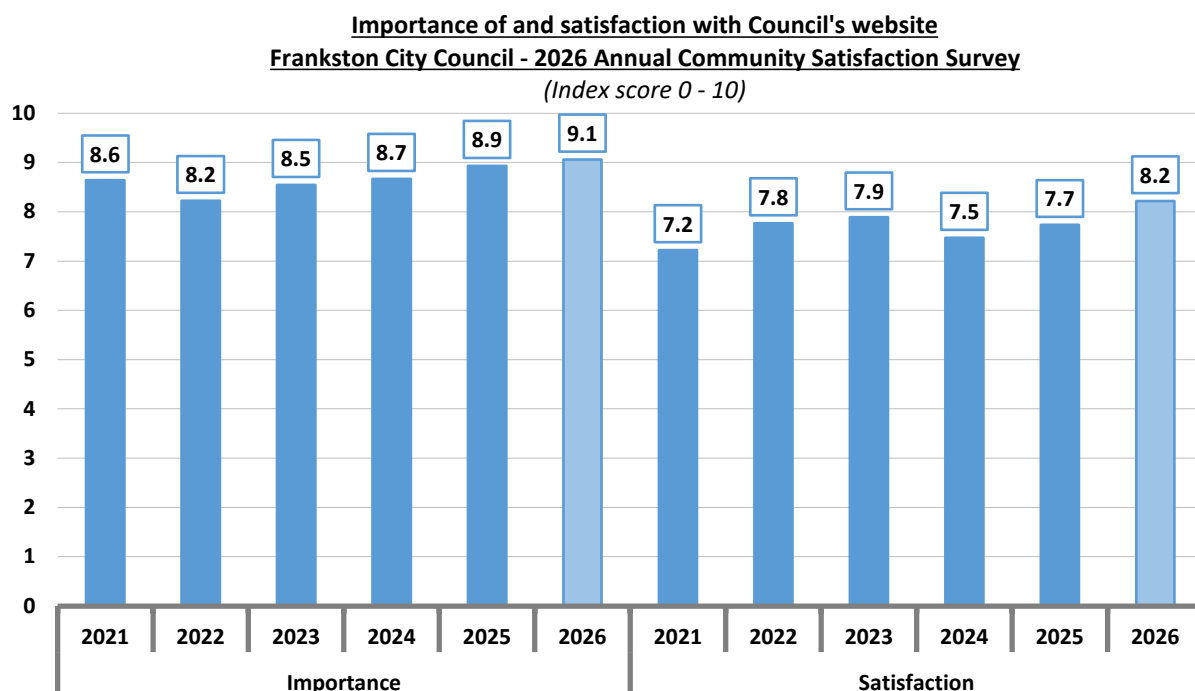
This result places satisfaction with the website notably above the long-term average satisfaction since 2021 of 7.7 out of 10, or "very good".

This ranks Council's website 17th in terms of satisfaction this year.

This result comprised 76% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 394 of the 402 (50%) respondents from households who had used these facilities in the last 12 months.

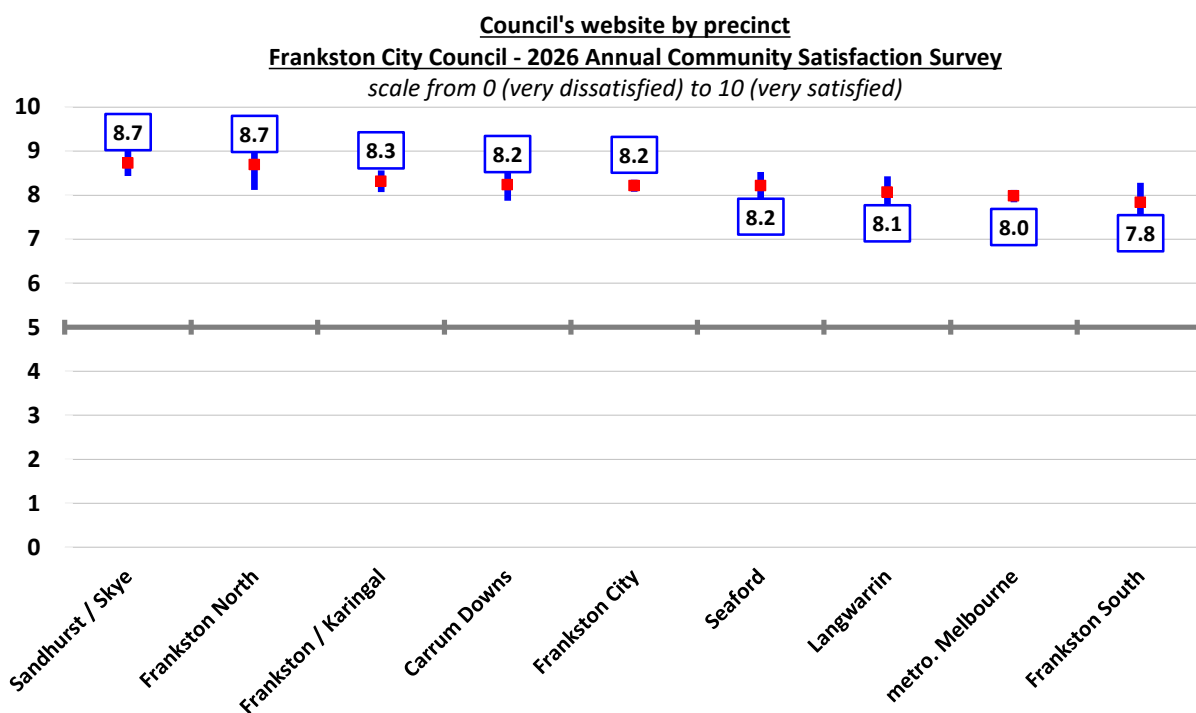
There was some variation in satisfaction with the website observed by respondent profile with respondents from English speaking households notably more satisfied than respondents from multilingual households.





By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with “Council’s website” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation observed across the municipality, respondents from Sandhurst / Skye measurably (5pts) more satisfied than average. Conversely, respondents from Frankston South were notably (4pts) less satisfied than average, but still at an “excellent” level.



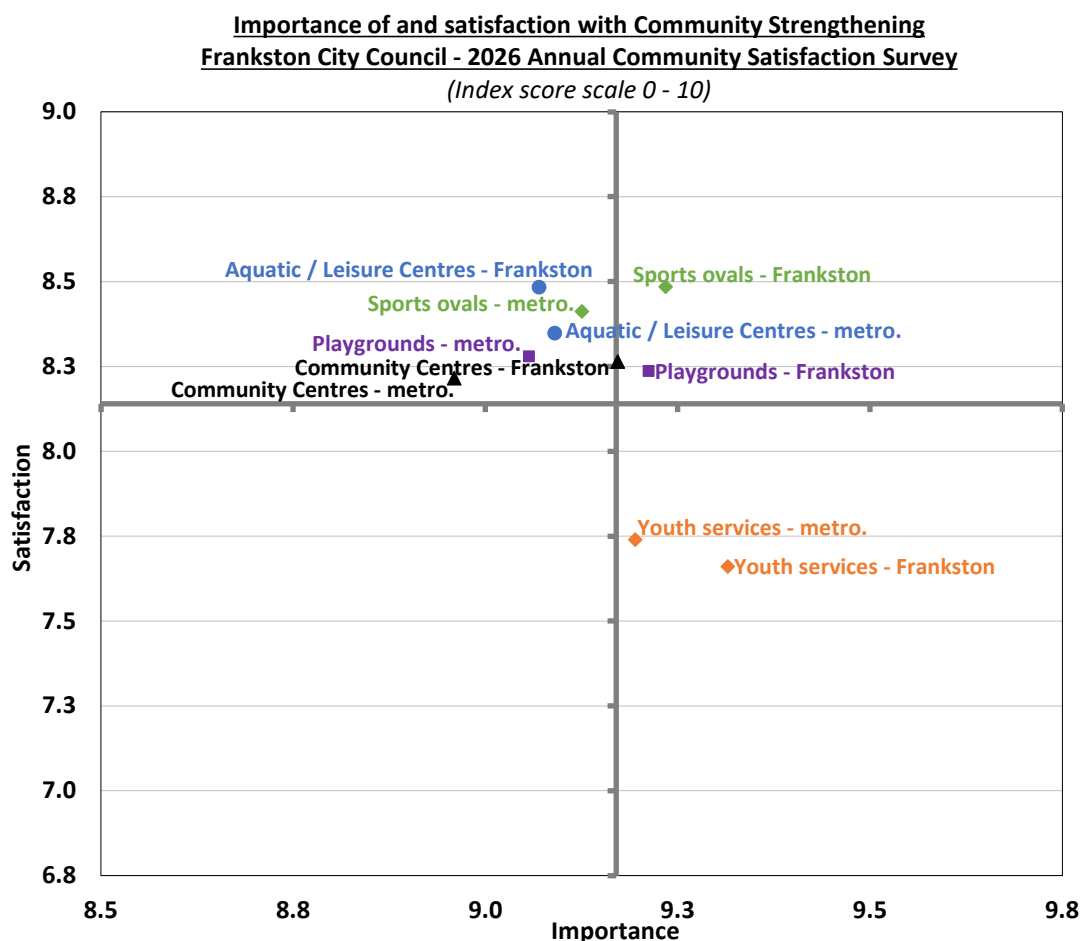
Community Strengthening

There were five services from the Community Strengthening division included in the survey.

These services included sports ovals and other local sporting facilities (including activities), aquatic and leisure centres, youth services for 12- to 24-year-olds, the provision and maintenance of playgrounds, and community centres / neighbourhood houses.

Four of these five services and facilities recorded satisfaction scores that were higher than the average of all 34 services and facilities, with sports ovals and playgrounds being among the services and facilities which respondents considered most important and with which they were most satisfied.

Youth services, on the other hand, fell into the quadrant of most concern, being of higher-than-average importance, but lower-than-average satisfaction.



Sports ovals and other local sporting facilities *(including activities)*

Sports ovals and other local sporting facilities were the 10th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

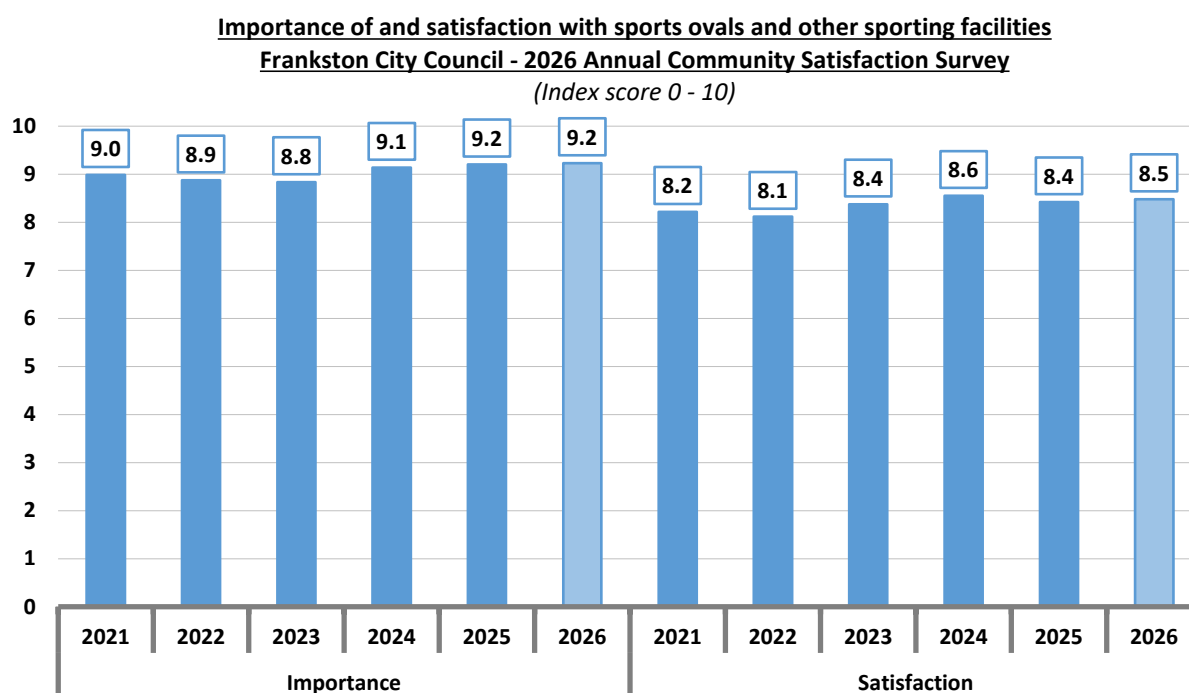
Satisfaction with sports ovals remained essentially stable this year, up one percentage point to 8.5 out of 10 this year, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2021 of 8.4 out of 10.

This ranks sports ovals 7th in terms of satisfaction this year.

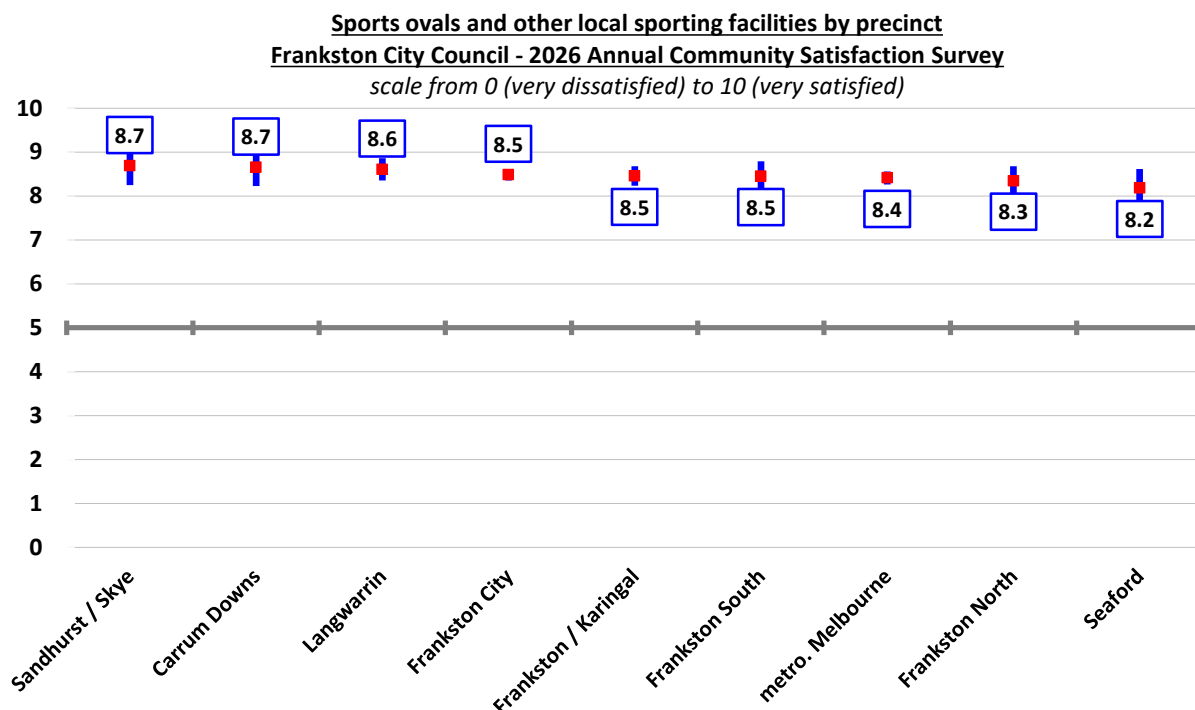
This result comprised 88% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 309 of the 317 (39%) respondents from households who had used these services / facilities in the last 12 months.

There was no substantive variation in satisfaction with sports ovals observed by respondent profile.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “sports ovals and other local sporting facilities” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with sports ovals observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of more than eight out of 10.



Aquatic and Leisure Centres

Aquatic and leisure centres were the 27th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with aquatic and leisure centres increased somewhat this year, up two percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This result was somewhat higher than the “excellent” long-term average satisfaction since 2021 of 8.3 out of 10.

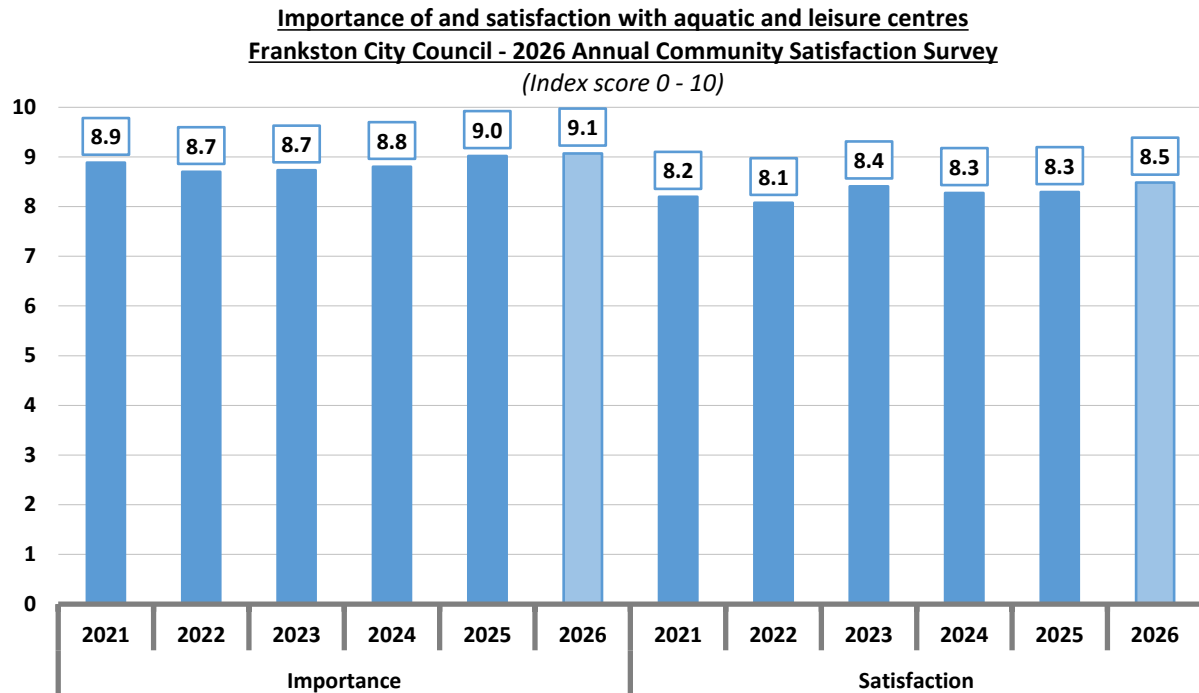
This ranks aquatic and leisure centres 8th in terms of satisfaction this year.

This result comprised 84% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 206 of the 212 (27%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these facilities observed by respondent profile, with senior citizens (aged 75 years and older) notably more satisfied than average.

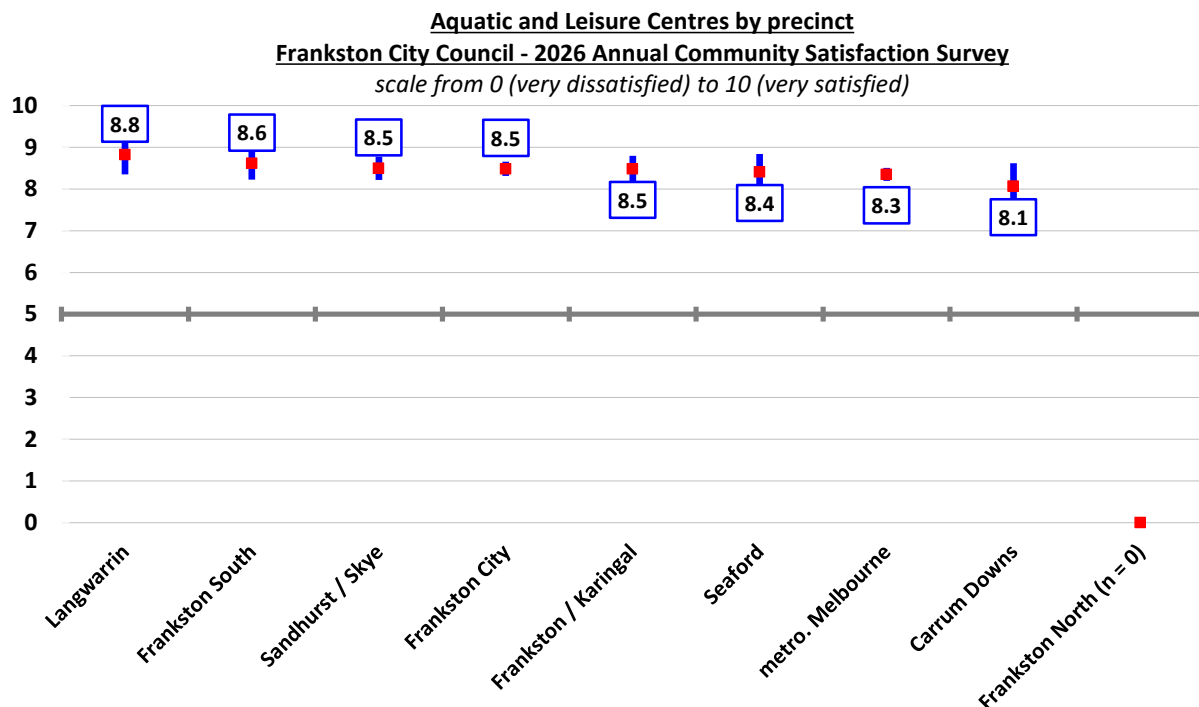
Respondents from English speaking households notably more satisfied than respondents from multilingual households.





By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “recreation and/or aquatic centres” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with aquatic and leisure centres observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of eight or more out of 10.



Youth services (for 12 to 24 year olds)

Youth services were the 7th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with youth services declined notably this year, down six percentage points to 7.7 out of 10 this year, which was a “very good”, down from an “excellent”, level of satisfaction.

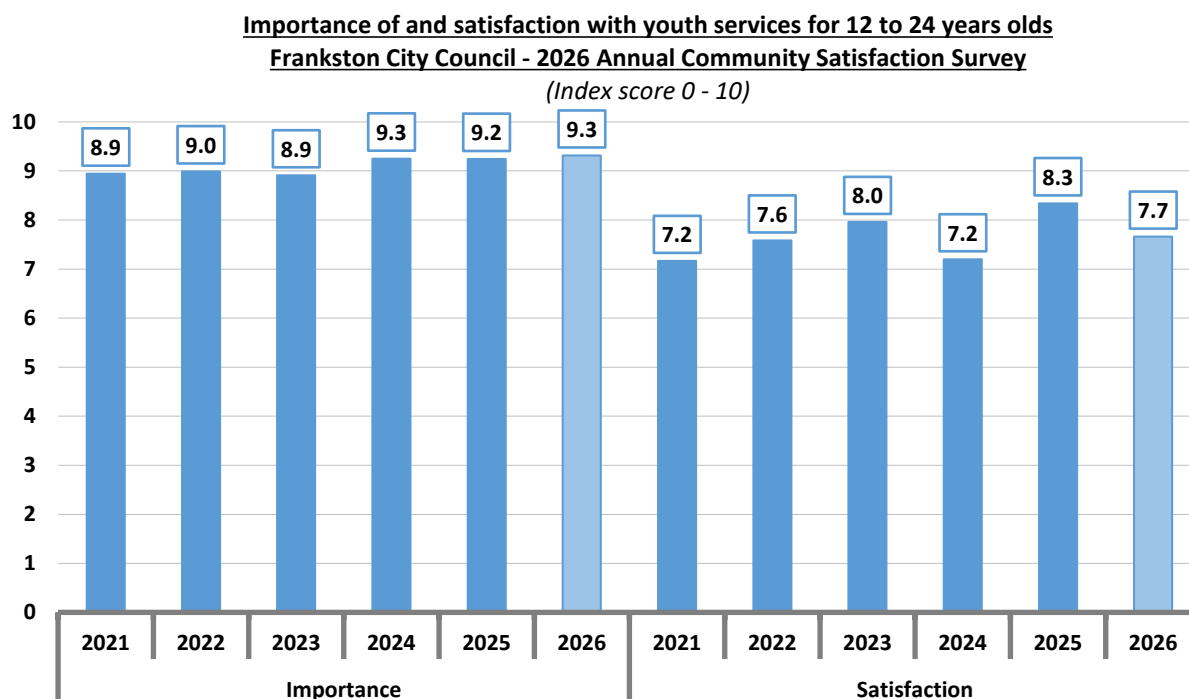
This was identical to the long-term average satisfaction since 2021 of 7.7 out of 10 or “very good”.

This ranks youth services 28th in terms of satisfaction this year.

This result comprised 60% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 42 of the 44 (6%) respondents from households who had used these services / facilities in the last 12 months.

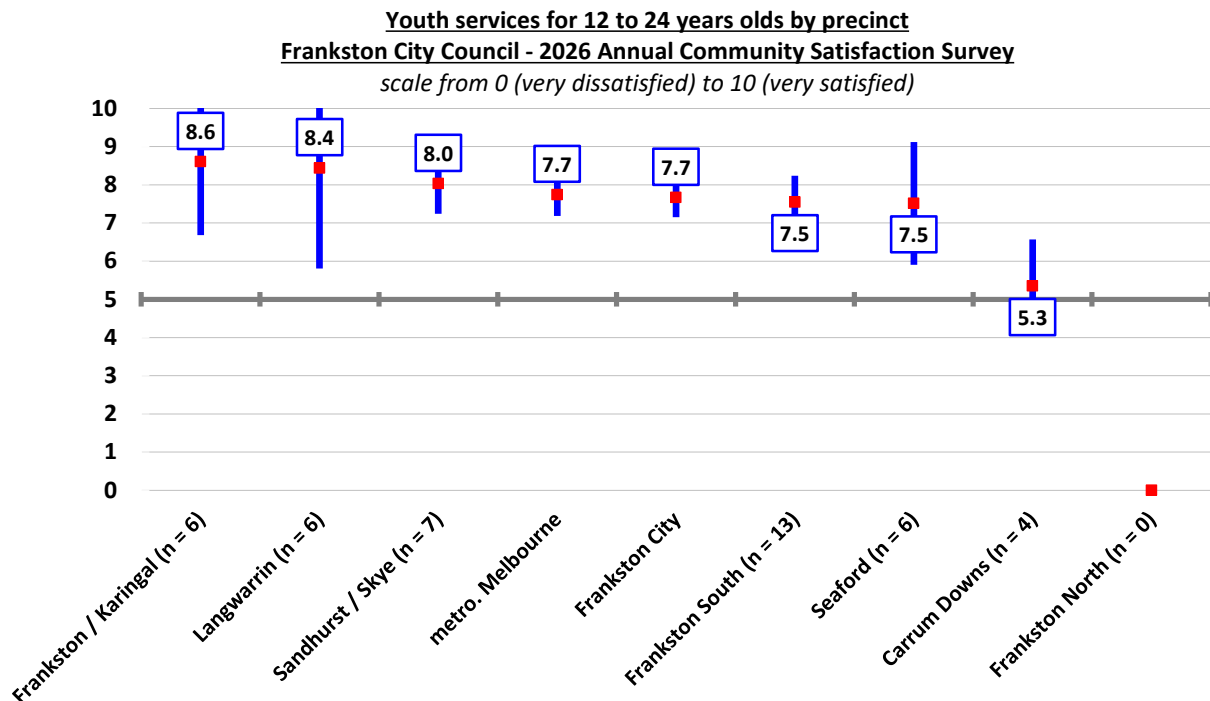
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.

The two respondents from two-parent households with youngest child aged 13-18 years rated satisfaction at 8.0 out of 10, while the two one-parent households with children under 18 years rated it at 6.0 out of 10.



By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “services for youth” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 12th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with playgrounds increased somewhat this year, rising two percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

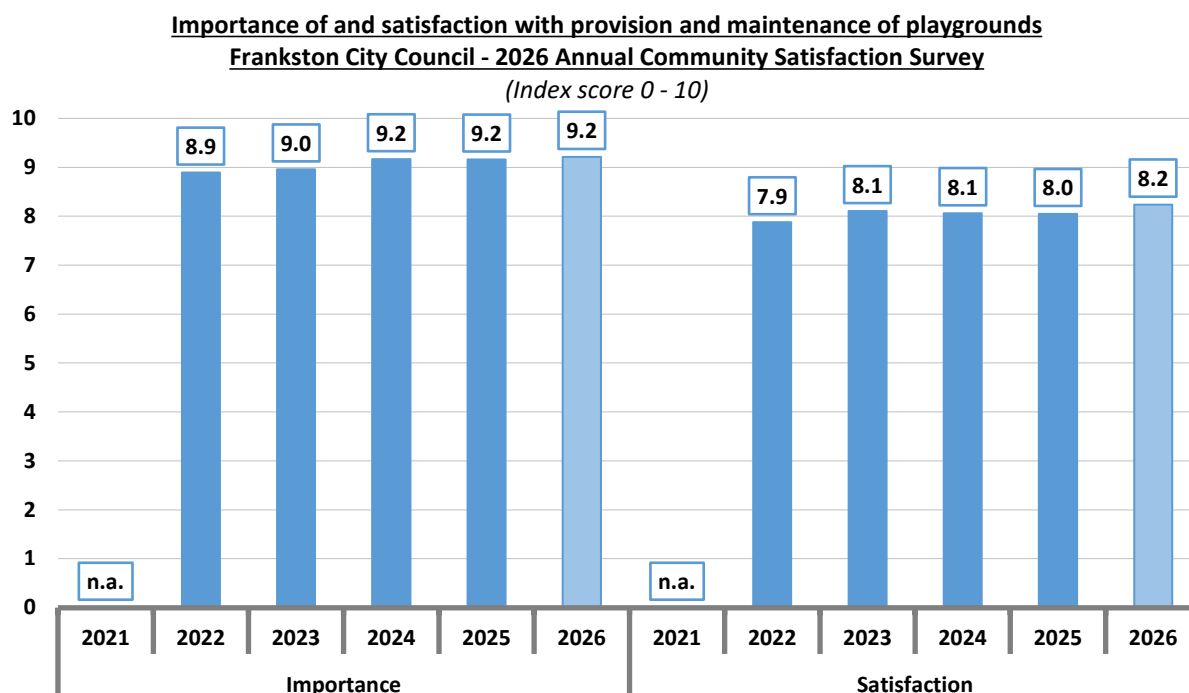
This result was consistent with the long-term average satisfaction since 2022 of 8.1 out of 10, or “excellent”.

This ranks the provision and maintenance of playgrounds 16th in terms of satisfaction this year.

This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 307 of the 310 (39%) respondents from households who had used these services / facilities in the last 12 months.

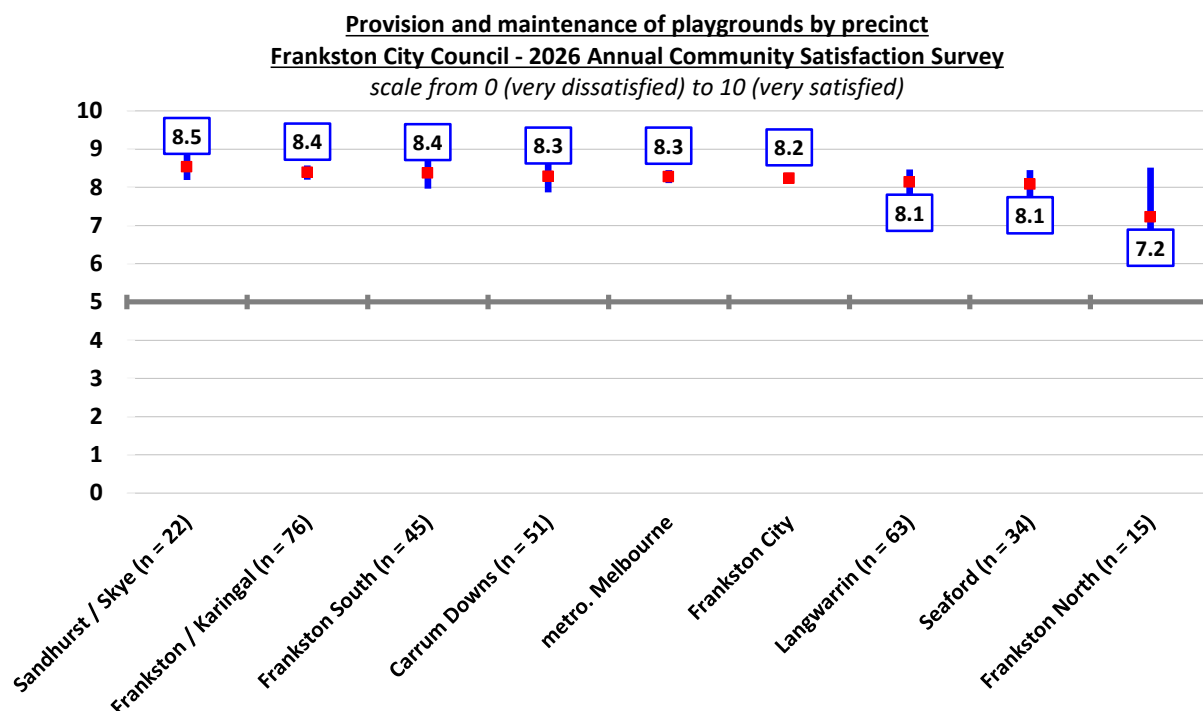
There was some variation in satisfaction with playgrounds observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average.





By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “provision and maintenance of playgrounds” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with playgrounds observed across the municipality, the 15 respondents from Frankston North were notably (10pts) less satisfied than average, and at a “good”, rather than an “excellent”, level of satisfaction.



Community Centres / Neighbourhood Houses

Community centres / neighbourhood houses were the 17th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

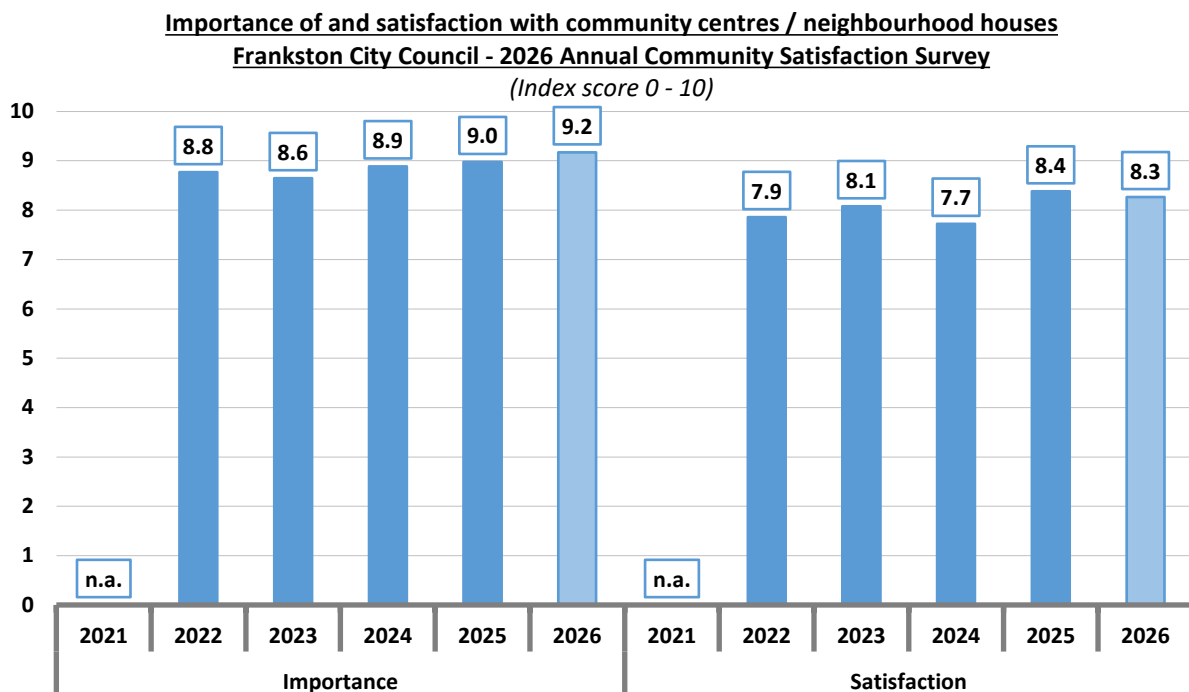
Satisfaction with community centres / neighbourhood houses remained essentially stable this year, down one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This was somewhat higher than the long-term average since 2022 of 8.1 out of 10 or “excellent”.

This ranks community centres / neighbourhood houses 13th in terms of satisfaction this year.

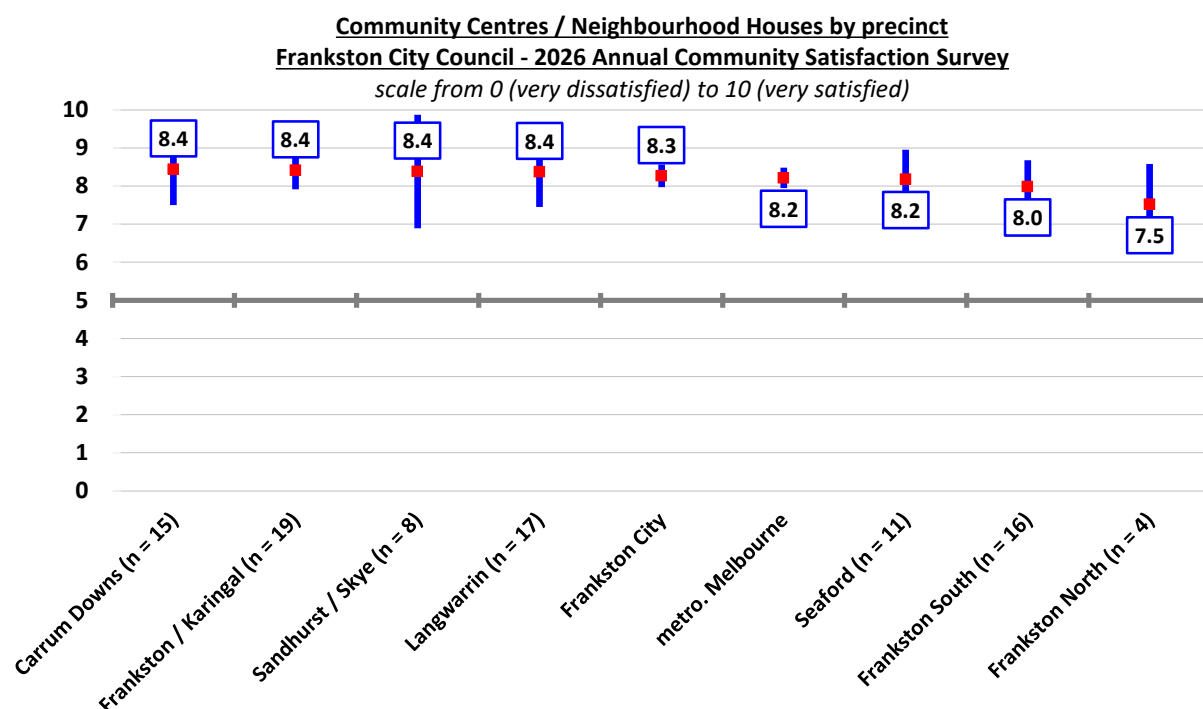
This result comprised 74% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 89 of the 94 (12%) respondents from households who had used these facilities in the last 12 months.

Given the relatively small sample size, there was no substantive variation in satisfaction observed by respondent profile.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “community centres / neighbourhood houses” of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation observed across the municipality, the four respondents from Frankston North were notably (8pts) less satisfied than average, and at a “very good”, rather than an “excellent”, level of satisfaction.



Operations Centre

There were 11 services and facilities of the Operations Centre included in the survey this year.

These included the maintenance and repair of major arterial roads and highways (managed by VicRoads), the maintenance and repair of sealed local roads (managed by Council), drains maintenance and repairs, footpath maintenance and repairs, the provision of street trees, the provision and maintenance of parks, gardens, and reserves, litter collection in public areas, the maintenance and cleaning of shopping strips, public toilets, on and off-road bike paths, and the Frankston Memorial Park.

Two of these facilities recorded satisfaction scores which were higher than the average of all 34 services and facilities, namely the provision and maintenance of parks and gardens, and the Frankston Memorial Park. While parks and gardens were more important than average, the memorial park was less important.

Of the nine services and facilities that recorded lower-than-average satisfaction, six fell into the quadrant of most concern, being of average of higher-than-average importance.

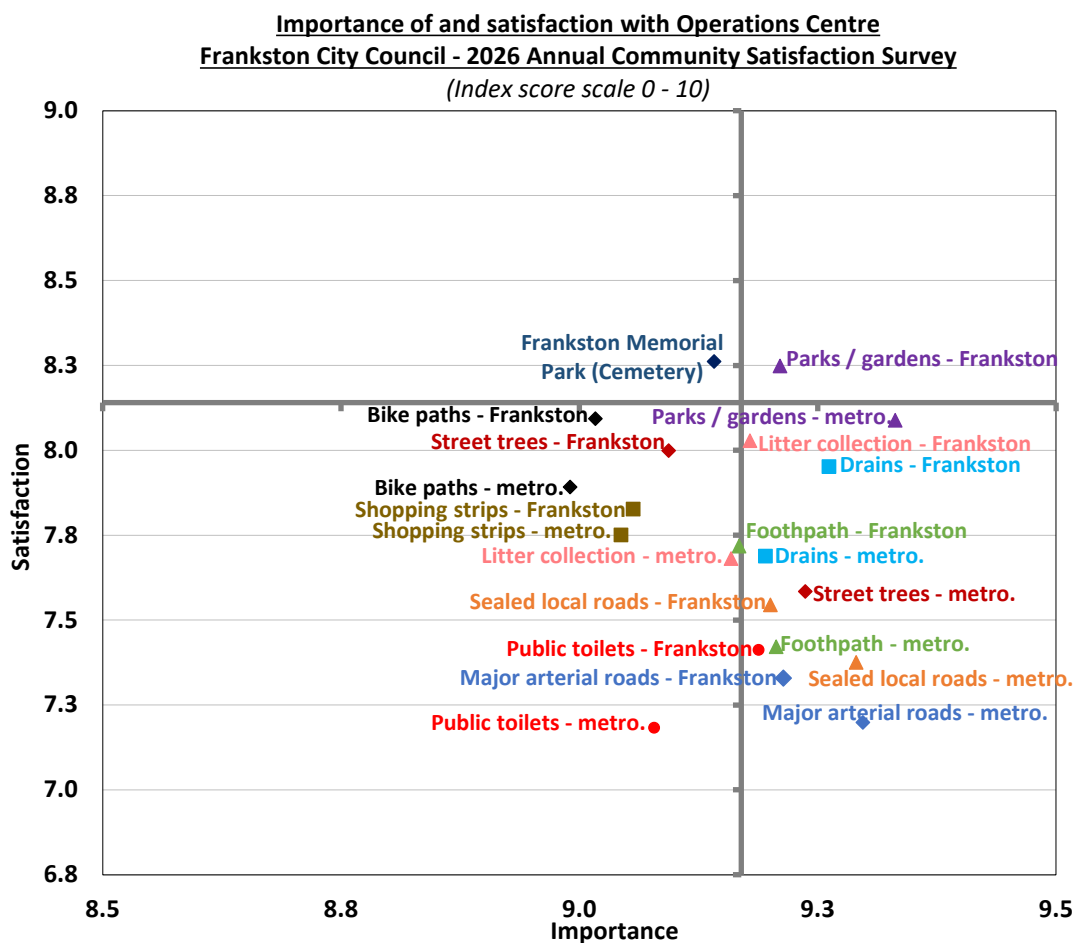
These were litter collection in public areas, drains maintenance, footpath maintenance, public toilets, the maintenance of sealed local roads, and the maintenance of major arterial roads and highways (managed by VicRoads).



The other three services, namely bike paths, street trees, and the maintenance and cleaning of shopping strips, were less important.

Metropolis Research notes that satisfaction with major arterial roads and highways (managed by VicRoads) was measurably (2pts) lower than satisfaction with sealed local roads (managed by Council).

This variation between VicRoads and Council managed roads was consistent with the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.



Maintenance and repairs of major arterial roads and highways

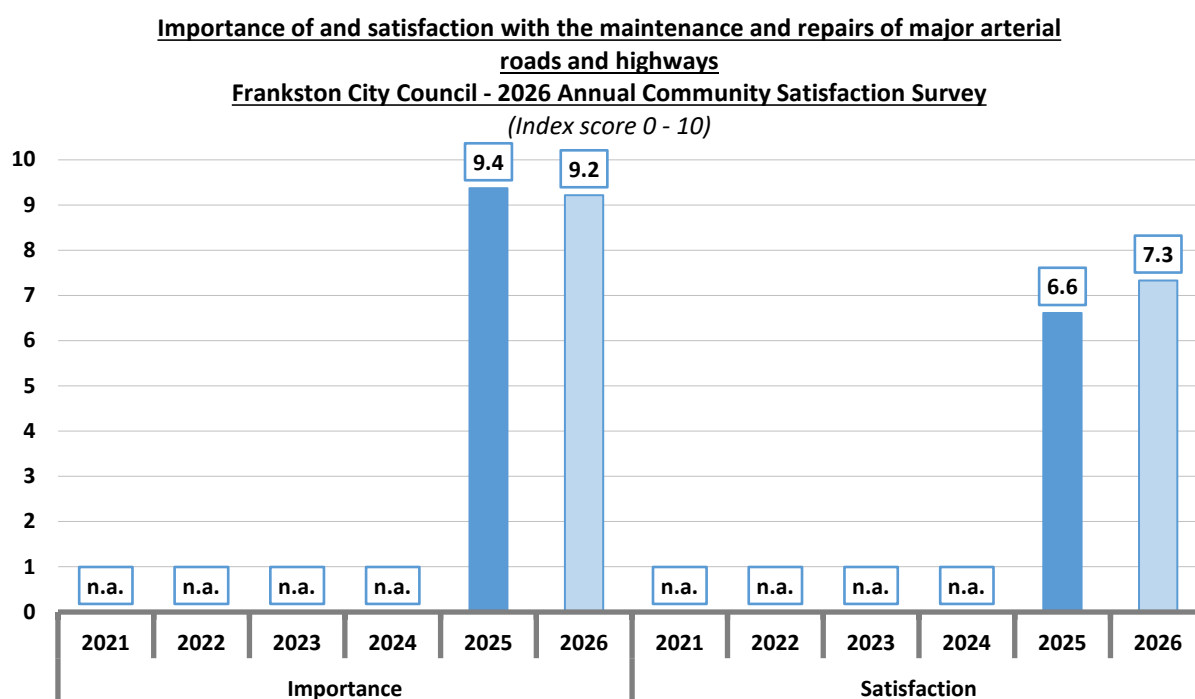
The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 11th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with major arterial roads (managed by VicRoads) rose measurably this year, rising seven percentage points to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result ranks major arterial roads managed by VicRoads 33rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 55% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 784 of the 800 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.

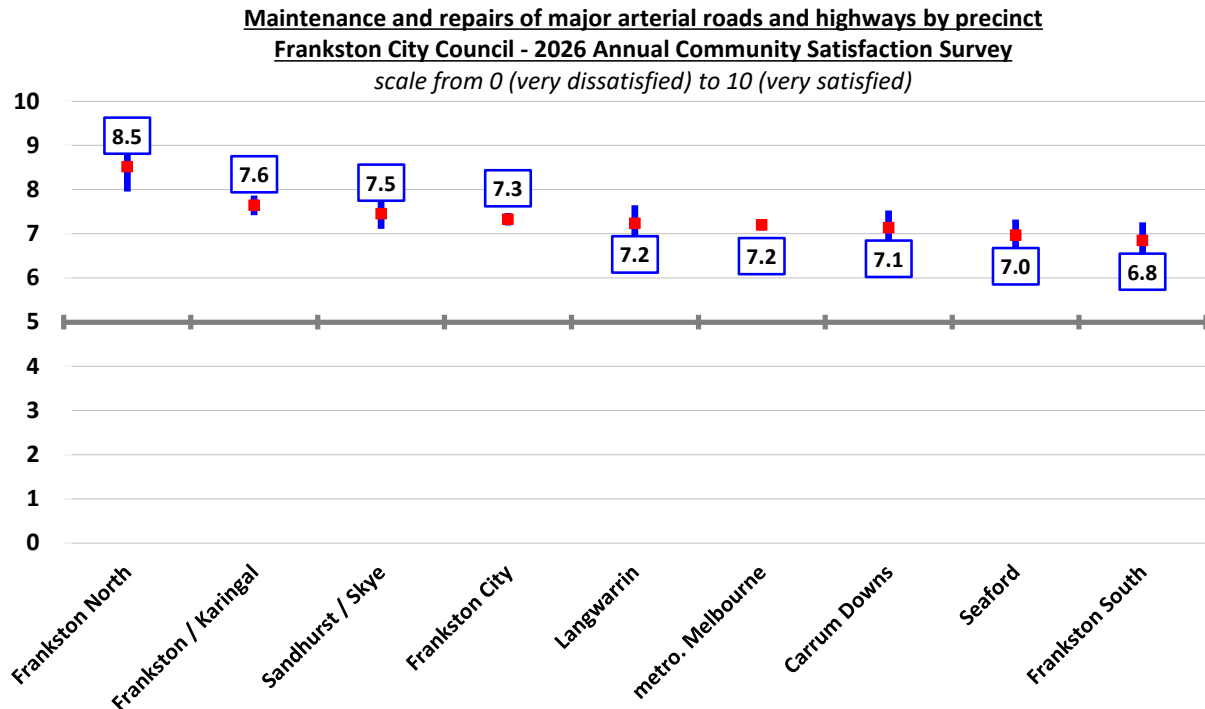


By way of comparison, satisfaction with major arterial roads (managed by VicRoads) was broadly consistent with the metropolitan average satisfaction with the “the maintenance and repair of major arterial roads and highways” of 7.2 out of 10, or “good”, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with major roads observed across the municipality, with respondents from Frankston North measurably (12pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level.

Conversely, respondents from Frankston South were notably (5pts) less satisfied, and at a “good”, rather than a “very good”, level.





The following table outlines the 62 comments and 68 locations of concern received in relation to the maintenance and repair of major arterial roads and highways (managed by VicRoads).

These comments have been broadly categorised as follows:

• Potholes	23 comments
• Poor condition / quality of roads	10 comments
• Cleanliness / graffiti	8 comments
• Lack of proper maintenance / infrequent maintenance	7 comments
• Need proper maintenance	5 comments
• Upkeep of roadsides, vegetation and trees	5 comments
• Roadworks	2 comments
• Other issues	2 comments
• Specific locations and roads of concern	66 locations.

Reasons for dissatisfaction with maintenance and repairs of major arterial roads and highways
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Potholes</i>	
Potholes	18
Potholes everywhere on Vic roads	4
I see a lot of potholes after the rain on all Vic roads	1

Total

23

<i>Poor condition / quality of roads</i>	
Horrendous / disgusting / in bad shape	3
Majority of roads in general	2
Average	1
Dangerous spots on the road	1
General state of disrepair	1
Roads are broken. It was not like this before	1
The major ones	1
Total	10

<i>Cleanliness / graffiti</i>	
Rubbish	3
Graffiti on every street	2
Bus shelters are always vandalized	1
Graffiti on freeway signs	1
Rubbish on freeway signs	1
Total	8

<i>Lack of proper maintenance / infrequent maintenance</i>	
All really badly maintained	2
Do not fix things / nothing is being done	2
Have not fixed roads around this area for 10 - 20 years. It is embarrassing in some parts	1
Lack of road maintenance	1
Very slow maintenance	1
Total	7

<i>Need proper maintenance</i>	
All of them	2
All roads and highways	1
Maintenance needs improvement	1
Needs repairs	1
Total	5

<i>Upkeep of roadsides, vegetation and trees</i>	
Grass on the side of the roads	1
Lawns not being cleaned up	1
Maintenance of bushes in this area	1
Plants / grass not maintained	1
Weed control is bad	1
Total	5



<i>Roadworks</i>	
Intersections are mostly closed	1
Too many roadworks	1
Total	2
<i>Other</i>	
Budget cuts	1
Traffic signs	1
Total	2
<i>Specific locations identified by respondents</i>	
Frankston - Dandenong Rd	6
Frankston - Flinders Rd	6
Frankston Fwy	5
Moorooduc Hwy	4
Frankston - Dandenong Rd potholes	3
Nepean Hwy	3
Cranbourne Rd potholes	2
Moorooduc Hwy	2
Mornington Peninsula Fwy	2
Nepean Hwy potholes	2
Backwater Hill	1
Ballarto Rd	1
Beach St	1
Bunarong Dr	1
Cars are going too fast going into Railway Pde next to a school and there is a tall building built is blocking it	1
Coolart Rd	1
Cranbourne - Frankston Rd has potholes	1
Cranbourne - Frankston Rd maintenance is poor	1
Cranbourne Rd has potholes	1
Cranbourne Rd is disgusting	1
Davey St	1
Eramosa Rd West	1
Forest Dr	1
Frankston - Dandenong Rd potholes are only dealt with temporarily	1
Frankston - Flinders Rd needs to be fixed	1
Hall Rd	1
Hastings Rd	1
Karingal Dr is falling apart. Poor condition	1
Moorooduc Hwy Service Rd is not maintained at all	1
Mornington Peninsula Fwy is shocking	1
North Rd is not safe	1
Old Mornington Rd potholes	1
Overton Rd is disgraceful	1
Seaford Rd	1



Skye Rd is disgraceful	1
Skye Rd potholes	1
Speed humps are too steep on Ogradys Rd	1
Spring St	1
Very dangerous at the top of the freeway intersection	1
Weeds on side of the roads in Moorooduc Hwy	1
Western Port Hwy	1
Total	66
Total responses	128

Maintenance and repairs of sealed local roads

The maintenance and repair of sealed local roads was the 14th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the maintenance and repair of sealed local roads increased measurably this year, rising five percentage points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or “good”.

Metropolis Research notes that satisfaction with major arterial roads and highways (managed by VicRoads) was measurably (2pts) lower than satisfaction with sealed local roads (managed by Council).

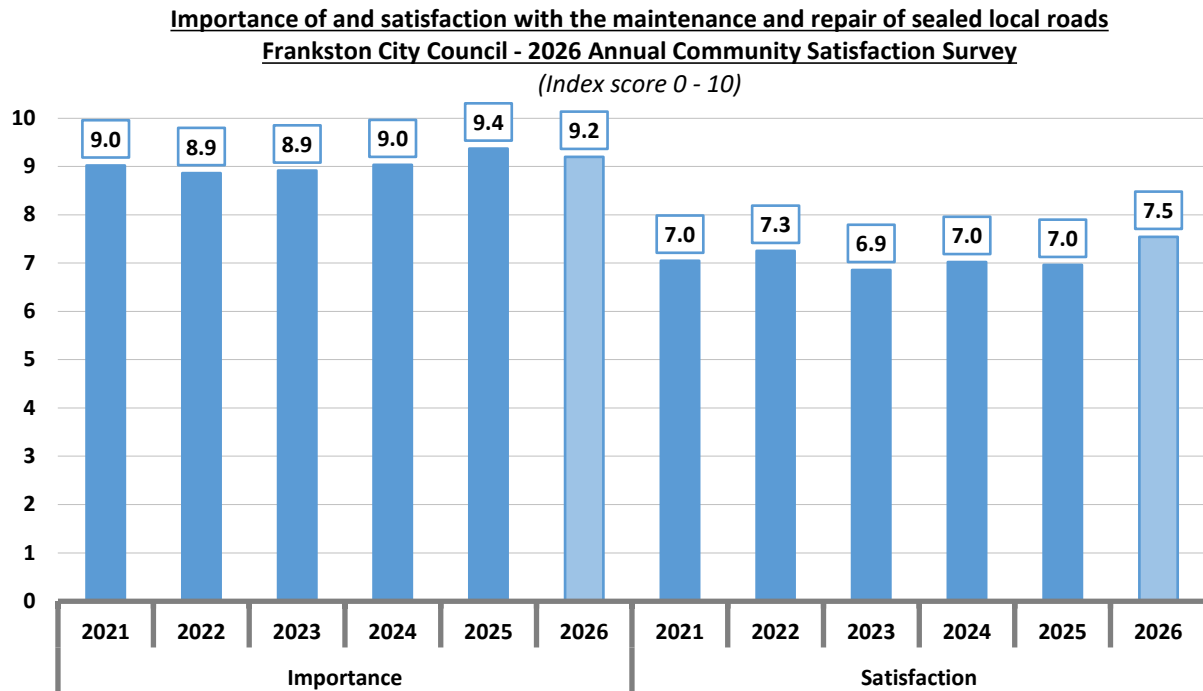
This variation between VicRoads and Council managed roads was consistent with the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

This ranks the maintenance and repair of sealed local roads 30th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 57% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 787 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with local roads observed by respondent profile.



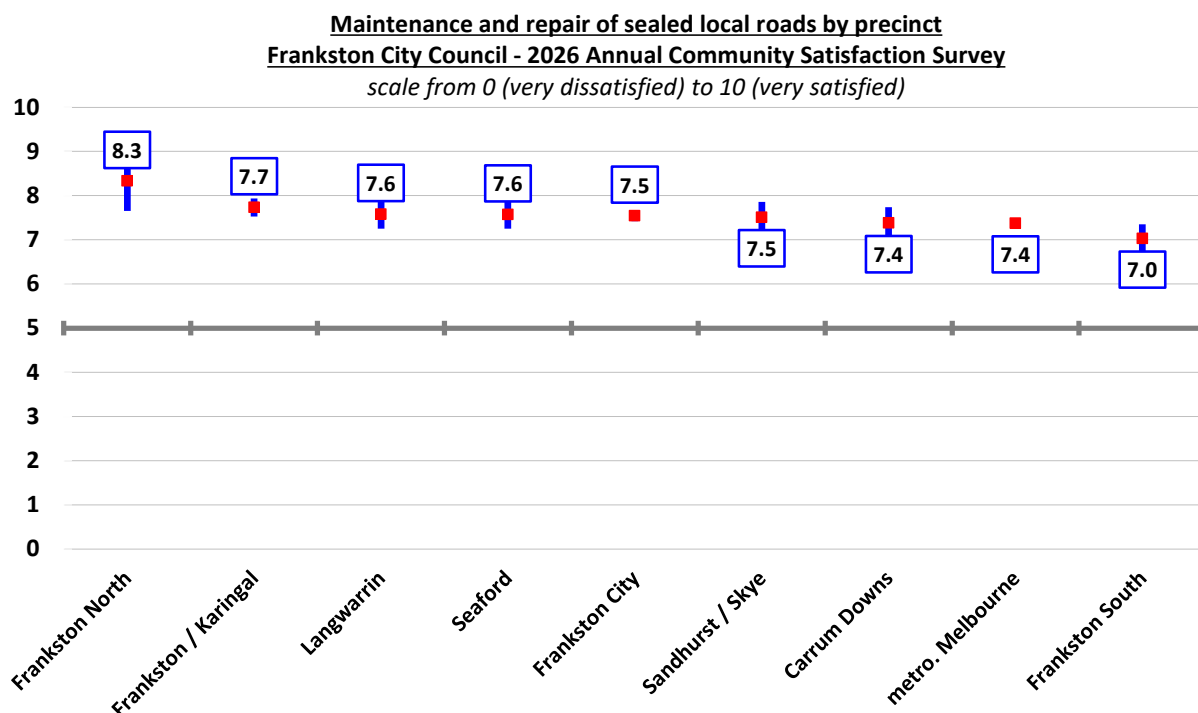


By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with local roads observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average, and at an “excellent”, rather than a “very good”, level.

By contrast, respondents from Frankston South were measurably (5pts) less satisfied, and at a “good” level.





The following table outlines the 47 comments and 10 locations or roads of concern in relation to the maintenance and repair of sealed local roads (managed by Council).

These comments have been broadly categorised as follows:

- | | |
|---|---------------|
| • Potholes | 25 comments |
| • Lack of proper maintenance / infrequent maintenance | 7 comments |
| • Poor condition / quality of roads | 5 comments |
| • General negative comments | 3 comments |
| • Upkeep of roadsides, vegetation and trees | 3 comments |
| • Cleanliness / graffiti | 2 comments |
| • Maintenance / repairs / fixing | 1 comment |
| • Other issues | 1 comment |
| • Specific locations or roads of concern | 10 locations. |

Reasons for dissatisfaction with maintenance and repairs of sealed local roads

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Potholes</i>	
Potholes	23
Fix the holes and tear them back	1
Roads around highways are not maintained and has dangerous holes around it. Even after reporting so many times, it still is not addressed	1

Total

25



<i>Lack of proper maintenance / infrequent maintenance</i>	
Maintenance needs improvement	5
Do not see anyone maintaining them	1
Poor management in general	1
Total	7
<i>Poor condition / quality of roads</i>	
All of them are just average at best	2
All are bad	1
Rough surfaces	1
Uneven	1
Total	5
<i>General</i>	
In general	2
Roads are rubbish	1
Total	3
<i>Upkeep of roadsides, vegetation and trees</i>	
Intersections that are covered by unpruned trees	1
Need more weed control	1
Total	2
<i>Cleanliness / graffiti</i>	
Garbage	1
Messy	1
Total	2
<i>Maintenance / repairs / fixing</i>	
Residents who will be affected by road maintenance should be well notified	1
Total	1
<i>Other</i>	
So much people parking	1
Total	1



<i>Specific locations</i>	
Skye Rd	2
Collard Pl	1
Frankston Fwy	1
Karingal Dr	1
Lyrebird Dr	1
Nepean Hwy is poorly maintained	1
North Rd	1
Weeds on the side of the roads in Moorooduc Hwy	1
Westernport Rd	1
Total	10
Total responses	56

Drains maintenance and repairs

Drains maintenance and repairs were the 8th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with drains maintenance increased measurably this year, rising six percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This was notably higher than the long-term average satisfaction since 2021 of 7.5 out of 10, or “very good”.

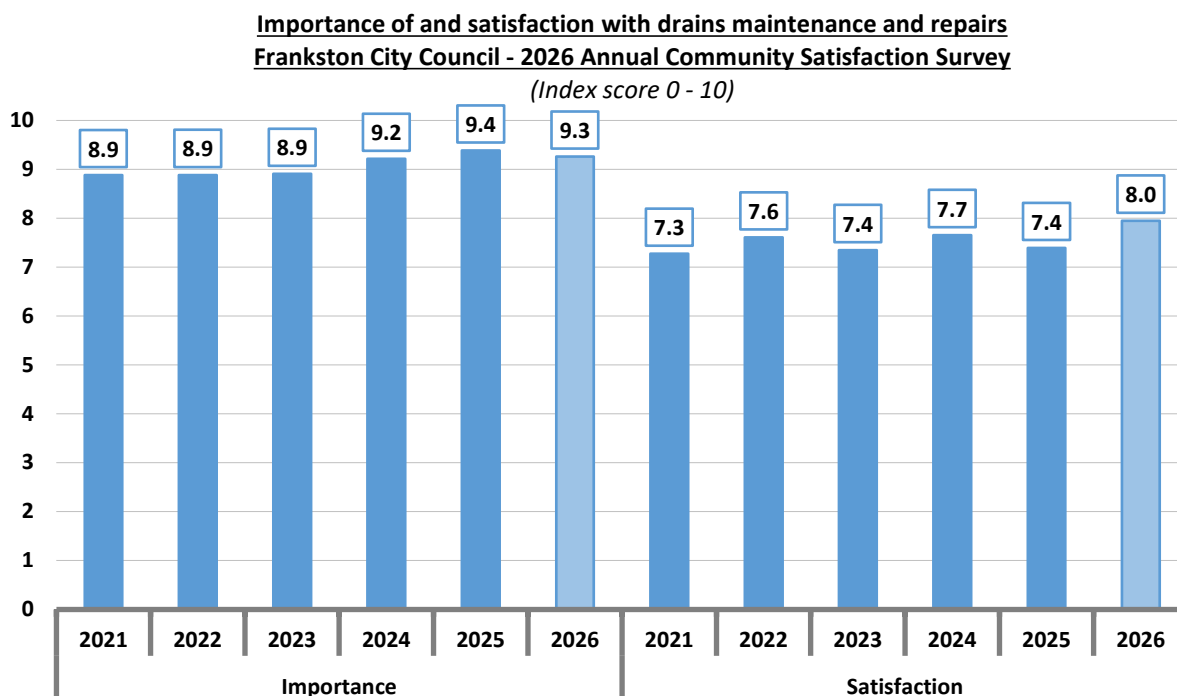
This result ranks drains maintenance 23rd in terms of satisfaction this year.

This result comprised 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 775 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with drains maintenance observed by respondent profile.

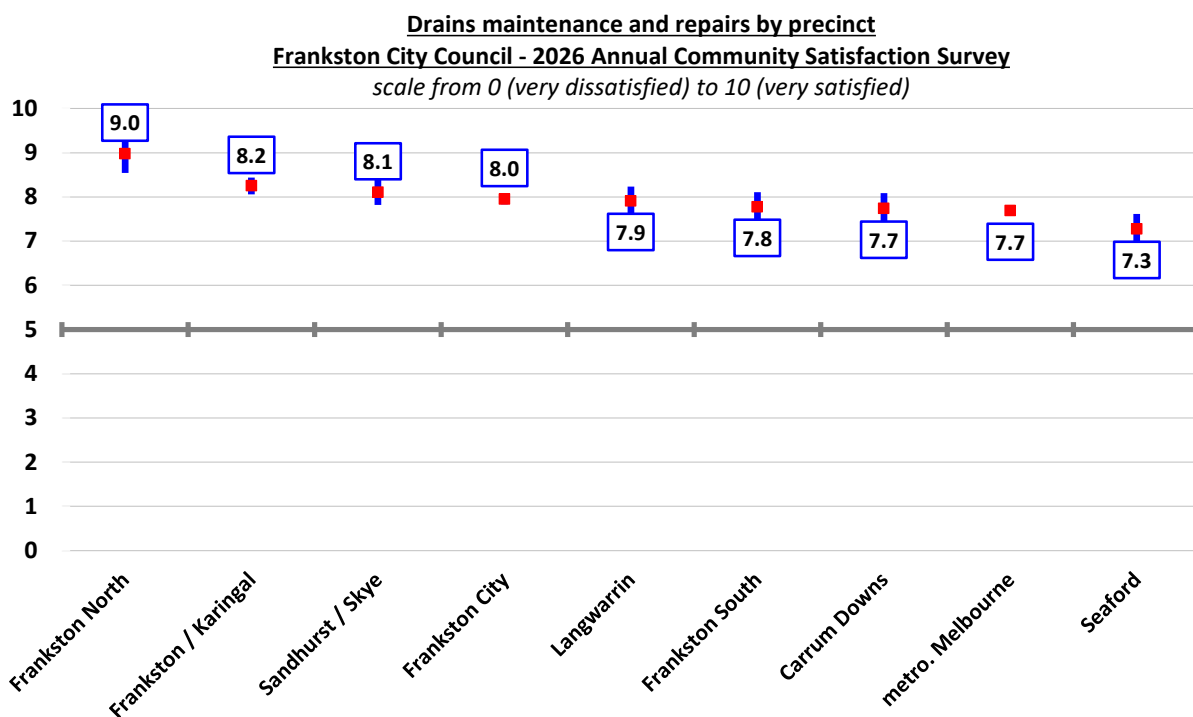
By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “drains maintenance and repairs” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with drains maintenance observed across the municipality, with respondents from Frankston North (10pts) and Frankston / Karingal (2pts) measurably more satisfied than average.

Conversely, respondents from Seaford were measurably (7pts) less satisfied than average, and at a “good”, rather than an “excellent”, level of satisfaction.



Footpath maintenance and repairs

Footpath maintenance and repair was the 20th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

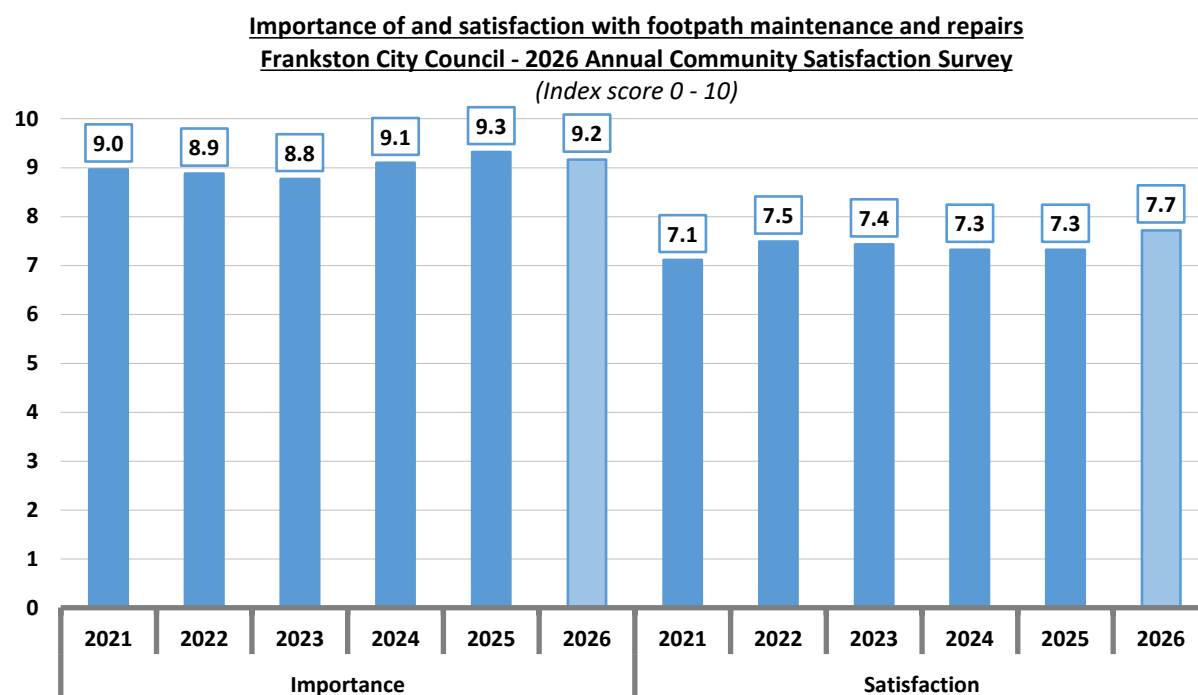
Satisfaction with footpath maintenance rose notably this year, rising four percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2021 of 7.4 out of 10.

This ranks footpath maintenance 29th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 67% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 785 of the 800 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with footpaths observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average.



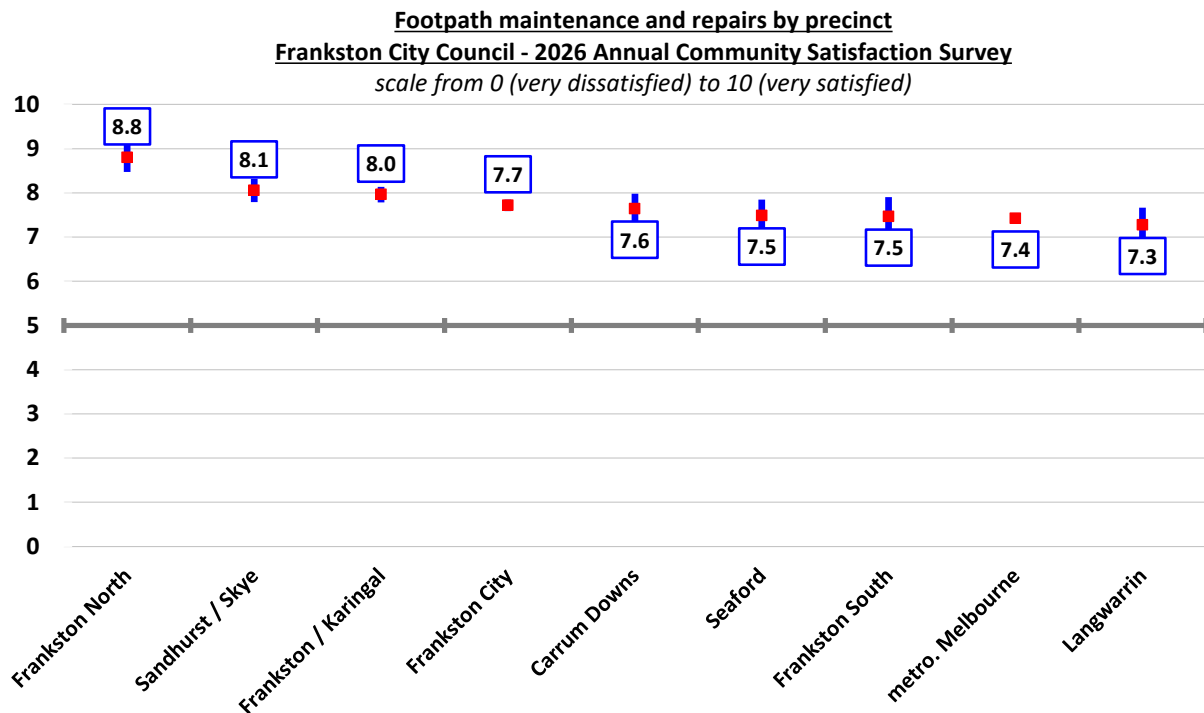
By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with footpaths observed across the municipality, with respondents from Frankston North (11pts), Sandhurst / Skye (4pts), and



Frankston / Karingal (3pts) measurably more satisfied than the municipal average, and at “excellent”, rather than “very good”, levels.

By contrast, it is noted that respondents from Langwarrin were notably (4pts) less satisfied than average, although still at a “very good” level of satisfaction.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 26th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the provision and maintenance of street trees rose measurably this year, rising six percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good” level.

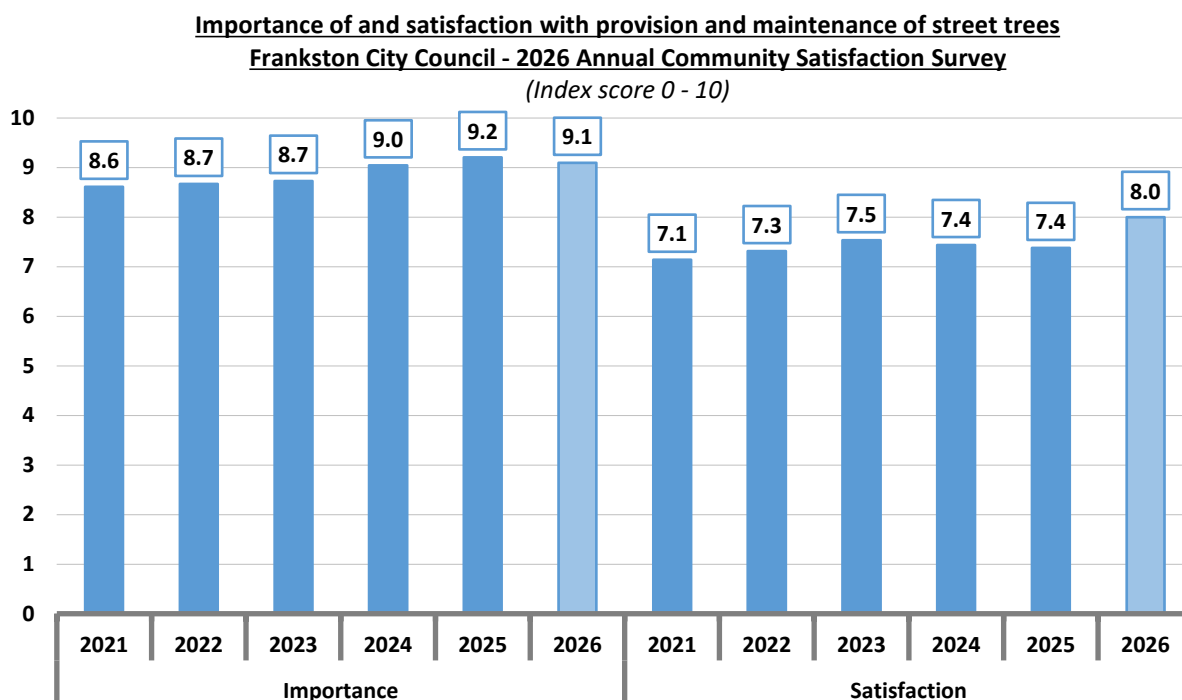
This result was notably higher than the long-term average satisfaction since 2021 of 7.5 out of 10.

This ranks the provision and maintenance of street trees 22nd in terms of satisfaction this year.

This result comprised 73% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 783 of the 800 respondents who provided a satisfaction score this year.

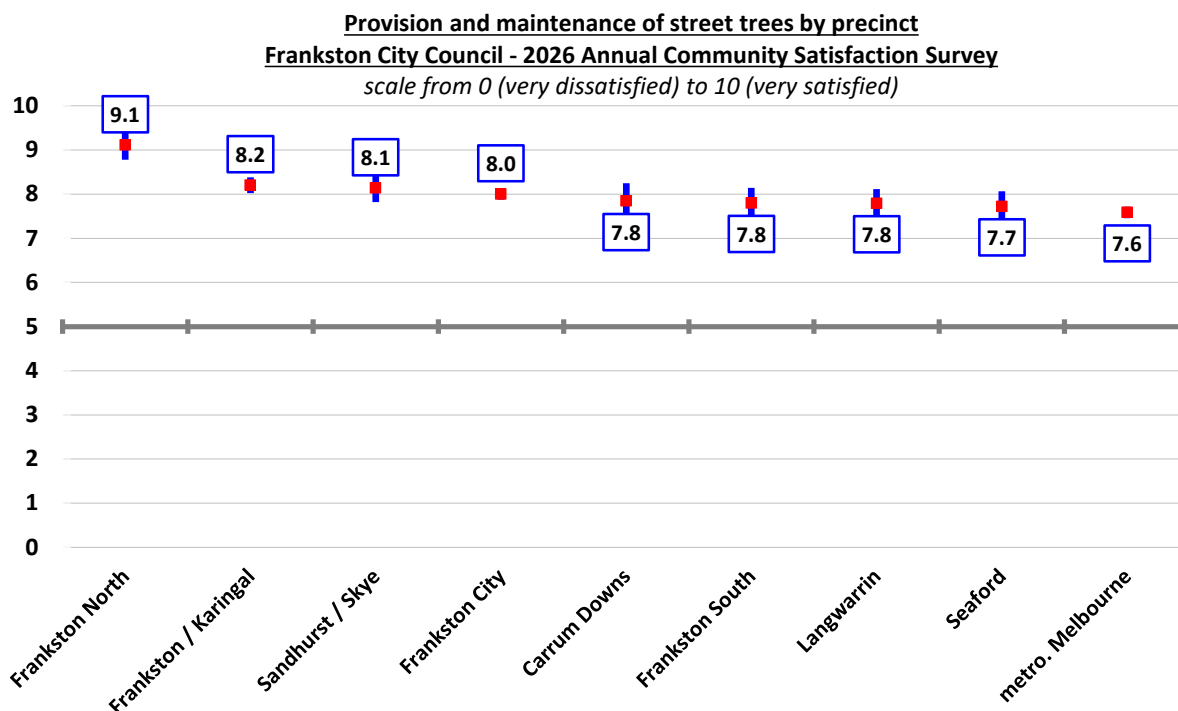
There was no substantive variation in satisfaction with street trees observed by respondent profile.





By way of comparison, this result was measurably (4pts) higher than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street trees observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average. Respondents from all seven precincts rated satisfaction at “excellent” levels.



Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 13th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

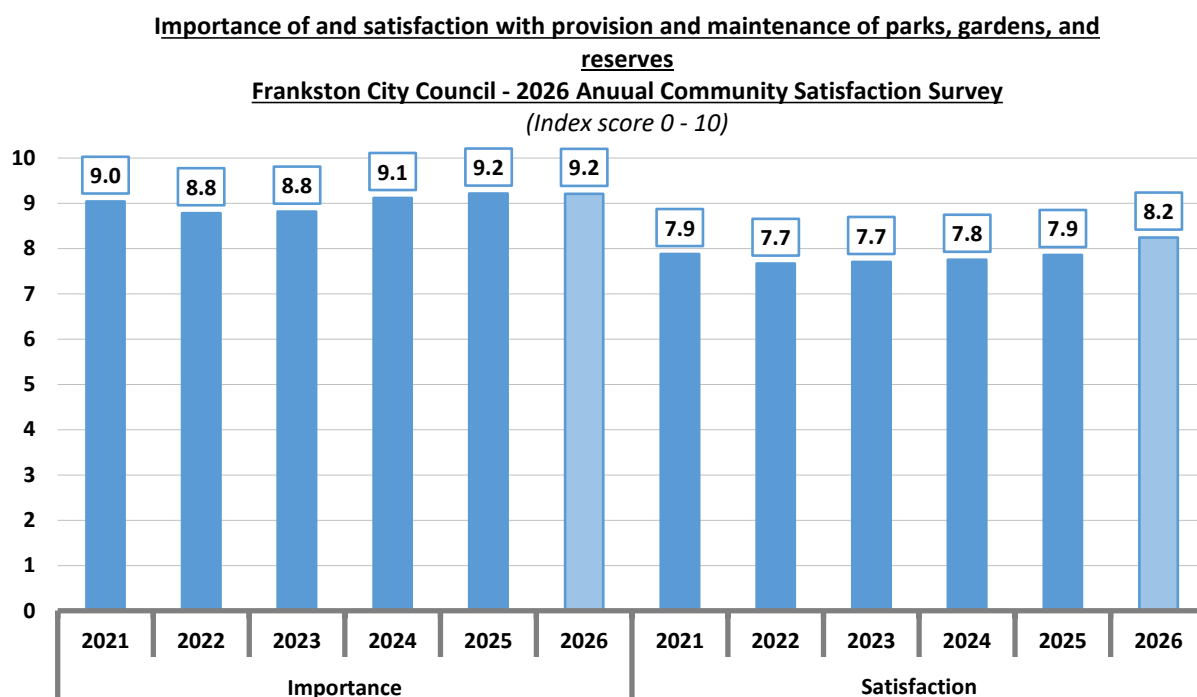
Satisfaction with the provision and maintenance of parks, gardens, and reserves increased somewhat this year, up three percentage points to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result was somewhat higher than the long-term average satisfaction with street trees since 2021 of 7.9 out of 10.

This ranks the provision and maintenance of parks, gardens, and reserves 15th in terms of satisfaction this year.

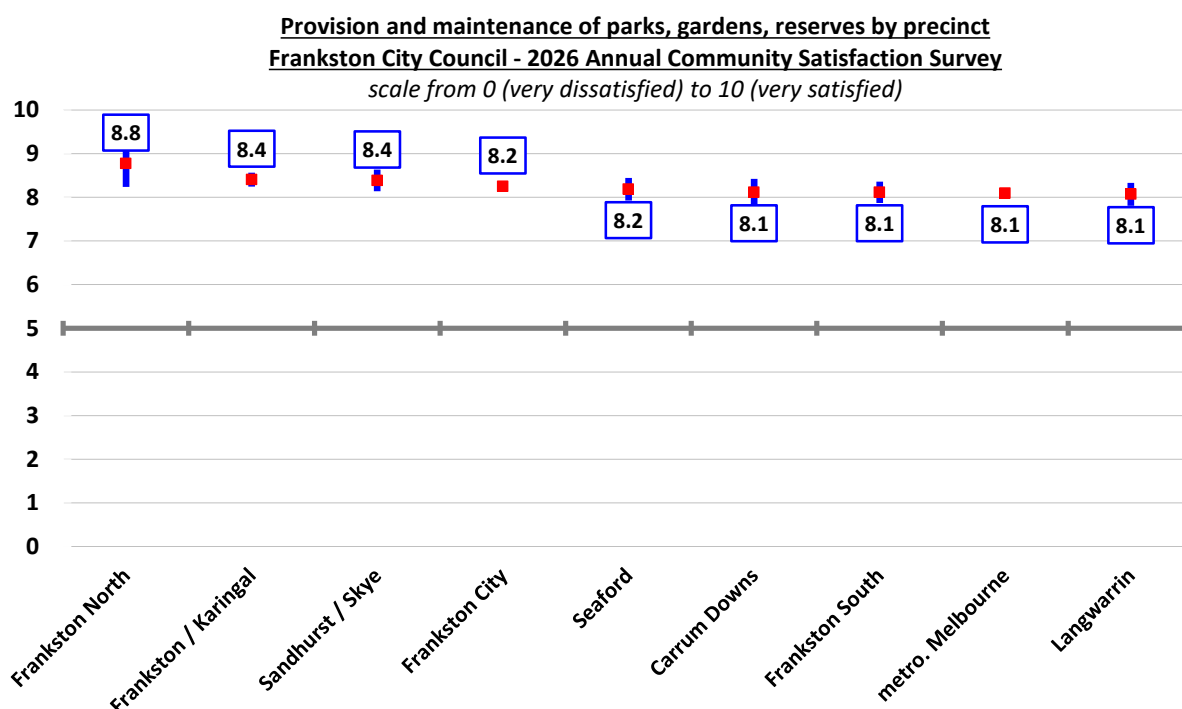
This result comprised 76% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 775 of the 800 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with parks and gardens observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.



By way of comparison, this result was measurably (1pt) higher than the metropolitan average satisfaction with the “provision and maintenance of parks, gardens, and reserves” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with parks and gardens observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



The following table outlines the 20 comments and 10 locations of concern received in relation to the provision and maintenance of parks, gardens, and reserves.

These comments have been broadly categorised as follows:

- Maintenance issues 8 comments
- Space utilisation / redesign 6 comments
- Grass mowing 3 comments
- Other issues 3 comments
- Specific Locations of concern 10 locations.

Reasons for dissatisfaction with provision and maintenance of parks, gardens, and reserves
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Maintenance issues</i>	
More / better maintenance is required	2
Nature strips are ruined all around	1
Needs more maintenance	1
Not maintained enough	1
Nothing is being done	1
Parks are poorly maintained	1
Several areas are poorly maintained	1
Total	8



<i>Space utilization / redesign</i>	
No facilities / amenities	2
Need more dog bins and bags	1
No play equipment in parks for kids	1
No trash cans	1
Not enough equipment	1
Total	6
<i>Grass mowing</i>	
General lack of maintenance around the lawns, particularly during summer which is prone to fire	1
Overgrown grass	1
Trim grass and bushes	1
Total	3
<i>Other</i>	
Bigger parks get more effort	1
Cleaning of car parking near parks	1
Undergrowth clearing affecting birds	1
Total	3
<i>Specific Locations</i>	
Davey St has no drinking tap for kids	1
Nepean Hwy has dirty street sides	1
Park near Daisy Way has needles	1
Reserve near the school area has to be maintained more with grass mowing	1
Rotary Park is not maintained	1
Rubbish in the grass and trees near the shopping centre near Theresa Ave	1
Trees are being chopped down near Oak Gr	1
Wahgunyah Ct Reserve needs better facilities	1
Willow Rd parks do not have bins	1
Woodside Ave Reserve does not have enough seating and has no shade	1
Total	10
Total Responses	30



Litter collection in public areas

Litter collection in public areas was the 16th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

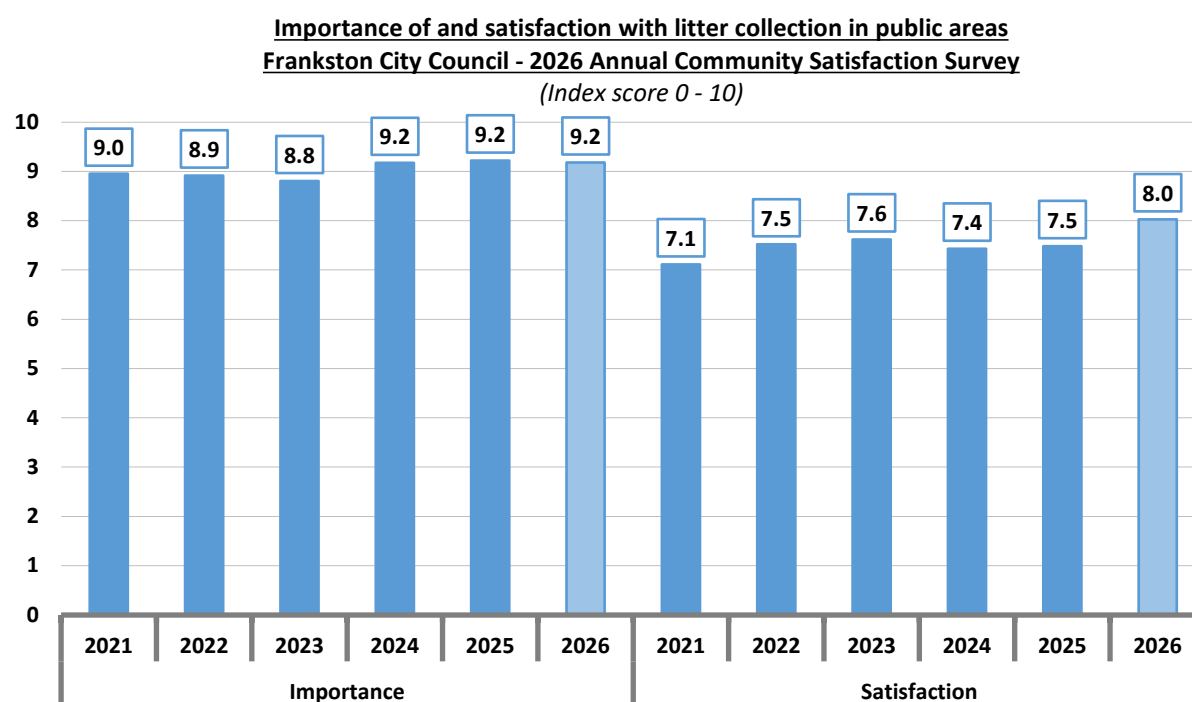
Satisfaction with litter collection in public areas increased measurably this year, up five percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result was essentially consistent with the long-term average satisfaction since 2021 of 7.4 out of 10.

This ranks litter collection in public areas 21st in terms of satisfaction this year.

This result comprised 74% “very satisfied” and two percent “dissatisfied” respondents based on a total sample of 662 of the 800 respondents who provided a satisfaction score this year.

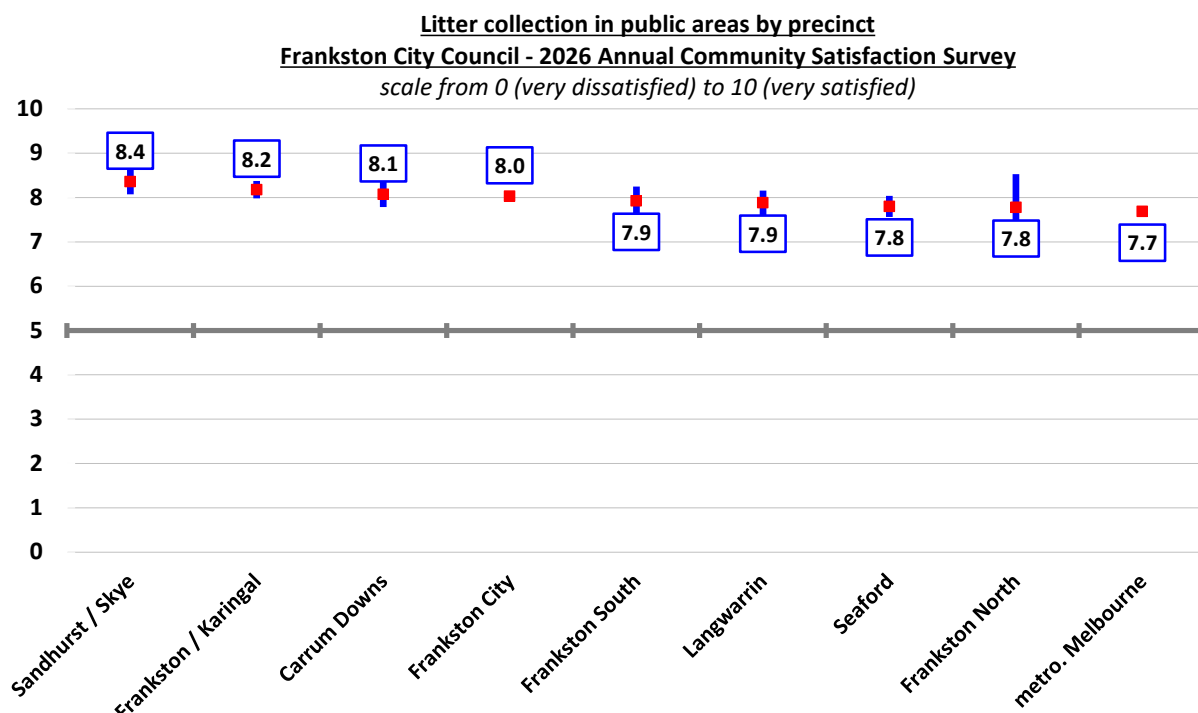
There was no substantial variation in satisfaction with litter collection observed by respondent profile.



By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with “litter collection in public areas” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was measurable variation in satisfaction with litter collection observed across the municipality, with respondents from Sandhurst / Skye measurably (4pts) more satisfied than average. Respondents from all seven precincts, however, rated satisfaction at “excellent” levels.





Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 29th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and cleaning of shopping strips increased measurably this year, up four percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

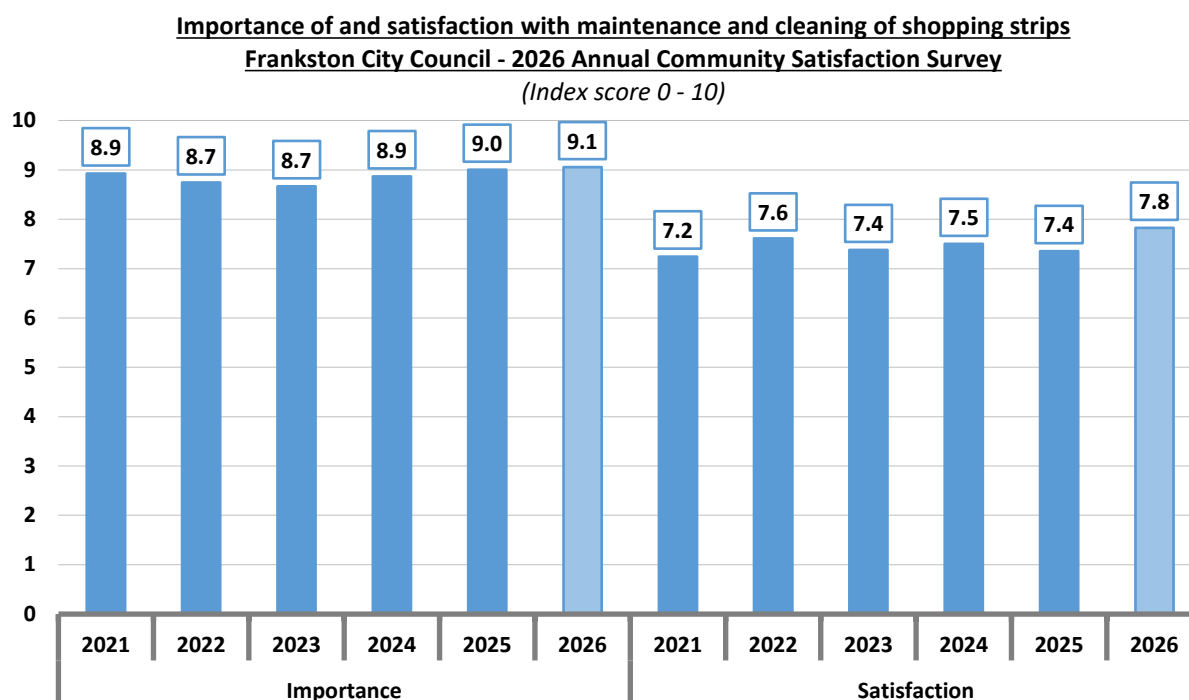
This result was notably higher than the long-term average satisfaction since 2021 of 7.5.

This ranks maintenance and cleaning of shopping strips 27th in terms of satisfaction this year.

This result comprised 64% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 774 of the 800 respondents who provided a satisfaction score this year.

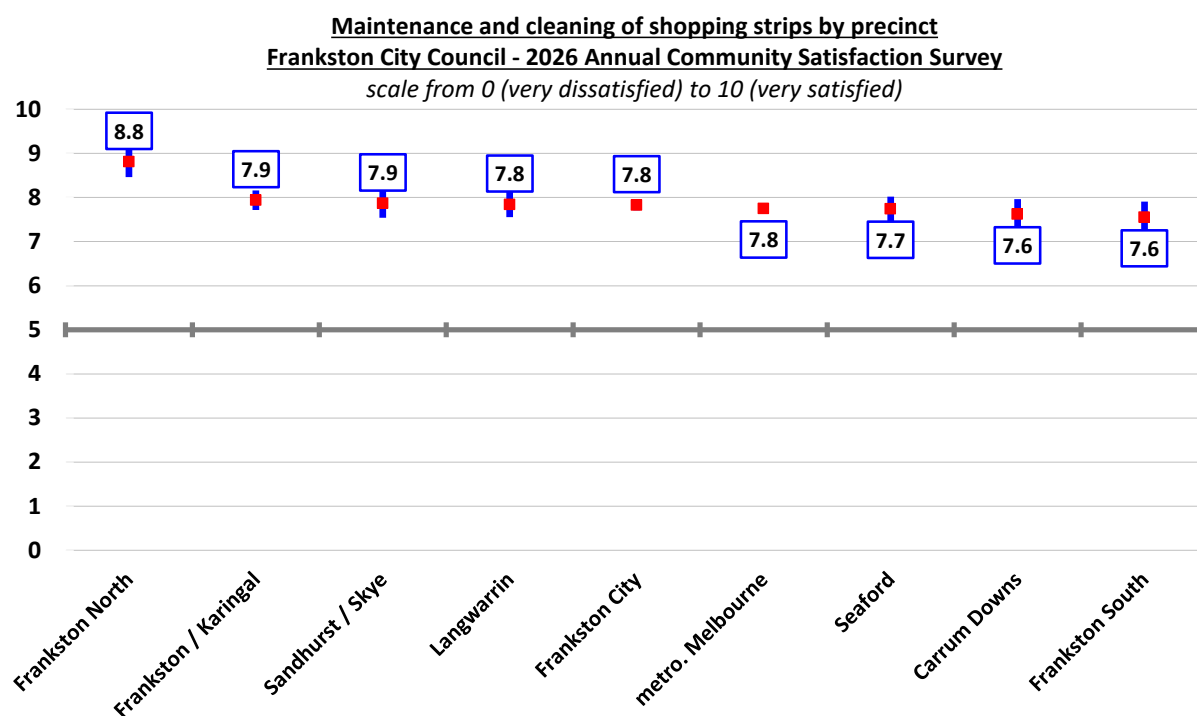
There was no substantive variation in satisfaction with shopping strips observed by respondent profile.





By way of comparison, this result was identical to the metropolitan average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with shopping strips observed across the municipality, with respondents from Frankston North measurably (10pts) more satisfied than average.



The following table outlines the 42 comments and eight locations of concern received in relation to the maintenance and cleaning of shopping strips.

Reasons for dissatisfaction with maintenance and cleaning of shopping strips

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Cleanliness and maintenance</i>	
Rubbish	5
Cleaning has to be more often / more / not enough cleaning	4
Could be better	2
Dirty	2
Do not do enough	2
No maintenance	2
Need to clean the bins frequently	1
Not careful	1
Not enough upkeep	1
Not maintained at all	1
People dump stuff	1
Smells weird	1
Stuff everywhere	1
Very bad	1
When the bin is full, rubbish blows everywhere	1
Total	26
<i>Appearance</i>	
Dated / looks old	2
Empty strips	1
Some are better than others	1
The place is uninviting	1
Total	5
<i>Safety, security</i>	
Dangerous	1
Highly unsafe especially for women	1
Junkies	1
My grandmother had a fall and they did not help	1
The homeless	1
Total	5



<i>Graffiti</i>	
Graffiti	2
Total	2
<i>Other</i>	
Have to pay for parking in Bayside, it is not nice to go	1
Shops have closed up and there is no reason to go there other than the occasional Coles visit	1
Too busy and lack of parking	1
Too far away	1
Total	4
<i>Specific Locations</i>	
Bayside shopping area could be cleaner	1
Carrum Downs is falling apart	1
Carrum Downs shopping centre area needs more cleanups	1
CBD is dirty	1
Coles	1
Frankston CBD is dipped	1
Some seating areas in Norman Ave look worn out	1
Wells St has a lot of empty shops	1
Total	8
Total Responses	50

Public toilets

Public toilets were the 15th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with public toilets increased measurably this year, up six percentage points to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction. Satisfaction with public toilets has risen 11 percentage points over the past two years.

This was measurably higher than the long-term average satisfaction since 2021 of 6.8 out of 10.

Although satisfaction with public toilets has trended higher over time (up 9pts or 14% since 2021), Metropolis Research notes that there was a difference of 18 percentage points between the importance of (9.2) and satisfaction with (7.4), these facilities.



This large gap between importance and satisfaction supports the proposition that the provision of public toilets continued to fall short of community expectations.

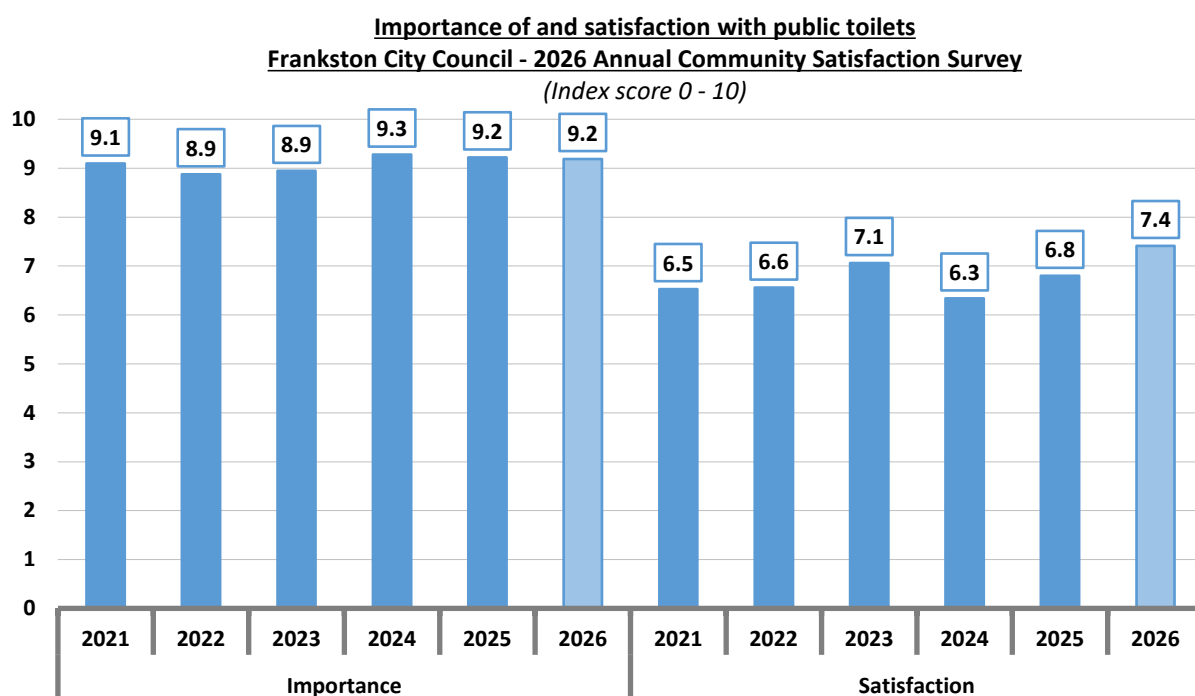
This result ranks public toilets 31st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 53% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 241 of the 246 (31%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and older) notably more satisfied than average.

By contrast, adults and middle-aged adults (aged 35 to 54 years) were notably less satisfied.

Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

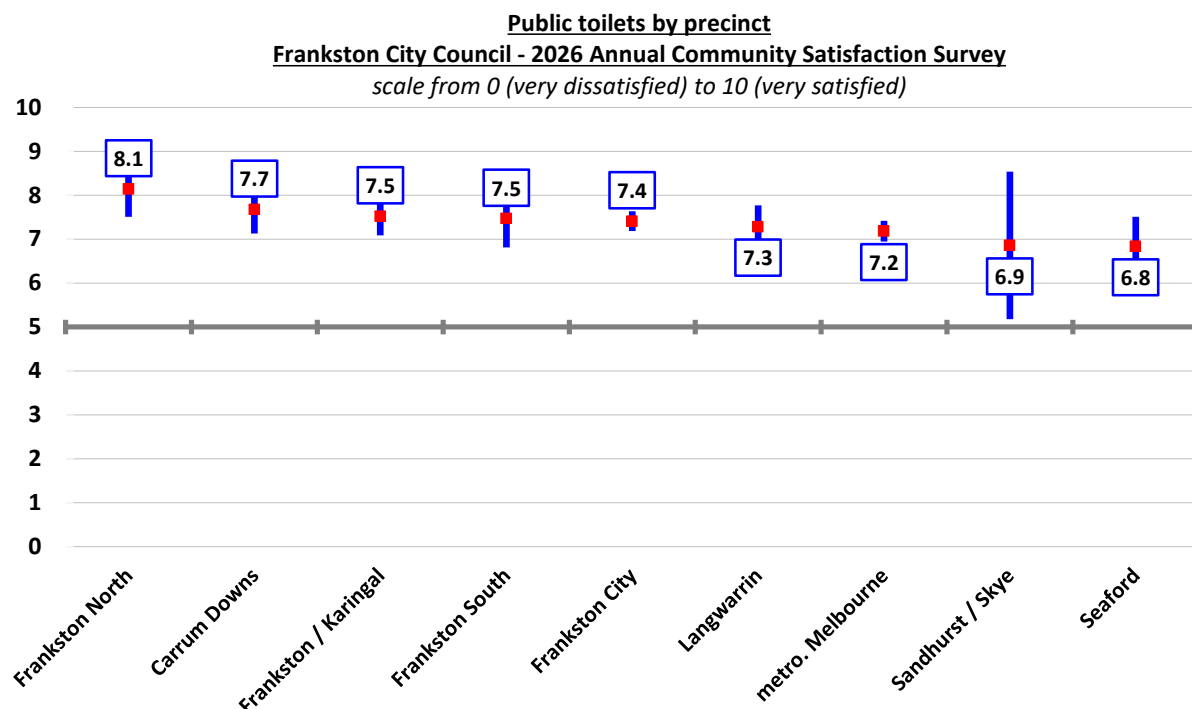


By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “public toilets” of 6.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation in satisfaction with public toilets observed across the municipality, respondents from Frankston North were notably (7pts) more satisfied than average.



By contrast, respondents from Seaford (6pts) and Sandhurst / Skye (5pts) were notably less satisfied than average, and at “good”, rather than “very good”, levels of satisfaction.



On and off-road bike paths (including shared pathways)

On and off-road bike paths were the 31st most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with on and off-road bike paths increased measurably this year, rising six percentage points to 8.1 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This remained somewhat higher than the long-term average satisfaction since 2021 of 7.8 out of 10.

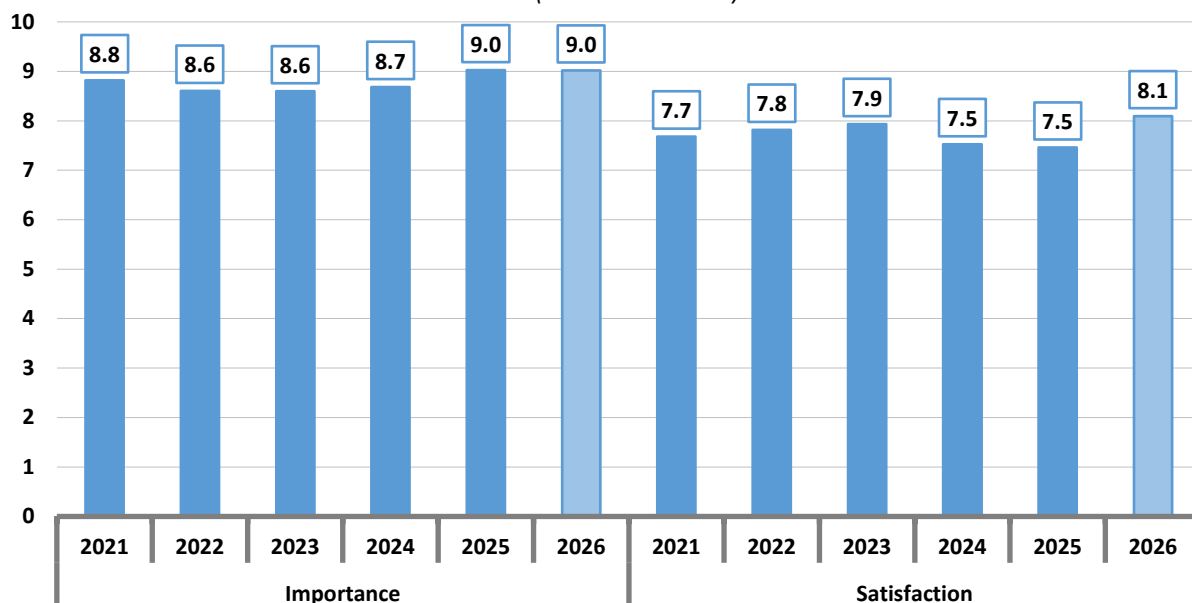
This ranks on and off-road bike paths 18th in terms of satisfaction this year.

This result comprised 74% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 194 of the 197 (25%) respondents from households who had used these services / facilities in the last 12 months.

There was some variation in satisfaction with bike paths observed by respondent profile, with middle-aged adults (aged 45 to 54 years) and senior citizens (aged 75 years and older) notably less satisfied than average.



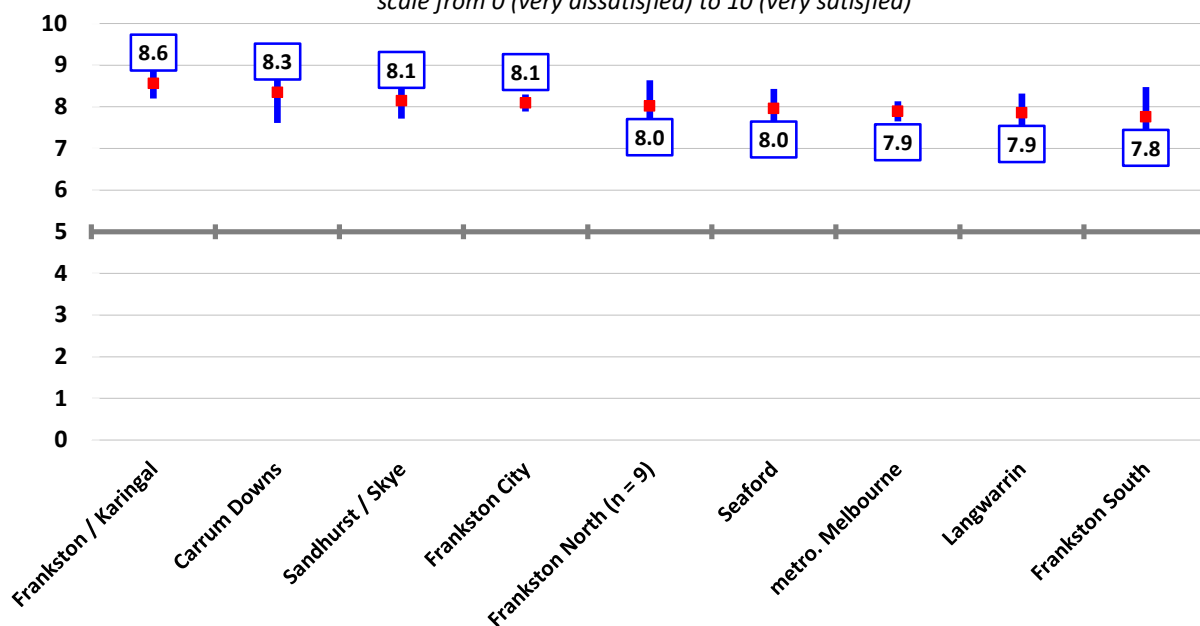
Importance of and satisfaction with on and off-road bike paths
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with “bike and shared paths” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with bike paths observed across the municipality, respondents from Frankston / Karingal were notably (5pts) more satisfied than average. Respondents from all seven precincts rated satisfaction at “excellent” levels.

On and off-road bike paths (including shared pathways) by precinct
Frankston City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston Memorial Park (Cemetery)

The Frankston Memorial Park was the 23rd most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

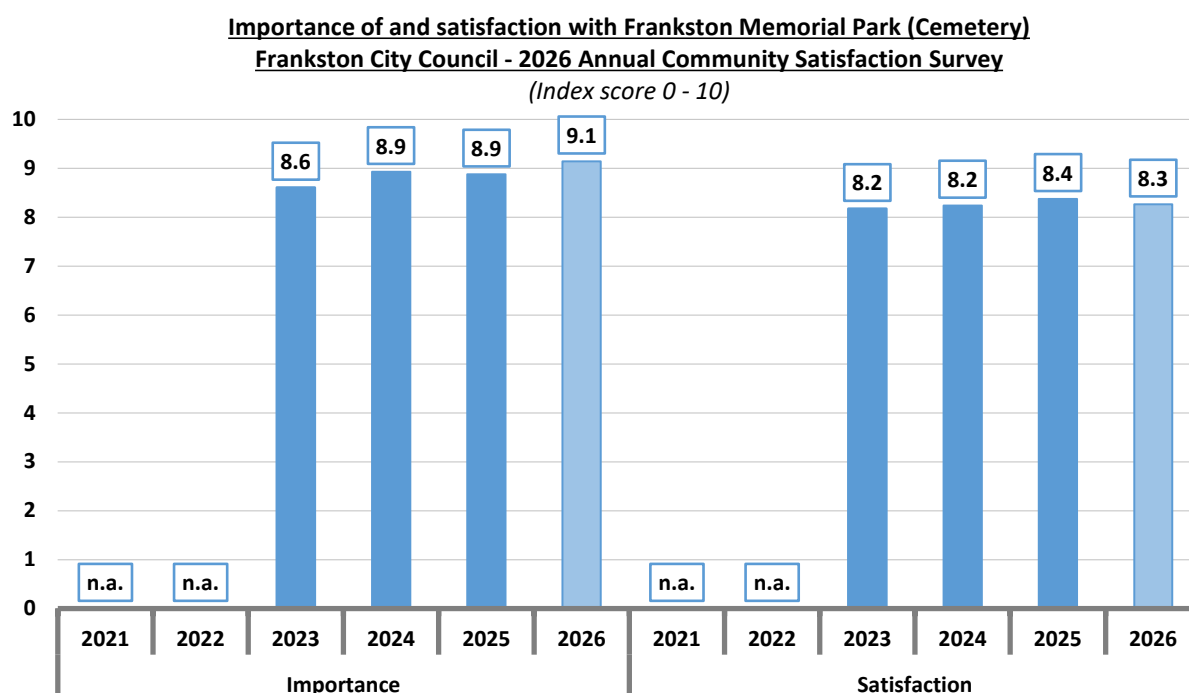
Satisfaction with the Frankston Memorial Park remained essentially stable this year, down one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This was identical to the long-term average satisfaction since 2023 of 8.3 out of 10.

This ranks the Frankston Memorial Park 14th in terms of satisfaction this year.

This result comprised 85% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 104 of the 106 (13%) respondents from households who had used this facility in the last 12 months.

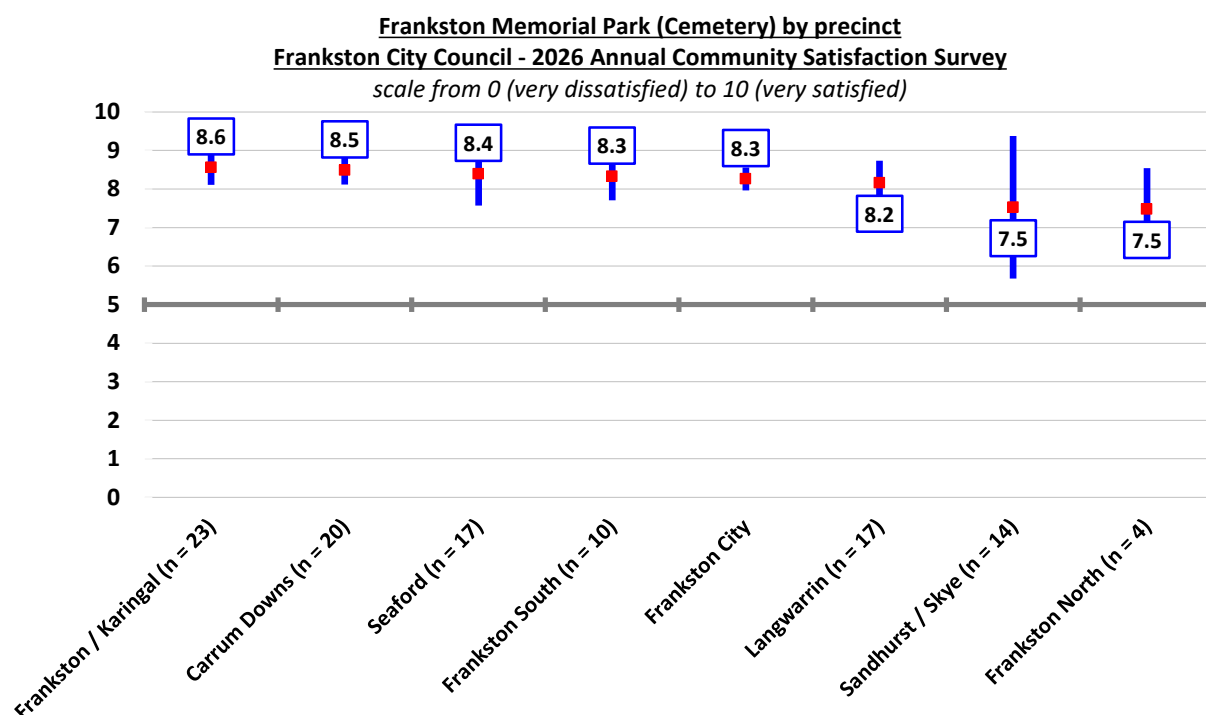
Given the small sample size, there was no meaningful variation in satisfaction with this facility observed by respondent profile.



This facility was not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Given the relatively small sample size, there was no significant variation observed across the municipality. The 14 respondents from Sandhurst / Skye, and the four respondents from Frankston North, were, however, notably (8pts) less satisfied than average, and at “very good”, rather than “excellent”, levels.





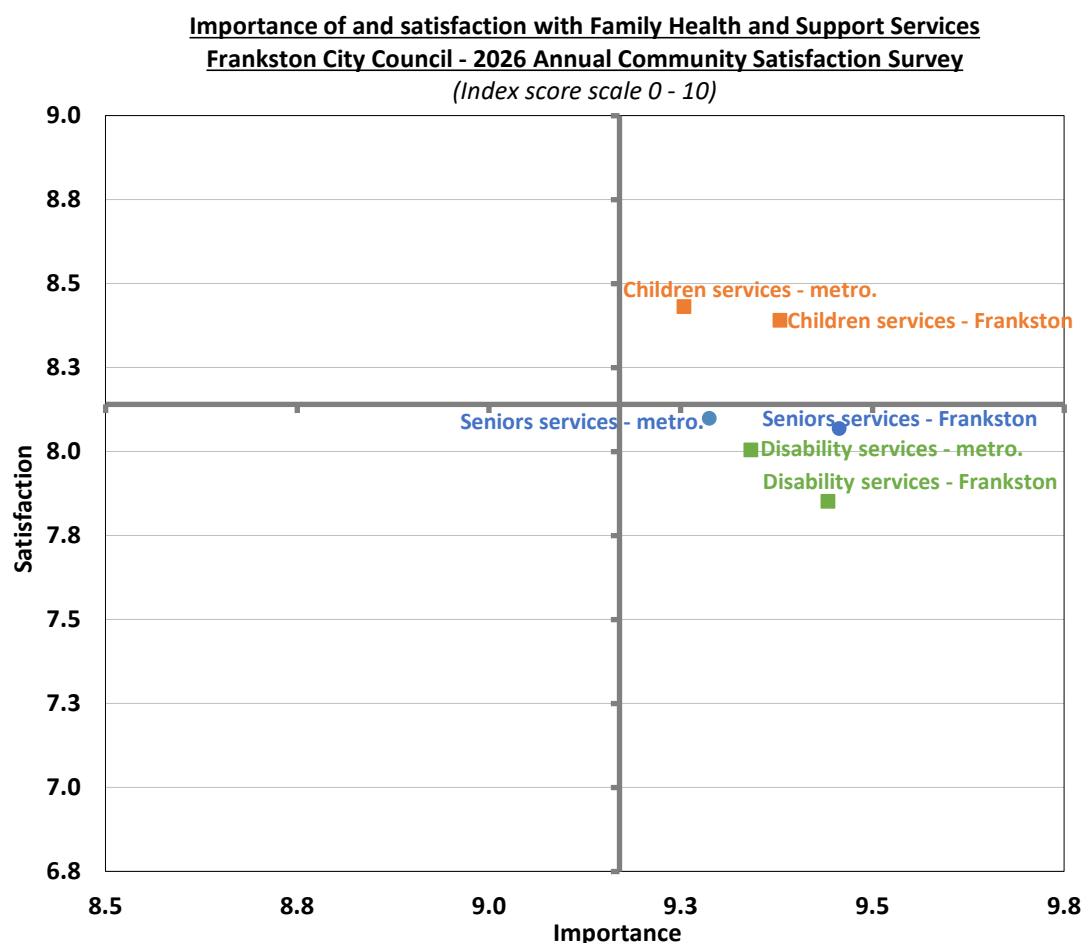
Family Health and Support Services

There were three services of the Family Health and Support Services division included in the survey this year, including services for children from birth to five years of age, seniors, and people with disabilities.

All three of these services were more important than average.

While services for children were among those which respondents considered most important, and with which they were most satisfied, services for seniors and people with disabilities fell into the quadrant of most concern, being more important than average but recording satisfaction scores which were lower than the average of all 34 services and facilities.





Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 5th most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with services for children from birth to 5 years of age declined somewhat this year, down two percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This was broadly consistent with the “excellent” long-term average satisfaction since 2021 of 8.3 out of 10.

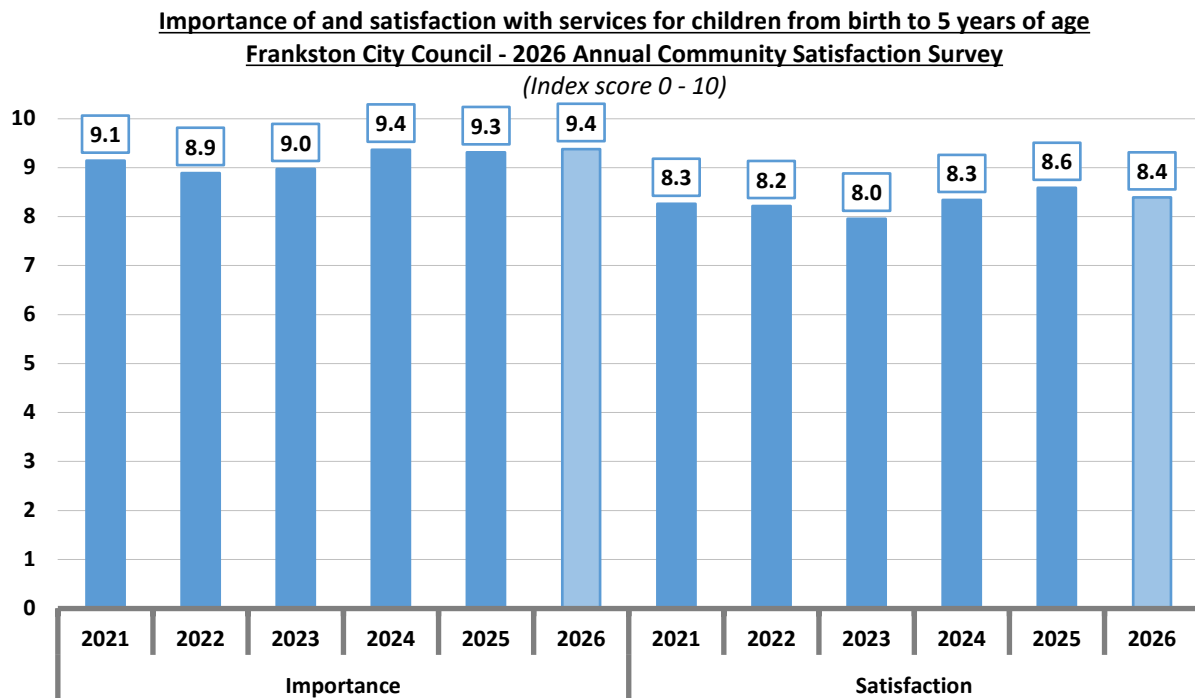
This ranks services for children from birth to 5 years of age 10th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 91 of the 96 (12%) respondents from households who had used these services / facilities in the last 12 months.



Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile, with all respondent groups satisfied at “excellent” levels.

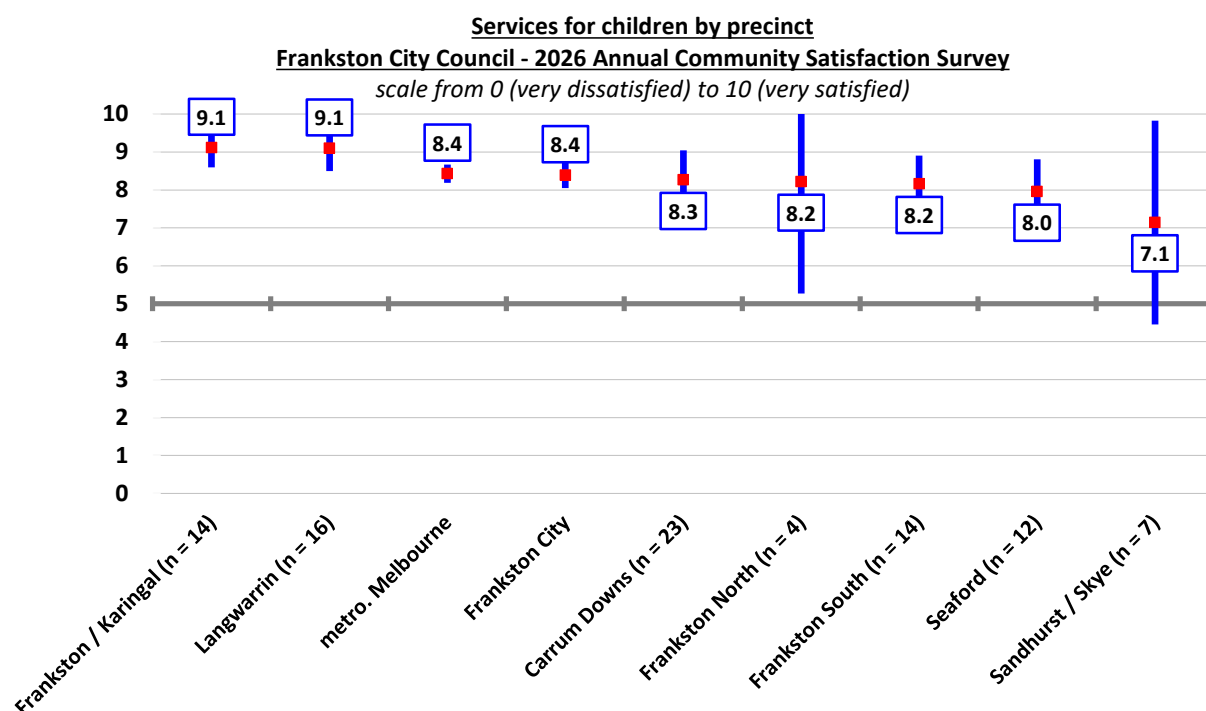
The 39 respondents from two parent families with children aged 0 to 4 years rated satisfaction at 8.1 out of 10, while the six one parent families with children aged under 18 years rated satisfaction at 8.0 out of 10.



By way of comparison, this result was identical to the metropolitan average satisfaction with “services for children aged 0 - 4 years” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.





Services for seniors

Services for seniors were the most (1st) important of the 34 included services and facilities, with an average importance of 9.5 out of 10, and one of seven services and facilities that were measurably more important than the average of all 34 (9.2).

Satisfaction with services for seniors remained essentially stable this year, up one percentage point to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result remained somewhat above the long-term average since 2021 of 7.9 out of 10, or “excellent”.

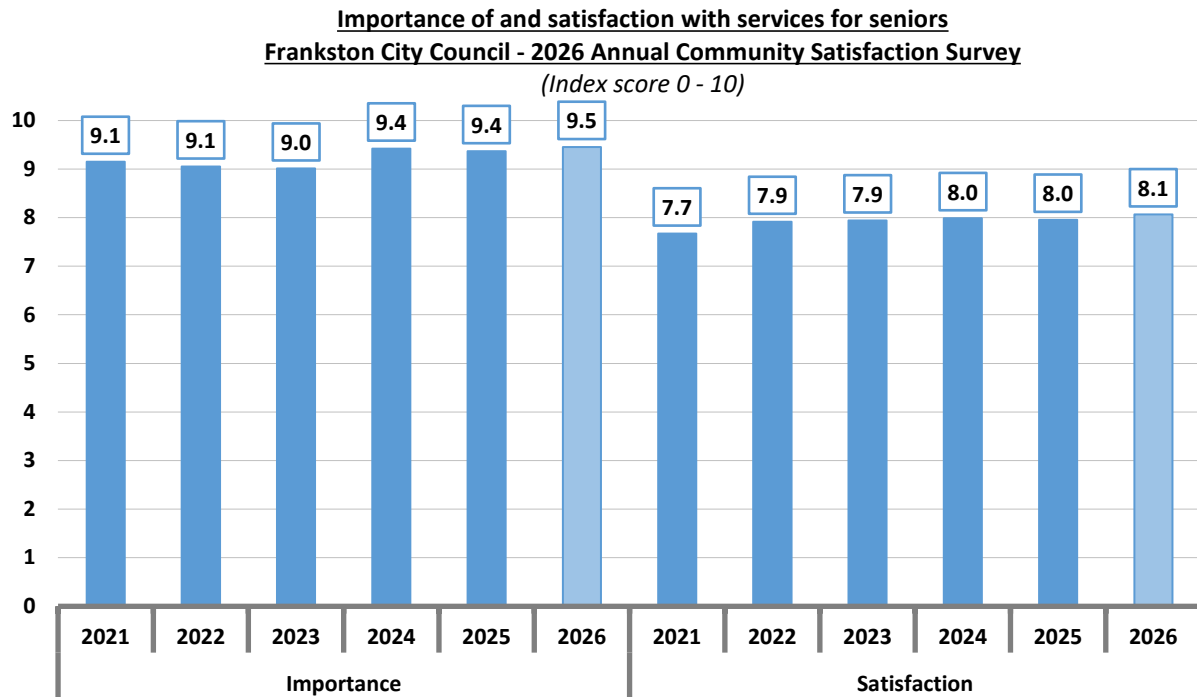
This ranks services for seniors 19th in terms of satisfaction this year.

This result comprised 73% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 58 of the 59 (7%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.

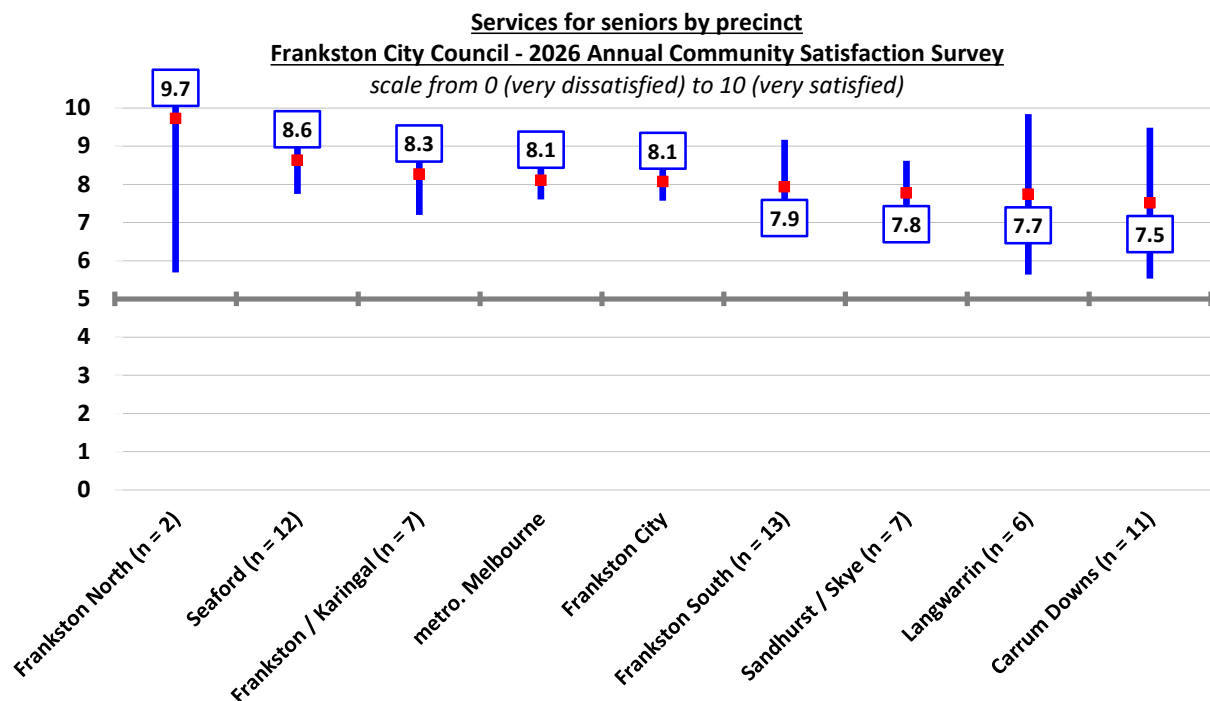
The 20 older couple households rated satisfaction at 7.8 out of 10, while the 14 older sole person households rated satisfaction at 9.0.





By way of comparison, this result was identical to the metropolitan average satisfaction with “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with services for seniors observed across the municipality.



Services for people with disabilities

Services for people with disabilities were the 2nd most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with services for people with disability increased somewhat this year, rising four percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

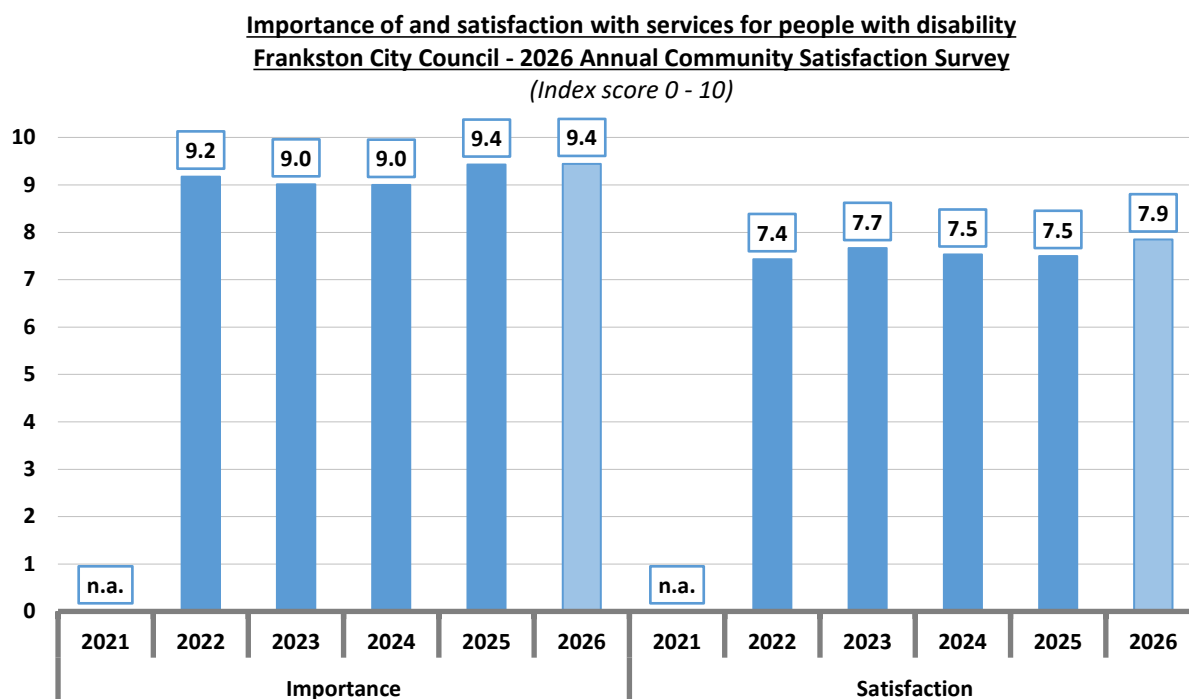
This result was somewhat higher than the long-term average since 2022 of 7.6 out of 10.

This ranks services for people with disabilities 26th in terms of satisfaction this year.

This result comprised 75% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 43 of the 49 (6%) respondents from households who had used these services in the last 12 months.

Given the relatively small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.

The eight respondents who identified with disability or chronic illness rated satisfaction at 7.6 out of 10, while the 35 respondents who did not identify with disability or chronic illness (but who used these services) rated satisfaction at 7.9.

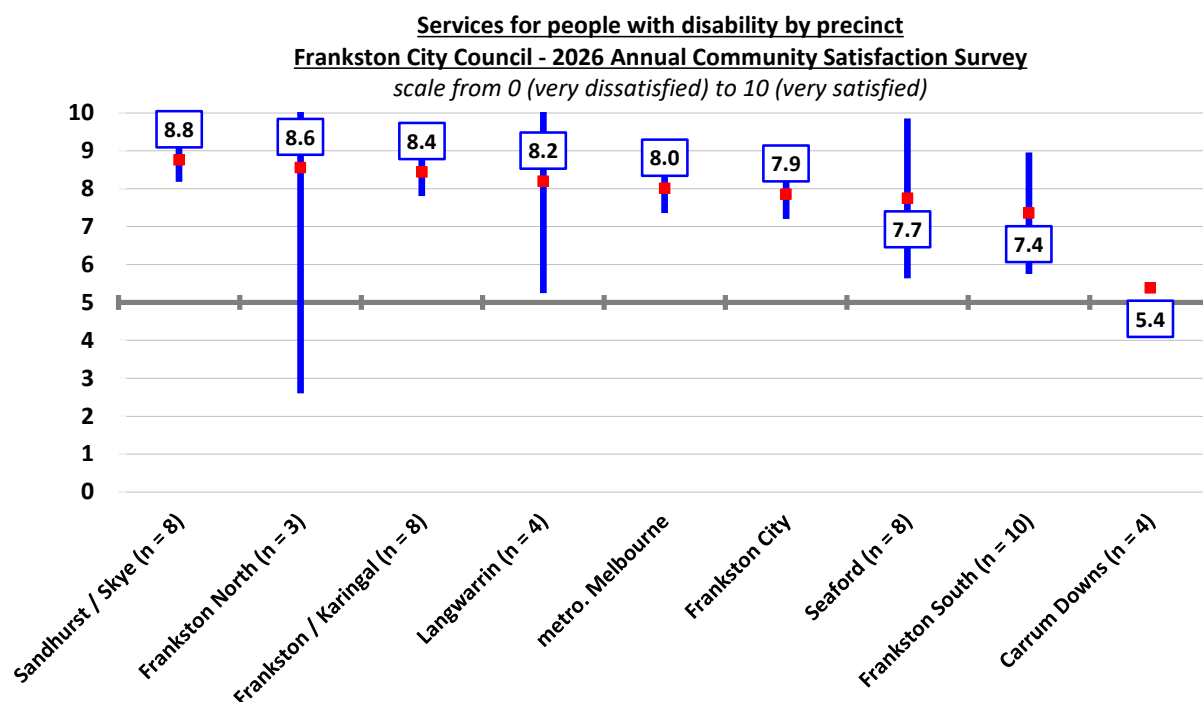


By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with services for people with disability of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size there was no measurable variation in satisfaction with services for people with disability observed across the municipality.

The small sample of eight respondents from Seaford and the 10 respondents from Frankston South rated satisfaction at “very good” rather than “excellent” levels.

It is noted that the four respondents from Carrum Downs rated satisfaction at a “very poor” rather than an “excellent” level.



Waste Circularity

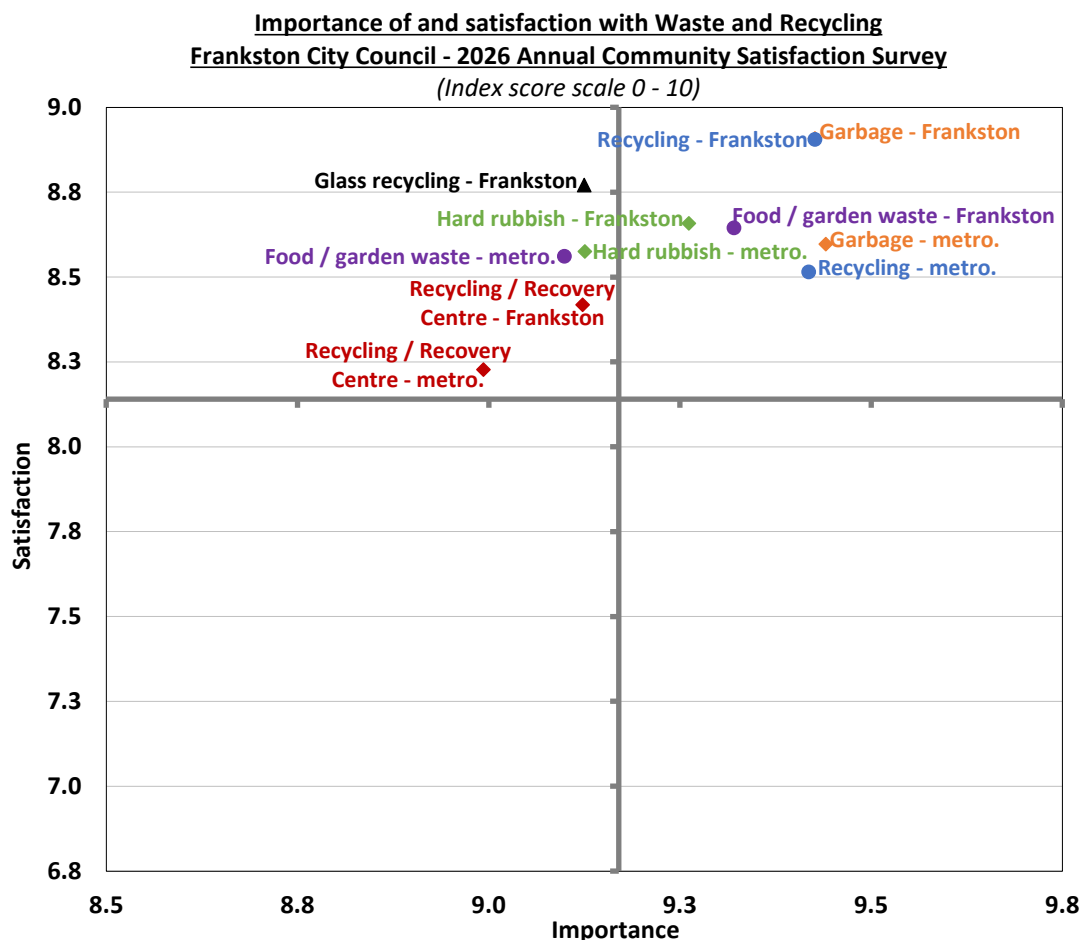
There were six services and facilities of the Waste Circularity division included in the survey.

These services included the weekly garbage collection, fortnightly recycling collection, hard rubbish collection, food and garden waste collection, glass recycling, and the recycling and recovery centre.

The four kerbside collection services (garbage, recycling, hard rubbish, and food and garden waste) were among the services which respondents considered most important, and with which they were most satisfied. This result has been consistently recorded for the City of Frankston, as well as many other municipalities across metropolitan Melbourne.

By contrast, however, the glass recycling and the recycling and recovery centre were less important than average, although they recorded measurably higher than average satisfaction scores.





Weekly garbage collection

The weekly garbage collection was the 3rd most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven to be measurably more important than the average of all 34 (9.2).

Satisfaction with the weekly garbage collection remained essentially stable this year, up one percentage point to 8.9 out of 10, which remains an “excellent” level of satisfaction.

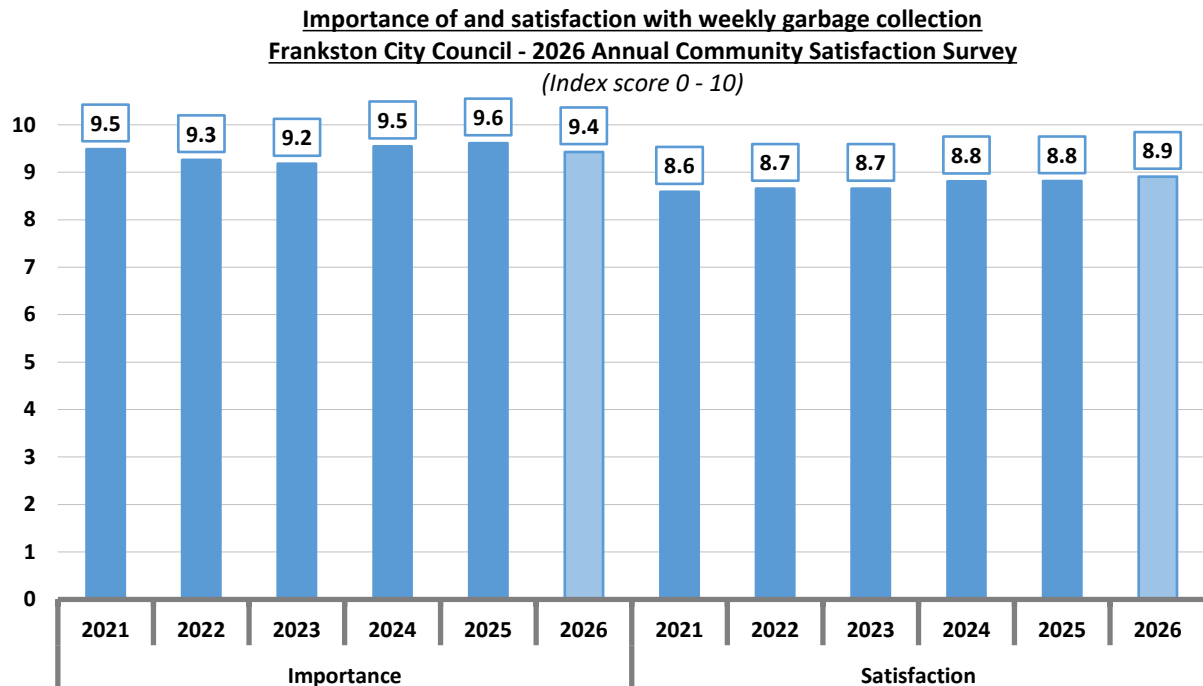
This remained the highest satisfaction recorded for the weekly garbage collection for the City of Frankston, and somewhat higher than the long-term average satisfaction since 2021 of 8.7 out of 10.

This ranks the weekly garbage collection 1st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 90% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 792 of the 800 respondents who provided a satisfaction score this year.



There was no substantial variation in satisfaction with the weekly garbage collection observed by respondent profile.

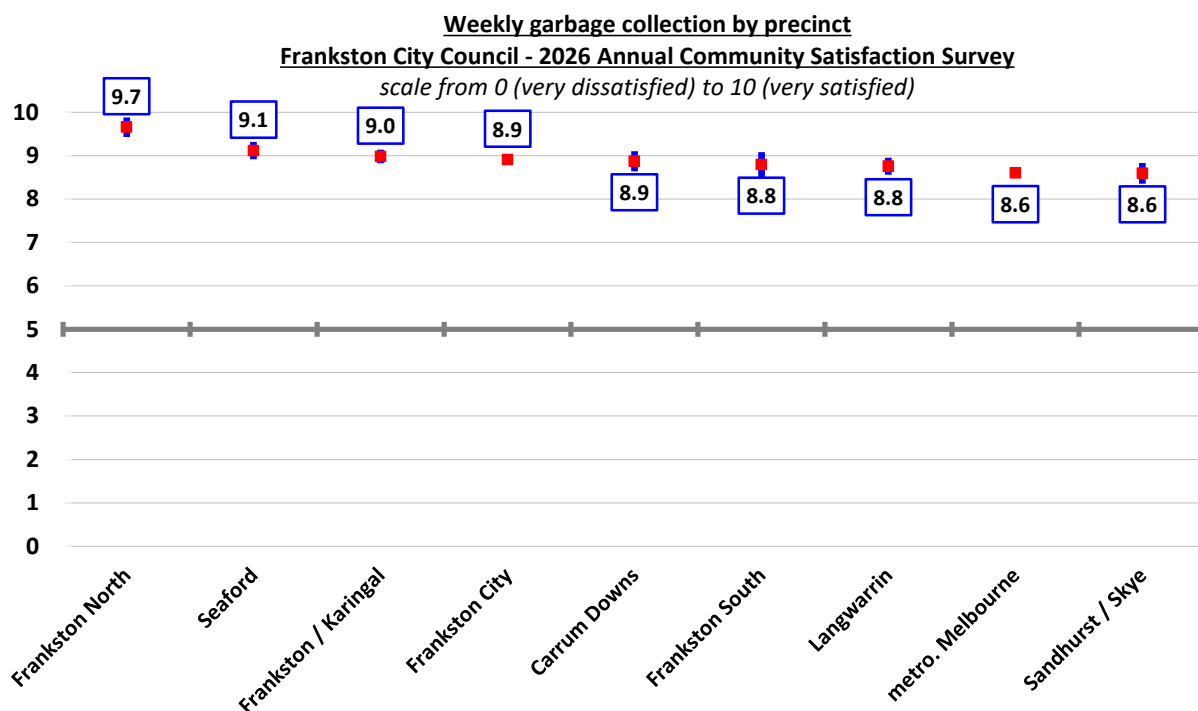


By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with the “regular garbage collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average. Conversely, respondents from Sandhurst / Skye were measurably (3pts) less satisfied than average, albeit still at an “excellent” level.

It is important to note that respondents from all precincts rated satisfaction at “excellent” levels, with scores well more than eight out of 10.





Fortnightly recycling collection

Fortnightly recycling collection was the 4th most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with fortnightly recycling collection remained essentially stable this year, up one percentage point to 8.9 out of 10, which remains an “excellent” level of satisfaction.

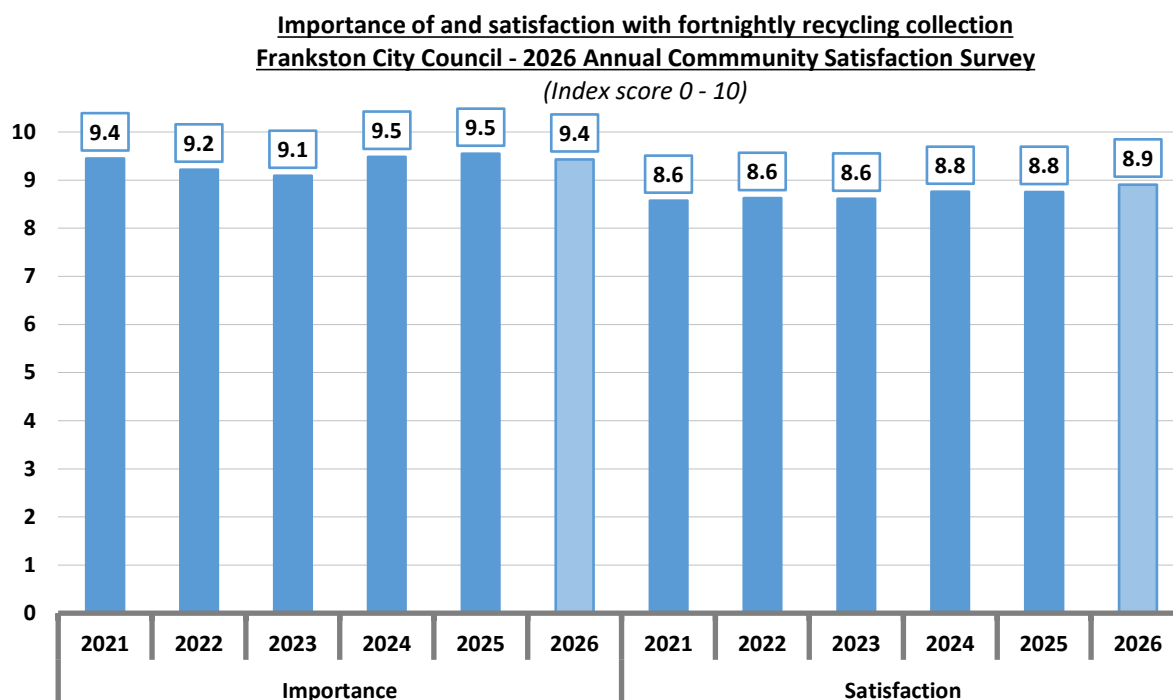
This remained the highest satisfaction recorded for the fortnightly recycling in the City of Frankston and was identical to the long-term average satisfaction since 2021 of 8.7 out of 10.

This ranks the fortnightly recycling collection 2nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 90% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 790 of the 800 respondents who provided a satisfaction score this year.

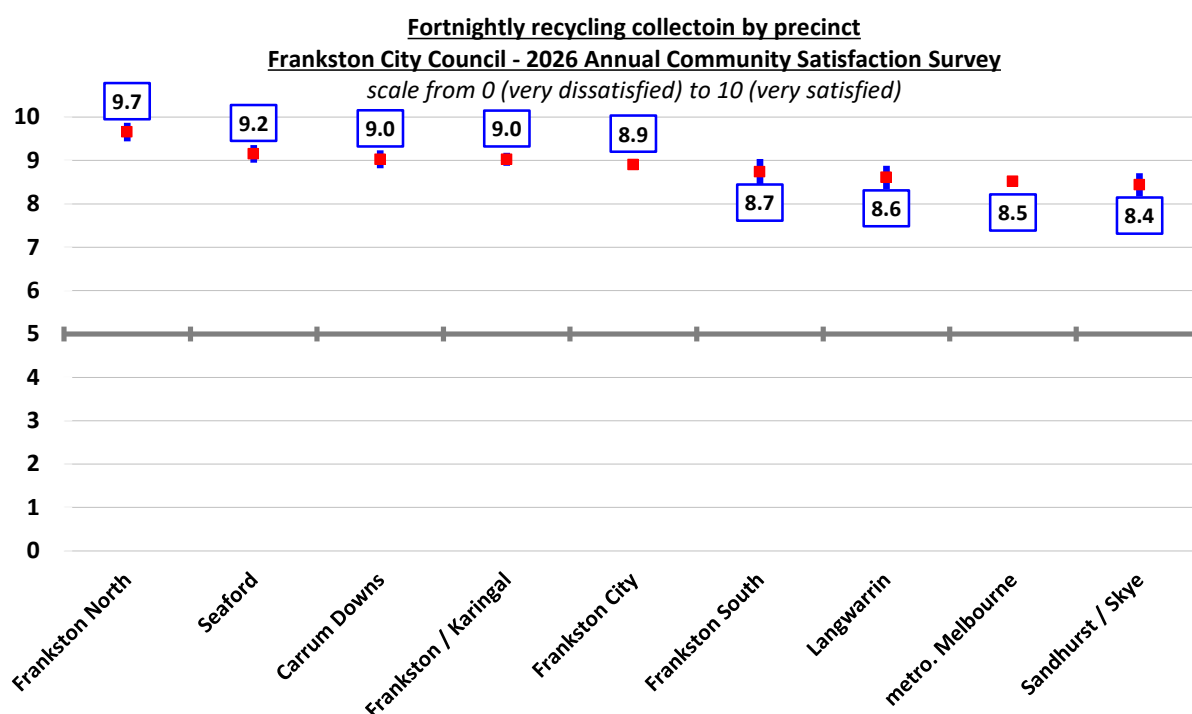
There was no substantive variation in satisfaction with recycling collection observed by respondent profile.





By way of comparison, this result was measurably (4pts) higher than the metropolitan average satisfaction with “regular recycling” of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average. Conversely, respondents from Sandhurst / Skye were measurably less satisfied than average. It is important to note that respondents from all precincts rated satisfaction at “excellent” levels, with scores well more than eight out of 10.



Glass recycling

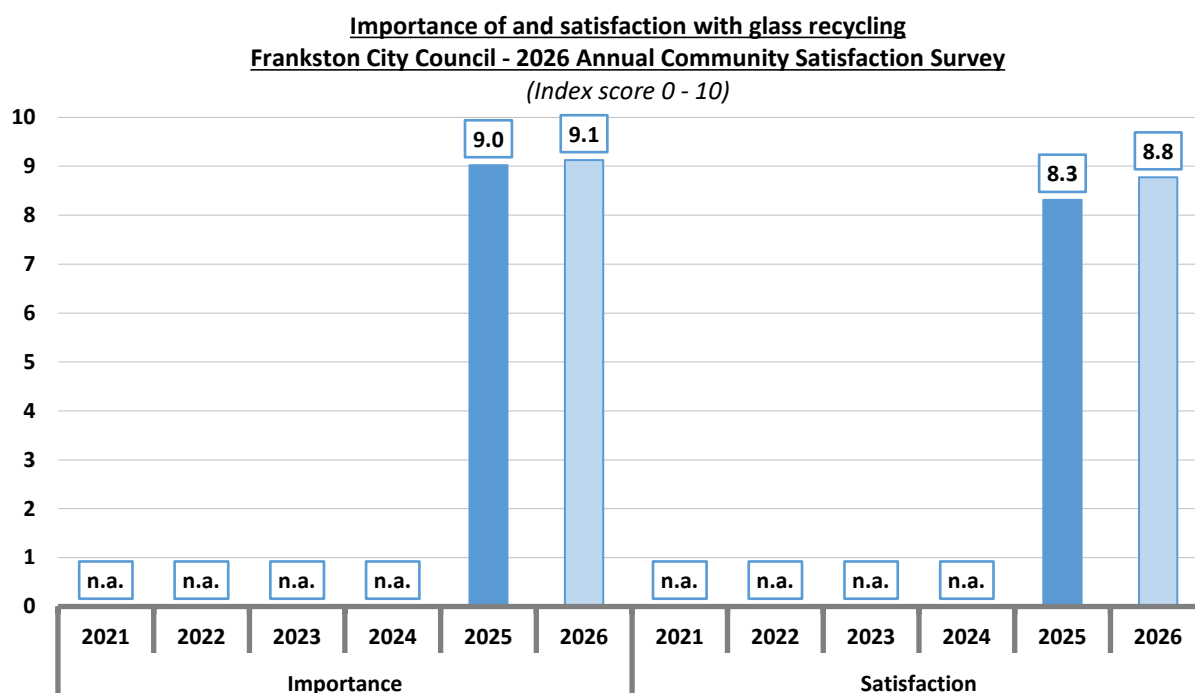
Glass recycling was the 24th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with glass recycling increased notably this year, rising five percentage points to 8.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks glass recycling 3rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 87% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 753 of the 800 respondents who provided a satisfaction score this year.

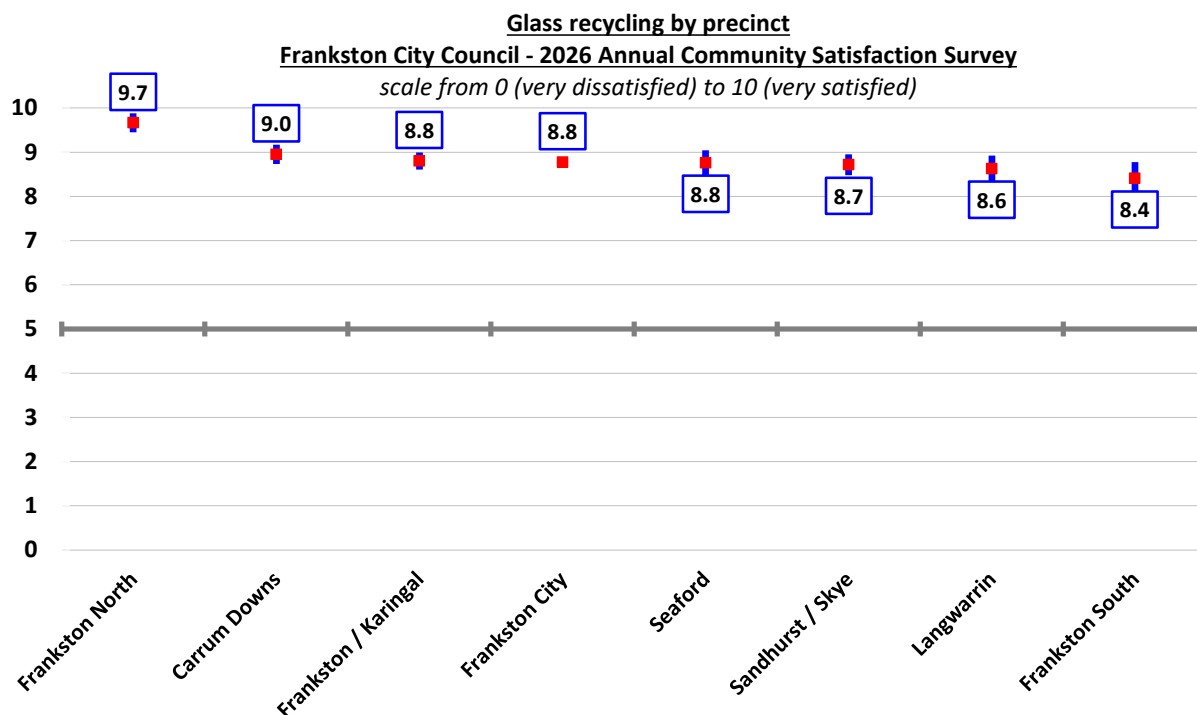
There was no substantive variation in satisfaction with glass recycling observed by respondent profile.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some measurable variation in satisfaction with glass recycling observed across the municipality, with respondents from Frankston North measurably (9pts) more satisfied than average. Conversely, respondents from Frankston South were notably (4pts) less satisfied. It is important to note that respondents from all precincts rated satisfaction at “excellent” levels, with scores well more than eight out of 10.





Hard rubbish collection

Hard rubbish collection was the 9th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with hard rubbish collection increased notably this year, up four percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

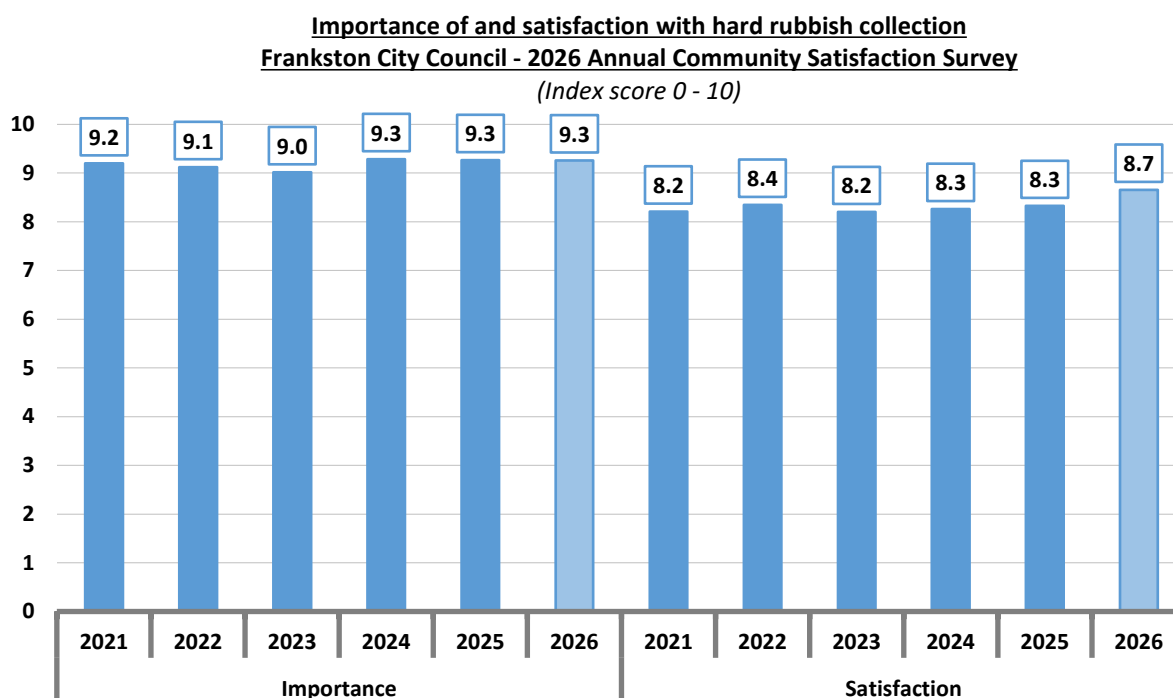
This result was notably higher than the long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks hard rubbish collection 5th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 89% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 506 of the 512 (64%) respondents from households who had used this service in the last 12 months.

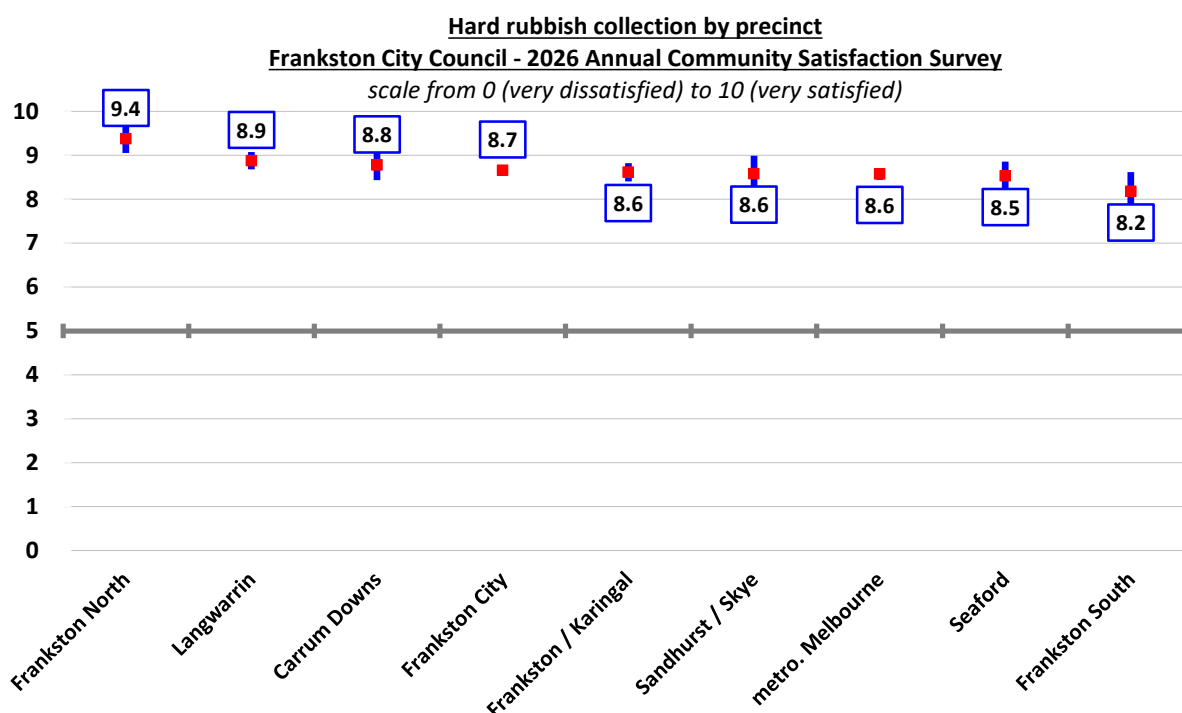
There was no substantive variation in satisfaction with hard rubbish collection observed by respondent profile.





By way of comparison, this result was notably (2pts) higher than the metropolitan average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with hard rubbish collection observed across the municipality, with respondents from Frankston North measurably (7pts) more satisfied than average. Conversely, respondents from Frankston South were notably (5pts) less satisfied. It is important to note that respondents from all precincts rated satisfaction at “excellent” levels, with scores well more than eight out of 10.



Food and garden waste collection

Food and garden waste collection was the 6th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

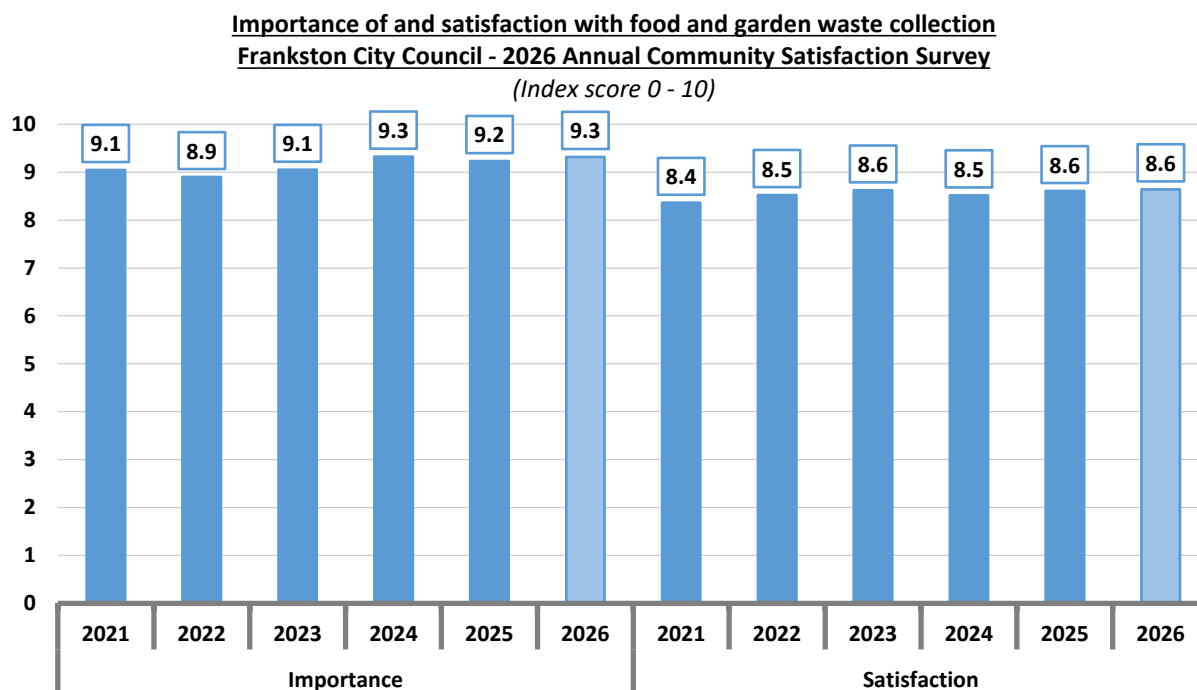
Satisfaction with food and garden waste collection remained stable this year at 8.6 out of 10, which remains an “excellent” level of satisfaction.

This was the equal highest satisfaction with food and garden waste collection recorded, and satisfaction continued to be consistent with the “excellent” long-term average satisfaction since 2021 of 8.5 out of 10.

This ranks food and garden waste collection 6th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 88% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 411 of the 425 (53%) respondents from households who had used these services in the last 12 months.

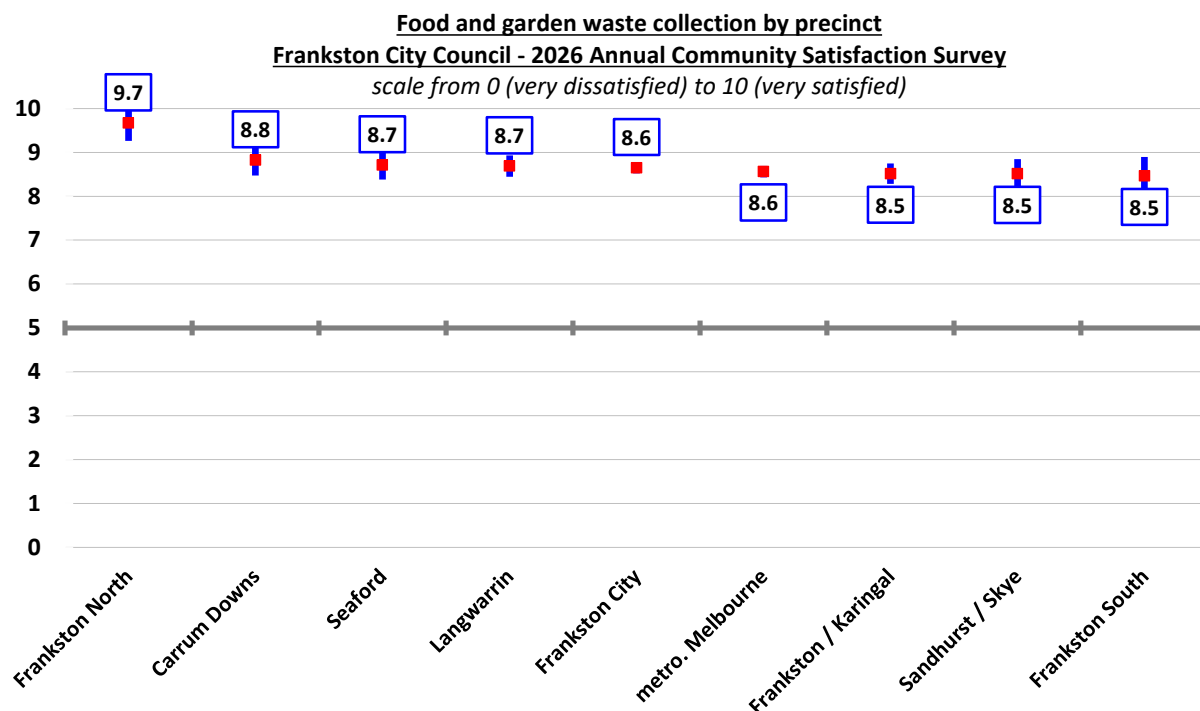
There was no substantive variation in satisfaction with these services observed by respondent profile.



By way of comparison, this result was identical to the metropolitan average satisfaction with “food and green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with food and garden waste collection observed across the municipality, with the 12 respondents from Frankston North measurably (11pts) more satisfied than average.

It is important to note that respondents from all precincts rated satisfaction at “excellent” levels, with scores well more than eight out of 10.



Awareness that food scraps can be placed in this bin

Respondents were asked:

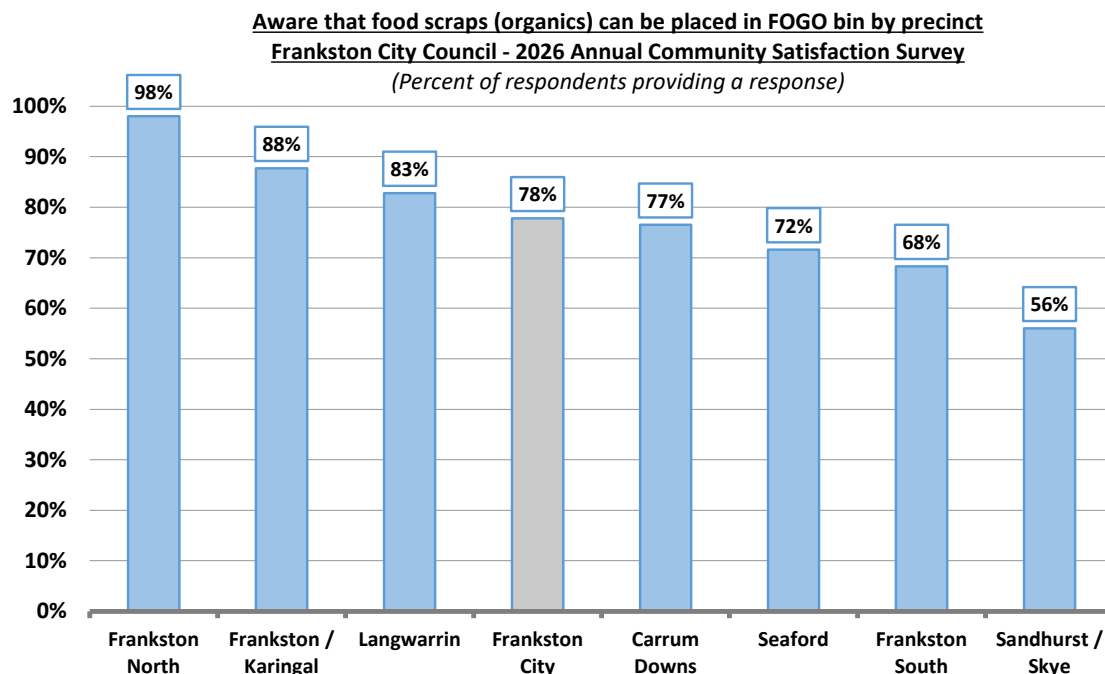
“Are you aware that food scraps (organics) can be placed in this bin?”

An additional question was included in the survey this year, asking respondents if they were aware that food scraps (organic) can be placed in the food and garden waste bin. A total of 779 of the 800 respondents provided a response to this question, and of these, 606 (78%) reported that they were aware that they could put food scraps in this bin.

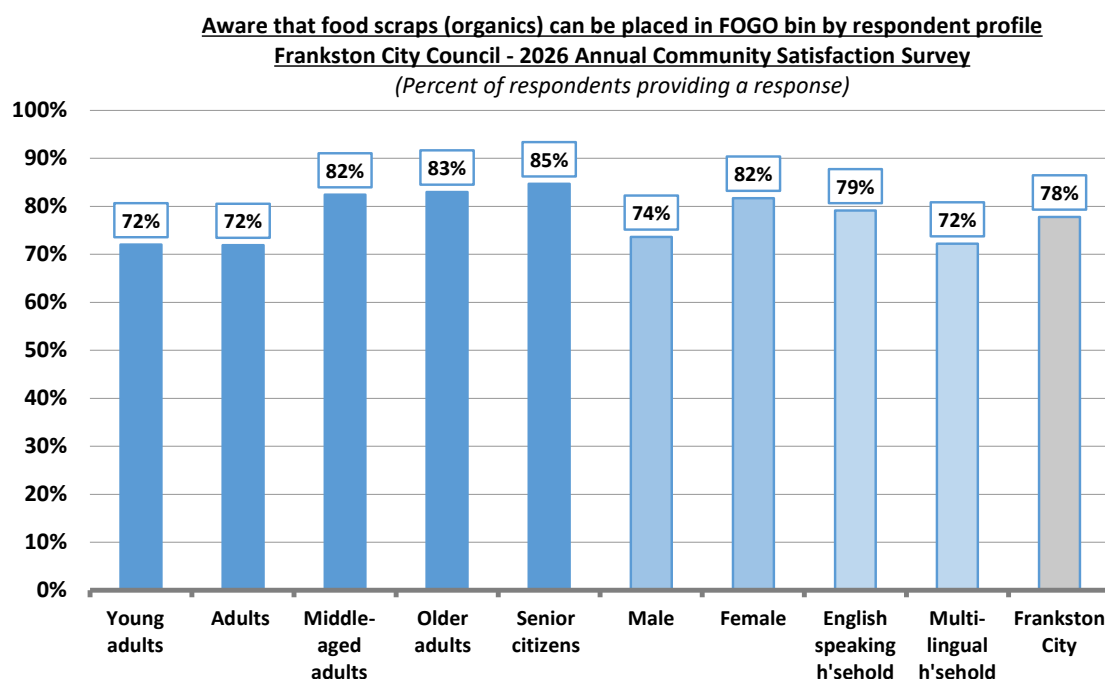
Aware that food scraps (organics) can be placed in FOGO bin
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026	
	Number	Percent
Yes	606	78%
No	173	22%
Not stated	21	
Total	800	100%

There was measurable variation in this result observed across the municipality, with respondents from Frankston North (20pts) and Frankston / Karingal (10pts) measurably more likely than average to be aware that they could put food scraps in this bin. By contrast, respondents from Frankston South (10pts) and Sandhurst / Skye (22pts) were measurably less likely than average to be aware of this.



There was also variation in this result by respondent profile, with older respondents more likely to be aware than younger respondents (aged 18 to 44 years). Female respondents were measurably (8pts) more likely to be aware than male respondents, and respondents from English speaking households were notably (7pts) more likely than respondents from multilingual households.



Recycling and Recovery Centre

The recycling and recovery centre was the 25th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

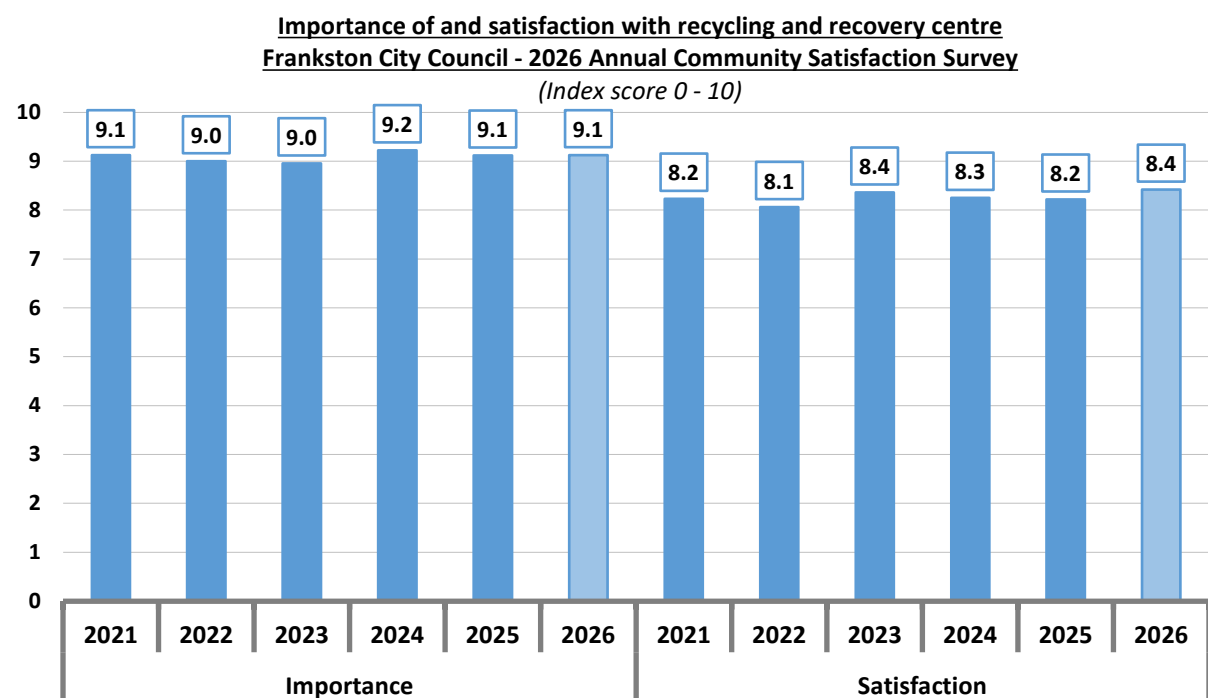
Satisfaction with the recycling and recovery centre increased somewhat this year, rising two percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the “excellent” long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks the recycling and recovery centre 9th in terms of satisfaction this year.

This result comprised 84% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 241 of the 246 (31%) respondents from households who had used these facilities in the last 12 months.

There was some substantial variation in satisfaction with the recycling and recovery centre observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average.

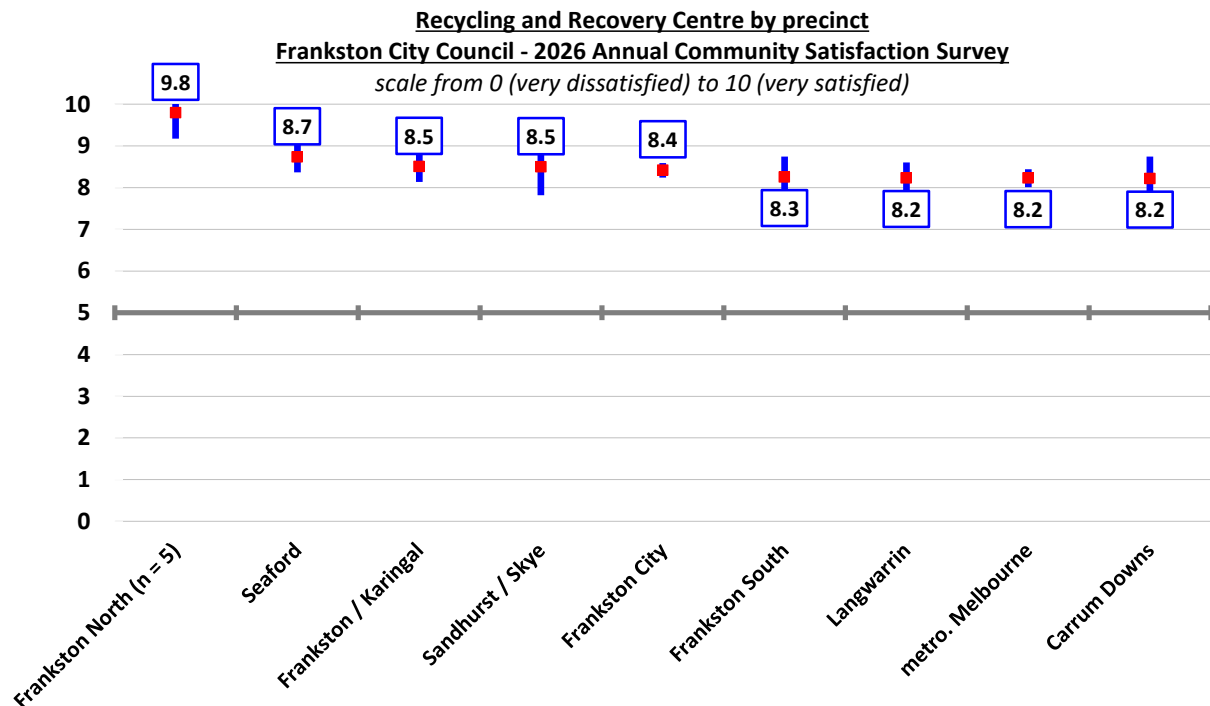


By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with the “waste transfer station / recycling centres / tip” of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the recycling and recovery centre observed across the municipality, with the five respondents from Frankston North measurably (14pts) more satisfied than average.



It is important to note that respondents from all precincts rated satisfaction at “excellent” levels, with scores of more than eight out of 10.



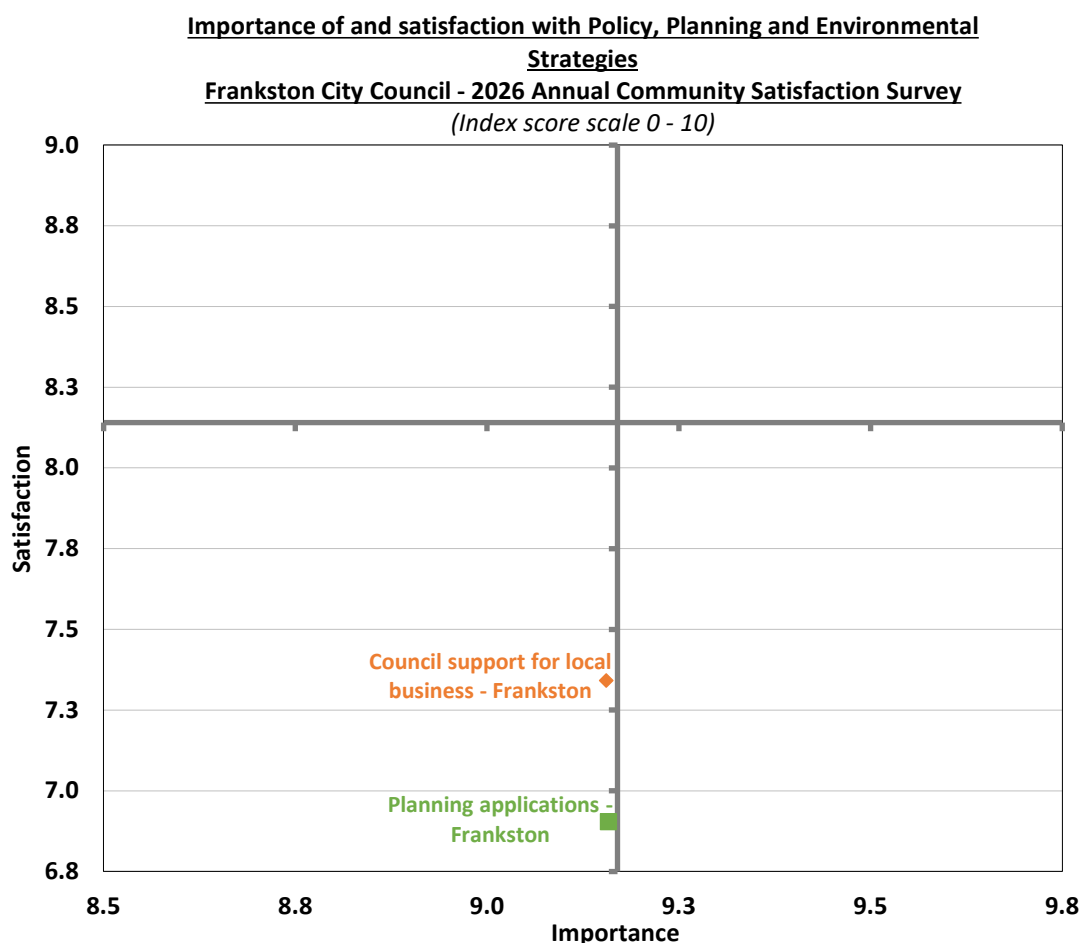
Policy, Planning and Environmental Strategies

There were two services of the Policy, Planning, and Environmental Strategies division included in the survey this year, that being Council support for local business, and planning applications.

Both these services recorded satisfaction scores which were lower than the average of all 34 services and facilities, with planning applications being among the services with which respondents were least satisfied.

Both were of average importance.





Council support for local business

Council support for local business was the 22nd most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with Council support for local business increased somewhat this year, up three percentage points to 7.3 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

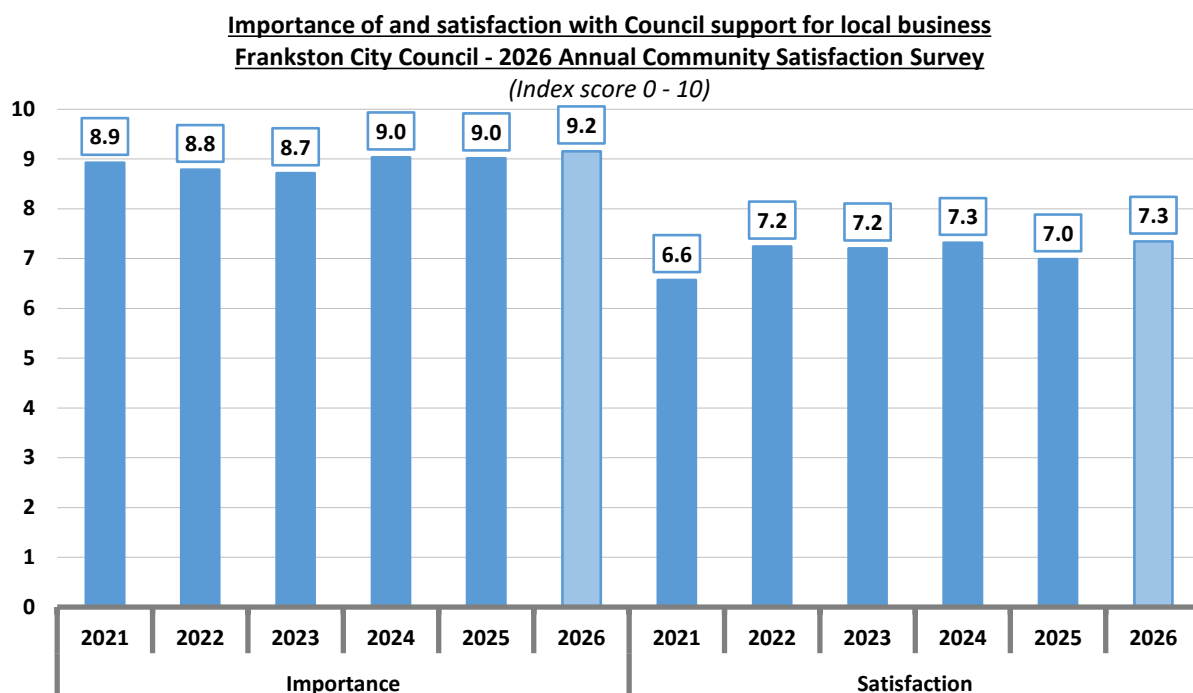
This result was somewhat higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or “good”.

This ranks Council support for local business 32nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 59% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 52 of the 57 (7%) respondents from households who had used these services in the last 12 months.



Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Given the small sample size there was no measurable variation in satisfaction observed across the municipality.

Planning applications

Planning applications were the 21st most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

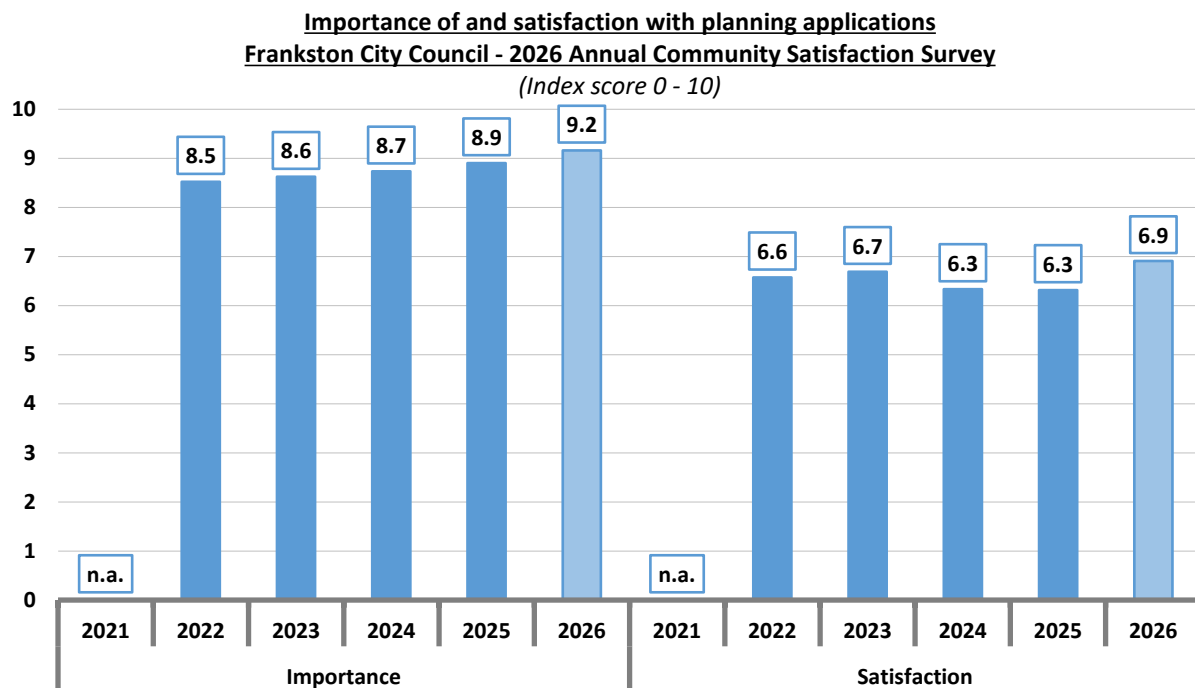
Satisfaction with planning applications increased notably this year, rising six percentage points to 6.9 out of 10, which was a “good”, up from a “solid”, level of satisfaction.

This was the somewhat higher than the long-term average since 2022 of 6.6 out of 10.

This result ranks planning applications last (34th) in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 56% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 37 of the 41 (5%) respondents from households who had used these services in the last 12 months.

Given the relatively small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.



By way of comparison, this result was notably (16pts) higher than the metropolitan average satisfaction with “planning and / or building permits” of 5.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with planning applications observed across the municipality.



Current issues for Frankston City ‘at the moment’

Respondents were asked:

“Can you please list what you consider to be the top three issues for the Frankston City ‘at the moment’?”

Respondents were asked to nominate what they considered to be the top three issues for the Frankston City ‘at the moment’.

Approximately half (49% down from 67%) of respondents nominated a total of 611 issues, at an average for these respondents of 1.5 issues each.

The lower proportion of respondents nominating an issue to address this year was consistent with the significant increase in satisfaction with many aspects of Council performance this year, including measurable increases in satisfaction with many of the services and facilities provided by Council.



The lower proportion of respondents providing an issue to address for the City of Frankston this year was consistent with the measurable increases in satisfaction recorded for many aspects of Council performance, aspects of planning and housing development, and the increases in the perception of safety.



The open-ended responses from respondents have been broadly categorised into a set of approximately 70 categories, to facilitate analysis and time series analysis and other comparisons.

It is important to bear in mind that these responses are not to be read only as complaints about the performance of Council, nor do they all reflect services, facilities, and issues within the specific remit of local government. Many of the issues are primarily the responsibility of the state government.

The most common issue to address for Frankston City in 2026 was the same as in 2025, that being safety, policing, and crime related issues, nominated by 11% of respondents this year.

This was down significantly on the unusually high 29% who nominated these issues this year.

This result was consistent with the results recorded in 2024, and 2023, and consistent with the long-term average since 2021 of 12%.

Respondents in the City of Frankston were still, however, marginally (1pt) more likely to nominate safety, policing, and crime issues than the metropolitan average.

In addition to issues directly focused on safety, policing, and crime (11% down from 29%), a notable proportion of respondents also nominated homelessness (2% down from 5%), drug and alcohol related issues (4% up from 3%), graffiti and vandalism (2%), and Frankston CBD (1% down from 2%) related issues. Some of the responses in these categories were also related to safety and crime.

These other safety and crime related issues, while nominated by a relatively modest number of respondents, were marginally more commonly nominated in the City of Frankston than the metropolitan average.

Other notable issues included road maintenance and repairs including roadworks (8% down from 13%), and traffic management (7% up from 6%).

These were the same three issues that were the most nominated in each of the last three years.

Less than one percent of respondents nominated issues around Council governance, accountability, and leadership this year, down from one percent last year. This was a positive result and was consistent with the measurable and significant increases in satisfaction with aspects of governance and leadership this year.

This is a positive result reflecting well on the performance of Frankston City Council.



Top three issues for Frankston City at the moment
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2026		2025	2024	2023	2026 Metro.*
	Number	Percent				
Safety, policing and crime	84	11%	29%	11%	11%	9%
Road and maintenance and repairs	63	8%	13%	10%	8%	10%
Traffic management	57	7%	6%	7%	12%	11%
Drugs and alcohol issues	32	4%	3%	4%	2%	0%
Council rates	25	3%	4%	5%	4%	3%
Provision and maintenance of street trees	25	3%	4%	4%	5%	7%
Car parking	23	3%	7%	8%	7%	12%
Footpath maintenance and repairs	21	3%	2%	2%	3%	3%
Parks, gardens and open spaces	21	3%	2%	3%	6%	3%
Public transport	18	2%	2%	2%	2%	2%
Homelessness	17	2%	5%	3%	2%	0%
Cleanliness and maintenance of area	15	2%	5%	3%	3%	3%
Graffiti and vandalism	15	2%	2%	3%	1%	1%
Rubbish and waste issues inc. garbage collection	12	2%	2%	5%	3%	3%
Building, planning, housing and development	11	1%	3%	6%	6%	5%
Street cleaning and maintenance	10	1%	0%	2%	1%	3%
Animal management	9	1%	1%	3%	1%	1%
Drains maintenance and repairs	9	1%	1%	2%	3%	3%
Older people services and facilities	9	1%	1%	1%	1%	0%
Lighting	8	1%	5%	2%	1%	10%
Communication and consultation	7	1%	3%	1%	2%	1%
Hard rubbish collection	7	1%	1%	3%	3%	1%
Housing availability / affordability	7	1%	1%	2%	2%	1%
Provision and maintenance of infrastructure	7	1%	1%	1%	1%	1%
Retail and hospitality	7	1%	0%	0%	0%	1%
Public toilets	6	1%	1%	2%	1%	2%
Health and medical issues / services	5	1%	1%	1%	2%	0%
Nature strip issues	5	1%	1%	1%	0%	1%
Recycling collection	5	1%	1%	1%	1%	1%
Community support / needs	4	1%	0%	0%	1%	0%
Environment, sustainability and climate change	4	1%	3%	2%	2%	2%
Floodwall / flooding	4	1%	0%	1%	0%	0%
Frankston CBD issues	4	1%	2%	2%	0%	n.a.
Quality and provision of community services	4	1%	0%	0%	0%	0%
Cleanliness and maintenance of beach and foreshore	3	0%	1%	1%	1%	n.a.
Dog off leash areas / facilities	3	0%	1%	1%	0%	1%
Education and schools	3	0%	1%	1%	0%	0%
Illegal dumping of rubbish	3	0%	0%	1%	0%	1%
Services and facilities for people with disability	3	0%	1%	1%	1%	0%
All other issues (25 separately identified issues)	36	5%	11%	9%	10%	15%
Total responses	611		1,070	948	957	924
<i>Respondents identifying at least one issue</i>	393 (49%)		537 (67%)	496 (62%)	498 (62%)	496 (62%)

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Variation in results between 2025 and 2026

When compared to the results recorded in 2025, the following variations are noted:

- ***MORE commonly nominated this year*** – there were no issues that were notably more commonly nominated this year compared to last year.
- ***Somewhat LESS commonly nominated this year*** – include safety, policing, and crime (11% down from 29%), road maintenance and repairs (8% down from 13%), homelessness (2% down from 5%), and cleanliness and maintenance of the local area (2% down from 5%).

Of these, the most significant results were the measurable decrease in community concern around safety, policing, and crime.

Variations from the metropolitan Melbourne average

When compared to the metropolitan Melbourne average results as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology, the following variations were noted:

- ***MORE commonly nominated in Frankston City*** – included safety, policing, and crime issues (11% compared to 9%), drug and alcohol related issues (4% compared to <1%), and homelessness (2% compared to <1%).
- ***LESS commonly nominated in Frankston City*** – included traffic management (7% compared to 11%), street trees (3% compared to 7%), car parking (3% compared to 12%), building, housing, planning and development (1% compared to 5%), and lighting (1% compared to 10%).

Relationship between issues and overall satisfaction with Council

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, of these issues to address for Frankston City ‘at the moment’, there were a range of issues that the respondents who nominated the issues were notably or measurably less satisfied with Council’s overall performance than the average of all respondents.

The issues that appeared to be negatively related to overall satisfaction, for the respondents who raised the issues, included Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), road maintenance and repairs (63 respondents, 5pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).



Issues by precinct

There was some variation in the top issues to address raised by respondents across the City of Frankston, as follows:

- **Carrum Downs** – respondents were somewhat more likely than average to raise drug and alcohol related issues.
- **Seaford** – respondents were not notably more likely than average to raise any specific issues this year.
- **Langwarrin** – respondents were somewhat more likely than average to raise Council rates, fees, and charges.
- **Sandhurst / Skye** – respondents were somewhat more likely than average to raise traffic management, and animal management related issues.
- **Frankston South** – respondents were somewhat more likely than average to raise safety, policing, and crime, along with road maintenance and repairs, and graffiti and vandalism related issues.
- **Frankston North** – respondents were somewhat more likely than average to raise cleanliness and maintenance issues, drug and alcohol issues, homelessness, and footpath related issues.
- **Frankston / Karingal** – respondents were not notably more likely than average to raise any specific issues this year.



Top three issues for Frankston City at the moment by precinct
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Frankston South		Frankston North	
Safety, policing and crime	15%	Cleanliness and maintenance of area	11%
Road maintenance and repairs	13%	Drugs and alcohol issues	11%
Traffic management	6%	Homelessness	11%
Council rates	4%	Footpath maintenance and repairs	8%
Graffiti and vandalism	4%	Road maintenance and repairs	5%
Car parking	3%	Safety, policing and crime	5%
Building, planning, housing, development	3%	Traffic management	5%
Footpath maintenance and repairs	3%	Graffiti and vandalism	5%
Provision and maintenance of street trees	3%	Parks, gardens and open spaces	3%
Housing availability / affordability	3%	Drains maintenance and repairs	3%
All other issues	44%	All other issues	5%
Respondents identifying an issue	64 (59%)	Respondents identifying an issue	20 (52%)

Frankston / Karingal		Frankston City	
Safety, policing and crime	9%	Safety, policing and crime	11%
Traffic management	8%	Road and maintenance and repairs	8%
Drugs and alcohol issues	5%	Traffic management	7%
Road maintenance and repairs	4%	Drugs and alcohol issues	4%
Car parking	4%	Council rates	3%
Parks, gardens and open spaces	3%	Provision and maintenance of street trees	3%
Provision and maintenance of street trees	3%	Car parking	3%
Rubbish and waste issues inc garbage	2%	Footpath maintenance and repairs	3%
Public transport	2%	Parks, gardens and open spaces	3%
Footpath maintenance and repairs	2%	Public transport	2%
All other issues	20%	All other issues	30%
Respondents identifying an issue	88 (41%)	Respondents identifying an issue	393 (49%)

Metropolitan Melbourne		South eastern region	
Car parking	12%	Road maintenance and repairs	13%
Traffic management	11%	Lighting	12%
Lighting	10%	Car parking	8%
Road maintenance and repairs	10%	Safety, policing and crime	8%
Safety, policing and crime	9%	Traffic management	6%
Provision and maintenance of street trees	7%	Cost of living	5%
Building, planning, housing, development	5%	Footpath maintenance and repairs	5%
Parks, gardens and open space	3%	Provision and maintenance of street trees	4%
Rubbish and waste issues incl. garbage	3%	Public toilets	4%
Cleanliness and maintenance of area	3%	Parks, gardens and open spaces	4%
All other issues	42%	All other issues	42%
Respondents identifying an issue	496 (62%)	Respondents identifying an issue	102 (65%)



Issues by respondent profile

There was variation in the top issues to address observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- **Male** – respondents were somewhat more likely than female respondents to raise traffic management related issues.
- **Female** – respondents were somewhat more likely than male respondents to raise safety, policing, and crime related issues.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to raise road maintenance and repair related issues.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to raise safety, policing, and crime related issues.
- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to raise traffic management, and drug and alcohol related issues.
- **Adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to raise safety, policing, and crime, as well as road maintenance and repair related issues.
- **Middle-aged (aged 45 to 54 years)** – respondents were not notably more likely than average to nominate any specific issues this year.
- **Older adults (aged 55 to 74 years)** – respondents were somewhat more likely than average to raise safety, policing, and crime issues, and car parking related issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to raise street trees, and car parking related issues.



Top three issues for Frankston City at the moment by respondent profile

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Traffic management	9%	Safety, policing and crime	12%
Safety, policing and crime	9%	Road maintenance and repairs	7%
Road maintenance and repairs	9%	Drugs and alcohol issues	5%
Provision and maintenance of street trees	4%	Traffic management	5%
Council rates	4%	Parks, gardens and open spaces	4%
Footpath maintenance and repairs	3%	Cleanliness and maintenance of area	4%
Drugs and alcohol issues	3%	Car parking	3%
Car parking	2%	Homelessness	3%
Graffiti and vandalism	2%	Public transport	3%
Street cleaning and maintenance	2%	Council rates	2%
All other issues	28%	All other issues	29%
Respondents identifying an issue	185 (49%)	Respondents identifying an issue	206 (49%)

English speaking		Multi-lingual	
Safety, policing and crime	10%	Safety, policing and crime	14%
Road maintenance and repairs	8%	Traffic management	7%
Traffic management	7%	Road maintenance and repairs	5%
Drugs and alcohol issues	4%	Car parking	5%
Council rates	4%	Communication and consultation	3%
Provision and maintenance of street trees	4%	Drugs and alcohol issues	3%
Parks, gardens and open spaces	3%	Footpath maintenance and repairs	3%
Car parking	3%	Lighting	3%
Footpath maintenance and repairs	3%	Street cleaning and maintenance	3%
Public transport	2%	Housing availability / affordability	3%
All other issues	30%	All other issues	28%
Respondents identifying an issue	341 (50%)	Respondents identifying an issue	47 (44%)



Top three issues for Frankston City at the moment by respondent profile

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Traffic management	11%	Safety, policing and crime	16%
Drugs and alcohol issues	7%	Road maintenance and repairs	12%
Road maintenance and repairs	7%	Traffic management	6%
Council rates	5%	Council rates	4%
Safety, policing and crime	5%	Building, planning, housing, development	3%
Parks, gardens and open spaces	3%	Drugs and alcohol issues	3%
Public transport	3%	Homelessness	3%
Footpath maintenance and repairs	3%	Quality / provision of community services	3%
Homelessness	3%	Parks, gardens and open spaces	2%
Housing availability / affordability	3%	Cleanliness and maintenance of area	2%
All other issues	26%	All other issues	31%
Respondents identifying an issue	120 (52%)	Respondents identifying an issue	71 (50%)

Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Safety, policing and crime	9%	Safety, policing and crime	15%
Road maintenance and repairs	8%	Car parking	7%
Traffic management	8%	Road maintenance and repairs	7%
Provision and maintenance of street trees	3%	Provision and maintenance of street trees	5%
Public transport	3%	Traffic management	5%
Parks, gardens and open spaces	3%	Drugs and alcohol issues	3%
Council rates	3%	Footpath maintenance and repairs	3%
Car parking	2%	Graffiti and vandalism	3%
Cleanliness and maintenance of area	2%	Parks, gardens and open spaces	3%
Drugs and alcohol issues	2%	Communication and consultation	2%
All other issues	28%	All other issues	31%
Respondents identifying an issue	65 (45%)	Respondents identifying an issue	108 (51%)

Senior citizens (75 years and over)		Frankston City	
Provision and maintenance of street trees	9%	Safety, policing and crime	11%
Road maintenance and repairs	9%	Road and maintenance and repairs	8%
Safety, policing and crime	7%	Traffic management	7%
Car parking	6%	Drugs and alcohol issues	4%
Footpath maintenance and repairs	4%	Council rates	3%
Cleanliness and maintenance of area	3%	Provision and maintenance of street trees	3%
Public transport	3%	Car parking	3%
Drugs and alcohol issues	3%	Footpath maintenance and repairs	3%
Rubbish and waste issues inc garbage	3%	Parks, gardens and open spaces	3%
Traffic management	3%	Public transport	2%
All other issues	29%	All other issues	30%
Respondents identifying an issue	29 (43%)	Respondents identifying an issue	393 (49%)



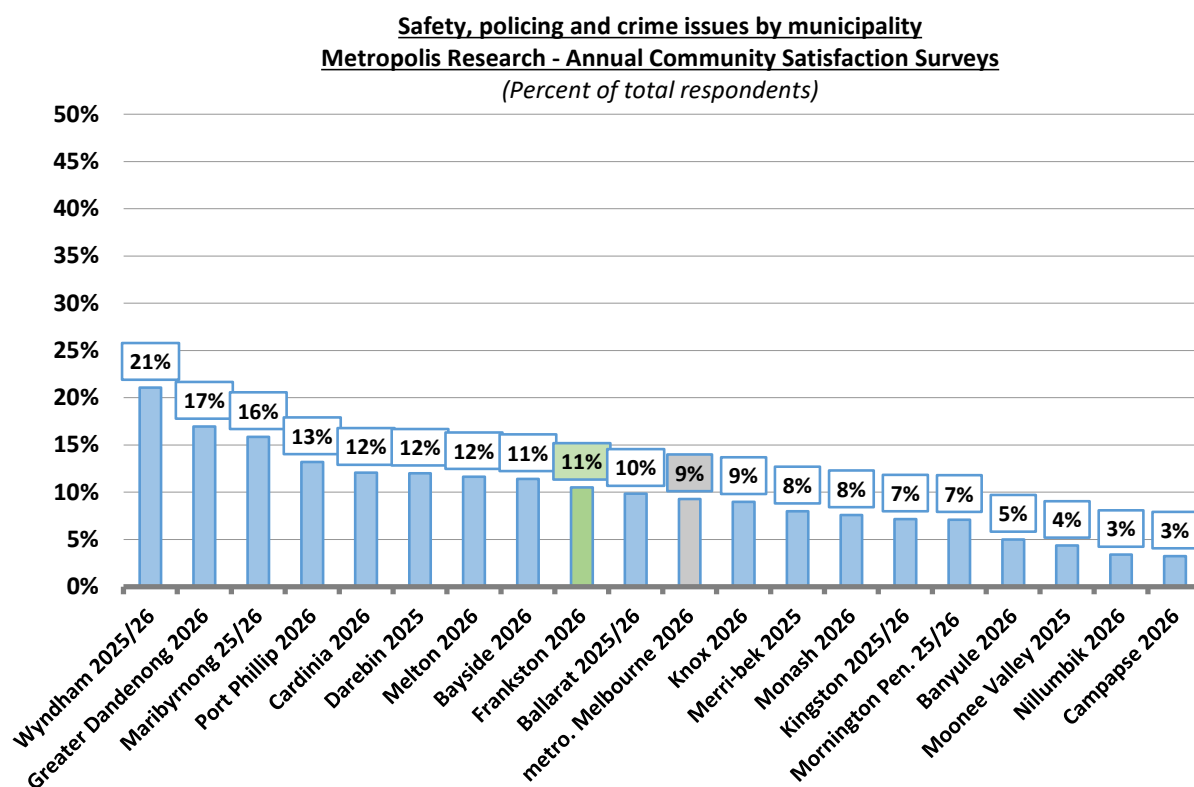
Safety, policing, and crime issues – metropolitan comparisons

Safety, policing, and crime related issues were, again this year, the most nominated issue to address for the City of Frankston, despite declining measurably from 29% to 11%.

This result, while somewhat higher than the metropolitan average, was lower than that recorded in several other municipalities across metropolitan Melbourne.

Metropolis Research notes that safety, policing, and crime related issues were more prominent in some of the western region municipalities this year such as the City of Wyndham, along with the City of Greater Dandenong in the eastern suburbs of Melbourne.

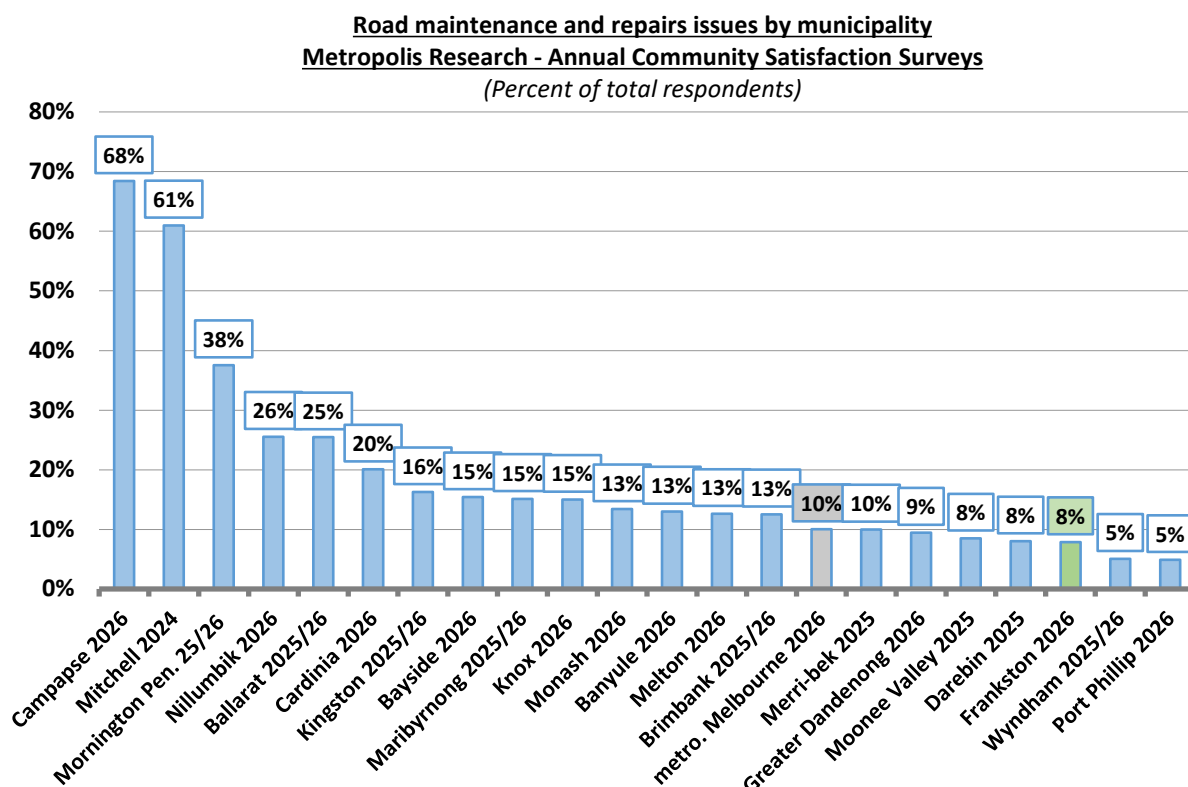
This notable decline in the proportion of respondents in the City of Frankston nominating safety, policing and crime related issues was consistent with the measurable increase in the [perception of safety in public areas](#) of the municipality this year.



Road maintenance and repair issues – metropolitan comparisons

Road maintenance and repair related issues were the second most nominated issues to address for the City of Frankston this year.

Despite this, this result for the City of Frankston was somewhat (2pts) lower than the metropolitan average, and the third lowest proportion recorded by Metropolis Research so far in 2026.



Verbatim responses for key issues

The following section provides the verbatim responses categorised into the top two issues; including safety, policing, and crime, and road maintenance and repair related issues.

The verbatim responses for the two safety and crime related issues of homelessness and drugs and alcohol related issues.

These responses have been broken down by precinct, to provide some additional insight into the range of issues of concern at the local level.

Road maintenance and repair issues

The following table outlines the 61 comments and five locations of concern that were categorised as road maintenance and repair related issues this year.

Consistent with the comments provided for satisfaction with both Council and VicRoads managed roads this year, many of the issues raised by respondents related to potholes and a perceived lack of maintenance of roads.

Issues regarding "road maintenance and repair"
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Road maintenance	18
Roads	10
Roads need better / more maintenance	6
Improve the roads	5
Fix the potholes on the road everywhere	3
Potholes on roads	3
The roads need to be fixed	3
Better roads needed	2
The money we spend on roads are not enough	1
More money should be spent on roads	1
Poor road conditions	1
Poor road maintenance	1
Potholes in the main road	1
Road maintenance can be improved there are usually potholes on both Vic and Council roads	1
Road maintenance on both Vic and local should be improved	1
Road quality	1
Road renovation is slow	1
Roads need to be improved	1
The potholes on the highway	1
Total	61
<i>Specific locations - Council roads</i>	
Warrandyte Rd has potholes and cracks	1
Total	1
<i>Specific locations - Vic roads</i>	
Cranbourne - Frankston Rd is not in very ideal condition. Delay in roadwork makes it not very easy to access	1
Frankston - Flinders Rd has potholes. The road issues have been reported but more potholes keep popping up	1
Her Vic roads to food their roads	1
Peninsula Link	1
Total	4
Total responses	66



Safety, policing, and crime issues

The following table outlines the 112 responses categorised as safety, policing, and crime related issues this year.

These comments have been further broadly categorised as follows:

- General perception of safety 35 responses
- Crime and policing 29 responses
- Incidents / break-ins 15 responses
- Youth / youth crime 9 responses
- Safety / security around shopping areas 4 responses
- Traffic / hooning 4 responses
- Concerns about various types of people 3 responses
- Perception of safety at night and lighting 3 responses
- Stronger laws / punishment 3 responses
- Safety on / around public transport 2 responses
- Violence and anti-social behaviour 2 responses
- Drugs and alcohol 1 response
- Feel vulnerable (e.g., women, elderly) 1 response
- Other issues 1 response.

Issues regarding "safety, policing and crime"

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>General perception of safety</i>	
Safety and security	13
Safety of residents / community	12
Improve safety of residents / community	2
Frankston is not very safe area	1
Frankston North is very unsafe	1
Hear about knife crime in the city frequently	1
Law and order in the CBD	1
Making people safe when they go out in the local area	1
More safety needed around Frankston	1
Safety around the beach	1
Safety in the local area	1
Total	35
<i>Crime and policing</i>	
Crime rate is high / increasing	9
More police presence / patrolling	5

Crime / petty crime	4
Crime rates must be reduced	3
Crime management	2
Crime rates all over Frankston is increasing	1
Crime rates and thefts must be monitored	1
Criminals	1
More access to police stations frequently	1
Not enough law enforcement officers	1
Working with Vic Police	1
Total	29

Incidents / break-ins

Break-ins / robberies	2
Belgrave PI - late at night strangers sometimes can be seen checking if car doors are unlocked	1
Car break-ins outside Frankston Primary School	1
Car thefts are common in Ashleigh Ave	1
Crime like house burglaries in Frankston North are common	1
Have seen shoplifting at Langwarrin Plaza	1
House break-ins in Parkdale Dr	1
My brother had his house broken into; he lives in Ashleigh Ave	1
Safety like breaking into house	1
Thefts are a big problem in Frankston North	1
Thefts. My garage on Lyrebird Dr was broken into last year	1
There were house break-ins last year on Heatherhill Rd	1
We hear about burglaries from our neighbours and friends	1
We hear about cars being stolen from our neighbours and friends	1
Total	15

Youth / youth crime

Youth crime	4
Teens / youth problems	3
Youth crime rates have to be curbed	1
Youth unemployment	1
Total	9

Traffic / hooning

Have seen people driving bikes late at night around McClelland Reserve	1
Mainly the hoons	1
Safety on footpaths, especially for kids with scooters	1
Safety on streets, too many fast cars and speeding bikes.	1
Total	4



<i>Safety / security around shopping areas</i>	
Need for more police in shopping areas	1
Security around shopping centres	1
Shopping centre security	1
Sketchy people around shops	1
Total	4
<i>Safety on / around public transport</i>	
Need more police at nighttime patrolling bus station	2
Emphasizing more on security in stations	1
Total	3
<i>Stronger laws / punishment</i>	
Lack of punishment	1
Strict action plan should be made	1
The kids should be charged	1
Total	3
<i>People</i>	
People look for bottles in others' bins. They litter around the bins looking for bottles	1
People roaming	1
We don't feel safe at the end of the Dalpura Cct, there is a shared house, attracting wrong crowd	1
Total	3
<i>Perception of safety at night and lighting</i>	
Safety at night	2
I don't feel safe at night	1
Total	3
<i>Violence and anti-social behaviour</i>	
Sometimes people smoke and drink in Wallace bush land reserve	1
Young people drinking in Wingham Park at night	1
Total	2



<i>Drugs and alcohol</i>	
The junkies at the Frankston train station	1
Total	1
<i>Feel vulnerable (e.g., women, elderly)</i>	
Child safety	1
Total	1
Total responses	112

Homelessness

The following table outlines the 20 responses categorised as homelessness related issues this year.

Issues regarding "homelessness"
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Homelessness	7
Help the homeless	3
Help the people affected with drugs	3
Homeless people	2
Cleaning up the city so it doesn't have so many homeless	1
Help homeless people like shelters	1
Homelessness is very bad here, has been increasing every year. When I travel past the community Centre, I see a lot of homeless people	1
I work in food delivery. I have had many run ins with homeless people and people on drugs who are needlessly aggressive towards me when I'm either picking up or delivering food	1
More housing	1
Total	20

Drug and alcohol related issues

The following table outlines the 12 comments and 15 locations of concern categorised as drug and alcohol related issues this year.



Issues regarding "drug and alcohol"
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Drunks	2
Drug abuse	1
Drug addicts	1
Drug and other crimes around in the area	1
Drug issues should be looked at	1
Drug users on public transport. It's been getting worse every year	1
Have some kind of system where drug addicts can have part of the hospital wing to be treated, get them off the streets	1
I've seen people on drugs talking to themselves on the bus's multiple times	1
Parents with kids are scared to take their kids to shopping areas due to junkies	1
School kids and druggies	1
Use of drugs in the neighbourhood	1
Total	12
<i>Specific locations</i>	
Antisocial behaviour by people on drugs near Frankston railway station	1
Antisocial behaviour, drug sale and usage around Outlook Rd late at night	1
Around the Beach St around the corner of 7-eleven a lot of drug deal happening around there	1
Drug dealing near public places like Parkdale Dr at night	1
Drug dealing near public places like Carrum Downs Shopping Centre	1
Drug issues in Karingal should be looked at more	1
Drug usage near Frankston railway station	1
Drug users roam near Tecoma St in evening, might be staying at one of the houses	1
Druggies and drunks near Carrum Downs Shopping Centre	1
Harassment by drunk people on Frankston railway station	1
Have seems antisocial behaviour like drug usage at night near Carrum Downs skatepark	1
Junkies on Young St are too much	1
One of the houses on Tecoma St sells drugs	1
There was a drunk or druggie who was throwing stones on the windows of houses in Tattler St	1
There's a lot of drugs selling in Karginal Village shopping area	1
Total	15
Total responses	27



Safety in public areas

Respondents were asked:

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

Respondents were again in 2026, asked to rate their perception of safety in the public areas of the City of Frankston, during the day, at night, travelling on / waiting for public transport, and at various specific locations.

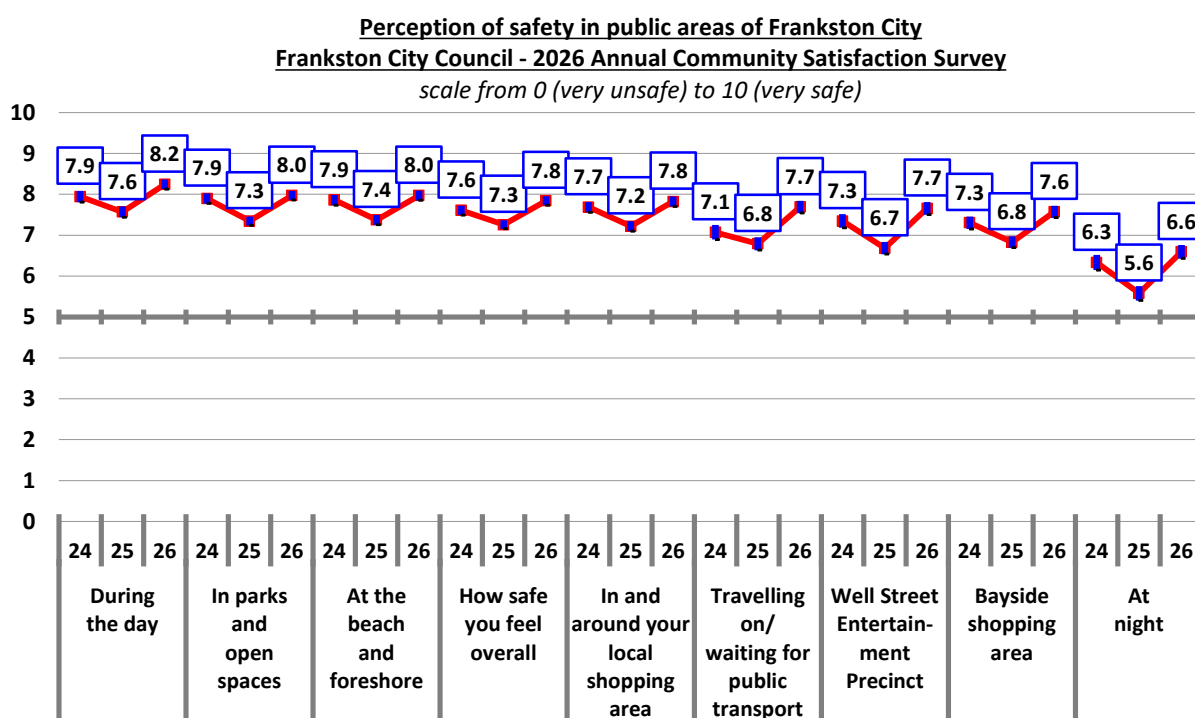
The perception of safety in the public areas of the City of Frankston increased measurably and significantly this year, somewhat reversing the large decline recorded last year.

This increase in the perception of safety this year, following the large decline reported last year, was consistent with the issues to address results.

In 2025, 29% of respondents nominated safety, policing, and crime related issues as a top three [issue to address](#) for the City of Frankston ‘at the moment’. This year, this result declined back to near the long-term average of 12%, with 11% nominating the issue this year.

Respondents were also asked to rate how safe they felt overall living in Frankston City.

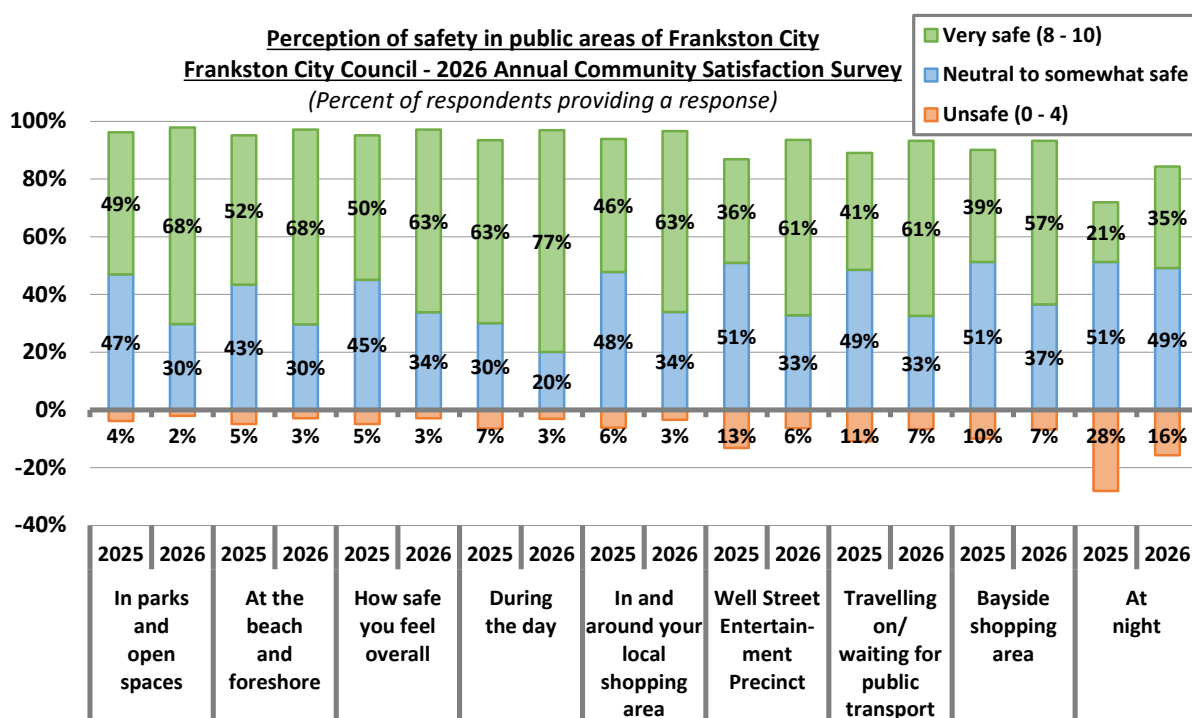
The overall perception of safety living in Frankston City also increased measurably this year, up five percentage points to 7.8 out of 10. This was a strong perception of safety overall, with 63% (up from 50%) feeling “very safe” and three percent (down from 5%) reporting that they felt “unsafe”.



The following graph outlines the proportion of respondents (providing a score) who felt “very safe” (i.e., rated safety at eight or more), those who felt neutral to somewhat safe (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

Consistent with the measurable increase in the average perception of safety, there was a significant increase in the proportion of respondents who felt “very safe” in all these locations and circumstances this year, with the largest increase recorded for those who felt “very safe” in the Wells Street Entertainment Precinct (up 25pts to 61%).

There was also a significant decrease in the proportion of respondents who felt “unsafe” in the public areas of Frankston City at night, down 12 percentage points to 16%. This result was somewhat higher than the 2026 metropolitan average of 13% (up from 10%), as recorded in *Governing Melbourne*.



Taken together, these results confirm that while most respondents in the City of Frankston feel very safe overall, there remains substantial community concern around safety and crime related issues in the City of Frankston.

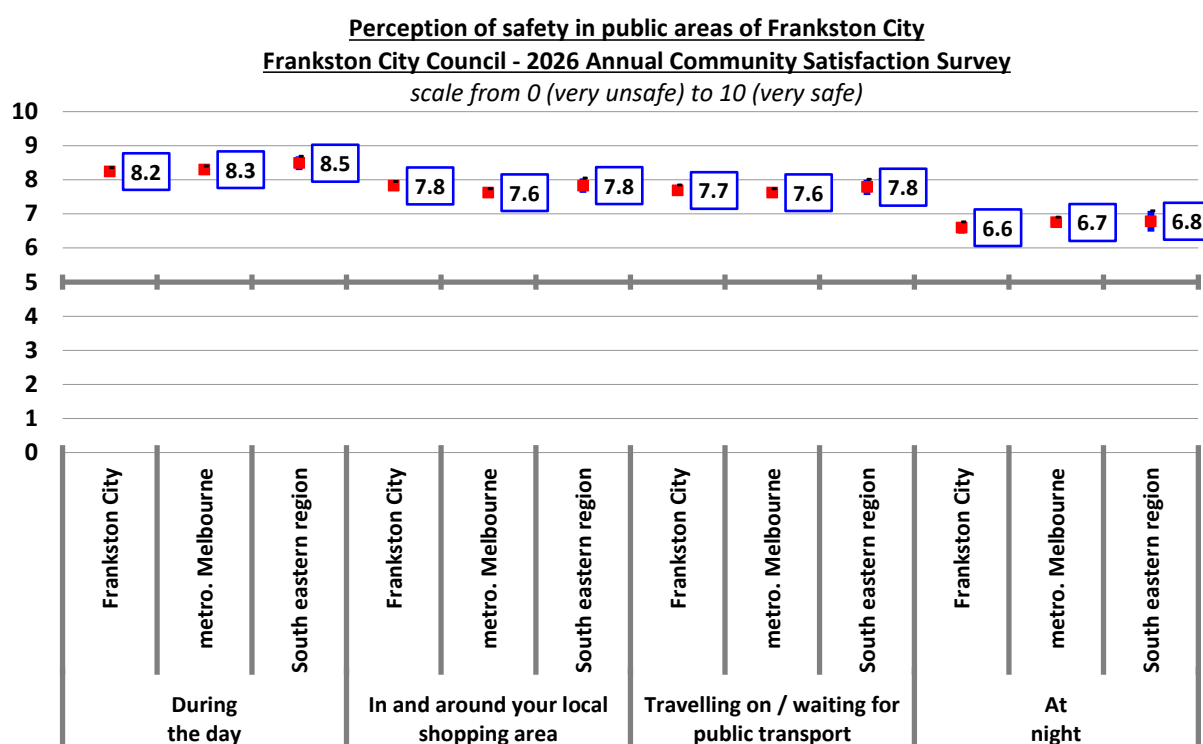
The following graph provides a comparison of the perception of safety in public areas during the day, at night, in and around local shopping areas, and travelling on or waiting for public transport, against the metropolitan and southeastern region councils’ averages, as recorded in *Governing Melbourne*.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person survey methodology.

The perception of safety in the public areas of the City of Frankston was similar to both the metropolitan and southeastern region councils' averages, as outlined in the graph.

This was a significant improvement on last year, at which time the City of Frankston reported measurably lower than metropolitan (17pts) and southeastern region councils' (12pts) average perception of safety in public areas at night.

Metropolis Research notes that the perception of safety declined notably across many municipalities surveyed through 2025 and into 2026, although in recent months there have been several municipalities to record increases in the perception of safety in public areas at night.



Overall safety living in the City of Frankston

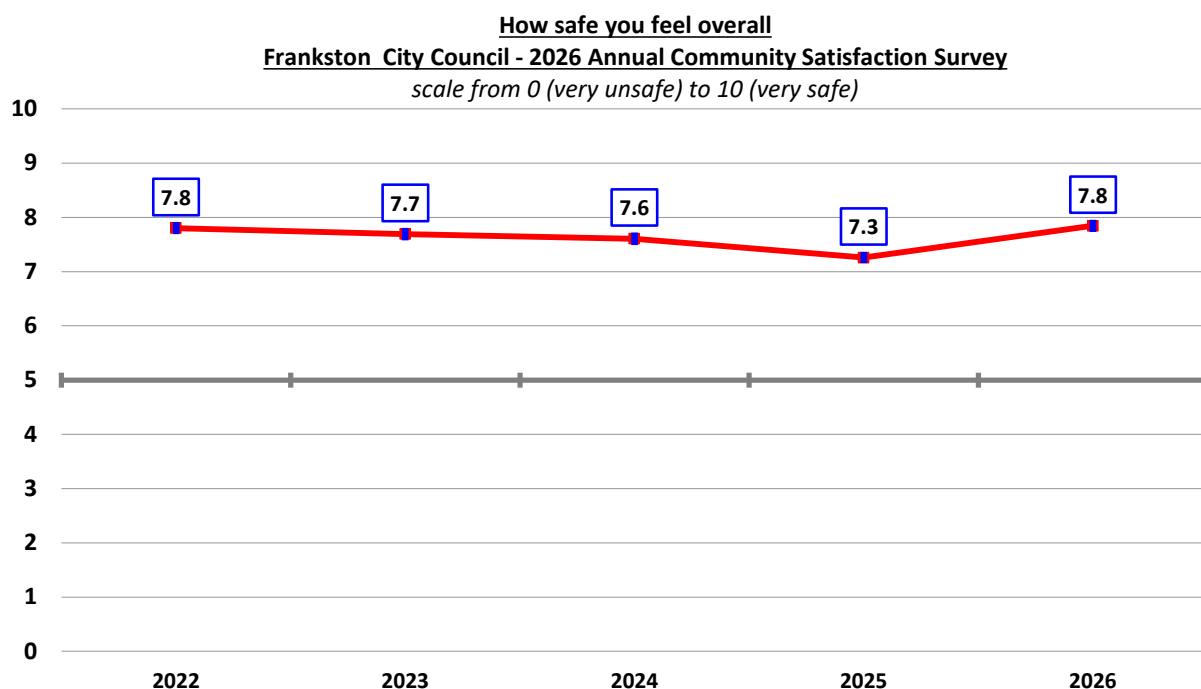
The perception of overall safety living in the City of Frankston increased measurably this year, up five percentage points (7%) to 7.8 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in parks and open spaces to above the relatively stable long-term average of 7.6.

This was the highest perception of overall safety living in the City of Frankston recorded.

This result comprised 63% (up from 50%) who felt “very safe” and three percent (down from 5%) who felt “unsafe”.

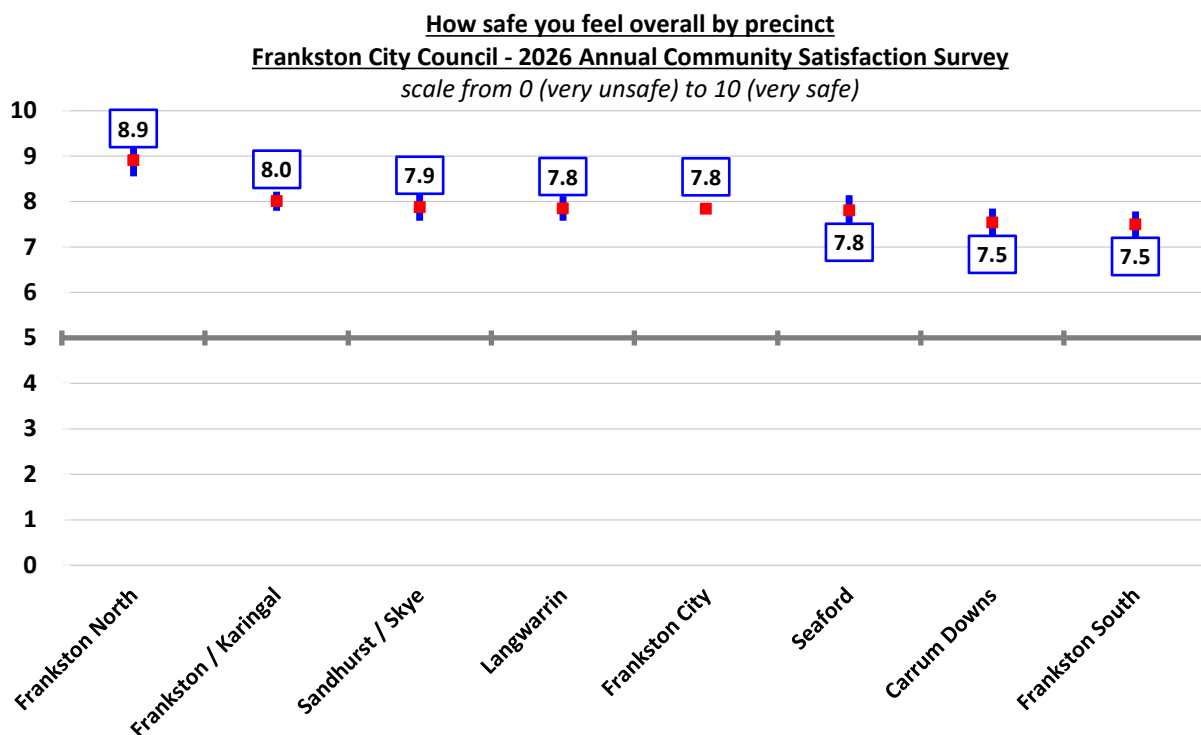




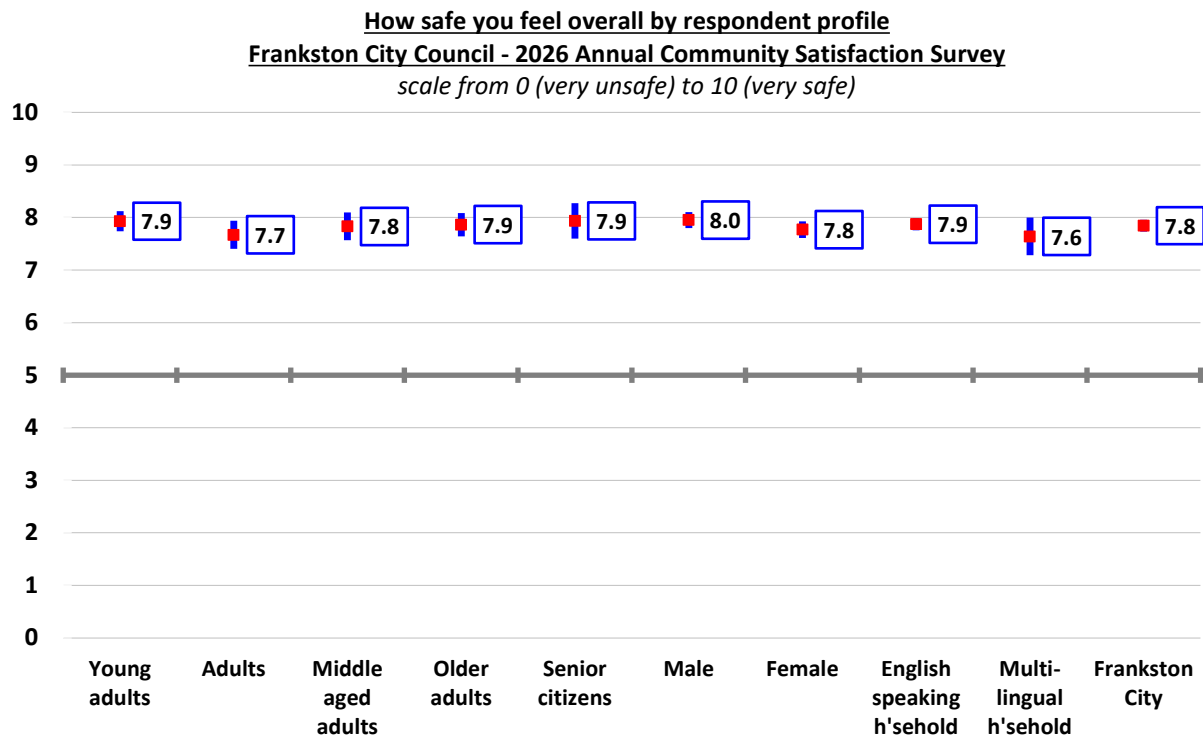
There was measurable variation in this result observed across the municipality.

Respondents from Frankston North felt measurably (11pts) safer than the municipal average.

By contrast, respondents from Frankston South and Carrum Downs felt somewhat (3pts) less safe than average.



While there was no measurable variation in this result observed by respondent profile, respondents from English speaking households felt somewhat (3pts) safer than respondents from multilingual households.



Safety during the day

The perception of safety in the public areas of the City of Frankston during the day increased measurably this year, up six percentage points (8%) to 8.2 out of 10.

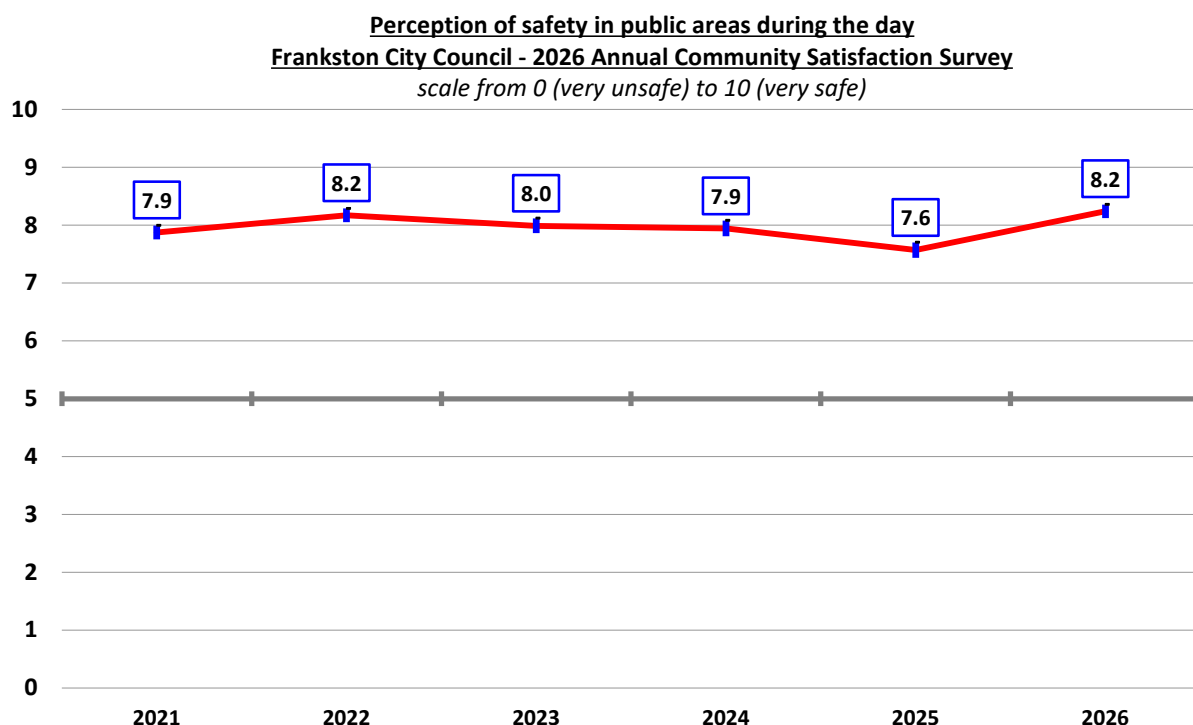
This result reversed the measurable decline recorded last year and returned the perception of safety in public areas of the City of Frankston during the day to above the long-term average of 8.0 out of 10.

This was the highest perception of safety in public areas of the City of Frankston during the day recorded by Metropolis Research since the it commenced asking the question in 2021.

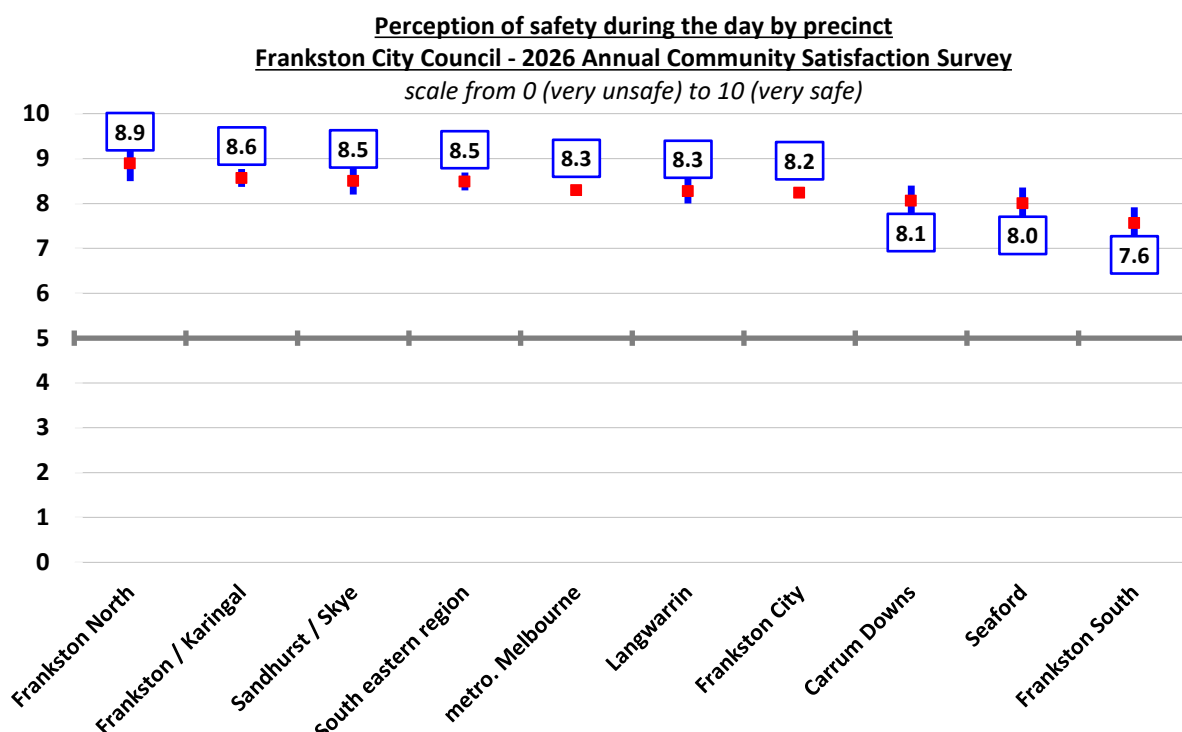
This result was marginally (1pt) lower than the metropolitan average of 8.3 out of 10, and somewhat (3pts) lower than the southeastern region councils' average.

This result comprised 77% (up from 63%) who felt "very safe" and three percent (down from 7%) who felt "unsafe".



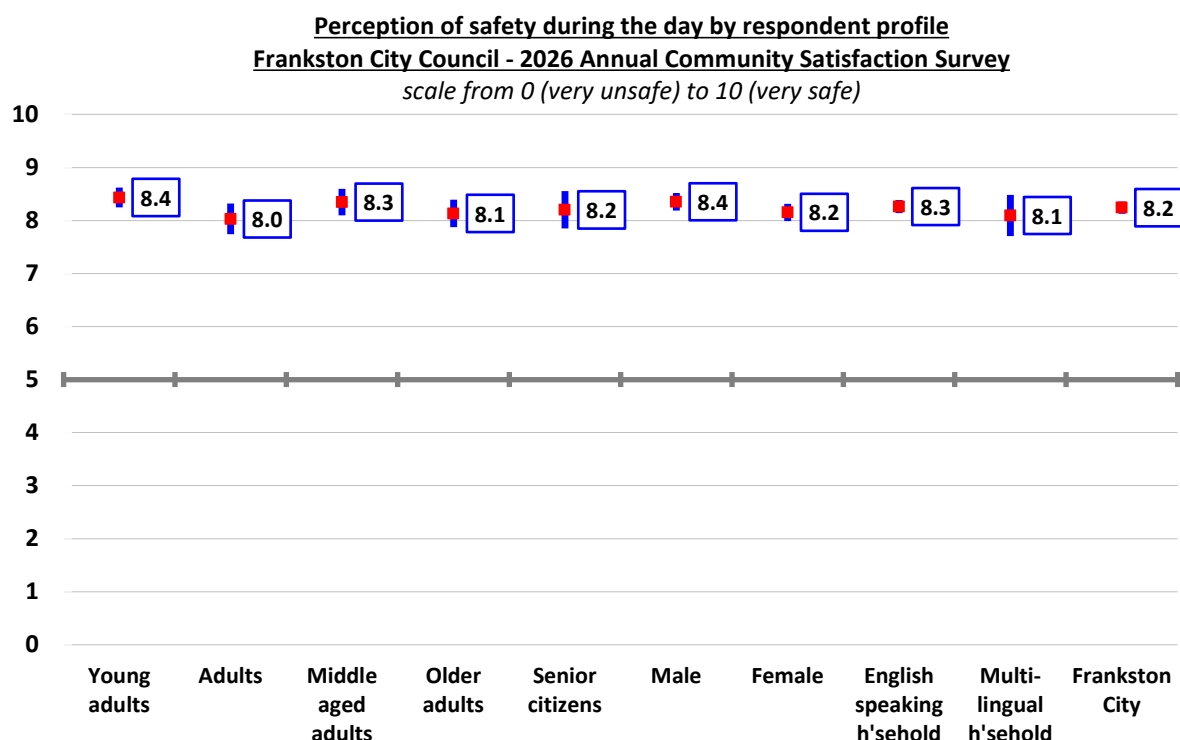


There was measurable variation in this result observed across the municipality, as respondents from Frankston North and Frankston / Karingal felt measurably (6pts and 3pts) higher than the municipal average. By contrast, respondents from Frankston South felt measurably (6pts) less safe in public areas during the day than the municipal average.



There was no measurable variation in the perception of safety in public areas during the day observed by respondent profile, although young adults (age 18 to 34 years) felt somewhat (2pts) safer than average, and adults (aged 35 to 44 years) felt somewhat (2pts) less safe.





Safety at night

The perception of safety in the public areas of the City of Frankston at night increased measurably and significantly this year, up 10 percentage points (18%) to 6.6 out of 10.

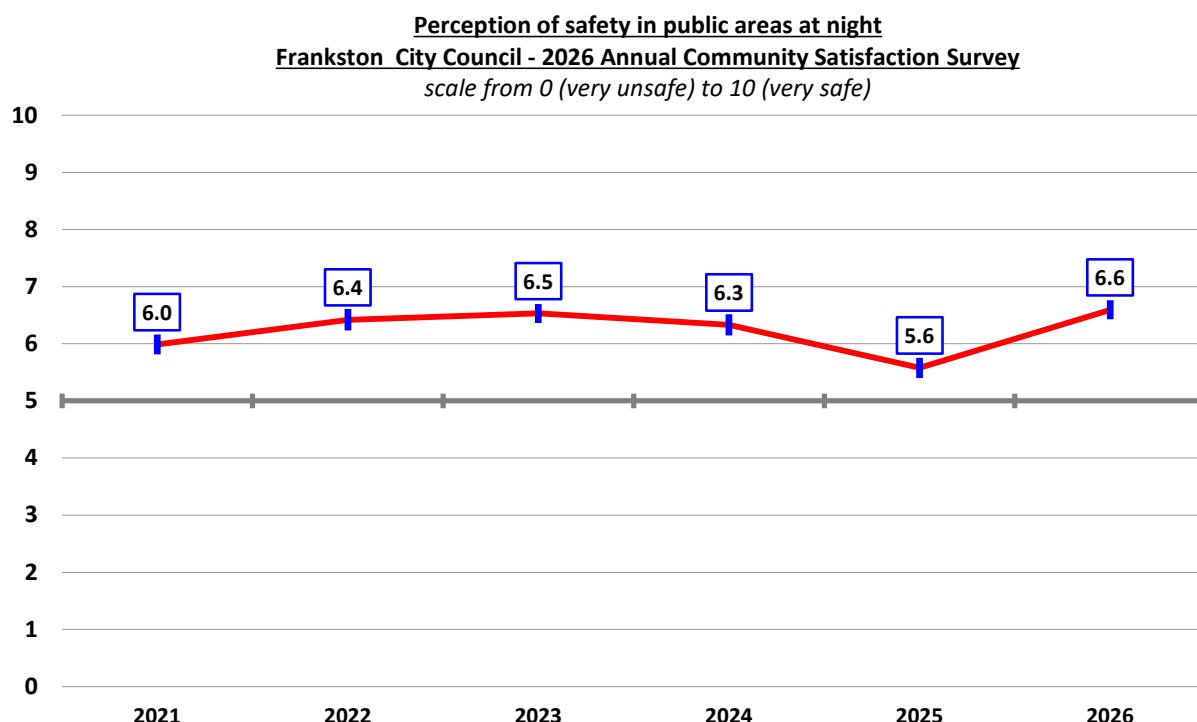
This result reversed the measurable decline recorded last year and returned the perception of safety in public areas of the City of Frankston at night to the longer-term trend of improving perception of safety at night.

This was the highest perception of safety in public areas at night recorded for the City of Frankston and was above the long-term average of 6.2 out of 10.

This result was marginally (1pt) lower than the metropolitan average of 8.3 out of 10, and somewhat (3pts) lower than the southeastern region councils' average.

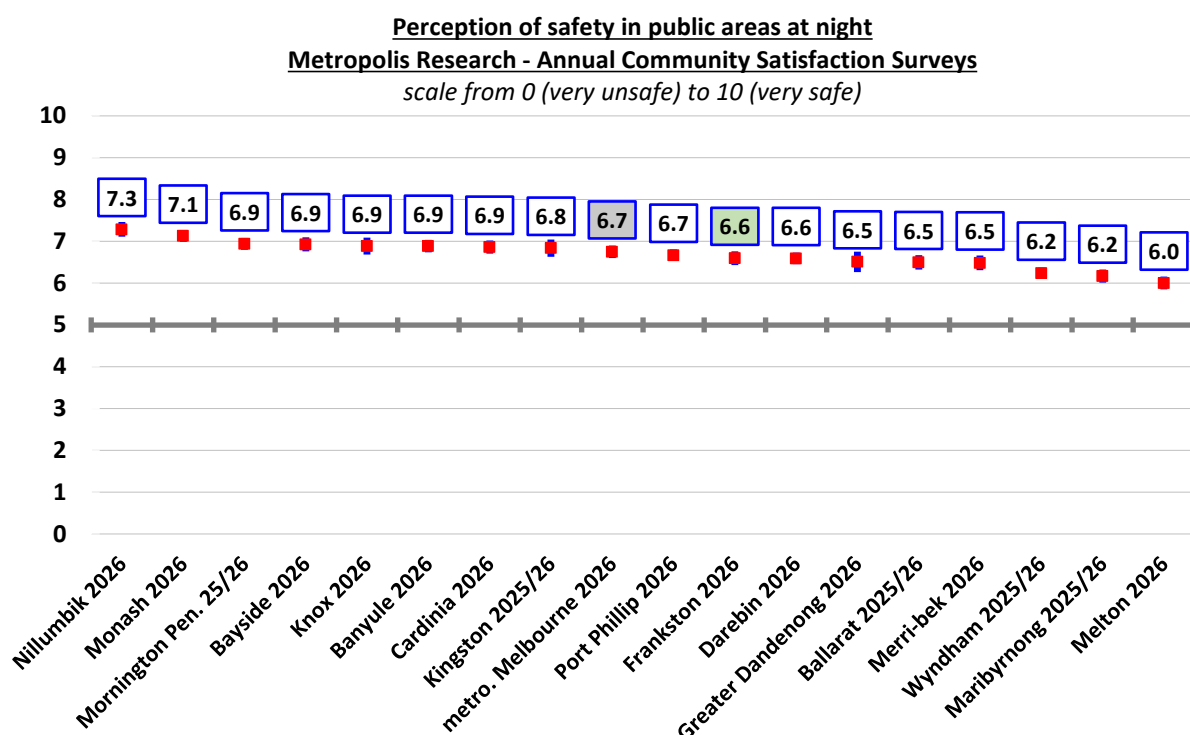
This result comprised 35% (up from 21%) who felt "very safe" and 16% (down from 28%) who felt "unsafe".



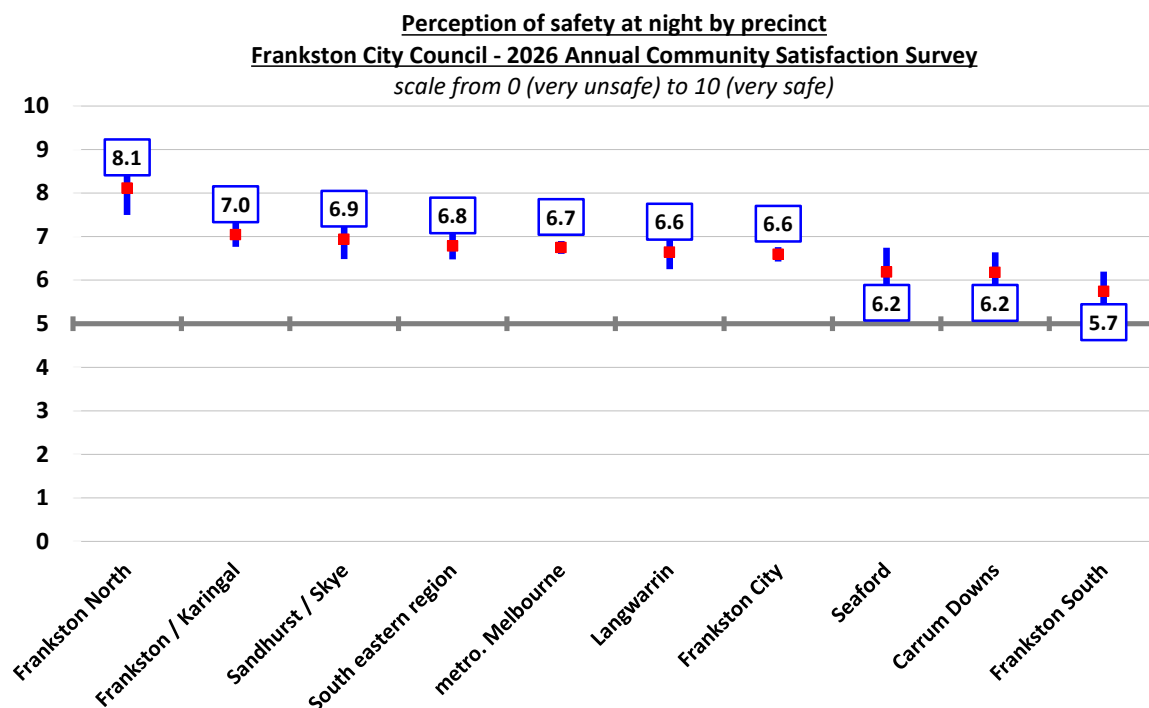


The following graph provides a comparison of the average perception of safety in public areas at night for all municipalities surveyed by Metropolis Research in 2025 and so far in 2026. In 2025, the City of Frankston was the lowest result (5.6) recorded by Metropolis Research.

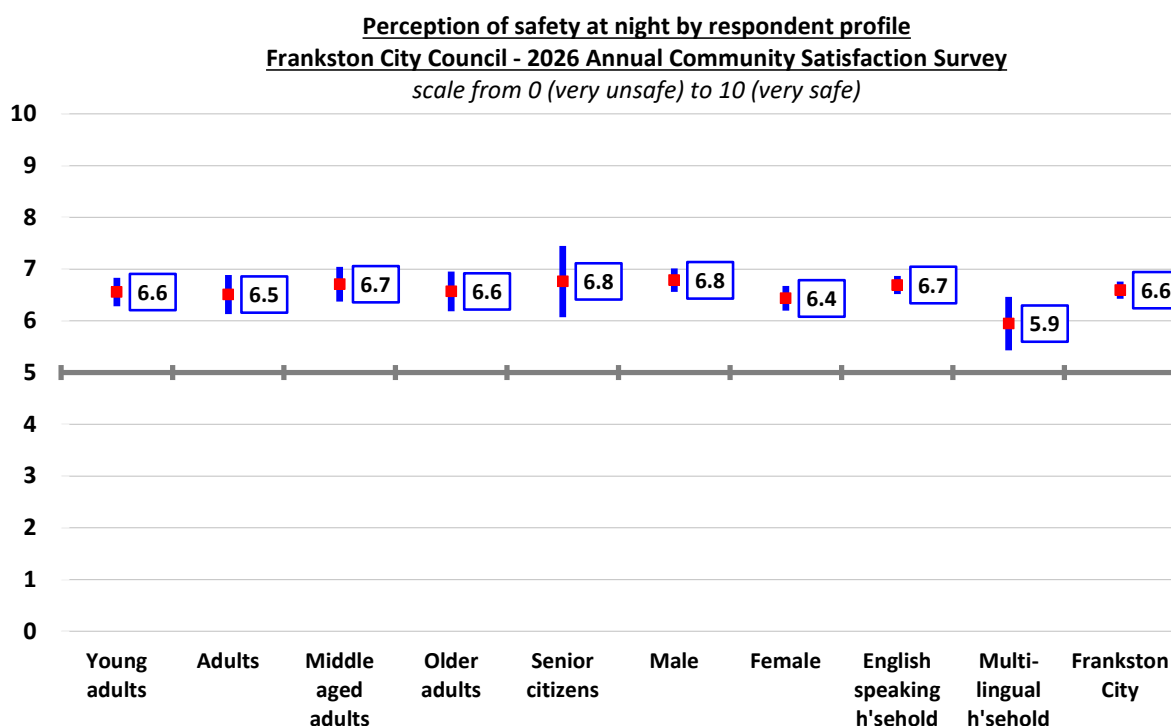
While the perception of safety in public areas of the City of Frankston was somewhat (2pts) lower than the metropolitan average, this result was higher than that recorded in several other municipalities. This includes the City of Greater Dandenong, but also several western region municipalities (including Wyndham, Melton, and Maribyrnong).



There was measurable variation in the perception of safety in public areas at night observed across the municipality. Respondents from Frankston North (15pts) and Frankston / Karingal (4pts) felt measurably safer than average. By contrast, respondents from Frankston South felt measurably (9pts) and respondents from Seaford and Carrum Downs felt notably (4pts) less safe than average.



There was no measurable variation observed by age structure, however, male respondents felt measurably (4pts) safer than female respondents, and respondents from multilingual households felt measurably (8pts) less safe than respondents from English speaking.



Travelling on / waiting for public transport

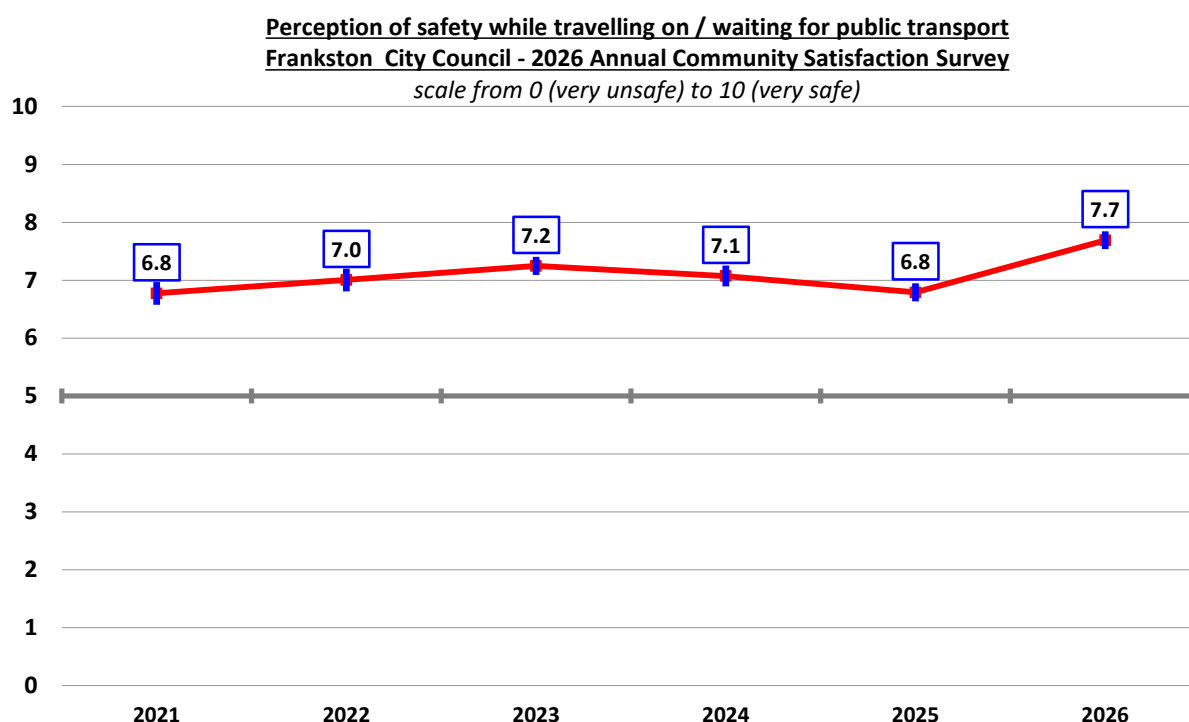
The perception of safety travelling on / waiting for public transport increased measurably and significantly this year, up nine percentage points (13%) to 6.8 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety travelling on / waiting for public transport to the longer-term trend of improving perception of safety.

This was the highest perception of safety travelling on / waiting for public transport for the City of Frankston and was above the long-term average of 7.1 out of 10.

This result was marginally (1pt) higher than the metropolitan average of 7.6 out of 10, and marginally (1pt) lower than the southeastern region councils' average.

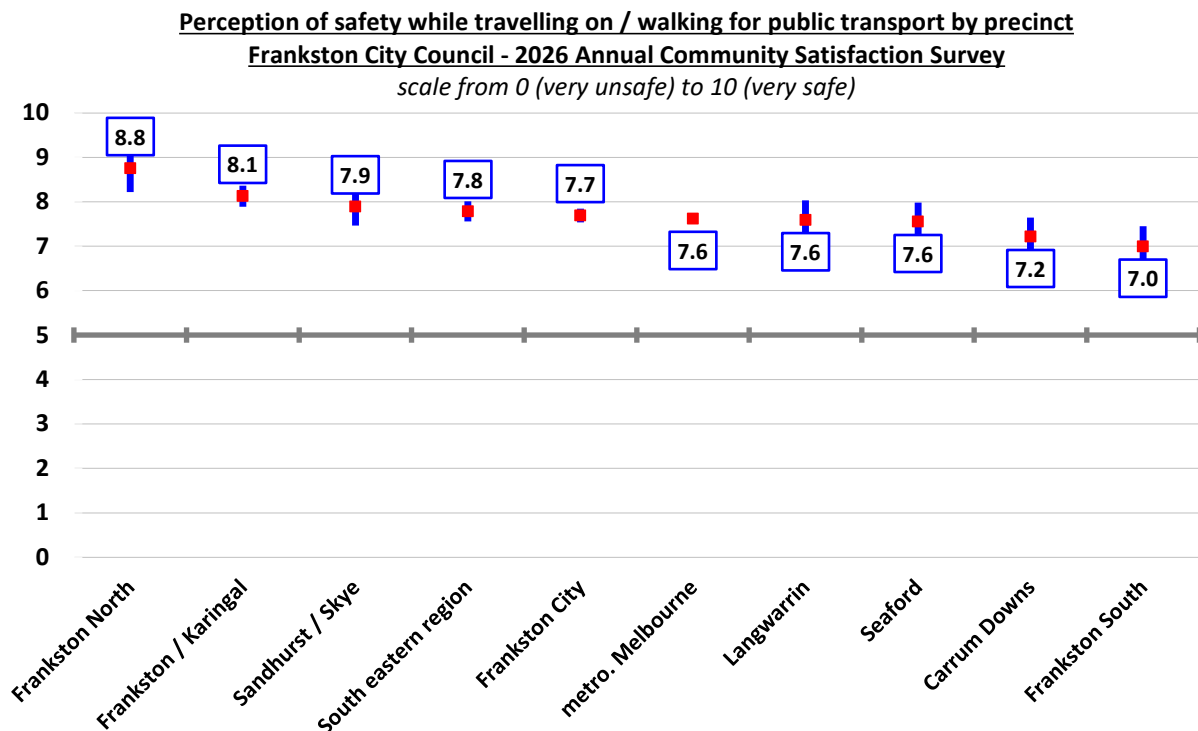
This result comprised 61% (up from 41%) who felt “very safe” and seven percent (down from 11%) who felt “unsafe”.



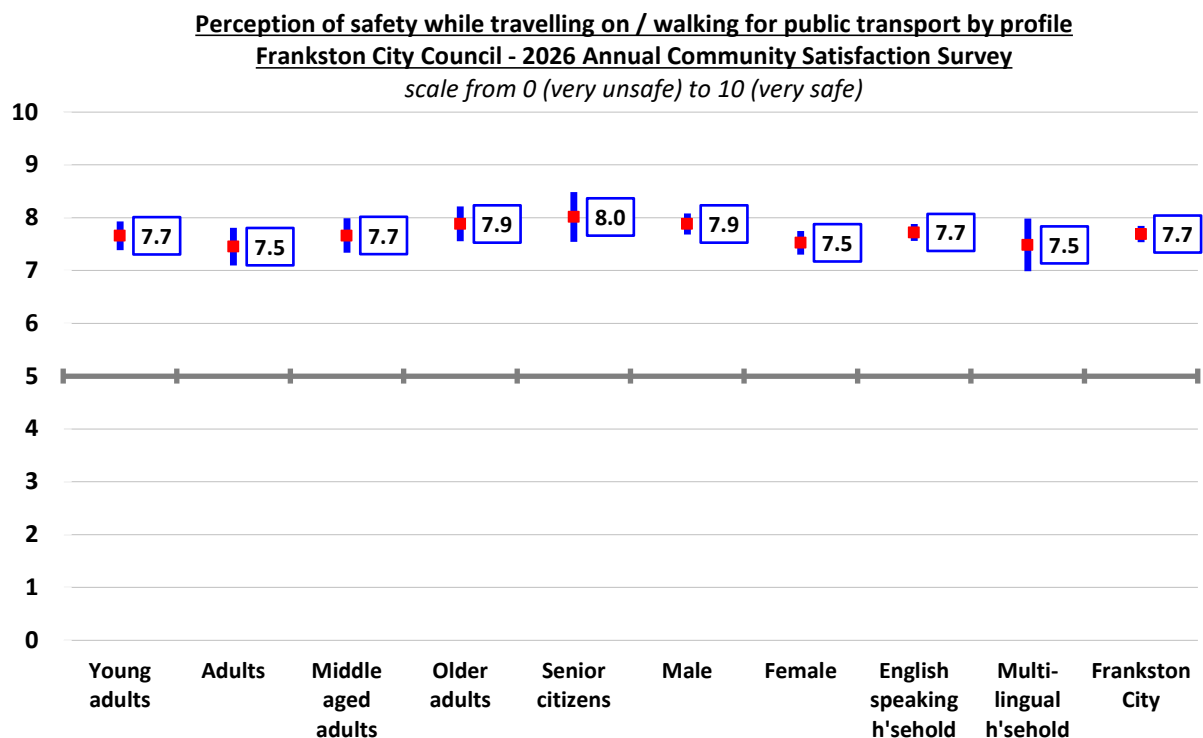
There was measurable variation in the perception of safety in public areas at night observed across the municipality.

Respondents from Frankston North (11pts) and Frankston / Karingal (4pts) felt measurably safer than average.

By contrast, respondents from Frankston South felt measurably (7pts) and respondents from Carrum Downs felt notably (5pts) less safe than average.



There was no measurable variation observed by age structure, however, male respondents felt measurably (4pts) safer than female respondents.



In and around your local shopping area

The perception of safety in and around the respondents' local shopping area increased measurably this year, up six percentage points (8%) to 7.8 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in and around the local shopping area to the relatively stable long-term average of 7.6.

This result was measurably (2pts) higher than the metropolitan average of 7.6 out of 10, and identical to the southeastern region councils' average.

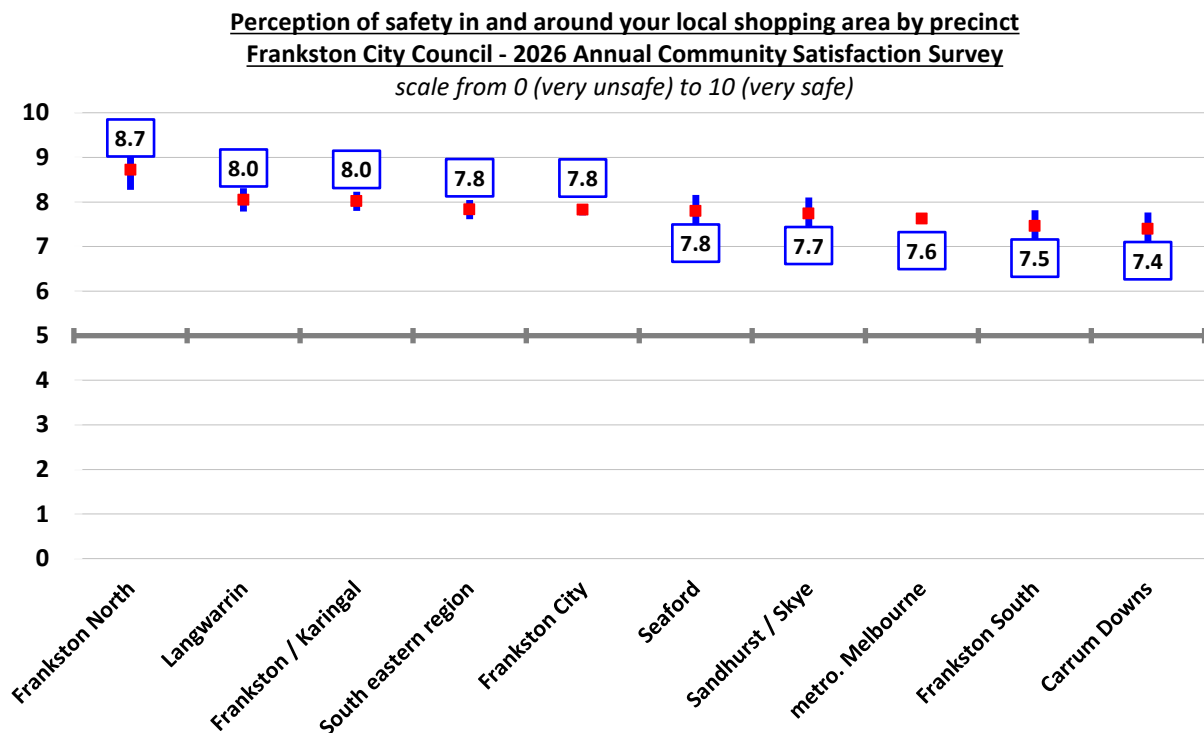
This result comprised 63% (up from 46%) who felt "very safe" and three percent (down from 6%) who felt "unsafe".



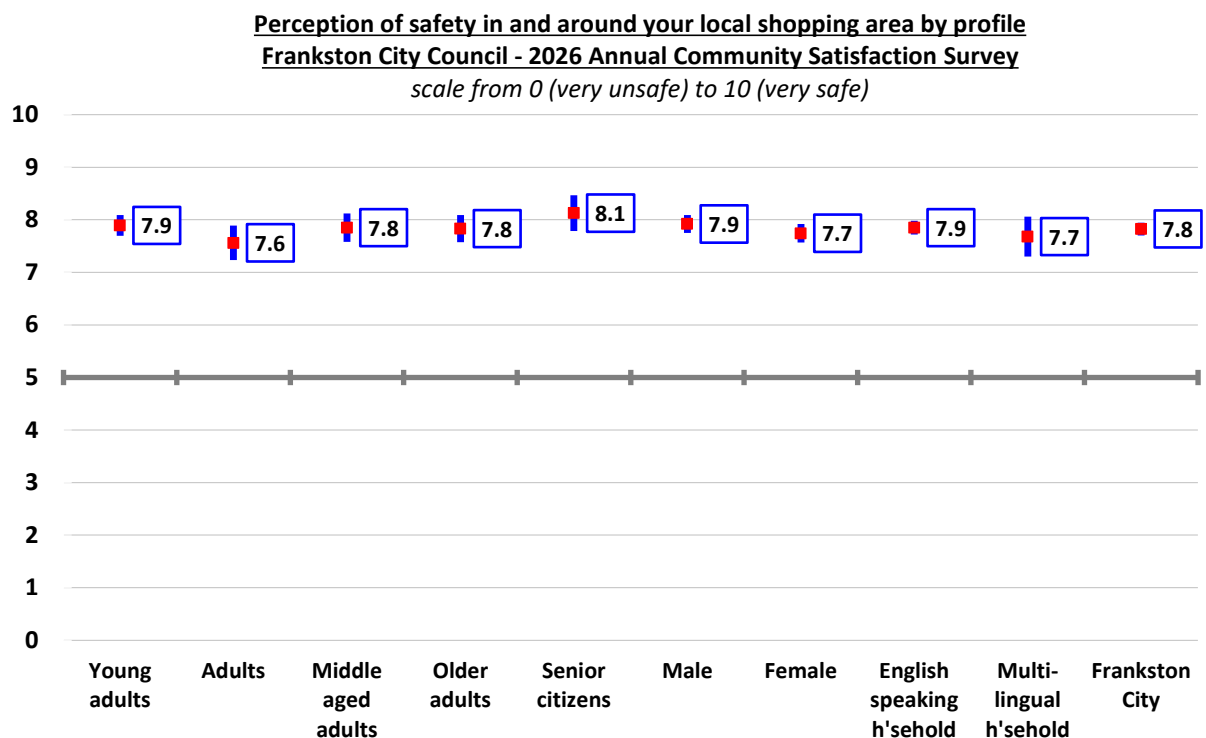
There was measurable variation in this result observed across the municipality.

Respondents from Frankston North felt measurably (9pts) safer than the municipal average.

By contrast, respondents from Frankston South (3pts) and Carrum Downs (4pts) felt notably less safe than average.



There was no measurable variation in the perception of safety in and around the local shopping area observed by respondent profile.

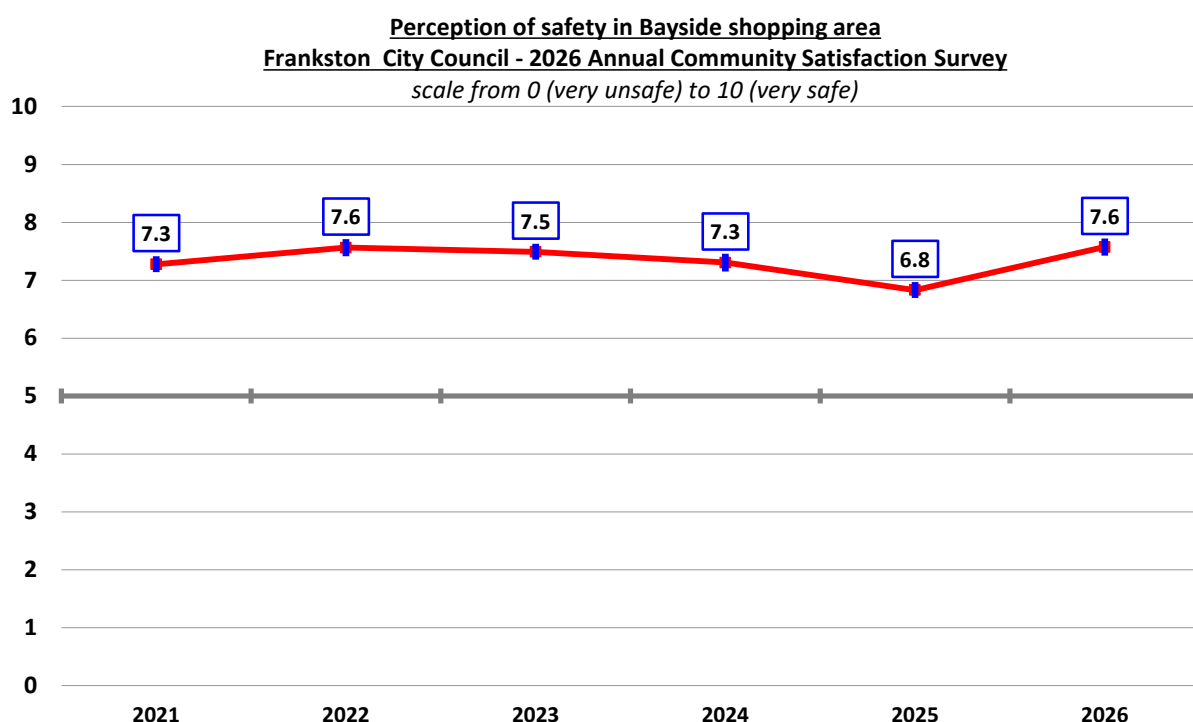


Bayside shopping area

The perception of safety in and around Bayside shopping area increased measurably and significantly this year, up eight percentage points (12%) to 7.6 out of 10.

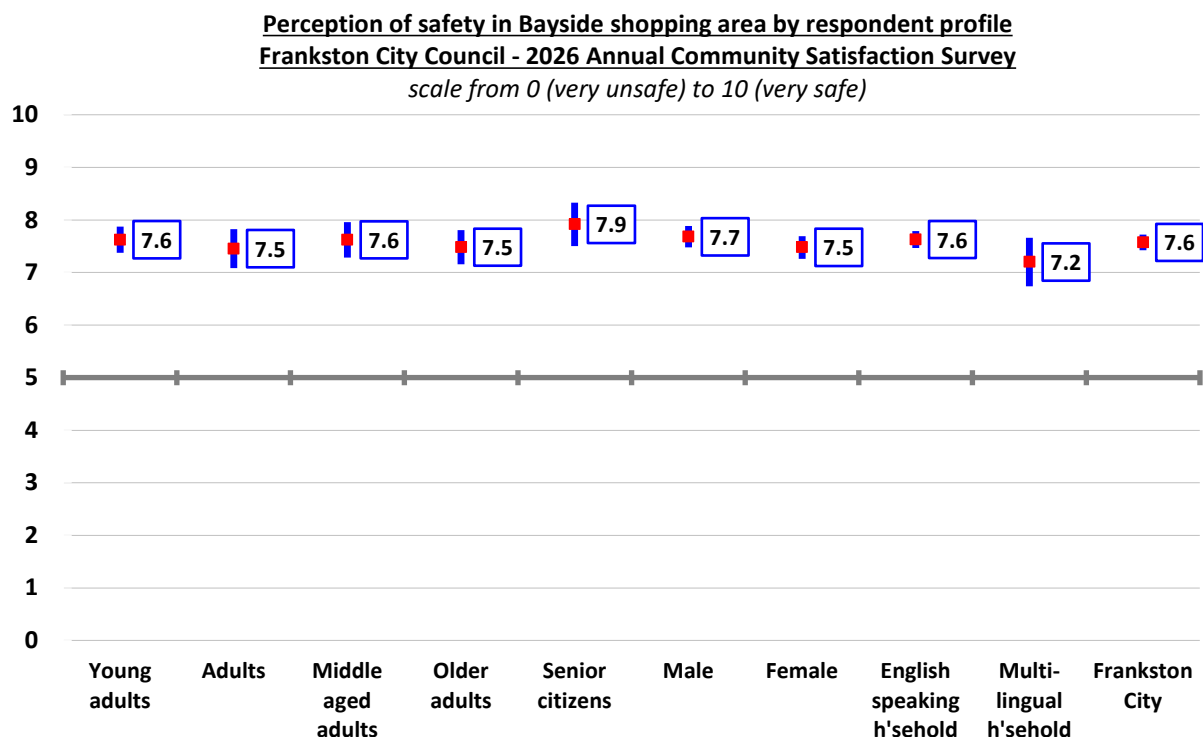
This result reversed the measurable decline recorded last year and returned the perception of safety in and around the local shopping area to the relatively stable long-term average of 7.3.

This result comprised 57% (up from 39%) who felt “very safe” and seven percent (down from 10%) who felt “unsafe”.



While there was no measurable variation in this result observed by respondent profile, senior citizens (aged 75 years and over) felt somewhat (3pts) safer than the municipal average.

Respondents from English speaking households felt notably (4pts) safer than respondents from multilingual households.



Wells Street Entertainment Precinct

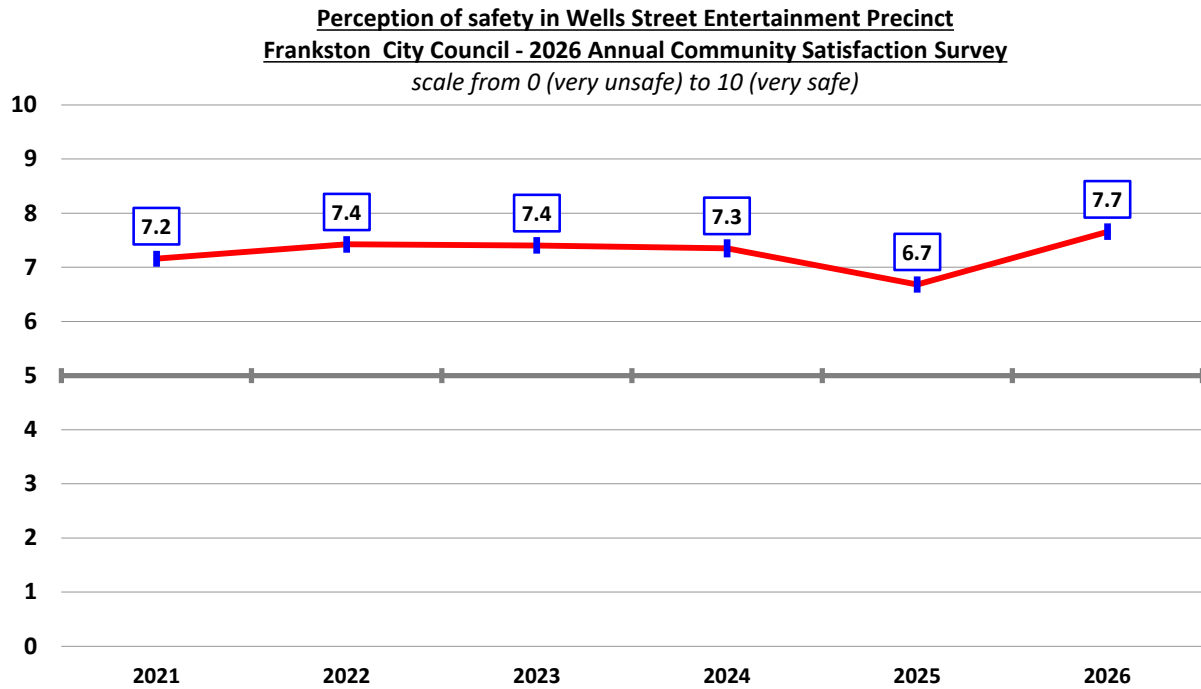
The perception of safety in and around the Wells Street Entertainment Precinct increased measurably and significantly this year, up 10 percentage points (15%) to 7.7 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in and around the local shopping area to above the relatively stable long-term average of 7.3.

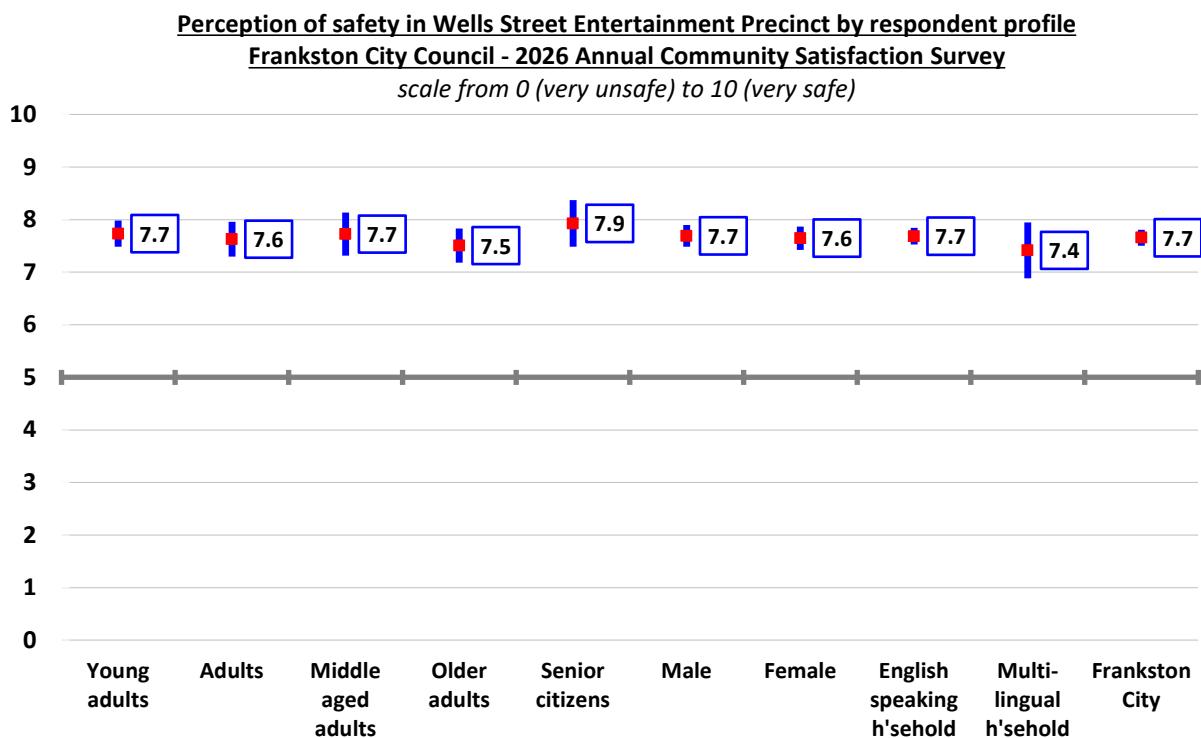
This was the highest perception of safety recorded for the Wells Street Entertainment Precinct.

This result comprised 61% (up from 36%) who felt “very safe” and six percent (down from 13%) who felt “unsafe”.





While there was no measurable variation in this result observed by respondent profile, respondents from English speaking households felt somewhat (3pts) safer than respondents from multilingual households.



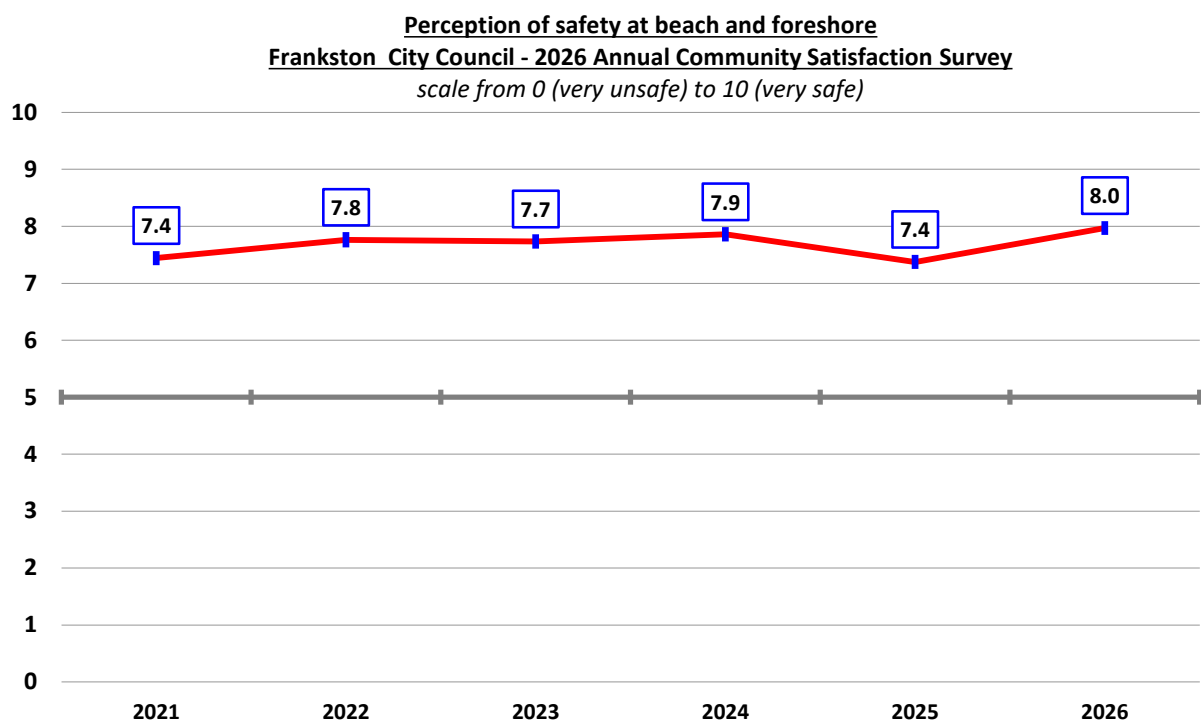
At the beach and foreshore

The perception of safety at the beach and foreshore increased measurably this year, up six percentage points (8%) to 8.0 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety at the beach and foreshore to above the relatively stable long-term average of 7.7.

This was the highest perception of safety recorded for the beach and foreshore.

This result comprised 68% (up from 52%) who felt “very safe” and three percent (down from 6%) who felt “unsafe”.

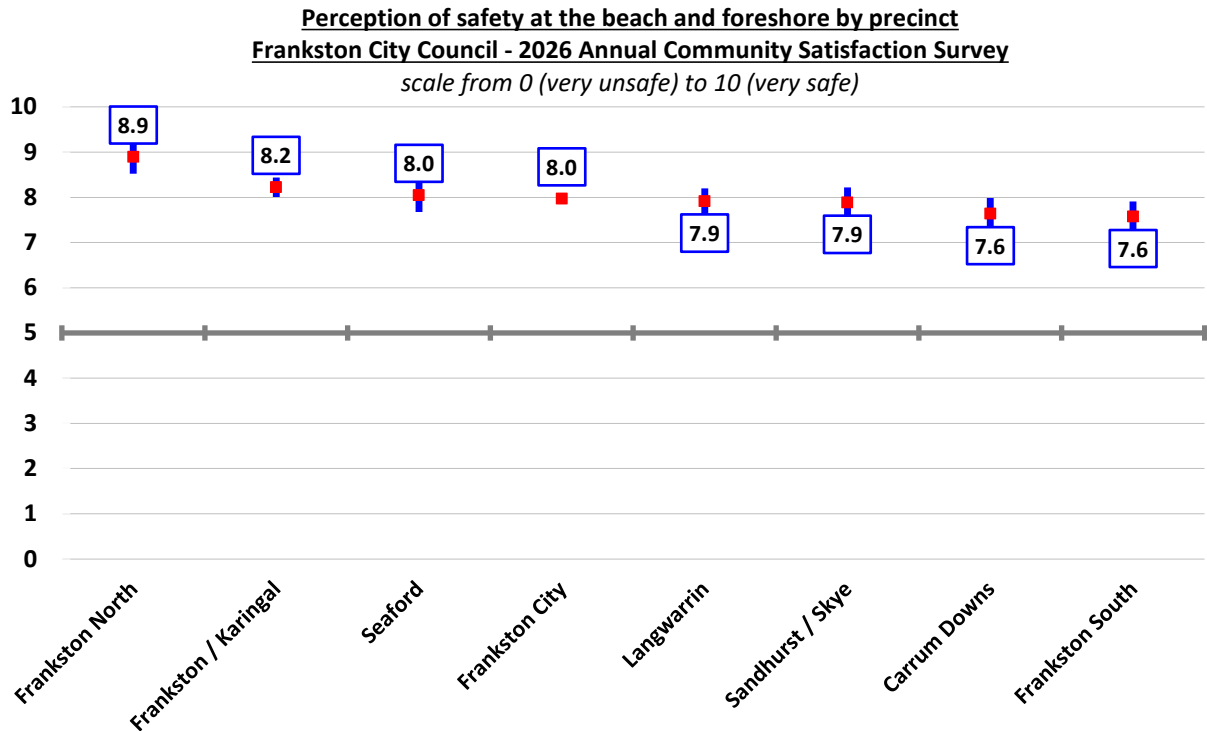


There was measurable variation in this result observed across the municipality.

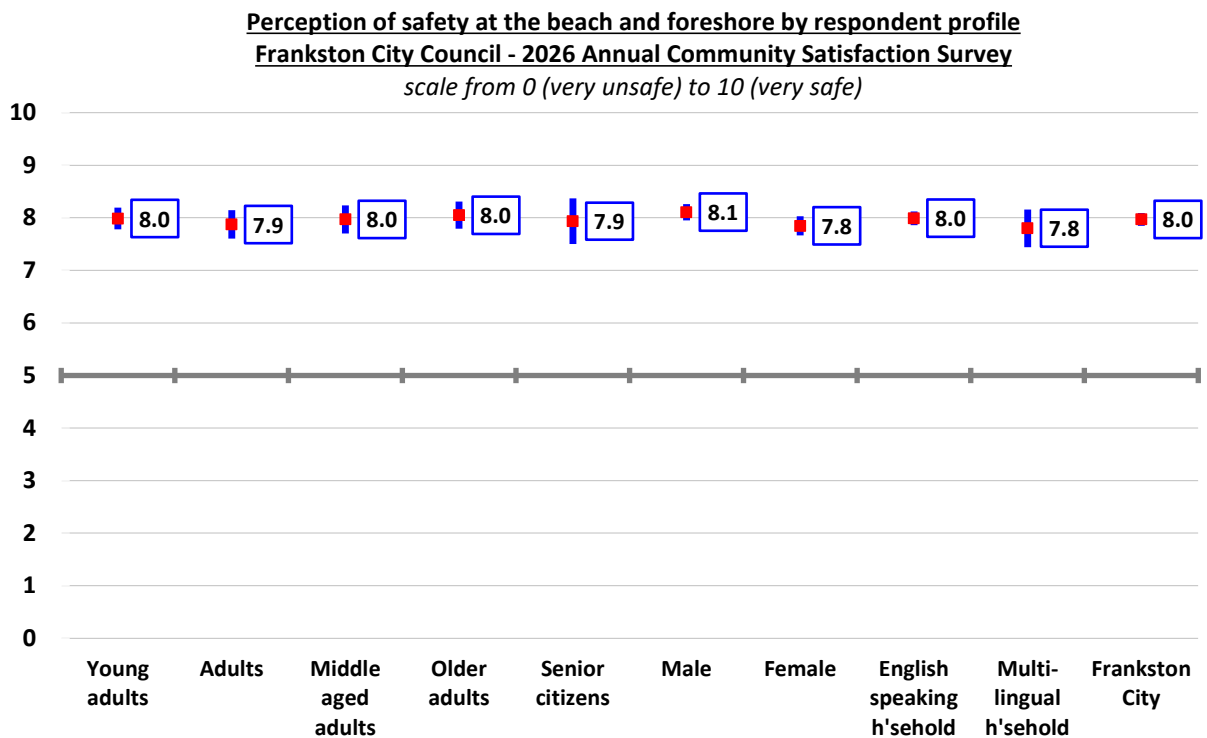
Respondents from Frankston North felt measurably (9pts) safer than the municipal average.

By contrast, respondents from Frankston South and Carrum Downs felt notably (4pts) less safe than average.





There was measurable variation in this result observed by respondent profile, as male respondents felt measurably (3pts) safer than female respondents.



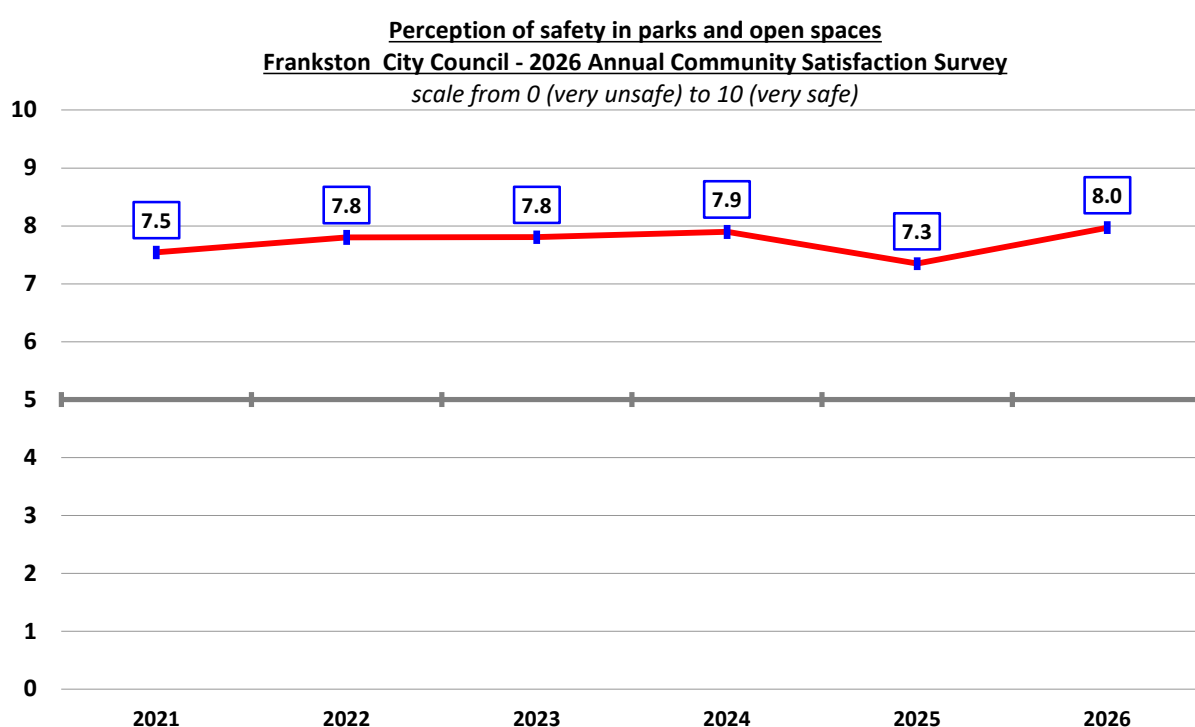
In parks and open spaces

The perception of safety in parks and open spaces increased measurably this year, up seven percentage points (10%) to 8.0 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in parks and open spaces to above the relatively stable long-term average of 7.7.

This was the highest perception of safety recorded in parks and open spaces.

This result comprised 68% (up from 49%) who felt “very safe” and two percent (down from 4%) who felt “unsafe”.

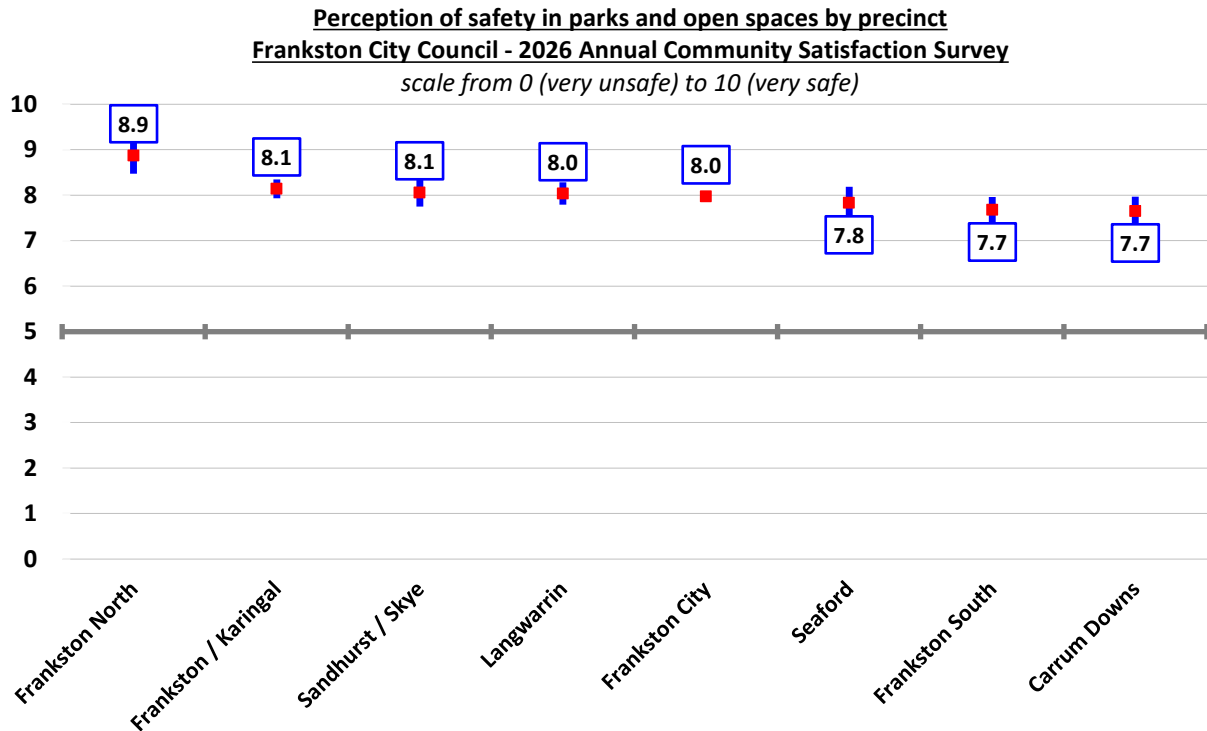


There was measurable variation in this result observed across the municipality.

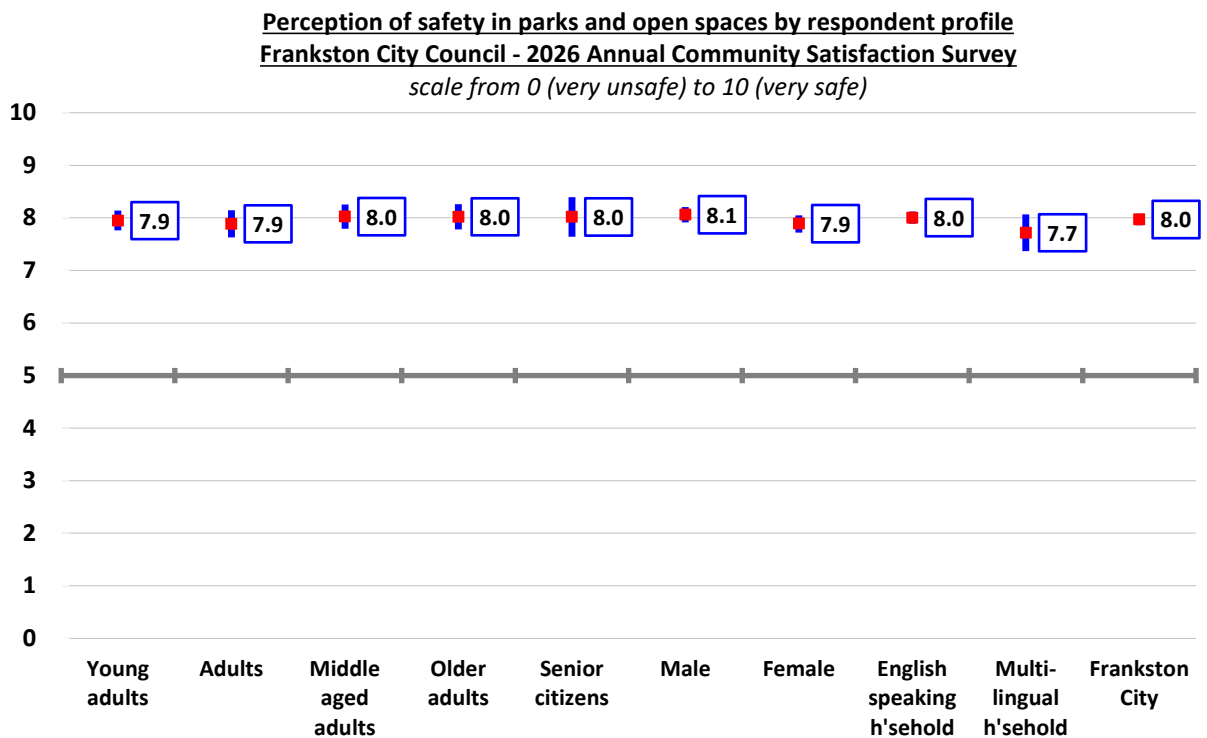
Respondents from Frankston North felt measurably (9pts) safer than the municipal average.

By contrast, respondents from Frankston South and Carrum Downs felt somewhat (3pts) less safe than average.





While there was no measurable variation in this result observed by respondent profile, respondents from English speaking households felt somewhat (3pts) safer than respondents from multilingual households.



Reasons for feeling less safe

In 2026, there were 216 (down from 404) comments received from respondents who felt unsafe in the public areas of the City of Frankston.

These comments have been broadly categorised, as outlined in the following table.

The most common issue raised by respondents who felt unsafe again this year related to concerns around drugs and alcohol (63 comments), and concerns around various types of people (53 comments).

There were also, again this year, a notable number of comments about perception of crime and perceived lack of policing (22 comments).

Other issues such as homelessness, incidents and break-ins, youth crime, anti-social behaviour, and the general perception of safety were evident in these results.

Reasons for not feeling safe in the public areas of Frankston City
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2026		2025	2024	2023	2022
	Number	Percent				
Drugs and alcohol	63	29%	30%	38%	22%	33%
People	53	25%	17%	26%	27%	25%
Crime and policing	22	10%	14%	11%	13%	10%
Homeless people / homelessness	15	7%	4%	0%	0%	0%
Incidents / break-ins	14	6%	7%	3%	7%	4%
Youth / youth crime	14	6%	7%	0%	0%	0%
Violence and anti-social behaviour	13	6%	7%	5%	4%	4%
General perception of safety	10	5%	7%	6%	7%	1%
Feel vulnerable (e.g., women, elderly)	4	2%	1%	0%	0%	1%
Perception of safety at night and lighting	3	1%	3%	8%	12%	11%
Traffic / hooning	2	1%	1%	0%	0%	7%
Other	3	1%	3%	4%	7%	4%
Total	216	100%	404	282	268	224

The verbatim comments underpinning these summary results are presented as an appendix to this report.



Locations where respondents felt unsafe

The following table outlines the locations where respondents felt unsafe in the public areas of the City of Frankston, broken down by precinct.

Location where respondents feel unsafe by precinct
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Precinct	Location	Number
Carrum Downs (Total = 35)	In general.	7
	Frankston train station	5
	Around train station	4
	At night	2
	Shopping centre	2
	Around the station	1
	At home	1
	At night and in Bayside. Add more streetlights and cameras	1
	Bayside shopping area	1
	Bus stops	1
	Carrum Downs Shopping Centre	1
	Frankston	1
	Frankston CBD	1
	Frankston North	1
	Frankston shopping area	1
	Near youth rehabilitation area	1
	Outer part of shopping areas	1
	Public transport	1
	The Bayside area. Depends on where you are	1
	Wells St	1
Seaford (Total = 33)	Frankston train station	6
	In general.	4
	All of Frankston	2
	At night in general	2
	Wells St precinct	2
	At night in Frankston and the train station or go on the train	1
	At night in the local area	1
	Bayside and surrounding area, Wells Entertainment Precinct and at night	1
	Bayside Shopping Centre	1
	Everywhere	1
	General area	1
	In Frankston CBD the housing around is bad	1
	Inside some of the malls	1
	Main city Frankston station area	1
	Next to train stops	1
	Officeworks	1

	Overall	1
	Places that aren't lit, closer to the train stations	1
	Shopping area	1
	Streetlights have been busted at Eel Race Rd roundabout	1
	Train stations in evening	1
	Young St	1

Langwarrin (Total = 18)	In general.	3
	Frankston main precinct / city area	2
	Frankston station	2
	Bayside and Keyside shopping centres	1
	Beach, Bayside, public transport and Wells St entertainment precinct	1
	Closer to Frankston centre	1
	During the day its fine	1
	Frankston beach area	1
	Near hotels in Frankston	1
	Night	1
	People with bikes everywhere	1
	Public transport is unsafe, that's why I don't take it	1
	Wells St Entertainment Precinct	1
	Young St	1

Sandhurst / Skye (Total = 6)	Bayside Shopping Centre Caremark	1
	Carrum Downs, Frankston shopping centres	1
	Everywhere	1
	Frankston train station and other station	1
	General Frankston area	1
	Station area and the beaches	1

Frankston South (Total = 50)	Train station	6
	Around the station	4
	Frankston train station	4
	In general.	4
	Bayside shopping area	3
	Bayside	2
	Beach and foreshore	2
	Everywhere	2
	Frankston CBD	2
	Frankston entirely	2
	Frankston North	2
	Night	2
	Wells St	2
	Around the station at night	1
	Bayside SC train stations	1
	Frankston CBD and station Wells St Bayside shopping area	1
	In general, anywhere with low light	1
	Night at stations	1
	Playne St	1
	Seaford	1



	Shopping centres	1
	The shopping strip in front of the Frankston station	1
	Wells St Entertainment Precinct	1
	When shopping	1
	Wouldn't go into the Coles	1
	Young St	1

Frankston North (Total = 2)	Frankston railway station	1
	Around the station	1

Frankston / Karingal (Total = 25)	Frankston station	3
	In general.	3
	Mainly around train stations	3
	Dalpora Cct end	2
	Everywhere	2
	Around homes	1
	Beachside in night	1
	City centre	1
	Frankston shopping area	1
	Home	1
	Near shopping areas	1
	Overpass of the Frankston station	1
	Parks	1
	The Frankston Shopping Centre	1
	The shopping centre and Frankston station	1
	Williams St	1
	Young St	1



Sense of community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”

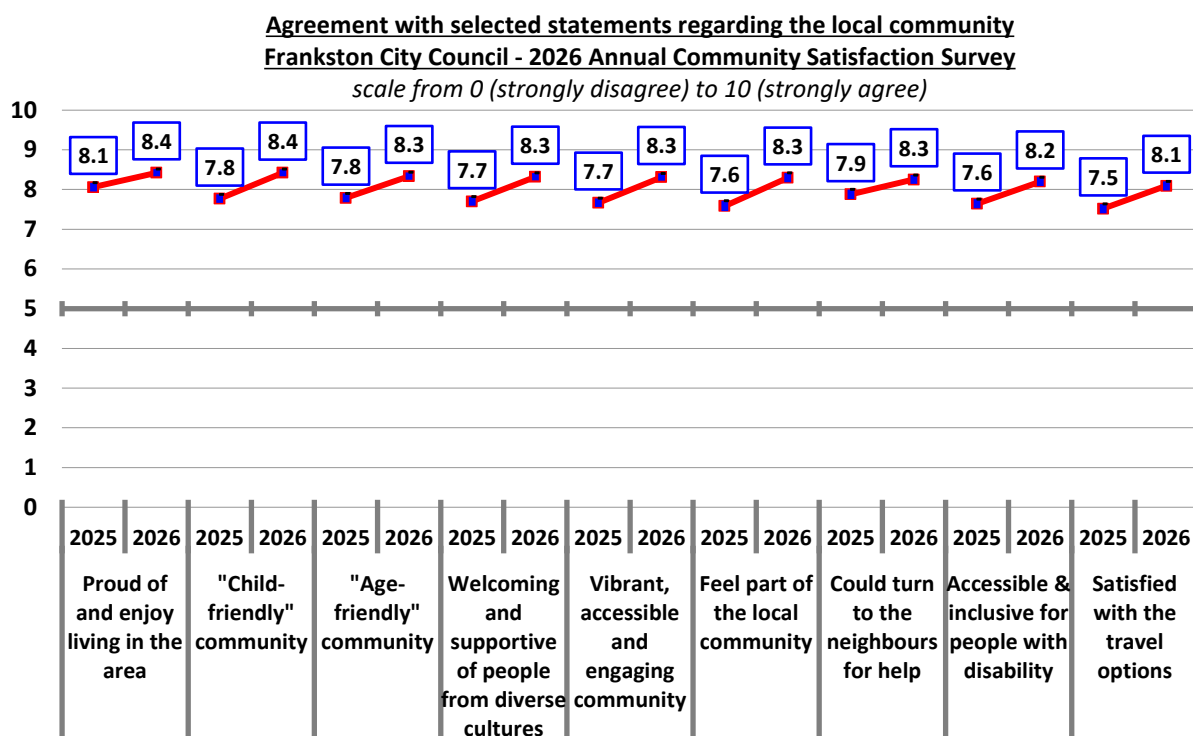
Respondents were again in 2026, asked to rate their agreement with nine statements about the local community.

These statements include some that define the sense of local community, and some that reflect various importance aspects of living in the local community, such as transport.

The average agreement with each of these statements increased measurably this year, consistent with the general increase in satisfaction with the performance of Council, and other variables such as the perception of safety, and satisfaction with housing affordability and availability.

Agreement with each of these statements was at a record high for the City of Frankston this year.

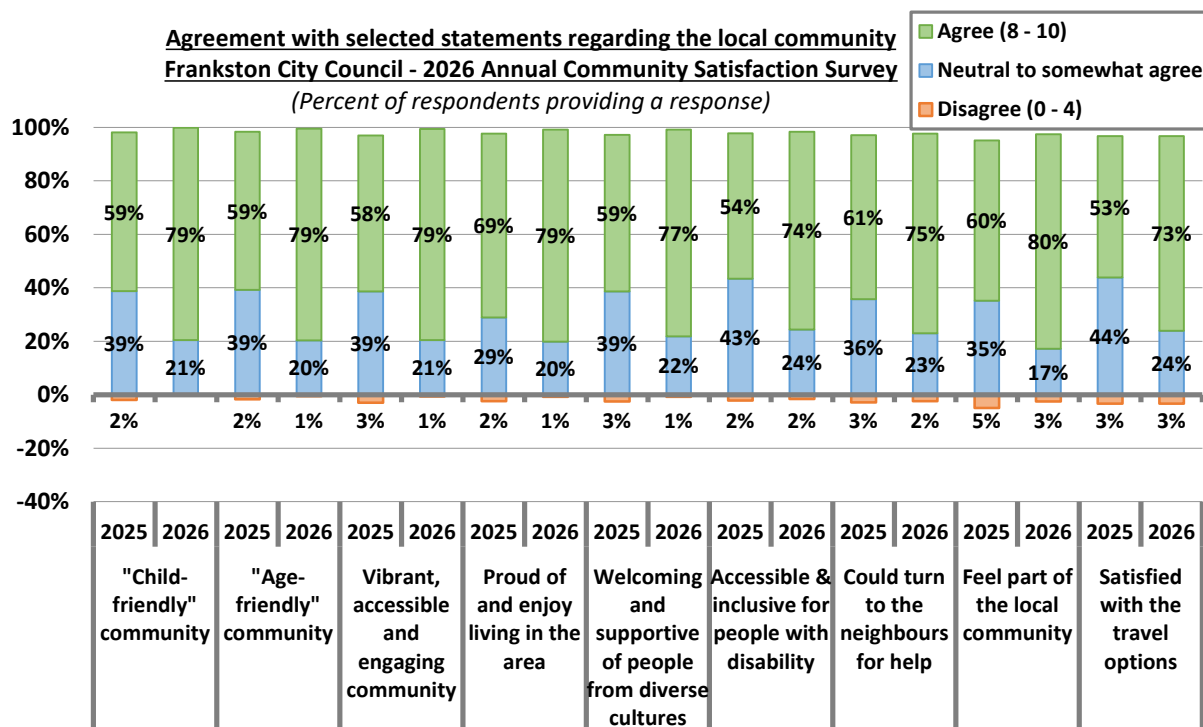
These results reflect a strong local sense of community in the City of Frankston, and at levels higher than the metropolitan average, as recorded in *Governing Melbourne*.



The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five out of 10).

Consistent with the measurable increase in average agreement, there were measurable increases in the proportion of respondents who “strongly agreed” with each statement.

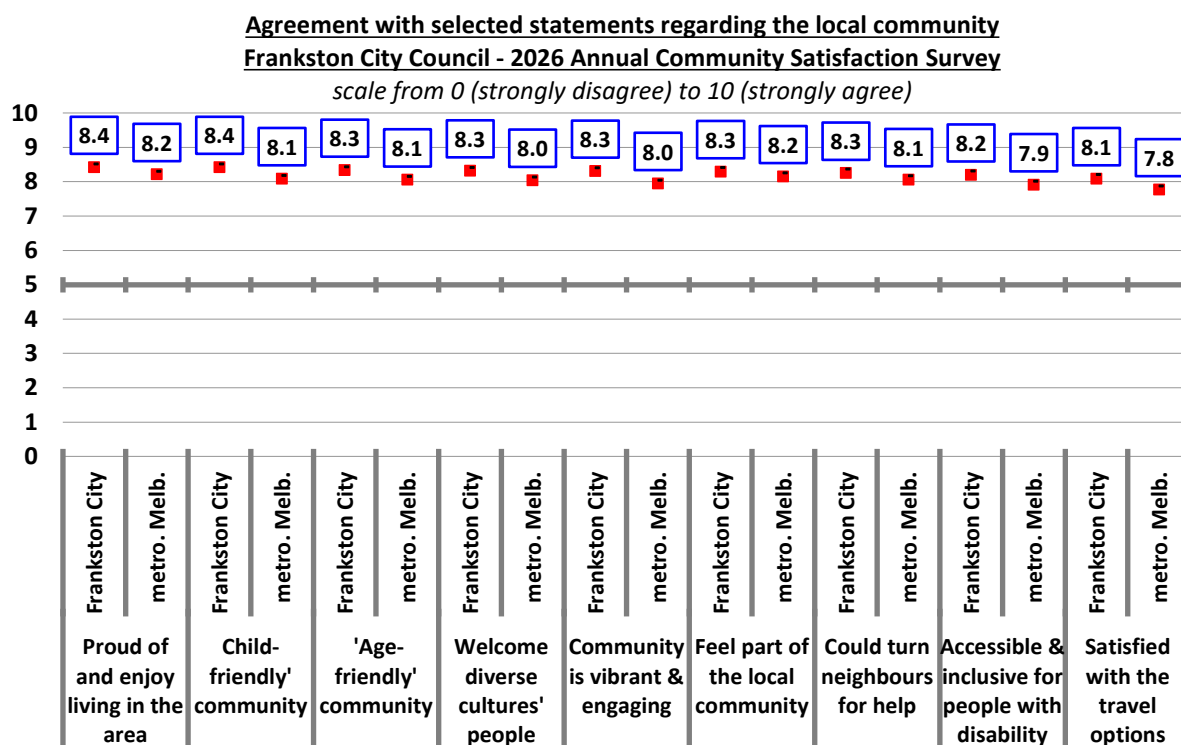
Less than four percent of respondents “disagreed” with any of these nine statements.



The following graph provides a comparison of average agreement with these nine senses of community statements for the City of Frankston against the metropolitan Melbourne average, as recorded in the 2026 *Governing Melbourne* research.

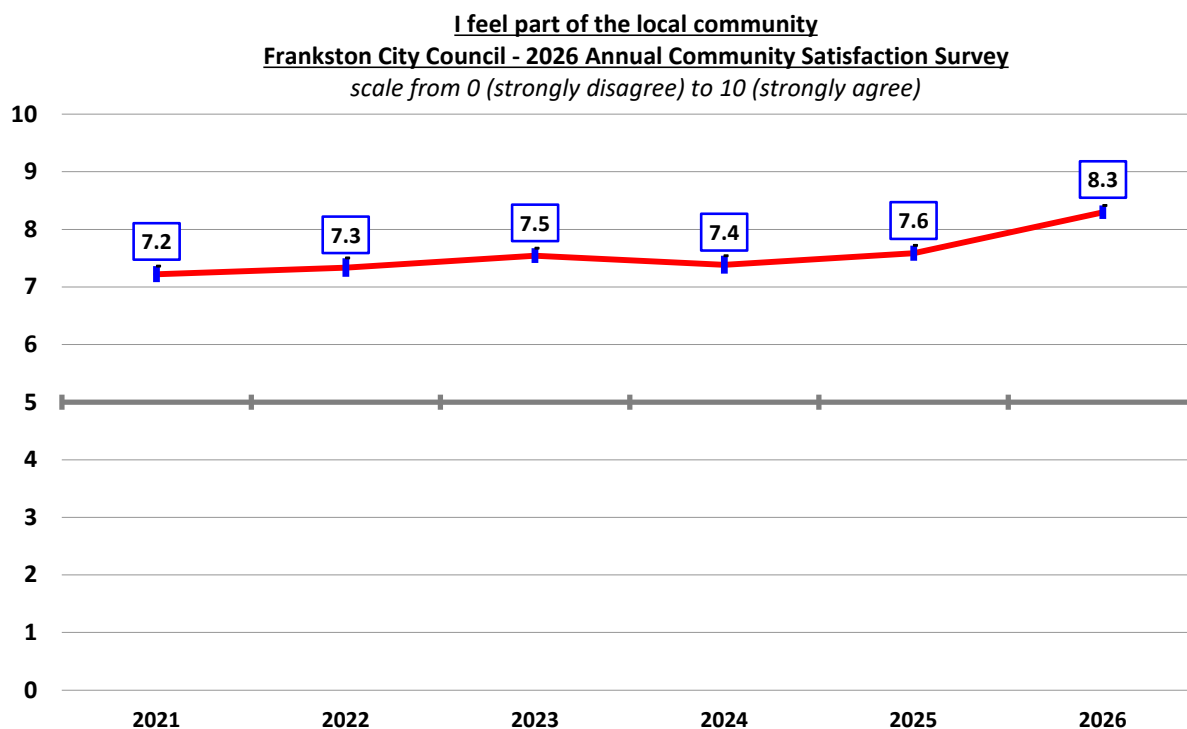
The average agreement with all nine statements was higher in the City of Frankston.

This was a reversal of some of the results recorded last year, at which time several of these aspects recorded lower agreement in the City of Frankston.

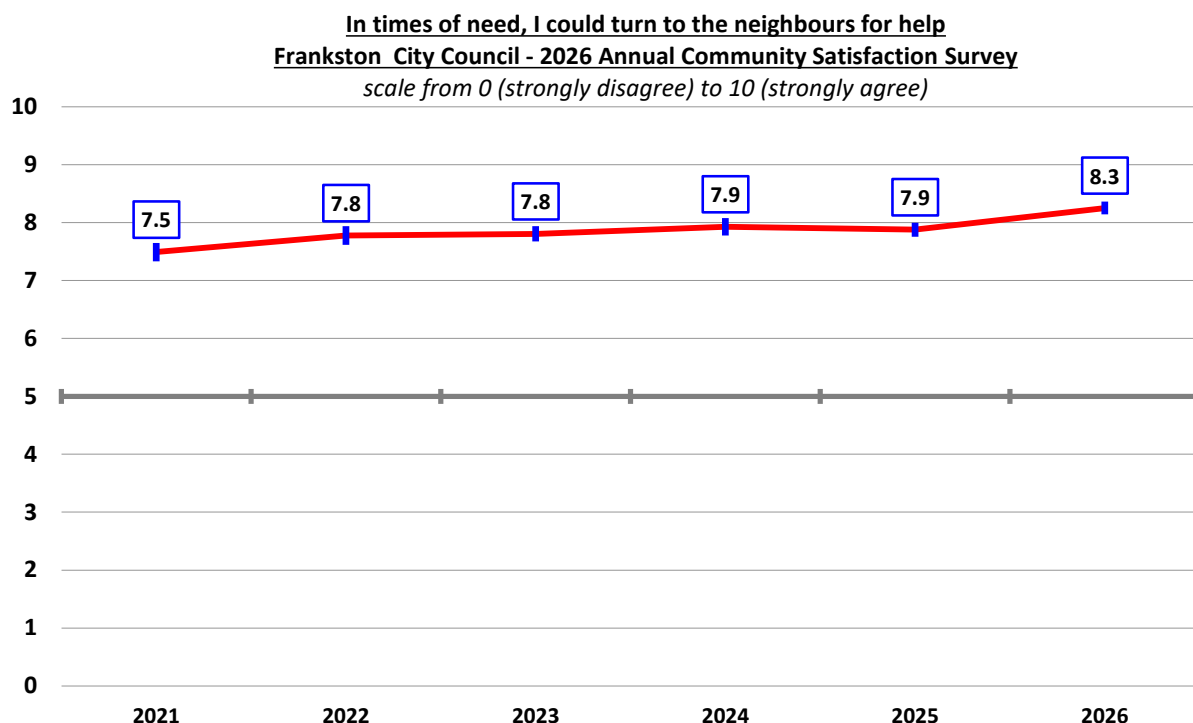


The average agreement that the respondent feels part of the local community increased measurably this year, up seven percentage points (9%) to 8.3 out of 10.

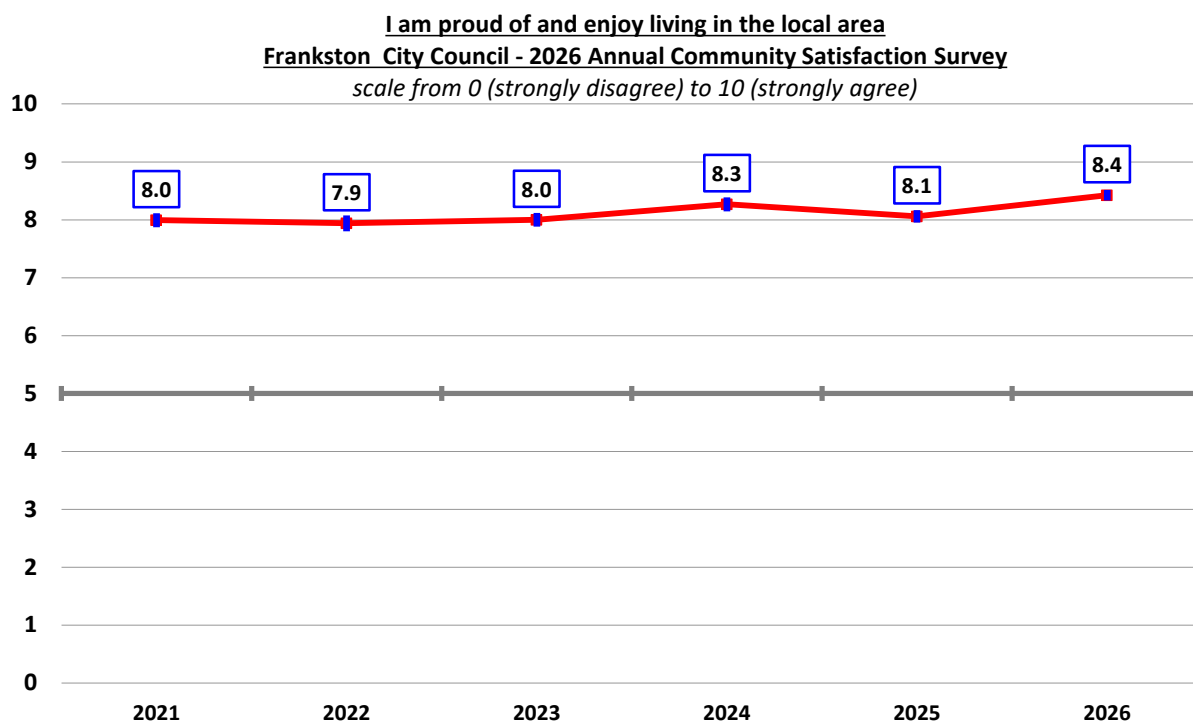
This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.6.



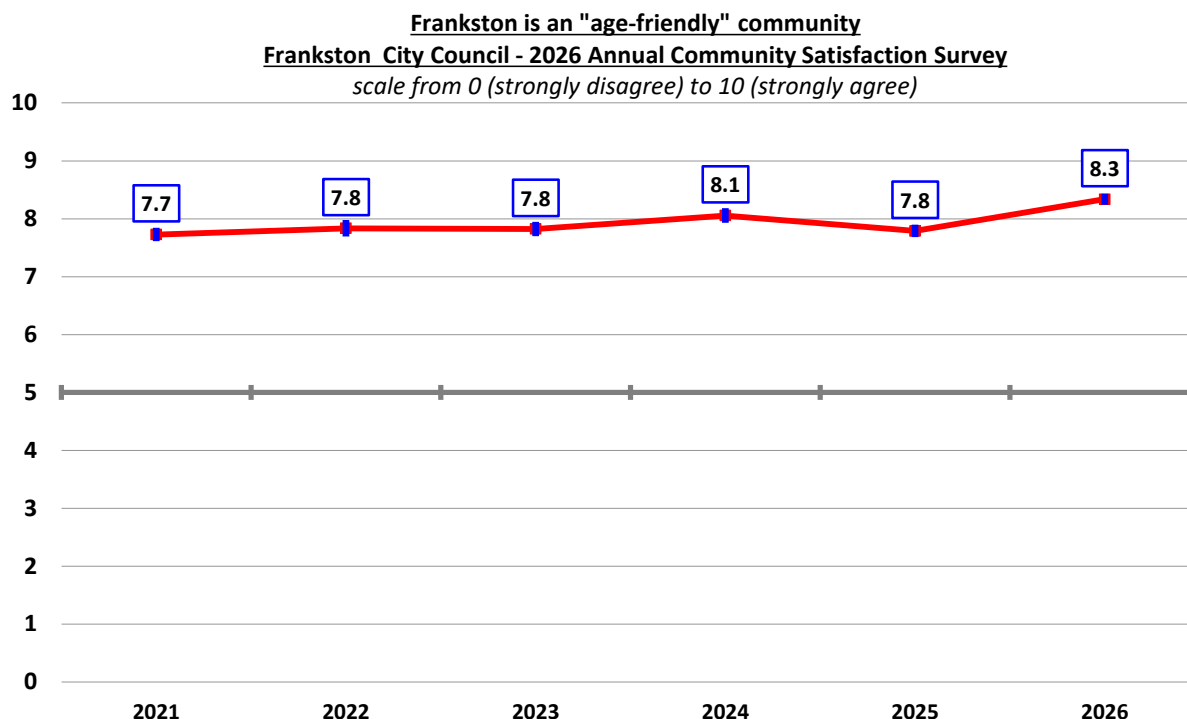
The average agreement that in times of need, the respondent could turn to the neighbours for help increased measurably this year, up four percentage points (5%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (4pts) higher than the long-term average agreement since 2021 of 7.9.



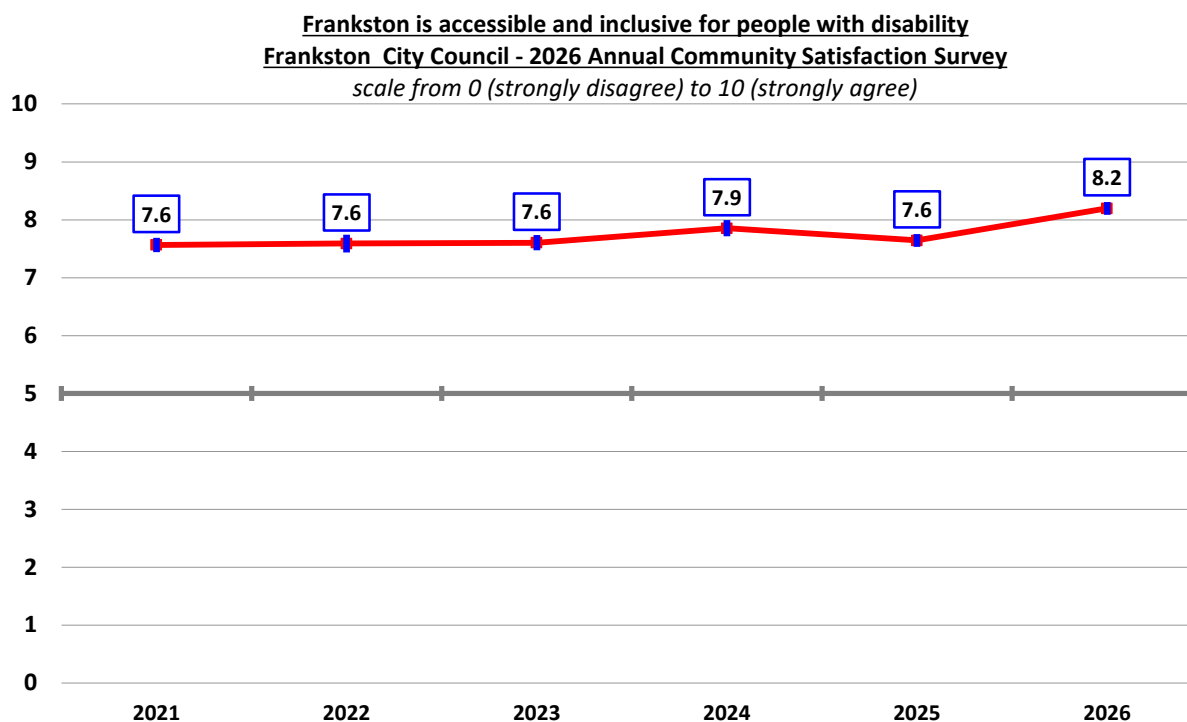
The average agreement that the respondent feels proud of and enjoys living in the local area increased measurably this year, up seven percentage points (9%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (3pts) higher than the long-term average agreement since 2021 of 8.1.



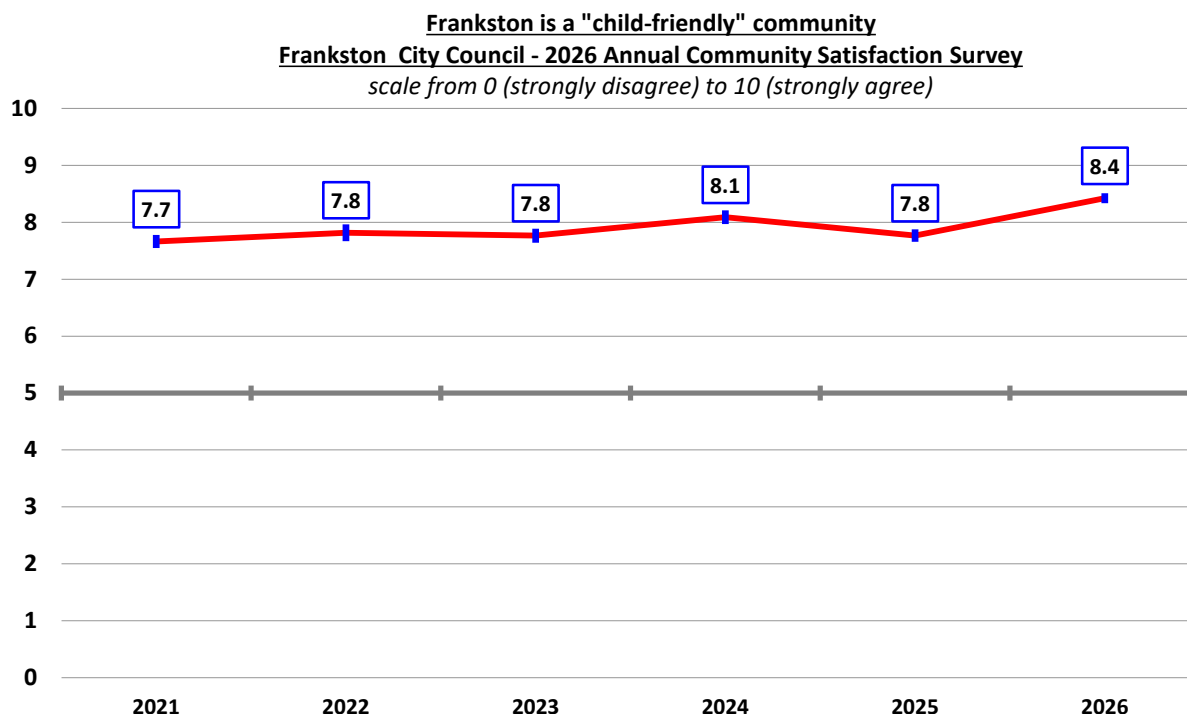
The average agreement that Frankston is an 'age-friendly' community increased measurably this year, up five percentage points (6%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.9.



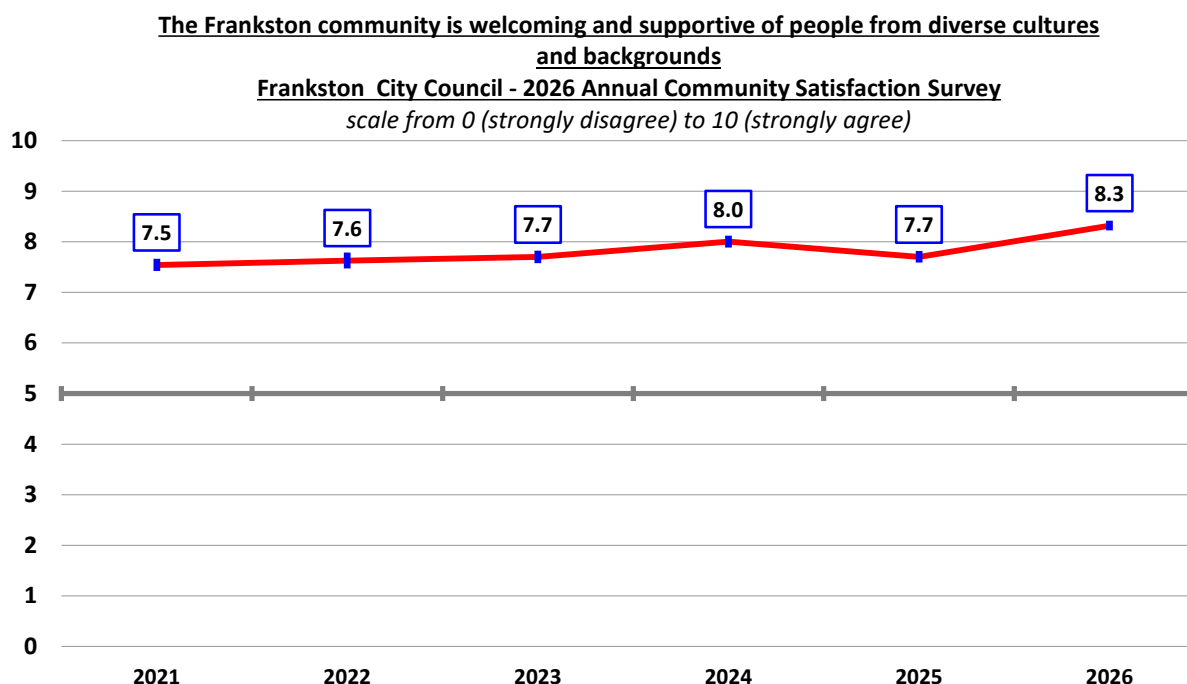
The average agreement that Frankston is accessible and inclusive for people with disability increased measurably this year, up six percentage points (8%) to 8.2 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.7.



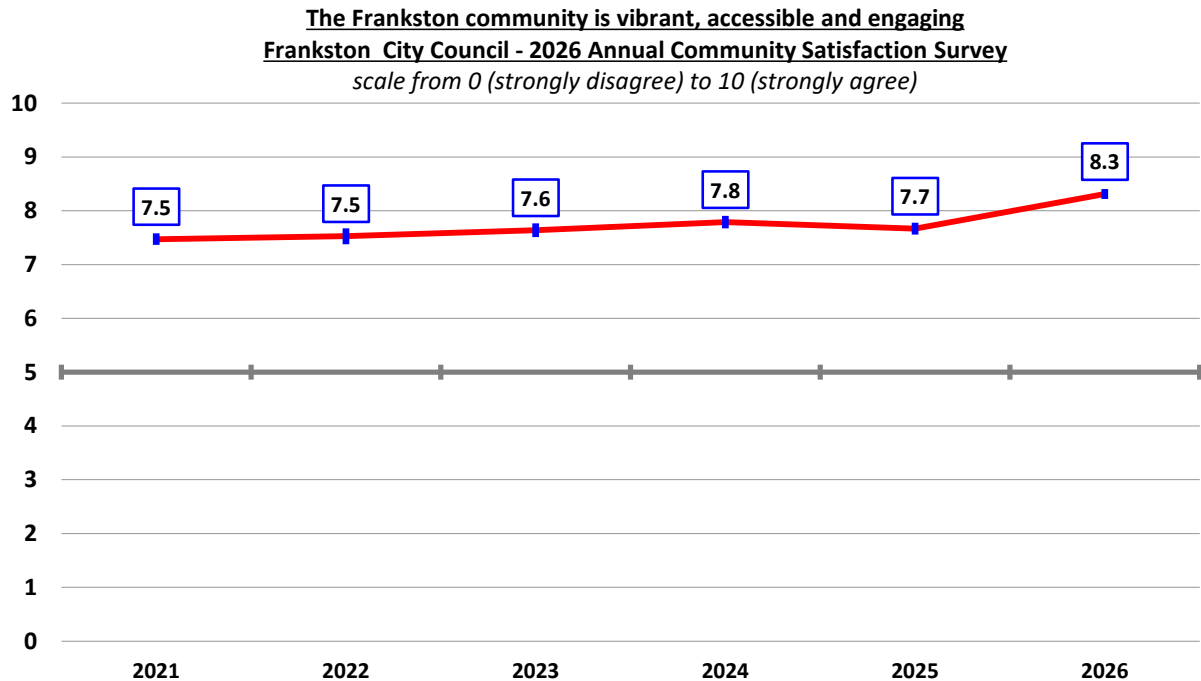
The average agreement that Frankston is a 'child-friendly' community increased measurably this year, up six percentage points (8%) to 8.4 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (5pts) higher than the long-term average agreement since 2021 of 7.9.



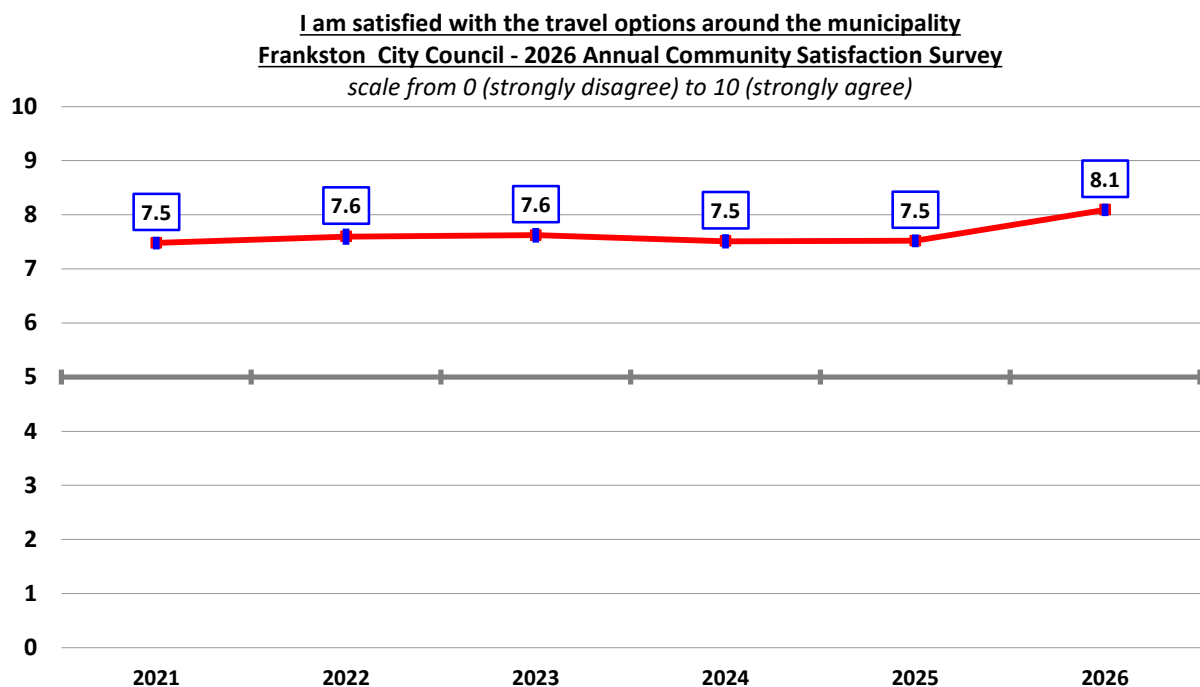
The average agreement that the Frankston community is welcoming and supportive of people from diverse cultures and backgrounds community increased measurably this year, up six percentage points (8%) to 8.3 out of 10. This was the highest agreement recorded for the City of Frankston and was measurably (5pts) higher than the long-term average since 2021 of 7.8.



The average agreement that the Frankston community is vibrant, accessible, and engaging increased measurably this year, up six percentage points (8%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (6pts) higher than the long-term average agreement since 2021 of 7.7.



The average agreement that the respondent was satisfied with the travel options around the municipality increased measurably this year, up six percentage points (8%) to 8.1 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.6.



The following tables provides a comparison of the average agreement with each of these statements by precinct and by respondent profile. The following variations were noted:

- ***I feel part of the local community*** – respondents from Carrum Downs were notably less, while respondents from Sandhurst / Skye, Frankston North, and Frankston / Karingal were notably more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.
- ***In times of need, I could turn to the neighbours for help*** – respondents from Langwarrin and Sandhurst / Skye were notably less, while respondents from Frankston North were notably more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.
- ***I am proud of and enjoy living in the local area*** – respondents from Frankston North and senior citizens (aged 75 years and over) were notably more in agreement than average.
- ***Frankston is an ‘age-friendly’ community*** - respondents from Frankston North were notably more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.
- ***Frankston is accessible and inclusive for people with disability*** – respondents from Langwarrin were notably less and respondents from Frankston North were notably more in agreement than average.
- ***Frankston is a ‘child-friendly’ community*** – respondents from Frankston North were notably more in agreement than average.
- ***The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds*** - respondents from Frankston North were notably more in agreement than average.
- ***The Frankston community is vibrant, accessible, and engaging*** - respondents from Frankston North were notably more in agreement than average.
- ***I am satisfied with the travel options around the municipality*** - respondents from Frankston North were notably more in agreement than average.



Average agreement with selected statements regarding the local community by precinct
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Aspect</i>	<i>Carrum Downs</i>	<i>Seaford</i>	<i>Langwarrin</i>	<i>Sandhurst / Skye</i>
I feel part of the local community	7.7	8.2	8.1	8.6
In times of need, I could turn to the neighbours for help	8.2	8.4	7.9	7.8
I am proud of and enjoy living in the local area	8.1	8.6	8.5	8.2
Frankston is an “age-friendly” community	8.1	8.4	8.3	8.1
Frankston is accessible and inclusive for people with disability	7.9	8.1	7.8	8.2
Frankston is a “child-friendly” community	8.3	8.4	8.4	8.3
The Frankston community is welcoming and supportive of people from diverse backgrounds	8.2	8.1	8.2	8.3
The Frankston community is vibrant, accessible and engaging	8.1	8.1	8.3	8.3
I am satisfied with the travel options around the municipality	7.9	8.1	8.0	8.2
<i>Average agreement</i>	<i>8.1</i>	<i>8.3</i>	<i>8.2</i>	<i>8.2</i>
Total respondents	130	94	138	80

<i>Aspect</i>	<i>Frankston South</i>	<i>Frankston North</i>	<i>Frankston / Karingal</i>	<i>Frankston City</i>
I feel part of the local community	8.0	9.0	8.8	8.3
In times of need, I could turn to the neighbours for help	8.3	9.1	8.4	8.3
I am proud of and enjoy living in the local area	8.4	8.8	8.6	8.4
Frankston is an “age-friendly” community	8.3	8.8	8.5	8.3
Frankston is accessible and inclusive for people with disability	8.2	8.8	8.5	8.2
Frankston is a “child-friendly” community	8.4	9.0	8.5	8.4
The Frankston community is welcoming and supportive of people from diverse backgrounds	8.3	8.9	8.5	8.3
The Frankston community is vibrant, accessible and engaging	8.2	8.9	8.5	8.3
I am satisfied with the travel options around the municipality	7.9	8.6	8.2	8.1
<i>Average agreement</i>	<i>8.2</i>	<i>8.9</i>	<i>8.5</i>	<i>8.3</i>
Total respondents	108	38	213	800



Average agreement with selected statements regarding the local community by respondent profile

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Aspect	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
I feel part of the local community	8.2	8.3	8.5	8.2	8.2	8.3	8.3	8.4	7.9
In times of need, I could turn to the neighbours for help	8.1	8.1	8.4	8.4	8.5	8.3	8.2	8.3	7.9
I am proud of and enjoy living in the local area	8.4	8.3	8.5	8.4	8.7	8.4	8.4	8.5	8.2
Frankston is an “age-friendly” community	8.4	8.3	8.3	8.3	8.3	8.4	8.3	8.4	8.0
Frankston is accessible and inclusive for people with disability	8.3	8.2	8.2	8.1	8.2	8.2	8.2	8.2	7.9
Frankston is a “child-friendly” community	8.5	8.4	8.4	8.4	8.4	8.4	8.5	8.5	8.2
The Frankston community is welcoming and supportive of people from diverse backgrounds	8.4	8.2	8.4	8.3	8.4	8.3	8.3	8.3	8.3
The Frankston community is vibrant, accessible and engaging	8.3	8.3	8.3	8.3	8.2	8.3	8.3	8.4	8.1
I am satisfied with the travel options around the municipality	8.1	8.0	8.1	8.2	8.1	8.1	8.1	8.1	7.9
<i>Average agreement</i>	<i>8.3</i>	<i>8.2</i>	<i>8.3</i>	<i>8.3</i>	<i>8.3</i>	<i>8.3</i>	<i>8.3</i>	<i>8.3</i>	<i>8.1</i>
Total respondents	230	141	145	212	69	380	415	681	107

Respondent profile

The following section provides the demographic profile of respondents to the *Frankston City Council – 2026 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; 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

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile.

Metropolis Research notes, however, that the unweighted sample was a very fair reflection of the underlying age and gender structure of the Frankston City community, which speaks to the strength of the door-to-door, in-person methodology.



Consistent with all voluntary surveys, the unweighted sample somewhat under-represented young adults (aged 18 to 34 years), although Metropolis Research notes that the under-representation was significantly smaller than is typically observed with telephone surveys.

Age structure

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Age	2026 (unweighted)		2026 (weighted)	2025	2024	2023	2022	2021
	Number	Percent						
Young adults (18 - 34 years)	127	16%	29%	29%	29%	29%	29%	29%
Adults (35 - 44 years)	188	24%	18%	18%	18%	18%	18%	18%
Middle-aged adults (45 - 54 years)	168	21%	18%	18%	18%	18%	18%	18%
Older adults (55 - 74 years)	215	27%	27%	27%	27%	27%	27%	27%
Senior citizens (75 years and over)	99	12%	9%	9%	9%	9%	9%	9%
Not stated	3		3	5	3	3	9	0
Total	800	100%	800	800	800	801	803	811

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results.

It is noted that the unweighted sample was a fair representation of the underlying Frankston City community, although it slightly over-represented male and over female respondents.

Gender

Frankston City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Gender	2026 (unweighted)		2026 (weighted)	2025	2024	2023	2022	2021
	Number	Percent						
Male	397	50%	48%	48%	48%	48%	48%	48%
Female	398	50%	52%	52%	52%	51%	52%	52%
Non-binary	3	0%	0%	0%	0%	1%	0%	0%
Other	1	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	1		1	2	1	1	9	0
Total	800	100%	800	800	800	801	803	811



Language spoken at home

Consistent with previous results, 14% of respondents were from households that spoke a language other than English at home. This was almost identical to the 13% of individuals who spoke a language other than English at home recorded in the 2021 *Census*.

Language spoken at home
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2026		2025	2024	2023	2022	2021
	Number	Percent					
English	681	86%	80%	76%	84%	86%	85%
French	11	1%	1%	1%	1%	0%	0%
Mandarin	11	1%	1%	3%	1%	1%	1%
Tagalog (Filipino)	10	1%	1%	1%	2%	1%	1%
Hindi	9	1%	1%	2%	1%	1%	1%
Greek	6	1%	2%	1%	1%	1%	1%
Italian	6	1%	1%	1%	1%	1%	0%
Chinese, n.f.d	4	1%	0%	0%	0%	0%	0%
Malayalam	4	1%	1%	1%	0%	0%	1%
Spanish	4	1%	1%	1%	1%	1%	0%
Tamil	4	1%	0%	0%	0%	0%	0%
German	3	0%	1%	1%	1%	0%	0%
Japanese	3	0%	0%	1%	0%	0%	0%
Sinhalese	3	0%	0%	1%	0%	0%	0%
Ukrainian	3	0%	0%	0%	0%	0%	0%
Vietnamese	3	0%	1%	1%	0%	1%	0%
Cantonese	2	0%	1%	0%	1%	0%	0%
Czech	2	0%	0%	0%	0%	0%	0%
Hungarian	2	0%	1%	0%	0%	0%	0%
Polish	2	0%	1%	0%	1%	0%	0%
Thai	2	0%	1%	0%	0%	0%	0%
Urdu	2	0%	0%	0%	0%	0%	0%
Albanian	1	0%	0%	0%	0%	0%	0%
Arabic	1	0%	1%	1%	1%	1%	0%
Dutch	1	0%	0%	1%	1%	0%	1%
Irish	1	0%	0%	0%	0%	0%	0%
Khmer	1	0%	0%	0%	0%	0%	0%
Maori	1	0%	0%	0%	0%	0%	0%
Nepali	1	0%	0%	0%	0%	0%	0%
Russian	1	0%	1%	1%	0%	0%	0%
Turkish	1	0%	0%	0%	0%	0%	0%
All languages	5	1%	2%	4%	3%	4%	5%
Not stated	9		14	7	13	21	4
Total	800	100%	800	800	801	803	811



Household structure

Consistent with previous results, a little more than one-third of respondents were from two-parent families, 35% from couple households, 13% from sole person households, five percent from one-parent families, and seven percent from group households.

Household structure
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2026		2025	2024	2023	2022	2021
	Number	Percent					
Two parent family total	307	39%	40%	38%	36%	50%	48%
youngest child 0 - 4 years	59	8%	12%	11%	10%	12%	11%
youngest child 5 - 12 years	97	12%	9%	12%	9%	15%	16%
youngest child 13 - 18 years	59	8%	8%	7%	8%	10%	13%
adult children only	92	12%	11%	8%	10%	13%	8%
One parent family	42	5%	9%	11%	8%	8%	8%
youngest child 0 - 4 years	9	1%	1%	1%	1%	1%	1%
youngest child 5 - 12 years	3	0%	2%	2%	2%	1%	2%
youngest child 13 - 18 years	8	1%	2%	2%	2%	2%	2%
adult children only	22	3%	4%	5%	3%	3%	3%
Group household	54	7%	6%	8%	10%	5%	24%
Sole person household	105	13%	13%	15%	15%	14%	6%
Couple only household	275	35%	32%	27%	30%	23%	13%
Extended or multiple families	2	0%	1%	2%	1%	1%	1%
Not stated	15		8	10	7	20	27
Total	800	100%	800	800	801	803	811

Housing situation

A little less than two-thirds (61% up from 54%) of the respondents owned their home outright, 18% were mortgage households, and 20% were rental households.

Housing situation
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2026		2025	2024	2023	2022	2021
	Number	Percent					
Own this home	471	61%	54%	47%	54%	51%	39%
Mortgage (paying-off this home)	138	18%	20%	25%	22%	25%	38%
Private rental (e.g., Real Estate Agent)	142	18%	23%	26%	22%	20%	20%
Social or public housing	12	2%	3%	0%	2%	4%	3%
Other arrangement	8	1%	1%	1%	0%	0%	0%
Not stated	29		22	28	8	26	27
Total	800	100%	800	800	801	803	811



Diverse population groups

There were fewer respondents who identified as speaking a language other than English at home this year than last year (9% down from 12%), which was a little smaller than the proportion of respondents from households with a member who spoke a language other than English (14%).

There were 50 respondents (6%) who identified with disability or chronic illness, 34 (4%) were experiencing financial hardship, nine identified as LGBTIQ+, and six identified as Aboriginal and / or Torres Strait Islander.

Diverse population groups
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2026		2025	2024
	Number	Percent		
Speak a language other than English at home	68	9%	12%	23%
Person with disability / chronic illness	50	6%	9%	12%
Experiencing financial hardship	34	4%	4%	5%
Identify as LGBTIQ+	9	1%	1%	2%
Aboriginal and / or Torres St. Islander	6	1%	1%	1%
Total responses	167		212	353
<i>Respondents identifying at least one response</i>	<i>150</i> <i>(19%)</i>		<i>190</i> <i>(24%)</i>	<i>301</i> <i>(38%)</i>

Period of residence

Consistent with the previous results, six percent of respondents were new residents (less than one year in the municipality), whilst 58% were long-term residents (10 years or more).

Period of residence
Frankston City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2026		2025	2024	2023	2022	2021
	Number	Percent					
Less than one year	51	6%	7%	7%	7%	4%	1%
One to less than five years	80	10%	15%	17%	23%	14%	4%
Five to less than ten years	199	25%	21%	20%	20%	29%	21%
Ten years or more	463	58%	57%	55%	50%	54%	73%
Not stated	7		2	5	6	21	16
Total	800	100%	800	800	801	803	811

The most common previous municipalities of residence for respondents who had lived in the City of Frankston for less than five years were the neighbouring or near-neighbouring councils of Kingston (15%), Mornington Peninsula (14%), Port Phillip (10%), Monash (8%), Casey (7%), and Greater Dandenong (7%).

It is noted that seven percent of respondents moved to the City of Frankston from overseas, and six percent from interstate.

Previous Council
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents who lived in the City of Frankston less than 5 years and providing a response)

Council	2026		Council	2026	
	Number	Percent		Number	Percent
Kingston	13	15%	Darebin	2	2%
Mornington Peninsula	12	14%	Glen Eira	2	2%
Port Phillip	8	10%	Boroondara	1	1%
Monash	7	8%	Greater Geelong	1	1%
Casey	6	7%	Manningham	1	1%
Greater Dandenong	6	7%	Maribyrnong	1	1%
International	6	7%	Melbourne	1	1%
Interstate	5	6%	Merri-bek	1	1%
Knox	4	5%	Not stated	47	
Bayside	3	4%			
Brimbank	2	2%	Total	131	100%
Casey	2	2%			

General comments

There was a total of 80 (down from 162) general comments received from respondents this year,

The decline in the number of general comments was consistent with the significant increases in satisfaction with many aspects of performance this year, reflecting a decline in issues of concern in the municipality.

The general comments have been broadly categorised, as outlined in the following table.

The most common comments received this year related to various community facilities, services, and activities (12 comments), and general positive comments (12 comments).

It is noted that this year, 15% of the general comments were general positive comments, which was double the seven percent recorded last year, and double the long-term average since 2022 of eight percent.



General comments
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2026		2025	2024	2023	2022
	Number	Percent				
Community facilities / services / activities	12	15%	15%	9%	7%	9%
General positive comments	12	15%	7%	2%	11%	4%
Planning and development issues	9	11%	4%	5%	8%	5%
Parking	7	9%	5%	8%	5%	9%
Parks, gardens, open spaces, tree maintenance	7	9%	2%	11%	13%	9%
Waste management	6	8%	6%	10%	4%	5%
Council governance and management	4	5%	4%	3%	4%	4%
Rates / financial management	4	5%	7%	5%	11%	9%
Communication, consultation, and engagement	3	4%	2%	6%	6%	5%
Drugs, crime and safety	3	4%	10%	6%	4%	11%
Traffic and public transport management	3	4%	9%	11%	12%	10%
Cleanliness and aesthetics of area	2	3%	3%	5%	4%	3%
Comments relating to this survey	2	3%	2%	2%	1%	5%
Shops, restaurants and entertainment venues	2	3%	6%	2%	1%	0%
General negative comments	1	1%	4%	1%	1%	2%
Roads	1	1%	4%	2%	2%	2%
Other	2	3%	2%	5%	1%	2%
Total	80	100%	162	173	83	174

The following table outlines the verbatim comments underpinning these summary results.

General comments
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

Comment	Number
<i>Community facilities / services / activities</i>	
Bus stop to house commute options for seniors	1
Bus stops need shade	1
Help the elderly	1
It's the housing estate body corporate that provides and maintains the local area, not the Council and we all pay for these services. The ones covered by the Council are not good	1
Love the festivals	1
More physical activities should be made available through Council	1
More services needed for the youth	1
There are many homeless people and there's a need for housing to be more affordable	1
There's a long waitlist for services for children under 5	1
We need more public benches, I'm pretty old and would like to sit	1



Why are pitbulls banned?	1
You should have to register cats	1
Total	12

General positive comments

I am very happy here	2
Keep up the good work	2
Pretty happy / very satisfied with everything	2
Frankston is so much better than Monash	1
Keep doing good things to the community	1
No real complaints from me	1
Quite happy with everything, it's a lovely place	1
The Council is doing a good job	1
You are very nice	1
Total	12

Planning and development issues

Cost and ease of getting planning permits, especially with the cost living	1
Develop foreshore artistically rather than putting high-rises all the way	1
DHS houses must be removed from residential areas	1
Getting clear information regarding planning on private property, what can we do and not do. Rules right now are unclear	1
Housing estate maintains this area, not the Council	1
More development near the beach	1
Not fixing housing issues	1
Planning permit applications have to be strictly monitored, especially for unstable geography	1
The building department has to be improved	1
Total	9

Parking

Fixing registration for parking	1
Make parking free, almost everywhere where people pay	1
More parking facilities in the school area	1
New carpark near Frankston station has been taken up by TAFE students	1
No fine for cars parking on green strips	1
Parking on nature strips has to be addressed	1
Should be allowed to park on grass outside my house and not be fined	1
Total	7

Parks, gardens, open spaces, tree maintenance

Barbecue in the Ferndale Reserve park	1
Cleanup median strips	1



Council can help us take this big tree	1
Fix up Armstrong Reserve	1
Get your act together and fix up the tree, the neighbours are complaining too. They won't come and do anything even	1
More trees especially from indigenous nursery on nature strips	1
The pine trees lean to the heavy side of you cut only 1 side	1
Total	7

Waste management

Bigger green bin or more regular basis of pickup	1
Bins should be collected early in the morning	1
Hard rubbish was scattered in Marina Dr	1
Sometimes when they do the hard rubbish collection there will be rubbish around for a week and a half still on the street	1
The hard rubbish pickup didn't pick up green waste	1
The tip should be made free	1
Total	6

Council governance and management

Badly performing Council in general	1
Be a bit more organized around the different communities around Frankston	1
Better community interest and involvement	1
Mayor overspending or mismanagement of funds for personal use	1
Total	4

Rates / financial management

Got fined at the pool even though I was a member	1
Our Mayor was talking on the radio about giving \$1,000 to new home buyers, our rates shouldn't be spent like that. This is a state government job	1
Rates are too high	1
Rates can be reduced to support people	1
Total	4

Communication, consultation, and engagement

Informing the community through newsletters would be great	1
Keep engaging with the community	1
They need to do better in public engagement for people who live here, it's like a brick wall	1
Total	3

Drugs, crime and safety

I don't feel safe going out at all, especially for my teenage children	1
Safety around shopping centres	1



Safety around train stations	1
Total	3
<i>Traffic and public transport management</i>	
Kananook station has to be improved more and accessible for seniors	1
There is a safety zone when turning into woodside avenue needs to be longer. It is too little to brake when coming in	1
We'd like a train station in Armstrongs Rd	1
Total	3
<i>Cleanliness and aesthetics of area</i>	
Clean up Frankston	1
I'm impressed with the maintenance of street, a very good job done by the Council	1
Total	2
<i>Comments relating to this survey</i>	
Comprehensive survey and well organized	1
Keep asking us questions!	1
Total	2
<i>Shops, restaurants and entertainment venues</i>	
Fix up the shops in Eel Race St, they're not useful for the community	1
More restaurants near the beach	1
Total	2
<i>General negative comments</i>	
Can do a lot better	1
Total	1
<i>Roads</i>	
Improve the Moorooduc Hwy	1
Total	1
<i>Other</i>	
It's the body corporate who maintains the area, so I can't say much about the Council	1
It's the housing estate that maintains the facilities and services	1
Total	2
Total responses	80



Appendix One: Verbatim comments outlining reasons for dissatisfaction with Council's overall performance

The following table outlines the verbatim comments received from respondents who were dissatisfied with Council's overall performance.

Reasons for dissatisfaction with overall performance
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Communication and consultation</i>	
Community outreach needs to improve	2
I don't hear a lot from them. Could be a good thing	1
Need more community engagement	1
Need to communicate often	1
No community outreach at all	1
The lack of consultation	1
They are out of touch	1
They don't want our opinions	1
They lack follow up	1
Total	10
<i>Rates and financial management</i>	
Rates are too high	3
Because of rates	1
Biggest waste of rate payer money	1
I see no value for the rates I pay	1
Need to reduce rates at least if they don't offer enough services	1
Outrageous rates for services	1
Rates are too high compared to other Councils	1
Total	9
<i>Council services and facilities</i>	
Clogged gutters	1
Graffiti	1
I don't know how the Council helps people	1
Need proper rebates on sporting facilities like PARC	1
Need to improve their services	1
No maintenance	1
Not doing anything beneficial for community after taking so much money	1
Services are fine	1



Sharp's programme is feeling useless due to its limited resources	1
Total	9
<i>General negative</i>	
Could be better / improved	3
Don't do much at all really	1
I'm not happy with the Council at all	1
Nothing done about Langwarrin	1
They are ****	1
They do the bare minimum	1
Total	8
<i>Management, governance, responsiveness</i>	
Carrum Downs representatives are invisible	1
Councillor is overseas and still spending his allowance	1
I don't agree with them because they're in it for themselves	1
I don't think Carrum Downs matters to Frankston	1
Processes are tedious	1
Promise everything deliver nothing	1
They have their own interests	1
Total	7
<i>Roads, traffic and parking</i>	
Roads are very bad / poor	2
Fix the roads	1
Parking facilities need to made better	1
Total	4
<i>General neutral</i>	
Pretty average / okay	2
Total	2
<i>Planning and development</i>	
The emphasis on building apartments	1
The waterfront and not enough cafes and restaurants. That's the pits	1
Total	2
<i>Safety, policing, drugs and alcohol</i>	
Frankston CBD has a drugs problem	1



Frankston CBD has a safety problem	1
Total	2
<i>Other</i>	
Need more connection with First Nations people	1
Never deal with Council	1
Total	2
Total responses	55

Appendix Two: verbatim reasons for feeling unsafe

The following table outlines the verbatim comments received from respondents who did not feel safe in any of the eight locations or situations listed in the survey form, as well as how safe they felt overall.

Reasons for not feeling safe in the public areas of Frankston City
Frankston City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Drug addicts / drug affected people	48
Too many drunkards	5
Drugs	2
Drug affected people behaving in threatening ways	2
Frankston has chemists that have methadone programs, people from outside come here to access them	1
It is junkies central	1
Junkies around at night	1
Junkies in Frankston	1
Many people under the influence are there sometimes	1
More junkies and are irritable	1
Total	63
<i>People</i>	
A lot of dodgy / shady / sketchy / weird / suspicious / undesirable people	22
People in the area hanging around / loitering	13
People that are not of right mind / mental health issues	3
Gangs	2



The demographic of the people there	2
Bullies	1
depends on how many people are there	1
I once saw people hiding in the bush	1
Just people there around the station	1
Lack of people	1
People that walk down here are rough and shop for illegal cigarettes	1
People who wander around at night	1
Perverts around beach	1
Share house attracting wrong crowd	1
Sketchy people, I won't shop there	1
Too much crowd around that area	1
Total	53

Crime and policing

Crime	9
Crime rates are high	6
Lack of police / security	4
Criminals roam the streets	1
I think that we have public transport security officer they stay at the station	1
It's a good area for crime	1
Total	22

Homeless people / homelessness

A lot of homeless people around	14
Homeless people around and yelling and being abusive	1
Total	15

Incidents / break-ins

Break-ins / home invasions	4
Shoplifting	2
Thefts	2
Car-jacking	1
I have heard about people being attacked there	1
I nearly got robbed	1
I was attacked	1
In the morning some people broke window and stole from the car in front and the police did not help	1
Things that already happened. Mainly at the beach	1
Total	14



<i>Youth / youth crime</i>	
Youth crime rates	6
Teenagers walking around	2
Youth that hang around	2
Kids on bikes	1
Presence of youth in numbers	1
Rowdy youth	1
Youth making a lot of noise	1
Total	14

<i>Violence and anti-social behaviour</i>	
Vandalism	2
Violent people in public spaces	2
Destruction of bus shelters	1
Hooligans are always running down my street	1
I heard uncomfortable news from Frankston area the way people make comments about you in public and it makes you feel scared	1
I was cat-called once	1
Madmen shouting in public, screaming and yelling there	1
Men are a bit frightening and screaming in bad language	1
People behaving in a scary way	1
People screaming at night	1
Violence	1
Total	13

<i>General perception of safety</i>	
Feel unsafe generally	3
Just what's going on you can see it in the neighbourhood around here	1
Looks like crap	1
Not the best street	1
The environment is very dangerous	1
The things you hear doesn't bring about a sense of safety	1
Unknown things that can happen	1
You hear a lot of things about that place	1
Total	10

<i>Feel vulnerable (e.g., women, elderly)</i>	
As a woman, I feel unsafe at night	2
For older people who are more vulnerable	1
Going alone as woman is pretty tough	1
Total	4



<i>Perception of safety at night and lighting</i>	
Dark streets	1
Lack of lighting	1
Bayside at night I don't feel comfortable	1
Total	3
<i>Traffic / hooning</i>	
At night there are people driving so fast	1
Speeding cars on narrow roads	1
Total	2
<i>Other</i>	
Buildings are really old	1
Found a huge knife outside the building inside the car park at Bayside. Handed it to security	1
No laws for crime rates on residents	1
Total	3
Total responses	216

Appendix Three: survey form



Frankston City Council - 2026 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am here on behalf of Frankston City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

1

Have you contacted Frankston Council in the last 12 months?

Yes (*continue*)

1

No (*go to Q.4*)

2

2

When you last contacted the Council, was it?

(*Please circle one only*)

Visit in person

1

Social media (*e.g. Facebook*)

7

Telephone (*during office hours*)

2

Directly with a Councilor

8

Telephone (*after hours service*)

3

Live chat

9

Mail

4

Web request

10

Email

5

Snap Send Solve

11

Website

6

3

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

1. Care and attention to you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
2. The provision of accurate information or referred to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff understanding of your communication needs or requirements	0	1	2	3	4	5	6	7	8	9	10	99
6. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

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

1. Maintenance and repairs of major arterial roads and highways (managed by VicRoads)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 6, are there any roads of concern:													
2. Maintenance and repairs of sealed local roads (managed by Council)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 6, are there any roads of concern:													
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Weekly garbage collection (which goes to landfill)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Fortnightly recycling collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Glass recycling (purple bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of parks, gardens, and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:													
9. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Maintenance and cleaning of shopping strips	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:													
11. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

13. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Frankston City News (Council's news publication)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:													

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 the 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 12 months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Food and garden waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3a. Are you aware that food scraps (organics) can be placed in this bin?		Yes						No					
4. Recycling and Recovery Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Sports ovals and other local sporting facilities (including activities)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. On and off-road bike paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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 the 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 12 months)

9. Aquatic and Leisure Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for children from birth to 5 years of age <i>(e.g. Maternal & Child Health, immunisation, playgroups, kinder)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Youth services for 12 to 24 year olds <i>(e.g. programs and events, holiday programs, school based programs, leadership programs)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Services for seniors <i>(e.g. Bus Outings, Positive Ageing activities including the Seniors Festival, Home Help and Maintenance and Meals on Wheels)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Services for people with disability	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Arts and cultural events, programs and activities <i>(including Frankston Arts Centre, Library Events, and Major Events and Festivals)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
15. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
16. Council support for local business	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
17. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
18. Planning applications	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
19. Frankston Memorial Park (Cemetery)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
3. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction with Q2 or Q3 less than 6:												
4. 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	99
Reasons for rating satisfaction less than 6:												
5. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
7. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
8. Council's performance providing important infrastructure and services that meet the needs of the whole community	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
9. Council's efforts to improve the image and reputation of Frankston	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												

7

And on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction rated less than 6, why do you say that?												

8

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

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

9

What is the most important thing Frankston City should do to improve its performance?

Improvement:	

10

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

Issue One:	
Issue Two:	
Issue Three:	

11

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning, development, and housing in your local area?

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, are you MORE CONCERNED about lower density (e.g. houses, townhouses), or medium to higher density (e.g. apartments)				Lower density				Medium / higher density				
If rated less than 6, what are your concerns, are there any examples of developments of concern:												
2. The height, size, and set-back distances of new developments	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that?												
3. The protection of local heritage (sites may have historical, architectural, social, cultural, or scientific significance)	0	1	2	3	4	5	6	7	8	9	10	99
4. The design of open spaces including parks, playgrounds, and reserves	0	1	2	3	4	5	6	7	8	9	10	99
5. The design of public spaces (e.g. town squares, civic precincts and similar)	0	1	2	3	4	5	6	7	8	9	10	99
6. The availability of housing that meets the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. The affordability of housing	0	1	2	3	4	5	6	7	8	9	10	99

The State Government has planned for the population of Frankston City to increase by approximately 20,000 over the next 20 years.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

12

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 6, what concerns you most about population growth?												

13

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around your local shopping area	0	1	2	3	4	5	6	7	8	9	10	99
5. Bayside shopping area	0	1	2	3	4	5	6	7	8	9	10	99
6. Wells Street Entertainment Precinct	0	1	2	3	4	5	6	7	8	9	10	99
7. At the beach and foreshore	0	1	2	3	4	5	6	7	8	9	10	99
8. In parks and open spaces	0	1	2	3	4	5	6	7	8	9	10	99
9. How safe you feel overall	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, where do you feel unsafe?												
Why do you feel unsafe?												

14

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.

Statement	Strongly disagree					Neutral					Strongly agree		Can't say
	0	1	2	3	4	5	6	7	8	9	10	99	
1. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99	
2. In times of need, I could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99	
3. I am proud of and enjoy living in the local area	0	1	2	3	4	5	6	7	8	9	10	99	
4. Frankston is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99	
5. Frankston is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99	
6. Frankston is a "child-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99	
7. The Frankston community is welcoming and supportive of people from diverse backgrounds	0	1	2	3	4	5	6	7	8	9	10	99	
8. The Frankston community is vibrant, accessible and engaging	0	1	2	3	4	5	6	7	8	9	10	99	
9. I am satisfied with the travel options around the municipality	0	1	2	3	4	5	6	7	8	9	10	99	

15

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35- 44 Years	3	75 Years or Over	6

16

With which gender do you identify?

Man / Male	1	Prefer to self-identify:	4
Woman / Female	2	_____	
Non-binary	3	Prefer not to say	9

17

Do you identify with any of the following diverse population groups? *(select as many as appropriate)*

Person with disability / chronic illness	1	Identify as LGBTIQ+	4
Speak a language other than English at home	2	Experiencing financial hardship	5
Aboriginal and / or Torres St. Islander	3		

18

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
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19

What is the structure of this household?

Two parent family <i>(youngest 0 - 4 yrs)</i>	1	One parent family <i>(youngest 13-18)</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	Group household	9
Two parent family <i>(adult child only)</i>	4	Sole person household	10
One parent family <i>(youngest 0 - 4 yrs)</i>	5	Couple only household	11
One parent family <i>(youngest 5 -12 yrs)</i>	6	Other <i>(specify):</i> _____	12

20

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

Own this home	1	Social or public housing	4
Mortgage (paying-off this home)	2	Other arrangement	5
Private rental <i>(e.g., Real Estate Agent)</i>	3	Prefer not to say	9

21

How long have you lived in the City of Frankston?

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

If less than 5 years, what was your previous Council

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

Thank you for your time - Your feedback is most appreciated

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.