



Frankston City Council

2022 Annual Community Satisfaction Survey

August 2022



Prepared for:

Frankston City Council

Prepared by:

Metropolis Research
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Executive summary

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey*.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the fifty percent 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%.

Metropolis Research conducted the survey this year as a door-to-door, face-to-face interview style survey, reverting to this standard method after having to complete the 2021 survey via a telephone methodology due to COVID-19.

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 performance of Council across all areas of responsibility.

The survey also explored the local sense of community, as well as respondents' preferences for the potential future funding of a range of Council services and facilities.

Key findings in 2022

The key finding from the 2022 community satisfaction survey was that satisfaction with the performance of Frankston City Council across most areas of performance increased notably this year.

Overall satisfaction was up six percent, satisfaction with planning and development was up an average of almost three percent, and the average satisfaction with services and facilities was up an average of 1.4%.

The biggest increase in satisfaction with services and facilities was a 10.3% increase in satisfaction with "Council support for local business". The only service or facility to report a measurable decline in satisfaction was the local library, which declined 4.7% this year, although it remains at 8.19 out of 10, and ranked sixth in terms of satisfaction.

Most importantly, satisfaction with aspects of governance and leadership increased by an average of 10.1% this year. This includes a 16.4% increase in satisfaction with Council's "representation, lobbying, and advocacy on behalf of the community with other levels of government and private organisations".

The only area of Council performance to report a notable decline this year was customer service, which declined an average of 7.7%, although it remains above the metropolitan Melbourne average. Declines in satisfaction with customer service has been observed elsewhere across metropolitan Melbourne this year.

The keys issues respondents believe need to be addressed in Frankston City this year remain traffic management, safety, policing, and crime, roads, car parking, and Council rates.



Satisfaction with Council's overall performance

Satisfaction with the [overall performance](#) of Frankston City Council increased measurably this year, up six percent to 7.11 out of a potential 10 this year, although it remains at a “good” level of satisfaction.

This result was measurably higher than the metropolitan Melbourne (6.60), and notably higher than the southeastern region councils’ (6.70) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the random sample telephone methodology. The difference in methodology will have been a small contributing factor to the variation between these results.

Consistent with the increase in satisfaction recorded this year, there was an increase in the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more (45.3% up from 34.5%), and almost a halving in the proportion who were “dissatisfied” (rated at less than five), down from 10.1% to 5.7%.

There were only half as many “dissatisfied” respondents in Frankston City than the metropolitan Melbourne average (5.7% compared to 12.0%).

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

- ***More satisfied than the municipal average*** – includes respondents from Frankston North and Seaford young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), two-parent families with youngest child aged 0 to 4 years), and new residents (less than one year in Frankston City).
- ***Less satisfied than the municipal average*** – includes older adults (aged 60 to 74 years), one-parent families, and long-term residents (10 years or more in Frankston City).

The most common reasons why 42 respondents were dissatisfied with Council’s overall performance related to communication and consultation (28 responses), general negative comments about Council (16 responses), rates and financial management (12 responses), and Council management, responsiveness, and governance (11 responses).

Issues that are likely to have had a substantive impact on overall satisfaction with Council this year for the respondents raising the issues include, most notably, Council rates, roads, cleanliness of the area, homelessness / beggars, communication, youth activities, street trees, safety, policing, and crime, parking, and shops, restaurants, and entertainment venues. Most of these issues were raised, however, by only a small proportion of respondents.

Change in performance of Council over the last 12 months.

One-fifth (20.9% up from 15.8%) of respondents considered that Council’s [overall performance had improved](#) in the last 12 months, whilst 7.7% considered that performance had deteriorated. A lower proportion of respondents in Frankston City considered that Council’s overall performance had deteriorated in the last year than the metropolitan Melbourne average of 12.4%.



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 areas raised by respondents were improvement to communication, consultation, and engagement with the community (10.5%), improvements to Council's governance, accountability, and management (2.7%), improvements to community safety and policing (2.4%), and lower rates, fees, and charges (2.4%).

Satisfaction with the governance and leadership performance of Council

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

The average satisfaction with the six included aspects of [governance and leadership](#) was 7.14, which is a "good", up from a "solid" level, and an increase of 10.1% on the average of 6.39 recorded last year.

This result was 10% higher than the metropolitan Melbourne average of 6.45.

On average, respondents rated satisfaction with "Council meeting its responsibilities towards the environment" (7.43) and "providing important infrastructure and services that meet community needs" (7.33) at "very good" levels.

On average respondents rated as "good", Council performance "representation, lobbying, and advocacy" (7.10 up 16% from 6.10), "making decisions in the interests of the community" (7.07), "maintaining community trust and confidence" (7.05), "responsiveness of Council to local community needs" (7.04), and "community consultation and engagement" (6.93).

Satisfaction with customer service

In 2022, 30% of respondents reported that they had contacted Council in the last 12 months, with almost two-thirds (61.2%) contacting Council by telephone and 13.2% visiting in person.

Metropolis Research notes that the proportion visiting in person has been lower through COVID-19 than in previous years, although this is increasing as lockdowns ease.

The average satisfaction with the six included aspects of [customer service](#) was 7.20 out of 10, down 7.7% on the 7.70 recorded last year, and is now at a "good", down from a "very good" level of satisfaction. Despite the decline this year, satisfaction remains somewhat higher than the metropolitan Melbourne average.

Respondents who had contacted Council rated satisfaction with "courtesy and professionalism" (7.51) as "very good", and at a "good" level for "care and attention to enquiry" (7.15), overall satisfaction with the customer service experience" (7.13), "the provision of accurate information or referred to an officer" (7.04), and "speed and efficiency of service" (6.86).



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 three planning and development outcomes](#).

Satisfaction with the design of public spaces (7.53) and the appearance and quality of new developments” (7.41) were both “very good”, and both increased somewhat this year, whilst satisfaction with the “the protection of local heritage and sites of significance” (7.01) was “good” and at a stable score this year.

Satisfaction with the appearance and quality of new developments (7.41) was measurably higher than both the metropolitan Melbourne (6.54) and southeastern region councils’ (6.88) results.

Satisfaction with “planning for population growth by all levels of government” increased measurably this year, up 6.1% to 6.80, or “good”. This result was measurably higher than both the metropolitan Melbourne (5.99) and southeastern region councils’ (6.04) averages.

Housing availability and affordability

Respondents were this year asked to rate their satisfaction with the “availability of housing that meets the needs of the community” (6.52 or “good”) and “the affordability of housing” (6.01 or “solid”).

It is noted that respondents from rental households rated satisfaction with housing availability at a “poor” level of 5.54, and housing affordability at an “extremely poor” level of 4.87. This does suggest significant community concern around housing availability and affordability, particularly for those renting in Frankston City.

Importance of and satisfaction with Council services and facilities

The survey measured the importance of and satisfaction with [31 Council provided services and facilities](#).

The average importance of these 31 services and facilities was 8.74 out of a potential 10.

The most important services were the weekly garbage and fortnightly recycling collection services, services for people with disability, services for seniors, the Recycling and Recovery Centre, and services for youth.



The average satisfaction with the 31 included Council provided services and facilities was 7.71 or “very good”. This result was very marginally higher than the 2022 metropolitan Melbourne average of 7.40 (based on the 28 of the 31 services and facilities in *Governing Melbourne*).

The services and facilities with measurably higher than average satisfaction (of all 31 services and facilities) include weekly garbage collection, fortnightly recycling collection, food and garden waste collection, hard rubbish collection, services for children, local library, sports ovals including facilities and activities, and aquatic and leisure centres. These were generally consistent with the results recorded last year.

The services and facilities with measurably lower than average satisfaction (of all 31 services and facilities) include public toilets, planning applications, parking enforcement, the *Frankston City News*, Council support for local business, the maintenance and repair of sealed local roads, and the provision and maintenance of street trees. These were generally consistent with the 2021 list.

Preferred funding levels for selected Council services and facilities

Respondents were asked to indicate whether they thought that [25 Council services and facilities should receive much less, less, about the same, more, or much more funding.](#)

On average, respondents believed that all 25 should receive somewhat more funding than currently, with “city safety” (7.80), “roads and traffic management” (7.60) “public toilets” (7.53), “aged services” (7.46), “disability services” (7.45), and “youth services” (7.45) the areas that respondents considered should receive the most additional funding.

“Aquatic centres” (6.09), “arts and events” (6.18), planning permits / compliance (6.48), and “sports facilities” (6.58) were the areas that respondents considered should receive the least additional funding.

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 62.2% (up from 55.8%) of respondents nominating at least one issue.

The five most nominated issues were “traffic management” (9.5% up from 6.5%), “safety, policing, and crime related issues” (8.35 up from 4.2%), “car parking” (6.0% down from 7.9%), “roads maintenance and repairs” (5.4% down from 8.0%), and “council rates” (5.4% up from 3.7%). Most of these issues were also a top five issue in 2021.

The issues that were most negatively related to overall performance for the respondents’ raising the issues this year were Council rates, roads, cleanliness of the area, homelessness / beggars, communication, youth activities, street trees, safety, policing, and crime, parking, and shops, restaurants, and entertainment venues. Most of these issues were nominated, however, by only a small number of respondents.



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, with the perception in all locations and situations increasing by an average of 4.2%.

This includes the perception of safety “during the day” (8.17 up from 7.87), “in and around their local shopping area” (7.88 up from 7.58), “in parks and open spaces” (7.80 up from 7.54), “at the beach and foreshore” (7.66 up from 7.44), at “Bayside shopping area” (7.56 up from 7.28), at “Well Street Entertainment Precinct” (7.42 up from 7.16), “travelling on and waiting for public transport” (7.00 up from 6.77), and “in the public areas of the municipality at night” (6.42 up from 5.99).

There was a new variable included this year, asking respondent how safe they feel overall, with an average score of 7.80 out of 10. 62.8% felt “very safe” and 3.2% felt “unsafe”.

When compared to the 2022 metropolitan Melbourne average, respondents in Frankston City felt measurably less safe “during the day”, “in and around the local shopping area”, “travelling on and waiting for public transport”, and “in the public areas of the municipality at night”.

One-fifth (20.3% down from 24.3%) of respondents felt “unsafe” in the public areas of the municipality at night, with female respondents feeling 7.3% less safe than male respondents, down from 14.3% difference last year.

Concerns around “drugs and alcohol” (33.0% of concerns) were the most common reasons why respondents felt unsafe in the public areas of Frankston City, followed by “concerns about people” (25.0%), the “perception of safety at night and lighting issues” (10.7%), and “crime and policing issues” (9.8%).

Sense of community

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

Overall, respondents reported a relatively solid sense of community, with agreement that “I am proud of and enjoy living in the area” (7.94) recording the highest average agreement, somewhat higher than the other statements.

On average, respondents strongly agreed that Frankston City is “age-friendly” (7.84 up from 7.73), “child-friendly” (7.82 up from 7.66), “could turn to neighbours for help” (7.78 up from 7.49), “welcoming and supportive of diverse cultures” (7.63 up from 7.54), “satisfied with travel options” (7.60 up from 7.48), “accessible and inclusive for people with disability” (7.59 up from 7.56), and “is a vibrant, accessible, and engaging community” (7.53 up from 7.47).

Respondents were still strongly in agreement, but somewhat less so than for the other statements that “I feel part of the local community” (7.34 up from 7.22), with 7.3% of respondents providing a response disagreeing that they felt part of their local community.



Introduction

Metropolis Research Pty Ltd was commissioned by Frankston City Council to undertake this, its second 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 survey explored the following:

- Satisfaction with Council's overall performance and change in performance.
- Satisfaction with aspects of governance and leadership.
- Importance of and satisfaction with 31 Council services and facilities.
- Satisfaction with aspects of planning and housing development.
- Satisfaction with Council customer service.
- Issues of importance for Council 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.
- Preferred funding of Council services and facilities.
- 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 feel and involvement. The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the Frankston City.

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 803 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted between the 22nd of May and the 12th of July 2022. The longer than average fieldwork time taken to complete the project this year reflects labour shortages resulting from the COVID-19 pandemic.

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 16 suburbs / localities contributed proportionally to the overall municipal result. The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the Frankston community, as reported in the 2016 *Census*. This two-stage process ensured that the municipal results effectively reflect the geographical and demographic makeup of the Frankston community.

Due to OH&S issues, it was not possible to conduct eight surveys in Langwarrin South by the door-to-door methodology. These surveys were conducted by telephone.

A total of 4,101 households were approached to participate in the survey. Of these households, 2,151 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

A total of 1,4270 refused the offer to participate in the research and 803 completed the survey.

This provides a response rate of 38.7%, which is up on the 28.4% response rate 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 fifty percent level. In other words, if a yes / no question obtains a result of fifty percent 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 803 respondents, and an underlying population of the City of Frankton of 141,845.

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.



By way of a guide, the margin of error is approximately 5.6% for the Pakenham results, approximately 8.4% for the other precinct results, and in the order of 4.6% for the gender results and varies from between approximately 6% and 10% for the age-based results.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents. This was because of both the time and budget limitations caused by delays in and rescheduling of projects at the end of January 2022. *Governing Melbourne* will return to a larger sample in 2023.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Frankston City Council – 2021 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the 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, Great Dandenong, Kingston, Mornington Peninsula).

Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within Frankston. Readers seeking to use precinct results should seek clarification of specific precinct boundaries in the following section if necessary.

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.



Somewhat / notable / marginal

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. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, 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?”

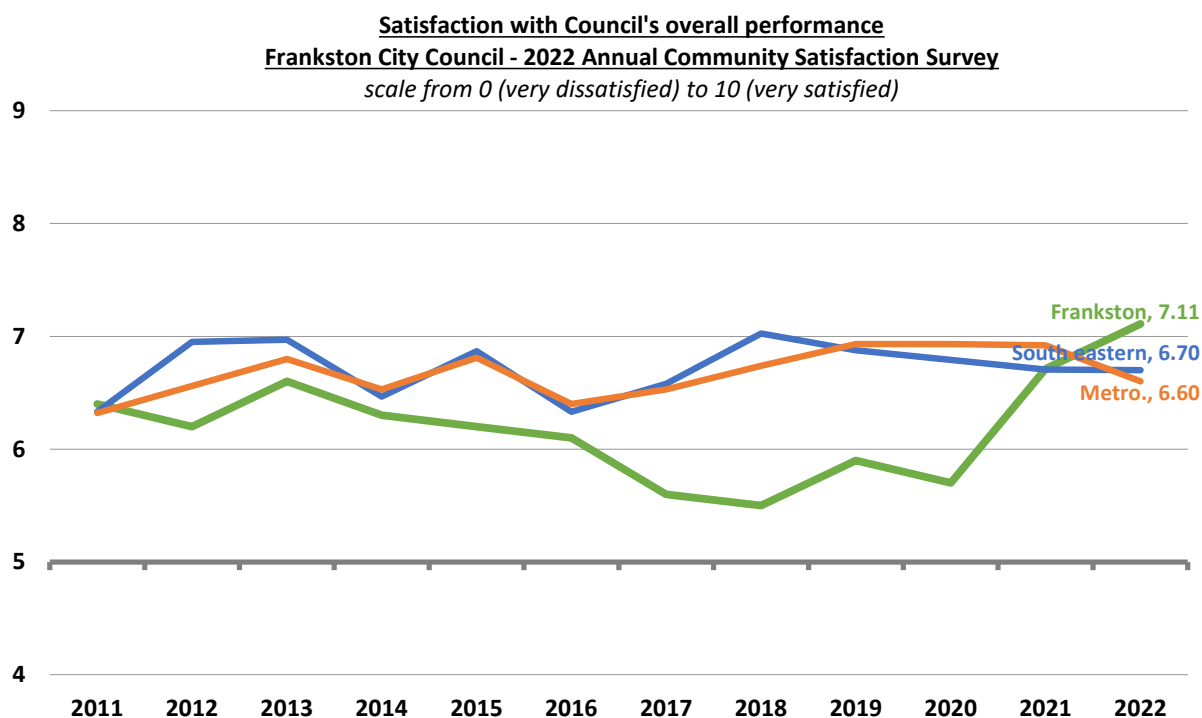
Satisfaction with the performance of Council “across all areas of responsibility” (overall performance) increased measurably this year, up six percent to 7.11, although it remains at a “good” level of satisfaction.

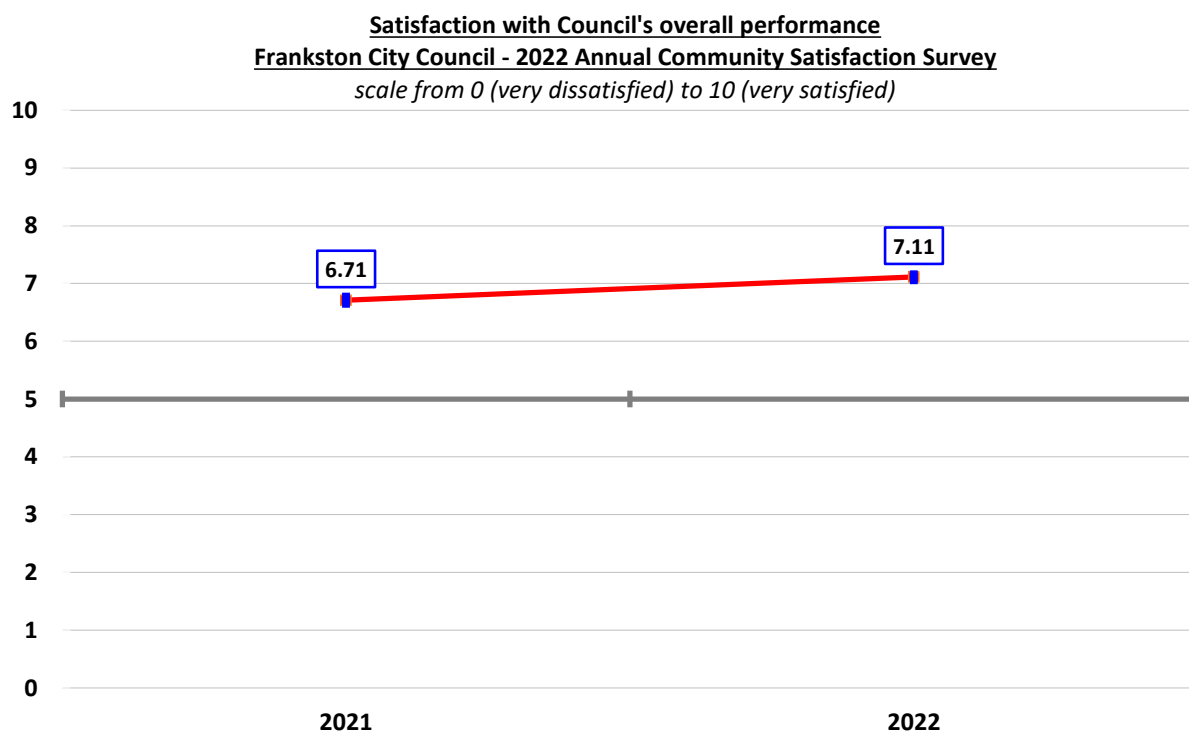
This is the highest level of overall satisfaction with the Frankston City Council reported, both over the two years that Metropolis Research has conducted the survey, as well as previously as part of the state government managed satisfaction survey.

This result was measurably and significantly higher than the long-term average satisfaction since 2011 of 6.19.

Metropolis Research notes that the 2022 survey was conducted using the face-to-face interview style methodology, rather than the telephone methodology that had been employed in 2021. It is likely that the change in methodology will have been a minor contributing factor to the increase in satisfaction this year, although by no means would the change in methodology be the sole factor.

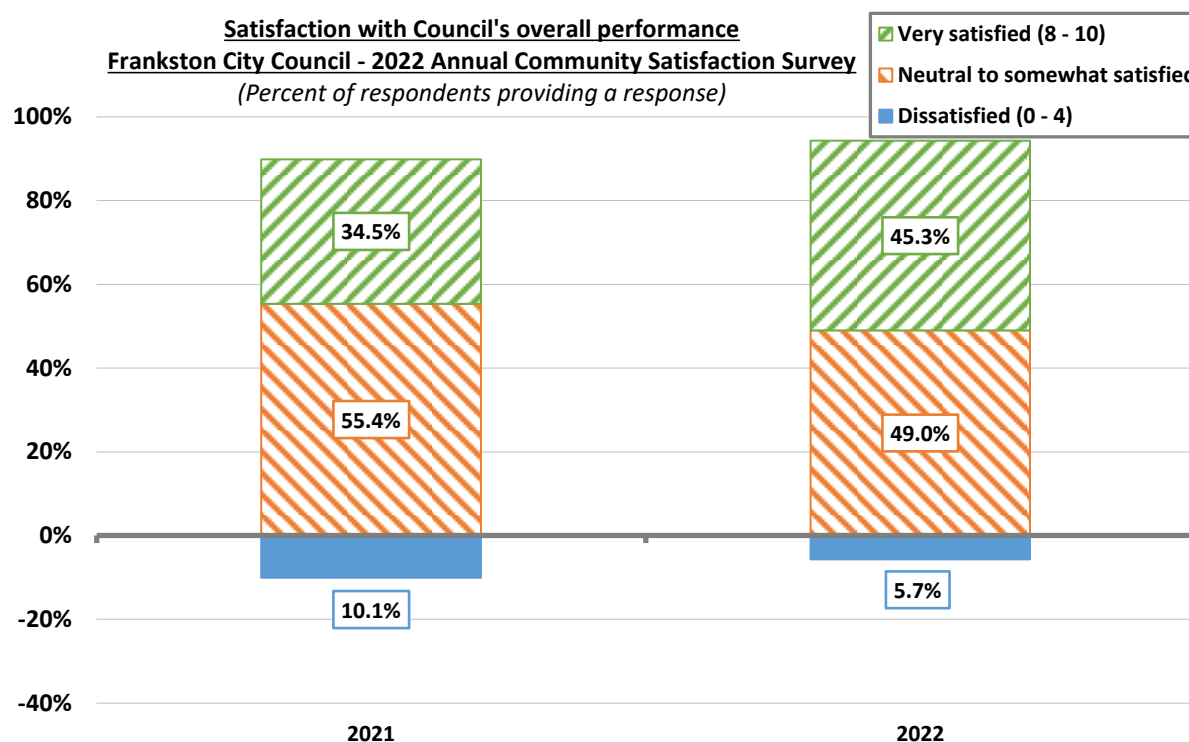
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction of 6.60, and the southeastern region councils' average of 6.70, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the random sample telephone methodology.



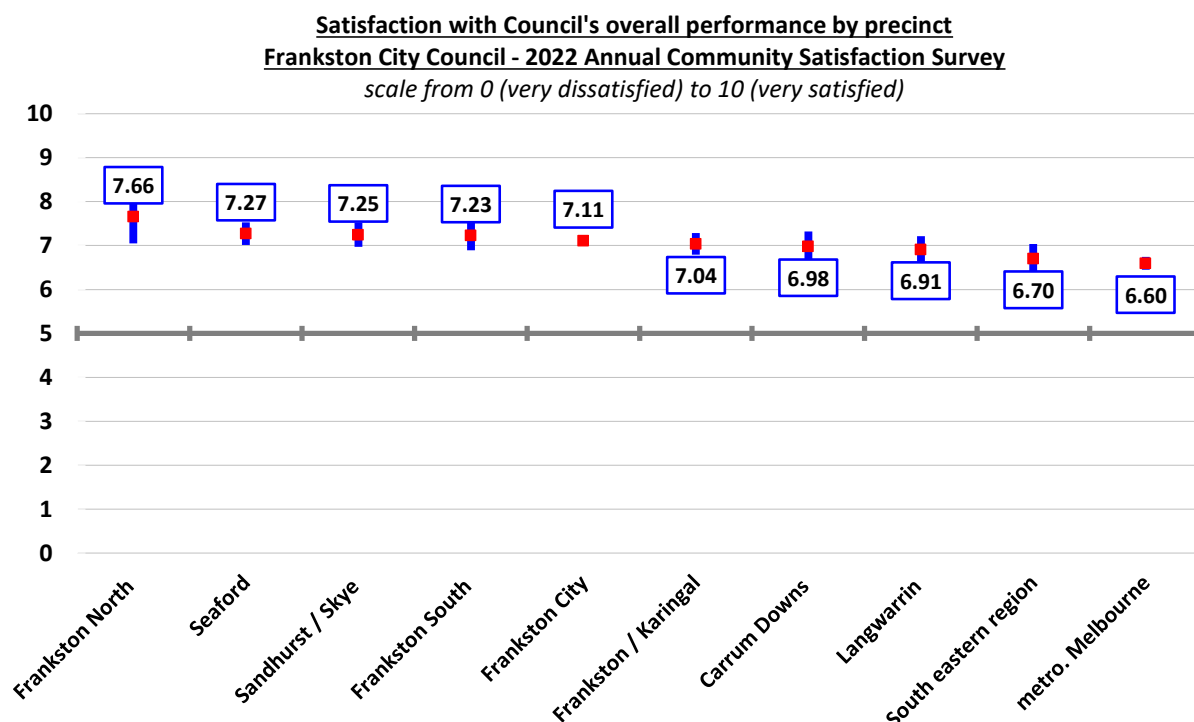


The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to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

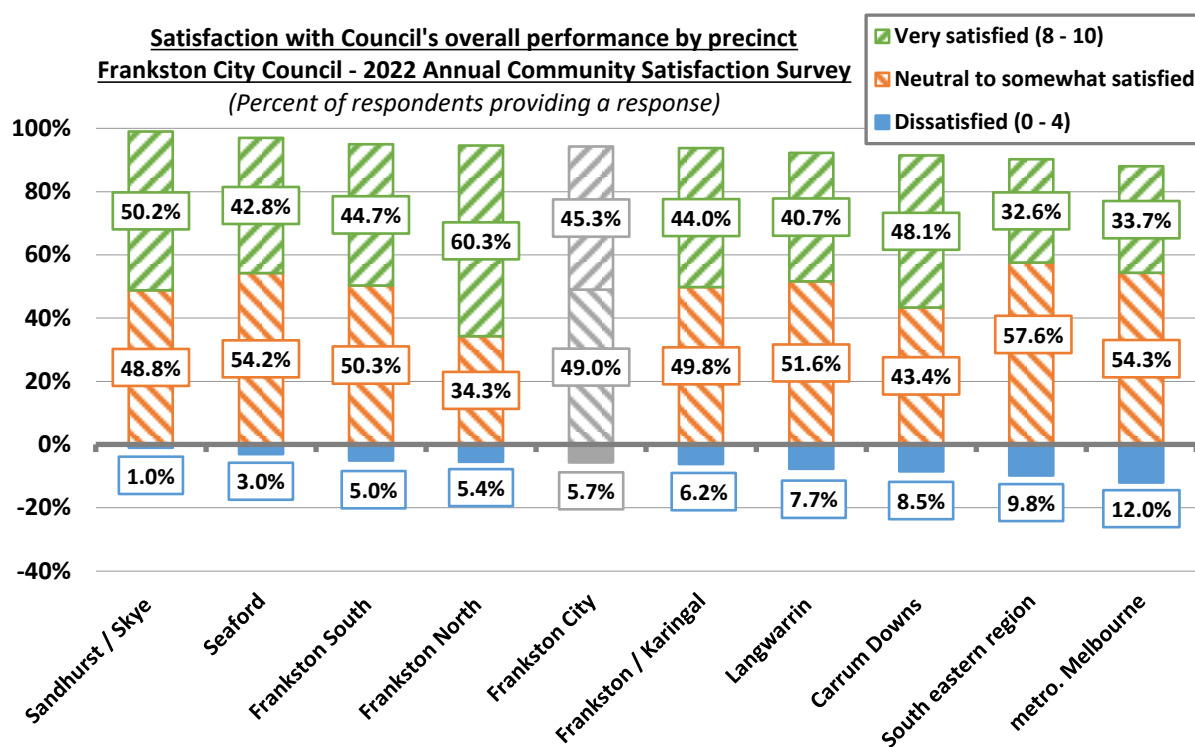
Metropolis Research notes that there was a notable increase in the proportion of “very satisfied” respondents this year (45.3% up from 34.5%), and a substantial decrease in the proportion of “dissatisfied” respondents, down almost half from 10.1% to 5.7%.



Whilst there was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, it is noted that respondents from Frankston North and Seaford both rated satisfaction at “very good” rather than “good” levels.



Attention is drawn to the fact that a little less than two-thirds of respondents from Frankston North, and approximately half of the respondents from Sandhurst / Skye and Carrum Downs were “very satisfied” with Council’s overall performance.



Satisfaction with overall performance by respondent profile

The following graphs provide a breakdown of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household structure, housing situation, and the period of residence in the Frankston City.

Somewhat unusually, there was again in 2022, relatively little statistically significant variation in overall satisfaction observed by respondent profile, although there was still some variation of note:

- ***More satisfied than the municipal average*** – includes young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), two-parent families with youngest child aged 0 to 4 years), and new residents (less than one year in Frankston City).
- ***Less satisfied than the municipal average*** – includes older adults (aged 60 to 74 years), one-parent families, and long-term residents (10 years or more in Frankston City).

This pattern of satisfaction with Council's overall performance by respondent profile is consistent with that reported last year.

Metropolis Research notes that in many other municipalities across metropolitan Melbourne, it is often the case that younger adults, rental households, group households, and new residents all tend to report measurably higher than average satisfaction with Council.

These groups relating to age, housing situation and household structure tend to reflect the same group of individuals (young people, sometimes living away from home in group households).

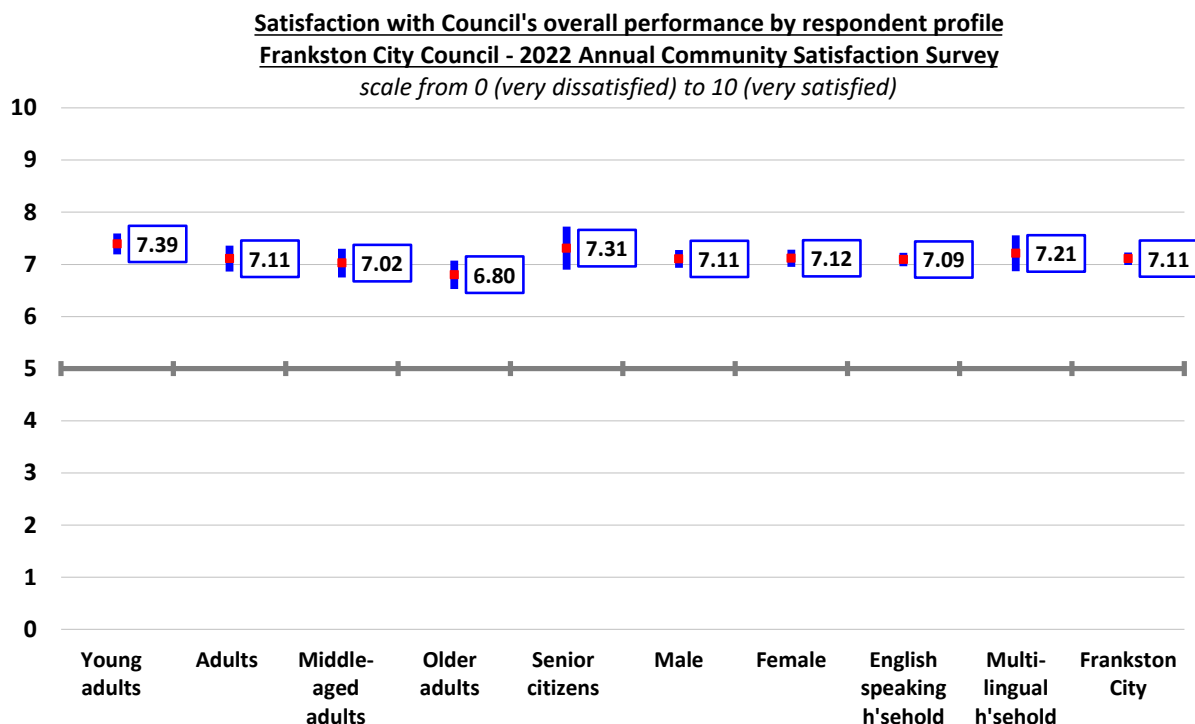
Metropolis Research draws particular attention to the fact that there was no substantive variation in satisfaction with Council's overall performance observed by the housing situation of respondents. This is somewhat unusual compared to the results in many municipalities and across metropolitan Melbourne, whereby homeowners and to some extent mortgagor households tend to be less satisfied with Council's overall performance than rental household respondents.

This may be greater in some areas where planning and development issues are more prominent, and the fact that there was little variation observed in the City of Frankston is consistent with the fact that planning and development issues were not prominent as issues in the City of Frankston this year.

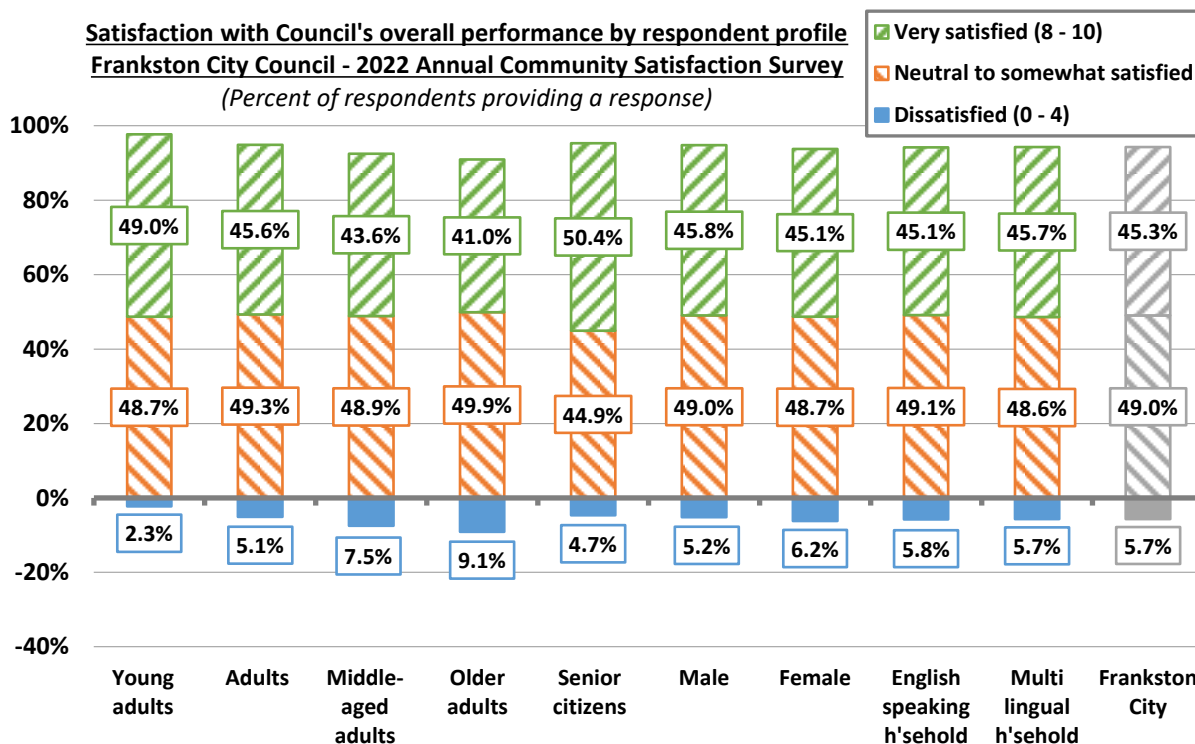
Given that satisfaction with the Frankston City Council was at record levels, it is a positive result for Council that there was little substantive variation in this satisfaction observed by respondent profile. Metropolis Research notes that all the respondent profile groups presented in the following graphs rated satisfaction at "good" or "very good" levels of satisfaction.



The group of respondents reporting the lowest average overall satisfaction with Council was the 54 one-parent families, who, on average, rated satisfaction at 6.59 or “good”.



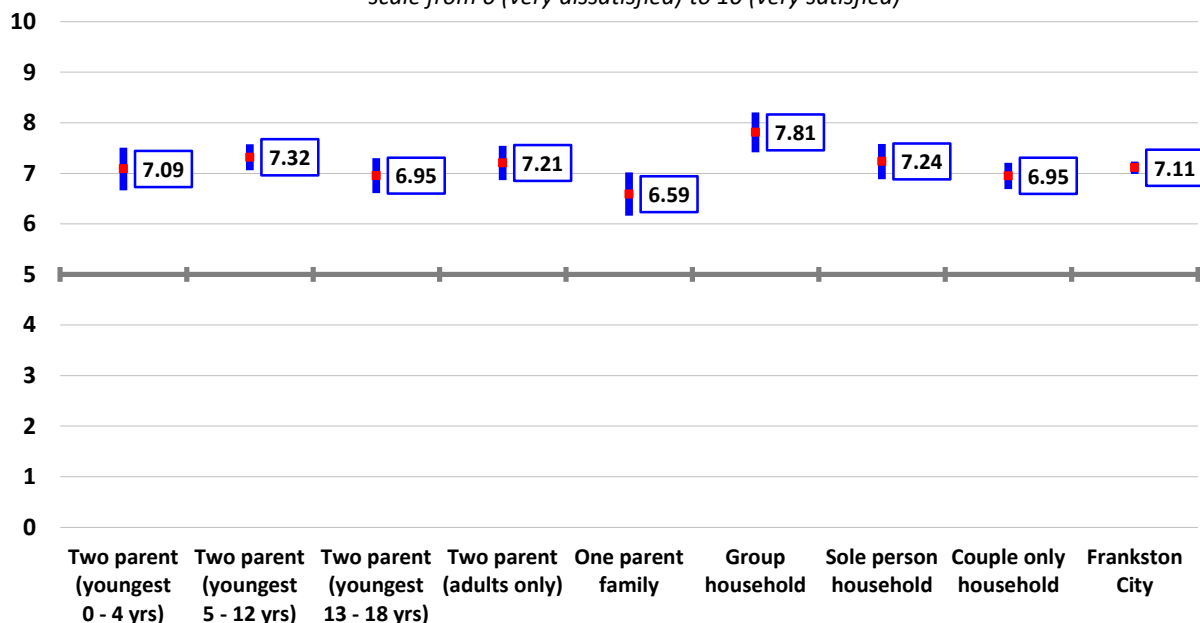
Attention is drawn to the fact that approximately half of the young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance, whilst 9.1% of older adults (aged 60 to 74 years) were “dissatisfied”.



Satisfaction with Council's overall performance by household structure

Frankston City Council - 2022 Annual Community Satisfaction Survey

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

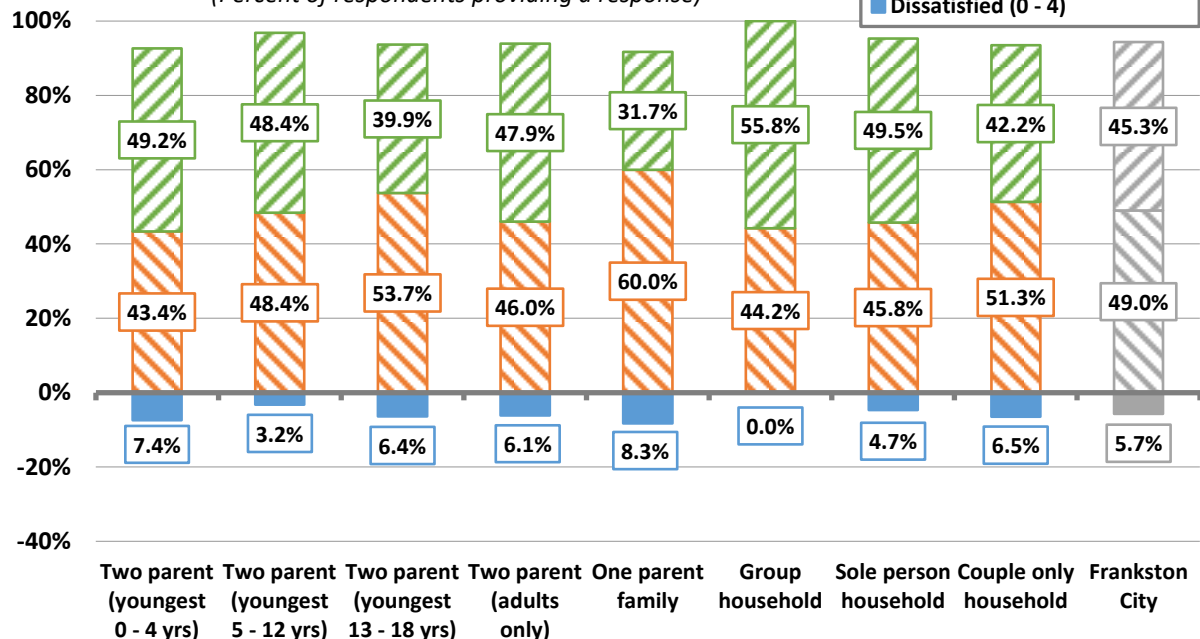


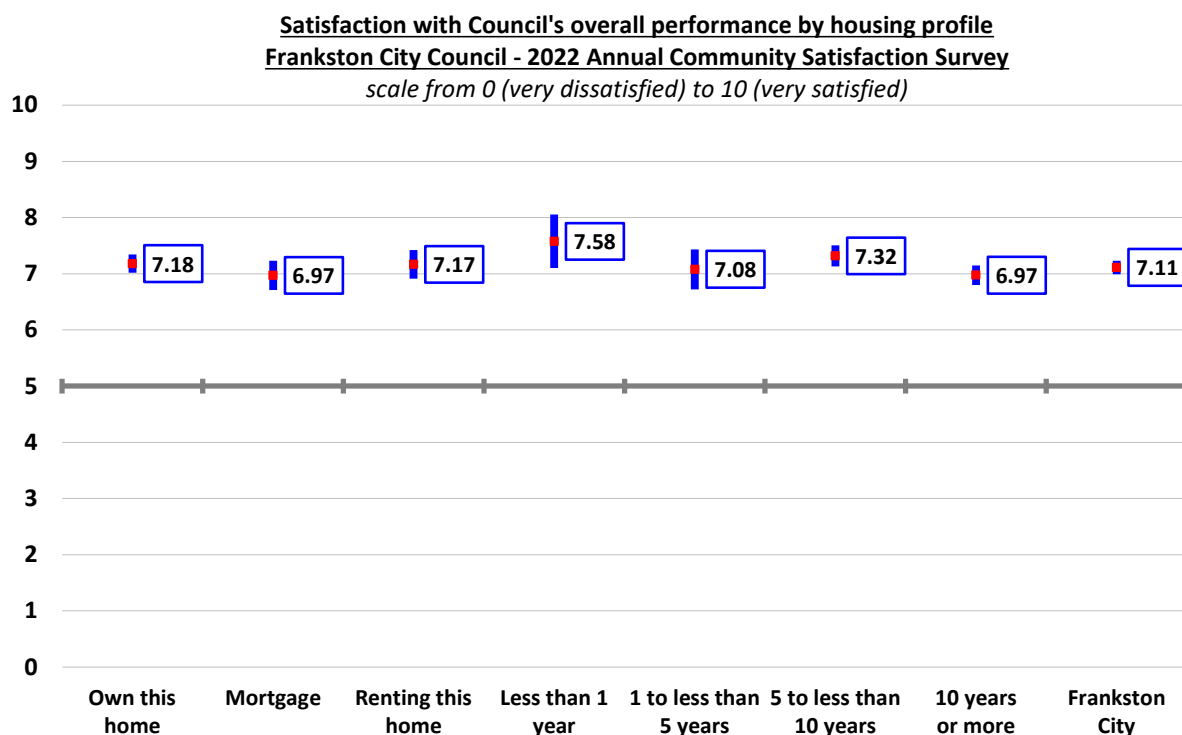
Attention is drawn to the fact that approximately half or more of the respondents from two-parent families with youngest child aged 5 to 12 years, two-parent families with adult children only, group households, and sole person households were “very satisfied” with Council’s overall performance. It is also noted that 8.3% of respondents from one-parent families were “dissatisfied”.

Satisfaction with Council's overall performance by household structure

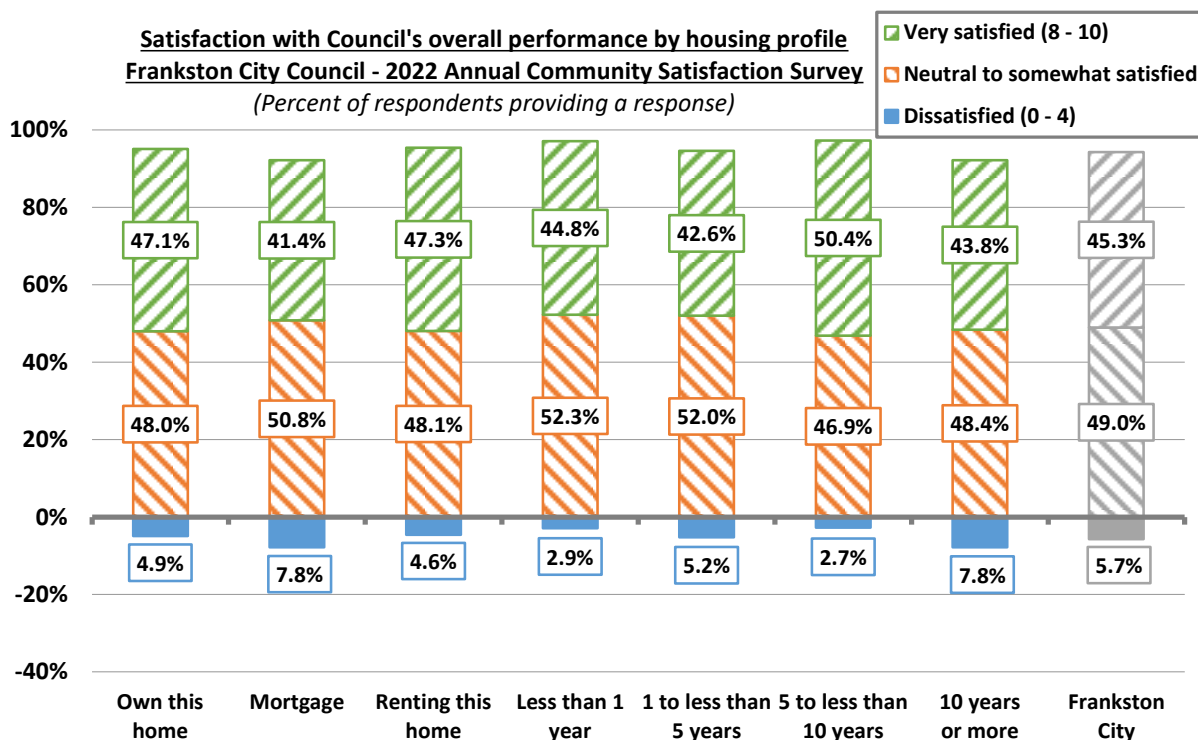
Frankston City Council - 2022 Annual Community Satisfaction Survey

(Percent of respondents providing a response)





Attention is drawn to the fact that approximately half of the respondents who own or rent their home, as well as respondents who had lived in the City of Frankston were “very satisfied” with Council’s overall performance, whilst 7.8% of mortgagor households and respondents who had lived in the municipality for 10 years or more were “dissatisfied”.



Satisfaction with overall performance by top issues for the Frankston City

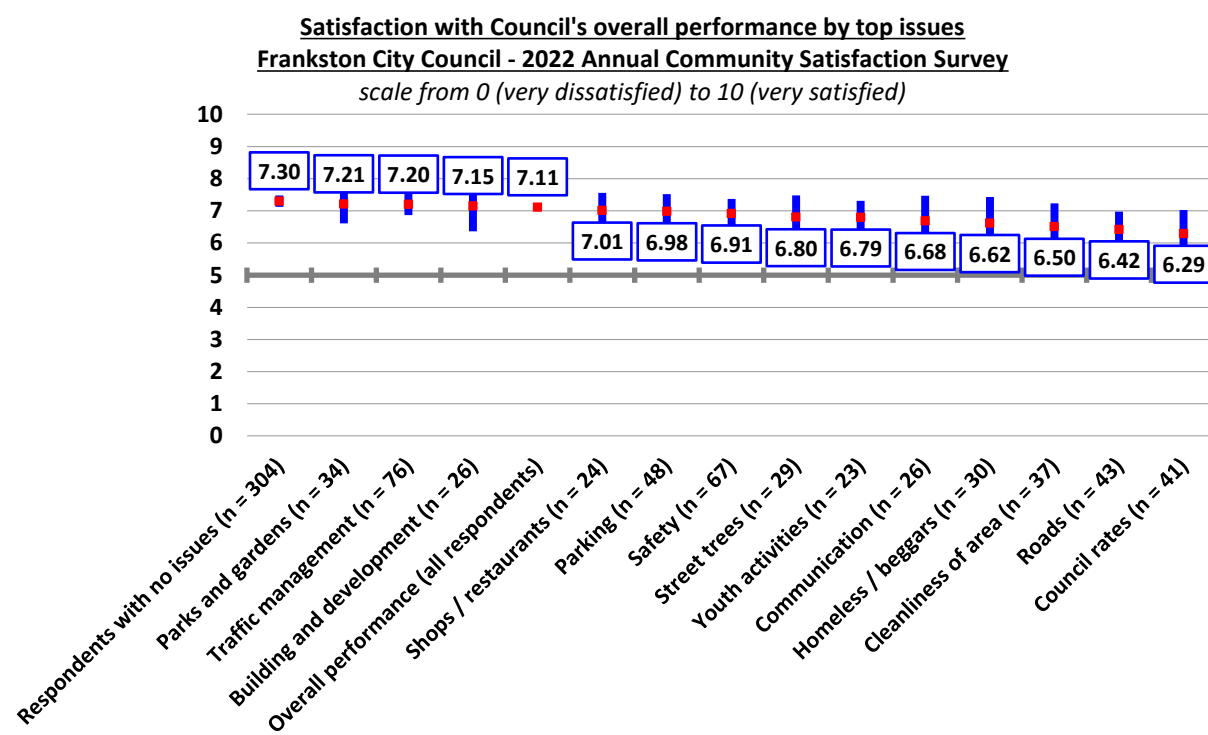
The following graph displays the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the City of Frankston “at the moment”, with a comparison to the overall satisfaction score of all respondents (7.11), as well as a comparison to the 304 respondents who did not nominate any issues to address (7.30)

The detailed analysis of the top issues to address in the City of Frankston “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 nominated by respondents and their satisfaction with Council’s overall performance. 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 are 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 304 respondents who did not feel compelled to nominate any issues that they feel need to be addressed in the municipality, were, on average notably, but not measurably 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.



The respondents who nominated issues with parks and gardens, traffic management, and building, housing, planning, and development were only marginally less satisfied than the respondents who did not nominate any issues. This does suggest that these issues are not exerting a substantial negative influence on overall satisfaction with Council for the respondents who nominated these issues.

Metropolis Research notes that these are positive results for Council, as it is somewhat unusual for respondents who nominate issues with these three issues to not be substantially less satisfied than average. This reflects the fact that respondents who are concerned about these issues are typically less satisfied with Council.

The 43 respondents who nominated roads and the 41 respondents who raised Council rates as a top three issue for the municipality, were, on average measurably less satisfied with Council's overall performance than the average of all respondents, and rated satisfaction at only "solid" levels of satisfaction.

Respondents who nominated issues around shops and restaurants, parking, safety, street trees, youth activities, communication, homelessness / beggars, the cleanliness of the area, roads, and Council rates were all, on average, notably less satisfied with Council's overall performance than respondents who did not nominate any issues.

This does suggest that all these issues were a negative influence on overall satisfaction with Council for the respondents who raised the issues.

Metropolis Research draws particular attention to the issues around safety, policing, and crime, and to a lesser extent parking and roads. These issues were all nominated by more than five percent of respondents, and therefore these issues were exerting a somewhat larger influence on the municipal average overall satisfaction score than the other issues.

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.

The graph shows the proportion of respondents who were dissatisfied with Council's overall performance who nominated each of the top 13 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

It is noted that respondents dissatisfied with Council's overall performance were more likely than average to nominate all but two of these issues. The two issues that dissatisfied respondents were not more likely to nominate were traffic management and roads.

Particular attention is drawn to the fact that whilst 5.1% of all respondents nominated Council rates as an issue, 16.3% of respondents who were dissatisfied with Council's overall performance nominated this as one of the top three issues to address for the City.

This is consistent with results observed elsewhere and highlights the fact that respondents who consider rates to be a significant issue are almost always going to be less satisfied with the performance of Council than other residents. This reflects their underlying view that they are paying too much for Council services and facilities.



Metropolis Research draws particular attention to the cleanliness and maintenance of the area, disability service and facilities, communication and consultation, and planning and development issues. Respondents dissatisfied with Council's overall performance were notably more likely to nominate these issues than the average of all respondents.

Top issues for Frankston of respondents' dissatisfied with overall performance

Frankston City Council - 2022 Annual Community Satisfaction Survey

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

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Council rates	7	16.3%	5.1%
Cleanliness and maintenance of area	5	11.6%	4.6%
Car parking	4	9.3%	6.0%
Disability services and facilities	4	9.3%	0.7%
Communication, consultation, provision of information	4	9.3%	3.2%
Safety, policing and crime	4	9.3%	8.3%
Homeless / beggars	4	9.3%	3.7%
Parks, gardens and open spaces	3	7.0%	4.2%
Building, planning, housing and development	3	7.0%	3.2%
Traffic management	3	7.0%	9.5%
Drains maintenance and repairs	2	4.7%	1.1%
Children activities and facilities	2	4.7%	2.5%
Roads and maintenance and repairs	2	4.7%	5.4%
Health and medical issues / services	2	4.7%	1.9%
Rubbish and waste issues including garbage collection	2	4.7%	2.4%
All other issues (24 separately identified issues)	28	65.1%	52.0%
Total responses	79		914
<i>Respondents identifying at least one issue (percent of total respondents)</i>	33 (76.4%)		499 (62.2%)

Satisfaction with overall performance by respondents dissatisfied with services

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 40 dissatisfied respondent), hence the relatively large 95% confidence interval around these results.



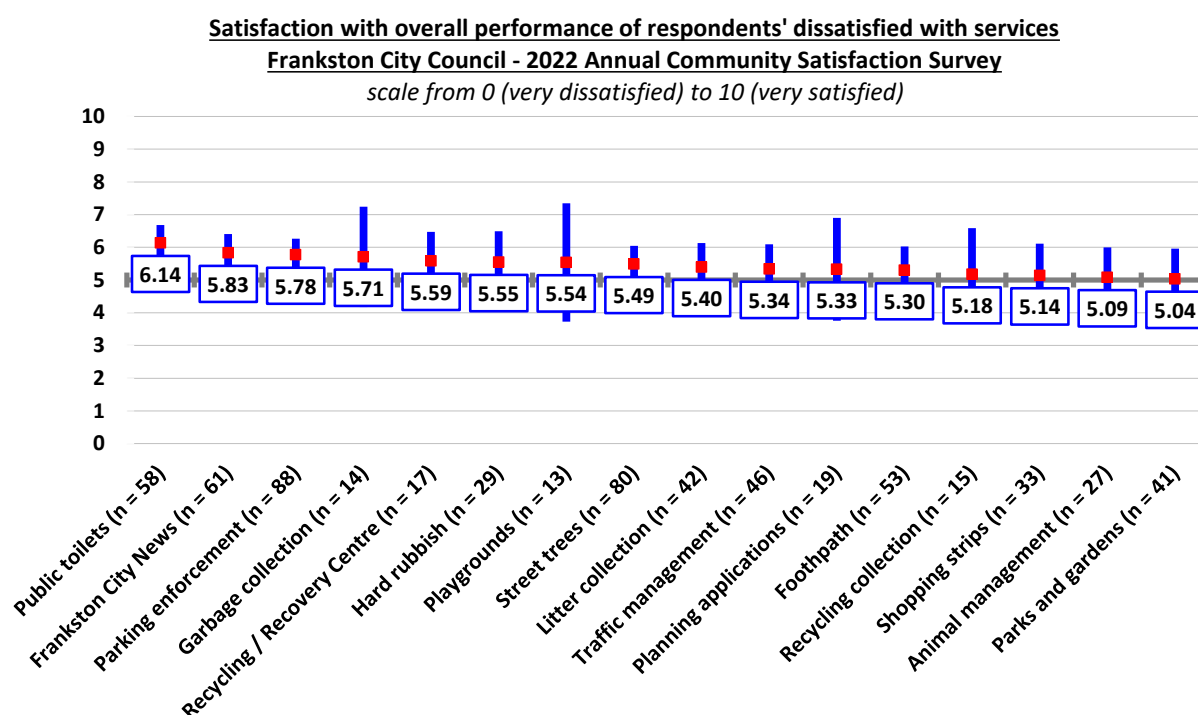
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (7.11), with most reporting "poor" to "very poor" levels of satisfaction.

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year for the small number of respondents who were dissatisfied with these services were street trees, litter collection in public areas, traffic management, planning applications, footpaths, recycling collection, the maintenance and cleaning of shopping strips, animal management, and the provision and maintenance of parks and gardens. Respondents who were dissatisfied with these services, on average, rated satisfaction with Council's overall performance at "very poor" levels.



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?"

A total of 87 responses were received from respondents who were dissatisfied with Council's overall performance.

These comments have been broadly categorised, as outlined in the following table, with the verbatim comments included as an appendix to this report.

The most common issues raised by respondents related to a perception that Council was insufficiently communicating and consulting with the community.

Metropolis Research notes that this is a commonly raised issue by respondents who are dissatisfied with Council, as it reflects some who consider that because Council may always act in the manner preferred by the respondents, then therefore they feel that Council is not listening to them and their needs.

This is reinforced by the fact that many of these comments were relatively broad in nature, and few tend to refer to specific issues with Council's communication and consultation activities, services, and facilities (e.g., the website, consultation programs and the like).

It is also noted that this year there were fewer comments related to Council's governance, management, and responsiveness, as a proportion of all the comments.

Reasons for dissatisfaction with overall performance
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents rating satisfaction less than five)

Reason	2022		2021
	Number	Percent	
Communication and consultation	28	32.2%	12.1%
General negative	16	18.4%	20.7%
Rates and financial management	12	13.8%	19.0%
Council governance, management and responsiveness	11	12.6%	27.6%
Council services and facilities	7	8.0%	3.4%
Safety, policing, drugs and alcohol	5	5.7%	0.0%
Roads, traffic and parking	3	3.4%	5.2%
Planning and development	2	2.3%	6.9%
Other	3	3.4%	5.2%
Total comments	87	100%	58

Change in Council's overall performance

Respondents were asked:

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

In 2022, one-fifth (20.9% up from 15.8%) of respondents reported that they considered that Council’s overall performance had improved in the last 12 months, compared to 7.7% (up from 6.8%) who considered that overall performance had deteriorated.

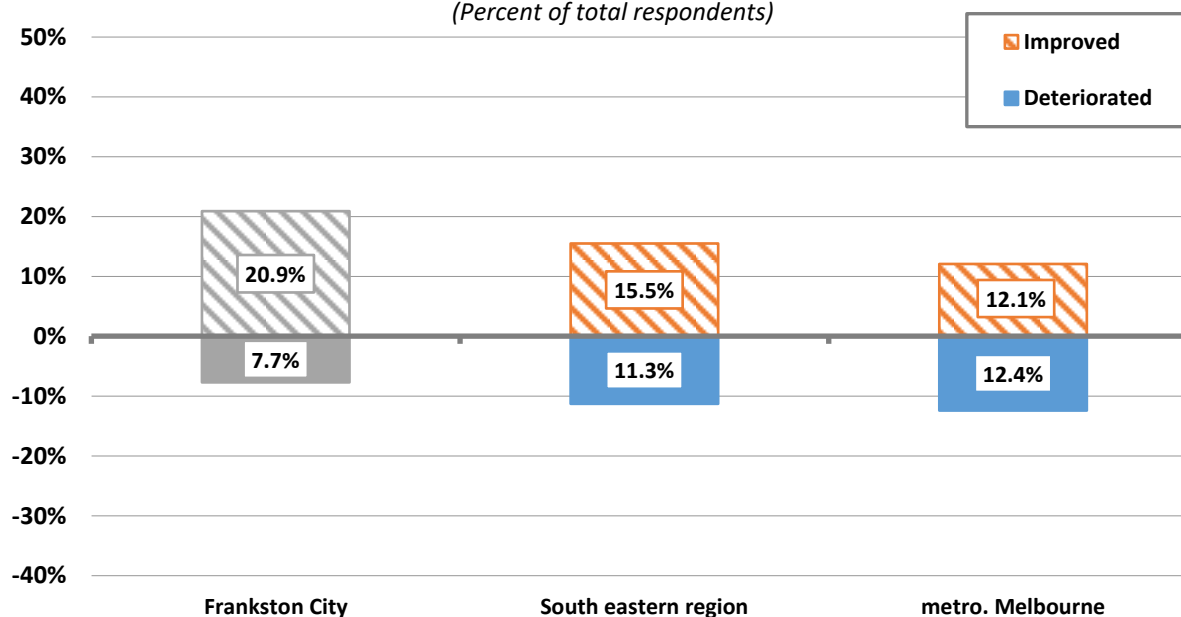
Metropolis Research notes that this is a very positive result for Council, suggesting that a significant proportion believe that Council performance is heading in the right direction.

Change in overall performance
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

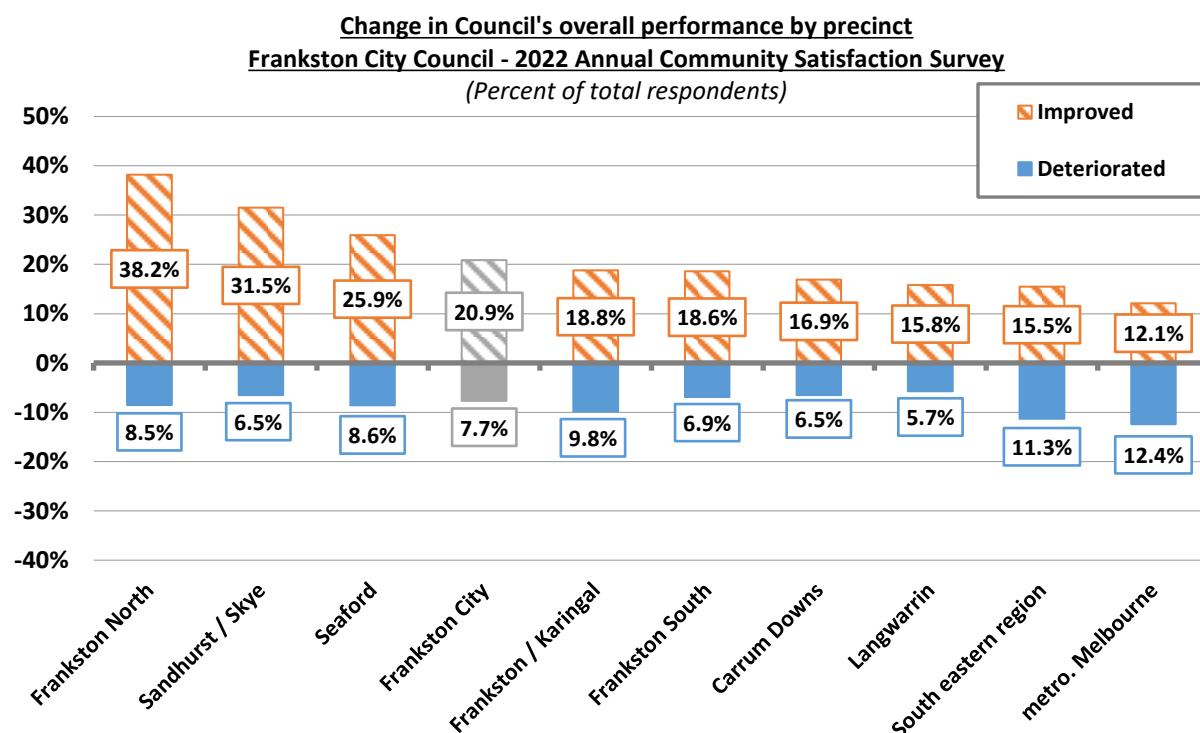
Response	2022		2021
	Number	Percent	
Improved	168	20.9%	15.8%
Stayed the same	356	44.3%	56.6%
Deteriorated	62	7.7%	6.8%
Can't say	217	27.0%	20.8%
Total	803	100%	811

A larger proportion of respondents in the City of Frankston considered that Council’s overall performance had improved, and a lower proportion considered that it had deteriorated, than both the southeastern region councils and the metropolitan Melbourne averages, as recorded in the 2022 *Governing Melbourne* research.

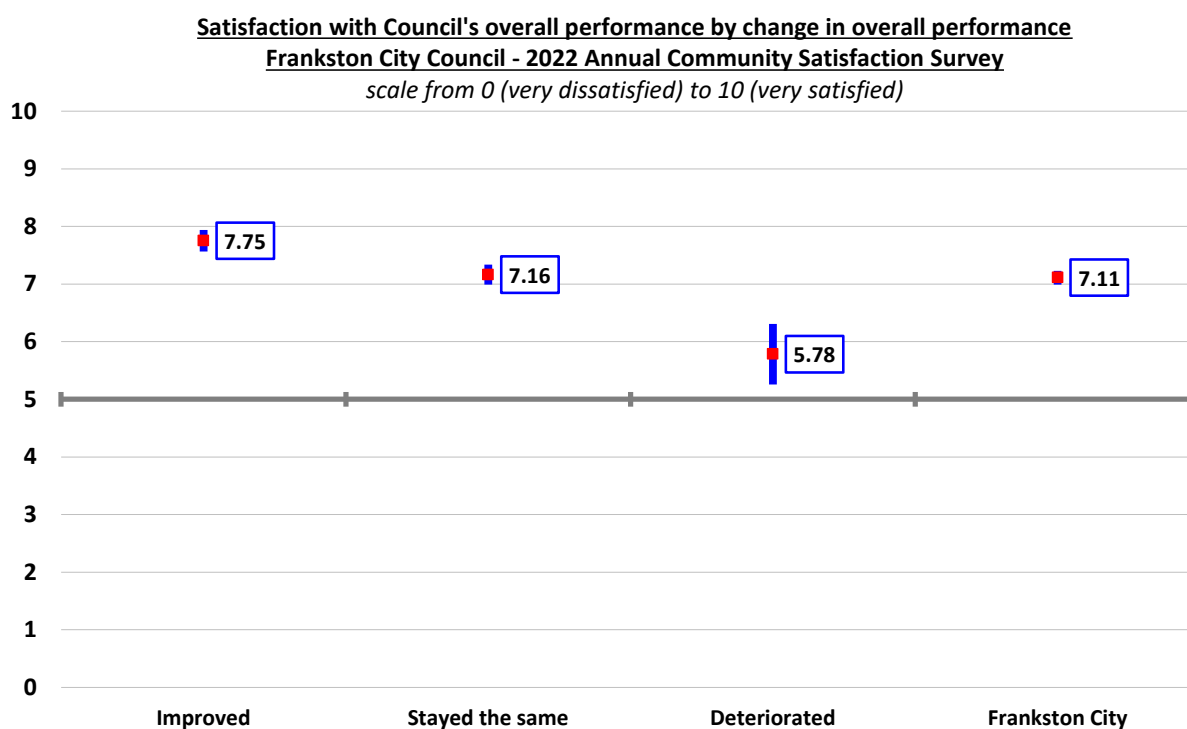
Change in overall performance
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Percent of total respondents)



There was significant variation in this result observed across the municipality, with respondents from Frankston North and Sandhurst / Skye measurably more likely than average to consider that Council's overall performance had improved in the last 12 months.



Respondents who felt that Council's overall performance had improved in the last 12 months rated satisfaction measurably higher than average and at an "excellent" level, whilst the 62 respondents who considered that overall performance had deteriorated rated satisfaction at just 5.78 or a "poor" level.



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?”

This question relating to the most important thing that Frankston City should do to improve its performance was included in the survey for the first time this year.

A total of 330 of the 803 respondents (41.1%) nominated an improvement that they felt Council should do to improve its performance.

The fact that 473 of the 803 respondents did not feel compelled to provide a response to this question reflects well on the historically high average satisfaction with Council’s overall performance.

This result strongly suggests that many of these respondents did not feel that there was an important single thing that Council should do to improve performance, which suggests that there was not a major concern for them around the performance of Council.

The most common improvement that respondents nominated related to improvements in how Council communications, consults, and engages with the community, with 10.5% of respondents nominating this improvement.

This is consistent with the fact that many of the respondents who were dissatisfied with Council’s overall performance referenced concerns around communication and consultation. These concerns tend to focus on the perception that Council is not sufficiently listening and responding to the needs of the community in general, rather than being specific concerns about communication tools (e.g., the website, etc).

Many of the other improvements listed by a handful of respondents reflect the issues raised by respondents as discussed in the [Current Issues for the City of Frankston](#) section of this report, and include Council management, governance and accountability, safety, policing, and crime, rates, roads, planning and development, and traffic management.

It is important to bear in mind when interpreting these results that apart from communication and consultation, less than three percent of respondents nominated any other specific improvement, and that a very small number of respondents had nominated each of a very large number of individual improvements, reflecting the diverse range of services and facilities provided by Council.



Most important thing Frankston City should do to improve its performance

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2022	
	Number	Percent
Better / more communication, consultation and engagement	84	10.5%
Better Council governance, accountability, management	22	2.7%
Better / more safety and policing	19	2.4%
Cheaper rates / fees	19	2.4%
Better / more roads maintenance and repairs	16	2.0%
Better building, housing, planning and development issues	14	1.7%
Better traffic management	9	1.1%
Better customer service / responsiveness	8	1.0%
Better / more infrastructure / amenities	8	1.0%
Better financial management / review	7	0.9%
Better / more / cheaper / free parking	7	0.9%
Better / more cleanliness and maintenance of area	6	0.7%
Better services for homeless / beggars	6	0.7%
Better / more community activities / events	6	0.7%
More surveys	5	0.6%
Equal funding / treatment of all suburbs	5	0.6%
Focus on key / basic issues	5	0.6%
Better footpath maintenance and repairs	4	0.5%
More parks, gardens and open spaces	4	0.5%
General positive comments	4	0.5%
Better / more community services	4	0.5%
Better schools / education	4	0.5%
Better / more shops, restaurants, bars, entertainment venues	4	0.5%
Better / more hard rubbish collection	3	0.4%
Better / more lighting	3	0.4%
Environment, conservation, sustainability, climate change	3	0.4%
Better / more support for local business	3	0.4%
Better / more public transport	3	0.4%
Better / more maintenance of street trees	2	0.2%
Better / more services and facilities for the elderly	2	0.2%
Better / more health and medical issues / services	2	0.2%
Better / more beautification of area / liveability	2	0.2%
Better / more street cleaning and maintenance	2	0.2%
Better / more rubbish and waste issues inc garbage	2	0.2%
Better / more services and facilities for people with disability	2	0.2%
Better drains maintenance and repairs	2	0.2%
Better provision and maintenance of bikes, cycling / walking tracks	2	0.2%
Better / more enforcement / update of local laws	2	0.2%
More / better activities, services and facilities for youth	2	0.2%
All other improvements (23 separately identified improvements)	23	2.9%
No improvement	473	58.9%
Total	803	100%



Most important thing to improve performance by precinct

The following tables outline the top 10 things that respondents believe Council could do to improve its performance for respondents from each of the seven precincts comprising the City of Frankston.

Cognisant of the relatively small number of respondents at the precinct level who nominated an improvement that Council could make attention is drawn to the following variations of note:

- **Carrum Downs** – respondents were somewhat more likely than average to nominate communication and consultation.
- **Seaford** – respondents were marginally more likely than average to nominate improvements to Council governance and accountability.
- **Frankston North** - respondents were somewhat more likely than average to nominate communication and consultation.

It is noted that none of these variations were statistically significant, and they have been provided to show some relatively minor variation in emphasis across the City of Frankston.

Most important thing Frankston City should do to improve its performance by precinct
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Carrum Downs		Seaford	
Better / more communication, consultation	14.0%	Better / more communication, consultation	7.3%
Better / more roads maintenance & repairs	5.3%	Better Council governance / accountability	4.7%
Better / more safety and policing	4.8%	Better financial management / review	2.5%
Better Council governance / accountability	3.4%	Cheaper rates / fees	2.5%
Better / more / cheaper / free parking	2.6%	Better / more infrastructure / amenities	2.5%
Better / more cleanliness and maintenance	2.0%	Better / more safety and policing	2.3%
Better / more community activities / events	1.9%	Better building, housing, planning, develop.	2.2%
Cheaper rates / fees	1.8%	Environment, conservation, sustainability	1.7%
Better building, housing, planning, develop.	1.3%	Better traffic management	1.6%
More parks, gardens and open spaces	1.3%	Better / more lighting	1.4%
All other improvements	11.4%	All other improvements	12.6%
No improvement	50.2%	No improvement	58.7%
Total	131	Total	108



Most important thing Frankston City should do to improve its performance by precinct
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Langwarrin		Sandhurst / Skye	
Better / more communication, consultation	6.2%	Better / more communication, consultation	5.1%
Better Council governance / accountability	2.8%	Better / more roads maintenance & repairs	2.5%
Better / more roads maintenance & repairs	2.7%	Better / more public transport	2.3%
Cheaper rates / fees	2.5%	Better building, housing, planning, develop.	2.3%
Better customer service / responsiveness	2.5%	Equal funding / treatment of all suburbs	2.3%
Better schools / education	1.4%	Better prov./ maint. of bikes, walking tracks	2.2%
Better / more shops, restaurants, bars	1.3%	Better / more community activities / events	2.0%
Better footpath maintenance and repairs	1.3%	Better traffic management	1.3%
Better / more infrastructure / amenities	1.3%	Better / more shops, restaurants, bars	1.3%
Better / more safety and policing	1.2%	Better / more infrastructure / amenities	1.3%
All other improvements	12.4%	All other improvements	13.5%
No improvement	64.4%	No improvement	63.9%
Total	138	Total	75
Frankston South		Frankston North	
Better / more communication, consultation	11.2%	Better / more communication, consultation	15.7%
Cheaper rates / fees	4.2%	Better traffic management	5.5%
Better / more roads maintenance & repairs	2.5%	Better Council governance / accountability	5.1%
Better building, housing, planning, develop.	2.4%	Equal funding / treatment of all suburbs	4.9%
More surveys	1.7%	Better building, housing, planning, develop.	2.9%
Better Council governance / accountability	1.4%	Increase diversity / multicultural services	2.9%
Better / more / cheaper / free parking	1.0%	Cheaper rates / fees	2.9%
Better services for homeless / beggars	1.0%	Better / more enforcement of local laws	2.7%
Focus on key / basic issues	1.0%	More surveys	2.7%
Better / more community services	1.0%	Better customer service / responsiveness	2.6%
All other improvements	5.6%	All other improvements	6.9%
No improvement	67.0%	No improvement	45.2%
Total	104	Total	34
Frankston / Karingal		Frankston City	
Better / more communication, consultation	13.3%	Better / more communication, consultation	10.5%
Better / more safety and policing	3.6%	Better Council governance / accountability	2.7%
Better services for homeless / beggars	2.3%	Better / more safety and policing	2.4%
Better Council governance / accountability	2.3%	Cheaper rates / fees	2.4%
Cheaper rates / fees	2.3%	Better / more roads maintenance & repairs	2.0%
Better customer service / responsiveness	1.7%	Better building, housing, planning, develop.	1.7%
Better building, housing, planning, develop.	1.7%	Better traffic management	1.1%
Better / more cleanliness and maintenance	1.3%	Better customer service / responsiveness	1.0%
Better financial management / review	1.2%	Better / more infrastructure / amenities	1.0%
Better / more / cheaper / free parking	1.2%	Better financial management / review	0.9%
All other improvements	11.0%	All other improvements	15.4%
No improvement	58.1%	No improvement	58.9%
Total	213	Total	803



Most important thing to improve performance by respondent profile

The following tables outline the most important things that Council should do to improve its performance, as nominated by respondent profile.

There was only minor variation in these results observed by respondent profile.

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

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

<i>Male</i>		<i>Female</i>	
Better / more communication, consultation	8.9%	Better / more communication, consultation	11.9%
Better Council governance, accountability	3.6%	Cheaper rates / fees	2.7%
Better / more safety and policing	2.3%	Better / more roads maintenance & repairs	2.6%
Cheaper rates / fees	2.0%	Better / more safety and policing	2.5%
Better building, housing, planning, develop.	1.9%	Better Council governance, accountability	2.0%
Better / more roads maintenance & repairs	1.4%	Better building, housing, planning, develop.	1.6%
Better traffic management	1.2%	Better customer service / responsiveness	1.3%
Focus on key / basic issues	1.0%	Better / more infrastructure / amenities	1.3%
Better financial management / review	0.9%	Better / more cleanliness and maintenance	1.3%
Better / more hard rubbish collection	0.8%	More surveys	1.3%
All other improvements	13.1%	All other improvements	16.3%
No improvement	62.9%	No improvement	55.2%
Total	381	Total	413

<i>English speaking</i>		<i>Multi-lingual</i>	
Better / more communication, consultation	10.2%	Better / more communication, consultation	11.0%
Cheaper rates / fees	2.8%	Better Council governance, accountability	4.0%
Better Council governance, accountability	2.7%	Better / more infrastructure / amenities	2.4%
Better / more safety and policing	2.6%	Better building, housing, planning, develop.	2.1%
Better / more roads maintenance & repairs	2.2%	Better / more safety and policing	1.6%
Better building, housing, planning, develop.	1.7%	Better / more cleanliness and maintenance	1.5%
Better traffic management	1.2%	Better prov./ maint. of bikes, walking tracks	1.5%
Better customer service / responsiveness	1.1%	Better / more / cheaper / free parking	1.4%
Better financial management / review	1.1%	Better / more lighting	1.4%
Better services for homeless / beggars	0.9%	Better / more maintenance of street trees	1.4%
All other improvements	14.8%	All other improvements	11.2%
No improvement	58.7%	No improvement	60.5%
Total	672	Total	108



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

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Better / more communication, consultation	7.6%	Better / more communication, consultation	7.6%
Better Council governance / accountability	2.6%	Better traffic management	3.3%
Better / more safety and policing	2.0%	Better / more safety and policing	3.2%
Cheaper rates / fees	1.4%	Better Council governance / accountability	2.6%
Better / more / cheaper / free parking	1.4%	Better building, housing, planning, develop.	2.5%
Better / more lighting	1.4%	Better schools / education	2.0%
Better services for homeless / beggars	1.4%	Cheaper rates / fees	2.0%
Better / more community activities / events	1.4%	More parks, gardens and open spaces	1.9%
Better drains maintenance and repairs	0.7%	Better / more cleanliness and maintenance	1.9%
Better cleanliness and maintenance of area	0.7%	Better / more roads maintenance & repairs	1.9%
All other improvements	12.3%	All other improvements	13.1%
No improvement	67.1%	No improvement	58.0%
Total	230	Total	141

Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Better / more communication, consultation	10.6%	Better / more communication, consultation	15.7%
Better / more roads maintenance & repairs	5.3%	Cheaper rates / fees	3.7%
Better Council governance / accountability	3.2%	Better / more safety and policing	2.8%
Better building, housing, planning, develop.	2.5%	Better Council governance / accountability	2.7%
Cheaper rates / fees	2.0%	Better / more roads maintenance & repairs	1.8%
Environment, conservation, sustainability	2.0%	Better / more infrastructure / amenities	1.8%
Better / more safety and policing	2.0%	Better building, housing, planning, develop.	1.6%
Better / more shops, restaurants, bars	2.0%	Better customer service / responsiveness	1.6%
Better financial management / review	1.9%	Better footpath maintenance and repairs	1.3%
Better street cleaning and maintenance	1.4%	Better services & facilities for the elderly	1.2%
All other improvements	12.4%	All other improvements	13.0%
No improvement	54.7%	No improvement	52.8%
Total	142	Total	213

Senior citizens (75 years and over)		Frankston City	
Better / more communication, consultation	9.0%	Better / more communication, consultation	10.5%
Better Council governance / accountability	3.1%	Better Council governance / accountability	2.7%
Better / more / cheaper / free parking	2.7%	Better / more safety and policing	2.4%
Better traffic management	2.7%	Cheaper rates / fees	2.4%
More surveys	2.7%	Better / more roads maintenance & repairs	2.0%
Cheaper rates / fees	2.7%	Better building, housing, planning, develop.	1.7%
Better building, housing, planning, develop.	2.2%	Better traffic management	1.1%
Better footpath maintenance and repairs	2.2%	Better customer service / responsiveness	1.0%
Better / more enforcement of local laws	1.3%	Better / more infrastructure / amenities	1.0%
Better / more safety and policing	1.3%	Better financial management / review	0.9%
All other improvements	9.1%	All other improvements	15.4%
No improvement	61.0%	No improvement	58.9%
Total	68	Total	803



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?”

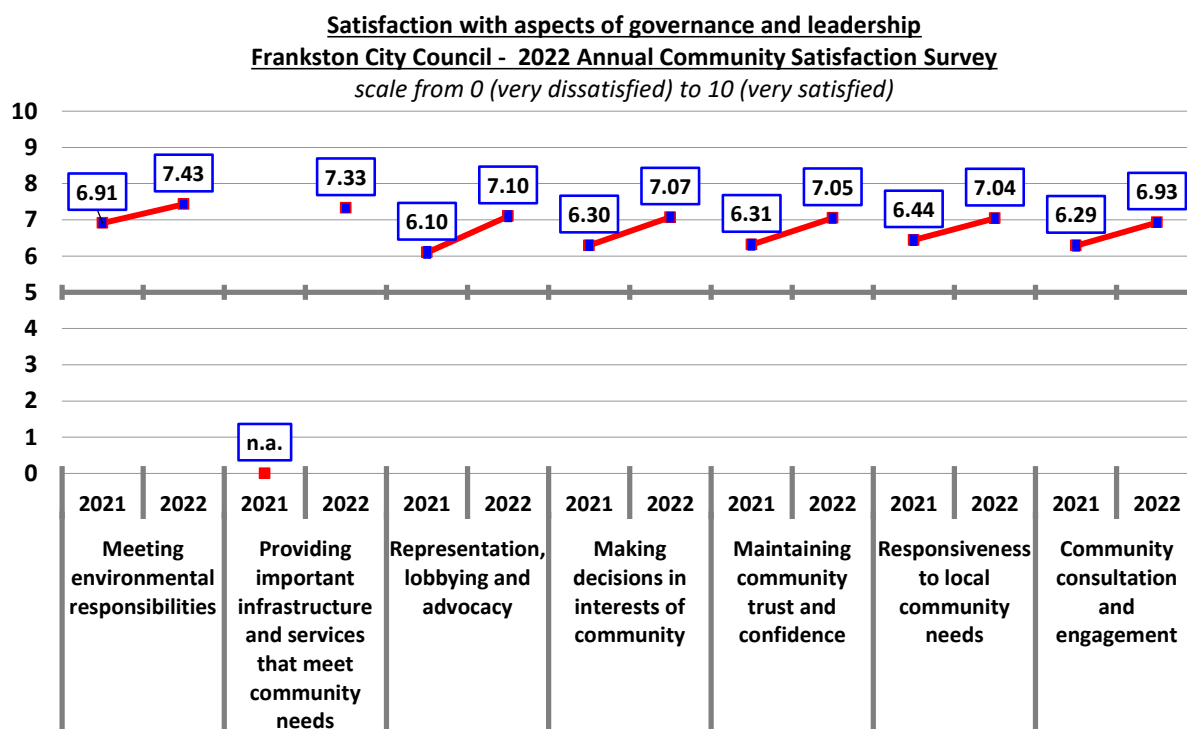
Respondents were in 2022, asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance, including a new aspect this year relating to Council’s performance providing important infrastructure and services that meet community needs.

The average satisfaction with these seven aspects of governance and leadership was 7.14 out of 10, or a “good” level of satisfaction.

This result was marginally higher than the overall satisfaction with Council of 7.11, which is a positive result, as the average satisfaction with governance and leadership tends to be marginally lower than the overall satisfaction with Council.

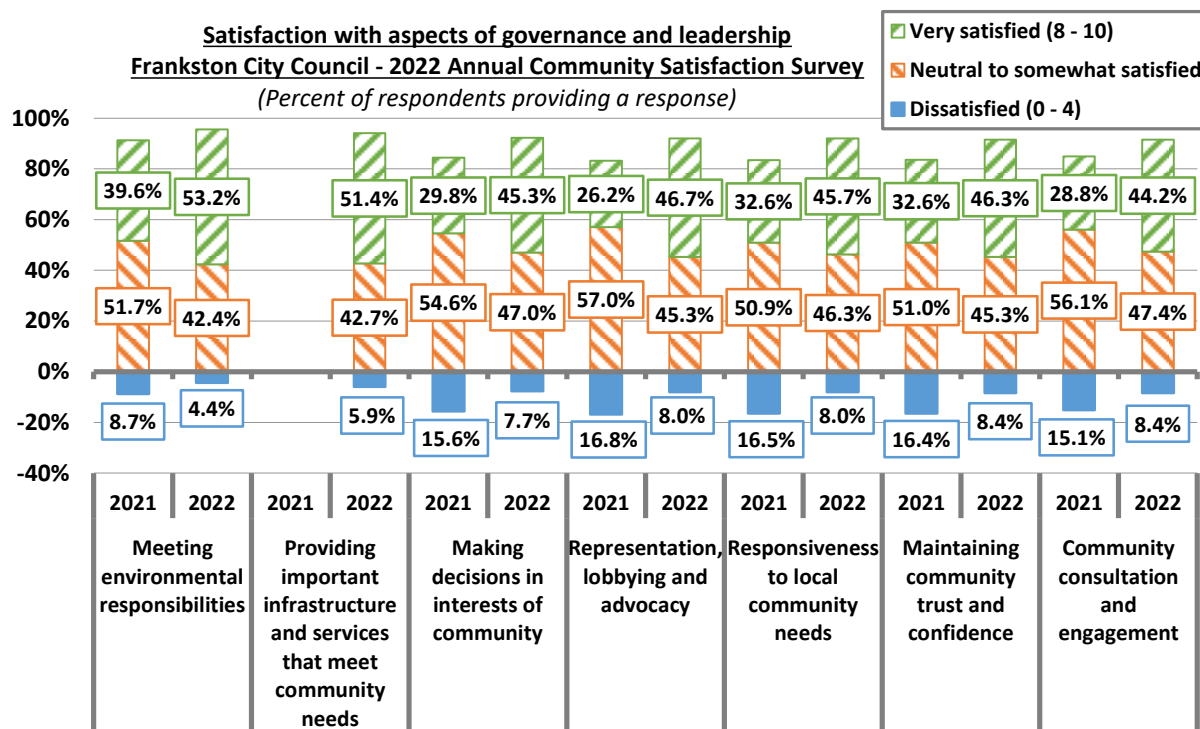
The average satisfaction with the six aspects of governance and leadership that were included in both 2021 and 2022 was 7.10, a statistically significant increase of 10.1% on the average satisfaction of 6.39 recorded last year.

The average satisfaction with each of the six aspects included in both 2021 and 2022 increased measurably this year, with meeting environmental responsibilities improving from a “good” to a “very good” level, and satisfaction with the other five aspects improving from a “good” to a “very good” level.



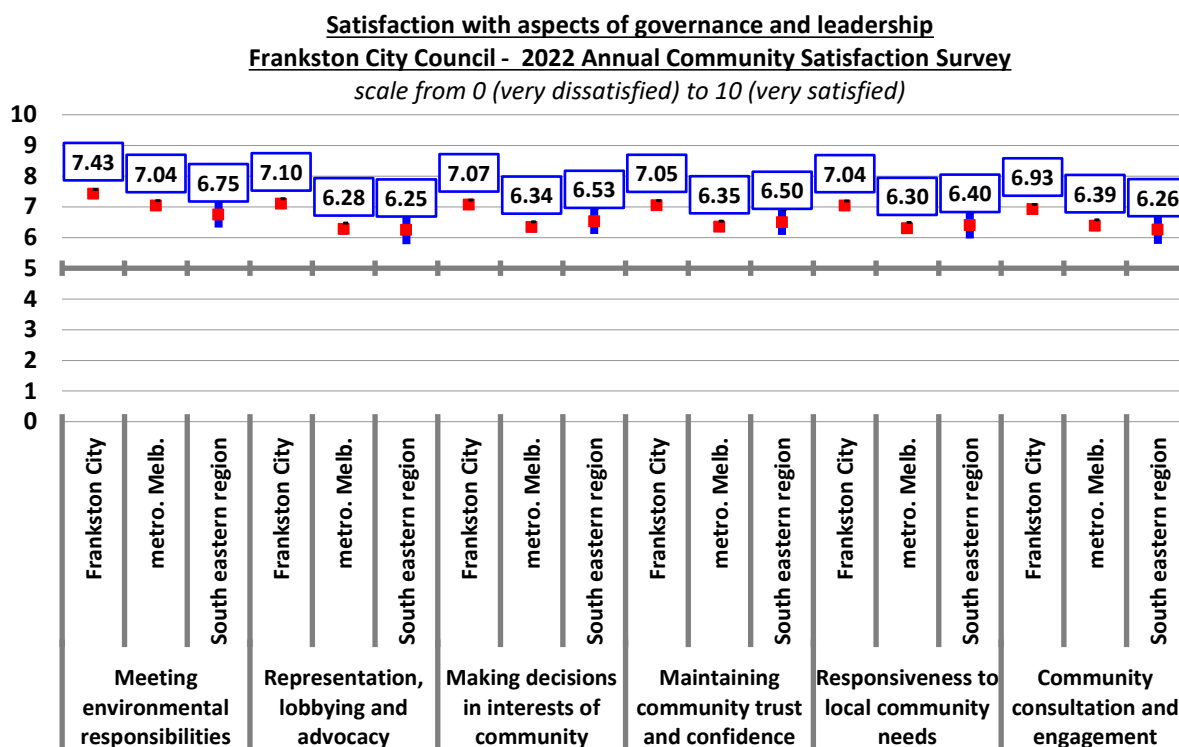
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to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

There was a sizeable increase this year, in the proportion of respondents “very satisfied” with each aspect, and a corresponding decrease in the proportion of “dissatisfied”.



By way of comparison, this result was measurably higher than both the southeastern region councils’ (6.45) and metropolitan Melbourne (6.45) average satisfaction with the same six aspects of governance and leadership. These comparison results were recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the random sample telephone methodology.

The average satisfaction in the City of Frankston was measurably higher than the comparison results for each of the six aspects, as outlined in the following graph.

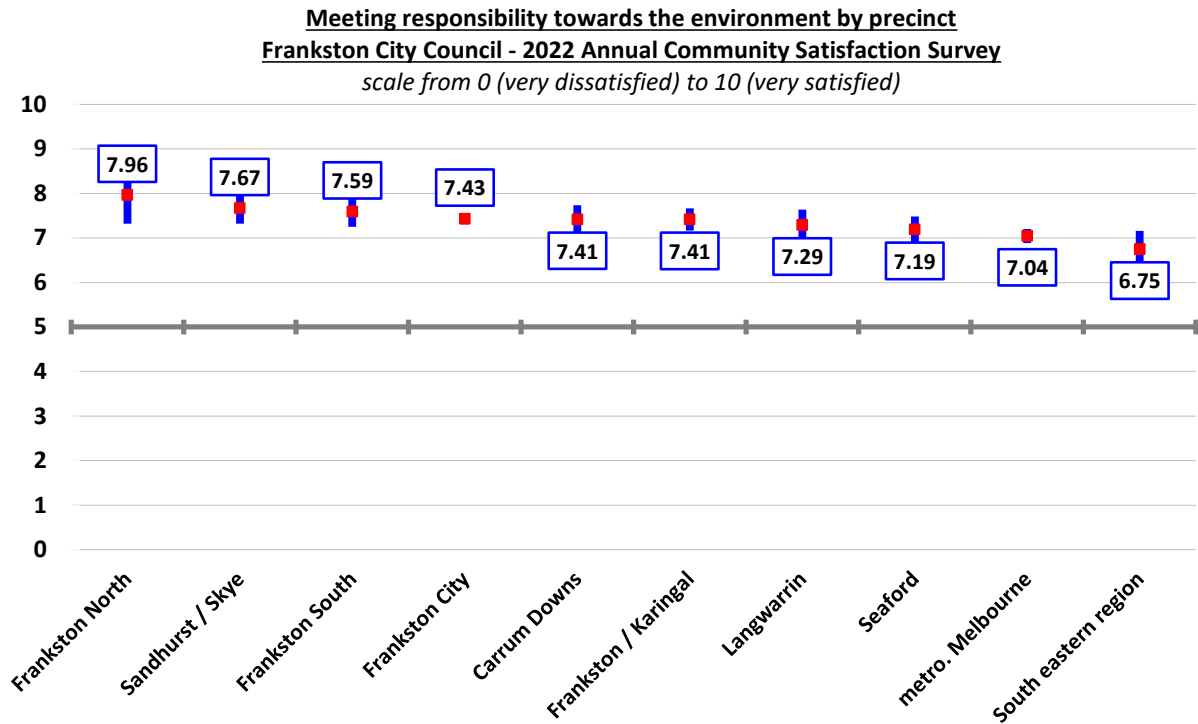


Meeting responsibilities towards the environment

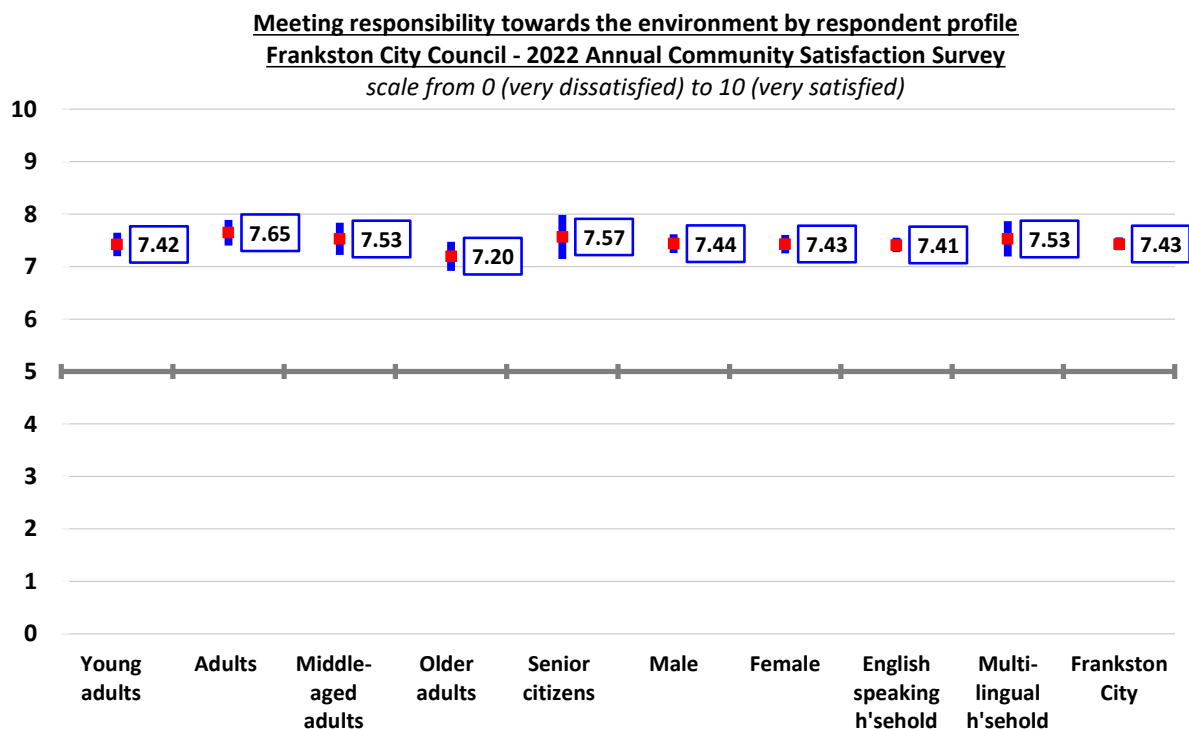
Satisfaction with Council’s performance meeting its responsibilities towards the environment increased measurably and significantly this year, up 7.5% to 7.43, which is a “very good” level.

There was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality. It is noted, however, that respondents from Frankston North rated satisfaction at an “excellent” level, whilst respondents from Seaford rated satisfaction at a “good” level.





Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were marginally less satisfied than average, and at a “good” rather than a “very good” level.



There were 50 comments received from respondents who were not satisfied with Council's performance meeting its environmental responsibilities, as outlined in the following table.

A rang of different issues were raised by a handful of respondents, with the most common responses relating to a perception that respondents had not been kept informed about or knew what Council was doing in this area.

There were also comments related to the management of natural reserves and the foreshore, including litter collection.

Reasons for dissatisfaction with Council meeting its responsibilities towards the environment

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Do not feel very informed about what they are doing regarding the environment	9
Council is terrible, does not do anything	2
Have not seen any evidence the Council does anything for the environment	2
A lot more done regarding water conservation	1
Allowing 6 units to have 5 lights all night overkill	1
Cleanliness of Council areas allowing pollution to occur	1
Council should not involve things they cannot change	1
Cutting too many trees	1
Decision is stupid	1
Do not know environment policy	1
Everything we do is too late	1
Feel like a lot of the reserves and bush around Frankston are not well maintained. Can see the natural animal ecosystems were never in consideration	1
Focus too much on environment and general services are not consistently provided to the community	1
Frankston needs to be cleaned and maintained properly because the cleanliness of the waterways is a clear indicator of how much the Council is doing when it comes to that regard. It is very little	1
I do not believe they are in touch with the need of the community	1
I do not think highly of them	1
I feel like they can more to do	1
I feel that the Frankston City Council now is dysfunctional and not working together like other councils I have worked alongside with to meet the needs of the community. There needs to be more togetherness and that can only be done by engaging more with the community and being more in sync with what it is that they need	1
I need to see some actual improvement here I have not noticed their jobs in this field	1
I think they did a good job, but I have not seen any more jobs are done	1
Lack of sustainability related initiatives	1
Littering on the beach is abysmal and it certainly does not look like the Council cares	1
More concern about the environment such as leaves and public places	1
Not enough is done for the beaches. Quarry Rd is filled with rubbish	1
Not happy how they handled Olivers Hill Boat Ramp	1
Not necessarily, storm havoc and the consequences of it are not appropriately managed	1

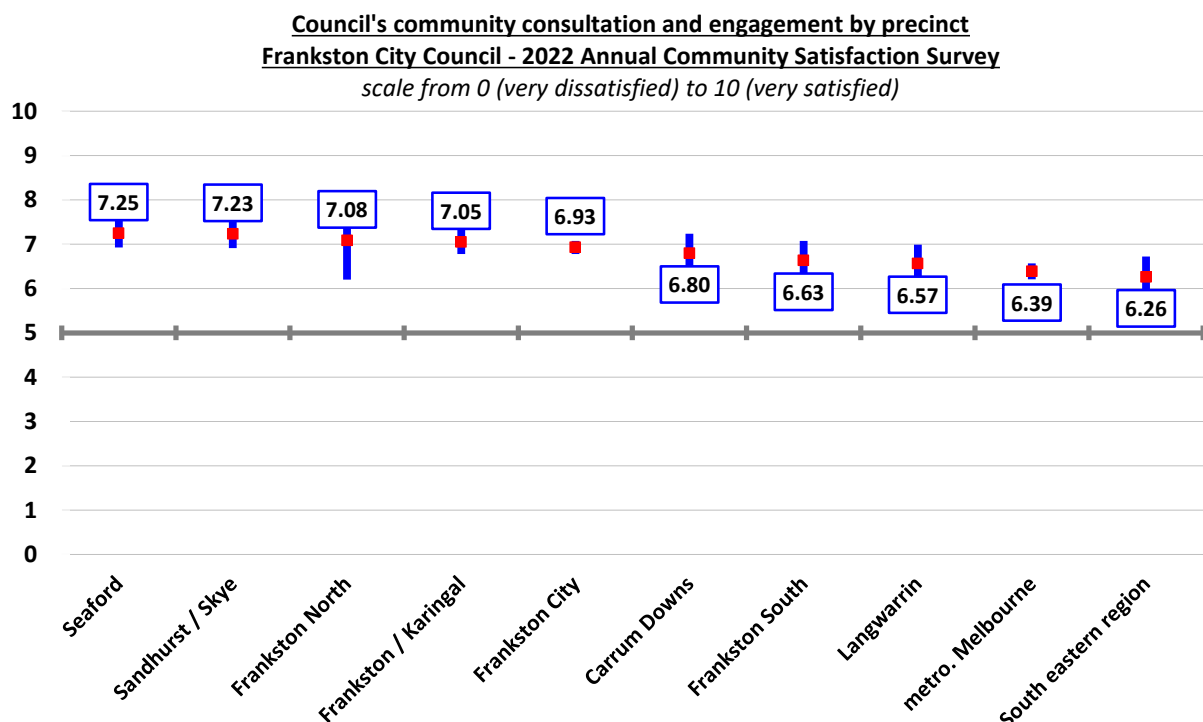


Only been here for 2 months so cannot really tell	1
Peninsula link through The Pines Flora and Fauna Reserve	1
Rubbish on nature strip	1
Some clubs are suffered, Frankston did not support financially for clubs	1
Look at Seaford Beach, horrendous	1
The environment is so important, we need more awareness and advocacy	1
The street looks messy and not clean at all, a lot of public places need to be tidy up and be cleaner. I have not seen they put up anything to protect the environment at all	1
The trees they plant clog the drains and damage the footpaths over time with the high maintenance required	1
There is rubbish all over	1
They argue too much about everything	1
They do not have proper landfill management	1
They let businesses chop down trees but when we want to, we cannot even if it is leaning down	1
This area has been completely abandoned	1
We need more actions on environment like recycling and green waste	1
Total	50

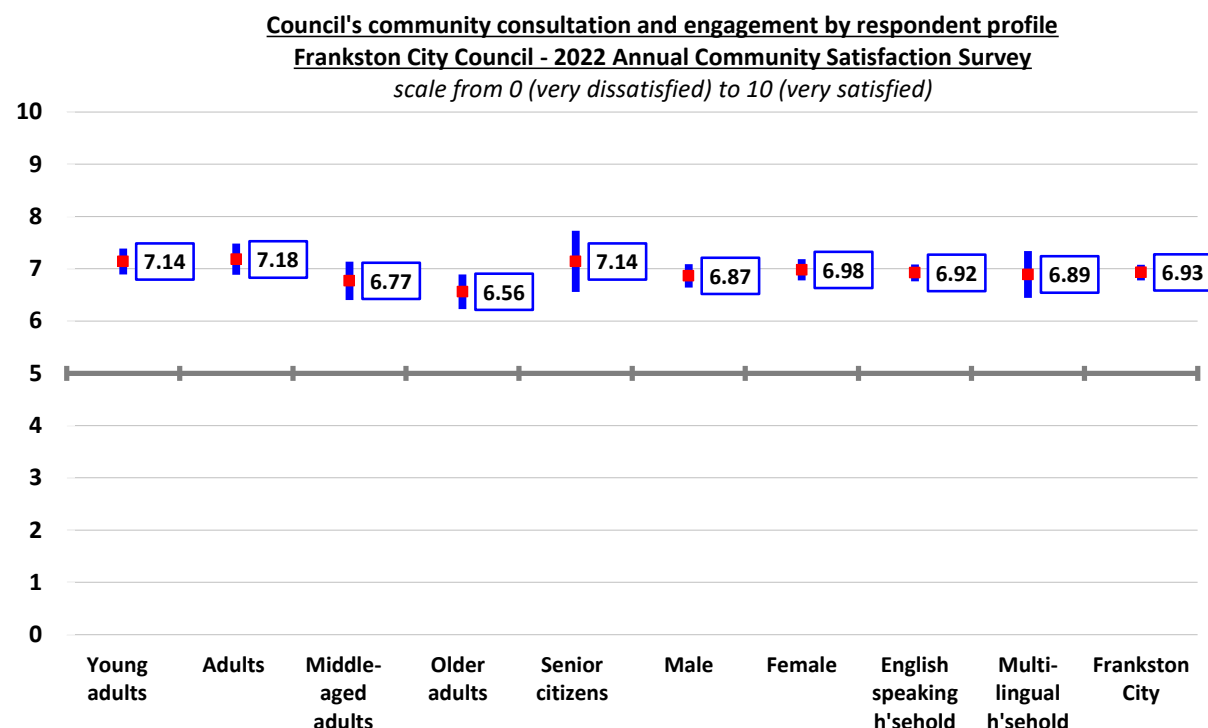
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year up 10.2% to 6.93, which is a “good”, up from a “solid” level of satisfaction.

There was no statistically significant variation in satisfaction observed across the municipality, although it is noted that respondents from Seaford rated satisfaction at a “very good” level.



Whilst there was no statistically significant variation in satisfaction with Council’s community consultation and engagement observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were somewhat, but not measurably less satisfied than average.



There was a total of 98 comments received from respondents who were not satisfied with Council’s performance in community consultation and engagement. These verbatim comments have been broadly categorised and presented in the following table.

The most common responses received from respondents related to a perception that Council does not sufficiently engage with the broader community. There were also a range of other issues raised, including a perceived lack of consultation and engagement on specific issues such as planning and development and Council management.

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

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Consultation / engagement</i>	
They don't engage / involve with the broader community	7
Haven't been consulted / not enough consultation	5
I think they need to engage more with the community on general issues within the area	2
They never come and engage with the community. Never seen them ever do that since I've lived here	2



You are the first person I've seen; Council has never contacted me before	2
Brad Hill is probably the only one willing to consult and engage with the wider community. But I just like Labour party that's my issue	1
Consultation should be free. Corporate political developer and business interest groups	1
Council could engage more such as an outreach	1
Council needs to engage more with the community, and I think that's what they are lacking now	1
Council not listening to its residents regarding new developments	1
Don't know what the Council is doing, they haven't come out of their offices to talk with the people	1
Feel like there should be more channels to share works that Council due to the residents, so that we can give them our feedback and truly address what we need	1
I do not know what they are doing because there isn't much engagement between the Council and the local community	1
I don't see much engagement with the Council with community unless it's elections	1
I don't think they do engage with the local community when they make decisions. I think when they make decisions, they don't provide an explanation at times as to why some promises aren't met or haven't been met yet. They're disengaged from us. It seems like they're more invested in what the government wants rather the locals	1
I have not seen or heard of any engaging activities or anyone consulting us in particular	1
I haven't personally had much engagement with the Council so I can't really rate them	1
If the Council was engaged, they would know what was always happening on these streets. Petrie St is known for stabbings and domestic violence. We have mentally unfit people and those affected by drugs everywhere along this street	1
It would be better to know them personally	1
I've never seen the Council engage within the local community and ask for their opinion or even listened to the ones who have one	1
Just don't think they do. They seem to be only hand out newsletters to engage us	1
Need outreach to the targeted audiences	1
Never seen them engaging with the wider community of myself and given an update or a chance for feedback	1
Not listening to what people really need as essential	1
Not much consultation happening because I don't see any Council member reaching out to me	1
Only hear from them during election. I feel like they are just doing things for profit	1
Poor engagement. The Council needs to have a website that could channel everyone	1
The Council doesn't have much engagement with the wider community they're narrow in what they choose to invest in, and it seems common amongst other councils regarding that. They should be more engaged with the actual people they consider to be 'our community' and invest in what it is that the locals really need instead of investing with themselves by making us pay higher land rates and not giving much out to the rest of the community according to what they need	1
The Frankston City Council is lacking in engagement with the local community. There is not much update on what they are doing for the community as well as a lack of transparency on what it is that they are really doing	1
They do not consult locals about services provided	1
They do not engage to provide some information	1
They don't consult they make it out that they will listen, but they never do	1



They don't engage with the community, but they just tell us what they want to tell us or send other people to ask questions about what we want	1
They don't engage with the wider community. They just increase rates and even if we complain it falls on deaf ears. Toorak pays \$600 compared to us which \$2,000 for land rates	1
They don't listen to people the Council only cares about what goes in their pocket	1
Very little engagement in Langwarrin residents and the Council	1
Will hope to receive more local information through local events or newsletter, and more importantly without those election or political related information	1
Total	50

Communication / information

Don't hear from them / no interaction from Council	7
Council needs to improve communication / information with the wider community	2
Don't get enough information from them / don't know what they do	2
Had no communication / have not heard from them	2
Communication is very poor they never follow up with what they say or with what issues are currently out there requiring a resolution	1
Council is always busy, lack of communication	1
Council needs to improve on their communication by using other ways to reach out to people. The easiest way is to engage with the wider community instead of just during election time. They need to be more consistent	1
I don't think I receive any real information from Council. Occasionally the newsletter just shows me how they act on self-interest or for profit	1
More advertising of events	1
Need more local social event or newsletter to make me feel like they are engaging with us	1
Not much information about what decisions they are making and what the plans are for the near future. There is a detachment from the local community because there's no transparency	1
Poor communication with the wider community that there's virtually minimal now	1
The Council needs to use more ways to advertise what their plans are and give the community a chance to voice their opinion prior to the commencement of certain projects maybe it be on social media. Not many people read the newsletter or receive it. They even have limits on how many people can come to their meetings and that's harsh	1
They need ways of giving out the newsletter because I haven't received anything	1
Very few newsletters, not sending email	1
Total	24

General negative

I don't feel like they listen to us / our complaints	2
I have not seen them doing anything	2
They do what they want / like	2
I feel like they can more to do	1
No interest in being shown towards community only businesses	1
They are not good at it	1
Total	9



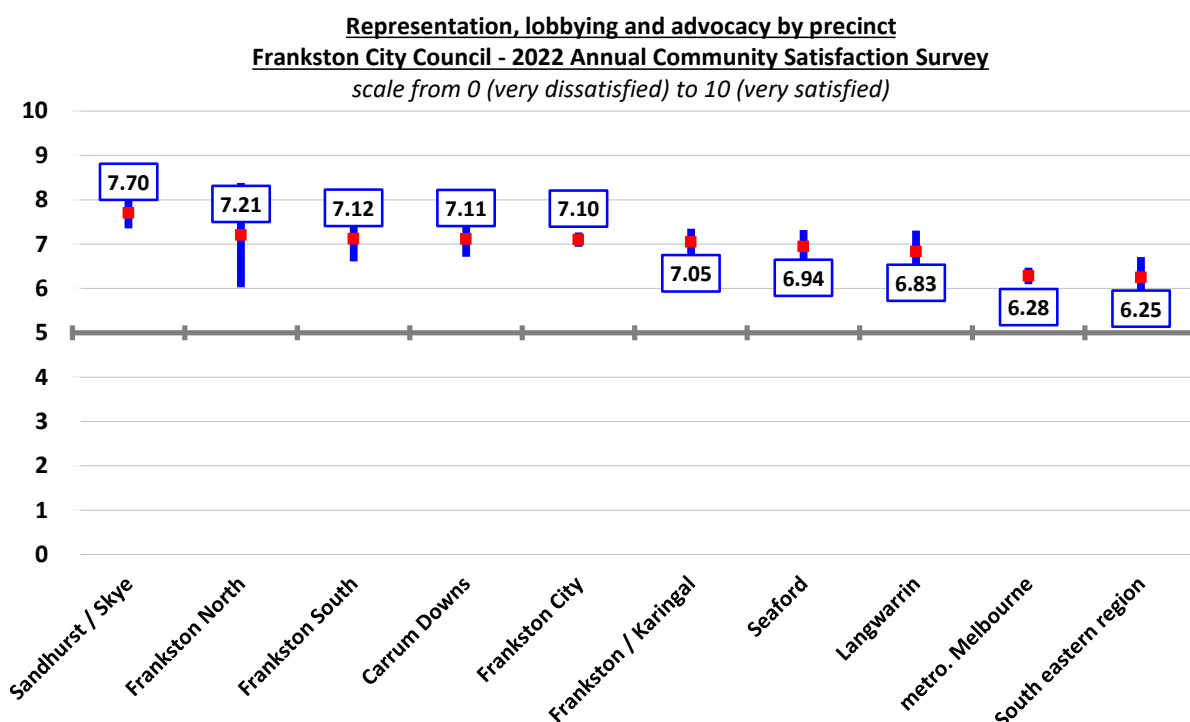
<i>Council governance / management</i>	
Promise to do things with no follow through / only half promises fulfilled	2
Carrum Downs seems to be left off the planning, too far away from Frankston. Should be another Council	1
Council needs to be transparent	1
Council priorities are often more image orientated	1
Feel disconnection between community and Council for all decisions made for the Council area	1
I don't hear much about what they are doing to rate them any higher. I can tell they are doing something with the changes happening but I'm not sure of what their plans are and whether what they've done now compared to what they'll do later is being funded properly or the right choice for the community as a whole	1
The Council does not have transparency in the decisions they make and do not ask the locals in person about what they think, and feel are the needs of the community	1
Total	8
<i>Planning / development</i>	
They allowed too many units to go up, too crowded	1
They don't help with planning regarding home footpaths	1
They tend to handball their issues to contractors who don't really have much say or power in what the final verdict is when it comes to local issues	1
Total	3
<i>Responsiveness</i>	
Once they begin strenuously responding to emails, maybe they would improve in consulting with the community	1
Total	1
<i>Other</i>	
Environment is more important than other things	1
New establishments and services available for locals	1
There are too many young people bored and they don't really know what to do because they never came from good homes to begin with. They need more support are easily lured into taking substances because that's all they've ever known. There should be harsher penalties when it comes to substance use or police or locals should have more power to get those who are mentally unstable, or drug affected to get the help they need and off the streets	1
Total	3
Total	98



Representation, lobbying and advocacy

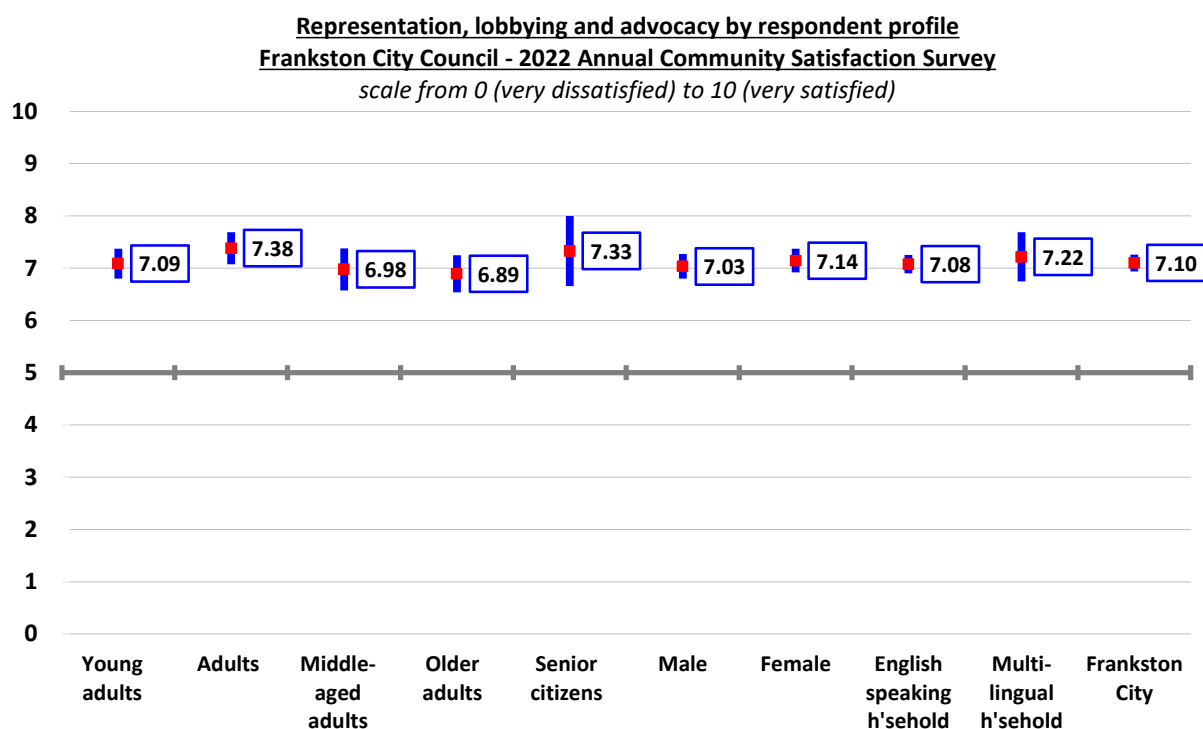
Satisfaction with Council’s representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues increased measurably and significantly this year, up 16.4% from 6.10 to 7.10. This was a “good”, up from a “solid” level of satisfaction.

There was some statistically significant variation in satisfaction with this aspect of performance observed across the municipality. Respondents from Sandhurst / Skye were measurably and significantly more satisfied than average and at a “very good” level.



Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile, it is noted that adults (aged 35 to 44 years) and senior citizens (aged 75 years and over) were marginally more satisfied than average and at “very good” levels of satisfaction.





There were 58 comments received from respondents who were not satisfied with Council's representation, lobbying, and advocacy, as outlined in the following table.

These comments have been broadly categorised, with most related to a perception that Council is not sufficiently informing the community about its activities in this area.

Reasons for dissatisfaction with Council's representation, lobbying and advocacy
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication / information</i>	
I really have no idea what the Council is doing on behalf of our community	13
Don't have much information on what the Council does when they do meet the other levels of government and what is being said in these meetings to rate them	1
I do not receive the newsletter or get any updates to understand what they've done	1
I don't feel informed by what the Frankston City Council is doing and if what they have done so far for the community really what they are doing. The local community need more information on what it is that they are doing and transparency so that the local community can feel to have an input and put their trust in the Council	1
I don't think I receive any real information from Council. Occasionally the newsletter just shows me how they act on self-interest or for profit	1
I wasn't aware this was the Council's responsibility, nor should it be, keep our communities satisfied with maintenance, developments, and resources	1

Only hear from them during election. I feel like they are just doing things for profit	1
Poor communication outside of election times. You only hear them engaging and consulting with the wider community when they are trying to get votes from the locals. They never want to deal with those who are currently within the community because there are issues within the City of Frankston that are more prominent than others that makes them different from others. Instead of dealing with general needs they need to focus on what this community specifically needs, not what is common amongst other councils	1
Rarely hear anything they're doing. The Council is more in the background with that and their interactions with the wider community is limited	1
Residents around developments should be involved and communicated with	1
Total	22

Consultation / engagement

Lack of involvement and engagement with the community, not listening to what people really need	5
Greater consultation needed as to infrastructure priorities	1
More surveys can help if done more frequently and listened to because they'll be able to measure the satisfaction of locals	1
The Council doesn't have much engagement with the wider community they're narrow in what they choose to invest in, and it seems common amongst other Councils regarding that. They should be more engaged with the actual people they consider to be 'our community' and invest in what it is that the locals really need instead of investing with themselves by making us pay higher land rates and not giving much out to the rest of the community according to what they need	1
They don't understand the local needs therefore they can't advocate what they don't know	1
Will hope to receive more local information through local events or newsletter, and more importantly without those election or political related information	1
You can't represent people you barely know and are meant to represent	1
Total	11

Council governance / management

Councils are practically owned by other levels of government, what lobbying would they do?	1
Feel disconnection between community and Council for all decisions made for the Council area	1
I feel the Council writes and speaks only on issues that make them look good rather than what is beneficial for the people. It's like an ego battle	1
No one local is part of the main Council so they don't understand the locals	1
Only new houses, there is still not many buildings and entertainment industry	1
The Council isn't transparent enough for me to believe that the Council is doing what's best for the people who live in the Frankston City Council region. The Council lacks awareness of what's happening around this area and are not making the right choices because of this. They're making decisions without much depth of what the community needs are	1
They get so busy fighting with each other that they don't lobby with other parts of the government	1
This Council does not care. They aren't representing us I'd say	1
Total	8



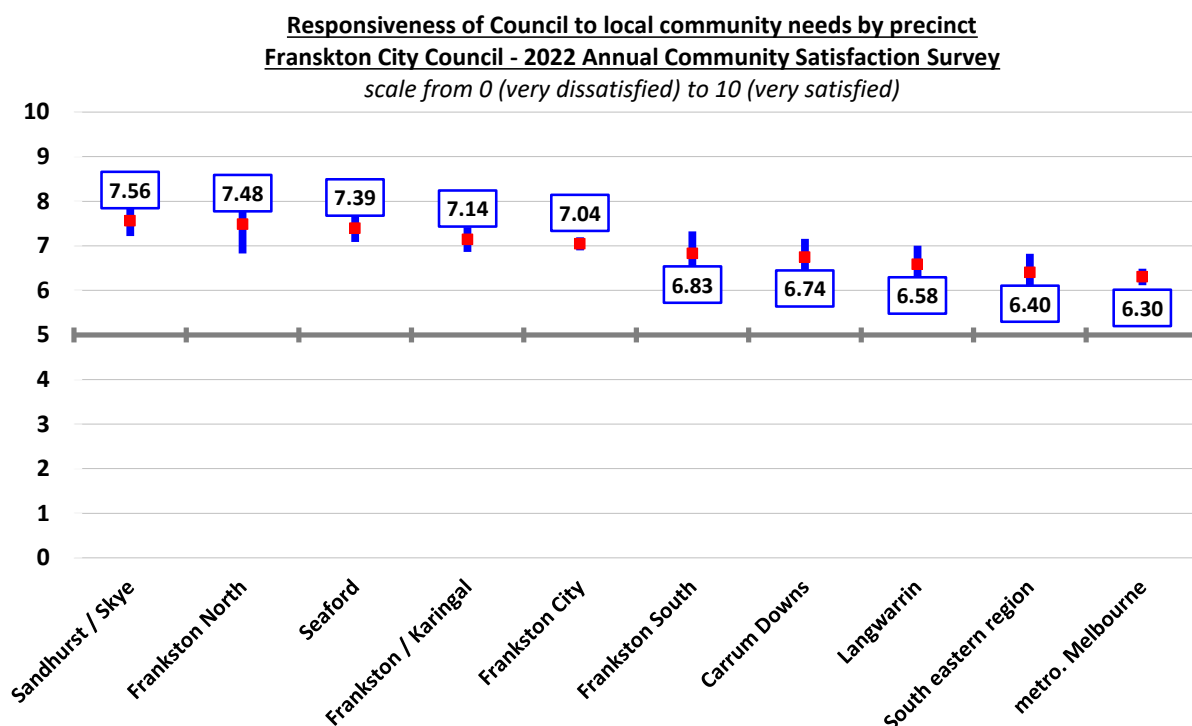
<i>General negative</i>	
I have not seen them doing anything	2
The Council advocates / cares only for themselves	2
They are not good with what they do. I don't think they tick all the boxes	1
Why would they be focusing on this? Their responsibilities take precedence, maintain our local communities	1
Total	6
<i>General positive</i>	
Believe they are trying / there are some developments	2
I believe the local MP Peta Murphy does a better job with this	1
Total	3
<i>Responsiveness</i>	
Council tends to neglect our feedback and not respond and not follow-up so there is no point saying anything	1
Don't know because we still have issues yet not resolved	1
There are still ongoing issues in Frankston that have still not yet been resolved and therefore I think there's still room for improvement	1
Total	3
<i>Other</i>	
A lot of things are happening near here	1
Its public knowledge	1
Lockdown was (expletive deleted)	1
Street, roads plus approaches to Frankston area disgrace	1
Where were the Council when it came to abolishing mandates, nowhere	1
Total	5
Total	58

Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs increased measurably and significantly this year, up 9.3% to 7.04, which is a “good”, up from a “solid” level of satisfaction.

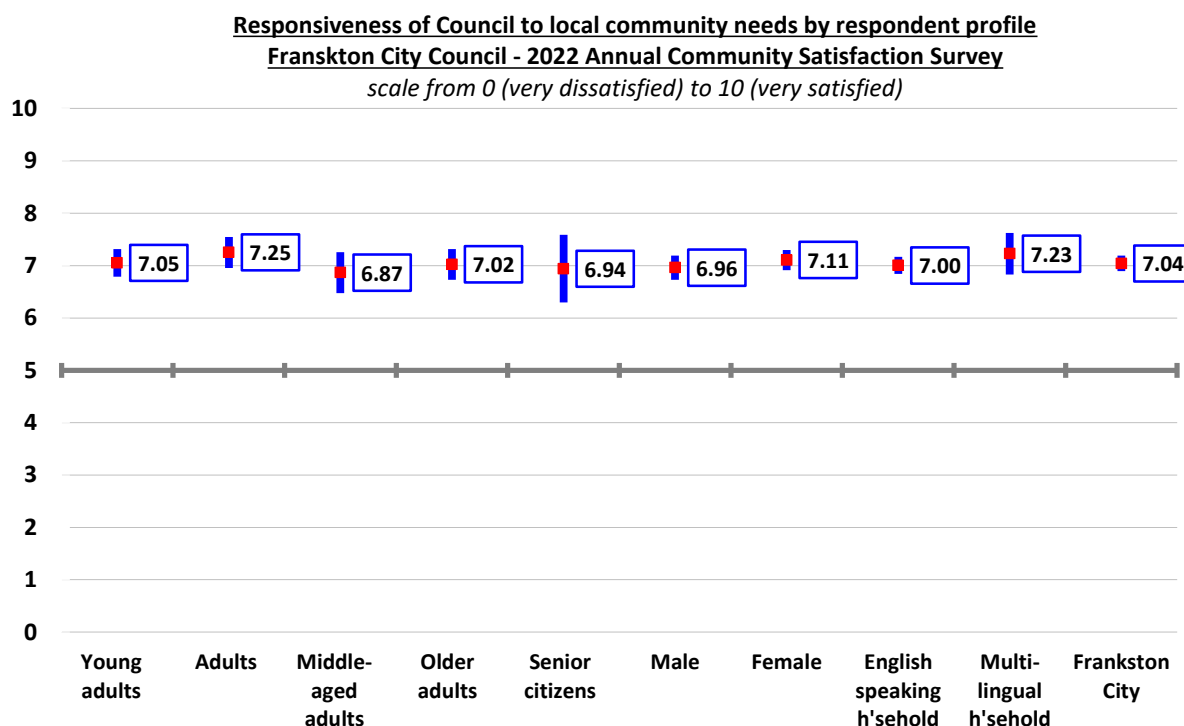
There was some statistically significant variation in satisfaction with this aspect of performance observed across the municipality. Respondents from Sandhurst / Skye were measurably more satisfied than average, and respondents from Frankston North and Seaford were notably, but not measurably more satisfied than average and at all were at “very good” levels of satisfaction.





There was no statistically significant variation in satisfaction with the responsiveness of Council to local community needs observed by respondent profile, although it is noted that adults (aged 35 to 44 years) were marginally but not measurably more satisfied than average.

It is also noted that respondents from multilingual households were marginally, but not measurably more satisfied than respondents from English speaking households.



There were 71 comments received from respondents who were not satisfied with the responsiveness of Council to local community needs. These comments have been broadly categorised, as outlined in the following table.

Whilst a variety of issues were raised by a handful of respondents, the most common responses related to a perception that Council was slow to respond to community needs, issues, or complaints.

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

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Responsiveness	
Council is slow to respond community issues / needs / complaints	11
They delay or ignore the community responses and do what they want	2
Contacted last time and it was a horrible experience	1
I rarely make requests to the Council but generally they reply not so fast to my needs	1
It's been 15 years since they've put out plans about what they want to do with Stotts Lane, and nothing has changed. They said it would become a sealed road with a roundabout and it's still the same. Nothing has changed	1
My parking permit fine was clear example of their poor response. They took 3 months to respond to my enquiry and the only time you hear them respond is during election time	1
Poor response time when it comes to important issues such as the roads and the youths within this area	1
Pretty poor they haven't come to cut down the tree dying on Sheoak Road. They said they'll send someone, and no one ever came and that was 3 months ago they said that	1
Pretty slow, very suburb selective	1
Seen to only sit on their hands but don't react to anything maybe because they lack interest in what the community complains about	1
Slow response to street light outage on Ribbon Ct. Resident must complain three times before they came out. Ribbon Ct needs more lighting	1
Some kid was trying to give my son who is 11 years old a vape at Langwarrin's McDonalds. I complained to the Council, and they didn't even respond to my concern	1
The Council aren't dealing with these people who live in this area the right way	1
The Council doesn't even respond to community issues. I know who have complained and nothing has been done about it. I complained 3 years ago about Quarry Road, and nothing has been done about it	1
The Council has long waited periods to respond to locals needs. For example, the rates we pay are higher than most regions in Victoria near the city and they still cannot even meet most of the needs of the local community. It's appalling	1
The Frankston City Council tend to take their time in resolving matters within the area and it's blatantly obvious because you can see it when you're out and about in the area what the issues in the area are	1
The mayor responds quickly to issues but not those under him	1
They are slow to respond or don't respond at all about the trees near our house behind Daisy's Garden Supplies building	1

They don't respond to most issues I think they just sit in their offices all day and do nothing	1
They need to be more responsive towards the community and provide more feedback or updates on any issues that arise in the community that locals have concerns about	1
They take too long to respond to a lot of issues in the area I think they need to work on that. Sometimes they don't respond at all and that's annoying	1
Told them about the bend at Wattlebird Way and they haven't even yet responded to it. It's high risk for a collision because they speed down it	1
Too much procrastination and shifting the blame	1
Total	34

Consultation / engagement

Feel like there should be more channels to share works that Council does for the residents, so that we can give them our feedback and truly address what we need	1
Haven't seen the Council engage much with the community or even respond to some of the key local issues	1
Lack of involvement and engagement with the community, not listening to what people really need as essential	1
Only hear from them during election. I feel like they are just doing things for profit	1
They do not understand to local people they do not talk to them, so they do not know their opinion	1
They don't listen to us	1
They don't tend to listen to the local community with most issues that they have. I don't personally have good view of the Council	1
They're only vocal during voting but don't communicate much to the locals. They need to channel a website where the locals can come freely and make suggestions or ask questions and get answers as well as resolutions to whatever it is	1
Total	8

General negative

Helping the rich not us	1
I don't think they tick all the boxes	1
I feel like they can more to do	1
It depends on what you need not always the same	1
Need further consciousness-raising	1
Only care about what makes them look good rather than what's beneficial for the people and saves themselves	1
Pretty poor if they delay resolutions to current local issues	1
They're okay I guess it depends on what the issue is, but I reckon there's still room for improvement	1
Total	8



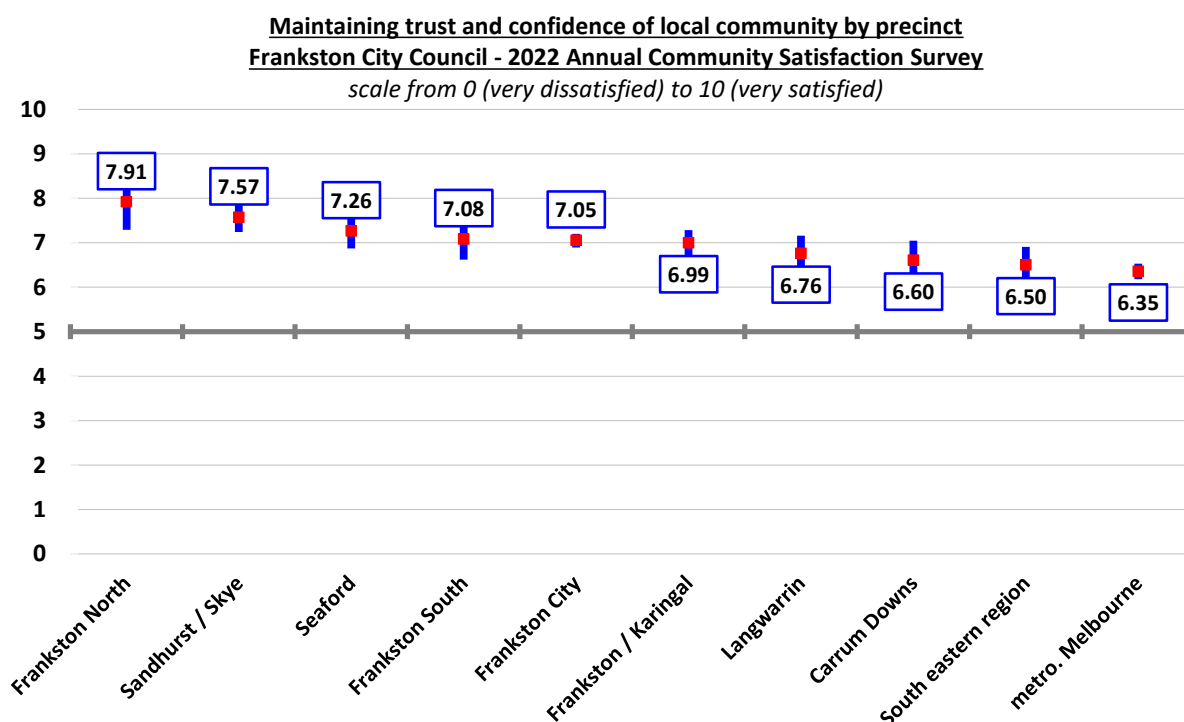
<i>Communication / information</i>	
Don't have much info on what they are doing	4
Can't say because I don't know the issues others have complained about to know how fast of a response, they're gaining from the Council	1
I don't think I receive any real information from Council. Occasionally the newsletter just shows me how they act on self-interest or for profit	1
Will hope to receive more local information through local events or newsletter and more importantly without those election or political related information	1
Total	7
<i>Council governance / management</i>	
Feel disconnection between community and Council for all decisions made for the Council area	1
I don't think they don't do everything that needs to be done. Just do their own projects	1
I feel that important issues are not considered and neglected. Majority of the time they're ignored I think we're all tired of trying to get the Council's attention on these issues	1
I feel that they talk a lot but not much action	1
They don't care for the community needs	1
Total	5
<i>General positive</i>	
I think they are doing alright	1
Some people graffiti our fence, they painted it quickly	1
Total	2
<i>Planning / development</i>	
For all the buildings they allowed to go up, but rates don't go down	1
No protection of community heritage assets	1
Total	2
<i>Other</i>	
Footpath repair has not been done for 20 years	1
I have not lived in Frankston long enough	1
Needs of homelessness and drug rehabilitation centres	1
Seaford and Frankston need nice new cafes and parks and wildlife conservation	1
The trees will one day fall on my house behind that building (Daisy's Garden Supplies). I feel sorry for the possums but it's not going to end well for the both of us when that tree falls on my house	1
Total	5
Total	71



Maintaining trust and confidence of local community

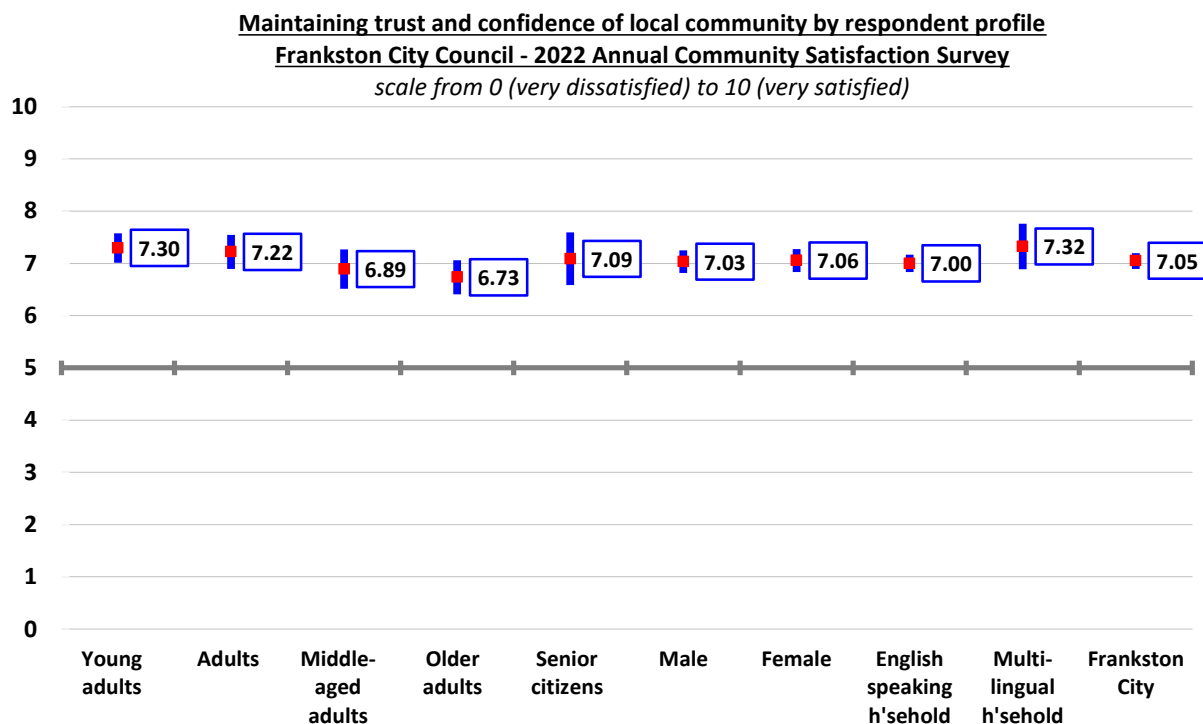
Satisfaction with the performance of Council maintaining the trust and confidence of the local community increased measurably and significantly this year, up 11.7% to 7.05, which is a “good”, up from a “solid” level of satisfaction.

There was some statistically significant variation in satisfaction with this aspect of performance observed across the municipality. Respondents from Frankston North and Sandhurst / Skye were measurably more satisfied than average and at “excellent” and “very good” level of satisfaction respectively.



There was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) were marginally but not measurably more satisfied than average. It is also noted that respondents from multilingual households were marginally, but not measurably more satisfied than respondents from English speaking households.





There were 83 comments received from respondents who were not satisfied with Council's performance maintaining the trust and confidence of the community.

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

Whilst a range of specific issues were raised by a handful of respondents, the most common responses related to a perceived lack of consultation and engagement with the community, leading to a lack of confidence in Council.

Reasons for dissatisfaction with Council's performance in maintaining the trust and confidence of community
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Consultation / engagement</i>	
No / poor engagement in the community	6
Poor engagement is the reason for a lack of trust and confidence	5
More engagement by the Council required with the wider community	3
Can't trust them if they don't listen to us	2
Barely anyone in the local community knows those on the Council on personal level to understand who they are and trust them. Mainly because poor engagement	1
Can't say because they don't consult or engage with the local community to begin with	1
They do not understand local people, they do not talk to them, so they do not know their opinion, so they do not trust	1
They haven't communicated	1

They haven't tried to engage and consult with the local community	1
They need to come out more and inform us of what they're doing and ask us for suggestions about what it is that they can do to meet our needs	1
They're only out in the open during voting times. When it's not elections you don't hear from them	1

Total **23**

General negative

Don't trust them	2
I think they don't do anything	2
Do not trust them to act for my benefit	1
Doesn't seem like they're trying they just don't care	1
Don't think they're trying that. I think they're trying to get more money in their pockets and neglecting the locals	1
I don't think they tick all the boxes	1
I had a dissatisfied personal experience	1
I see lots of feedback on Facebook	1
There is still a lot of weakness in this field	1
They don't care what the public say	1
They like their own voice	1
They need to improve	1
They only contact me when I need to pay my land rates	1
They try but it never seems to be right	1

Total **16**

Rates / financial management

They overcharge the locals and neglect most of their responsibilities	2
Financial like wasting money and hopeless planning	1
I don't feel the Council cares about what I have to say. They keep making land rates which are expensive, and they are not understanding my circumstances	1
Seems too much going into sports	1
Rates going up	1
Poor money management, they prefer to care more about what goes into their pockets and maintain their control of what they want to do for the people	1
It's improved to a certain extent and there's too a lot more they can do for the locals if they use the funds wisely by engaging more within the community and asking for their suggestions on what requires more investment	1
People getting robbed by the Council, Council rates goes up and up	1
Silly to put in artwork in the Frankston centre and use taxpayers' money on it	1
This Council has higher rates for most of the services provided such as land rates and kindergarten and they still do not cover the costs of many of the repairs and maintenance required in the area as well as safety	1
They spend a fortune on stupid things	1
They increased the land rates and everything else around here. One employer took almost half a million and still has his job. Doesn't make sense	1
Too many blunders in Frankston Central. They spent too much money on fancy seating and sculptures where is too many drug addicts who just destroy the place	1

Total **14**



<i>Communication / information</i>	
I never hear from the Council	2
Communication for new developments could be better	1
Don't have much info on what they are doing	1
I don't think I receive any real information from Council. Occasionally the newsletter just shows me how they act on self-interest or for profit	1
I'm not too informed about how well they're maintaining trust and confidence	1
Lack information from the Council with regards to what they're doing for the local community	1
Lack of communication and transparency	1
Meeting should be advertised and inclusive	1
Not public knowledge	1
Only hear from them during election. I feel like they are just doing things for profit	1
They only contact me when I need to pay my land rates	1
Will hope to receive more local information through local events or newsletter and more importantly without those election or political related information	1
Total	13

<i>Council governance / management</i>	
Feel disconnection between community and Council for all decisions made for the Council area	1
I don't feel the Council works and manages issues effectively	1
Lies and corrupt	1
Only care about what makes them look good rather than what's beneficial for the people and saves themselves	1
Only complete half their promises	1
Over the years there's been fights within the Council. We were promised a Yacht Club 5 years ago with a 5-star restaurant and we got nothing	1
The Frankston City Council isn't transparent	1
The lack of transparency in the decisions they make and the lack of depth from the ground up in what the needs of the community are the issue	1
There is a lot of favouritism	1
They debate too much and don't get on with it	1
Total	10

<i>Responsiveness</i>	
Called them up many times a year or two ago but got no response. Many of my issues remain unsolved and unattended which forced me to give up on contacting them	1
They don't reply urgently in a timely manner. They haven't got back to me about the gumtree that needs to be cut down in front of my house	1
With the delayed response to my request and the automated responses they give I just can't be bothered waiting on them. They need to respond in a timely manner. No one has all the time to wait on a line that takes you through so many options just to tell them one issue or for the line to drop	1
Total	3

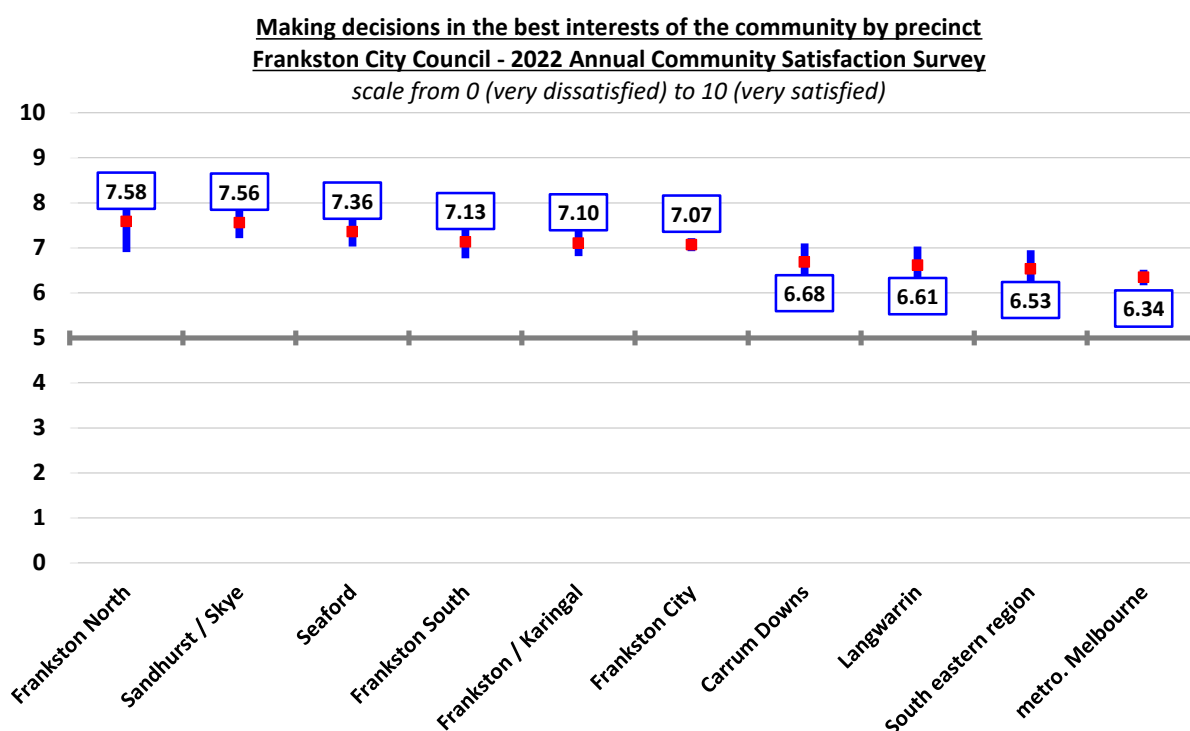


<i>Planning / development</i>	
No protection of community heritage buildings	1
The Council had made a mess with the new developments in the local area and should have planned out stages for how they were going to tackle creating their new developments so they wouldn't have to re-do the recently finished roads. Poor planning has resulted in increased traffic congestion	1
Total	2
<i>Other</i>	
I have not lived in Frankston long enough	1
There's a lot of crime and homelessness within the area and the Council has not been able to cater to that. A lot of the youth have been neglected	1
Total	2
Total	83

Making decisions in the interests of the community

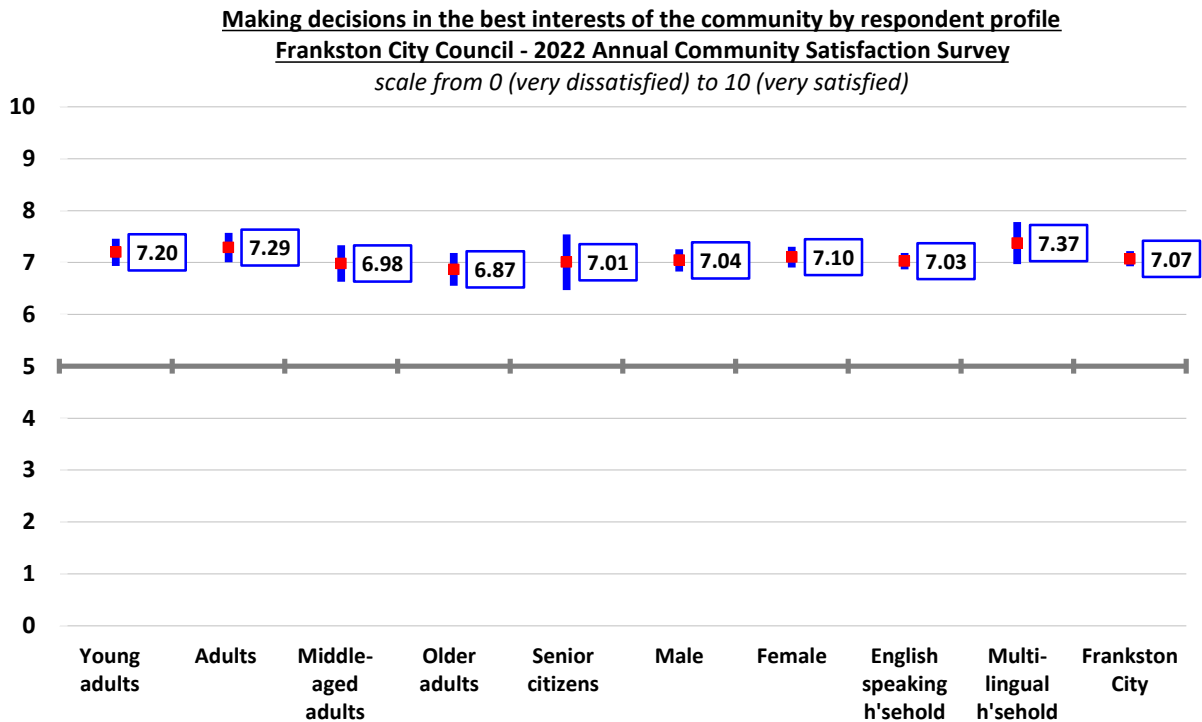
Satisfaction with Council's performance making decisions in the interests of the community increased measurably and significantly this year, up 12.2% to 7.07, which is a "good", up from a "solid" level of satisfaction.

There was measurable variation in satisfaction observed across the municipality, with respondents from Sandhurst / Skye measurably more satisfied and respondents from Frankston North notably, but not measurably more satisfied than average and at "very good" rather than "good" levels of satisfaction.



There was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile, although it is noted that adults (aged 35 to 44 years) were marginally but not measurably more satisfied than average.

It is also noted that respondents from multilingual households were marginally, but not measurably more satisfied than respondents from English speaking households.



There were 65 comments received from respondents who were not satisfied with Council's performance making and implementing decisions in the interests of the community.

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

Whilst a range of issues were raised by a handful of respondents, the most common responses related to concerns around the governance and management of Council, including a perception by a handful of respondents that Council makes decisions in its own interest rather than the interests of the community.

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

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Council governance / management</i>	
Only complete half their promises / makes promises they can't keep	2
They make their own decisions without the community	2

Council does not care about Sandhurst	1
Council makes promises they don't keep	1
Council needs to be more transparent about their decisions and engage more with the community before making any decisions to see if the wider community agree	1
Don't think so the Council cares	1
I don't feel the Council works and manages issues effectively	1
The Council again is not very transparent. They are making decisions based on what they can gain monetary wise without being efficient with the money they are gaining to put it back into the community. That's what is expected if the rates in this area are much higher than other Councils. But they are doing very minimal and it's not effective. If they are making decisions on behalf of the community, I don't believe they are 100% telling the truth about everything they are doing except telling half-truths to keep the community at bay but neglecting most of their responsibilities	1
The Council is making decisions without the wider the community like I stated before we are misinformed and aren't aware of what they are doing because there's no transparency	1
The Frankston City Council again is not transparent enough for me to understand what it is that they are doing currently and what they plan to do in future	1
They debate too much and don't get on with it	1
They implement decisions that make them look good but neglect most of what the community wants	1
They just do what they want and force us to follow, they are not with us	1
They're self-centred they only care about themselves	1
Very poor decision making just have a look at the state of our roads	1
Total	17

Consultation / engagement

They do not listen to their people	2
Few vocals get listened to rather than masses	1
Lack of involvement and engagement with the community, not listening to what people really need as essential	1
More community engagement required	1
They haven't asked the locals for their feedback in person	1
They haven't spoken to the local community about what they are doing, and they haven't resolved the issues we've already complained about	1
They don't engage enough for the greater good. Seen to only engage on their terms when it's beneficial to their reputation	1
The Council needs to talk to the people more to find out who they're dealing with	1
Only hear from them during election. I feel like they are just doing things for profit	1
Prior to decisions being finalised they should ask the broader community for feedback before they go ahead. They need to be more open to responses and to responding to our responses	1
The Council does as they please and tend to neglect consulting with the wider community first before making major decisions	1
The Council haven't understood the needs of the community because of the crime rates, the homelessness, drug affected, and mentally unstable individuals still are on the streets causing issues. There's still room for improvement	1
Total	13



<i>Communication / information</i>	
I'm not well informed about what decisions they're making	5
I do not know what is being said when they make decisions to rate them. I need more information about these decisions prior to them making them	1
I don't know about this as I have not usually made any special request	1
I don't think I receive any real information from Council. Occasionally the newsletter just shows me how they act on self-interest or for profit	1
Lack information from the Council as to what they're doing for the community	1
Not public knowledge	1
Total	10

<i>Rates / financial management</i>	
A lot of wastage of money happening	1
Drop our rates	1
Money waste in incorrect tiles	1
Money wasted in Frankston	1
Overspend on shopping strips in Central Frankston	1
The Council only thinks about making money not what the people need or want	1
They have a big budget but have been spending it erratically and on inappropriate things such as sculptures which have no relevance to the locals. They could have used the money for the sculptures on something else for example the roads	1
They paid \$14,000 for 11 park benches and look at the state of the roads. They're overspending for the wrong things	1
Total	8

<i>General negative</i>	
I don't think they tick all the boxes	1
I feel like they can more to do	1
Not satisfied since they have not made much progress	1
Only care about what makes them look good rather than what's beneficial for the people and saves themselves	1
Poor perception of Council abilities	1
They have never done that	1
Total	6

<i>Planning / development</i>	
I had so much excitement for this restaurant and the fact there's still nothing there is really upsetting. How many more years will it be vacant? What do we get out of a empty building? It's wasted tax payers money that's all I can say	1
New factories / warehouses are not needed in Seaford. Zoning could be changed	1
Only representing developers	1
Overcrowding with units going up	1
Total	4



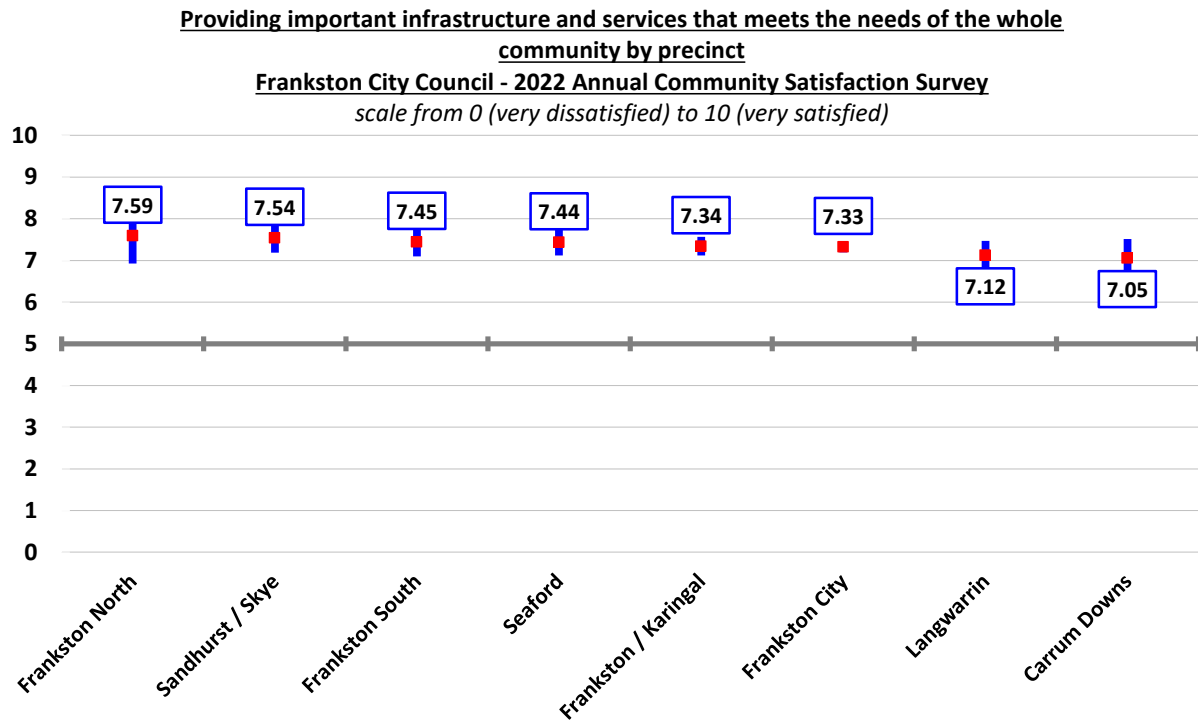
<i>Responsiveness</i>	
Ring them and ask and they do not respond enough	1
Total	1
<i>Other</i>	
Allowing South-East water position offshore	1
Could done a lot more for the environment	1
I have not lived in Frankston long enough	1
Not even one fruit shopping in Carrum Downs, where do people get fresh fruits and vegetables except Woollies	1
The Council could do something for reducing rents in Frankston, lobby the landlords	1
There are issues such as these troubling individuals who are still causing issues in the community not being dealt with	1
Total	6
Total	65

Providing important infrastructure and services that meets community needs

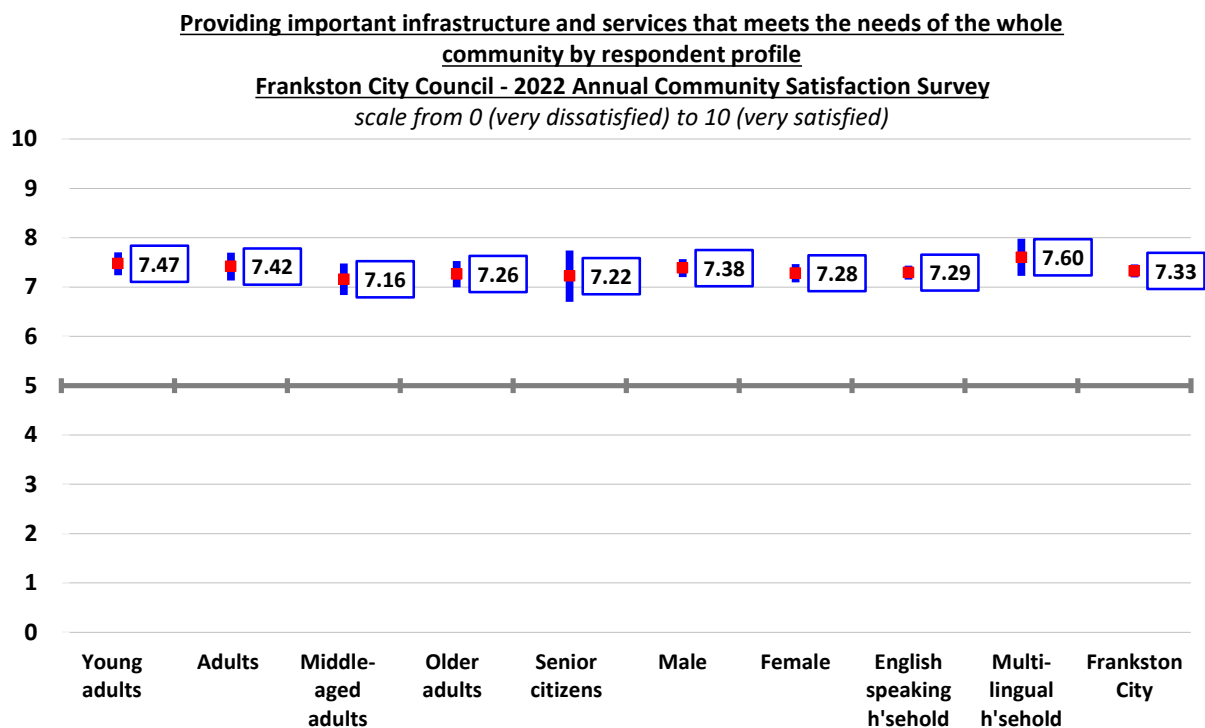
Satisfaction with Council’s performance providing important infrastructure and services that meets community needs was included for the first time in the survey this year, and was rated at 7.33, which is a “very good” level of satisfaction.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Langwarrin and Carrum Downs were marginally less satisfied than average, and at “good” rather than “very good” levels of satisfaction.





There was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile, although it is noted that respondents from multilingual households were marginally, but not measurably more satisfied than respondents from English speaking households.



There were 38 comments received from respondents who were not satisfied with Council's performance providing important infrastructure that meets the needs of the community.

A range of different issues were raised by a handful of respondents, including a perception that Council does not adequately inform the community of what it is doing, a perception that they could do more or that they just do the minimum.

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

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Don't know much on what they're doing	2
I feel like they can do more	2
I never seen them doing anything	2
They do the bare minimum	2
Appreciate the effort but quite often they miss the mark	1
Building too many new developments and not dealing with the delinquents and the roads first. You can't build if they destroy it, and you can't build if there's roads that can't cope with the current population. It just doesn't make sense	1
Carrum Downs is the Cinderella of Frankston	1
Council doesn't invest in Sandhurst	1
Council needs a lot more for the younger kids and youth around to take them away from drug usage and troubling behaviour	1
Disability access needs to be better	1
I don't think they tick all the boxes	1
I had so much excitement for this restaurant and the fact there's still nothing there is really upsetting. How many more years will it be vacant? What do we get out of a empty building? It's wasted taxpayers' money that's all I can say	1
I think that they are building but not planning properly because if you build new estates within the area there would be a definite population growth. It doesn't make sense not to have proper functioning roads and plan to build new estates if the current roads cannot cope with the current traffic flow. They're wasting a lot of money because they aren't planning out properly	1
Lack of involvement and engagement with the community, not listening to what people really need as essential	1
Langwarrin doesn't have a lot of the infrastructure such as health services train station roads etc.	1
Need more information on what it is that Council is doing for the community	1
Only complete half their promises	1
Some things they do good and then there's other things they do that's bad such as the upgrades to Ballam Park. Why did they have rip out Ballam Park? It was a waste of money	1
The Council needs to provide a lot more for the younger kids and youth. You see them up and about bored with nothing to do	1
The freeway in Frankston is a prime example of the roads requiring further improvements by having it widened. It could have been prevented if they had planned well off into the future. Now with the recent updates there's had to be extra costs on top of what already was the cost to build that infrastructure to begin with	1



The infrastructure and services should have regular audits from an independent body to ensure how much of it is effective and required when it comes to the broader community	1
The infrastructure and the services could still improve since there are still issues requiring to be resolved within the community. For example, the house on Ribbon Ct with the waste accumulating constantly. It requires an urgent review because it makes the court look unclean. We've reported it and the Council still hasn't dealt with it. It's been months since we've last heard from them	1
There are no incentives to downsize	1
There is planning for more factories to be built in Seaford when it could be houses, cafe and parks	1
There are many instances where someone has been killed and that had been the reason why the Council have built lights at certain places and roundabouts. They need to start listening to the wider community and react before someone gets hurt. One example is the school crossing on McCormicks Road. It needs traffic lights. There are too many dangerous drivers on that road and there's been too many near misses	1
There's not much of a holistic approach when it comes to the Council. There's a very poor communication with the wider community and for those who pay land rates and are owners within the area I would suggest they give us all welcome packs especially for those who are new arrivals to the area. Within those welcome packs they could provide personal information on who's on the Council, what services are provided and are available within the community and keep us updated of new events or activities occurring within the area regularly, so we feel welcomed and supported as well as engaged within our community. Increase advertising by having it posted at schools, via mailbox and wherever families or youths tend to hang out to keep them aware of what's happening. They could inform things about the Council at these events too	1
There are still homeless people on the streets	1
They debate too much and don't get on with it	1
They don't provide anything, we asked for a crossing in front of a library but it was rejected	1
They have built more homes before fixing the roads	1
They make their own decisions in their own interests	1
They're one sided when it comes to their decisions. The population is aging so why don't they focus on what's friendly for the elderly. Why can't they insert something that delights the elderly? That's easy for them access outside	1
They're trying to provide for bigger population but not thinking about the people that are already here	1
Too many homeless people in Frankston Central	1
Total	38



Contact with Council

Contact with Council in the last 12 months

Respondents were asked:

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

Consistent with the results recorded in 2021, a little less than one-third (30.5%) of respondents reported that they had contacted Council in the last 12 months.

This result is consistent with results observed elsewhere across metropolitan Melbourne.

Contacted Council in the last 12 months
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021
	Number	Percent	
Yes	244	30.5%	30.0%
No	557	69.5%	70.0%
Not stated	2		0
Total	803	100%	811

Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results recorded last year, a little less than two-thirds (61.2%) of respondents who had contacted Council in the last 12 months did so by telephone during office hours.

It is noted that the proportion of respondents who had visited Council in person remained relatively low at 13.2%, which remains lower than was typically reported prior to the COVID-19 pandemic.

There was an increase this year in the proportion of respondents who contacted Council by email (12.8% up from 8.8%), and small decline in the proportion who had contacted Council via the website (3.7% down from 8.4%).



It is important to bear in mind that when asking respondents if they had contacted Council, many still consider “contact” to refer to an interaction, rather than simply looking up some information on the website.

The actual proportion of respondents who reported that they (or a member of their household) had used the Council website in the last 12 months was 412, or 51.5%.

Method of contact with Council

Frankston City Council - 2022 Annual Community Satisfaction Survey

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

Method	2022		2021
	Number	Percent	
Telephone (<i>during office hours</i>)	148	61.2%	60.7%
Visit in person	32	13.2%	12.6%
E-mail	31	12.8%	8.8%
Website	9	3.7%	8.4%
Live chat	6	2.5%	1.3%
Telephone (<i>after hours service</i>)	3	1.2%	1.3%
Mail	3	1.2%	1.7%
Directly with a Councillor	3	1.2%	1.3%
Web request	3	1.2%	1.7%
Social media (<i>e.g. Facebook</i>)	2	0.8%	0.0%
Snap Send Solve	2	0.8%	2.5%
Not stated	2	0.8%	4
Total	244	100%	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?”

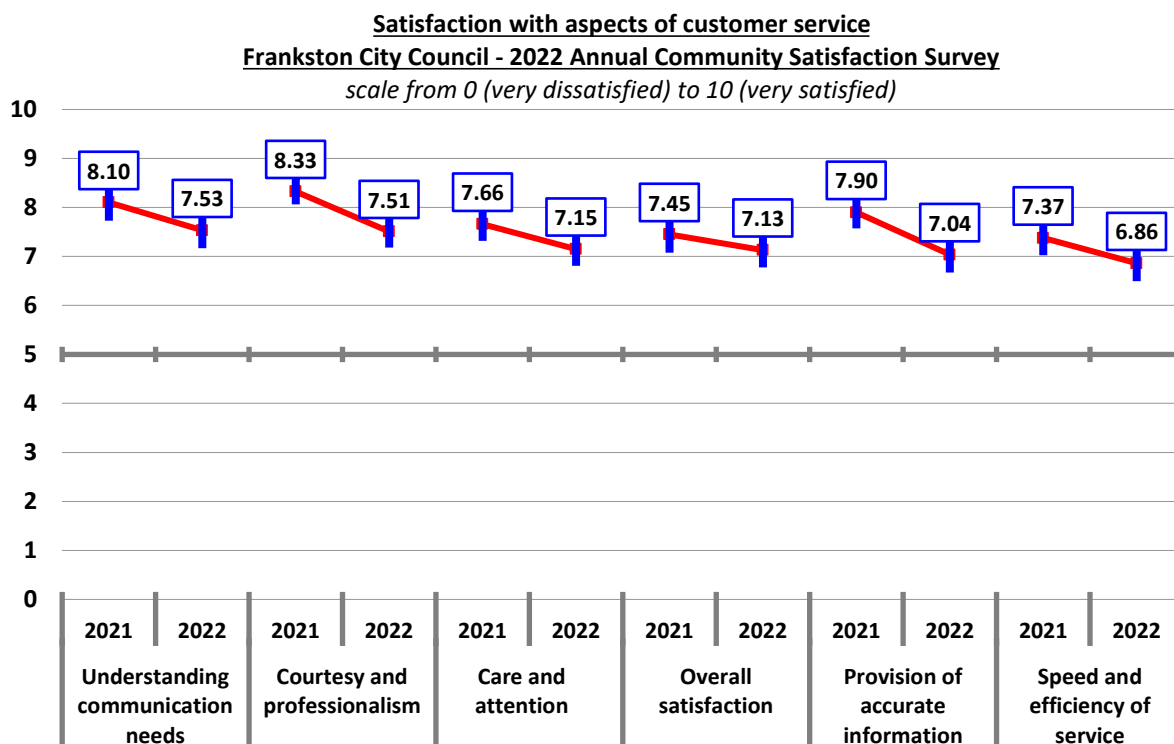
Respondents who had contacted Council in the last 12 months were again in 2022, asked to rate their satisfaction with six aspects of the customer service experience, including “overall satisfaction with the experience”.

The average satisfaction with these six aspects of customer service declined measurably this year, down an average of 7.7% to 7.20, which is a “good”, down from a “very good” level of satisfaction.

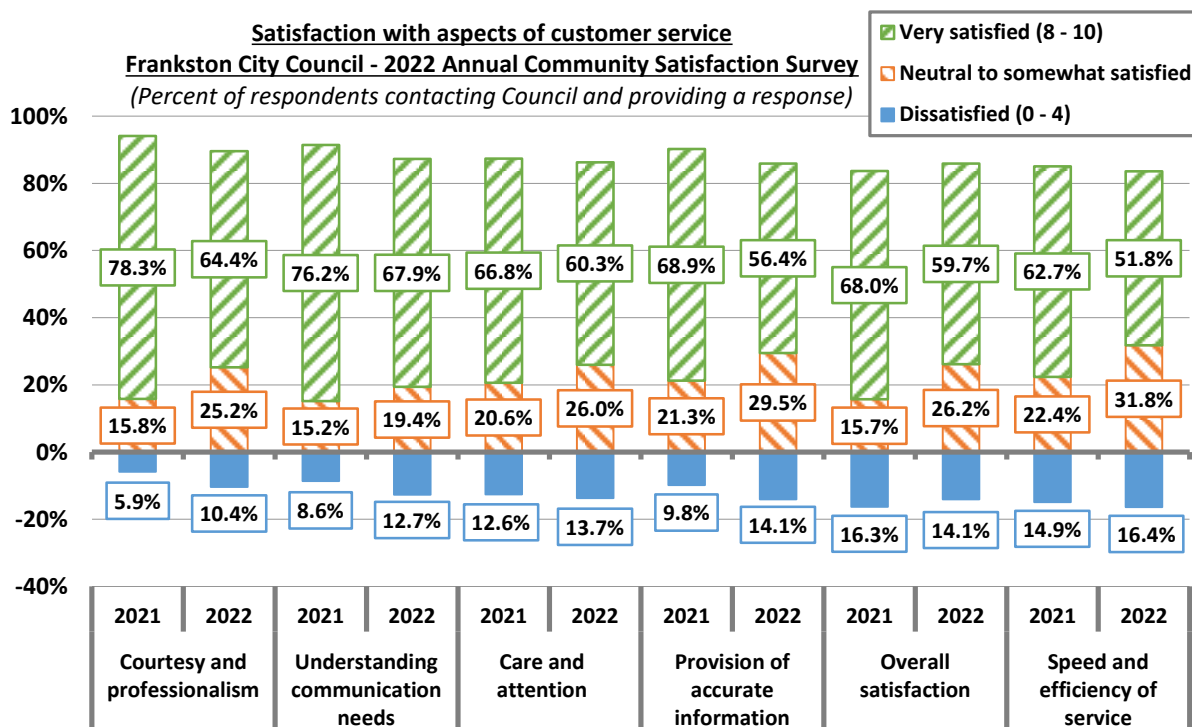
It is noted that the decline in “overall satisfaction with the customer service experience” was 4.3%, lower than the average decline of 7.7%.



Satisfaction with Council’s understanding of the respondents’ communication needs and the courtesy and professionalism of staff both declined somewhat from “excellent” to “very good” levels of satisfaction, whilst satisfaction with the remaining aspects declined to “good” levels.



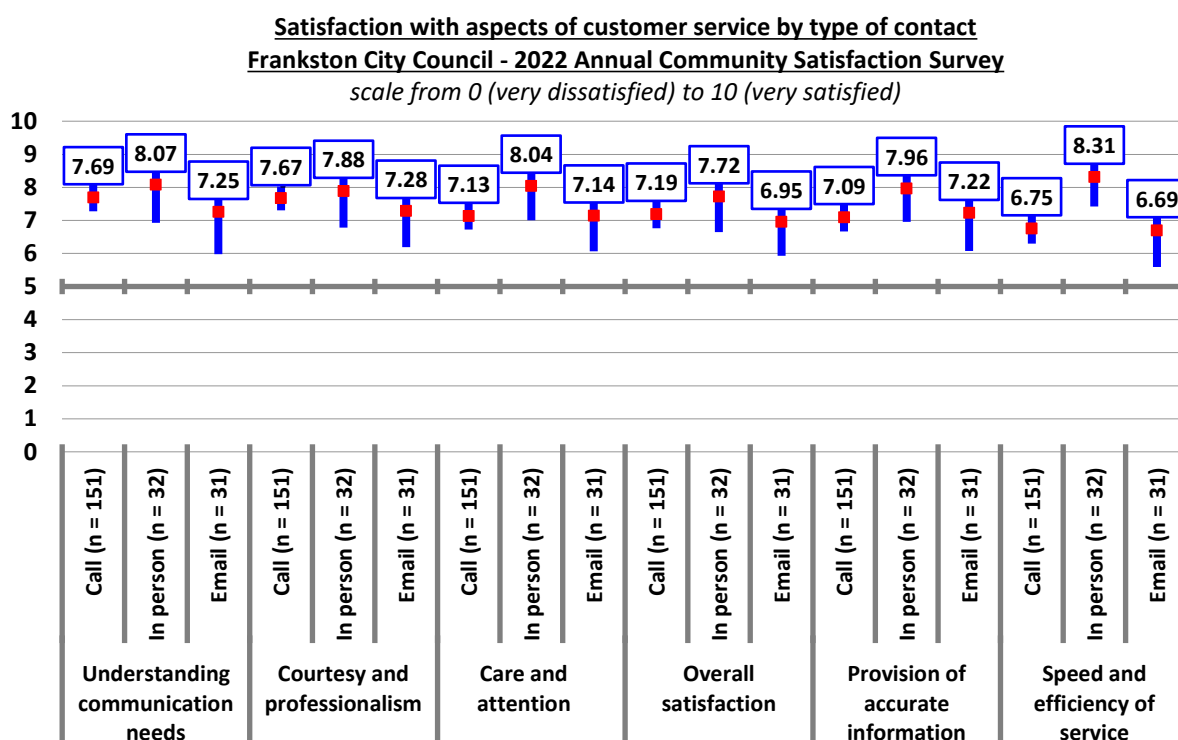
It is noted that there was a notable decline in the proportion of “very satisfied” respondents with each of the six aspects of customer service this year, and a small increase in the proportion of “dissatisfied” respondents.



The following graph provides a comparison of satisfaction with the six aspects of customer service between the 148 respondents who telephoned Council, the 32 respondents who visited Council in person, and the 31 respondents who emailed Council.

It is noted that respondents who visited Council in person were notably, but not measurably more satisfied with each of the six aspects of customer service than respondents who telephoned or emailed Council.

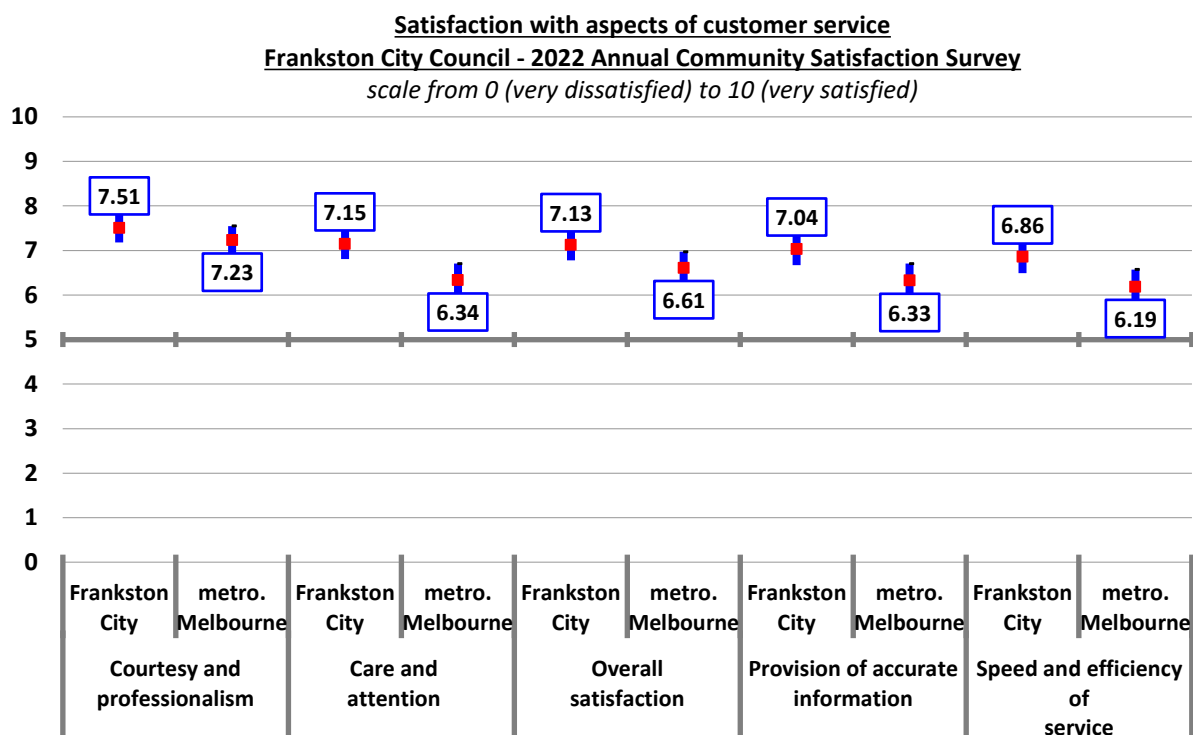
It is noted that respondents who emailed Council were the least satisfied, on average, with each of these six aspects, with particular attention drawn to the notably lower satisfaction with the speed and efficiency of service, although still at a “good” level.



The following graph provides a comparison of satisfaction with the four aspects of customer service that were included in both this Frankston City Council survey as well as *Governing Melbourne*.

Governing Melbourne is an independent survey of residents across all 31 metropolitan Melbourne municipalities, conducted in January 2022 using the random sample telephone methodology.

Despite the measurable declines in satisfaction with aspects of customer service for the City of Frankston this year, satisfaction with each of these four aspects remains marginally, but not measurably higher than the metropolitan Melbourne average.



Aspects of planning and housing development

Satisfaction with aspects of planning and housing development

Respondents were asked:

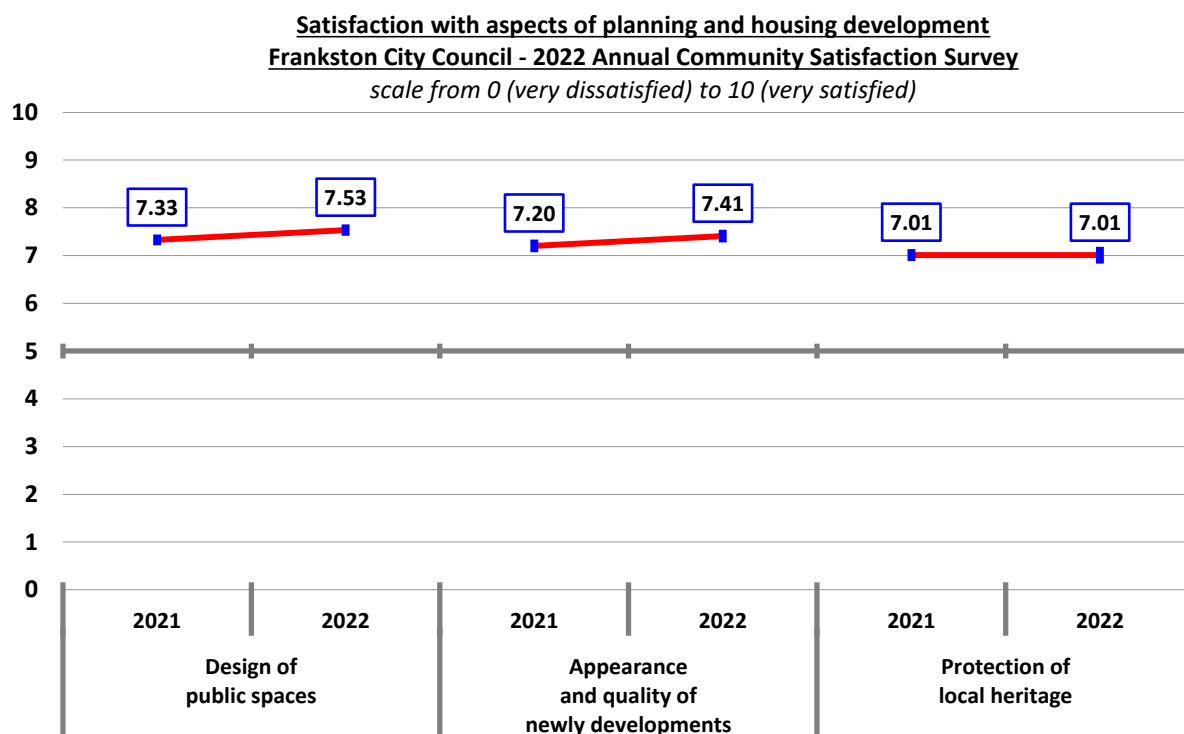
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning, development, and housing in your local area?”

All respondents were asked to rate their satisfaction with three aspects of planning and housing development related to development outcomes, including the design of public spaces, the appearance and quality of new developments, and the protection of local heritage.

Satisfaction with both the design of public spaces (up 2.7%) and the appearance and quality of new developments (up 2.9%) increased somewhat, but not measurably this year, and both are now at “very good” levels of satisfaction.

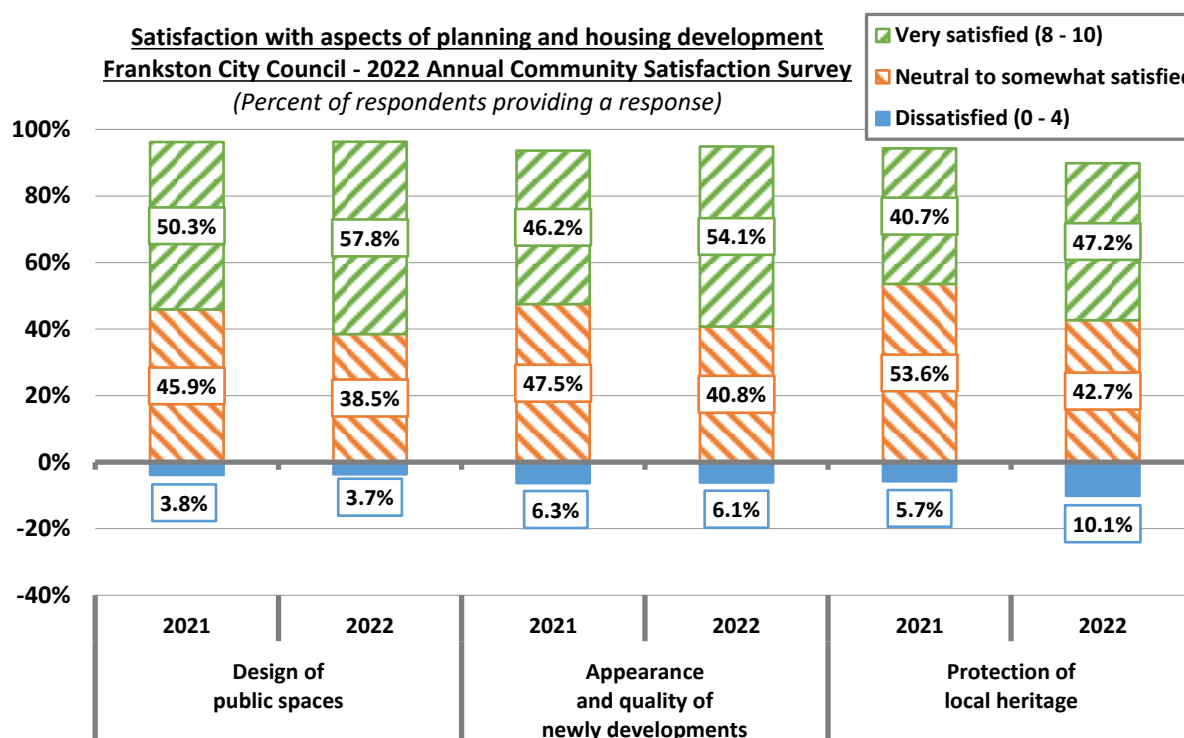
Satisfaction with the protection of local heritage remained stable at 7.01, or a “good” level of satisfaction.





Attention is drawn to the fact that a little more than half of a little more of respondents were “very satisfied” with both the design of public spaces and the appearance and quality of new developments, whilst approximately five percent of respondents were “dissatisfied”.

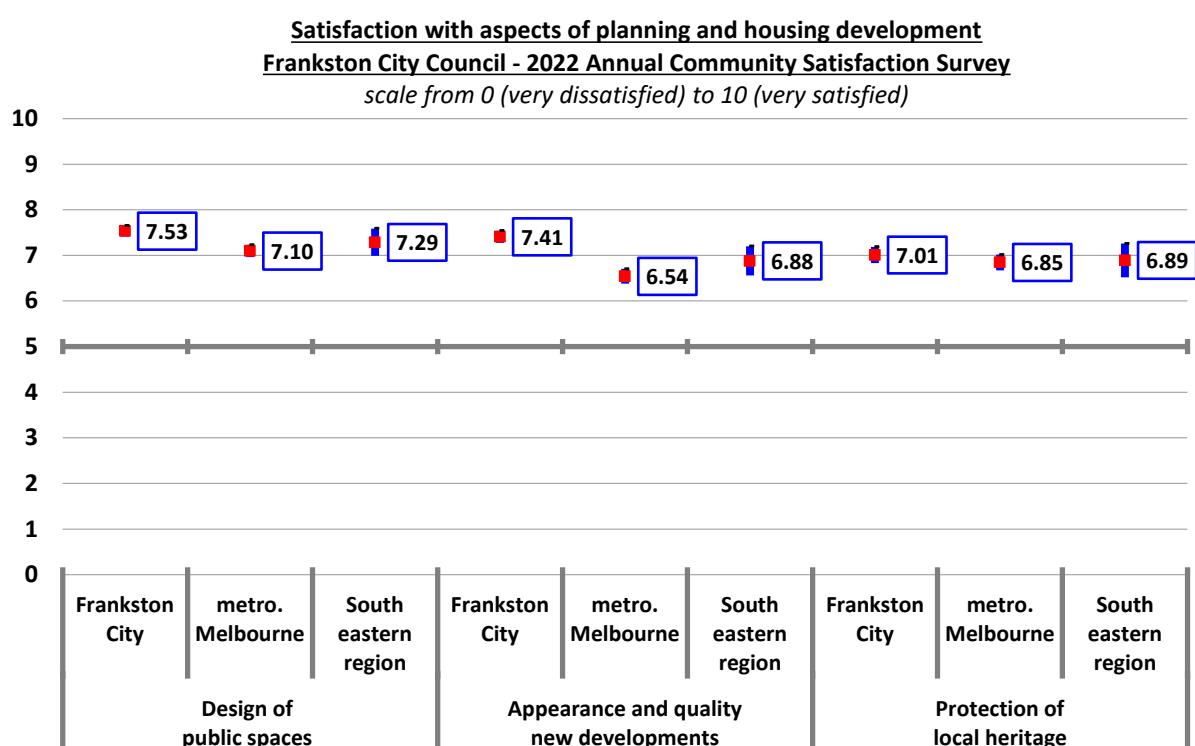
It is noted, however, that there was a small increase this year, in the proportion of respondents who were “dissatisfied” with the protection of local heritage, up from 5.7% to 10.1%, although the average satisfaction remained stable at a “good” level.



The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne and southeastern region councils' averages, as recorded in the 2022 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2022 using the random sample telephone methodology.

It is noted that satisfaction with both the design of public spaces and the appearance and quality of new developments was measurably higher in the City of Frankston than the metropolitan Melbourne average, and somewhat higher than the southeastern councils' average.

Satisfaction with the protection of local heritage was just marginally, but not measurably higher in the City of Frankston than the two comparison results.



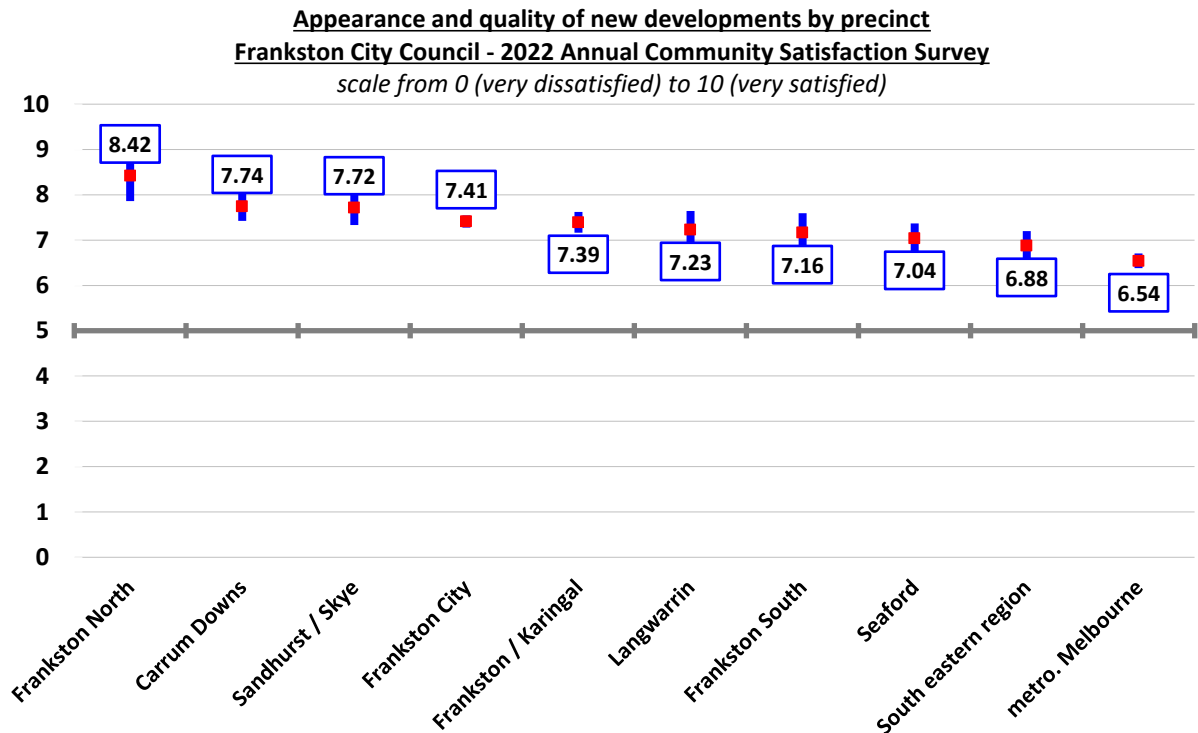
Appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments increased somewhat, but not measurably this year, up 2.9% to 7.41, which is a “very good”, up from a “good” level of satisfaction.

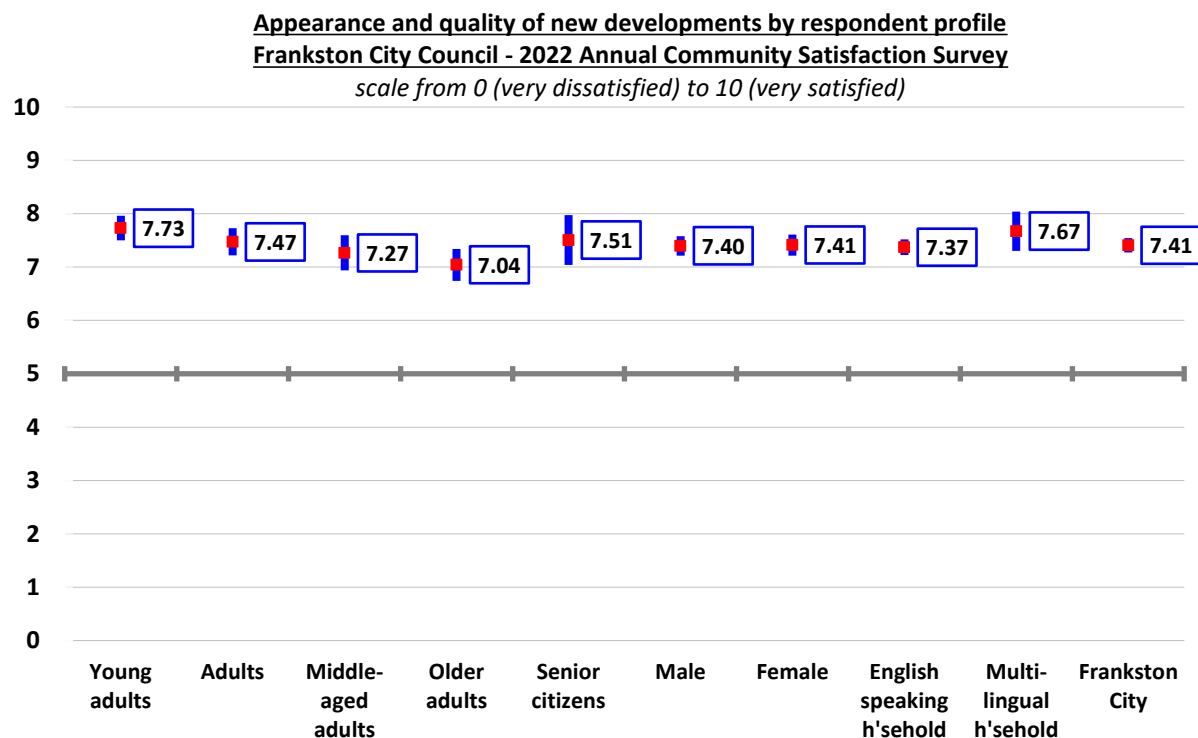
There was measurable variation in this result observed across the municipality.

Respondents from Frankston North were measurably more satisfied than average, and at an “excellent” level of satisfaction, whilst respondents from Seaford were notably, but not measurably less satisfied than average, and at a “good” level of satisfaction.





Whilst there was no measurable variation in satisfaction against the municipal average observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were measurably more satisfied than older adults (aged 60 to 74 years). It is also noted that respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.



Metropolis Research notes that there was no statistically significant variation in satisfaction with the appearance and quality of new developments observed by housing situation or period of residence in the City of Frankston.

Consistent with results observed elsewhere over many years, new residents were marginally more satisfied with the appearance and quality of new developments than long-term residents (10 years or more in the City of Frankston).

It is somewhat unusual, however, that this variation is not statistically significant, a result that, in the opinion of Metropolis Research reinforces the fact that satisfaction with development outcomes in the municipality is much higher in the City of Frankston than the metropolitan Melbourne average. This is high satisfaction is reflected in higher satisfaction across most of the Frankston City community.

This reinforces the view that planning and housing development is not a significant issue in the City of Frankston, a finding observed in several questions in this survey, including the [Current Issues for the City of Frankston](#) section.



Examples of and comments about specific developments

There were 65 comments received from respondents in relation to planning and housing development, including comments on specific sites of concern.

Issues raised by respondents include some comments on the nature of development, the size, design, and resulting increases in population.



Reason for dissatisfaction with the appearance and quality of new development

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Housing blocks are too congested / too close / crowded	5
Haven't noticed any new developments	3
Too many units built on small blocks without street parking	3
Build too many sub-divisions, town houses and high rises here	2
Concerned about parking	2
No infrastructure when they develop housing	2
The lack of green space	2
There has not been much development in this area	2
They aren't always very nice to look at / don't like them	2
Constructions like boxes. I understand that the population is growing. But planning is horrible. Strips Frankston of the essence	1
Council needs to help the people by becoming more engaged with the wider community to focus on those present needs	1
Estates developed here are of lower quality than estates in Casey Council which has schools, parks, etc.	1
Feel like those apartments is not the same neighbourhood vibe	1
Generally, against CBD development	1
I disagree with their town planning policies of high-rise buildings, there should be height restrictions	1
I have seen them build new houses in this area faster than the roads being built	1
In general.	1
Look awful, want to put high rises on waterfront, will be future ghettos	1
New estates being built are not very open at all and have limited space. They have a much larger footprint and taller that they decrease privacy for neighbouring houses. There should be more rules and regulations around them	1
New estates have limited spaces between them which doesn't seem to be well thought out especially during emergencies	1
New housing development sometimes have the infrastructure such as road not designed or built properly, and it leads to traffic congestions	1
No money for development	1
Not enough spaces	1
Not much change over 5 years I've been here	1
Not much development happening around here	1
Overpopulated and I prefer it when it was a bush	1
Roads are too narrow, its inefficient	1
Still very limited I am not following up with what they do but I am not normally see one	1
The blocks of the new estates are way too small and the common driveway which is meant to be a road is so narrow I don't think that's smart because it would get congested very easily around there. It doesn't look nice at all. It's horrendous	1
The Council has no clear understanding of what infrastructure or services are required for this community	1
The design is just boxes. Not a house	1
The foreshore looks terrible. They haven't planned out the types of attractions properly to make it more appealing for even the locals to dine such as a good restaurant	1



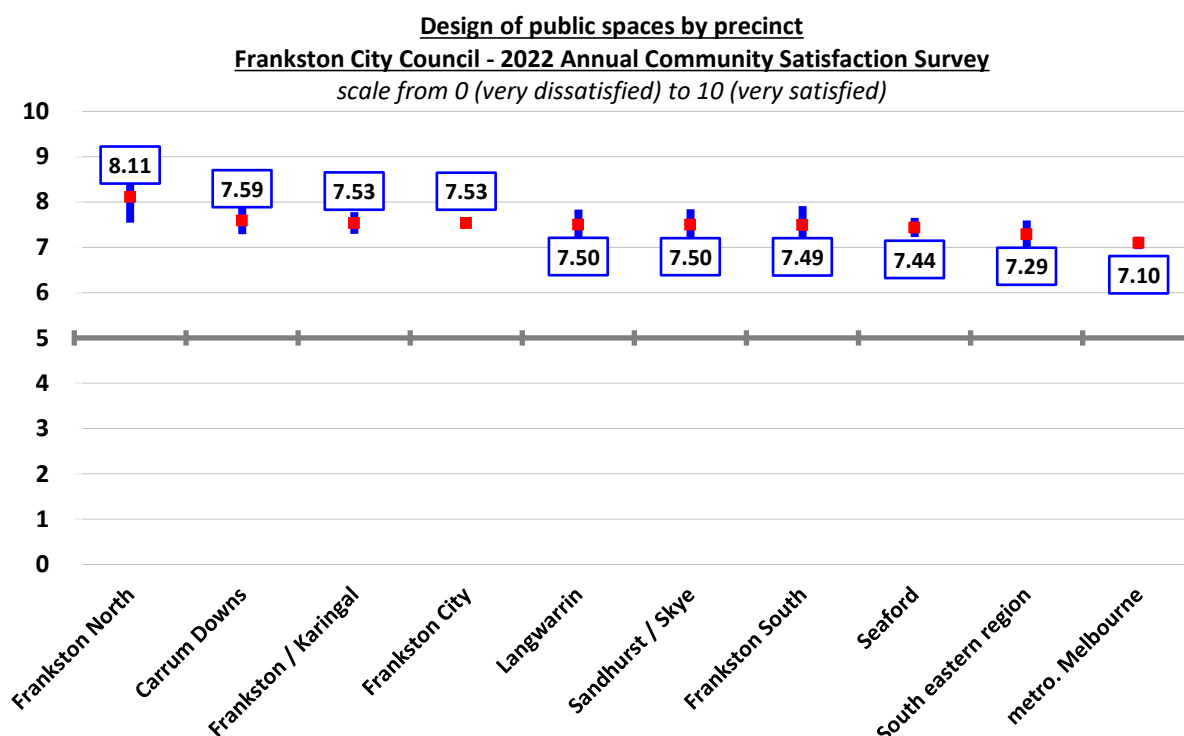
The Frankston City Council does not engage with the local community when they build new developments and services enough to understand whether those living within the area would benefit from it and to what extent	1
The roads conditions at this moment in time aren't that great and aren't managing the current population now. They need to focus more on the roads	1
The subdivisions are not pleasant to look and attract a certain type of people	1
There are some developments like the golf course park and many more, but I think it is below our needs in the areas, it is not enough	1
They build high end quality buildings only for troubling individuals to destroy them. It doesn't make sense	1
Too cheap	1
Too many box-like constructions. Spoiling essence of Frankston	1
Too many units build from the small blocks	1
Traffic problems due to density	1
Train station is not well designed	1
<i>Specific sites identified by respondents</i>	
South-East building is not up to standard	2
Commission homes on South Road, the presentation is not good	1
Concerned about the green wedge on Stotts Lane. I always wanted it to remain the same not for them to tear down the trees. I prefer it not to be sold and made into new developments. I moved here because of that reason	1
Melbourne Water on the foreshore	1
New developments look untidy at North Road near Telstra tower	1
Not over development of blocks, like the one near Bunnings, near Beach St	1
Overdevelopment in Frankston South	1
Wells St is designed wrong, too narrow for cars and traffic, job done 3 times over and still wrong	1
Total	65



Design of public spaces

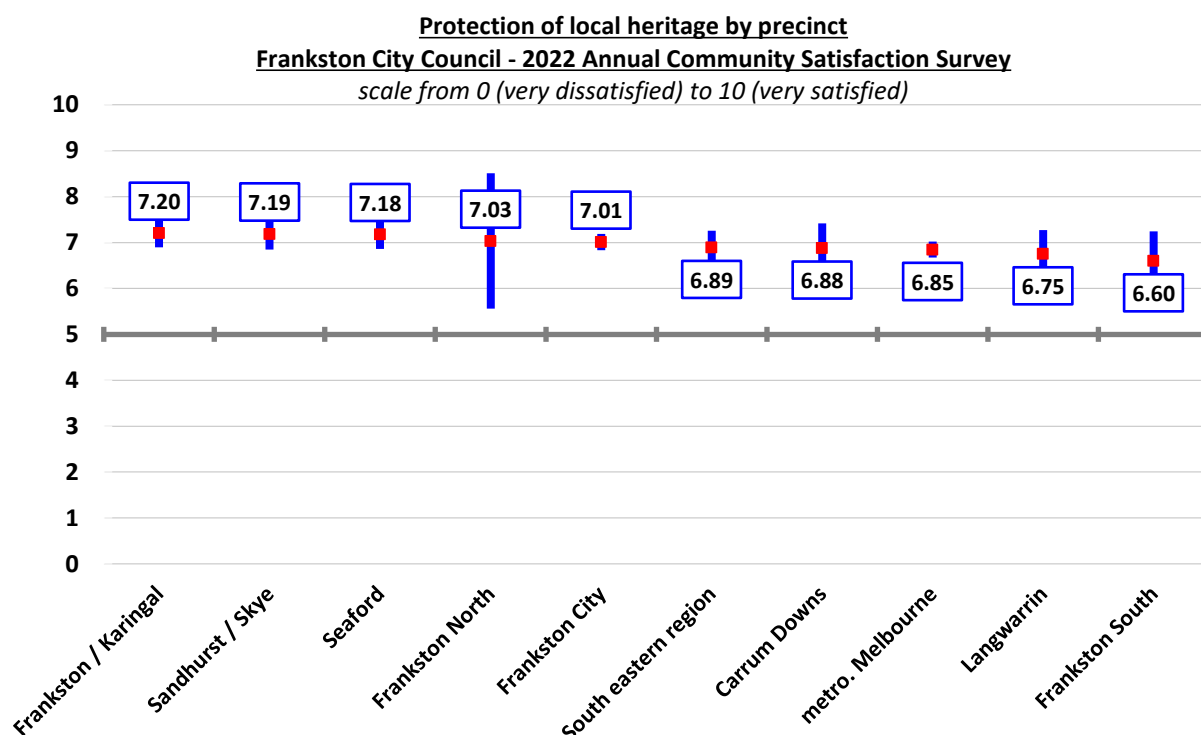
Satisfaction with the design of public spaces increased somewhat, but not measurably this year, up 2.7% to 7.53, although it remains at a “very good” level of satisfaction.

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Frankston North were somewhat more satisfied than average, and at an “excellent” level of satisfaction.



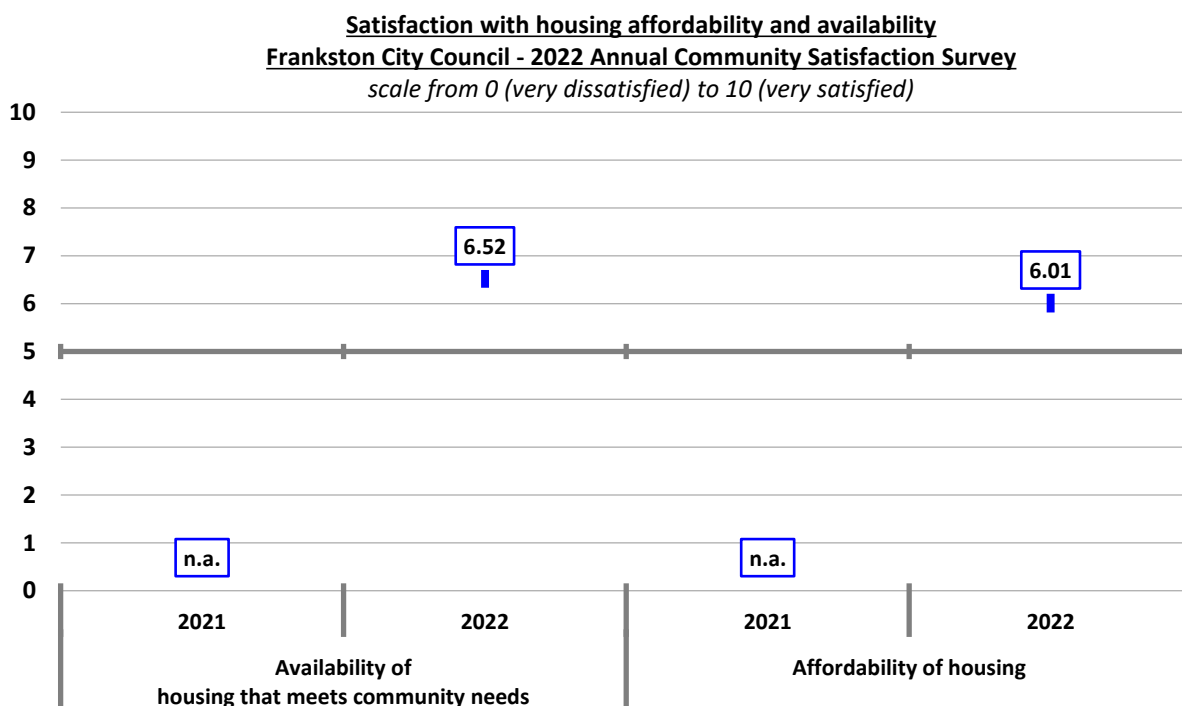
Protection of local heritage

Satisfaction with the protection of local heritage and sites of significance remained stable this year at 7.01, which is a “good” level of satisfaction. There was no statistically significant variation in this result observed across the municipality, with respondents in all seven precincts rating satisfaction at a “good” level of satisfaction.



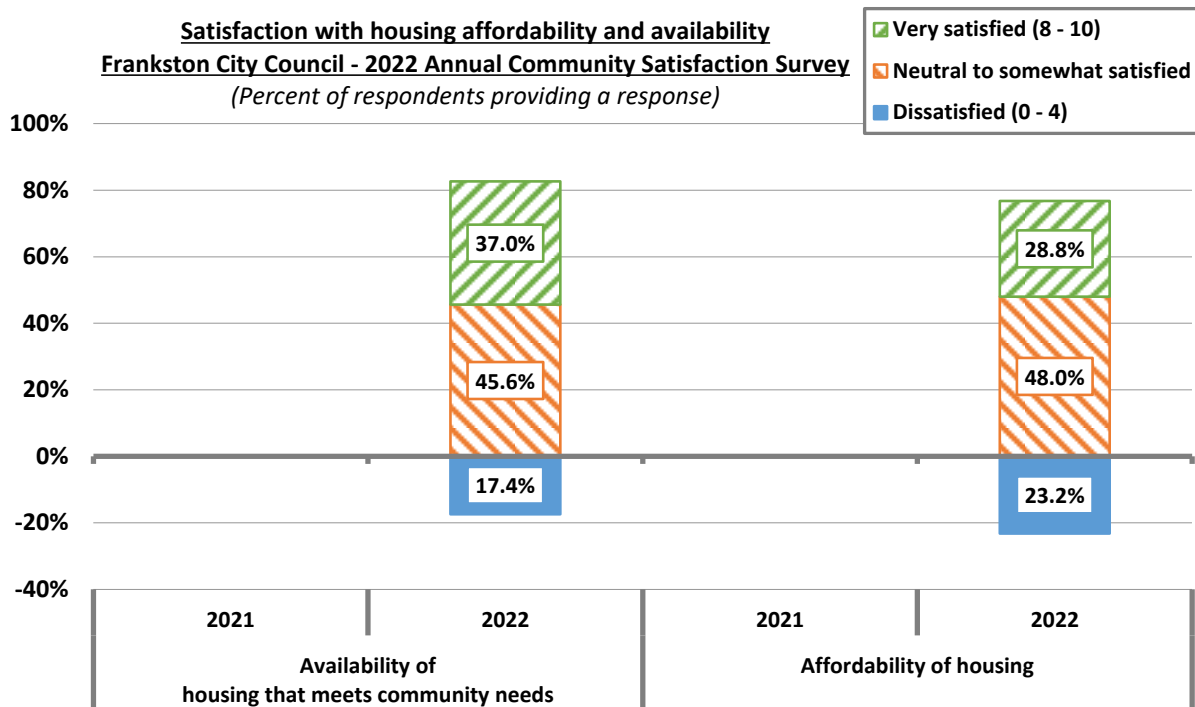
Housing

The 2022 survey included two new questions relating to satisfaction with the availability of housing that meets community needs, and the affordability of housing. Satisfaction with the availability of housing that meets community needs was 6.52 out of 10, or a “good” level of satisfaction, whilst satisfaction with the affordability of housing was 6.01, or a “solid” level.



Whilst there were more respondents who were “very satisfied” with both the availability and affordability of housing than were “dissatisfied”, Metropolis Research notes that almost one-quarter (23.2%) of the respondents providing a score were “dissatisfied” with the affordability of housing.

This is consistent with results observed elsewhere by Metropolis Research, highlighting concerns in a significant proportion of the community about the affordability of housing.

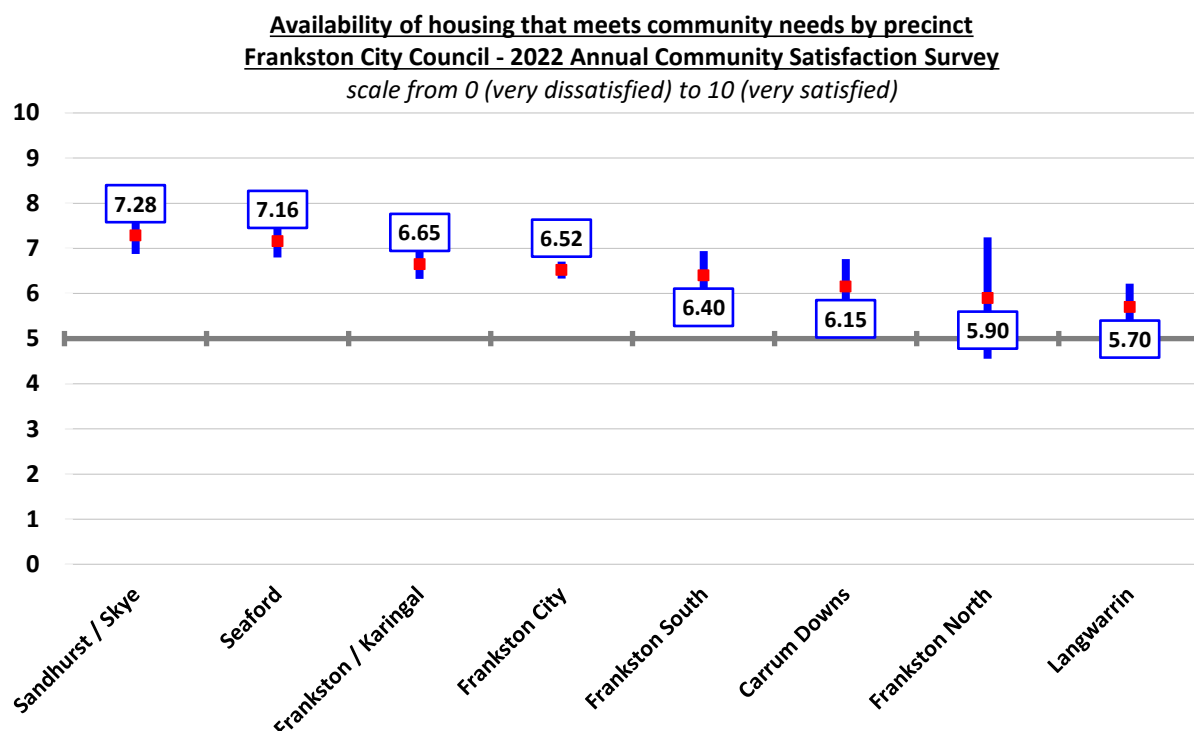


Availability of housing that meets the needs of the community

There was statistically significant variation in satisfaction with the availability of housing that meets the needs of the community observed across the municipality, as follows:

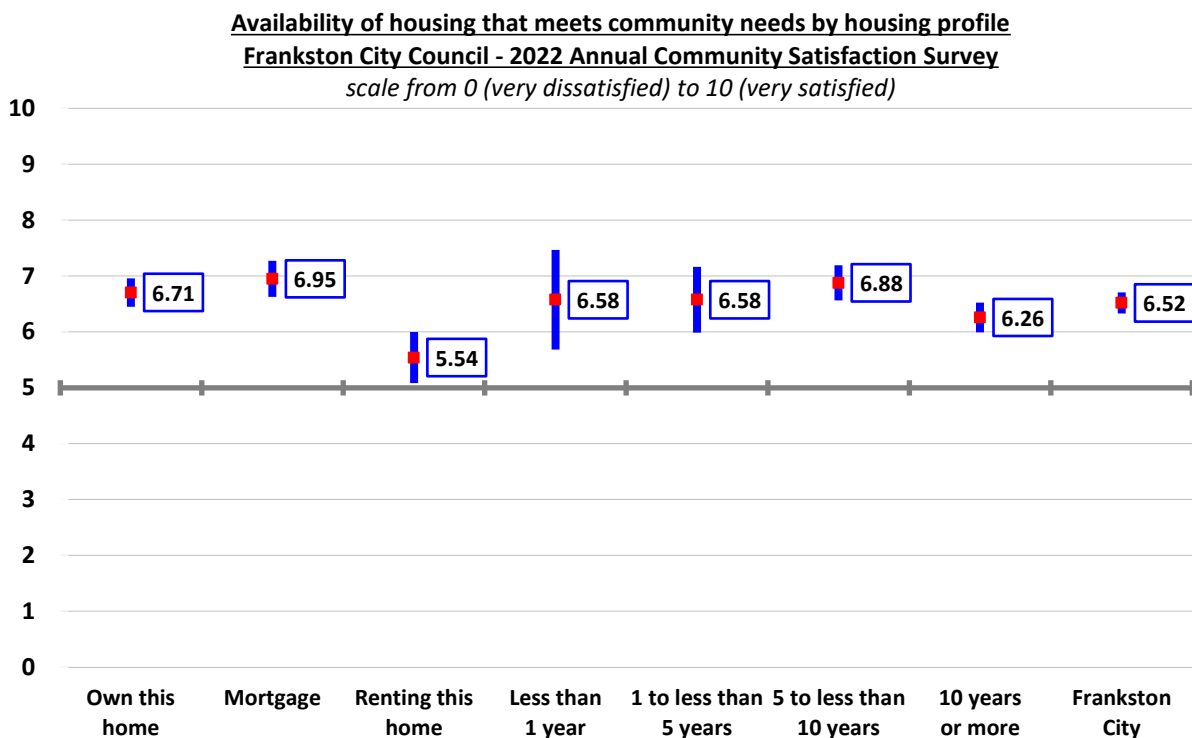
- **Sandhurst / Skye** - respondents were measurably and significantly more satisfied with the availability of housing than the municipal average, and at “very good” and “good” levels respectively.
- **Frankston North** – the small sample of 22 respondents were notably but not measurably less satisfied than average and at a “poor” level of satisfaction.
- **Langwarrin** – respondents were measurably and significantly less satisfied than average and at a “poor” level of satisfaction.





There was measurable variation in satisfaction with the availability of housing observed by housing profile.

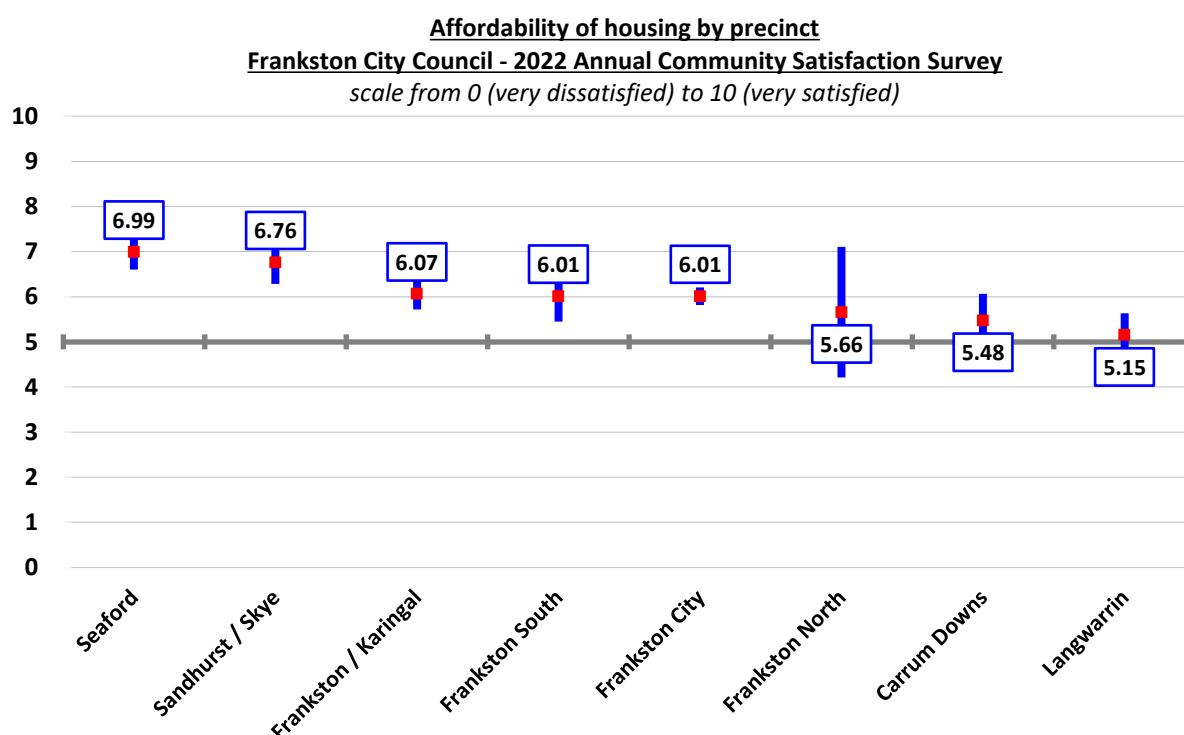
Rental household respondents were measurably and significantly less satisfied with housing availability than the municipal average and at a “poor” rather than a “good” level of satisfaction.



Affordability of housing

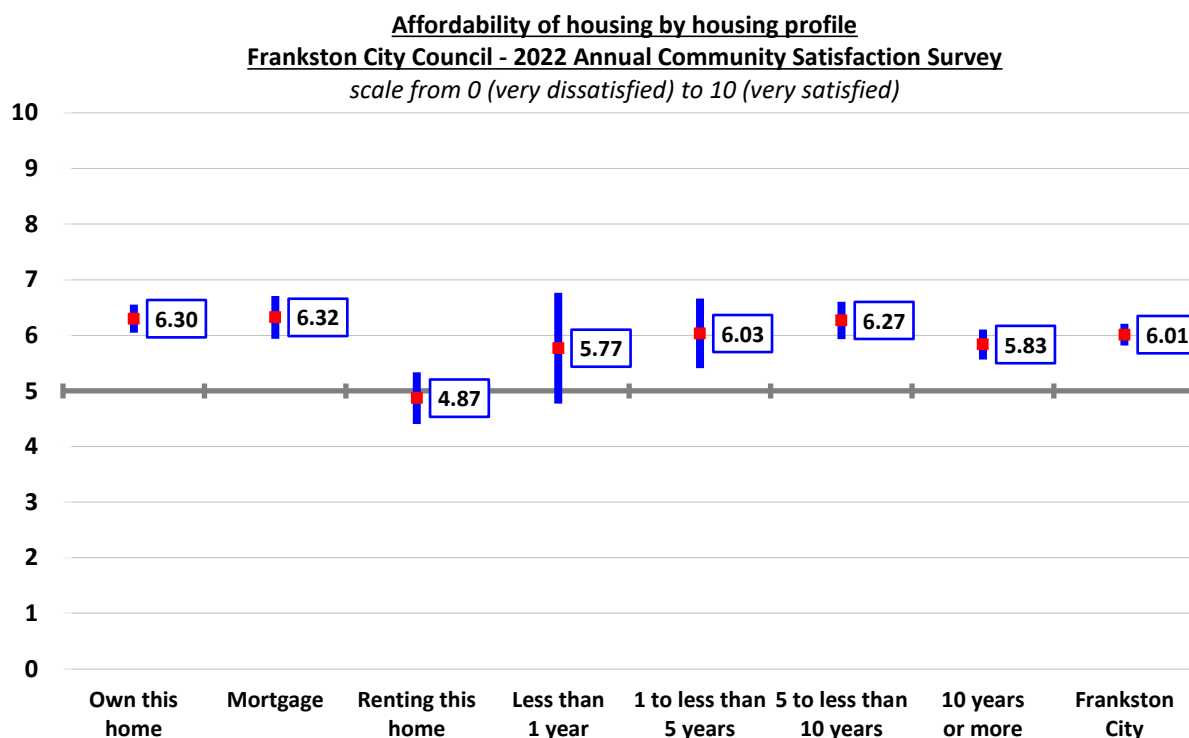
There was statistically significant variation in satisfaction with the affordability of housing observed across the municipality, as follows:

- **Seaford and Sandhurst / Skye** – respondents were measurably more satisfied than average and at “good” levels of satisfaction.
- **Frankston North (22 respondents) and Carrum Downs** – respondents were notably, but not measurably less satisfied than average and at “poor” and “very poor” levels respectively.
- **Langwarrin** – respondents were measurably and significantly less satisfied than average and at a “very poor” level of satisfaction.



There was measurable variation in satisfaction with housing affordability observed by housing profile.

Respondents from rental households were measurably and significantly less satisfied than average and at an “extremely poor” rather than a “solid” level of satisfaction.



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.

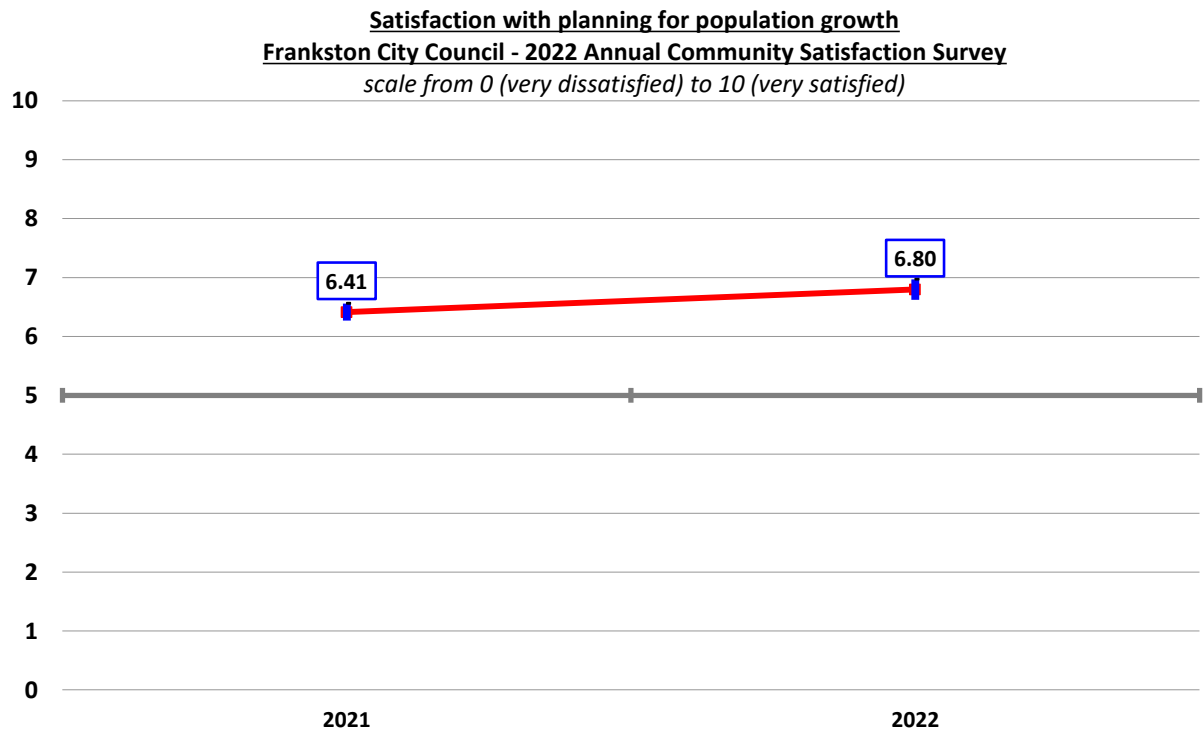
Respondents were then asked:

“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?”

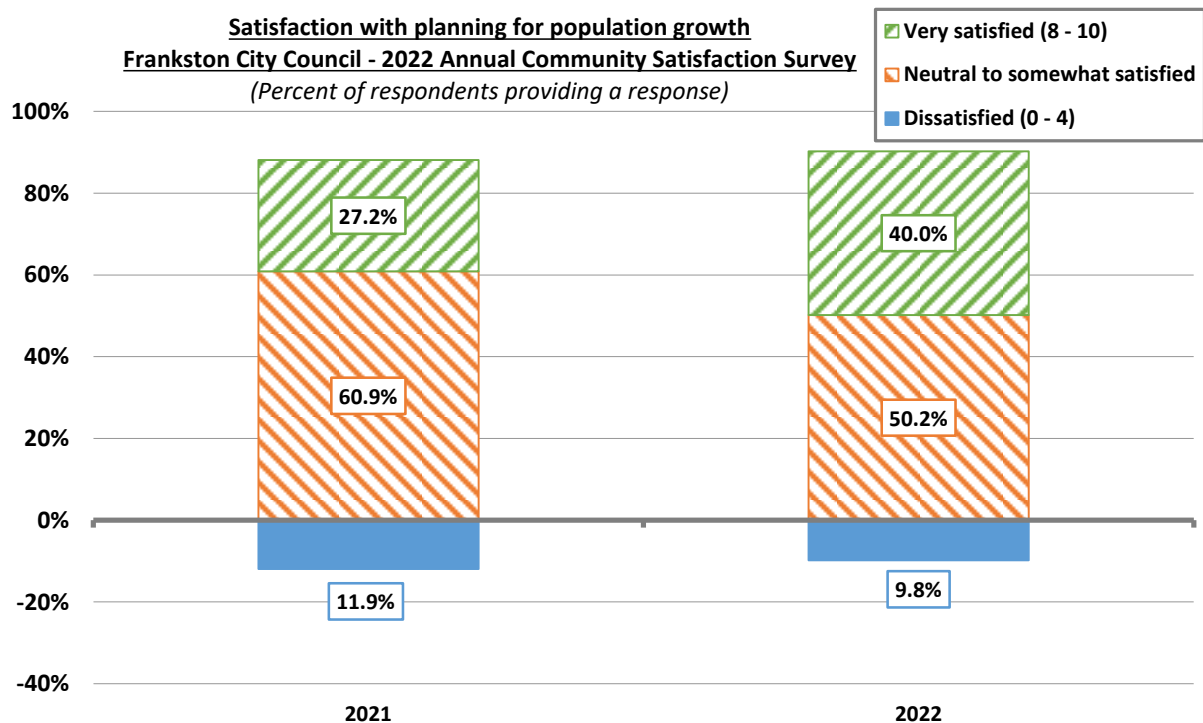
Satisfaction with planning for population growth increased measurably this year, up 6.1% to 6.80 out of 10, which is a “good”, up from a “solid” level of satisfaction.

By way of comparison, this result was measurably higher than both the southeastern region councils’ average of 6.04 and the metropolitan Melbourne average satisfaction of 5.99, as recorded in the 2022 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2022, using the random sample telephone methodology.

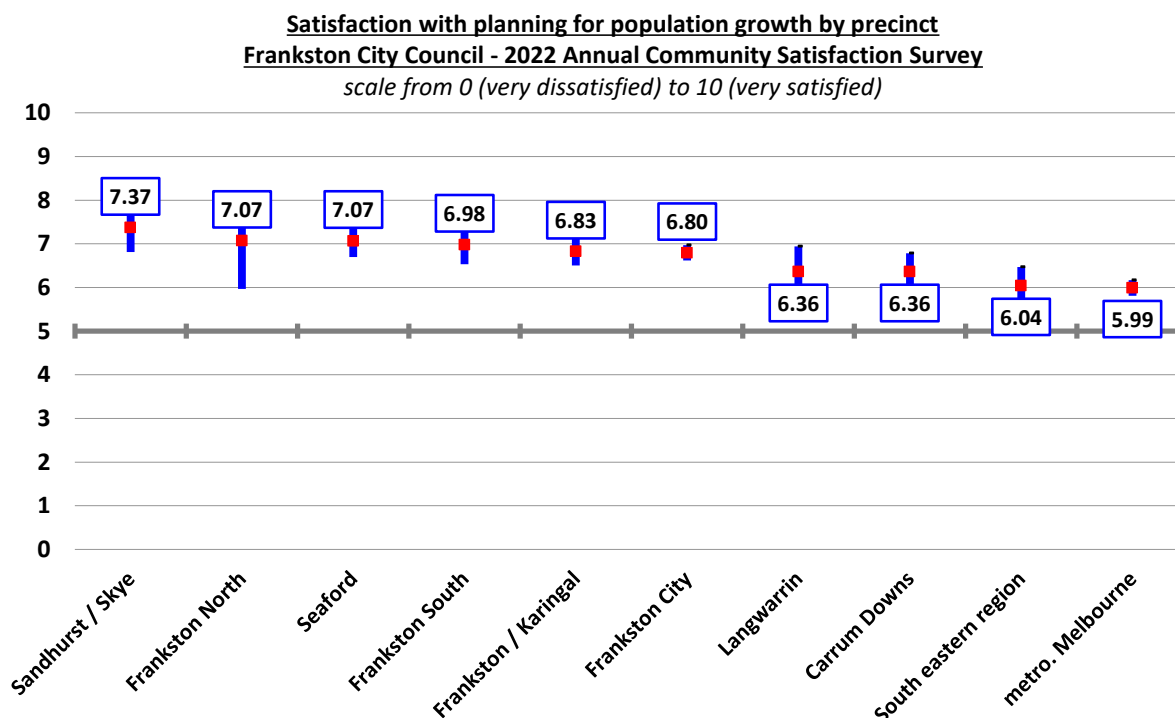




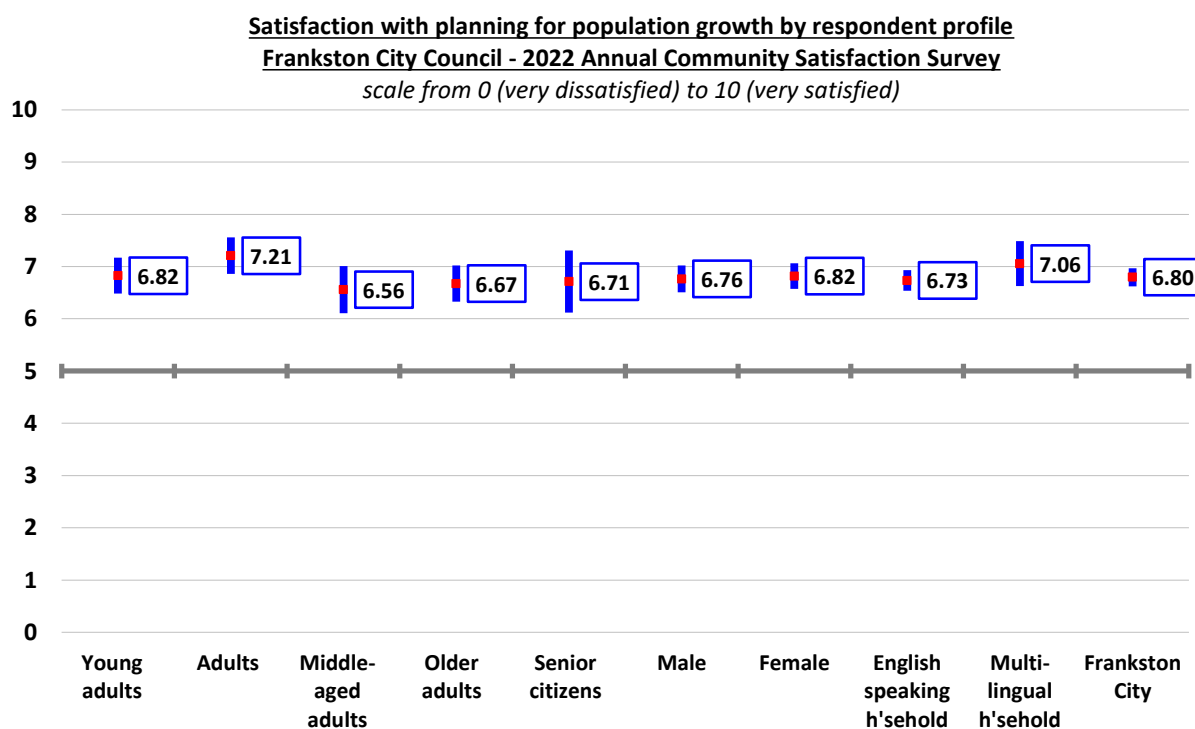
There was a substantial increase in the proportion of respondents “very satisfied” with planning for population growth, and a very small decline in the proportion of “dissatisfied” respondents. Metropolis Research notes that the proportion of respondents “dissatisfied” with planning for population growth remains at around 10%, which is important at it highlights that there remains a notably sized group of residents who are not satisfied with planning for population growth, even though average satisfaction has increased.



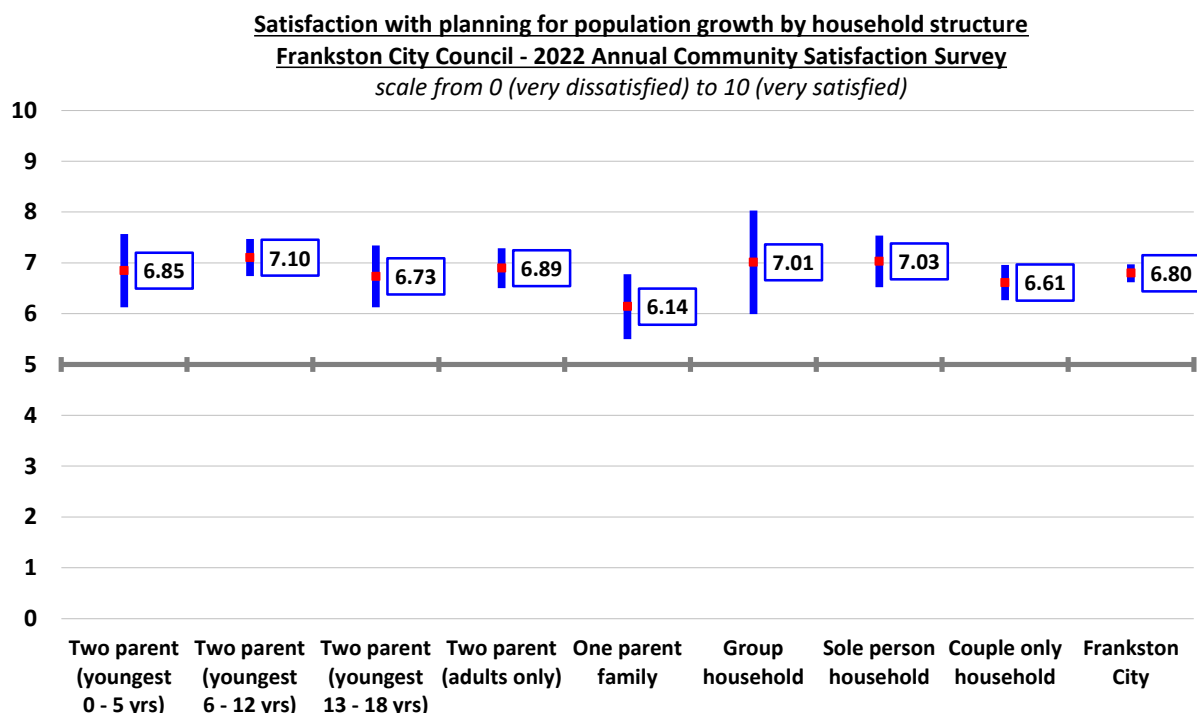
There was no statistically significant variation in satisfaction with planning for population growth observed across the municipality. It is noted, however, that respondents from Sandhurst / Skye were notably more satisfied than average and at a “very good” level, whilst respondents from Carrum Downs were somewhat less satisfied and at a “solid” level.



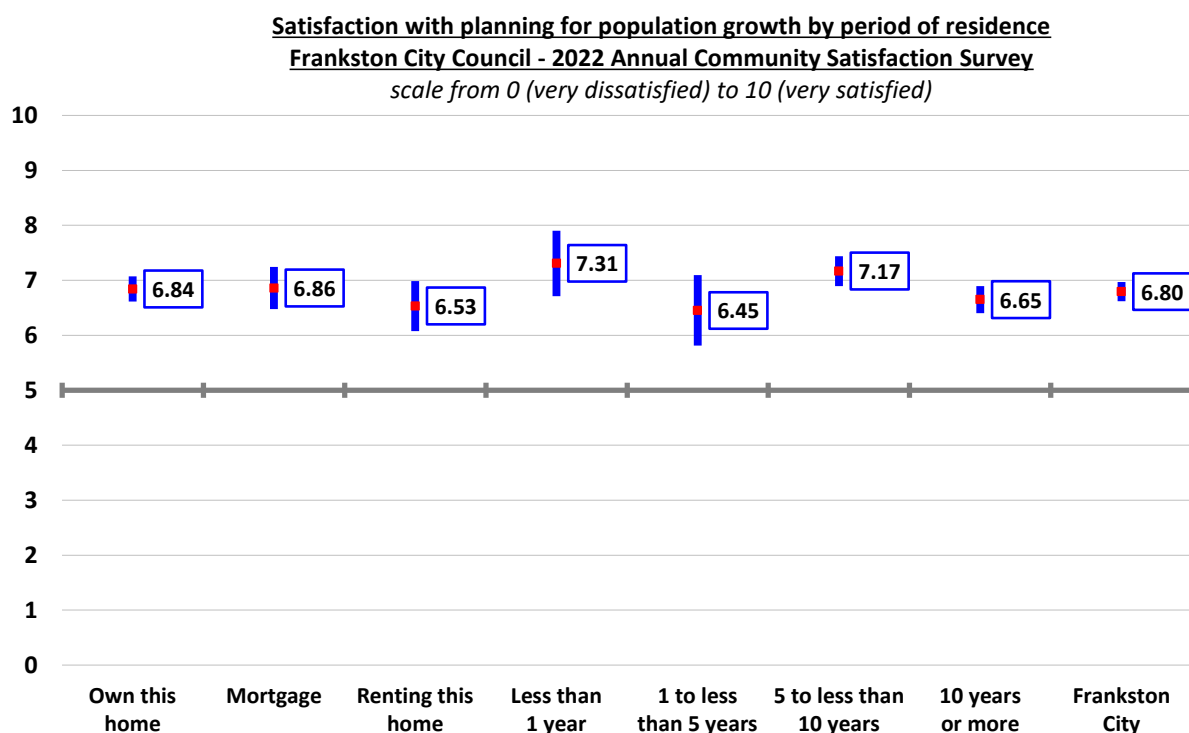
There was some variation in satisfaction with planning for population growth observed by respondent profile. Adults (aged 35 to 44 years) were notably, but not measurably more satisfied than average, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.



Except for the 45 respondents from one-parent families, who were somewhat, but not measurably less satisfied than average and at a “solid” rather than “good” level, there was no other significant variation in satisfaction observed by household structure.



There was also some variation in satisfaction with planning for population growth observed by period of residence in the City of Frankston, with new residents (less than one year in the municipality), were notably more satisfied than average and at a “very good” level.



Reason for dissatisfaction with planning for population growth

There was a total of 91 comments received from respondents who were not satisfied with planning for population growth by all levels of government. These verbatim comments were broadly categorised, as follows:

- **Planning / neighbourhood character (29 comments)** – related to concerns about the impact of development on the local neighbourhood character, including concerns around overpopulation.
- **Impacts on parking, traffic, roads, and public transport (24 comments)** – including concerns around the impact of population growth on transport issues, including traffic congestion, roads, and the adequacy of public transport.
- **Infrastructure related (14 comments)** – related to concerns around the impact of population growth on general infrastructure.
- **Services and facilities (12 comments)** – related to concerns around the impact of population growth on the provision and availability of a range of services and facilities.
- **Safety and security (5 comments)** – related to concerns around the impact of population growth on the community safety.
- **General negative and other (12 comments)** – including other concerns.

Metropolis Research notes that these results tend to vary substantially across different parts of metropolitan Melbourne.

Outer and growth areas tend to express more concerns around the impact of population growth on service delivery, including services like Maternal and Child Health, childcare, schools, as well as impacts on transport issues like traffic congestion and parking.

Inner and middle ring municipalities tend to express more concerns around the impact of population growth on neighbourhood character, in some parts of Melbourne this tends to sometimes be related to building and architectural styles, and in some areas be more concerned around the changing nature of the community.

These City of Frankston results appear to reflect almost equally concerns by a small number of respondents around planning and neighbourhood character and concerns around impacts on transport.



Reasons for dissatisfaction with planning for population growth
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and development / neighbourhood character</i>	
Not enough housing or room to build more houses	3
Worried about overpopulation	3
Concerned there is not enough land	1
Housing, where are people going. Release land	1
I don't feel they have done anything that meets the local community's needs. They cannot plan without knowing what is really happening outside of their offices and knowing whether their decisions have made a positive impact or not and whether the locals use the facilities and the services they put out there and whether it is meeting the needs of the locals because with the children in the community that are neglected, I don't think this Council really cares	1
I have seen them build new houses in this area faster than the roads being built. The roads conditions at this moment in time aren't that great and aren't managing the current population now. They need to focus more on the roads	1
It should accommodate for more	1
Lots of development with not much consideration to the environment and other residents	1
Most new estates are too cramped together that there is limited space for those living in them	1
Not enough long-term planning	1
Open up the land. Widen the roads up and build houses as well as shopping centres that meet the needs of those living around it	1
Overdevelopment less open space too crowded to be liveable generally for me	1
Planning is driven by the wrong people just for profit	1
Requires affordable housing	1
Should make improvement in all aspects when getting population growth	1
The developments are not planned out properly because the roads are still congested, and they want to build more homes	1
The planning is not even effective in what the community needs and therefore isn't very cost effective. A lot of wastage of funds occurring at the moment and a lot of areas are being currently neglected	1
The planning of new developments can be better	1
The population grows faster than they provide for	1
There has been an increase in new infrastructure within the area as well as increase of population but the roads currently cannot even cope	1
They didn't plan out the roads properly	1
They don't plan well. They need to ask the local community	1
What is the point of them wanting to plan for population growth if they haven't catered to the current population in the City of Frankston?	1
Where is everyone going to go	1
Worried about sufficient infrastructure to support	1
Total	29



<i>Parking, traffic, roads, and public transport</i>	
Traffic congestion / roads too busy	6
Roads / not good	4
Worried the traffic and roads are not enough to support the growth	2
Build more roads than homes	1
Council needs to focus on the roads and have them sorted before the new developments	1
Heavy traffic conditions when development not in line with the growth	1
House planning should align with parking and traffic management as well	1
Improve accessible public transport in the area	1
It's been 20 years in the making with these roads and they're still getting it wrong	1
Public transport	1
The ability of people to get around, public transport	1
The traffic congestion and the decision to increase new developments of housing isn't a smart way to be using money	1
They are building new homes that will only increase the population and further worsen the level of traffic congestion on the roads. The same roads that still need repairs to and top of that they don't have enough space to widen the roads	1
They need to fix their roads before they build more homes and deal with the troubling individuals in the area too before the build high end quality buildings	1
They want to build houses instead of fixing the roads. They need to fix the roads by widening them before building more homes that would only increase the population	1
Total	24

<i>Infrastructure</i>	
Insufficient infrastructure	5
Infrastructure is not sufficient now	2
Poor infrastructure planning	2
Implementation of infrastructure is way too delayed	1
Infrastructure concerns or issues haven't been dealt with in a timely manner until someone is hurt or there's population growth and that's too late for a response. They need to be proactive and think ahead so it doesn't become costly	1
Infrastructure especially those already existing are hard to be modified	1
Infrastructure not enough to support overpopulation	1
Worried the infrastructure can't cope with the development	1
Total	14

<i>Services and facilities</i>	
Access of social services are not developed on time	1
Concerned accessibility of facilities such as health care	1
Council should focus more on the homeless people who are suffering on the streets and have chances of dying due to cold, rather than focusing on population growth	1
Decrease the amount of bottle shops	1
Frankston North needs to spend more money on commission houses to provide for those low-income earners or on the pension	1
I don't think they have enough kindergartens in place. I think they need more	1
Increase more food shops	1
Needs better hospitals	1



Schooling	1
The services they currently provide isn't being used because most of the locals aren't aware of the services available because of the disconnection from the local Council therefore there is a massive wastage of funds happening	1
They don't do enough for this area. We have an empty park where there was a playground and now it's a park where locals let their dogs run but they leave them to poop all over there. They don't pick it up. They tend to leave it there. There's needs to be a litter bin and bags for the dog poop	1
Affordable housing	1
Total	12

Safety / security

Don't like the idea of skyscrapers and over populating Frankston or adding units like they've done in Carrum Downs because it really attracted more troubling individuals to the area. Frankston is safe but adding more houses isn't the answer to the current problems we have. There are too many drugs affected people in the area and they will only attract more of them. I really don't want that it will compromise the safety of everyone and increase the risk further	1
Increasing of population increases risk of safety	1
The type of people who mainly live in the area are causing a lot of trouble	1
They aren't planning very well judging by the developments their building to make the place look nice without considering what types of people they have within the local area. New things get damaged fast because they haven't yet sorted out the issue with the troubling youths and whatever they damage is just another cost to what they've already developed. They need to think more wisely and use materials that can deal with the types of people in Frankston	1
They have troubling youths who destroy whatever is built which is extra costs to the ones paying for the land rates. There needs to be more outreach	1
Total	5

General negative

I am not seeing them doing anything	2
I am not sure how will they handle the growth	1
Not well	1
There's still room for improvement	1
Total	5

Other

Concern for local job opportunities and economic growth	3
Different culture people don't integrate with local people	1
Generally, I just disagree with Victoria State Government decision	1
I need more information what they are doing	1
The estimate must be inaccurate	1
Total	7
Total	91



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.”

Importance of Council services and facilities

Respondents were asked to rate how important they considered each of the 31 Council provided services and facilities included in the survey, were 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 consider these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of these 31 services and facilities was 8.74 out of a potential 10, down just marginally on the 8.90 recorded. This result was marginally higher than the metropolitan Melbourne average of 8.65 as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

The table displays the average importance of each of the 31 services and facilities, with the 95% confidence interval around this average importance.

At the left-hand side of the table, the graphic identifies the 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, as follows:

- ***Measurably higher than average importance*** - includes the weekly garbage collection, fortnightly recycling collection, services for people with disability, hard rubbish collection, services for seniors, the recycling and recovery centre, and services for youth.
- ***Measurably lower than average importance*** – includes animal management, parking enforcement, Council’s website, and the *Frankston City News*.

Metropolis Research draws attention to the decline in importance for public toilets down from 9.10 to 8.88, although the average importance was not significantly higher than the metropolitan Melbourne average, this brings the public toilets closer into line with results observed elsewhere after the unusually high score recorded in 2021.



Importance of selected Council services and facilities
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022		2021	2022 Metro.*	
			Lower	Mean			Upper
Higher than average importance	Weekly garbage collection	786	9.18	9.26	9.34	9.49	9.28
	Fortnightly recycling collection	789	9.14	9.22	9.30	9.45	9.26
	Services for people with disability	594	9.08	9.18	9.27	n.a.	9.05
	Hard rubbish collection	723	9.04	9.12	9.21	9.20	8.82
	Services for seniors	596	8.95	9.05	9.16	9.15	8.93
	Recycling and Recovery Centre	643	8.89	9.00	9.11	9.12	8.64
	Services for youth	580	8.88	8.99	9.10	8.95	8.76
Average importance	Litter collection in public areas	776	8.82	8.92	9.01	8.95	8.90
	Food and garden waste collection	700	8.78	8.90	9.02	9.05	8.77
	Provision and maintenance of playgrounds	636	8.79	8.89	9.00	n.a.	8.85
	Drains maintenance and repairs	770	8.79	8.89	8.99	8.88	8.73
	Services for children	586	8.76	8.89	9.02	9.14	8.87
	Foothpath maintenance and repairs	774	8.79	8.88	8.98	8.97	8.86
	Public toilets	670	8.76	8.88	9.00	9.10	8.69
	Sports ovals <i>(including facilities and activities)</i>	665	8.76	8.87	8.98	8.99	8.81
	Maintenance and repair of sealed local roads	773	8.76	8.86	8.96	9.02	8.85
	Local library	653	8.69	8.82	8.94	9.04	8.65
	Provision & maintenance of parks, gardens, reserves	766	8.69	8.79	8.88	9.04	8.90
	Council support for local business	552	8.67	8.78	8.90	8.92	n.a.
	Community Centres / Neighbourhood Houses	598	8.66	8.77	8.88	n.a.	8.45
	Maintenance and cleaning of shopping strips	764	8.65	8.75	8.84	8.93	8.63
	Aquatic and Leisure Centres	660	8.57	8.70	8.82	8.88	8.68
	Provision and maintenance of street trees	785	8.56	8.67	8.78	8.61	8.62
	On and off road bike paths <i>(including shared pathways)</i>	659	8.47	8.61	8.74	8.82	8.64
	Arts and cultural events, programs and activities	628	8.45	8.57	8.70	8.66	8.09^
	Local traffic management	768	8.45	8.56	8.67	8.95	8.70
	Planning applications	516	8.38	8.52	8.66	n.a.	n.a.
Lower than average	Animal management	722	8.34	8.46	8.58	8.68	8.36
	Council's website	649	8.05	8.22	8.39	8.64	8.42
	Parking enforcement	739	7.28	7.48	7.68	8.00	7.79
	Frankston City News	681	7.21	7.42	7.63	7.82	7.42
Average importance			8.62	8.74	8.86	8.90	8.65

(*) 2022 metropolitan Melbourne average from Governing Melbourne

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

Change in importance between 2021 and 2022

Of the 27 services and facilities included in the survey with the same wording in 2021 and 2022, the importance of three improved (all by less than one percent), whilst the average importance of 24 declined somewhat, although only the importance of four services and facilities declined by more than three percent, as follows:



- **Notable decline in importance this year** – includes parking enforcement (down 6.4%), the *Frankston City News* (down 5.1%), Council’s website (down 4.8%), and local traffic management (down 4.4%).

Comparison to the metropolitan Melbourne average importance

Of the 28 services and facilities included in both this survey and *Governing Melbourne* in a format similar enough to facilitate reasonable comparison, 20 reported a higher average importance than the metropolitan Melbourne average, and seven reported a lower average importance than the metropolitan Melbourne average. The importance of the *Frankston City News* was identical to the metropolitan Melbourne average.

The following variations of note from the metropolitan Melbourne average are noted:

- **Notably higher importance in the City of Frankston** – includes the recycling and recovery centre (4.1% more important in Frankston), Community Centres / Neighbourhood Houses (3.8% higher), and the hard rubbish collection (3.4% higher).
- **Notably lower importance in the City of Frankston** – includes parking enforcement (4.0% less important in Frankston), and Council’s website (2.3% lower).

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 13 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 18 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 31 included services and facilities was 7.71 out of a potential 10 this year, up 1.5% from 7.60, but remain at a “very good” level of satisfaction.

This result was marginally but not measurably higher than the metropolitan Melbourne average satisfaction with 27 services and facilities of 7.40 out of 10.

This result does suggest that, on average, respondents across Frankston City were well satisfied with the delivery of Council services and facilities.

As outlined at the left-hand edge of the following table, there were eight services and facilities to record a satisfaction score that was measurably higher than the average of all services and facilities (weekly garbage collection, fortnightly recycling collection, food and garden waste collection, hard rubbish collection, services for children, the local library, sports ovals including facilities and activities, and aquatic and leisure centres). These were a similar list to the services and facilities that received measurably higher than average satisfaction last year.



There were seven services and facilities that recorded a satisfaction score measurably lower than the average of all 31 (street trees, the maintenance and repair of sealed local roads, Council support for local business, *Frankston City News*, parking enforcement, planning applications, and public toilets). These were also a similar list to the services and facilities that received measurably lower than average satisfaction last year.

Relative satisfaction with Council services and facilities

The average satisfaction with the 29 included services and facilities can best be summarised:

- **Excellent** – for weekly garbage collection, fortnightly recycling collection, food and garden waste collection, hard rubbish collection, services for children, local library, sports ovals including facilities and activities, aquatic and leisure centres, Recycling and Recovery Centre, arts and cultural events programs, and activities, services for seniors, the provision and maintenance of playgrounds, Community Centres / Neighborhood Houses, on and off-road bike paths including shared pathways, and Council’s website.
- **Very Good** – for animal management, the provision and maintenance of parks, gardens, and reserves, the maintenance and cleaning of shopping strips, services for youth, litter collection in public areas, footpath maintenance and repairs, services for people with disability, local traffic management, the provision and maintenance of street trees, the maintenance and repair of sealed local roads, and Council support for local business.
- **Good** – for the *Frankston City News*, parking enforcement, and public toilets.

Metropolis Research notes that, consistent with the results recorded in 2021, none of the 31 included services and facilities obtained a satisfaction score categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

Comparison to the metropolitan Melbourne average satisfaction

Of the 28 of 31 services and facilities included in both the Frankston City survey and *Governing Melbourne*, satisfaction with 24 services and facilities was somewhat higher in Frankston City, and satisfaction with four was somewhat lower in Frankston City, as follows:

- **Higher satisfaction in Frankston City than the metropolitan Melbourne average** – includes services for people with disability (11.4% higher in Frankston City), footpath maintenance and repairs (11.2% higher), local traffic management (9.0% higher), the maintenance and repair of sealed local roads (8.9% higher), drains maintenance and repairs (7.6% higher), Council website (6.7% higher), the Recycling and Recovery Centre (5.9% higher), the *Frankston City News* (5.8% higher), on and off road bike paths including shared paths (5.6% higher), parking enforcement (5.5% higher), services for seniors (5.4% higher), hard rubbish collection (4.5% higher), food and garden waste collection (4.5% higher), services for youth (3.9% higher), public toilets (3.6% higher), litter collection in public areas (3.6% higher), and the fortnightly recycling collection (3.3% higher).
- **Lower satisfaction in Frankston City than the metropolitan Melbourne average** – includes the local library (3.6% lower in Frankston City), the provision and maintenance of playgrounds (2.0% lower), the provision and maintenance of parks, gardens, and reserves (1.0% lower).



The satisfaction with most of the services that were listed was statistically significantly higher in the City of Frankston (excluding services for seniors, services for youth, public toilets, litter collection, and the recycling collection).

No services received a measurably lower satisfaction score in the City of Frankston than the metropolitan Melbourne average.

Satisfaction with selected Council services and facilities
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2022 Mean	Upper	2021	2022 Metro.*
Higher than average satisfaction	Weekly garbage collection	790	8.55	8.65	8.76	8.59	8.41
	Fortnightly recycling collection	786	8.52	8.63	8.73	8.57	8.35
	Food and garden waste collection	562	8.41	8.53	8.64	8.36	8.16
	Hard rubbish collection	598	8.21	8.35	8.49	8.21	7.99
	Services for children	165	7.97	8.21	8.45	8.26	8.14
	Local library	319	8.02	8.19	8.35	8.59	8.49
	Sports ovals <i>(including facilities and activities)</i>	374	7.97	8.12	8.27	8.22	7.99
	Aquatic and Leisure Centres	326	7.91	8.07	8.24	8.20	7.97
Average satisfaction	Recycling and Recovery Centre	367	7.87	8.06	8.25	8.23	7.61
	Arts and cultural events, programs and activities	316	7.89	8.04	8.18	7.85	7.34 [^]
	Services for seniors	137	7.65	7.91	8.18	7.67	7.51
	Provision and maintenance of playgrounds	349	7.69	7.88	8.07	n.a.	8.04
	Community Centres / Neighbourhood Houses	209	7.68	7.86	8.03	n.a.	7.87
	On and off road bike paths <i>(including shared pathways)</i>	328	7.65	7.82	7.99	7.68	7.40
	Council's website	407	7.59	7.77	7.95	7.22	7.28
	Animal management	700	7.59	7.72	7.85	7.62	7.60
	Provision & maintenance of parks, gardens, reserves	768	7.54	7.67	7.80	7.88	7.75
	Drains maintenance and repairs	752	7.47	7.61	7.75	7.28	7.07
	Maintenance and cleaning of shopping strips	767	7.48	7.61	7.73	7.25	7.40
	Services for youth	144	7.35	7.58	7.81	7.17	7.30
	Litter collection in public areas	771	7.38	7.52	7.65	7.11	7.26
	Foothpath maintenance and repairs	764	7.35	7.49	7.63	7.11	6.74
	Services for people with disability	108	7.10	7.43	7.77	n.a.	6.67
	Local traffic management	771	7.28	7.41	7.55	7.24	6.80
Lower than average satisfaction	Provision and maintenance of street trees	777	7.16	7.31	7.46	7.14	7.12
	Maintenance and repair of sealed local roads	772	7.11	7.25	7.40	7.05	6.66
	Council support for local business	106	6.90	7.25	7.60	6.57	n.a.
	Frankston City News	616	6.90	7.09	7.27	6.76	6.70
	Parking enforcement	718	6.72	6.90	7.08	6.65	6.54
	Planning applications	114	6.12	6.57	7.03	n.a.	n.a.
	Public toilets	377	6.33	6.56	6.78	6.53	6.33
Average satisfaction			7.53	7.71	7.89	7.60	7.40

(*) 2022 metropolitan Melbourne average from Governing Melbourne

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

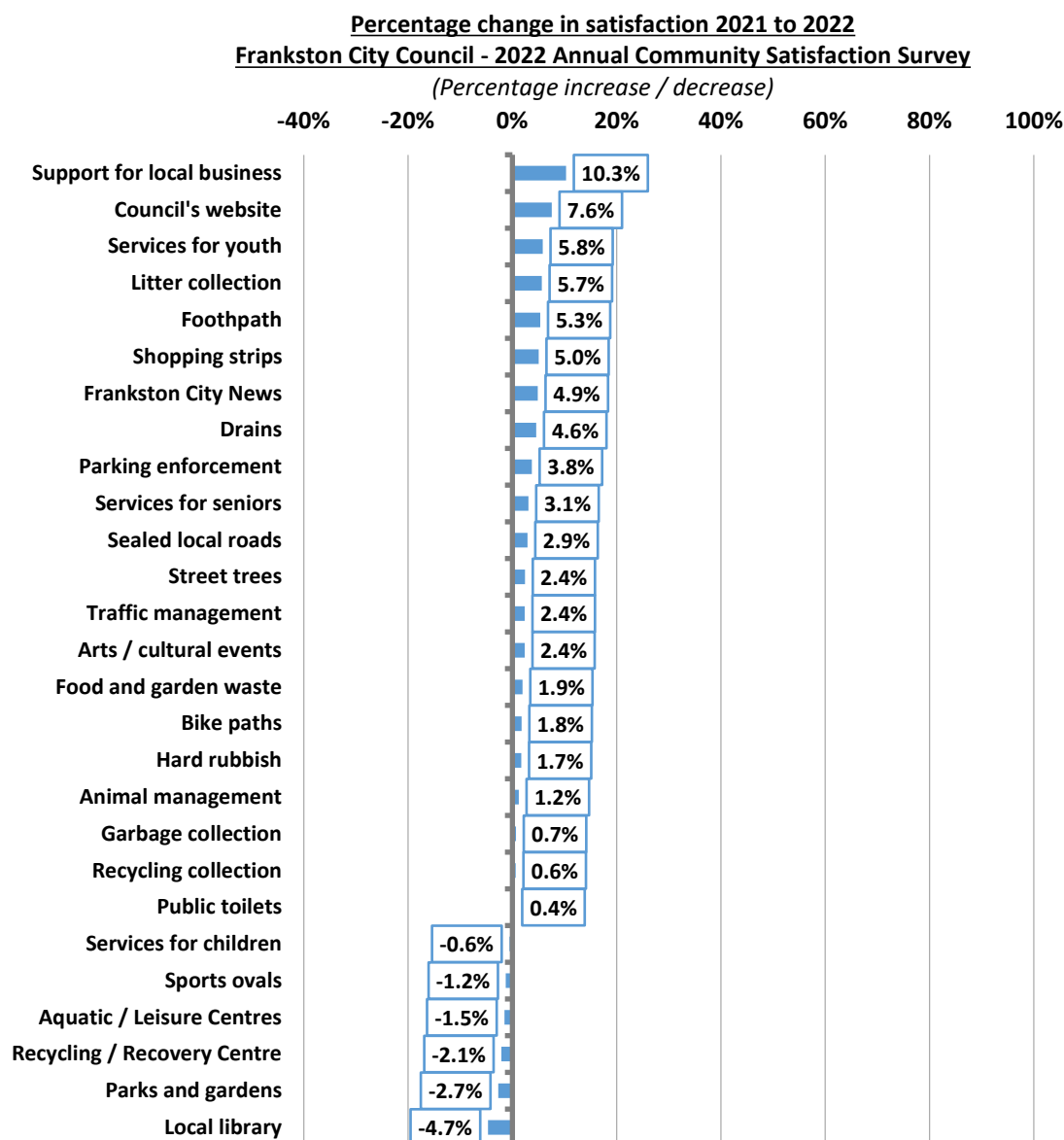


Change in satisfaction between 2021 and 2022

Of the 27 services and facilities that were included in the 2021 and 2022 surveys in the same format, the average satisfaction with 21 increased and satisfaction with six declined. Of these, attention is drawn to the following variations in satisfaction between 2021 and 2022:

- **Notably higher satisfaction in 2022** – includes Council support for local business (up 10.3%), Council's website (up 7.6%), services for youth (up 5.8%), litter collection in public areas (up 5.7%), footpath maintenance and repairs (up 5.3%), the maintenance and cleaning of shopping strips (up 5.0%), the *Frankston City News* (up 4.9%), drains maintenance and repairs (up 4.6%), parking enforcement (up 3.8%), and services for seniors (up 3.1%).
- **Notably lower satisfaction in 2022** – includes the local library (down 4.7%), the provision and maintenance of parks, gardens, and reserves (down 2.7%), and the Recycling and Recovery Centre (down 2.1%).

The following graph displays the change in satisfaction with the services and facilities.



Satisfaction by respondent profile

The following table displays the average satisfaction with all 31 services and facilities by respondent profile, including age structure, gender, and language spoken at home. Where there were less than five respondents from a group that rated satisfaction with a service and facility, the results are not published. A detailed discussion of these results is provided for each individual service and facility in the following sections of this report.

Average satisfaction with selected Council services and facilities
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance & repair of sealed local roads	7.34	7.37	7.18	6.97	7.77	7.24	7.26	7.19	7.65
Drains maintenance and repairs	7.58	7.68	7.76	7.49	7.77	7.61	7.63	7.54	7.90
Foothpath maintenance and repairs	7.69	7.66	7.39	7.18	7.61	7.54	7.45	7.40	7.95
Weekly garbage collection	8.48	8.62	8.48	8.83	9.15	8.69	8.62	8.66	8.53
Fortnightly recycling collection	8.40	8.56	8.58	8.86	9.07	8.63	8.65	8.65	8.48
Provision and maintenance of street trees	7.61	7.61	7.06	7.03	7.04	7.28	7.34	7.27	7.52
Provision & maint. of parks, gardens, reserves	7.70	7.49	7.58	7.70	8.08	7.61	7.72	7.64	7.90
Litter collection in public areas	7.35	7.62	7.43	7.62	7.77	7.62	7.42	7.44	7.90
Maintenance and cleaning of shopping strips	7.68	7.59	7.36	7.72	7.70	7.64	7.60	7.55	8.01
Parking enforcement	6.87	6.95	6.66	6.98	7.11	6.89	6.90	6.77	7.46
Local traffic management	7.69	7.49	7.05	7.28	7.55	7.40	7.44	7.36	7.70
Animal management	7.77	7.66	7.48	7.77	8.07	7.68	7.76	7.68	7.94
Frankston City News	6.83	7.54	6.97	7.14	7.27	6.96	7.23	6.98	7.82
Council's website	7.54	7.99	7.80	7.74	8.05	7.57	7.93	7.69	8.20
Hard rubbish collection	8.02	8.29	8.26	8.62	8.84	8.30	8.42	8.32	8.51
Food and garden waste collection	8.24	8.52	8.40	8.73	9.11	8.46	8.60	8.56	8.27
Recycling and Recovery Centre	8.00	8.22	7.89	8.05	8.52	8.05	8.06	8.02	8.12
Local library	7.87	8.24	8.03	8.50	8.84	7.96	8.37	8.13	8.54
Sports ovals (including facilities and activities)	8.11	7.87	8.18	8.28	8.31	8.02	8.24	8.07	8.40
Public toilets	6.31	6.47	6.36	6.73	8.07	6.72	6.38	6.45	7.19
On and off road bike paths	7.93	7.69	7.78	7.79	7.87	7.63	8.03	7.85	7.62
Aquatic and Leisure Centres	8.04	8.01	8.08	8.23	7.94	7.97	8.18	8.03	8.32
Services for children	8.35	7.92	8.09	8.73	6.99	8.41	8.04	8.17	8.34
Services for youth	7.40	7.93	7.79	7.50	5.80	7.33	7.83	7.62	7.51
Services for seniors	7.70	7.75	7.51	8.02	8.69	7.69	8.05	7.98	7.52
Services for people with disability	7.16	7.11	7.57	7.61	8.35	7.38	7.44	7.51	6.96
Arts and cultural events, programs, activities	8.12	8.02	7.93	8.05	8.05	7.89	8.15	8.02	8.16
Provision and maintenance of playgrounds	7.69	7.63	7.83	8.41	8.74	7.75	8.00	7.90	7.75
Council support for local business	7.49	7.46	7.01	6.89	7.00	7.04	7.51	7.34	6.87
Community Centres / Neighbourhood Houses	7.94	7.65	7.77	8.02	7.68	7.62	8.08	7.81	8.13
Planning applications	6.84	6.91	6.35	6.14	6.45	6.69	6.46	6.55	6.82
<i>Average satisfaction</i>	<i>7.67</i>	<i>7.73</i>	<i>7.60</i>	<i>7.76</i>	<i>7.91</i>	<i>7.65</i>	<i>7.77</i>	<i>7.68</i>	<i>7.87</i>
Total respondents	230	141	142	213	68	381	413	672	108



Percentage satisfied / dissatisfied with services and facilities

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

Satisfaction with selected Council services and facilities
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Weekly garbage collection	1.8%	15.0%	83.2%	13	803
Fortnightly recycling collection	2.1%	16.1%	81.8%	17	803
Food and garden waste collection	1.0%	19.6%	79.4%	9	571
Hard rubbish collection	4.9%	18.2%	76.9%	6	604
Services for children	3.1%	24.6%	72.3%	6	171
Local library	2.2%	27.3%	70.5%	4	322
Recycling and Recovery Centre	4.8%	27.9%	67.3%	9	376
Aquatic and Leisure Centres	1.6%	31.5%	66.9%	7	333
Arts and cultural events, programs and activities	0.9%	32.6%	66.5%	4	320
Sports ovals (including facilities and activities)	2.1%	31.8%	66.1%	3	377
Provision and maintenance of playgrounds	4.2%	31.1%	64.7%	4	353
Services for seniors	2.0%	34.3%	63.7%	4	140
Provision and maintenance of parks, gardens, reserves	5.6%	32.5%	61.9%	35	803
Maintenance and cleaning of shopping strips	4.7%	34.3%	61.0%	36	803
Council's website	4.8%	34.4%	60.8%	5	412
On and off road bike paths (including shared pathways)	2.9%	37.1%	60.0%	3	332
Community Centres / Neighbourhood Houses	1.3%	38.7%	60.0%	6	215
Drains maintenance and repairs	6.1%	34.0%	59.9%	51	803
Animal management	4.0%	36.5%	59.5%	103	803
Council support for local business	9.7%	31.9%	58.4%	3	109
Provision and maintenance of street trees	10.5%	32.3%	57.2%	26	803
Litter collection in public areas	5.8%	37.2%	57.0%	32	803
Foothpath maintenance and repairs	7.1%	36.2%	56.7%	39	803
Local traffic management	6.5%	37.9%	55.6%	32	803
Maintenance and repair of sealed local roads	8.6%	38.6%	52.8%	31	803
Frankston City News	10.3%	38.3%	51.4%	187	803
Services for people with disability	4.8%	44.8%	50.4%	3	110
Services for youth	1.2%	50.0%	48.8%	4	148
Parking enforcement	13.2%	38.3%	48.5%	85	803
Planning applications	17.3%	43.0%	39.7%	4	118
Public toilets	15.7%	46.8%	37.5%	4	381



Metropolis Research notes that more than half of the respondents were “very satisfied” with 25 of the 31 services and facilities, and more than one-third were “very satisfied” with all 31.

Three-quarters or more of respondents were “very satisfied” with weekly garbage collection (83.2%), fortnightly recycling collection (81.8%), food and garden waste collection (79.4%), and the hard rubbish collection (76.9%).

More than 10% of respondents providing a response to the question were “dissatisfied” with planning applications (17.3% of 114 respondents), public toilets (15.7% of 377), parking enforcement (13.2% of 718), the provision and maintenance of street trees (10.5% of 777), and the Frankston City News (10.3% of 616).

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 31 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the random sample telephone methodology.

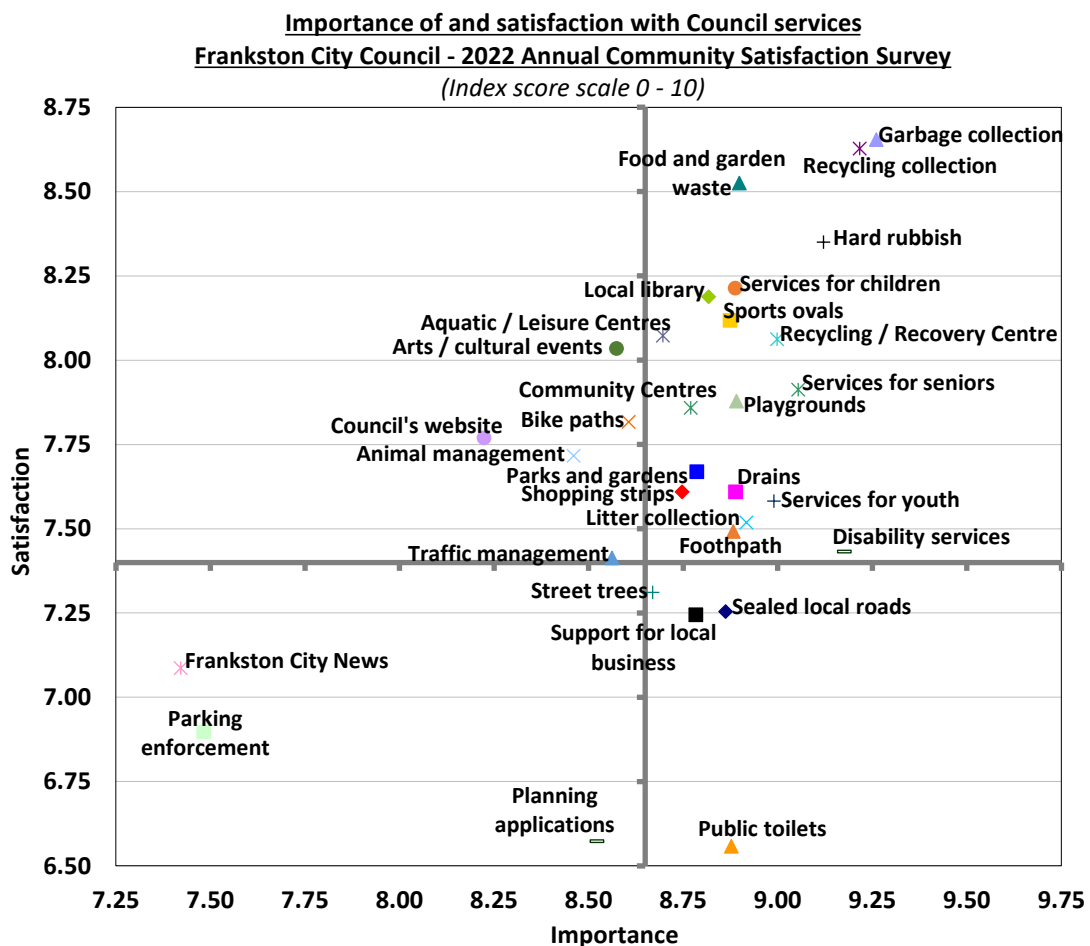
Services and facilities located in the top right-hand quadrant are therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average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

Some key points of interest in the graph include the following:

- ***Kerbside collection services*** – all four kerbside collection services reported significantly higher than average satisfaction scores, and all were of average or above average importance.
- ***Community services*** – all four of these core community services (services for children, youth, seniors, and persons with disability) were both of higher-than-average importance and higher than average satisfaction.
- ***Library services*** – consistent with results observed elsewhere over many years, satisfaction with the library services was measurably higher than the average satisfaction, although the local library services were of only marginally higher than average importance.
- ***Arts, culture, recreation, and leisure*** – most of these services and facilities were of slightly lower than average importance but all received higher than average satisfaction scores.



- **Communication services** – both the website and the *Frankston City News* were of lower-than-average importance which is consistent with results observed elsewhere over an extended period, with the *Frankston City News* among the four lowest rated services for satisfaction, and the Council website improving in satisfaction this year to now be of higher-than-average satisfaction.
- **Council support for local business** – was of marginally lower than average importance but improved in terms of satisfaction measurably this year.
- **Public toilets** – traditionally, public toilets have consistently recorded lower than average satisfaction scores and this is the case in Frankston City in 2022.
- **Transport related services** – both traffic management and roads were of approximately average importance, and both received approximately average satisfaction scores. Traffic management and road maintenance and repairs were in the top five issues nominated by respondents to address for the City of Frankston “at the moment”.



Satisfaction by broad service areas

The 31 included services and facilities have been broken down into nine broad service areas. The breakdown of services and facilities into these ten broad service areas is as follows:

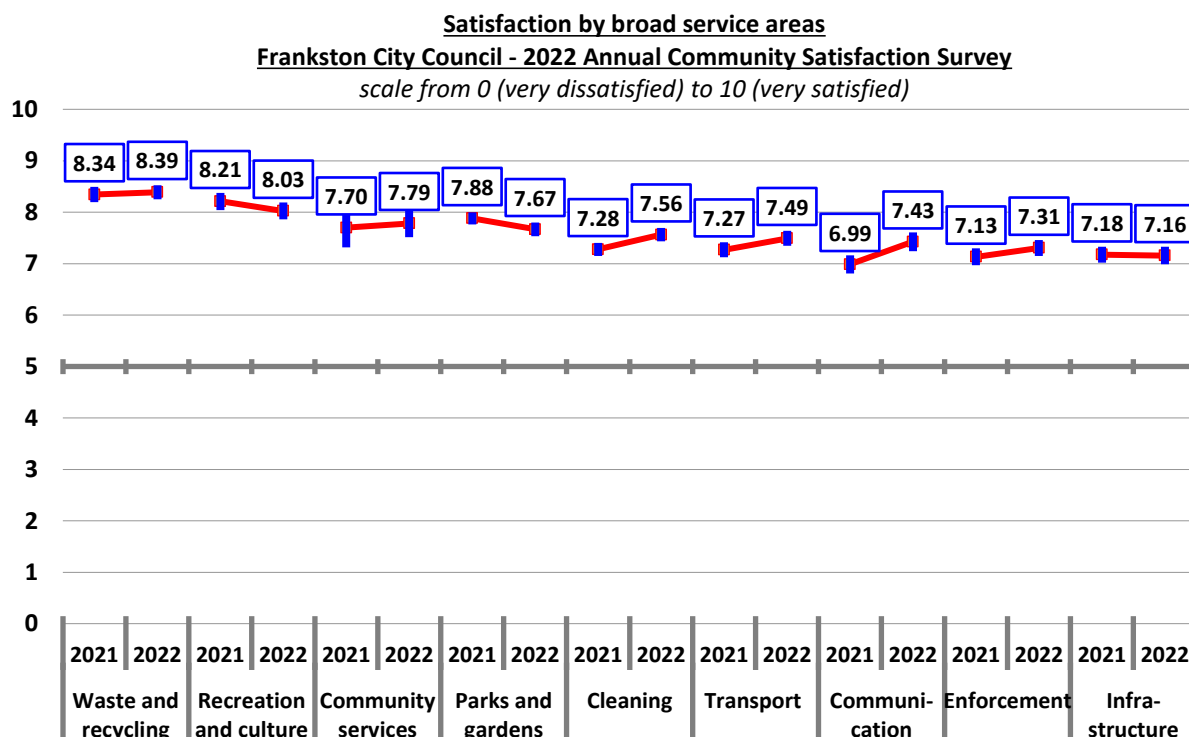
- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, and public toilets.
- **Waste and recycling services** – includes weekly garbage collection, fortnightly recycling collection, hard rubbish collection, food and garden waste collection, and recycling and recovery centre.
- **Recreation and culture services** – includes the local library, sports ovals (*including facilities and 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 Council's website.
- **Cleaning** – includes litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes maintenance and repair 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.
- **Local business** – includes Council support for local business.

Of the nine broad service areas, the average satisfaction with six improved this year and the average satisfaction with three declined this year.

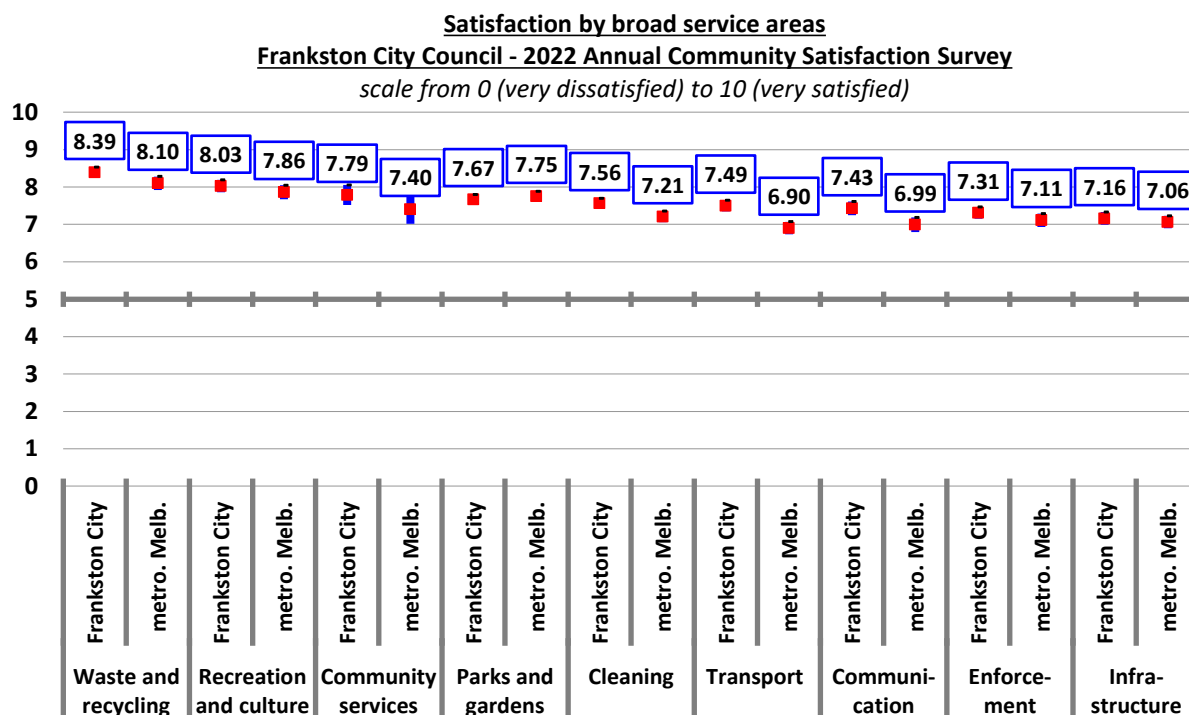
Of the broad service areas that reported increased satisfaction this year, cleaning (up 3.8%) and communication (up 6.3%) were statistically significant.

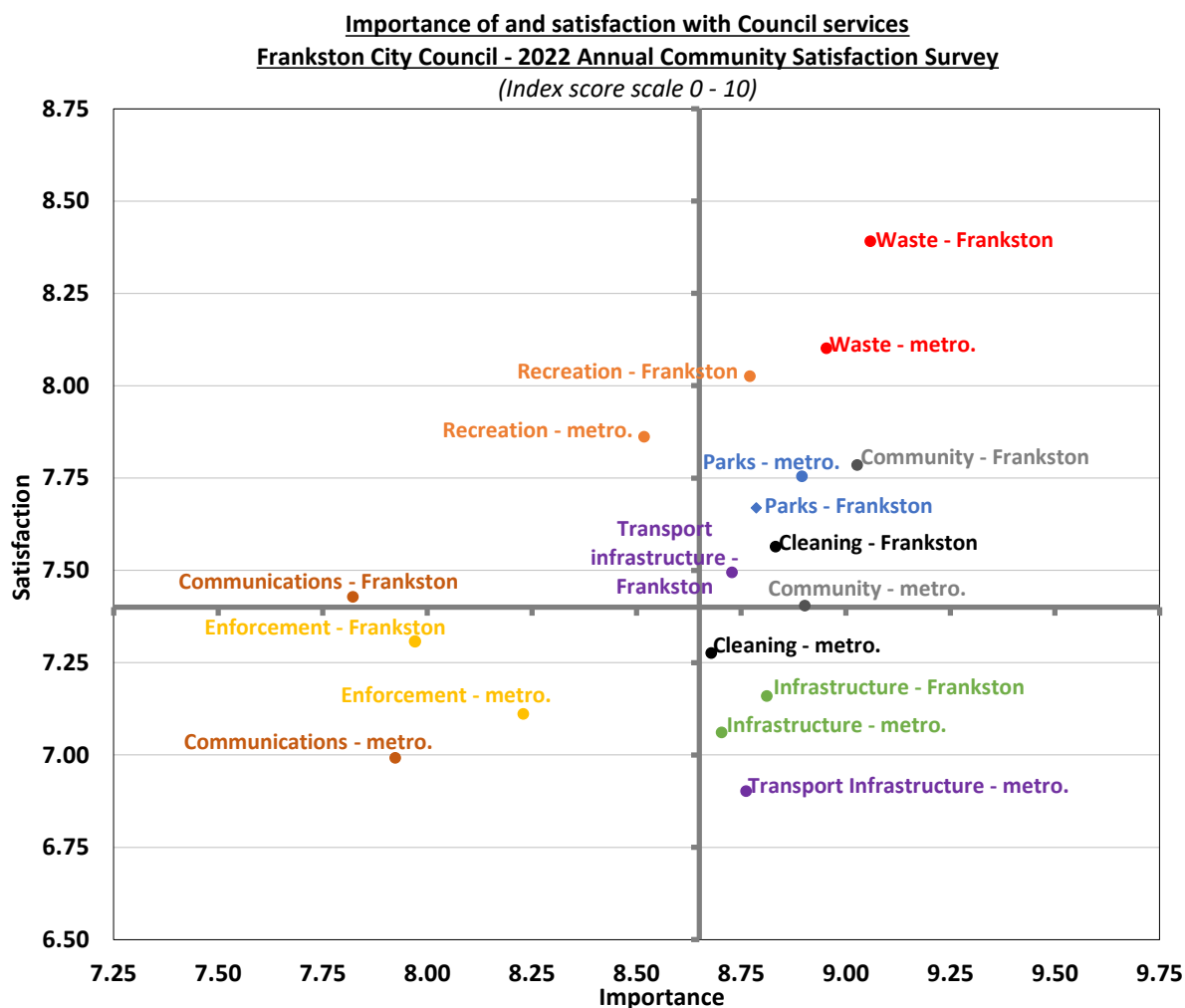
None of the declines were statistically significant, although it is noted that the average satisfaction with the parks and gardens broad service area declined by 2.7%.





When compared to the metropolitan Melbourne average satisfaction, as recorded in the *Governing Melbourne* research, satisfaction with eight of the nine broad service areas was somewhat higher in Frankston City, whilst satisfaction with parks and gardens was just 1.1% lower than the metropolitan Melbourne average.





Council Department

The following section of the report provides a breakdown of the importance and satisfaction with each of the 31 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 31 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. This includes primarily statutory planning and Council advocacy related functions.

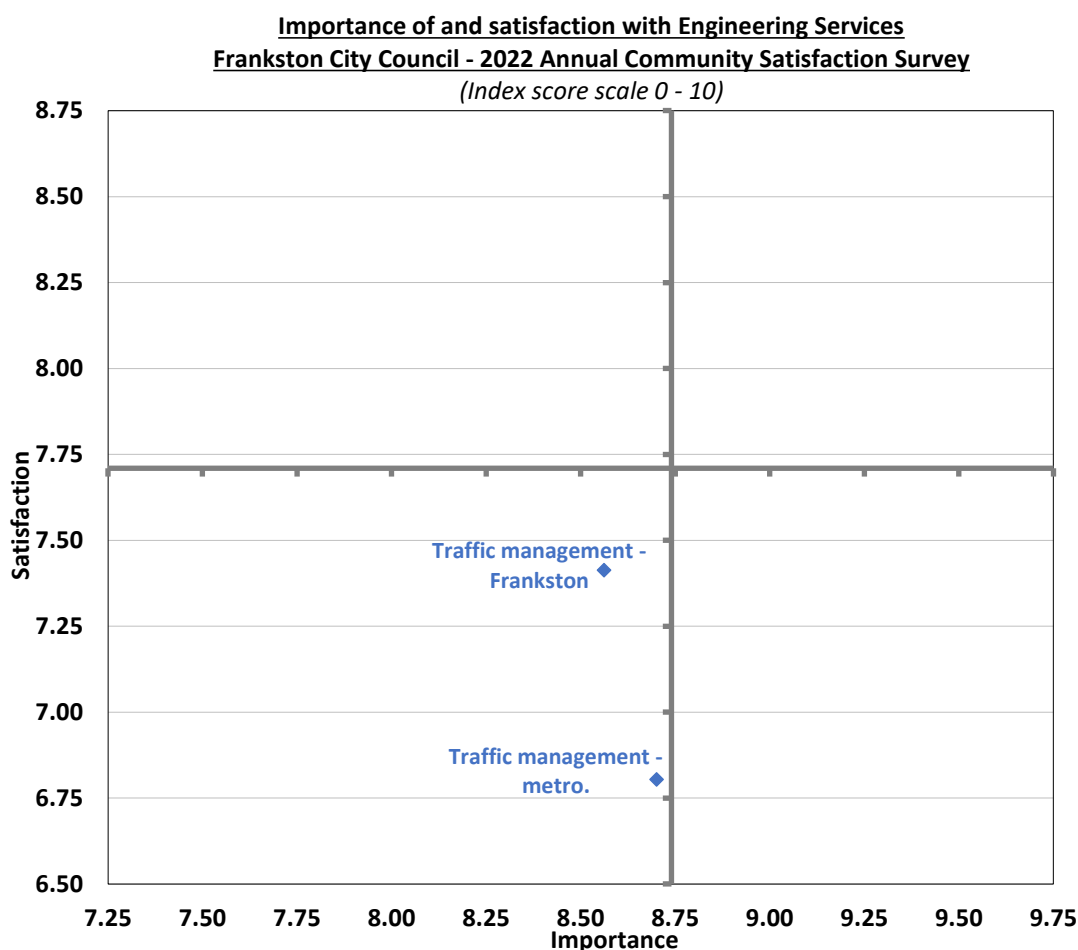
- **Engineering services** – includes local traffic management.
- **Arts and Culture** – includes local library, and arts and cultural events, programs, and activities.
- **Community Safety** – includes parking enforcement, and animal management.
- **Community Relations** – includes Frankston City News (*Council's newsletter*), and Council's website.



- **Community Strengthening** – includes sports ovals (*including facilities and activities*), aquatic and leisure centres, services for youth, provision and maintenance of playgrounds, and community centres / neighbourhood houses.
- **Operations Centre** – includes maintenance and repair 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, and on and off-road bike paths.
- **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 and Recycling** – includes weekly garbage collection, fortnightly recycling collection, hard rubbish collection, food and garden waste collection, and recycling and recovery centre.
- **Policy, Planning and Environmental Strategies** – 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”.



Local traffic management

Local traffic management was the 26th most important of the 31 included services and facilities, with an average importance this year of 8.56 out of 10. This was a decline on the average importance of 8.95 reported last year.

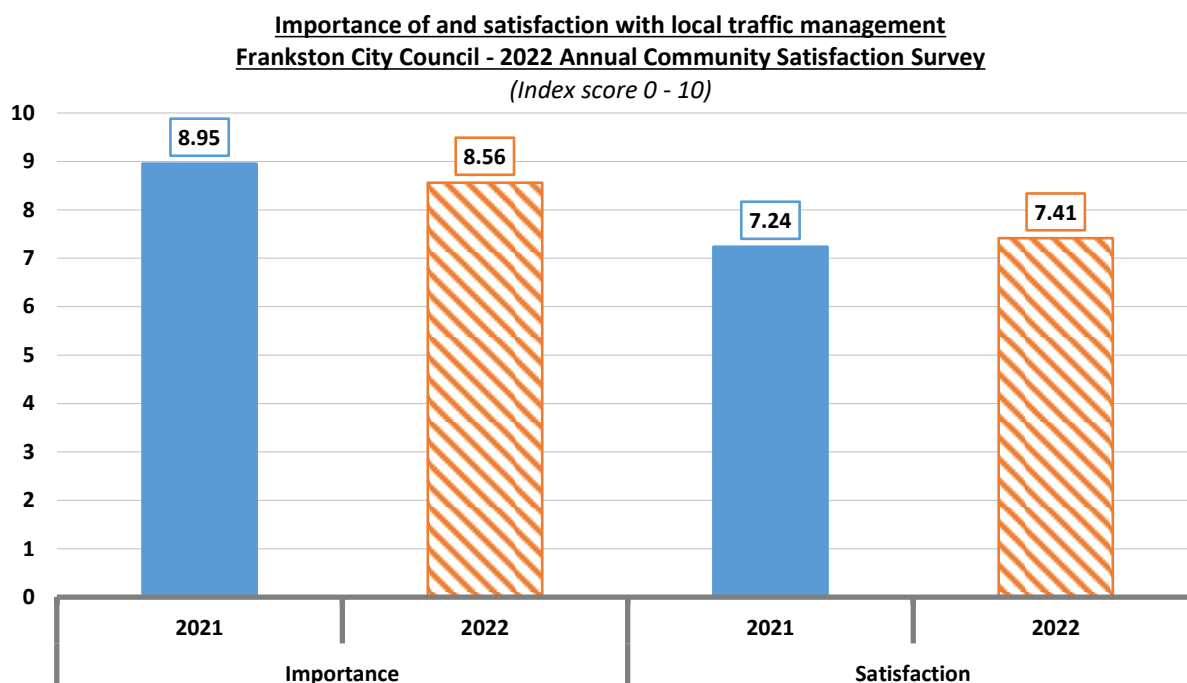
Satisfaction with local traffic management increased marginally, but not measurably this year, up 2.3% to 7.41, which is a “very good”, up from a “good” level of satisfaction.

This ranks the service 24th in terms of satisfaction.

There was no significant variation in this result observed by respondent profile, although it is noted that respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result was comprised of 55.6% “very satisfied” and 6.5% “dissatisfied” respondents, based on a total sample of 771 of the 803 respondents.

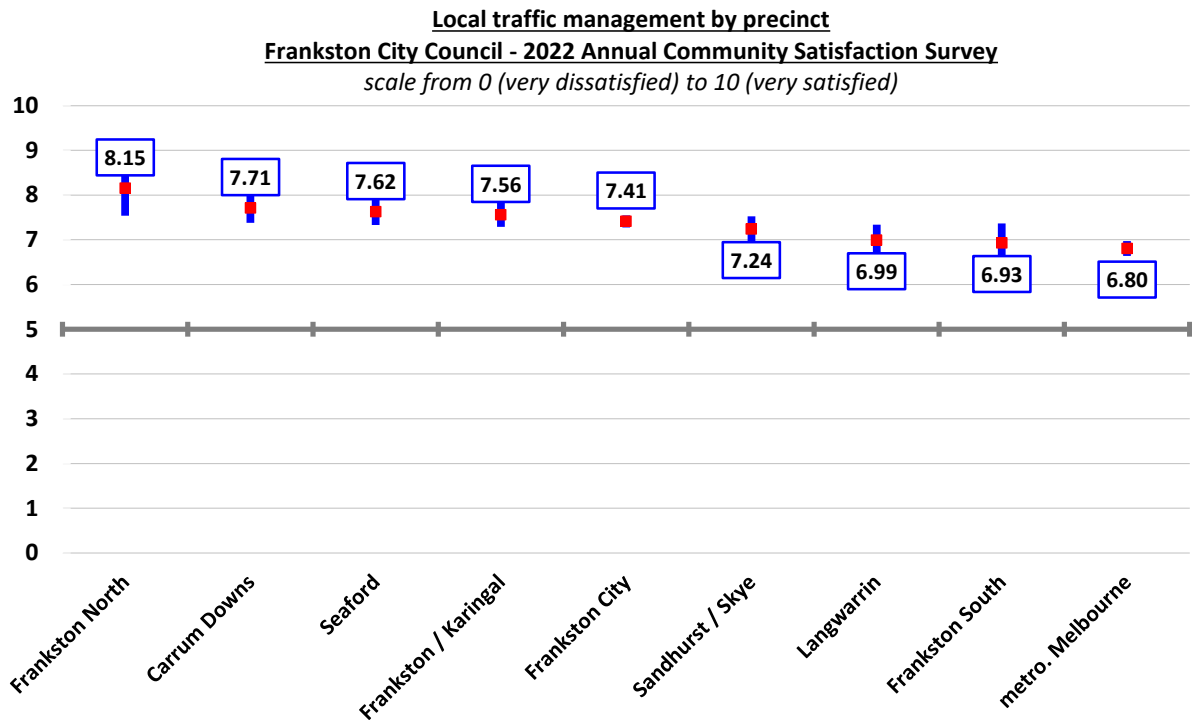
By way of comparison, this result was measurably and significantly (9.0%) higher than the metropolitan Melbourne average satisfaction with “local traffic management”, as recorded in the 2022 *Governing Melbourne* research.



As outlined in the following graph, there was statistically significant variation in satisfaction with local traffic management observed across the municipality.

Respondents from Frankston North were measurably more satisfied than average, and at an “excellent” level of satisfaction. Respondents from Langwarrin, and Frankston South were somewhat less satisfied than average and at a “good” levels of satisfaction.





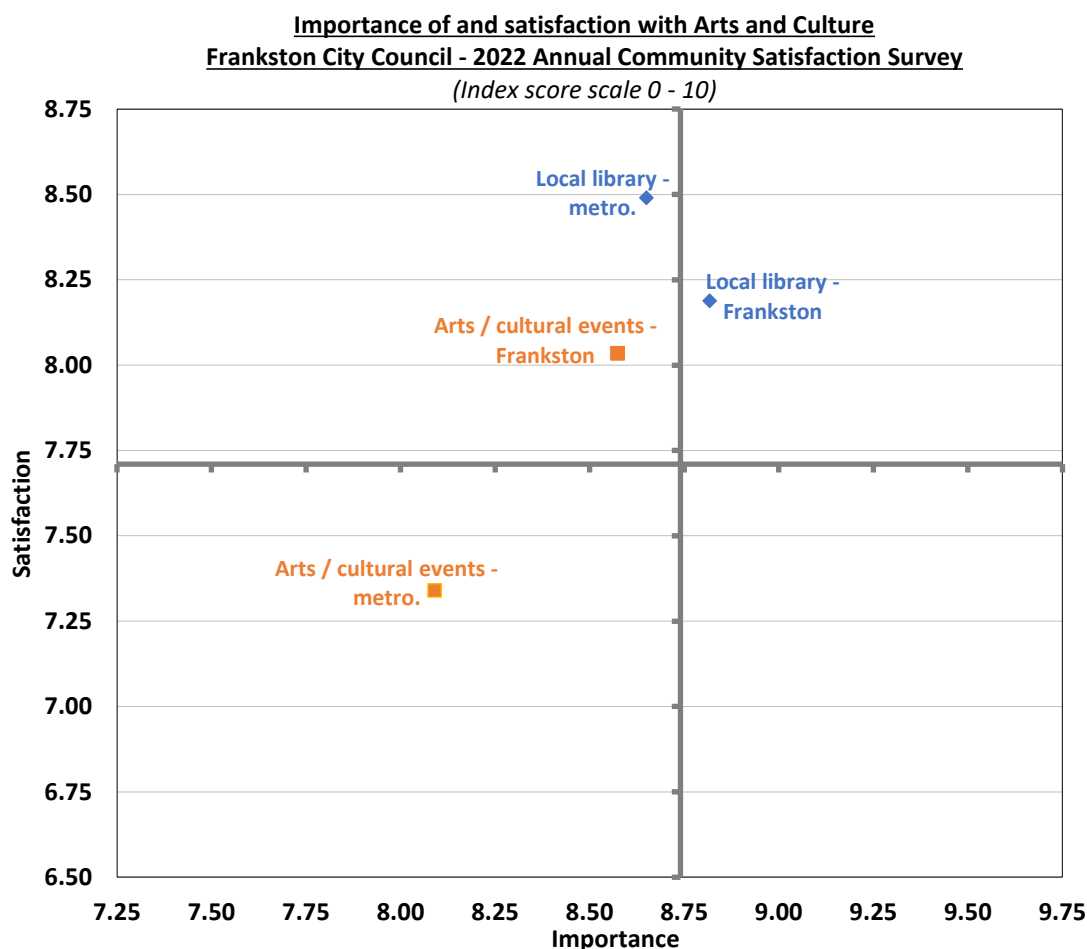
Arts and Culture

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

It is noted that arts and cultural events were of somewhat higher importance in Frankston City than the metropolitan Melbourne average, and satisfaction was also higher than the average.

The local library, however, received a marginally lower level of satisfaction in Frankston City, although still comfortably in the “excellent” range.





Local library

The local library was the 17th most important of the 31 included services and facilities this year, with an average importance of 8.82 out of 10.

Satisfaction with the local library was one of the few services and facilities to record a decline in average satisfaction this year, down a statistically significant 4.7% to 8.19, although it remains at an “excellent” level of satisfaction.

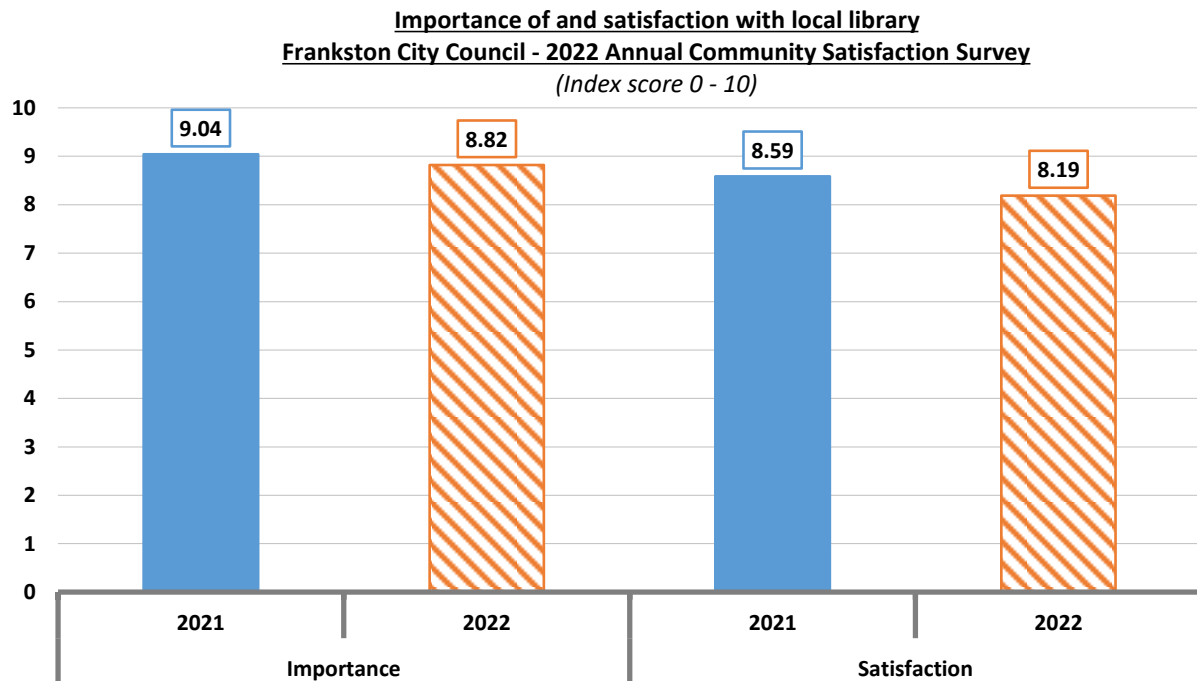
This ranks the local library 6th in terms of satisfaction and one of only eight to record an average satisfaction measurably higher than the average of all 31 services and facilities (7.71).

There was some minor variation in satisfaction with the local library observed by respondent profile, with older adults and senior citizens (aged 60 years and over) somewhat more satisfied than average, female respondents were somewhat more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

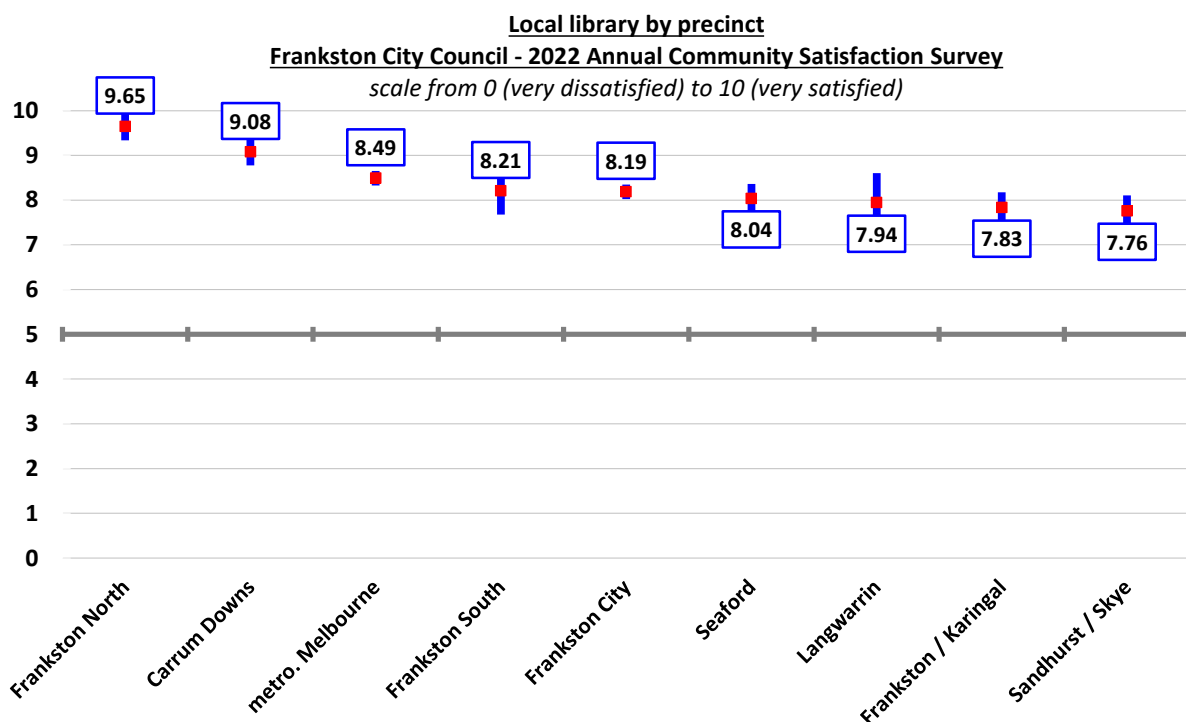
This result was comprised of 70.5% “very satisfied” and just 2.2% “dissatisfied” respondents, based on a total sample of 318 of the 322 respondents (40.1%) who had used these facilities in the last 12 months.



By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with the “local library” of 8.49, as recorded in the 2022 *Governing Melbourne* research.



There was some measurable variation in satisfaction with the local library observed across the municipality, with respondents from Frankston North and Carrum Downs measurably more satisfied than average. Metropolis Research notes it is very unusual for a precinct to report average satisfaction scores of more than nine out of 10.



Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 25th most important of the 31 included services and facilities, with an average importance score of 8.57 out of 10.

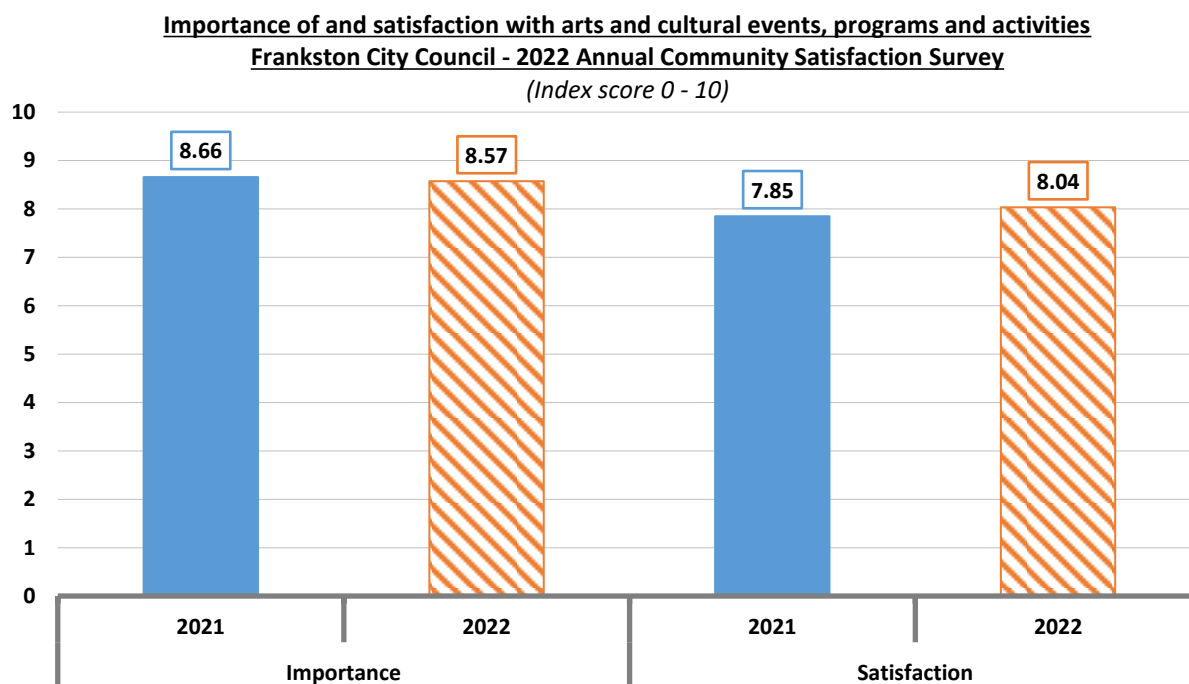
Satisfaction with these services increased marginally, but not measurably this year, up 2.4% to 8.04 out of 10, and it remains at an “excellent” level of satisfaction.

This ranks these services 10th in terms of satisfaction.

There was no meaningful variation in satisfaction with arts and cultural events, programs, and activities observed by respondent profile, including age structure, gender, and language spoken at home.

This result was comprised of 66.5% “very satisfied” and just 0.9% “dissatisfied” respondents, based on a total sample of 316 of the 320 respondents (39.9%) who had used these services in the last 12 months.

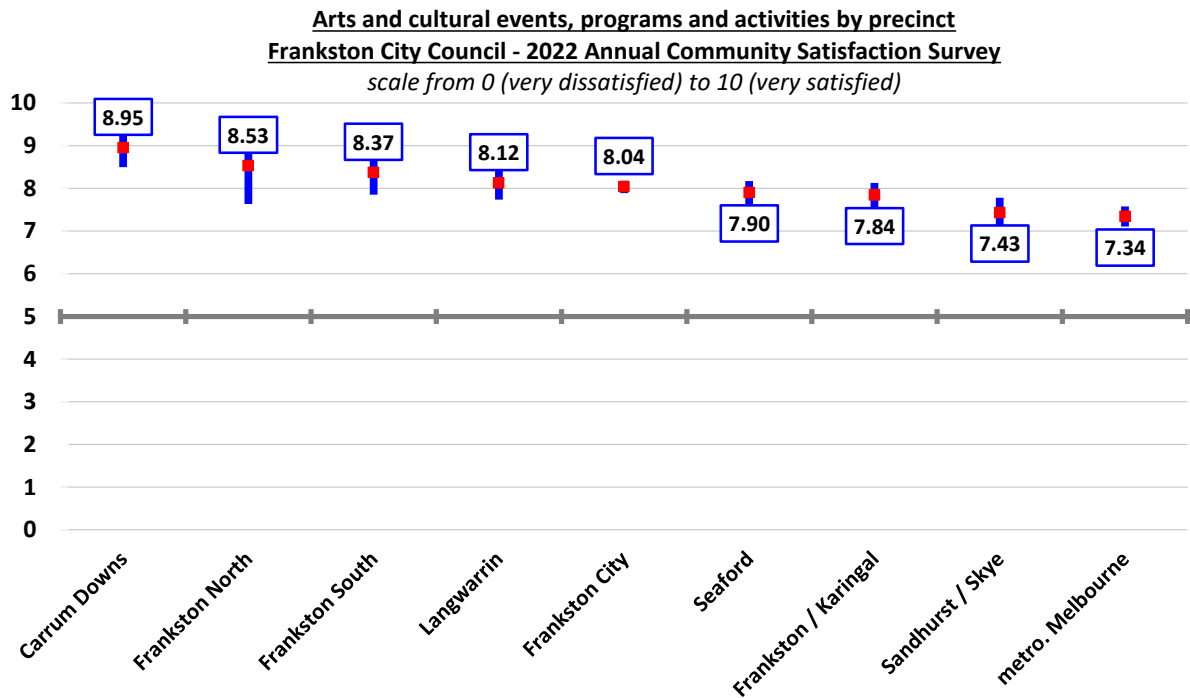
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “the provision of public art” and “Council’s festivals and events” of 7.34, as recorded in the 2022 *Governing Melbourne* research.



There was statistically significant variation in satisfaction with these services observed across the municipality, as outlined in the following graph.

The 37 respondents from Carrum Downs were measurably more satisfied than average, whilst respondents from Sandhurst / Skye were measurably less satisfied and at a “very good” level.





Community Safety

There were two services from the Community Safety department included in the survey, those being animal management and parking enforcement.

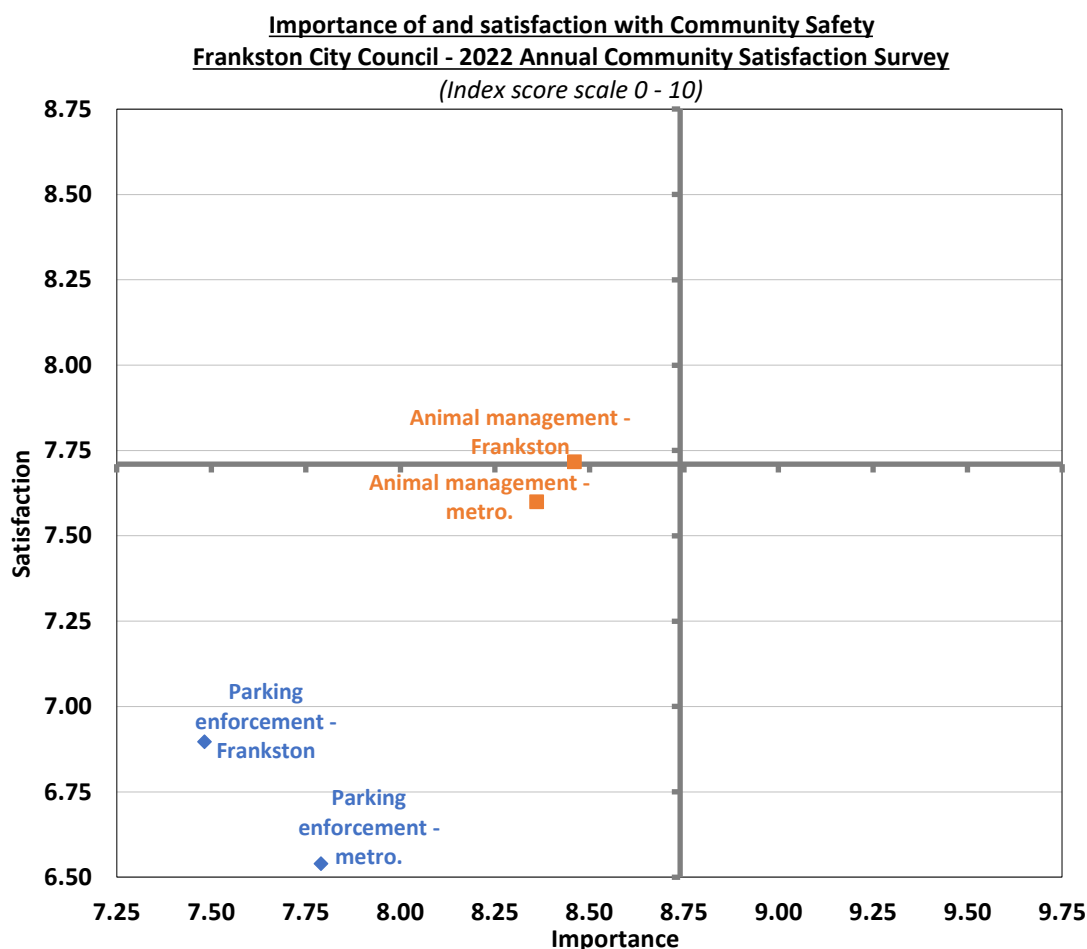
It is noted that the [Safety in Public Areas](#) section of this report is also directly relevant to the work conducted by the Community Safety department.

Both animal management and parking enforcement were of lower-than-average importance again this year.

Satisfaction with animal management was at an approximately average level, which was a “very good” level of satisfaction.

Satisfaction with parking enforcement continues to record, however, a lower-than-average satisfaction score, although satisfaction was notably higher than the metropolitan Melbourne average.





Parking enforcement

Parking enforcement was the 30th most important of the 31 included services and facilities, with an average importance of 7.48 out of 10.

It is important to note that despite recording the second lowest average importance score, parking enforcement remains, on average, important to respondents.

Satisfaction with parking enforcement increased marginally, but not measurably this year, up 3.8% to 6.90, although it remains at a “good” level of satisfaction.

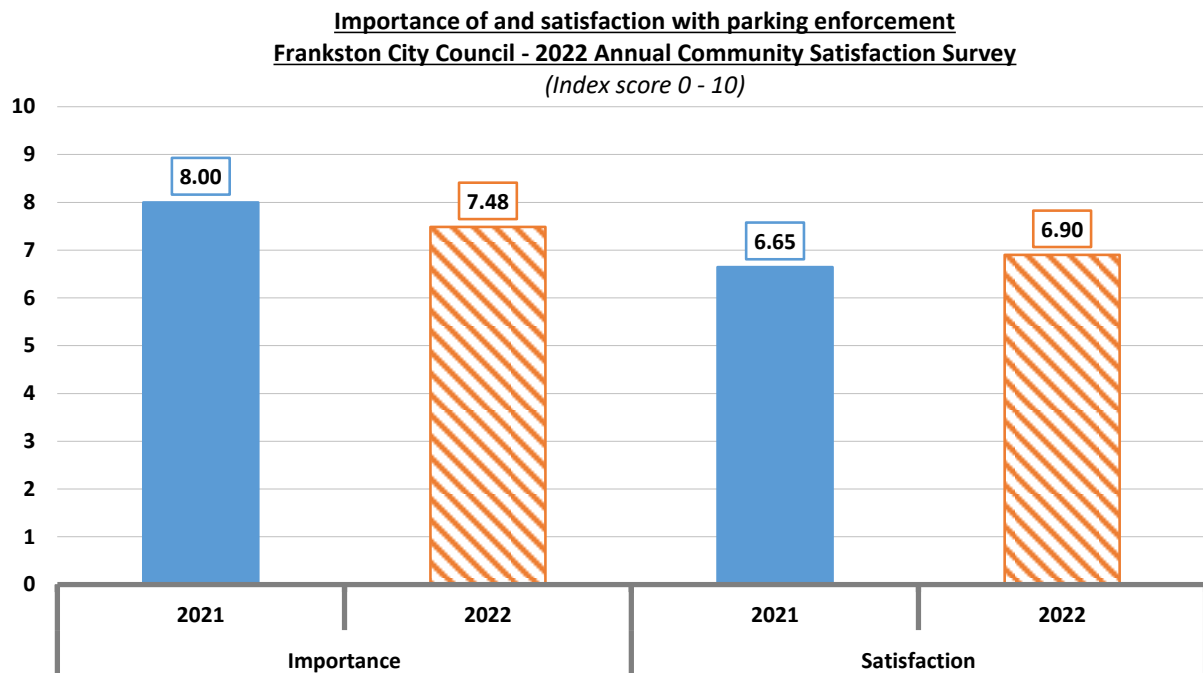
This ranks parking enforcement 29th in terms of satisfaction.

There was some minor variation in satisfaction with parking enforcement observed by respondent profile. Middle-aged adults (aged 45 to 59 years) were marginally less satisfied than average, and respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

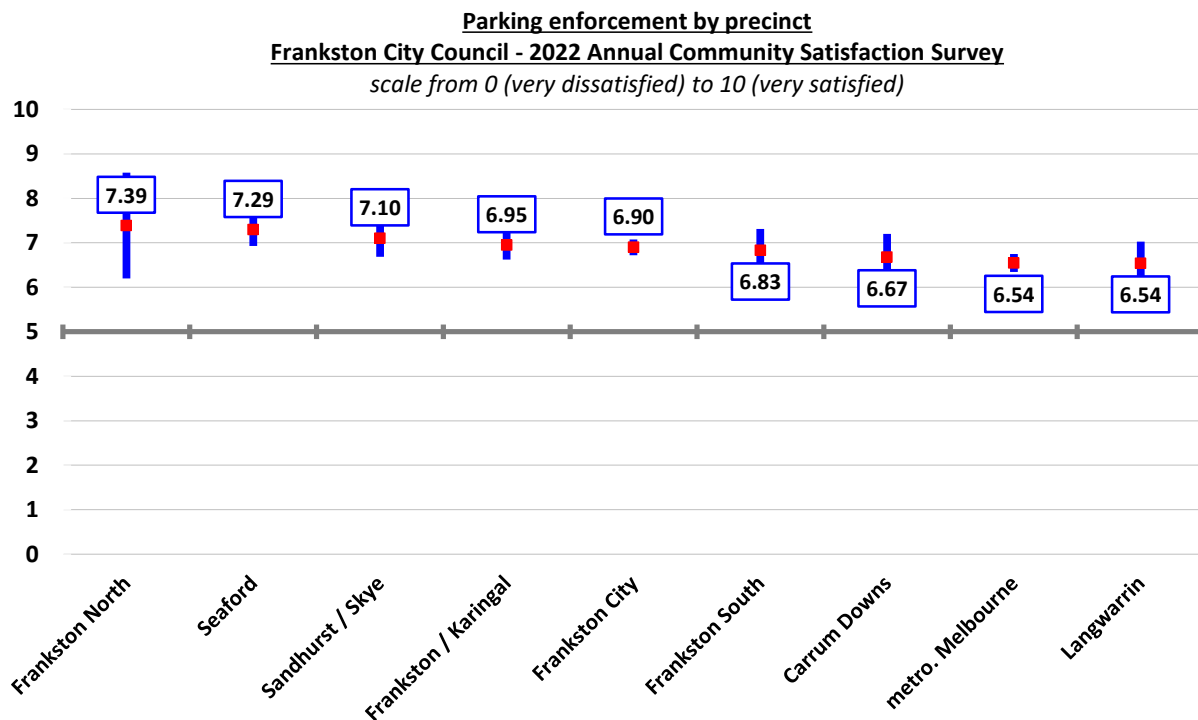
This result was comprised of 48.5% “very satisfied” and 13.2% “dissatisfied” respondents, based on a total sample of 718 of the 803 respondents.



Bay way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “parking enforcement” of 6.54, as recorded in the 2022 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with parking enforcement observed across the municipality, although it is noted that respondents from Frankston North and Seaford rated satisfaction at “very good” rather than “good” levels of satisfaction.



Animal management

Animal management was the 28th most important of the 31 included services and facilities, with an average importance this year of 8.46 out of 10, down marginally on the 8.68 recorded last year.

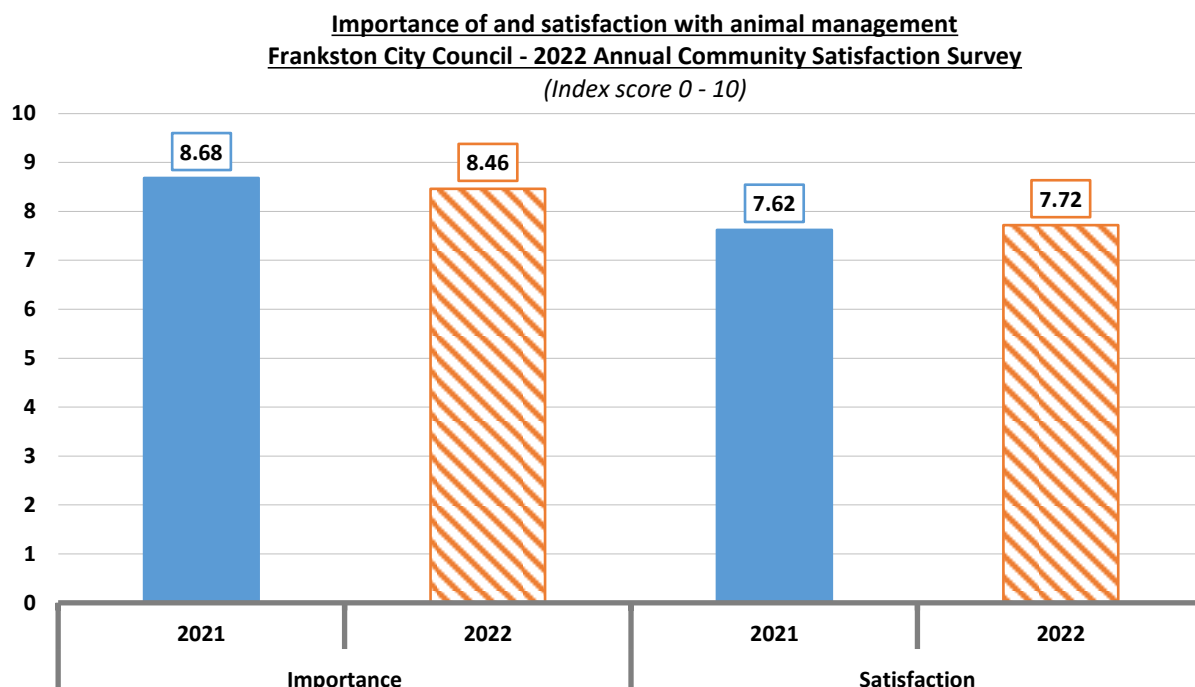
Satisfaction with animal management increased very marginally, but not measurably this year, up 1.2% to 7.72, although it remains at a “good” level of satisfaction.

This ranks animal management 16th in terms of satisfaction.

There was no measurable or significant variation in satisfaction with animal management observed by respondent profile, including age structure, gender, and language spoken at home.

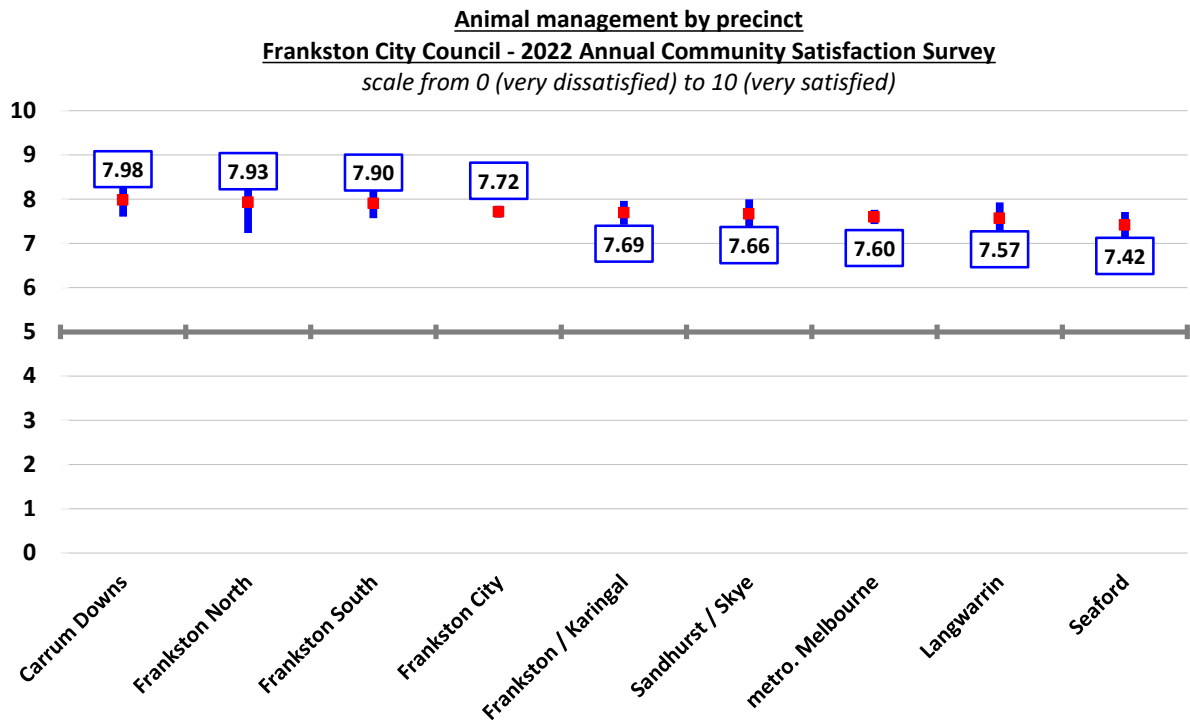
This result was comprised of 59.5% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 700 of the 803 respondents. It is noted that 100 respondents were unable to provide a satisfaction score for these services, suggesting a degree of uncertainty in the community about Council’s animal management services.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “animal management” of 7.60, as recorded in the 2022 *Governing Melbourne* research.



There was no measurable variation in satisfaction with animal management observed across the municipality.





Community Relations

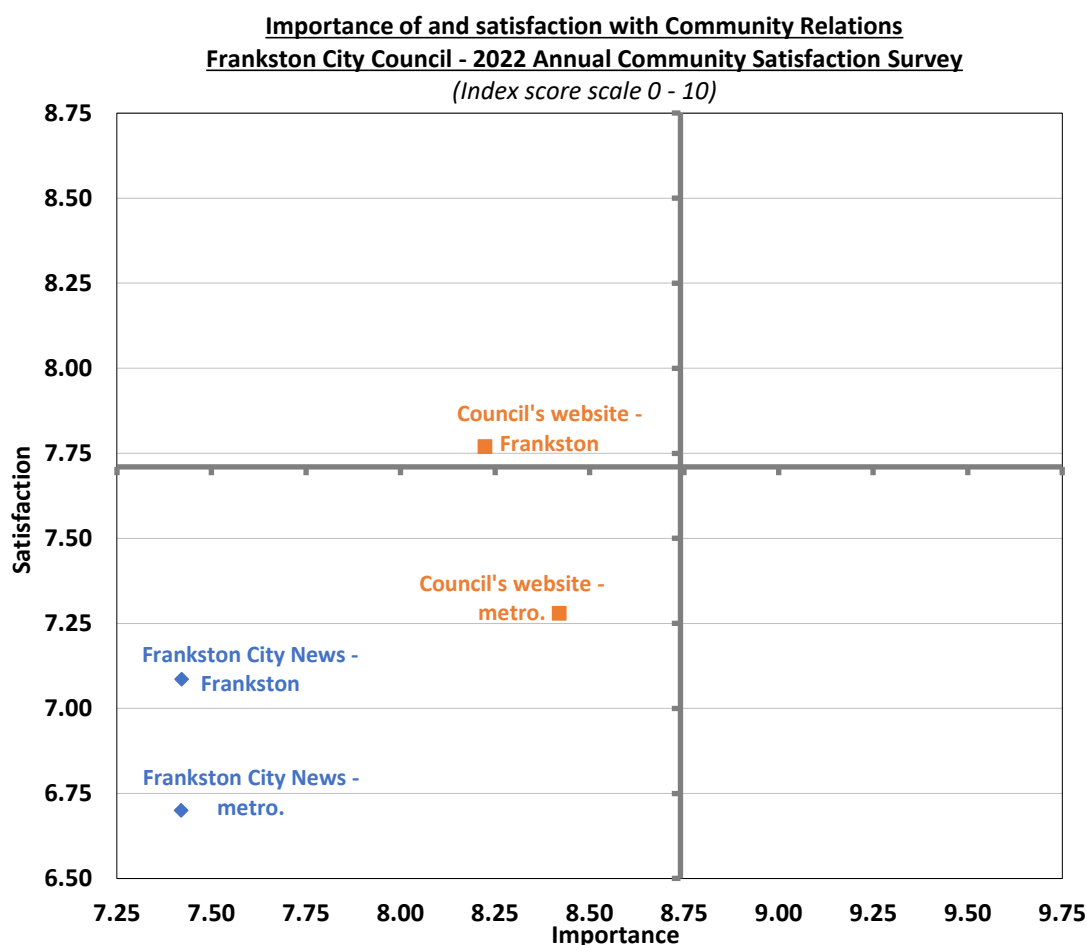
There were two services of the Community Relations department included in the survey, those being the *Frankston City News* (Council's newsletter) and the Council website.

Both the communication services were of lower-than-average importance, reflecting results observed over many years across metropolitan Melbourne.

It is important to bear in mind that whilst these services were not as important as some other services and facilities (e.g., kerbside collection, health and human services), they were still important to the community, with importance scores of well over seven out of 10.

Metropolis Research notes that satisfaction with both the Council website and the *Frankston City News* was somewhat higher than the metropolitan Melbourne averages.





Frankston City News (*Council's newsletter*)

The *Frankston City News* was the least important of the 31 included services and facilities, with an average importance of 7.42 out of 10 this year. There was a 5.1% decline in the average importance of this service this year.

Satisfaction with the *Frankston City News* increased measurably this year, up 4.9% to 7.09, although it remains at a “good” level of satisfaction.

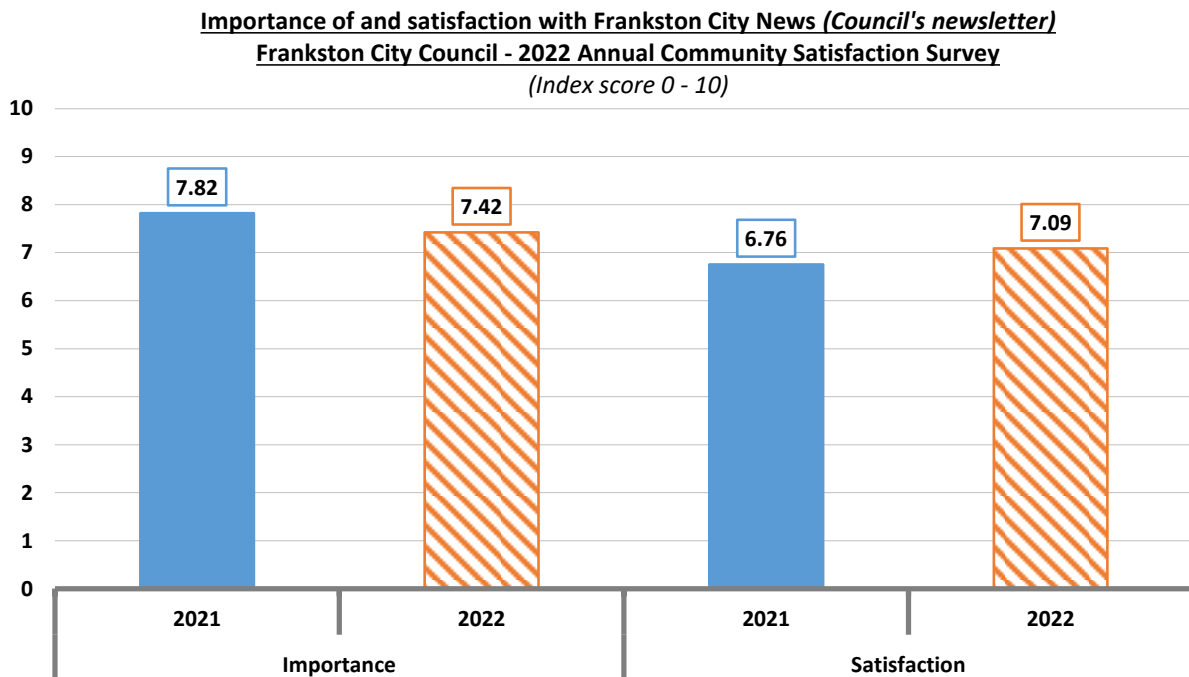
The publication remains, however, one of only seven services and facilities to record a satisfaction score measurably lower than the average of all 31 services and facilities (7.71).

There was some variation in satisfaction with the publication observed by respondent profile. Adults (aged 35 to 44 years) were notably more satisfied than average and at a “very good” level, female respondents were notably more satisfied than males, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

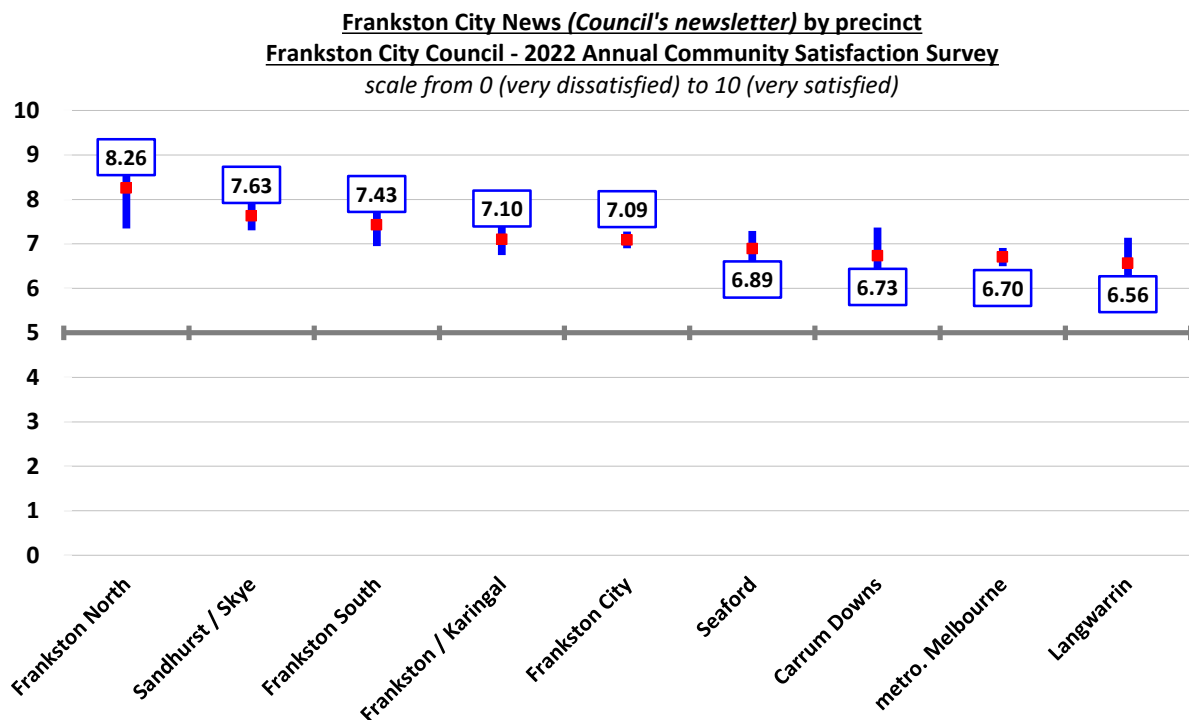
This result was comprised of 51.4% “very satisfied” and 10.3% “dissatisfied” respondents, based on a total sample of 616 of the 803 respondents. Metropolis Research notes that 187 respondents were unable to provide a satisfaction score for this service.



By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “Council’s regular printed newsletter” of 6.70, as recorded in the 2022 *Governing Melbourne* research.



There was measurable variation in satisfaction with the publication observed across the municipality, with respondents from Frankston North and Sandhurst / Skye measurably more satisfied than average and at “excellent” and “very good” levels respectively.



There were 79 comments received from respondents who were not satisfied with the *Frankston City News*, as outlined in the following table. The most common responses were that the household did not receive the newsletter, or that they were unaware or uninterested in the publication.

Reasons for dissatisfaction with Frankston City News
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Do not get the newsletter	23
I am not interested and do not see / look at it	17
Did not know we had one	11
Do not even receive the newsletter often enough to know what is going on	4
Find it rather insignificant / not useful	3
Action tends to speak louder than words	1
Council needs to make sure to meet their promises	1
Do not read the newsletter often to know what is happening	1
Doing what they want to do	1
Dull	1
Feel lack of consultation and engagement. More regular proactive newsletter or engagement is desired	1
I do not even receive the newsletter, but I do not even think they do what they say from what I know about the Council and what they have done so far	1
I get information online, so the information is not relevant to me	1
Impartial	1
Inform community better in what they do	1
It is a waste of money, just a spin	1
Lacks substance	1
More newspapers for young age	1
Not community orientated the Council just show cases what they do but it is not relevant to the community	1
Not much information on what they do. I think they only write about what makes them look good but what they are doing	1
Redundancy and repetition of information, it feels like they just distribute the newsletters for the sake of just sending them out	1
They are lying about what they do and pocketing most of the land rates and paid parking they gather from everyone around here	1
They should give actual insights, things that are more important	1
They should put more accurate information in the newsletter	1
Waiting time is long	1
Would rather have it on a device	1
Total	79



Council's website

Council's website was the 29th most important of the 31 included services and facilities this year, with an average importance of 8.22 out of 10. The average importance declined measurably this year, down 4.9% from 8.64.

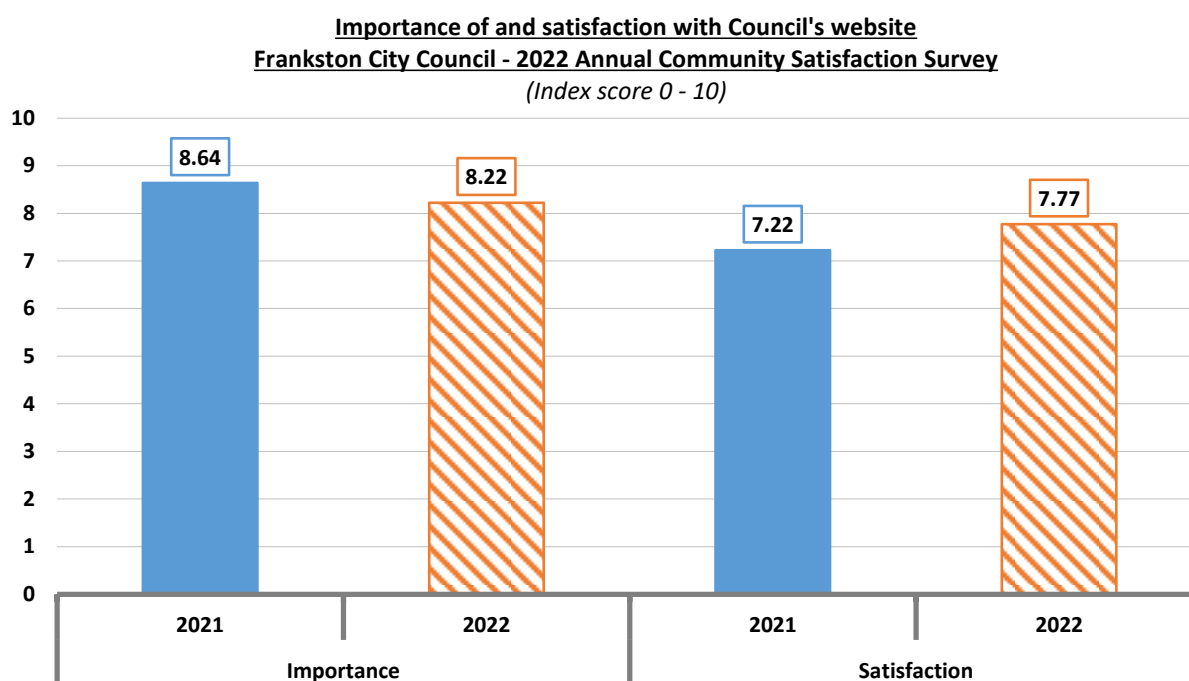
Satisfaction with the Council website increased measurably and significantly this year, up 7.6% to 7.77, which is an "excellent", up from a "good" level of satisfaction. This was the second largest increase in satisfaction with all services and facilities recorded this year.

This ranks the Council website 15th in terms of satisfaction.

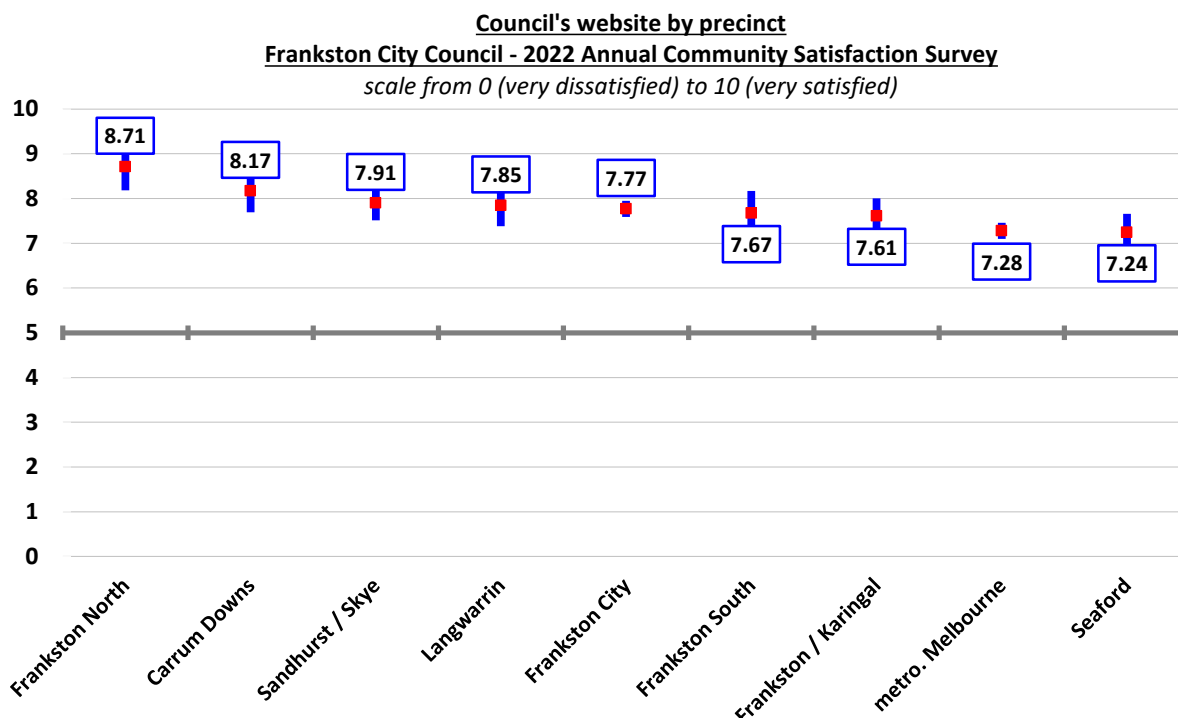
There was some variation in satisfaction with the website observed by respondent profile, with female respondents somewhat more satisfied than males, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

This result was comprised of 60.8% "very satisfied" and 4.8% "dissatisfied" respondents, based on a total sample of 407 of the 412 respondents (51.3%) who had used these facilities in the last 12 months.

By way of comparison, this result was measurably and significantly (6.7%) higher than the metropolitan Melbourne average satisfaction with "Council's website" of 7.28, as recorded in the 2022 *Governing Melbourne* research.



There was measurable variation in satisfaction with the website observed across the municipality, with respondents from Frankston North measurably more satisfied than average, and respondents from Seaford notably, but not measurably less satisfied and at a “good” level of satisfaction.



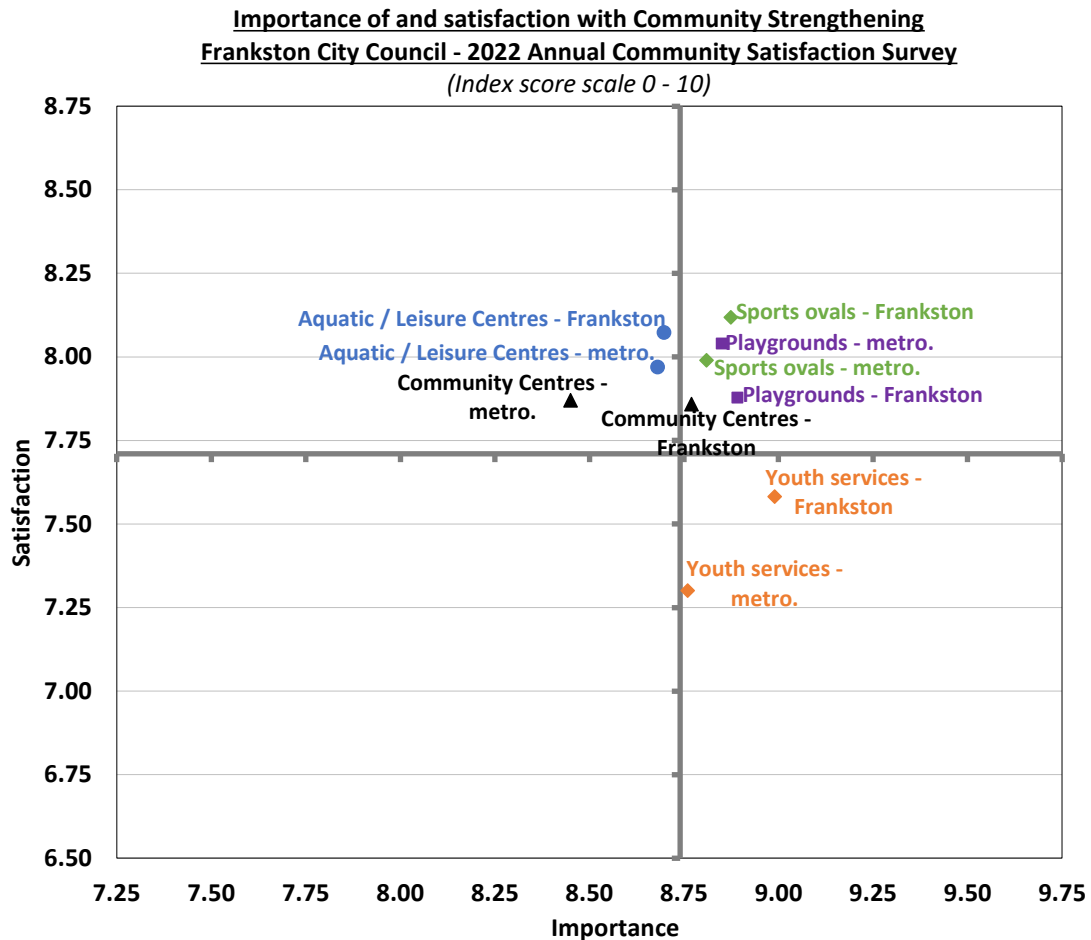
Community Strengthening

There were five services from the Community Strengthening department included in the survey, those being sports ovals (including facilities and activities), aquatic and leisure centres, services for youth, provision and maintenance of playgrounds, and community centres / neighbourhood houses.

Most of these services and facilities were of average or slightly higher-than-average importance, and all received approximately average to higher-than average satisfaction scores.

It is noted that satisfaction with youth services was notably higher in Frankston City than the metropolitan Melbourne average.





Sports ovals (including facilities and activities)

Sports ovals including facilities and activities were the 15th most important of the 31 included services and facilities, with an average importance score of 8.87 out of 10 this year.

Satisfaction with sports ovals declined very marginally, but not measurably this year, down 1.2% to 8.12, although it remains at an “excellent” level.

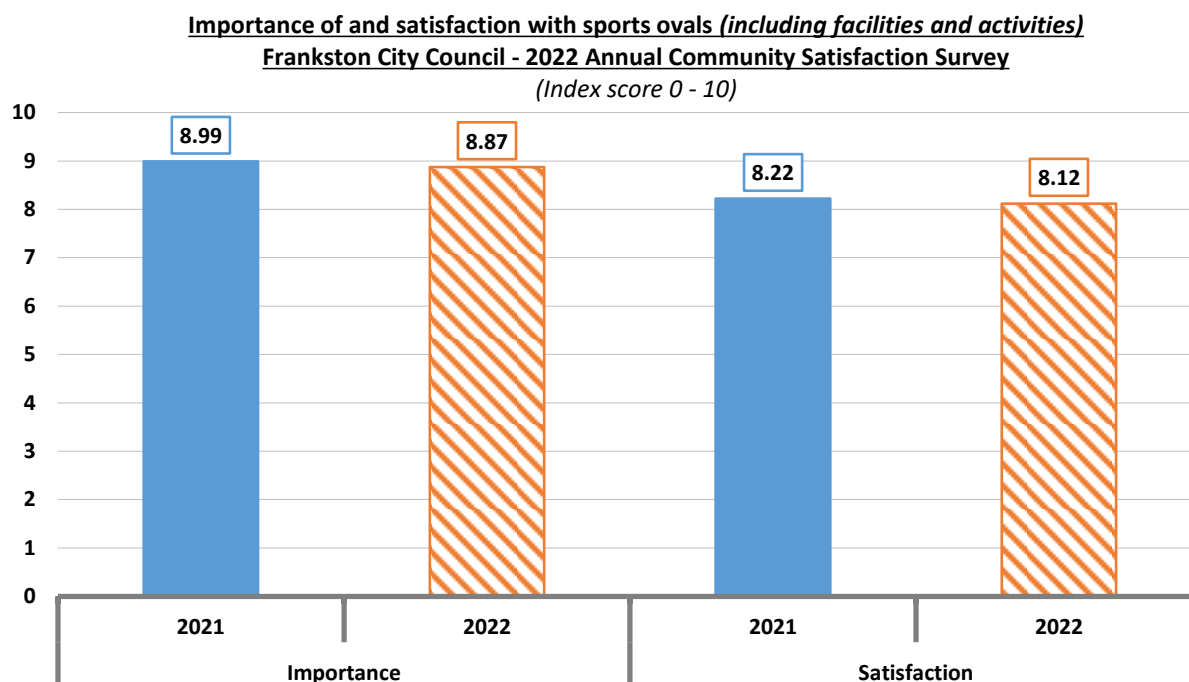
This ranks these facilities 7th in terms of satisfaction, and one of only eight services and facilities to record an average satisfaction score measurably higher than the average of all 31 services and facilities (7.71).

There was some variation in satisfaction with sports ovals observed by respondent profile, with female respondents somewhat more satisfied than males, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

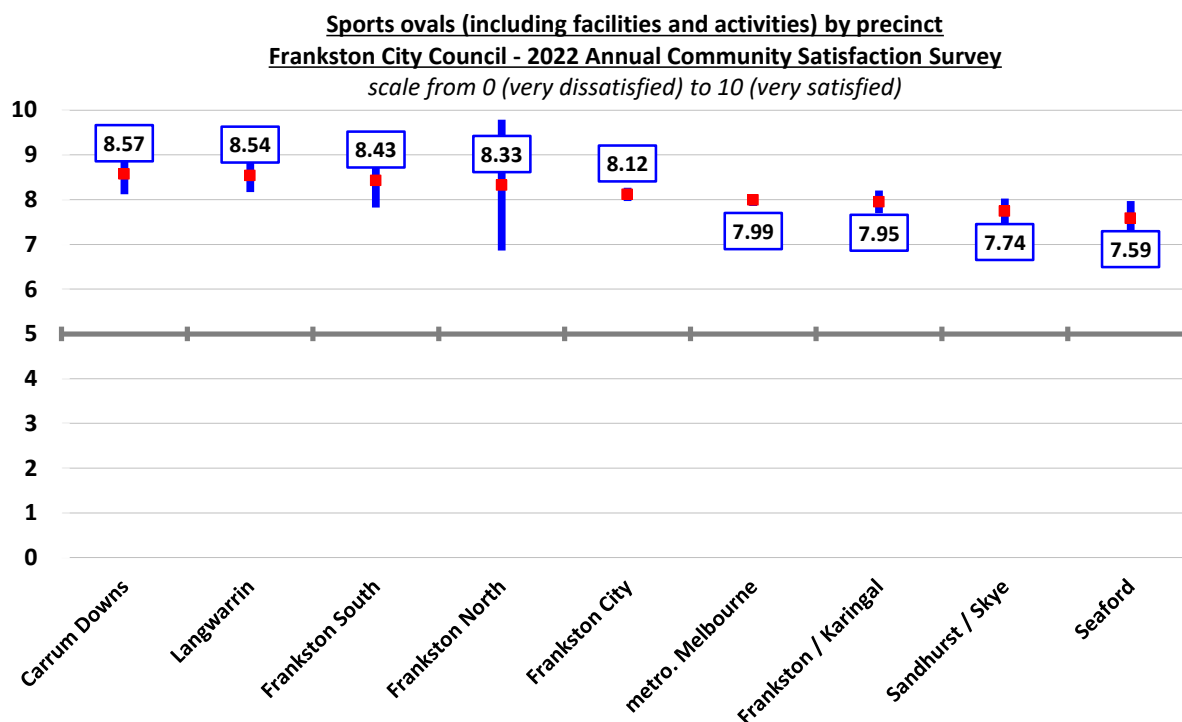
This result was comprised of 66.1% “very satisfied” and 2.1% “dissatisfied” respondents, based on a total sample of 374 of the 377 respondents (46.9%) who had used these facilities in the last 12 months.



By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “sports ovals” of 7.99, as recorded in the 2022 *Governing Melbourne* research.



There was some measurable variation in satisfaction with sports ovals observed across the municipality, with respondents from Seaford measurably less satisfied than average and at a “very good” rather than an “excellent” level of satisfaction.



Aquatic and Leisure Centres

Aquatic and leisure centres were the 22nd most important of the 31 included services and facilities, with an average importance of 8.70 out of 10 this year.

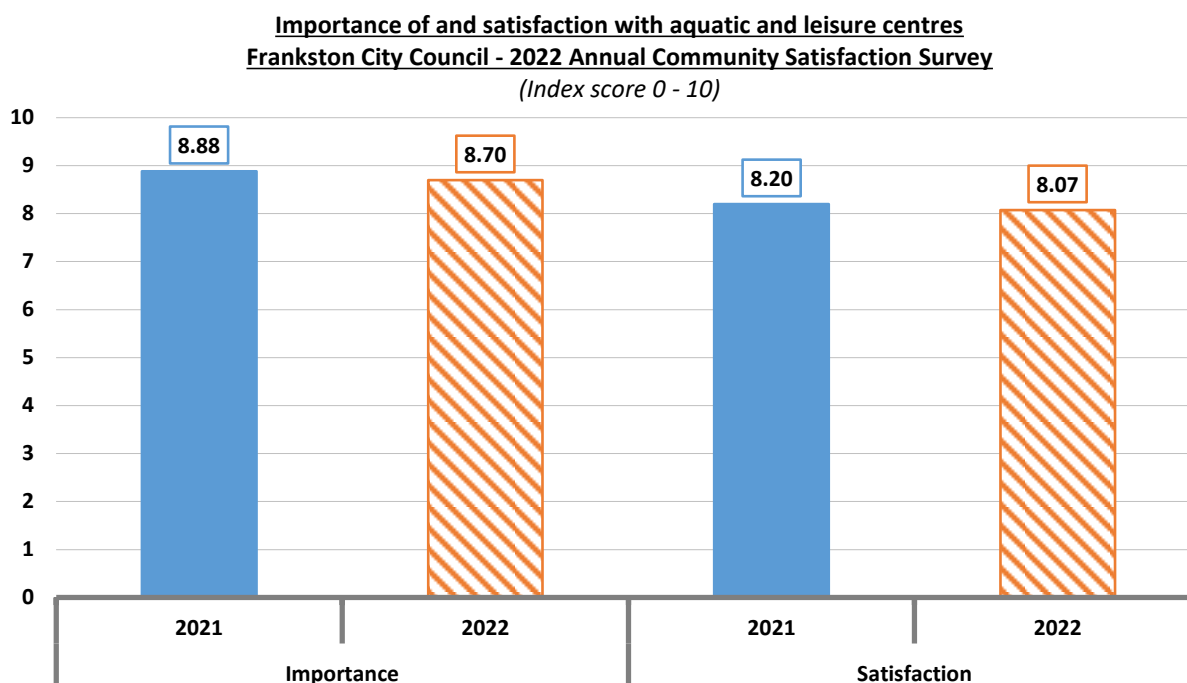
Satisfaction with aquatic and leisure centres declined very marginally, but not measurably this year, down 1.5% to 8.07, although it remains at an “excellent” level.

This ranks these facilities 8th in terms of satisfaction, and one of only eight services and facilities to record an average satisfaction score measurably higher than the average of all 31 services and facilities (7.71).

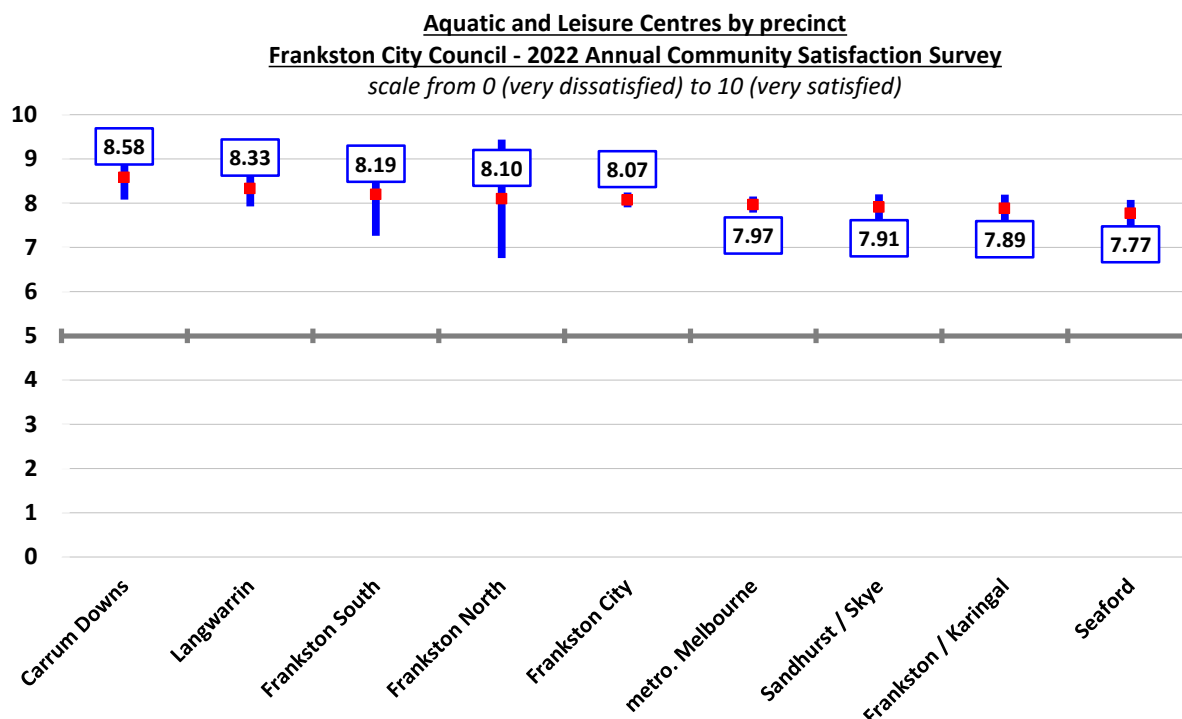
There was relatively little meaningful variation in satisfaction with these facilities observed by respondent profile, although it is noted that respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

This result was comprised of 66.9% “very satisfied” and just 1.6% “dissatisfied” respondents, based on a total sample of 326 of the 333 respondents (41.5%) who had used these facilities in the last 12 months.

By way of comparison, this result was very marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “aquatic and leisure centres” of 7.97, as recorded in the 2022 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with aquatic and leisure centres observed across the municipality, with respondents in all precincts rating satisfaction at “excellent” levels.



Services for youth

Services for youth were the 7th most important of the 31 included services and facilities, with an average importance this year of 8.99 out of 10.

Satisfaction with services for youth improved notably, but not measurably this year, up 5.7% to 7.58, which is a “very good”, up from a “good” level of satisfaction.

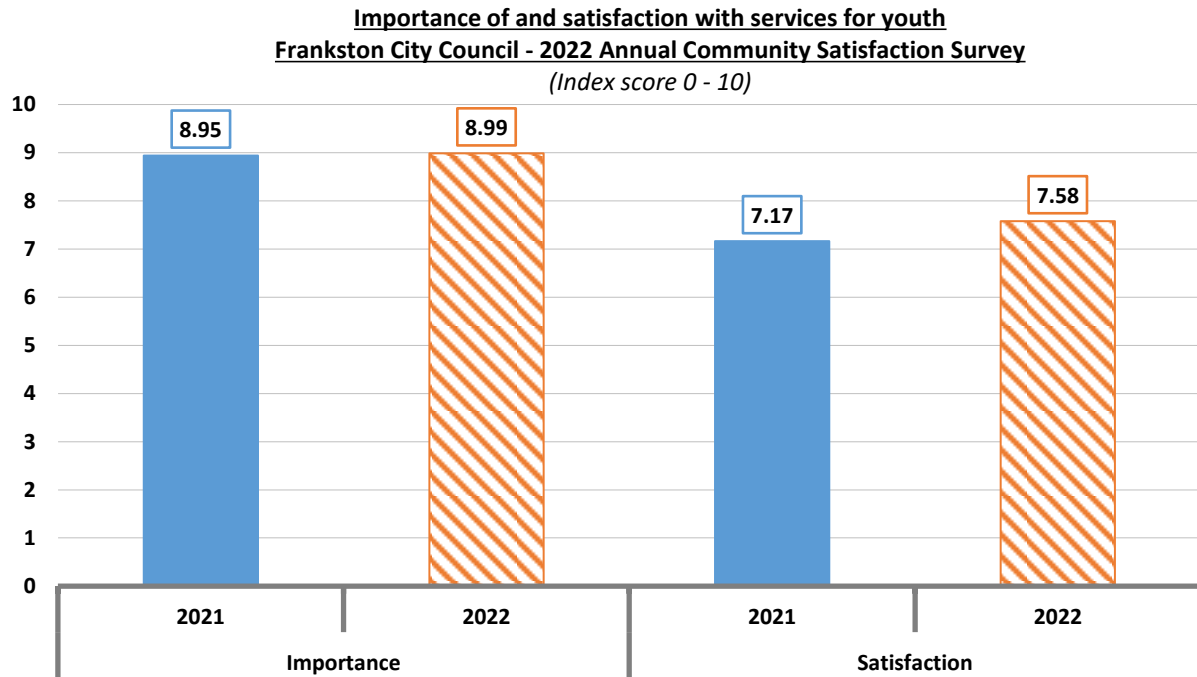
This ranks services for youth 20th in terms of satisfaction.

There was some variation in satisfaction with services for youth observed by respondent profile. Adults (aged 35 to 44 years) were somewhat more satisfied than average, whilst the small sample of senior citizens (aged 75 years and over) were notably less satisfied. Female respondents were somewhat more satisfied than males.

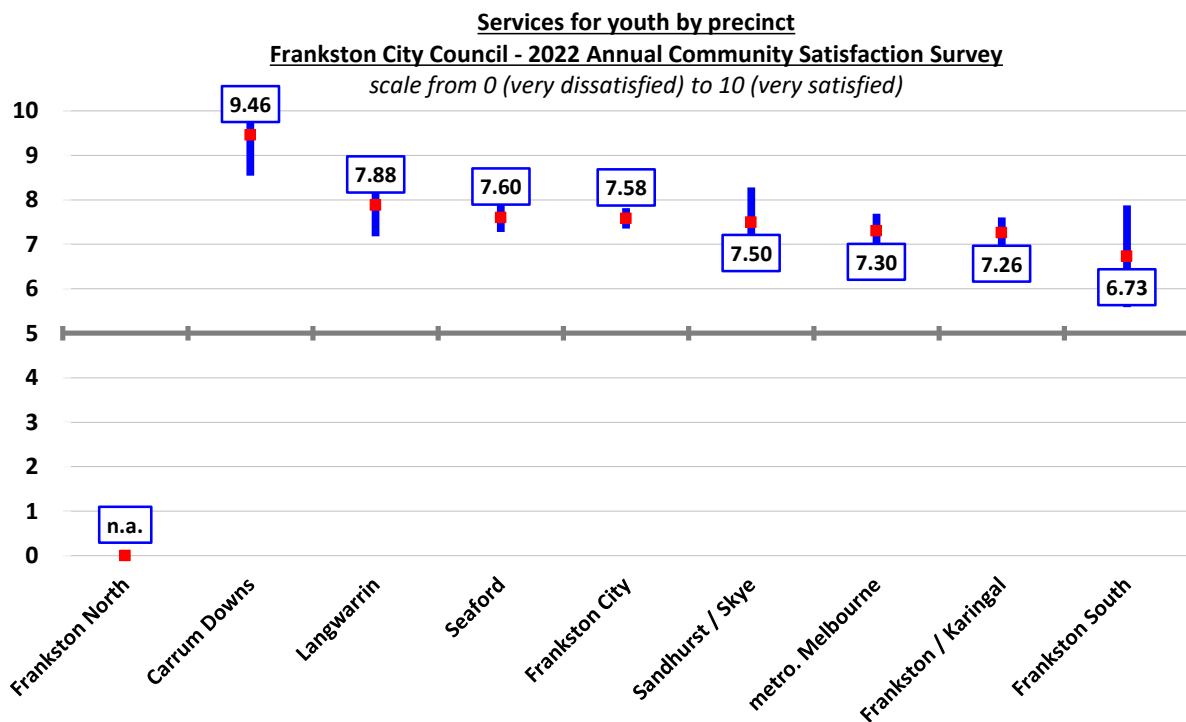
This result was comprised of 48.8% “very satisfied” and just 1.2% “dissatisfied” respondents, based on a total sample of 144 of the 148 respondents (18.4%) who had used these services in the last 12 months.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.30, as recorded in the 2022 *Governing Melbourne* research.





Whilst cognisant of the small sample size at the precinct level, it is noted that the nine respondents from Carrum Downs were measurably more satisfied than average, and at an “excellent” level.



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds were the 10th most important of the 31 included services and facilities this year, with an average importance of 8.89 out of 10.

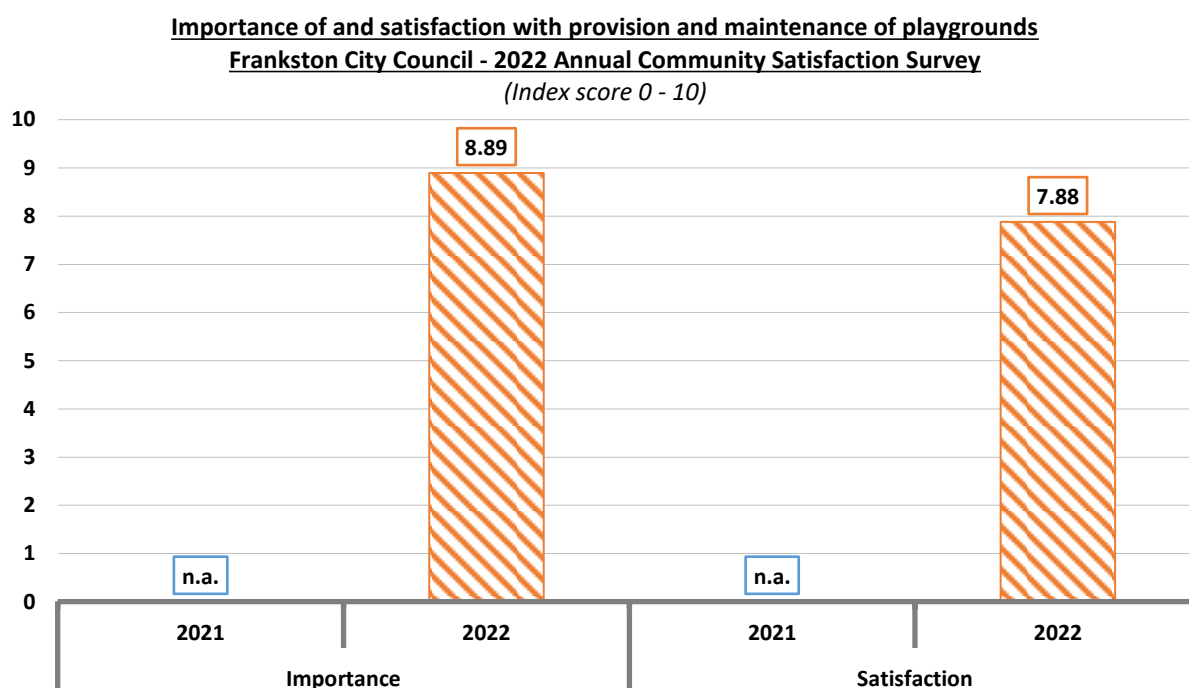
Satisfaction with these facilities was 7.88, or an “excellent” level of satisfaction.

This ranks playgrounds 12th in terms of satisfaction.

There was some variation in satisfaction with these facilities observed by respondent profile, with older adults and senior citizens (aged 60 years and over) somewhat more satisfied than average.

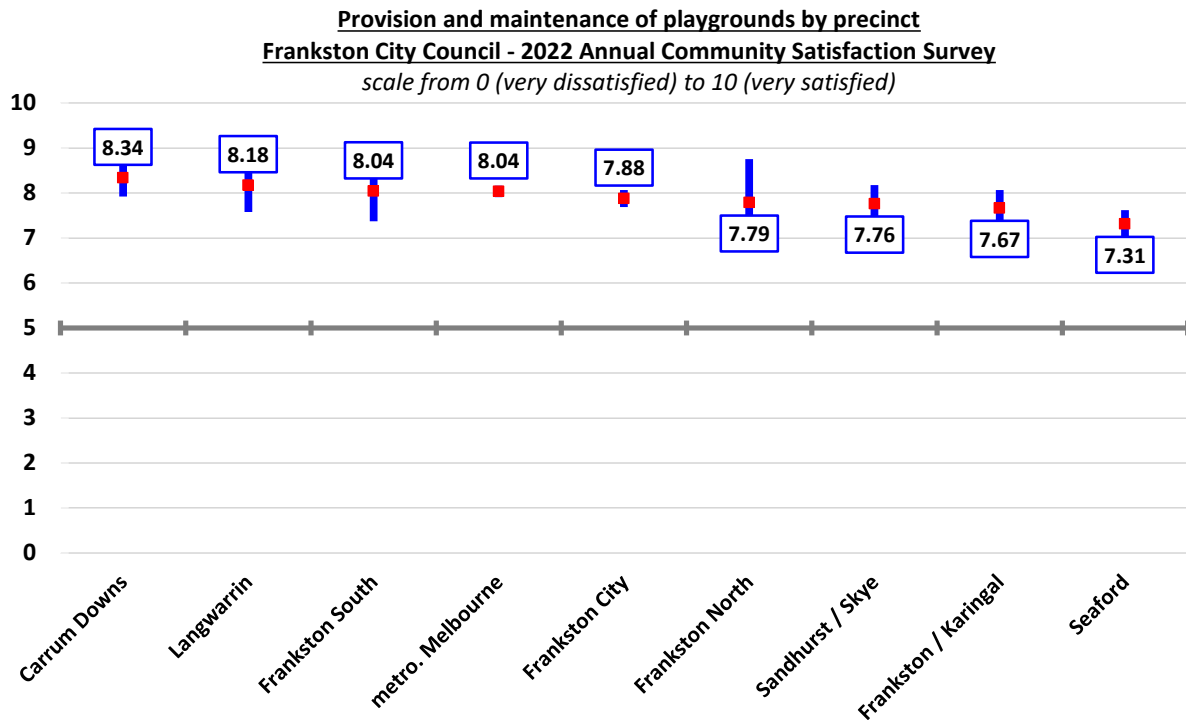
This result was comprised of 64.7% “very satisfied” and 4.2% “dissatisfied” respondents, based on a total sample of 349 of the 353 respondents (43.9%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of playgrounds” of 8.04, as recorded in the 2022 *Governing Melbourne* research.



There was measurable variation in satisfaction with playgrounds observed across the municipality, with respondents from Seaford measurably less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.





Community Centres /Neighbourhood Houses

Community Centres / Neighbourhood Houses were the 20th most important of the 31 included services and facilities, with an average importance of 8.77 out of 10.

Satisfaction with these facilities was 7.86, or an “excellent” level of satisfaction.

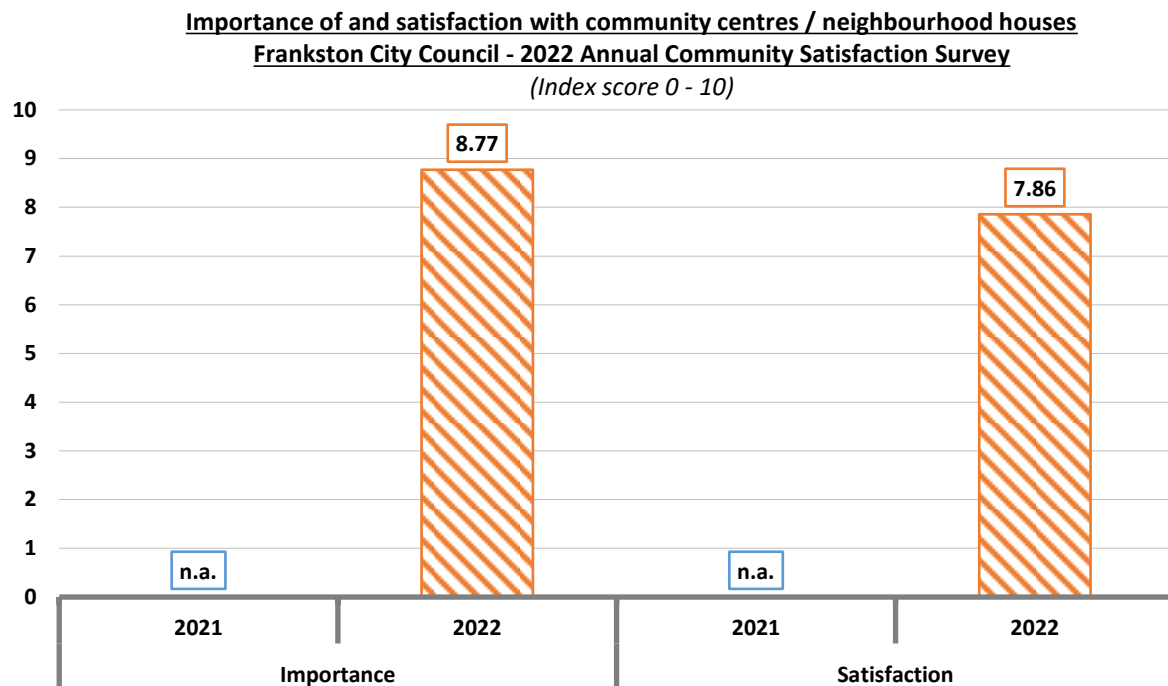
This ranks Community Centres / Neighbourhood Houses 13th in terms of satisfaction this year.

There was some variation in satisfaction with sports ovals observed by respondent profile, with female respondents somewhat more satisfied than males, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

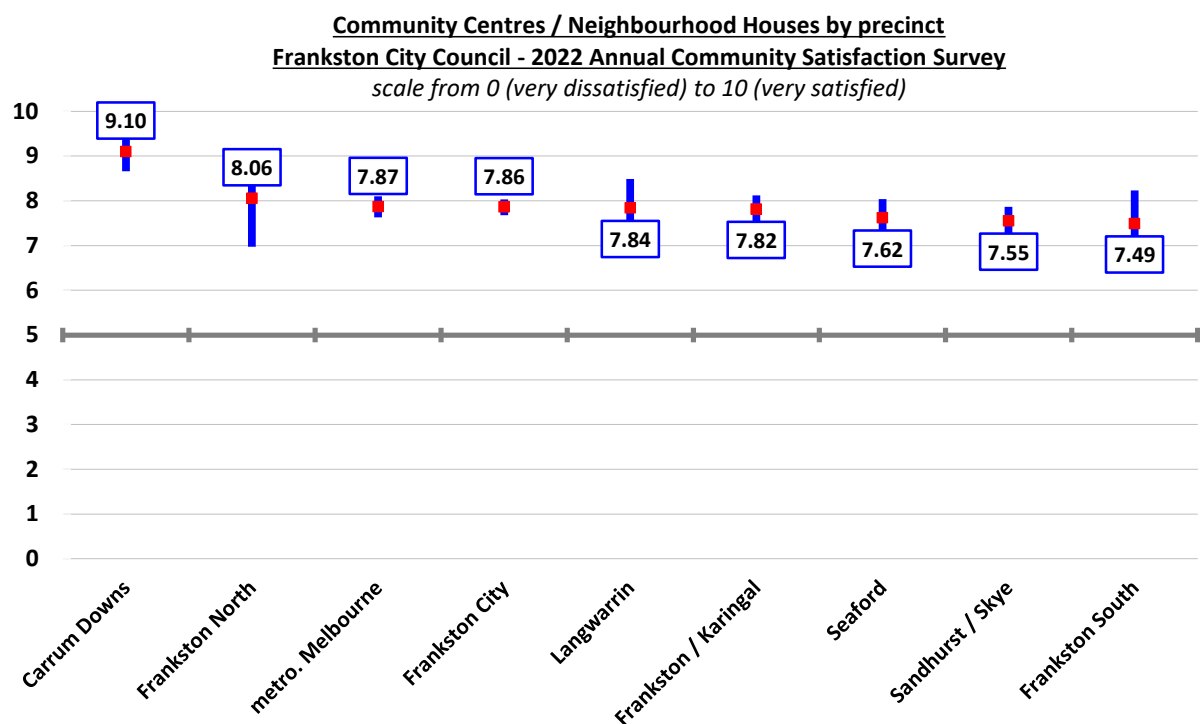
This result was comprised of 60.0% “very satisfied” and just 1.3% “dissatisfied” respondents, based on a total sample of 209 of the 215 respondents (26.8%) who had used these facilities in the last 12 months.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “Community Centres / Neighborhood Houses” of 7.87, as recorded in the 2022 *Governing Melbourne* research.





Cognisant of the small sample size at the precinct level, there was some measurable variation in satisfaction observed across the municipality. The 22 respondents from Carrum Downs were measurably more satisfied than average, and at an “excellent” level of satisfaction.



Operations Centre

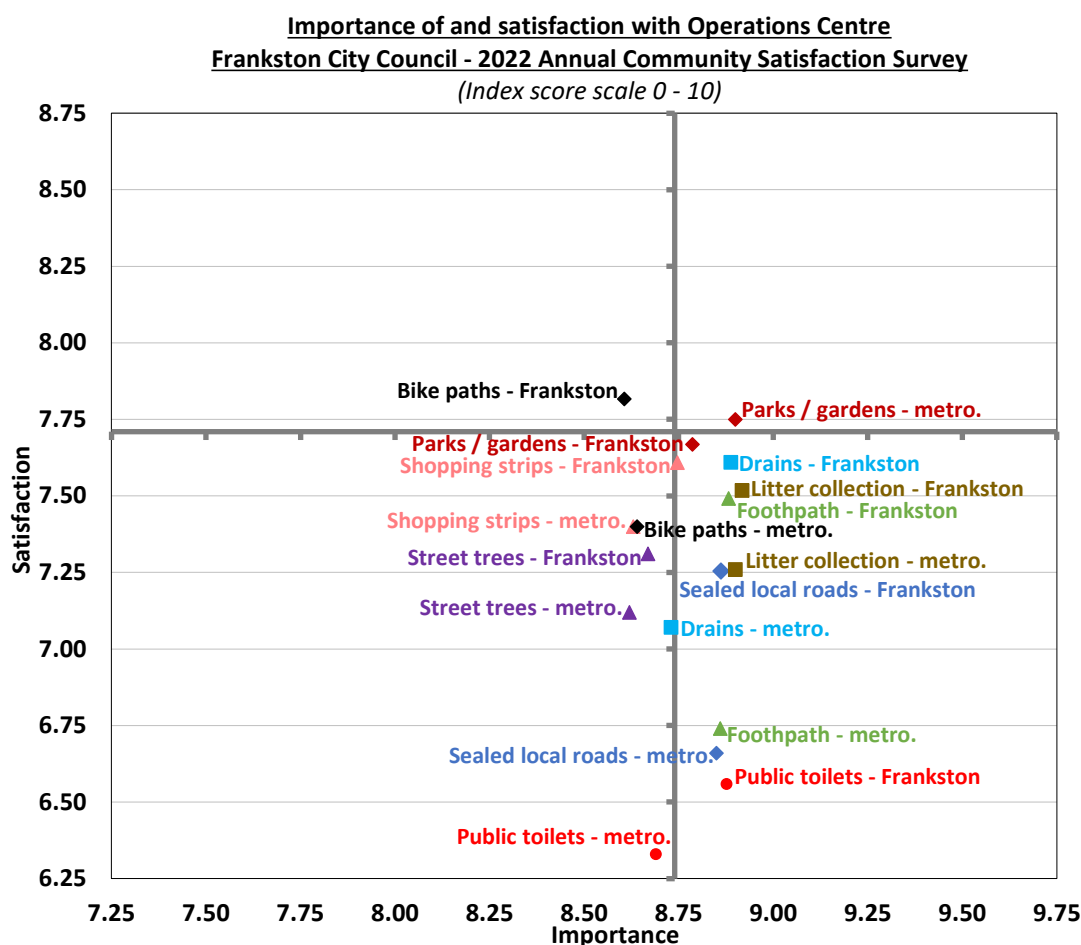
There were nine services and facilities of the Operations Centre included in the survey, including the maintenance and repair of sealed local roads, drains maintenance and repairs, footpath maintenance and repairs, provision and maintenance of street trees, provision and maintenance of parks, gardens, reserves, litter collection in public areas, the maintenance and cleaning of shopping strips, public toilets, and on and off-road bike paths (including shared pathways).

Most of these services and facilities were of marginally higher than average importance, but most received somewhat lower than average satisfaction scores.

This was most notable in relation to public toilets.

Despite many of these services recording a lower-than-average satisfaction score, satisfaction with all but public toilets and bike paths was recorded at a “good” level.

Satisfaction with bike paths was recorded at a “very good” level.



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 16th most important of the 31 included services and facilities, with an average importance score of 8.86 out of 10 this year.

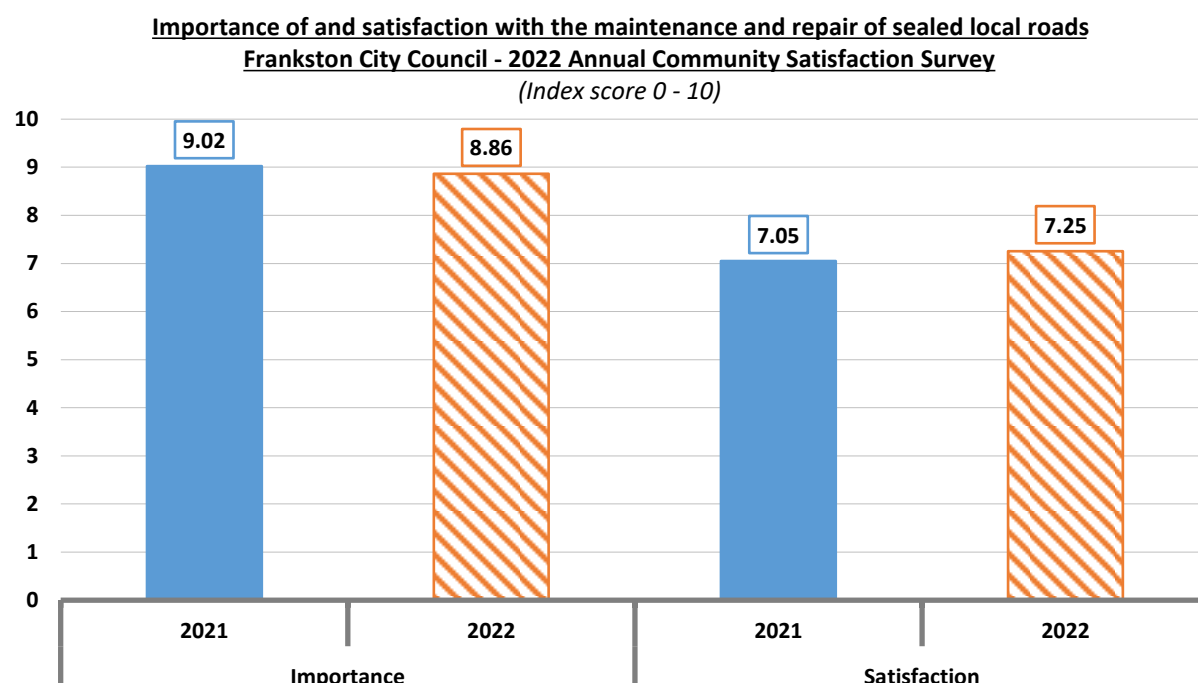
Satisfaction with sealed local roads increased somewhat, but not measurably this year, up 2.9% this year to 7.25, which is a “very good”, up from a “good” level of satisfaction.

This result ranks sealed local roads 26th in terms of satisfaction, and one of only seven services and facilities to record an average satisfaction score measurably lower than the average of all 31 services and facilities (7.77).

There was some minor variation in satisfaction with sealed local roads observed by respondent profile, with senior citizens (aged 75 years and over) somewhat more satisfied than average, and respondents from multilingual households somewhat more satisfied than respondents from English speaking households.

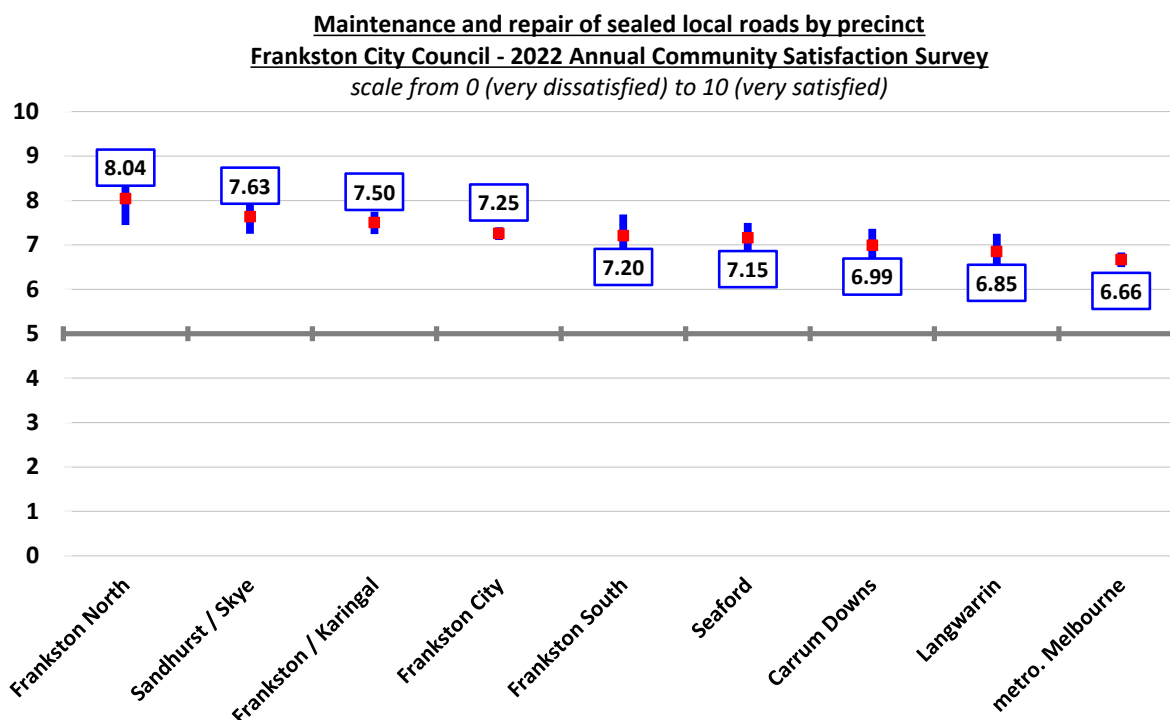
This result was comprised of 52.8% “very satisfied” and 8.6% “dissatisfied” respondents, based on a total sample of 772 of the 803 respondents.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” of 6.66, as recorded in the 2022 *Governing Melbourne* research.



There was statistically significant variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality, with respondents from Frankston North measurably more satisfied than average and at an “excellent” level of satisfaction.





There were a total 106 responses received from respondents who were not satisfied with the maintenance and repair of sealed local roads, as outlined in the following table.

The most common responses related to a perceived lack of maintenance including potholes.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot of the roads have unrepaired potholes	13
Generally, all roads lack maintenance / need checking	5
Roads need more / regular improvement and maintenance	4
A lot of bumpy / uneven roads and humps	2
Some roads have damage, poorly repaired for many years	2
A lot of the roads have unsealed shoulders	1
Charged \$30,000 AUD from me to repair a road, that is (BAD)	1
Council a bit slow on things	1
Cut off the grass	1
Dirt roads are not graded properly	1
Do not see them do anything	1
I do not drive around anymore	1
Just to have to look around. Holes everywhere	1
Maintaining is important but there are other factors which should be prioritised i.e., parks and facilities	1
Maintenance and repairs of roads time and dates should be at night	1
Maintenance it does happen but slow	1



No footpaths	1
No grading	1
No notifications on roads	1
Older roads are not maintained or looked after	1
On top of that the congestion increases during school hours when the locals pick up and drop	1
The road on my street still not repaired after gutter repair	1
The roads are pretty (BAD) they look terrible. They always patch the roads up quickly and after some time it lifts because its cheaply done and we are back to square one. They are just wasting money. They should spend money to fix the roads properly instead of cheap patches work that would end up being costly	1
The roads need better management on the traffic lights, bumps, and everything as in a better system. The distance and space is not appropriate	1
They have delayed maintenance of the roads for so many years it's not even funny	1
Things should be done but they are not done	1
Too many potholes everywhere, got two flat tyres due to this	1
Upgraded more instead of just patching it up and they need to fix it up. They should have fixed the roads during lockdown	1
We live on dirt road	1
We need better roads	1

Specific locations

Potholes around Carrum Downs	2
Potholes Cranbourne Rd	2
Quarry Rd is so dirty that I reckon the Council should provide us vouchers to get a carwash. Everyone knows you have gone down that road when they see the dirt on your car	2
All Main St has potholes from time to time and it takes quite a while for them to fix it	1
All the potholes around Allied Dr being fixed up were not durable	1
Ballarto Rd potholes need repairs as well as other new roads within the area	1
Black Wallaby Dr is long due for maintenance	1
Congested roads especially Hall Rd	1
Cotoneaster Way needs an island where there is a T junction because people who come from the local Woodlands Primary School tend to cut corners and almost hit other vehicles as they come down. It is shocking	1
Cranbourne Rd has minor issues mate, sort it out	1
Frankston - Dandenong Rd is not pleasant to drive due to road conditions	1
Gutter at Allied Dr is not fixed up for years despite complaints lodged	1
Gutter at Tania Ct broken and not fixed for more than 10 years	1
Hall Rd / McCormicks Rd have very bad road conditions	1
Hastings Rd in Frankston, potholes keep coming apart once they have done the patch work	1
Holes in the freeway	1
I see them doing roads, but it is a shoddy job. The recent repairs are already cracked, Lyrebird Dr	1
Leaves fall and clog the drains up on Warrandyte Rd	1
Living in Sandhurst, you do nothing except road cleaning and garbage collection	1
Lot of delays from roadworks in Frankston	1
Lots of potholes on Robinsons Rd, Barretts Rd	1
Many roads including the freeway have debris from storms, damage, littering well over 12 months	1
Massive potholes on Barretts Rd	1
McCormicks Rd needs to be widened because a car had their mirror swiped off due to it being so narrow	1



O'Grady's Rd has faded road lining that confuses a lot of drivers. I had one person park on the road without realising it were not a parking spot because they were not 100% sure where to park	1
Popped a tire on Warrain St thanks to incompetent roadwork	1
Potholes located on Dandenong-Hastings Rd	1
Potholes on McCormicks Rd that need to be repaired	1
Potholes on Potts Rd, Quarry Rd	1
Potholes on roads near Gateway village	1
Quarry Rd has many trucks, they speed	1
Quarry Rd needs cleaning	1
Skye Rd is a mess	1
Skye Rd roundabout did not need to be touched	1
Stotts Ln has cheaply done patchwork something needs to be done about it	1
Stotts Ln has too many potholes	1
Stotts Ln is always held up with roadworks and there is always cheap patchwork that easily lifts in less than a week. It is just more money wasted. It is the lowest direct route to the shops I take, and it is becoming a serious issue with the dirt and potholes. It is getting frustrating. They need to make it a sealed road	1
Stotts Ln was promised 15 years ago that it would become a sealed road with a roundabout to stop the speeding	1
The Council took too long to respond to the issues at the intersection of Frankston - Dandenong Rd and Wedge Rd where they finally put traffic lights up as well as to the ongoing issues on the roads in general with the potholes	1
The number of potholes you see in Frankston in general needs maintenance	1
There are also too many delays with road maintenance and repairs	1
There are still roads in Frankston that are congested	1
There are too many road works, as well on the Dandenong-Hastings Rd	1
There is big tree in the middle of Cranbourne Rd	1
They do not care about the rest, only the main city of Frankston	1
They need to widen the roads in Frankston	1
Too many potholes on Warrandyte Rd	1
Too slow to fix potholes generally on Union Rd and Beach St under beach as well as Cranbourne-Frankston Rd	1
Uneven roads on the highway	1
Unsafe roads in Frankston	1
Walkways they have fixed do not comply to standards	1
West Rd, Langwarrin South has too many potholes and just worst road	1
Total	106

Drains maintenance and repairs

Drains maintenance and repair was the 11th most important of the 31 included services and facilities, with an average importance score this year of 8.89 out of 10.

Satisfaction with drains maintenance and repairs increased measurably this year, up 4.6% to 7.61, although it remains at a "very good" level of satisfaction.

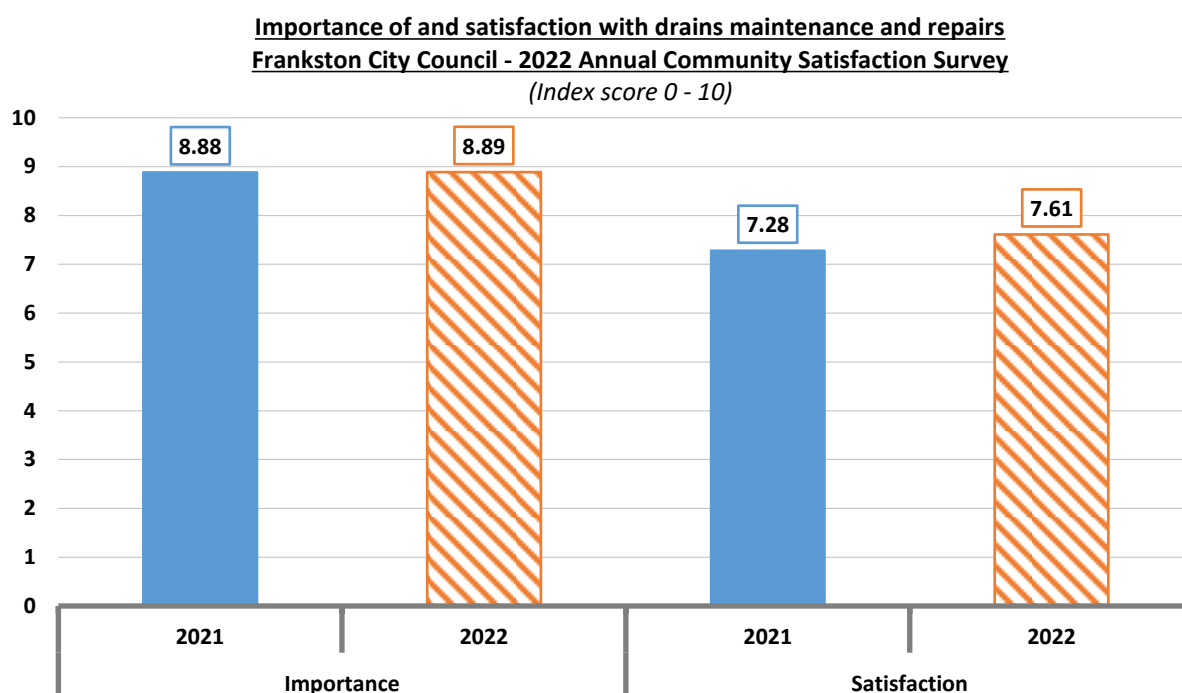
This result ranks drains maintenance and repairs 18th in terms of satisfaction.



There was no meaningful variation in satisfaction with drains maintenance and repairs observed by respondent profile, including age structure, gender, and language spoken at home.

This result was comprised of 59.9% “very satisfied” and 6.1% “dissatisfied” respondents, based on a total sample of 752 of the 803 respondents.

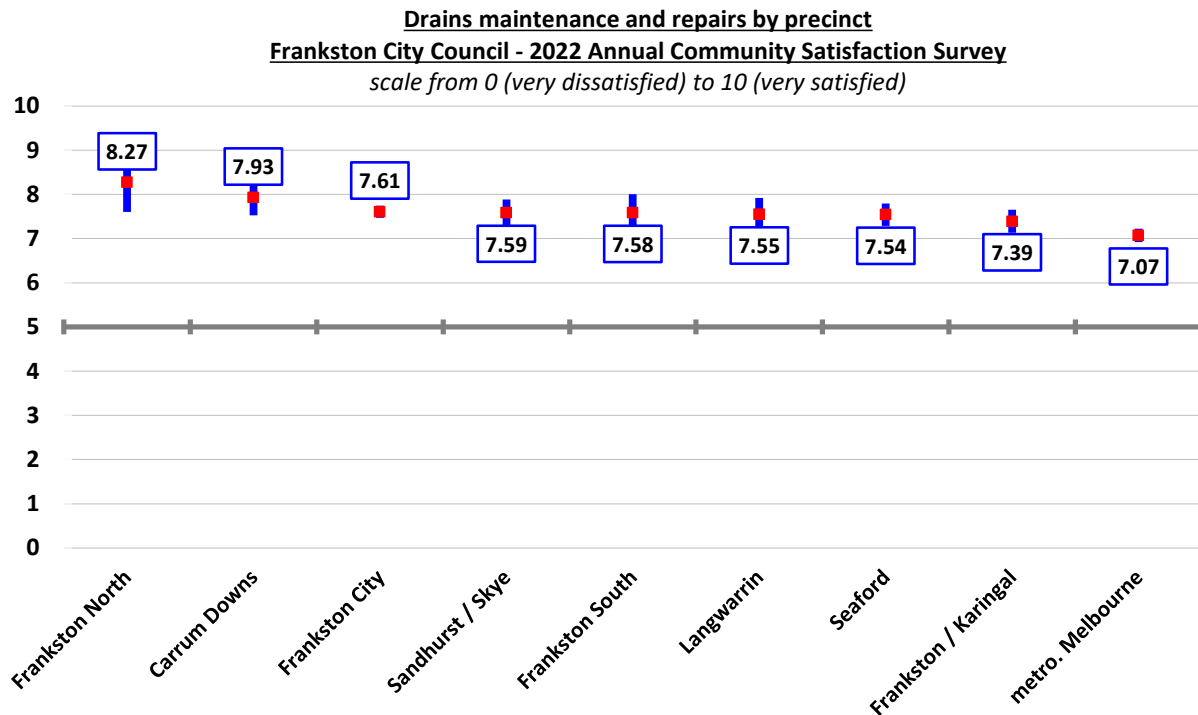
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “drains maintenance and repairs” of 7.07, as recorded in the 2022 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with drains maintenance and repairs observed across the municipality.

It is noted, however, that respondents from Frankston North and Carrum Downs were somewhat more satisfied than average and at “excellent” levels.





Footpath maintenance and repairs

Footpath maintenance and repairs were the 13th most important of the 31 included services and facilities, with an average importance of 8.88 out of 10 this year.

Satisfaction with footpath maintenance and repairs increased measurably this year, up 5.3% to 7.49, which is a “very good”, up from a “good” level of satisfaction.

This ranks the facilities 22nd in terms of satisfaction.

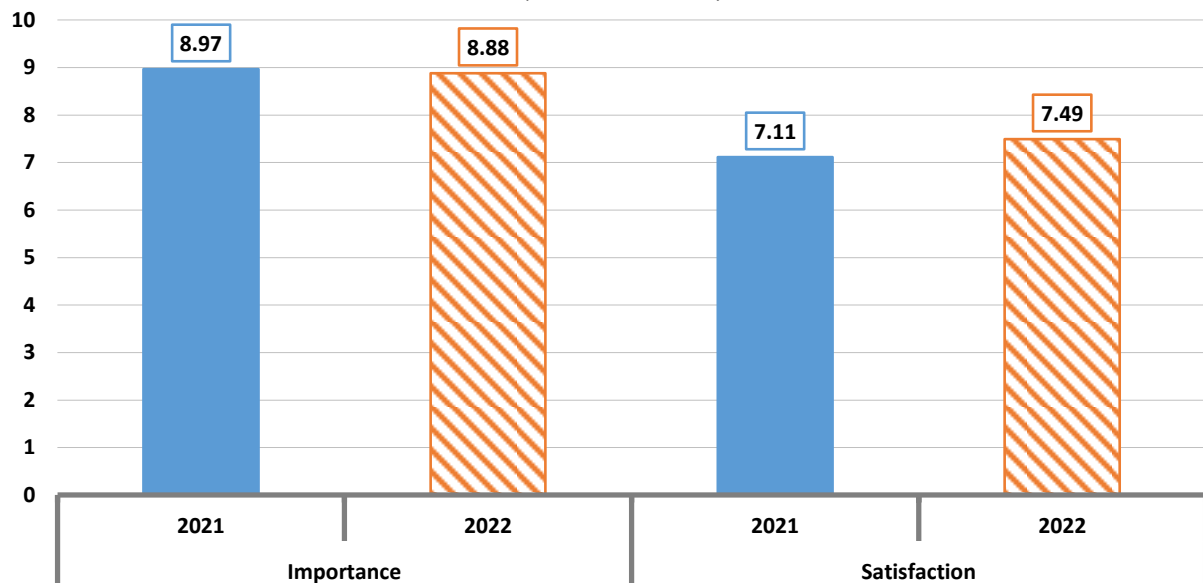
There was no measurable variation in satisfaction with footpath maintenance and repairs observed by respondent profile, including age structure, gender, and language spoken at home.

This result was comprised of 56.7% “very satisfied” and 7.1% “dissatisfied” respondents, based on a total sample of 764 of the 803 respondents.

By way of comparison, this result was measurably and significantly higher than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 6.74, as recorded in *Governing Melbourne*.

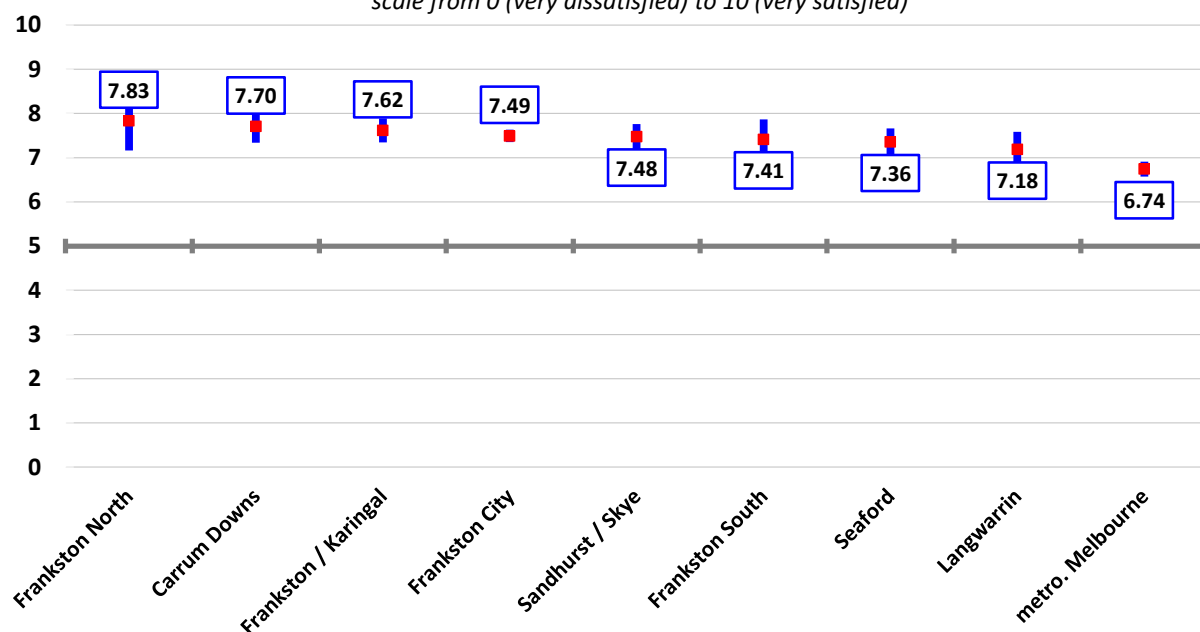


Importance of and satisfaction with footpath maintenance and repairs
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was no measurable variation in satisfaction with footpath maintenance and repairs observed across the municipality, although it is noted Langwarrin rated satisfaction marginally lower than average and at a “good” rather than “very good” level.

Footpath maintenance and repairs by precinct
Frankston City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of street trees

The provision and maintenance of street trees was the 23rd most important of the 31 included services and facilities, with an average importance this year of 8.67 out of 10.

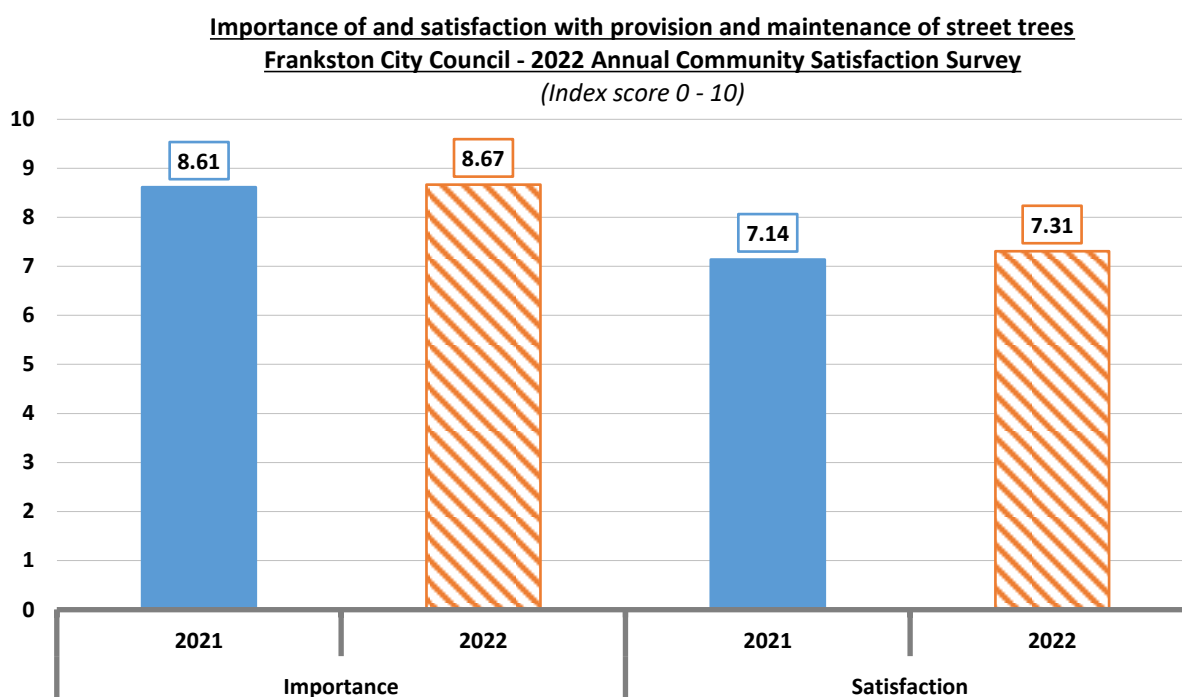
Satisfaction with street trees increased marginally, but not measurably this year, up 2.4% to 7.31, which is a “very good”, up from a “good” level of satisfaction.

This ranks street trees 25th in terms of satisfaction, and one of only seven services and facilities to record an average satisfaction score measurably lower than the average of all 31 services and facilities.

Whilst there was no statistically significant variation in satisfaction with street trees observed by respondent profile, it is noted that younger respondents (aged 18 to 44 years) were notably more satisfied than older respondents (aged 45 years and over).

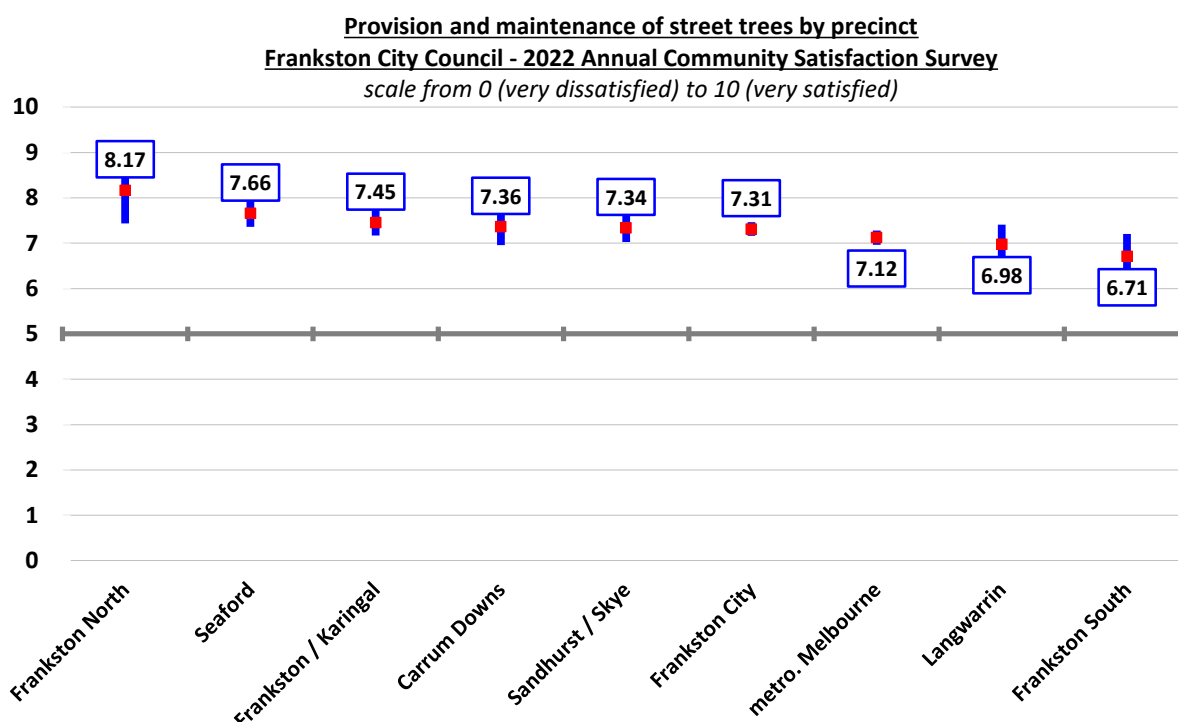
This result was comprised of 57.2% “very satisfied” and 10.5% “dissatisfied” respondents, based on a total sample of 777 of the 803 respondents.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.12, as recorded in the 2022 *Governing Melbourne* research.



There was measurable variation in satisfaction with street trees observed across the municipality.

Respondents from Frankston North were measurably more satisfied than average and at an “excellent” level of satisfaction, whilst respondents from Frankston South were measurably less satisfied than average, and at a “good” level.



Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves were the 18th most important of the 31 included services and facilities, with an average importance of 8.79 out of 10 this year.

Satisfaction with parks, gardens, and reserves declined marginally, but not measurably this year, down 2.7% to 7.67, which is a “very good”, down from an “excellent” level.

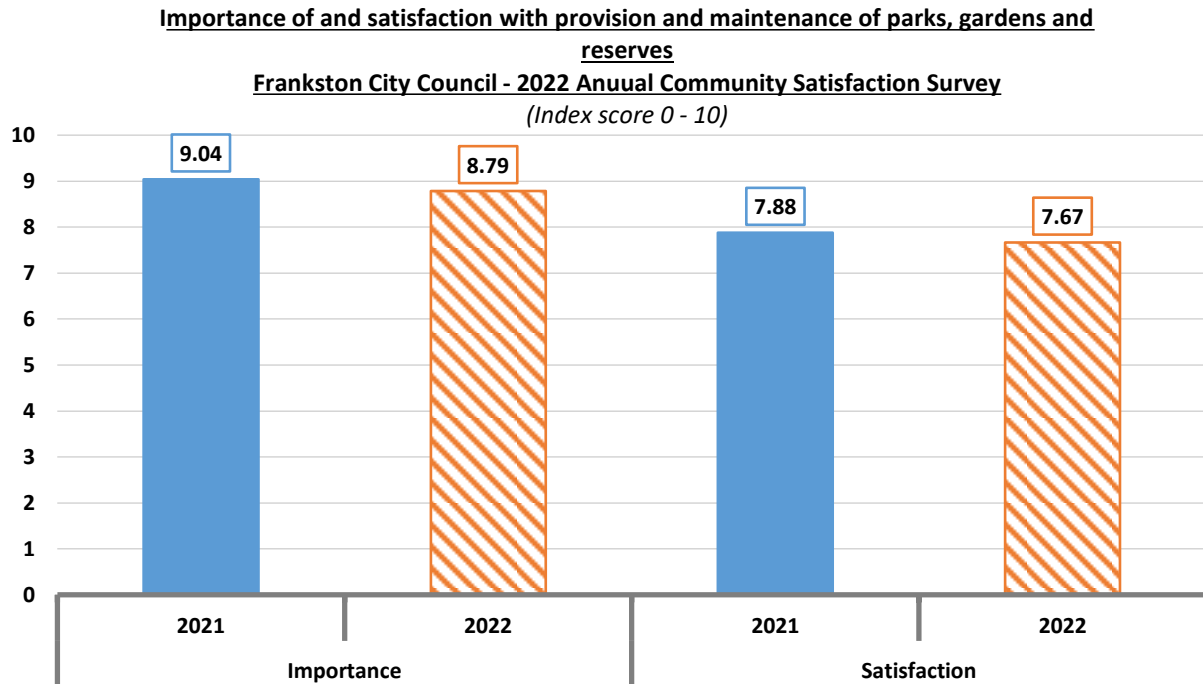
This ranks these facilities 17th in terms of satisfaction.

There was some minor variation in satisfaction with parks, gardens, and reserves observed by respondent profile, with senior citizens (aged 75 years and over) somewhat more satisfied than average.

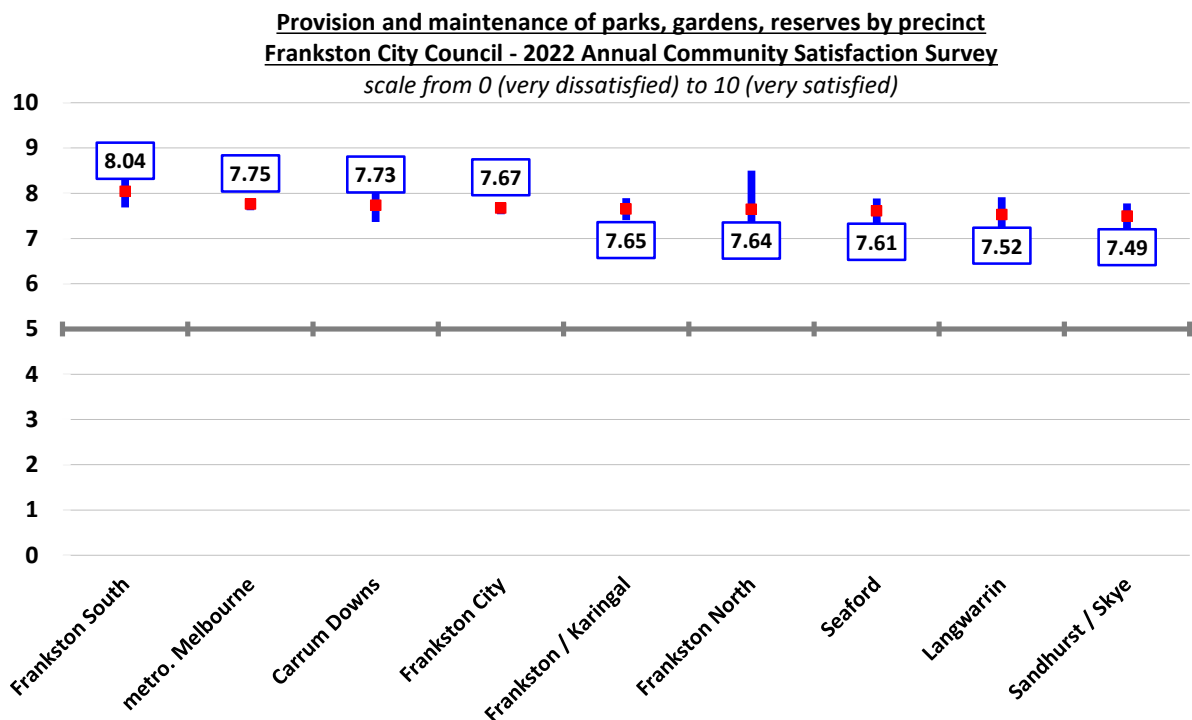
This result was comprised of 61.9% “very satisfied” and 5.6% “dissatisfied”, based on a total sample of 768 of the 803 respondents.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with the “provision and maintenance of parks and gardens” of 7.75, as recorded in the 2022 *Governing Melbourne* research.





There was no statistically significant variation in satisfaction with these facilities observed across the municipality, although it is noted that respondents from Frankston North rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



There were 67 comments received from respondents who were not satisfied with the provision and maintenance of parks, gardens, and reserves, as outlined in the following table.

The most common responses related to a perceived lack of maintenance in parks and gardens.



Reasons for dissatisfaction with provision and maintenance of parks, gardens, and reserves

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Not enough maintenance, there is no scheduled maintenance	4
Grass cutting / mowing need to be more regular	3
Parks needs upgrading	3
They should clean up the dead leaves and branches, creates more vermin	3
Do not go to parks / not important	2
Granite Drive Reserve needs the grass mowed	2
The parks do not look well maintained because the trees have outgrown and are a hazard for those walking past them	2
They have not kept up with the upkeep of the trees on the roads in general	2
They need enough rubbish bins at the park so people would stop throwing rubbish everywhere	2
A lot of people dump stuff there	1
Allied Drive Reserve is not well maintained	1
Cannot access them	1
Certain parks near Frankston Shopping Centre need camera surveillance because there are a lot of drug users around that area as well as drug houses	1
Certain parks near Frankston Shopping Centre needs lighting	1
Coles, Woolworths, and shopping centre not maintained, looks disgraceful	1
Do not do enough mowing at Lawton Reserve	1
Drainage from new Brotherhood of St Laurence. Drains filters through to our yard	1
Dunsterville Crescent Reserve, landscape not maintained properly	1
Had trees overgrown, without care for extend period, blocked vision	1
Household waste being dumped in the reserve's bin resulting in stench - Sandfield Reserve	1
I see trees down from the storm from a year ago, not attended to	1
If you walk through a park, there are lots of dead trees. Fire hazard	1
Keast Park needs restoration	1
Little Boggy Creek Reserve and Wattle Bird Way need more maintenance to the trees because there are too many overhanging trees and the gully needs some attending to	1
Local parks around Montdami Way in general need more trees planted	1
More benches for people on parks	1
Nature strips	1
Need better cleaning	1
Need more dog parks	1
Need to plant trees	1
Not enough parks compared to other Councils	1
One of the parks is Skye Recreation Reserve on Ballarto Rd. The dog litter is unhygienic especially for the children to play there	1
Overhanging footpath, must veer around	1
Overhanging road, interferes with garbage trucks	1
People not picking up after their dogs	1
Rosemary Crescent Playground has rusty equipment, and it needs an upgrade	1
Rundown	1
The Council has not maintained the tree in front of my house. I asked them to come by to cut the tree, but they never came, since the branches were sticking out and breaking from the rubbish truck passing it all the time, I took it upon myself to cut it instead	1



The playgrounds around Frankston Heights need upgrades	1
The summertime needs more trimming and mowing because there is a lot more people out and about	1
The trees at Allied Drive Reserve are not maintained and the trees overhanging and ruined residents swimming pool	1
There are a lot of parks around here, but they rarely clean out the leaves, trimming and cut grass	1
There are huge trees behind Daisy's Garden Supplies in front of my house and I am worried it will fall on my house one day. If not mine maybe my neighbours. It is an extreme hazard	1
There are no amenities. It is all about Frankston town centre	1
There are too many parks and reserves in the Frankston area where there is dog litter everywhere and kids cannot play on the grass because of that issue	1
There is an older playground behind Carawa Way that looks dodgy and needs updating	1
There needs to be more dog litter bins and bags for the owners because there is a lot of dog droppings left and not picked up by the owner	1
There needs to be more lighting in those areas around the bathroom and covering over BBQ areas at Monterey Reserve	1
They need more shade covering at the park for the kids	1
Too many trees that need to be pulled out not just cut back	1
Trees down around library	1
Vandalism in parks has magnified	1
We need more clean reserves in Carrum Downs	1
Total	67

Litter collection in public areas

Litter collection in public areas was the 8th most important of the 31 included services and facilities, with an average importance of 8.92 out of 10 this year.

Satisfaction with litter collection in public areas increased measurably this year, up 5.7% to 7.52, which is a “very good”, up from a “good” level of satisfaction.

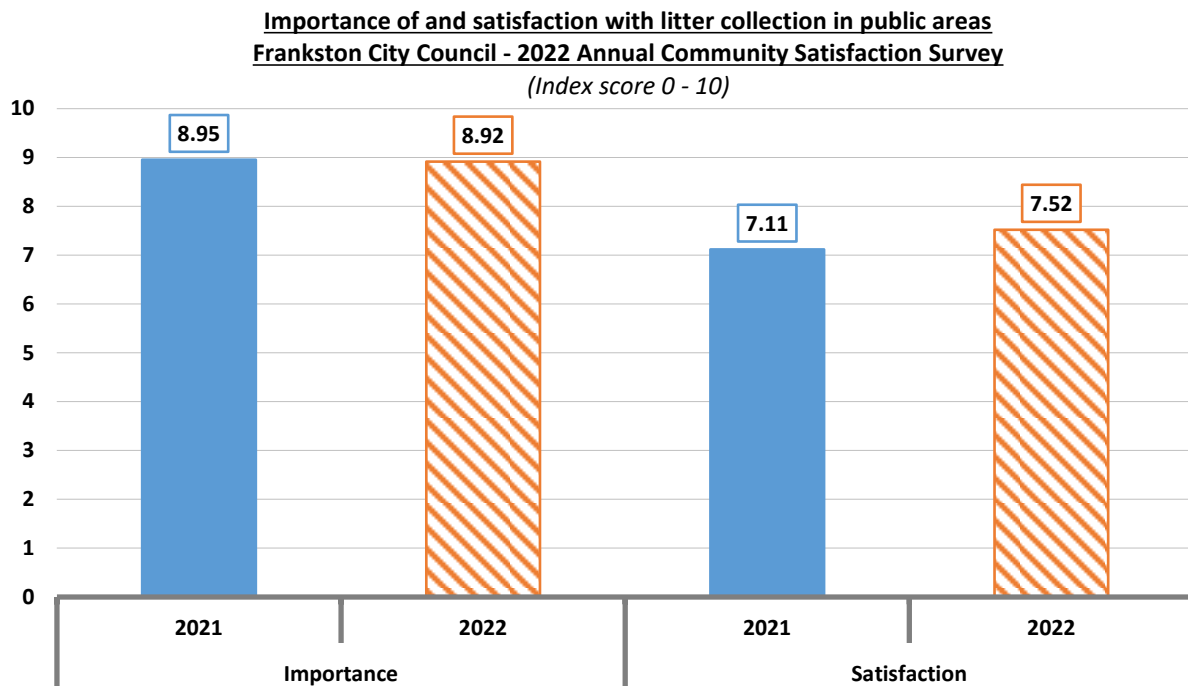
This ranks litter collection in public areas 21st in terms of satisfaction.

There was some minor variation in satisfaction with litter collection in public areas observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

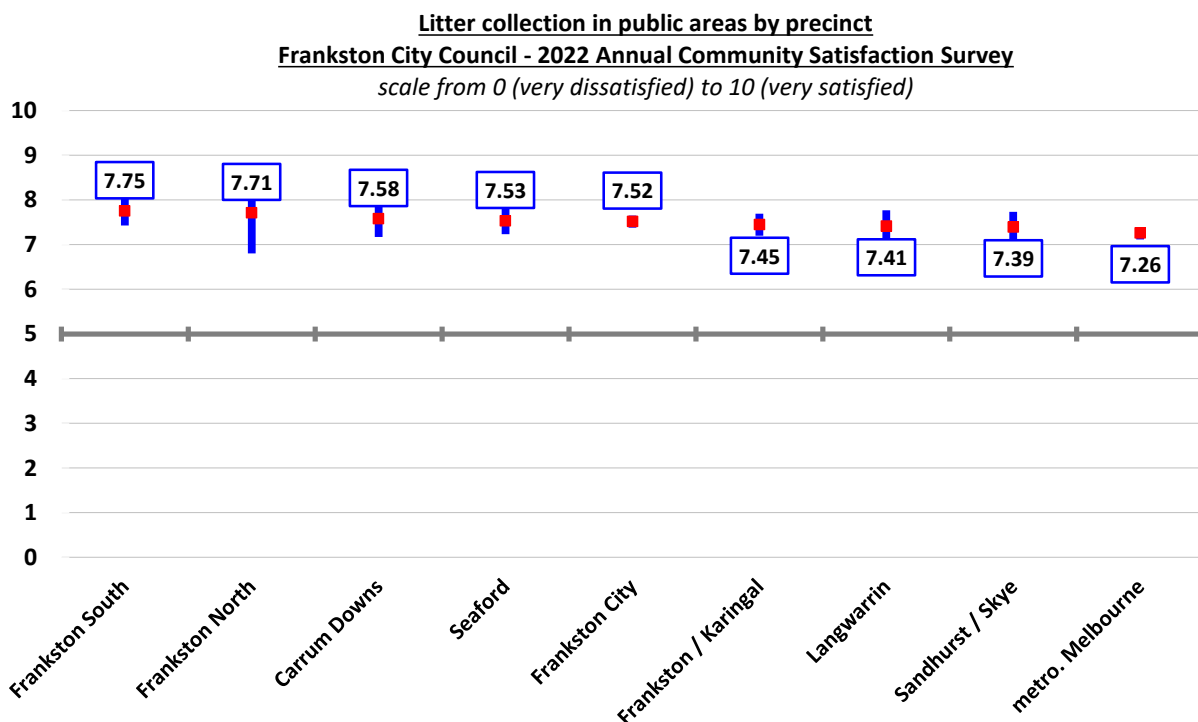
This result was comprised of 57.0% “very satisfied” and 5.8% “dissatisfied” respondents, based on a total sample of 771 of the 803 respondents.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “litter collection in public areas” of 7.26, as recorded in the 2022 *Governing Melbourne* research.





There was no statistically significant variation in satisfaction with litter collection in public areas observed across the municipality, although respondents from Frankston North rated satisfaction at an “excellent” rather than a “very good” level of satisfaction.



Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 21st most important of the 31 included services and facilities, with an average importance of 8.75 out of 10 this year.

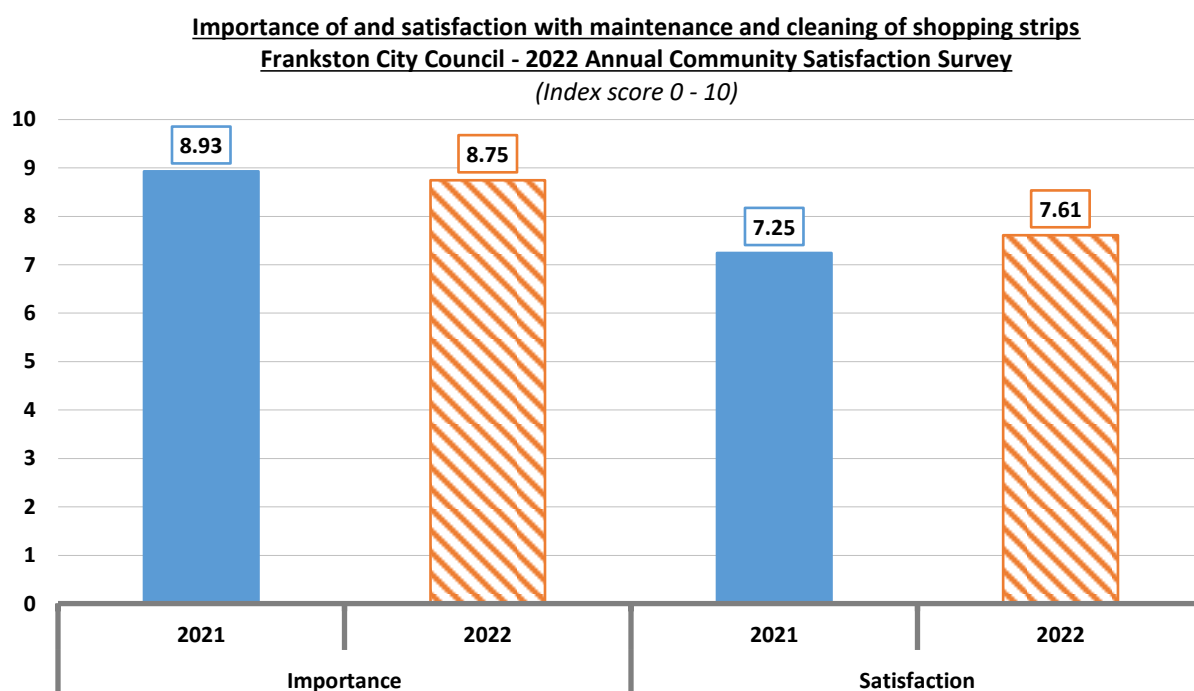
Satisfaction with these services increased measurably this year, up five percent to 7.61, although it remains at a “very good” level of satisfaction.

This result ranks these services 19th in terms of satisfaction.

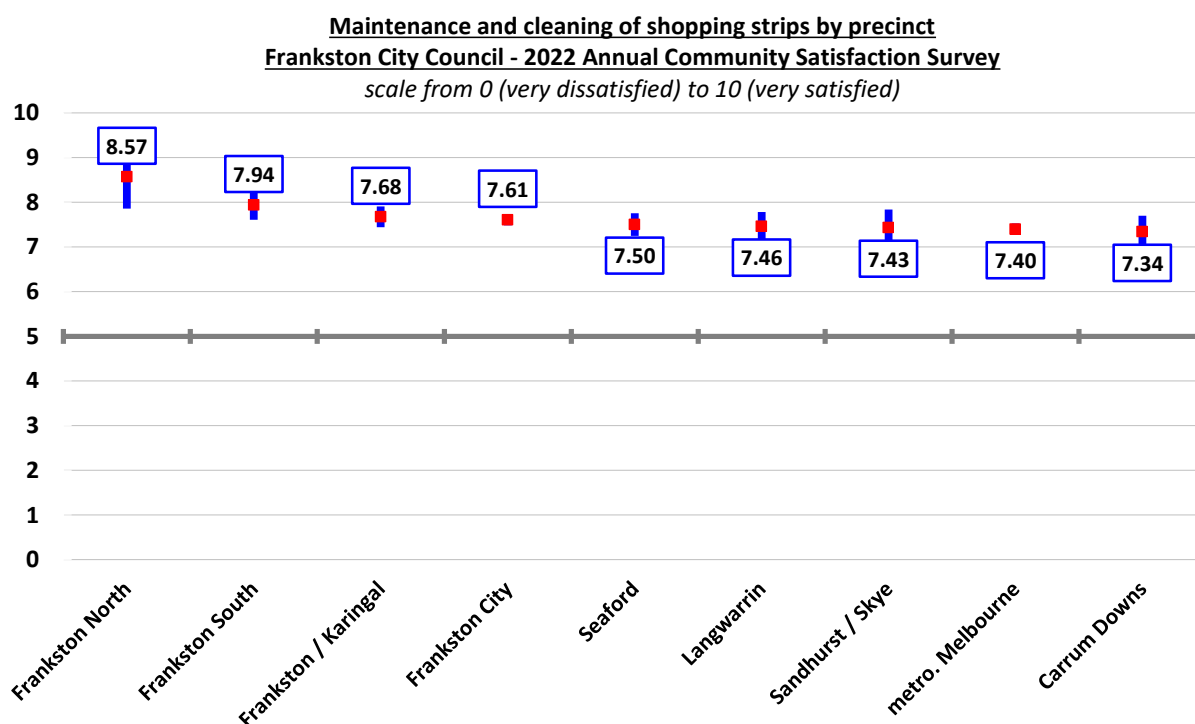
There was some minor variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile, with respondents from multilingual households somewhat more satisfied than respondents from English speaking households.

This result was comprised of 61.0% “very satisfied” and 4.7% “dissatisfied” respondents, based on a total sample of 766 of the 803 respondents.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “the maintenance and cleaning of shopping strips” of 7.40, as recorded in the *Governing Melbourne* research.



There was measurable variation in satisfaction with these services observed across the municipality, with respondents from Frankston North measurably more satisfied than average and at an “excellent” level of satisfaction.



Public toilets

Public toilets were the 14th most important of the 31 included services and facilities, with an average importance of 8.88 out of 10 this year.

Satisfaction with public toilets remained essentially stable this year, up less than one percent to 6.56, which remains a “good” level of satisfaction.

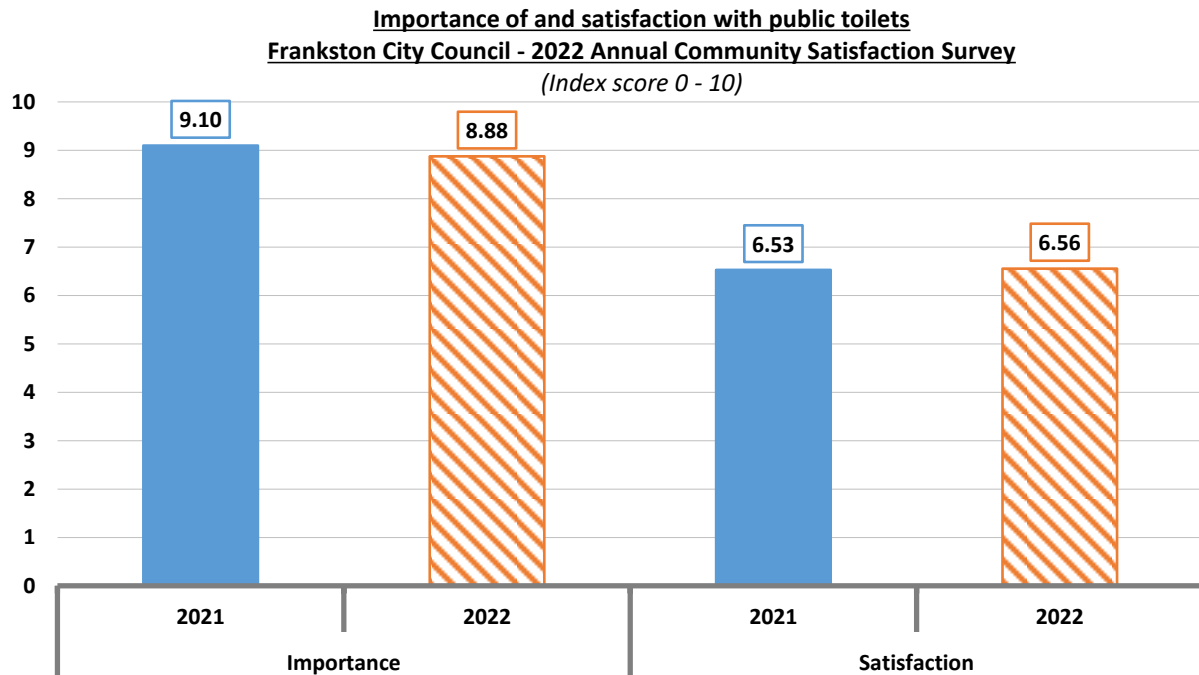
This result ranks public toilets last in terms of satisfaction again this year.

There was some variation in satisfaction with public toilets observed across the municipality, with senior citizens (aged 75 years and over) somewhat more satisfied than average. Male respondents were somewhat more satisfied than females, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

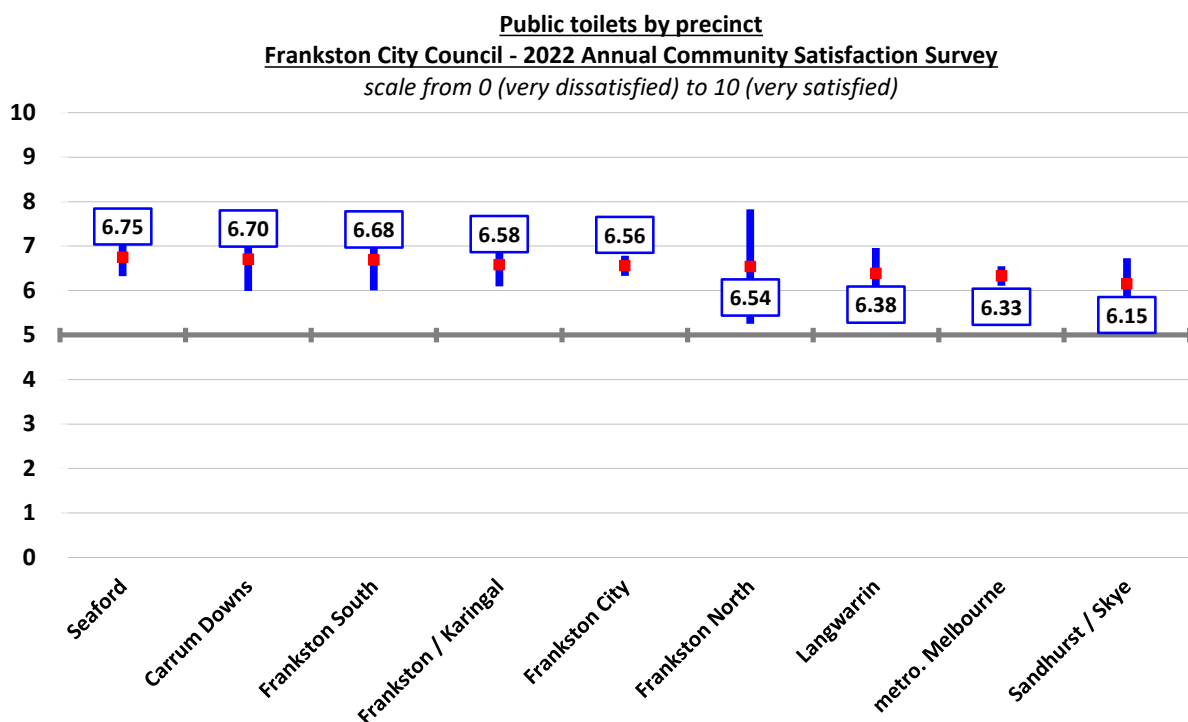
This result was comprised of 37.5% “very satisfied” respondents and 15.7% “dissatisfied”, based on a total sample of 377 of the 381 (47.4%) of respondents who had used these facilities in the last 12 months.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “public toilets” of 6.33, as recorded in the 2022 *Governing Melbourne* research.





There was no measurable or significant variation in satisfaction with public toilets observed across the municipality, although it is noted that respondents from Sandhurst / Skye were somewhat less satisfied than average and at a “solid” level.



The following table outlines the 43 comments received from respondents who were not satisfied with public toilets.

Most of these comments relate to a perception that public toilets are not sufficiently cleaned and maintained.



Reasons for dissatisfaction with maintenance and cleaning of shopping strips

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Just a lot of rubbish / litter around, run down condition, needs clean up	7
It is not clean	4
The maintenance and the cleanliness is pretty poor outside the shopping centres, need more	4
Bin at Coles shopping centre area always overflowing	3
The shopping area is not clean outside. There are needles and people affected by drugs everywhere creating more mess	3
Graffiti everywhere, bloody pathetic	2
A lot of glass around	1
Access terrible	1
Appearance of shops, need to add garden	1
Carrum Down shops needs graffiti removal	1
Could improve	1
Frankston is an example, particularly at weekends no good	1
I did not realize it is Council responsibility	1
It does not really interest me	1
It is rarely cleaned regularly	1
Need police patrol, lots of thugs	1
Outside the shopping is disgusting, pollution and graffiti	1
Parking space needs more work	1
Safeway one is not as good	1
The local Milk Bar located on Franciscan Ave needs and an upgrade	1
The parking is too small and needs to be bigger near Hall Rd Shopping Centre	1
The quality of shops / retailer not good	1
The shopping centre on Hall Rd needs an update. Too dodgy	1
There needs to be more lighting around Hall Rd Shopping Centre area	1
Upgrade	1
Very dirty with dead branches	1
Total	43

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

On and off-road bike paths including shared pathways were the 24th most important of the 31 included services and facilities, with an average importance of 8.61 out of 10 this year. Metropolis Research notes that the average importance declined somewhat this year, down 2.4% from 8.82.

Satisfaction with on and off-road bike paths increased somewhat, but not measurably this year, up 1.8% to 7.82, which is an “excellent”, up from a “very good” level of satisfaction.

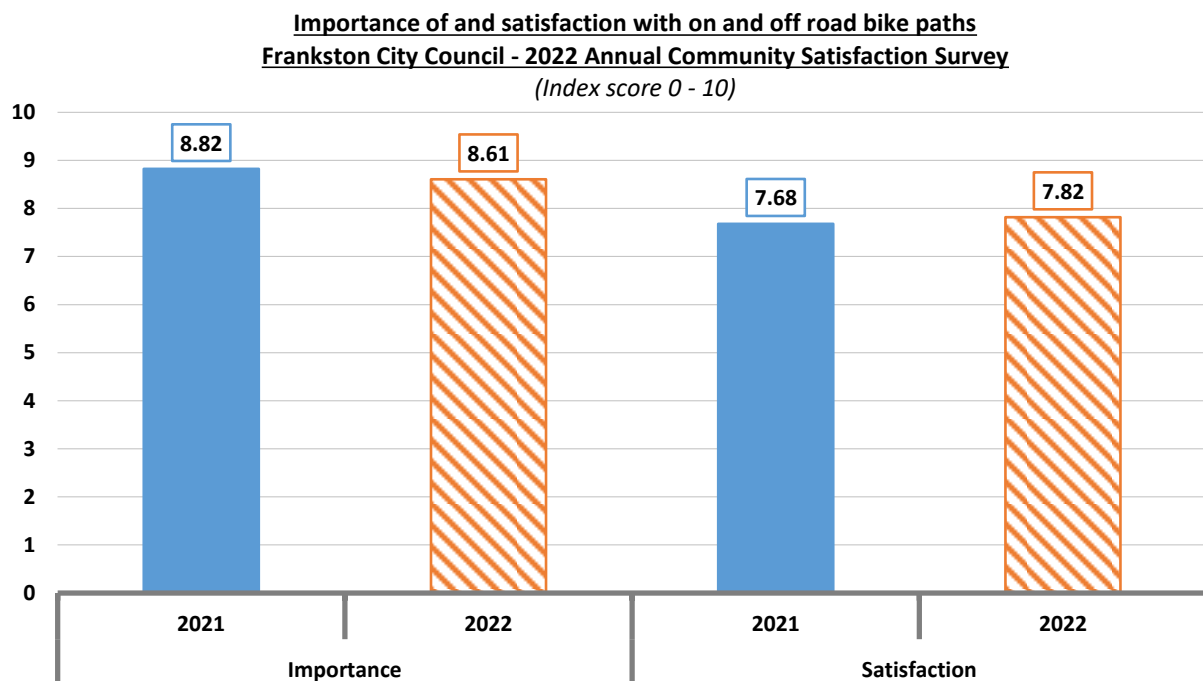
This result ranks bike paths 14th in terms of satisfaction this year.



There was some minor variation in satisfaction with bike paths observed by respondent profile, with female respondents somewhat more satisfied than males.

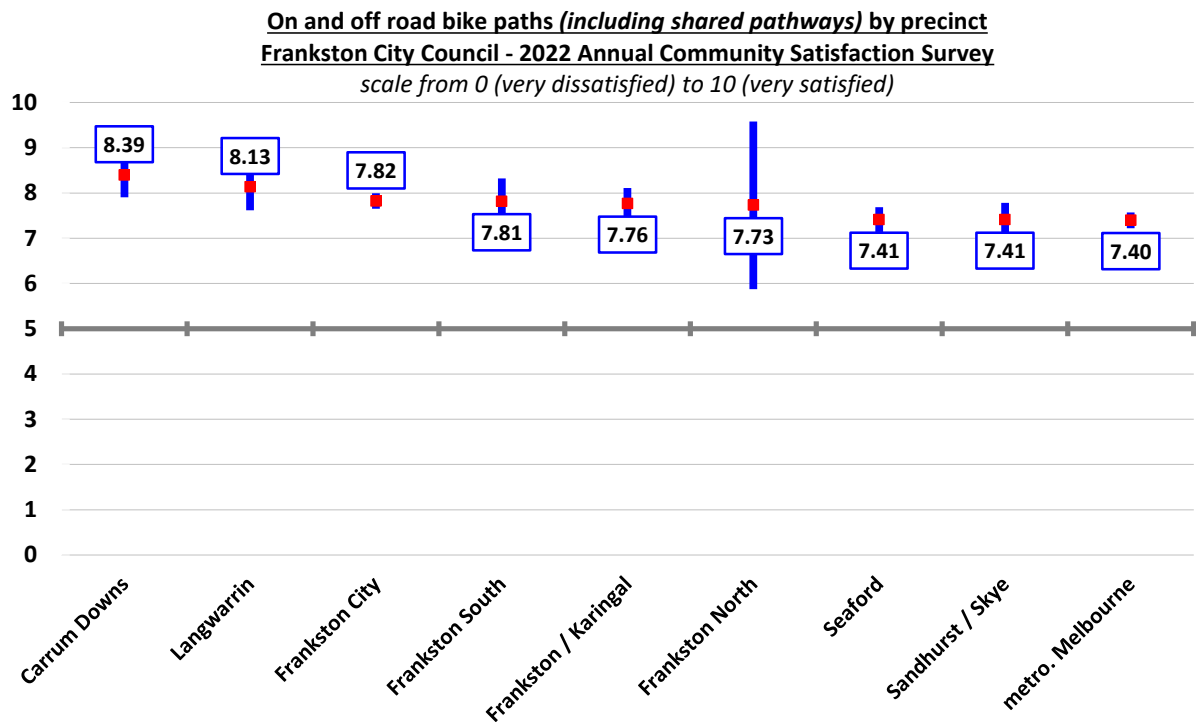
This result was comprised of 60.0% “very satisfied” and 2.9% “dissatisfied” respondents, based on a total sample of 329 of the 332 respondents (41.3%) who had used these facilities in the last 12 months.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “Bike and shared paths (both on-road and off-road and including shared paths)” of 8.64, as recorded in the 2022 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with bike paths observed across the municipality, although respondents from Carrum Downs and Langwarrin rated satisfaction at “excellent” levels.





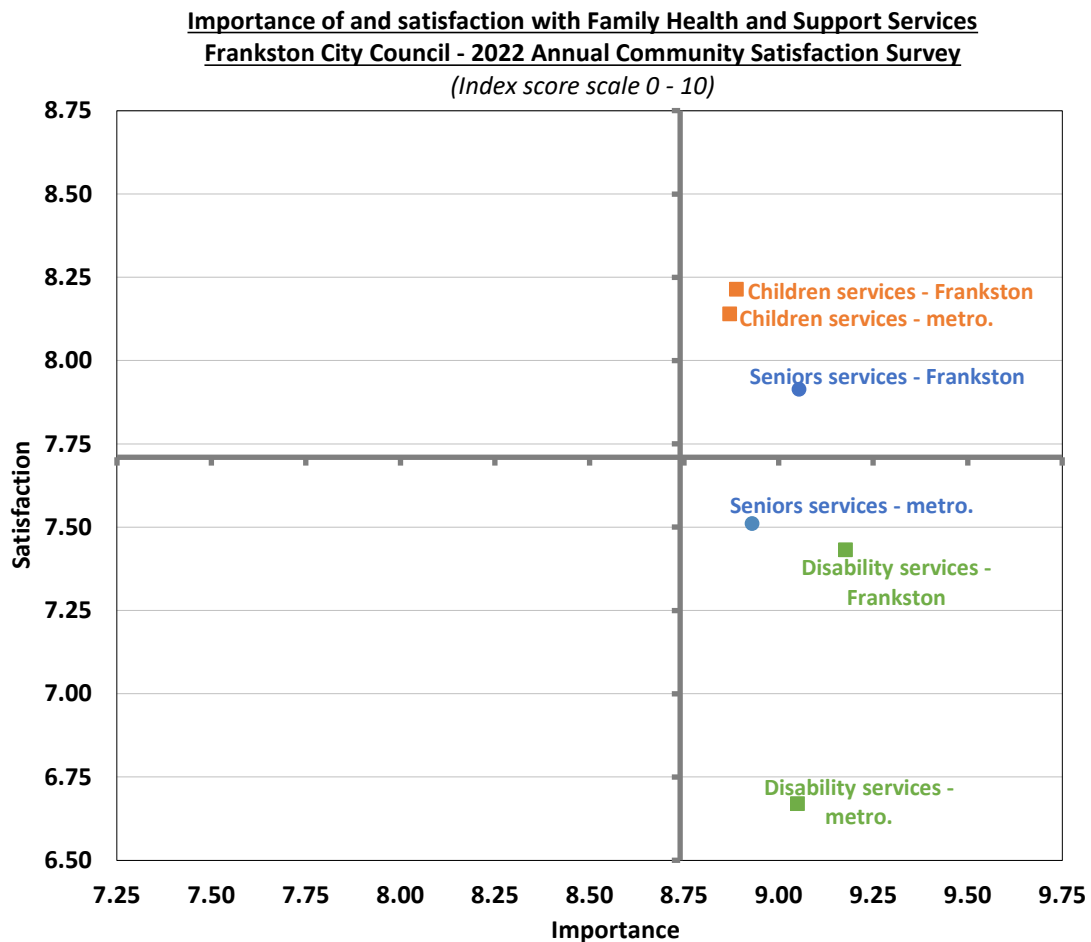
Family Health and Support Services

There were three services of the Family Health and Support Services department included in the survey, those being services for children from birth to five years of age, seniors, and people with disability.

Metropolis Research notes that all three of these human services were of higher-than-average importance, and two received a higher-than-average satisfaction score.

It is noted that satisfaction with all three of these services were somewhat higher in Frankston City than the metropolitan Melbourne average.





Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 12th most important of the 31 included services and facilities, with an average importance of 8.89 out of 10 this year. This result is down marginally on the 9.14 recorded last year.

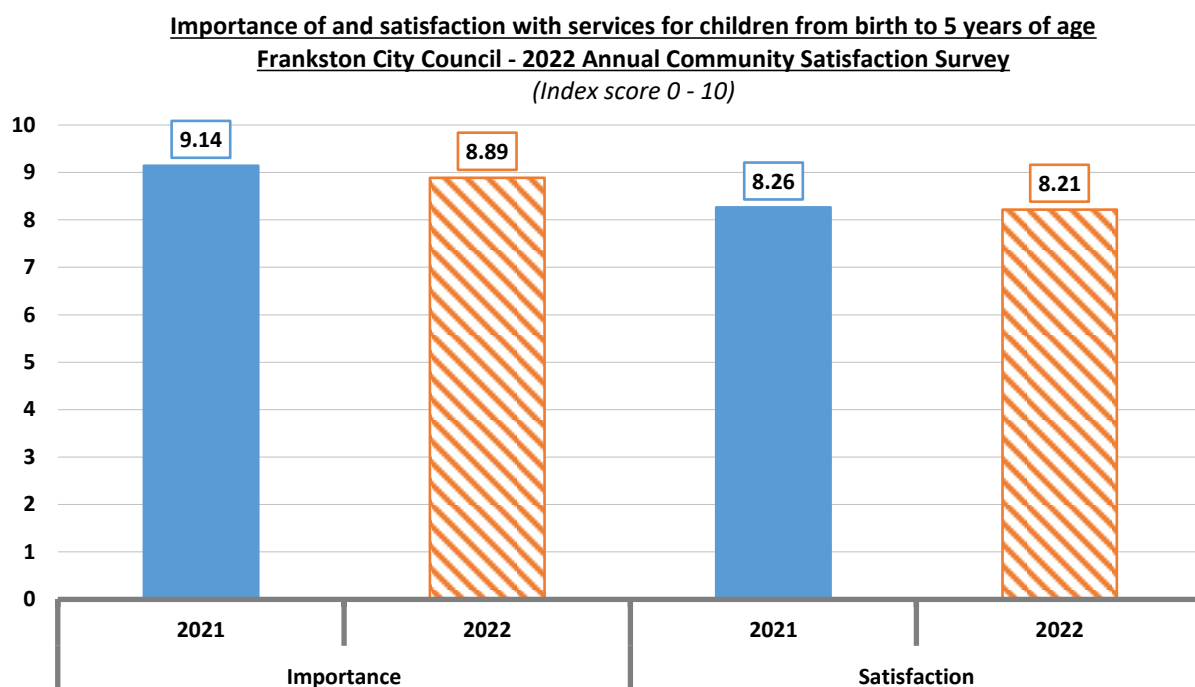
Satisfaction with services for children remained essentially stable this year, down less than one percent to 8.21, which remains at an “excellent” level of satisfaction.

This ranks services for children 5th in terms of satisfaction and was one of only eight services and facilities to record an average satisfaction score measurably higher than the average of all 31 services and facilities (7.77).

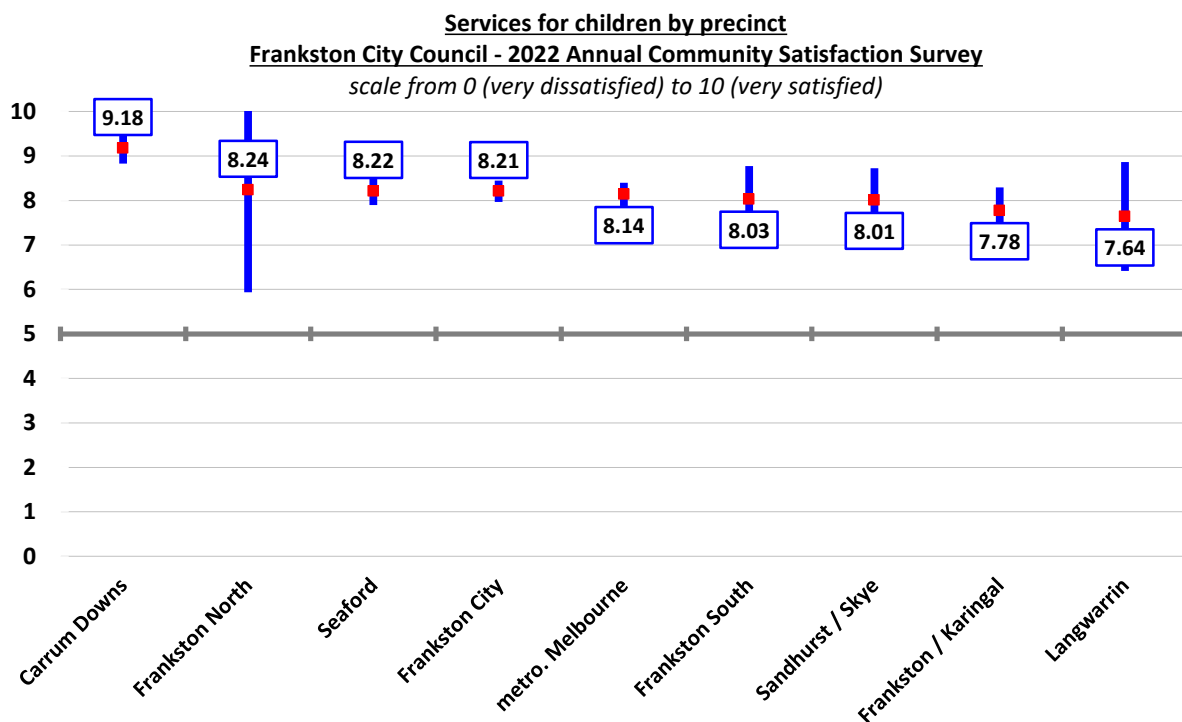
There was some variation in satisfaction with services for children observed by respondent profile. Older adults (aged 60 to 74 years) were somewhat more satisfied than average, and male respondents were somewhat more satisfied than females.

This result was comprised of 72.3% “very satisfied” and 3.1% “dissatisfied” respondents, based on a total sample of 165 of the 171 respondents (21.3%) who had used these services in the last 12 months.

By way of comparison, this result was very marginally but not measurably higher than the metropolitan Melbourne average satisfaction with “services for children aged from birth to 5 years of age” of 8.14, as recorded in the 2022 *Governing Melbourne* research.



Whilst cognisant of the very small sample size at the precinct level for these services, it is noted that the 33 respondents from Carrum Downs were measurably more satisfied than average.



Services for seniors

Services for seniors were the 5th most important of the 31 included services and facilities, with an average importance of 9.05 out of 10 this year.

Satisfaction with these services increased somewhat, but not measurably this year, up 3.1% to 7.91, which is an “excellent”, up from a “very good” level of satisfaction.

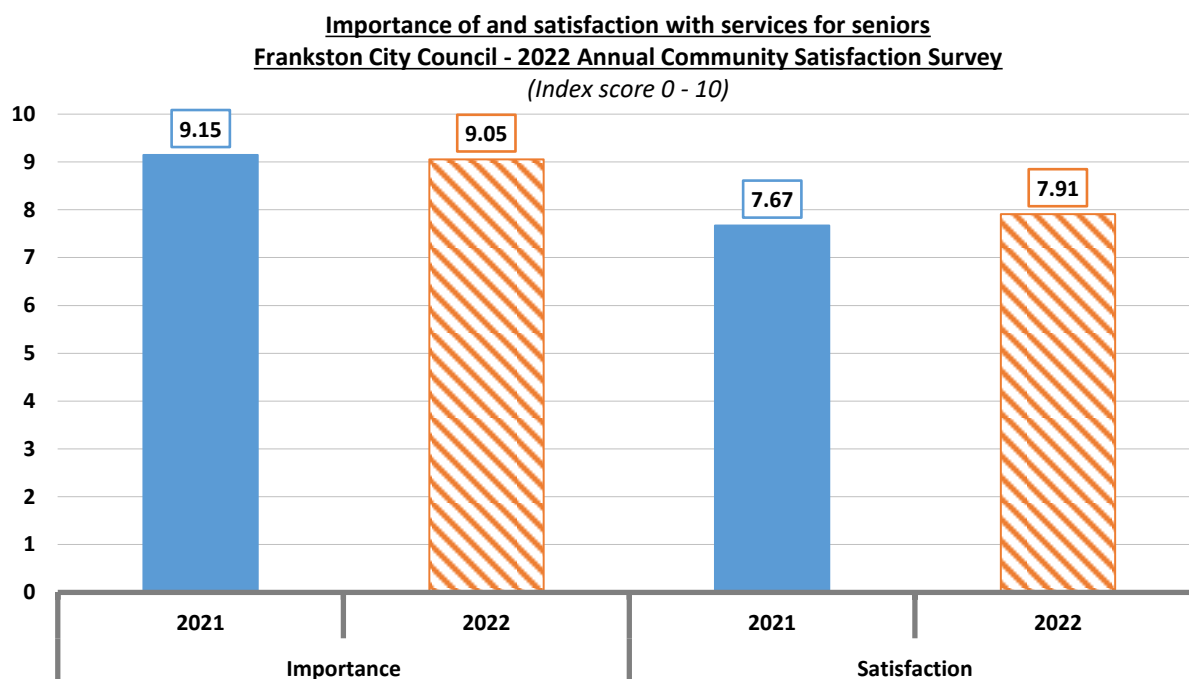
Metropolis Research notes that satisfaction with services for seniors can be somewhat variable from year to year given the relatively small sample of respondents using the services each year.

This ranks services for seniors 11th in terms of satisfaction.

There was some variation in satisfaction with services for seniors observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average. Respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

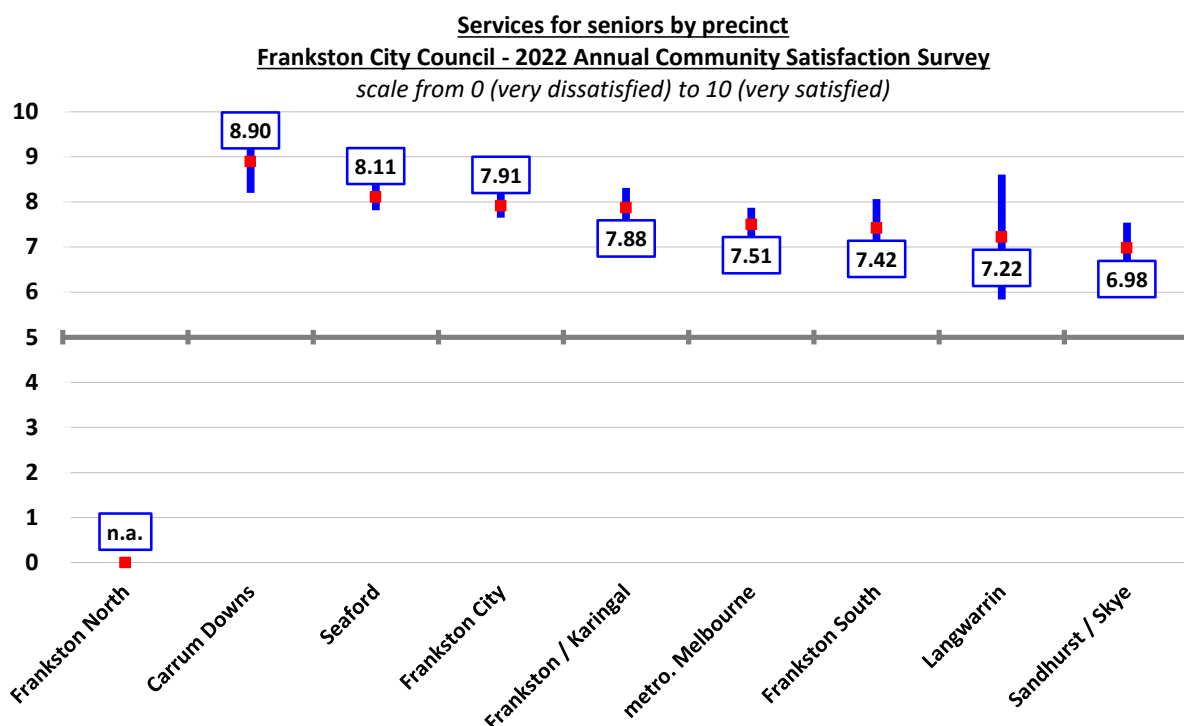
This result was comprised of 63.7% “very satisfied” and just two percent “dissatisfied” respondents, based on a total sample of 136 of the 140 respondents (17.4%) who had used these services in the last 12 months.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “services for seniors” of 7.51, as recorded in the 2022 *Governing Melbourne* research.



Whilst cognisant of the very small sample size at the precinct level, there was measurable variation in satisfaction with services for seniors observed across the municipality.

The 15 respondents from Carrum Downs were measurably more satisfied than average and at an “excellent” level, whilst respondents from Sandhurst / Skye were measurably less satisfied than average and at a “good” level of satisfaction.



Services for people with disability

Services for people with disability were the 3rd most important of the 31 included services and facilities, with an average importance of 9.18 out of 10 this year.

Satisfaction with these services was 7.43, which is an “excellent” level of satisfaction.

This ranks services for people with disability 23rd in terms of satisfaction.

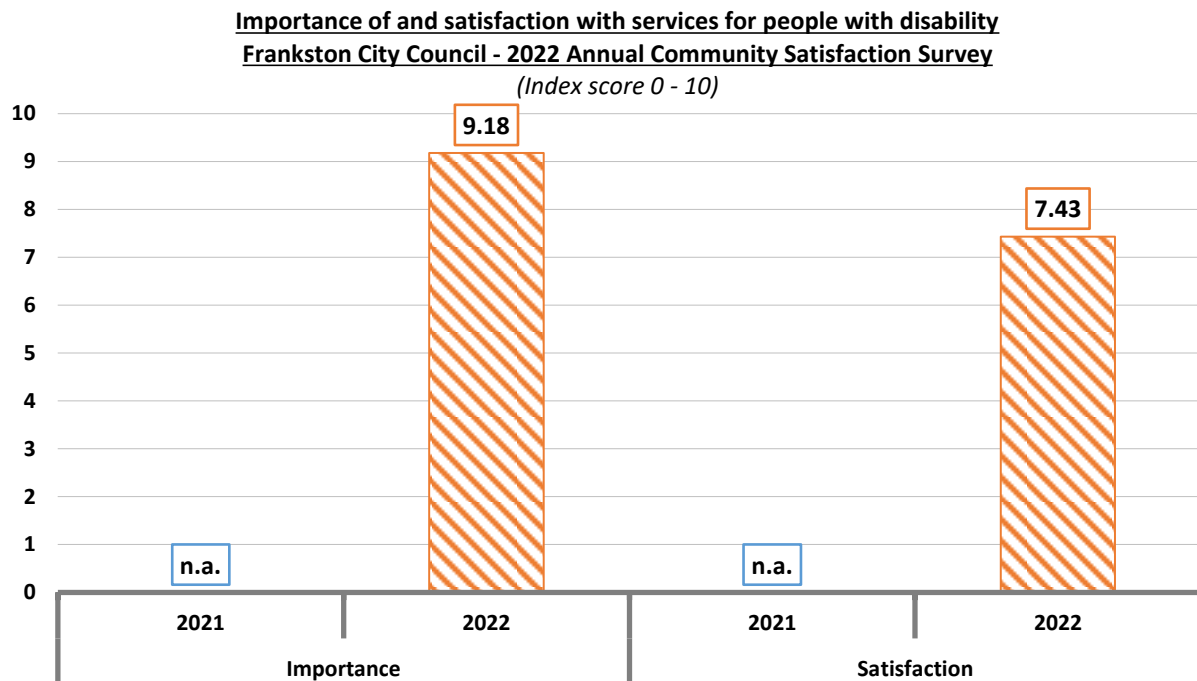
Metropolis Research notes that satisfaction with services for people with disability can be somewhat variable from year to year given the relatively small sample of respondents using the services each year.

There was some variation in satisfaction with services for people with disability observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average. Respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

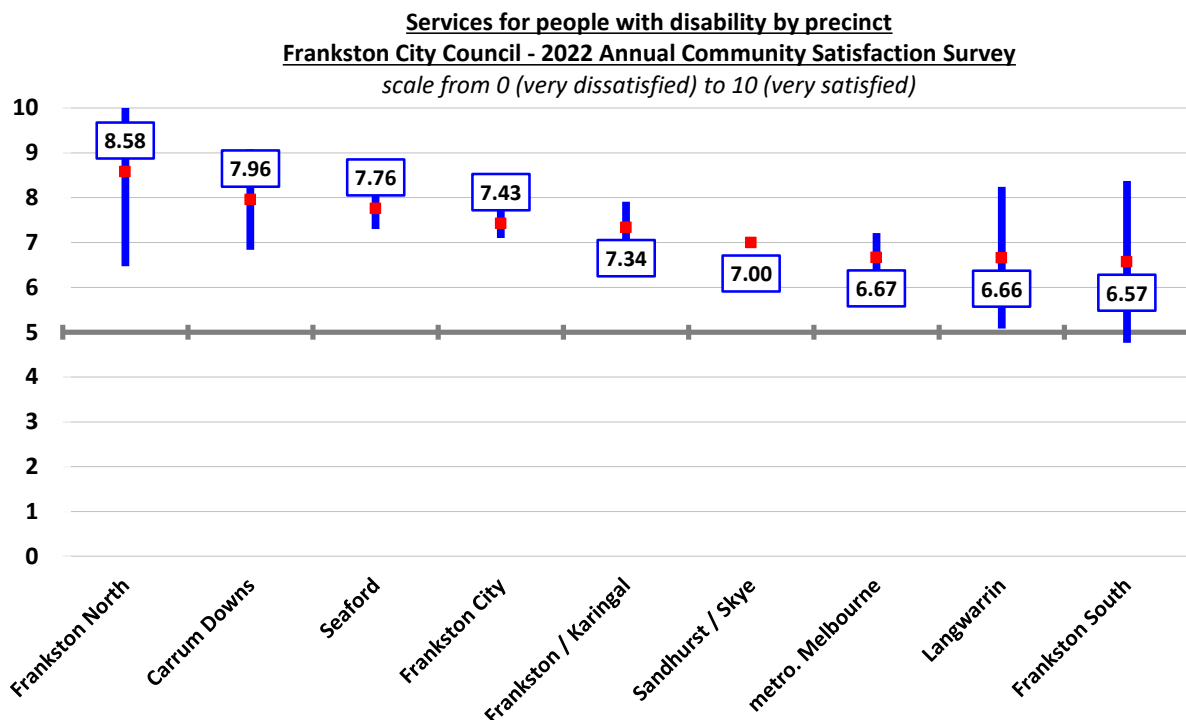
This result was comprised of 50.4% “very satisfied” and 4.8% “dissatisfied” respondents, based on a total sample of 107 of the 110 respondents (13.7%) who had used these services in the last 12 months.



By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “services for people with disability” of 6.67, as recorded in the 2022 *Governing Melbourne* research.



Cognisant of the very small sample size at the precinct level, there was no measurable variation in satisfaction with services for people with disability observed across the municipality.

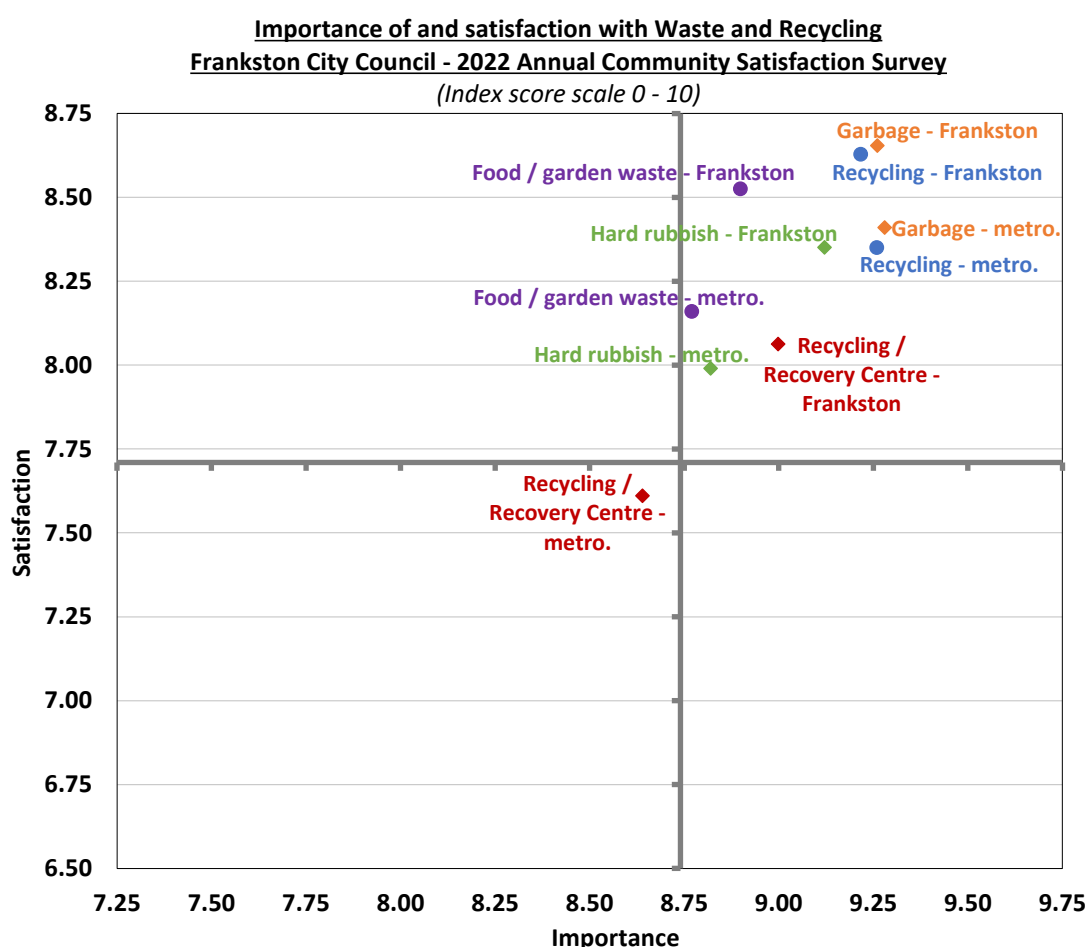


Waste and Recycling

There were five services of the Waste and Recycling department included in the survey, including the weekly garbage collection, fortnightly recycling collection, hard rubbish collection, food and garden waste collection, and the Recycling and Recovery Centre.

Metropolis Research notes that all four of the kerbside collection services as well as the recycling and recovery centre were of higher-than-average importance, and all received a higher-than-average satisfaction score.

It is also noted that all five of these services and facilities received a higher satisfaction score than the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research.



Weekly garbage collection

The weekly garbage collection was the most important of the 31 included services and facilities this year, with an average importance of 9.26 out of 10.



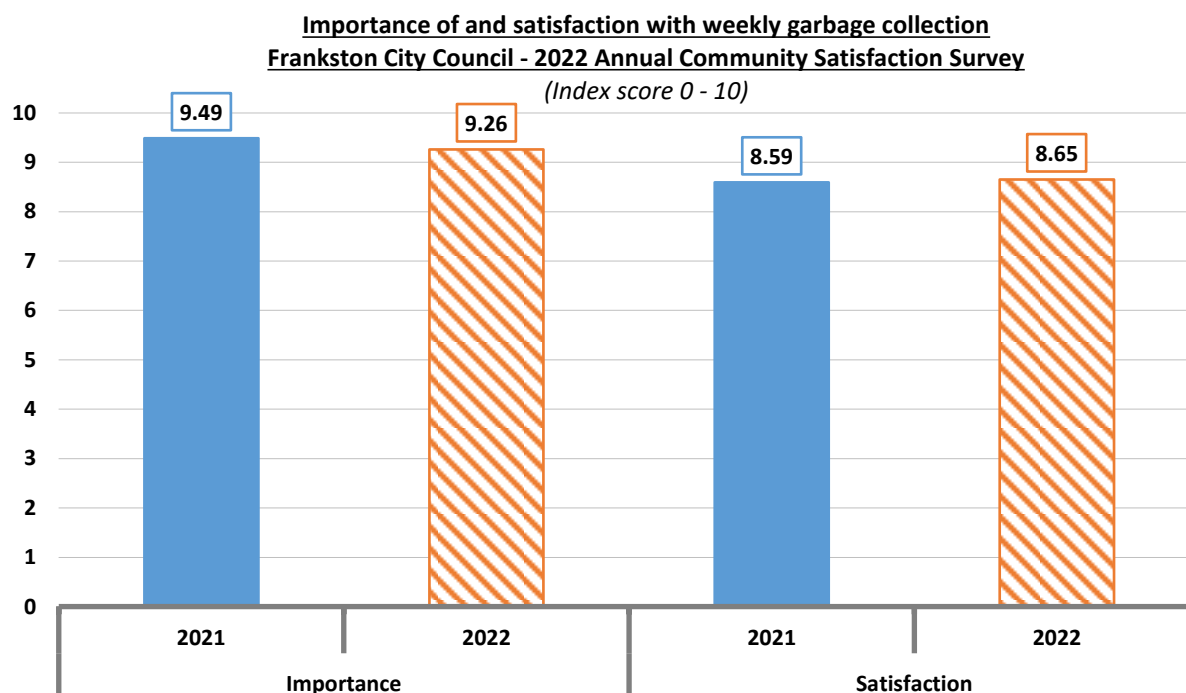
Satisfaction with the weekly garbage collection increased very marginally, but not measurably this year, up 0.7% to 8.65, and it remains at an “excellent” level.

This ranks the weekly garbage collection first in terms of satisfaction again this year, and one of only eight services and facilities to receive an average satisfaction score measurably higher than the average satisfaction with all 31 services and facilities (7.77).

There was no significant variation in satisfaction with the weekly garbage collection observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average.

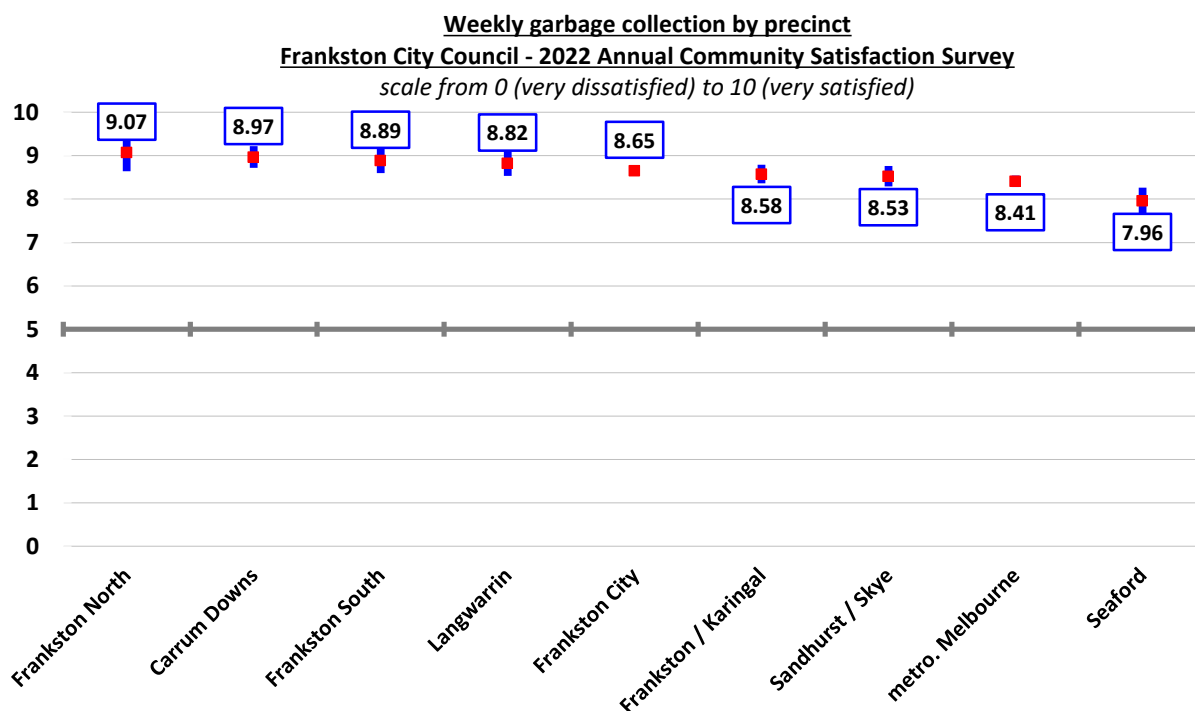
This result was comprised of 83.2% “very satisfied” and just 1.8% “dissatisfied” respondents, based on a total sample of 790 of the 803 respondents. Metropolis Research notes results of more than 80% “very satisfied” respondents are relatively rare and reflective of a very wide-spread satisfaction within the community with the service or facility.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.41, as recorded in the 2022 *Governing Melbourne* research.



Even though respondents from all precincts rated satisfaction at “excellent” levels, it is noted that respondents from Seaford were measurably less satisfied than average, although still at an “excellent” level.





Fortnightly recycling collection

The fortnightly recycling collection was the 2nd most important of the 31 included services and facilities, despite a small decline this year from 9.45 to 9.22 out of 10.

Satisfaction with the fortnightly recycling collection increased very marginally, but not measurably this year, up 0.6% to 8.63 and it remains at an “excellent” level.

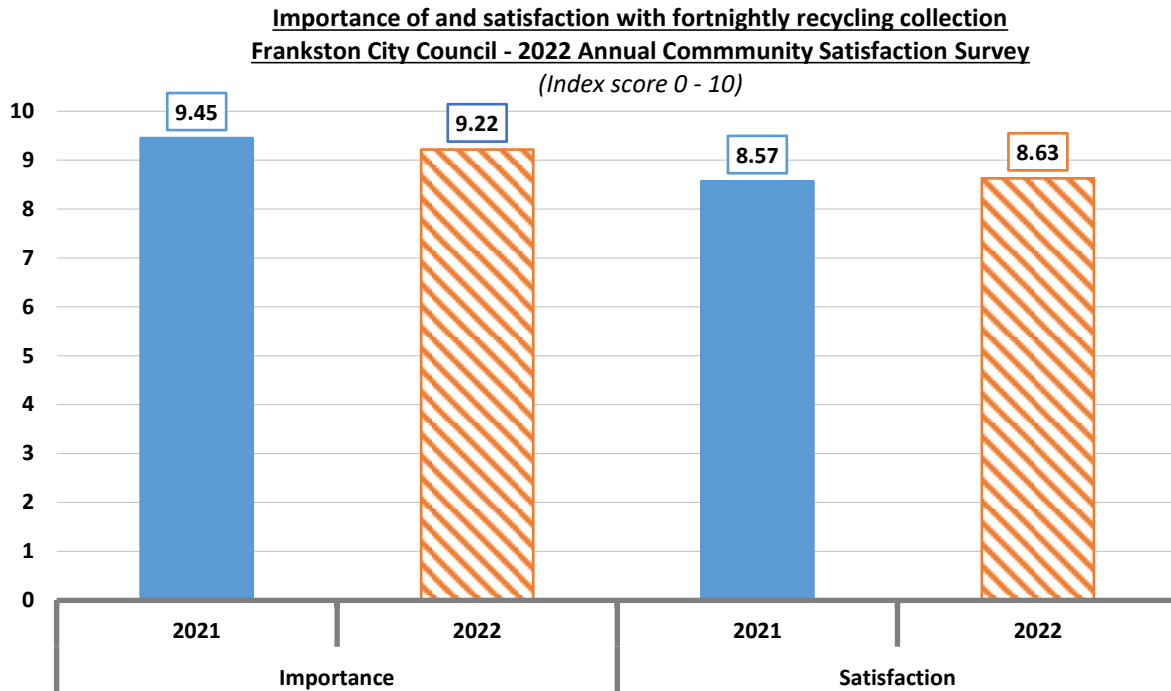
This ranks the fortnightly recycling collection 2nd in terms of satisfaction, and one of only eight services and facilities to receive an average satisfaction score measurably higher than the average satisfaction with all 31 services and facilities (7.77).

There was no significant variation in satisfaction with the weekly garbage collection observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average.

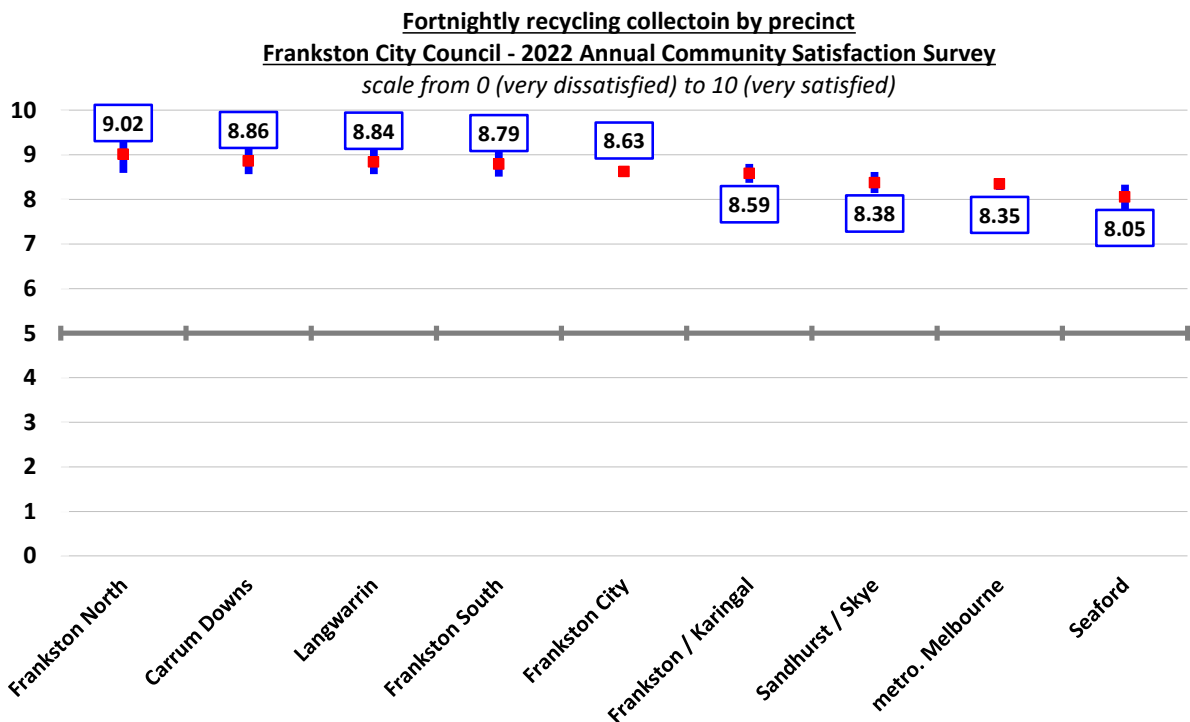
This result was comprised of 81.8% “very satisfied” and 2.1% “dissatisfied” respondents, based on a total sample of 786 of the 803 respondents. Metropolis Research notes results of more than 80% “very satisfied” respondents are relatively rare and reflective of a very wide-spread satisfaction within the community with the service or facility.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.35, as recorded in the 2022 *Governing Melbourne* research.





Even though respondents from all precincts rated satisfaction at “excellent” levels, it is noted that respondents from Seaford were measurably less satisfied than average, although still at an “excellent” level.



Hard rubbish collection

The hard rubbish collection was the 4th most important of the 31 included services and facilities, with an average importance of 9.12 out of 10 this year.

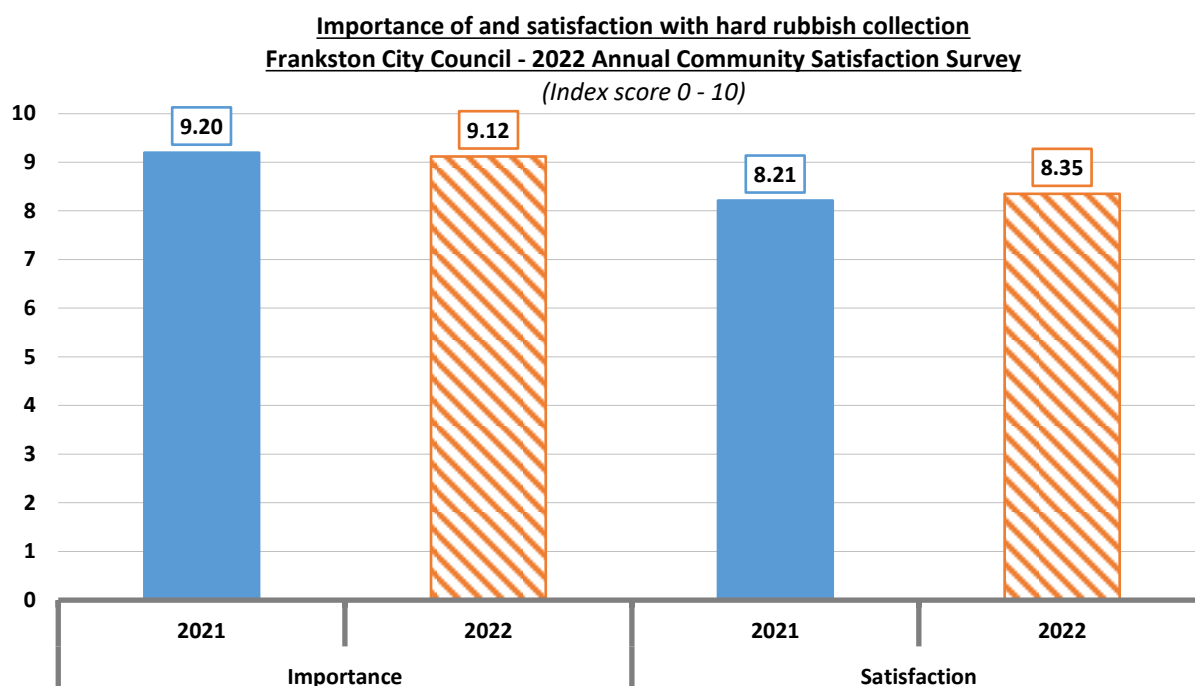
Satisfaction with the hard rubbish collection increased marginally, but not measurably this year, up 1.7% to 8.35 and it remains at an “excellent”.

This ranks the hard rubbish collection 4th in terms of satisfaction, and one of only eight services and facilities to receive an average satisfaction score measurably higher than the average satisfaction with all 31 services and facilities (7.77).

There was no measurable variation in satisfaction with the hard rubbish collection observed by respondent profile, including age structure, gender, or language spoken at home.

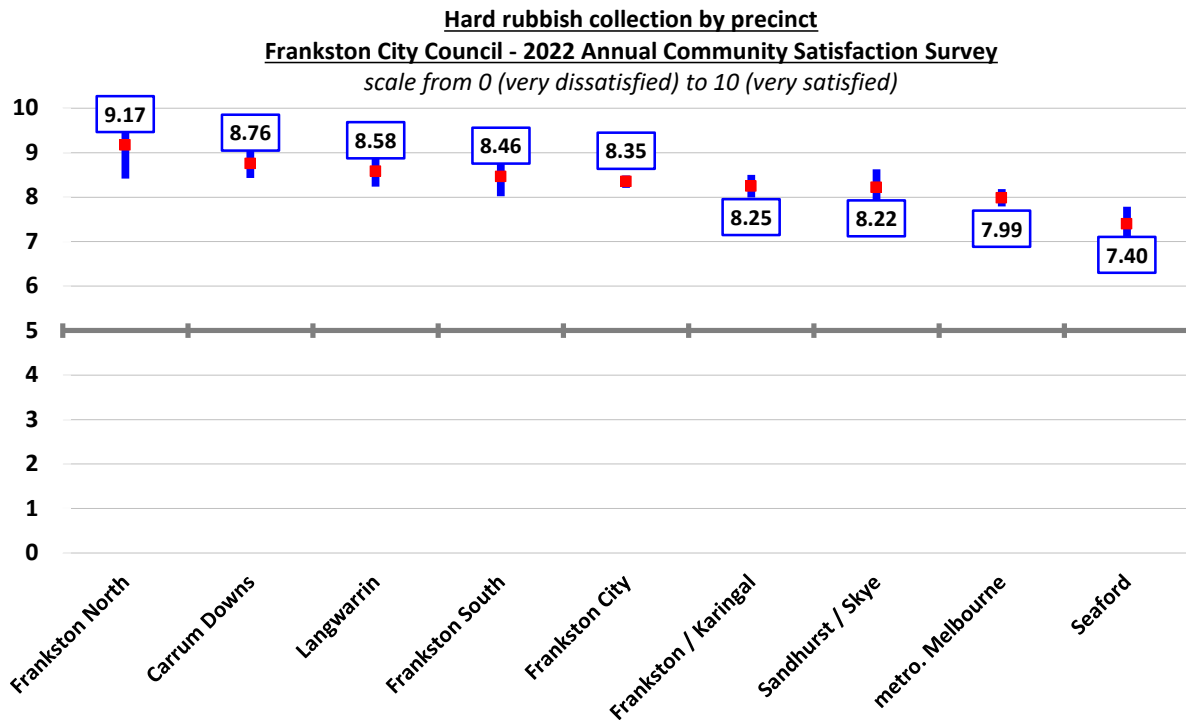
This result was comprised of 76.9% “very satisfied” and 4.9% “dissatisfied” respondents, based on a total sample of 598 of the 604 respondents (75.2%) who had used these services in the last 12 months.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “hard rubbish collection” of 7.99, as recorded in the 2022 *Governing Melbourne* research.



There was some measurable variation in satisfaction with the hard rubbish collection observed across the municipality, with respondents from Seaford measurably less satisfied than average, and at a “very good” level of satisfaction.





Food and garden waste collection

The food and garden waste collection were the 9th most important of the 31 included services and facilities, with an average importance score of 8.90 out of 10 this year.

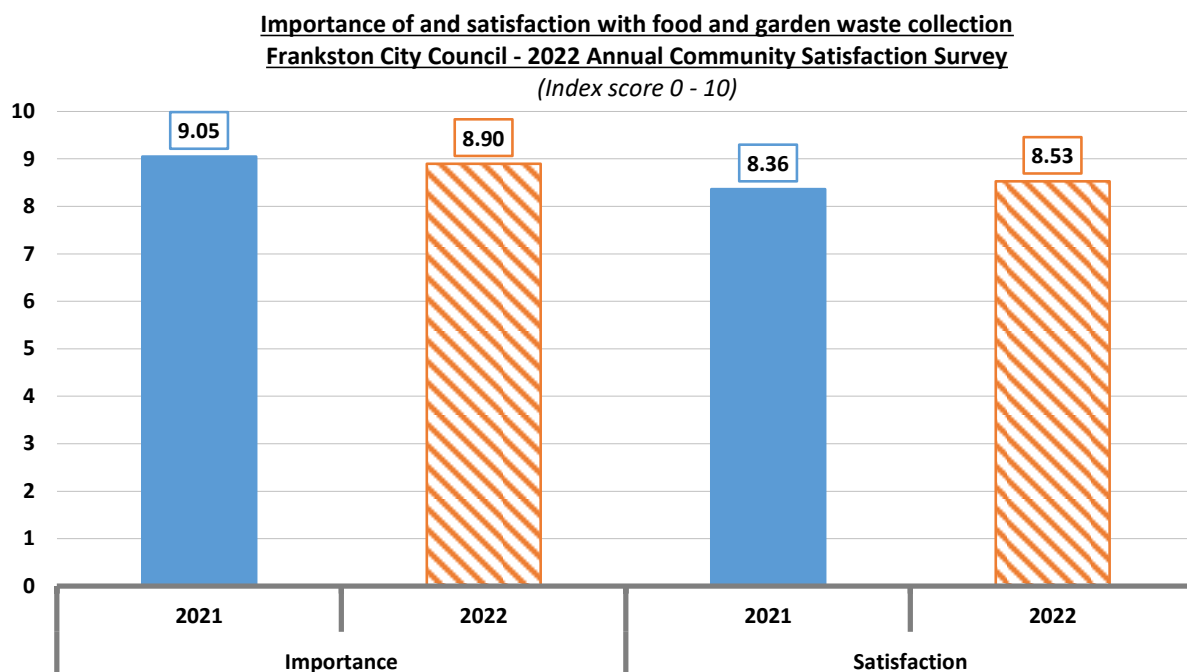
Satisfaction with these services increased marginally, but not measurably this year, up 1.9% to 8.53, and it remains at an “excellent” level of satisfaction.

This result ranks the food and garden waste collection 3rd in terms of satisfaction, and one of only eight services and facilities to receive an average satisfaction score measurably higher than the average satisfaction with all 31 services and facilities (7.77).

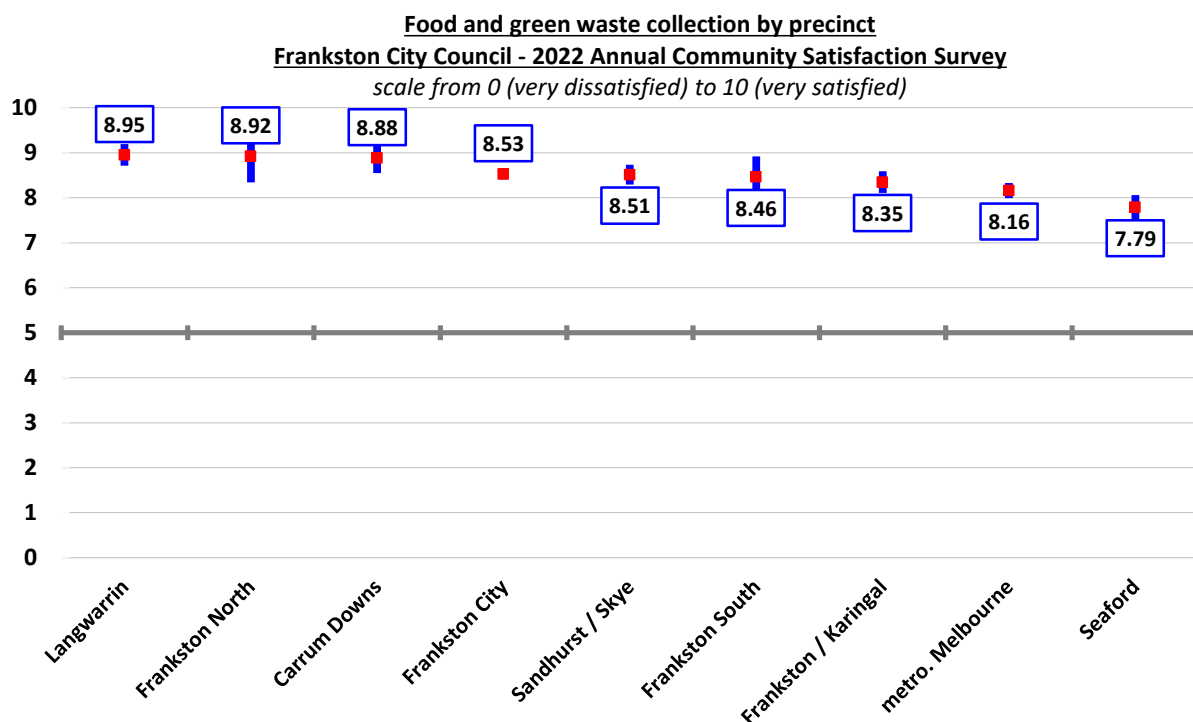
There was no measurable variation in satisfaction with the collection observed by respondent profile, although it is noted that senior citizens (aged 75 years and over), were somewhat more satisfied than average.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “green waste” of 8.16, as recorded in the 2022 *Governing Melbourne* research.





There was some measurable variation in satisfaction with the food and green waste collection observed across the municipality, with respondents from Langwarrin measurably more satisfied than average, and respondents from Seaford measurably less satisfied than average, and at a “very good” level of satisfaction.



Recycling and Recovery Centre

The Recycling and Recovery Centre was the 6th most important of the 31 included services and facilities, with an average importance score of 9.00 out of 10 this year.

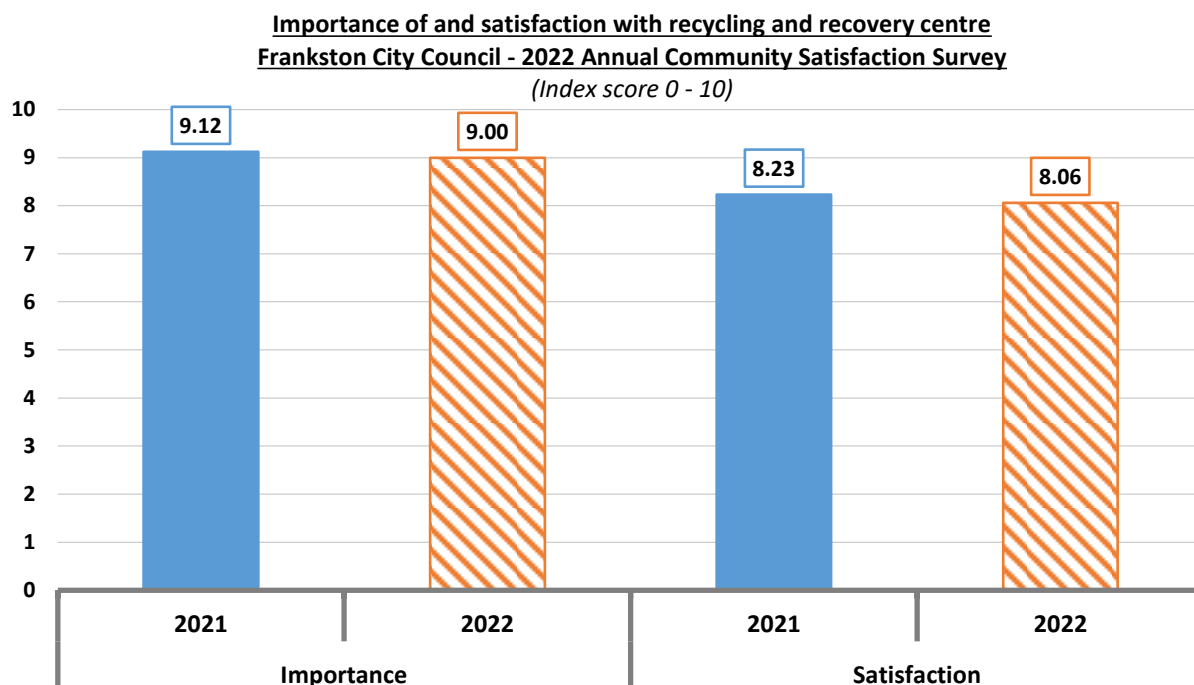
Satisfaction with this facility declined marginally, but not measurably this year, down 2.1% to 8.06, although it remains at an “excellent” level of satisfaction.

This ranks the facility 6th in terms of satisfaction, and one of only eight services and facilities to receive an average satisfaction score measurably higher than the average satisfaction with all 31 services and facilities (7.77).

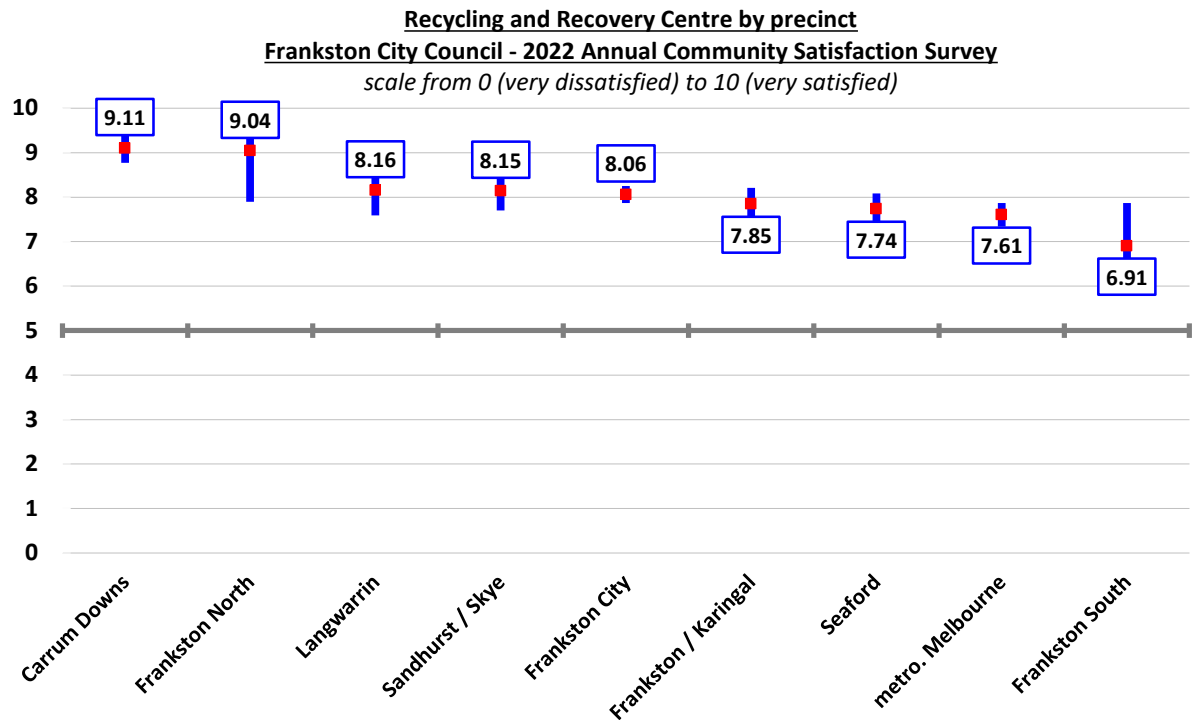
There was no measurable variation in satisfaction with the facility observed by respondent profile, although it is noted that senior citizens (aged 75 years and over), were somewhat more satisfied than average.

This result was comprised of 67.3% “very satisfied” and 4.8% “dissatisfied” respondents, based on a total sample of 367 of the 376 respondents (46.8%) who had used the facility in the last 12 months.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “Waste Transfer Station / Recycling Centres / Tip” of 7.61, as recorded in the 2022 *Governing Melbourne* research.



There was some measurable variation in satisfaction with the facility observed across the municipality, with the 60 respondents from Carrum Downs measurably more satisfied than average, and the 34 respondents from Frankston South measurably less satisfied and at a “good” level.

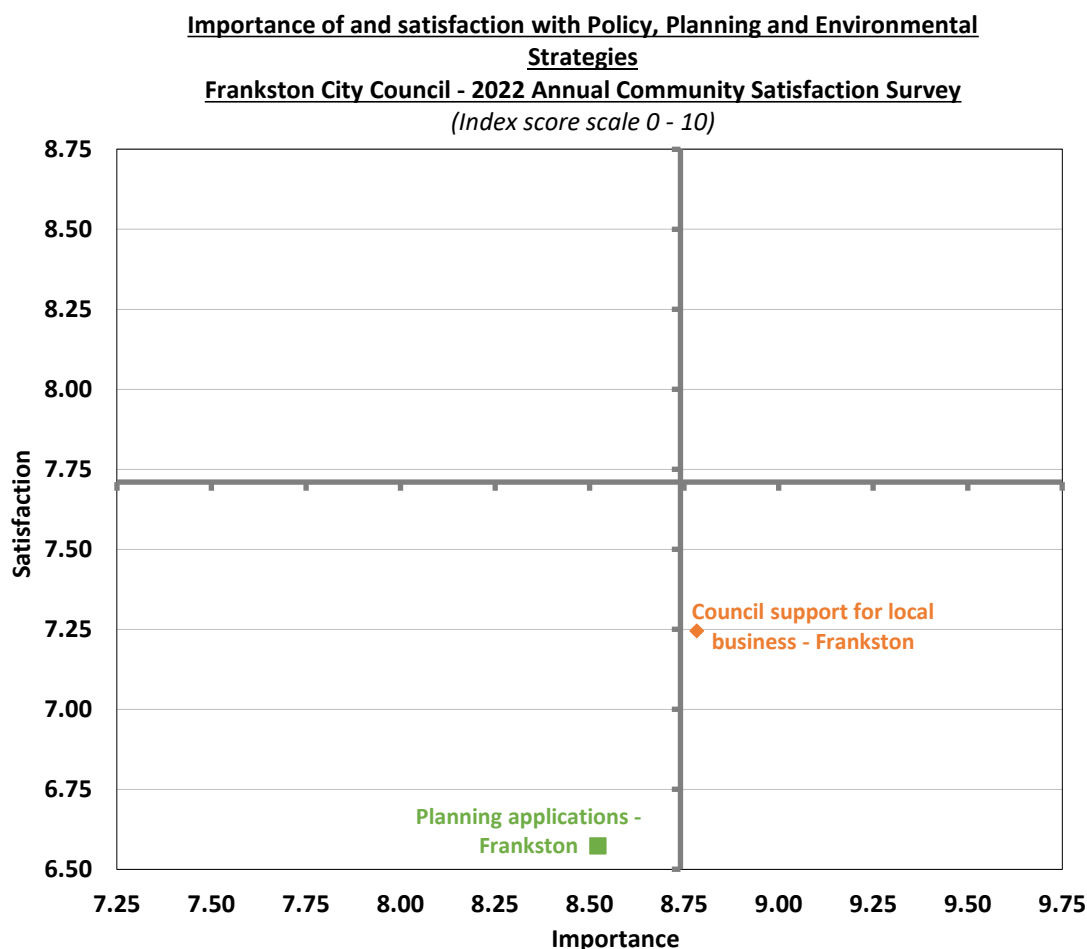


Policy, Planning and Environmental Strategies

There were two services of the Policy, Planning, and Environmental Strategies department included in the survey this year, that being Council support for local business, and planning applications.

It is noted that both services were of approximately average importance, and both received a measurably lower than average satisfaction score.





Council support for local business

Council support for local business was the 19th most important of the 31 included services and facilities, with an average importance score this year of 8.78 out of 10.

Satisfaction with Council support for local business increased measurably and significantly this year, up 10.3% to 7.25, which is a “very good”, up from a “good” level of satisfaction.

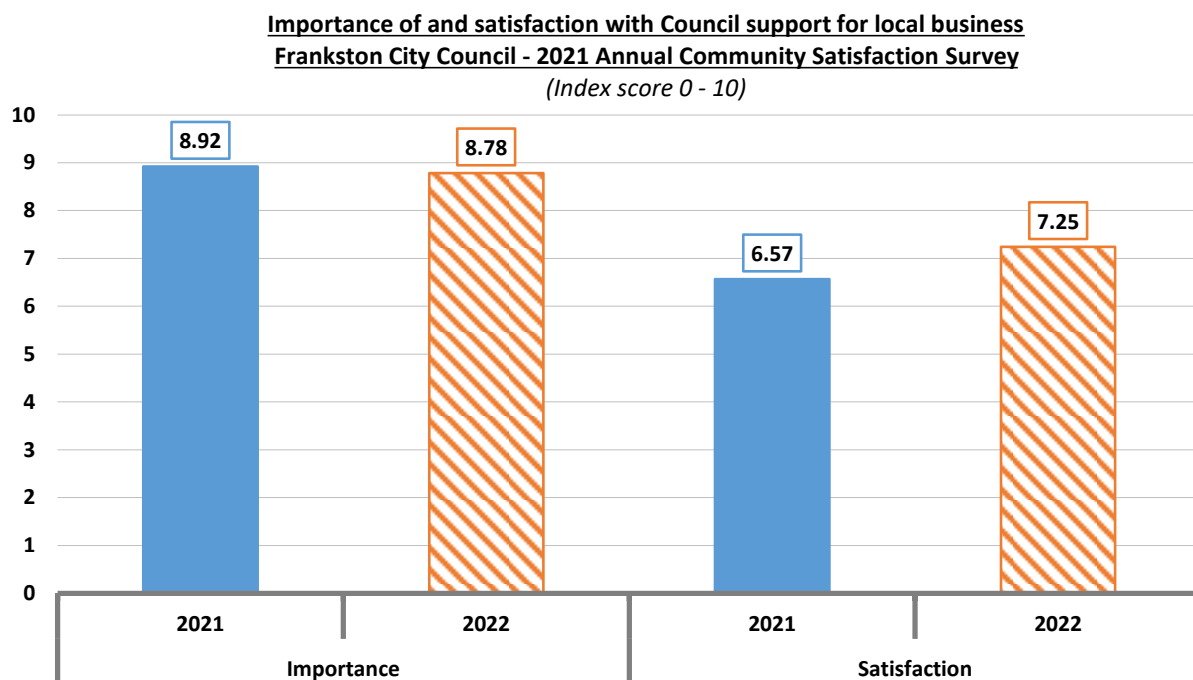
This result ranks Council support for local business 27th in terms of satisfaction, and one of only seven services and facilities to record an average satisfaction score measurably lower than the average of all 31 services and facilities (7.77).

Whilst cognisant of the very small sample size, there was some variation in satisfaction with these services observed by respondent profile. Younger respondents (aged 18 to 44 years) were somewhat more satisfied than average, whilst respondents aged 45 years and over were somewhat less satisfied.

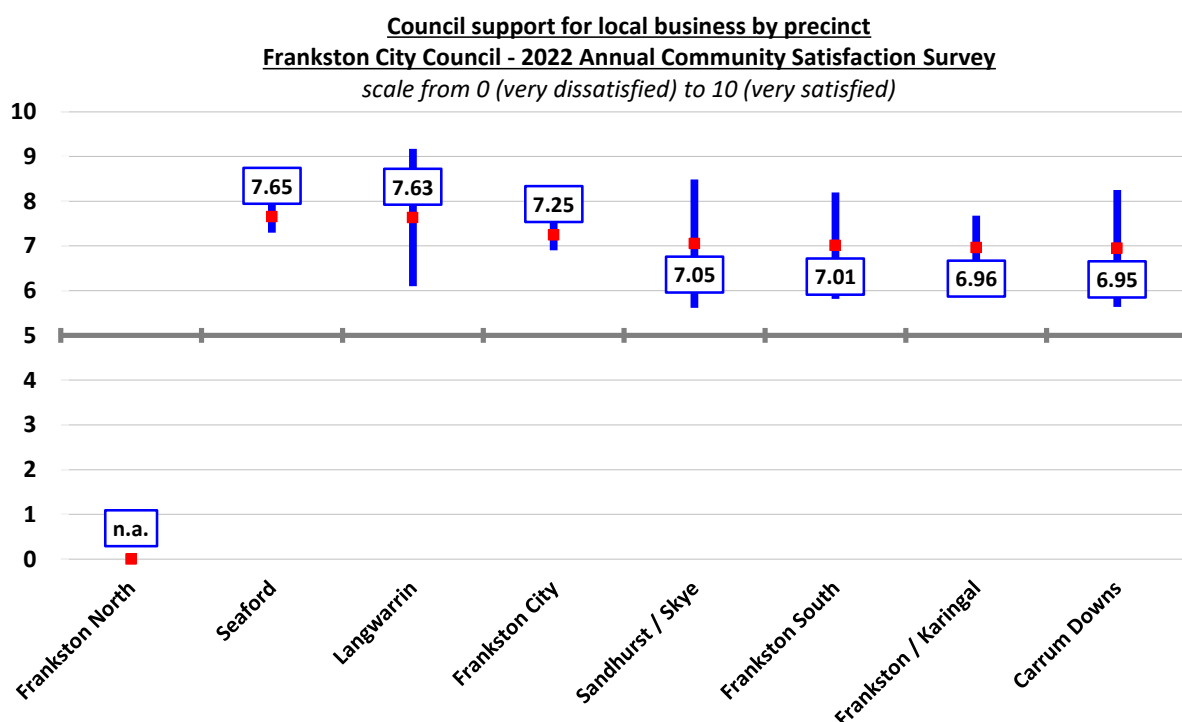
Female respondents were measurably more satisfied than male respondents, and respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

This result was comprised of 58.4% “very satisfied” and 9.7% “dissatisfied” respondents, based on a total sample of 106 of the 109 respondents who had used these services in the last 12 months.

This service was not included in *Governing Melbourne* in a format that enables comparison, and therefore no metropolitan Melbourne comparison can be provided.



Cognisant of the very small sample size at the precinct level, there was no meaningful variation in satisfaction with Council support for local business observed by precinct.



Planning applications

Planning applications were 27th most important of the 31 included services and facilities, with an average importance of 8.52 out of 10 this year.

Satisfaction with planning applications was 6.57, or a “good” level of satisfaction.

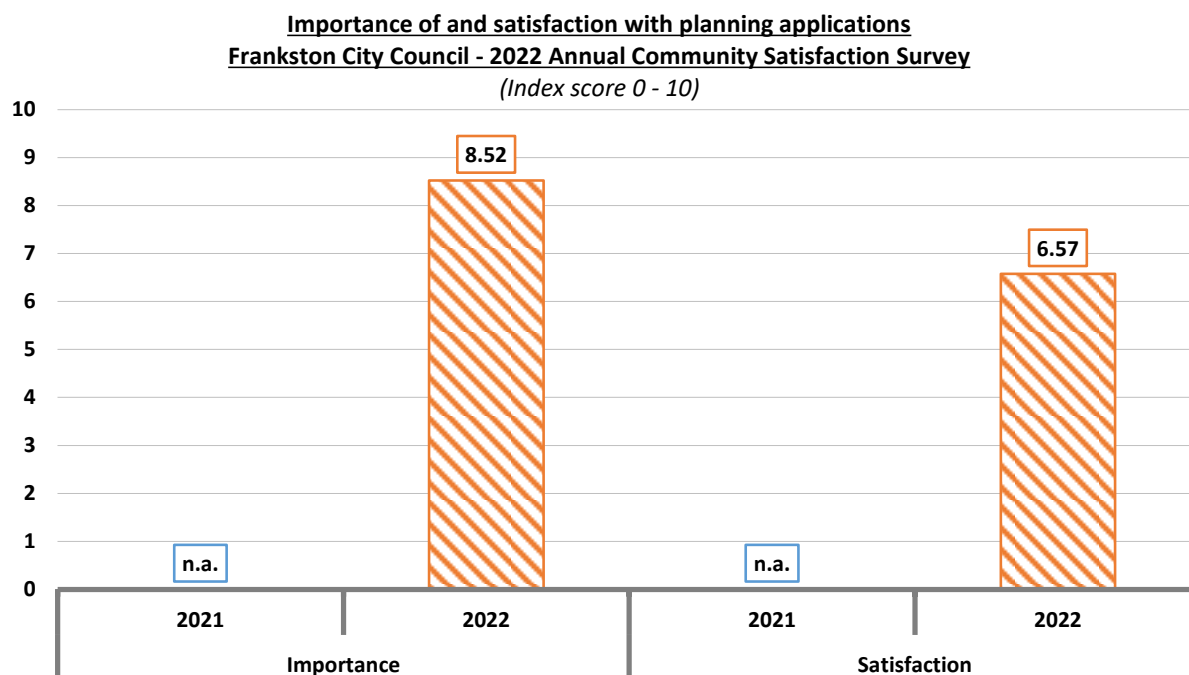
This result ranks planning applications 30th in terms of satisfaction, and one of only seven services and facilities to record an average satisfaction score measurably lower than the average of all 31 services and facilities (7.77).

There was no meaningful variation in satisfaction with planning applications observed by respondent profile.

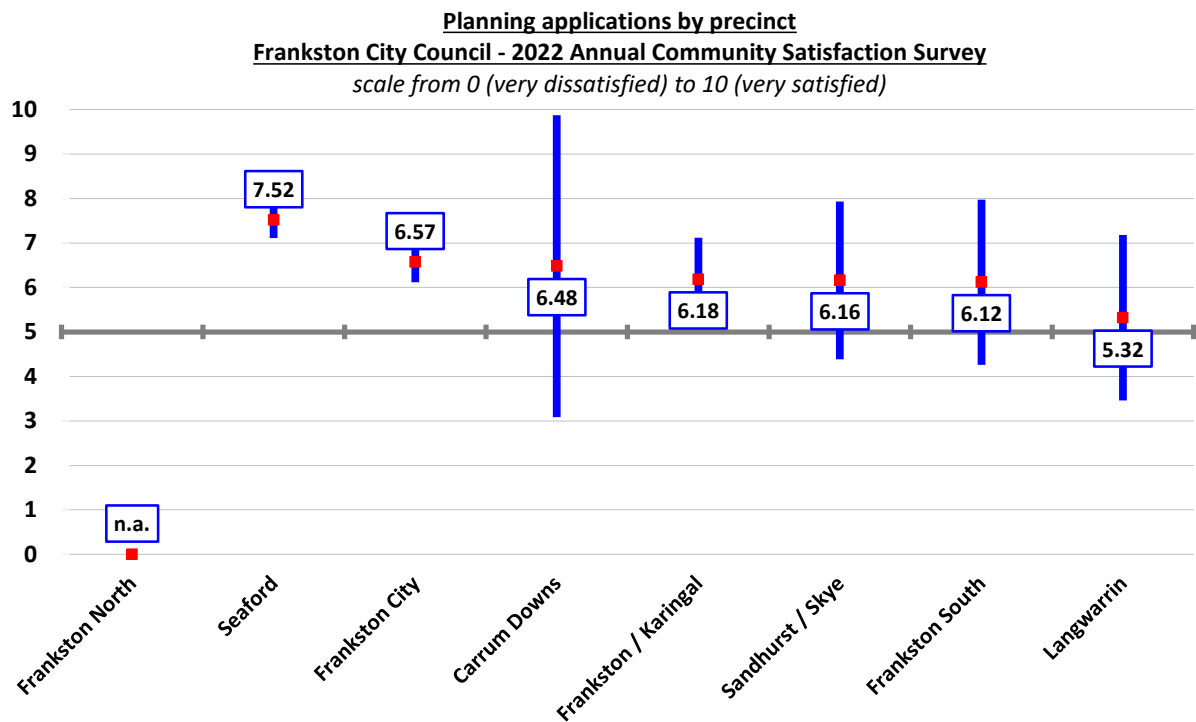
This result was comprised of 39.7% “very satisfied” and 17.3% “dissatisfied” respondents, based on a total sample of 114 of the 118 respondents (14.7%) who had used these services in the last 12 months.

Metropolis Research notes that this is a slightly larger proportion of respondents reporting that they had used these services than is likely to actual have engaged with Council on a planning application, either as an applicant or objector. Typically, around three to eight percent of respondents engaged in the planning application process in any given year.

This service was not included in *Governing Melbourne* in the same format as this survey, and therefore no metropolitan Melbourne comparison satisfaction score can be provided.



Cognisant of the very small sample size at the precinct level, there was no meaningful variation in satisfaction with Council support for local business observed across the municipality.



Funding of Council services and programs

Respondents were asked:

“For the following list of Council services and programs, could you please indicate whether you think these should receive much less, less, the same, more, or much more funding.”

Respondents were again in 2022, asked whether 25 Council provided services and programs should receive more, the same, or less funding.

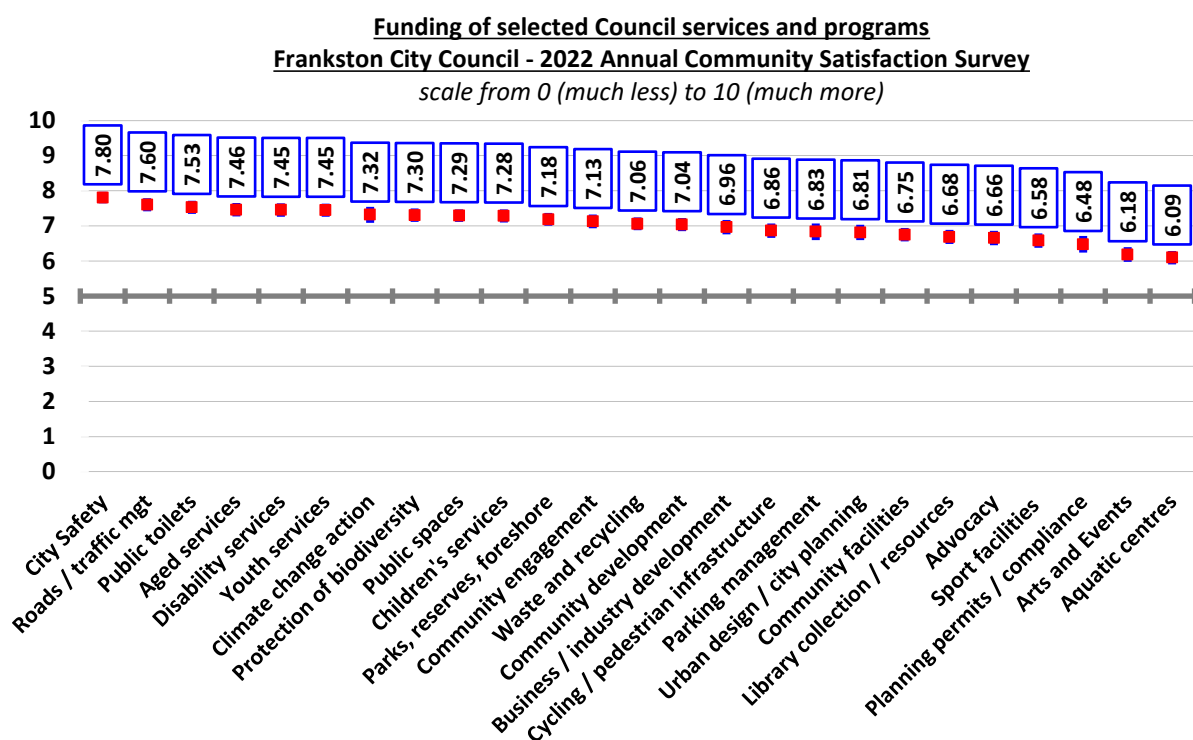
The scores have been indexed onto a scale from zero (much less) to 10 (much more funding), with the average scores outlined in the following table.

The average results were somewhat higher for most services and facilities this year than in 2021, although the priority order appears to be reasonably consistent with the results recorded last year.

It is noted, however, that the wording was changed for some of these services and programs between the 2021 and 2022 surveys.

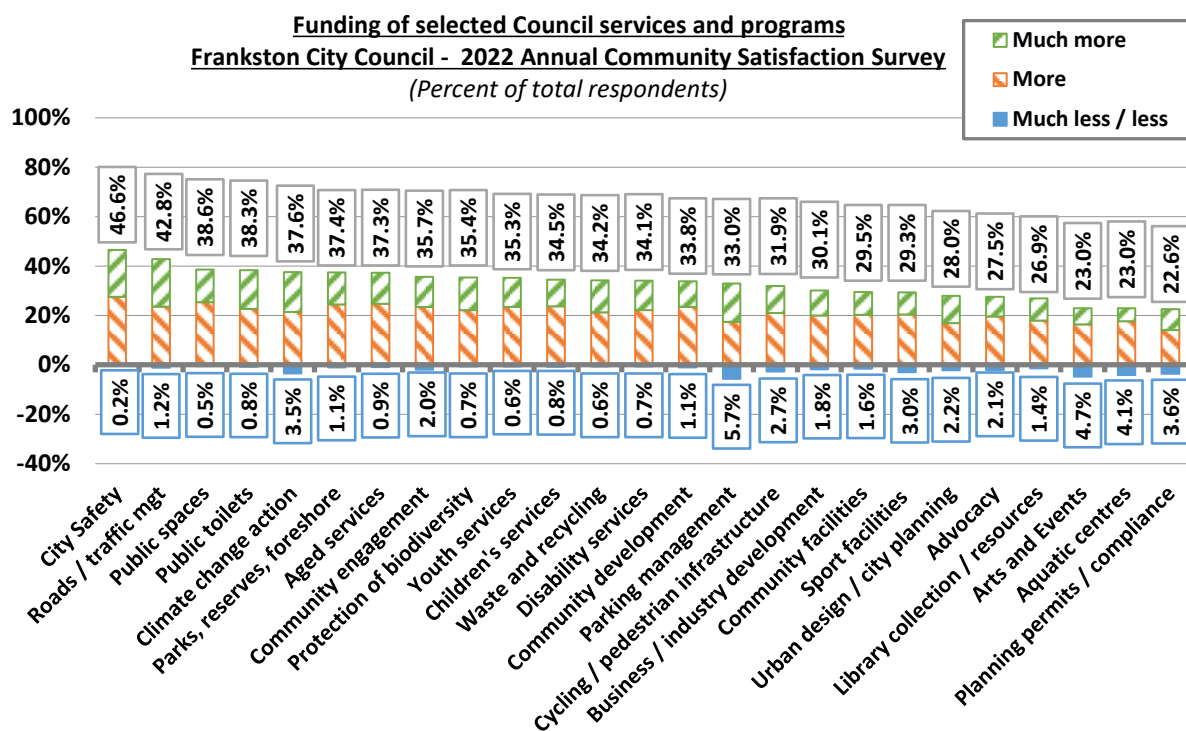
The services and programs that respondents, on average, considered should receive the most additional funding were city safety (7.80 up from 7.00), roads and traffic management (7.60 up from 6.67), aged (7.46 up from 7.15) and disability (7.45 up from 7.15) services.

The services and programs that respondents, on average, considered should receive the least additional funding were aquatic centres (6.09 up from 5.67), arts and events (6.18 up from 5.50), and planning permits / compliance (6.48).



The following graph displays the proportion of respondents who considered that each service or program should receive more funding and the proportion who considered that each should receive less funding.

Consistent with the results recorded last year, it is noted that substantially more respondents considered that all 25 services and programs should receive more funding than should receive less funding.



Funding of selected Council services and programs
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

<i>Services</i>	<i>Much less</i>	<i>Less</i>	<i>The same</i>	<i>More</i>	<i>Much more</i>	<i>Don't know</i>
City Safety	0.0%	0.2%	11.4%	27.6%	19.0%	41.7%
Roads and traffic management	0.0%	1.2%	14.4%	23.6%	19.2%	41.5%
Cleaning and maintenance of public spaces	0.0%	0.5%	17.0%	25.4%	13.2%	43.9%
Cleaning/maintenance of public toilets	0.2%	0.6%	13.2%	22.7%	15.6%	47.7%
Climate change action	1.4%	2.1%	11.7%	21.4%	16.2%	47.3%
Parks, reserves, open spaces, and foreshore	0.1%	1.0%	17.6%	24.5%	12.9%	43.9%
Aged services ³	0.3%	0.6%	11.2%	24.7%	12.6%	50.6%
Community engagement	0.5%	1.5%	15.9%	23.4%	12.3%	46.4%
Protection of biodiversity	0.2%	0.5%	15.7%	22.2%	13.2%	48.1%
Youth services	0.0%	0.6%	11.6%	23.5%	11.8%	52.6%
Children's services ²	0.0%	0.8%	13.4%	23.7%	10.8%	51.3%
Waste and recycling	0.0%	0.6%	21.6%	21.3%	12.9%	43.7%
Disability services ³	0.0%	0.7%	11.4%	22.2%	11.9%	53.8%
Community development ⁷	0.2%	0.9%	17.5%	23.5%	10.3%	47.5%
Parking management ⁵	1.4%	4.3%	17.8%	17.4%	15.6%	43.4%
Cycling and pedestrian infrastructure	0.5%	2.2%	18.5%	21.0%	10.9%	47.0%
Business and industry development ⁶	0.2%	1.6%	16.8%	20.0%	10.1%	51.4%
Community facilities (<i>houses, halls, rooms</i>)	0.2%	1.4%	21.7%	20.2%	9.3%	47.1%
Sport facilities (<i>courts, ovals, fields, pavilions</i>)	0.9%	2.1%	21.8%	20.4%	8.9%	45.9%
Urban design and city planning	0.7%	1.5%	19.9%	16.9%	11.1%	50.0%
Advocacy	0.6%	1.5%	19.6%	19.6%	7.9%	50.8%
Library collection and resources ¹	0.3%	1.1%	22.3%	17.9%	9.0%	49.3%
Arts and events	0.8%	3.9%	23.2%	16.4%	6.6%	49.0%
Aquatic centres ⁴	0.7%	3.4%	26.3%	17.7%	5.3%	46.6%
Planning permits and compliance	0.6%	3.0%	19.4%	14.1%	8.5%	54.4%

(1) previously named as "Library Services"

(2) previously named as "Family and Childrens Services"

(3) previously named as "Aged and Disability Services"

(4) previously named as "Leisure centres and pool"

(5) previously named as "Parking enforcement and management"

(6) previously named as "Economic and business development"

(7) previously named as "Community development or strengthening"



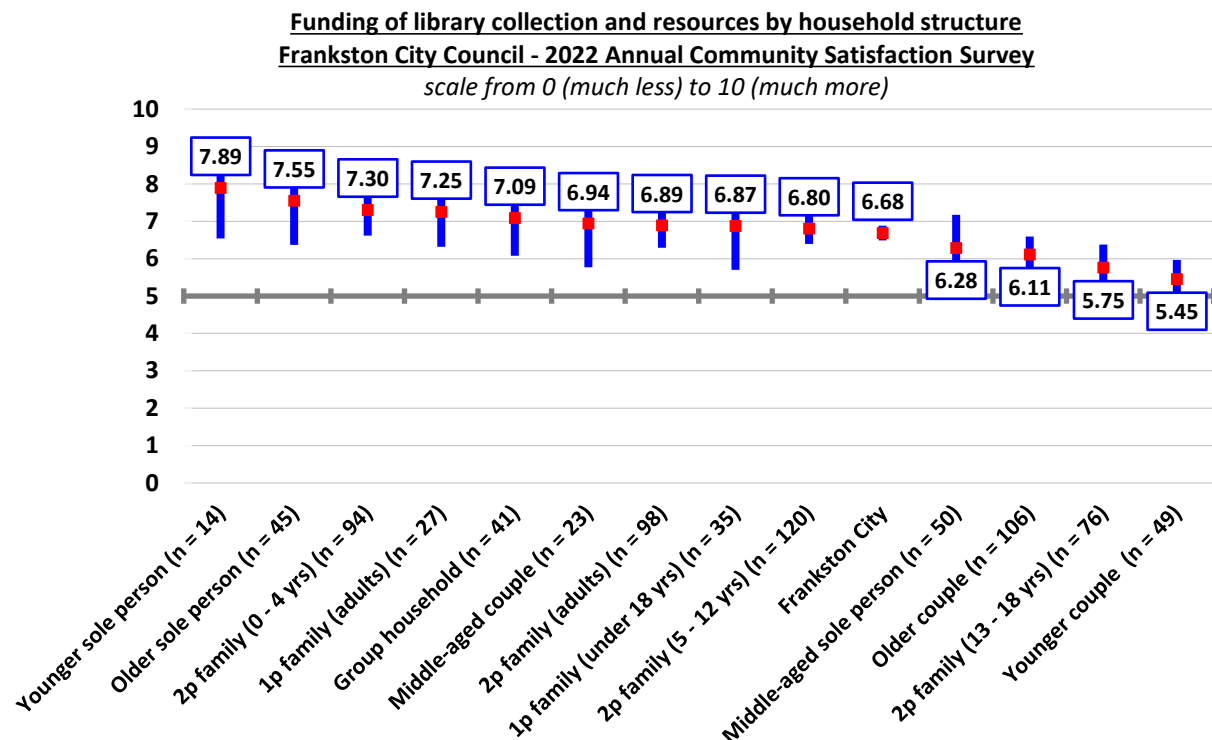
Funding of selected Council services and programs
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Services	Year	Much less	Less	The same	More	Much more	Don't know
City Safety	2021	0.0%	0.4%	27.8%	44.5%	11.7%	15.7%
	2022	0.0%	0.2%	11.4%	27.6%	19.0%	41.7%
Roads and traffic management	2021	0.0%	0.8%	34.2%	41.1%	7.9%	16.0%
	2022	0.0%	1.2%	14.4%	23.6%	19.2%	41.5%
Cleaning and maintenance of public spaces	2021	0.0%	0.9%	44.2%	33.9%	5.7%	15.4%
	2022	0.0%	0.5%	17.0%	25.4%	13.2%	43.9%
Cleaning/maintenance of public toilets	2022	0.2%	0.6%	13.2%	22.7%	15.6%	47.7%
Climate change action	2021	1.6%	4.2%	34.6%	33.6%	6.4%	19.6%
	2022	1.4%	2.1%	11.7%	21.4%	16.2%	47.3%
Parks, reserves, open spaces, and foreshore	2021	0.0%	2.2%	43.8%	31.9%	6.0%	16.1%
	2022	0.1%	1.0%	17.6%	24.5%	12.9%	43.9%
Aged services	2021	0.0%	0.3%	21.1%	45.8%	10.8%	22.0%
	2022	0.3%	0.6%	11.2%	24.7%	12.6%	50.6%
Community engagement	2022	0.5%	1.5%	15.9%	23.4%	12.3%	46.4%
Protection of biodiversity	2022	0.2%	0.5%	15.7%	22.2%	13.2%	48.1%
Youth services	2021	0.0%	1.2%	22.7%	41.4%	7.2%	27.4%
	2022	0.0%	0.6%	11.6%	23.5%	11.8%	52.6%
Children's services	2021	0.0%	0.6%	23.5%	42.6%	5.6%	27.6%
	2022	0.0%	0.8%	13.4%	23.7%	10.8%	51.3%
Waste and recycling	2021	0.0%	1.1%	47.6%	31.6%	3.0%	16.7%
	2022	0.0%	0.6%	21.6%	21.3%	12.9%	43.7%
Disability services	2021	0.0%	0.3%	21.1%	45.8%	10.8%	22.0%
	2022	0.0%	0.7%	11.4%	22.2%	11.9%	53.8%
Community development	2021	0.0%	2.2%	45.0%	30.7%	1.3%	20.8%
	2022	0.2%	0.9%	17.5%	23.5%	10.3%	47.5%
Parking management	2021	3.2%	11.5%	44.0%	20.7%	2.7%	18.0%
	2022	1.4%	4.3%	17.8%	17.4%	15.6%	43.4%
Cycling and pedestrian infrastructure	2021	1.2%	4.9%	43.1%	29.2%	4.4%	17.2%
	2022	0.5%	2.2%	18.5%	21.0%	10.9%	47.0%
Business and industry development	2021	0.0%	2.0%	38.2%	30.3%	4.2%	25.3%
	2022	0.2%	1.6%	16.8%	20.0%	10.1%	51.4%
Community facilities (houses, halls, rooms)	2021	0.1%	3.3%	45.4%	23.9%	2.4%	24.9%
	2022	0.2%	1.4%	21.7%	20.2%	9.3%	47.1%
Sport facilities (courts, ovals, fields, pavilions)	2021	0.2%	5.1%	44.3%	27.0%	3.1%	20.3%
	2022	0.9%	2.1%	21.8%	20.4%	8.9%	45.9%
Urban design and city planning	2022	0.7%	1.5%	19.9%	16.9%	11.1%	50.0%
Advocacy	2022	0.6%	1.5%	19.6%	19.6%	7.9%	50.8%
Library collection and resources	2021	0.6%	2.3%	42.4%	25.0%	1.2%	28.6%
	2022	0.3%	1.1%	22.3%	17.9%	9.0%	49.3%
Arts and events	2021	0.7%	5.9%	50.1%	20.4%	1.4%	21.5%
	2022	0.8%	3.9%	23.2%	16.4%	6.6%	49.0%
Aquatic centres	2021	0.4%	5.7%	47.6%	24.4%	1.8%	20.1%
	2022	0.7%	3.4%	26.3%	17.7%	5.3%	46.6%
Planning permits and compliance	2022	0.6%	3.0%	19.4%	14.1%	8.5%	54.4%

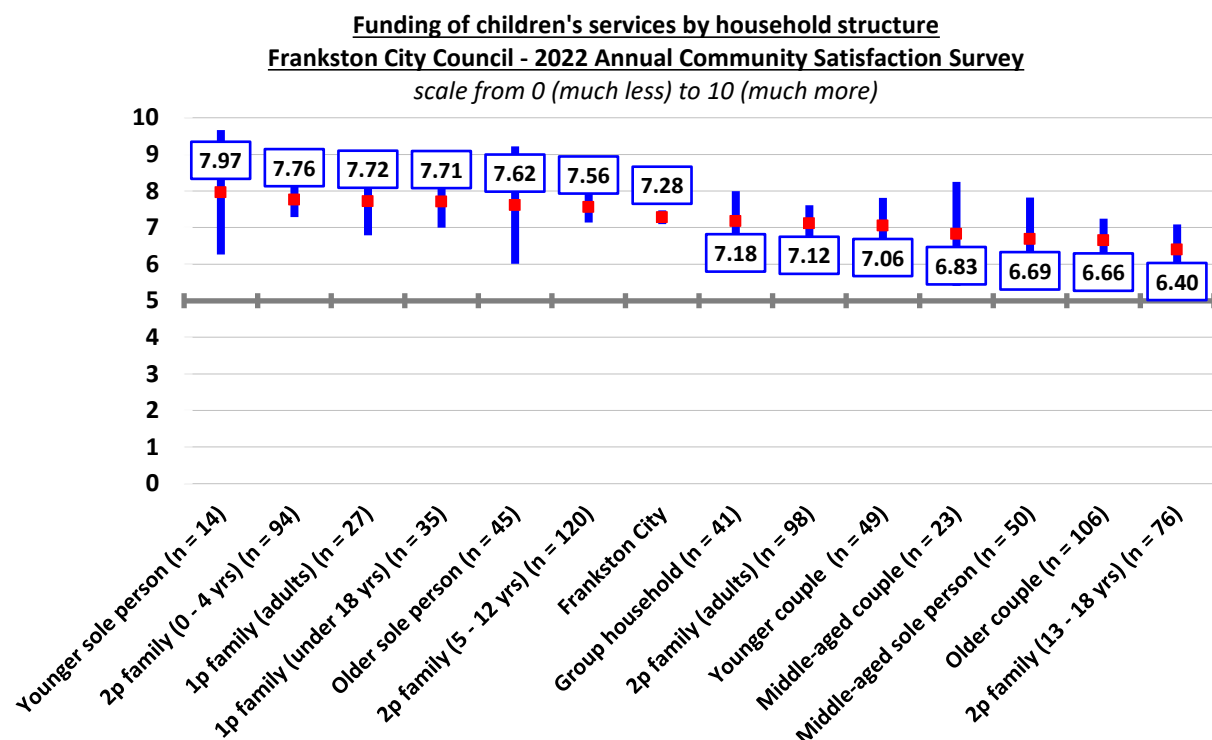
The following section provides a breakdown of the average results for selected services and programs by household structure, highlighting the variation that exists for some of the service and programs that are commonly used by only some household structures.



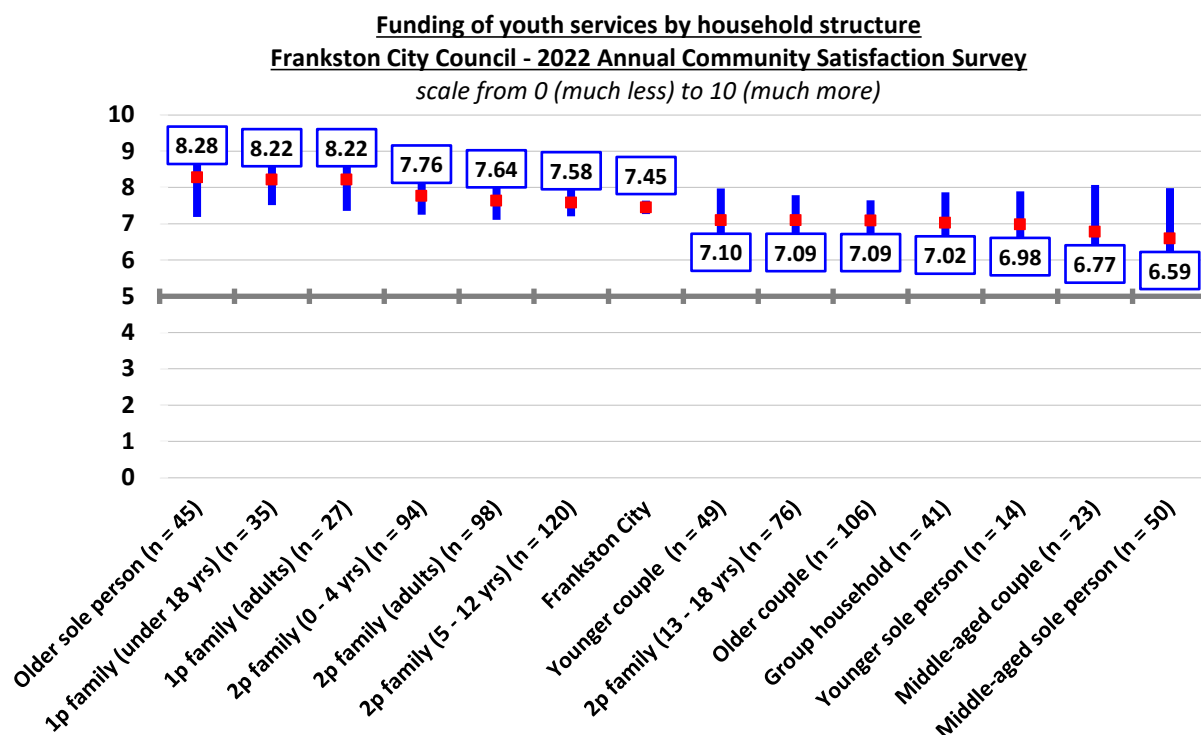
It is noted that older couples, two-parent families with youngest child aged 13 to 18 years, and younger couple households, on average, considered that library collection and resources should receive less additional funding than the municipal average.



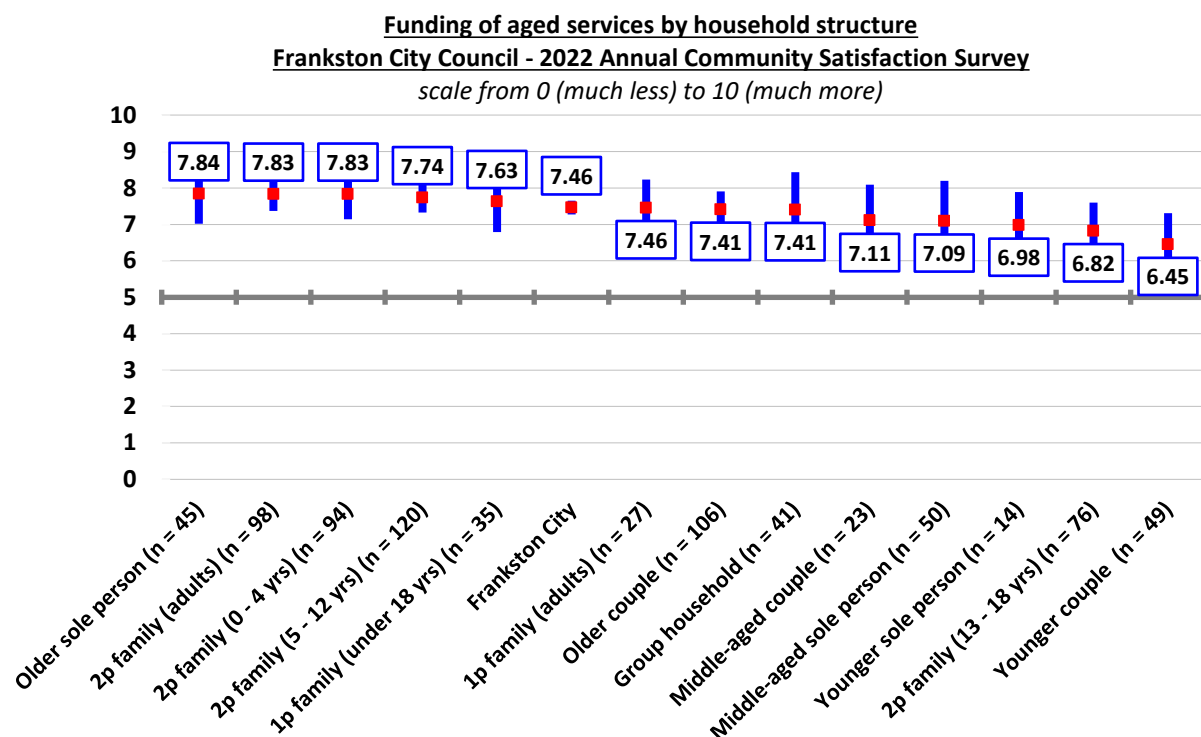
It is noted that older couples and two-parent families with youngest child aged 13 to 18 years, on average, considered that children's services should receive less additional funding than the municipal average.



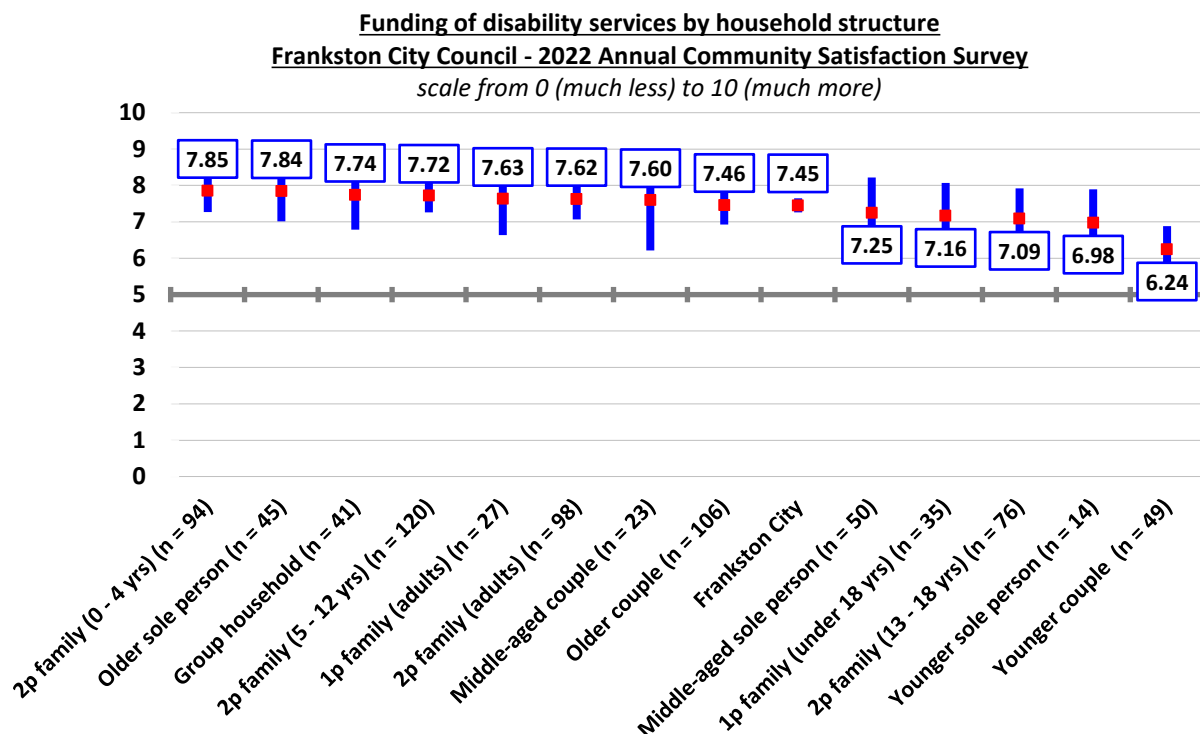
There was no statistically significant variation in the average degree to which respondent households considered that youth services should receive additional funding.



Apart from younger couple households, who on average, considered that aged services should receive less additional funding than the municipal average, there was no other statistically significant variation in this result observed by household structure.



Apart from younger couple households, who on average, considered that disability services should receive less additional funding than the municipal average, there was no other statistically significant variation in this result observed by household structure.



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 City of Frankston at the moment”. Approximately two-thirds (62.2% up from 55.8%) of respondents nominated a total of 914 issues, at an average for these respondents of a little less than two issues each.

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 that respondents raise as issues to address for Frankston City are within the general remit of other levels of government, most often the state government.



The four most nominated issues to address for Frankston City were related to traffic management, safety, policing, and crime, car parking, and road maintenance and repairs including roadworks.

Many of the significant issues raised by respondents that they feel need to be addressed in Frankston City “at the moment” were consistent with results observed elsewhere across metropolitan Melbourne.

Attention is, however, also drawn to the small numbers of respondents who nominated issues with homelessness (3.7% up from 2.3%), drug and alcohol related issues (2.2% up from 1.6%), and activities, services, and facilities for youth (2.9% up from 1.4%). These issues, whilst nominated by only a small number of respondents, were notably more commonly nominated in the City of Frankston than the metropolitan Melbourne average.

It is also noted that a small proportion of respondents raised Council rates (5.1% up from 3.7%), which was slightly higher than the metropolitan Melbourne average of 2.5%.

Issues with Council governance, accountability, and leadership related issues (1.1% down from 1.2%) remains low in the City of Frankston. Given the recent history of Frankston City Council, it does appear that these issues are not significantly at the front of mind of respondents to this survey, and the proportion raising these issues was slightly lower than the metropolitan Melbourne average this year. This reinforces the significant improvement in satisfaction with Council’s governance and leadership performance this year, discussed in the [Governance and Leadership](#) section of this report.

When compared to the results recorded in 2021, the following variations are noted:

- **Somewhat more commonly nominated in 2022** – includes traffic management (9.5% up from 6.5%), safety, policing, and crime (8.3% up from 4.2%), and children’s activities and facilities (2.5% up from 0.2%).
- **Somewhat less commonly nominated in 2022** – includes road maintenance and repairs (5.4% down from 8.0%).

None of these variations were statistically significant but are noted as they reflect some variation in community sentiment this year.

Variations from the metropolitan Melbourne average

When compared to the metropolitan Melbourne average results as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, the following variations are noted:

- **More commonly nominated in Frankston City** – includes safety, policing, and crime (8.3% compared to 4.5%), Council rates (5.1% compared to 2.5%), homelessness / beggars (3.7% compared to 0.9%), communication, consultation, and the provision of information (3.2% compared to 1.8%), shops, restaurants, bars, and entertainment venues (3.0% compared to 1.0%), youth activities, services, and facilities (2.9% compared to 0.5%), and drug and alcohol related issues (2.2% compared to 0.0%).



- **Less commonly nominated in Frankston City** – includes traffic management (9.5% compared to 15.3%), road maintenance and repairs (5.4% compared to 13.1%), parks, gardens, and open spaces (4.2% compared to 12.8%), street trees (3.6% compared to 8.4%), building, housing, planning, and development (3.2% compared to 6.4%), footpath maintenance and repairs (2.6% compared to 6.6%), and Council governance, accountability, and performance (1.1% compared to 2.3%).

As discussed in the [overall satisfaction](#) section of this report, of these issues to address for Frankston City “at the moment”, the issues most negatively associated with overall satisfaction with Council include communication (6.68), homelessness / beggars (6.62), cleanliness of the area (6.50), roads (6.42), and Council rates (6.29).

In other words, these issues are likely to be a negative influence on the overall satisfaction with Council for the respondents who raise these issues as issues for Frankston City to address “at the moment”.



Top three issues for Frankston City at the moment
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2022		2021	2022 Metro.*
	Number	Percent		
Traffic management	76	9.5%	6.5%	15.3%
Safety, policing and crime	67	8.3%	4.2%	4.5%
Car parking	48	6.0%	7.9%	8.0%
Roads and maintenance and repairs	43	5.4%	8.0%	13.1%
Council rates	41	5.1%	3.7%	2.5%
Cleanliness and maintenance of area	37	4.6%	3.1%	4.6%
Parks, gardens and open spaces	34	4.2%	5.5%	12.8%
Homeless / beggars	30	3.7%	2.3%	0.9%
Provision and maintenance of street trees	29	3.6%	3.8%	8.4%
Building, planning, housing and development	26	3.2%	3.3%	6.4%
Communication, consultation, provision of information	26	3.2%	4.1%	1.8%
Shops, restaurants, bars and entertainment venues issues	24	3.0%	2.2%	1.0%
Youth activities, services and facilities	23	2.9%	1.4%	0.5%
Footpath maintenance and repairs	21	2.6%	2.7%	6.6%
Hard rubbish collection	21	2.6%	2.2%	1.9%
Children activities and facilities	20	2.5%	0.2%	2.3%
Public transport	20	2.5%	1.6%	2.1%
Environment, sustainability, climate change, conservation	19	2.4%	2.6%	2.6%
Rubbish and waste issues including garbage collection	19	2.4%	1.2%	5.0%
Drugs and alcohol issues	18	2.2%	1.6%	0.0%
Health and medical issues / services	15	1.9%	2.0%	1.0%
Lighting	15	1.9%	1.6%	2.4%
Cleanliness and maintenance of beach and foreshore	13	1.6%	1.0%	n.a.
Council customer service responsiveness	13	1.6%	0.5%	1.3%
Public toilets	13	1.6%	0.4%	2.1%
Community activities / events	12	1.5%	0.5%	1.8%
Graffiti and vandalism	12	1.5%	1.2%	1.1%
Provision and maintenance of infrastructure	11	1.4%	0.2%	1.8%
Dog off leash areas / facilities	10	1.2%	1.5%	n.a.
Council governance, accountability, leadership	9	1.1%	1.2%	2.3%
Drains maintenance and repairs	9	1.1%	1.1%	2.1%
Support for local business	9	1.1%	2.1%	0.6%
Bicycle, cycling / walking tracks	8	1.0%	1.6%	2.6%
Sports, leisure and recreation facilities	8	1.0%	1.7%	1.9%
Employment and job creation	7	0.9%	0.9%	0.4%
Equal funding for all suburbs	7	0.9%	0.0%	n.a.
Street cleaning and maintenance	7	0.9%	1.5%	2.9%
All other issues (42 separately identified issues)	94	11.7%	9.5%	21.3%
Total responses	914		840	1,167
<i>Respondents identifying at least one issue</i>	499 (62.2%)		453 (55.8%)	555 (69.4%)

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

Whilst there was no statistically significant variation in the top issues to address for the City of Frankston, attention is drawn to the following variations of note:

- **Carrum Downs** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, and youth activities, services, and facilities.
- **Seaford** – respondents were somewhat more likely than average to nominate cleanliness of the area, Council rates, public toilets, and beach / foreshore issues.
- **Sandhurst / Skye** – respondents were somewhat more likely than average to nominate Council rates, roads, shops, restaurants, and entertainment venues, public transport, and lighting.
- **Frankston South** – respondents were somewhat more likely than average to nominate safety, policing, and crime, car parking, Council rates, hard rubbish collection, and youth activities, services, and facilities.
- **Frankston North** – respondents were somewhat more likely than average to nominate traffic management, car parking, drug and alcohol issues, hard rubbish, footpaths, and Council customer service and responsiveness.
- **Frankston / Karingal** – respondents were somewhat more likely than average to nominate safety, policing, and crime, homelessness / beggars, and building, housing, planning, and development.



Top three issues for Frankston City at the moment by precinct
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Carrum Downs		Seaford	
Traffic management	9.2%	Safety, policing and crime	9.3%
Parks, gardens and open spaces	7.6%	Cleanliness and maintenance of area	7.4%
Safety, policing and crime	6.9%	Council rates	7.4%
Youth activities, services and facilities	6.9%	Traffic management	5.6%
Car parking	6.1%	Communication, consultation, prov. of info.	4.6%
Roads and maintenance and repairs	6.1%	Public toilets	4.6%
Homeless / beggars	4.6%	Cleanliness / mainten. of beach / foreshore	4.6%
Cleanliness and maintenance of area	3.8%	Roads and maintenance and repairs	3.7%
Communication, consultation, prov. of info.	3.1%	Rubbish and waste issues inc garbage	3.7%
Footpath maintenance and repairs	3.1%	Parks, gardens and open spaces	2.8%
All other issues	47.3%	All other issues	51.9%
Respondents identifying an issue	66 (49.9%)	Respondents identifying an issue	65 (60.0%)

Langwarrin		Sandhurst / Skye	
Traffic management	10.1%	Council rates	9.3%
Car parking	6.5%	Roads and maintenance and repairs	9.3%
Roads and maintenance and repairs	6.5%	Shops, restaurants, entertainment venues	8.0%
Cleanliness and maintenance of area	5.1%	Public transport	6.7%
Council rates	4.3%	Safety, policing and crime	6.7%
Safety, policing and crime	4.3%	Traffic management	6.7%
Parks, gardens and open spaces	3.6%	Lighting	5.3%
Drugs and alcohol issues	3.6%	Parks, gardens and open spaces	4.0%
Footpath maintenance and repairs	3.6%	Cleanliness and maintenance of area	4.0%
Provision and maintenance of street trees	3.6%	Building, planning, housing, development	4.0%
All other issues	55.1%	All other issues	48.0%
Respondents identifying an issue	79 (57.6%)	Respondents identifying an issue	51 (67.8%)



Top three issues for Frankston City at the moment by precinct
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Frankston South		Frankston North	
Safety, policing and crime	12.5%	Traffic management	26.5%
Traffic management	9.6%	Car parking	11.8%
Car parking	8.7%	Drugs and alcohol issues	11.8%
Council rates	8.7%	Safety, policing and crime	8.8%
Roads and maintenance and repairs	6.7%	Hard rubbish collection	8.8%
Hard rubbish collection	6.7%	Footpath maintenance and repairs	5.9%
Building, planning, housing, development	4.8%	Council customer service responsiveness	5.9%
Public transport	4.8%	Homeless / beggars	5.9%
Youth activities, services and facilities	4.8%	Equal funding for all suburbs	5.9%
Environment, sustainability, climate change	3.8%	Parks, gardens and open spaces	2.9%
All other issues	67.3%	All other issues	52.9%
Respondents identifying an issue	73 (69.8%)	Respondents identifying an issue	24 (69.4%)

Frankston / Karingal		Frankston City	
Safety, policing and crime	10.3%	Traffic management	9.5%
Traffic management	9.9%	Safety, policing and crime	8.3%
Homeless / beggars	7.5%	Car parking	6.0%
Car parking	6.6%	Roads and maintenance and repairs	5.4%
Building, planning, housing, development	6.1%	Council rates	5.1%
Cleanliness and maintenance of area	5.6%	Cleanliness and maintenance of area	4.6%
Provision and maintenance of street trees	5.2%	Parks, gardens and open spaces	4.2%
Parks, gardens and open spaces	4.7%	Homeless / beggars	3.7%
Communication, consultation, prov. of info.	4.7%	Provision and maintenance of street trees	3.6%
Council rates	4.2%	Building, planning, housing, development	3.2%
All other issues	57.7%	All other issues	60.1%
Respondents identifying an issue	142 (66.9%)	Respondents identifying an issue	499 (62.2%)

Metropolitan Melbourne		South eastern region	
Traffic management	15.3%	Roads maintenance and repairs	17.2%
Roads maintenance and repairs	13.1%	Parks, gardens and open spaces	16.6%
Parks, gardens and open space	12.8%	Traffic management	16.6%
Street trees / nature strips	8.4%	Provision and maintenance of street trees	10.6%
Car parking	8.0%	Cleanliness and maintenance of area	6.6%
Footpath maintenance and repairs	6.6%	Rubbish and waste issues incl. garbage	6.6%
Building, housing, planning, development	6.4%	Public transport	5.3%
Rubbish and waste issues	5.0%	Safety, policing and crime	5.3%
Cleanliness and maintenance of area	4.6%	Footpath maintenance and repairs	4.6%
Safety, policing and crime	4.5%	Public toilets	4.0%
All other issues	61.3%	All other issues	36.4%
Respondents identifying an issue	555 (69.4%)	Respondents identifying an issue	98 (64.5%)



Issues by respondent profile

Whilst there was no statistically significant variation in the top three issues to address for the City of Frankston by respondent profile, attention is drawn to the following variations of note:

- ***Female*** – respondents were somewhat more likely than male respondents to nominate traffic management, cleanliness and maintenance of the area, and building, housing, planning, and development related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual household respondents to nominate Council rates, and road maintenance and repairs related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate safety, policing, and crime, car paring, and street trees related issues.
- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate children’s activities and programs.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate hard rubbish collection related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate traffic management, and Council rates.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate Council rates, and road maintenance and repairs related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate activities, services, and facilities for the elderly.



Top three issues for Frankston City at the moment by respondent profile

Frankston City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Safety, policing and crime	8.9%	Traffic management	10.4%
Traffic management	8.4%	Safety, policing and crime	8.0%
Car parking	6.0%	Car parking	5.8%
Council rates	5.2%	Cleanliness and maintenance of area	5.8%
Roads and maintenance and repairs	5.2%	Roads and maintenance and repairs	5.3%
Parks, gardens and open spaces	3.9%	Council rates	4.8%
Communication, consultation, prov. of info.	3.9%	Parks, gardens and open spaces	4.6%
Provision and maintenance of street trees	3.9%	Building, planning, housing, development	4.4%
Homeless / beggars	3.7%	Shops, restaurants, entertainment venues	4.4%
Hard rubbish collection	3.7%	Homeless / beggars	4.1%
All other issues	54.6%	All other issues	64.9%
Respondents identifying an issue	228 (59.7%)	Respondents identifying an issue	268 (64.8%)

English speaking		Multi-lingual	
Traffic management	9.5%	Safety, policing and crime	10.2%
Safety, policing and crime	8.0%	Traffic management	9.3%
Car parking	5.5%	Car parking	8.3%
Council rates	5.5%	Provision and maintenance of street trees	6.5%
Roads and maintenance and repairs	5.5%	Parks, gardens and open spaces	4.6%
Cleanliness and maintenance of area	4.6%	Roads and maintenance and repairs	3.7%
Parks, gardens and open spaces	4.2%	Activities, services and facilities for	3.7%
Homeless / beggars	4.2%	Public transport	3.7%
Communication, consultation, prov. of info.	3.6%	Environment, sustainability, climate change	3.7%
Shops, restaurants, entertainment venues	3.6%	Health and medical issues / services	3.7%
All other issues	61.9%	All other issues	53.7%
Respondents identifying an issue	426 (63.4%)	Respondents identifying an issue	59 (54.7%)

Top three issues for Frankston City at the moment by respondent profile

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Safety, policing and crime	7.4%	Safety, policing and crime	9.9%
Traffic management	7.4%	Car parking	7.8%
Children activities and facilities	4.8%	Traffic management	7.8%
Parks, gardens and open spaces	4.3%	Hard rubbish collection	5.7%
Cleanliness and maintenance of area	3.9%	Council rates	5.0%
Homeless / beggars	3.9%	Parks, gardens and open spaces	5.0%
Rubbish and waste issues inc garbage	3.5%	Cleanliness and maintenance of area	5.0%
Car parking	2.6%	Roads and maintenance and repairs	4.3%
Youth activities, services and facilities	2.6%	Communication, consultation, prov. of info.	4.3%
Communication, consultation, prov. of info.	2.6%	Homeless / beggars	4.3%
All other issues	49.6%	All other issues	60.3%
Respondents identifying an issue	130 (56.7%)	Respondents identifying an issue	89 (63.0%)
Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Traffic management	12.7%	Traffic management	10.8%
Safety, policing and crime	9.2%	Council rates	8.9%
Council rates	7.7%	Roads and maintenance and repairs	8.5%
Car parking	6.3%	Safety, policing and crime	8.5%
Roads and maintenance and repairs	5.6%	Car parking	7.0%
Shops, restaurants, entertainment venues	5.6%	Cleanliness and maintenance of area	6.6%
Building, planning, housing, development	4.9%	Provision and maintenance of street trees	6.6%
Youth activities, services and facilities	3.5%	Parks, gardens and open spaces	6.1%
Cleanliness and maintenance of area	3.5%	Footpath maintenance and repairs	5.2%
Communication, consultation, prov. of info.	3.5%	Homeless / beggars	5.2%
All other issues	61.3%	All other issues	62.9%
Respondents identifying an issue	91 (63.7%)	Respondents identifying an issue	147 (69.1%)
Senior citizens (75 years and over)		Frankston City	
Traffic management	8.8%	Traffic management	9.5%
Car parking	7.4%	Safety, policing and crime	8.3%
Roads and maintenance and repairs	7.4%	Car parking	6.0%
Safety, policing and crime	7.4%	Roads and maintenance and repairs	5.4%
Provision and maintenance of street trees	7.4%	Council rates	5.1%
Activities, services and facilities for	5.9%	Cleanliness and maintenance of area	4.6%
Drains maintenance and repairs	4.4%	Parks, gardens and open spaces	4.2%
Public transport	4.4%	Homeless / beggars	3.7%
Footpath maintenance and repairs	4.4%	Provision and maintenance of street trees	3.6%
Council customer service responsiveness	4.4%	Building, planning, housing, development	3.2%
All other issues	54.4%	All other issues	60.1%
Respondents identifying an issue	38 (56.0%)	Respondents identifying an issue	499 (62.2%)



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 2022, asked to rate their perception of safety in eight locations and situations across the City of Frankston.

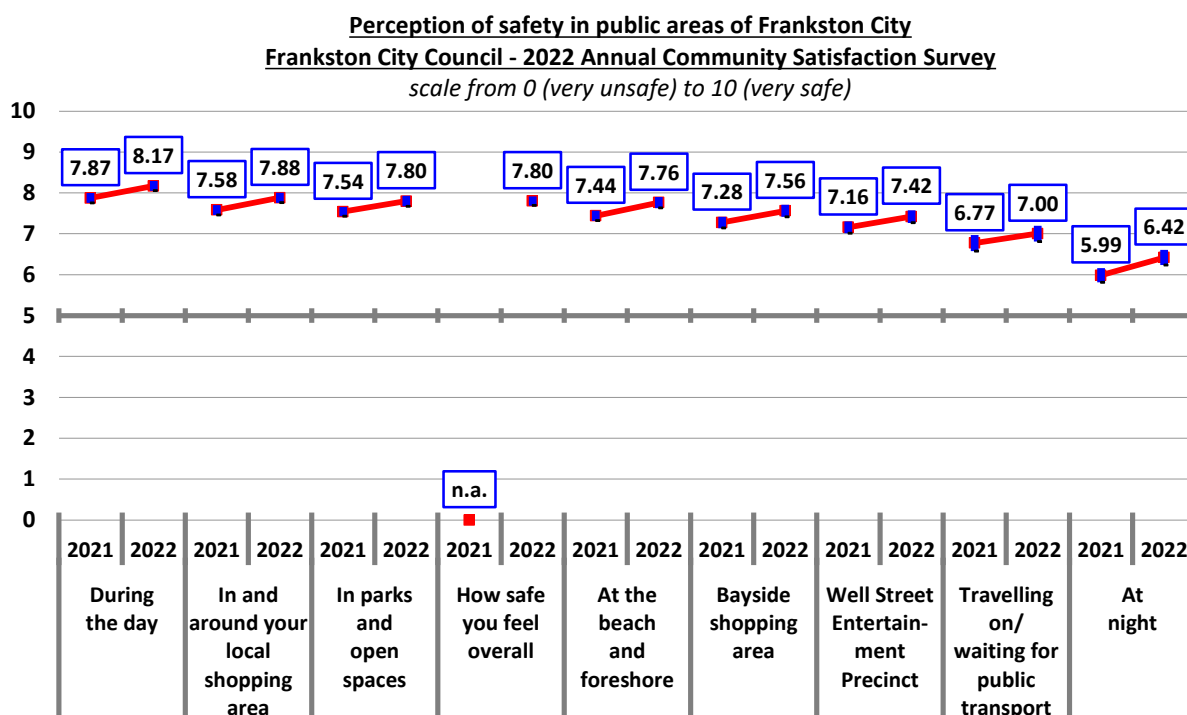
There was a new aspect included this year, asking respondents to rate their perception of how safe they feel overall.

The perception of safety in all eight situations and locations improved measurably this year, with the average perception of safety in the seven situations and locations improving 4.2% from 7.20 to 7.50 out of 10.

This result is somewhat lower than the average perception of “how safe you feel overall”, which respondents rated at an average of 7.80.

On average, respondents felt “extremely safe” in the public areas of the City of Frankston during the day, and “somewhat safe” in the public areas of the City of Frankston at night.

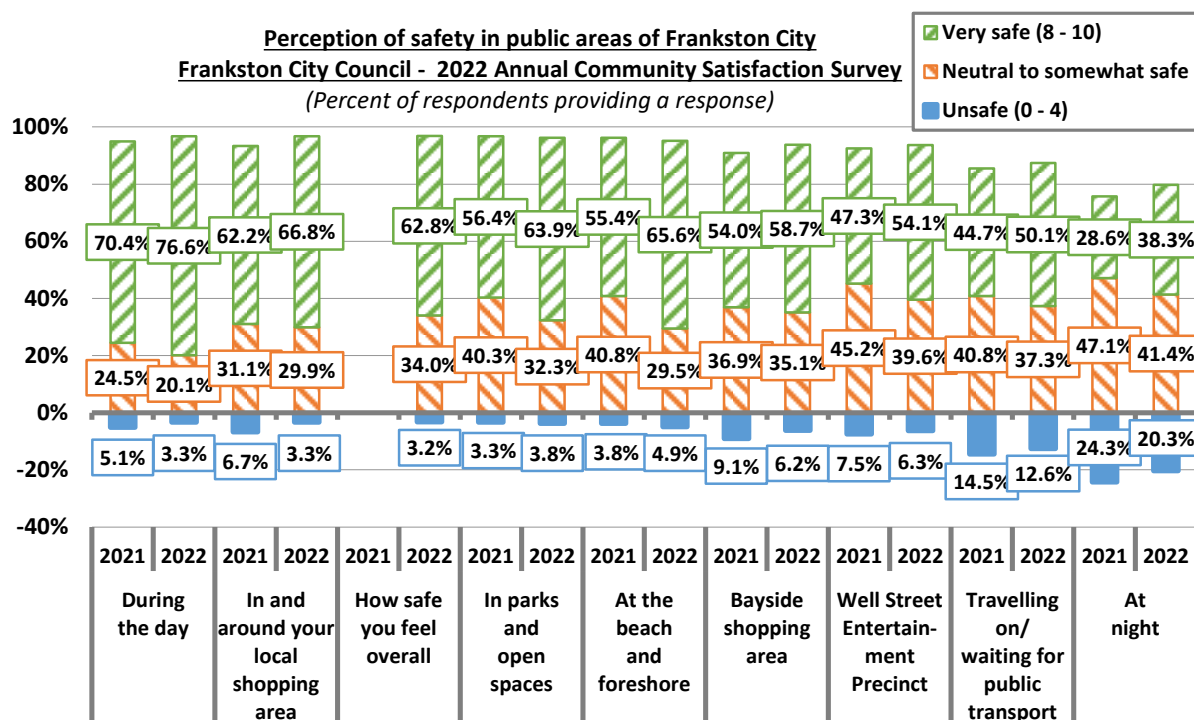
Respondents, on average, felt very safe in the other six situations and locations.



The following graph provides a breakdown of the perception of safety into the proportion of respondents (providing a response to the question) who felt “very safe” (i.e., rated perception of safety at eight or more out of 10), those who felt “neutral to somewhat safe” (rated safety at five to seven), and those who felt “unsafe” (rated safety at less than five).

Metropolis Research notes that well over half of the respondents providing a score felt “very safe” in most of the listed situations and locations, with less than seven percent feeling “unsafe” in seven of the eight situations and how safe they feel overall.

It is noted that 12.6% of respondents felt “unsafe” travelling on or waiting for public transport, and 20.3% felt “unsafe” in the public areas of the City of Frankston at night.



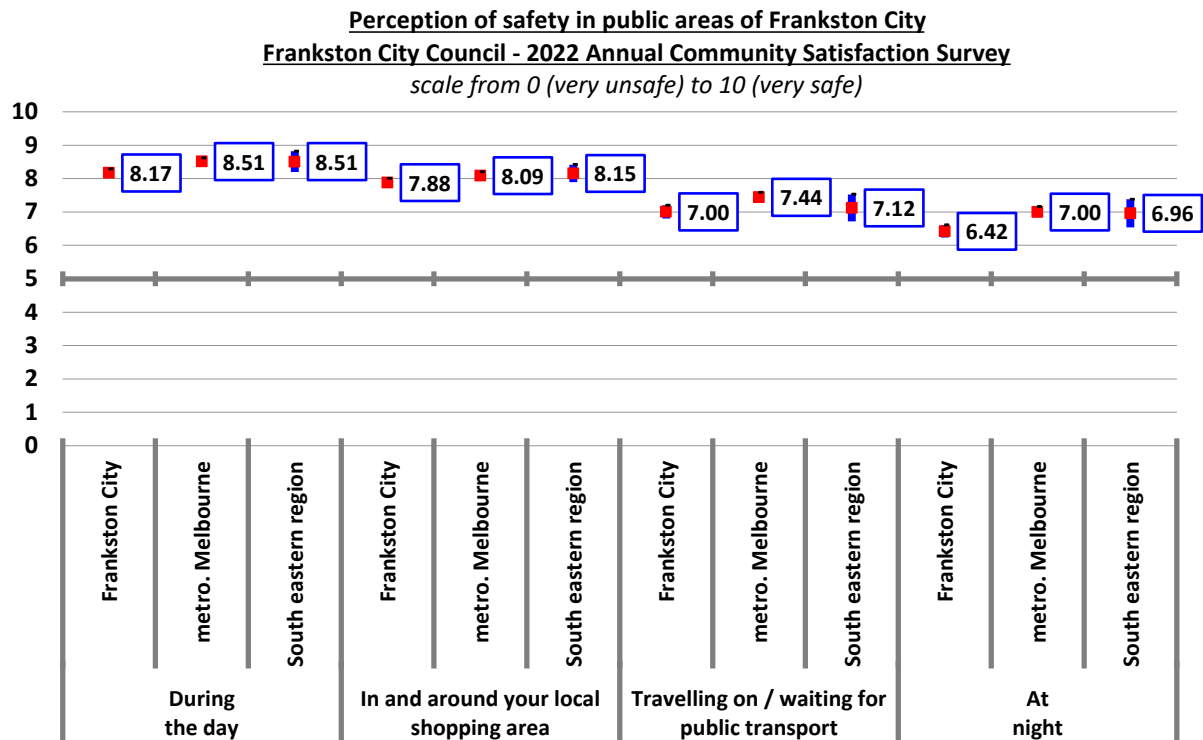
The following graph provides a comparison of the perception of safety in four locations and situations with the metropolitan Melbourne and southeastern region council’s averages, as recorded in the 2022 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2022, using the random sample telephone survey methodology.

Metropolis Research notes that respondents in the City of Frankston felt measurably less safe than the metropolitan Melbourne average for all four situations and locations, and notably, but not measurably lower than the southeastern region councils’ averages.

This result was consistent with the results recorded in the 2021 survey, even though the perception of safety in all these situations and locations improved measurably this year.

This is consistent with the fact that respondents in the City of Frankston were almost twice as likely as the metropolitan Melbourne average to nominate safety, policing, and crime related issues, as discussed in the [Current Issues to Address](#) section of this report.

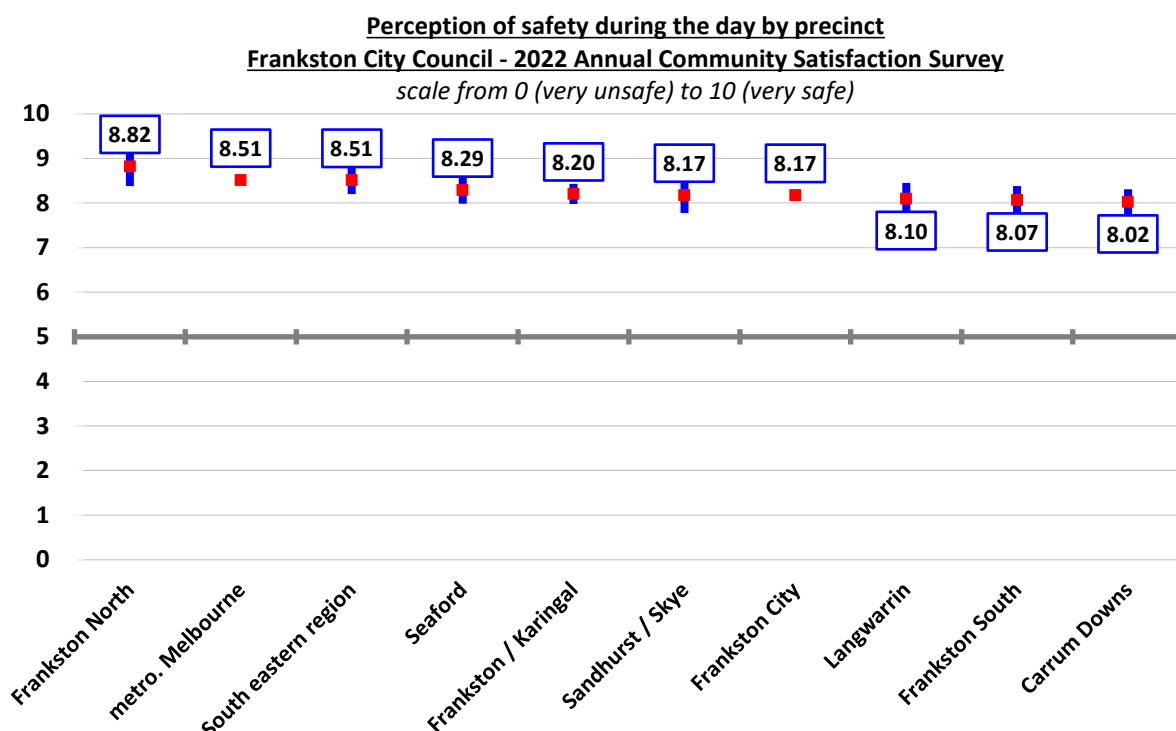


Safety during the day

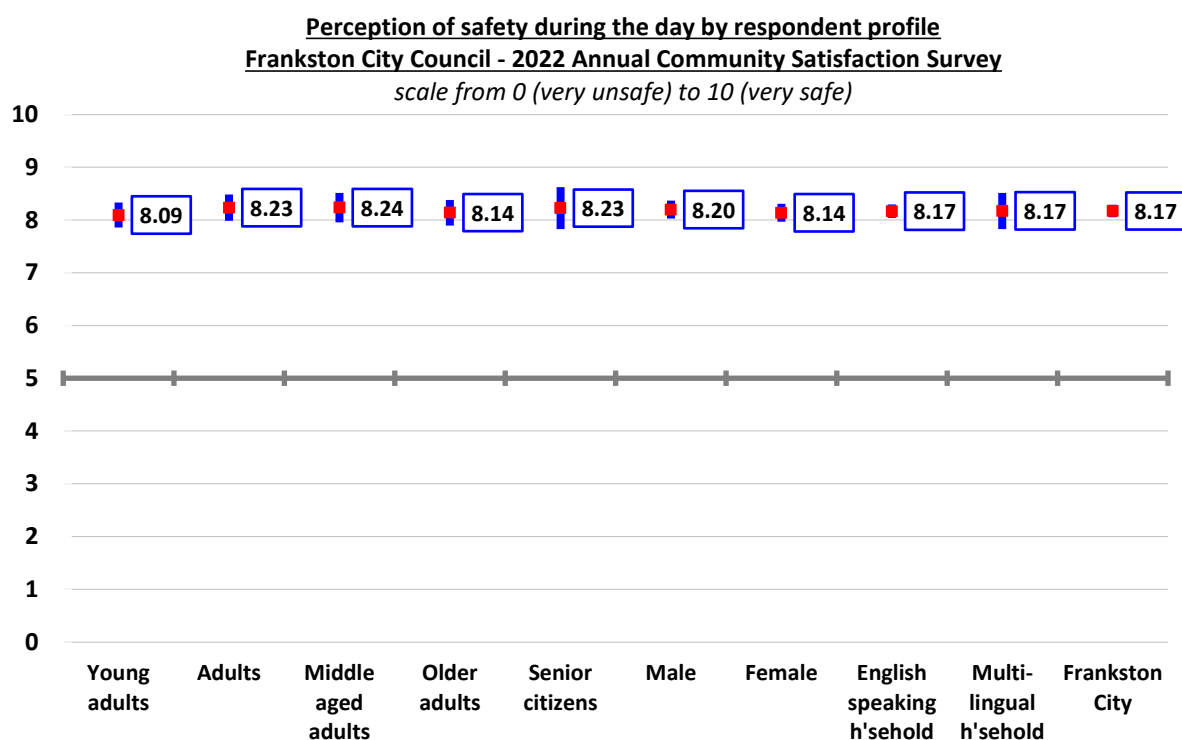
The perception of safety in the public areas of the City of Frankston during the day increased measurably this year, up 3.8% to 8.17, although it remains measurably lower than the metropolitan Melbourne average perception of safety of 8.51.

There was no statistically significant variation in the perception of safety in the public areas of the City of Frankston during the day observed across the municipality.





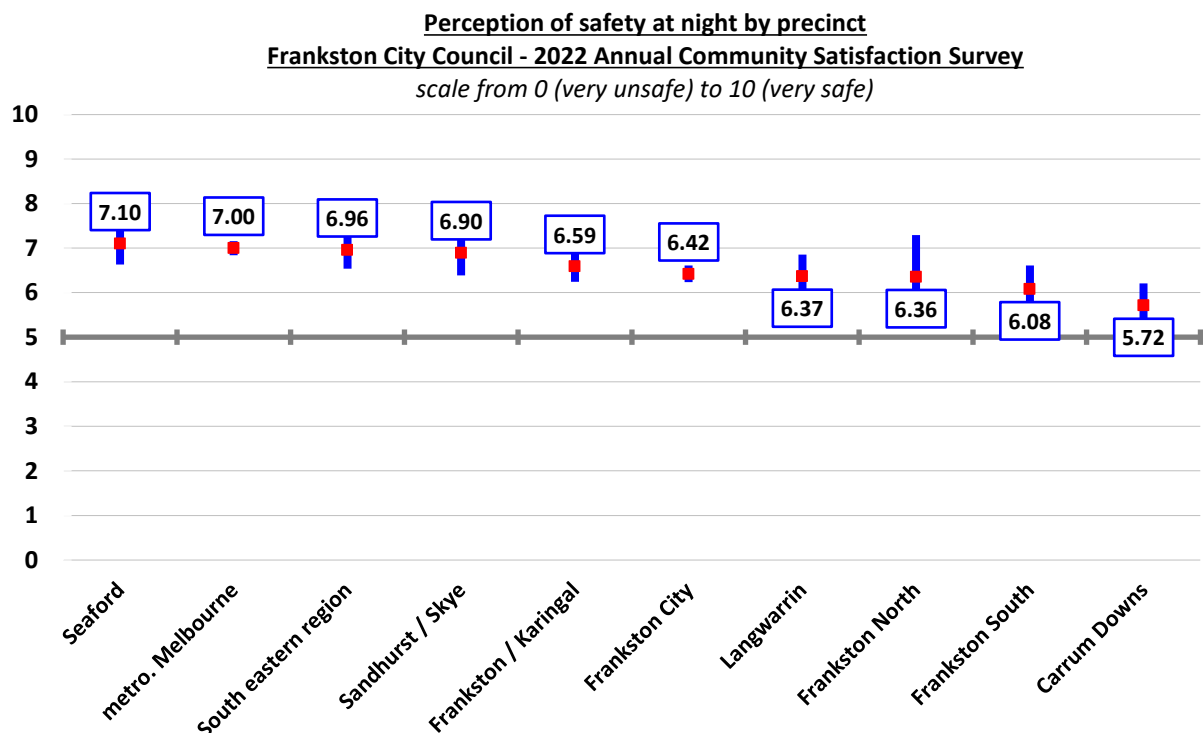
There was no measurable or notable variation in the perception of safety in the public areas of the City of Frankston during the day by respondent profile, with respondents of all age groups, gender, and language spoken at home rating their perception of safety at more than eight out of 10.



Safety at night

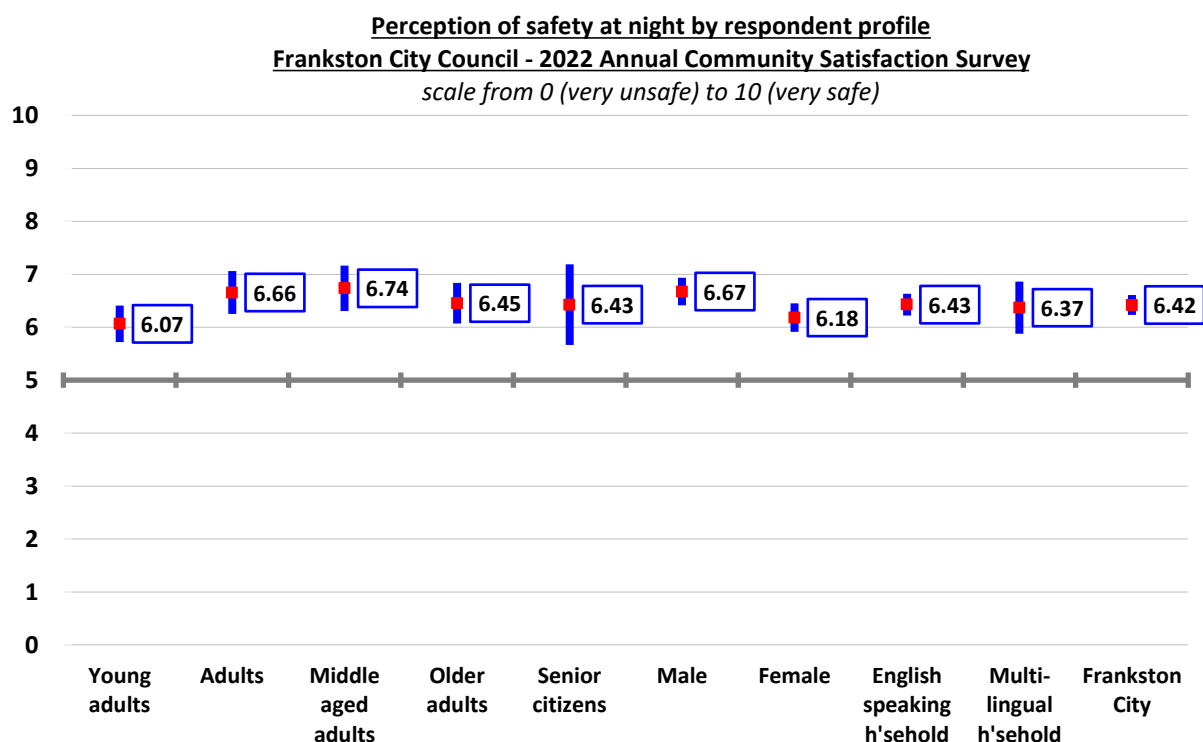
The perception of safety in the public areas of the City of Frankston at night increased measurably this year, up 7.2% to 6.42, although it remains measurably lower than the metropolitan Melbourne average perception of safety of 7.00.

There was statistically significant variation in this result observed across the municipality, with respondents from Seaford feeling measurably safer than the municipal average, and respondents from Carrum Downs feeling measurably less safe.



There was notable and measurable variation in the average perception of safety in the public areas of the City of Frankston at night observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents felt somewhat, but not measurably less safe in the public areas of the City of Frankston at night than average.
- **Female** – respondents felt measurably and significantly (7.3%) less safe in the public areas of the municipality at night than male respondents.

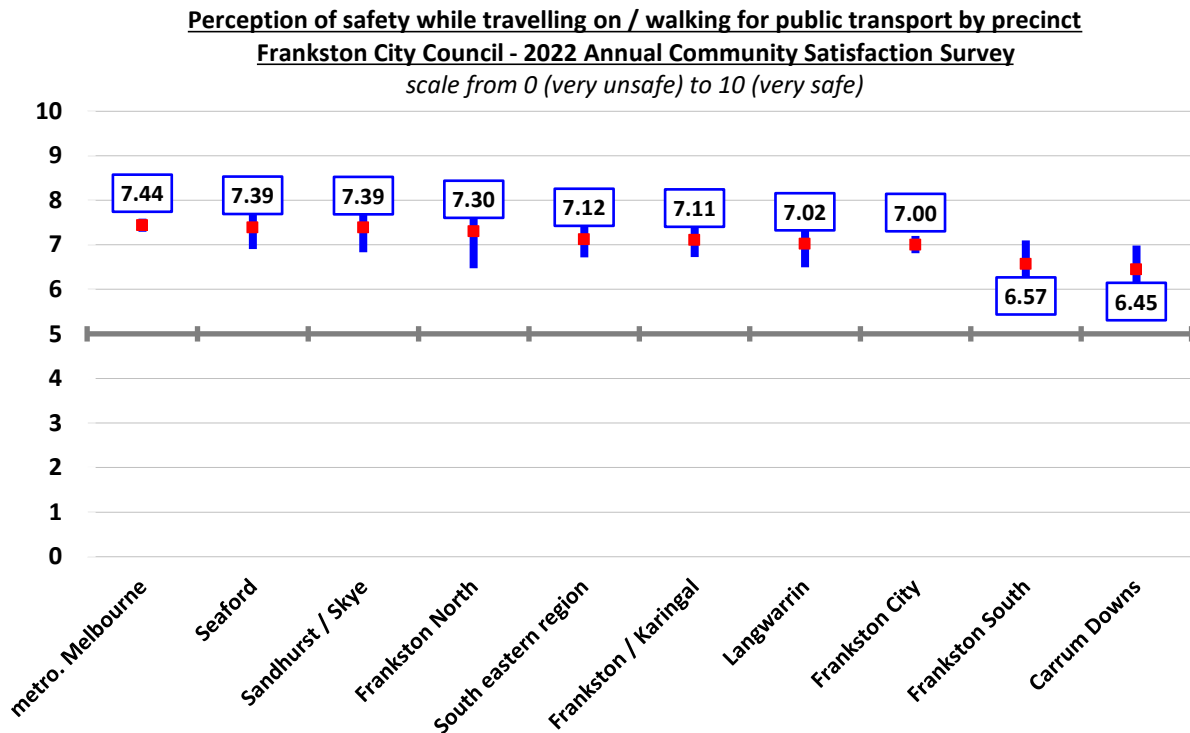


Travelling on / waiting for public transport

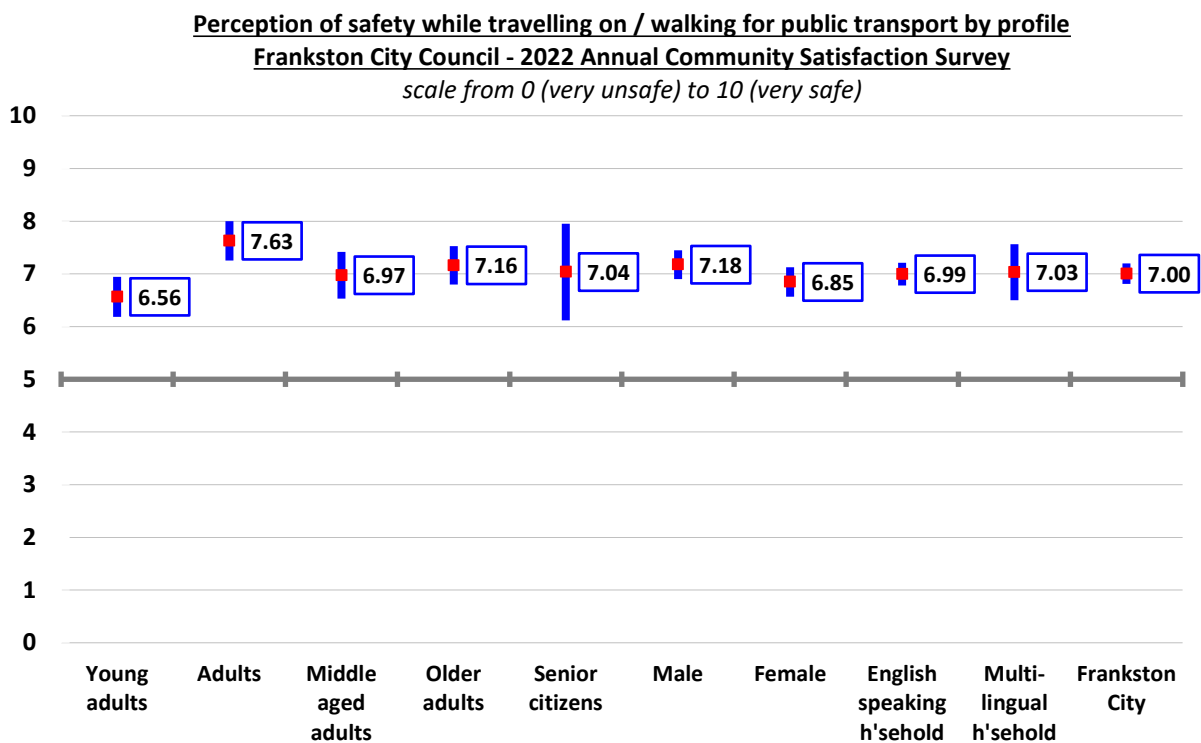
The perception of safety travelling on / waiting for public transport improved notably, but not measurably this year, up 3.4% to 7.00, although it remains measurably lower than the metropolitan Melbourne average.

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Frankston South and Carrum Downs felt notably, but not measurably less safe than the municipal average.





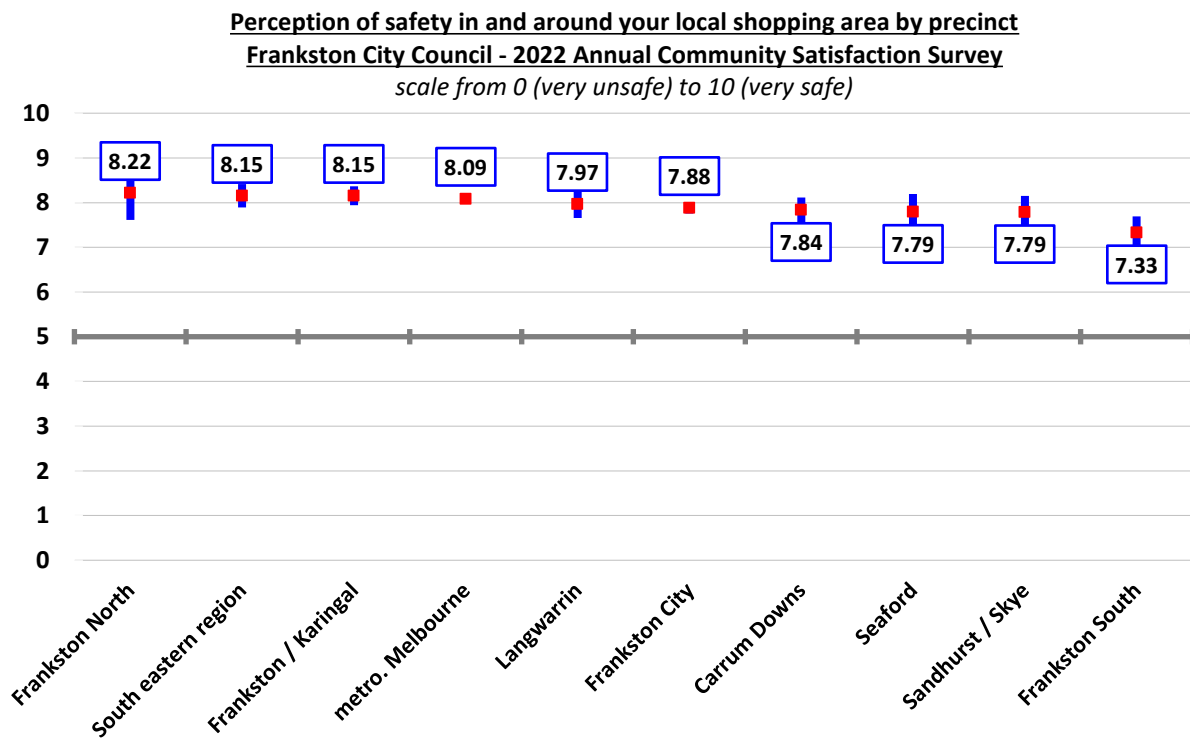
There was measurable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) rating their perception of safety measurably higher than the municipal average. Young adults (aged 18 to 34 years) felt notably but not measurably less safe than average, and female respondents felt somewhat less safe than male respondents.



In and around your local shopping area

The perception of safety in and around the local shopping area improved measurably this year, up 3.9% to 7.88, although it remains marginally below the metropolitan Melbourne average.

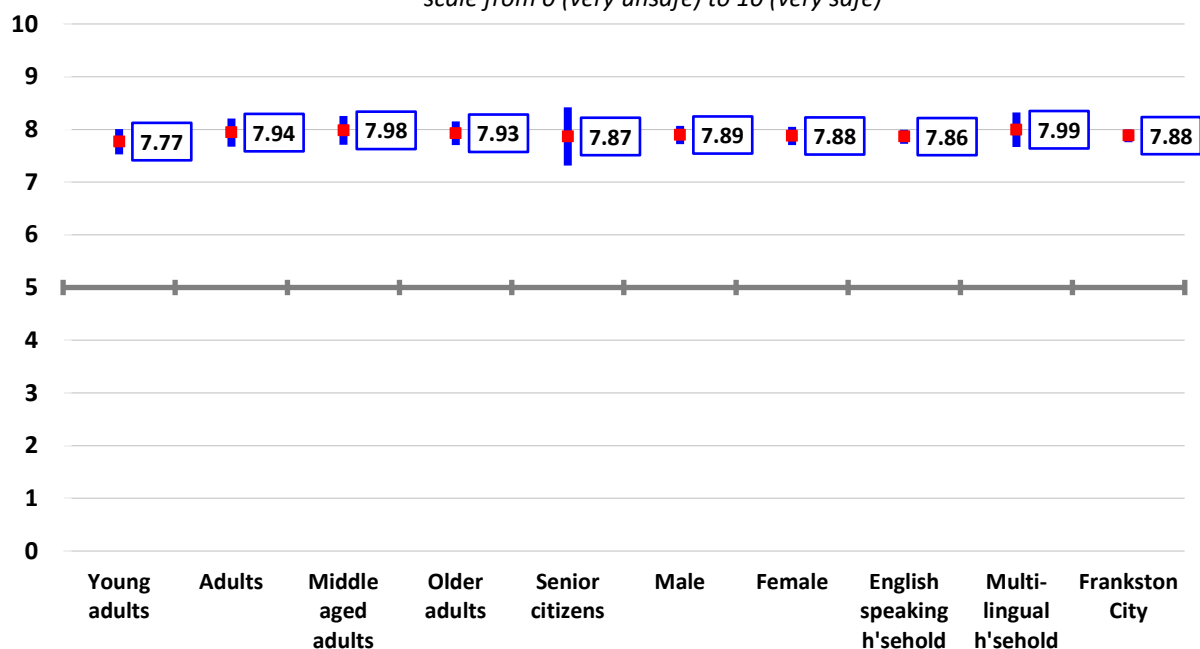
There was statistically significant variation in this result observed across the municipality, with respondents from Frankston South feeling measurably less safe than the municipal average.



There was no statistically significant or notable variation in the perception of safety travelling on or waiting for public transport observed by respondent profile.



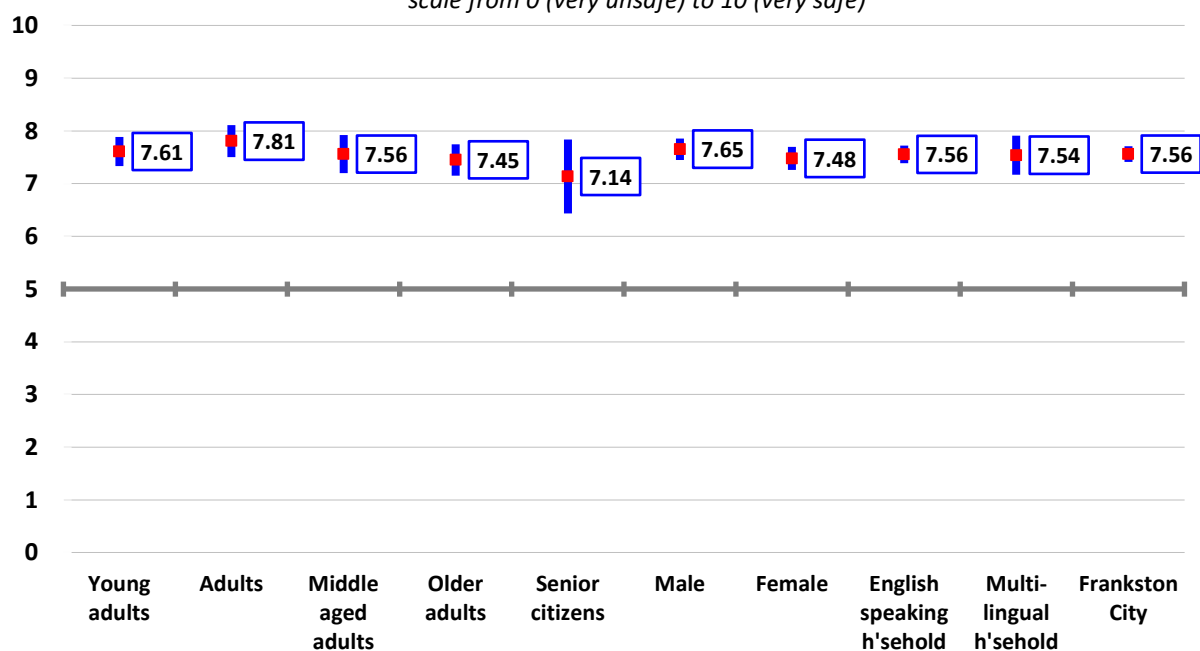
Perception of safety in and around your local shopping area by profile
Frankston City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Bayside shopping area

The perception of safety in and around the Bayside shopping area improved measurably this year, up 3.8% to 7.56. There was no statistically significant variation in this result observed by respondent profile, although senior citizens (aged 75 years and over) felt somewhat less safe.

Perception of safety in Bayside shopping area by respondent profile
Frankston City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)

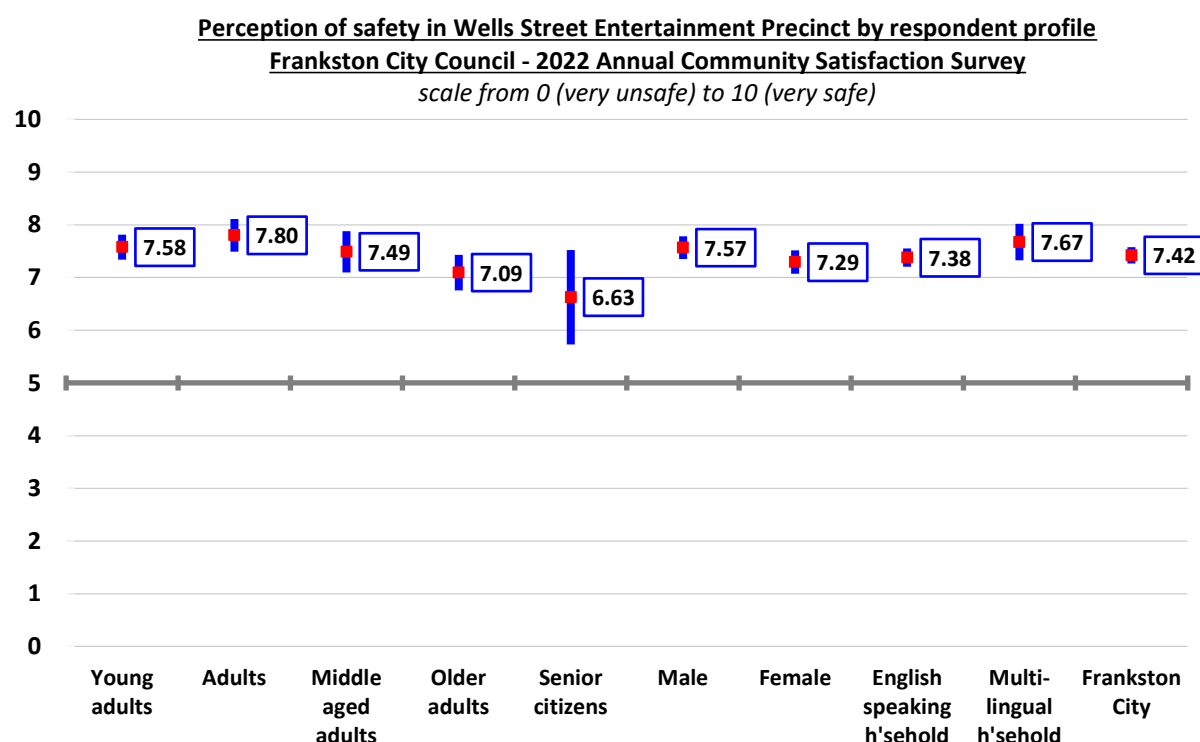


Wells Street Entertainment Precinct

The perception of safety in and around the Wells Street Entertainment precinct improved notably, but not measurably this year, up 3.6% to 7.42.

Whilst there was no measurable variation in this result observed by respondent profile, it is noted that senior citizens (aged 75 years and over) felt somewhat less safe, whilst adults (aged 35 to 44 years) felt somewhat safer.

Male respondents felt somewhat safer than female respondents.

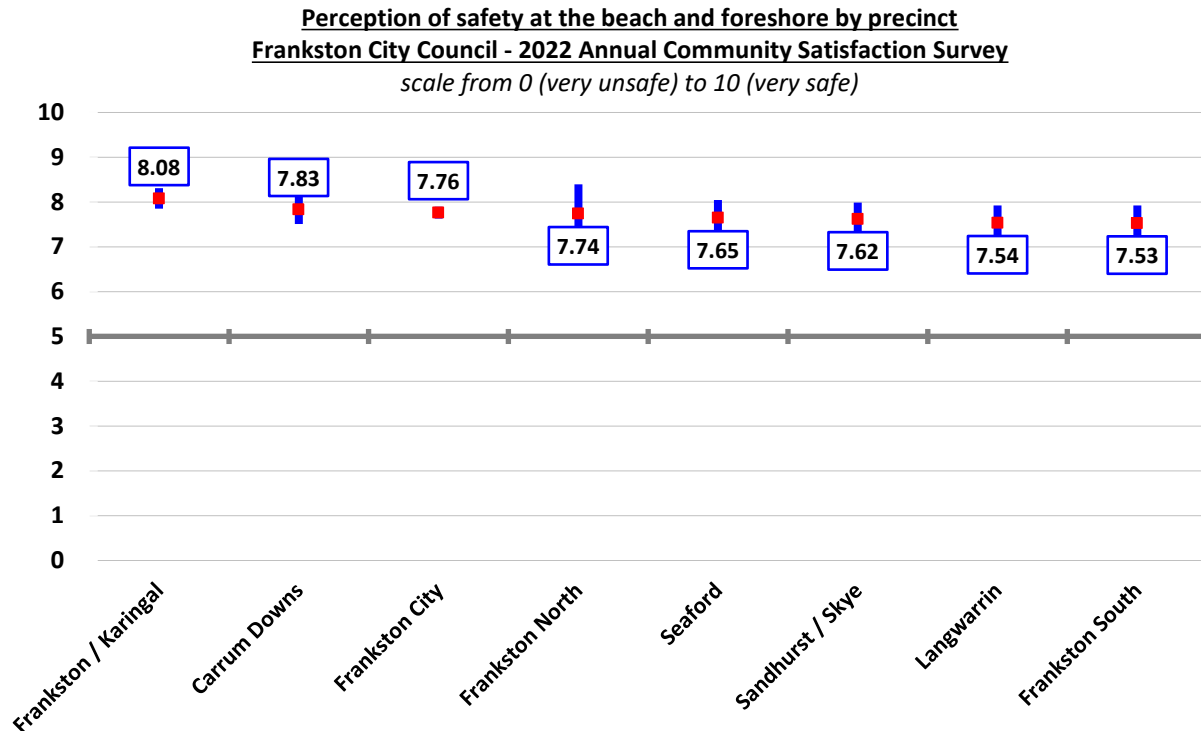


At the beach and foreshore

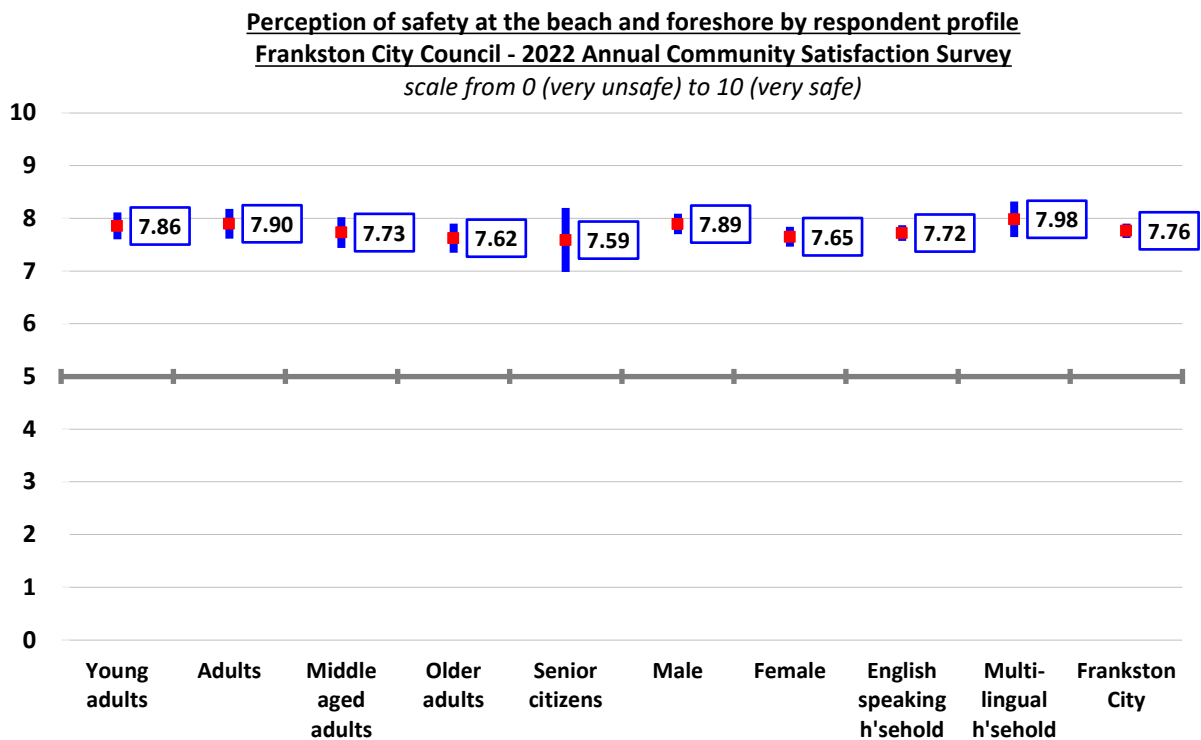
The perception of safety at the beach and foreshore improved measurably this year, up 4.4% to 7.76.

There was no statistically significant variation in this result observed across the municipality, although respondents from Langwarrin and Frankston South felt marginally less safe than the municipal average.



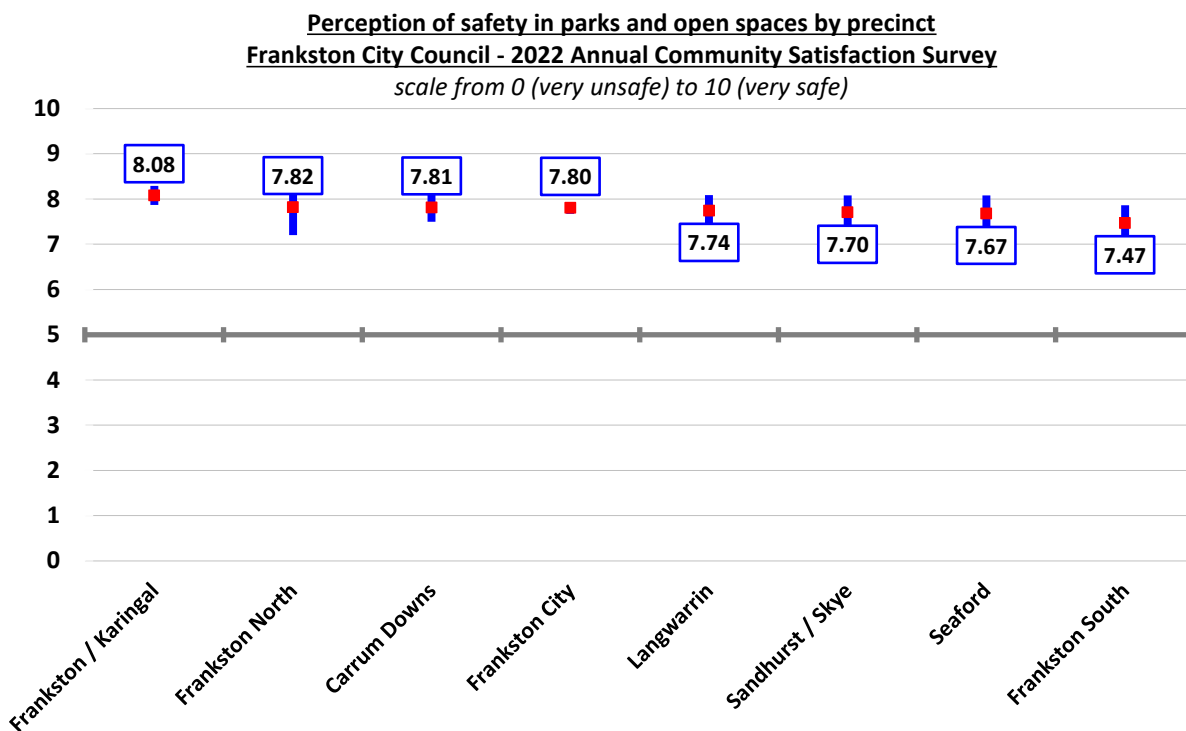


There was no measurable variation in the perception of safety at the beach and foreshore observed by respondent profile, although it is noted that male respondents felt somewhat safer than female respondents, and respondents from multilingual households felt somewhat safer than respondents from English speaking households.

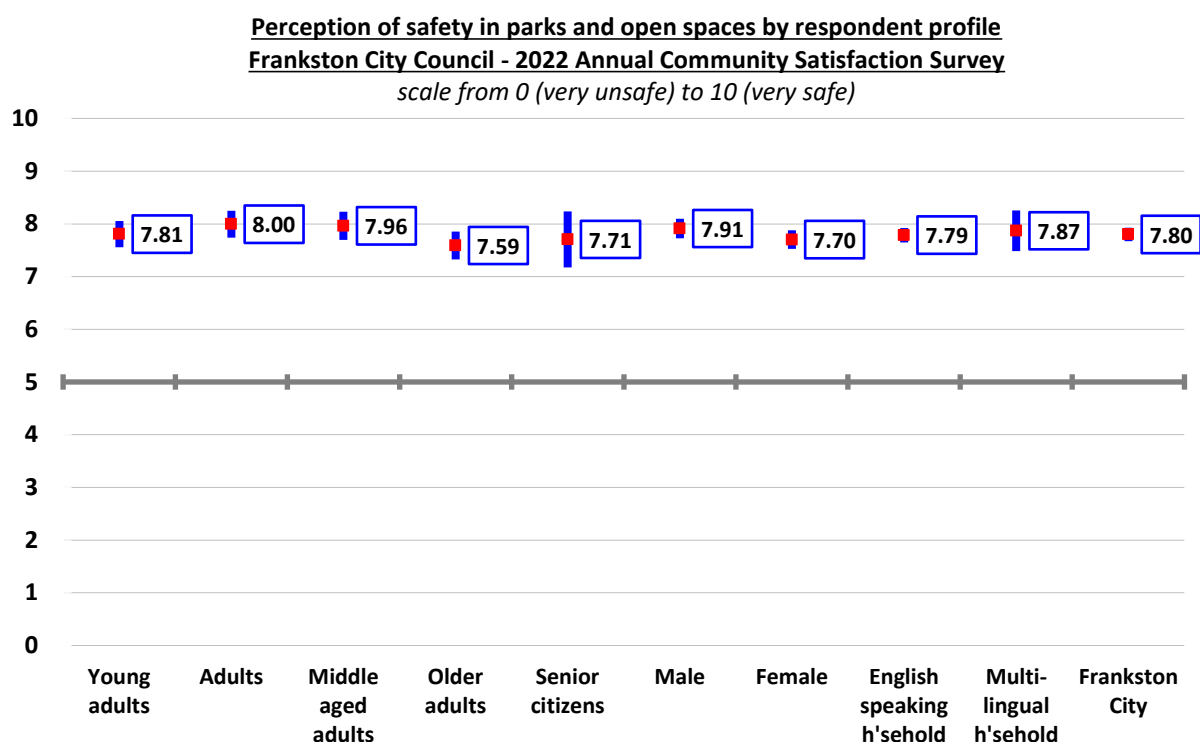


In parks and open spaces

The perception of safety in parks and open spaces improved measurably this year, up 3.5% to 7.80. There was no statistically significant variation in this result observed across the municipality, although respondents from Frankston South felt somewhat less safe than average.

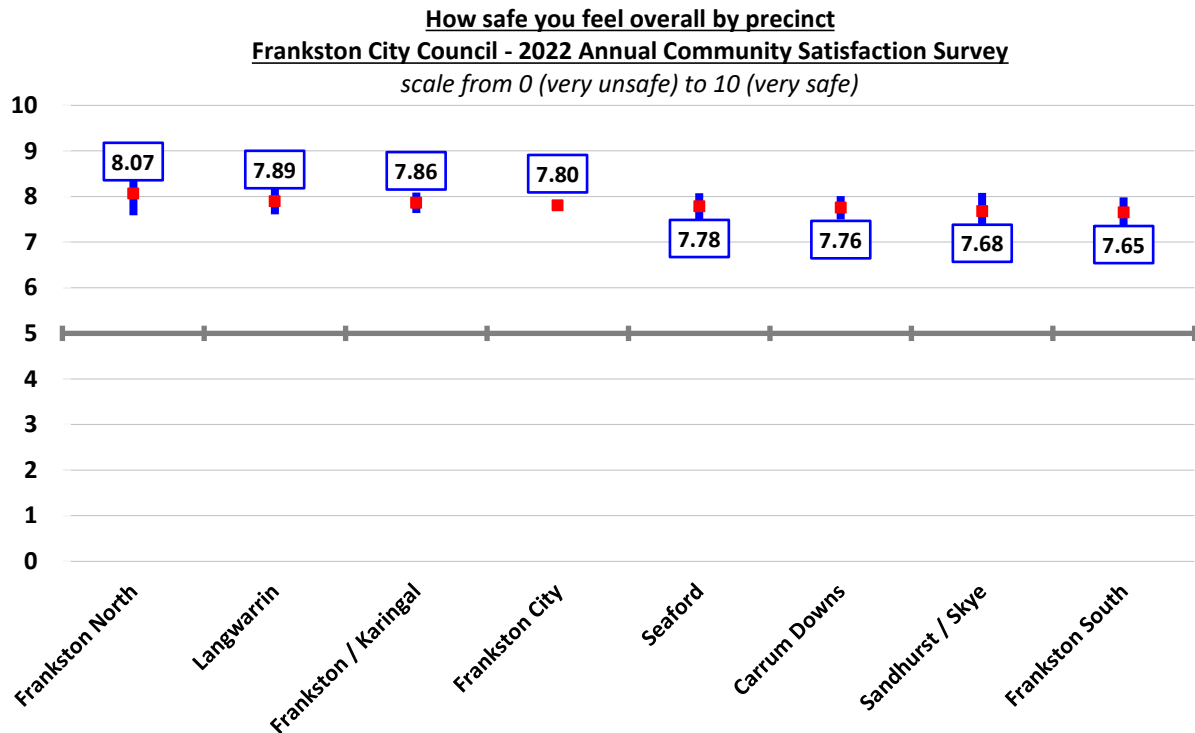


There was no measurable variation in this result observed by respondent profile.

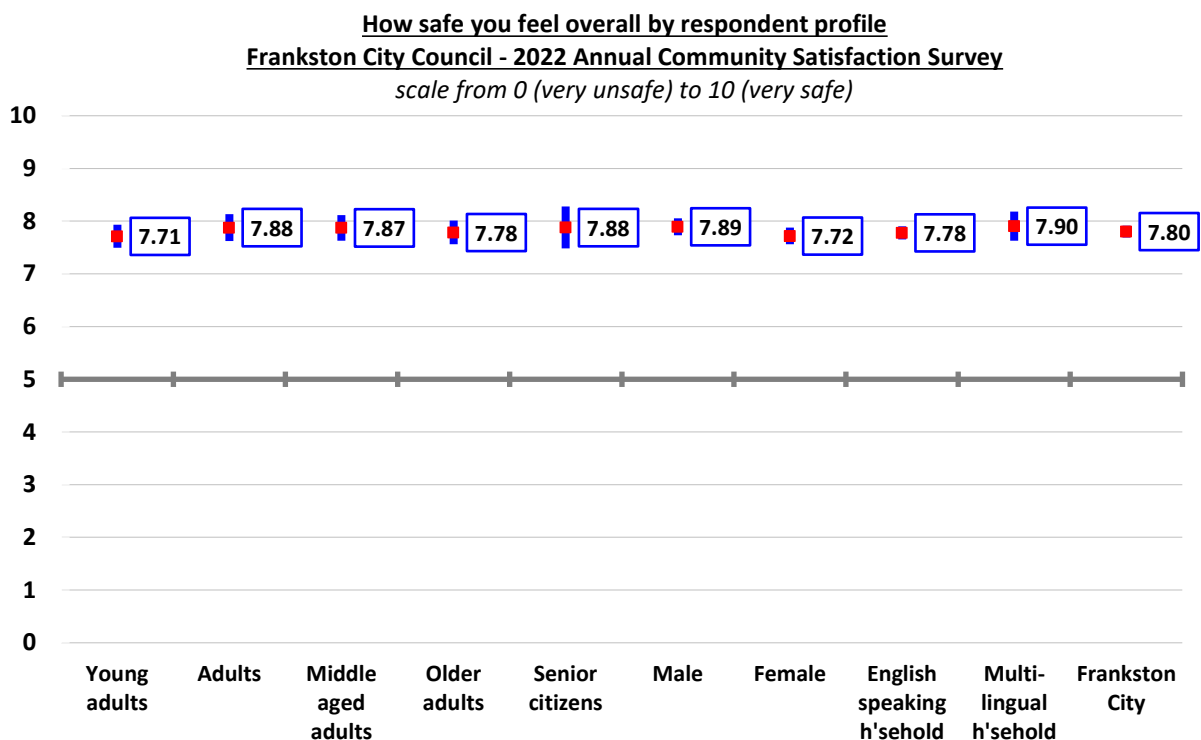


Overall safety

There was no statistically significant variation in the average perception of how safe respondents feel overall observed by precinct.



There was no statistically significant variation in the average perception of how safe respondents feel overall observed by respondent profile.



Reasons for feeling less safe

There was a total of 224 comments received from respondents who felt did not feel safe in any of the eight locations or satiations listed on the survey form.

These comments have been broadly categorised, as outlined in the following table, with the verbatim comments included as an appendix to this report.

Consistent with the results recorded last year, the most common reasons why respondents felt unsafe in the City of Frankston were related to concerns around drugs and alcohol (33.0% up from 28.1% of the comments), and concerns around various types of people (25.0%).

Reasons for not feeling safe in the public areas of Frankston City
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2022		2021
	Number	Percent	
Drugs and alcohol	74	33.0%	28.1%
People	56	25.0%	25.2%
Perception of safety at night and lighting	24	10.7%	16.5%
Crime and policing	22	9.8%	11.5%
Violence and anti-social behaviour	10	4.5%	5.8%
Incidents / break-ins	8	3.6%	5.8%
General perception of safety	3	1.3%	3.6%
Being female	2	0.9%	2.2%
Traffic / hooning	16	7.1%	0.0%
Other	9	4.0%	1.4%
Total	224	100%	139

Locations where respondents felt unsafe

The following table outlines the areas where respondents felt unsafe, broken down by precinct.

Location where respondents feel unsafe by precinct
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Precinct	Location	Number
Carrum Downs (Total = 41)	Frankston train station	6
	Frankston Central / CBD / town centre	5
	Anywhere in Frankston	3
	Anywhere in Frankston, at night	2



	Bayside SC	2
	Carrum Downs	2
	Frankston SC / area	2
	Anywhere in Frankston especially near the shopping centre and train station is dangerous at night	1
	Anywhere with no streetlight	1
	At night anywhere, Young St	1
	Behind Bayside SC alleys	1
	Carrum Downs SC	1
	Down Ballam Park	1
	Frankston beach	1
	Near the Frankston SC and the Frankston train station	1
	Outside train station	1
	Parks	1
	Peninsula track	1
	Public transport and shopping areas	1
	Sandfield Reserve	1
	Seaford and Kananook station	1
	Some streets within Frankston North area	1
	The Carrum Downs shops	1
	Train station	1
	Train stations of Frankston, Seaford, Kananook	1
	Transport at night	1

Seaford (Total = 16)	Seaford station area	2
	Anywhere around Bayside SC	1
	Definitely the beach	1
	Foreshore	1
	Frankston station	1
	Home at night	1
	Local areas	1
	Near Afro School area	1
	Public areas of Frankston with crowds around	1
	Public transport	1
	Seaford beach at night	1
	Seaford train station and near Woolworths	1
	The pines	1
	There is no specific area, but I prefer more streetlights for people to walk home at night-time it is winter, so it gets dark a bit quick	1
	Young Street	1

Langwarrin (Total = 34)	Frankston Central / CBD / town centre	8
	Frankston train station	4
	Station area	4
	In and around shopping centres	2
	Wells St	2
	Anywhere at night	1
	At night everywhere in Frankston, the train station is especially scary because of all the random people coming through	1



	Bayside SC and the beach	1
	Clinic for detox near the tyre station in Frankston	1
	Everywhere that has no police	1
	Everywhere, the train station as well	1
	Hafey Way	1
	I heard from my parents that near the Frankston station a lot of strangers walking around with bottles and yelling so I think it might be a bit dangerous there	1
	Langwarrin	1
	Safety in general as a disabled person	1
	Shannon St	1
	Side streets	1
	Traveling on public transport and waiting for it sometimes makes you feel like a sitting duck	1
	Woollies near Frankston Rd	1

Sandhurst / Skye (Total = 8)	Bayside SC	1
	Bus stops and train stations	1
	City of Frankston	1
	Frankston beach	1
	Frankston train station	1
	I'm 88 years of age I must watch my step and try to avoid uneven pavements and road crossings	1
	It is safe but just if you are alone should not walk at night at all. This is not only in Frankston City but for all people that live near the beach as well	1
	Kananook train station	1

Frankston South (Total = 30)	Frankston train station	8
	Bayside Shopping Centre	5
	Frankston Central / CBD / town centre	5
	Stations	2
	All areas	1
	Anywhere that inappropriate behaviour presents	1
	Being alone at night walking from station to a car park	1
	Frankston Central and Frankston station hasn't been safe in a very long time	1
	Frankston shops is quite at night and there is no security, so if I go alone, it would be a little unsafe	1
	No easy access to public transport better bus services in all areas	1
	Poinciana St, Frankston South	1
	Public transport is not well built. It is very unsafe when waiting for public transport	1
	The bus stop on Poinciana St Frankston South attracts troubling youths who keep breaking stuff on the neighbour's property as well as the glass shield of the bus stop. Maybe camera surveillance and lights could help because this is a constant	1
	Wells St	1



Frankston North (Total = 14)	Frankston Central / CBD / town centre	3
	Frankston North	2
	Rosemary Crescent	2
	Around 7/11 near the train station	1
	City of Frankston	1
	Frankston buses	1
	Lambert St	1
	Monterey Blvd	1
	Nodding Ave	1
	Rosemary Crescent, Frankston North	1

Frankston / Karingal (Total = 42)	Everywhere in Frankston	5
	Train station	5
	Frankston train station	4
	Young St	3
	Beach (especially at night)	2
	Chantilly Ct	2
	Frankston Central / CBD / town centre	2
	Shopping centre	2
	All of Frankston	1
	At the beach near James Squire	1
	Ballam Park	1
	Beach St in Frankston Central	1
	Can visibly and audibly spot undesirables	1
	Chantilly Ct, Frankston Heights	1
	I don't go out much	1
	I don't normally walk at night	1
	I feel unsafe for my children on the streets of Frankston	1
	In and around Mahogany Primary School	1
	On local street walking dog alone	1
	Open parks at night, ex. Peninsula Reserves Playground	1
	Parks	1
	Petrie St	1
	The Frankston shopping centre and the Frankston train station	1
	Too much crime not enough police	1
	Walking through the parks	1

Total

185



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.”

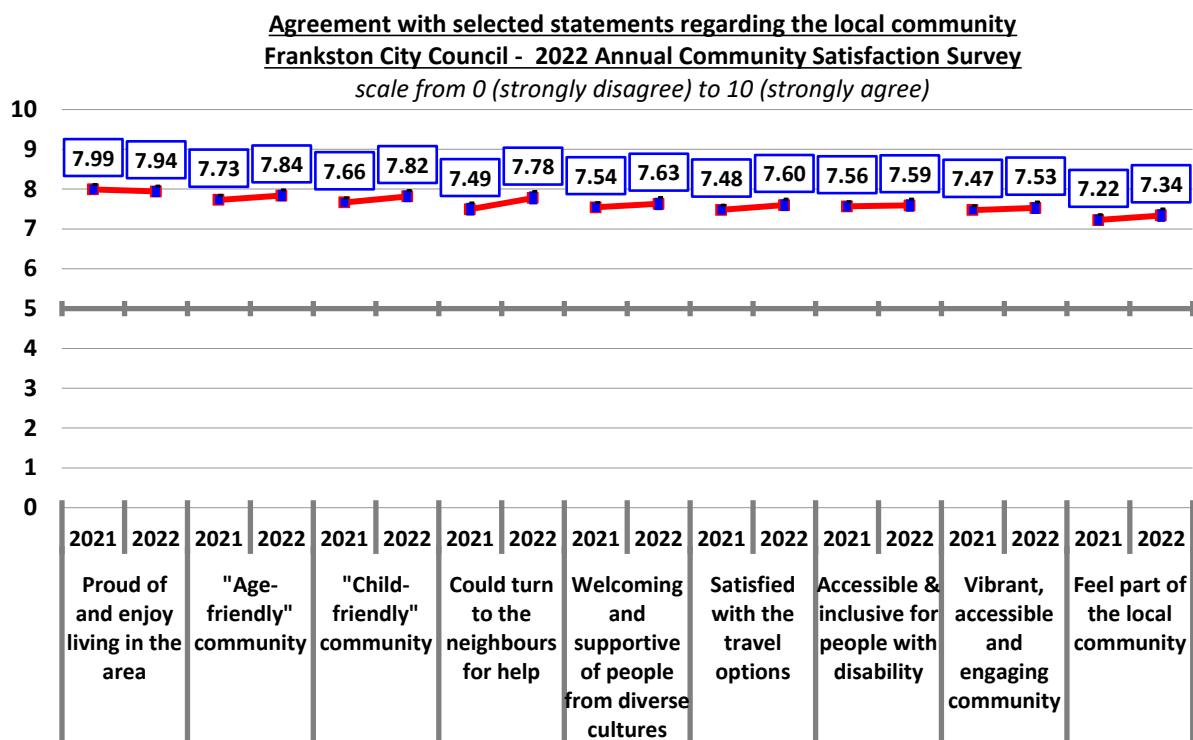
Respondents were again in 2022, asked to rate their agreement with nine statements about the local sense of community and community support.

The results are presented in two formats, firstly the average agreement on a scale from zero (strongly disagree) to 10 (strongly agree). The second set of results provide the proportion of respondents who strongly agreed, were neutral to somewhat agreed, and disagreed.

On average, respondents were strongly in agreement with all nine statements, and the average agreement with all nine statements was stable or increased somewhat this year.

There was a measurable increase in the average agreement that respondents could turn to the neighbours for help, up 3.9% to 7.78.

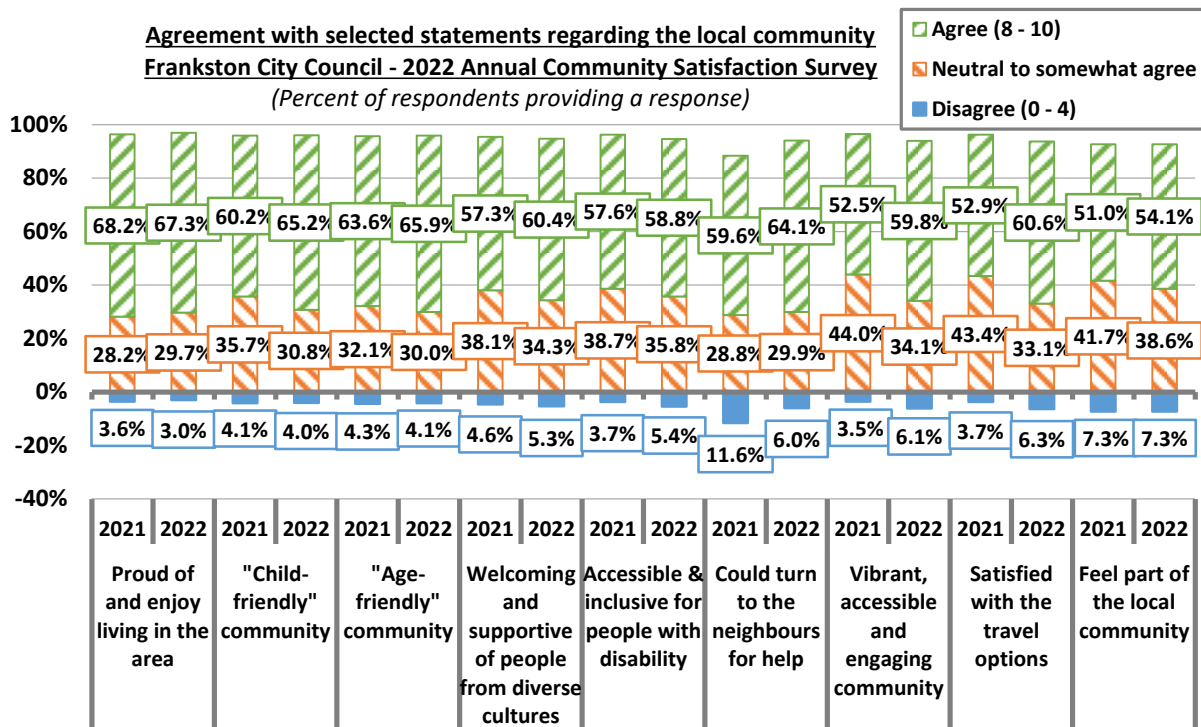
These results do suggest a relatively strong sense of local community, with most in the community being both proud of and enjoying living in the area. Most consider that the community is “age-friendly”, “child-friendly”, accessible and inclusive for people with a disability, is welcoming and support of people from diverse cultures, have helpful neighbours, has adequate travel options, and is an accessible and engaging community.



The following graph provides a breakdown of the agreement with each statement into the proportion of respondents (providing a response to the question) who “strongly agreed” (i.e., rated agreement at eight or more out of 10), those who were “neutral to somewhat agreed” (rated agreement at five to seven), and those who “disagreed” (rated agreement at less than five).

Of most importance when examining the percentage results is that at least half of the respondents (providing a response to the question) “strongly agreed” with each of the nine statements, whilst less than eight percent of respondents “disagreed” with any of the nine statements.

It is noted that, again in 2022, 7.3% of respondents disagreed that they “feel part of the local community”, which does suggest that there is a small group in the City of Frankston who do not feel part of the local community.

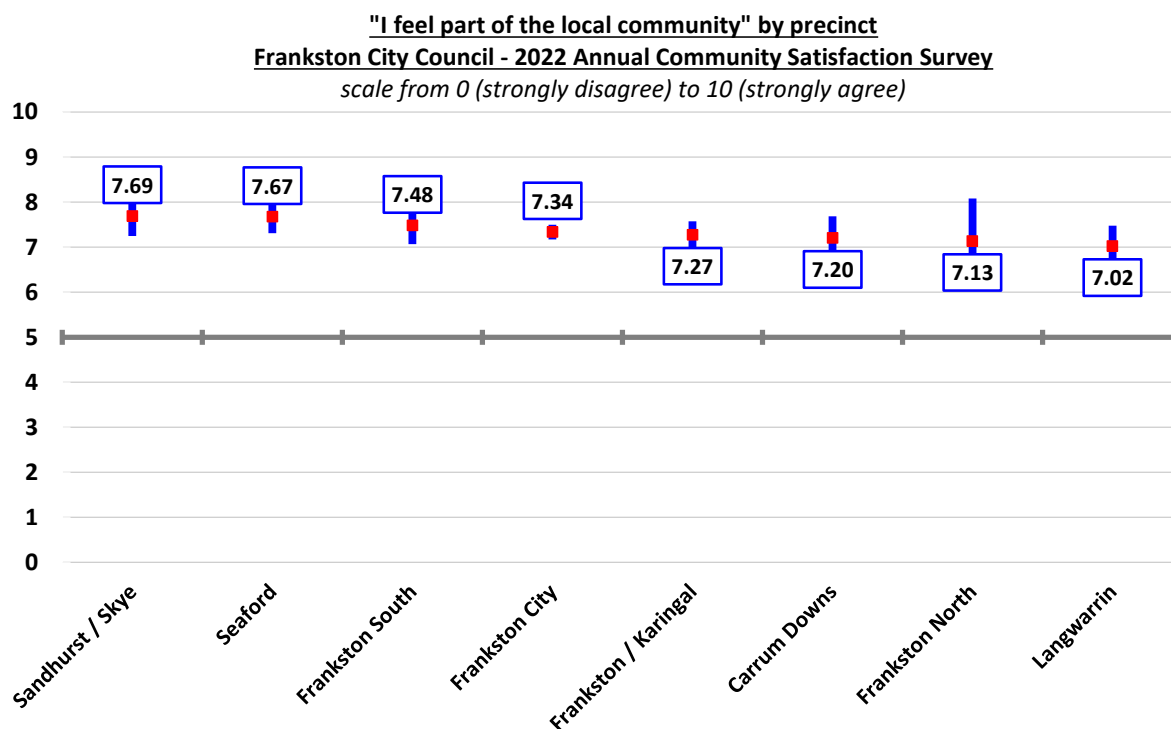


I feel part of the local community

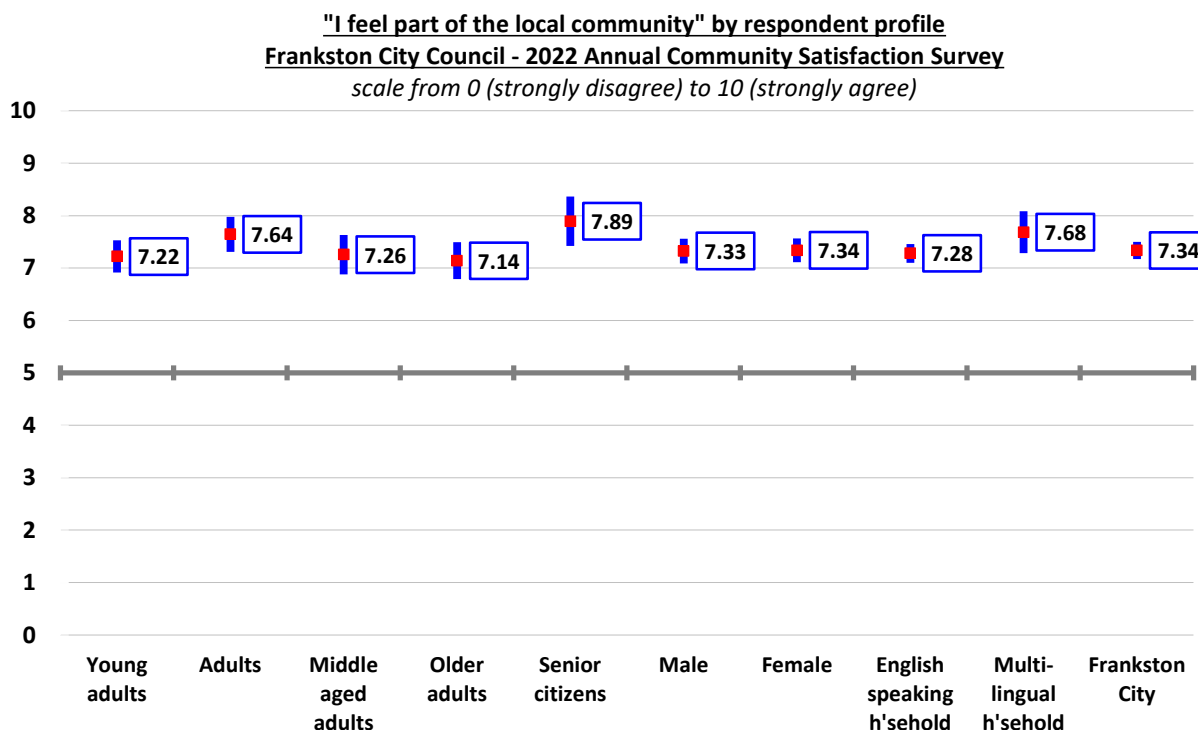
The average agreement that respondents feel part of the local community increased marginally, but not measurably this year, up 1.7% to 7.34.

There was no statistically significant variation in the average agreement with this statement observed across the municipality.



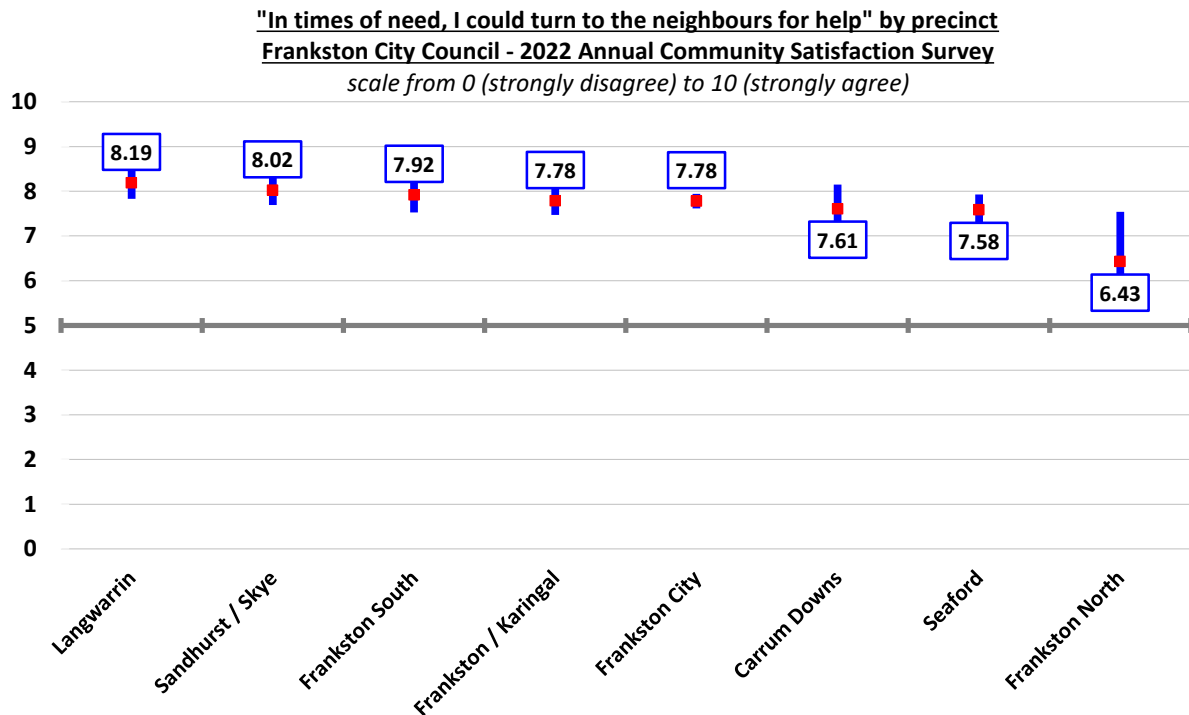


There was some notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) and senior citizens (aged 75 years and over) and respondents from multilingual households somewhat more in agreement than average.

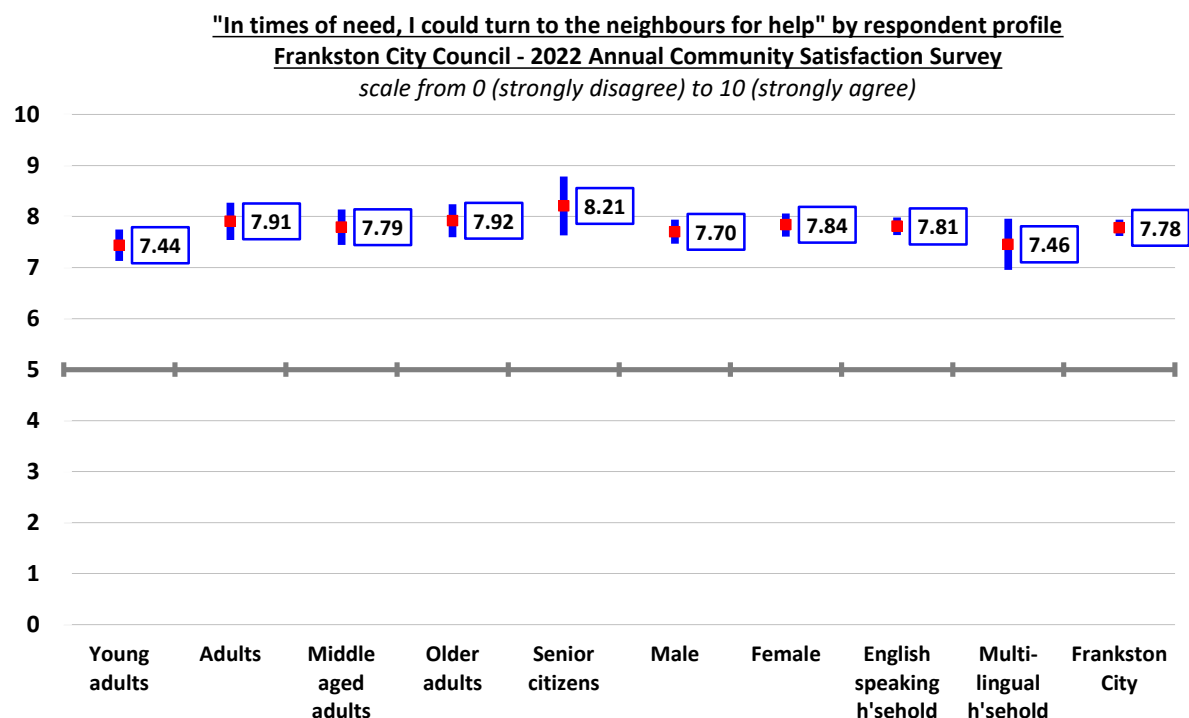


In times of need, I could turn to the neighbours for help

The average agreement that in times of need, the respondents could turn to the neighbours for help increased measurably this year, up 3.9% to 7.78. There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably less in agreement than the municipal average.

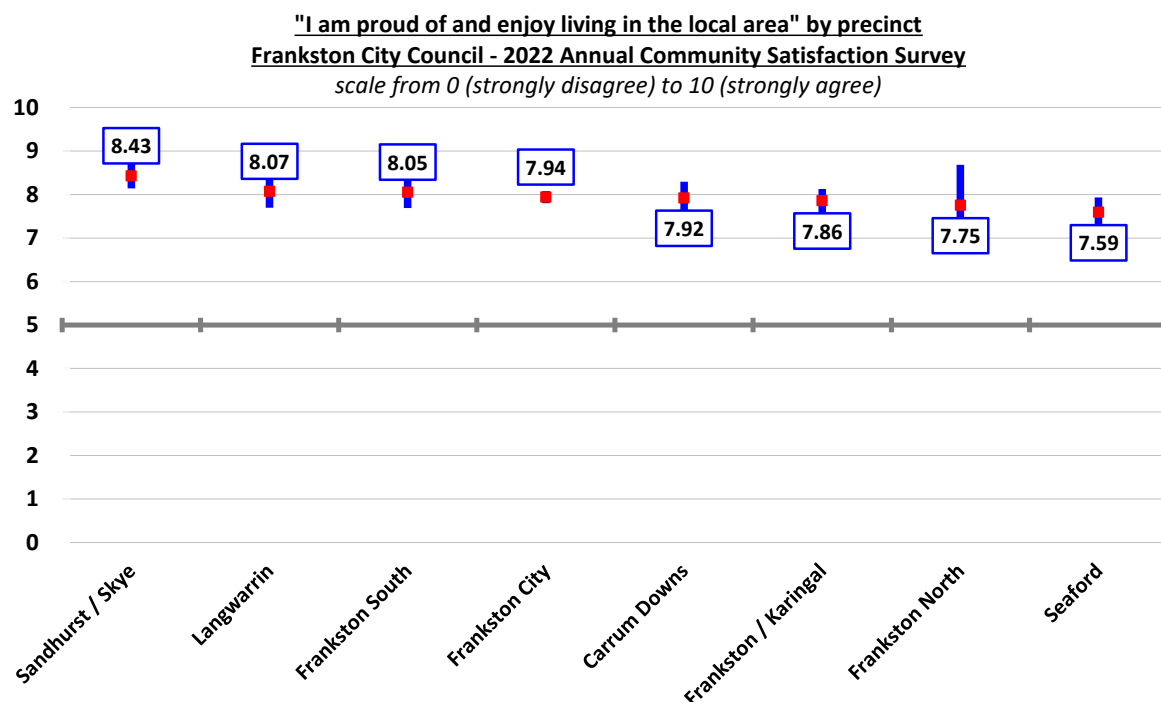


There was no statistically significant variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were marginally less in agreement than average.

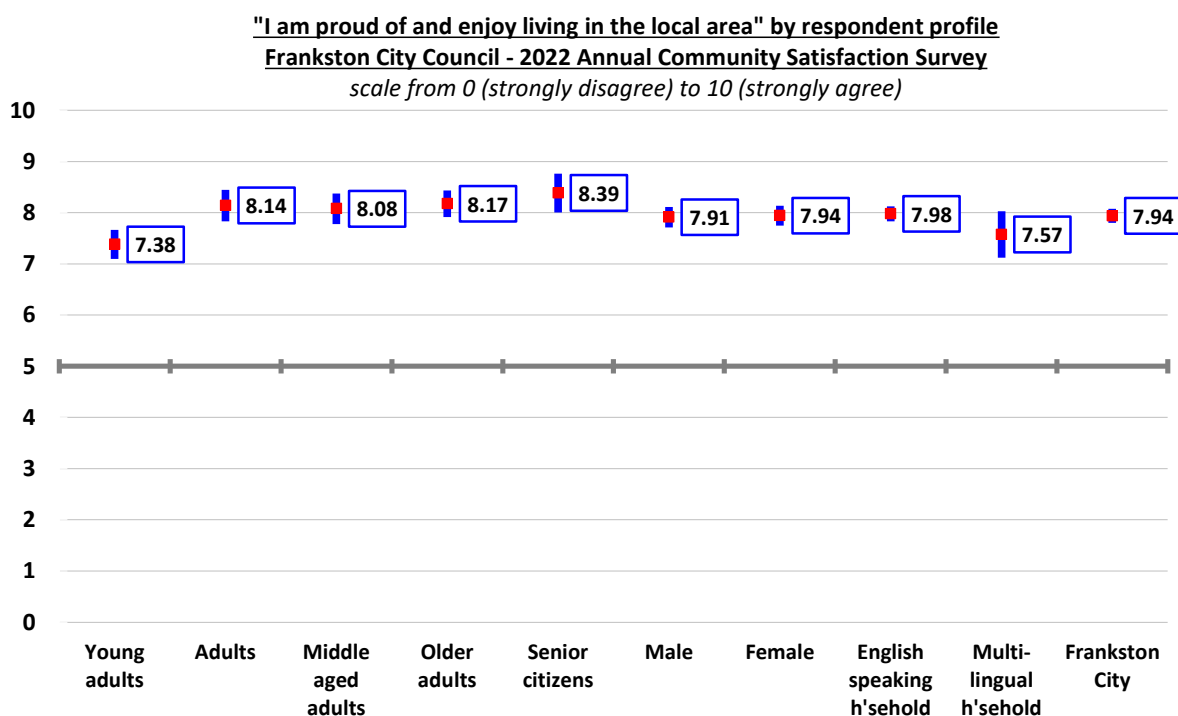


I am proud of and enjoy living in the local area

The average agreement that respondents were proud of and enjoy living in the local area declined less than one percent this year to 7.94. There was no measurable variation in this result observed across the municipality, although respondents from Seaford were notably less in agreement than the municipal average.

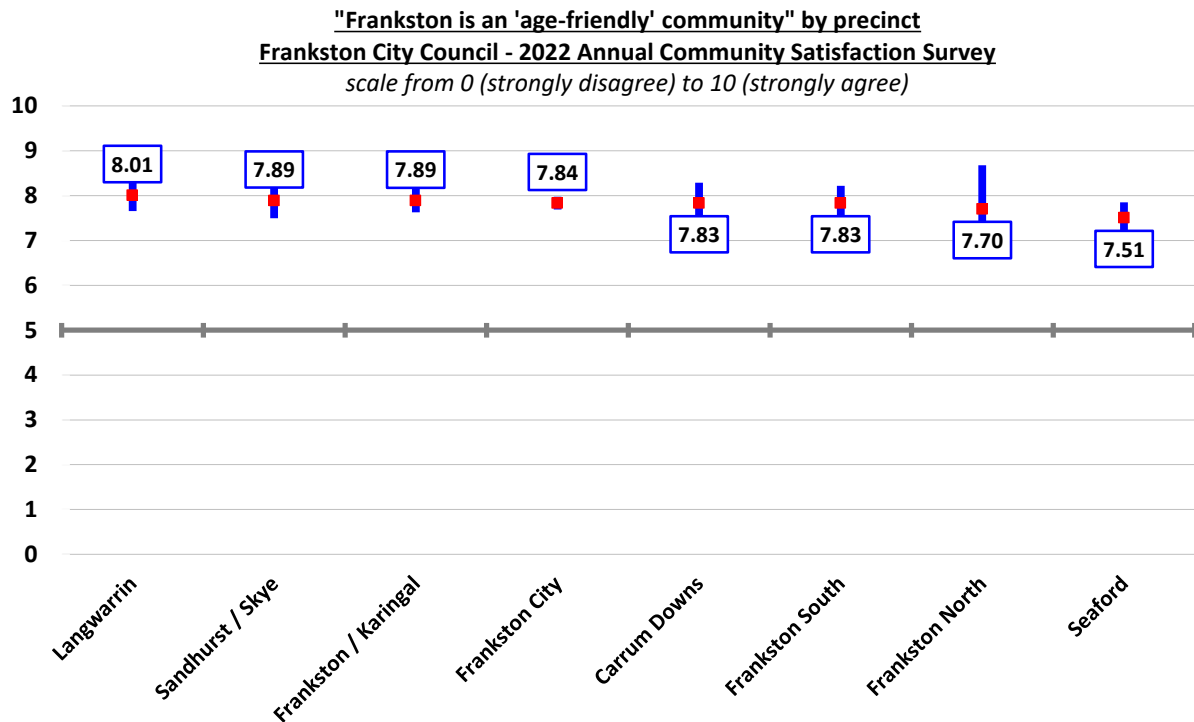


There was measurable variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) measurably and respondents from multilingual households somewhat less in agreement than average.

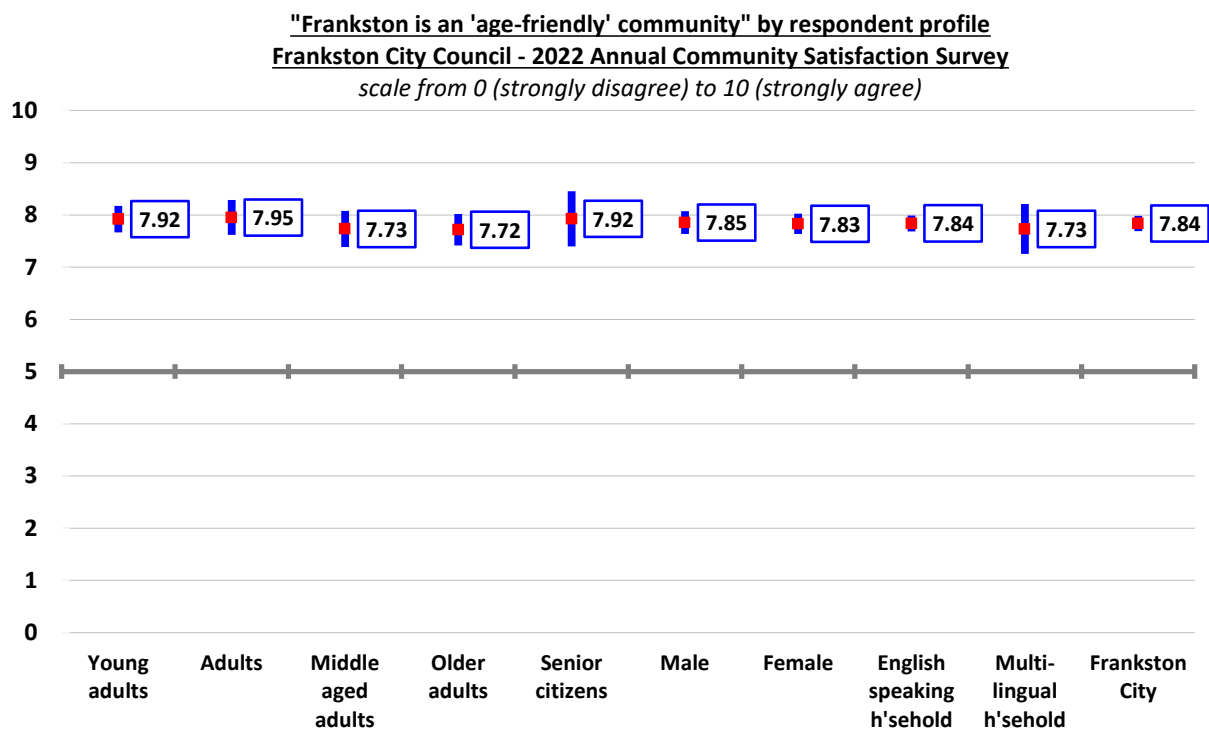


Frankston is an “age-friendly” community

The average agreement that Frankston is an “age-friendly” community increased marginally this year, up 1.4% to 7.84. There was no measurable variation in this result observed across the municipality, although respondents from Seaford were marginally less in agreement than average.

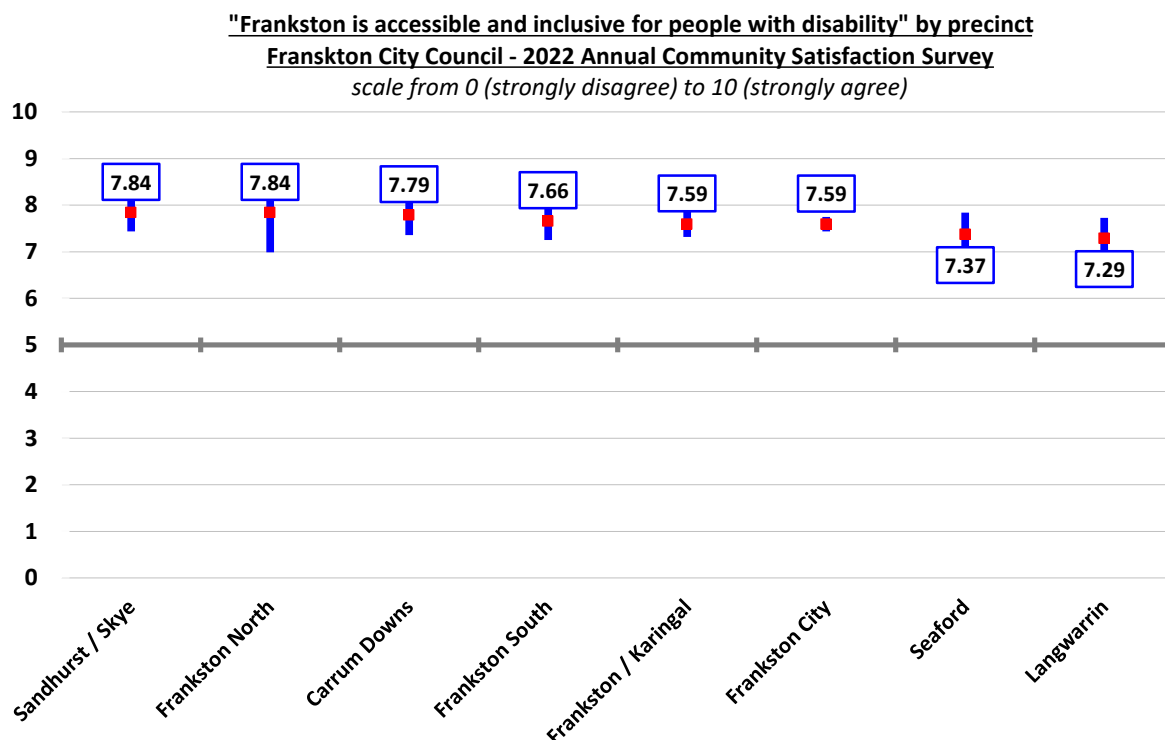


There was no measurable variation in this result observed by respondent profile.

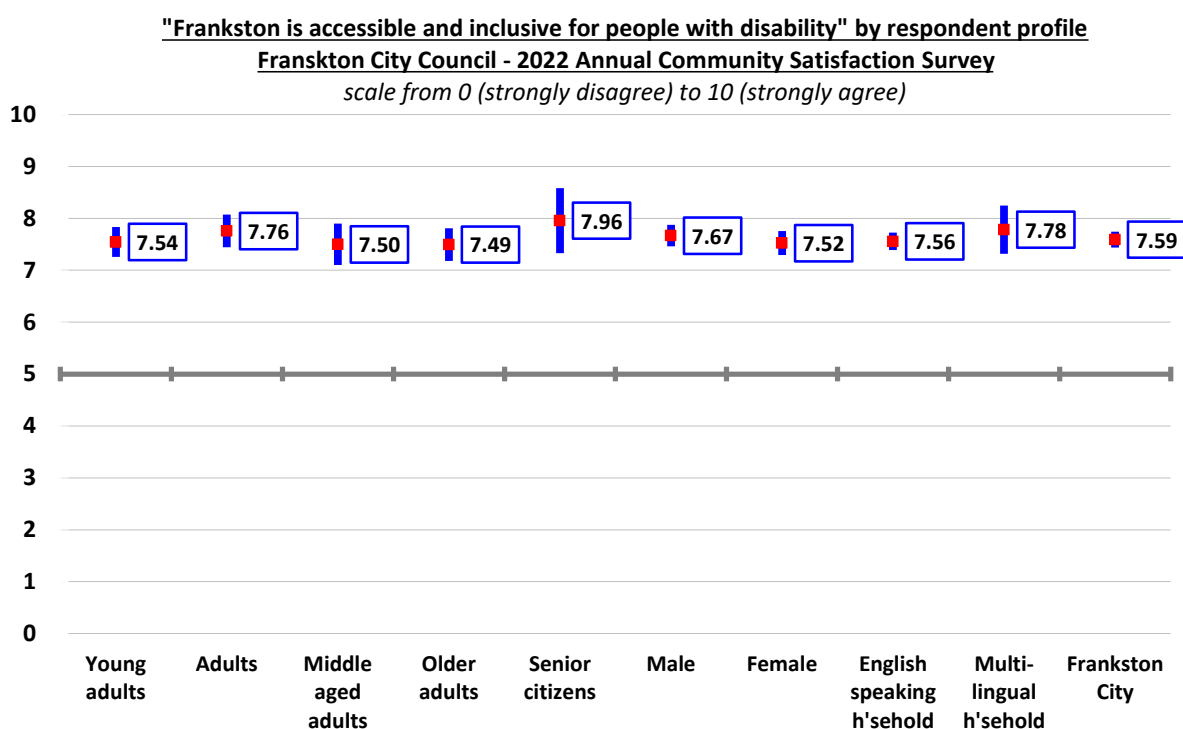


Frankston is accessible and inclusive for people with a disability

The average agreement that Frankston is accessible and inclusive for people with a disability remained essentially stable this year at 7.59 (up from 7.56). There was no measurable variation in this result observed across the municipality.

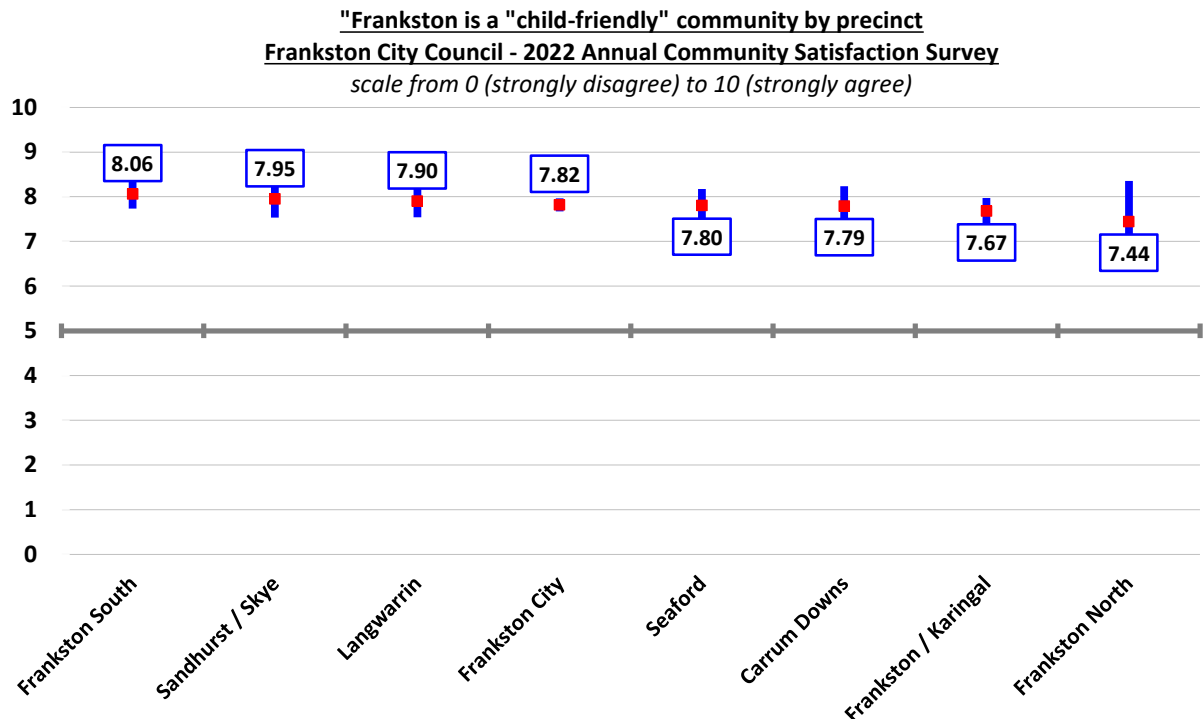


There was no measurable variation in this result observed by respondent profile.

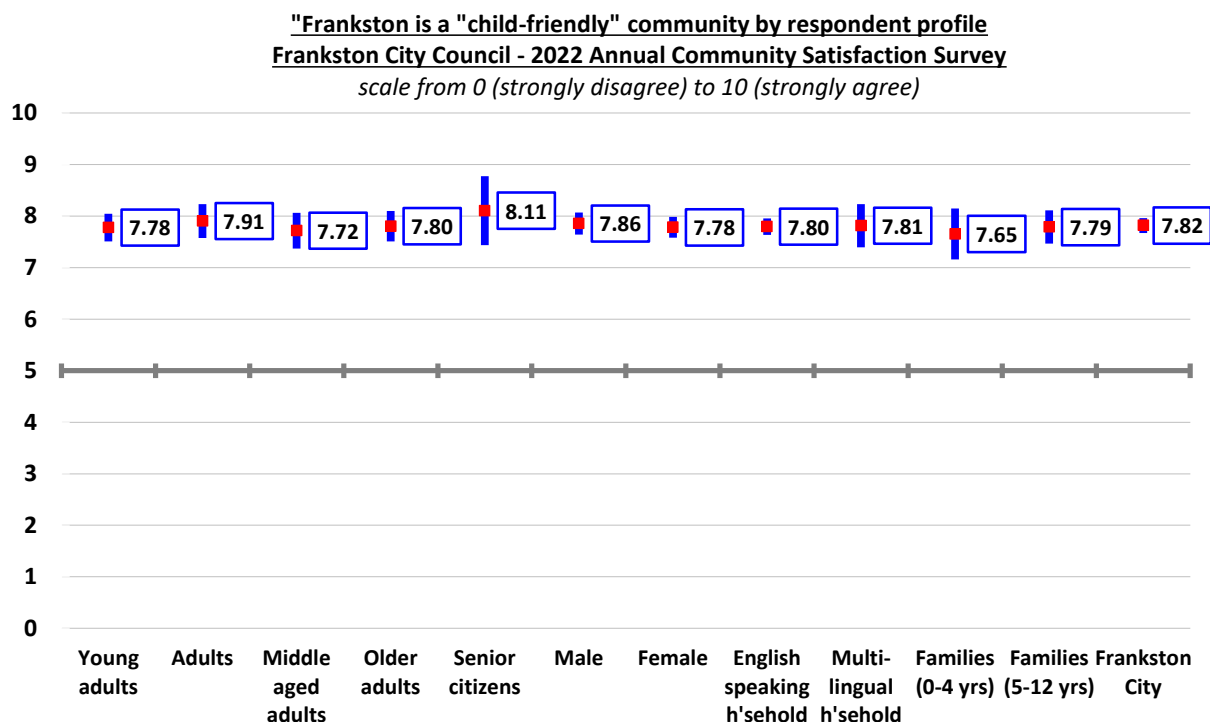


Frankston is a “child-friendly” community

The average agreement that Frankston is a “child-friendly” community increased marginally this year, up 2.1% to 7.82. There was no measurable variation in this result observed across the municipality.

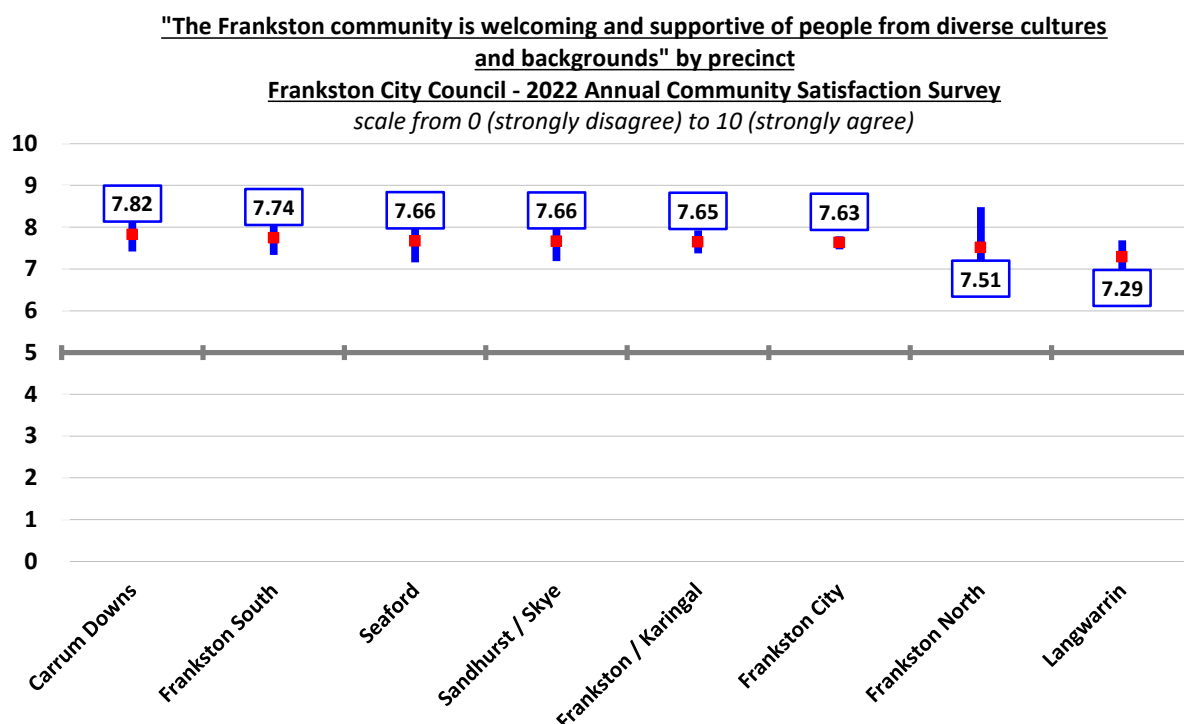


There was no measurable variation in this result observed by respondent profile.

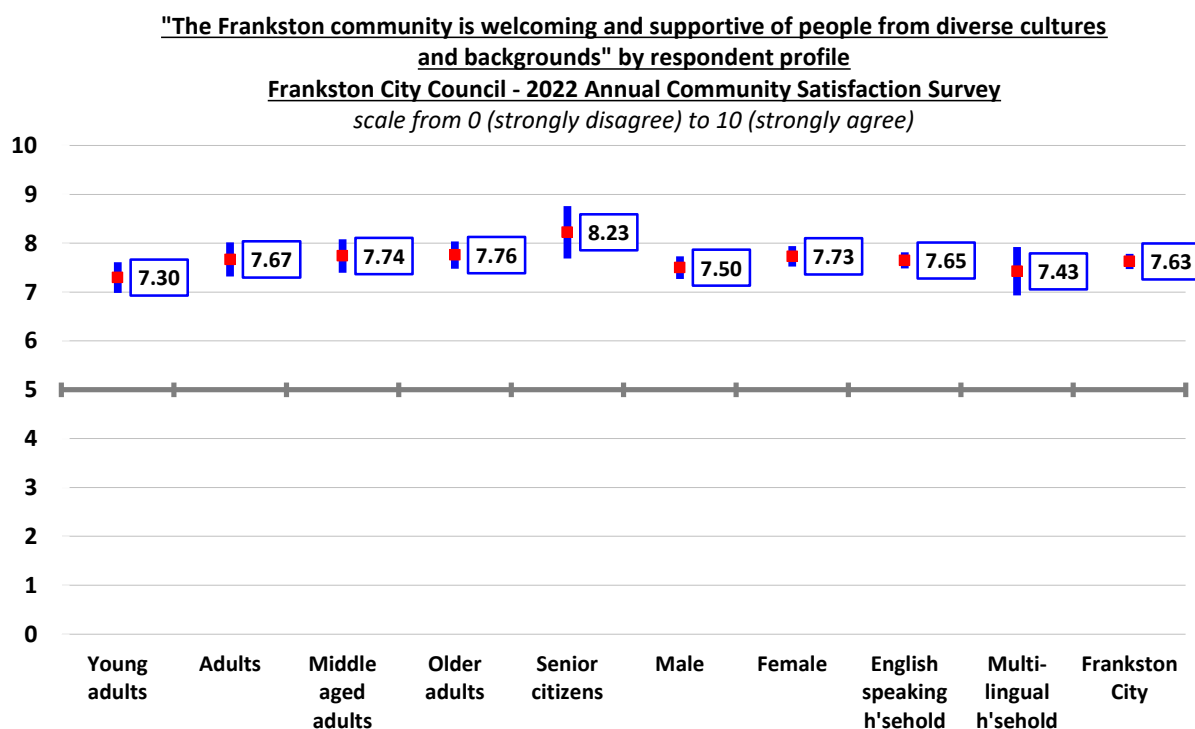


The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds

The average agreement with this statement increased marginally this year, up 1.2% to 7.63. There was no measurable variation observed by precinct, although respondents from Langwarrin were somewhat less in agreement than the municipal average.

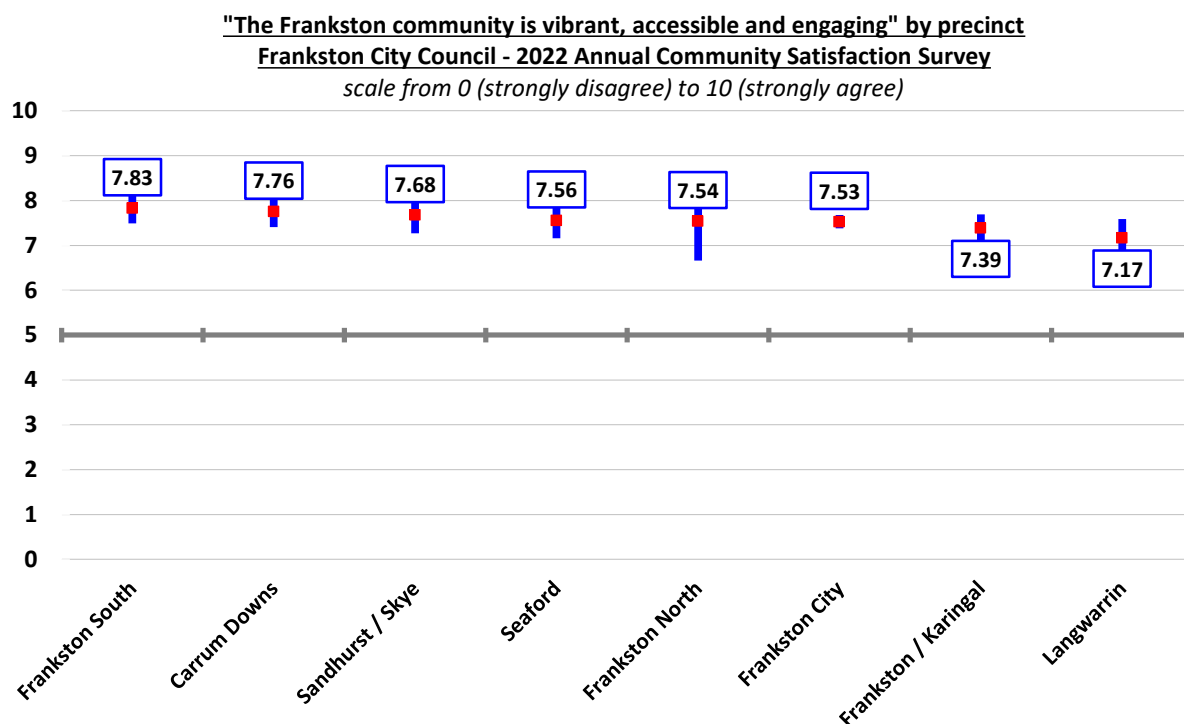


There was no measurable variation in this result observed by respondent profile.

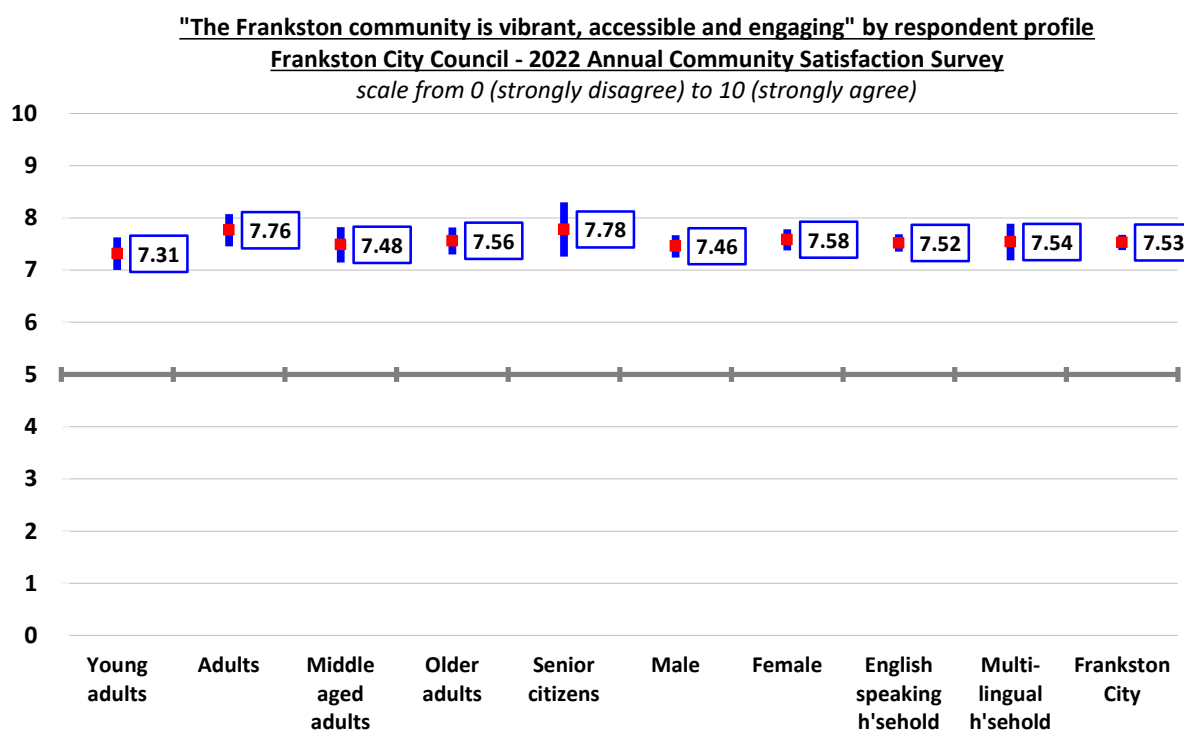


The Frankston community is vibrant, accessible, and engaging

The average agreement that the Frankston community is vibrant, accessible, and engaging increased by less than one percent this year to 7.53. There was no measurable variation in this result observed across the municipality, although respondents in Langwarrin were somewhat less in agreement than the municipal average.

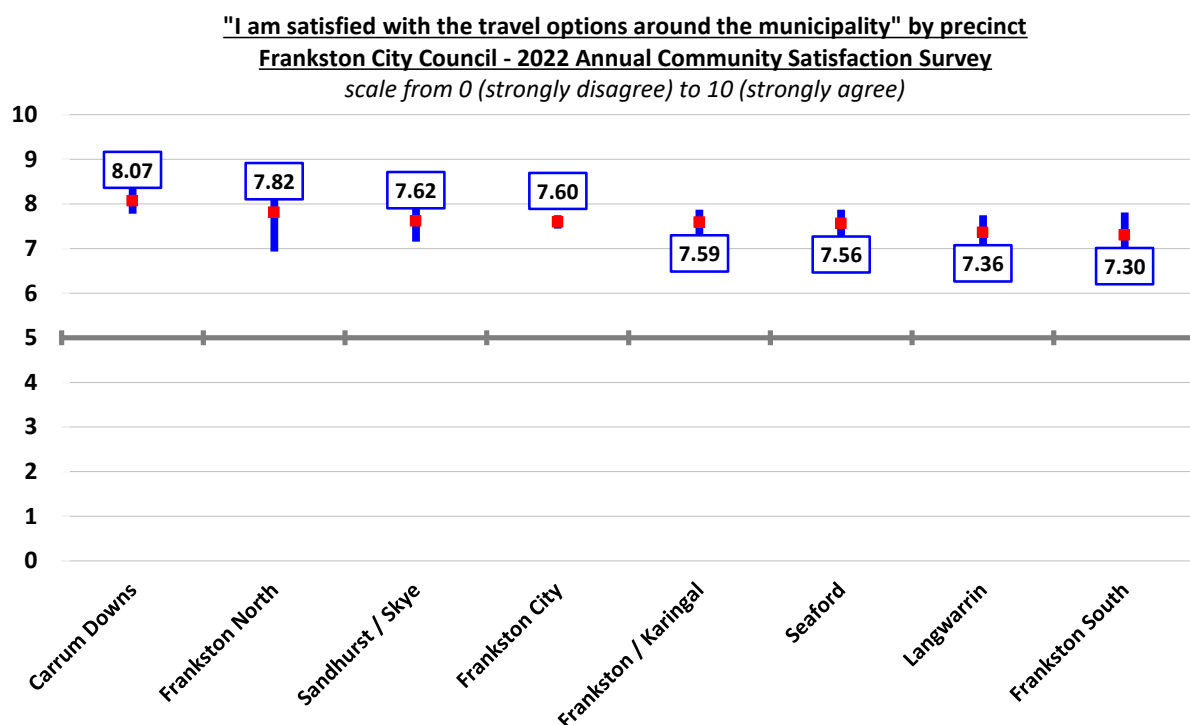


There was no measurable variation in this result observed by respondent profile.

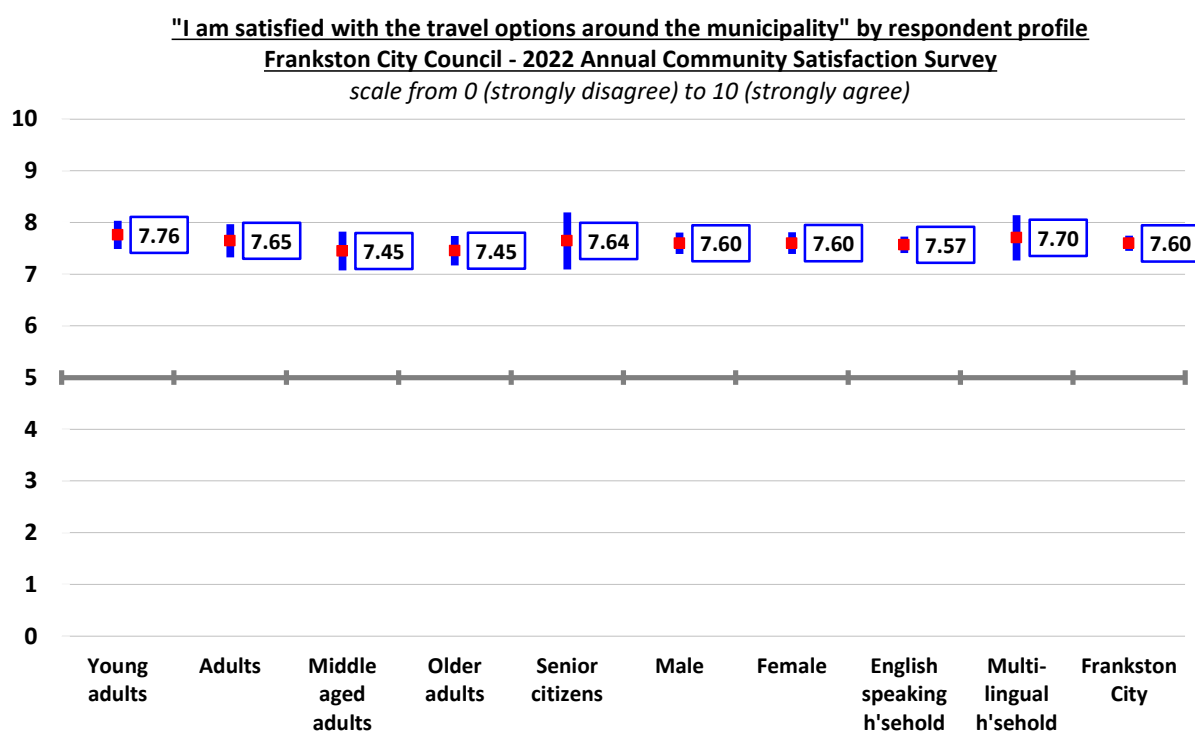


I am satisfied with the travel options around the municipality

The average agreement that respondents were satisfied with the travel options around the municipality increased marginally but not measurably this year, up 1.6% to 7.60. There was no measurable variation in this result observed across the municipality.



There was no measurable variation in this result observed by respondent profile.



Respondent profile

The following section provides the demographic profile of respondents to the *Frankston City Council – 2022 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 has been weighted by age and gender to reflect the *Census* profile, with a minimum of 40% of the underlying sample in each age group obtained prior to weighting.

Age structure
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2022 (unweighted)		2022 (weighted)	2021
	Number	Percent		
Young adults (18 - 34 years)	147	18.5%	29.0%	29.0%
Adults (35 - 44 years)	153	19.3%	17.8%	17.8%
Middle-aged adults (45 - 54 years)	155	19.5%	17.9%	17.9%
Older adults (55 - 74 years)	249	31.4%	26.8%	26.8%
Senior citizens (75 years and over)	90	11.3%	8.5%	8.5%
Not stated	9		9	0
Total	803	100%	803	811

Gender

The sample was weighted by age and gender to reflect the *Census*.

Gender
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2022		2021
	Number	Percent	
Male	381	48.0%	48.0%
Female	413	52.0%	52.0%
Non-binary	0	0.0%	0.0%
Other	0	0.0%	0.0%
Prefer not to say	9		0
Total	803	100%	811



Language spoken at home

Consistent with the 2021 results, more than four-fifths of respondents were from households that spoke only English at home, which is almost identical to the 2021 *Census* result of 83.6% English speaking residents.

Language spoken at home
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2022		2021
	Number	Percent	
English	672	85.9%	85.1%
Hindi	9	1.2%	0.9%
Tagalog (Filipino)	9	1.2%	1.1%
Mandarin	8	1.0%	1.0%
Spanish	8	1.0%	0.5%
Arabic	6	0.8%	0.5%
Greek	6	0.8%	0.6%
Vietnamese	5	0.6%	0.1%
Italian	4	0.5%	0.2%
French	3	0.4%	0.2%
German	3	0.4%	0.1%
Malayalam	3	0.4%	0.6%
Punjabi	3	0.4%	0.4%
Turkish	3	0.4%	0.1%
Bengali	2	0.3%	0.1%
Croatian	2	0.3%	0.1%
Hungarian	2	0.3%	0.2%
Irish	2	0.3%	0.2%
Japanese	2	0.3%	0.5%
Khmer	2	0.2%	0.4%
Lithuanian	2	0.2%	0.1%
Malay	2	0.3%	0.4%
Russian	2	0.3%	0.2%
Slovak	2	0.2%	0.1%
Multiple	5	0.6%	0.0%
All languages (16 separately identified)	16	2.0%	1.6%
Not stated	21		4
Total	803	100%	811



Household structure

Consistent with the results recorded in 2021, approximately half of the respondents were from two-parent families, one-quarter were couple households without children, and one-seventh were sole person households. There was a decline this year in the proportion of group households, bringing it more into line with expectations, following the unusually high proportion reported last year.

Household structure
Frankston City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2022		2021
	Number	Percent	
Two parent family total	388	49.6%	48.2%
youngest child 0 - 4 years	94	12.0%	11.1%
youngest child 5 - 12 years	120	15.3%	15.9%
youngest child 13 - 18 years	76	9.7%	12.8%
adult children only	98	12.5%	8.4%
One parent family	61	7.8%	7.9%
youngest child 0 - 4 years	8	1.0%	1.0%
youngest child 5 - 12 years	10	1.3%	2.2%
youngest child 13 - 18 years	16	2.0%	1.5%
adult children only	27	3.4%	3.2%
Group household	41	5.2%	24.1%
Sole person household	109	13.9%	5.6%
Couple only household	178	22.7%	13.4%
Extended or multiple families	6	0.8%	0.8%
Not stated	20		27
Total	803	100%	811

Housing situation

Approximately three-quarters of respondents reported that they owed or were mortgagor households, whilst one-fifth were rental households.

This is broadly consistent with the 2021 *Census* which reported 68.8% homeowners / mortgagors (combined) and 28.0% rental households.

There can sometimes be some confusion by respondents when answering whether they are home owners or mortgagors, with some mortgagor households responding that they own their home.



Housing situation

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Situation	2022		2021
	Number	Percent	
Own this home	398	51.2%	39.0%
Mortgage	194	25.0%	37.9%
Private rental	153	19.7%	20.2%
Renting from the Office of Housing	32	4.1%	2.9%
Not stated	26		27
Total	803	100%	811

Period of residence

There was a small increase this year in the proportion of respondents who had lived in Frankton City for less than one year, up from 1.1% to 4.2%.

This reflects the easing of the COVID-19 restrictions.

New residents (less than one year in the municipality) always rate satisfaction with Council's overall performance higher than longer-term residents. The increase will have had a very small impact on the overall satisfaction score this year, a trend that is likely to continue over the coming year as the rate of movement of people increases as COVID-19 eases.

Period of residence

Frankston City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Period	2022		2021
	Number	Percent	
Less than one year	33	4.2%	1.1%
One to less than five years	106	13.6%	4.3%
Five to less than ten years	223	28.5%	21.4%
Ten years or more	420	53.7%	73.2%
Not stated	21		16
Total	803	100%	811



Most respondents who had moved to Frankston City within the last five years had moved from surrounding municipalities, including Casey (16.7%), Kingston (15.4%), the Mornington Peninsula (13.7%), and Greater Dandenong (11.7%).

This is consistent with results observed elsewhere and long-standing housing trends, whereby most people tend to move relatively small distances when moving where they live.

Previous Council
Frankston City Council - 2022 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	2022	
	Number	Percent
Casey	15	16.7%
Kingston	14	15.4%
Mornington Peninsula	12	13.7%
Greater Dandenong	11	11.7%
Glen Eira	6	6.6%
Monash	4	4.6%
Maroondah	4	3.9%
International	4	4.8%
Interstate	3	3.1%
Stonnington	3	2.9%
Bayside	2	1.8%
Cardinia	2	1.8%
Banyule	1	0.9%
Baw Baw	1	1.0%
Colac Otway	1	1.1%
Frankston	1	0.8%
Knox	1	1.6%
Manningham	1	1.0%
Maribyrnong	1	0.7%
Melbourne	1	1.1%
Moyne	1	0.9%
Port Philip	1	0.8%
Whitehorse	1	1.1%
Whittlesea	1	1.0%
Yarra Ranges	1	1.1%
Not stated	48	
Total	139	100%



General comments

The following table outlines the summarised general comments received from respondents. There were 174 comments received this year, similar to the 175 recorded last year.

The main issues raised in these general comments were consistent with the results last year, as well as consistent with the issues raised throughout this report.

This includes concerns by some respondent about drugs, safety, and crime in the City of Frankston, as well as some concerns around traffic and transport, community facilities and services, rates and financial management, parking, and parks, gardens, and open spaces.

General comments
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2022		2021
	Number	Percent	
Drugs, crime and safety	19	10.9%	10.3%
Traffic and public transport management	17	9.8%	9.7%
Community facilities / services / activities	16	9.2%	8.0%
Rates / financial management	16	9.2%	7.4%
Parking	15	8.6%	6.9%
Parks, gardens, open spaces and tree maintenance	15	8.6%	6.9%
Comments relating to this survey	9	5.2%	6.3%
Communication, consultation, and engagement	8	4.6%	5.7%
Planning and development issues	8	4.6%	4.6%
Waste management	8	4.6%	4.0%
Council governance and management	7	4.0%	4.0%
General positive comments	7	4.0%	4.0%
Cleanliness and aesthetics of area	5	2.9%	2.3%
General negative comments	4	2.3%	2.3%
Social justice issues	4	2.3%	2.3%
Beach and foreshore	3	1.7%	1.7%
Bikes and walking paths	3	1.7%	1.7%
Roads and footpaths	3	1.7%	1.7%
Support for local business	3	1.7%	1.7%
Street lighting	1	0.6%	1.1%
Environment, climate change and bio-diversity	0	0.0%	7.4%
Other	3	1.7%	7.4%
Total	174	100%	175



General comments
Frankston City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Drugs, crime, and safety</i>	
The bathrooms are so unclean because of the drug addicts and the homeless people that use it to sleep there it is disgusting. You will find bodily fluids, syringes, and rubbish whenever you there making the toilets unusable. They need to clean them more frequently	2
A lot of developments since I've been here but the attitudes of those who live here hasn't changed. I don't think the Council has tried enough to deal with the troubling people as much as I would like. The very few are the ones who have caused the stigma here in Frankston and the Council should do something about them before they consider building new developments because these individuals tend to destroy what's built around here	1
Build centres that attract the youth away from the drugs	1
Clean the litter in general areas in Chantilly Place, Frankston Heights more often	1
Frankston train station is worrying with the types of people who tend to hang around there	1
I avoid the train station and the alley ways because of the types of people who hang out there	1
I haven't had any issues in this area there may be a few robberies around here. But otherwise, I'm okay regarding safety	1
I prefer not to go to Frankston Central because of the people in that area	1
Improve medical care for addicts and youth services	1
More security for Chantilly Place, Frankston Heights	1
Need to focus on more safety in Frankston at night. Neighbours have been broken into	1
Neighbourhood watch should be put back into place again if there aren't many police to put on the roads regarding safety. It's a good initiative for everyone's safety within the community	1
Only concerned about the number of robberies happening within the area	1
Rosemary Crescent requires more policing within the area	1
Safety of all residents	1
There needs to be more surveillance within the area because there's been too many robberies around the area, and it shouldn't be happening with amount of revenue they are gathering from paid playgroups, kindergartens, and the high land rates	1
To increase safety of people using public transport or travelling late at night	1
We need more police and safety against crime	1
Total	19
<i>Traffic and public transport management</i>	

Did not notice the speed changed from 60 km to 40 km and got a ticket	1
Lots of speeding	1
More regular buses in the area, Frankston South	1
Motor scooters are too unsafe and there should be a law passed for this	1
Need tram, electric bus and connecting free shuttles	1
Potts Rd and Quarry Rd are prone to hooning and that needs to be dealt with	1
Rosemary Cres requires more signage to display the speed limits	1
Should be two right hand lanes on O'Grady's Rd to alleviate some of the congestion	1



Should have more frequent public transport. The closest is on Robinsons Rd and comes every 30 mins on weekdays and every hour on weekends. They should have a train stop for Frankston Heights at the Peninsula Private Hospital	1
The intersection on Nepean Hwy and Davis Dr 40km/h camera needs to be removed too many people getting tickets for it	1
The traffic in the area is not bad but it could be better	1
They need to change the frequency of the traffic lights especially going onto and from Peninsula Link. Sometimes sitting there too long even when there are no cars around	1
They should also include a train line with Langwarrin as another train stop as well	1
They should have minibuses for the elderly so they can go to get some food with others in the community from Frankston North to Seaford	1
Too many cars on the road make it unsafe for the kids	1
Will love to have train station near Langwarrin	1
You get some hoons or speeding but every neighbourhood has that	1
Total	17

Community facilities / services / activities

Monterey Blvd tends to flood near the milk bar and the drains always tend to block when there are heavy downpours	2
Always flooding near the kindergarten on Franciscan Ave, Frankston Heights	1
At times you can find stray cats and dogs running about as well as rats in the drains. Probably should be maintained better	1
Benches on the beach	1
Keep up the community spirit	1
Maternal health nurse should have more availability when it comes to their appointments so children under 5 can see them earlier	1
More activities for the elderly to join in for example bingo because they tend to only cater for a specific group with certain interests and that bores me, so I never go for that reason	1
My parents live in Carrum Down. We requested for aged care package for over a year and still didn't get it	1
Poor drainage in my backyard due to being the main drain for the water flow. The Council should sort that out	1
The library should enable locals to request to have more books by certain authors	1
The library should have more diversity within it comes to their selection of books	1
The Pines pool's cleanliness in the bathrooms needs improvement because there's always a stench that makes everyone want to vomit when you go there. It shouldn't be like that	1
There are too many stray cats around Darius Ave, Frankston Heights	1
They need to have public toilets located at all parks they designate playgrounds because it's always needed. It also needs to be child friendly and cleaned thoroughly often because of the homeless and the drug affected using it either leaving dirt and rubbish in them or syringes. Even the Rosemary Reserve playground needs an update. It's all rusty	1
They need to regulate the dog litter around the board walks more because there's too many droppings just scattered around there. They should fine them	1
Total	16



<i>Rates / financial management</i>	
Budgets and community priorities need to be looked at. Council overspends on stuff we don't need, yet we have (bad) road maintenance	1
Council needs to be more considerate of us as pensioners when it comes to expenses	1
Council rates are a bit high compared to other Councils	1
Council rates are too expensive	1
I cannot comment on the funding because there's too many areas that will always need funding which what happens around here	1
I don't think Council should have the spending on any overseas travel costs. This frustrates me	1
If they lessen the playgroup times due to COVID they should also cut the costs for it too	1
More budget for the health department	1
Rates are too high	1
Rates are too high, approx. \$50 per week for a single person household is too much	1
Spend the money more wisely	1
The Council made me pay for a fallen tree that wasn't on their property which they weren't happy about. It fell and I had to pay for it	1
The Council needs to be more efficient with how they use their revenue that they gather from the land rates	1
The extra expenses for a planning permit need to be more reasonable	1
The rates are a bit expensive	1
With the revenue they're getting from paid parking and events they should decrease the land rates	1
Total	16

<i>Parking</i>	
Need free parking in Frankston. No one wants to go anywhere in Frankston because of the paid parking	2
Enforce parking restrictions near outdoor eating areas in residential areas	1
Give us free parking at Frankston beach	1
I had a parking permit that the Council stuffed up and I was waiting 3 months for them to fix it and I needed it urgently. I wasn't very happy with that	1
If the Council is making us pay for parking everywhere we go in Frankston City, they need to lessen the rates because we pay more than what some of those who live closer to the city pay	1
Illegal parking	1
Lack of parking in Frankston	1
Paid parking is too costly they need to make it free for the first few hours	1
Parking in Frankston is expensive with paid parking	1
People parking on the green	1
Should have more car park for house that has 2 or more rooms	1
The streets need widening or a parking Bay on the nature strip to allow more areas for people to park because the roads are too narrow for even the rubbish truck to come through	1
They need to prioritize disabled parking rather than the mothers with prams. There's not many disabled parking	1
They shouldn't book anyone for parking on their nature strip because of how narrow the roads are. Even the garbage trucks have a hard time coming down it	1
Total	15



<i>Parks, gardens, open spaces, and tree maintenance</i>	
Build lakes, like Casey Fields	1
Cut the dead tree on Lawson Ave	1
Get rid of the trees on O'Grady's Rd	1
Grass cutting not enough, in medium strip	1
Keep improving parks and reserves i.e., Jacaranda Dr	1
Maintain the bush	1
One big tree on the nature strips needs a good trimming as it is dropping leaves on my car	1
Preserve trees	1
The court on Barretts Rd doesn't have any street trees	1
The maintenance of weeds around major intersection. They don't do it and it looks untidy	1
The park Franciscan is always flooding during heavy downpours	1
The trees on Montdami Way I have not yet seen anyone attend to them since I've lived here.	
Most of the plants and trees planted were grown and attended to by those who live on this street	1
Tree cutting should be made easier	1
Upgrade Langwarrin Park	1
The removal of trees from the nature strip should be replaced	1
Total	15

<i>Comments relating to this survey</i>	
This survey is too long I don't have 20 minutes for this	2
Can't answer many questions from the survey because we don't know what Council does	1
Council shouldn't ask for personal information if the survey is anonymous	1
I think the questions are not relevant to what should be asked	1
Regarding the survey the questions are too simplistic they need to be broader and give us the local community the chance to speak about the issues more in-depth rather make us rate what they want us to rate	1
Some of your questions are bit vague	1
The age group division is not good. A 54-year old's mindset is very different from a 74-year-olds	1
This survey is very typical of being out of touch	1
Total	9

<i>Communication, consultation, and engagement</i>	
Do respond to residents' queries on timely manner, as this is the basic services that should be provided in the first place	1
For those who pay land rates and are owners within the area I would suggest they give us all welcome packs especially for those who are new arrivals to the area. Within those welcome packs they could provide personal information on who's the Council, what services are provided and are available within the community and keep us updated of new events or activities occurring within the area regularly so we feel welcomed and supported as well as engaged within our community	1



Increase advertising by having it posted at schools, via mailbox and wherever families or youths tend to hang out to keep them aware of what's happening. They could inform things about the Council at these events too	1
Instead of sending a surveyor to get feedback this should be the Council's job to come face the people not those who have not much power	1
Keep residents informed of new developments and communicate before the project	1
Phone calls to reception take way too long, need to be on hold for 10 min plus every time	1
The info on the Council's website isn't always up to date and the links don't always work	1
There's very poor communication with the wider community	1
Total	8

Planning and development issues

Build houses on empty spaces or build other infrastructure	1
Concerned about the number of units going up now and it might be like ghetto	1
Corner permits for fencing should be easier to get	1
Create more purpose-built building to help people	1
Not enough affordable housing	1
Planning permits have too many restrictions and additional costs as well as specifications to building certain things. It's annoying. Why can't I just build what I want on my land?	1
Please consider decreasing the number of subdivisions it is ruining our beautiful flora and fauna with increased density of living	1
There are too many developments in the area planned to be built but it is questionable whether the population growth because of new estates will be able to deal with the current roads we have and the condition of them	1
Total	8

Waste management

Hard rubbish collections should be twice a year / more often	3
Needs more notification for hard rubbish collection	1
The local tip is too expensive they need to give us free vouchers at least to alleviate the expenses and the locals a chance to do the right thing	1
The removal of chemicals along with every other bit of hard rubbish should be able to be dumped at the same centre	1
The tip fees to dispose of hard waste and others should be cheaper	1
They don't clean the bins out properly when they are emptying them, and the fortnightly recycling should be a weekly thing since my bins tend to overflow and the extra cost to get another bin isn't worth it	1
Total	8



<i>Council governance and management</i>	
Acknowledge Sandhurst is part of Frankston and invest in our services	1
Be a good idea to represent the people	1
Council should think of how to rebrand the area	1
Pay attention to the outer suburbs like Carrum Downs, Seaford, Langwarrin etc.	1
Remove non high functioning employees from the Council	1
The Council has lost its way. More needs to be done to retain the safe Bayside feel of a community that value respect	1
There's not much of a holistic approach when it comes to the Council	1
Total	7

<i>General positive comments</i>	
Frankston has a bad name when it shouldn't have	1
Good that Council is taking a survey from residents	1
I appreciate the survey and the consultations from the survey	1
Pretty happy to live here	1
Very good overall a pleasant place to live	1
Every single area has their good and bad. I've lived here more than 20 years. There's been a recent burglary otherwise it's been fine around this area. No issues	1
For an elderly person though Frankston City is a lot safer compared to what I saw in the houses we were put in when I was in the City of Greater Dandenong. There were more dangerous people there than here. I feel a lot safer than I did before	1
Total	7

<i>Cleanliness and aesthetics of area</i>	
Dog faeces inappropriately discarded	1
I wish we can see more flowers on roundabouts maybe fountains on streets	1
Roads are dirty with rubbish on cycle lanes	1
Shattered bottles	1
The milk bar needs an upgrade. The rubbish bin outside of it needs to be emptied more often and the dog should be managed better. There's a hole in the fence and if the dog gets out I'm worried a kid may get hurt. It's opposite to the kindergarten	1
Total	5

<i>General negative comments</i>	
Council needs to do more	1
I don't shop at Frankston	1
I don't understand why you are asking about Sandhurst; you do nothing for us	1
This is not a good area to be raising kids	1
Total	4



Social justice issues

Frankston Council must listen to homeowners. Social housing should not be able to do as they like, setting up their house lights to extra bright as I can't sleep	1
Homeless people's mental health is scary and jeopardised the safety of the community	
Help lower socio-economic people	1
Need to focus on smaller community	1
They need to be more supportive and open the halls or somewhere where they have what they need, and they can sleep safely	1

Total **4**

Beach and foreshore

Keep improving beach areas i.e., Seaford	1
Maintain the beach	1
Oliver's Hill Boat Ramp should not go ahead as it will destroy our beaches which are our greatest assets	1

Total **3**

Bikes / walking paths

Bike lanes are shrouded with prickly bushes and other bushes, so we get hurt. Bike lanes need to be maintained for safety of cyclists	1
Golf Links Rd should have a continuous path to enable school children, walkers, and bike riders to get to and from Baxter and Frankston Heights. It's a danger to walk there. The bike path should be continuous joining the Peninsula Link trail and the trail to Baxter railway. It's a hazard along Robinsons Rd because the path discontinues. There's like a man-made grove to get to and from but that can be dangerous at times	1
Make roads and paths cyclist friendly	1

Total **3**

Roads and footpaths

The Carawa Way is so narrow they need to provide parking bays on the nature strip because I accidentally backed out onto my neighbour's car due to the lack of space to move around. It doesn't leave enough space for vehicles to pass through without hitting someone's car	1
The uneven footpaths on Young St, Frankston South need to be fixed and have been a constant issue because of the overgrown roots of the trees within the area that haven't been well maintained. There have been too many incidences where I and other onlookers within the area have seen or experienced us falling because of the state of the footpaths. It's a hazard for those with a disability and the elderly. It needs urgent attention	1
Upgrading streets and roads	1

Total **3**



<i>Support for local business</i>	
Council to support local business. Too many vacant shops	1
Less red tape for small business	1
Overall, they should be more encouraging on small businesses because there is not much here	1
Total	3
<i>Street lighting</i>	
The lighting on some roads is not the best	1
Total	1
<i>Other</i>	
There is no decent restaurants near the bay that I would want to go to	1
I don't want to say who needs more money because everyone needs help	1
Remove shared accommodation from the area (Chantilly Place, Frankston Heights)	1
Total	3
Total	174



Appendix One: 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 - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Communication and consultation</i>	
Very poor / no communication from the Council	4
They are either slow to respond or don't respond at all. Majority of the time they don't respond at all	3
Poor community engagement from the Council with the wider community	2
They don't seem to care enough to listen to what the local community has to say	2
I don't feel very informed by the Council about what they're doing with the high interest rates, the subdivisions, paid parking and poor maintenance of trees and roads. I don't really know how to feel	1
I don't think I receive any real information from Council. Occasionally the newsletter just shows me how they act on self-interest or for profit	1
I have rung so many times about issues and they have either re-directed me multiple times and had no resolution or they don't talk at all	1
Increase advertising by having it posted at schools, via mailbox and wherever families or youths tend to hang out to keep them aware of what's happening. They could inform things about the Council at these events too	1
Lack of involvement and engagement with the community, not listening to what people really need as essential	1
More advertising for family activities	1
Never heard from them when it comes to what they're doing or them wanting feedback from me	1
Not informing the community about any road construction or any changes	1
Not sure what or no news on what they Council has done	1
The Council compared to other Councils needs to be more transparent in the decisions they make	1
The Council needs to be more engaging with the local community from the ground up to ensure they do make decisions based on everyone's needs as a whole	1
The Council needs to keep their promises and engage more with the community so they can build infrastructure and services the meet the wider community's needs	1
The Council website needs upgrades to their system too to make certain tabs easier to find	1
There's a very poor communication with the wider community and for those who pay land rates and are owners within the area I would suggest they give us all welcome packs especially for those who are new arrivals to the area. Within those welcome packs they could provide personal information on who's on the Council, what services are provided and are available within the community and keep us updated of new events or activities occurring within the area regularly, so we feel welcomed and supported as well as engaged within our community	1

They don't engage or consult with the wider community because there's so many unresolved issues that have been unresolved for years	1
They need to listen and engage with us, with no political influences	1
They need to talk to us as a human being and help us not just ignore us just because we don't have as much money as they do. They look at me and they don't want to hear what I have to say	1
Total	28

General negative

I don't see that they do anything / no change	2
I think they need to do more for the community	2
Meet the bare minimum / not doing anything great	2
All Council are the same	1
Could perform better	1
Council needs to be held more accountable with the land rates. People pay a hefty price to live here and the amount of road issues we have it makes you wonder where they are putting all the money	1
Need massive improvement	1
Neutral improvement could be made, don't want empty area	1
Never had a positive experience with the local government, waste of money	1
Only complete half their promises	1
Only hear from them during election. I feel like they are just doing things for profit	1
That's what they deserve	1
They did a great job but still have some things to improve in overall I think so I would say neutral	1
Total	16

Rates and financial management

The rates are too high	2
I don't think they should raise the rates any further because they already gain a lot from the amount of paid parking spaces at the beach, parks, and local shopping centres	1
If they expect the residents to pay high land rates, they need to spend that money wisely and they should let the locals see where it is all going	1
I'm not a fan of the Council. With the amount of money, they charge us for parking and land rates as well as other expenses there's a lot more they could be doing.	1
Overspending on parks and benches plus planters etc. Not focused on surrounding area	1
Paid big rates for little rewards	1
Pretty poor compared to the high land rates and I would like to see exactly where our land rates are going including other funding, they receive from paid parking etc.	1
Probably the most expensive Council when it comes to their land rates	1
Rates paid is not value for money	1
Stop the wastage of funds	1
We don't get our fair share of rates when it comes to living in Langwarrin	1
Total	12



<i>Council governance, management, and responsiveness</i>	
Feel disconnection between community and Council for all decisions made for the Council area	1
Grossly overpaid, self-important	1
Require more strategic decisions	1
The Council can't see the forest through the trees	1
There is a Councillor who got booted out of North Ward only to change wards and come in through. They are not there for the community, only for themselves. There for too long	1
There's not much of a holistic approach when it comes to the Council	1
They aren't community orientated	1
They debate too much and don't get on with it	1
They need regular audits completed to ensure the infrastructure and services they've put in place is actually cost effective and meeting the needs of the broader community	1
They need to be more approachable and open to the locals. Right now, they have no identity. Therefore, we do not know them on a personal level, to trust them	1
They need to focus on the basics: roads, rates and rubbish and you'll see it will make a big difference because a lot of the community only will become happier when there are good roads, reasonable prices rates used wisely and a clean environment to live in and they'll be happy	1
Total	11
<i>Council services and facilities</i>	
Aged care services need to improve by having audits for those under the Council because the lady next door has a stench that you can smell when you're in her property. I don't think the Council comes and checks on what their workers do because if she has that scent then that's neglectful and the workers aren't doing their job	1
Not done much work or met any needs like filling of potholes	1
Not enough help for homeless and vulnerable	1
Not enough new facilities	1
Put outside benches in a super busy road, Nepean Highway	1
There's a lot of vulnerable children and youth being neglected regarding support because they are exposed to unfit parents who are either drug-affected or mentally unstable and the teachers cannot assist them because they don't have the power to intervene	1
They need a lot of improvement such as upkeep of public toilets	1
Total	7
<i>Safety, policing, drugs, alcohol</i>	
Don't feel the Council is there yet with controlling the amount of crime and violence that goes around here. I will be moving because of how unsafe I feel around this area	1
Provide an outreach to those using drugs or engaged in criminal activity or have troubling behaviours to determine what kind of services could help them	1
There is still a lot of problems happening in Frankston, like disturbance neighbours	1
Problems happening in Frankston like troubled youth	1
There is still a lot of problem happening in Frankston, like homelessness around the station although they have tried their best to solve it	1
Total	5



<i>Roads, traffic, and parking</i>	
They're proactive for building footpaths around the area for the children to get to and from home and school. But there's only one area of discontinuance to the footpath located on Frankston - Flinders Rd near Chemist Warehouse that needs to be dealt with. It's a high risk safety concerns for school children because it's the closest location to catch a bus to where locals need to go	1
They need a lot of improvement such as upkeep of roadworks	1
They need to improve the roads before they build more homes in the area	1
Total	3
<i>Planning and development</i>	
As stated, community heritage is being destroyed so that developers can destroy the feel and community of beach suburb	1
Poor decisions in redevelopment	1
Total	2
<i>Other</i>	
Experience working with them	1
I have not lived in Frankston long enough	1
Planting of gum trees on nature strips is a very bad idea, it lifts the footpaths, fills up the gutter. Not suitable at all	1
Total	3
Total	87



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 - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Druggies / junkies	30
Drugs / alcohol / drug deals and usage	9
Druggies yelling / violent	3
Drunks / alcohol affected	3
Too many drugs affected or mentally unstable individuals that are causing problems for others and its intimidating	3
Too many troubling people on drugs hanging around there	2
At night there's too much that goes on here because of all the drug dealings that happen around here	1
Drug culture within this area	1
Drug person is making me feel the area is creepy	1
Druggies around CBD area, hence I wouldn't risk it at night	1
Engage them in activities that would give them an outlet to study and become something and take them away from drugs. There's too many around here	1
I rarely go there because it's intimidating for me to see needles discarded incorrectly behind the bins at the shopping centre	1
Inappropriate behaviour from certain individuals hanging around that area trying to follow me and are on drugs	1
It's not safe with the drugs and gangs around here	1
Low demographic population drug users etc.	1
Poor discarding of syringes	1
Seen an increase of troubling individuals hanging around Ballam Park at night-time doing drugs	1
Should keep commission houses separate from the rest of the community	1
There are lot of drug use especially on the weekend	1
There's a criminal element within that area and drug activity	1
There's a population drive for criminal activity within the area especially amongst the youth because of drugs. There's no centre for them to go to	1
There are too many homeless people, but most are on drugs	1
Too many drug-affected and mentally unstable that they are the reason there is constant crime such as robberies, beatings, and stabbings in the area	1
Too many drug-affected and unemployed around here. It attracts everyone with the same mentality to this area	1



Too many of those affected by drugs and need to be removed from this area but first the drug houses. There's too many I know of	1
Too many people drinking, destroying playgrounds	1
You always come across syringes or young people on drugs hanging around there	1
You see a lot of people drinking and attending that clinic to get medicine for heroine withdrawal symptoms. It's the main attraction	1
Youth and junkies from North Frankston, troubled youth	1
Youths in groups on each drinking and loud music	1
Total	74

People

Suspicious / dirty / weird / sketchy / undesirable people around	13
Troubled youth hang out, make noise, create nuisance, cause trouble	9
Homeless people make the place feel unsafe	6
Mentally unstable people	5
Gangs / groups around	3
At night hear bad stories happening of weird people	2
More feral people / kids around that area	2
The local thugs and crackheads	2
Beggars want something	1
People hang around station	1
People with vulnerability needs assistance. Feel unsafe when they gathered around the area	1
Sketchy people hanging around all areas at night. That's when they prefer to come out and cause trouble or take drugs	1
Some bad guys keep staring at me	1
Streets on which kids skateboard	1
The dynamics of the people visiting that area and the shopping centre	1
The undesirables breed more of them that's why you have these individuals hanging around at all hours in and out and around the city of Frankston	1
There are just too many homeless people around there that I would never want to walk down there	1
There are some very strange people living in Frankston	1
Too many black people	1
Too many wrong people in Frankston	1
Train station have people gathering there makes me feel unsafe	1
Troubling youth who wait for the bus and come on the bus causing trouble. They have no respect for those on the bus	1
Total	56

Perception of safety at night and lighting

No / poor street lighting	3
Probably could do for more streetlights	3
I feel unsafe when walking home at night	2
I think because at night it is quiet and dark	2
Too many troubling individuals especially at night it worsens	2
Unsafe at night	2



Walking at night in general near bushy areas	2
Anywhere in Frankston at night	1
At night it's not safe at all for anyone to walk. The later it gets the higher risk you'll be in getting beaten or stabbed by random people	1
Feral people around there and it gets worst later during the night	1
I know too many people down that street, and I know how bad it can get down there especially at night	1
It isn't the safe place for someone with a disability especially at night and not many people would assist someone with a disability if they needed help	1
More lighting on Bayview RD	1
Night-time in public areas	1
There's nowhere at night that is safe in Frankston	1
Total	24

Crime and policing

Criminal activity within this area is high	5
At night it isn't safe with the number of robberies happening around here	3
Need night policing patrols	3
At night it isn't safe at all with the number of stabbings	2
Lack of policing / police presence	2
Attempted home break-ins	1
Between 3 am - 7 am there's always robberies happening	1
Heard of few kids being assaulted and harassed	1
Keep crime down	1
Presence of PSO should be extended to other surrounding areas especially the other car parks surrounding it	1
Too much crime around there especially at night	1
Work on providing better safety, murders, and crime everywhere	1
Total	22

Traffic / hooning

Too much hooning	5
Too much hooning within the area especially at night-time	3
At night there's too many troubling youths destroying property and speeding in their cars	1
Hooning and I've heard you much happening around there at night I don't come out	1
Hooning on the roads and the yelling	1
It's an attraction for hoon drivers during the evenings and congested because it's used as a detour to pass the congestion from the main roads in the area to get to Mt Eliza. There needs to be a speed bump and a speed limit of 40 kmph	1
It's overcrowded, creating a congestion	1
There's one local I do not want to disclose who speeds down the road and screams late in the evenings till the early morning. People have complained about him, and he may have got in trouble for it but he keeps doing it. I think he's mentally unstable	1
Too many hooning happening overnight and people yelling	1
Too many motorbikes and motorised scooters riding at high speeds around here and the hooning at night	1
Total	16

Violence and anti-social behaviour



Fights	4
Lot of crazy people around, yelling at each other	3
Too many troubling youths down there speeding and smashing bus stops	1
Vandalism	1
Violence in streets	1
Total	10
<i>General perception of safety</i>	
Abandoned empty shops is everywhere and make it unsafe	1
Elderly don't feel safe anywhere with gangs	1
I'm an old guy so generally feel anxious	1
Just around Frankston in general, at night I just avoid it	1
Local shopping areas car park	1
Not enough foot traffic around Frankston because city is dead	1
Rundown of all empty building	1
The way the city is structured and the type of businesses at the central region that attract the culture there and the layout as well	1
With money spent the facilities doesn't look nice or safe to hang around	1
Total	9
<i>Incidents / break-ins</i>	
Burglaries at night	1
Had bad experience	1
I had few issues with safety near train stations	1
I've had instances where I'm walking down the beach with dodgy figures following me	1
One car followed me because they were suspicious of who I might be	1
People grabbing handbags	1
Robberies have become common in the area	1
There have been burglaries happening more often	1
Total	8
<i>Being female</i>	
If I'm walking alone at night, I feel unsafe as a woman	1
As female I don't used go out at night	1
Total	2
<i>Other</i>	
Unleashed dogs can be a menace	2
I feel safe as Sandhurst pay for our own security	1
Total	3
Total	224

Appendix Three: survey form



Frankston City Council - 2022 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 (<i>e.g. Facebook</i>)	7
Telephone (<i>during office hours</i>)	2	Directly with a Councilor	8
Telephone (<i>after hours service</i>)	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 sealed local roads	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:													
2. 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
3. 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
4. Weekly garbage collection (<i>which goes to landfill</i>)	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. 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
6. 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
7. 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:													
8. 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
9. 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:													
10. 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
11. 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
12. 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
13. Frankston City News (<i>Council's newsletter</i>)	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	
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	
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 (e.g. Maternal & Child Health, immunisation, playgroups, kinder)	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. Services for youth	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 (e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)	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	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	

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
Reasons for rating satisfaction less than 6:												
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
4. 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:												
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												

6

6. 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:

7. 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:

7

And finally, 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

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

Issue One:

Issue Two:

Issue Three:

10

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

Improvement:

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
<i>If rated less than 6, please identify the developments:</i>												
2. 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
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99
4. The availability of housing that meets the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. 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. and finally how safe you feel overall	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, where do you feel unsafe?</i>												
<i>Why do you feel unsafe?</i>												

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	
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 cultures and 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

For the following list of Council services and programs, could you please indicate whether you think these should be much less, less, the same, more, or much more funding.

	<i>Much less</i>	<i>Less</i>	<i>The same</i>	<i>More</i>	<i>Much more</i>	<i>Don't know / Can't say</i>
1. Library collection and resources	1	2	3	4	5	99
2. Children's services	1	2	3	4	5	99
3. Youth services	1	2	3	4	5	99
4. Aged services	1	2	3	4	5	99
5. Disability services	1	2	3	4	5	99
6. Arts and events	1	2	3	4	5	99
7. Sport facilities (courts, ovals, fields and pavilions)	1	2	3	4	5	99
8. Aquatic centres	1	2	3	4	5	99
9. Community facilities (houses, halls, and rooms)	1	2	3	4	5	99
10. Roads and traffic management	1	2	3	4	5	99
11. Parking management	1	2	3	4	5	99
12. Cycling and pedestrian infrastructure	1	2	3	4	5	99
13. Planning permits and compliance	1	2	3	4	5	99
14. Urban design and city planning	1	2	3	4	5	99
15. Parks, reserves, open spaces, and foreshore	1	2	3	4	5	99
16. Protection of biodiversity	1	2	3	4	5	99
17. Waste and recycling	1	2	3	4	5	99
18. Cleaning and maintenance of public toilets	1	2	3	4	5	99
19. Cleaning and maintenance of public spaces	1	2	3	4	5	99
20. Business and industry development	1	2	3	4	5	99
21. Community development	1	2	3	4	5	99
22. City Safety	1	2	3	4	5	99
23. Climate change action	1	2	3	4	5	99
24. Community engagement	1	2	3	4	5	99
25. Advocacy	1	2	3	4	5	99

16

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

17

With which gender do you identify?

Male	1	Other term: _____	4
Female	2	Prefer not to say	9
Non-binary	3		

18

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
--------------	---	-------------	---

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	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

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

22

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.