

Frankston City Council

2024 Annual Community Satisfaction Survey

July 2024



Metropolis
RESEARCH

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Executive summary

Metropolis Research conducted this, Council’s fourth independent *Annual Community Satisfaction Survey*, as a door-to-door, face-to-face interview style survey, over four weekends in May 2024.

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

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

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

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

Key findings in 2024

The key finding from the 2024 survey was that satisfaction with the overall performance of Frankston City remained stable at a level higher than the metropolitan Melbourne average, at 7.1 out of 10, compared to metropolitan average of 7.0, and most importantly, remains eight percent above the long-term average since 2012 of 6.3 or “solid”.

This remains a significant improvement of 16% from the low point of 5.5 recorded in 2018.

All the other broad areas of performance also remained essentially stable this year, including planning and development (stable), customer service (down 3%), governance and leadership (down 2%), and average satisfaction with services and facilities (down 1%).

The most encouraging result this year was that Frankston City continues to consolidate the substantial 10% increase in satisfaction with governance and leadership recorded in 2022, to remain seven percent above the 2021 result. This reflects well on the performance of Frankston City Council, including elected Councillors.

There were six major areas of concern to the Frankston City community this year, as follows:

- Concerns about **housing** affordability (down 6%), the availability of housing (down 5%), and satisfaction with planning for population growth by all levels of government (down 5%).
- Concerns around **youth**, including satisfaction with services for youth (down 8%), and with a higher-than average 21% gap between average importance and average satisfaction.



- Concerning **safety, policing, and crime** related issues, reflected by a lower perception of safety in Frankston than the metropolitan average, that safety, policing and crime issues were the most nominated issue to address, and was identified as an area for Council to improve. Respondents in Frankston City felt nine percent less safe in the public areas of the municipality at night than the metropolitan average, with 22% feeling “unsafe” in public areas at night, and female respondents feeling an average 13% less safe at night than males.
- Concerning **public toilets**, satisfaction with public toilets was six percent below the metropolitan average, and down eight percent this year to a “solid” 6.3 out of 10, and with a 30% gap between average importance and average satisfaction.
- Concerning **planning and development**, with six percent of respondents nominating planning and development as a top three issue, and these respondents were notably less satisfied with Council’s overall performance than average. Satisfaction with planning applications reported a 24% gap between average importance and average satisfaction (compared to average 13%).
- Concerns about the maintenance and repair of **sealed local roads** (including both state and council managed roads), reflected in 10% of respondents nominating roads as a top three issue, with these respondents notably less satisfied with Council overall than the average, and satisfaction with sealed local roads reporting the fourth lowest satisfaction score this year (although identical to the metropolitan average), and with a 20% gap between the average importance and average satisfaction with sealed local roads. These results reinforce that roads appear to be a significant issue in many municipalities across metropolitan Melbourne, including many of Frankston City’s neighboring municipalities.

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, and all these issues remain negative influences on overall satisfaction for those who raise them.

Satisfaction with Council’s overall performance

Satisfaction with the [overall performance](#) of Frankston City Council remained essentially stable this year, up one percent to 7.1 out of 10, although it remains at a “good” level.

This result was marginally higher than the metropolitan Melbourne (7.0), and somewhat higher than the southeastern region councils’ (6.9) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the random door-to-door methodology.

This result was comprised of 43% “very satisfied” and six percent (down from 8%) “dissatisfied” respondents. There were more “very satisfied” respondents in Frankston City than the metropolitan Melbourne average (45% compared to 42%).

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

- **Somewhat higher than average satisfaction** – included senior citizens (aged 75 years and over), multilingual households, rental households, new residents (less than one year in Frankston), group households, and sole person households.



- **Somewhat lower than average satisfaction** – included respondents from Sandhurst / Skye, middle-aged adults (aged 45 to 59 years), and those contacting Council in the last 12 months.

The most common reasons why 45 respondents were dissatisfied with Council’s overall performance related to some concerns around rates and financial management (18 comments), governance, management, and responsiveness (12 comments), communication and consultation (11 comments), and specific Council services and facilities (10 comments). There were also 24 general negative statements provided by respondents.

Issues that appear likely to have a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include, most notably, planning and building, cleanliness of the area, rubbish and waste, Council rates, fees, and charges, parks and gardens, road maintenance and repairs, and drains maintenance related issues.

Change in performance of Council over the last 12 months.

A total of 14% (down from 17%) of respondents considered that Council’s [overall performance had improved](#) in the last 12 months, whilst seven percent (up from 6%) considered that performance had deteriorated.

Consistent with the result recorded last year, half as many respondents in Frankston City considered that Council’s overall performance had deteriorated in the last year than the metropolitan Melbourne average of 14%.

Most important thing Council could do to improve performance

When asked what was the most important thing that Council could do to improve its performance, the four most common responses were improvement to communication, consultation, and engagement with the community (8%), improvements to community safety and policing (4% up from 1%), lower rates, fees, and charges (3%), and more / better road maintenance and repairs. These results were consistent with those recorded in 2023.

Satisfaction with the governance and leadership performance of Council

Respondents were asked to rate their satisfaction with seven aspects of the governance and leadership performance of Council. Five of these measures are considered the core governance and leadership.

The average satisfaction with the five core aspects of [governance and leadership](#) was 7.0, (down 1%), and it remains a “good” level of satisfaction.

This result was identical to the metropolitan Melbourne average (7.0), maintaining the substantial increase in Council performance in this area recorded in 2022 and maintained in 2023, from well below the metropolitan Melbourne average, to marginally above it.



Respondents rated as “good”, performance making decisions in the interests of the community (7.1), responsiveness to local community needs (7.1), maintaining community trust and confidence (7.0 down from 7.2), Council’s representation, lobbying, and advocacy (7.0 down from 7.2), and consultation and engagement (6.9). None of these results varied notably this year.

On average, respondents rated satisfaction with the other two aspects of Council meeting its responsibilities towards the environment (stable at 7.4) and Council providing important infrastructure and services that meet community needs (stable again this year at 7.3) at “very good” levels.

Satisfaction with customer service

In 2024, 29% of respondents reported that they had contacted Council in the last 12 months, with more than half (56%) contacting Council by telephone, 15% by email, and 14% visiting in person.

The average satisfaction with the six included aspects of [customer service](#) was 7.4 out of 10, down three percent on the 2023 result, but remaining relatively stable around the long-term average “very good” level of satisfaction.

Satisfaction with customer service was marginally (1%) higher than the metropolitan average, based on the four of these six measures that were included in *Governing Melbourne*.

Satisfaction with courtesy and professionalism (7.8) and staff understanding language needs (7.8), both remained at “excellent” levels, satisfaction with the provision of accurate information (7.3) rated as “very good”, and overall satisfaction with the customer service experience (7.2 down 4%) and care and attention to enquiry (7.1 down 5%) all rated as “good”.

Satisfaction with the speed and efficiency of service recorded the lowest satisfaction at 7.0 (down 2%), although it remains at a “good” level, and with 57% “very satisfied” and 18% “dissatisfied”.

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

It is also noted that respondents from multilingual households were five percent less satisfied with the overall customer service experience than English speaking households.

Planning and housing development

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



Satisfaction with the design of open spaces (7.9 or “excellent”), the design of public spaces (7.6), the protection of local heritage and sites of significance (7.6), and the appearance and quality of new developments (7.4) were all “very good”, whilst satisfaction with the height, size, and set-back distance of new developments was rated at 7.2 or “good”.

Satisfaction with the three aspects for which comparison results were available remain above the metropolitan average.

Satisfaction with planning for population growth ‘by all levels of government’ declined measurably this year, down five percent to 6.6 out of 10, although it remains at a “good” level.

This result was measurably lower than the metropolitan Melbourne (7.0) and the southeastern region councils’ (7.1) averages. This decline in satisfaction with planning for population growth reflects the significant decline in satisfaction with housing availability and housing affordability this year.

Housing availability and affordability

Respondents were asked to rate their satisfaction with two aspects of [housing](#); the availability of housing that meets the needs of the community (down 5% to 6.3 or “solid”) and the affordability of housing (down 6% to 5.4 or “very poor”).

It is noted that respondents from rental households were measurably less satisfied with housing affordability and availability than those from homeowners or mortgagor households. This result clearly reflects increased community concerns around housing affordability in the municipality, which may to some extent be linked (at least in the perception of the community) to concerns around population growth in the municipality.

Importance of and satisfaction with Council services and facilities

The survey measured the importance of and satisfaction with [32 Council provided services and facilities](#).

The average importance of these 32 services and facilities was 9.0 out of 10, up two percent from 8.8, a similar result to the metropolitan Melbourne average importance of 28 of these services of 8.7.

The most important services were the four kerbside collection services (weekly garbage, fortnightly recycling, food and garden waste, and hard rubbish collection services), three of the four community services (services for children, youth, and seniors), public toilets, and the recycling and recovery centre.

Public toilets were six percent more important in the City of Frankston than the metropolitan average, which reflects a range of results in the survey this year around community concerns around public toilets.



The average satisfaction with the 32 included Council provided services remained essentially stable this year, down one percent to 7.7, and which is a “very good” level of satisfaction.

Satisfaction with services and facilities in Frankston City was again this year, marginally higher than the metropolitan Melbourne average satisfaction with 28 services and facilities of 7.7.

The services and facilities with measurably higher than average Frankston satisfaction included the local library, weekly garbage collection, fortnightly recycling collection, sports ovals including facilities and activities, the food and garden waste collection, services for children from birth to 5 years of age, aquatic and leisure centres, recycling and recovery centre, and the Frankston Memorial Park. These were all at “excellent” levels of satisfaction.

The services and facilities with the lowest satisfaction scores included planning applications, public toilets (down 7%), parking enforcement, the maintenance and repair of sealed local roads, the Frankston City News, and local traffic management.

Satisfaction with public toilets and planning applications were categorised as “solid”.

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

It is also noted that satisfaction with services for youth declined eight percent this year to a “good” 7.2 out of 10, which was three percent below the metropolitan average. This result reflects a range of results in the survey this year which highlight some community concerns around issues with youth in the community.

Public toilet (30% gap), planning applications (24% gap), youth services (21% gap), and sealed local roads (20% gap) were the services and facilities with the largest gap between the importance of, and satisfaction with the service or facility.

The gap between the average importance of all 32 services and facilities (9.0) and the average satisfaction with all 32 (7.7) was 13%.

This result highlights some of the key issues for Council this year, those including public toilets, planning, roads, and youth related issues.

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% of respondents nominating at least one issue again this year.

The most nominated issues were safety, policing, and crime related issues (stable at 11%), roads maintenance and repairs including roadworks (10% up from 8%), car parking (8% up



from 7%), traffic management (7% down from 12%), and building, housing, planning, and development (stable at 6%).

Safety, policing, and crime issues were significantly more commonly nominated as a top three issue in the City of Frankston than the metropolitan average (11% compared to 2%), which along drug and alcohol related issues (4%), homelessness (3%), and Frankston CBD related issues (2%) highlight a greater level of community concern around safety, crime, and some associated social issues than the metropolitan Melbourne average.



The issues most negatively related to overall performance for those raising them were Council rates, fees, and charges; planning and development; drug and alcohol related issues; safety, policing and crime (nominated by 91 respondents or 11%), hard rubbish collection; traffic management; street trees; and rubbish and waste related issues.

Perception of safety in the public areas of Frankston City

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

This includes the perception of safety during the day (7.9), in parks and open spaces (7.9), at the beach and foreshore (7.9), in and around their local shopping area (7.7), at Bayside shopping area (7.3), Wells Street Entertainment Precinct (7.3), travelling on / waiting for public transport (7.1), and in the public areas of the municipality at night (6.3 down from 6.5).



One-fifth (22% up from 19%) of respondents felt “unsafe” in the public areas of the municipality at night, with female respondents feeling 13% (up from 10%) less safe than male respondents.

Respondents’ perception of their safety overall living in Frankston City was 7.6 (down 1% from 7.7), including 59% who felt “very safe” and five percent (up from 4%) who felt “unsafe” overall living in Frankston City.

Metropolis Research notes that respondents, on average, felt less safe in the public areas of the Frankston City than the metropolitan Melbourne average, including in public areas at night (9% lower), in public areas during the day (5% lower), and travelling on / waiting for public transport (4% lower).

They reported similar perception of safety in and around the local shopping area as the metropolitan average (7.7).

This is consistent with the fact that 11% of respondents in Frankston City nominated safety, policing and crime issues, many times the metropolitan Melbourne average of two percent.

Concerns about drugs and alcohol (38% up from 22% of comments) were the most common reasons why respondents felt unsafe in the public areas of Frankston City, followed by concerns about various types of people (26%), crime and perceived lack of adequate policing (11%) and concerns around the perception of safety at night and lighting issues (8% down from 12%).

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” (8.3 up from 8.0) recording the highest average agreement again this year, marginally higher than the other statements.

On average, respondents strongly agreed that Frankston City is an “child-friendly” (8.1 up from 7.8) “age-friendly” (8.1 up from 7.8), is welcoming and supportive of diverse cultures (8.0 up from 7.7), could turn to neighbours for help (7.9 up from 7.8), is accessible and inclusive for people with disability (7.9 up from 7.6), is a vibrant, accessible, and engaging community (7.8 up from 7.6), were satisfied with travel options (7.5 down from 7.6), and feel part of the local community (7.4 down from 7.5).

Eight percent (up from 5%) of respondents providing a score did not feel part of their local community.



Introduction

Metropolis Research Pty Ltd was commissioned by Frankston City Council to undertake this, its fourth 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 2024 survey explored the following components:

- Satisfaction with Council's *overall performance* and *change in performance*.
- Satisfaction with aspects of *governance and leadership*.
- Importance of and satisfaction with 32 *Council services and facilities*.
- Satisfaction with aspects of *planning and housing development*.
- Satisfaction with Council *customer service*.
- *Issues of importance* for Frankston City to address in the coming year.
- Most *important thing Frankston City should do to improve its performance*.
- *Perception of safety* in the public areas of the municipality.
- Aspects of the *sense of community*.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feeling and involvement. The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

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

In addition, the *Annual Customer Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, dwelling type, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.



Methodology and response rate

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

The survey fieldwork was conducted over four weekends in April and May 2024.

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

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

The sample was pre-weighted by suburb / locality population to ensure that each of the 10 suburbs / localities contributed proportionally to the overall municipal result. The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the Frankston community, as reported in the 2021 *Census*.

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

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 3,852 households were approached to participate in the survey. Of these households, 1,878 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

A total of 1,174 refused the offer to participate in the research and 800 completed the survey.

This provides a response rate of 41%, which is down marginally on the 45% recorded last year using the same door-to-door methodology, but still up significantly on the 28% obtained in 2021 using the random sample telephone methodology.

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

This is based on a total sample size of 800 respondents, and an underlying population of the City of 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.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2024.

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

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

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

Glossary of terms

Precinct

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

Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are



interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

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

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

95% confidence interval

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

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

Satisfaction categories

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

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

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

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



Council’s overall performance

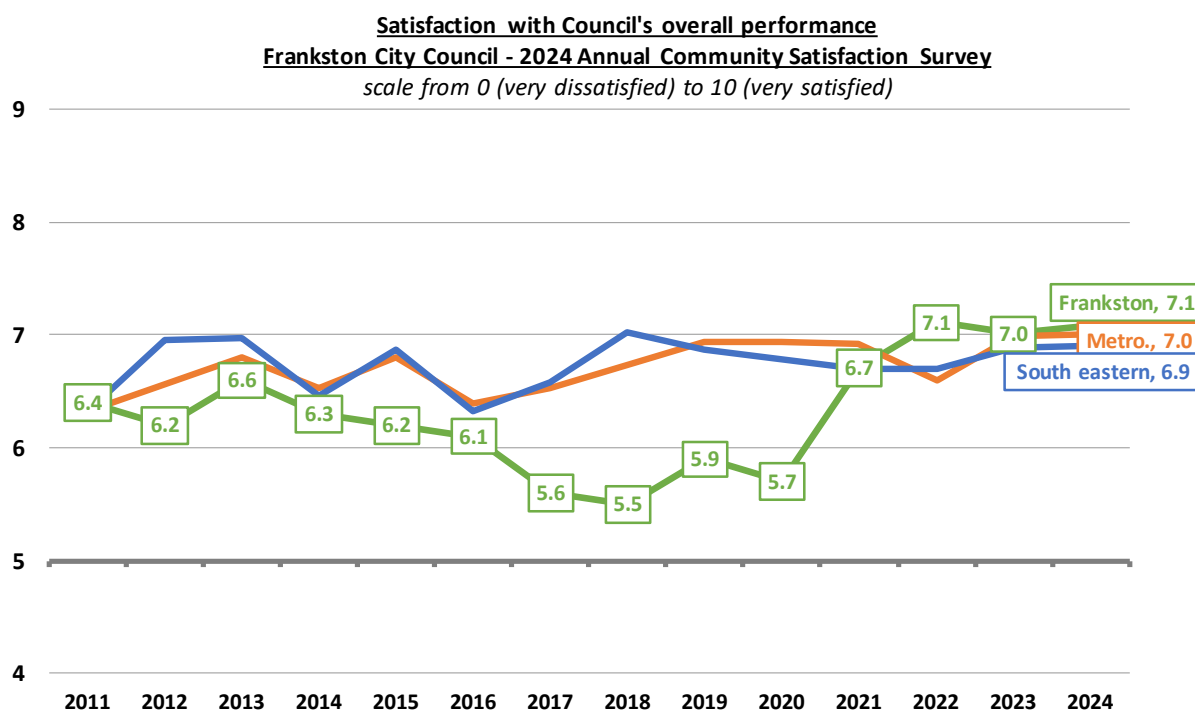
Respondents were asked:

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

Satisfaction with the performance of Frankston City Council ‘across all areas of responsibility’ or “overall performance” increased marginally (1%) this year to 7.1 out of 10.

This remains a “good” level of satisfaction.

This result was the equal highest (with 2022) satisfaction score recorded for the City of Frankston and was measurably and significantly higher than the long-term average satisfaction since 2011 of 6.3 out of 10, or a “solid” level of satisfaction.



Metropolis Research notes that the long-term satisfaction with Council’s overall performance was measured by a range of different survey tools and implemented by a variety of organisations over the period. Metropolis Research has conducted the research from 2021, with the previous work undertaken as part of the State Government managed program.

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



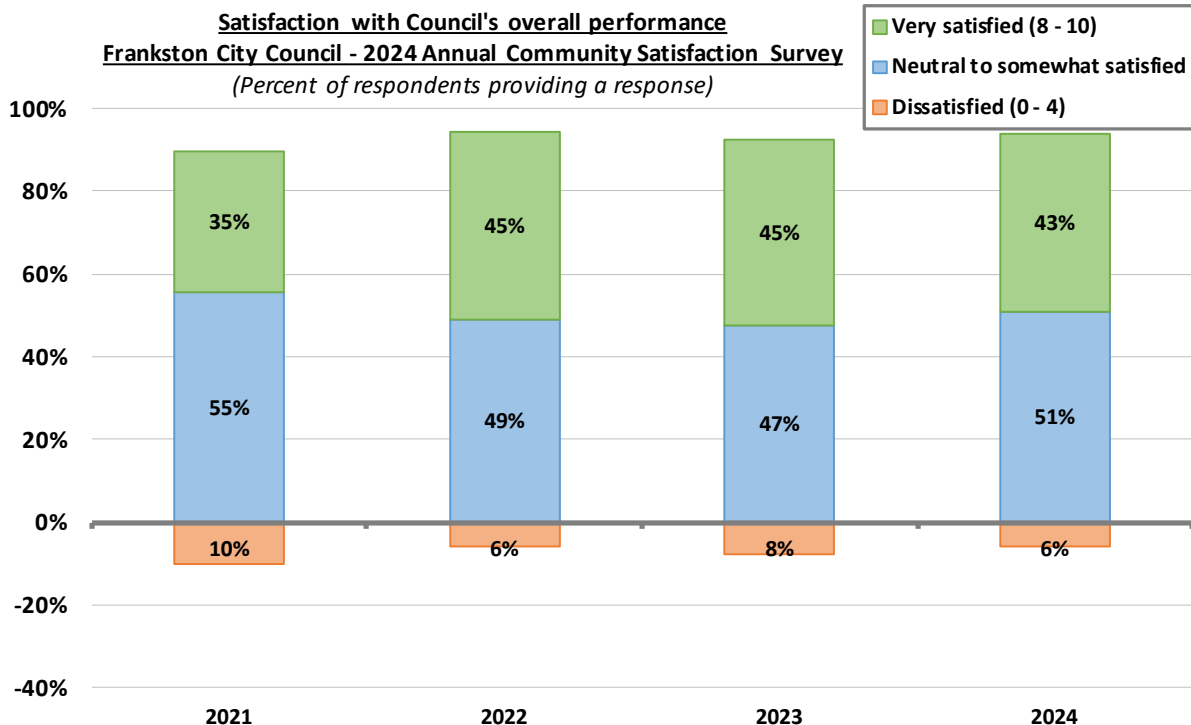
Metropolis Research notes that the telephone methodology (as used by the previous provider) tends to record lower satisfaction than the door-to-door, in-person methodology undertaken by Metropolis Research. This variation is estimated to be approximately two to three percent.

By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne average of 7.0 and somewhat (2%) higher than the southeastern region councils' average of 6.9. These comparison results were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same door-to-door, in-person interview methodology.

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

The key finding from these results remains that almost half (43%) of the respondents who provided a satisfaction score were “very satisfied” with Council’s overall performance, whilst six percent (down from eight percent) were “dissatisfied”.

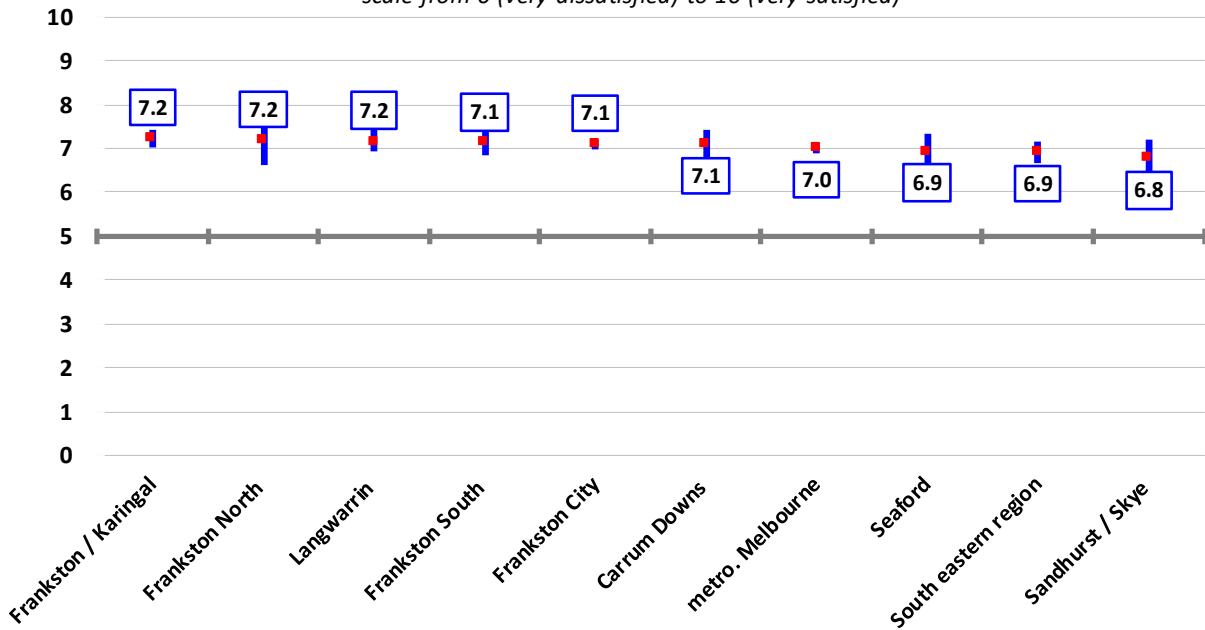
Metropolis Research advises that it is extremely unusual for there to be less than five percent respondents “dissatisfied” with council’s overall performance, as there are always some in the community who are dissatisfied with their local council, for a wide range of reasons.



There was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, although it is noted that respondents from Sandhurst / Skye were somewhat (3%) less satisfied, but still at a “good” level of satisfaction.

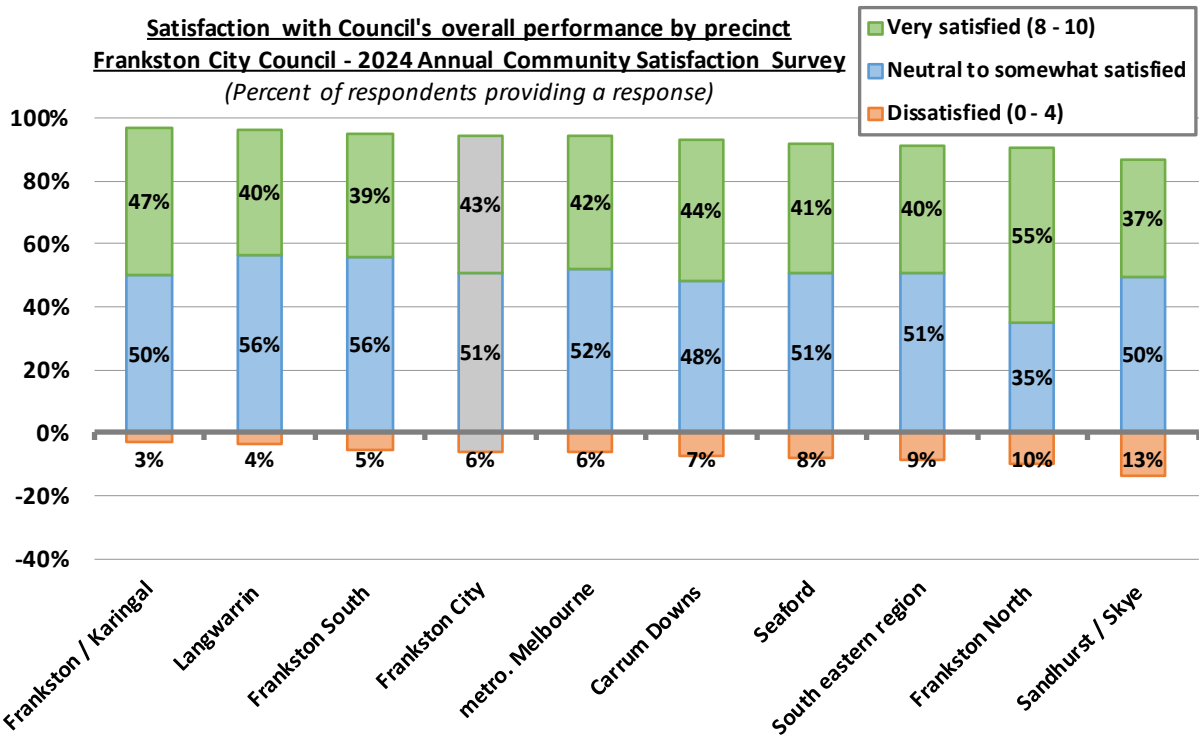


Satisfaction with Council's overall performance by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that more than half of the respondents from Frankston North were “very satisfied” with Council’s overall performance, whilst 13% of respondents from Sandhurst / Skye were “dissatisfied”.

Satisfaction with Council's overall performance by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Satisfaction with overall performance by respondent profile

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

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

There was some variation observed, as follows:

- ***Somewhat higher than average satisfaction*** – included senior citizens (aged 75 years and over), multilingual households, rental households, new residents (less than one year in Frankston), group households, and sole person households.
- ***Somewhat lower than average satisfaction*** – included middle-aged adults (aged 45 to 59 years), respondents who had contacted Council in the last 12 months.

Metropolis Research notes that across metropolitan Melbourne, younger respondents and senior citizens, as well as new residents tend to be more satisfied than average, whilst middle-aged and sometimes older adults tend to be less satisfied.

Unusually, however, young adults (aged 18 to 34 years) were only marginally more satisfied than average, whilst long-term residents (10 years or more in Frankston) were only marginally less satisfied than average.

This unusually consistent level of satisfaction reflects well on overall satisfaction, as it shows that the diverse Frankston community was reporting similarly good satisfaction with the performance of Council.

It is noted that the slightly lower than average satisfaction by the 80 group household respondents recorded and commented on as unusual in the 2023 report returned to the more typical result of a higher-than-average satisfaction this year.

This reflects the commentary made last year, that it is generally the case that group households tend to report satisfaction scores more consistent with young adults and with rental households, as there tends to be a lot of overlap between these three groups across metropolitan Melbourne.

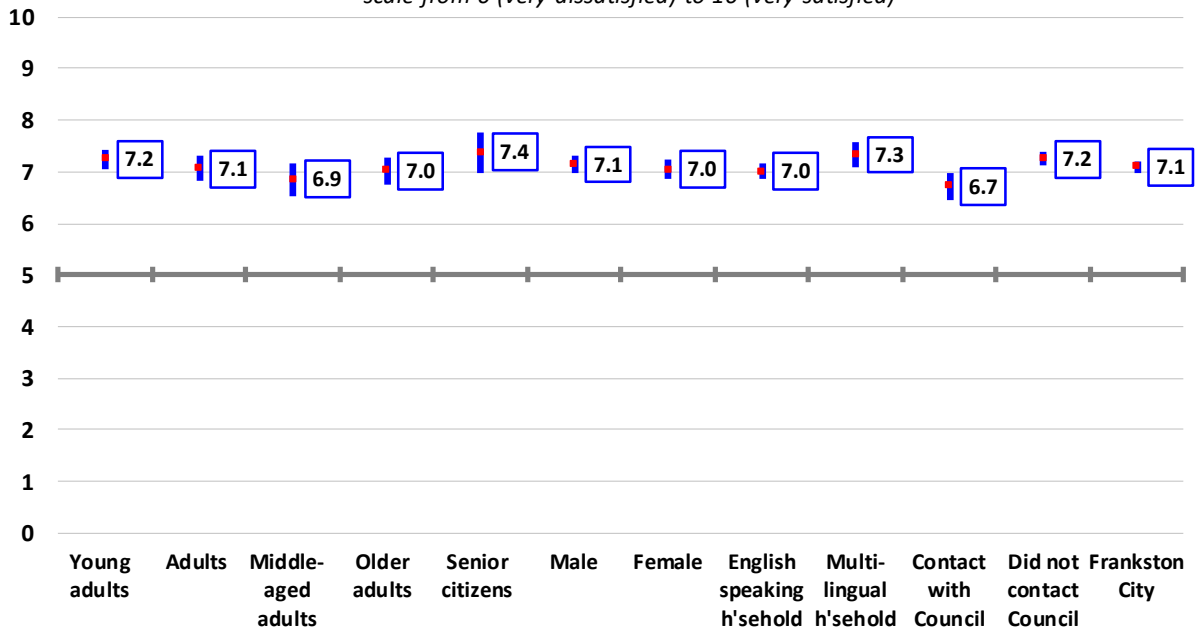
Metropolis Research does note that there were substantially more group households in the sample from Frankston City than is typically observed elsewhere across metropolitan Melbourne, perhaps reflecting a somewhat different socio-economic profile.

Metropolis Research also notes that the lower satisfaction with Council recorded for respondent who had contacted Council in the last 12 months was consistent with results observed over many years in all municipalities.

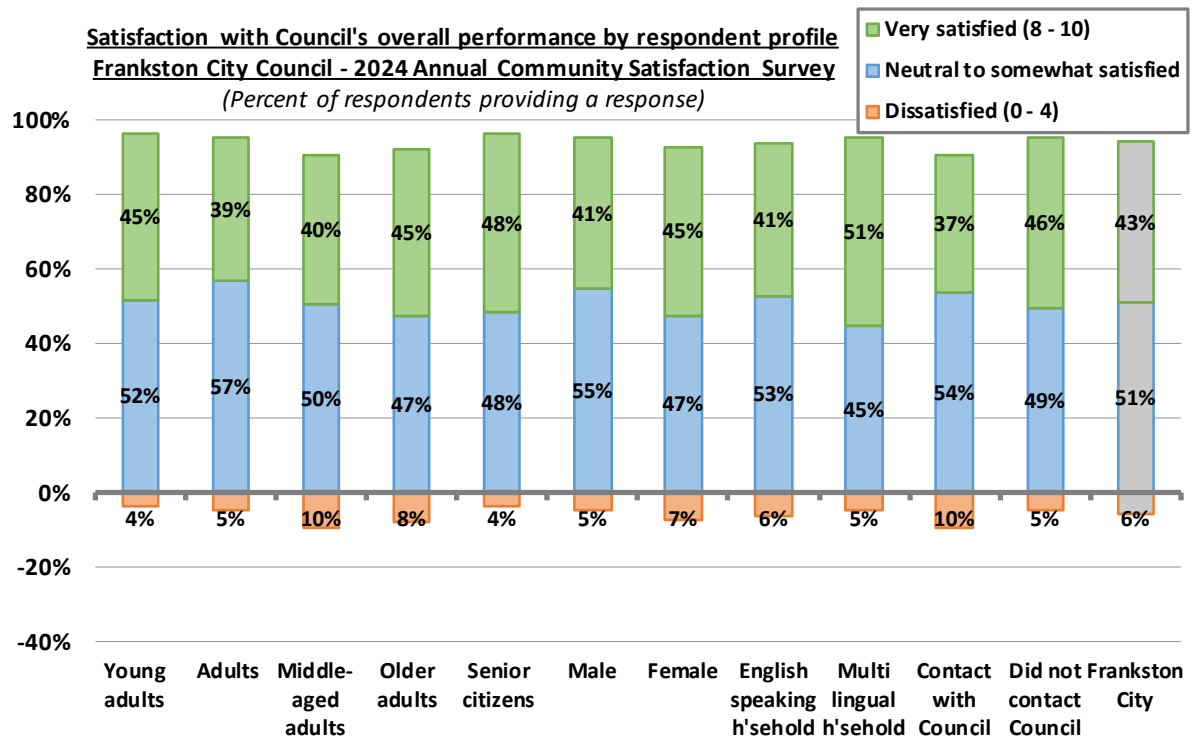


This lower satisfaction of those who had contacted Council is not necessarily a reflection of the quality of customer service provided, rather it speaks to the fact that those who had cause to contact their local council will often be contacting council in relation to an issue of concern for them, which always results in a lower satisfaction with Council’s overall performance.

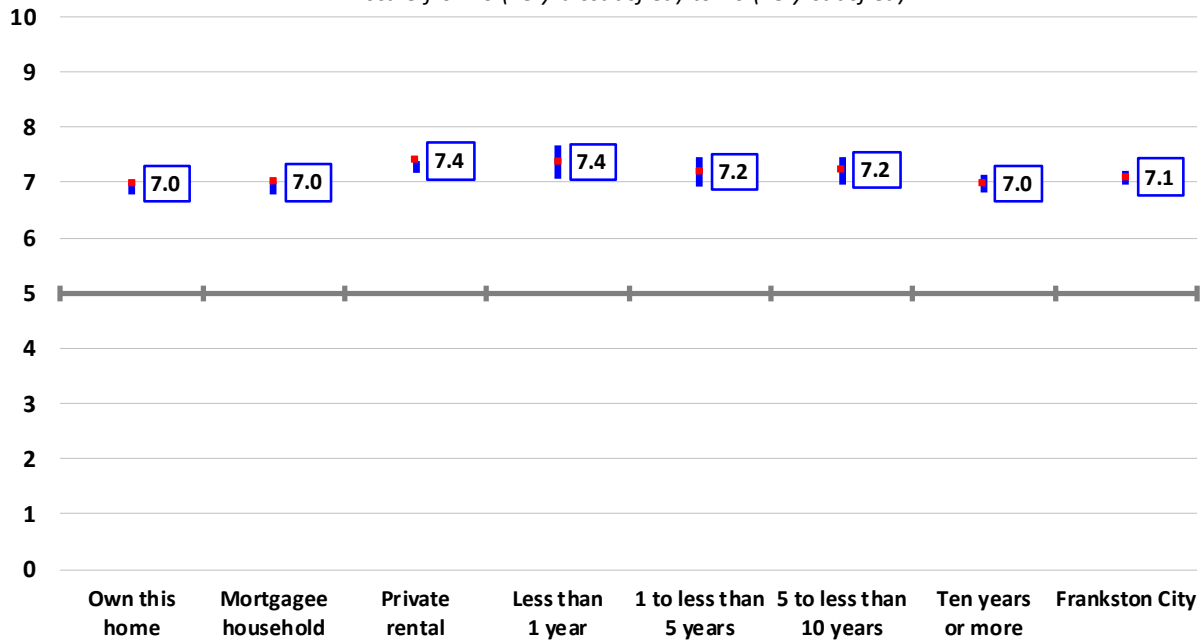
Satisfaction with Council's overall performance by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



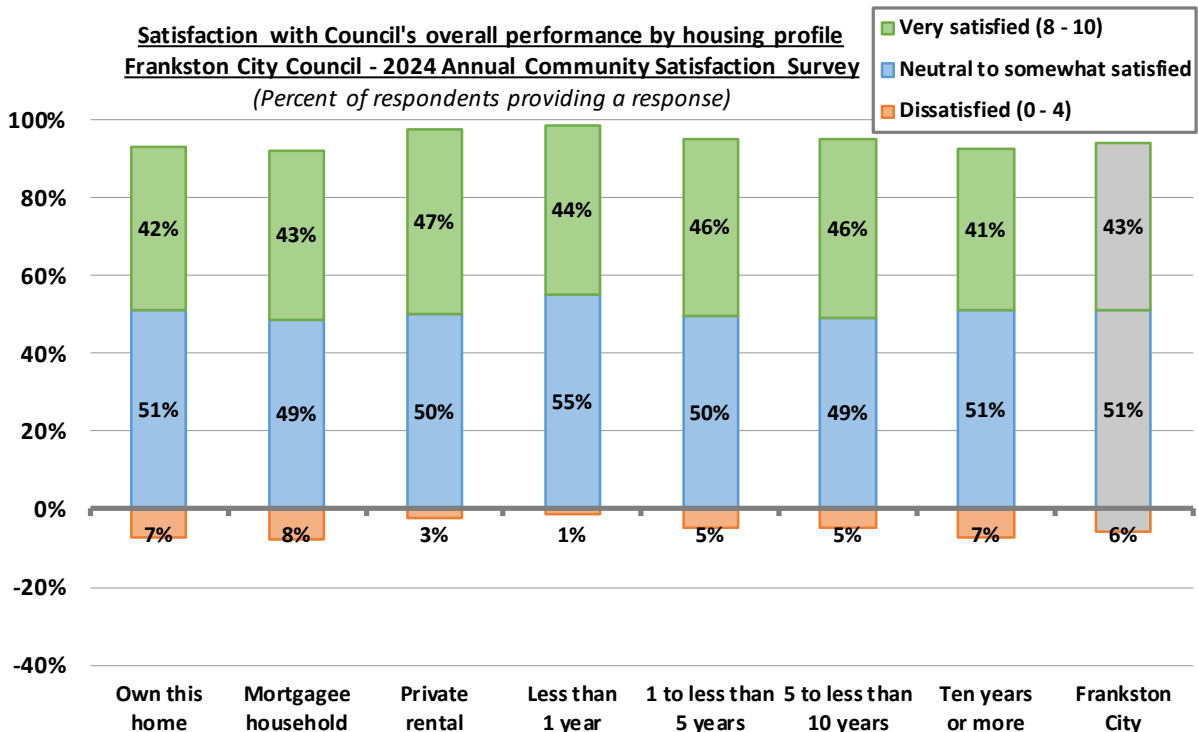
It is noted that approximately half of the senior citizens and respondents from multilingual households were “very satisfied” with Council’s overall performance, whilst 10% of middle-aged adults (aged 45 to 59 years) and respondents who had contacted Council in the last 12 months were “dissatisfied”.



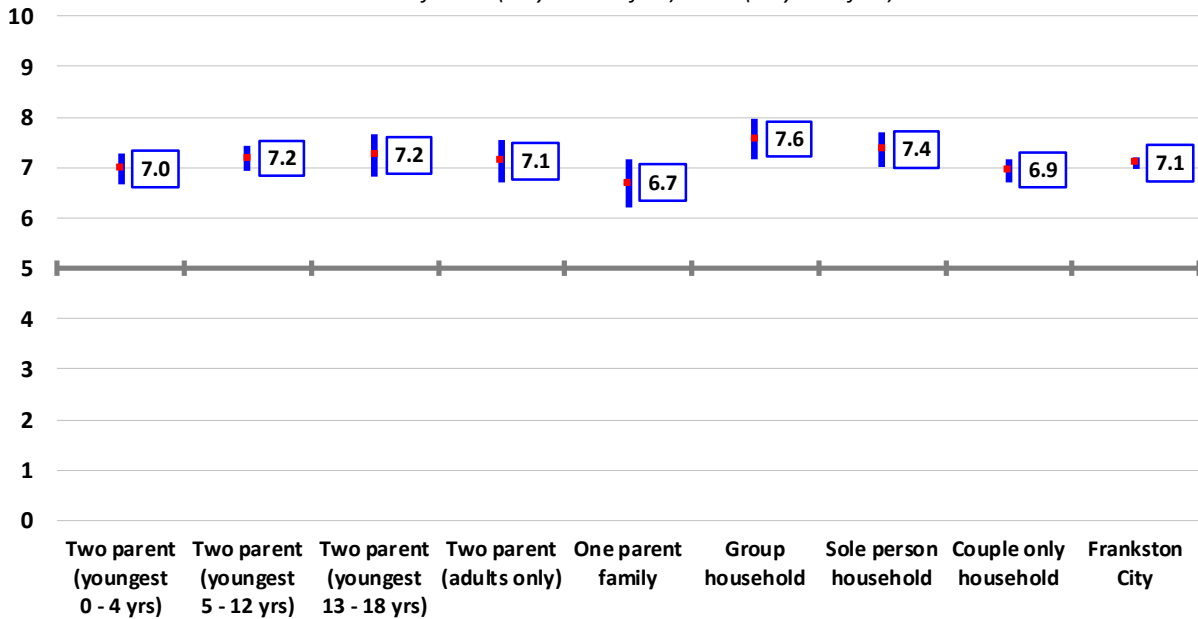
Satisfaction with Council's overall performance by housing profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that almost half of the private rental household respondents were “very satisfied” with Council’s overall performance, whilst just one percent of the new resident respondents (less than one year in Frankston) were “dissatisfied”.

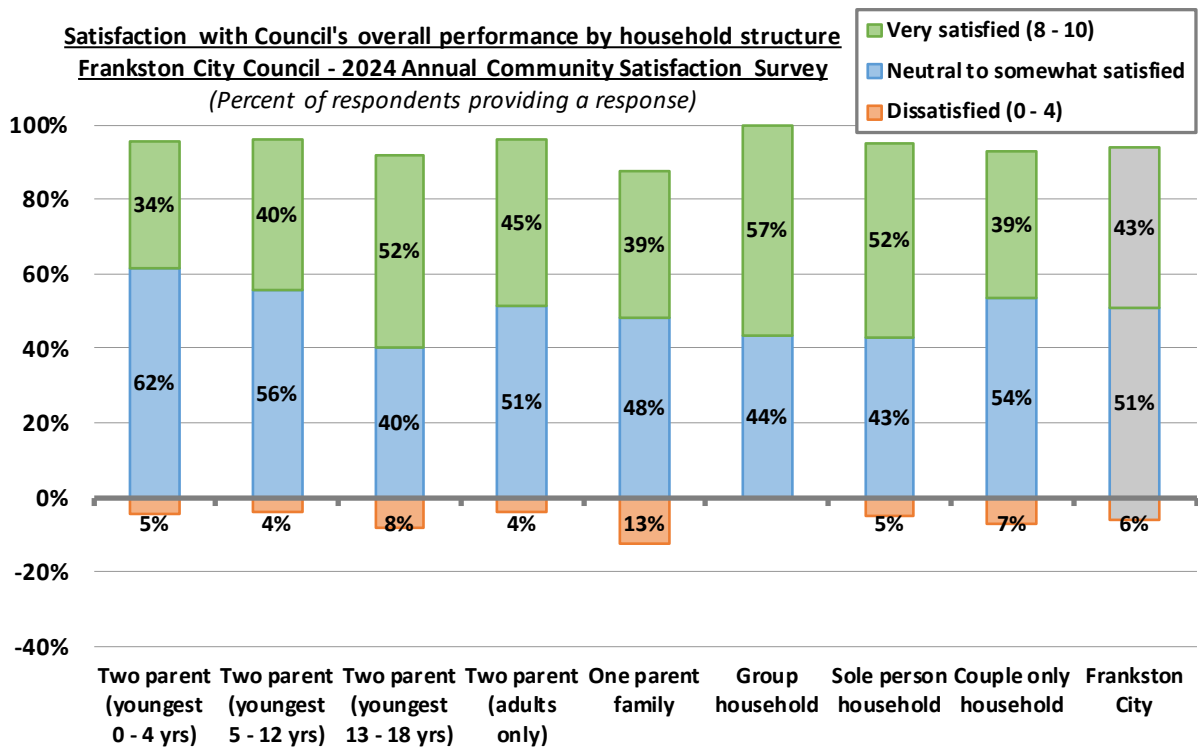


Satisfaction with Council's overall performance by household structure
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



More than half of the respondents from two-parent families with youngest child aged 13 to 18 years, group households, and sole person households were “very satisfied” with Council’s overall performance, whilst 13% of respondents from one-parent families were “dissatisfied”.

Satisfaction with Council's overall performance by household structure
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Satisfaction with overall performance by top issues for 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 (7.1 up from 7.0), as well as a comparison to the 273 respondents who did not nominate any issues to address (7.4 up from 7.3).

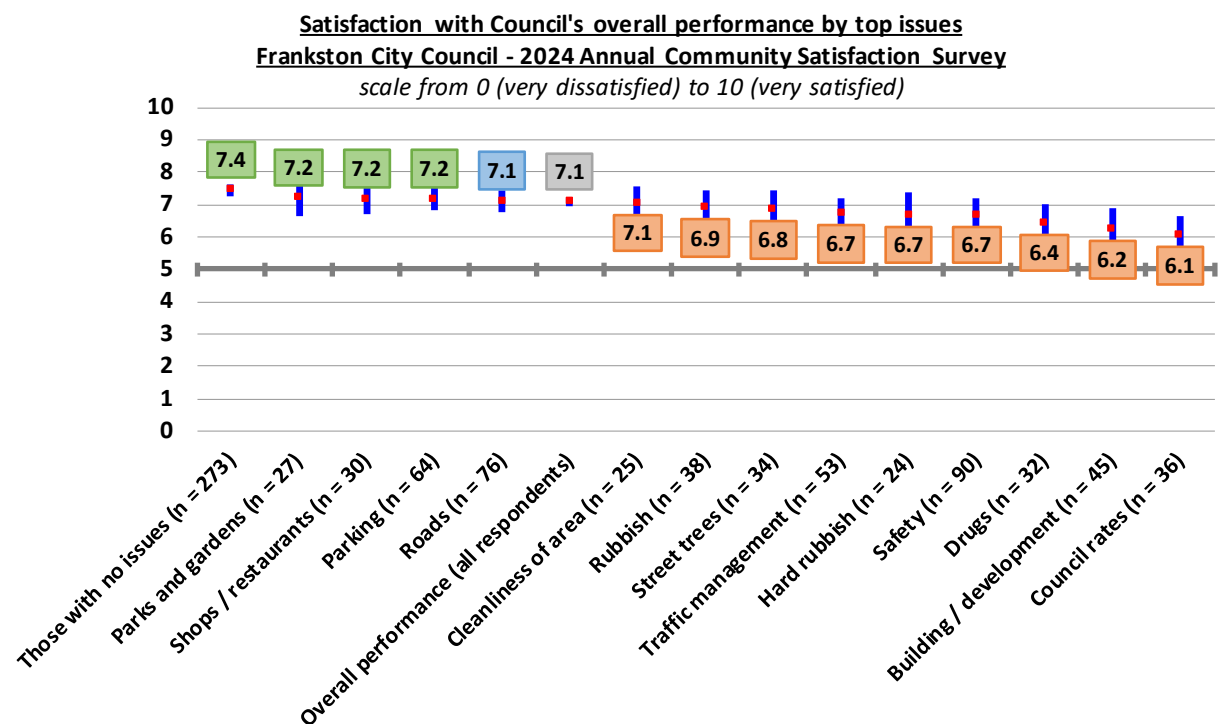
The detailed analysis of the top issues to address in Frankston City ‘at the moment’ is discussed in the [Current Issues for the City of Frankston](#) section of this report.

The aim of this data is to explore the relationship between the issues 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 were likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

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

The 273 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.



There were a range of issues that the respondents who nominated the issues were notably or measurably less satisfied with Council’s overall performance than the average of all respondents.

These issues include most notably, Council rates, planning and development, drug related issues (new this year), safety, hard rubbish, traffic management, and street trees.

These results imply that these issues exert a negative influence on satisfaction with Council’s overall performance for the respondents who nominate them.

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

It is noted that respondents dissatisfied with Council’s overall performance were more likely than average to nominate all but one of these issues that were nominated by more than five percent of dissatisfied respondents.

Top issues for Frankston of respondents' dissatisfied with overall performance
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Safety, policing and crime	13	29%	11%
Council rates	7	16%	5%
Building, planning, housing and development	6	13%	6%
Roads maintenance and repairs	5	11%	10%
Traffic management	5	11%	7%
Financial issues and priorities for Council	4	9%	1%
Rubbish and waste issues inc garbage	4	9%	5%
Car parking	3	7%	8%
Drugs and alcohol issues	3	7%	4%
Footpath maintenance and repairs	3	7%	2%
Homeless / beggars	3	7%	3%
Drains maintenance and repairs	2	4%	2%
Health and medical issues / services	2	4%	1%
Public transport	2	4%	2%
Services, and facilities for people with disability	2	4%	1%
All other issues (23 separately identified issues)	20	44%	52%
Total responses	84		948
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>37 (81%)</i>		<i>496 (62%)</i>



Metropolis Research draws particular attention to safety, policing, and crime issues, Council rates, planning and development issues, as well as financial issues and priorities for Council, and rubbish and waste issues.

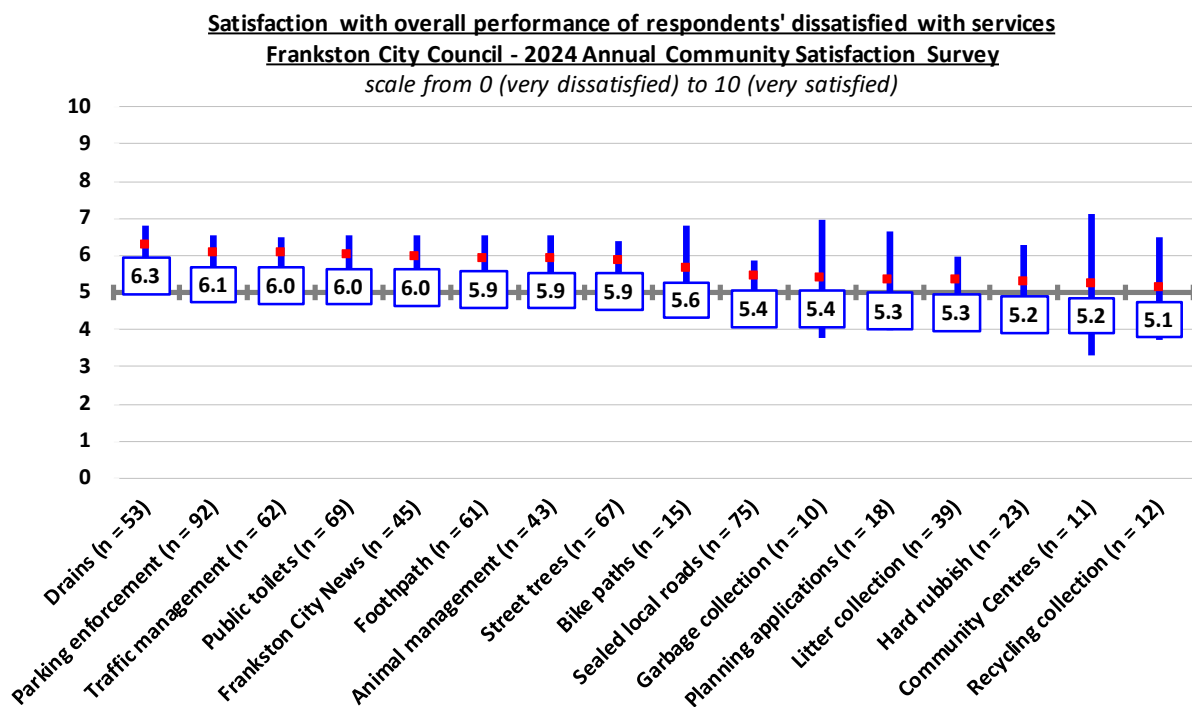
Respondents who were dissatisfied with Council’s overall performance were significantly more likely to nominate these issues than the municipal average. This reinforces the view that these issues exert a negative influence on these respondents’ overall satisfaction with Council.

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 41 dissatisfied respondents), 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 (7.1), 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 recycling collection, community centres / neighbourhood houses, hard rubbish, litter collection in public areas, planning applications, garbage collection, and sealed local roads.

Respondents who were dissatisfied with these services, on average, rated satisfaction with Council's overall performance at "very poor" levels.

Metropolis Research does note, however, that in 2023, the services in this category were all categorised as "extremely poor", suggesting that those in the community who were dissatisfied with various Council services and facilities were marginally less dissatisfied with Council's overall performance than last year.

Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

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

There was a total of 89 comments received from respondents "dissatisfied" with Council's overall performance this year, down marginally on the 94 received last year.

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

The most common responses were general negative statements (24 comments), concerns around rates and financial management (18 comments), concerns around the performance of Council including governance, management, and responsiveness (12 comments), communication and consultation related comments (11 comments), and 10 comments on specific Council services and facilities.



Reasons for dissatisfaction with overall performance
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents rating satisfaction less than five)

Reason	2024		2023	2022	2021
	Number	Percent			
General negative	24	27%	10%	18%	21%
Rates and financial management	18	20%	15%	14%	19%
Council governance, management, responsiveness	12	13%	20%	13%	28%
Communication and consultation	11	12%	11%	32%	12%
Council services and facilities	10	11%	21%	8%	3%
Roads, traffic and parking	5	6%	5%	3%	5%
Planning and development	4	4%	11%	2%	7%
General positive	2	2%	2%	n.a.	n.a.
Safety, policing, drugs and alcohol	2	2%	1%	6%	0%
Other	1	1%	2%	3%	5%
Total comments	89	100%	94	87	58

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

Change in Council's overall performance

Respondents were asked:

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

In 2024, 14% (down from 17%) of respondents reported that they believed that Council’s overall performance had improved in the last 12 months, whilst seven percent (up from six percent) reported that they thought it had deteriorated.

These results were notably more positive than the metropolitan Melbourne and southeastern region councils’ results, as recorded in *Governing Melbourne* conducted independently by Metropolis Research in January 2024, using the same door-to-door methodology.

Change in overall performance
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2024		2023	2022	2021
	Number	Percent			
Improved	108	14%	17%	21%	16%
Stayed the same	470	59%	59%	44%	57%
Deteriorated	59	7%	6%	8%	7%
Can't say	163	20%	17%	27%	21%
Total	800	100%	801	803	811

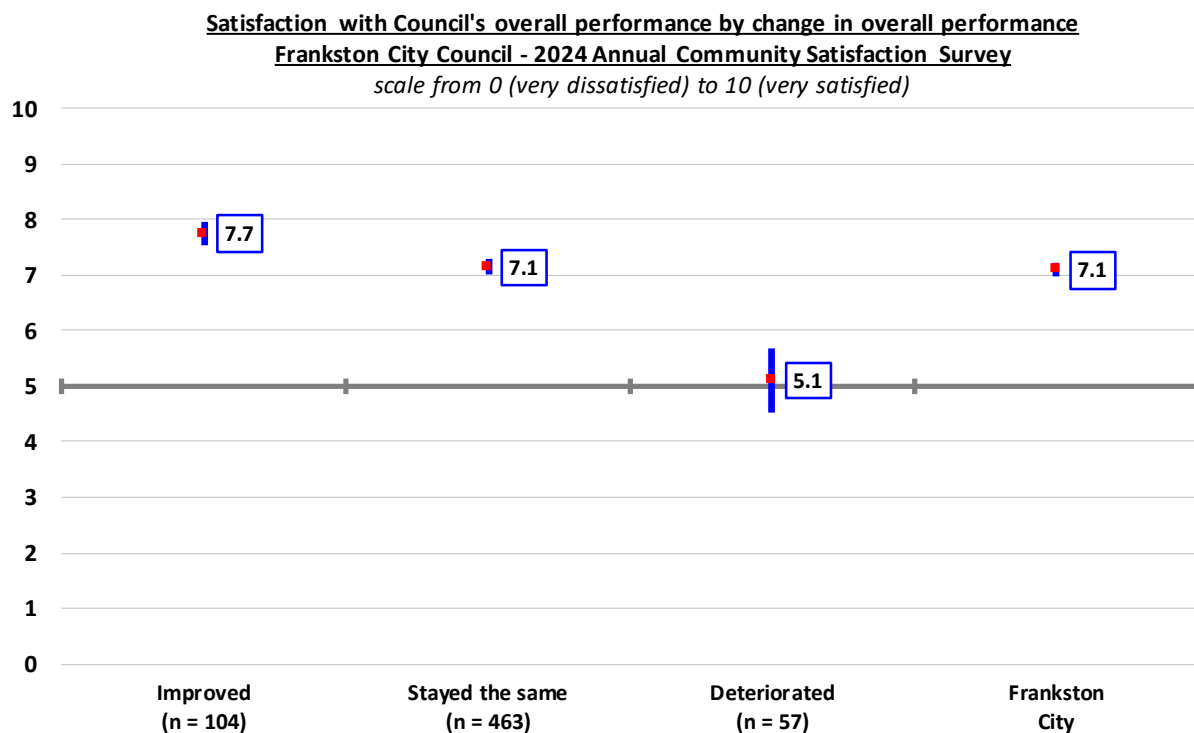


The following graph displays the relationship between overall satisfaction with Council and whether respondents considered that overall performance had improved, stayed the same, or deteriorated.

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

The 57 respondents who considered that Council’s overall performance had deteriorated in the last 12 months rated satisfaction with overall performance at 5.1 (up from 4.5 last year) out of 10, which was a “very poor” level of satisfaction.

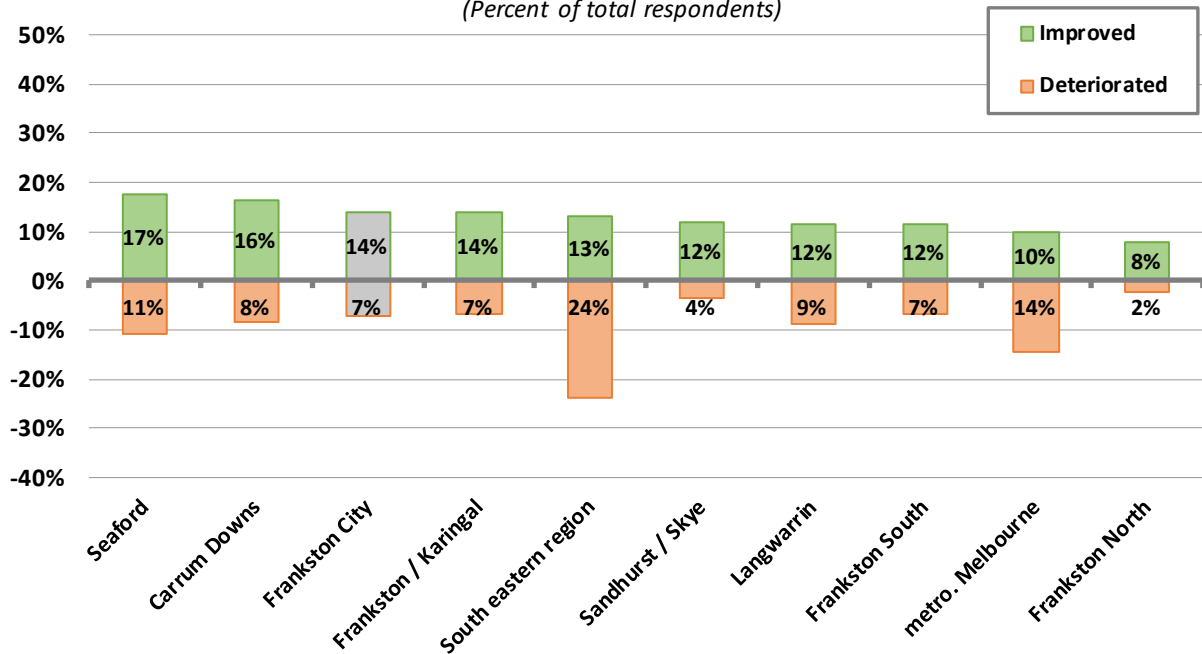
These results also reinforce the view that those in the community who were dissatisfied with Council’s performance were somewhat less dissatisfied than observed last year.



There was some notable variation in this result observed across the municipality. Respondents from Seaford and Carrum Downs were somewhat more likely than average to consider that performance had improved in the last 12 months, whilst respondents from Frankston North were notably less likely to consider that performance had deteriorated.

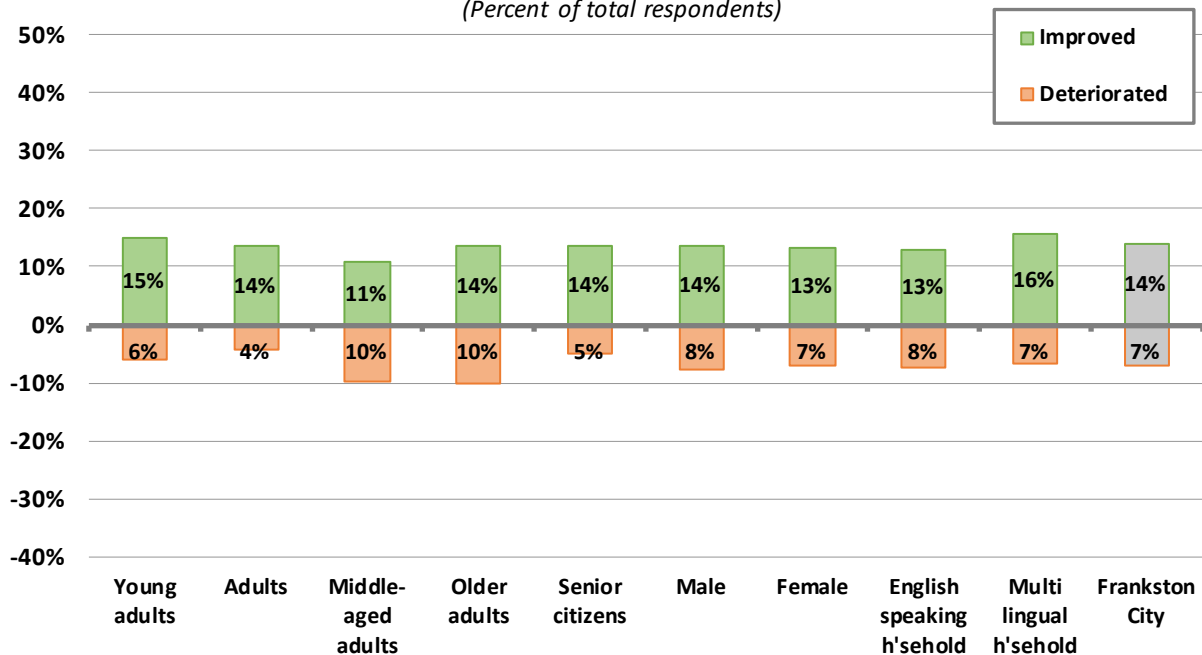


Change in Council's overall performance by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Percent of total respondents)

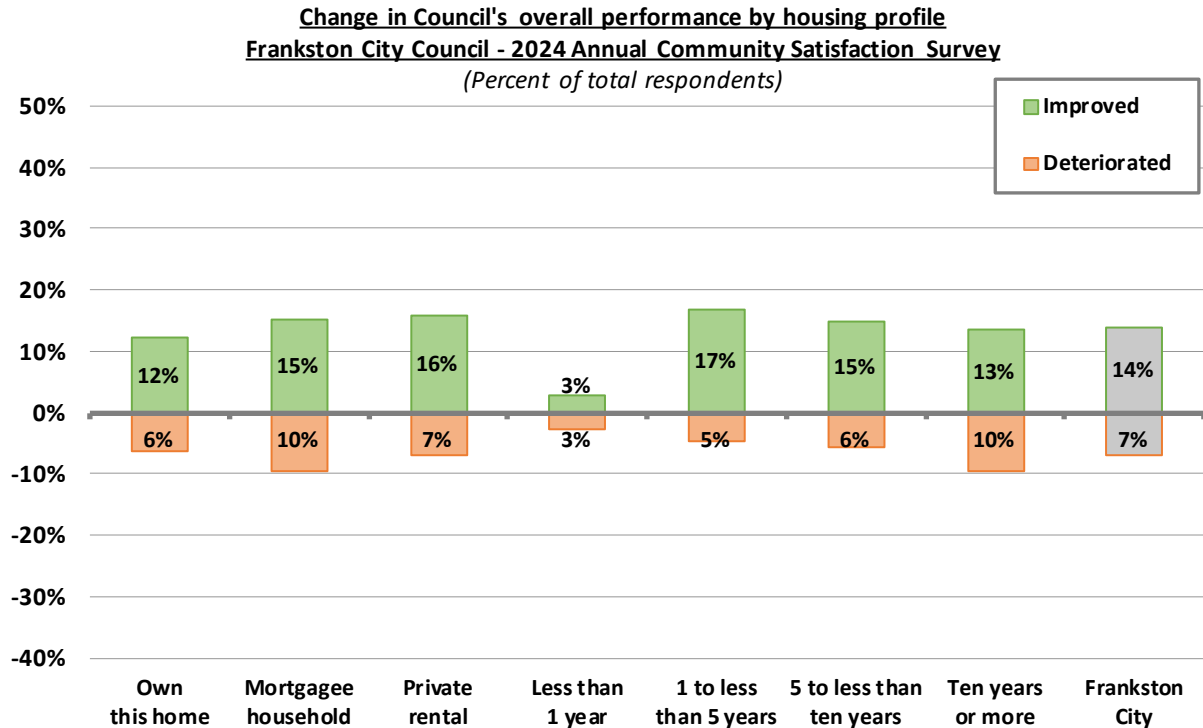


There was no significant variation in this result observed by respondent profile, although middle-aged and older adults (aged 45 to 74 years) were marginally more likely than average to consider that performance had deteriorated in the last 12 months.

Change in Council's overall performance by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Percent of total respondents)



There was no significant variation in this result observed by housing profile, although it was noted that mortgagor households and long-term residents (10 years or more in Frankston) were marginally more likely than average to consider that performance had deteriorated in the last 12 months.



Most important thing Frankston City should do to improve its performance

Respondents were asked:

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

Respondents were again in 2024, asked in an open-ended question, what was the most important thing Frankston City should do to improve its performance.

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

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

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

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

It is important to bear in mind, however, that whilst this was the most common improvement respondents nominated, this does not mean that satisfaction with Council’s communication tools such as Council’s website (7.5), the *Frankston City News* (7.2), as well as Council’s communication and consultation performance (6.9) were poor, with all these receiving “good” to “very good” levels of satisfaction.

Other improvements nominated by respondents confirm the findings from other results in the survey, including some concerns around Council rates, fees, and charges, roads, Council’s governance, planning and development, and a range of other areas.



Most important thing Frankston City should do to improve its performance

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2024		2023	2022
	Number	Percent		
Better / more communication, consultation and engagement	61	8%	9%	10%
Better / more safety and policing	31	4%	1%	2%
Cheaper rates / fees	21	3%	2%	2%
Better / more roads maintenance and repairs	16	2%	1%	2%
Better Council governance, accountability, management	13	2%	3%	3%
Better / more rubbish and waste issues inc garbage	12	2%	0%	0%
Better customer service / responsiveness	11	1%	0%	1%
Better / more / cheaper / free parking	10	1%	1%	1%
Better / more cleanliness and maintenance of area	10	1%	1%	1%
Better building, housing, planning and development issues	8	1%	1%	2%
Better traffic management	8	1%	1%	1%
Better / more community activities / events	7	1%	0%	1%
Better / more shops, restaurants, bars, entertainment venues	7	1%	1%	0%
Better financial management / review	7	1%	1%	1%
Look after the community / needs	7	1%	1%	0%
Better / more public transport	5	1%	0%	0%
Better services for homeless / beggars	5	1%	0%	1%
Environment, conservation, sustainability, climate change	5	1%	0%	0%
General positive comments	5	1%	0%	0%
Better / more lighting	4	1%	0%	0%
Better / more prov. / maint. of leisure, recreation facilities	3	0%	0%	0%
Better / more street cleaning and maintenance	3	0%	0%	0%
Better housing availability / affordability	3	0%	0%	0%
Better quality of life / lower cost of living	3	0%	0%	0%
More parks, gardens and open spaces	3	0%	0%	0%
Promote or improve community atmosphere / feel	3	0%	0%	0%
Better / more activities and facilities for children	2	0%	0%	0%
Better / more attention to social / equality issues	2	0%	0%	0%
Better / more community services	2	0%	0%	0%
Better / more health and medical issues / services	2	0%	0%	0%
Better / more maintenance of street trees	2	0%	0%	0%
Better / more public toilets	2	0%	0%	0%
Better / more services and facilities for the elderly	2	0%	0%	0%
Better / more support for local business	2	0%	0%	0%
Drug and alcohol issues	2	0%	0%	0%
Frankston CBD issues	2	0%	0%	0%
More / better activities, services and facilities for youth	2	0%	0%	0%
More surveys	2	0%	0%	1%
Upkeep and care of private property, gardens	2	0%	0%	0%
All other improvements (15 separately identified improvements)	15	2%	2%	3%
No improvement	488	61%	67%	59%
Total	800	100%	801	803



Most important thing to improve performance by precinct and respondent profile

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

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

Most important thing Frankston City should do to improve its performance by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

<i>Carrum Downs</i>		<i>Seaford</i>	
Better / more communication, consultation	10%	Better / more communication, consultation	12%
Better / more safety and policing	7%	Better / more roads maintenance / repairs	8%
Better / more roads maintenance, repairs	3%	Cheaper rates / fees	5%
Cheaper rates / fees	3%	Better / more rubbish and waste issues	5%
Look after the community / needs	3%	Better building, housing, planning issues	3%
Better / more lighting	2%	Better traffic management	3%
Better customer service / responsiveness	2%	Better customer service / responsiveness	3%
Better / more community services	1%	Better Council governance, accountability	2%
Better / more shops, restaurants, bars	1%	Better / more public transport	2%
Better / more cleanliness / maint. of area	1%	Better / more public toilets	2%
All other improvements	8%	All other improvements	12%
No improvement	59%	No improvement	43%
Total	133	Total	98



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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Langwarrin		Sandhurst / Skye	
Better / more communication, consultation	10%	Better / more communication, consultation	6%
Cheaper rates / fees	4%	Better financial management / review	4%
Better Council governance, accountability	4%	Better / more / cheaper / free parking	3%
Better traffic management	3%	Better / more safety and policing	2%
Better housing availability / affordability	2%	Better / more public transport	2%
Better customer service / responsiveness	2%	Better / more roads maintenance, repairs	2%
Better / more community activities / events	2%	Better customer service / responsiveness	2%
Better / more safety and policing	2%	Better / more community activities / events	1%
Better/more prov./main. of sports facilities	2%	More / better activities, services for youth	1%
More surveys	1%	Frankston CBD issues	1%
All other improvements	6%	All other improvements	10%
No improvement	62%	No improvement	66%
Total	137	Total	82

Frankston South		Frankston North	
Better / more safety and policing	5%	Better / more communication, consultation	7%
Better / more communication, consultation	5%	Better / more cleanliness / maint. of area	5%
Better building, housing, planning issues	4%	Better / more support for local business	4%
Better / more community activities / events	3%	Better / more safety and policing	3%
Cheaper rates / fees	2%	Better / more shops, restaurants, bars	3%
Better / more rubbish and waste issues	2%	More parks, gardens and open spaces	1%
Better / more roads maintenance / repairs	2%	No improvement	77%
Better / more health and medical services	2%		
Better / more / cheaper / free parking	2%		
Better / more cleanliness / maint. of area	1%		
All other improvements	7%		
No improvement	65%		
Total	102	Total	35

Frankston / Karingal		Frankston City	
Better / more communication, consultation	5%	Better / more communication, consultation	8%
Better / more safety and policing	5%	Better / more safety and policing	4%
Better / more / cheaper / free parking	3%	Cheaper rates / fees	3%
Better / more cleanliness and maintenance	2%	Better / more roads maintenance / repairs	2%
Better Council governance, accountability	2%	Better Council governance, accountability	2%
Better services for homeless / beggars	2%	Better / more rubbish and waste issues	2%
Cheaper rates / fees	2%	Better customer service / responsiveness	1%
General positive comments	1%	Better / more / cheaper / free parking	1%
Better / more shops, restaurants, bars	1%	Better / more cleanliness / maint. of area	1%
Better / more rubbish and waste issues	1%	Better building, housing, planning issues	1%
All other improvements	12%	All other improvements	15%
No improvement	64%	No improvement	61%
Total	214	Total	800



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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

<i>Male</i>		<i>Female</i>	
Better / more communication, consultation	8%	Better / more communication, consultation	7%
Better / more safety and policing	4%	Better / more safety and policing	4%
Cheaper rates / fees	3%	Better / more roads maintenance / repairs	3%
Better Council governance, accountability	2%	Cheaper rates / fees	2%
Better customer service / responsiveness	1%	Better / more / cheaper / free parking	2%
Better / more cleanliness / maint. of area	1%	Better / more rubbish and waste issues	2%
Better building, housing, planning issues	1%	Better Council governance, accountability	1%
Better / more community activities / events	1%	Better traffic management	1%
Better / more rubbish and waste issues	1%	Better / more cleanliness and maintenance	1%
Better / more roads maintenance / repairs	1%	Better customer service / responsiveness	1%
All other improvements	16%	All other improvements	15%
No improvement	61%	No improvement	61%
Total	382	Total	415

<i>English speaking</i>		<i>Multi-lingual</i>	
Better / more communication, consultation	8%	Better / more safety and policing	6%
Better / more safety and policing	3%	Better / more communication, consultation	6%
Cheaper rates / fees	3%	Cheaper rates / fees	3%
Better / more roads maintenance / repairs	2%	Better Council governance, accountability	2%
Better Council governance, accountability	2%	Better / more cleanliness / maint. of area	2%
Better / more rubbish and waste issues	2%	Better / more shops, restaurants, bars	2%
Better customer service / responsiveness	1%	More parks, gardens and open spaces	2%
Better / more / cheaper / free parking	1%	Better / more public transport	1%
Better / more cleanliness / maint. of area	1%	Better / more / cheaper / free parking	1%
Better financial management / review	1%	Better / more rubbish and waste issues	1%
All other improvements	16%	All other improvements	10%
No improvement	60%	No improvement	64%
Total	605	Total	187



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

Frankston City Council - 2024 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	6%	Better / more communication, consultation	8%
Better / more roads maintenance / repairs	3%	Better / more safety and policing	7%
Better / more cleanliness and maintenance	3%	Cheaper rates / fees	3%
Better / more safety and policing	3%	Better traffic management	2%
Better / more rubbish and waste issues	2%	Better / more roads maintenance / repairs	2%
Better Council governance, accountability	2%	Better customer service / responsiveness	2%
Cheaper rates / fees	1%	Better building, housing, planning issues	1%
Better customer service / responsiveness	1%	Other issues n.e.i	1%
More parks, gardens and open spaces	1%	Better quality of life / lower cost of living	1%
Better / more / cheaper / free parking	1%	Better / more cleanliness / maint. of area	1%
All other improvements	10%	All other improvements	17%
No improvement	67%	No improvement	55%
Total	232	Total	142

Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Better / more communication, consultation	7%	Better / more communication, consultation	9%
Better / more safety and policing	4%	Better / more safety and policing	4%
Cheaper rates / fees	3%	Cheaper rates / fees	4%
Better / more / cheaper / free parking	3%	Better Council governance, accountability	2%
Better / more roads maintenance / repairs	3%	Better financial management / review	2%
Better Council governance, accountability	3%	Better / more shops, restaurants, bars	1%
Better customer service / responsiveness	2%	Look after the community / needs	1%
Better / more rubbish and waste issues	2%	Better / more public transport	1%
Better building, housing, planning issues	2%	Environment, conservation, sustainability	1%
Better services for homeless / beggars	2%	General positive comments	1%
All other improvements	13%	All other improvements	16%
No improvement	56%	No improvement	58%
Total	143	Total	212

Senior citizens (75 years and over)		Frankston City	
Better / more communication, consultation	7%	Better / more communication, consultation	8%
Better / more services for the elderly	2%	Better / more safety and policing	4%
Better / more / cheaper / free parking	2%	Cheaper rates / fees	3%
Better traffic management	2%	Better / more roads maintenance / repairs	2%
Cheaper rates / fees	2%	Better Council governance, accountability	2%
Better / more street cleaning / maintenance	2%	Better / more rubbish and waste issues	2%
Better / more community activities / events	2%	Better customer service / responsiveness	1%
Better / more safety and policing	1%	Better / more / cheaper / free parking	1%
Better / more maintenance of street trees	1%	Better / more cleanliness / maint. of area	1%
More parks, gardens and open spaces	1%	Better building, housing, planning issues	1%
All other improvements	8%	All other improvements	15%
No improvement	70%	No improvement	61%
Total	68	Total	800



Governance and leadership

Respondents were asked:

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

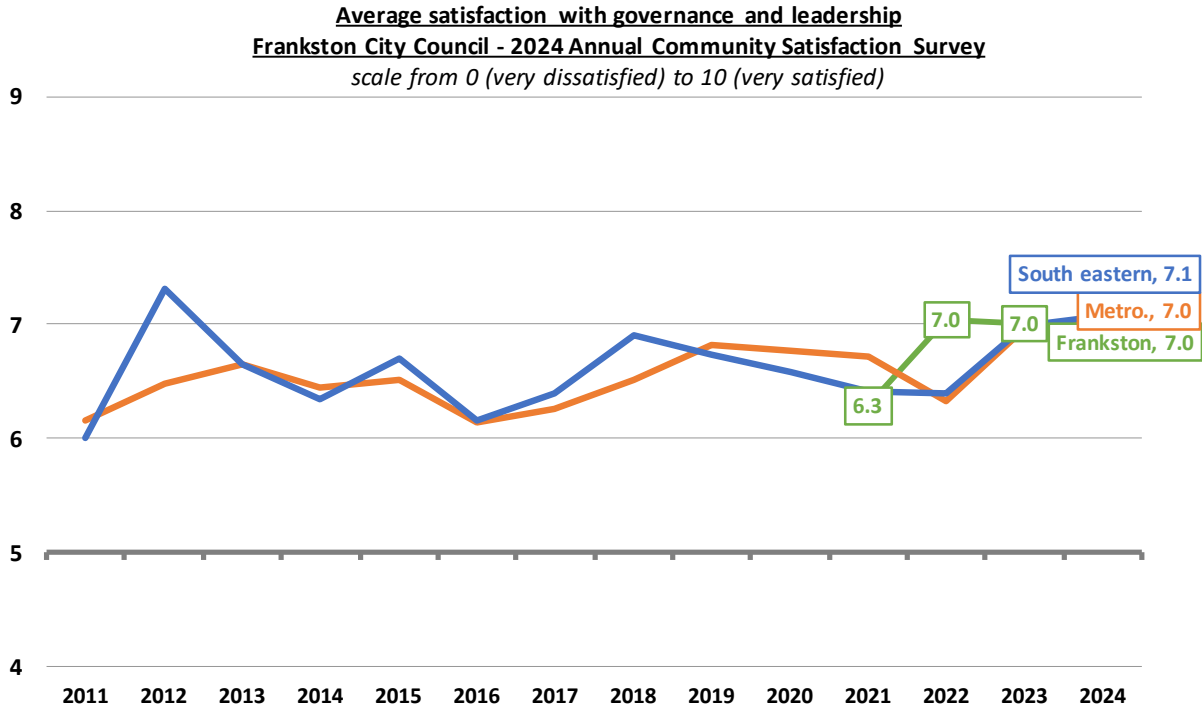
Respondents were again in 2024, asked to rate their satisfaction with seven aspects of governance and leadership, as outlined in the following graph.

Five of the seven aspects are considered the core aspects of governance and leadership (representation, making decisions, maintaining trust, responsiveness, and consultation / engagement).

The average satisfaction with the five core measures of governance and leadership was 7.0 out of 10 (stable), or a “good” level of satisfaction.

This result maintains, for the third consecutive year, the gains recorded back in 2022, reflecting a consistent level of governance and leadership performance by Frankston City Council since the unusually low result recorded back in 2021.

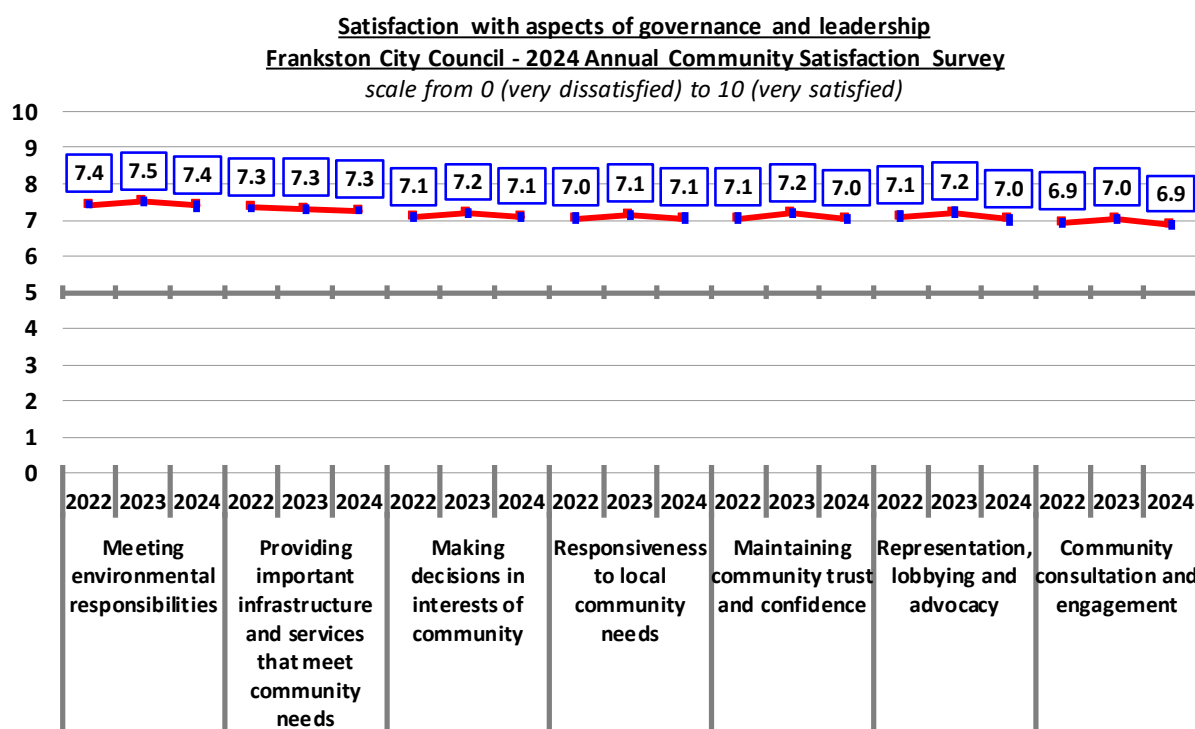
This result was identical to the metropolitan Melbourne average (7.0), but one percent lower than the southeastern region council’s average (7.1 up from 6.9).



Satisfaction with Council’s performance meeting its responsibilities towards the environment also remained relatively stable at a “very good” level of 7.4 out of 10.



The measure of Council providing important infrastructure and services that meet community needs is not included in the *Governing Melbourne* research, and no comparison results are available. Satisfaction with this aspect also remained stable at a “very good” level of 7.3.



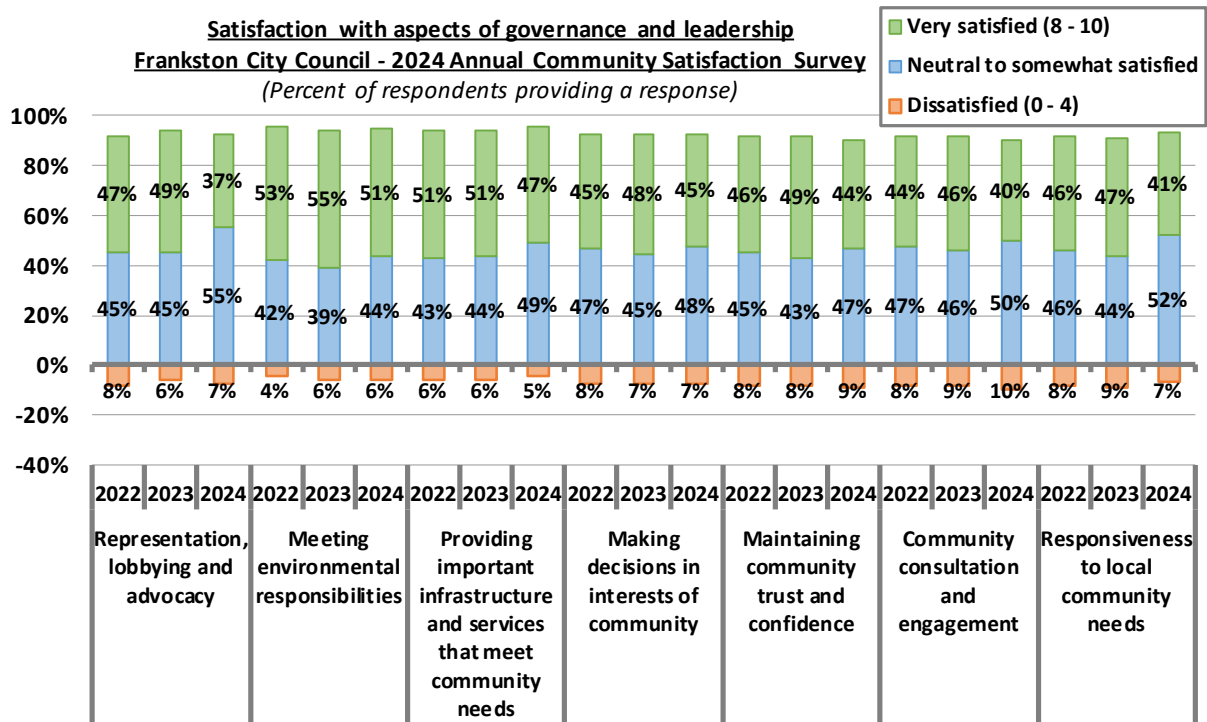
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

Attention is drawn to the fact that between one-third and half of the respondents providing a score were “very satisfied” with each of the seven aspects of governance and leadership, although it is noted that most aspects recorded a decline in the proportion of “very satisfied” respondents this year.

This decline in the proportion of “very satisfied” respondents was largest for Council’s representation, lobbying, and advocacy, with a 12% decline in the proportion “very satisfied”.

No more than 10% of respondents were “dissatisfied” with any of the seven aspects of governance and leadership this year, with 10% “dissatisfied” with community consultation and engagement.





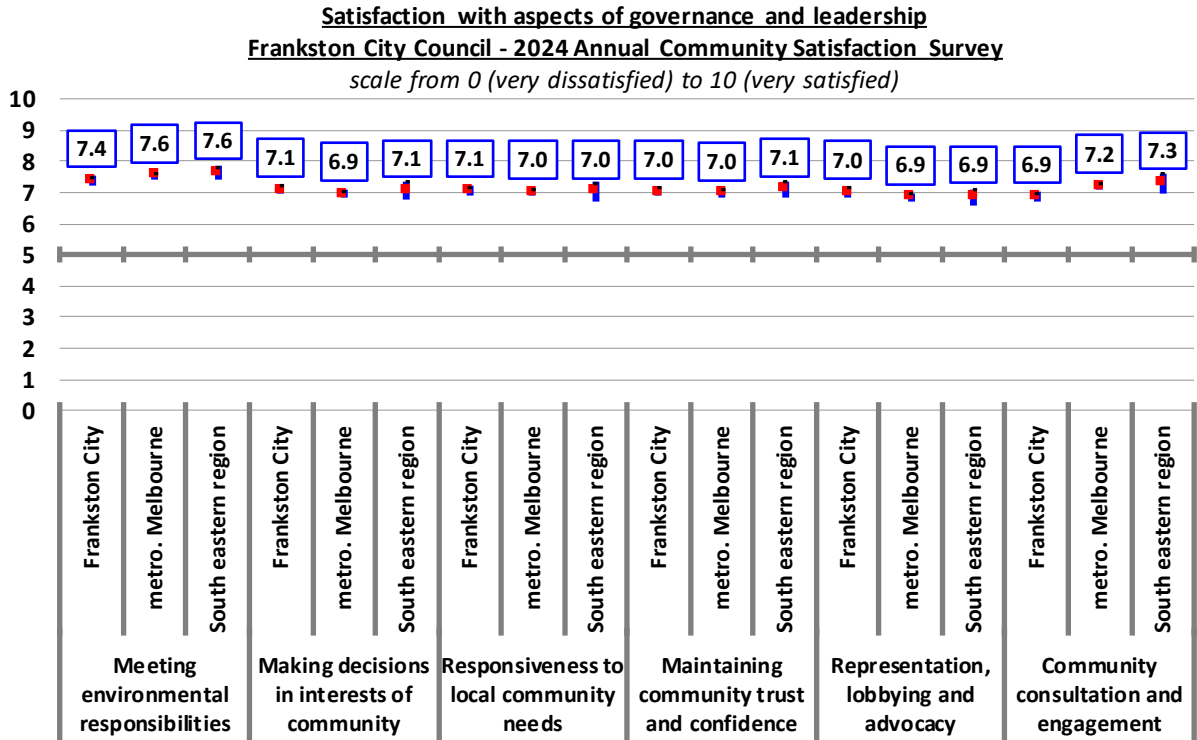
The following graph provides a comparison of satisfaction with six of the seven aspects of governance and leadership against the metropolitan Melbourne and southeastern region councils' averages, as recorded in the 2024 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2024, using the same door-to-door, in-person methodology.

Overall, satisfaction with aspects of governance and leadership was similar in the City of Frankston than the metropolitan Melbourne average, although the following variations were noted:

- **Somewhat higher satisfaction in the City of Frankston** – included satisfaction with making decisions in the interests of the community (2% higher) were both higher than the metropolitan Melbourne average.
- **Somewhat lower satisfaction in the City of Frankston** – included satisfaction with Council meeting its responsibilities towards the environment (2% lower) and community consultation and engagement (3% lower) were both lower than the metropolitan Melbourne average.

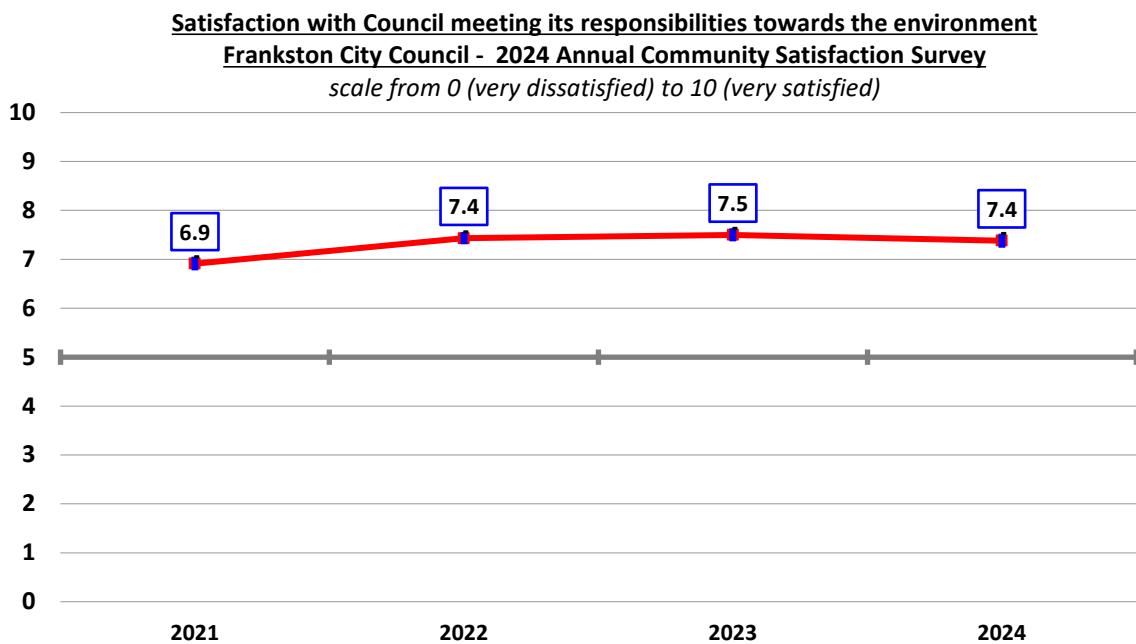




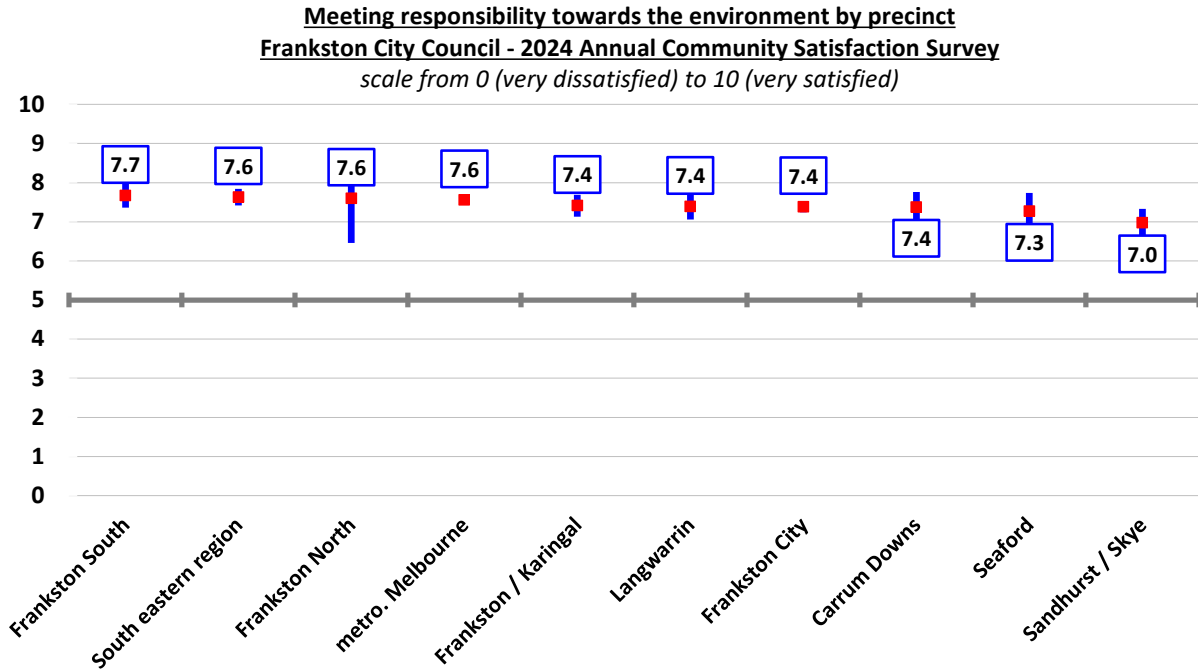
Meeting responsibilities towards the environment

Satisfaction with Council’s performance meeting its responsibilities towards the environment remained essentially stable this year, down one percent to 7.4 out of 10.

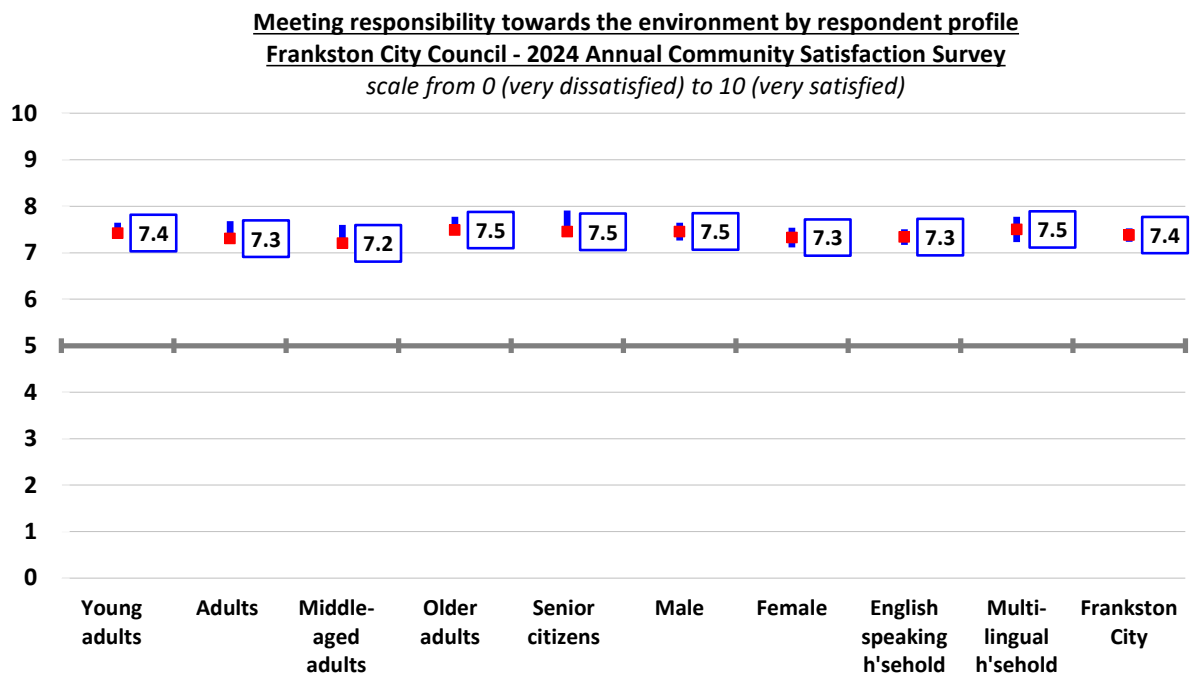
This remains a “very good” level of satisfaction, and consistent with the long-term average satisfaction since 2021 of 7.3.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Frankston South were notably (3%) more satisfied than average, whilst respondents from Sandhurst / Skye were notably (4%) less satisfied, and at a “good” rather than a “very good” level of satisfaction.



There was no measurable variation in this result observed across the municipality, although it is noted that middle-aged adults (aged 45 to 59 years) were the least satisfied and at a “good” level. Male respondents were also two percent more satisfied than females.



The following table outlines the 67 comments received from respondents in relation to Council’s performance meeting its responsibilities towards the environment.

Whilst a range of issues were raised by a handful of respondents each, a perceived lack of attention to the environment appears to be the most common issue raised by respondents.

Reasons for dissatisfaction with Council meeting its responsibilities towards the environment
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Don't know what they do for the environment	5
Nothing is done by the Council	4
The Council needs to take environmental protection initiatives	4
They don't really care about the environment	4
They are tearing down trees for buildings	2
Could be doing more. Taking leadership	1
Council should not plant gum trees. Trees are not maintained often	1
Cutting down the trees	1
Do whatever they told. The nature comes first	1
Don't look after the residents with planning app, location, delay, cost is astronomical for paper shuffling	1
Don't reach out to the community	1
Don't think that they take responsibility	1
Faced an incident on bad food and Council didn't take the responsibility while making a complaint	1
Fine people for plucking trees	1
Go overboard without thinking other things. Practical considerations needed	1
I feel that they could be doing more in the Frankston, the benefits need to be maximised. It's not creating a positive impact. The facilities at the beach could be improved	1
I think they spend too much money on that than what should be done	1
Just the cost of rates are too expensive to this area compared to others and see a lot of graffiti, could be better if they could catch them	1
Kind of focusing on more agenda than what people needs	1
Lawns in the middle of roads don't get mowed	1
Lot of flooding	1
Lots of talking nothing is happening here in Frankston	1
More biodiverse areas and parks nearby in these grass areas	1
More community education like families go green which ran over month over Saturday need back	1
Nature strips are not maintained	1
Need to give checks to trees on Ravenshood	1
Need to perform better	1
No maintenance in centre break. Fire out zones	1
Not enough trees planted, nobody should cut a tree down	1
Nothing getting done, residents are not informed	1
Rates keep going up	1
React too slow	1

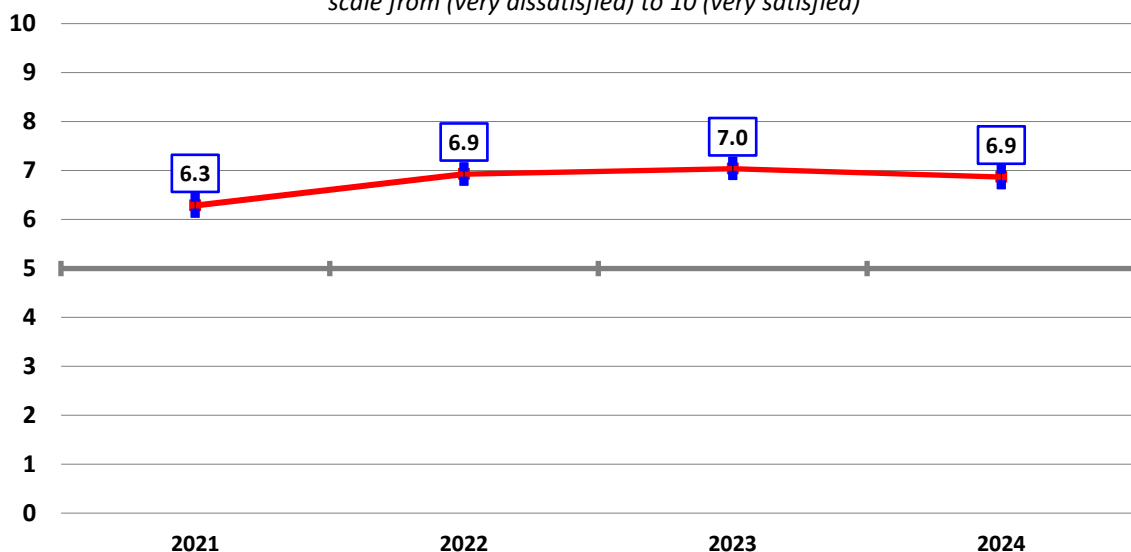


Relax planning guidelines around creeks	1
Remove trees which have potential of becoming dangerous	1
Should plant more trees for shade during summer	1
The Council should not plant gum trees	1
The financial management, maybe a waste of money	1
The long street park needed more re development and neighbours need to protest to save the park	1
The recycling bin separating thing is a mess	1
There are going backwards with work	1
There are more important issues	1
There are no footpaths for people to walk, especially older people like me	1
There is insufficient tree plantation	1
There is no maintenance done. There are smashed glasses and rubbish all over	1
There is unclear strategy for sustainability	1
They don't follow their own environmental plans	1
They need to put more parks, native	1
They pick and choose capitalism, no heritage plan, no biodiversity importance	1
They put a freeway, they are talking about changing to big city, I just think it's about business and money, rates are going up and doing a lousy job it's disgusting	1
They should do the enforcement of littering e.g. cigarette butts, dog poop, alcohol on the beach	1
Trees are in bad condition	1
Trees' branches are cut during maintenance of street trees	1
Turn everything into public parks	1
Total	67

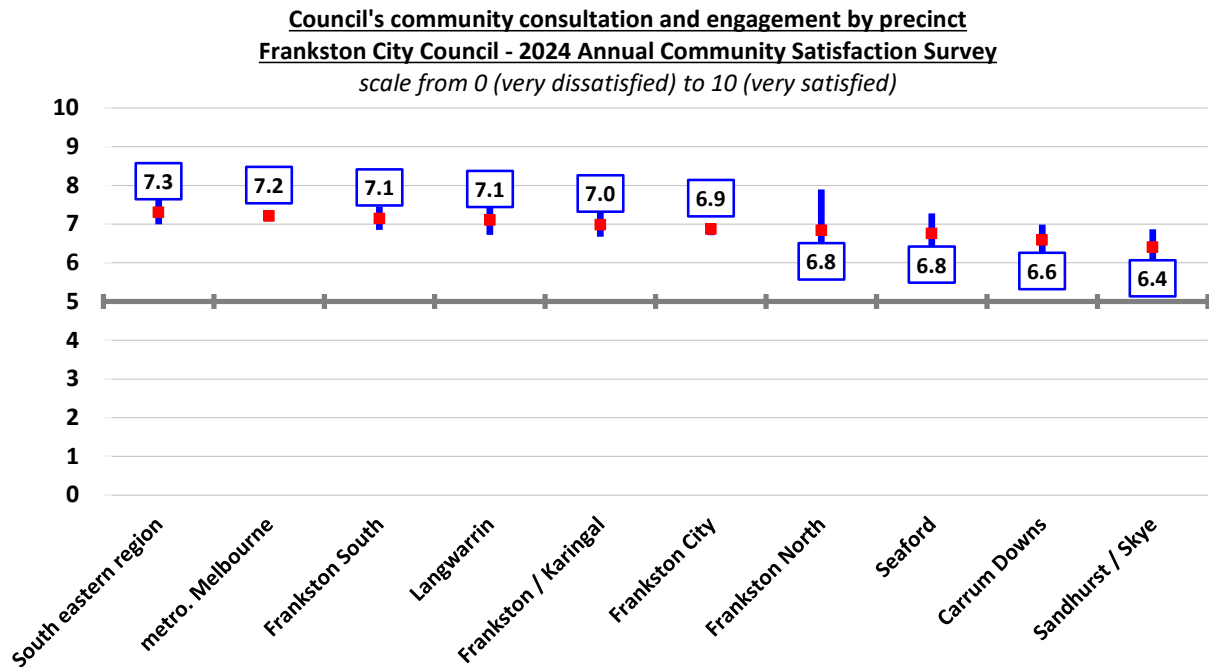
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance remained essentially stable this year, down one percent to 6.9 out of 10. This remains a “good” level of satisfaction, and consistent with the long-term average satisfaction since 2021 of 6.8.

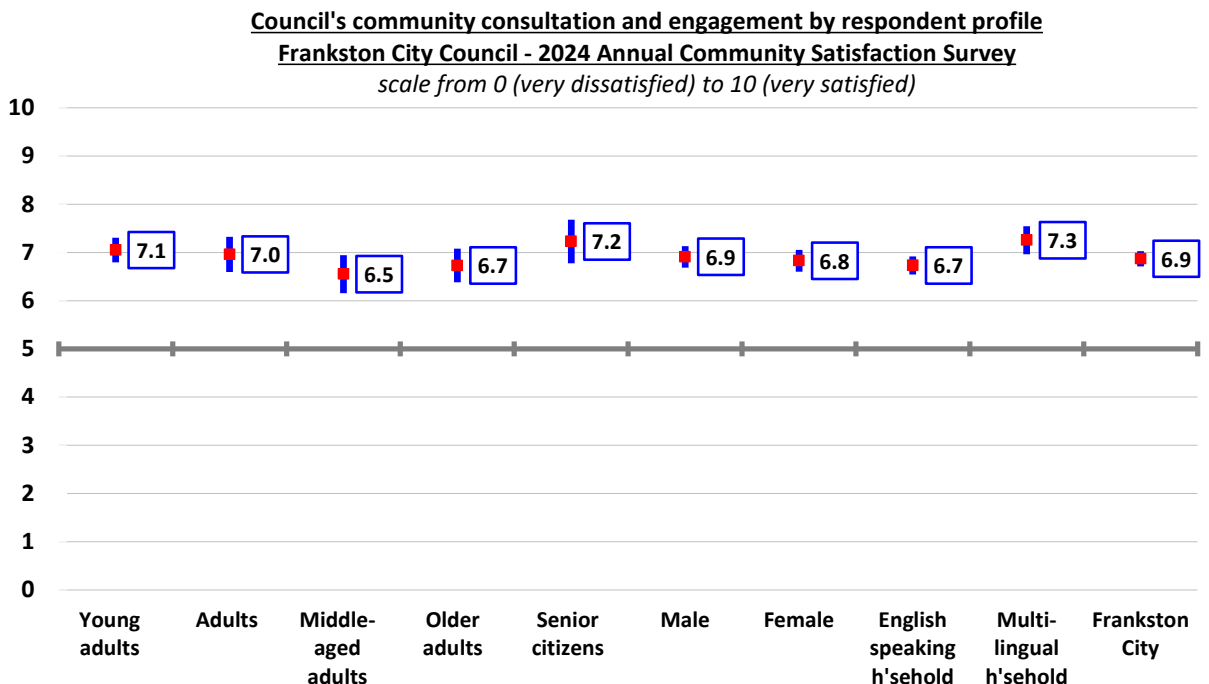
Satisfaction with performance in community consultation and engagement
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from (very dissatisfied) to 10 (very satisfied)



Satisfaction with community consultation and engagement was somewhat lower in the City of Frankston than both the metropolitan Melbourne and southeastern region councils' averages. There was no measurable variation observed across the municipality, although it is noted that respondents from Sandhurst / Skye were notably (5%) less satisfied and at a "solid" level of satisfaction.



There was variation observed in this result by respondent profile. Middle-aged adults (aged 45 to 59 years) were notably (4%) less satisfied than average, and respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households, and at a "very good" level of satisfaction.



The following table outlines the 82 comments received from respondents in relation to community consultation and engagement.

These comments have been broadly categorised, with the most common issues being the perception that Council was not listening to or engaging with the community effectively (37 comments), and comments around communication and the provision of information (20 comments).

Reasons for dissatisfaction with Council's performance in community consultation and engagement
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Consultation / engagement</i>	
No engagement / consultation	16
I haven't seen any of them / no interaction	3
They don't listen to community	2
Consulting was done for childcare centre but still they did what they wanted to do	1
Doesn't involve any community events	1
Don't found anything until it happens	1
Don't see Councillors coming around	1
First time have the person come the satisfaction survey	1
I don't hear from Councillors enough. We are old so we can't use website for that	1
Never contacted us	1
The Council does engage when called for an issue	1
There are never here for me	1
There are things they can consult more on	1
There's not much going on, not doing much to reach out	1
They do not allow everyone to be heard, their priorities are not high for homeless people	1
They don't really listen to the people; they have their hidden agenda that why I don't want to give comments anymore as it waste of time	1
They may engage with community, but I haven't aware of any	1
They censor and hinder community involvement	1
They should do meetings by zoom as well	1
Total	37
<i>Communication / information</i>	
Don't see or hear from them	6
Not communicating correctly with community	2
They don't listen to the people	2
I don't receive many communications from them. More online communications would be good	1
Lit bit slow in giving the information to the public	1
Need a monthly report regarding what's happening in the area	1
Need to provide more information	1
No communication from Council	1



No one knows what's going on	1
Not enough communication, by letter	1
Not enough contact, not much newsletter	1
Only hear from them when it is time to vote	1
The Council is expecting people to go on the website. They are expected to announce things to the citizens	1
Total	20

General negative

They do whatever they want regardless	3
Haven't seen it	1
It's not prominent	1
No action	1
Not happy with the current situation	1
They are picking situations; everyone's situation is different	1
Total	8

Responsiveness

I don't get response from Council	1
I logged a complaint regarding the quarry traffic. They didn't respond properly	1
Lyrebird Dr needs humps, but Council did not listen to us	1
No communication back for complaints	1
You seem to find out after the fact, they say to go online, and tell you about it too late	1
Total	5

Council governance / management

Don't think the Council is involved. No trust. No proper solutions from them	1
Just clean the rubbish and look after the roads and footpaths	1
Total	2

Planning and development

Take away the planning decision from the local government. Clogged the beach. Imposed too much to the CBD region	1
Why did the Council allow the waterboard building in the beach side (end of Wells St)	1
Total	2

Rates / financial management

Charging extra rates for services for parks, rubbish collection	1
I just think too much money is spent on Council jobs	1
Total	2

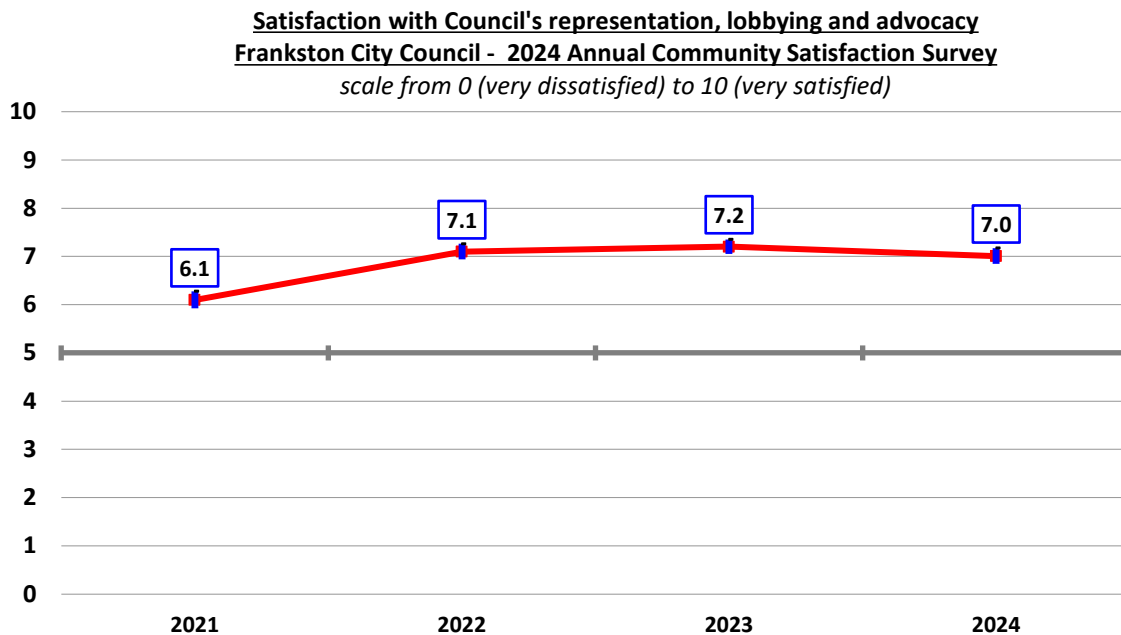


<i>Other</i>	
Because they do what they need. Reduce speed limit because of shops but not open 24 hrs	1
Fix up Frankston Central. Improve the quality of shops in Frankston	1
Maintenance of parks is gone	1
Only have one time survey now	1
There is a problem with parking in front of beach. There is only less parking for vehicles but more for boat parks which is empty	1
They just go off on tenants which are not long term effective	1
Total	6
Total responses	82

Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance declined marginally this year, down two percent to 7.0 out of 10, although it remains at a “good” level of satisfaction.

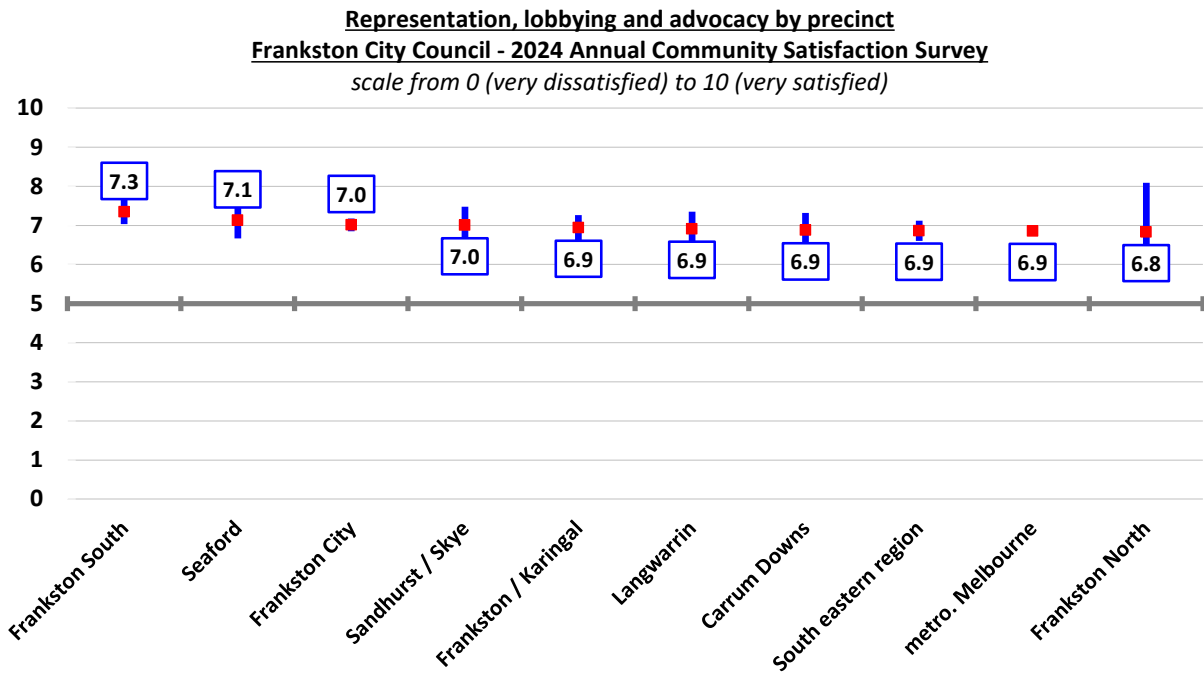
This result effectively maintains the gains made in 2022 from the unusually low result of 6.2 or “solid” recorded back in 2021 and remains above the long-term average since 2021 of 6.9.



This result was marginally (1%) above the metropolitan Melbourne and southeastern region councils’ averages, as recorded in *Governing Melbourne*.

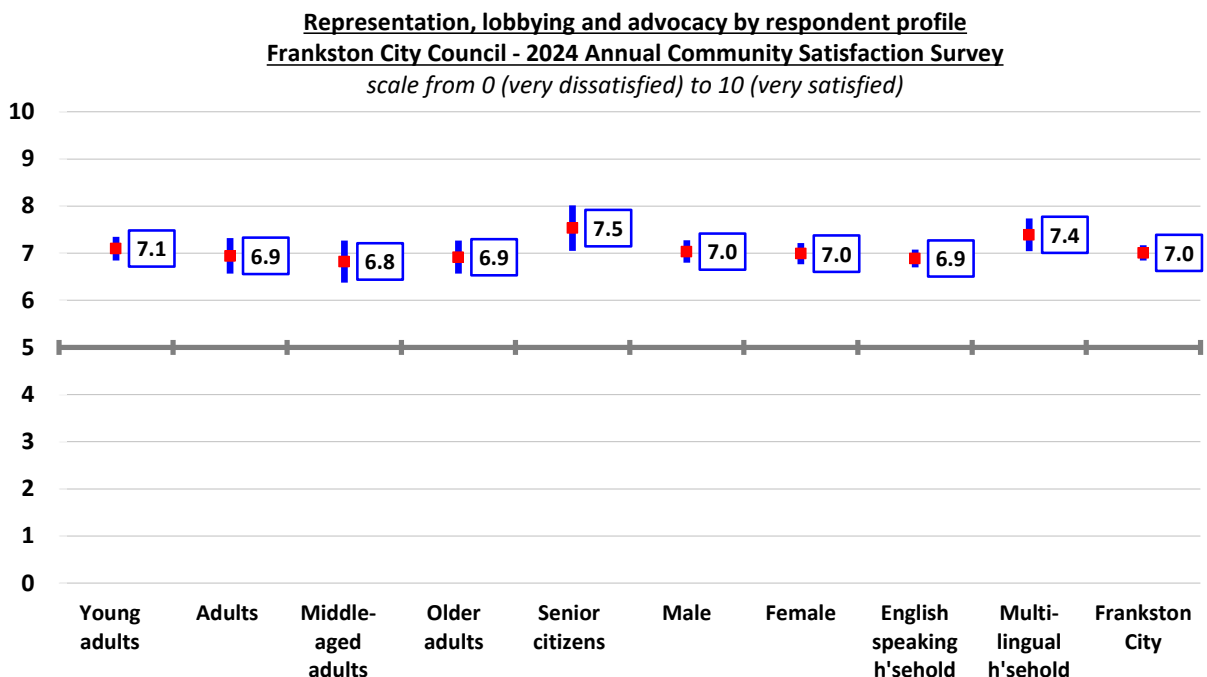
There was no statistically significant variation in this result observed across the municipality, although it is noted that 14 respondents from Frankston North were marginally less satisfied, although still at a “good” level.





There was, however, variation in this result observed by respondent profile. Middle-aged adults (aged 45 to 59 years) were the least satisfied, although still at a “good” level.

Respondents from multilingual households were measurably (5%) more satisfied than respondents from English speaking households.



The following table outlines the 29 comments received from respondents in relation to Council’s representation, lobbying, and advocacy performance.

Most of these comments were related to a perceived lack of advocacy performance.



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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication / information</i>	
Don't see or hear anything	3
Don't know what they are doing	1
It's not prominent, unless you are online	1
Lack of communication between Council and rate payers	1
Need more information	1
Not engaged with the community about the height of new buildings	1
Only hear from them when it is time to vote	1
They can do more and not publishing	1
They don't hear us	1
We don't get feedback in this	1
Total	12
<i>General negative</i>	
They don't do much / no action	4
Not at all satisfied with the decisions	2
Because most people are not happy	1
I don't trust them	1
They do whatever they want regardless	1
They need to improve	1
Total	10
<i>Council governance / management</i>	
I don't see much involvement from the Councillors	1
I don't think they are good at representing the people of the area	1
They advocate on behalf of themselves not the community	1
They do not coordinate well with State Government to do things	1
Total	4
<i>Consultation / engagement</i>	
I don't think the Council represents the whole community, instead it represents small loud groups	1
They didn't engage with me	1
Total	2

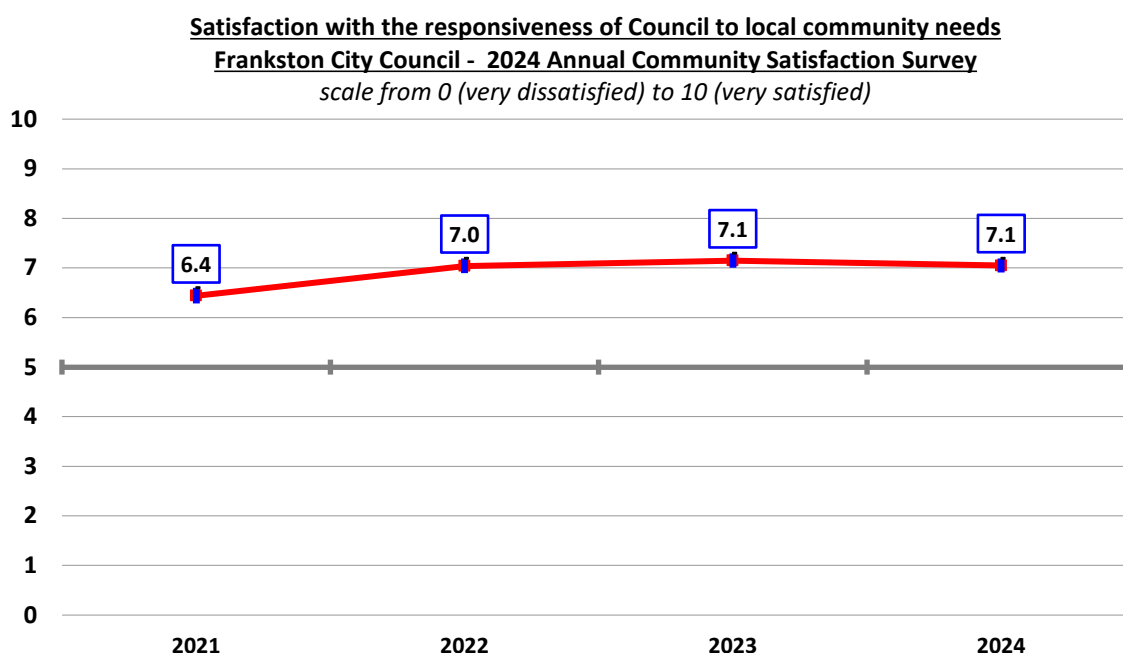


<i>Responsiveness</i>	
They are not responsive	1
Total	1
<i>Other</i>	
Frankston Council charges the most and gouge us the most	2
They waste a lot of money	2
Highways reduce to 40 I don't think they listen to wishes of the people	1
Lack of car parks	1
They didn't plan properly	1
They give permit without proper procedures and consultation	1
They have to do much on climate change decisions	1
Trainline extension	1
Total	10
Total responses	29

Responsiveness of Council to local community needs

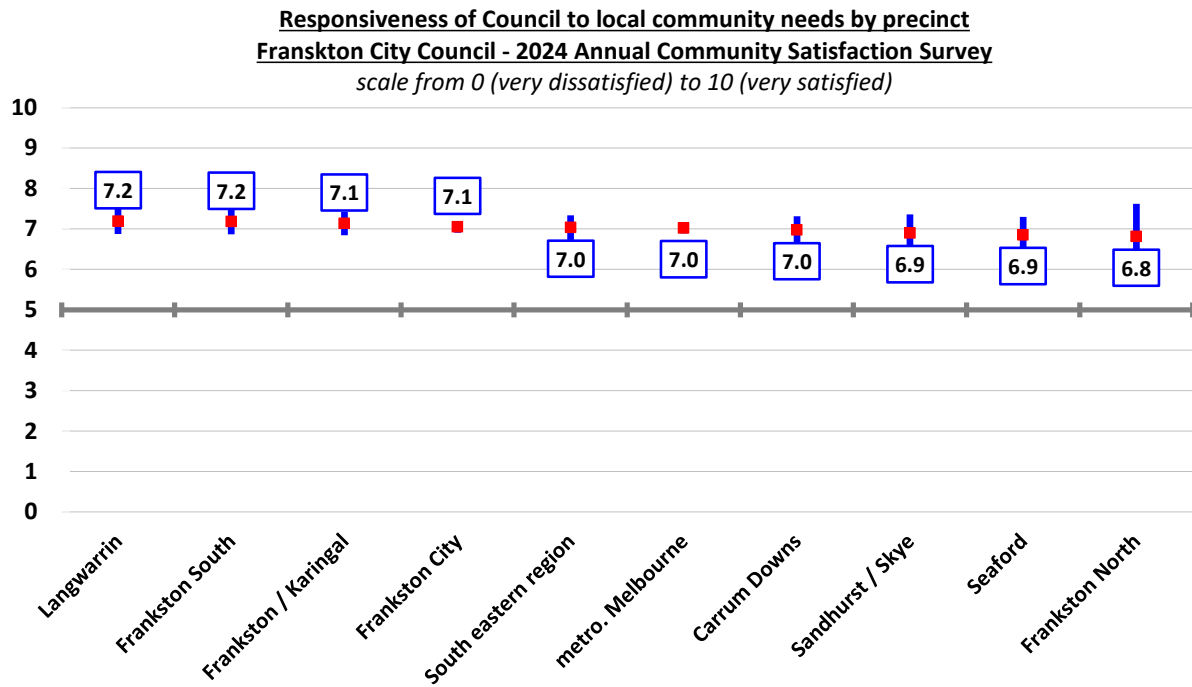
Satisfaction with the responsiveness of Council to local community needs remained stable again in 2024, maintaining the gains made from the unusually low 6.4 or “solid” recorded back in 2021.

This result remains at a “good” level of satisfaction, and above the long-term average satisfaction since 2021 of 6.9 out of 10 or “good”.

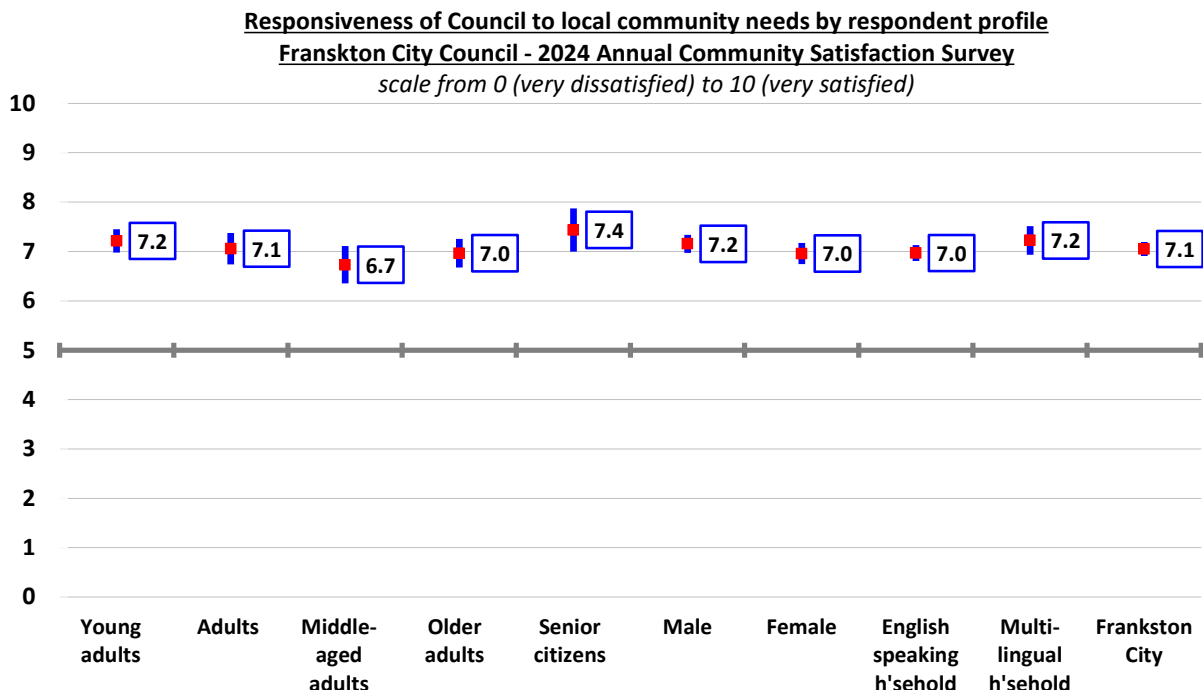


This result was marginally (1%) above the metropolitan Melbourne and southeastern region councils’ averages, as recorded in *Governing Melbourne*.

There was no statistically significant variation in this result observed across the municipality, although it is noted that 14 respondents from Frankston North were marginally less satisfied, although still at a “good” level.



There was no measurable variation in this result observed across the municipality, although it is noted that middle-aged adults (aged 45 to 59 years) were notably (4%) less satisfied than average, whilst senior citizens (aged 75 years and over) were somewhat (3%) more satisfied.



The following table outlines the 59 comments received from respondents in relation to the responsiveness of Council to local community needs. These comments have been broadly categorised, with the most common responses in relation to a perceived lack of responsiveness and / or care from Council.

Reasons for dissatisfaction with the responsiveness of Council to local community needs
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Responsiveness</i>	
Don't always respond to community needs	9
The Council's response rate is extremely slow, and it is so frustrating	3
I have been calling the Council on the same issue for the past 6 months and nothing has been done	1
They are responsive	1
They didn't respond anything. Complained to police about people being difficult	1
They don't care about the people; I don't think they put the people because they don't act on request	1
They hung up on me when I called	1
Unless big issues don't come and fix	1
Total	18
<i>Communication, consultation and engagement</i>	
Not much information about what things is being done	1
I don't really see persons too much	1
Ignorant to the public	1
Only hear from them when it is time to vote	1
They could do more in favour of listening to people	1
They don't mix with us	1
Very hard to get through	1
Was told by a Council worker to follow the Council and reviews weren't taken into consideration	1
Total	8
<i>General negative</i>	
They don't do anything	2
It's a long story. They're terrible	1
Not at all satisfied	1
They do whatever they want regardless	1
Total	5



<i>Rates and financial management</i>	
Highest rate in Victoria, it should be decreased for people. Simplify the rates	1
I think the budget commitment to capital work is prioritised before maintenance work	1
If there is no money, they don't care too much	1
Pressures on living rates expensive	1
Rates less for other parts in country	1
Taking more money giving less facilities	1
Total	6

<i>Planning and development</i>	
Don't look after the residents who want to expand their properties	1
Guess they are not meeting the needs which you feel are important like appropriate planning	1
Soccer club took ages to get approval but didn't happen	1
The Council and developers are just making money from our money	1
Waiting for four years for resolution on planning / Council issues	1
Total	5

<i>Roads, traffic and parking issues</i>	
Cars park on nature strip and destroy it, Council doesn't do anything about it	1
No space for cars	1
Parking issues	1
Road safety	1
The speed limits on Nepean Hwy too low	1
Total	5

<i>Council governance / management</i>	
They don't really take any action; the caravan is dangerous	1
They elected representatives until election time	1
They have their own agenda	1
Total	3

<i>Parks, gardens, open spaces and trees</i>	
Chopping down the trees to put up units	1
Trees planted cause a lot of damage and not thought through very well, gum trees in residential areas are not good	1
Total	2

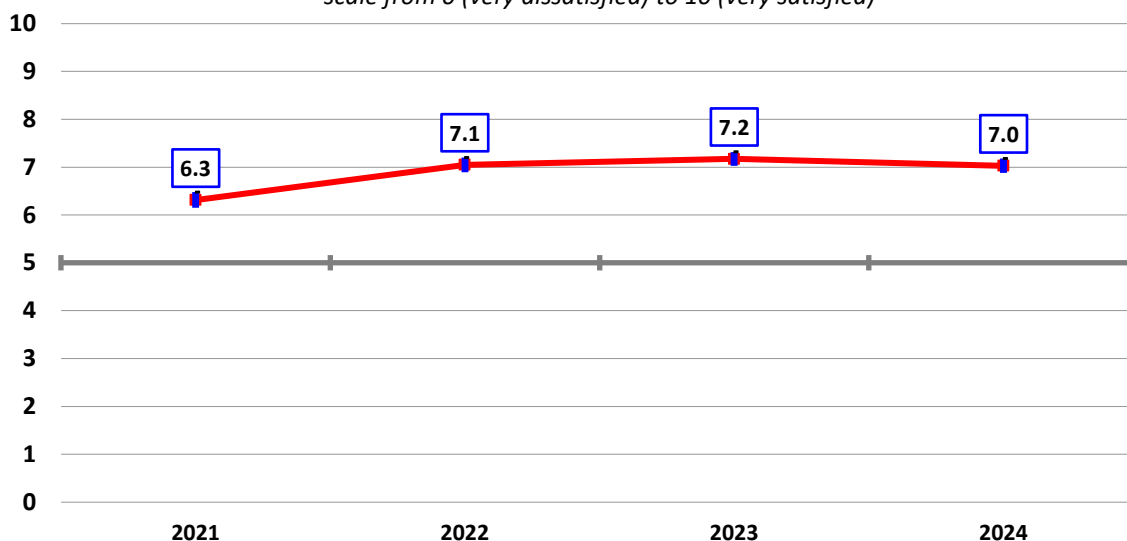


<i>Cleanliness</i>	
Litter in the area	1
Total	1
<i>Waste management</i>	
Some things like hard rubbish, we had to push hard to get the dates	1
Total	1
<i>Other</i>	
Cost of living keeps increasing	1
Due to quarry	1
Frankston coastguard never existed	1
Guess they are not meeting the needs which you feel are important like environment	1
No response to homelessness by the Council and people in poverty	1
Total	5
Total responses	59

Maintaining trust and confidence of local community

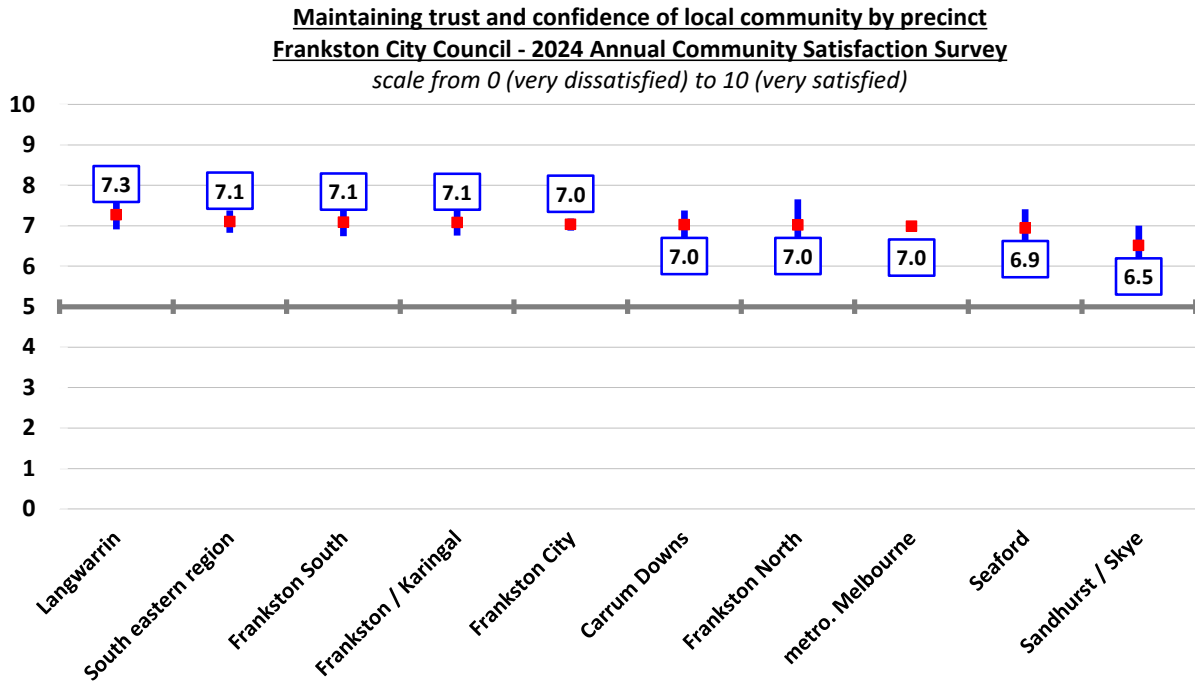
Satisfaction with Council’s performance maintaining the trust and confidence declined somewhat this year, down two percent to 7.0, although it remains at a “good” level. Despite the decline this year, this result largely maintains the gains made from the unusually low 6.3 or “solid” recorded back in 2021. This result remains at a “good” level of satisfaction, and above the long-term average satisfaction since 2021 of 6.9 out of 10 or “good”.

Satisfaction with Council maintaining community trust and confidence
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



This result was identical to the metropolitan Melbourne, and one percent below the southeastern region councils’ averages, as recorded in *Governing Melbourne*.

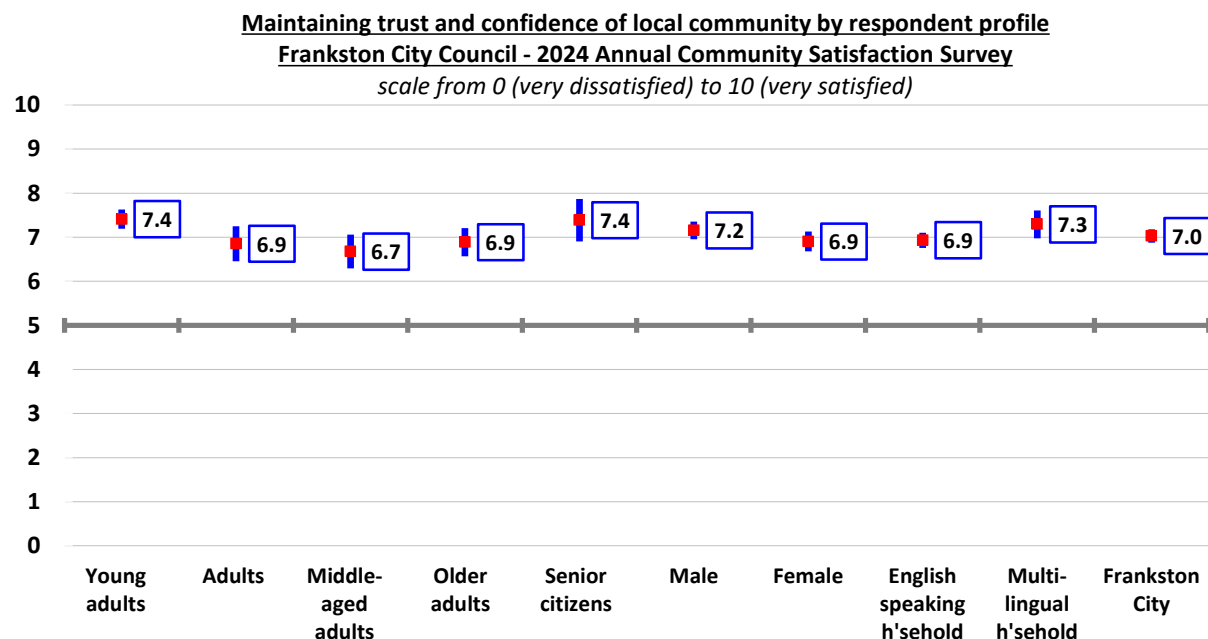
There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Langwarrin were somewhat (3%) more satisfied than average and at a “very good” level. By contrast, respondents from Sandhurst / Skye were notably (5%) less satisfied than average, although still at a “good” level of satisfaction.



There was notable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably (3%) less satisfied than average, and young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) measurably more satisfied, and at “very good” levels of satisfaction.

Male respondents were notably (3%) more satisfied than female respondents, and respondents from multilingual households were notably (3%) more satisfied than respondents from English speaking households.





The following table outlines the 59 comments received from respondents in relation to Council’s performance maintaining the trust and confidence of the local community.

These comments have been broadly categorised, with the most common issues raised being in relation to perceived lack of governance performance.

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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Council governance / management</i>	
I don't trust the Council / they're not trustworthy	9
Don't do anything / not enough	2
In it for their own wellbeing, Council is in it for themselves, not for the community	1
Just I think they are out there to be seen but not much action is done	1
Mayor went on holiday. Used Council as the stepping stone	1
No transparency as to what they do	1
Not knowing the Mayor's political preferences was not good	1
People lost trust with Council and government since COVID	1
Several people have complained about several aspects, but nothing has been done	1
The greediest Council	1
The Mayor running for federal government, I think he showed more concern about his career than the community	1
They do some good things, but not a lot of good things	1
They seem too political	1
Too busy looking after their own interests	1



Recently we had an election, in one seat we didn't have a mayor, there should have been some sort of compensation	1
---	---

Total	24
--------------	-----------

Communication, consultation and engagement

Don't consult the people well	2
-------------------------------	---

They didn't engage with me / the community	2
--	---

Don't listen to us and act on what people need	1
--	---

Not enough collaboration with the Councils. Don't take ideas from community	1
---	---

The mayor does not engage well with the community	1
---	---

They can do better. They are not concerned to come and visit	1
--	---

A lot of lies. No trust. Misinformation and disinformation	1
--	---

Lack of communication	1
-----------------------	---

Less communication and priority	1
---------------------------------	---

There is no communication, we don't know what's going on. All on the computer, not everyone knows how to use it	1
---	---

They are not involved enough with us; they should come out and talk and not just post things on the website	1
---	---

They don't contact me	1
-----------------------	---

Don't listen	
--------------	--

Total	14
--------------	-----------

General negative

A lot of people don't have a lot of trust	1
---	---

Everyone complains	1
--------------------	---

Ignorant of the community	1
---------------------------	---

Not satisfied	1
---------------	---

They do whatever they want regardless	1
---------------------------------------	---

Who can you trust	1
-------------------	---

Total	6
--------------	----------

Rates / financial management

Additional hidden charges over rubbish collection	1
---	---

Concern on rates	1
------------------	---

Distrust in use of money by the Council	1
---	---

Everything that we do, Council makes money off it. Council is very corrupt	1
--	---

Sky high rates on housing, minimal result to the community	1
--	---

The rates are so high	1
-----------------------	---

Total	6
--------------	----------

Planning and development

Enforcement of planning is inconsistent	1
---	---

The current Council group is more invested in their own interests. The huge, planned development for Frankston foreshore (twelve levels building) is huge money for the community	1
---	---



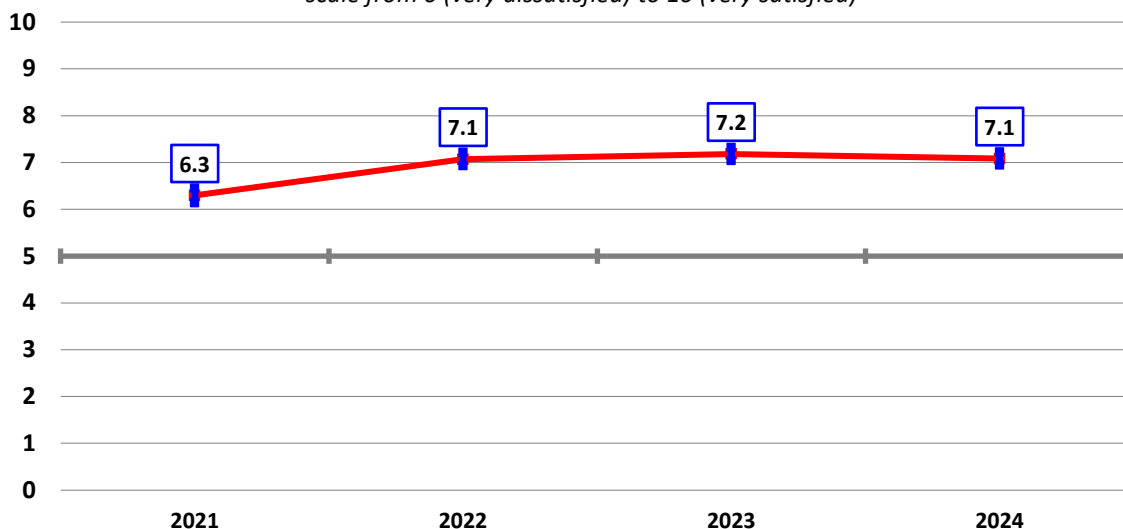
You can't trust they will give best support to do what you want in your legally owned property	1
Total	3
<i>Responsiveness</i>	
I don't get responses for any complaints	1
They don't respond	1
They don't follow through	1
Total	3
<i>Other</i>	
Parking issues	1
Same with the quarry	1
Frankston basketball stadium deteriorated it	1
Total	3
Total responses	59

Making decisions in the interests of the community

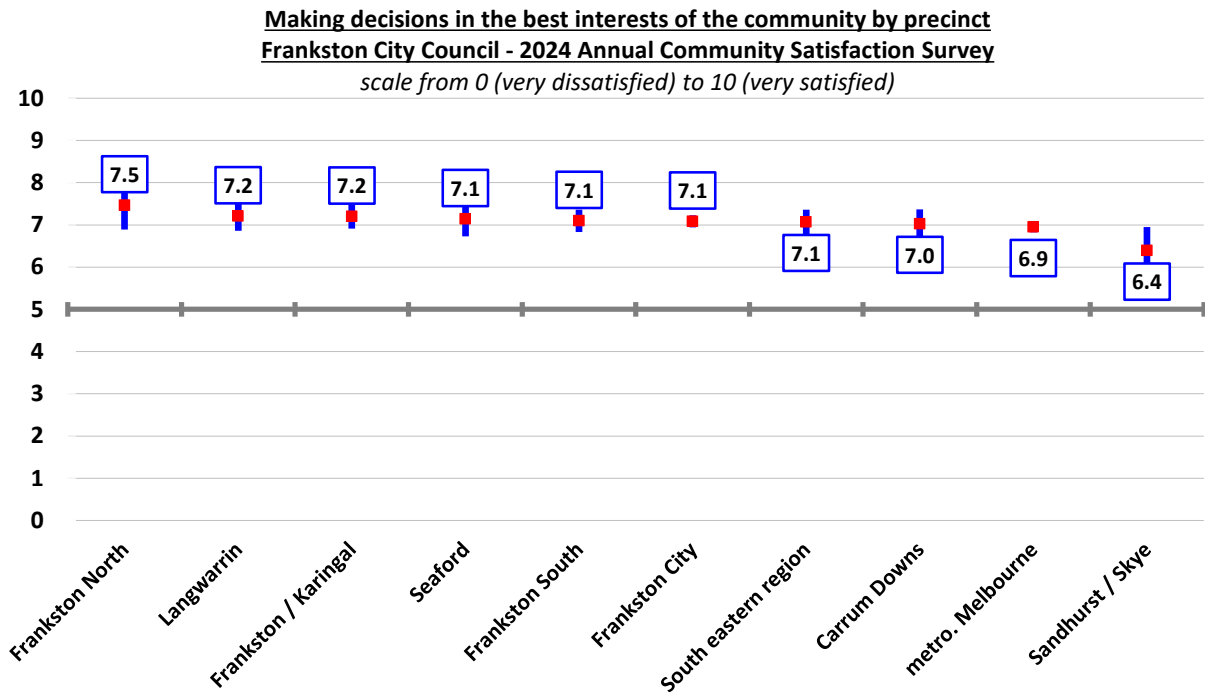
Satisfaction with Council’s performance making decisions in the interests of the community declined marginally this year, down one percent to 7.1, although it remains at a “good” level.

Despite the decline this year, this result largely maintains the gains made from the unusually low 6.3 or “solid” recorded back in 2021. This result remains at a “good” level of satisfaction, and above the long-term average satisfaction since 2021 of 6.9 out of 10 or “good”.

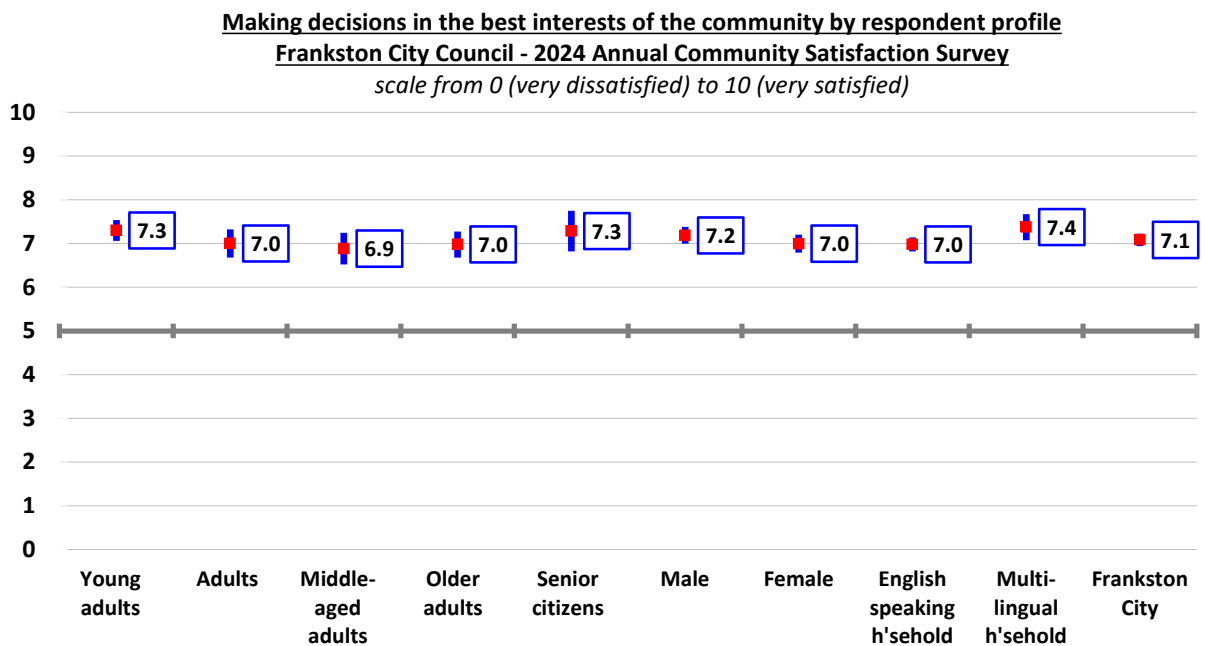
Satisfaction with Council making decisions in the best interest of the community
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council’s performance making decisions in the interests of the community was identical to the southeastern region councils’ average, and somewhat (2%) higher than the metropolitan Melbourne average, as recorded in *Governing Melbourne*.



There was notable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably, and senior citizens (aged 75 years and over) notably more satisfied, and at “very good” levels of satisfaction. Male respondents were somewhat (2%) more satisfied than female respondents, and respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households.



The following table outlines the 51 comments received from respondents in relation to Council’s performance making and implementing decisions in the interests of the community.

These comments have been broadly categorised, with the most common issues related to perceived lack of governance and accountability, as well as perceived lack of care about the local community.

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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council governance / management</i>	
The Council does not care about the people / the needs of the community	3
Doesn't care about the community, just money / fills its own pockets	2
All they do is consulting. Need a working plan not just checking boxes	1
Doesn't do many community events	1
Going according to their agendas	1
I believe they make decisions based on CBD, nothing else	1
Lack of accountability	1
People lost trust with Council and government since COVID	1
They are not transparent	1
They do all this to hide the bigger issue	1
They do whatever they want regardless	1
They don't do anything	1
They have their own personal agenda	1
They play politics, not interested in the community	1
They prioritise the wrong things	1
Total	18
<i>Communication, consultation and engagement</i>	
Due to Council's lack of consultation with the community, the community's issues remain unaddressed	1
I don't think they do enough, seem to listen to certain people not all Frankston residents. Too much on the needs of drug addicted people but not the whole community	1
I have not seen Council showing interest in community's concerns	1
Make decisions on their own and no consultations	1
There are a lot of issues that have remained unaddressed due to lack of Council's consultation with the community	1
They do not allow everyone to be heard, their priorities are not high for homeless people	1
They don't do enough consultation	1
Overall, there isn't any communication	1
They don't know about the interests of the community without communication with the public	1
Total	9



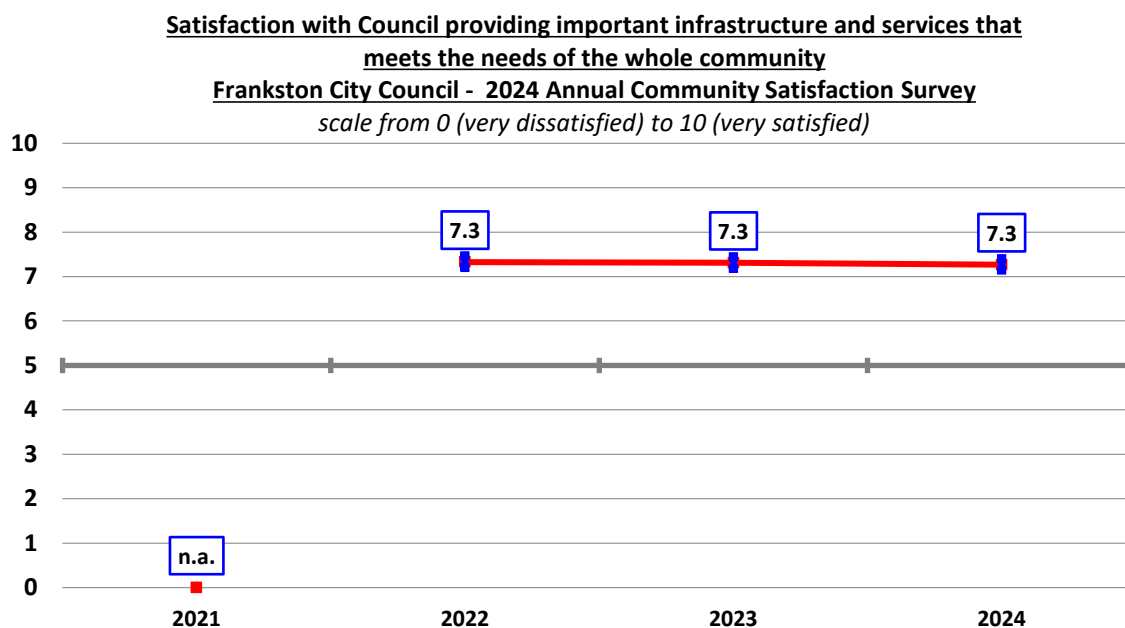
<i>Rates / financial management</i>	
The rates are high / too high	3
Council rates have increased quite a bit	1
Feel like whoever has the money wins	1
Spend money on some things which are not important for the community	1
Total	6
<i>General negative</i>	
Distrust / I don't trust them	2
Doesn't show interest in them	1
Sometimes they do good such as parks or events but not for safety	1
Total	4
<i>Planning and development</i>	
Planning issues of houses near schools next to Frankston East primary school	1
The current Council group is more invested in their own interests. The huge, planned development for Frankston foreshore (twelve storey building) is huge money for the community	1
The reputation isn't good now and the rules should be reviewed, develop the area that can attract quality people to come to the suburbs	1
We don't want the construction of big buildings	1
Total	4
<i>Roads, traffic and parking</i>	
Need to improve the traffic conditions	1
Parking issues	1
Quarry Rd	1
Total	3
<i>Responsiveness</i>	
They don't listen to us	1
They ignore suggestions, did not consider what I said	1
Total	2
<i>Safety, security and policing</i>	
People have complained about drug users that bang on the door and urinate around the property. I am scared	1
Total	1



<i>Other</i>	
No facilities	1
Not much is happening in the area	1
Too many bins	1
What I see as important, Council doesn't see as important	1
Total	4
Total responses	51

Providing important infrastructure and services that meets community needs

Satisfaction with the performance of Council providing important infrastructure and services that meet community needs remained stable for the third consecutive year at 7.3 out of 10, which remains a “very good” level of satisfaction.



This aspect of performance was not included in *Governing Melbourne* and therefore no comparison results were available for publication.

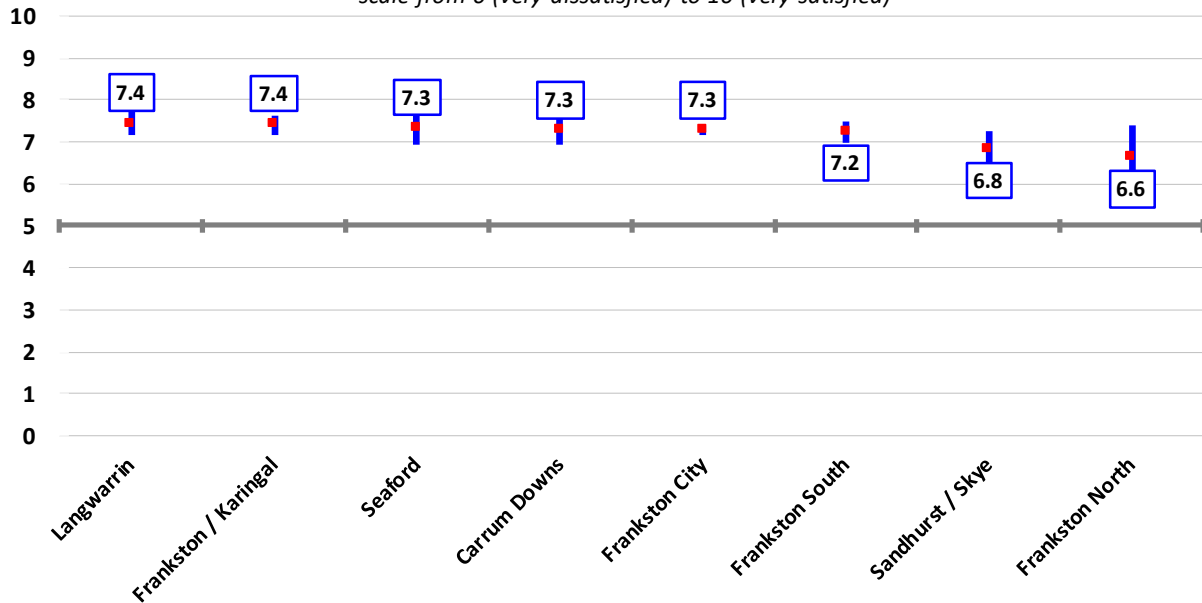
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Frankston South, Sandhurst / Skye, and Frankston North rated satisfaction at “good” rather than “very good” levels of satisfaction.



Providing important infrastructure and services that meets the needs of the whole community by precinct

Frankston City Council - 2024 Annual Community Satisfaction Survey

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



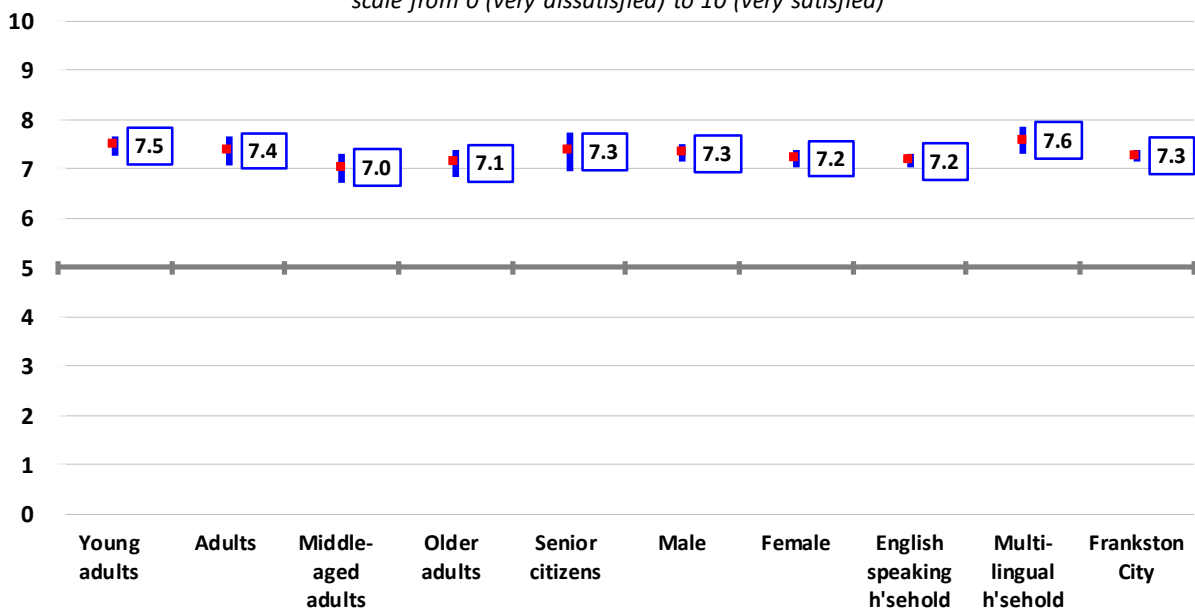
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably (3%) less satisfied, and at a “good” rather than a “very good” level.

Male respondents were somewhat (2%) more satisfied than female respondents, and respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households.

Providing important infrastructure and services that meets the needs of the whole community by respondent profile

Frankston City Council - 2024 Annual Community Satisfaction Survey

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



The following table outlines the 40 responses received in relation to Council’s performance providing important infrastructure that meets the needs of the community.

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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
More can be done in this area / not enough done	3
No actions taken / nothing done	2
They don't listen to us	2
All they have done is put in speed limits and parks	1
Don't like some of the decisions made on the foreshore	1
Don't really see it	1
Give kids a wall so that they can do graffiti on that wall	1
Going to their agendas	1
Haven't noticed, not much change	1
I have no idea about the new boarding rooms	1
I think that they aren't communicating with the community	1
Need access to internet. Can't navigate through internet. Can't apply online, need neighbours' help	1
Need more car parks other than permits	1
Need to do more cleaning and maintenance	1
Need to improve infrastructure first	1
No medical	1
No parking	1
No primary schools	1
Not enough important things	1
Not much infrastructure built	1
Not satisfied with their decisions	1
Nothing to do with the community	1
Probably meet some needs, not others	1
Public toilet at the golf course in Centenary Park on the outskirts of Carrum Downs, are what the Council is responsible for	1
So many people out there who can't find a place to live	1
Some parts work, done and maintained. But not enough	1
The Council needs to provide services efficiently	1
The houses are placed too close together and no room for parking	1
There are always going be people that need things	1
They (Council) don't do anything to clean up the station, CBD	1
They are only interested in what happens in the CBD	1
They don't address our needs	1
They don't do a very good job at all	1
They need to clean up Frankston city centre. Druggies and homeless people problem	1
They take too much on	1
Why are they encouraging these bad people to live in our neighbourhood	1
Total	40



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 since 2021, a little less than one-third (29%) of respondents reported that they had contacted Council in the last 12 months.

This result is somewhat lower than the long-term metropolitan Melbourne average since 2010 of 36%, although it is noted that the 2024 metropolitan Melbourne average was an unusually low 19% this year.

Contacted Council in the last 12 months
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024		2023	2022	2021
	Number	Percent			
Yes	229	29%	29%	30%	30%
No	563	71%	71%	70%	70%
Not stated	8		3	2	0
Total	800	100%	801	803	811

Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results recorded over the last four years, the most common method of contacting Council was telephone during office hours, with more than half (56%) last contacting Council via that method.

A significant proportion of respondents also contacted Council by email (15%), and visits in person (14% down from 18%).

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



It is difficult to offer a view as to whether the relatively modest levels of respondents visiting Frankston City Council in person reflects a new, post-pandemic norm, or whether this was a preexisting pattern of contacts with Council.

Metropolis Research also draws attention to the significance of email contacts, a result that is up notably on the nine percent recorded back in 2021.

In our experience, community satisfaction with email contacts with local government have proved somewhat variable across metropolitan Melbourne, with the growth of email as a method of contact creating a new challenge for local government to maintain high quality customer service.

Method of contact with Council
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Method	2024		2023	2022	2021
	Number	Percent			
Telephone (<i>during office hours</i>)	128	56%	52%	62%	61%
E-mail	35	15%	16%	13%	9%
Visit in person	32	14%	18%	13%	13%
Snap Send Solve	14	6%	2%	1%	3%
Website	10	4%	6%	4%	8%
Social media (<i>e.g. Facebook</i>)	3	1%	0%	1%	0%
Mail	2	1%	3%	1%	2%
Web request	2	1%	0%	1%	2%
Telephone (<i>after hours service</i>)	1	0%	2%	1%	1%
Live chat	1	0%	0%	3%	1%
Directly with a Councillor	1	0%	0%	1%	1%
Not stated	0		1	2	4
Total	229	100%	234	244	243

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

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

The 229 respondents who had contacted Council in the last 12 months were again in 2024, asked to rate their satisfaction with six aspects of customer service, including “overall satisfaction”.

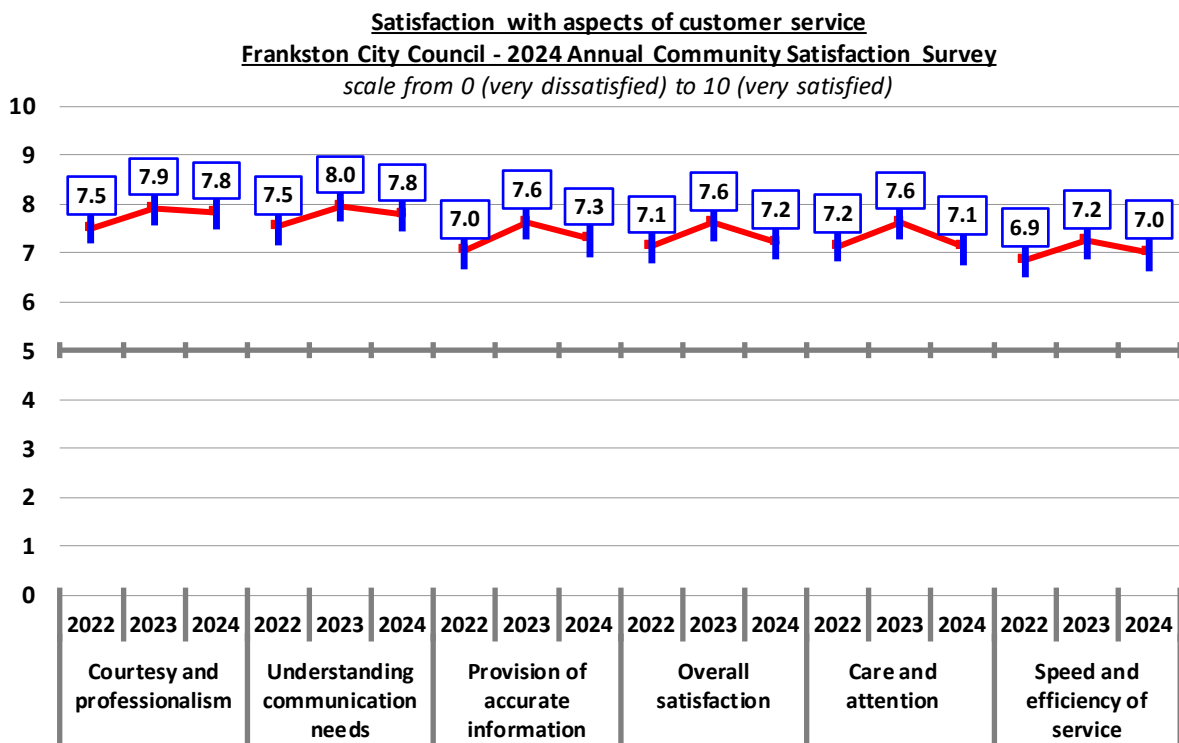
The average satisfaction with customer service declined somewhat, but not measurably this year, down three percent to 7.4 out of 10, which remains a “very good” level of satisfaction.



This result reinforces the view of a relatively stable level of satisfaction with Council’s customer service, across most aspects.

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

- **Excellent** – for staff courtesy and professionalism and staff understanding respondents’ communication needs.
- **Very Good** – for the provision of accurate information.
- **Good** – for overall satisfaction with the customer service experience, care and attention to enquiry, and the speed and efficiency of service.

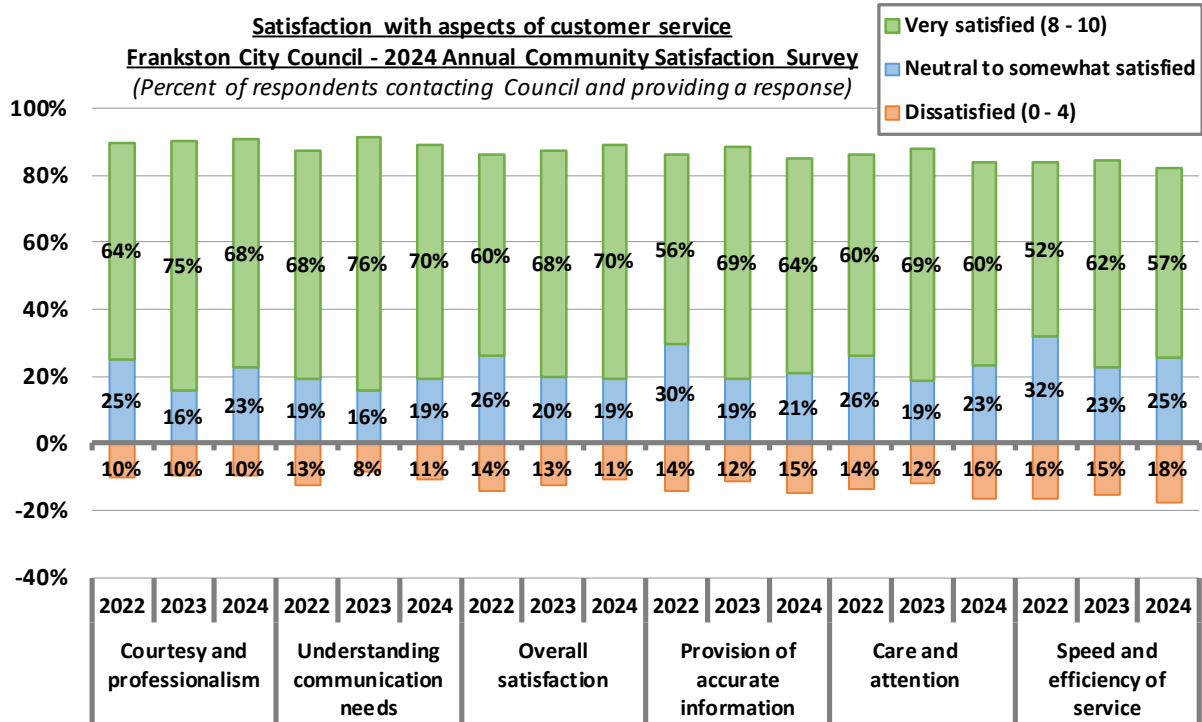


The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

Between approximately two-thirds and three-quarters of respondents providing a score were “very satisfied” with each of the six aspects of customer service, whilst between 10% and 18% were dissatisfied.

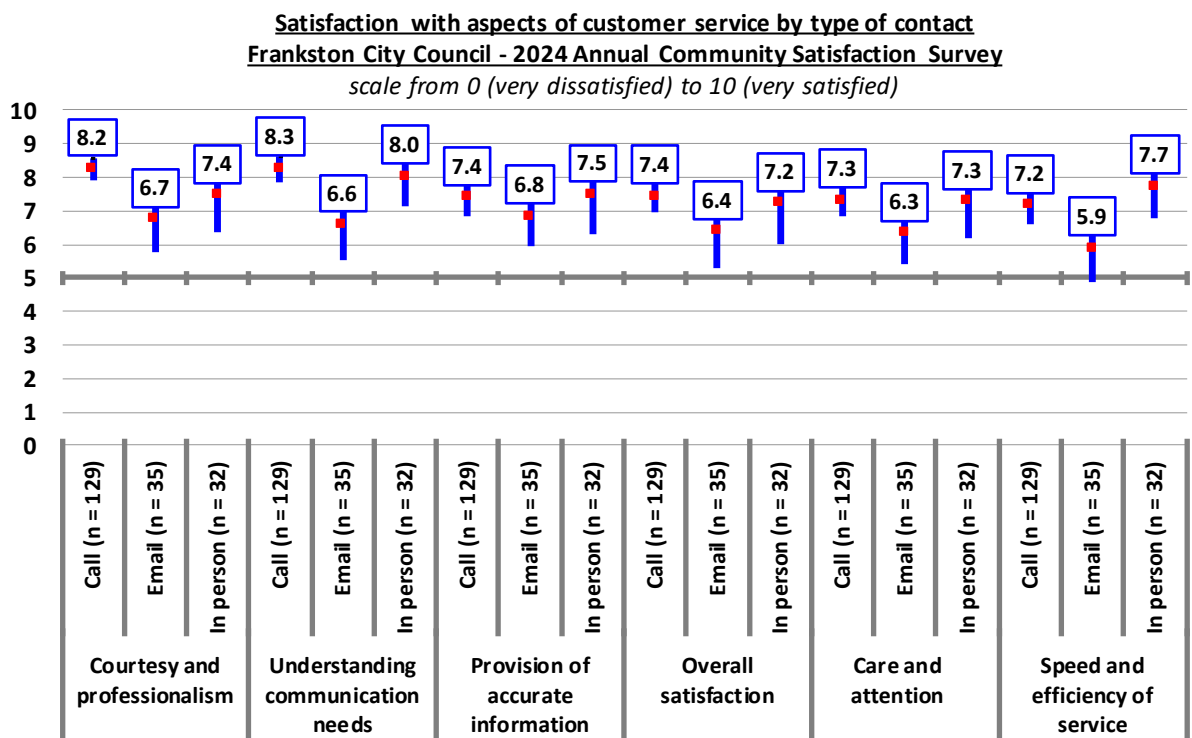
Approximately one-sixth of respondents were “dissatisfied” with the speed and efficiency of service.





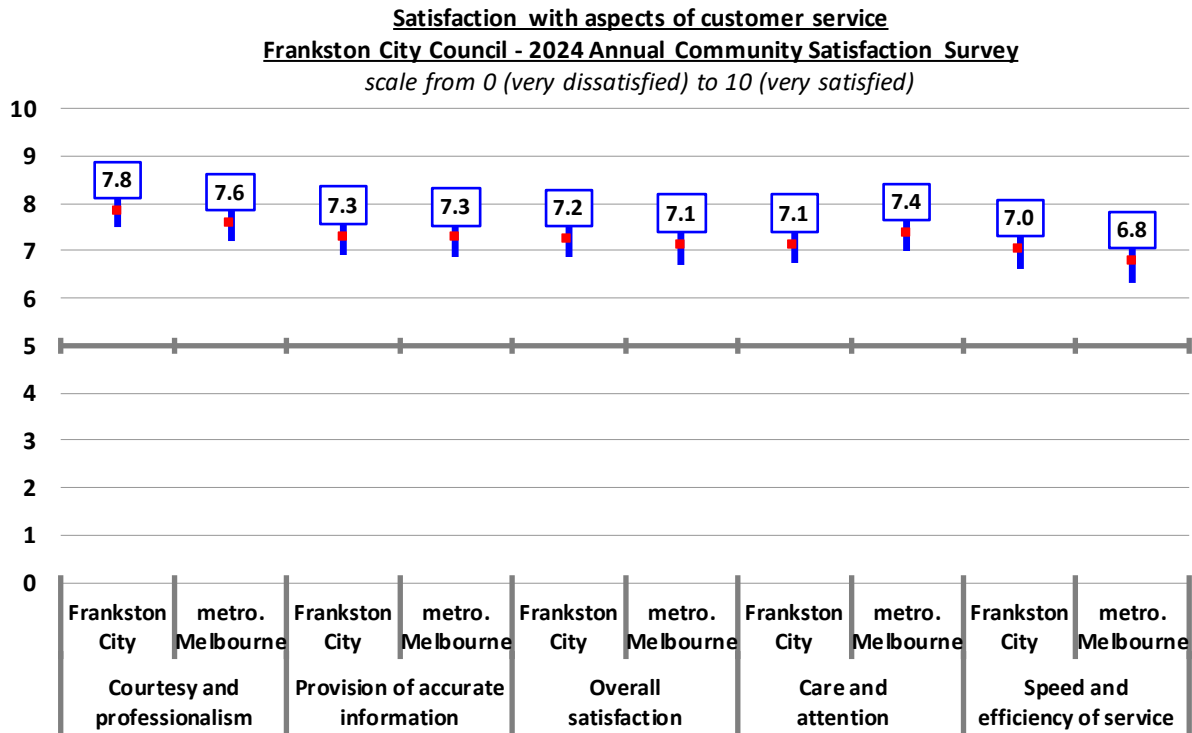
The following graph provides a comparison of average satisfaction with these aspects of customer service by the respondents' method of last contact with Council.

It is noted that the sample size is quite small for these results, however, it is still noted that respondents who contacted Council by email tended to be notably less satisfied than those who telephoned Council or visited Council in person. Respondents who emailed Council were eight percent less satisfied with the overall customer service experience than those who visited Council in person, and 10% less satisfied than those who telephoned Council.



The following graph provides a comparison of satisfaction with five aspects of customer service against the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

Respondents in the City of Frankston were two percent more satisfied than the metropolitan average with staff courtesy and professionalism, and the speed and efficiency of service. They were, however, three percent less satisfied with the care and attention to the enquiry.



Overall satisfaction with customer service experience

Satisfaction with the overall customer service experience declined notably but not measurably this year, down four percent to 7.2 out of 10.

This was a “good”, down from a “very good” level of satisfaction and was two percent below the long-term average satisfaction since 2021 of 7.4 or “very good”.

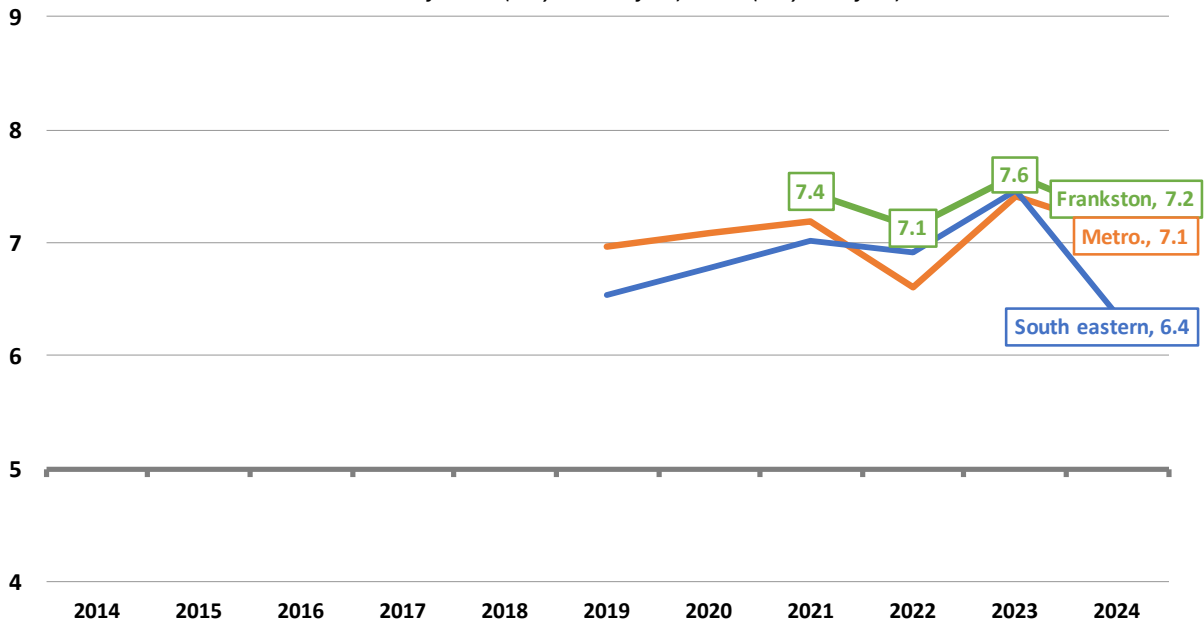
Given the relatively small average sample size of respondents who had visited Council in the last 12 months of 230 respondents, none of these variations from year to year have been statistically significant, and satisfaction has remained relatively stable around the long-term average.

The following graph provides a comparison of this result against the metropolitan Melbourne and southeastern region councils’ averages, as recorded in *Governing Melbourne*.

Metropolis Research notes that overall satisfaction with the customer service experience in the City of Frankston has outperformed the metropolitan Melbourne average in each of the four years of the *Community Satisfaction Survey program*.



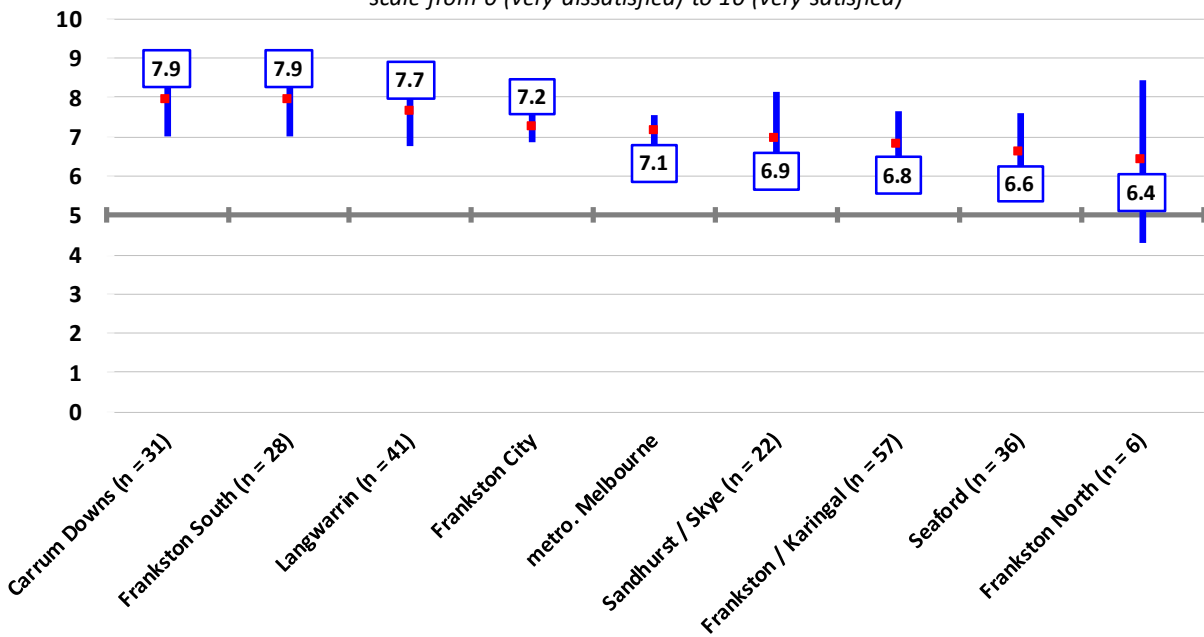
Overall satisfaction with customer service experience
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in overall satisfaction with the customer service experience observed across the municipality.

It is noted, however, that respondents from Carrum Downs and Frankston South rated satisfaction at “excellent” levels and respondents from Langwarrin rated satisfaction at “very good” levels. By contrast, six respondents from Frankston North rated satisfaction as “solid”.

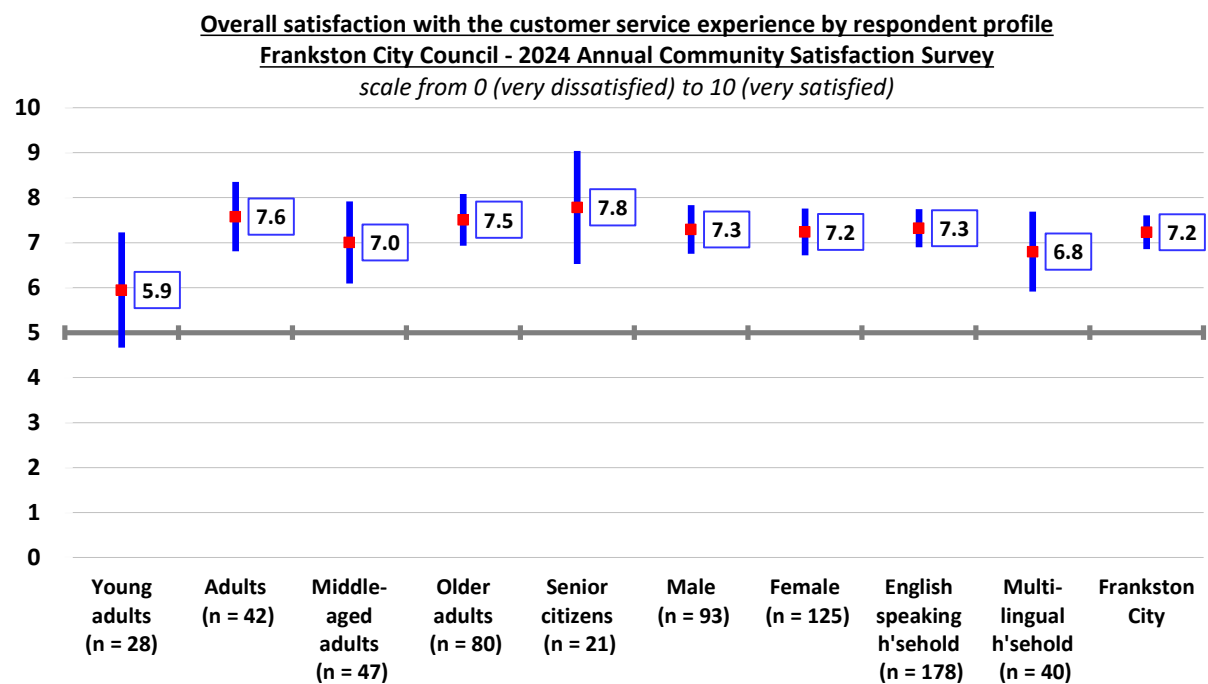
Overall satisfaction with the customer service experience by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



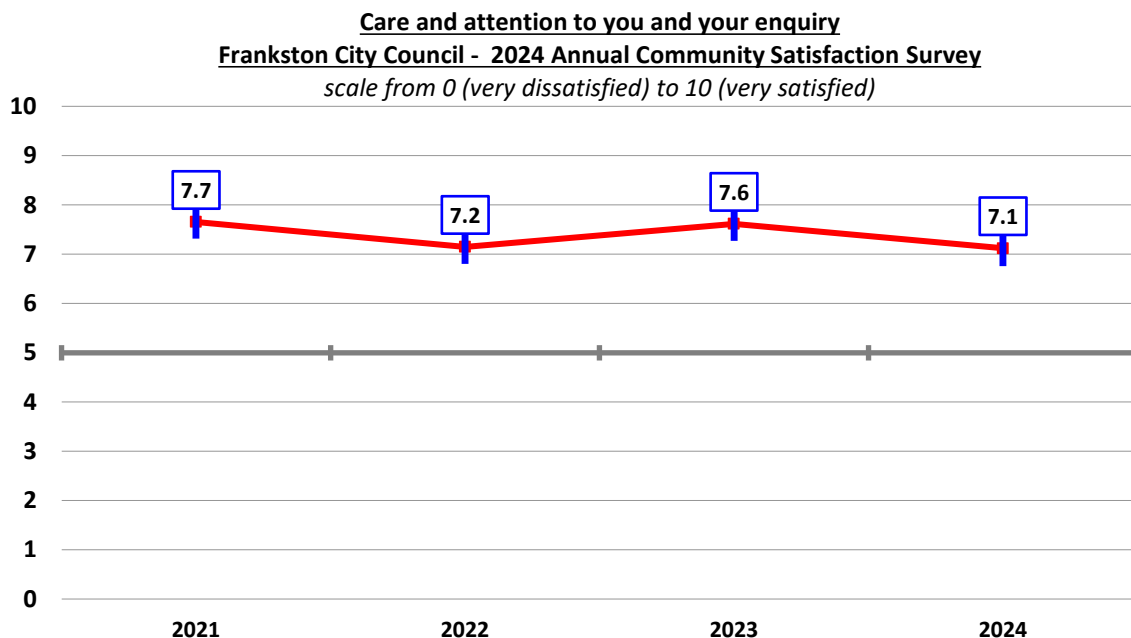
Whilst there was no statistically significant variation in average overall satisfaction with the customer service experience observed by respondent profile, it is noted that 28 young adults (aged 18 to 34 years) were notably less satisfied than average, and at a “poor” level of satisfaction.

It is also noted that 40 respondents from multilingual households were notably (5%) less satisfied overall with the customer service experience than respondents from English speaking households.

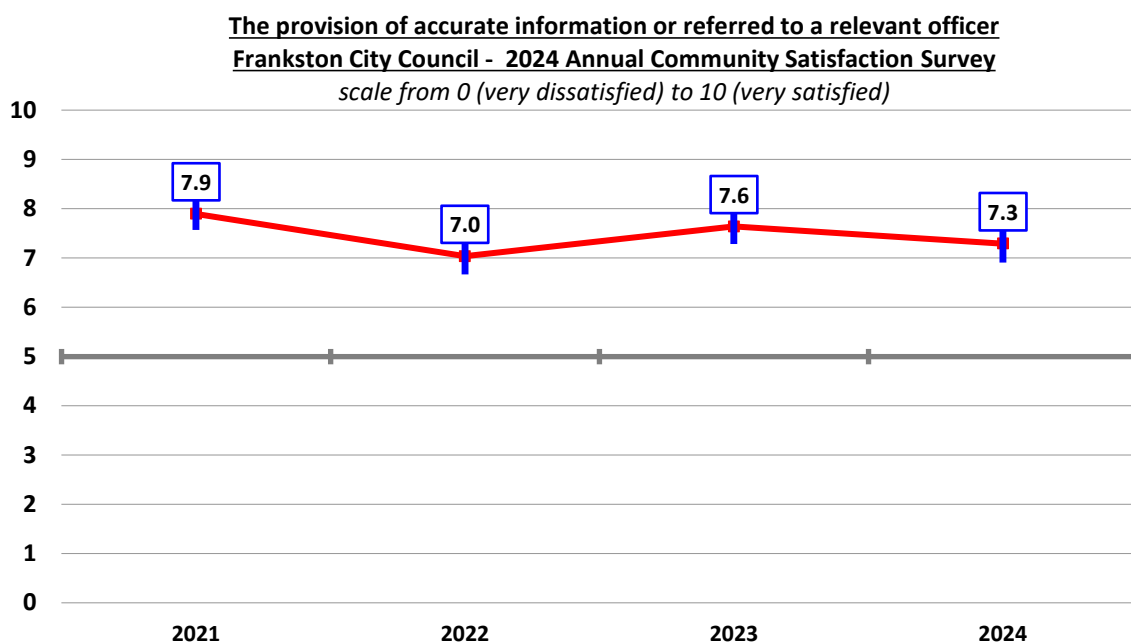
Metropolis Research notes that for many (but not all) questions included in this report, respondents from multilingual households tended to report somewhat higher levels of satisfaction than respondents from English speaking households.



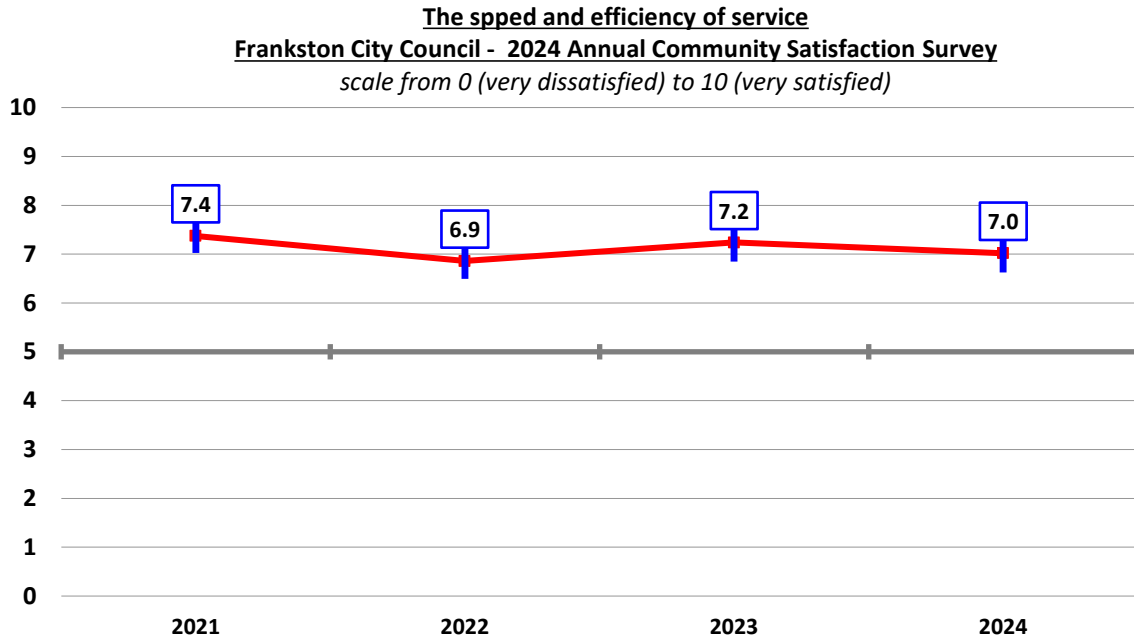
The average satisfaction with care and attention enquiry declined notably but not measurably this year, down five percent to 7.1 out of 10. This was a “good”, down from a “very good” level of satisfaction and was below the long-term average satisfaction since 2021 of 7.4 or “very good”.



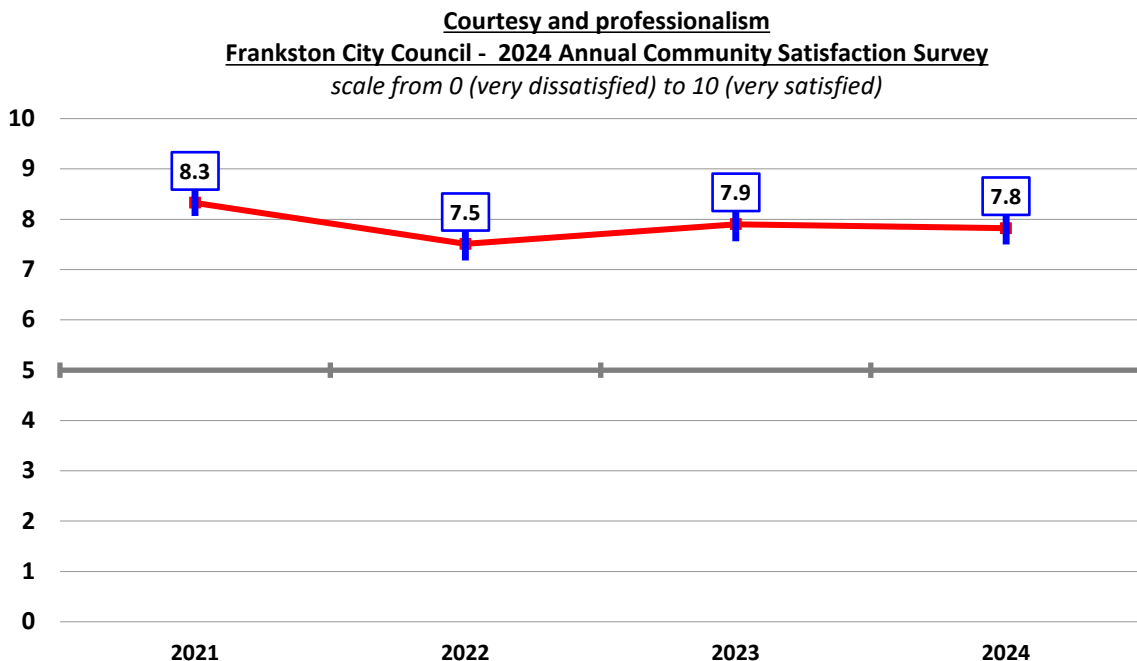
The average satisfaction with the provision of accurate information or referred to a relevant officer declined somewhat this year, down three percent to 7.3 out of 10, although it remains at a “very good” level of satisfaction. This result was marginally (2%) below the long-term average satisfaction since 2021 of 7.5 or “very good”.



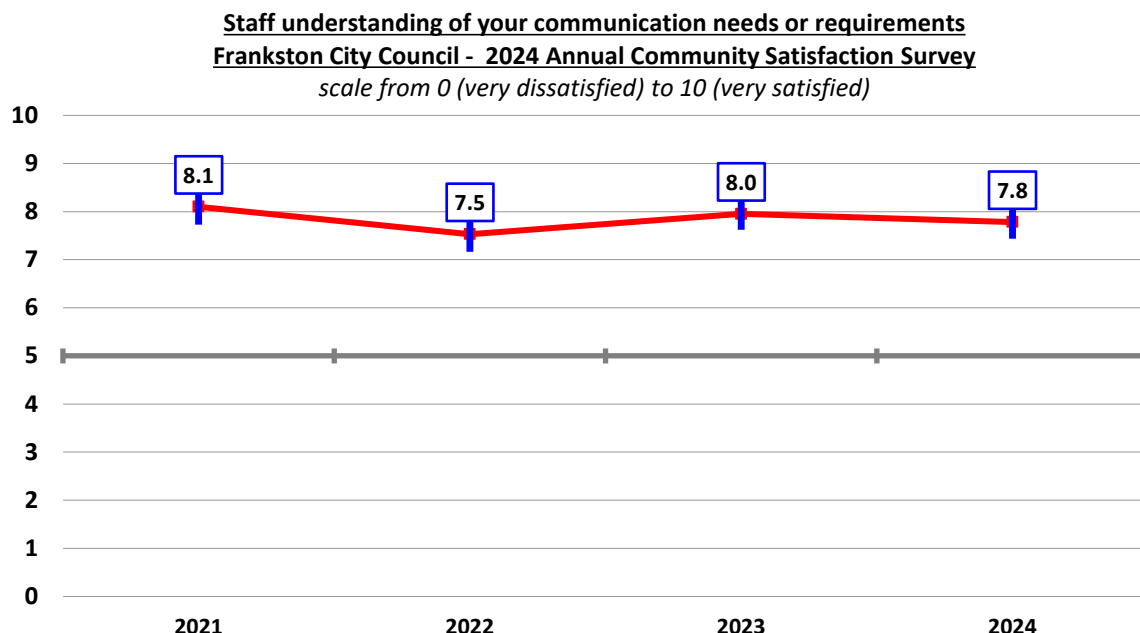
The average satisfaction with the speed and efficiency of service declined marginally this year, down two percent to 7.0 out of 10, although it remains at a “good” level of satisfaction. This result was marginally (1%) below the long-term average satisfaction since 2021 of 7.1 or “very good”.



The average satisfaction with staff courtesy and professionalism declined marginally this year, down one percent to 7.8 out of 10, although it remains at an “excellent” level of satisfaction. This result was marginally (1%) below the long-term average satisfaction since 2021 of 7.9 or “excellent”.



The average satisfaction with staff understanding the respondents’ communication needs or requirements declined marginally this year, down two percent to 7.8 out of 10, although it remains at an “excellent” level of satisfaction. This result was identical to the long-term average satisfaction since 2021 of 7.8 or “excellent”.



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 in 2024, asked to rate their satisfaction with five planning and development related aspects in their local area.

This includes new aspects relating to the design of open spaces as well as the height, size, and set-back distances of new developments.

Satisfaction with the protection of local heritage and sites of significance (up 1%), the design of public spaces (down 1%), and the appearance and quality of new developments (stable) all remained relatively stable this year, and all maintained their “very good” satisfaction levels.

This was a positive result, as satisfaction with these aspects of planning and development essentially maintained the improvements in satisfaction that had been recorded in previous years.



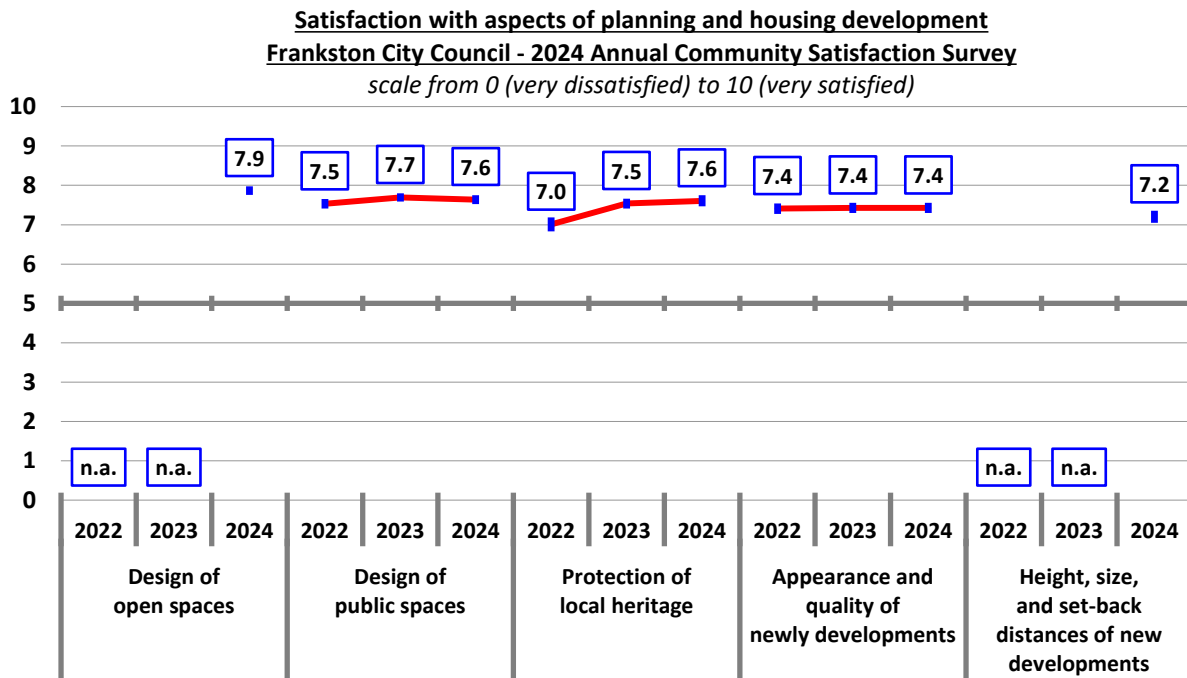
Satisfaction with the design of open spaces was categorised as “excellent” with a score of 7.9 out of 10.

By way of comparison, the average [satisfaction with the provision and maintenance of parks, gardens, and reserves](#) was 7.8 out of 10 in 2024, or an “excellent” level of satisfaction.

Satisfaction with the height, size, and set-back distances of new developments was recorded at 7.2 out of 10, or a “good” level of satisfaction.

This result was measurably lower than satisfaction with the design of public spaces and protection of local heritage, and somewhat (2%) lower than satisfaction with the appearance and quality of new developments.

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

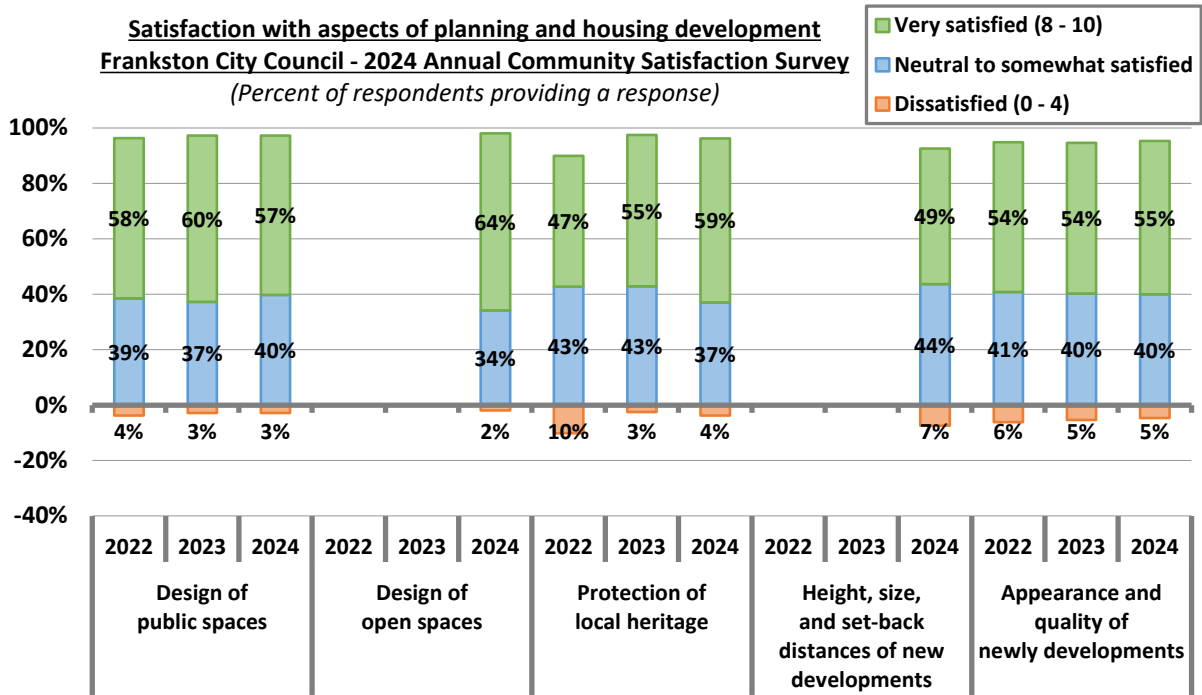


The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

Between approximately half and two-thirds of respondents who provided a score were “very satisfied” with each of these five planning and development outcomes.

It is noted, however, that seven percent of respondents were “dissatisfied” with the height, size, and set-back distance of new developments, and five percent were “dissatisfied” with the appearance and quality of newly constructed developments.

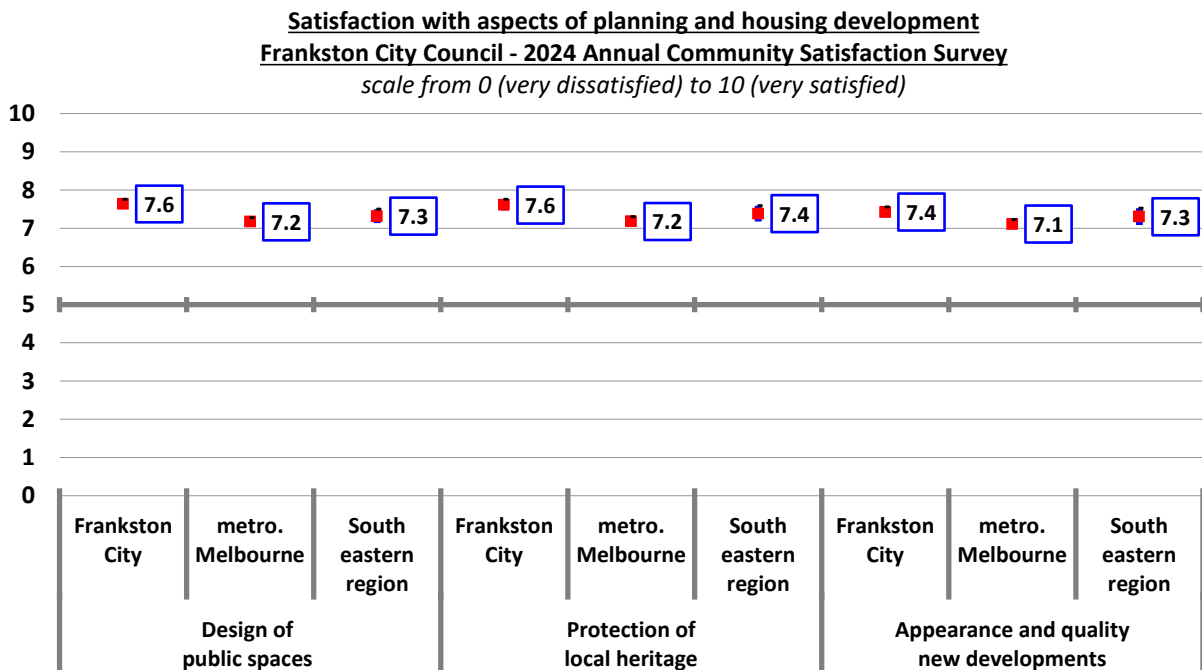




The following graph provides a comparison of three of these planning and development outcomes against the metropolitan Melbourne and southeastern region councils' average, as recorded in the 2024 *Governing Melbourne* research.

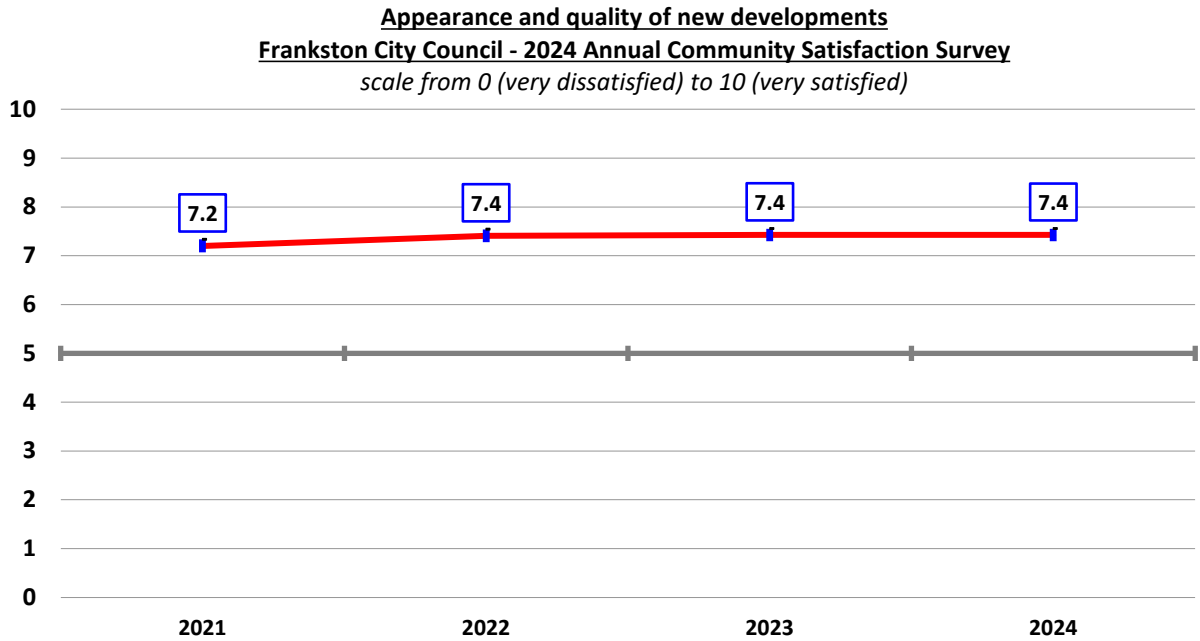
Satisfaction with all three aspects was measurably higher than the metropolitan Melbourne average, and somewhat higher than the southeastern region councils' averages.

This result of Frankston City respondents being more satisfied than the metropolitan Melbourne average is consistent with results recorded in previous years.



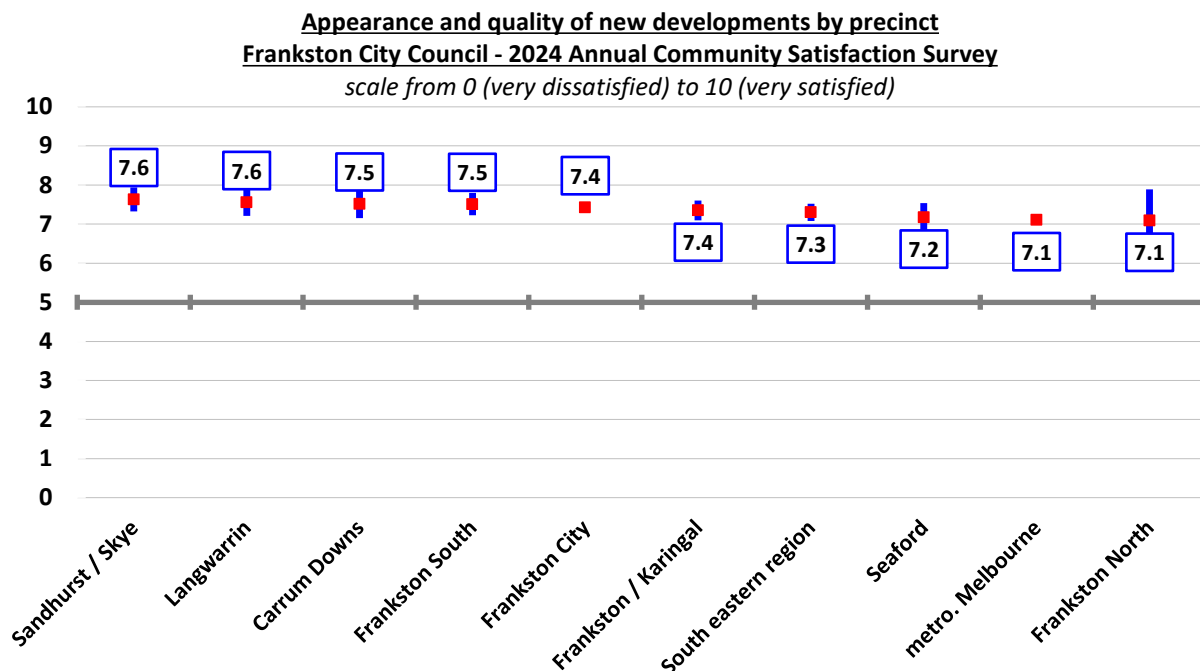
Appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of newly constructed developments remained stable again this year at 7.4 out of 10, which remains a “very good” level of satisfaction.



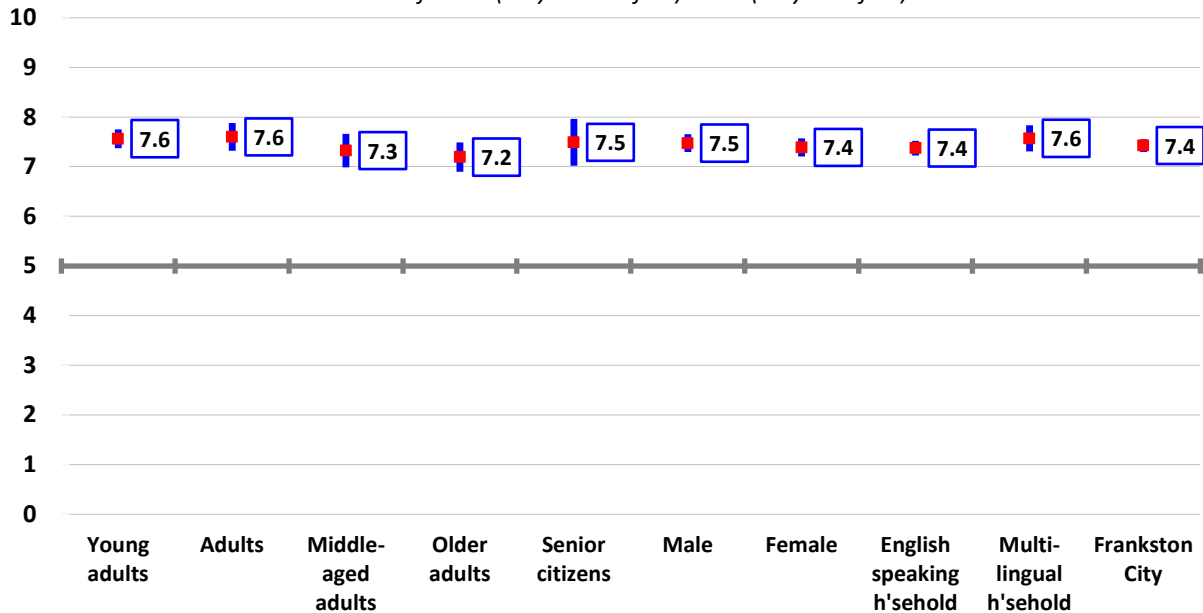
Satisfaction with the appearance and quality of newly constructed developments was measurably (3%) higher than the metropolitan Melbourne average.

There was no statistically significant variation in this result observed across the municipality, although respondents from Seaford and Frankston North rated satisfaction at “good” rather than “very good” levels.



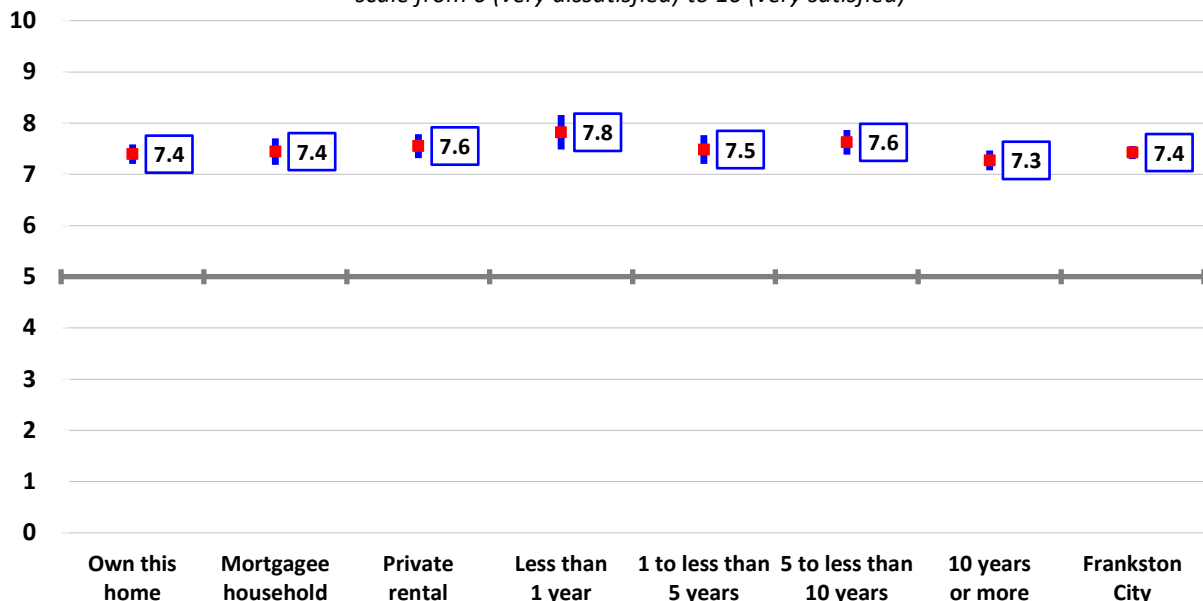
Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were somewhat (2%) less satisfied than average, and at a “good” rather than a “very good” level.

Appearance and quality of new developments by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some notable variation in satisfaction with the appearance and quality of newly constructed developments observed by housing situation and period of residence in the City of Frankston. Rental household respondents were somewhat (2%) more satisfied than average, and new residents (less than one year in Frankston City) were notably (4%) more satisfied than average.

Appearance and quality of new developments by housing profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Examples of and comments about specific developments

The following table outlines the 42 comments and four locations of concern provided by respondents who were not satisfied with the appearance and quality of newly constructed developments.

Many of the concerns were focused on the density of new developments and perceived lack of space for them.

There were also some concerns around the quality of developments, the location, and impacts on neighbourhood character.

Reason for dissatisfaction with the appearance and quality of new development
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
They are making the community too dense / squeezed	4
It causes traffic issues	2
Not enough space	2
We need more housing, too many homeless people	2
40 storey building is horrific	1
Along the foreshore. We don't want it	1
Architecturally unattractive in my opinion	1
Boarding rooms	1
Building blocks are too small, roads aren't wide enough	1
Building design	1
Don't like the trees covering my view and sunshine	1
Everywhere is just getting packed	1
Further pressure on infrastructure	1
Higher density housing without proper infrastructure to support them	1
I am concerned about removal of low-density housing	1
I think bad quality construction of new houses	1
It will cost a lot	1
Lack of yard space, parks	1
Loss of wildlife habitat	1
Needs higher density	1
Neighbours had windows looking out into my backyard	1
No parking	1
Not maintained	1
People move in and out and trash the houses	1
Poor quality	1
Roads are too narrow	1
Share houses and houses next to kids' school	1
Subdivision of land, no garden	1
The height	1
The overall planning for longevity	1



There are more houses on a single block than its capacity	1
They all look exactly the same	1
Too many houses	1
Too many units are permitted on single block preventing vegetation and resulting in problems of parking	1
Too much concrete	1
Worried about all, there aren't enough houses	1
Total	42

Specific sites identified by respondents

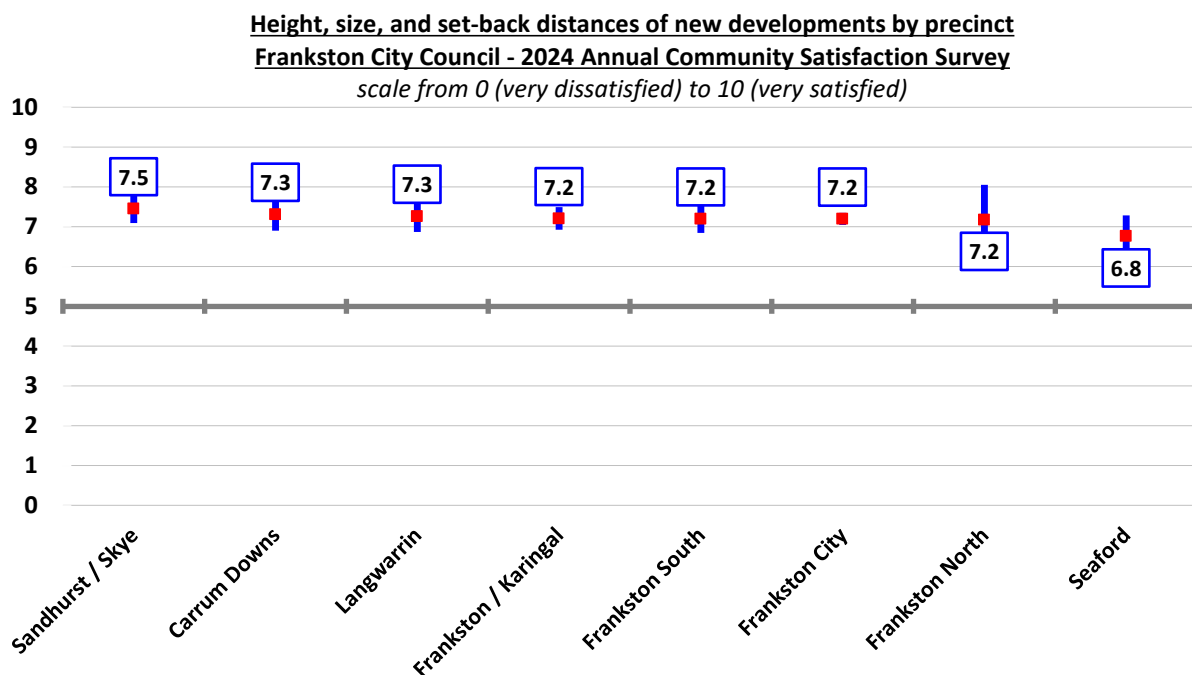
Baden Powell Kinder was supposed to be rebuilt this year and it's not started yet	1
The buildings on Nepean Hwy near the beach in Frankston South	1
The Council needs to be more open in the centre part like the Horizon Apartments	1
The one on the beach ruins the scenery	1
Total	4

Total responses **46**

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

There was some variation in satisfaction with the height, size, and set-back distances of new development observed across the municipality.

Respondents from Seaford were notably (4%) but not measurably less satisfied than average, although still at a “good” level.



The following table outlines the 55 comments and four locations of concern in relation to the height, size, and set-back distance of new developments in the City of Frankston.

Most of these comments were focused on the perceived overdevelopment in terms of the size and density of new developments.

Reason for dissatisfaction with the height, size, and set-back distances of new developments
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Buildings / developments are too high	14
Houses are too close together / too dense	5
Lack of parking	3
Invades privacy	2
Not satisfied with too many buildings / housing	2
Against the development of 12 buildings (the size)	1
Allow less set back	1
Build 2 storey houses on fence	1
Building design is ugly and obstructs the sea view. It doesn't fit the setting there	1
Focus too much on open space	1
Great wall is too high	1
Haven't seen any	1
Height of the development should be restricted	1
I don't like the one with high levels, they block the light for the city (shading), making it cold	1
I don't want them	1
I think they are not a part of the character of the area	1
Its government funded	1
It's removing usable space	1
Lacks car parks, too many cars on the street	1
No more than level 5	1
Not accommodating low income	1
Not happy, it's just too many people, over-crowding	1
Roads too narrow	1
Should not be allowed, multiple high-rise buildings	1
Some of the new buildings can be shorter	1
Tall building near the beach	1
The blocks are getting smaller and thicker	1
The proposed building that's going to be built near sea which causes overshadowing at beach.	1
Should be more protective of multiple dwellings too but near the creek	1
They should not construct building above 5 storeys	1
They take the sun away	1
They will need to reduce house prices and with high-rises can enjoy the environment	1
Too restrictive on the use of the property	1
Totally teasing neighbourhood - the new boarding houses	1
Unsatisfactory justification for the height, size of the buildings	1
Total	55

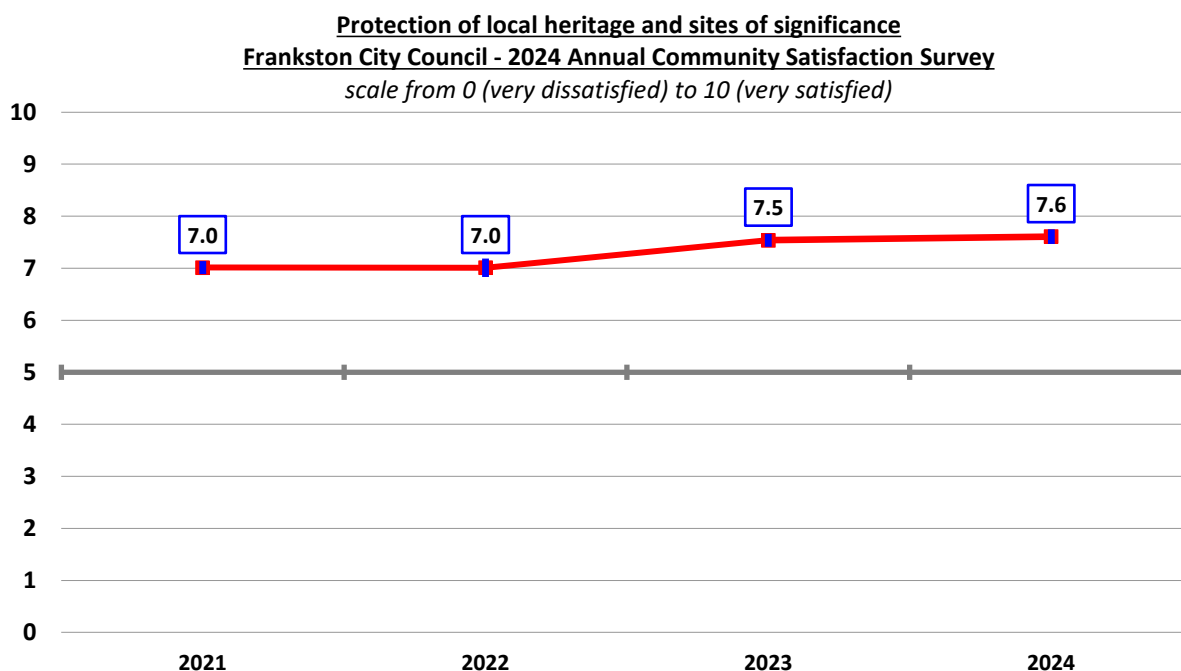


<i>Specific sites identified by respondents</i>	
Building along the Kananook Creek which is proposed	1
More and more traffic, i.e. Moate and Edward St	1
Nothing should exceed the height of the Southeast Water building	1
They're doing some dodgy stuff on Wedge Rd without us knowing	1
Total	4
Total responses	59

Protection of local heritage and sites of significance

Satisfaction with the protection of local heritage and sites of significance increased marginally this year, up one percent to 7.6 out of 10, although it remains at a “very good” level.

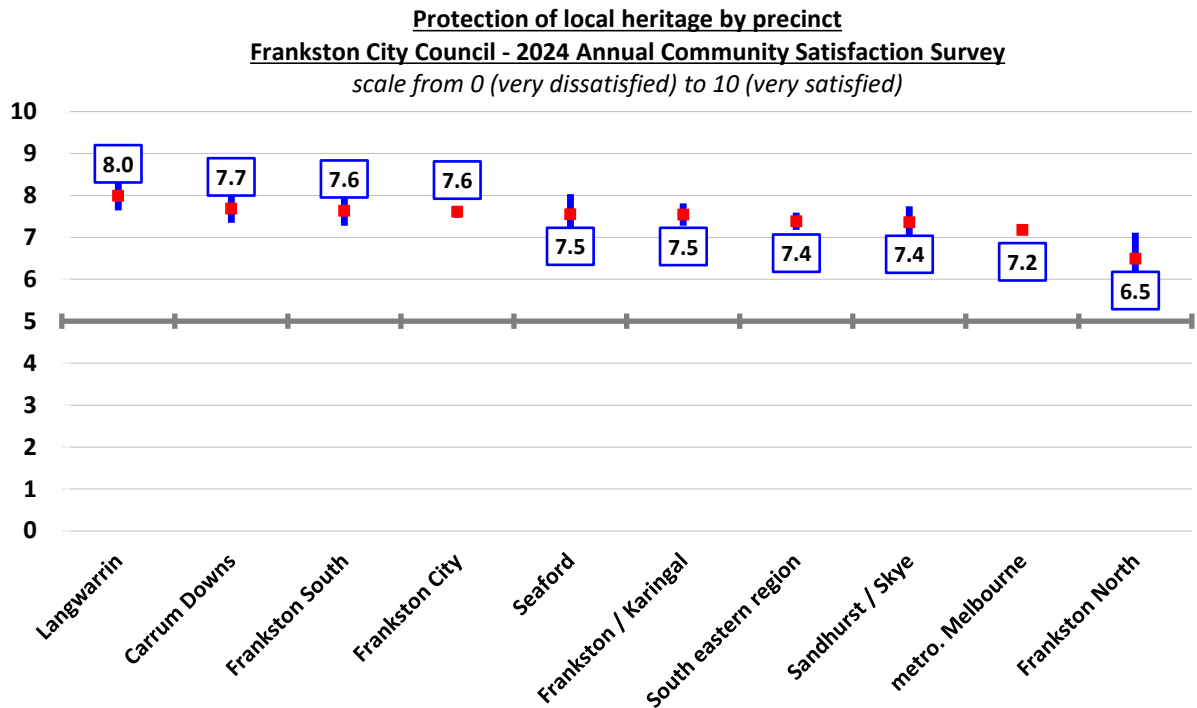
This result remains measurably (4%) above the metropolitan Melbourne average of 7.2 out of 10, or “good”.



Whilst there was notable variation in satisfaction with the protection of local heritage and sites of significance observed across the municipality.

Respondents from Langwarrin were notably (4%) more satisfied than average and at an “excellent” level, whilst by contrast, 18 respondents from Frankston North were measurably (11%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

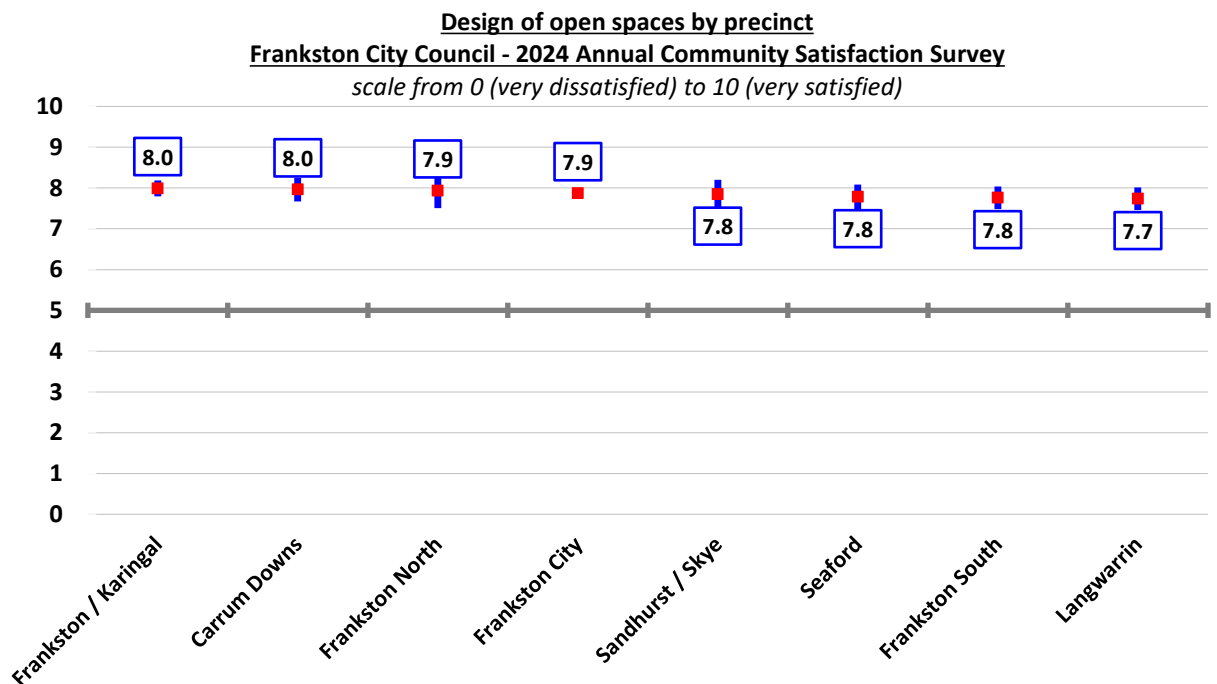




Design of open spaces

Satisfaction with the design of open spaces was 7.9 out of 10, or an “excellent” level of satisfaction. By way of comparison, the average [satisfaction with the provision and maintenance of parks, gardens, and reserves](#) was 7.8 out of 10 in 2024, or an “excellent” level of satisfaction.

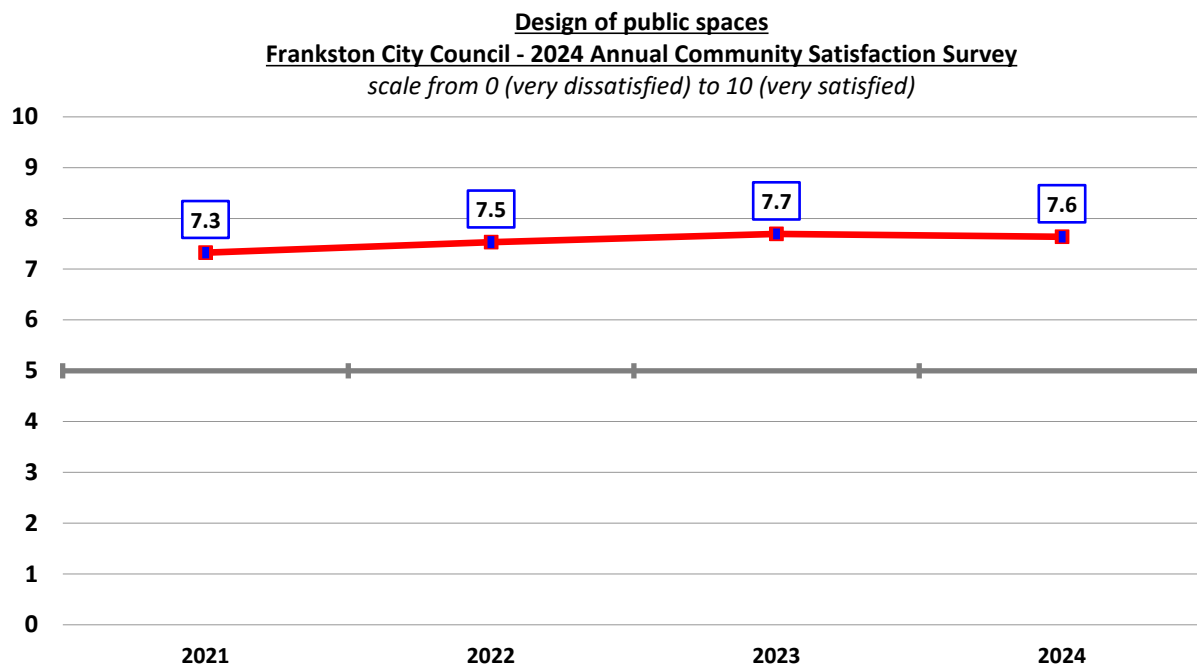
There was no measurable variation in this result observed across the municipality.



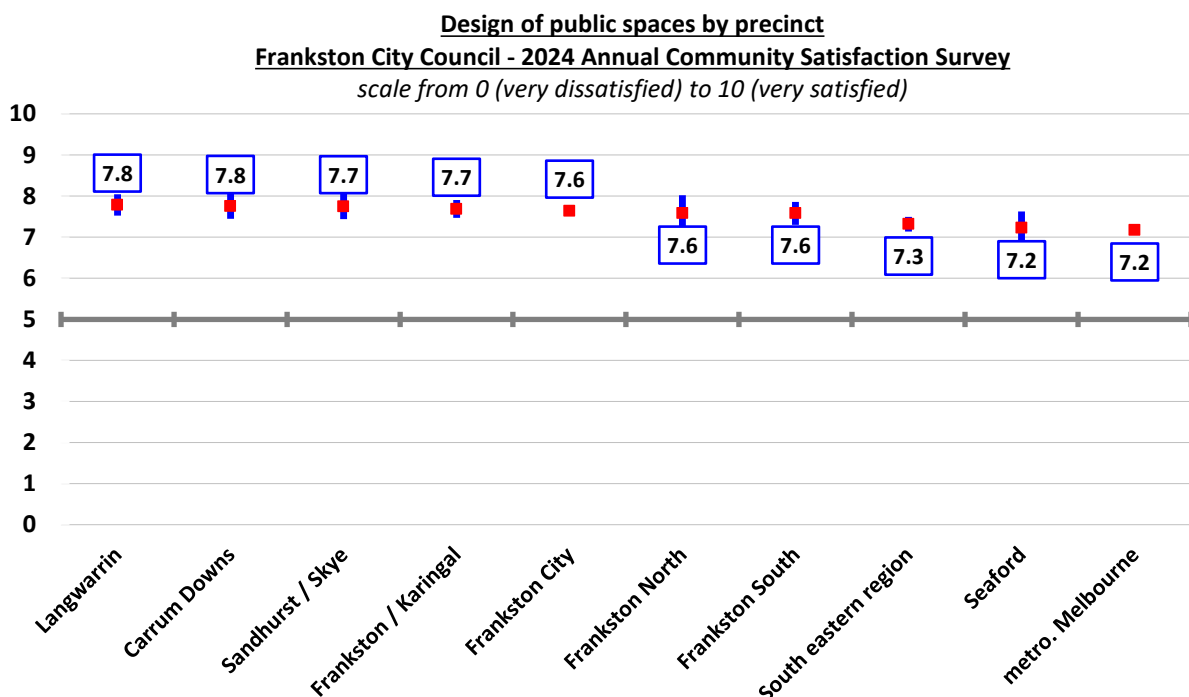
Design of public spaces

Satisfaction with the design of public spaces declined marginally this year, down one percent to 7.6 out of 10, although it remains at a “very good” level of satisfaction.

This result remains marginally above the long-term average satisfaction since 2021 of 7.5.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Seaford were notably (4%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



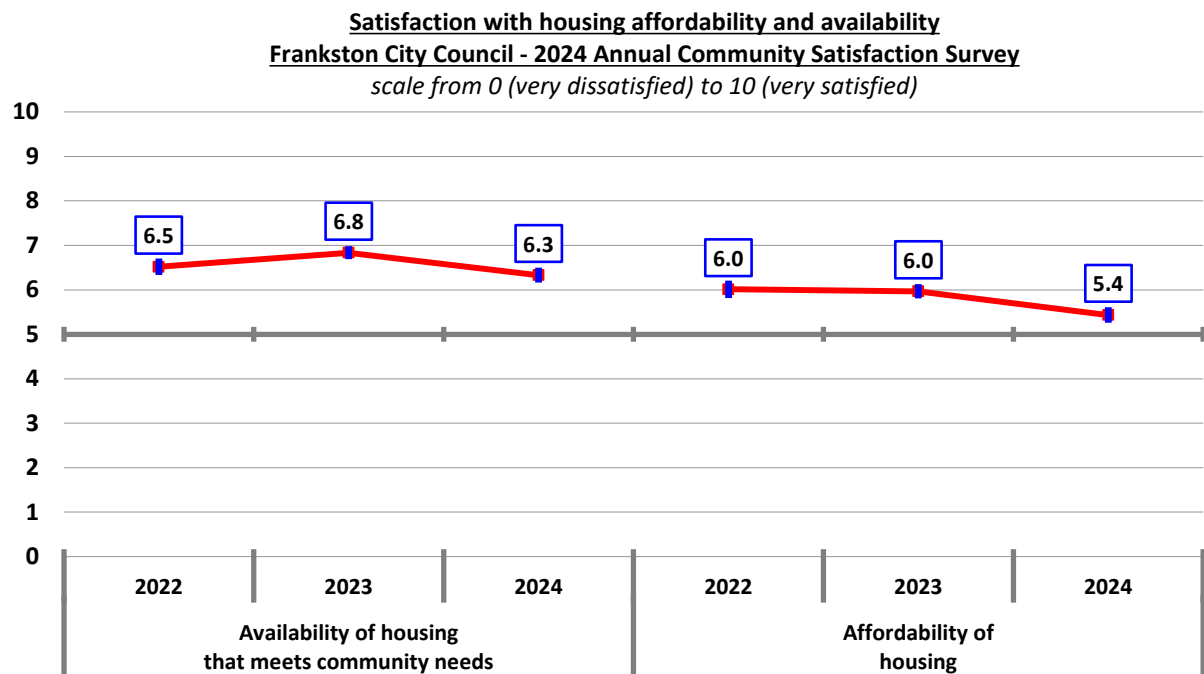
Housing

Respondents were again in 2024, asked to rate their satisfaction with two aspects of housing; the availability of housing that meets community needs and the affordability of housing.

Satisfaction with both the availability of housing (down 5%) and the affordability of housing (down 6%) declined measurably and significant this year.

Satisfaction with the availability of housing declined from a “good” to a “solid” level, whilst satisfaction with the affordability of housing declined from a “solid” to a “poor” level.

These aspects were not included in the 2024 *Governing Melbourne* survey but should be included in the forthcoming 2025 survey to provide comparison results in future years.

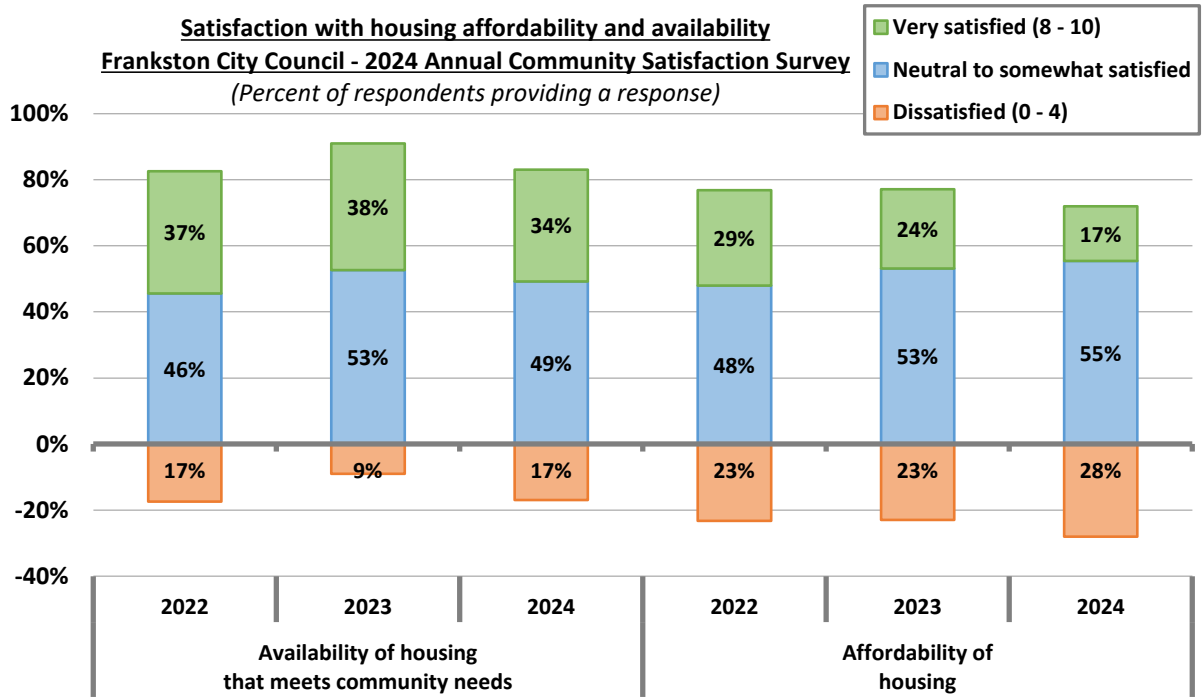


The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

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

Metropolis Research notes that these declines in satisfaction clearly reflect increasing housing related issues across metropolitan Melbourne and in the wider Australian economy and will not be directly the responsibility of Frankston City Council.

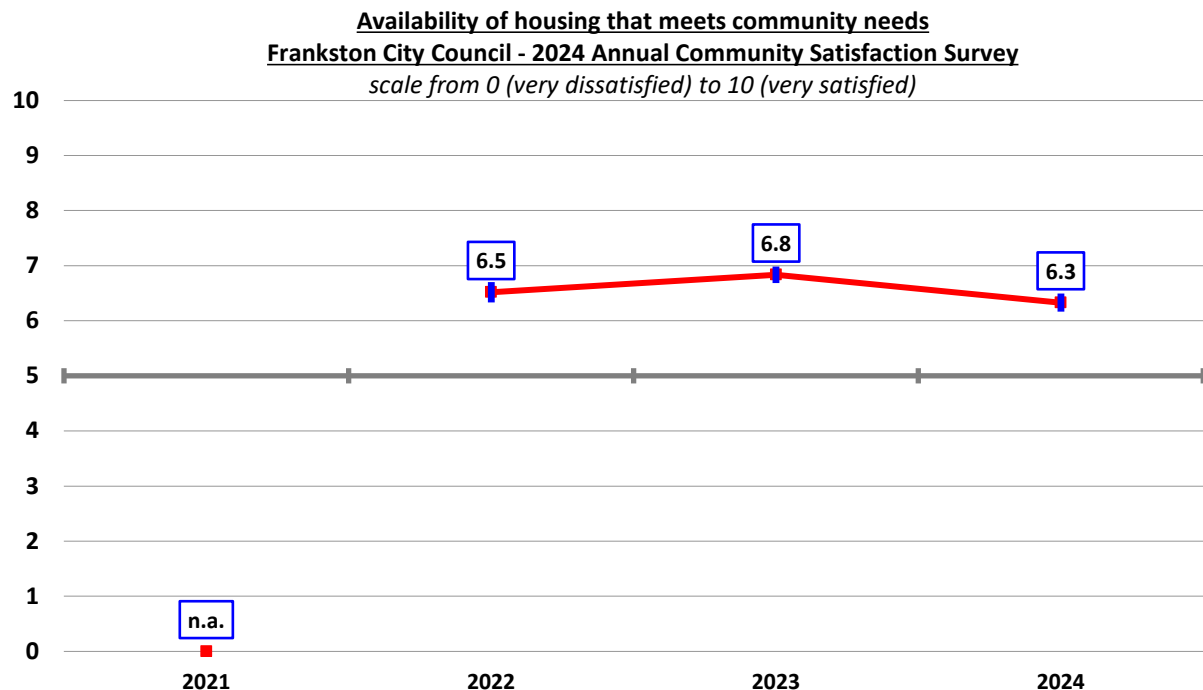




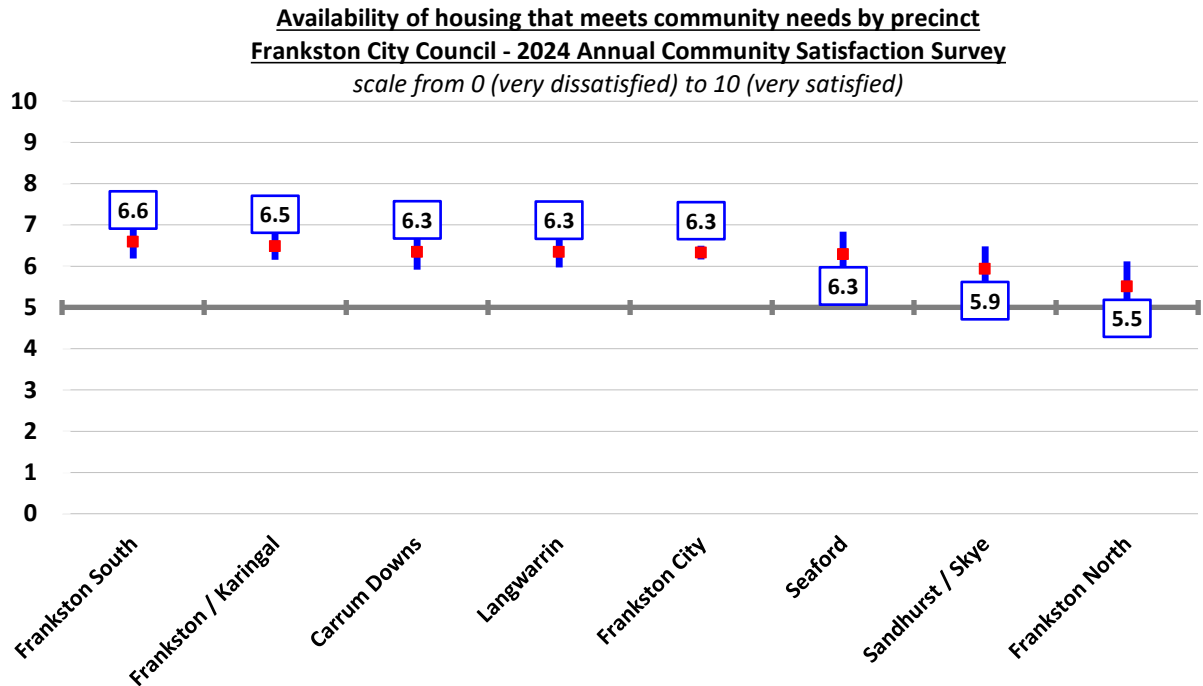
Availability of housing that meets the needs of the community

Satisfaction with the availability of housing that meets the needs of the community declined measurably and significantly this year, down five percent to 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction.

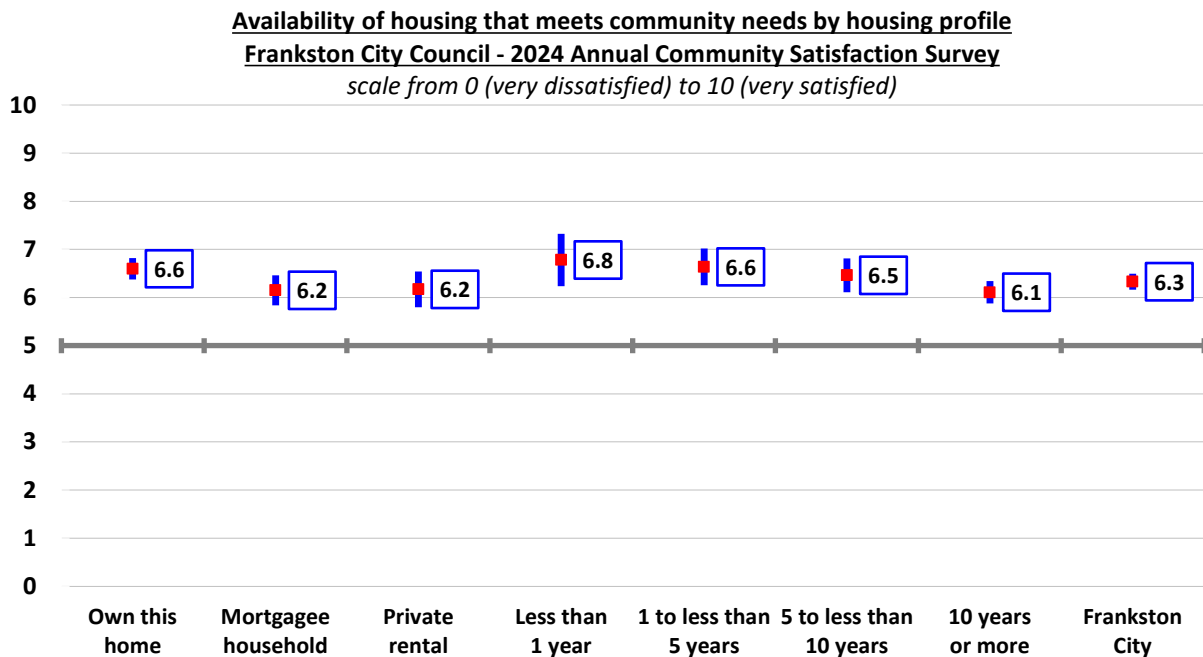
This is the lowest result recorded for this aspect over the three years it has been included in the survey program.



There was notable variation in satisfaction with the availability of housing observed across the municipality, with respondents from Frankston South and Frankston / Karingal marginally more satisfied than average and at “very good” levels. By contrast, respondents from Sandhurst / Skye were notably (4%) less satisfied and respondents from Frankston North were measurably (8%) less satisfied than average, and both at “poor” levels of satisfaction.



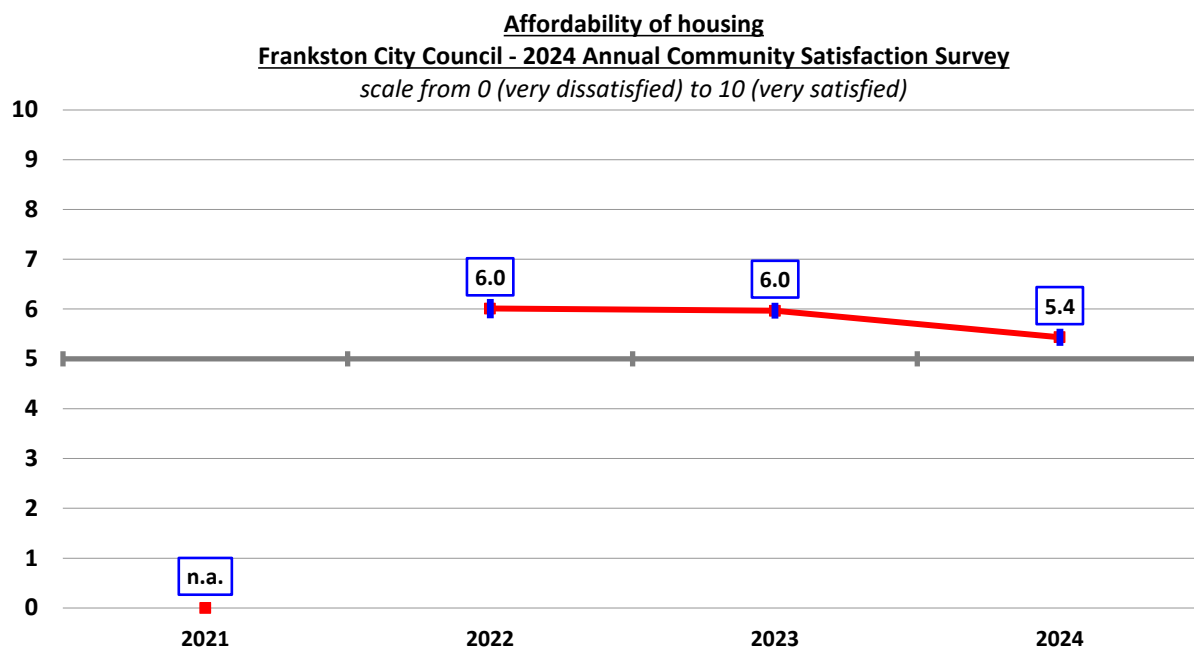
Whilst there was no measurable variation in this result observed by housing situation and period of residence in the City of Frankston, it is noted that mortgagor and rental households and long-term residents (10 years or more in the municipality) were the least satisfied.



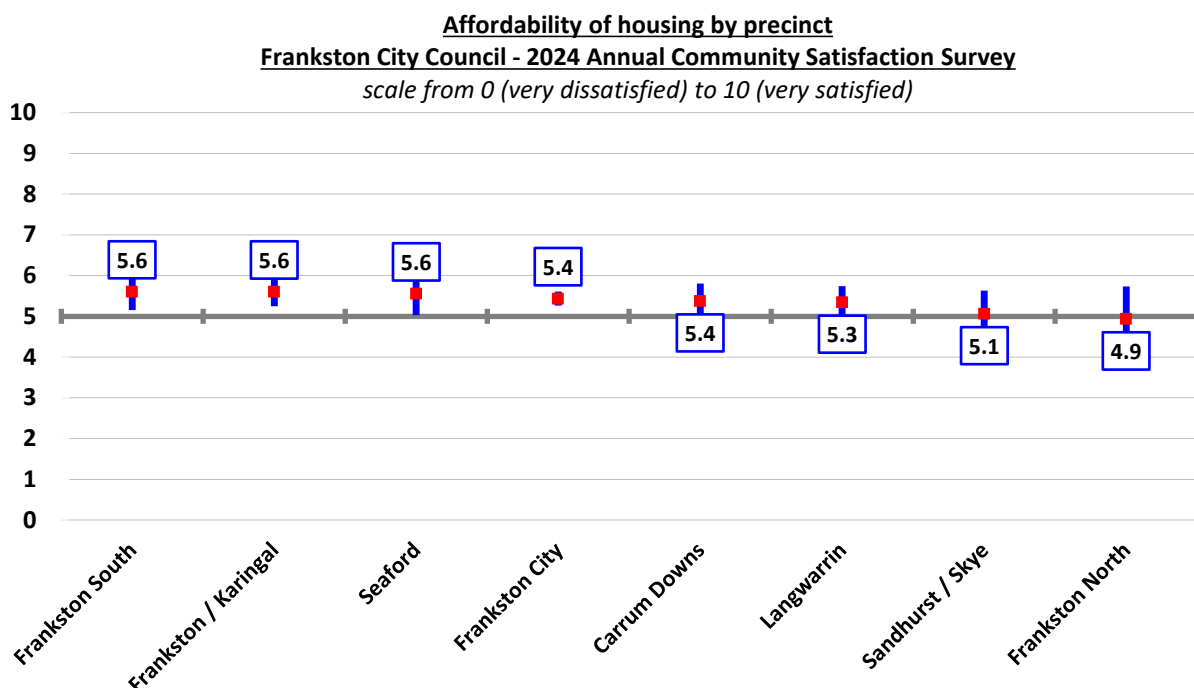
Affordability of housing

Satisfaction with the affordability of housing declined measurably and significantly this year, down six percent to 5.4 out of 10, which was a “poor”, down from a “solid” level of satisfaction.

This is the lowest result recorded for this aspect over the three years it has been included in the survey program.

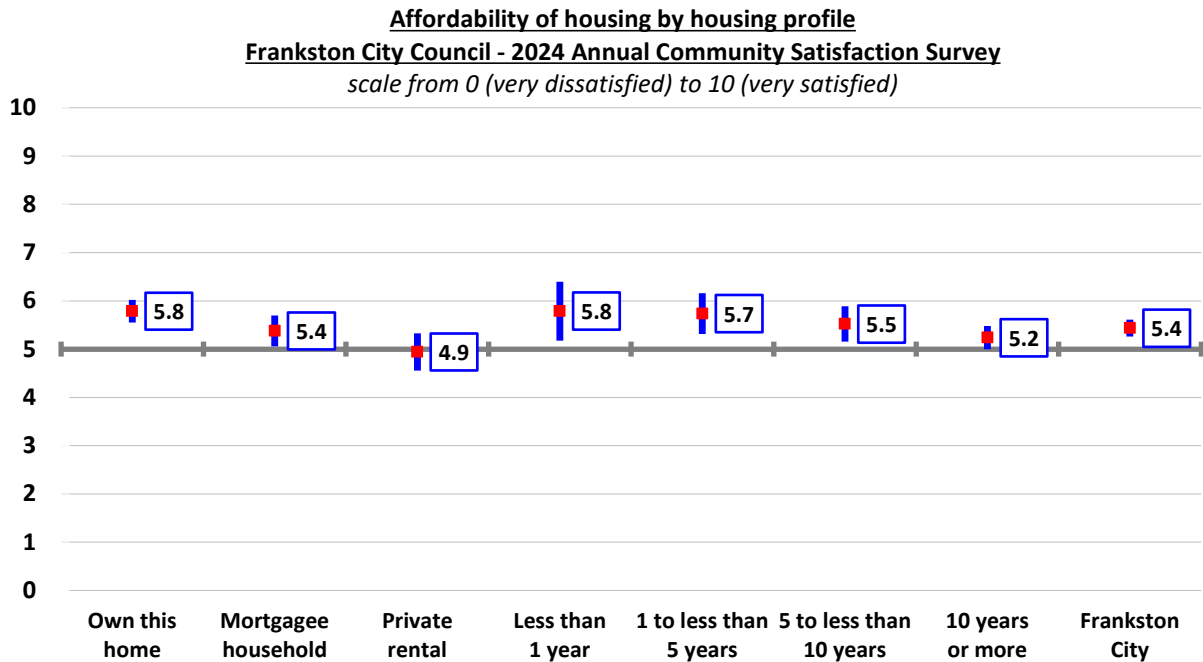


Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Frankston North rated satisfaction at an “extremely poor” level.



There was measurable variation in this result observed by housing situation, with rental households measurably less satisfied than average, and at an “extremely poor” level.

Satisfaction also declined somewhat with the period of residence in the municipality, with long-term residents (10 years or more in the municipality) notably (6%) less satisfied than new residents (less than one year in the municipality).



Planning for population growth

Respondents were read the following preamble:

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

Respondents were then asked:

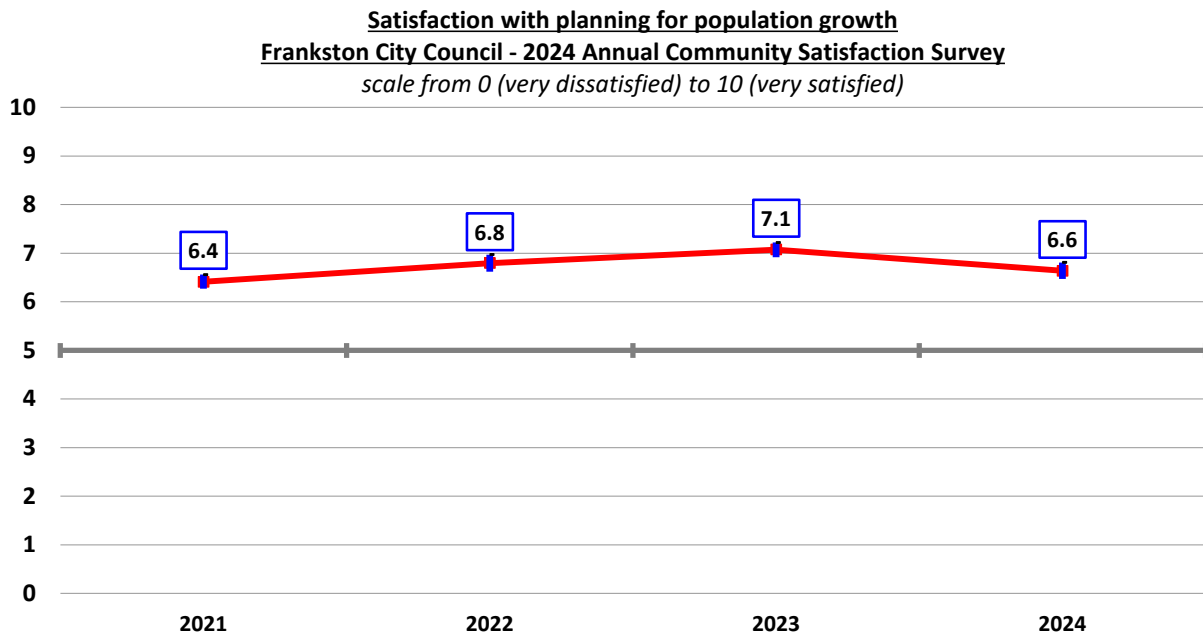
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If satisfaction less than 6, what concerns you most about population growth?”

Respondents were again in 2024, asked to rate their satisfaction with planning for population growth by all levels of government.

The question specifically outlines that planning for population growth is a shared responsibility between largely local and state government, and that it is not always possible for respondents to have a clear understanding of the precise roles of different levels of government. This is because the community thinks in terms of outcomes on the ground, rather than specific areas of local and state responsibility.

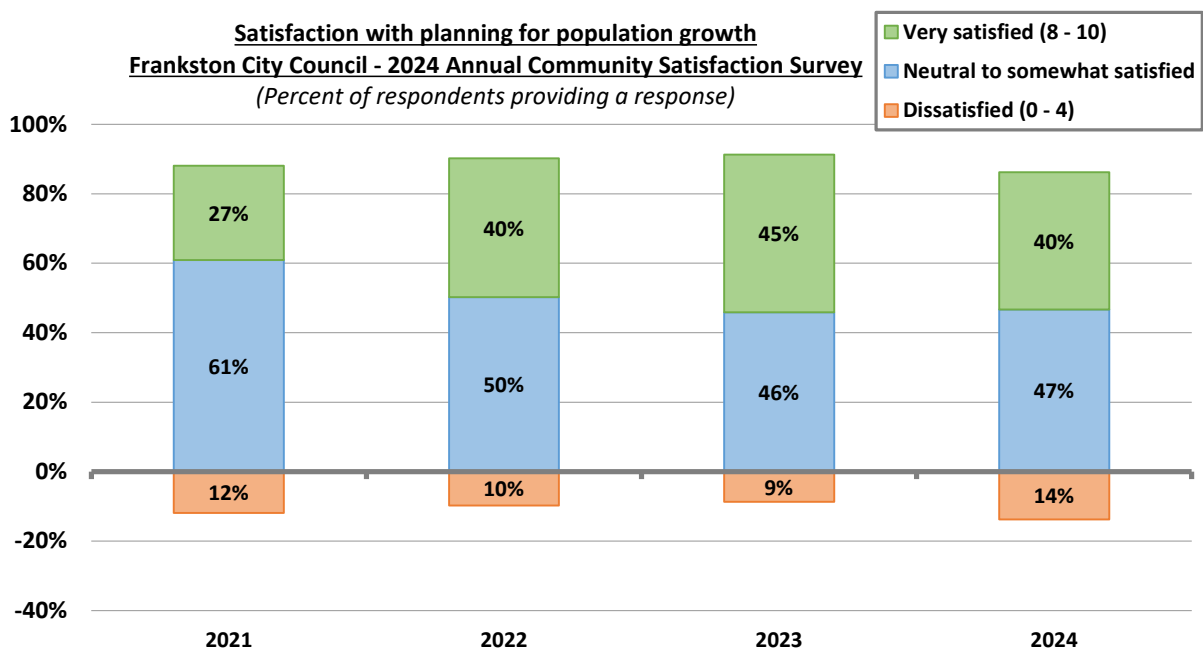


Satisfaction with planning for population growth declined measurably this year, down five percent to 6.6 out of 10, although it remains at a “good” level of satisfaction. This result was marginally (1%) below the long-term average satisfaction since 2021 of 6.7 out of 10.



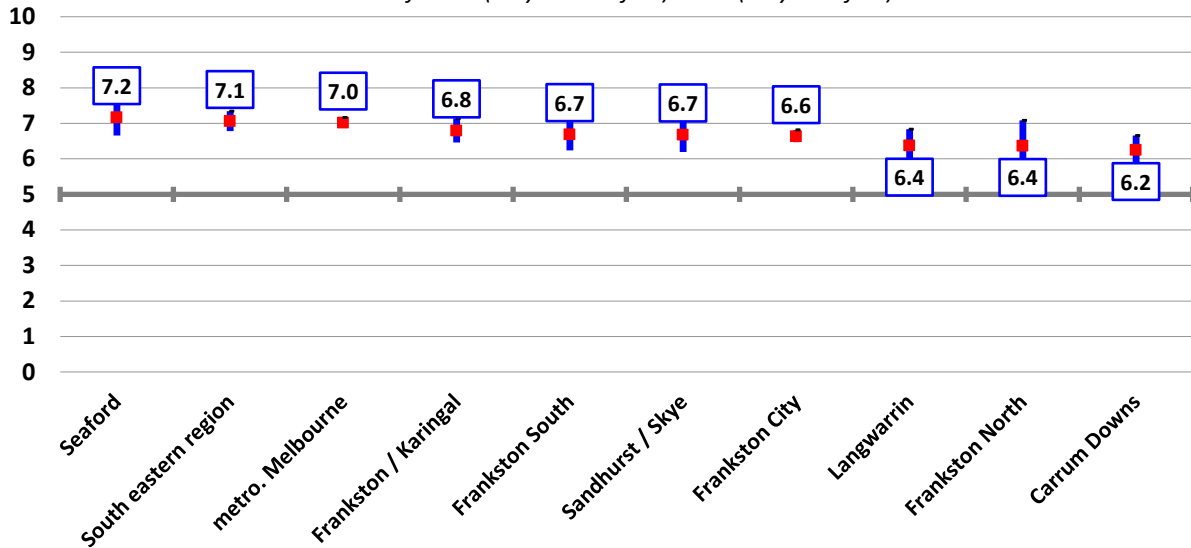
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

There was a substantial increase in the proportion of respondents “dissatisfied” with planning for population growth, up from nine percent last year to 14% in 2024, representing a significant group within the community with concerns around population growth.



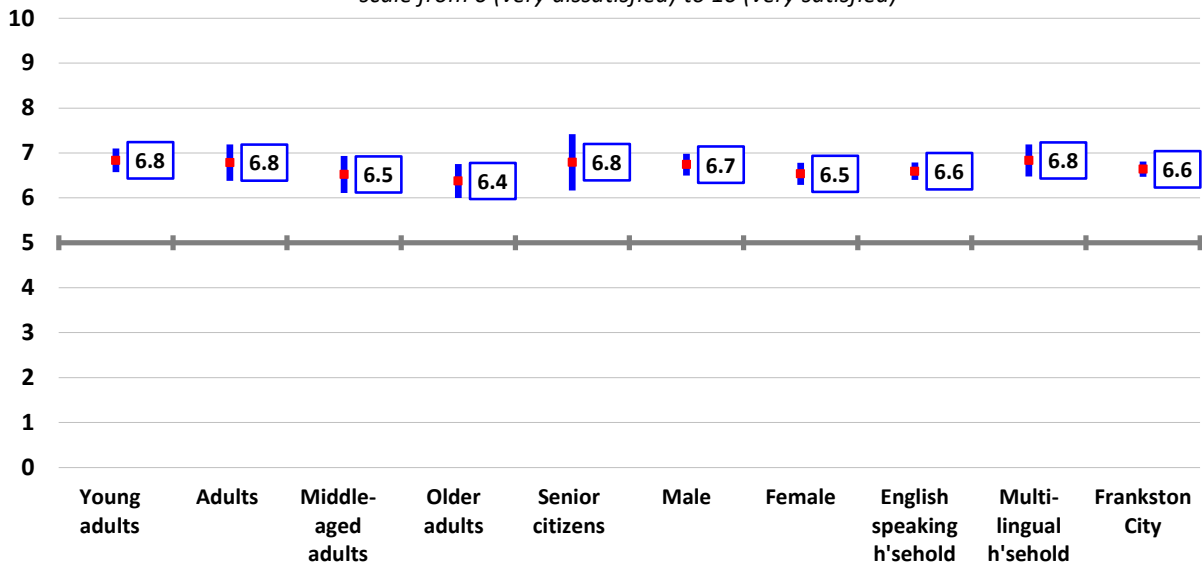
Whilst there was no measurable variation in satisfaction with planning for population growth by all levels of government observed across the municipality, respondents from Seaford were notably (6%) more satisfied than average, whilst respondents from Carrum Downs were notably (4%) less satisfied and at a “solid” rather than a “good” level of satisfaction.

Satisfaction with planning for population growth by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



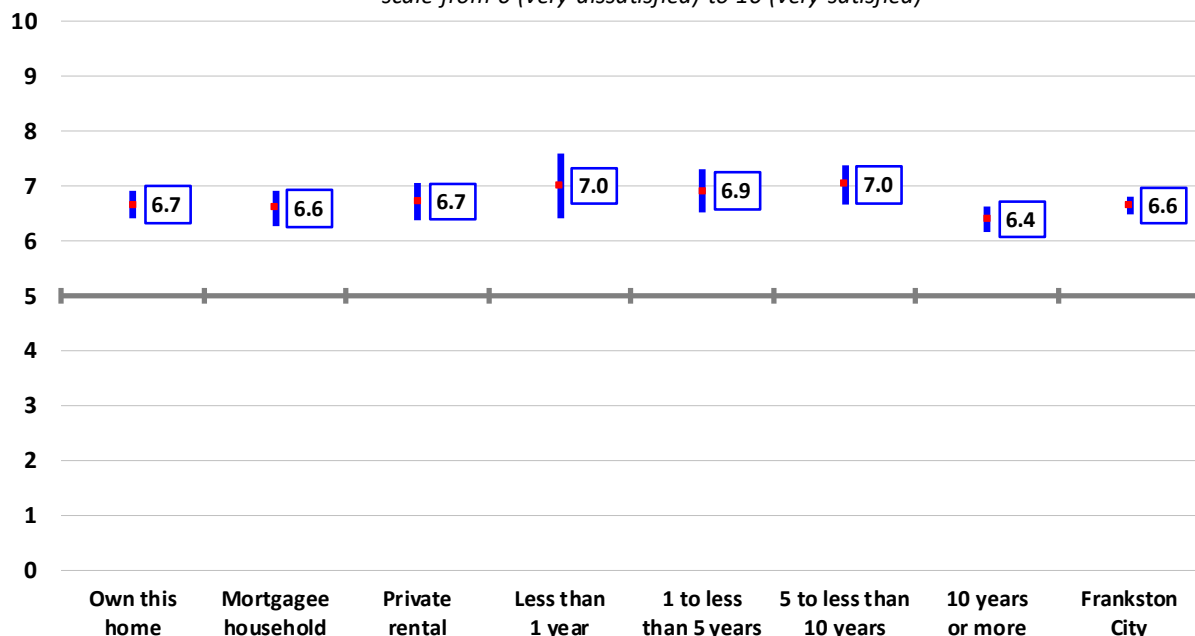
There was no statistically significant variation in this result observed by respondent profile, although it is noted that older adults (aged 60 to 74 years) were the least satisfied and at a “solid” rather than a “good” level of satisfaction.

Satisfaction with planning for population growth by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



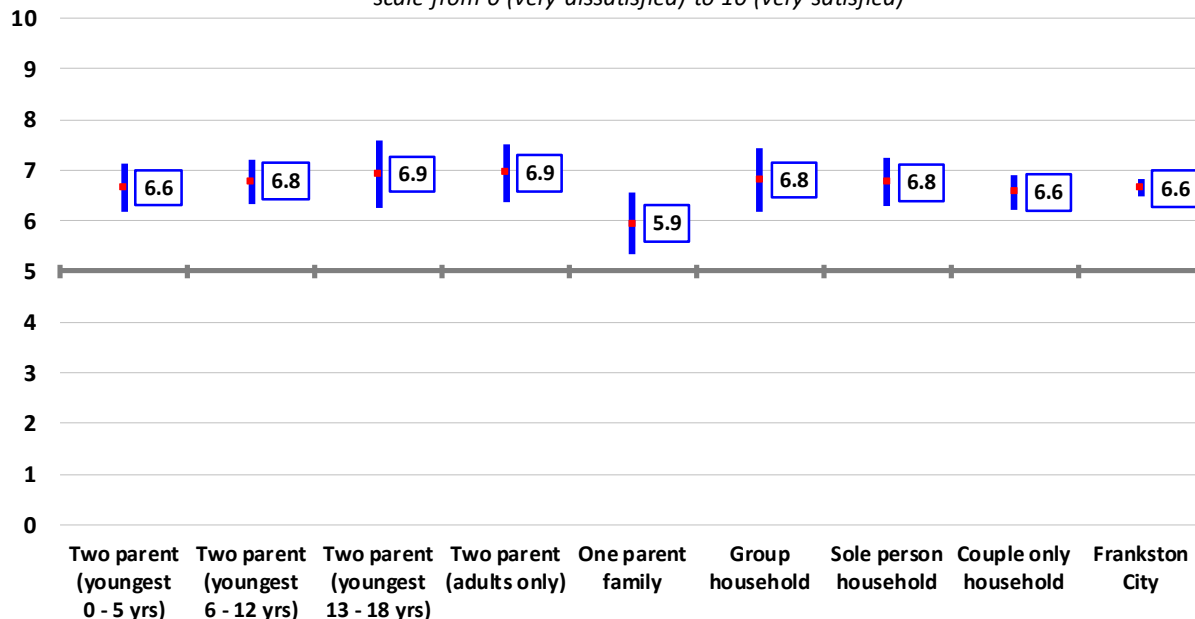
There was some variation in this result observed by the period of residence in the municipality, with long-term residents (10 years or more in the municipality) notably less satisfied than respondents who had lived in the municipality for a shorter period of time.

Satisfaction with planning for population growth by period of residence
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was relatively little meaningful variation in satisfaction with planning for population growth observed by household structure, although it is noted that respondents from one-parent families were notably (7%) less satisfied than the municipal average.

Satisfaction with planning for population growth by household structure
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reason for dissatisfaction with planning for population growth

The following table outlines the 128 respondents received from respondents in relation to concerns around planning for population growth.

These comments have been broadly categorised, with the most common issues related to concerns around housing availability and affordability (24 comments), concerns around over-population and population density (22 comments), concerns around the impact of additional population on infrastructure (19 comments), and comments about planning related concerns such as the impact on neighbourhood character.

Reasons for dissatisfaction with planning for population growth
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Housing availability / affordability</i>	
Not enough housing	11
A lot of people are coming but less houses	2
Houses are expensive in the area / market is expensive	2
Build more houses	1
Housing affordability	1
Inaccessibility to housing	1
Lack of housing for the people already and tough to run businesses	1
Not enough houses for young people and immigrants	1
Not sure how to fix houses	1
Our kids are never going to be able to afford a house	1
Too much housing	1
We don't even have that much land unless we break it down	1
Total	24
<i>Population density / crowded</i>	
Already too dense / overpopulated / crowded	7
I am not sure the Council is fully prepared for the population increase	2
I just like a smaller population and it's good for the environment	1
I think increasing population causes crowding in housing areas	1
More people don't make anything better, more people mean less space	1
Need to push population growth inland	1
Not enough room	1
Not enthusiastic about population in general	1
Not happy with the heavy populations which can reduce space and availability of resources	1
There are a lot of new families, the rate of growth is much higher than what they are saying	1
There are enough people already	1
There is not much space, and the state government is not doing much for the community	1



They are not allowing people in; the volume is too low	1
Too much over crowding	1
There are already too many people living here	1
Total	22

Infrastructure

Lack of / not enough infrastructure in the local area	11
It's growing too fast, not much infrastructure to accommodate another 20k	1
Lack of proper education and infrastructure for it	1
Nowhere to build infrastructure	1
The infrastructure they are putting in place and is not enough for the growth. They need to put in adequate road infrastructure on the first go and not waste money to expand lanes later	1
They are very quick to put multiple houses in, but they have not put transport access for people to houses, no public transport nor footpath in particular Edward St	1
They need proper infrastructure like roads which are not planned	1
Too fast and infrastructure cannot catch up. It creates tension among people	1
Too much population, get proper infrastructure to balance the number	1
Total	19

Planning and development / neighbourhood character

No / not enough planning	2
I don't like the idea of high-rise buildings	1
I don't think any Council plans for population growth	1
I don't think they plan for the next 20 years, or the impact of their decisions by not taking into consideration long term effects on society	1
Not planned according to current population	1
Right, build Gold Coast town, don't push people out	1
The lack of housing plans	1
The timeliness of change is not consistent with the rate of growth. Development will perhaps not be as successful as it hopes	1
There is going to be high density housing	1
There isn't any planning. We have no idea about anything	1
Too much high-rise buildings	1
Very poor planning for future	1
You can't afford houses, they are not planning for the future, help the people out	1
The sudden change of policy to develop the established areas	1
Too much high-rise buildings	1
Quality of housing is bad	1
Total	17



General negative

It's the worst idea ever / not a good idea	3
Don't like the idea	1
I love my beach and I'm against it	1
No, uncreative	1
Not listening to what the community needs	1
Right now, the Council is not satisfying the current population	1
They are not capable	1
They need to do more	1
We are in trouble, spending all the money in spades	1
We are not made aware of this and where are we going to put them?	1
You can't depend on Federal government to act responsibly; Council needs to do something	1
Total	13

Parking, traffic, roads and public transport

I think increasing population causes more traffic	2
There is not enough public transport	2
Depends on if they have infrastructure ready or not because of traffic jams, and if they can support people	1
More road maintenance	1
No parking for the cars	1
There is no parking, dense multi-level apartments will be there	1
Too much cars	1
Total	9

Cost of living

Cost of living crisis will increase	3
Cost of living is high	1
Most people don't have money. High mortgage rates	1
Total	5

Immigration

There are over 20,000 coming in already so why they should just mention this	2
Government policy like bringing more overseas students doesn't meet the current housing demand	1
People coming here should need some skills, not random people	1
We've got to stop people coming here	1
Total	5



<i>Communication / consultation / information</i>	
Can't see what they are doing	1
Don't have much visibility of what they are planning to do	1
Don't really know about it and not getting proper information	1
I'm not aware of developments to assist all people in need	1
Total	4
<i>Services and facilities</i>	
Amenities and facilities are not enough	2
Because there are enough services for the current population, but 20,000 extra people would put a strain on local services	1
Total	3
<i>Safety / security</i>	
First the safety issues should be handled	1
Total	1
<i>Other</i>	
Catering to it would be difficult in the long run	1
Depends on the demographic	1
Habitat is not maintained in view of development and Council haven't looked at the big problem	1
It's basically in the middle of the road, since the homeless people get more houses but also may create some problems	1
Kicking out the people here is a problem	1
Make sure people struggling are looked after	1
Total	6
Total responses	128



Importance of and satisfaction with Council services and facilities

Respondents were asked:

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

Respondents were again in 2024, asked to rate the importance to the community of Council providing 32 services and facilities, and then their satisfaction with those services and facilities.

Importance of Council services and facilities

Respondents were asked to rate how important they considered each of the 32 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 considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of these 32 services and facilities was 9.0 out of a potential 10, up two percent on the 8.8 recorded last year.

This average importance of Frankston City services and facilities was notably higher than the metropolitan Melbourne average of 8.7 as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same methodology.

The table displays the average importance of each of the 32 services and facilities, with a 95% confidence interval around each importance score.

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*** - included the weekly garbage collection, fortnightly recycling collection, services for seniors, services for children from birth to 5 years of age, food and garden waste collection, hard rubbish collection, public toilets, youth services for 12 to 24 year olds, and the recycling and recovery centre.
- ***Measurably lower than average importance*** – included the *Frankston City News*, parking enforcement, arts, cultural events, programs, and activities, Council’s website, bike paths, and planning applications.

Particular attention is drawn to the increase in the importance of the four community services this year (children, youth, and seniors).



Importance of selected Council services and facilities
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024		2023	2022	2024 Metro.*	
			Lower	Mean				Upper
Higher than average importance	Weekly garbage collection	796	9.5	9.5	9.6	9.2	9.3	9.1
	Fortnightly recycling collection	789	9.4	9.5	9.5	9.1	9.2	9.1
	Services for seniors	686	9.4	9.4	9.5	9.0	9.1	8.9
	Services for children from birth to 5 years of age	694	9.3	9.4	9.4	9.0	8.9	8.9
	Food and garden waste collection	771	9.3	9.3	9.4	9.1	8.9	8.9
	Hard rubbish collection	763	9.2	9.3	9.4	9.0	9.1	8.9
	Public toilets	757	9.2	9.3	9.4	8.9	8.9	8.7
	Youth services for 12 to 24 years olds	678	9.2	9.3	9.3	8.9	9.0	8.8
	Recycling and Recovery Centre	737	9.2	9.2	9.3	9.0	9.0	8.8
Average importance	Drains maintenance and repairs	782	9.1	9.2	9.3	8.9	8.9	8.8
	Litter collection in public areas	775	9.1	9.2	9.2	8.8	8.9	8.8
	Provision and maintenance of playgrounds	759	9.1	9.2	9.2	9.0	8.9	8.7
	Sports ovals (including facilities and activities)	749	9.1	9.1	9.2	8.8	8.9	8.7
	Provision & maintenance of parks, gardens, reserves	782	9.0	9.1	9.2	8.8	8.8	8.9
	Foothpath maintenance and repairs	788	9.0	9.1	9.2	8.8	8.9	8.8
	Local library	734	9.0	9.1	9.2	8.9	8.8	8.8
	Provision and maintenance of street trees	777	9.0	9.0	9.1	8.7	8.7	8.7
	Council support for local business	662	8.9	9.0	9.1	8.7	8.8	n.a.
	Maintenance and repair of sealed local roads	792	8.9	9.0	9.1	8.9	8.9	9.0
	Local traffic management	767	8.9	9.0	9.1	8.6	8.6	8.8
	Services for people with disability	724	8.9	9.0	9.1	9.0	9.2	8.9
	Frankston Memorial Park (Cemetery)	683	8.8	8.9	9.0	8.6	n.a.	n.a.
	Community Centres / Neighbourhood Houses	712	8.8	8.9	9.0	8.6	8.8	8.5
	Maintenance and cleaning of shopping strips	779	8.8	8.9	9.0	8.7	8.7	8.6
	Animal management	721	8.7	8.8	8.9	8.5	8.5	8.7
	Aquatic and Leisure Centres	752	8.7	8.8	8.9	8.7	8.7	8.6
Lower than average importance	Planning applications	596	8.6	8.7	8.8	8.6	8.5	8.5
	On and off road bike paths (including shared pathways)	720	8.6	8.7	8.8	8.6	8.6	8.6
	Council's website	727	8.6	8.7	8.8	8.5	8.2	8.6
	Arts, cultural events, programs and activities^	745	8.5	8.6	8.8	8.6	8.6	8.3
	Parking enforcement	753	8.3	8.4	8.6	8.1	7.5	8.5
	Frankston City News	649	8.0	8.1	8.3	7.8	7.4	8.1
	<i>Average importance</i>		<i>8.9</i>	<i>9.0</i>	<i>9.1</i>	<i>8.8</i>	<i>8.7</i>	<i>8.7</i>

(*) 2024 metropolitan Melbourne average from Governing Melbourne

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



Change in importance between 2023 and 2024

The average increase in importance with these 32 services and facilities was observed for 31 of the 32 services and facilities, with only services for people with disability (stable at 9.0) remaining stable.

The largest increases in importance recorded this year were as follows:

- **Notable increase in importance in 2024 over 2023** – included local traffic management (up 5%), services for seniors (up 4%), the fortnightly recycling collection (up 4%), services for children from birth to 5 years of age (up 4%), litter collection in public areas (up 4%), and the weekly garbage collection (up 4%).

Comparison to the metropolitan Melbourne average importance

Of the 32 services and facilities included in the survey this year, 30 were also included in the *Governing Melbourne* research in a comparable format that allows for metropolitan comparisons to be published.

Of these 30 services and facilities, 27 were more important in Frankston City than the metropolitan Melbourne average, two received the same importance score, and just one was somewhat less important in Frankston City.

This was a variation from the previous pattern of importance recorded last year, reflecting the two percent increase in the average importance of services and facilities in the City of Frankston this year.

The following variations of note were noted:

- **Notably more important in Frankston City** – included public toilets (6% more important in Frankston City), services for seniors (6%), playgrounds (5%), food and garden waste collection (5%), the recycling and recovery centre (5%), and services for children from birth to five years of age (5%)
- **Marginally less important in Frankston City** – the only service to record lower importance in the City of Frankston was parking enforcement (1% lower in the City of Frankston).

Metropolis Research notes that services for youth were somewhat (4%) more important in Frankston City than the metropolitan Melbourne average, which is consistent with previous years.

Whilst this was not a significant difference, it was consistent with the fact that youth related issues, including some around the perception of safety were slightly more nominated in Frankston City than the metropolitan Melbourne average, as discussed in more detail in the [Issues to address](#) section of this report.



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 19 non-core services and facilities that they or a member of their household had used in the last 12 months.

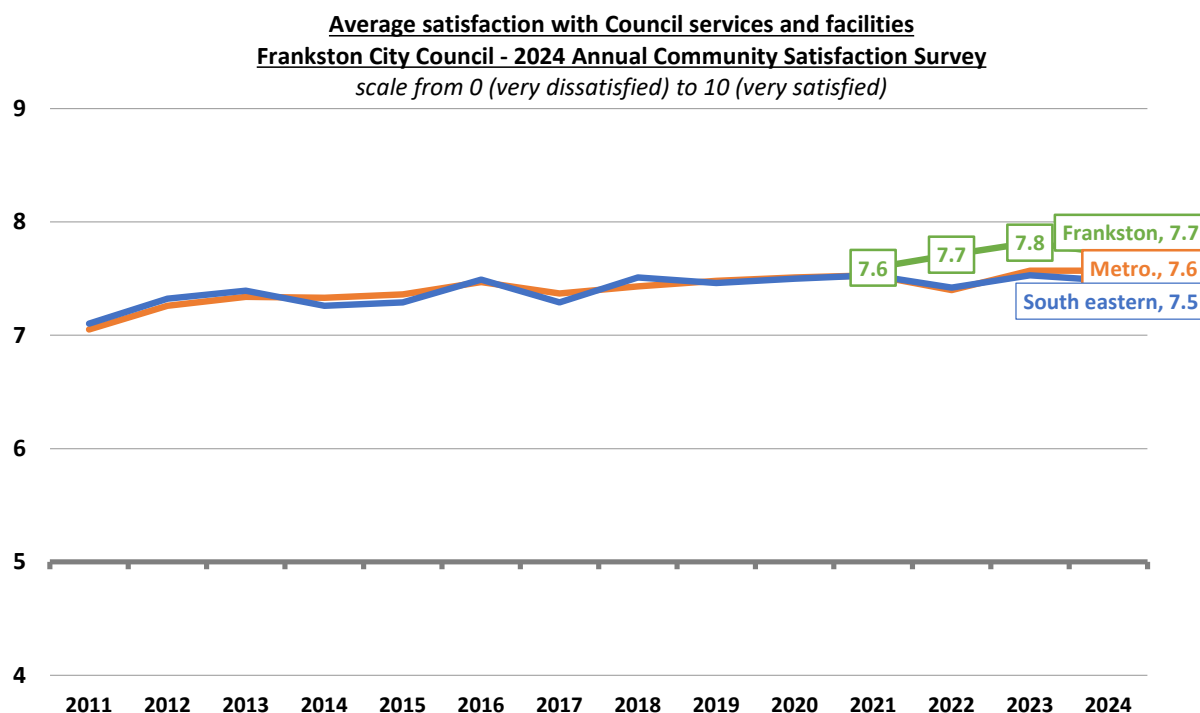
The average satisfaction with the 32 included services and facilities remained essentially stable again this year, down one percent to 7.7 out of 10, which was a “very good” level of satisfaction.

This average satisfaction with services and facilities was marginally (1%) above the metropolitan Melbourne and the southeastern region councils’ (1%) averages, as recorded in the 2024 Governing Melbourne research.

Governing Melbourne was conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology.

Naturally, given this result is a raw average of each of the 32 services and facilities, it tends to remain relatively stable from year to year, reflecting relatively stable levels of service delivery by local government.

This result of a stable and “very good” average satisfaction with Council provided services and facilities reflects well on the performance of the Frankston City Council (and other metropolitan councils) in providing a stable, well-received level of service delivery.



This stable and “very good” average satisfaction with services and facilities includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 25% from the high of 8.8 out of 10 or “excellent” for the local library, weekly garbage collection, and fortnightly recycling collection, to a low of 6.3 or “solid” for planning applications.

At the left-hand side of the table, the table identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 32 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably higher than average satisfaction** - included the local library, weekly garbage collection, fortnightly recycling collection, sports ovals including facilities and activities, the food and garden waste collection, services for children from birth to 5 years of age, aquatic and leisure centres, recycling and recovery centre, and the Frankston Memorial Park.
- **Measurably lower than average satisfaction** – included planning applications, public toilets, parking enforcement, the maintenance and repair of sealed local roads, the *Frankston City News*, and local traffic management.

Relative satisfaction with Council services and facilities

The average satisfaction with the 32 included services and facilities can best be summarised:

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

Metropolis Research notes that, consistent with the results recorded in previous years, none of the 32 included services and facilities obtained a satisfaction score categorised as “poor”, “very poor”, or “extremely poor”.



Satisfaction with selected Council services and facilities
Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2024 Lower	2024 Mean	2024 Upper	2023	2022	2024 Metro.*
Higher than average satisfaction	Local library	286	8.7	8.8	9.0	8.7	8.2	8.2
	Weekly garbage collection	795	8.7	8.8	8.9	8.7	8.7	8.2
	Fortnightly recycling collection	786	8.7	8.8	8.9	8.6	8.6	8.2
	Sports ovals (including facilities and activities)	348	8.4	8.6	8.7	8.4	8.1	7.9
	Food and garden waste collection	621	8.4	8.5	8.6	8.6	8.5	8.1
	Services for children from birth to 5 years of age	159	8.1	8.3	8.6	8.0	8.2	7.6
	Aquatic and Leisure Centres	291	8.1	8.3	8.5	8.4	8.1	7.7
	Hard rubbish collection	581	8.1	8.3	8.4	8.2	8.4	8.0
	Recycling and Recovery Centre	395	8.1	8.3	8.4	8.4	8.1	7.7
	Frankston Memorial Park (Cemetery)	137	8.0	8.2	8.5	8.2	n.a.	n.a.
Average satisfaction	Arts, cultural events, programs and activities^	273	7.9	8.1	8.3	8.2	8.0	7.7
	Provision and maintenance of playgrounds	412	7.9	8.1	8.2	8.1	7.9	7.8
	Services for seniors	111	7.7	8.0	8.3	7.9	7.9	7.7
	Provision and maintenance of parks, gardens, reserves	747	7.6	7.8	7.9	7.7	7.7	7.9
	Community Centres / Neighbourhood Houses	172	7.5	7.7	8.0	8.1	7.9	7.8
	Drains maintenance and repairs	749	7.5	7.7	7.8	7.4	7.6	7.4
	Services for people with disability	101	7.1	7.5	7.9	7.7	7.4	7.4
	On and off road bike paths (including shared pathways)	293	7.3	7.5	7.7	7.9	7.8	7.4
	Animal management	630	7.4	7.5	7.7	7.8	7.7	7.7
	Maintenance and cleaning of shopping strips	761	7.4	7.5	7.6	7.4	7.6	7.5
	Council's website	342	7.3	7.5	7.7	7.9	7.8	7.6
	Provision and maintenance of street trees	775	7.3	7.4	7.6	7.5	7.3	7.4
	Litter collection in public areas	752	7.3	7.4	7.6	7.6	7.5	7.5
	Foothpath maintenance and repairs	776	7.2	7.3	7.5	7.4	7.5	7.3
	Council support for local business	107	6.9	7.3	7.7	7.2	7.2	n.a.
	Youth services for 12 to 24 years olds	79	6.8	7.2	7.7	8.0	7.6	7.5
	Lower than average	Local traffic management	756	7.0	7.2	7.3	7.4	7.4
Frankston City News		473	6.9	7.2	7.4	7.1	7.1	7.5
Maintenance and repair of sealed local roads		775	6.9	7.0	7.2	6.9	7.3	7.0
Parking enforcement		715	6.6	6.8	7.0	7.2	6.9	7.2
Public toilets		365	6.1	6.3	6.6	7.1	6.6	6.9
Planning applications		87	5.8	6.3	6.9	6.7	6.6	6.2
Average satisfaction			7.5	7.7	7.9	7.8	7.7	7.6

(*) 2024 metropolitan Melbourne average from Governing Melbourne

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

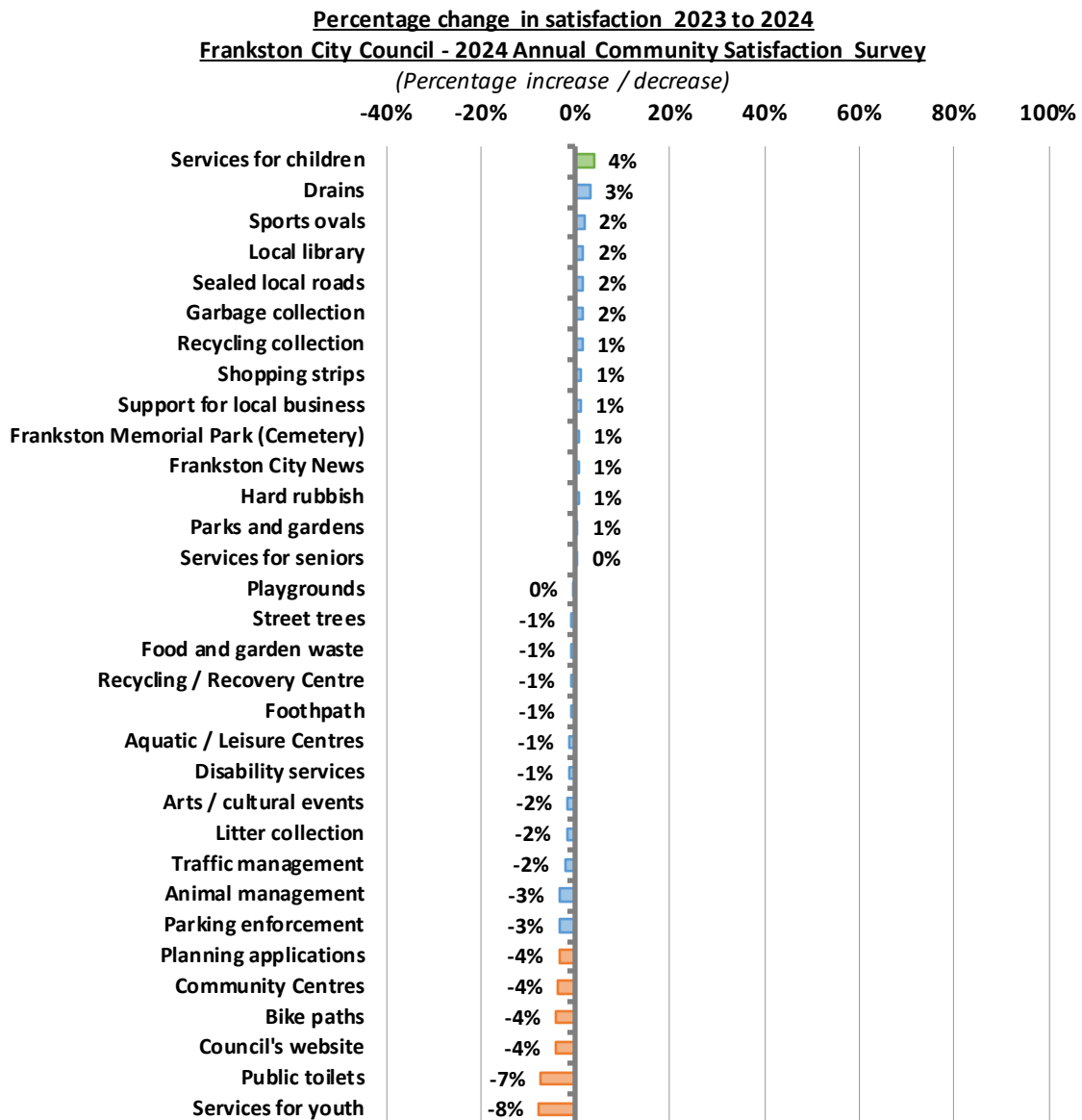


Change in satisfaction between 2023 and 2024

Of the 32 included Council services and facilities, the average satisfaction with 13 increased at least marginally this year, satisfaction with services for seniors and playgrounds remained stable, and satisfaction with 17 declined at least marginally, with attention drawn to the following:

- **Somewhat higher satisfaction in 2024 than in 2023** – included services for children from birth to 5 years of age.
- **Notably lower satisfaction in 2024 than in 2023** – included services for youth, public toilets, Council’s website, bike paths, community centres, and planning applications.

The most notable declines in satisfaction were recorded for public toilets (down 7%).

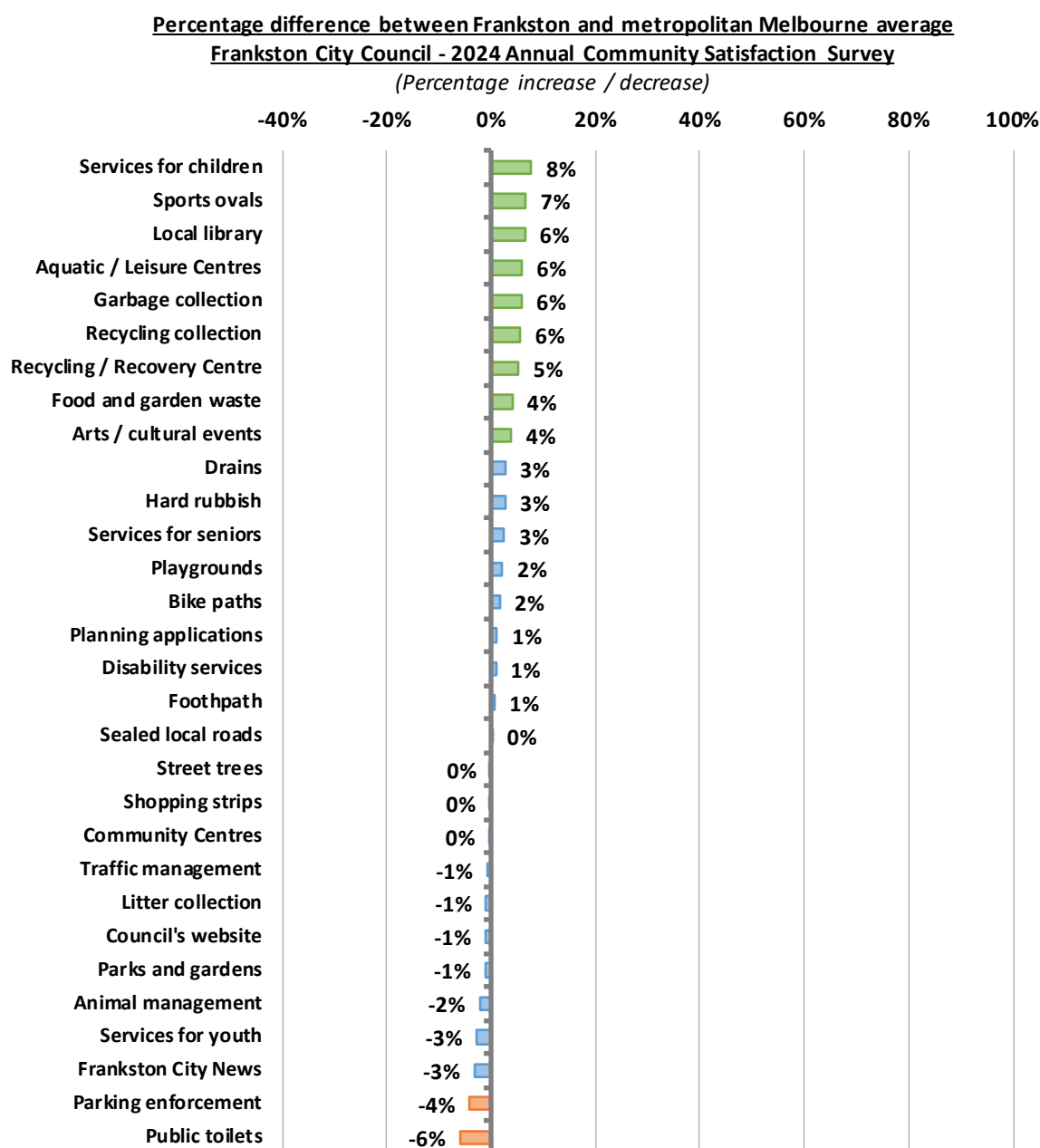


Comparison to the metropolitan Melbourne average satisfaction

Of the 32 included Council services and facilities, 30 were included in a format that facilitated comparison to the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

Of these, 17 recorded at least a marginally higher satisfaction than the metropolitan average, four recorded identical satisfaction, and nine recorded at least marginally lower satisfaction:

- **Notably higher satisfaction in Frankston City** – included services for children (8% higher in Frankston City), sports ovals (7%), local library (6%), aquatic and leisure centres (6%), weekly garbage collection (6%), recycling (6%), recycling / recovery centre (5%), food and garden waste (4%), and arts and cultural events, programs, and activities (4%).
- **Notably lower satisfaction in Frankston City** – included public toilets (6% lower) and parking enforcement (4%).



Percentage satisfied / dissatisfied with services and facilities

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

Metropolis Research notes that, consistent with the “excellent” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with all but four (up from three last year) of the 32 services and facilities.

It is noted that more than 10% of respondents providing a satisfaction score were “dissatisfied” with planning applications (20% up from 14%), public toilets (20% up from 12%), parking enforcement (14% up from 10%), the maintenance and repair of sealed local roads (10% down from 13%), *Frankston City News* (10%), and Council support for local business (10% up from 8%).



Satisfaction with selected Council services and facilities
Frankston City Council - 2024 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
Local library	0%	13%	87%	8	294
Weekly garbage collection	1%	13%	86%	5	800
Fortnightly recycling collection	2%	14%	85%	14	800
Sports ovals (including facilities and activities)	1%	15%	84%	5	353
Food and garden waste collection	3%	14%	83%	6	628
Services for children from birth to 5 years of age	5%	17%	79%	2	161
Frankston Memorial Park (Cemetery)	3%	20%	77%	2	139
Hard rubbish collection	4%	20%	76%	11	593
Aquatic and Leisure Centres	2%	23%	75%	2	293
Recycling and Recovery Centre	3%	23%	75%	8	402
Provision and maintenance of playgrounds	2%	25%	73%	9	421
Arts and cultural events, programs and activities	1%	28%	71%	5	278
Services for seniors	3%	29%	68%	1	112
Provision and maintenance of parks, gardens, reserves	4%	31%	66%	53	800
Community Centres / Neighbourhood Houses	6%	29%	65%	8	180
Drains maintenance and repairs	8%	29%	64%	51	800
Services for people with disability	6%	31%	63%	1	102
Council's website	6%	34%	61%	2	344
Provision and maintenance of street trees	9%	32%	59%	25	800
On and off road bike paths (including shared pathways)	5%	36%	59%	2	294
Maintenance and cleaning of shopping strips	5%	37%	58%	39	800
Council support for local business	10%	33%	57%	13	120
Animal management	7%	36%	57%	170	800
Foothpath maintenance and repairs	8%	38%	54%	24	800
Frankston City News	10%	37%	54%	327	800
Litter collection in public areas	6%	41%	54%	48	800
Local traffic management	9%	41%	50%	44	800
Maintenance and repair of sealed local roads	10%	40%	50%	25	800
Parking enforcement	14%	40%	46%	85	800
Youth services for 12 to 24 years olds	7%	50%	44%	0	79
Public toilets	20%	42%	38%	4	369
Planning applications	20%	45%	35%	4	91

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 32 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

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



- **Generally, more satisfied than average** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and respondents from multilingual households.
- **Generally, less satisfied than average** – included adults and middle-aged adults (aged 35 to 59 years).

Average satisfaction with selected Council services and facilities
Frankston City Council - 2024 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	7.3	6.9	6.9	6.9	7.3	7.1	6.9	6.9	7.4
Drains maintenance and repairs	7.9	7.6	7.9	7.3	7.7	7.9	7.5	7.5	8.0
Foothpath maintenance and repairs	7.6	7.3	7.2	7.1	7.4	7.4	7.3	7.2	7.7
Weekly garbage collection	8.8	8.8	8.7	9.0	8.7	8.9	8.8	8.8	9.0
Fortnightly recycling collection	8.8	8.6	8.8	8.8	8.7	8.8	8.7	8.7	8.8
Provision and maintenance of street trees	7.7	7.2	7.6	7.0	7.9	7.4	7.5	7.3	7.7
Provision & maint. of parks, gardens, reserves	7.6	7.7	7.7	7.9	7.9	7.8	7.8	7.7	7.9
Litter collection in public areas	7.5	7.4	7.3	7.4	7.6	7.5	7.4	7.4	7.6
Maintenance and cleaning of shopping strips	7.6	7.4	7.5	7.4	7.6	7.5	7.5	7.5	7.5
Parking enforcement	7.1	6.8	6.4	6.7	7.1	6.9	6.7	6.7	7.1
Local traffic management	7.2	7.1	7.0	7.2	7.5	7.1	7.2	7.1	7.2
Animal management	7.7	7.5	7.3	7.4	7.8	7.5	7.5	7.4	7.7
Frankston City News	7.2	6.7	6.8	7.4	7.6	7.2	7.1	7.0	7.5
Council's website	7.4	7.7	7.3	7.4	8.2	7.3	7.6	7.5	7.4
Hard rubbish collection	8.4	8.0	8.3	8.2	8.8	8.2	8.3	8.3	8.2
Food and garden waste collection	8.3	8.6	8.5	8.6	8.6	8.5	8.5	8.6	8.4
Recycling and Recovery Centre	8.3	8.1	8.2	8.3	8.3	8.2	8.3	8.3	8.1
Local library	8.7	8.8	8.6	9.1	8.8	8.6	9.0	8.8	8.8
Sports ovals (including facilities and activities)	8.6	8.4	8.5	8.5	9.0	8.4	8.7	8.5	8.5
Public toilets	6.2	6.4	6.0	6.7	6.4	6.6	6.1	6.3	6.3
On and off road bike paths	7.6	7.4	7.2	7.9	7.6	7.5	7.6	7.6	7.4
Aquatic and Leisure Centres	8.3	8.2	8.1	8.4	8.2	8.1	8.4	8.4	8.0
Services for children from birth to 5 yrs of age	8.7	8.0	8.3	8.5	9.2	8.4	8.2	8.3	8.5
Youth services for 12 to 24 years olds	7.1	7.3	7.2	7.0	8.6	7.2	7.2	7.3	6.9
Services for seniors	8.6	7.8	7.9	8.0	8.0	8.0	8.0	7.9	8.2
Services for people with disability	7.1	6.8	7.9	7.7	8.5	7.9	7.2	7.5	7.7
Arts and cultural events, programs, activities	7.7	8.0	8.1	8.5	8.1	8.1	8.1	8.1	8.1
Provision and maintenance of playgrounds	7.8	8.2	8.2	8.0	8.4	8.0	8.1	8.0	8.2
Council support for local business	7.3	7.3	6.9	7.6	8.1	6.9	7.7	7.6	6.7
Community Centres / Neighbourhood Houses	7.7	7.8	7.0	8.1	7.9	7.6	7.9	7.8	7.5
Planning applications	7.7	6.4	6.2	5.2	7.3	6.8	5.6	6.3	6.4
Frankston Memorial Park (Cemetery)	8.7	8.0	8.0	8.1	8.4	8.4	8.1	8.3	8.1
<i>Average satisfaction</i>	<i>7.8</i>	<i>7.6</i>	<i>7.6</i>	<i>7.7</i>	<i>8.0</i>	<i>7.7</i>	<i>7.7</i>	<i>7.7</i>	<i>7.8</i>
Total respondents	232	142	143	212	68	382	415	605	187



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.

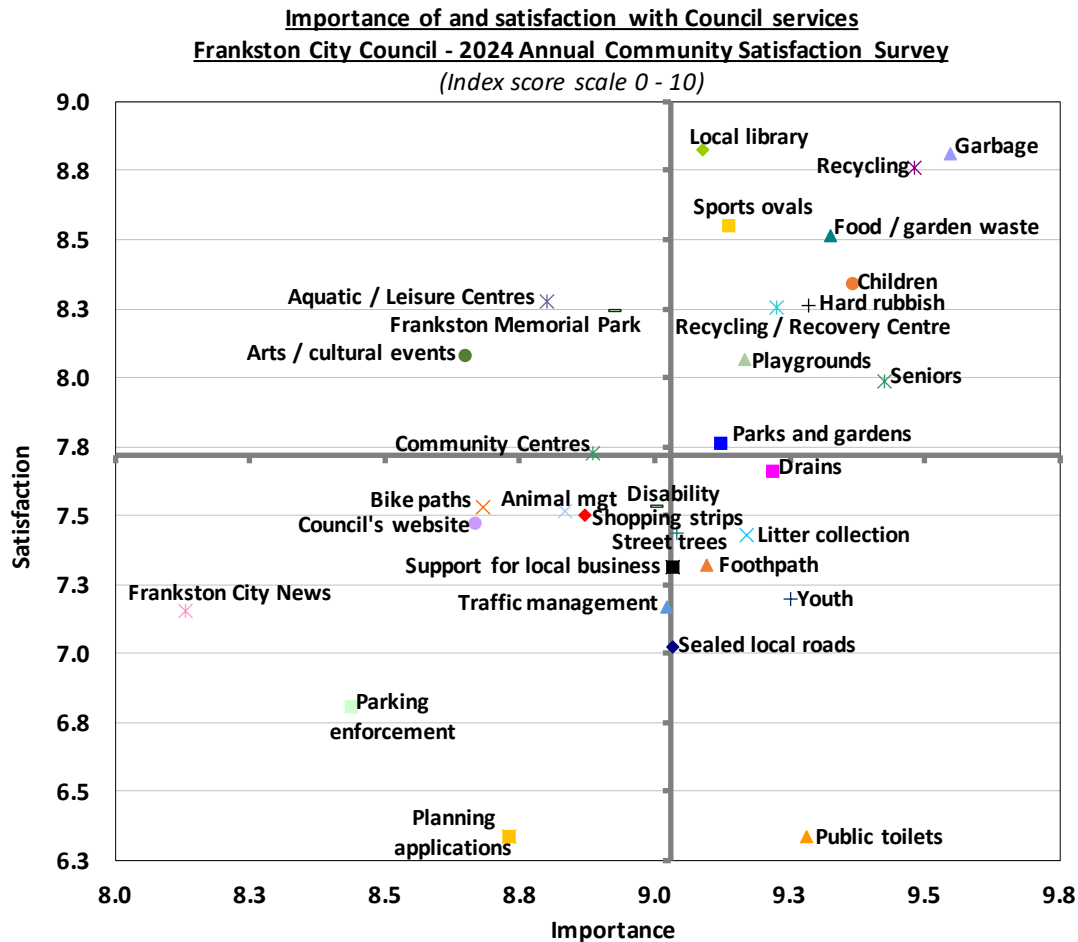
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

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 of higher-than-average importance and three received a higher-than-average satisfaction, with services for people with disability marginally lower 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*** – both 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 six lowest rated services for satisfaction, and satisfaction with the Council website, whilst down this year remains “excellent”.
- ***Transport related services*** – both traffic management and roads were of approximately average importance, but both received lower than average satisfaction scores. Traffic management and road maintenance and repairs remain again this year in the top [issues nominated by respondents to address](#) the City of Frankston ‘at the moment’.
- ***Services and facilities of most concern*** – the services and facilities of most concern in 2024 remain planning applications, public toilets, parking enforcement, and the maintenance and repair of sealed local roads, public toilets, the Frankston City News, traffic management, and in 2024 included services for youth aged 12 to 24 years of age. All these received measurably lower than the average satisfaction.





Satisfaction by broad service areas

The 32 included services and facilities have been broken down into eleven broad service areas. The breakdown of services and facilities into these eleven broad service areas is as follows:

- **Infrastructure** – includes drains maintenance and repairs, street trees, and public toilets.
- **Waste and recycling services** – includes weekly garbage, fortnightly recycling, 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 website.



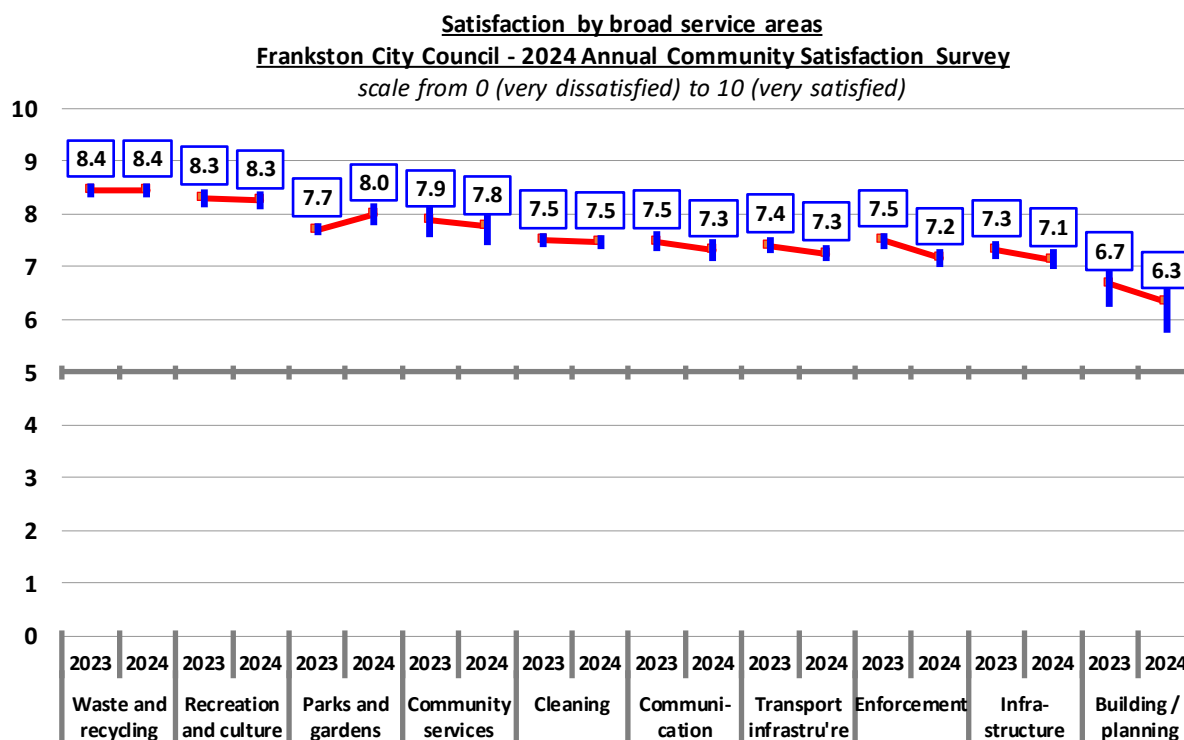
- **Cleaning** – includes litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- **Parks and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

Of the 10 broad service areas, satisfaction with only one increased somewhat (parks and gardens), satisfaction with three remained the same, and satisfaction with six areas declined.

The largest decline was recorded for enforcement (down 3%) and building / planning (down 4%). None of these variations between 2023 and 2024 were statistically significant.

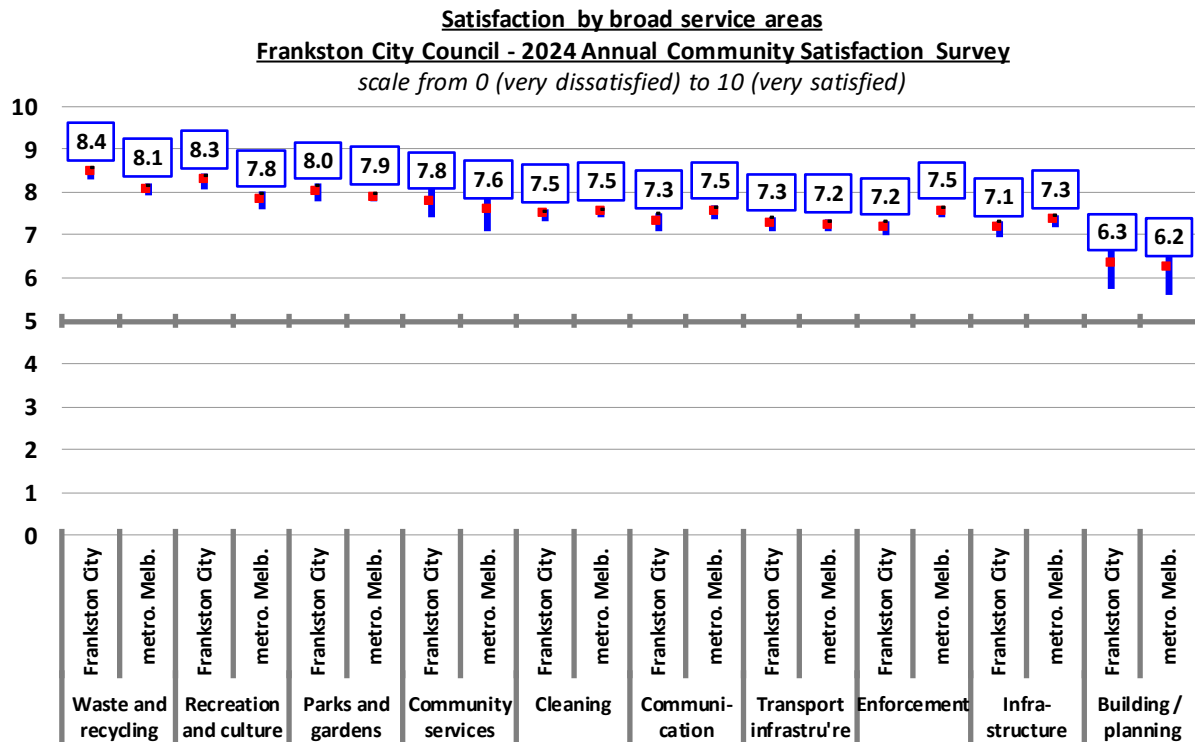
Satisfaction with the 10 broad service areas can best be summarised as follows:

- **Excellent** – for waste and recycling, recreation and culture, parks and gardens (up from “very good”), and community services.
- **Very Good** – for cleaning, communication, and transport.
- **Good** – for enforcement (down from “very good”) and infrastructure (down from “very good”).
- **Solid** – for building / planning (down from “good”).

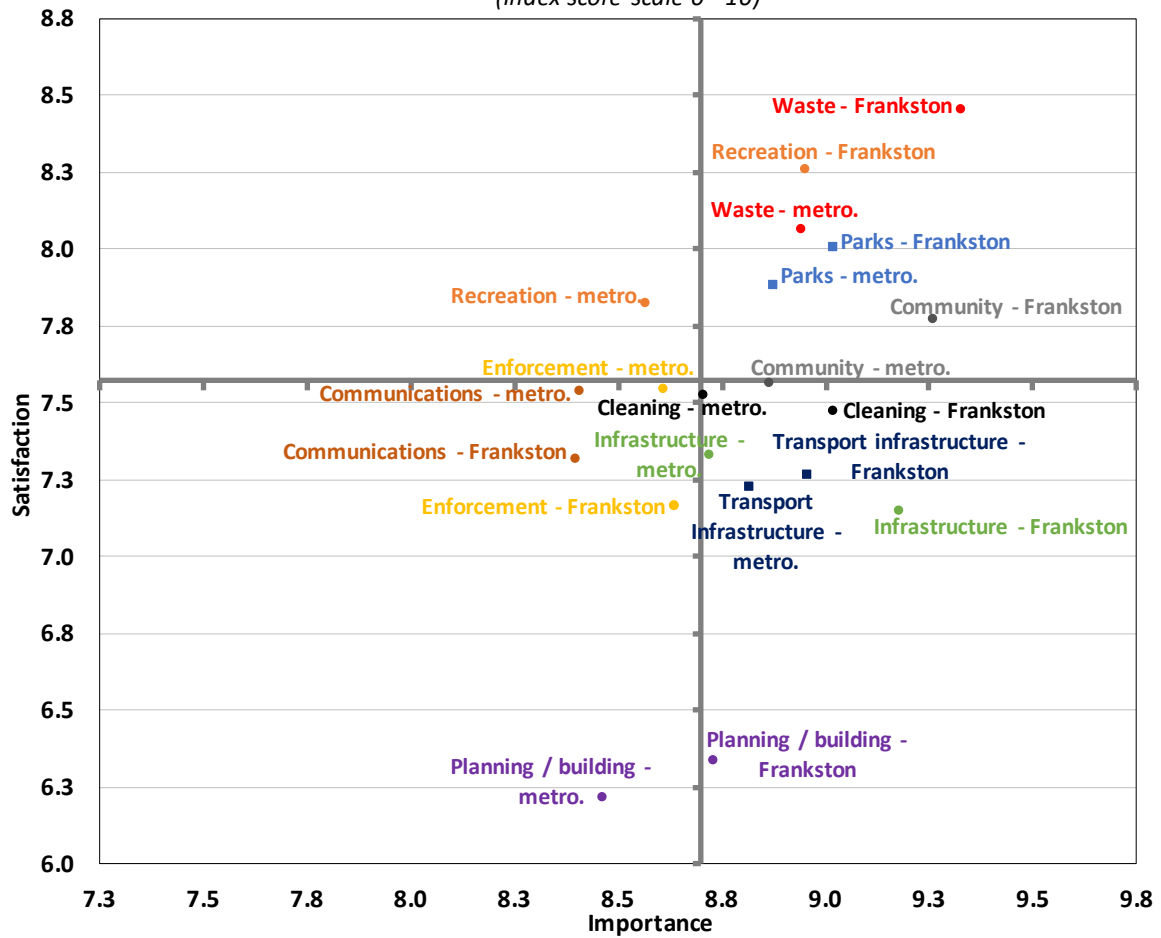


When compared to the metropolitan Melbourne average satisfaction with these 10 broad service areas, it is noted that satisfaction with six of the 10 broad service areas was higher in Frankston City than the metropolitan Melbourne average, with recreation and culture (5% higher) and waste and recycling reporting the highest level of over-performing the metropolitan average (3% higher).

Satisfaction with enforcement (3% lower), communications (2% lower), and infrastructure (2% lower) broad service areas to receive lower satisfaction than the metropolitan average.



Importance of and satisfaction with Council services
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Council Department

The following section of the report provides a breakdown of the importance and satisfaction with each of the 32 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 32 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, on and off-road bike paths, and Frankston Memorial Park (Cemetery).
- **Family Health and Support Services** – includes services for children from birth to 5 years of age, services for seniors, and services for people with disability.
- **Waste 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.

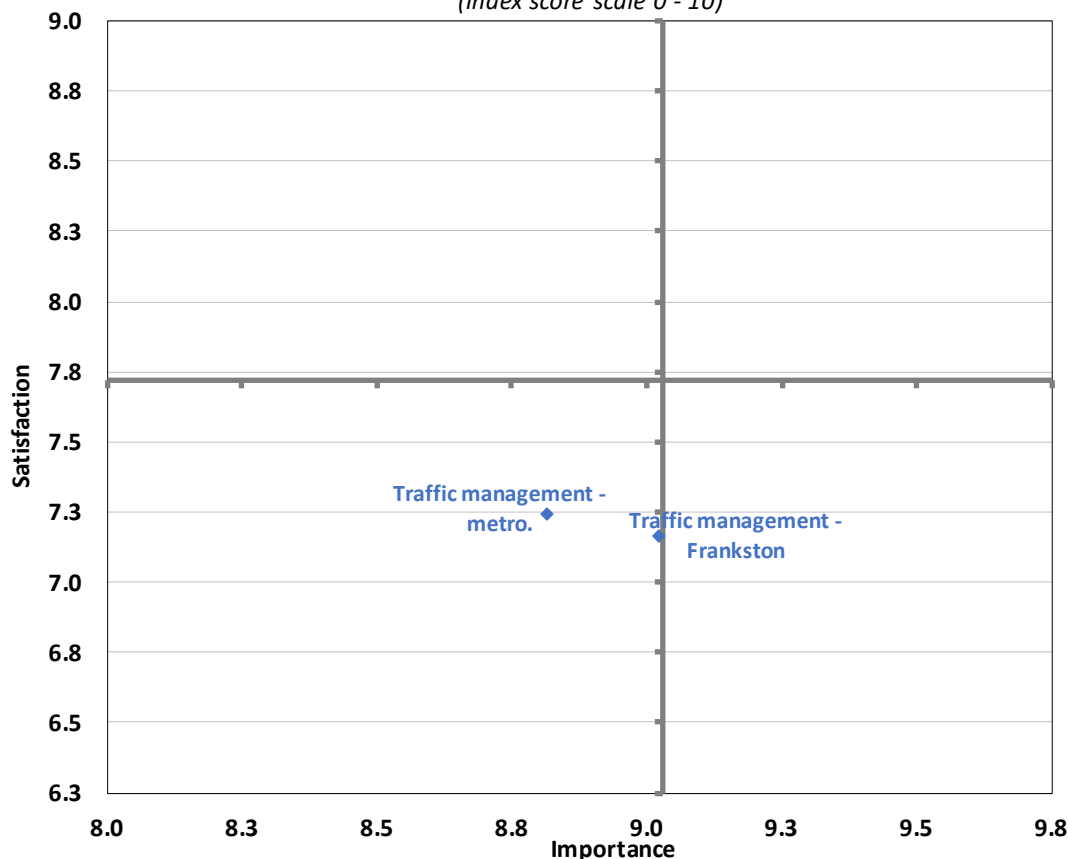
Engineering Services

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

The management of local traffic was somewhat more important in the City of Frankston than the metropolitan Melbourne average, and satisfaction was identical.



Importance of and satisfaction with Engineering Services
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Local traffic management

Local traffic management was the 20th most important of the 32 included services and facilities, with an average importance of nine out of 10.

Satisfaction with local traffic management declined somewhat this year, down two percent to 7.2 out of 10 this year, which was a “good”, down from a “very good” level of satisfaction.

This result remains consistent with the long-term average satisfaction since 2021 of 7.3 or “very good”.

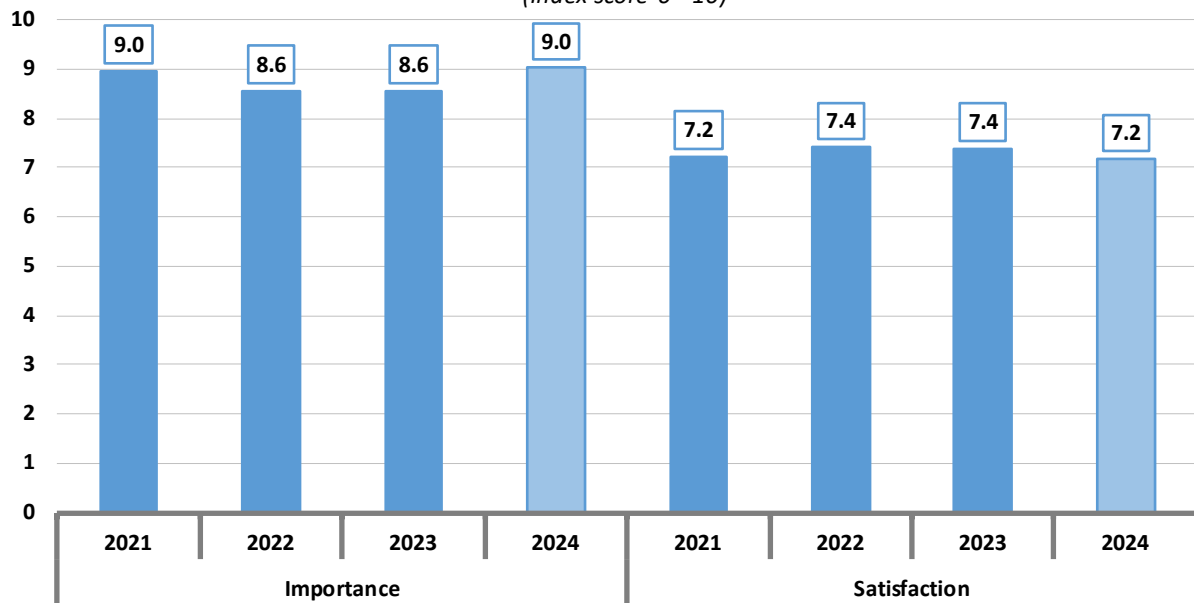
This ranks local traffic management 27th in terms of satisfaction this year and one of six that received a satisfaction score measurably lower than the average of all 32 (7.7).

This result comprised 50% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 756 of the 800 respondents who provided a satisfaction score this year.

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



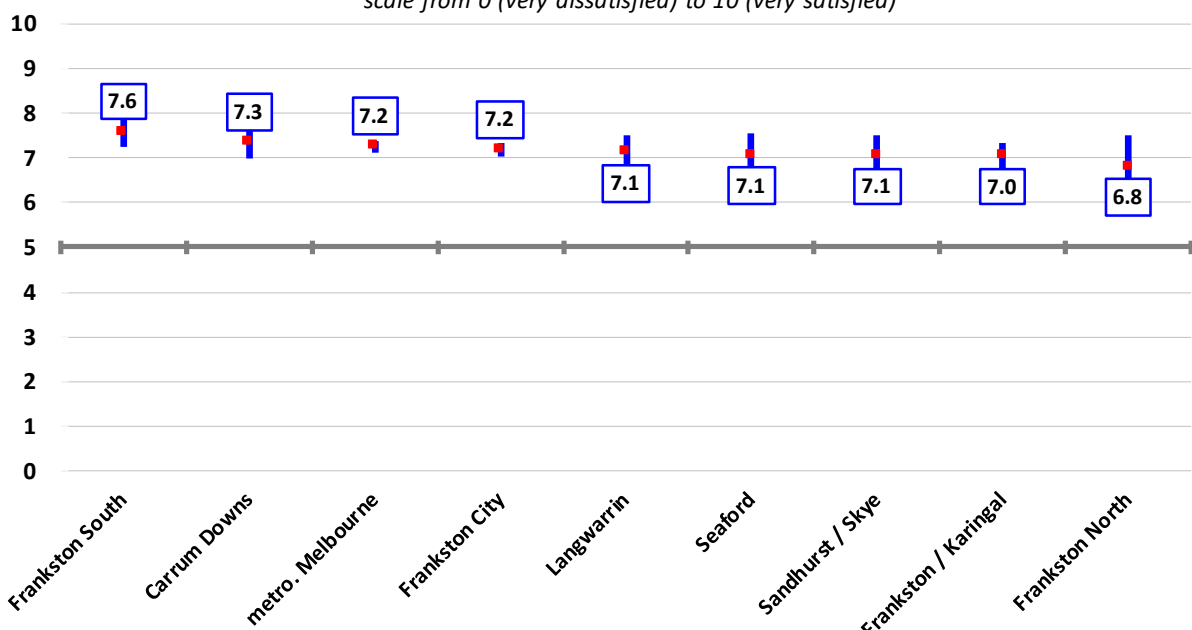
Importance of and satisfaction with local traffic management
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with local traffic management of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Frankston South were notably (4%) more satisfied than average and at a “very good” level. By contrast, respondents from Frankston North were notably (4%) less satisfied than average, although still at a “good” level of satisfaction.

Local traffic management by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

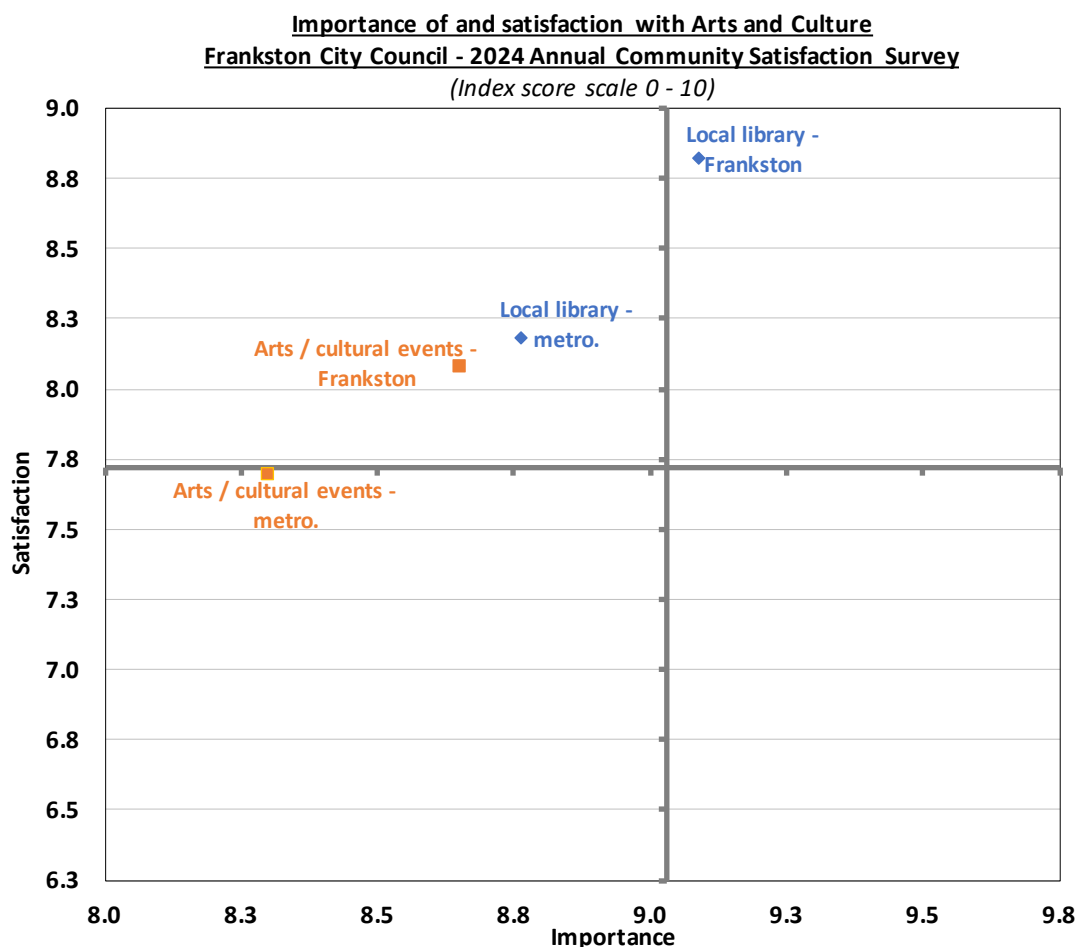


Arts and Culture

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

Both of these services and facilities were more important in the City of Frankston than the metropolitan Melbourne average, and both received significantly higher satisfaction scores.

These results reflect very well on Council’s performance meeting the needs of the Frankston community in these areas.



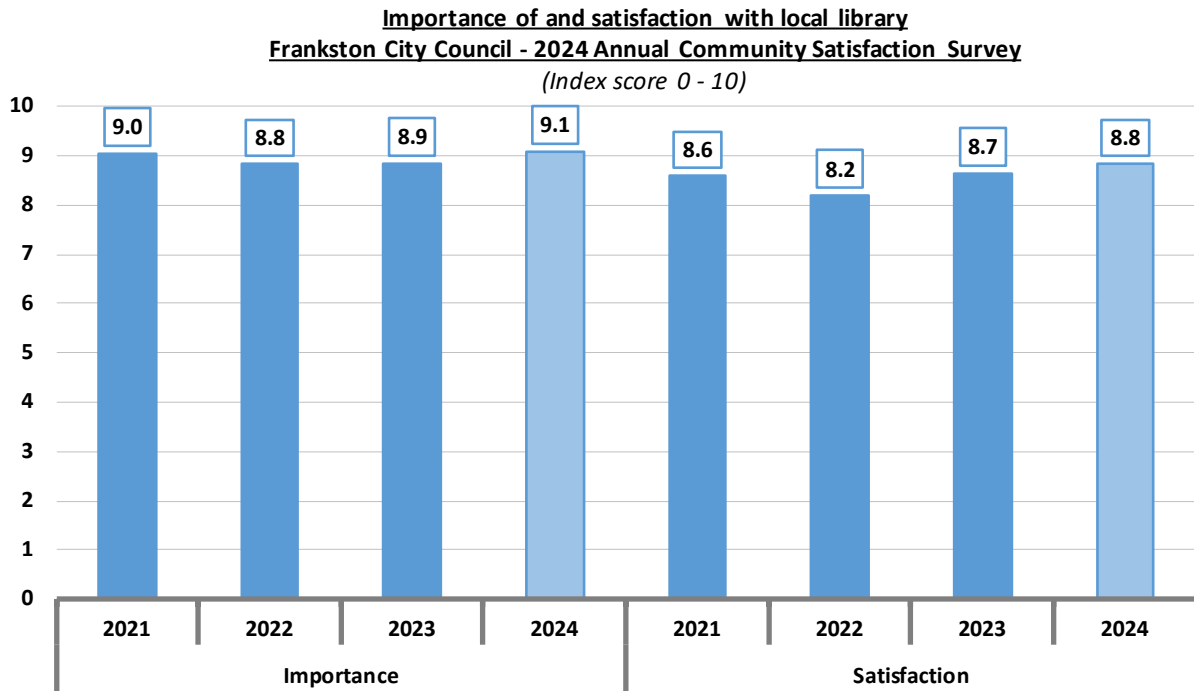
Local library

Local libraries were the 16th most important of the 32 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the local library remained essentially this year, up one percent to 8.8 out of 10 this year, which remains an “excellent” level of satisfaction.



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



This ranks local libraries 1st in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

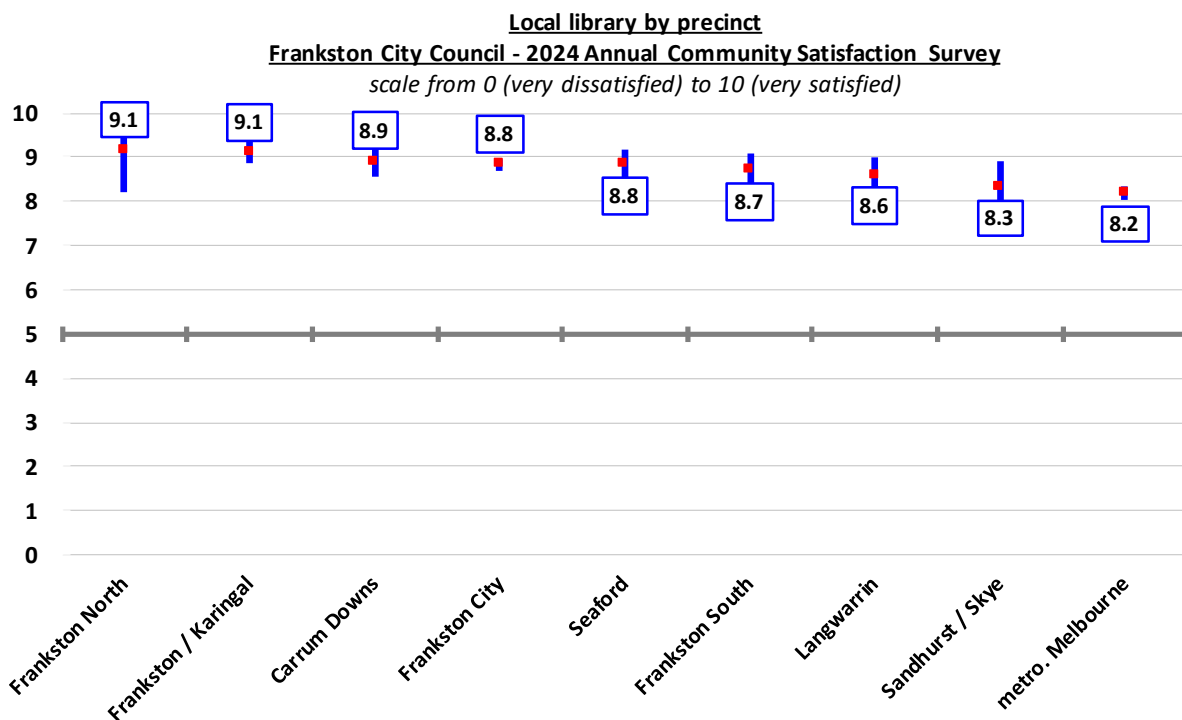
This result comprised 87% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 286 of the 294 (37%) respondents from households who had used these services / facilities in the last 12 months.

There was variation in satisfaction observed by respondent profile with female respondents notably more satisfied than male respondents.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with local libraries of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

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

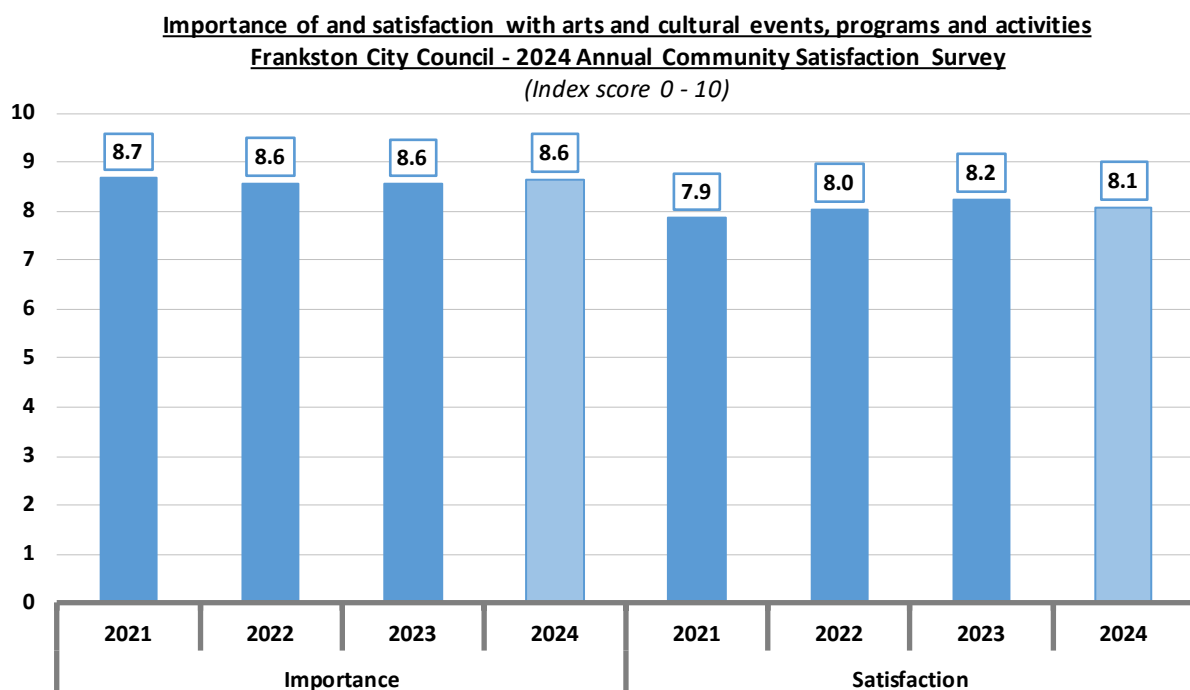




Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 30th most important of the 32 included services and facilities, with an average importance of 8.6 out of 10 and one of six that was measurably less important than the average of all 32 (9).

Satisfaction with arts and cultural events, programs and activities were essentially stable this year, down one percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.



Satisfaction with these services has remained consistent around the “excellent” long-term average of 7.9 out of 10.

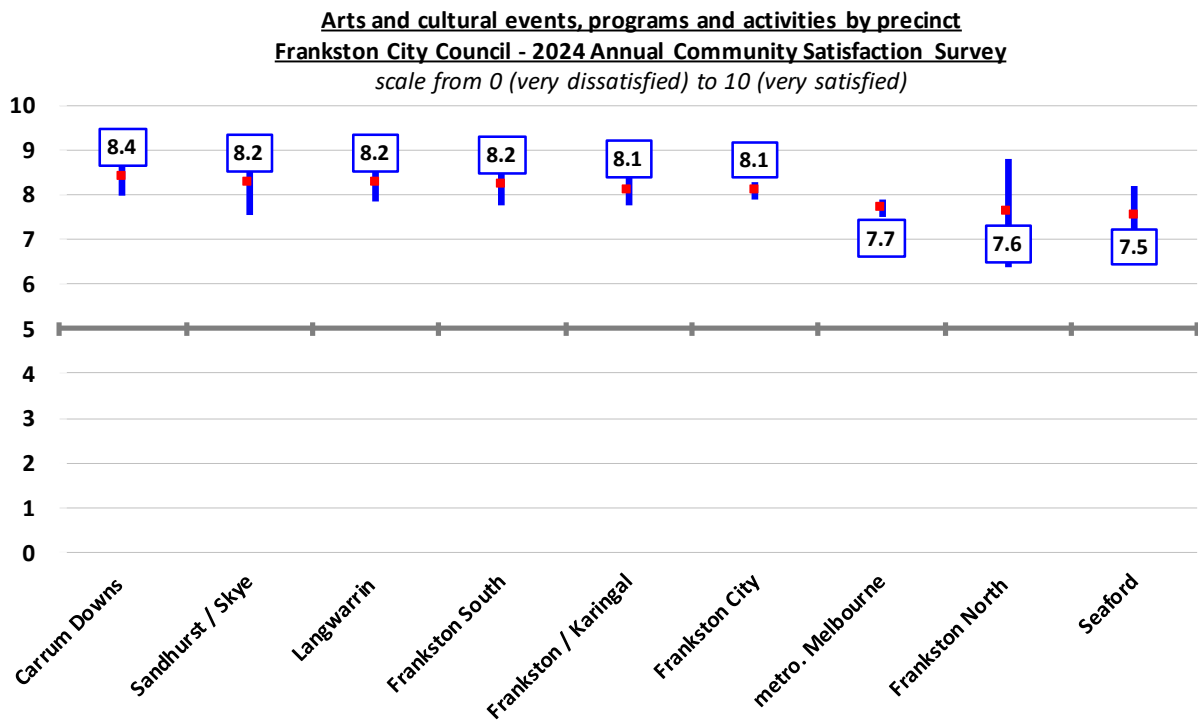
This ranks arts and cultural events, programs and activities 11th in terms of satisfaction this year.

This result comprised 71% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 273 of the 278 (35%) respondents from households who had used these services / facilities in the last 12 months.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably more satisfied, and young adults (aged 15 to 34 years) notably less satisfied than average.

By way of comparison, this result was notably higher than the metropolitan Melbourne combined average satisfaction with the provision of public art and Council’s festivals and events of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

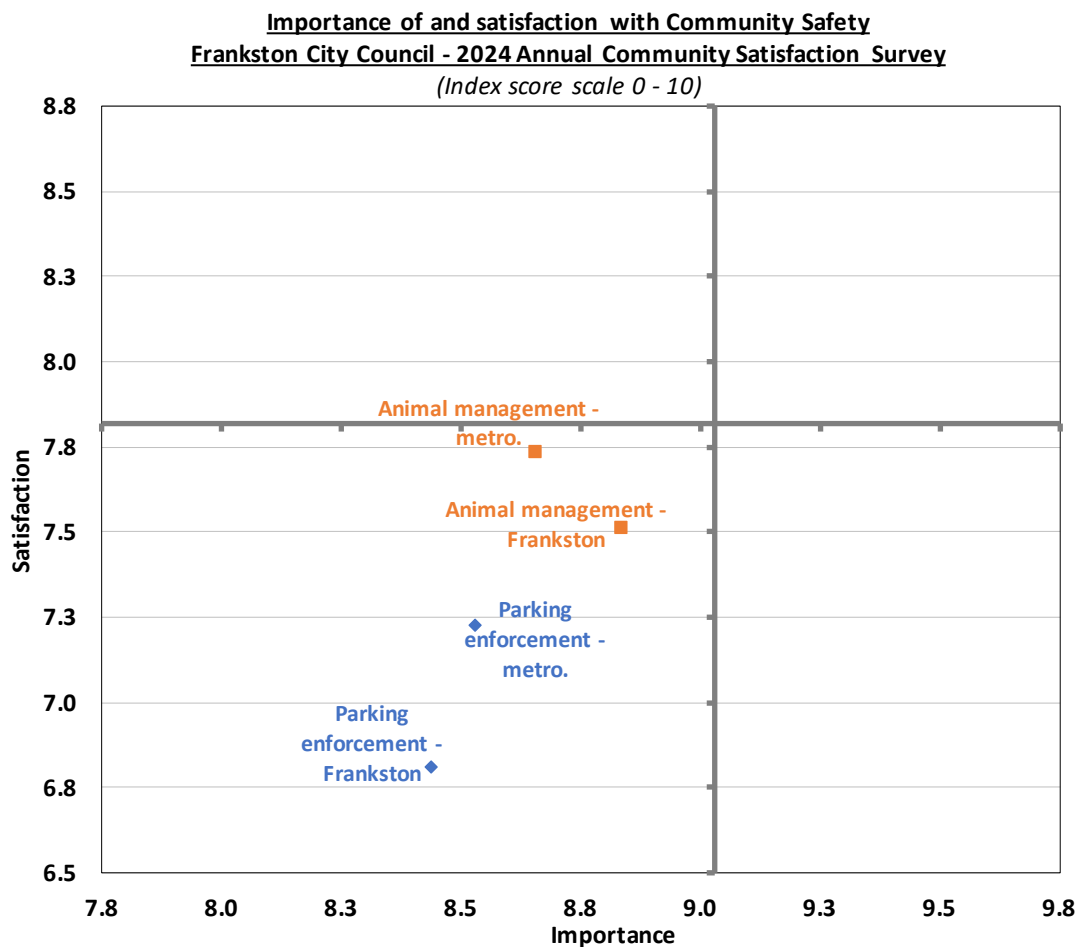
Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Seaford and Frankston North were notably (6% and 5% respectively) less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Community Safety

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

Whilst both of these services were somewhat more important to the Frankston City community than the metropolitan average, it is noted that satisfaction with both was lower in the City of Frankston.



Parking enforcement

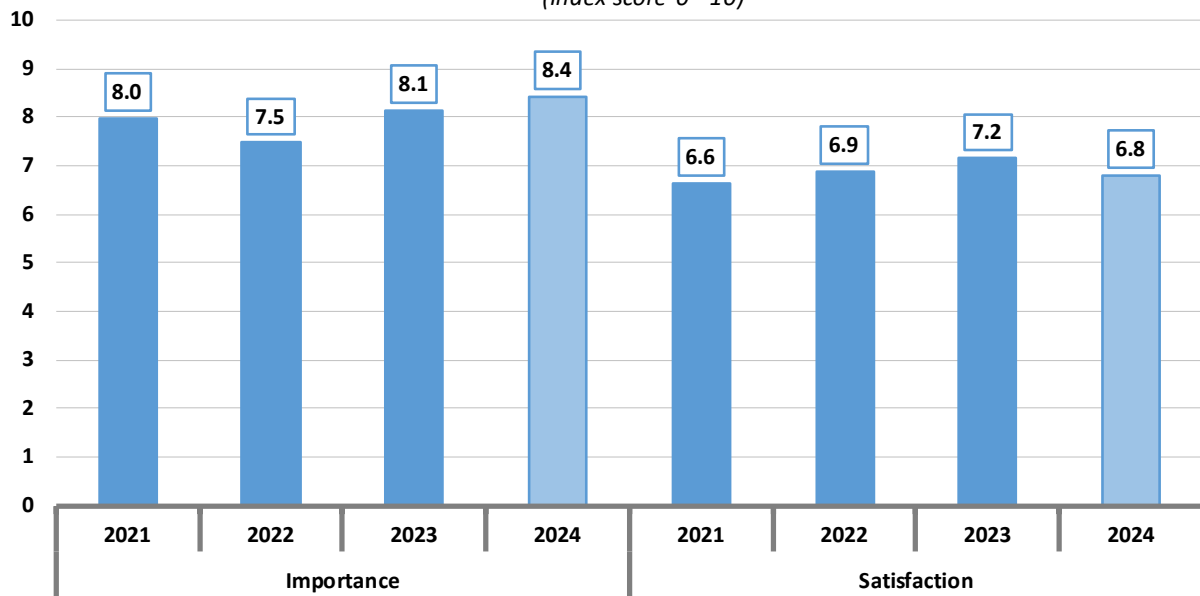
Parking enforcement was the 31st most important of the 32 included services and facilities, with an average importance of 8.4 out of 10 and one of six that was measurably less important than the average of all 32 (9).

Satisfaction with parking enforcement declined measurably this year, down four percent to 6.8 out of 10 this year, although it remains at a “good” level of satisfaction.

Despite this decline this year, satisfaction with parking enforcement remains broadly consistent with the long-term average satisfaction since 2021 of 6.9 out of 10, or “good”.



Importance of and satisfaction with parking enforcement
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



This ranks parking enforcement 30th in terms of satisfaction this year and one of six that received a satisfaction score measurably lower than the average of all 32 (7.7).

This result comprised 46% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 715 of the 800 respondents who provided a satisfaction score this year.

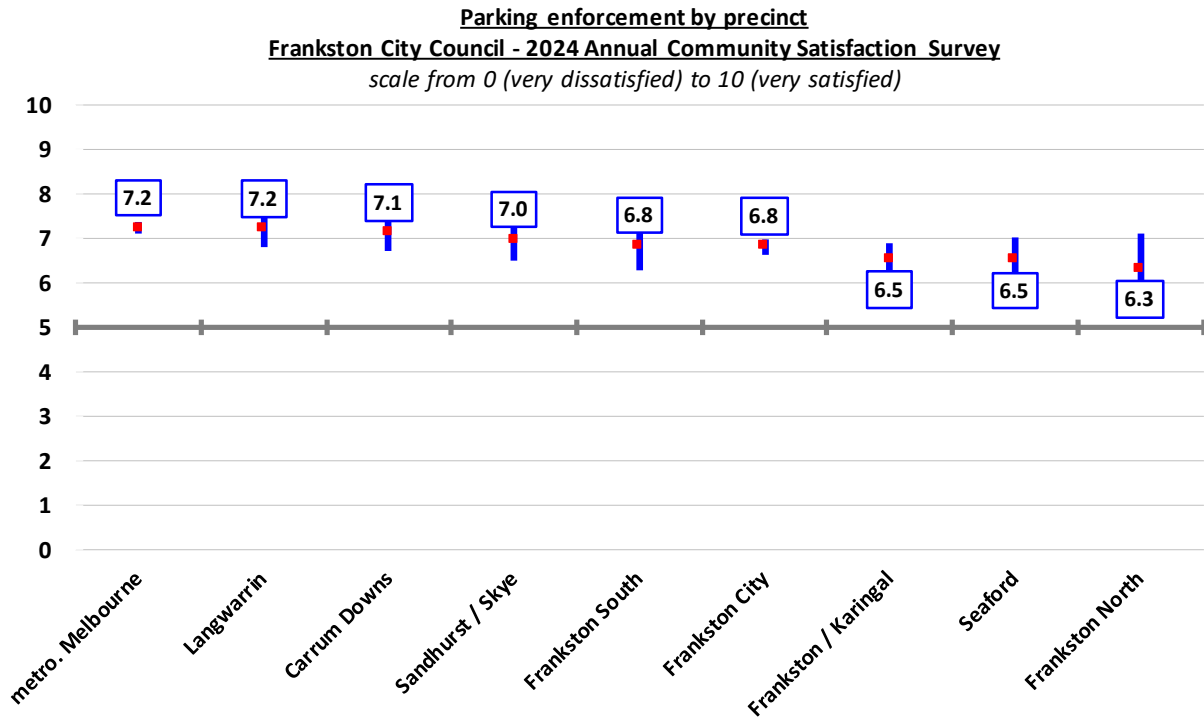
There was variation in satisfaction observed by respondent profile with respondents from multilingual households notably more satisfied than respondents from English speaking households. Middle-aged adults (aged 45 to 54 years) were notably less satisfied than average.

By way of comparison, this result was notably lower than the metropolitan Melbourne average satisfaction with parking enforcement of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

This relatively modest satisfaction with parking enforcement was consistent with the fact that car parking was the third most nominated [issue to address](#) for the City of Frankston this year with eight percent of respondents nominating parking related issues. This was similar to the metropolitan Melbourne average of seven percent.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Langwarrin were notably (4%) more satisfied than average, whilst respondents from Frankston North were notably (5%) less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.

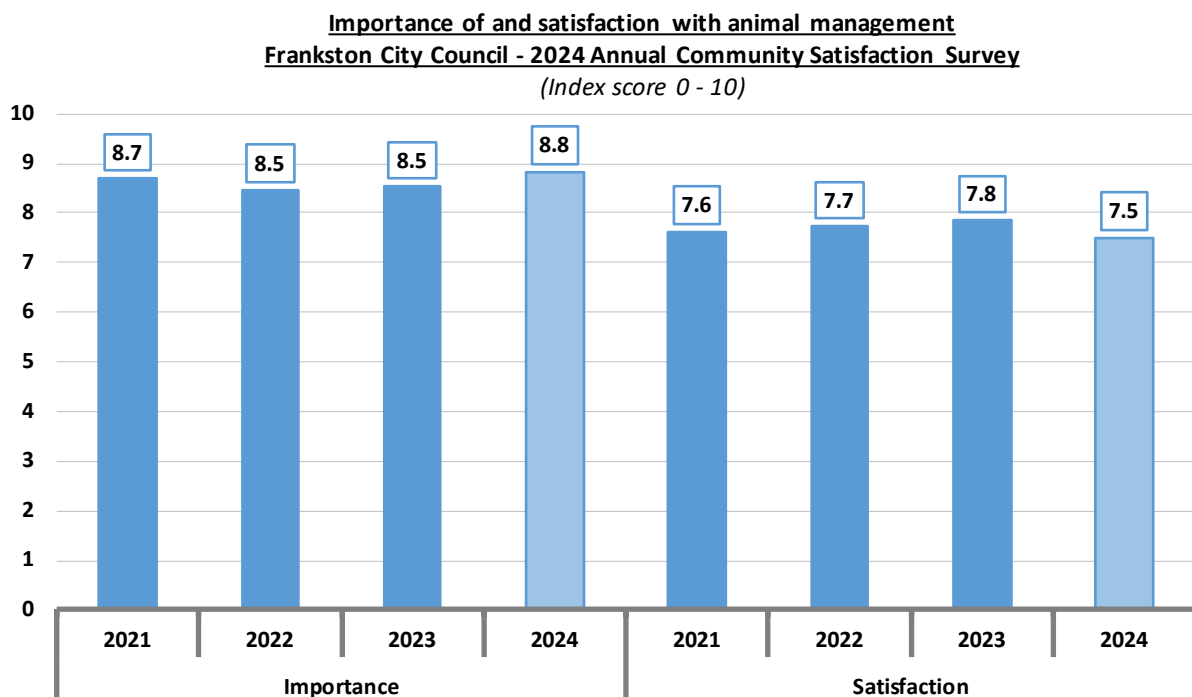




Animal management

Animal management was the 25th most important of the 32 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with animal management declined notably this year, down three percent to 7.5 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.



This result was somewhat (2%) lower than the long-term average satisfaction since 2021 of 7.7 out of 10, or “very good”.

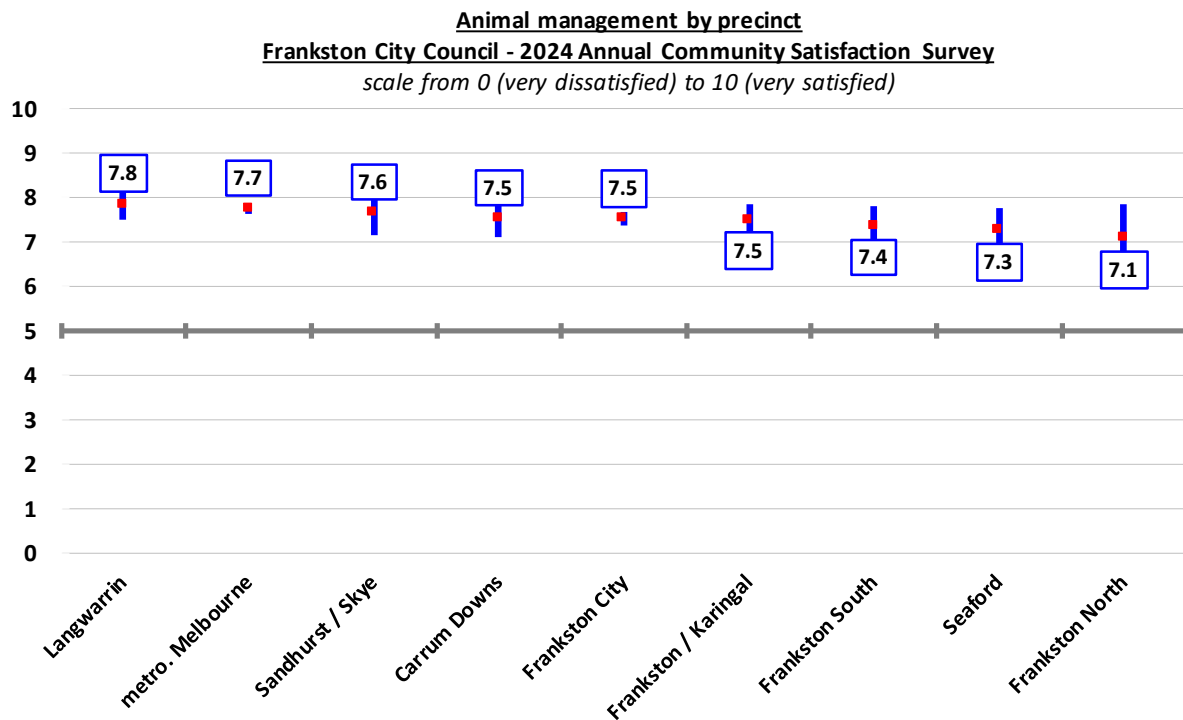
This ranks animal management 19th in terms of satisfaction this year.

This result comprised 57% “very satisfied” and seven percent “dissatisfied” respondents based on a total sample of 630 of the 800 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with animal management of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Langwarrin were somewhat (3%) more satisfied than average and at an “excellent” level, whilst respondents from Frankston North were notably (4%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

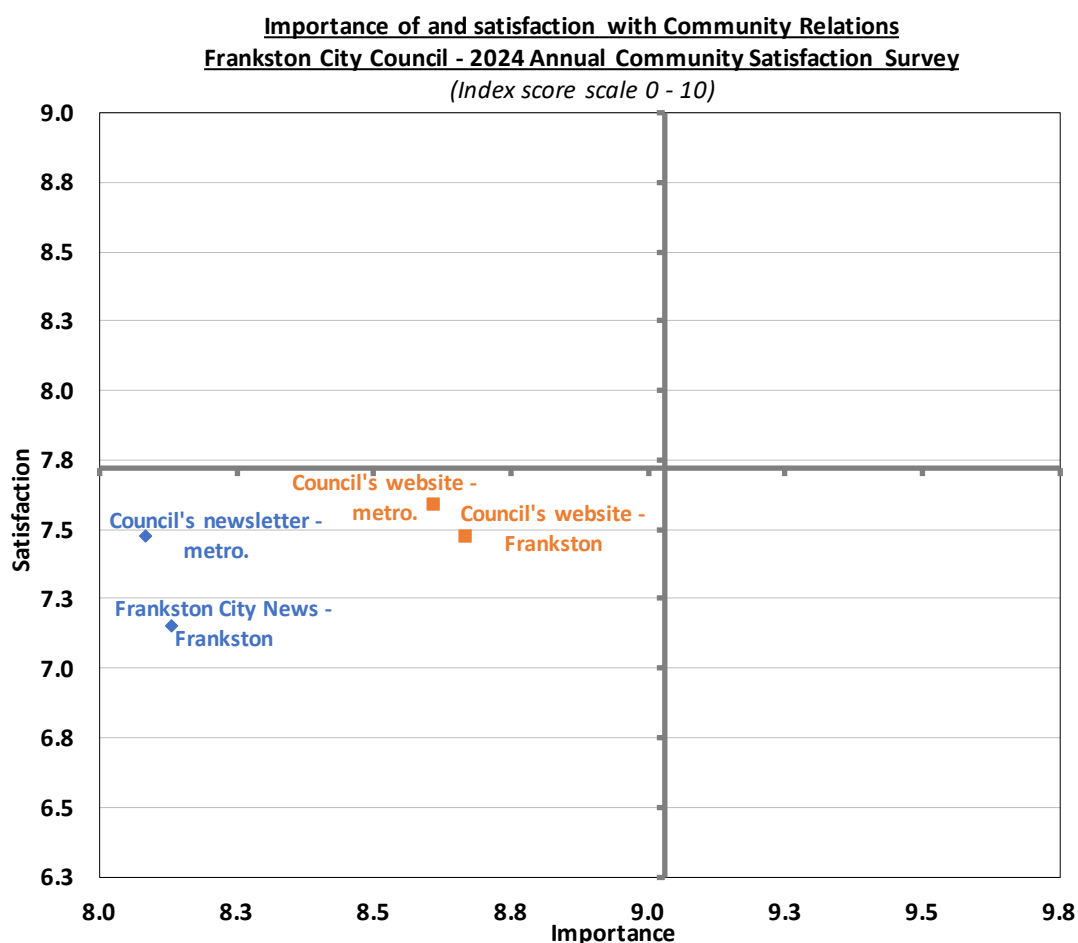


Community Relations

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.

Consistent with the metropolitan Melbourne average, both of these communication services were of significantly lower than average importance, although it is important to note that they were both important nonetheless (with scores of more than eight out of 10).

Both of these services recorded slightly lower than metropolitan average satisfaction scores.



Frankston City News (*Council’s newsletter*)

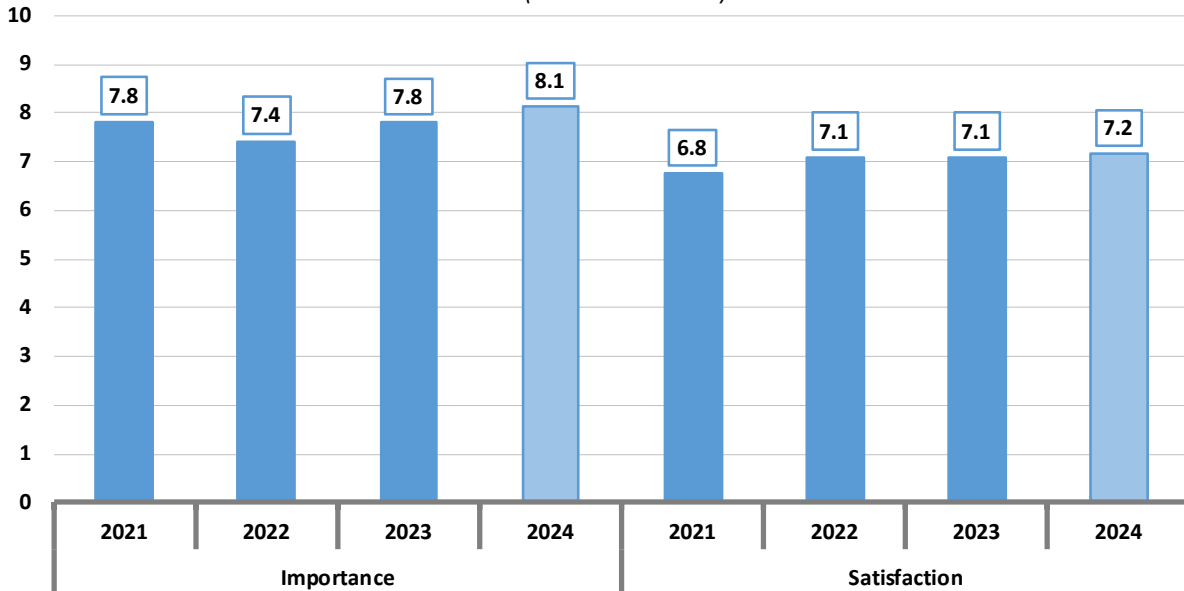
Frankston City News (*Council’s newsletter*) was the 32nd most important of the 32 included services and facilities, with an average importance of 8.1 out of 10 and one of six that was measurably less important than the average of all 32 (9).

Satisfaction with Frankston City News (*Council’s newsletter*) remained essentially stable this year, up one percent to 7.2 out of 10, which remains a “good” level of satisfaction.



This result was the highest level of satisfaction recorded for the publication, and somewhat (2%) above the long-term average satisfaction since 2021 of 7.0 or “good”.

Importance of and satisfaction with Frankston City News (Council's newsletter)
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



This ranks Frankston City News (Council's newsletter) 28th in terms of satisfaction this year, and one of six that received a satisfaction score measurably lower than the average of all 32 (7.7).

This result comprised 54% “very satisfied” and 10% “dissatisfied” respondents based on a total sample of 473 of the 800 respondents who provided a satisfaction score this year.

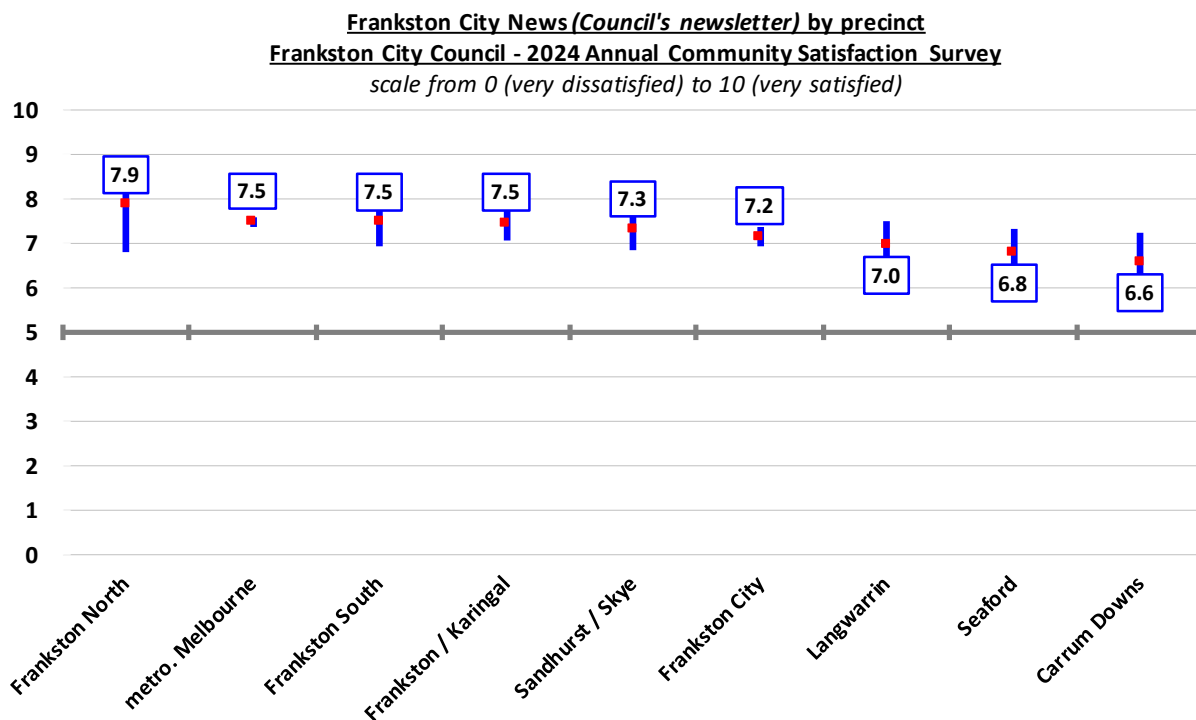
The fact that 327 of the 800 respondents were unable to provide a satisfaction score provides a proxy measure for readership of the publication, estimated at approximately 60% of the community reading the publication sufficiently to be comfortable providing a score.

There was variation in satisfaction observed by respondent profile with adults (aged 35 to 44 years) and middle-aged adults (aged 45 to 54 years) notably less satisfied than average and senior citizens (aged 75 years and over) notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with Council's regular printed newsletter of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that 15 respondents from Frankston North were notably (7%) more satisfied than average, whilst respondents from Carrum Downs and Seaford were notably (6% and 4% respectively) less satisfied than average, although still at “good” levels of satisfaction.





The following table outlines the 81 comments received from respondents who were not satisfied with the *Frankston City News*. Most of these comments related to perception that they did not receive publication. There were also comments around the perceived relevance of the information in the publication.

Reasons for dissatisfaction with Frankston City News
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

<i>Reason</i>	<i>Number</i>
Didn't get the newsletter	34
Don't read much	7
It not too relevant / important to me	5
There are no regular updates from the Council	4
We have to get more local newsletters	3
A lot of the times it is just for marketing themselves / propaganda	2
Does not have lot of information / need more	2
Advertise this as not a lot of people know about it	1
Crime happening a lot	1
Digital format would be better	1
Don't know what they do here	1
I am not receiving newsletter from the Council at Frost Street	1
I am not receiving newsletter from the Council at Palkarra Ct	1
I don't believe anyone reads, so it is a waste of money	1
I don't like the work of the Council	1
I have not received newsletter from the Council at Barnett Avenue	1



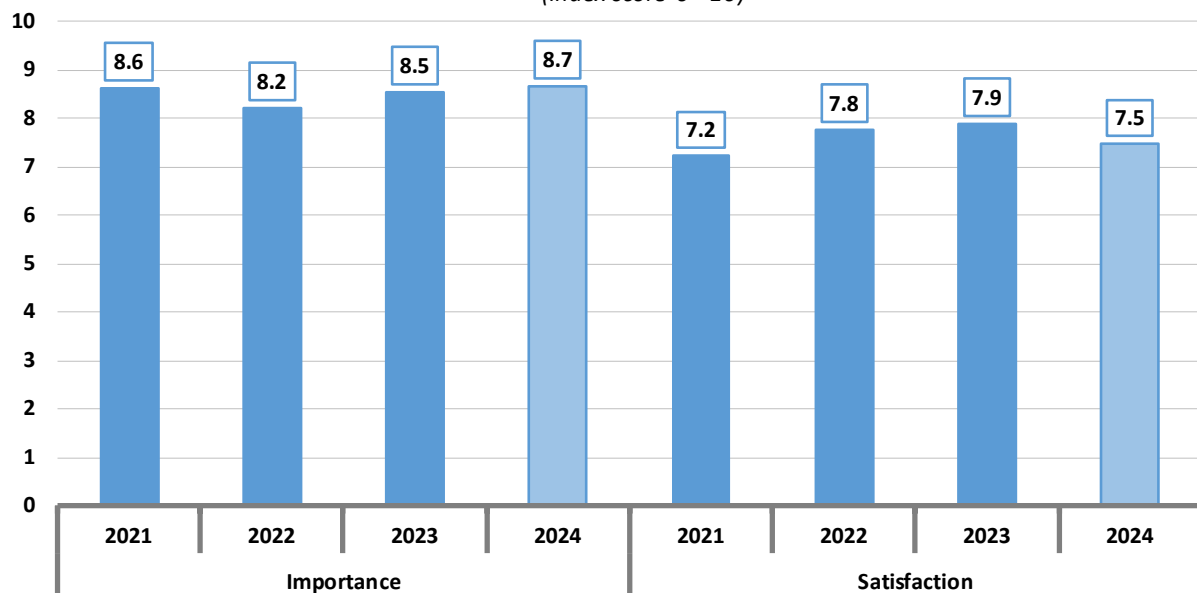
It is a waste of money	1
It is their job, they have just to do it. It is their jobs no need to tell us	1
It will be good to see the progress	1
Need for updates about local news	1
No information received on any events	1
Not everybody and technology skills, the aged population are getting left out	1
Not interested	1
Not on time	1
Not sure what's happening no updates, need more regular updates	1
Not well publicised	1
Our whole street didn't receive the flyer for repair work by Council but other street got the information	1
Should put in plastic, always wet in winter	1
Waste of money and email newsletter is cost effective and much better, understand not everyone has email	1
We get it from the post office	1
We get stuff on news	1
Total	81

Council's website

Council’s website was the 29th most important of the 32 included services and facilities, with an average importance of 8.7 out of 10 and one of six that was measurably less important than the average of all 32 (9).

Satisfaction with Council’s website declined notably this year, down four percent to 7.5 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

Importance of and satisfaction with Council's website
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Despite the notable decline, satisfaction with the website remains only marginally below the long-term average satisfaction since 2021 of 7.6 out of 10, or “very good”.

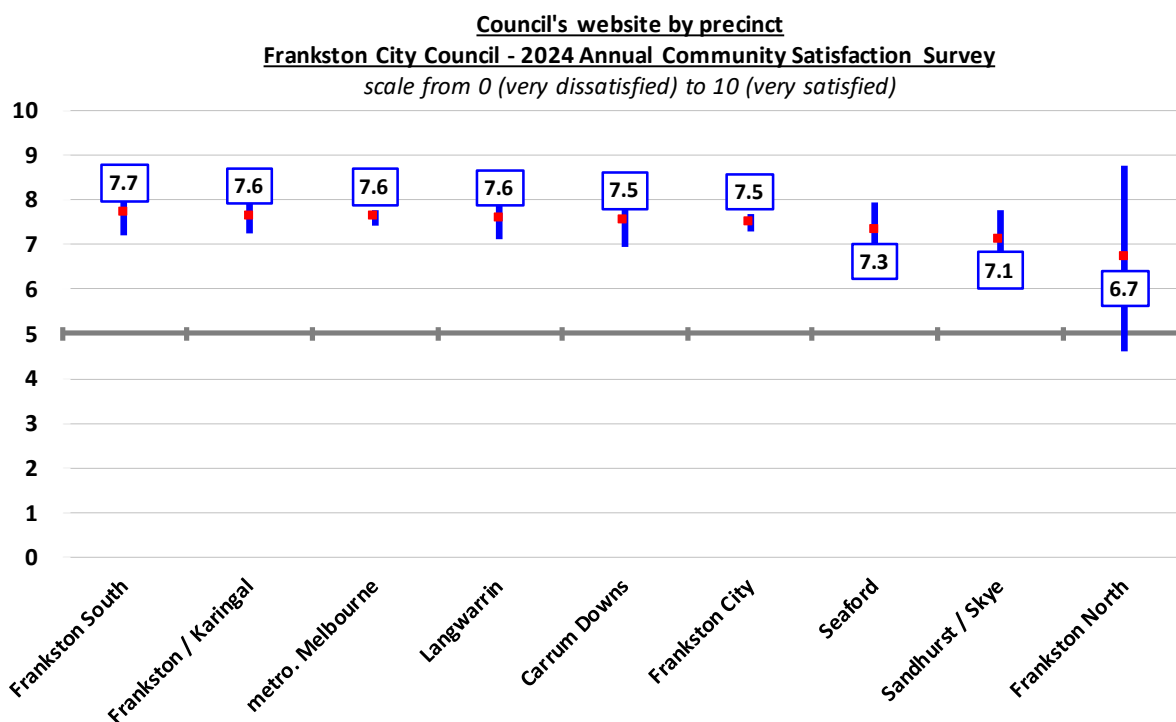
This ranks Council’s website 21st in terms of satisfaction this year.

This result comprised 61% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 342 of the 344 (43%) respondents from households who had used these facilities in the last 12 months.

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

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with Council’s website of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that 10 respondents from Frankston North were notably (8%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



Community Strengthening

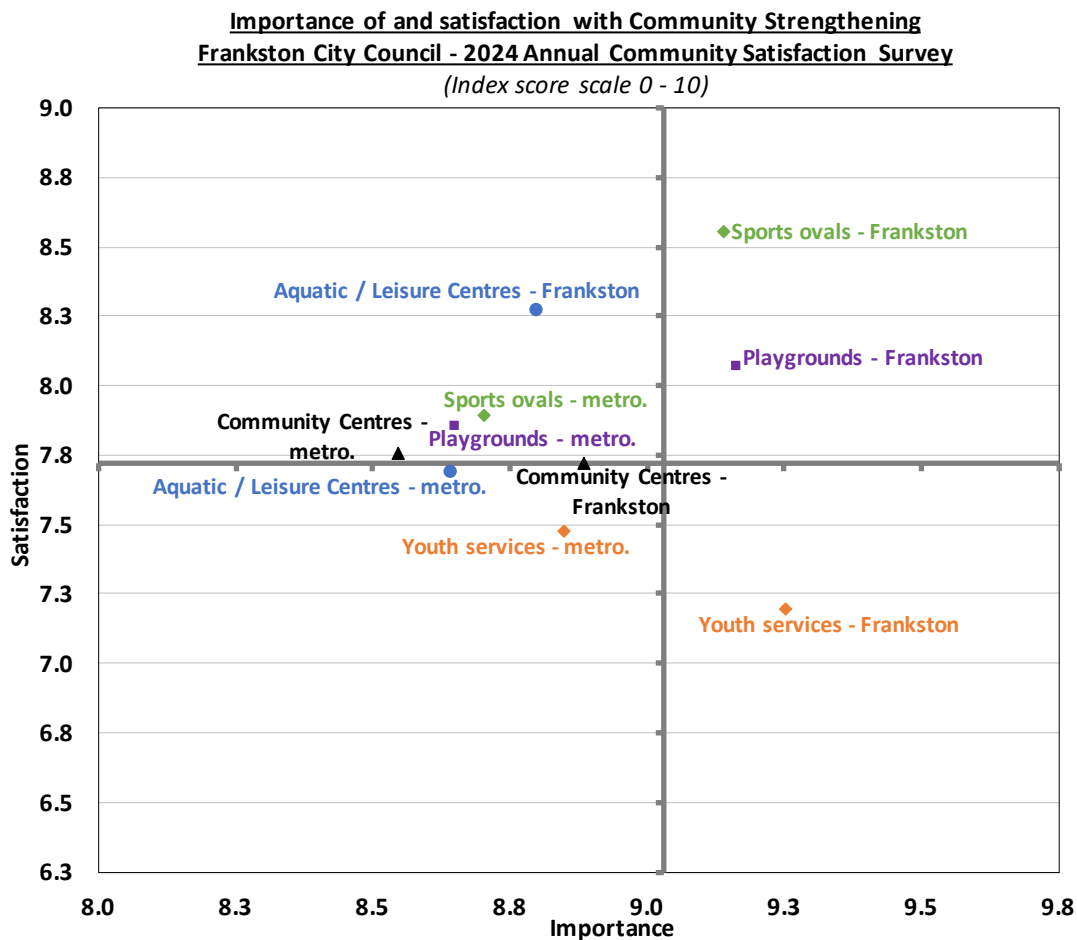
There were five services from the Community Strengthening department included in the survey, those being sports ovals (including facilities and activities), aquatic and leisure centres, youth services for 12 to 24 year olds, provision and maintenance of playgrounds, and community centres / neighbourhood houses.

Metropolis Research notes that each of these five services and facilities were substantially more important on average in the City of Frankston than the metropolitan Melbourne average.

Satisfaction with three of these five services and facilities was, however, notably to measurably higher in the City of Frankston than the metropolitan Melbourne average.

Satisfaction with youth services was notably lower than the metropolitan Melbourne average.

This is consistent with satisfaction with the broad service area of recreation and culture being five percent higher than the metropolitan Melbourne average.

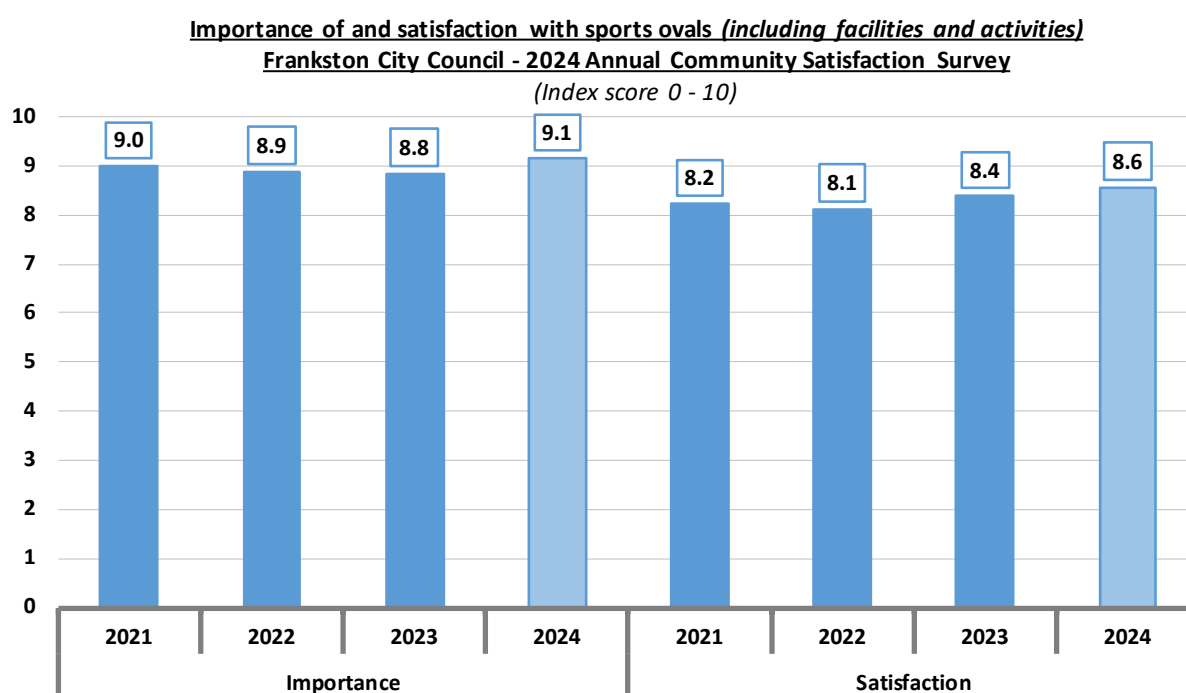


Sports ovals (including facilities and activities)

Sports ovals were the 13th most important of the 32 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with sports ovals increased somewhat this year, up two percent to 8.6 out of 10 this year, which remains an “excellent” level of satisfaction.

This was the highest satisfaction with sports ovals recorded over the four years of the survey program and was above the long-term average satisfaction since 2021 of 8.3 out of 10.



This ranks sports ovals 4th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

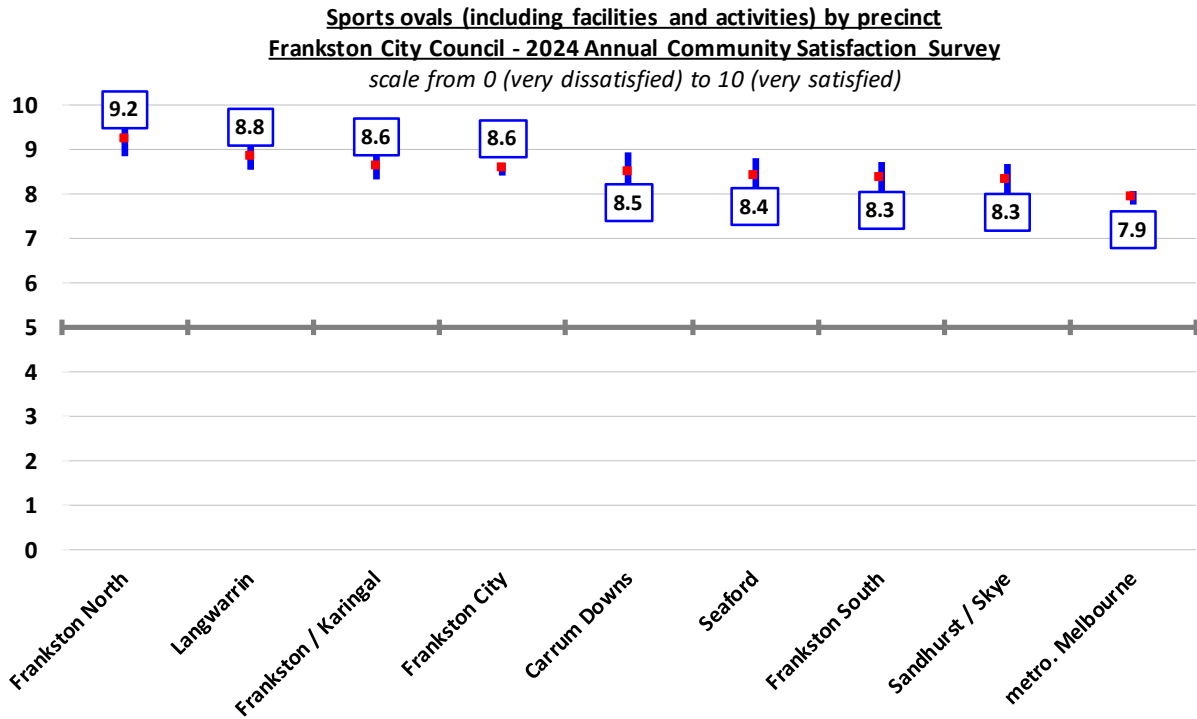
This result comprised 84% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 348 of the 353 (44%) respondents from households who had used these services / facilities in the last 12 months.

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

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with sports ovals and other local sporting facilities of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in satisfaction observed across the municipality, with 18 respondents from Frankston North measurably more satisfied than average, although respondents from all precincts rated satisfaction at “excellent” levels.

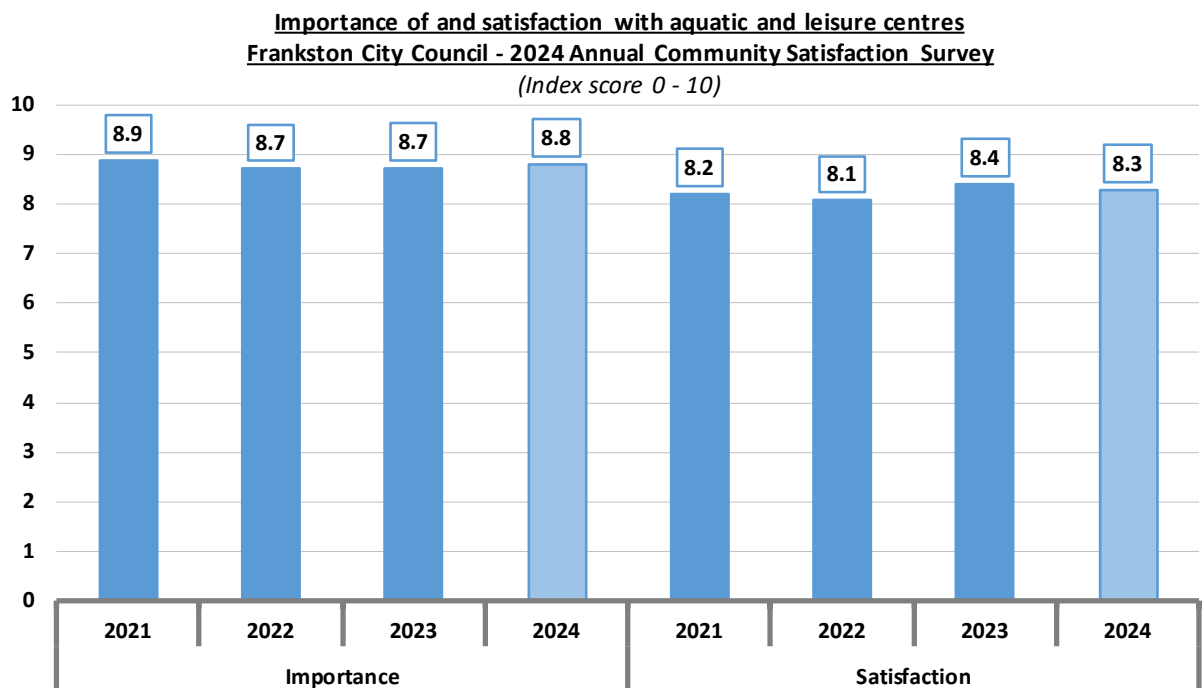




Aquatic and Leisure Centres

Aquatic and leisure centres were the 26th most important of the 32 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with aquatic and leisure centres remained essentially stable this year, down one percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.



This result remains consistent with the “excellent” long-term average satisfaction since 2021 of 8.2 out of 10.

This ranks aquatic and leisure centres 7th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

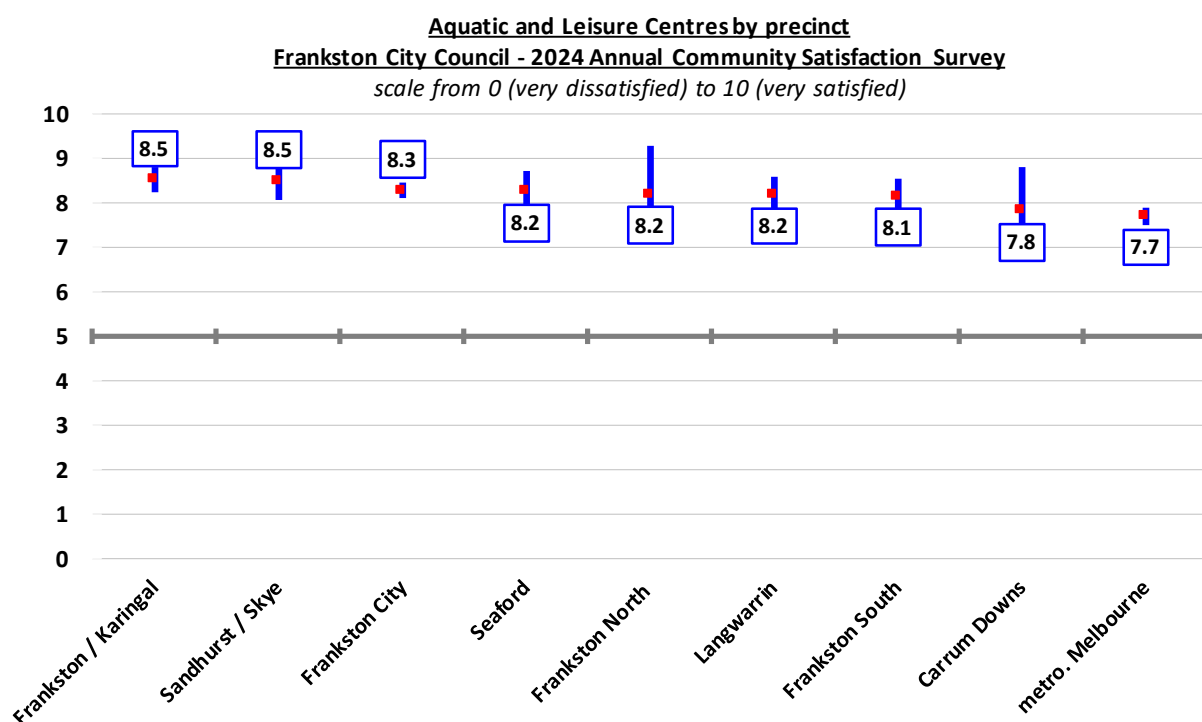
This result comprised 75% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 291 of the 293 (37%) respondents from households who had used these services / facilities in the last 12 months.

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

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with recreation and/or aquatic centres of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Carrum Downs were notably (5%) less satisfied than average, although still at an “excellent” level of satisfaction.

Respondents from all precincts rated satisfaction with aquatic and leisure centres at “excellent” levels.



Youth services (for 12 to 24 year olds)

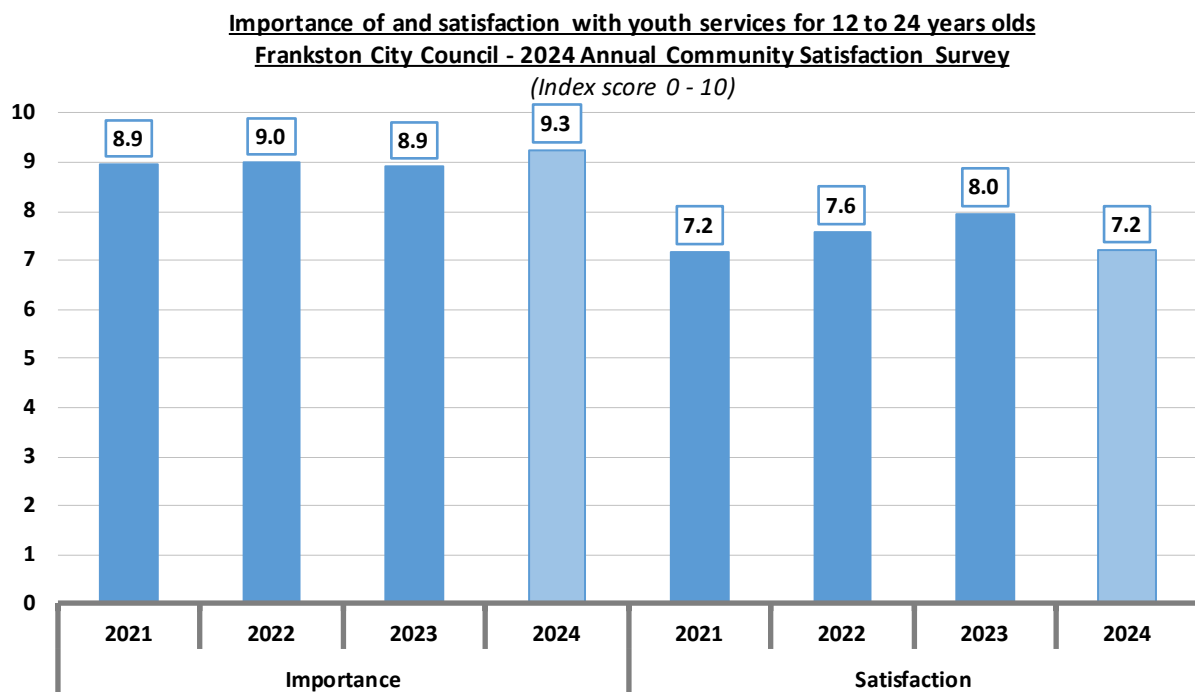
Youth services were the 8th most important of the 32 included services and facilities, with an average importance of 9.3 out of 10, and one of nine that was measurably more important than the average of all 32 (9).

Satisfaction with youth services declined notably this year, down eight percent to 7.2 out of 10 this year, which was a “good”, down from an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction with youth services has proved quite variable around the long-term average satisfaction since 2021 of 7.5 out of 10 or “very good”.

Metropolis Research also notes that the difference between the importance of and satisfaction with youth services was larger than the average of all services and facilities (21% compared to 13%). This reinforces the view that youth services were an area where Council was underperforming against community priorities.

This variability was partly due to the small sample of respondents (79 respondents in 2024) who had used these services within the last year but may also reflect changed sentiment.



This ranks youth services 26th in terms of satisfaction this year.

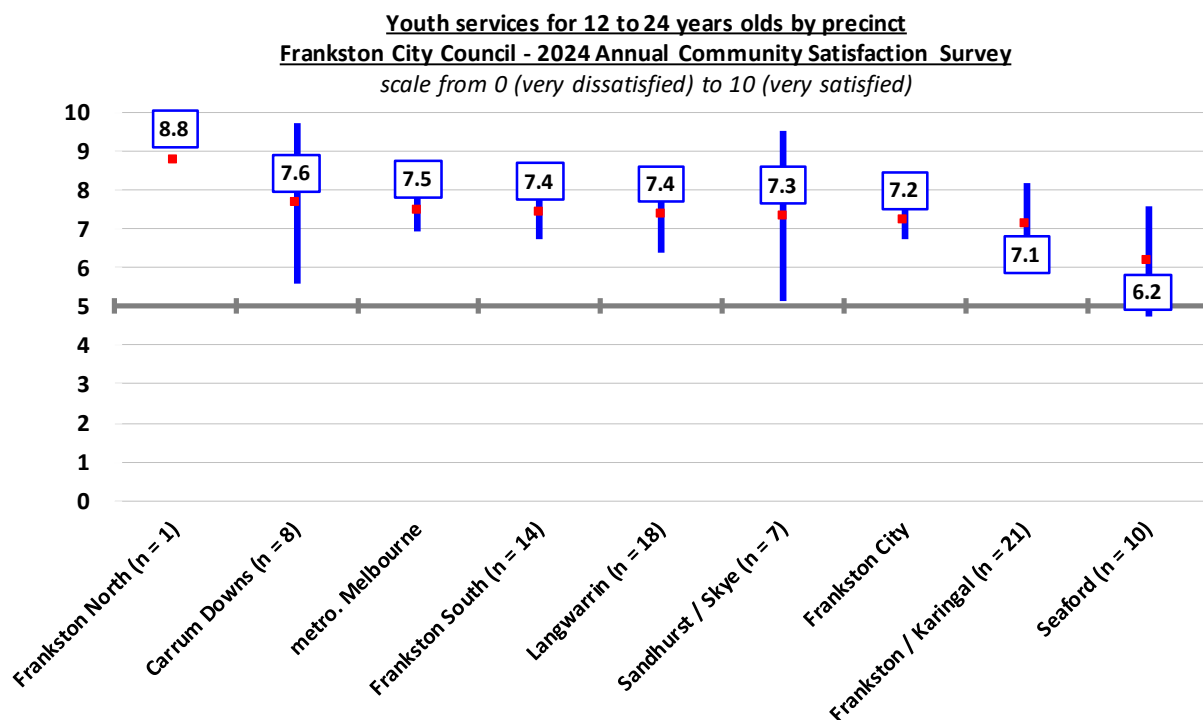
This result comprised 44% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 79 (10%) respondents from households who had used these services / facilities in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile, although it is noted that respondents from English speaking households were more satisfied than respondents from multilingual households.



By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with services for youth of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in satisfaction observed across the municipality, with 10 respondents from Seaford measurably (10%) less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 12th most important of the 32 included services and facilities, with an average importance of 9.2 out of 10.

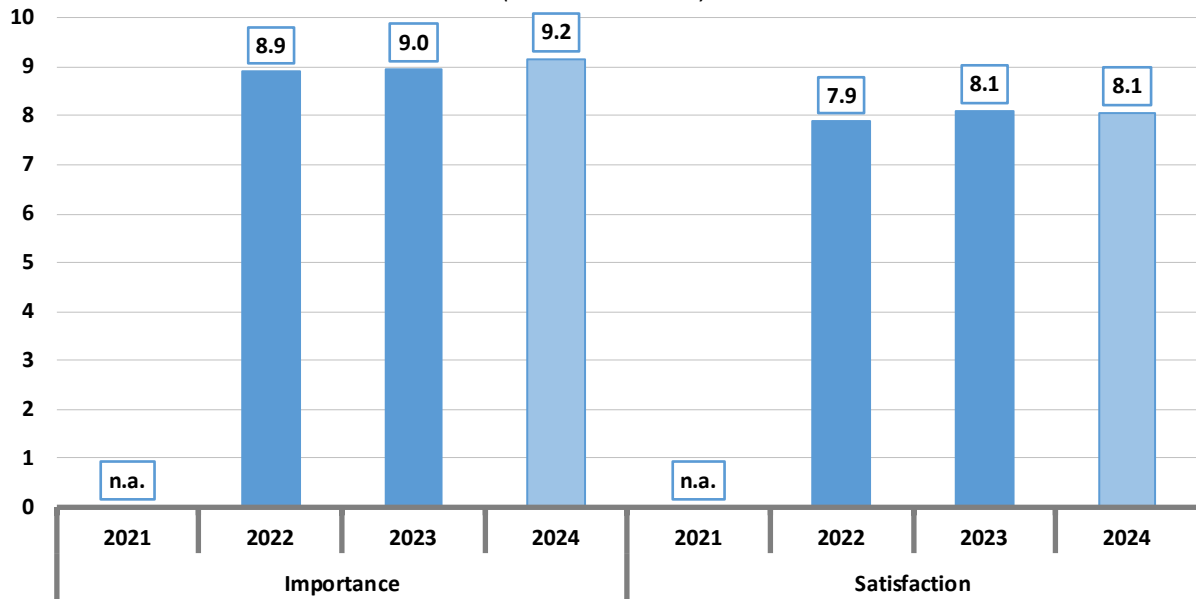
Satisfaction with playgrounds remained stable this year at 8.1 out of 10, which remains an “excellent” level of satisfaction.

This remains the highest level of satisfaction with playgrounds recorded over the three years these facilities have been included in the survey.

This ranks provision and maintenance of playgrounds 12th in terms of satisfaction this year. This result comprised 73% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 412 of the 421 (53%) respondents from households who had used these services / facilities in the last 12 months.



Importance of and satisfaction with provision and maintenance of playgrounds
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)

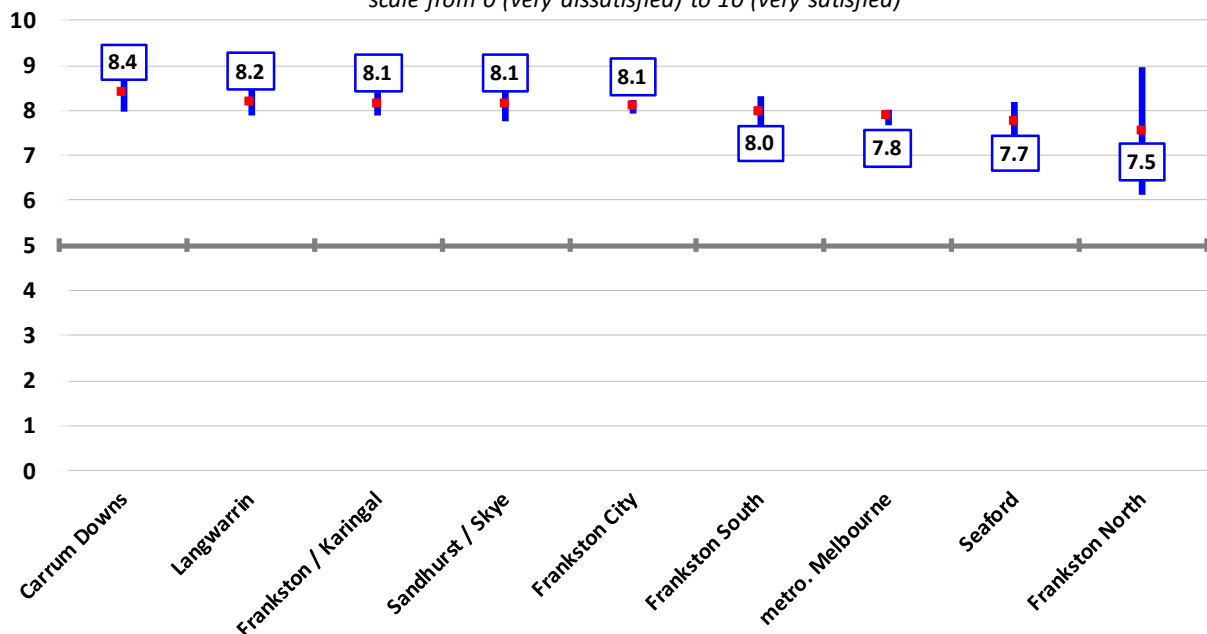


There was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with provision and maintenance of playgrounds of 7.8 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that 18 respondents from Frankston North were notably (6%) less satisfied than average, at a “very good” rather than an “excellent” level of satisfaction.

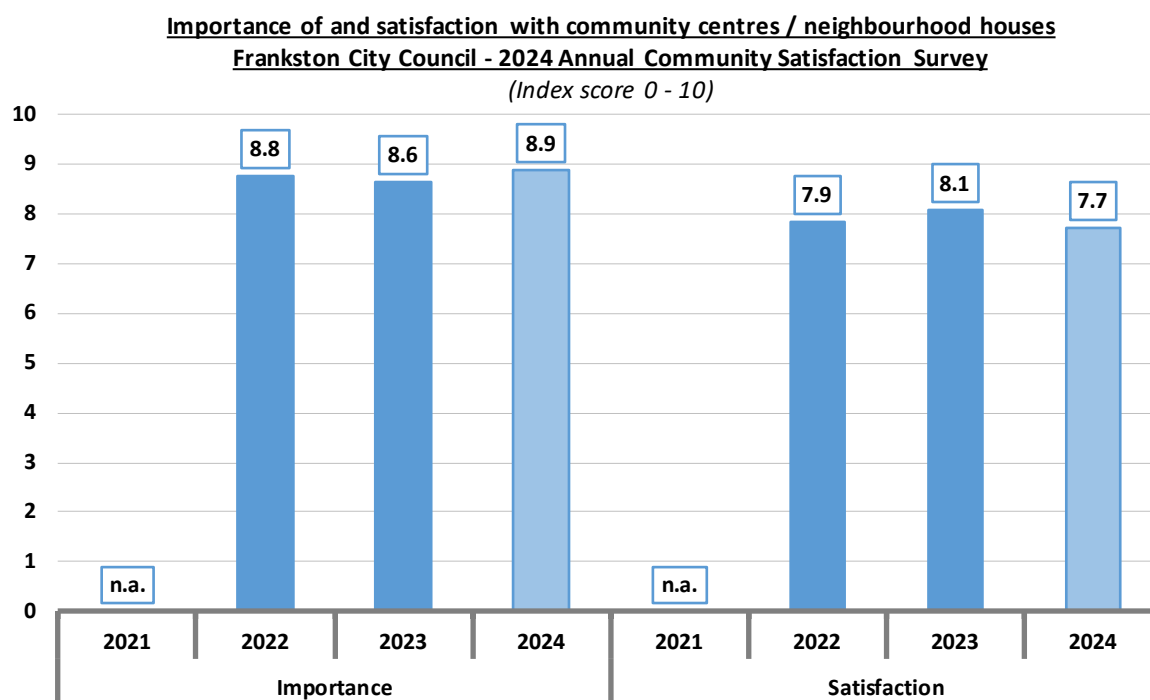
Provision and maintenance of playgrounds by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Community Centres / Neighbourhood Houses

Community centres / neighbourhood houses were the 23rd most important of the 32 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with community centres / neighbourhood houses declined notably this year, down four percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.



This was the lowest satisfaction score recorded for these facilities since they were included in the survey in 2022 and was below the long-term average since 2022 of 7.9 or “excellent”.

This ranks community centres / neighbourhood houses 15th in terms of satisfaction this year.

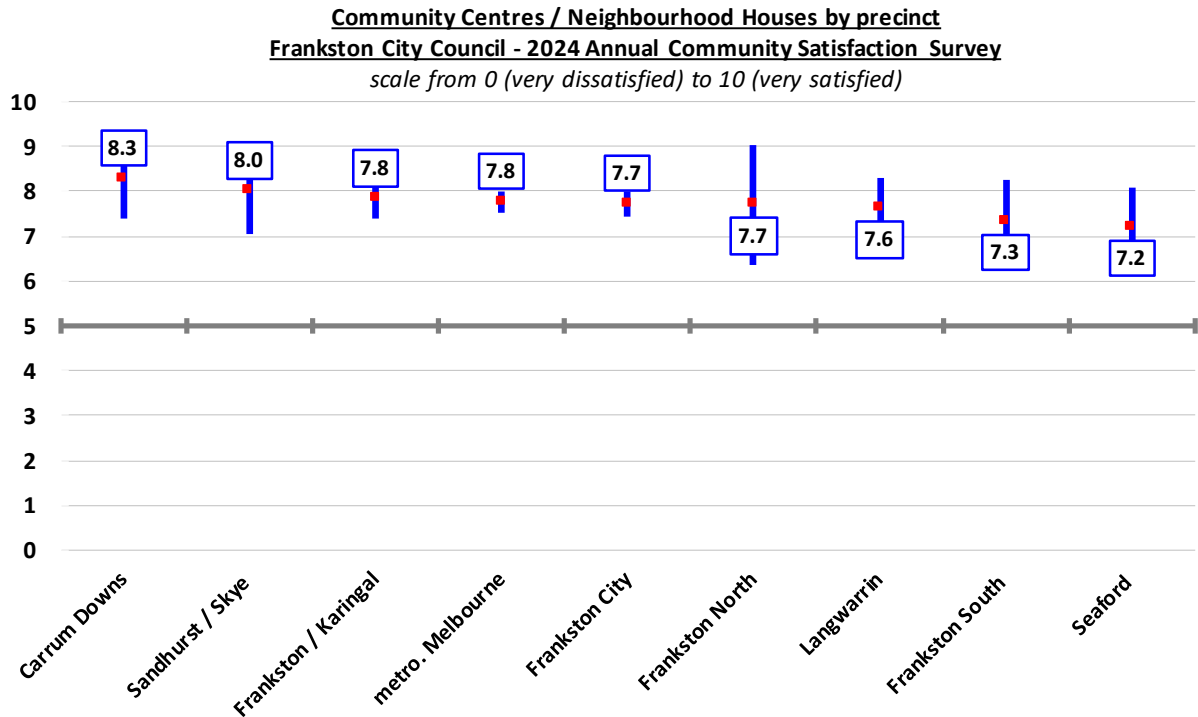
This result comprised 65% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 172 of the 180 (23%) respondents from households who had used these services / facilities in the last 12 months.

There was variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 54 years) notably less satisfied than average and older adults (aged 55 to 74 years) notably more satisfied than average.

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with community centres / neighbourhood houses of 7.8 out of 10, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Carrum Downs were notably (6%) more satisfied than average and at an “excellent” level, whilst respondents Frankston South (4% lower) and Seaford (5% lower) were notably less satisfied than average, and at “good” rather than “very good” levels of satisfaction.



Operations Centre

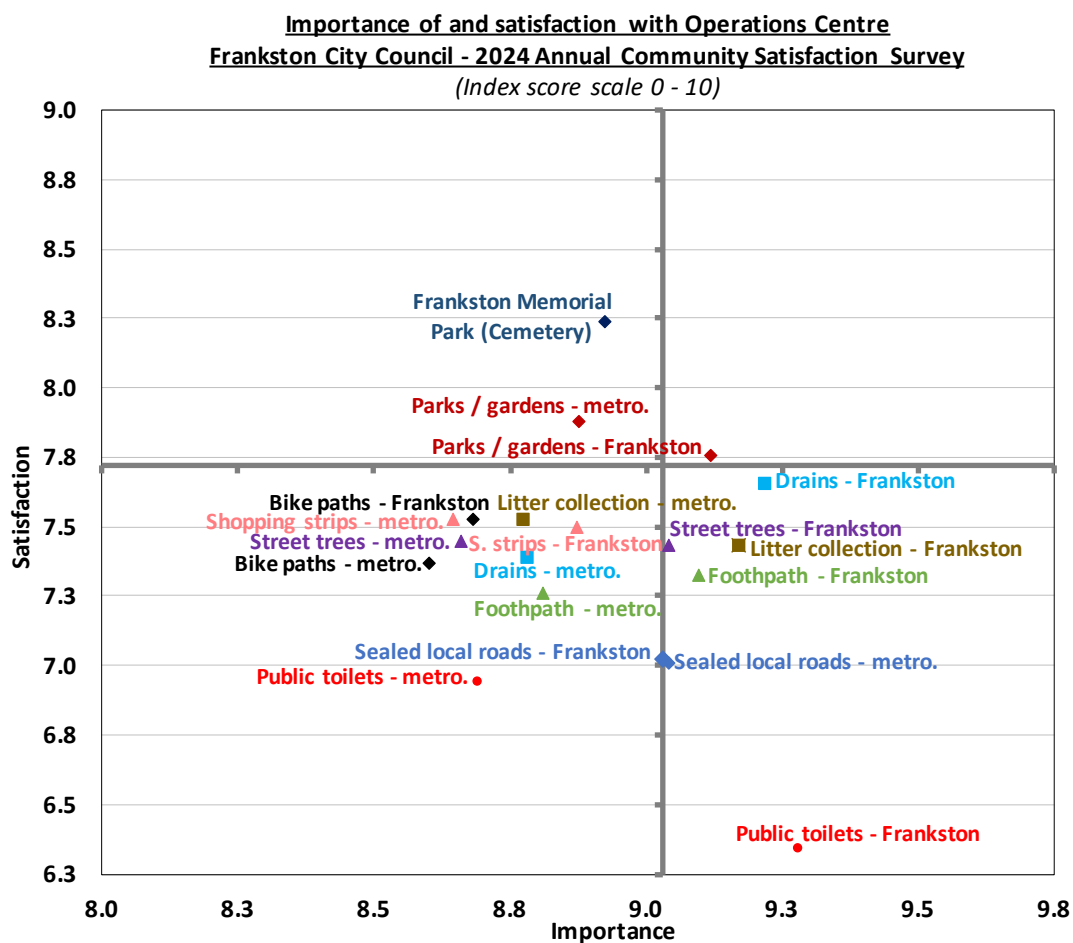
There were ten services and facilities of the Operations Centre included in the survey.

These included 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, on and off-road bike paths (including shared pathways), and Frankston Memorial Park (Cemetery).

With the exception of the provision and maintenance of parks and gardens and the Frankston Memorial Park, satisfaction with the remaining eight Operations Centre services and facilities all recorded average or lower than average satisfaction scores.

Most of these services and facilities recorded broadly similar satisfaction scores as the metropolitan Melbourne average, although it is noted that satisfaction with footpaths, bike paths, and drains were all marginally higher than the metropolitan average.

Satisfaction with public toilets was, however, measurably and significantly lower than the metropolitan average.



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 19th most important of the 32 included services and facilities, with an average importance of nine out of 10.

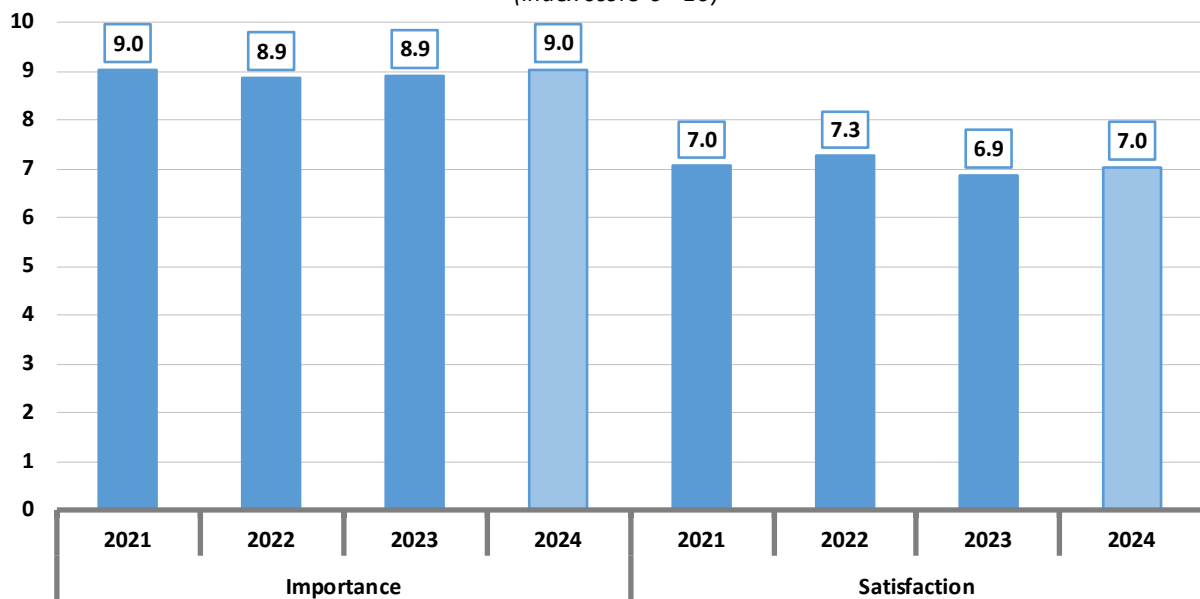
Satisfaction with the maintenance and repair of sealed local roads remained essentially stable this year, up one percent to 7.0 out of 10, which remains a “good” level of satisfaction.

Metropolis Research notes that the difference between the importance of and satisfaction with local roads was larger than the average for all services and facilities (20% compared to 13%). This reinforces the view that local roads were an area where Council was underperforming against community priorities.

The other areas where Council was significantly underperforming community priorities were public toilets (30% gap), planning applications (24% gap), and youth services (21% gap).

This result was identical to the long-term average satisfaction since 2021 of 7.0 out of 10, or “good”.

Importance of and satisfaction with the maintenance and repair of sealed local roads
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



This ranks the maintenance and repair of sealed local roads 29th in terms of satisfaction this year and one of six that received a satisfaction score measurably lower than the average of all 32 (7.7).

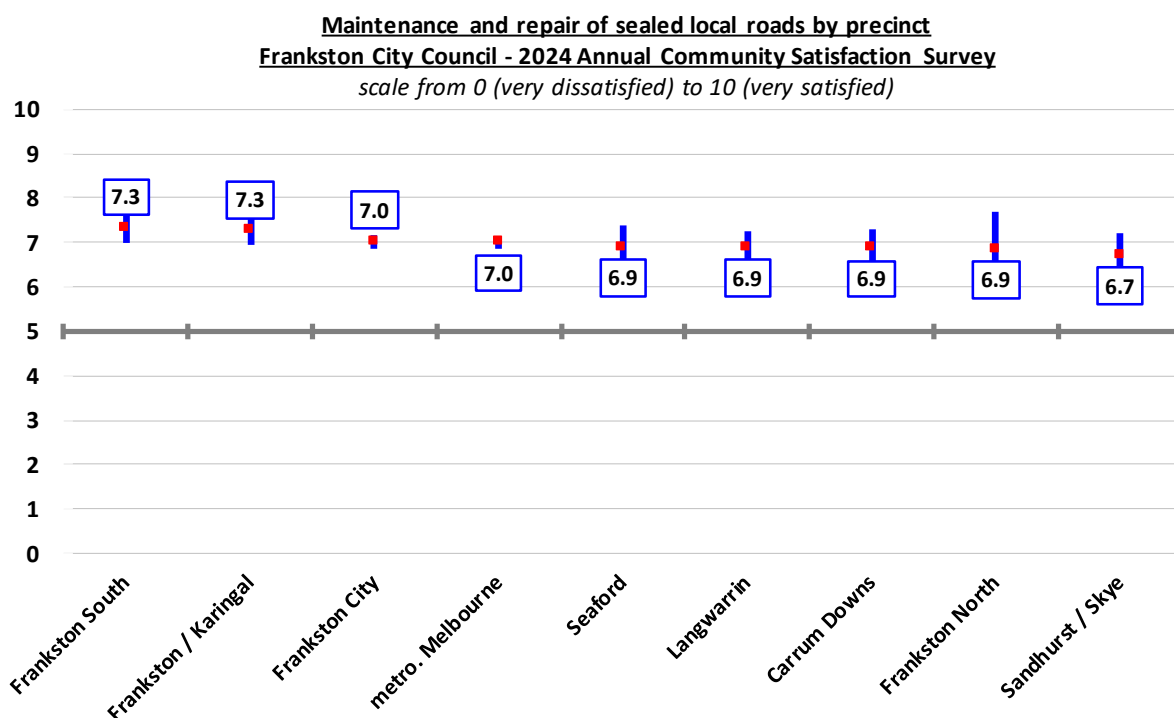
This result comprised 50% “very satisfied” and 10% “dissatisfied” respondents based on a total sample of 775 of the 800 respondents who provided a satisfaction score this year.

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



By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with maintenance and repairs of sealed local roads of seven out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Frankston South and Frankston / Karingal were somewhat (3%) more satisfied than average, and at a “excellent” rather than “very good” levels of satisfaction. Respondents from Sandhurst / Skye were somewhat (3%) less satisfied than average, although still at a “good” level of satisfaction.



The following table outlines the 110 comments from respondents dissatisfied with the maintenance and repair of sealed local roads, and the 72 roads or streets of concern.

Metropolis Research notes that the roads and streets of concern include a mix of those maintained by Council and those maintained by the state government. It is noted that whilst the survey asks respondents to rate satisfaction with local roads and includes a definition of local and state managed roads, respondents often consider all the roads in their local area that they use when rating their satisfaction with sealed local roads, as they can find it difficult to differentiate between council and state-managed roads.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Potholes / lots of potholes	38
Terrible / bad / poor road condition and quality	12



Need to be maintained / repaired	5
Not doing their job properly	4
Potholes, takes forever to fix / not fixed	4
The condition and amount of roadworks / constant road works is causing traffic management issues	3
It's a bit slow repairs / length of time	2
Lawn mowing, nature strips and on roads are a problem	2
Potholes in the main highway / freeway	2
Animal management the dogs shouldn't be off their leash	1
Asked the Council for repairs and said the cracks are too small	1
Bumps	1
Bus stands clean	1
Cleaned Council roads, not Vic roads	1
Constant roadworks and not fixing the problem	1
Driveway both ways cause dissatisfaction	1
Finish the park up the road would be very happy	1
Garbage collection. Why buy the purple bin when we have the yellow one	1
I think the estate has been managing the roads and they just handed over the management to the Council, so they need time	1
In general, they don't fix the roads other than the main roads it is becoming a problem	1
Litter at the beach	1
Lot of road works happening at the same time could be planned better	1
Nature strip tree should be reinstated	1
Need some improvements in the roads but it's fine in some areas	1
Need to improve road conditions and quality	1
No room to park my car	1
No speed bumps in the roads, all the skid marks on the roads, they could do more to stop people hooning	1
Not spending money on roads maintenance and full of potholes	1
Overall, all the freeways	1
Plenty of maintenance to be done, capital projects are done before maintenance	1
Roadworks are going too long. Should not be going during peak hours	1
Some maintenance could be done better, grass verges, weeds	1
Sweep and clean	1
The disruption	1
The roads are blocked and too much traffic	1
The speed breaker in front of my house has a hump that makes loud noises by the cars	1
There are potholes at various roads and the tyres of my car got flat 3 times in a month	1
They are all up to scratch, it's noisier	1
They could do better, roads that really need doing	1
They did not maintain the road, only during election time	1
They don't fix roads, only minor fixes	1
Too many speed humps	1
Too much speeding around in north roads and bouncing areas in road	1
Too noisy	1
Trees near the roads are too big	1
Uneven roads, my biggest concern is a lot of weeds on roads, growing into lands	1
We also need more speed bumps to slow down	1
Total	110



<i>Specific locations</i>	
Quarry Rd	4
Ballarto Rd is bad / has bad surface condition	3
Potholes in Stotts Ln	3
There are potholes on the Frankston freeway	3
Western Port highway has potholes	3
Cranbourne - Frankston Rd is bad	2
Frankston - Dandenong Rd is a nightmare / needs attention	2
Lot of potholes like McClelland Dr	2
Potholes on roads near Frankston High School	2
Should have done the work on Hall Rd all at once / has been dragged out	2
Stotts Ln has been not repaired for last 4 years / needs resealing	2
The whole Vivienne St is filled with potholes	2
Bad roads - Cranbourne Rd	1
Bad traffic near the hospital	1
Bangholme, lots of potholes there	1
Big hole in the road on Harcourt Ave	1
Constantly having roadworks (Hall Rd / McCormicks Rd)	1
Few bumps on Beach St	1
Fix that freeway, there are holes quite deep before High St it's horrible	1
Footpath, Grand View Laneway	1
Footpaths don't replace Camden Ct	1
Forest Dr	1
Forever fixing road, McCormicks Rd	1
Frankston - Dandenong Rd has some potholes	1
Going towards Springvale needs fixing	1
Greenwood Dr has potholes and I had to replace my car tyres because of that	1
Hallifax St has gutters and floods in the rain	1
Hallifax St has no markings, roads are short	1
Mahogany Rise Primary School milk bar has bad road maintenance and cleanliness	1
McLaren Dr	1
Monash freeway	1
Need road humps on Claude St corner with Hannah St as a car smashed into my house's fence	1
Not been maintained - North Rd	1
Pardalote Ave has a bad footpath	1
Pothole on Skye Rd going to freeway	1
Potholes all around Hadley St	1
Potholes on roads like the Frankston Rd link	1
Potholes on some roads in Frankston North, Forest Dr	1
Potholes on Station St	1
Quarry Rd, they have potholes and not maintained	1
Skye Rd	1
Some of the roads are not made - Alder St	1
Spring Hill Rd	1
The government did not give proper care to the road, especially on the Beach Rd	1
The trees are hanging on the other side of the train station	1
There are a lot of them, Cranbourne - Frankston freeway has a lot of potholes which affect the car and tyres	1

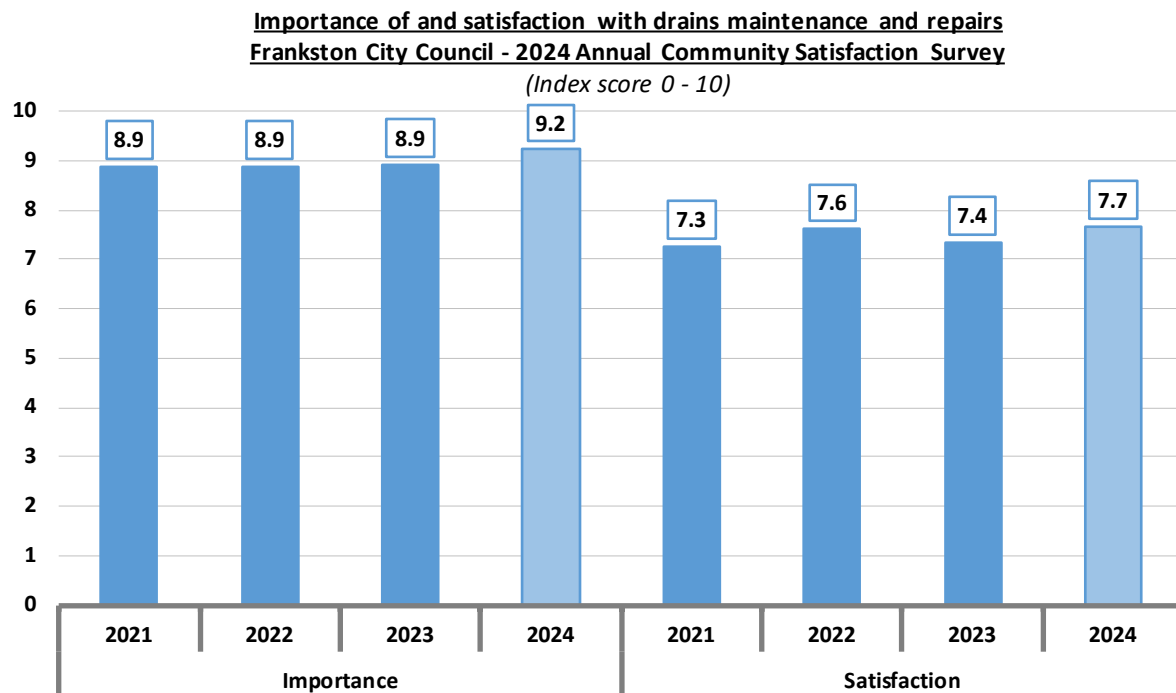


There are potholes at Ballarto Rd	1
There are potholes at McCormicks Rd	1
There are potholes everywhere on local roads, rubbish all over the roads. McCormicks Rd and other small roads	1
Thompson Rd is bad and not cleaned	1
Traffic is very dangerous for us living on the Railway Pde very hard to drive in and out	1
Traffic problems in Long St	1
Union Rd has potholes	1
We still have a lot of potholes, certain area with glass, Cranbourne Rd	1
Total	72
Total responses	182

Drains maintenance and repairs

Drains maintenance and repairs was the 10th most important of the 32 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with drains maintenance and repairs increased somewhat this year, up three percent to 7.7 out of 10, although it remains at a “very good” level of satisfaction.



This was the highest satisfaction with drains recorded for the City of Frankston and was above the long-term average satisfaction since 2021 of 7.5 out of 10, or “very good”.

This result ranks drains maintenance and repairs 16th in terms of satisfaction this year.

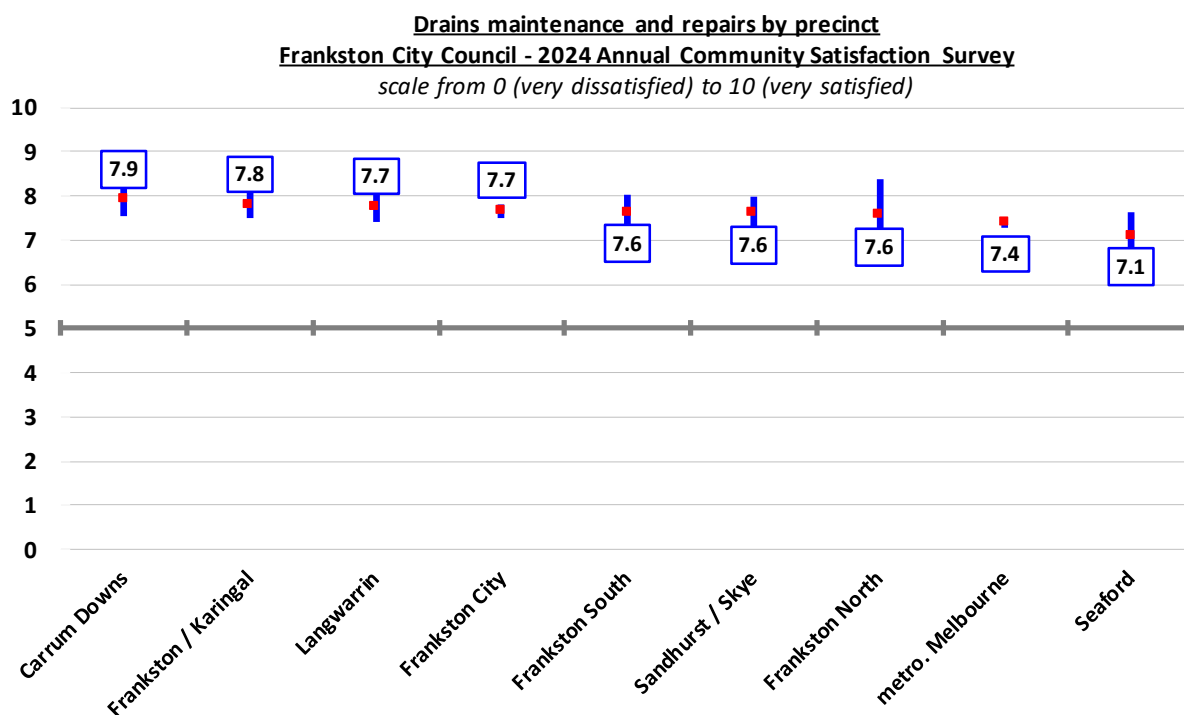


This result comprised 64% “very satisfied” and eight percent “dissatisfied” respondents based on a total sample of 749 of the 800 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably less satisfied than average. Male respondents were notably more satisfied than female respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was somewhat (3%) higher than the metropolitan Melbourne average satisfaction with drains maintenance and repairs of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Seaford were notably (6%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



Footpath maintenance and repairs

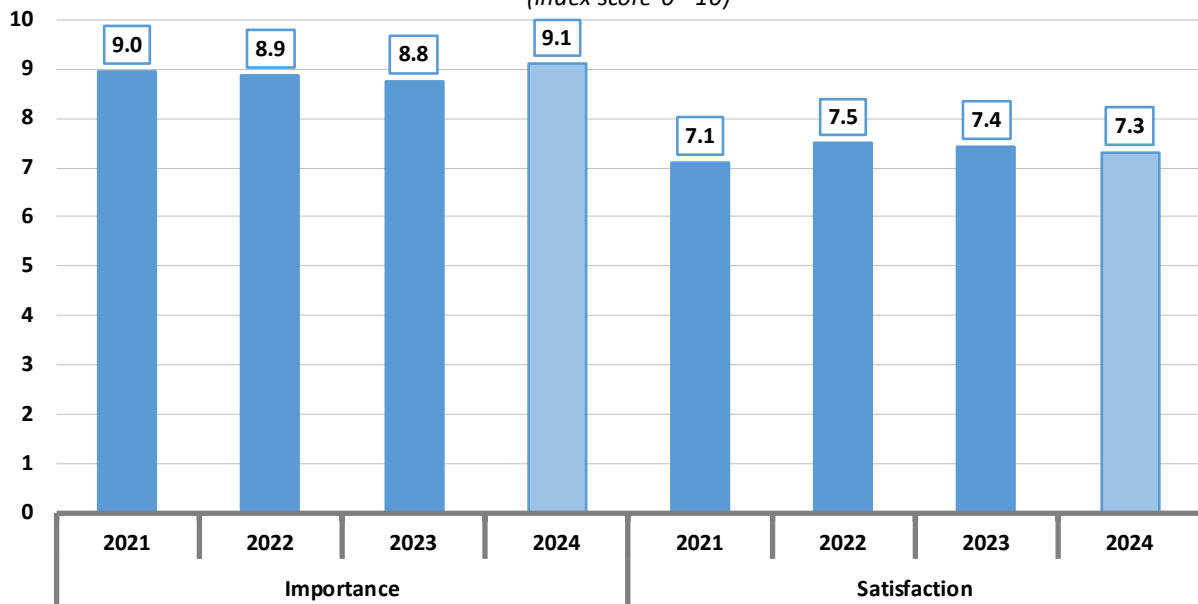
Footpath maintenance and repairs was the 15th most important of the 32 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with footpath maintenance and repairs remained essentially stable this year, down one percent to 7.3 out of 10, which remains a “very good” level of satisfaction.

This result was identical to the long-term average satisfaction since 2021 of 7.3 out of 10.



Importance of and satisfaction with footpath maintenance and repairs
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



This ranks footpath maintenance and repairs 24th in terms of satisfaction this year.

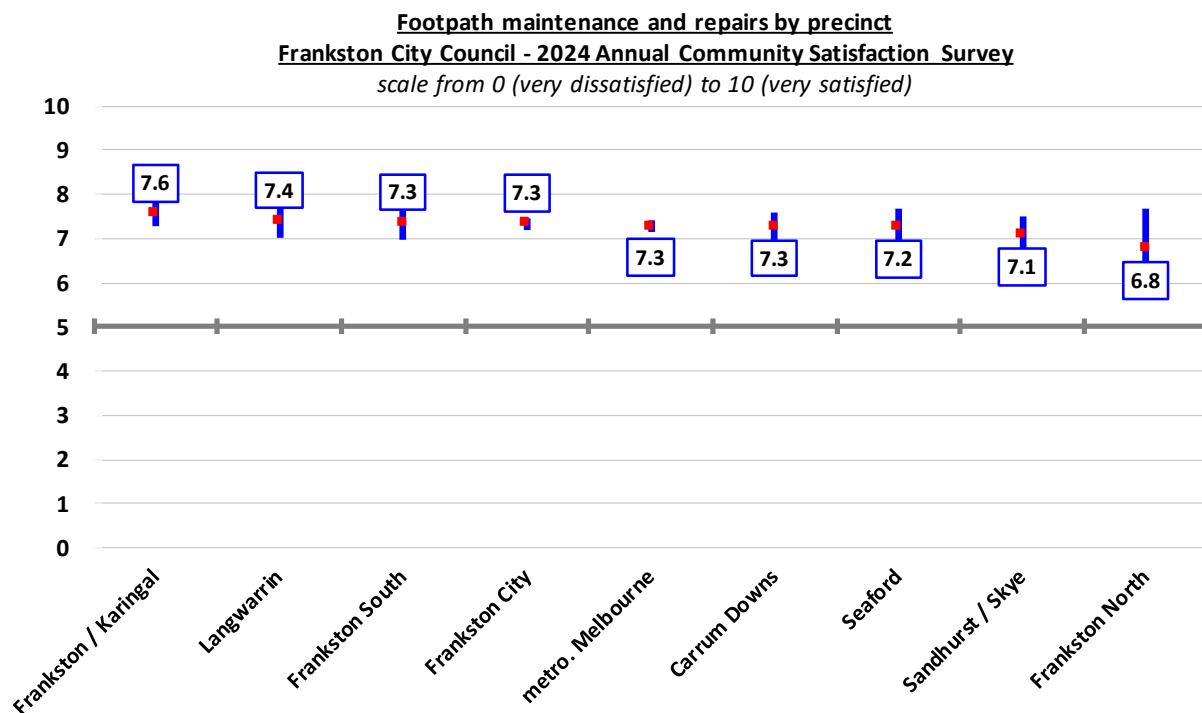
This result comprised 54% “very satisfied” and eight percent “dissatisfied” respondents based on a total sample of 776 of the 800 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with footpath maintenance and repairs of 7.3 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that 34 respondents from Frankston North were notably (5%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

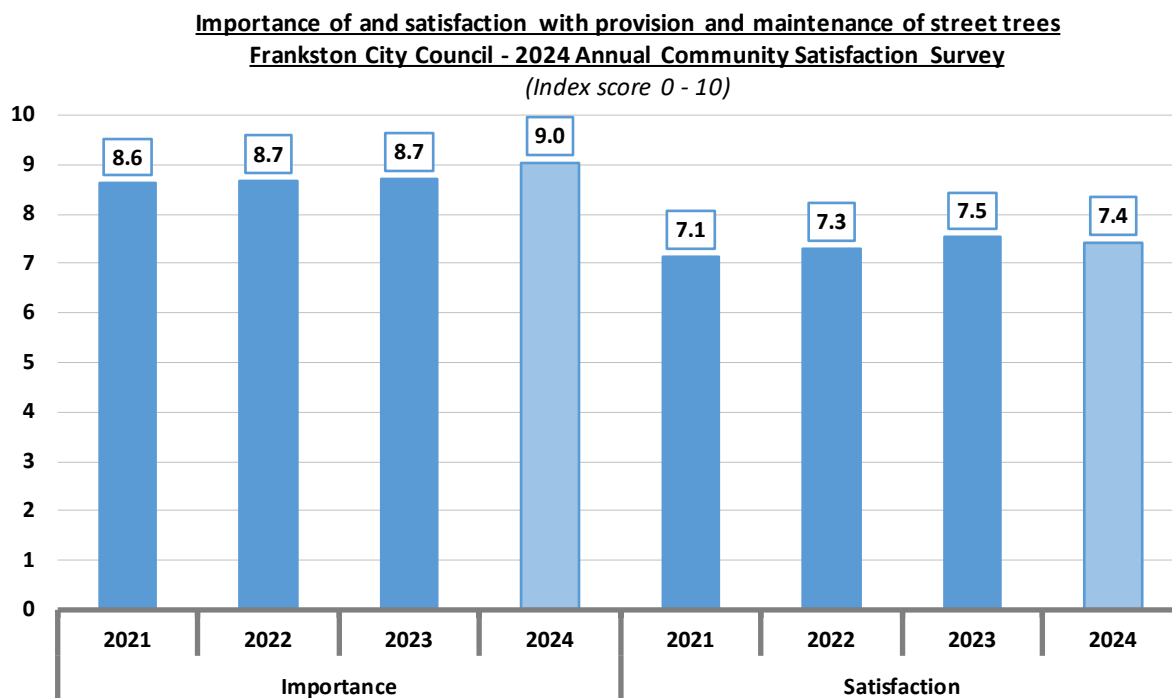




Provision and maintenance of street trees

The provision and maintenance of street trees was the 17th most important of the 32 included services and facilities, with an average importance of nine out of 10.

Satisfaction with the provision and maintenance of street trees remained essentially stable this year, down one percent to 7.4 out of 10, although it remains at a “very good” level.



This result was identical to the long-term average satisfaction since 2021 of 7.4 out of 10.

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

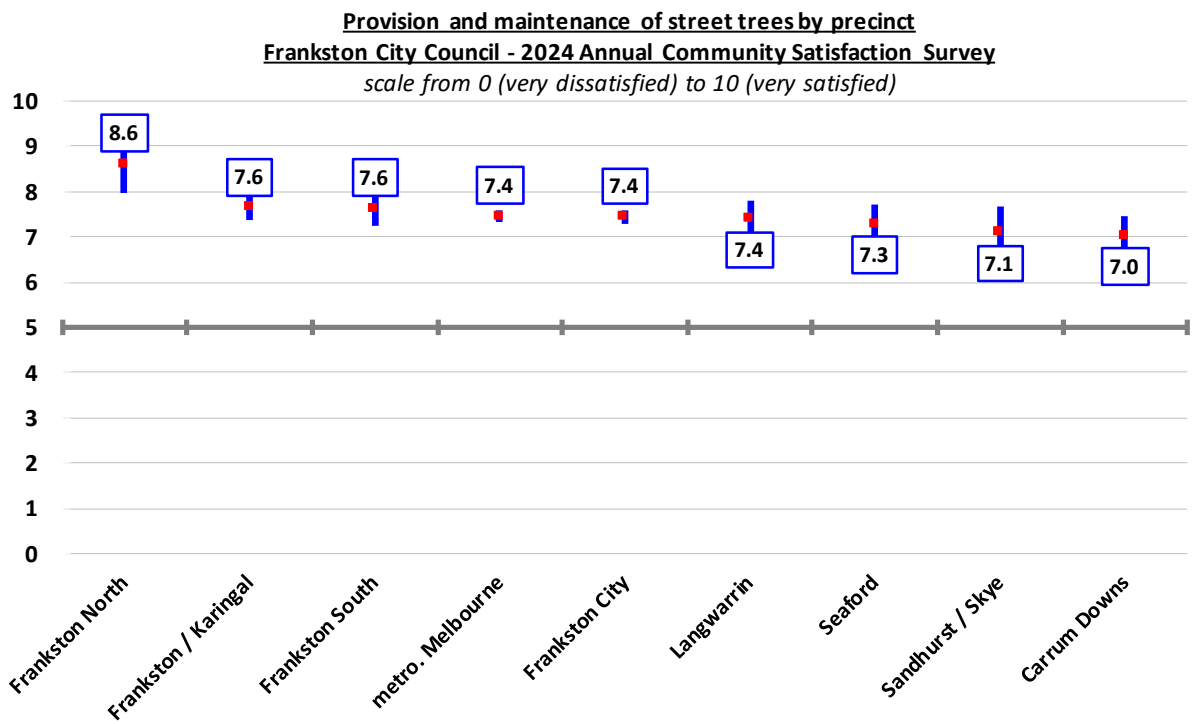
This result comprised 59% “very satisfied” and nine percent “dissatisfied” respondents based on a total sample of 775 of the 800 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile, with older adults (aged 55 to 74 years) notably less, and senior citizens (aged 75 years and over) notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with provision and maintenance of street trees of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in satisfaction with the provision and maintenance of street trees observed across the municipality, with 33 respondents from Frankston North measurably (12%) more satisfied than average, and at an “excellent” rather than a “very good” level.

By contrast, respondents from Sandhurst / Skye (3% lower) and Carrum Downs (4% lower) were less satisfied than average, and at “good” rather than “very good” levels of satisfaction.

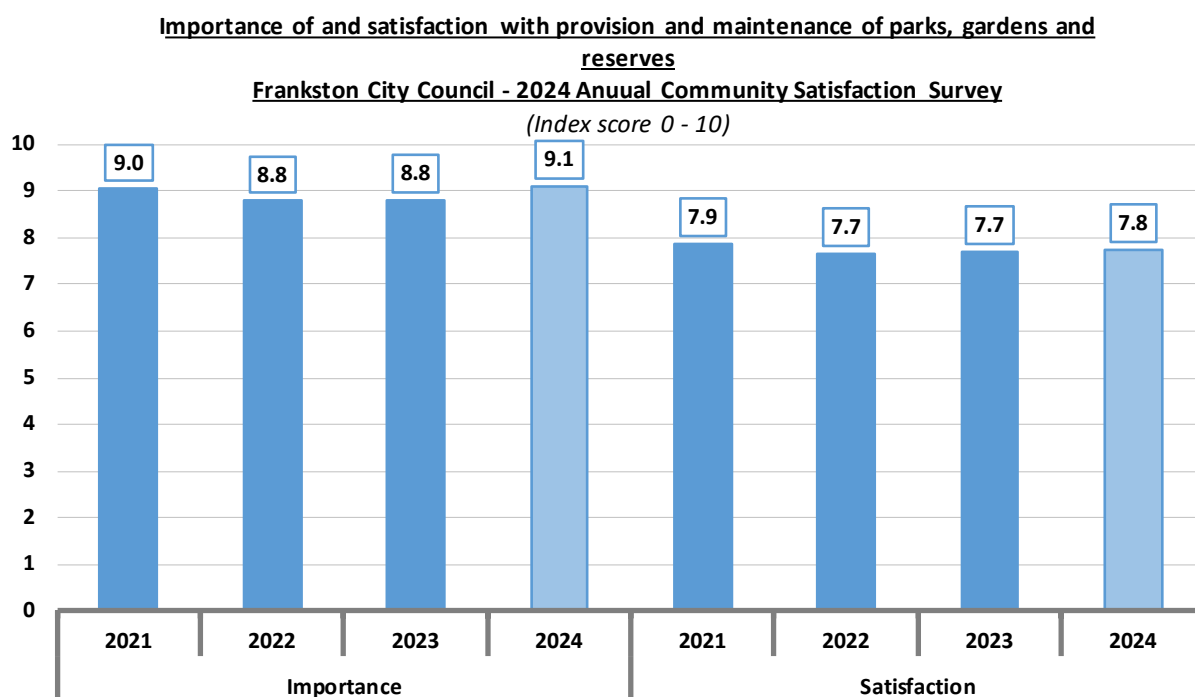


Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 14th most important of the 32 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the provision and maintenance of parks, gardens, and reserves remained essentially stable this year, down one percent to 7.8 out of 10 this year, which was an “excellent”, up from a “very good” level of satisfaction.

This result was consistent with the long-term average satisfaction with street trees since 2021 of 7.8 out of 10.



This ranks provision and maintenance of parks, gardens, and reserves 14th in terms of satisfaction this year.

This result comprised 66% “very satisfied” and four percent “dissatisfied” respondents based on a total sample of 747 of the 800 respondents who provided a satisfaction score this year.

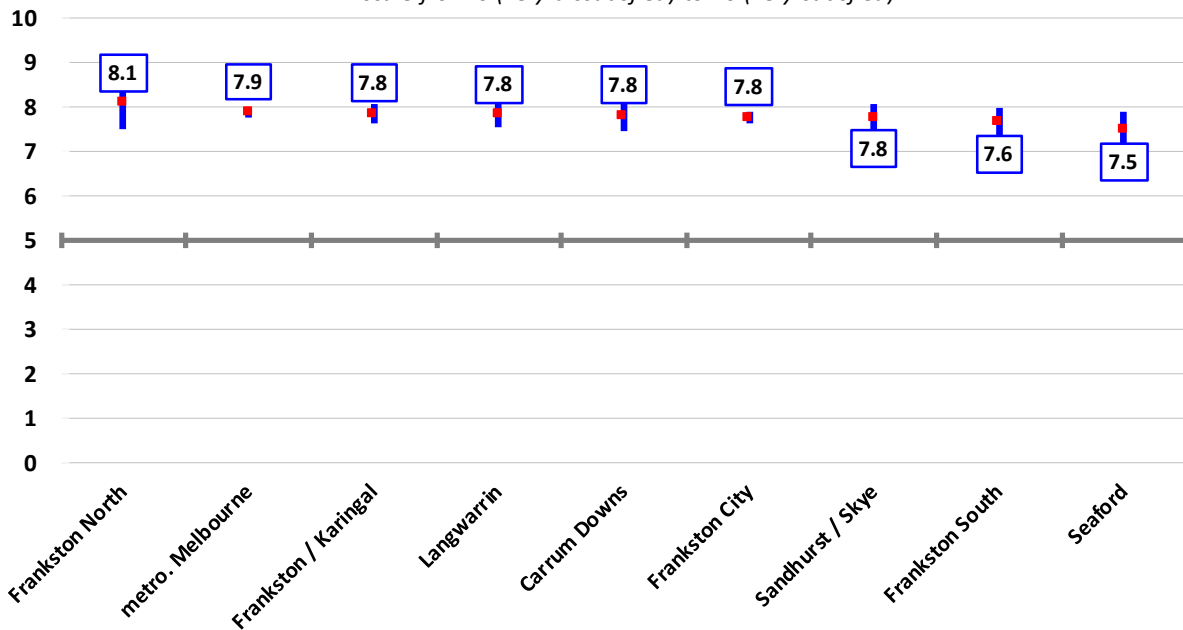
There was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with provision and maintenance of parks, gardens, and reserves of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Frankston South (2% lower) and Seaford (3%) were somewhat less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Provision and maintenance of parks, gardens, reserves by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 60 responses received from respondents dissatisfied with the provision and maintenance of parks, gardens, and reserves.

Many of these comments related to a perceived lack of maintenance of parks and gardens, with specific mention of the mowing of grass made by several respondents.

Reasons for dissatisfaction with provision and maintenance of parks, gardens, and reserves
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
They are not maintained	5
Not mowed enough / needs mowing	3
Not many parks	2
A lot of dog waste everywhere	1
A lot of vandalism	1
About the roads, it floods and need to check the drains	1
Amount of soccer pitches are too low compared to AFL	1
Average	1
Because I have been asking for years about the parks, it's never been updated or looked after	1
Bridges to Frankston need to be painted, along the train track we need plants	1
Cracked footpaths	1
Did not cut grasses in summer	1
Don't like it all	1
Empty parks	1



Footpaths are uneven	1
Get parking tickets near High St Park	1
Grass is not trimmed in Wattlewoods Reserve Playground often	1
Gum tree in the street is not safe in front of my house	1
I often see them overgrown	1
I was totally in the dark in the toilet, there is no light at all, Olivers Hill near the boat ramp	1
Long grasses in Northgateway Reserve	1
Lots of spaces that can be utilized	1
Main focus is on Frankston, all reserves here have got trees that have fallen off, need maintenance	1
More can be done	1
More infrastructure	1
Nature strip - not cutting trees which are dead	1
Need to redesign	1
No basketball court in the park	1
No landscaping	1
Noel Reserve is not maintained properly after being put up	1
Not enough space to use	1
Our parks are used by teens for sexual activity and drugs, police don't do anything	1
Overhanging branches in parks	1
Parking enforcement should be better and more parking	1
Playground at Lorna Reserve is very old, very limited facility, need to set up a new one	1
Presentation	1
Roadside untidy	1
Sandfield Reserve has overgrown grass	1
Should have facilities for youth	1
Surroundings are not clean	1
The cemetery area is bad	1
The park around the Hadley St Lorna Reserve playground, Hadley St Reserve they are terrible. They are not maintained properly	1
The things for the kids need a clean up	1
There are rats around	1
They are not maintained at all, near the creek area	1
They focus on some and not on others	1
Tree leaves fall and fill up the sidewalk	1
Trees have fallen over	1
Utilise the space in parks for barbecues	1
Very dirty parks	1
Walking paths damaged	1
Water Creek Reserve halved the maintenance	1
We don't want improvements to the Sandfield Reserve	1
Total	60

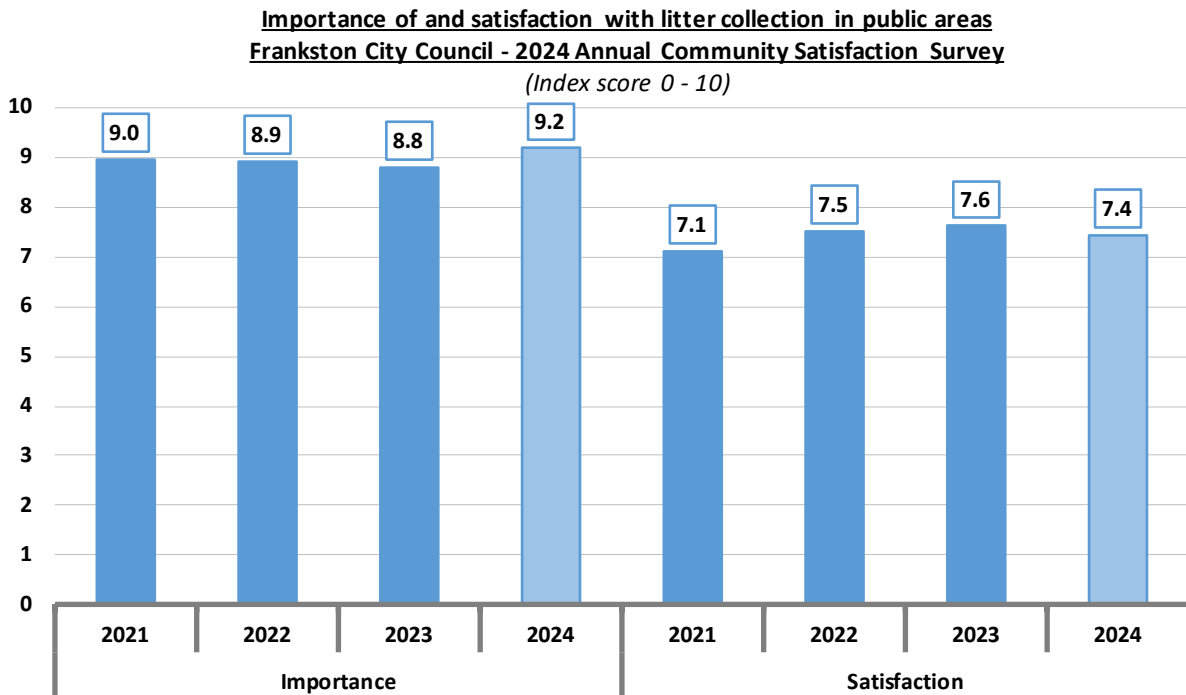


Litter collection in public areas

Litter collection in public areas was the 11th most important of the 32 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with litter collection in public areas declined somewhat this year, down two percent to 7.4 out of 10, although it remains at a “very good” level of satisfaction.

This result was identical to the long-term average satisfaction since 2021 of 7.4 out of 10.



This ranks litter collection in public areas 23rd in terms of satisfaction this year.

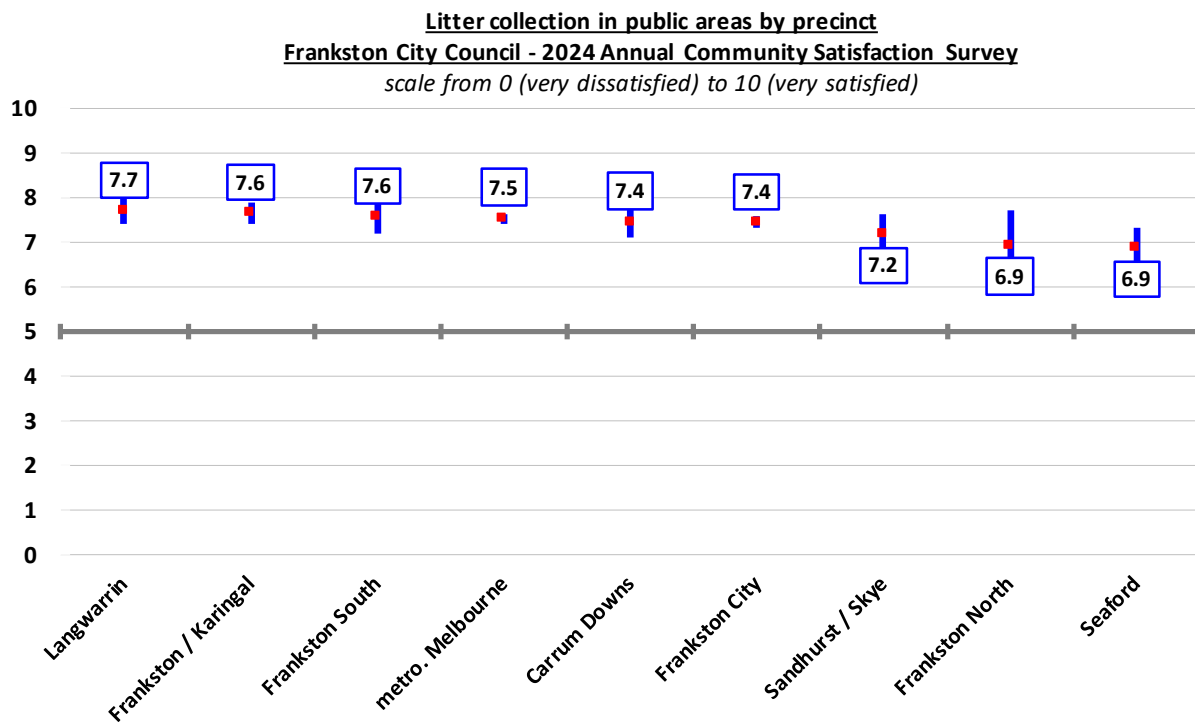
This result comprised 54% “very satisfied” and six percent “dissatisfied” respondents based on a total sample of 752 of the 800 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with litter collection in public areas of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in this result observed across the municipality, with respondents from Seaford measurably (5%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

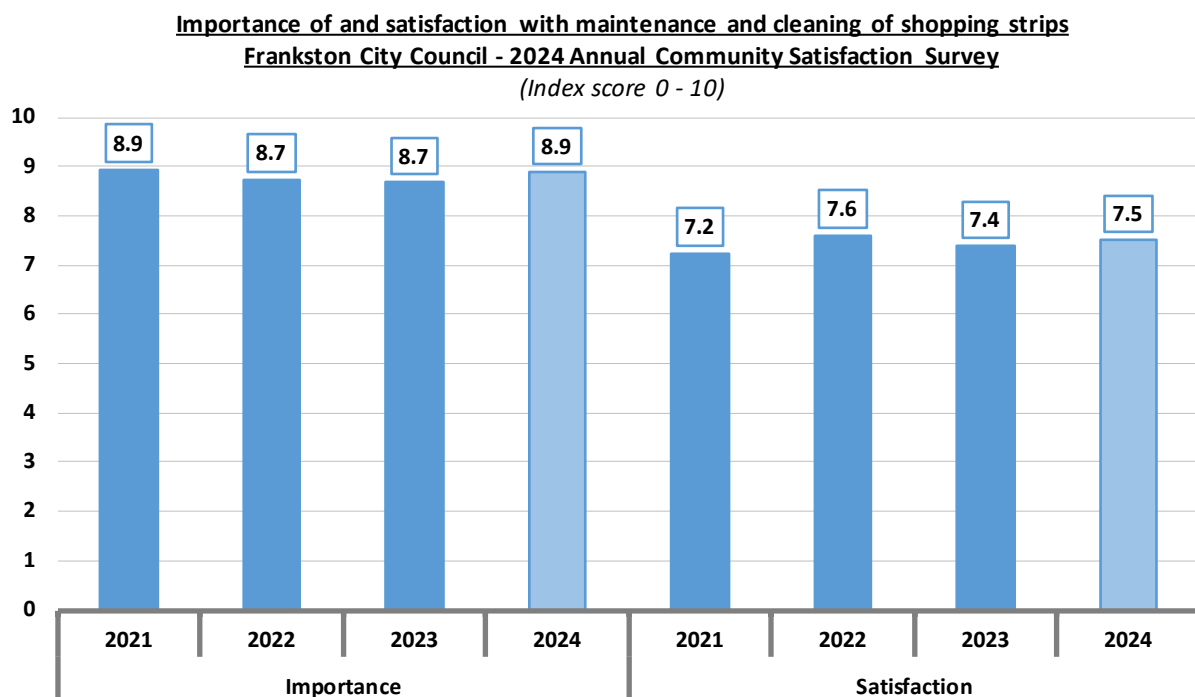




Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 24th most important of the 32 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the maintenance and cleaning of shopping strips remained essentially stable this year, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.



This result was consistent (1% lower) with the long-term average satisfaction since 2021 of 7.4.

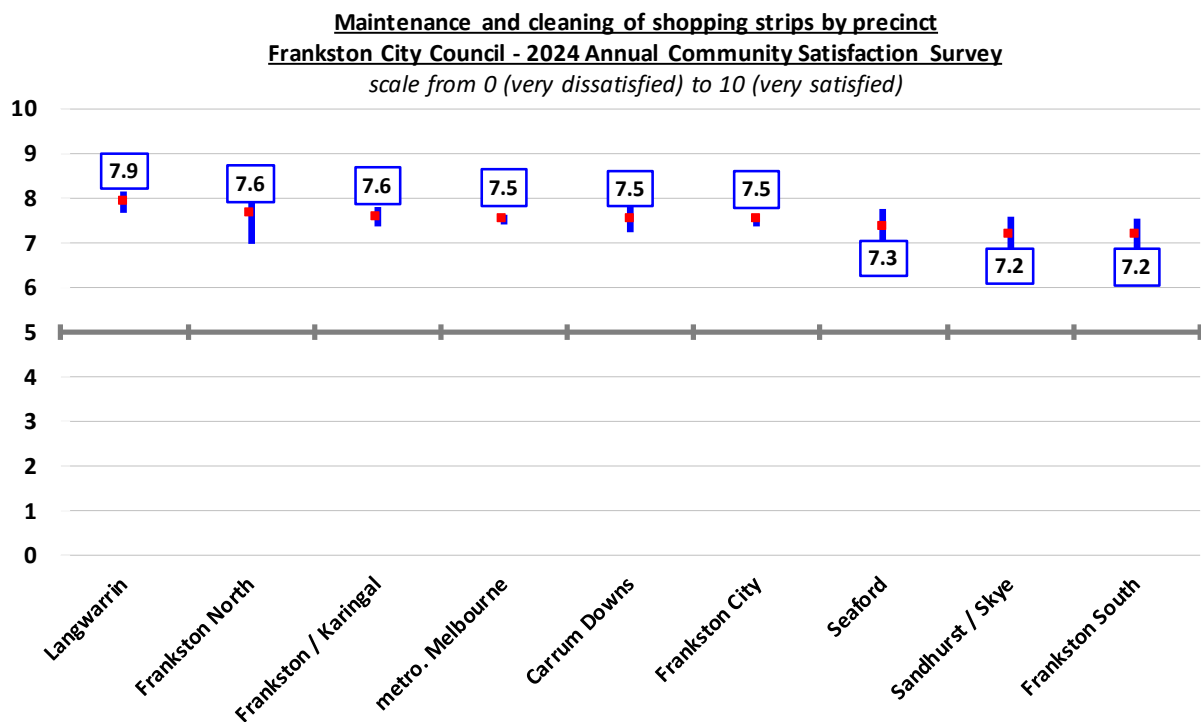
This ranks maintenance and cleaning of shopping strips 20th in terms of satisfaction this year.

This result comprised 58% “very satisfied” and five percent “dissatisfied” respondents based on a total sample of 761 of the 800 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with maintenance and cleaning of strip shopping areas of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in this result observed across the municipality, with respondents from Langwarrin measurably (4%) more satisfied than average, and at an “excellent” rather than “very good” level. By contrast, respondents from Frankston South and Sandhurst / Skye were notably (3%) less satisfied than average, and at “good” rather than “very good” levels of satisfaction.



The following table outlines the 65 comments received from respondents dissatisfied with the maintenance and cleaning of shopping strips.

Many of these comments related to a perceived lack of cleaning and maintenance of shopping strips.

A range of other issues were raised by a handful of respondents.



Reasons for dissatisfaction with maintenance and cleaning of shopping strips

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Most shopping centres are dirty	9
Lot of graffiti	5
A lot of rubbish around, not cleaned up enough	3
Old	3
They are not well maintained	3
They don't clean on regular basis	3
Most of the cleaning is done by shopkeepers not by Council	2
The current outlook is not appealing / needs refreshment	2
Young St is unkempt and dirty	2
Always be rubbish around the busy street	1
At the station it's pretty bad like the bus stop because of graffiti	1
Bayside shopping area is bit dirty	1
Because of lighting	1
Because of parking security	1
Bins are not emptied enough, and they are lots of litter	1
City centres need to get updated	1
City looks terrible and dirty	1
Don't care what's goes out of CBD	1
Frankston hub not clean	1
Frankston hub not safe	1
Graffiti in shopping strips	1
Half clean is good enough (Seaford)	1
I didn't see much been done	1
It is dirtying the mall near the train station	1
Need cleaning. Wall that was peed	1
No cleaning in CBD areas and on the streets as well	1
No space for elderly people	1
Not clean at Beach St	1
Not clean at Frankston Shopping Centre	1
Parking fees should be free	1
People on drugs	1
Put more garbage bins	1
Rubbish in railway station	1
So much litter and waste on Ballarto Rd	1
Sometimes they are dirty near Bayside Shopping Centre	1
The local shopping centres need cleanliness Mahogany Shopping Centre	1
The main street of Frankston is awful. The highway entrance in shambles, needs changing	1
Their priorities have gone backwards	1
There aren't many	1
They're terribly dirty. Carrum Downs Shopping Centre should be cleaned	1
Toilet facilities	1
Too bad at Nepean Hwy	1

Total

65



Public toilets

Public toilets were the 7th most important of the 32 included services and facilities, with an average importance of 9.3 out of 10 and one of nine that was measurably more important than the average of all 32 (9).

Satisfaction with public toilets declined measurably this year, down eight percent to 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction.

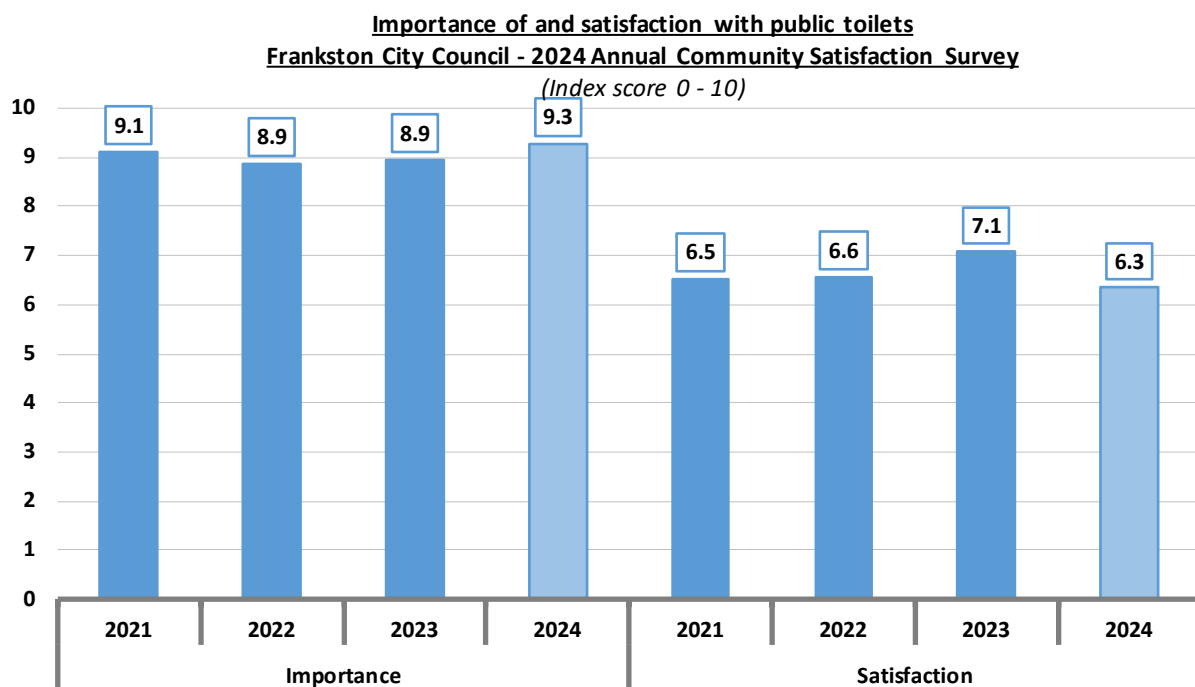
This was the lowest satisfaction recorded for public toilets in the City of Frankston and was measurably below the long-term average satisfaction since 2021 of 7.4 out of 10.

Metropolis Research notes that the difference between the importance of and satisfaction with public toilets was the highest of all the services and facilities (30% compared to average of 13%). This reinforces the view that public toilets were an area where Council was underperforming against community priorities.

The other areas where Council was significantly underperforming community priorities were planning applications (24% gap), youth services (21% gap), and the maintenance and repair of sealed local roads).

Metropolis Research notes that two percent of respondents nominated public toilets as one of the top three [issues to address](#) for the City of Frankston at the moment, which was well above the metropolitan Melbourne average of less than one percent.

This does suggest a greater than average level of concern around public toilets in the City of Frankston than is typically observed across metropolitan Melbourne.



This ranks public toilets 31st in terms of satisfaction this year and one of six that received a satisfaction score measurably lower than the average of all 32 (7.7).

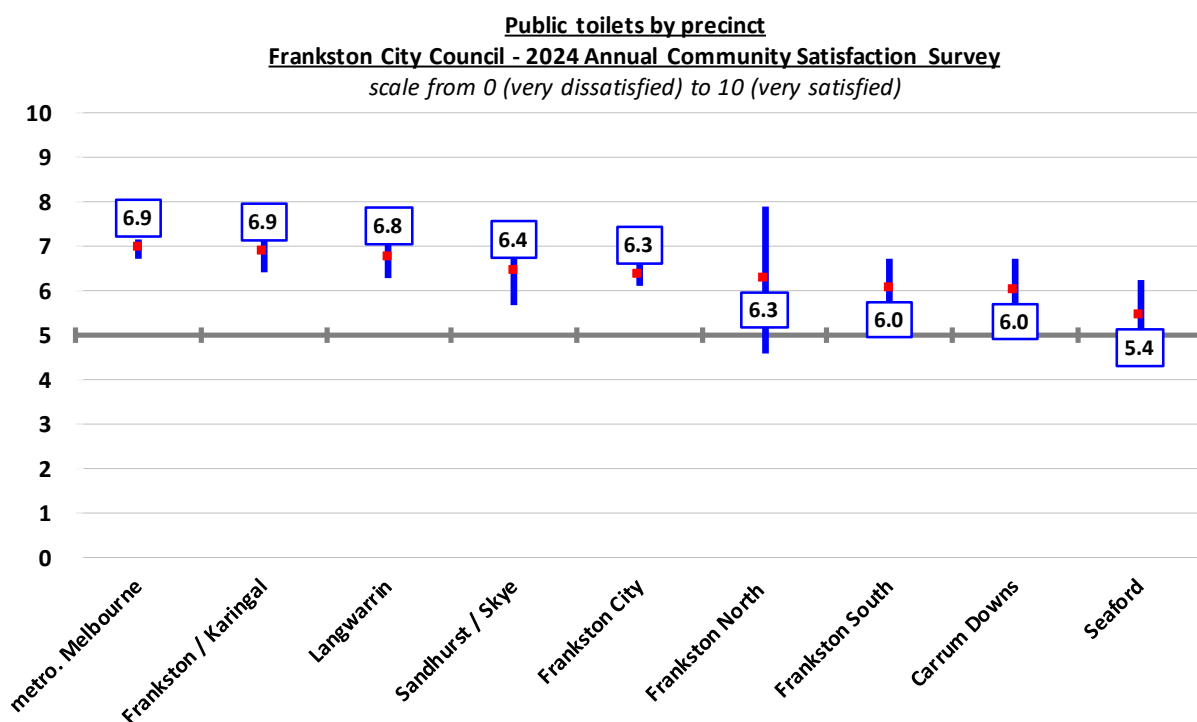
This result comprised 38% “very satisfied” and 20% “dissatisfied” respondents, based on a total sample of 365 of the 369 (46%) respondents from households who had used these facilities in the last 12 months.

This was a significant proportion of “dissatisfied” respondents.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably more satisfied than average and male respondents notably more satisfied than female respondents.

By way of comparison, this result was measurably (6%) lower than the metropolitan Melbourne average satisfaction with public toilets of 6.9 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation in this result observed across the municipality, respondents from Frankston / Karingal and Langwarrin were notably more satisfied than average, and at “good” levels of satisfaction. By contrast, respondents from Seaford were notably (7%) less satisfied than average, and at a “very poor” rather than a “solid” level of satisfaction.

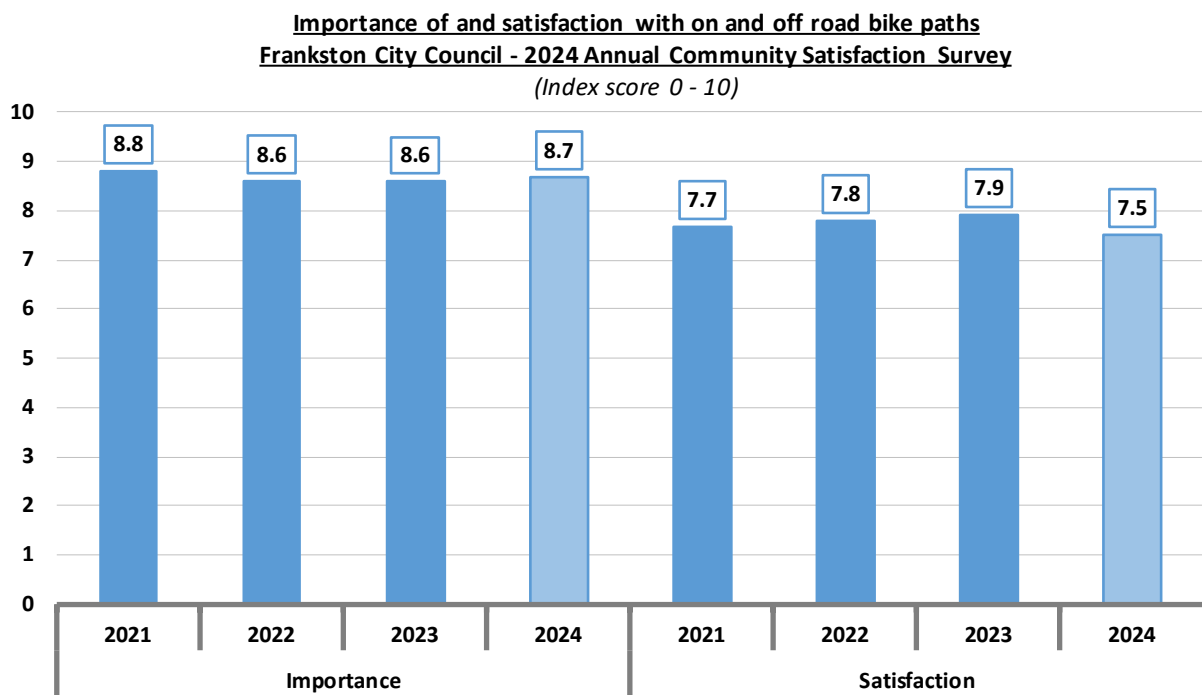


On and off-road bike paths (including shared pathways)

On and off-road bike paths were the 28th most important of the 32 included services and facilities, with an average importance of 8.7 out of 10 and one of six that were measurably less important than the average of all 32 (9).

Satisfaction with on and off-road bike paths declined notably this year, down four percent to 7.5 out of 10 this year, which was a “very good”, down from an “excellent” level of satisfaction.

This was the lowest satisfaction with bike paths recorded for the City of Frankston and was somewhat (2%) below the long-term average satisfaction since 2021 of 7.7 out of 10.



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

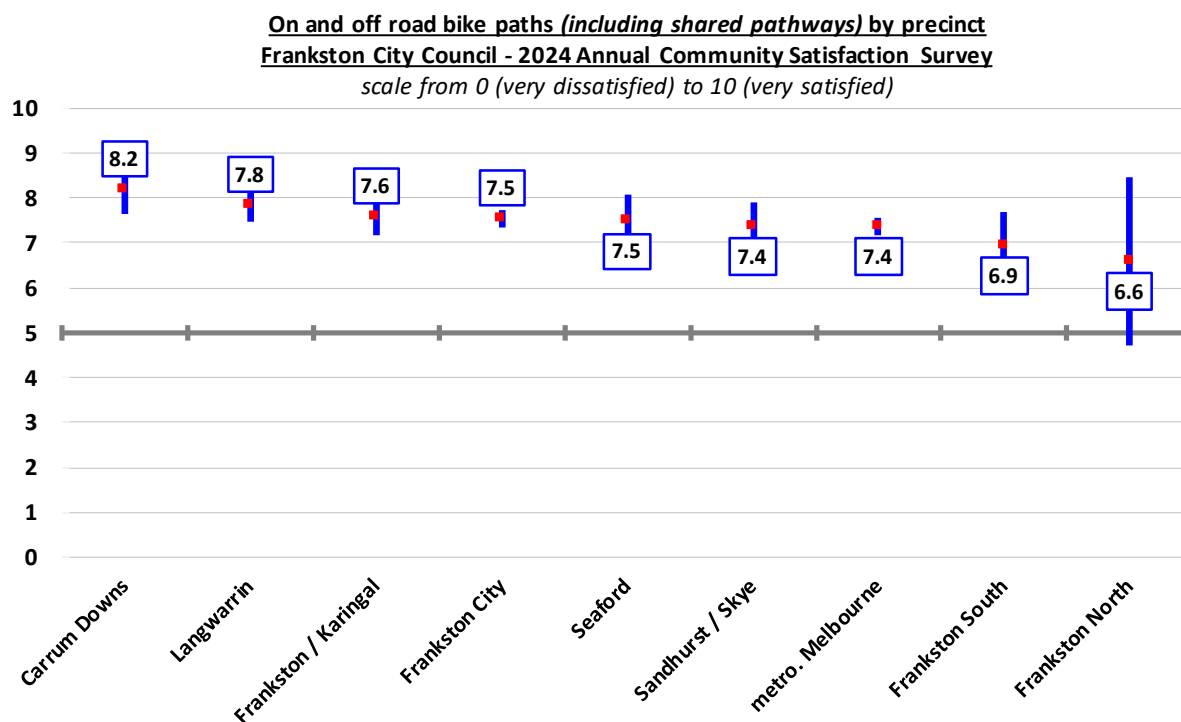
This result comprised 59% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 292 of the 294 (37%) respondents from households who had used these services / facilities in the last 12 months.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably more satisfied than average.

Despite the decline in satisfaction recorded this year, by way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne average satisfaction with bike and shared paths of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Carrum Downs and Langwarrin were somewhat more satisfied than average and at “excellent” levels. By contrast, respondents from Frankston North and Frankston South were notably (9% and 6% respectively) less satisfied than average, and at “good” rather than “very good” levels of satisfaction.



Frankston Memorial Park (Cemetery)

The Frankston Memorial Park (cemetery) was the 22nd most important of the 32 included services and facilities, with an average importance of 8.9 out of 10.

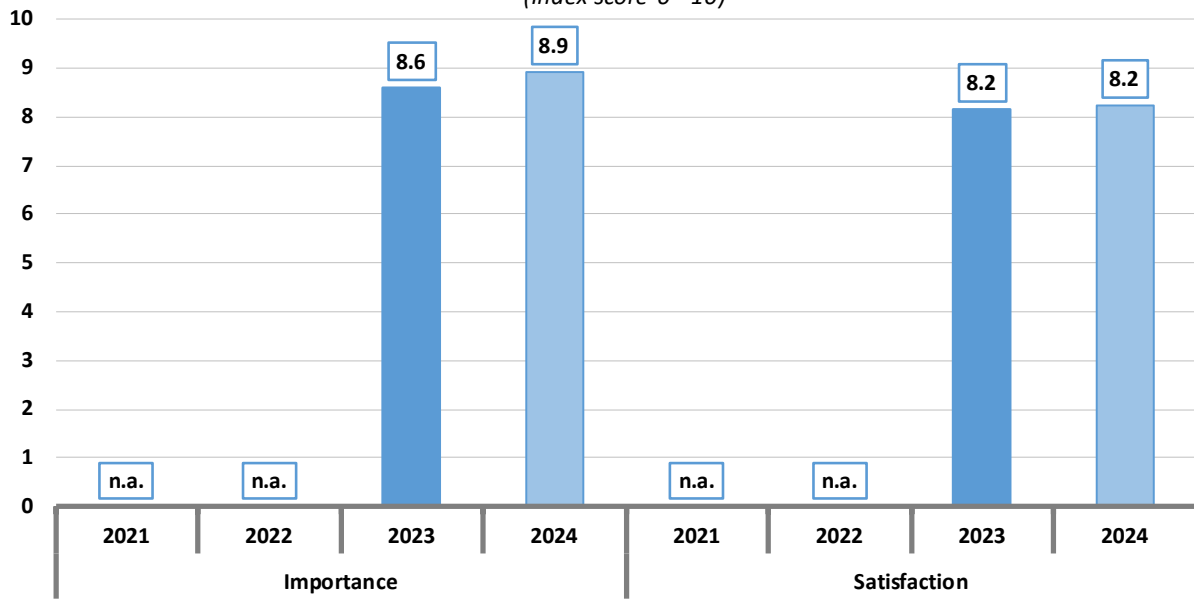
Satisfaction with the Frankston Memorial Park (cemetery) remained stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction.

This ranks Frankston Memorial Park (cemetery) 10th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

This result comprised 77% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 137 of the 139 (17%) respondents from households who had used these services / facilities in the last 12 months.



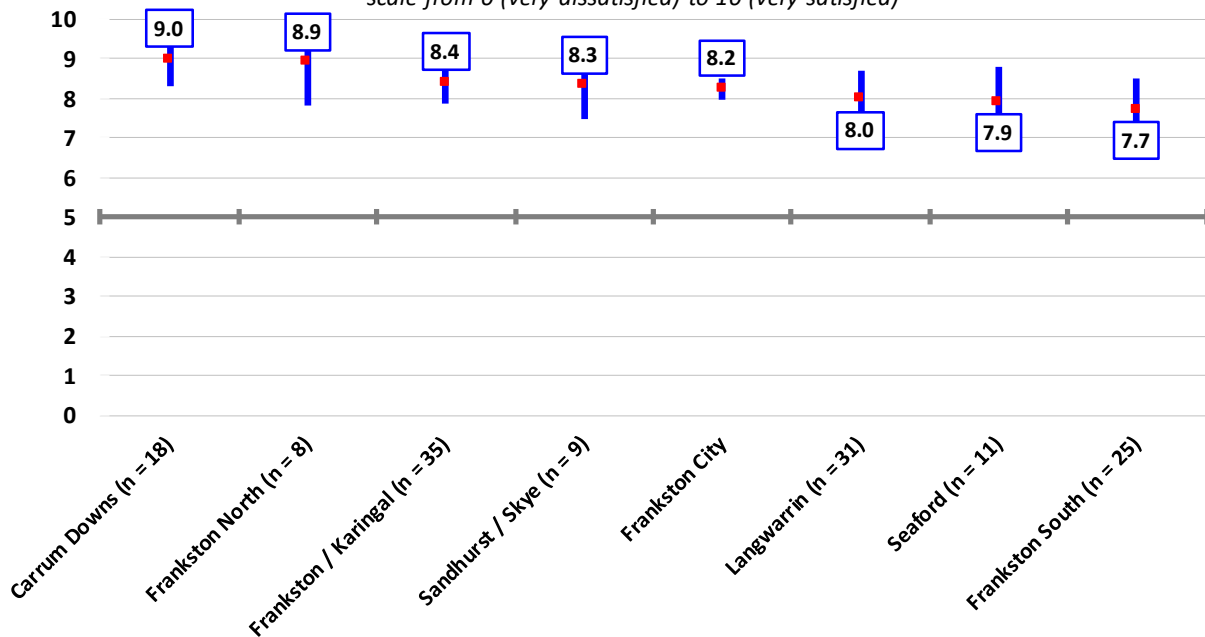
Importance of and satisfaction with Frankston Memorial Park (Cemetery)
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) were more satisfied than older respondents.

Given the small sample size, there was no significant variation observed across the municipality, although it is noted that 25 respondents from Frankston South were a little less satisfied than average.

Frankston Memorial Park (Cemetery) by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



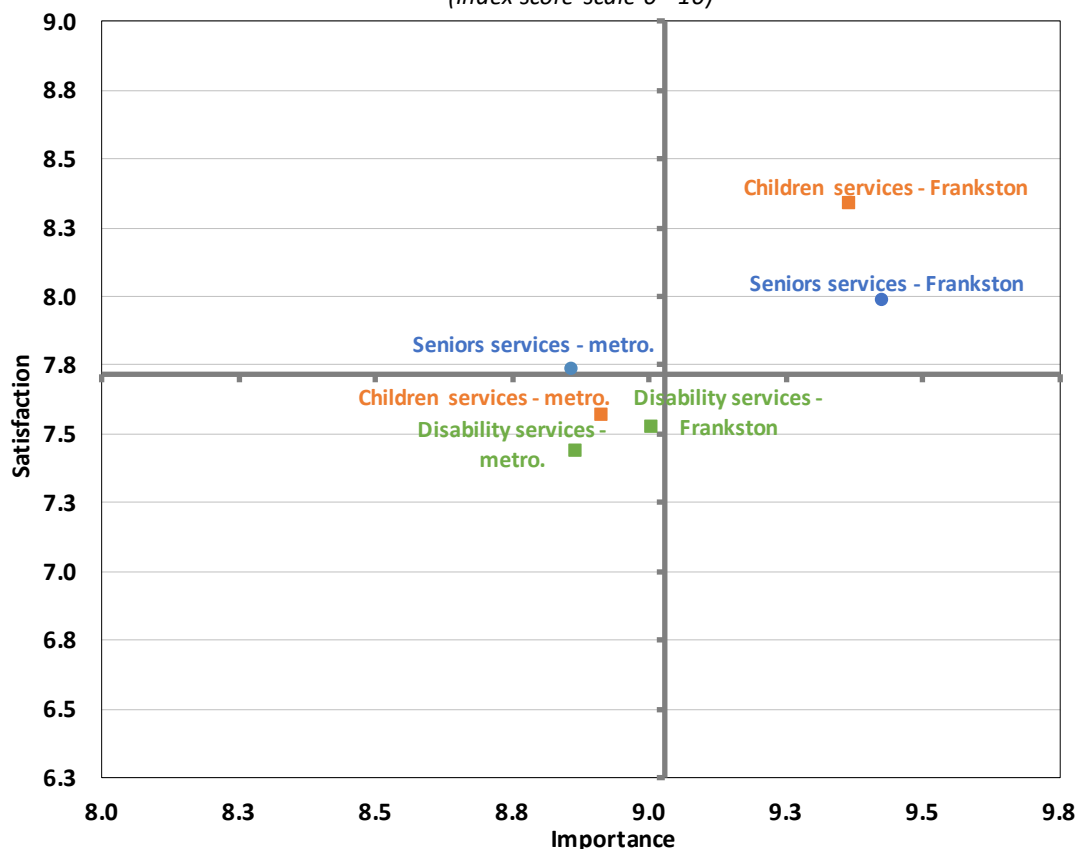
Family Health and Support Services

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.

Satisfaction with services for children and services for seniors was both measurably more important in and received a measurably higher satisfaction in the City of Frankston than the metropolitan Melbourne average.

The importance of and satisfaction with services for people with disability was similar to the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

Importance of and satisfaction with Family Health and Support Services
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Services for children from birth to 5 years of age

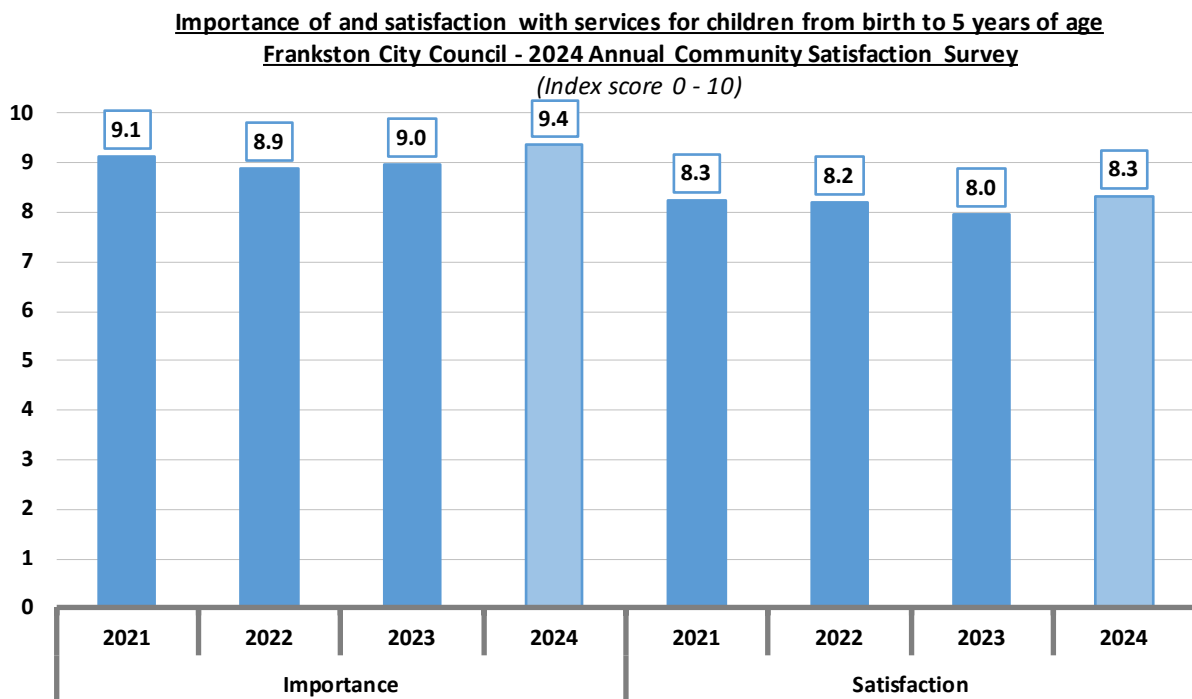
Services for children from birth to 5 years of age was the 4th most important of the 32 included services and facilities, with an average importance of 9.4 out of 10 and one of nine that was measurably more important than the average of all 32 (9).



Satisfaction with services for children from birth to 5 years of age increased somewhat this year, up three percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This was the equal highest satisfaction score for services for children (8.3) and was above the “excellent” long-term average satisfaction since 2021 of 8.2 out of 10.

These results reinforce that residents of the City of Frankston who use Council’s services for children have been consistently extremely satisfied with the performance of Council providing these services outperforming the metropolitan Melbourne average.



This ranks services for children from birth to 5 years of age 6th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

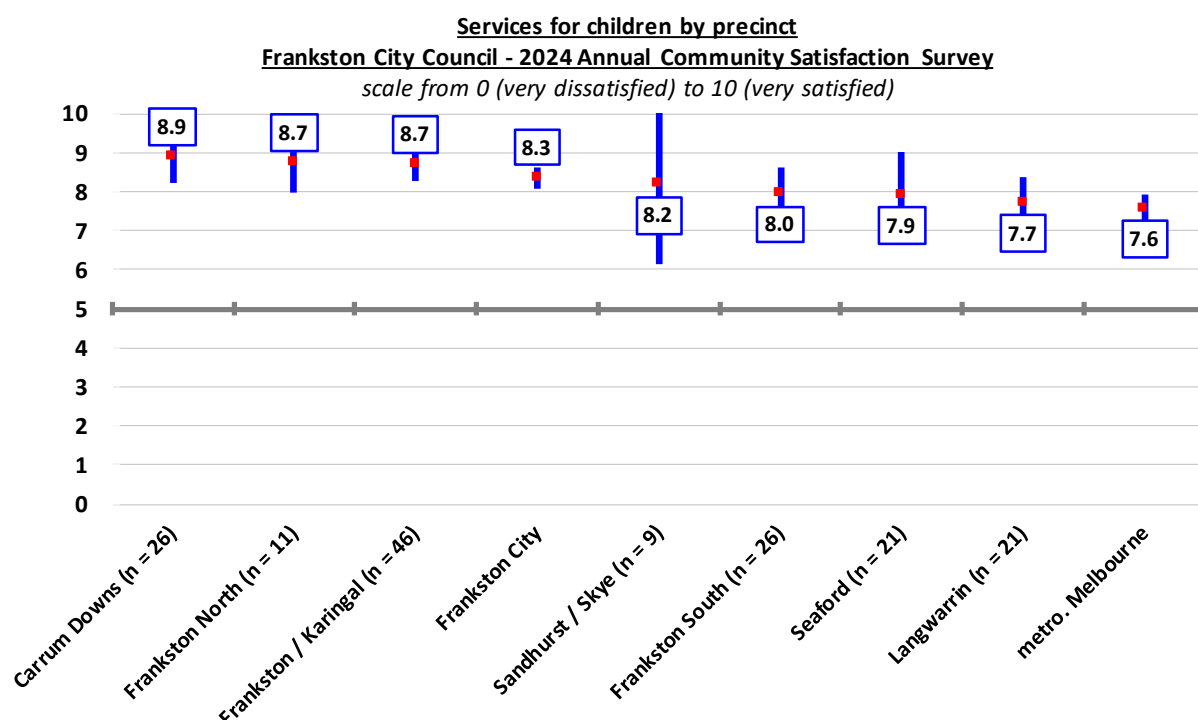
This result comprised 79% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 159 of the 161 (20%) respondents from households who had used these services / facilities in the last 12 months.

Given the small sample size, there was relatively little meaningful variation in satisfaction observed by respondent profile, although young adults (aged 15 to 34 years) and senior citizens (aged 75 years and over) were notably more satisfied than average.

By way of comparison, this result was measurably (7%) higher than the metropolitan Melbourne average satisfaction with services for children aged 0-4 years of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no measurable variation observed across the municipality, it is noted that 21 respondents from Langwarrin district were notably (6%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



Services for seniors

Services for seniors was the 3rd most important of the 32 included services and facilities, with an average importance of 9.4 out of 10 and one of nine that was measurably more important than the average of all 32 (9.0).

Satisfaction with services for seniors remained essentially stable this year, up one percent to 8.0 out of 10, which was an “excellent” level of satisfaction.

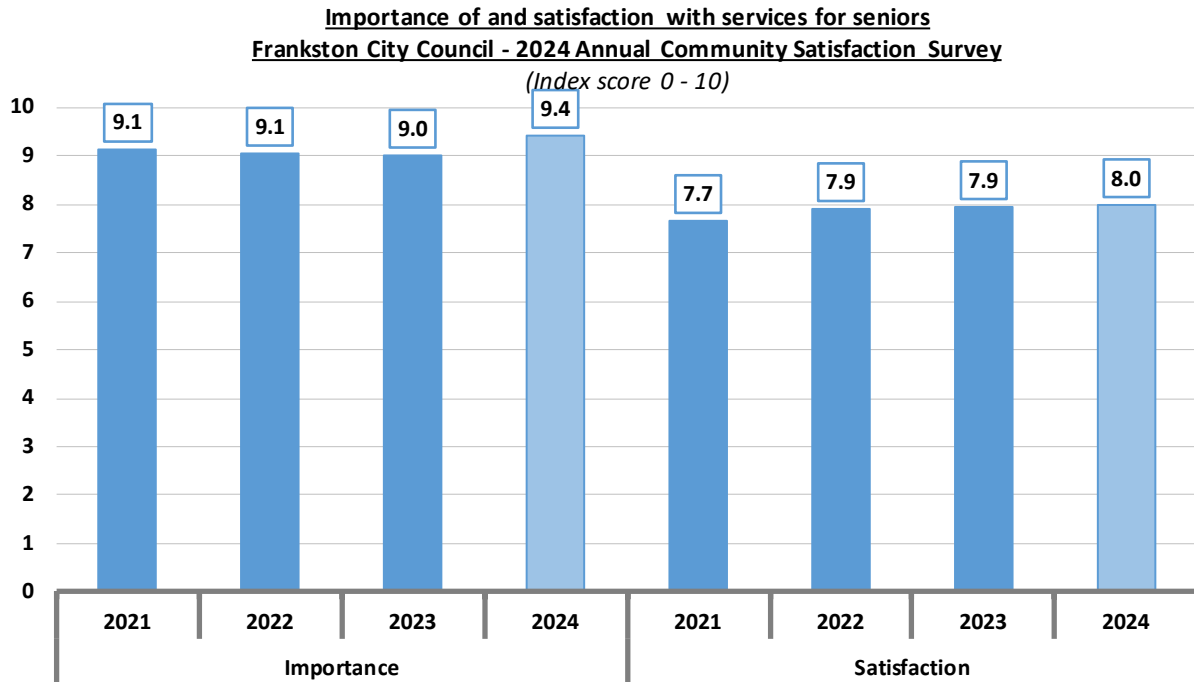
This was the highest satisfaction with services for seniors recorded for the City of Frankston over the four years of the survey program and was above the long-term average since 2021 of 7.9 out of 10.

This ranks services for seniors’ 13th in terms of satisfaction this year.

This result comprised 68% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 111 of the 112 (14%) respondents from households who had used these services / facilities in the last 12 months.

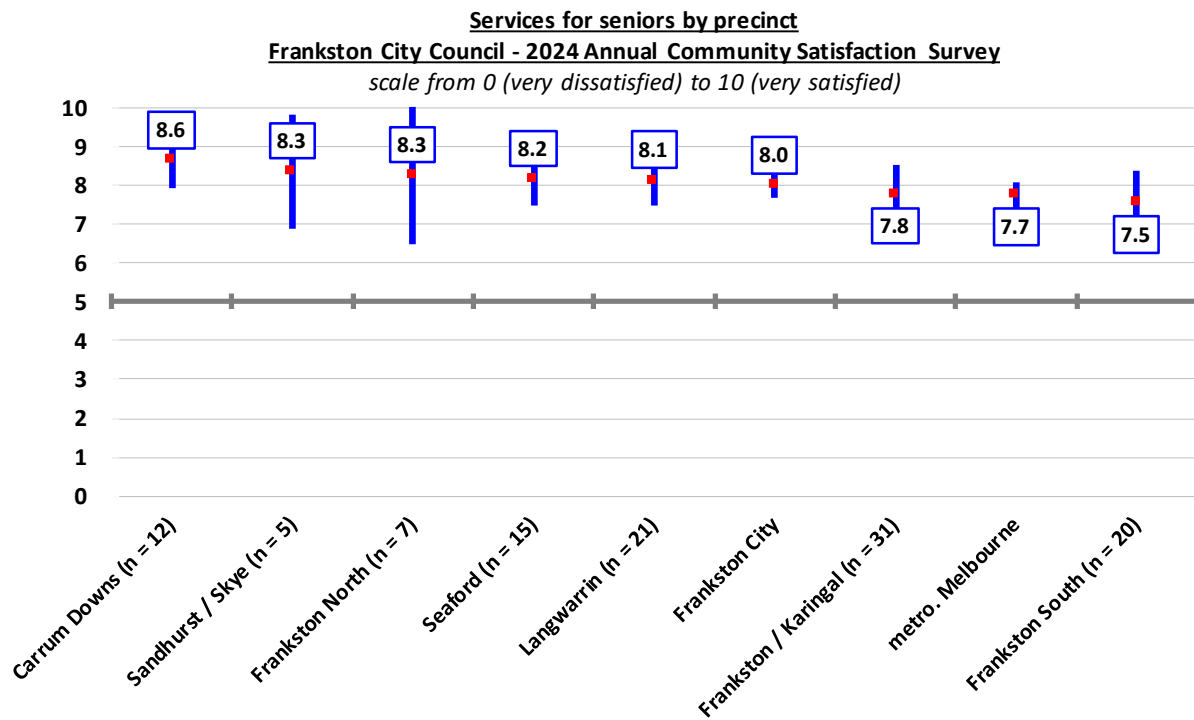
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.





By way of comparison, this result was marginally (3%) higher than the metropolitan Melbourne average satisfaction with services for seniors of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

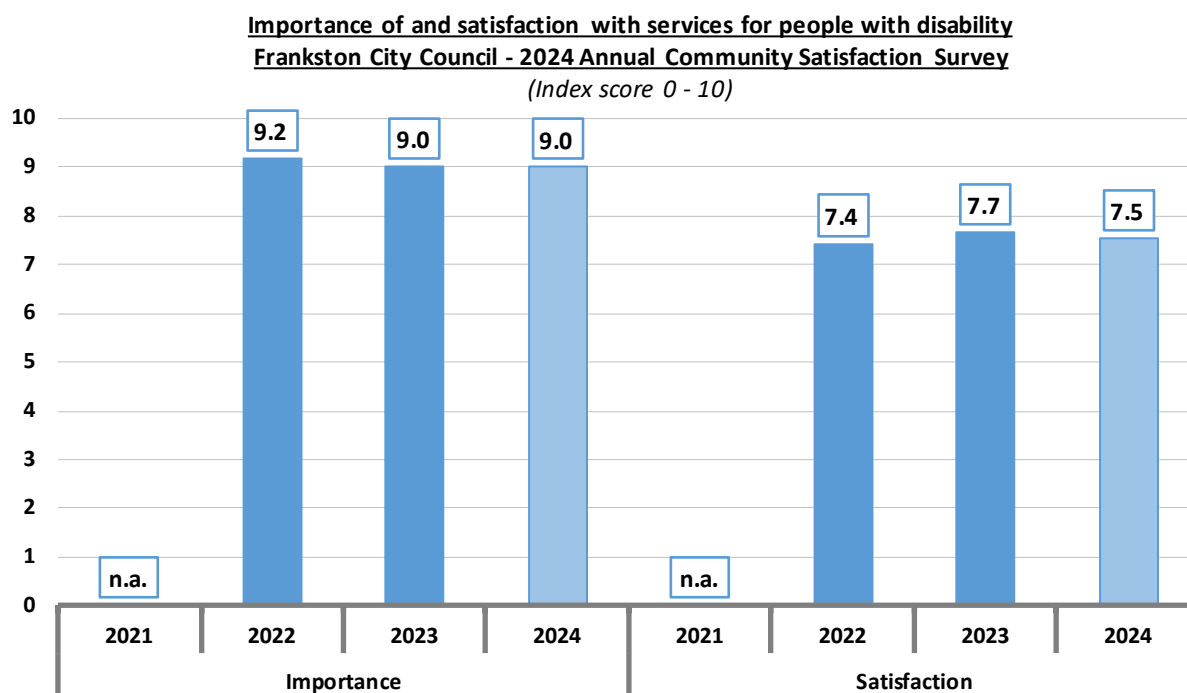
Whilst there was no measurable variation observed across the municipality, it is noted that 20 respondents from Frankston South were somewhat (5%) less satisfied than average, and at a “very good” rather than “excellent” level of satisfaction.



Services for people with disability

Services for people with disability was the 21st most important of the 32 included services and facilities, with an average importance of nine out of 10.

Satisfaction with services for people with disability declined marginally this year, down two percent to 7.5 out of 10, although it remains at a “very good” level of satisfaction.



Satisfaction with services for people with disability has remained stable around the long-term average since 2022 of 7.5 out of 10.

This ranks services for people with disability 17th in terms of satisfaction this year.

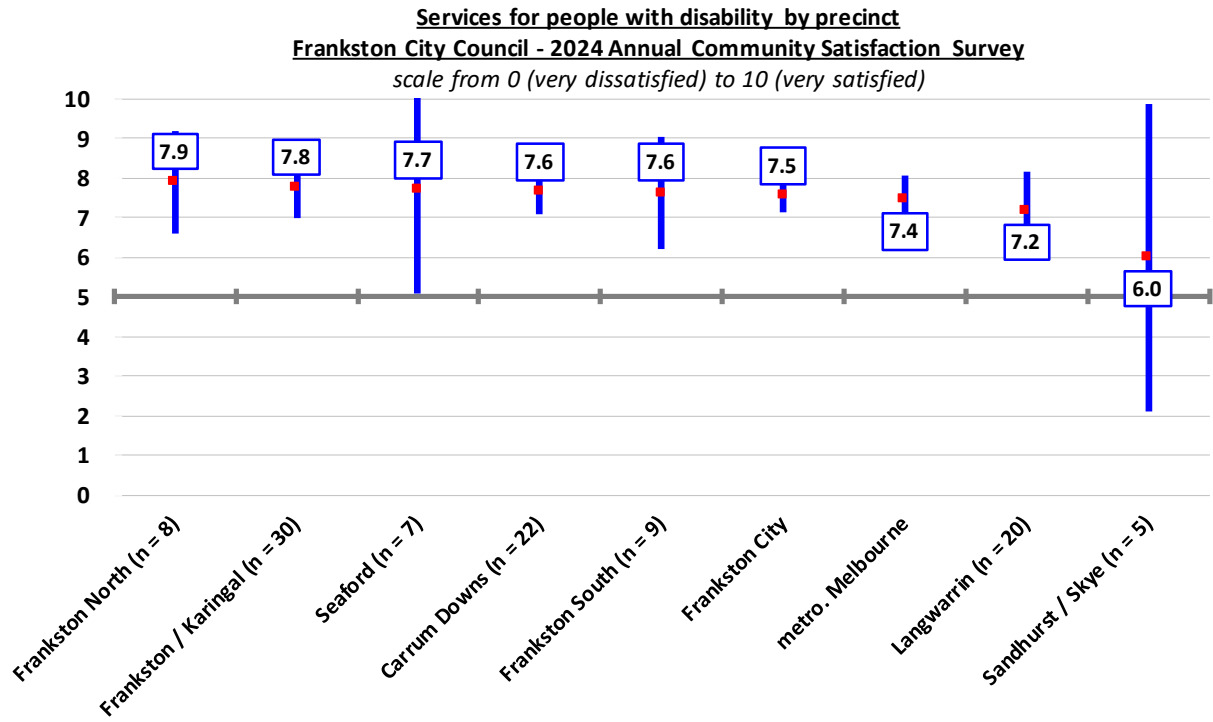
This result comprised 63% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 101 of the 102 (13%) respondents from households who had used these services / facilities in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile, although male respondents were notably more satisfied than female respondents.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with services for people with disability of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Given the small sample size there was no meaningful variation in satisfaction with services for people with disability observed across the municipality.





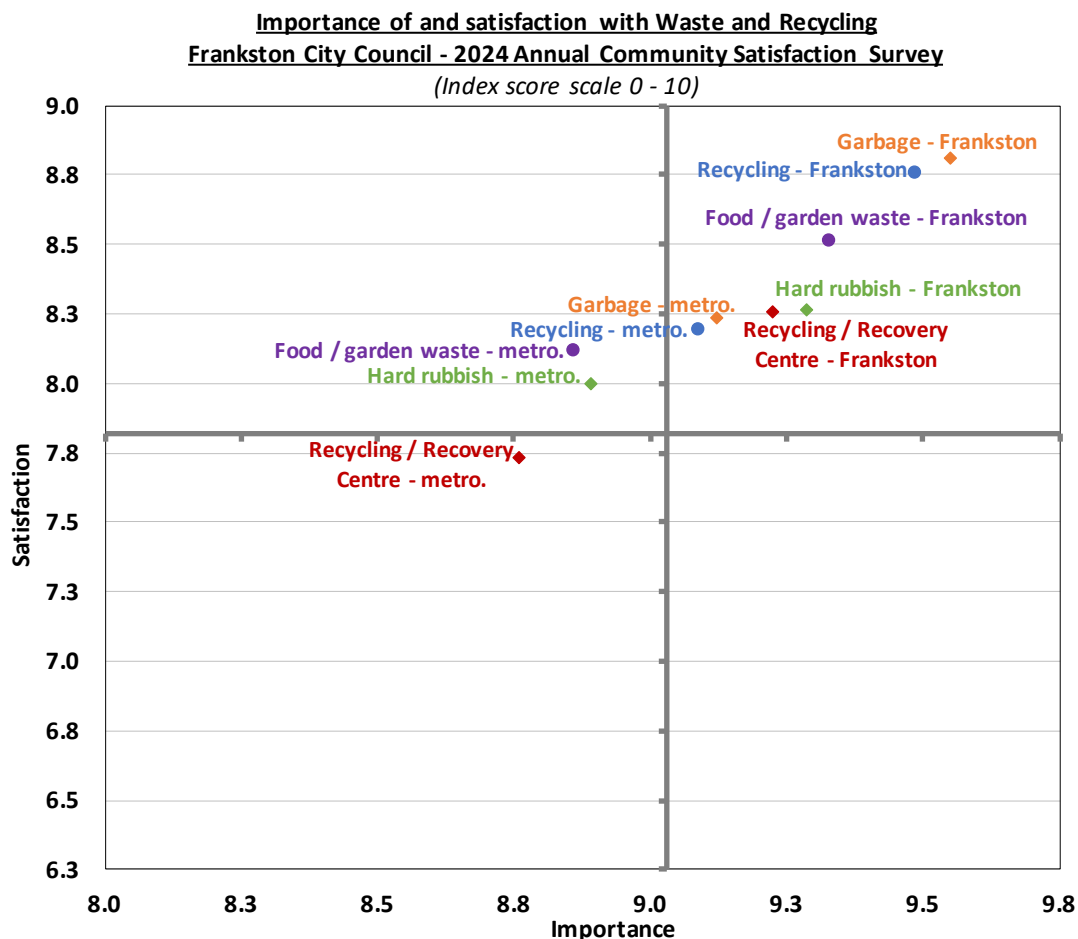
Waste and Recycling

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.

All four of the kerbside collection services as well as the recycling and recovery centre were of higher-than-average importance to the City of Frankston community, and all received measurably higher-than-average satisfaction scores.

These kerbside collection services and the recycling / recovery centre were both more important in the City of Frankston than the metropolitan average, but also recorded higher than metropolitan average satisfaction scores.

These results reflect well on the performance of Frankston City Council providing waste management services to the Frankston City community.

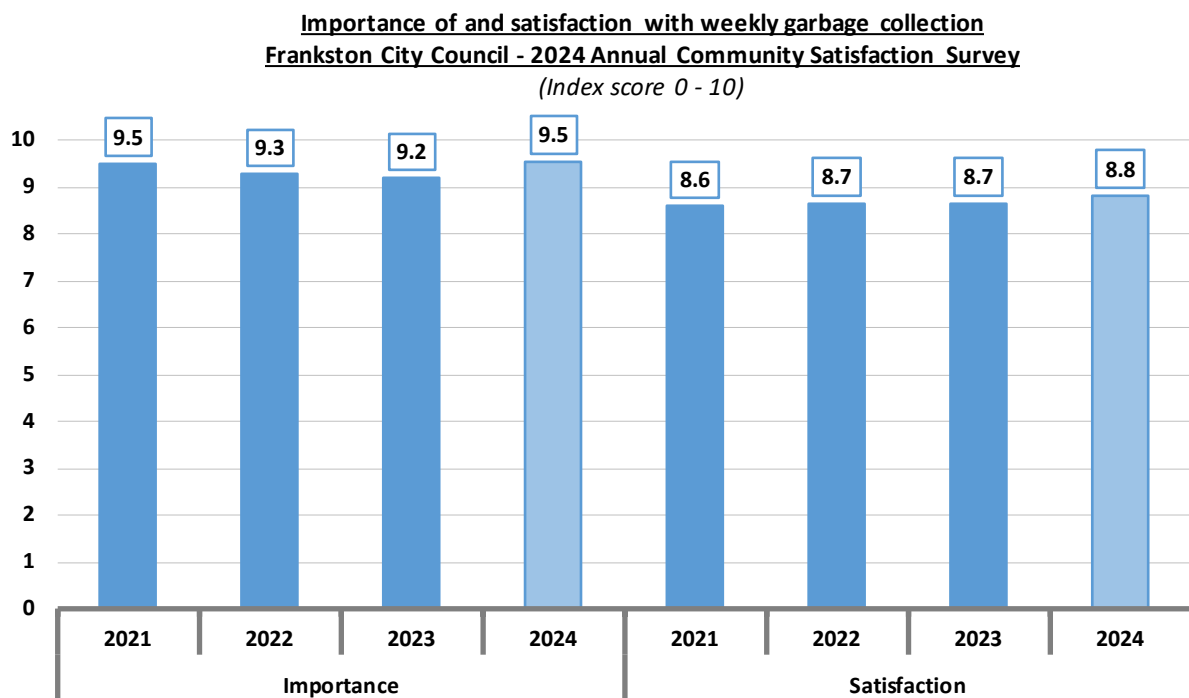


Weekly garbage collection

The weekly garbage collection was the most (1st) most important of the 32 included services and facilities, with an average importance of 9.5 out of 10 and one of nine that was measurably more important than the average of all 32 (9).

Satisfaction with the weekly garbage collection remained essentially stable this year, up one percent to 8.8 out of 10, which remains an “excellent” level of satisfaction.

This was the highest satisfaction recorded for the weekly garbage collection for the City of Frankston and was above the long-term average satisfaction since 2021 of 8.7 out of 10.



This ranks the weekly garbage collection 2nd in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

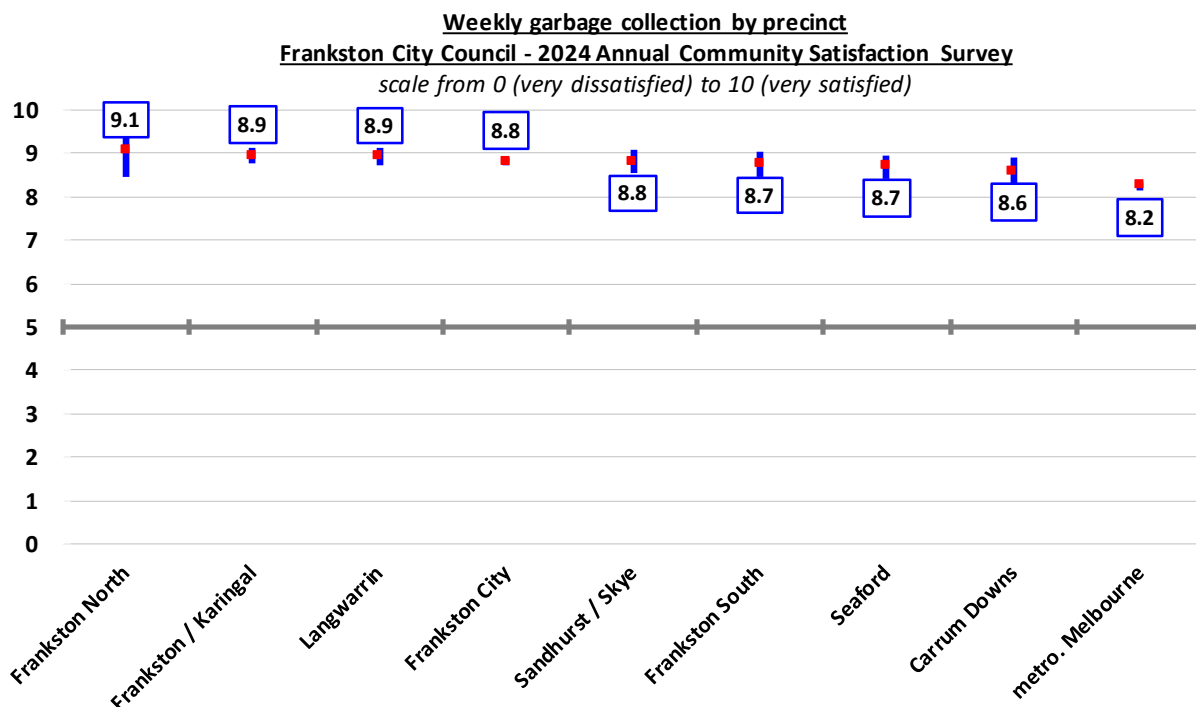
This result comprised 86% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 795 of the 800 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was measurably (6%) higher than the metropolitan Melbourne average satisfaction with regular garbage collection of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

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





Fortnightly recycling collection

The fortnightly recycling collection was the 2nd most important of the 32 included services and facilities, with an average importance of 9.5 out of 10, and one of nine that was measurably more important than the average of all 32 (9).

Satisfaction with the fortnightly recycling collection increased somewhat this year, up two percent to 8.8 out of 10, which remains an “excellent” level of satisfaction.

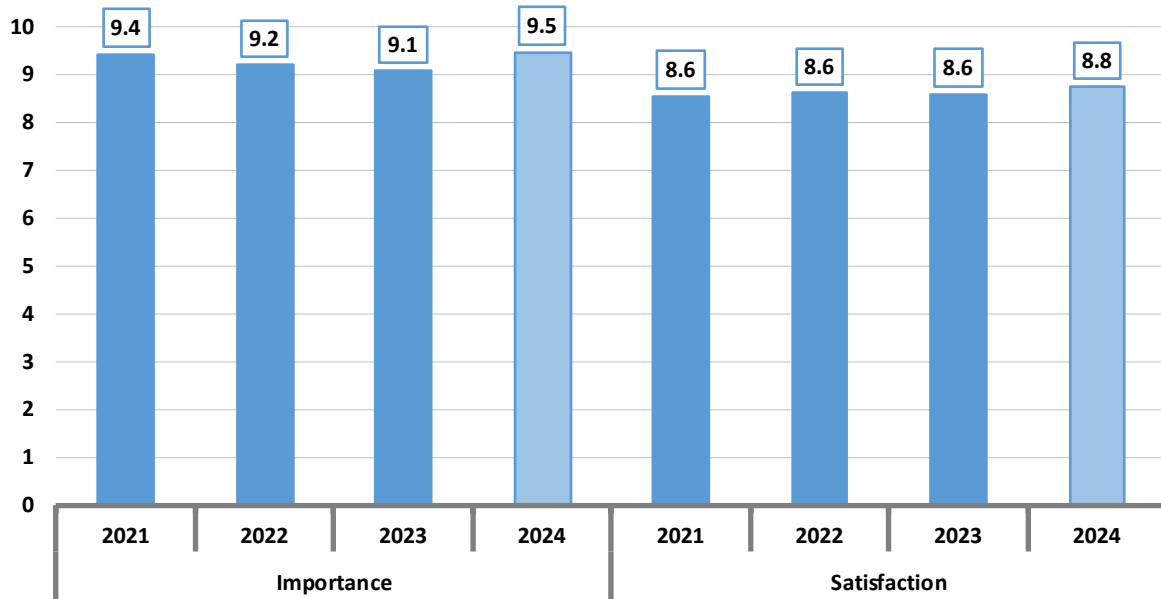
This was the highest satisfaction recorded for the fortnightly recycling by the City of Frankston and was above the long-term average satisfaction since 2021 of 8.6 out of 10.

This ranks the fortnightly recycling collection 3rd in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

This result comprised 85% “very satisfied” and two percent “dissatisfied” respondents based on a total sample of 786 of the 800 respondents who provided a satisfaction score this year.



Importance of and satisfaction with fortnightly recycling collection
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)

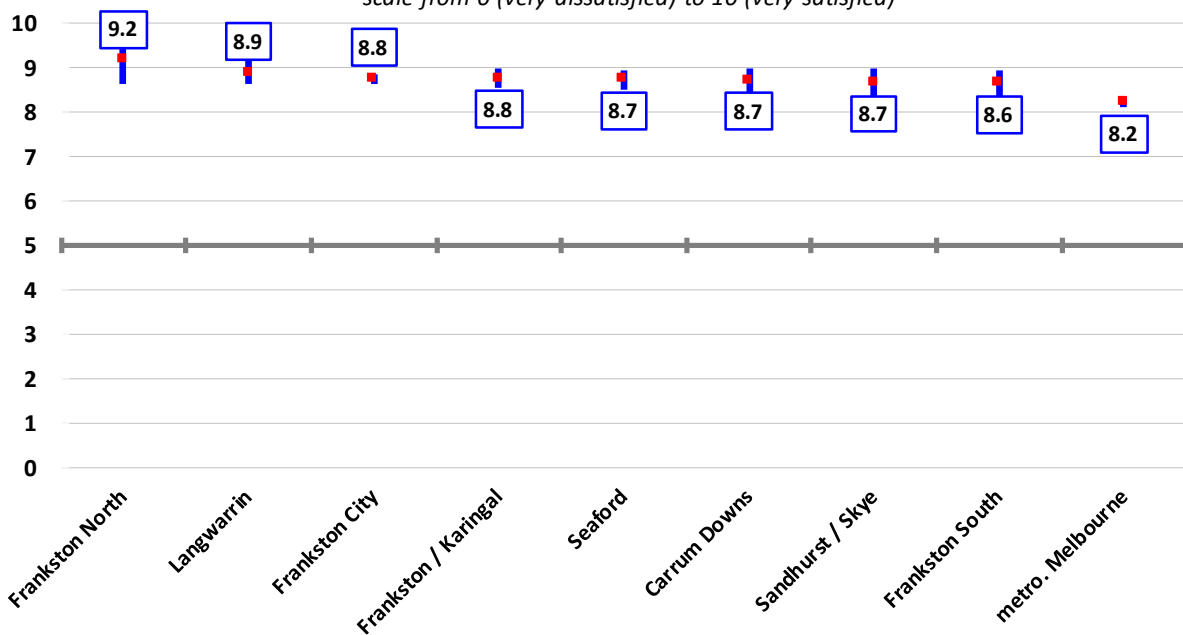


There was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, this result was measurably (6%) higher than the metropolitan Melbourne average satisfaction with regular recycling of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

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

Fortnightly recycling collection by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

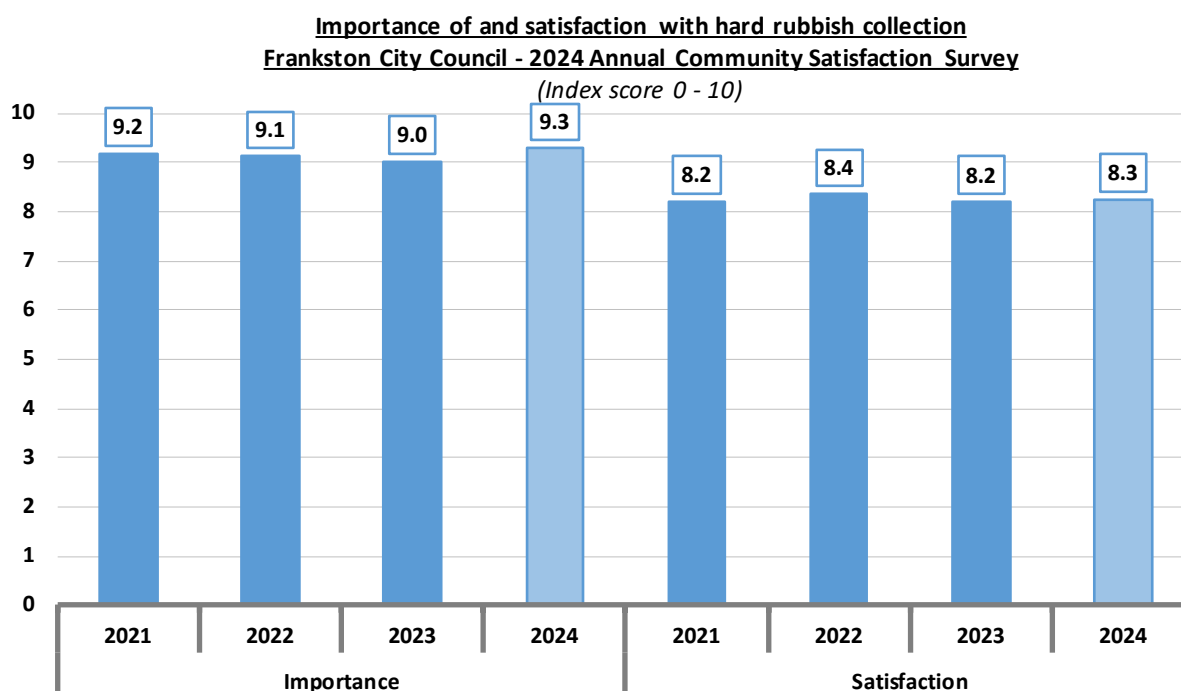


Hard rubbish collection

The hard rubbish collection was the 6th most important of the 32 included services and facilities, with an average importance of 9.3 out of 10 and one of nine that was measurably more important than the average of all 32 (9).

Satisfaction with the hard rubbish collection remained essentially stable this year, up one percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

Satisfaction with the hard rubbish collection has remained very stable around the “excellent” long-term average satisfaction since 2021 of 8.3 out of 10.



This ranks hard rubbish collection 8th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

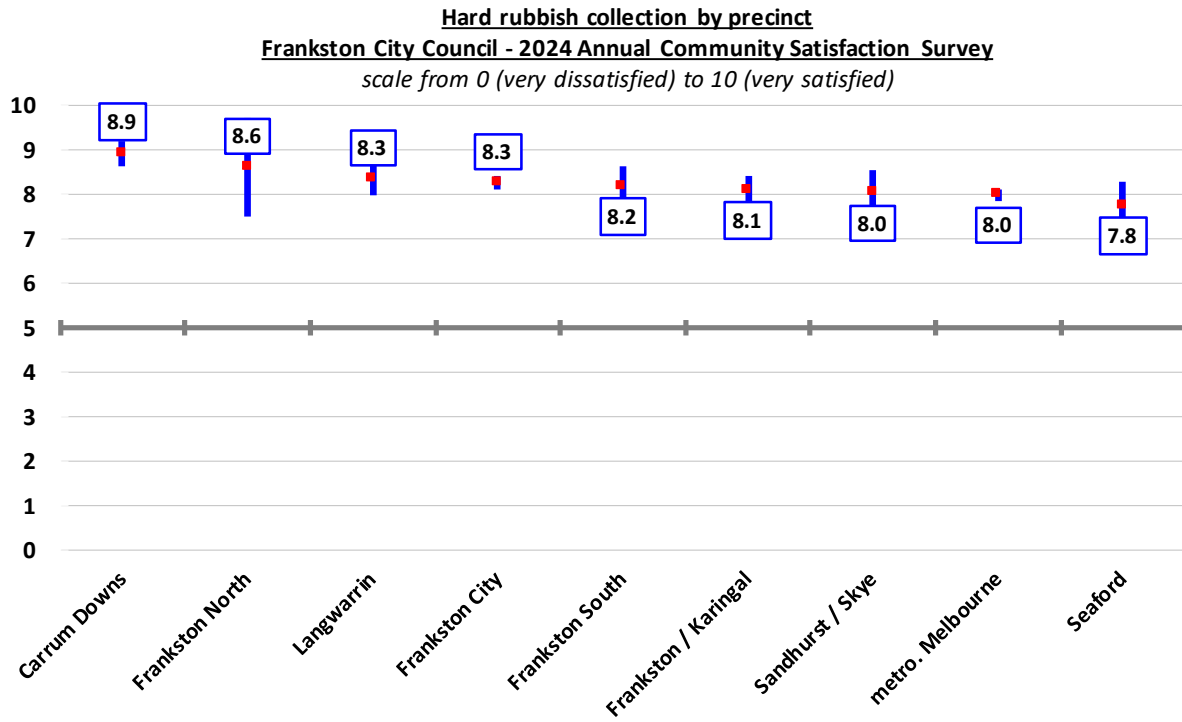
This result comprised 76% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 582 of the 593 (74%) respondents from households who had used this service in the last 12 months.

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

By way of comparison, this result was somewhat (3%) higher than the metropolitan Melbourne average satisfaction with the hard rubbish service of eight out of 10, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was measurable variation in this result observed across the municipality, with respondents from Carrum Downs measurably (6%) more satisfied than average, it is noted that respondents from all precincts rated satisfaction with the hard rubbish collection at “excellent” levels.



Food and garden waste collection

The food and garden waste collection was the 5th most important of the 32 included services and facilities, with an average importance of 9.3 out of 10 and one of nine that was measurably more important than the average of all 32 (9.0).

Satisfaction with the food and garden waste collection remained essentially stable this year, down one percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

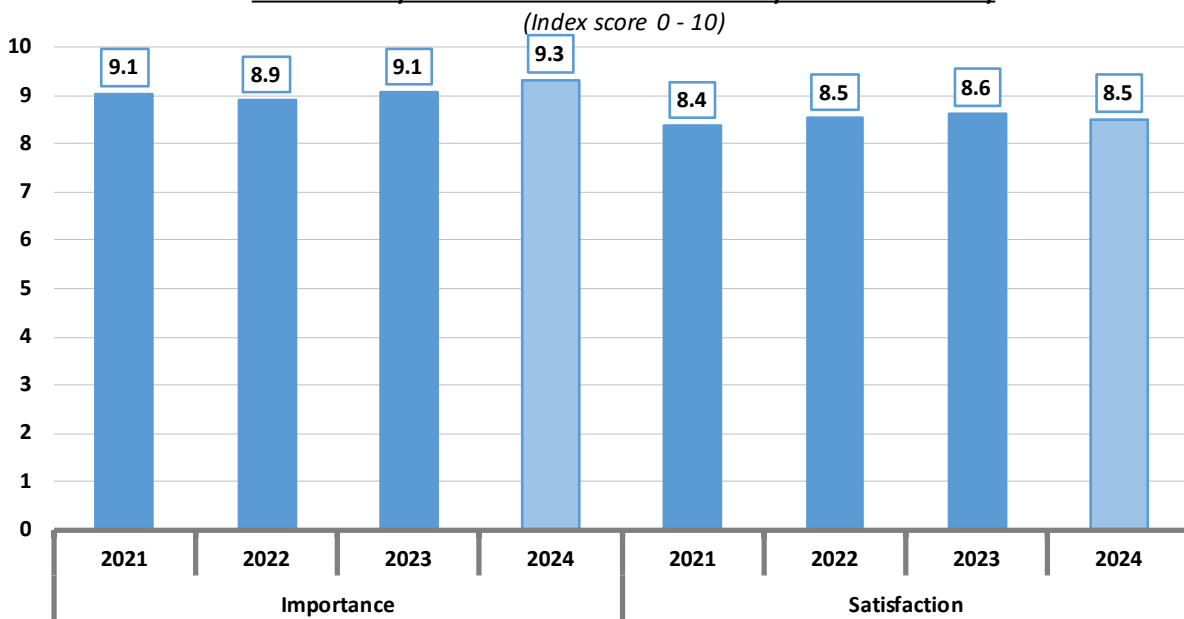
Satisfaction with the food and garden waste collection has remained very stable around the “excellent” long-term average satisfaction since 2021 of 8.5 out of 10.

This ranks the food and garden waste collection 5th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

This result comprised 83% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 622 of the 628 (79%) respondents from households who had used these services / facilities in the last 12 months.



Importance of and satisfaction with food and garden waste collection
Frankston City Council - 2024 Annual Community Satisfaction Survey

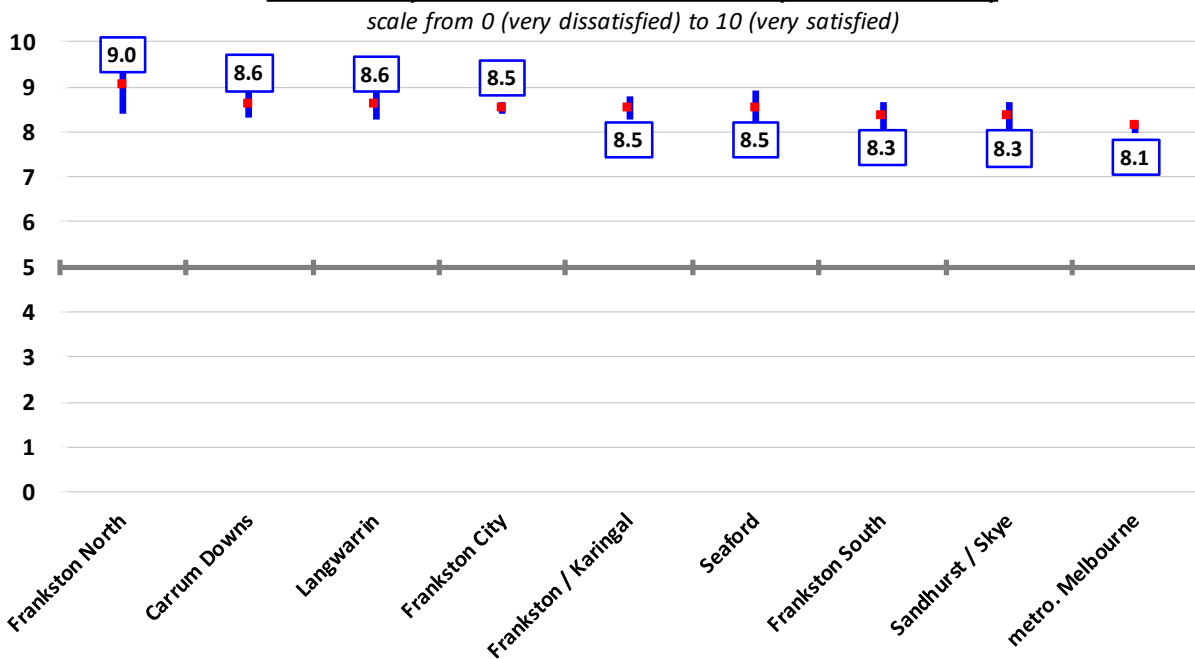


There was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, this result was notably (4%) higher than the metropolitan Melbourne average satisfaction with the green waste service of 8.1 out of 10, as recorded in the 2024 *Governing Melbourne* research.

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

Food and green waste collection by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey



Recycling and Recovery Centre

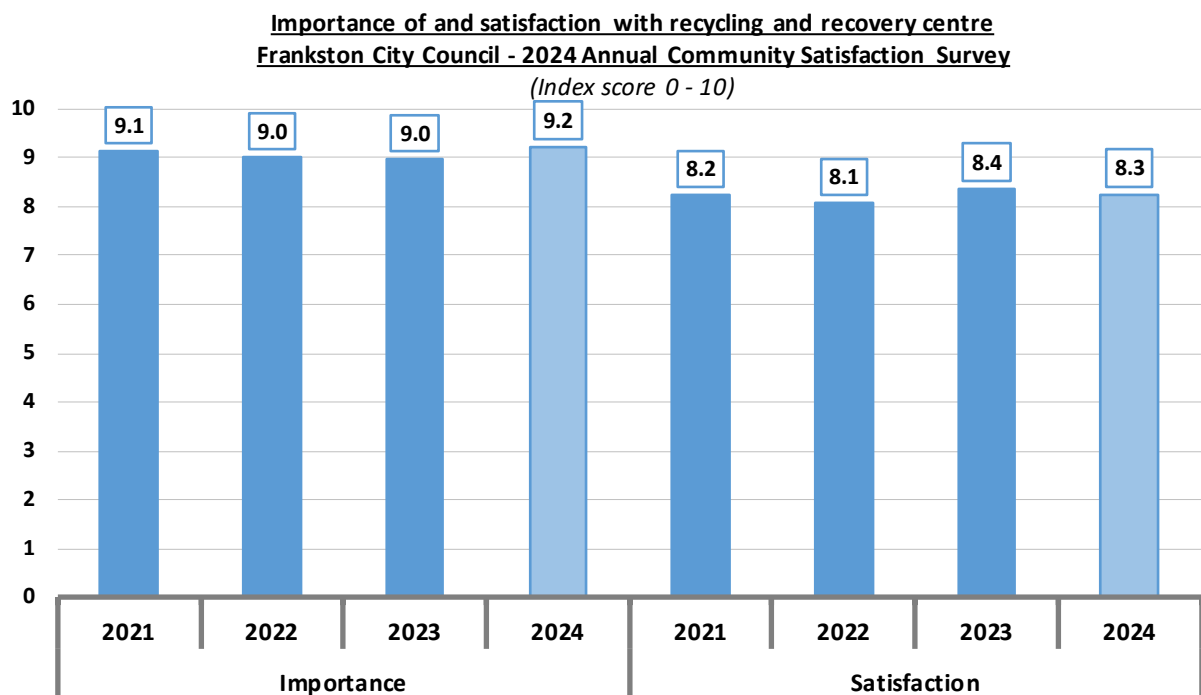
The recycling and recovery centre was the 9th most important of the 32 included services and facilities, with an average importance of 9.2 out of 10 and one of nine that was measurably more important than the average of all 32 (9.0).

Satisfaction with the recycling and recovery centre remained essentially stable this year, down one percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

Satisfaction with these facilities has remained very stable around the “excellent” long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks recycling and recovery centre 9th in terms of satisfaction this year and one of 10 that received a satisfaction score measurably higher than the average of all 32 (7.7).

This result comprised 75% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 394 of the 402 (50%) respondents from households who had used these services / facilities in the last 12 months.

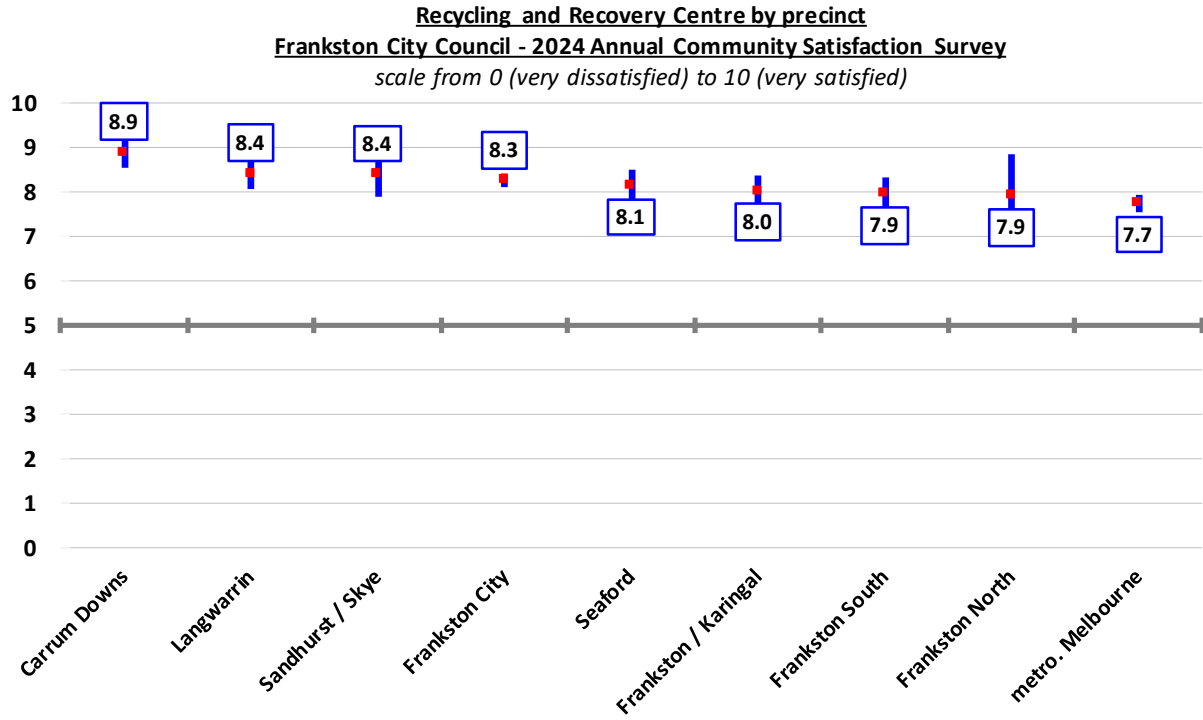


There was no substantial variation in satisfaction observed by respondent profile.

By way of comparison, this result was measurably (6%) higher than the metropolitan Melbourne average satisfaction with waste transfer station / recycling centres / tip of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

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



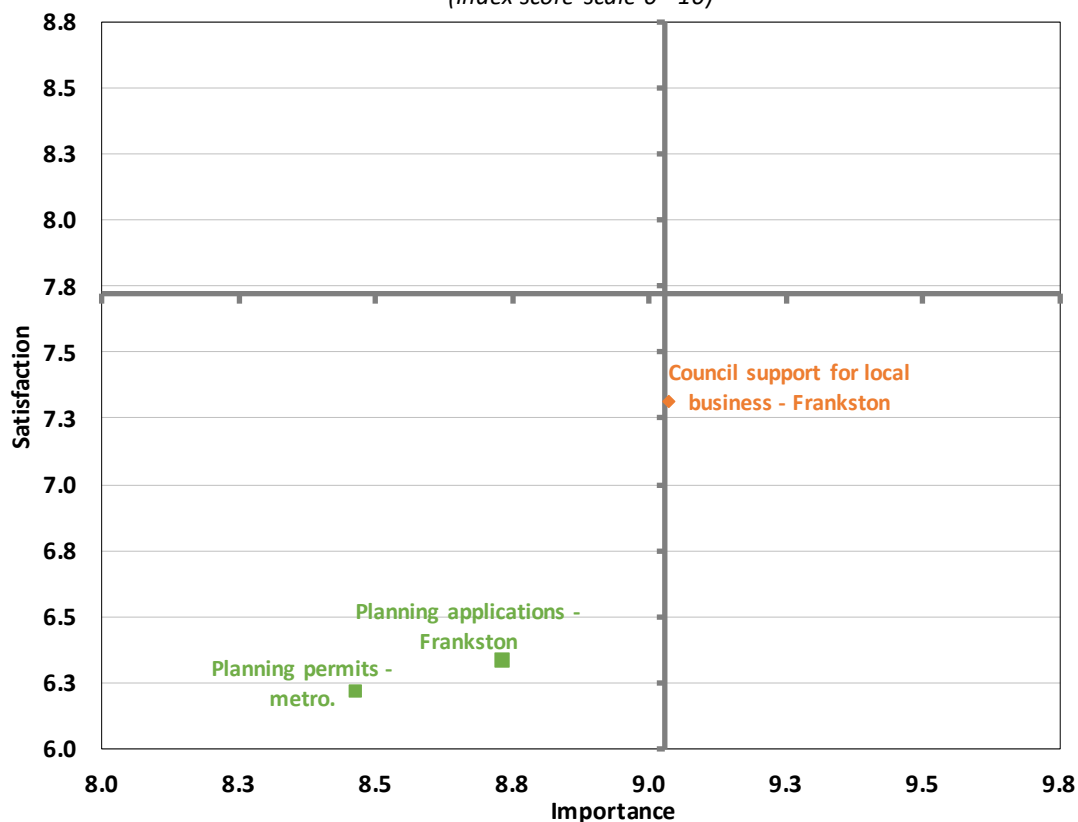


Policy, Planning and Environmental Strategies

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 planning permits were of lower-than-average importance and received a measurably lower than average satisfaction score. As evident in the graph, these results were a little better than the metropolitan Melbourne average.

Importance of and satisfaction with Policy, Planning and Environmental Strategies
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Council support for local business

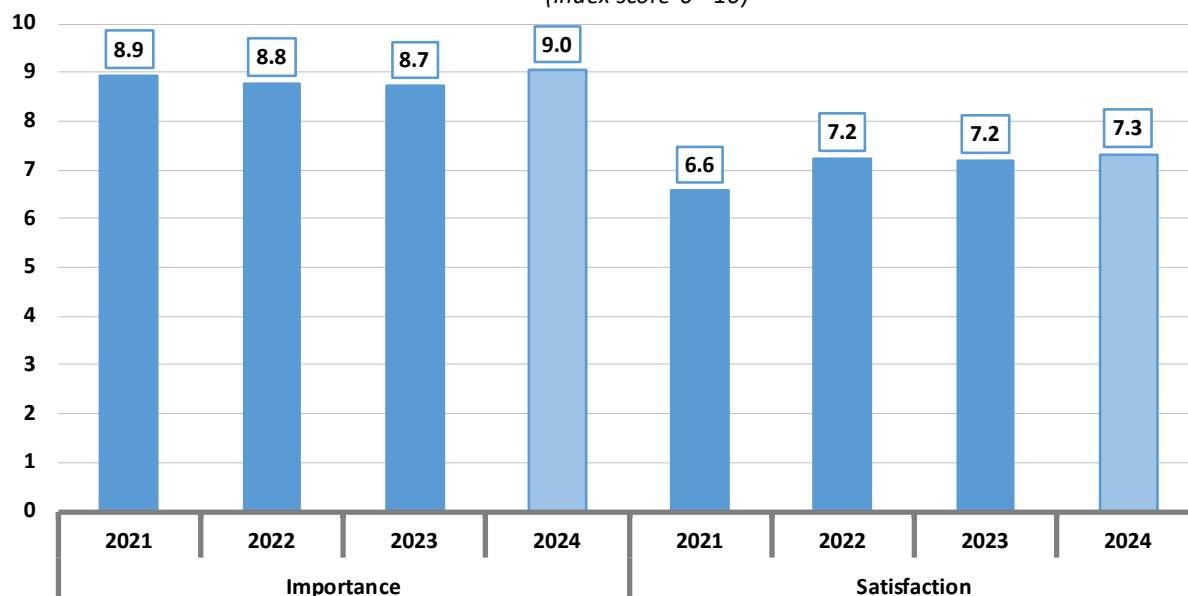
Council support for local business was the 18th most important of the 32 included services and facilities, with an average importance of nine out of 10.

Satisfaction with Council support for local business remained essentially stable this year, up one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction for this service recorded for the City of Frankston, and above the long-term average satisfaction since 2021 of 7.1 out of 10, or “good”.



Importance of and satisfaction with Council support for local business
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



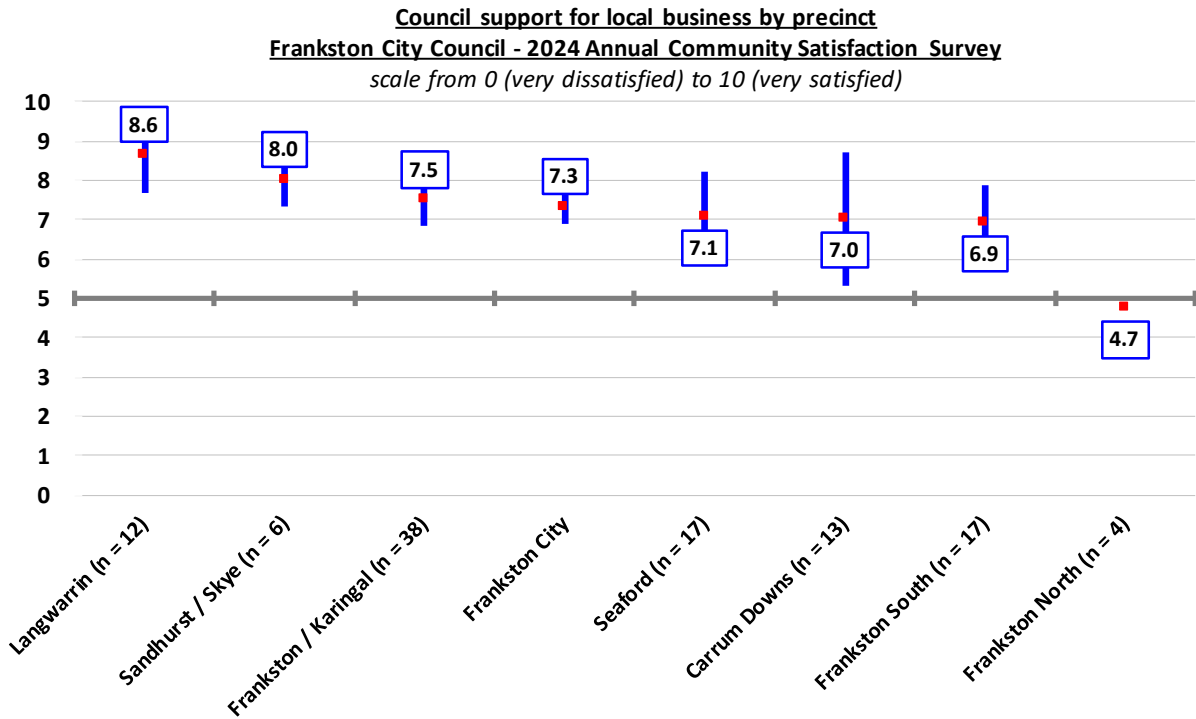
This ranks Council support for local business 25th in terms of satisfaction this year.

This result comprised 57% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 107 of the 120 (15%) respondents from households who had used these services / facilities in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile, although female respondents were notably more satisfied than male respondents and respondents from English speaking households were notably more satisfied than respondents from multilingual households.

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





Planning applications

Planning applications were the 27th most important of the 32 included services and facilities, with an average importance of 8.7 out of 10 and one of six that was measurably less important than the average of all 32 (9).

Satisfaction with planning applications declined somewhat this year, down four percent to 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction.

Metropolis Research notes that the difference between the importance of and satisfaction with planning applications was larger than the average for all services and facilities (24% compared to 13%). This reinforces the view that planning applications were an area where Council was underperforming against community priorities.

The other areas where Council was significantly underperforming community priorities were public toilets (30% gap), youth services (21% gap), and sealed local roads (20% gap).

This was the lowest satisfaction score recorded for planning permits over the last three years and was a little below the long-term average since 2022 of 6.5 out of 10.

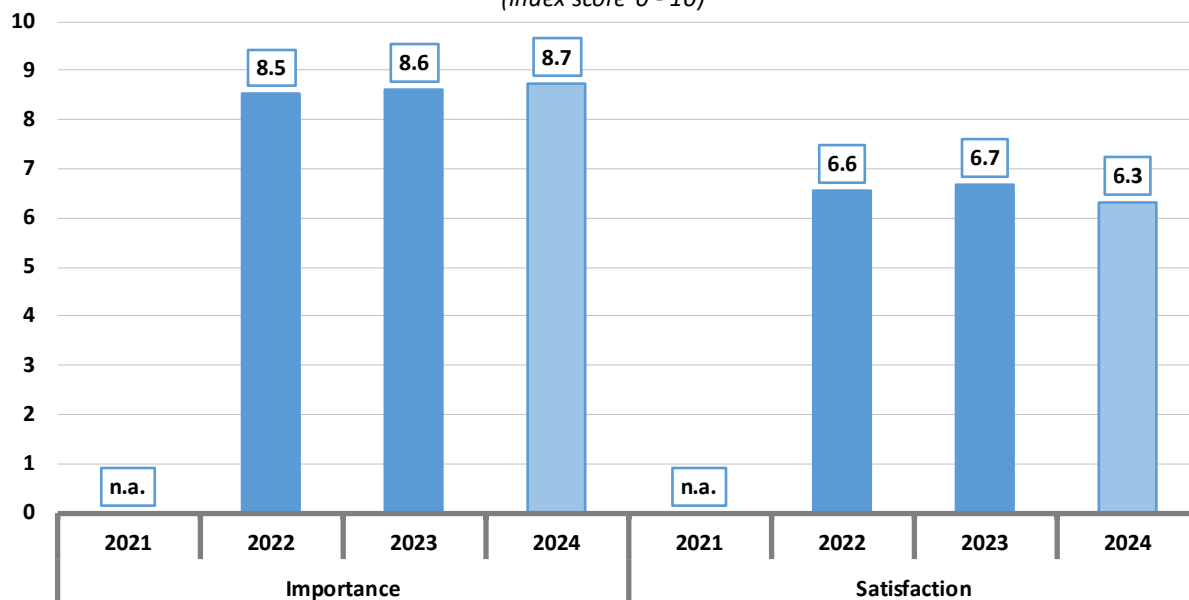
It is important to bear in mind the small sample size for satisfaction with planning permits of 91 respondents. This small sample size tends to result in more variability in the average satisfaction score from year to year.

This result ranks planning applications 32nd in terms of satisfaction this year and one of six that received a satisfaction score measurably lower than the average of all 32 (7.7).



This result comprised 35% “very satisfied” and 20% “dissatisfied” respondents, based on a total sample of 87 of the 91 (11%) respondents from households who had used these services in the last 12 months.

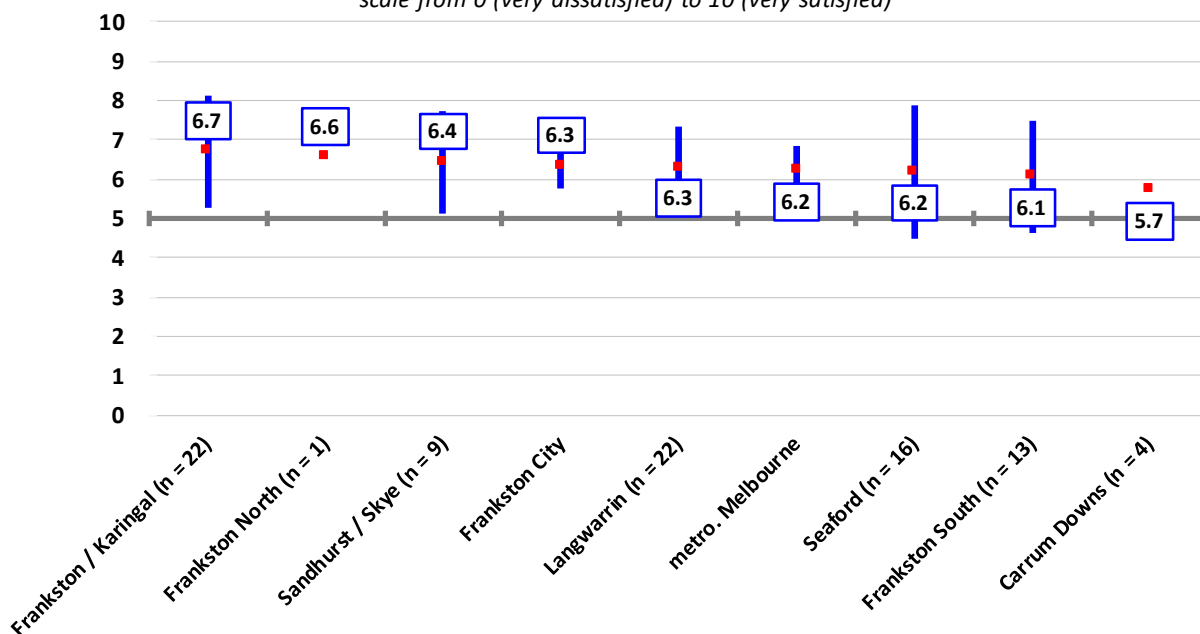
Importance of and satisfaction with planning applications
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile or across the precincts comprising the City of Frankston.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with planning and / or building permits of 6.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Planning applications by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Current issues for Frankston City ‘at the moment’

Respondents were asked:

“Can you please list what you consider to be the top three issues for the Frankston City ‘at the moment’?”

Respondents were asked to nominate what they considered to be the top three issues for the Frankston City ‘at the moment’.

Approximately two-thirds (62%) of respondents nominated a total of 948 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 safety, policing, and crime related issues (11%), road maintenance and repairs including roadworks (10% up from 8%), car parking related issues (8% up from 7%), and traffic management (7% down from 12%). These were the same four issues that were the most nominated in each of the last two years

Apart from safety, policing, and crime issues, the other significant issues raised by respondents that they feel need to be addressed in Frankston City were consistent with results observed elsewhere across metropolitan Melbourne.

In addition to issues around safety, policing, and crime, attention is also drawn to the small numbers of respondents who nominated issues with drug and alcohol related issues (4% up from 2%), homelessness (3% up from 2%), and Frankston CBD related issues (2%). These issues, whilst nominated by only a small number of respondents, were more commonly nominated in the City of Frankston than the metropolitan Melbourne average.

Issues with Council governance, accountability, and leadership related issues (stable at 1%) remains low in the City of Frankston. The proportion of respondents raising these issues was marginally (1%) lower than the metropolitan Melbourne average.

This result in particular reinforces the significant improvement in satisfaction with Council's governance and leadership performance recorded over the last two years, as discussed in the [Governance and Leadership](#) section of this report. This is a positive result reflecting well on the performance of Frankston City Council.

Variation in results between 2023 and 2024

When compared to the results recorded in 2023, the following variations are noted:

- ***Somewhat more commonly nominated in 2024*** – included road maintenance and repairs (up 2%) rubbish and waste issues (up 2%), drug and alcohol issues (up 2%), and issues around retail and entertainment facilities (up 2%).
- ***Somewhat less commonly nominated in 2024*** – include traffic management (down 5%), and issues with parks, gardens, and open spaces (down 3%).

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 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology, the following variations were noted:



- **More commonly nominated in Frankston City** – included safety, policing, and crime issues (11% in Frankston City compared to 2%), road maintenance and repairs (10% compared to 7%), planning and development (6% compared to 2%), drug and alcohol related issues (4% compared to 1%), hard rubbish collection (3% compared to 1%), and homelessness related issues (3% compared to 1%).
- **Less commonly nominated in Frankston City** – included traffic management (7% compared to 14%), parks, gardens, and open spaces (3% compared to 6%), and footpath maintenance and repairs (2% compared to 4%).

Relationship between issues and overall satisfaction with Council

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, of these issues to address for Frankston City ‘at the moment’, there were a range of issues that the respondents who nominated the issues were notably or measurably less satisfied with Council’s overall performance than the average of all respondents.

These issues include most notably, Council rates, planning and development, drug and alcohol related issues, safety, policing and crime related issues, hard rubbish, traffic management, street trees, and rubbish and waste issues.

These results strongly imply that these issues exert a somewhat negative influence on satisfaction with Council’s overall performance for the respondents who nominate them.

Of these issues, the issues of safety, policing and crime as well as drug and alcohol related issues were more prominent in these City of Frankston results than has been observed across metropolitan Melbourne this year.

That said, there has been an increase in the prominence of safety, policing and crime related issues in several other municipalities across metropolitan Melbourne this year.

The degree to which these issues impact on respondents’ satisfaction with their local council does vary across metropolitan Melbourne, and the impact would appear to be somewhat greater than average for the City of Frankston.



Top three issues for Frankston City at the moment
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2024		2023	2022	2024 Metro.*
	Number	Percent			
Safety, policing and crime	90	11%	11%	8%	2%
Roads and maintenance and repairs	76	10%	8%	5%	7%
Car parking	64	8%	7%	6%	7%
Traffic management	53	7%	12%	9%	14%
Building, planning, housing and development	45	6%	6%	3%	2%
Rubbish and waste issues including garbage collection	38	5%	3%	2%	6%
Council rates	36	5%	4%	5%	6%
Provision and maintenance of street trees	34	4%	5%	4%	6%
Drugs and alcohol issues	32	4%	2%	2%	1%
Shops, restaurants, bars and entertainment venues issues	30	4%	2%	3%	1%
Parks, gardens and open spaces	27	3%	6%	4%	6%
Cleanliness and maintenance of area	25	3%	3%	5%	3%
Hard rubbish collection	24	3%	3%	3%	1%
Homeless / beggars	23	3%	2%	4%	1%
Animal management	21	3%	1%	0%	2%
Graffiti and vandalism	20	3%	1%	1%	1%
Drains maintenance and repairs	18	2%	3%	1%	1%
Lighting	18	2%	1%	2%	2%
Public transport	18	2%	2%	2%	1%
Public toilets	17	2%	1%	2%	0%
Footpath maintenance and repairs	15	2%	3%	3%	4%
Housing availability / affordability	15	2%	2%	0%	1%
Environment, sustainability, climate change, conservation	12	2%	2%	2%	0%
Frankston CBD issues	12	2%	0%	0%	0%
Street cleaning and maintenance	12	2%	1%	1%	3%
Communication, consultation, provision of information	11	1%	2%	3%	2%
Health and medical issues / services	10	1%	2%	2%	1%
Illegal dumping of rubbish	10	1%	0%	0%	1%
Youth activities, services and facilities	8	1%	1%	3%	0%
Education and schools	7	1%	0%	0%	0%
Financial issues and priorities for Council	7	1%	1%	0%	1%
Activities and facilities for children	6	1%	0%	0%	0%
Cleanliness and maintenance of beach and foreshore	6	1%	1%	2%	0%
Green waste collection / compost bins	6	1%	1%	0%	1%
Provision and maintenance of infrastructure	6	1%	1%	1%	1%
Services and facilities for people with disability	6	1%	1%	1%	0%
Bicycle, cycling / walking tracks	5	1%	1%	1%	1%
Council governance, accountability, leadership	5	1%	1%	1%	2%
Services and facilities for the elderly	5	1%	1%	0%	2%
All other issues (35 separately identified issues)	75	9%	10%	12%	11%
Total responses	948		957	914	765
<i>Respondents identifying at least one issue</i>	496 (62%)		498 (62%)	499 (62%)	391 (50%)

(*) 2024 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address nominated by respondents across the City of Frankston, as follows:

- ***Carrum Downs*** – respondents were somewhat more likely than average to nominate rubbish and waste issues, graffiti and vandalism, public toilets, and green waste collection / composting related issues.
- ***Seaford*** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, traffic management, rubbish and waste, planning and development, drug and alcohol related issues, lighting, and drains related issues.
- ***Langwarrin*** – respondents were somewhat more likely than average to nominate public transport related issues.
- ***Sandhurst / Skye*** – respondents were somewhat more likely than average to nominate road maintenance and repair related issues.
- ***Frankston South*** – respondents were somewhat more likely than average to nominate safety, policing, and crime related issues, car parking, and Council rates related issues.
- ***Frankston North*** – respondents were somewhat more likely than average to nominate road maintenance and repairs, drains, promoting / improving community atmosphere, hard rubbish collection, and management of illegally dumped rubbish.
- ***Frankston / Karingal*** – respondents were somewhat more likely than average to nominate street trees, retail and entertainment venue related issues, drug and alcohol related issues, and homelessness related issues.



Top three issues for Frankston City at the moment by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Carrum Downs		Seaford	
Roads maintenance and repairs	12%	Safety, policing and crime	18%
Safety, policing and crime	11%	Traffic management	17%
Car parking	8%	Roads maintenance and repairs	12%
Rubbish and waste issues inc garbage	8%	Rubbish and waste issues inc garbage	12%
Provision and maintenance of street trees	6%	Car parking	11%
Traffic management	5%	Building, planning, housing, development	9%
Graffiti and vandalism	5%	Drugs and alcohol issues	9%
Council rates	5%	Lighting	9%
Public toilets	5%	Drains maintenance and repairs	7%
Green waste collection / compost bins	4%	Parks, gardens and open spaces	6%
All other issues	51%	All other issues	82%
<i>Respondents identifying an issue</i>	<i>75 (56%)</i>	<i>Respondents identifying an issue</i>	<i>86 (88%)</i>

Langwarrin		Sandhurst / Skye	
Safety, policing and crime	12%	Roads maintenance and repairs	15%
Roads maintenance and repairs	9%	Safety, policing and crime	10%
Traffic management	8%	Car parking	7%
Council rates	7%	Cleanliness and maintenance of area	5%
Car parking	5%	Public transport	5%
Building, planning, housing, development	5%	Drugs and alcohol issues	4%
Public transport	5%	Provision and maintenance of street trees	4%
Animal management	4%	Traffic management	4%
Parks, gardens and open spaces	3%	Homeless / beggars	4%
Cleanliness and maintenance of area	2%	Parks, gardens and open spaces	2%
All other issues	37%	All other issues	32%
<i>Respondents identifying an issue</i>	<i>75 (55%)</i>	<i>Respondents identifying an issue</i>	<i>41 (51%)</i>



Top three issues for Frankston City at the moment by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Frankston South		Frankston North	
Safety, policing and crime	14%	Roads maintenance and repairs	14%
Car parking	12%	Footpath maintenance and repairs	11%
Council rates	9%	Traffic management	9%
Building, planning, housing, development	6%	Drains maintenance and repairs	9%
Roads maintenance and repairs	6%	Car parking	6%
Rubbish and waste issues inc garbage	6%	Drugs and alcohol issues	6%
Shops, restaurants, bar, entertain. venues	6%	Safety, policing and crime	6%
Parks, gardens and open spaces	5%	Promote / improve community atmosphere	6%
Animal management	5%	Hard rubbish collection	6%
Traffic management	4%	Illegal dumping of rubbish	6%
All other issues	44%	All other issues	29%
<i>Respondents identifying an issue</i>	63 (62%)	<i>Respondents identifying an issue</i>	21 (61%)

Frankston / Karingal		Frankston City	
Safety, policing and crime	9%	Safety, policing and crime	11%
Building, planning, housing, development	7%	Roads and maintenance and repairs	10%
Car parking	7%	Car parking	8%
Provision and maintenance of street trees	7%	Traffic management	7%
Shops, restaurants, bar, entertain. venues	7%	Building, planning, housing, development	6%
Drugs and alcohol issues	6%	Rubbish and waste issues incl. garbage	5%
Roads maintenance and repairs	6%	Council rates	5%
Homeless / beggars	5%	Provision and maintenance of street trees	4%
Parks, gardens and open spaces	4%	Drugs and alcohol issues	4%
Traffic management	4%	Shops, restaurants, bar, entertain. venues	4%
All other issues	58%	All other issues	56%
<i>Respondents identifying an issue</i>	134 (63%)	<i>Respondents identifying an issue</i>	496 (62%)

Metropolitan Melbourne		South eastern region	
Traffic management	14%	Traffic management	14%
Roads maintenance and repairs	7%	Roads maintenance and repairs	12%
Car parking	7%	Parks, gardens and open spaces	6%
Council rates	6%	Council rates	6%
Parks, gardens and open space	6%	Rubbish and waste issues incl. garbage	6%
Rubbish and waste issues incl. garbage	6%	Provision and maintenance of street trees	5%
Street trees / nature strips	6%	Parking	4%
Footpath maintenance and repairs	4%	Safety, policing and crime	4%
Cleanliness and maintenance of area	3%	Animal management	4%
Street cleaning and maintenance	3%	Public transport	3%
All other issues	39%	All other issues	43%
<i>Respondents identifying an issue</i>	391 (50%)	<i>Respondents identifying an issue</i>	76 (49%)



Issues by respondent profile

There was variation in the top issues to address observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- ***Female*** – respondents were somewhat more likely than male respondents to nominate safety, policing, and crime related issues, planning and development issues, and Council rates.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate safety, policing, and crime related issues, and road maintenance and repairs.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate traffic management related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate safety, policing, and crime, as well as planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate car parking and street tree related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate retail and entertainment venue related issue.



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

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Roads maintenance and repairs	10%	Safety, policing and crime	13%
Safety, policing and crime	9%	Car parking	9%
Car parking	7%	Roads maintenance and repairs	9%
Traffic management	6%	Building, planning, housing, development	7%
Rubbish and waste issues inc garbage	5%	Traffic management	7%
Provision and maintenance of street trees	4%	Council rates	6%
Building, planning, housing, development	4%	Rubbish and waste issues inc garbage	5%
Drugs and alcohol issues	4%	Shops, restaurants, bar, entertain. venues	5%
Hard rubbish collection	4%	Drugs and alcohol issues	4%
Cleanliness and maintenance of area	3%	Provision and maintenance of street trees	4%
All other issues	58%	All other issues	55%
<i>Respondents identifying an issue</i>	233 (61%)	<i>Respondents identifying an issue</i>	263 (63%)

English speaking		Multi-lingual	
Safety, policing and crime	12%	Traffic management	10%
Roads maintenance and repairs	10%	Safety, policing and crime	8%
Car parking	8%	Roads maintenance and repairs	7%
Building, planning, housing, development	6%	Car parking	7%
Traffic management	6%	Shops, restaurants, bar, entertain. venues	7%
Rubbish and waste issues inc garbage	5%	Provision and maintenance of street trees	7%
Council rates	4%	Building, planning, housing, development	5%
Drugs and alcohol issues	4%	Council rates	5%
Provision and maintenance of street trees	4%	Rubbish and waste issues inc garbage	5%
Homeless / beggars	4%	Drugs and alcohol issues	4%
All other issues	58%	All other issues	51%
<i>Respondents identifying an issue</i>	380 (63%)	<i>Respondents identifying an issue</i>	111 (59%)



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

Frankston City Council - 2024 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	10%	Safety, policing and crime	13%
Rubbish and waste issues inc garbage	8%	Roads maintenance and repairs	11%
Roads maintenance and repairs	7%	Car parking	6%
Traffic management	6%	Traffic management	6%
Car parking	5%	Council rates	6%
Cleanliness and maintenance of area	5%	Building, planning, housing, development	6%
Drugs and alcohol issues	5%	Drugs and alcohol issues	6%
Hard rubbish collection	5%	Provision and maintenance of street trees	6%
Parks, gardens and open spaces	3%	Shops, restaurants, bar, entertain. venues	6%
Homeless / beggars	3%	Housing availability / affordability	5%
All other issues	42%	All other issues	68%
<i>Respondents identifying an issue</i>	127 (55%)	<i>Respondents identifying an issue</i>	94 (66%)

Middle aged adults (45 to 54 years)		Older adults (55 to 74 years)	
Safety, policing and crime	15%	Roads maintenance and repairs	12%
Building, planning, housing, development	10%	Car parking	11%
Roads maintenance and repairs	10%	Safety, policing and crime	11%
Car parking	9%	Provision and maintenance of street trees	8%
Traffic management	8%	Building, planning, housing, development	8%
Council rates	6%	Traffic management	7%
Public transport	6%	Council rates	5%
Rubbish and waste issues inc garbage	5%	Parks, gardens and open spaces	4%
Parks, gardens and open spaces	4%	Drugs and alcohol issues	3%
Public toilets	4%	Shops, restaurants, bar, entertain. venues	3%
All other issues	59%	All other issues	58%
<i>Respondents identifying an issue</i>	95 (66%)	<i>Respondents identifying an issue</i>	140 (66%)

Senior citizens (75 years and over)		Frankston City	
Traffic management	9%	Safety, policing and crime	11%
Car parking	7%	Roads and maintenance and repairs	10%
Building, planning, housing, development	7%	Car parking	8%
Roads maintenance and repairs	7%	Traffic management	7%
Safety, policing and crime	7%	Building, planning, housing, development	6%
Shops, restaurants, bar, entertain. venues	7%	Rubbish and waste issues incl. garbage	5%
Provision and maintenance of street trees	6%	Council rates	5%
Drains maintenance and repairs	4%	Provision and maintenance of street trees	4%
Council rates	4%	Drugs and alcohol issues	4%
Cleanliness and maintenance of area	3%	Shops, restaurants, bar, entertain. venues	4%
All other issues	29%	All other issues	56%
<i>Respondents identifying an issue</i>	40 (59%)	<i>Respondents identifying an issue</i>	496 (62%)



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?”

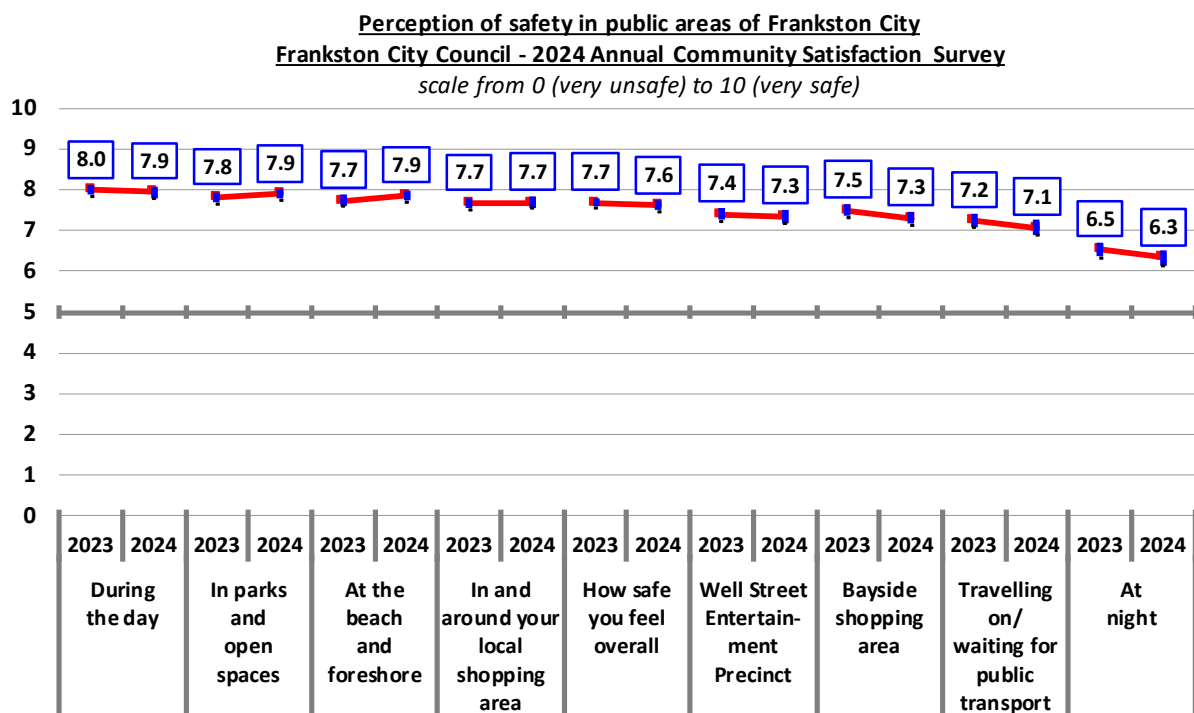
Respondents were again in 2024, asked to rate their perception of safety in the public areas of Frankston City, during the day, at night, travelling on / waiting for public transport, and at various locations.

Overall, these results clearly reflect a relatively strong and consistent perception of safety in the public areas of Frankston City during the day and at most locations, and moderately safe in the public areas of the municipality at night. The perception of safety in the public areas of Frankston City during the day and at night was, however, measurably lower than the metropolitan Melbourne average.

The perception of safety in the Bayside shopping area (down 2%), travelling on / waiting for public transport (down 2%), and in the public areas of the municipality at night (down 2%) all declined somewhat this year, reversing the small increases recorded last year.

Respondents were also asked to rate how safe they felt overall living in Frankston City.

The overall perception of safety living in Frankston City declined marginally, but not measurably this year, down one percent to 7.6 out of 10. This is a strong perception of safety overall, with five percent (up from 4%) reporting that they felt “unsafe”.



Metropolis Research notes, however, that while the overall perception of safety living in Frankston City was strong at 7.6 out of 10, “safety, policing, and crime” related issues were the most nominated [issues to address](#) for Frankston City ‘at the moment’, with 11% raising these issues as a top three issue. This compares to the 2024 metropolitan Melbourne average of two percent.

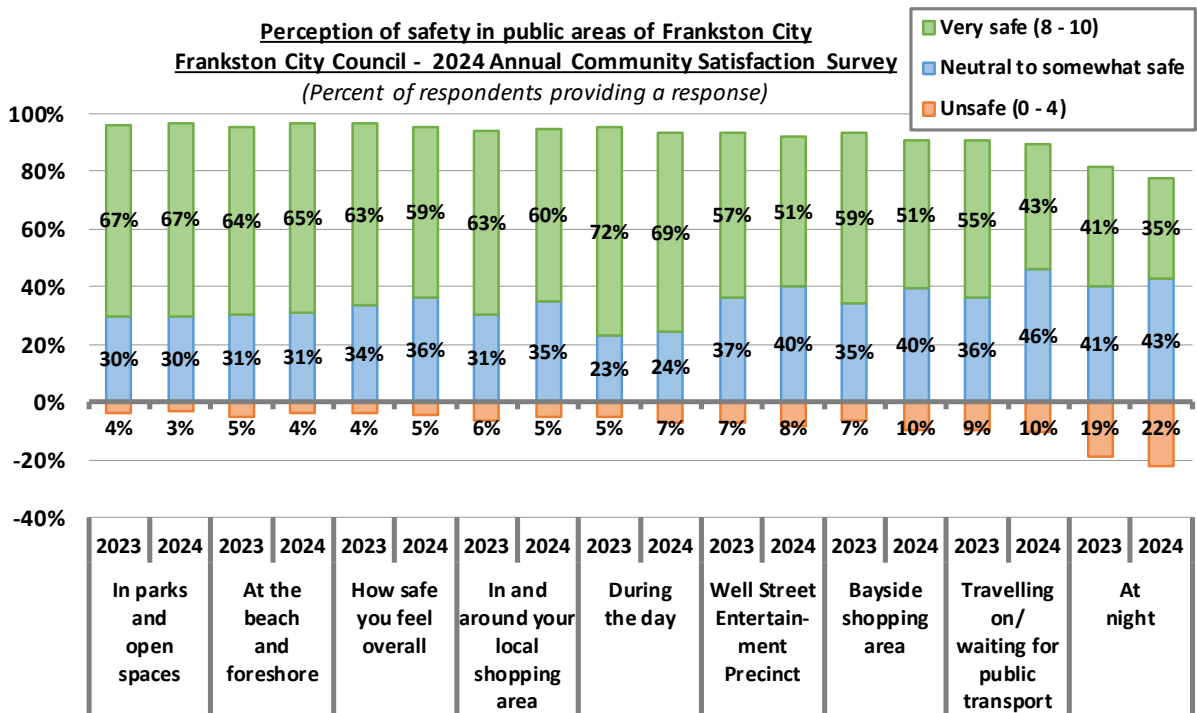
Further, the respondents who nominated these issues were four percent [less satisfied with Council’s overall performance](#) than the average of all respondents (6.7 compared to 7.1).

Taken together, these results confirm that most in the community feel very safe overall, although there remains a notable sized group in the community (approximately 10%) who have some concerns around crime and safety in the municipality, and a small proportion personally feel unsafe.

The following graph outlines the proportion of respondents (providing a score) who felt “very safe” (i.e., rated safety at eight or more), those who felt neutral to somewhat safe (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

It is noted that more than half of the respondents who provided a response to the question felt “very safe” in the public areas of Frankston City during the day and at the various locations, whilst approximately one-third (35% down from 41%) felt “very safe” in the public areas of Frankston City at night.

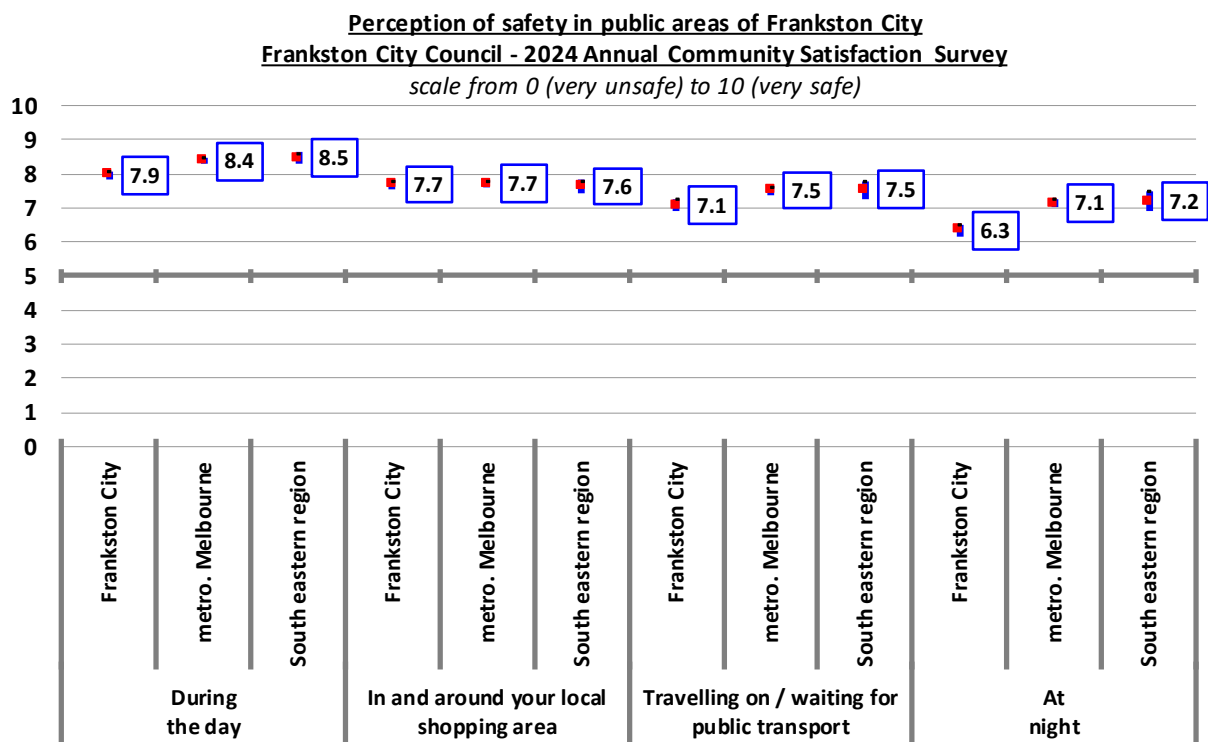
There was also a small (3%) increase in the proportion of respondents who felt “unsafe” in the public areas of Frankston City at night.



The following graph provides a comparison of the average perception of safety against the metropolitan Melbourne and southeastern region councils’ averages, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same door-to-door methodology.

Consistent with the results recorded in previous years, the average perception of safety in the public areas of the municipality at night (8% lower), during the day (5% lower), travelling on / waiting for public transport (4% lower) were all measurably lower than the metropolitan Melbourne average.

It is noted, however, that the perception of safety in and around the local shopping area in the City of Frankston was consistent with the metropolitan Melbourne average.



Safety during the day

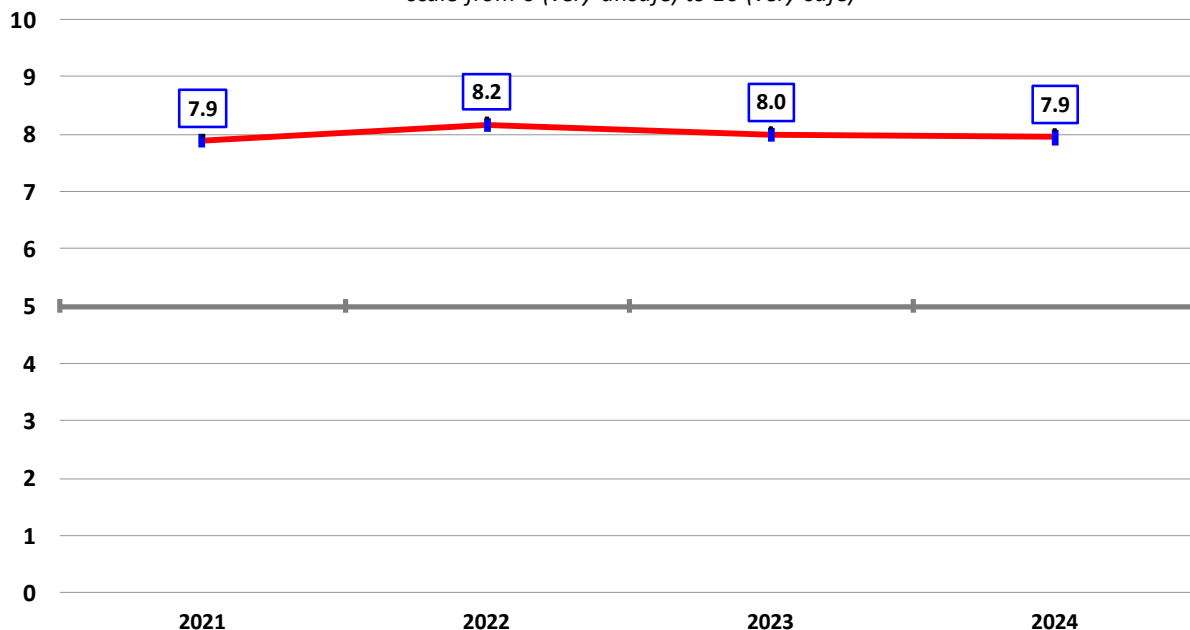
The perception of safety in the public areas of the City of Frankston during the day remained essentially stable this year, down one percent to 7.9 out of 10.

This result remains consistent with the long-term average perception of safety in the public areas of the City of Frankston from 2021 of 8.0.

This result remains measurably lower than the metropolitan Melbourne (8.4) and southeastern region councils’ (8.5) averages, as recorded in *Governing Melbourne*.

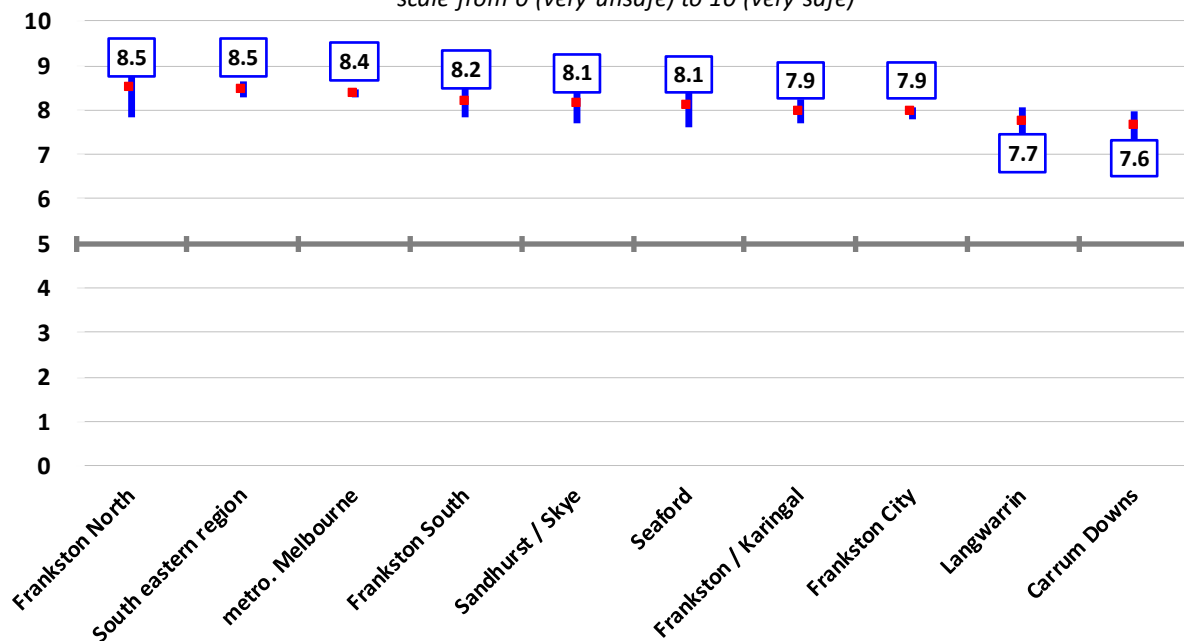


Perception of safety in public areas during the day
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was no statistically significant variation in the average perception of safety in the public areas of the City of Frankston during the day observed across the municipality, although it is noted that respondents from Langwarrin and Carrum Downs felt somewhat (2% to 3%) less safe than the municipal average.

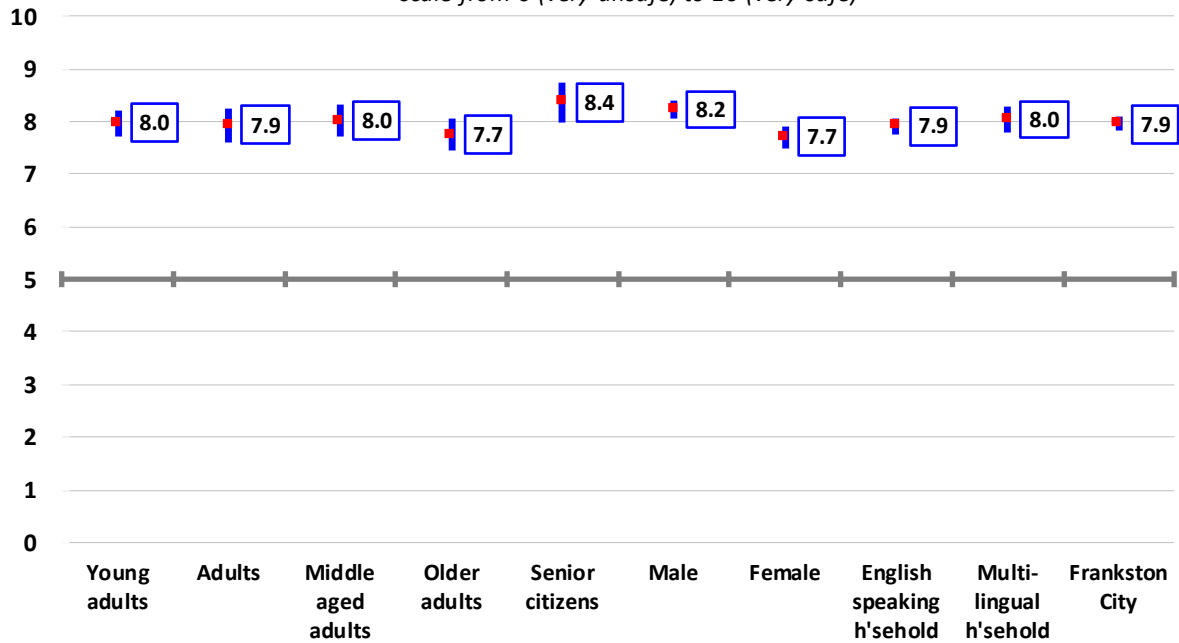
Perception of safety during the day by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was notable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) feeling notably (5%) safer than average, and male respondents feeling measurably (5%) safer than female respondents.



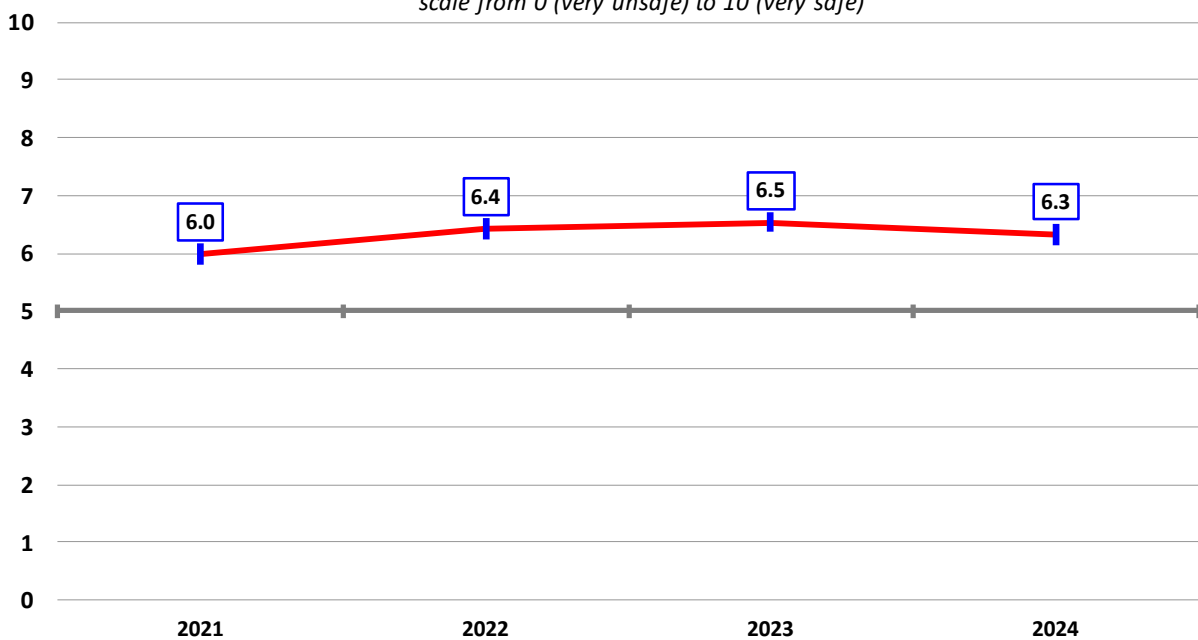
Perception of safety during the day by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



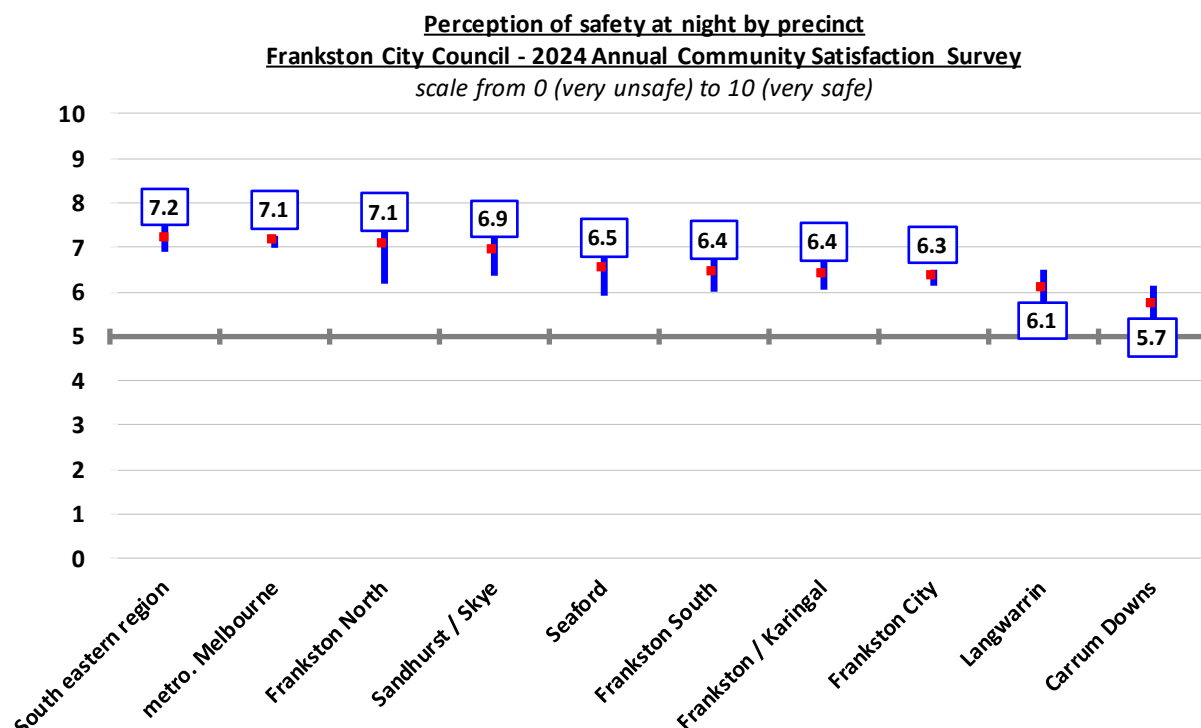
Safety at night

The perception of safety in the public areas of the City of Frankston at night declined somewhat this year, down two percent to 6.3 out of 10. This result remains consistent with the long-term average from 2021 of 6.3. This result remains measurably lower than the metropolitan Melbourne (7.1) and southeastern region councils' (7.2) averages.

Perception of safety in public areas at night
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Carrum Downs felt notably (6%) less safe than the municipal average.



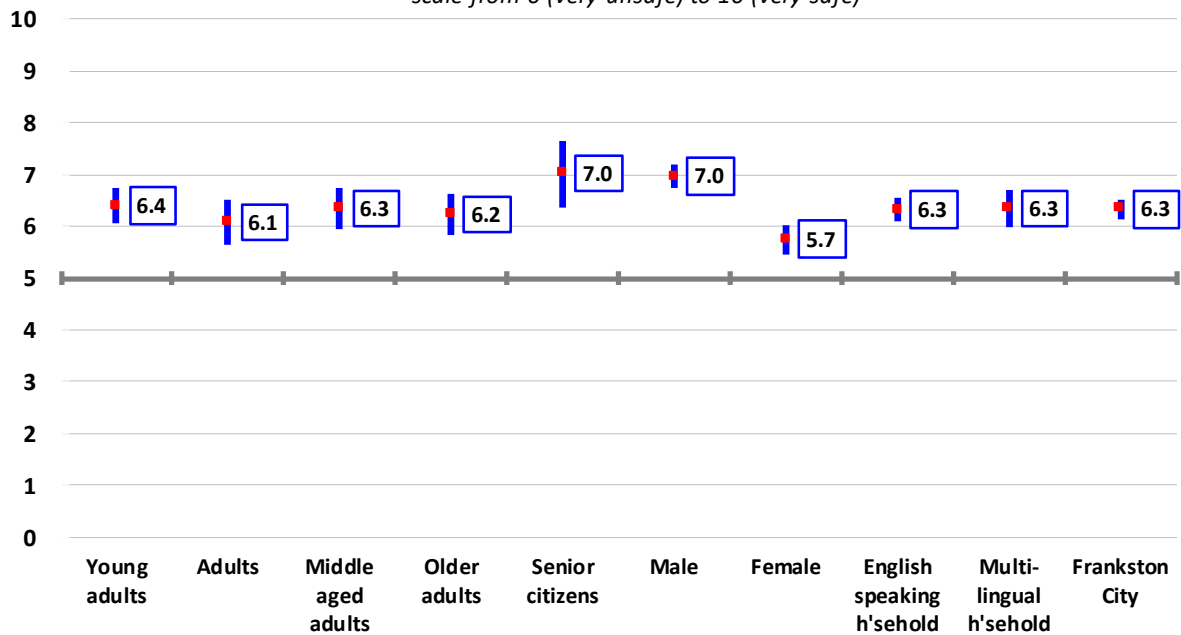
Consistent with the results recorded last year, there was no statistically significant variation in the perception of safety in the public areas of Frankston City at night observed by the respondents' age group. This is a little unusual in the metropolitan Melbourne context, where it tends to be younger adults (aged 18 to 34 years) who tend to feel a little less safe.

There was, however, measurable variation in the perception of safety in the public areas of Frankston City at night observed by gender, with female respondents feeling 13% (up from 10%) less safe than male respondents.

There was no difference observed between respondents from English speaking households and respondents from multilingual households.



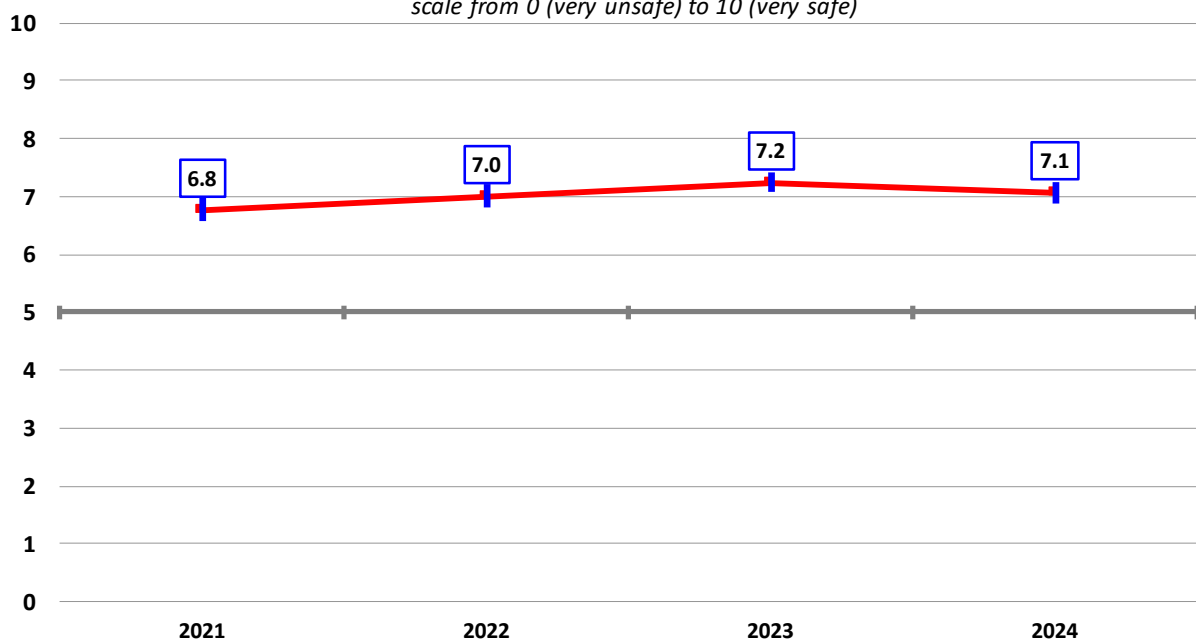
Perception of safety at night by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very unsafe) to 10 (very safe)



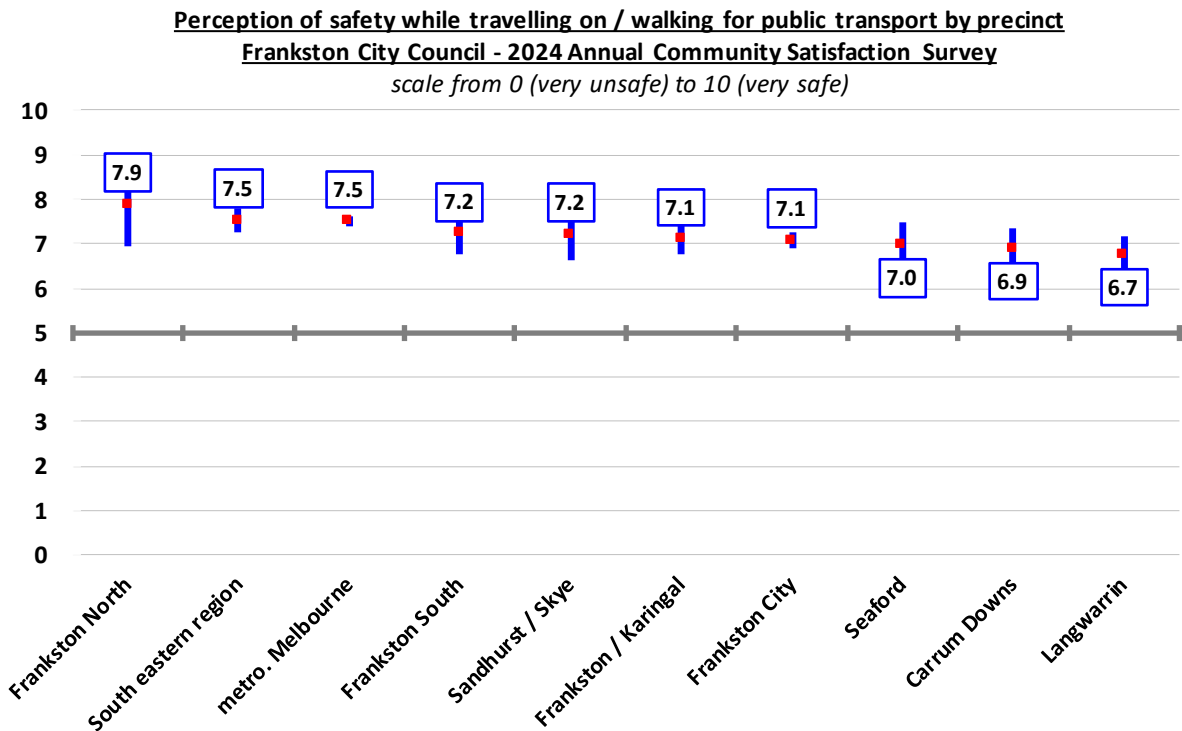
Travelling on / waiting for public transport

The perception of safety travelling on / waiting for public transport remained essentially stable this year, down one percent to 7.1 out of 10. This result remains consistent with the long-term average from 2021 of 7.0. This result remains measurably lower than the metropolitan Melbourne (7.5) and southeastern region councils' (7.5) averages, as recorded in *Governing Melbourne*.

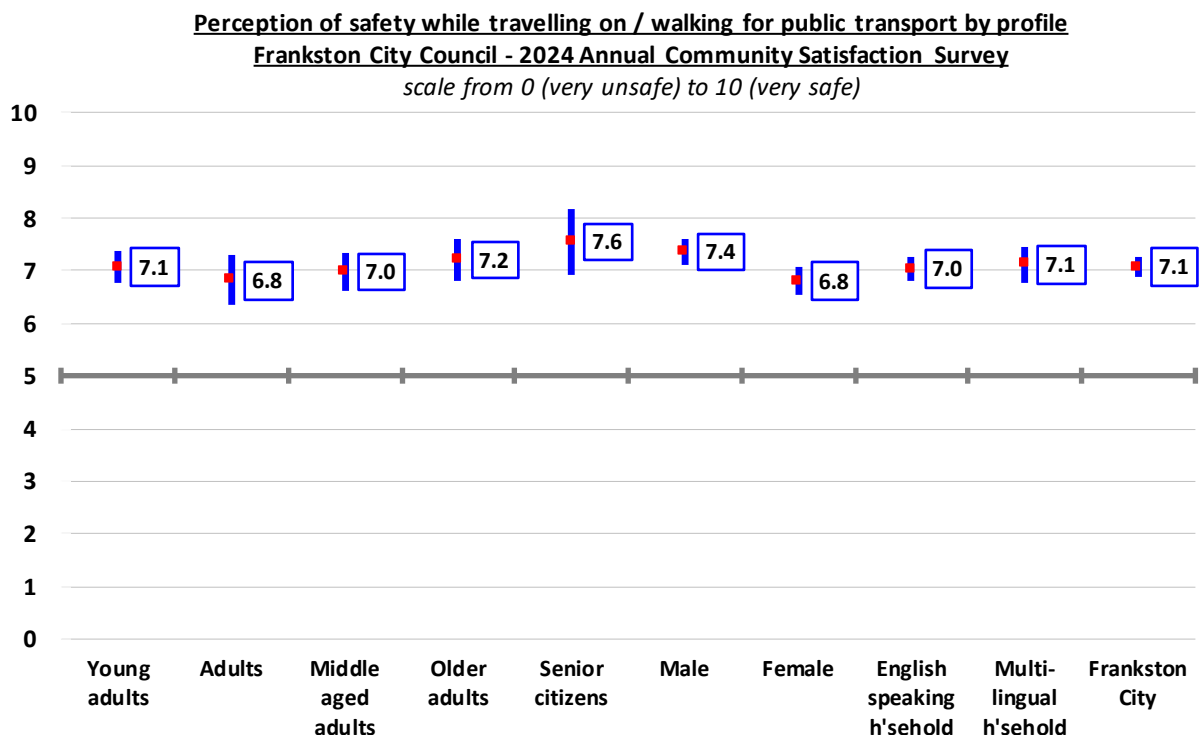
Perception of safety while travelling on / waiting for public transport
Frankston City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very unsafe) to 10 (very safe)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 30 respondents from Frankston North felt notably (8%) safer than average, whilst respondents from Langwarrin felt notably (4%) less safe than average.

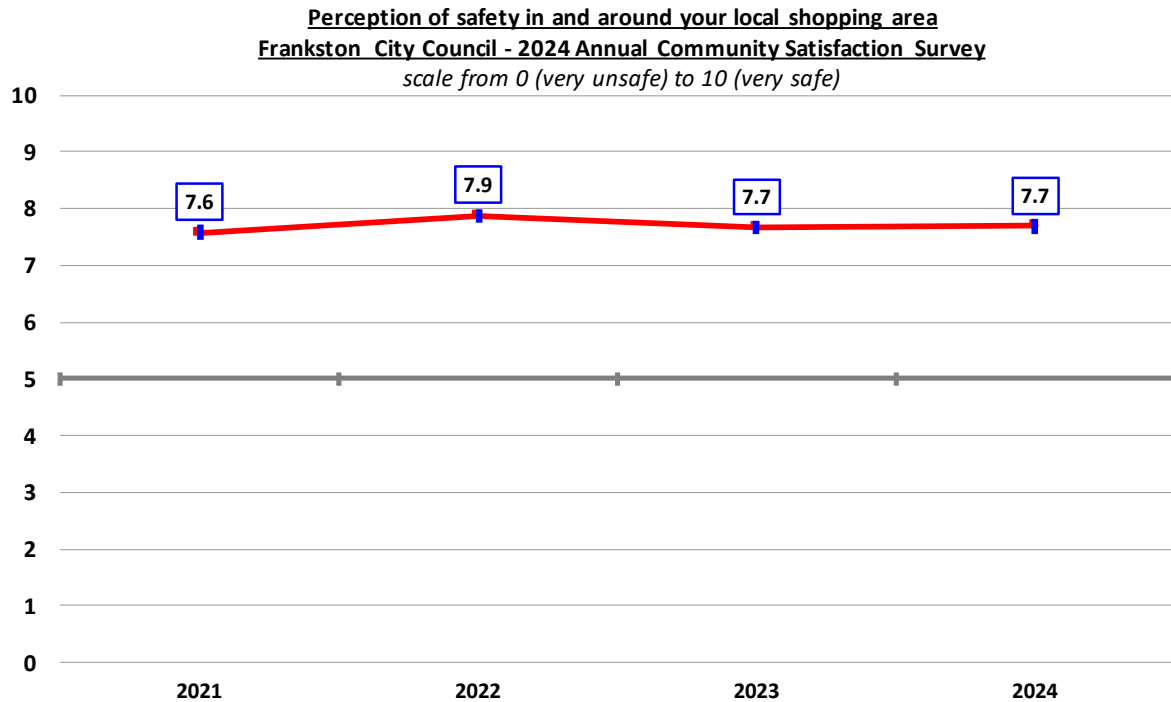


There was notable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) feeling notably (5%) safer than average, and male respondents feeling measurably (6%) safer than female respondents.

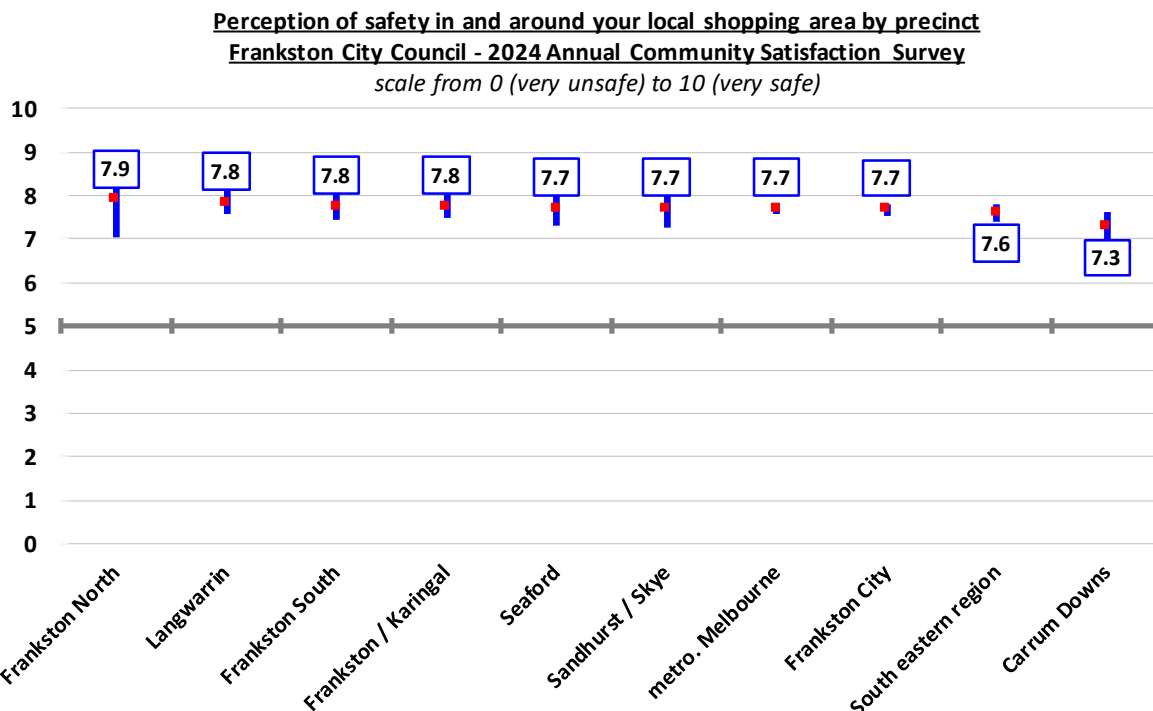


In and around your local shopping area

The perception of safety in and around the local shopping area remained stable this year at 7.7 out of 10, and consistent with the long-term average from 2021 of 7.7. This result was identical to the metropolitan Melbourne (7.7) average, and marginally (1%) higher than the southeastern region councils' (7.6) average, as recorded in *Governing Melbourne*.



There was measurable variation in this result observed across the municipality with respondents from Carrum Downs feeling measurably (4%) less safe than average.



There was meaningful variation in the perception of safety in and around the local shopping area observed by respondent profile, with senior citizens (aged 75 years and over) feeling notably (5%) safer than average. Male respondents felt measurably (4%) safer than females.

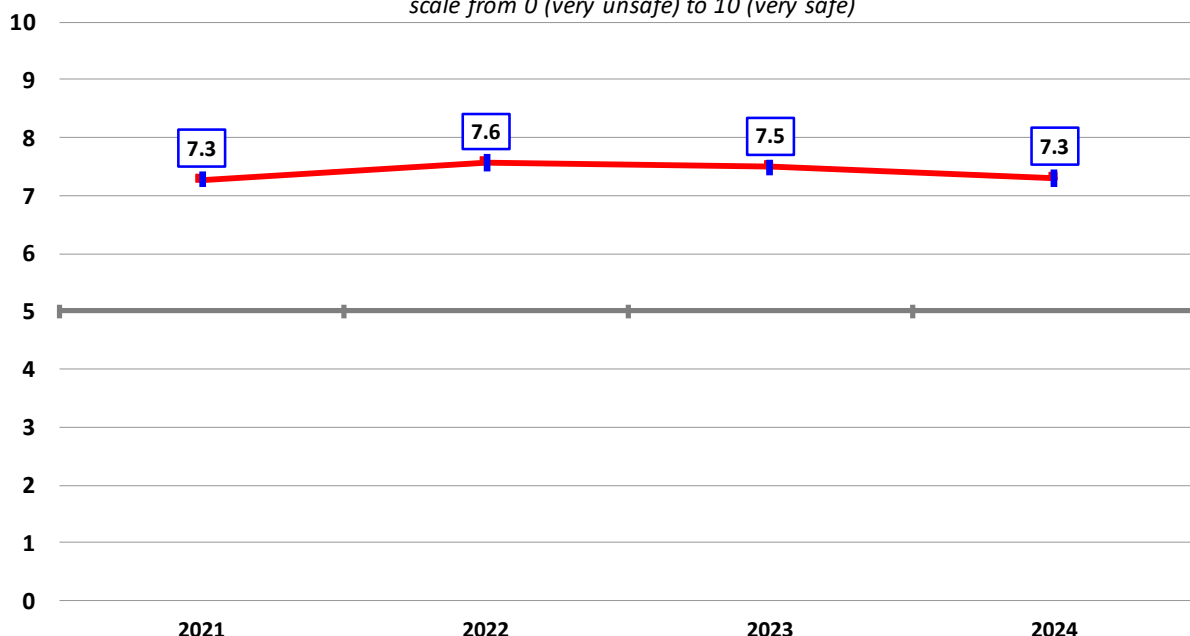
Perception of safety in and around your local shopping area by profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Bayside shopping area

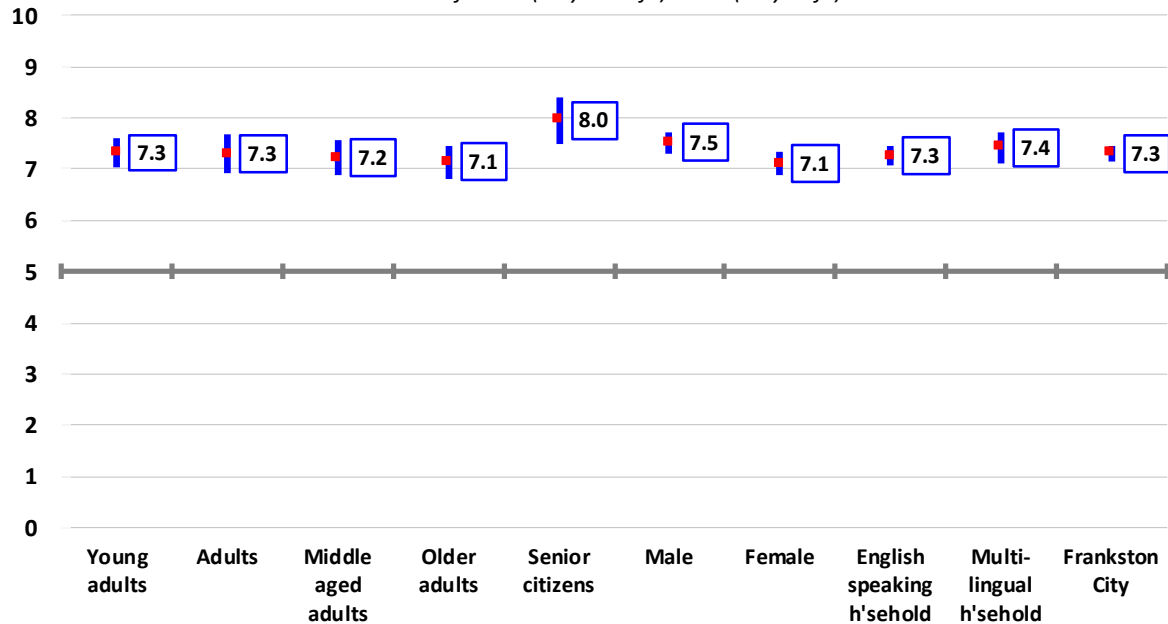
The perception of safety in and around the Bayside shopping area declined marginally this year, down two percent to 7.3 out of 10, and consistent with the long-term average of 7.4.

Perception of safety in Bayside shopping area
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was meaningful variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) feeling measurably (7%) safer than average. Male respondents felt measurably (4%) safer than female respondents.

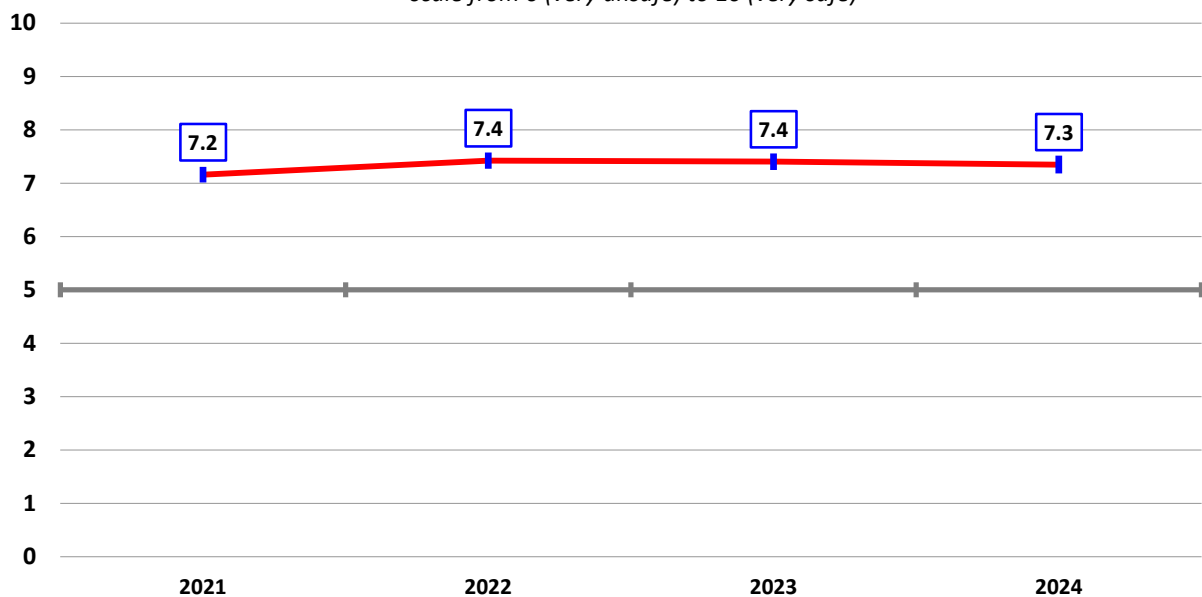
Perception of safety in Bayside shopping area by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Wells Street Entertainment Precinct

The perception of safety in and around the Wells Street Entertainment precinct declined marginally this year, down one percent to 7.3, consistent with the long-term average of 7.3.

Perception of safety in Wells Street Entertainment Precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



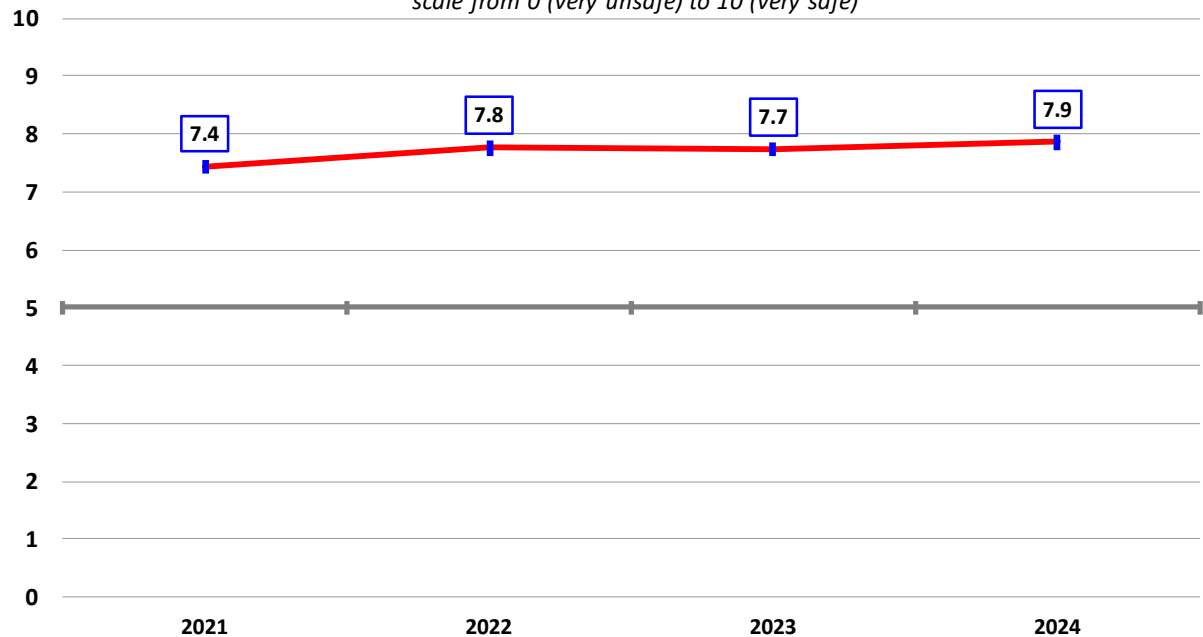
Perception of safety in Wells Street Entertainment Precinct by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



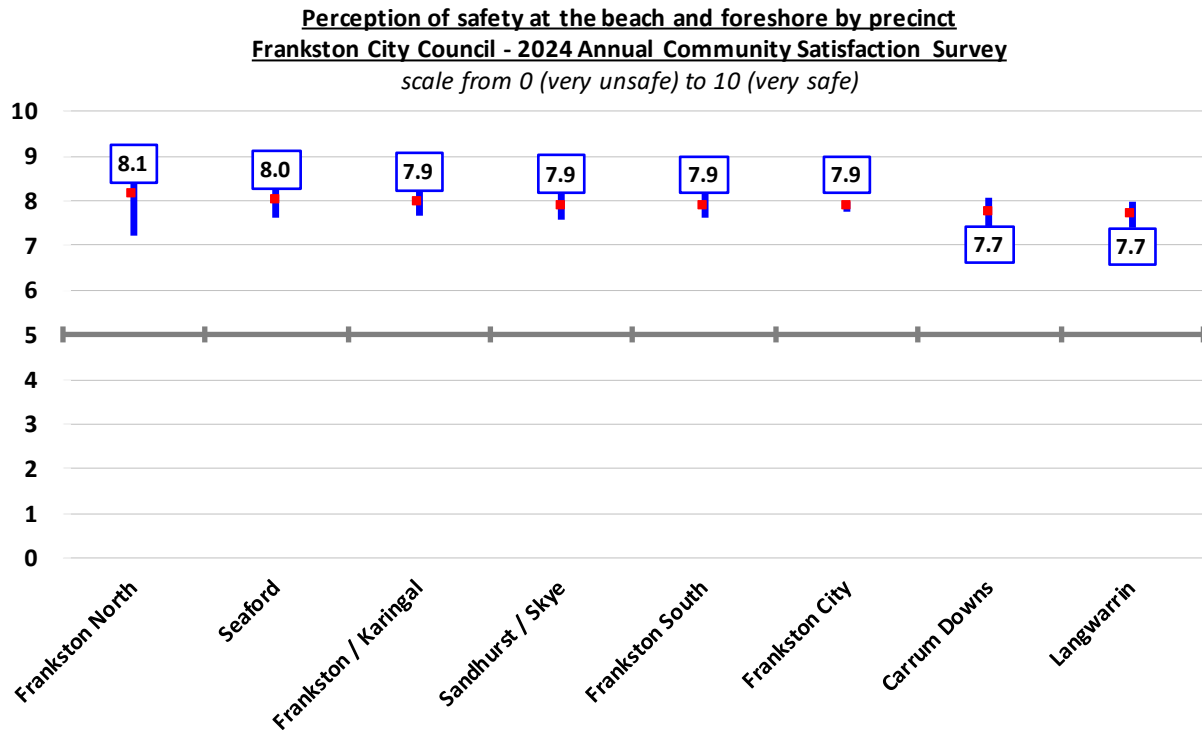
At the beach and foreshore

The perception of safety at the beach and foreshore increased marginally this year, up two percent to 7.9, which was the highest score recorded and above the long-term average of 7.7.

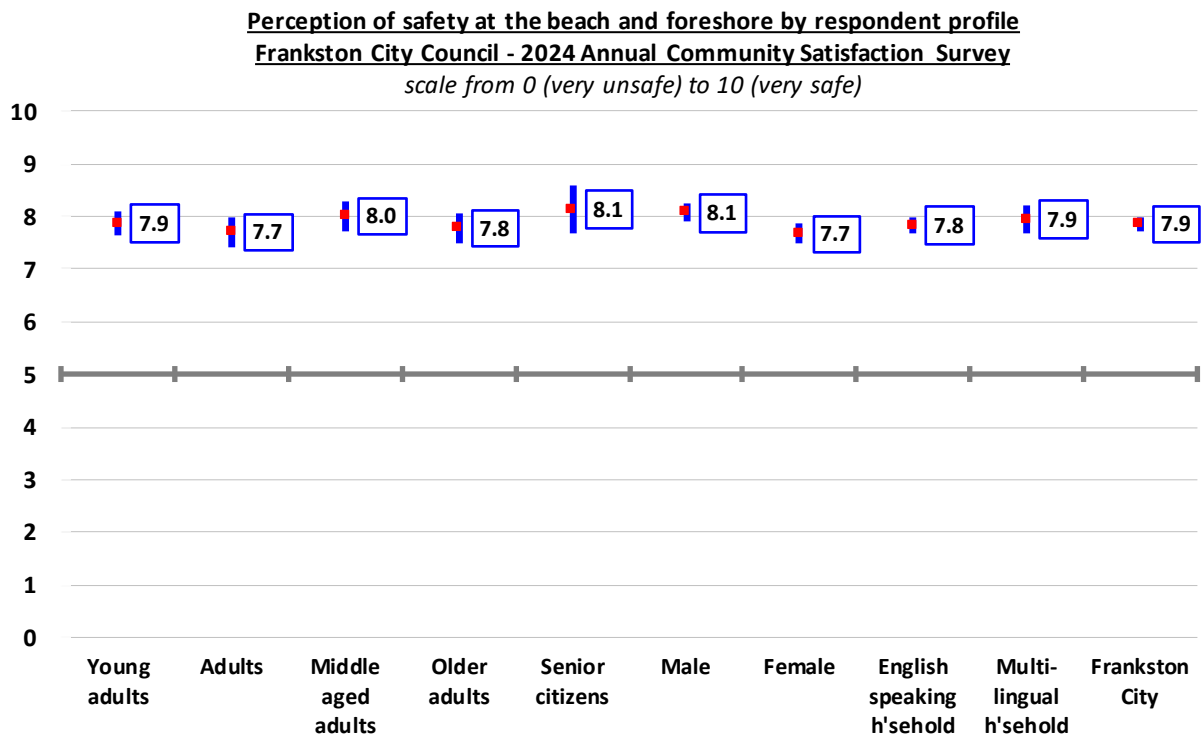
Perception of safety at beach and foreshore
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was no measurable variation in this result observed across the municipality.

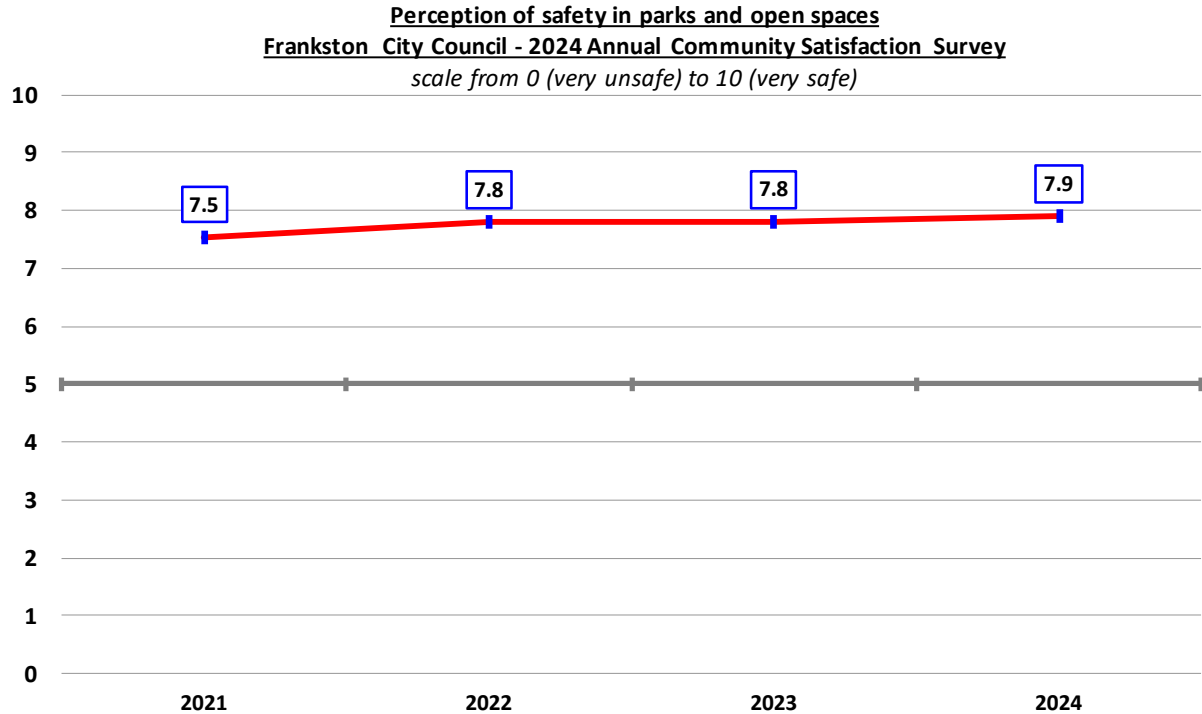


Whilst there was no statistically significant variation in this result observed by the respondents' age structure, it is noted that male respondents felt measurably (4%) safer than female respondents.

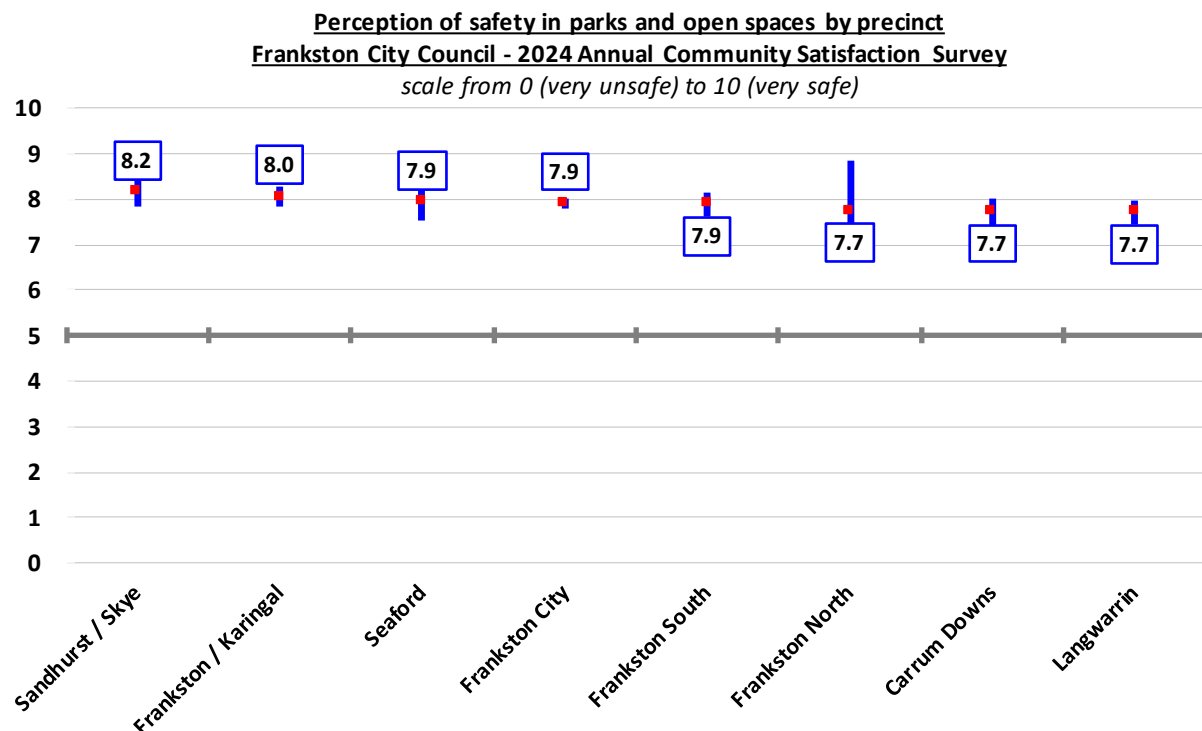


In parks and open spaces

The perception of safety in parks and open spaces increased marginally this year, up one percent to 7.9, which was the highest score recorded and above the long-term average of 7.8.

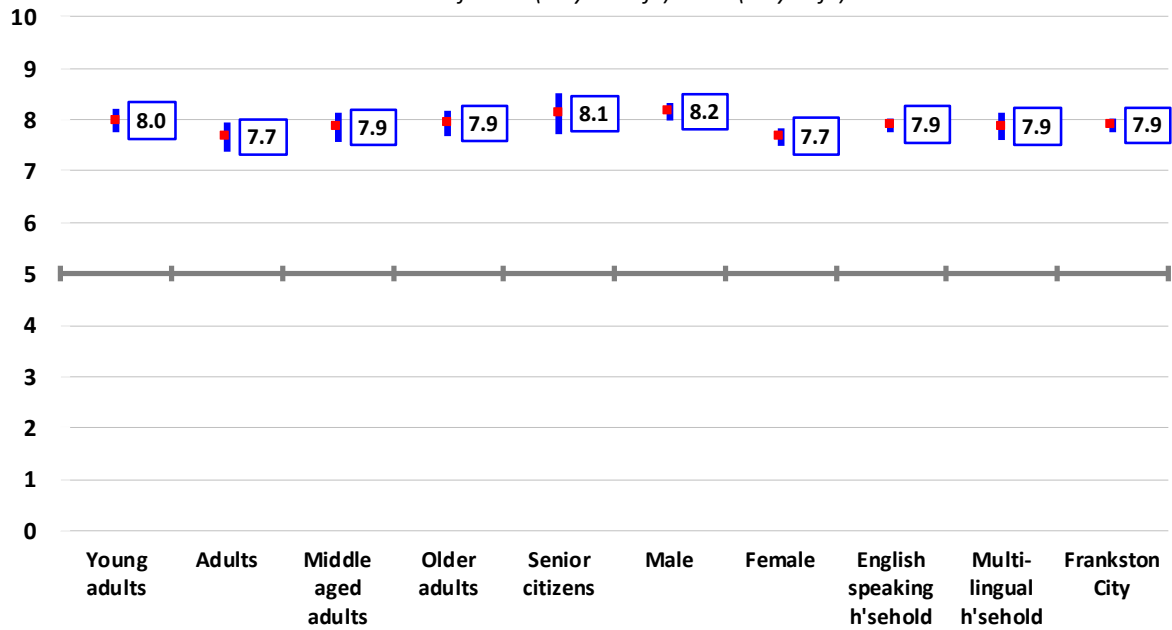


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Sandhurst / Skye felt somewhat (3%) safer than the municipal average.



Whilst there was no statistically significant variation in this result observed by the respondents’ age structure, it is noted that male respondents felt measurably (5%) safer than female respondents.

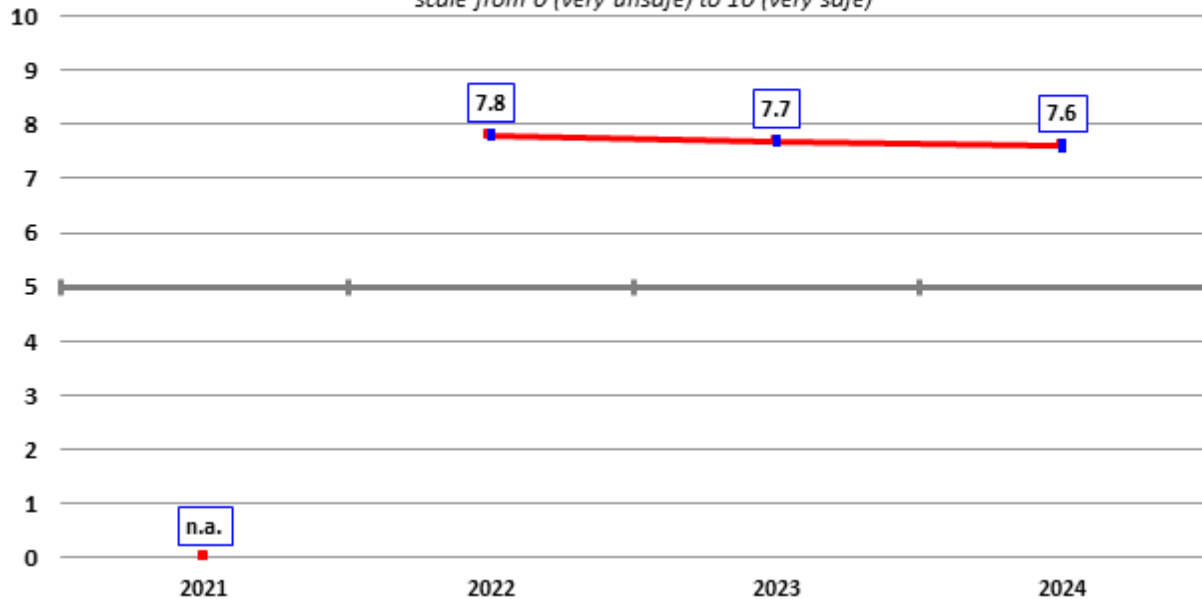
Perception of safety in parks and open spaces by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Overall safety living in the City of Frankston

The overall perception of safety living in Frankston City declined marginally, but not measurably this year, down one percent to 7.6 out of 10, with five percent (up from 4%) reporting that they felt “unsafe”.

How safe you feel overall
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



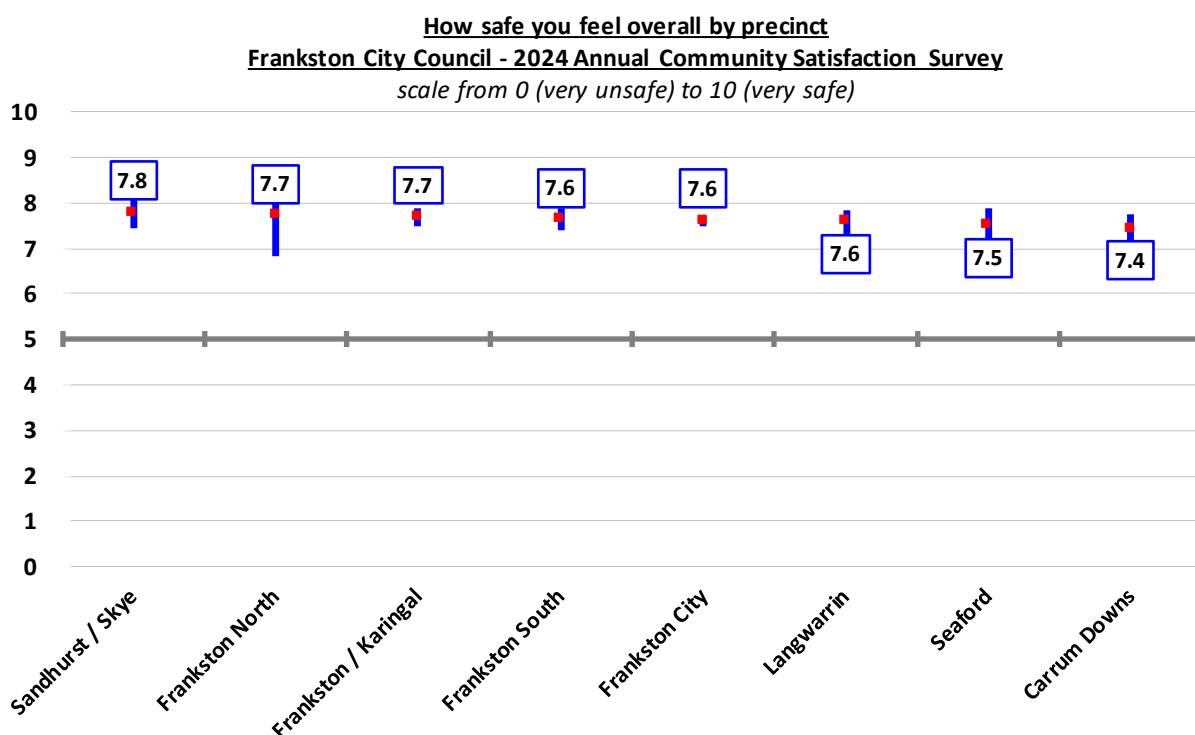
Metropolis Research notes, however, that while the overall perception of safety living in Frankston City was strong at 7.6 out of 10, “safety, policing, and crime” related issues were the most nominated [issues to address](#) for Frankston City ‘at the moment’, with 11% raising these issues as a top three issue. This compares to the 2024 metropolitan Melbourne average of two percent.

Further, the respondents who nominated these issues were four percent [less satisfied with Council’s overall performance](#) than the average of all respondents (6.7 compared to 7.1).

Taken together, these results confirm that most in the community feel very safe overall, although there remains a notable sized group in the community (approximately one-tenth) who have some concerns around crime and safety in the municipality, and a small proportion personally feel unsafe.

This variable exploring the overall perception of how safe respondents feel living in Frankston City was not included in *Governing Melbourne* and therefore no comparison results are available.

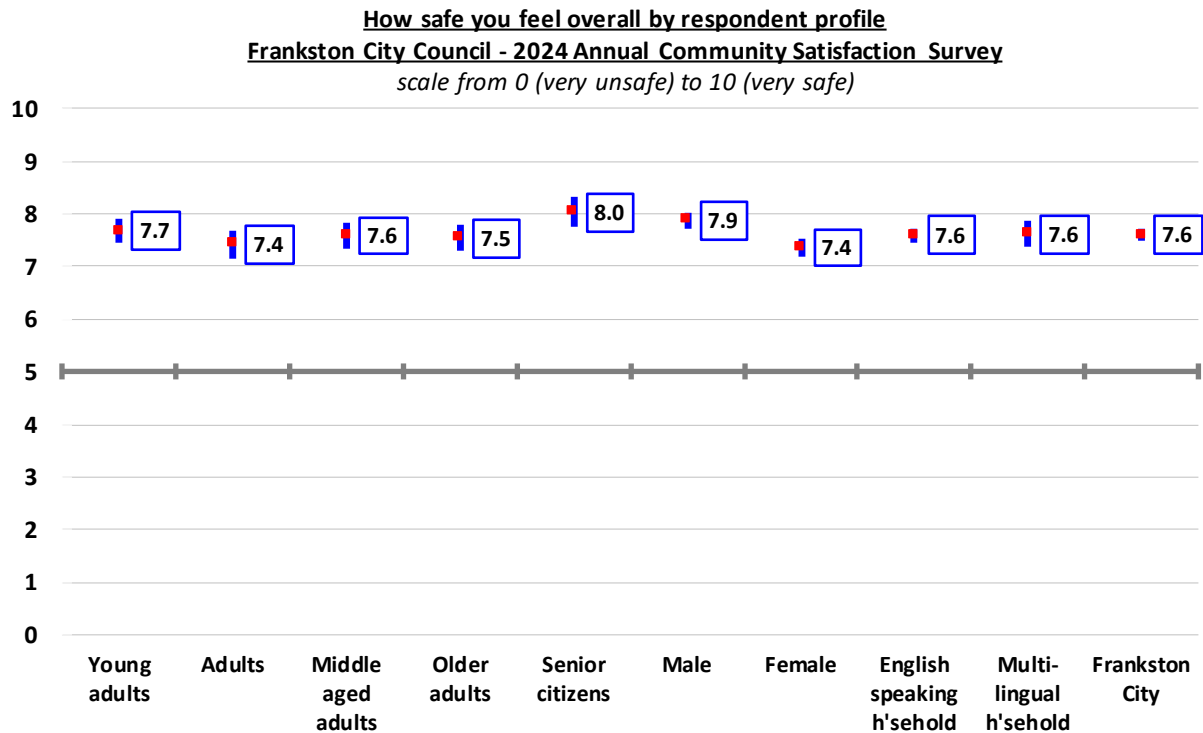
Unlike the results recorded last year, there was no statistically significant or substantial variation in how safe respondents feel living in the City of Frankston observed across the municipality.



There was notable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) feeling measurably safer than average, and male respondents feeling measurably (5%) safer than female respondents.



There was no variation in this result observed between respondents from English speaking households and respondents from multilingual households.



Reasons for feeling less safe

There were 280 comments received from respondents who felt unsafe in the City of Frankston. These comments have been broadly categorised, as outlined in the following table.

Consistent with the results recorded in previous years, the two most common issues raised by respondents related to concerns around drugs and alcohol (105 comments) and concerns around various types of people (72 comments).

There were also some comments around fear of crime and perceived lack of policing (30 comments), concerns around the perception of safety at night and lighting related issues (22 comments).

Metropolis Research notes that these results were somewhat different to those recorded in some other municipalities across metropolitan Melbourne this year.

It has been observed in several municipalities that safety and crime related concerns related to property crime, such as car break-ins and home invasions and theft, rather than concerns around various types of social issues such as drugs and alcohol, as well as social issues around types of people. The focus of some respondents in the City of Frankston around these issues was stronger than observed elsewhere.



Reasons for not feeling safe in the public areas of Frankston City
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total responses)

Response	2024		2023	2022	2021
	Number	Percent			
Drugs and alcohol	105	38%	22%	33%	28%
People	72	26%	27%	25%	25%
Crime and policing	30	11%	13%	10%	12%
Perception of safety at night and lighting	22	8%	12%	11%	17%
General perception of safety	17	6%	7%	1%	4%
Violence and anti-social behaviour	14	5%	4%	4%	6%
Incidents / break-ins	7	3%	7%	4%	6%
Being female	1	0%	0%	1%	2%
Traffic / hooning	0	0%	0%	7%	0%
Other	12	4%	7%	4%	1%
Total	280	100%	268	224	139

Locations where respondents felt unsafe

The following table outlines the 281 responses from respondents outlining the locations where they felt unsafe in the City of Frankston broken down by precinct.

The most common locations of concern were summarised as follows:

- Around train stations / public transport 49
- Frankston City / CBD 32
- Around Frankston station and nearby 30
- Night-time 20
- Other shopping areas 17
- Bayside Shopping Centre / area 16
- Parks, reserves and playgrounds 12
- Wells St / entertainment precinct 12
- Anywhere / everywhere in general 11
- In / near my house and locality 6
- Other issues 76



Location where respondents feel unsafe by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Precinct	Location	Number
Carrum Downs <i>(Total = 54)</i>	Frankston train station	5
	Everywhere / anywhere	4
	Train station	4
	Bayside Shopping Centre / area	3
	Frankston city	3
	Foreshore	2
	Frankston central / CBD	2
	Sandfield Park	2
	Wells St	2
	Anywhere in Frankston or even near Carrum Downs shopping centre at night	1
	Anywhere in this place, in carparks	1
	Around Frankston Station during nighttime	1
	Around Karingal	1
	At night in this area, a lot of burglaries and break-ins for cars and houses	1
	Ballarto Rd and Frankston-Dandenong in more than one spot, Hall Rd, Western Port highway	1
	Bayside	1
	Car and house break-ins are occurring at Tucker Blvd at nights	1
	Car break-ins and house break-ins at night	1
	Carrum Downs Shopping Centre	1
	Crimes such as car and house break-ins are occurring during day and night	1
	Crimes such as car break-ins are high at night at Carrum Downs	1
	Due to low lighting at Tucker Blvd, it is unsafe to walk at night.	1
	Crimes such as car break-ins and house break-ins are occurring	1
	Frankston city at night street areas	1
	Frankston pier	1
	Hall Rd shopping centre	1
	Local further down in Carrum Downs shopping centre	1
	Most streets	1
	On all the streets and shopping areas in Carrum Downs	1
	Playground close to Banyan Fields school on Cadles Rd	1
	Public toilets	1
	The car park at Bayside shopping centre	1
	The street where Tasman Butchers and Lucky Deli are located in Frankston	1
	The whole street in Carrum Downs area	1
Train	1	
Train station, Frankston and Kananook	1	
Wells St entertainment centre	1	



Seaford (Total = 22)	Train station	5
	Frankston station	3
	All public areas in Frankston	1
	At night	1
	Central business areas	1
	Commission / free housing Claude St	1
	Crime rate is so high here	1
	Frankston CBD	1
	In my locality	1
	Near Frankston train station during day and night	1
	Parks and open spaces	1
	Safety	1
	Shopping centres	1
	The beach	1
	Train station Seaford	1
Wells St	1	

Langwarrin (Total = 54)	Bayside shopping centre / area	9
	Frankston city as a whole	7
	Near the train stations	5
	Beach and foreshore	4
	Frankston central / CBD	4
	Night	4
	Frankston station	3
	Public transport	2
	Along the railway area and at nighttime	1
	Bayside car parks	1
	Centre Rd and other streets	1
	Don't go out at night, news put me in fear to go out at night	1
	Down Nepean Hwy	1
	Frankston Macca's area	1
	Frankston main shopping centre	1
	Frankston train station at night is a great issue	1
	General outdoor	1
	In my locality	1
	Near the house	1
	On the train and train station mainly in Frankston	1
	Playgrounds and parks	1
	Ports	1
	Shopping area	1
Wells St precinct	1	



Sandhurst / Skye (Total = 23)	Frankston station	3
	Shopping centres / areas	3
	Everywhere / in general	2
	Frankston central / CBD	2
	Overall, at night	2
	Train station and near the shopping areas	2
	Bayside Shopping Centre outside	1
	Carrum Downs	1
	Frankston itself	1
	Frankston shopping area	1
	Outside the shops and the train stations in CBD	1
	Palkarra Ct	1
	Station St and some other roads near it	1
	Travelling in public transport	1
	Young St	1

Frankston North (Total = 7)	Frankston station	2
	In parks	2
	Bayside	1
	Neighbourhood	1
	Streets with no lights	1

Frankston South (Total = 39)	Night	7
	Train station	7
	Areas around the shopping centre	5
	Frankston train station	4
	Bayside shopping centre / area	3
	Public transport	2
	Anywhere	1
	Every public area and entertainment precinct	1
	Frankston North	1
	Frankston some lines	1
	Lighting in the alleyways at the CBD	1
	Station and cinema areas	1
	Teenagers at parks	1
	The CBD	1
	Wells St and Young St	1
	Wells St entertainment precinct	1
Young St	1	



Frankston / Karingal (Total = 68)	Train station	5
	Anywhere / everywhere in the city	4
	Bayside Shopping Centre / area	4
	Frankston railway station	4
	Beach St	3
	Centre of Frankston / CBD	3
	Public transport	3
	Wells St entertainment precinct	3
	At nighttime	2
	Beach	2
	Shopping centre	2
	At night on Karingal	1
	Beach St to the tram station	1
	Beaches and foreshore	1
	Bus stop near train station and some park (Jacana St Park)	1
	CDB, Young St	1
	Day	1
	Frankston Dandenong Rd	1
	Frankston North Ambassador	1
	Frankston shopping centre near the food court area	1
	Frankston train station not safe	1
	In my house	1
	Isolated areas near Lardner St at night are scary	1
	Late at night everywhere in the housing area	1
	Main St, Station St	1
	Main street on Frankston Hwy	1
	Melville St	1
	Nepean Hwy	1
	Opposite of the train station	1
	Outside	1
	Parks and beaches	1
	Parks and gardens	1
	Playgrounds and parks	1
	Shannon Mall	1
	Station St, I think	1
	Street near railway station	1
	The station area does not feel safe	1
	Train area	1
	Train station and the nearby shops	1
	Under the Bayside shopping centre carpark	1
Walking Hall St after dark	1	
Wells St	1	
When doing outdoor activities	1	
Young St druggies are there	1	



Sense of community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”

Respondents were again in 2024, asked to rate their agreement with nine statements about the local community.

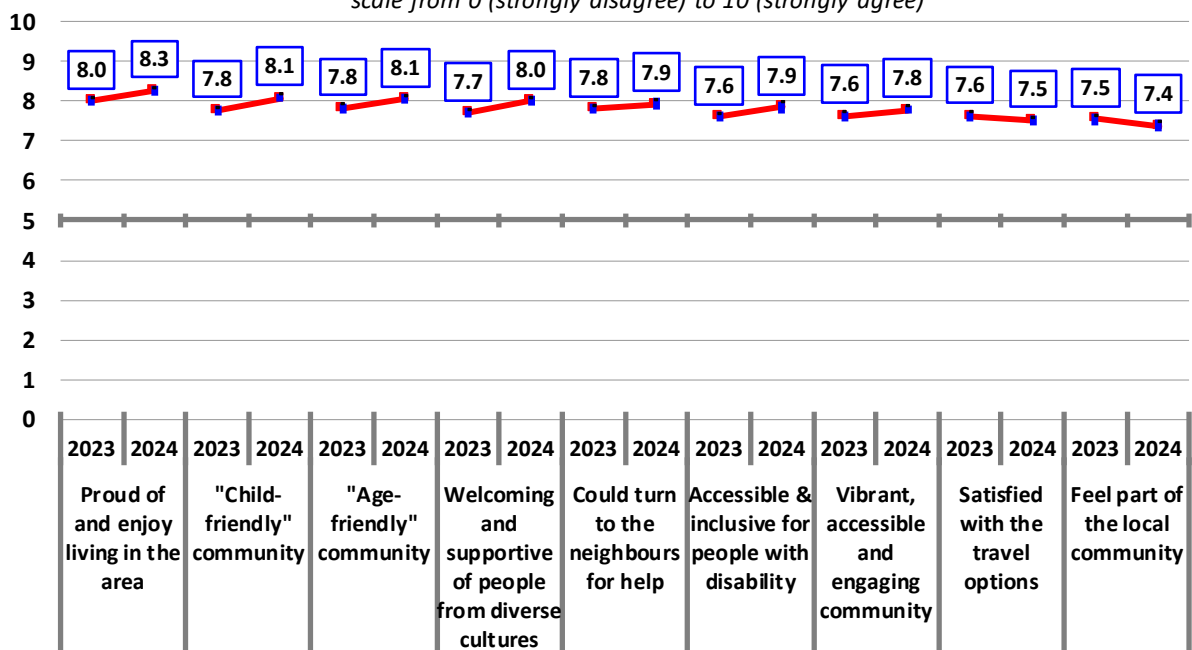
These statements include some that define the sense of local community, and some that reflect various importance aspects of living in the local community, such as transport.

The average agreement with seven of the nine statements increased marginally to somewhat this year, whilst satisfaction with two declined marginally. None of these were statistically significant.

These results do suggest a consistent view about the Frankston community, although it is noted that the average agreement that respondents feel part of the local community increased three percent this year.

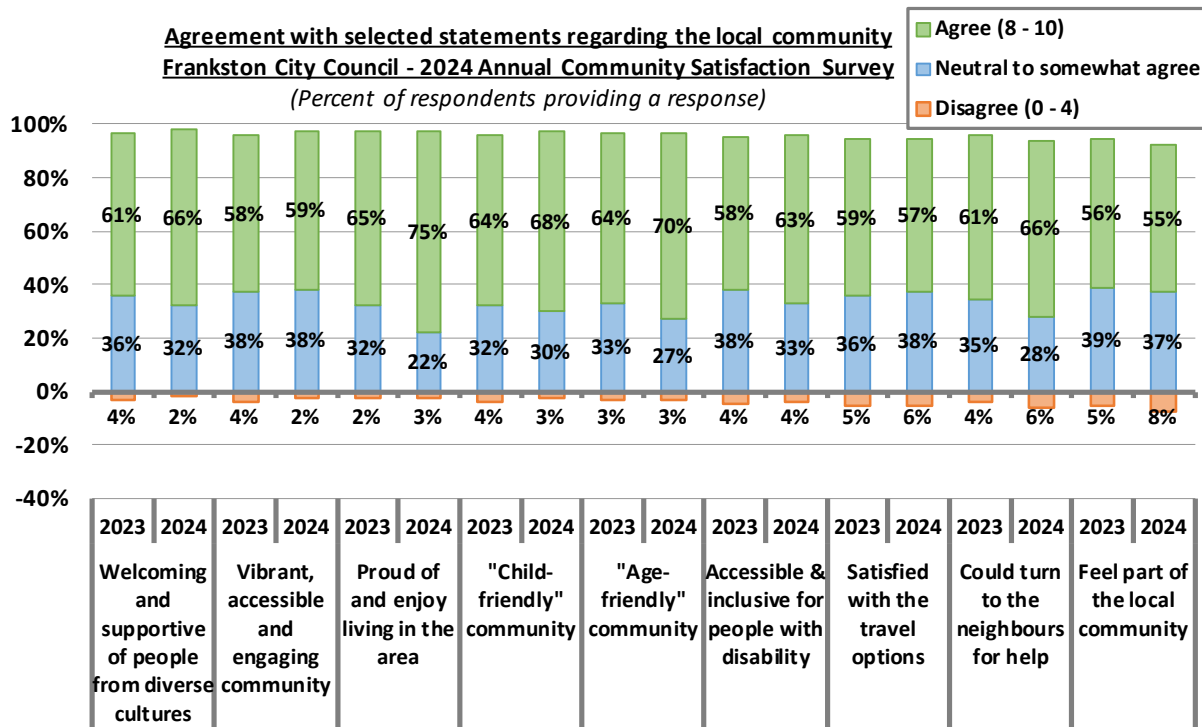
Agreement with seven of the nine statements can best be categorised as “very strong” agreement, whilst agreement that respondents were satisfied with the travel options (7.5) and feel part of the local community (7.4) were best categorised as “strong” agreement.

Agreement with selected statements regarding the local community
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



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

It is noted that between half and three-quarters of respondents “strongly agreed” with each of these statements, whilst eight percent or less disagreed with each statement.



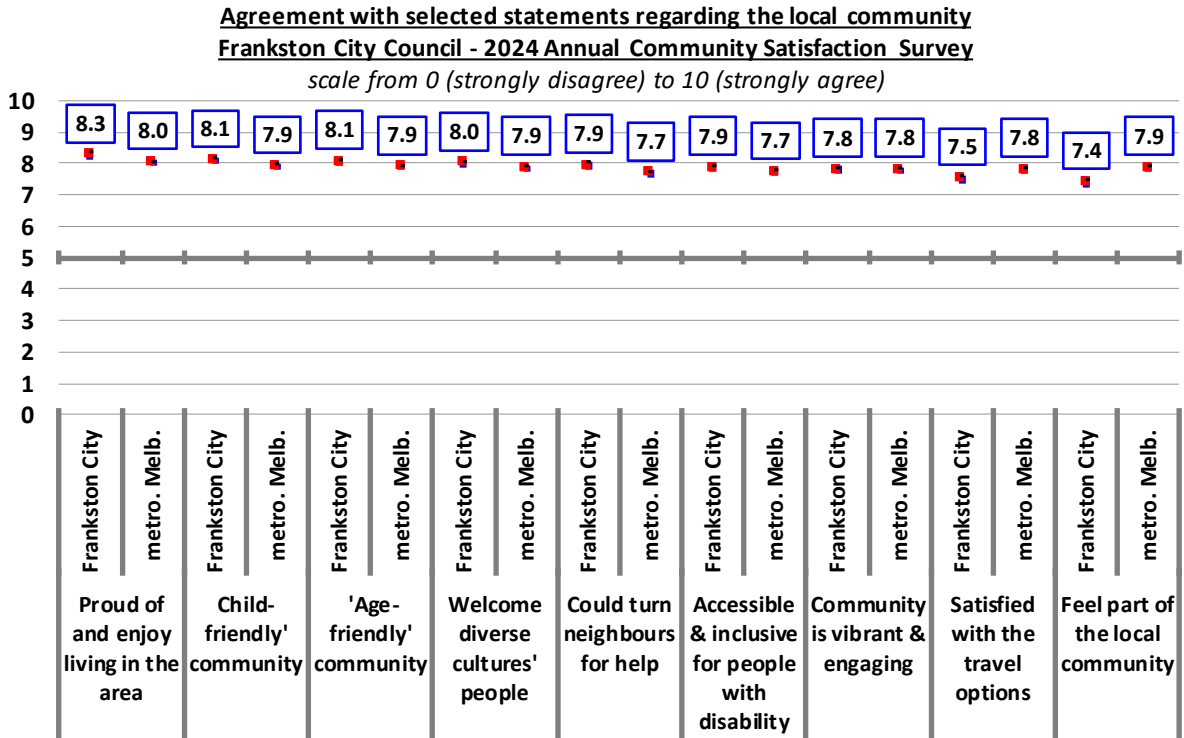
The following graph provides a comparison of average agreement with these nine senses of community statements for the City of Frankston against the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne* research.

The average agreement with six were at least marginally higher in the City of Frankston, agreement that the community is vibrant and engaging was identical to the metropolitan average (7.8 out of 10), and agreement with two was somewhat lower.

Agreement that respondents are proud of and enjoy living in the area (3% higher in Frankston City), is a child-friendly community (2% higher), age-friendly community (2% higher), could turn to the neighbours for help (2% higher), accessible and inclusive for people with disability (2% higher), and welcoming of people from diverse cultures (1% higher).

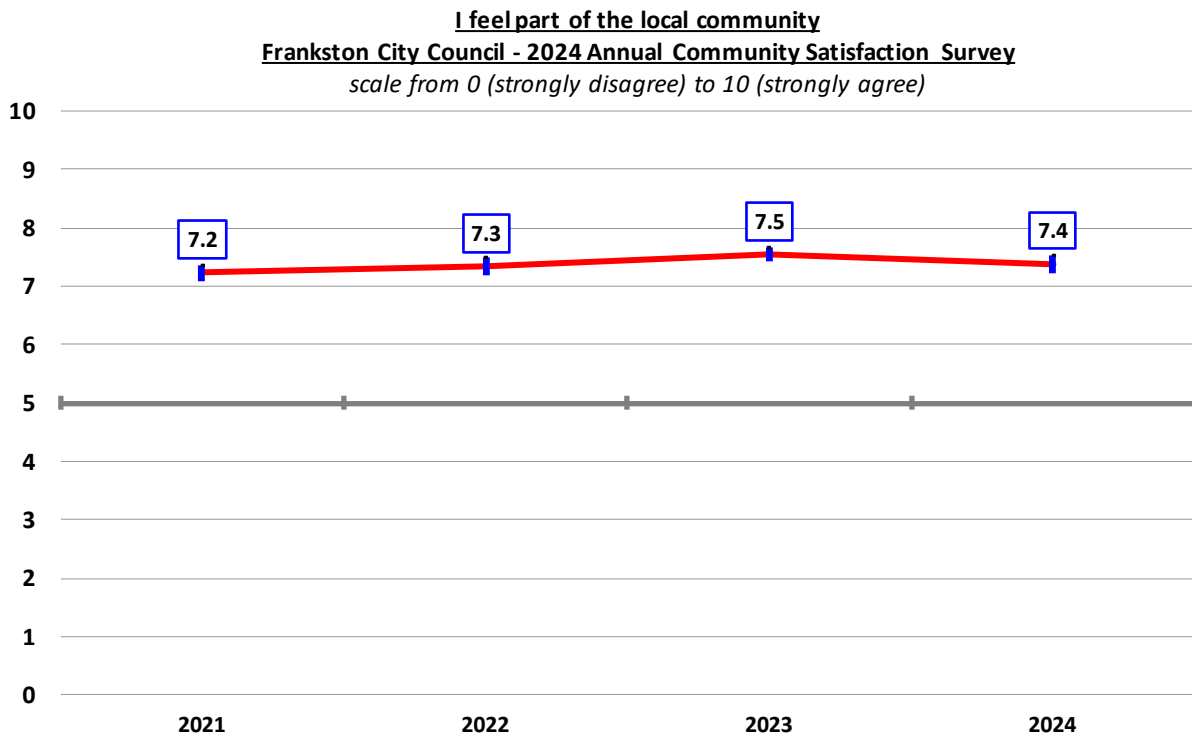
The average agreement that respondents were satisfied with the travel options (3% lower in Frankston City), and that respondents feel part of the local community (5% lower) were lower than the metropolitan average.



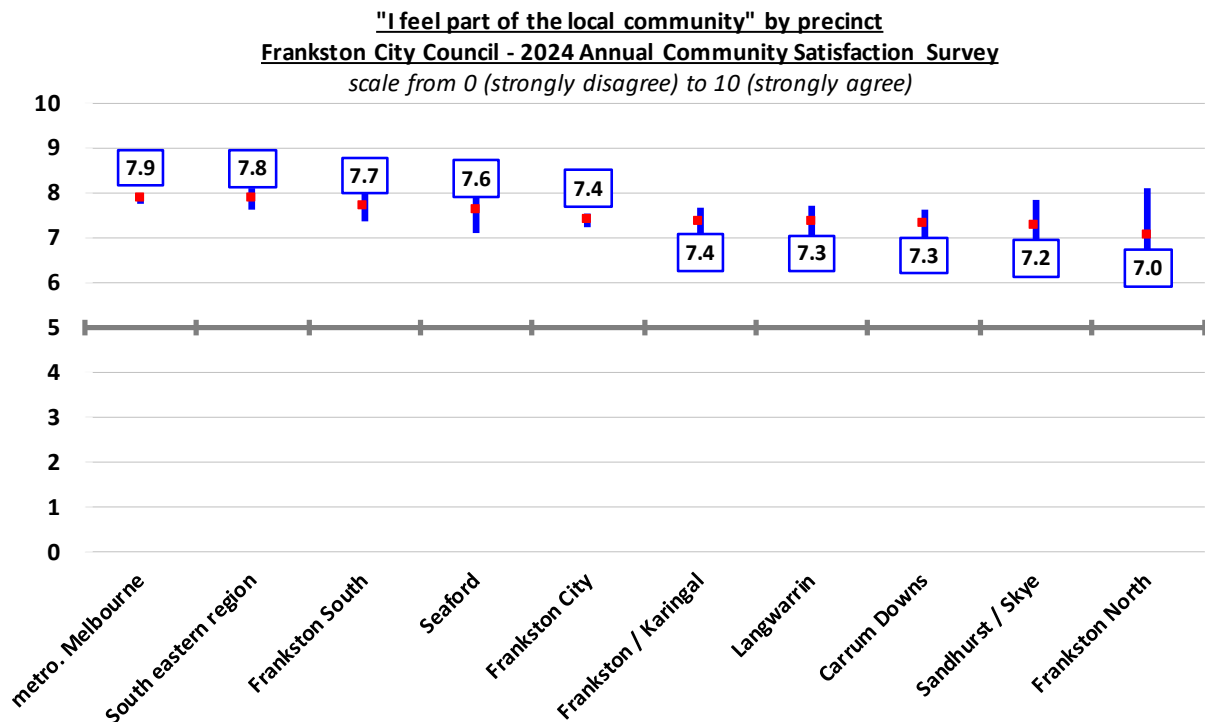


I feel part of the local community

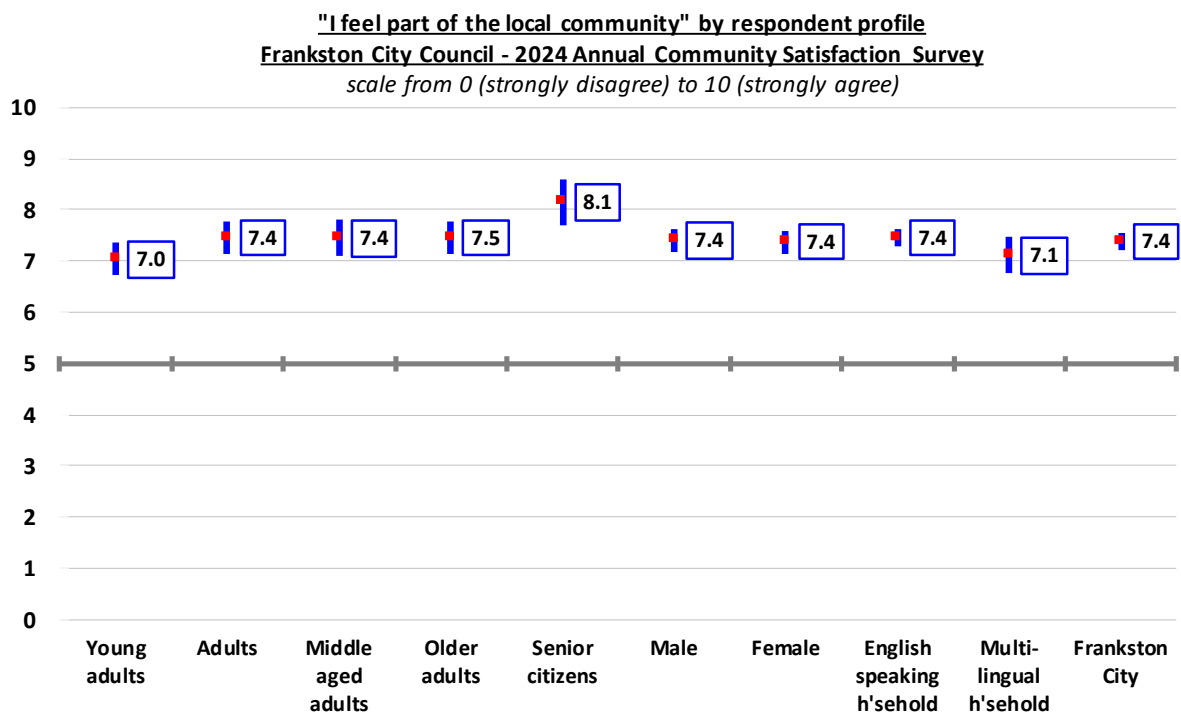
The average agreement that respondents feel part of the local community remained essentially stable this year at 7.4 (down 1%), consistent with the long-term average since 2021 of 7.4 out of 10.



There was no statistically significant variation in this result observed across the municipality.

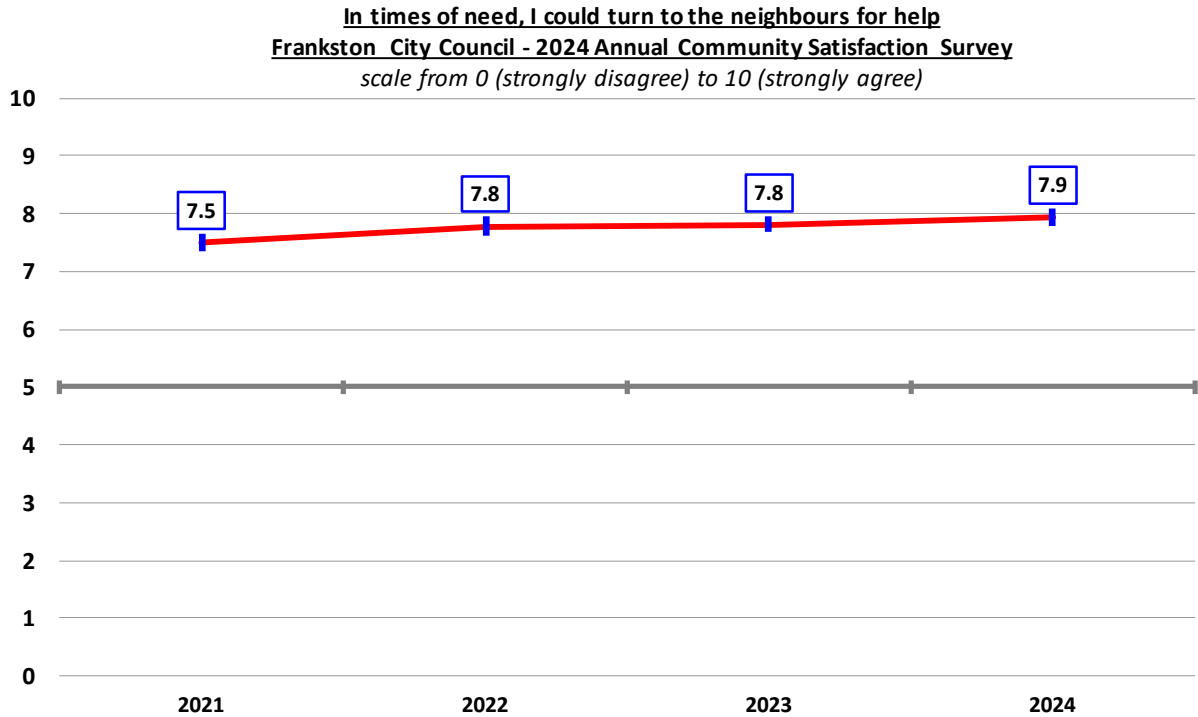


There was measurable variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably more in agreement than average, and young adults (aged 18 to 34 years) notably (4%) less in agreement.

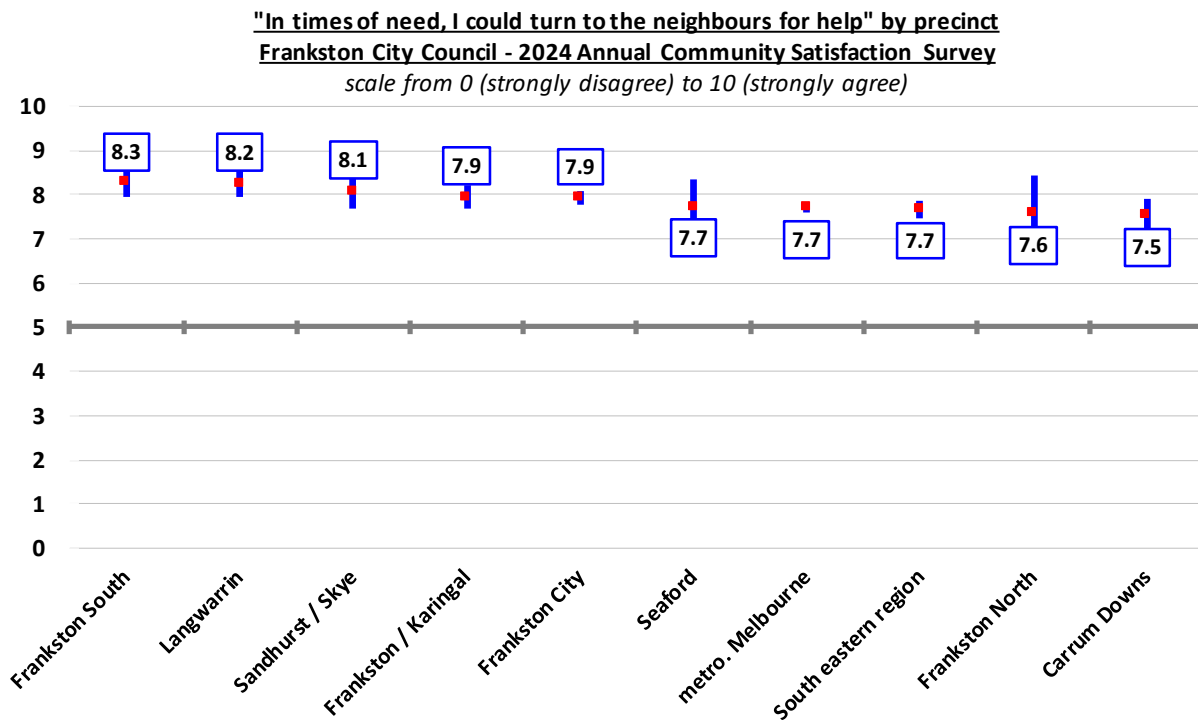


In times of need, I could turn to the neighbours for help

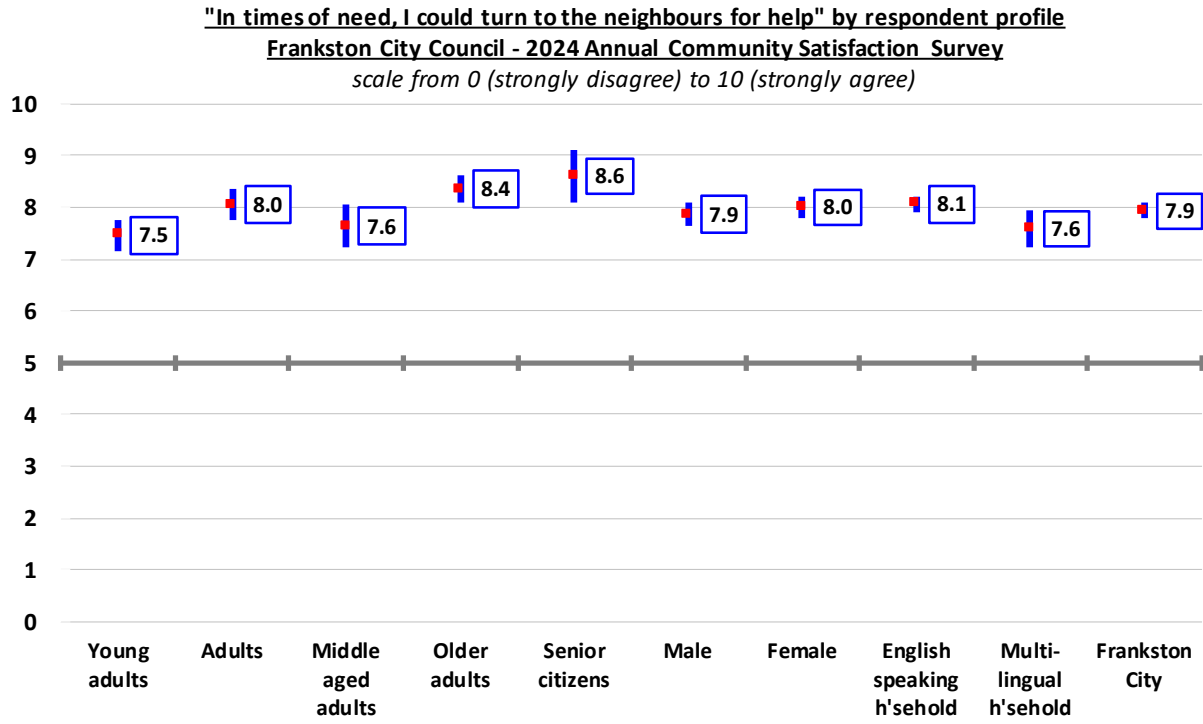
The average agreement that in times of need, respondents could turn to the neighbours for help remained essentially stable this year, up one percent to its highest level of 7.9 out of 10.



There was measurable variation in this result observed across the municipality, with respondents from Carrum Downs measurably (4%) less in agreement than average.



There was measurable variation observed by respondent profile, with young adults (aged 18 to 34 years) measurably less, and older adults and senior citizens (aged 60 years and over) measurably more in agreement than average. Respondents from multilingual households were measurably less in agreement than respondents from English speaking households.

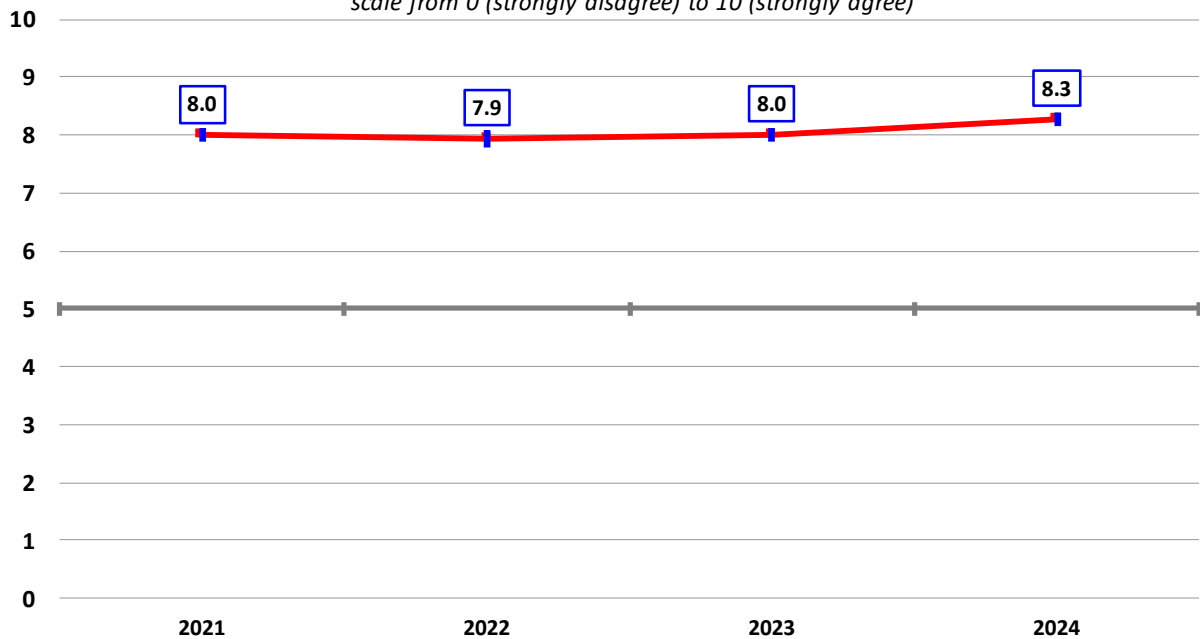


I am proud of and enjoy living in the local area

The average agreement that respondents were proud of enjoy living in the local area increased notably this year, up three percent to the highest result recorded of 8.3 out of 10.

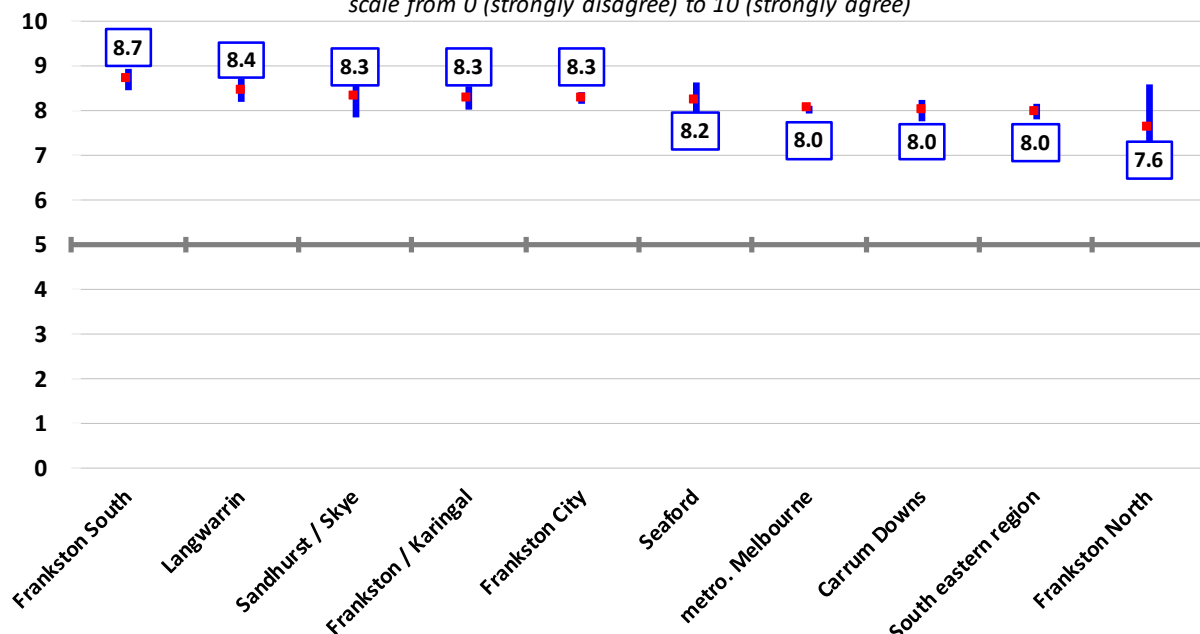


I am proud of and enjoy living in the local area
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



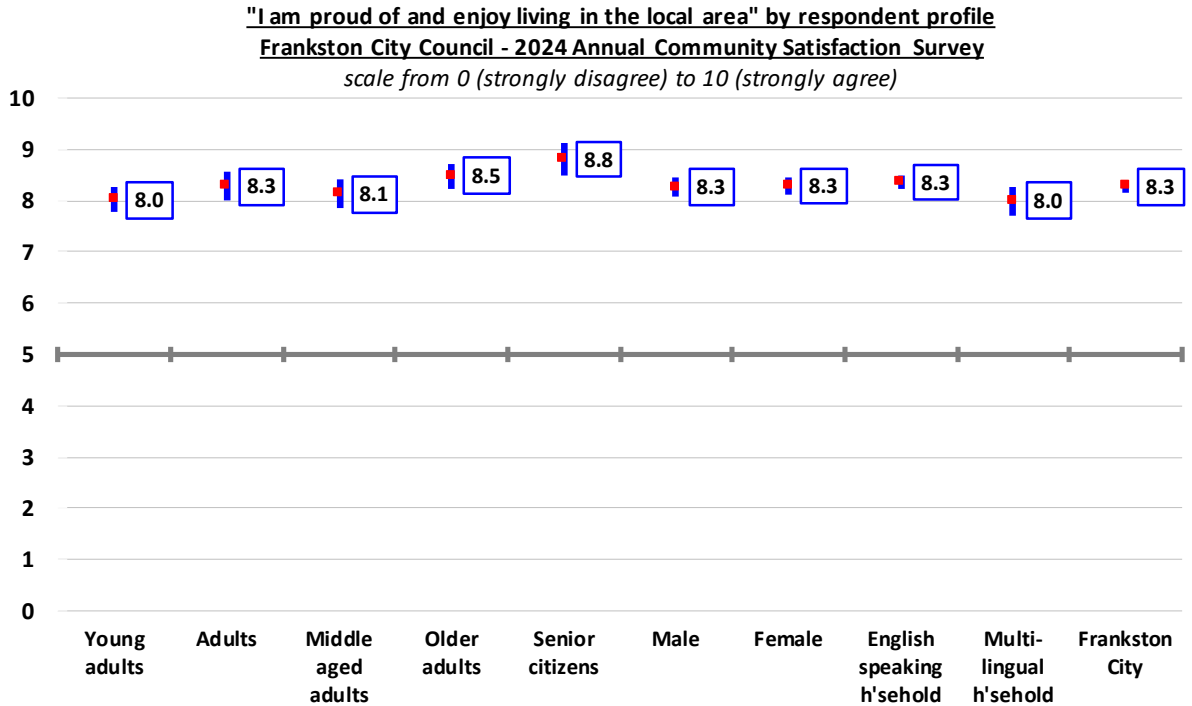
There was measurable variation in this result observed across the municipality, with respondents from Frankston South measurably (4%) more in agreement than average, and 33 respondents from Frankston North notably (7%) less in agreement.

"I am proud of and enjoy living in the local area" by precinct
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



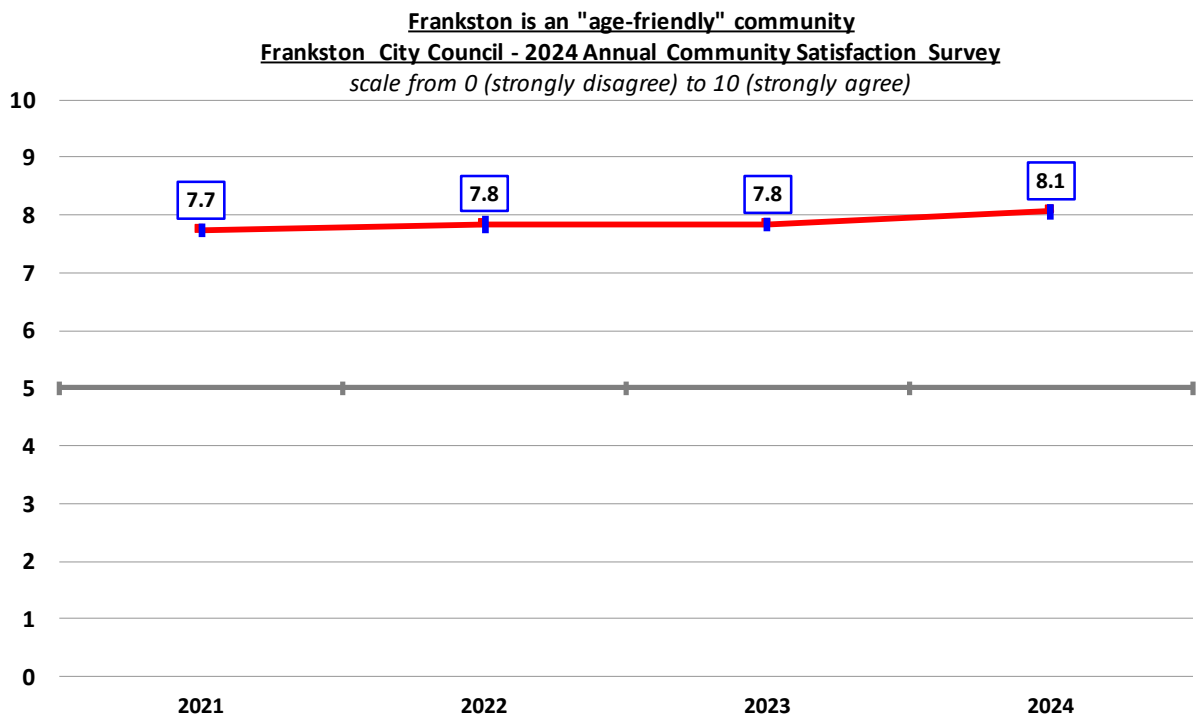
There was measurable variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably (5%) more in agreement than average, and young adults (aged 18 to 34 years) somewhat (3%) less in agreement. Respondents from multilingual households were somewhat (3%) less in agreement than respondents from English speaking households.



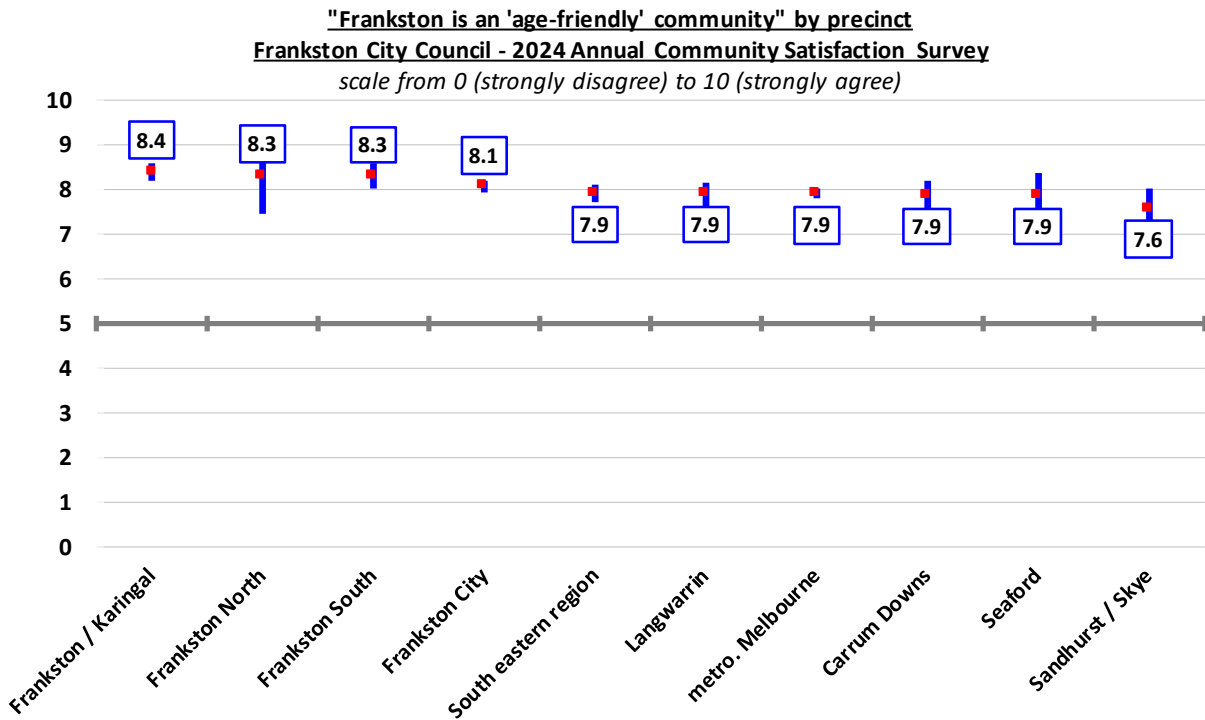


Frankston is an “age-friendly” community

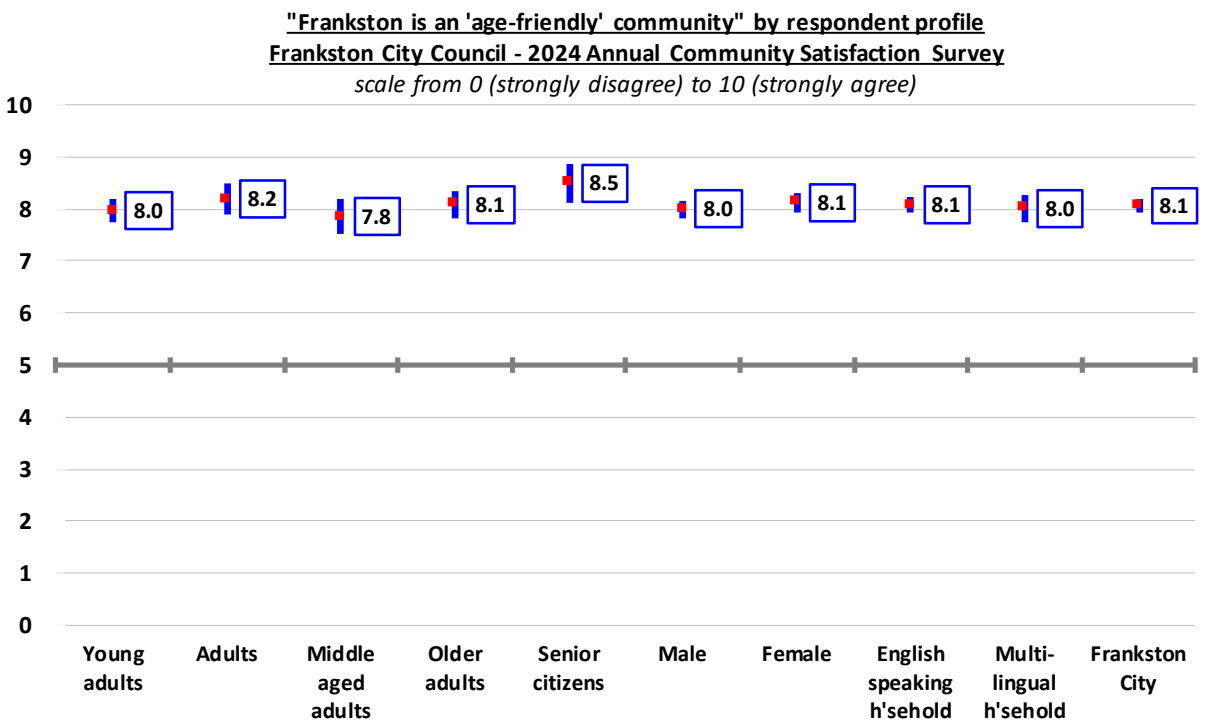
The average agreement that Frankston is an age-friendly community increased notably this year, up three percent to the highest result recorded of 8.1 out of 10.



There was notable variation in this result observed across the municipality, with respondents from Frankston / Karingal measurably (3%) more in agreement than average, and respondents from Sandhurst / Skye notably (5%) less in agreement.

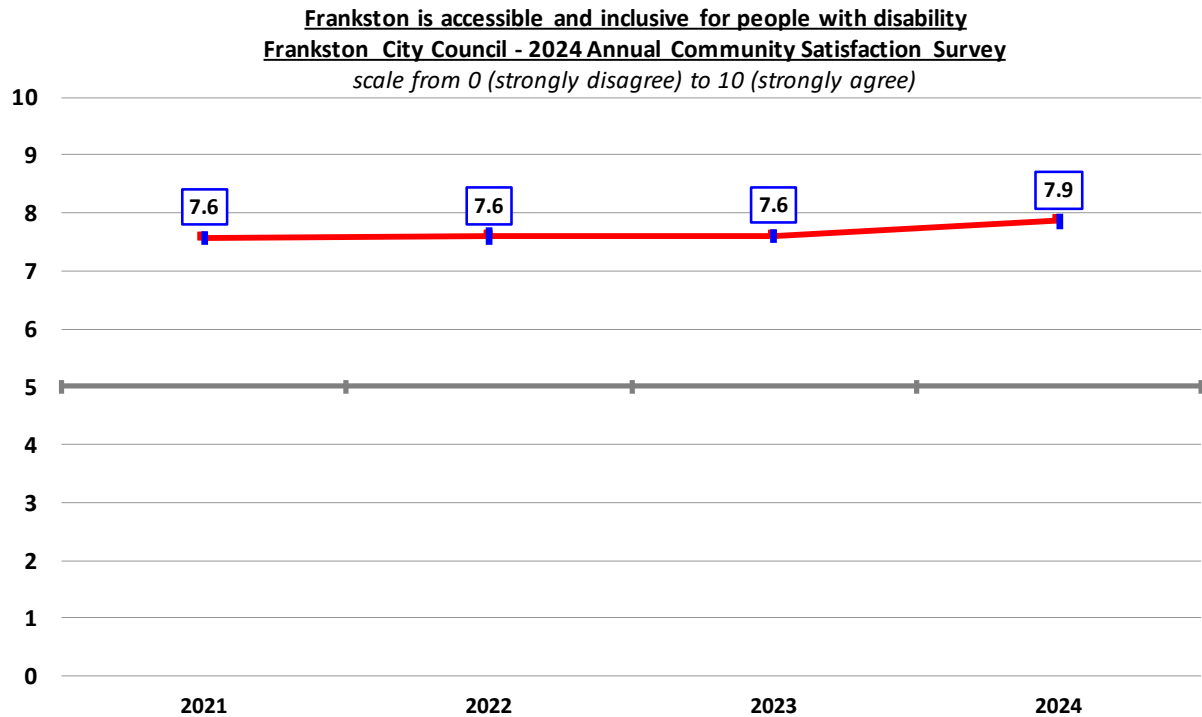


There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably (4%) more in agreement than average, and middle-aged adults (aged 45 to 59 years) notably (4%) less in agreement.

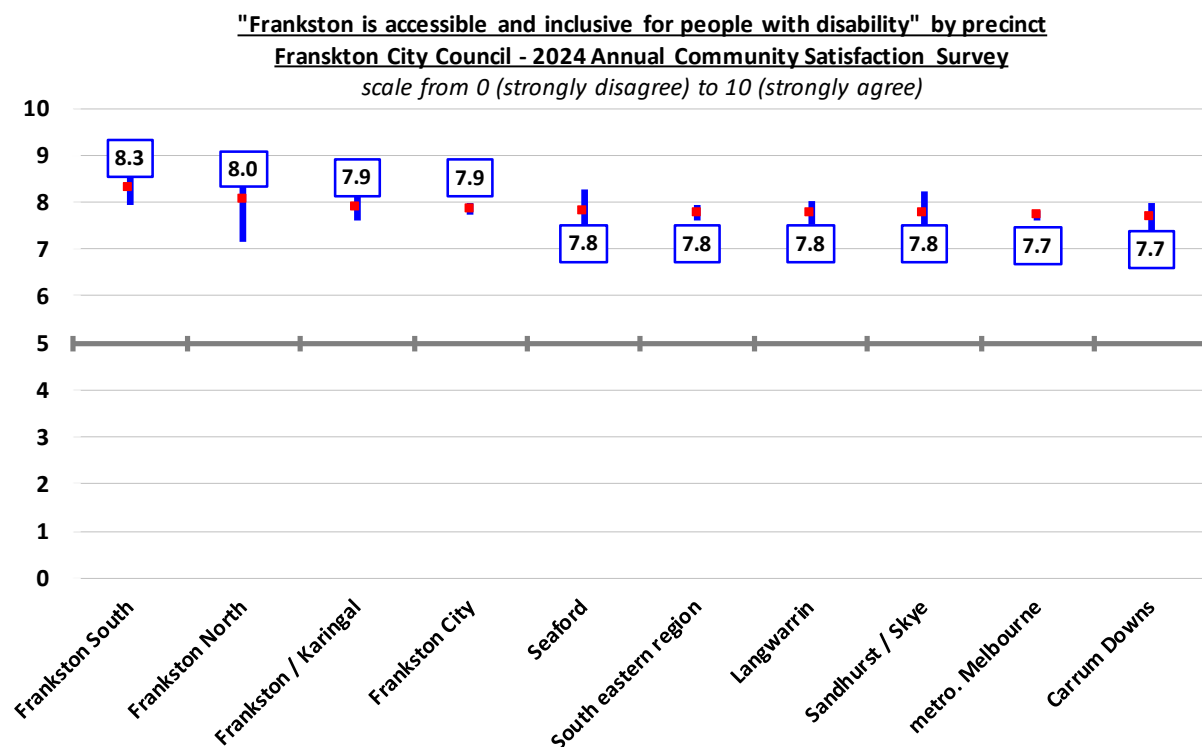


Frankston is accessible and inclusive for people with disability

The average agreement that Frankston is accessible and inclusive for people with disability increased notably this year, up three percent to the highest result recorded of 7.9 out of 10.

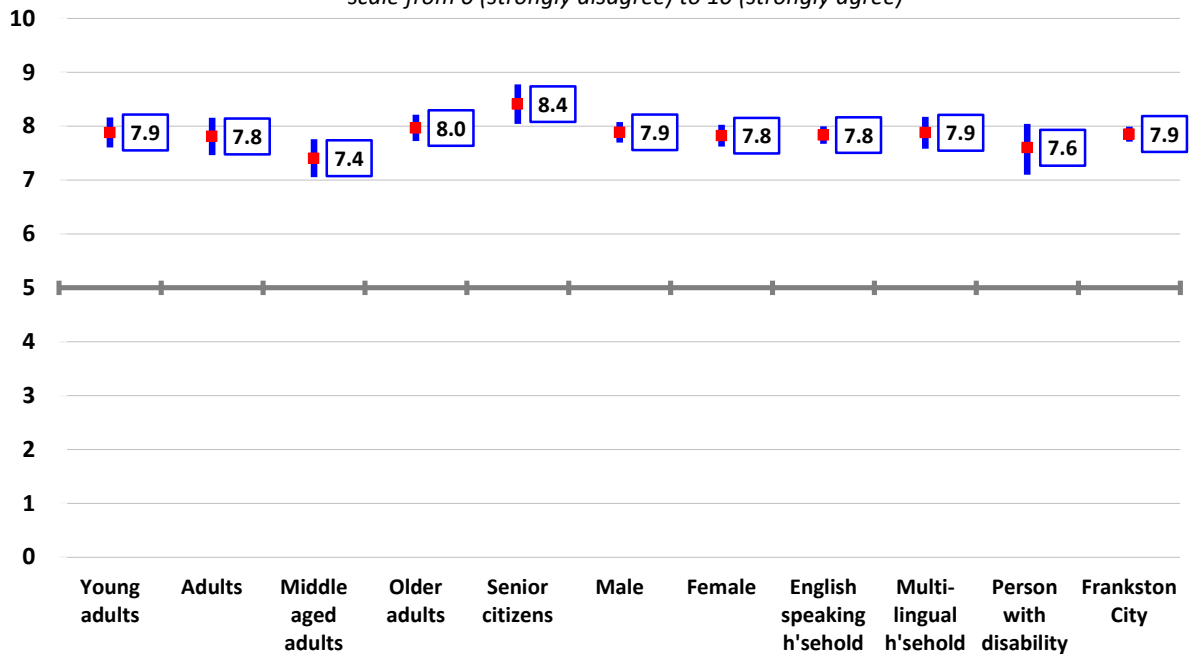


There was measurable variation in this result observed across the municipality, with respondents from Frankston South measurably (4%) more in agreement than average.



There was variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably (5%) more, and middle-aged adults (aged 45 to 59 years) measurably (5%) less in agreement than average. The 90 respondents with disability were somewhat (3%) less in agreement than the municipal average.

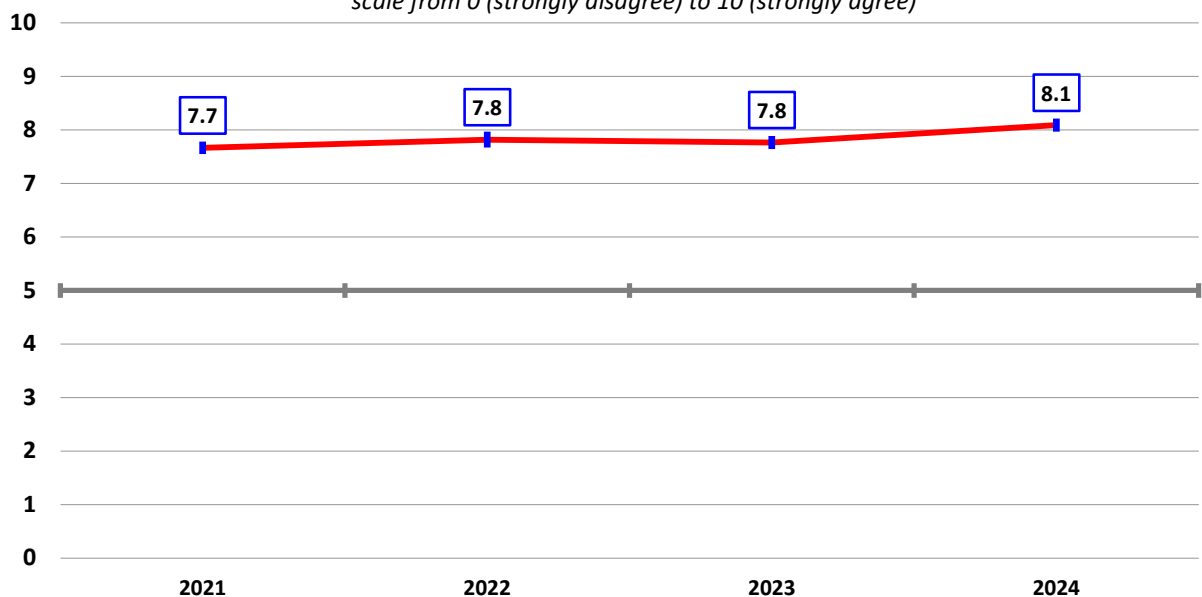
"Frankston is accessible and inclusive for people with disability" by respondent profile
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



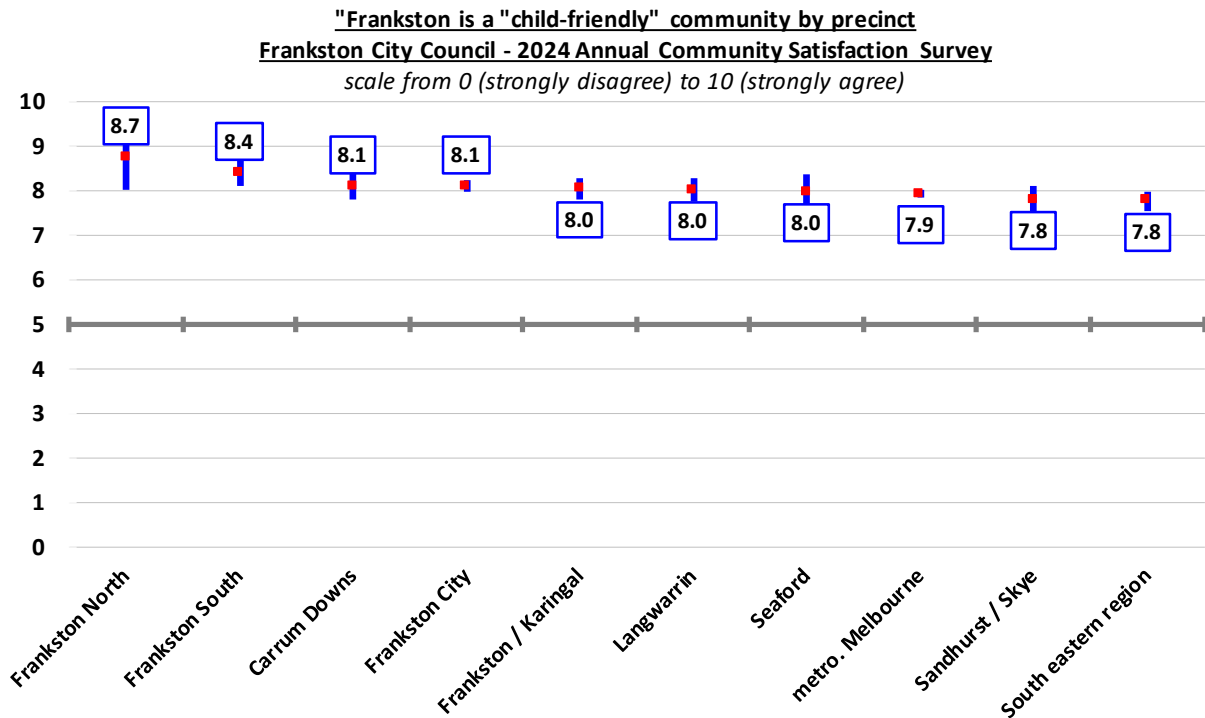
Frankston is a "child-friendly" community

The average agreement that Frankston is a child-friendly community increased notably this year, up three percent to the highest result recorded of 8.1 out of 10.

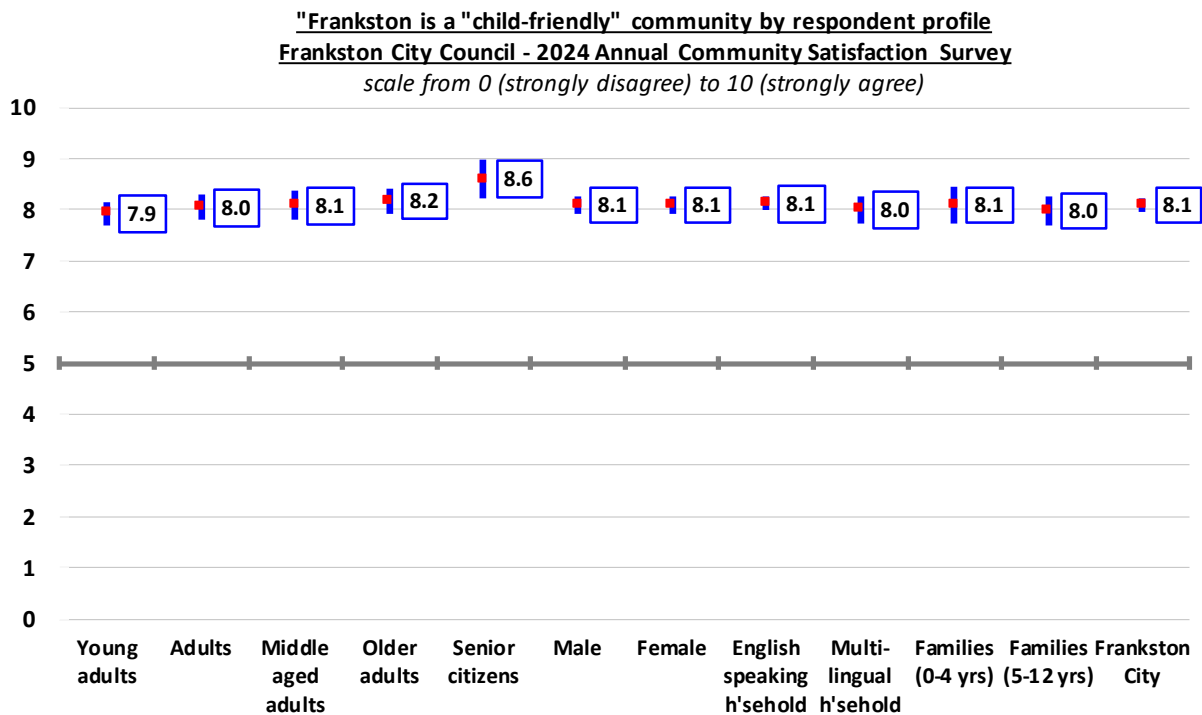
Frankston is a "child-friendly" community
Frankston City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Whilst there was no measurable variation in this result observed across the municipality, it is noted that 30 respondents from Frankston North were notably (6%) more in agreement than average.

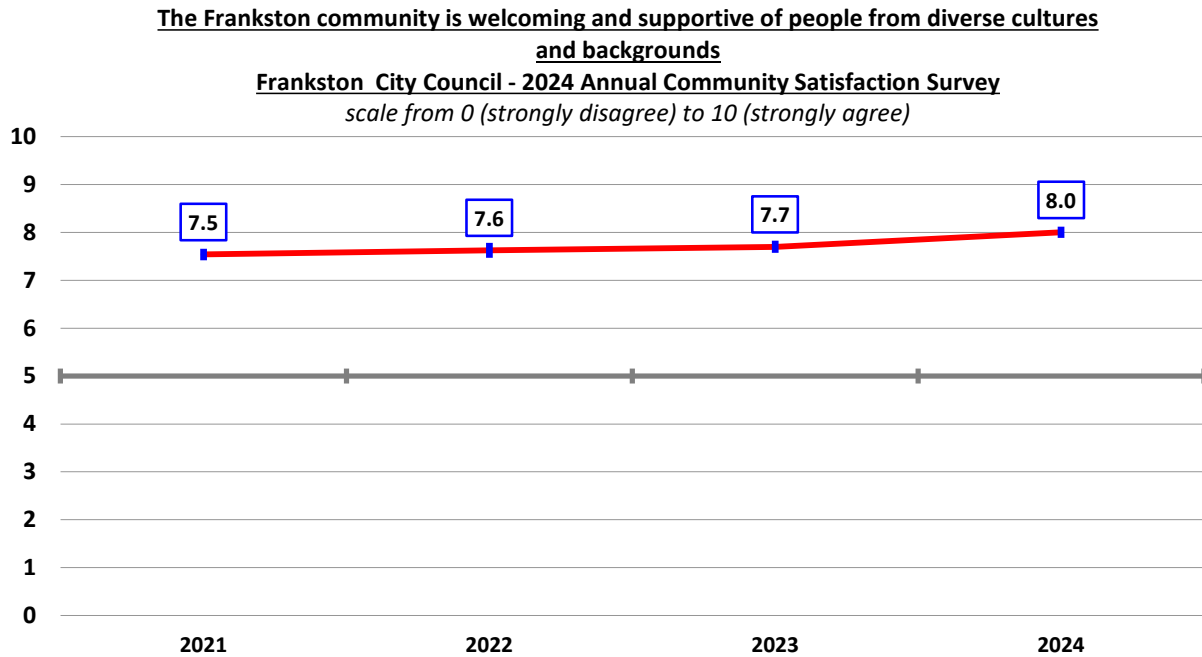


There was variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably (5%) more in agreement than average. Respondents from families with children aged under 13 years rated satisfaction at a similar level to the municipal average.

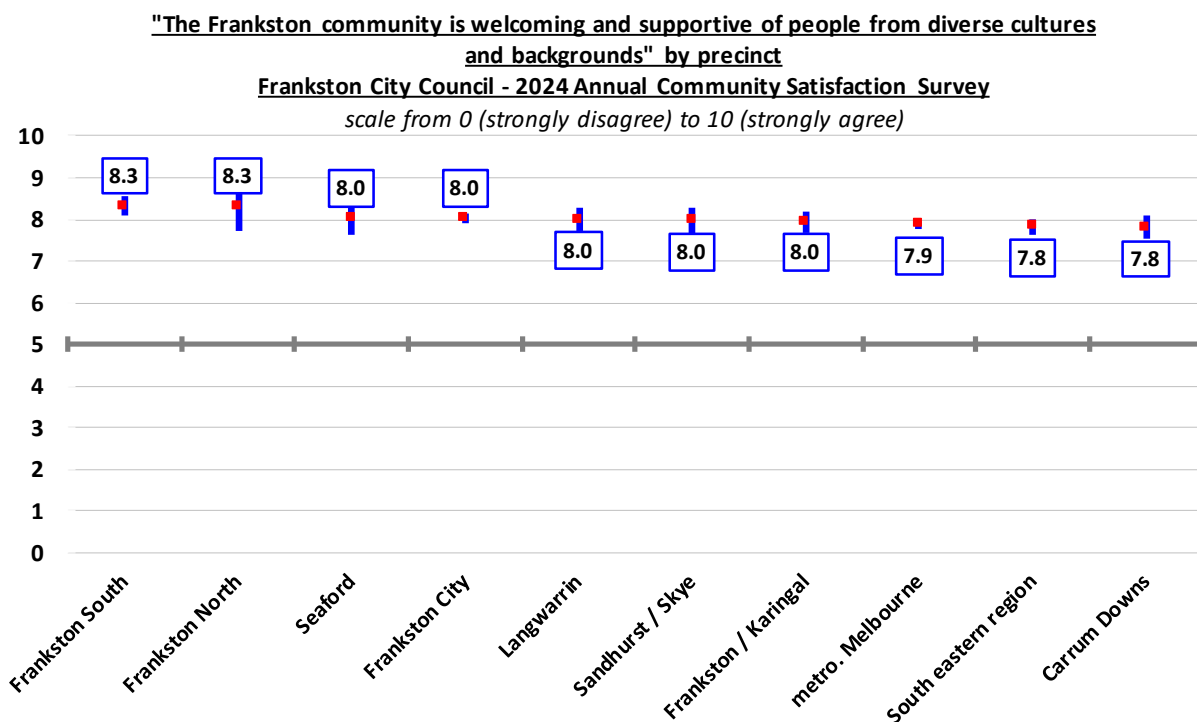


The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds

The average agreement that the Frankston community is welcoming and supportive of people from diverse cultures and backgrounds increased notably this year, up three percent to the highest result recorded of 8.0 out of 10.



There was some variation by precinct, with respondents from Frankston South measurably, and 30 respondents from Frankston North were notably more in agreement than average.

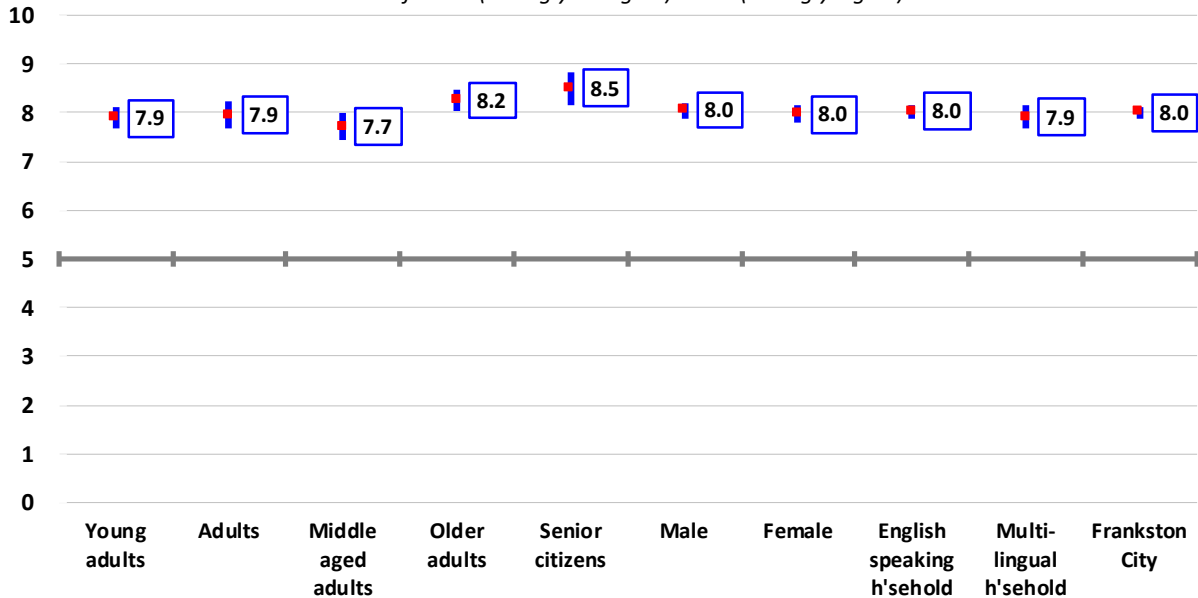


There was variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably (5%) more, and middle-aged adults (aged 45 to 59 years) notably (3%) less in agreement than average. Respondents from multilingual households were only marginally (1%) less in agreement than respondents from English speaking households.

"The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds" by respondent profile

Frankston City Council - 2024 Annual Community Satisfaction Survey

scale from 0 (strongly disagree) to 10 (strongly agree)



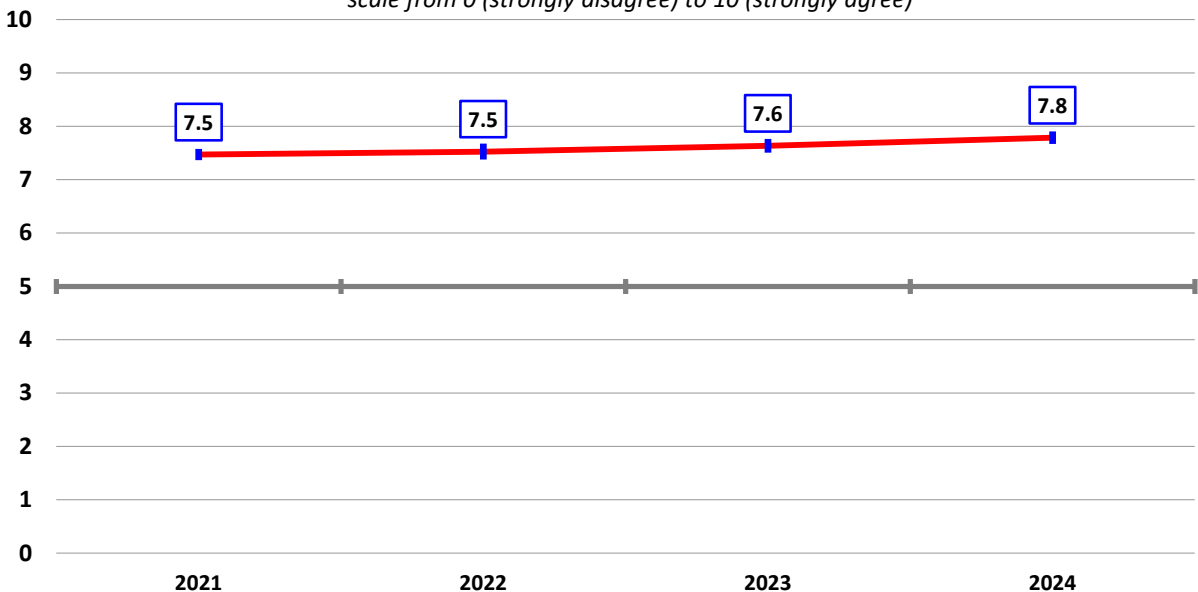
The Frankston community is vibrant, accessible, and engaging

The average agreement that the Frankston community is vibrant, accessible, and engaging increased notably this year, up two percent to the highest result recorded of 7.8 out of 10.

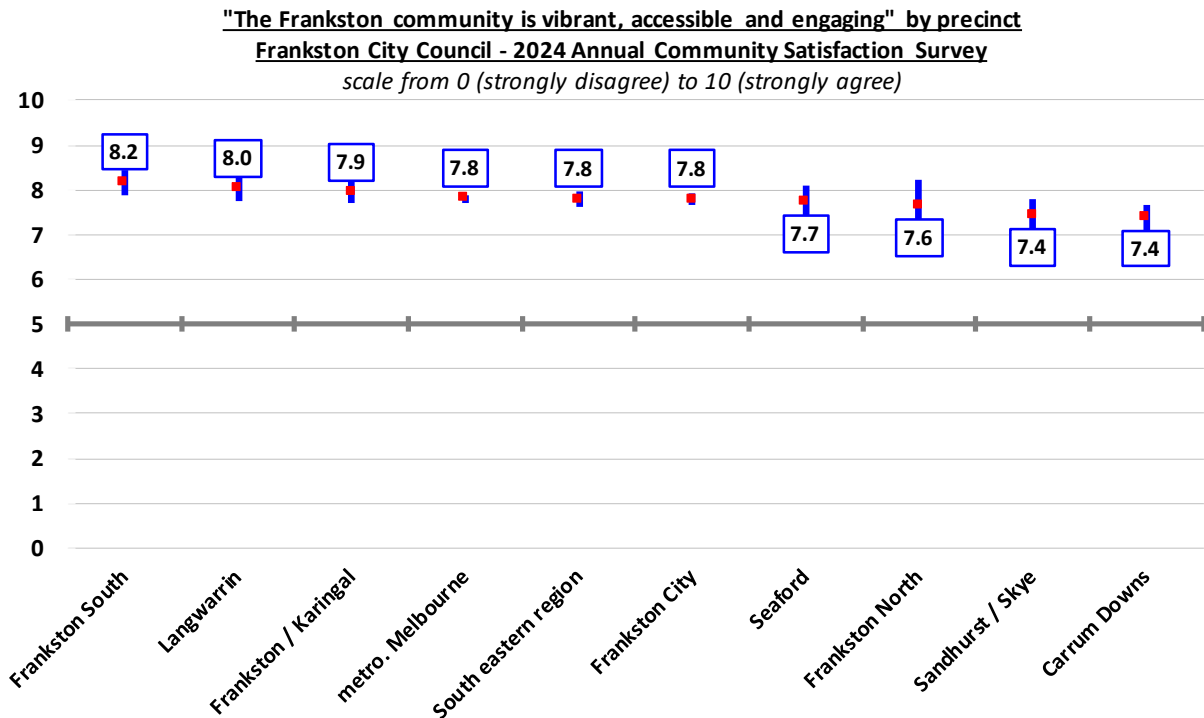
The Frankston community is vibrant, accessible and engaging

Frankston City Council - 2024 Annual Community Satisfaction Survey

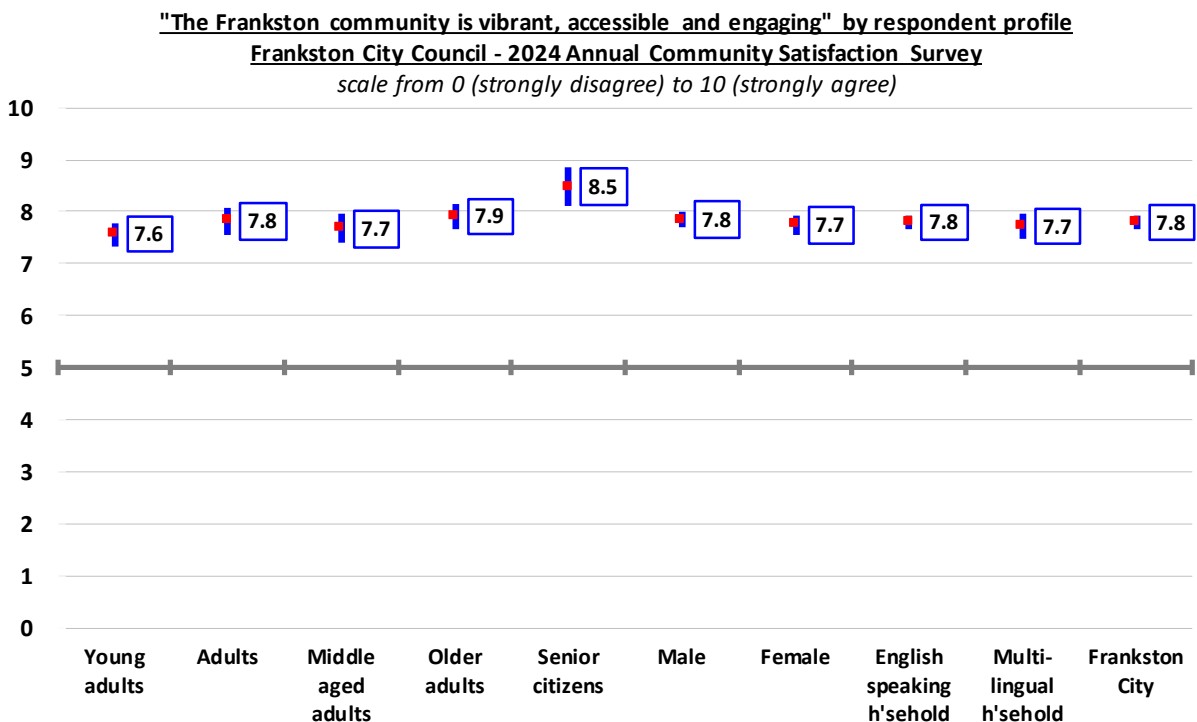
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in this result observed across the municipality, with respondents from Frankston South measurably (4%) more, and respondents from Carrum Downs measurably (4%) less in agreement than the municipal average.

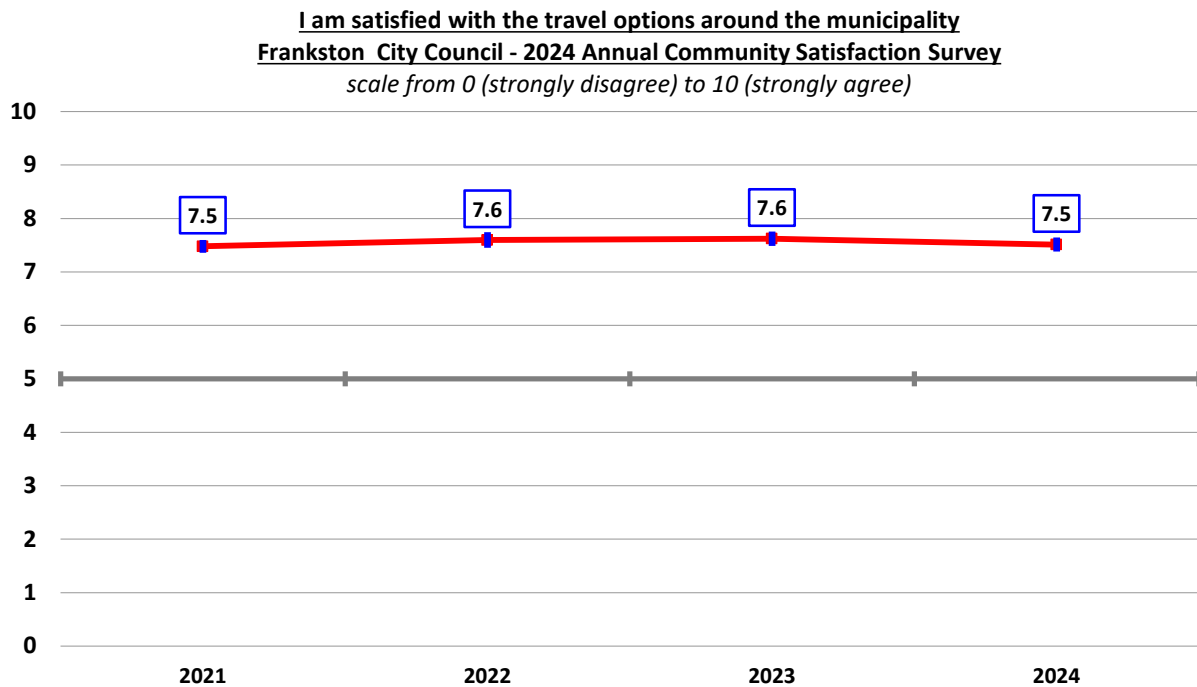


There was also variation observed by respondent profile, with young adults (aged 18 to 34 years) notably (2%) less in agreement than average and senior citizens (aged 75 years and over) measurably (7%) more in agreement than average.

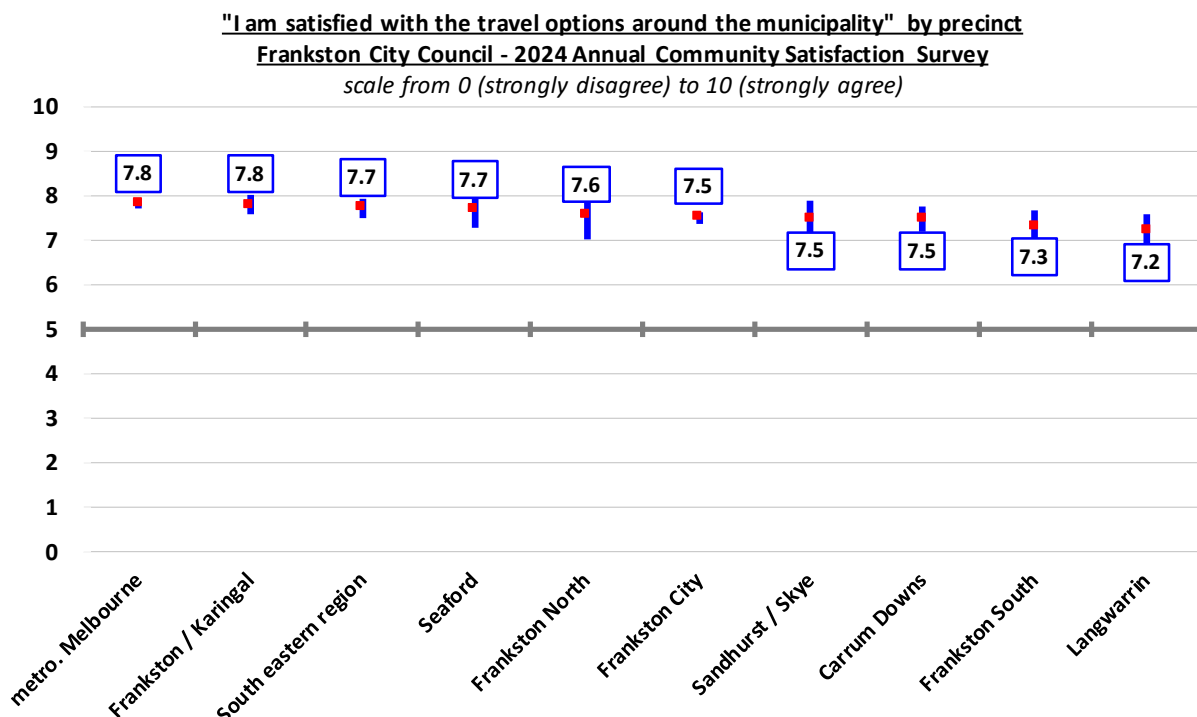


I am satisfied with the travel options around the municipality

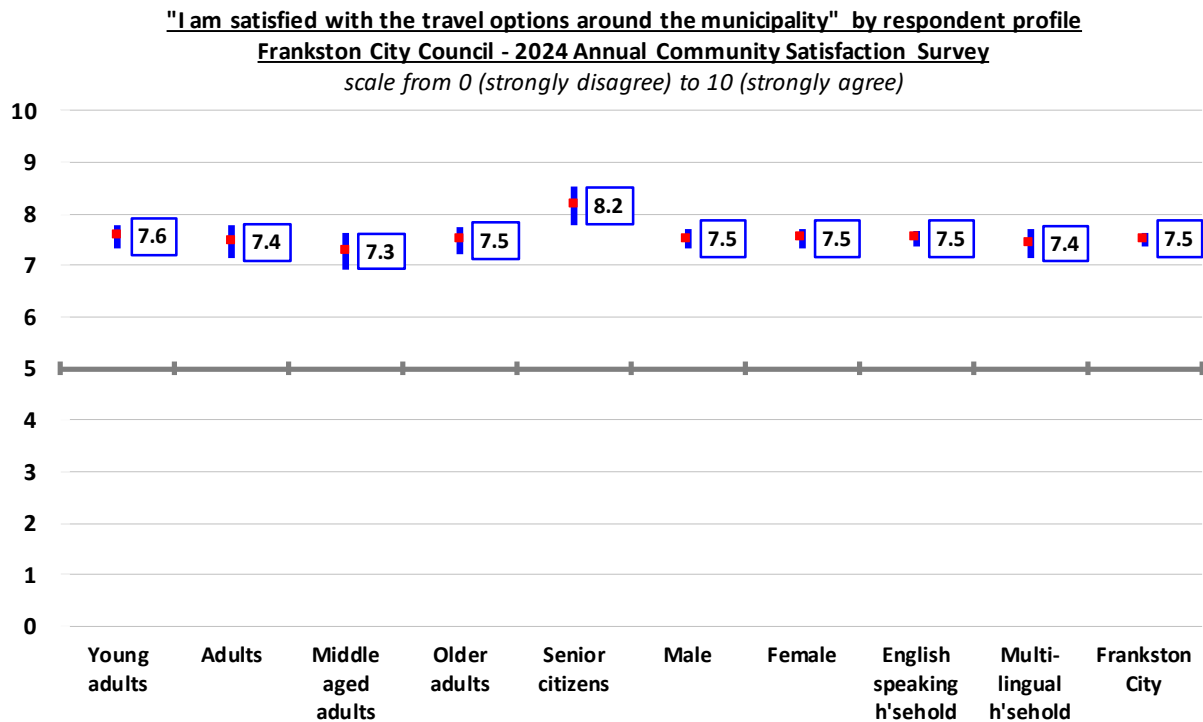
The average agreement that respondents were satisfied with the travel options around the municipality remained essentially stable again this year (down 1%), around the long-term average since 2021 of 7.6 out of 10.



There was measurable variation observed across the municipality, with respondents from Frankston / Karingal measurably (3%) more, and respondents from Langwarrin notably (3%) less in agreement than average.



There was also variation observed by respondent profile with senior citizens (aged 75 years and over) measurably (7%) more in agreement than average.



Respondent profile

The following section provides the demographic profile of respondents to the *Frankston City Council – 2024 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile.

Metropolis Research notes, however, that the unweighted sample was a very fair reflection of the underlying age and gender structure of the Frankston City community, which speaks to the strength of the door-to-door, in-person methodology.

Consistent with all voluntary surveys, the unweighted sample somewhat under-represented young adults (aged 18 to 34 years), although Metropolis Research notes that the under-representation was significantly smaller than is typically observed with telephone surveys.



Age structure

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Age	2024 (unweighted)		2024 (weighted)	2023	2022	2021
	Number	Percent				
Young adults (18 - 34 years)	146	18%	29%	29%	29%	29%
Adults (35 - 44 years)	175	22%	18%	18%	18%	18%
Middle-aged adults (45 - 54 years)	121	15%	18%	18%	18%	18%
Older adults (55 - 74 years)	245	31%	27%	27%	27%	27%
Senior citizens (75 years and over)	110	14%	9%	9%	9%	9%
Not stated	3		3	3	9	0
Total	800	100%	800	801	803	811

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 Census results.

It is noted that the unweighted sample was a fair representation of the underlying Frankston City community, although it slightly over-represented male and over female respondents.

Gender

Frankston City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024 (weighted)	2023	2022	2021
	Number	Percent				
Male	425	53%	48%	48%	48%	48%
Female	372	47%	52%	51%	52%	52%
Non-binary	2	0%	0%	1%	0%	0%
Other	0	0%	0%	0%	0%	0%
Prefer not to say	1		1	1	9	0
Total	800	100%	800	801	803	811



Language spoken at home

In 2024, almost one-quarter (24%) of respondents were from multilingual households, up notably on the approximately one-sixth recorded in previous years.

This result was larger than the 13% non-English speaking respondents recorded in the 2021 Census. This reflects well on the door-to-door methodology in obtaining participation from across the diverse Frankston City community.

Language spoken at home
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2024		2023	2022	2021
	Number	Percent			
English	605	76%	84%	86%	85%
Mandarin	22	3%	1%	1%	1%
Hindi	12	2%	1%	1%	1%
Greek	11	1%	1%	1%	1%
Italian	11	1%	1%	1%	0%
French	10	1%	1%	0%	0%
Tagalog (Filipino)	10	1%	2%	1%	1%
Spanish	9	1%	1%	1%	0%
Afrikaans	6	1%	0%	0%	0%
German	6	1%	1%	0%	0%
Malayalam	6	1%	0%	0%	1%
Russian	6	1%	0%	0%	0%
Arabic	5	1%	1%	1%	0%
Dutch	5	1%	1%	0%	1%
Japanese	4	1%	0%	0%	0%
Punjabi	4	1%	0%	0%	0%
Serbian	4	1%	0%	0%	0%
Sinhalese	4	1%	0%	0%	0%
Vietnamese	4	1%	0%	1%	0%
Polish	3	0%	1%	0%	0%
Thai	3	0%	0%	0%	0%
Ukrainian	3	0%	0%	0%	0%
Hebrew	2	0%	0%	0%	0%
Maori	2	0%	0%	0%	0%
Persian	2	0%	0%	0%	0%
Samoan	2	0%	0%	0%	0%
Tamil	2	0%	0%	0%	0%
Tongan	2	0%	0%	0%	0%
Urdu	2	0%	0%	0%	0%
All languages (26 separately identified)	26	3%	4%	4%	6%
Not stated	7		13	21	4
Total	800	100%	801	803	811



Household structure

Consistent with the 2023 result, a little more than one-third of respondents were from two-parent families, 27% from couple households, 15% from sole person households, 11% from one-parent families, and eight percent from group households.

Household structure
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2024		2023	2022	2021
	Number	Percent			
Two parent family total	300	38%	36%	50%	48%
<i>youngest child 0 - 4 years</i>	87	11%	10%	12%	11%
<i>youngest child 5 - 12 years</i>	96	12%	9%	15%	16%
<i>youngest child 13 - 18 years</i>	54	7%	8%	10%	13%
<i>adult children only</i>	63	8%	10%	13%	8%
One parent family	84	11%	8%	8%	8%
<i>youngest child 0 - 4 years</i>	9	1%	1%	1%	1%
<i>youngest child 5 - 12 years</i>	18	2%	2%	1%	2%
<i>youngest child 13 - 18 years</i>	15	2%	2%	2%	2%
<i>adult children only</i>	42	5%	3%	3%	3%
Group household	60	8%	10%	5%	24%
Sole person household	120	15%	15%	14%	6%
Couple only household	212	27%	30%	23%	13%
Extended or multiple families	14	2%	1%	1%	1%
Not stated	10		7	20	27
Total	800	100%	801	803	811

Housing situation

Approximately half of the respondents owned their home outright, approximately one-quarter were mortgage households, and one-quarter were rental households.

Housing situation
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2024		2023	2022	2021
	Number	Percent			
Own this home	363	47%	54%	51%	39%
Mortgage (paying-off this home)	196	25%	22%	25%	38%
Private rental (<i>e.g., Real Estate Agent</i>)	202	26%	22%	20%	20%
Social or public housing	3	0%	2%	4%	3%
Other arrangement	8	1%	0%	0%	0%
Not stated	28		8	26	27
Total	800	100%	801	803	811



Diverse population groups

This question relating to diverse population groups was included for the first time in the survey this year.

Consistent with the language spoken at home results, approximately one-quarter (23%) of respondents reported that they personally speak a language other than English at home.

There were 99 respondents (12%) who identified with disability or chronic illness, five percent were experiencing financial hardships, two percent identified as LGBTIQ+, and one percent identified as Aboriginal and / or Torres Strait Islander.

Diverse population groups
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2024	
	Number	Percent
Speak a language other than English at home	187	23%
Person with disability / chronic illness	99	12%
Experiencing financial hardship	40	5%
Identify as LGBTIQ+	19	2%
Aboriginal and / or Torres St. Islander	8	1%
Total responses	353	
<i>Respondents identifying at least one response</i>	<i>301</i>	<i>(38%)</i>

Period of residence

Consistent with the 2023 results, seven percent of respondents were new residents (less than one year in the municipality), up on the pandemic years results of less than five percent.

Period of residence
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2024		2023	2022	2021
	Number	Percent			
Less than one year	57	7%	7%	4%	1%
One to less than five years	139	17%	23%	14%	4%
Five to less than ten years	162	20%	20%	29%	21%
Ten years or more	437	55%	50%	54%	73%
Not stated	5		6	21	16
Total	800	100%	801	803	811



The most common previous municipalities of residence for respondents who had lived in the City of Frankston for less than five years were the neighbouring or near-neighbouring councils of Kingston (22%), Casey (12), and Mornington Peninsula (9%).

It is noted that 12 respondents moved to the City of Frankston from overseas, and five from interstate.

Previous Council
Frankston City Council - 2024 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	2024		Council	2024	
	Number	Percent		Number	Percent
Kingston	33	22%	Hume	2	1%
Casey	18	12%	Knox	2	1%
Mornington Peninsula	13	9%	Maribyrnong	2	1%
International	12	8%	Maroondah	2	1%
Monash	9	6%	Port Phillip	2	1%
Whitehorse	8	5%	Swan Hill Rural	2	1%
Boroondara	6	4%	Yarra	2	1%
Interstate	5	3%	Glen Eira	1	1%
Bayside	4	3%	Golden Plains	1	1%
Greater Dandenong	4	3%	Merri-bek	1	1%
Moonee Valley	4	3%	Mildura Rural	1	1%
Melbourne	3	2%	Murray River	1	1%
Stonnington	3	2%	Northern Grampians	1	1%
Brimbank	2	1%	Whittlesea	1	1%
Cardinia	2	1%	Yarra Ranges	1	1%
Darebin	2	1%	Not stated	44	
Greater Shepparton	2	1%	Total	196	100%

General comments

There were 172 general comments received from respondents this year, up significantly on the unusually low 83 received last year, but consistent with 2021 and 2022.

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

Consistent with the results recorded in previous years, the most common issues include parks, gardens, and open spaces (11%), traffic and public transport (11%), and community facilities, services, and activities (9%).

There was an increase this year, in the number of comments received around waste management (up from around 4% to 5% in previous years to 10% this year).

The issues raised in these general comments were all discussed elsewhere in this report.



General comments
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total responses)

Comment	2024		2023	2022	2021
	Number	Percent			
Parks, gardens, open spaces, tree maintenance	19	11%	13%	9%	7%
Traffic and public transport management	19	11%	12%	10%	10%
Waste management	18	10%	4%	5%	4%
Community facilities / services / activities	16	9%	7%	9%	8%
Parking	13	8%	5%	9%	7%
Communication, consultation, and engagement	10	6%	6%	5%	6%
Cleanliness and aesthetics of area	9	5%	4%	3%	2%
Drugs, crime and safety	9	5%	4%	11%	10%
Planning and development issues	9	5%	8%	5%	5%
Rates / financial management	7	4%	11%	9%	7%
Council governance and management	6	3%	4%	4%	4%
General positive comments	4	2%	11%	4%	4%
Beach and foreshore	3	2%	0%	2%	2%
Comments relating to this survey	3	2%	1%	5%	6%
Environment, climate change and bio-diversity	3	2%	0%	0%	7%
Roads	3	2%	2%	2%	2%
Shops, restaurants and entertainment venues	3	2%	1%	0%	0%
Street lighting	3	2%	2%	1%	1%
Bikes and walking paths	2	1%	0%	2%	2%
General negative comments	2	1%	1%	2%	2%
Social justice issues	2	1%	0%	2%	2%
Footpaths	1	1%	0%	0%	0%
Other	8	5%	1%	2%	7%
Total	172	100%	83	174	175

The following table outlines the verbatim comments underpinning these summary results.

General comments
Frankston City Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

Comment	Number
<i>Parks, gardens, open spaces and tree maintenance</i>	
Check parks in the morning for syringes	1
Communication before planting more trees	1
Community garden to meet people and enjoy their time being active	1
Cut the unwanted trees on this street (Margate Ave)	1
Fix the local park for children, include more playgrounds	1
I would like a playground for smaller kids	1



Improve the reserve near Banjo Blvd	1
Lack of trees	1
Make the parks here nicer to sit in and meet people, not many places here where you can meet people	1
More parks	1
More street trees, no more gum trees, we need variety	1
Nature strip trees, they are invasive	1
Need more recreational areas and make the place more vibrant with various facilities	1
No tables and chairs that are helpful for us to sit on at the Sandfield Reserve	1
Parks could use a BMX pump track and a skateboard ramp	1
There are two trees in front of my house (Parhnam Ct), and I wish to get them removed	1
Too few soccer pitches	1
Tree maintenance	1
Upgrade the skate park in Langwarrin	1
Total	19

Traffic and public transport management

Dangerous road intersection	1
Direct transport to airport	1
Do something about loud exhaust, motorbikes and cars	1
Free transport for children	1
Mobility in the area can be further improved from Frankston South to Frankston with public transport	1
More buses	1
Need a train station in Langwarrin	1
No parking in public spaces like Frankston Station and near aquatic centres	1
No parking spaces around the shops	1
Parking areas are not enough and not long enough	1
Parking limits and easily getting fines	1
Payment for parking is not encouraging. We need free parking in the Bayside shopping area	1
Public transport, more frequent buses	1
Speed humps should be reduced	1
Speed in local street	1
Speeding always happens so we need traffic management such as speed bump	1
Traffic is bad which is full of noise	1
Train stations, improve transportation	1
Waste of resources, terrible traffic management	1
Total	19



<i>Waste management</i>	
Bigger red bin	2
Cost of the tip should be decreased	1
Green bin is inconvenient for us since we don't have our own bin, so we have to walk all the way to the opposite street to throw leaves and branches away	1
I need a small yellow bin	1
I requested for an extra bin for dropping street trees for the short term but got rejected	1
I think the glass bin (purple) is useless and we should have a bigger actual bin instead	1
More personalised rubbish collection services	1
More than one hard rubbish collection would be helpful	1
Need more bigger green bins	1
Need more waste bins	1
Recycling centre is expensive that is why there is a lot of illegal dumping of rubbish	1
Recycling is too expensive	1
Rubbish bins should be the same size	1
The garbage collections need more maintenance	1
The price for recovery centres is too high which does not encourage people to use it	1
Wet grass sticks to the bottom of the green waste bins	1
What is the use of the purple bin, waste of money	1
Total	18

<i>Community facilities / services / activities</i>	
Drainage system not good enough / bad drainage	2
Another school around here	1
Build more high schools	1
Council should lend out gardening services to older people	1
Drains are always blocked here in Langwarrin, Jackson Dr	1
Electricity issue	1
Keep the free activities going, such as music festivals	1
Look after the facilities	1
More help should be given to police and nurses	1
More toilets	1
Need more doctors and government hospitals	1
Need more toilets here in Langwarrin	1
No neighbourhood houses here in Langwarrin	1
Public toilet at the golf course	1
Toilet facilities can be further improved	1
Total	16



<i>Parking</i>	
Need free parking / parking must be free	2
Biggest mistake they are making is parking	1
I reported on Send Snap Solve app regarding the illegal parking in the residential area, but it has yet to be solved	1
Improve parking laws	1
Look into parking	1
Make parking free in the Bayside shopping centre for the first 3 hours	1
More improvement in car parking	1
Need more parking	1
Need more parking areas at Frankston beach	1
People do not want to park at the shops therefore the shops are closing	1
The council should work on the parking. On William St there are two sides and parking. The vehicles are also fast paced	1
There should not be any charges for parking as we have paid high rates	1
Total	13

<i>Communication, consultation and engagement</i>	
Community is the biggest issue; I don't think Council take comment from the ordinary residents seriously. They are too focused on drug addicted people	1
Council should listen to the community more	1
Front office staff at the centre are very good, on the phone or in person	1
Hard to search for particular items on the agenda	1
I want transparency with the Council	1
Improve the customer service	1
More information about what's happening in the area	1
Promote themselves more on what they are doing	1
Quicker response to website inquiries	1
The website does not have rates notice and I had to speak to a person at the Council and she told me I had to have an account	1
Total	10

<i>Cleanliness and aesthetics of area</i>	
Council should clean graffiti on the street and railway station / across the area	2
Public toilets should be clean / cleaned properly	2
Bylaw to be policed, unkempt front / backyard of the property	1
Don't try to fix things or to beautify things like park benches	1
Football matches leave lots of litter after a match in Overport Park	1
Make Frankston more vibrant, sand sculptures, something quirky, unique, get artists to do this so people visit here and not just pass through to Mornington	1
Street sweeping required in this area	1
Total	9



Drugs, crime and safety

Bayside shopping centre security is the biggest issue	1
Fix youth crimes	1
Get rid of the drug use here	1
I have been followed a lot, too many teenagers with swords roaming in Monterey Park	1
The junkies around the shopping area need to be cleared, need more police, make it safe for the children	1
They should take care of teens doing spray painting and have better punishment for them	1
Urgent about safety	1
Vandalism and property damage is increasing day by day in Frankston Heights	1
Wish there was more security in the morning in Bayside shopping centre	1
Total	9

Planning and development

Can't find building permits or projects on their website	1
Council needs to sort out the house planning structures	1
I don't want more high-rise buildings on foreshores	1
Neighbours need to be considered while developing building plans	1
No land for building new houses so population increase is not a better option	1
Planning application is too expensive	1
Relocate commission housing on Claude St, Seaford to somewhere else, and build new houses there	1
Stop dividing	1
Why is Southeast Water allowed to make that monstrosity on private estate? Why do office workers need a view? It is going to spoil the amenity of the beach	1
Total	9

Rates / financial management

Lower the rates	3
More investments in Carrum Downs infrastructure wise	1
They bought a bench for 3500 dollars, I read it in the newsletter, was it made up of gold? I want to ask them	1
They have increased the price of everything enormously	1
Too expensive to get the Council to check my kitchen so that I can sell cookies at home. Also, they will send fines if late to register	1
Total	7



Council governance and management

Bit nervous about the transition between Sandhurst to the Council	1
Councillors seem more interested in voting themselves in and pay rises than improving the delivery of services	1
Focus on the core business. Serve the community	1
Frankston, Dandenong, Geelong were selected for improvements 20 years ago, but the process of Frankston is too slow and expensive	1
Just listen and care about people and not care about money	1
Law enforcement	1
Total	6

General positive comments

I am proud living in Frankston	1
In general, I am happy to live in this area in Frankston South	1
Overall satisfied	1
You did a good job	1
Total	4

Comments relating to this survey

Survey too long	2
Its great Council sends out people to ask our opinions	1
Total	3

Environment, climate change and biodiversity

Best beach in Australia but need to clean up Kananook Creek	1
Green wedges should not be destroyed to accommodate population demands	1
Improve green spaces	1
Total	3

Foreshore and beaches

At the foreshore, I'd like the two Japanese dolls from our sister city replaced, where are they?	1
Attention to foreshore development and shops	1
More developments along the foreshore in terms of apartments, shops	1
Total	3



Roads

Potholes everywhere	1
Road condition	1
Roadwork signs on Hall Rd (3201) left unattended even after it is finished so not sure of the speed to go with	1
Total	3

Shops, restaurants and entertainment venues

Need some restaurants around beaches	1
The biggest issue is the derelict shops and empty buildings in the heart of Frankston	1
Youth entertainment	1
Total	3

Street lighting

I already mentioned there are not enough lights on the streets	1
More / better local streetlight in Lytham Ct	1
We need more streetlights around here	1
Total	3

Bikes and walking paths

Build more bicycle infrastructure	1
Give too much importance to cyclists especially the electronic ones and there are no rules to control them	1
Total	2

General negative comments

Cannot wait to move	1
More improvements could be done	1
Total	2

Social justice issues

A lot of people need support, and they are not getting it	1
I want a female to have the opportunity to be mayor, I want more women in Council decisions	1
Total	2



<i>Footpaths</i>	
Need to have sidewalks	1
Total	1
<i>Other</i>	
Cost of living is out of hand	1
Good suburb, but housing is expensive	1
Houses are vacant in Frankston, look after them	1
I just wish that I have the right to live in peace, avoid noise and smoking in public	1
Kids cycle without helmets on Sandfield Dr	1
Langwarrin doesn't have options to get cheaper petrol, need to decrease the price of it	1
Need to inform people that Frankston is a good place to live (spread positivity why this is good area to live)	1
The population growth should use a percentage instead of numbers	1
Total	8
Total responses	172

Appendix One: Verbatim comments outlining reasons for dissatisfaction with Council’s overall performance

The following table outlines the verbatim comments received from respondents who were dissatisfied with Council’s overall performance.

Reasons for dissatisfaction with overall performance
Frankston City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>General negative</i>	
Needs more improvement / room for improvement	4
The Council is not doing a good job / terrible overall / they're terrible	3
There's more they can do	3
Don't like them	2
Not satisfied	2
Be more open and don't hide	1
Completely disregard the families	1
I think the Council is just useless	1
Never have been happy with the Council	1
Not user-friendly for elderly people	1
Paying a company to ask the questions that the Council should	1
Poor action	1



The Council is totally useless	1
They are not friendly enough	1
They do just enough to keep people from looking at the bigger issues	1
Total	24

Rates and financial management

Rates are too expensive / high	4
I just think money could be possibly spent better / at the right places	2
It's all about money for them	2
A lot of overcharging of things	1
Due to extremely high rates, money we spend should provide us with better services	1
Good at parks and roads but have high rates for residents	1
No apologies for high rates	1
Rates are too expensive compared to other Councils, less facilities with less rates	1
The Council is not performing its responsibilities relative to rates paid by us	1
The Council rates are high, and the Council is not providing services relative to the rates	1
The fees are too high for what we get	1
The wasting of money for things like replacing benches which have no problems	1
They should not be overpaid	1
Total	18

Council governance, management and responsiveness

Council is doing its job but a little backwards, do more	1
Doesn't do the job correctly	1
Don't trust them and they don't do what they say they will	1
I don't trust Council, hard to get what we want	1
Never resolve issues	1
No accountability, poor decisions, they are more interested in their own jobs than they are with the residents	1
The actual Council itself needed an outside at one stage. Too much politics within the Council	1
They are not responsive and don't follow through	1
They don't represent the whole city of Frankston	1
They focus on things that don't need focus and not much for homeless people	1
They need to give attention to people's needs	1
We should remove the whole Council	1
Total	12

Communication and consultation

I see no communication. Hear nothing or see nothing	1
Lack of communication with oldies, it is difficult for oldies to use the website	1
No consultation, nothing to do with the community	1
No way to give feedback online because they only allow 100 characters	1
Only hear from them when it is time to vote	1
Only see them during elections	1



They do whatever they want, regardless	1
They don't really listen to the people	1
They need to listen to what the residents need for the future	1
We don't know anything, no communication	1
We never hear anything from Council. We don't know what they do. All the interaction with them has been bad	1
Total	11

Council services and facilities

Better infrastructure, better quality schools	1
Cutting down trees	1
Hard rubbish collection	1
Improve public transport	1
Issues with red bins	1
Need for gutters	1
Only one verge of hard rubbish per year, instead give us the tickets so that we can do it any time we want which other Councils do	1
Public toilet not well maintained	1
Rubbish everywhere (Seaford)	1
Take grass way	1
Total	10

Roads, traffic and parking

Because of personal issues on parking	1
No parking spaces	1
The length of time to maintain or repair services, especially roads, is too slow	1
They are doing things just for show, roads are being made but are making delays, roadworks just seem to go on forever	1
They need to get rid of outdoor done in areas in the highway and add more parking	1
Total	5

Planning and development

Dissatisfaction with development	1
I like the improvements like the shopping strip, Park Ln, shared footpaths, recreation park, all those are good for community, but some developments are not suitable	1
They could do more on the planning side of things. They don't follow up with some decisions	1
I don't think they plan for the next 20 years; the impact of their decisions is having long-term effects on society	1
Total	4



<i>General positive</i>	
It's a bit better than before	1
They don't seem to take too long for stuff	1
Total	2
<i>Safety, policing, drugs, alcohol</i>	
Look into youth crime	1
Torturing mental health, kids screaming and yelling, high drug addiction	1
Total	2
<i>Other</i>	
Yet to be seen	1
Total	1
Total responses	89

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 - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Drug addicts / users / junkies around	53
Drug and alcohol affected people	8
Drug usage / abuse	4
Drugs / drug culture	4
Drug dealers / peddlers	3
Drug addicts / junkies are more at night	2
Near station there are drug addicts	2
People around there, drugs	2
People around, drugs and alcohol	2
A lot of different kinds of people are there (druggies etc)	1
A lot of people with drugs and their behaviours are very weird	1
All type of people, drug-affected people attacking and yelling	1



Drug addicts are more all over Frankston at night	1
Drug addicts make me feel unsafe at night	1
Druggies and drunk people. No one checks after 10pm	1
Drugs and alcoholic kids	1
Drunk people	1
Fear of drug addicts	1
Feel sketchy, people shouting for no reason, on drugs or something	1
Feel unsafe because druggies	1
I came across with lots of druggies around there	1
Increase security to feel safe. Druggies outside	1
Junkie people are really unsafe	1
Lot of drug addicts in public transport and waiting areas	1
Lots of people are really drunk and ask for things, druggies	1
Lots of people have issues with drugs etc	1
More people are hanging around with drugs	1
Reduce the number of methadone providers	1
The drug addicts and junkies, I don't go out because of them	1
There is a disproportionate number of providers of methadone for the number of people here	1
Think that there is a lot of substance abuse	1
Threatened, lots of drug addicts	1
Too many people are using drugs and feels strange	1
Young people around who do drugs	1
Total	105

People

Lot of odd / strange / dodgy people are there at times	6
Homeless / lot of homeless people / vagrants	5
Too many kids hanging around / groups of youngsters	5
People / groups loiter in the area	4
Mental ill people / people with issues	3
Undesirable people loitering	3
Because do not know who is around	2
Lot of people	2
Need more people walking	2
Teenagers	2
There are too many shady / unsavoury people	2
Undesirable people	2
A lot of crazy people at night	1
A lot of d***heads around there	1
Around youth	1
Hearing about the gang problems in newspapers	1
Homeless in front 7-11	1
Homeless on the Wells St	1
Homeless people around, don't feel good about it	1
Lot of people hanging around with questionable intent	1
Lot of people near the train area	1
Lot of people walking around during the day, they are not easy people in Edward St	1
Lots of young people hanging around near Frankston Train station	1
Mentally unwell people walking around yelling, littering, awful behaviour. Should not allow those people to live close to community, kids are scared of them	1



Not enough people	1
Not enough places for homeless, so they can cause problems	1
People being difficult	1
People come from different places and disturb	1
People over there	1
Presence of people around that area, also not busy	1
Seen odd, dodgy people	1
Some interesting characters around	1
Strangers are walking and making noise at night	1
The clowns that are in there	1
The people	1
There are many people that need help and are risky to be around	1
There are more loose people around and need some care for it. I feel more discomfort when going with family and children	1
There are unsavoury people on buses and trains	1
There is no activity, undesirable characters	1
Too many teenagers in the evening and sometimes they drive motorbikes	1
Train station with homeless people	1
Type of people and their illegal activities	1
Type of people congregating there are making me uncomfortable	1
Weird teenagers	1
Young kids. Mostly teenagers. Smashing toilets and disturbances	1
Youth growing, not safe	1
Total	72

Crime and policing

Lack of police presence / patrol in our area	7
High rates of crime / increased crime rates / a lot of crime	5
Increasing crimes by young people / kids with illegal activities	3
Need more security / less security staff	3
Added visibility is need in shopping centres of Bayside and Carrum Downs	1
Because of the crime increase and the happenings shown on television	1
Cops around every day	1
Crime	1
Gang members	1
Gangs are there	1
Gangs lean on my car. No police on weekdays	1
Knife crimes	1
Need to give more power to police. And parents, more discipline required	1
Not enough security and a lot of youth running wild	1
PSOs are missing sometimes	1
Witnessing crimes and drugs	1
Total	30



Perception of safety at night and lighting

At night don't feel safe	2
At night too many drunk people	2
Darkness	2
During the day it's fine, at night probably 2	2
Need lights for people to walk at night / need more lights in streets	2
No lights	2
After dark, a lot of weird people in the street	1
At night anything can happen	1
Dark everywhere and you can't see anything	1
Due to poor lighting at night, I feel unsafe walking from Kananook station to Rosslyn Ave	1
In the evening attract young teens	1
It's unsafe to travel in trains at night because of some careless people	1
No streetlights	1
Not very nice characters down there and the lights are very dark so unsafe to go	1
Only in evening, gathering of people not suitable to be around	1
Walking at night is unsafe. People break into vehicles	1
Total	22

General perception of safety

It just feels unsafe in general	3
Predatory men	3
Dirty around there	1
Feels deserted and uncomfortable	1
I don't feel safe anywhere these days	1
I feel safe at the parks and shopping centre because people are always there, but the streets are deserted most times, and I don't feel safe especially because of those people that use drugs	1
I have mobility issues so I get worried that I might fall over, and I can't defend myself	1
More trouble near the stations	1
Not safe	1
Not safe around there	1
Public safety is issue there	1
Sometimes unsafe	1
Street around train station doesn't feel safe	1
Total	17

Violence and anti-social behaviour

15-year-olds running around stabbing people	1
Attacks from drug people	1
High rates of violence	1
I love opposite of the park and kids get drunk and throw things out into my house	1
Increasing violence	1
Intimidating due to people swearing etc.	1



Lot of gang fights happening	1
Lot of gang fights happening without security	1
On edge because of all the stabbings	1
People can be seen even carrying knives	1
So many stabbings and stuff happen	1
Violence and drug use	1
Youth gangs roaming around for trouble	1
Lot of violence	1
Total	14

Incidents / break-ins

Because of recent events	1
Break-ins around roads	1
Break-ins, recent robberies in my street	1
Man pulled a knife and demanded money	1
Some people try to steal stuff at any opportunity	1
Stealing cars	1
There are a lot of break-ins nowadays	1
Total	7

Being female

Because we are women	1
Total	1

Other

AVO won't get renewed	1
Full of graffiti	1
Homelessness is an issue to tackle	1
It becomes difficult for me to travel in public transport on wheelchair	1
Lack of authority or protection for senior citizens	1
Lot of home	1
News	1
No enough security camera and signage	1
People say I have poisoned their cat	1
Previous history	1
Quality of shops	1
Trains don't run at night	1
Total	12
Total responses	280



Appendix Three: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Frankston City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

1

Have you contacted Frankston Council in the last 12 months?

Yes (continue) 1 No (go to Q.4) 2

2

When you last contacted the Council, was it?

(Please circle one only)

- | | | | |
|---------------------------------|---|------------------------------|----|
| Visit in person | 1 | Social media (e.g. Facebook) | 7 |
| Telephone (during office hours) | 2 | Directly with a Councilor | 8 |
| Telephone (after hours service) | 3 | Live chat | 9 |
| Mail | 4 | Web request | 10 |
| Email | 5 | Snap Send Solve | 11 |
| Website | 6 | | |

3

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

1. Care and attention to you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
2. The provision of accurate information or referred to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff understanding of your communication needs or requirements	0	1	2	3	4	5	6	7	8	9	10	99
6. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

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

1. Maintenance and repairs of 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
<i>Reasons for rating satisfaction less than 6:</i>													
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
<i>Reasons for rating satisfaction less than 6:</i>													
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
<i>Reasons for rating satisfaction less than 6:</i>													
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
<i>Reasons for rating satisfaction less than 6:</i>													

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only 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 <i>(including activities)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
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 <i>(including shared pathways)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Aquatic and Leisure Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for children from birth to 5 years of age <i>(e.g. Maternal & Child Health, immunisation, playgroups, kinder)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Youth services for 12 to 24 year olds <i>(e.g., programs and events, holiday programs, school based programs, leadership programs)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Services for seniors <i>(e.g. Bus Outings, Positive Ageing activities including the Seniors Festival, Home Help and Maintenance and Meals on Wheels)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

5

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	
19. Frankston Memorial Park (Cemetery)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reasons for rating satisfaction less than 6:</i>												
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reasons for rating satisfaction less than 6:</i>												
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
<i>Reasons for rating satisfaction less than 6:</i>												
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reasons for rating satisfaction less than 6:</i>												

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. 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 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 Frankston City at the moment?**

Issue One:

Issue Two:

Issue Three:

10**What is the most important thing Frankston City should 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 less than 6, are you more concerned about lower density (e.g., houses, townhouses), or medium to higher density (e.g., apartments)</i>				Lower density				Medium / higher density				
<i>If rated less than 6, what are your concerns, are there any examples of developments of concern:</i>												
2. The height, size, and set-back distances of new developments	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99
4. The design of open spaces including parks, playgrounds, and reserves	0	1	2	3	4	5	6	7	8	9	10	99
5. The design of public spaces (e.g. town squares, civic precincts and similar)	0	1	2	3	4	5	6	7	8	9	10	99
6. The availability of housing that meets the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. The affordability of housing	0	1	2	3	4	5	6	7	8	9	10	99

The State Government has planned for the population of Frankston City to increase by approximately 20,000 over the next 20 years.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

12

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 6, what concerns you most about population growth?												

13

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around your local shopping area	0	1	2	3	4	5	6	7	8	9	10	99
5. Bayside shopping area	0	1	2	3	4	5	6	7	8	9	10	99
6. Wells Street Entertainment Precinct	0	1	2	3	4	5	6	7	8	9	10	99
7. At the beach and foreshore	0	1	2	3	4	5	6	7	8	9	10	99
8. In parks and open spaces	0	1	2	3	4	5	6	7	8	9	10	99
9. 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>												

14

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.

<i>Statement</i>	<i>Strongly disagree</i>			<i>Neutral</i>				<i>Strongly agree</i>			<i>Can't say</i>	
1. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
2. In times of need, I could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
3. I am proud of and enjoy living in the local area	0	1	2	3	4	5	6	7	8	9	10	99
4. Frankston is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
5. Frankston is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99
6. Frankston is a "child-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
7. The Frankston community is welcoming and supportive of people from diverse backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
8. The Frankston community is vibrant, accessible and engaging	0	1	2	3	4	5	6	7	8	9	10	99
9. I am satisfied with the travel options around the municipality	0	1	2	3	4	5	6	7	8	9	10	99

15

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35- 44 Years	3	75 Years or Over	6

16

With which gender do you identify?

Man / Male	1	Prefer to self-identify:	4
Woman / Female	2	_____	
Non-binary	3	Prefer not to say	9

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Do you identify with any of the following diverse population groups?

Person with disability / chronic illness	1	Identify as LGBTIQ+	4
Speak a language other than English at home	2	Experiencing financial hardship	5
Aboriginal and / or Torres St. Islander	3		

18

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
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19

What is the structure of this household?

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

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

Own this home	1	Social or public housing	4
Mortgage (paying-off this home)	2	Other arrangement	5
Private rental (<i>e.g., Real Estate Agent</i>)	3	Prefer not to say	9

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How long have you lived in the City of Frankston?

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

If less than 5 years, what was your previous Council

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

Thank you for your time - Your feedback is most appreciated
Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.