



# **FRANKSTON CITY COUNCIL**

## **COUNCIL MEETING SUPPORTING INFORMATION**

**2023/CM9**

**10 JULY 2023**

*Frankston City*



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## **Consideration of Reports of Officers**

### **COMMUNITY SATISFACTION SURVEY 2023**

**2023 Community Satisfaction Survey (provided  
under separate cover)**

**Meeting Date: 10 July 2023**

**Attachment: A**

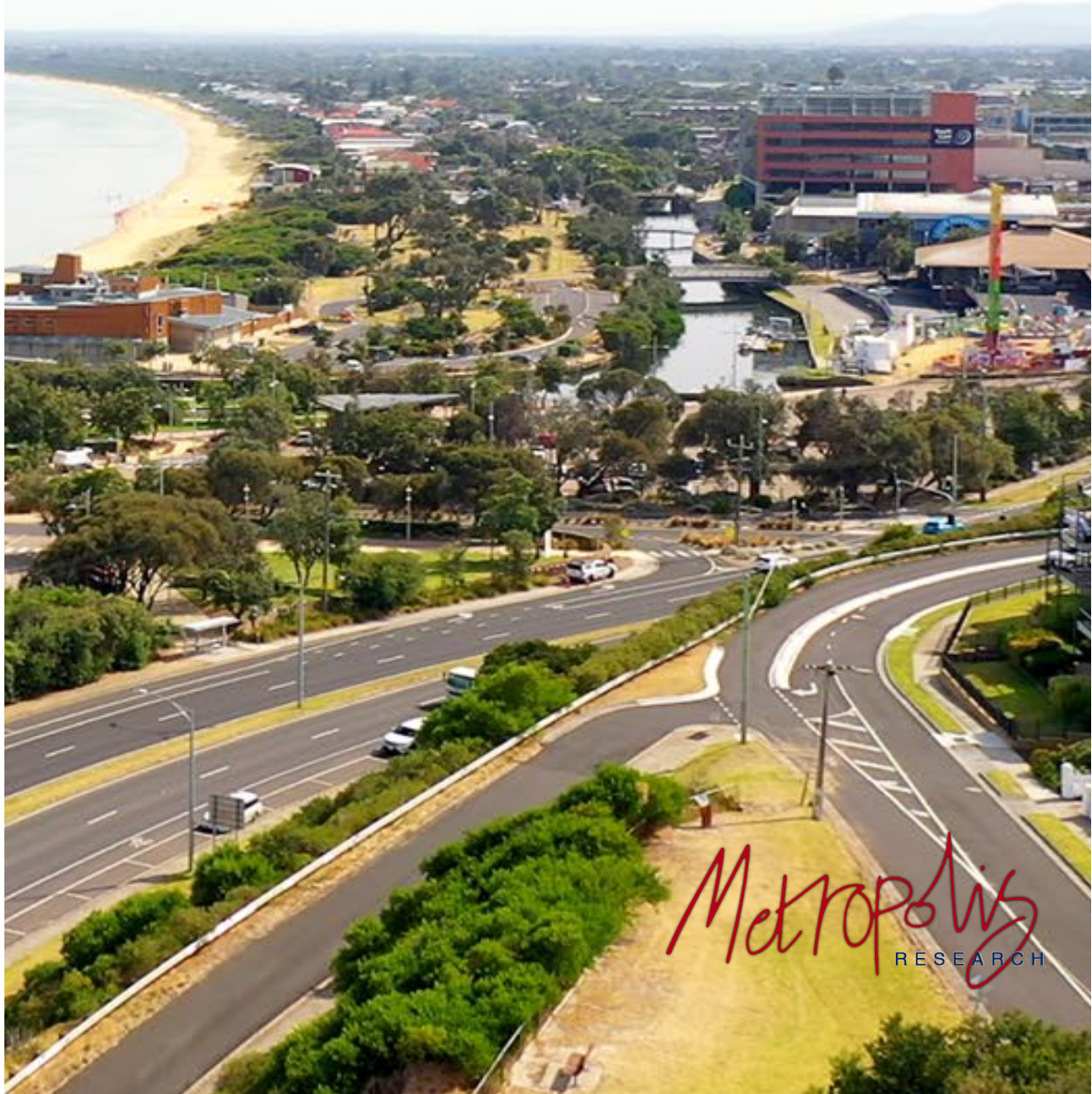
**Frankston City**



**Frankston City Council**

**2023 Annual Community Satisfaction Survey**

**June 2023**



Frankston City Council – 2023 Annual Community Satisfaction Survey

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## Executive summary

Metropolis Research conducted this, Council’s third independent *Annual Community Satisfaction Survey*, as a door-to-door, face-to-face interview style survey, over four weekends in May 2023. This is the same method as used in 2022, after completing the 2021 survey as a random sample telephone survey due to COVID-19.

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

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 2023**

The key finding from the 2023 survey was that satisfaction with the overall performance of Frankston City was 7.0 out of 10 (down 1%), but remains at the metropolitan Melbourne average, and most importantly, remains 11% above the long-term average since 2012. This is an improvement of 29% from the most recent low point of 5.5 recorded back in 2018.

All the other broad areas of performance improved this year, including customer service (up 6%), planning and development (up 3%), governance and leadership (up 2%), and average satisfaction with services and facilities (up 1%).

The services that reported the largest improvements in satisfaction were public toilets (up 8% to 7.1) and the local library (up 6% to 8.7). The only service to record a measurable decline in satisfaction was the maintenance and repair of sealed local roads (down 5% to 6.9).

The most encouraging result this year was that Frankston City has consolidated the substantial 10% increase in satisfaction with governance and leadership recorded last year, to now be 13% above the 2021 result, and significantly higher than previous years. This clearly reflects well on the performance of the Frankston City Council, including elected Councillors.

The services of most concern remain planning applications (14% dissatisfied), sealed local roads (13%), public toilets (12%), the *Frankston City News* (10%), parking enforcement (10%), and Council support for local business (8%), although they all remain at “good” levels.

The perception of safety in Frankston City remains of some concern, with respondents in Frankston City feeling an average eight percent less safe in the public areas of the municipality at night than the metropolitan average, with 19% feeling “unsafe” in public areas at night, with female respondents feeling an average 10% less safe at night than male respondents.



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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 declined marginally this year, down one percent to 7.0 out of 10, although it remains at a “good” level of satisfaction.

This result was identical to the metropolitan Melbourne (7.0), and marginally higher than the southeastern region councils’ (6.9) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the random door-to-door methodology.

This result was comprised of 45% “very satisfied” and eight percent (up from 6%) “dissatisfied” respondents. There were more “very satisfied” respondents in Frankston City than the metropolitan Melbourne average (45% compared to 39%).

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

- ***Notably higher than average satisfaction*** – included respondents from Carrum Downs and Seaford, young adults (aged 18 to 34 years), multilingual households, rental households, new and newer residents (less than five years living in the municipality), two-parent families with children aged under five years, and one-parent families.
- ***Notably lower than average satisfaction*** – included respondents from Frankston South and Frankston North, middle-aged adults (aged 45 to 59 years), long-term residents (10 years or more in the municipality), and group households.

The most common reasons why 62 respondents were dissatisfied with Council’s overall performance related to some concerns around specific services (20 response), Council management, responsiveness, and governance (19 responses), rates and financial management (14 responses), communication and consultation (10 responses), planning and development (10 responses), and general negative statements (9 responses).

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.***

One-sixth (17% down from 21%) of respondents considered that Council’s [overall performance had improved](#) in the last 12 months, whilst six percent (down from 8%) considered that performance had deteriorated.



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Consistent with the result recorded last year, fewer respondents in Frankston City considered that Council’s overall performance had deteriorated in the last year than the metropolitan Melbourne average of 11%.

***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 (9%), improvements to Council’s governance, accountability, and management (3%), lower rates, fees, and charges (2%), and improvements to community safety and policing (1%). These results were consistent with those recorded in 2022.

***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 7.1, up two percent on last year’s score, and which remains a “good” level of satisfaction.

This result was two percent higher than the metropolitan Melbourne average (7.0), reflecting a substantial increase in Council performance in this area over the last two years, from well below the metropolitan Melbourne average, to marginally above it.

Respondents rated as “good”, Council’s representation, lobbying, and advocacy (7.2 up from 7.1), performance making decisions in the interests of the community (7.2 up from 7.1), maintaining community trust and confidence (7.2 up from 7.1), responsiveness to local community needs (7.1 up from 7.0), and consultation and engagement (7.0 up from 6.9).

On average, respondents rated satisfaction with the other two aspects of Council meeting its responsibilities towards the environment (7.5 up from 7.5) and Council providing important infrastructure and services that meet community needs (stable at 7.3) at “very good” levels.

***Satisfaction with customer service***

In 2023, 29% (down from 30%) of respondents reported that they had contacted Council in the last 12 months, with more than half (52% down from 62%) contacting Council by telephone, and 18% (up from 13%) visiting in person.

Metropolis Research notes that these results appear to be returning to pre-pandemic pattern in terms of how residents contact Council.

The average satisfaction with the six included aspects of [customer service](#) was 7.7 out of 10, up six percent on the 2022 result, which largely reverses the eight percent decline recorded last year, and it is now at a “very good”, up from a “good” level of satisfaction.



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Satisfaction with customer service was notably (3%) higher than the metropolitan Melbourne average, based on the four of these six measures that were included in *Governing Melbourne*.

Satisfaction with staff understanding language needs (8.0 up from 7.5), and courtesy and professionalism (7.9 up from 7.5) both increased strongly to “excellent” levels, with satisfaction with the provision of accurate information (7.6 up from 7.0), care and attention to enquiry (7.6 up from 7.2), and overall satisfaction with the customer service experience (7.6 up from 7.1) all up strongly and all were rated as “very good”.

Satisfaction with the speed and efficiency of service recorded the lowest satisfaction at 7.2 (up from 6.9), although it remains at a “good” level, and with 62% “very satisfied” and eight percent “dissatisfied”.

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

***Planning and housing development***

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

Satisfaction with the design of public spaces (7.7 up from 7.5), the protection of local heritage and sites of significance (7.5 up from 7.0), and the appearance and quality of new developments (7.5 up from 7.0) were all “very good”. This continues the trend of increasing satisfaction with planning and development outcomes in Frankston City in recent years, although it is noted that six percent (up from 3%) of respondents nominated building, housing, planning, and development as an issue to address for Frankston City this year.

Satisfaction with all three aspects remains measurably above the metropolitan average.

Satisfaction with planning for population growth ‘by all levels of government’ increased notably again this year, up four percent 7.1 (up from 6.8), although it remains at a “good” level. This result was notably higher than the metropolitan Melbourne (6.8) and measurably higher than the southeastern region councils’ (6.6) average.

***Housing availability and affordability***

Respondents were asked to rate their satisfaction with two aspects of [housing](#); the availability of housing that meets the needs of the community (6.8 up from 6.5 or “good”) and the affordability of housing (stable at 6.0 or “solid”). It is noted that respondents from rental households were measurably less satisfied with housing affordability and availability than those from homeowners or mortgagor households.

***Importance of and satisfaction with Council services and facilities***

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



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

The most important services were the four kerbside collection services (weekly garbage, fortnightly recycling, food and garden waste, and hard rubbish collection services), services for seniors, and services for people with disability.

The average satisfaction with the 32 included Council provided services increased marginally but not measurably this year up one percent to 7.8, and which is an “excellent”, up from a “very good” level of satisfaction.

Satisfaction with services and facilities in Frankston City was somewhat higher than the metropolitan Melbourne average satisfaction with 28 of these 32 services and facilities of 7.6.

The services and facilities with measurably higher than average Frankston satisfaction were the weekly garbage collection, local library, food and garden waste collection, fortnightly recycling collection, aquatic and leisure centres, sports ovals, the recycling and recovery centre, arts and cultural events, programs, and activities, and the hard rubbish collection. These were generally consistent with the results recorded last year.

The services and facilities with the lowest satisfaction scores include planning applications (6.7, 14% dissatisfied), the maintenance and repair of sealed local roads (6.9, 13%), public toilets (7.1, 12%), the *Frankston City News* (7.1, 10%), parking enforcement (7.2, 10%), and Council support for local business (7.2, 8%). These services all received a “good” level of satisfaction.

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

***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 traffic management (12% up from 9%), safety, policing, and crime related issues (11% up from 8%), roads maintenance and repairs including roadworks (8% up from 5%), car parking (7% up from 6%), parks, gardens, and open spaces (6% up from 4%), and building, housing, planning, and development (6% up from 3%).

The issues most negatively related to overall performance for those raising them were planning and building, cleanliness, rubbish and waste, Council rates, fees, and charges, parks and gardens, safety, policing and crime (nominated by 91 respondents or 11%), and drains maintenance and repairs. Most were raised by only a small number of respondents.



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***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 (8.0 down from 8.2), in parks and open spaces (stable at 7.8), at the beach and foreshore (7.7 down from 7.8), in and around their local shopping area (7.7 down from 7.8), at Bayside shopping area (7.5 down from 7.6), at Wells Street Entertainment Precinct (stable at 7.4), travelling on / waiting for public transport (7.2 up from 7.0), and in the public areas of the municipality at night (6.5 up from 6.4).

One-fifth (19% down from 20%) of respondents felt “unsafe” in the public areas of the municipality at night, with female respondents feeling 10% less safe than male respondents, down from a 14% difference recorded back in 2021.

Respondents’ perception of their safety overall living in Frankston City was 7.7 (down 1% from 7.8), including 63% who felt “very safe” and four percent (up from 3%) who felt “unsafe” overall living in Frankston City.

Metropolis Research notes that respondents in Frankston City, on average, felt eight percent less safe at night, six percent less safe during the day, and five percent less safe in and around the local shopping area, and travelling on or waiting for public transport than the metropolitan Melbourne average perception of safety. This is consistent with the fact that 11% of respondents in Frankston City nominated safety, policing and crime issues, more than double the metropolitan Melbourne average of five percent.

Concerns about various types of people” (27%), and drugs and alcohol (22%) were the most common reasons why respondents felt unsafe in the public areas of Frankston City, followed by concerns about crime and perceived lack of adequate policing (13%) and concerns around the perception of safety at night and lighting issues (13%).

***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” (8.0 up from 7.9) recording the highest average agreement, marginally higher than the other statements.

On average, respondents strongly agreed that Frankston City is an “age-friendly” (stable at 7.8), and “child-friendly” (stable at 7.8) community, could turn to neighbours for help (stable at 7.8), is welcoming and supportive of diverse cultures (7.7 up from 7.6), is a vibrant, accessible, and engaging community (7.6 up from 7.5), is accessible and inclusive for people with disability (stable at 7.6), were satisfied with travel options (stable at 7.6), and feel part of the local community (7.5 up from 7.3). Five percent (down from 7%) of respondents providing a score did not feel part of their local community.





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## Introduction

Metropolis Research Pty Ltd was commissioned by Frankston City Council to undertake this, its third 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 2023 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.



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### **Methodology and response rate**

The survey was conducted as a door-to-door interview style survey of 801 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted over four weekends in May 2023.

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

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

The sample was pre-weighted by suburb / locality population to ensure that each of the 16 suburbs / localities contributed proportionally to the overall municipal result. The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the Frankston community, as reported in the 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 3,321 households were approached to participate in the survey. Of these households, 1,548 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

A total of 972 refused the offer to participate in the research and 801 completed the survey.

This provides a response rate of 45%, which is up on the 39% recorded last year using the same door-to-door methodology, and 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 801 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.



Frankston City Council – 2023 Annual Community Satisfaction Survey

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## **Governing Melbourne**

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2023.

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.



Frankston City Council – 2023 Annual Community Satisfaction Survey

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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.



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### Council’s overall performance

Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (“overall performance”) declined marginally, but not measurably this year, down one percent to 7.0, although it remains at a “good” level of satisfaction.

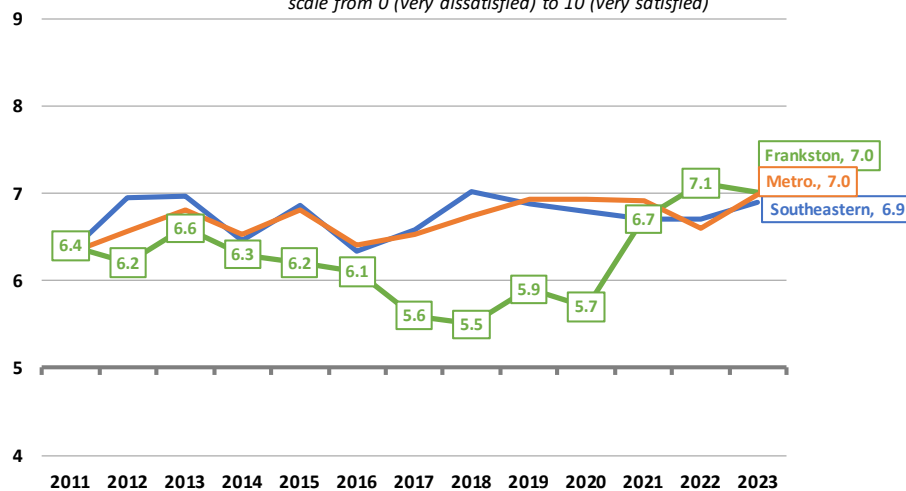
This result represents a marginal decline from the historically high result of 7.1 recorded last year, but satisfaction remains measurably and significantly (11%) above the long-term average satisfaction since 2011 of 6.3, which is a “solid” level.

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

By way of comparison, satisfaction with Frankston City Council’s overall performance was identical to the metropolitan Melbourne (7.0) average and just marginally above the southeastern region councils (6.9) average. These comparison results were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

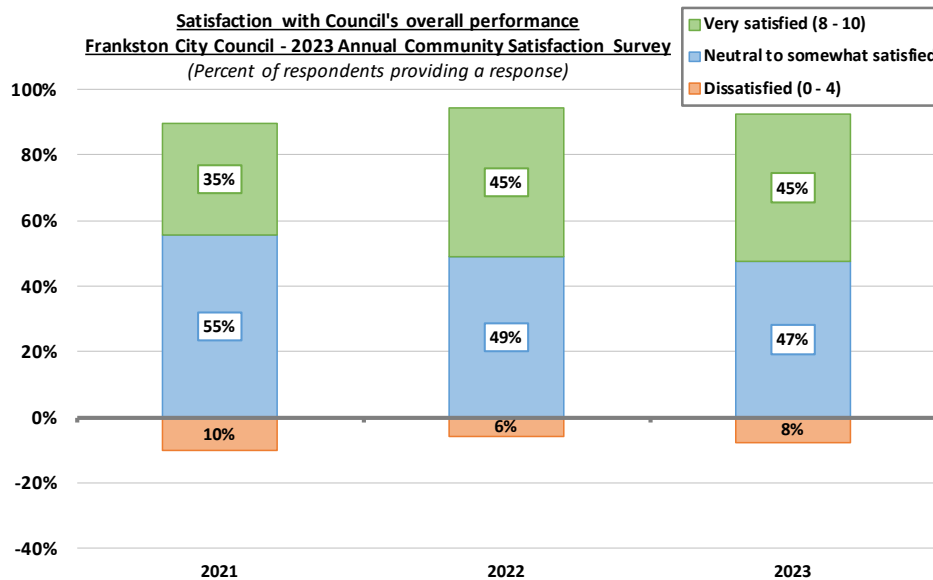
**Satisfaction with Council's overall performance**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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 (45%) of the respondents who provided a satisfaction score were “very satisfied” with Council’s overall performance, whilst eight percent (up from six percent) were “dissatisfied”.



There was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality.

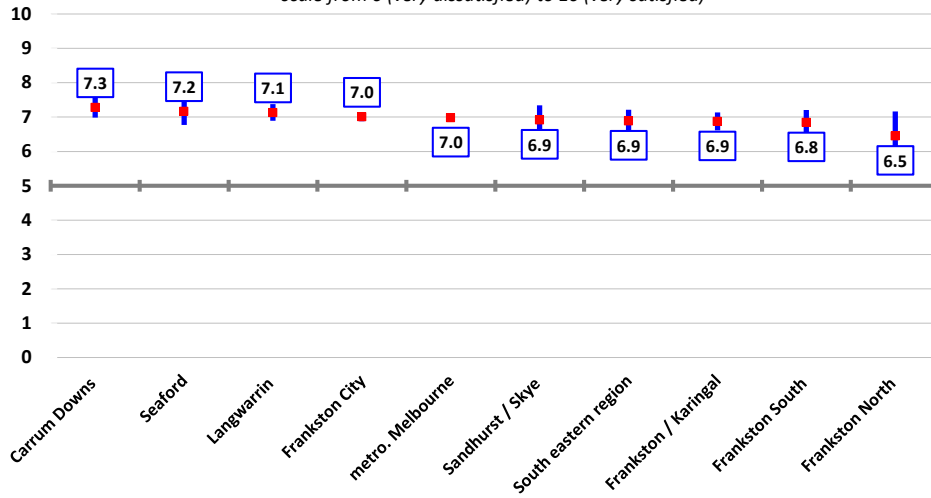
It is noted, however, that:

- **Carrum Downs** - respondents were somewhat more satisfied than average and at a “very good” rather than a “good” level of satisfaction.
- **Frankston North** – respondents were notably less satisfied than average, although not measurably lower and still at a “good” level of satisfaction.



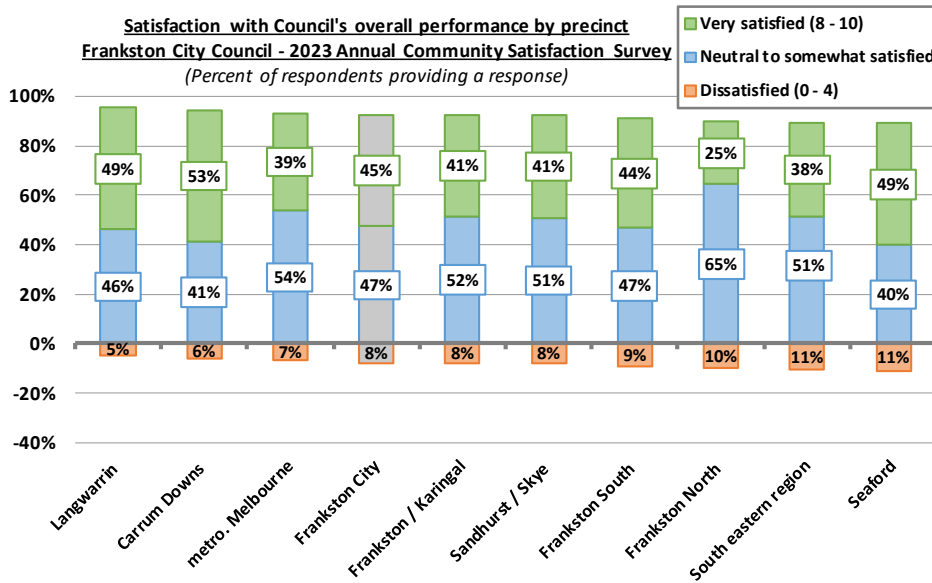
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with Council's overall performance by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that more than half of the Carrum Downs respondents were “very satisfied” with Council’s overall performance, whilst 10% of respondents from Frankston North and 11% from Seaford were “dissatisfied”.

**Satisfaction with Council's overall performance by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Percent of respondents providing a response)



Frankston City Council – 2023 Annual Community Satisfaction Survey

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### ***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 of note observed, as follows:

- ***Notably higher than average satisfaction*** – included young adults (aged 18 to 34 years), multilingual households, rental households, new and newer residents (less than five years living in the municipality), two-parent families with children aged under five years, and one-parent families.
- ***Notably lower than average satisfaction*** – included middle-aged adults (aged 45 to 59 years), long-term residents (10 years or more in the municipality), and group households.

Metropolis Research notes that this basic pattern of satisfaction by respondent profile is consistent with results observed previously in Frankston City, but also more broadly across metropolitan Melbourne over many years.

Younger respondents and to a lesser extent 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.

It is noted that the slightly lower than average satisfaction by the 80 group household respondents was somewhat unusual in the wider metropolitan Melbourne context.

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.

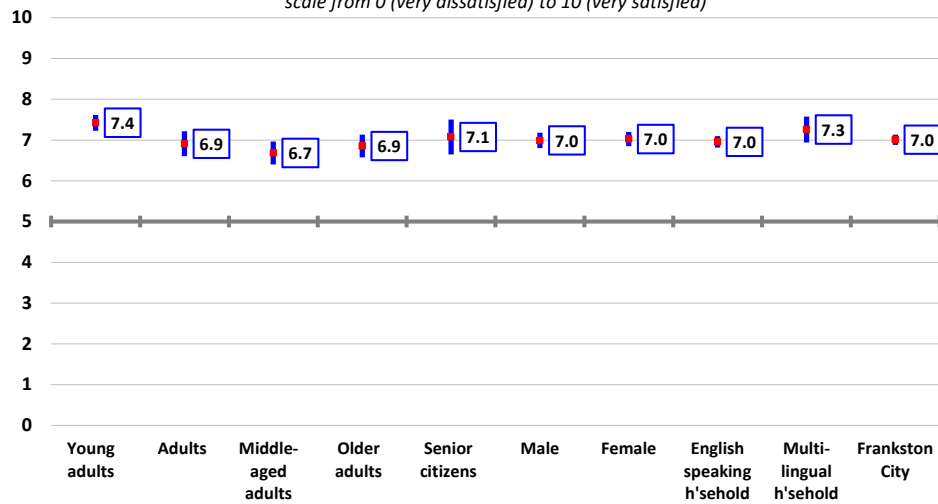
Metropolis Research does note that there were substantially more group households in the sample from Frankston City than is typically observed elsewhere across metropolitan Melbourne, perhaps reflecting a somewhat different socio-economic profile. Whilst almost half of the 80 group households were aged under 35 years, one-quarter were aged 45 years and over.





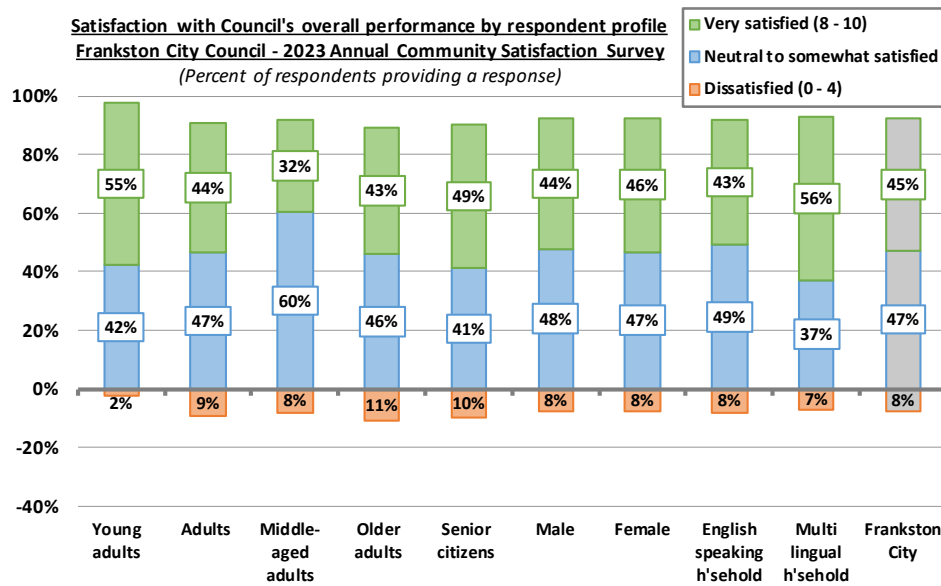
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with Council's overall performance by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



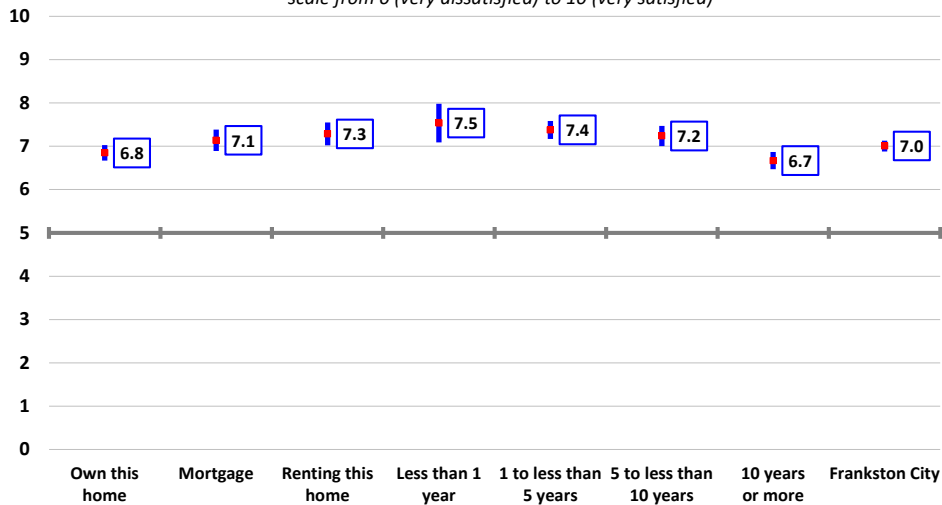
It is noted that more than half of the young adults (aged 18 to 34 years) and respondents from multilingual households were “very satisfied” with Council’s overall performance, whilst 11% of older adults and 10% of senior citizens were “dissatisfied”.

**Satisfaction with Council's overall performance by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Percent of respondents providing a response)



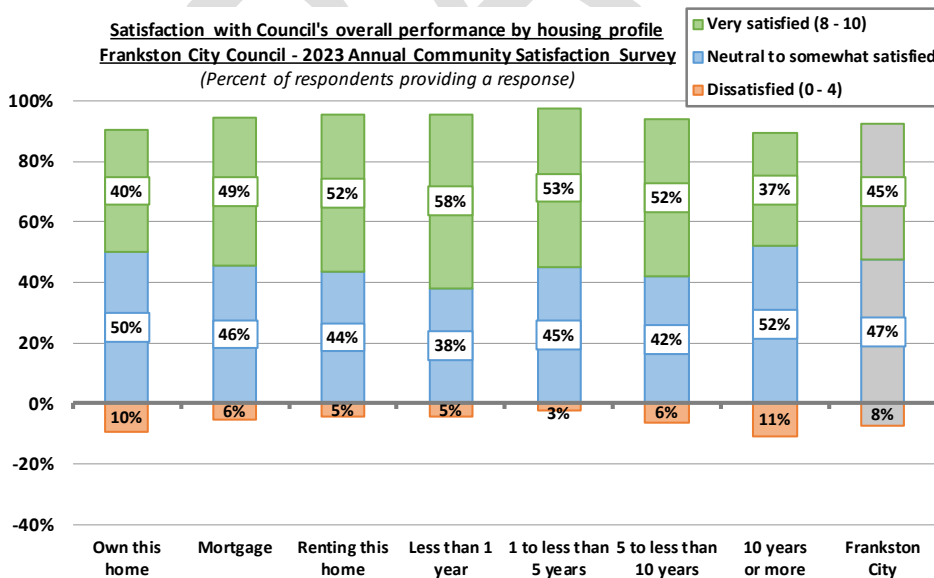
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with Council's overall performance by housing profile**  
Frankston City Council - 2023 Annual Community Satisfaction Survey  
scale from 0 (very dissatisfied) to 10 (very satisfied)



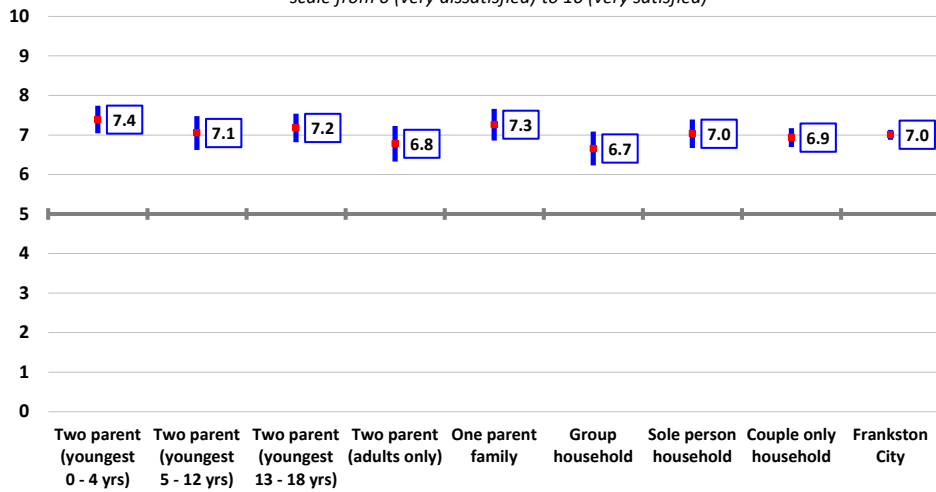
It is noted that more than half of the rental household respondents, and respondents who had lived in Frankston City for less than 10 years were “very satisfied”, whilst 10% of homeowners and 11% of long-term residents (10 years or more in Frankston City) were “dissatisfied” with Council’s overall performance.

**Satisfaction with Council's overall performance by housing profile**  
Frankston City Council - 2023 Annual Community Satisfaction Survey  
(Percent of respondents providing a response)



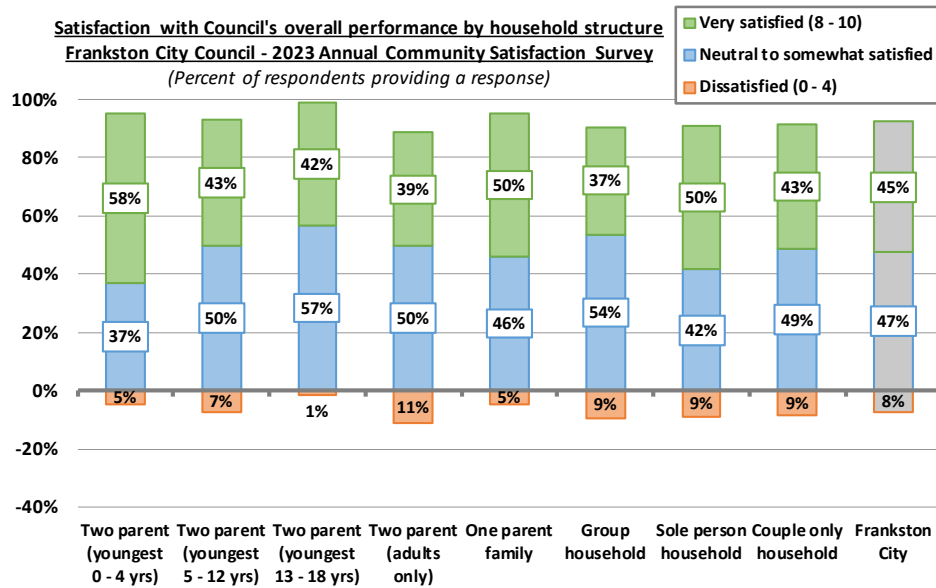
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with Council's overall performance by household structure**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that at least half of the two-parent families with young children, one parent families, and sole person households were “very satisfied”, whilst 11% of two-parent families with adult children only were “dissatisfied” with Council’s overall performance.

**Satisfaction with Council's overall performance by household structure**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Percent of respondents providing a response)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**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 (7.0), as well as a comparison to the 303 respondents who did not nominate any issues to address (7.3)

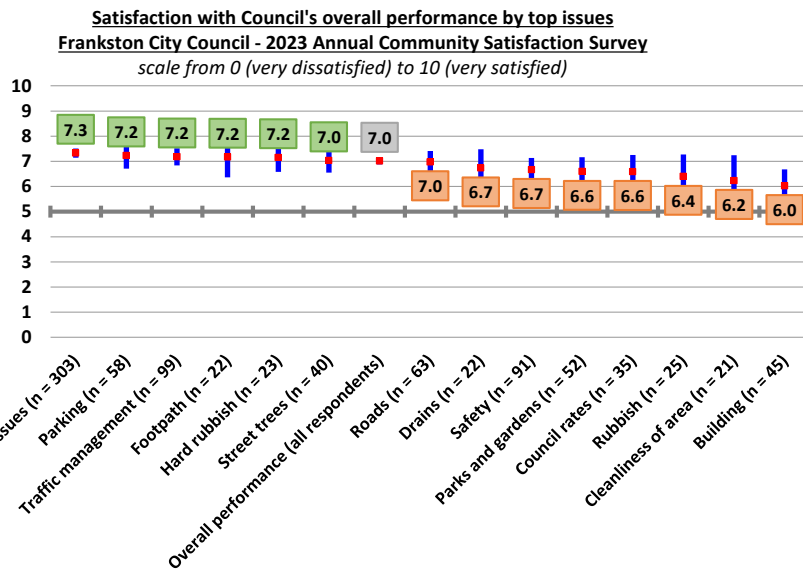
The detailed analysis of the top issues to address in Frankston City ‘at the moment’ is discussed in the [Current Issues for the City of Frankston](#) section of this report.

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 are likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

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

The 303 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.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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, planning and development, cleanliness, rubbish and waste issues, Council rates, parks and gardens, safety, and drains maintenance and repairs.

These results strongly 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 graph 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.

**Top issues for Frankston of respondents' dissatisfied with overall performance**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents who dissatisfied with overall performance)*

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Building, planning, housing and development	11	19%	6%
Safety, policing and crime	11	19%	11%
Parks, gardens and open spaces	7	12%	7%
Traffic management	7	12%	12%
Car parking	6	10%	7%
Council governance, accountability, leadership	6	10%	2%
Council rates	4	7%	4%
Roads maintenance and repairs	4	7%	8%
Cost of living	3	5%	1%
Public transport	3	5%	2%
Promote or improve community atmosphere	3	5%	1%
Shops, restaurants, bars and entertainment venues issues	3	5%	3%
Drains maintenance and repairs	2	3%	3%
Cleanliness and maintenance of area	2	3%	3%
Communication, consultation, provision of information	2	3%	2%
All other issues (23 separately identified issues)	32	55%	49%
<b>Total responses</b>	<b>106</b>		<b>957</b>
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>46 (78%)</i>		<i>498 (62%)</i>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

The two issues that dissatisfied respondents were not more likely to nominate were traffic management and roads. This does reinforce the fact that roads and traffic management do not appear to be significant negative influences on satisfaction with Council’s overall performance, despite the fact that eight percent of respondents nominated roads maintenance and repair related issues as a top three issue.

Metropolis Research draws particular attention to planning and development issues, as well as safety, policing, and crime issues, issues with parks and gardens, and issues with Council’s governance, accountability, and leadership.

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 (7.0), with most reporting “poor” to “extremely 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.

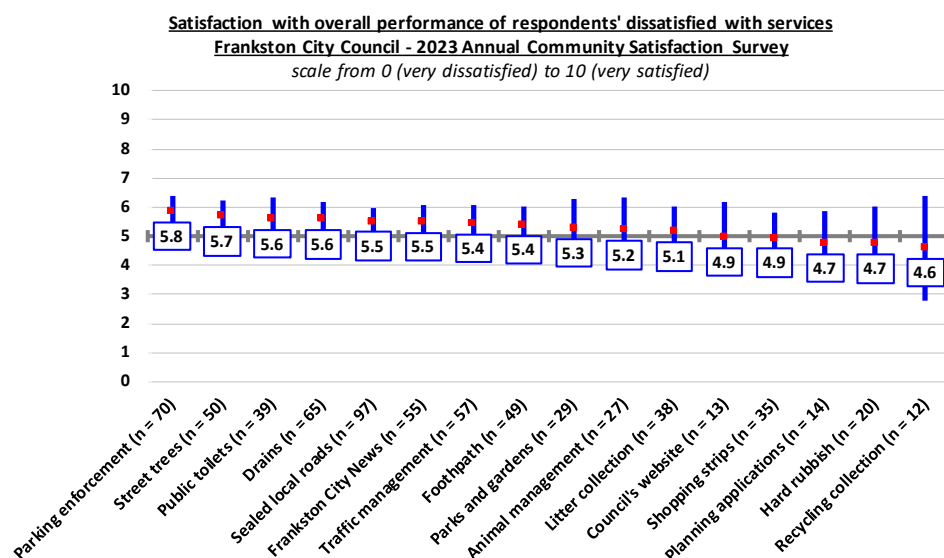
This reflects the fact that some (a small number) of respondents were dissatisfied with Council’s performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.



*Frankston City Council – 2023 Annual Community Satisfaction 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 the website, maintenance and cleaning of shopping strips, planning applications, hard rubbish and recycling. Respondents who were dissatisfied with these services, on average, rated satisfaction with Council’s overall performance at “extremely poor” levels.



**Reasons for dissatisfaction with Council’s overall performance**

Respondents dissatisfied with Council’s overall performance were asked:

*“If satisfaction with Council’s overall performance rated less than 6, why do you say that?”*

There were 94 comments received from respondents who were not satisfied with Council’s overall performance.

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



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There were five areas of concern raised by respondents who were not satisfied with Council’s overall performance, including a range of specific services and facilities (including waste, drains, footpaths, graffiti removal, and others), Council’s governance, management, and responsiveness related concerns, concerns about Council rates, fees, and charges, the perception of communication and consultation, and concerns around planning and development.

These issues have been consistently raised by the relatively small proportion of respondents who were not satisfied with Council’s overall performance.

**Reasons for dissatisfaction with overall performance**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents rating satisfaction less than five)*

Reason	2023		2022	2021
	Number	Percent		
Council services and facilities	20	21.3%	8.0%	3.4%
Council governance, management and responsiveness	19	20.2%	12.6%	27.6%
Rates and financial management	14	14.9%	13.8%	19.0%
Communication and consultation	10	10.6%	32.2%	12.1%
Planning and development	10	10.6%	2.3%	6.9%
General negative	9	9.6%	18.4%	20.7%
Roads, traffic and parking	5	5.3%	3.4%	5.2%
General neutral	2	2.1%	n.a.	n.a.
General positive	2	2.1%	n.a.	n.a.
Safety, policing, drugs and alcohol	1	1.1%	5.7%	0.0%
Other	2	2.1%	3.4%	5.2%
<b>Total comments</b>	<b>94</b>	<b>100%</b>	<b>87</b>	<b>58</b>

**Change in Council’s overall performance**

Respondents were asked:

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

In 2023, 17% (down from 21%) of respondents reported that they believed that Council’s overall performance had improved in the last 12 months, whilst six percent (down from eight percent) reported that they thought it had deteriorated.

These results are consistent with the metropolitan Melbourne and southeastern region councils’ results, as recorded in *Governing Melbourne* conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Change in overall performance**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

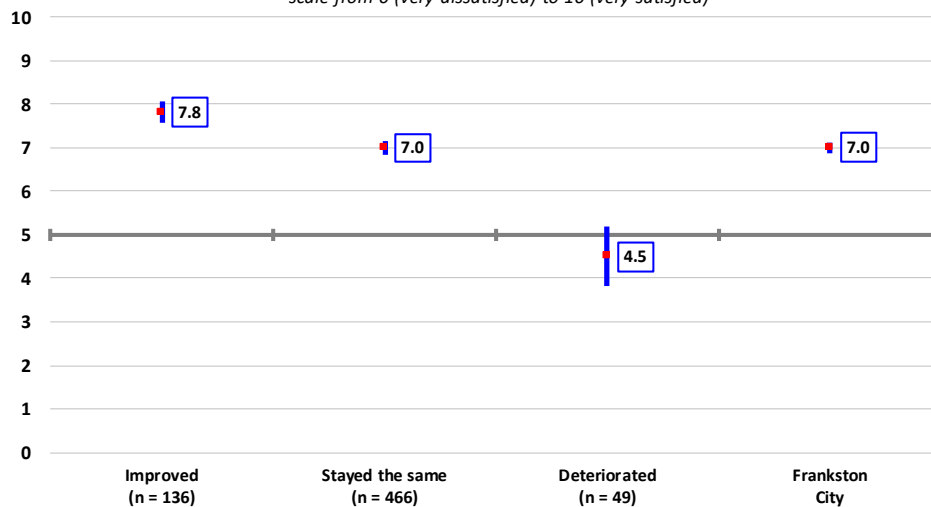
Response	2023		2022	2021
	Number	Percent		
Improved	137	17%	21%	16%
Stayed the same	476	59%	44%	57%
Deteriorated	49	6%	8%	7%
Can't say	139	17%	27%	21%
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>803</b>	<b>811</b>

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 an “excellent” level of satisfaction.

The 49 respondents who considered that Council’s overall performance had deteriorated in the last 12 months rated satisfaction with overall performance at just 4.5 out of 10, which is an “extremely poor” level of satisfaction.

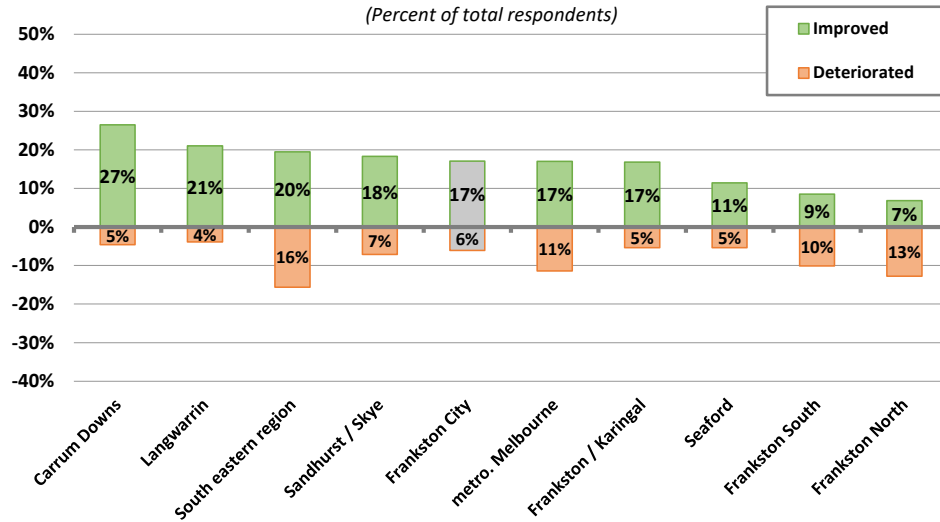
**Satisfaction with Council's overall performance by change in overall performance**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Frankston City Council – 2023 Annual Community Satisfaction Survey

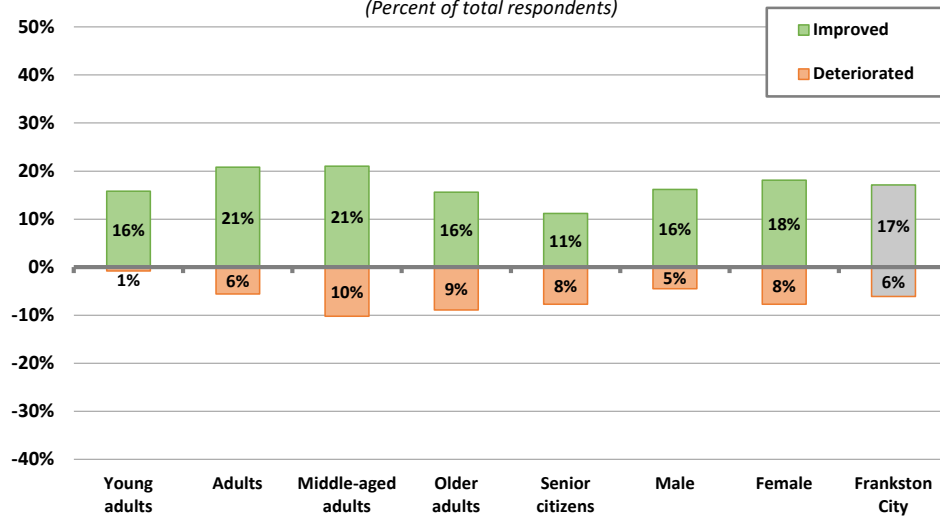
There was some notable variation in this result observed across the municipality. Respondents from Carrum Downs were measurably more likely than average to consider that performance had improved in the last 12 months, whilst respondents from Frankston North were notably more likely to consider that performance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

**Change in Council's overall performance by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Percent of total respondents)



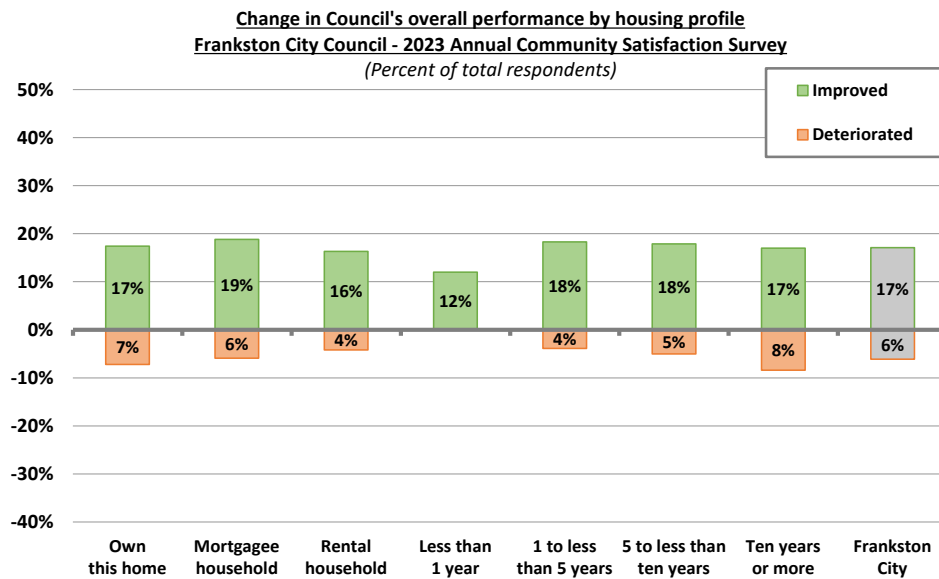
There was relatively little meaningful variation in this result observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were the most likely to have a view on the change in Council's overall performance.

**Change in Council's overall performance by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Percent of total respondents)



Frankston City Council – 2023 Annual Community Satisfaction Survey

There was no significant variation in this result observed by housing situation or period of residence in the municipality, although it is noted that rental household respondents were the least likely to consider that overall performance had deteriorated.



**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 2023, asked in an open-ended question, what was the most important think Frankston City should do to improve its performance. One-third 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 9% (down from 10%) 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.



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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 (e.g., the website, the *Frankston City News*) and communication and consultation performance (7.0) was poor, with all these receiving “good” levels of satisfaction.

Other improvements confirm the findings from other results in the survey, including some concerns around Council’s governance, leadership, accountability performance, some concerns around the perception of safety, and some concerns around planning.

**Most important thing Frankston City should do to improve its performance**

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

*(Number and percent of total respondents)*

Response	2023		2022
	Number	Percent	
Better / more communication, consultation and engagement	76	9%	10%
Better Council governance, accountability, management	22	3%	3%
Cheaper rates / fees	15	2%	2%
Better / more safety and policing	11	1%	2%
Better / more / cheaper / free parking	9	1%	1%
Better / more roads maintenance and repairs	9	1%	2%
Better building, housing, planning and development issues	9	1%	2%
Look after the community / needs	9	1%	0%
Better / more shops, restaurants, bars, entertainment venues	8	1%	0%
Better traffic management	8	1%	1%
Better / more cleanliness and maintenance of area	6	1%	1%
Better financial management / review	5	1%	1%
Better / more infrastructure / amenities	4	0%	1%
Better customer service / responsiveness	4	0%	1%
Better housing availability / affordability	4	0%	0%
Drug and alcohol issues	4	0%	0%
More parks, gardens and open spaces	4	0%	0%
Better / more activities and facilities for children	3	0%	0%
Better / more beautification of area / liveability	3	0%	0%
Better / more rubbish and waste issues inc garbage	3	0%	0%
Better / more services and facilities for the elderly	3	0%	0%
Better services for homeless / beggars	3	0%	1%
Increase diversity / multicultural services	3	0%	0%
Better / more community facilities	2	0%	0%
Better / more lighting	2	0%	0%
Better / more maintenance of street trees	2	0%	0%
Better / more public transport	2	0%	0%
Better / more street cleaning and maintenance	2	0%	0%
Better footpath maintenance and repairs	2	0%	0%
Better provision and maintenance of bikes, cycling / walking tracks	2	0%	0%
Better schools / education	2	0%	0%
Environment, conservation, sustainability, climate change	2	0%	0%
All other improvements (19 separately identified improvements)	18	2%	3%
No improvement	540	67%	59%
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>803</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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***Most important thing to improve performance by precinct***

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

There was relatively little notable variation observed, although it is noted that respondents from Sandhurst / Skye (21%), Frankston North (26%), and respondents from multilingual households (16%) were notably more likely than average to nominate more or better communication and consultation.

**Most important thing Frankston City should do to improve its performance by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Carrum Downs</i>		<i>Seaford</i>	
Cheaper rates / fees	6%	Better / more communication, consultation	10%
Better / more communication, consultation	6%	Better Council governance, accountability	5%
Better Council governance, accountability	2%	Better traffic management	3%
Better / more safety and policing	2%	Cheaper rates / fees	2%
Better / more cleanliness and maintenance	2%	Increase diversity / multicultural services	2%
Better / more children activities / facilities	2%	Better / more / cheaper / free parking	2%
More parks, gardens and open spaces	2%	Better / more community facilities	1%
Better / more / cheaper / free parking	2%	More parks, gardens and open spaces	1%
Better financial management / review	2%	Better / more safety and policing	1%
Better building, housing, planning, develop.	1%	Better building, housing, planning, develop.	1%
All other improvements	11%	All other improvements	4%
No improvement	62%	No improvement	70%
<b>Total</b>	<b>131</b>	<b>Total</b>	<b>98</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Langwarrin</b>		<b>Sandhurst / Skye</b>	
Better / more communication, consultation	3%	Better / more communication, consultation	21%
Better / more roads maintenance	3%	Better / more rubbish and waste issues	3%
Better housing availability / affordability	2%	Better / more cleanliness / maint. of area	2%
Better / more / cheaper / free parking	2%	Better / more lighting	2%
Better / more shops, restaurants, bars	2%	Look after the community / needs	2%
Drug and alcohol issues	1%	Better traffic management	2%
More / better youth activities and services	1%	Better / more roads maintenance	1%
Better building, housing, planning, develop.	1%	Better / more seniors services / facilities	1%
Better / more safety and policing	1%	Better / more enforcement of local laws	1%
Better / more street cleaning / maintenance	1%	Better building, housing, planning, develop.	1%
All other improvements	8%	All other improvements	3%
No improvement	77%	No improvement	59%
<b>Total</b>	<b>146</b>	<b>Total</b>	<b>77</b>

<b>Frankston South</b>		<b>Frankston North</b>	
Better / more communication, consultation	11%	Better / more communication, consultation	26%
Look after the community / needs	3%	Better Council governance, accountability	12%
Better Council governance, accountability	2%	Better / more / cheaper / free parking	3%
Cheaper rates / fees	2%	Better / more safety and policing	3%
Better / more maintenance of street trees	2%	Better customer service / responsiveness	2%
Better / more shops, restaurants, bars	1%	Better / more community support	2%
Better prov. / maint. of cycling / walking	1%	Better / more shops, restaurants, bars	2%
Better building, housing, planning, develop.	1%	No improvement	49%
Better / more safety and policing	1%		
Better / more beautification of area / liveab	1%		
All other improvements	3%		
No improvement	73%		
<b>Total</b>	<b>101</b>	<b>Total</b>	<b>35</b>

<b>Frankston / Karingal</b>		<b>Frankston City</b>	
Better / more communication, consultation	8%	Better / more communication, consultation	9%
Better Council governance, accountability	3%	Better Council governance, accountability	3%
Better / more safety and policing	2%	Cheaper rates / fees	2%
Better building, housing, planning, develop.	2%	Better / more safety and policing	1%
Better / more shops, restaurants, bars	2%	Better / more / cheaper / free parking	1%
Cheaper rates / fees	2%	Better / more roads maintenance	1%
Better financial management / review	1%	Better building, housing, planning, develop.	1%
Look after the community / needs	1%	Look after the community / needs	1%
Better services for homeless / beggars	1%	Better / more shops, restaurants, bars	1%
Better / more roads maintenance	1%	Better traffic management	1%
All other improvements	10%	All other improvements	11%
No improvement	68%	No improvement	67%
<b>Total</b>	<b>212</b>	<b>Total</b>	<b>801</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

*(Number and percent of total respondents)*

<b>Male</b>		<b>Female</b>	
Better / more communication, consultation	10%	Better / more communication, consultation	9%
Better Council governance, accountability	3%	Better Council governance, accountability	3%
Cheaper rates / fees	3%	Better / more safety and policing	2%
Better / more shops, restaurants, bars	2%	Look after the community / needs	2%
Better / more cleanliness / maint. of area	2%	Better traffic management	2%
Better building, housing, planning, develop.	2%	Cheaper rates / fees	1%
Better / more / cheaper / free parking	1%	Better / more roads maintenance	1%
Better / more safety and policing	1%	Better financial management / review	1%
Better / more roads maintenance	1%	Better / more / cheaper / free parking	1%
Better / more children activities / facilities	1%	Better building, housing, planning, develop.	1%
All other improvements	11%	All other improvements	9%
No improvement	65%	No improvement	70%
<b>Total</b>	<b>382</b>	<b>Total</b>	<b>411</b>

<b>English speaking</b>		<b>Multi-lingual</b>	
Better / more communication, consultation	8%	Better / more communication, consultation	16%
Better Council governance, accountability	3%	Better / more safety and policing	3%
Cheaper rates / fees	2%	Cheaper rates / fees	2%
Look after the community / needs	1%	Better / more rubbish and waste issues	2%
Better / more safety and policing	1%	Better / more roads maintenance	2%
Better traffic management	1%	Better services for homeless / beggars	2%
Better building, housing, planning, develop.	1%	Better Council governance, accountability	2%
Better / more / cheaper / free parking	1%	Better / more / cheaper / free parking	2%
Better / more roads maintenance	1%	Better / more cleanliness / maint. of area	1%
Better / more shops, restaurants, bars	1%	Better / more lighting	1%
All other improvements	10%	All other improvements	11%
No improvement	69%	No improvement	57%
<b>Total</b>	<b>658</b>	<b>Total</b>	<b>128</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<i>Young adults (18 to 34 years)</i>		<i>Adults (35 to 44 years)</i>	
Better / more communication, consultation	9%	Better / more communication, consultation	7%
Cheaper rates / fees	2%	Better Council governance, accountability	3%
Better building, housing, planning, develop.	2%	Drug and alcohol issues	2%
Better / more / cheaper / free parking	2%	Better / more shops, restaurants, bars	2%
Better Council governance, accountability	2%	Better / more safety and policing	2%
Look after the community / needs	2%	Better customer service / responsiveness	2%
More parks, gardens and open spaces	1%	Look after the community / needs	2%
Better / more cleanliness / maint. of area	1%	Cheaper rates / fees	1%
Better / more children activities / facilities	1%	Better financial management / review	1%
Better / more safety and policing	1%	Better / more health and medical services	1%
All other improvements	7%	All other improvements	11%
No improvement	74%	No improvement	67%
<b>Total</b>	<b>232</b>	<b>Total</b>	<b>142</b>

<i>Middle aged adults (45 to 54 years)</i>		<i>Older adults (55 to 74 years)</i>	
Better / more communication, consultation	10%	Better / more communication, consultation	11%
Cheaper rates / fees	3%	Better Council governance, accountability	4%
Better / more safety and policing	3%	Cheaper rates / fees	2%
Better Council governance, accountability	3%	Better / more / cheaper / free parking	2%
Better / more roads maintenance	2%	Better traffic management	2%
Better / more elderly services and facilities	1%	Better / more infrastructure / amenities	1%
Better / more cleanliness / maint. of area	1%	Better housing availability / affordability	1%
Environment, conservation, sustainability	1%	Better building, housing, planning, develop.	1%
More / better youth activities / services	1%	Better / more safety and policing	1%
Better / more community facilities	1%	More parks, gardens and open spaces	1%
All other improvements	8%	All other improvements	12%
No improvement	66%	No improvement	63%
<b>Total</b>	<b>144</b>	<b>Total</b>	<b>213</b>

<i>Senior citizens (75 years and over)</i>		<i>Frankston City</i>	
Better / more communication, consultation	11%	Better / more communication, consultation	9%
Better services for homeless / beggars	3%	Better Council governance, accountability	3%
Look after the community / needs	3%	Cheaper rates / fees	2%
Better building, housing, planning, develop.	2%	Better / more safety and policing	1%
Better Council governance, accountability	2%	Better / more / cheaper / free parking	1%
Drug and alcohol issues	1%	Better / more roads maintenance	1%
Better / more roads maintenance	1%	Better building, housing, planning, develop.	1%
Better traffic management	1%	Look after the community / needs	1%
Better / more cleanliness / maint. of area	1%	Better / more shops, restaurants, bars	1%
Cheaper rates / fees	1%	Better traffic management	1%
All other improvements	8%	All other improvements	11%
No improvement	64%	No improvement	67%
<b>Total</b>	<b>68</b>	<b>Total</b>	<b>801</b>





Frankston City Council – 2023 Annual Community Satisfaction Survey

**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?”*

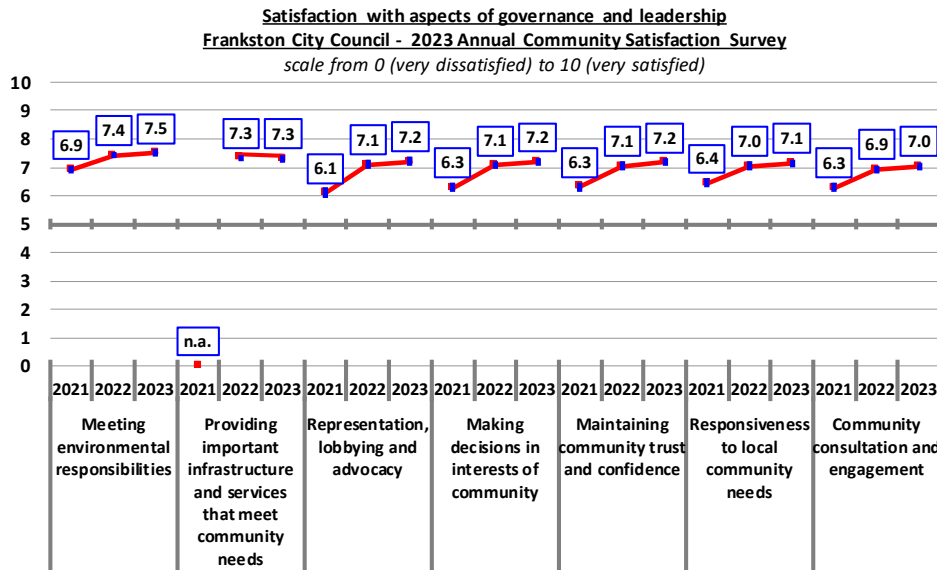
Respondents were again in 2023, asked to rate their satisfaction with seven aspects of governance and leadership, as outlined in the following graph.

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 7.1 out of 10 (up 2% from 7.0), or a “good” level of satisfaction. This result builds on the 12% increase recorded last year (up from “solid”). This was two percent higher than the metropolitan Melbourne average (7.0) and four percent higher than the southeastern region council’s average (6.9).

The measure Council meeting its environmental responsibilities is typically included as an individual service for this research and will be moved to that section of the survey in 2024. Satisfaction with this aspect also increased somewhat again this year, although it remains at a “very good” level.

Satisfaction with 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 remained stable at a “very good” level.

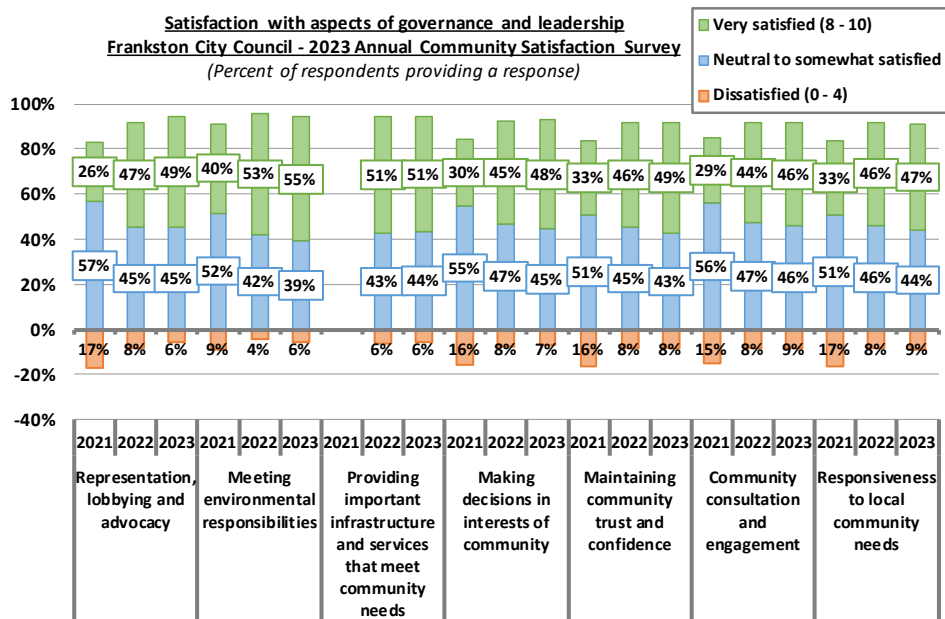


*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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 approximately half of the respondents providing a score were “very satisfied” with each of the seven aspects of governance and leadership, with most aspects reporting an increase in the proportion of “very satisfied” respondents this year.

No more than nine percent of respondents were “dissatisfied” with any of the seven aspects of governance and leadership this year, with nine percent “dissatisfied” with community consultation and engagement, and the responsiveness of Council to local community needs.



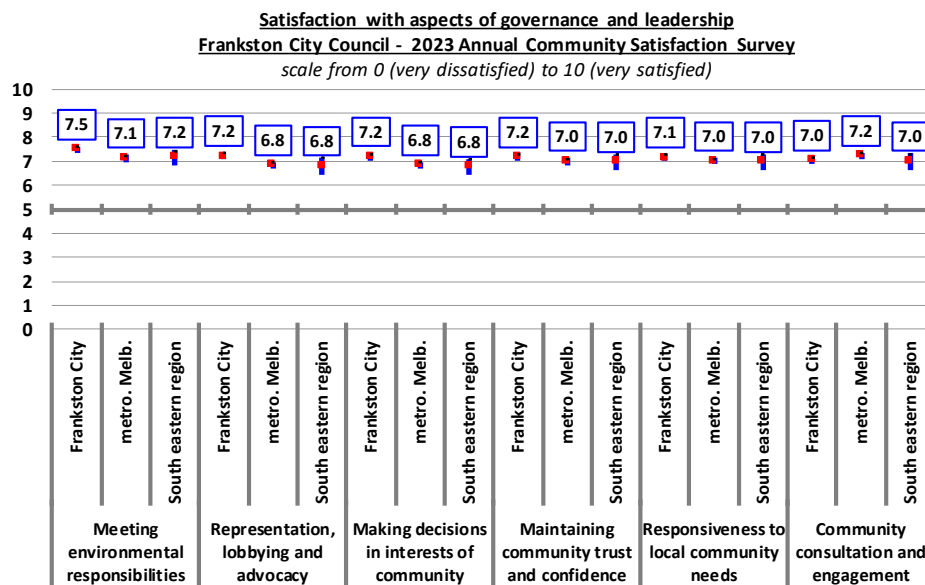
The following graph provides a comparison of satisfaction with six of the seven aspects of governance and leadership against the metropolitan Melbourne and southeastern region councils’ results, as recorded in the Governing Melbourne research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Satisfaction with five of the six aspects was somewhat higher in the City of Frankston than the metropolitan Melbourne average, and notably higher than the southeastern region councils’ average.

It is noted, however, that satisfaction with Council’s community consultation and engagement was two percent lower than the metropolitan Melbourne average.



Frankston City Council – 2023 Annual Community Satisfaction Survey



The following section provides a more detailed examination of satisfaction with these aspects of governance and leadership by precinct and by respondent profile.

Whilst there was some variation from aspect to aspect, in general terms, the following pattern of satisfaction was observed:

- **Typically more satisfied than average** – included respondents from Carrum Downs, Langwarrin, and Seaford, young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over), and female respondents.
- **Typically less satisfied than average** – included most notably respondents from Frankston North, but also to a lesser extent Frankston / Karingal, middle-aged and older adults (aged 45 to 74 years),

It was noted that satisfaction with aspects of governance and leadership did not vary substantially between respondents from English speaking households and respondents from multilingual households.

**Meeting responsibilities towards the environment**

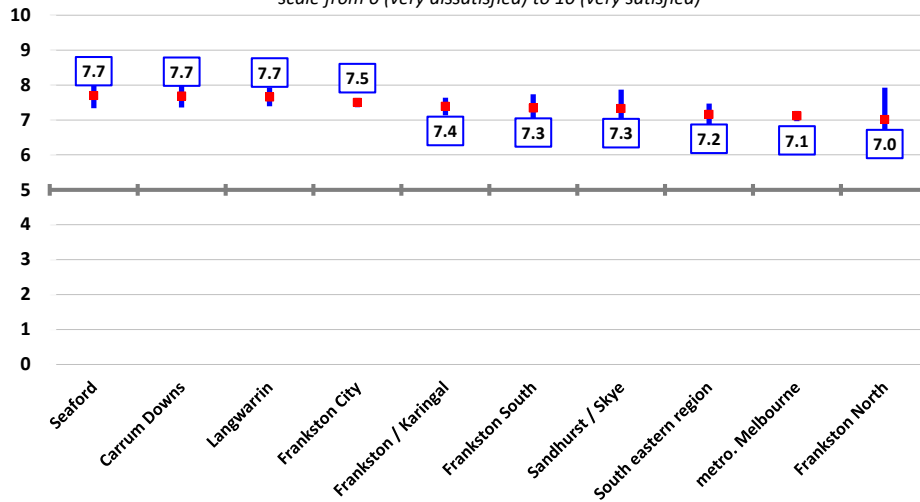
Satisfaction with Council’s performance meeting its responsibilities towards the environment increased marginally but not measurably this year, up one percent to 7.5, which remains a “very good” level of satisfaction.



Frankston City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with this aspect of performance observed across the municipality, it is noted that respondents from Frankston North were notably, but not measurably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

**Meeting responsibility towards the environment by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with Council meeting its responsibilities towards the environment observed by respondent profile.

**Meeting responsibility towards the environment by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There were 32 comments received from respondents who were not satisfied with Council’s performance meeting its responsibilities towards the environment.

The majority of these comments were relatively general in nature, reflecting the perception that Council was not doing enough, or they could do more / do better. There were also a range of specific issues raised, including recycling and over-development.

**Reasons for dissatisfaction with Council meeting its responsibilities towards the environment**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Not doing anything / enough	3
They can do more / better	3
Communication / transparency poor	2
High rise buildings planned on the beach side of highway / foreshore	2
I don't really know what they are doing	2
They need to do a lot more regarding recycling - recycling of soft plastics, proper information	2
Because I can	1
The Council is useless, not competent	1
Don't like the Council	1
More clean energy	1
No focus	1
Not enough rubbish bins around Ballam park	1
Overdevelopment of city centre	1
Pay less for what they provide	1
Picked up something from news on TV	1
Political bias and agenda	1
Potholes	1
Slow response to changing attitudes	1
They are passable	1
They do projects that may be interesting to the people and not what I want	1
They don't care	1
Too many trees	1
Too much focus on effort outside what the Council needs to focus on	1
When they are building, they don't care about environment	1
<b>Total</b>	<b>32</b>

***Community consultation and engagement***

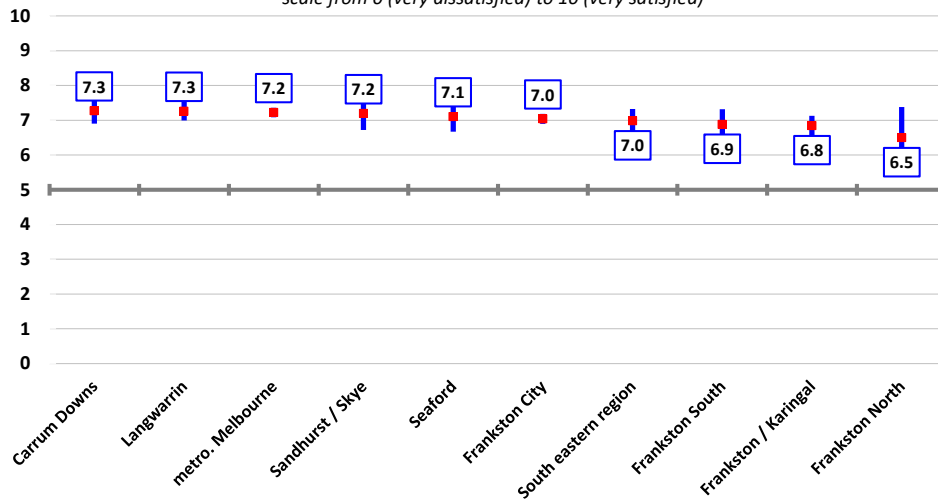
Satisfaction with Council’s community consultation and engagement performance increased somewhat, but not measurably this year, up two percent to 7.0, which remains a “good” level.

There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Carrum Downs and Langwarrin rated satisfaction at “very good” rather than “good” levels of satisfaction.



Frankston City Council – 2023 Annual Community Satisfaction Survey

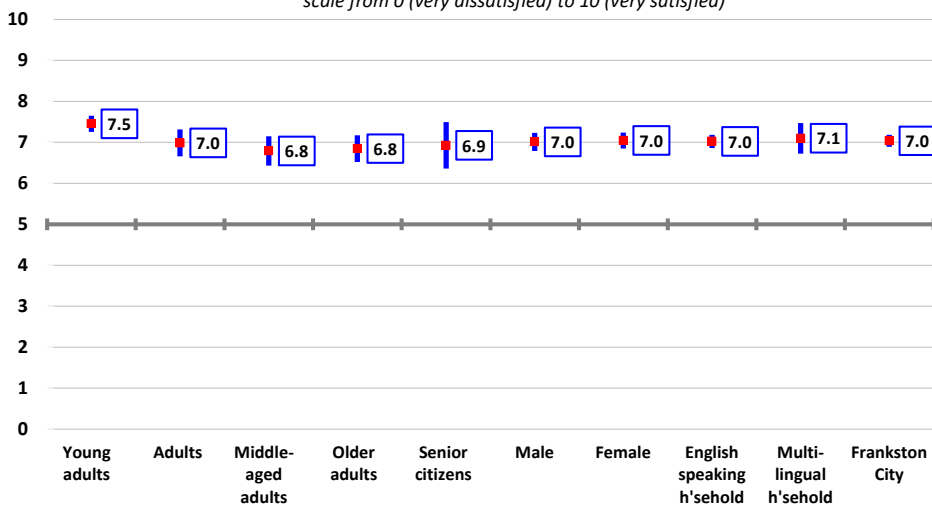
**Council's community consultation and engagement by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable and notable variation in satisfaction with Council's community consultation and engagement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were somewhat, but not measurably less satisfied than average, although still at a “good” level.

**Council's community consultation and engagement by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



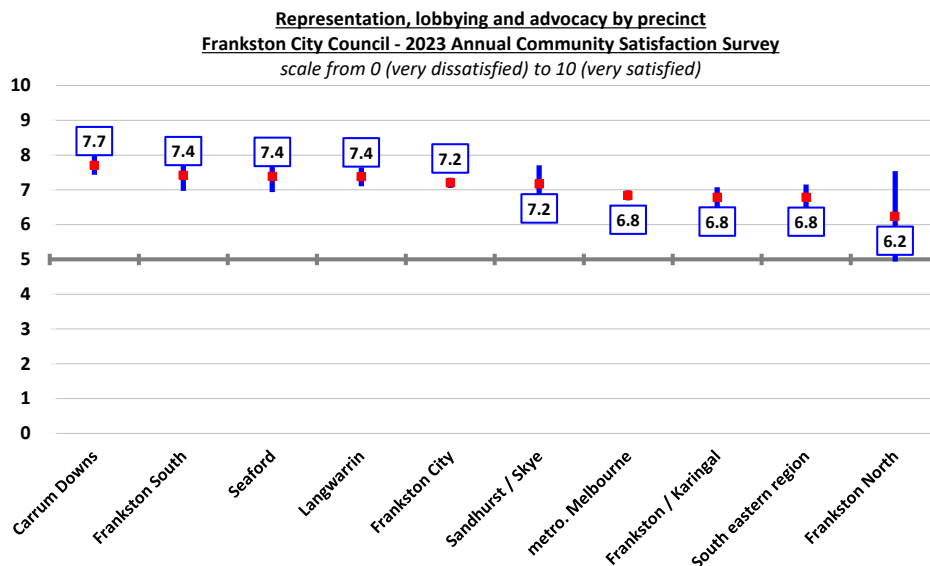
*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Representation, lobbying and advocacy**

Satisfaction with Council’s representation, lobbying, and advocacy on behalf of the community with other levels of government increased marginally this year, up one percent to 7.2 out of 10, which remains a “good” level of satisfaction.

There was measurable variation in satisfaction with this aspect of performance observed across the municipality, as follows:

- **Carrum Downs** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Frankston South, Seaford, and Langwarrin** – respondents were somewhat more satisfied than average and at “very good” rather than “good” levels of satisfaction.
- **Frankston North** – respondents were measurably and significantly less satisfied than average and at a “solid” rather than a “good” level of satisfaction.

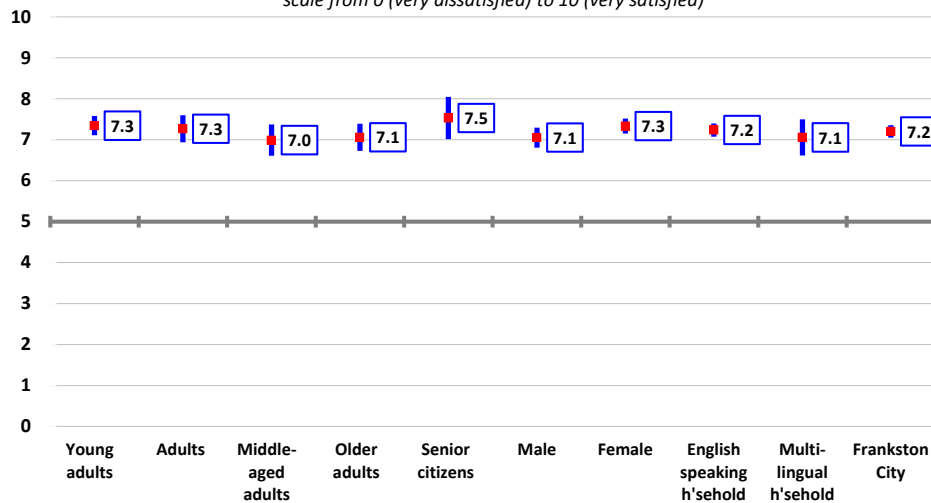


There was no statistically significant variation in satisfaction with this aspect of performance observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were the least satisfied, although still at a “good” level.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Representation, lobbying and advocacy by respondent profile**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There were 31 comments received from respondents who were not satisfied with Council’s representation, lobbying and advocacy, as outlined in the following table.

The most common reasons for dissatisfaction were a perceived lack of activity by Council in this area, or the perception that they are not effectively representing the interests of the local community.

There were several comments about a perceived lack of communication and consultation.

**Reasons for dissatisfaction with Council's representation, lobbying and advocacy**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

Reason	Number
<i>General negative</i>	
They don't do anything	3
Don't represent the community	2
Always agendas involved	1
Because they don't stand out	1
Certain things that they don't seem to get stuck into	1
Don't trust them	1
Government lapdogs	1
It's such a small voice	1
It's too private	1

**Total**

**12**





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

<i>Communication / information</i>	
Don't see anything in the news / no evidence / no publicity of work	3
Haven't heard anything and don't know what's going on	2
I don't see Frankston to be visible	1
<b>Total</b>	<b>6</b>
<i>Consultation / engagement</i>	
They don't listen much	3
Never been consulted	1
State government needs to hear the local community opinions	1
They're not interested in what the community has to say	1
<b>Total</b>	<b>6</b>
<i>Council governance / management</i>	
Because they do what they want to do with planning permits. They want to build a 14-storey building but not enough space and amenities for that many people	1
I do not believe in lobbying, should be independent	1
Situation with the business - issues with the Council sorting issues with food restaurant	1
They push interests that are not my priorities	1
<b>Total</b>	<b>4</b>
<i>Other</i>	
For low socio-economic and in general rates are very high	2
Just in the middle for me	1
<b>Total</b>	<b>3</b>
<b>Total</b>	<b>31</b>

***Responsiveness of Council to local community needs***

Satisfaction with the responsiveness of Council to local community needs increased somewhat, but not measurably this year, up two percent to 7.1 out of 10, although it remains at a “good” level of satisfaction.

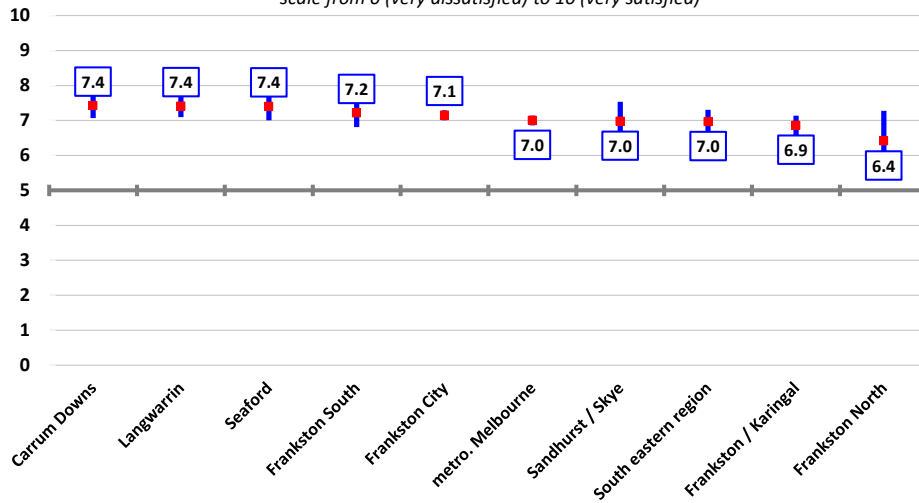
Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that:

- ***Carrum Downs, Langwarrin, and Seaford*** – respondents rated satisfaction at a “very good” rather than a “good” level, although not measurably higher than average.
- ***Frankston North*** - respondents were notably less satisfied than average and at a “solid” rather than a “good” level.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Responsiveness of Council to local community needs by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the responsiveness of Council observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average and at a “very good” level.

It is also noted that middle-aged and older adults (aged 45 to 59 years) were somewhat, but not measurably less satisfied than average.

**Responsiveness of Council to local community needs by respondent profile**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There were 41 comments received from respondents who were not satisfied with the responsiveness of Council to local community needs. Many of these comments were generally negative in nature, with most of the remaining comments around a perceived lack of responsiveness in responding to the specific needs / enquires of residents.

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>General negative</i>	
They are a little slow on the delivery	3
They could do a lot better	3
There is quite a need for certain services / facilities which have not been met	2
It feels like we're left out	1
They are doing everything very bad, not thinking behind choices	1
They aren't very supportive	1
They don't seem to do anything	1
<b>Total</b>	<b>12</b>
<i>Responsiveness</i>	
Don't respond well / never responded	4
In terms of my own experience in dealing with the trees, no one had done anything about it. No one got back to me, and the problem is increasing now even more. They are not listening to us and not dealing with the real issues	1
Never respond to the emails	1
They can respond more properly and make local members of the community aware	1
<b>Total</b>	<b>7</b>
<i>Consultation / engagement</i>	
There's not enough interaction / engagement with the people	2
They don't do consultation properly	2
It feels like you are talking to deaf	1
Never seen anyone come around	1
<b>Total</b>	<b>6</b>
<i>Planning / development</i>	
I don't like the idea of the way they are trying to push the high-rises on Nepean Hwy	2
Great wall	1
Permit required for everything	1
Permits too high, not worth it	1
Planning needs to be improved	1
<b>Total</b>	<b>6</b>
<i>Communication / information</i>	
Haven't heard anything and we don't know how they can help us	1



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

They are not letting people know about anything	1
<b>Total</b>	<b>2</b>

*Council governance / management*

Takes them decades to get anywhere, too much red tape	1
Think that Council should look out for community more	1
<b>Total</b>	<b>2</b>

*Other*

Can't see much evidence of the Council helping homelessness	1
Frankston has poor employment	1
Hard rubbish	1
High rates for what they are doing	1
My priorities are different and are not catered to	1
Not good in the low area	1
<b>Total</b>	<b>6</b>
<b>Total</b>	<b>41</b>

***Maintaining trust and confidence of local community***

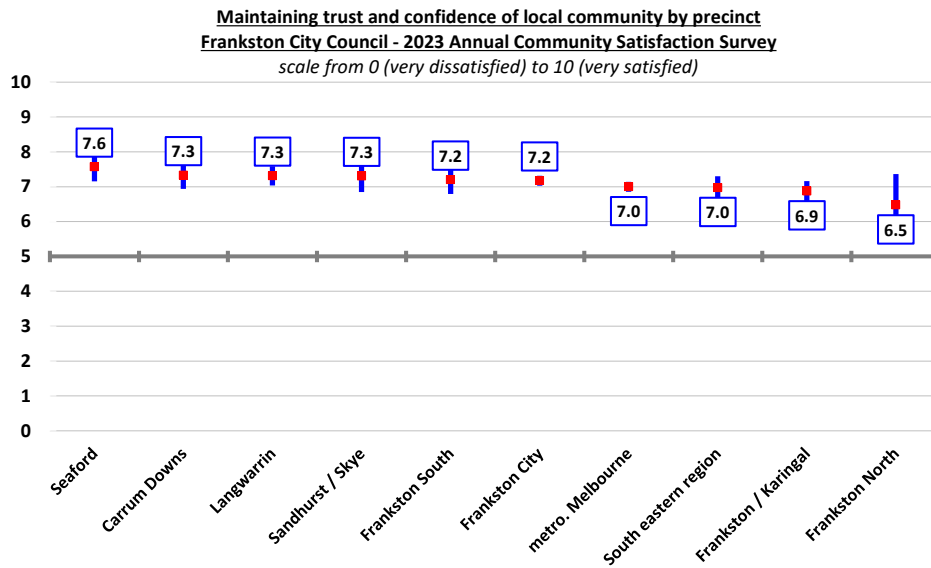
Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased somewhat this year, up two percent to 7.2, but remains at a “good” level of satisfaction.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that:

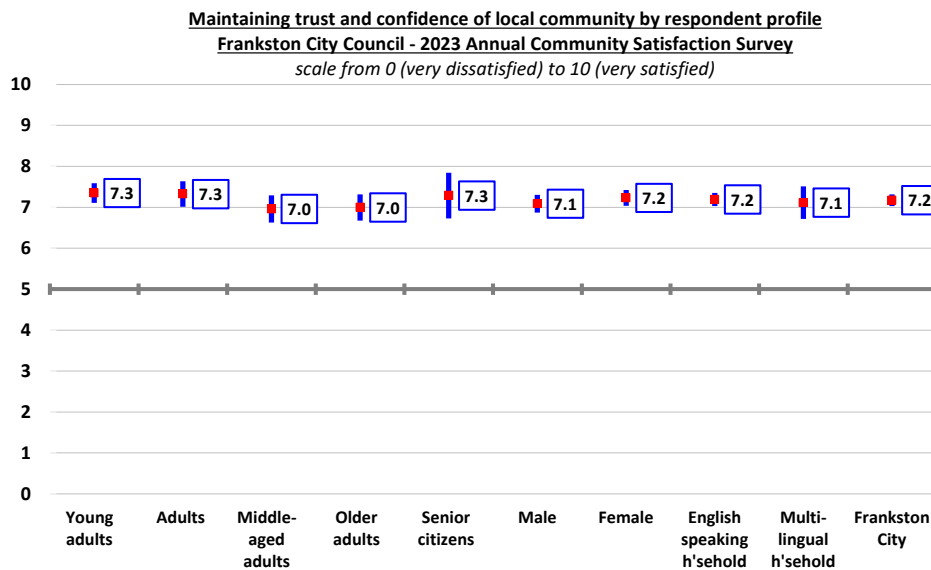
- **Seaford** – respondents were notably more satisfied than average and at a “very good” level.
- **Frankston North** – respondents were notably less satisfied than average, although still at a “good” level of satisfaction.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*



Whilst there was no statistically significant variation in satisfaction with this aspect observed by respondent profile, it is noted that middle-aged and older adults (aged 45 to 74 years) were the least satisfied.



There were 37 comments received from respondents dissatisfied with the performance of Council maintaining community trust and confidence. Most of these were general in nature, however, a range of issues were raised including a perceived lack of consultation and engagement, perceived poor governance and management, planning, and responsiveness.



Frankston City Council – 2023 Annual Community Satisfaction Survey

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

(Number of responses)

Reason	Number
<i>General negative</i>	
I believe they do a subpar job	3
A lot of talk but no work is done	1
Bickering	1
Lots of broken promises	1
Making everything worse	1
Never really used it, don't really trust it	1
No trust whatsoever	1
Not well produced	1
There's none	1
Useless	1
<b>Total</b>	<b>12</b>
<i>Communication / information</i>	
They are not transparent with locals regarding spending and maintaining the area	3
Haven't heard anything	2
Lack of communication	2
Not sure of how decisions are being made and the decisions being made are poor and being done underhandedly	1
We need to be informed	1
<b>Total</b>	<b>9</b>
<i>Consultation / engagement</i>	
I don't think they listen to what the locals say	2
Not visible and unknown	2
Lack of consultation	1
Not a lot of interaction	1
<b>Total</b>	<b>6</b>
<i>Council governance / management</i>	
Issues with corruption, listening to vocal community over majority	1
The Council has to monitor the region for drug related issues	1
Too biased politically	1
<b>Total</b>	<b>3</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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<i>Planning / development</i>	
Planning on beach, food truck	1
Roadworks, contactor not performing	1
They are building high-rise on Nepean Hwy	1
<b>Total</b>	<b>3</b>
<i>Responsiveness</i>	
I had given them a call about some thing only to get no return	1
I haven't heard back from them	1
They are very late and people get ignored and expensive	1
<b>Total</b>	<b>3</b>
<i>Rates / financial management</i>	
They take our rate money, and the return is bad	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>37</b>

***Making decisions in the interests of the community***

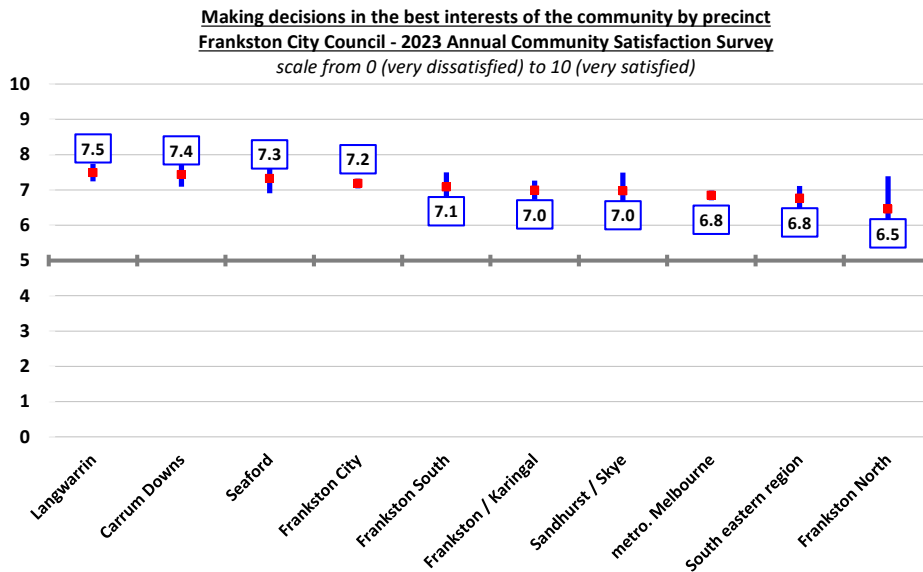
Satisfaction with Council’s performance making decisions in the interests of the community increased somewhat, but not measurably this year, up two percent to 7.2, although it remains at a “good” level of satisfaction.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that:

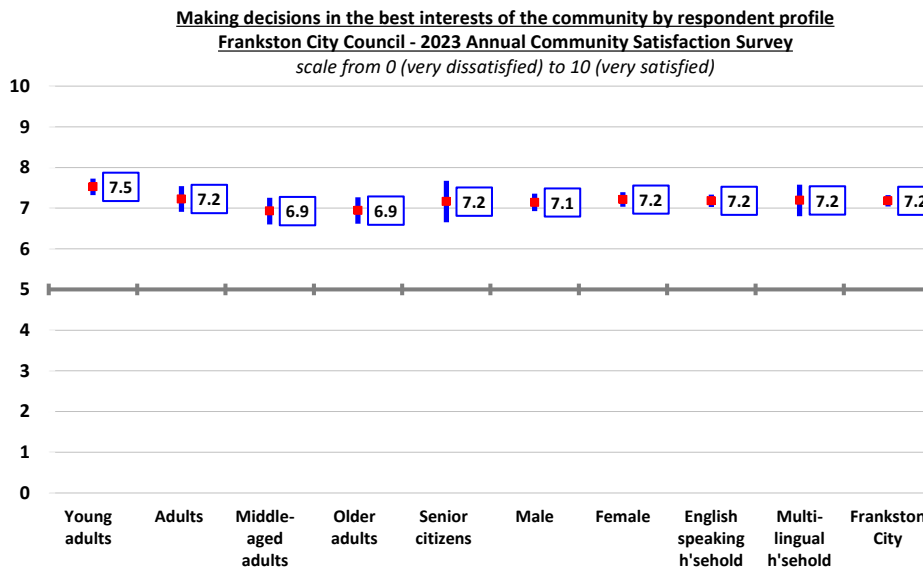
- **Langwarrin** – respondents were notably more satisfied than average and at a “very good” level.
- **Frankston North** – respondents were notably less satisfied than average, although still at a “good” level of satisfaction.



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Whilst there was no statistically significant variation in satisfaction with this aspect observed by respondent profile, it is noted that middle-aged and older adults (aged 45 to 74 years) were the least satisfied.



There were 34 comments received from respondents who were not satisfied with Council's performance making decisions in the interests of the community, as outlined in the following table. Most of these comments were relatively general in nature, with many referring to a perceived lack of communication and consultation.





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

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(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>General negative</i>	
They don't	2
Because I don't think they are interested in the community	1
Don't trust anything they implemented	1
Not done effectively overall	1
Not visible and unknown	1
They are always arguing in the Council	1
They do things but just that	1
They do what suits them	1
<b>Total</b>	<b>9</b>
<i>Council governance / management</i>	
Community diversity and regional issues are not always aligned	1
My interests and priorities are not catered for	1
Needs not met, food and shelter	1
Not sure of how decisions are being made and the decisions being made are poor and being done underhandedly	1
Political bias	1
They are unable to make good decisions	1
<b>Total</b>	<b>6</b>
<i>Consultation / engagement</i>	
I don't think they listen to what the locals say	2
No consultation or feedback	1
<b>Total</b>	<b>3</b>
<i>Communication / information</i>	
Because they don't communicate very well	3
Don't really communicate with them very often because of the experience falling on the footpath	1
Without communication there is no proper decision	1
<b>Total</b>	<b>5</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

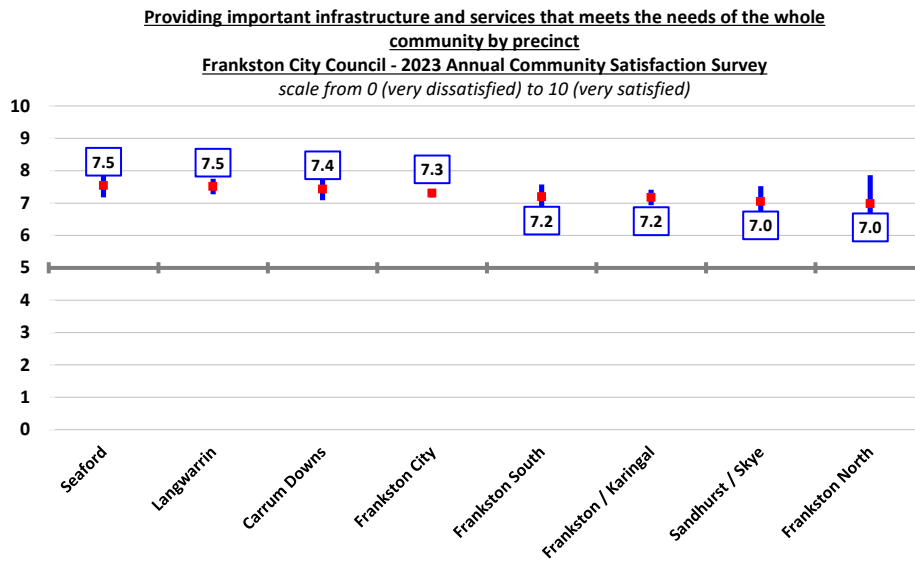
<i>Rates / financial management</i>	
Rates are too high	1
They spend money on some things that they shouldn't	1
They are more interested in money	1
<b>Total</b>	<b>3</b>
<i>Planning / development</i>	
High-rises on the beach front	1
The tennis clubhouse is non compliant by today's standards and the Council keeps telling us its our responsibility but it's their building	1
There are lot of heritage buildings	1
<b>Total</b>	<b>3</b>
<i>Responsiveness</i>	
They are very late and people get ignored and expensive	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Roadworks	1
Speed limits on Nepean Hwy	1
Carrum Downs seems like thoroughfare. We don't get thought about	1
Not in my interest to not be able to drive in my street	1
<b>Total</b>	<b>4</b>
<b>Total</b>	<b>34</b>

***Providing important infrastructure and services that meets community needs***

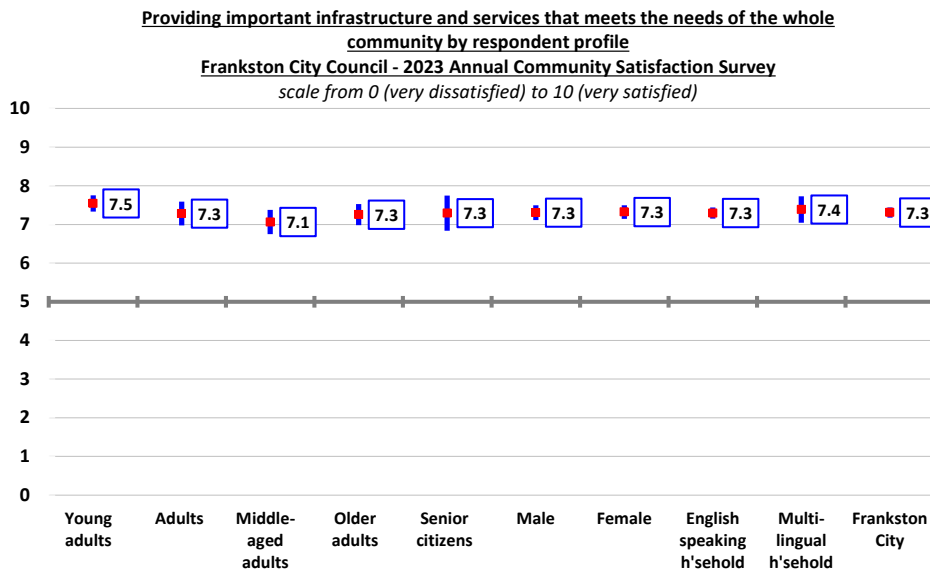
Satisfaction with Council's performance providing important infrastructure and services that meet community needs remained stable this year at 7.3, which is a "very good" level. There was no statistically significant variation in this result observed across the municipality.



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Whilst there was no statistically significant variation in satisfaction with this aspect observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) were the least satisfied, and the only group to rate satisfaction at a “good” rather than a “very good” level.



There were 31 comments received from respondents who were not satisfied with Council’s performance providing important infrastructure and services that meet the needs of the community.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Roads are not maintained	3
Limited community infrastructure such as parks and playgrounds, pretty unsatisfactory	2
Not enough awareness of and communications of projects, information. You find out something by mistake. Needs more updates on social media platforms	2
Not good enough	2
Insufficient conciliation views of planning	1
It's a bloody disgrace. It's dangerous, the roads on Railway Parade. There's too much traffic, it's 10 times more dangerous than it ever was	1
Just doesn't seem to be any consultation. They just go ahead and do them	1
More could be done in terms of maintenance in most facilities	1
Needs to be zoned to sub area importance	1
Not enough schools around the area to keep up with the growing population	1
Overbearing at Seaford	1
Overgrown grasses	1
Some road works are present but not well done	1
The patchy nature of doing things. It's just poor implementation. The design of the foreshore park at Frankston Regional Foreshore Playground	1
The roads are too small for the traffic it holds	1
They are destroying the beach line	1
They are very late, and people get ignored and expensive	1
They do what they want	1
They don't consider whole community	1
They don't do anything	1
They need to focus on getting people back here	1
They need to work a bit harder and close with the community more	1
They put more money on unnecessary things	1
Too much focus on the Frankston CBD and beach front	1
Too much roadworks	1
What support is the Council giving businesses when a lot of shops are empty. Parking is free in Mornington, Southland but not in Frankston	1
<b>Total</b>	<b>31</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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**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 previous results, almost one-third (29%) of respondents reported that they had contacted Council in the last 12 months. This is consistent with results observed elsewhere by Metropolis Research.

**Contacted Council in the last 12 months**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021
	Number	Percent		
Yes	234	29%	30%	30%
No	564	71%	70%	70%
Not stated	3		2	0
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>803</b>	<b>811</b>

**Forms of contact**

Respondents who had contacted Council were asked:

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

Whilst the most common method of contacting Council was telephone (52% down from 62%), there was a notable increase this year in the proportion of respondents who visited Council in person, up from 13% in 2021 and 2022 to 18% this year.

The increase in visits in person is likely to reflect somewhat of a return to pre-pandemic patterns of interacting with Council.

Metropolis Research notes, however, that this result has not been observed consistently across metropolitan Melbourne. In several other municipalities across metropolitan Melbourne, the proportion of respondents visiting in person has remained relatively low and has not as yet returned to anywhere near pre-pandemic levels. This does suggest perhaps some change in the longer-term pattern of interaction with some councils, which may not be occurring as much in the City of Frankston.

There was also another increase in the proportion of respondents emailing Council, up from nine percent in 2021 to 16% this year.



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Whilst this increase in email contact with Council was observed in many municipalities surveyed by Metropolis Research through the pandemic, it remained relatively low for Frankston. The increase post-pandemic appears to be bringing Frankston more into line with results observed elsewhere.

**Method of contact with Council**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents contacting Council providing a response)*

Method	2023		2022	2021
	Number	Percent		
Telephone ( <i>during office hours</i> )	121	52%	62%	61%
Visit in person	43	18%	13%	13%
E-mail	38	16%	13%	9%
Website	13	6%	4%	8%
Mail	8	3%	1%	2%
Snap Send Solve	5	2%	1%	3%
Telephone ( <i>after hours service</i> )	4	2%	1%	1%
Live chat	1	0%	3%	1%
Social media ( <i>e.g. Facebook</i> )	0	0%	1%	0%
Directly with a Councillor	0	0%	1%	1%
Web request	0	0%	1%	2%
Not stated	1		2	4
<b>Total</b>	<b>234</b>	<b>100%</b>	<b>244</b>	<b>243</b>

**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?”*

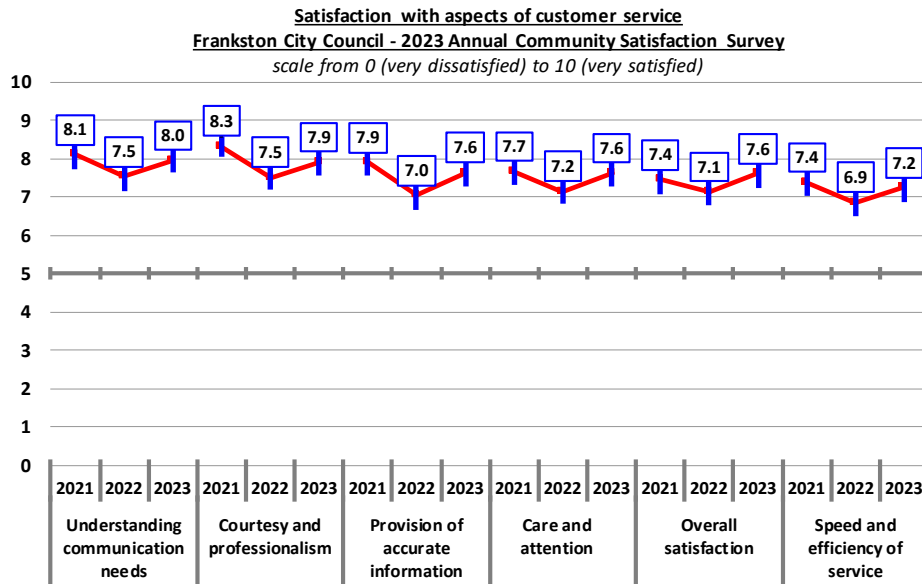
The 234 respondents who had contacted Council in the last 12 months were again in 2023, asked to rate their satisfaction with six aspects of customer service, including “overall satisfaction”.

The average satisfaction with customer service increased notably, but not measurably this year, up six percent to 7.7 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result largely reverses the unusual eight percent decline recorded last year, although it does not quite return average satisfaction to the “excellent” level recorded in 2021.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*



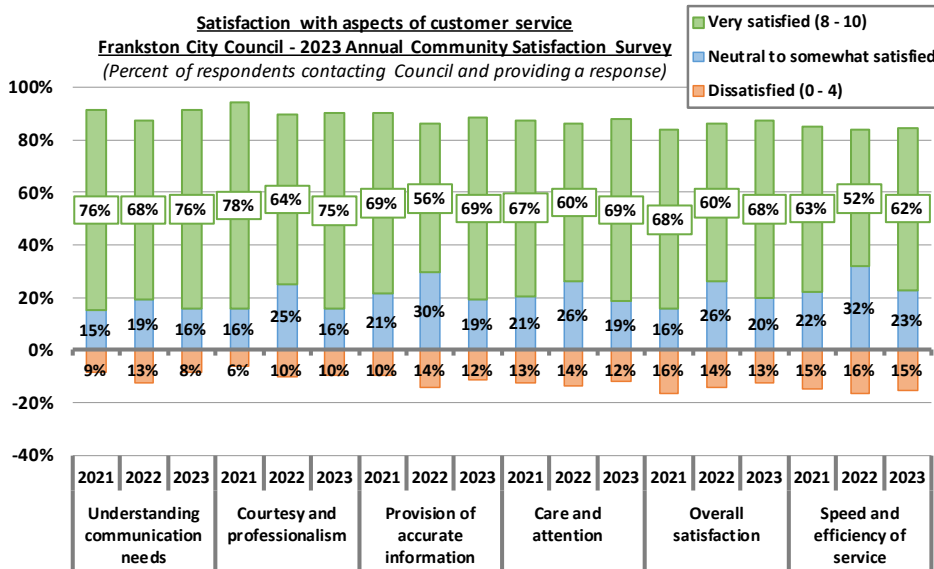
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (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 eight percent and 15% were dissatisfied.

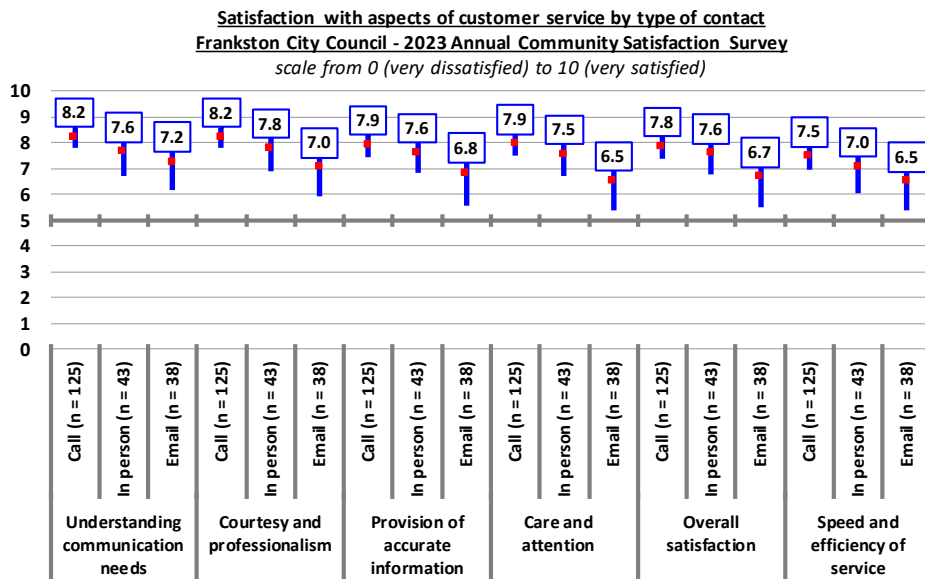
It is noted that there was an increase in the proportion of “very satisfied” and a decrease in the proportion of “dissatisfied” respondents for each aspect of customer service this year.



Frankston City Council – 2023 Annual Community Satisfaction Survey



There was some variation in average satisfaction observed by the method of contacting Council, with those who telephoned Council reporting the highest, and respondents who emailed Council recording the lowest satisfaction scores. This lower-than-average satisfaction for respondents contacting Council by email has been observed by Metropolis Research in several other municipalities.





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This lower satisfaction for respondents emailing Council does suggest that attention should be given to maintaining high level of customer service when interacting with the community via email, particularly as the proportion engaging with Council via this method increases.

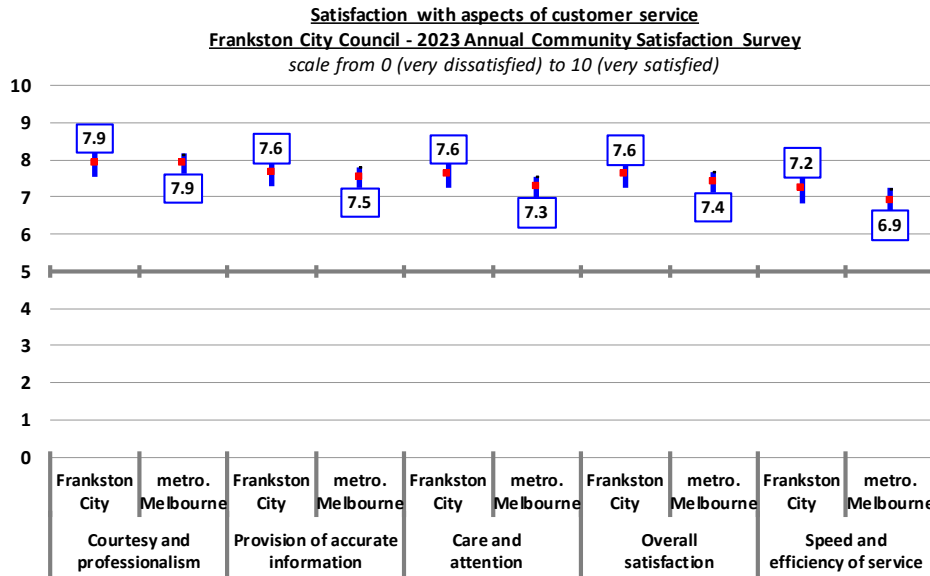
This may include both automated emails, email newsletters, as well as correspondence directly between Officers and the community.

The following graph provides a comparison of satisfaction with the five aspects of customer service that were included in the *Governing Melbourne* research in a comparable format.

*Governing Melbourne* was undertaken independently by Metropolis Research in January 2023 using the same door-to-door methodology.

It is noted that satisfaction with these four aspects of customer service (7.6) was notably (3%) higher than the metropolitan Melbourne (7.4) average.

This variation was most notable in relation to the care and attention to enquiry and the speed and efficiency of service, satisfaction with both of which was five percent higher in Frankston City than the metropolitan Melbourne average.



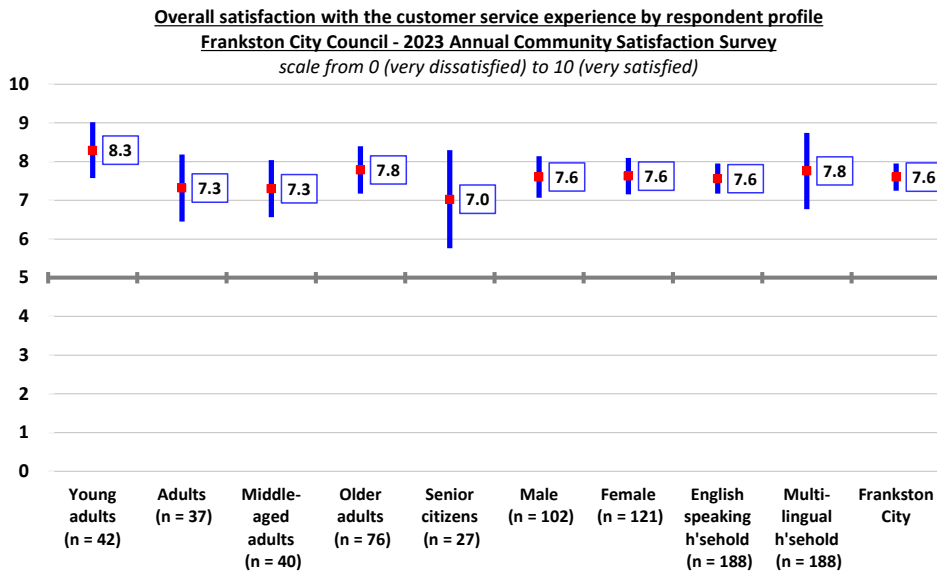
Cognisant of the small sample size at the precinct level, there was no statistically significant variation in the overall satisfaction with the customer service experience observed by precinct. It is noted, however, that 24 respondents from Seaford, 5 from Frankston North, 52 from Langwarrin, and 28 from Sandhurst / Skye rated their overall satisfaction with the customer service experience at “excellent” levels, whilst by contrast, the 34 respondents from Frankston South rated their overall satisfaction with the customer service experience at 6.7 or a “good” level.



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Again, cognisant of the small sample size, there was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile. It is noted, however, that 42 young adults (aged 18 to 34 years) were the most satisfied and at an “excellent” level, whilst 27 senior citizens (aged 75 years and over) were the least satisfied and at a “good” level.



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Respondents were not asked the reason why they contacted, which means it is not possible provide any insight into variation with customer service based on the reasons why respondents had contacted Council.

The following graph provides some insight into the average overall satisfaction with customer service of respondents who nominated the top issues to address for Frankston City ‘at the moment’.

It is important to bear in mind that respondents may well have contacted Council for a reason other than the top issues to address that they nominated.

Whilst this is true, it was also felt useful to provide this comparison of satisfaction with overall customer service, broken down by the top issues to address.

The small number of respondents who had contacted Council in the last 12 months and who nominated planning/building, drains, rubbish and waste collection, cleanliness of the area, traffic management, parks and gardens, parking, footpaths, and safety, policing, and crime were, on average, somewhat less satisfied with customer service overall than respondents who did not nominate these issues.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Aspects of planning and housing development**

**Satisfaction with aspects of planning and housing development**

Respondents were asked:

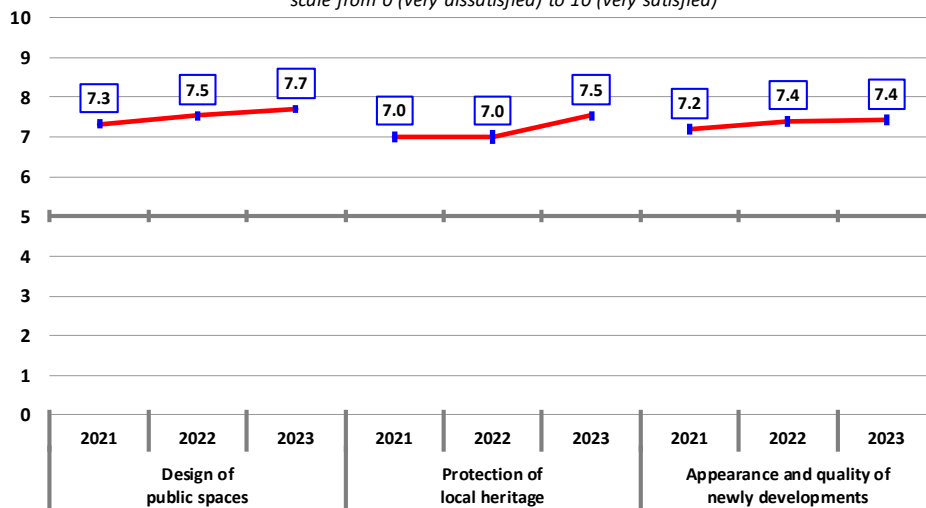
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning, development, and housing in your local area?”*

All respondents were again in 2023, asked to rate their satisfaction with three planning, development, and housing related outcomes in their local area.

Satisfaction with both the protection of local heritage and sites of significance (up 7%), and the design of public spaces (up 3%) increased, with satisfaction with local heritage being statistically significant. Satisfaction with both was now at “very good” levels.

Satisfaction with the appearance and quality of new developments remained stable at 7.4 out of 10, which is a “good” level of satisfaction.

**Satisfaction with aspects of planning and housing development**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

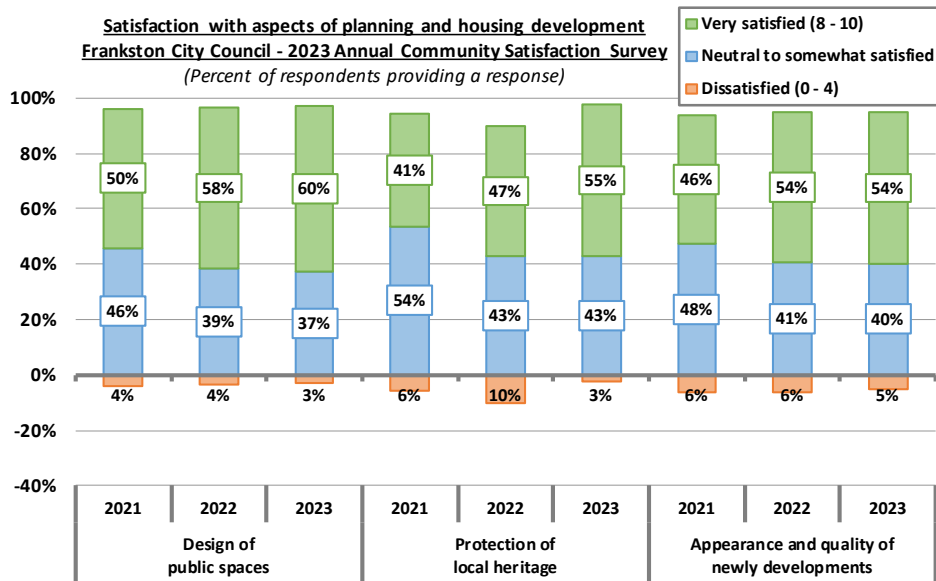


The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

Attention is drawn to the fact that more than half of the respondents providing a satisfaction score for these three planning and development outcomes were “very satisfied” with each aspect, whilst no more than five percent were “dissatisfied”.

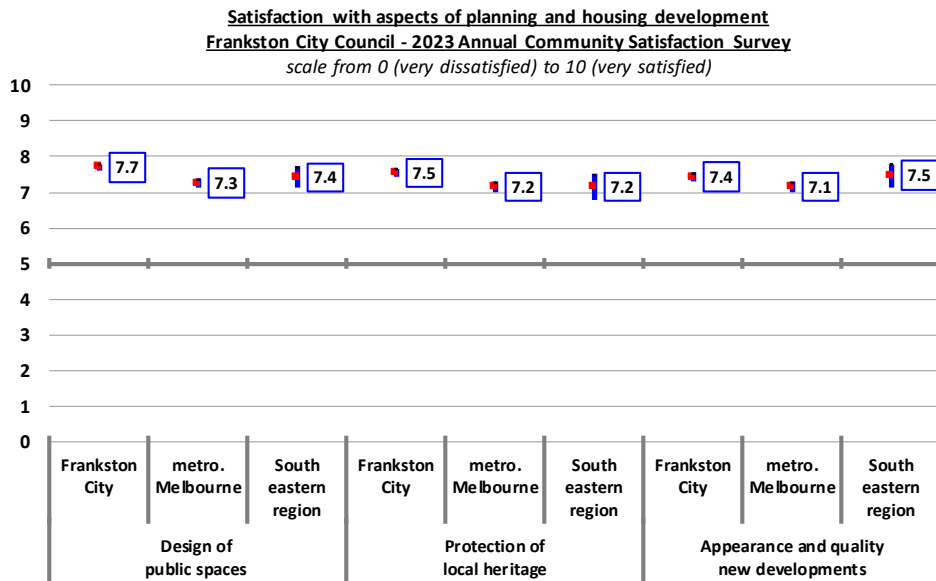


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The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne and southeastern region councils' results, as sourced from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

It is noted that satisfaction with all three outcomes was higher in Frankston City than the metropolitan Melbourne average, and mostly higher than the southeastern region councils.



Frankston City Council – 2023 Annual Community Satisfaction Survey

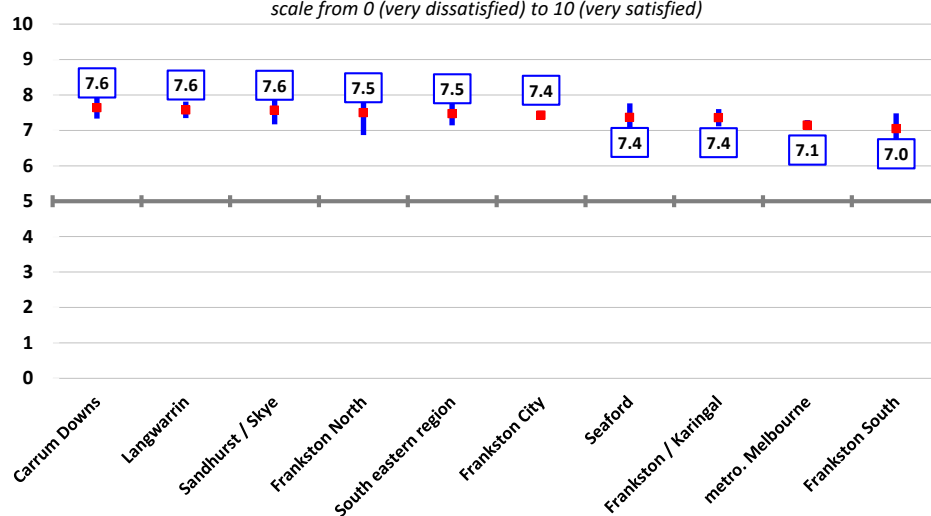
**Appearance and quality of newly constructed developments**

Satisfaction with the appearance and quality of newly constructed developments is the key measure of satisfaction with planning and development outcomes in the municipality. This variable reflects how satisfied the community is with the nature, size, scope, quality, and appearance of new developments.

Satisfaction with the appearance and quality of new developments has remained relatively stable around a long-term average of 7.3, which is a “very good” level of satisfaction.

Whilst there was no statistically significant variation in satisfaction with the appearance and quality of new developments observed across the municipality, it is noted that respondents from Frankston South rated satisfaction at a “good” rather than a “very good” level.

**Appearance and quality of new developments by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graphs provide a comparison of satisfaction with this variable by respondent profile, including age structure, gender, language spoken at home, housing situation, and period of residence in Frankston City.

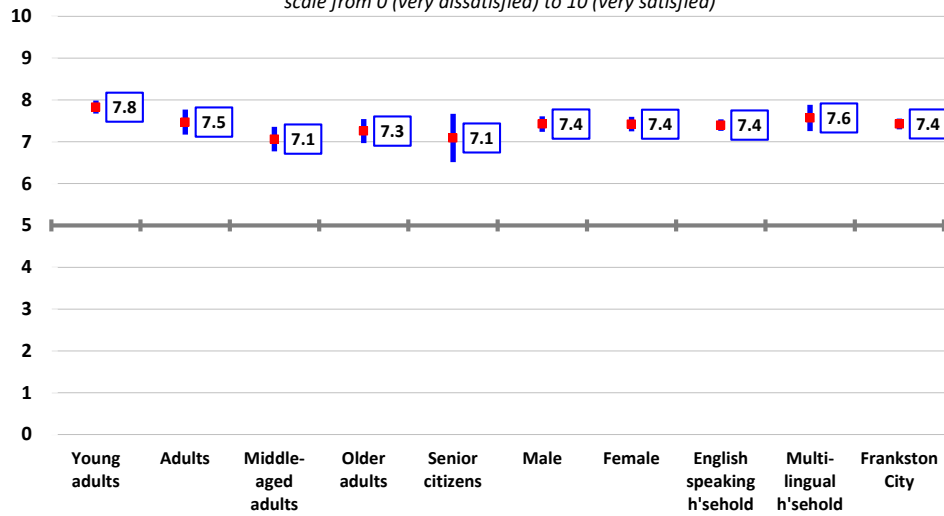
There was relatively little substantial variation observed, although attention is drawn to the following:

- **Notably more satisfied than average** – included young adults (aged 18 to 34 years), and new residents (less than one year in Frankston City).
- **Notably less satisfied than average** – includes middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75years and over), homeowner respondents, and long-term residents (10 years or more in Frankston City).

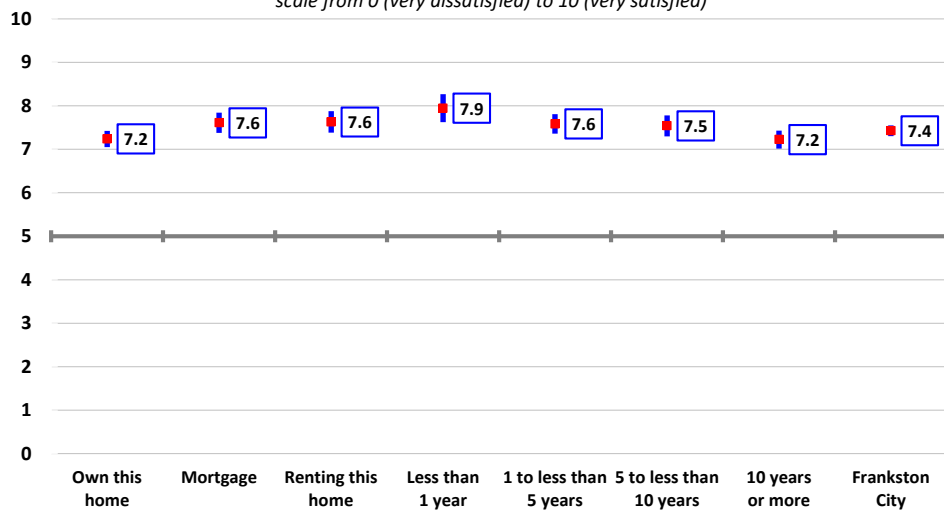


Frankston City Council – 2023 Annual Community Satisfaction Survey

**Appearance and quality of new developments by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Appearance and quality of new developments by housing profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Examples of and comments about specific developments**

There were 42 comments received from respondents who were not satisfied with the appearance and quality of new developments. The main reasons why they were not satisfied related to a perception of over-development (too many storeys, etc.), and several outlining concerns around the design and quality.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Reason for dissatisfaction with the appearance and quality of new development**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Buildings are unimaginative / unappealing	3
High rises they are planning to build / being constructed	2
I have not seen any new developments	2
Too many two storeys, don't like them	2
About to have a development next door and there has been no consultation with the road	1
Because it's inadequate for the amount of people that used it. They have taken away children services Ballam Park	1
Because they are putting too many buildings on a suburban block without too much space between the buildings	1
Cause they are crowding them all in a too small space	1
Council isn't upfront with what's down at the beach	1
High rises, have single or double storeys	1
Housing is too expensive	1
Illegal	1
In general, no trees around. They just look cheap	1
Mainly housing	1
Not looking at development in the long range	1
Quality is not a priority and money is	1
Rubbish being dumped and broken footpaths	1
The beach area is being ruined; we need communities not buildings	1
The inappropriate heights and positions of new multistorey buildings	1
The new public housing will lead to more competition for facilities	1
The public housing placements are not appropriate	1
There is none in my area	1
They are allowing subdivision and they are putting 20 units in one house block	1
They don't listen	1
They are making it more difficult to access	1
Too many units	1
Two storey 30 sq houses all over	1
<b>Total</b>	<b>32</b>
<i>Specific sites identified by respondents</i>	
Bayside area is bad	1
Carrum sky rail	1
Carrum station is bad	1
Double storey, multiple subdivisions, and lack of consultation. (Austin and East Rd)	1
Lots of empty shops in city centre	1
Main Rd	1
Railway Pde	1
Southeast building	1
They are not meeting community needs for height issues (Wall Creek front)	1
Townhouses. The Nepean highway specifically, 40 of them	1
<b>Total</b>	<b>10</b>



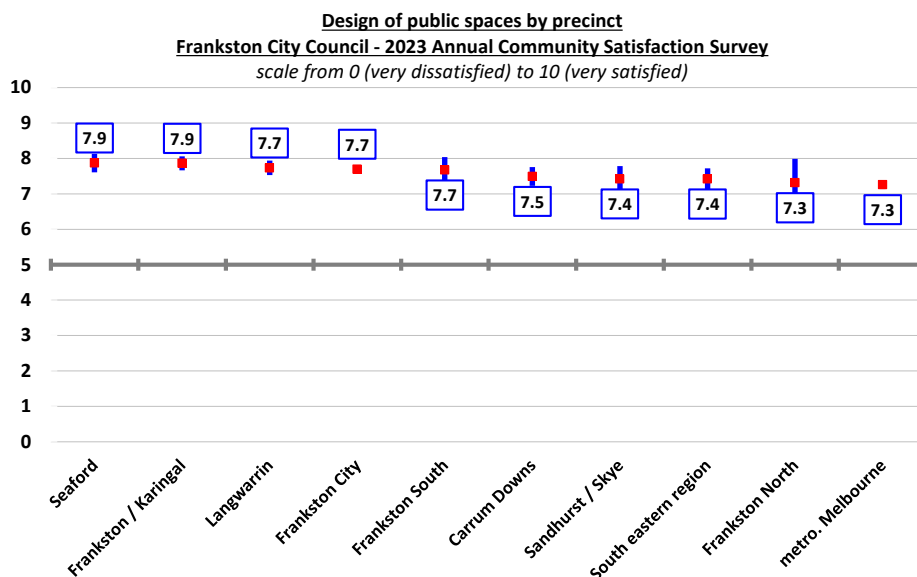


Frankston City Council – 2023 Annual Community Satisfaction Survey

**Design of public spaces**

Satisfaction with the design of public spaces increased somewhat again this year, up three percent on the 2022 result and six percent up on the 2021 result. This is a “very good” level of satisfaction, and measurably higher than the metropolitan Melbourne average (7.1).

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



**Protection of local heritage**

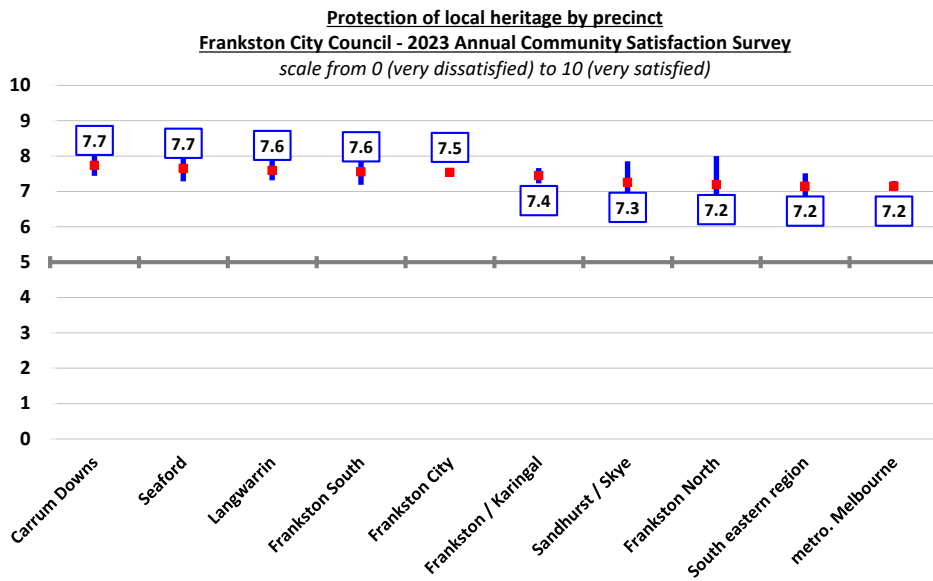
Satisfaction with the protection of local heritage and sites of significance increased measurably this year, up seven percent to 7.5 out of 10, which is a “very good”, up from a “good” level of satisfaction.

This result was measurably higher than the metropolitan Melbourne (7.2) and notably higher than the southeastern region councils’ (7.2) scores, as recorded in *Governing Melbourne*.

Whilst there was no statistically significant variation in satisfaction with the protection of local heritage and sites of significance observed across the municipality, it is noted that respondents from Frankston North rated satisfaction at a “good” rather than a “very good” level of satisfaction.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Housing**

Respondents were again in 2023, asked to rate their satisfaction with two aspects of housing; the availability of housing that meets community needs and the affordability of housing.

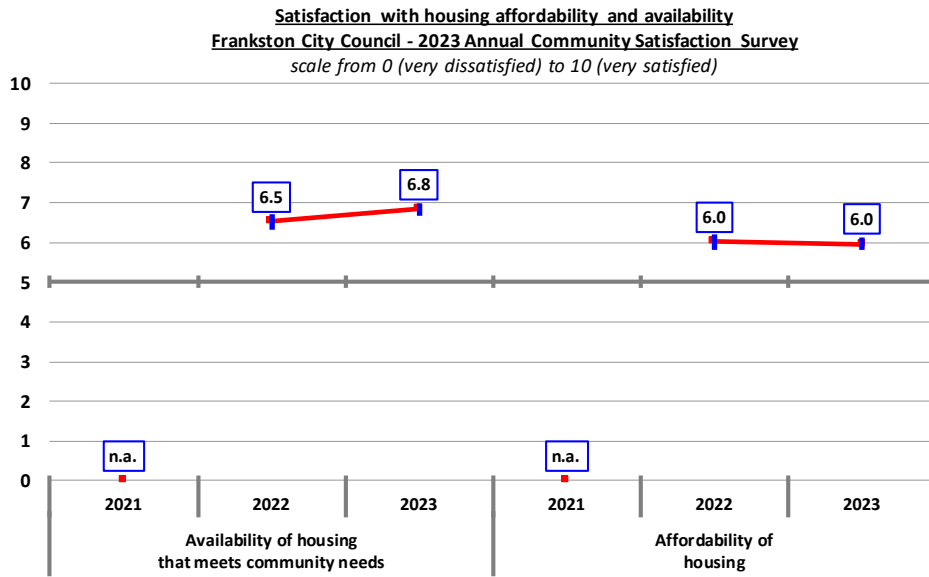
Satisfaction with the availability of housing that meets community needs increased measurably this year, up five percent to 6.8, although it remains at a “good” level.

Satisfaction with the affordability of housing remained stable at 6.0 out of 10, which is a “solid” level of satisfaction.

Metropolis Research notes that this is a somewhat unexpected result, given current housing affordability related issues.

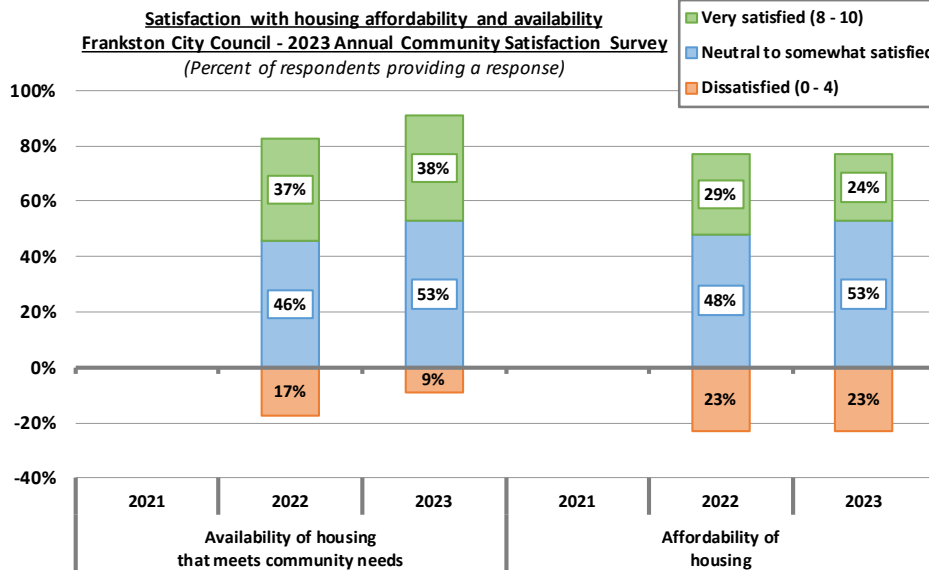


Frankston City Council – 2023 Annual Community Satisfaction Survey



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).

Whilst the majority of respondents were at least somewhat satisfied with both aspects of housing, it is noted that 23% of respondents were “dissatisfied” with the affordability of housing.



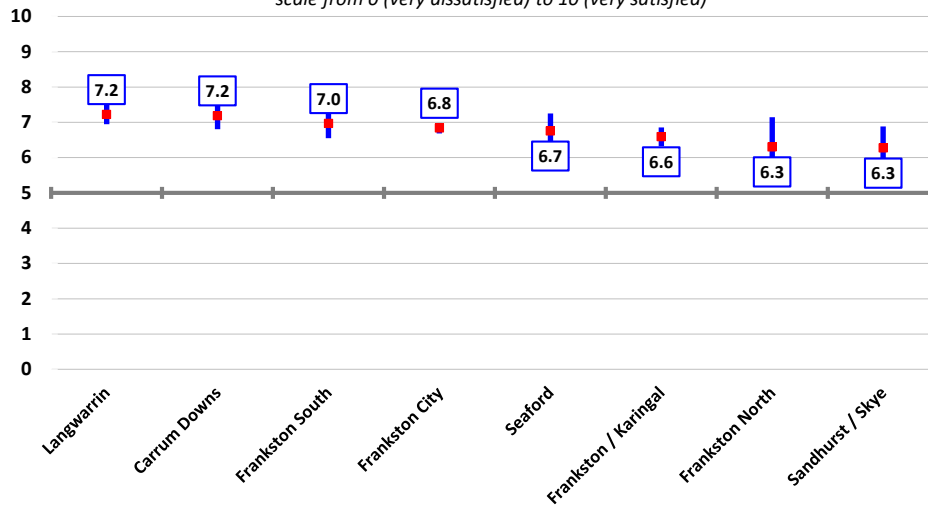
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Availability of housing that meets the needs of the community**

Satisfaction with the availability of housing that meets the needs of the community increased measurably this year, up five percent to 6.8, which is a “good” level.

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

**Availability of housing that meets community needs by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with the availability of housing that meets community needs observed by housing situation or by period of residence in Frankston City.

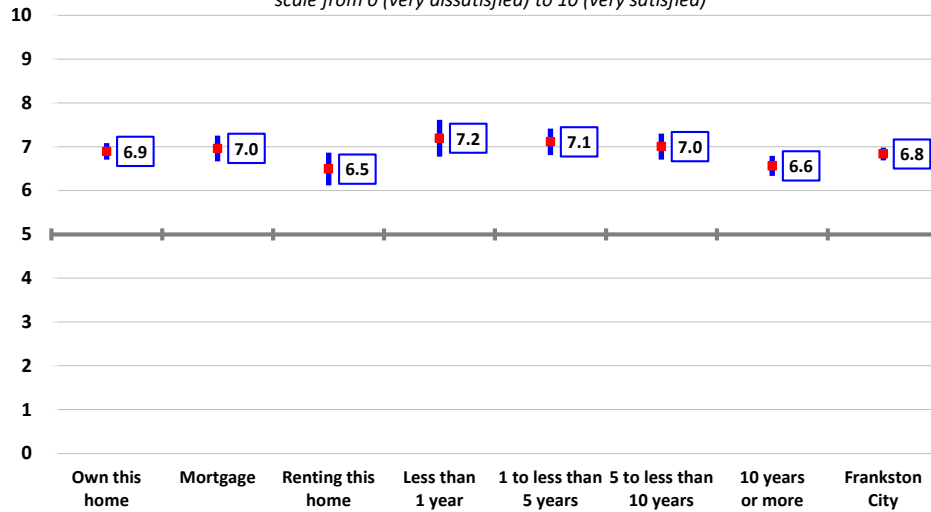
It is noted, however, that rental household respondents were notably (4%) less satisfied with the availability of housing than the municipal average.

This result clearly reflects the current rental housing supply issues that are well noted across Melbourne.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Availability of housing that meets community needs by housing profile**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Affordability of housing**

Satisfaction with the affordability of housing remained stable this year at 6.0 out of 10, or a “solid” level of satisfaction.

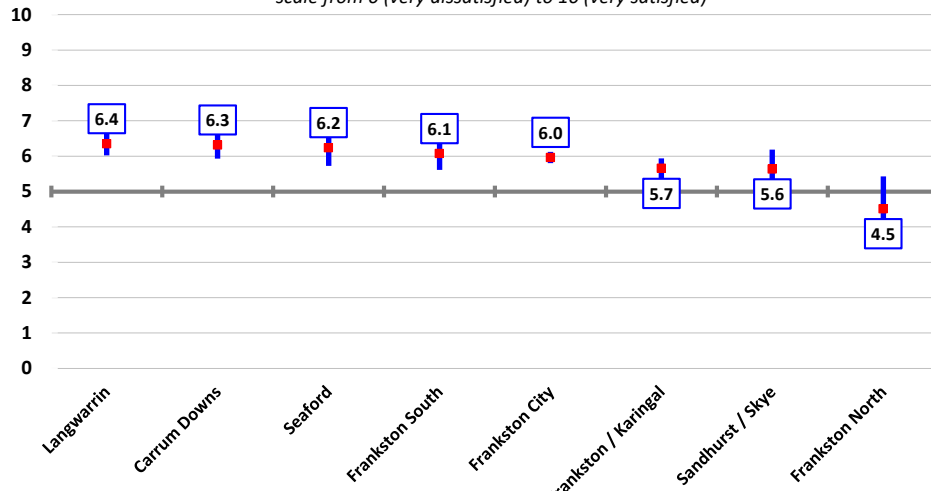
This stable result, however, masks significant variation in satisfaction with the affordability of housing across the municipality, by precinct as well as housing situation and period of residence in Frankston City, as follows:

- **Frankston / Karingal, Sandhurst / Skye** – respondents were notably less satisfied than average and at “poor” levels of satisfaction.
- **Frankston North** – respondents were measurably less satisfied than average and at an “extremely poor” level of satisfaction.
- **Rental household** – respondents were measurably less satisfied than average and at a “poor” level of satisfaction.
- **Newer resident (1 to less than 5 years in Frankston City)** – respondents were measurably more satisfied than average and at a “good” level of satisfaction.
- **Long-term resident (10 years or more in Frankston)** – respondents were measurably less satisfied than average and at a “poor” level.

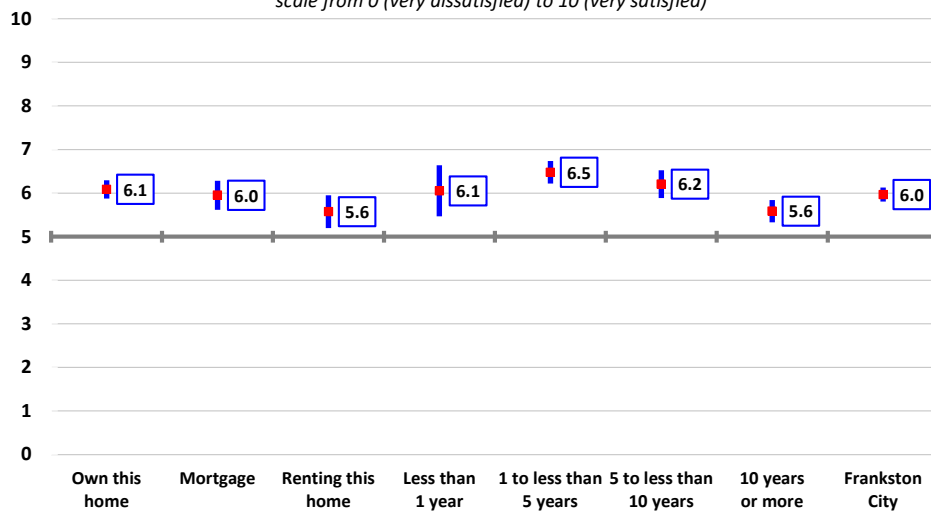


Frankston City Council – 2023 Annual Community Satisfaction Survey

**Affordability of housing by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Affordability of housing by housing profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

## 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:

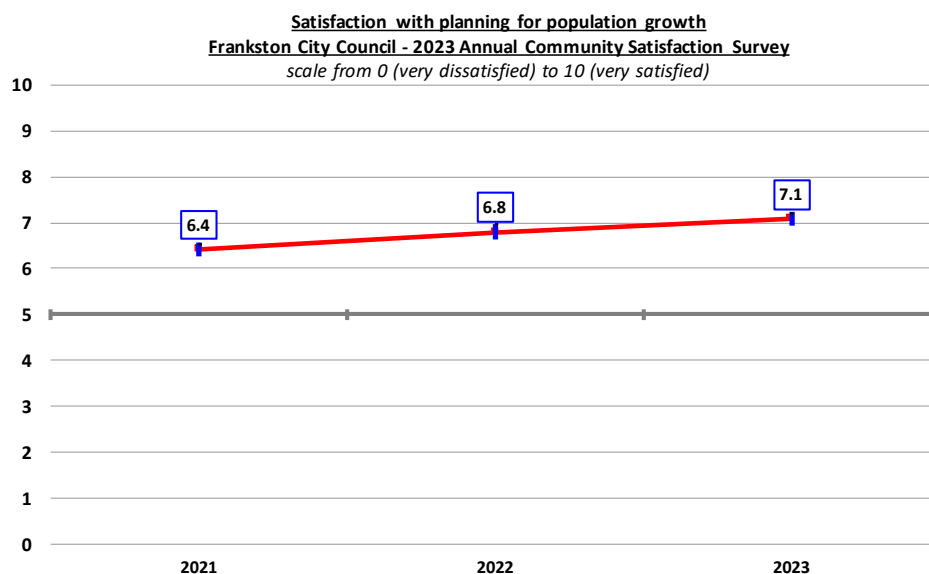
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If satisfaction less than 6, what concerns you most about population growth?”*

Respondents were again in 2023, 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.

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 increased somewhat again in 2023, up four percent on the 2022 result (6.8) and up 11% on the 2021 result (6.4).

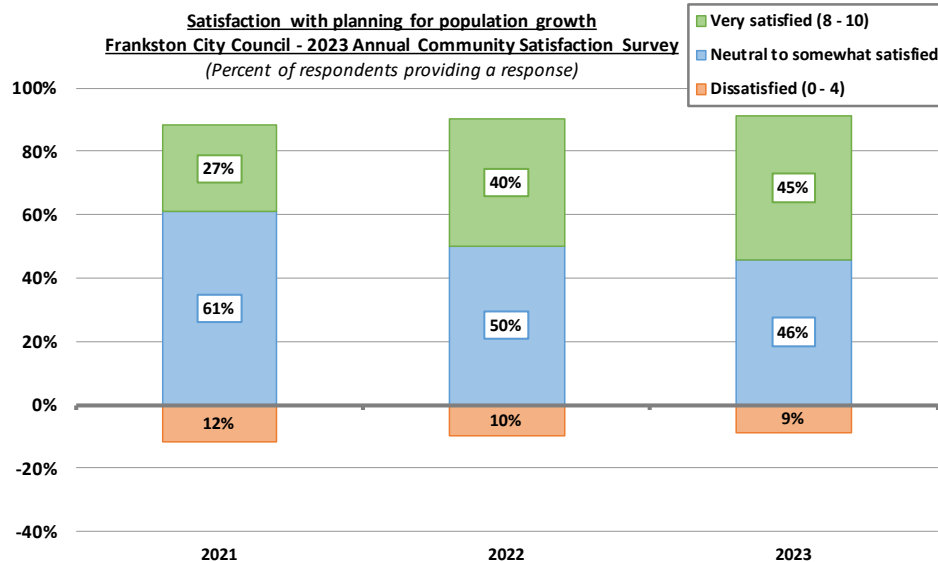
Metropolis Research notes that this is a significant improvement in satisfaction with this important area of interest to the local community, and a result that puts satisfaction with this aspect in Frankston City, notably (4%) higher than the metropolitan Melbourne average.



Frankston City Council – 2023 Annual Community Satisfaction Survey

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 has been a steady increase over the last three years in the proportion of respondents “very satisfied” with planning for population growth (up from 27% to 45%), and a marginal decline in the proportion of respondents who were “dissatisfied”, down from 12% in 2021 to nine percent in 2023.



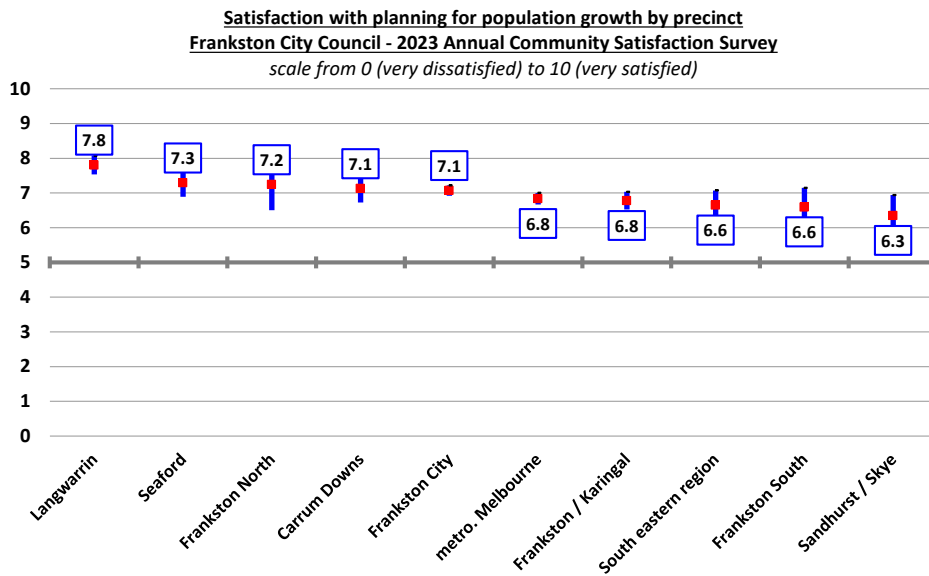
There was measurable and significant variation in satisfaction with planning for population growth by all levels of government observed across Frankston City, as follows:

- **Langwarrin** – respondents were measurably and significantly more satisfied than average and at an “excellent” level of satisfaction.
- **Sandhurst / Skye** – respondents were notably, but not measurably less satisfied than average and at a “solid” rather than a “good” level.





Frankston City Council – 2023 Annual Community Satisfaction Survey



The following graphs provide a comparison of satisfaction with planning for population growth by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in Frankston City, and household structure.

Metropolis Research notes that satisfaction with planning for population growth was relatively consistent across the various respondent profile groups, with no statistically significant variation observed.

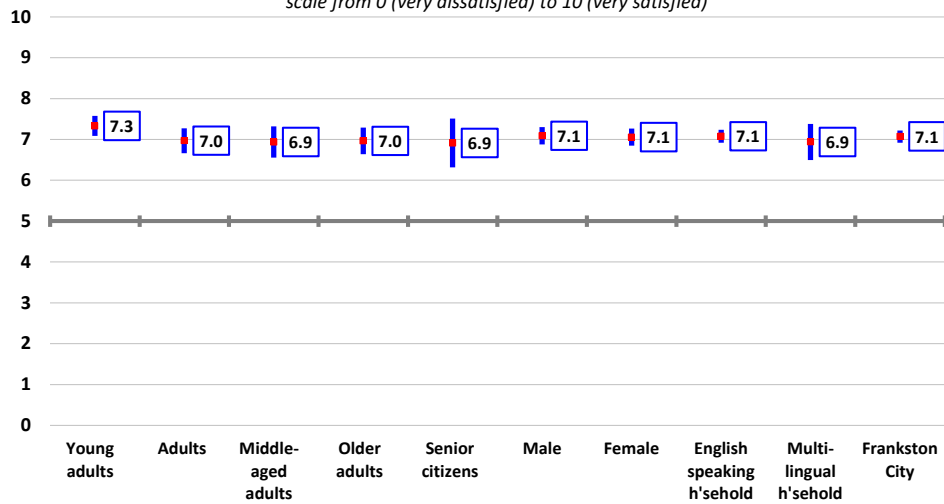
There was some minor variation observed, however, as follows:

- **Somewhat more satisfied than average** – included young adults (aged 18 to 34 years), new and newer residents (less than five years in Frankston City), one parent family households, and group household respondents.
- **Somewhat less satisfied than average** – included long-term residents (10 years or more in Frankston City), two-parent families with primary school aged children, and two-parent families with adult children only.

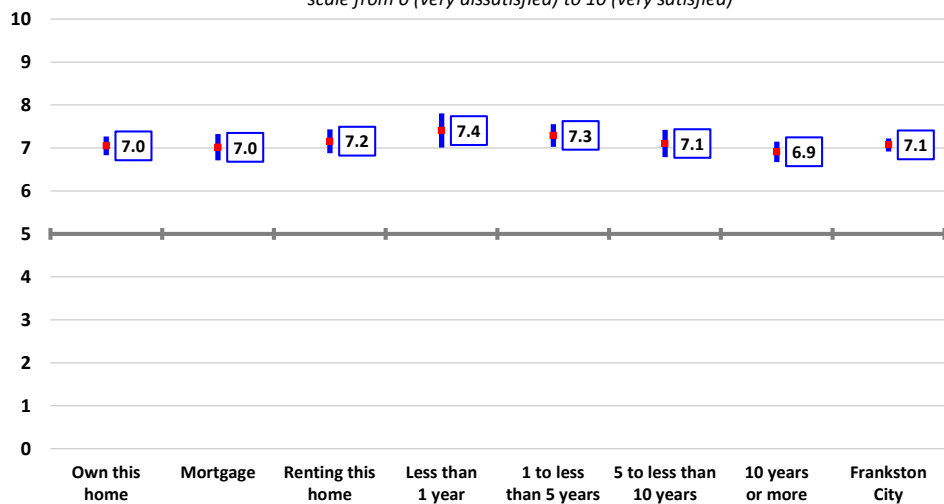


Frankston City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with planning for population growth by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

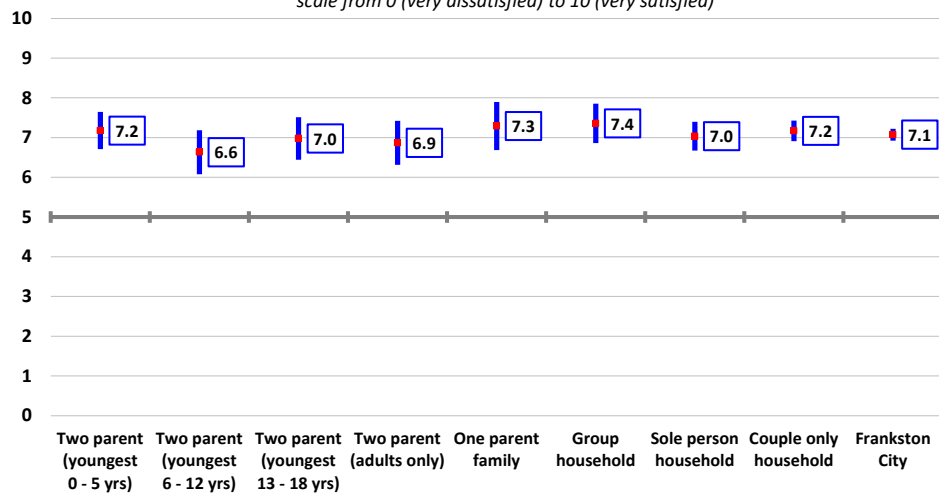


**Satisfaction with planning for population growth by period of residence**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Satisfaction with planning for population growth by household structure**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Reason for dissatisfaction with planning for population growth**

There was a total of 81 comments received from respondents who were not satisfied with planning for population growth by all levels of government. These comments have been broadly categorised as follows, with the verbatim comments included in the following table.

- **Planning and development / neighbourhood character** (16 comments)
- **Population density / overcrowding** (13 comments)
- **Parking, traffic, roads, and public transport** (11 comments)
- **General negative** (11 comments)
- **Services and facilities** (9 comments)
- **Housing availability / affordability** (8 comments)
- **Infrastructure** (4 comments)
- **Immigration** (3 comments)
- **Other** (6 comments)

Metropolis Research notes that most of the comments received related to concerns around the impact of new development on neighbourhood character and comments around the appropriateness of the planning, as well as concerns around population density and the perception of over-development.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Unlike the major growth area municipalities, where concerns were more focused on the impact of housing development on demand for infrastructure, including both physical infrastructure such as roads, but also services such as health and human services, childcare, education and other services and facilities.

**Reasons for dissatisfaction with planning for population growth**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Planning and development / neighbourhood character</i>	
Problem with new high rises	2
The housing	2
Appropriate housing, less of heritage house to make way for high rises	1
Because high rises are being built in Frankston to support that population growth, replacing historical buildings	1
Better policies needed for housing	1
Housing developments are constructed without schools, forcing people to use private car	1
I believe that Council does plan for now but not in the future	1
Land size is problem	1
Need more open land	1
Need more quality in housing	1
There's no planning	1
They don't think about needs enough	1
They should empty buildings into apartment	1
They're not building anything for population growth	1
<b>Total</b>	<b>16</b>
<i>Population density / crowded</i>	
Already a lot of people / too many people / overpopulated	5
Because we are already overcrowded	1
Busy	1
Growing too fast for the suburb	1
I think that Frankston is becoming too crowded	1
Over population. They're just cramming everybody in like sardines	1
Overcrowded already. People are priced out of a comfortable living standard	1
Too many people coming in driving down rent	1
Worry that we're getting overpopulated in a small area, contesting roads	1
<b>Total</b>	<b>13</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

<i>General negative</i>	
Can't handle	1
Concerned because it is going too fast	1
Haven't seen any evidence of it	1
I am not sure it's good	1
It's a challenge	1
Not a good idea	1
Not in the right location	1
Not required	1
Not working on it	1
Sometimes they implement decisions that is out of date	1
Too many issues already	1
<b>Total</b>	<b>11</b>
<i>Parking, traffic, roads, and public transport</i>	
The transport	2
Don't want any more congestion	1
Housing developments are constructed without transport, forcing people to use private car	1
New roads are just single lane, no future planning for population growth	1
Risky, putting up units and not having parking and more traffic is going to come	1
The parking	1
The roads are inadequate	1
The traffic	1
Too many units already not enough parking	1
You can see the impact on parking, there needs to be more investments	1
<b>Total</b>	<b>11</b>
<i>Services and facilities</i>	
The schools	3
Lack of service provision to accommodate population growth	1
Medical services	1
The expansion of new people here and not enough shopping centres	1
They are not making it liveable	1
You can see the impact on hospitals, there needs to be more investments	1
You can see the impact on schools there needs to be more investments	1
<b>Total</b>	<b>9</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

<i>Housing availability / affordability</i>	
How will they provide housing / not enough housing	2
Affordability of housing, whether people can be accommodated	1
I think there should be public housing and not people relying on raising deposits and all of that	1
Lack of provision of housing around closer to employment areas	1
The structures are not going to work for all the people coming in, there are already major problems with housing	1
There's too many people and not enough housing. There are not enough options for young people	1
We don't have enough housing for people. We are such a big country but so little space for housing	1
<b>Total</b>	<b>8</b>
<i>Infrastructure</i>	
Infrastructure	1
Planning and infrastructure	1
The current infrastructure is not enough for the current population, what happens if the population grows	1
There is not enough key infrastructure to support growth	1
<b>Total</b>	<b>4</b>
<i>Immigration</i>	
Immigration taking jobs	1
Plan for new immigrants is non-existent and no proper housing. They need better policies.	1
Too many immigrants coming	1
<b>Total</b>	<b>3</b>
<i>Other</i>	
Commonwealth bank building in Beach St	1
I don't see any incentives to investors	1
There are not enough jobs	1
They should have a proper vision for homeless people	1
We don't do enough in forms of streetlight, and I get panic until she arrives safely	1
You got to have land to build houses, it is a bit of a problem, I am not sure how they are going to handle that	1
<b>Total</b>	<b>6</b>
<b>Total</b>	<b>81</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

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## 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 2023, asked to rate the importance to the community of Council providing 32 services and facilities, and then their satisfaction with those services and facilities. There was a new facility included in the survey this year, relating to the Frankston Memorial Park (the cemetery).

### ***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.

Respondents were asked to rate how important they considered each of the 31 Council provided services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community 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 8.8 out of a potential 10, up just marginally on the 8.7 recorded. This result was marginally higher than the metropolitan Melbourne average of 8.8 as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

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

At the left-hand side of the table, the graphic identifies the services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, as follows:

- ***Measurably higher than average importance*** - includes the weekly garbage collection, fortnightly recycling collection, food and garden waste collection, hard rubbish collection, services for seniors, and services for people with disability.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

- **Measurably lower than average importance** – includes the *Frankston City News*, parking enforcement, animal management, and Council’s website.

**Importance of selected Council services and facilities**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2023 Metro.*
			Lower	Mean	Upper			
Higher than average importance	Weekly garbage collection	797	9.1	<b>9.2</b>	9.3	9.3	9.5	9.3
	Fortnightly recycling collection	793	9.0	<b>9.1</b>	9.2	9.2	9.4	9.3
	Food and garden waste collection	773	9.0	<b>9.1</b>	9.1	8.9	9.1	9.0
	Hard rubbish collection	776	8.9	<b>9.0</b>	9.1	9.1	9.2	9.0
	Services for seniors	742	8.9	<b>9.0</b>	9.1	9.1	9.1	9.1
	Services for people with disability	726	8.9	<b>9.0</b>	9.1	9.2	n.a.	9.2
Average importance	Services for children	736	8.9	<b>9.0</b>	9.1	8.9	9.1	8.9
	Provision and maintenance of playgrounds	757	8.9	<b>9.0</b>	9.0	8.9	n.a.	8.9
	Recycling and Recovery Centre	742	8.9	<b>9.0</b>	9.0	9.0	9.1	8.9
	Public toilets	764	8.9	<b>8.9</b>	9.0	8.9	9.1	8.9
	Maintenance and repair of sealed local roads	784	8.8	<b>8.9</b>	9.0	8.9	9.0	8.9
	Services for youth	732	8.8	<b>8.9</b>	9.0	9.0	8.9	8.7
	Drains maintenance and repairs	783	8.8	<b>8.9</b>	9.0	8.9	8.9	9.0
	Local library	751	8.8	<b>8.9</b>	9.0	8.8	9.0	9.0
	Sports ovals (including facilities and activities)	759	8.7	<b>8.8</b>	8.9	8.9	9.0	8.9
	Provision & maintenance of parks, gardens, reserves	767	8.7	<b>8.8</b>	8.9	8.8	9.0	8.9
	Litter collection in public areas	778	8.7	<b>8.8</b>	8.9	8.9	9.0	8.9
	Foothpath maintenance and repairs	782	8.7	<b>8.8</b>	8.9	8.9	9.0	9.0
	Aquatic and Leisure Centres	742	8.6	<b>8.7</b>	8.8	8.7	8.9	8.9
	Provision and maintenance of street trees	779	8.6	<b>8.7</b>	8.8	8.7	8.6	8.7
	Council support for local business	685	8.6	<b>8.7</b>	8.8	8.8	8.9	n.a.
	Maintenance and cleaning of shopping strips	762	8.6	<b>8.7</b>	8.8	8.7	8.9	8.7
	Community Centres / Neighbourhood Houses	724	8.6	<b>8.6</b>	8.7	8.8	n.a.	8.6
	Planning applications	689	8.5	<b>8.6</b>	8.7	8.5	n.a.	n.a.
	Frankston Memorial Park (Cemetery)	702	8.5	<b>8.6</b>	8.7	n.a.	n.a.	n.a.
	On and off road bike paths (including shared pathways)	744	8.5	<b>8.6</b>	8.7	8.6	8.8	8.7
	Local traffic management	772	8.5	<b>8.6</b>	8.7	8.6	9.0	8.8
	Arts and cultural events, programs and activities	740	8.4	<b>8.6</b>	8.7	8.6	8.7	8.2^
	Council's website	743	8.4	<b>8.5</b>	8.7	8.2	8.6	8.6
Lower	Animal management	717	8.4	<b>8.5</b>	8.6	8.5	8.7	8.4
	Parking enforcement	749	8.0	<b>8.1</b>	8.3	7.5	8.0	8.2
	Frankston City News	659	7.6	<b>7.8</b>	8.0	7.4	7.8	7.7
	<i>Average importance</i>		8.7	<b>8.8</b>	8.9	8.7	8.9	8.8

(\* ) 2023 metropolitan Melbourne average from Governing Melbourne  
(^ ) is the average of "provision of public art" and "Council's festivals and events"





Frankston City Council – 2023 Annual Community Satisfaction Survey

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### Change in importance between 2022 and 2023

Of the 31 services and facilities that were included in the survey in 2022 and 2023, the importance of 11 services and facilities increased somewhat this year, 10 remained the same, and the importance of 10 declined somewhat.

Most of these variations were not statistically significant, however, attention is drawn to the following notable variations in importance this year:

- **Notably more important in 2023 than in 2022** – included parking enforcement (up 9%), the *Frankston City News* (up 5%), Council’s website (up 4%), and the food and garden waste collection (up 2%).
- **Notably less important in 2023 than in 2022** – included services for people with disability (down 2%).

Metropolis Research notes the measurable increase in the importance of both the key communication tools for Council (the printed newsletter and the website).

### Comparison to the metropolitan Melbourne average importance

Of the 32 services and facilities included in the survey this year, 28 were also included in the *Governing Melbourne* research in a comparable format.

Of these 28 services and facilities, eight were more important in Frankston City than the metropolitan Melbourne average, six received the same importance score, and 14 were somewhat less important in Frankston City.

None of these variations were statistically significant, although the following variations were noted:

- **Somewhat more important in Frankston City** – included the *Frankston City News* (2% more important) and services for youth (2% more).
- **Somewhat less important in Frankston City** – included local traffic management (2% less important), services for people with disability (2% less), and footpath maintenance and repairs (2% less).

Metropolis Research notes that services for youth were somewhat more important in Frankston City than the metropolitan Melbourne average.

Whilst this was not a significant difference, it is 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.



Frankston City Council – 2023 Annual Community Satisfaction Survey

### **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 was 7.8 out of a potential 10 this year, up one percent from 7.7, which is an “excellent”, up from a “very good” level.

This result was somewhat (3%) but not measurably higher than the metropolitan Melbourne average satisfaction with 28 services and facilities of 7.6 out of 10.

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

At the left-hand side of the table, the graphic 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** - includes the weekly garbage collection, local library, food and garden waste collection, fortnightly recycling collection, aquatic and leisure centres, sports ovals, recycling and recovery centre, arts and cultural events, programs, and activities, and the hard rubbish collection.
- **Measurably lower than average satisfaction** – includes planning applications, the maintenance and repair of sealed local roads, public toilets, the *Frankston City News*, parking enforcement, Council support for local business, drains maintenance and repairs, the maintenance and cleaning of shopping strips, local traffic management, and footpath maintenance and repairs.

### **Relative satisfaction with Council services and facilities**

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

- **Excellent** – for weekly garbage collection, local library, food and garden waste collection, fortnightly recycling collection, aquatic and leisure centres, sports ovals, recycling and recovery centre, arts and cultural events, programs, and activities, hard rubbish collection, Frankston Memorial Park, the provision and maintenance of playgrounds, community centres/ neighbourhood houses, services for youth, services for children, services for seniors, on and off-road bike paths, Council’s website, and animal management.
- **Very Good** – for the provision and maintenance of parks, gardens, and reserves, services for people with disability, litter collection in public areas, the provision and maintenance of street trees, footpath maintenance and repairs, local traffic management, the maintenance and cleaning of shopping strips, and drains maintenance and repairs.



Frankston City Council – 2023 Annual Community Satisfaction Survey

- **Good** – for Council support for local business, parking enforcement, the *Frankston City News*, public toilets, the maintenance and repair of sealed local roads, and planning applications.

Metropolis Research notes that, consistent with the results recorded in 2022 and 2021, none of the 32 included services and facilities obtained a satisfaction score categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

**Satisfaction with selected Council services and facilities**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2023 Metro.*	
			Lower	Mean	Upper				
Higher than average satisfaction	Weekly garbage collection	797	8.6	<b>8.7</b>	8.8	8.7	8.6	8.5	
	Local library	308	8.5	<b>8.7</b>	8.8	8.2	8.6	8.2	
	Food and garden waste collection	535	8.5	<b>8.6</b>	8.7	8.5	8.4	8.2	
	Fortnightly recycling collection	797	8.5	<b>8.6</b>	8.7	8.6	8.6	8.5	
	Aquatic and Leisure Centres	253	8.3	<b>8.4</b>	8.6	8.1	8.2	7.8	
	Sports ovals (including facilities and activities)	345	8.2	<b>8.4</b>	8.5	8.1	8.2	7.9	
	Recycling and Recovery Centre	344	8.2	<b>8.4</b>	8.5	8.1	8.2	7.9	
	Arts and cultural events, programs and activities	251	8.1	<b>8.2</b>	8.4	8.0	7.9	7.6^	
Average satisfaction	Hard rubbish collection	595	8.1	<b>8.2</b>	8.3	8.4	8.2	8.1	
	Frankston Memorial Park (Cemetery)	136	8.0	<b>8.2</b>	8.4	n.a.	n.a.	n.a.	
	Provision and maintenance of playgrounds	334	7.9	<b>8.1</b>	8.3	7.9	n.a.	7.7	
	Community Centres / Neighbourhood Houses	151	7.8	<b>8.1</b>	8.3	7.9	n.a.	7.7	
	Services for youth	96	7.6	<b>8.0</b>	8.3	7.6	7.2	7.6	
	Services for children	155	7.7	<b>8.0</b>	8.2	8.2	8.3	8.1	
	Services for seniors	120	7.6	<b>7.9</b>	8.3	7.9	7.7	7.9	
	On and off road bike paths (including shared pathways)	253	7.7	<b>7.9</b>	8.1	7.8	7.7	7.5	
	Council's website	356	7.7	<b>7.9</b>	8.1	7.8	7.2	7.6	
	Animal management	675	7.7	<b>7.8</b>	8.0	7.7	7.6	7.6	
	Provision & maintenance of parks, gardens, reserves	754	7.6	<b>7.7</b>	7.8	7.7	7.9	7.7	
	Services for people with disability	94	7.3	<b>7.7</b>	8.1	7.4	n.a.	7.3	
	Litter collection in public areas	763	7.5	<b>7.6</b>	7.7	7.5	7.1	7.3	
	Provision and maintenance of street trees	768	7.4	<b>7.5</b>	7.7	7.3	7.1	7.4	
	Lower than average	Foothpath maintenance and repairs	764	7.3	<b>7.4</b>	7.6	7.5	7.1	7.2
		Local traffic management	760	7.3	<b>7.4</b>	7.5	7.4	7.2	7.3
Maintenance and cleaning of shopping strips		763	7.3	<b>7.4</b>	7.5	7.6	7.2	7.4	
Drains maintenance and repairs		769	7.2	<b>7.4</b>	7.5	7.6	7.3	7.5	
Council support for local business		87	6.8	<b>7.2</b>	7.6	7.2	6.6	n.a.	
Parking enforcement		711	7.0	<b>7.2</b>	7.3	6.9	6.6	7.1	
Frankston City News		556	6.9	<b>7.1</b>	7.3	7.1	6.8	7.1	
Public toilets		335	6.9	<b>7.1</b>	7.3	6.6	6.5	6.4	
Maintenance and repair of sealed local roads	786	6.7	<b>6.9</b>	7.0	7.3	7.0	7.1		
Planning applications	100	6.2	<b>6.7</b>	7.1	6.6	n.a.	n.a.		
	<i>Average satisfaction</i>		7.6	<b>7.8</b>	8.0	7.7	7.6	7.6	

(\*) 2023 metropolitan Melbourne average from Governing Melbourne  
(^) is the average of "provision of public art" and "Council's festivals and events"



Frankston City Council – 2023 Annual Community Satisfaction Survey

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### Comparison to the metropolitan Melbourne average satisfaction

Of the 32 services and facilities included in the survey this year, 28 were also included in the *Governing Melbourne* research in a comparable format.

Of these 28 services and facilities, 22 received a higher satisfaction score in Frankston City than the metropolitan Melbourne average, two received the same satisfaction score, and just four received a somewhat lower satisfaction score in Frankston City.

Whilst most of these variations were not notable or statistically significant, the following variations from the metropolitan Melbourne results are noted:

- **Notably higher satisfaction in Frankston City** – included public toilets (11% higher satisfaction), aquatic and leisure centres (8% higher), on and off-road bike paths (7% higher), sports ovals (6% higher), recycling and recovery centre (6% higher), local library (6% higher), the provision and maintenance of playgrounds (5% higher), services for people with disability (5% higher), services for youth (5% higher), food and garden waste collection (5% higher), and community centres / neighbourhood houses (5% higher). Of these all but services for seniors and services for people with disability were statistically significant.
- **Notably lower satisfaction in Frankston City** – included the maintenance and repair of sealed local roads (3% lower satisfaction) and drains maintenance and repairs (2% lower). None of these were statistically significant.

### Change in satisfaction between 2022 and 2023

As outlined in the following graph, of the 31 services and facilities that were included in both 2022 and 2023, satisfaction with 20 increased somewhat this year, satisfaction with five remained essentially the same, and satisfaction with seven declined.

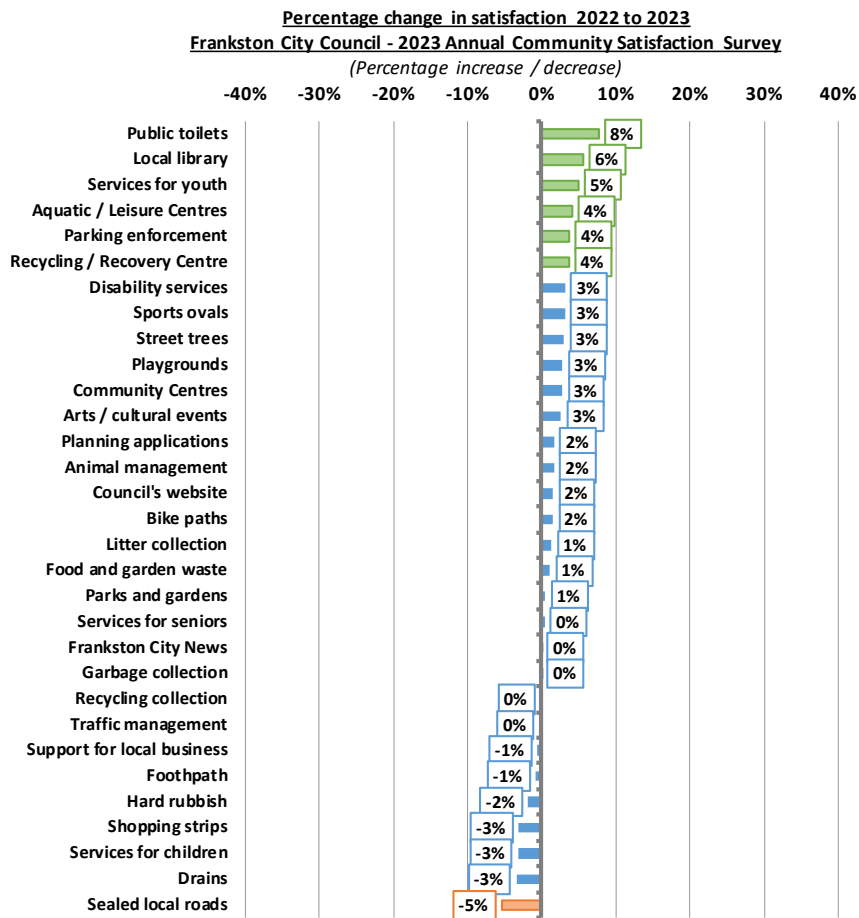
Metropolis Research highlights that this was the second consecutive small increase in average satisfaction with services and facilities, up from 7.6 in 2021, and 7.7 in 2022, to 7.8 this year, an increase of three percent over the last three years.

Of these changes in satisfaction this year, attention is drawn to the following notable and some statistically significant variations:

- **Notably higher satisfaction in 2023 than in 2022** – included public toilets (up 8%), local library (up 6%), services for youth (up 5%), aquatic and leisure centres (up 4%), parking enforcement (up 4%), and the recycling and recovery centre (up 4%). The increase in satisfaction with services for youth, aquatic and leisure centres, and the recycling / recovery centre were not statistically significant.
- **Notably lower satisfaction in 2023 than in 2022** – included the maintenance and repair of sealed local roads. This was a statistically significant decline in satisfaction this year.



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**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 three of the 32 services and facilities.

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



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Satisfaction with selected Council services and facilities**

**Frankston City Council - 2023 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
Food and garden waste collection	1%	14%	86%	14	<b>550</b>
Local library	0%	15%	85%	5	<b>312</b>
Weekly garbage collection	2%	15%	83%	4	<b>801</b>
Fortnightly recycling collection	2%	15%	83%	4	<b>801</b>
Aquatic and Leisure Centres	1%	18%	82%	4	<b>257</b>
Sports ovals (including facilities and activities)	1%	19%	80%	8	<b>353</b>
Recycling and Recovery Centre	2%	19%	79%	10	<b>354</b>
Frankston Memorial Park (Cemetery)	2%	19%	79%	5	<b>141</b>
Arts and cultural events, programs and activities	2%	20%	79%	2	<b>253</b>
Hard rubbish collection	3%	20%	76%	12	<b>607</b>
Provision and maintenance of playgrounds	3%	23%	74%	7	<b>341</b>
Council's website	4%	26%	71%	4	<b>360</b>
Community Centres / Neighbourhood Houses	1%	29%	70%	2	<b>152</b>
On and off road bike paths (including shared pathways)	3%	28%	69%	13	<b>265</b>
Services for children	3%	28%	69%	5	<b>160</b>
Services for youth	5%	27%	69%	4	<b>100</b>
Animal management	4%	28%	68%	126	<b>801</b>
Services for people with disability	6%	29%	65%	2	<b>96</b>
Services for seniors	4%	31%	65%	4	<b>124</b>
Provision and maintenance of parks, gardens, reserves	4%	32%	64%	47	<b>801</b>
Litter collection in public areas	5%	33%	61%	38	<b>801</b>
Provision and maintenance of street trees	7%	33%	60%	33	<b>801</b>
Drains maintenance and repairs	9%	33%	58%	32	<b>801</b>
Foothpath maintenance and repairs	7%	37%	57%	37	<b>801</b>
Local traffic management	8%	36%	56%	41	<b>801</b>
Council support for local business	8%	38%	54%	2	<b>89</b>
Parking enforcement	10%	36%	54%	90	<b>801</b>
Maintenance and cleaning of shopping strips	5%	41%	53%	38	<b>801</b>
Frankston City News	10%	39%	51%	245	<b>801</b>
Public toilets	12%	40%	49%	9	<b>344</b>
Maintenance and repair of sealed local roads	13%	42%	45%	15	<b>801</b>
Planning applications	14%	45%	41%	5	<b>105</b>

**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:



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

- **Generally, more satisfied than average** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households.
- **Generally, less satisfied than average** – included middle-aged adults (aged 45 to 59 years), and male respondents.

**Average satisfaction with selected Council services and facilities**  
**Frankston City Council - 2023 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	7.1	6.8	6.4	6.8	7.3	6.9	6.8	6.8	7.2
Drains maintenance and repairs	7.6	7.2	7.1	7.3	7.7	7.3	7.4	7.4	7.3
Foothpath maintenance and repairs	7.6	7.4	7.2	7.4	7.7	7.3	7.5	7.4	7.4
Weekly garbage collection	8.6	8.5	8.6	8.8	8.8	8.6	8.7	8.6	8.7
Fortnightly recycling collection	8.7	8.4	8.5	8.8	8.7	8.5	8.7	8.6	8.5
Provision and maintenance of street trees	7.9	7.4	7.4	7.4	7.5	7.6	7.5	7.6	7.5
Provision & maint. of parks, gardens, reserves	7.8	7.4	7.5	7.9	8.3	7.6	7.8	7.7	7.7
Litter collection in public areas	7.7	7.4	7.4	7.7	7.8	7.5	7.7	7.6	7.5
Maintenance and cleaning of shopping strips	7.6	7.2	7.2	7.4	7.3	7.4	7.4	7.4	7.4
Parking enforcement	7.4	7.0	6.8	7.3	7.0	7.1	7.2	7.1	7.4
Local traffic management	7.7	7.1	7.4	7.2	7.5	7.3	7.5	7.4	7.4
Animal management	7.9	7.6	7.9	7.9	8.1	7.7	8.0	7.8	8.0
Frankston City News	7.4	6.8	6.8	7.0	7.8	7.0	7.2	7.0	7.6
Council's website	8.2	7.9	7.7	7.7	8.0	7.8	8.0	7.9	7.9
Hard rubbish collection	8.3	7.9	8.2	8.2	8.5	8.1	8.3	8.2	8.3
Food and garden waste collection	8.6	8.5	8.5	8.7	8.8	8.6	8.7	8.6	8.9
Recycling and Recovery Centre	8.4	8.5	8.0	8.4	8.4	8.2	8.5	8.3	8.4
Local library	8.8	8.6	8.3	8.7	8.9	8.5	8.7	8.6	8.8
Sports ovals (including facilities and activities)	8.6	8.2	8.3	8.1	8.4	8.4	8.3	8.3	8.5
Public toilets	7.4	6.6	6.7	7.3	7.1	7.3	6.8	7.1	7.0
On and off road bike paths	8.1	7.5	8.1	8.1	8.0	7.7	8.2	8.0	7.7
Aquatic and Leisure Centres	8.4	8.4	8.2	8.5	8.8	8.3	8.5	8.4	8.4
Services for children	8.0	8.2	6.9	8.3	8.3	8.1	7.9	7.9	7.9
Services for youth	8.0	7.9	7.7	8.0	8.8	8.0	8.1	8.0	7.6
Services for seniors	7.5	7.5	8.3	8.1	8.3	7.8	8.1	7.9	8.2
Services for people with disability	8.1	7.6	6.7	7.7	8.6	7.8	7.7	7.8	7.3
Arts and cultural events, programs, activities	8.6	8.1	7.7	8.2	8.4	8.3	8.3	8.3	7.9
Provision and maintenance of playgrounds	8.2	7.8	8.2	8.2	8.2	8.0	8.1	8.1	8.3
Council support for local business	6.9	7.8	7.6	7.0	6.7	7.0	7.4	7.2	7.2
Community Centres / Neighbourhood Houses	8.0	8.4	7.9	8.0	8.3	7.8	8.3	8.1	8.3
Planning applications	7.1	6.5	6.3	6.2	7.2	6.4	6.9	6.6	7.2
Frankston Memorial Park (Cemetery)	8.3	8.1	8.3	8.0	8.2	8.2	8.2	8.2	8.1
<i>Average satisfaction</i>	<i>8.0</i>	<i>7.7</i>	<i>7.6</i>	<i>7.8</i>	<i>8.1</i>	<i>7.7</i>	<i>7.9</i>	<i>7.8</i>	<i>7.9</i>
<b>Total respondents</b>	<b>232</b>	<b>142</b>	<b>144</b>	<b>213</b>	<b>68</b>	<b>382</b>	<b>411</b>	<b>658</b>	<b>128</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

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### **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.

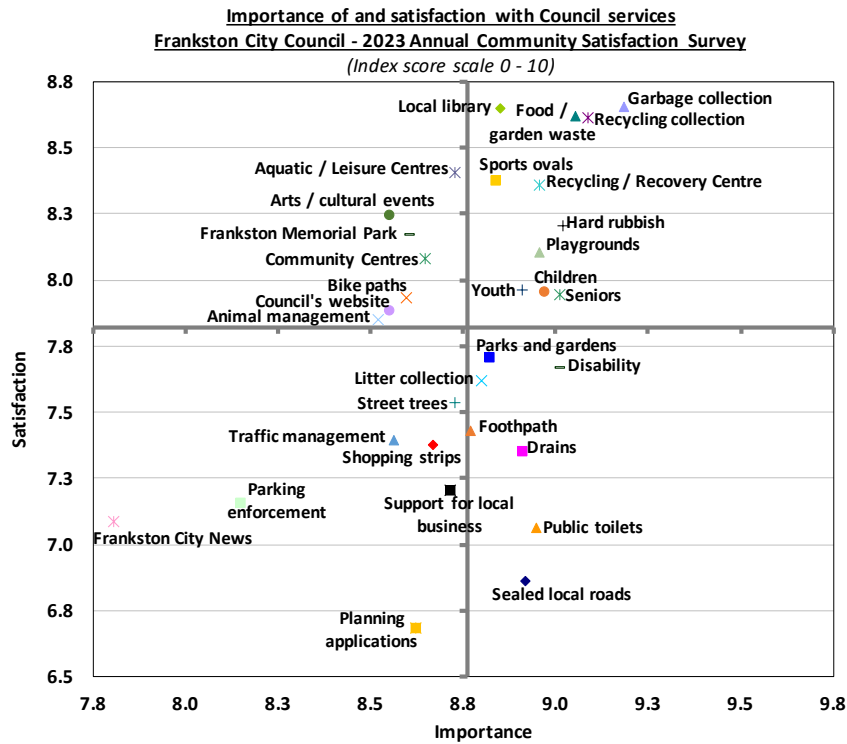
Some key points of interest in the graph include the following:

- **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 four lowest rated services for satisfaction, and satisfaction with the Council website continuing to improve this year, and it remains of higher-than-average satisfaction.
- **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 2023 remain planning applications, the maintenance and repair of sealed local roads, public toilets, the *Frankston City News*, parking enforcement, and support for local business, all of which recorded “good” levels of satisfaction, and all received measurably lower than the average satisfaction with all 32 services and facilities (7.8).





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**Satisfaction by broad service areas**

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

- **Infrastructure** – includes drains maintenance and repairs, 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.



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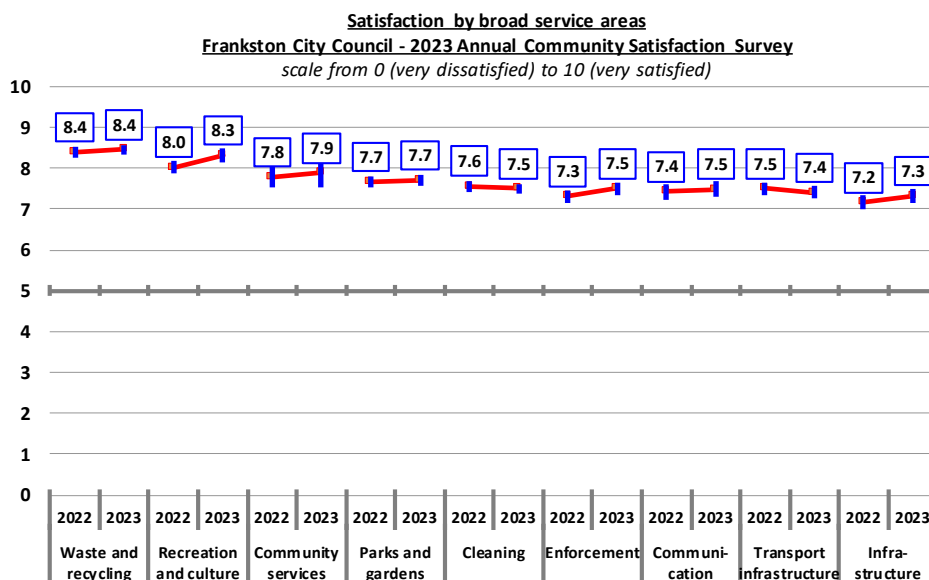
- **Transport infrastructure** – includes maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- **Parks and gardens** – include the provision and maintenance of parks, gardens, reserves.
- **Local business** – includes Council support for local business.

Of the nine broad service areas, satisfaction with six increased somewhat, parks and gardens remained the same, and satisfaction with three areas declined marginally.

None of these variations between 2022 and 2023 were statistically significant, although Metropolis Research draws attention to the four percent increase in satisfaction with recreation and culture services and facilities, and the three percent increase in satisfaction with enforcement (mostly parking enforcement).

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

- **Excellent** – for waste and recycling, recreation and culture, and community services.
- **Very Good** – for parks and gardens, cleaning, enforcement, communication, transport, and infrastructure.

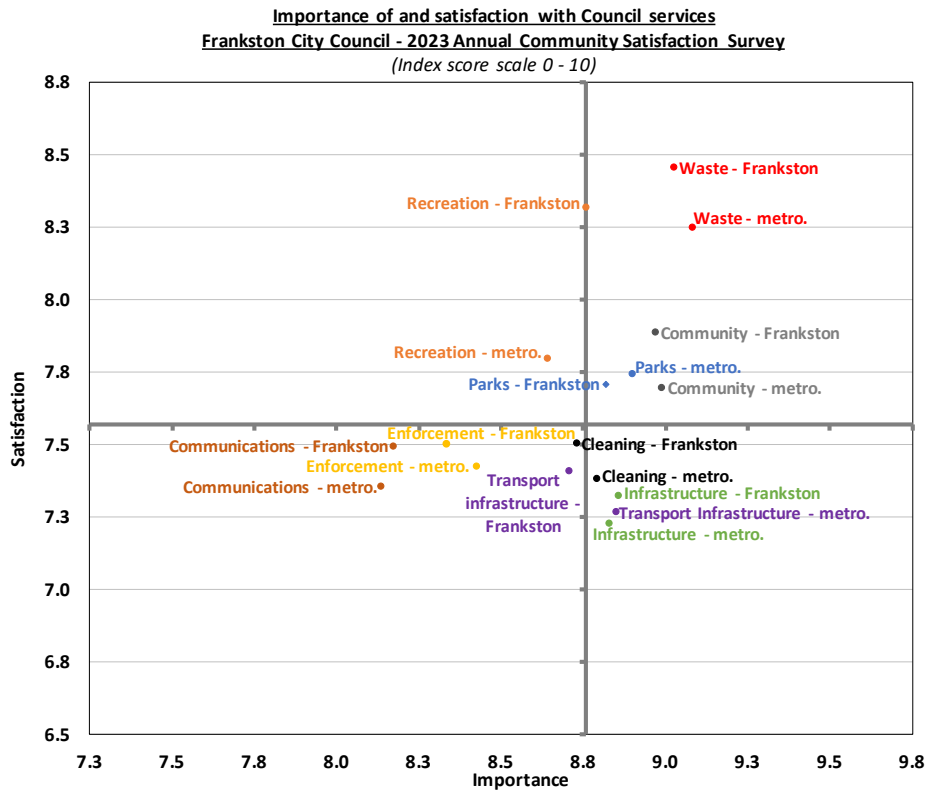
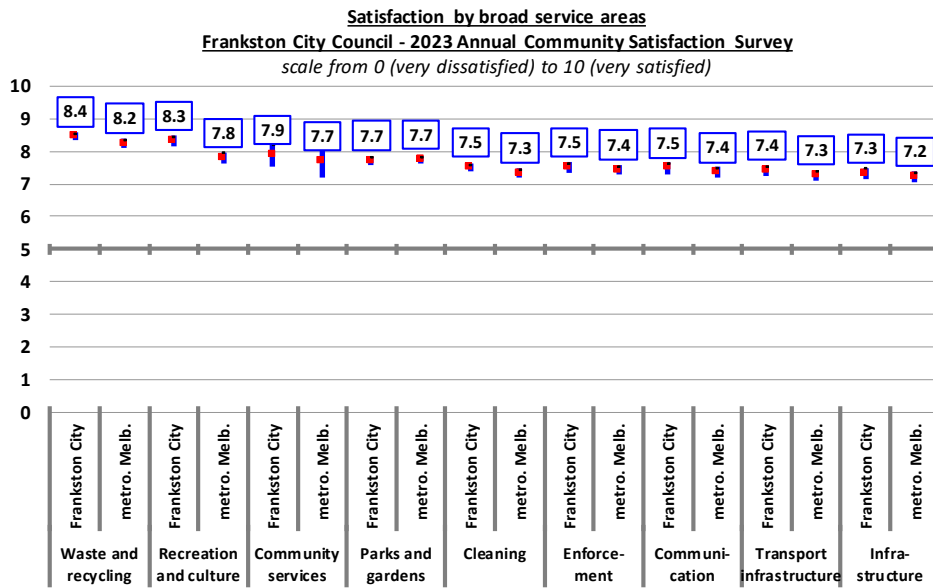


When compared to the metropolitan Melbourne average satisfaction with these nine broad service areas, it is noted that satisfaction with eight of the nine broad service areas was higher in Frankston City than the metropolitan Melbourne average. Particular attention is drawn to recreation and culture services and facilities, which received a measurably higher satisfaction.

Satisfaction with infrastructure was the only broad service area to receive a somewhat (1%) lower satisfaction than the metropolitan Melbourne average, and at a “good” level in Frankston City compared to a “very good” level across metropolitan Melbourne.



Frankston City Council – 2023 Annual Community Satisfaction Survey



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### **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.



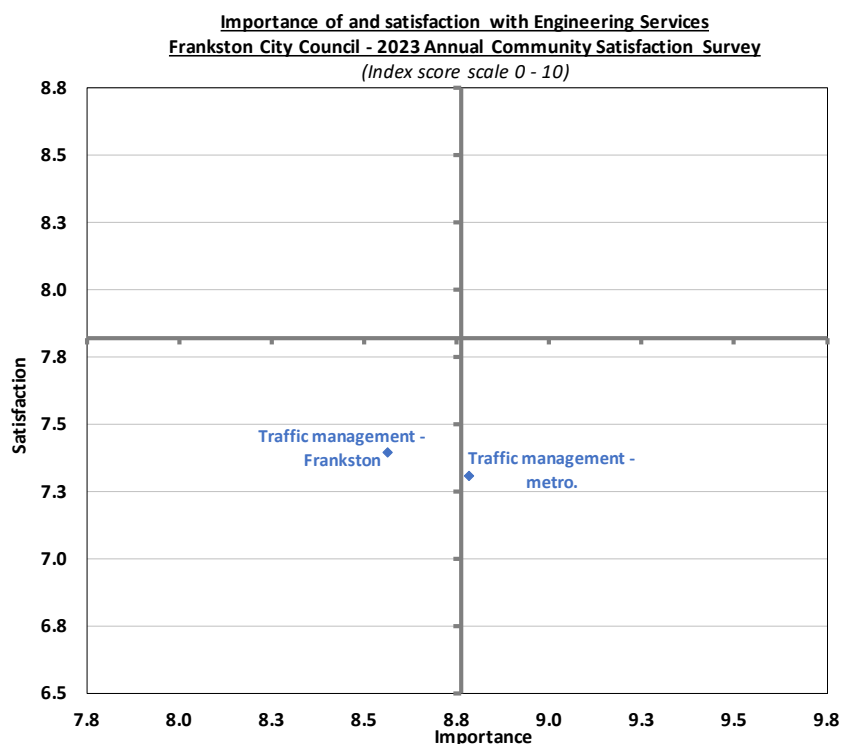
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Engineering Services**

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

The graph displays the average importance of and satisfaction with the service, with a comparison to the metropolitan Melbourne average. The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

Local traffic management was marginally less important in Frankston City than the metropolitan average, but very marginally higher-than-average satisfaction.



**Local traffic management**

Local traffic management was the 27<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.6 out of 10, which was identical to the 2022 result.

Satisfaction with local traffic management remained stable this year at 7.4, which remains a “very good” level of satisfaction.



Frankston City Council – 2023 Annual Community Satisfaction Survey

This result ranks local traffic management 24<sup>th</sup> in terms of satisfaction this year, and one of 10 to record a satisfaction score measurably lower than the average of all 32 services and facilities (7.8).

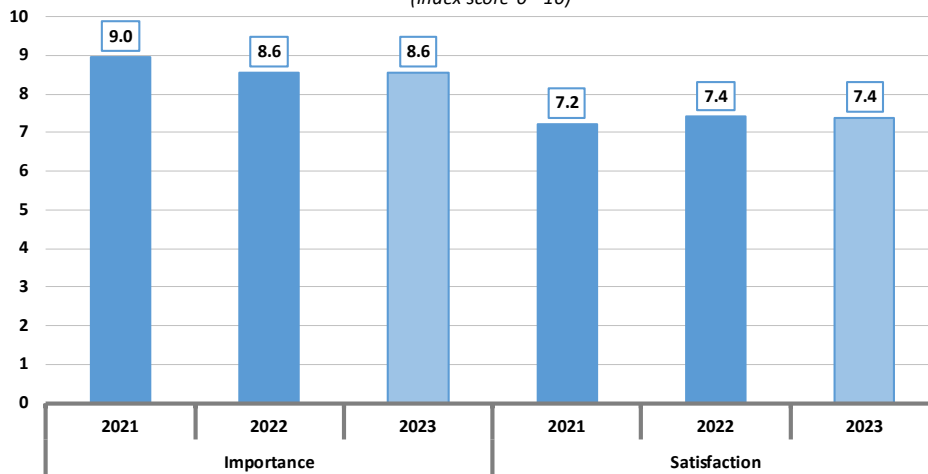
Metropolis Research notes that this satisfaction score is consistent with the fact that “traffic management” issues were the most nominated [issue to address](#) for Frankston City ‘at the moment’, with 12% of respondents nominating these issues. These issues clearly reflect traffic management in a broader sense, including predominantly traffic congestion and commuting times and similar issues on arterial roads, and not only council managed roads.

This result was comprised of 56% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 760 of the 801 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied and middle-aged adults (aged 45 to 59 years) notably less satisfied than average. There was no significant variation by gender or language spoken at home.

By way of comparison, this result was marginally but not measurably higher than the metropolitan Melbourne satisfaction with “local traffic management” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

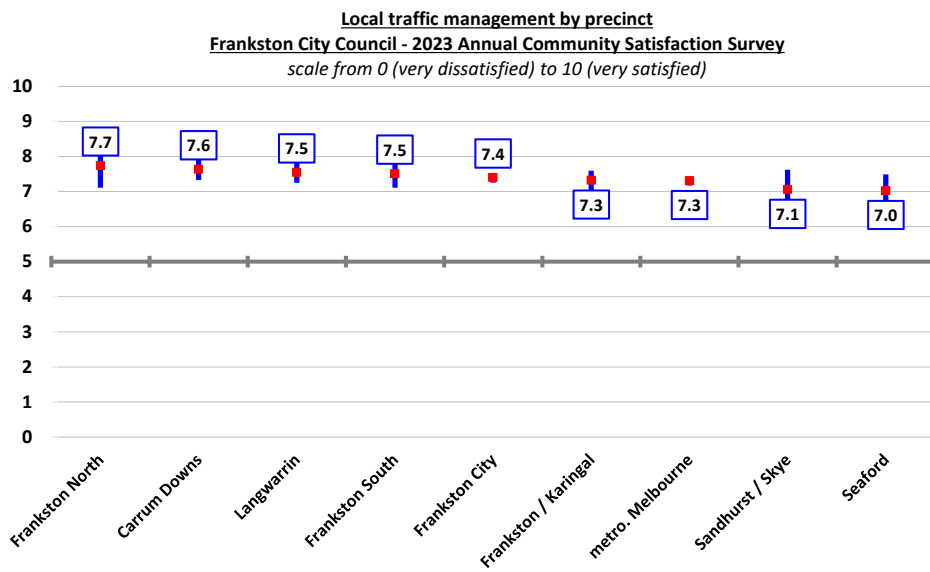
**Importance of and satisfaction with local traffic management**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with local traffic management observed across the municipality, it is noted that respondents from Sandhurst / Skye and Seaford were somewhat less satisfied than average and at “good” rather than “very good” levels of satisfaction.



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**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.

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average. The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

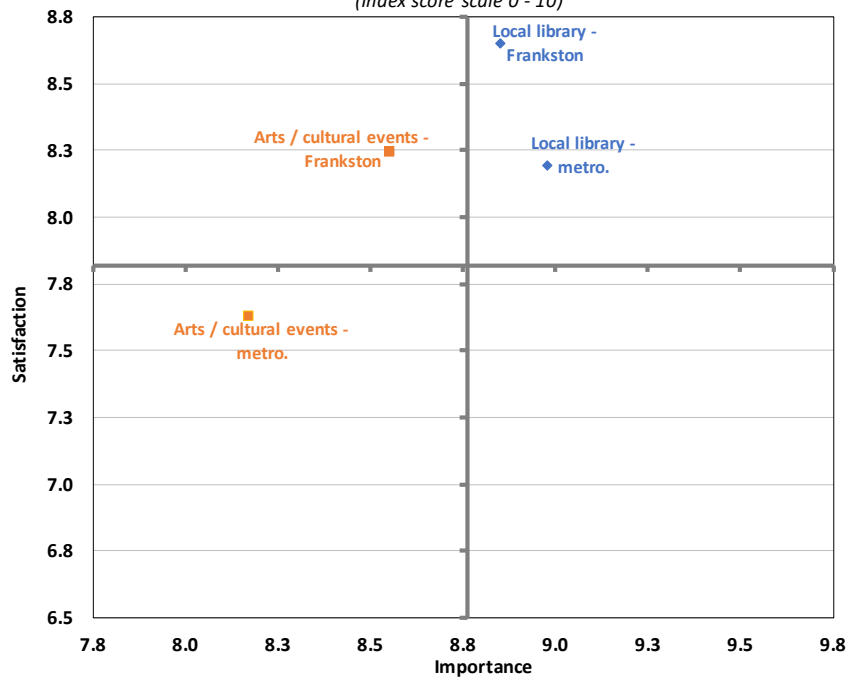
It is noted that arts and cultural events were somewhat more important in Frankston City than the metropolitan average, whilst the library was marginally less important than average.

Satisfaction with both the local library and arts and cultural events was measurably higher in Frankston City than the metropolitan average, which is a very positive result that reflects well on the performance of Frankston City Council providing these services and facilities.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with Arts and Culture**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score scale 0 - 10)



**Local library**

The local library service was the 14<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.9 out of 10, which is consistent with previous years.

Satisfaction with the local library service increased measurably this year, up six percent to 8.7, which remains an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction with local library services has improved this year in several municipalities across metropolitan Melbourne, likely reflecting a return to the very high levels of satisfaction typically recorded prior to the pandemic. It does appear that this trend has occurred in Frankston City.

This result ranks the local library 2<sup>nd</sup> in terms of satisfaction this year, and one of nine to record a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 85% “very satisfied” and zero percent “dissatisfied” respondents, based on a total sample of 307 of the 312 respondents (40%) from households who had used these facilities in the last 12 months.





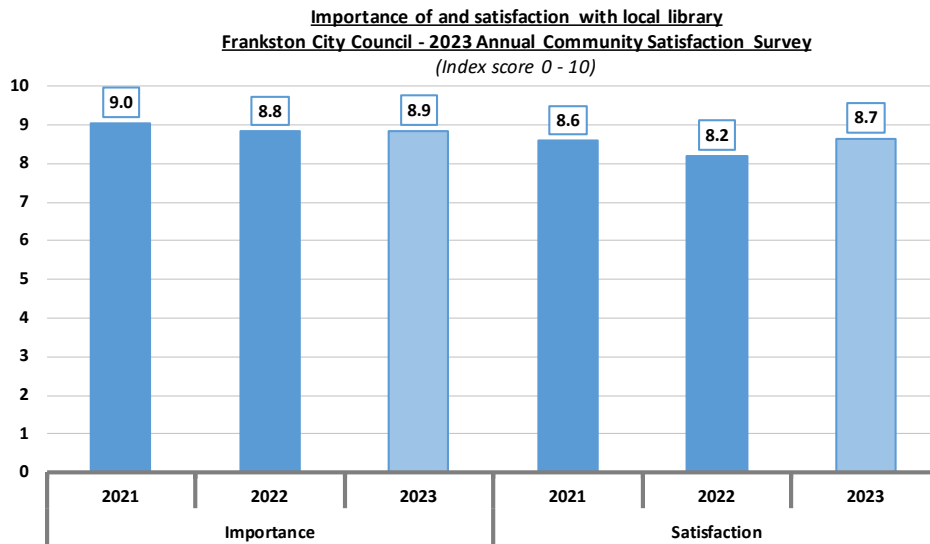
Frankston City Council – 2023 Annual Community Satisfaction Survey

The fact that 40% of respondents were from households that had used these services reinforces the importance of the local library service to local communities.

The fact that 85% of respondents who used these facilities were “very satisfied” and none “dissatisfied” speaks very well of the high regard with which the local library service is held by those in the community who utilise them.

There was little meaningful variation in this result observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average, although still at an “excellent” level. There was no significant variation by gender or language spoken at home.

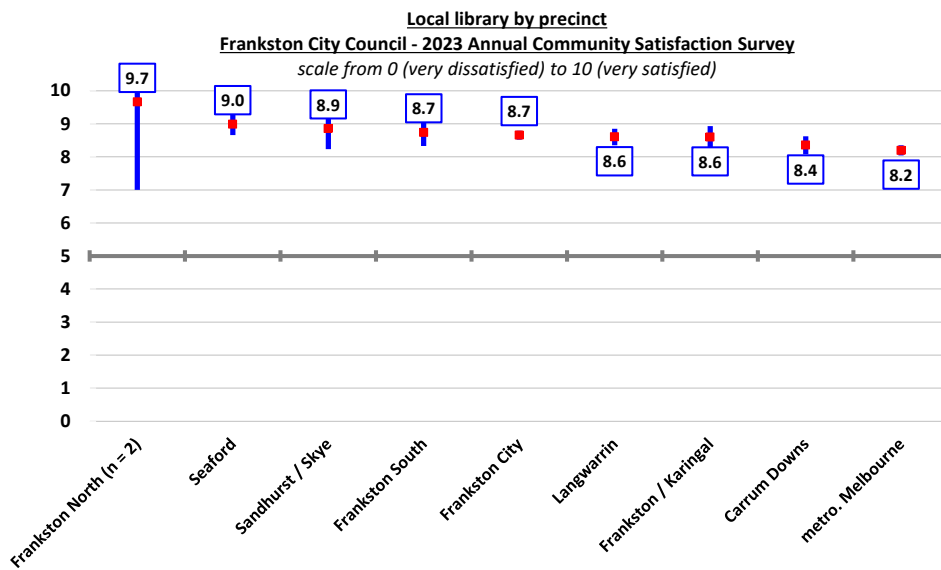
By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “local library service” of 8.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was no statistically significant variation in satisfaction with the local library service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Arts and cultural events, programs, and activities**

Arts and cultural events, programs, and activities were the 28<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these services increased notably, but not measurably this year, up three percent to 8.2, which remains an “excellent” level of satisfaction.

This is the second consecutive increase in satisfaction with arts and cultural events, programs, and activities, from the low point of 7.9 back in 2021 during the pandemic. This may well reflect a return to a long-term result for Frankston City in a new post-pandemic environment.

This result ranks these services 8<sup>th</sup> in terms of satisfaction this year, and one of nine to record a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 79% “very satisfied” and just two percent “dissatisfied” respondents, based on a total sample of 251 of the 253 respondents (32%) from households who had used these facilities in the last 12 months. The fact that almost four-fifths (79%) of respondents who used these facilities were “very satisfied” and just two percent “dissatisfied” speaks very well of the high regard with which services are held by those who utilise them.

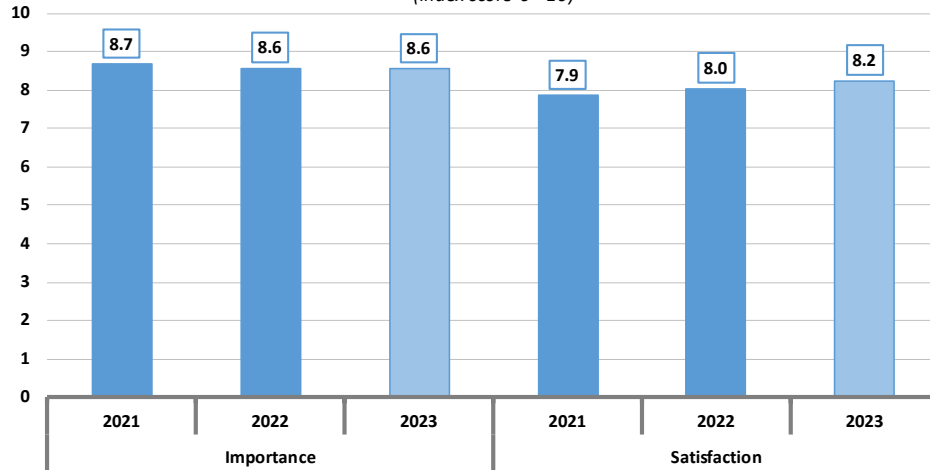
Cognisant of the smaller sample size for these services, there was little meaningful variation observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average, and at a “very good” rather than “excellent” level. It is also noted that respondents from multilingual households were a little less satisfied than respondents from English speaking households, although based on a small sample.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

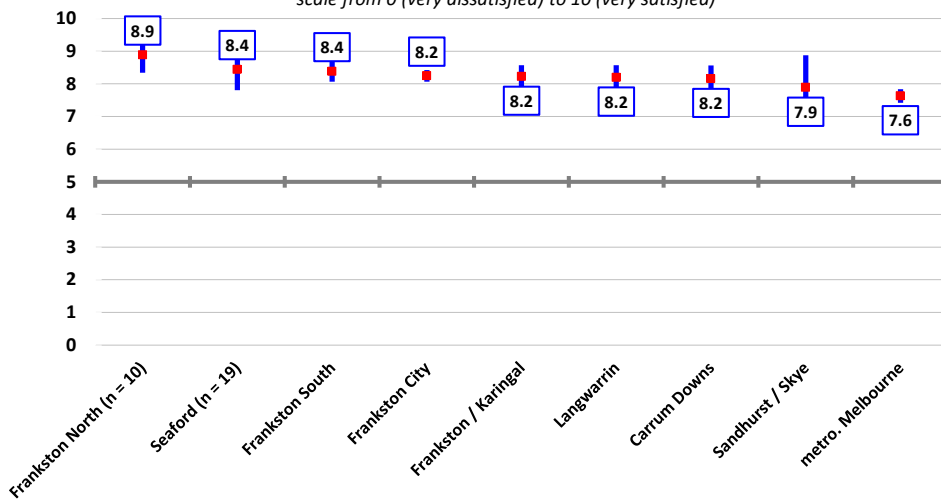
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “provision of public art” and “Council’s festivals and events” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with arts and cultural events, programs and activities**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with the local library service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.

**Arts and cultural events, programs and activities by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Community Safety**

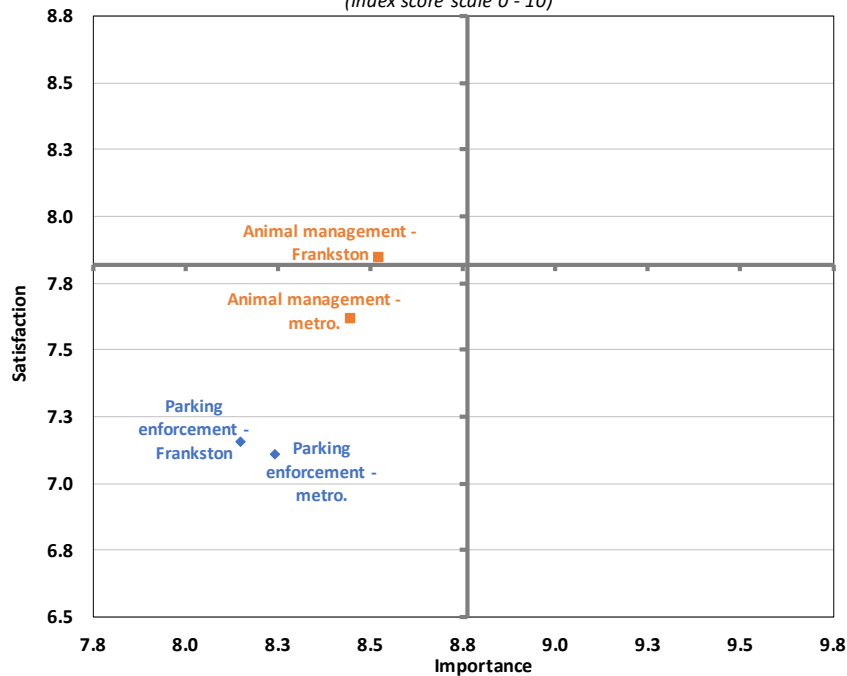
There were two services from the Community Safety department included in the survey, animal management and parking enforcement.

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

It is noted that both services (parking enforcement and animal management) recorded similar importance and satisfaction scores than the metropolitan Melbourne average.

**Importance of and satisfaction with Community Safety**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



**Parking enforcement**

Parking enforcement was the 31<sup>st</sup> most important of the 32 included services and facilities, with an average importance of 8.1 out of 10. Despite the measurable increase in importance recorded this year, this service remains one of four that were measurably less important than the average of all 32 services and facilities (8.8).



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Satisfaction with parking enforcement increased measurably this year, up four percent to 7.2, although it remains at a “good” level of satisfaction.

This is the second consecutive increase in satisfaction with parking enforcement, up nine percent from the low point back in 2021.

Metropolis Research notes, however, that car parking (including all aspects such as availability, cost, and enforcement) remained the third most nominated [issue to address](#) for Frankston City ‘at the moment’, although not a negative [influence on satisfaction](#) with Council’s overall performance. Taken together these results reflect quite well on Council performance providing parking enforcement services in the community.

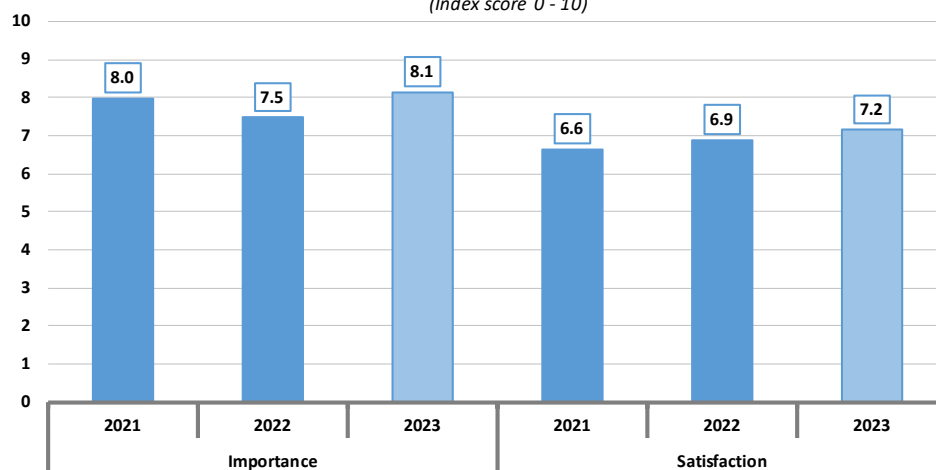
This result ranks these services 28<sup>th</sup> in terms of satisfaction this year, and one of 10 to record a satisfaction score measurably lower than the average of all 32 services and facilities (7.8).

This result was comprised of 54% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 711 of the 801 respondents who provided a satisfaction score.

There was some variation observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied than average. It is also noted that respondents from multilingual households were a little more satisfied than respondents from English speaking households.

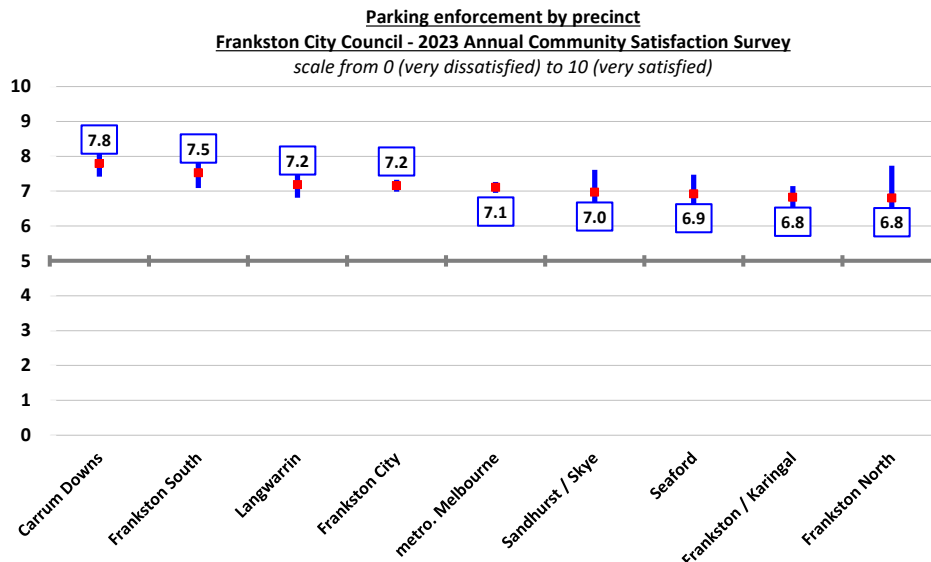
By way of comparison, this result was marginally but not measurably higher than the metropolitan Melbourne satisfaction with “parking enforcement” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with parking enforcement**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Index score 0 - 10)*



Frankston City Council – 2023 Annual Community Satisfaction Survey

There was some measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from Carrum Downs measurably more satisfied than average and at an “excellent” level, and respondents from Frankston South notably more satisfied than average and at a “very good” level.



**Animal management**

Animal management was the 30<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.5 out of 10, which is consistent with the 2022 result.

Satisfaction with animal management increased marginally, but not measurably this year, up one percent to 7.8, which is an “excellent”, up from a “very good” level of satisfaction.

This result ranks these services 18<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 68% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 675 of the 801 respondents who provided a satisfaction score.

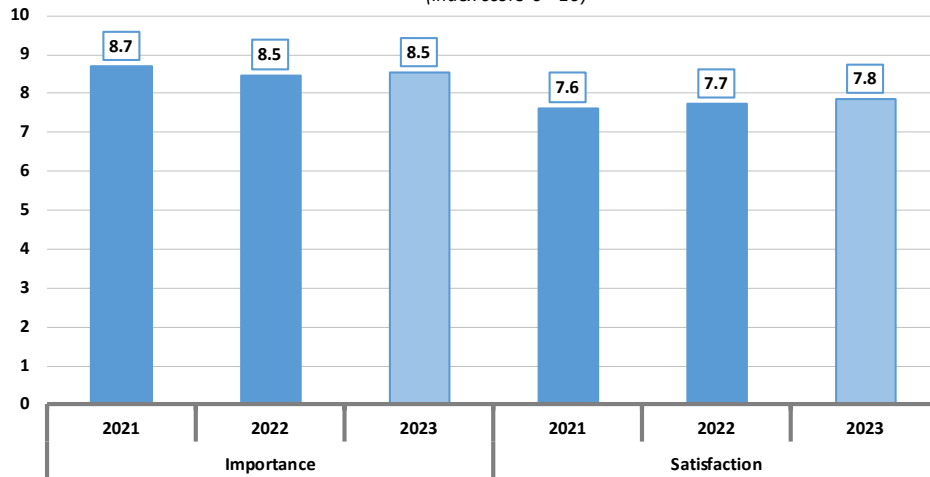
There was some variation observed by respondent profile, with senior citizens (aged 75 years and over) somewhat more satisfied than average. It is also noted that female respondents notably but not measurably more satisfied than male respondents.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

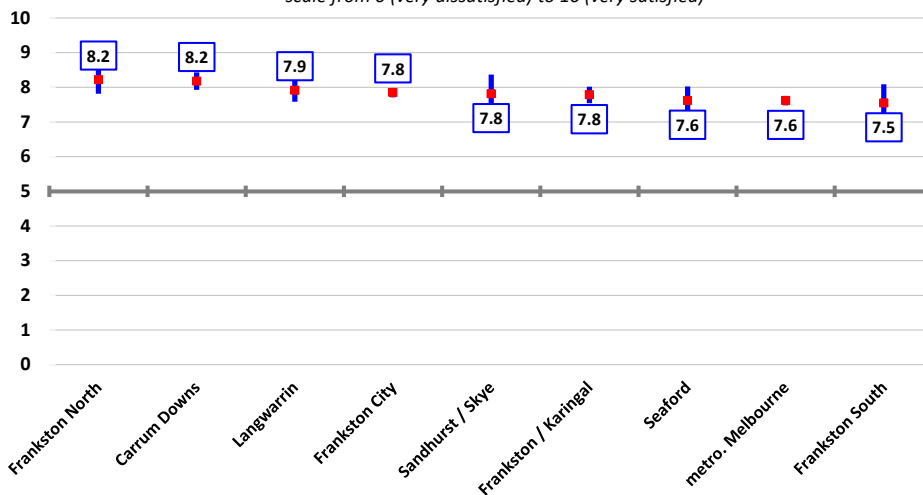
By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne satisfaction with “animal management” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with animal management**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with animal management observed across the municipality, it is noted that respondents from Frankston South and Seaford rated satisfaction marginally lower than average and at a “very good”, rather than “excellent” levels.

**Animal management by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Community Relations**

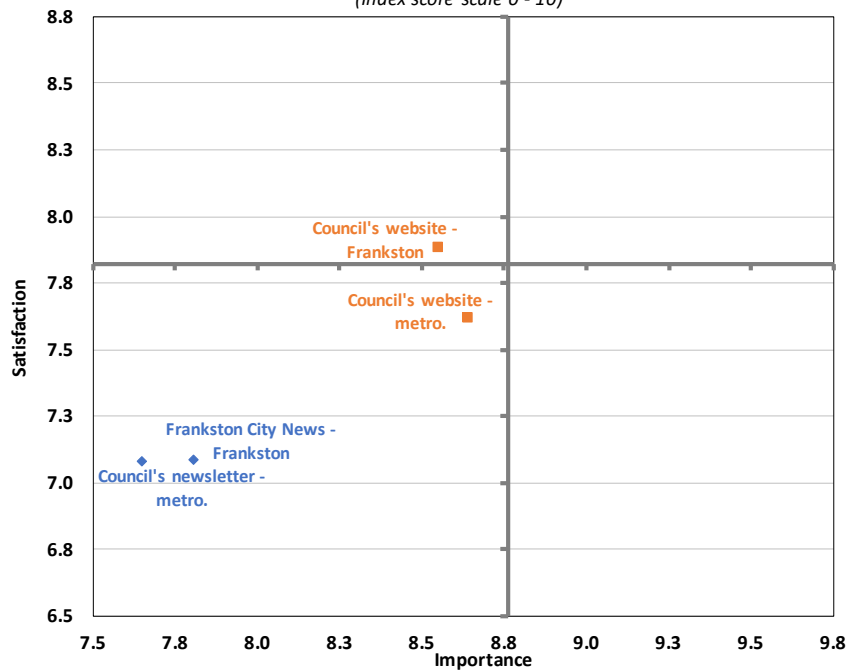
There were two services of the Community Relations department included in the survey, those being the *Frankston City News* (Council’s newsletter) and the Council website.

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

It is noted that both community relations services recorded similar importance and satisfaction scores than the metropolitan Melbourne average, with satisfaction with the website just a little higher than the metropolitan average.

**Importance of and satisfaction with Community Relations**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



**Frankston City News (Council’s newsletter)**

The *Frankston City News* was the least important (32<sup>nd</sup>) of the 32 included services and facilities, with an average importance of 7.8 out of 10, despite the measurable increase in importance recorded this year from the unusually low 7.4 recorded last year.





Frankston City Council – 2023 Annual Community Satisfaction Survey

The newsletter was one of four services and facilities that were measurably less important in Frankston City than the average importance of all 32 services and facilities (8.8).

Satisfaction with the newsletter remained stable this year at 7.1 out of 10, which remains a “good” level of satisfaction.

This result ranks the newsletter 29<sup>th</sup> in terms of satisfaction this year, and one of nine services and services to record a satisfaction score measurably lower than the average of all 32 (7.8).

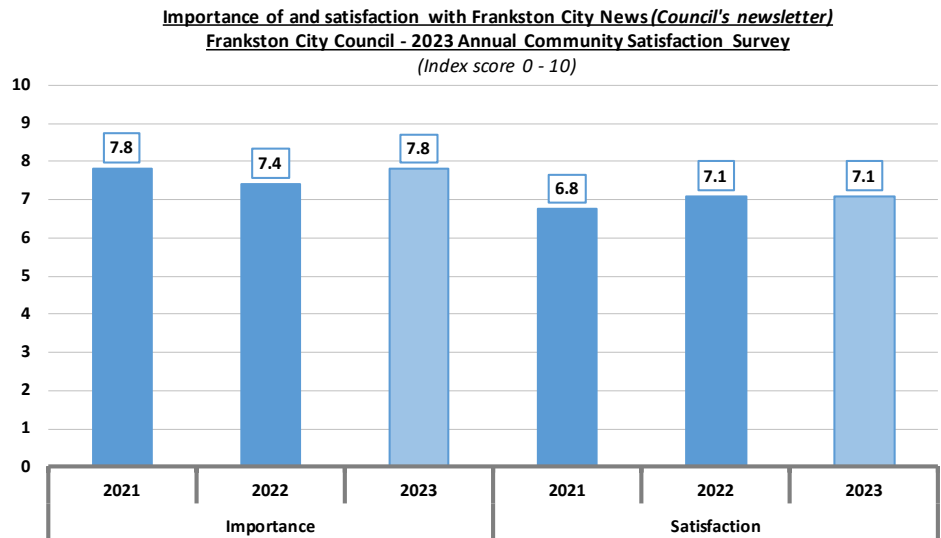
This result was comprised of 51% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 556 of the 801 respondents who provided a satisfaction score.

Metropolis Research draws attention to the fact that just 69% of respondents were able to provide a satisfaction score for the Council newsletter, despite all respondents being asked to rate satisfaction. This low response rate reflects the significant proportion of the community who are clearly not engaged with the publication, for a range of different reasons.

There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, senior citizens (aged 75 years and over) measurably more satisfied, and adults and middle-aged adults (aged 35 to 59 years) somewhat less satisfied than average.

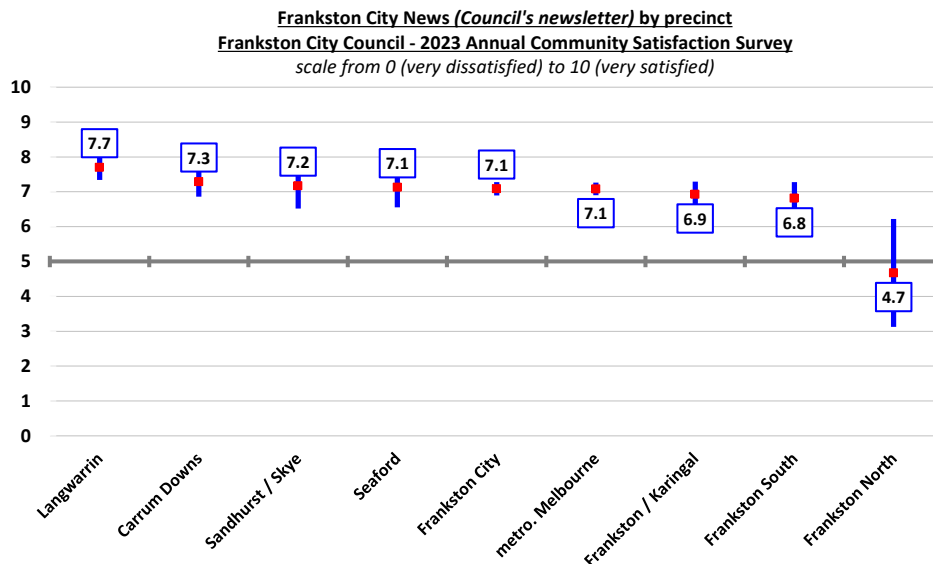
It is also noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “Council’s regular printed newsletter” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There was measurable and notable variation in satisfaction with the *Frankston City News* observed across the municipality, with respondents from Langwarrin measurably more satisfied than average and at a “very good” level, whilst 21 respondents from Frankston North were measurably and significantly less satisfied than average and at an “extremely poor” level.



The following table outlines the reasons why respondents were not satisfied with the *Frankston City News*.

The most common reasons why respondents were dissatisfied was that they did not recall receiving it, with several comments also about the relevance and range of information provided.

**Reasons for dissatisfaction with Frankston City News**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Don't / never received it	17
Haven't seen it	10
Not delivered / rarely delivered	7
Lack of important / relevant information	5
Don't really read it / take notice of it	3
It should be done more often / regularly	3
Very little of interest / not important to me	3
Didn't know it existed	2



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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I don't know where / when it is accessible	2
Junk mail	2
Outdated technology, should be on website or social media	2
Because I don't have time to sit and read it	1
Content is too much as not enough facts	1
Doesn't connect with the community	1
Don't receive the newsletter Kuranda St	1
General knowledge of what going on in the city	1
I don't even know this newsletter	1
It doesn't come on time	1
It doesn't give what you want to know about the Council	1
Lack of communications, bureaucracy	1
More than just about what the Council is doing	1
Need more news	1
Newsletter is not coming to my house in Orama Ave	1
Partially blind	1
Pushing biased political agendas. They don't show both sides	1
Roadworks - bad traffic	1
Sometimes what they said and don't do it	1
Would be nice if they call me instead	1
<b>Total</b>	<b>73</b>

**Council's website**

The Council website was the 29<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.5 out of 10, despite the measurable increase in importance recorded this year from the unusually low 8.2 recorded last year.

The website was one of four services and facilities that were measurably less important in Frankston City than the average importance of all 32 services and facilities (8.8).

Satisfaction with the website increased marginally but not measurably this year, up one percent this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the website 17<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 71% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 356 of the 360 respondents (45%) from households who had used these facilities in the last 12 months.

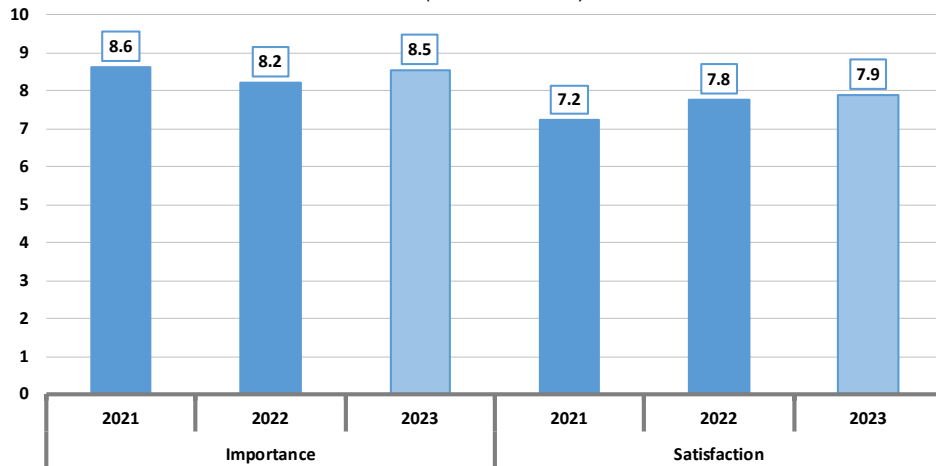
There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

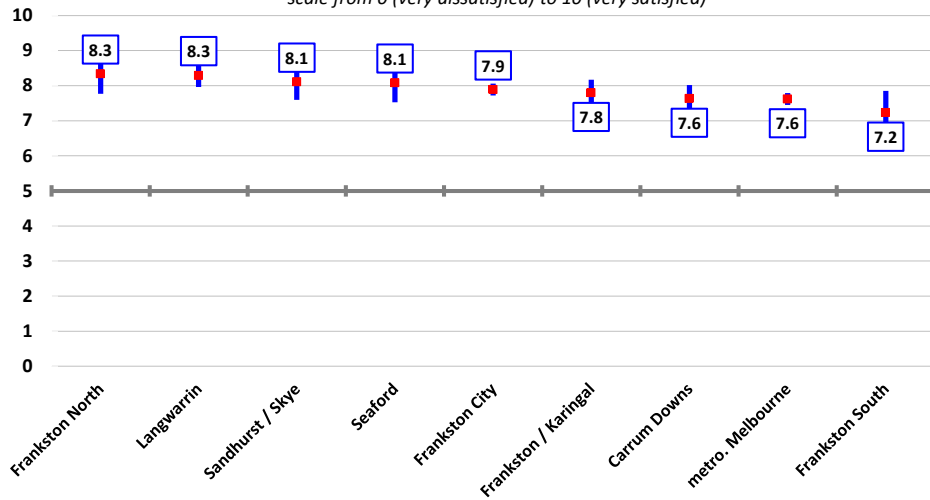
By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne satisfaction with “Council’s website” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with Council's website**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the website observed across the municipality, it is noted that 38 respondents from Frankston South were notably less satisfied than average, and at a “good” rather than an “excellent” level of satisfaction.

**Council's website by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Community Strengthening**

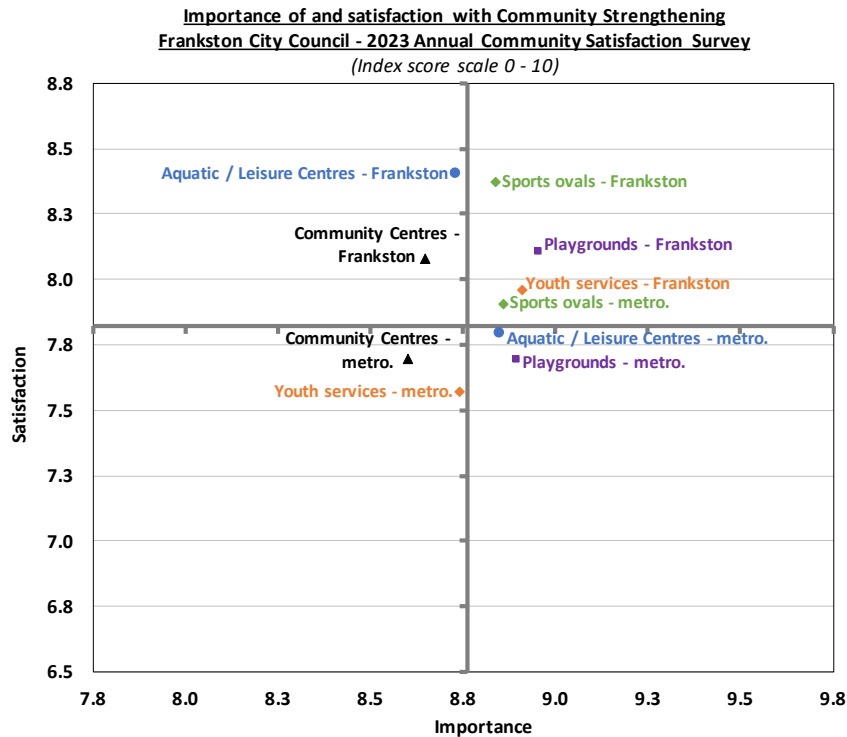
There were five services from the Community Strengthening department included in the survey, those being sports ovals (including facilities and activities), aquatic and leisure centres, services for youth, provision and maintenance of playgrounds, and community centres / neighbourhood houses.

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

Metropolis Research notes that all of these services were of approximately average levels of importance, but also, they all received a higher-than-average satisfaction score.

It is also noted that all of these five Community Strengthening services and facilities recorded satisfaction scores notably to measurably higher than the metropolitan Melbourne average.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Sports ovals (including facilities and activities)**

Sports ovals (including facilities and activities) were the 15<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.8 out of 10, a result that has declined very marginally over the last three years.

Satisfaction with these facilities increased notably but not measurably this year, up four percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

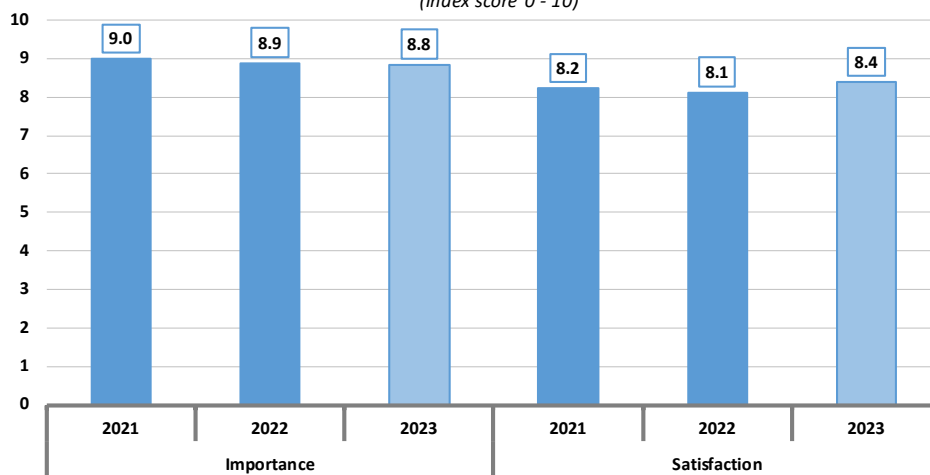
This result ranks sports ovals 6<sup>th</sup> in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score measurably higher than the average of all 32.

This result was comprised of 80% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 345 of the 353 respondents (44%) from households who had used these facilities in the last 12 months.

There was no substantial variation observed by respondent profile, respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “sports ovals” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

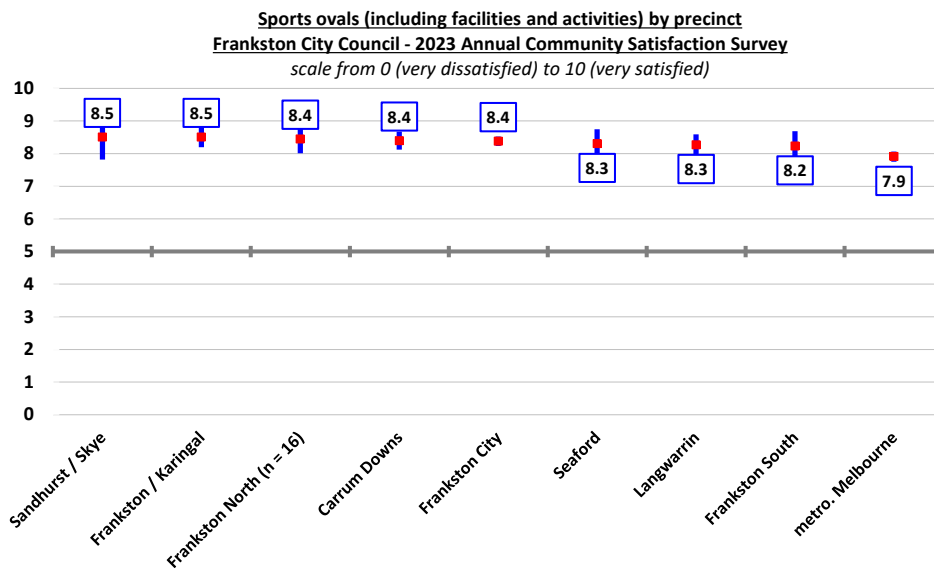
**Importance of and satisfaction with sports ovals (including facilities and activities)**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with sports ovals observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Aquatic and Leisure Centres**

Aquatic and leisure centres were the 19<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.7 out of 10, consistent with the 2022 result.

Satisfaction with these facilities increased notably but not measurably this year, up four percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result ranks aquatic centres 5<sup>th</sup> in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score measurably higher than the average of all 32.

This result was comprised of 82% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 253 of the 353 respondents (44%) from households who had used these facilities in the last 12 months.

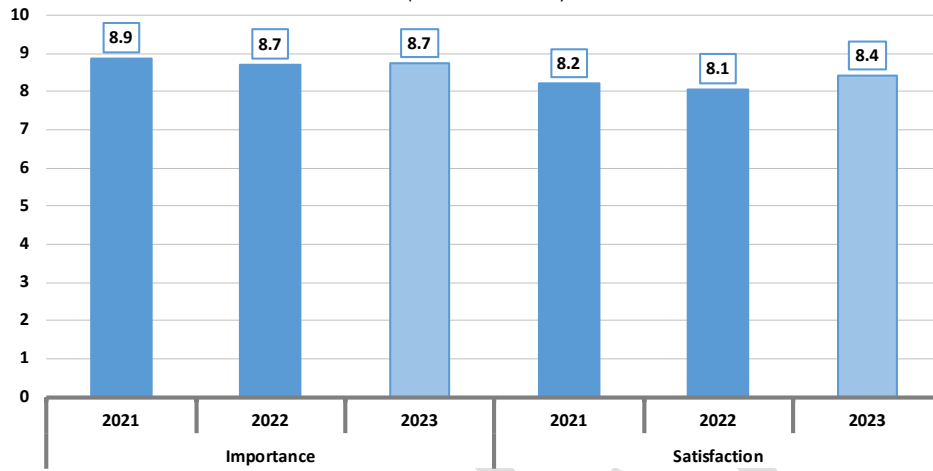
There was some variation observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, although it is important to note that respondents from all age groups, gender, and language spoken at home rated satisfaction at “excellent” levels.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “aquatic and leisure centres” of 7.8, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



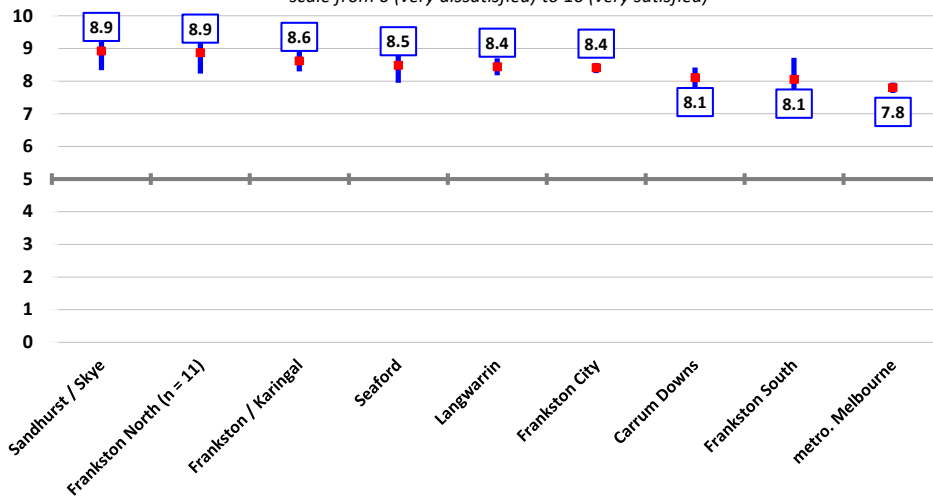
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with aquatic and leisure centres**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



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

**Aquatic and Leisure Centres by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





Frankston City Council – 2023 Annual Community Satisfaction Survey

**Services for youth**

Services for youth were the 12<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.9 out of 10, a result consistent with previous years.

Satisfaction with these services increased notably but not measurably this year, up five percent to 8.0 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

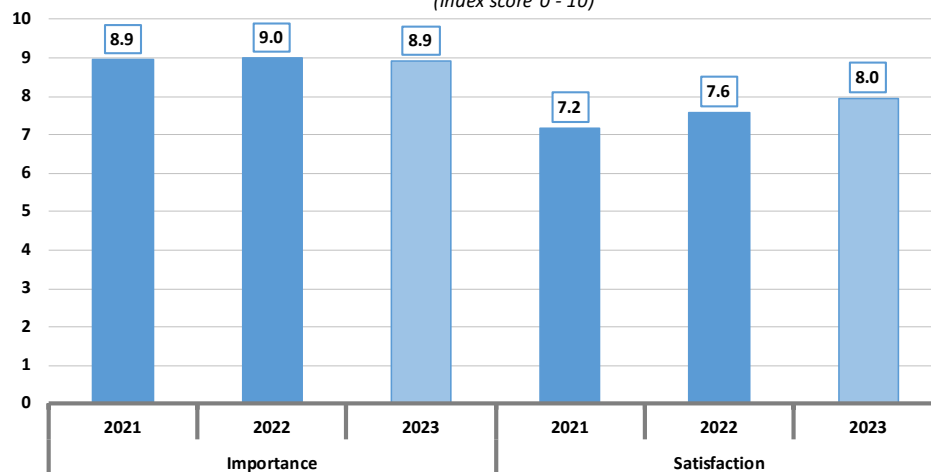
This result ranks services for youth 13<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 69% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 96 of the 100 respondents (13%) from households who had used these facilities in the last 12 months.

Cognisant of the very small sample size of just 100 respondents, there was no substantial variation observed by respondent profile.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne satisfaction with “services for youth” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

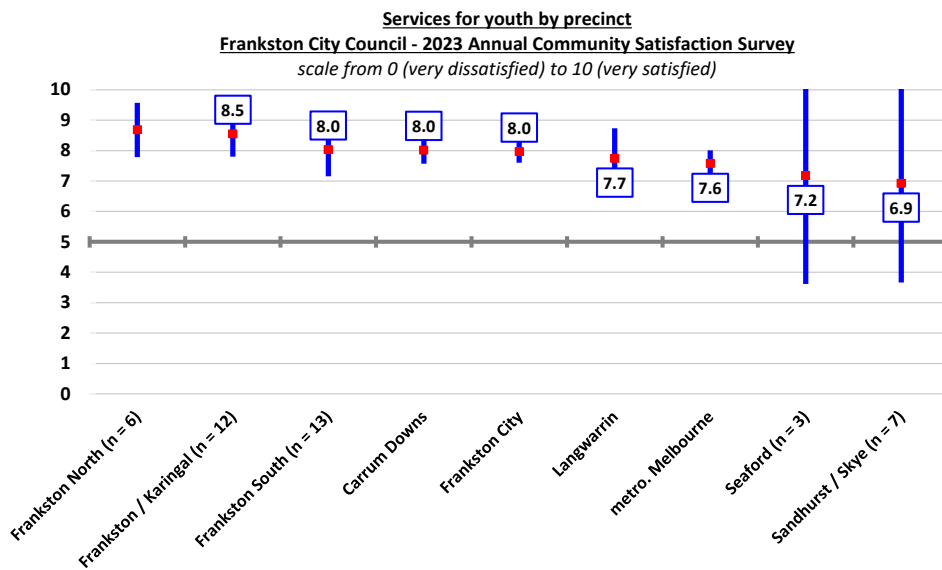
**Importance of and satisfaction with services for youth**  
Frankston City Council - 2023 Annual Community Satisfaction Survey  
(Index score 0 - 10)



Cognisant of the very small sample size of just 100 respondents from households who had used services for youth in the last 12 months, there was no statistically significant variation in satisfaction observed across the municipality.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*



**Provision and maintenance of playgrounds**

The provision and maintenance of playgrounds was the 8<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 9.0 out of 10, a result consistent with 2021.

Satisfaction with these facilities increased somewhat but not measurably this year, up three percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks playgrounds 11<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 74% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 334 of the 341 respondents (42%) from households who had used these facilities in the last 12 months.

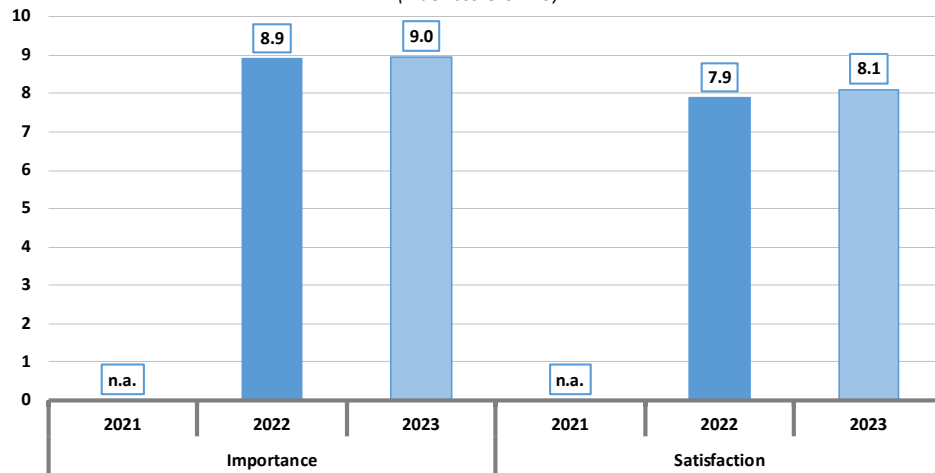
There was some minor variation observed by respondent profile, with adults (aged 35 to 44 years) somewhat less satisfied than average, although it is important to note that respondents from all age groups, gender, and language spoken at home rated satisfaction at “excellent” levels.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne satisfaction with “the provision and maintenance of playgrounds” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



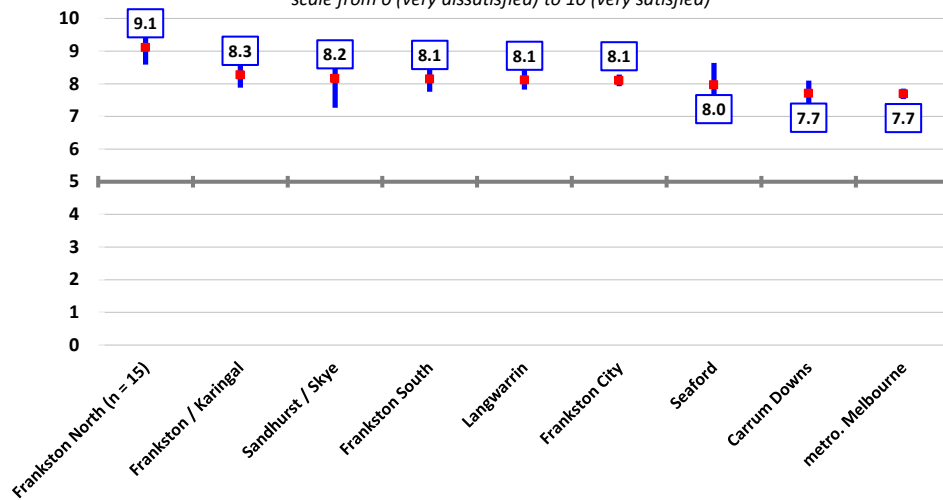
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with provision and maintenance of playgrounds**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst cognisant of the small sample size for some precincts rating satisfaction with playgrounds, there was some measurable variation observed, with the 15 respondents from Frankston North measurably more satisfied than average and at an average of more than nine out of 10.

**Provision and maintenance of playgrounds by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Community Centres / Neighbourhood Houses**

Community Centres / Neighbourhood Houses were the 23<sup>rd</sup> most important of the 32 included services and facilities, with an average importance of 8.6 out of 10, down somewhat (2%) on the 2022 importance of 8.8.

Satisfaction with these facilities increased somewhat but not measurably this year, up three percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

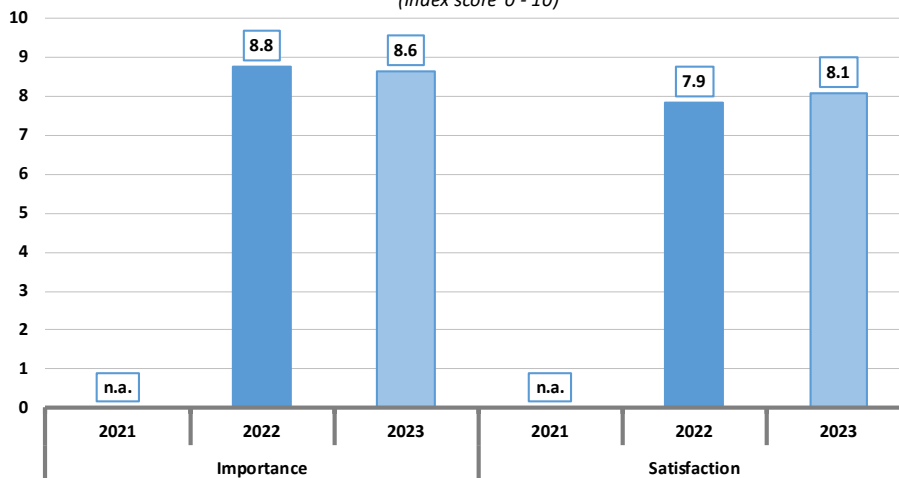
This result ranks these facilities 12<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 70% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 150 of the 152 respondents (19%) from households who had used these facilities in the last 12 months.

There was some variation observed by respondent profile, with adults (aged 35 to 44 years) somewhat less satisfied than average, and female respondents notably more satisfied than male respondents, although it is important to note that respondents from all age groups, gender, and language spoken at home rated satisfaction at “excellent” levels.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne satisfaction with “Community Centres / Neighbourhood Houses” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

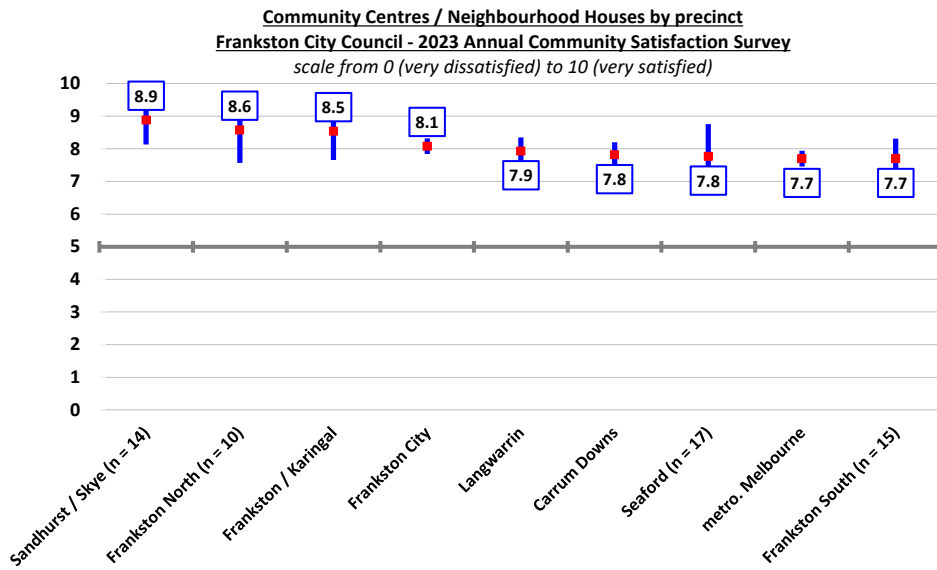
**Importance of and satisfaction with community centres / neighbourhood houses**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with these facilities observed across the municipality, it is noted that 15 respondents from Frankston South were marginally less satisfied than average, and at a “very good” rather than an “excellent” level.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Operations Centre**

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

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

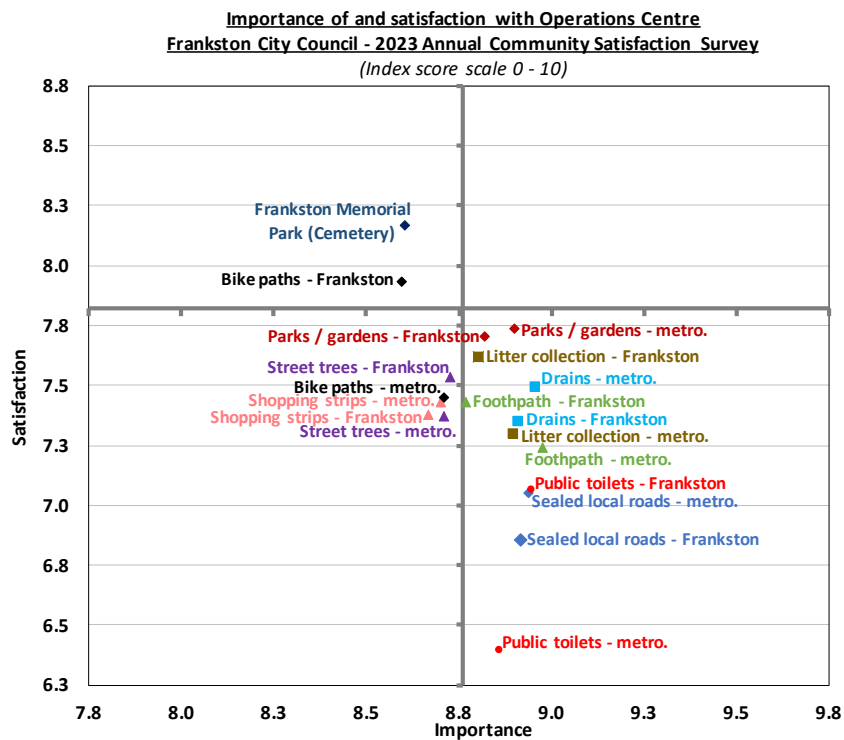
Of the nine services and facilities, most were of somewhat higher-than-average importance, with only the cemetery, and bike paths of notably lower than average importance.

Of most interest is the fact that all but two of these services and facilities received lower-than-average satisfaction scores, with attention drawn to public toilets and sealed local roads, both of which received a measurably lower than average satisfaction score (although still in the “good” range).

Metropolis Research notes that whilst many of these services and facilities received at least marginally lower than average satisfaction scores, most were at or above the metropolitan Melbourne average satisfaction levels.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Maintenance and repair of sealed local roads**

The maintenance and repair of sealed local roads was the 11<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with sealed local roads declined measurably this year, down five percent to 6.9 out of 10, which is a “good”, down from a “very good” level of satisfaction.

This result ranks sealed local roads 31<sup>st</sup> in terms of satisfaction this year, and one of 10 services and facilities to record a satisfaction score measurably lower than the average of all 32 (7.8).

Metropolis Research notes that this decline in satisfaction with roads was consistent with road maintenance and repair related issues being the third most nominated [issue to address](#) for Frankston City this year, with eight percent (up from 5%) nominating the issues.

This result was comprised of 45% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 786 of the 801 respondents who provided a satisfaction score.

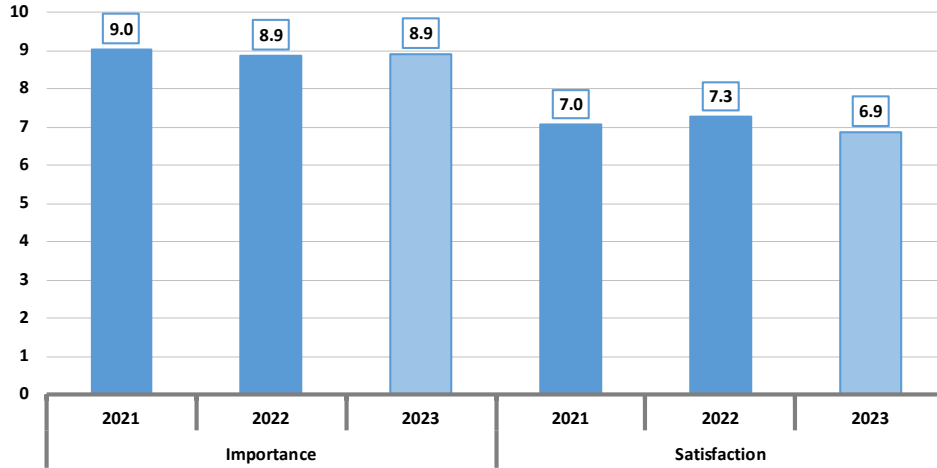
There was some variation observed by respondent profile, with middle-adults (aged 45 to 59 years) somewhat less satisfied than average, and senior citizens (aged 75 years and over) notably more satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

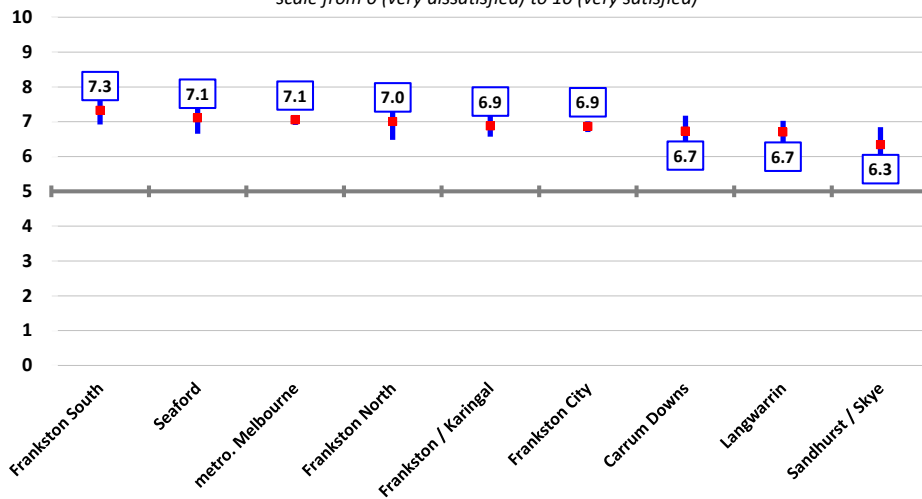
By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne satisfaction with “the maintenance and repair of sealed local roads” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with the maintenance and repair of sealed local roads**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no measurable variation in satisfaction observed across the municipality, it is noted that respondents from Frankston South rated satisfaction as “very good”, whilst respondents from Sandhurst / Skye rated it as “solid”.

**Maintenance and repair of sealed local roads by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

The following table outlines the 179 responses received from respondents who were not satisfied with the maintenance and repair of sealed local roads. The majority of these comments relate to perceived poor condition of roads, including most notably, potholes.

There were also several comments about concerns regarding roadworks.

A large number of respondents also outlined specific roads or locations of concern.

**Reasons for dissatisfaction with maintenance and repairs of sealed local roads**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Lots of potholes / many potholes everywhere	42
The roads maintenance poor / irregular	13
The roadworks / maintenance is taking too long	7
Leaves and garbage / rubbish on streets	4
Roads and public areas are overgrown / nature strips	4
Roads are bumpy / bad	4
Maintenance of drainage on the roads / flooding	3
Unnecessary maintenance / road works	3
Every road in Frankston	2
Just in general.	2
So many road works in area and exact same time	2
They don't fix potholes quick enough / patch work	2
Unsealed local roads are very bad quality	2
Because it's still as bad as it was five years ago	1
Because roads are s**t and it breaks again	1
Don't put money into it	1
Edging of the roads	1
Full rates and does not provide good services	1
In here footpaths are very bad for old people, in this area there are only a few streets where the trees are being cut, but here the roots are destroying the footpaths. It's all around the area, I am not happy and neither my neighbours	1
Incomplete work	1
Just feel there is so much to be done but it isn't being done in a reasonable time frame	1
Lack of employees	1
No crossing	1
No transparent finance	1
Nothing is done	1
Roads are falling part and storm water	1
Roads are not very good, trees are being destroyed and are destroying roads, potholes take ages to get repaired	1
Roadworks should be done at night	1
Same holes keep reappearing generally in every road	1
Speed bumps	1
Speed limit is too low	1
There is roadworks everywhere except where it should be	1





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There's far too much roadworks. It's like there's 10 projects going on and trapping us in our estate	1
They are doing a lot now	1
They are doing it all wrong	1
They don't have any roads in this state	1
They fix many roads	1
They should not waste money on sweeping	1
They're too busy and people are parking in front of our driveway	1
<i>Specific locations</i>	
Lot of potholes in Robinsons Rd, very poor	4
Frankston - Dandenong Rd is bad, has potholes and is inconvenient to drive	3
They are too many potholes and bad repairs on North Rd	3
All the potholes on the front of Union Rd	2
Ballarto Rd needs maintenance	2
Beach St is pretty bad	2
Cranbourne Rd	2
I don't like the bumps (Austin Rd)	2
I have seen some potholes in along Thompsons Rd	2
McClelland Dr	2
Candles Road potholes	1
Chapman St	1
Chapman St - potholes, uneven footpaths	1
Chapman St - speeding	1
Cutting the grass. They only cut grass once a month on nature strip on Bradshaw St	1
Dangerous corner in Collard Pl	1
Drains flooding on Scott St	1
Freeway is terrible, very not well maintained, trees falling down and trash everywhere. Dead trees, very sad, it looks poor and sad, till Sanders Rd	1
Golf Links Rd	1
Grange Rd potholes	1
Jurang Way has unsealed streets	1
Nepean Hwy, Old Mornington Rd	1
On the south side of Coolart Rd	1
Other suburbs other than Frankston Heights	1
People often park on both sides of narrow road (Austin Rd)	1
Playne St is bad	1
Potholes are still hanging here in Warrandyte Rd	1
Potholes in Yuille St	1
Potholes on Coolart Rd	1
Princes Highway	1
Roads are poor all over in Carrum Downs	1
Roads aren't maintained, potholes when raining Orwil St	1
Roads Intersection Settlers Way and Golf Links Rd, the trees need to be trimmed	1
Robinsons Rd needs a cycle path	1
Roots under the road need to be taken care of in Aquarius Dr	1
Rubbish dumped on the roads all the time and no maintenance (Camp Rd)	1
Screen St and Beach St carriageway separation	1
Skye Rd is bad. They don't do nothing	1



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Some roads are too narrow for buses (High St)	1
Speed bumps and few police on rounds (Kars St)	1
Streets around Frankston are very shabby and dirty	1
The number of cars on Roberts St and Screen St that are parked	1
The corner of Frankston Rd floors when it rains	1
The frequency of speed bumps on Railway Rd	1
The quality of repairs is poor on South gateway	1
There are some roads such as Frankston freeway, Springvale Rd feel unsafe and needs maintenance	1
They don't do residential side street (John St)	1
Too many potholes - McLaren Rd	1
Trees are overgrown in Frankston - Flinders Rd	1
Western Port Hwy cut trees	1
<b>Total</b>	<b>179</b>

**Drains maintenance and repairs**

Drains maintenance and repairs was the 13<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.9 out of 10, consistent with previous years.

Satisfaction with drains 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 ranks drains 26<sup>th</sup> in terms of satisfaction this year, and one of 10 services and facilities to record a satisfaction score measurably lower than the average of all 32 (7.8).

This result was comprised of 58% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 769 of the 801 respondents who provided a satisfaction score.

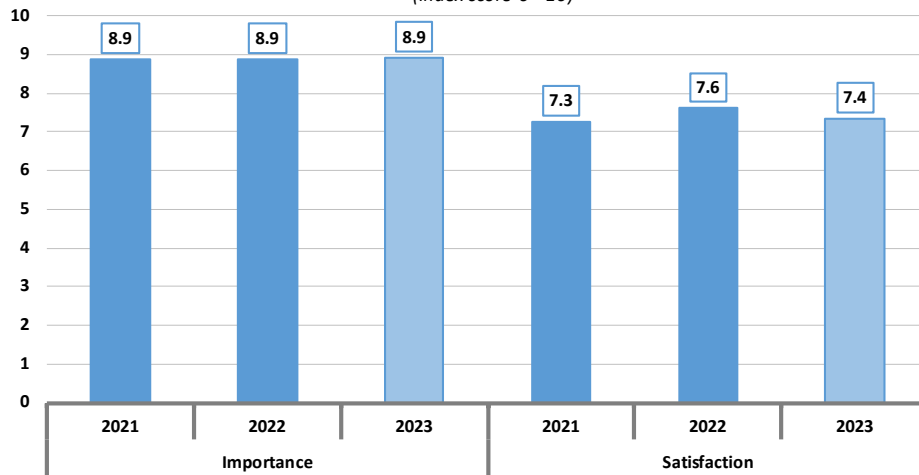
There was some variation observed by respondent profile, with middle-adults (aged 45 to 59 years) somewhat less satisfied than average, and senior citizens (aged 75 years and over) somewhat more satisfied.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne satisfaction with “drains maintenance and repairs” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



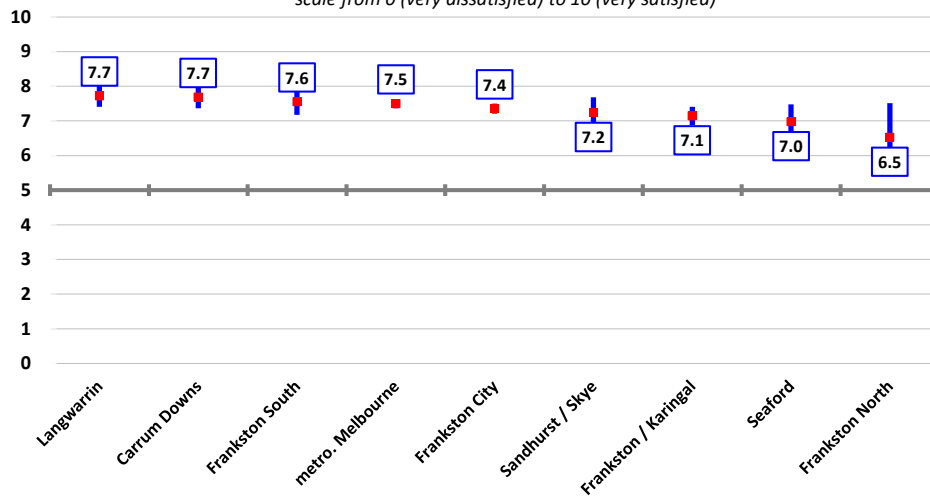
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with drains maintenance and repairs**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with drains observed across the municipality, it is noted that respondents from Frankston North were notably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

**Drains maintenance and repairs by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Footpath maintenance and repairs**

Footpath maintenance and repairs was the 18<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.8 out of 10, a marginal decline in each of the last two years.

Satisfaction with footpaths declined marginally, but not measurably this year, down one percent to 7.4 out of 10, which remains a “very good” level of satisfaction.

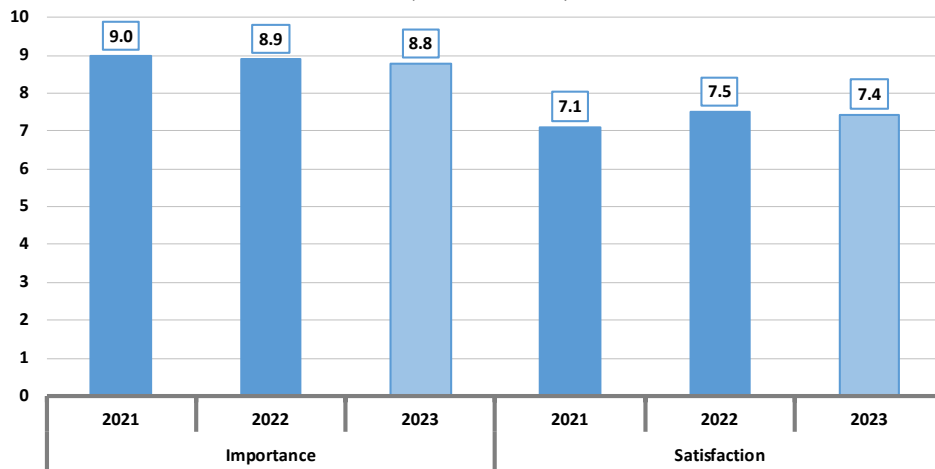
This result ranks footpaths 23<sup>rd</sup> in terms of satisfaction this year, and one of 10 services and facilities to record a satisfaction score measurably lower than the average of all 32 (7.8).

This result was comprised of 57% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 764 of the 801 respondents who provided a satisfaction score.

There was some variation observed by respondent profile, with senior citizens (aged 75 years and over) somewhat more satisfied than average, although still at a “very good” level.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne satisfaction with “footpath maintenance and repairs” of 7.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

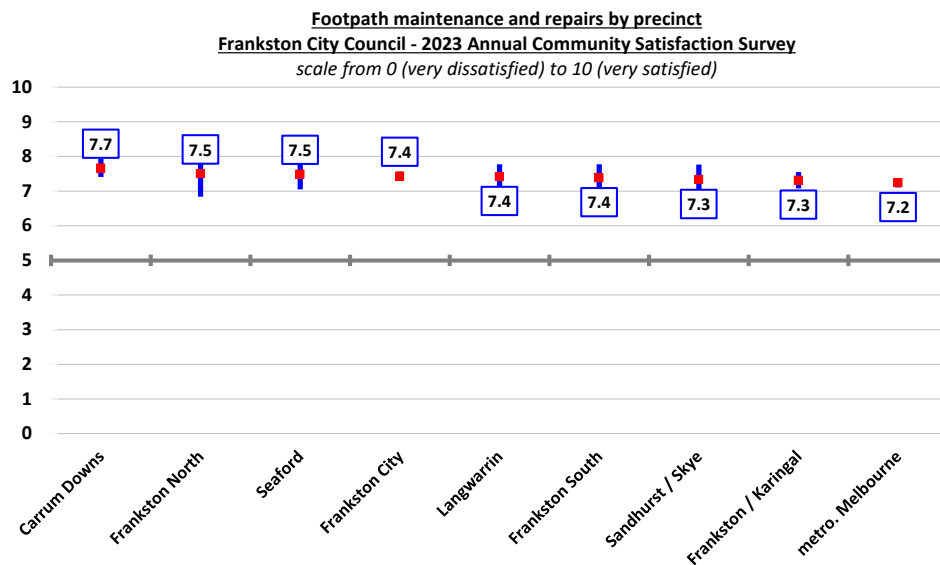
**Importance of and satisfaction with footpath maintenance and repairs**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Index score 0 - 10)



There was no measurable or notable variation in satisfaction with footpath maintenance and repairs observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Provision and maintenance of street trees**

The provision and maintenance of street trees was the 20<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.7 out of 10, consistent with previous results.

Satisfaction with street trees increased notably, but not measurably again this year, up three percent to 7.5 out of 10, which remains a “very good” level of satisfaction, and up six percent since 2021.

This result ranks street trees 2<sup>nd</sup> in terms of satisfaction this year.

This result was comprised of 60% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 768 of the 801 respondents who provided a satisfaction score.

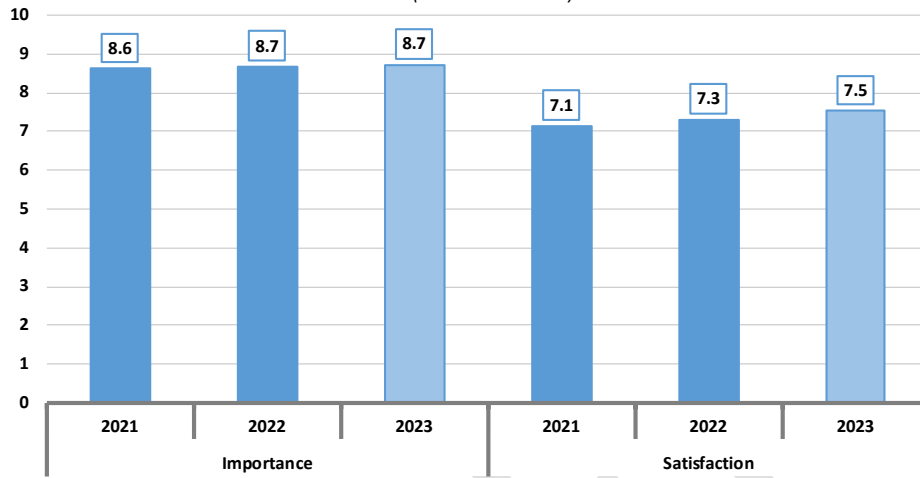
There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at an “excellent” level of satisfaction.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne satisfaction with “the provision and maintenance of street trees” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



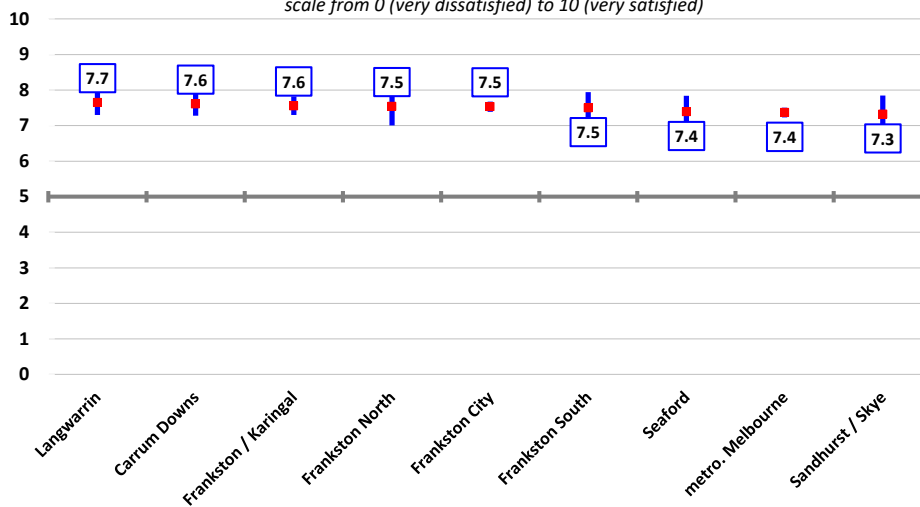
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with provision and maintenance of street trees**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no measurable or notable variation in satisfaction with the provision and maintenance of street trees observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels of satisfaction.

**Provision and maintenance of street trees by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Provision and maintenance of parks, gardens, and reserves**

The provision and maintenance of parks, gardens, and reserves was the 16<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.8 out of 10, consistent with the 2021 result.

Satisfaction with parks, gardens, and reserves remained stable this year at 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks park, gardens, and reserves 19<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 64% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 754 of the 801 respondents who provided a satisfaction score.

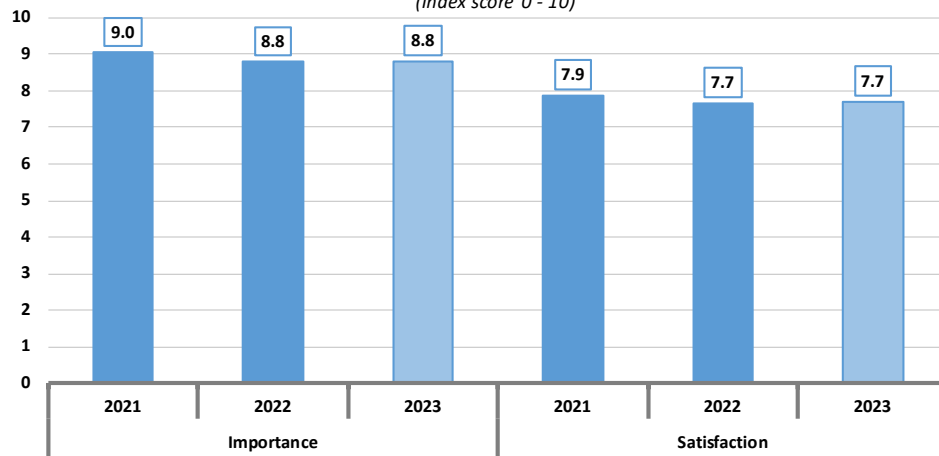
There was some variation observed by respondent profile, with adults (aged 35 to 44 years) somewhat less satisfied, and senior citizens (aged 75 years and over) measurably more satisfied than average. Senior citizens rated satisfaction at an “excellent” level.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “the provision and maintenance of parks, gardens, and open spaces” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with provision and maintenance of parks, gardens and reserves**

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

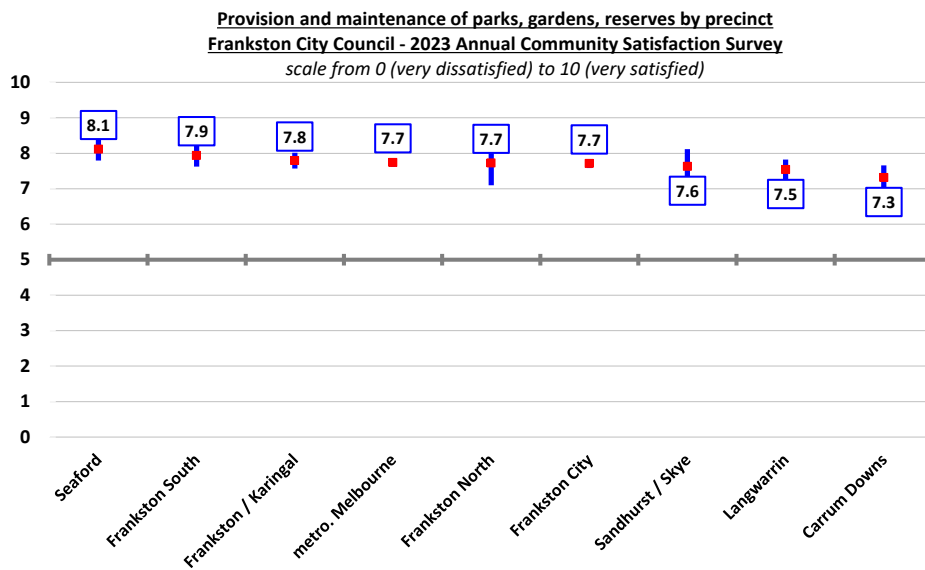
(Index score 0 - 10)



There was some variation in satisfaction with park, gardens, and reserves observed across the municipality, with respondents from Seaford measurably more satisfied than average and at an “excellent” level, whilst respondents from Carrum Downs were somewhat less satisfied, but still at a “very good” level of satisfaction.



Frankston City Council – 2023 Annual Community Satisfaction Survey



The following table outlines the reasons why respondents were not satisfied with the provision and maintenance of parks, gardens, and reserves.

There were 64 comments in total, with many relating to perceived lack of maintenance, particularly the mowing of grass.

There were a range of other issues raised by a small number of respondents.





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Not well maintained and upgraded	6
Overgrown grass / weeds	6
Graffiti	4
The parks / facilities are unclean	4
Grounds / parks are not maintained properly	3
The parks / gardens are rarely mowed, unsightly	3
Limited facilities at playgrounds	2
Not enough open spaces	2
Sometimes there is trash / litter around	2
Surrounding parks including North Gateway Reserve is not maintained properly	2
Ballam Park is still not fixed	1
Because there is work to be done. They listen to the community because they have a water play at Ballam Park, no one will use it in the winter. Replaced a good playground	1
Don't get anything done. Inactive	1
Don't put money into it	1
Frankston doesn't take care of those things	1
Frequent repair of the manhole	1
Graffiti all over the playgrounds	1
Inadequate parks	1
Littering is too much in some areas of Sandhurst Club	1
Long St Reserve is being removed	1
Lots of trees around not maintained	1
More BBQ in parks	1
No dog poo collection bag	1
No fenced off parks and all money goes to Frankston South facilities	1
Paratea Flora & Fauna Reserve needs to be maintained as there is long grass	1
Park bench and table are burnt down and not fixed	1
Park in Sandarra state is currently closed with no sign of works been done	1
Pay too much money	1
Reserves along Warrandyte Rd has grown bushes and I've seen snakes in there	1
Reserves which are completely neglected. Joy St needs a new playgrounds and bin	1
Shearwater Reserve is bad	1
Spaces for dogs needed	1
Teens riding on grass with their cycles	1
The playground in Sycamore St needs to be maintained especially the grass need to be cut	1
They are not as nice as other parks in the City of Kingston and City of Glen Eira	1
They chopped out a tree in front of my house and never put it up anymore	1
They get rid of young kids play area in Ballam Park	1
They need better maintenance	1
We are not happy with the upgrade in Ballam Park	1
We had a good park in Darnley Reserve and then they upgraded it and spilt into metal	1
<b>Total</b>	<b>64</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Litter collection in public areas**

Litter collection in public areas was the 17<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.8 out of 10, although it is noted that this has declined very marginally over the last three years from 9.0.

Satisfaction with litter collection increased marginally this year, up one percent to 7.6 out of 10, which remains a “very good” level of satisfaction, and up seven percent since 2021.

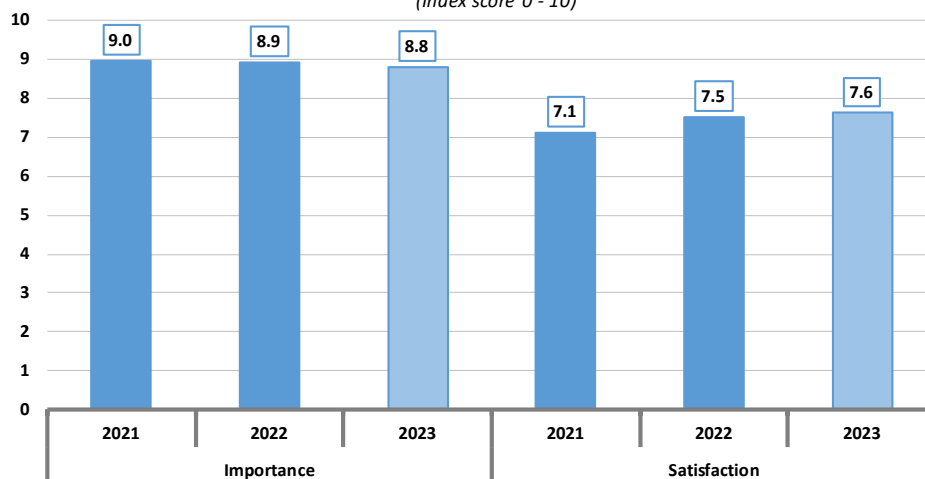
This result ranks litter collection in public areas 21<sup>st</sup> in terms of satisfaction this year.

This result was comprised of 61% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 763 of the 801 respondents who provided a satisfaction score.

There was some variation observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average and at an “excellent” level.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “litter collection in public areas” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

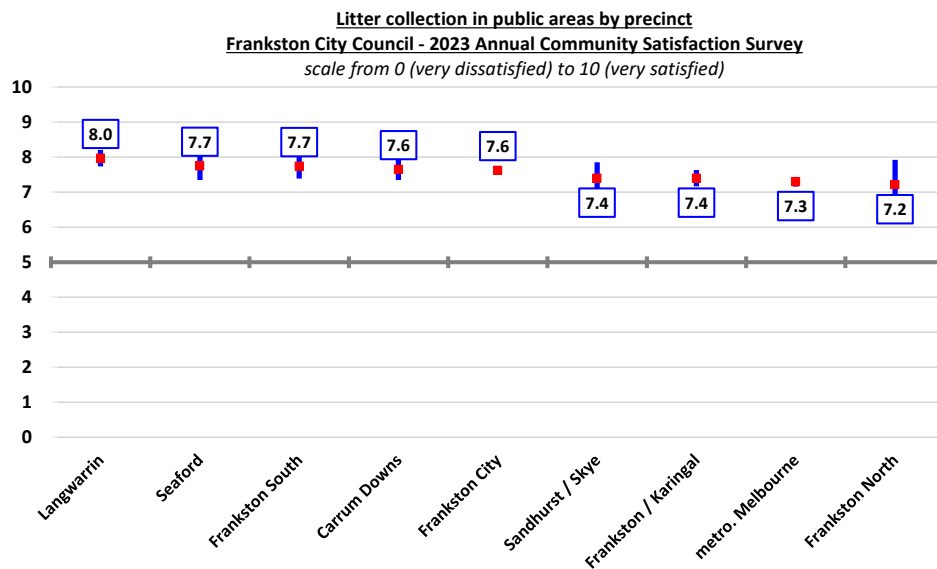
**Importance of and satisfaction with litter collection in public areas**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



There was statistically significant variation in satisfaction with litter collection in public areas observed across the municipality, with respondents from Langwarrin measurably more satisfied than average and at an “excellent” level, whilst respondents from Frankston North were somewhat less satisfied than average and at a “good” rather than a “very good” level.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Maintenance and cleaning of shopping strips**

The maintenance and cleaning of shopping strips was the 22<sup>nd</sup> most important of the 32 included services and facilities, with an average importance of 8.7 out of 10, which is consistent with the 2022 result.

Satisfaction with the maintenance and cleaning of shopping strips declined notably this year, down three percent to 7.4 out of 10, which remains a “very good” level of satisfaction, and consistent with the long-term average since 2021.

This result ranks these services 25<sup>th</sup> in terms of satisfaction this year, and one of 10 services and facilities to record a satisfaction score measurably lower than the average of all 32 (7.8).

This result was comprised of 53% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 763 of the 801 respondents who provided a satisfaction score.

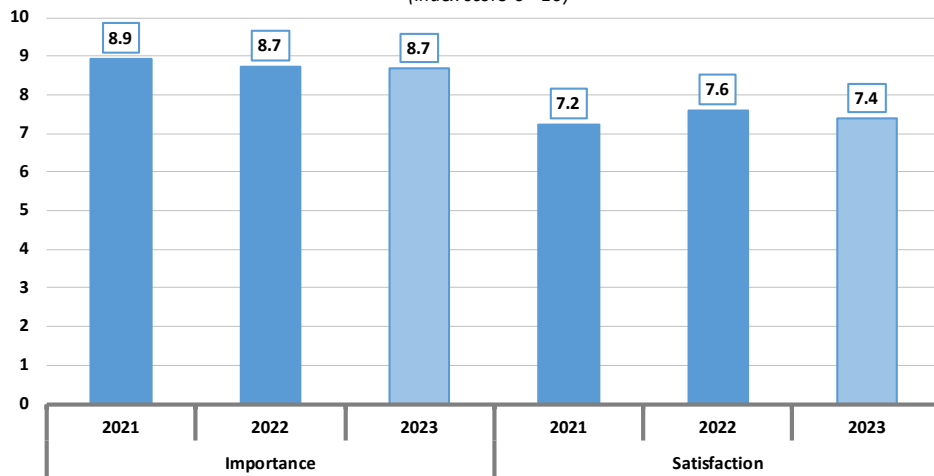
There was no substantive variation observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “very good” or almost “very good” levels of satisfaction.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “maintenance and cleaning of shopping strips” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



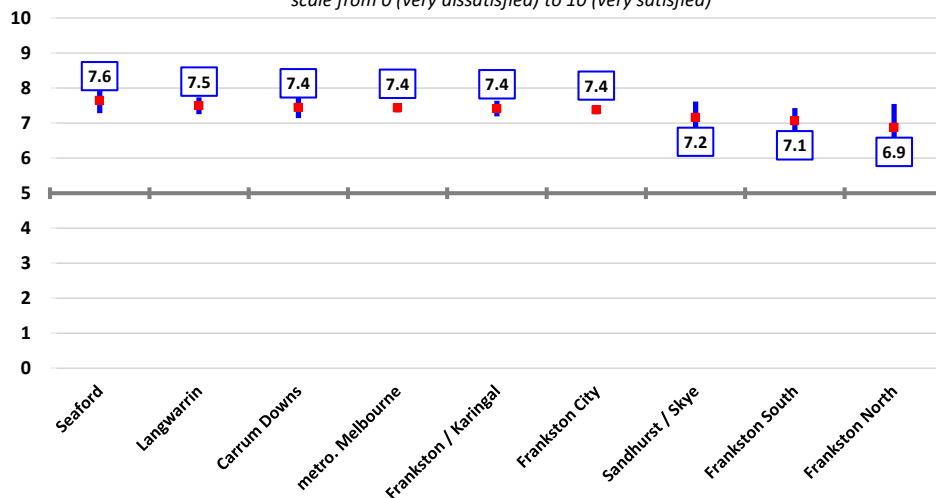
*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Importance of and satisfaction with maintenance and cleaning of shopping strips**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



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

**Maintenance and cleaning of shopping strips by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 58 comments received from respondents who were not satisfied with the maintenance and cleaning of shopping strips. Most of these comments related to the perception that the areas were insufficiently clean or well maintained.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Reasons for dissatisfaction with maintenance and cleaning of shopping strips**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
It's not clean / is dirty	13
A lot of rubbish / litter	11
General upkeep - maintenance	5
Could be better	2
Lot of weeds at The Gateway shopping centre (intersection of Union Rd and Cranbourne-Frankston Rd)	2
Never seen anybody doing it / not properly doing it	2
There's graffiti	2
A lot of rubbish bins tend to not be emptied	1
Around the station is pretty bad	1
Basically, Hall Rd is not clean as it could be	1
Collection services should come more often	1
Currently our shopping centre is not pleasing. Car parks are terrible, too small and dangerous, people running across the road, cars flying too quick	1
Forest Dr shopping strip near the community centre reeks of urine	1
Frankston has many shops empty isn't appealing	1
Frankston shopping centre outside is messy with rubbish	1
High maintenance	1
Most fast-food places don't pick up rubbish	1
Not enough rubbish bins in shopping strips	1
Not very safe	1
On going thing with Council. Outside of shopping centre could be cleaner	1
On street shopping strips needs to be better - Frankston city	1
Overflowing garbage, near beach	1
Quite dirty (rubbish), but the residential areas are fine	1
Shopping trollies everywhere	1
Some of the areas around shopping areas the pavement isn't well maintained, particularly around Frankston	1
The lack of parking	1
There is always garbage on the ground outside Carrum Downs village (area is dirty)	1
Toilets need to be maintained better	1
<b>Total</b>	<b>58</b>

**Public toilets**

Public toilets were the 10<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.9 out of 10, which is consistent with the 2022 result.

Satisfaction with public toilets increased measurably this year, up eight percent to 7.1 out of 10, although it remains at a “good” level of satisfaction. This result represents an increase of nine percent over the 2021 result of 6.5.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

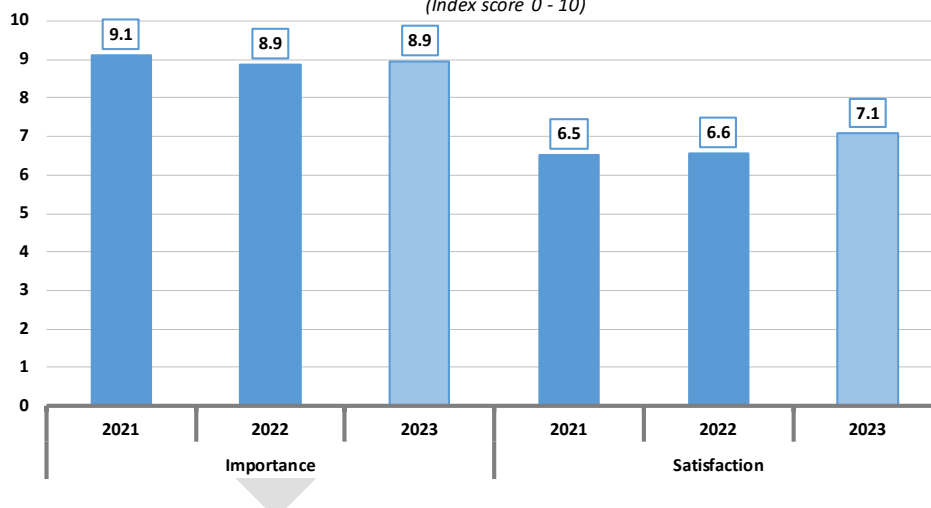
Despite the significant increase in satisfaction recorded this year, this result ranks public toilets 30<sup>th</sup> in terms of satisfaction this year, and one of 10 services and facilities to record a satisfaction score measurably lower than the average of all 32 (7.8).

This result was comprised of 49% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 335 of the 344 respondents (43%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and adults and middle-aged adults (aged 35 to 59 years) somewhat less satisfied. Female respondents were measurably less satisfied with public toilets than male respondents.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “public toilets” of 6.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

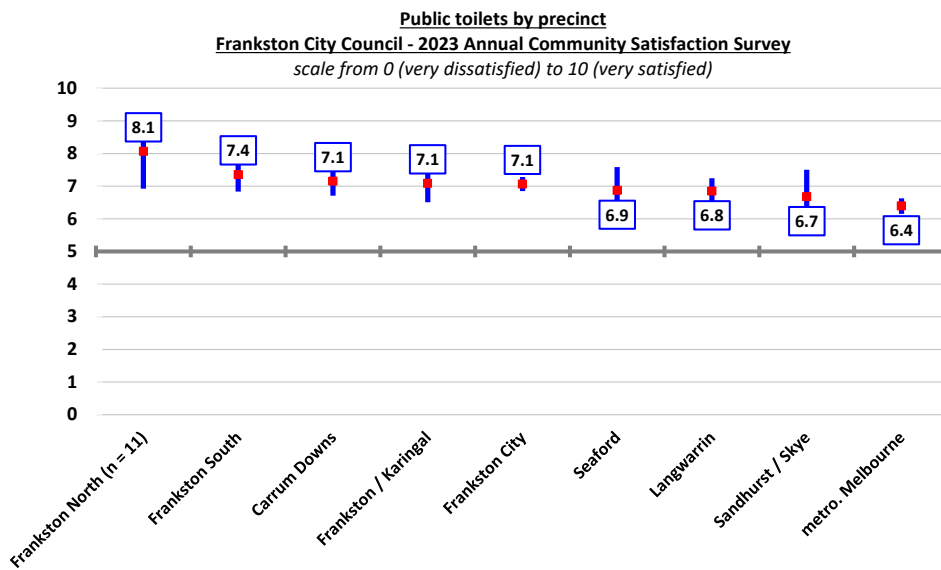
**Importance of and satisfaction with public toilets**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with public toilets observed across the municipality, it is noted that 11 respondents from Frankston North rated satisfaction at an “excellent” level, and respondents from Frankston South rated satisfaction at a “very good” rather than “good” level.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*



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

On and off-road bike paths (including shared pathways) were the 26<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.6 out of 10, which is consistent with the 2022 result.

Satisfaction with bike paths increased somewhat again this year, up two percent to 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks bike paths 16<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 252 of the 265 respondents (33%) from households who had used these facilities in the last 12 months.

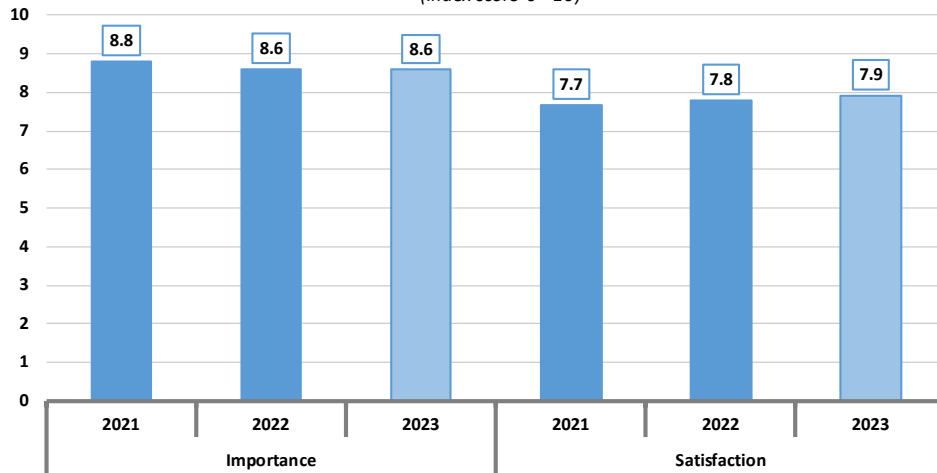
Whilst cognisant of the smaller sample size, there was some variation in satisfaction with bike paths observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average, female respondents notably more satisfied than male respondents, and respondents from English speaking households somewhat more satisfied than respondents from multilingual households.

By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne satisfaction with “on and off-road bike paths including shared pathways” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



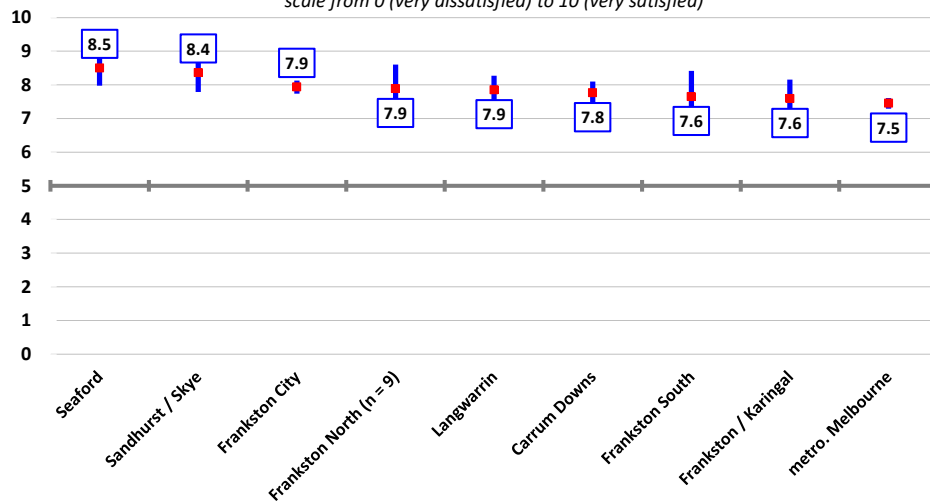
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with on and off road bike paths**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Cognisant of the smaller sample size for satisfaction with bike paths, there was no statistically significant variation observed across the municipality, although it is noted that respondents from Frankston South and Frankston / Karingal rated satisfaction at “very good” rather than “excellent” levels of satisfaction.

**On and off road bike paths (including shared pathways) by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Frankston Memorial Park (Cemetery)**

The Frankston Memorial Park (cemetery) was the 25<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these facilities was 8.2 out of 10, or an “excellent” level of satisfaction.

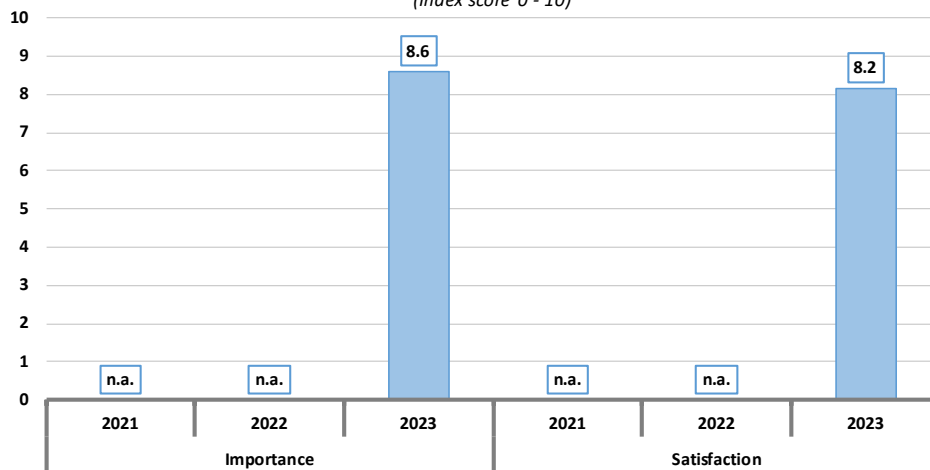
This result ranks the cemetery 10<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 79% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 136 of the 141 respondents (18%) from households who had used these facilities in the last 12 months.

There was no substantive variation observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels of satisfaction.

These facilities were not included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology, and therefore no metropolitan comparison is available.

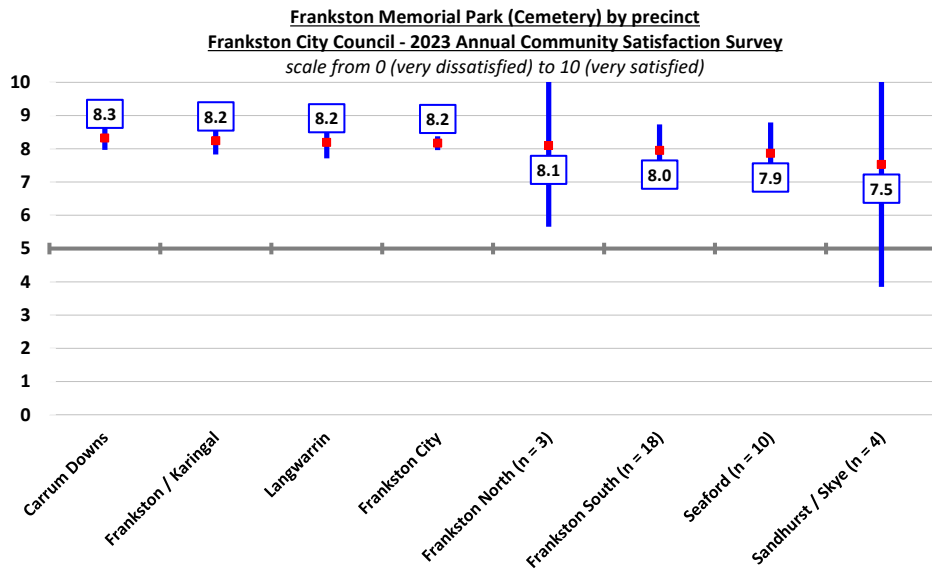
**Importance of and satisfaction with Frankston Memorial Park (Cemetery)**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



Cognisant of the small sample size of just 141 respondents, there was no meaningful variation in satisfaction with the cemetery observed across the municipality.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**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.

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

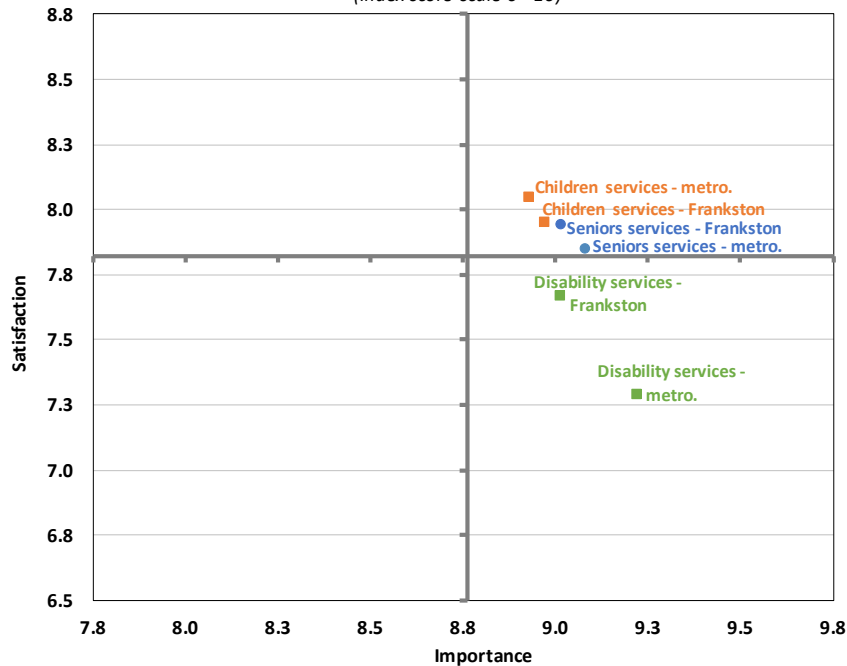
All three of these services were of higher-than-average importance, and two received higher-than-average satisfaction scores.

It is noted that services for people with disability received a marginally lower than average satisfaction score, although notably above the metropolitan Melbourne average.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with Family Health and Support Services**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



**Services for children from birth to 5 years of age**

Services for children aged from birth to five years of age were the 7<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 9.0 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8).

Satisfaction with these services declined marginally, but not measurably this year, down three percent to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result ranks services for children 14<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 69% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 155 of the 160 respondents (20%) from households who had used these facilities in the last 12 months.

Whilst cognisant of the small sample, there was some variation observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average, and female respondents somewhat less satisfied than male respondents.

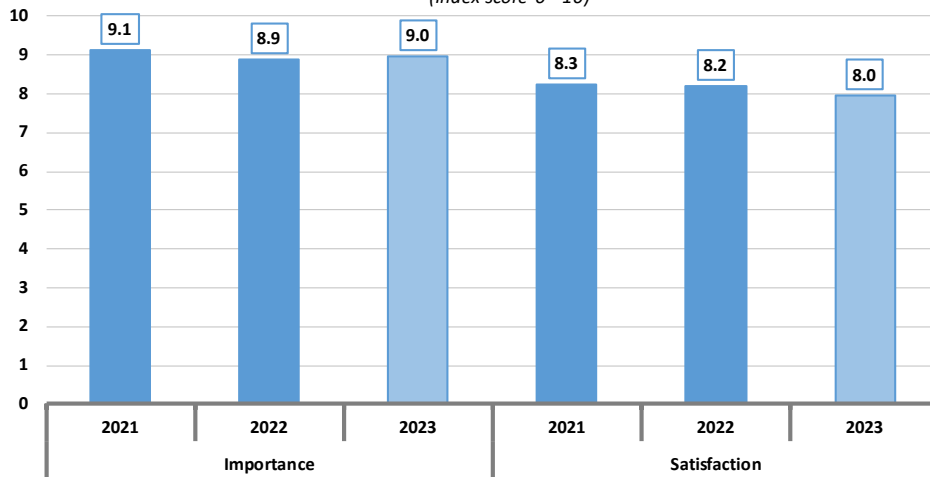
Metropolis Research also notes that respondents from two-parent (57 respondents) and one-parent (8 respondents) families with youngest child aged 0 to 4 years rated satisfaction with services for children at 8.2 “excellent” and 7.2 or “good” respectively.



Frankston City Council – 2023 Annual Community Satisfaction Survey

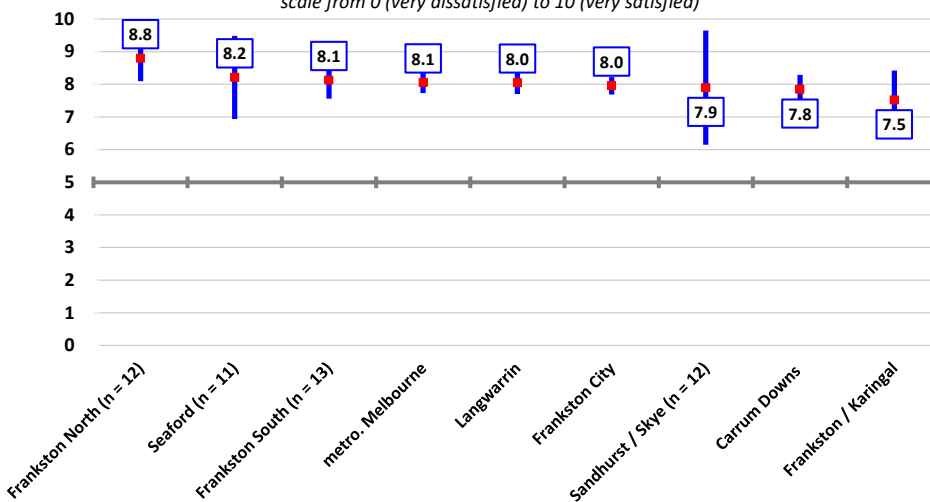
By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne satisfaction with “services for children from birth to 5 years of age” of 8.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with services for children from birth to 5 years of age**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with services for children observed across the municipality, it is noted that 28 respondents from Frankston / Karingal rated satisfaction at a “very good” rather than an “excellent” level.

**Services for children by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Services for seniors**

Services for seniors were the 5<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 9.0 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8).

Satisfaction with these services remained stable this year at 7.9 out of 10, or an “excellent” level of satisfaction.

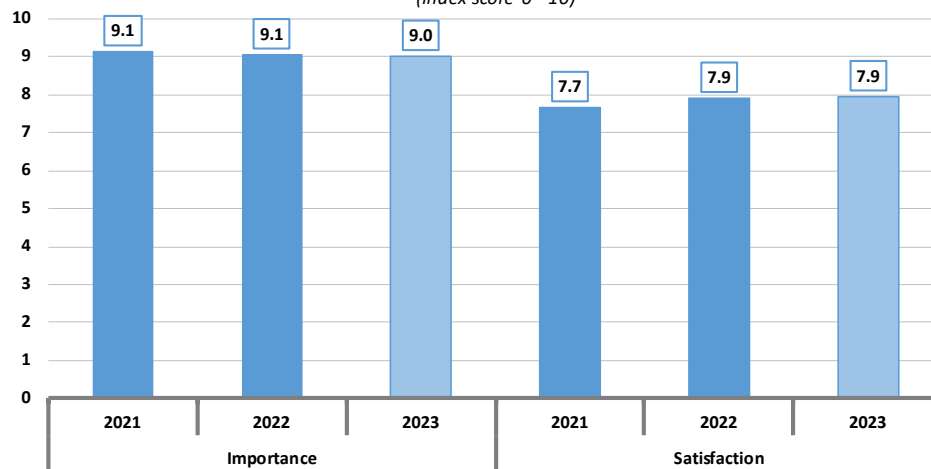
This result ranks services for seniors 15<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 65% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 120 of the 124 respondents (15%) from households who had used these facilities in the last 12 months.

Cognisant of the very small sample size, there was no meaningful variation in this result observed by respondent profile, although it is noted that older persons and senior citizens both rated satisfaction at “excellent” levels.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “services for seniors” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

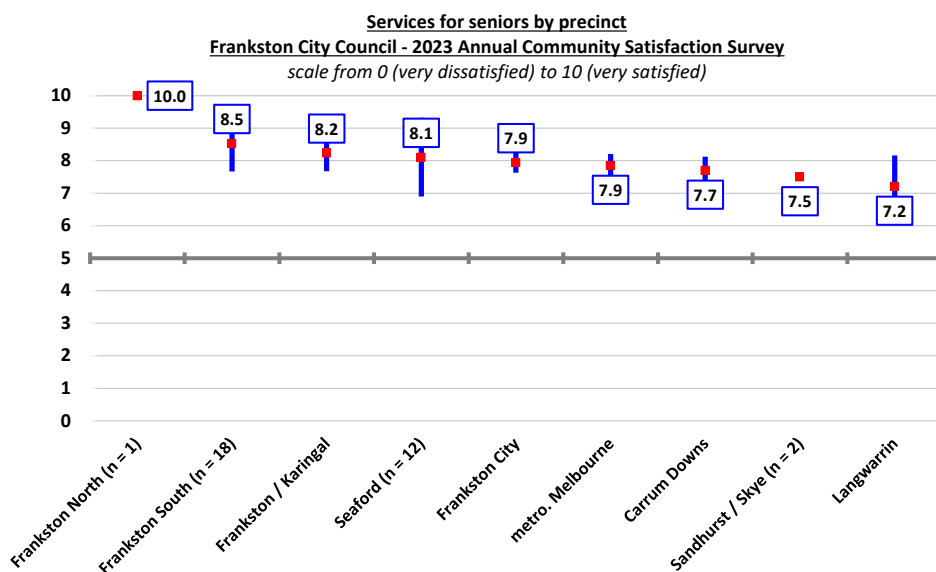
**Importance of and satisfaction with services for seniors**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Cognisant of the very small sample size for these services, there was no statistically significant variation in satisfaction with services for seniors observed across the municipality.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**Services for people with disability**

Services for people with disability were the 6<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 9.0 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8).

Satisfaction with these services increased somewhat, but not measurably this year, up three percent to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks services for people with disability 20<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 65% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 94 of the 96 respondents (12%) from households who had used these facilities in the last 12 months.

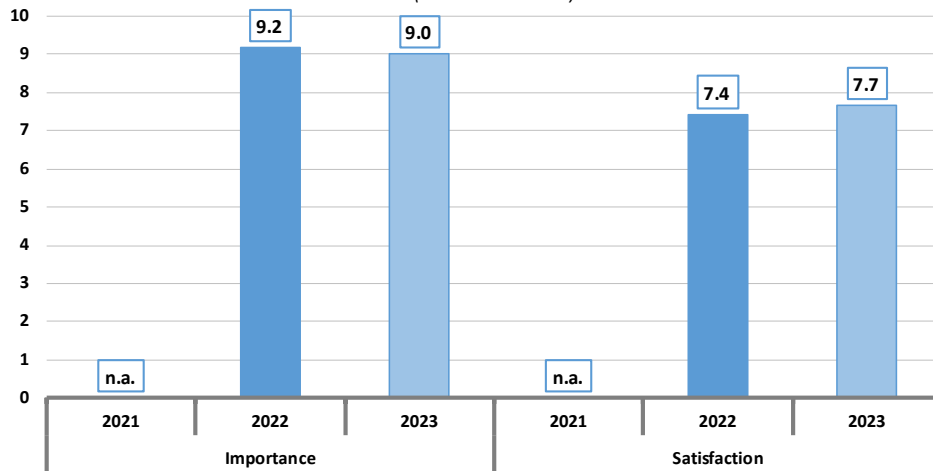
Cognisant of the very small sample size, there was no meaningful variation in this result observed by respondent profile, although it is noted that senior citizens rated satisfaction at an “excellent” level.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne satisfaction with “services for people with disability” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



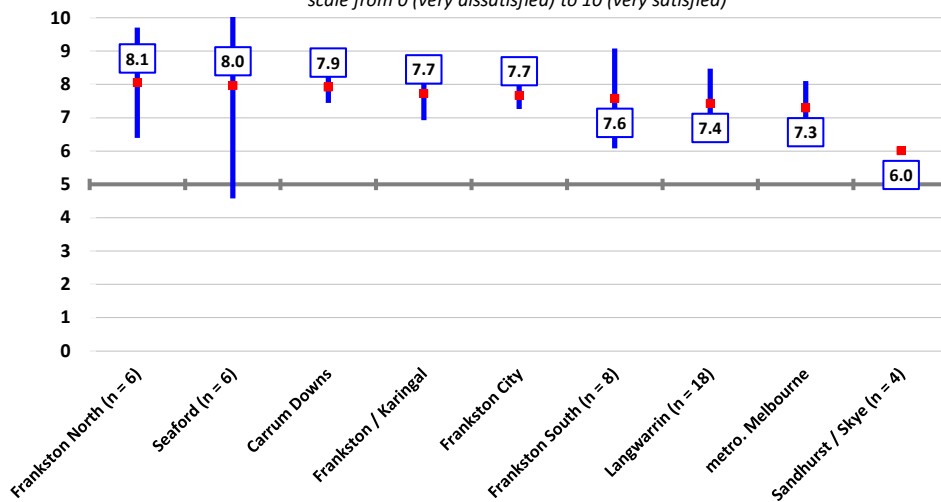
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Importance of and satisfaction with services for people with disability**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



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

**Services for people with disability by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**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.

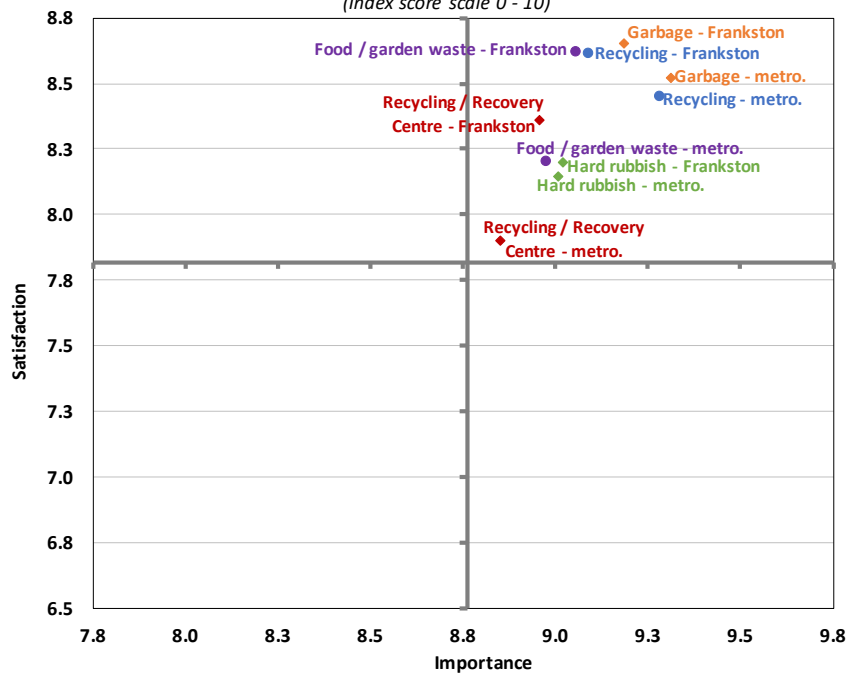
The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

Metropolis Research notes that the key point from the graph was that all four of kerbside collection services, as well as the recycling / recovery centre were all of higher-than-average importance, and all received measurably higher-than-average satisfaction scores.

This is a key finding from the survey, reinforcing that the kerbside collection services are among the most important to the community, and the community is well satisfied with how well Council provides these services.

**Importance of and satisfaction with Waste and Recycling**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score scale 0 - 10)





Frankston City Council – 2023 Annual Community Satisfaction Survey

**Weekly garbage collection**

The weekly garbage collection service was the most important of the 32 included services and facilities, with an average importance of 9.2 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8), despite declining three percent from the peak of 9.5 recorded back in 2021.

Satisfaction with the garbage collection services remained stable this year at 8.7 out of 10, which remains an “excellent” level of satisfaction.

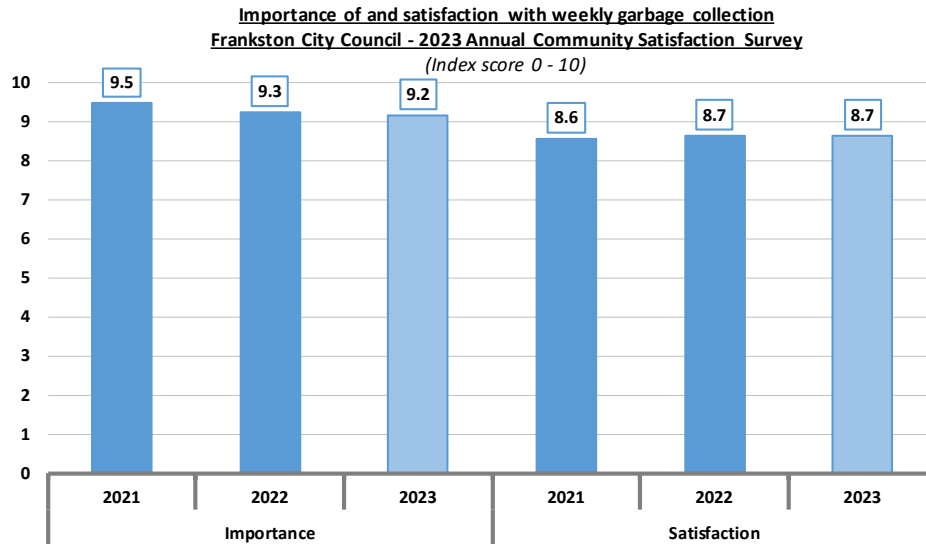
This result ranks the weekly garbage collection first in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 83% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 797 of the 801 respondents who provided a satisfaction score.

There was no meaningful variation in satisfaction with the weekly garbage collection observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at an “excellent” level.

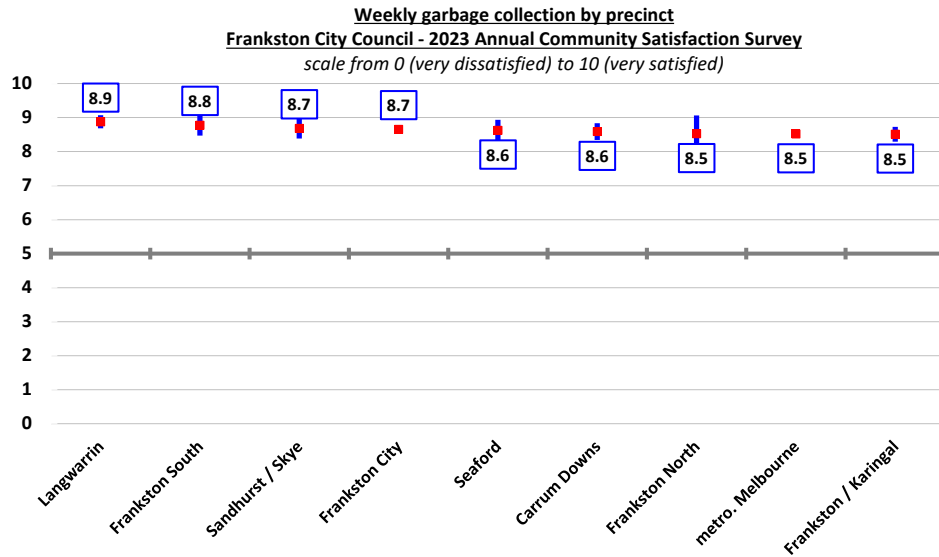
Metropolis Research also notes that respondents from all household structures, including families with children, rated satisfaction at “excellent” levels of well over eight out of 10.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne satisfaction with “regular garbage collection” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



Frankston City Council – 2023 Annual Community Satisfaction Survey

There was no measurable or notable variation in satisfaction with the weekly garbage collection service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



**Fortnightly recycling collection**

The fortnightly recycling collection service was the 2<sup>nd</sup> most important of the 32 included services and facilities, with an average importance of 9.1 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8), despite declining three percent from the peak of 9.4 recorded back in 2021.

Satisfaction with the fortnightly recycling collection services remained stable this year at 8.6 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the fortnightly recycling collection 4<sup>th</sup> in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 83% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 797 of the 801 respondents who provided a satisfaction score.

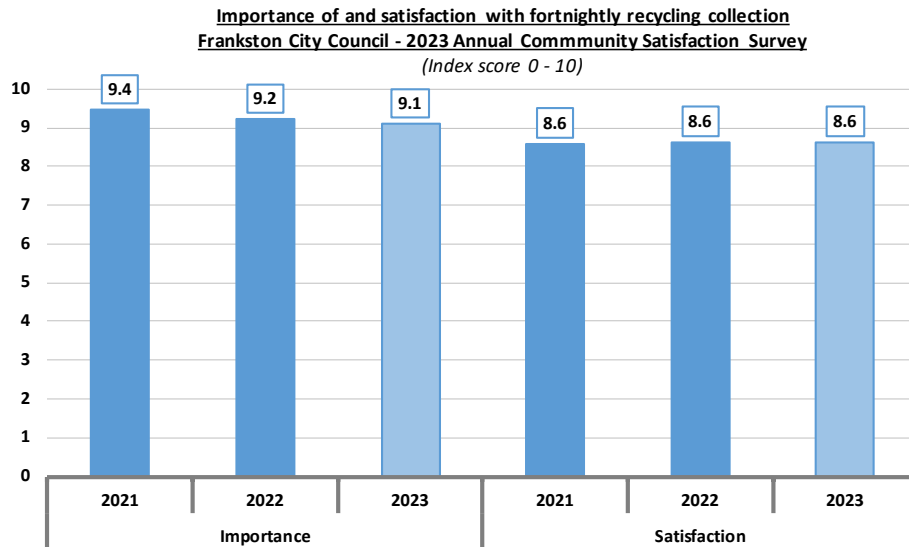
There was no meaningful variation in satisfaction with the fortnightly recycling collection observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at an “excellent” level.

Metropolis Research also notes that respondents from all household structures, including families with children, rated satisfaction at “excellent” levels of well over eight out of 10.

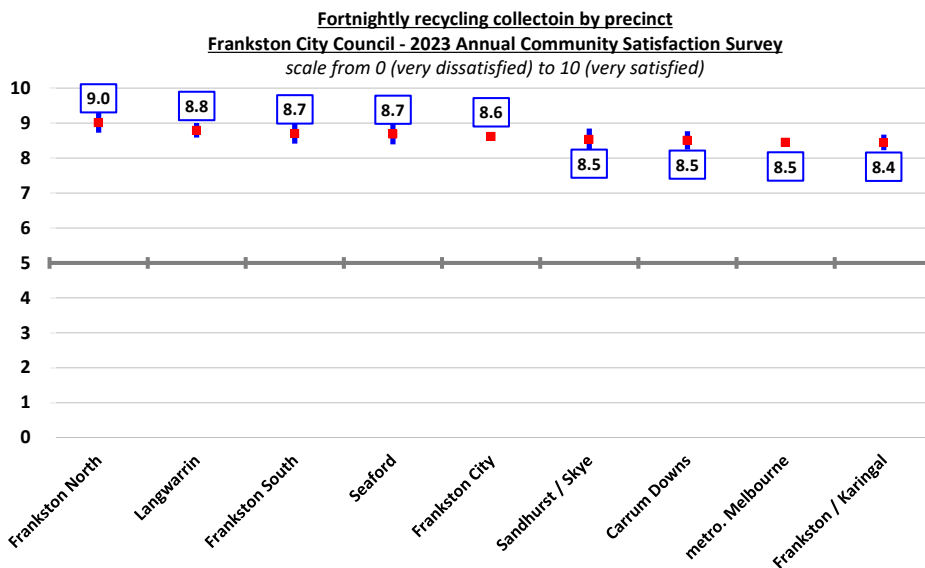


*Frankston City Council – 2023 Annual Community Satisfaction Survey*

By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “regular recycling collection” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was no measurable or notable variation in satisfaction with the fortnightly recycling collection service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Hard rubbish collection**

The hard rubbish collection service was the 4<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 9.0 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8), despite declining two percent from the peak of 9.2 recorded back in 2021.

Satisfaction with the hard rubbish collection services declined somewhat, but not measurably this year, down two percent to 8.2 out of 10, although it remains an “excellent” level.

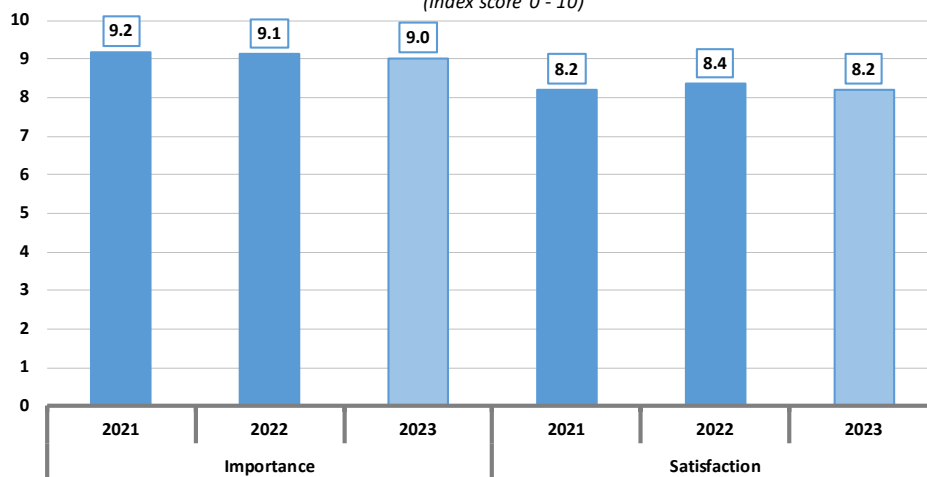
This result ranks the hard rubbish collection 9<sup>th</sup> in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 76% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 595 of the 607 respondents (76%) from households who had used these services in the last 12 months.

There was no meaningful variation in satisfaction with the hard rubbish collection observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at an “excellent” level.

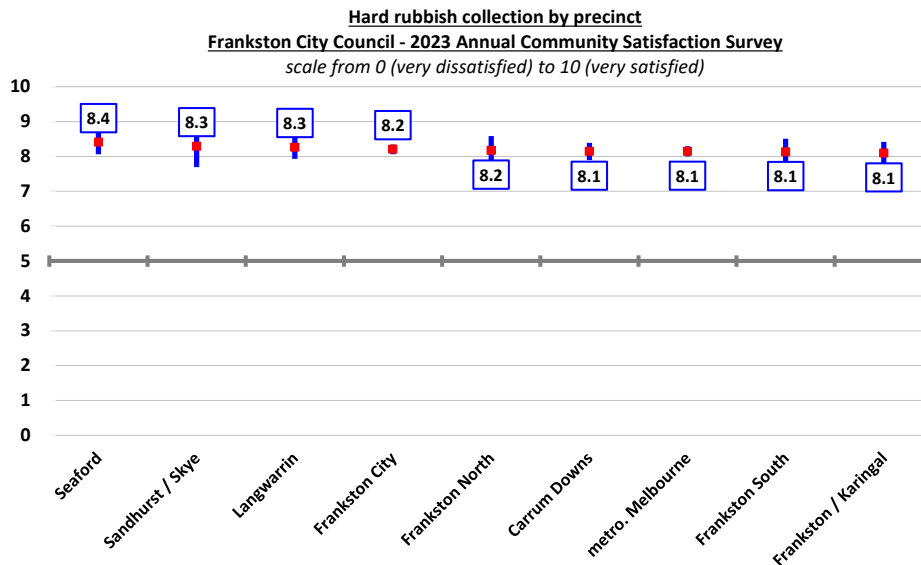
By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “hard rubbish collection” of 8.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with hard rubbish collection**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There was no measurable or notable variation in satisfaction with the hard rubbish collection service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



**Food and garden waste collection**

The food and garden waste collection service was the 3<sup>rd</sup> most important of the 32 included services and facilities, with an average importance of 9.1 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8), which is consistent with previous results.

Satisfaction with the food and garden waste collection service increased marginally again this year, up one percent to 8.6, out of 10, which remains an “excellent” level.

This result ranks the food and garden waste collection service 3<sup>rd</sup> in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 86% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 536 of the 550 respondents (69%) from households who had used these services in the last 12 months.

There was no meaningful variation in satisfaction with the hard rubbish collection observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at an “excellent” level.

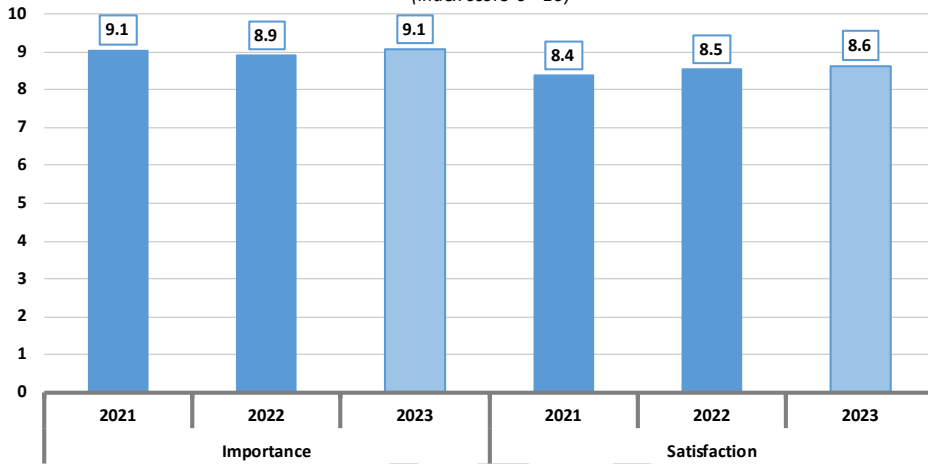
Metropolis Research also notes that respondents from all household structures, including families with children, rated satisfaction at “excellent” levels of well over eight out of 10.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

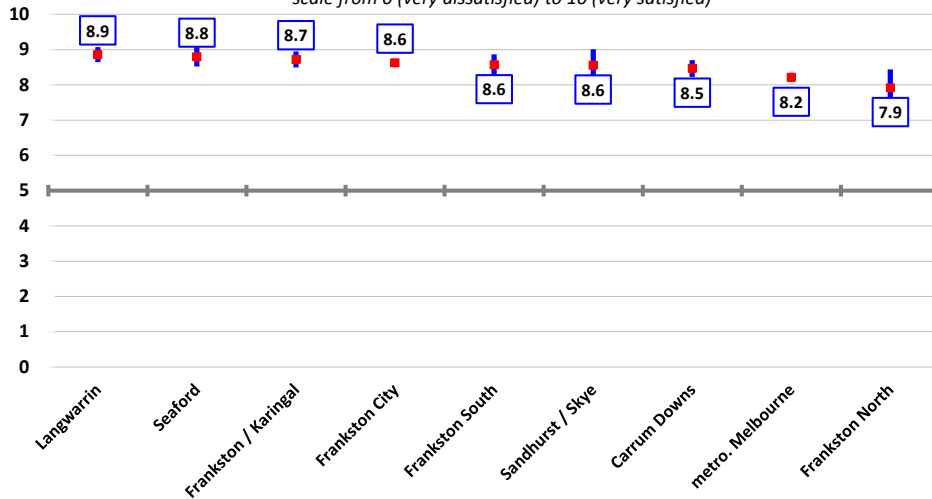
By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “green waste collection service” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with food and garden waste collection**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no measurable or notable variation in satisfaction with the hard rubbish collection service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.

**Food and green waste collection by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Recycling and Recovery Centre**

The recycling and recovery centre was the 9<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 9.0 out of 10, and one of six that were measurably more important than the average of all 32 services and facilities (8.8), which is consistent with previous results.

Satisfaction with the centre increased notably this year, up four percent to 8.4, out of 10, which remains an “excellent” level.

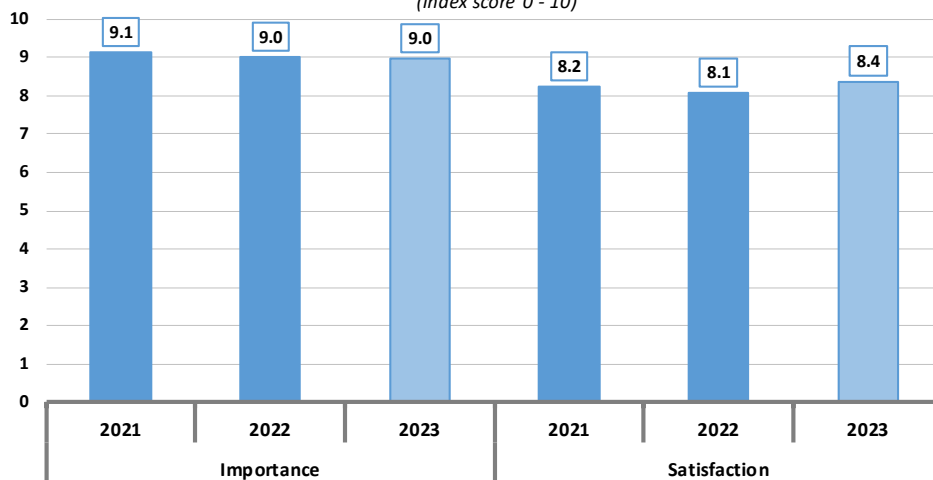
This result ranks the centre 7<sup>th</sup> in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably higher than the average of all 32 services and facilities (7.8).

This result was comprised of 79% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 344 of the 354 respondents (44%) from households who had used these services in the last 12 months.

There was no meaningful variation in satisfaction with the hard rubbish collection observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at an “excellent” level.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “Waste Transfer Station / Recycling Centres / Tip” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

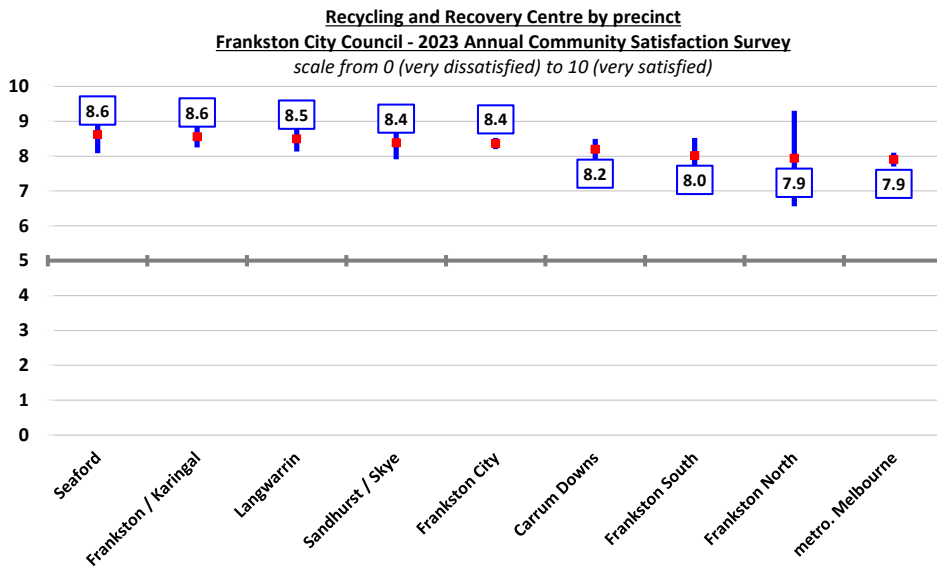
**Importance of and satisfaction with recycling and recovery centre**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Index score 0 - 10)*



There was no measurable or notable variation in satisfaction with the recycling and recovery centre observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



Frankston City Council – 2023 Annual Community Satisfaction Survey



**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.

The graph displays the average importance of and satisfaction with these services and facilities, with a comparison to the metropolitan Melbourne average.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with all services and facilities.

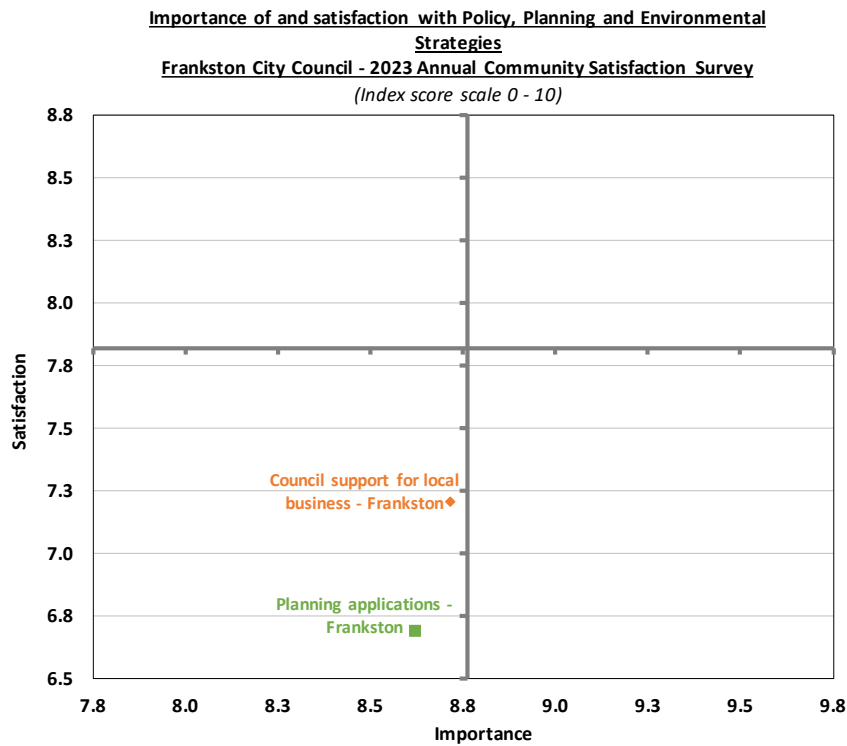
Both of these services were of marginally lower than average importance, but both received measurably lower than average satisfaction scores.

Metropolis Research notes that satisfaction with planning applications was included in this survey in a different format to *Governing Melbourne* research and may well be somewhat of an overestimate of the true level of satisfaction with the processing of planning permits from those engaged in the process as applicants or objectors.





Frankston City Council – 2023 Annual Community Satisfaction Survey



**Council support for local business**

Council support for local business was the 27<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with these services remained stable this year at 7.2 out of 10, which remains a “good” level of satisfaction.

This result ranks Council support for local business 27<sup>th</sup> in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably lower than the average of all 32 services and facilities (7.8).

This result was comprised of 54% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 87 of the 89 respondents (11%) from households who had used these services in the last 12 months.

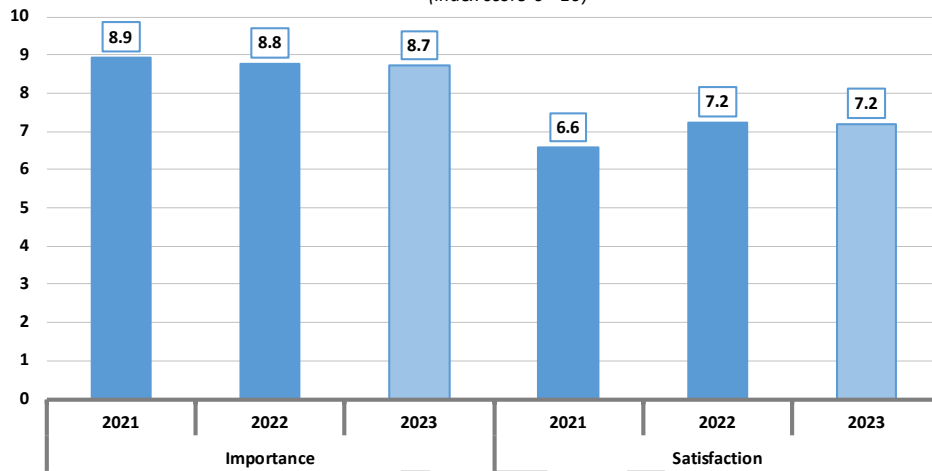
Cognisant of the very small sample size, there was no meaningful variation in satisfaction with Council support for local business observed by respondent profile, although adults and middle-aged adults (aged 35 to 59 years) were the least satisfied.



Frankston City Council – 2023 Annual Community Satisfaction Survey

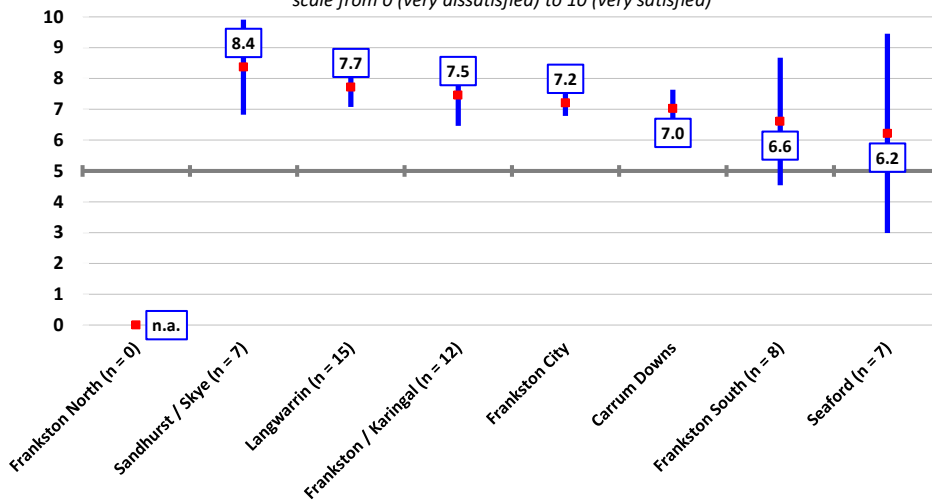
By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “Council activities promoting local economic development” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

**Importance of and satisfaction with Council support for local business**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 (Index score 0 - 10)



Cognisant of the very small sample size for this service, there was no meaningful variation in satisfaction observed across the municipality.

**Council support for local business by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Planning applications**

Planning applications was the 24<sup>th</sup> most important of the 32 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these services increased marginally but not measurably this year, up one percent to 6.7 out of 10, which remains a “good” level of satisfaction.

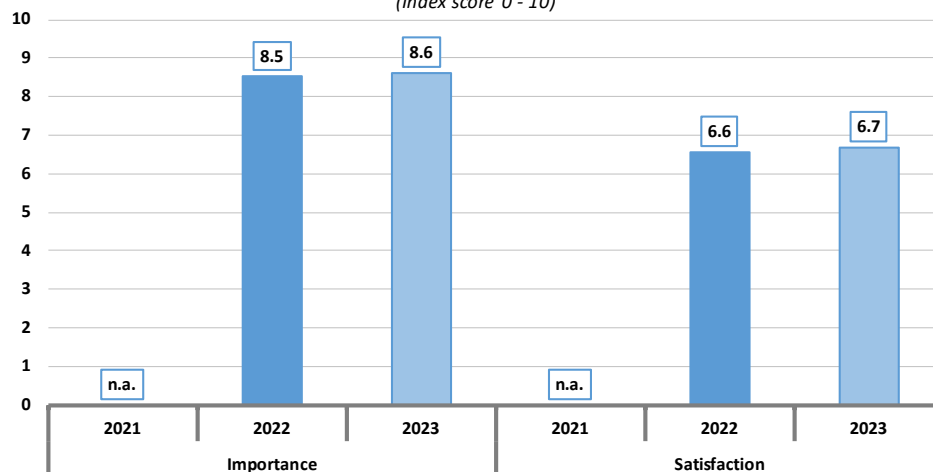
This result ranks planning applications 32<sup>nd</sup> (of 32) in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably lower than the average of all 32 services and facilities (7.8).

This result was comprised of 41% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 100 of the 105 respondents (13%) from households who had used these services in the last 12 months.

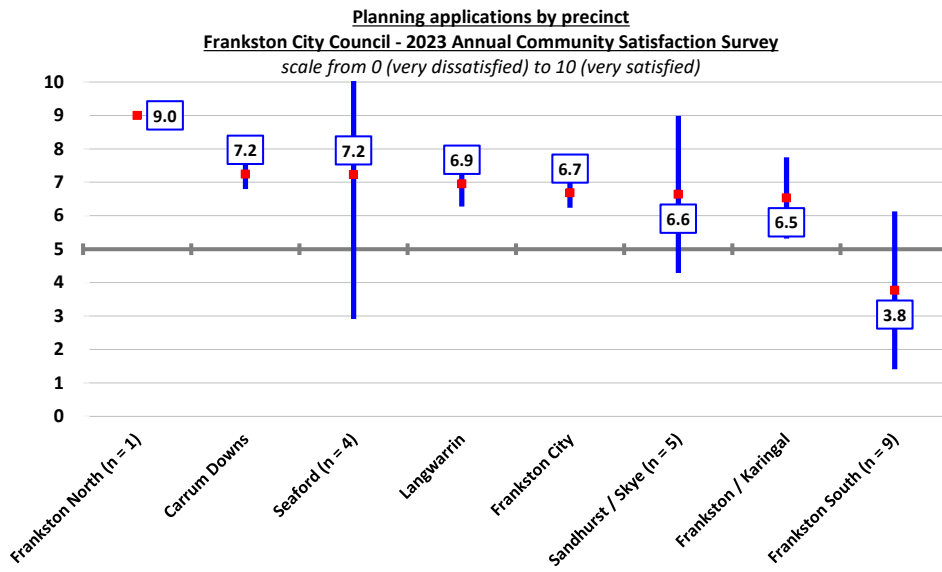
Cognisant of the very small sample size, there was no meaningful variation in satisfaction with Council support for local business observed by respondent profile, although middle-aged and older adults (aged 45 to 74 years) were the least satisfied.

This service was not included in the *Governing Melbourne* research conducted independently by Metropolis Research in a format that allows for direct comparison.

**Importance of and satisfaction with planning applications**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Frankston City Council – 2023 Annual Community Satisfaction Survey



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Frankston City Council – 2023 Annual Community Satisfaction Survey

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## 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 957 issues, at an average for these respondents of a little less than two issues each.

The open-ended responses from respondents have been broadly categorised into a set of approximately 70 categories, to facilitate analysis and time series analysis and other comparisons.

It is important to bear in mind that these responses are not to be read only as complaints about the performance of Council, nor do they all reflect services, facilities, and issues within the specific remit of local government. Many of the issues that respondents raise as issues to address for Frankston City are within the general remit of other levels of government, most often the state government.

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

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

Attention is, however, also drawn to the small numbers of respondents who nominated issues with homelessness (2% down from 4%), drug and alcohol related issues (2%), and activities, services, and facilities for youth (1% down from 3%). 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 (1%) remains low in the City of Frankston. Given the history of Frankston City Council over the last decade, it does appear that these issues are not significant at the front of mind of respondents to this survey, and the proportion raising these issues was similar to 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.



Frankston City Council – 2023 Annual Community Satisfaction Survey

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### **Variation in results between 2022 and 2023**

When compared to the results recorded in 2022, the following variations are noted:

- **Somewhat more commonly nominated in 2023** – includes traffic management (12% up from 9%), safety, policing, and crime (11% up from 8%), road maintenance and repairs (8% up notably from 5%), building, housing, planning, and development (6% up from 3%), and housing availability / affordability related issues (2% up from 0%).
- **Somewhat less commonly nominated in 2023** – includes there were no issues that were notably or somewhat less commonly nominated this year than in 2022.

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 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology, the following variations were noted:

- **More commonly nominated in Frankston City** – includes safety, policing, and crime (11% compared to 5%), building, housing, planning, and development (6% compared to 3%), housing availability / affordability (2% compared to 0%), health and medical services (2% compared to 0%), and drug and alcohol related issues (2% compared to 0%).
- **Less commonly nominated in Frankston City** – includes parks, gardens, and open spaces (6% compared to 9%), rubbish and waste issues (3% compared to 6%), footpath maintenance and repairs (3% compared to 7%), and public transport (2% compared to 5%).

### **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, planning and development, cleanliness, rubbish and waste issues, Council rates, parks and gardens, safety, and drains maintenance and repairs.

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



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Top three issues for Frankston City at the moment**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

Response	2023		2022	2021	2023 Metro.*
	Number	Percent			
Traffic management	99	12%	9%	7%	13%
Safety, policing and crime	91	11%	8%	4%	5%
Roads and maintenance and repairs	63	8%	5%	8%	10%
Car parking	58	7%	6%	8%	6%
Parks, gardens and open spaces	52	6%	4%	6%	9%
Building, planning, housing and development	45	6%	3%	3%	3%
Provision and maintenance of street trees	40	5%	4%	4%	7%
Council rates	35	4%	5%	4%	5%
Rubbish and waste issues including garbage collection	25	3%	2%	1%	6%
Hard rubbish collection	23	3%	3%	2%	1%
Drains maintenance and repairs	22	3%	1%	1%	2%
Footpath maintenance and repairs	22	3%	3%	3%	7%
Cleanliness and maintenance of area	21	3%	5%	3%	5%
Shops, restaurants, bars and entertainment venues issues	20	2%	3%	2%	2%
Communication, consultation, provision of information	18	2%	3%	4%	3%
Homeless / beggars	18	2%	4%	2%	1%
Housing availability / affordability	18	2%	0%	0%	0%
Public transport	18	2%	2%	2%	5%
Environment, sustainability, climate change, conservation	16	2%	2%	3%	3%
Health and medical issues / services	14	2%	2%	2%	0%
Drugs and alcohol issues	13	2%	2%	2%	0%
Council governance, accountability, leadership	12	1%	1%	1%	1%
Animal management	11	1%	0%	0%	2%
Provision and maintenance of infrastructure	11	1%	1%	0%	1%
Youth activities, services and facilities	11	1%	3%	1%	0%
Bicycle, cycling / walking tracks	10	1%	1%	2%	3%
Services and facilities for the elderly	10	1%	0%	0%	2%
Cleanliness and maintenance of beach and foreshore	8	1%	2%	1%	n.a.
Lighting	8	1%	2%	2%	3%
Sports, leisure and recreation facilities	8	1%	1%	2%	2%
Beautification of area / liveability	7	1%	0%	0%	0%
Promote or improve community atmosphere	7	1%	0%	0%	1%
Street cleaning and maintenance	7	1%	1%	1%	4%
Cost of living	6	1%	0%	0%	1%
Financial issues and priorities for Council	6	1%	0%	2%	1%
Graffiti and vandalism	6	1%	1%	1%	1%
Green waste collection / compost bins	6	1%	0%	1%	2%
Recycling collection	6	1%	1%	1%	2%
Services and facilities for people with disability	6	1%	1%	0%	1%
All other issues (40 separately identified issues)	80	10%	12%	9%	16%
<b>Total responses</b>	<b>957</b>		<b>914</b>	<b>840</b>	<b>1,061</b>
<i>Respondents identifying at least one issue</i>	<i>498</i>		<i>499</i>	<i>453</i>	<i>558</i>
	<i>(62%)</i>		<i>(62%)</i>	<i>(56%)</i>	<i>(70%)</i>

(\* ) 2023 metropolitan Melbourne average from Governing Melbourne



Frankston City Council – 2023 Annual Community Satisfaction Survey

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### ***Issues by precinct***

There was some variation in the issues to address observed across the municipality, with attention drawn to the following:

- ***Carrum Downs*** – respondents were notably more likely than average to nominate traffic management, and street trees related issues.
- ***Seaford*** – respondents were notably more likely than average to nominate traffic management, car parking, and Council rates, fees, and charges.
- ***Langwarrin*** – respondents were notably more likely than average to nominate road maintenance and repairs.
- ***Sandhurst / Skye*** – respondents were notably more likely than average to nominate traffic management, safety, policing, and crime issues, road maintenance and repairs, and issues with parks, gardens, and open spaces.
- ***Frankston South*** – respondents were notably more likely than average to nominate building, housing, planning, and development, and issues with shops, restaurants, and entertainment venues.
- ***Frankston North*** – respondents were measurably and significantly more likely than average to nominate safety, policing, and crime related issues, and notably more likely to nominate traffic management, cleanliness and maintenance, housing availability / affordability, health and medical services and issues, the cost of living, and drug and alcohol related issues.
- ***Frankston / Karingal*** – respondents were measurably more likely than average to nominate safety, policing, and crime related issues.





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Top three issues for Frankston City at the moment by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<b>Carrum Downs</b>		<b>Seaford</b>	
Traffic management	21%	Traffic management	16%
Parks, gardens and open spaces	8%	Car parking	10%
Car parking	8%	Council rates	10%
Provision and maintenance of street trees	8%	Provision and maintenance of street trees	7%
Council rates	6%	Drains maintenance and repairs	5%
Roads maintenance and repairs	5%	Safety, policing and crime	5%
Safety, policing and crime	5%	Roads maintenance and repairs	4%
Rubbish and waste issues inc garbage	3%	Hard rubbish collection	4%
Building, housing, planning, development	2%	Building, housing, planning, development	3%
Footpath maintenance and repairs	2%	Public transport	3%
All other issues	47%	All other issues	32%
<i>Respondents identifying an issue</i>	83 (64%)	<i>Respondents identifying an issue</i>	49 (50%)

<b>Langwarrin</b>		<b>Sandhurst / Skye</b>	
Roads maintenance and repairs	16%	Traffic management	25%
Parks, gardens and open spaces	8%	Safety, policing and crime	16%
Car parking	7%	Roads maintenance and repairs	13%
Traffic management	7%	Parks, gardens and open spaces	10%
Building, housing, planning, development	6%	Provision and maintenance of street trees	8%
Safety, policing and crime	5%	Car parking	6%
Hard rubbish collection	5%	Drains maintenance and repairs	6%
Footpath maintenance and repairs	4%	Cleanliness and maintenance of area	5%
Environment,sustainability,climate change	3%	Council rates	5%
Shops, restaurants, entertainment venues	3%	Environment,sustainability,climate change	4%
All other issues	43%	All other issues	40%
<i>Respondents identifying an issue</i>	88 (60%)	<i>Respondents identifying an issue</i>	55 (71%)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Top three issues for Frankston City at the moment by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of total respondents)

<b>Frankston South</b>		<b>Frankston North</b>	
Building, housing, planning, development	18%	Safety, policing and crime	49%
Car parking	8%	Traffic management	20%
Shops, restaurants, entertainment venues	8%	Parks, gardens and open spaces	9%
Footpath maintenance and repairs	6%	Cleanliness and maintenance of area	9%
Safety, policing and crime	6%	Housing availability / affordability	9%
Parks, gardens and open spaces	5%	Health and medical issues / services	9%
Cleanliness and maintenance of area	5%	Cost of living	9%
Roads maintenance and repairs	5%	Drains maintenance and repairs	6%
Rubbish and waste issues inc garbage	5%	Drugs and alcohol issues	6%
Communication, consultation, prov of info.	4%	Roads maintenance and repairs	6%
All other issues	50%	All other issues	74%
<i>Respondents identifying an issue</i>	68 (68%)	<i>Respondents identifying an issue</i>	28 (80%)

<b>Frankston / Karingal</b>		<b>Frankston City</b>	
Safety, policing and crime	18%	Traffic management	12%
Car parking	7%	Safety, policing and crime	11%
Traffic management	7%	Roads and maintenance and repairs	8%
Building, housing, planning, development	6%	Car parking	7%
Roads maintenance and repairs	6%	Parks, gardens and open spaces	6%
Parks, gardens and open spaces	5%	Building, housing, planning, development	6%
Homeless / beggars	5%	Provision and maintenance of street trees	5%
Provision and maintenance of street trees	4%	Council rates	4%
Environment,sustainability,climate change	4%	Rubbish and waste issues inc garbage	3%
Health and medical issues / services	4%	Hard rubbish collection	3%
All other issues	61%	All other issues	53%
<i>Respondents identifying an issue</i>	126 (59%)	<i>Respondents identifying an issue</i>	498 (62%)

<b>Metropolitan Melbourne</b>		<b>South eastern region</b>	
Traffic management	13%	Roads maintenance and repairs	15%
Roads maintenance and repairs	10%	Parks, gardens and open spaces	12%
Parks, gardens and open space	9%	Traffic management	10%
Footpath maintenance and repairs	7%	Rubbish and waste issues	9%
Street trees / nature strips	7%	Safety, policing and crime	9%
Car parking	6%	Parking	6%
Rubbish and waste issues	6%	Cleanliness and maintenance of area	5%
Safety, policing and crime	5%	Footpath maintenance and repairs	5%
Public transport	5%	Provision and maintenance of street trees	5%
Cleanliness and maintenance of area	5%	Public transport	4%
All other issues	61%	All other issues	56%
<i>Respondents identifying an issue</i>	558 (70%)	<i>Respondents identifying an issue</i>	112 (68%)



Frankston City Council – 2023 Annual Community Satisfaction Survey

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### ***Issues by respondent profile***

There was some variation in the top issues to address for Frankston City at the moment observed by respondent profile, as follows:

- ***Male*** – respondents were somewhat more likely than females to nominate safety, policing, and crime related issues.
- ***Female*** – respondents were somewhat more likely than males to nominate traffic management and parks, gardens, and open space related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate road maintenance and repair issues.
- ***Multilingual households*** – respondents were measurably more likely than respondents from English speaking households to nominate safety, policing, and crime issues, and somewhat more likely to nominate car parking, street trees, and lighting related issues.
- ***Young adults (aged 18 to 34 years)*** – respondents were notably more likely than average to nominate safety, policing, and crime and road maintenance and repair related issues.
- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to nominate parks, gardens, and open space related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were notably more likely than average to nominate car parking related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to nominate issues around communication, consultation, and the provision of information.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

*(Number and percent of total respondents)*

<b>Male</b>		<b>Female</b>	
Safety, policing and crime	13%	Traffic management	14%
Traffic management	11%	Safety, policing and crime	9%
Car parking	7%	Roads maintenance and repairs	9%
Roads maintenance and repairs	7%	Parks, gardens and open spaces	8%
Parks, gardens and open spaces	5%	Car parking	8%
Building, housing, planning, development	5%	Building, housing, planning, development	6%
Cleanliness and maintenance of area	4%	Provision and maintenance of street trees	6%
Provision and maintenance of street trees	4%	Council rates	5%
Council rates	4%	Rubbish and waste issues inc garbage	4%
Shops, restaurants, entertainment venues	3%	Hard rubbish collection	4%
All other issues	52%	All other issues	53%
<i>Respondents identifying an issue</i>	<i>241 (63%)</i>	<i>Respondents identifying an issue</i>	<i>253 (62%)</i>

<b>English speaking</b>		<b>Multi-lingual</b>	
Traffic management	12%	Safety, policing and crime	19%
Safety, policing and crime	10%	Traffic management	14%
Roads maintenance and repairs	8%	Car parking	11%
Parks, gardens and open spaces	7%	Provision and maintenance of street trees	9%
Car parking	6%	Lighting	6%
Building, housing, planning, development	6%	Roads maintenance and repairs	5%
Council rates	5%	Parks, gardens and open spaces	5%
Provision and maintenance of street trees	4%	Drains maintenance and repairs	5%
Hard rubbish collection	3%	Rubbish and waste issues inc garbage	4%
Rubbish and waste issues inc garbage	3%	Public transport	4%
All other issues	51%	All other issues	64%
<i>Respondents identifying an issue</i>	<i>399 (61%)</i>	<i>Respondents identifying an issue</i>	<i>92 (72%)</i>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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

**Frankston City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>		<b>Adults (35 to 44 years)</b>	
Safety, policing and crime	15%	Traffic management	12%
Traffic management	13%	Parks, gardens and open spaces	11%
Roads maintenance and repairs	11%	Safety, policing and crime	9%
Parks, gardens and open spaces	6%	Car parking	8%
Car parking	4%	Roads maintenance and repairs	7%
Drains maintenance and repairs	4%	Building, housing, planning, development	6%
Rubbish and waste issues inc garbage	4%	Rubbish and waste issues inc garbage	6%
Building, housing, planning, development	3%	Hard rubbish collection	6%
Animal management	3%	Council rates	5%
Hard rubbish collection	3%	Provision and maintenance of street trees	4%
All other issues	40%	All other issues	51%
Respondents identifying an issue	125 (54%)	Respondents identifying an issue	87 (61%)

<b>Middle aged adults (45 to 54 years)</b>		<b>Older adults (55 to 74 years)</b>	
Traffic management	14%	Traffic management	13%
Safety, policing and crime	13%	Car parking	11%
Roads maintenance and repairs	9%	Safety, policing and crime	11%
Provision and maintenance of street trees	6%	Provision and maintenance of street trees	7%
Council rates	6%	Building, housing, planning, development	7%
Building, housing, planning, development	6%	Parks, gardens and open spaces	6%
Car parking	6%	Roads maintenance and repairs	5%
Parks, gardens and open spaces	5%	Cleanliness and maintenance of area	5%
Drugs and alcohol issues	5%	Council rates	5%
Housing availability / affordability	5%	Shops, restaurants, entertainment venues	5%
All other issues	56%	All other issues	52%
Respondents identifying an issue	101 (70%)	Respondents identifying an issue	144 (68%)

<b>Senior citizens (75 years and over)</b>		<b>Frankston City</b>	
Communication, consultation, prov. of info.	10%	Traffic management	12%
Car parking	9%	Safety, policing and crime	11%
Building, housing, planning, development	9%	Roads and maintenance and repairs	8%
Traffic management	9%	Car parking	7%
Provision and maintenance of street trees	7%	Parks, gardens and open spaces	6%
Parks, gardens and open spaces	6%	Building, housing, planning, development	6%
Council rates	6%	Provision and maintenance of street trees	5%
Roads maintenance and repairs	6%	Council rates	4%
Council governance and accountability	4%	Rubbish and waste issues inc garbage	3%
Services and facilities for the elderly	4%	Hard rubbish collection	3%
All other issues	50%	All other issues	53%
Respondents identifying an issue	40 (58%)	Respondents identifying an issue	498 (62%)



Frankston City Council – 2023 Annual Community Satisfaction Survey

**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 2023, 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.

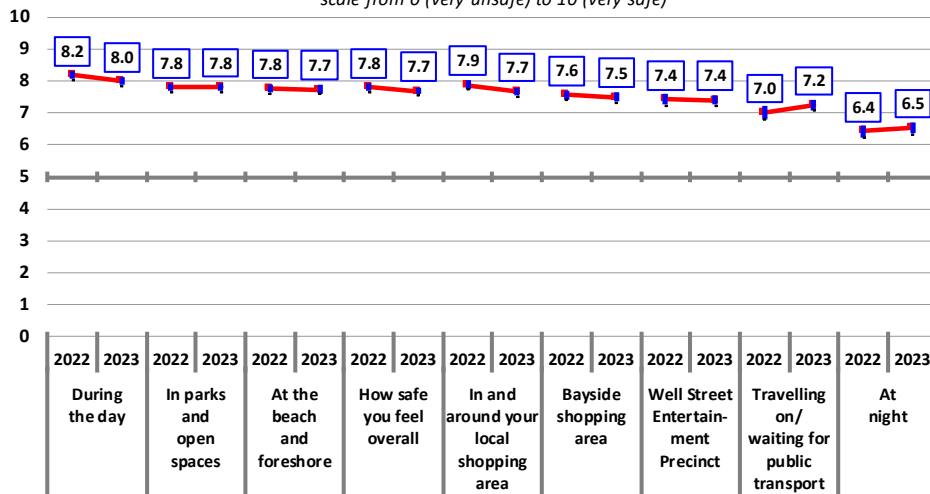
Overall, these results clearly reflect a relatively strong and consistent perception of safety in the public areas of Frankston City during the day and at most locations, and moderately safe in the public areas of the municipality at night. The perception of safety in the public areas of Frankston City was, however, measurably lower than the metropolitan Melbourne average.

There was a notable (3%) increase in the perception of safety travelling on / waiting for public transport, and a measurable (3%) decline in the perception of safety in and around the respondents’ local shopping area, although both remains at a strong level.

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 7.7 out of 10. This is a very strong perception of safety overall, with just four percent reporting that they felt “unsafe”.

**Perception of safety in public areas of Frankston City**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very unsafe) to 10 (very safe)



Frankston City Council – 2023 Annual Community Satisfaction Survey

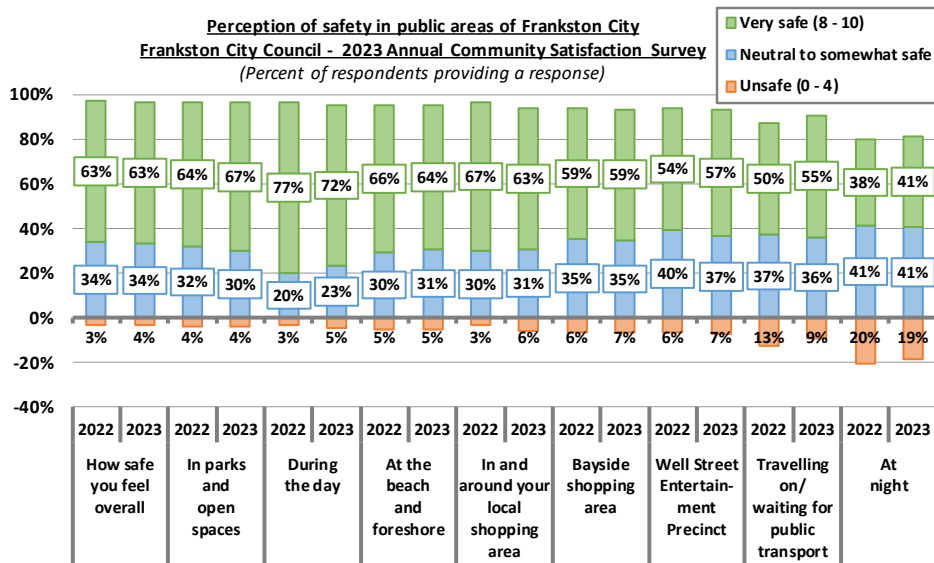
Metropolis Research notes, however, that while the overall perception of safety living in Frankston City was very strong at 7.7 out of 10, “safety, policing, and crime” related issues were the second most nominated [issues to address](#) for Frankston City ‘at the moment’. Further, the respondents who nominated these issues were four percent [less satisfied with Council’s overall performance](#) than the average of all respondents (6.7 compared to 7.0).

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.

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 comfortably more than half of the respondents felt “very safe” in the public areas of Frankston City during the day and at the various locations, with a little less than half feeling “very safe” in the public areas of Frankston City at night.

Consistent with the result recorded last year, one-fifth (19%) of respondents providing a score felt “unsafe” in the public areas of Frankston City at night.



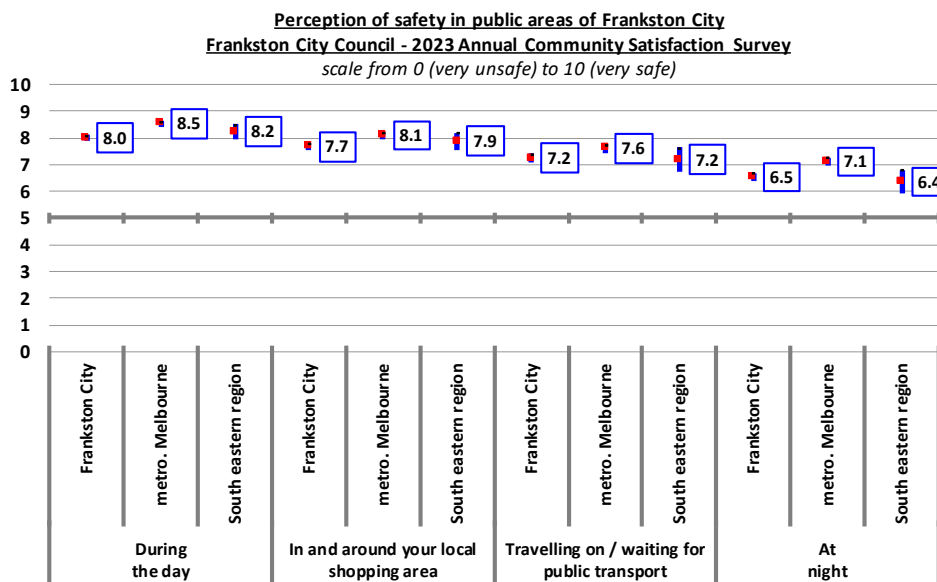
The following graph provides a comparison against the metropolitan Melbourne and southeastern region councils’ results for the four aspects of safety that were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.



Frankston City Council – 2023 Annual Community Satisfaction Survey

It is noted that the perception of safety was measurably lower in Frankston City than the metropolitan Melbourne average at night (8% lower), during the day (6% lower), in and around the local shopping area (5% lower) and travelling on / waiting for public transport (5% lower).

The perception of safety was, however, similar to the southeastern region councils’ average perception of safety, although a little lower for safety during the day and in around the local shopping area, and a little higher in the public areas at night.



**Safety during the day**

The perception of safety in the public areas of Frankston City during the day declined somewhat, but not measurably this year, down two percent to 8.0 (from 8.2).

This result was six percent lower than the metropolitan Melbourne average, a statistically significant difference.

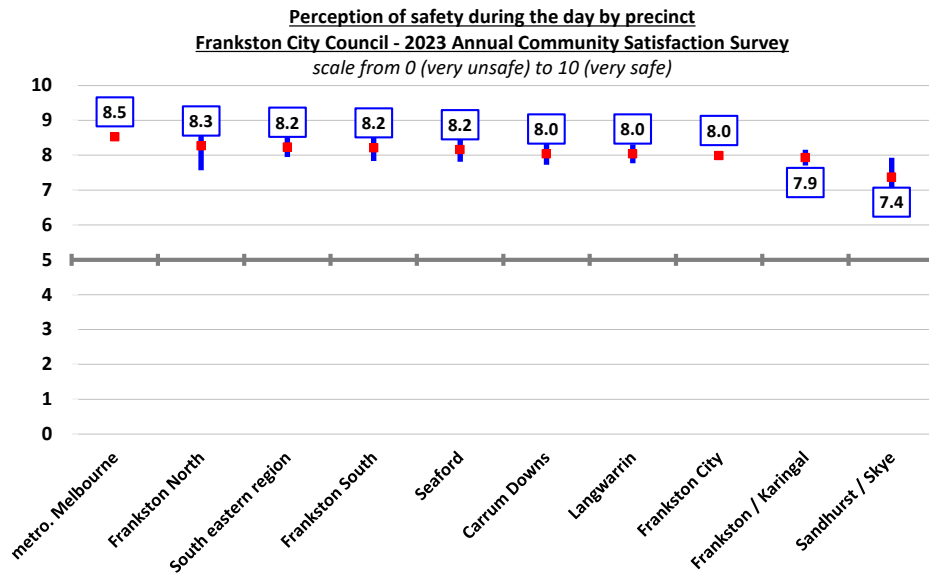
This remains an “extremely strong” perception of safety in the public areas of Frankston City during the day.

There was some measurable variation in this result observed across the municipality, with respondents from Sandhurst / Skye felt measurably less safe than average.



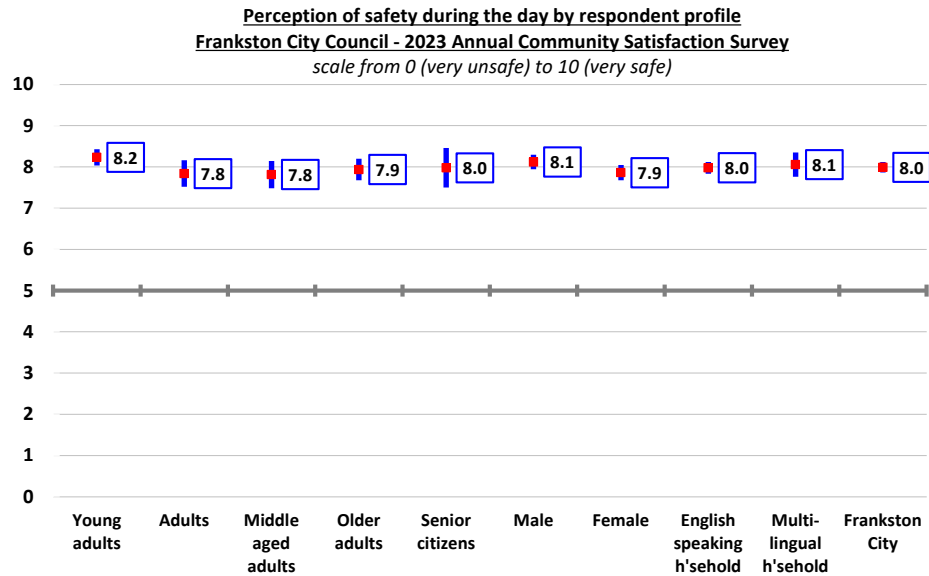


Frankston City Council – 2023 Annual Community Satisfaction Survey



There was no measurable variation in the perception of safety in the public areas of Frankston City during the day observed by respondent profile, although young adults (aged 18 to 34 years) felt the safest.

Male respondents felt somewhat, but not measurably, safer than female respondents.



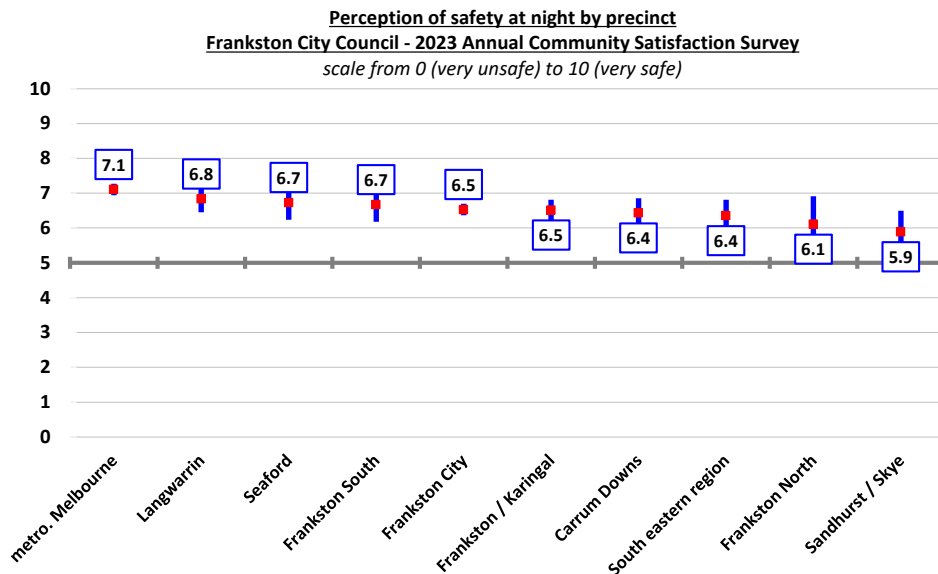
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Safety at night**

The perception of safety in the public areas of Frankston City at night increased somewhat, but not measurably this year, up two percent to 6.5 out of 10 (up from 6.4), which remains a “moderately safe” perception of safety.

This result was eight percent lower than the metropolitan Melbourne average, a statistically significant difference.

Whilst there was no statistically significant variation in the perception of safety in the public areas of Frankston City at night observed across the municipality, it is noted that 27 respondents from Frankston North and respondents from Sandhurst / Skye felt notably less safe than the municipal average, at mild to moderate levels.



Interestingly, 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 and with previous Frankston City results, where it tends to be younger adults (aged 18 to 34 years) who tend to feel a little less safe than other respondents.

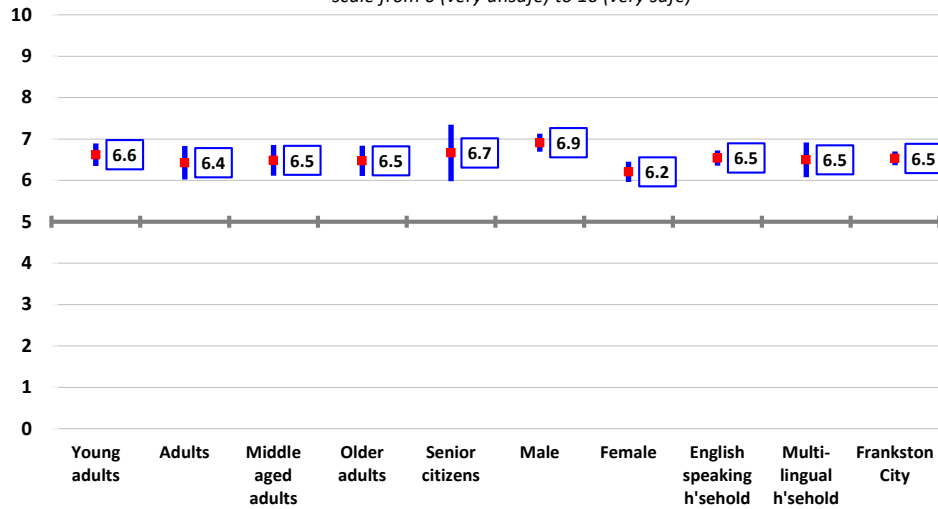
There was, however, measurable variation in the perception of safety in the public areas of Frankston City at night observed by gender, with female respondents feeling 10% less safe than male respondents.

There was no difference observed between respondents from English speaking households and respondents from multilingual households.



Frankston City Council – 2023 Annual Community Satisfaction Survey

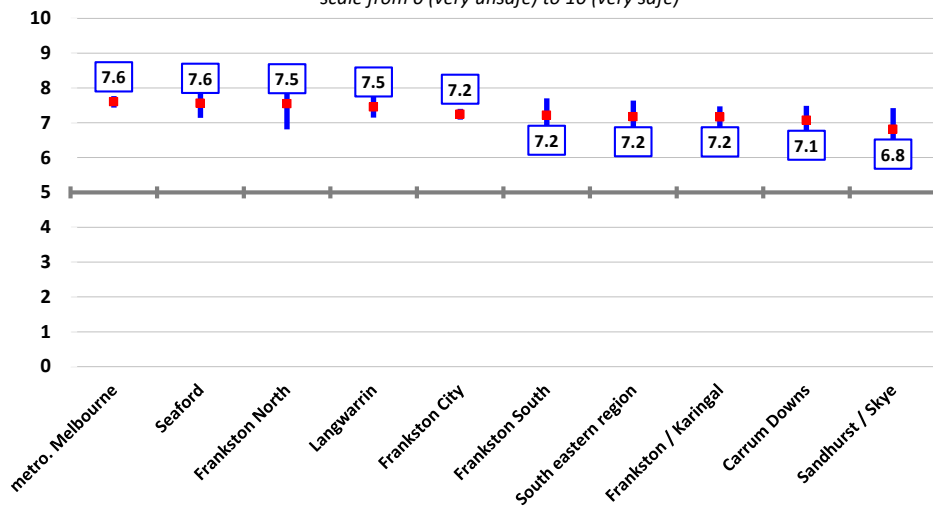
**Perception of safety at night by respondent profile**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



**Travelling on / waiting for public transport**

The perception of safety travelling on / waiting for public transport increased notably, but not measurably this year, up three percent to 7.2 out of 10, although it remains five percent below the metropolitan average (7.6). There was no measurable variation in this result observed across the municipality, although respondents from Sandhurst / Skye felt notably less safe.

**Perception of safety while travelling on / walking for public transport by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*

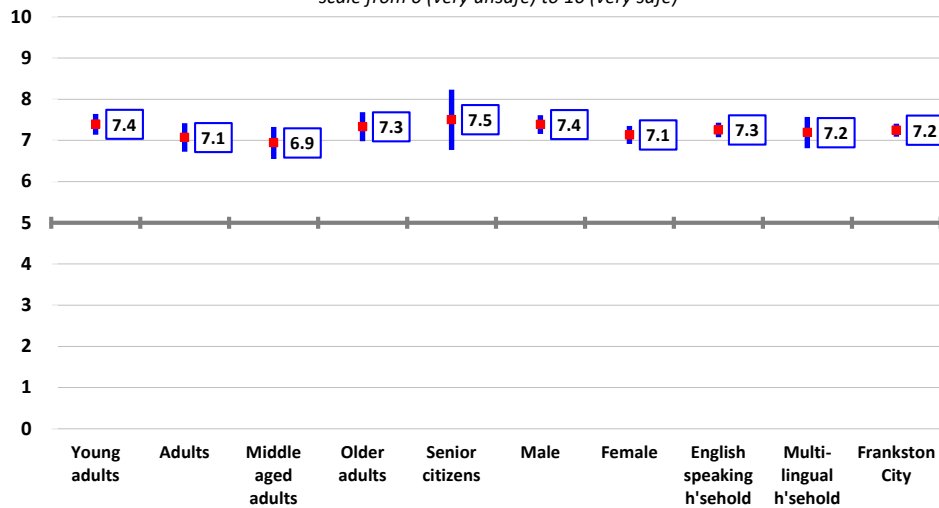


Frankston City Council – 2023 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) felt the least safe, four percent less safe than the municipal average.

It is also noted that female respondents felt notably (4%) less safe travelling on / waiting for public transport than male respondents.

**Perception of safety while travelling on / walking for public transport by profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very unsafe) to 10 (very safe)



**In and around your local shopping area**

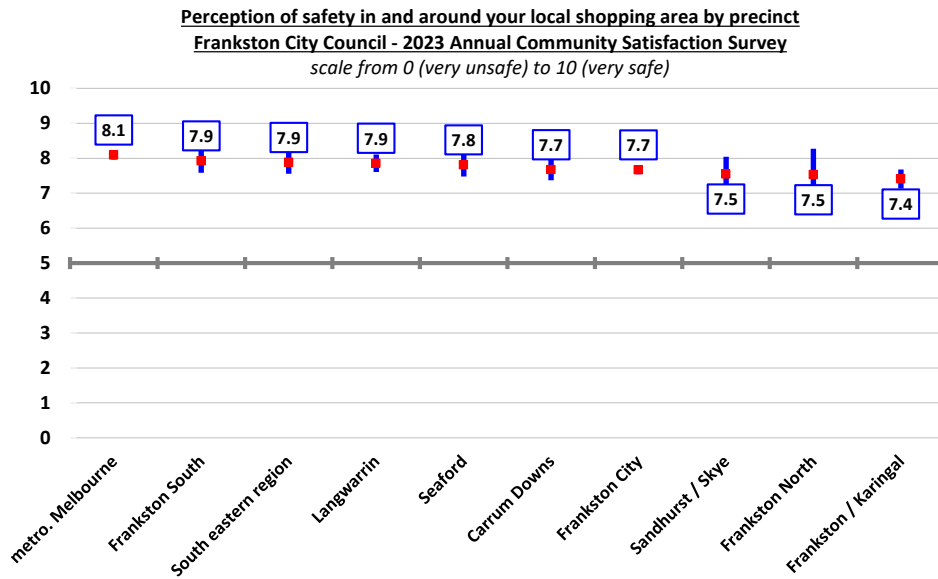
The perception of safety in and around the local shopping area declined measurably this year, down three percent to 7.7 out of 10, although it remains a very strong perception of safety, with six percent of respondents reporting that they felt “unsafe”.

This result remains measurably below the metropolitan Melbourne average of 8.1, and somewhat below the southeastern region councils’ average of 7.9.

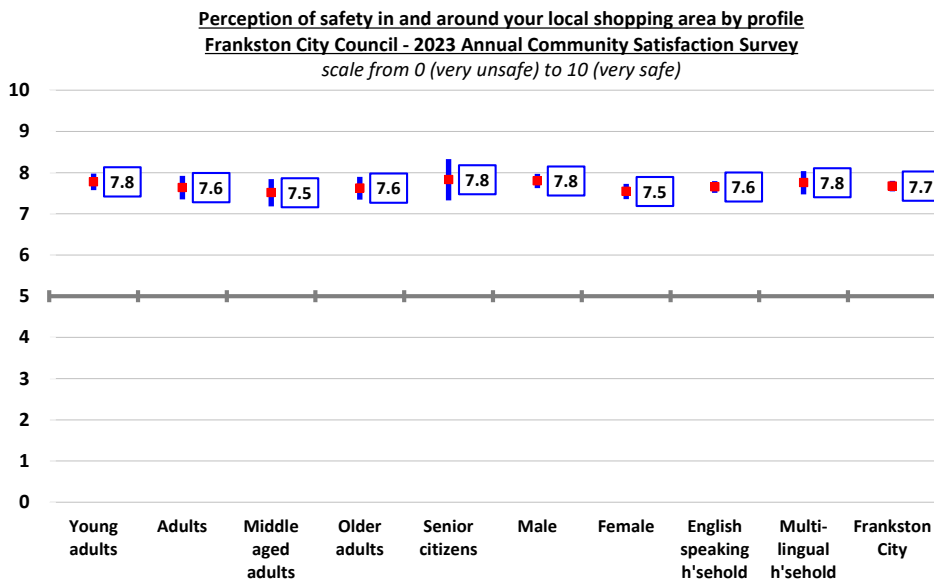
There was no statistically significant variation in the perception of safety in and around the local shopping area observed across the municipality.



Frankston City Council – 2023 Annual Community Satisfaction Survey



There was no statistically significant variation in this result observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) felt the least safe, and female respondents felt notably (4%) less safe than male respondents.



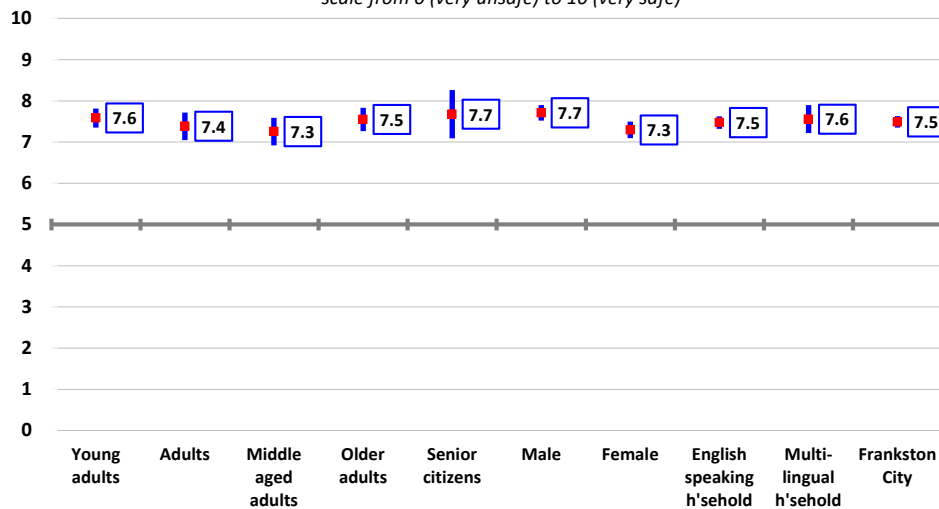
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Bayside shopping area**

The perception of safety in and around the Bayside Shopping area declined marginally, but not measurably this year, down one percent to 7.5 out of 10.

It is noted that middle-aged adults (aged 45 to 59 years) felt the least safe, and importantly, it is noted that female respondents felt measurably (5%) less safe in and around Bayside shopping area than male respondents.

**Perception of safety in Bayside shopping area by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very unsafe) to 10 (very safe)



**Wells Street Entertainment Precinct**

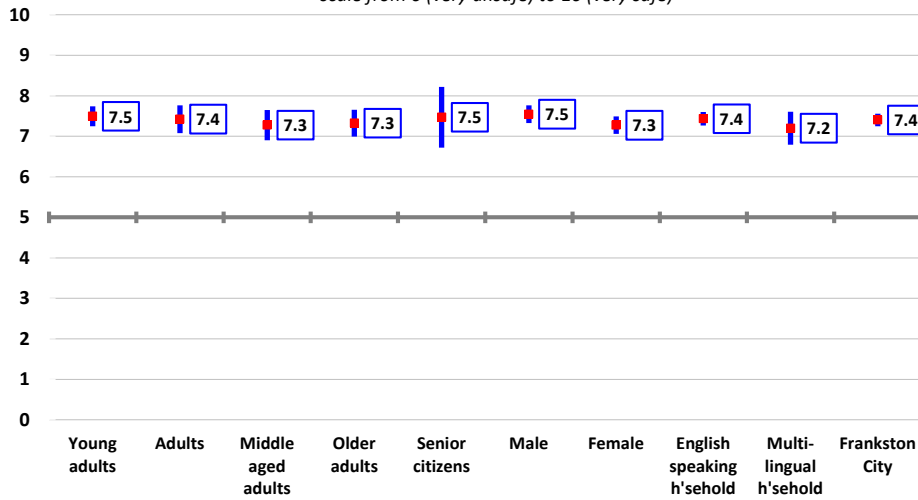
The perception of safety in the Wells Street entertainment precinct remained stable this year at 7.4 out of 10, which remains a very strong perception of safety, although it is noted that seven percent of respondents felt unsafe in the precinct.

Whilst there was no statistically significant variation in the perception of safety in the Wells Street entertainment precinct observed by respondent profile, it is noted that female respondents felt somewhat (3%) less safe than male respondents, and respondents from multilingual households felt somewhat (3%) less safe than respondents from multilingual households.



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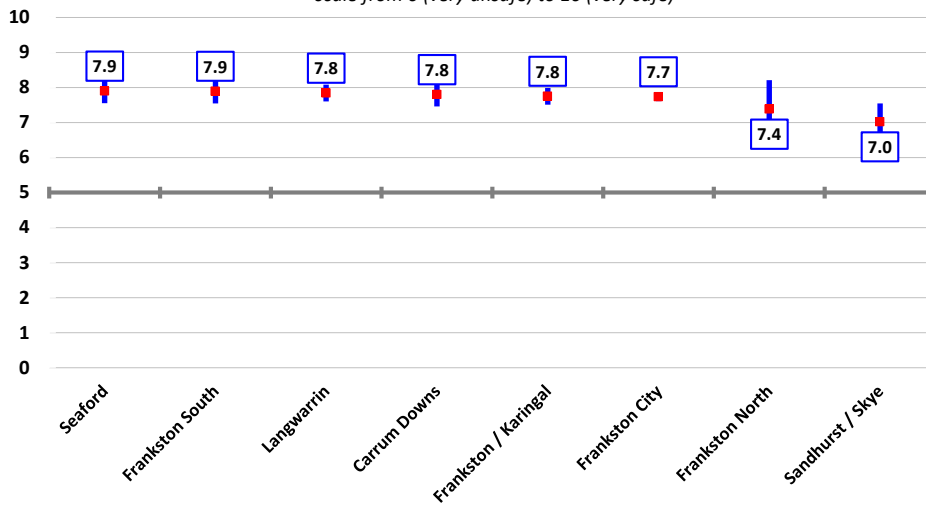
**Perception of safety in Wells Street Entertainment Precinct by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very unsafe) to 10 (very safe)



**At the beach and foreshore**

The perception of safety at the beach and foreshore declined marginally, but not measurably this year, down one percent to 7.7 out of 10, although it remains at a very strong level, with five percent of respondents reporting that they felt “unsafe” at the beach and foreshore. There was measurable variation observed by precinct, with respondents from Sandhurst / Skye reporting that they felt measurably less safe than the municipal average.

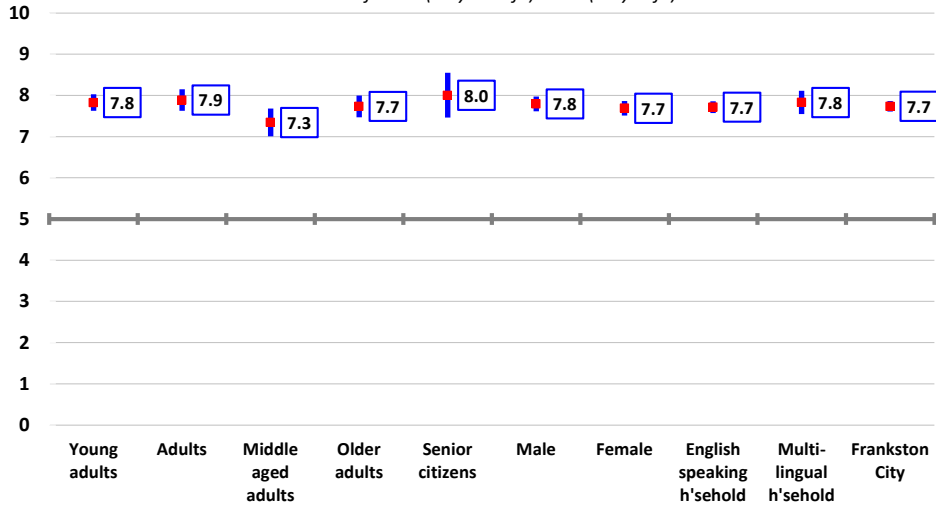
**Perception of safety at the beach and foreshore by precinct**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very unsafe) to 10 (very safe)



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Whilst there was no statistically significant variation in the perception of safety at the beach and foreshore observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) felt notably (5%) less safe than the municipal average.

**Perception of safety at the beach and foreshore by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (very unsafe) to 10 (very safe)



***In parks and open spaces***

The perception of safety in parks and open spaces remained stable this year at 7.8 out of 10, which remains a very strong level, although four percent of respondents reported that they felt “unsafe”.

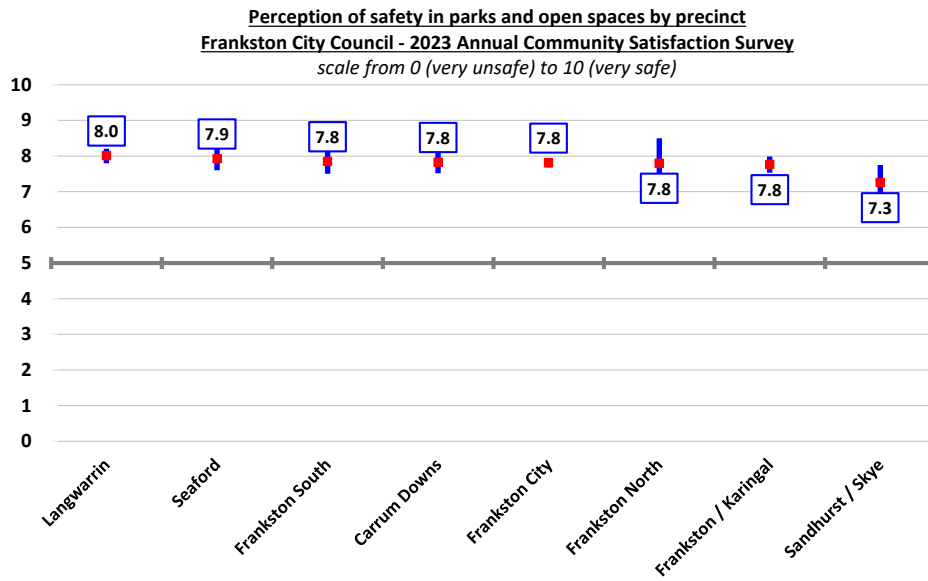
Whilst there was no statistically significant variation in the perception of safety in parks and open spaces observed across the municipality, it is noted that respondents from Langwarrin felt somewhat (3%) safer than the municipal average.

By contrast, respondents from Sandhurst / Skye felt notably (6%), but not measurably less safe than the municipal average.

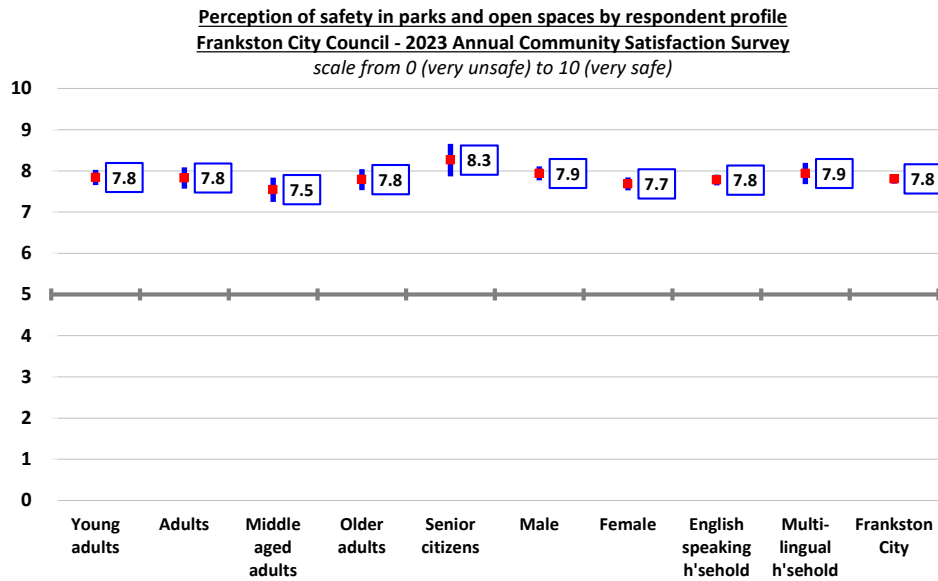




Frankston City Council – 2023 Annual Community Satisfaction Survey



There was some measurable variation in the perception of safety in parks and open spaces observed by respondent profile, with female respondents reporting that they felt measurably (3%) less safe than male respondents. It is also noted that middle-aged adults (aged 45 to 59 years) felt notably (4%) less safe than the municipal average, whilst senior citizens (aged 75 years and over) felt notably (6%) safer than average.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Overall safety**

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.

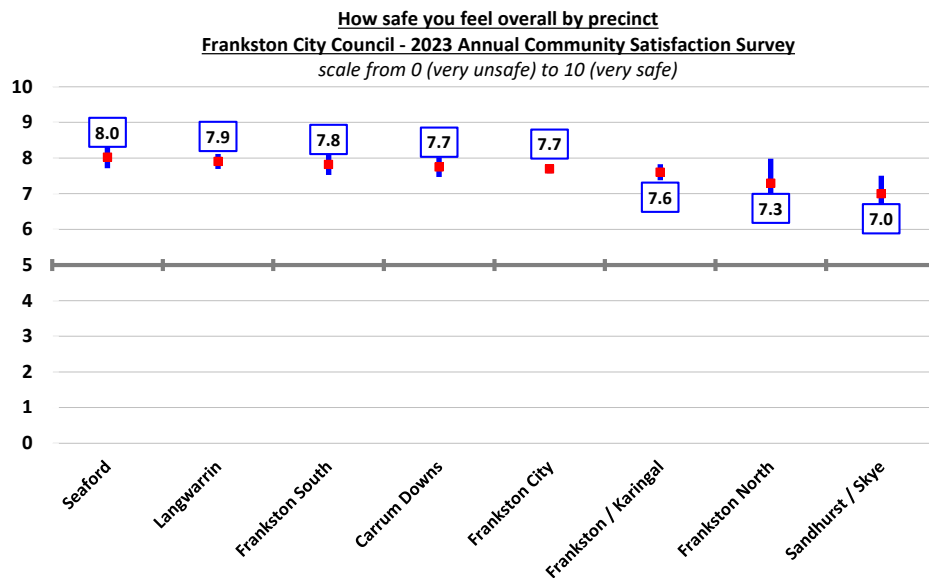
The overall perception of safety living in Frankston City declined marginally, but not measurably this year, down one percent to 7.7 out of 10, with four percent reporting that they felt “unsafe”.

Metropolis Research notes, however, that while the overall perception of safety living in Frankston City was very strong at 7.7 out of 10, “safety, policing, and crime” related issues were the second most nominated [issues to address](#) for Frankston City ‘at the moment’. 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 7.0).

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 who personally feel unsafe.

There was some notable and measurable variation in the overall perception of safety observed across the municipality, as follows:

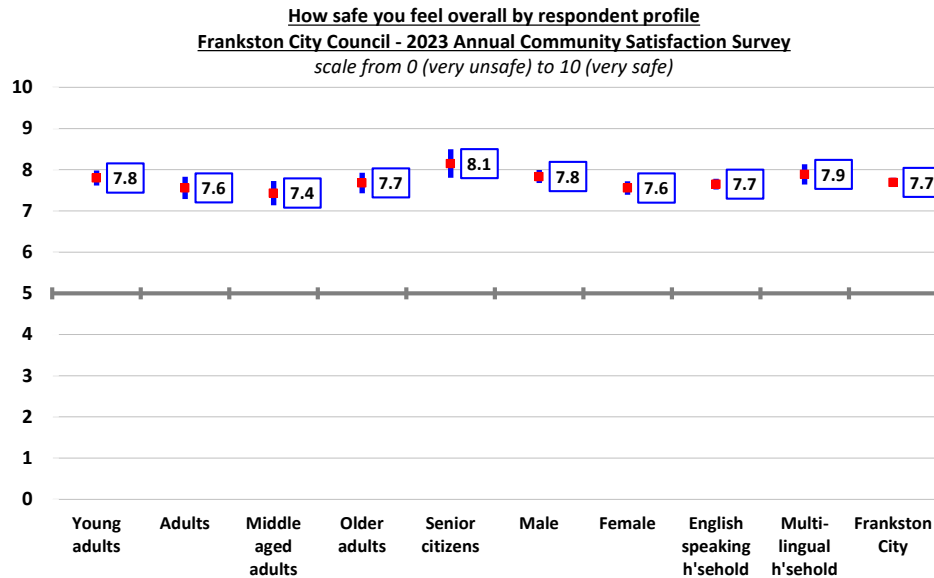
- **Seaford** – respondents felt somewhat safer than the municipal average.
- **Sandhurst / Skye** – respondents felt measurably and significantly (10%) less safe than the municipal average.



Frankston City Council – 2023 Annual Community Satisfaction Survey

There was measurable and notable variation in the overall perception of safety living in Frankston City observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents felt notably (4%) but not measurably less safe than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents felt measurably (5%) safer than the municipal average.
- **Female** – respondents felt measurably (3%) less safe than the municipal average.



**Reasons for feeling less safe**

There were 268 comments received from respondents as to why they did not feel safe in the public areas of Frankston City.

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

Consistent with the results recorded over the previous two years, the most common reasons why respondents do not feel safe in the public areas of Frankston City related to concerns around various types of people and concerns around drugs and alcohol.

There were also concerns raised by some respondents about the perception or personal experience of crime and concerns around the level or effectiveness of policing, and some concerns around safety at night, with a focus on perceived insufficient lighting in some areas.



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

**Reasons for not feeling safe in the public areas of Frankston City**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Response	2023		2022	2021
	Number	Percent		
People	72	26.9%	25.0%	25.2%
Drugs and alcohol	60	22.4%	33.0%	28.1%
Crime and policing	35	13.1%	9.8%	11.5%
Perception of safety at night and lighting	31	11.6%	10.7%	16.5%
Incidents / break-ins	19	7.1%	3.6%	5.8%
General perception of safety	19	7.1%	1.3%	3.6%
Violence and anti-social behaviour	11	4.1%	4.5%	5.8%
Being female	1	0.4%	0.9%	2.2%
Traffic / hooning	1	0.4%	7.1%	0.0%
Other	19	7.1%	4.0%	1.4%
<b>Total</b>	<b>268</b>	<b>100%</b>	<b>224</b>	<b>139</b>

**Locations where respondents felt unsafe**

The following table outlines the verbatim comments from respondents outlining the locations where they feel unsafe in Frankston City. The results have been broken down by precinct to give more insight into the various locations across the municipality.

Metropolis Research notes that there were many comments about perceived lack of safety at night, including some around lighting concerns, as well as many about train stations.

Of the 259 responses received, the top locations where respondents feel unsafe were:

- Frankston Railway Station / train station (52 comments)
- At night (46 comments)
- Everywhere (26 comments)
- Bayside Shopping Centre / area (20 comments)
- Frankston CBD (20 comments)
- Shopping centres / areas (19 comments)
- Beach Street (8 comments)
- In parks and open spaces (8 comments)
- Travelling on / waiting for public transport (8 comments)
- Wells Street Entertainment Precinct (8 comments).



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Location where respondents feel unsafe by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number of responses)

Precinct	Location	Number
Carrum Downs (Total = 38)	At night	6
	Frankston Railway Station	5
	During the day	3
	Shopping areas	3
	Frankston	2
	Waiting for bus	2
	Anywhere in Frankston	1
	Anywhere that is not home	1
	Bayside shopping area	1
	Because of violence, feel more secure at home	1
	Bus stop near train station	1
	Carrum Downs	1
	Central Frankston	1
	Everywhere	1
	Gamble Reserve Playground	1
	Home	1
	In all locations at night	1
	Lats Ave	1
	Overall	1
	Thieves, from North Frankston	1
Train station, druggies	1	
Train station at nighttime	1	
Where the train station is opposite the shopping centre in Frankston	1	
Seaford (Total = 33)	At night	7
	Shopping areas	5
	Frankston Station	3
	All locations	2
	Overall	2
	Waiting for public transport	2
	149 Austin Rd	1
	Bayside shopping area	1
	Bus station	1
	CBD Frankston	1
	Coolibar Ave	1
	Frankston Station and nearby areas	1
	In the Beach, Seaford Pier	1
	Near the theatre and the station	1
	Parks	1
	Safety at night - Austin Rd	1
	Seaford and Frankston Beach	1
When there are less people	1	



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Langwarrin (Total = 28)	Frankston Station	5
	All locations at night	4
	Young St	3
	Around AMC	1
	At night on train station	1
	Bayside Shopping Centre, Wells St and Frankston city centre	1
	Beach St	1
	Central Frankston	1
	Frankston business area	1
	In the CBD	1
	Local area	1
	Mainly on the beach and city centre	1
	Near bars	1
	Neighbourhood	1
	Outside the train station	1
	Parks	1
	Shopping areas	1
Walking down the street	1	
Youth crime at train station	1	
Sandhurst / Skye (Total = 34)	At night	7
	Bayside Shopping Centre / area	3
	Beach	3
	Frankston Station	2
	Overall performance	2
	Around cinemas	1
	Bayside Plaza area	1
	Downtown	1
	Frankston shopping areas	1
	Hoyts Wells St	1
	In park and open spaces	1
	McCormicks Rd	1
	Not really	1
	Public transport areas	1
	Quieter and smaller ones	1
	Station St	1
	The bus stop is a bit scary sometime to Skye	1
	Wells St and beach	1
Wells St entertainment precinct / shopping area	3	
Young St	1	
Frankston South (Total = 40)	At night	8
	Frankston Station	5
	In CBD	3
	Travelling on / waiting for public transport	3
	Around the station, at night, travelling	2
	Bayside shopping centre	2
	Beach	2
	Shopping centre	2
	Wells St entertainment precinct	2
	By the bus stop	1



Frankston City Council – 2023 Annual Community Satisfaction Survey

	Creek	1
	During the day	1
	I would not go around in Frankston outside of my area	1
	In parks	1
	Local area	1
	Outside house	1
	Overall	1
	Park	1
	The hotels area is not the best at night	1
	Train station and shopping centre	1
Frankston North (Total = 11)	Train station	3
	Local streets	2
	At night	1
	Beach	1
	In Frankston shopping centre	1
	In the CBD near station	1
	Neighbourhood	1
	Park at night	1
Frankston / Karingal (Total = 75)	Frankston Station	16
	At night	7
	Bayside Shopping Centre / area	6
	Frankston CBD	6
	Beach St	5
	Bayside	4
	Everywhere	3
	Frankston City	3
	Shopping area	3
	On / waiting for public transport	2
	Parks	2
	Young St	2
	At night, more youth roaming around doing illegal stuff	1
	At the beaches	1
	Beach St and stations	1
	Beach St at night	1
	Brooklyn Ave	1
	Confined spaces	1
	Dark alleyways	1
	Foreshore, Wells St	1
	Frankston shopping centre	1
	It feels unsafe	1
	McAlister St	1
	Roberts St	1
	Screen St	1
	Sections of Nepean Hwy	1
Street in front of Frankston Station	1	
Where there are groups of people	1	

Sense of community



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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 2023, asked to rate their agreement with nine statements about the local community.

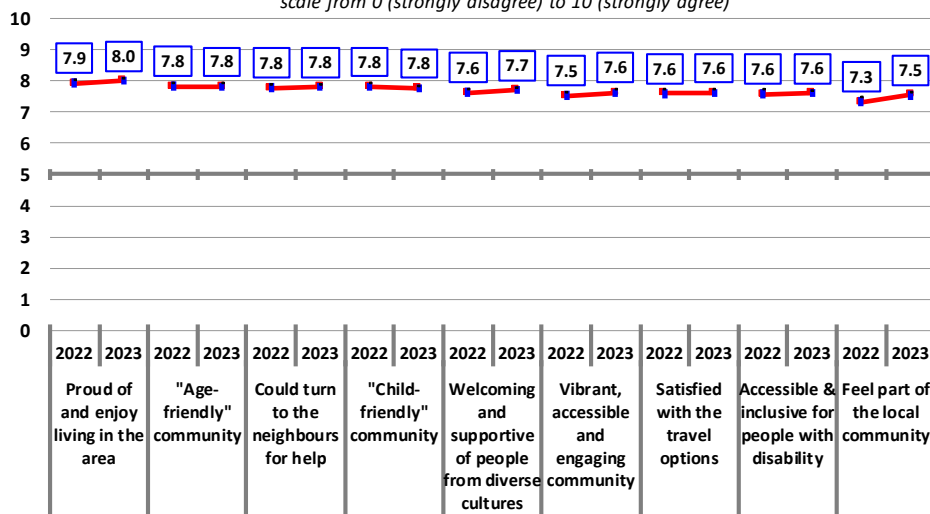
These statements include some that define the sense of local community, and some that reflect various importance aspects of living in the local community, such as transport.

The average agreement with five of the nine statements remained the same as last year, with the average agreement with the other four statements increasing somewhat, but not measurably.

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 eight statements can best be categorised as “very strong” agreement, whilst agreement that respondents feel proud of and enjoy living in the area is best categorised as “extremely strong” agreement.

**Agreement with selected statements regarding the local community**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



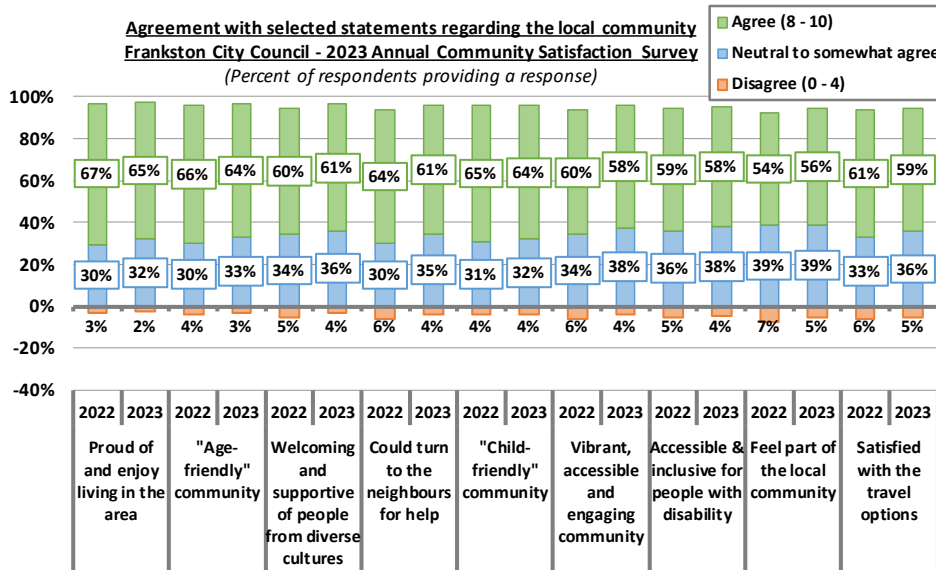


Frankston City Council – 2023 Annual Community Satisfaction Survey

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 up to approximately two-thirds of respondents “strongly agreed” with each of these statements, whilst five percent or less disagreed with each statement.

Particular attention is drawn to the fact that just two percent of respondents reported that they did not feel proud of and enjoy living in the area.



The following section provides a more detailed breakdown of the average agreement with each of these nine statements by precinct and by respondent profile.

Whilst there was some variation in the results for each statement, in general terms the following trend was observed:

- **Somewhat more in agreement than average** – included respondents from Frankston South, Sandhurst / Skye, Seaford, and Carrum Downs, senior citizens (aged 75 years and over), and female respondents.
- **Somewhat less in agreement than average** – included respondents from Frankston / Karingal, Langwarrin, and Frankston North, middle-aged adults (aged 45 to 59 years), and male respondents.

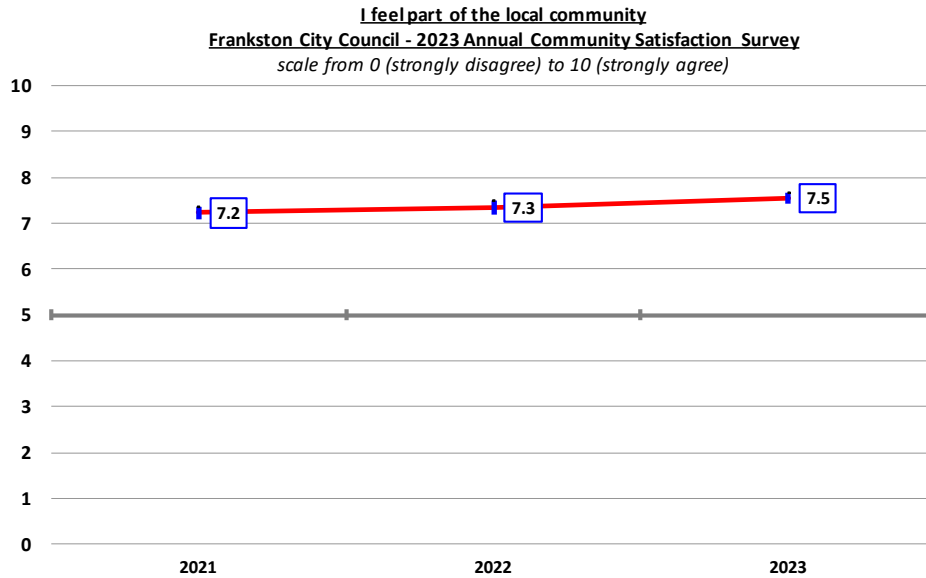
There was relatively little meaningful variation in the average agreement with these statements observed between respondents from English speaking and multilingual households, and where there was variation, there was no set pattern observed.



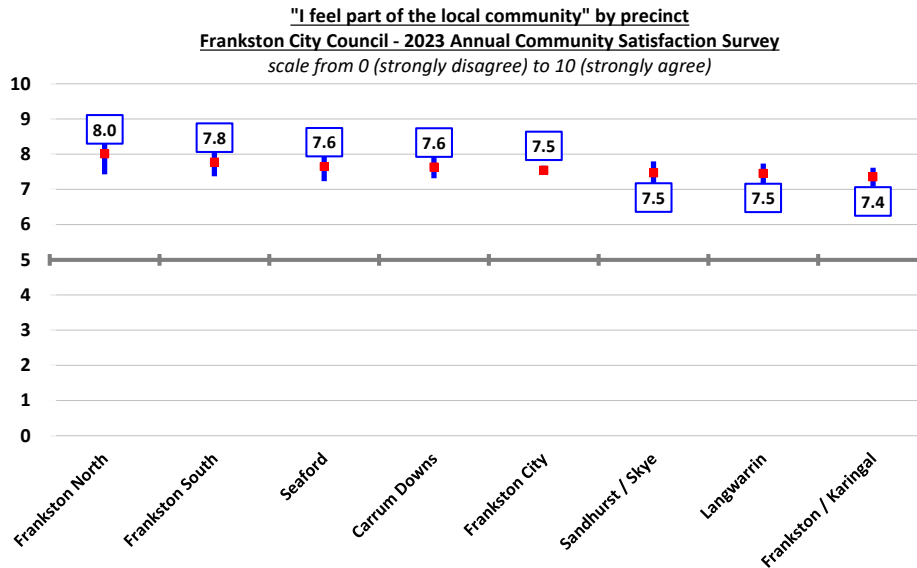
Frankston City Council – 2023 Annual Community Satisfaction Survey

***I feel part of the local community***

The average agreement that respondents feel part of the local community increased somewhat again this year, up three percent on the 2022 result and up four percent on the 2021 result. This remains a very strong level of agreement, with five percent (down from 7%) disagreeing that they felt part of the local community.



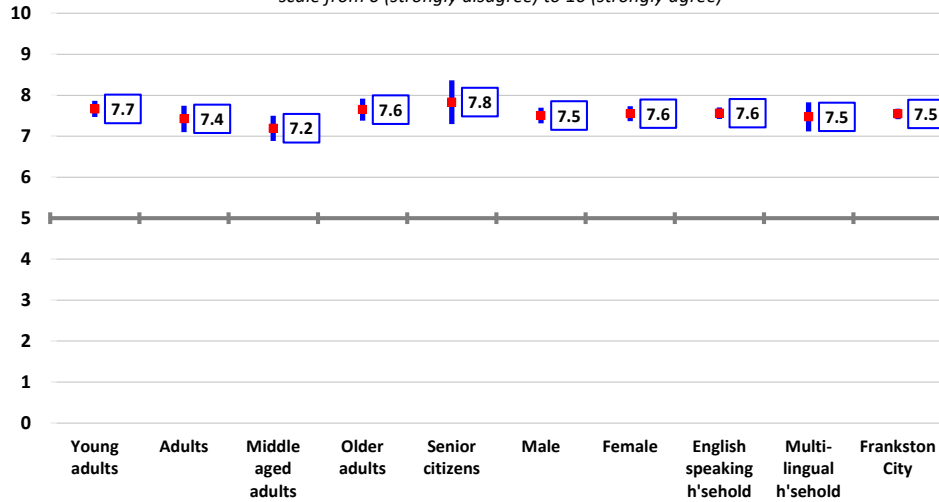
There was no statistically significant variation in this result observed across the municipality.



Frankston City Council – 2023 Annual Community Satisfaction Survey

There was no statistically significant variation in this result observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) agreed least.

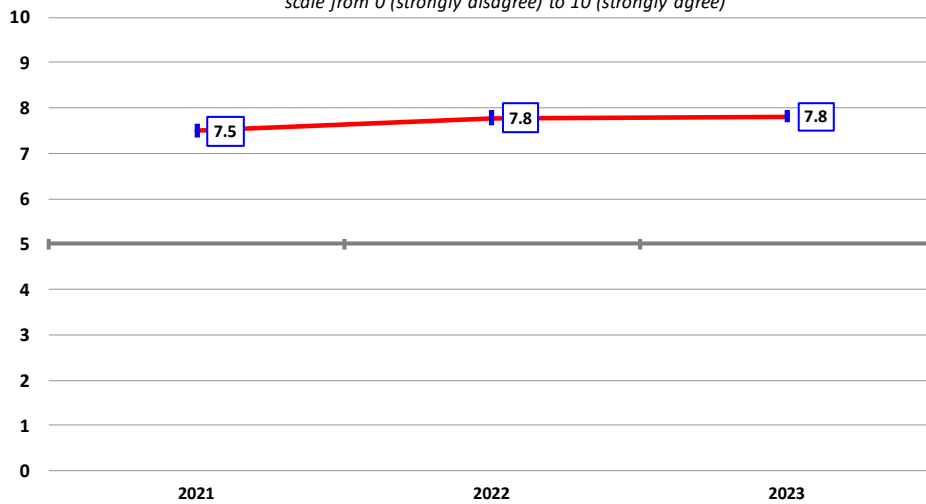
**"I feel part of the local community" by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (strongly disagree) to 10 (strongly agree)



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

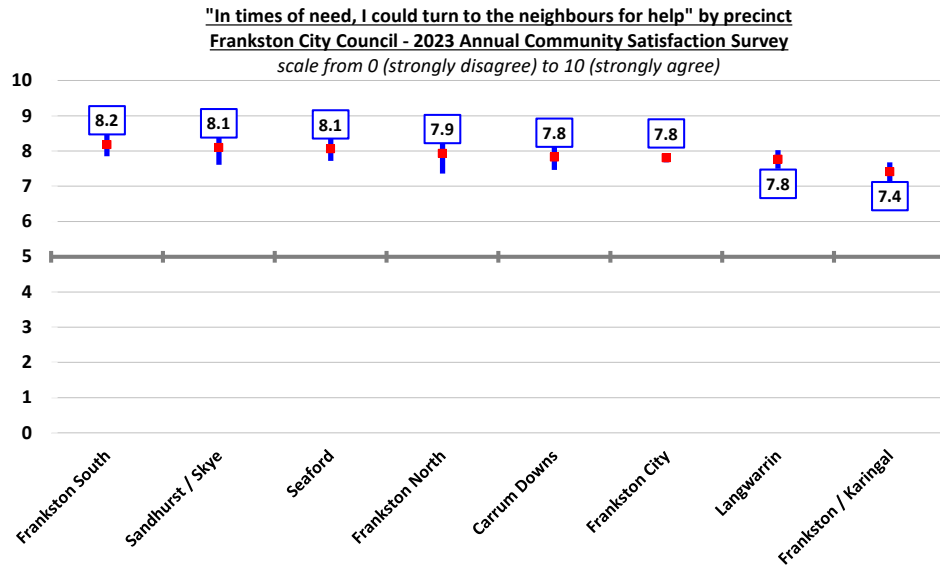
The average agreement that in times of need, the respondent could turn to the neighbours for help remained stable this year at 7.8 out of 10, which is a very strong level of agreement, with just four percent of respondents disagreeing with this statement.

**In times of need, I could turn to the neighbours for help**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (strongly disagree) to 10 (strongly agree)

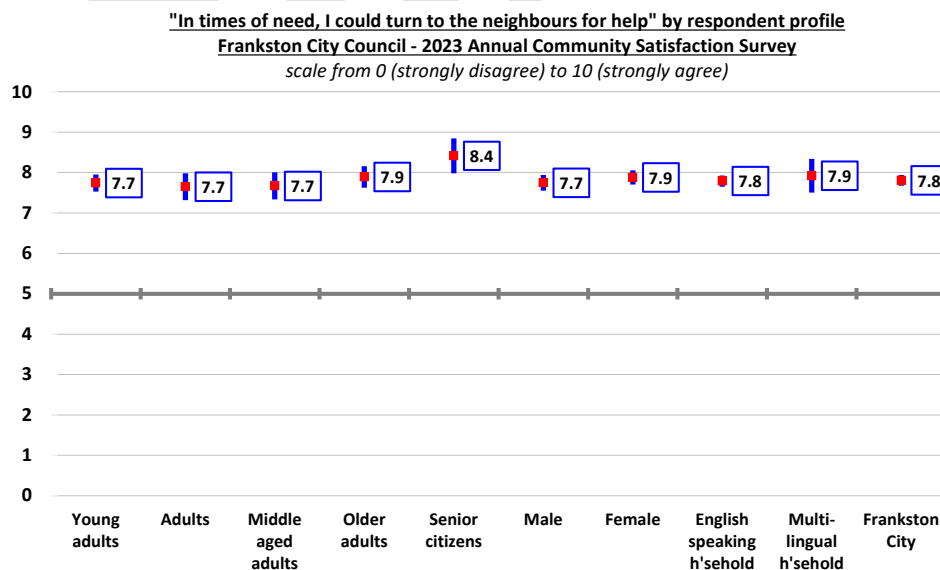


Frankston City Council – 2023 Annual Community Satisfaction Survey

There was notable and measurable variation in this result observed across the municipality, with respondents from Frankston South, Sandhurst / Skye, and Seaford rating agreement at “extremely strong” levels, whilst respondents from Frankston / Karingal were measurably and significantly (5%) less in agreement on average than the municipal result.



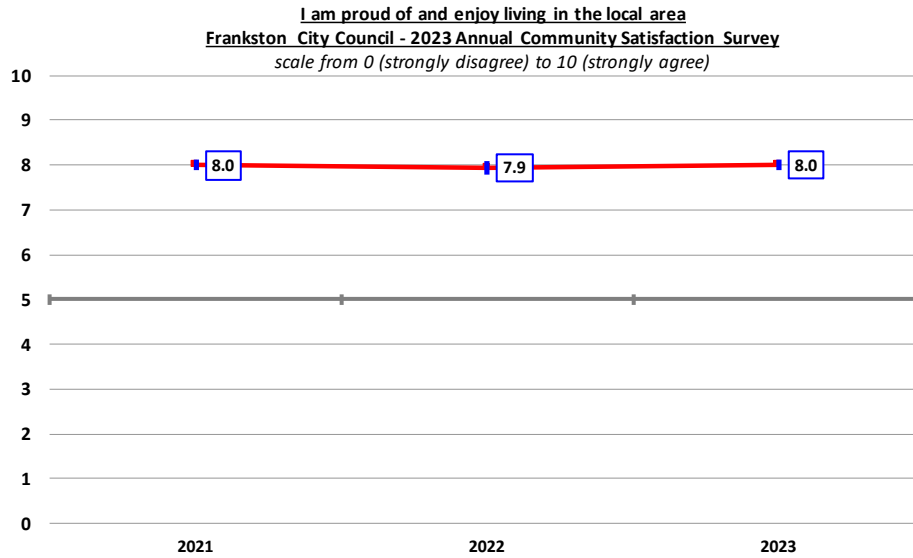
There was measurable variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably more in agreement than average. Female respondents were notably, but not measurably more in agreement than male respondents.



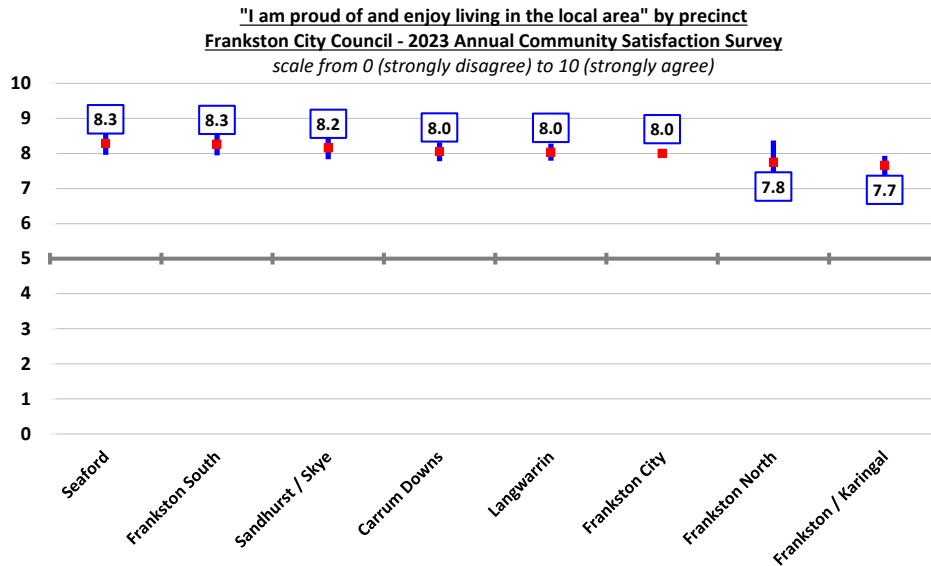
Frankston City Council – 2023 Annual Community Satisfaction Survey

***I am proud of and enjoy living in the local area***

The average agreement that respondents are proud of and enjoy living in the local area increased marginally this year, up one percent to 8.0 out of 10, which was consistent with the 2021 result, and which is an “extremely strong” agreement, with just two percent of respondents “disagreeing” with the statement.



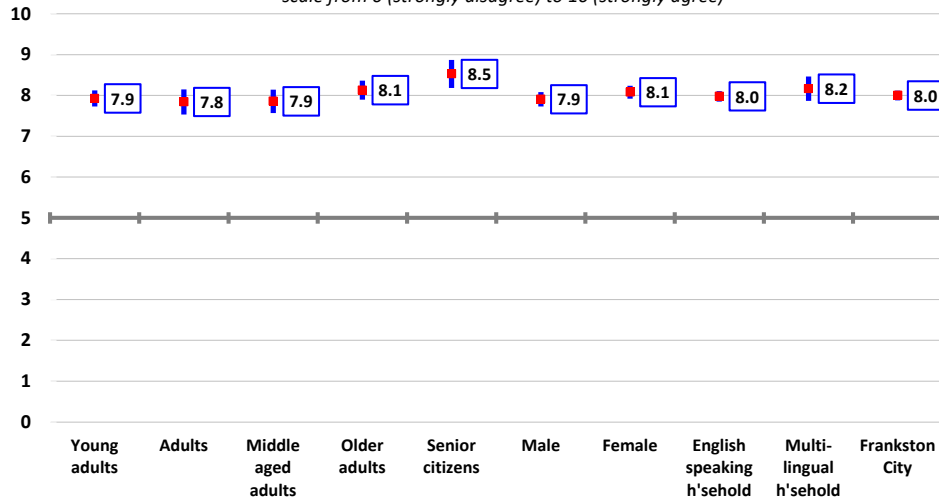
There was measurable variation in this result observed across the municipality, with respondents from Frankston / Karingal measurably less in agreement at 7.7 out of 10.



Frankston City Council – 2023 Annual Community Satisfaction Survey

There was measurable variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably more in agreement than average. Female respondents were notably, but not measurably more in agreement than male respondents, and respondents from multilingual households notably more in agreement than respondents from English speaking households.

**"I am proud of and enjoy living in the local area" by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (strongly disagree) to 10 (strongly agree)



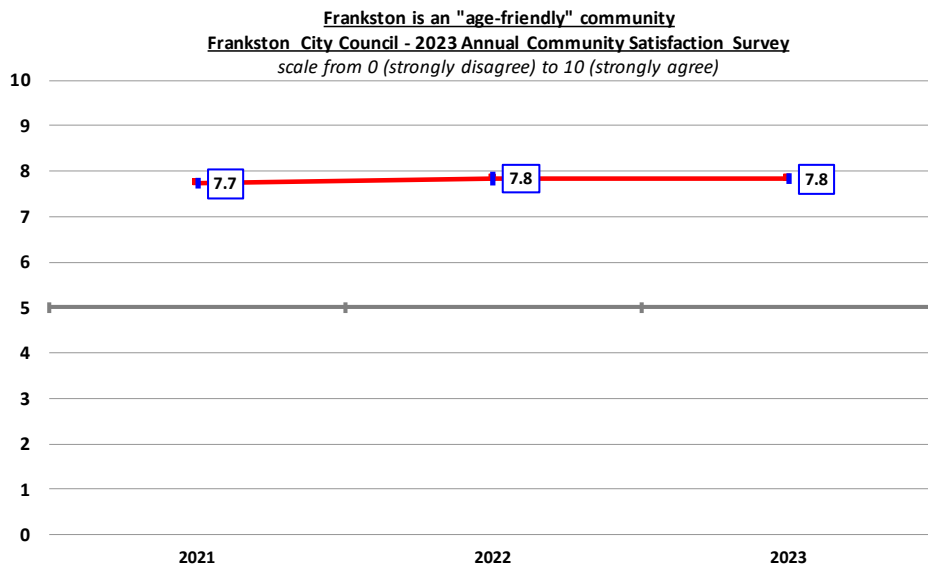
**Frankston is an “age-friendly” community**

The average agreement that Frankston is an “age-friendly” community remained stable this year at 7.8 out of 10, which is a “very strong” level of agreement, with just three percent of respondents “disagreeing” with this statement.

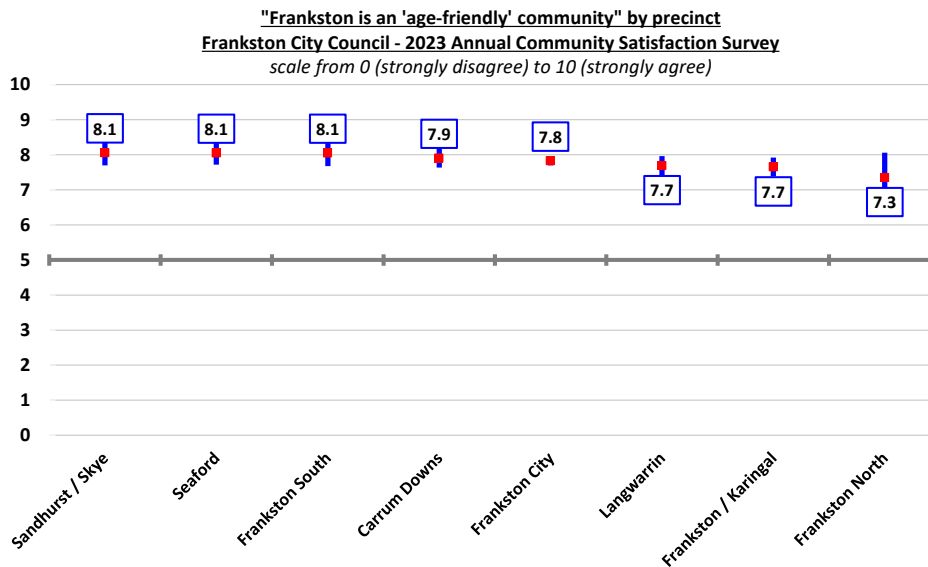
This result has remained very stable over the last three years.



Frankston City Council – 2023 Annual Community Satisfaction Survey



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Frankston North were notably (6%) less in agreement than the municipal average.

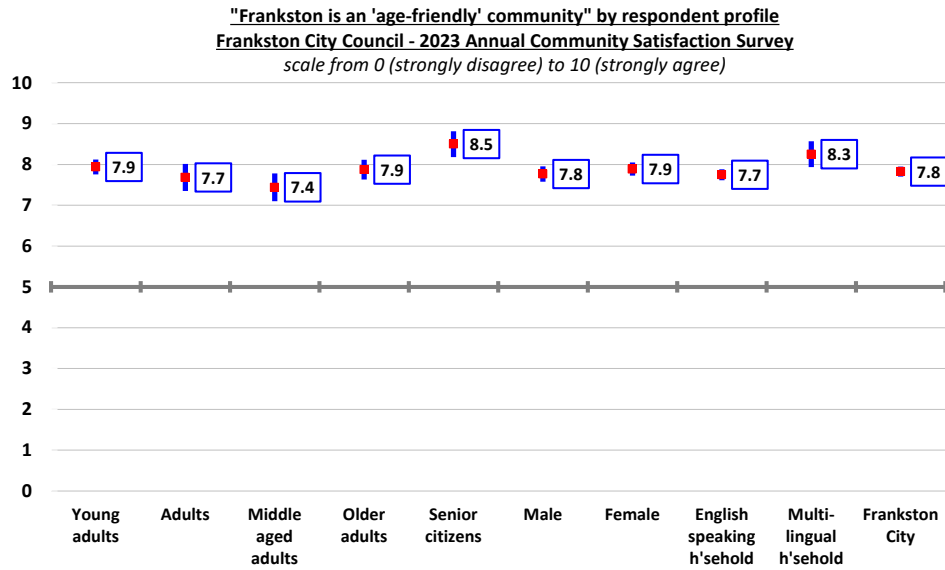


There was measurable variation observed by respondent profile, with senior citizens (aged 75 years and over) measurably more in agreement than average, and respondents from multilingual households measurably more in agreement than respondents from English speaking households.



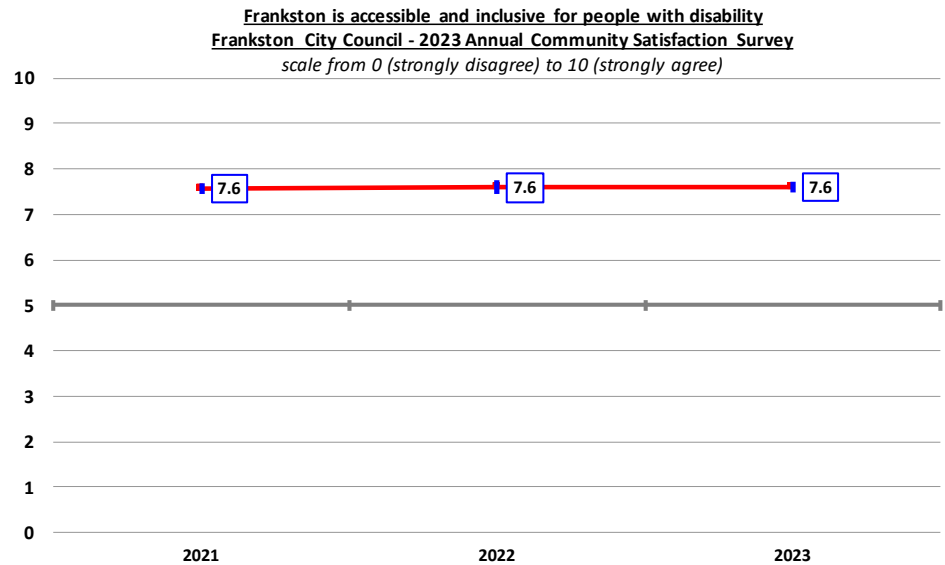
Frankston City Council – 2023 Annual Community Satisfaction Survey

Middle-aged adults (aged 45 to 59 years) were notably (5%) less in agreement than the municipal average.



**Frankston is accessible and inclusive for people with disability**

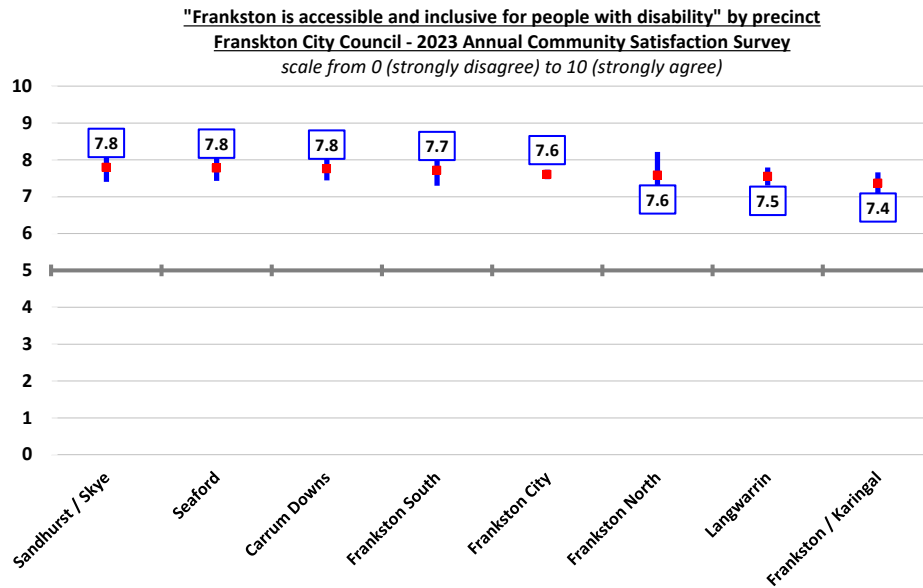
The average agreement that Frankston is accessible and inclusive for people with disability remained stable this year at 7.6 out of 10, or a “very strong” level, with four percent of respondents “disagreeing” with this statement.



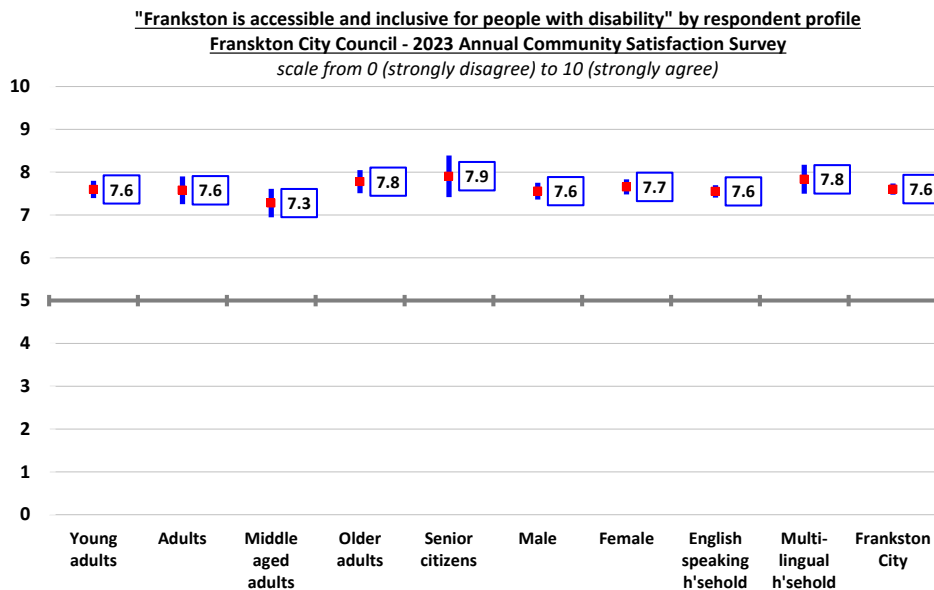


Frankston City Council – 2023 Annual Community Satisfaction Survey

There was no measurable variation in agreement with this statement observed across the municipality.



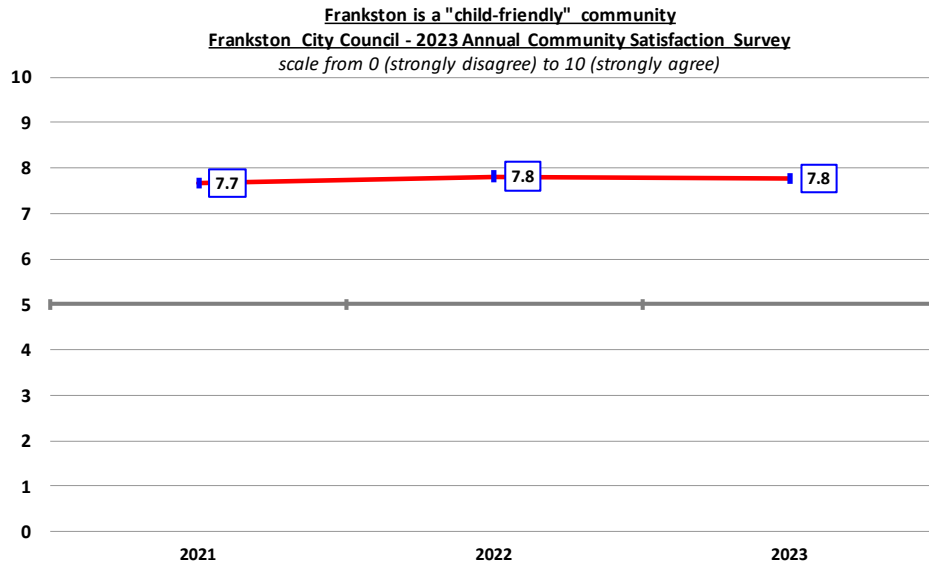
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that middle-aged adults (aged 45 to 59 years) were the least in agreement.



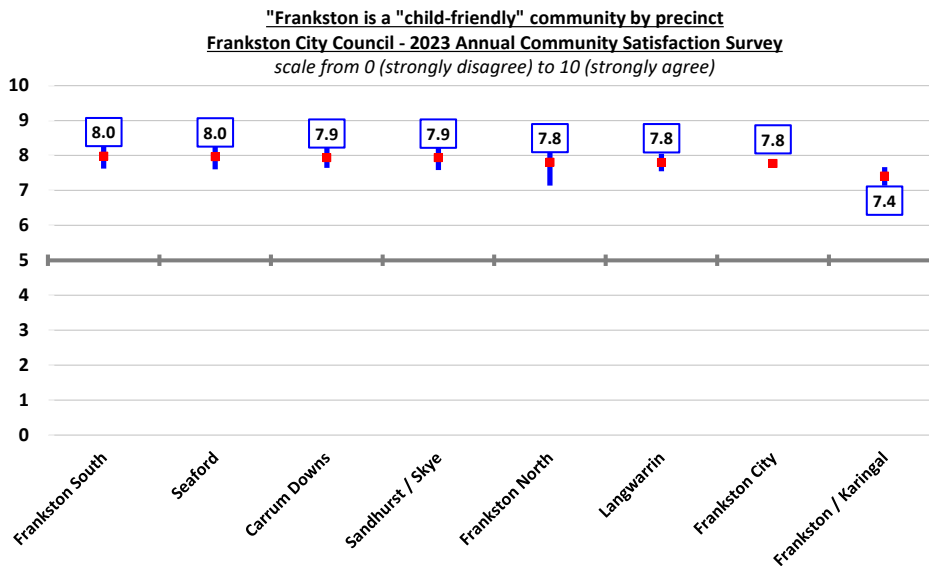
Frankston City Council – 2023 Annual Community Satisfaction Survey

**Frankston is a “child-friendly” community**

The average agreement that Frankston is a “child-friendly” community remained stable this year at 7.8 out of 10, which is a “very strong” level of agreement, with four percent of respondents disagreeing with the statement.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Frankston / Karingal were notably (5%) less in agreement than the municipal average.

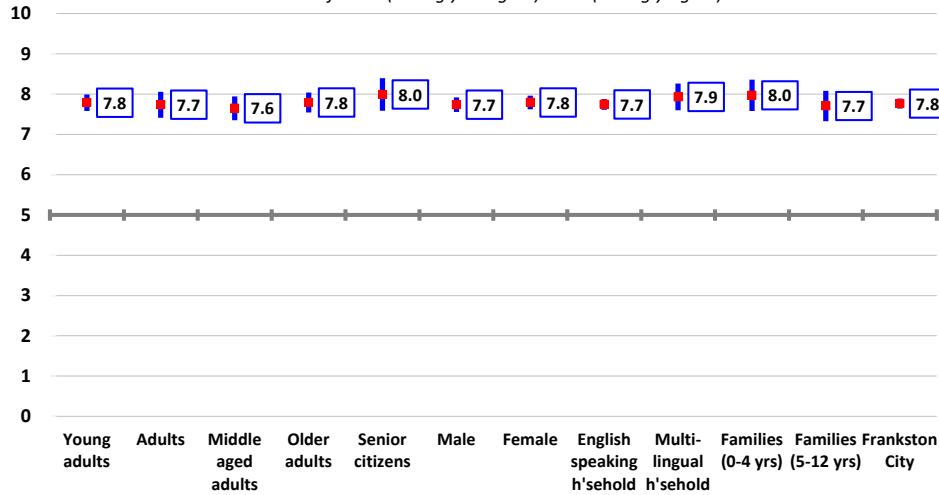


*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There was no statistically significant or meaningful variation in agreement that Frankston City is a child-friendly community observed by respondent profile.

Metropolis Research notes that respondents from two-parent families with younger children aged under five years were notably (3%) more in agreement than the municipal average.

**"Frankston is a "child-friendly" community by respondent profile**  
 Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (strongly disagree) to 10 (strongly agree)



***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 marginally for the second consecutive year, up from 7.5 in 2021 to 7.7 this year, which remains a “very strong” level of agreement.

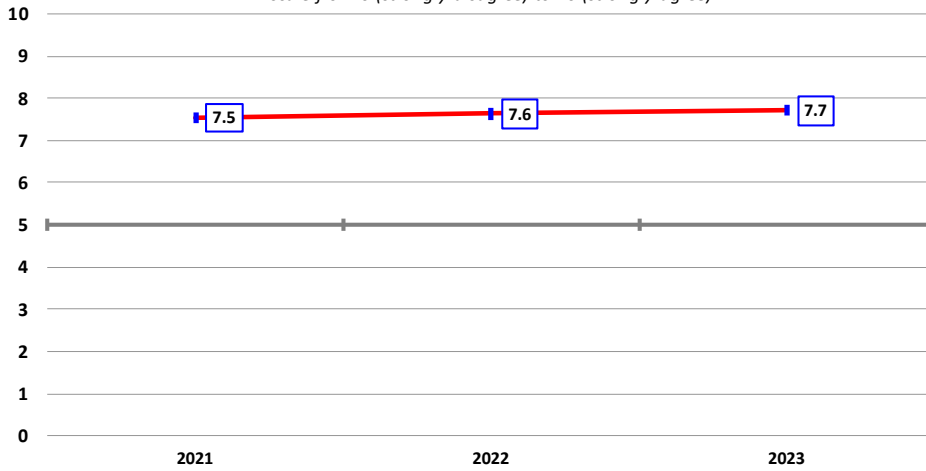
Four percent (down from 6%) of respondents “disagreed” with this statement.



Frankston City Council – 2023 Annual Community Satisfaction Survey

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

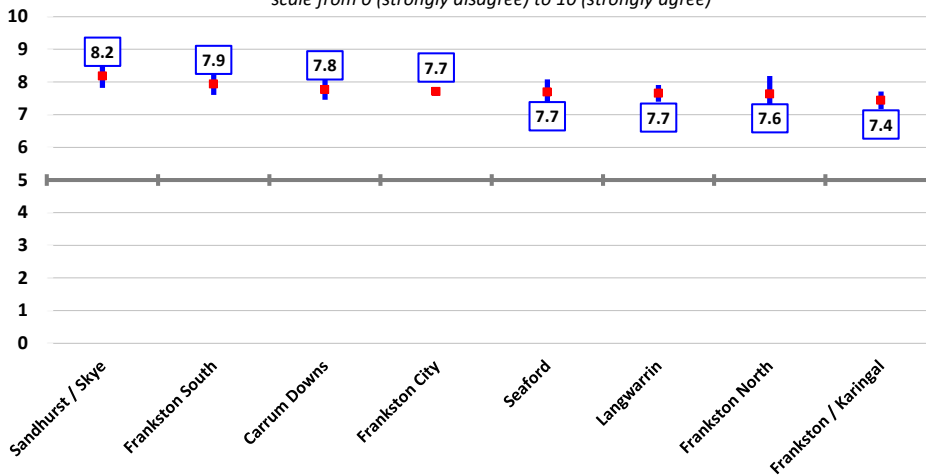
Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in agreement with this statement observed across the municipality, with respondents from Sandhurst / Skye measurably (7%) more in agreement, whilst respondents from Frankston / Karingal were notably (4%) less in agreement than the municipal average.

**"The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds" by precinct**

Frankston City Council - 2023 Annual Community Satisfaction Survey  
 scale from 0 (strongly disagree) to 10 (strongly agree)

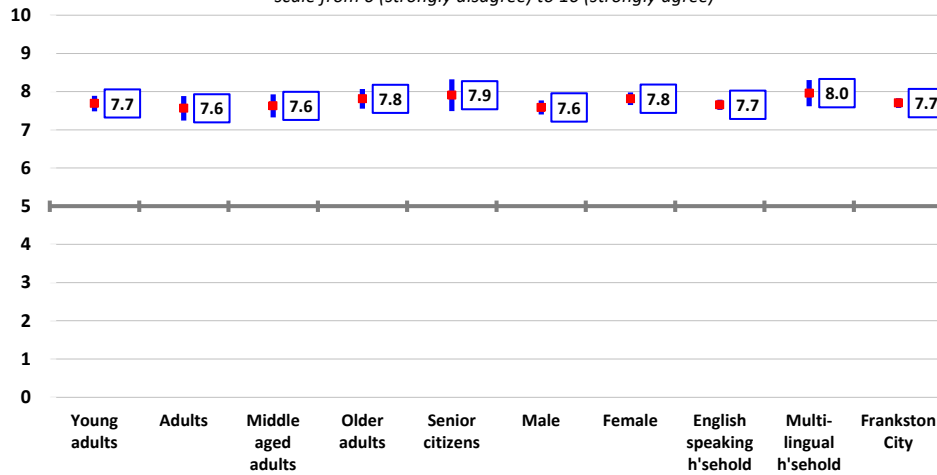


*Frankston City Council – 2023 Annual Community Satisfaction Survey*

There was no measurable variation in agreement with this statement observed by respondent profile, although female respondents were somewhat more in agreement than males.

Importantly, it is noted that respondents from multilingual households were notably (4%) but not measurably more 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 - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (strongly disagree) to 10 (strongly agree)



***The Frankston community is vibrant, accessible, and engaging***

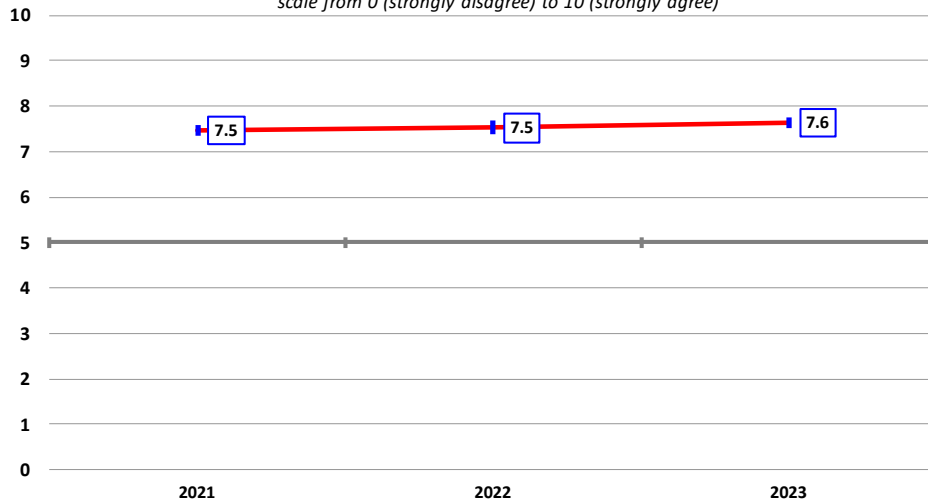
The average agreement that the Frankston community is vibrant, accessible, and engaging increased marginally, but not measurably this year, up one percent to 7.6, which remains a “very strong” level of agreement.

Four percent (down from 6%) of respondents “disagreed” with this statement.



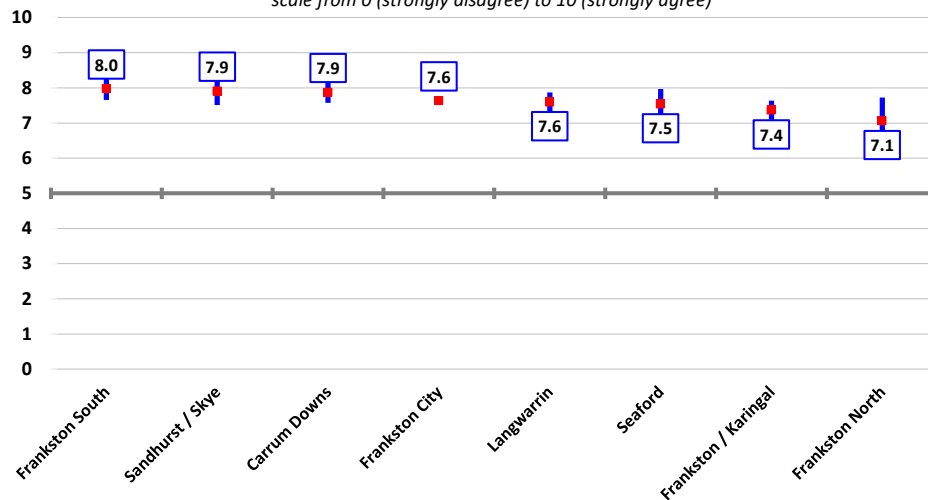
Frankston City Council – 2023 Annual Community Satisfaction Survey

**The Frankston community is vibrant, accessible and engaging**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (strongly disagree) to 10 (strongly agree)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Frankston South rated agreement at an “extremely strong” level of agreement, whilst respondents from Frankston North were notably (7%), but not measurably less in agreement than the municipal average.

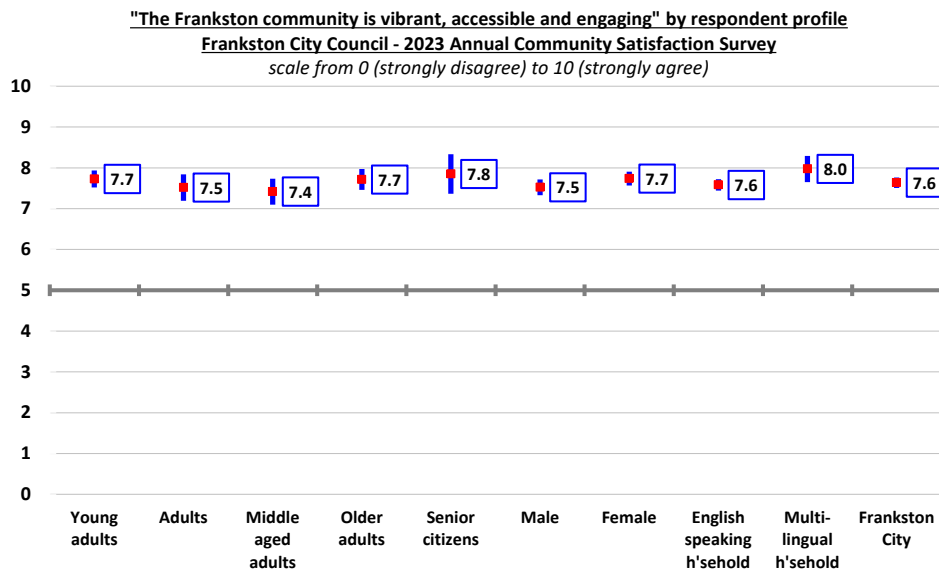
**"The Frankston community is vibrant, accessible and engaging" by precinct**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (strongly disagree) to 10 (strongly agree)



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from multilingual households were notably (5%), but not measurably more in agreement than respondents from English speaking households.

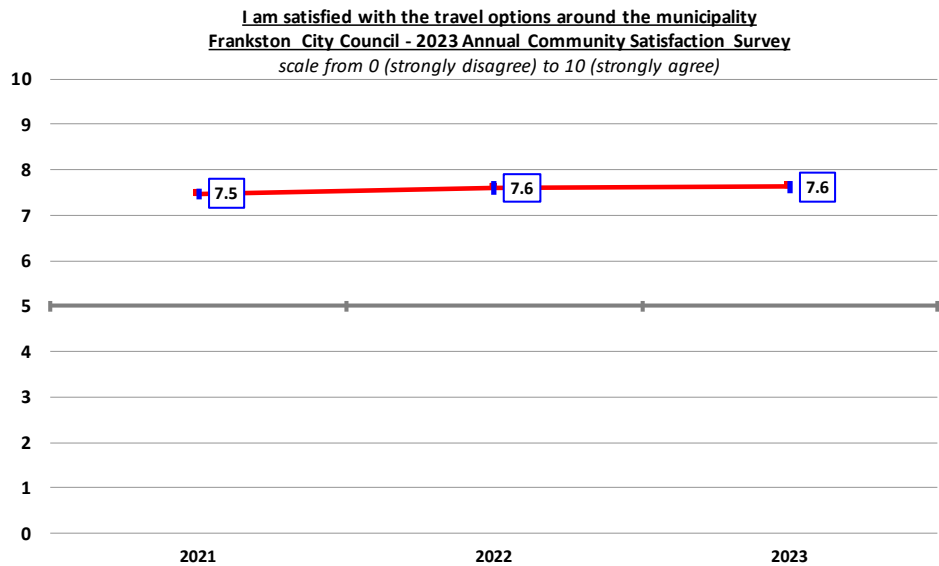


*Frankston City Council – 2023 Annual Community Satisfaction Survey*



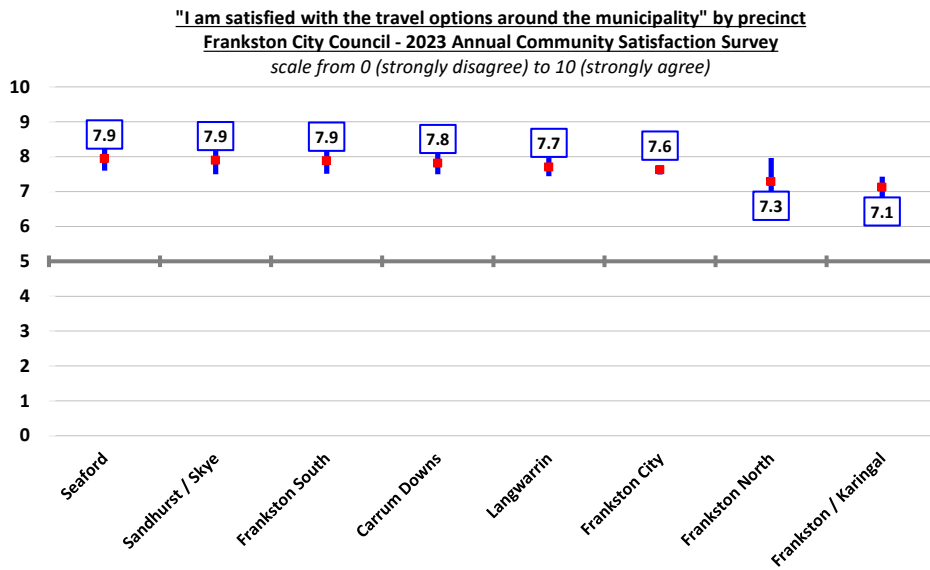
***I am satisfied with the travel options around the municipality***

The average agreement that respondents were satisfied with the travel options around the municipality remained stable this year at 7.6, which was a “very strong” level of agreement. Whilst 59% of respondents “strongly agreed” with this statement, five percent (down from 6%) “disagreed”.

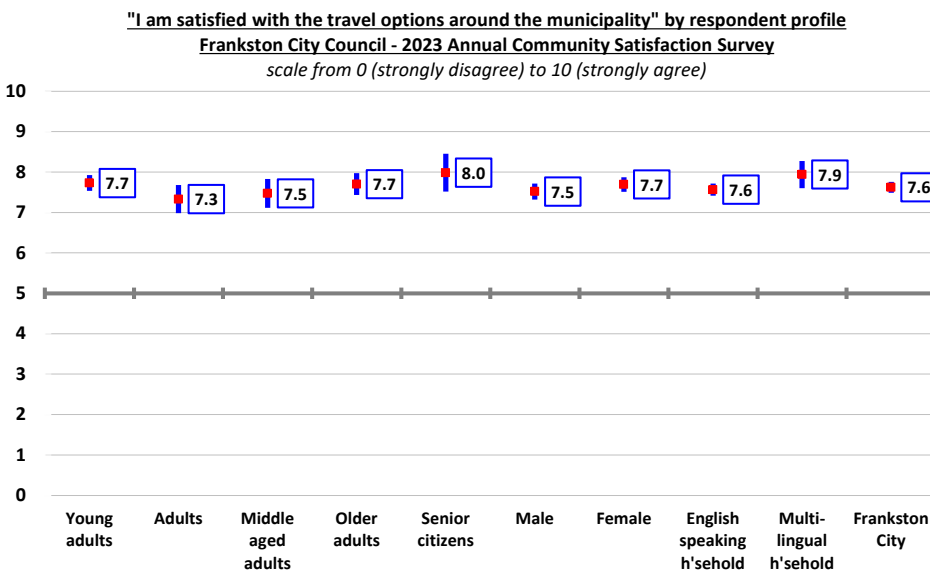


Frankston City Council – 2023 Annual Community Satisfaction Survey

There was measurable variation in this result observed across the municipality, with respondents from Frankston / Karingal measurably (7%) less in agreement than the average.



There was measurable and notable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably more in agreement than average. It is also noted that female respondents were notably (3%) more in agreement than male respondents, and respondents from multilingual households notably (4%) more in agreement than respondents from English speaking households.





Frankston City Council – 2023 Annual Community Satisfaction Survey

## Respondent profile

The following section provides the demographic profile of respondents to the *Frankston City Council – 2023 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* results, although Metropolis Research highlights that the pre-weighted sample was a fair representation of the underlying Bayside community.

**Age structure**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Age	2023 (unweighted)		2023 (weighted)	2022	2021
	Number	Percent			
Young adults (18 - 34 years)	134	17%	29%	29%	29%
Adults (35 - 44 years)	206	26%	18%	18%	18%
Middle-aged adults (45 - 54 years)	127	16%	18%	18%	18%
Older adults (55 - 74 years)	249	31%	27%	27%	27%
Senior citizens (75 years and over)	82	10%	9%	9%	9%
Not stated	3		3	9	0
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>801</b>	<b>803</b>	<b>811</b>

### Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile.

**Gender**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Gender	2023 (unweighted)		2023 (weighted)	2022	2021
	Number	Percent			
Male	403	50%	48%	48%	48%
Female	390	49%	51%	52%	52%
Non-binary	7	1%	1%	0%	0%
Other	0	0%	0%	0%	0%
Prefer not to say	1		1	9	0
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>801</b>	<b>803</b>	<b>811</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Language spoken at home**

Consistent with the results recorded in previous years, approximately one-sixth of respondents spoke a language other than English at home, which is slightly higher than the proportion reported in the 2021 Census (13%). 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 - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Language	2023		2022	2021
	Number	Percent		
English	658	84%	86%	85%
Tagalog (Filipino)	17	2%	1%	1%
Greek	11	1%	1%	1%
French	8	1%	0%	0%
Spanish	8	1%	1%	0%
Italian	7	1%	1%	0%
Dutch	5	1%	0%	1%
Hindi	5	1%	1%	1%
Mandarin	5	1%	1%	1%
Arabic	4	1%	1%	0%
Cantonese	4	1%	0%	0%
German	4	1%	0%	0%
Polish	4	1%	0%	0%
Punjabi	3	0%	0%	0%
Thai	3	0%	0%	0%
Gujarati	2	0%	0%	0%
Japanese	2	0%	0%	0%
Khmer	2	0%	0%	0%
Latvian	2	0%	0%	0%
Malayalam	2	0%	0%	1%
Portugese	2	0%	0%	0%
Serbian	2	0%	0%	0%
Sinhalese	2	0%	0%	0%
Swedish	2	0%	0%	0%
Urdu	2	0%	0%	0%
Vietnamese	2	0%	1%	0%
All languages (21 separately identified)	20	3%	2%	2%
Not stated	15		21	4
<b>Total</b>	<b>803</b>	<b>100%</b>	<b>803</b>	<b>811</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Household structure**

There was a substantial decline in the proportion of respondents from two-parent families this year, down from 50% last year, and an increase in the proportion of couple households without children (30% up from 23% last year and 13% in 2021).

**Household structure**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Structure	2023		2022	2021
	Number	Percent		
<b>Two parent family total</b>	<b>287</b>	<b>36%</b>	<b>50%</b>	<b>48%</b>
youngest child 0 - 4 years	78	10%	12%	11%
youngest child 5 - 12 years	68	9%	15%	16%
youngest child 13 - 18 years	64	8%	10%	13%
adult children only	77	10%	13%	8%
<b>One parent family</b>	<b>66</b>	<b>8%</b>	<b>8%</b>	<b>8%</b>
youngest child 0 - 4 years	11	1%	1%	1%
youngest child 5 - 12 years	14	2%	1%	2%
youngest child 13 - 18 years	14	2%	2%	2%
adult children only	27	3%	3%	3%
Group household	80	10%	5%	24%
Sole person household	122	15%	14%	6%
Couple only household	235	30%	23%	13%
Extended or multiple families	4	1%	1%	1%
Not stated	7		20	27
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>803</b>	<b>811</b>

**Housing situation**

Consistent with the results recorded last year, approximately half of the respondents owned their home outright, approximately one-quarter were mortgagor households, and one-quarter were rental households.

**Housing situation**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Situation	2023		2022	2021
	Number	Percent		
Own this home	430	54%	51%	39%
Mortgage	176	22%	25%	38%
Private rental	173	22%	20%	20%
Renting from the Office of Housing	14	2%	4%	3%
Not stated	8		26	27
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>803</b>	<b>811</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

**Period of residence**

There was a continued increase this year in the proportion of respondents who had lived in Frankston City for less than five years, up from just five percent back in 2021 to 30% this year.

This increase will be a small factor underpinning the continued increase in overall satisfaction with Council, as new and newer residents (less than five years in the municipality) tend to be more satisfied with Council’s overall performance than long-term residents (10 years or more in the municipality).

**Period of residence**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Period	2023		2022	2021
	Number	Percent		
Less than one year	54	7%	4%	1%
One to less than five years	183	23%	14%	4%
Five to less than ten years	159	20%	29%	21%
Ten years or more	399	50%	54%	73%
Not stated	6		21	16
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>803</b>	<b>811</b>

**Previous Council**  
**Frankston City Council - 2023 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	2023		Council	2023	
	Number	Percent		Number	Percent
Kingston	14	17%	Yarra	2	2%
Casey	12	14%	Ballarat	1	1%
Mornington Peninsula	12	14%	Bass Coast	1	1%
Monash	7	8%	Boroondara	1	1%
Greater Dandenong	6	7%	Brimbank	1	1%
Glen Eira	4	5%	Chelsea	1	1%
Bayside	3	4%	Clayton	1	1%
Interstate	3	4%	Darebin	1	1%
Knox	3	4%	Mildura Rural	1	1%
Whitehorse	3	4%	Yarra Ranges	1	1%
East Gippsland	2	2%	Not stated	153	
International	2	2%			
Wyndham	2	2%	<b>Total</b>	<b>237</b>	<b>100%</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

**General comments**

There were 83 general comments received from respondents this year, which have been broadly categorised, as outlined in the following table.

The most common areas raised by respondents included parks and gardens, transport, rates and financial management, and generally positive comments.

**General comments**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of total responses)

Comment	2023		2022	2021
	Number	Percent		
Parks, gardens, open spaces, tree maintenance	11	13%	9%	7%
Traffic and public transport management	10	12%	10%	10%
Rates / financial management	9	11%	9%	7%
General positive comments	9	11%	4%	4%
Planning and development issues	7	8%	5%	5%
Community facilities / services / activities	6	7%	9%	8%
Communication, consultation, and engagement	5	6%	5%	6%
Parking	4	5%	9%	7%
Drugs, crime and safety	3	4%	11%	10%
Waste management	3	4%	5%	4%
Council governance and management	3	4%	4%	4%
Cleanliness and aesthetics of area	3	4%	3%	2%
Roads and footpaths	2	2%	2%	2%
Support for local business	2	2%	2%	2%
Street lighting	2	2%	1%	1%
Comments relating to this survey	1	1%	5%	6%
General negative comments	1	1%	2%	2%
Social justice issues	0	0%	2%	2%
Beach and foreshore	0	0%	2%	2%
Bikes and walking paths	0	0%	2%	2%
Environment, climate change and bio-diversity	0	0%	0%	7%
Shops, restaurants and entertainment venues	1	1%	0%	0%
Other	1	1%	2%	7%
<b>Total</b>	<b>83</b>	<b>100%</b>	<b>174</b>	<b>175</b>

The following table outlines the verbatim comments underpinning these summary results.



Frankston City Council – 2023 Annual Community Satisfaction Survey

**General comments**  
**Frankston City Council - 2023 Annual Community Satisfaction Survey**  
 (Number of responses)

Comment	Number
<i>Parks, gardens, open spaces and tree maintenance</i>	
Gumtree leaves clog up gutter and I have to pay \$200 a year to clear it up	1
Keeping park under control and adding playgrounds in Carrum Downs	1
Lawns should be maintained	1
Long St Reserve	1
Lot of poisonous plants on the street	1
Natures strip and trees	1
Parks need more cleaning and need trampolines	1
Sports grounds	1
The gum tree in the intersection of Micheala Ct and Claire Ct has to be cut down as it is dangerous. Barks and branches keep falling from it when there is heavy wind	1
The tree at the intersection of Orama Ave and Jason Rd is damaging the Telstra pit	1
The trees need to be checked on stormy and hot days, especially the Council trees that encroach on neighbours' houses	1
<b>Total</b>	<b>11</b>
<i>Traffic and public transport management</i>	
No public transport in the area	2
Access to park in McCormicks Rd, needs a crossing and speed bumps, very dangerous	1
Express link from Frankston to Ringwood in transportation	1
Fix public transport and train lines	1
Noise and sound around Shaxton Circle	1
Speed limit should be low	1
The traffic coming out of the shopping centre should not be able to turn right, they should turn left and turn by the roundabout	1
There should be a crossing in the areas of shops, safer with light stop	1
Traffic around Shaxton Circle	1
<b>Total</b>	<b>10</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

*General positive comments*

Excellent work done by the Council	2
Family happy	1
Good action taken for frauds conducted in my area	1
I noticed that there are improvements in the last few months which is good	1
Maintenance of gardens is good	1
The Frankston Council is progressive on environmental issues and community engagement	1
The Frankston Council is very helpful	1
Transport is great	1
<b>Total</b>	<b>9</b>

*Rates / financial management*

Lower the rates	4
Better allocation of resources	1
Check the rates and it is too high	1
More transparency in funding	1
Rates are higher than other areas	1
They increased the rates for my dog. Tell me why	1
<b>Total</b>	<b>9</b>

*Planning and development issues*

The development near the beach: high-rise buildings should not be allowed near the beaches	2
Don't do the Oliver's Hill improvement that they are doing	1
Heights of building in CBD	1
Infrastructure won't cope with the overdevelopment	1
Overdevelopment of town houses	1
Urban planning	1
<b>Total</b>	<b>7</b>

*Community facilities / services / activities*

Disability respite centre	1
Maintenance engineer is not good	1
More seats more elderly	1
More support for elderly, facilities and in home care	1
No support for seniors	1
We could improve our area by making it the more arts and community minded community by adding much more culture and diversity in Carrum Downs	1
<b>Total</b>	<b>6</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

<i>Communication, consultation, and engagement</i>	
Responsiveness is not great or timely, very disappointed	2
More communication	1
Need to listen to community	1
The communication for the Council is needed	1
<b>Total</b>	<b>5</b>
<i>Parking</i>	
Insufficient parking	2
Cost of parking	1
Free parking spots in Frankston market needed	1
<b>Total</b>	<b>4</b>
<i>Cleanliness and aesthetics of area</i>	
Cleaning next to the roads	1
Frankston Young St and surrounding streets need to be cleaned up	1
They need to modernise the city and clean up and improve the appearance of street	1
<b>Total</b>	<b>3</b>
<i>Council governance and management</i>	
Less politicking, concentrate on action	1
Quick action and no action taken	1
The Council needs to start adding value back to ratepayers	1
<b>Total</b>	<b>3</b>
<i>Drugs, crime and safety</i>	
Lots of gangs in Frankston city	1
Safety around the city	1
The Council should start neighbourhood watch program	1
<b>Total</b>	<b>3</b>
<i>Waste management</i>	
Bin management, waste management	1
Garbage on street in the neighbouring houses	1
Hard rubbish is not good, calling them would be convenient	1
<b>Total</b>	<b>3</b>





*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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<i>Roads and footpaths</i>	
Poor services out in rural areas, especially roads and sidewalks which is a safety issue	1
Roadworks	1
<b>Total</b>	<b>2</b>
<i>Street lighting</i>	
More streets light would be good	2
<b>Total</b>	<b>2</b>
<i>Support for local business</i>	
The Council should support more local business in here as this area has just a few shops and restaurants around	1
They should think about how to attract businesses back into Frankston	1
<b>Total</b>	<b>2</b>
<i>Comments relating to this survey</i>	
We can say positive feedback but negative comments we can't say right?	1
<b>Total</b>	<b>1</b>
<i>General negative comments</i>	
Get your act together	1
<b>Total</b>	<b>1</b>
<i>Shops, restaurants and entertainment venues</i>	
Needs better restaurants and entertainment facilities for Frankston	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Ease of access	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>83</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

## 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.

<b>Reasons for dissatisfaction with overall performance</b>	
<b>Frankston City Council - 2023 Annual Community Satisfaction Survey</b>	
<i>(Number of responses)</i>	
<i>Response</i>	<i>Number</i>
<i>Council services and facilities</i>	
Empty shops and poorly maintained. Run down shops	2
Graffiti on walls	2
Council needs to get back to installing essential services	1
Culmination of the support to provide a vibrant shopping strip	1
Drains are an issue	1
Everything is untidy, Frankston looks old and run down	1
Footpaths	1
Frankston CBD needs to be cleaned up	1
Frustrations with Jubilee Park	1
Garbage in the trees	1
Grumpy about lack of footpaths	1
It's based mainly in the public area maintenance being poor	1
Motorbike tracks is poor	1
Nature strip	1
Not happy at all with York Centre	1
Park being demolished	1
The tennis clubhouse is non-compliant by today's standards and the Council keep telling us its not their responsibility, but it is their building	1
They need to provide better services	1
<b>Total</b>	<b>20</b>
<i>Council governance, management, and responsiveness</i>	
Disunity in Council	2
Because of the decisions they make. They should make more decisions with more planning	1
Council doesn't give any attention to citizens	1
Council is very dysfunctional which is a waste of community money and time	1
Council needs to address problems better	1
Council not doing its job	1
It is too political; they do not care about the people but their career	1
Just lack of coordination and connection with people. Lot of meetings but lack of doing	1
Lack of respect for rate payers	1
Lack of transparency	1
My interests and priorities are not catered for	1
Needs not meet	1
Not responsible enough	1



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Political bias in decision making	1
Professionalism	1
They are very late, and people get ignored	1
They've got a reputation for being poorly managed and Councillors are being too involved in project delivery. They make mistakes and poor choices	1
Too much politics	1
<b>Total</b>	<b>19</b>
<i>Rates and financial management</i>	
Rates are high	5
Rates going up for no reason and not getting the value for rates	2
Financial mismanagement and	1
High fee, not worth it at all	1
High rate and no amenities	1
In terms of issues in Frankston, they are not spending wisely	1
Not satisfied with Council especially for the rates we pay, we don't get the value	1
The processes are expensive	1
They raise unnecessary money	1
<b>Total</b>	<b>14</b>
<i>Communication and consultation</i>	
Poor / no communication	3
Lack of consultation	1
More communication	1
Never seen a Council member	1
No communication between Council and residents of Frankston	1
There is a drastic need of communication with taxpayers by the Council	1
There's no engagement with locals, no consultation. Lack of engagement	1
They don't listen to anyone	1
<b>Total</b>	<b>10</b>
<i>Planning and development</i>	
Apartments on a top of a hill should be illegal	1
Bad planning of urban areas	1
Council's main issue is overdevelopment of the foreshore	1
Garage built on footpaths	1
I think they are very set in their ways, need to bring in more developments	1
They are implementing planning that has these large buildings blocking off the beach	1
Overdevelopment,	1
Permit process	1
Planning horrible, no proceedings in place	1
Terrible planning and outreach to residents	1
<b>Total</b>	<b>10</b>
<i>General negative</i>	
Hopeless / useless	2



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

Don't see anything happening apart from the roads	1
The community here is unpleasant and isn't ideal	1
They can do better and improve	1
They do not think before acting	1
They do what suits them	1
They don't do anything	1
We aren't seeing any benefit here in Carrum Downs	1
<b>Total</b>	<b>9</b>
<i>Roads, traffic, and parking</i>	
Mainly due to the state of the roads being so poor	1
Parking and black trails	1
Road construction stuffed up area	1
Roads	1
Roadwork too much	1
<b>Total</b>	<b>5</b>
<i>General positive</i>	
I don't think they are outstanding, but they are doing okay	1
Some things are good like the parks	1
<b>Total</b>	<b>2</b>
<i>General neutral</i>	
It's an average area, it is of passing grade	1
They are average	1
<b>Total</b>	<b>2</b>
<i>Safety, policing, drugs, alcohol</i>	
Needs to improve in all aspects for the safety of all residents	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Focus on global warming not required	1
I haven't really had anything to do with them	1
<b>Total</b>	<b>2</b>
<b>Total</b>	<b>90</b>

**Appendix Two: verbatim reasons for feeling unsafe**



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

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 - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>People</i>	
Suspicious / dirty / weird / crazy / undesirable people around	30
Lot of youth in groups that don't feel safe, they are intimidating	4
There's lot of people roaming around	4
Community there are not well	3
Community there are rude	3
Homeless people around / asking for money and makes you not feel safe	3
You get approached for money and cigarettes	3
Lot of youth walking in large groups, drink at pub and wander off	2
The youth that are hanging around	2
There are suspicious / dangerous characters in the night-time	2
Abusive youth	1
As there tends to be more aggressive and desperate people	1
At night, seen teenagers committing burglary	1
I feel that due to the increase in homeless population there's a lot more people around the station	1
Kids trying to beg and get money	1
Lot of people in Frankston with mental health issues and homelessness they can be intimidating and abusive or threatening at times and my daughter has faced such circumstances	1
Mall strip and Frankston shop feels unsafe because people hanging around	1
Mentally unstable people	1
Mixed people	1
Questionable people, would help if there were PSO	1
The general economic hardship makes people more dangerous	1
There still some socio-economically challenged people who needs support	1
Unemployed people	1
Young gangs	1
Young guys are arrogant	1
Young teens act violent / abusive	1
<b>Total</b>	<b>72</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

<i>Drugs and alcohol</i>	
Drug affected people / addicts / users	36
Alcoholics / drunk people	6
Lot of drug use / activity	4
Drug and alcohol affected people hang around	3
Too many people / youths with mental issues	2
As most stations are filled with alcoholic and sketchy people	1
At night there are many drunk and weird people sitting at that place, so I feel unsafe coming there to hang out with my siblings	1
Druggies at the station	1
Drunken people from night clubs	1
Lots of drug dealers roaming around at night	1
Too many young people drunk, abuse to driver	1
Train station feel unsafe because of drug users hanging around	1
Undesirable walking at night under the influence	1
Youth drinking causing problems	1
<b>Total</b>	<b>60</b>

<i>Crime and policing</i>	
Too much youth crime	10
High crime rates	5
A lot of crime in the area	4
More cops / cop enforcement needed	4
Need more security / not enough police presence	4
Lack of visible presence	3
Increased crime	1
Not enough community watch	1
Parks and oval	1
Police station is always closed	1
Police walking in groups instead of individually addressing areas around Frankston	1
<b>Total</b>	<b>35</b>

<i>Perception of safety at night and lighting</i>	
No street lighting / not enough lighting	8
Anything at night is unsafe	7
At night it feels unsafe. The people there are unsavoury characters	3
At night it's too dark	3
Lighting	3
Street lighting is poor	3
More street lighting needed	2
I wouldn't go out at night	1
Not safe after shops are closed	1
<b>Total</b>	<b>31</b>



*Frankston City Council – 2023 Annual Community Satisfaction Survey*

*General perception of safety*

Anywhere is dangerous	3
Waiting outside the railway station. A lot of social problems down there	3
Frequent reports of crime on TV in Melbourne	2
You never know who is around the corner	2
Because you don't know who is hanging around	1
Don't go out because generally unsafe	1
Feels dangerous on the way back form home	1
Feels less safe	1
General vibe you get	1
I feel unsafe everywhere in modern era	1
Reports of violence at night	1
Unsafe for teenagers	1
Wouldn't feel safe going to Frankston	1
<b>Total</b>	<b>19</b>

*Incidents / break-ins*

Theft	3
Carjacking	2
I know of incidents happen fairly often	2
Kids sometime gets mugged	2
My car was broken into	2
Robberies	2
Robbery at home	2
Guys try breaking in house	1
Murder recently happened close by	1
People broke into my house 4 days ago and I was sleeping in bed	1
People get mugged regularly	1
<b>Total</b>	<b>19</b>

*Violence and anti-social behaviour*

Around train station and surrounding areas people shows unsociable behaviour	2
Abusive people	1
Beggars asking for money	1
People fight around in the summer	1
People who don't control their feelings. And don't feel safe near those people.	1
People yelling	1
Smashed glasses around	1
Teens bullied on public transport	1
Violent people	1
Witnessed inappropriate behaviour which can leave people feeling unsafe	1
<b>Total</b>	<b>11</b>



Frankston City Council – 2023 Annual Community Satisfaction Survey

<i>Being female</i>	
It's a bit dark in night in Frankston and I am a female	1
<b>Total</b>	<b>1</b>
<i>Traffic / hooning</i>	
Lot of hoons	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Don't like the lay about during the day	3
Streetscape design	3
Too many loaders	3
Dirty / messy / scummy	2
Too many dogs loose, unleashed	2
Age factor	1
People draw graffiti	1
Seaford	1
Some people make a pound noise middle of the night	1
Uncomfortable spot	1
Walking track, people on motor bikes and nothing has been done	1
<b>Total</b>	<b>19</b>
<b>Total</b>	<b>268</b>

**Appendix Three: survey form**





**Frankston City Council - 2023 Annual Community Satisfaction Survey**



Hi my name is \_\_\_\_\_ from Metropolis Research and I am here on behalf of Frankston City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

**1** Have you contacted Frankston Council in the last 12 months?

Yes ( <i>continue</i> )	1	No ( <i>go to Q.4</i> )	2
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**2** When you last contacted the Council, was it?

*(Please circle one only)*

Visit in person	1	Social media ( <i>e.g. Facebook</i> )	7
Telephone ( <i>during office hours</i> )	2	Directly with a Councilor	8
Telephone ( <i>after hours service</i> )	3	Live chat	9
Mail	4	Web request	10
Email	5	Snap Send Solve	11
Website	6		

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

1. Care and attention to you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
2. The provision of accurate information or referred to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff understanding of your communication needs or requirements	0	1	2	3	4	5	6	7	8	9	10	99
6. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

**4**

**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>													

**5**

**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 &amp; 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. Services for youth	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Services for seniors <i>(e.g. Day Care Program, Senior Citizens, respite, personal or domestic care, home maintenance)</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>												

<b>6</b>	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
	<i>Reasons for rating satisfaction less than 6:</i>												
	6. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
	<i>Reasons for rating satisfaction less than 6:</i>												
	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
	<i>Reasons for rating satisfaction less than 6:</i>												

**7** And finally, on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction rated less than 6, why do you say that?												

**8** Over the past 12 months, do you think Council's overall performance has?

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

**9** Can you please list what you consider to be the top three issues for the Frankston City at the moment?

Issue One:	
Issue Two:	
Issue Three:	

**10** What is the most important thing Frankston City should do to improve its performance?

Improvement:	

**11**

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

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify the developments:</i>												
2. The design of public spaces (e.g. town squares, civic precincts and similar)	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99
4. The availability of housing that meets the needs of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. The affordability of housing	0	1	2	3	4	5	6	7	8	9	10	99

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

**12**

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?**

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
<b>If satisfaction less than 6, what concerns you most about population growth?</b>												

**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.**

Statement	Strongly disagree			Neutral						Strongly agree		Can't say
	0	1	2	3	4	5	6	7	8	9	10	
1. I feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
2. In times of need, I could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
3. I am proud of and enjoy living in the local area	0	1	2	3	4	5	6	7	8	9	10	99
4. Frankston is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
5. Frankston is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99
6. Frankston is a "child-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
7. The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
8. The Frankston community is vibrant, accessible and engaging	0	1	2	3	4	5	6	7	8	9	10	99
9. I am satisfied with the travel options around the municipality	0	1	2	3	4	5	6	7	8	9	10	99

**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?**

Male	1	Other term: _____	4
Female	2	Prefer not to say	9
Non-binary	3		

**17**

**Do any members of this household speak a language other than English at home?**

English only	1	Other _____	2
--------------	---	-------------	---

**18**

**What is the structure of this household?**

Two parent family (youngest 0 - 4 yrs)	1	One parent family (youngest 13-18)	7
Two parent family (youngest 5 - 12 yrs)	2	One parent family (adult child only)	8
Two parent family (youngest 13 - 18 yrs)	3	Group household	9
Two parent family (adult child only)	4	Sole person household	10
One parent family (youngest 0 - 4 yrs)	5	Couple only household	11
One parent family (youngest 5 - 12 yrs)	6	Other (specify): _____	12

**19**

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

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

**20**

**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**

**21**

**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.

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