



Bayside City Council

2021 Annual Community Satisfaction Survey

March 2021



Prepared by:

**Metropolis Research
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Executive summary

Metropolis Research conducted this, Council's fourth *Annual Community Satisfaction Survey* as telephone interview style survey of 700 respondents in February and March 2021.

The survey has traditionally been conducted as a door-to-door, face-to-face interview style survey. As a result of the COVID-19 pandemic, the methodology was changed to ensure community confidence in the interaction by using a socially distanced methodology.

It is our intention to return to the more robust and effective, door-to-door methodology in the future because the telephone interview methodology does not engender the same level of confidence in the process by the community as the more interactive and personal face-to-face interview methodology, nor does it obtain as representative sample.

As a result of the change in the methodology and COVID-19, the sample under-represented newer residents (less than five years in the City of Bayside), with the lack of new residents (less than one year in Bayside) mainly resulting from the reduced movement of people due to lockdowns and restrictions on inspections affecting internal migration over 2020. This skew in the sample will have had a negative influence on overall satisfaction with Council, as these respondents have traditionally reported measurably and significantly higher than average satisfaction.

It is also noted that the research was conducted in February 2021, and it is possible that the third lockdown as well as the small outbreaks of COVID-19 around this period may have subtly impacted on community sentiment. It is not possible to quantify this effect, but analysis of data does suggest that this third lockdown may well have materially affected community sentiment.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of leadership and governance, aspects of planning and development, aspects of customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of the 26 individual services and facilities, explored the top issues the community feel should be addressed in the City of Bayside "at the moment", and their satisfaction with aspects of traffic and parking.

In addition to these core survey components, the survey also provides an opportunity to explore a range of one-off questions to address the current information requirements of Council. In 2021 the survey included additional questions on sustainable transport and volunteering.

Satisfaction with the [overall performance of Bayside City Council](#) decreased measurably and significantly this year, down 6.7% from 7.29 to 6.80, which is a "good", down from a "very good" level of satisfaction. This result is marginally higher than the average for the six inner eastern region councils (6.63) but is marginally lower than the metropolitan Melbourne average of 6.92, both as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



Metropolis Research is of the view that the three non-performance related factors (COVID-19 third lockdown, lack of new and newer residents, and use of the telephone methodology) are all likely to have had a small negative influence on overall satisfaction this year.

One-third (35.7% down from 46.5%) of respondents were very satisfied with Council's overall performance (rating satisfaction at eight or more out of ten), whilst 9.1% (up from 3.5%) were dissatisfied (rating zero to four).

There was some variation in this result observed across the municipality, as follows:

- **Somewhat more satisfied than the municipal average** - includes respondents from Cheltenham and Beaumaris, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), medium term residents of Bayside (5 to less than 10 years), and group household respondents.
- **Somewhat less satisfied than the municipal average** – includes respondents from Black Rock, middle-aged and older adults (aged 45 to 74 years) and two-parent families (youngest child aged 13 to 18 years).

The issues most negatively correlated with satisfaction with overall performance this year were communication, sports, and recreation facilities (largely netball courts), and planning and development issues.

The most common reasons why some respondents were dissatisfied with Council's overall performance related largely to a perceived lack of communication with the community, a perceived lack of responsiveness, planning, and development issues, and for a small number of respondents, political issues and rates were raised as reasons for dissatisfaction.

There was a decline in agreement with the six statements about Council. When asked their level of agreement with [six statements about the Bayside City Council](#) as an organisation, respondents agreed as follows:

- **Moderate Agreement** - that Council provides important services that meet community needs (6.82 down from 7.45), is trustworthy and reliable (6.66 down from 7.40), is progressive and up to date (6.41 down from 7.15), has a sound direction for the future (6.35 down from 7.08), and is a responsible financial manager (6.33 down from 7.09). Between one-quarter and one-third of respondents strongly agreed with these five statements, whilst between approximately 10% and 15% disagreed.
- **Mild Agreement** – that Council offers value for rates (5.91 down from 6.81) and is bureaucratic and ineffective (5.01 down from 5.99). Whilst approximately one-fifth of respondents strongly agreed with these two statements, one-fifth disagreed that Council offers value for rates, and almost half disagreed that Council is bureaucratic and ineffective.

Consistent with the decline in satisfaction with Council's overall performance and the reduced view about Bayside City Council as an organisation, satisfaction with the six included aspects of [leadership and governance](#) also decreased measurably this year, down by an average of 13.3%, down from 7.27 or "very good", to 6.30, or "solid".



Metropolis Research is of the opinion, that the decline in satisfaction with aspects of leadership and governance are likely to be related, at least in part, to the decline in satisfaction with aspects of planning and housing development. This is reinforced by the fact that planning, building, and development issues were the most nominated issues to address for the City of Bayside (at 15.6%, compared to the metropolitan Melbourne average of 4.1%).

Satisfaction with [Council's customer service](#) declined this year, with an average satisfaction with the six included aspects of customer service of 7.43, a decrease of 7.1% on the 2020 result. This is a "very good", down from "excellent" level of satisfaction. Although a direct comparison cannot be made to *Governing Melbourne* given slightly different wording for the customer service section, satisfaction with Council's customer service appears to be a consistent with the metropolitan Melbourne average.

Satisfaction with the 26 included [services and facilities](#) provided by the Bayside City Council remains high at 7.55 out of ten, down 3.2% this year. This is a "very good", down from an "excellent" level of satisfaction. This result is almost identical to the 2021 metropolitan Melbourne average satisfaction with the similar group of services and facilities of 7.53.

Satisfaction with the local library, weekly garbage collection, food and green waste collection, regular recycling, hard rubbish booking / pick up service, services for children from birth to five years of age, the provision and maintenance of parks, gardens, and reserves, sports grounds and ovals, and art centres were all rated at "excellent" levels.

Satisfaction with none of the 26 services or facilities were rated as "solid", "poor" or lower.

Satisfaction with Council's current five main advocacy projects declined measurably this year, down by an average of 11.4% to 6.36, which is a "solid" level of satisfaction. Particular attention drawn to large decline in satisfaction with Council's advocacy "for a planning system that provides more certainty for Bayside residents" (down 15.9%) and "for increasing the supply of social and affordable housing in Bayside" (down 18.9%). These results reinforce the role of planning, housing, and development related issues in the decline in satisfaction with Council's overall performance recorded this year.

When asked to rank the importance of these five advocacy projects from highest to lowest priority, advocacy around aged and disability, public transport, and the planning system were all considered to be of almost equally high priority.

Planning and development remains a very significant and negative [issues in the City of Bayside](#). "Building, housing, planning and development" issues were the most identified issues to address in the municipality, with 15.6% identifying these issues this year, which is almost four times the metropolitan Melbourne average of 4.1%. For the respondents raising planning and development issues as one of the top three issues to address in the City of Bayside, on average they rated overall satisfaction with Council at just 6.16, or 9.4% lower than the municipal average.

The prominence of planning and development issues in the survey this year is reflected in the fact that satisfaction with the seven included aspects of [planning and development](#) decreased by an average of 13.3% this year, reversing the unusually large 13.0% increase from last year.



Community concern around planning issues, which focus in large measure on the size and number of higher density residential developments occurring in Bayside do appear to exert a negative influence on these respondents' satisfaction with Council.

Sports and recreation facilities were nominated by 4.7% (up from 1.6%) of respondents as an issue to address for the City of Bayside this year. Many of these respondents raised issues specifically around netball courts. These respondents were on average, significantly less satisfied with Council's overall performance than the average, with a score of just 5.49, which was 19.3% lower than the municipal average of 6.80.

The other issue to be strongly negatively correlated with overall performance was communication related issues. Respondents nominating these issues rated satisfaction at just 5.34, or 21.5% lower than the municipal average. In relation to communication issues, these tend to reflect concerns around a perception that Council is not listening to residents or communicating effectively with the community.

Satisfaction with the availability of [parking](#) on residential streets, main roads, and in and around shopping strips and major commercial areas were all "poor" this year. The importance of car parking issues is reinforced by the fact that car parking remains the second most nominated issue to address in the municipality, with 11.4% (down from 15.4%) nominating these issues. This is despite the impacts of COVID-19 on the movement of people in, out, and around the City of Bayside. Respondents who raised car parking as an issue to address were on average mildly less satisfied with Council's overall performance than the average, suggesting that the issue exerts a mildly negative influence on community satisfaction with Council's overall performance for the respondents who raise car parking as an issue.

[Traffic management issues](#) in the City of Bayside declined again this year, with 4.6% (down from 7.4%) identifying these as issues to address in the municipality. Metropolis Research has recorded measurable declines in the importance of traffic management issues across metropolitan Melbourne in both 2020 and 2021 in response to COVID-19. Despite the continued decline as an issue to address, satisfaction with the [volume of traffic](#) on both residential streets (5.78 down from 6.32) and main roads (5.70 down from 5.99) were both recorded at "poor" levels, which are reflective of a level of community concern around the volume of traffic. This may be reflecting increased traffic volumes in late 2020 and early 2021 as the lockdowns have eased, rather than a reflection of changes from March 2020 to 2021.

Metropolis Research notes that respondents nominating traffic management and road maintenance and repairs as issues in the City of Bayside were on average somewhat less satisfied with Council's overall performance than the average, which implies that traffic management and road maintenance and repairs is continuing to exert a mildly negative influence on satisfaction with Council for the respondents raising these issues.

Respondents were asked to rate their perception of [safety whilst walking and cycling](#) on both residential streets and main roads in the municipality, and three of the four aspects strongly increased this year. Respondents felt very safe whilst walking on both residential streets (up 6.8% to 7.80) and main roads (up 4.8% to 7.66). They felt measurably less safe, albeit still very safe, cycling on both residential streets (up 3.9% to 7.23) and main roads (down 2.6% to 6.40).



The two most common methods by which respondents usually [travel to the local shops and other local destinations](#) remain by walking (67.7% up from 60.7%), and by car (23.2% down from 30.4%). The main reasons why respondents who currently travel to local destinations by car remain convenience and practicality, age and / or disability limitations, faster / time constraints, distance, and to carry things. Very few respondents were prepared to nominate anything that may encourage them to walk or cycle to these local destinations instead of travelling by car.

The proportion of respondents who “[regularly volunteer](#)” either locally or outside the local area, increased marginally this year, up from 16.7% to 20.7%.

Summary of satisfaction with Bayside City Council

In summary the *Annual Community Satisfaction Survey* has found that satisfaction with the performance of Bayside City Council declined measurably this year, down 6.7% to 6.80, which reverses the strong increases in satisfaction recorded in 2019 and retained in 2020.

Satisfaction is now marginally higher than the inner eastern region councils (6.63), but marginally lower than the metropolitan Melbourne average (6.92), as recorded in Governing Melbourne conducted in January 2021.

There are several non-performance related factors that are likely to have had an impact on satisfaction this year, including the impact of the third COVID-19 lockdown, the lack of new and newer residents in the municipality, as well as a subtle influence from the move from the more robust and reliable door-to-door method to a telephone interview this year due to COVID-19 restrictions.

The major issues that appear to have impacted on community satisfaction with Council this year are focused on planning and housing development, sports, and recreation facilities (mostly netball courts), and communication issues.

Concerns around planning and housing development, including social housing, have re-emerged as significant negative influences on overall satisfaction, evidenced by many results throughout the report this year. This includes planning and development identified as reasons for dissatisfaction with Council’s overall performance and reasons for dissatisfaction with Council advocacy, they were the most nominated issue to address in the municipality and the respondents nominating these issues were 9.4% less satisfied than average, and satisfaction with aspects of planning and housing development declined by an average of 13.3% this year.

The average satisfaction with Council’s services and facilities was “very good”, declining by just 3.2% when overall satisfaction declined by 6.7% and satisfaction with leadership and governance declined by an average of 13.3%. Council continues to report “excellent” levels of satisfaction with most of the services of most importance to the community, including the waste and recycling services, services for children from birth to five years of age, the local library, parks, gardens, and reserves, sports ovals, and art centres.



Introduction

Metropolis Research Pty Ltd was commissioned by Bayside City Council to undertake this, its fourth *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 2021 survey comprises the following:

- Satisfaction with Council's overall performance
- Satisfaction with aspects of leadership and governance
- Importance of and satisfaction with 26 Council services and facilities
- Issues of importance to address in Bayside in the coming year
- Satisfaction with Council's advocacy to other levels of government
- Agreement with statements about Bayside Council as an organisation
- Satisfaction with planning for population growth by all levels of government
- Satisfaction with aspects of planning and development
- Satisfaction with aspects of traffic and parking, and use of sustainable transport
- Engagement with Council, and satisfaction with aspects of Council's customer service
- Questions around volunteering
- Respondent profile.

Rationale

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

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

In addition, the *Annual Community 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 individual sub-groups in the community that have issues with Council's performance or services can be identified.



Methodology and response rate

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed from 19th of February 2021 till the 5th of March 2021.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 700 surveys were conducted from a random sample of 8,407 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 8,407 telephone numbers, the following results were obtained:

- No answer - 5,634.
- Refused - 1,514.
- Call back another time - 559.
- Completed - 700.

This provides a response rate of 31.6%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down substantially on the 44.9% response rate achieved in 2020 using the superior door-to-door methodology. Metropolis Research notes, however, that the response rate is good for a telephone survey, a fact that reflects well on community engagement with Council.

The 95% confidence interval (margin of error) of these results is plus or minus 3.7% 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 46.3% and 53.7%.

This is based on a total sample size of 700 respondents, and an underlying population of the City of Bayside of 105,718.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey usually conducted of a sample of 1,200 respondents drawn in equal numbers from each of the 31 municipalities across metropolitan Melbourne. Due to the impact of COVID-19 this year, the 2021 *Governing Melbourne* has a sample size of 600 respondents.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Bayside City Council – 2021 Annual Community Satisfaction 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 2021 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the inner east region (Bayside, Glen Eira, Stonnington, Melbourne, Port Phillip, and Yarra).

Glossary of terms

Precinct

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

Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

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



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 3.7%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, and are defined as follows:

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



Council's overall performance

Respondents were asked:

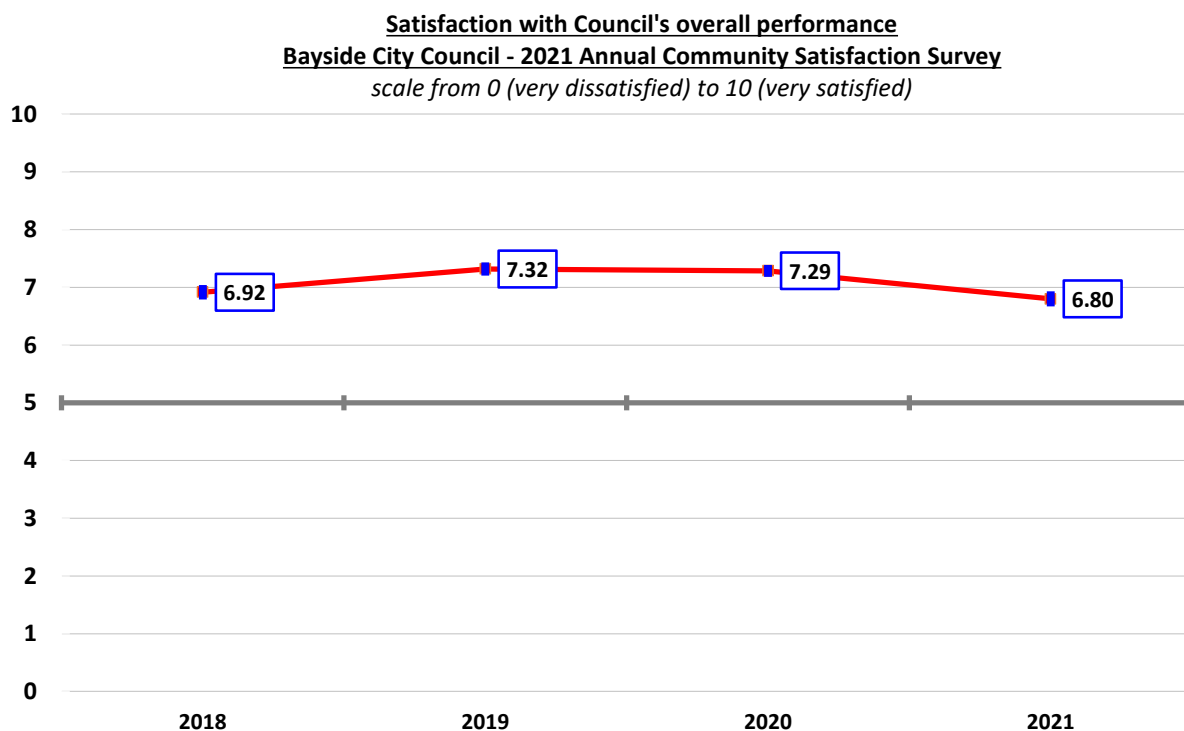
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council across all areas of responsibility (overall performance) declined measurably and significantly this year, down 6.7% to 6.80, which is a “good”, down from a “very good” level of satisfaction.

This result is now somewhat, but not measurably lower than the long-term average over the last four years of 7.08.

By way of comparison, the metropolitan Melbourne average satisfaction with local government was 6.92, marginally but not measurably higher than this City of Bayside result. This result was, however, marginally higher than the inner eastern councils' average of 6.63.

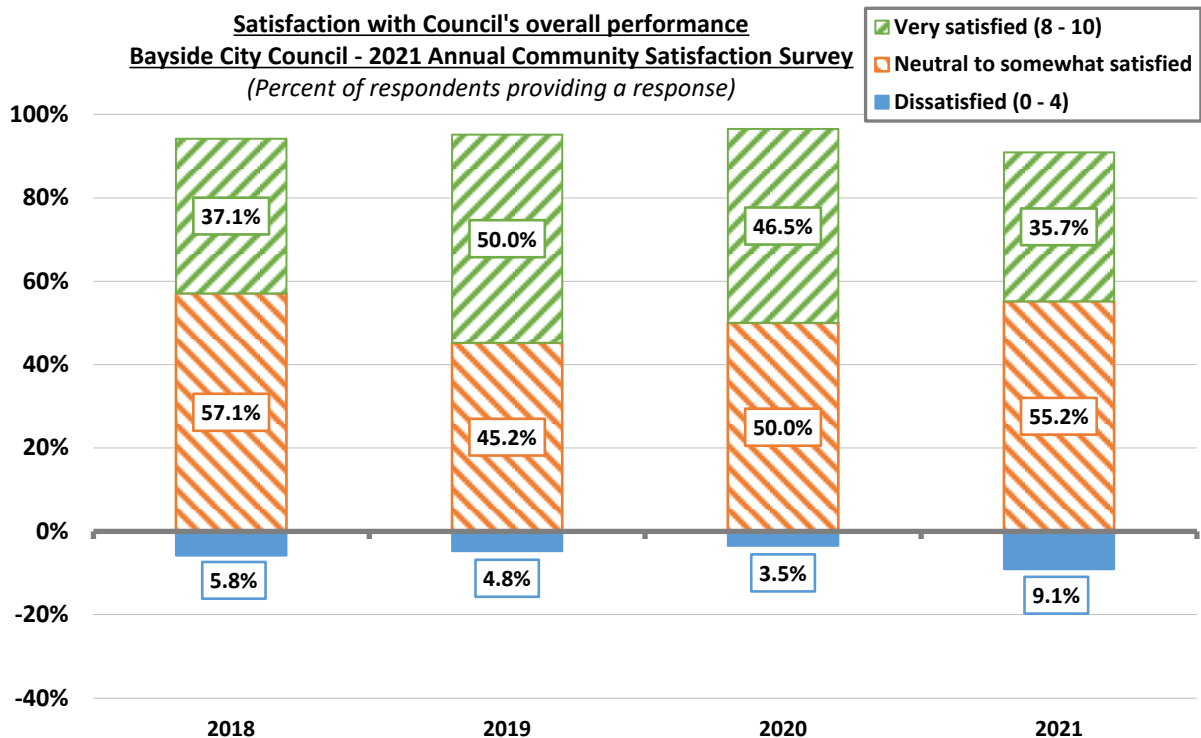
These comparison results are sourced from the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, using the telephone methodology.



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



It is noted that there was a measurable decline this year, in the proportion of respondents who were “very satisfied” with Council’s overall performance (35.7% down from 46.5%) as well as a notable increase in the proportion of respondents who were “dissatisfied” (9.1% up from 3.5%).



Non-performance related issues impacting on overall satisfaction this year

It is important to bear in mind when considering this measurable decline in overall satisfaction this year, that there are several non-Council performance related factors likely to have impacted on the results this year, which have not been present in previous years.

Reduced number of new residents

Firstly, it is critical to note that there is a significant under-representation of new and newer residents (less than one and between one and five years in the City of Bayside) this year compared to previous years. This is partly the result of a greater reluctance of newer residents to participate in the survey (anecdotal feedback was that some new residents were saying words to the effect, “I have just moved into Bayside recently and don’t really have a view about Council yet”).

The larger factor this year, however, is that there is a significantly reduced number of new residents in the municipality, given the difficulties in moving residence through much of 2020 due to COVID-19. This has grown as an issue as the year has progressed, as the proportion of new residents has declined markedly for surveys conducted in late 2020 and in 2021.



Metropolis Research notes that in 2020, the sample of 35 respondents who had lived in the municipality for less than one year, on average rated satisfaction at an “excellent” 7.94, compared to the municipal average of 7.29. In 2021, there were only 10 new residents.

Impact of COVID-19 lockdown in February 2021

The second factor affecting the results this year, appears to be a decline in community sentiment that occurred around the third COVID-19 lockdown in mid-February 2021.

Metropolis Research noted, in projects that were conducted both immediately prior to and after the February 2021 lockdown, reported a statistically significant decline in satisfaction for those surveyed immediately after the lockdown compared to those surveyed immediately prior to the lockdown. It does appear that the 2021 lockdown may have unsettled the community somewhat, and it cannot be discounted that this will have had an impact on satisfaction with Council.

Telephone methodology in 2021

Metropolis Research also notes that the change in implementation methodology from the more robust door-to-door methodology to a telephone interview this year, may be a factor that subtly affects overall satisfaction.

The lower response rate achieved by telephone (31.6%) compared to door-to-door (44.9%) will have had an impact on the results, as a greater proportion of residents who are less strongly engaged with the performance of Council will have participated in the door-to-door than the telephone survey. Greater participation tends to improve satisfaction scores, as a greater proportion of generally satisfied but not overly engaged residents have chosen to participate.

In addition, the greater level of personal engagement with the survey when conducted face-to-face can engender a more considered, and sometimes, slightly more positive view than the less personal and more perfunctory, telephone interaction.

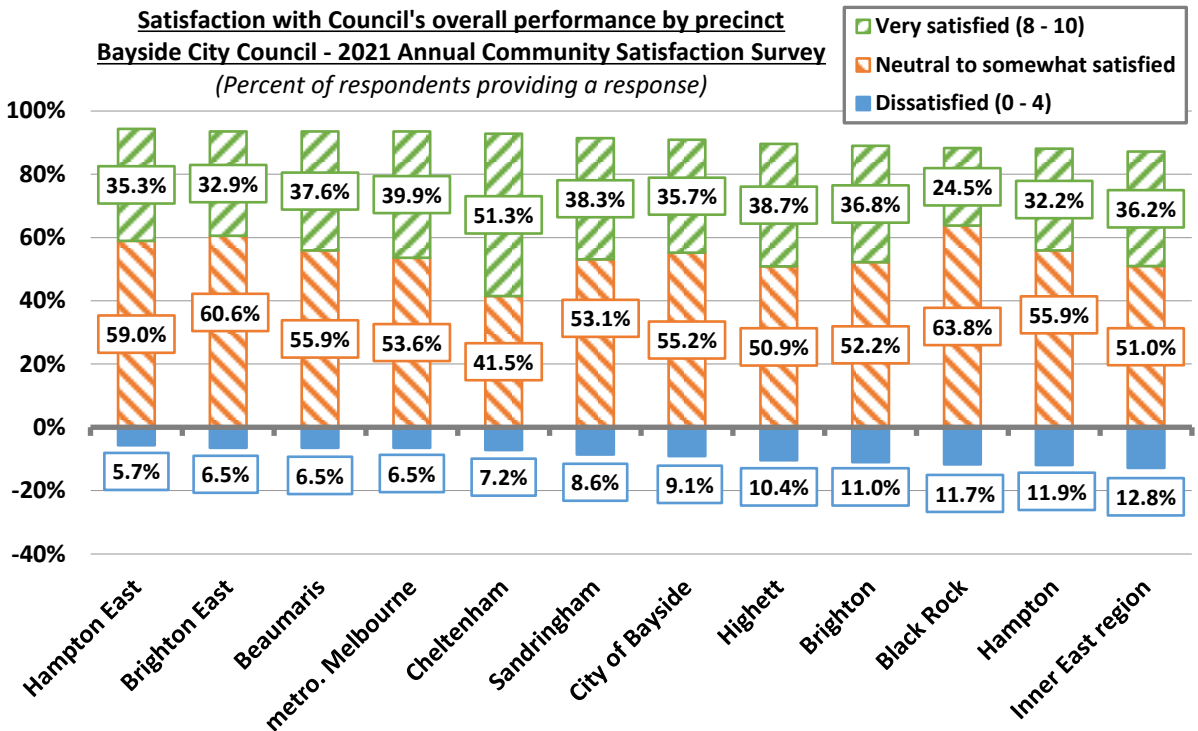
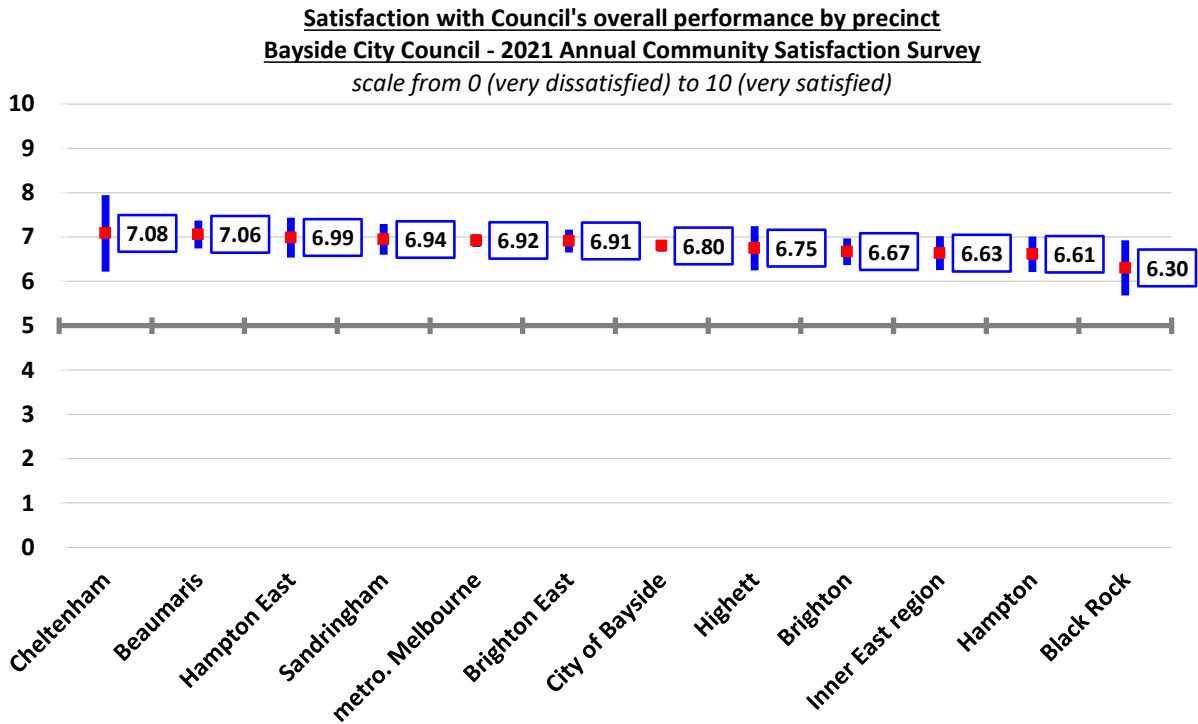
Overall satisfaction by precinct

There was no statistically significant variation in overall satisfaction with Bayside City Council observed across the nine precincts comprising the municipality, although it is noted that:

- **Black Rock** – respondents were somewhat, albeit not measurably less satisfied with Council’s overall performance than the municipal average and at a “solid” rather than a “good” level.

Metropolis Research notes that more than half of the small sample of respondents from Cheltenham were “very satisfied” with Council’s overall performance. It is also noted that only 24.% of respondents from Black Road were very satisfied with Council’s overall performance, whilst 11.7% were dissatisfied.





Overall performance by respondent profile

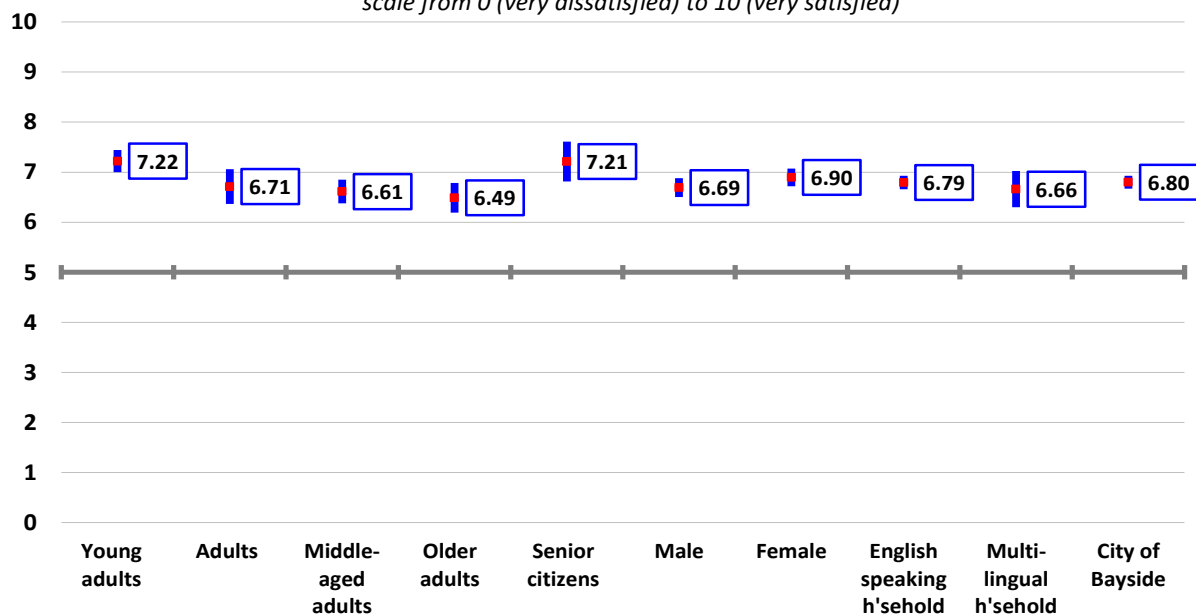
The following graphs outline the average overall satisfaction and raw satisfaction percentages broken down by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Bayside, household disability status, and household structure.



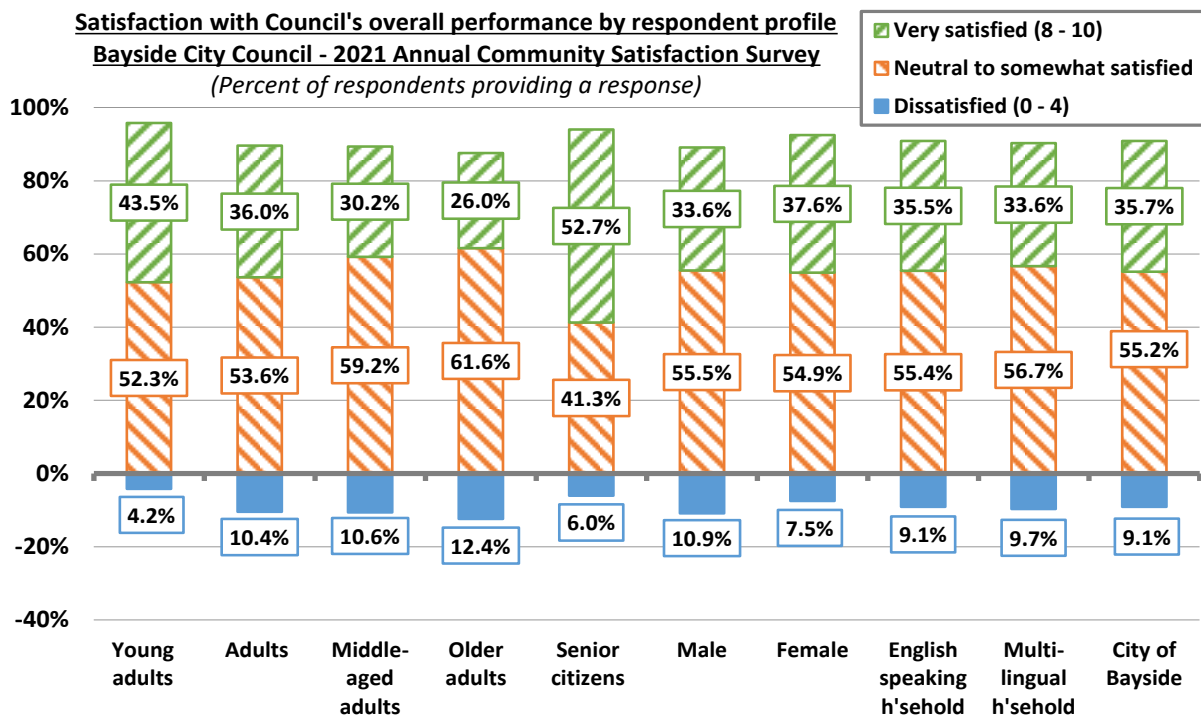
There was relatively little meaningful variation in satisfaction observed by respondent profile, which reflects well on the performance of Council providing equal service across the entire community. The following variations are still noted:

- **Somewhat more satisfied than the municipal average** - includes young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), medium term residents of Bayside (5 to less than 10 years), and group household respondents.
- **Somewhat less satisfied than the municipal average** – includes middle-aged and older adults (aged 45 to 74 years) and two-parent families (youngest child aged 13 to 18 years).

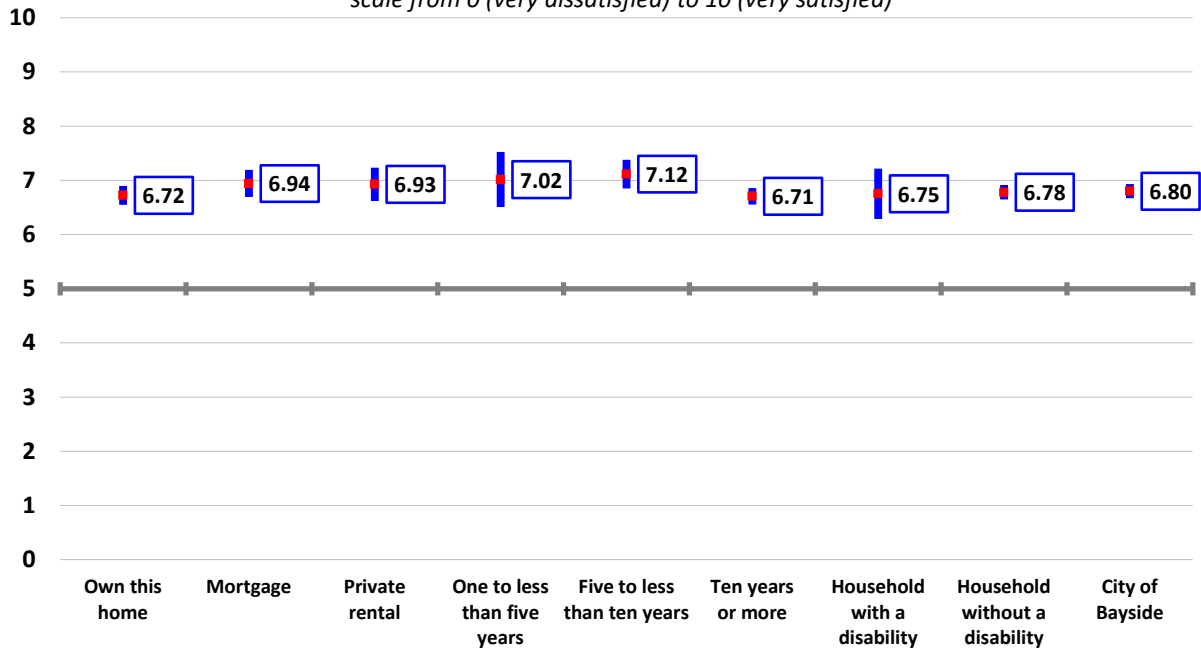
Satisfaction with Council's overall performance by respondent profile
Bayside City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



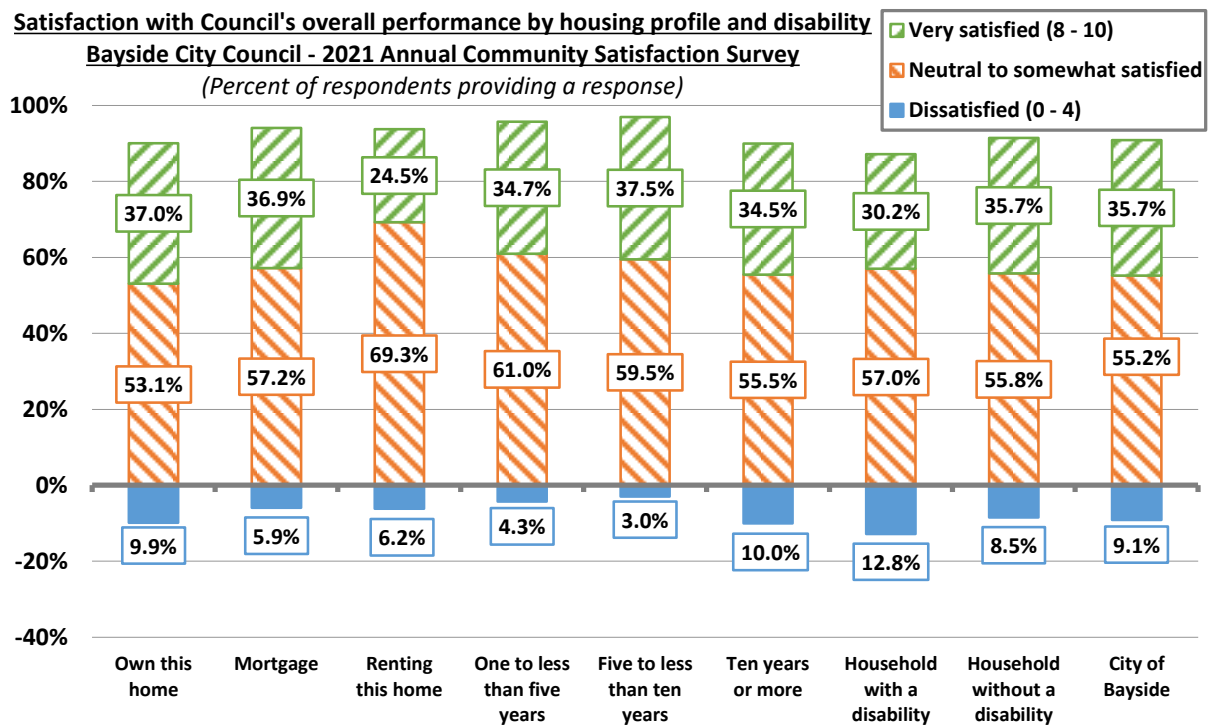
Satisfaction with Council's overall performance by respondent profile
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

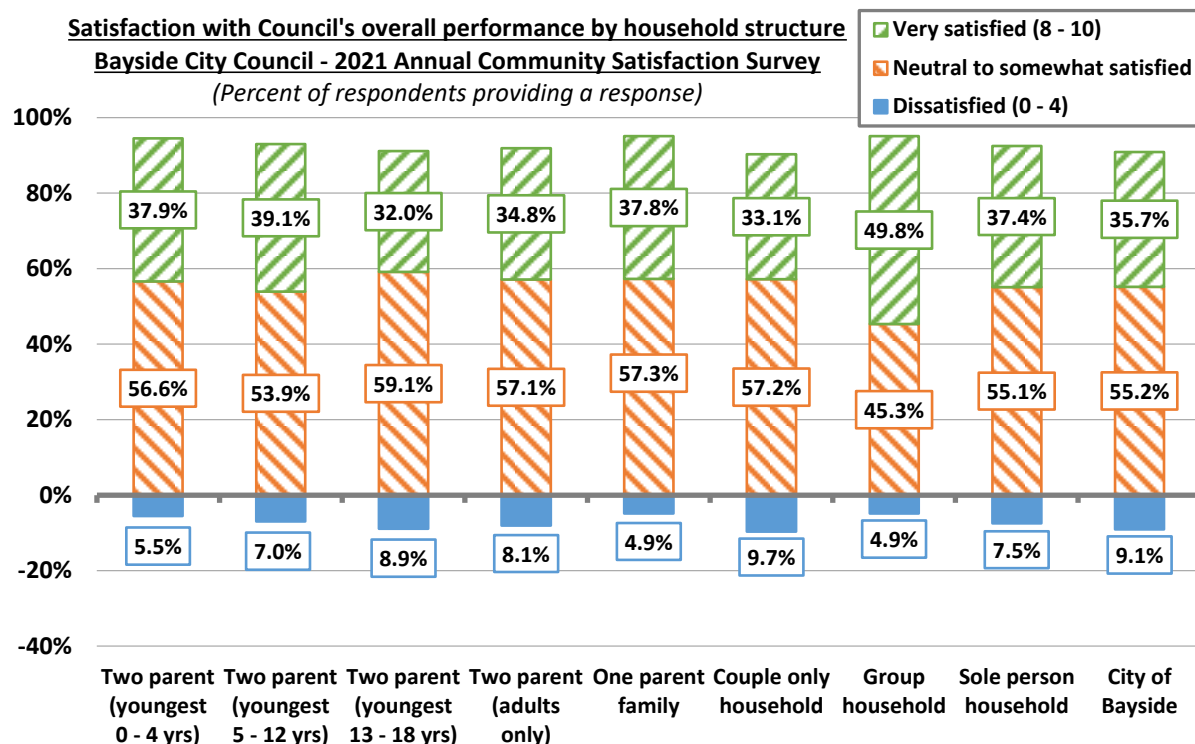
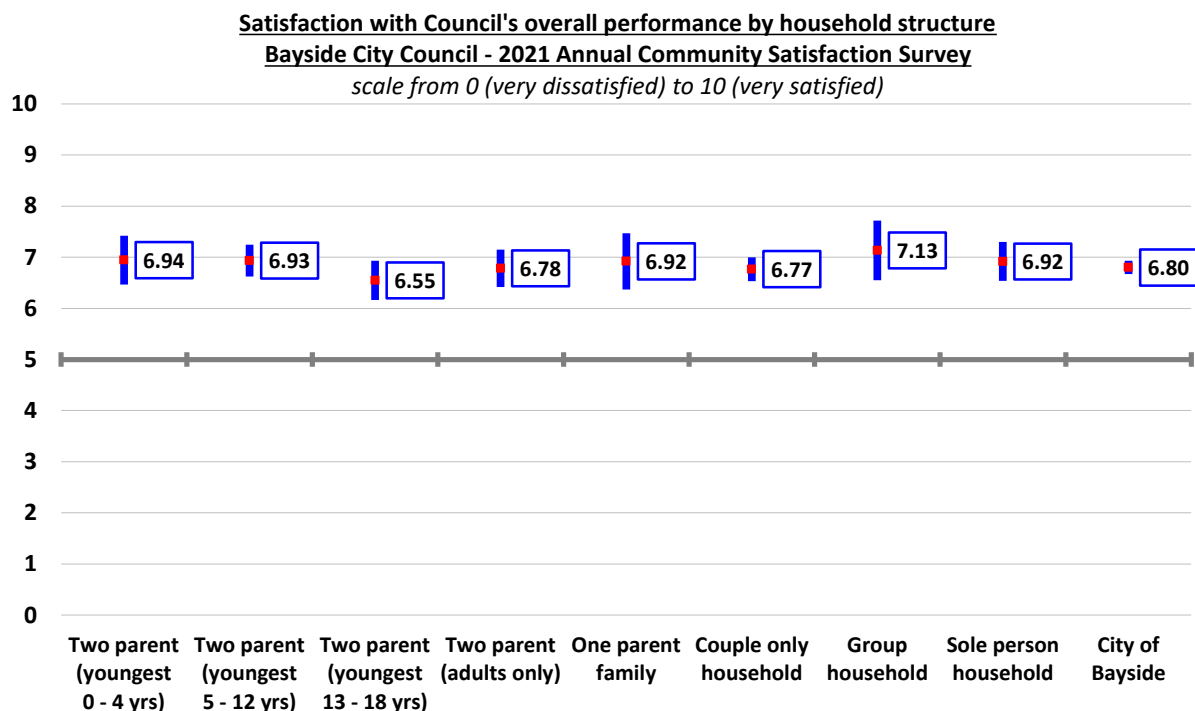


Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

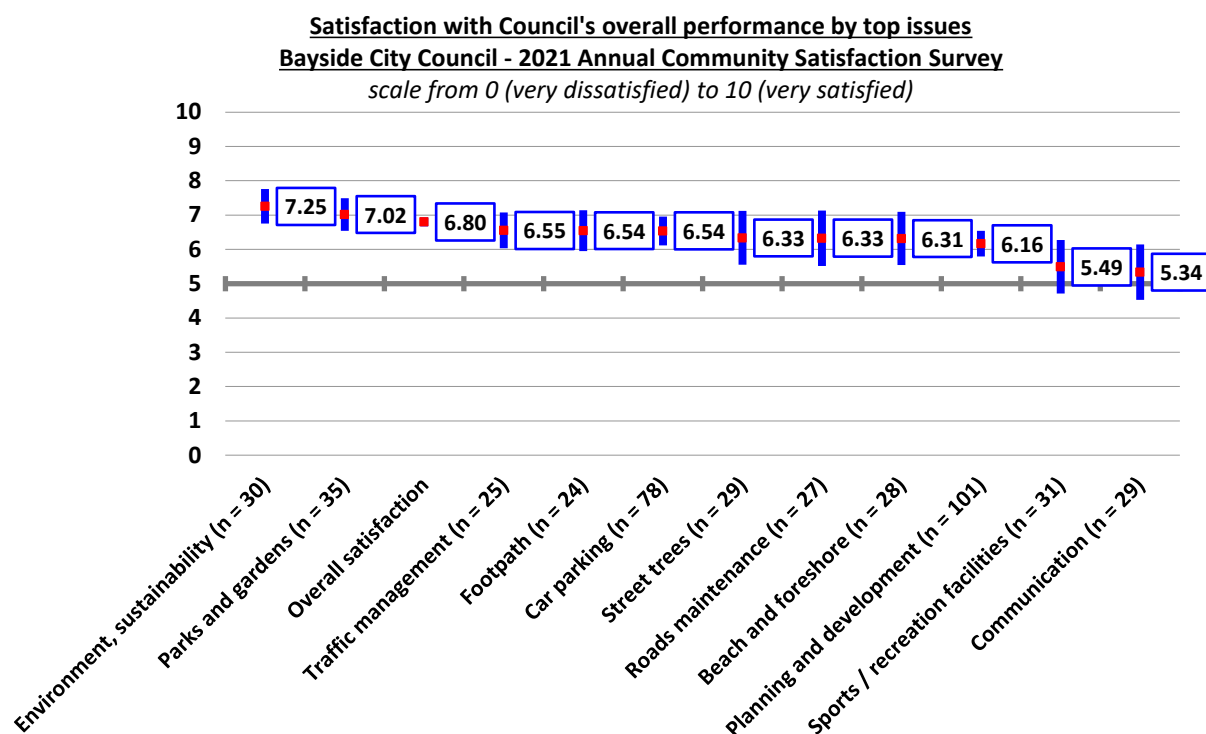




Correlation between issues and satisfaction with Council's overall performance

The following graph provides a comparison of satisfaction with Council's overall performance for respondents nominating each of the 11 most nominated issues to address for the City of Bayside "at the moment".

As is clear in the graph, the small number of respondents nominating nine of these 11 issues, were, on average, somewhat less satisfied with Council's overall performance than the average of all respondents.



It is noted that the 30 respondents who nominated environment and sustainability related issues and the 35 respondents who nominated issues with parks, gardens, and open spaces were somewhat more satisfied with Council's overall performance than average. This suggests that these two issues are unlikely to be exerting a negative influence on overall satisfaction for the respondents nominating the issues.

The respondents who nominated issues with traffic management, footpaths, car parking, street trees, road maintenance and repairs, and beach and foreshore related issues, were all somewhat, but not measurably, less satisfied with Council's overall performance than the municipal average. This does suggest that these issues are likely to be exerting a somewhat negative influence on overall satisfaction with Council for the respondents nominating these issues.

The three issues that appear to be exerting a significant negative influence on overall satisfaction with Council for the respondents nominating the issues are planning and development related issues (101 respondents @ 6.16), sports and recreation facilities (31 respondents @ 5.49), and communication related issues (29 respondents @ 5.34).

Metropolis Research notes that both the planning and development and communication related issues have consistently been identified in this survey as being issues strongly negatively correlated with overall performance.



In relation to communication issues, these tend to reflect concerns around a perception that Council is not listening to residents or communicating effectively with the community.

Planning and development issues in the City of Bayside are largely concerned with the number and type of medium and higher density housing development occurring in the municipality.

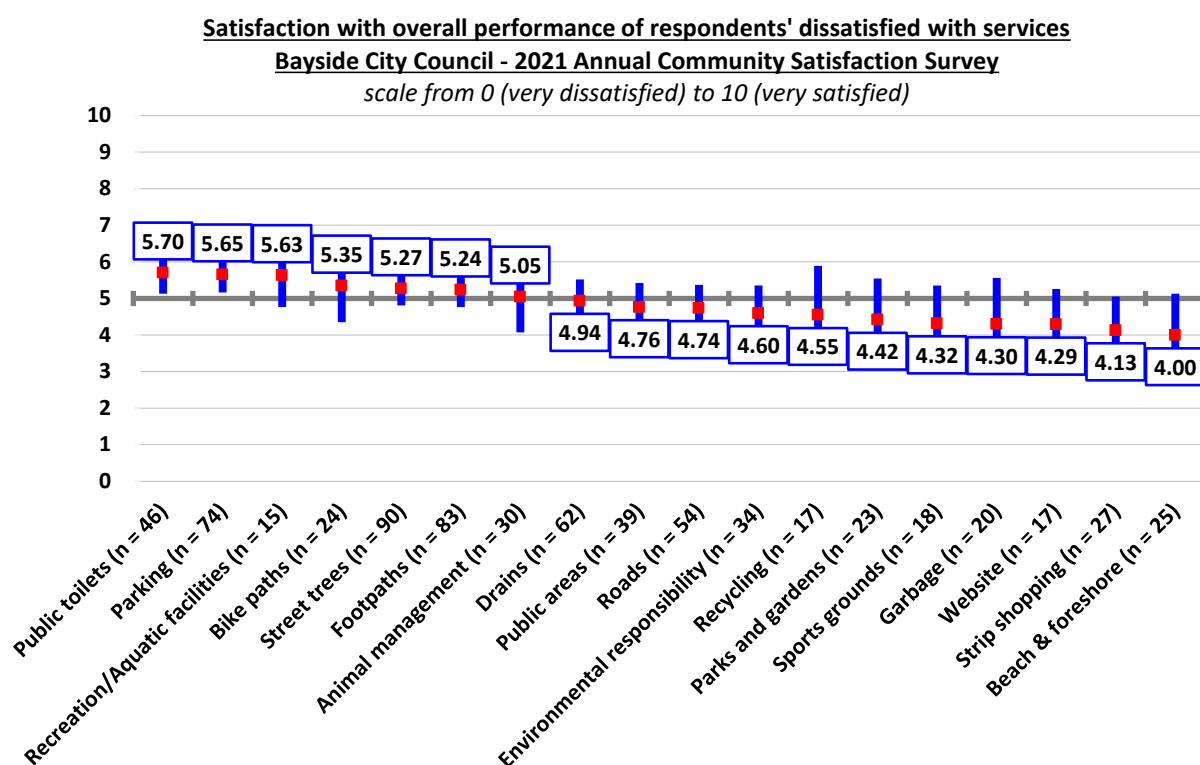
Sports and recreation facilities have not traditionally been nominated as a top issue to address in the municipality, and this year it was nominated by 33 respondents (4.7% up from 1.6%). For the small number of respondents nominating these facilities as one of the top three issues to address, were on average, very dissatisfied with Council's overall performance at just 5.49 or "very poor".

Of the 33 issues categorised as "sports and recreation facilities", 11 were related to issues with the netball courts and four related to issues in relation to swimming pool and / or aquatic centres issues, including a perceived need for more facilities.

Overall satisfaction of respondents dissatisfied with services and facilities

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with which fewer than 10 respondents were dissatisfied have been excluded from these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably less satisfied with Council's overall performance than the municipal average of all respondents (6.80).



It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one core service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (an average of 38) respondents were dissatisfied with Council's performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for some respondents who tended to provide the same higher 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 range of services and facilities that Council provides.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were the appearance of the beaches, foreshore, and bushland, the maintenance and cleaning of shopping strips, Council's website, the regular garbage collection, and sports grounds and similar facilities. Whilst only a very small proportion of the total sample (approximately three percent), these small groups of respondents were the least satisfied with Council's overall performance.

Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

"Why did you rate Council's overall performance at the level you did?"

Respondents were asked the reasons why they rated their satisfaction with Council's overall performance at the level they did. The 232 responses have been broken down into those who were "dissatisfied" (rated satisfaction at less than five), those who were "neutral" (rated satisfaction at five), and those who were "satisfied" (rated satisfaction at six or more).

In summary, the key findings are as follows:

- ***Satisfied respondents*** – includes 166 responses, of which 92 were generally positive, 36 were neutral, and 38 were generally negative in nature. The positive responses related to a general perception that Council was doing a good job, as well as a wide range of specific services or issues were raised in a positive light by a small number of respondents. A small number of respondents referred to satisfaction with Council's handling of COVID-19. The negative issues raised by satisfied respondents related mostly to the issues of perceived lack of communication as well as planning and development, with many other issues raised by a small number of respondents (including parking, rates, animal management, advocacy, and others).
- ***Neutral respondents*** – includes 19 responses covering a wide range of issues, with a perceived lack of communication prominent in these results.
- ***Dissatisfied respondents*** – includes 47 responses covering a wide range of issues. The main issues raised related to a perceived lack of communication with the community and a lack of responsiveness, with other issues including planning issues, political issues, and rates was raised by a small number of respondents.



Reasons for rating Council's overall performance at the level you did
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Dissatisfied (rating less than 5)</i>	
Council doesn't listen to the people who live here	3
Failure of taking important decisions	2
No communication / need more	2
They are hypocritical and too focused on the environment	2
They are not responsive compared to other Councils	2
Too many new developments being built	2
Basics are done well, but critical things about the future are overlooked	1
Better management and community engagement required	1
Council not taking ownership of responsibility	1
Did not have good experiences with them	1
Divided attention to community	1
Don't feel that the Council is in touch with priorities of the residents	1
Don't like decisions they've made	1
Don't think they are a good Council	1
Function slowly	1
Have an ongoing issue with neighbour and the Council has not helped regarding to solve the issue regarding sewage pipeline	1
In general.	1
Ineffective consultation and engagement	1
Make political decisions	1
No consultation	1
No proper maintenance	1
No regular engagement with community related to development etc.	1
No response with planning permission	1
Not doing anything	1
Not sure about their activities	1
Takes forever to get permits	1
The Council have made bad development decisions in terms of street accessibility	1
The new legislation that they have proposed to limit the trailer parking	1
There is always a reason for them for not serving the residents, they are not incapable of thinking out of the Council policies	1
They are not taking proper actions	1
They aren't accessible enough	1
They have sold out and don't care about residents	1
They increased rates but no major change	1
They need to do more rather than waste money	1
They should engage more with the community	1
They spend money without consultation	1
They're not visible and are hard to access	1
Too many high-rise developments	1
Traffic and parking concerns	1
Value doesn't meet the rates	1

Total responses

47



<i>Neutral (rating at 5)</i>	
I don't think they're doing well now	2
A few things like dog management, garbage collection need to improve	1
Appalling condition of roads, drains and other services	1
Average job by Council	1
Council is good	1
Implement old strategies and laws instead of making new ones	1
Lack of community consultation	1
No communication at all	1
Not impressed with the candidates	1
Not satisfied with the limited amount of parking	1
Parks and beach are good, the rest are not good enough	1
Satisfied with their performance	1
Sports, ovals, roads are bad	1
They are not trustworthy	1
They aren't accessible enough	1
They need to communicate with the residents and then make the decision that affects everybody	1
They're doing a good job, but the Council has allowed my neighbours to build on our property	1
Very inefficient and only care about money	1
Total responses	19

<i>Satisfied (rating at 6 or more)</i>	
<i>General positive statements (rating at 6 or more)</i>	
Overall good	16
Doing good job / happy with Council	14
Overall good but can improve	13
Satisfied with their performance	7
Haven't had any issues / complaints	4
General services are good	3
Excellent	2
The Council addresses issues on time	2
The rates are reasonable / good	2
They are easy to contact and helpful	2
They've been improving	2
Adequate consultation with the residents	1
Aged care facilities to be improved	1
An improvement in drains	1
An improvement in footpaths	1
Appeals to the right people	1
Basics are done well, but critical things about the future are overlooked	1
Compared to other Councils, quite good	1
Do use the services for older people	1
Engage more with residents	1
Have had good interactions with Council	1
I think they're doing well now with what they have	1



Just my personal relationship with the Council	1
Last 12 months done well keeping on top of COVID	1
Last year they went out of their way to help, and it was a hard time	1
No Council is perfect but doing well	1
On balance is desirable suburb managing well with issues	1
Pretty good but still have room for improvement with new buildings	1
Quite well set up in Hampton	1
Responsive when something goes wrong	1
Rubbish gets collected	1
Satisfied with good communication	1
There is always someone who will listen to you	1
They have good advocacy	1
They seem to have everything under control	1
Website is helpful	1
Total	92

Neutral statements (rating at 6 or more)

Can improve	22
Can do better	7
Can do good	2
Mixed bag	2
The Council sends people to have tea and talk with me in apartment	1
Nothing to complain about	1
Fairly average	1
Total	36

General negative statements (rating at 6 or more)

No / poor communication	6
Poor community consultation and engagement, need to improve	5
Poor planning and development	4
Overdevelopment	2
Sometimes issues are overlooked	2
Receive disability support services and they are disorganised	1
Animal management is not good	1
Communication could be better	1
Doesn't respond to enquiries from residents	1
Don't engage on some issues	1
Don't have anything to do with them	1
Feel neglected in Highett	1
More community interaction required	1
Parking permit	1
Rates are too high	1
Room for improvement in advocacy	1
Room for opportunities to directly engage with Council	1
The Woolworths development has no underground parking. Council refused to do it	1
They don't look after community needs that well	1
They focus on small projects	1



They have placed too many restrictions on parking	1
Transparency regarding planning and development required	1
Unfair distribution of funding	1
Very unhappy with hard rubbish collection	1
Total	38
Total responses	232

Leadership and governance

Respondents were asked:

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

The average satisfaction with the five included aspects of leadership and governance declined measurably and significantly this year, down 13.3% from 7.27 or “very good” to 6.30 or “solid”.

This is a significant decline, which brings the average satisfaction with these five aspects of leadership and governance below the long-term average over the last four years of 6.84.

Metropolis Research notes that the average decline in leadership and governance of 13.3% was greater than the decline in satisfaction with many aspects of performance this year, including overall performance (down 6.7%), customer service (down 7.1%), and average satisfaction with services and facilities (down 3.2%). This suggests that there are other issues, aside from the general decline in satisfaction with Council, underpinning at least some of this year’s decline in satisfaction with Council’s leadership and governance performance.

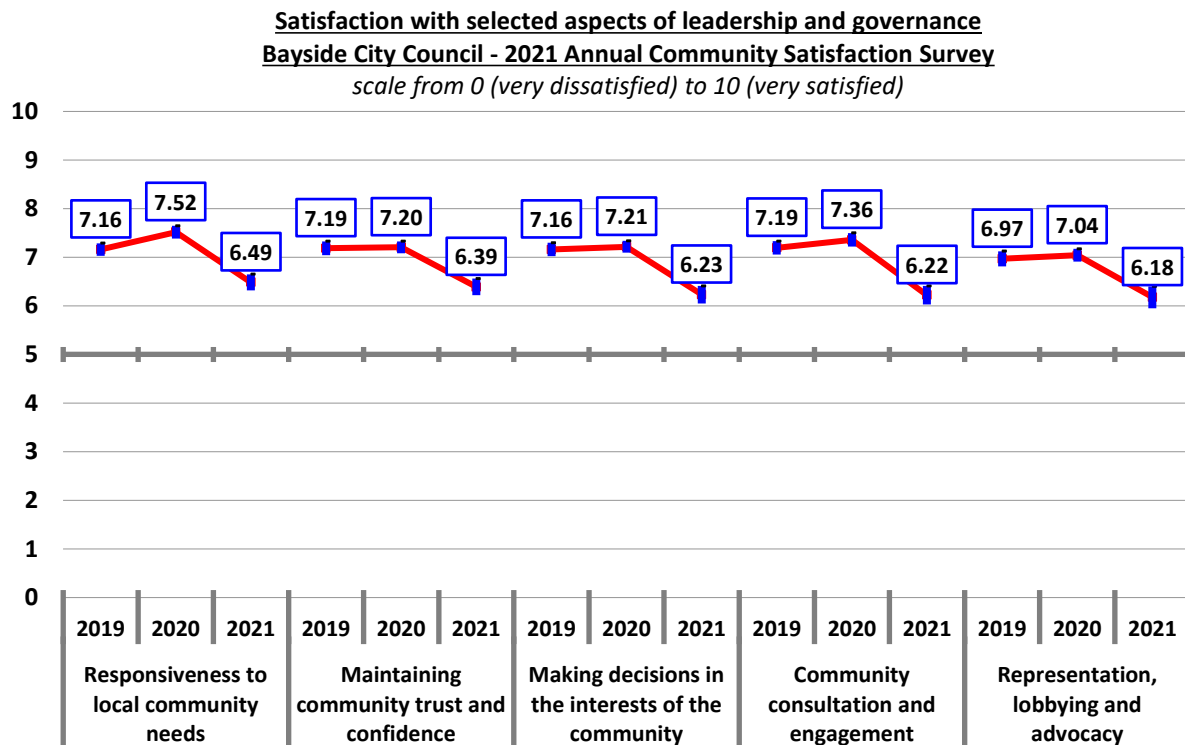
This decline in average satisfaction with leadership and governance was, however, the same 13.3% decline in satisfaction reported for aspects of [planning and housing development](#), and was only marginally greater than the average decline in satisfaction with Council’s advocacy (down 11.4%).

Metropolis Research is of the opinion, that the large decline in satisfaction with aspects of leadership and governance are likely to be related, at least in part, to the decline in satisfaction with aspects of planning and housing development. This is reinforced by the fact that planning, building, and development issues were the most nominated issues to address for the City of Bayside (at 15.6%, which is more than three times the metropolitan Melbourne average of 4.1%).

This relationship between satisfaction with Council’s leadership and governance and planning and housing development is further attested to by the fact that the aspects of Council’s advocacy to report the largest declines in satisfaction this year were Council’s advocacy “for a planning system that provides more certainty for Bayside residents” (down 15.9%) and for increasing the supply of social and affordable housing in Bayside” (down 18.2%).



The average satisfaction with all five aspects of leadership and governance were rated at “solid” levels this year, down from the “very good” and “good” levels recorded in 2020, immediately prior to the onset of the COVID-19 pandemic.



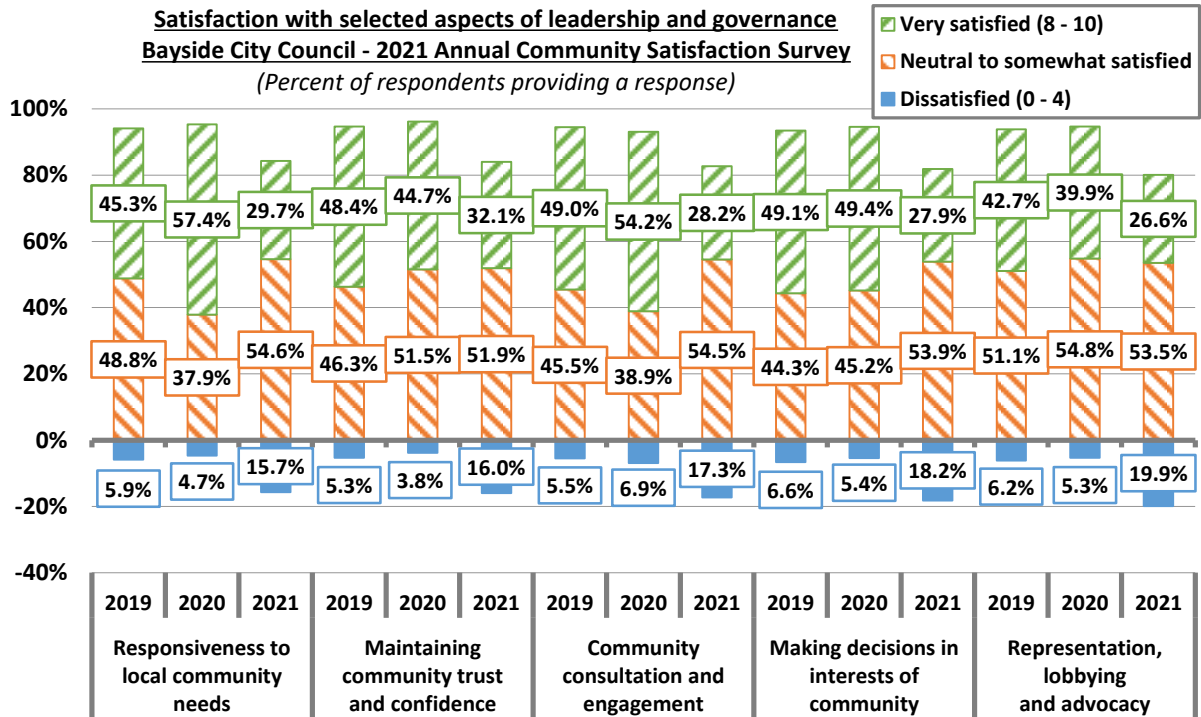
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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

There was a substantial decline reported this year, in the proportion of respondents who were “very satisfied” with each of these five aspects of leadership and governance, down from an average of approximately 50% last year to a little more than one-quarter this year.

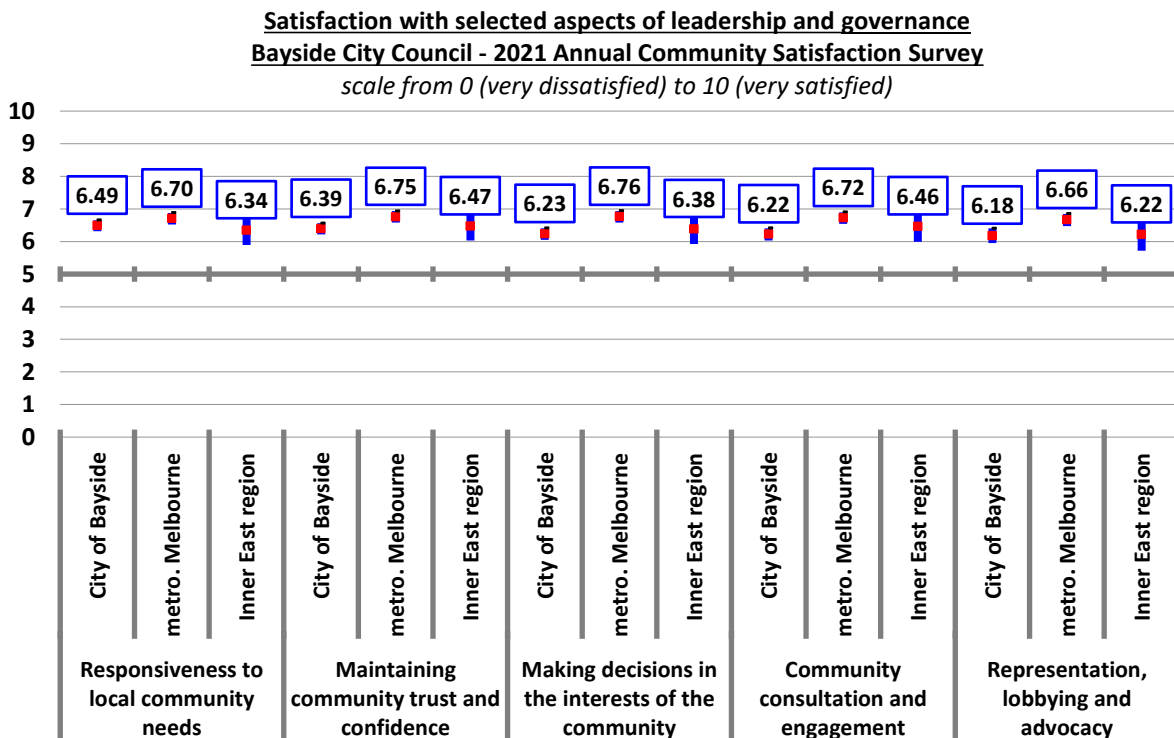
There was also a substantial increase in the proportion of respondents dissatisfied with each of these five aspects, up from less than seven percent last year, to between one-sixth and one-fifth this year.

Particular attention is drawn to the fact that one-fifth (19.9%) of respondents were dissatisfied with Council’s representation, lobbying, and advocacy to other levels of government this year, up from 5.3% last year.



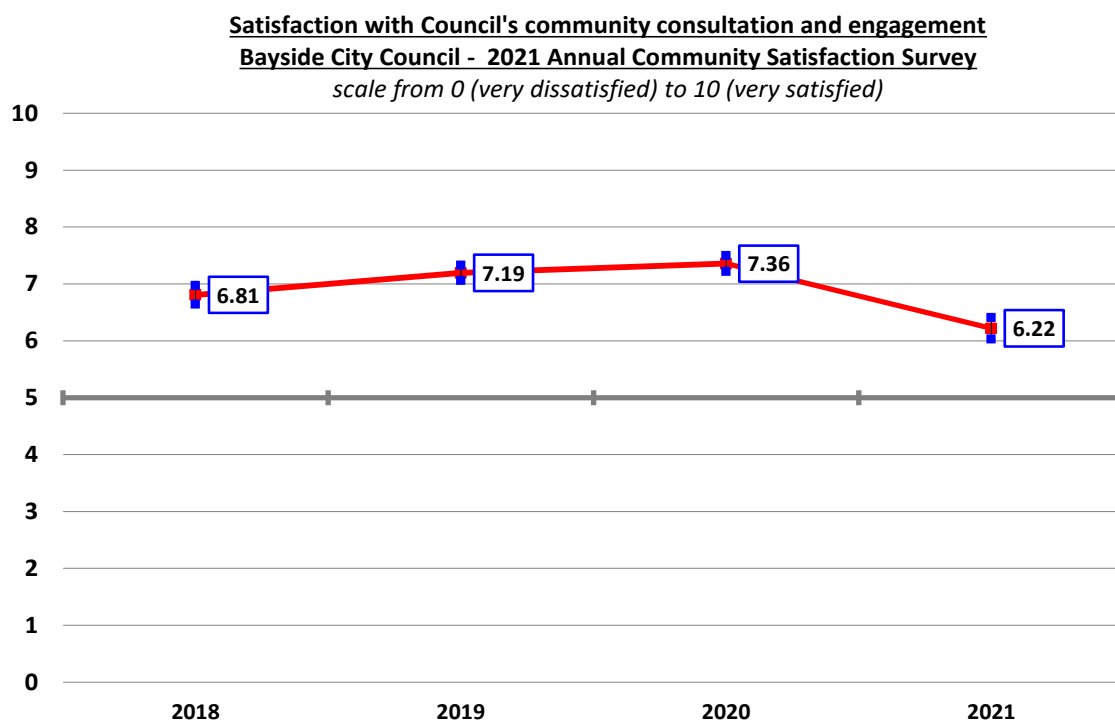


When compared to the 2021 *Governing Melbourne* results, it is noted that satisfaction with all five aspects of leadership and governance were similar in the City of Bayside as the inner eastern region councils' averages, and somewhat lower than the metropolitan Melbourne averages.

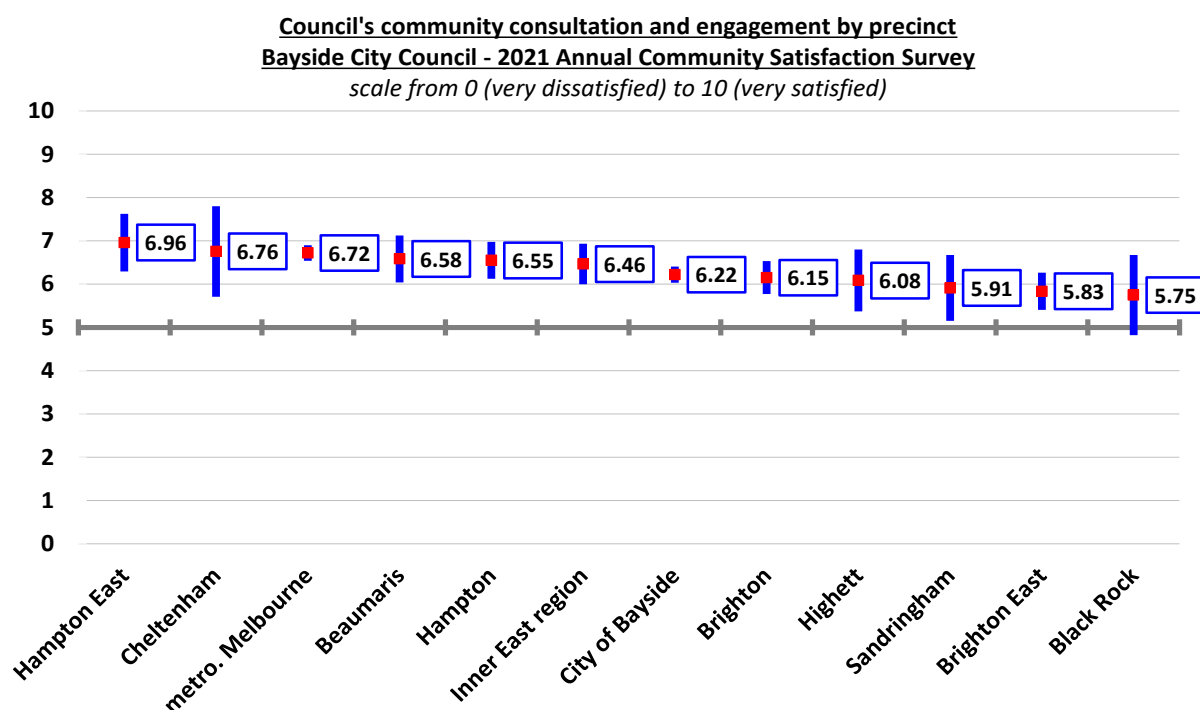


Community consultation and engagement

Satisfaction with Council's community consultation and engagement declined measurably and significantly this year, down 15.5% to 6.22, which is a "solid", down from a "very good" level of satisfaction. This decline reverses the steady improvements in satisfaction with this aspect recorded over the previous two years.



There was no statistically significant variation in satisfaction with this aspect of leadership and governance observed across the nine precincts comprising the City of Bayside.



Whilst several specific issues are raised (e.g., COVID-19, planning and development, sports facilities), the majority of the 99 responses received from respondents dissatisfied with Council's community consultation and engagement refer to a perceived lack of Council listening to, engaging with, and communicating effectively with the community.

Metropolis Research notes that for many respondents, the dissatisfaction with communication, consultation, and engagement, can be underpinned by dissatisfaction with an underlying issue (in the Bayside context, planning is an example of these issues), rather than purely a reflection of the quality of Council's consultation and engagement activities. For example, dissatisfaction with a planning outcome can influence satisfaction with consultation and engagement, as the respondent feels that Council was not listening to or responding to their needs in relation to the planning matter.

Reason for dissatisfaction with Council's community consultation and engagement

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number of responses)

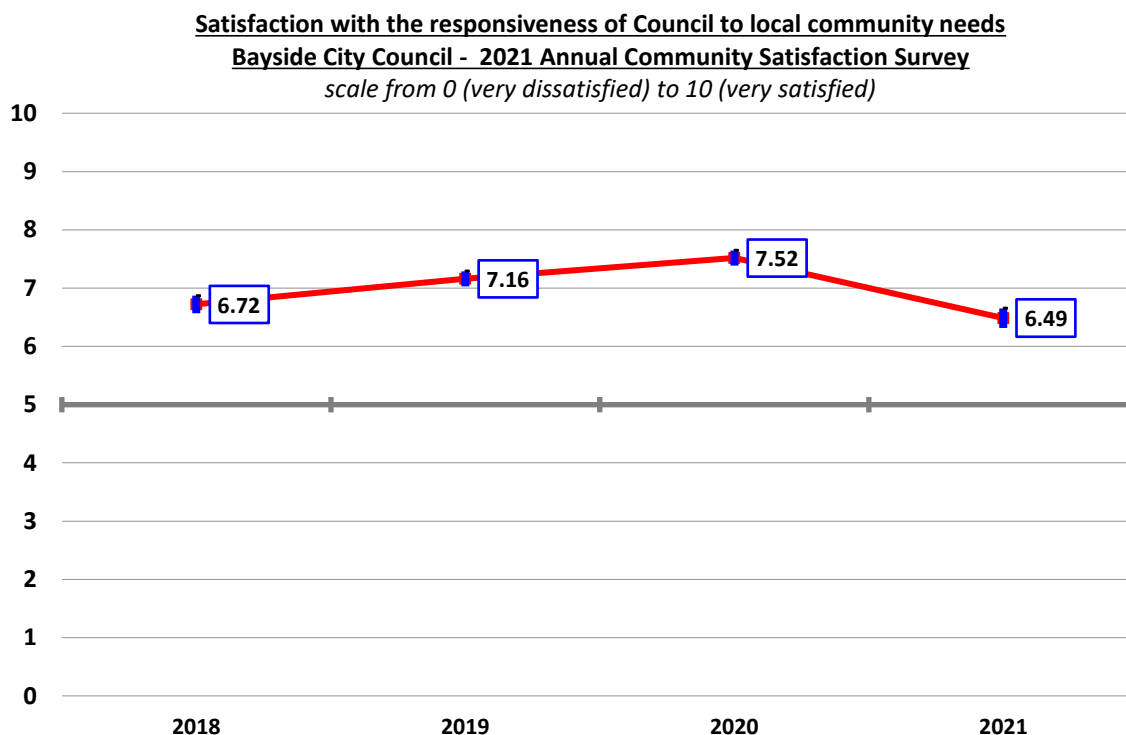
<i>Reason</i>	<i>Number</i>
Do not listen to community needs / feedback / complaints	17
Don't see any community consultation and engagement	12
No / poor communication	8
Do not get / see any information	4
Net ball court	4
First time received call from Council	3
No response on calls and information regarding COVID	3
Overdevelopment	3
They do what they want to do without consulting the community	3
Going to put in netball stadium next to toxic soil so putting it somewhere else causing traffic jam	2
I never hear from them, not enough outreach	2
More engagement required	2
Their engagement doesn't meet the needs of the community	2
Attempted to contact. Do not listen at all	1
Big problems in Brighton	1
Closing off golf driving range. Trying to take away the parks	1
Complained regarding branches falling off from street trees	1
Consultation process regarding Elsternwick Park was horrendous	1
Consulted them for a dangerous crossing road sign and they did not respond	1
Continuous communication regarding parking	1
Council does not consult the residents and makes actions not in favour	1
Do not communicate when they take certain decisions	1
Don't publicise controversial events	1
Golf course	1
Got the run around	1
Hard to deal with and not responsive	1
Just poorly structured	1
Netball court and ruined parking in the streets	1
No communication: assume community needs but influenced by private developers	1
No voice in the development of netball court	1



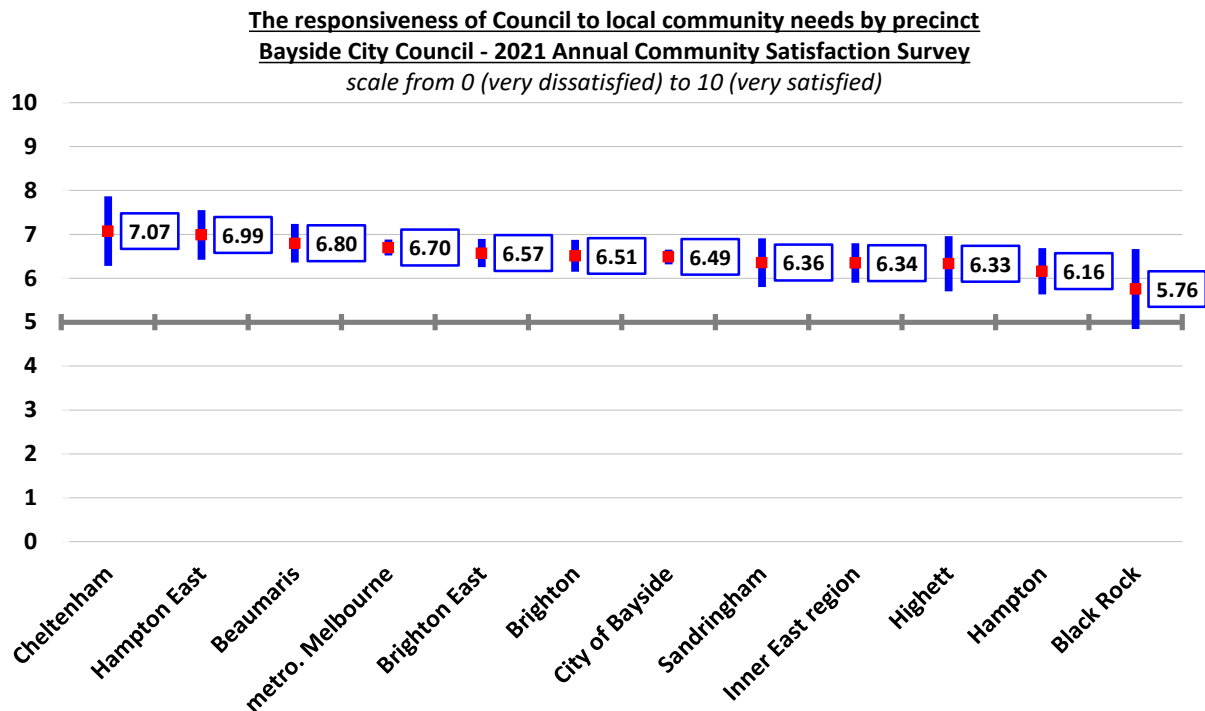
No way to find out information about planning developments	1
Not considering planning development projects	1
Not effective	1
Poor housing development / housing commission decisions	1
Poor management during the pandemic	1
South Rd	1
Sporting complex	1
Sports facilities not provided	1
The dog management services aren't great	1
The parking is not available even during the working hour, don't consult the community during COVID	1
They are very political and it's hard to get information	1
They consult on ridiculous matters rather than material matters. Like consultation on open fires	1
They decide to build public toilets without consultation in Black Rock	1
They don't do their responsibility	1
Trouble with police	1
We have had different things with the Council, and they don't consult us	1
You cannot ever get to talk with them	1
Total	99

The responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs declined measurably and significantly this year, down 13.7% to 6.49, which is a “solid”, down from a “very good” level of satisfaction. This decline reverses the steady improvements in satisfaction with this aspect recorded over the previous two years.

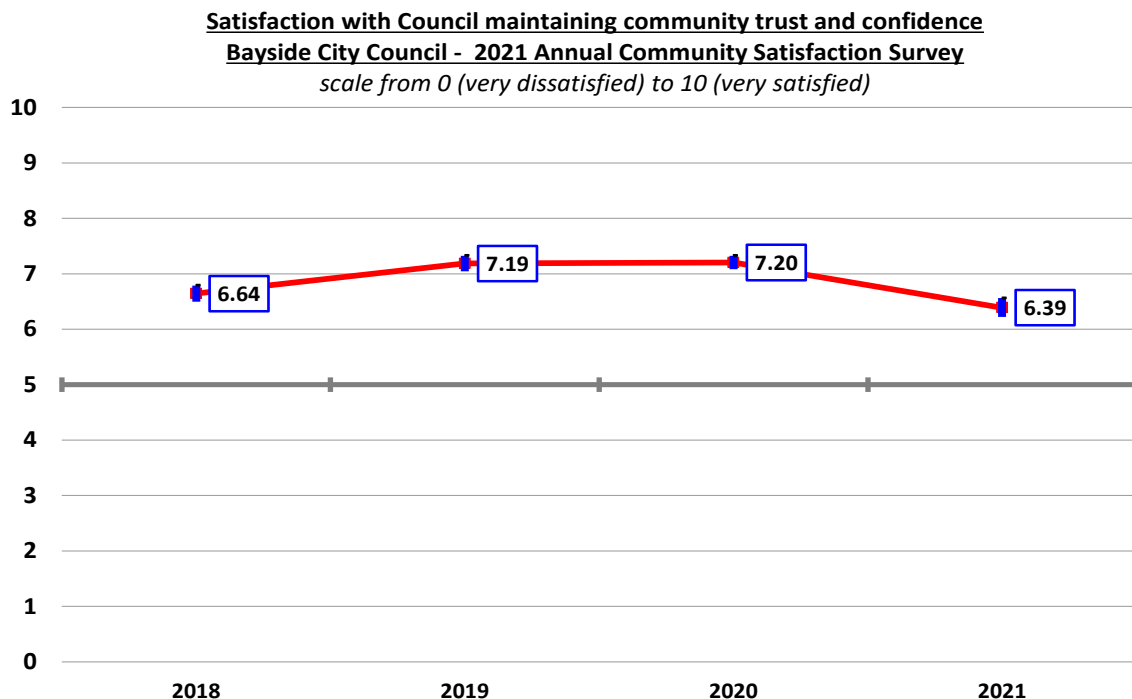


There was no statistically significant variation in satisfaction with this aspect of leadership and governance observed across the nine precincts comprising the City of Bayside.

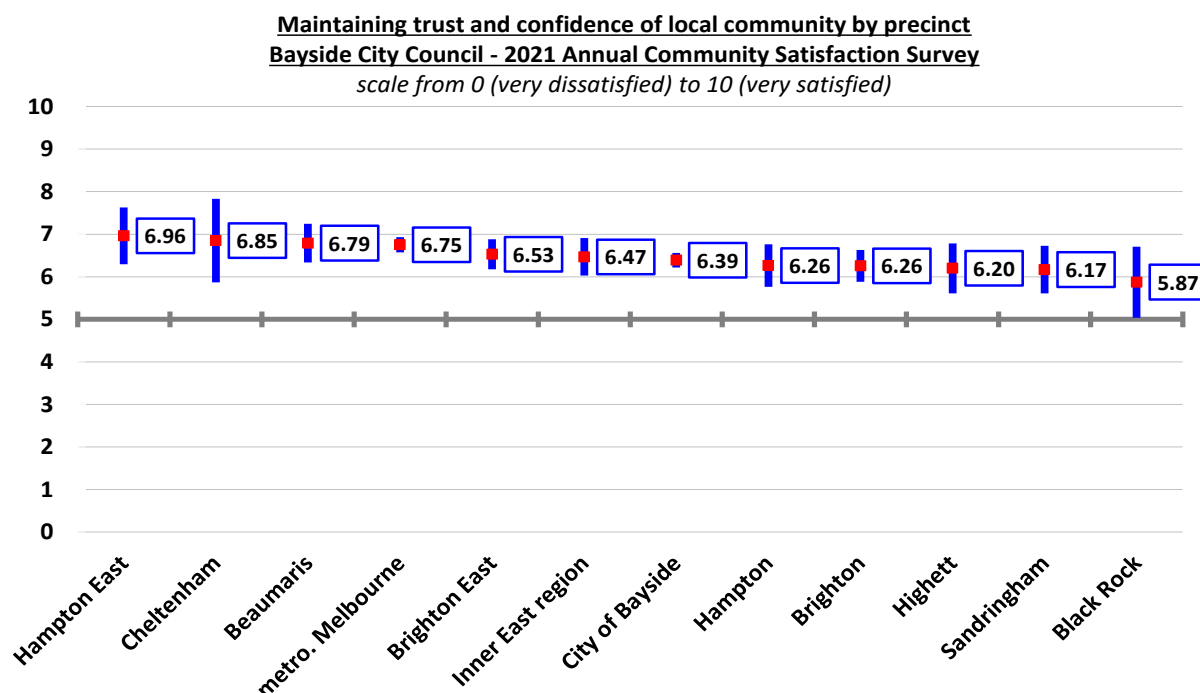


Maintaining trust and confidence of local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community declined measurably and significantly this year, down 11.3% to 6.39, which is a “solid”, down from a “good” level of satisfaction. This decline reverses the steady improvements in satisfaction with this aspect recorded over the previous two years.

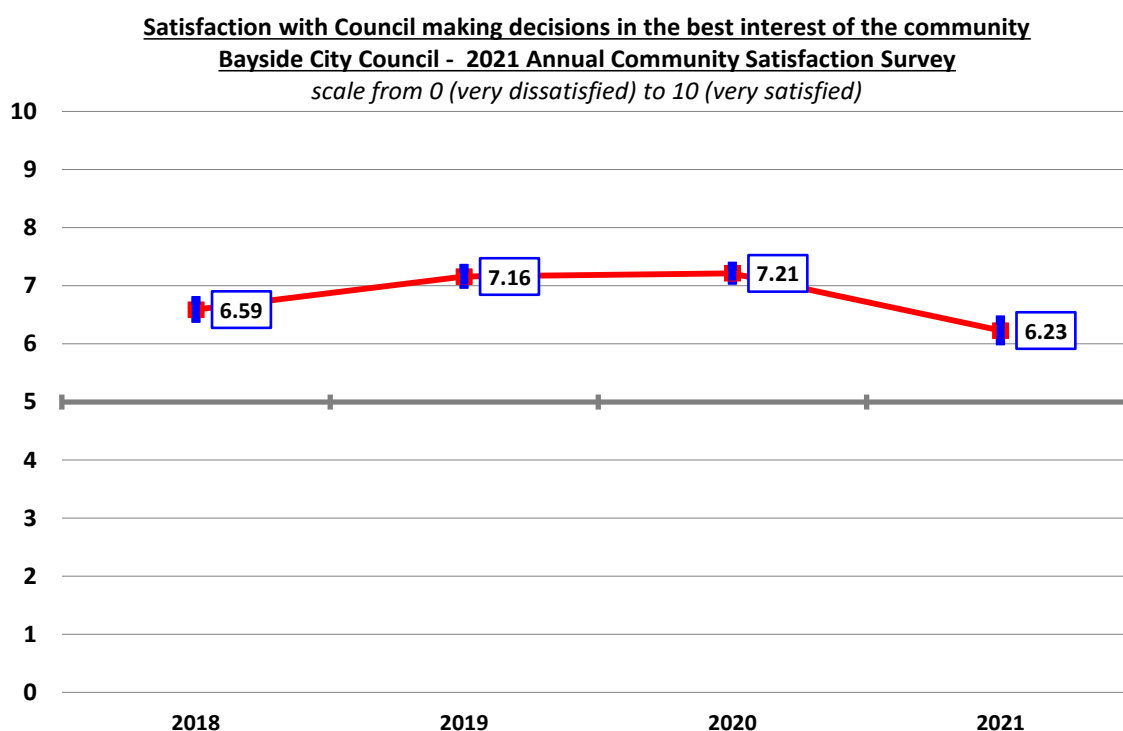


There was no statistically significant variation in satisfaction with this aspect of leadership and governance observed across the nine precincts comprising the City of Bayside.

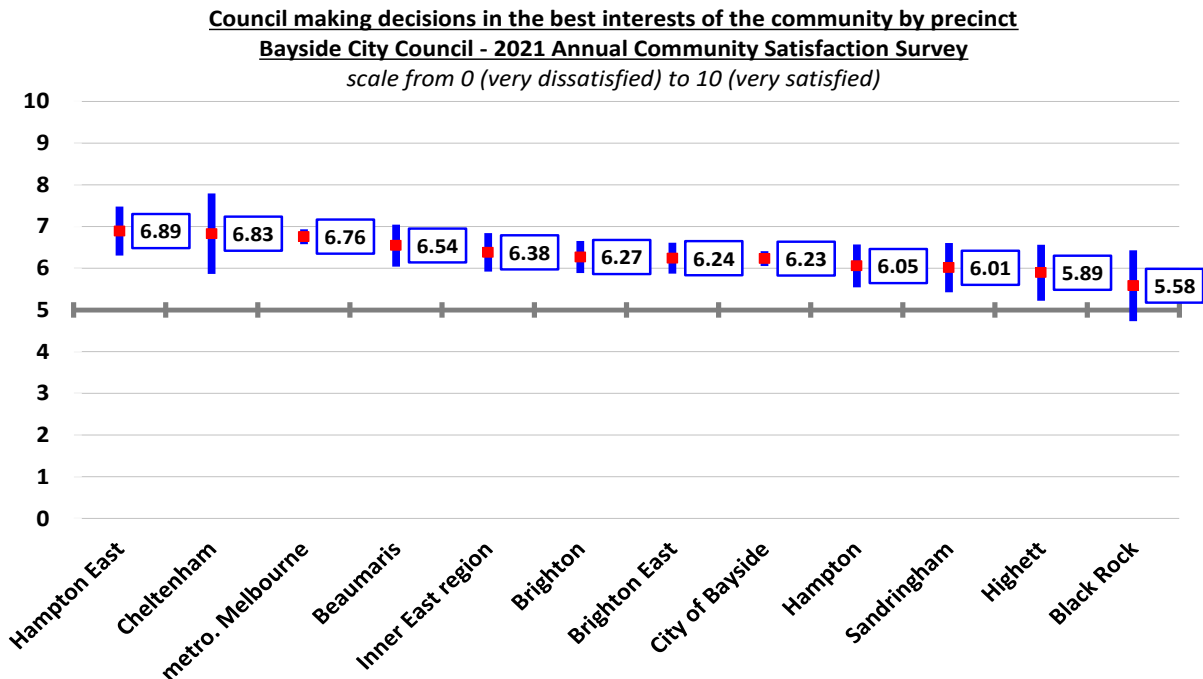


Making decisions in the interests of the community

Satisfaction with the performance of Council making decisions in the interests of the local community declined measurably and significantly this year, down 13.6% to 6.23, which is a “solid”, down from a “good” level of satisfaction. This decline reverses the steady improvements in satisfaction with this aspect recorded over the previous two years.

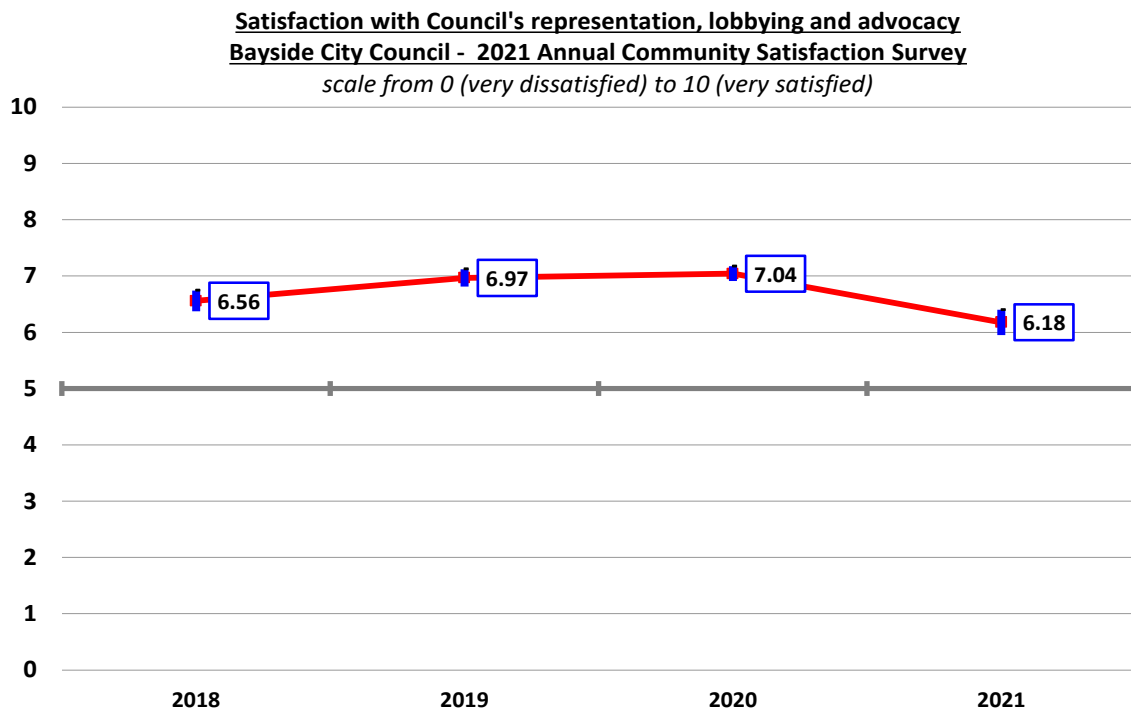


There was no statistically significant variation in satisfaction with this aspect of leadership and governance observed across the nine precincts comprising the City of Bayside.

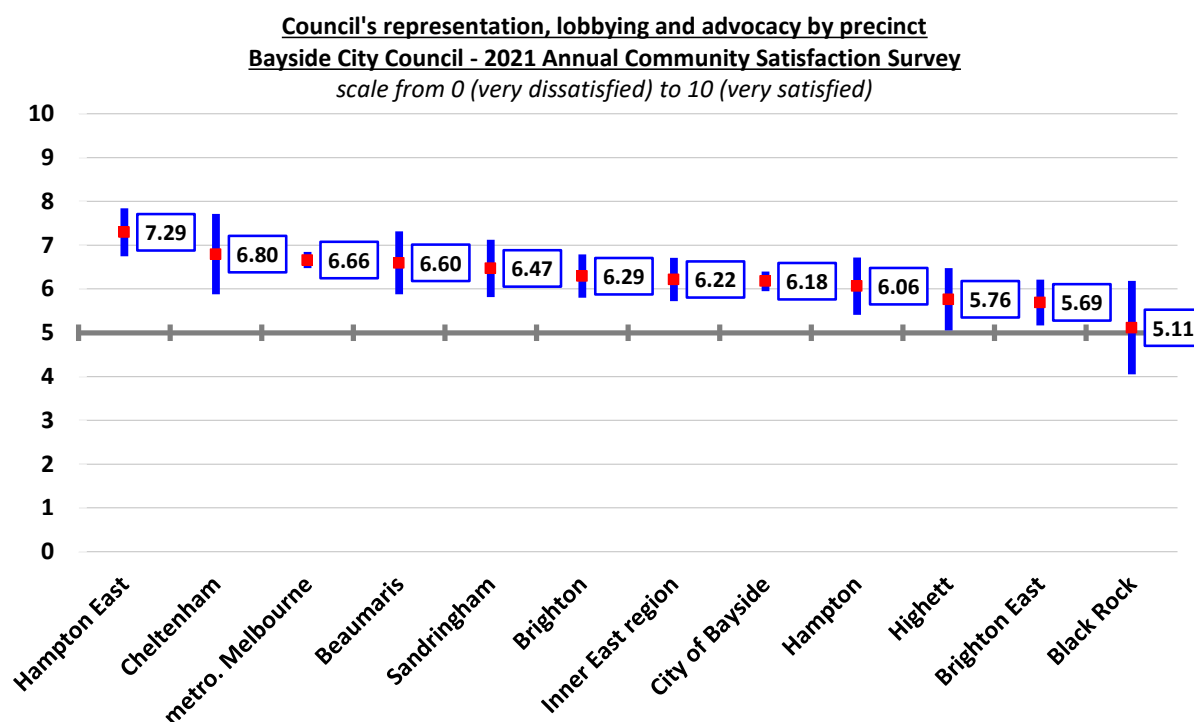


Representation, lobbying and advocacy

Satisfaction with Council representation, lobbying, and advocacy declined measurably and significantly this year, down 12.2% to 6.18, which is a “solid”, down from a “good” level of satisfaction. This decline reverses the improvements in satisfaction with this aspect recorded over the previous two years.



Respondents in Hampton East were measurably and significantly more satisfied than average with this aspect of leadership and governance, whilst respondents from Black Rock were notably, but not measurably less satisfied, and at a “very poor” level of satisfaction.



Council's advocacy to other levels of government

Satisfaction with selected aspects

Respondents were asked:

“On a scale of zero (lowest) to ten (highest), please rate your satisfaction with Council's advocacy to other levels of government in relation to the following.”

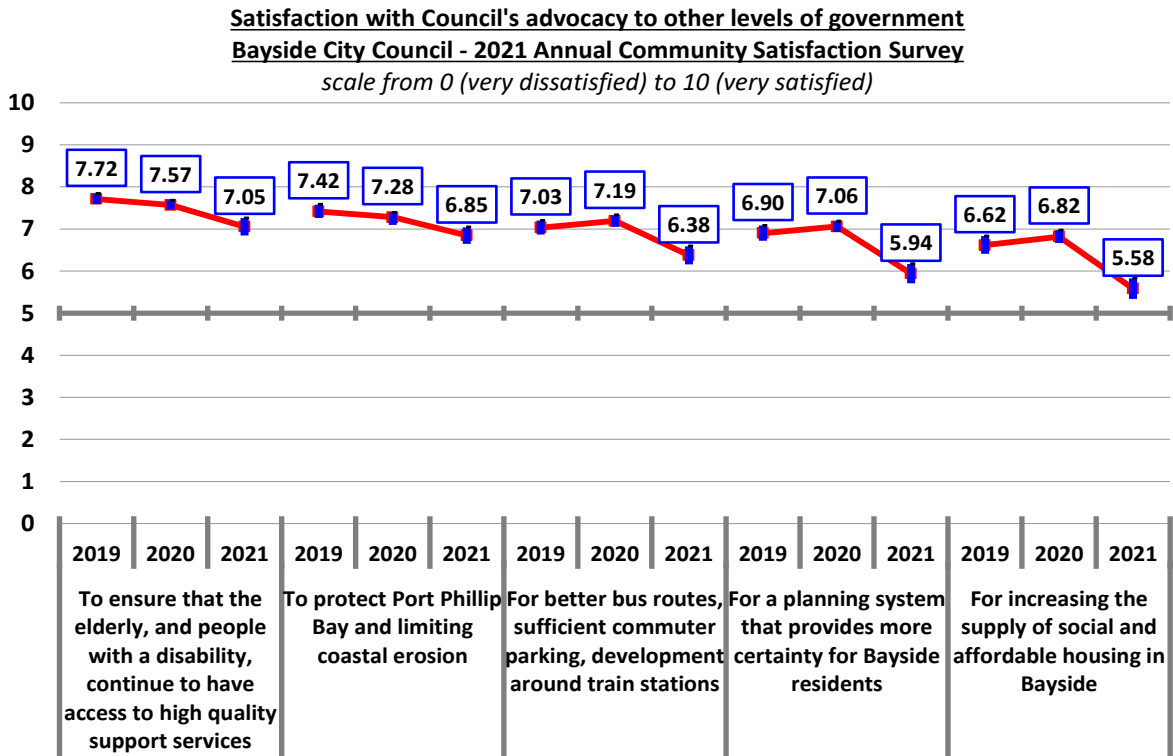
The average satisfaction with the five examples of Council's advocacy to other levels of government declined measurably and significantly this year, down 11.4% to 6.36, which is a “solid”, down from a “good” level of satisfaction.

Satisfaction with these five examples of Council's advocacy can best be summarised as follows:

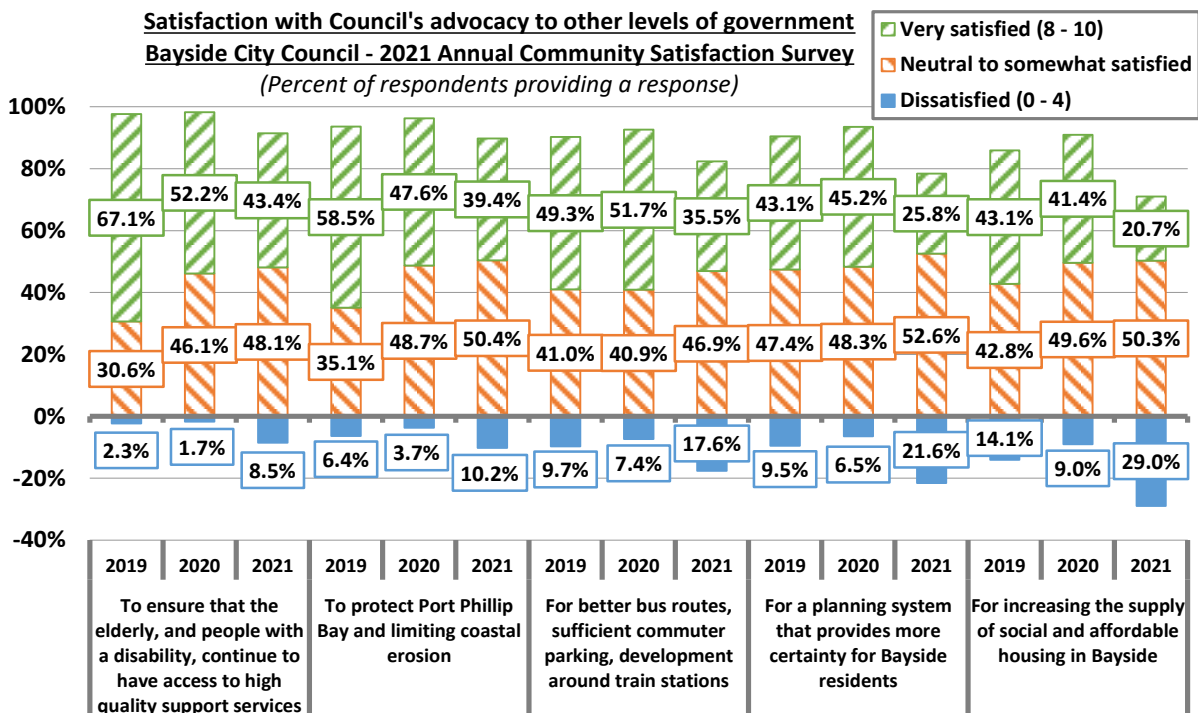
- **Good** – for advocacy to ensure that the elderly, and people with a disability continue to have access to high quality support services and to protect Port Phillip Bay and limiting coastal erosion. A little less than half of the respondents were “very satisfied” with these two examples of Council advocacy, whilst approximately 10% were dissatisfied.
- **Solid** – for advocacy for better bus routes, sufficient commuter parking, and development around train stations. Approximately one-third of respondents were “very satisfied” with this advocacy, whilst approximately one-sixth were dissatisfied.



- **Poor** – for advocacy for a planning system that provides more certainty for Bayside residents and for increasing the supply of social and affordable housing in Bayside. Between one-fifth and one-quarter of respondents were “very satisfied” with these two aspects, whilst approximately one-quarter were dissatisfied.



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



These results show a significant decline in satisfaction with Council's advocacy efforts, with the decline notably larger than the decline in overall performance (down 6.7%), customer service (down 7.1%), and average satisfaction with services and facilities (down 3.2%).

This average decline in satisfaction with Council's examples of advocacy is consistent with the 12.2% decline in satisfaction with Council's [representation, lobbying, and advocacy](#) with other levels of government discussed in the previous section.

Satisfaction with all five examples of Council advocacy declined this year, as follows:

- For increasing the supply of social and affordable housing in Bayside (down 18.2%).
- For a planning system that provides for certainty for Bayside residents (down 15.9%).
- For better bus routes, sufficient commuter parking, development around train stations (down 11.3%).
- To ensure that the elderly, and people with a disability continue to have access to high quality support services (down 6.9%).
- To protect Port Phillip Bay and limiting coastal erosion (down 5.9%).

The 6.9% decline in satisfaction with Council advocacy in relation to ensuring high quality support services for the elderly and people with a disability is consistent with the 5.9% decline in satisfaction with services for older people and the 3.5% decline in satisfaction with services for people with a disability, discussed in the [satisfaction with community services](#) section of this report. Despite these declines, satisfaction with these services remains at a high level.

Metropolis Research has observed a similar decline in satisfaction with services for the elderly and / or persons with a disability in several other municipalities in community satisfaction research conducted during COVID-19, particularly in surveys conducted so far in 2021. Dissatisfaction with advocacy in this area may well be related to concerns around the performance of other levels of government providing appropriate services during COVID-19.

The decline in satisfaction with Council advocacy in relation to better bus routes, sufficient commuter parking, and development around train stations is consistent with the decline in satisfaction with the [volume of traffic](#) both main roads and residential streets, and the [availability of parking](#) on residential streets, main roads, and in and around shopping strips and major commercial areas.

The significant declines in satisfaction with Council's advocacy for a planning system that provides more certainty for Bayside residents and for the increasing supply of social and affordable housing in Bayside are consistent with the 13.3% decline in satisfaction with aspects of [planning and housing development](#).

These results clearly reflect other results from this survey, particularly the prominence of planning and housing development issues as reasons for dissatisfaction with Council's overall performance, as well as reasons for dissatisfaction with Council's community consultation and engagement discussed earlier in this report.



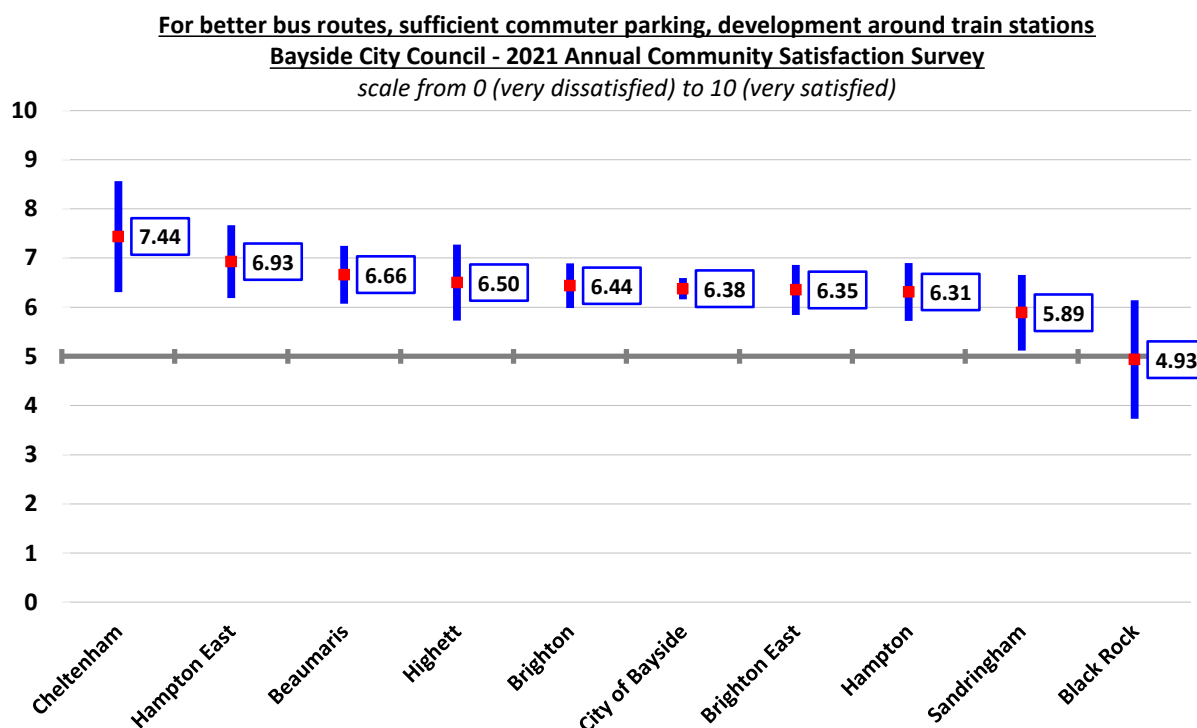
Metropolis Research also draws attention to the fact that building, housing, planning, and development related issues were the most nominated issues to address for the City of Bayside “at the moment”, with 15.6% of respondents nominating these as one of the top three issues.

This result is more than three times the 2021 metropolitan Melbourne average of 4.1% as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

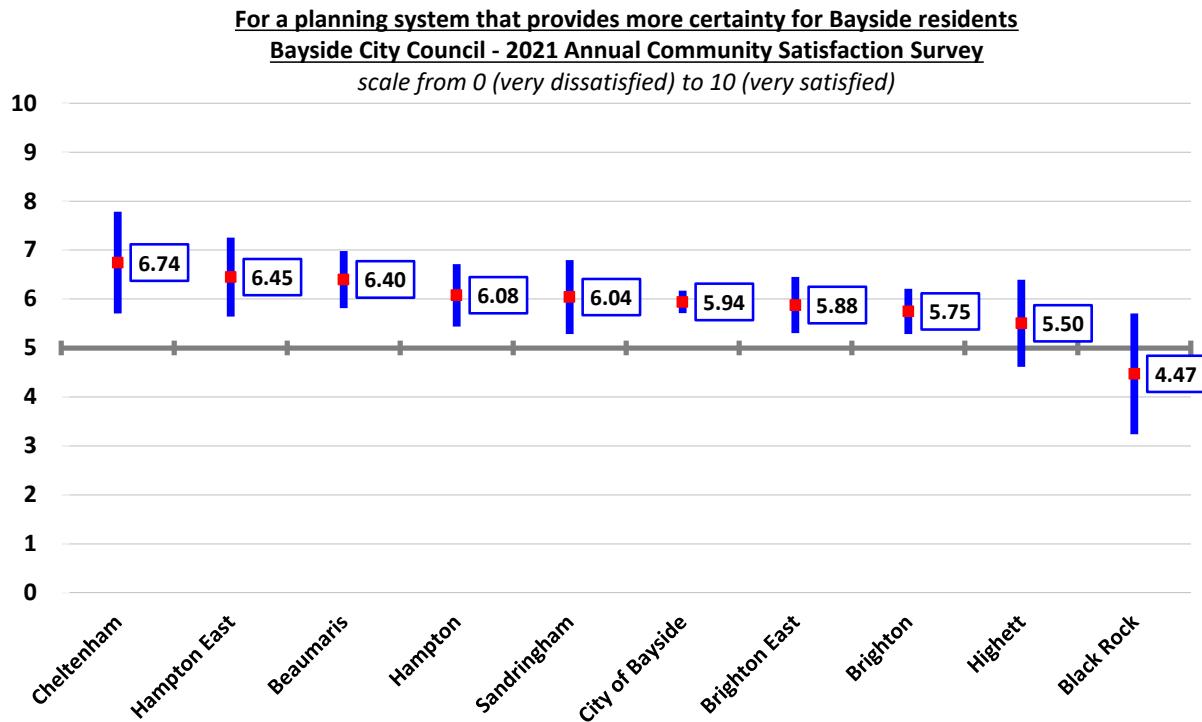
The respondents who nominated planning and development related issues as one of the top three issues to address in the City of Bayside “at the moment” were measurably and significantly less satisfied with Council’s overall performance than the municipal average (6.16 compared to 6.80). This suggests that these issues are a significantly negative influence on overall satisfaction with Council for the respondents raising these as issues.

This negative influence of community sentiment in relation to planning and housing development issues is clear in relation to Council advocacy, leadership and governance, and overall satisfaction with Council.

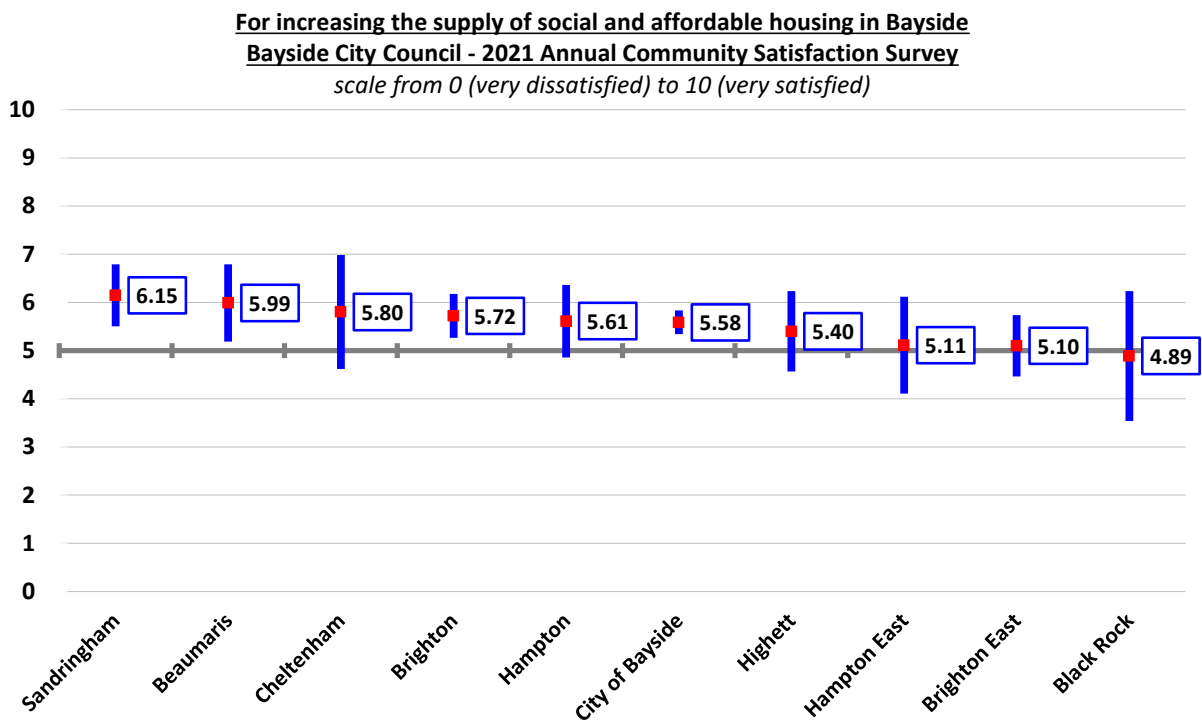
There was some measurable variation in satisfaction with advocacy in relation to bus routes, commuter parking, and development around train stations, with respondents from Black Rock measurably and significantly less satisfied than average, and at an “extremely poor” level.



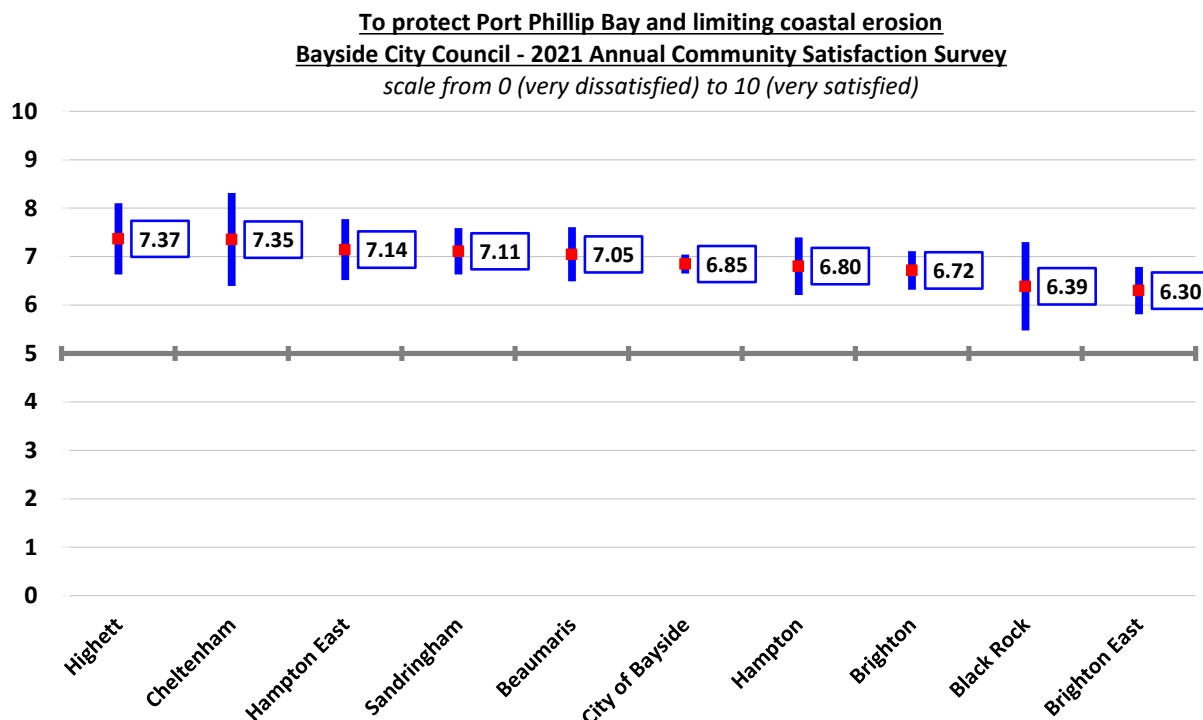
There was some measurable variation in satisfaction with advocacy in relation to a planning system that provides more certainty for Bayside residents, with respondents from Black Rock measurably and significantly less satisfied than average, and at an “extremely poor” level.



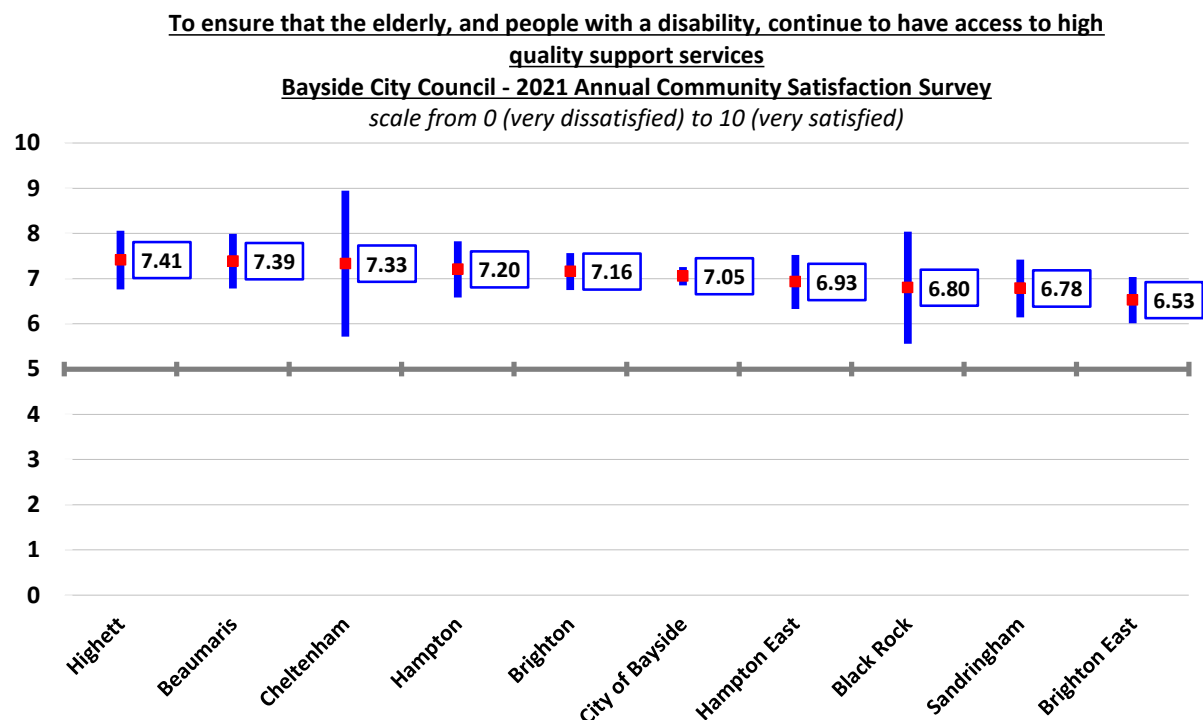
There was no statistically significant variation in satisfaction with Council advocacy for increasing the supply of social and affordable housing in Bayside observed across the municipality.



There was no statistically significant variation in satisfaction with Council advocacy to protect Port Phillip Bay and limiting coastal erosion observed across the municipality.



There was no statistically significant variation in satisfaction with Council advocacy to ensure that the elderly, and people with a disability continue to have access to high quality support services observed across the municipality.



Ranking of the priority of Council advocacy projects

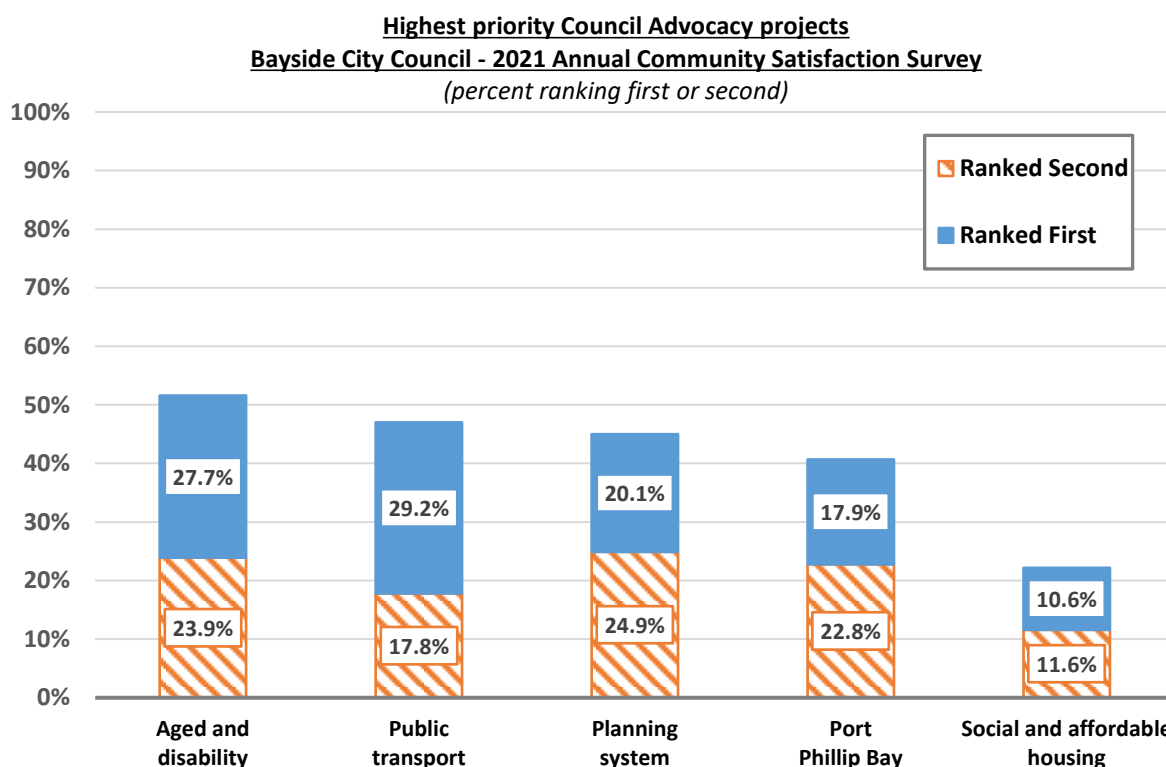
Respondents were asked:

“Please rank from 1 (highest priority) to 5 (lowest) the importance of the following five advocacy projects currently being undertaken by Council.”

Respondents were asked to rank from highest to lowest priority, the importance of the five examples of Council advocacy currently being undertaken by Council.

The results are presented in two formats, firstly the percentage of respondents ranking each project from one (highest) to five (lowest) priority, and then secondly, the average priority ranking of each of the five projects.

The two highest priority advocacy projects this year were the same as last year, those being advocating for high quality support services for the elderly and people with a disability and for better bus routes, sufficient commuter parking and development around train stations.



Apart from advocating for increasing the supply of social and affordable housing in Bayside, respondents rated the priority of the four other examples of Council advocacy at similar levels.

Advocating for increasing the supply of social and affordable housing in the municipality has consistently been the lowest priority of the five advocacy projects in both 2020 and 2021.

When read in conjunction with the [satisfaction with Council advocacy](#) discussed in the previous section, these results clearly show significant community concern around planning and development issues, with Council advocacy in relation to these issues rated a high priority by many in the community, coupled with a “very poor” level of satisfaction with Council’s advocacy in relation to these issues.

A somewhat different picture is evident in relation to advocacy around social and affordable housing in the municipality, whereby respondents rated satisfaction with this advocacy as “very poor”, whilst at the same time rating the priority of this advocacy significantly lower than the other projects. Taken together, these results suggest that many in the community are dissatisfied with the fact that Council is advocating for more social and affordable housing.

Ranking priority of advocacy projects currently being undertaken by Council

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

<i>Response</i>	<i>Survey</i>	<i>Ranking</i>	<i>Rank 1</i>	<i>Rank 2</i>	<i>Rank 3</i>	<i>Rank 4</i>	<i>Rank 5</i>	<i>Not stated</i>
For increasing the supply of social and affordable housing in Bayside	2020	3.47	12.1%	14.8%	18.3%	23.6%	31.2%	23
	2021	3.64	10.6%	11.6%	15.4%	28.2%	34.2%	183
To protect Port Phillip Bay and limiting coastal erosion	2020	2.92	24.1%	20.5%	15.5%	18.9%	21.1%	18
	2021	2.93	17.9%	22.8%	22.8%	21.3%	15.2%	179
For a planning system that provides more certainty for Bayside residents	2020	3.02	15.8%	20.8%	23.4%	25.2%	14.8%	18
	2021	2.82	20.1%	24.9%	21.8%	19.6%	13.6%	174
For better bus routes, sufficient commuter parking, development around train stations	2020	2.74	24.2%	23.1%	21.3%	16.5%	14.8%	19
	2021	2.70	29.2%	17.8%	23.2%	13.8%	16.0%	175
To ensure that the elderly, and people with a disability, continue to have access to high quality	2020	2.83	24.3%	20.5%	21.5%	15.9%	17.8%	18
	2021	2.69	27.7%	23.9%	16.7%	15.4%	16.3%	170

There were only three responses received from respondents as to other issues that respondents feel that Council should advocate for, as outlined in the following table.

Other issues Council should advocate for

Bayside City Council - 2020 Annual Community Satisfaction Survey

(Number of total responses)

<i>Response</i>	<i>Number</i>
Awareness regarding services provided during COVID	1
More community consultation	1
Parking in residential streets	1
Total	3



Bayside Council as an organisation

Respondents were asked:

“On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding Bayside City Council as an organisation.”

Respondents were again in 2021, asked to rate their level of agreement with seven statements about Bayside City Council as an organisation.

Agreement with all seven statements declined this year, reversing the trend of increasing agreement that had been recorded in the last two years.

The average agreement with all seven statements declined measurably and significantly this year, by an average of 11.3% this year. This decline is the same as the 13.3% average decline in satisfaction with the seven aspects of leadership and governance discussed in the [Leadership and Governance](#) section of this report.

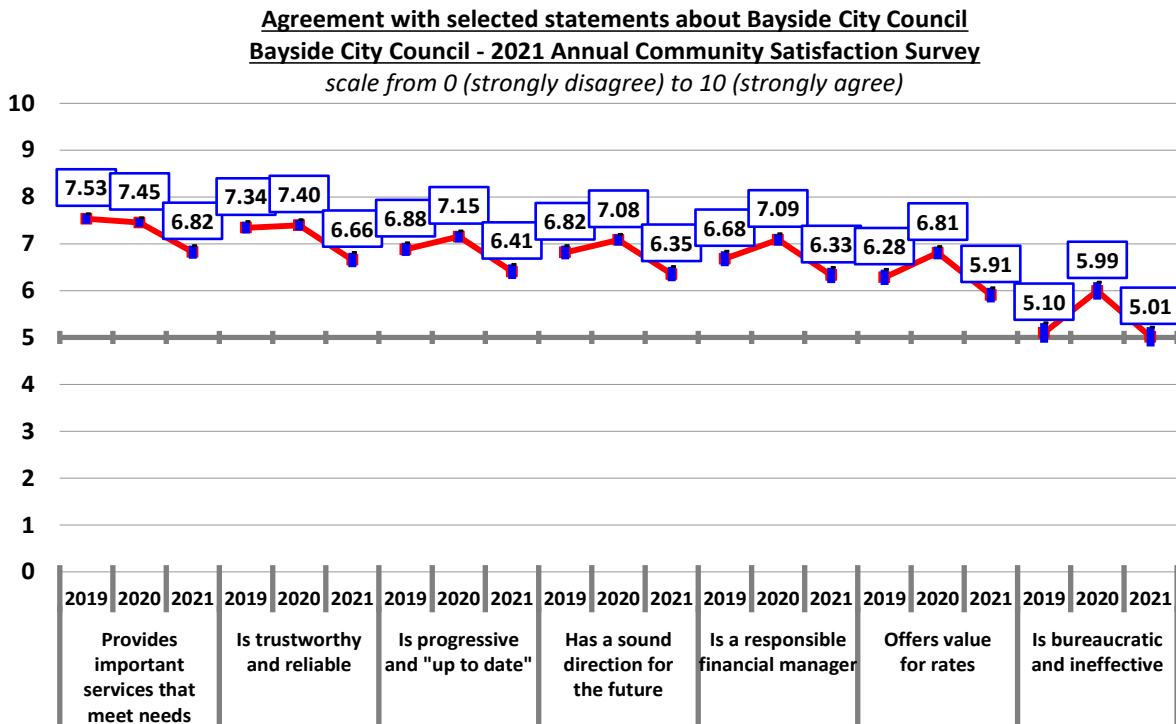
Metropolis Research notes that six of the seven statements are generally positive in nature, and the decline reflects a diminishing of community sentiment with Council. It does appear, however, that the negatively worded statement about Council being bureaucratic and ineffective has tended to move in concert with the positive statements. This may reflect respondent inattention to the detail of this statement when answering, particularly when asked on the telephone.

These results can be summarised as follows:

- **Moderate Agreement** - that Council provides important services that meet community needs, is trustworthy and reliable, is progressive and up to date, has a sound direction for the future, and is a responsible financial manager. Between one-quarter and one-third of respondents strongly agreed with these five statements, whilst between approximately 10% and 15% disagreed.
- **Mild Agreement** – that Council offers value for rates and is bureaucratic and ineffective. Whilst approximately one-fifth of respondents strongly agreed with these two statements, one-fifth disagreed that Council offers value for rates, and almost half disagreed that Council is bureaucratic and ineffective.

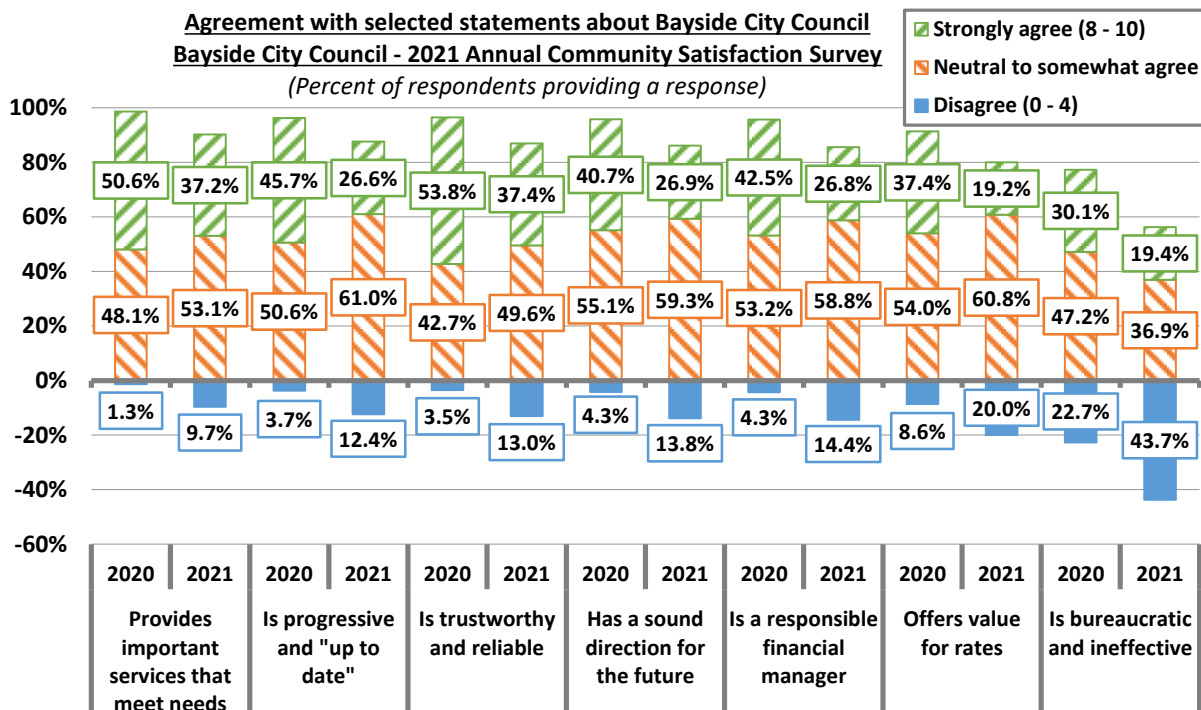
These results reinforce the findings in the Leadership and Governance section of this report, and the decline in agreement with these statements is likely to result from the same range of issues outlined in the Leadership and Governance section.



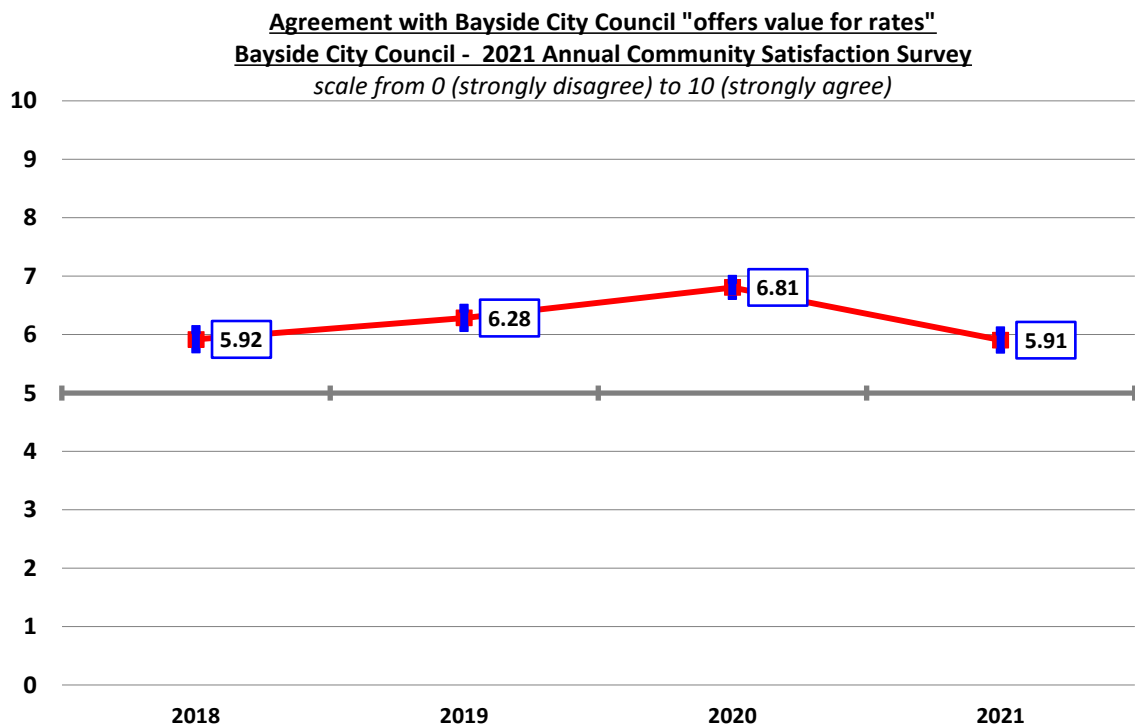


The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (rated agreement at five to seven), and those who “disagreed” (rated agreement at less than five).

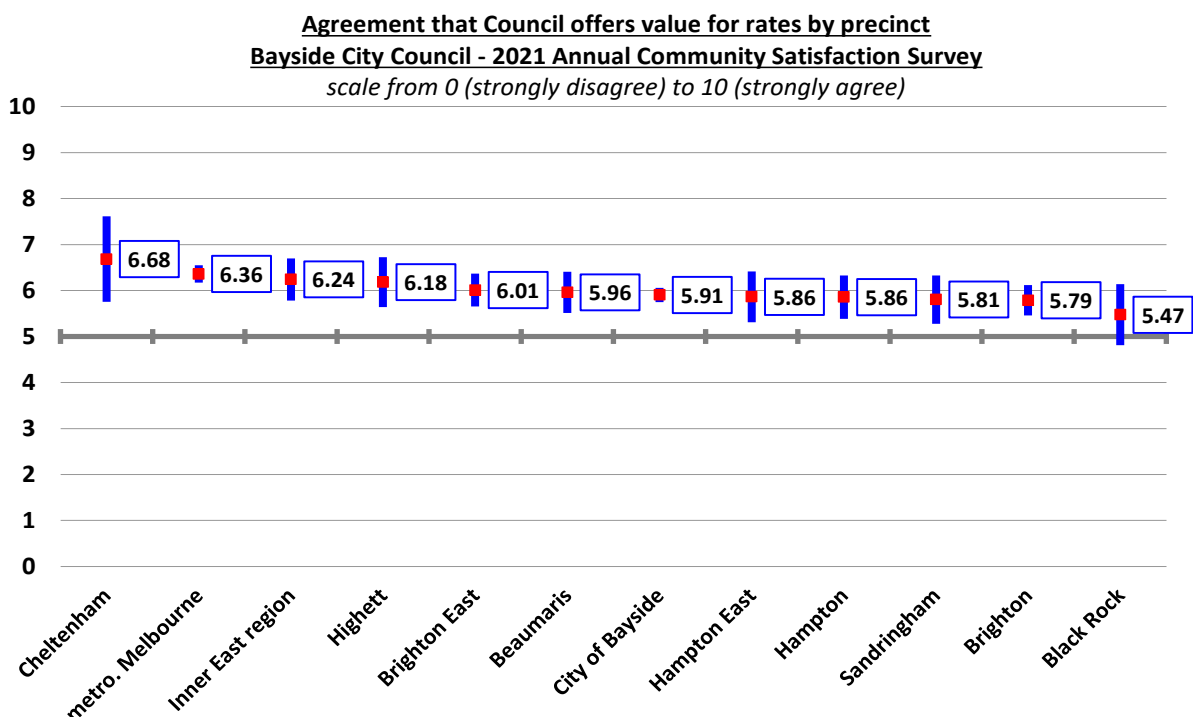
Despite the falls in average agreement this year, it is worth noting that between two and three times as many respondents strongly agreed with the six positive statements than disagreed. In relation to the negative statement about being bureaucratic and ineffective, the opposite is true, and more than twice as many disagreed as agreed.



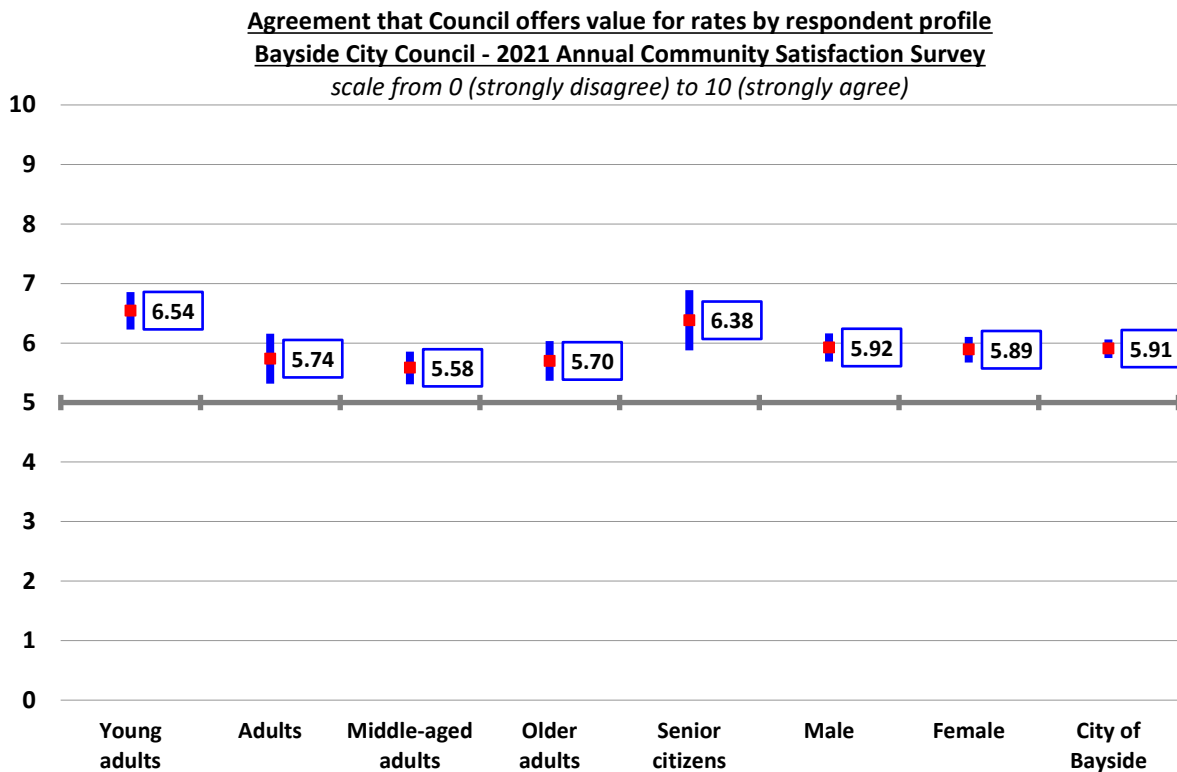
The average agreement that Bayside City Council offers value for rates declined measurably and significantly this year, down 13.2% to 5.91, which is a “mild”, down from a “moderate” level of agreement. It is worth noting that despite this substantial decline this year, the proportion of respondents nominating rates as one of the [top three issues to address](#) for the City of Bayside remained essentially stable this year at just 1.4%.



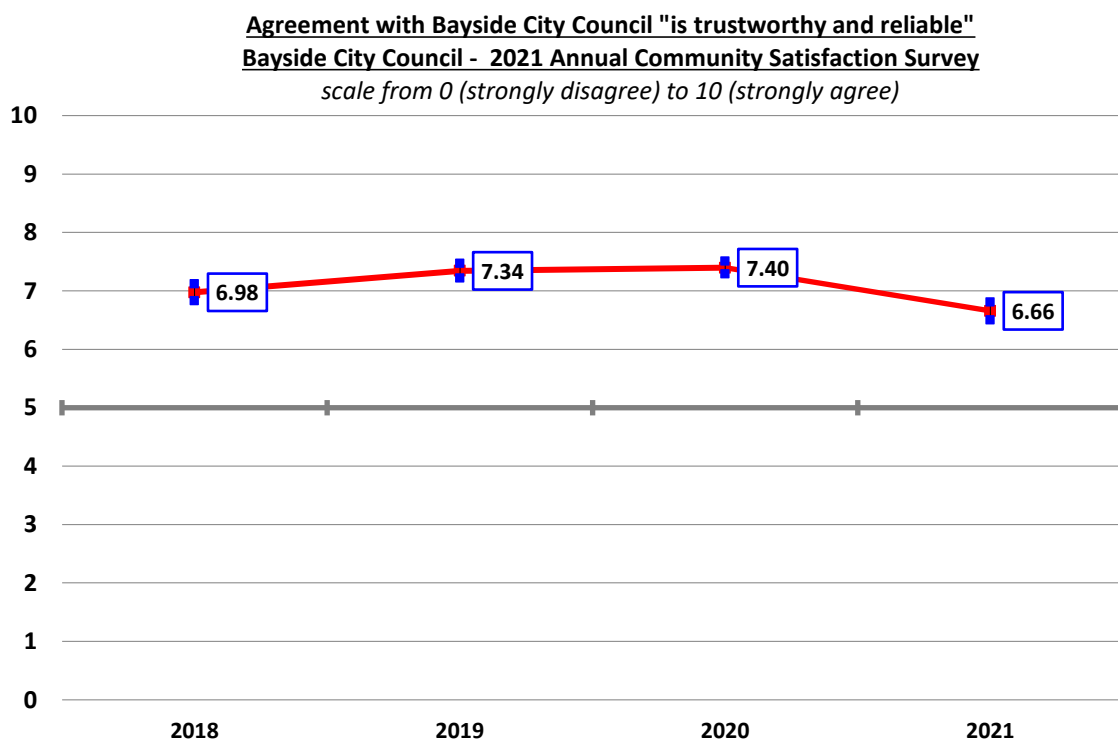
Whilst there was no statistically significant variation in this result observed across the nine precincts, it is noted that the small sample of respondents from Cheltenham were notably, but not measurably more in agreement than the municipal average at a “moderate” level.



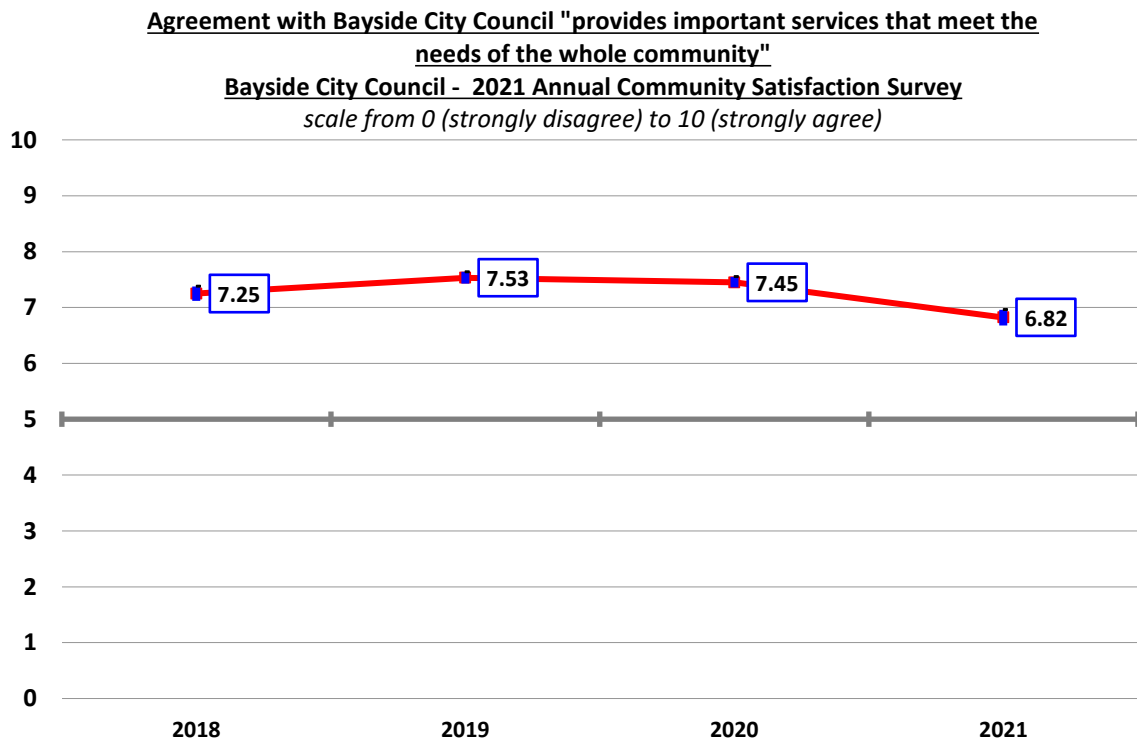
There was measurable variation in agreement with this statement observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement, whilst middle-aged adults (aged 45 to 59 years) were notably but not measurably less in agreement.



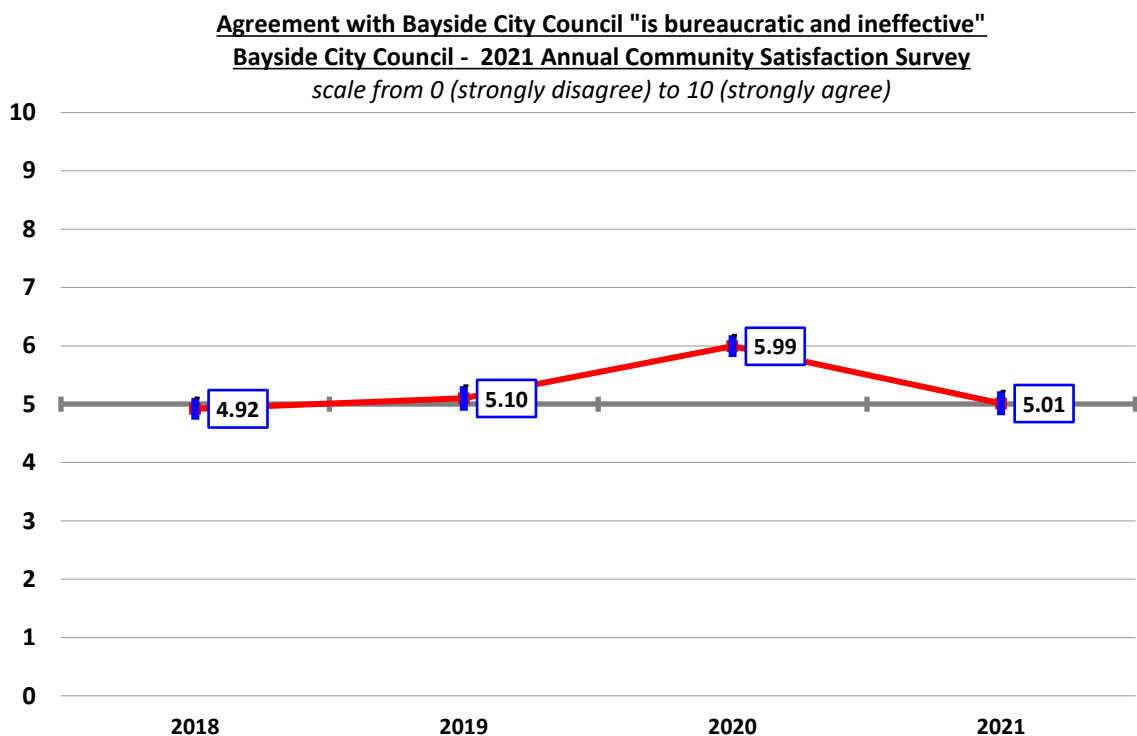
The average agreement that Bayside City Council is trustworthy and reliable declined measurably and significantly this year, down 10% to 6.66, which is a “moderate”, down from a “strong” level of agreement.



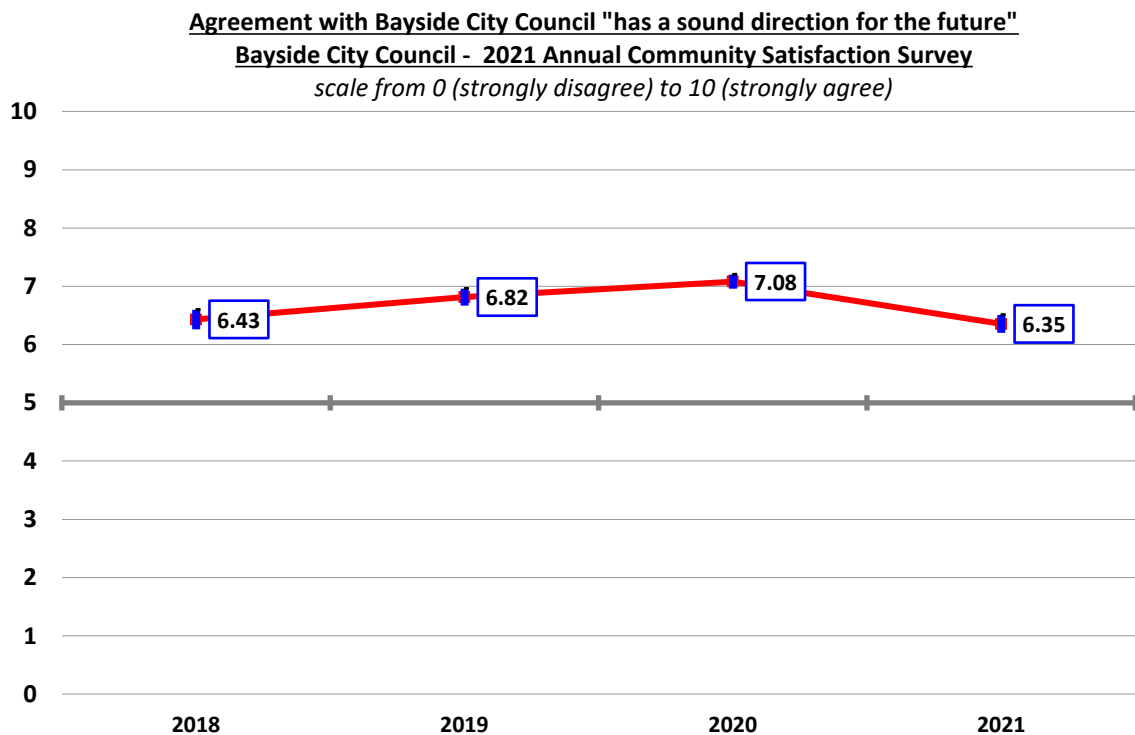
The average agreement that Bayside City Council provides important services that meet the needs of the whole community declined measurably and significantly this year, down 8.5% to 6.82, which is a “moderate”, down from a “strong” level of agreement.



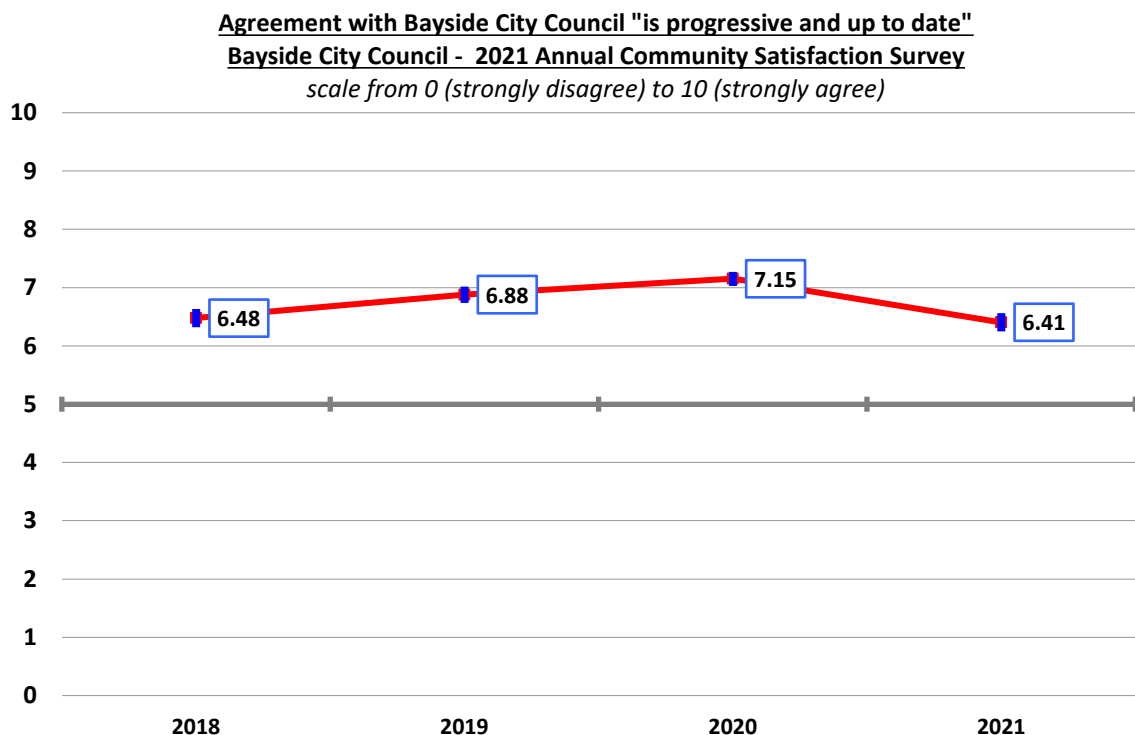
The average agreement that Bayside City Council is bureaucratic and ineffective declined measurably and significantly this year, down 16.3% to 5.01, which is a “neutral” level of agreement. This decline reverses the unusual increase reported last year and returns the variable to the long-term average over the last four years.



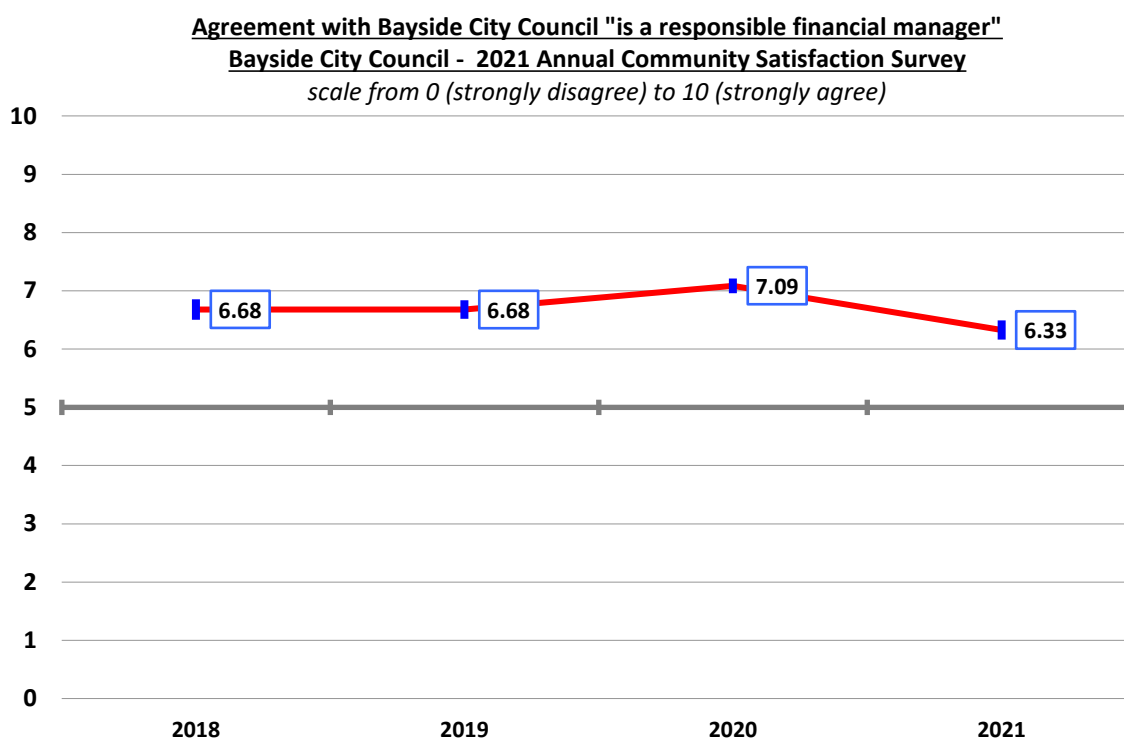
The average agreement that Bayside City Council has a sound direction for the future declined measurably and significantly this year, down 10.3% to 6.35, which is a “moderate”, down from a “strong” level of agreement.



The average agreement that Bayside City Council is progressive and up to date declined measurably and significantly this year, down 10.3% to 6.41, which is a “moderate”, down from a “strong” level of agreement.



The average agreement that Bayside City Council is a responsible financial manager declined measurably and significantly this year, down 10.7% to 6.33, which is a “moderate”, down from a “strong” level of agreement.



Current issues for the City of Bayside

Respondents were asked:

“Can you please list what you consider to be the top three issues for the City of Bayside at the moment?”

Respondents were asked what they consider to be the top three issues for the City of Bayside “at the moment”. This question was asked as an open-ended question and the results have been broadly categorised into a list of approximately 70 different issues to allow for analysis of the results and comparison to the metropolitan results from *Governing Melbourne*.

It is important to bear in mind that these results are not to be read as a list of complaints about the performance of Council, nor do they reflect only services, facilities and issues that lie within the general remit of the Bayside City Council. Many of the issues raised by respondents are within the remit of other levels of government, most often the State Government.

These results are a very useful guide to the range of issues of importance to the Bayside community “at the moment” and allow for some insight into the degree to which these issues may affect community satisfaction with the performance of Council.



A little more than half (55.4% down from 61.2%) of respondents provided a total of 743 responses, at an average of approximately 1.9 issues per respondent. Metropolis Research notes that the proportion of respondents nominating issues in response to this question are lower when surveyed via telephone than they have historically been when surveyed face-to-face. This reflects the greater level of engagement in the interview when conducted personally.

The two most nominated issues to address in the City of Bayside in 2021 remain the same as those nominated in 2020, that being planning and development (15.6% down from 15.9%) and car parking (11.4% down from 15.4%).

Metropolis Research notes that except for the continued decline in the proportion of respondents nominating traffic management (4.6% down from 7.4%, down from 14.8%), car parking (11.4% down from 15.4%, down from 21.5%), and a small increase in sports and recreation facilities (4.7% up from 1.6%), there was relatively little movement in the results for most issues.

The small declines in the proportion of respondents nominating traffic management and car parking may well reflect the changes to the movement of people in and around Bayside during COVID-19.

There were no issues to report a significant increase this year.

When compared to the 2021 metropolitan Melbourne results, some variations are noted. It is important to bear in mind however that for some of these issues, whilst they may be more, or less commonly identified in Bayside than the metropolitan average, they are only identified by a relatively small proportion of respondents and may not be significant issues.

- **More commonly identified in the City of Bayside** – includes planning and development, car parking, sports and recreation facilities, beach, foreshore, and bushland issues, financial issues and priorities, communication, consultation, and the provision of information, drains maintenance and repairs.
- **Less commonly identified in the City of Bayside** – includes parks, gardens and open spaces, traffic management, and road maintenance and repairs.

Building, housing, planning, and development

The proportion of respondents nominating building, housing, planning, and development issues declined only marginally this year, but continues to decline from a very high 39.1% in 2018 to 15.6% this year. The result of 39.1% recorded in 2018 was far and away the highest proportion recorded in any municipality surveyed by Metropolis Research since it commenced conducting community satisfaction surveys in 2001.

By way of comparison, the 2021 metropolitan Melbourne average for this issue was 4.1%.



Metropolis Research notes that respondents who nominated planning and development issues as one of the top three issues to address in the municipality “at the moment” were, on average, measurably less satisfied with Council’s overall performance than the municipal average.

This result strongly implies that planning and development issues exert a negative influence on the overall satisfaction with Council for the respondents who nominate the issue. In other words, for the respondents who nominate this issue, it is an important factor underpinning their overall satisfaction with Council.

Metropolis Research also draws attention to the fact that there was a significant decrease in satisfaction with many aspects of planning and housing development recorded in the survey this year, reversing the improvements recorded in the last two years. Clearly, satisfaction with planning and development outcomes in the City of Bayside continue to exert a significant influence on satisfaction with Council for many in the community.

Car parking

In 2021, the proportion of respondents nominating car parking issues declined somewhat, down from 15.4% last year to 11.4 this year. This is significantly larger than the metropolitan Melbourne average of 7.2%. The metropolitan Melbourne average of respondents nominating car parking declined substantially from 14.6% last year to 7.2% this year. This appears to be a response to COVID-19 changes to travel patterns, which may have diminished somewhat as 2021 has progressed and restrictions have eased.

Metropolis Research notes that car parking issues are prominent in many of the inner region municipalities.

Respondents that identified car parking as an issue were on average mildly less satisfied with Council’s overall performance than the municipal average. This does suggest that this issue exerts a negative influence on community satisfaction with Council’s performance for the respondents who consider this one of the top three issues to address in the municipality.

Sports and recreation facilities

Whilst only nominated by 33 of the 700 respondents (4.7% up from 1.6%), Metropolis Research notes that for this small group of respondents, it may well be a significant factor influencing their satisfaction with Council’s overall performance.

Whilst a range of issues were raised by respondents that have been categorised as sports facilities, approximately one-third were directly about the netball courts.

This group of respondents nominating sports and recreation facilities as one of the top three issues to address for the City of Bayside “at the moment”, on average, rated satisfaction with Council’s overall performance at just 5.49 or “very poor”, which is 19.3% lower than the municipal average satisfaction of 6.80 or “good”.



Top three issues for the City of Bayside at the moment
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021		2020	2019	2018	2021 Metro.*
	Number	Percent				
Planning, building and development	109	15.6%	15.9%	20.9%	39.1%	4.1%
Car parking	80	11.4%	15.4%	21.5%	18.0%	7.2%
Parks, gardens and open space	37	5.3%	3.1%	5.0%	7.0%	9.2%
Sports and recreation facilities	33	4.7%	1.6%	3.7%	4.0%	1.9%
Traffic management	32	4.6%	7.4%	14.8%	14.3%	13.4%
Beach and foreshore issues	30	4.3%	3.9%	5.0%	8.9%	n.a.
Communication and provision of information	30	4.3%	3.6%	1.6%	3.1%	3.0%
Environment, sustainability, climate change	30	4.3%	4.9%	4.6%	6.9%	2.4%
Street trees	29	4.1%	5.0%	8.3%	6.7%	2.5%
Roads maintenance and repairs	27	3.9%	4.0%	5.1%	8.9%	7.0%
Footpath maintenance and repairs	24	3.4%	4.0%	5.3%	6.1%	5.7%
Cycling / walking paths and tracks	19	2.7%	1.6%	2.8%	2.0%	3.7%
Elderly services and facilities	17	2.4%	1.3%	2.0%	5.1%	1.0%
Safety, policing and crime	16	2.3%	0.9%	4.7%	4.7%	3.3%
Cleanliness and maintenance of the area	12	1.7%	1.3%	3.3%	2.1%	2.9%
Council governance and performance	11	1.6%	1.1%	1.4%	3.4%	0.8%
Recycling collection	11	1.6%	2.0%	3.1%	2.6%	1.3%
Council rates	10	1.4%	1.6%	3.0%	2.4%	2.5%
Drains maintenance and repairs	10	1.4%	1.7%	3.0%	3.6%	2.2%
Financial issues and priorities for Council	10	1.4%	1.6%	1.1%	2.6%	0.3%
Public housing issues	10	1.4%	1.1%	0.3%	0.4%	n.a.
Enforcement / update of local laws	9	1.3%	0.6%	1.1%	0.1%	0.3%
Lighting	9	1.3%	0.7%	1.0%	0.4%	4.8%
Animal management	8	1.1%	0.7%	1.9%	3.3%	0.5%
Council customer service responsiveness	8	1.1%	0.7%	0.3%	0.4%	1.0%
Community support	7	1.0%	n.a.	n.a.	n.a.	n.a.
Public toilets	7	1.0%	1.7%	1.4%	0.9%	1.9%
Services and facilities for the disabled	7	1.0%	0.0%	0.0%	1.3%	1.1%
Shops, restaurants, bars and entertainment	7	1.0%	0.6%	1.0%	1.0%	0.6%
Housing availability / affordability	6	0.9%	1.0%	0.3%	2.7%	0.3%
Public transport	6	0.9%	2.7%	4.0%	5.3%	0.6%
Rubbish and waste issues including garbage	6	0.9%	1.3%	3.0%	3.3%	3.3%
Childcare	5	0.7%	0.1%	0.0%	0.9%	0.0%
COVID-19 related issues	5	0.7%	n.a.	n.a.	n.a.	0.8%
Green waste collection	5	0.7%	2.4%	1.3%	0.3%	1.0%
Heritage / character	5	0.7%	0.1%	0.9%	1.9%	0.0%
Multicultural services / issues	5	0.7%	0.1%	0.4%	0.1%	1.9%
All other issues (26 separately identified)	51	7.3%	14.4%	14.4%	21.0%	18.6%
Total responses	743		771	1,063	1,364	699
<i>Respondents identifying at least one issue</i>	<i>388</i> <i>(55.4%)</i>		<i>428</i> <i>(61.2%)</i>	<i>534</i> <i>(76.1%)</i>	<i>587</i> <i>(83.3%)</i>	<i>395</i> <i>(62.9%)</i>

(*) 2021 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address for the City of Bayside observed across the nine precincts comprising the municipality, although most of this variation was not statistically significant given the small precinct level sample sizes.

Attention is still drawn to the following:

- **Brighton** – respondents were somewhat more likely than average to nominate building, housing, planning, and development issues, and marginally more likely to nominate road maintenance and repairs.
- **Beaumaris** – respondents were somewhat more likely than average to nominate building, housing, planning, and development issues, and marginally more likely to nominate cleanliness and maintenance of the local area and animal management related issues.
- **Black Rock** – respondents were marginally more likely than average to nominate car parking, sports and recreation facilities, and financial issues and priorities for Council.
- **Highett** – respondents were somewhat more likely than average to nominate building, housing, planning, and development issues, and marginally more likely to nominate beach and foreshore issues, parks, gardens, and open spaces, roads maintenance and repairs, safety, policing and crime, traffic management, enforcement / update of local laws, sports and recreation facilities, and childcare related issues.
- **Cheltenham** – respondents were somewhat more likely than average to nominate parks, gardens, and open space related issues.
- **Hampton East** – respondents were marginally more likely than average to nominate traffic management, safety, policing, and crime, housing availability / affordability, street cleaning and maintenance, and rubbish and waste related issues.
- **Hampton** – respondents were somewhat more likely than average to nominate public housing issues, and marginally more likely to nominate car parking.
- **Sandringham** – respondents were significantly more likely than average to nominate building, housing, planning, and development issues, somewhat more likely than average to nominate car parking, environment, sustainability, and climate change issues, and sports and recreation facilities, and marginally more likely to nominate the cleanliness and maintenance of the area related issues.



Top three issues for the City of Bayside at the moment by precinct

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Brighton East	
Parks, gardens and open spaces	5.3%
Car parking	5.3%
Building, planning, housing, development	5.3%
Provision and maintenance of street trees	4.4%
Traffic management	3.5%
Drains maintenance and repairs	2.6%
Communication, consultation, prov. of info.	2.6%
Footpath maintenance and repairs	2.6%
Cycling / walking paths and tracks	2.6%
Beach and foreshore issues	2.6%
All other issues	24.6%
Respondents identifying an issue	39 (33.9%)

Brighton	
Building, planning, housing, development	19.6%
Car parking	12.3%
Parks, gardens and open spaces	6.1%
Communication, consultation, prov. of info.	5.5%
Roads and maintenance and repairs	5.5%
Sports and recreation facilities	4.9%
Environment,sustainability,climate change	4.3%
Footpath maintenance and repairs	4.3%
Provision and maintenance of street trees	4.3%
Recycling collection	4.3%
All other issues	44.2%
Respondents identifying an issue	95 (58.1%)

Beaumaris	
Building, planning, housing, development	9.5%
Provision and maintenance of street trees	6.3%
Car parking	5.3%
Footpath maintenance and repairs	5.3%
Beach and foreshore issues	5.3%
Parks, gardens and open spaces	4.2%
Cleanliness and maintenance of area	4.2%
Communication, consultation, prov. of info.	4.2%
Sports and recreation facilities	4.2%
Animal management	4.2%
All other issues	31.6%
Respondents identifying an issue	41 (42.7%)

Black Rock	
Building, planning, housing, development	17.1%
Car parking	14.6%
Communication, consultation, prov. of info.	7.3%
Traffic management	7.3%
Sports and recreation facilities	7.3%
Financial issues and priorities for Council	7.3%
Parks, gardens and open spaces	4.9%
Roads and maintenance and repairs	4.9%
Footpath maintenance and repairs	4.9%
Provision and maintenance of street trees	4.9%
All other issues	53.7%
Respondents identifying an issue	29 (69.7%)

Highett	
Building, planning, housing, development	22.2%
Car parking	13.0%
Beach and foreshore issues	13.0%
Parks, gardens and open spaces	9.3%
Roads and maintenance and repairs	9.3%
Safety, policing and crime	9.3%
Traffic management	9.3%
Enforcement / update of local laws	9.3%
Sports and recreation facilities	7.4%
Childcare	5.6%
All other issues	53.7%
Respondents identifying an issue	38 (70.6%)

Cheltenham	
Parks, gardens and open spaces	11.5%
Car parking	11.5%
Building, planning, housing, development	11.5%
Communication, consultation, prov. of info.	7.7%
Environment,sustainability,climate change	7.7%
Roads and maintenance and repairs	7.7%
Provision and maintenance of street trees	7.7%
Cycling / walking paths and tracks	7.7%
Beach and foreshore issues	7.7%
Public transport	7.7%
All other issues	57.7%
Respondents identifying an issue	17 (64.9%)



Top three issues for the City of Bayside at the moment by precinct

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Hampton East	
Building, planning, housing, development	17.6%
Car parking	8.8%
Traffic management	8.8%
Safety, policing and crime	5.9%
Provision and maintenance of street trees	5.9%
Beach and foreshore issues	5.9%
Housing availability / affordability	5.9%
Street cleaning and maintenance	5.9%
Rubbish and waste issues inc garbage	5.9%
Parks, gardens and open spaces	2.9%
All other issues	52.9%
Respondents identifying an issue	25 (72.2%)

Sandringham	
Building, planning, housing, development	25.0%
Car parking	22.2%
Environment,sustainability,climate change	11.1%
Sports and recreation facilities	8.3%
Parks, gardens and open spaces	5.6%
Communication, consultation, prov. of info.	5.6%
Roads and maintenance and repairs	5.6%
Services and facilities for the elderly	4.2%
Cleanliness and maintenance of area	4.2%
Beach and foreshore issues	4.2%
All other issues	48.6%
Respondents identifying an issue	54 (74.7%)

Hampton	
Building, planning, housing, development	16.0%
Car parking	15.0%
Environment,sustainability,climate change	6.0%
Traffic management	6.0%
Public housing issues	6.0%
Communication, consultation, prov. of info.	5.0%
Services and facilities for the elderly	4.0%
Roads and maintenance and repairs	4.0%
Footpath maintenance and repairs	4.0%
Beach and foreshore issues	4.0%
All other issues	45.0%
Respondents identifying an issue	51 (51.5%)

City of Bayside	
Building, planning, housing, development	15.6%
Car parking	11.4%
Parks, gardens and open space	5.3%
Sports and recreation facilities	4.7%
Traffic management	4.6%
Beach and foreshore issues	4.3%
Communication, consultation, prov. of info.	4.3%
Environment,sustainability,climate change	4.3%
Street trees	4.1%
Roads maintenance and repairs	3.9%
All other issues	43.7%
Respondents identifying an issue	388 (55.4%)

Inner-eastern region	
Parking	14.5%
Traffic management	11.5%
Parks, gardens and open spaces	6.1%
Footpath maintenance and repairs	5.3%
Building, planning, housing, development	4.6%
Lighting	4.6%
Bicycle, cycling / walking tracks	4.6%
Hard rubbish collection	3.8%
Sports and recreation facilities	3.8%
Safety, policing and crime	3.1%
All other issues	39.7%
Respondents identifying an issue	82 (63.1%)

Metropolitan Melbourne	
Traffic management	13.4%
Parks, gardens and open space	9.2%
Car parking	7.2%
Roads maintenance and repairs	7.0%
Footpath maintenance and repairs	5.7%
Lighting	4.8%
Building, planning, housing, development	4.1%
Bicycle, cycling / walking tracks	3.7%
Rubbish and waste issues	3.3%
Safety, policing and crime	3.3%
All other issues	49.4%
Respondents identifying an issue	395 (62.9%)



Issues by respondent profile

There was also some, mostly modest, variation in the top issues to address for the City of Bayside “at the moment” observed by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following:

- ***Young adults (aged 18 to 34 years)*** – the 90 respondents were marginally more likely than average to nominate safety, policing, and crime and childcare related issues.
- ***Adults (aged 35 to 44 years)*** – the 128 respondents were marginally more likely than average to nominate Council rates as an issue.
- ***Middle-aged adults (aged 45 to 59 years)*** – the 259 respondents were marginally more likely than average to nominate building, planning, housing, and development related issues.
- ***Older adults (aged 60 to 74 years)*** – the 149 respondents were measurably more likely than average to nominate building, planning, housing, and development related issues, and marginally more likely to nominate car parking, communication, consultation and the provision of information, traffic management, and road maintenance and repair related issues.
- ***Senior citizens (aged 75 years and over)*** – the 74 respondents were somewhat more likely than average to nominate services and facilities for the elderly, and marginally more likely to nominate building, planning, housing and development and cleanliness and maintenance of the area related issues.
- ***Gender*** – there was no significant variation in these results observed between male and female respondents.
- ***Language spoken at home*** – respondents from multi-lingual households were marginally more likely than respondents from English speaking households to nominate car parking related issues.



Top three issues for the City of Bayside at the moment by respondent profile

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Building, planning, housing, development	16.2%	Building, planning, housing, development	14.7%
Car parking	11.6%	Car parking	11.5%
Parks, gardens and open spaces	5.5%	Parks, gardens and open spaces	5.4%
Sports and recreation facilities	4.9%	Footpath maintenance and repairs	5.1%
Beach and foreshore issues	4.6%	Traffic management	5.1%
Environment,sustainability,climate change	4.0%	Communication, consultation, prov. of info.	4.8%
Roads and maintenance and repairs	4.0%	Provision and maintenance of street trees	4.8%
Traffic management	4.0%	Environment,sustainability,climate change	4.6%
Communication, consultation, prov. of info.	3.7%	Sports and recreation facilities	4.3%
Provision and maintenance of street trees	3.4%	Beach and foreshore issues	4.0%
All other issues	45.0%	All other issues	46.4%
Respondents identifying an issue	175 (53.5%)	Respondents identifying an issue	213 (57.1%)

English speaking		Multi-lingual	
Building, planning, housing, development	15.3%	Building, planning, housing, development	17.6%
Car parking	11.0%	Car parking	14.8%
Parks, gardens and open spaces	5.5%	Provision and maintenance of street trees	8.3%
Sports and recreation facilities	4.8%	Parks, gardens and open spaces	4.6%
Traffic management	4.7%	Communication, consultation, prov. of info.	4.6%
Environment,sustainability,climate change	4.3%	Environment,sustainability,climate change	4.6%
Beach and foreshore issues	4.3%	Beach and foreshore issues	4.6%
Communication, consultation, prov. of info.	4.1%	Sports and recreation facilities	4.6%
Roads and maintenance and repairs	4.0%	Roads and maintenance and repairs	3.7%
Footpath maintenance and repairs	3.6%	Traffic management	3.7%
All other issues	45.3%	All other issues	47.2%
Respondents identifying an issue	318 (54.8%)	Respondents identifying an issue	65 (60.4%)



Top three issues for the City of Bayside at the moment by respondent profile

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Car parking	5.6%	Car parking	8.6%
Beach and foreshore issues	5.6%	Building, planning, housing, development	8.6%
Safety, policing and crime	4.9%	Parks, gardens and open spaces	7.8%
Parks, gardens and open spaces	3.5%	Sports and recreation facilities	6.0%
Building, planning, housing, development	3.5%	Communication, consultation, prov. of info.	4.3%
Environment,sustainability,climate change	3.5%	Beach and foreshore issues	4.3%
Recycling collection	3.5%	Council rates	4.3%
Childcare	2.8%	Environment,sustainability,climate change	3.4%
Cleanliness and maintenance of area	2.8%	Enforcement / update of local laws	3.4%
Roads and maintenance and repairs	2.8%	Provision and maintenance of street trees	3.4%
All other issues	27.5%	All other issues	43.1%
Respondents identifying an issue	52 (36.4%)	Respondents identifying an issue	56 (48.3%)

Middle aged adults (45 to 59 years)		Older adults (60 to 74 years)	
Building, planning, housing, development	18.3%	Building, planning, housing, development	26.9%
Car parking	13.1%	Car parking	15.9%
Sports and recreation facilities	7.0%	Communication, consultation, prov. of info.	7.6%
Provision and maintenance of street trees	7.0%	Traffic management	7.6%
Parks, gardens and open spaces	6.6%	Environment,sustainability,climate change	6.2%
Environment,sustainability,climate change	5.6%	Roads and maintenance and repairs	6.2%
Roads and maintenance and repairs	4.7%	Footpath maintenance and repairs	5.5%
Beach and foreshore issues	4.7%	Sports and recreation facilities	4.8%
Traffic management	4.2%	Provision and maintenance of street trees	4.1%
Footpath maintenance and repairs	3.8%	Services and facilities for the elderly	3.4%
All other issues	47.4%	All other issues	49.7%
Respondents identifying an issue	134 (62.9%)	Respondents identifying an issue	97 (66.7%)

Senior citizens (75 years and over)		City of Bayside	
Building, planning, housing, development	19.0%	Building, planning, housing, development	15.6%
Car parking	14.3%	Car parking	11.4%
Traffic management	7.1%	Parks, gardens and open space	5.3%
Services and facilities for the elderly	6.0%	Sports and recreation facilities	4.7%
Parks, gardens and open spaces	6.0%	Traffic management	4.6%
Cleanliness and maintenance of area	6.0%	Beach and foreshore issues	4.3%
Communication, consultation, prov. of info.	6.0%	Communication, consultation, prov. of info.	4.3%
Roads and maintenance and repairs	3.6%	Environment,sustainability,climate change	4.3%
Cycling / walking paths and tracks	3.6%	Street trees	4.1%
Provision and maintenance of street trees	3.6%	Roads maintenance and repairs	3.9%
All other issues	34.5%	All other issues	43.7%
Respondents identifying an issue	50 (59.0%)	Respondents identifying an issue	388 (55.4%)



Volunteering

Respondents were asked:

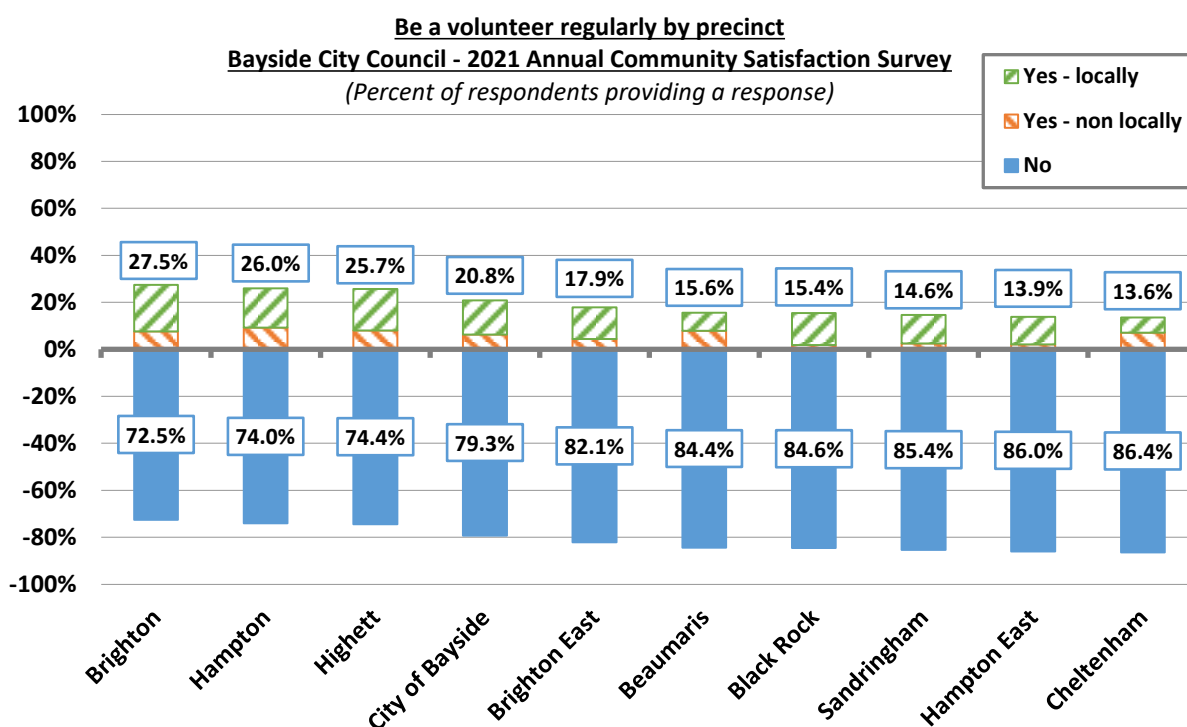
“Do you volunteer regularly?”

Consistent with the results recorded in recent years, approximately one-fifth (20.7%) of respondents reported that they volunteer, either locally (14.5% up from 9.9%), or non-locally (6.3% down from 6.8%). It is noted that over the last four years, the average proportion of respondents who report that they volunteer was 22.2%.

Regular volunteering
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

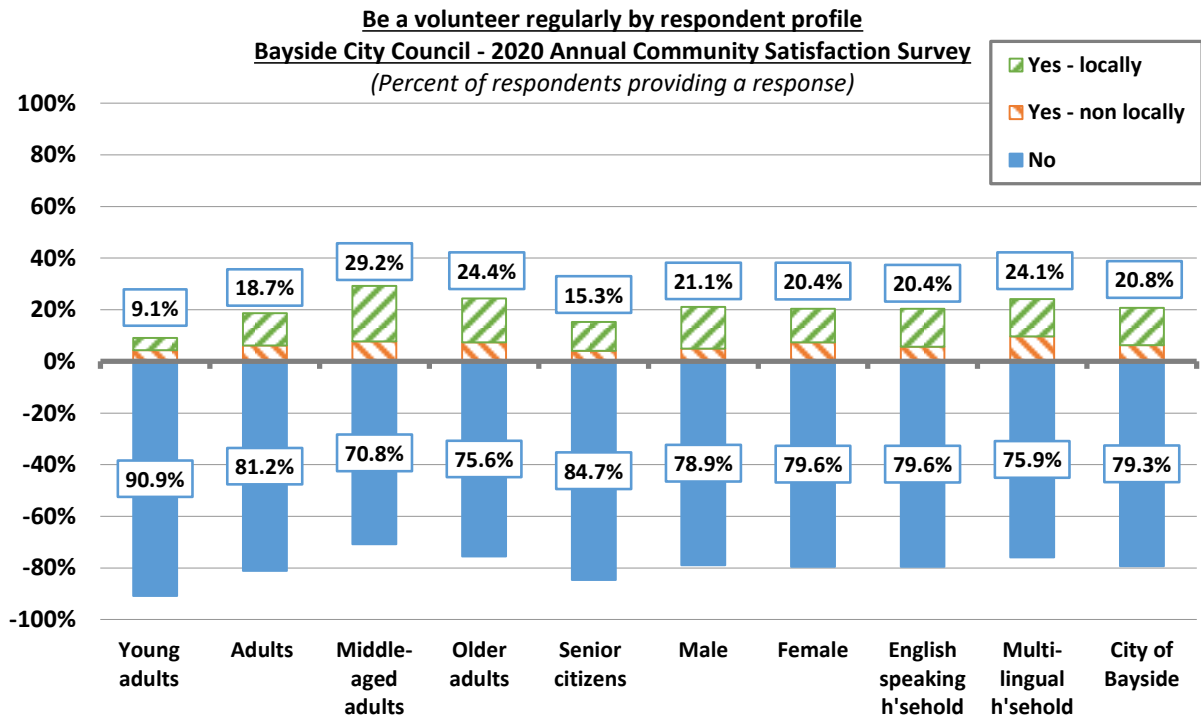
Response	2021		2020	2019	2018
	Number	Percent			
Yes (total)	142	20.7%	16.7%	21.1%	30.4%
locally	99	14.5%	9.9%	12.7%	19.2%
non locally	43	6.3%	6.8%	7.4%	9.5%
both locally and non locally	0	0.0%	0.0%	1.0%	1.6%
No	543	79.3%	83.3%	78.9%	69.6%
Not stated	15		11	24	24
Total	700	100%	700	702	705

There was no statistically significant variation in this result observed across the nine precincts comprising the City of Bayside.



There was some variation in this result observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably more likely than average to volunteer.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat less likely than average to volunteer.



Planning and population

Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of Bayside to continue growing by approximately 13,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

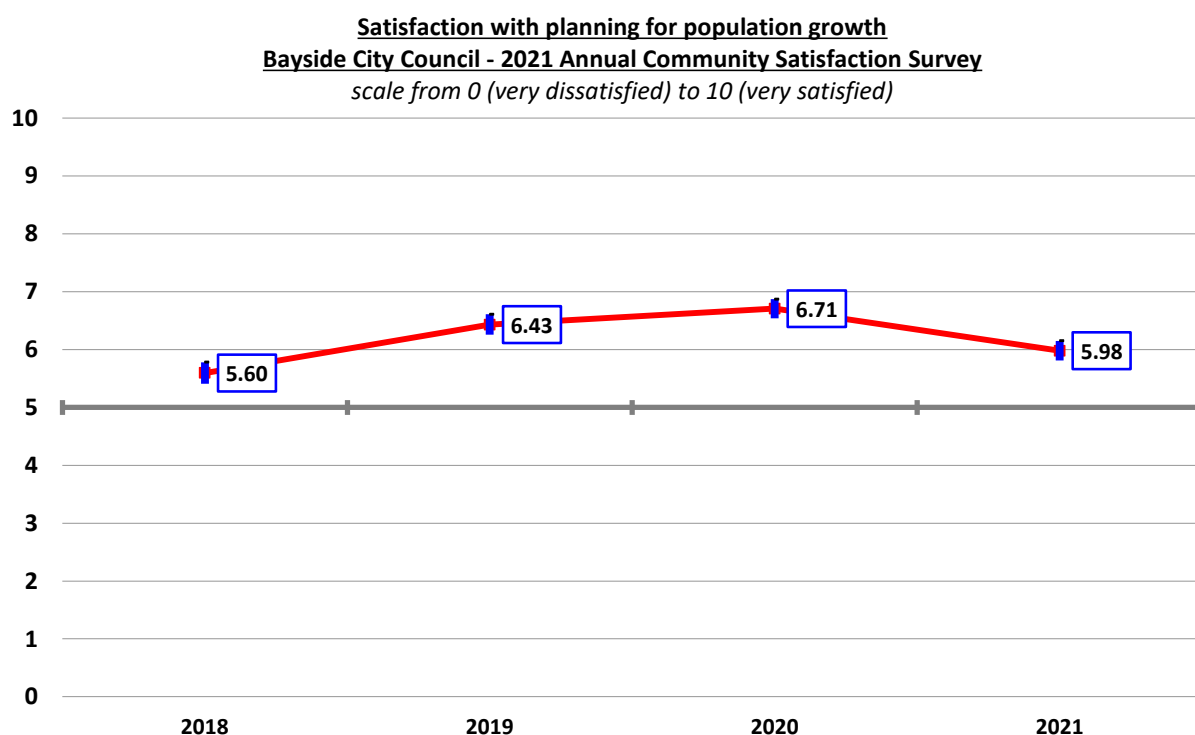
Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”

The average satisfaction with planning for population growth by all levels of government declined measurably this year, down 10.9% to 5.98, which is a “poor”, down from a “good” level. This decline this year reverses much of the increases recorded over the last two years and is now marginally below the long-term average of 6.18.

By way of comparison, this result is now marginally, but not measurably lower than the 2021 metropolitan Melbourne average (6.14), as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2021 but is somewhat higher than the inner eastern region councils' average of 5.42.

These results clearly reflect a fall in satisfaction consistent with the general decline in satisfaction observed across the survey this year, which may be reflecting a more pessimistic outlook generally in the community. This decline is likely to be reflecting a range of factors, including COVID-19 and its impact on the relationship between the community and Council, and greater concerns about public health from increased population density.



Metropolis Research also notes that there was an under-representation of new and newer residents (less than one year and one to less than five years in the City of Bayside) in the sample this year. This is discussed elsewhere in this report but reflects largely the reduced ability of individuals to move residence over the last year due to COVID-19.

It is also true to a limited extent, that the telephone survey methodology is slightly less effective at obtaining participation from this group of residents. This reflects this groups greater unwillingness to participate in the research when invited to do so on the telephone compared to when invited face-to-face, as they often state that they have only recently moved into the municipality and have yet to form a strong view about the performance of Council.

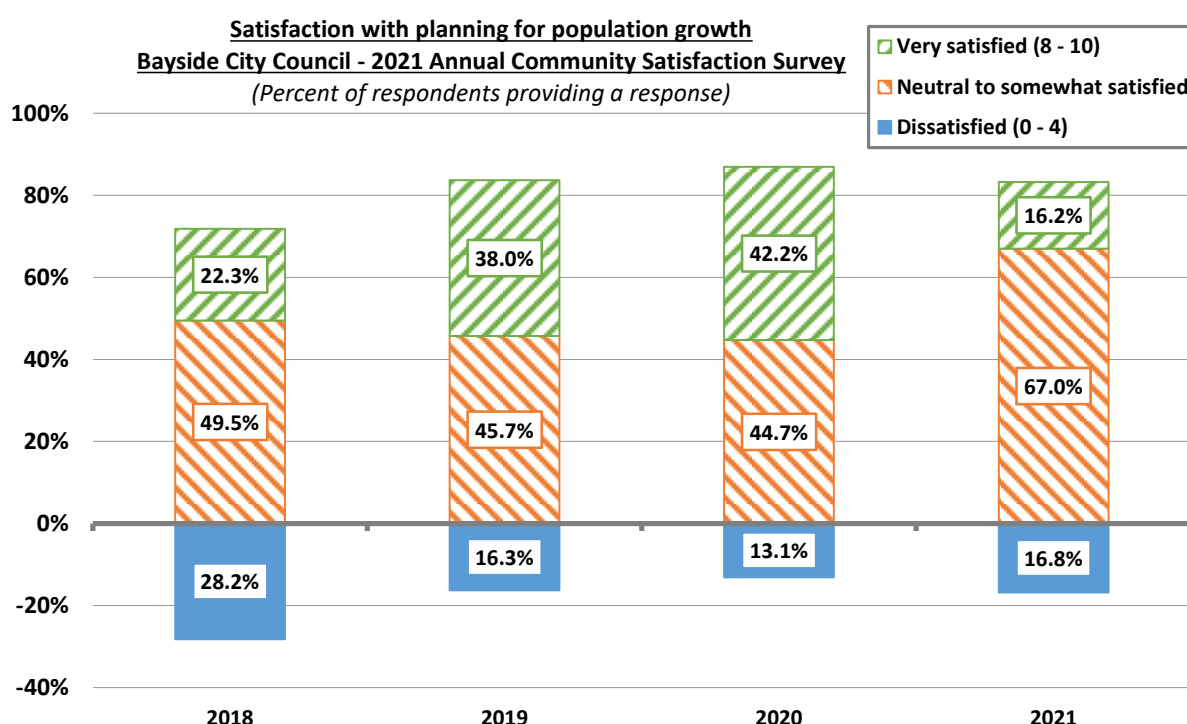
This skew this year is an important factor affecting the decline in satisfaction with planning and housing development, including population growth, as this group traditionally are measurably more satisfied with planning for population growth and will therefore have materially affected this result.



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

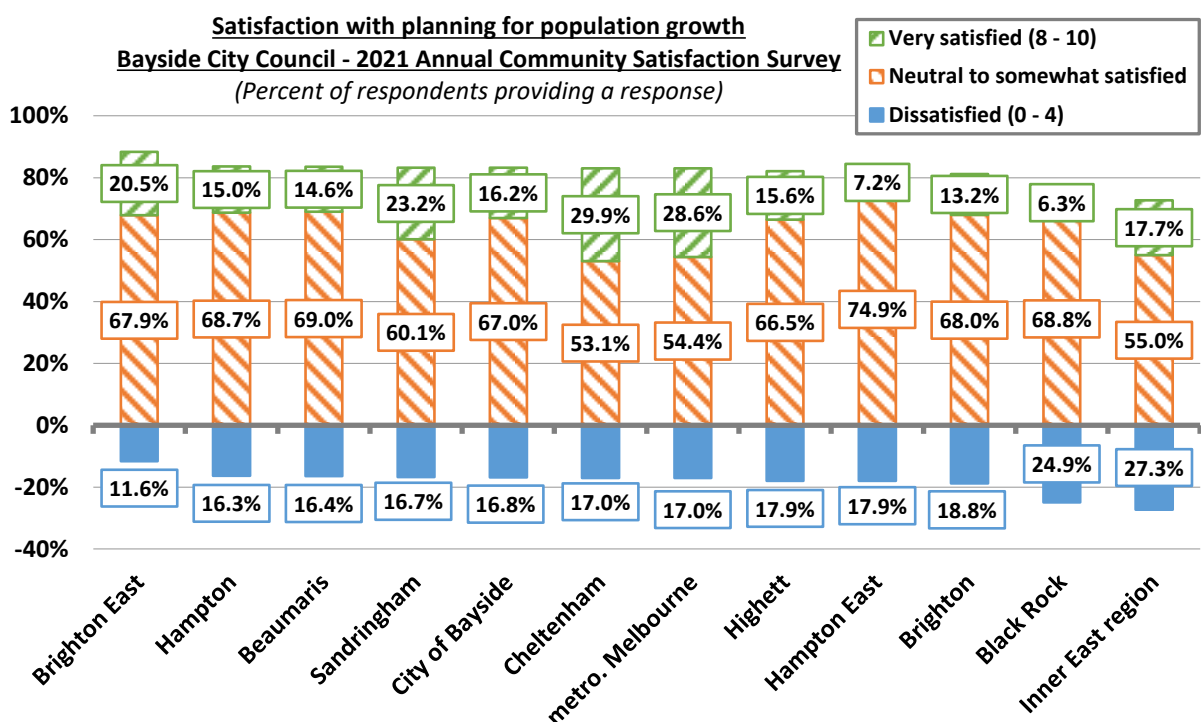
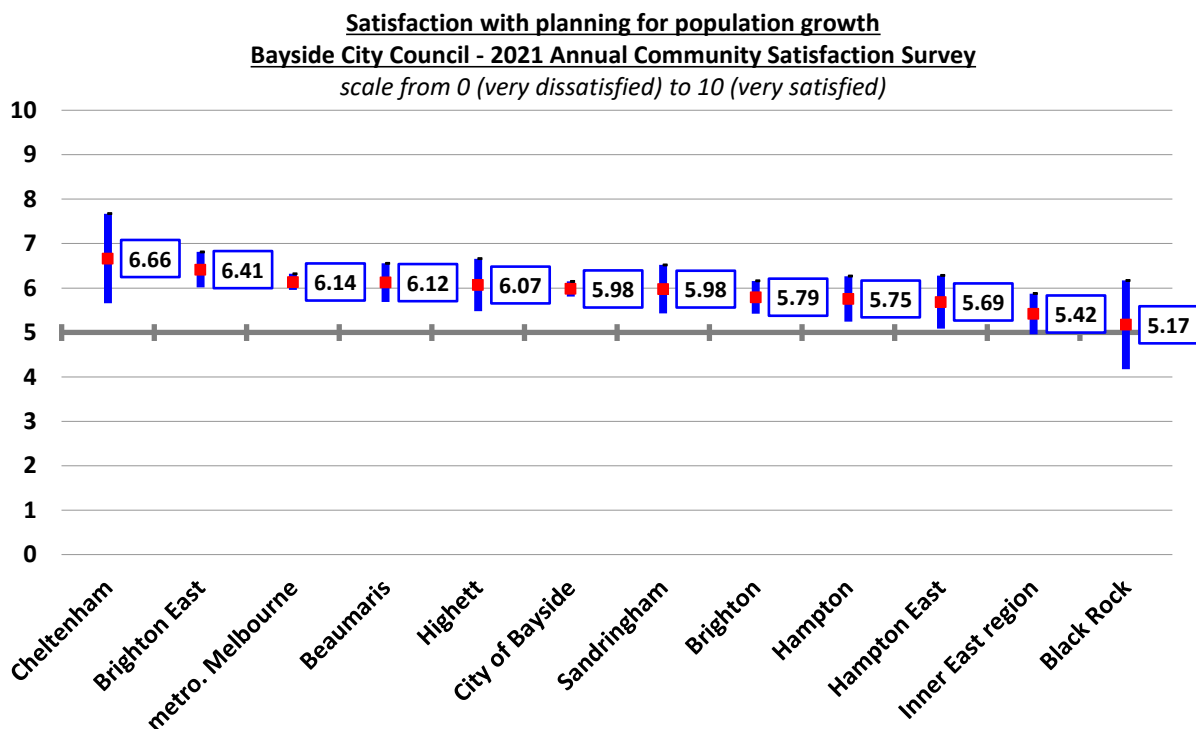
Consistent with the results recorded in the two previous years, a little less than one-sixth of respondents were dissatisfied with planning for population growth by all levels of government.

Of most interest this year, is the measurable decline in the proportion of respondents who were “very satisfied” with planning for population growth by all levels of government, which has declined from more than one-third over the last two years, to a little less than one-sixth this year.



There was no statistically significant variation in this result observed across the nine precincts comprising the City of Bayside, although attention is drawn to the following:

- **Cheltenham** – respondents were notably, but not measurably (due to the small sample size) more satisfied with planning for population growth by all levels of government than the average.
- **Black Rock** – respondents were notably, but not measurably (due to the small sample size) less satisfied with planning for population growth by all levels of government than the average.



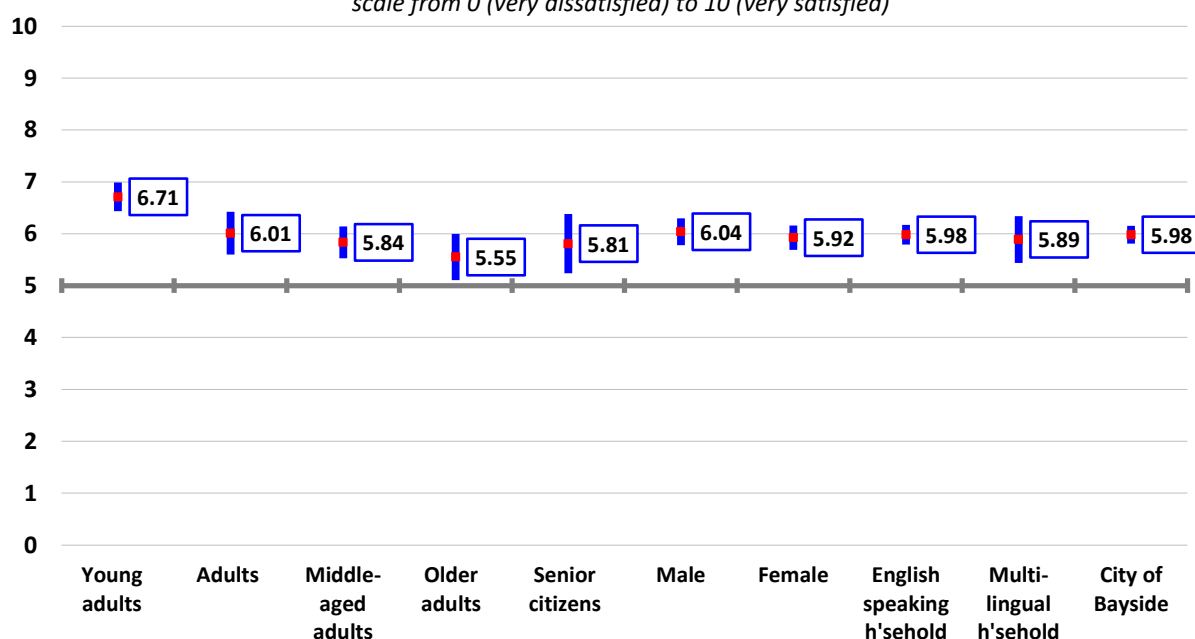
The following graphs outline the average satisfaction with planning for population growth by all levels of government by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the municipality, household disability status, and household structure.



Attention is drawn to the following notable variation in satisfaction observed:

- **Age structure** – consistent with the results observed in previous years both in Bayside as well as elsewhere across metropolitan Melbourne, satisfaction declines measurably with the respondents' age, from a high of 6.71 for young adults (aged 18 to 34 years) to a low of 5.55 for older adults (aged 60 to 74 years).
- **Gender** – there was no meaningful variation in these results observed between male and female respondents.
- **Language spoken at home** – there was no meaningful variation in these results observed between respondents from English speaking and multi-lingual households.
- **Housing situation** – there was a strong relationship between housing situation and satisfaction with planning for population growth, with rental household measurably and significantly more satisfied than homeowner respondents.
- **Period of residence in the City of Bayside** – there was a similar strong relationship between period of residence in the municipality and planning for population growth, with newer residents (one to less than five years in the municipality) substantially more satisfied than long-term residents (10 years or more in the municipality).
- **Household disability status** – respondents from households with a member with a disability were notably, but not measurably less satisfied than other respondents.
- **Household structure** – whilst there was no statistically significant variation observed by household structure, it is noted that respondents from families with young children were notably more satisfied than average, whilst mature families were notably less satisfied.

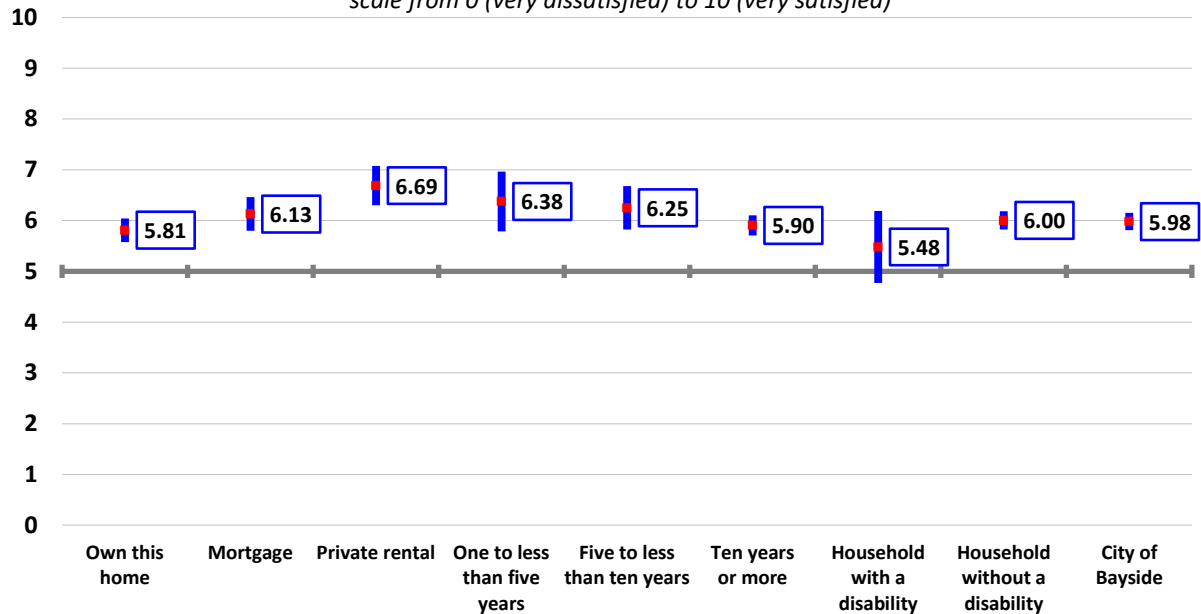
Satisfaction with planning for population growth by respondent profile
Bayside City Council - 2021 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by housing situation, period of residence and disability

Bayside City Council - 2021 Annual Community Satisfaction Survey

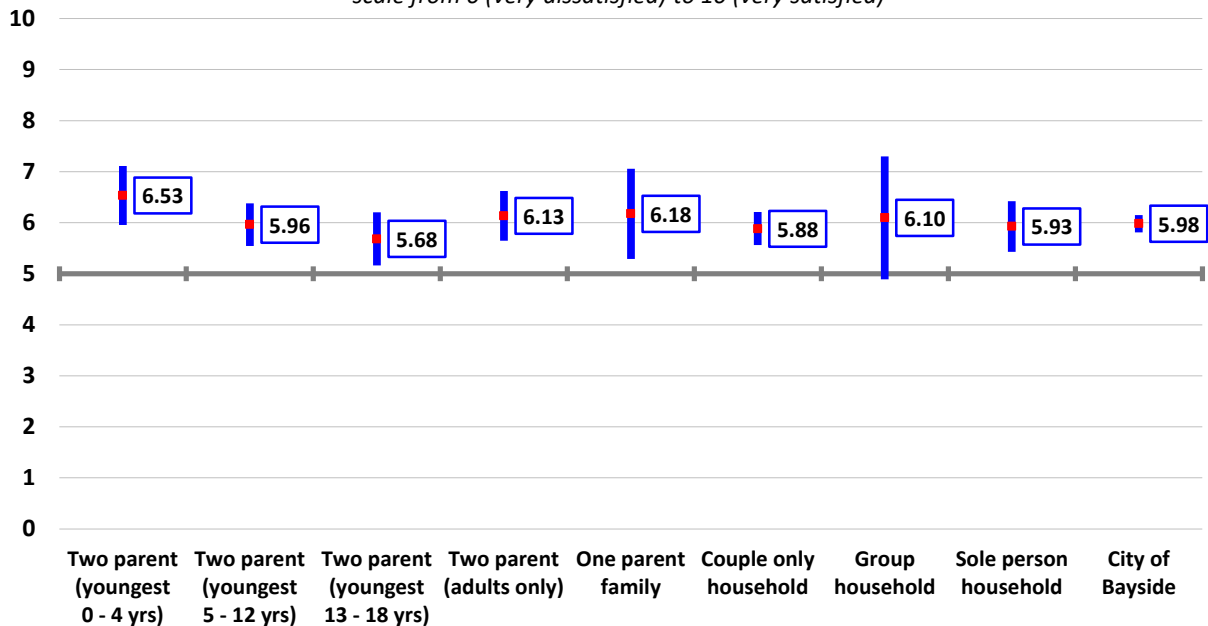
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by household structure

Bayside City Council - 2021 Annual Community Satisfaction Survey

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



Concerns you most about population growth in the municipality

Respondents were then asked:

“If you rated satisfaction less than 5, what concerns you most about population growth in the municipality?”

The 89 respondents dissatisfied with planning for population growth by all levels of government were asked the reasons why they were dissatisfied. A total of 90 responses were received, which have been broadly categorised as outlined in the following table.

Consistent with the results received in recent years, the most common responses related to concerns around the planning and development issues around population growth (52.2% up from 40.3%), such as a perceived overdevelopment and overcrowding, perceived inappropriate development, a perceived loss of heritage values, and similar issues.

It is noted that this increase in concerns about planning and housing development are a theme observed in several results throughout this report.

The second most common category of reasons for dissatisfaction with planning for population growth relate to perceived impacts on infrastructure (23.3% down from 26.0%), including a perceived lack of infrastructure in general as well as transport infrastructure.

Perceived impacts of population growth on parking, traffic, and roads were raised by 10% of dissatisfied respondents this year, down on the 20.8% recorded last year. This may reflect the reduced traffic volumes in the area over the last year due to COVID-19.

Metropolis Research notes that only a small number of respondents were dissatisfied with planning for population growth in the City of Bayside due to perceived issues with services and facilities, such as health and human services. This is an important finding, as it is at odds with results observed in other types of municipalities (such as growth area municipalities), where community concern around population growth is highly focused on the perceived impact on services and facilities (including community services), as well as traffic and congestion.

Most concerns regarding population growth in the municipality
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number of total responses)

Response	2021		2020	2019	2018
	Number	Percent			
Planning and development	47	52.2%	40.3%	40.5%	38.6%
Infrastructure	21	23.3%	26.0%	16.7%	19.3%
Parking, traffic and roads	9	10.0%	20.8%	25.0%	19.3%
Services and facilities	3	3.3%	6.5%	9.5%	5.0%
Other	10	11.1%	6.5%	8.3%	17.8%
Total	90	100%	77	84	202



The following table outlines the verbatim comments outlining reasons for dissatisfaction with planning for population growth by all levels of government.

Most concerns regarding population growth in the municipality
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Planning and development</i>	
Overdevelopment / overcrowding	9
Too much high density / apartments / high rises	8
Areas are not designed for high density housing	7
It's getting overpopulated	6
Demolition of historical housing estates, landmarks, and old houses	2
Maximizing high density buildings without parking facility	2
No proper plans for increased population growth	2
Too many units being put up	2
Council is very short sighted and allow tremendous apartments to be built without the services required	1
Don't think Council gives a stuff about catering to needs. More flats and more rates	1
Lack of family homes without gardens for people with children to play	1
Not considering the heritage of the area and going ahead with massive developments	1
Overspending and overdevelopment	1
Planning is not inclusive of all housing types	1
The medium density buildings	1
They are allowing too many developments with no car parking especially in Wells St	1
Too much overdevelopment is ruining the City of Bayside	1
<i>Infrastructure</i>	
No infrastructure	17
Lack of infrastructure to support growing population	2
Not enough transport	1
Too much transport	1
<i>Parking, traffic, and roads</i>	
Not enough parking	4
Narrow roads	2
Traffic congestion	2
No parking on Train St	1
<i>Services and facilities</i>	
Lack of services to support growing population	1
Services for the elderly and childcare, especially during COVID, since there's no immigrants	1
Youth services not enough	1



Other	
Affordability	2
Have not heard anything about it and no consultation	1
Having to listen to crying and whining babies	1
Not transparent enough	1
Should be more	1
The socially disadvantaged people are being pushed out	1
They don't do things in time	1
We are expanding too quickly	1
Won't be able to keep up	1
Total	90

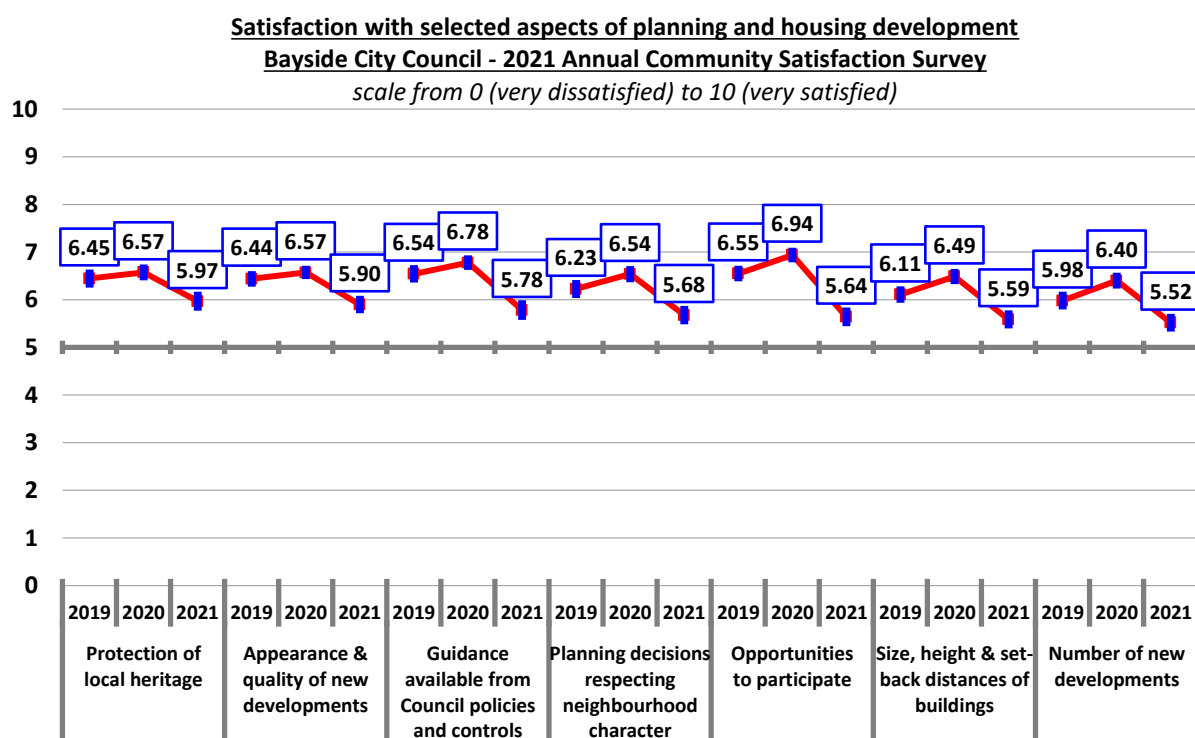
Planning and housing development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area? If any aspect rated less than 5, why do you say that?”

All respondents were again in 2021, asked to rate their satisfaction with seven aspects relating to planning and housing development in the City of Bayside.

Following significant increases in satisfaction with these seven aspects of planning and housing development over the last two years, from the modest levels of satisfaction recorded back in 2018, satisfaction with all seven declined sharply this year.



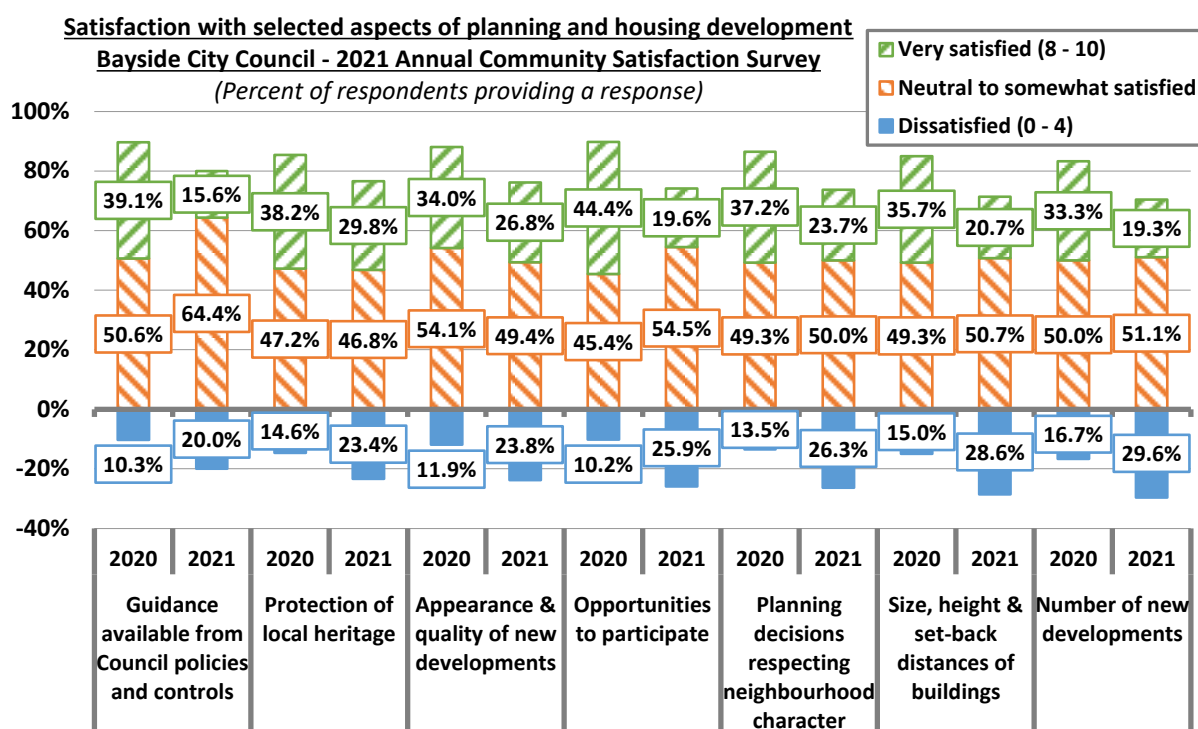
The average satisfaction with these seven aspects of planning and housing development was 5.73 out of a potential 10, a statistically significant decline of 13.3% on the average satisfaction of 6.61 recorded last year. This is a “poor”, down from a “good” level.

This result returns the average satisfaction with the seven aspects of planning and housing development to marginally above the 2018 average of 5.60 or “poor”.

Satisfaction with all seven aspects of planning and housing development were rated at “poor” levels this year.

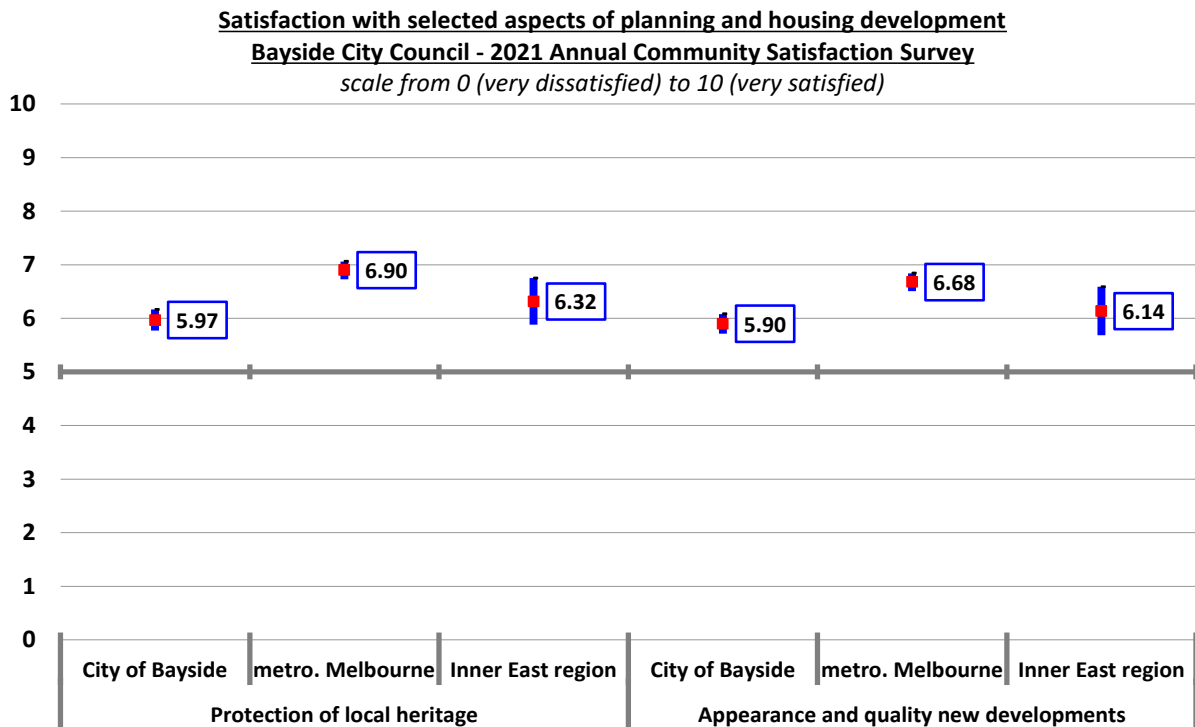
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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

There has been a significant decline this year, in the proportion of respondents who were “very satisfied” with each of the seven aspects of planning and housing development, and a significant increase in the proportion of respondents who were “dissatisfied”.



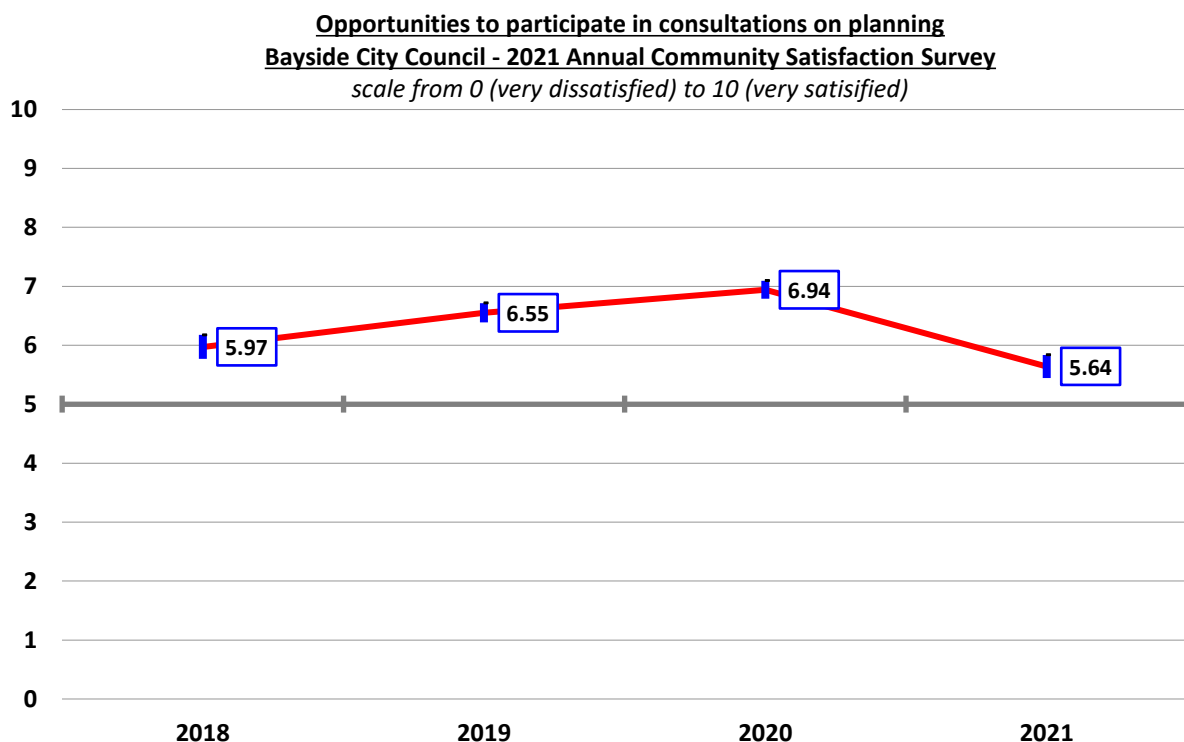
The following graph provides a comparison of satisfaction with two key planning and housing development outcomes between the City of Bayside, the inner eastern region councils, and the metropolitan Melbourne averages. These comparisons are sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Satisfaction with both the appearance and quality of new developments as well as the protection of local heritage and sites of significance was measurably lower in the City of Bayside than the metropolitan Melbourne average. Satisfaction was, however, only marginally, but not measurably lower than the average for the inner eastern region councils.

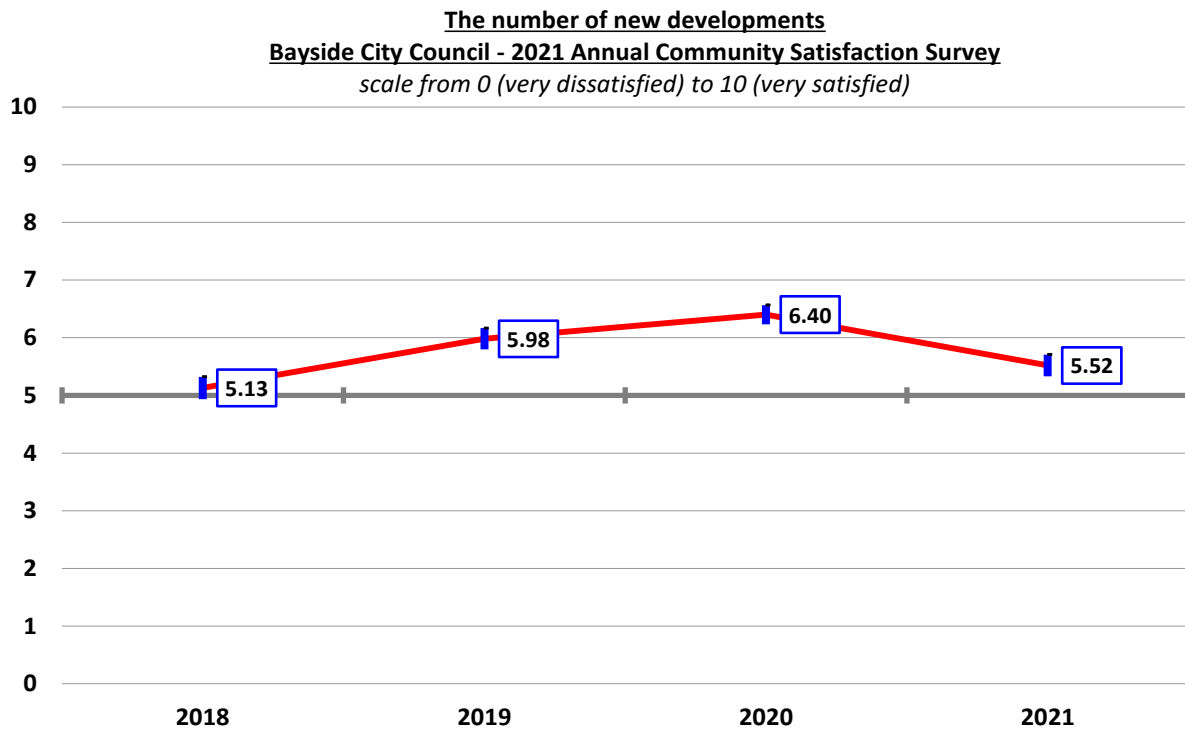


Satisfaction with the opportunities to participate in consultations on planning declined measurably and significantly this year, down 18.7% to 5.64, which is a “poor” down from a “good” level of satisfaction.

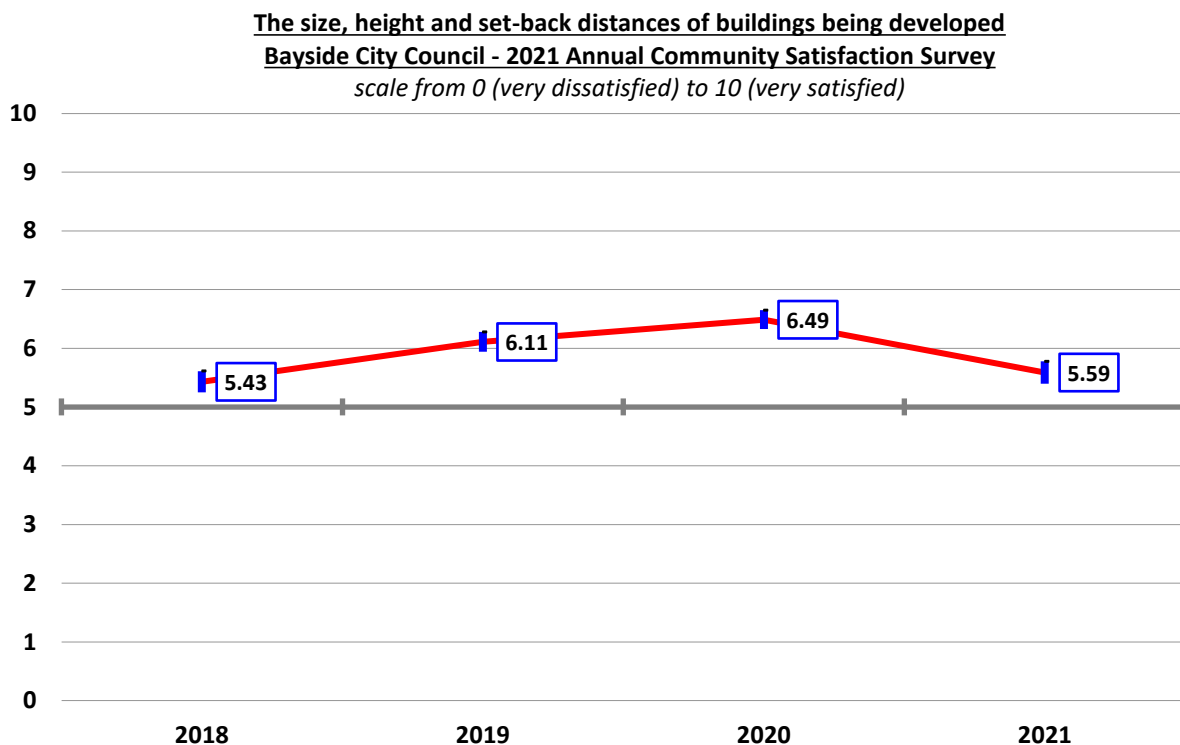
Metropolis Research notes that COVID-19 may well have been a factor affecting this substantial decline this year. It is also worth noting that the 2020 result was significantly higher than is typically recorded for satisfaction with an aspect of the planning approvals process, and that this decline brings the result more in line with this question’s typical results.



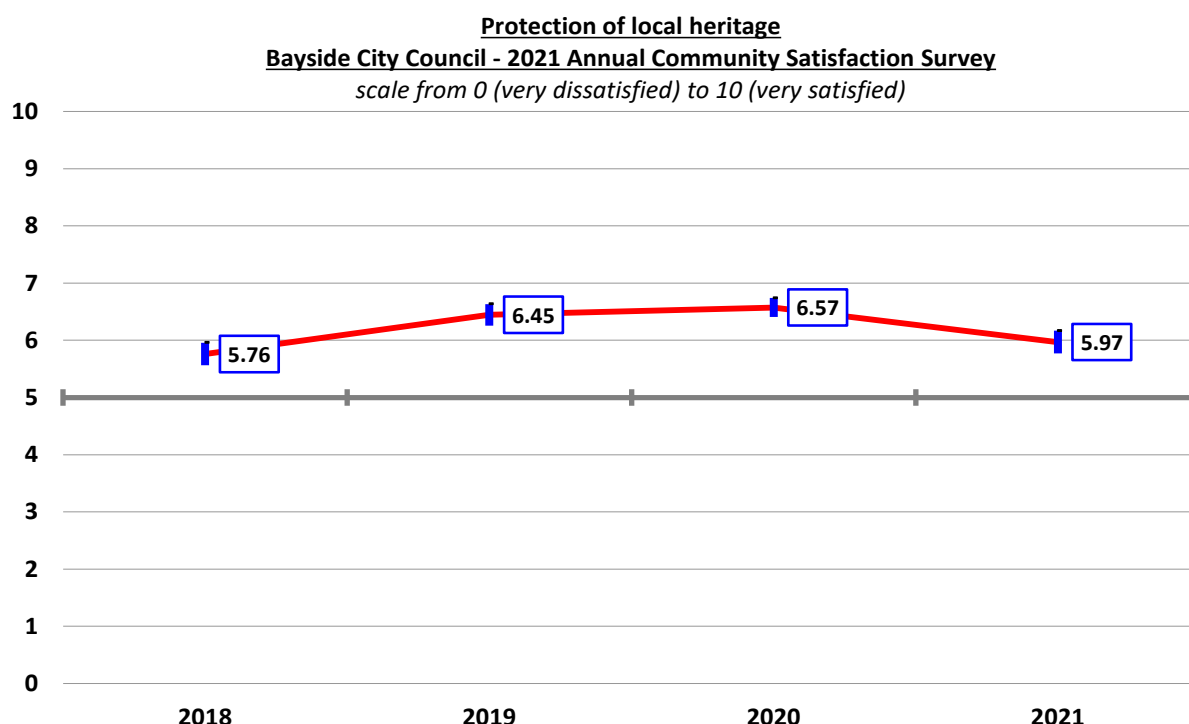
Satisfaction with the number of new developments declined measurably and significantly this year, down 13.8% to 5.52, which is a “poor” down from a “solid” level. This result is now marginally, but not measurably below the long-term average over the last four years of 5.72.



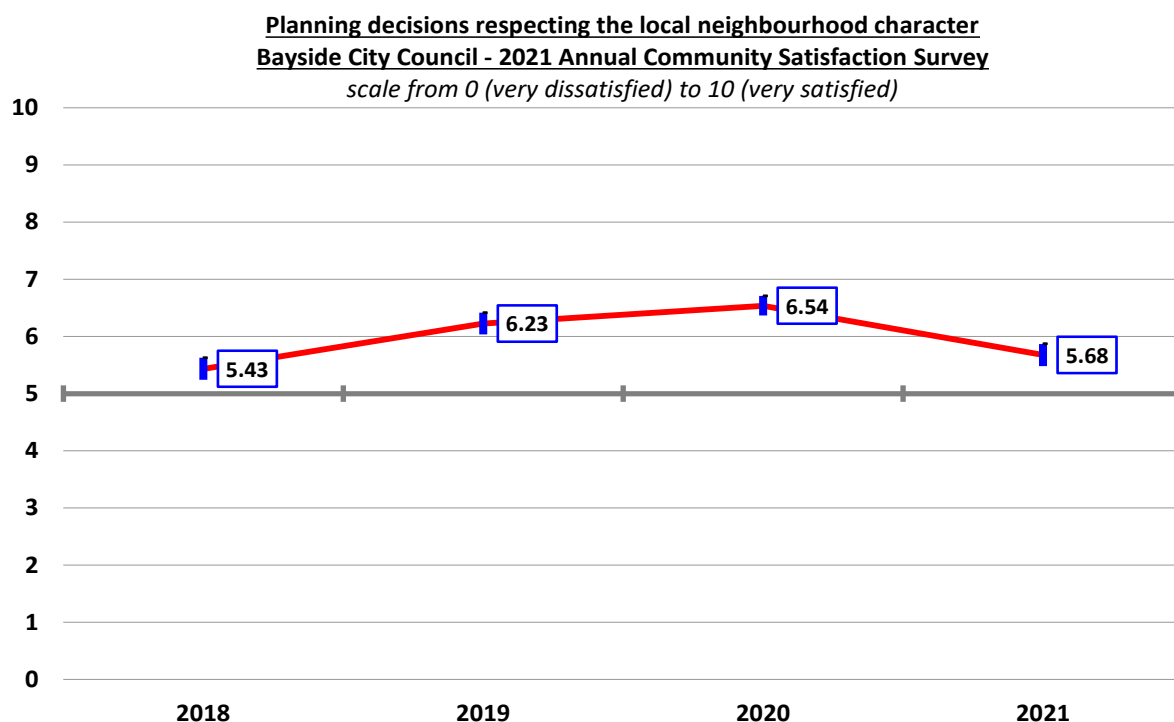
Satisfaction with the size, height, and set-back distances of buildings being developed declined measurably and significantly this year, down 13.9% to 5.59, which is a “poor” down from a “solid” level of satisfaction. This result remains marginally lower than the long-term average of the last four years of 5.90.



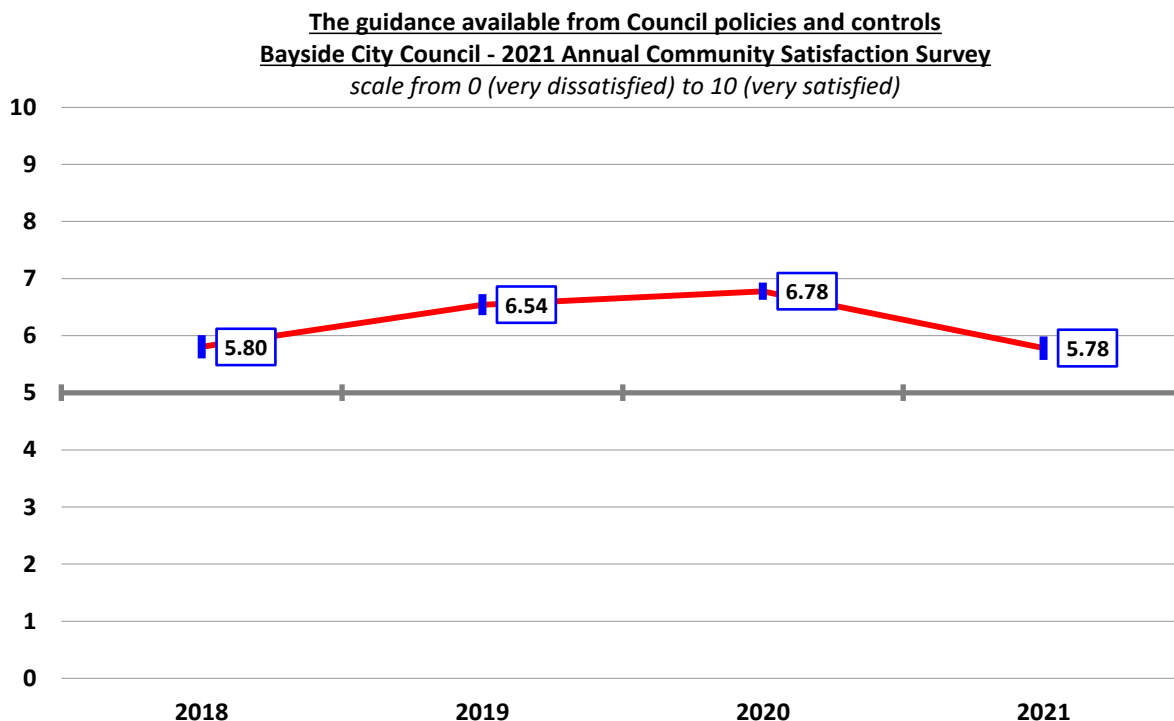
Satisfaction with the protection of local heritage declined measurably this year, down 9.1% to 5.97, which is a “poor” down from a “good” level. This result is marginally but not measurably lower than the long-term average over the last four years of 6.19.



Satisfaction with planning decisions respecting the local neighbourhood character declined measurably and significantly this year, down 13.1% to 5.68, which is a “poor”, down from a “good” level of satisfaction. This result is marginally but not measurably lower than the long-term average over the last four years of 5.97.



Satisfaction with the guidance available from Council policies and controls declined measurably and significantly this year, down 14.7% to 5.78, which is a “poor”, down from a “good” level of satisfaction. This result is marginally but not measurably lower than the long-term average over the last four years of 6.23.



Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments declined measurably this year, down 10.2% to 5.90, which is a “poor”, down from a “good” level of satisfaction.

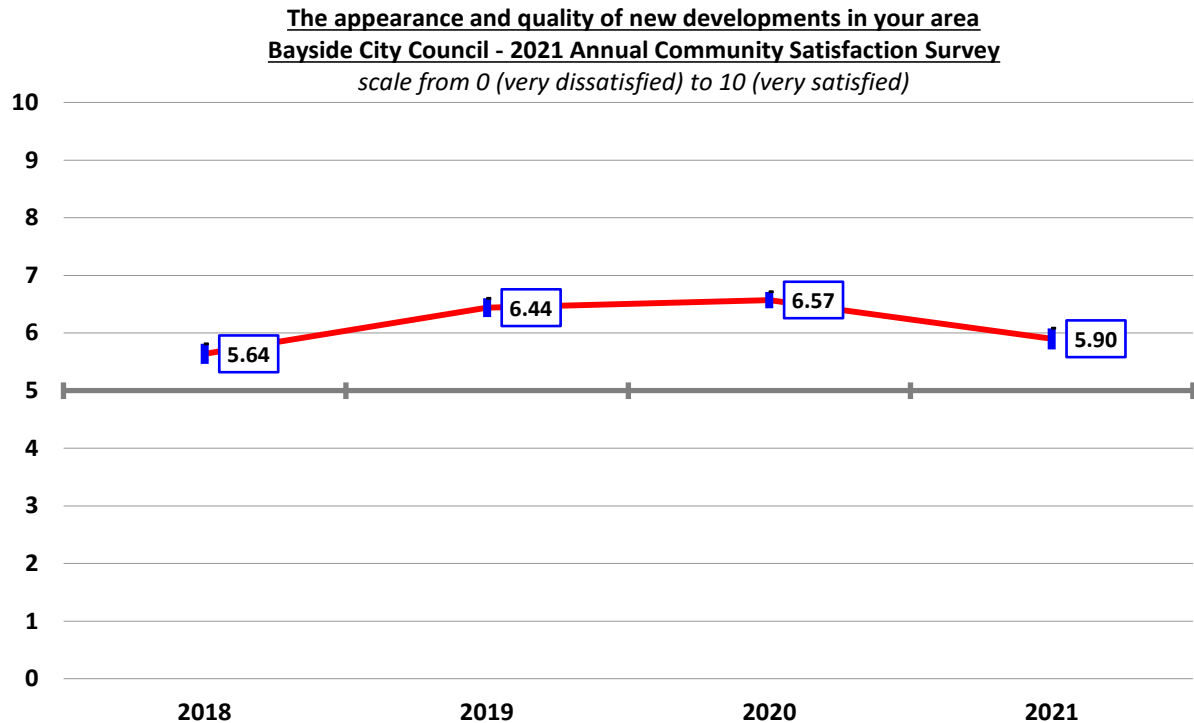
This result is now marginally, but not measurably below the long-term average satisfaction recorded over the last four years of 6.14.

There are a range of factors that may be impacting on the result this year, including the general decline in satisfaction observed throughout many sections of this report this year, including overall satisfaction with Council (down 6.7%). COVID-19 may well also be a factor influencing general community sentiment this year, which may be influencing satisfaction with planning and housing development. The change in methodology may also be a small factor this year.

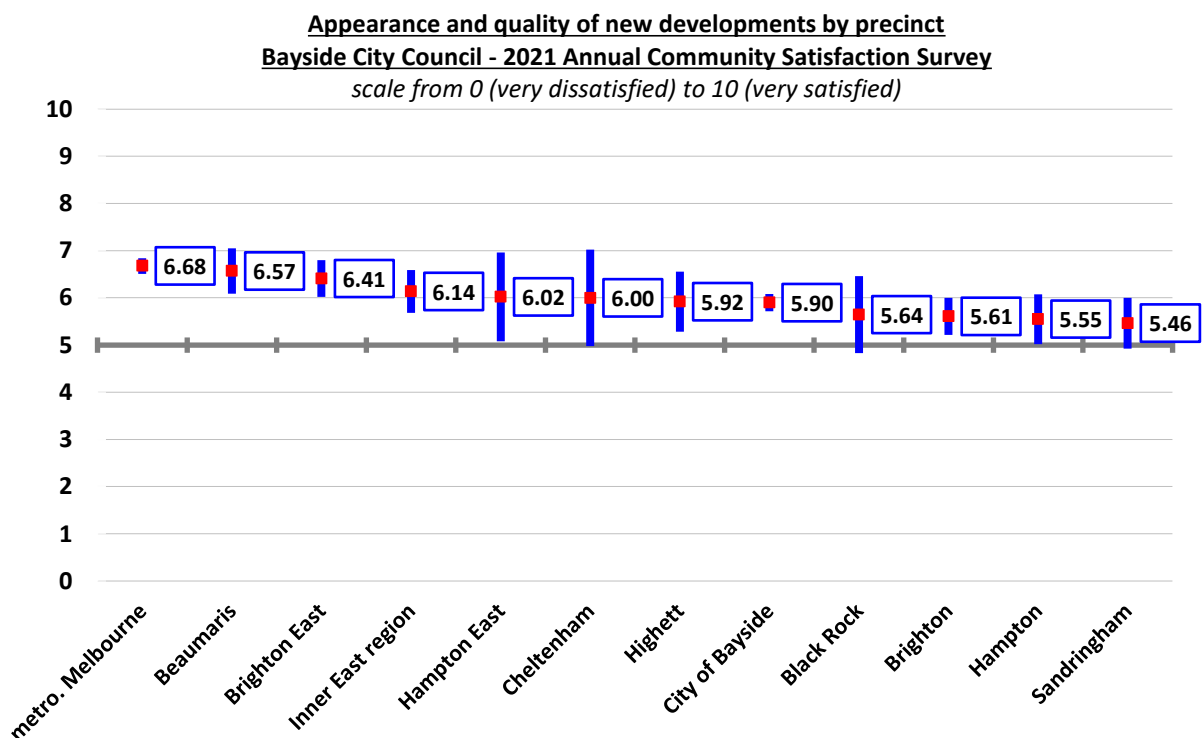
As discussed earlier in this section, the decline in satisfaction with aspects of planning and development this year reverse the very significant increases recorded in both 2019 and 2020 and returns these results more in line with those observed elsewhere.



By way of comparison, satisfaction with the appearance and quality of new developments in the City of Bayside was measurably (11.7%) lower than the metropolitan Melbourne average, and marginally but not measurably lower than the inner eastern region councils' average of 6.14.



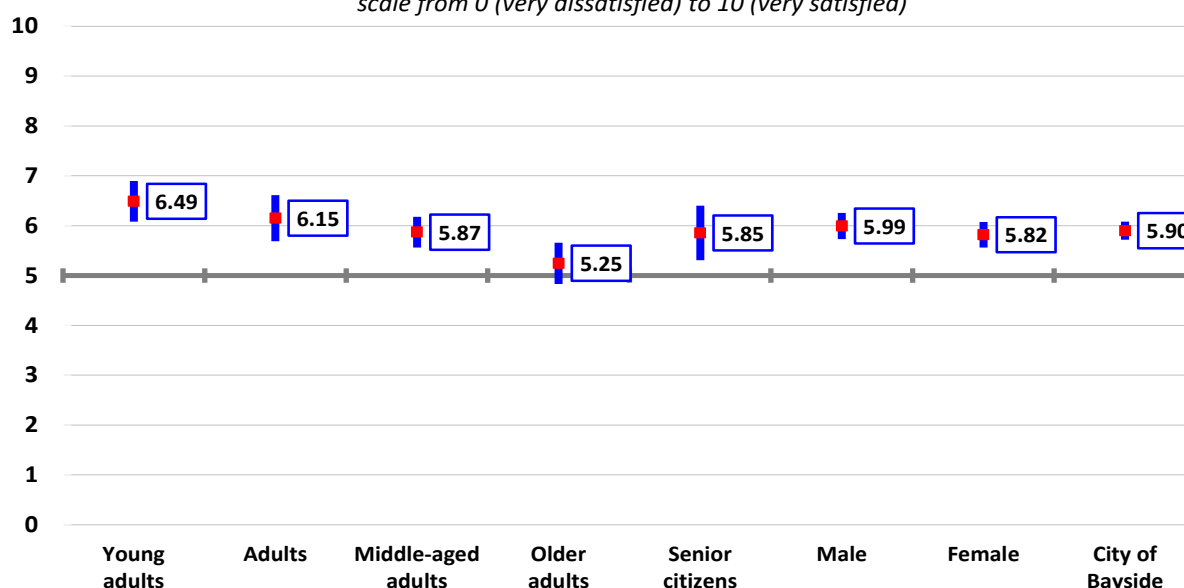
There was some variation in this result observed across the municipality, with respondents from Beaumaris measurably more satisfied than the municipal average and respondents from Brighton East notably, but not measurably more satisfied than average.



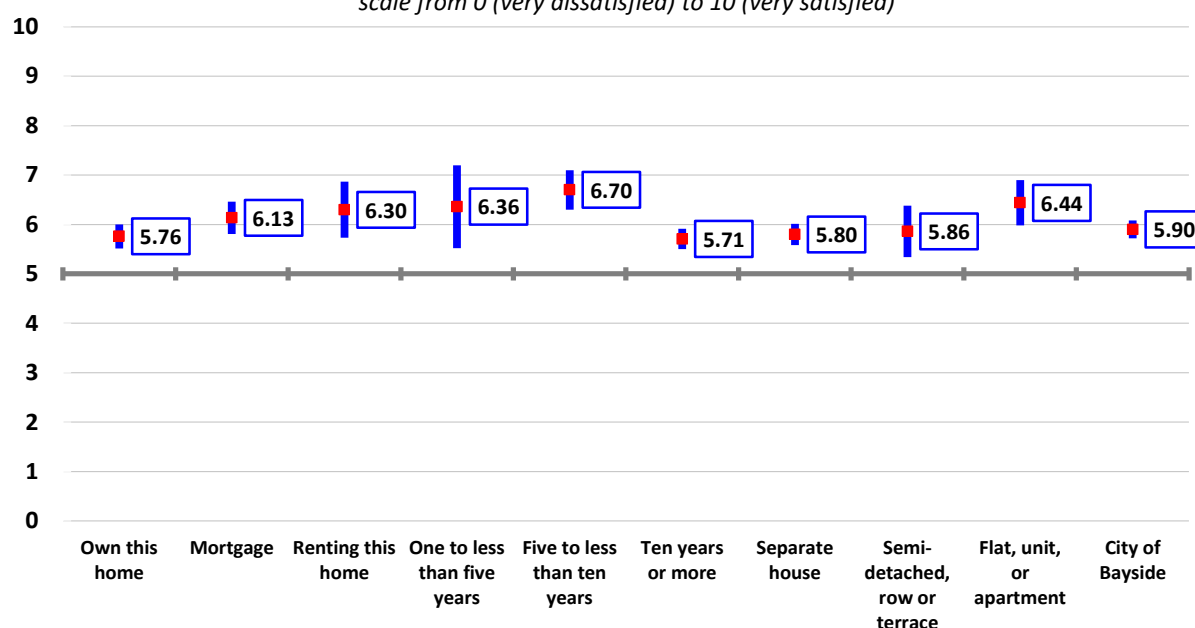
Consistent with the results observed in recent years both in the City of Bayside, as well as elsewhere across metropolitan Melbourne, significant variation was observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), rental household respondents, and newer residents (less than 10 years in Bayside), and respondents living in flats, units, or apartments.
- **Less satisfied than average** – includes older adults (aged 60 to 74 years), homeowners, long-term residents (10 years or more in Bayside), and respondents living in separate detached homes.

Appearance and quality of new developments by respondent profile
Bayside City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Appearance and quality of new developments by housing profile
Bayside City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The 151 respondents dissatisfied with the appearance and quality of new developments were asked to identify any specific developments of concern or to comment further. A total of 131 responses were received, as outlined in the following table.

The overwhelming feedback from the respondents dissatisfied with the appearance and quality of new developments was a perceived overdevelopment in the municipality, and too many high-density buildings.

There were concerns raised by some about the impacts on heritage and local character, as well as comments on the perceived lack of quality in design and building higher density developments.

Comments regarding the appearance and quality of new development

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
High density buildings	11
Overdevelopment	11
Cheap / ugly / nasty / poor quality	10
Too many apartments / multi-unit developments lead to traffic and chaos	8
Majority of high rises	5
Too many high rises	4
Too many high rises, pressure on environment	4
Too many units	4
Lot of them do not suit the heritage area	3
New modern buildings	3
Too many apartments	3
Too many high rises that are not appropriate / interfere with local heritage and character	3
All apartment buildings	2
Hampton St - buildings	2
Hampton St - high rise apartment	2
Hampton St - Stellar development	2
Housing development	2
Less focus on open spaces	2
No consideration regarding the local heritage / landscape of area	2
They are just boxes	2
Too many new developments, less parking space	2
Too many units and apartments on single house units and it makes area more congested	2
Well St - cheap material, facades are ugly	2
448 St. Kilda St	1
Abbot St - monstrous French house takes up the whole block	1
Aged care in New St - 5 storeys	1
Apartments taking over the beautiful old houses	1
Bay Rd - apartments	1
Bay Rd - Sandringham apartments	1
Bay St - near train station	1
Bluff Rd - houses	1
Church St - multistorey	1



Church St - no development for long period	1
Conversion of industrial land to residential areas	1
Overstatement of buildings	1
Hampton East - high density developments	1
Hampton St - Channel 9 building and construction	1
Hampton Station	1
Houses blocking light. Built right outside my window	1
Inappropriate developments not in keeping with streetscape or architecture of Brighton	1
Knocking down of old houses and the significant usage of the properties	1
Lack of infrastructure for all these new residents	1
Mile St - multistorey	1
More cars on streets	1
Munro Ave - apartments	1
No / inadequate parking services	1
No infrastructure, don't listen to what residents say	1
Not aware of planning projects	1
Protect the local heritage, doesn't mix with the neighbourhood character	1
Sara Ave	1
Small high rises are not good	1
Subdivision of single house blocks into multi house developments	1
The developments are not suitable for the Bayside, listen to the community opinion	1
They are all apartments with no parking	1
They do not fit in Bayside environment and cheap in terms of design of the area	1
They have lost the local heritage of the local area	1
Too big - damaged trees	1
Too much glass and steel, put soft material	1
Too small	1
Town housing	1
Ugly looking new developments	1
Well St - every multi-unit development	1
Wentworth and Darcy Ave corner	1
Total	131

Reasons for dissatisfaction with aspects of planning and housing development

A total of 229 responses were received from respondents dissatisfied with any aspect of seven aspects of planning and housing development. The verbatim responses are outlined in the following table.

Consistent with the previous results discussed above, the overwhelming reason for dissatisfaction with planning and housing development in the City of Bayside remains concern around a perceived overdevelopment of the municipality.

This includes significant concern about the number and size of higher density developments, concerns around the both the quality of construction and materials, as well as the quality of design. Concerns about loss of heritage values and local neighbourhood character are also evident in these results.

There were also a small number of comments about planning processes, including consultation.



Reasons for dissatisfaction with selected aspects of planning and housing development

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Too many developments / buildings	24
Too many high rises	13
No / less parking	11
Lack of infrastructure	10
Cramming into too small spaces	9
Overdevelopment and too much construction	8
Not enough community consultation or opportunities	7
Aesthetically inappropriate	6
Too many high rises / new developments that do not fit in with the character	6
Too many new developments	6
No gardens and backyards	5
Not appropriate for families	5
Too many apartments	5
They are increasing the traffic on the roads	4
The new buildings are too big and tall	4
The heritage of the streets is being demolished and big towers are being put up	4
No windows	4
Local heritage should be preserved more	4
Fence line	4
Destroying character of area	4
Inconsistent and ambiguous planning policies	3
Lots of old homes being pulled down. Would prefer to maintain old facades and the local heritage	3
Poor planning and development decisions	3
They don't listen to you even if they are consulting	3
Too many high-density buildings	3
Too many high-rise developments without increasing infrastructure to support those residents in the new developments	3
Too many high rises and too close to the road	3
High rises in high density areas without proper parking facilities	2
Not aesthetic	2
Overpopulated	2
Too many unit developments	2
Traffic congestion and not safe, narrow streets	2
Trying to fit too many on existing blocks, no space in between	2
As they don't stick to one policy	1
Beautiful old places are demolished for skyscraper	1
Buildings by the bay are too high, not aesthetic, doesn't fit the neighbourhood character	1
Delays in planning	1
Developer's rule	1
Development over native plants and habitat. Not much native habitat left. Ongoing colonial issue. Would be good if more of an effort to revegetate was made.	1
Don't protect houses	1
High density housing around the area the driveways are really getting congested	1
I haven't seen any opportunities	1



I, love Bayside community, but concerned about the density	1
Inappropriate	1
Lack of protection of local heritage is a big concern, in particular Service St development	1
Local neighbourhood character getting redefined by big development	1
Lot cheap buildings going up	1
Lots of disturbance from building areas	1
More active in planning projects	1
No consultation with residents about new developments	1
No privacy	1
Not enough information to the community regarding developments	1
Pathetic development plans	1
Planning process not consistent	1
Pool built right at my fence	1
Provide more information to community	1
Reduce high density developments	1
Schools take priority	1
Should be improved	1
Single properties being turned into townhouses. More people and less space for the people	1
The arbitrary nature of developments	1
The building is too big destroys the heritage in Brighton. Too much access to the beach	1
The developments are inappropriate and unpleasant to the eye and ugly	1
The new developments all stand out and look new	1
The planning department is inefficient and uncooperative	1
The type of buildings that are being built are too large for the block they are on	1
There should be a 3-storey limit on buildings that are being developed	1
They are inefficient and not consulting with the residents	1
They do not listen to the feedback; they do not match the local nature of the area	1
They don't care	1
They don't take heritage into consideration	1
They have overdone it a bit on Bay Rd	1
They need to apply an architect	1
They never seem to come out for the process, the planning decisions is very objective	1
They seem to be driven to avoid VCAT	1
Those responsible seem to have no consideration for the social and aesthetic qualities that have made Bayside attractive for so long	1
Too high density and spoiling the nature of the suburb	1
Too many apartments and high-rise buildings being developed which are disrupting the current residents	1
Too many developers are coming in, single houses are turning into multi-unit complexes and duplexes	1
Too many developments without any consideration	1
Too many high-rise developments and inconvenient for the current residents.	1
Too many new ugly buildings	1
Too many restrictions, too protective	1
Too much height, near age care	1
Too similar and too high	1
Very slow and no continuity	1
Total	229



Transport

Traffic and parking

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the City of Bayside.”

Respondents were asked to rate their satisfaction with four aspects of transport and traffic on both residential streets and main roads in the City of Bayside, including the volume of traffic, the availability of parking, the availability of parking around shopping strips and major commercial areas, safety whilst walking and safety whilst cycling.

Satisfaction with these nine aspects of transport and traffic can best be summarised as follows:

- **Very Good** – for the perception of safety whilst walking on both residential streets and main roads. Approximately two-thirds of respondents were very satisfied, whilst approximately five percent were dissatisfied.
- **Good** – for the perception of safety whilst cycling on residential streets. Half of the respondents were very satisfied with this, whilst 8.5% were dissatisfied.
- **Solid** – for the perception of safety whilst cycling on main roads. A little more than one-third of respondents were very satisfied, whilst approximately one-sixth were dissatisfied.
- **Poor** – for the volume of traffic and the availability of parking on both residential streets and main roads, and the availability of parking around shopping strips and major commercial areas. Between one-sixth and one-quarter of respondents were very satisfied with these aspects, whilst approximately one-quarter were dissatisfied.

Metropolis Research notes that satisfaction with the volume of traffic and the availability of parking did decline somewhat this year, in line with the general decline in satisfaction observed across the survey.

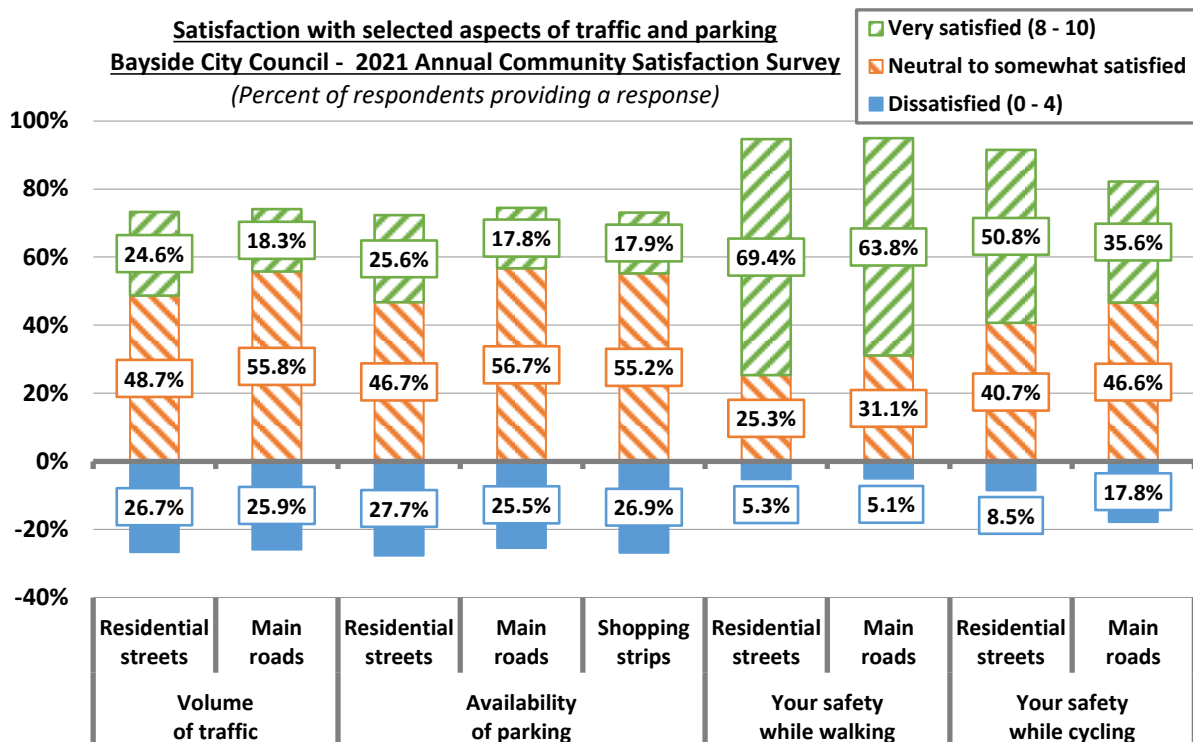
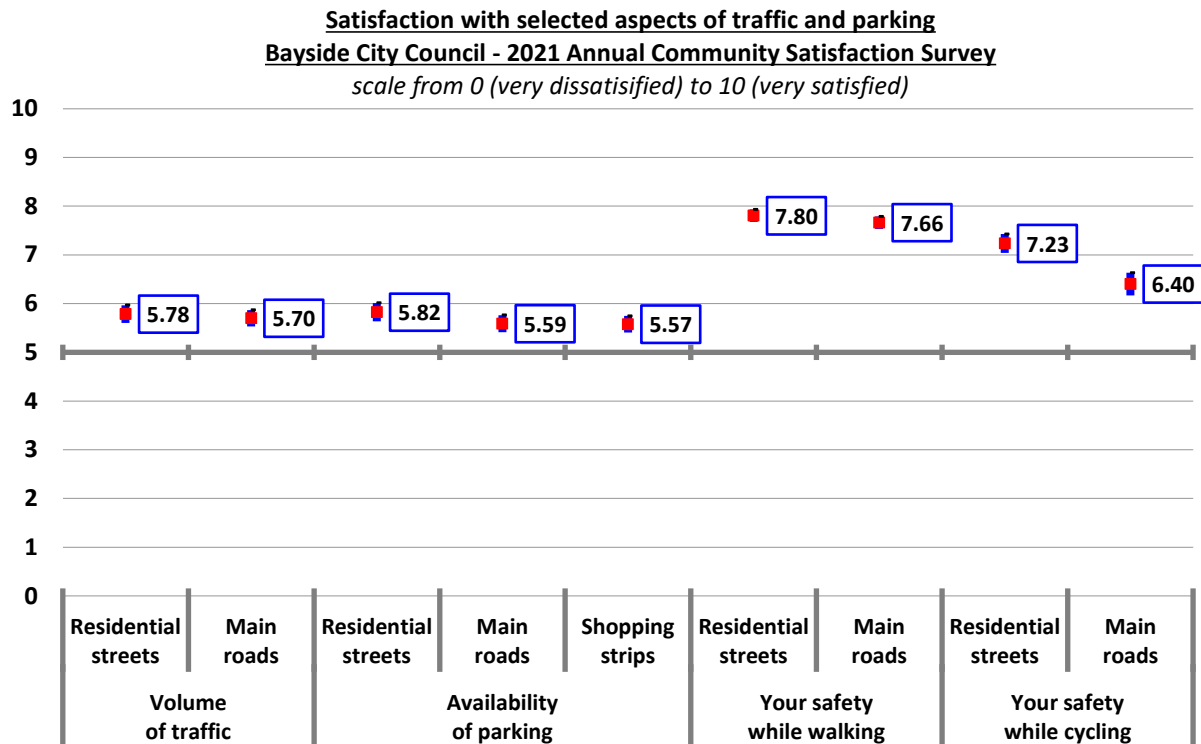
This decline may reflect a range of factors, some of which would be unrelated to the volume of traffic or the availability of parking. These factors may include the change in methodology from door-to-door to telephone this year, as well as a generally more pessimistic mood in the community which may have affected community sentiment.

Metropolis Research also notes that the results for satisfaction with many components in the survey increased substantially in 2020, and that the decline this year brings many results closer to the long-term average over the last four years.

It is also important to note that, whilst it is still likely that the volume of traffic and the demand for parking in the municipality is down on the volumes one year ago, it is noted that respondents will likely to be making their judgement about satisfaction with the volume of traffic and the availability of parking based on change over a more limited time frame.



In other words, the fact that satisfaction with the volume of traffic and the availability of parking have declined may be reflecting the increased volumes of traffic and demand for parking that has been occurring over recent months. As the social distancing requirements have eased and there are more people out and about in the municipality, both in terms of commuting to work, as well as travelling for shopping, recreation, and other purposes within the City of Bayside, the perception of traffic congestion and demand for parking may have declined for some respondents.

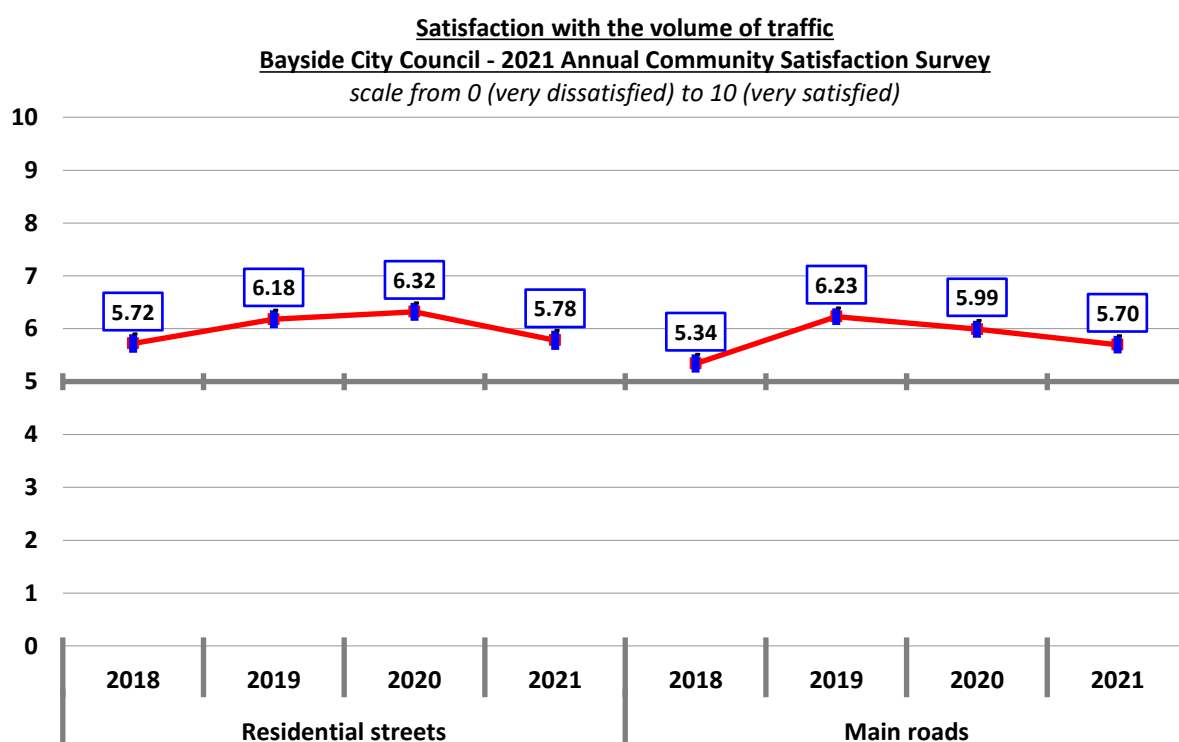


Volume of traffic

Satisfaction with the volume of traffic on both residential streets (down 8.5%) and main roads (down 4.8%) declined measurably this year, and both are now at “poor” levels.

Satisfaction with the volume of traffic on both residential streets (6.00) and main roads (5.82) is now marginally lower than average over the last four years.

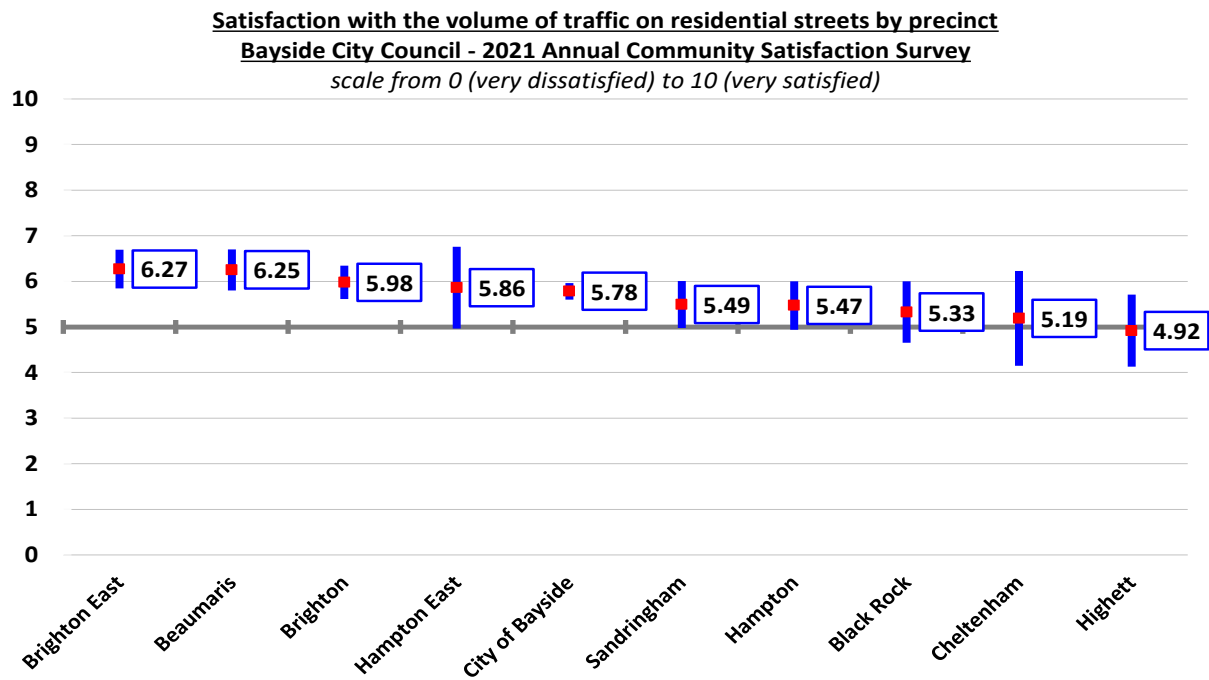
As discussed in the previous section, the decline in satisfaction with the volume of traffic is unlikely to reflect change in volumes between March 2020 and March 2021, rather the increase in the volumes of traffic in recent months as the COVID-19 pandemic restrictions have eased and the volumes of traffic have increased notably, particularly in the new year.



There was no statistically significant variation in satisfaction with the volume of traffic on residential streets, although the following variations are noted:

- **Brighton East and Beaumaris** – respondents were somewhat, but not measurably more satisfied than average at a “solid” rather than “poor” levels of satisfaction.
- **Highett** – respondents were notably, but not measurably less satisfied than average and at an “extremely poor” level of satisfaction.

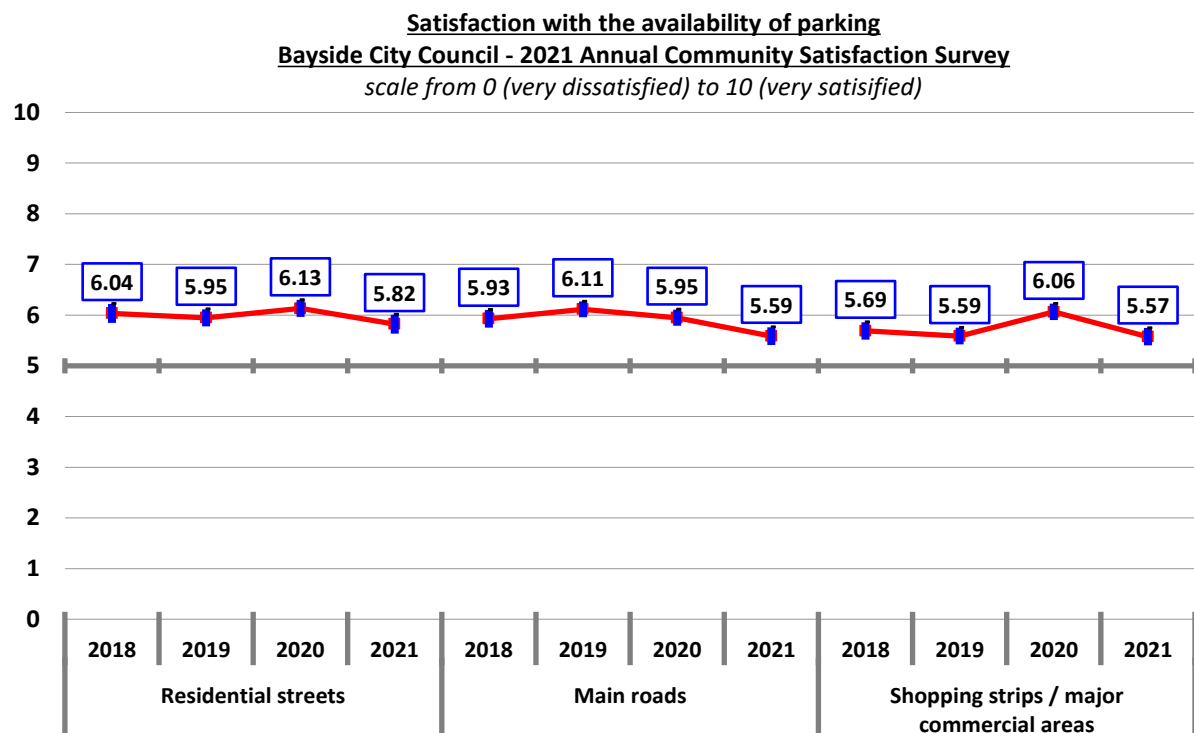




Availability of parking

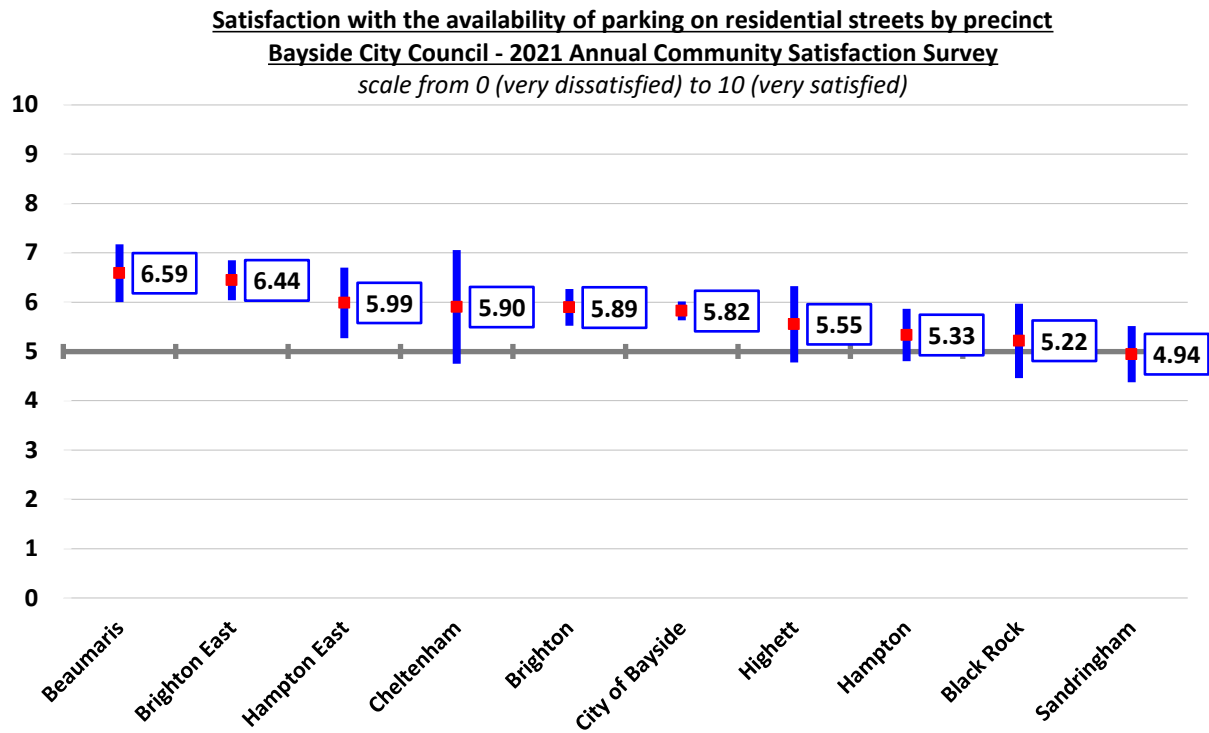
Satisfaction with the availability of parking on residential streets (down 5.1%), main roads (down 6.1%), and in and around shopping strips and major commercial areas (down 8.1%) all declined measurably this year, and all are now at “poor” levels of satisfaction.

Satisfaction with the availability of parking is all now marginally but not measurably lower than the long-term average over the last four years on residential streets (5.98), main roads (5.89), and in and around shopping strips and major commercial areas (5.73).



There was measurable variation in satisfaction with the availability of parking on residential streets observed across the municipality, as follows:

- **Beaumaris and Brighton East** – respondents were measurably and significantly more satisfied than average and at “solid” rather than “poor” levels of satisfaction.
- **Black Rock and Sandringham** – respondents were measurably less satisfied than average, with respondents from Sandringham reporting an “extremely poor” level of satisfaction.



Your safety whilst walking on residential streets

Satisfaction with the respondents’ perception of safety whilst walking on residential streets (up 6.8%) and main roads (up 4.8%) both increased measurably this year.

Metropolis Research notes that these two aspects were two of only a small number of aspects included in the survey this year to report improved satisfaction.

Satisfaction with the perception of safety whilst walking on residential streets was now at an “excellent” level, whilst satisfaction with the perception of safety walking on main roads was “very good”.

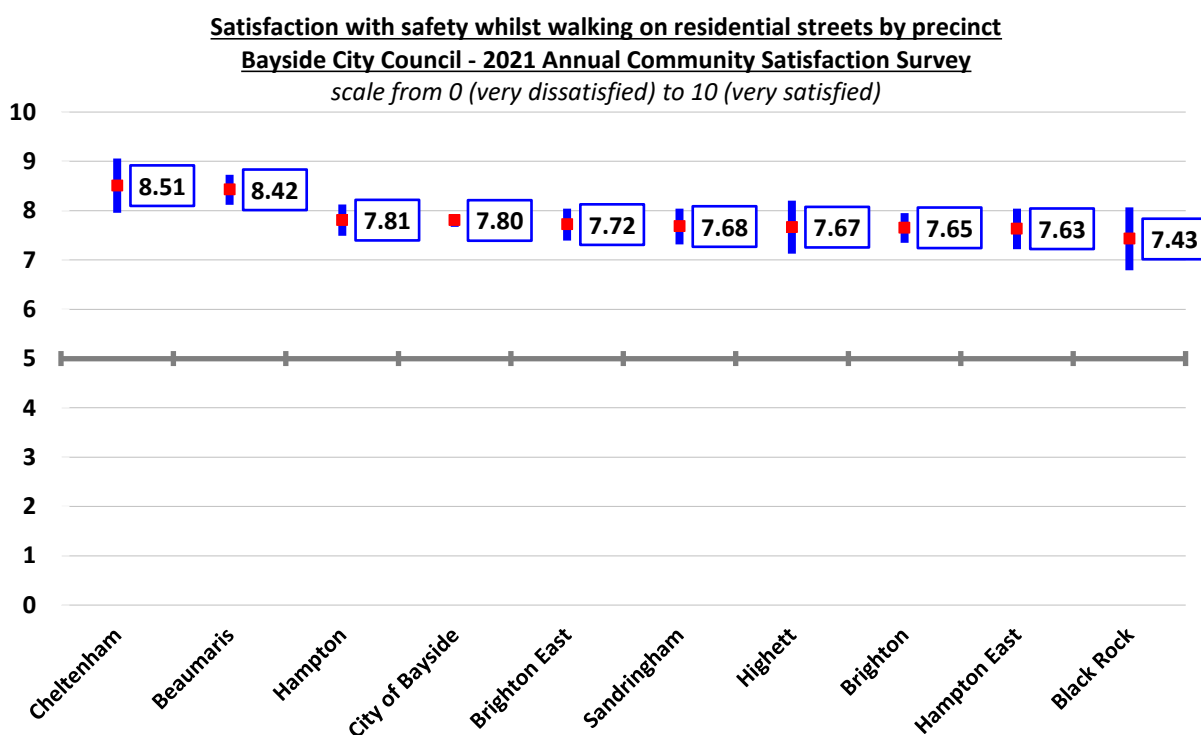
This increase in satisfaction with the perception of safety walking on both residential streets and main roads may well reflect reduced volumes of traffic over the course of the last year. It may also reflect some changes in attitude around walking this year, as more residents in the City of Bayside are likely to have been walking in and around their local area over the course of the COVID-19 pandemic.





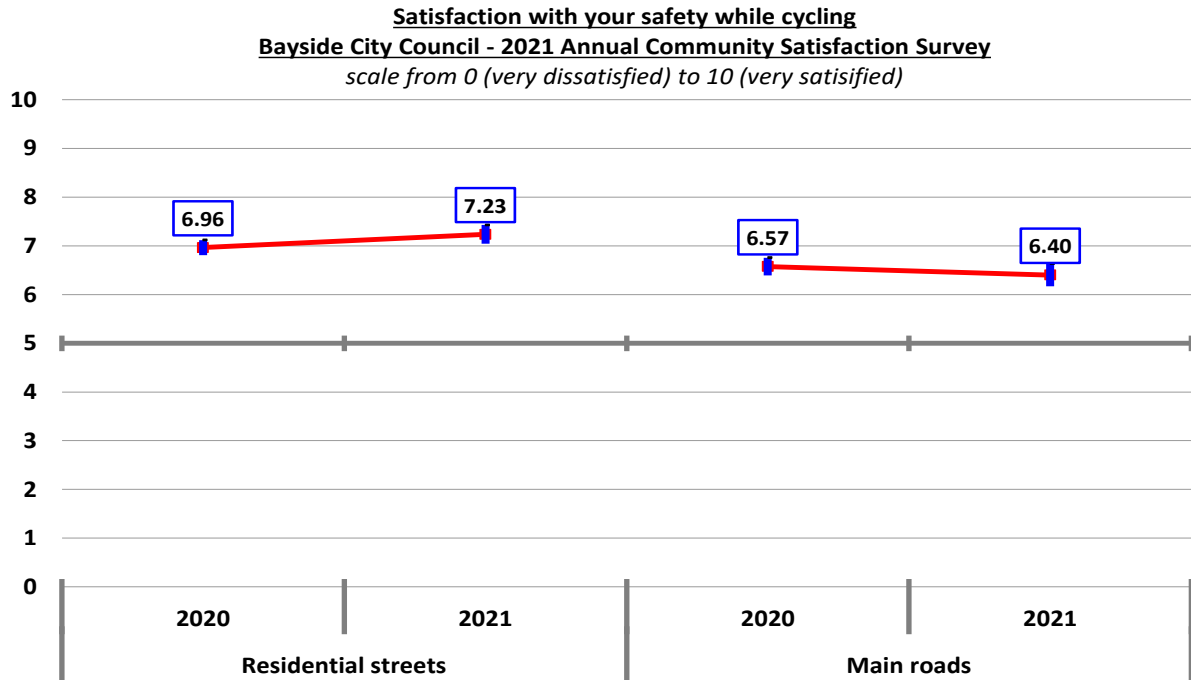
There was measurable and significant variation in satisfaction with the perception of safety whilst walking on residential streets observed across the municipality, as follows:

- **Cheltenham and Beaumaris** – respondents were measurably and significantly more satisfied than average and at “excellent” rather than “very good” levels of satisfaction.

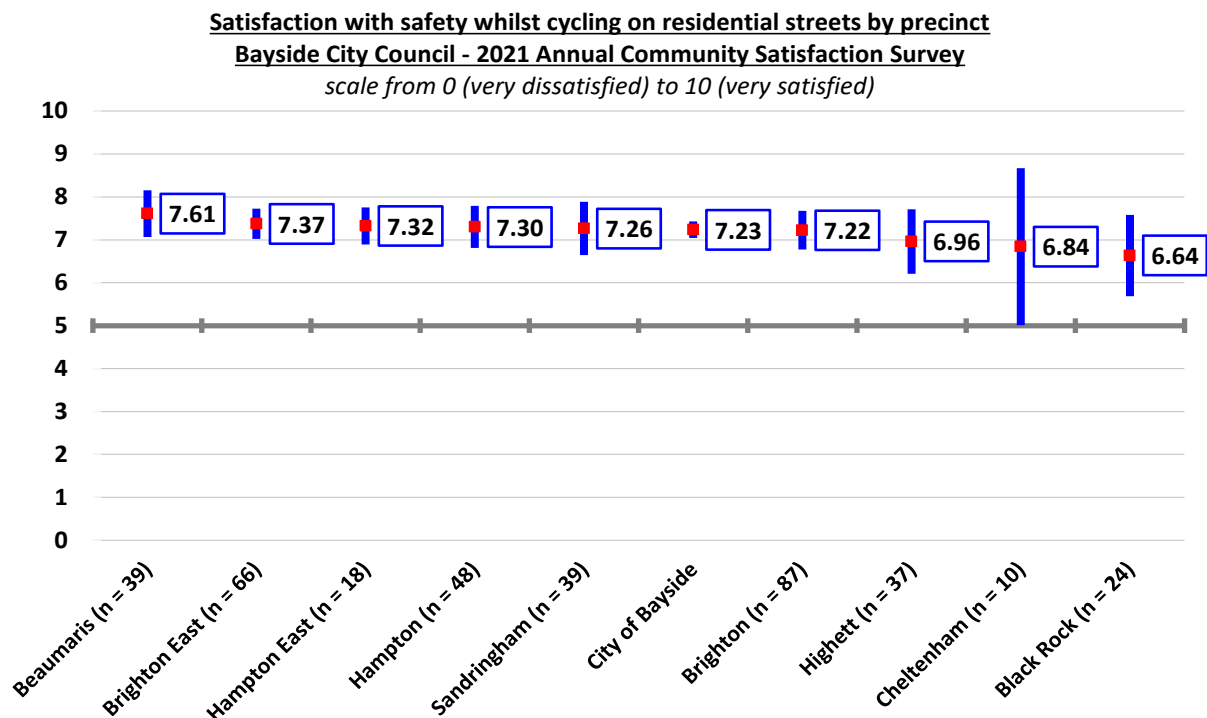


Your safety whilst cycling on residential streets

Satisfaction with the perception of safety whilst cycling on residential streets increased somewhat, but not measurably this year, up 3.9%, although it remains at a “good” level. Satisfaction with the perception of safety whilst cycling on main roads, however, declined marginally but not measurably this year, down 2.6% to 6.40, which is a “solid”, down from a “good” level of satisfaction.



There was no statistically significant variation in satisfaction with the perception of safety whilst cycling on residential streets observed across the municipality.



Method of travel for short trips to local shops and other destinations within 1km from home

Respondents were asked:

“How do you usually get to the local shops or other destinations up to approximately 1km from home?”

There was substantial variation in the methods by which respondents travel for short trips to local shops and other destinations within one kilometre of home observed this year compared to previous years.

There was a notable increase in the proportion of respondents who reported that they walked to these local destinations this year (67.7% up from 60.7%) and a decline in the proportion who travelled by car, either as driver or passenger (23.2% down from 30.4%).

Method of travel to get to the local shops or other destinations within 1km from home
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2020	2019
	Number	Percent		
Walk	441	67.7%	60.7%	45.6%
Drive / passenger in a car	151	23.2%	30.4%	46.9%
Bicycle	45	6.9%	7.8%	4.9%
Public transport	14	2.2%	1.0%	2.6%
Not stated	49		20	5
Total	700	100%	700	702

Metropolis Research notes that these changes build upon those recorded in 2020, by which the proportion walking has increased by approximately one-third since 2019, and the proportion who travel by car has halved since 2019.

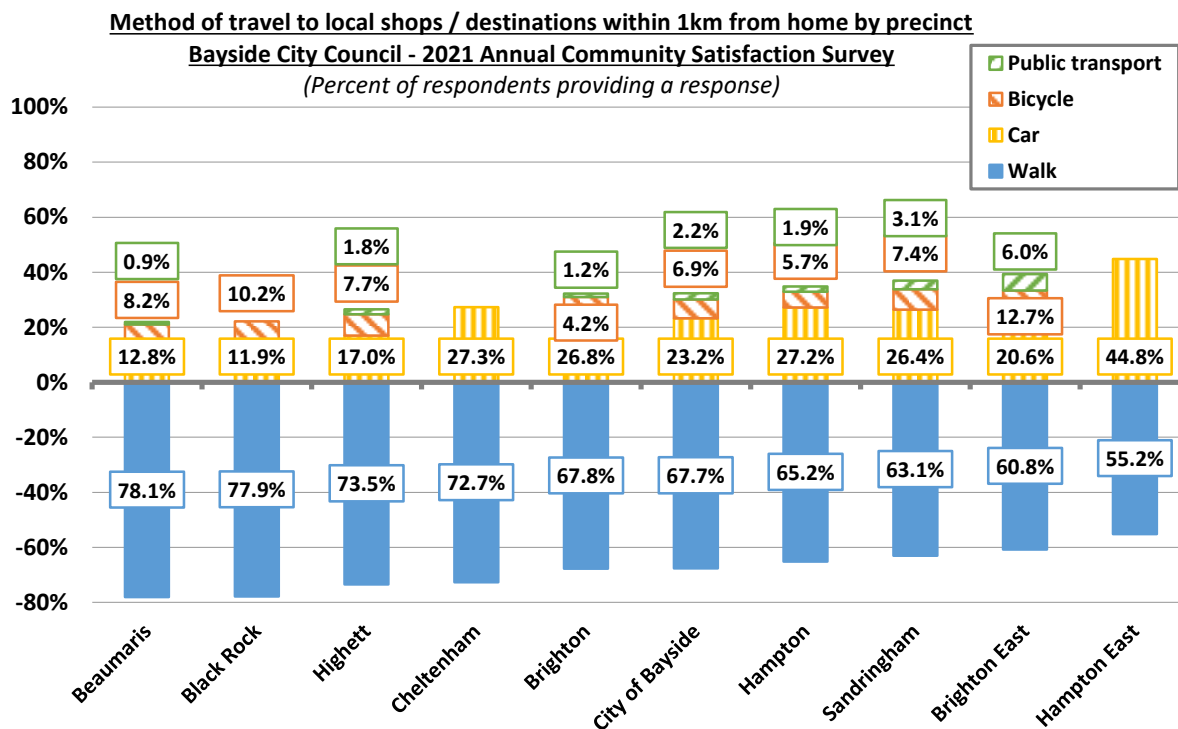
It is noted that COVID-19 may well have been an influence in these results this year, given the lockdowns and social distancing requirements, which may well have encouraged additional walking in the local area, and less driving as fewer respondents may well have been commuting and stopping at local shops or other destinations.

Metropolis Research notes that satisfaction with the perception of safety whilst walking on residential streets and main roads both increased measurably this year, which may be a factor underpinning the change in these results over time.

The following graph provides a breakdown of the method of travel to local shops and other destinations within one kilometre of home by precinct. There was some variation in these results observed, as follows:

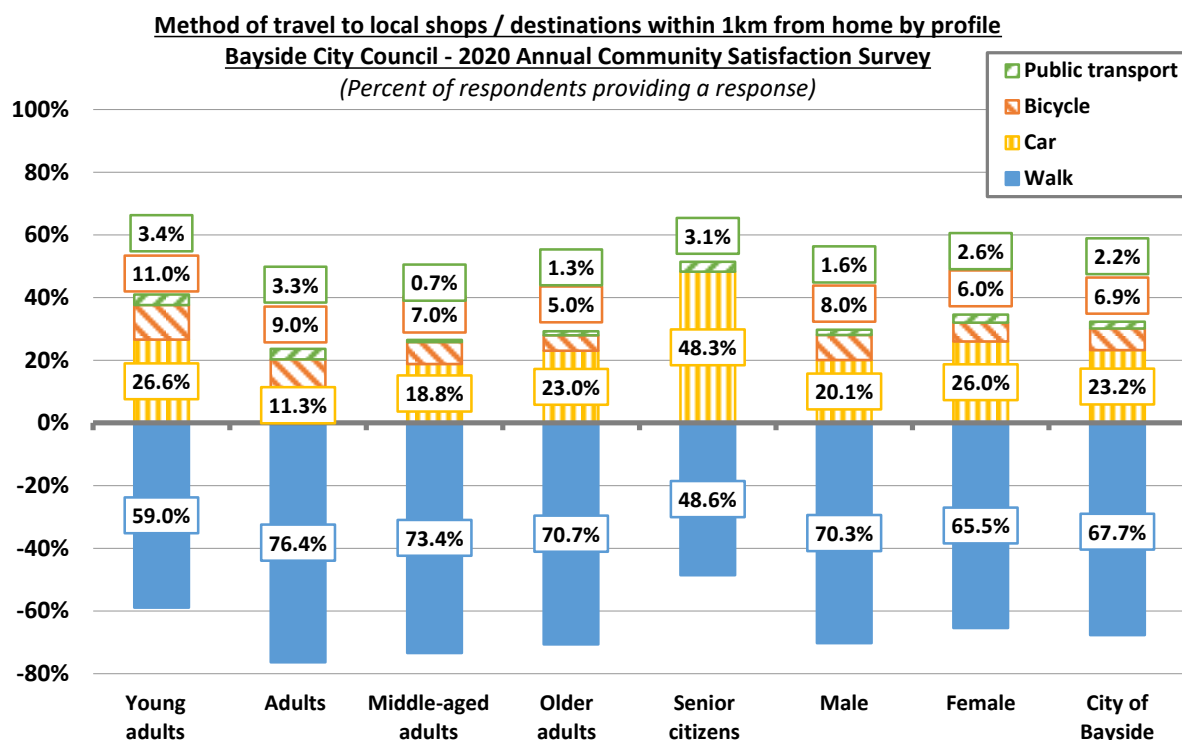


- **Beaumaris and Black Rock** – respondents were measurably more likely than average to walk to local shops and other destinations.
- **Hampton East** – respondents were measurably more likely than to travel to local shops and other destinations by car (as driver or passenger).



There was significant variation in these results observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to cycle to local shops and other destinations and somewhat less likely than average to walk.
- **Adults (aged 35 to 44 years)** – respondents were measurably more likely than average to walk to local shops and other destinations.
- **Senior citizens (aged 75 years and over)** – respondents were measurably less likely than average to walk to local shops or other destinations and measurably more likely than average to travel by car (either as a driver or passenger).
- **Gender** – male respondents were marginally more likely than female respondents to walk to local shops or other destinations and marginally less likely than average to travel by car (either as driver or passenger).



Reasons for travelling to local destinations by chosen method

Respondents were asked:

“Why is that?”

Consistent with the results recorded in previous years, the most common reason why respondents choose to travel to local shops and other local destinations by their chosen method was for convenience / practicality (27.6%) and age and / or disability (20.4%).

There was an increase this year, in the proportion of respondents choosing their travel method because it is faster / time constraints (18.4%) and distance (16.3%).

As would be expected, there was significant variation in these results based on the method by which respondents travel to local shops and other local destinations, as follows:

- **Travel by car** – the most common reasons for travelling to these destinations by car were convenience / practicality, age / disability, faster / time constraints, distance, and to carry things.
- **Walking** – the most common reasons for walking to these destinations were for convenience / practicality, health and fitness, proximity, and that they prefer walking.
- **Cycling** – the most common reasons for cycling to these destinations were for convenience / practicality, health and fitness, and faster / time constraints.
- **Public transport** – the most common reasons for travelling to these destinations by public transport were a prefer for public transport, parking issues, and convenience / practicality.



Reason for driving to local shops / other destinations (1km from home)

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of respondents who drove providing a response)

Response	2021		2020	2019
	Number	Percent		
Convenience / practicality	27	27.6%	33.8%	22.7%
Age / disability	20	20.4%	21.9%	n.a.
Faster / time constraints	18	18.4%	6.0%	11.4%
Distance	16	16.3%	4.6%	10.9%
Carry things (shopping, groceries, children)	7	7.1%	19.9%	30.3%
Health and fitness	5	5.1%	0.0%	12.2%
Prefer public transport	2	2.0%	n.a.	n.a.
Environment	1	1.0%	n.a.	n.a.
Laziness	1	1.0%	2.6%	3.8%
Proximity	1	1.0%	2.6%	n.a.
Other	0	0.0%	4.0%	1.6%
Not stated	53		56	56
Total	151	100%	207	327

The following table provides a breakdown of results by method of travel, as discussed above.

Reason for choosing method of travel to local shops / other destinations

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	City of Bayside		Drive	Walk	Bicycle	Public transport
	2021	2020				
Convenience / practicality	33.2%	30.2%	27.5%	33.9%	55.8%	21.5%
Health and fitness	19.5%	12.6%	5.3%	28.9%	31.6%	21.5%
Faster / time constraints	8.8%	4.8%	18.5%	2.0%	4.0%	0.0%
Age / disability	8.3%	9.1%	20.5%	0.0%	0.0%	0.0%
Proximity	7.3%	10.2%	1.1%	13.3%	4.1%	0.0%
Distance	6.5%	1.7%	16.1%	0.0%	0.0%	0.0%
Carry things (shopping, groceries, children)	4.1%	9.1%	7.5%	2.3%	0.0%	0.0%
Parking issues	3.6%	6.2%	0.0%	6.6%	0.0%	26.3%
Prefer public transport	2.0%	n.a.	1.8%	1.8%	0.0%	30.7%
Prefer walking	1.4%	4.4%	0.0%	2.9%	0.0%	0.0%
Weather	1.3%	0.4%	0.0%	2.6%	0.0%	0.0%
Can't drive / no car	0.9%	1.6%	0.0%	1.9%	0.0%	0.0%
Prefer cycling	0.4%	2.2%	0.0%	0.0%	4.6%	0.0%
Laziness	0.4%	1.2%	0.9%	0.0%	0.0%	0.0%
Lack of safety for cyclists	0.4%	n.a.	0.0%	0.8%	0.0%	0.0%
Environment	0.3%	1.0%	0.7%	0.0%	0.0%	0.0%
Other	1.5%	2.7%	0.0%	3.2%	0.0%	0.0%
Not stated	454	300	52	321	22	10
Total	700	700	151	441	45	14



Aspects that may encourage additional walking / cycling

Respondents who drove to the destinations were asked:

“If drive, is there anything that would encourage you to walk or cycle instead?”

There was a total of just 17 responses received from the 151 respondents that typically drive to local shops and other destinations.

This is an important result, as it highlights the fact that for most of these 151 respondents, there is nothing that immediately comes to mind, as to what might encourage them to walk or cycle instead of driving to local shops and other destinations.

There were a few comments referring to more or improved bike paths.

Encouragement to walk or cycle instead of driving to get to the local shops / other destinations

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number of respondents who drove providing a response)

<i>Response</i>	<i>Number</i>
If they were closer	3
If there are shops in 1km approximate	2
More cycling parking facilities	2
Designated cycling parks in residential areas	1
More bike paths	1
More time	1
No, just an issue of distance	1
Not possible	1
Not to local shop	1
Walk for something smaller	1
Walk to get a paper	1
Walking	1
Walking if not in hurry	1
Total	17



Engagement and contact with Council

Engaging with Council in the last 12 months

Respondents were asked:

“In the last 12 months, have you engaged with Council in any of the following ways?”

The proportion of respondents who reported that they had engaged with Council in at least one way in the last 12 months declined measurably and significantly this year, down from almost three-quarters (73.4%) last year to a little more than half (54.3%) this year. Metropolis Research does note, however, that this result has been somewhat volatile over the three years that this question has been included in the survey program in this format.

This question is formatted in a different way to *Governing Melbourne* and the other councils for which Metropolis Research conducts the community satisfaction survey, and the results this year are somewhat different to the results obtained elsewhere. In other municipalities and across metropolitan Melbourne in *Governing Melbourne*, the proportion of respondents who reported that they “had contacted Council in the last 12 months” tended to increase rather than decrease. This result is not replicated in these City of Bayside results.

Consistent with the results observed elsewhere during the COVID-19 pandemic, there was a measurable and significant decline in the proportion of respondents who engaged with Council visiting the Council officers in Sandringham (down from 13.7% to 7.3%).

Interestingly, however, there was no corresponding increase in the proportion of respondents who engaged with Council by emailing Council or Council officers, looking up information, filling in a form on the website, or making a payment on the Council website. In other municipalities, there was an increase in “contacts” with Council made by email or visiting the website. This reflects the reduced in-person services provided by Council.

Method of engaging with Council in the last twelve months
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2021		2020	2019
	Number	Percent		
Telephoned Council / Council officer	178	25.4%	34.3%	38.7%
Looked up information on Council website	146	20.9%	30.6%	33.0%
Emailed Council / Council officer	79	11.3%	10.1%	12.8%
Filled in a form / made a request using Council website	68	9.7%	12.0%	14.2%
Made a payment using the Council website	68	9.7%	16.1%	12.5%
Visited Council officers in Sandringham	51	7.3%	13.7%	16.0%
Read or responded to social media post	17	2.4%	3.3%	3.4%
Total responses	607		843	918
<i>Respondents identifying at least one method</i>	380 (54.3%)		514 (73.4%)	435 (62.0%)

Preferred method of contacting Council

Respondents who contacted Council by telephone or visit in-person were asked:

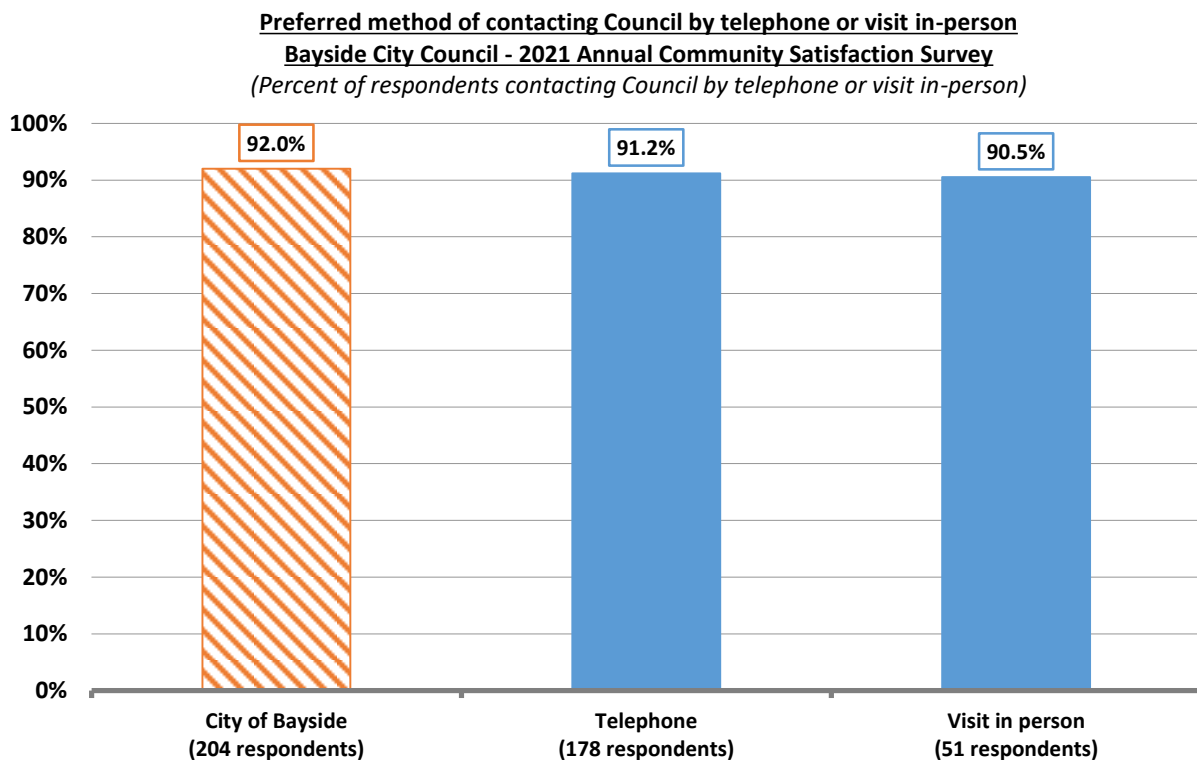
“If contacted Council by telephone or a visit in-person, was this your preferred method of contacting Council, or did you try another method first?”

Consistent with the results recorded in recent years, the overwhelming majority (92.0% down from 94.2%) of respondents who contacted Council by telephone or in-person reported that this was their preferred method of contacting Council.

Preferred method of contacting Council
Bayside City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents contacted Council by telephone or visit in-person)

Response	2021		2020	2019
	Number	Percent		
Preferred method of contacting Council	185	92.0%	94.2%	94.8%
Tried another method first	16	8.0%	5.8%	5.2%
Not stated	3		7	5
Total	204	100%	283	312

There was no meaningful variation in this result observed between the 178 respondents who telephoned Council and the 51 respondents who visited Council in person.



Satisfaction with Council's customer service

Respondents who contacted Council by telephone, email or a visit in-person were asked:

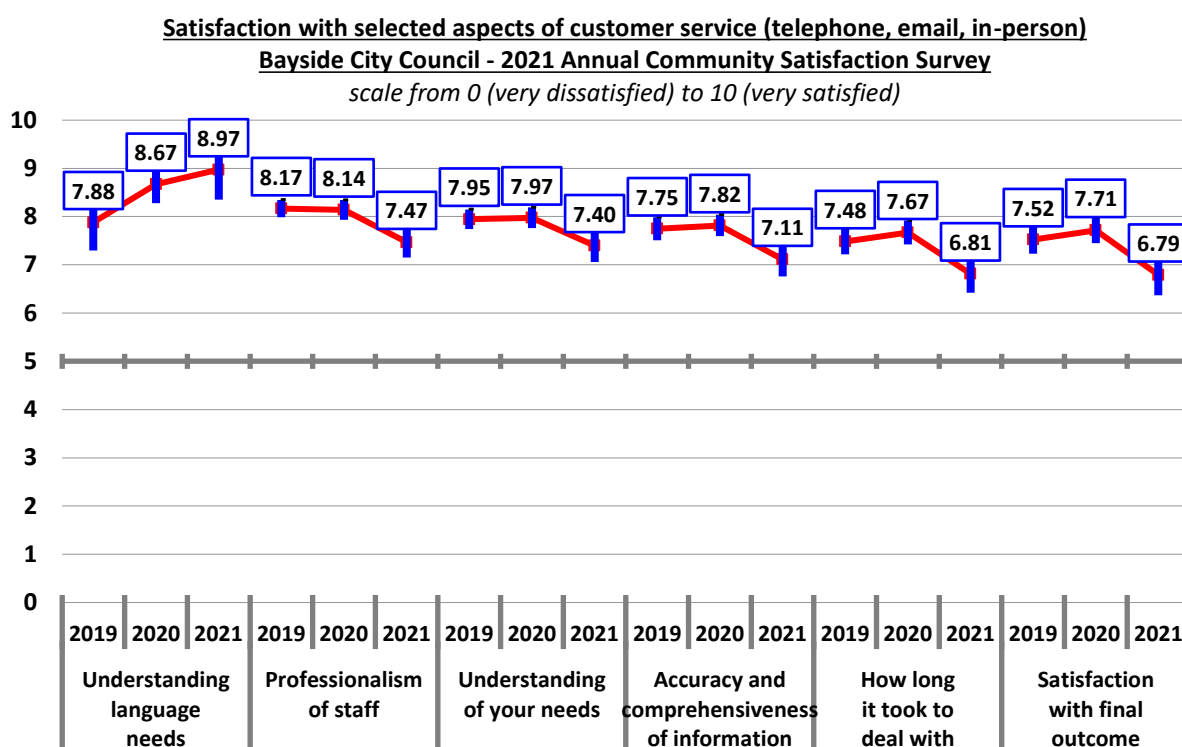
"On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the Bayside City Council?"

Respondents who had contacted Council by telephone, email, or in-person were asked to rate their satisfaction with six aspects of customer service, including satisfaction with the "final outcome". The average satisfaction with these six aspects of customer service declined measurably this year, down 7.1% this year to 7.43, which is a "very good", down from an "excellent" level.

Metropolis Research notes that this decline of 7.1% is consistent with the decline in satisfaction with Council's overall performance (down 6.7%), which may reflect a general decline in community sentiment this year, as well as some impact from the change in methodology from door-to-door to telephone this year.

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

- **Excellent** – for staff understanding language needs (respondents from multi-lingual households only).
- **Very Good** – for the professionalism of staff and staff understanding of the respondents' needs.
- **Good** – for the accuracy and comprehensiveness of information and how long it took to deal with the enquiry / issue, and satisfaction with the "final outcome".

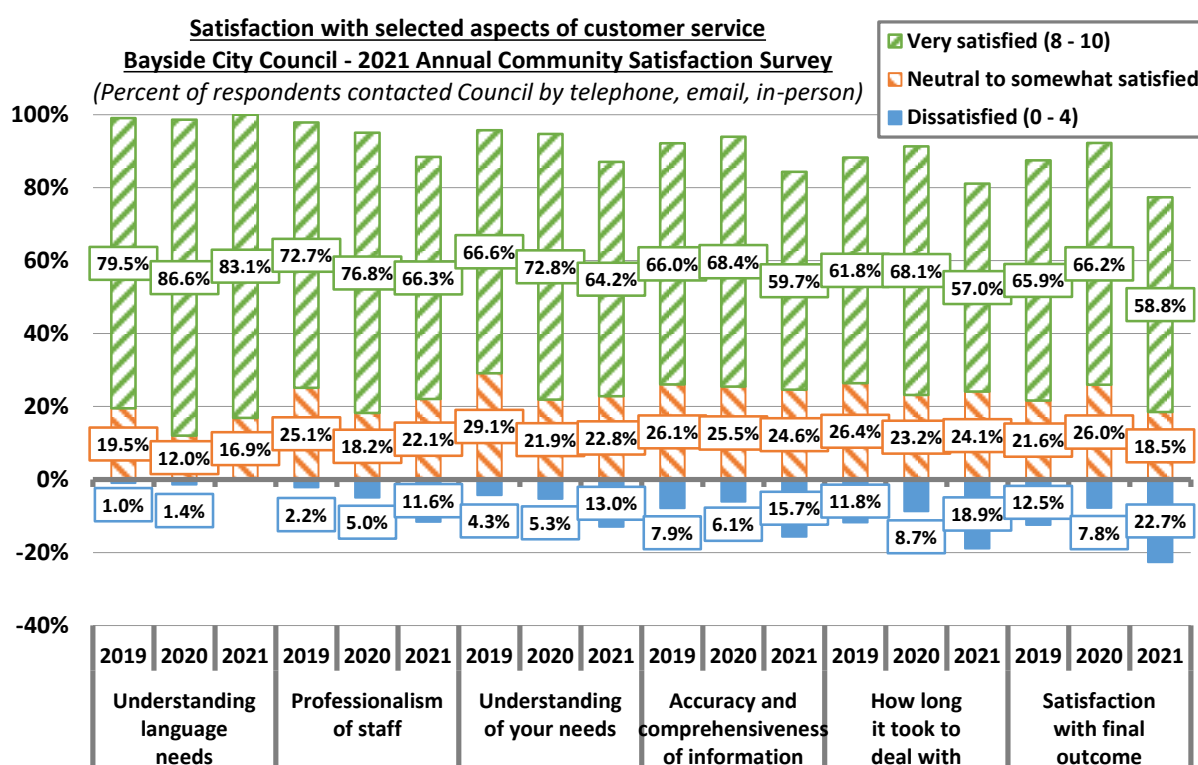


Metropolis Research notes that a decline in satisfaction with customer service has been observed by Metropolis Research in several other municipalities during the COVID-19 pandemic, although this was not observed in the *Governing Melbourne* research this year.

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

There was a substantial decline in the proportion of respondents this year, who were “very satisfied” with five of the six aspects of customer service, excluding staff understanding the respondents’ language needs, which remained stable.

There was also a notably increase this year, in the proportion of respondents who were “dissatisfied” with five of the six aspects. This increase in dissatisfied respondents was most apparent in relation to satisfaction with the “final outcome”, with which the proportion of dissatisfied respondents increased from 7.8% last year to 22.7% this year.

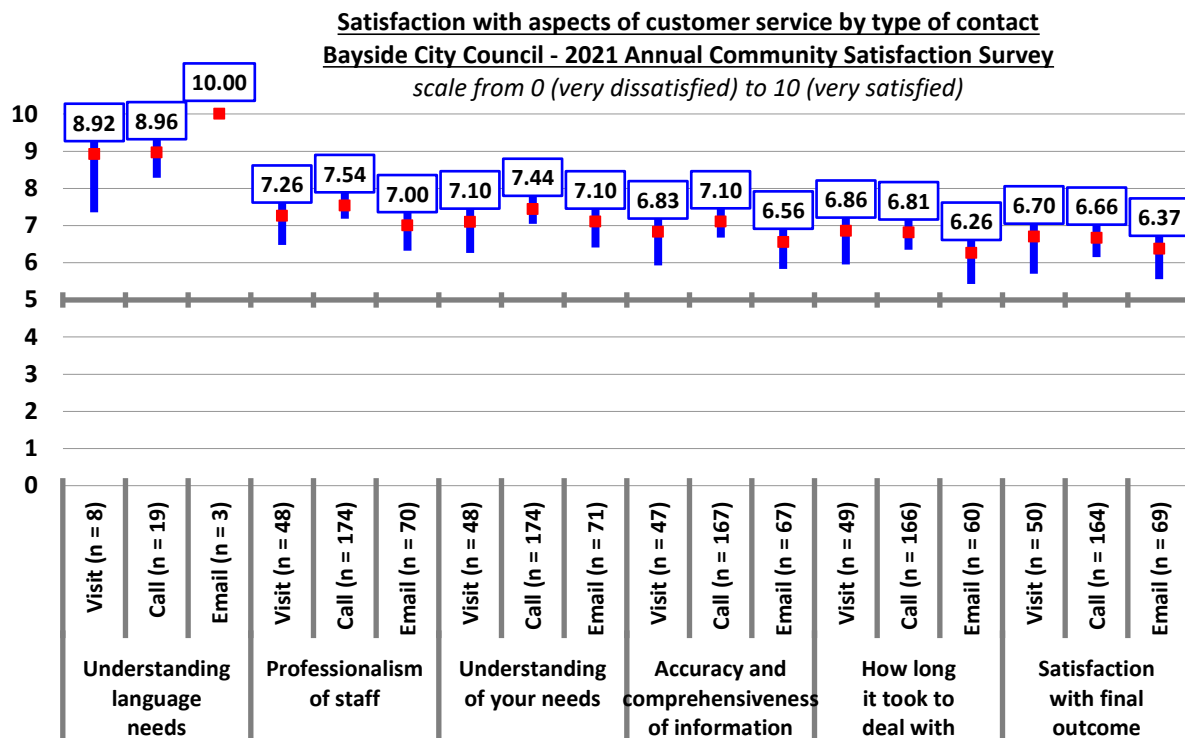


The following graph provides a comparison of satisfaction with these six aspects of customer service for respondents who telephoned Council (178 respondents), those who emailed Council (79 respondents), and those who visited Council in person (51 respondents).

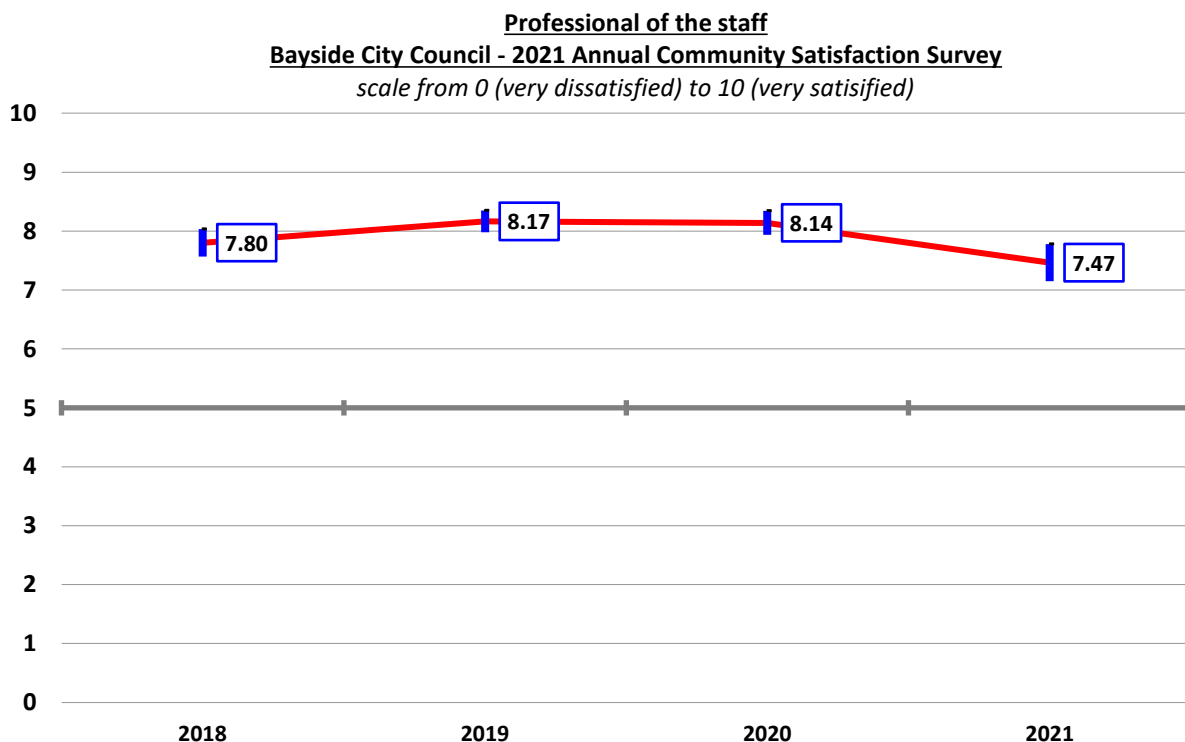
Whilst there was no statistically significant variation in satisfaction with aspects of customer service observed between respondents who contacted Council via different methods, it is noted that respondents who emailed Council were somewhat less satisfied with five of the six aspects.



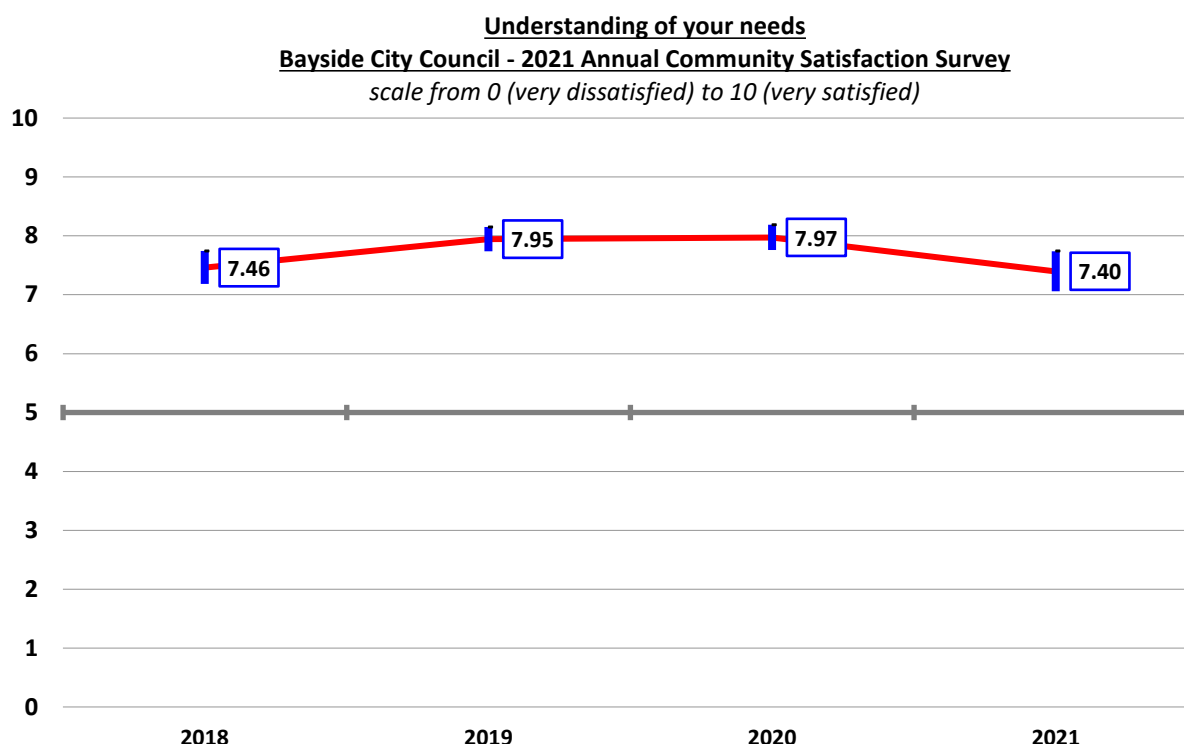
This is particularly apparent in relation to satisfaction with how long it took to deal with the enquiry, with which respondents who contacted Council by email were 8.1% less satisfied with this aspect, than the respondents who telephoned Council.



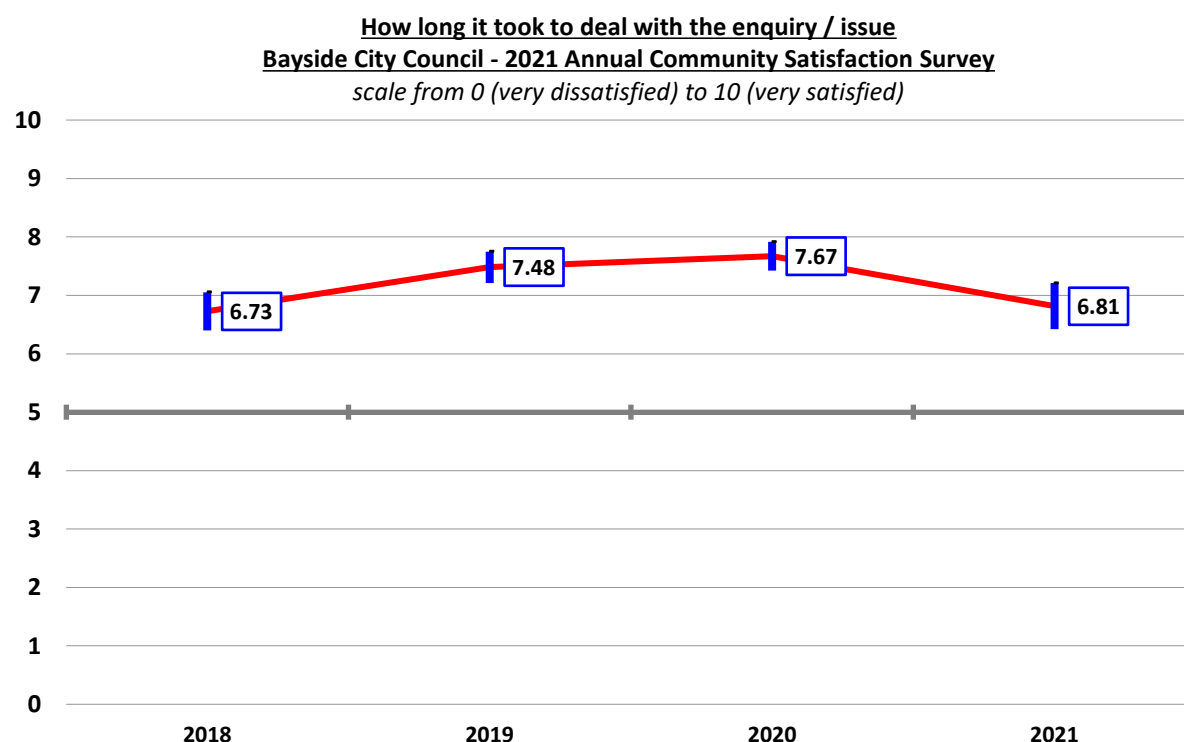
Satisfaction with the professionalism of the staff declined measurably this year, down 8.2% to 7.47, which is a “very good”, down from an “excellent” level of satisfaction, and below the long-term average over the last four years of 7.89.



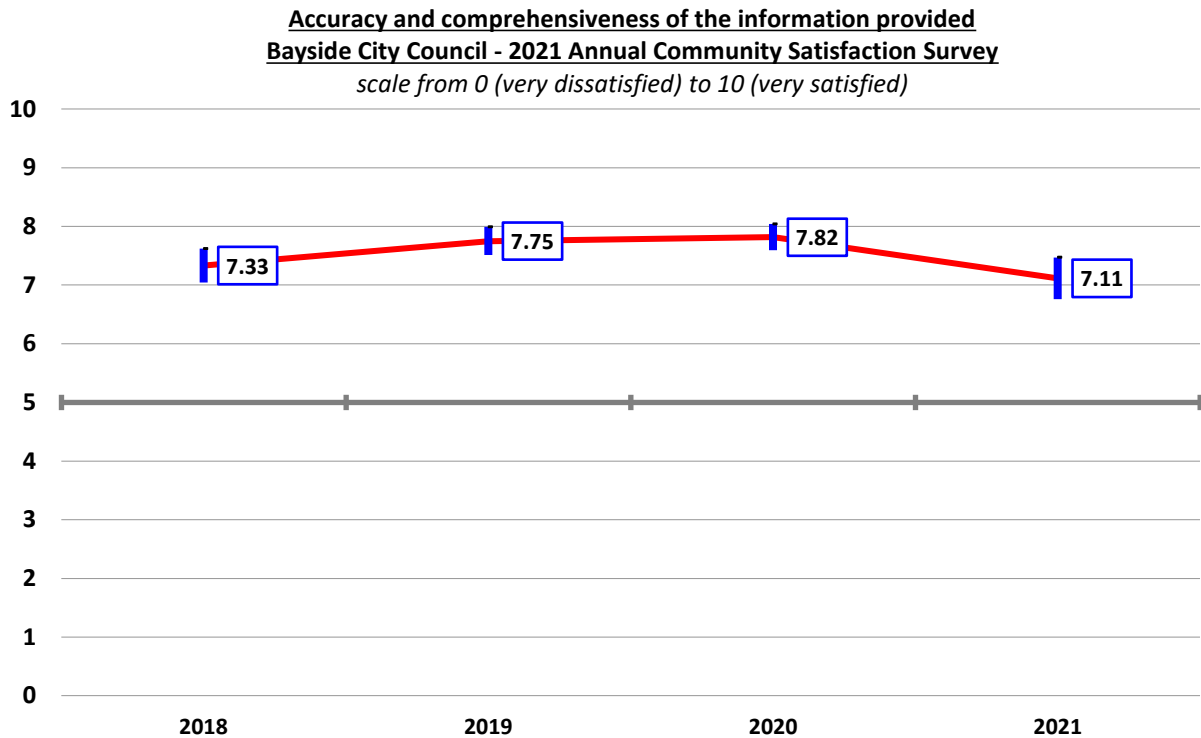
Satisfaction with staff understanding of the respondents' needs declined measurably this year, down 7.2% to 7.40, which is a "very good", down from an "excellent" level of satisfaction, and below the long-term average over the last four years of 7.70.



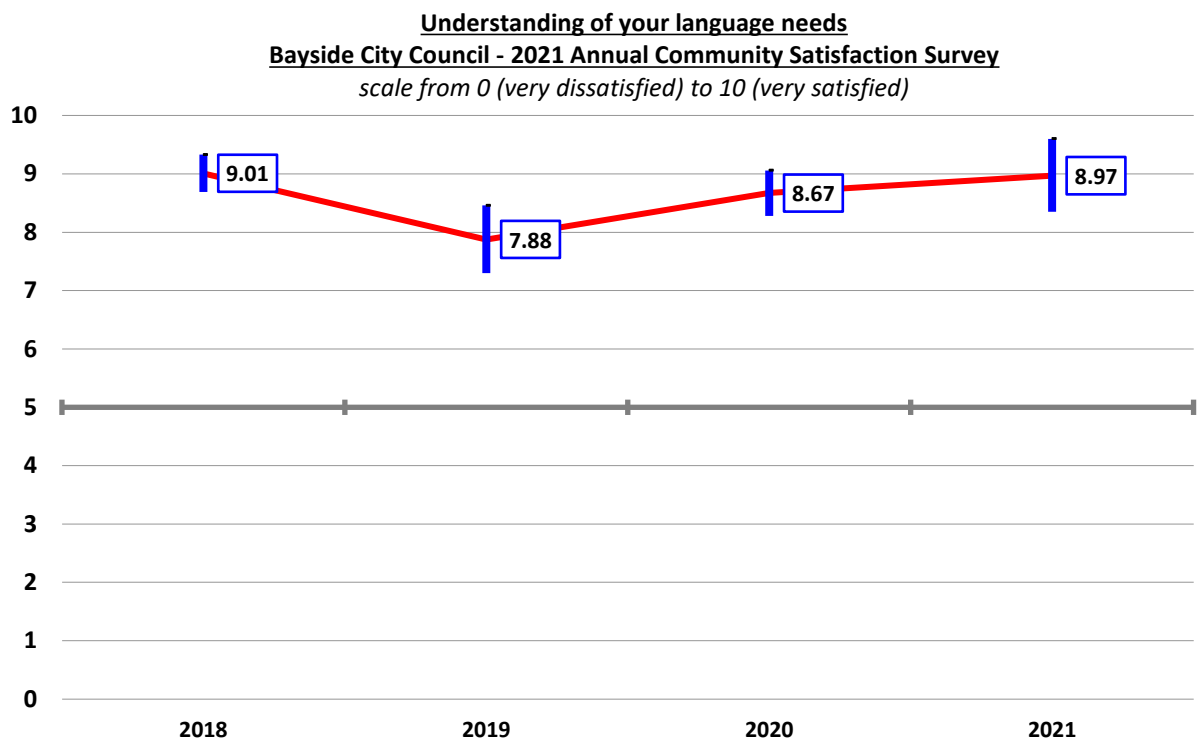
Satisfaction with how long it took to deal with the enquiry declined measurably and significantly this year, down 11.2% to 6.81, which is a "good", down from an "very good" level of satisfaction, and below the long-term average over the last four years of 7.17.



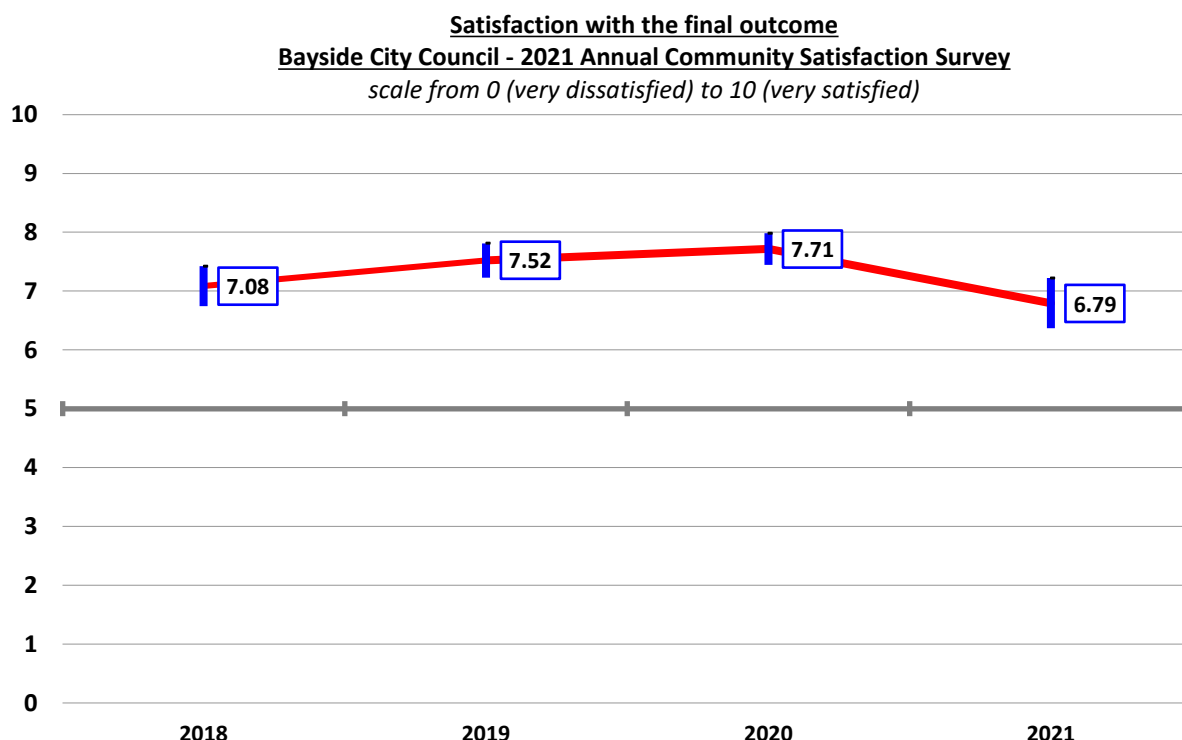
Satisfaction with the accuracy and comprehensiveness of the information provided declined measurably this year, down 9.1% to 7.1, which is a “good”, down from an “excellent” level of satisfaction, and below the long-term average over the last four years of 7.50.



Satisfaction with staff understanding respondents’ language needs (multi-lingual households only) increased somewhat this year, up 3.5% to 8.97, which remains an “excellent” level of satisfaction, and above the long-term average over the last four years of 8.63.



Satisfaction with the “final outcome” declined measurably this year, down 11.9% to 6.79, which is a “good”, down from a “very good” level of satisfaction, and below the long-term average over the last four years of 7.28.



Importance of and satisfaction with Council services

Respondents were asked:

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

Importance of Council services and facilities

Respondents were asked how important they considered each of the 26 included Council services and facilities were to the community, rather to them as individuals.

The average importance of these 26 Council provided services and facilities declined one percent this year, down from 8.96 to 8.87. This variation was not statistically significant.

Metropolis Research notes that respondents on average rated all 26 services and facilities as being of very high importance, with importance scores of more than eight out of 10. The lowest importance score was 8.45 (art centres), whilst the highest was 9.30 (regular recycling service). These two services and facilities were the most and least important services recorded in 2020.



The following table displays the average importance of each of the 26 services and facilities included in the 2020 survey, along with the 95% confidence interval around each average importance score.

It also provides the number of respondents providing a response to this question for each service and facility, as well as a comparison to the 2021 metropolitan Melbourne average importance score sourced from *Governing Melbourne*.

The table also displays a graphic showing which services and facilities were measurably more important than the average of all services and facilities in the City of Bayside, and which services and facilities were measurably less important.

Attention is drawn to the following measurable variation from the average importance for all services and facilities:

- **Measurably more important than the average of all services / facilities** – includes the regular recycling and weekly garbage collection services.
- **Measurably less important than the average of all services / facilities** – includes parking enforcement and arts centres.

There was relatively little significant change in the average importance of the 26 included Council provided services and facilities observed this year, although the following are noted:

- **Increased importance in 2021** – includes recreation and aquatic facilities (up 3.5%), Council's website (up 2.7%), services for youth (up 2.3%), art centres (up 2.3%), and on and off-road bike paths (up 2.1%). None of these increases were statistically significant the 95% confidence level.
- **Decreased importance in 2021** – includes food and green waste collection (down 0.6%), hard rubbish booking / pick up service (down 0.6%), and parking enforcement (down 0.6%). None of these declines were statistically significant or notable and are likely to reflect random fluctuation.

These results suggest that the relative importance the community places on the services and facilities provided by Council have remained essentially stable this year, despite a marginal fall in satisfaction with services and facilities discussed in the following section.

There was some variation in the average importance that respondents in the City of Bayside place on these 26 services and facilities when compared to the metropolitan Melbourne average importance, as measured in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021. Attention is drawn to the following:

- **Notably more important in the City of Bayside than the metropolitan Melbourne average** – there were no services and facilities that respondents in the City of Bayside rated as more important than the metropolitan Melbourne average.



- **Notably less important in the City of Bayside than the metropolitan Melbourne average** – includes art centres (6.0% less important in Bayside), parking enforcement (5.3% lower), on and off-road bike paths (2.8% lower), provision and maintenance of street trees (2.7% lower), services for youth (2.7% lower), animal management (2.6% lower), services for children from birth to five years of age (2.5% lower), and recreation and aquatic facilities (2.4% lower).

Of these, only art centres and parking enforcement were statistically significant at the 95% confidence level.

Importance of selected Council services and facilities
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

		Service/facility	Number	2021			2020	2019	2021 Metro.*
				Lower	Mean	Upper			
Higher	Regular recycling service	691	9.23	9.30	9.38	9.25	9.50	9.30	
	Weekly garbage collection service	694	9.22	9.30	9.37	9.20	9.48	9.34	
Average importance	Provision & maint. of parks, gardens and reserves	692	9.05	9.13	9.21	9.02	9.21	9.19	
	Food and Green waste collection	649	9.03	9.12	9.20	9.18	9.13	9.18	
	Maintenance and repair of footpaths	692	9.03	9.11	9.20	8.98	9.08	9.22	
	Services for people with a disability	561	9.02	9.11	9.21	9.08	9.20	9.22	
	Services for older people	570	8.99	9.09	9.18	9.00	9.15	9.13	
	Maintenance and repair of sealed local roads	693	8.99	9.08	9.17	9.04	9.00	9.26	
	Hard rubbish booking / pick up service	635	8.99	9.07	9.15	9.12	9.10	9.11	
	Appearance of the beach & foreshore & bushland	682	8.96	9.05	9.14	8.94	8.98	n.a.	
	Maintenance and cleaning of public areas	692	8.96	9.05	9.13	8.95	9.05	9.14	
	Maintenance and repair of drains	677	8.89	8.98	9.07	8.98	9.00	9.15	
	Services for children from birth to 5 years of age	570	8.86	8.97	9.08	8.86	8.89	9.20	
	Council meeting its environmental responsibilities	658	8.85	8.96	9.07	8.93	9.00	9.10	
	Local library	607	8.85	8.95	9.06	8.79	9.20	9.09	
	Sports grounds and ovals	637	8.85	8.95	9.05	8.81	8.91	9.05	
	Maintenance and cleaning of strip shopping areas	690	8.84	8.93	9.02	8.87	8.89	9.07	
	Provision and maintenance of street trees	687	8.82	8.91	9.00	8.90	8.94	9.16	
	Public toilets	634	8.81	8.90	9.00	8.88	8.94	9.01	
	Services for youth	554	8.76	8.88	8.99	8.67	8.85	9.12	
	On and off-road bike paths	640	8.76	8.87	8.97	8.68	8.82	9.12	
	Recreation and Aquatic facilities	581	8.75	8.85	8.95	8.55	8.67	9.07	
	Council's website	619	8.73	8.83	8.94	8.60	8.51	8.94	
	Animal management	646	8.66	8.77	8.87	8.67	8.75	9.00	
Lower	Parking enforcement	671	8.33	8.48	8.62	8.53	8.46	8.95	
	Art Centres	556	8.31	8.45	8.58	8.26	8.27	8.99	
Average importance			8.87	8.96	9.06	8.87	8.96	9.09	

(*) 2021 metropolitan Melbourne average from Governing Melbourne



Satisfaction with Council services and facilities

Respondents were asked to rate their personal satisfaction with each of 13 Council provided core services and facilities that are generally used by the entire community, as well as their satisfaction with each of 13 client-based services and facilities that they personally or members of their household had used in the last 12 months.

The average satisfaction with these 26 services and facilities declined marginally this year, down 3.2% from 7.80 to 7.55, which is a “very good”, down from an “excellent” level of satisfaction. Given the 6.7% decline in overall satisfaction with Council, this marginal decline of 3.2% with services and facilities is a relatively strong result, suggesting that decline in overall performance of Council is not strongly related to declining satisfaction with services and facilities.

This average satisfaction with services and facilities is almost identical to the 2021 metropolitan Melbourne average satisfaction with the 25 services and facilities included in both surveys.

The table also displays a graphic showing which services and facilities obtained measurably higher satisfaction than the average of all services and facilities in the City of Bayside, and which services and facilities obtained measurably lower satisfaction than the average of all Bayside services and facilities.

- ***Measurably higher than average satisfaction*** – includes local library, weekly garbage collection service, food and green waste collection service, regular recycling, hard rubbish booking / pick up service, and services for children from birth to five years of age.
- ***Measurably lower than average satisfaction*** – includes public toilets, parking enforcement, the maintenance and repair of footpaths and drains, the provision and maintenance of street trees, and the maintenance and repair of sealed local roads.

The table also provides the number of respondents providing a satisfaction score for each service and facility, as well as a comparison to the 2021 metropolitan Melbourne average satisfaction score as recorded in *Governing Melbourne*.

- ***Notably more satisfied in the City of Bayside than the metropolitan Melbourne average*** – includes services for people with a disability (12.6% higher in Bayside), hard rubbish booking / pick-up service (8.7% higher), food and green waste collection (5.6% higher), services for children from birth to five years of age (2.8% higher), and services for older people (2.0% higher). Of these only the two waste and recycling collection services were statistically significant.
- ***Notably less satisfied in the City of Bayside than the metropolitan Melbourne average*** – includes animal management (6.6% lower in Bayside), parking enforcement (4.4% lower), the provision and maintenance of street trees (4.3% lower), maintenance and repair of footpaths (3.5% lower), maintenance and repair of drains (3.4% lower), and services for youth (3.1% lower). Of these only animal management, parking enforcement, and street trees were statistically significant.



In line with the 3.2% decline in average satisfaction with the 26 included Council provided services and facilities, satisfaction with just two services and facilities increased this year, whilst satisfaction with 24 declined, with attention drawn to the following:

- **Higher satisfaction in 2021 compared to 2020** – includes services for children from birth to five years of age (up 2.7%) and hard rubbish booking / pick up service (up 1.2%). Neither of these increases were statistically significant at the 95% confidence level.
- **Lower satisfaction in 2021 compared to 2020** – includes services for youth (down 8.8%), parking enforcement (down 6.0%), services for older people (down 5.9%), animal management (down 5.8%), maintenance and repair of footpaths (down 5.5%), drains (down 5.1%), sealed local roads (down 4.5%), maintenance and cleaning of strip shopping areas (down 4.3%), Council's website (down 4.2%), maintenance and cleaning of public areas (down 4.0%), and the appearance of the beach, foreshore, and bushland (down 4.0%).

Satisfaction with selected Council services and facilities
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2021			2020	2019	2021 Metro.*
			Lower	Mean	Upper			
Higher than average	Local library	283	8.32	8.49	8.66	8.50	9.05	8.58
	Weekly garbage collection service	687	8.35	8.46	8.58	8.66	8.77	8.52
	Food and Green waste collection	483	8.27	8.40	8.54	8.53	8.71	7.96
	Regular recycling service	678	8.24	8.36	8.48	8.43	8.49	8.32
	Hard rubbish booking / pick up service	429	8.14	8.29	8.45	8.19	8.48	7.63
	Services for children from birth to 5 years of age	82	7.82	8.17	8.52	7.96	8.19	7.95
Average satisfaction	Provision & maint. of parks, gardens and reserves	685	7.75	7.87	7.99	8.05	8.10	8.01
	Sports grounds and ovals	443	7.63	7.79	7.95	8.05	8.18	7.90
	Art Centres	94	7.50	7.78	8.05	7.93	7.99	7.68
	Services for older people	92	7.22	7.59	7.96	8.07	8.25	7.44
	Appearance of the beach & foreshore & bushland	668	7.45	7.57	7.70	7.89	7.92	n.a.
	Recreation and Aquatic facilities	260	7.33	7.55	7.76	7.81	7.90	7.77
	Services for people with a disability	44	6.95	7.48	8.00	7.75	7.92	6.64
	On and off-road bike paths	466	7.31	7.46	7.62	7.53	7.82	7.64
	Maintenance and cleaning of strip shopping areas	678	7.27	7.39	7.51	7.72	7.70	7.56
	Animal management	520	7.22	7.38	7.53	7.83	7.65	7.90
	Council's website	378	7.18	7.34	7.50	7.66	7.62	7.47
	Council meeting its environmental responsibilities	560	7.19	7.33	7.47	7.59	7.49	7.26
	Maintenance and cleaning of public areas	683	7.12	7.25	7.38	7.55	7.69	7.34
	Services for youth	45	6.53	7.18	7.83	7.87	7.52	7.41
	Maintenance and repair of sealed local roads	685	6.99	7.14	7.28	7.48	7.35	7.05
Lower than average	Provision and maintenance of street trees	684	6.91	7.08	7.25	7.37	7.25	7.40
	Maintenance and repair of drains	638	6.88	7.04	7.20	7.42	7.43	7.29
	Maintenance and repair of footpaths	685	6.60	6.76	6.91	7.15	7.02	7.00
	Parking enforcement	600	6.48	6.66	6.84	7.08	6.89	6.97
	Public toilets	376	6.38	6.58	6.77	6.78	6.92	6.57
Average satisfaction			7.35	7.55	7.76	7.80	7.86	7.53

(*) 2021 metropolitan Melbourne average from Governing Melbourne



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

Attention is drawn to the fact that approximately one-third or more of respondents providing a satisfaction score, were “very satisfied” with each of the 26 included services and facilities, and that more than half of the respondents were “very satisfied” with all but five services and facilities (public toilets, parking enforcement, footpaths, services for youth, and drains).

Conversely, more than 10% of respondents providing a satisfaction score were dissatisfied with the provision and maintenance of street trees (14.0% dissatisfied), parking enforcement (12.9%), the maintenance and repair of footpaths (12.4%), public toilets (12.4%), and the maintenance and repair of drains (10.3%).

Satisfaction with selected Council services and facilities
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service / facility	Dissatisfied (0 to 4)	Neutral to somewhat satisfied (5 to 7)	Very Satisfied (8 to 10)	Can't say	Total
Local library	1.6%	14.0%	84.4%	1	284
Weekly garbage collection service	3.0%	13.8%	83.2%	13	700
Regular recycling service	2.9%	16.3%	80.8%	22	700
Food and Green waste collection	2.6%	16.8%	80.6%	3	485
Hard rubbish booking / pick up service	2.6%	18.3%	79.1%	0	429
Services for children from birth to 5 years of age	3.3%	26.4%	70.3%	2	84
Provision & maintenance of parks, gardens and reserves	3.5%	27.1%	69.4%	15	700
Sports grounds and ovals	4.2%	27.7%	68.1%	1	444
Services for older people	4.6%	34.9%	60.5%	2	94
Appearance of the beach and foreshore and bushland	4.3%	36.1%	59.6%	32	700
Recreation and Aquatic facilities	5.9%	34.5%	59.6%	2	262
Art Centres	1.8%	38.9%	59.3%	1	95
Animal management	6.2%	37.7%	56.1%	180	700
On and off-road bike paths	5.7%	38.3%	56.0%	1	467
Services for people with a disability	2.0%	43.4%	54.6%	2	46
Maintenance and cleaning of strip shopping areas	3.9%	41.8%	54.3%	22	700
Council meeting its environmental responsibilities	6.0%	40.6%	53.4%	140	700
Provision and maintenance of street trees	14.0%	33.3%	52.7%	16	700
Maintenance and repair of sealed local roads	8.2%	39.4%	52.4%	15	700
Council's website	4.8%	44.0%	51.2%	4	382
Maintenance and cleaning of public areas	6.2%	43.4%	50.4%	17	700
Maintenance and repair of drains	10.3%	39.9%	49.8%	62	700
Services for youth	9.9%	40.8%	49.3%	3	48
Maintenance and repair of footpaths	12.4%	45.2%	42.4%	15	700
Parking enforcement	12.9%	46.3%	40.8%	100	700
Public toilets	12.4%	56.0%	31.6%	2	378



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 26 included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance (9.09) and satisfaction (7.53) with Council services and facilities as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

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.

Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council is overall effectively meeting community expectations in terms of quality service delivery in relation to the most important services. This general pattern is commonly observed by Metropolis Research and is not unique to Bayside.

All the waste and recycling collection services (weekly garbage, recycling, food and green waste, and hard rubbish) are included in or very near to the top right-hand quadrant, as are most of the core health and human services (families and children, older persons, and disability services). Metropolis Research has consistently found this pattern both in the City of Bayside, as well as more broadly across metropolitan Melbourne.

It is noted that many of the communication, arts and cultural, and recreation and aquatic facilities tend to be of marginally lower than average importance, but higher than average satisfaction (e.g., art centres).

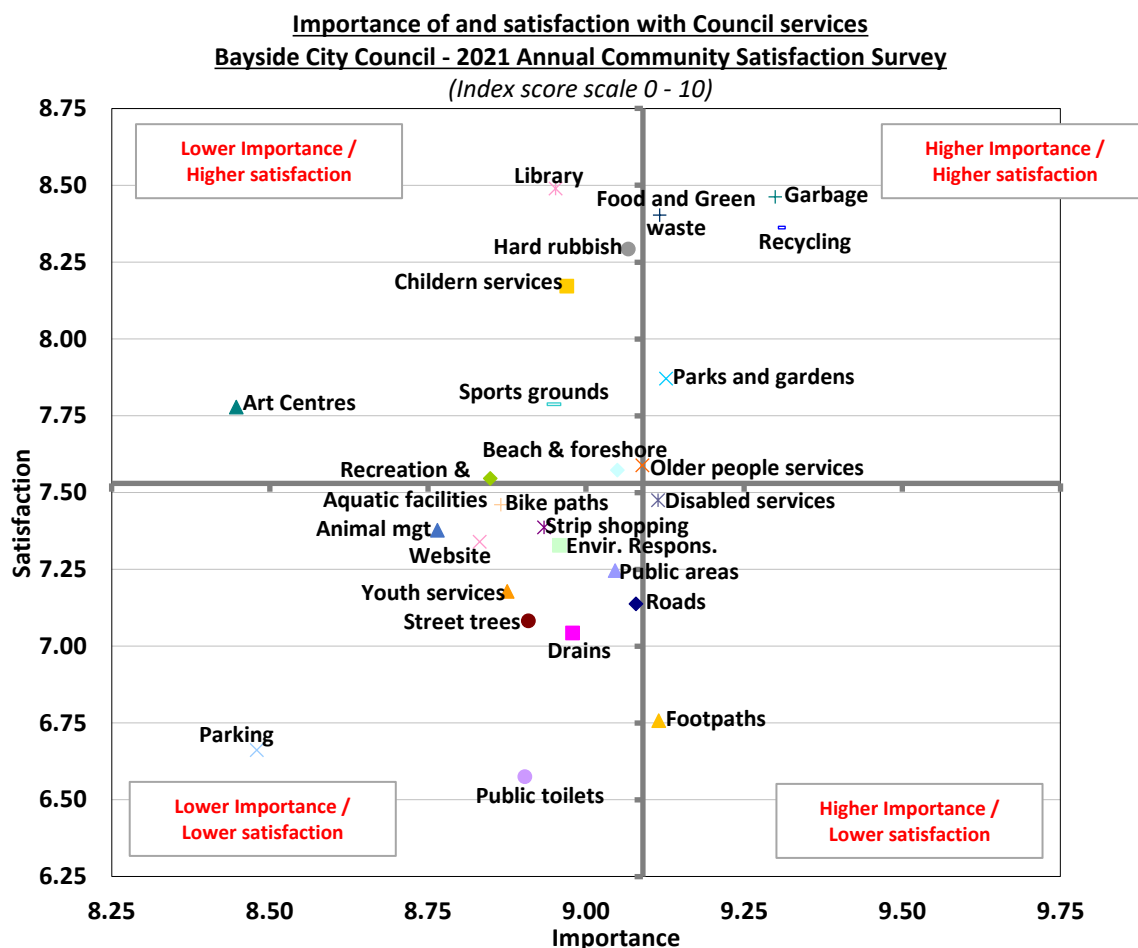
It is noted that this year, the importance of the library service remains of marginally lower than average importance. That said, satisfaction remains very high, and the service remains ranked first in terms of satisfaction.

The services and facilities of most concern are those in the bottom right-hand quadrant, which are of higher-than-average importance and which received lower than average satisfaction. Within this quadrant, the services that stands out most is the maintenance and repair of footpaths. Public toilets were, this year, of slightly lower than average importance but was the service with the lowest satisfaction score again this year. That said, satisfaction with both these services remains at “good” levels.

Parking enforcement was of measurably lower than average importance and satisfaction, a result that is consistent with results observed elsewhere across metropolitan Melbourne.



Satisfaction with parking enforcement is a very difficult result to improve substantially over time and tends to be a little volatile, as increased enforcement will create additional dissatisfaction with some respondents, whilst reduced enforcement will create additional dissatisfaction with a different group of respondents.



Correlation between satisfaction with services and facilities and overall satisfaction

The following table provides the Pearson correlation coefficient for each of the 26 services and facilities when analysed individually against satisfaction with Council's overall performance.

The correlation coefficient provides a measure of the relationship between satisfaction with each of the 26 services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation. In other words, these results show how closely related satisfaction with the individual services and facilities are to satisfaction with Council's overall performance. It does not show a causal relationship between satisfaction with services and facilities and overall performance but does highlight how closely they are related (correlated).

Each of these correlation coefficients were statistically significant, in other words there was a positive relationship between satisfaction with each service and facility when compared individually to satisfaction with Council's overall performance.

It is important to bear in mind when interpreting the correlation coefficients, that many of the services that are most important, and which have consistently recorded high levels of satisfaction tend to have a low correlation coefficient. This is because almost all the respondents are very satisfied with these services (such as the library and the garbage collection service), regardless of whether they were satisfied or dissatisfied with Council's overall performance. If the performance of Council delivering these critical services and facilities was to fall unexpectedly, such a fall would likely have a significant impact on overall satisfaction with Council.

Correlation between satisfaction with services and facilities and overall satisfaction

Bayside City Council - 2021 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service / facility	2021		Correlation*
	Number	Mean	
Services for youth	45	7.18	0.534
Maintenance and repair of footpaths	685	6.76	0.502
Maintenance and repair of sealed local roads	685	7.14	0.494
Council meeting its environmental responsibilities	560	7.33	0.457
Maintenance and repair of drains	638	7.04	0.447
Provision and maintenance of street trees	684	7.08	0.443
Appearance of the beach and foreshore and bushland	668	7.57	0.435
Provision & maintenance of parks, gardens and reserves	685	7.87	0.431
Services for people with a disability	44	7.48	0.431
Council's website	378	7.34	0.426
Maintenance and cleaning of public areas	683	7.25	0.419
Services for older people	92	7.59	0.417
Maintenance and cleaning of strip shopping areas	678	7.39	0.412
Recreation and Aquatic facilities	260	7.55	0.383
Animal management	520	7.38	0.376
Public toilets	376	6.58	0.358
Sports grounds and ovals	443	7.79	0.357
On and off-road bike paths	466	7.46	0.343
Weekly garbage collection service	687	8.46	0.320
Parking enforcement	600	6.66	0.295
Regular recycling service	678	8.36	0.284
Food and Green waste collection	483	8.40	0.231
Hard rubbish booking / pick up service	429	8.29	0.227
Local library	283	8.49	0.204
Art Centres	94	7.78	0.174
Services for children from birth to 5 years of age	82	8.17	0.136

Average satisfaction with selected services

7.55

(*) Pearson coefficient



Satisfaction by broad service areas

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*.

The following graph provides the average satisfaction with the 10 broad service areas for the City of Bayside, with a comparison to the metropolitan Melbourne 2019 averages.

The breakdown of services and facilities into these broad service areas is as follows:

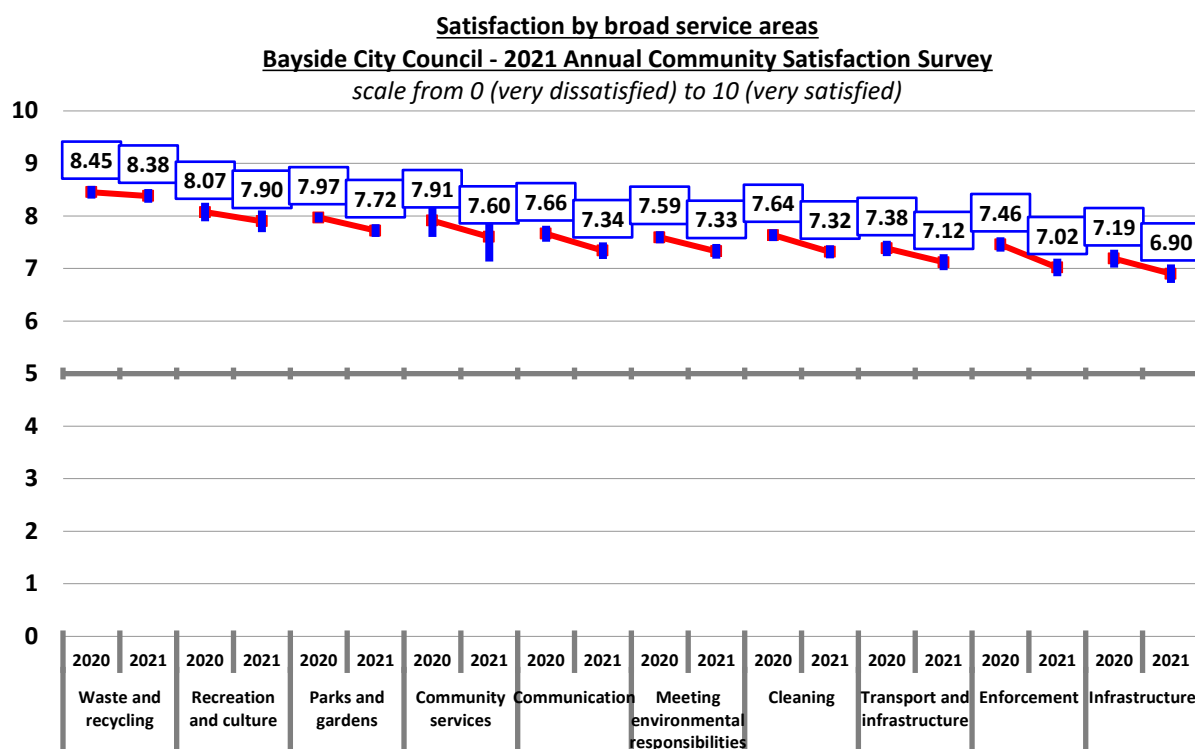
- **Infrastructure** – includes the maintenance and repair of drains, the provision and maintenance of street trees, and public toilets.
- **Waste and recycling** – include the weekly garbage collection service, the regular recycling service, food and green waste collection, and the hard rubbish booking / pick-up service.
- **Recreation and culture** – include local library, Art Centres, sports grounds and ovals, and recreation and aquatic facilities.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, services for older people, and services for people with a disability.
- **Enforcement** – includes animal management, and parking enforcement.
- **Communication** – includes the Council's website.
- **Cleaning** – includes the maintenance and cleaning of public areas, and the maintenance and provision of strip shopping areas.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, the maintenance and repair of footpaths, and on and off-road bike paths.
- **Parks and gardens** – include the provision and maintenance of parks, gardens, and reserves.
- **Environmental responsibilities** – includes Council meeting its environmental responsibilities.

Satisfaction with all 10 broad service areas declined somewhat this year, with the decline statistically significant for enforcement (down 5.9%), cleaning (down 4.2%), communications (down 4.2%), meeting environmental responsibilities (down 3.5%), and parks and gardens (down 3.1%).

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

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





When compared to the 2021 metropolitan Melbourne averages, as recorded in the *Governing Melbourne* research conducted by Metropolis Research in January 2021, it is noted that satisfaction with five broad service areas was higher in the City of Bayside than the metropolitan Melbourne average, whilst satisfaction with five was lower in the City of Bayside.

- **Measurably higher satisfaction in the City of Bayside** – includes waste and recycling (7.4% higher in Bayside),
- **Measurably lower satisfaction in the City of Bayside** – includes parks and gardens (3.7% lower in Bayside), enforcement (5.9% lower in Bayside).

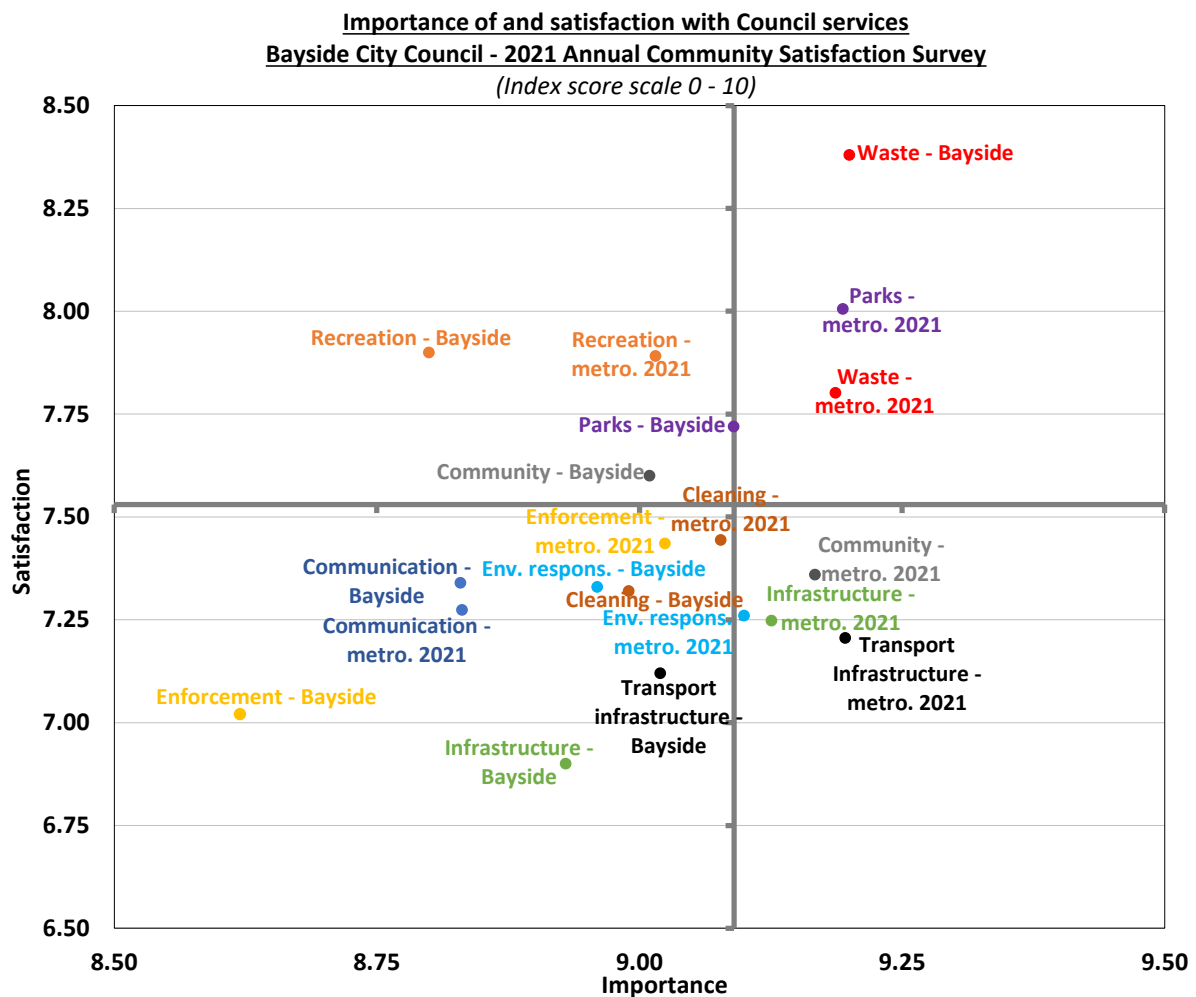
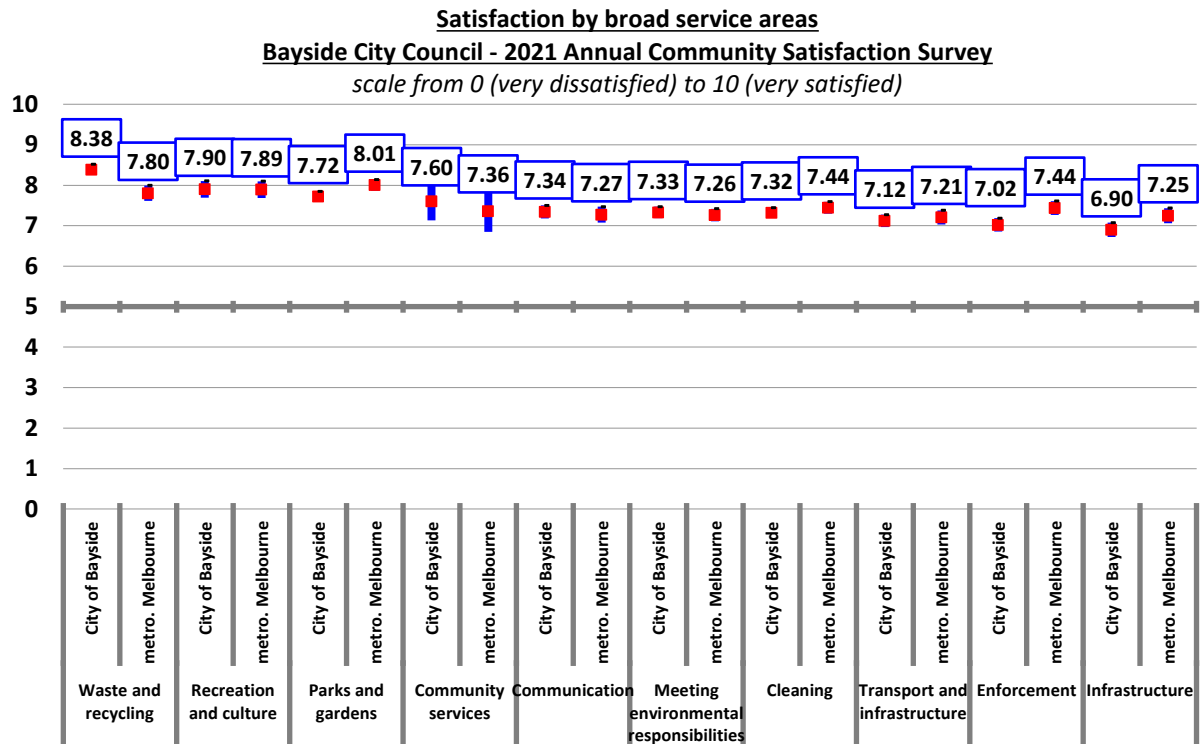
The second following graph provides a cross-tabulation of the average importance of and average satisfaction with these broad services areas, with the crosshairs representing the metropolitan Melbourne average importance and average satisfaction with all 26 included Council provided services and facilities.

Consistent with the analysis above, the higher satisfaction in Bayside with waste and recycling services is clear in the graph, as is the lower satisfaction in Bayside with parks and gardens, infrastructure, and enforcement are apparent.

Metropolis Research notes that parking enforcement is clearly a significant issue in Bayside, given the measurably lower importance and satisfaction, which is very clear in this graph.

It is also noted that parks and gardens, recreation and culture, community services, transport infrastructure, and infrastructure are all somewhat lower average importance in the City of Bayside than the metropolitan Melbourne average.





Infrastructure

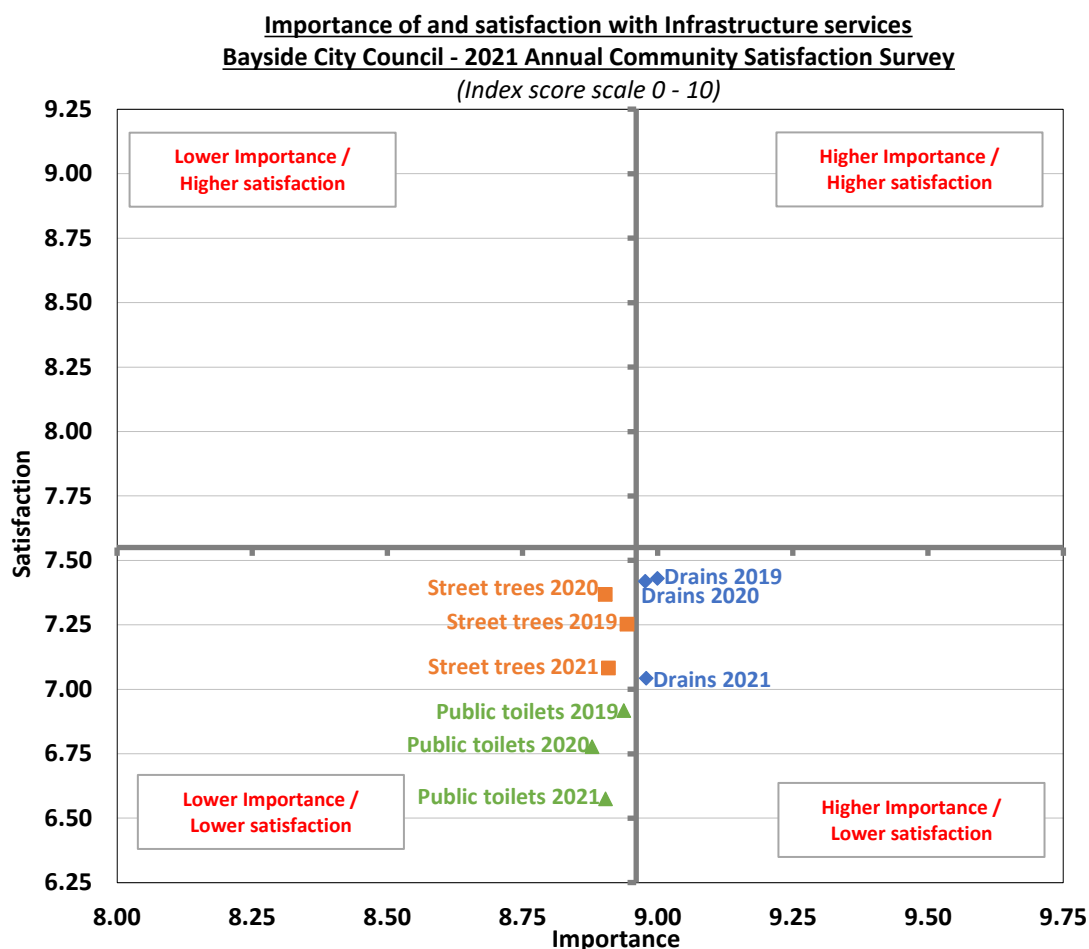
There were three infrastructure services and facilities included in the survey again this year, as outlined in the following table.

The average satisfaction with the three infrastructure services was 6.90 out of a potential 10 this year, down four percent from the 7.19 recorded last year.

This decline is marginally higher than the average decline in satisfaction with services and facilities this year (4.0% compared to 3.2%), which is reflective of the 5.1% decline in satisfaction with the maintenance and repair of drains.

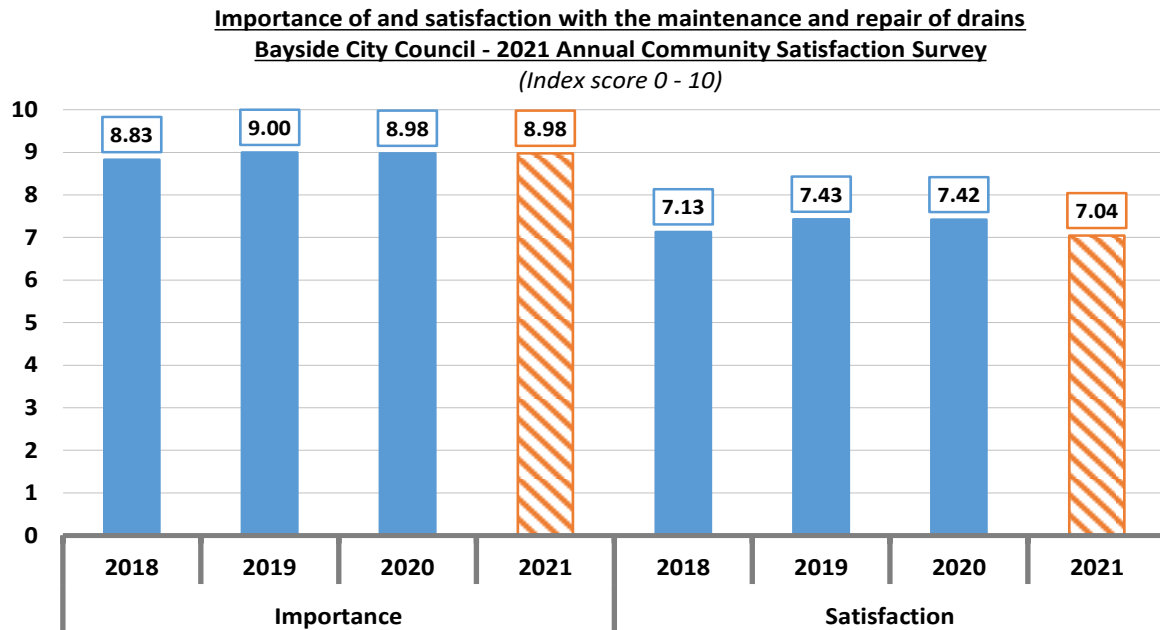
The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

Attention is drawn to the fact that all three of these services reported approximately average importance scores, but all three recorded somewhat lower than average satisfaction this year.



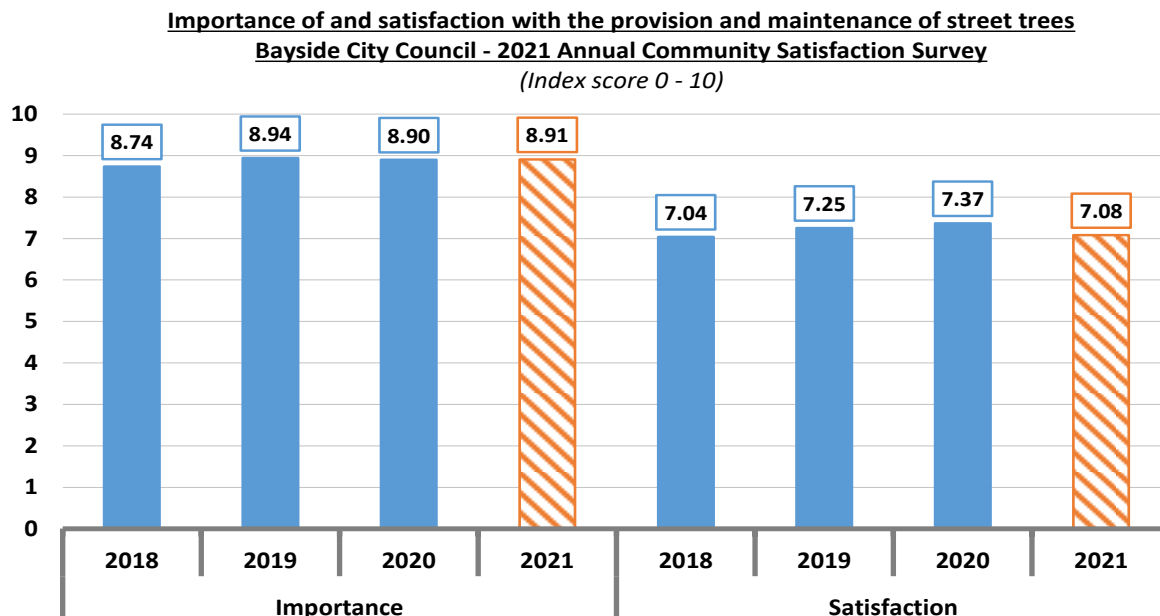
The maintenance and repair of drains

The importance of drains maintenance and repairs remained stable this year at 8.98, which ranks this the 12th most important of the 26 included services and facilities. Satisfaction declined measurably this year, down 5.1% to 7.04, which is a “good” down from a “very good” level of satisfaction. This decline was greater than the average decline with services and facilities and ranks the service 23rd of the 26 included services and facilities.



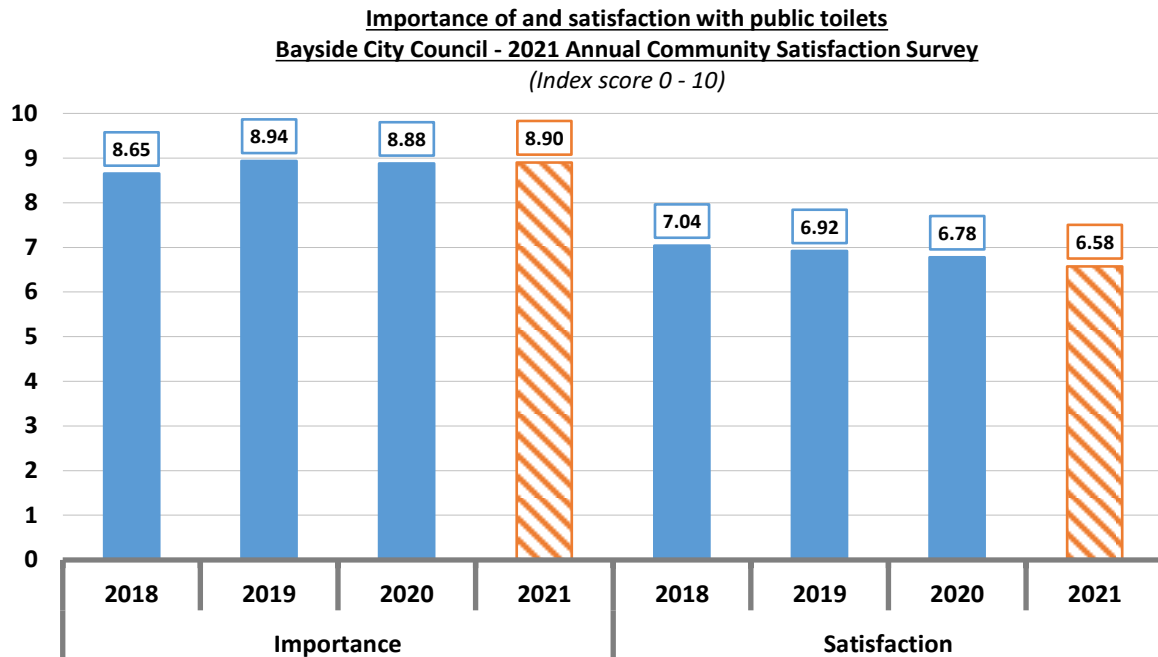
The provision and maintenance of street trees

The importance of the provision and maintenance of street trees remained essentially stable this year at 8.91, which ranks this the 18th most important of the 26 included services and facilities. Satisfaction declined notably but not measurably this year, down 3.9% to 7.08, which is a “good”, down from a “very good” level of satisfaction.



Public toilets

The importance of public toilets remained essentially stable this year at 8.90, which ranks this the 19th most important of the 26 included services and facilities. Satisfaction declined marginally but not measurably for the third consecutive year, down marginally but not measurably this year to 6.58, although it remains at a “good” level, however, it is ranked 26th of the 26 included services and facilities again this year.



Waste and recycling

There were four waste and recycling services included in the survey again this year, including weekly garbage collection, regular recycling, food and green waste collection, and the hard rubbish booking / pick-up service.

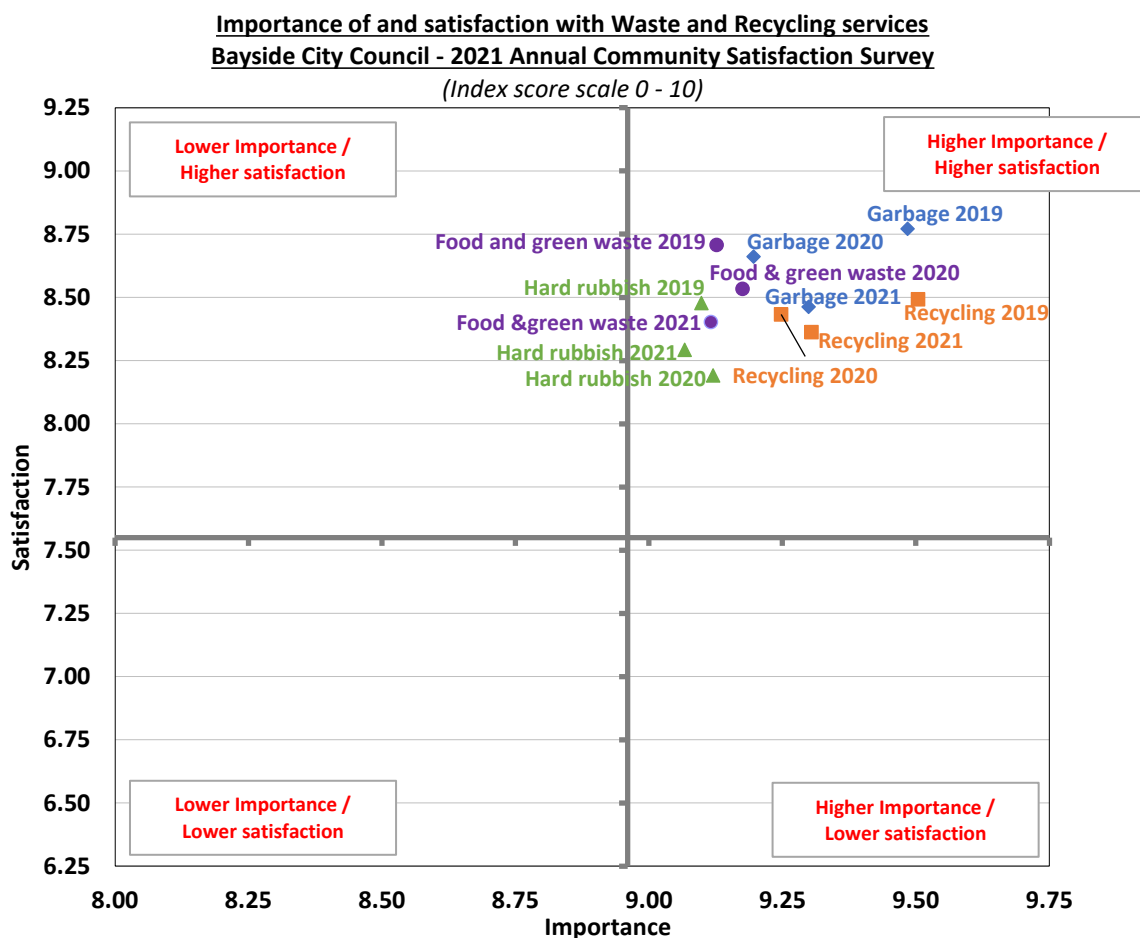
The average satisfaction with these four waste and recycling services declined by less than one percent this year, down 0.8% to 8.38, which remains both at an “excellent” level, as well as the one of 10 broad service areas with the highest level of average satisfaction.

This is a significant result this year, given that overall satisfaction with Council declined 6.7% and average satisfaction with the 26 included services and facilities declined 3.2%.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

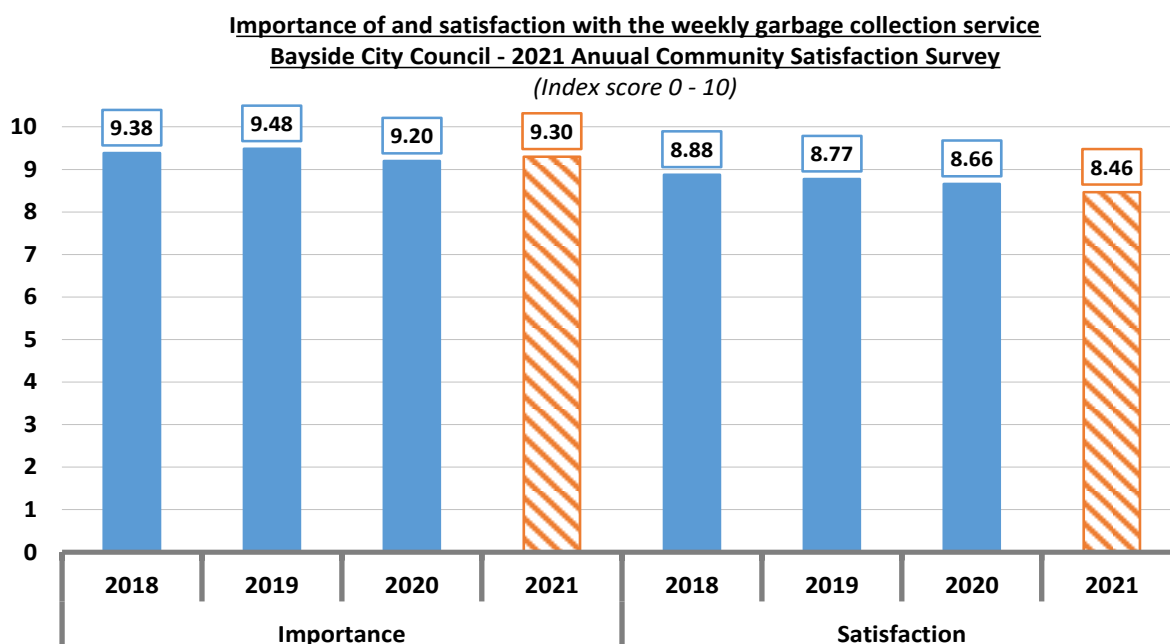
Consistent with the results observed in previous years, all four of the waste and recycling services were of notably higher than average importance (measurably important for regular recycling and weekly garbage collection), and all four received measurably and significantly higher than average satisfaction scores.





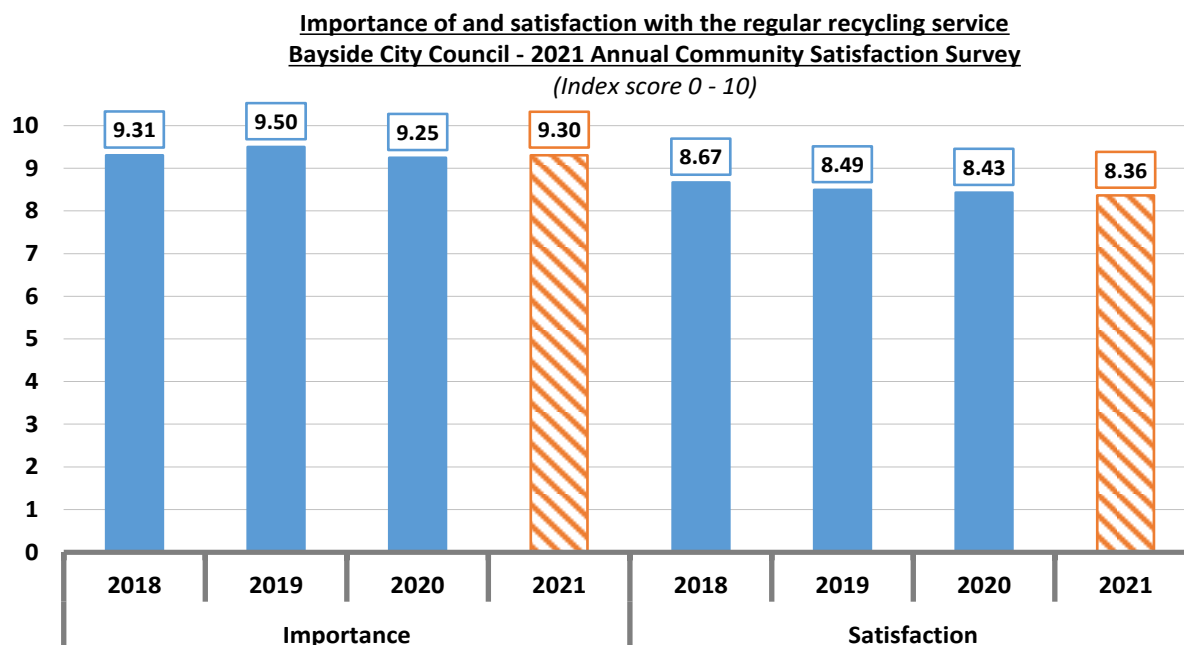
The weekly garbage collection service

The weekly garbage collection service remained the second most important of the 26 included services and facilities and increased marginally this year. Satisfaction declined marginally, down 2.3%, although it remains “excellent” and ranked 2nd in terms of satisfaction.



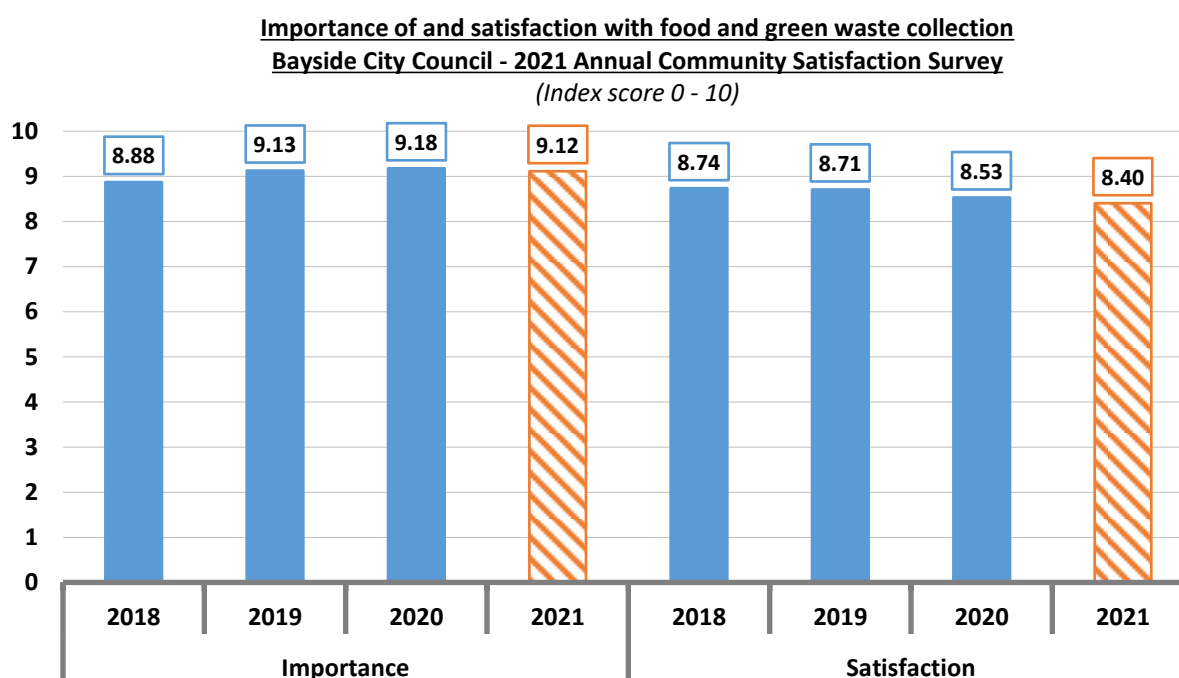
The regular recycling service

The importance of the regular recycling service increased marginally this year, and the service remains the most important of the 26 included services and facilities. Satisfaction declined marginally but not measurably, down less than one percent, but remains “excellent” and ranked 4th in terms of satisfaction this year.



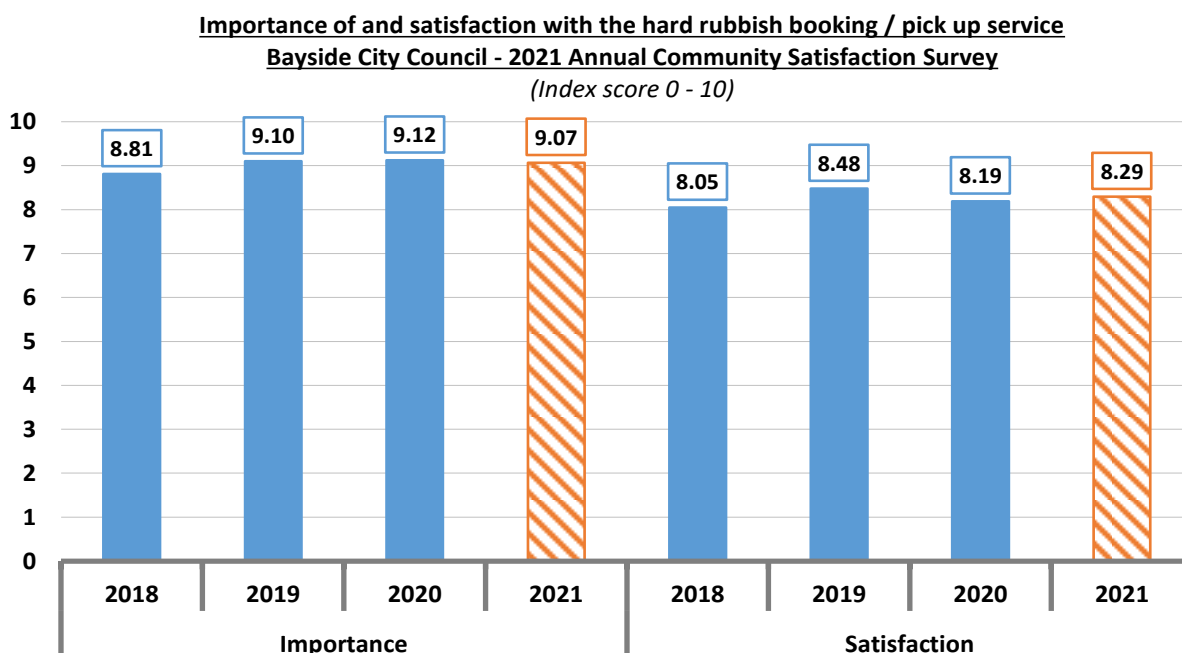
Food and Green waste collection services

The importance of food and green waste collection services remained essentially stable this year at 9.12, which ranks this the 4th most important service. Satisfaction also declined marginally but not measurably, down 1.5% to 8.40, but remains “excellent” and ranked 3rd.



The hard rubbish booking / pick up service

The importance of the hard rubbish booking / pick-up service remained essentially stable this year at 9.07, which ranks this the 9th most important of the 26 included services and facilities. This service was one of two services and facilities to increase satisfaction this year, up 1.2% to 8.29, which remains “excellent” and ranks this service 5th in terms of satisfaction.



Recreation and culture

There were four recreation and culture related services included in the survey this year, including the local library, arts centres, sports grounds and ovals, and recreation and aquatic centres.

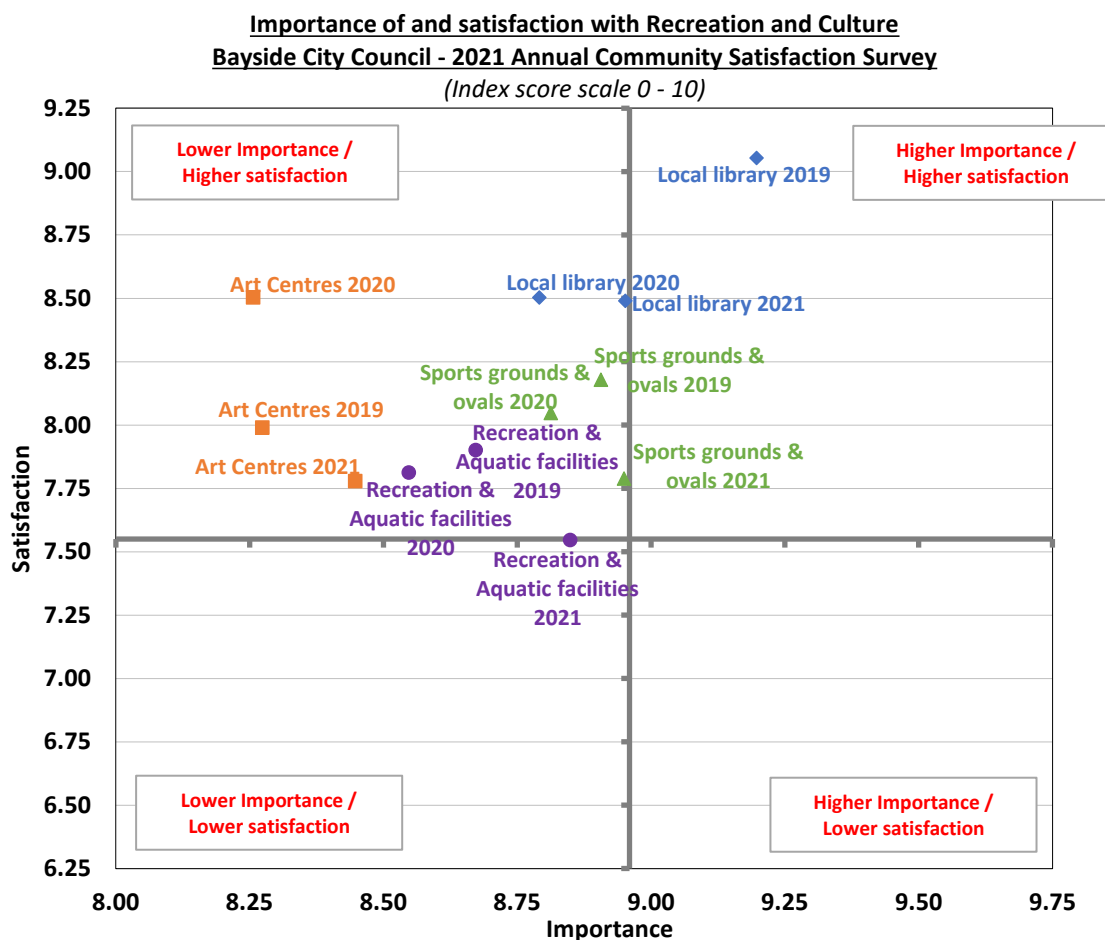
The average satisfaction with these four recreation and culture services marginally but not measurably this year, down 2.1% to 7.90, although it remains at an “excellent” level.

This decline in satisfaction was lower than the 3.2% average decline in satisfaction with services and facilities recorded this year, and lower than the 6.7% decline in overall satisfaction with Council’s overall performance.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

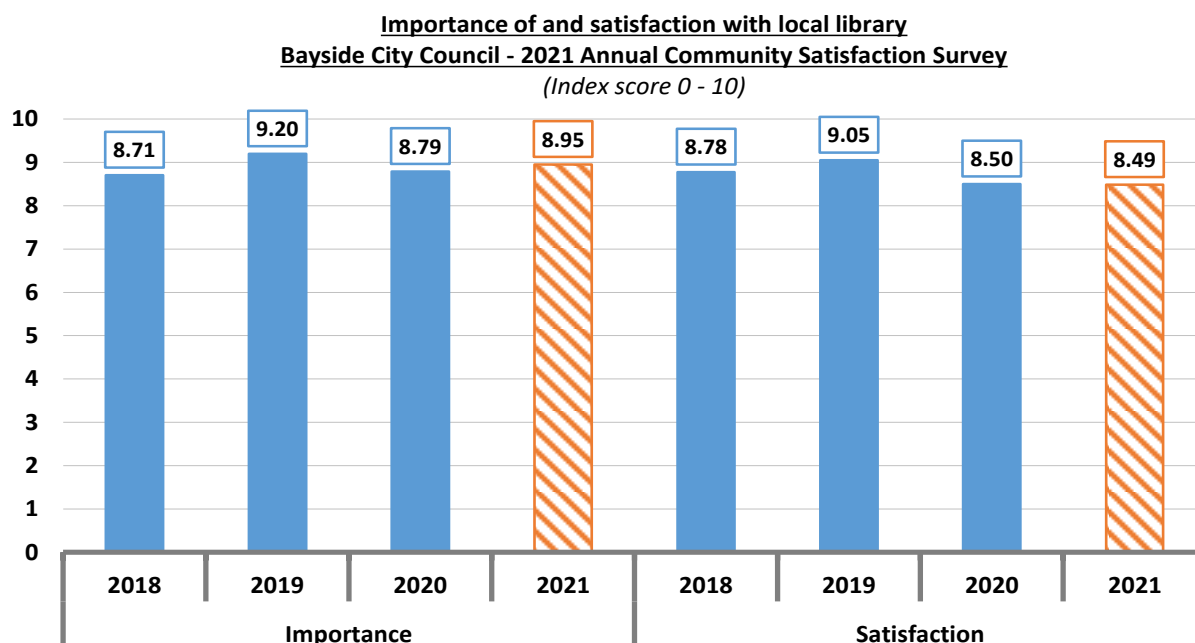
Consistent with the results in previous years, all these services and facilities were of approximately average or slightly lower than average importance, but recorded average or higher than average satisfaction. Particular attention is drawn to the local library, which despite a fall between 2019 and 2020, continues to record higher than average satisfaction.





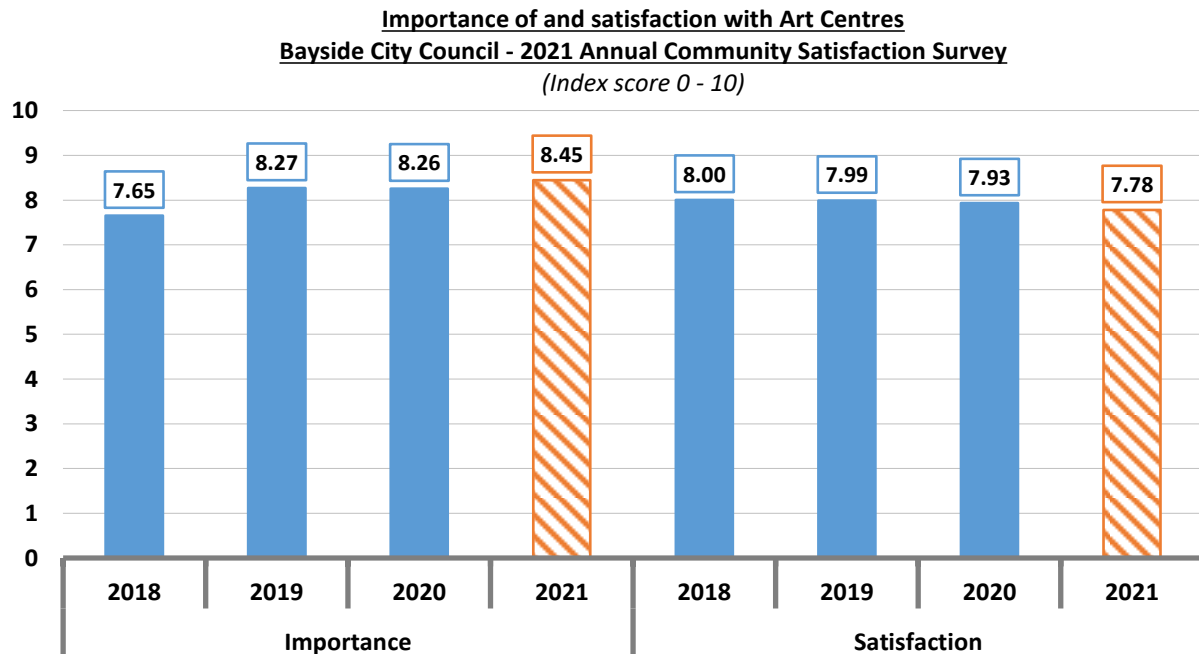
Local library

The importance of the local library increased marginally this year, up 1.8% to 8.95, which only ranks this the 15th most important of the 26 included services and facilities. Satisfaction remained stable this year at 8.49 (by 283 respondents), remains “excellent” and ranked 1st.



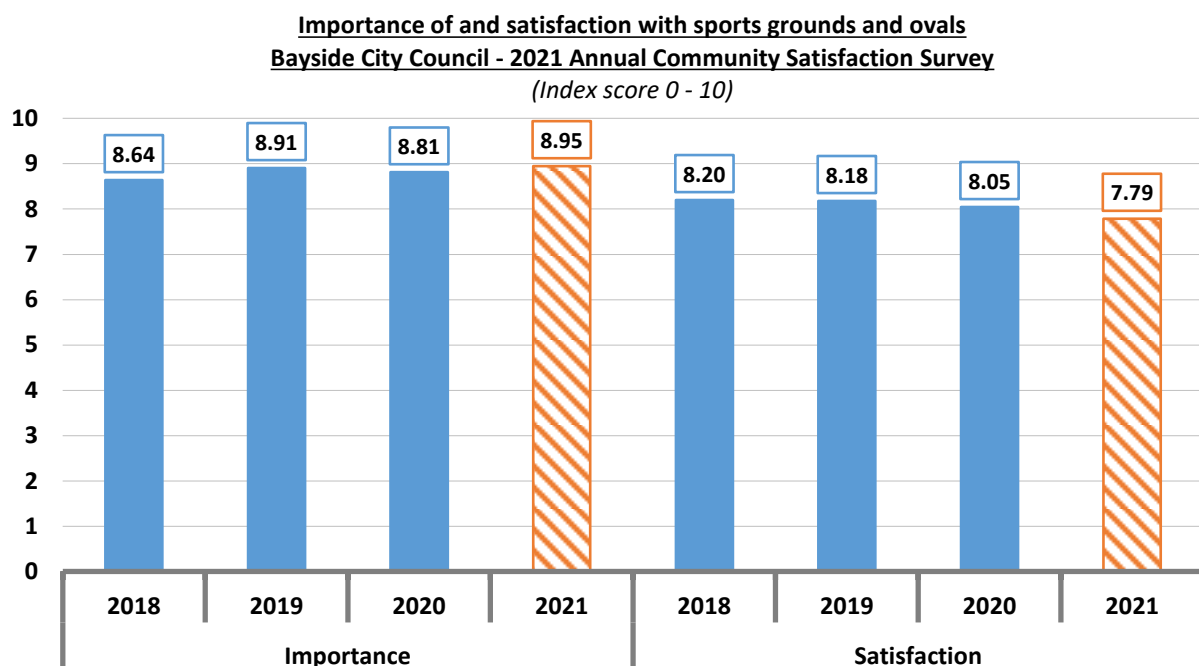
Art Centres

The importance of art centres increased somewhat this year, up 2.3% to 8.45, however, it is still ranked 26th of the 26 included services and facilities. Satisfaction declined marginally but not measurably, down 1.9% to 7.78 (by 94 respondents), remains “excellent” and ranked 9th in satisfaction. It appears that COVID-19 has not had a material impact on satisfaction.



Sports grounds and ovals

The importance of sports grounds and ovals increased marginally this year, up 1.6% to 8.95, which ranks this the 16th most important of the 26 included services and facilities. Satisfaction declined marginally, down 3.3% to 7.79 (by 443 respondents), “excellent” and ranked 8th.

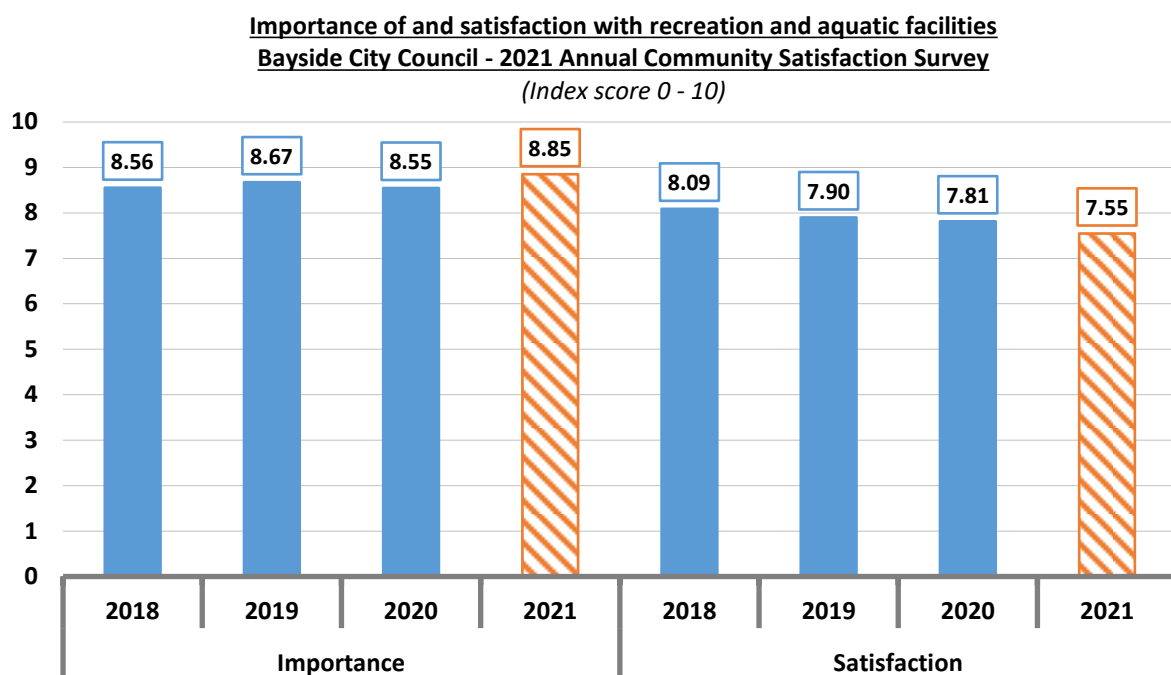


Recreation and Aquatic facilities

The importance of recreation and aquatic facilities increased notably this year, up 3.5% to 8.85, but which still only ranks this the 22nd most important of the 26 included services and facilities.

Satisfaction declined marginally for the third consecutive year, down 3.3% to 7.55 (by 260 respondents, which is a “very good”, down from an “excellent” level and one that ranks this 12th in terms of satisfaction.

Metropolis Research has noted a decline in satisfaction with recreation and aquatic facilities in several municipalities during the COVID-19 pandemic.



Community services

There were four community services included in the survey again this year, including services for children from birth to five years of age, youth, seniors, and persons with a disability.

The average satisfaction with these four community services declined notably but not measurably this year, down 3.9% to 7.60, which is a “very good”, down from a “very good” level.

Metropolis Research notes that only a relatively small proportion of the total sample of 700 respondents reported that they had used these services in the last 12 months, with 92 rating satisfaction with services for older persons, 82 rating satisfaction with children’s’ services, 45 rating satisfaction with services for youth, and 44 rating satisfaction with services for persons with a disability.



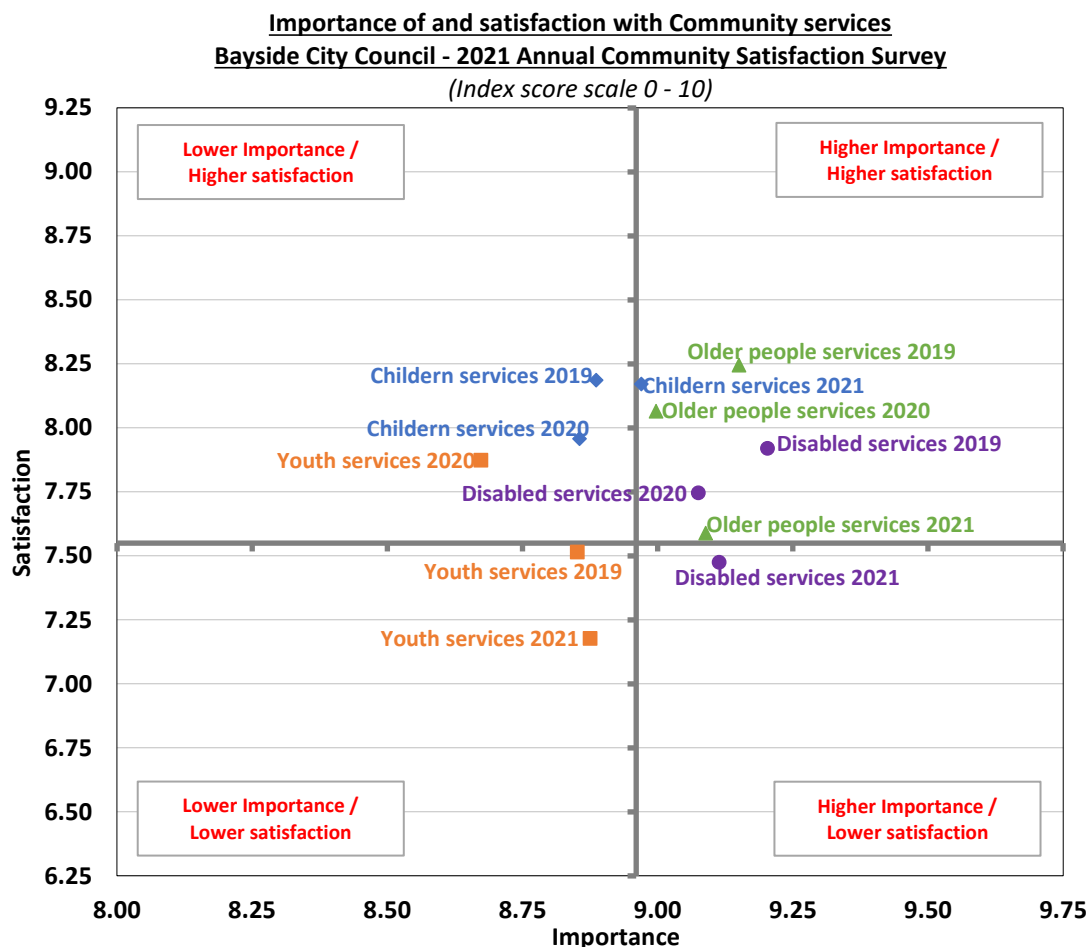
These relatively small sample sizes do have the effect of increasing the volatility of the satisfaction scores for these services, as a change in view of a small number of people can have a substantial impact on the average satisfaction score.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

Consistent with the results in previous years, services for older person and services for persons with a disability were both of higher-than-average importance again this year, although satisfaction with both declined notably, but not measurably this year.

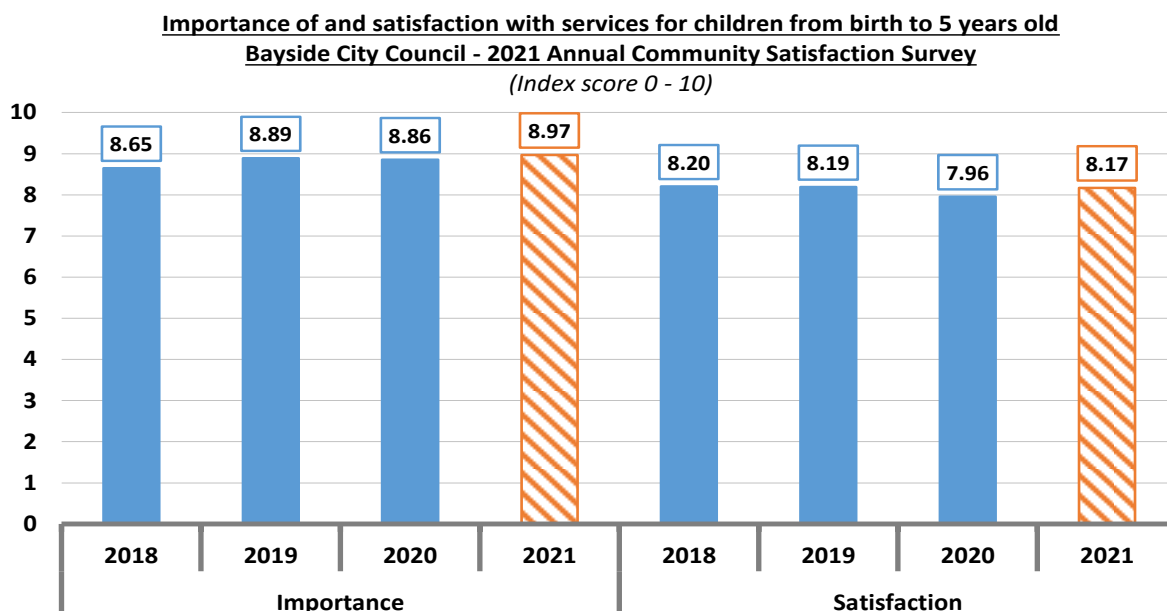
Services for children from birth to five years of age and services for youth, both remain of average or lower-than-average importance. This is an unusual result, as in most municipalities in most years, these two services tend to be of slightly higher than average importance.

It is noted that satisfaction with services for children from birth to 5 years of age was one of only two services and facilities to record an increase in satisfaction this year.



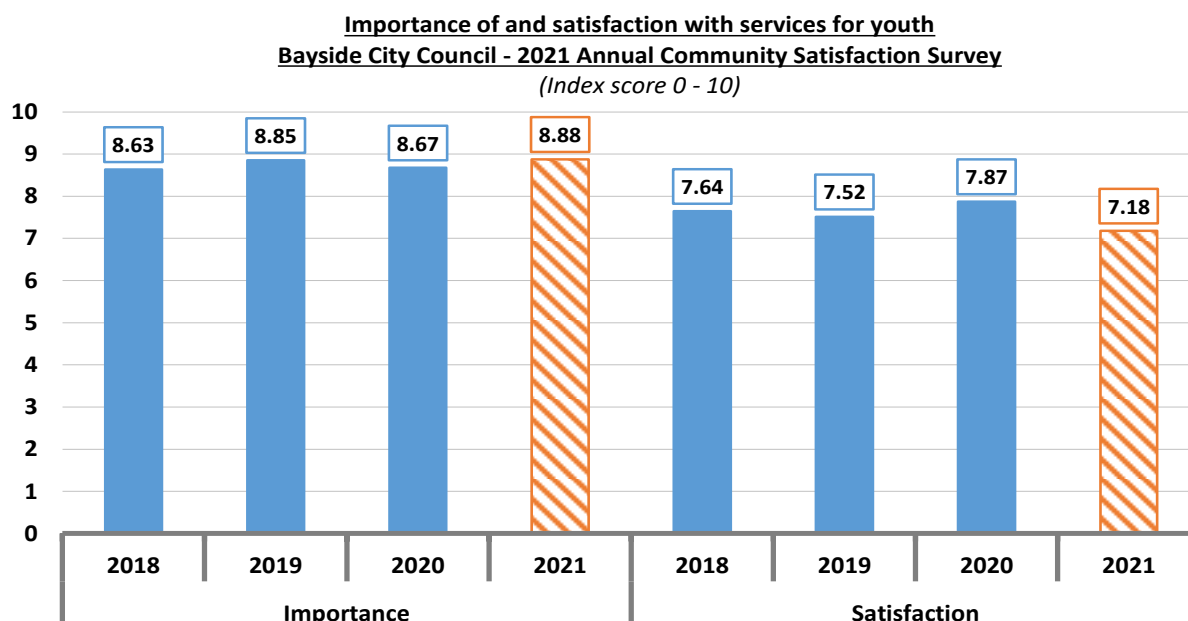
Services for children from birth to 5 years of age

The importance of services for children from birth to five years of age increased marginally this year, up 1.2% to 8.97, which ranks this the 13th most important of the 26. This is an unusually low importance ranking for these services, with *Governing Melbourne* ranking this service 6th of the 37 included in that survey. Satisfaction with these services increased 2.7% this year to 8.17, which is “excellent” and ranked 6th in terms of satisfaction.



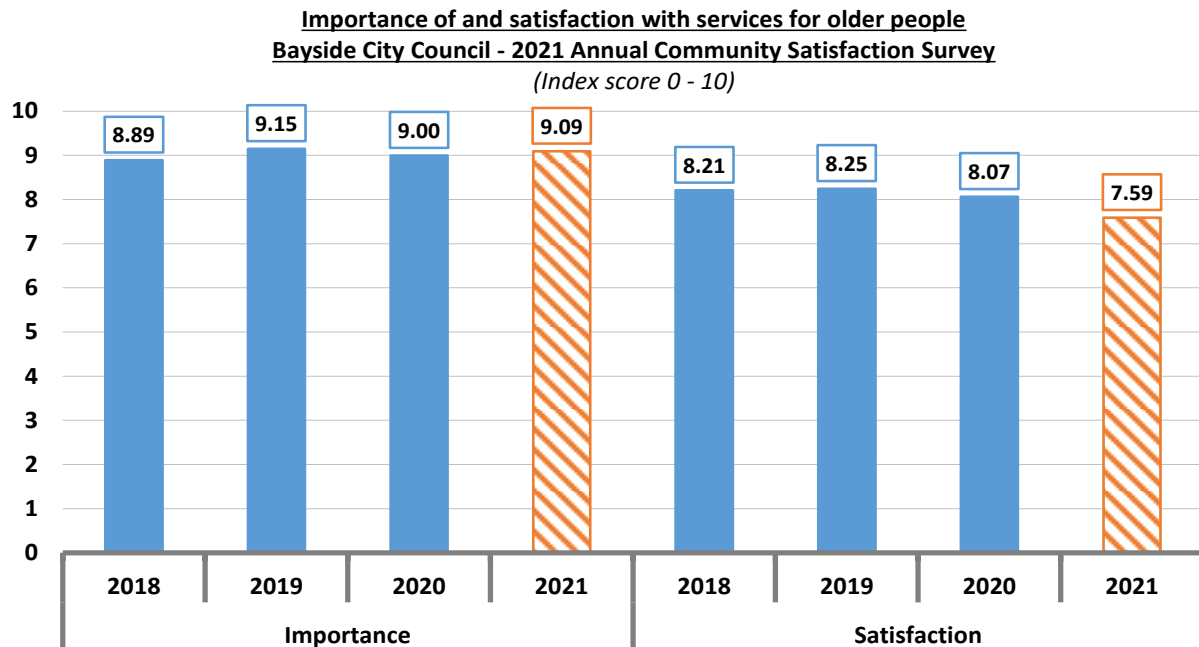
Services for youth

The importance of services for youth increased marginally this year, up 2.4% to 8.88, which ranks this 20th of the 26 included services and facilities. Satisfaction declined sharply, but not measurably this year, down 8.8% to 7.18, which is a “good”, down from an “excellent” level, and ranked 20th in terms of satisfaction. Metropolis Research has observed similar declines in satisfaction with youth services in other municipalities during the COVID-19 pandemic.



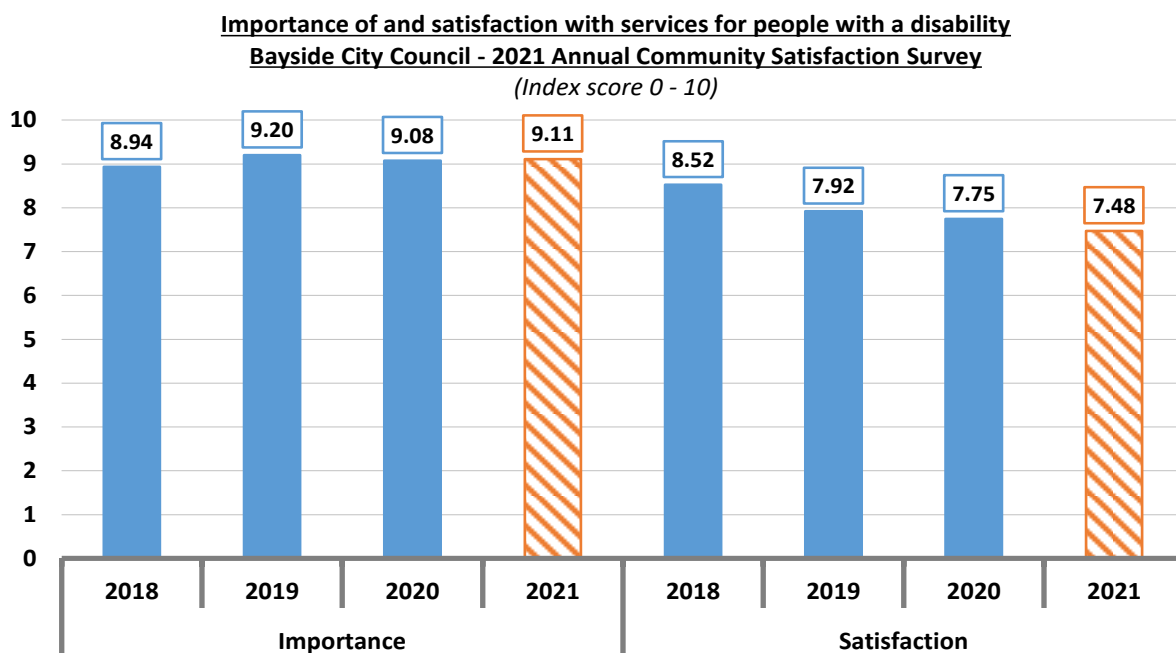
Services for older people

The importance of services for older people increased marginally but not measurably this year to 9.09, which ranks this 7th most important of the 26 included services and facilities. Satisfaction declined notably but not measurably this year, down 5.9% to 7.59, which is a “very good”, down from an “excellent” level, and one that ranks it 10th in terms of satisfaction.



Services for people with a disability

The importance of services for people with a disability remained essentially stable this year at 9.11, which ranks this the 6th most important of the 26 included services and facilities. Satisfaction continued to decline again this year, down 3.5% on 2020 and 12.2% on 2018. This is a “very good”, down from “excellent” level and ranked 13th for satisfaction.



There were only four comments received from respondents dissatisfied with services for people with a disability, as outlined in the following table.

Reason for dissatisfaction with services for people with a disability
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not enough services offered	2
Access to shops could be improved	1
Need funding	1
Total	4

Enforcement

There were two enforcement services included in the survey again this year, including animal management and parking enforcement.

The average satisfaction with these two services declined 5.9% this year to 7.02, which is a “good”, down from a “very good” level of satisfaction.

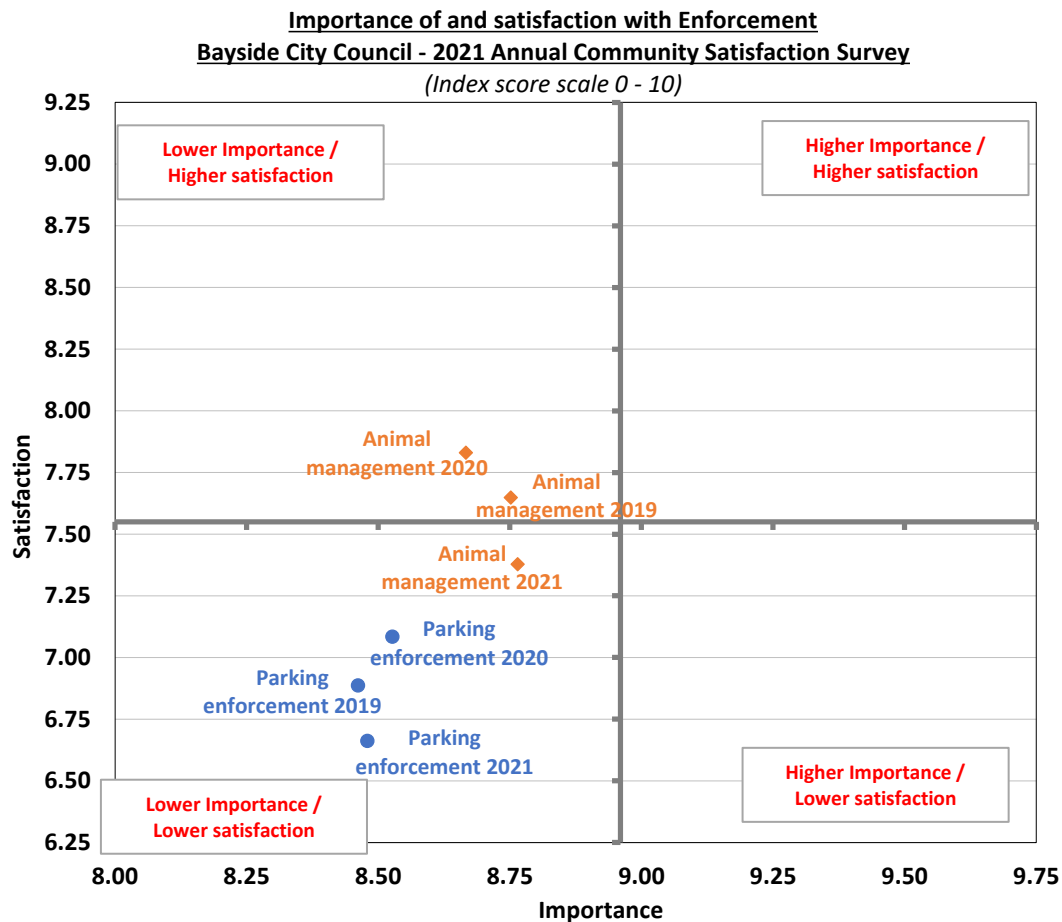
Satisfaction with both these two services declined by a similar level this year.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

Consistent with the results from previous years, both services were of lower-than-average importance.

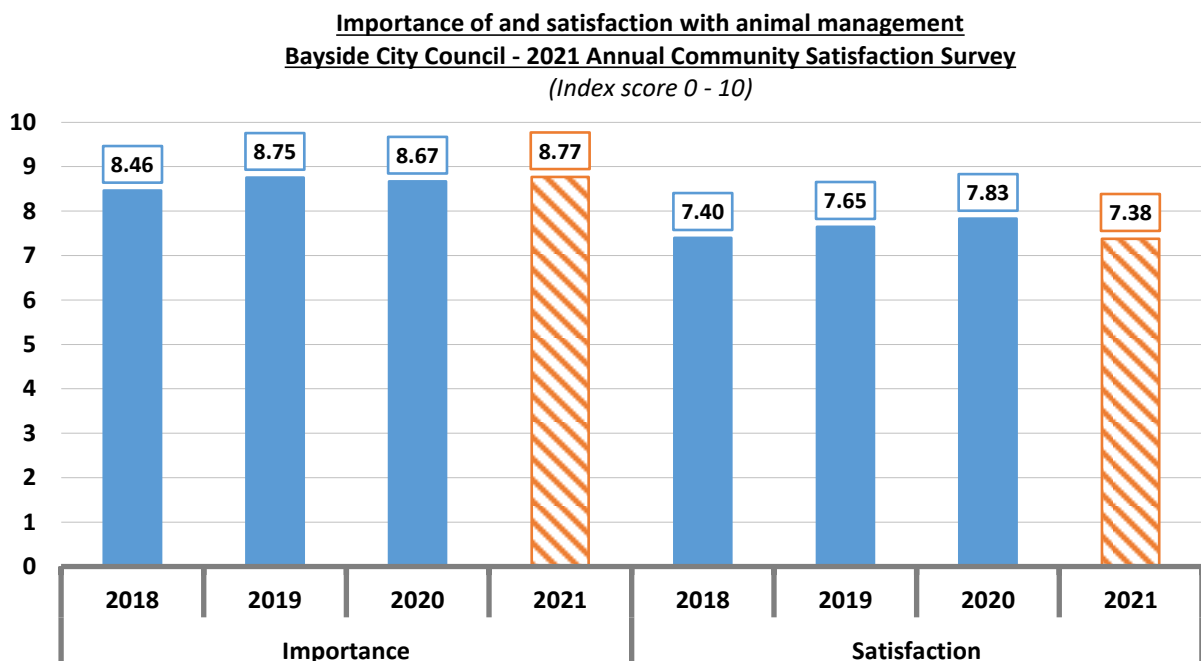
It is noted that parking enforcement has consistently recorded a lower-than-average satisfaction score, reflecting the difficulties inherent in a service like this. It is also noted that satisfaction with animal management moved from higher to lower than average satisfaction this year.





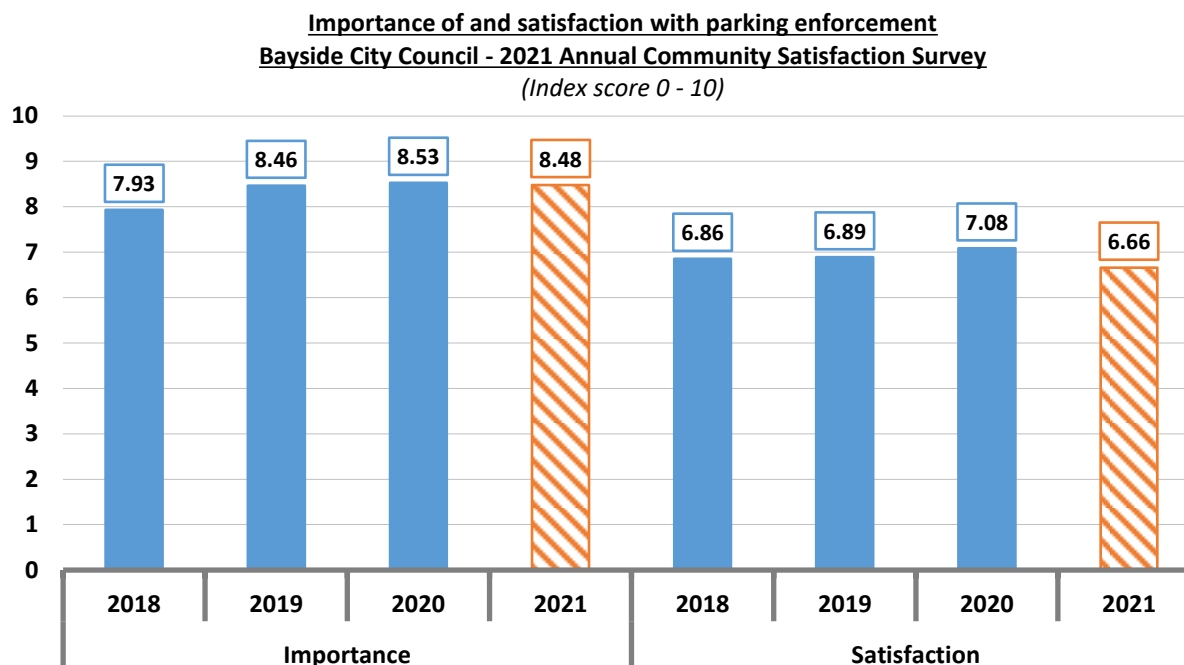
Animal management

The importance of animal management increased marginally this year to 8.77, which ranks this 24th of the 26 included services and facilities. Satisfaction declined this year, down a statistically significant 5.7% to 7.38, which is a “very good”, down from “excellent” level, and one that ranks this service 16th in terms of satisfaction.



Parking enforcement

The importance of parking enforcement declined by less than one percent to 8.48, which ranks this 25th of the 26 included services and facilities. Satisfaction declined a statistically significant 5.9% to 6.66, although it remains “good” and ranked 25th in terms of satisfaction.



The following table outlines the 49 responses received from the 78 respondents dissatisfied with parking enforcement.

Of these 49 responses, 22 were related to issues with enforcement including fines. Of these, most were concerned about perceived over-enforcement and fines, whilst only a couple were concerned with a perceived under-enforcement.

Twelve were related to the management of parking such as clear signage, perceived inappropriate time limits and other issues, seven comments were related to issues with the availability of parking, and eight identified streets of concern.

Reason for dissatisfaction with parking enforcement
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>Availability of parking</i>	
No space for parking	2
Insufficient parking around Sandringham train station	1
Limited parking, tickets not at busy hours but to locals at 8 am	1
Not enough parking for residents	1
Near the school, speed limit and parking	1
There's very less parking available due to cafe development	1
Total	7



<i>Enforcement of parking regulations</i>	
Too focused on fining people	4
They are too strict / harsh	3
Give tickets, over policing	2
Not being enforced well	2
Council are money hungry	1
Focus too much on small problems and get fined, however if there's huge infringement, they are not fined	1
Got parking tickets. Attendant shouldn't have booked. Invalid sign was upside down	1
I had an incident where I was booked which was unfair booking which they didn't even consider I didn't receive sticker from Council	1
Just find reasons to fine people	1
Never see any traffic officers around to ensure time limits	1
Not being patrolled about the wrong parking in the area, there is no signage	1
Parking is not enforced around the Sandringham library areas	1
The metered parking area are not enforced properly	1
Too strict in fines during COVID	1
Unreasonable	1
Total	22
<i>Management of parking / other issues</i>	
2 hour limit is bad	1
Clearer signage required	1
One way street. Lot of parking taken up by boats	1
Parking limits are unfair in Hampton residential streets	1
People park across the driveway which causes difficulty while parking or moving the car	1
Somebody taking photos of kids at school	1
There is no proper signage	1
There's too many parking signs around	1
They don't care about parking	1
Utilise more electronic ways	1
Very slow process, parking near beach is not good	1
Very unfair	1
Total	12
<i>Specific areas identified by respondents</i>	
Abbott Street	1
Beach Rd	1
Bridge St	1
Jack Rd Estate	1
Miller St	1
Nelson St	1
Small St	1
Station St	1
Total	8
Total responses	49



Communication

Council's website

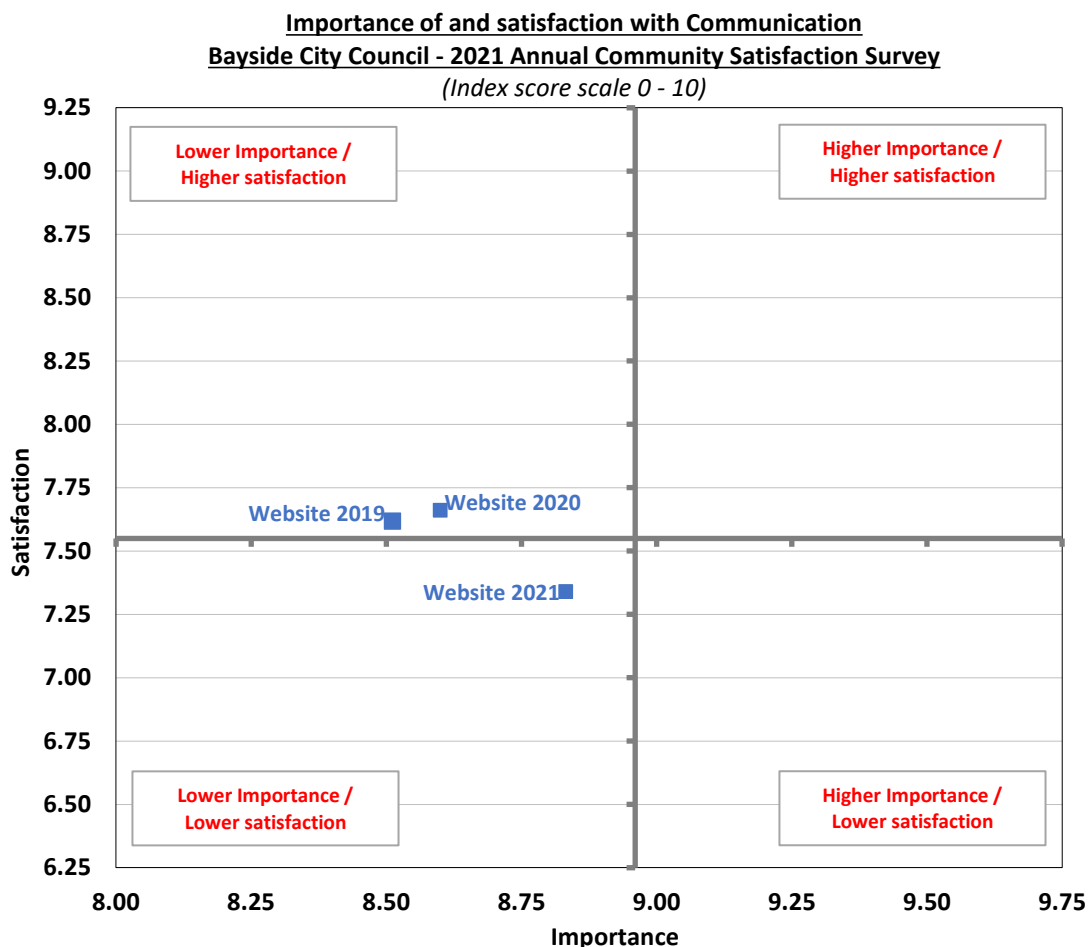
There was just the one communication service included in the survey this year, that being the Council website.

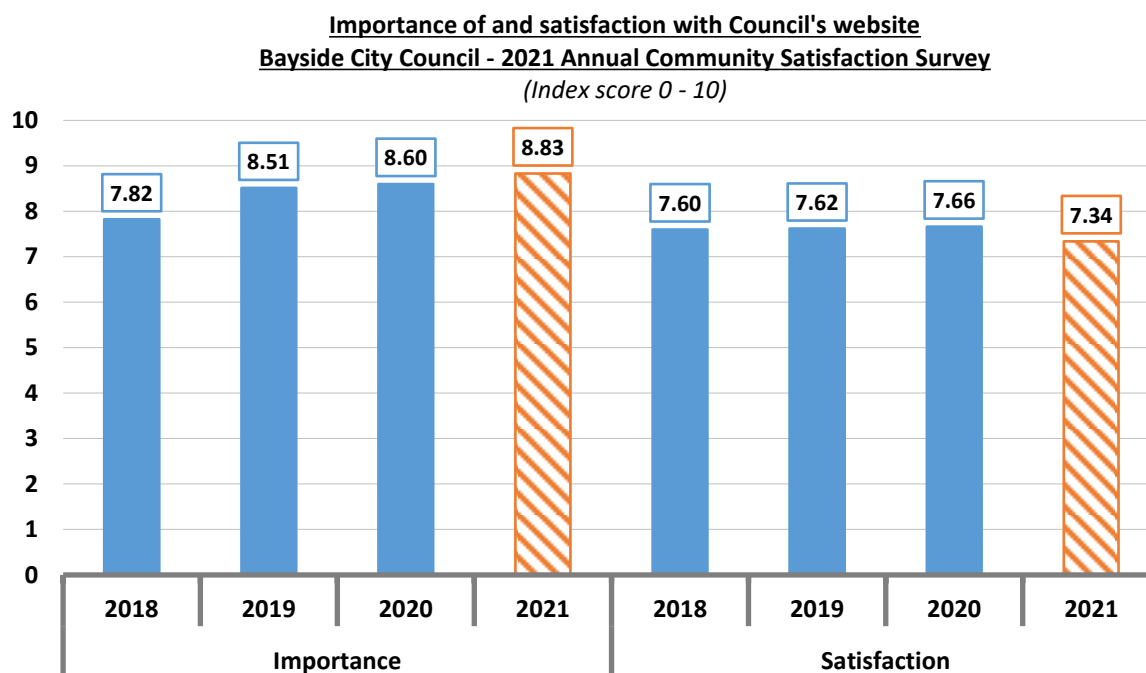
The importance of the website increased somewhat again this year, up 2.6% on the 2020 importance score, and up 12.9% since 2018.

Satisfaction with the website declined somewhat this year, down 4.2% to 7.34, based on a sample of 378 respondents. Despite the decline this year, satisfaction remains at a “very good” level.

Consistent with the results recorded in recent years, the Council website remains of marginally lower than average importance (despite the small increase this year), although it has slipped this year from average to slightly lower than average satisfaction.

Metropolis Research notes communication services, including council websites, newsletters, social media, and similar tools, tend to be of lower-than-average importance, particularly when compared to core services such as waste and recycling and health and human services.





The following table outlines the 22 responses received from the 19 respondents dissatisfied with the Council website.

The most common concerns relate to a perceived difficulty in navigating the site, the clarity and accessibility of the site, such as how to find information.

Reason for dissatisfaction with Council's website
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Difficult to navigate	7
Difficult to find information	4
Confusing	1
Difficult to understand	1
It's not very inclusive	1
Mention the email on the website	1
Minimal information	1
Not very user friendly	1
Provide services for credit cards	1
Search engine not specific enough	1
The search brings up random things. Very hard to navigate	1
They haven't fairly calculated the rates on the websites	1
Too much information	1
Total	22

Cleaning

There were two cleaning services included in the survey this year, including the maintenance and cleaning of public areas and the maintenance and cleaning of strip shopping areas.

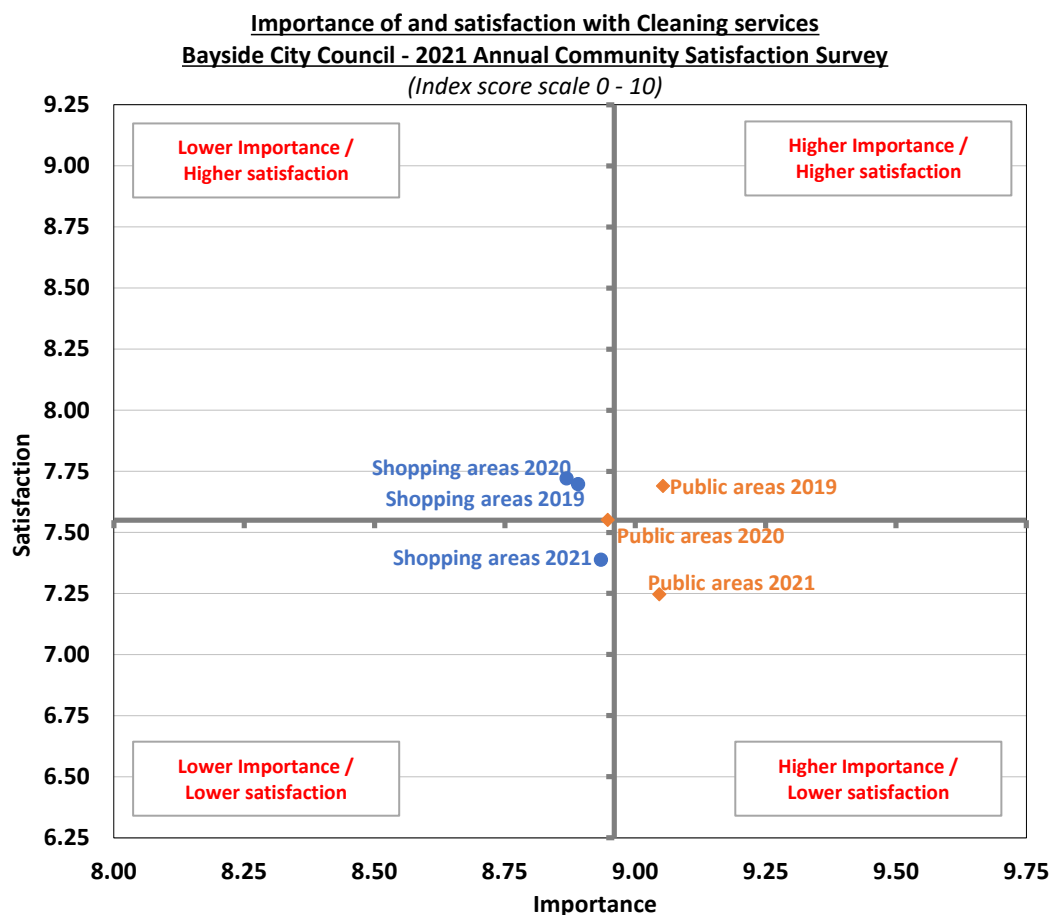
The average satisfaction with these two services declined somewhat this year, down 4.2% to 7.32, although it remains at a “very good” level.

Satisfaction with both these cleaning and maintenance services declined by a similar level this year.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

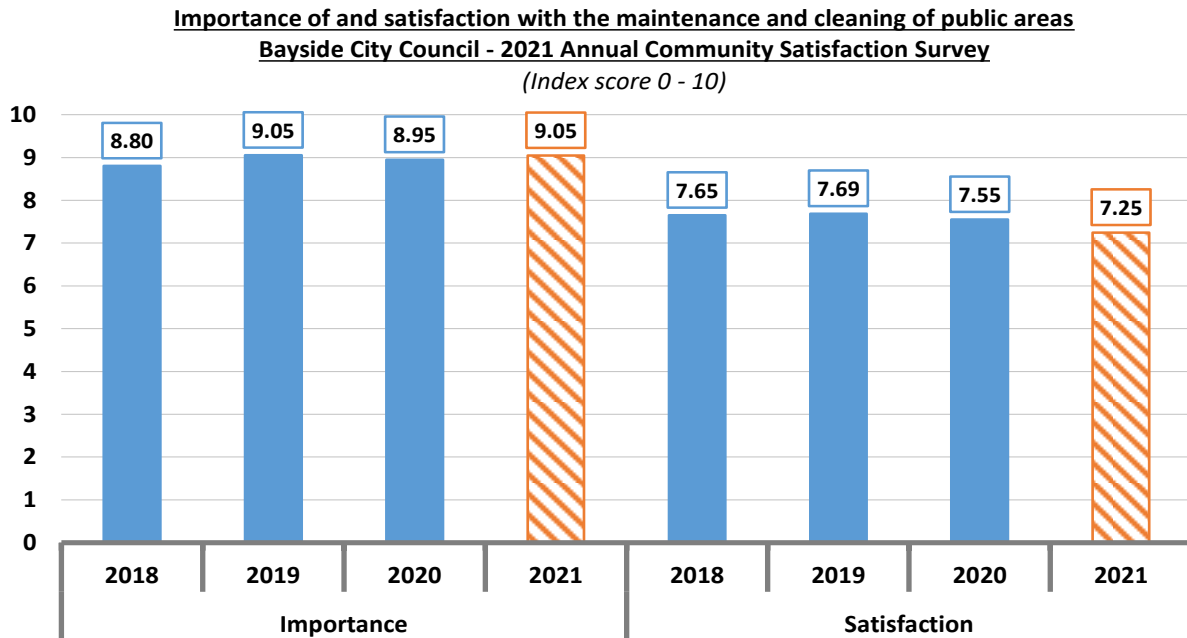
Consistent with the results recorded in recent years, both cleaning and maintenance services were of approximately average importance and both received approximately average satisfaction scores.

It is noted that both services moved from approximately average to marginally lower than average satisfaction this year, although the difference is not statistically significant.



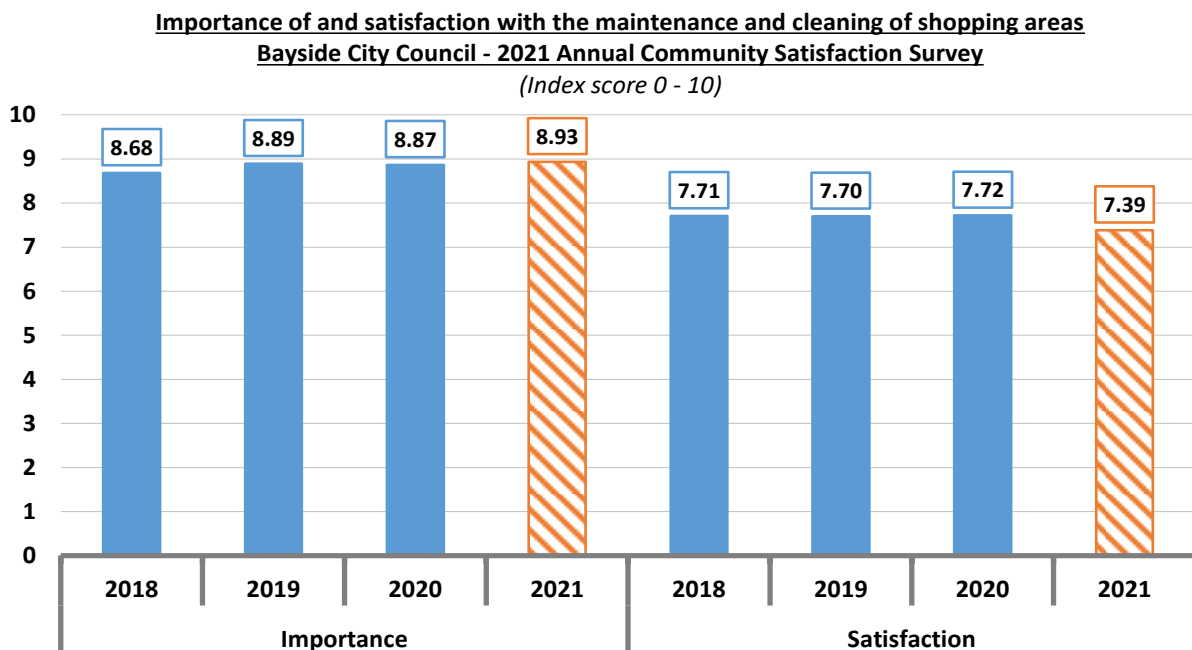
The maintenance and cleaning of public areas

The importance of the maintenance and cleaning of public areas increased marginally this year to 9.05, which ranks this the 11th most important of the 26 services and facilities. Satisfaction declined notably this year, down four percent to 7.25, although it remains “very good” and ranked 19th in terms of satisfaction.



The maintenance and cleaning of strip shopping areas

The importance of the maintenance and cleaning of strip shopping areas remained essentially stable this year at 8.93, which ranks this the 17th most important of the 26 included services and facilities. Satisfaction declined notably this year, down 4.3% to 7.39, although it remains “very good” and ranked 15th in terms of satisfaction.



Transport infrastructure

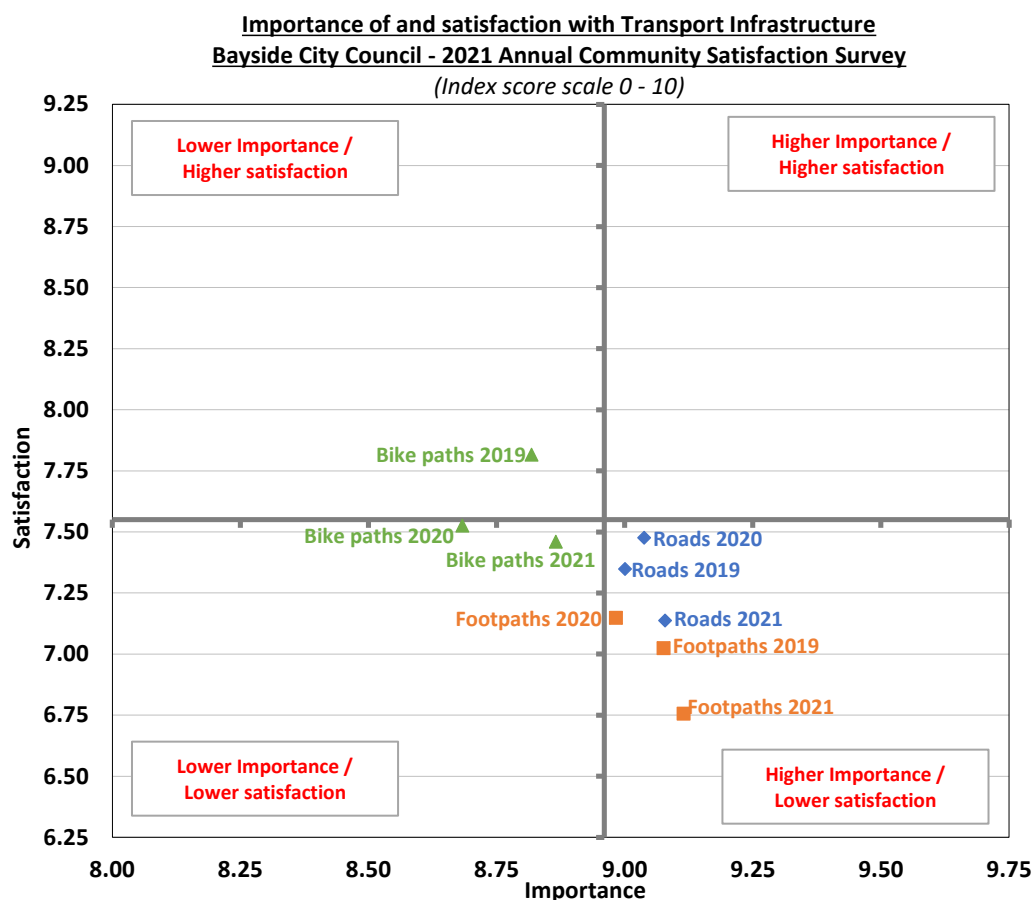
There were three transport infrastructure related services included in the survey again this year, including on and off-road bike paths, the maintenance and repair of footpaths, and the maintenance and repair of sealed local roads.

The average satisfaction with these three services somewhat this year, down 3.5% to 7.12, which is a “good”, down from an “excellent” level of satisfaction. This decline is consistent with the average decline in satisfaction with services and facilities this year of 3.2%.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

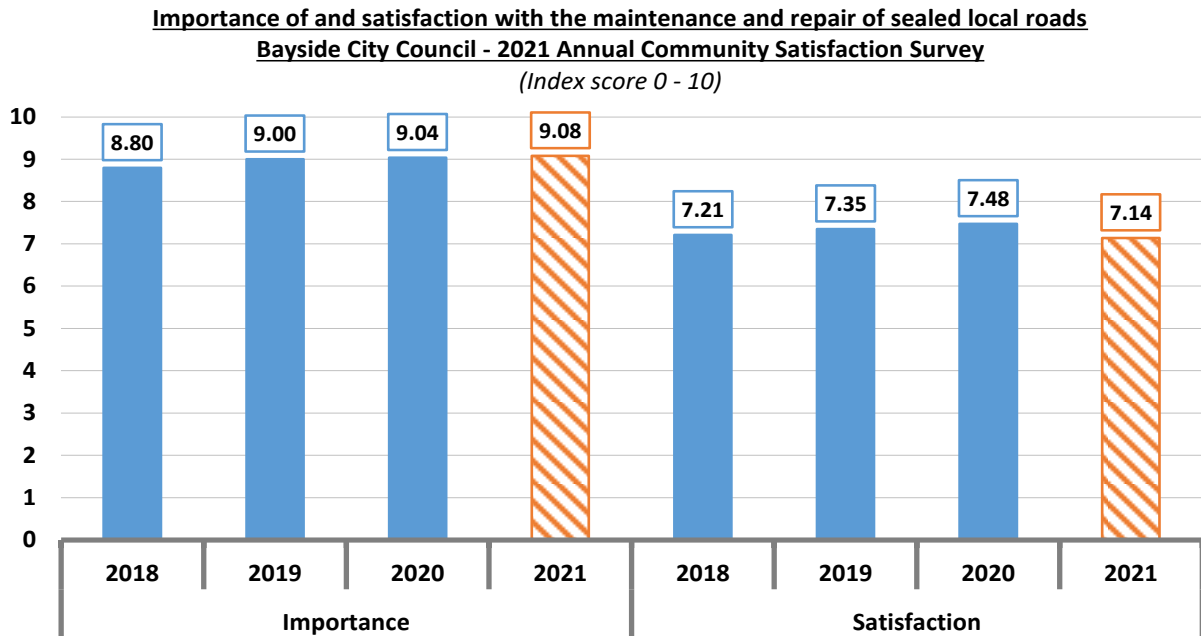
Consistent with the results in most recent years, all three of these transport services were of marginally lower than average importance, with on and off-road of somewhat lower importance than either footpaths or sealed local roads.

Satisfaction with all three facilities was somewhat lower than average, with satisfaction with footpaths measurably lower than satisfaction with either on and off-road bike paths or the maintenance and repair of sealed local roads.



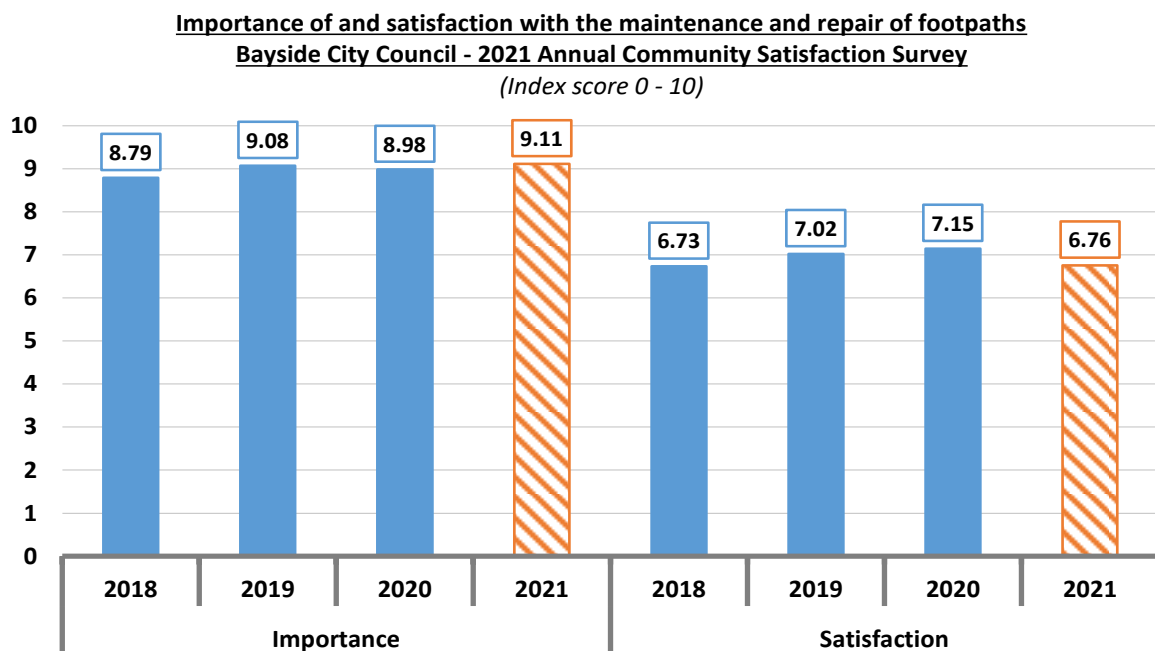
The maintenance and repair of sealed local roads

The importance of the maintenance and repair of sealed local roads remained essentially stable this year at 9.08, which ranks this the 8th most important of the 26 included services and facilities. Satisfaction declined measurably this year, down 4.5% to 7.14, which is a “good”, down from a “very good” level of satisfaction, and which ranks this 21st this year.



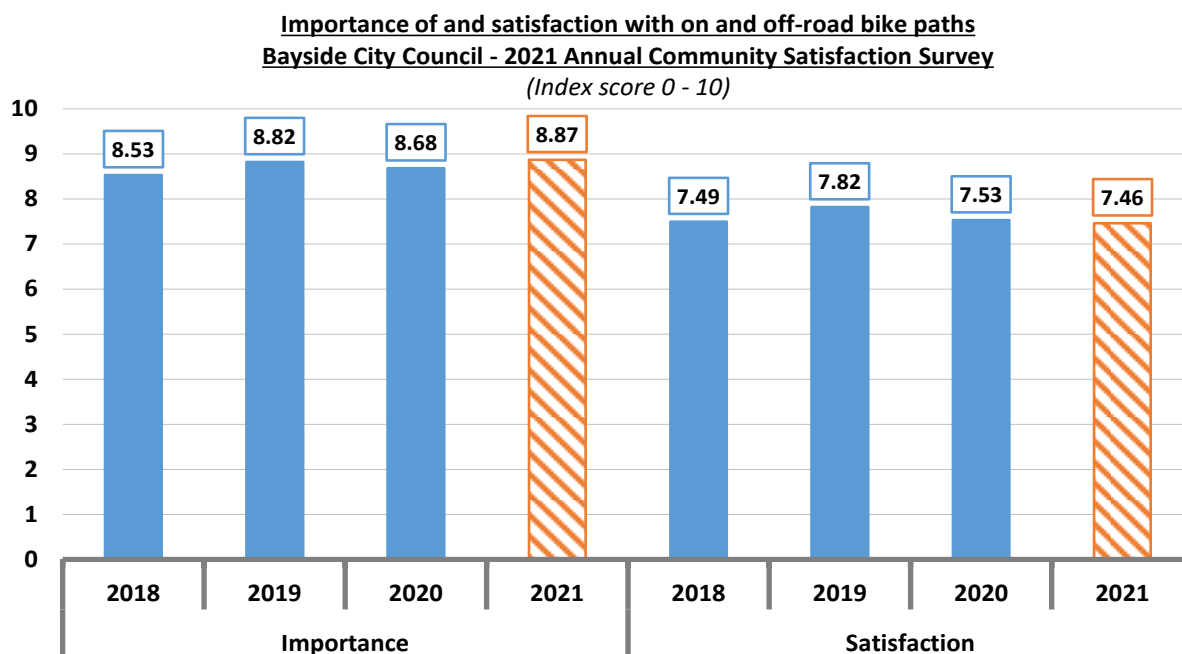
The maintenance and repair of footpaths

The importance of the maintenance and repair of footpaths remained essentially stable this year at 9.11, which ranks this the 5th most important of the 26 included services and facilities. Satisfaction declined measurably this year, down 5.4% to 6.76, although it remains “good”, but is ranked 24th in terms of satisfaction.



On and off-road bike paths

The importance of on and off-road bike paths increased somewhat this year, up 2.2% to 8.87, which ranks this the 21st most important of the 26 included services and facilities. Satisfaction declined less than one percent this year to 7.46 (by 466 respondents) but remains “very good” and ranked 14th.



Parks and gardens

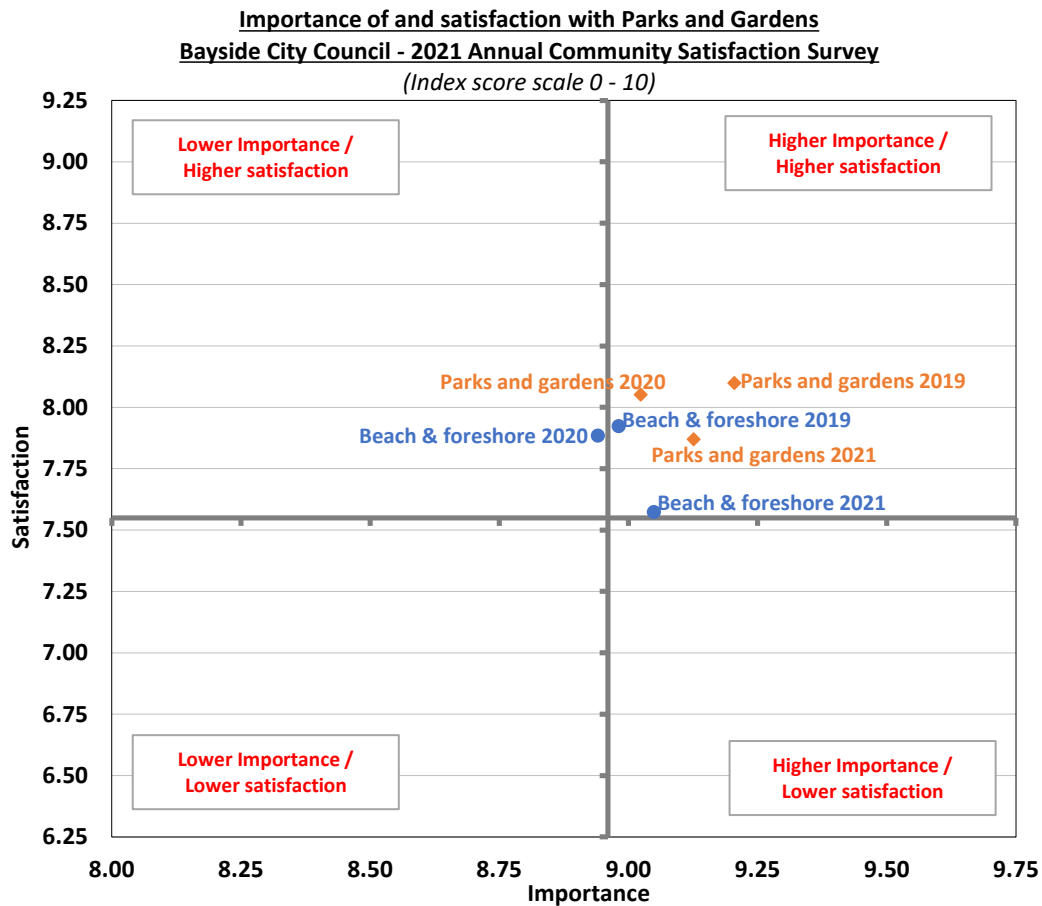
There were two parks and gardens related services and facilities included in the survey this year, including the provision and maintenance of parks and gardens and the appearance of the beach, foreshore, and bushland.

The average satisfaction with these three services and facilities declined somewhat this year, down 3.1% to 7.72, which is a “very good”, down from an “excellent” level of satisfaction.

The following graph provides a cross-tabulation of the average importance of and average satisfaction with these three services and facilities, with the crosshairs representing the City of Bayside average importance (8.96) and average satisfaction (7.55) with all 26 included Council provided services and facilities.

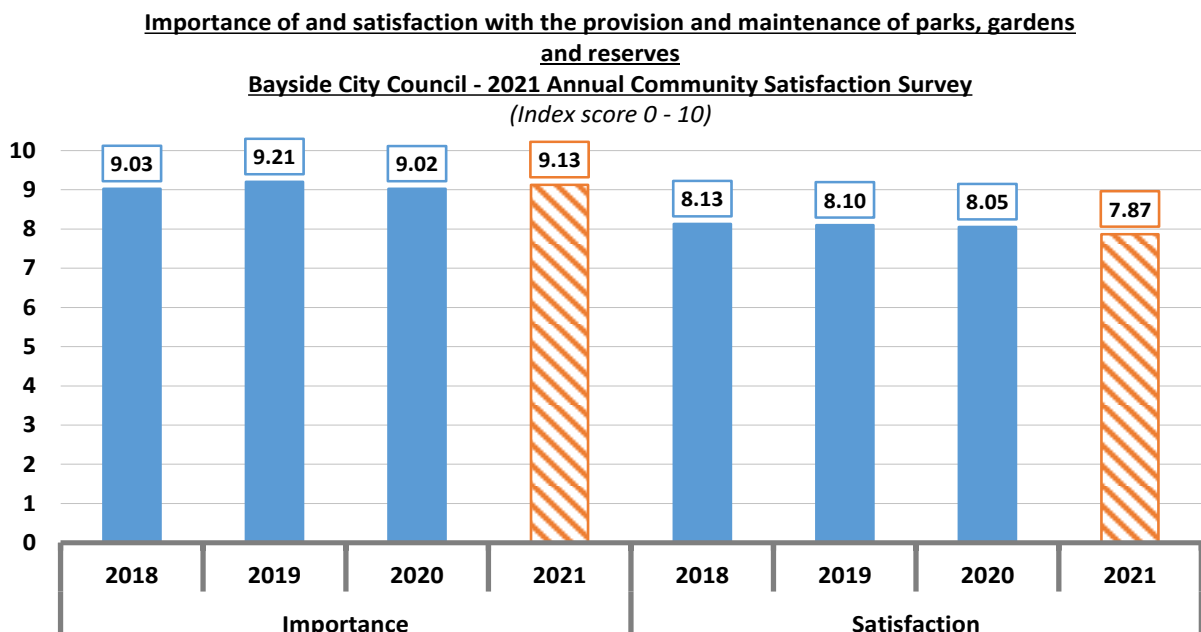
Consistent with the results in recent years, these two services and facilities remain of higher-than-average importance and both received higher than average satisfaction scores.





The provision and maintenance of parks, gardens, and reserves

The importance of the provision and maintenance of parks, gardens, and reserves increased marginally this year to 9.13, which ranks these the 3rd most important of the 26 included services and facilities. Satisfaction declined very marginally for the third consecutive year, down 2.2% to 7.87, although it remains “excellent” and ranked 7th in terms of satisfaction.



The following table outlines the 21 responses received from the 24 respondents who were dissatisfied with the provision and maintenance of parks, gardens, and reserves.

The responses cover a range of issues, including perceived lack of maintenance, as well as a range of other issues by one or two respondents.

Reason for dissatisfaction with the provision and maintenance of parks, gardens, and reserves

Bayside City Council - 2021 Annual Community Satisfaction Survey

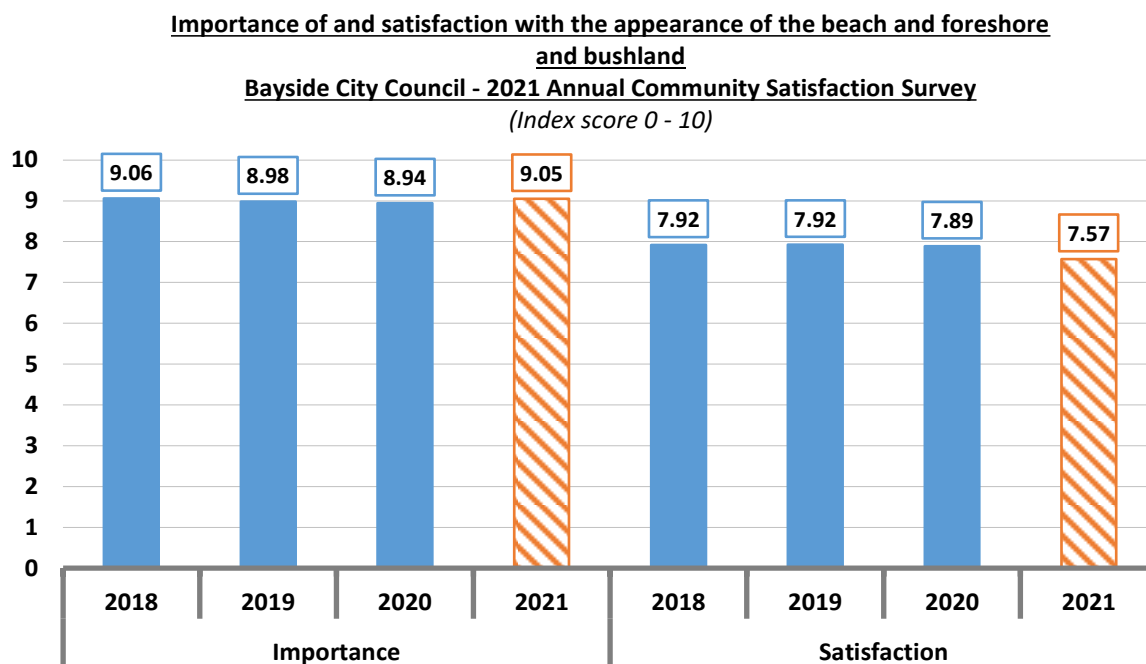
(Number of responses)

<i>Reason</i>	<i>Number</i>
Council doesn't do anything, too slow	2
Gardens are terrible	1
Improvement needed	1
In general, all of them	1
Lots of mud whenever there is rain. Drainage in park is bad	1
More accessibility, more engagement	1
More parks required in the area	1
Need more maintenance of parks	1
Net ball court issue, wasting money	1
No crossing, dangerous for children to run there	1
Not suitable for old people, especially the off-lead dog area has been ignored by the Council	1
Someone else does it	1
Take too much money and do nothing	1
The parks are in terrible condition for sports	1
They are always messy and untidy	1
Too much litter in parks	1
Too much money spent on parks	1
Trees must be looked at, branches breaking off, Cheltenham park	1
Unauthorised parties happening	1
Very average maintenance	1
Total	21



Appearance of beach, foreshore, and bushland

The average importance of the appearance of the beach, foreshore, and bushland increased very marginally this year to 9.05, which ranks this the 10th most important of the 26 included services and facilities. Satisfaction declined notably, down 4.1% to 7.57, which is a “very good”, down from an “excellent” level, and one that ranks this 11th in terms of satisfaction.



Council meeting its environmental responsibilities

There was just the one environmental service included in the survey this year, that being Council meeting its responsibilities towards the environment.

The importance of this service remained essentially stable this year at 8.96, which ranks this the 14th most important of the 26 included services and facilities.

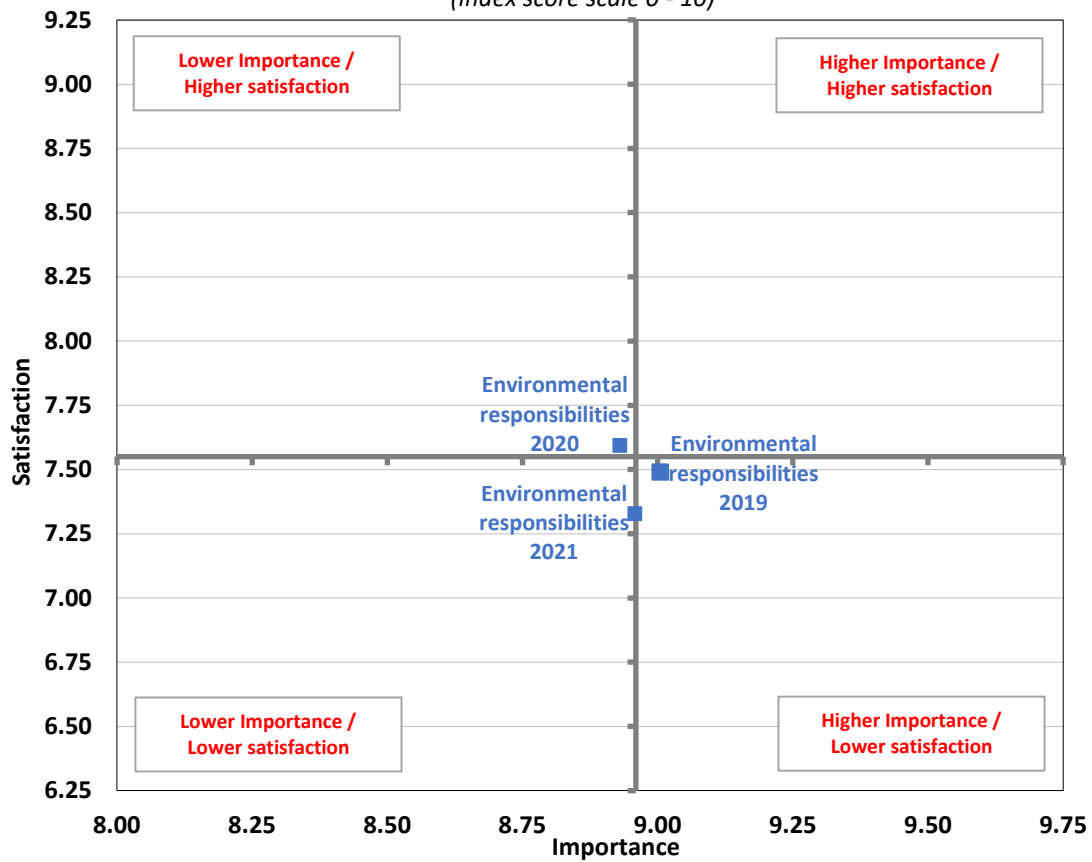
Satisfaction with Council’s performance meeting its responsibilities towards the environment declined somewhat this year, down 3.4% to 7.33, based on a sample of 560 respondents. Despite the decline this year, satisfaction remains at a “very good” level.

Consistent with the results recorded in recent years, this service remains of approximately average importance, and received an approximately average satisfaction score.



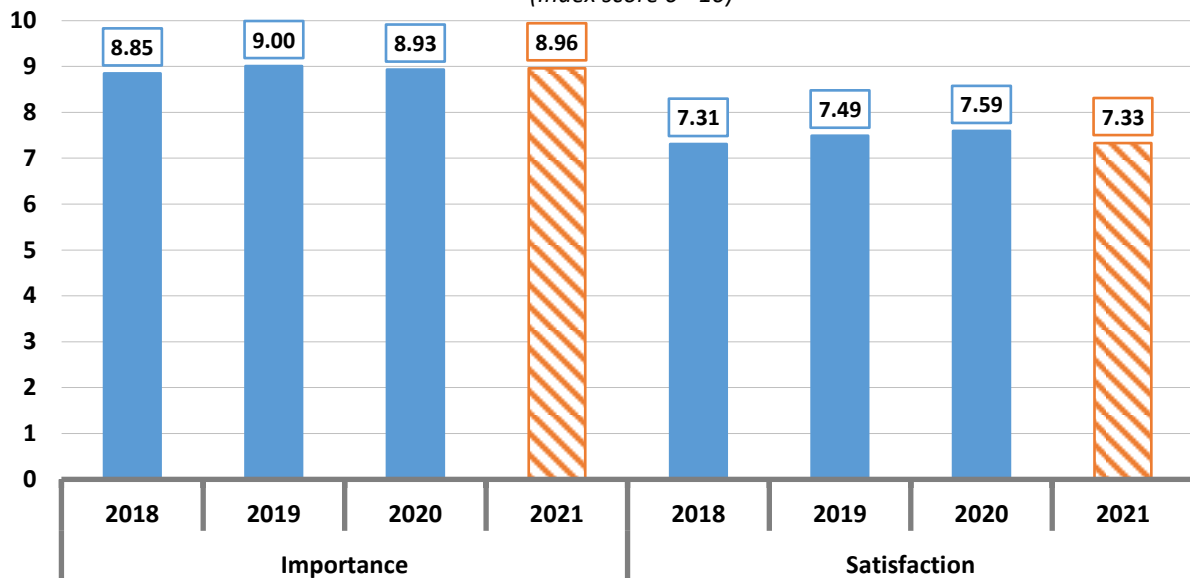
Importance of and satisfaction with Environmental responsibilities
Bayside City Council - 2021 Annual Community Satisfaction Survey

(Index score scale 0 - 10)



Importance of and satisfaction with Council meeting environmental responsibilities
Bayside City Council - 2021 Annual Community Satisfaction Survey

(Index score 0 - 10)



Respondent profile

The following section provides the demographic profile of respondents to the *Bayside City Council – 2021 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

Due to the limitations of the telephone methodology in obtaining a good sample of younger residents, the sample has been weighted by age and gender, to conform with the *Census*.

Every effort was made to maximise the participation of younger residents, including over-sampling this group in the random sample of telephone numbers, and where possible, asking to speak with a younger person in the household when contacting landlines.

Metropolis Research ensured that a minimum of 40% of the *Census* percentage for each age group was obtained in the raw sample, prior to weighting by age and gender to precisely reflect the *Census* results.

Age structure
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2021 (unweighted)		2021 (weighted)	2020	2019	2018	2017 ERP
	Number	Percent					
Adolescents (15 - 19 years)	10	1.4%	3.0%	2.9%	3.6%	2.4%	7.8%
Young adults (20 - 34 years)	80	11.4%	17.3%	11.4%	9.8%	11.6%	17.8%
Adults (35 - 44 years)	128	18.3%	16.6%	18.2%	19.1%	18.2%	15.4%
Middle-aged adults (45 - 59 years)	259	37.0%	30.4%	25.7%	32.2%	25.4%	28.4%
Older adults (60 - 74 years)	149	21.3%	20.7%	26.1%	24.2%	30.3%	19.5%
Senior citizens (75 years and over)	74	10.6%	12.0%	15.7%	11.1%	12.1%	11.0%
Not stated	0		0	4	0	1	
Total	700	100%	700	700	702	705	84,456



Gender

The survey continues to maintain a close to 50/50 gender split between male and female respondents.

Gender
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2021		2020	2019	2018	2017 ERP
	Number	Percent				
Male	327	46.7%	47.9%	48.3%	49.1%	47.4%
Female	373	53.3%	52.1%	51.7%	50.9%	52.6%
Other	0	0.0%	0.0%	0.0%	0.0%	0.0%
Prefer not to say / not stated	0		5	0	2	0
Total	700	100%	700	702	705	84,456

Household member with a disability

Consistent with the results in most years of the survey program, almost 10% of the sample were respondents from households with a member with a disability. It is interesting to note that the weighting by age and gender did not materially affect this result.

Household member with a disability
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018
	Number	Percent			
Yes	64	9.4%	9.3%	6.3%	9.8%
No	618	90.6%	90.7%	93.7%	90.2%
Not stated	18		21	2	3
Total	700	100%	700	702	705

Language spoken at home

Consistent with the results recorded in previous years, a little less than one-fifth of respondents were from households that speak a language other than English at home.

This result is consistent with the 2016 *Census* which reported that 84.5% of respondents spoke only English at home.



Language spoken at home
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2021		2020	2019	2018
	Number	Percent			
English	580	83.4%	81.7%	80.6%	84.8%
Italian	13	1.9%	2.2%	2.3%	1.6%
French	10	1.4%	0.4%	1.1%	1.4%
Greek	9	1.3%	2.2%	1.1%	1.1%
Mandarin	8	1.1%	1.6%	2.6%	1.6%
Russian	7	1.1%	0.0%	0.9%	1.4%
German	7	1.0%	1.4%	1.3%	0.3%
Russian	7	1.0%	1.9%	0.9%	1.4%
Cantonese	4	0.6%	0.1%	0.0%	0.1%
Polish	4	0.6%	0.3%	0.6%	0.3%
Arabic	3	0.4%	0.0%	0.6%	0.1%
Dutch	3	0.4%	0.1%	0.3%	0.5%
Serbian	3	0.4%	0.0%	0.1%	0.2%
Thai	3	0.4%	0.3%	0.0%	0.2%
Chinese, n.f.d	2	0.3%	0.3%	0.0%	0.3%
Hindi	2	0.3%	0.6%	0.7%	0.3%
Japanese	2	0.3%	0.1%	0.3%	0.9%
Portugese	2	0.3%	0.0%	0.0%	0.1%
Sinhalese	2	0.3%	0.1%	0.0%	0.0%
Spanish	2	0.3%	1.2%	0.3%	0.1%
Swedish	2	0.3%	0.1%	0.6%	0.1%
Tagalog (Filipino)	2	0.3%	0.2%	0.0%	0.0%
Turkish	2	0.3%	0.0%	0.2%	0.0%
Vietnamese	2	0.3%	0.3%	0.1%	0.2%
African Languages	1	0.1%	0.0%	0.5%	0.0%
Afrikaans	1	0.1%	0.4%	0.1%	0.1%
Albanian	1	0.1%	0.0%	0.0%	0.0%
Czech	1	0.2%	0.0%	0.0%	0.0%
Danish	1	0.1%	0.1%	0.3%	0.1%
Hebrew	1	0.1%	0.0%	0.3%	0.1%
Hungarian	1	0.2%	0.0%	0.0%	0.2%
Irish	1	0.1%	0.0%	0.1%	0.0%
Maltese	1	0.1%	0.1%	0.3%	0.0%
Norwegian	1	0.1%	0.0%	0.0%	0.0%
Ukranian	1	0.1%	0.0%	0.3%	0.0%
Urdu	1	0.1%	0.0%	0.1%	0.0%
Welsh	1	0.1%	0.1%	0.0%	0.0%
Yiddish	1	0.1%	0.0%	0.0%	0.0%
All other languages	2	0.3%	2.3%	1.1%	0.8%
Multiple	0	0.0%	1.6%	2.3%	1.9%
Not stated	4		9	6	8
Total	700	100%	700	702	705



Household structure

The survey continues to include a good representation of household structures, with approximately a little less than half from two-parent families, almost one-third couple households without children, and a little more than 10% sole person households.

Household structure
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2021		2020	2019	2018
	Number	Percent			
Two parent family total	312	45.7%	42.6%	50.5%	43.8%
youngest child 0 - 4 years	50	7.3%	8.4%	8.3%	8.0%
youngest child 5 - 12 years	91	13.3%	15.7%	17.3%	14.1%
youngest child 13 - 18 years	84	12.3%	8.5%	10.3%	8.4%
adult children only	87	12.7%	10.0%	14.6%	13.4%
One parent family	38	5.6%	2.9%	5.7%	5.4%
youngest child 0 - 4 years	7	1.0%	0.0%	0.0%	0.1%
youngest child 5 - 12 years	8	1.2%	0.9%	1.3%	1.1%
youngest child 13 - 18 years	4	0.6%	0.9%	1.3%	0.4%
adult children only	19	2.8%	1.2%	3.1%	3.7%
Couple only household	199	29.1%	31.9%	24.3%	33.7%
Group household	21	3.1%	2.3%	3.9%	1.8%
Sole person household	88	12.9%	16.5%	12.9%	12.1%
Extended or multiple families	25	3.7%	3.9%	2.7%	3.3%
Not stated	17		7	3	1
Total	700	100%	700	702	705

Dog or cat owners

Consistent with the results in previous years, approximately half of the respondent households had at least one dog or cat and approximately half did not.

Own dogs or cats
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2021		2020	2019
	Number	Percent		
Dog or dogs	215	32.0%	28.9%	36.6%
Cat or cats	83	12.4%	8.7%	11.3%
Both dogs and cats	51	7.6%	3.5%	4.6%
No dogs or cats in the home	322	48.0%	58.9%	47.5%
Not stated	29		9	5
Total	700	100%	700	702



Current housing situation

The housing situation profile of respondents remained relatively stable this year, with approximately two-thirds homeowners, one-quarter mortgagee households, and one-sixth rental households.

Current housing situation
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2021		2020	2019	2018
	Number	Percent			
Own this home	417	63.0%	65.7%	68.1%	67.2%
Mortgage (paying-off this home)	160	24.2%	15.0%	18.3%	19.5%
Private rental	76	11.5%	18.0%	13.4%	11.0%
Renting from the Office of Housing	9	1.4%	1.3%	0.3%	2.3%
Not stated	38		15	7	6
Total	700	100%	700	702	705

Dwelling type

The 2021 sample included somewhat more respondents from flats, units, and apartments this year compared to last year, with the majority of respondents still living in separate detached homes.

Dwelling type
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Type	2021		2020	2019	2018
	Number	Percent			
Separate house	495	72.7%	82.5%	80.7%	75.8%
Semi-detached, row or terrace	77	11.3%	8.7%	9.7%	8.3%
Flat, unit, or apartment	105	15.4%	8.7%	9.6%	15.6%
Other	4	0.6%	0.1%	0.0%	0.3%
Not stated	19		31	4	6
Total	700	100%	700	702	705



Period of residence in the City of Bayside

There was a substantial decline this year, in the proportion of newer residents of Yarra, i.e., respondents who had lived in the municipality for less than five years.

Unlike some other municipalities recently surveyed, in the City of Bayside this was most evident in relation to a decline in the proportion of respondents who had lived in the municipality for between one and less than five years.

This variation is unusual and is likely related, at least in part, to the change in methodology this year from door-to-door to telephone. Anecdotal feedback from the interview team was that many residents, when invited to participate in the survey on the telephone, would say words to the effect that they have only just moved to the municipality and have yet to form a strong view about the performance of Council.

Metropolis Research notes the other significant factor underpinning this low result this year, is that it was not possible for many in the community to move from one residence to another through most of 2020, particularly rental households. This is more relevant for new residents (less than one year in the municipality), which is reflected in the decline from 5.1% last year to 1.5% this year.

This variation in the period of residence results is likely to have had a small effect on the satisfaction with the overall performance of Council, as newer residents have historically reported measurably higher than average satisfaction results.

Period of residence
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Period</i>	<i>2021</i>		<i>2020</i>	<i>2019</i>	<i>2018</i>
	<i>Number</i>	<i>Percent</i>			
Less than one year	10	1.5%	5.1%	5.1%	4.6%
One to less than five years	23	3.4%	16.5%	17.2%	16.2%
Five to less than ten years	92	13.5%	13.5%	14.0%	13.5%
Ten years or more	554	81.6%	64.9%	63.7%	65.7%
Not stated	21		10	0	3
Total	700	100%	700	702	705



General comments

The following comments were received from respondents to the *Bayside City Council – 2021 Annual Community Satisfaction Survey*.

A total of 120 responses (up from 92 in 2020) were received from respondents, which have been broadly categorised as outlined in the following table.

As is evident in this summary table, the range of issues raised by respondents does vary from survey to survey over time.

In 2021, most comments were related to communication, consultation, and Council management (16.7% up from 5.4%), planning and development issues (10.8% up from the unusually low 2.2% last year), traffic and public transport related (10.0% up from 8.7%), and parking issues (10.0% up from 7.6%).

General comments
Bayside City Council - 2021 Annual Community Satisfaction Survey
(Number of total responses)

Comment	2021		2020	2019	2018
	Number	Percent			
Communication, consultation & Council management	20	16.7%	5.4%	5.6%	9.2%
Planning and development issues	13	10.8%	2.2%	19.4%	15.3%
Traffic and public transport management	12	10.0%	8.7%	5.6%	9.2%
Parking	12	10.0%	7.6%	8.3%	11.5%
Green waste, recycling, litter, hard rubbish	8	6.7%	12.0%	8.3%	3.1%
Comments relating to this survey	7	5.8%	10.9%	4.2%	6.1%
Parks, gardens, open spaces and tree maintenance	7	5.8%	10.9%	5.6%	6.1%
Roads, footpath and bike facilities	7	5.8%	10.9%	11.1%	4.6%
General positive comments	5	4.2%	9.8%	9.7%	6.1%
Community facilities / services	4	3.3%	3.3%	2.8%	6.1%
Rates / financial management	4	3.3%	1.1%	4.2%	2.3%
Animal management	3	2.5%	3.3%	2.8%	4.6%
Cleanliness of areas	3	2.5%	1.1%	0.0%	2.3%
Safety, policing and crime	2	1.7%	2.2%	0.0%	1.5%
Drains and flooding	1	0.8%	2.2%	2.8%	2.3%
Other	12	10.0%	8.7%	9.7%	9.2%
Total	120	100%	92	72	131

General comments
Bayside City Council - 2021 Annual Community Satisfaction Survey
 (Number of responses)

Comment	Number
<i>Communication, consultation, and Council management</i>	
Council focuses on very small set of interest groups and not the whole community	2
Bayside needs to communicate with the residents and hear from people	1
Community consultation must improve	1
Council should concentrate on local issues and should leave the national issues to the national politicians	1
Council should stand up and earn trust and respect of the residents, not just money	1
Council to help when you do call	1
Highett is neglected	1
Is Sandringham getting the same attention as Highett?	1
Management and communication from Council regarding pool fence regulations is unclear	1
Miles behind other Councils	1
More consultation on Holloway Rd netball	1
More consultation time for planning permits	1
More consultation with residents regarding housing developments	1
Pace of change within the Council is sluggish	1
Residents must receive notification if there will be a new development nearby, especially if it is a high rise	1
State governments should consider investigating Bayside. They are inconsistent with the performance.	1
The grandstands at the Elsternwick Park - we are very concerned about the changes made to the plan after consulting us	1
They should be practical and incremental in approaching their responsibilities in managing the Bayside area	1
Very disappointed with Council and they do not consult with the residents on key matters	1
<i>Planning and development issues</i>	
Destroying all character	2
Controlling the developments and protecting local heritage	1
Council election is corrupted	1
Developments around Bayside are too big and too many. Lots of concern in neighbourhood	1
Heritage of Bayside should be further preserved. Some new developments are not aesthetically appealing	1
I just want Council not to destroy beautiful old homes	1
Planning decisions are going to make us leave Bayside	1
Stop pulling old buildings down	1
Sustainability in development must be high priority	1
The city is growing too fast	1
The planning department is very rude, slow, and inefficient. All the other aspects are fine	1
Try to control overdevelopment	1



Traffic and public transport management

Controlling the speed on suburban streets is very important	1
An incident with a truck driver who got out of his car and rudely approached residents	1
Crossing needs to be built at the Hampton streets near the railway	1
Make the Bluff Rd and High Rd traffic lights same as Bay Rd and Bluff Rd	1
Milroy St doesn't have enough lights	1
More bus routes for school kids	1
Please change the speed limit at the village streets	1
Please looking at the speeding cars on May St. They need to slow down the street it would be great if you can lower speed limit or add a speed bumper there	1
Streetlight broken	1
The roundabouts at Church St are very dangerous and unworkable	1
There should be traffic cops available for 60 or higher zone	1
Too many cyclists and car accidents on Beach Rd	1

Parking

No more car parks needed	2
Clearer signage in relation to parking	1
More restrictive parking on residential streets	1
Needs to find more sustainable way in managing parking, rather than building more parking	1
One sided parking near schools	1
Parking and traffic in my local area is obstructed by the parking of schoolteachers on the street	1
Parking officers don't control parking well enough, especially around schools	1
Parking permit	1
Parking restrictions keep increasing with no consultation	1
Reduce parking fines and work on parking issues	1
There is lack of parking availability, cars blocking way	1

Green waste, recycling, litter, hard rubbish

Bins should stay weekly not fortnightly	1
Collection of rubbish	1
Extra hard rubbish collections per year would be nice	1
Hard rubbish collection twice a year provided preferred	1
Hard rubbish should be able to be taken it's just getting crushed	1
If Council focuses on the garbage pickups, please don't focus on indigenous stuff climate change that's not your area	1
Improved recycling system (issue of where collected recycling goes/what is collected rather than the functioning of the current system)	1
Larger recycling bins (greater capacity) and greater capacity for general waste	1



<i>Parks, gardens, open spaces, and tree maintenance</i>	
Council must improve the trees on the streets	1
Cut / prune the trees on nature strip on Lubrano St	1
Drake St tree has disease, complained but not heard back	1
Line streets with smaller trees so that trees don't have to be pruned around electrical poles	1
More native flora and fauna in the parks and gardens	1
More trees	1
Street trees do not go with the area. Poor selection of species	1
<i>Comments relating to this survey</i>	
This survey is too long / too many questions	2
Do more of this kind of survey	1
Hope that Council takes on the feedback from the survey	1
Some of the questions are too open ended	1
Too many questions	1
Understand the purpose of the survey, it's unclear	1
<i>Roads, footpath, and bike facilities</i>	
Bike lanes near Charman road are too narrow	1
Bike paths should be less. It is a waste of land	1
Fix the footpaths, people are falling over	1
Footpaths too narrow	1
Pavements and parks not smooth, kids fall due to uneven surfaces	1
There is lot of maintenance required for footpaths	1
There should be a separate lane for bike riders	1
<i>General positive comments</i>	
Happy with service when I have a question for the Council	1
Keep up the good work	1
The Council is wonderful and marvellous	1
We like living in Bayside	1
You did a good job	1
<i>Community facilities / services</i>	
Disappointed with the proposed netball courts	1
More consideration for elderly residents and their needs	1
Need more facilities for youth	1
Would like to see a pool and sporting complex in the area like Glen Eira GESAC complex	1
<i>Rates / financial management</i>	
Look after rate payers rather than fining them	1
Rates increased more than the inflation	1
Spend on things other than sports grounds	1
Too much money spent on sports grounds (a sport ground was redone 3 times apparently)	1



<i>Animal management</i>	
Dog off leash	1
Neighbours have loud dogs that always bark	1
There was an issue with a violent dog attack on the family dog that the Council was unresponsive to. The incident required the family dog to stay at the vet for several days	1
<i>Cleanliness of areas</i>	
Clean the littering on streets	1
Make public toilets cleaner	1
Please look into the complaints on litter and junk in front of public housing that I mentioned	1
<i>Safety, policing, and crime</i>	
Safety concern regarding cyclists near the Little Brighton barbs (suggestion of bollards)	1
Safety for cyclists	1
<i>Drains and flooding</i>	
Fix drainage problems	1
<i>Other</i>	
Allow small businesses to rent the bathing boxes to setup stalls in them like ice-creams, drinks, and juices during summer	1
Being progressive towards organizing events and support local business	1
Environmental change is most important, needs to be focused on	1
Homeless as lost all money	1
I wish the Council made the area more Christmas-y with more than 1 tree	1
If you like the idea you on bathing boxes and food stalls, could contact me, Mel and phone number is 0433821812	1
Instead of doing all these surveys, Council should come down themselves and monitor	1
Ongoing issue with gas supply that Council was slow to respond to	1
Repairs and maintenance of the piers is very important	1
They need to get updated according to 2021. There is no consistency with people you speak.	1
They need to stop living in the past	1
They should respect the private ownership of the property in Bayside, therefore they should a light touch on their responsibilities and regulation of the community	1
Toilets at maternal health centres not pram friendly	1
Total	120



Appendix One: survey form



1

In the last twelve months, have you engaged with Council in any of the following ways?

(please select as many as appropriate)

Visited Council offices in Sandringham	1	Telephoned Council / Council officer	5
Looked up information on Council website	2	Emailed Council / Council officer	6
Filled in a form / made a request using the Council website	3	Read or responded to social media post (Facebook, Twitter, Instagram)	7
Made a payment using the Council website	4		

2

If contacted Council by telephone or a visit in-person:

Was this your preferred method of contacting Council, or did you try another method first?

Preferred method of contacting Council	1	Tried another method first	2
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3

If contacted Council by telephone, email, or a visit in-person:

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the Bayside City Council?

1. Professionalism of the staff	0	1	2	3	4	5	6	7	8	9	10	99
2. Understanding of your needs	0	1	2	3	4	5	6	7	8	9	10	99
3. How long it took to deal with the enquiry / issue	0	1	2	3	4	5	6	7	8	9	10	99
4. Accuracy and comprehensiveness of the information provided	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff's understanding of your language needs (LOTE respondents only)	0	1	2	3	4	5	6	7	8	9	10	99
6. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?

1. The maintenance and repair 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
2. The maintenance and repair of drains	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. The maintenance and repair of footpaths	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. The maintenance and cleaning of public areas (including litter 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
5. The maintenance and cleaning of strip shopping 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
6. The 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. The weekly garbage collection service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. The regular recycling service	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. The 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
Reason for rating satisfaction less than 6													
10. The appearance of the beach and foreshore and bushland	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. Council meeting its environmental responsibilities	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. 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
Reason for rating satisfaction less than 6													

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve 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	
Reason for rating satisfaction less than 6														
2. 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	
3. 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	
4. On and off-road bike paths (including shared paths)	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. Art Centres (e.g. Bayside Art Gallery)	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 grounds and ovals	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. Recreation and Aquatic facilities	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. Services for children from birth to 5 years of age (e.g. Maternal and Child Health, childcare)	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. Services for youth (e.g. School holiday programs, Council recreation events)	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 older people (community transport, delivered meals, social support)	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

11. Services for people with a 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
<i>Reason for rating satisfaction less than 6</i>													
12. The hard rubbish booking / pick up service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Food and Green 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

6

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

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
<i>Reason for rating less than 6</i>												
2. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
3. 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
4. Council making decisions in the best interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. 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

7

On a scale of zero (lowest) to ten (highest), please rate your satisfaction with Council's advocacy to other levels of government in relation to the following:

1. for better bus routes, sufficient commuter parking, development around train stations	0	1	2	3	4	5	6	7	8	9	10	99
2. for a planning system that provides more certainty for Bayside residents	0	1	2	3	4	5	6	7	8	9	10	99
3. for increasing the supply of social and affordable housing in Bayside	0	1	2	3	4	5	6	7	8	9	10	99
4. to protect Port Phillip Bay and limiting coastal erosion	0	1	2	3	4	5	6	7	8	9	10	99
5. to ensure that the elderly, and people with a disability, continue to have access to high quality support services	0	1	2	3	4	5	6	7	8	9	10	99

8

Please rank from 1 (highest priority) to 5 (lowest) the importance of the following five advocacy projects currently being undertaken by Council.

For better bus routes, sufficient commuter parking, development around train stations

For a planning system that provides more certainty for Bayside residents

To ensure that the elderly, and people with a disability, continue to have access to high quality support services

To protect Port Phillip Bay and limiting coastal erosion

For increasing the supply of social and affordable housing in Bayside

Other issues Council should advocate for (please specify):

9

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

1. Performance of Council across all areas of responsibility

0 1 2 3 4 5 6 7 8 9 10 99

1a. Why did you rate Council's overall performance at the level you did?

10

On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding Bayside City Council as an organisation.

1. Is trustworthy and reliable	0	1	2	3	4	5	6	7	8	9	10	99
2. Provides important services that meet the needs of the whole community	0	1	2	3	4	5	6	7	8	9	10	99
3. Is bureaucratic and ineffective	0	1	2	3	4	5	6	7	8	9	10	99
4. Offers value for rates	0	1	2	3	4	5	6	7	8	9	10	99
5. Has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
6. Is progressive and "up to date"	0	1	2	3	4	5	6	7	8	9	10	99
7. Is a responsible financial manager	0	1	2	3	4	5	6	7	8	9	10	99

11

Can you please list what you consider to be the top three issues for the City of Bayside at the moment?

Issue One:	
Issue Two:	
Issue Three:	

12

Do you volunteer regularly?

Yes - locally 1 No 3
Yes - non locally 2

The State Government has planned for the population of Bayside to continue growing by approximately 13,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

13

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If you rated satisfaction less than 5, what concerns you most about population growth in the municipality?												

14

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

1. Opportunities to participate in consultations on planning	0	1	2	3	4	5	6	7	8	9	10	99
2. The number of new developments	0	1	2	3	4	5	6	7	8	9	10	99
3. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, please identify any specific developments as examples of your concerns:												
4. The size, height and set-back distances of buildings being developed	0	1	2	3	4	5	6	7	8	9	10	99
5. Protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99
6. Planning decisions respecting the local neighbourhood character	0	1	2	3	4	5	6	7	8	9	10	99
7. The guidance available from Council policies and controls	0	1	2	3	4	5	6	7	8	9	10	99
If any aspect rated less than 5, why do you say that?												

15

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the City of Bayside.

1. The volume of traffic on residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
2. The volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Availability of parking on residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
4. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99
5. The availability of parking around busy shopping strips / major commercial areas	0	1	2	3	4	5	6	7	8	9	10	99
6. Your safety walking in residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
7. Your safety walking beside main roads	0	1	2	3	4	5	6	7	8	9	10	99
8. Your safety cycling in residential streets in your local area	0	1	2	3	4	5	6	7	8	9	10	99
9. Your safety cycling beside main roads	0	1	2	3	4	5	6	7	8	9	10	99

16

How do you usually get to the local shops or other destinations up to approximately 1 km from home?

(please circle one number only)

Drive / passenger in a car	1	Bicycle	3
Walk	2	Public transport	4

Why is that?

If drive, is there anything that would encourage you to walk or cycle instead?

17

Please indicate which of the following best describes you.

15 - 19 Years	1	45 - 59 Years	4
20 - 34 Years	2	60 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

18

With which gender do you identify?

Male	1	Other (<i>trans, intersex, non-binary</i>)	3
Female	2	Prefer not to say	9

19

Do any members of this household speak a language other than English at home?

English only	1	Other (<i>specify</i>): _____	2
--------------	----------	---------------------------------	----------

20

What is the structure of this household?

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18yr</i>)	7
Two parent family (<i>youngest 5 – 12 yrs</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Extended or multiple families	9
Two parent family (<i>adult child only</i>)	4	Group household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Sole person household	11
One parent family (<i>youngest 5 – 12 yrs</i>)	6	Couple only household	12

21

Do any members of this household have a permanent or long-term disability?

Yes	1	No	2
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22

Does this household own a dog or cat? *(please circle one number only)*

Dog or dogs	1	Both dogs and cats	3
Cat or cats	2	No dogs or cats in the home	4

23

Which of the following best describes the current housing situation of this household?

Own this home	1	Private rental (<i>eg Real Estate Agent</i>)	3
Mortgage (<i>paying-off this home</i>)	2	Renting from Office of Housing or Housing Association	4

24**What type of dwelling is this?**

Separate house	1	Flat, unit or apartment	3
Semi-detached, row or terrace house	2	Other	4

25**How long have you lived in the City of Bayside?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

26**Do you have any further comments you would like to make?**

THANK YOU FOR YOUR TIME AND PARTICIPATION**© Metropolis Research Pty Ltd, 2021**