FACT SHEET 1 – major findings

	Dissatisfied	Satisfied	Neither Satisfied nor Dissatisfied
Overall performance	18.74	**54.55**	26.72
Infrastructure and core services	22.34	**50.96**	26.70
Provision of Community services	14.95	**52.34**	32.71
Economic development	21.58	**45.97**	32.46
Environmental initiatives	16.09	**58.68**	25.23
Informing of activities	15.64	**49.56**	34.80
Face to face contact	10.31	**78.66**	11.03
Telephone contact	11.17	**78.68**	10.15
Written submission handling	19.31	**63.86**	16.83
Response time	17.65	**69.35**	13.00

- The survey of 601 people was conducted in June 2003, by mailout. The survey was conducted by Professor Don Scott and lecturer Mr Peter Vitartas from the School of Management, Southern Cross University.

Council Comment – Paul O'Sullivan, General Manager

"The survey results are encouraging and show that we are off to a good start – but more can be done."

"Our customer service enjoys a high level of satisfaction with residents, and that's certainly an area we intend to maintain."

"In terms of our core services, community, economic and environmental initiatives, I will be keen to ensure that all areas can show some improvement."