



# MEDIA RELEASE

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**1 November 2024**

## **Residents' satisfaction with Melton City Council's performance grows**

The community's overall satisfaction with Melton City Council's performance continues to rise according to the 10<sup>th</sup> annual City of Melton Community Satisfaction Survey.

The survey revealed satisfaction with 31 services and facilities provided by Council rose by one per cent from last year to 7.6 out of 10.

Satisfaction with customer service was up five per cent to a "very good" 7.6 out of 10.

Services that recorded excellent satisfaction included:

- Green waste collection (8.8)
- Regular garbage collection (8.7)
- Regular recycling (8.6)
- Library services (8.5)
- Provision of cultural events (7.9)
- Services for young people (7.8)
- Services for seniors (7.8)

Residents' sense of community remained stable this year at 7.6 out of 10, maintaining the significant five percent increase recorded in 2023.

Traffic management (18% down from 25%) and roads (8% down from 13%) were among the most important issues for our community.

Parks, gardens and open spaces (7% down from 12%) and safety, policing and crime (6% down from 8%) were also leading issues raised by the community.

That is why Council's 2024/25 budget included \$70.7 million for upgrading local roads and improving road safety, \$61.5 million to upgrade recreational, leisure and community facilities, \$13.1 million on footpaths and cycleways and \$6.5 million to improve local parks, open spaces and streetscapes.

It is also why Council continues to advocate strongly for State and Federal Government investment in key road projects to improve safety and reduce congestion.

Conducted independently by Metropolis Research, the survey involved interviews with more than 800 randomly selected residents.

**A vibrant, safe and liveable city accessible to all**



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