



## South Gippsland Shire Council – Annual Community Satisfaction Survey Comparison of results 2012 to 2019

Performance Measures	SGSC 2012	SGSC 2013	SGSC 2014	SGSC 2015	SGSC 2016	SGSC 2017	SGSC 2018	SGSC 2019
Overall Performance	50	48	49	49	47	46	46	33
Community Consultation	53	54	51	49	47	47	48	40
Advocacy	51	51	49	45	47	46	45	39
Making Community Decisions	N/A	N/A	N/A	44	47	45	42	35
Sealed Local Roads	N/A	N/A	N/A	27	30	36	46	48
Customer Service	65	68	63	65	65	61	70	66
Overall Council Direction	43	42	42	44	43	51	N/A	30
Overall Image and Reputation	N/A	N/A	N/A	N/A	N/A	N/A	42	27

(Note: changes were made to the structure of the 2012 survey, thereby requiring a new commencement benchmark for the comparison on results.)