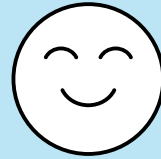


Community Satisfaction Survey

During April and May 2026, 400 residents from across the municipality provided feedback on Council’s services and facilities via a door-to-door survey conducted by Metropolis Research.

Greater Dandenong continued to perform well across all categories and once again received the highest overall satisfaction score of all Council’s surveyed by Metropolis.

These results reflect the average satisfaction levels out of 10.



7.4

(Metro average 7.2)

Overall satisfaction with Council services



9.0

(Metro average 8.6)

Regular garbage collection



8.7

(Metro average n/a)

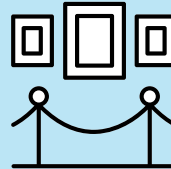
Family support services



8.6

(Metro average 8.4)

Services for children from birth to 5 years of age



8.5

(Metro average n/a)

Provision of arts and cultural venues, spaces, and facilities



8.5

(Metro average 8.0)

Council's website



9.0

(Metro average 8.7)

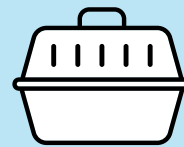
Local library services



8.3

(Metro average 8.2)

Community centres and halls



8.3

(Metro average 8.0)

Animal management



8.1

(Metro average 7.6)

Activities promoting local economic development



8.5

(Metro average 7.6)

**Customer service
experience**



8.4

(Metro average 8.1)

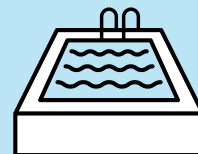
**Provision and
maintenance of
parks and gardens**



8.6

(Metro average 8.0)

**Council's festivals
and events**



8.3

(Metro average 8.3)

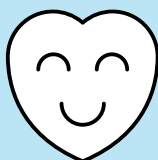
**Recreation
centres and / or
aquatic centres**



8.2

(Metro average 8.1)

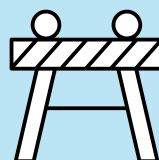
**Services for
older people**



8.2

(Metro average n/a)

**Support services
for people
experiencing
disadvantage**



8.0

(Metro average 7.6)

**Local traffic
management**



8.0

(Metro average 7.5)

**Town planning
policies**



8.1

(Metro average 7.9)

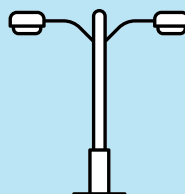
**Council's
emergency
management
and response**



8.0

(Metro average 7.6)

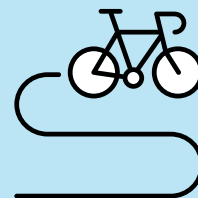
**Parking
enforcement**



7.9

(Metro average 7.7)

Street lighting



8.0

(Metro average 7.9)

**Bike and
shared paths**