

Customer Satisfaction Survey 2022

Presented by Nicky Munro, Research Solutions
February 2023



Objectives:

- **measures propensity** to recommend the City as a place to live
- **evaluates communication and engagement** with the City
- **measures the City's performance** in delivering services and facilities to residents

Plus this year we:

- identified what attracts people to recommend the City of Rockingham
- identified what impacts residents overall perceptions of the performance of the City.

Data collection:

A random selection of 4,020 properties from the rates data base: ½ received a mail survey and ½ received an email invitation with a link.

A total of 690 completed responses were received.

- 528 online (27% response rate)
- 162 by mail (8% response rate)

The analysis

A maximum sampling error of +3.7% at the 95% confidence interval

The data was weighted by age, gender and suburb to ensure that it is representative of the general population based on the 2021 Census.

Sometimes the data does not add to 100% exactly, this is due to rounding to whole percentages.

The Study Profile

Gender

% of respondents



Unweighted
%

Weighted
%

Male	49	49
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Female	51	51
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Age

% of respondents



Unweighted
%

Weighted
%

18 - 34	7	29
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35 to 49	25	27
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50 to 64	39	24
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65 +	29	19
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Suburb

% of respondents



Unweighted
%

Weighted

Baldivis	25	26
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Cooloongup	6	6
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Golden Bay	3	3
------------	---	---

Hillman	1	1
---------	---	---

Karnup	1	2
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Port Kennedy	9	10
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Rockingham	14	14
------------	----	----

Safety Bay	7	6
------------	---	---

Secret Harbour	8	9
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Shoalwater	4	3
------------	---	---

Singleton	3	3
-----------	---	---

Waikiki	9	10
---------	---	----

Warnbro	8	8
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Other	1	0
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Questionnaire

The City of Rockingham

Customer Satisfaction Survey 2022

This is your opportunity to tell us your views on the services and facilities the City of Rockingham delivers. Completed surveys must reach us by **Wednesday 30 November 2022**.

Living in the City of Rockingham

1. If a friend or family member was thinking of relocating, how likely would you be to recommend the City of Rockingham as a place to live? (Please give a score out of 10)

0 1 2 3 4 5 6 7 8 9 10
(Not at all likely) (Extremely likely)

2. Overall, how would you rate the City's performance in delivering services and facilities to residents? (Please give a score out of 10)

0 1 2 3 4 5 6 7 8 9 10
(Not at all well) (Extremely well)

Communication and Engagement with the City

3. Have you had contact with the City within the past 12 months? (please tick one)

☐ Yes ☐ No If no, please go to question 4

Was it: (please tick one)

☐ In person ☐ By telephone ☐ By email
☐ By letter ☐ Social media ☐ Rock Port
☐ Via the City's website

In your opinion, how well did the City deal with your interaction? (please tick one)

☐ Very Poorly ☐ Poorly ☐ Fairly Well
☐ Well ☐ Very Well

4. What is your preferred way of dealing with the City? (please tick one)

☐ In person ☐ By telephone ☐ By email
☐ By letter ☐ Social media ☐ Rock Port
☐ Via the City's website
☐ Other (please specify)

5. Have you taken part in a City of Rockingham community consultation in the past 12 months? (please tick one)

☐ Yes ☐ No

If yes:

How satisfied were you with the experience? (Please give a score out of 10)
0 1 2 3 4 5 6 7 8 9 10
(Extremely dissatisfied) (Extremely satisfied)

6. What would be your preferred method of finding out City news? (please tick one)

☐ Newspaper ☐ City Chronicle ☐ Website
☐ Social media ☐ Rock Port (email updates)
☐ Email newsletter ☐ Monthly Council Meetings
☐ Other (please specify)

Please continue the survey over the page

7. What would you like to see the City focus on improving? (please specify)

Services and Facilities

For each City service or facility listed below please circle the number that best expresses your views for each question.

Usage

Q1. How often do you use the service or facility?

1 = Never
2 = Rarely
3 = Quite Often
4 = Often
5 = Very Often

Importance

Q2. What importance do you place on the service or facility?

1 = Very Low
2 = Low
3 = Medium
4 = High
5 = Extremely High

Performance

Q3. How well does the City deliver the service or facility?
1 = Very Poorly
2 = Poorly
3 = Fairly Well
4 = Well
5 = Very Well
NA = Not Applicable or Don't Use

Services and Facilities	Usage	Importance	Performance
Libraries	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Local roads	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Public toilets	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Footpaths and cycleways	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Parks, gardens, picnic areas and foreshores	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Lighting of streets and parks	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Boat ramps and jetties	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Sport and recreation centres	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Playing fields	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Community centres and public halls	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
LitterBusters (litter management)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Graffiti and vandalism management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Rubbish collection and recycling	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Arts and cultural programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Festivals and events	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA

Questionnaire

About you

8. Please indicate your age range:
(please tick one)

- ☐ 12 to 17 ☐ 18 to 34 ☐ 35 to 49
☐ 50 to 64 ☐ 65 to 79 ☐ 80+

9. Are you: (please tick one)

- ☐ Female ☐ Male ☐ Other

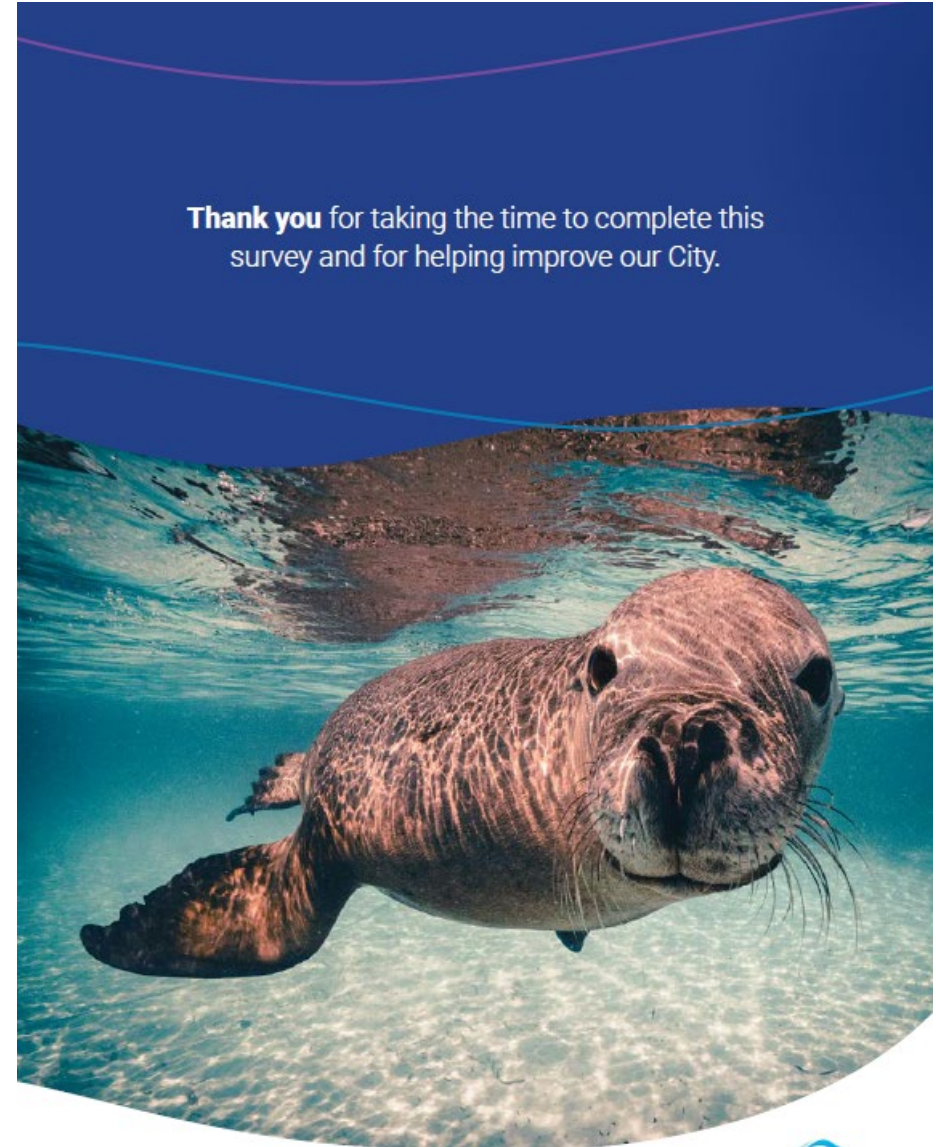
10. Which suburb do you live in? (please tick one)

- ☐ Baldivis ☐ Cooloongup ☐ Golden Bay
☐ Hillman ☐ Karnup ☐ Port Kennedy
☐ Rockingham ☐ Safety Bay ☐ Secret Harbour
☐ Shoalwater ☐ Singleton ☐ Waikiki
☐ Warnbro

Services and Facilities For each City service or facility listed below please circle the number that best expresses your views for each question.	Usage Q1. How often do you use the service or facility? 1 = Never 2 = Rarely 3 = Quite Often 4 = Often 5 = Very Often	Importance Q2. What importance do you place on the service or facility? 1 = Very Low 2 = Low 3 = Medium 4 = High 5 = Extremely High	Performance Q3. How well does the City deliver the service or facility? 1 = Very Poorly 2 = Poorly 3 = Fairly Well 4 = Well 5 = Very Well NA = Not Applicable or Don't Use
Building approvals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Town planning approvals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Local business support	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Tourism promotion	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Caring for the environment	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Seniors programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Seniors facilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Youth programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Youth facilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Community safety programs (including Neighbours Unite)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
SmartWatch (community patrol)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Dog and cat management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Fire management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Community health and wellbeing	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Provision for people with disability	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA

All information collected will be used for the purposes of the survey only and no reference will be made to any individual when the findings are interpreted.

Thank you for taking the time to complete this survey and for helping improve our City.



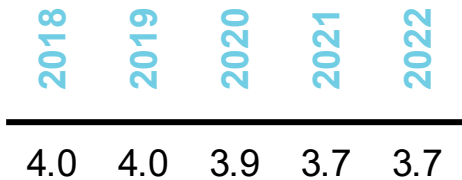
Key Findings

An aerial photograph of a coastal town. The foreground shows a sandy beach and the blue ocean with a few sailboats. The middle ground is filled with residential houses, many with red or blue roofs, interspersed with green lawns and trees. A road runs along the beach. In the background, there are more houses and a large green field. The text "Key Findings" is overlaid in the upper left quadrant.

Summary

Overall Performance*

5 Year Trend



Overall performance has stabilised.

Net Promoter Score



+25

Net Promoter Score

Customer Interaction



68%

Very well or well

Performance stabilised

Engagement

Preferred way to deal with the City



Email



Phone

Preferred information channels
City News



Electronic
Newsletter

CityChronicle
THE CITY OF ROCKINGHAM'S SEASONAL NEWSLETTER

Printed
Newsletter



Social
Media

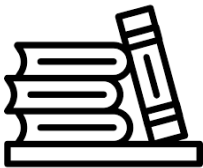
Strengths



Rubbish collection
and recycling



Parks, gardens
and picnic areas



Libraries

70% or more of residents rate these services as performing “well” or “very well”.

Focus Areas

1. Youth programs and facilities



2. Public toilets



3. Community safety programs



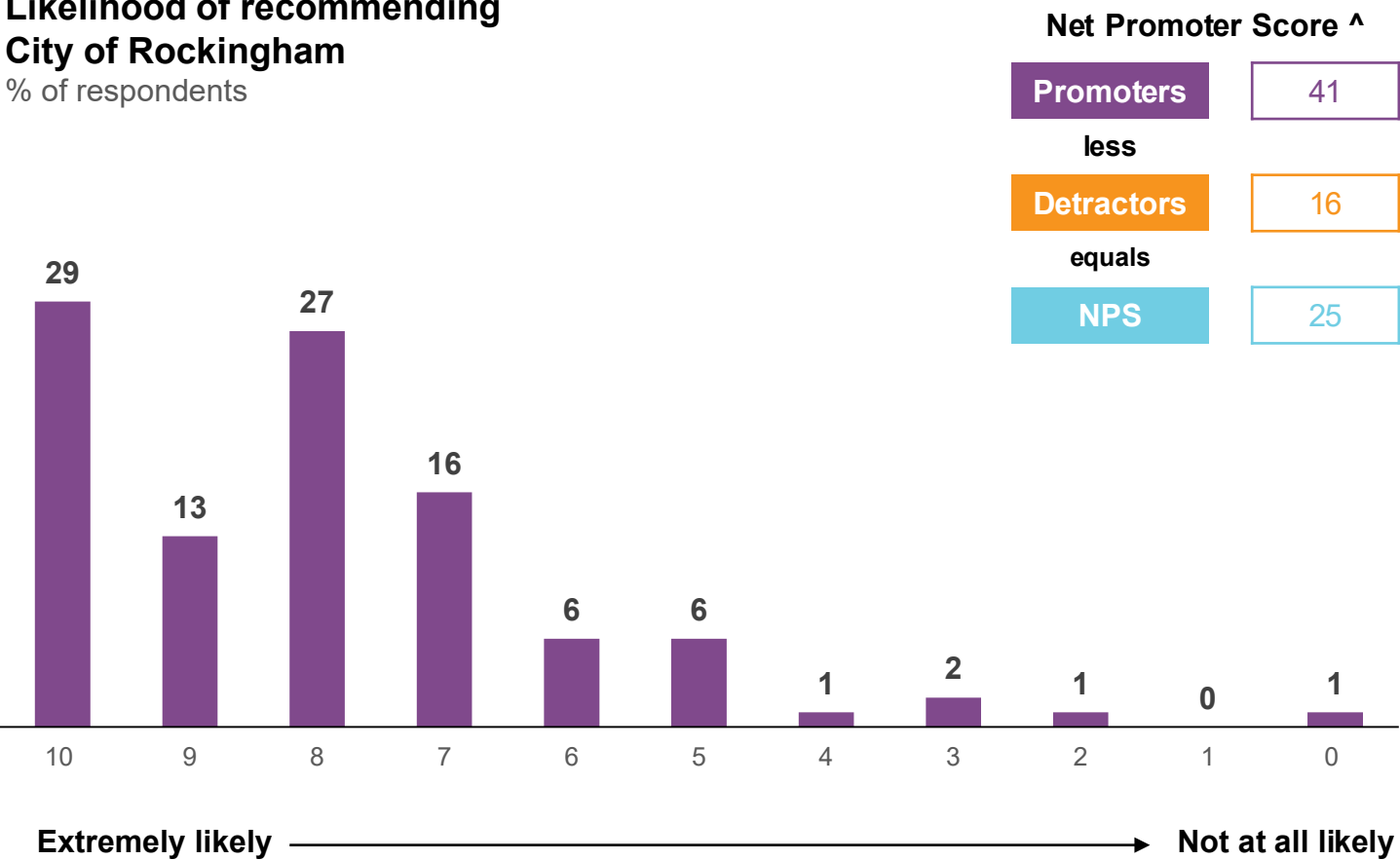
50% or fewer residents rate these services as performing “well” or “very well”.

Net Promoter Score

Likelihood of recommending City of Rockingham as a place to live

Likelihood of recommending City of Rockingham

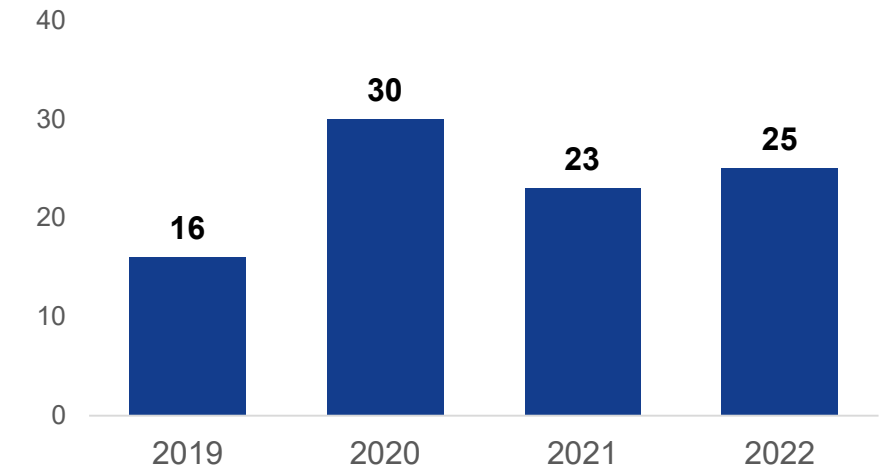
% of respondents



^NPS range from -100 to +100

Historical trends

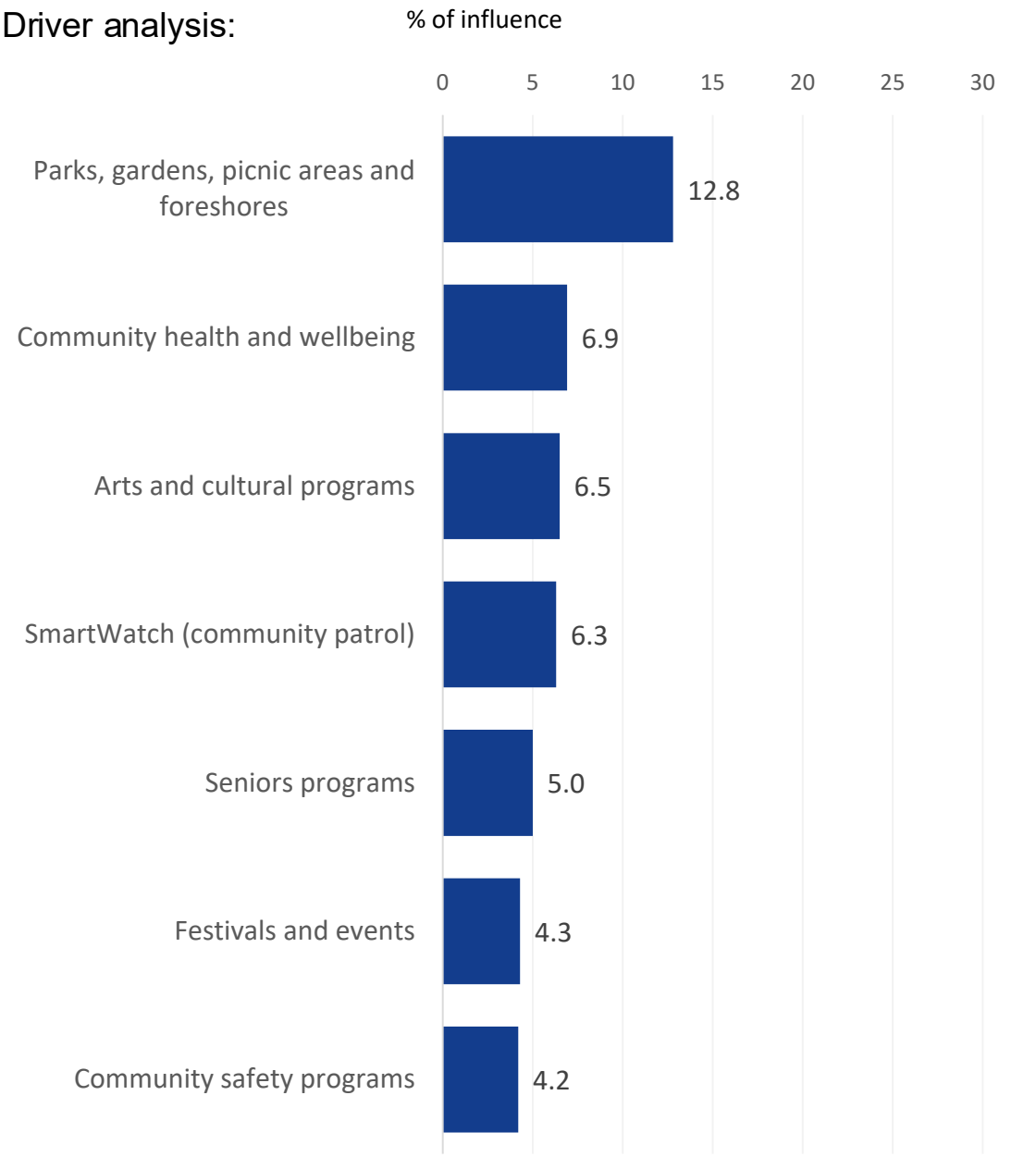
Net Promoter Score



Baldivis	Cooloongup/ Hillman	Golden Bay/ Karnup\ Singleton	Port Kennedy	Rockingham	Safety Bay\ Shoalwater	Secret Harbour	Waikiki	Warnbro
5	30	29	0	57	37	25	35	34

Q. How likely are you to recommend the City of Rockingham as a place to live?
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
Base: All respondents, excludes 'unsure' and 'no response' n=689

Factors that Drive the Net Promoter Score



The City’s **parks, gardens, picnic areas and foreshores** are most likely to encourage people to recommend the City of Rockingham as a place to live and hence increase the City’s Net Promoter Score.

This feature is twice as important as any other single feature.

The remaining attributes which exhibit the most influence on the Net Promoter Score relate to being community minded, activities to engage with and feeling safe:

- Community health and wellbeing
- Arts and cultural programs
- Community patrols (SmartWatch)
- Seniors’ programs
- Festivals and events
- Community Safety programs.

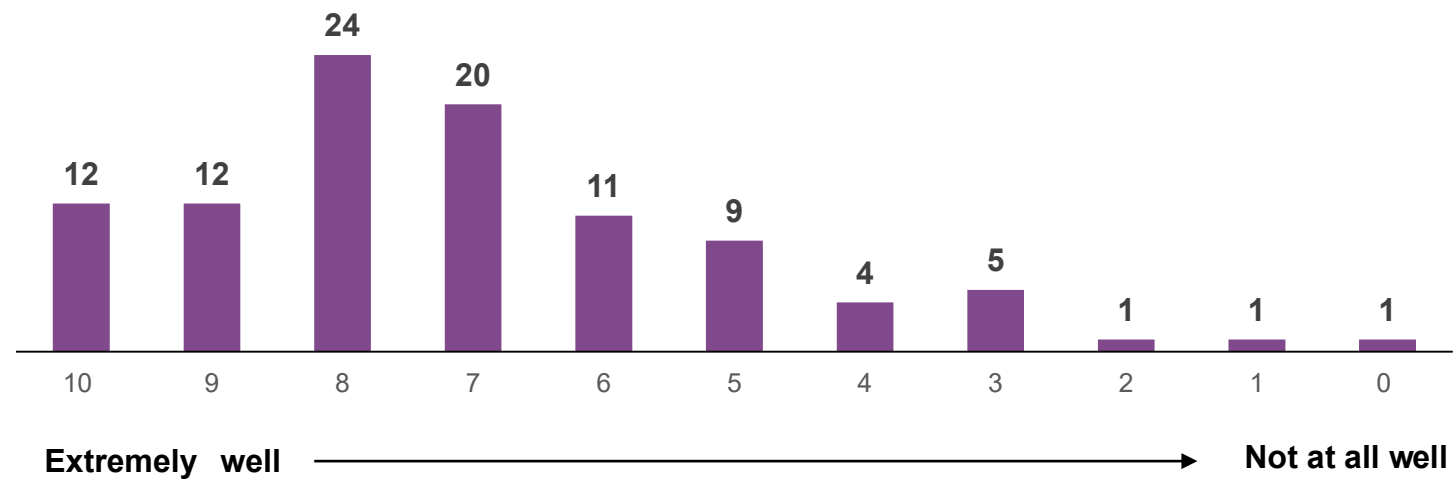
By focusing on improving these services and facilities which have higher levels of derived importance, the City will be able to drive up its NPS and focus its resources on the City of Rockingham as a place to live.

Strategic Overview

City's performance in services and facilities overall

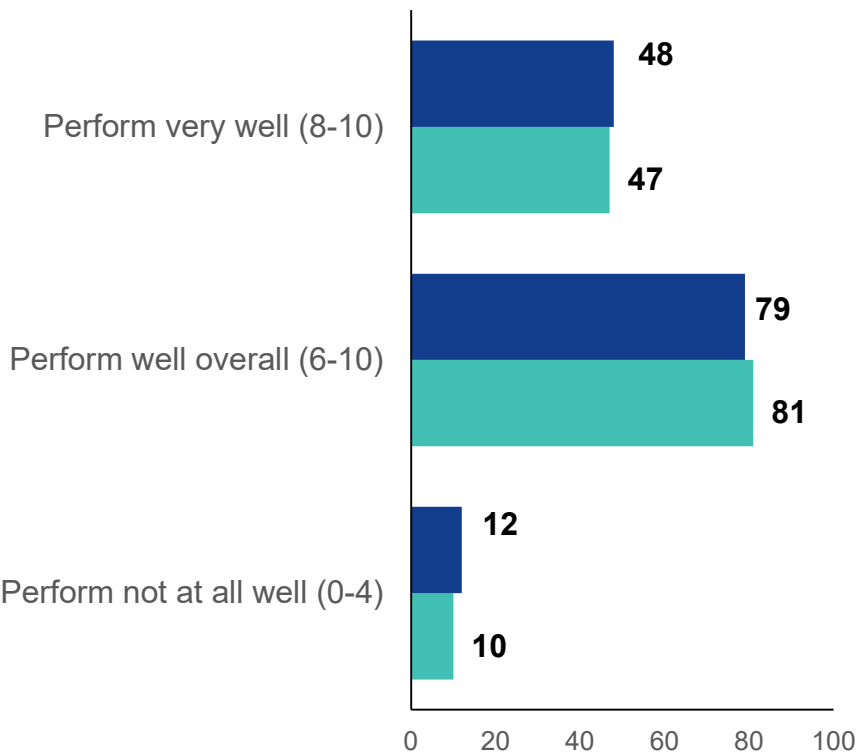
Overall performance in services and facilities

% of respondents



Overall performance

% of respondents



Q. Overall, how would you rate the City's performance in delivering services and facilities to residents?
Please give a rating out of 10, where 0 is not at all well and 10 is extremely well.
Base: All respondents, excludes 'unsure' and 'no response' n=688

Focusing Resources to Increase Overall Satisfaction

The services and facilities which impact overall satisfaction the most and which the City does well are:

- Parks, gardens, picnic areas and the foreshore (though residents seek continual improvement)
- Festivals and events
- Rubbish and recycling
- Local roads.

The services that have a significant impact but need attention are:

- Community health and wellbeing
- Arts and cultural programs.

The services that have less impact but require improvement are:

- Tourism promotion
- Town planning approvals
- Footpaths and cycleways
- SmartWatch
- Local business support.

Other services have very low levels of impact on overall satisfaction.

Strategic Overview

What would you like to see the City focus on improving?

City's focus on improving

% of respondents



These results are similar to last year though with more focus on maintenance and improvement.

Grouping:

- 1. Public open spaces, parks, playgrounds, foreshore beach, verges and street scapes and the appearance of the local area** received the highest level of requests for maintenance and improvement at 32%.
- 2. Community safety**
- 3. Provision and management of parking on the foreshore**
- 4. Management of rates and finance** which included reducing rates, reducing the City expenditure and Councillor expenditure being more transparent.

Q. What would you like to see the City focus on improving?
Chart shows responses mentioned spontaneously by 3% or more of respondents.
Base: All respondents, excludes 'unsure' and 'no response' n=545.

Community Perceptions

Public open spaces (parks, gardens, picnic areas and foreshores)

Community Challenges

- Competing with the Mandurah foreshore
- Amenities at parks, playgrounds, foreshore and beach areas particularly toilets and parking
- Park and open space maintenance
- Keeping pace with the facilities thriving boating community

Community Driven Actions

1. Continue to improve amenities and landscaping of foreshore areas; not only on the Rockingham foreshore but along the coast at Port Kennedy, Safety Bay and Singleton.
2. Activation of the foreshore not only at Rockingham but Secret Harbour and the southern coastal suburbs.
3. Maintain the landscaping and tidiness and improve the facilities at parks and picnic areas including shade, toilets and parking.
4. Review the boat ramp situation along the coast at busy periods and consider how the facilities can be improved to handle the increased traffic.

Community Perceptions

Verges, street trees and streetscapes

Community Challenges

- Residents and visitors use the streetscape as a visual icon of how much the City cares about them and how much of their rates are spent in their local area.
- Road verges overgrown and dead grass and weeds are seen as a fire hazard
- Overgrown verges attract dumping of rubbish
- The City is felt to adopt a Rockingham centric approach.

Community Driven Actions

1. Keeping on top of the streetscape and verges so they look tidy year round.
2. Encourage residents and owners to maintain the front of their properties
3. Choose species that need minimum attention to stay tidy
4. Street trees need to be appropriate for underneath powerlines and low maintenance, drought resistant plants for roundabouts.

Community Perceptions

Appearance of the local area

Community Challenges

- General presentation and untidiness
- Vacant blocks and sites no longer in use are vandalised, subject to dumping and become a fire hazard if the grass is not kept short.
- Neglected private properties over which the City has no control can add to the unkept nature of a neighbourhood

Community Driven Actions

1. Approach the owners of abandoned buildings and vacant land and ensure that it is maintained to a reasonable standard
2. Take more action in relation to dumping and overgrown grass causing a fire hazard
3. Take a positive approach to encouraging people to look after their properties, whilst competitions only encourage those who are tidy already perhaps some innovative thought can be given to motivating serial offenders e.g. offering to remove the rubbish which the General Waste collection may not pick up or offering a Skip bin.

Community Perceptions

Safety, crime, anti-social behaviour, security and policing

Community Challenges	Community Driven Actions
<ul style="list-style-type: none">• Crime, including theft and burglaries• Concerns about safety and antisocial behaviour issues in public places particularly for seniors and the disabled• Homelessness – making people feel insecure	<ol style="list-style-type: none">1. Advocate for increased Police presence and Police Stations2. Work with others in the area such as shopping centres in a co-ordinated plan3. Make security patrols more visible, CCTV and improved lighting in public places4. Engage with youth and provide more youth activities particularly in the satellite areas outside central Rockingham.5. Homelessness advocacy.

Community Perceptions

Provision and management of foreshore parking

Community Challenges	Community Driven Actions
<ul style="list-style-type: none">• Insufficient parking at the foreshore which makes it difficult for people to visit the area• Insufficient parking which impacts on patronage of the businesses on the foreshore• The Rockingham hotel land is an icon allowed to happen and they feel that the Council should take action.• No parking for caravans to stop.	<ol style="list-style-type: none">1. Explain the issues with the Rockingham Hotel car park2. Consider one way traffic to ease congestion and parking3. Increase the time people can park on the foreshore to an hour to allow for a cup of coffee and a walk4. Provide more parking throughout the City, including ACROD bays5. Consider ways to accommodate caravans the old RSL caravan park was considered a good option.

Community Perceptions

Management of finances and rates

Community Challenges

- A lack of understanding of the cost of running a Council and how rates are spent.
- Stories of Councillor expenditure in the media at a time when money is tight will erode trust.
- People do not what their rate money spent on services they personally or their family will not use

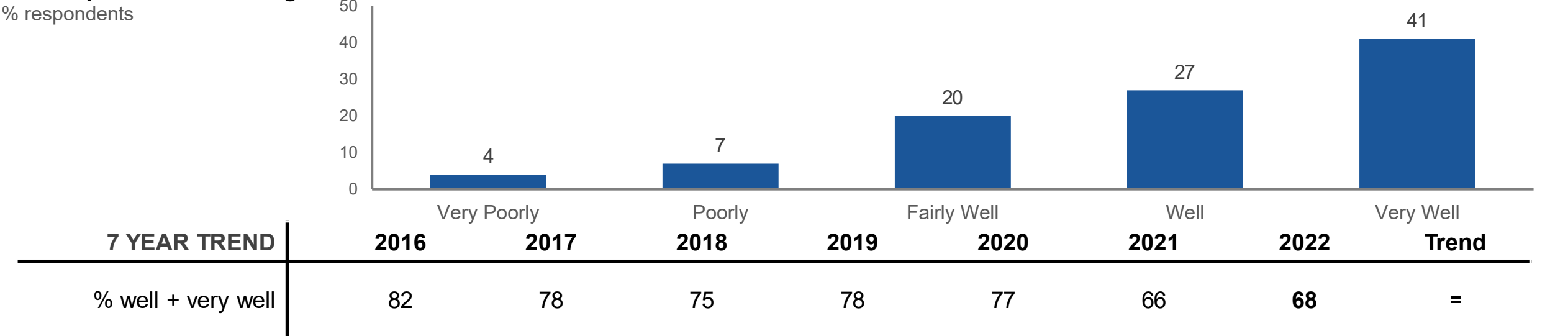
Community Driven Actions

1. More transparency of Councillor expenditure
2. Continue to educate the community about where funds are spent.
3. Consider sign posting Council initiatives and expenditure in each suburb at the location of tangible examples of expenditure. E.g. a new community centre so people realise that there is expenditure in their suburbs. This has been done by other Councils.

Communication and Engagement

Customer service performance

Overall performance ratings



Phone contact

% well + very well

2016	2017	2018	2019	2020	2021	2022
81	77	78	76	79	70	65



In person contact

% well + very well

2016	2017	2018	2019	2020	2021	2022
85	85	83	87	89	73	78



Email contact

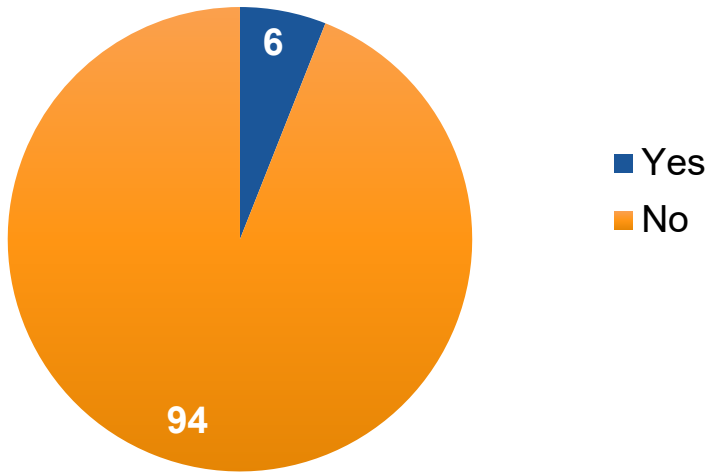
% well + very well

2016	2017	2018	2019	2020	2021	2022
74	70	69	72	71	52	72▲

Community Consultation

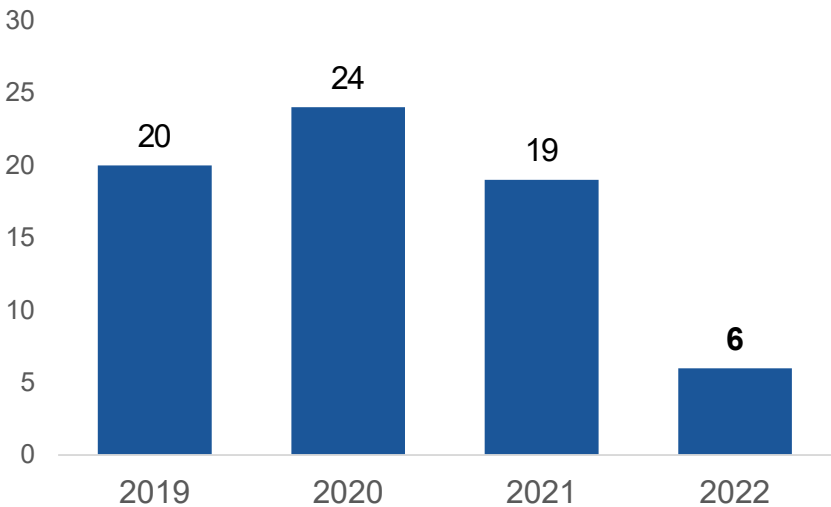
Have you shared your thoughts about a community consultation item in the past 12 months?

% of respondents



Historical trends

% Yes

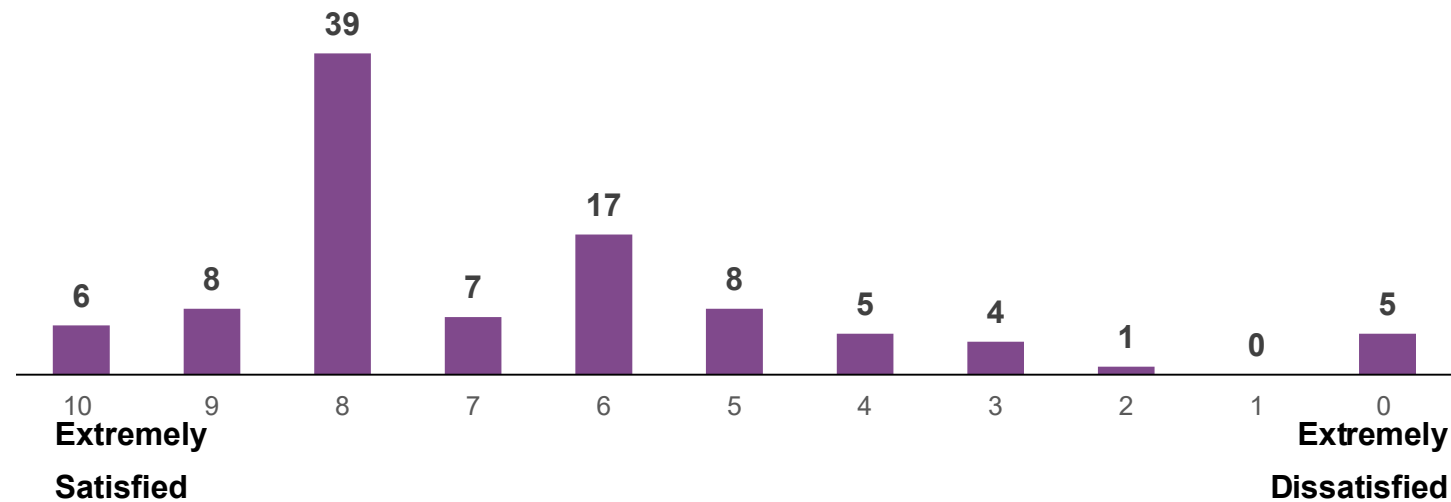


Community Consultation

Satisfaction with the experience

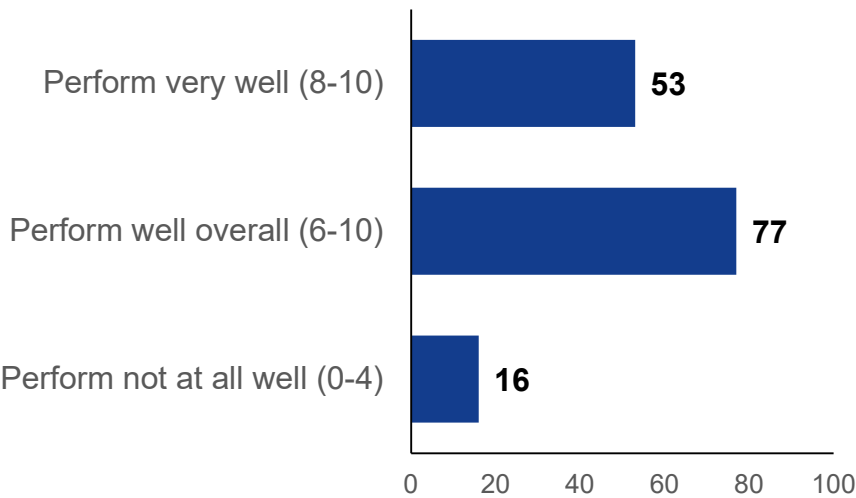
Overall satisfaction

% of respondents



Overall performance

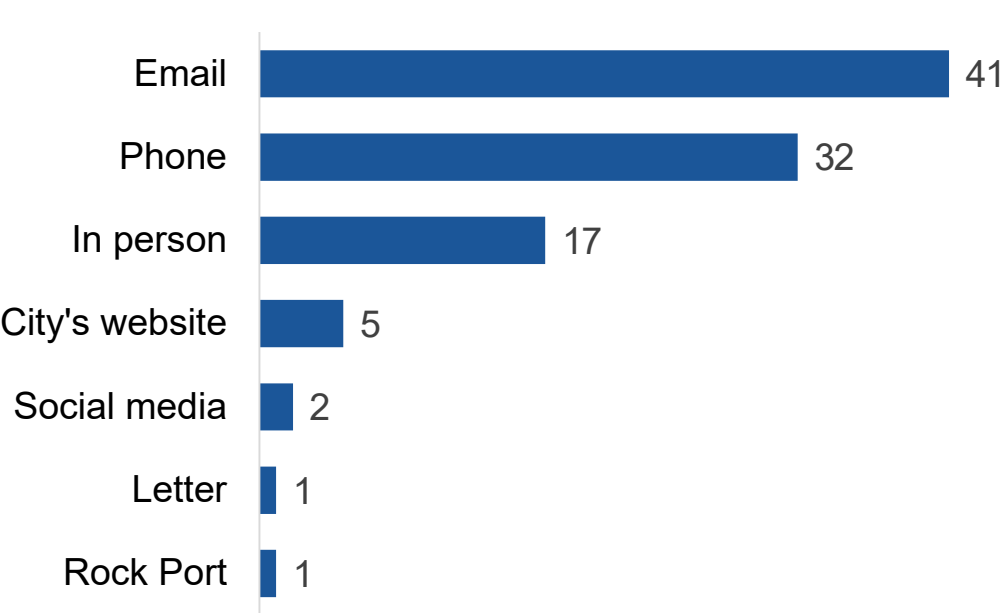
% of respondents



Q. Have you taken part in a City of Rockingham community consultation in the past 12 months? How satisfied were you with the experience?
Please give a score out of 10, where 0 is extremely dissatisfied and 10 is extremely satisfied.
Base: All respondents, excludes 'unsure' and 'no response' n=41

Preferred method of dealing with the City

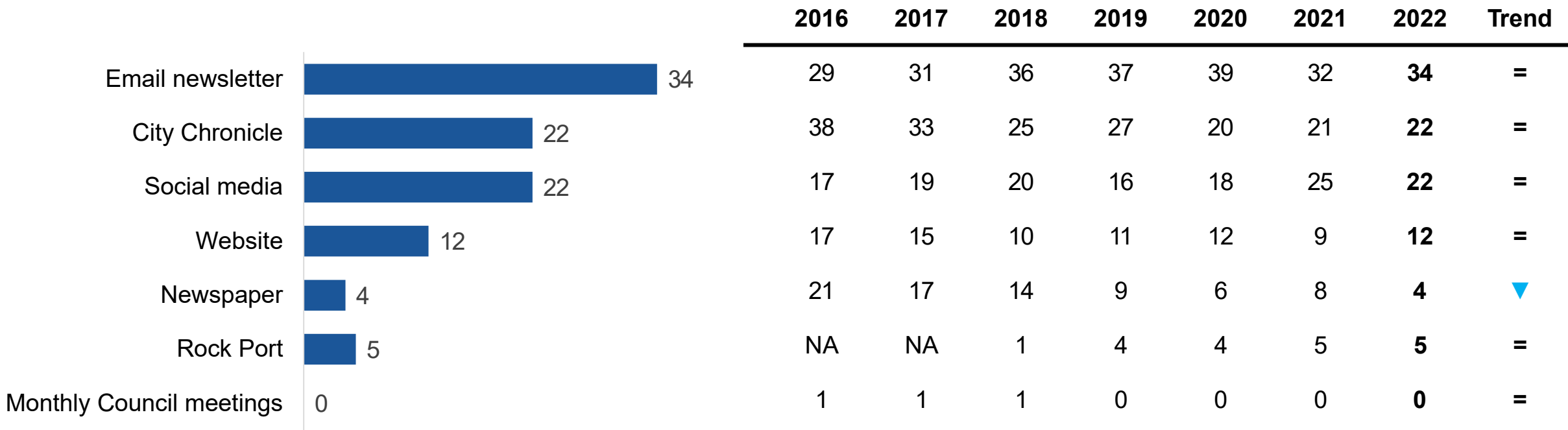
Preferred method



2016	2017	2018	2019	2020	2021	2022	Trend
31	34	36	36	41	41	41	=
41	38	38	34	30	29	32	=
28	28	24	19	16	18	17	=
12	9	5	7	7	7	5	=
2	2	2	3	3	2	2	=
6	7	3	2	2	3	1	=
NA	NA	1	2	0	1	1	=

Preferred Method of Finding Out City News

Preferred method



Preferred way to find out City news across age groups

Preferred method

	18 to 34	35 to 49	50 to 64	65 +	NET
Email Newsletter	28	42	39	28	34
Social media	45	23	9	3	22
City Chronicle	10	16	27	40	21
Website	12	8	18	11	12
Newspaper	2	2	4	11	4
Rock Port (email updates)	2	7	4	6	5
Monthly Council Meetings	-	-	-	1	-
Other	-	2	-	1	1
NET	100	100	100	100	100
n =	45	156	257	182	640

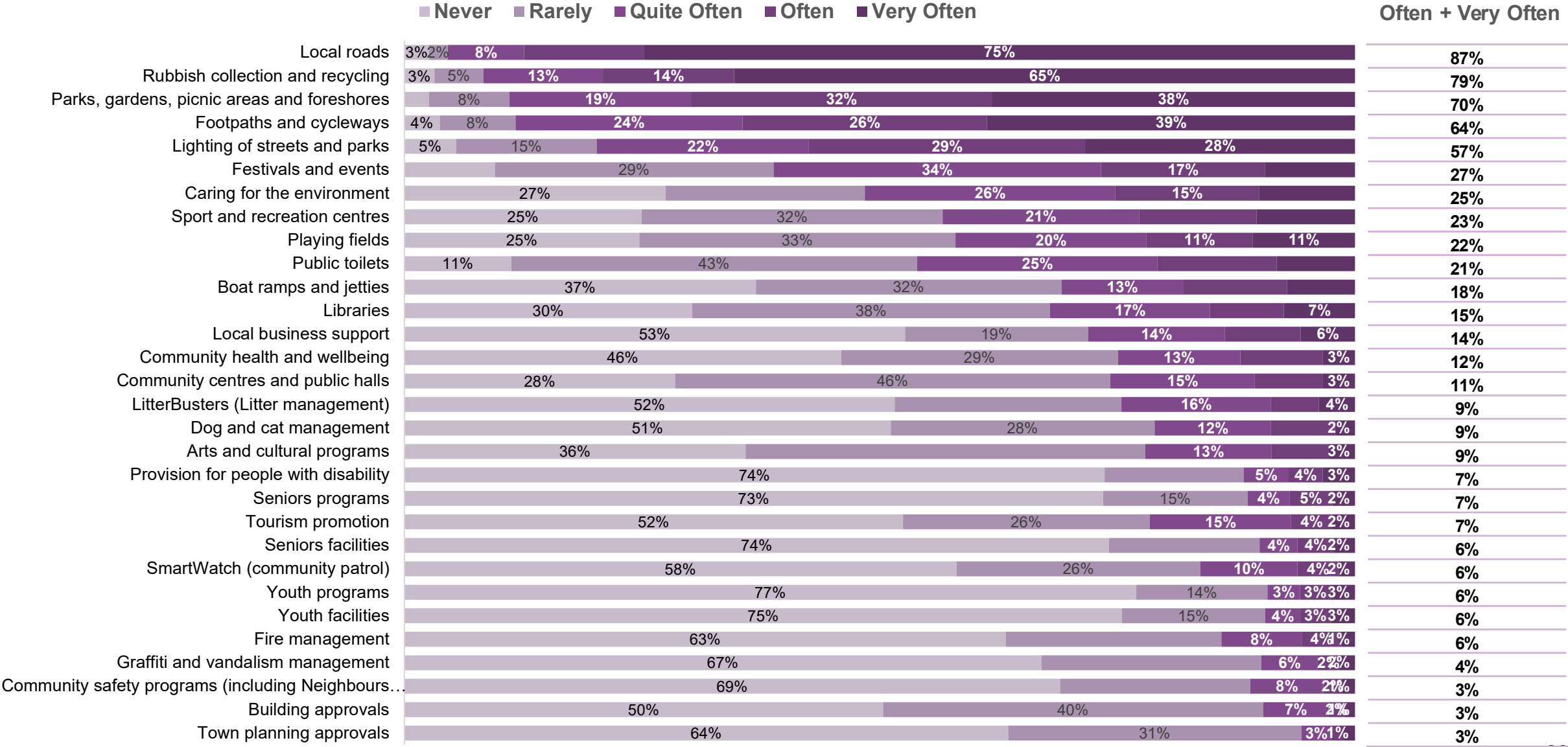
Summary of Facilities and Services Scores

CITY OF ROCKINGHAM
ADMINISTRATION CENTRE

Services and Facilities - Usage

Charts sorted by importance
% of respondents

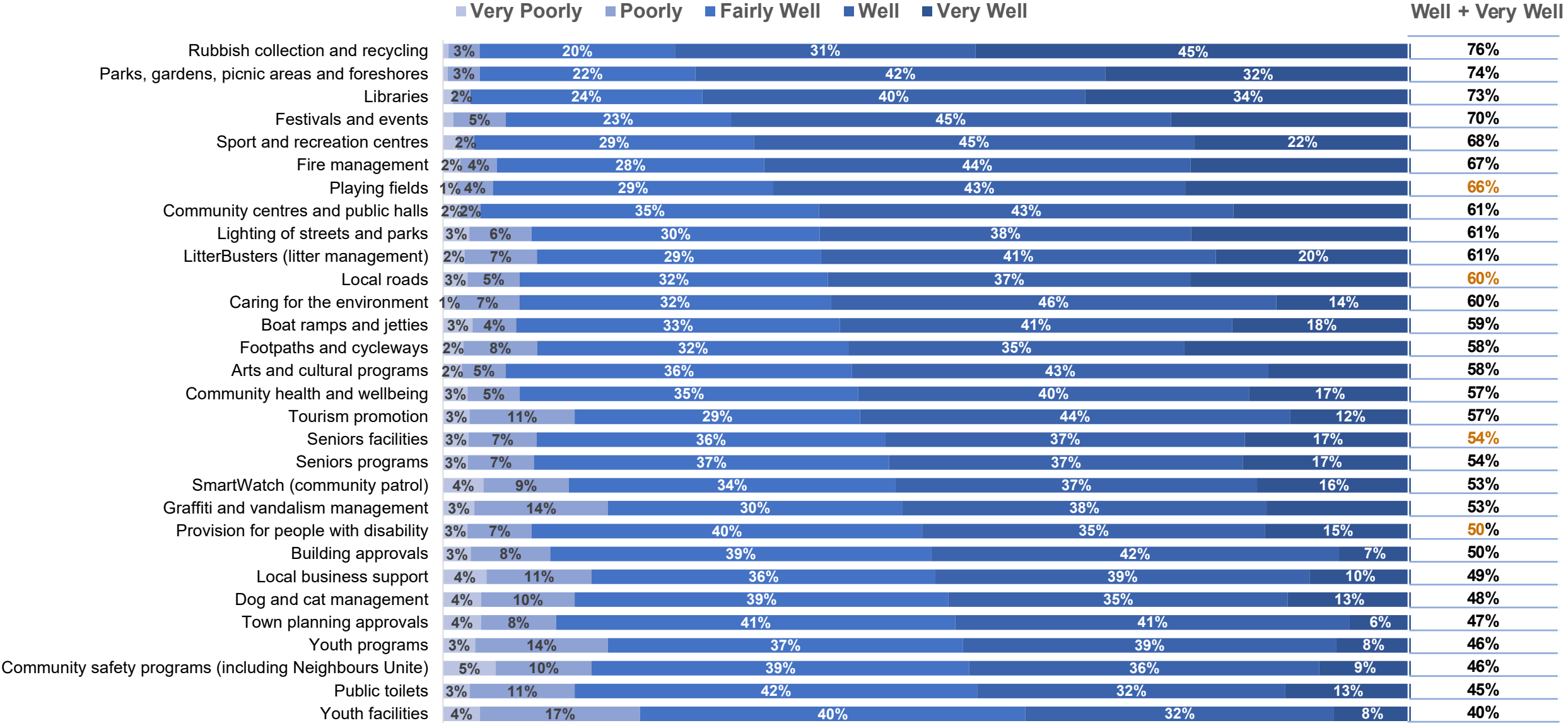
2022 Usage



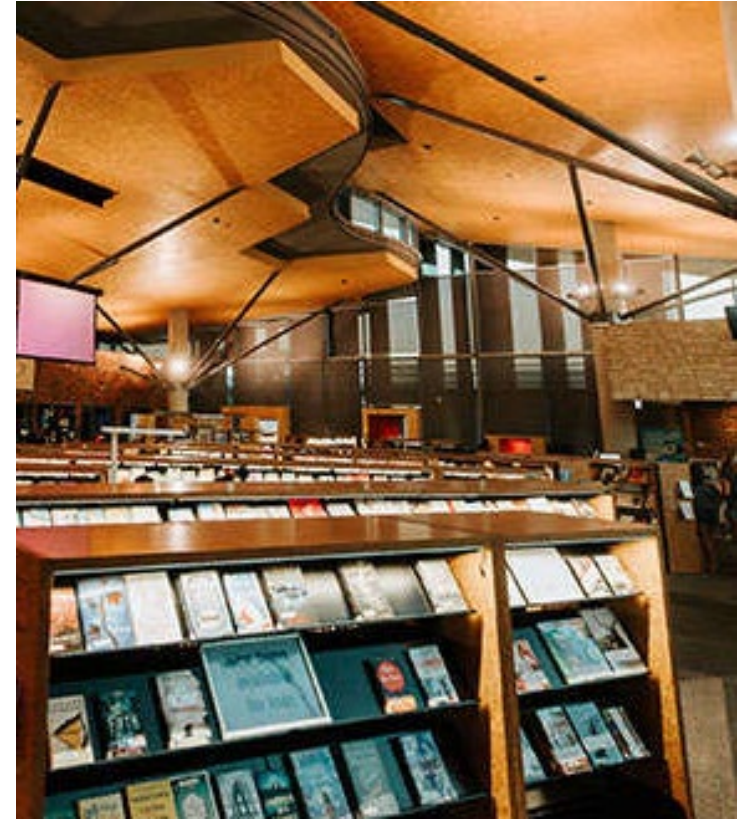
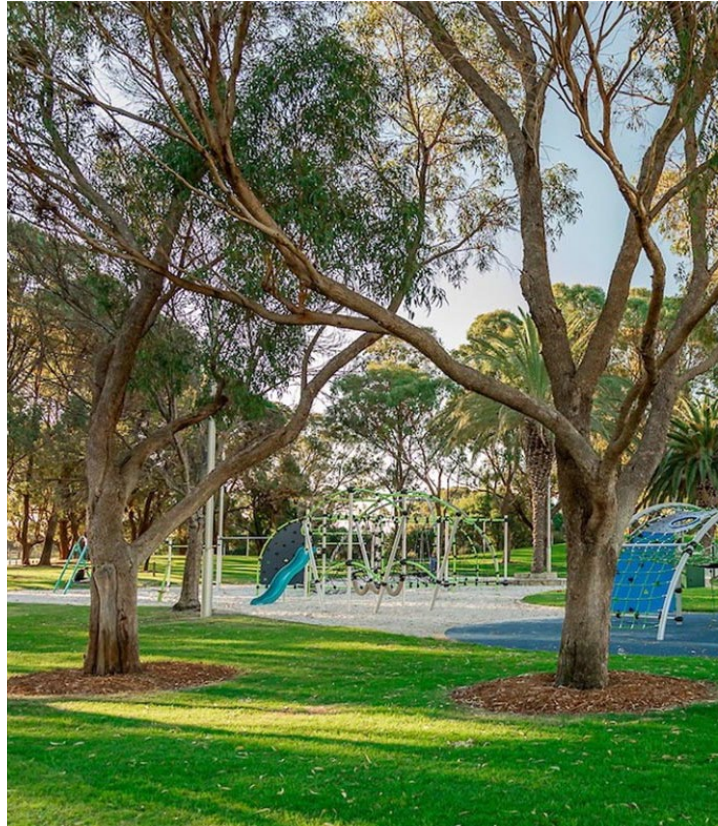
Services and Facilities – Performance

Charts sorted by importance
% of respondents

2022 Performance



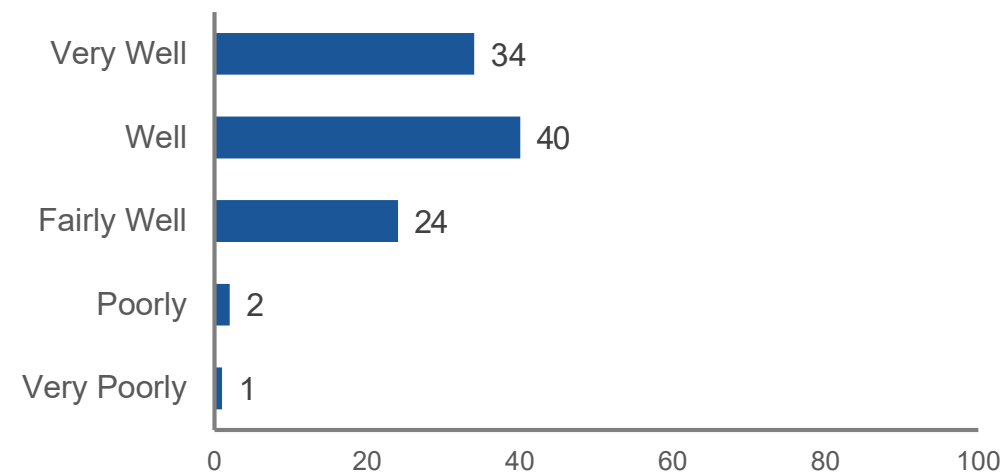
Facilities and Services results



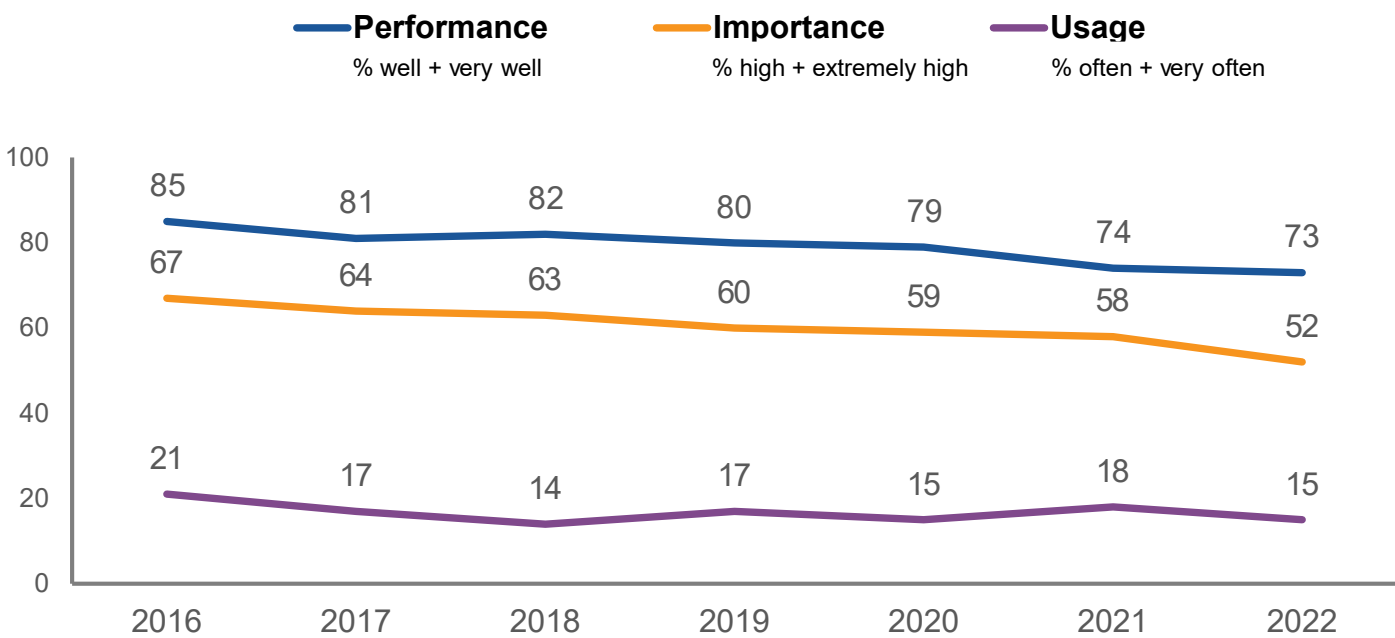
Libraries

Performance ratings

% of respondents



Year on Year trends

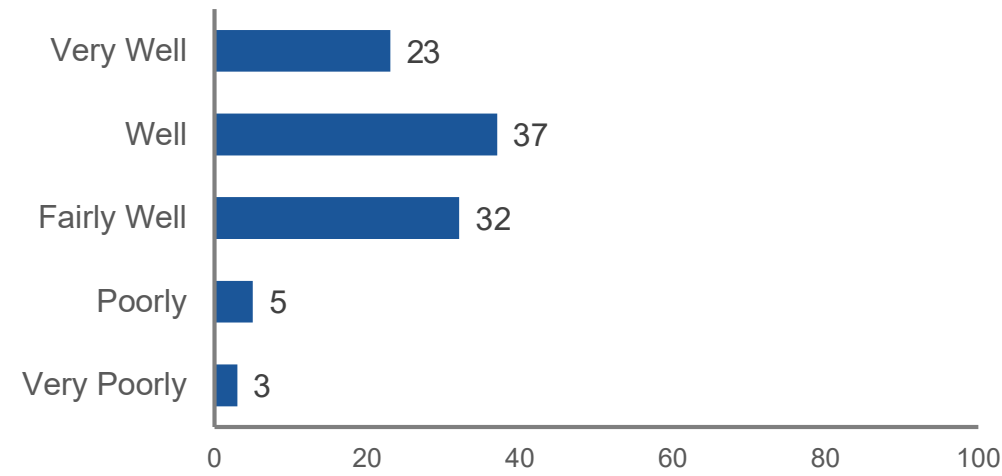


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=544
Note very well and well add up to more than the combined score due to rounding

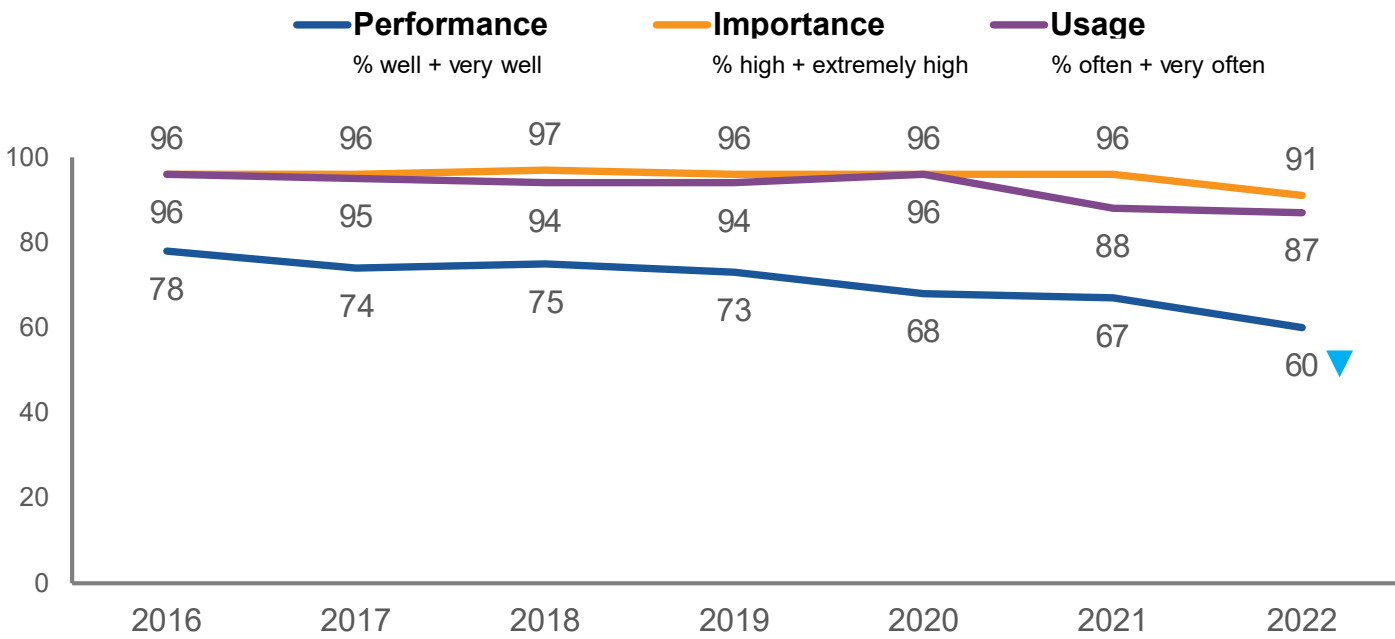
Local roads

Performance ratings

% of respondents



Year on Year trends

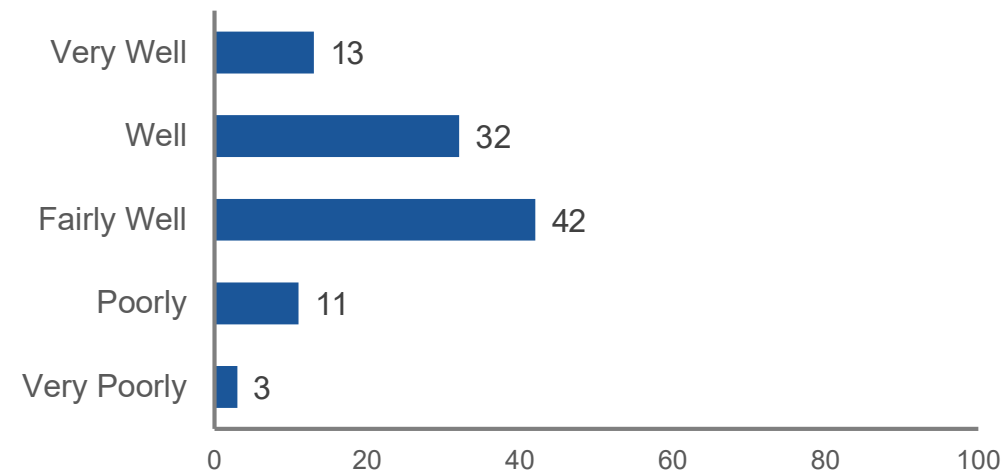


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response total n=672
• Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

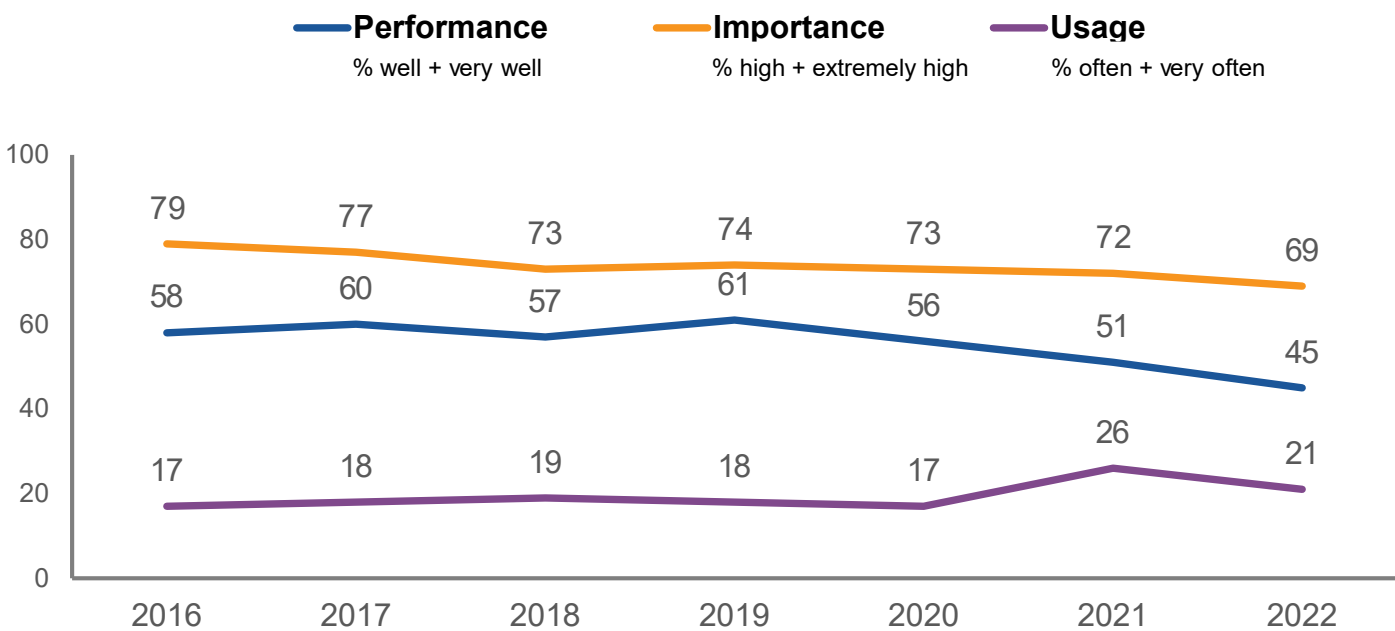
Public toilets

Performance ratings

% of respondents



Year on Year trends

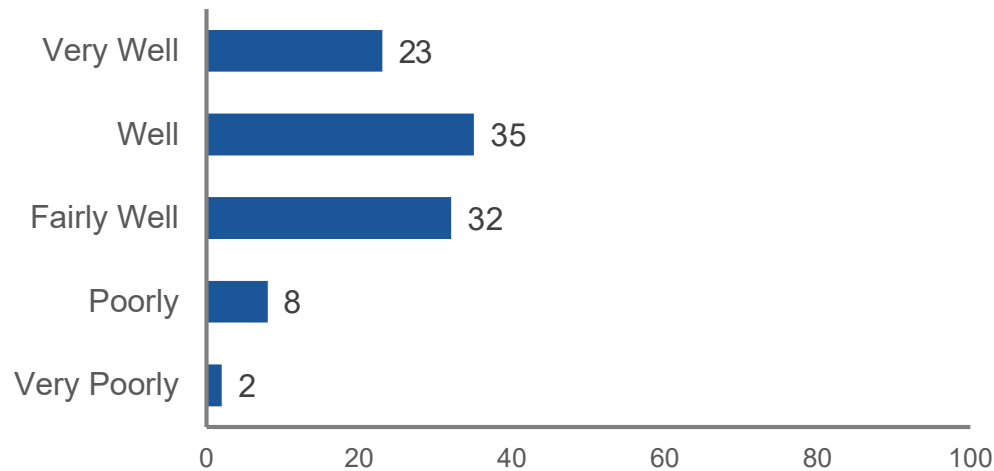


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response total n=627
• Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

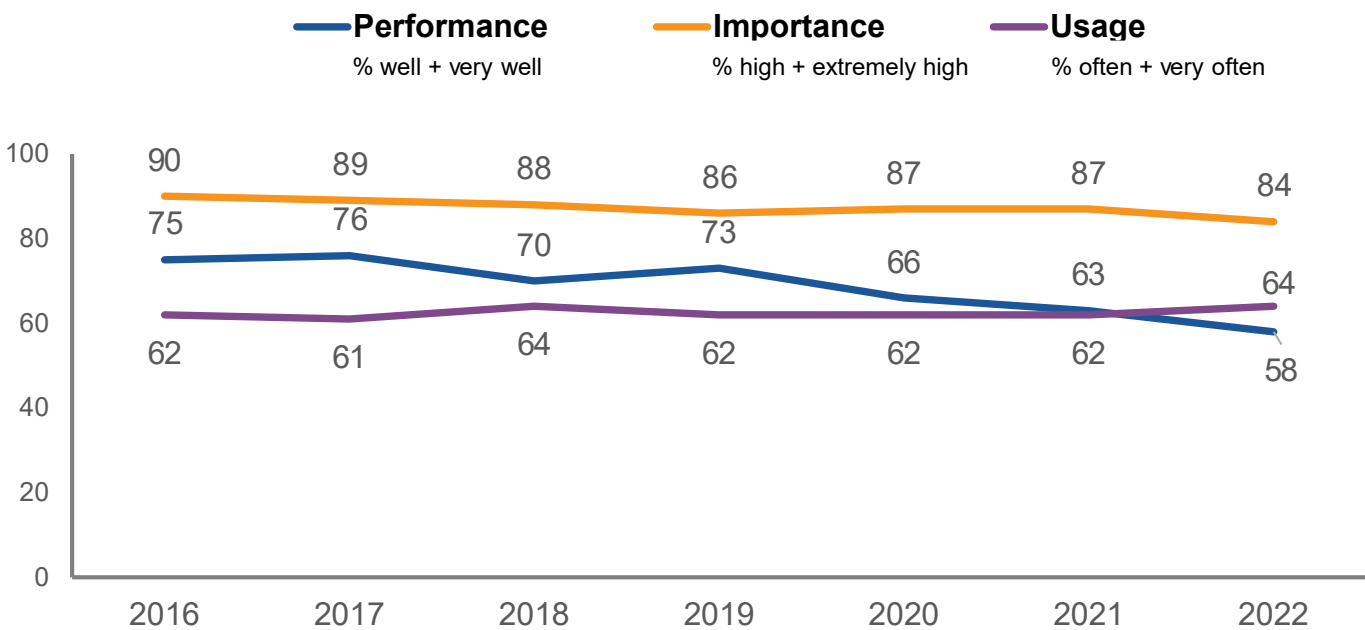
Footpaths and cycleways

Performance ratings

% of respondents



Year on Year trends

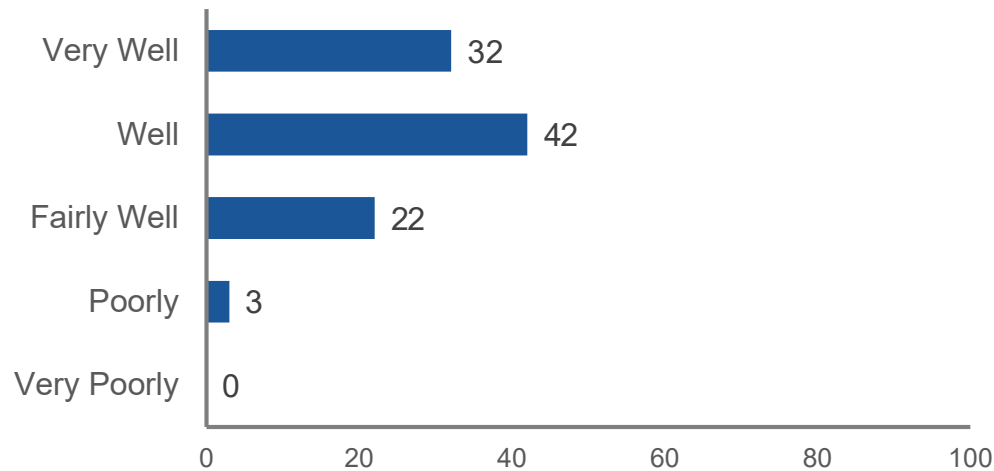


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response total n=667

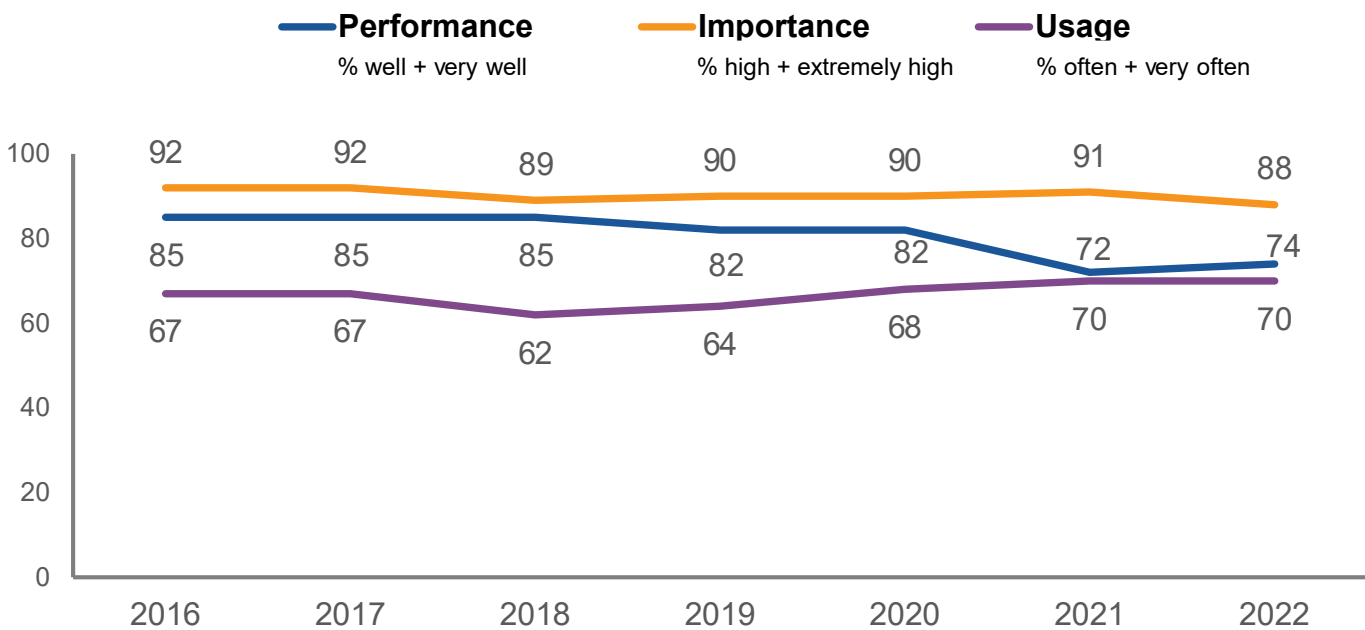
Parks, gardens, picnic areas and foreshores

Performance ratings

% of respondents



Year on Year trends



Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

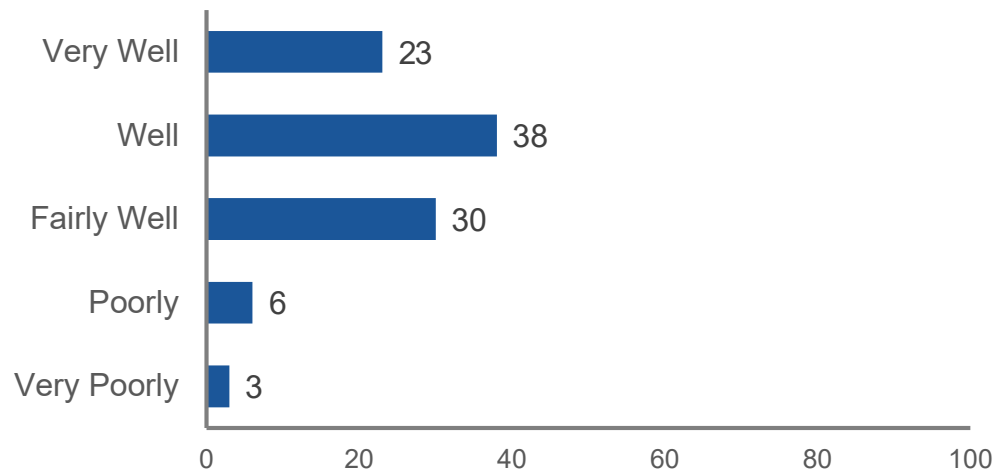
Q. How well does the City deliver the service or facility?

Base: All respondents, excludes no response total n=663

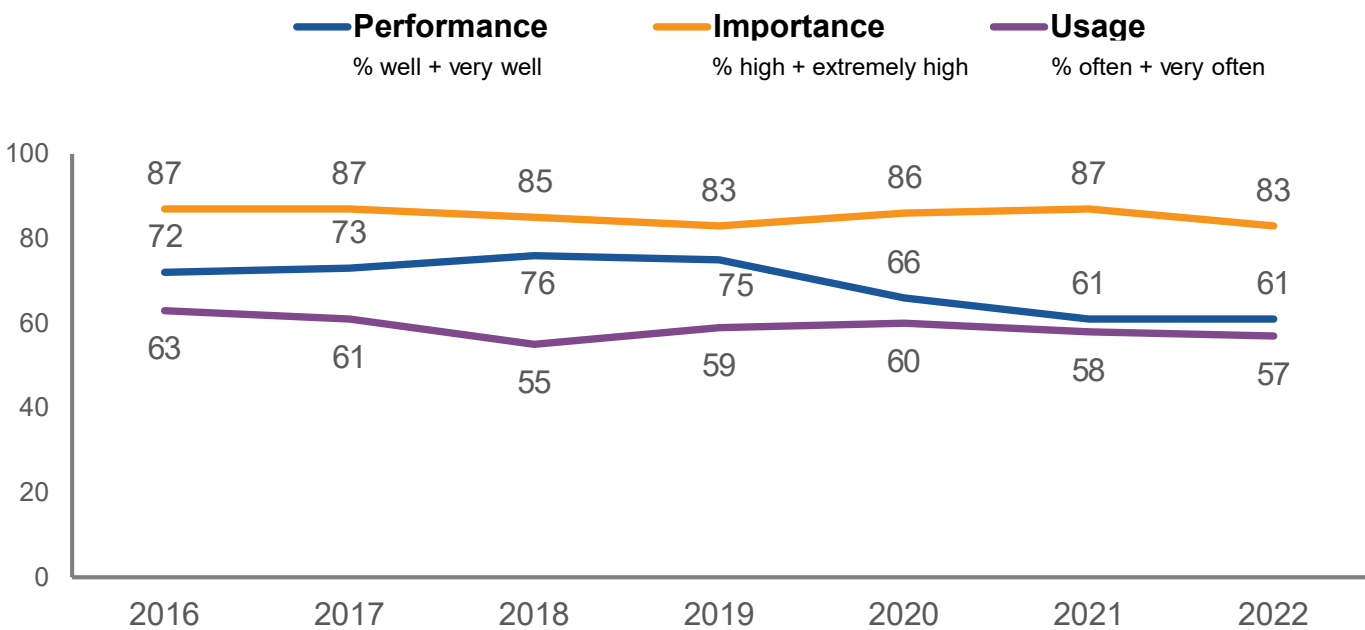
Lighting of streets and parks

Performance ratings

% of respondents



Year on Year trends

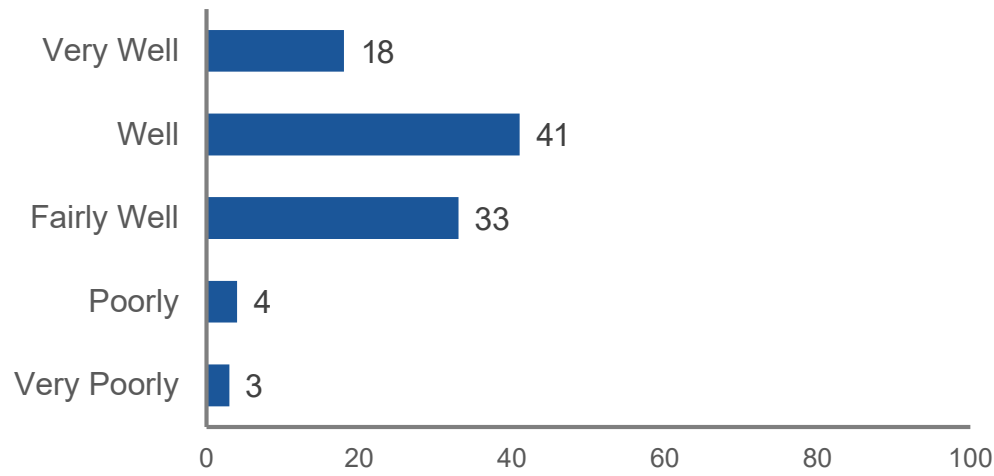


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=659

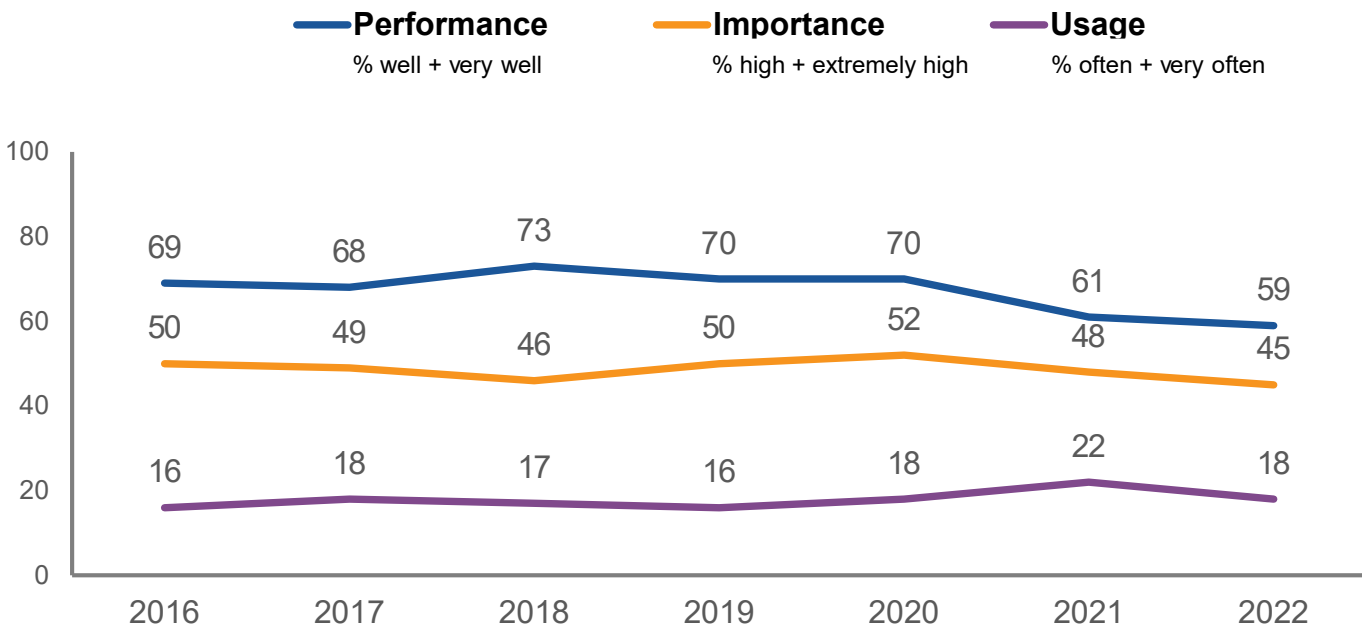
Boat ramps and jetties

Performance ratings

% of respondents



Year on Year trends

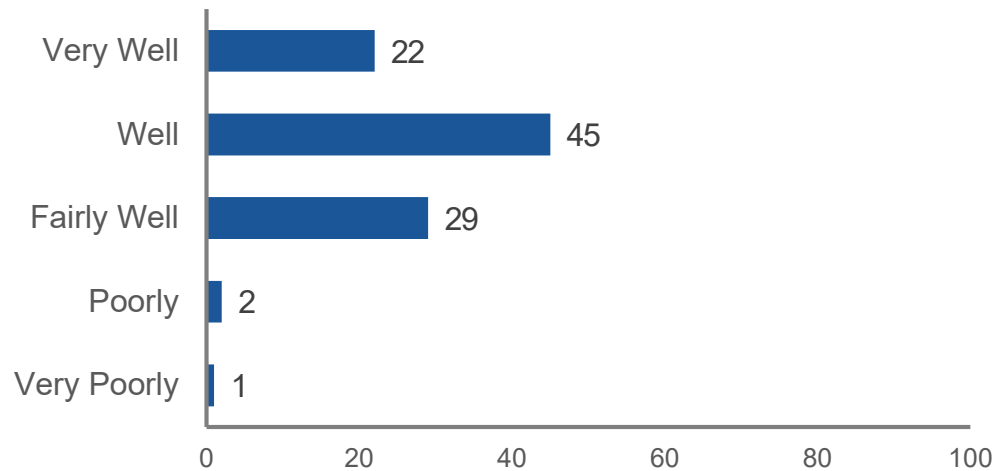


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response total n=437

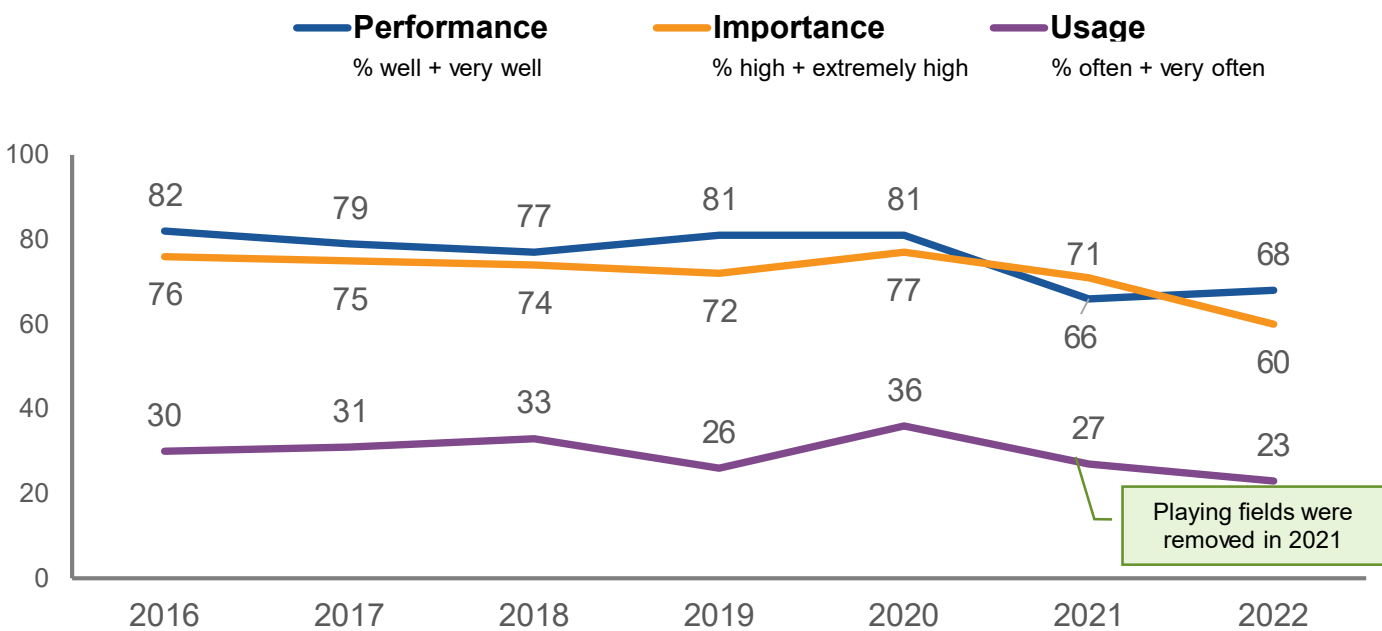
Sport and recreation centres

Performance ratings

% of respondents



Year on Year trends

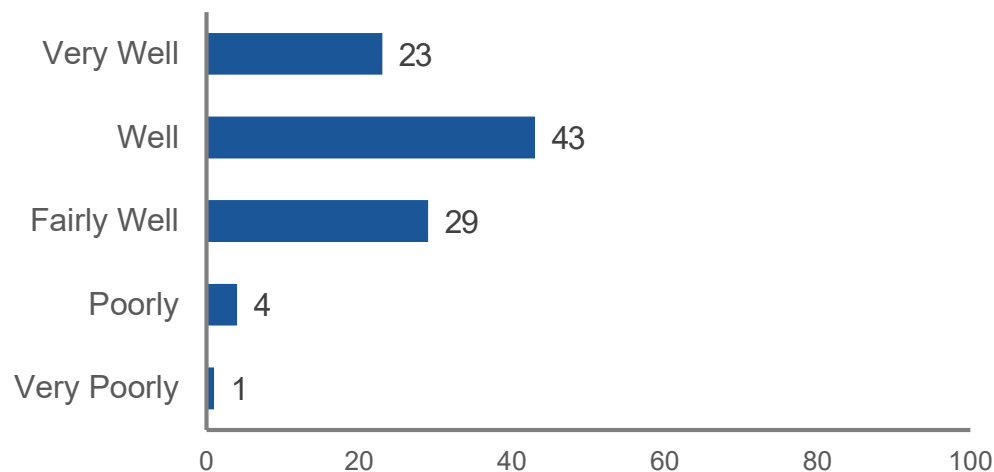


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response total n=550
Note very well and well do not add up to the combined score due to rounding

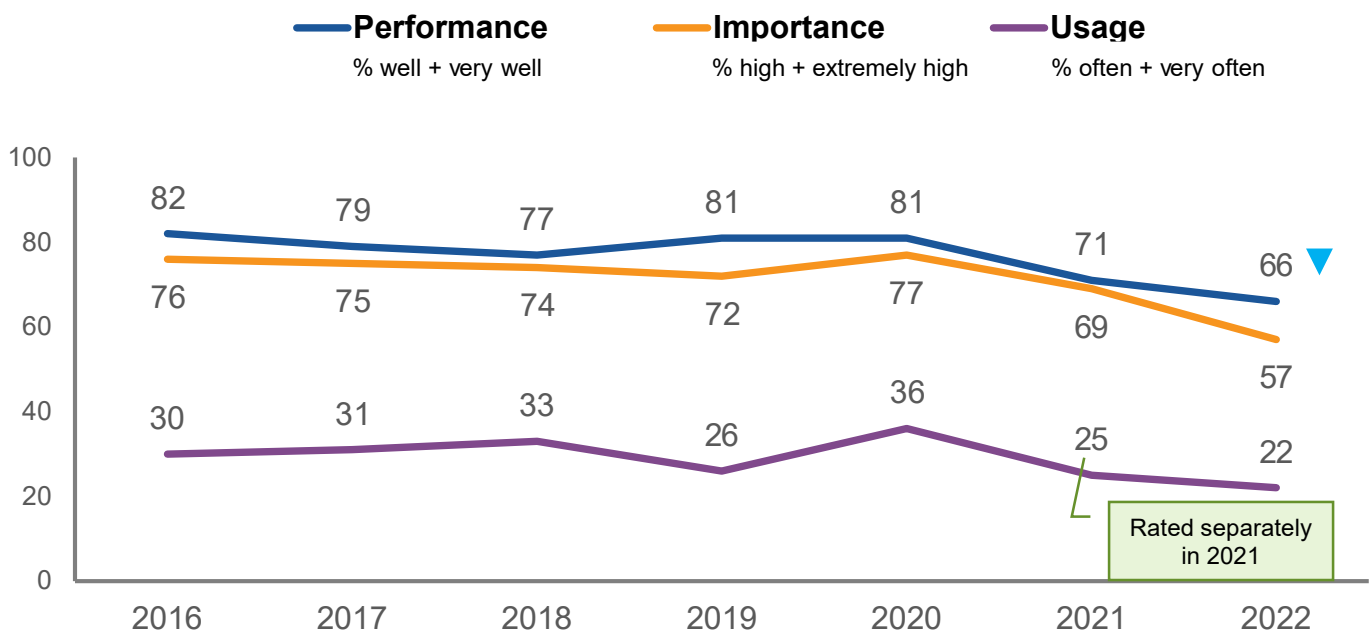
Playing fields

Performance ratings

% of respondents



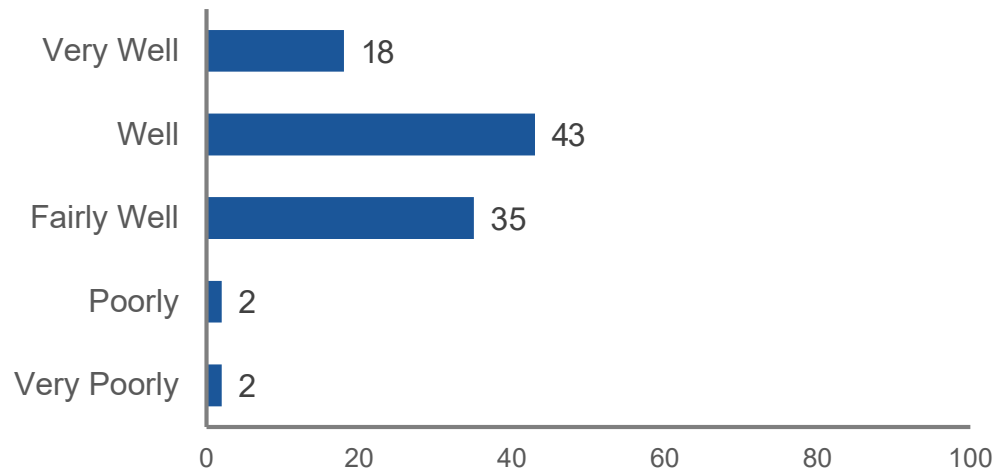
Year on Year trends



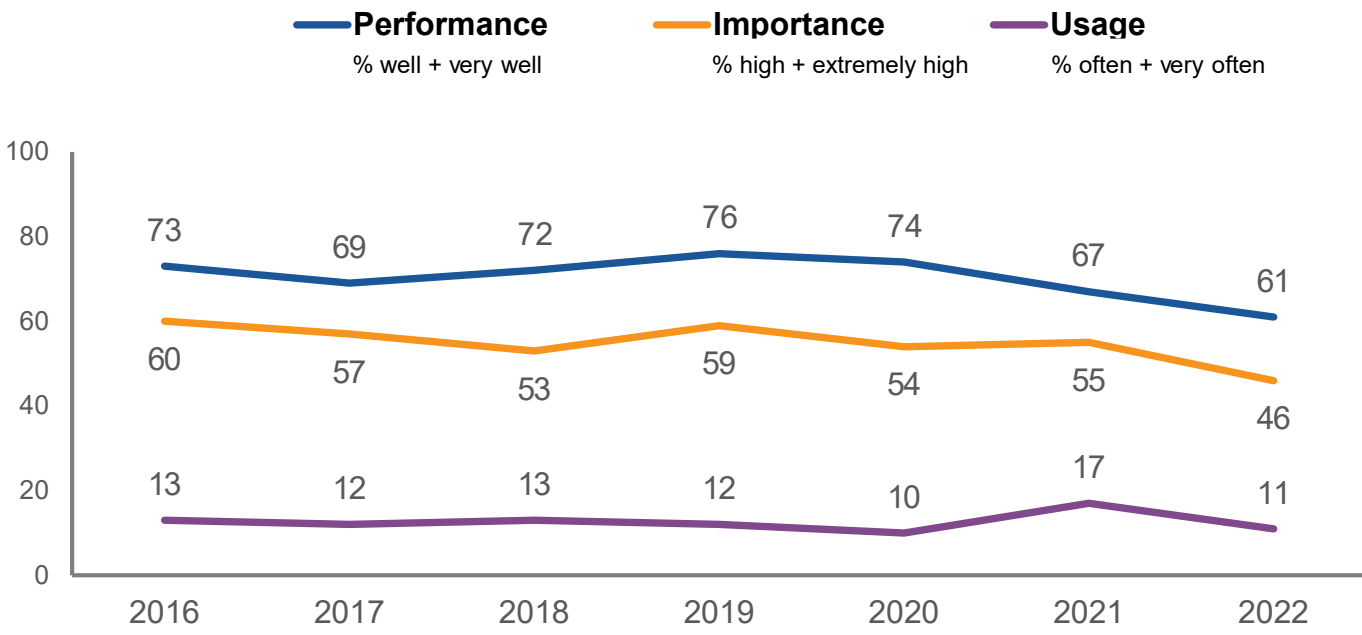
Community centres and public halls

Performance ratings

% of respondents



Year on Year trends

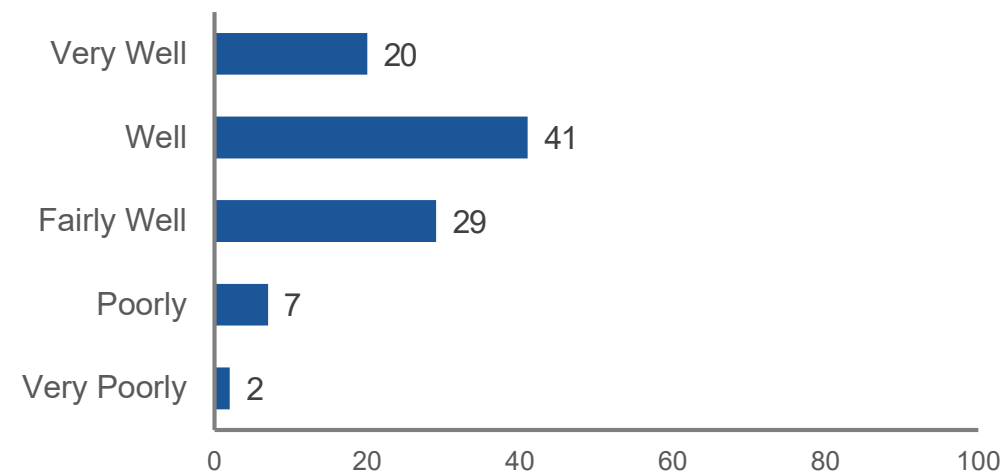


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=509

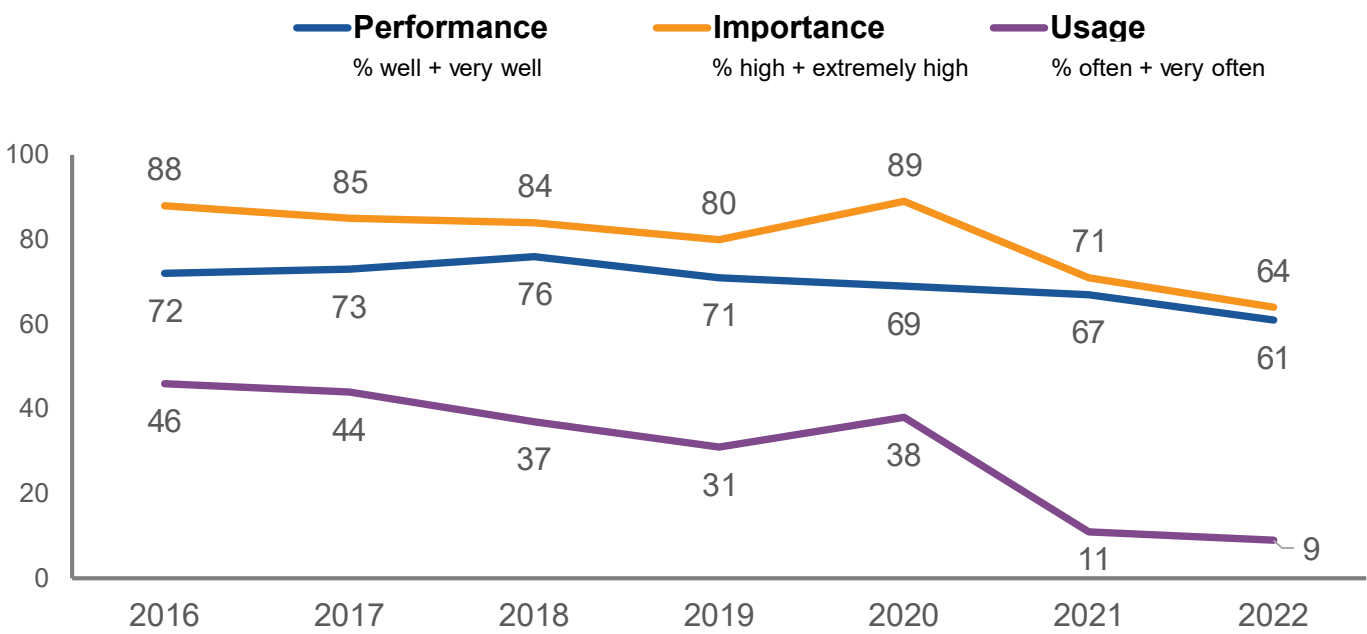
LitterBusters (litter management)

Performance ratings

% of respondents



Year on Year trends

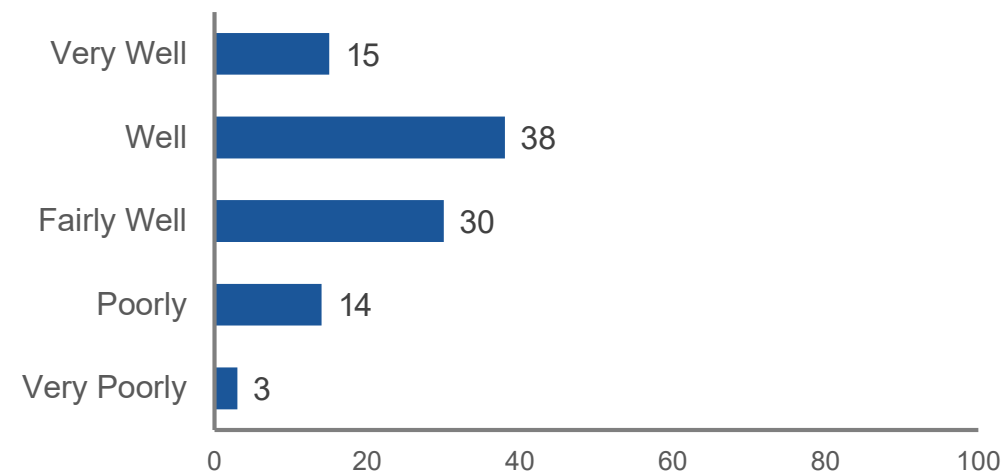


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=508

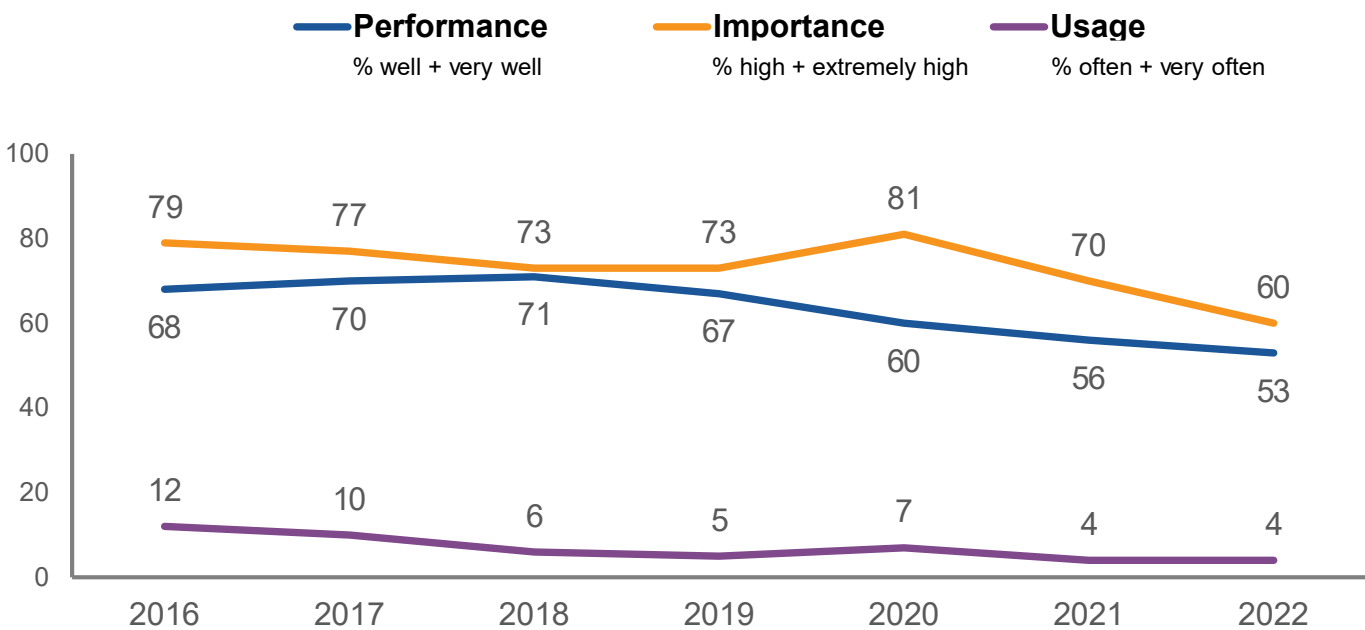
Graffiti and vandalism management

Performance ratings

% of respondents



Year on Year trends

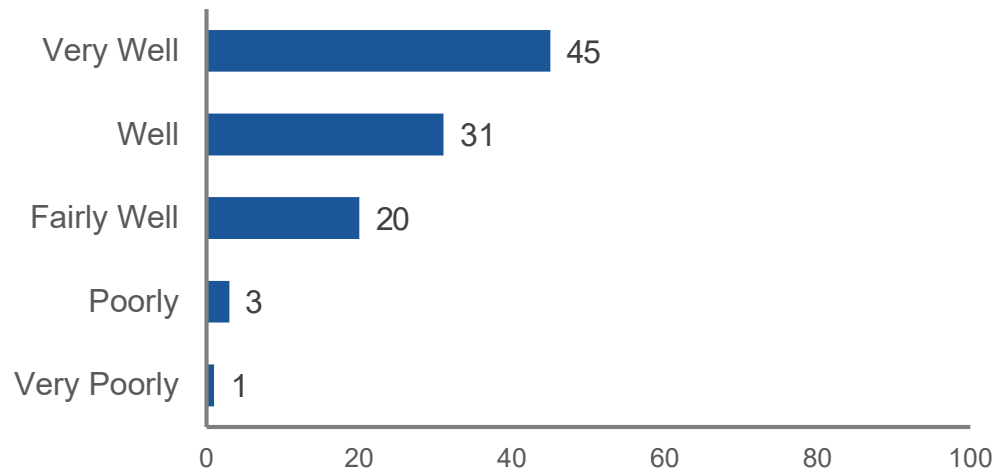


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=490

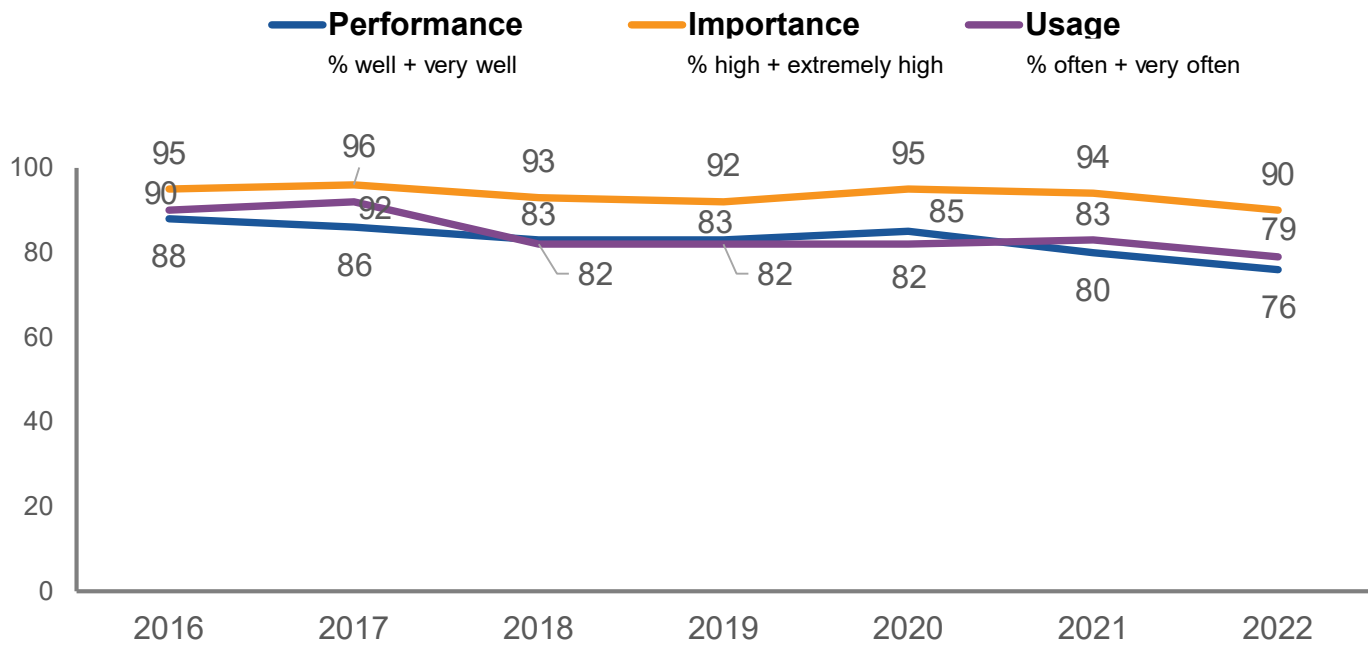
Rubbish collection and recycling

Performance ratings

% of respondents



Year on Year trends

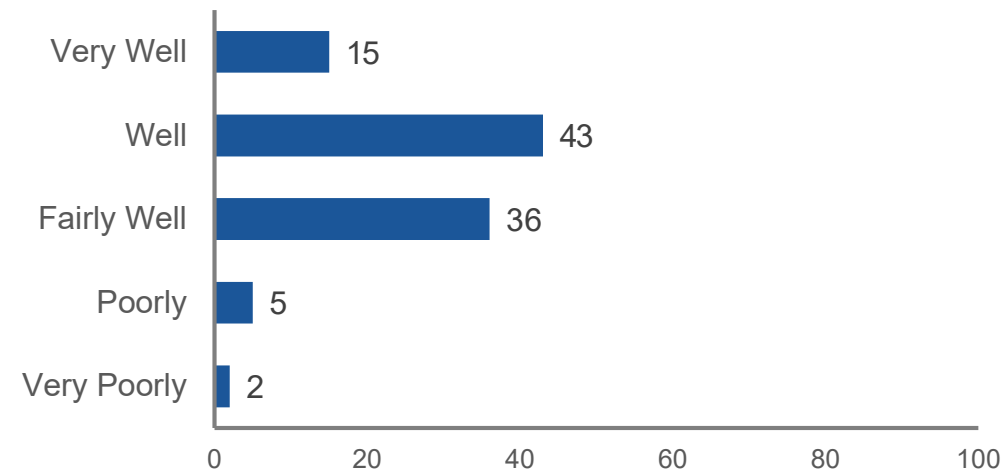


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=659

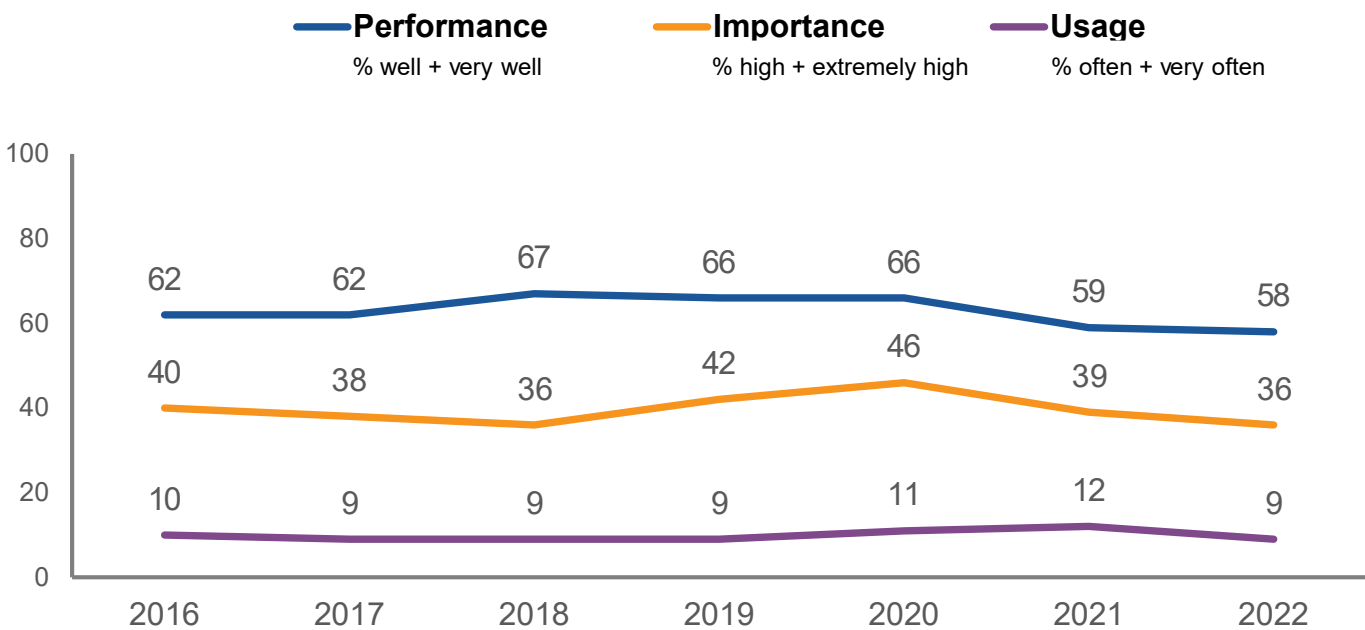
Arts and culture programs

Performance ratings

% of respondents



Year on Year trends

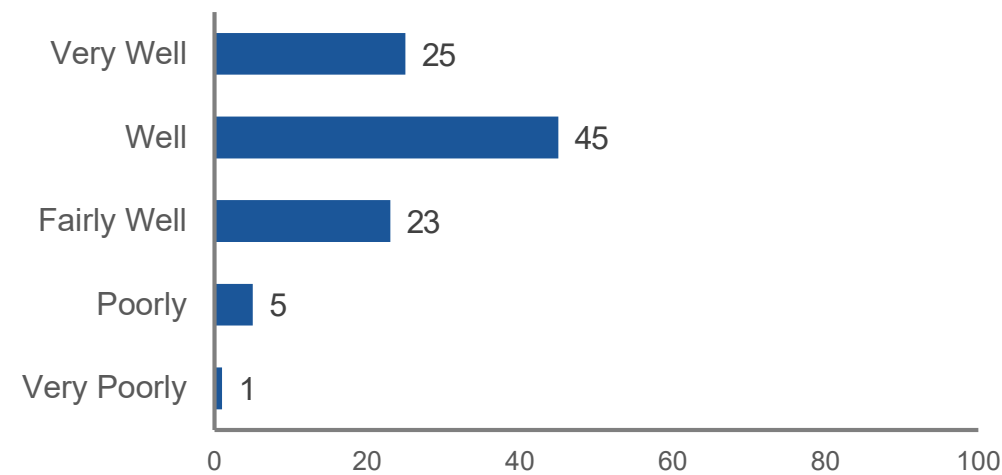


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=476

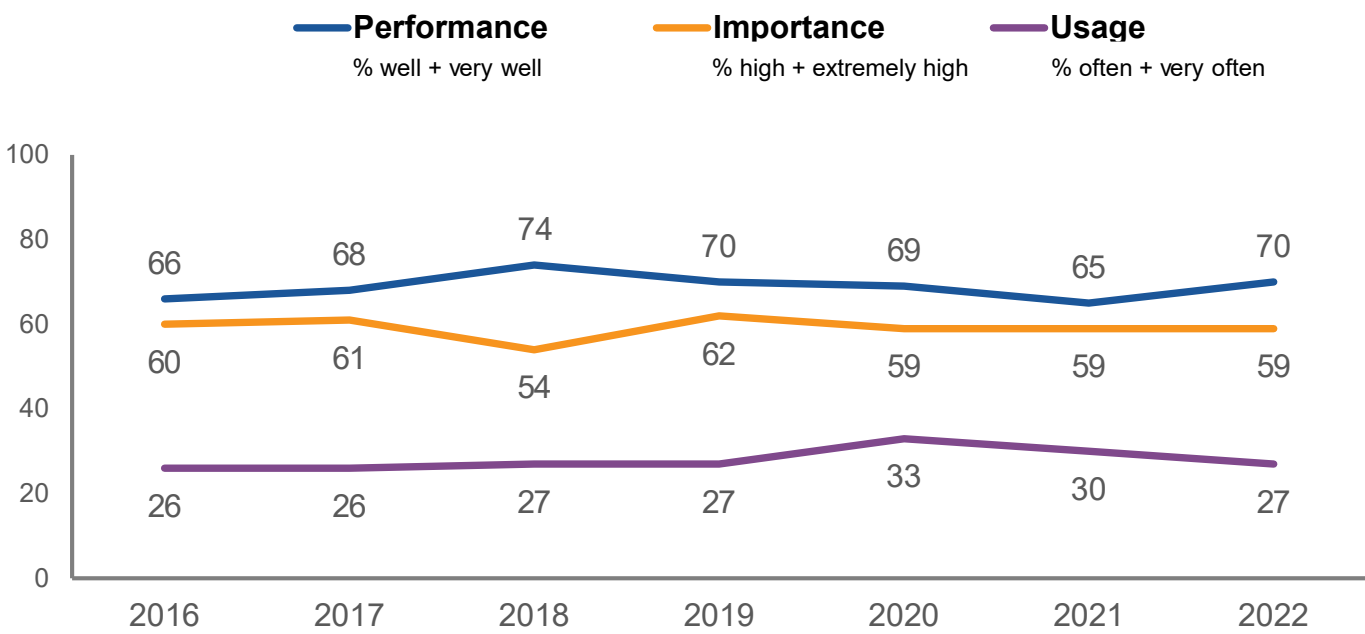
Festivals and events

Performance ratings

% of respondents



Year on Year trends

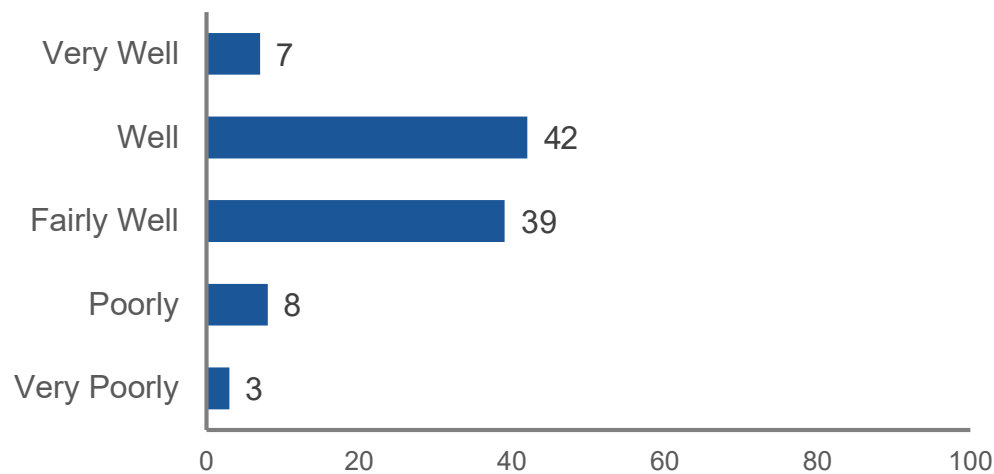


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=595

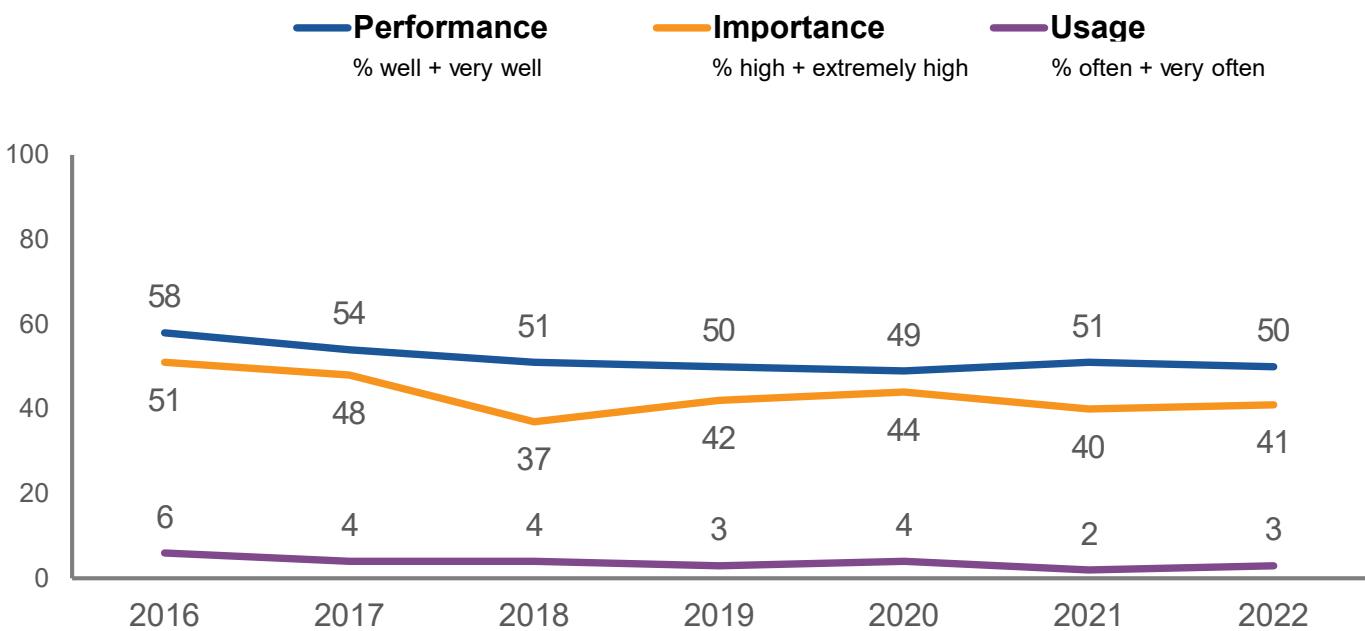
Building approvals

Performance ratings

% of respondents



Year on Year trends



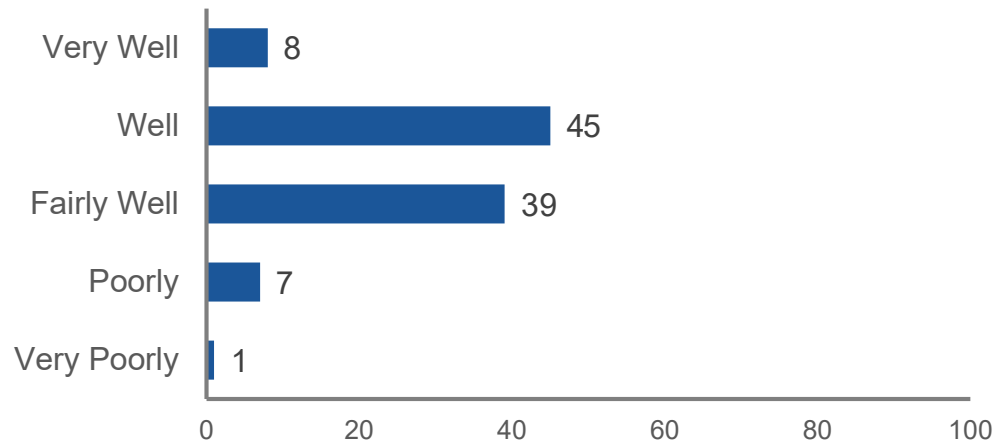
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response; total n=337
Note very well and well do not add up to the combined score due to rounding

Building approvals – service users

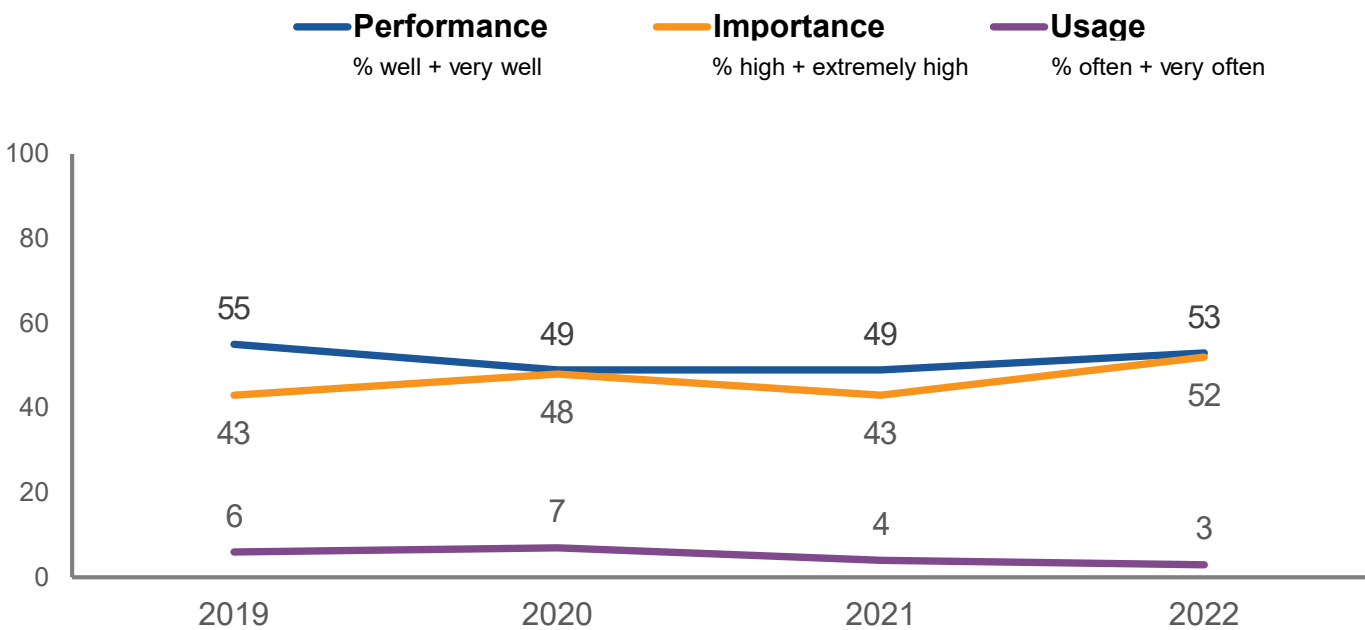
Performance ratings

% of respondents

Service users



Year on Year trends

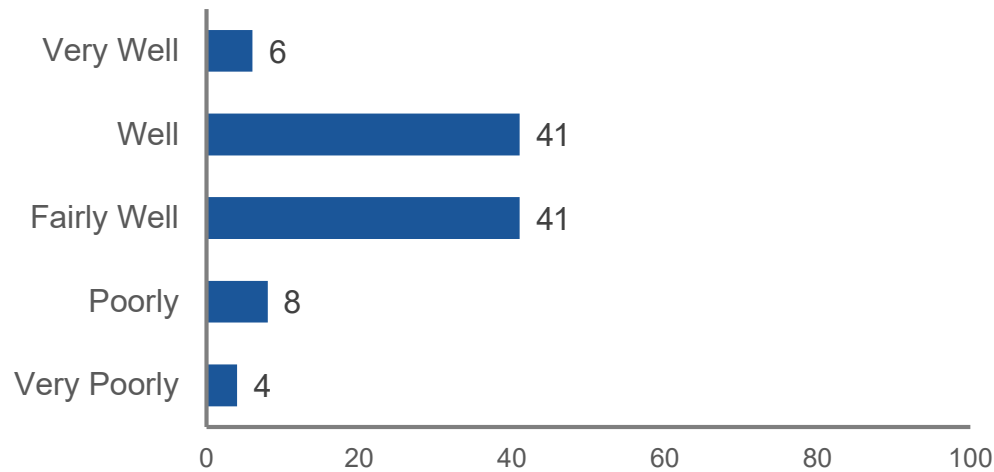


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: Building approvals users, excludes no response n =254

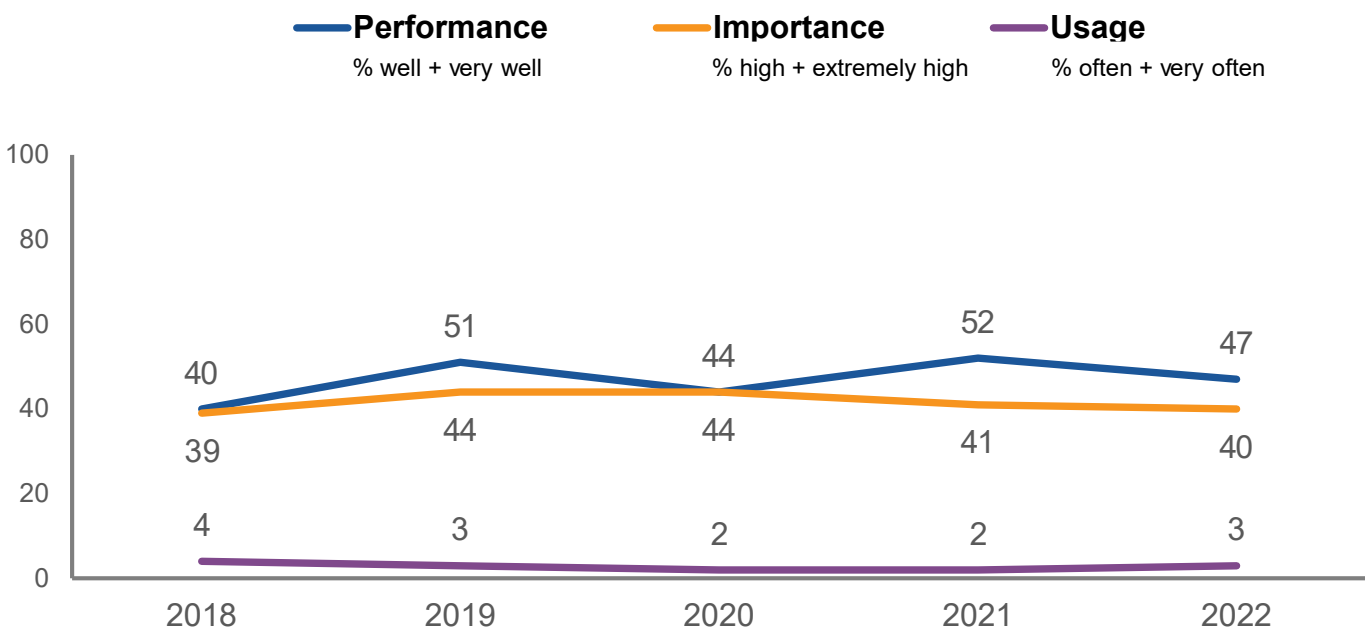
Town planning approvals

Performance ratings

% of respondents



Year on Year trends



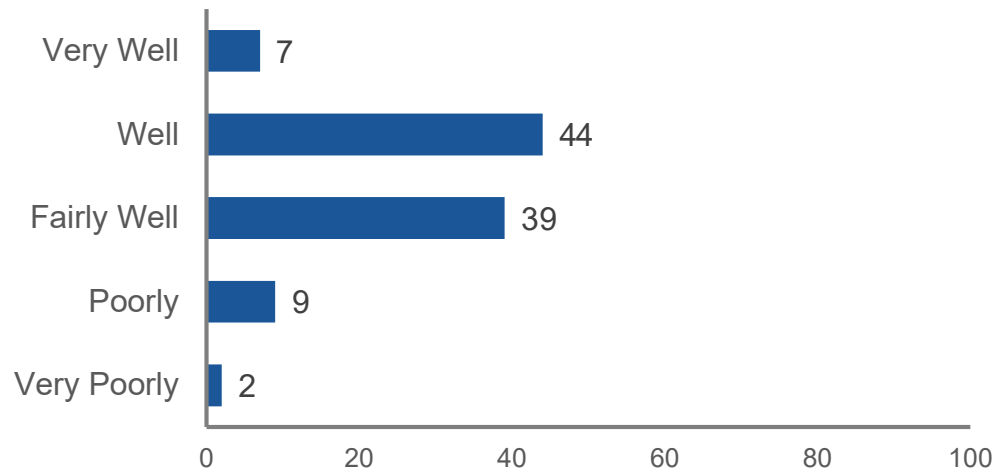
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=293

Town planning approvals – service users

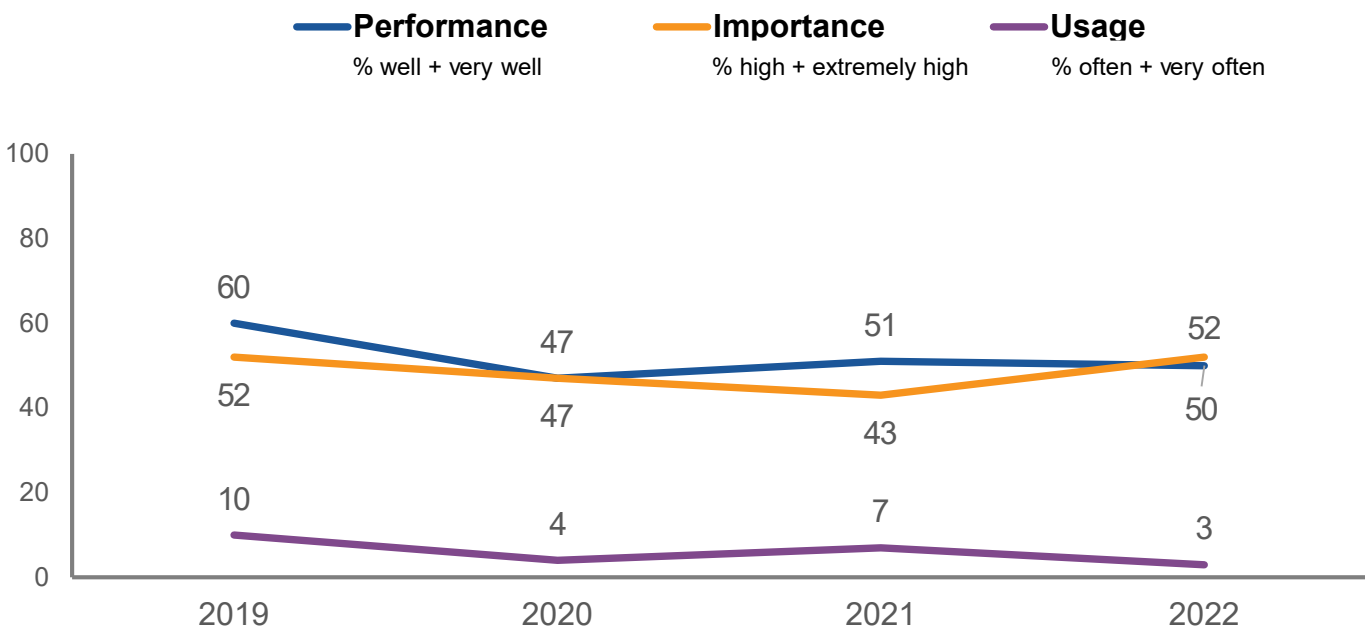
Performance ratings

% of respondents

Service users



Year on Year trends

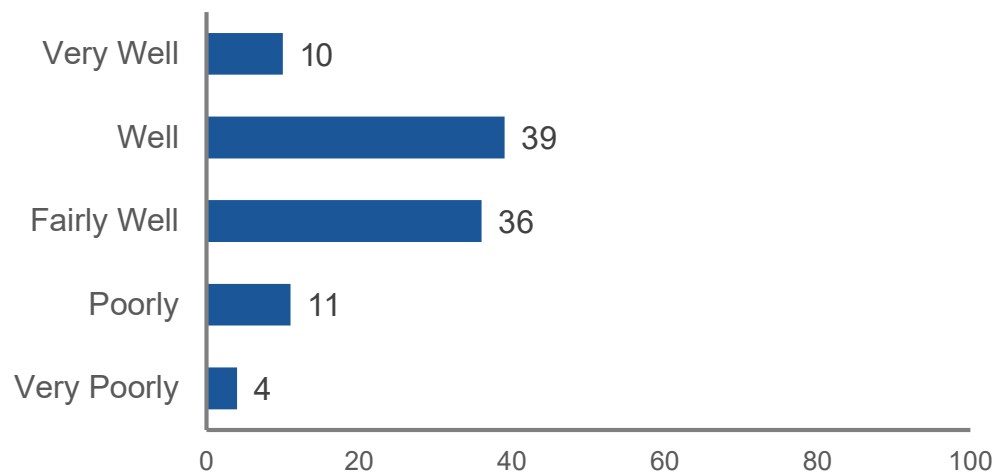


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: Town Planning Approval users, excludes no response n =183
Note very well and well do not add up to the combined score due to rounding

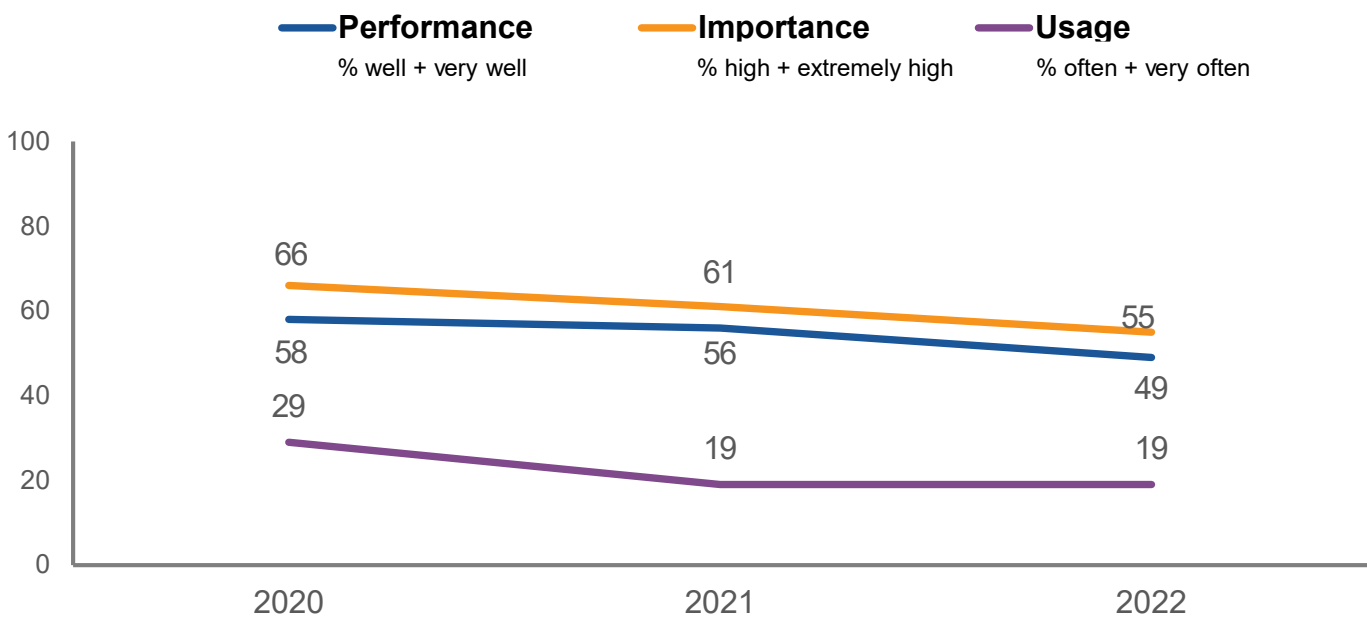
Local business support

Performance ratings

% of respondents



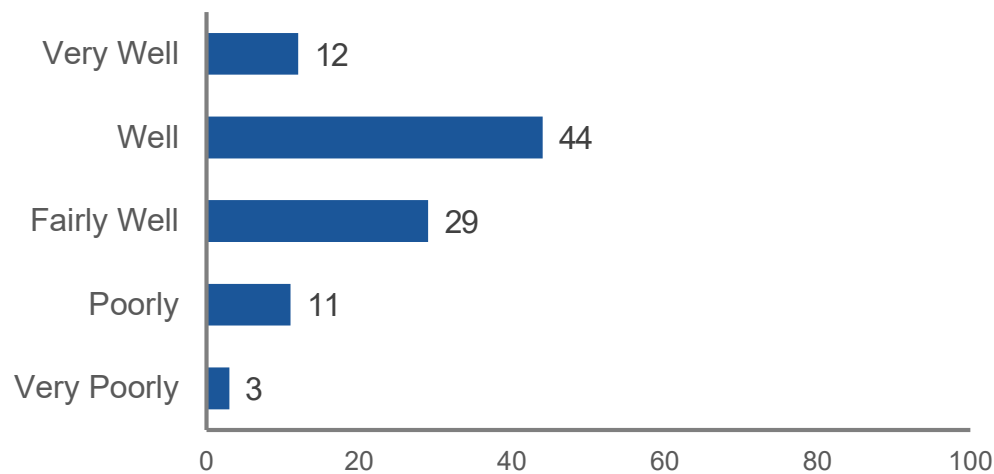
Year on Year trends



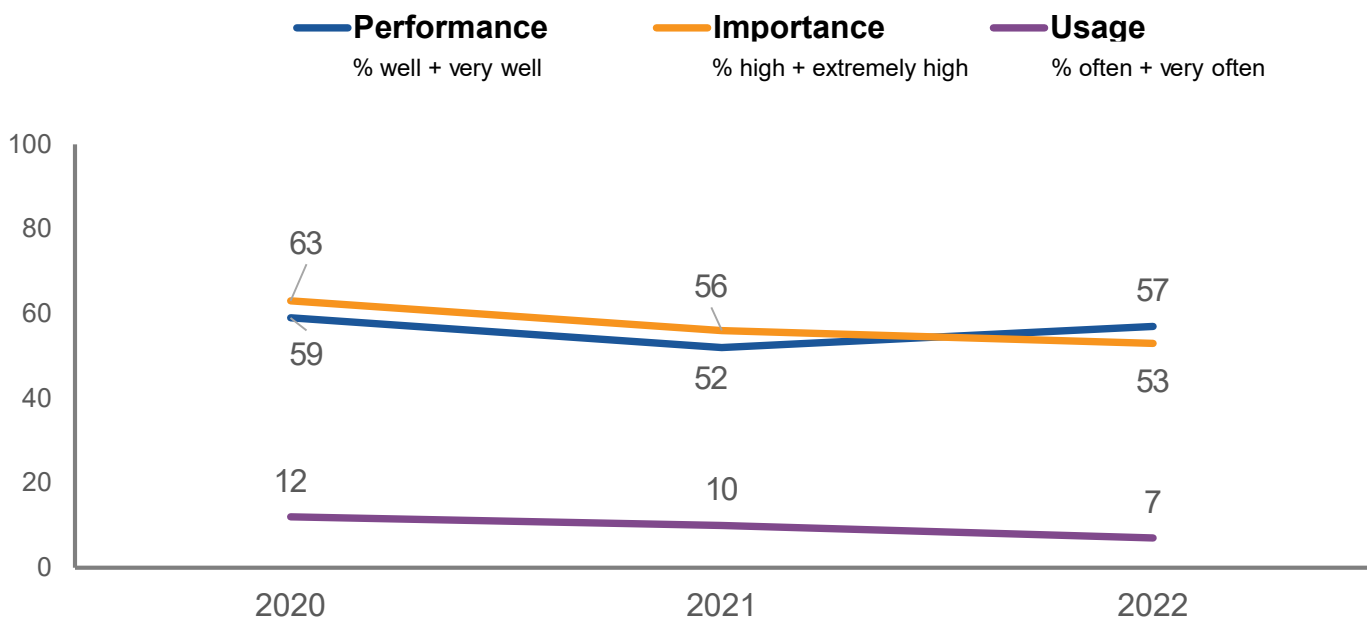
Tourism promotion

Performance ratings

% of respondents



Year on Year trends

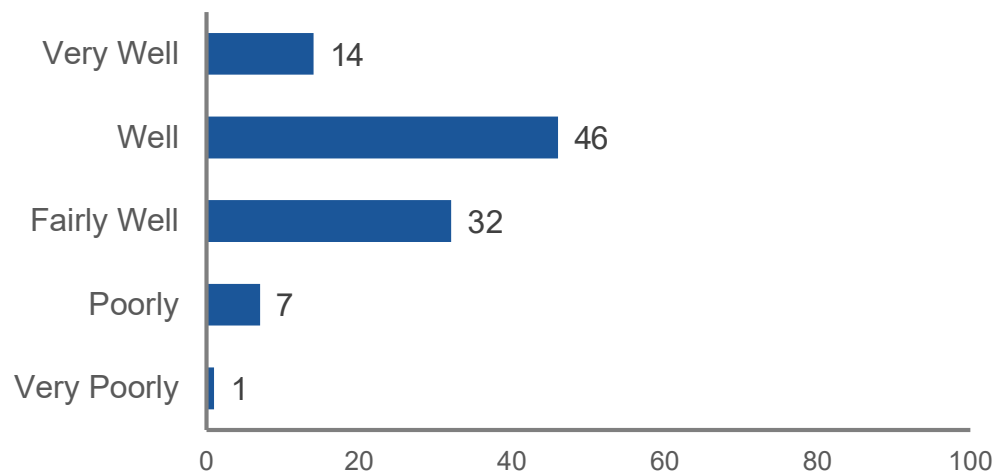


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response; total n=482
Note very well and well do not add up to the combined score due to rounding

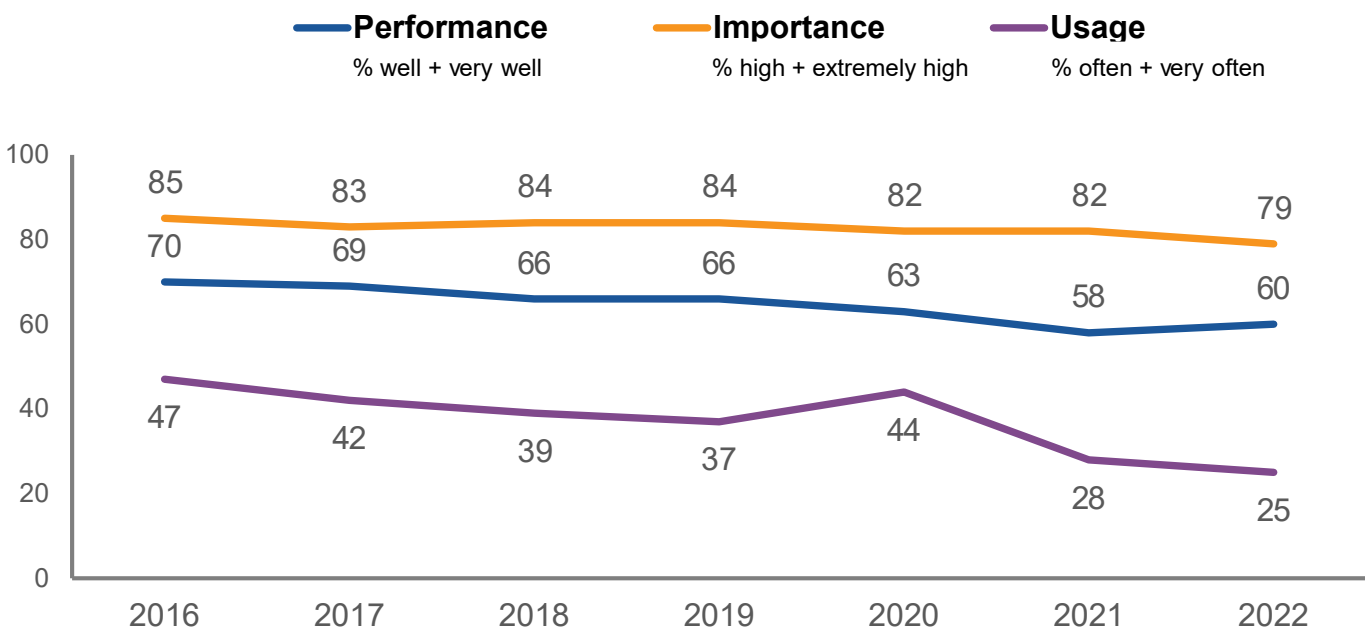
Caring for the environment

Performance ratings

% of respondents



Year on Year trends

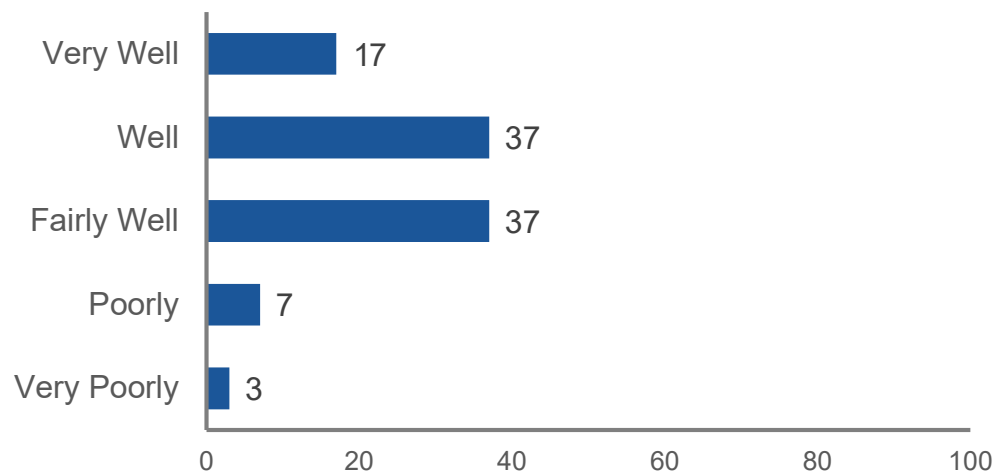


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=578

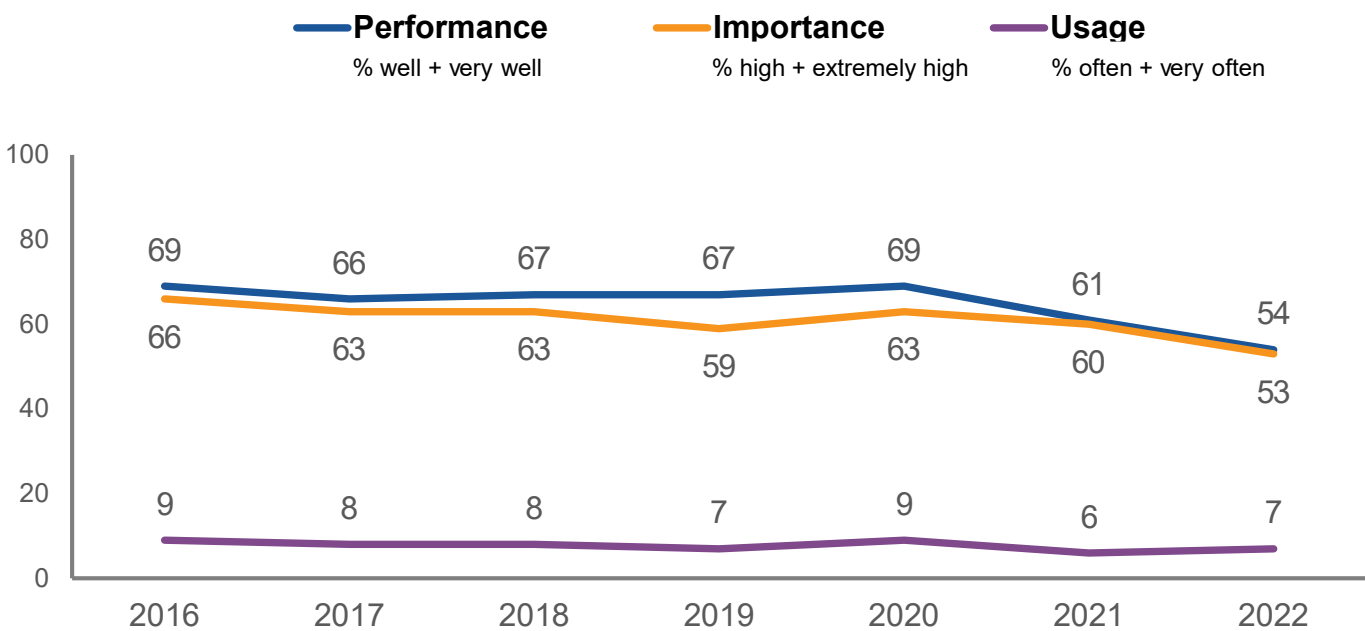
Seniors programs

Performance ratings

% of respondents



Year on Year trends

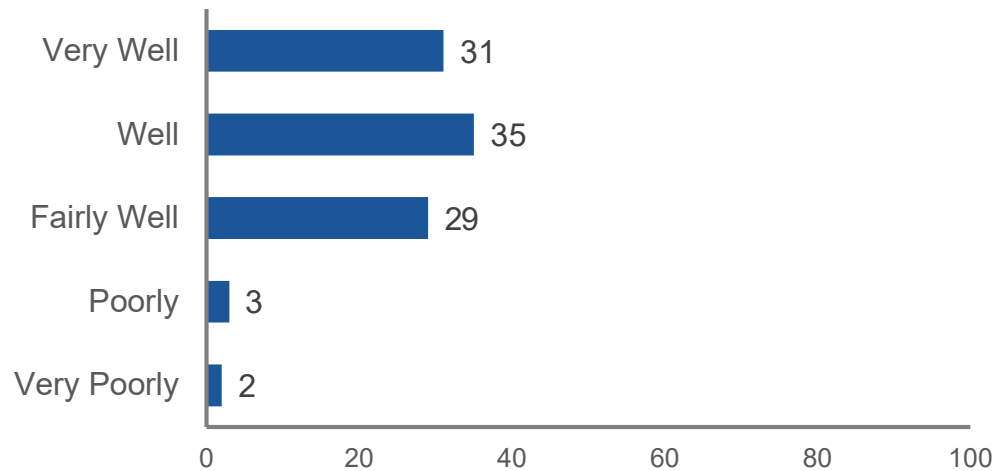


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=359

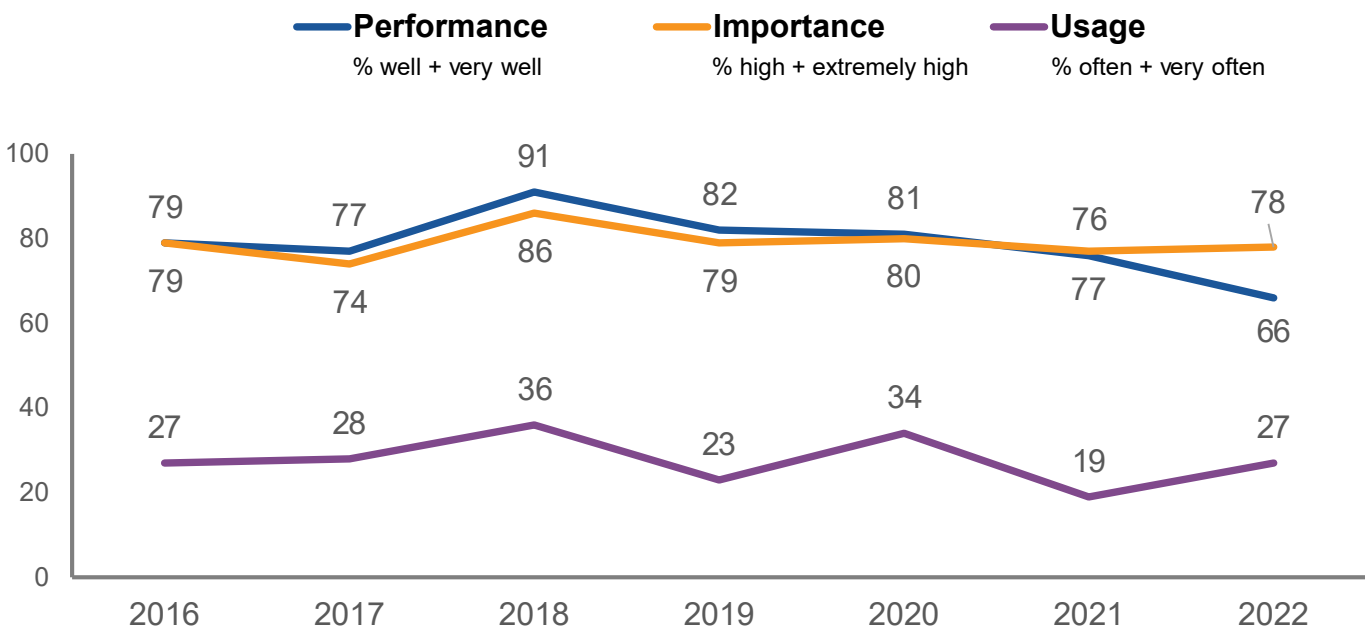
Seniors programs – residents aged 65+

Performance ratings

% of respondents



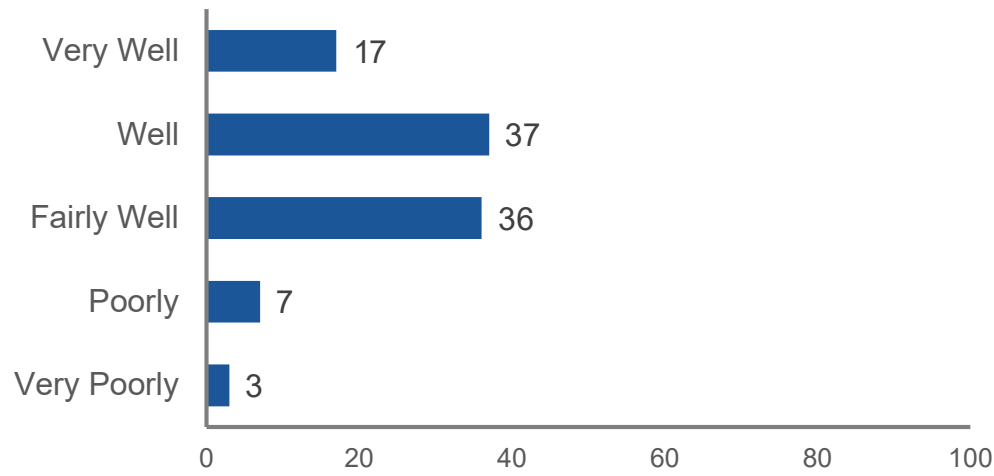
Year on Year trends



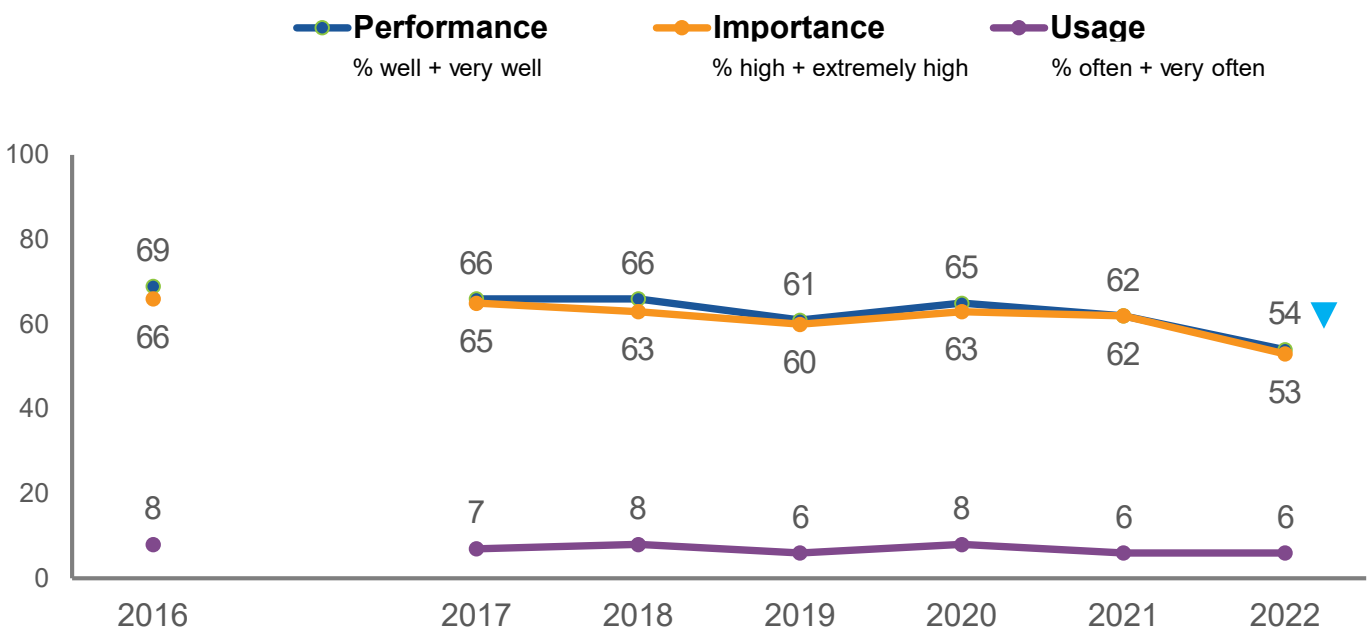
Seniors facilities

Performance ratings

% of respondents



Year on Year trends

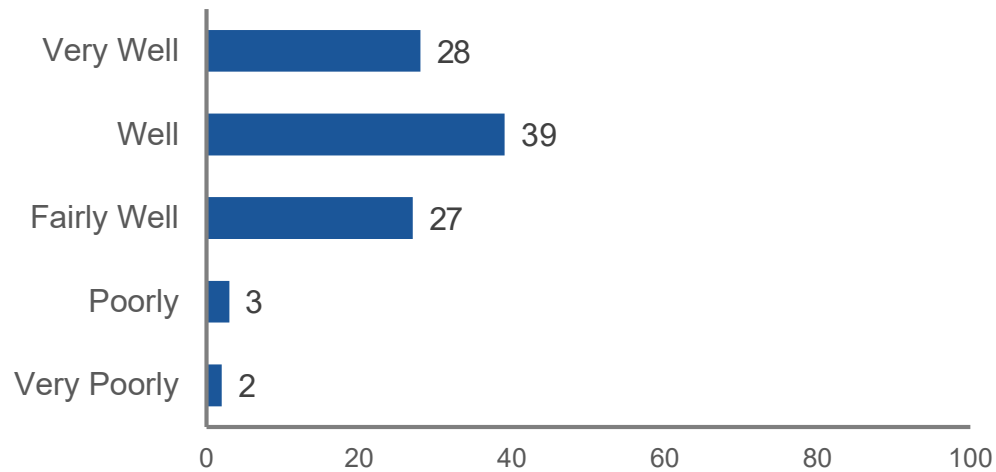


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response, total n=348

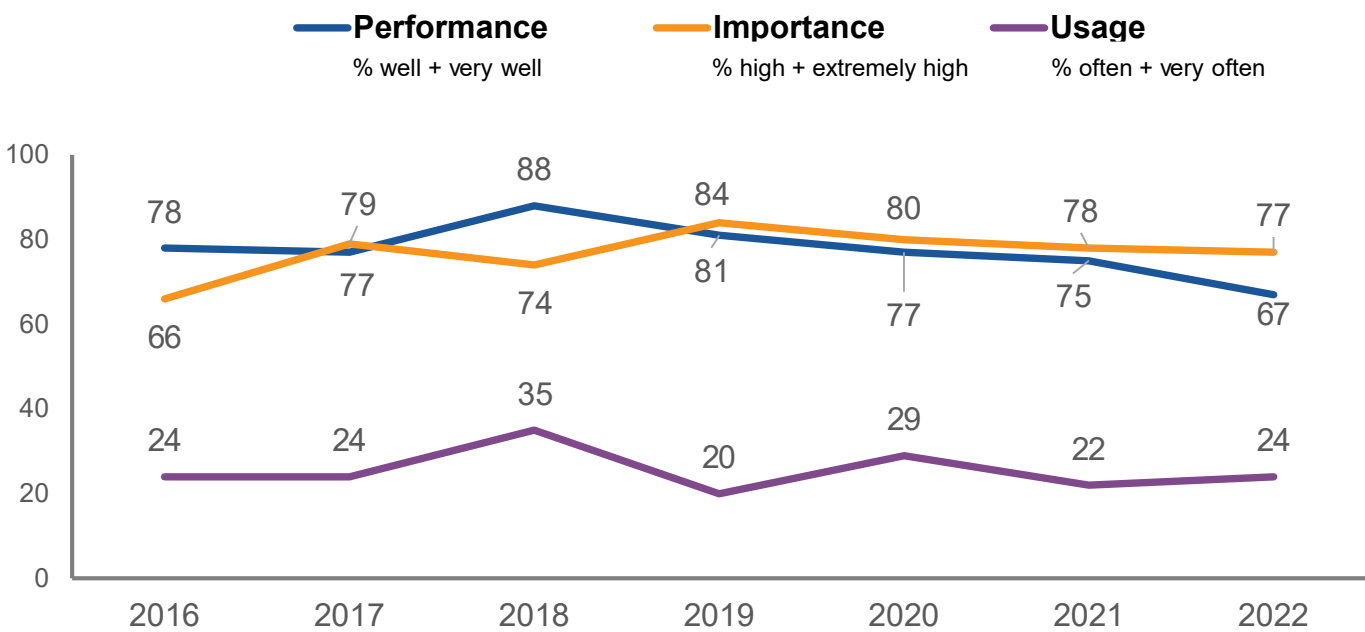
Seniors facilities – residents 65+

Performance ratings

% of respondents



Year on Year trends

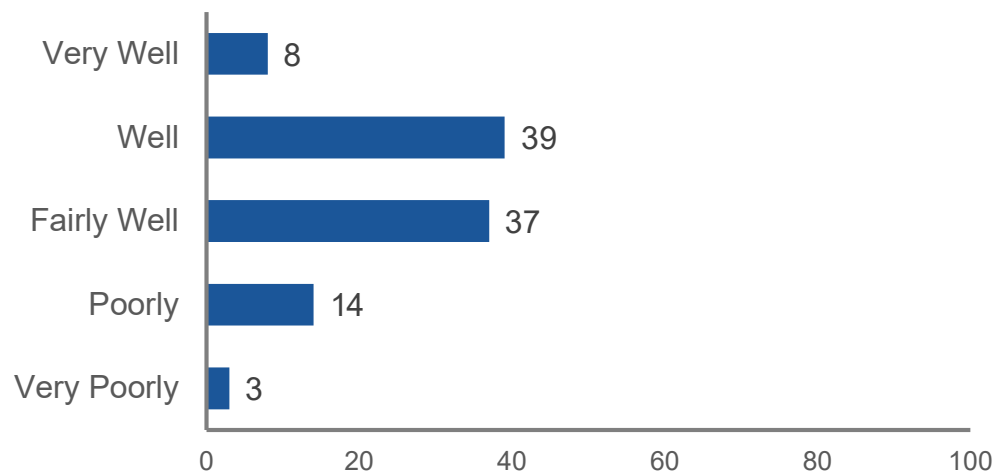


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: Residents 65+, excludes no response n=151

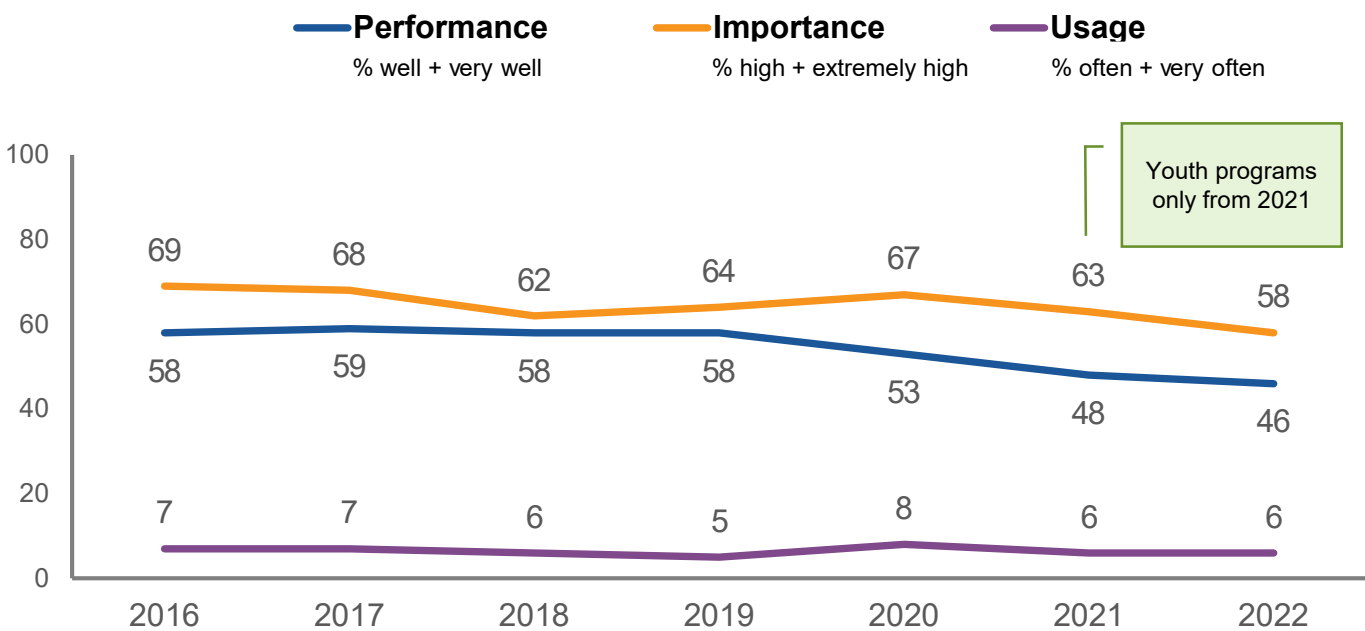
Youth programs

Performance ratings

% of respondents



Year on Year trends

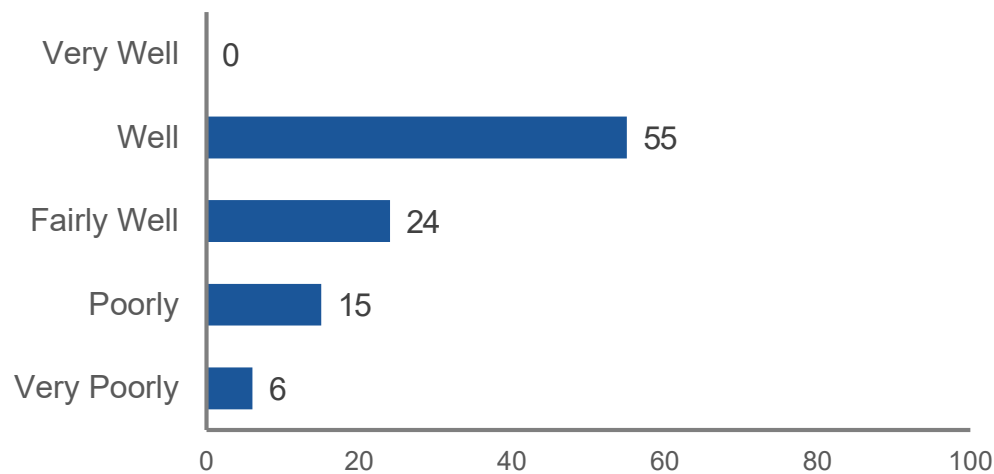


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response; total n=316
Note very well and well do not add up to the combined score due to rounding

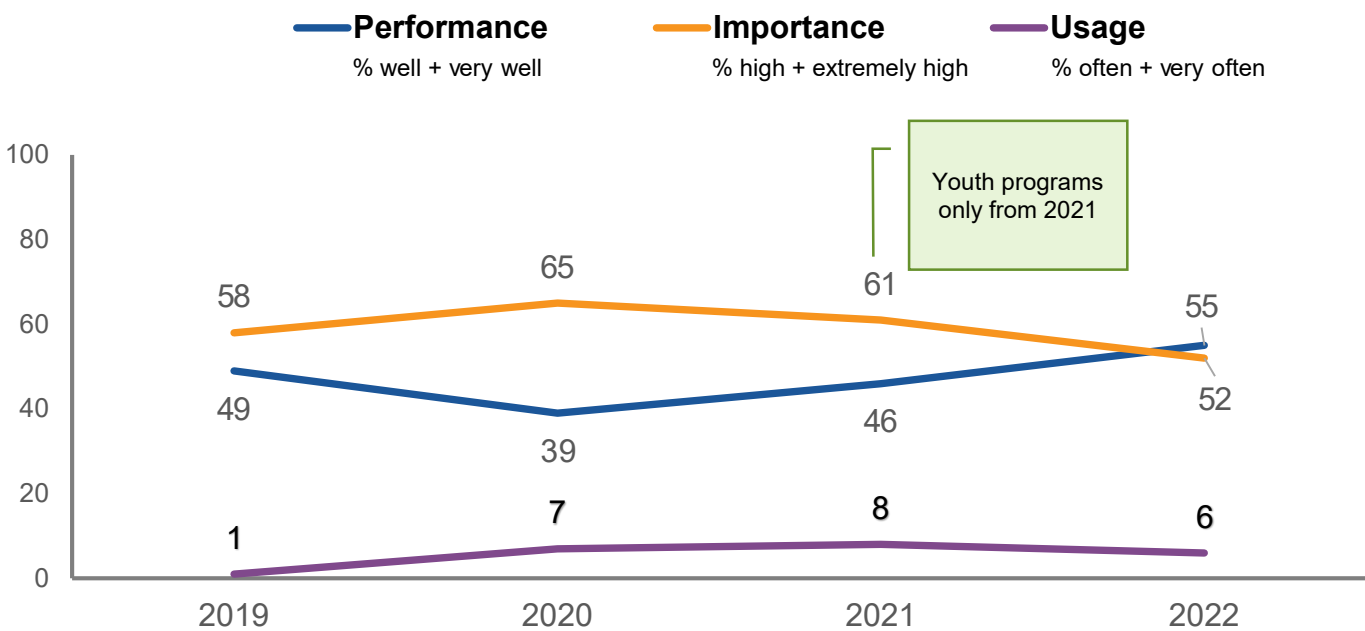
Youth programs – residents aged under 35

Performance ratings

% of respondents



Year on Year trends (youth programs and facilities)

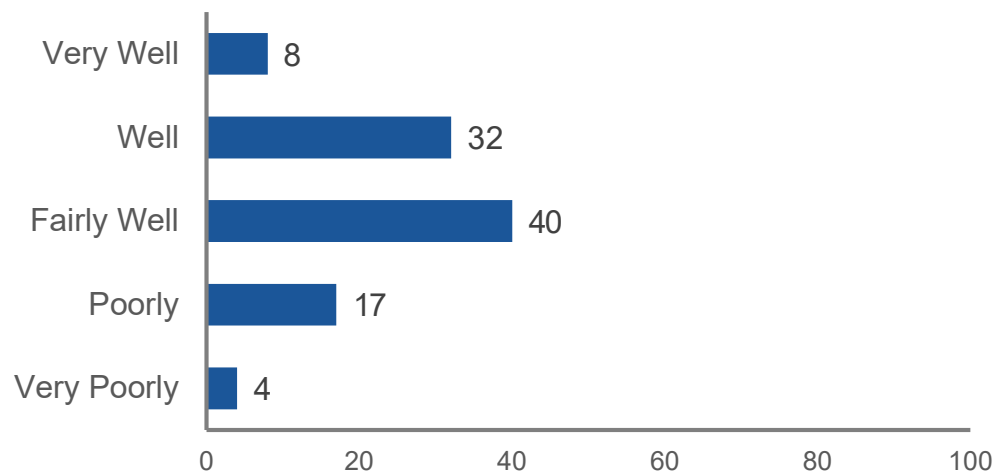


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: Youth aged under 35, excludes no response n=15

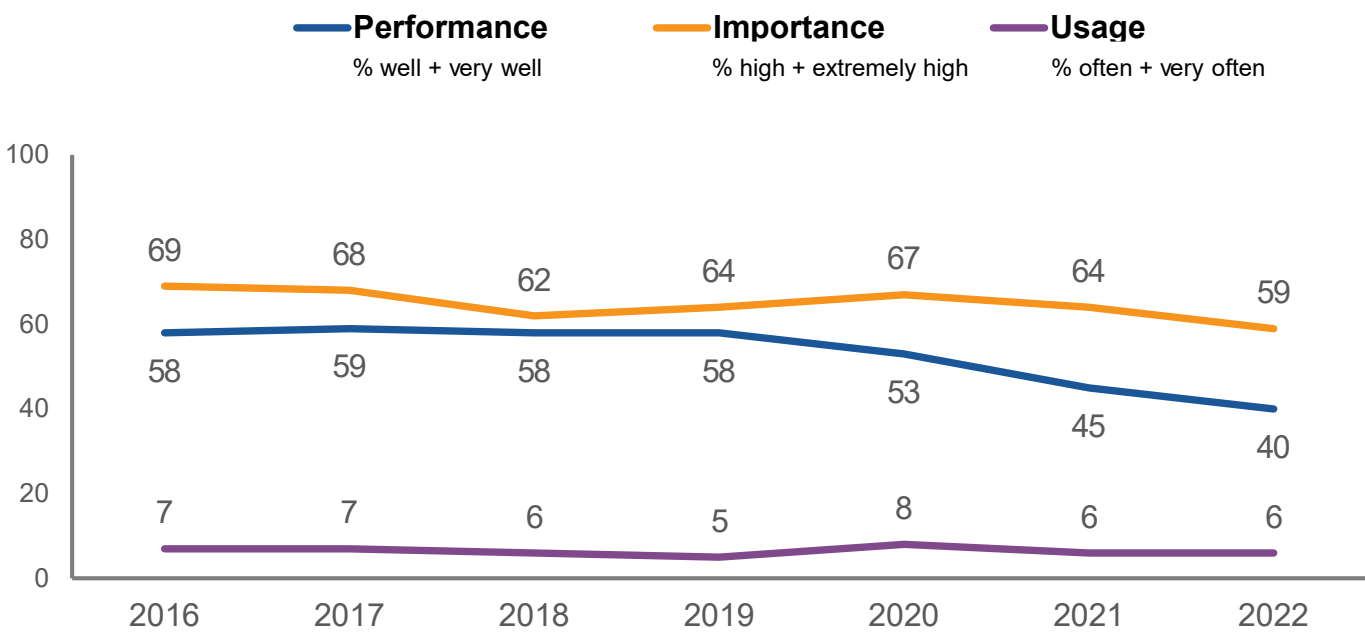
Youth facilities

Performance ratings

% of respondents



Year on Year trends

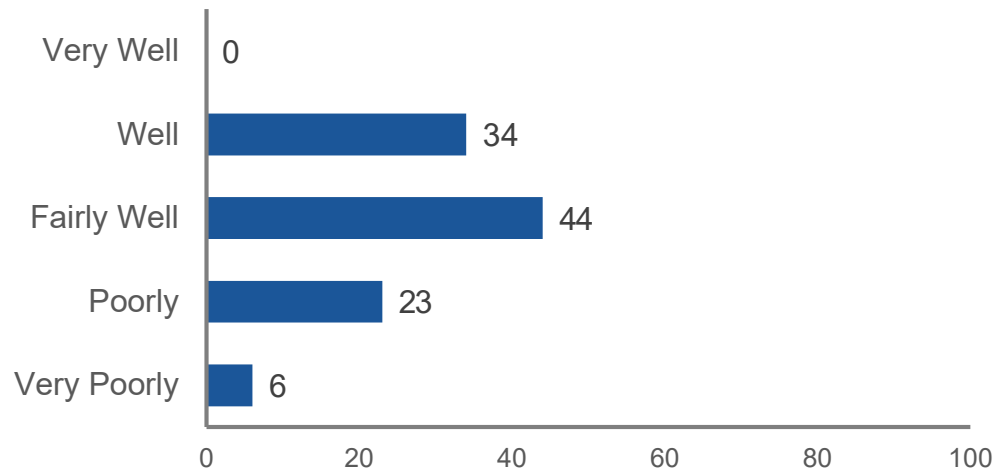


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=316

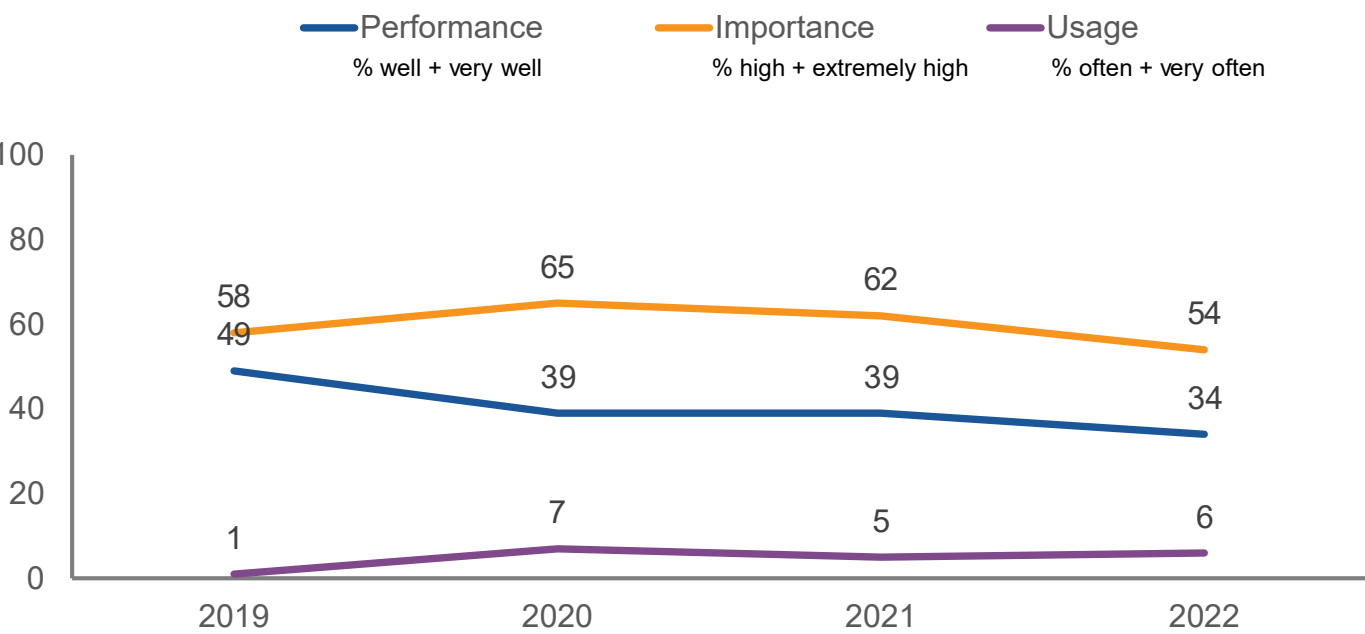
Youth facilities – residents under 35

Performance ratings

% of respondents



Year on Year trends

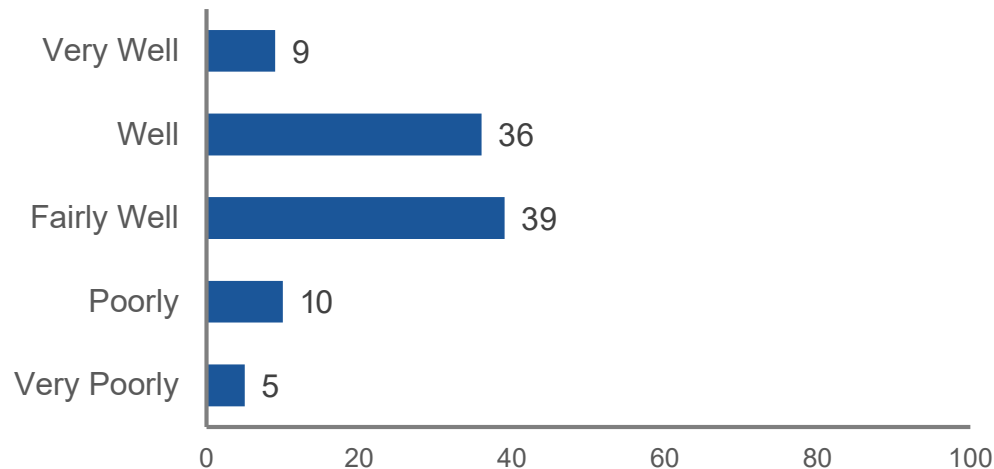


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: Youth under 35, excludes no response n=15

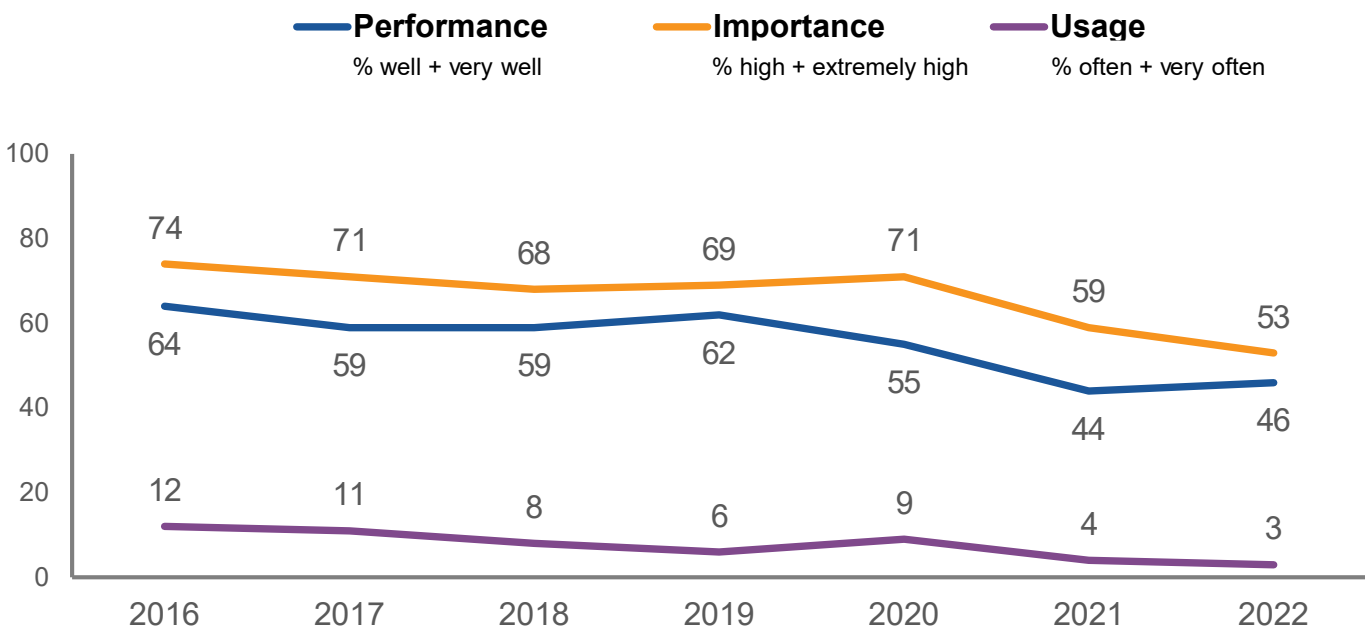
Community safety programs (including Neighbours Unite)

Performance ratings

% of respondents



Year on Year trends

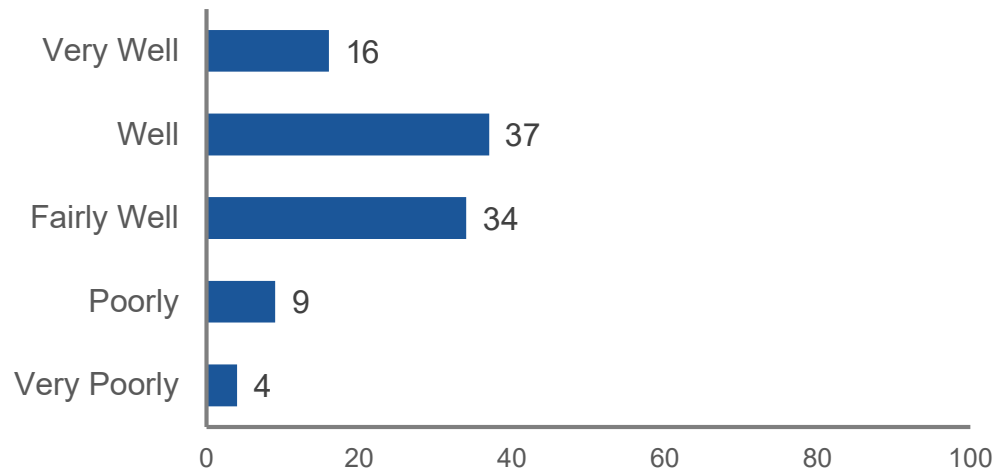


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response; total n=330
Note very well and well do not add up to the combined score due to rounding

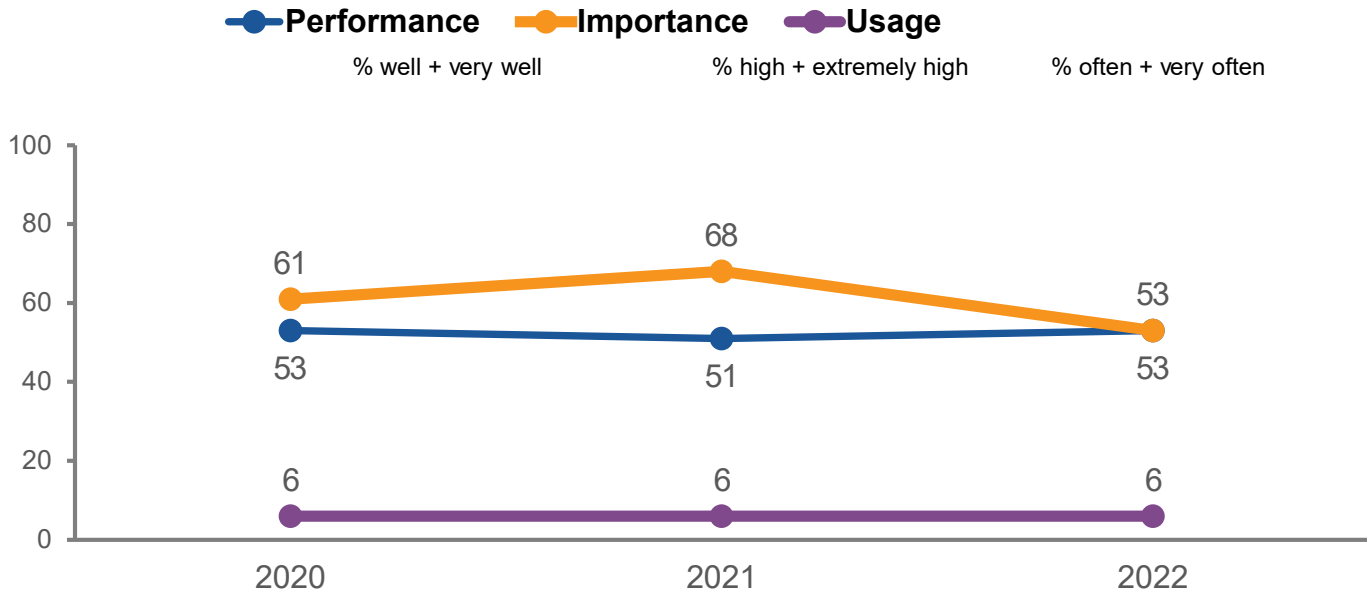
SmartWatch (community patrol)

Performance ratings

% of respondents



Year on Year trends

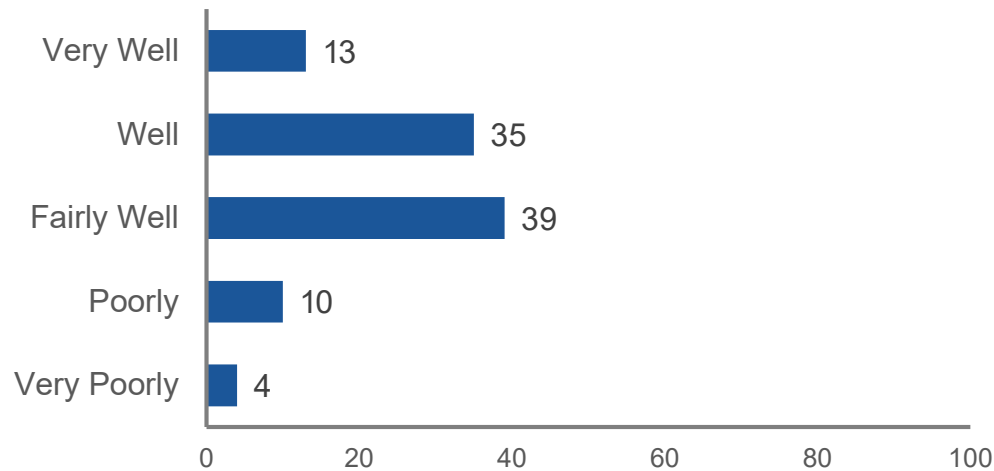


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=442

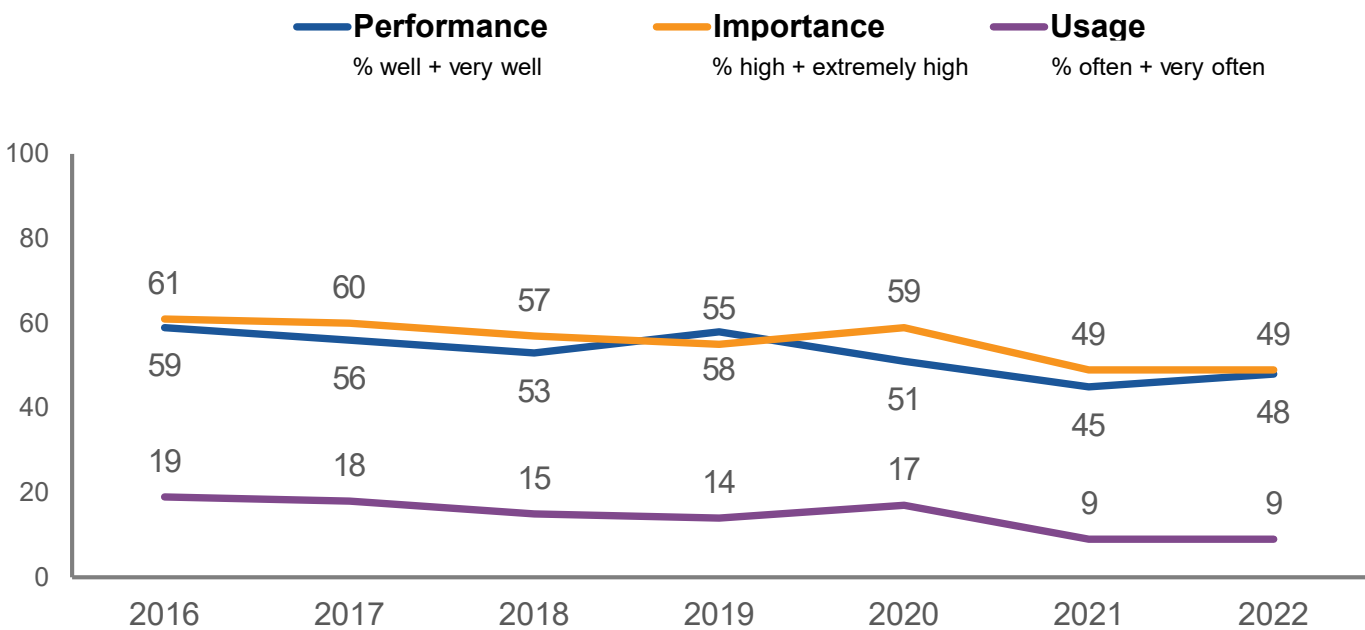
Dog and cat management

Performance ratings

% of respondents



Year on Year trends

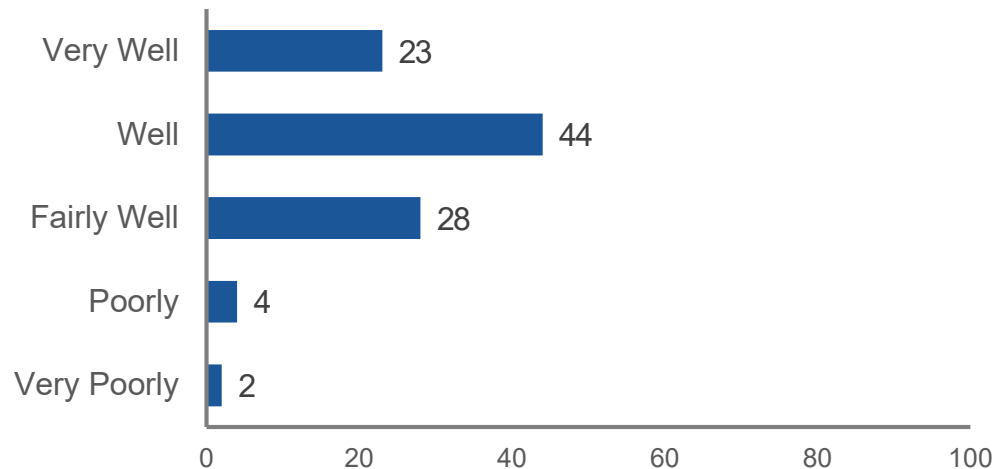


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=467

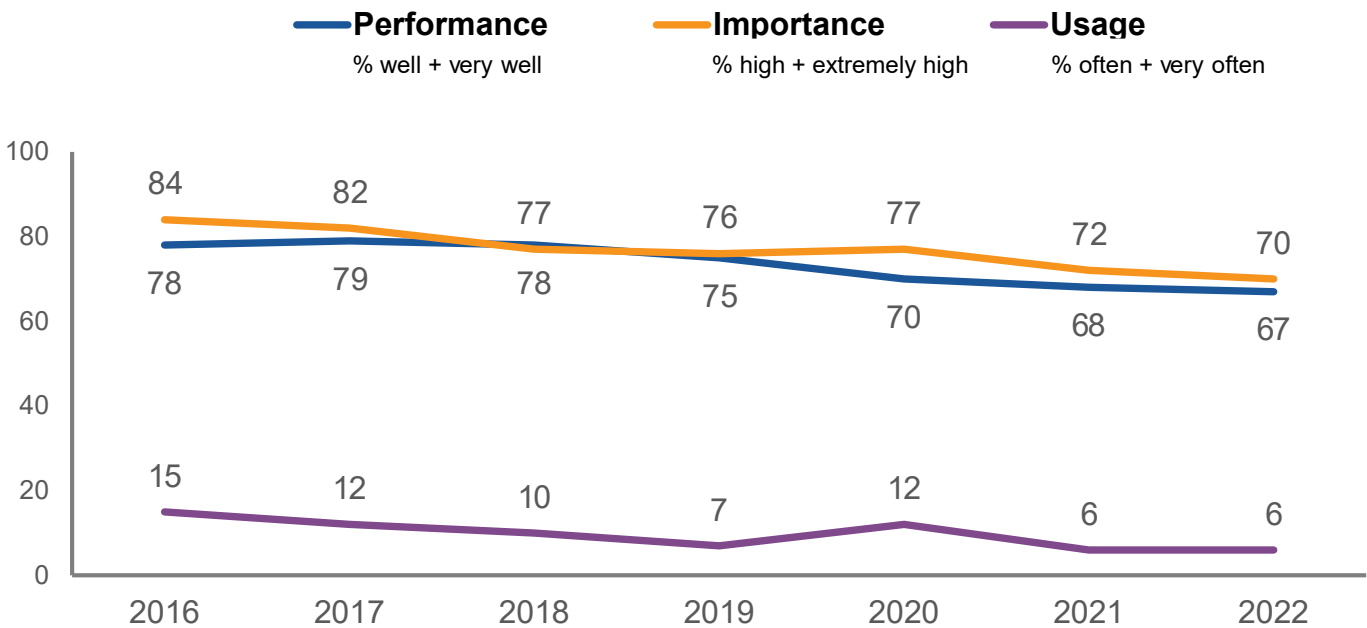
Fire management

Performance ratings

% of respondents



Year on Year trends

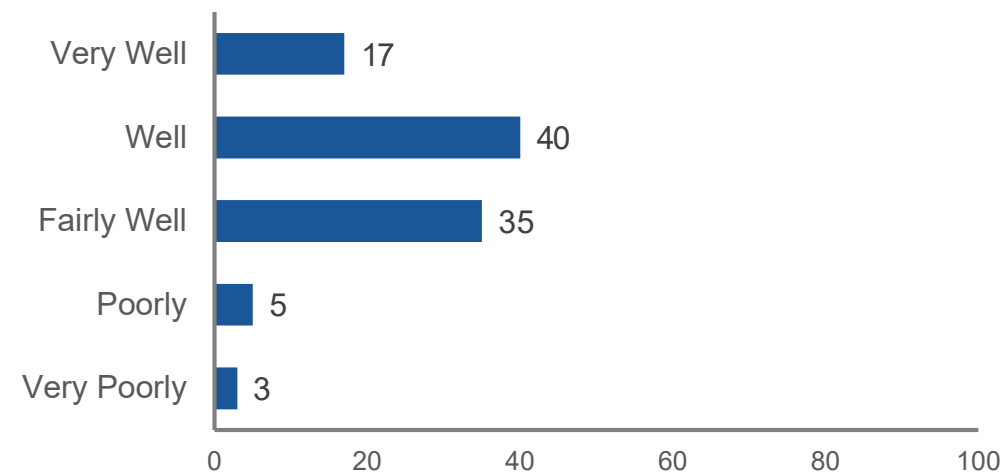


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=454

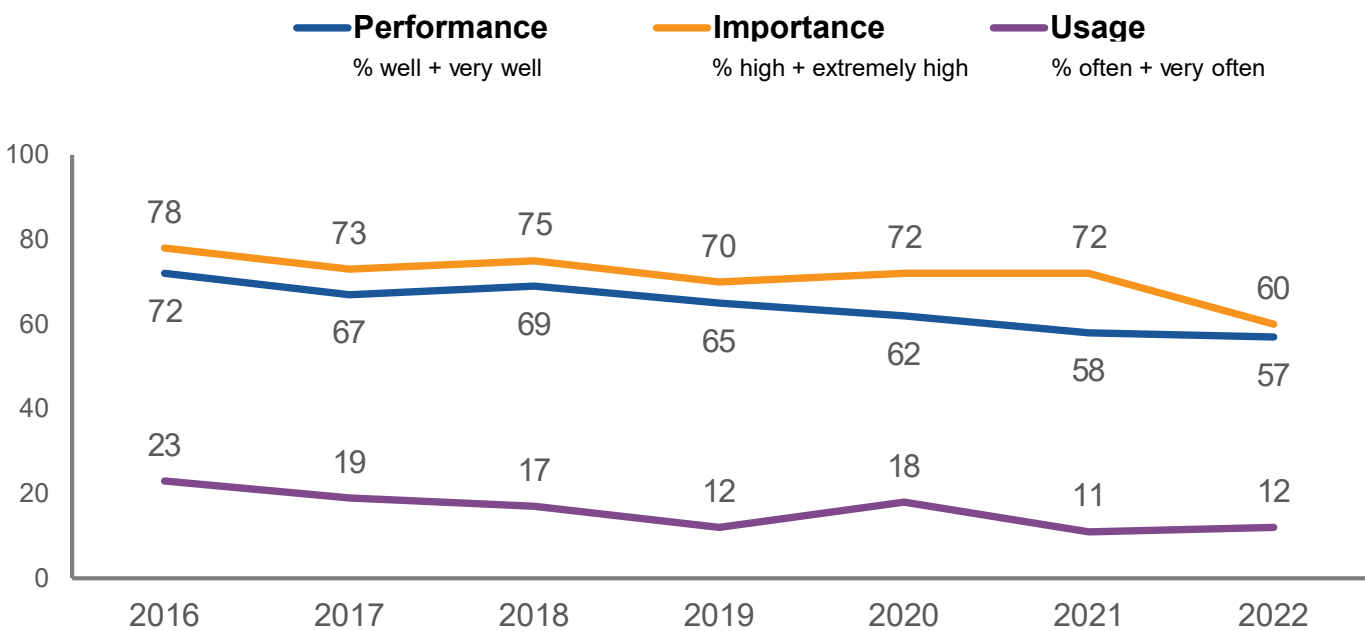
Community health and wellbeing

Performance ratings

% of respondents



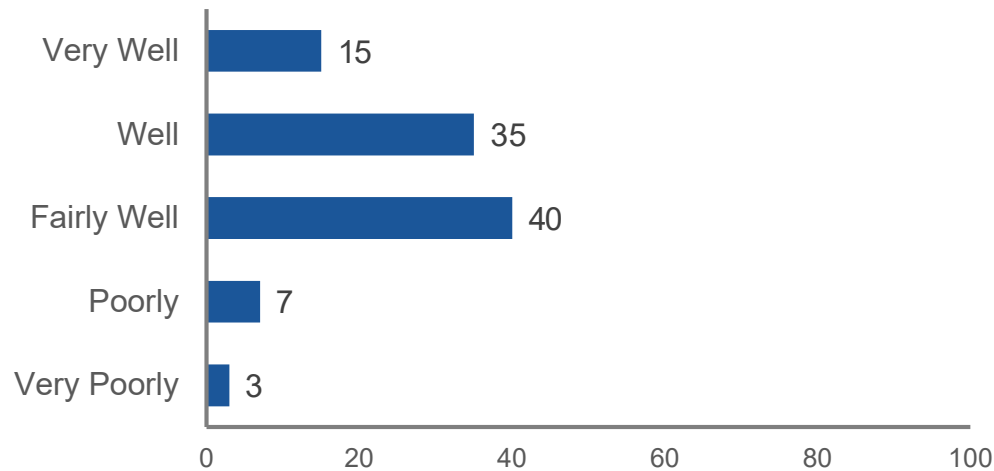
Year on Year trends



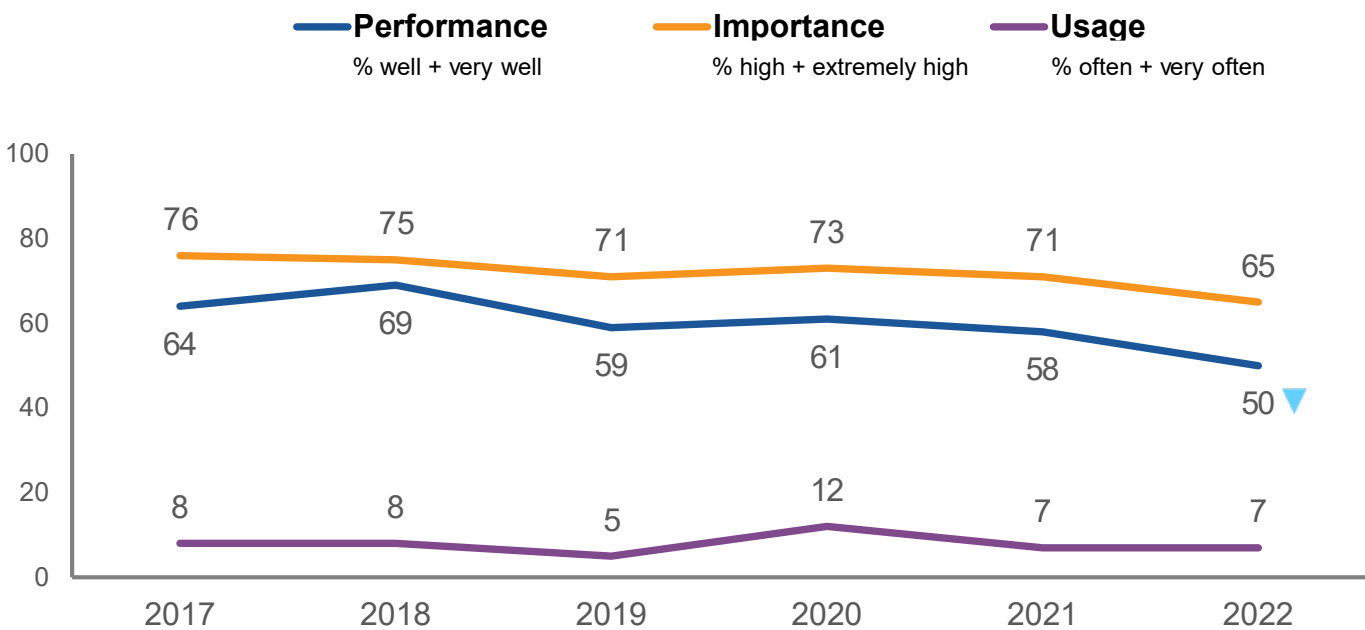
Provision of services for people with a disability

Performance ratings

% of respondents



Year on Year trends



Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility?
Base: All respondents, excludes no response; total n=388

> researchsolutions

Research Solutions (WA) Pty Ltd
ABN 16083 581 766
24/60 Royal Street, East Perth, WA
6004
PO Box 8618, Perth BC, WA 6849
Telephone (08) 9225 7772
Fax (08) 9225 7773
www.researchsolutions.com.au

