

City of Rockingham

2018 Customer Satisfaction Survey





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Executive Summary

Overall performance

Overall Performance Score* (out of 5)	'09	'10	'11	'12	'13	'14	'15	'16	'17	'18
	3.7	3.7	3.8	3.8	3.8	3.8	3.9	4.0	4.0	4.0

Overall performance remained high and steady over the past 12 months. The average rating was 'well' (4 out of 5) on a 5 point scale from very poorly (1) to very well (5).



Strengths

Libraries, parks, gardens and picnic areas, rubbish collection and recycling.

Over 80% of residents rate these services as "well" or "very well".

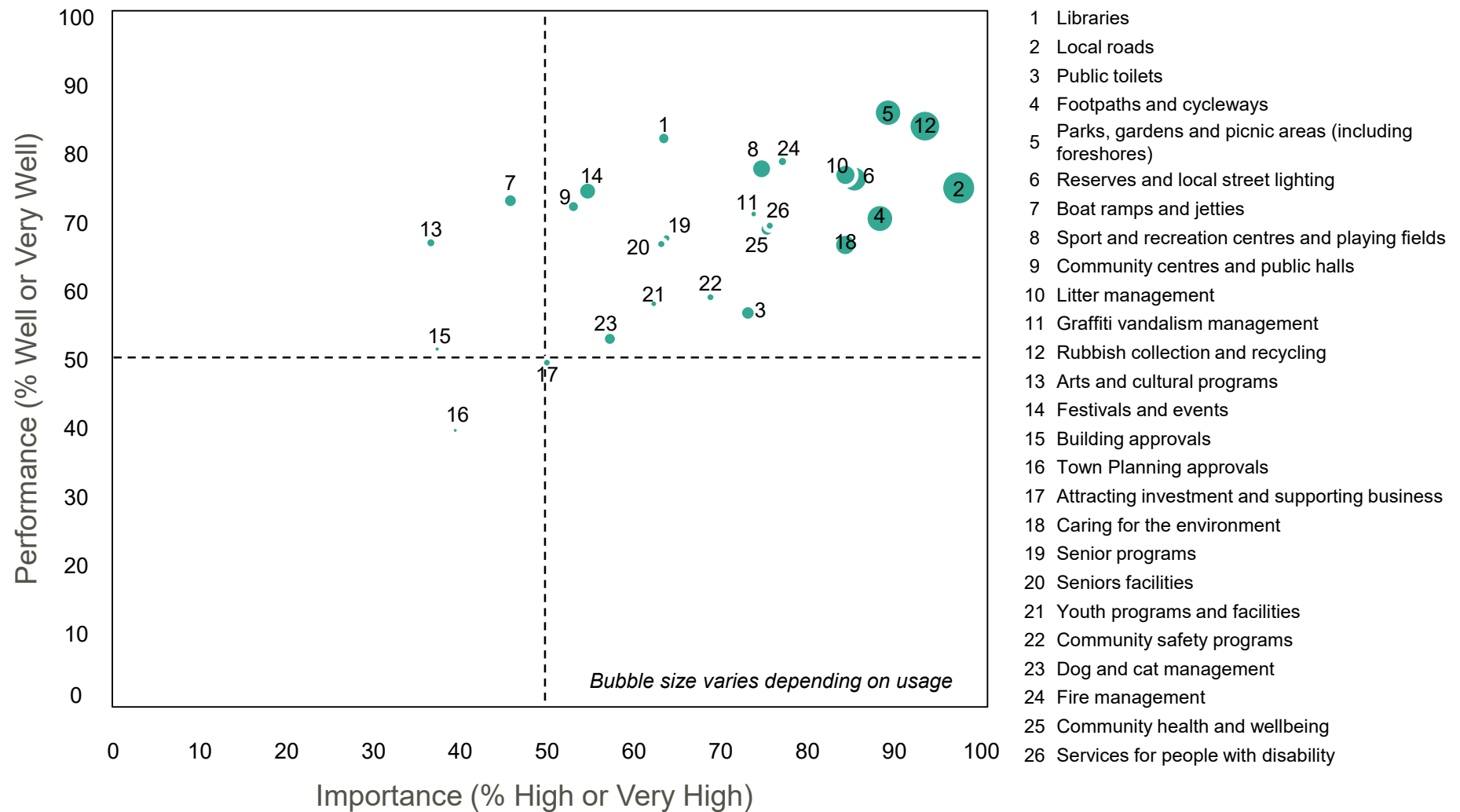
Key Focus Areas

Attracting investment and supporting business, youth programs and facilities, community safety programs, public toilets and dog and cat management.

Less than 60% of residents rate these services as "well" or "very well".

*Average performance score is the average performance of all service areas measured in the Customer Satisfaction Survey

Performance Matrix | services 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: All respondents who provided a valid response. Usage (n = varies), Importance (n = varies), Performance (n = varies).

Communication

72% of respondents had contact with the City within the past 12 months. Among those in contact, 3 in 4 rated their interaction with the City 'well' or 'very well'.

Resident behaviour

The primary channels for contacting the City over the past 12 months continue to be phone (43%) followed by 'in person' (26%), email (22%) and the City's website (7%). Only 3% had contact with the City via letter or social media and 1% via Rock Port in the past year.

Among those who contacted the City over the past 12 months, 75% said the City dealt with their interaction well or very well. Performance ratings were higher among those who contacted the City in person, followed by phone. Email and letter contact received the lowest ratings.

Resident preferences

Dealing with the City:

Phone continues to be the preferred method for dealing with the City (38%), followed closely by email (36%). The preference for dealing with the City in person has continued to decline, down a further 4% points to 24% this year.

Finding out about City news:

Email newsletters are now the most preferred way to receive City news; up from 29% to 36% over the past two years. This is followed by the City Chronicle (25%). Preference for updates via social media continue to grow annually from 7% in 2012 to 20% in 2018. Conversely, newspaper popularity continues to drop, down from 44% in 2011 to 14% in 2018.

Note: E-newsletters (and City Chronicle opt-ins) are distributed from the Rock Port database



The Study

The Study

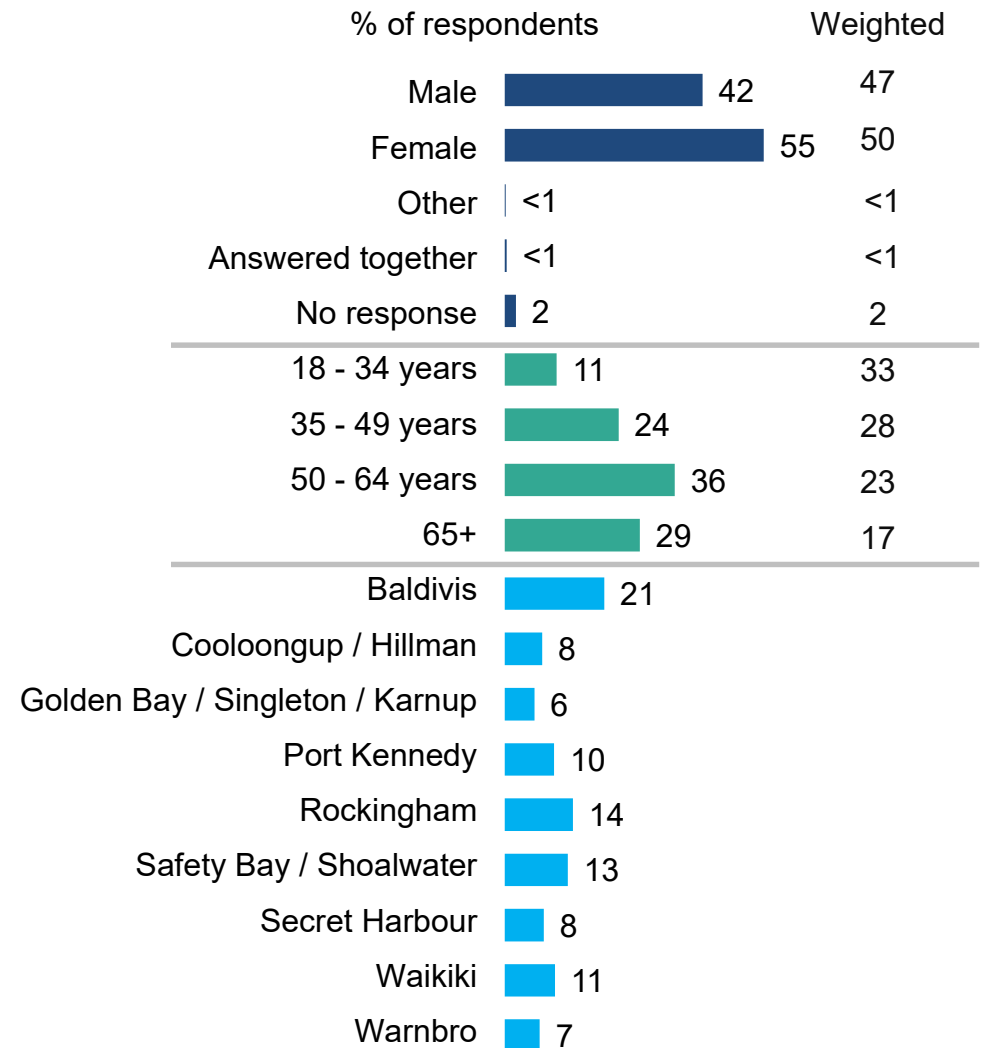
The 2018 Customer Satisfaction Survey was designed by the City of Rockingham and administered in October/November to:

- *measure overall satisfaction*
- *evaluate selected services and facilities*
- *determine performance gaps*

The City distributed survey invitations to 4,000 randomly selected households; 2,000 by post and 2,000 by email. Residents were invited to complete the survey in hard copy or online. A prize draw was offered as an incentive to complete the survey.

549 responses were submitted; minimising the sampling error to $\pm 4.2\%$ at 95% confidence interval. (*A maximum sampling error of 5% is recommended by the Western Australian Auditor general*).

CATALYSE® Pty Ltd, an independent research provider, assisted with data entry, analysis and reporting. An age and gender bias was corrected with weighting to match the general population based on the ABS Census.



Questionnaire

The City of Rockingham
Customer Satisfaction Survey

This is your opportunity to tell us your views on the services and facilities the City of Rockingham delivers. Your input will help us to ensure that we are meeting the community's needs and expectations.

If you prefer you could submit your survey online at: www.surveymonkey.com/r/corsatisfactionsurvey2018

WIN A PRIZE IN THE DRAW!

You could win:

- \$1,000
- \$600
- \$400

To enter, mail your completed survey using the reply paid envelope. Write your name, address and telephone number on the slip provided. You can now also submit your electronic survey online. Completed surveys (including electronic versions) together with your details are to reach us by **Friday 16 November 2018**. Winners will be contacted by telephone.*

*Terms and conditions apply.

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.

About You

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

☐ 14 to 17 years ☐ 18 to 34 years ☐ 35 to 49 years
☐ 50 to 64 years ☐ 65 to 79 years ☐ 80+ years

2. Are you:

☐ Male ☐ Female ☐ Other

3. In which suburb do you live? (please tick one)

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

4. Have you had contact with the City within the past 12 months?

☐ Yes ☐ No *If no, please go to question 5*

Was it: (please tick one)

☐ In person ☐ By phone ☐ By email
☐ Via the City's website ☐ By letter
☐ Social Media (Facebook/Twitter) ☐ Rock Port

What was the reason for the contact?

☐ _____
☐ _____
☐ _____

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

☐ Very well ☐ Well ☐ Fairly ☐ Poorly ☐ Very poorly

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

☐ In person ☐ By phone ☐ By email ☐ By letter
☐ Via the City's website ☐ Social Media (Facebook/Twitter)
☐ Rock Port ☐ Other: (please specify below)
☐ _____

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

☐ Newspaper ☐ City Chronicle ☐ Website
☐ Email newsletter ☐ Monthly Council Meetings
☐ Social Media (Facebook/Twitter) ☐ Rock Port (email updates)
☐ Other: (please specify below)
☐ _____

Please continue the survey over the page →


where the coast comes to life

www.rockingham.wa.gov.au

Service and Facility

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

Question 1
How often do you utilise the service or facility?
1 = Never
2 = Rarely
3 = Quite Often
4 = Often
5 = Very Often

Question 2
What importance do you place on the service or facility?
1 = Very Low
2 = Low
3 = Medium
4 = High
5 = Extremely High

Question 3
How well does the City deliver the service or facility?
1 = Very Poorly
2 = Poorly
3 = Fairly Well
4 = Well
5 = Very Well
6 = Unsure

Libraries	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Local roads	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Public toilets	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Footpaths and cycleways	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Parks, gardens and picnic areas (including foreshores)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Reserves and local street lighting	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Boat ramps and jetties	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Sport and recreation centres and playing fields	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Community centres and public halls	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Litter management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Graffiti vandalism management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Rubbish collection and recycling	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Arts and cultural programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Festivals and events	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Building approvals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Town Planning approvals	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Attracting investment and supporting business	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Caring for the environment	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Seniors programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Seniors facilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Youth programs and facilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Community safety programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Dog and cat management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Fire management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Community health and wellbeing	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6
Services for people with disability	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 6

Is there anything else you would like to tell us?

Would you like us to contact you regarding the matter?

Yes ☐ No ☐

If yes, please provide contact details.

Phone: _____

Email: _____

CONTACT DETAILS: PO Box 2142, Rockingham DC WA 6967 Phone: 9528 0333 Email: customer@rockingham.wa.gov.au

Communication with the City

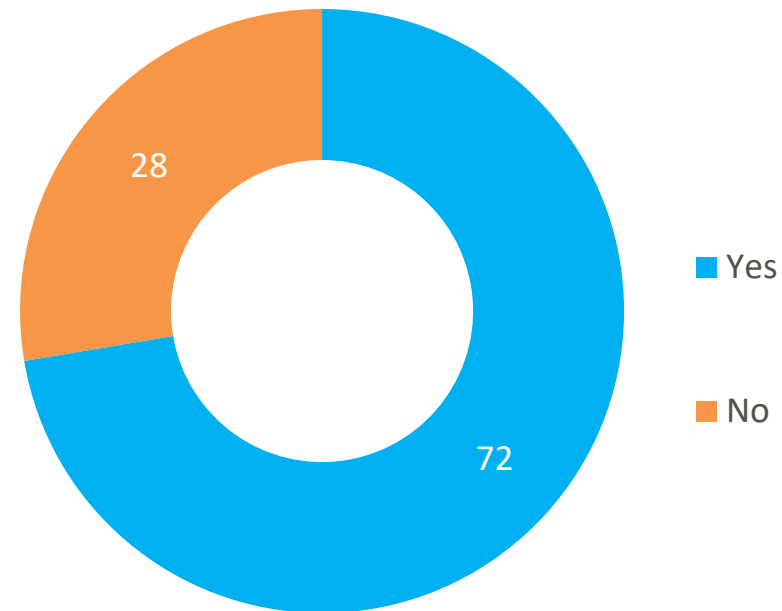
Recent contact with the City

72% of respondents had contact with the City in the last 12 months.

This is the highest level of contact to date.

Have you had contact with the City within the last 12 months?

% of respondents



Historical trends	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Trend
% Yes	66	62	52	55	64	59	57	62	62	72	▲

Q. Have you had contact with the City within that last 12 months? Base: All respondents, excludes no response (n = 547)

Method of contact

Residents continue to use phone followed by in person interaction and email when they need to contact the City of Rockingham. While email has remained relatively steady since 2015, phone and in person contact have both decreased as methods of communication with the City. Website and letter use are also decreasing.

% of respondents		2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Trend
Phone	43	58	53	53	47	53	43	47	52	52	43	▼
In person	26	44	37	39	38	38	51	43	42	39	26	▼
Email	22	9	9	14	13	17	15	22	21	24	22	=
City's website	7	5	5	5	10	13	12	11	8	8	7	▼
Letter	3	7	7	12	13	11	7	9	8	9	3	▼
Social Media	3	NA	NA	NA	NA	0	3	2	1	2	3	▲
Rock Port	1	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	NA

Q. Have you had contact with the City within that last 12 months... Q. Was it (please tick one)? Note: respondents provided multiple responses.
Base: Respondents who have had contact with City over last 12 months, excludes no response (n = 422)

Method of contact

demographic profile

Phone and in person contact is less likely among younger adults. Compared to other age groups, younger adults are more likely to use email and social media, and seniors are more likely to use in person contact. While variances were noted by suburb, please apply caution: Smaller sample sizes and method of contact may have been influenced by their reason for contacting council over the past 12 months.

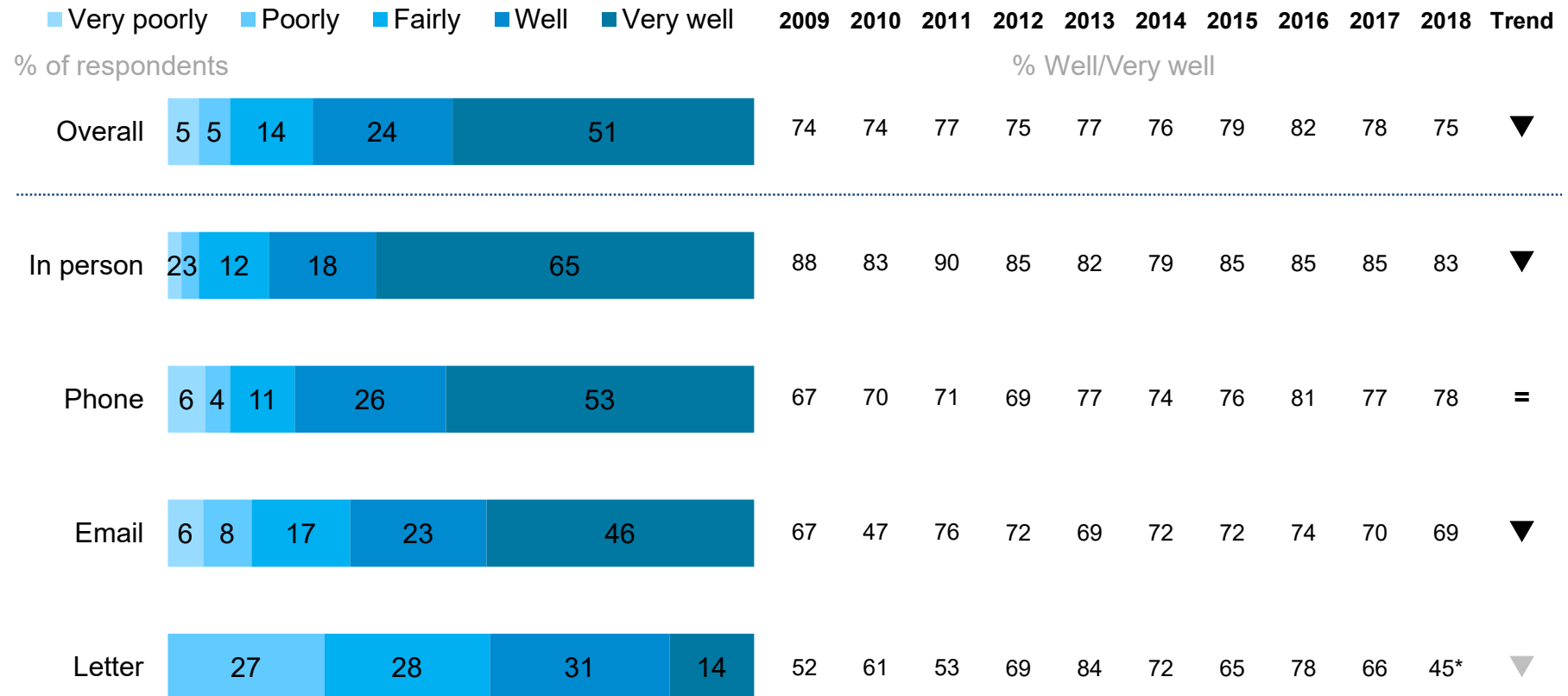
% of respondents	Phone	In person	Email	Website	Letter	Social media	Rock Port
Total	43	26	22	7	3	3	1
Male	44	29	20	5	1	4	0
Female	43	23	24	9	6	1	1
18 - 34 years	35	20	28	10	3	6	0
35 - 49 years	47	25	22	3	4	3	2
50 - 64 years	50	27	18	5	3	0	1
65+ years	43	43	14	13	1	1	1
Baldivis	43	23	26	4	3	3	1
Cooloongup/Hillman	33	26	40	0	0	2	0
Golden Bay/Singleton/Karnup	37	11	19	24	10	0	0
Port Kennedy	67	22	10	4	0	0	0
Rockingham	46	26	25	11	0	0	1
Safety Bay/Shoalwater	46	32	10	11	3	0	0
Secret Harbour	39	29	30	7	0	3	0
Waikiki	30	48	15	3	2	14	4
Warnbro	42	20	18	8	12	0	0

Q. Have you had contact with the City within that last 12 months... Q. Was it (please tick one)? Note: respondents provided multiple responses.
Base: Respondents who have had contact with City over last 12 months, excludes no response (n = 422)

Council performance

by method of contact

75% of respondents thought the City dealt with their interaction well or very well. While this a strong rating, it is down from a high of 82% two years earlier. In person contact continues to get the highest ratings, following by phone. Ratings for email contact fell from a high of 74% in 2016 to 69% this year.



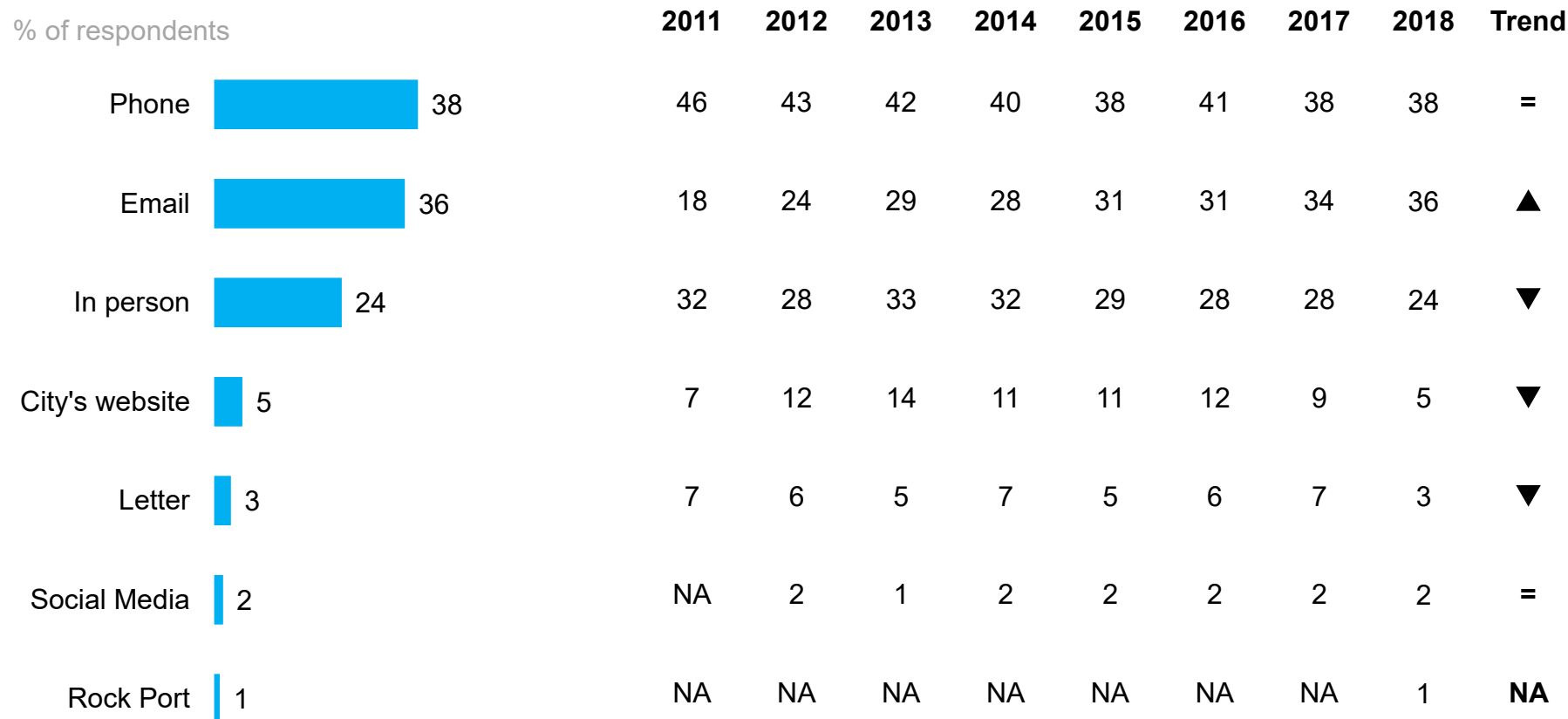
Q. In your opinion, how well did the City deal with your interaction?

Base: Respondents who have had contact with City over last 12 months, excludes no response.

Overall (n = 393); Person (n = 109); Phone (n = 177); Email (n = 83); * Small sample size for Letter (n = 11).

Preferred method of dealing with the City

Phone contact continues to be the preferred method of dealing with the City, followed closely by email which continues to increase as a preferred way of dealing with the City. Preference towards in person contact continues to gradually decrease.



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

Base: Those who provided a valid response (n = 547)

Preferred method of dealing with the City

Phone contact is mostly preferred by residents in Port Kennedy and Golden Bay/Singleton/Karnup. Seniors and residents in Rockingham and Waikiki prefer in person dealings. Males also appear more likely to prefer in person contact than females. Email is the preferred way of dealing with the City among residents in Secret Harbour and Cooloongup/Hillman. Seniors are less supportive of email dealings.

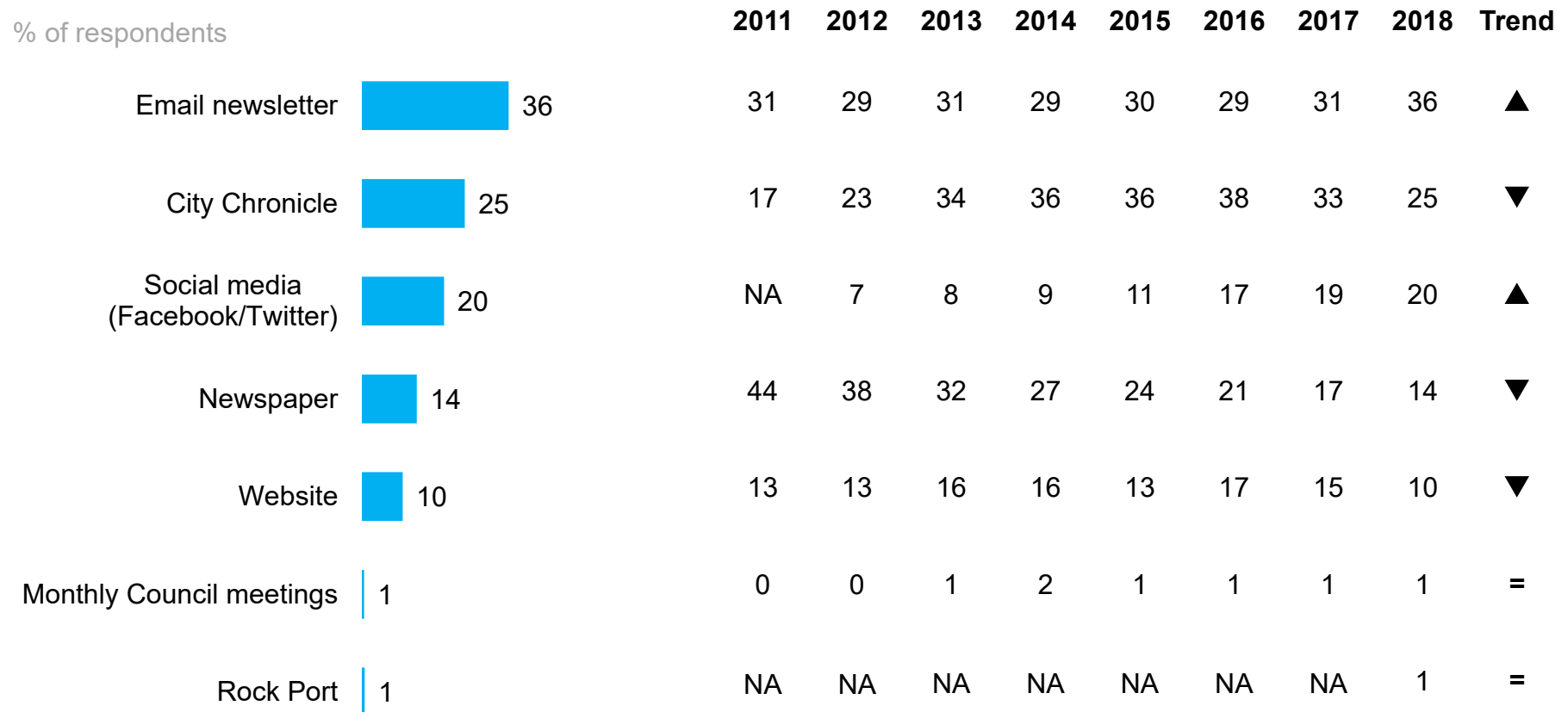
% of respondents	Phone	In person	Email	Website	Letter	Social media	Rock Port
Male	38	29	34	2	2	0	0
Female	38	19	37	8	4	3	2
18 - 34 years	38	18	37	6	4	3	1
35 - 49 years	41	19	35	8	2	1	1
50 - 64 years	36	24	38	3	3	1	0
65+ years	35	44	29	2	4	1	1
Baldivis	41	14	38	6	2	0	1
Cooloongup/Hillman	26	28	46	3	0	3	0
Golden Bay/Singleton/Karnup	44	9	39	7	7	6	0
Port Kennedy	48	26	20	4	3	0	0
Rockingham	29	40	35	5	2	0	1
Safety Bay/Shoalwater	36	31	27	7	5	1	1
Secret Harbour	41	16	54	7	5	2	0
Waikiki	31	49	29	1	2	3	2
Warnbro	39	9	36	10	5	7	3

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

Base: Those who provided a valid response (n = 547)

Preferred method to find out about City news

Email newsletters have replaced the City Chronicle as the preferred method of finding out about City news. Social media has seen a gradual rise over time. Conversely, preferences towards print newspaper continue to decline. Preference towards the website has also dropped over the last 3 years.



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

Base: Those who provided a valid response (n = 548)

Preferred method to find out about City news

Email newsletters are preferred among 35-64 year olds, while younger adults aged 18-34 show greatest preference for social media notifications. Seniors continue to prefer the City Chronicle for City news.

There were a few variances by location, for example, in Rockingham and Safety Bay/Shoalwater there was less support for social media. These areas appear to prefer the City Chronicle, followed by email newsletters.

% of respondents	Email newsletters	City Chronicle	Social media	Newspaper	Website	Council meetings	Rock Port
Male	40	25	14	16	11	1	1
Female	34	26	26	12	9	0	1
18 - 34 years	32	16	38	12	10	0	0
35 - 49 years	44	20	19	10	13	0	0
50 - 64 years	42	26	8	15	11	1	1
65+ years	22	53	4	21	5	2	3
Baldivis	38	27	22	11	7	0	1
Cooloongup/Hillman	25	28	28	11	8	0	2
Golden Bay/Singleton/Karnup	37	11	30	5	26	1	0
Port Kennedy	33	14	23	22	6	0	0
Rockingham	37	44	8	13	7	0	1
Safety Bay/Shoalwater	33	34	5	18	17	2	1
Secret Harbour	39	17	24	14	13	0	0
Waikiki	39	21	26	12	9	1	1
Warnbro	41	23	21	21	5	2	0

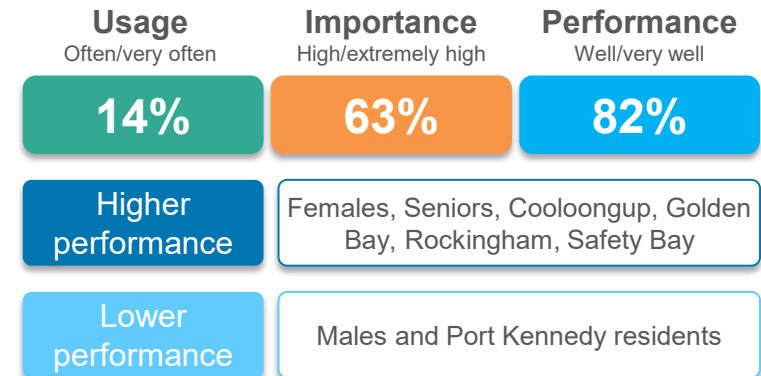
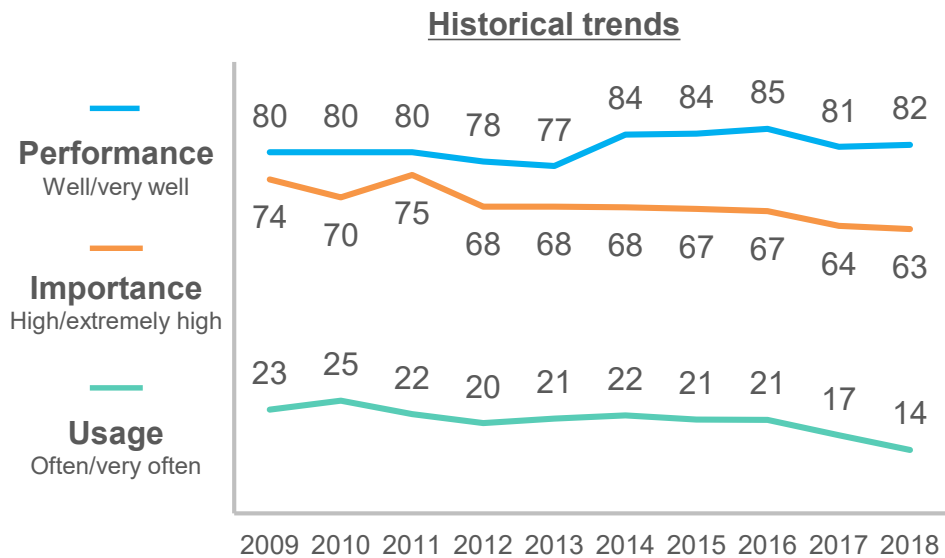
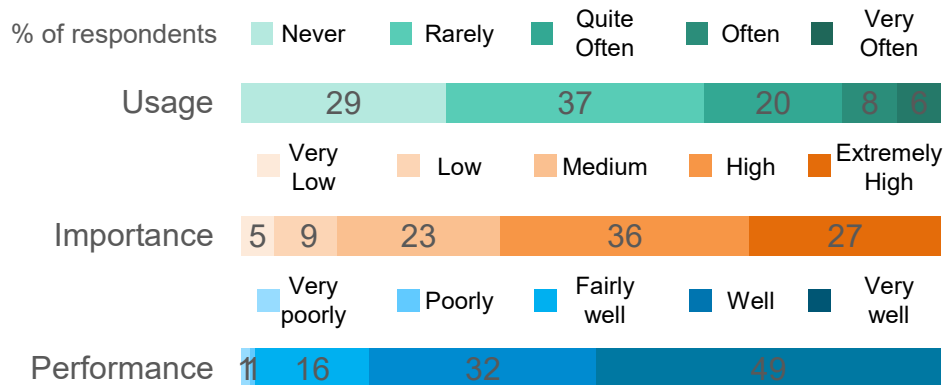
Q. What would be your preferred method of finding out City news? (please tick one)

Base: Those who provided a valid response (n = 548)

Services and Facilities

Usage, Importance and Performance Ratings

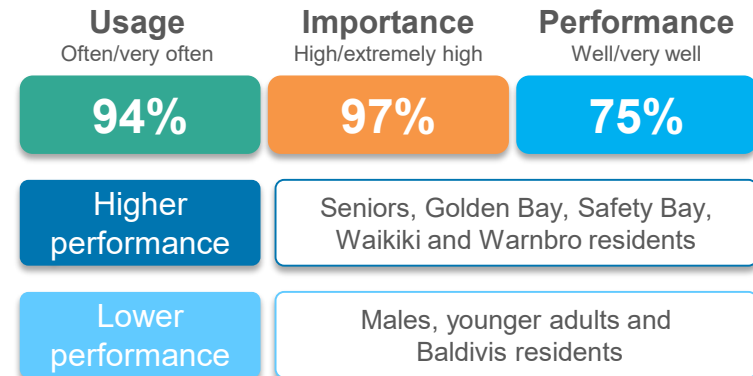
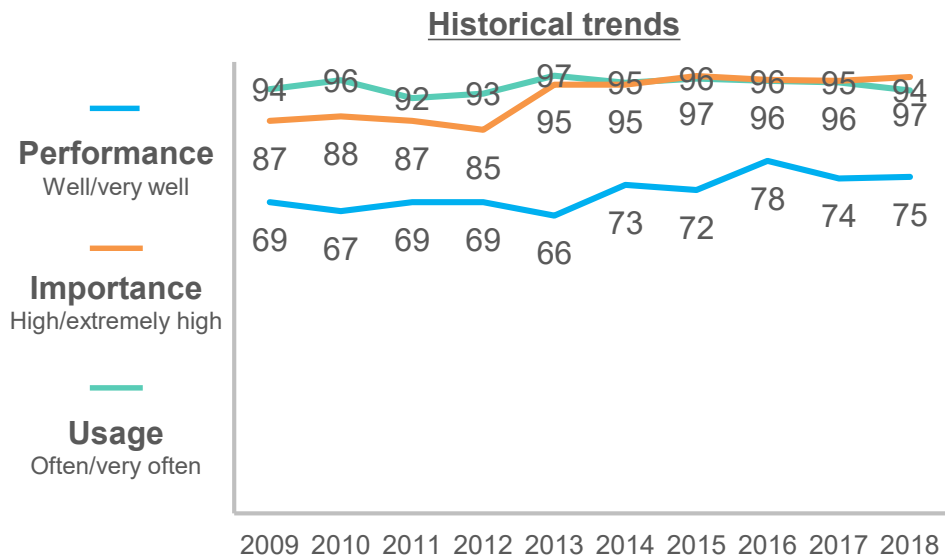
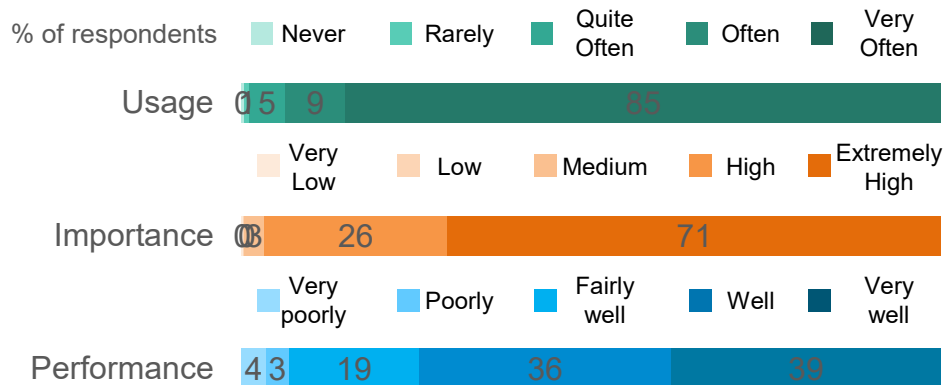
Libraries



% of respondents	Well/ very well	Poor/ very poor
Male	74	4
Female	88	0
18 - 34 years	77	3
35 - 49 years	80	1
50 - 64 years	82	2
65+ years	94	0
Baldivis	77	5
Cooloongup/Hillman	93	0
Golden Bay/Singleton/Karnup	93	0
Port Kennedy	71	0
Rockingham	90	0
Safety Bay/Shoalwater	96	0
Secret Harbour	76	0
Waikiki	80	3
Warnbro	75	0

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.
 Base: Usage (n = 490), Importance (n = 485), Performance (n = 378).

Local roads



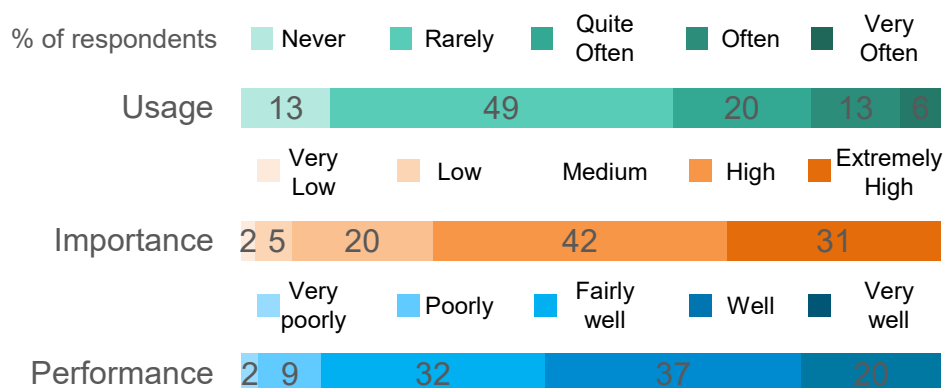
% of respondents	Well/ very well	Poor/ very poor
Male	72	10
Female	77	4
18 - 34 years	69	13
35 - 49 years	71	3
50 - 64 years	78	4
65+ years	85	4
Baldivis	65	17
Cooloongup/Hillman	71	2
Golden Bay/Singleton/Karnup	85	3
Port Kennedy	74	5
Rockingham	73	1
Safety Bay/Shoalwater	83	6
Secret Harbour	75	0
Waikiki	82	3
Warnbro	85	0

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

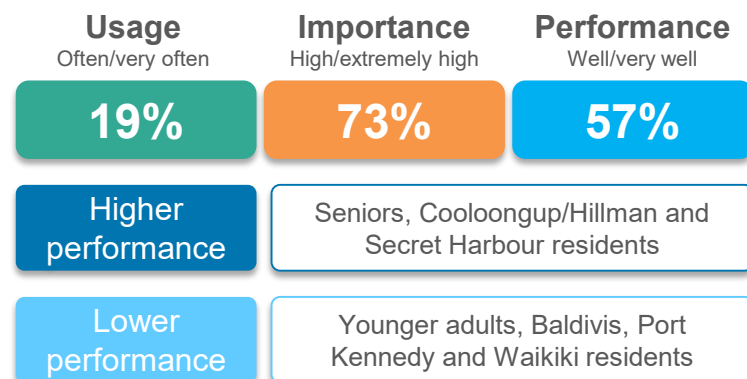
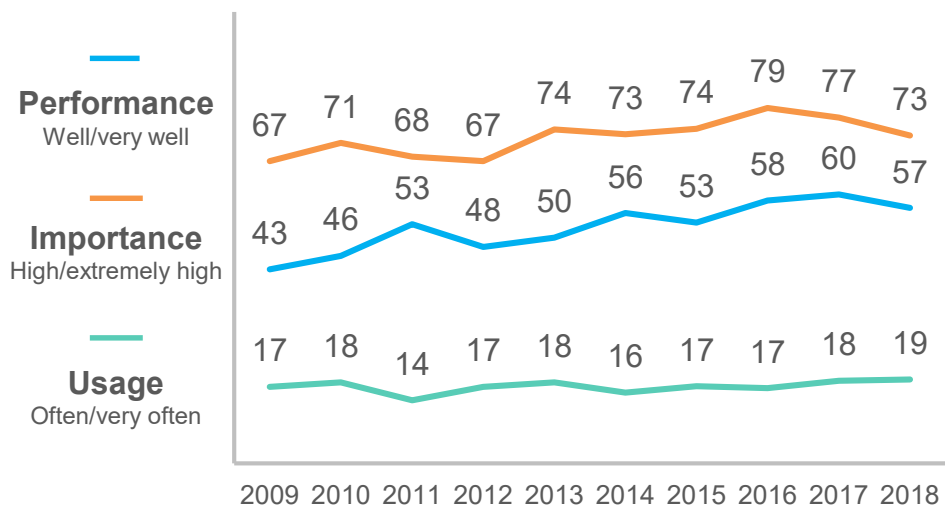
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response.

Base: Usage (n = 489), Importance (n = 486), Performance (n = 470).

Public toilets



Historical trends



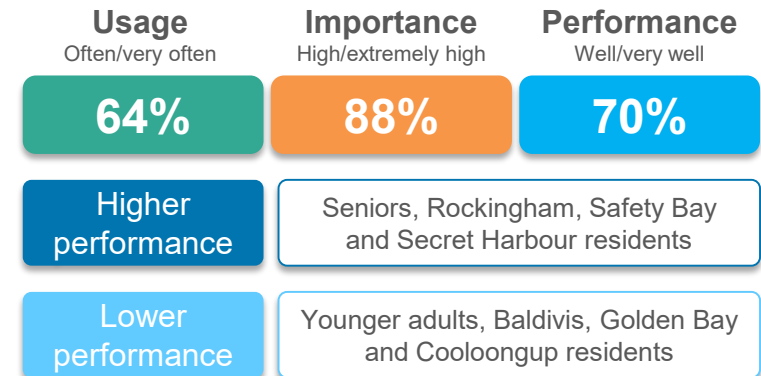
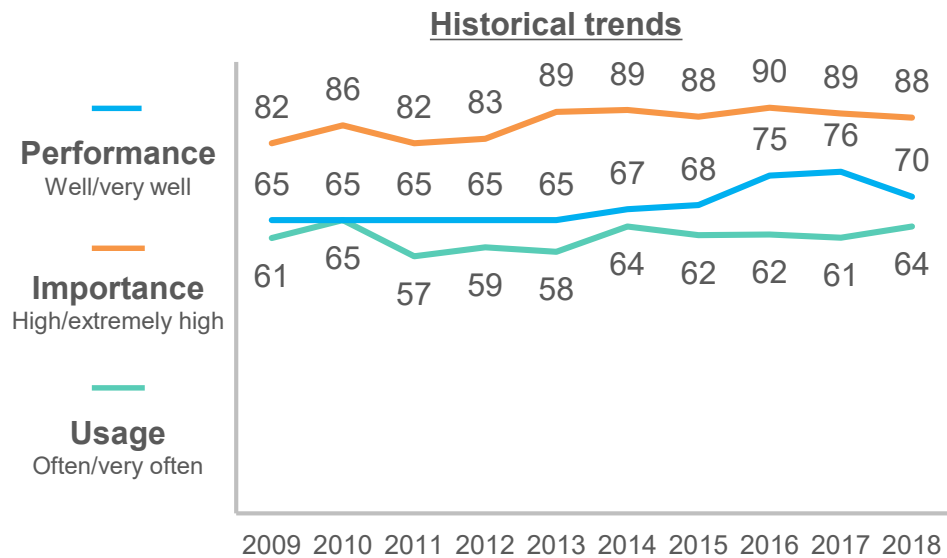
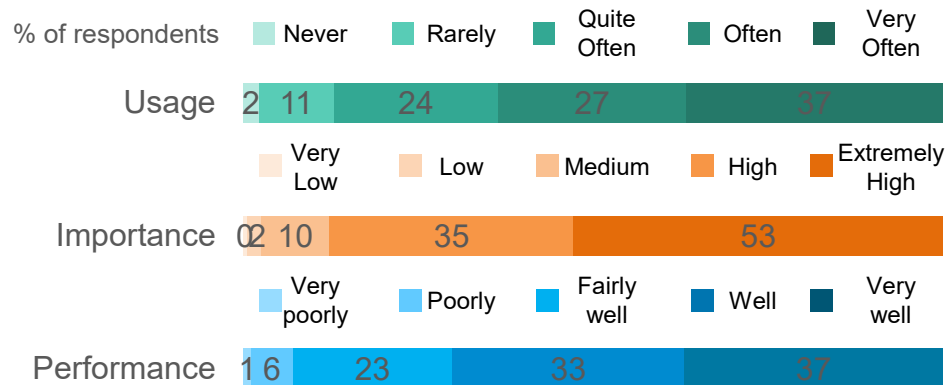
% of respondents	Well/very well	Poor/very poor
Male	56	9
Female	56	14
18 - 34 years	43	19
35 - 49 years	59	9
50 - 64 years	61	9
65+ years	72	4
Baldivis	42	15
Cooloongup/Hillman	77	16
Golden Bay/Singleton/Karnup	50	13
Port Kennedy	50	17
Rockingham	66	1
Safety Bay/Shoalwater	68	6
Secret Harbour	71	12
Waikiki	49	5
Warnbro	69	14

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.

Base: Usage (n = 489), Importance (n = 486), Performance (n = 404).

Footpaths and cycleways



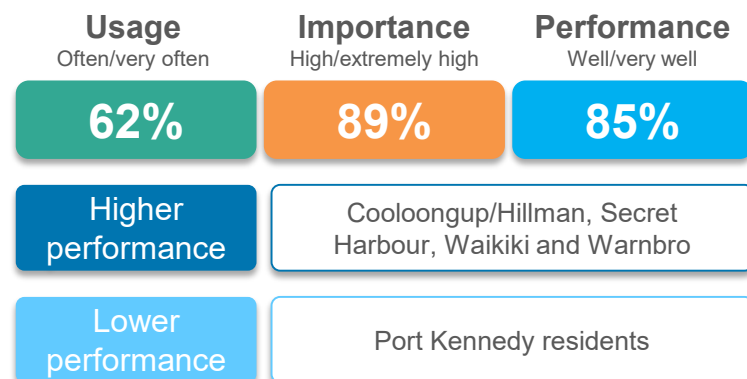
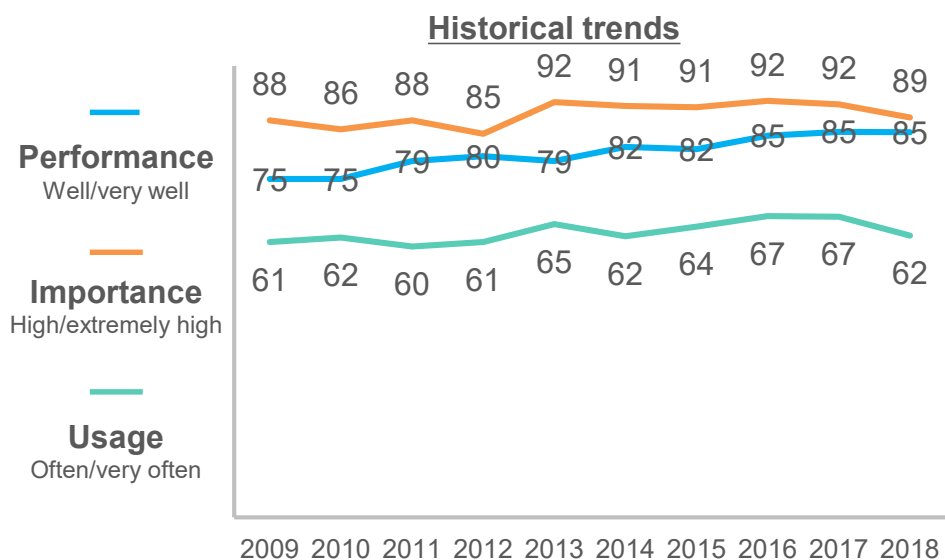
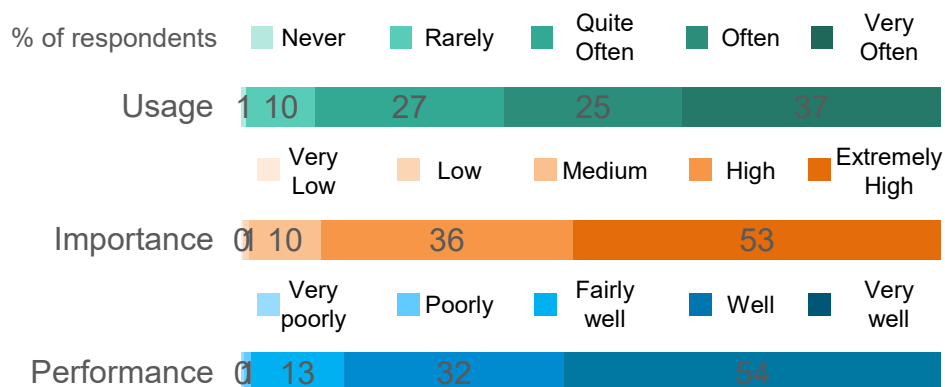
% of respondents	Well/very well	Poor/very poor
Male	68	7
Female	72	7
18 - 34 years	62	7
35 - 49 years	68	6
50 - 64 years	75	10
65+ years	84	3
Baldivis	61	8
Cooloongup/Hillman	71	19
Golden Bay/Singleton/Karnup	55	3
Port Kennedy	66	10
Rockingham	80	4
Safety Bay/Shoalwater	82	4
Secret Harbour	83	2
Waikiki	77	3
Warnbro	75	10

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.

Base: Usage (n = 487), Importance (n = 487), Performance (n = 463).

Parks, gardens and picnic areas (including foreshores)



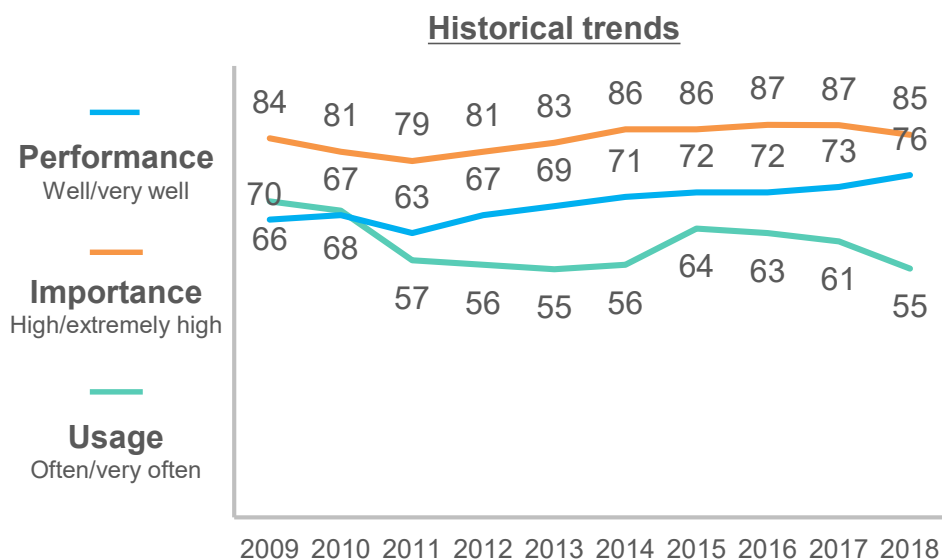
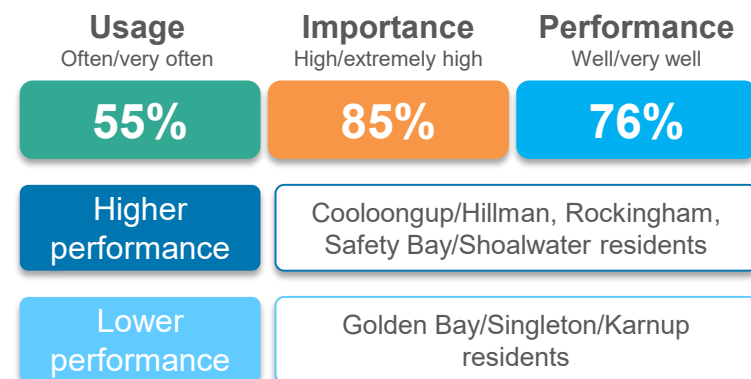
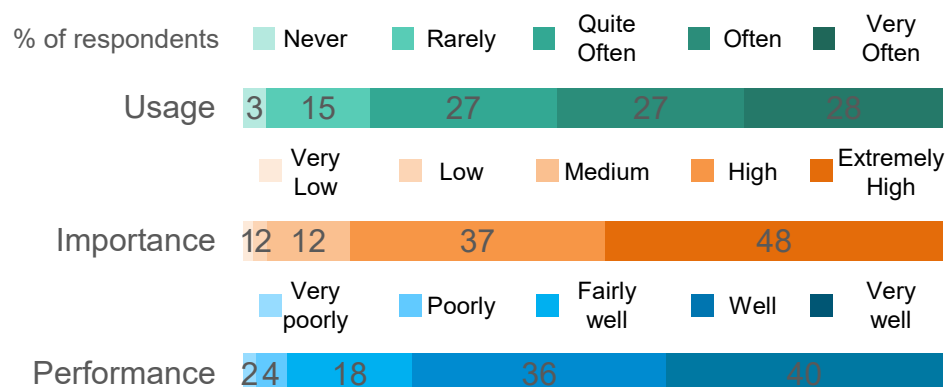
% of respondents	Well/ very well	Poor/ very poor
Male	84	1
Female	87	2
18 - 34 years	87	0
35 - 49 years	83	2
50 - 64 years	83	4
65+ years	91	0
Baldivis	83	1
Cooloongup/Hillman	90	2
Golden Bay/Singleton/Karnup	80	6
Port Kennedy	72	1
Rockingham	88	2
Safety Bay/Shoalwater	88	2
Secret Harbour	91	0
Waikiki	92	2
Warnbro	95	0

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.

Base: Usage (n = 489), Importance (n = 488), Performance (n = 465).

Reserves and local street lighting



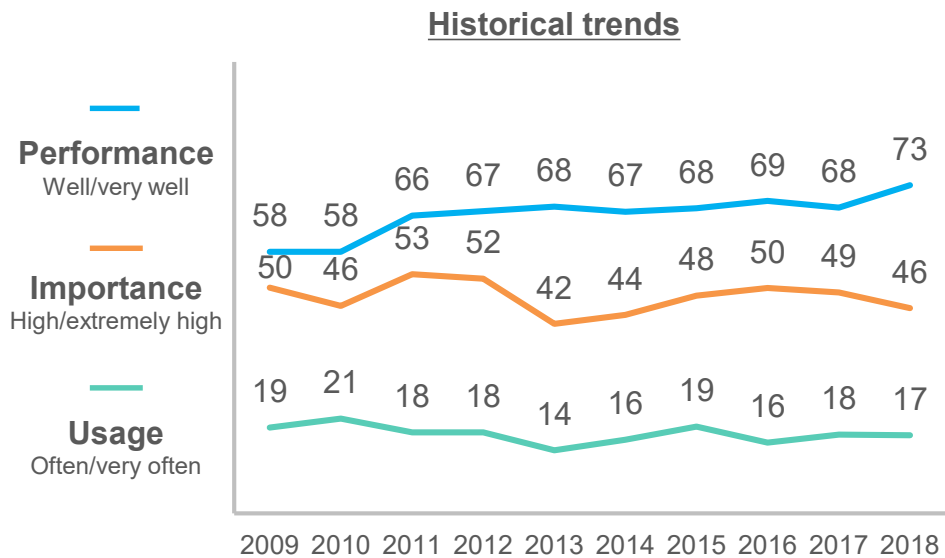
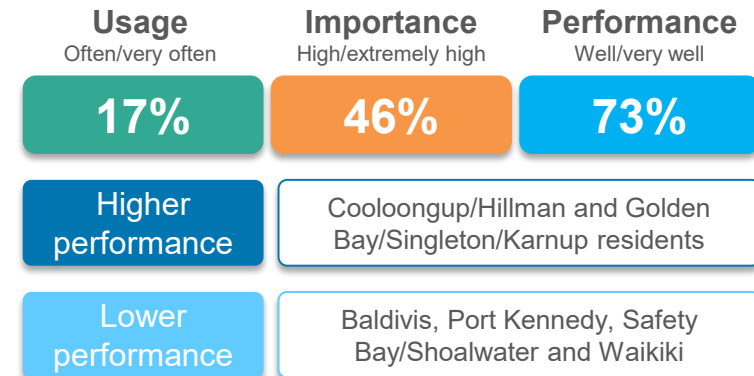
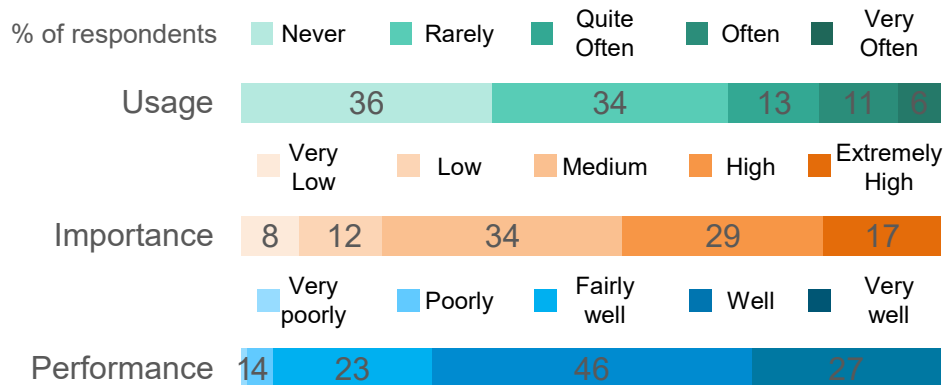
% of respondents	Well/very well	Poor/very poor
Male	78	6
Female	73	7
18 - 34 years	75	8
35 - 49 years	74	8
50 - 64 years	76	4
65+ years	82	2
Baldivis	71	8
Cooloongup/Hillman	82	3
Golden Bay/Singleton/Karnup	68	19
Port Kennedy	75	6
Rockingham	85	0
Safety Bay/Shoalwater	83	4
Secret Harbour	69	9
Waikiki	79	1
Warnbro	77	4

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.

Base: Usage (n = 489), Importance (n = 488), Performance (n = 458).

Boat ramps and jetties



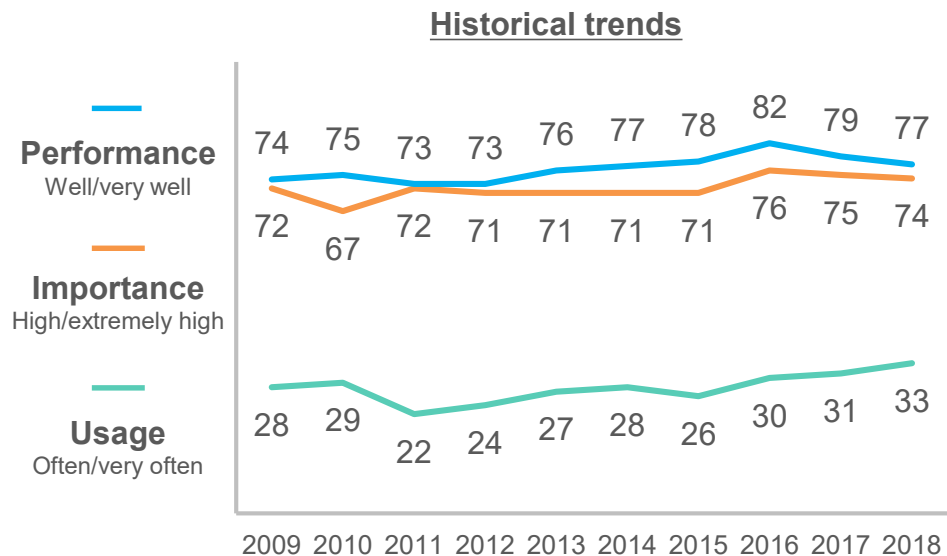
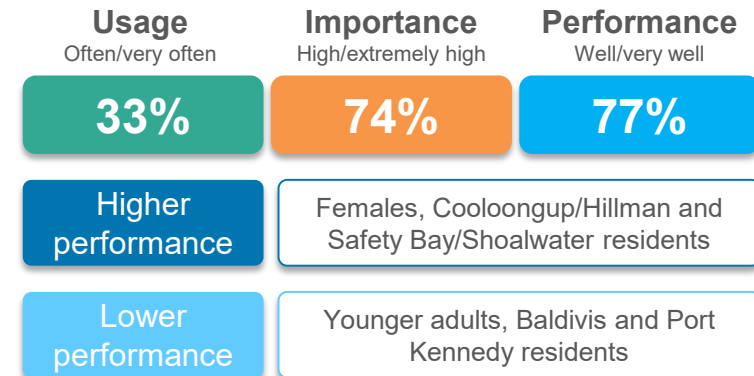
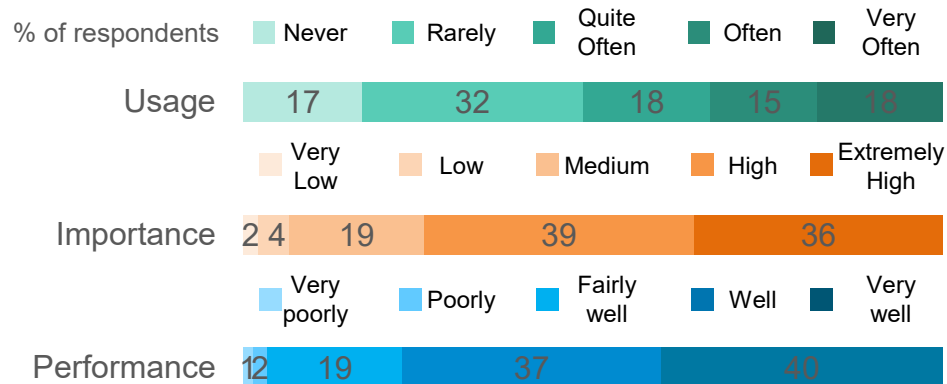
% of respondents	Well/very well	Poor/very poor
Male	73	5
Female	72	4
18 - 34 years	68	6
35 - 49 years	74	4
50 - 64 years	74	6
65+ years	78	2
Baldivis	65	10
Cooloongup/Hillman	95	0
Golden Bay/Singleton/Karnup	91	0
Port Kennedy	68	4
Rockingham	78	5
Safety Bay/Shoalwater	68	4
Secret Harbour	79	0
Waikiki	65	3
Warnbro	78	0

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.

Base: Usage (n = 489), Importance (n = 483), Performance (n = 348).

Sport and recreation centres and playing fields



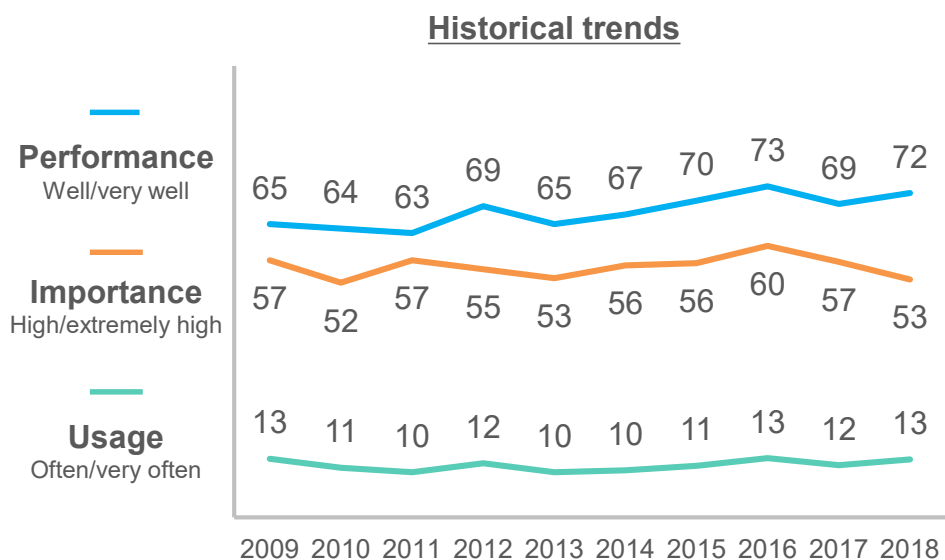
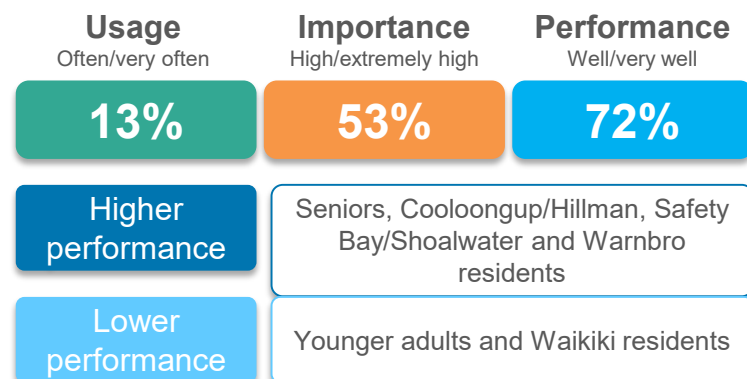
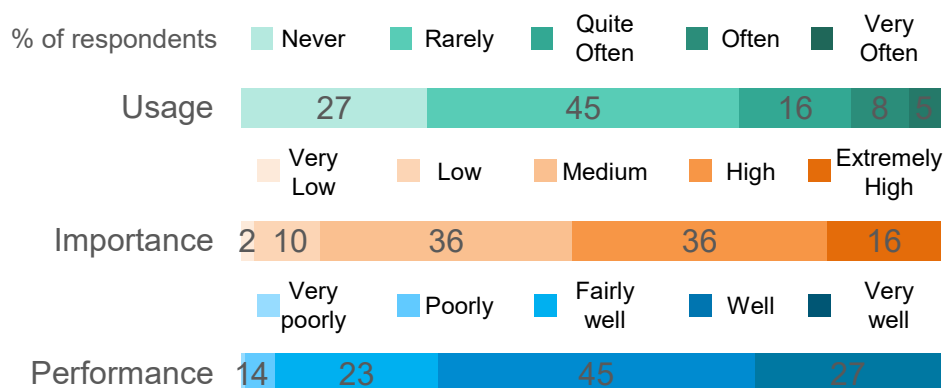
% of respondents	Well/ very well	Poor/ very poor
Male	73	4
Female	82	3
18 - 34 years	67	5
35 - 49 years	83	2
50 - 64 years	82	4
65+ years	83	3
Baldivis	68	7
Cooloongup/Hillman	93	0
Golden Bay/Singleton/Karnup	86	0
Port Kennedy	60	4
Rockingham	83	4
Safety Bay/Shoalwater	91	3
Secret Harbour	85	0
Waikiki	75	0
Warnbro	88	4

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.

Base: Usage (n = 489), Importance (n = 484), Performance (n = 414).

Community centres and public halls



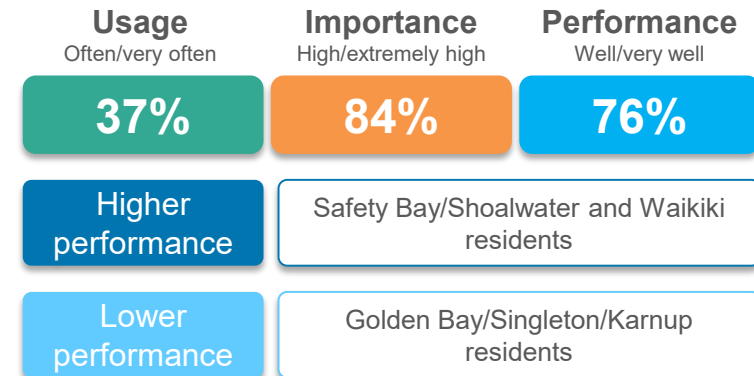
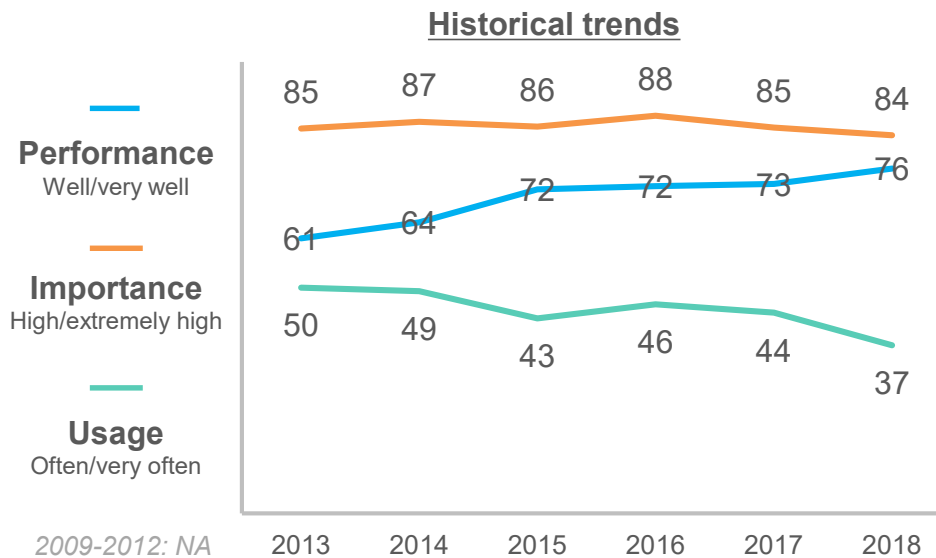
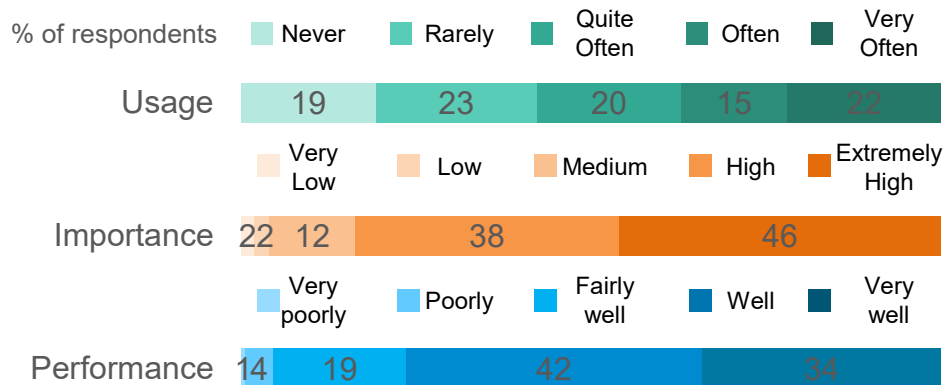
% of respondents	Well/ very well	Poor/ very poor
Male	71	5
Female	71	5
18 - 34 years	60	8
35 - 49 years	74	3
50 - 64 years	75	6
65+ years	85	0
Baldivis	67	9
Cooloongup/Hillman	90	0
Golden Bay/Singleton/Karnup	71	11
Port Kennedy	69	4
Rockingham	71	6
Safety Bay/Shoalwater	87	2
Secret Harbour	69	0
Waikiki	57	2
Warnbro	88	0

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.

Base: Usage (n = 489), Importance (n = 484), Performance (n = 353).

Litter management



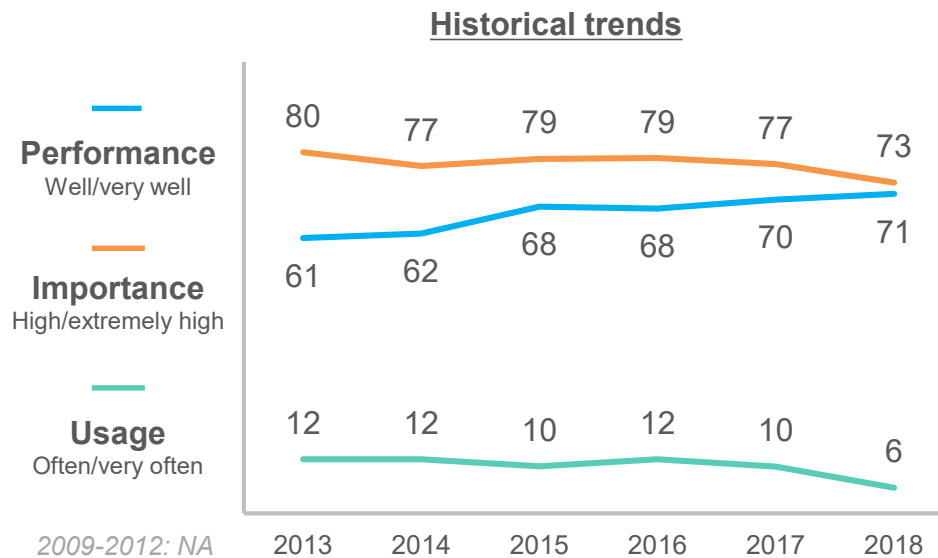
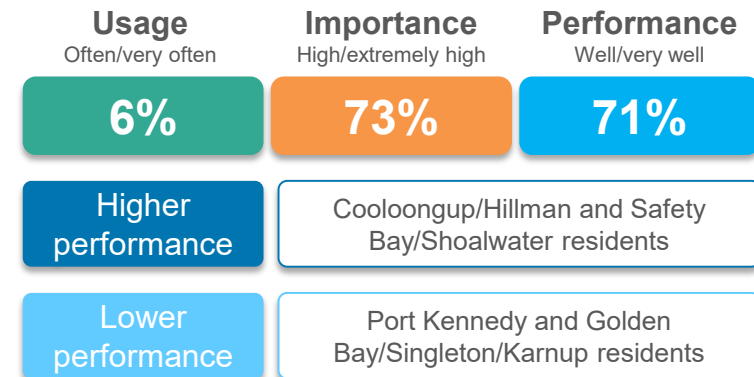
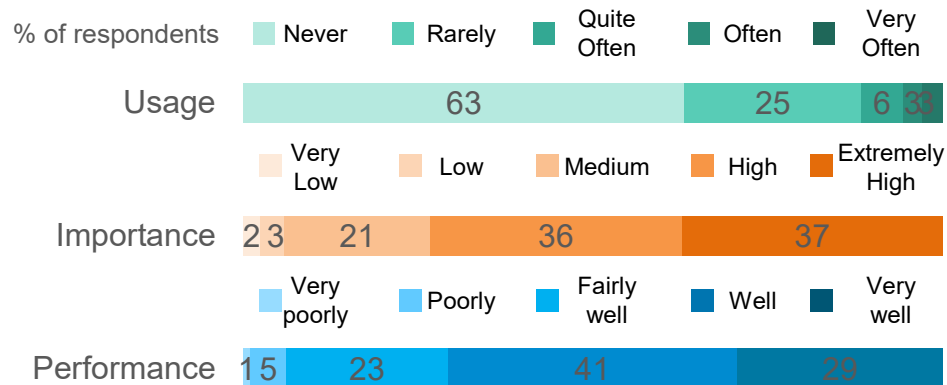
% of respondents	Well/very well	Poor/very poor
Male	77	6
Female	75	3
18 - 34 years	76	7
35 - 49 years	75	3
50 - 64 years	74	4
65+ years	83	3
Baldivis	72	5
Cooloongup/Hillman	78	4
Golden Bay/Singleton/Karnup	57	18
Port Kennedy	79	1
Rockingham	77	7
Safety Bay/Shoalwater	90	4
Secret Harbour	76	0
Waikiki	88	0
Warnbro	72	3

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.

Base: Usage (n = 485), Importance (n = 484), Performance (n = 442).

Graffiti vandalism management



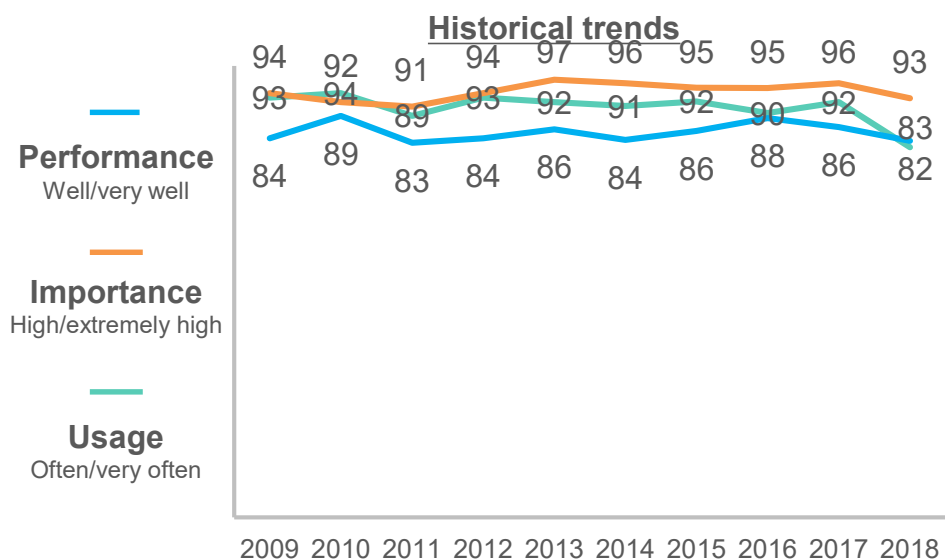
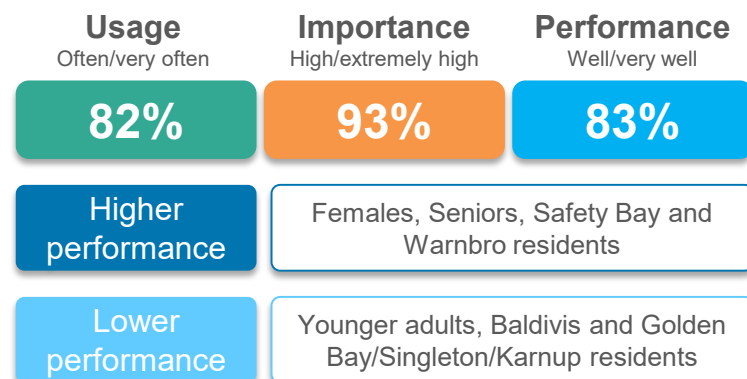
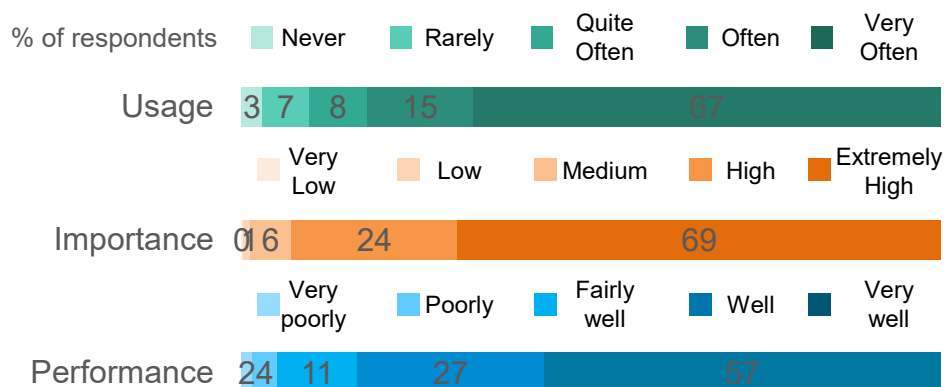
% of respondents	Well/ very well	Poor/ very poor
Male	71	8
Female	70	4
18 - 34 years	67	8
35 - 49 years	69	5
50 - 64 years	74	5
65+ years	76	5
Baldivis	68	7
Cooloongup/Hillman	83	4
Golden Bay/Singleton/Karnup	66	17
Port Kennedy	54	3
Rockingham	76	9
Safety Bay/Shoalwater	82	3
Secret Harbour	76	2
Waikiki	75	2
Warnbro	66	8

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.

Base: Usage (n = 474), Importance (n = 478), Performance (n = 397).

Rubbish collection and recycling



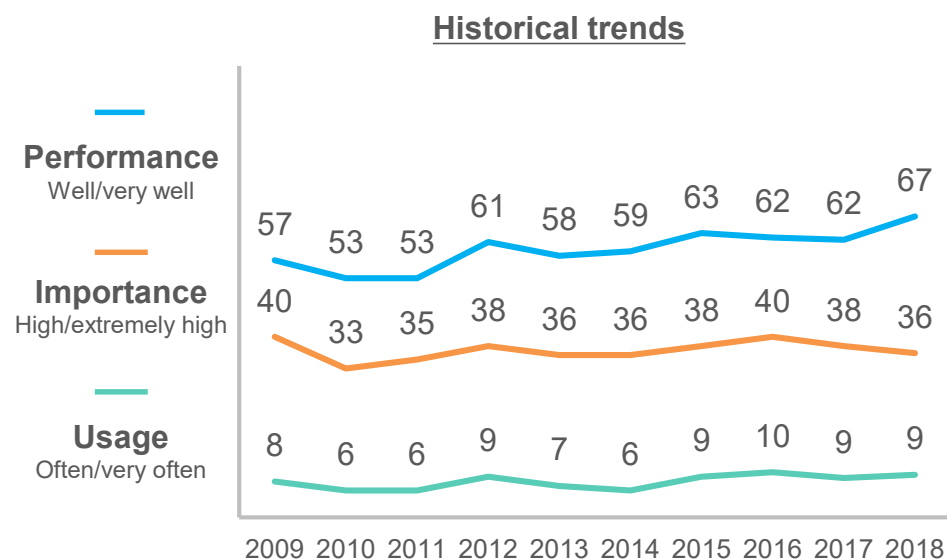
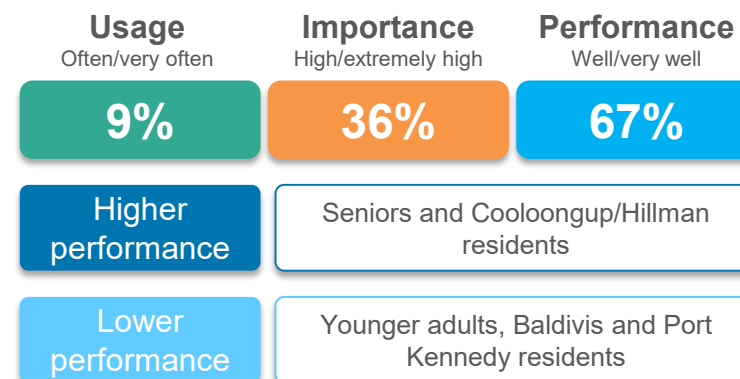
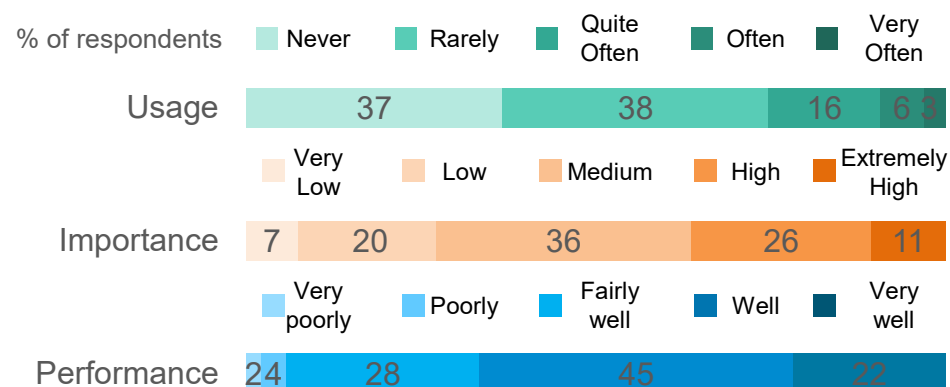
% of respondents	Well/ very well	Poor/ very poor
Male	75	8
Female	91	2
18 - 34 years	75	9
35 - 49 years	85	5
50 - 64 years	86	3
65+ years	96	0
Baldivis	72	7
Cooloongup/Hillman	86	4
Golden Bay/Singleton/Karnup	80	19
Port Kennedy	80	7
Rockingham	89	0
Safety Bay/Shoalwater	94	2
Secret Harbour	92	3
Waikiki	91	2
Warnbro	94	0

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.

Base: Usage (n = 489), Importance (n = 487), Performance (n = 453).

Arts and cultural programs



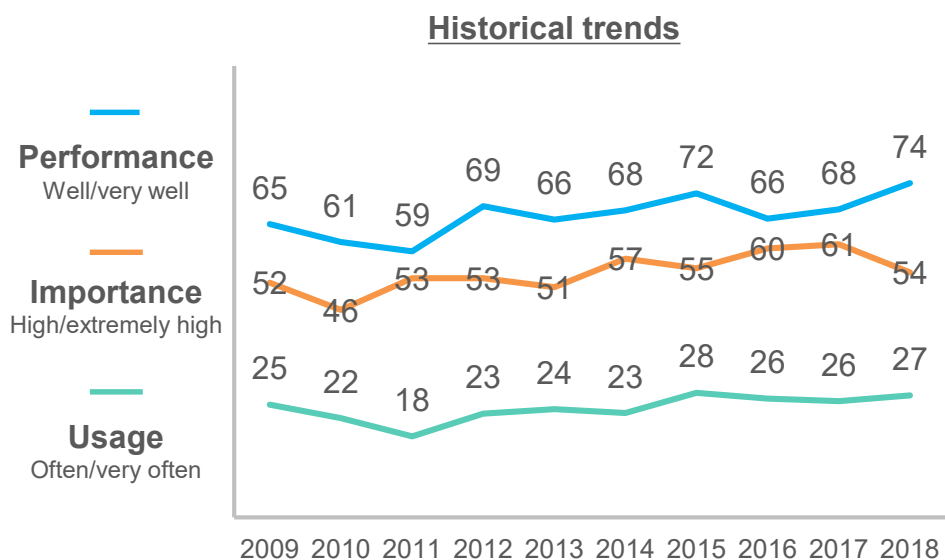
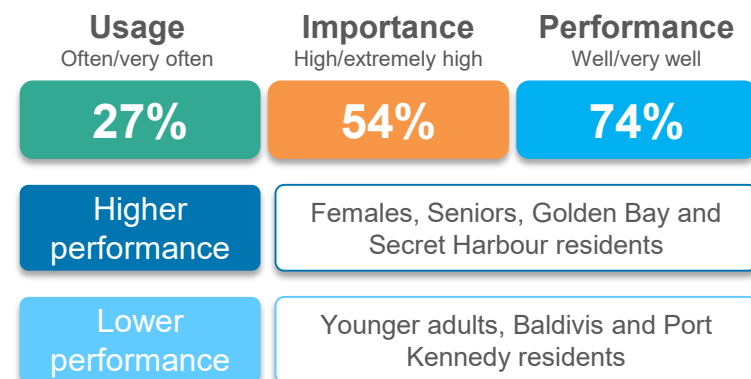
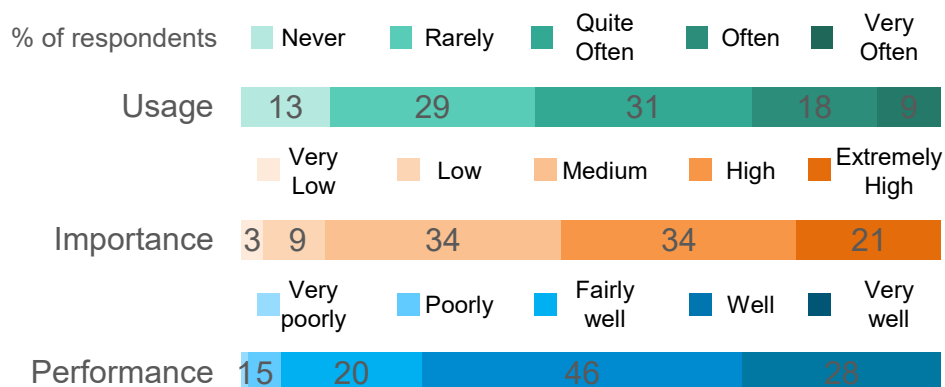
% of respondents	Well/very well	Poor/very poor
Male	64	9
Female	70	2
18 - 34 years	53	9
35 - 49 years	69	4
50 - 64 years	69	6
65+ years	82	2
Baldivis	54	10
Cooloongup/Hillman	87	0
Golden Bay/Singleton/Karnup	66	3
Port Kennedy	58	15
Rockingham	77	1
Safety Bay/Shoalwater	72	4
Secret Harbour	73	0
Waikiki	71	3
Warnbro	74	3

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.

Base: Usage (n = 484), Importance (n = 479), Performance (n = 293).

Festivals and events



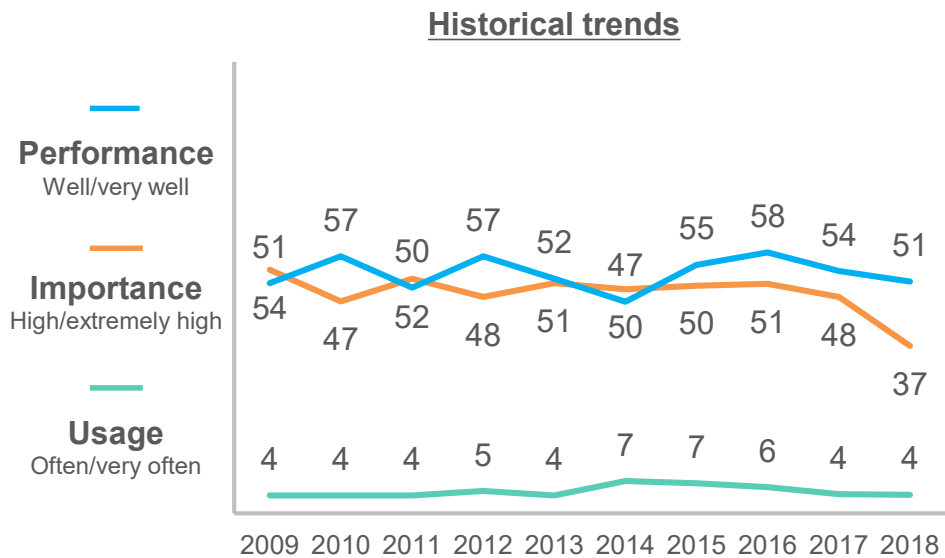
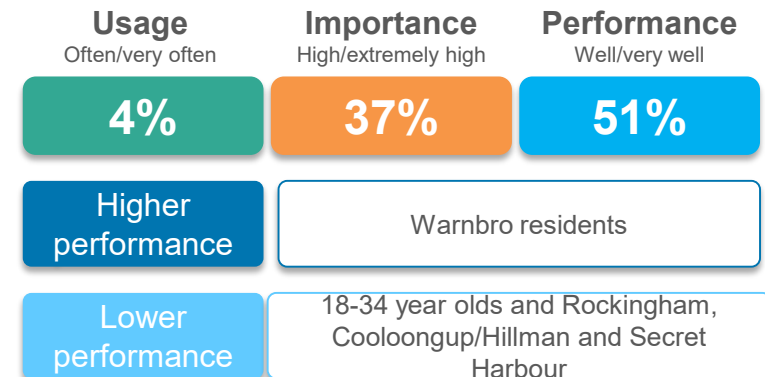
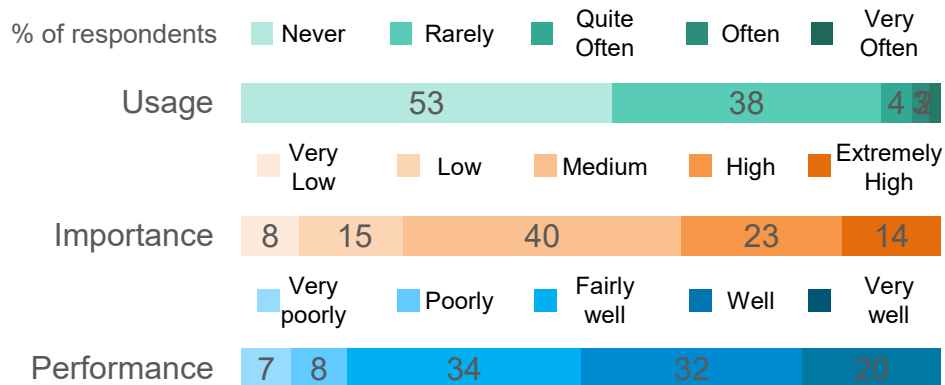
% of respondents	Well/very well	Poor/very poor
Male	67	8
Female	80	3
18 - 34 years	65	13
35 - 49 years	78	1
50 - 64 years	73	4
65+ years	88	1
Baldivis	60	9
Cooloongup/Hillman	82	2
Golden Bay/Singleton/Karnup	89	0
Port Kennedy	60	18
Rockingham	83	2
Safety Bay/Shoalwater	84	3
Secret Harbour	92	0
Waikiki	78	2
Warnbro	76	0

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.

Base: Usage (n = 485), Importance (n = 481), Performance (n = 396).

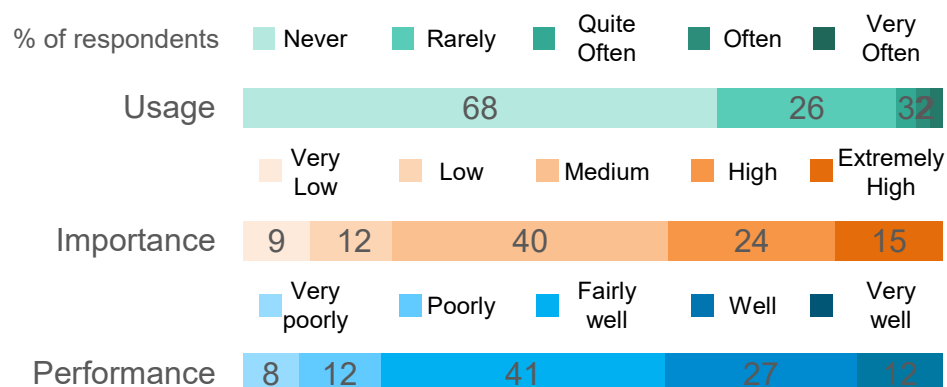
Building approvals



% of respondents	Well/very well	Poor/very poor
Male	51	16
Female	51	13
18 - 34 years	45	17
35 - 49 years	59	12
50 - 64 years	50	18
65+ years	58	12
Baldivis	51	18
Cooloongup/Hillman	42	18
Golden Bay/Singleton/Karnup	56	13
Port Kennedy	49	18
Rockingham	54	28
Safety Bay/Shoalwater	60	13
Secret Harbour	38	6
Waikiki	48	7
Warnbro	68	7

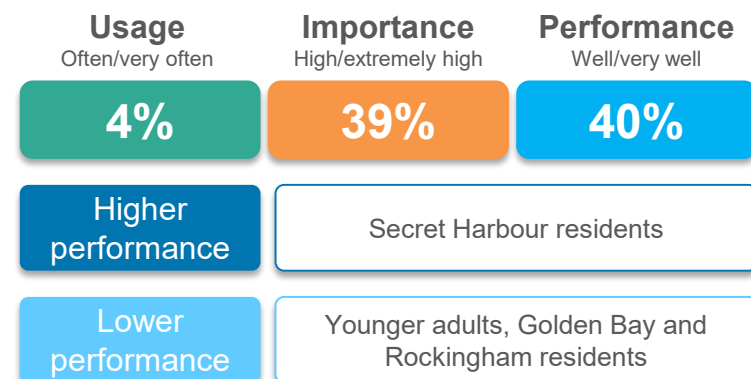
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
 Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response.
 Base: Usage (n = 481), Importance (n = 474), Performance (n = 241).

Town Planning approvals



Historical trends

Not Available



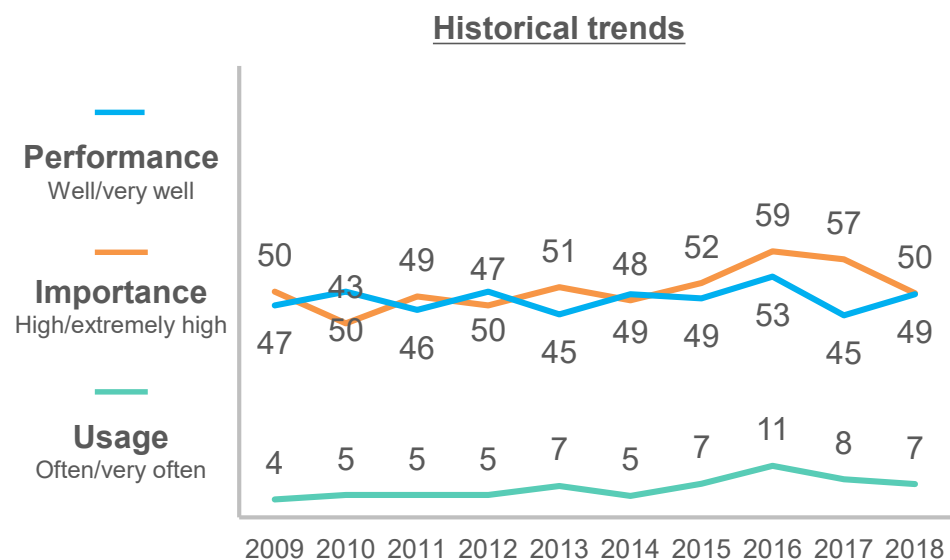
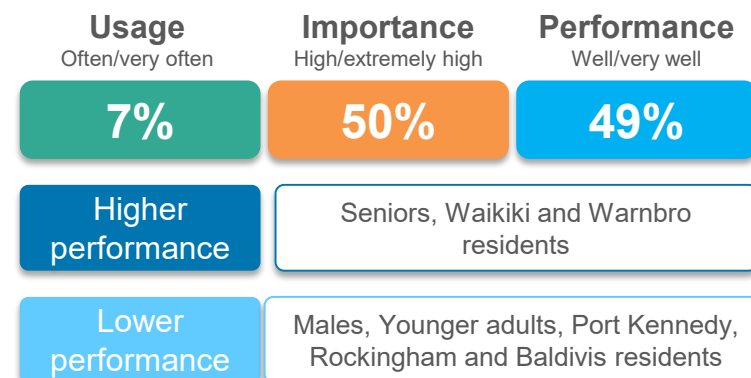
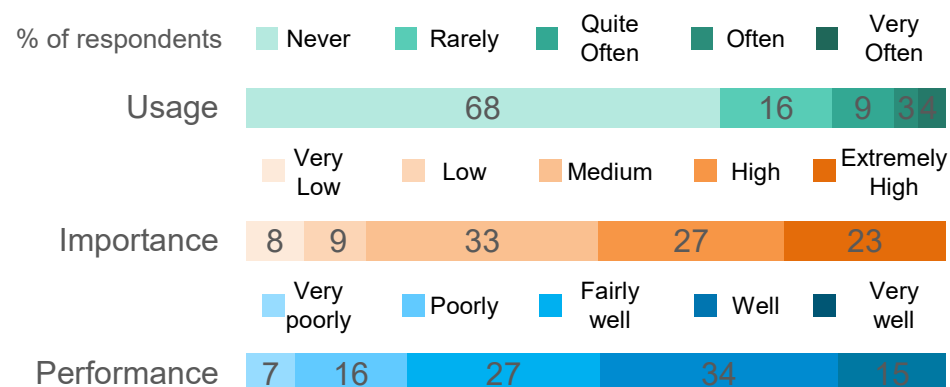
% of respondents	Well/ very well	Poor/ very poor
Male	38	21
Female	43	16
18 - 34 years	20	27
35 - 49 years	56	11
50 - 64 years	45	23
65+ years	59	9
Baldivis	34	24
Cooloongup/Hillman	28	8
Golden Bay/Singleton/Karnup	20	33
Port Kennedy	27	25
Rockingham	39	46
Safety Bay/Shoalwater	51	11
Secret Harbour	68	0
Waikiki	50	6
Warnbro	61	14

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.

Base: Usage (n = 480), Importance (n = 472), Performance (n = 159).

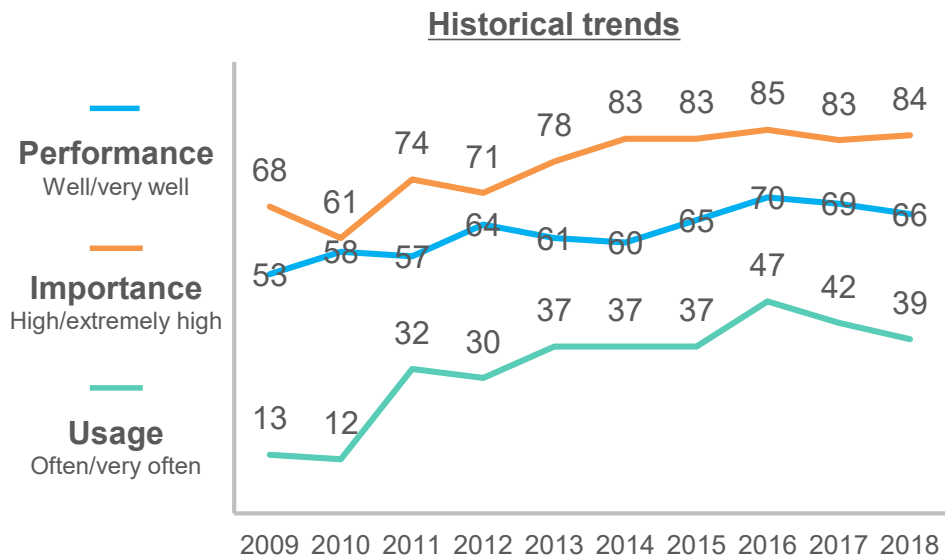
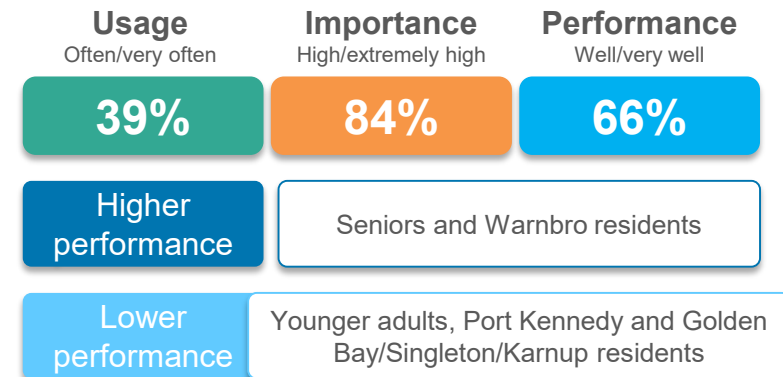
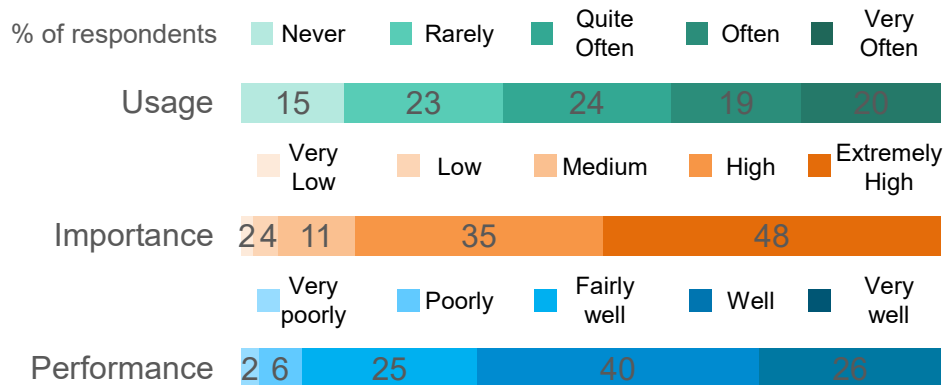
Attracting investment and supporting business



% of respondents	Well/ very well	Poor/ very poor
Male	44	27
Female	57	17
18 - 34 years	46	27
35 - 49 years	51	25
50 - 64 years	47	23
65+ years	59	11
Baldivis	53	30
Cooloongup/Hillman	47	20
Golden Bay/Singleton/Karnup	48	21
Port Kennedy	31	39
Rockingham	50	27
Safety Bay/Shoalwater	54	18
Secret Harbour	46	4
Waikiki	59	12
Warnbro	59	11

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.
 Base: Usage (n = 480), Importance (n = 475), Performance (n = 236).

Caring for the environment



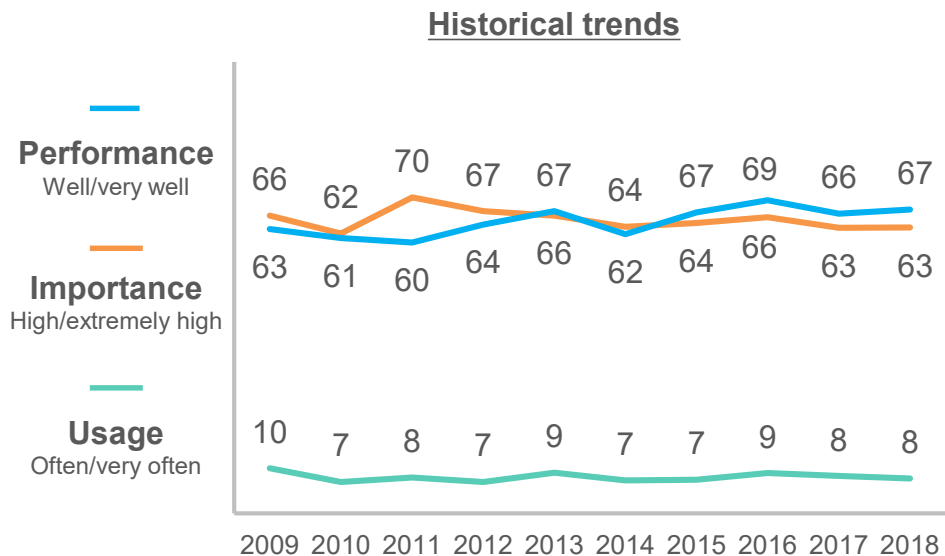
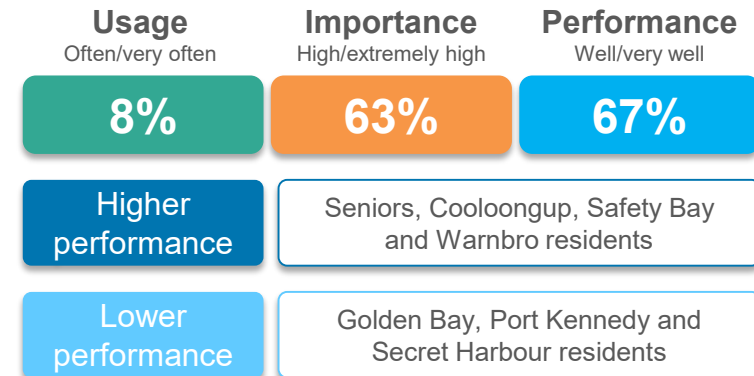
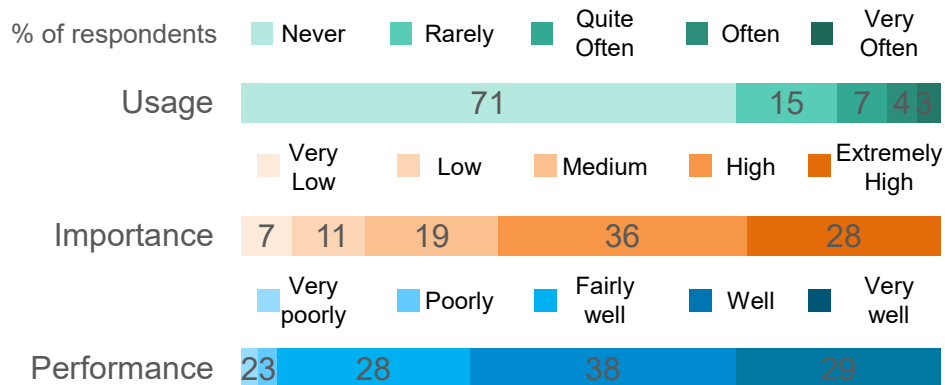
% of respondents	Well/very well	Poor/very poor
Male	66	11
Female	65	7
18 - 34 years	56	10
35 - 49 years	72	10
50 - 64 years	62	11
65+ years	86	2
Baldivis	61	7
Cooloongup/Hillman	73	3
Golden Bay/Singleton/Karnup	54	24
Port Kennedy	58	13
Rockingham	67	7
Safety Bay/Shoalwater	76	8
Secret Harbour	77	5
Waikiki	69	10
Warnbro	80	3

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.

Base: Usage (n = 479), Importance (n = 481), Performance (n = 413).

Seniors programs



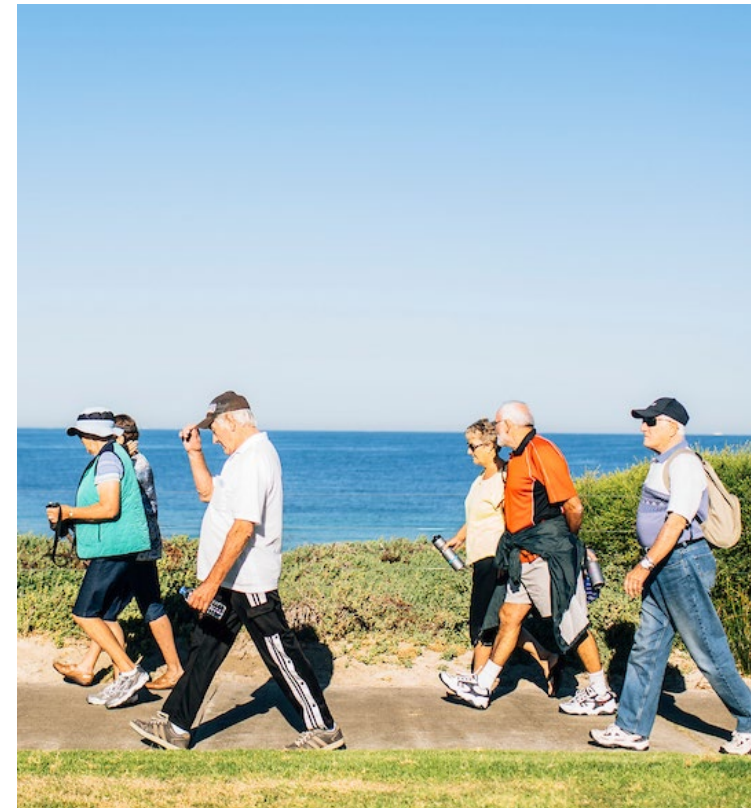
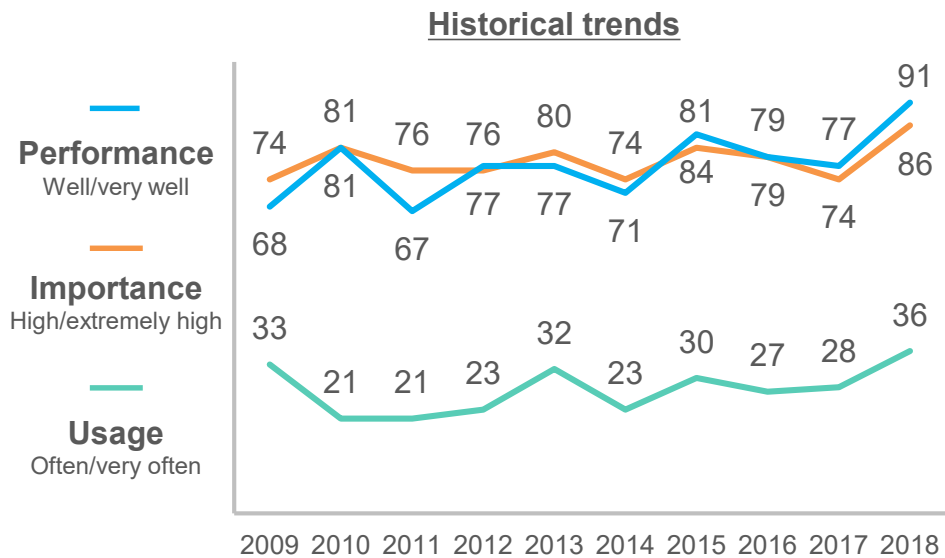
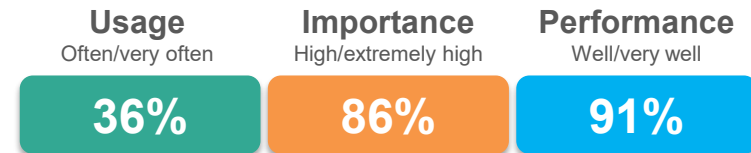
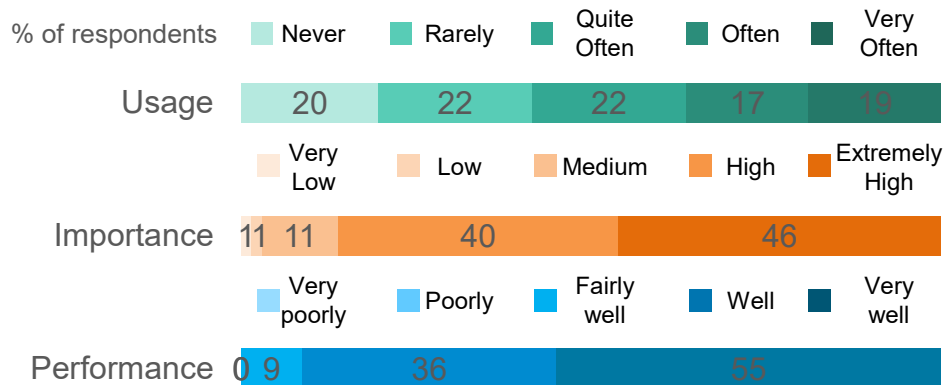
% of respondents	Well/ very well	Poor/ very poor
Male	67	9
Female	66	1
18 - 34 years	51	7
35 - 49 years	61	7
50 - 64 years	65	7
65+ years	91	0
Baldivis	68	4
Cooloongup/Hillman	89	0
Golden Bay/Singleton/Karnup	50	0
Port Kennedy	37	17
Rockingham	70	6
Safety Bay/Shoalwater	85	0
Secret Harbour	50	0
Waikiki	76	10
Warnbro	83	0

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.

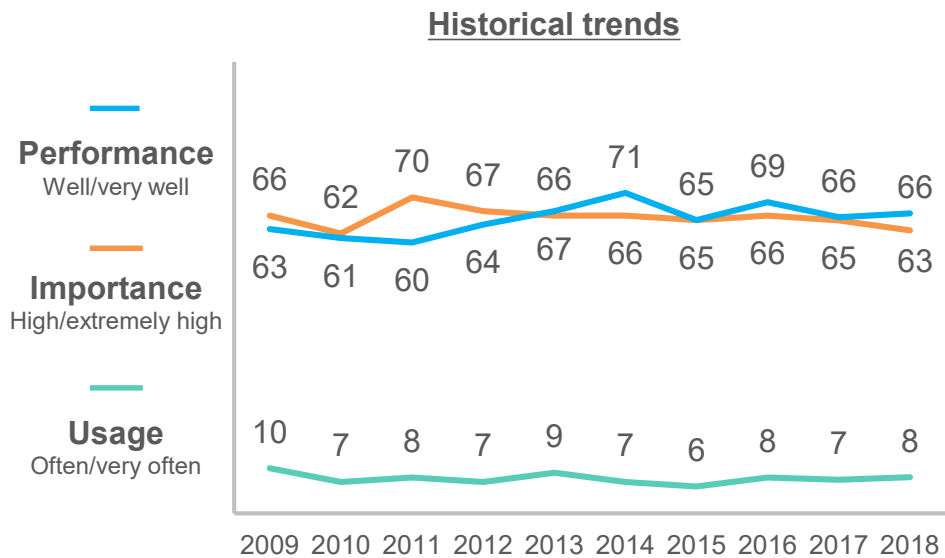
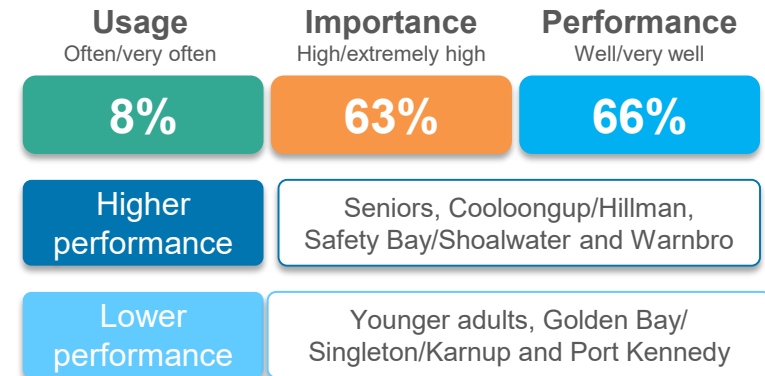
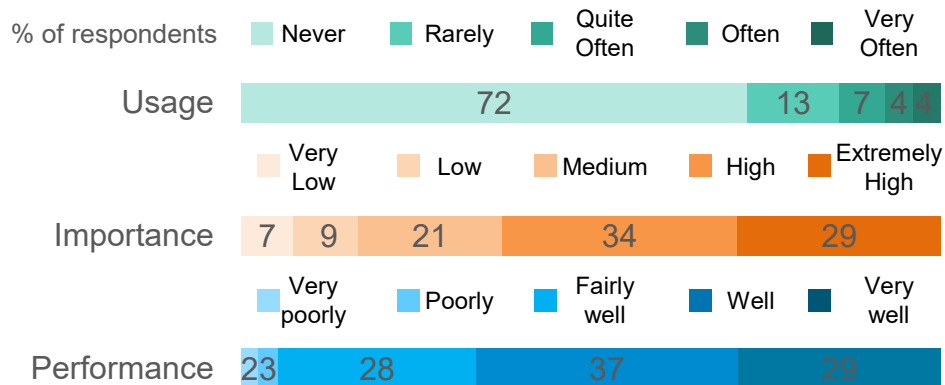
Base: Usage (n = 483), Importance (n = 478), Performance (n = 233).

Seniors programs among seniors only (aged 65+)



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 seniors, excludes no response.
 Base: Usage (n = 79), Importance (n = 78), Performance (n = 60).

Seniors facilities



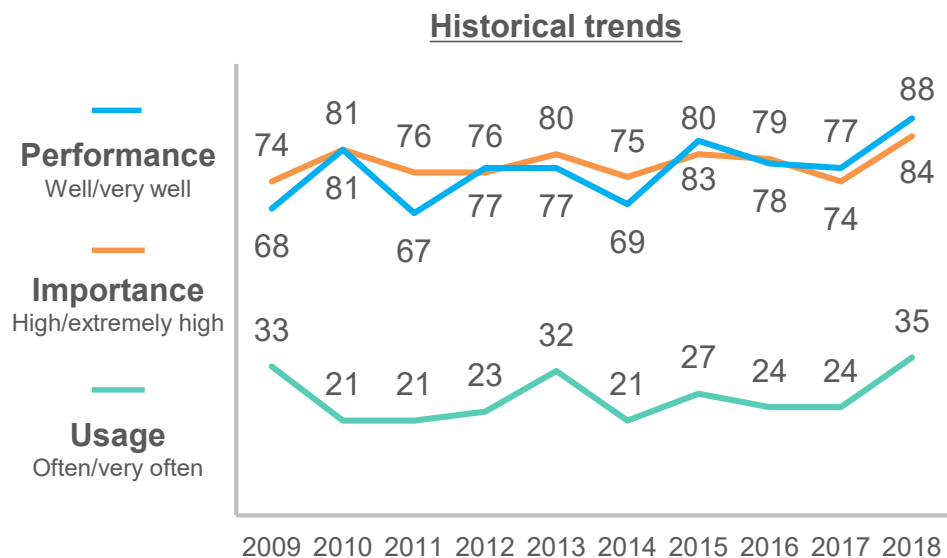
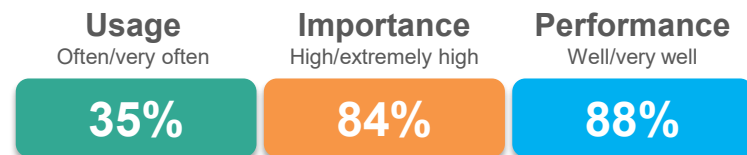
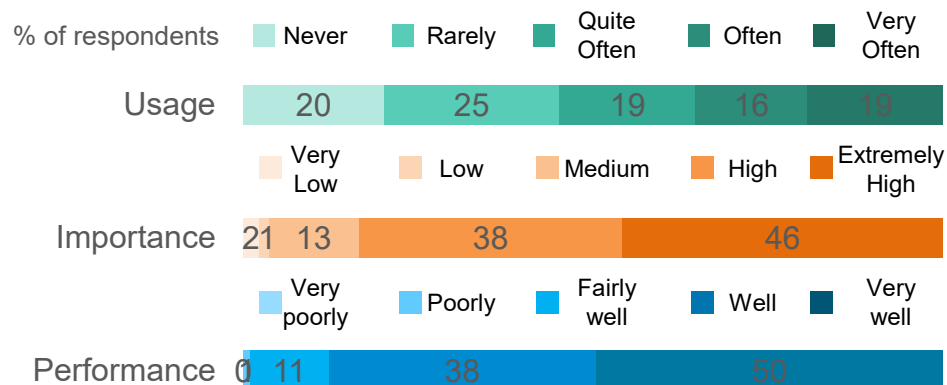
% of respondents	Well/ very well	Poor/ very poor
Male	66	9
Female	64	2
18 - 34 years	45	7
35 - 49 years	67	4
50 - 64 years	64	9
65+ years	88	1
Baldivis	65	4
Cooloongup/Hillman	82	0
Golden Bay/Singleton/Karnup	50	0
Port Kennedy	42	12
Rockingham	68	10
Safety Bay/Shoalwater	84	2
Secret Harbour	56	0
Waikiki	78	10
Warnbro	82	0

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.

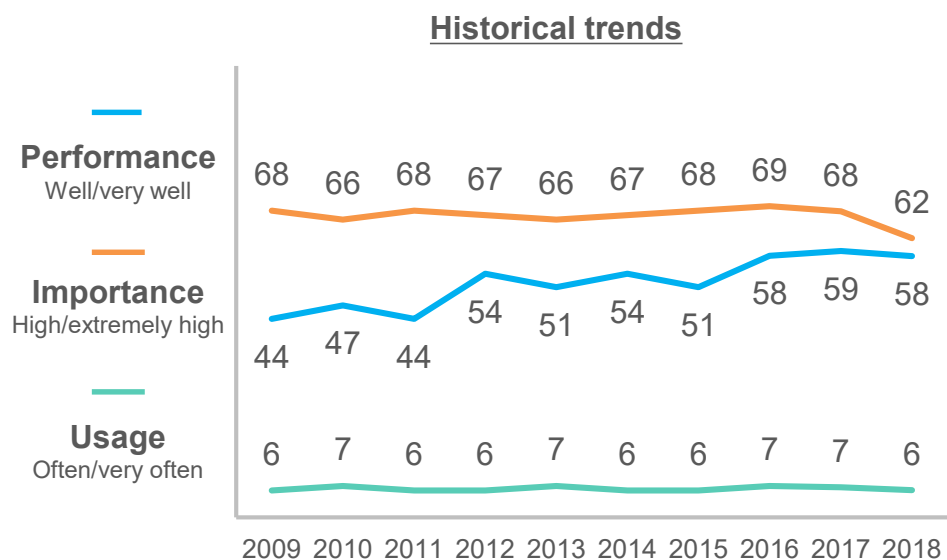
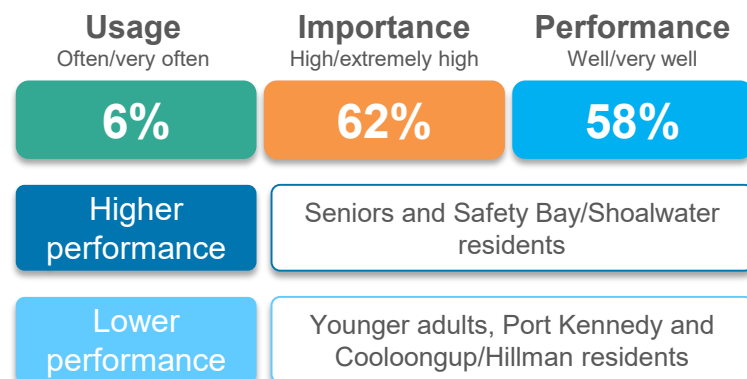
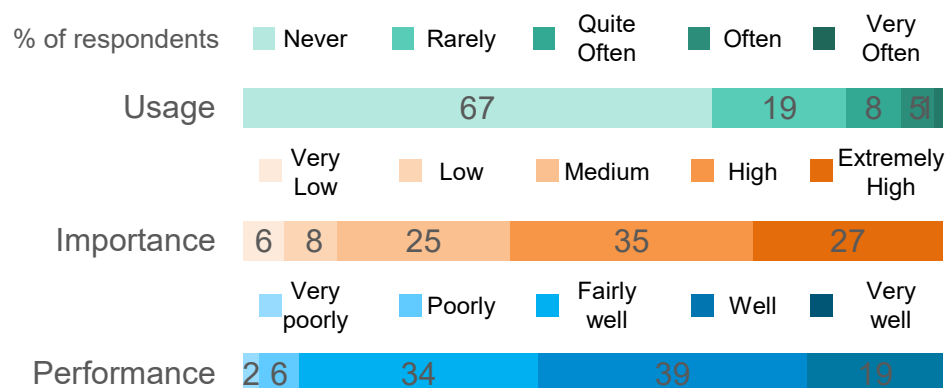
Base: Usage (n = 483), Importance (n = 479), Performance (n = 235).

Seniors facilities among seniors only (aged 65+)



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 seniors, excludes no response.
 Base: Usage (n = 80), Importance (n = 80), Performance (n = 62).

Youth programs and facilities



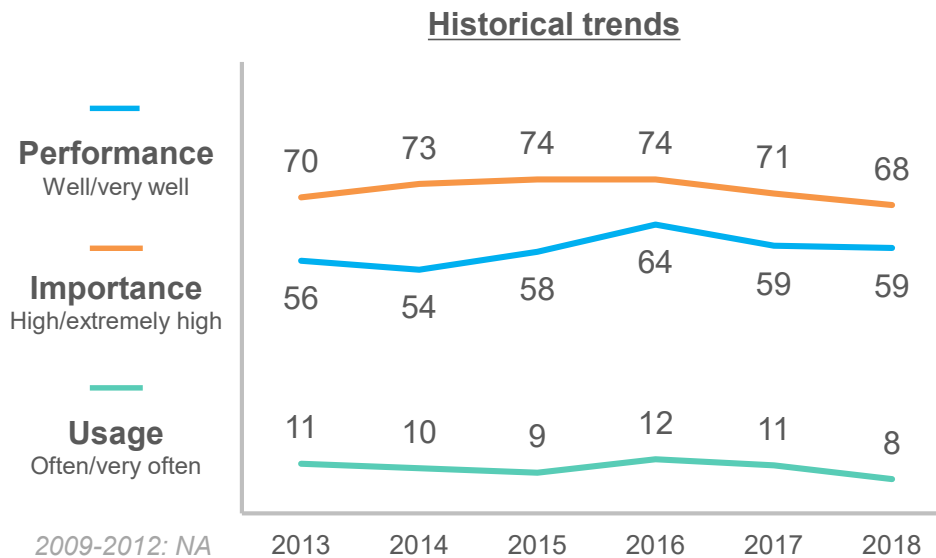
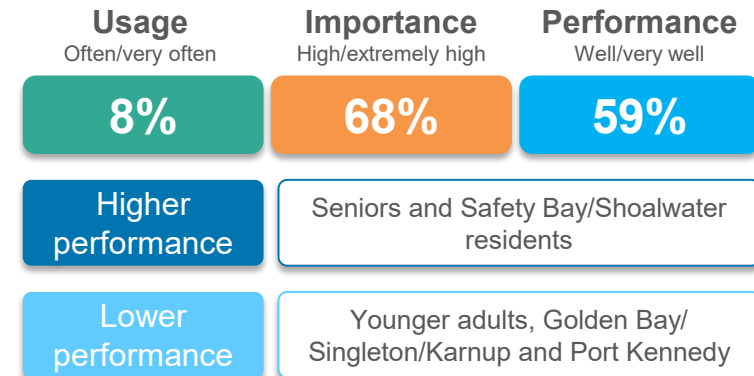
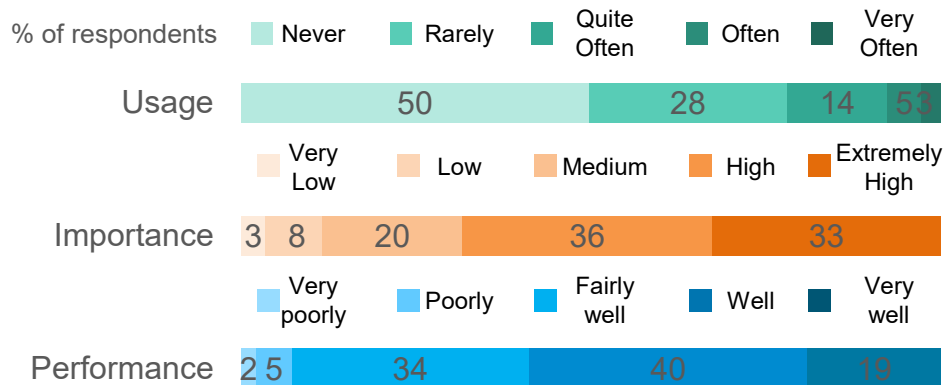
% of respondents	Well/very well	Poor/very poor
Male	54	11
Female	60	5
18 - 34 years	44	10
35 - 49 years	58	9
50 - 64 years	61	10
65+ years	81	1
Baldivis	57	6
Cooloongup/Hillman	45	23
Golden Bay/Singleton/Karnup	66	0
Port Kennedy	32	14
Rockingham	62	9
Safety Bay/Shoalwater	83	4
Secret Harbour	63	8
Waikiki	60	7
Warnbro	73	0

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.

Base: Usage (n = 482), Importance (n = 476), Performance (n = 257).

Community safety programs



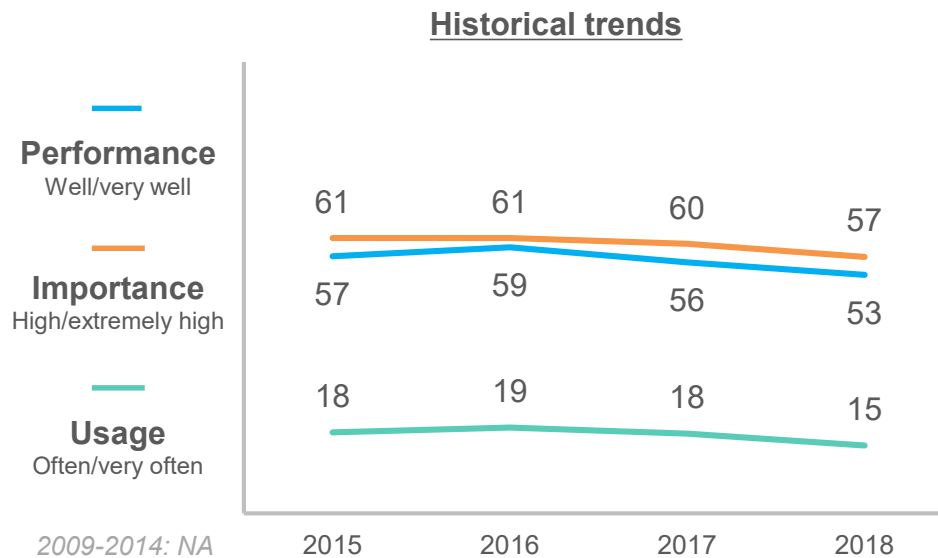
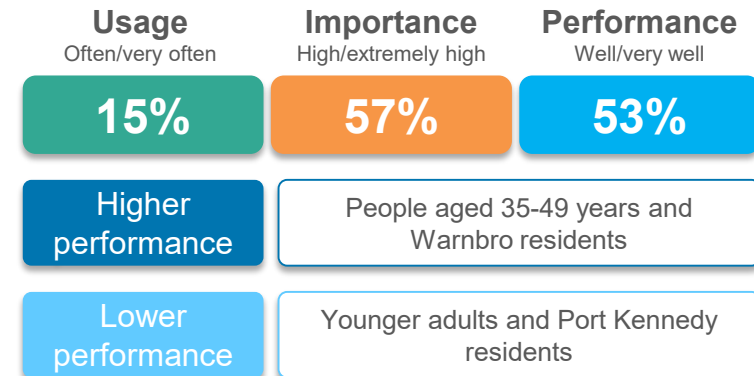
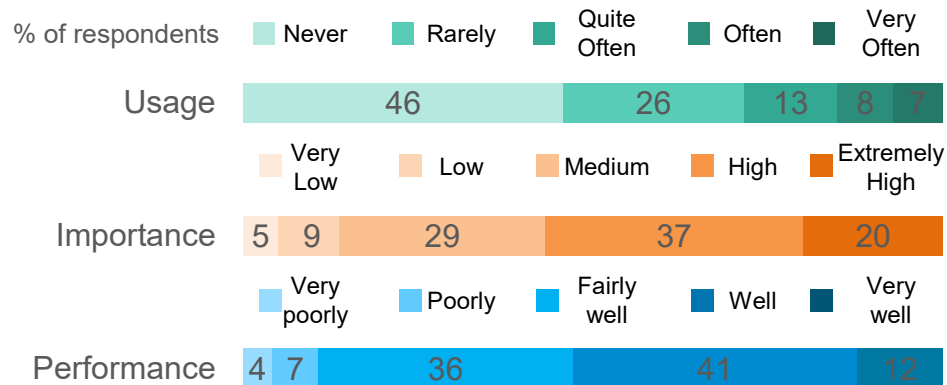
% of respondents	Well/very well	Poor/very poor
Male	56	10
Female	59	5
18 - 34 years	41	11
35 - 49 years	62	8
50 - 64 years	59	6
65+ years	81	2
Baldivis	57	5
Cooloongup/Hillman	66	0
Golden Bay/Singleton/Karnup	27	19
Port Kennedy	32	13
Rockingham	69	7
Safety Bay/Shoalwater	84	4
Secret Harbour	65	5
Waikiki	71	9
Warnbro	78	0

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.

Base: Usage (n = 482), Importance (n = 477), Performance (n = 252).

Dog and cat management



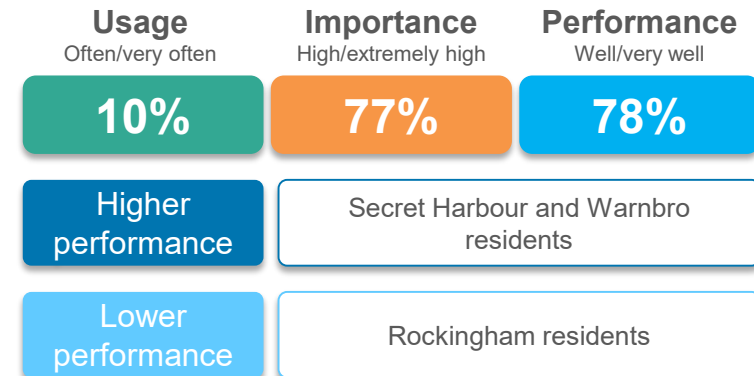
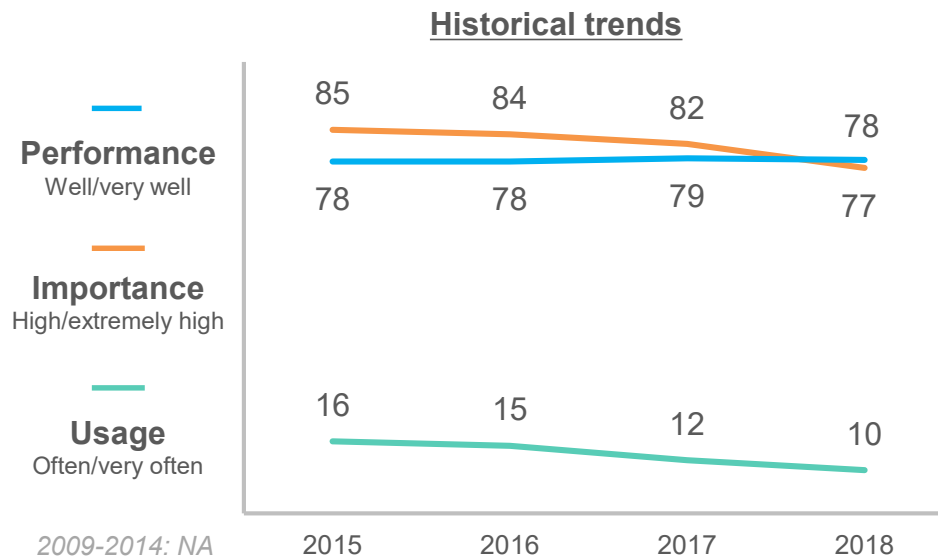
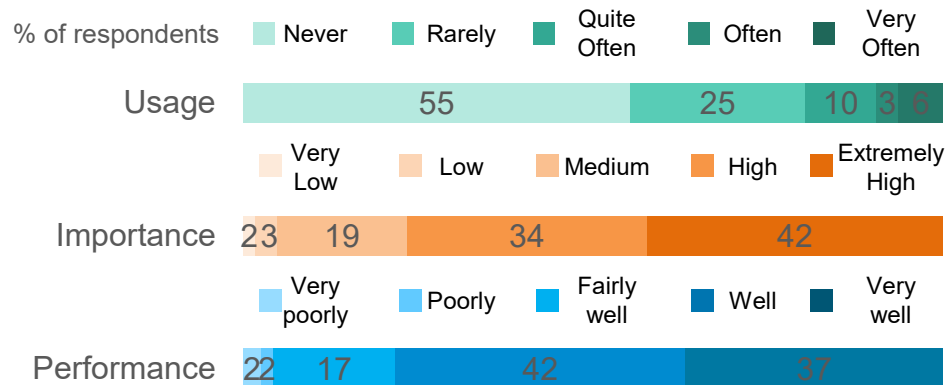
% of respondents	Well/ very well	Poor/ very poor
Male	48	13
Female	56	9
18 - 34 years	45	8
35 - 49 years	61	9
50 - 64 years	54	14
65+ years	58	14
Baldivis	49	12
Cooloongup/Hillman	55	9
Golden Bay/Singleton/Karnup	53	0
Port Kennedy	36	15
Rockingham	61	12
Safety Bay/Shoalwater	62	12
Secret Harbour	52	9
Waikiki	59	11
Warnbro	68	9

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.

Base: Usage (n = 484), Importance (n = 480), Performance (n = 334).

Fire management



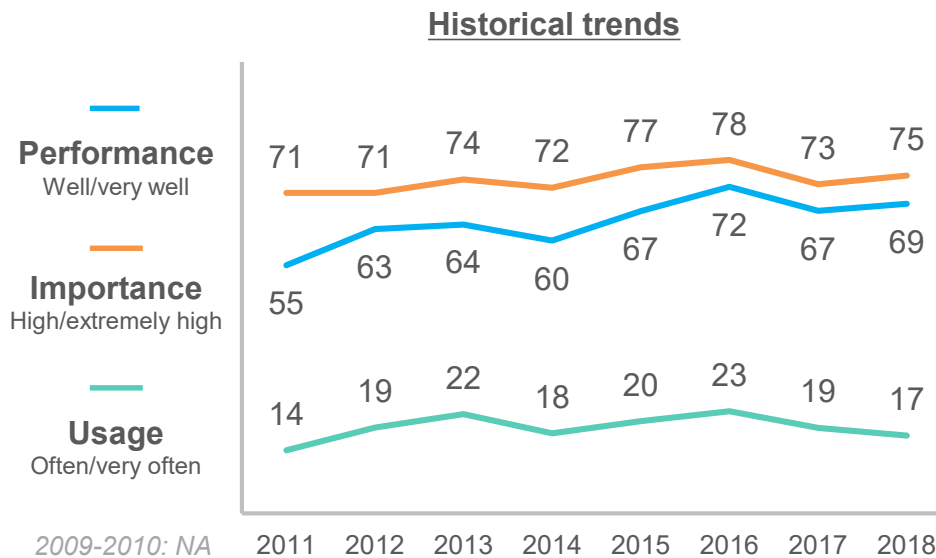
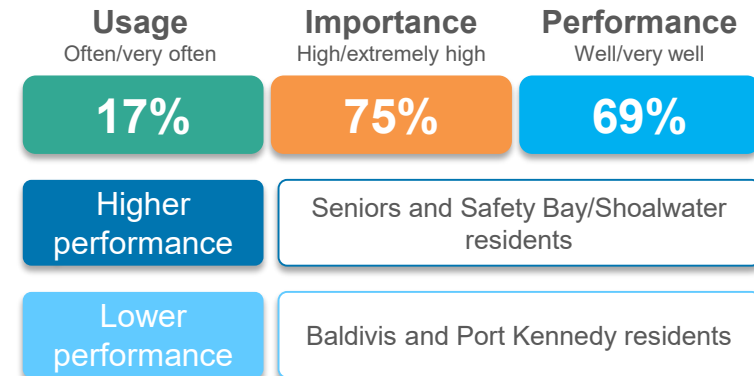
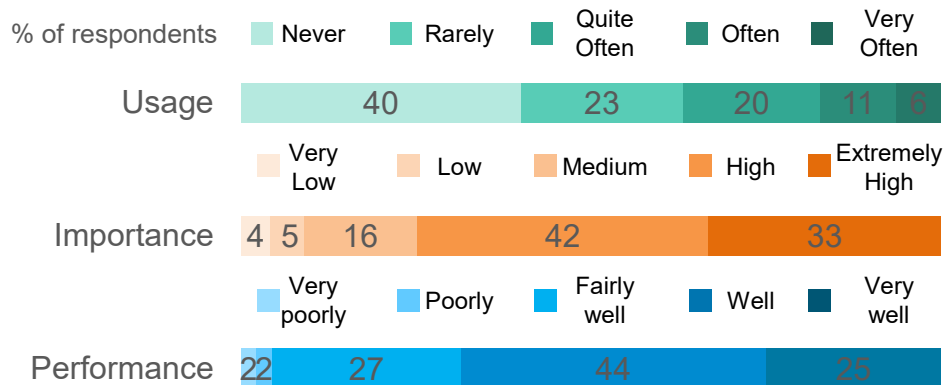
% of respondents	Well/ very well	Poor/ very poor
Male	75	7
Female	81	1
18 - 34 years	78	4
35 - 49 years	80	4
50 - 64 years	73	7
65+ years	84	2
Baldivis	73	6
Cooloongup/Hillman	80	3
Golden Bay/Singleton/Karnup	81	0
Port Kennedy	82	9
Rockingham	69	5
Safety Bay/Shoalwater	77	2
Secret Harbour	93	0
Waikiki	79	4
Warnbro	89	0

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.

Base: Usage (n = 483), Importance (n = 478), Performance (n = 323).

Community health and wellbeing



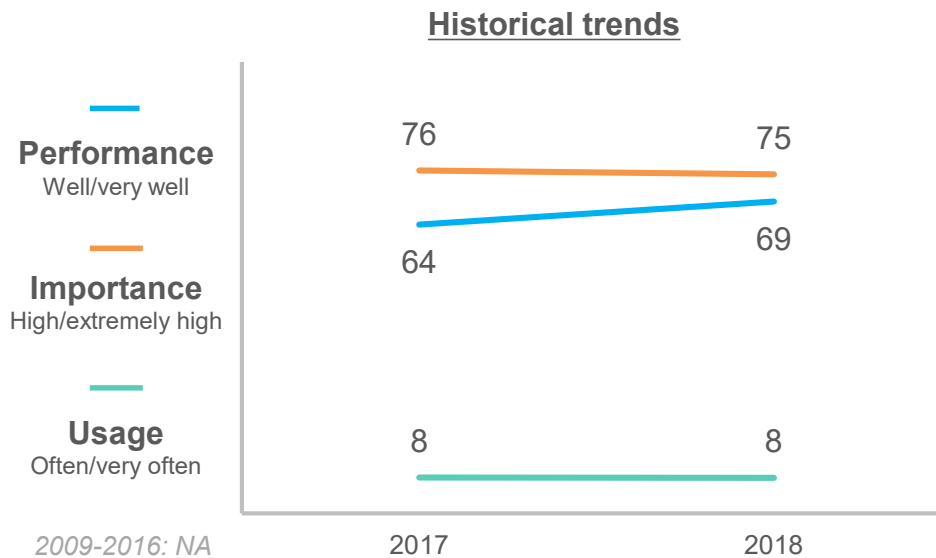
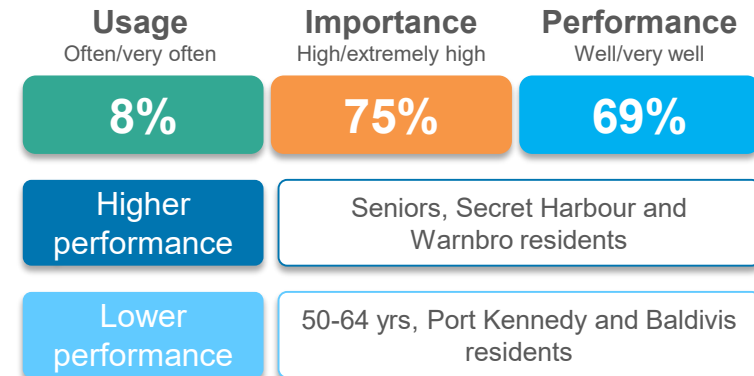
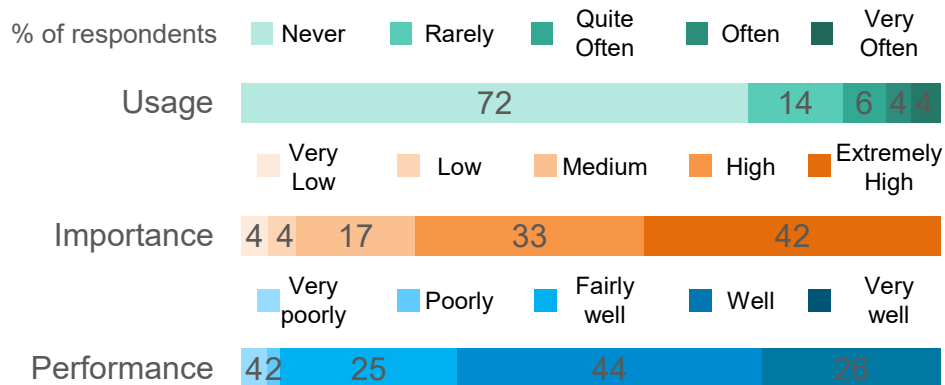
% of respondents	Well/ very well	Poor/ very poor
Male	66	8
Female	70	1
18 - 34 years	60	4
35 - 49 years	69	3
50 - 64 years	62	8
65+ years	88	2
Baldivis	56	6
Cooloongup/Hillman	83	3
Golden Bay/Singleton/Karnup	78	0
Port Kennedy	44	14
Rockingham	70	5
Safety Bay/Shoalwater	90	0
Secret Harbour	82	0
Waikiki	70	5
Warnbro	82	0

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.

Base: Usage (n = 484), Importance (n = 479), Performance (n = 302).

Services for people with disability



% of respondents	Well/very well	Poor/very poor
Male	67	8
Female	70	2
18 - 34 years	67	5
35 - 49 years	69	2
50 - 64 years	61	10
65+ years	82	5
Baldivis	66	4
Cooloongup/Hillman	74	6
Golden Bay/Singleton/Karnup	74	0
Port Kennedy	48	15
Rockingham	66	9
Safety Bay/Shoalwater	78	2
Secret Harbour	85	0
Waikiki	70	8
Warnbro	88	0

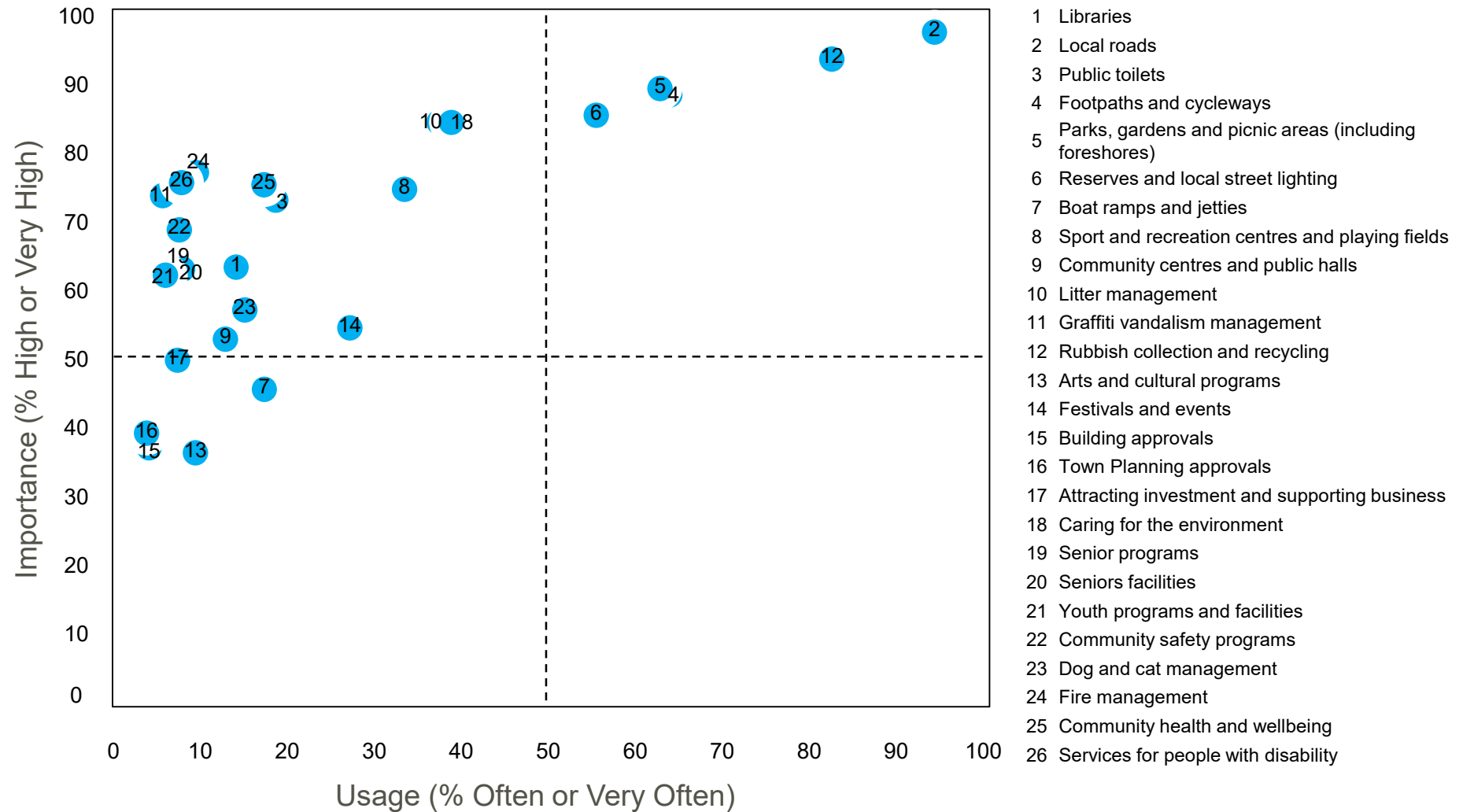
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?

Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response.

Base: Usage (n = 485), Importance (n = 478), Performance (n = 233).

Usage, Importance and Performance Matrices

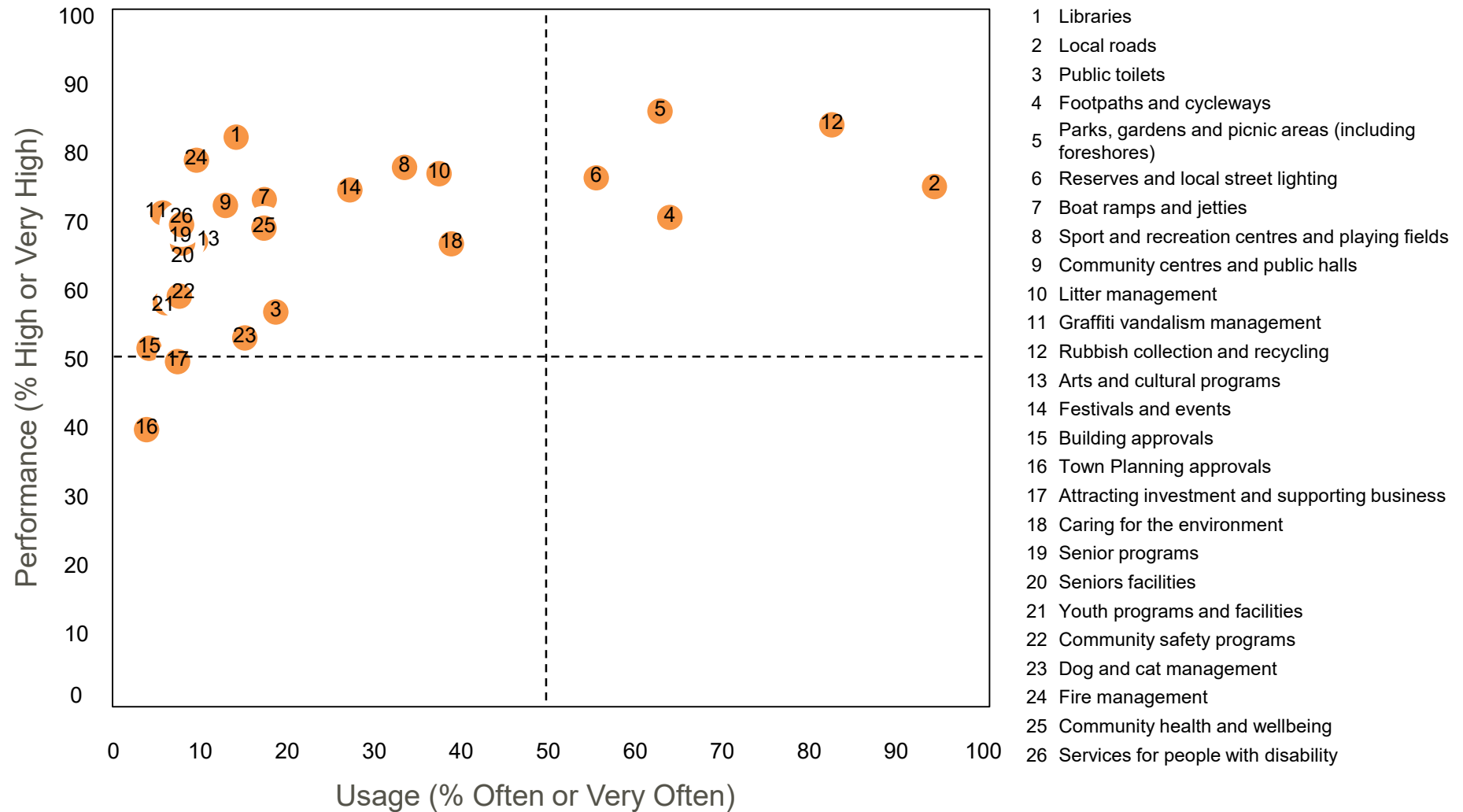
Usage x Importance



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

Base: All respondents who provided a valid response. Base: Usage (n = varies), Importance (n = varies),

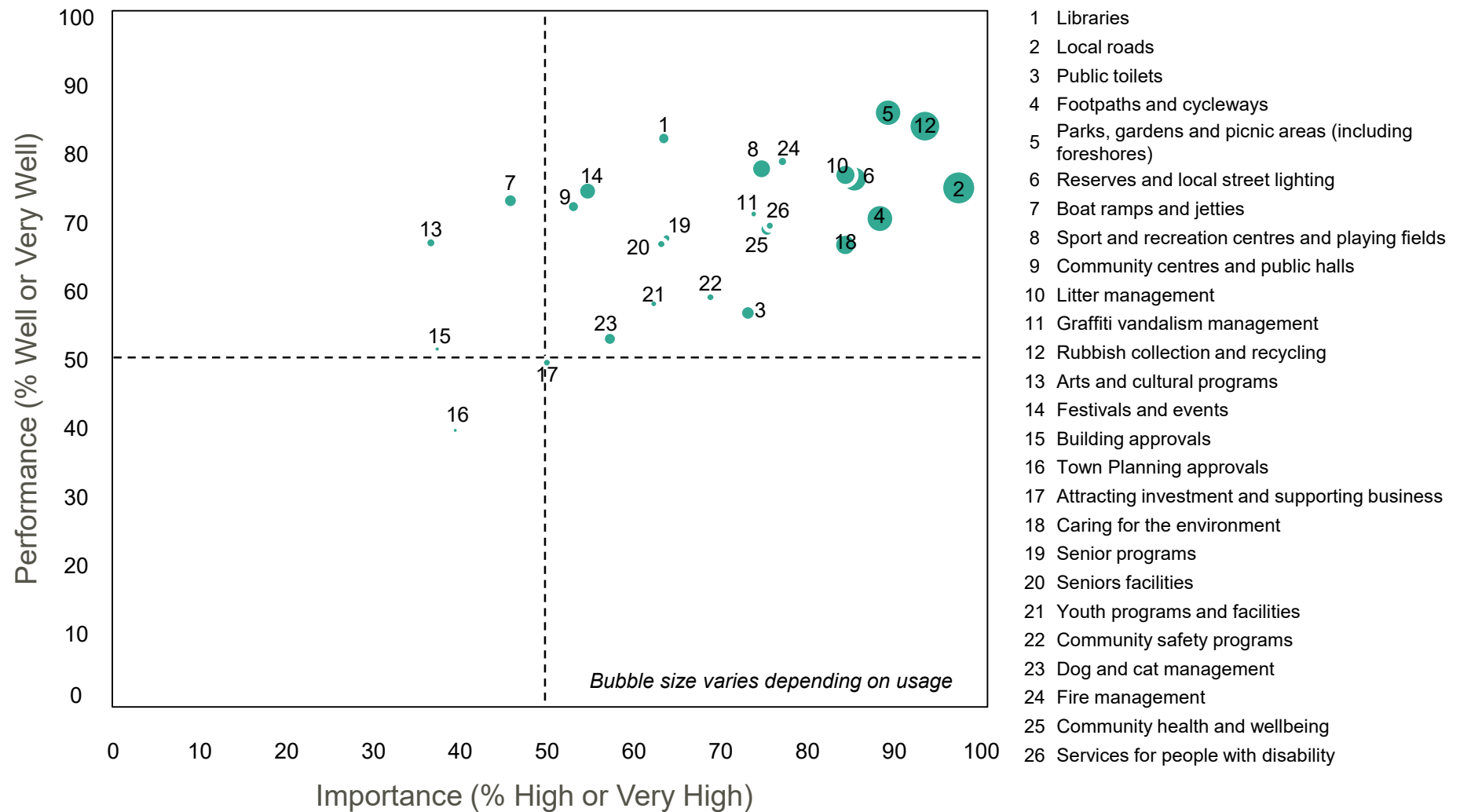
Usage x Performance



Q. How often do you utilise the service or facility? Q. How well does the City deliver the service or facility?

Base: All respondents who provided a valid response. Usage (n = varies), Performance (n = varies).

Usage x Importance x Performance



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 who provided a valid response. Usage (n = varies), Importance (n = varies), Performance (n = varies).

