

City of Rockingham Customer Satisfaction Survey 2020

Prepared by: CATALYSE® Pty Ltd
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CATALYSE 



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Introduction

The study

In 2020, the City of Rockingham conducted a Customer Satisfaction Survey to:

- Evaluate communication and engagement with the City
- Measure usage, importance and performance of selected services and facilities

The City of Rockingham designed the questionnaire, then printed and distributed survey invitations to 4,000 randomly selected households; 2,000 by post and 2,000 by email. The online survey was programmed and hosted by the City of Rockingham using the SurveyMonkey platform.























Residents were invited to complete the survey in hard copy or online between 21 October and 20 November 2020.

687 responses were submitted, minimising the sampling error to $\pm 3.7\%$ at the 95% confidence interval.

Online data and hard copy responses were provided to CATALYSE® for data entry, processing and analysis.

An age and gender bias was corrected with weighting to match the general population based on the ABS Census.

Throughout the report, where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

	% of respondents (unweighted)	Weighted
Male	 50	48
Female	 48	49
Answered together	 <1	<1
No response	 1	1
18 to 34 years	 8	32
35 to 49 years	 26	28
50 to 64 years	 34	22
65+ years	 32	17
Answered together	 <1	<1
Baldivis	 22	29
Cooloongup	 5	3
Golden Bay	 6	6
Hillman	 1	1
Karnup	 1	1
Port Kennedy	 8	7
Rockingham	 16	12
Safety Bay	 7	5
Secret Harbour	 7	9
Shoalwater	 5	4
Singleton	 3	3
Waikiki	 10	12
Warnbro	 9	8

Questionnaire

The City of Rockingham Customer Satisfaction Survey 2020

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

If you prefer you could submit your survey online at: surveymonkey.com/r/corsatisfactionsurvey2020
Completed surveys must reach us by Friday 20 November 2020.

Living in the City of Rockingham

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?

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

About you

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

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

2. Are you:

☐ Male ☐ Female ☐ Other

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

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

Communication and engagement with the City

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
☐ By letter ☐ Social Media ☐ Rock Port
☐ Via the City's website

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 well ☐ Poorly ☐ Very poorly

5. Have you shared your thoughts about a community consultation item in the last 12 months?

☐ Yes ☐ No

6. 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 ☐ Rock Port
☐ Other (please specify) _____

7. 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 ☐ Rock Port (email updates)
☐ Other (please specify) _____

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

Please continue the survey over the page →



[rockingham.wa.gov.au](https://www.rockingham.wa.gov.au)



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 and 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
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
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 and facilities	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Community safety programs	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.

Strategic Insights

Strategic overview

Overall Performance*

6 Year Trend

2015	2016	2017	2018	2019	2020
3.9	4.0	4.0	4.0	4.0	3.9

Overall performance has remained steady.

Net Promoter Score



+30

Net Promoter Score

The Net Promoter Score can range from -100 to +100. A score of +30 is considered to be good in local government.

Customer Interaction



77%

Very well or well

Performance is on par with 2019

Engagement

Preferred way to deal with the City



Email



Phone

Preferred information channels



Electronic newsletter

CityChronicle
THE CITY OF ROCHESTER'S REGIONAL NEWSLETTER

Printed newsletter

Strengths



Rubbish collection and recycling



Parks, gardens and picnic areas



Sport and recreation centres and playing fields

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

Focus Areas

Town Planning approvals



Building approvals



Dog and cat management



Youth programs and facilities



Community safety programs



Public toilets



Local business support



Tourism promotion



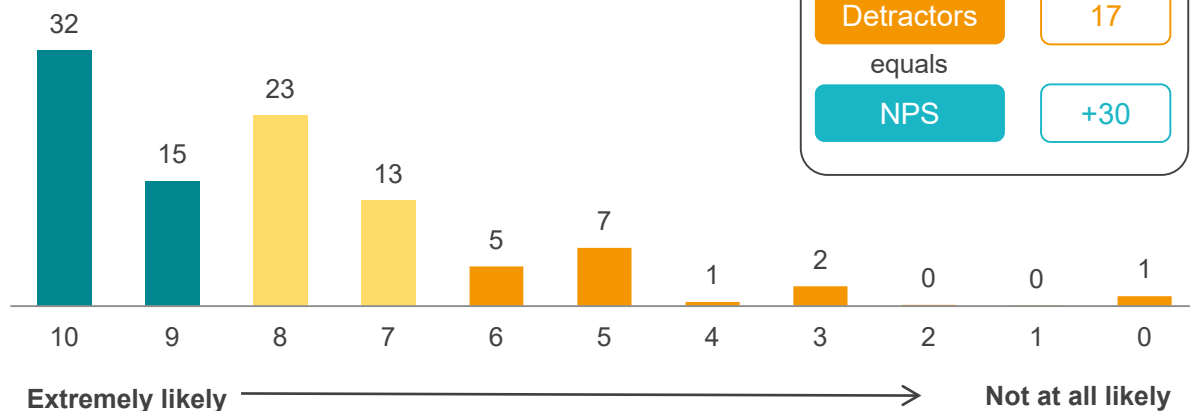
Less than 60% of residents rate these services as performing "well" or "very well".

Net Promoter Score

Likelihood of recommending the City of Rockingham as a place to live

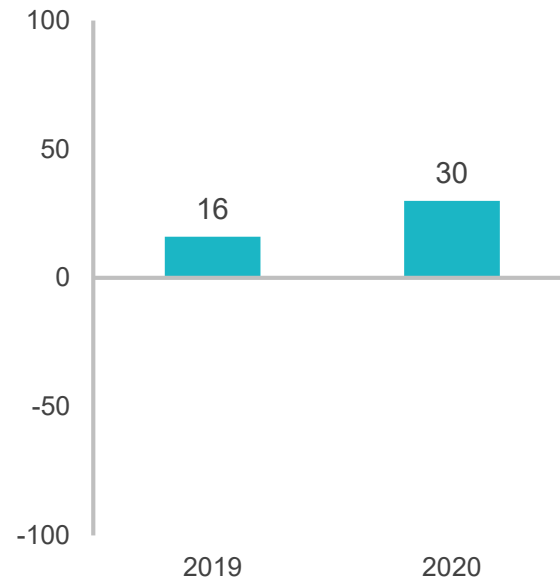
Likelihood of recommending City of Rockingham

% of respondents



Historical trends

Net Promoter Score



Variances across the community

Net Promoter Score

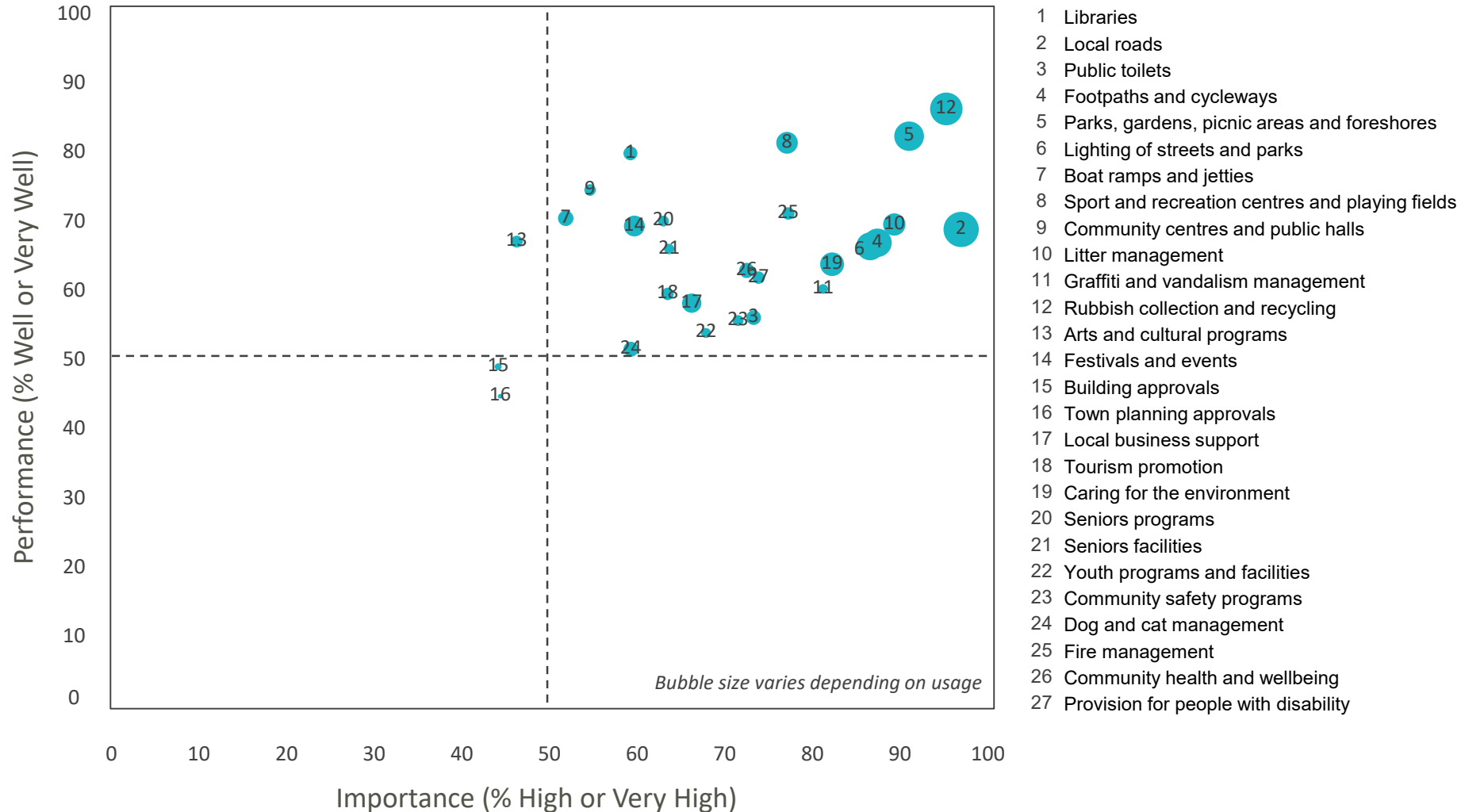
Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
30	30	30	16	32	37	47	16	52	25	41	42	43	31	30	37

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 = 683).

^ NPS can range from
-100 to +100

Performance v Importance | 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).

Performance trends | last 12 months



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

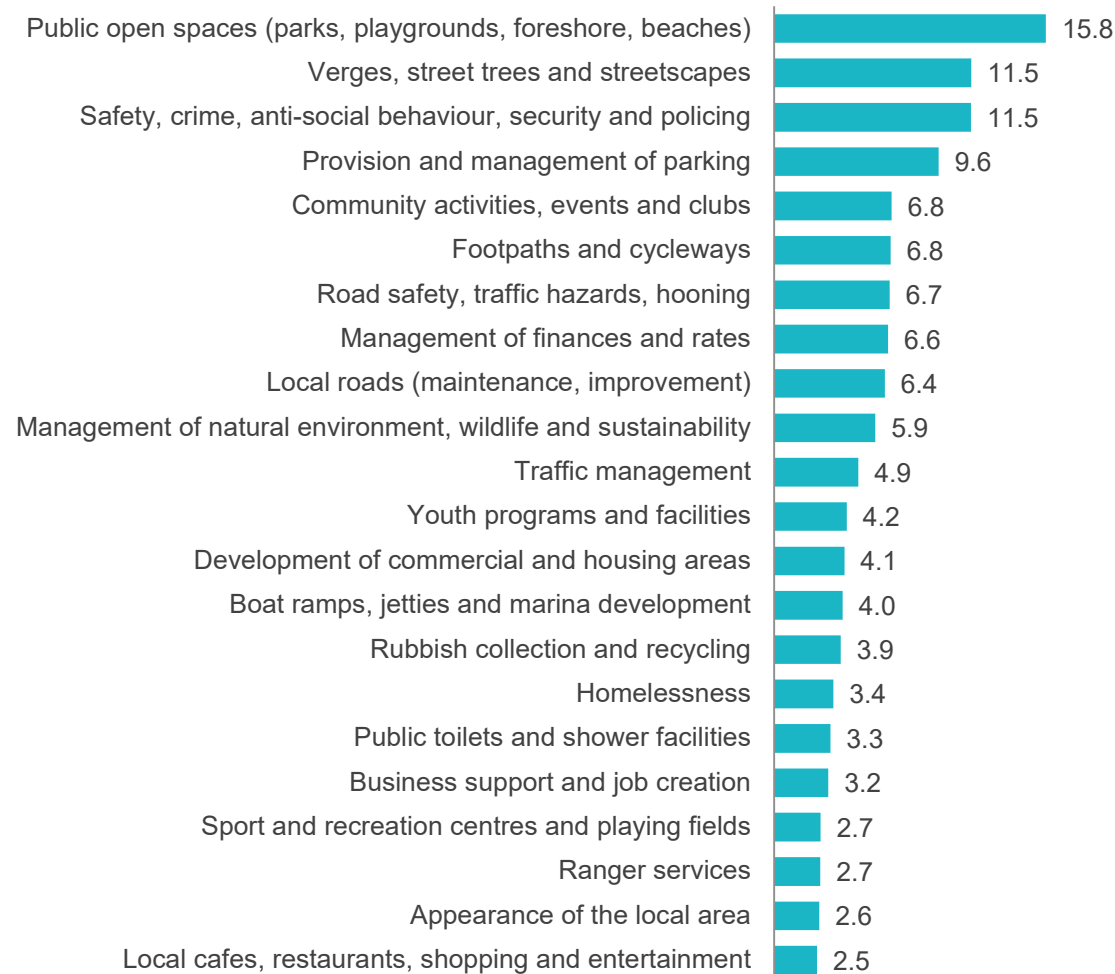
Base: All respondents who provided a valid response (n = varies).

*No historic data available

Areas in need of improvement

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

% of respondents



Within the section titled *Communication and engagement with the City*, survey respondents were asked: What would you like to see the City focus on improving?

Community members indicated that they would mostly like the City to focus on improving:

1. Public open spaces
2. Verges, street trees and streetscapes
3. Community safety
4. Parking

A summary of community perceptions, related to challenges and suggested improvements for the top four areas, is provided overleaf.

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

Base: All respondents, excludes no response (n = 620).

Chart shows responses mentioned spontaneously by 2.5% or more respondents.

Community perceptions

Public open spaces (parks, playgrounds, foreshore, beaches)

Community Challenges

- Insufficient amenities at parks, playgrounds, foreshore and beach areas
- Provision of amenities varies across different parts of the City

Community Driven Actions

1. Provide more amenities e.g. shade, seating, picnic tables, BBQs, lighting, showers, toilets
2. Improve playgrounds and provide facilities for older children and teens
3. Improve amenities and landscaping of foreshore areas
4. Maintain green spaces and gardens
5. Increase the number of dog parks and improve amenities at existing dog parks

Community Voices

“Providing more shade at public parks so families are more sun safe.”

“Outdoor facilities picnic places etc.”

“More benches in the parks, better lighting around ovals and parks.”

“More toilets at parks and enclosed parks for small children.”

“I would also like to upgrades to park facilities in the older parts of Baldivis to match the newer developments (playground equipment, skate park, basketball court etc).”

“Better foreshores other than just the main Rockingham one.”

“The facilities at the Secret Harbour Foreshore.”

“Improving the facilities / development along all the foreshore from Rockingham all the way around to Shoalwater and Safety bay.”

“The BBQ facilities at Safety Bay beach front... also the weeds and ants at the Nettleton reserve.”

“More grassed areas rather than all bush/scrub at Rockingham and Safety Bay beaches. It would be lovely for families, especially the young children.”

“Controlled dog exercise area at City Park and dog waste bins and bags established at the Kybra Mews end of the park.”

“Water fountains in reserves and parks that have dog walking and playground facilities.”

Community perceptions

Verges, street trees and streetscapes

Community Challenges

- Road verges are untidy, overgrown and have too much dead grass and weeds on them
- Not enough street trees in some areas
- Overgrown trees creating road hazards

Community Driven Actions

1. Mow grass, remove weeds and tidy verges
2. Improve watering or provide mulch for verges
3. Encourage residents and owners to maintain the front of their properties
4. Prune overgrown street trees, plant more trees and replace trees that are unattractive or create a lot of debris

Community Voices

“Verge and median strip clean up.”

“Maintaining long grass weeds on verges and open areas.”

“Streetscapes / landscaping. The road islands and street verges need more watering / mowing and or plants. Especially in summer, the brown dead grass is a real let down.”

“Verge cleanups, free mulch to provide water saving on properties, pathways to the wider river gums area.”

“Verge beautification along main roads and ensuring people keep their verges clean and clear of grass, debris etc.”

“I would like to see some action on getting house owners to clean up neglected front yards & verges as it makes an area look neglected & down at heel...affecting all properties in the area.”

“Poor vision at intersections due to overgrown trees shrubs.”

“Verge tree trimming, the tree on our verge is on a bend and creates a blind spot.”

“More attention to streetscaping within residential areas. Specifically, with the regular pruning of council trees and unimproved land areas.”

“Planting more trees but less deciduous leaf droppers.”

“Verge maintenance and replanting trees where existing trees are very unattractive to the area.”

Community Challenges

- Crime, including theft and burglaries
- Concerns about safety and antisocial behaviour issues in public places

Community Driven Actions

1. Advocate for increased Police presence and enforcement around crime and antisocial behaviour
2. Provide security patrols, CCTV and improved lighting in public places
3. Engage with youth to address behavioural issues
4. Homelessness advocacy

Community Voices

“Security/safety in public places.”

“Safety around public areas e.g. beach carparks.”

“Antisocial behaviour and the homeless people situation.”

“Crime prevention and homelessness.”

“Crime... Moving on undesirables hanging out in front of shopping centres.”

“Petty crime. Youngsters messing around houses.”

“Crime and youth engagement.”

“Suburb safety regarding burglaries.”

“House burglary and break-ins, prowlers.”

“Crime, neighbourhood patrols at night.”

“Appropriate lighting in residential areas and security. The current street lighting in certain parts of the city is inadequate. Gives criminals free access to carry out their crime.”

“More surveillance cameras due to recent break ins in the local area and neighbouring area. More police in our city.”

“A police station in Baldivis.”

“More police at night times patrolling the streets.”

Community perceptions

Provision and management of parking

Community Challenges

- Insufficient parking at the foreshore which makes it difficult for people to visit the area
- Insufficient parking near shopping areas, medical services, parks and schools

Community Driven Actions

1. Build more car parks at the foreshore and allow parking for longer periods of time
2. Provide more parking throughout the City, including ACROD bays
3. Be more lenient in general enforcement of parking
4. Target parking infringements where they cause the most disruption

Community Voices

“Car parking on Rockingham Foreshore. Locals cannot find parking at busy times. In summer Rockingham will not be able to cope with the current parking facilities.”

“Longer parking hours down at our foreshore.”

“Improving parking at the lovely new foreshore. Specially for the elderly.”

“Multiple level carparking in Rockingham beach so families can actually utilise the beach front.”

“Extra parking at foreshore and in that area e.g. markets and café strip at weekends especially.”

“The public parking at Baldivis square is an absolute joke, because of the school there are times you can't park for the doctor or to even grab some groceries.”

“More ACROD parking at local shopping centres.”

“More disabled parking bays on foreshore in particular.”

“Parking requirements within the city in residential areas being rarer free.”

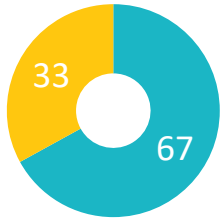
“Less parking restrictions around City buildings - (the new ones).”

“More Patrols in Baldivis by Rangers especially during school pick up / drop off times due to poor / dangerous parking.”

Communication and engagement

Customer contact

Contact over the past 12 months



■ Had contact
■ No contact

% had contact in
past 12 months

5 YEAR TREND

	2015	2016	2017	2018	2019	2020	Trend
% had contact in past 12 months	57	62	62	72	64	67	=

Type of contact	♂	♀	18-34	35-49	50-64	65+ yrs	2015	2016	2017	2018	2019	2020	Trend
Phone 45	45	45	44	44	50	42	47	52	52	43	50	45	▼
Email 25	21	27	27	28	22	18	22	21	24	22	24	25	=
In person 20	23	18	16	16	20	35	43	42	39	26	25	20	▼
City's website 5	5	6	6	8	4	1	11	8	8	7	4	5	=
Letter 3	4	2	3	2	3	2	9	8	9	3	4	3	=
Social Media 2	2	2	3	3	0	2	2	1	2	3	1	2	=
Rock Port 0	1	0	0	0	1	0	NA	NA	NA	1	2	0	=

Q. Have you had contact with the City within that last 12 months... Q. Was it (please tick one)?

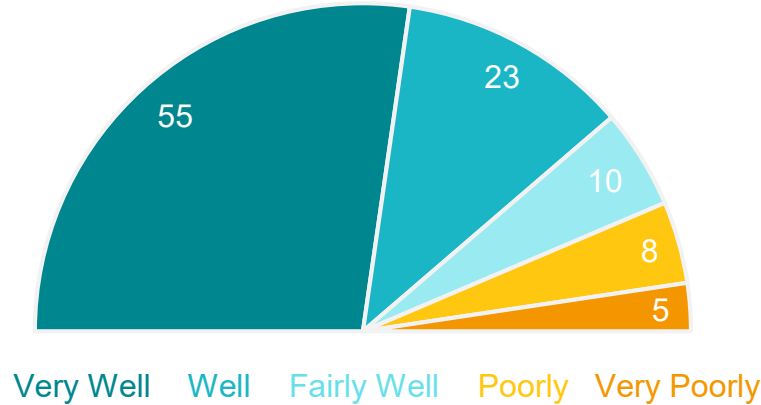
Note: respondents provided multiple responses.

Base: Respondents who have had contact with City over last 12 months, excludes no response (n = 429)

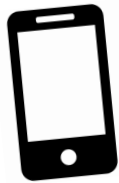
Customer service performance

Overall performance ratings

% of respondents



5 YEAR TREND	2015	2016	2017	2018	2019	2020	Trend
% well + very well	79	82	78	75	78	77*	=



Phone contact

% well + very well

2015	2016	2017	2018	2019	2020
76	81	77	78	76	79



In person contact

% well + very well

2015	2016	2017	2018	2019	2020
85	85	85	83	87	89



Email contact

% well + very well

2015	2016	2017	2018	2019	2020
72	74	70	69	72	71

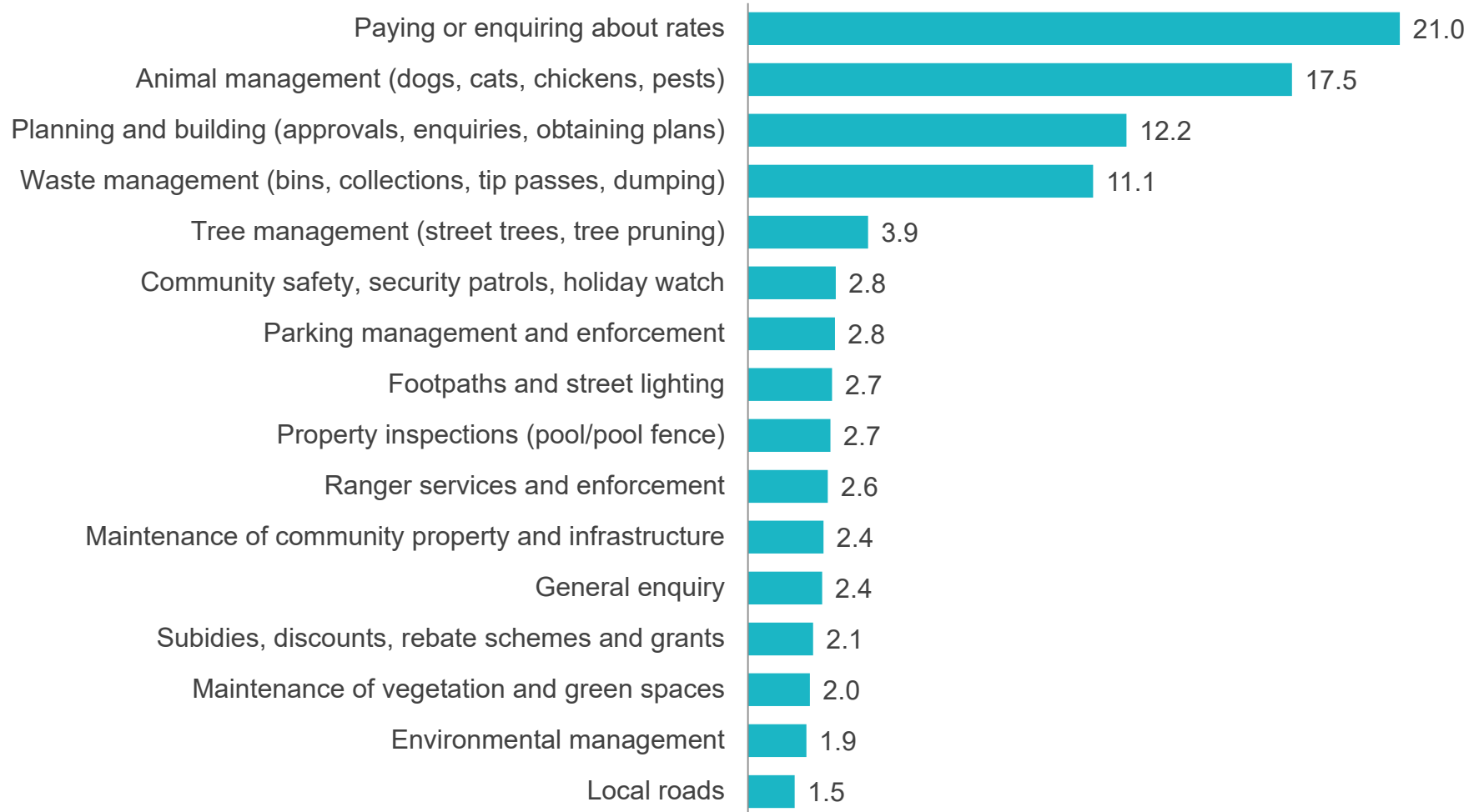
Q. In your opinion, how well did the City deal with your interaction? Base: Respondents who have had contact with City over last 12 months, excludes no response. Overall (n = 450); Person (n = 85); Phone (n = 192); Email (n = 105)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Reasons for contacting the City of Rockingham

What was the reason for the contact?

% of respondents



Q. What was the reason for the contact?

Base: Respondents who have had contact with City over last 12 months, excludes no response (n = 448).

Chart shows responses mentioned spontaneously by 1.5% or more respondents.

Community consultation

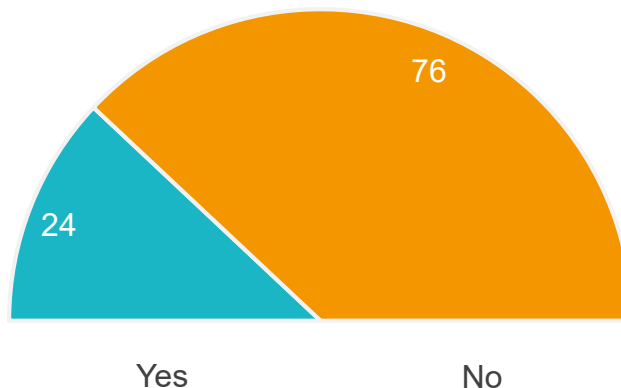
24% of respondents had shared their thoughts about a community consultation item in the past 12 months.

Males and residents in Secret Harbour, Waikiki and Rockingham were more likely to have engaged in community consultation.

Females and residents of Golden Bay, Singleton, Karnup and Port Kennedy were least likely to have engaged in community consultation.

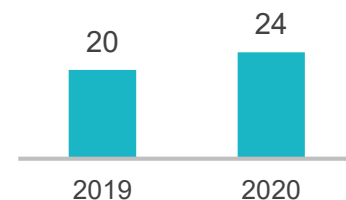
Have you shared your thoughts about a community consultation item in the past 12 months?

% of respondents



Historical trends

% Yes



Variances across the community

% of respondents who have shared their thoughts about a community consultation item in the past 12 months.

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
24	30	18	25	21	23	26	21	25	12	15	29	27	34	29	19

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








Base: All respondents, excludes 'no response' (n = 670)

Preferred way of dealing with the City

Residents mostly prefer to deal with the City via email, up 5% points over the past 12 months.

- Preference for email is highest among people aged 18 to 34 years and women.
- Preference for email is lowest among seniors. Seniors have a stronger preference for in person and phone contact.

Overall, there is a downward trend in residents preferring to deal with the City over the phone and in person.

Preferred Method		♂	♀	18-34	35-49	50-64	65+ yrs	5 YEAR TREND						
								2015	2016	2017	2018	2019	2020	Trend
Email	 41	34	47	52	44	34	22	31	31	34	36	36	41	▲
Phone	 30	32	27	27	29	32	32	38	41	38	38	34	30	▼
In person	 16	20	12	7	12	20	37	29	28	28	24	19	16	▼
City's website	 7	7	7	6	9	9	3	11	12	9	5	7	7	=
Social Media	 3	5	5	6	4	2	1	2	2	2	2	3	3	=
Letter	 2	2	1	2	0	1	4	5	6	7	3	2	2	=
Rock Port	 0	1	0	0	1	1	0	NA	NA	NA	1	2	0	=

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








Base: Those who provided a valid response (n = 629)

Preferred way to find out City news

Residents mostly prefer to receive City news through an email newsletter, up a further 2% points over the past 12 months.

- Preference for email newsletters is highest among people age 18 to 49 years.
- Preference for email newsletters is lowest among seniors (65+ years) who prefer the City Chronicle.

Generally, there is a downward trend in residents who prefer to receive City news through a newspaper or the City Chronicle.

Preferred Method		♂	♀	18-34	35-49	50-64	65+ yrs	5 YEAR TREND						
								2015	2016	2017	2018	2019	2020	Trend
Email newsletter	 39	39	38	45	41	36	26	30	29	31	36	37	39	▲
City Chronicle	 20	20	20	8	15	26	44	36	38	33	25	27	20	▼
Social media	 18	16	20	28	20	11	3	11	17	19	20	16	18	=
Website	 12	13	12	12	13	15	7	13	17	15	10	11	12	=
Newspaper	 6	5	6	0	6	6	16	24	21	17	14	9	6	▼
Rock Port	 4	4	3	2	5	6	3	NA	NA	NA	1	4	4	=
Monthly Council meetings	 0	0	0	0	0	0	1	1	1	1	1	0	0	=

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

Base: Those who provided a valid response (n = 634)

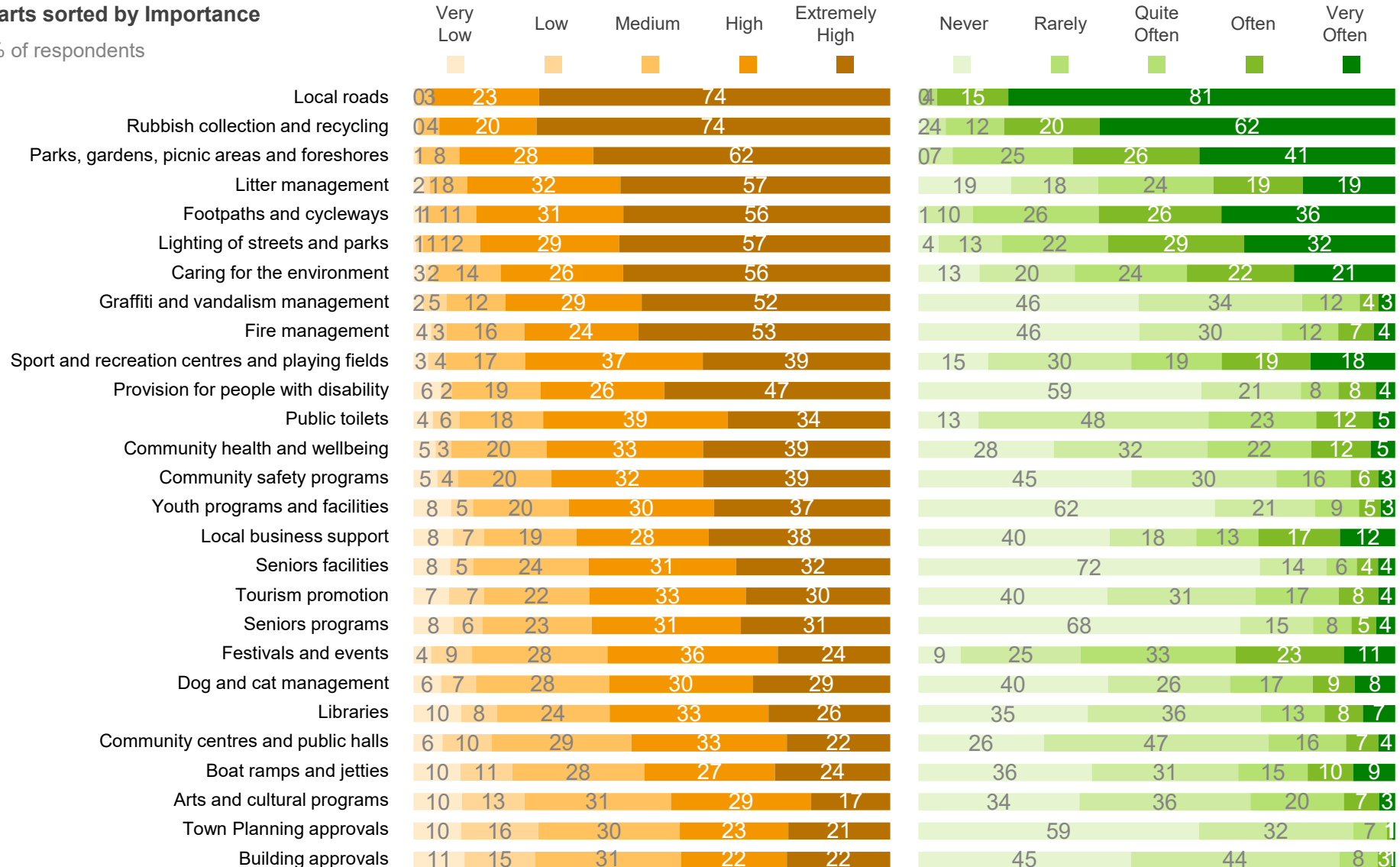
Usage and Importance

2020 Importance

2020 Usage

Charts sorted by Importance

% of respondents



Usage and importance trends | last 12 months

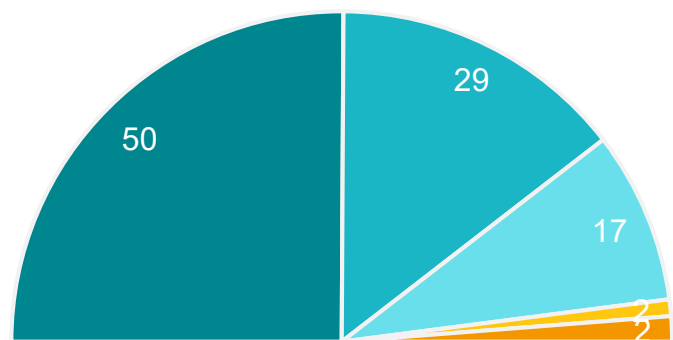
	Usage	Importance
Increasing	<p>Areas with increasing usage:</p> <ul style="list-style-type: none">Sport and recreation centres and playing fieldsLitter managementCommunity health and wellbeingProvision for people with disabilityCaring for the environmentFestivals and eventsFire management	<p>Areas with increasing importance:</p> <ul style="list-style-type: none">Litter managementGraffiti and vandalism managementSport and recreation centres and playing fieldsArts and cultural programsYouth programs and facilitiesDog and cat managementSeniors facilities
Decreasing	<p>Areas with decreasing usage:</p> <ul style="list-style-type: none">None	<p>Areas with decreasing importance:</p> <ul style="list-style-type: none">Community centres and public halls

Performance Scorecards

Libraries

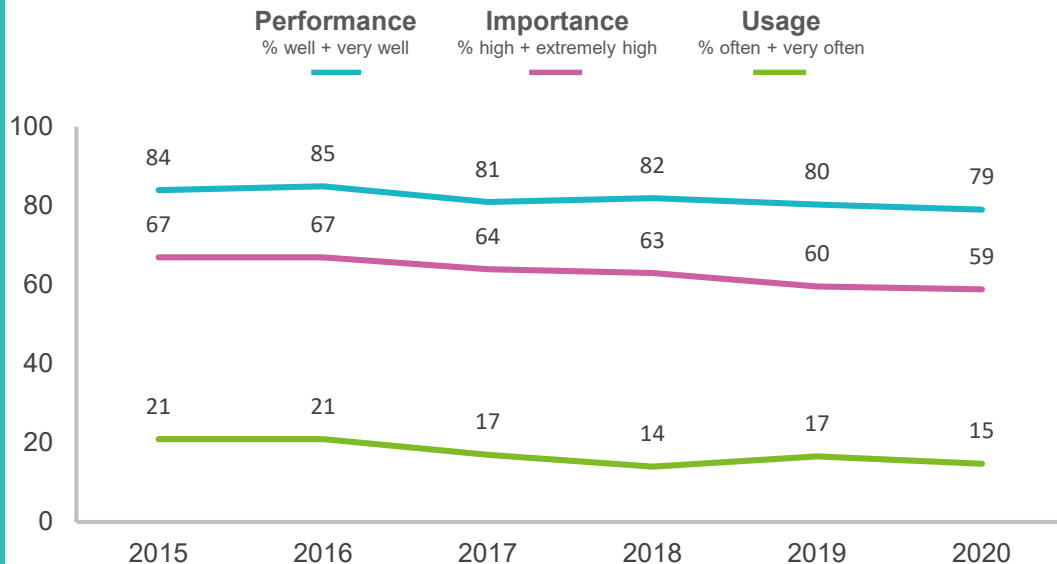
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
79	73	85	65	87	80	86	84	76	73	89	73	89	64	70	87

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

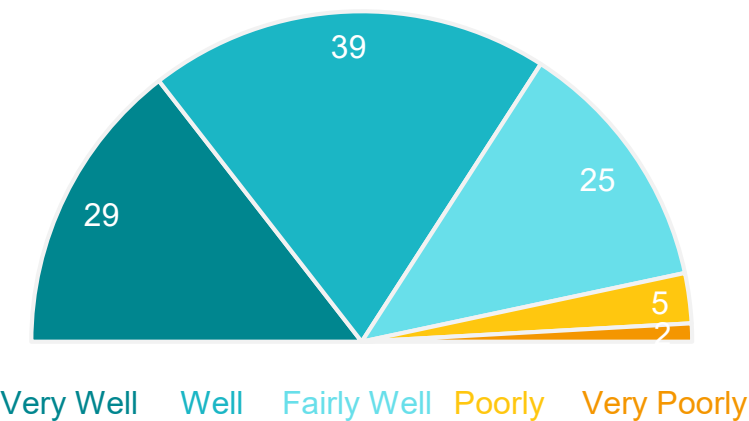
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 430)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

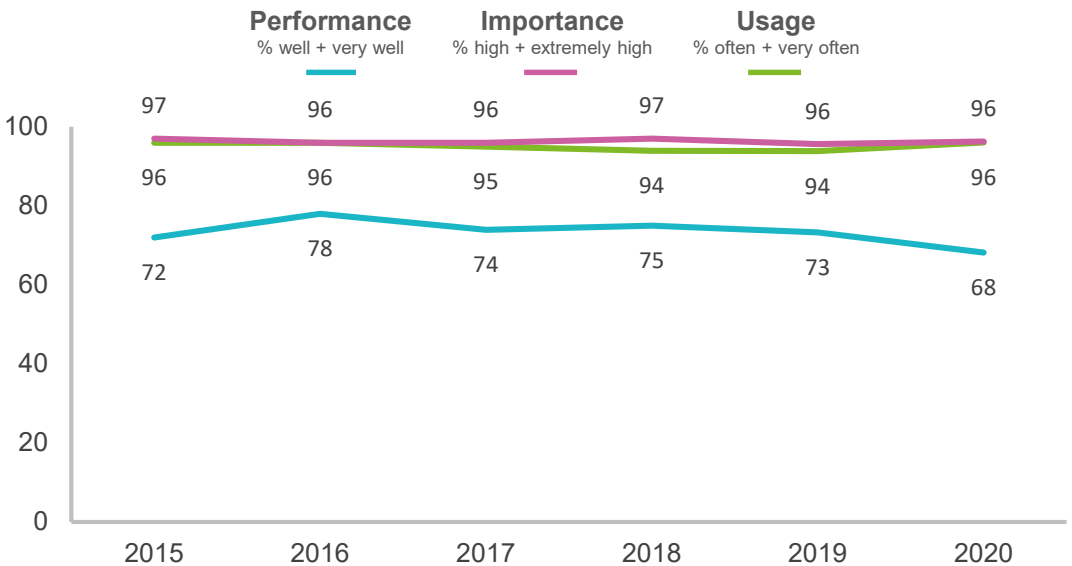
Local roads

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

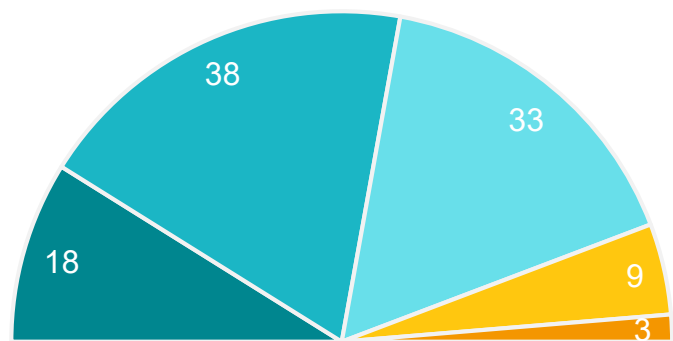
Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
68	66	69	51	70	75	87	61	52	63	80	74	80	63	76	73

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 (n = 585)
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Public toilets

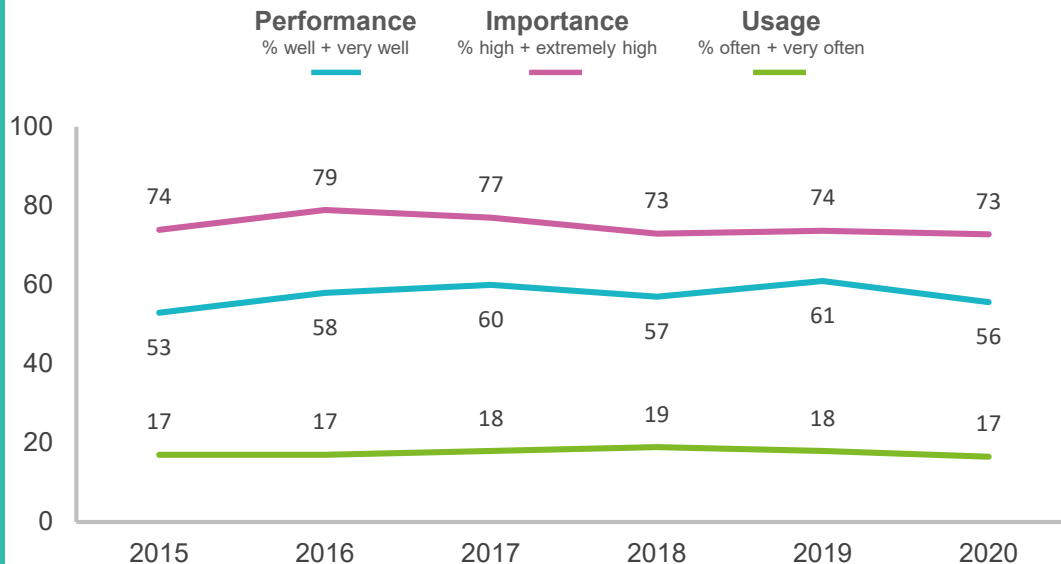
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
56	53	58	42	60	57	72	49	63	53	53	73	72	51	40	67

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

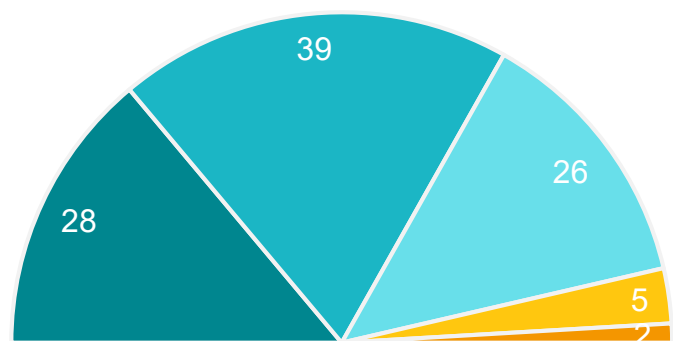
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 547)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Footpaths and cycleways

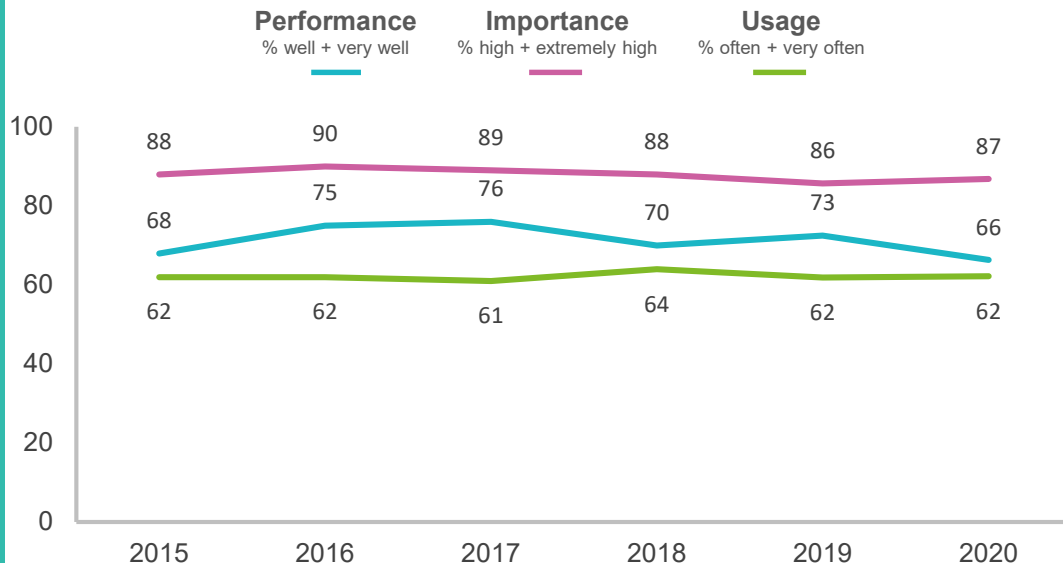
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
66*	67	65	56	68	69	79	65	76	65	66	66	70	70	54	79

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

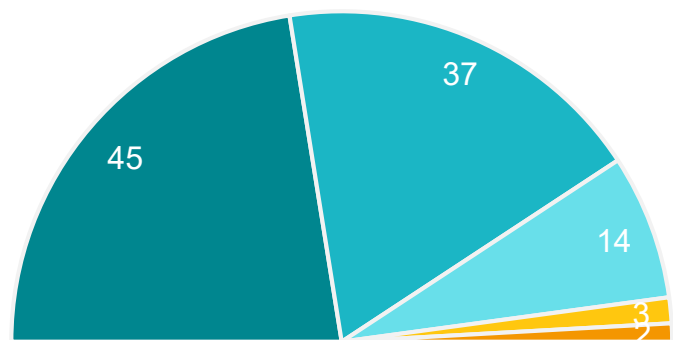
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 583)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Parks, gardens and picnic areas (including foreshores)

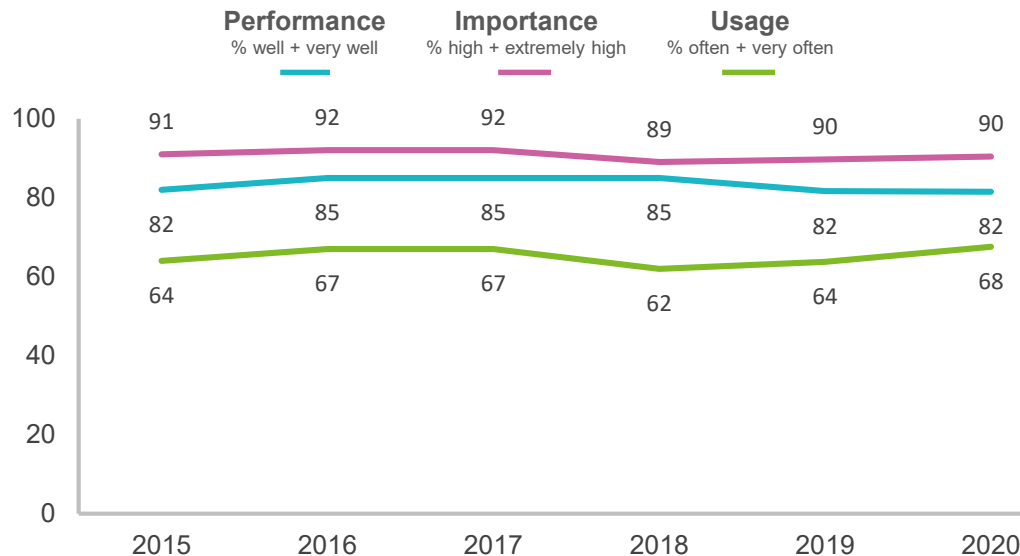
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
82	81	81	80	78	82	88	79	81	84	82	87	90	86	76	72

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

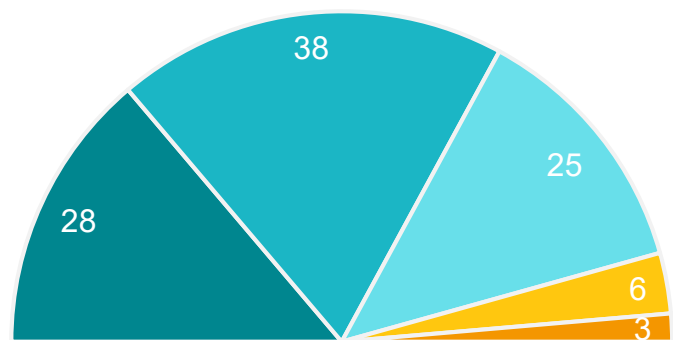
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 582)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Reserves and local street lighting

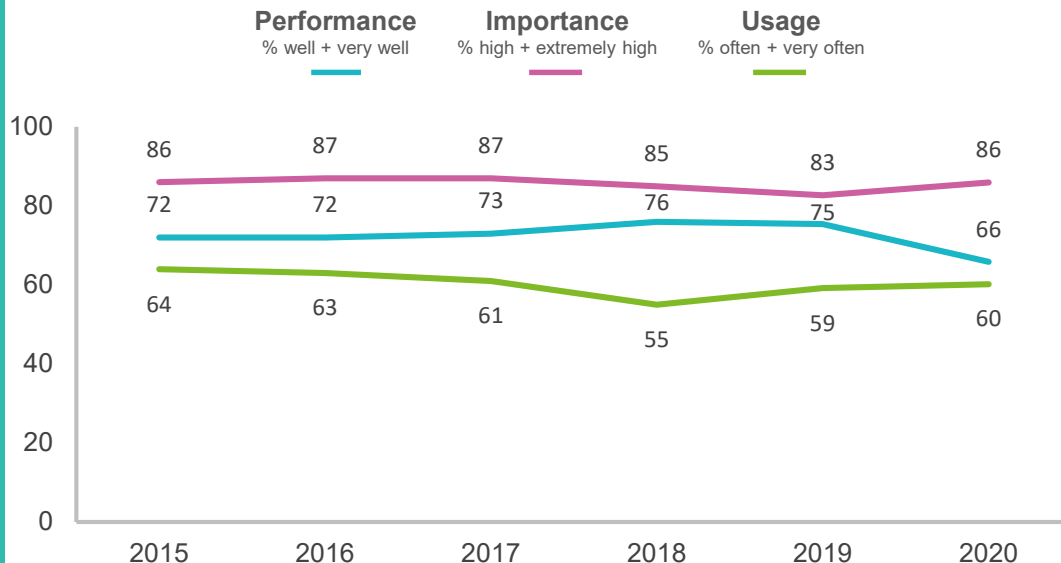
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
66	68	63	57	62	70	81	65	78	61	67	74	67	63	60	64

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

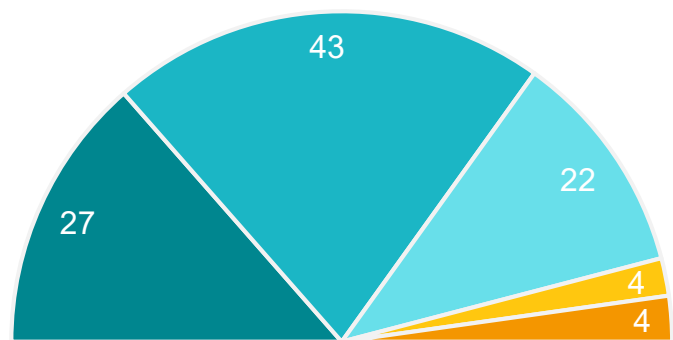
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 578)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Boat ramps and jetties

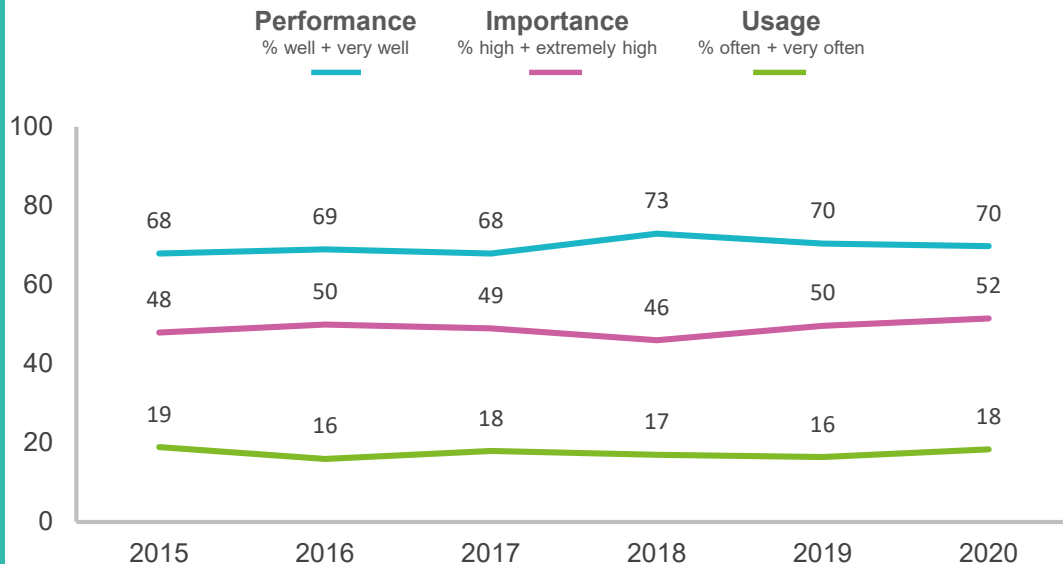
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
70	67	74	64	73	70	75	70	77	64	76	76	75	71	60	64

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

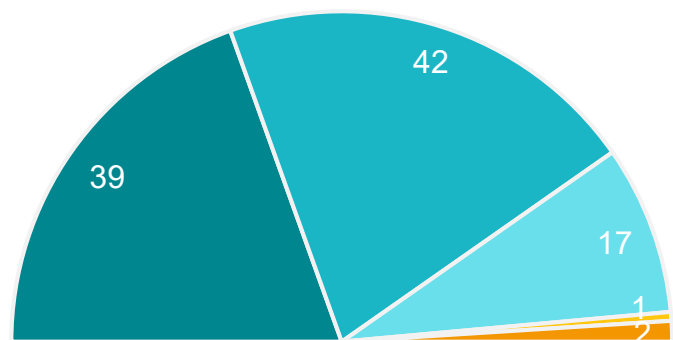
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 413)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Sport and recreation centres and playing fields

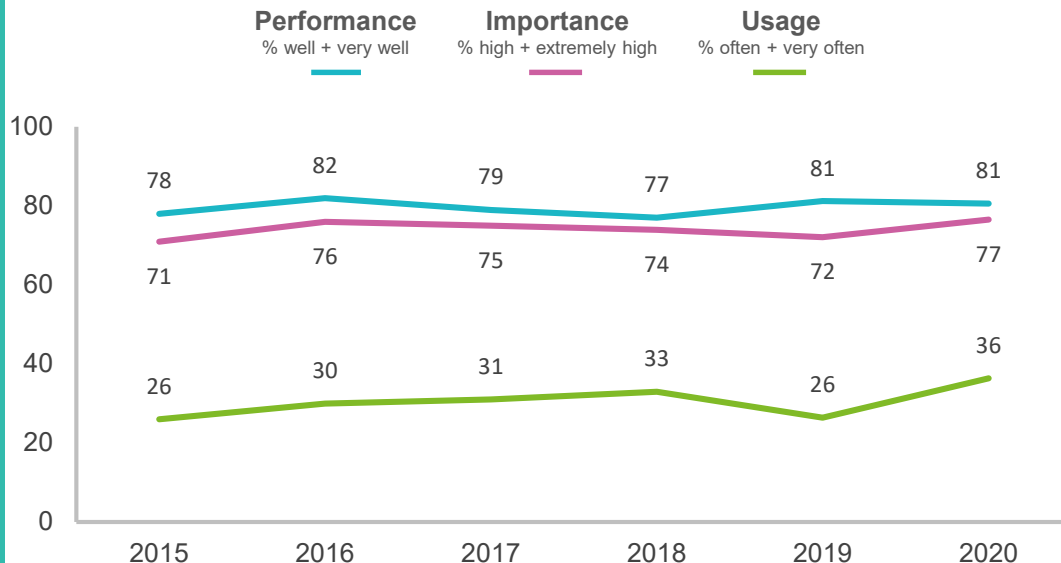
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
81*	81	80	77	78	83	89	72	81	87	88	86	82	87	75	88

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

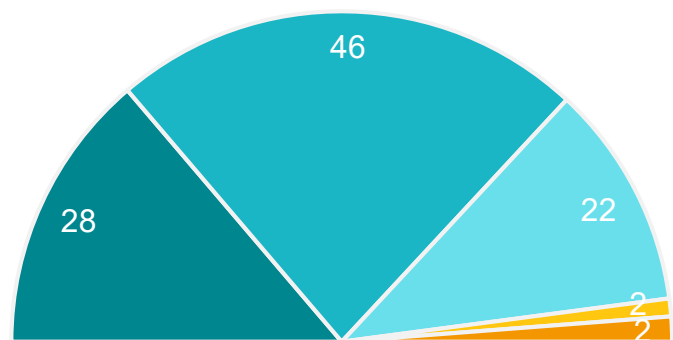
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 508)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Community centres and public halls

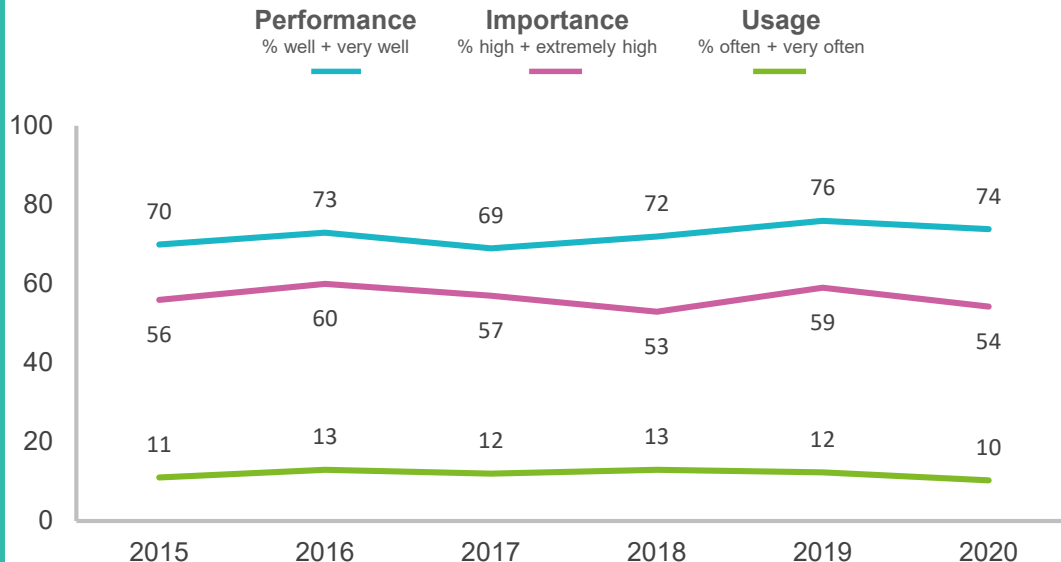
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
74	66	81	63	79	73	82	68	78	84	83	86	82	61	62	79

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

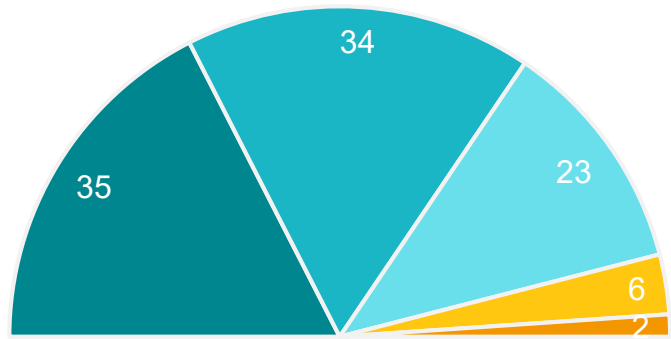
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 424)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Litter management

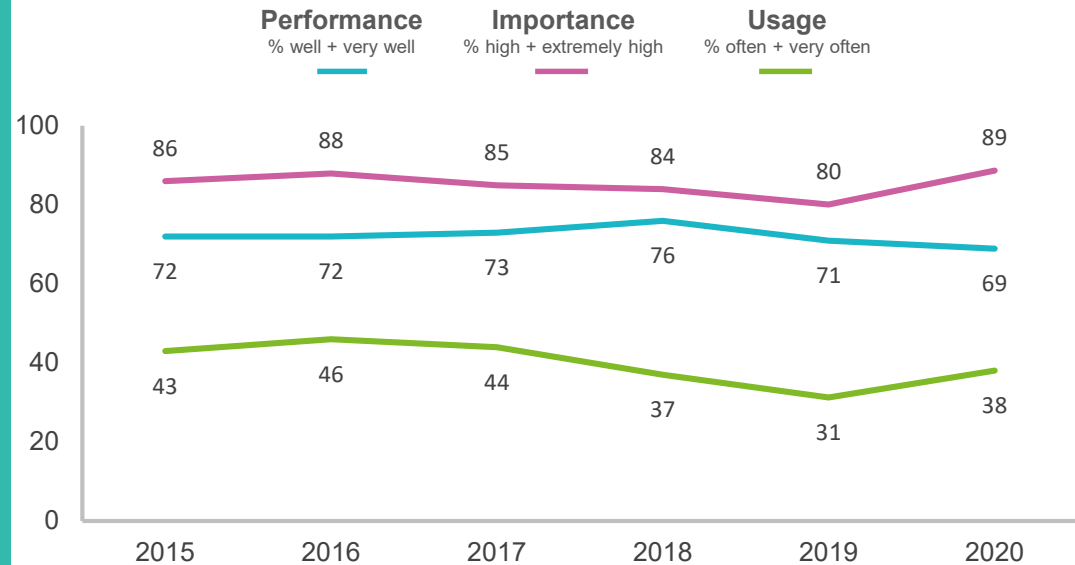
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
69	67	73	55	70	78	84	67	74	75	72	84	75	53	49	82

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

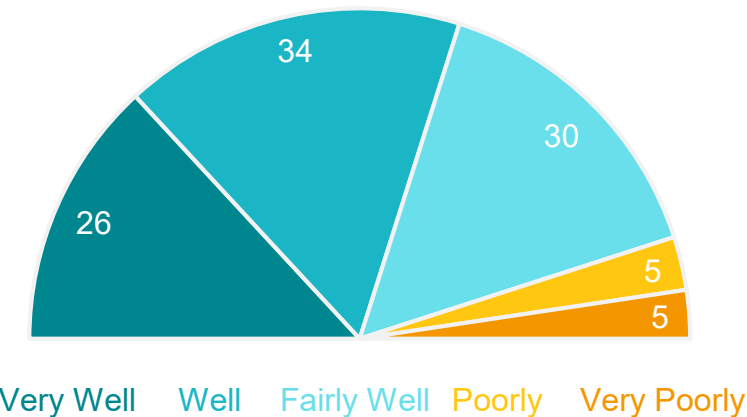
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 556)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

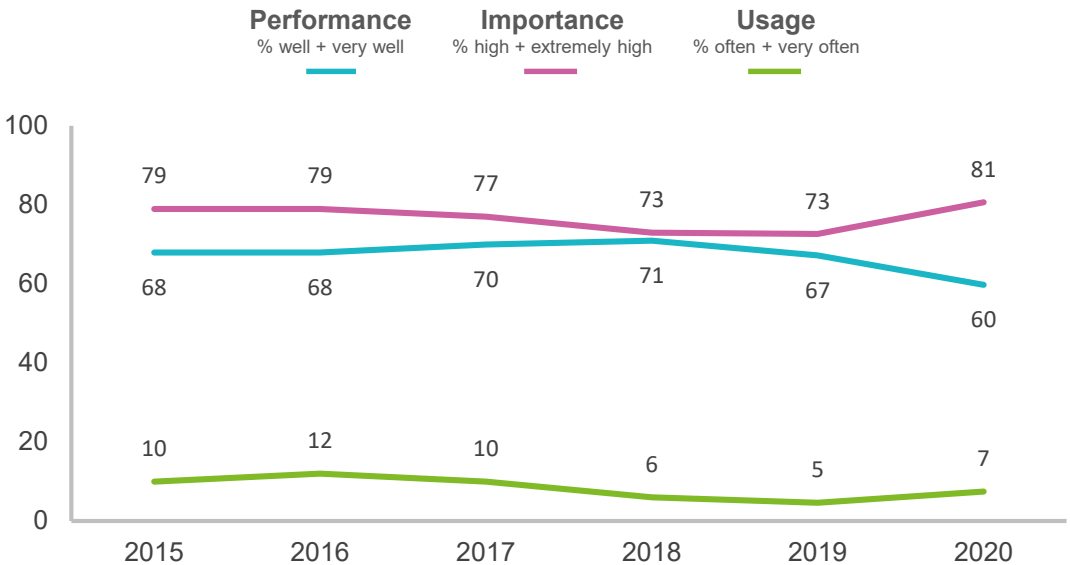
Graffiti vandalism management

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
60	59	61	38	61	73	80	54	65	70	65	81	75	50	34	62

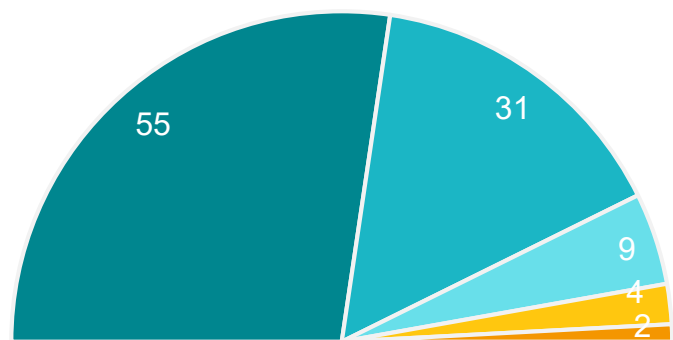
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 513)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Rubbish collection and recycling

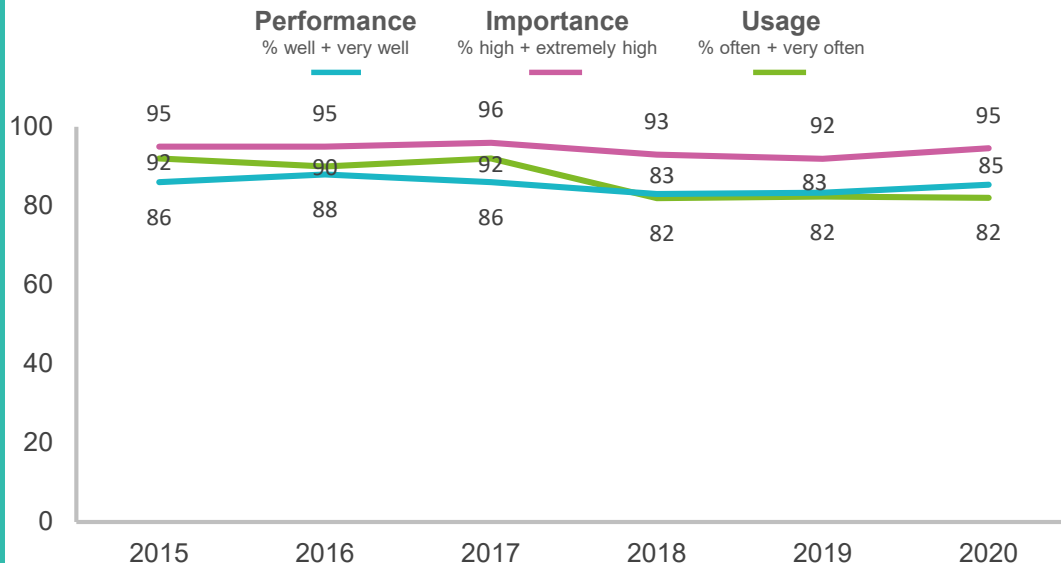
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
85*	82	88	77	88	88	92	87	79	90	81	90	90	71	81	92

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

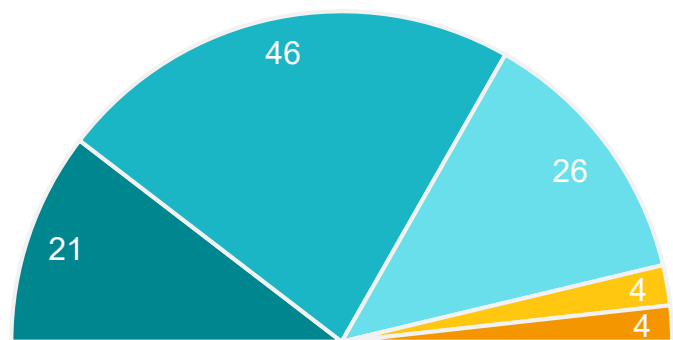
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 583)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Arts and cultural programs

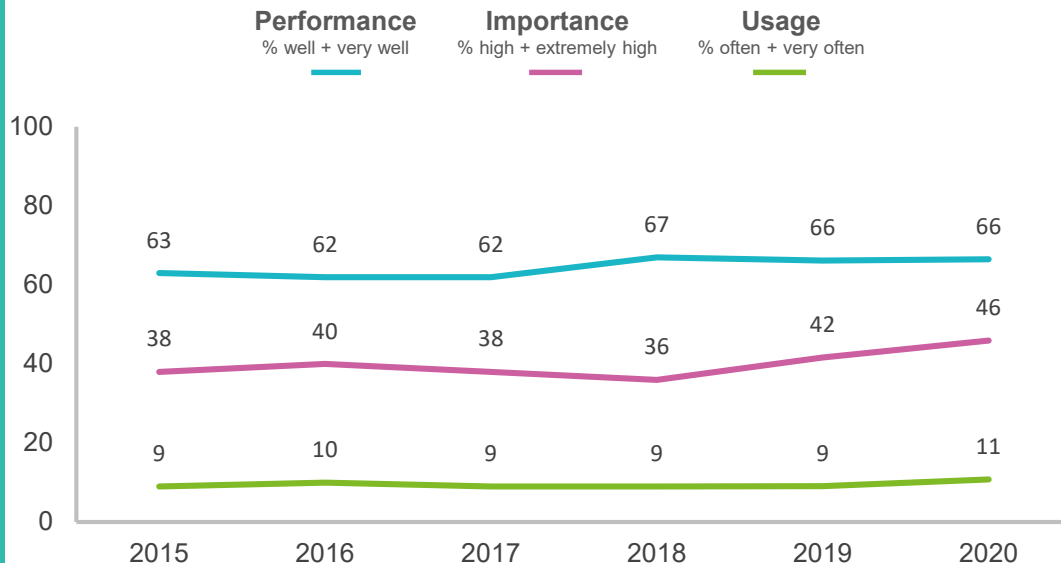
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
66*	64	69	50	72	66	75	57	64	69	61	75	83	78	59	65

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

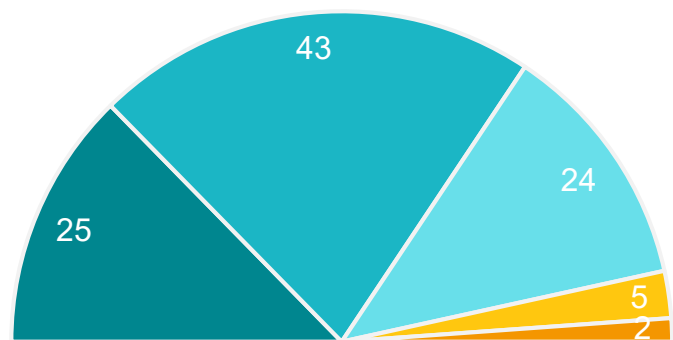
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 387)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Festivals and events

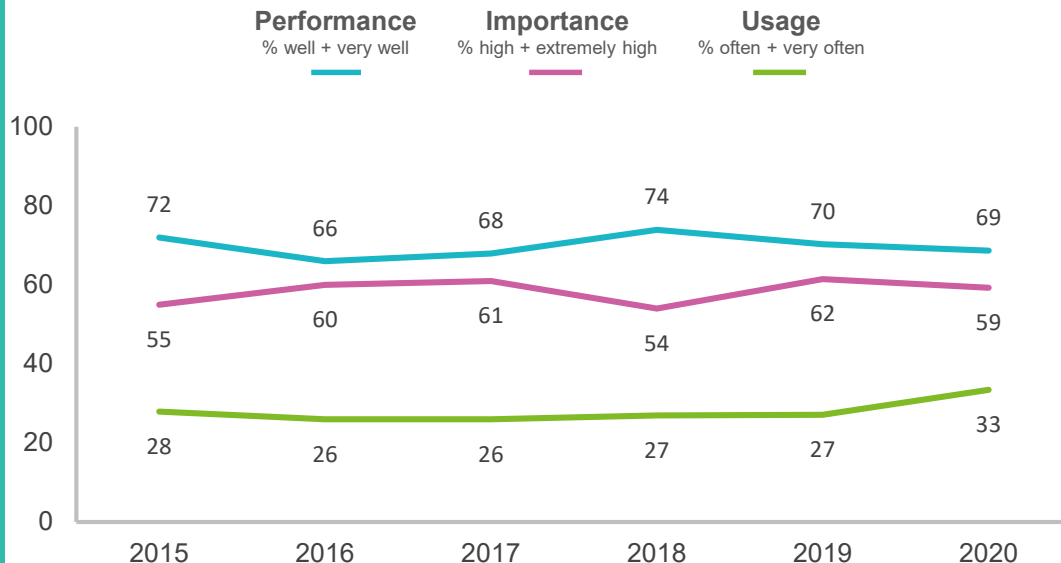
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
69*	61	75	56	72	71	80	60	57	71	76	78	82	56	68	78

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

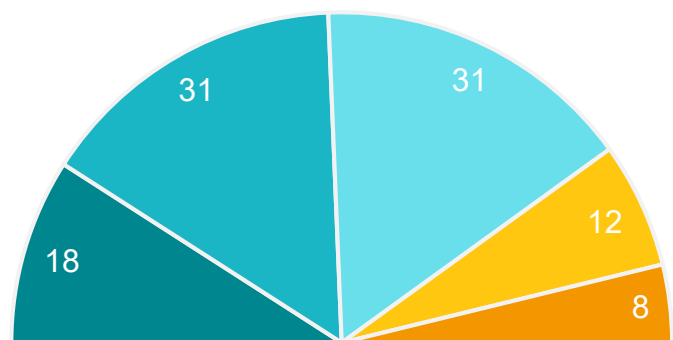
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 523)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Building approvals

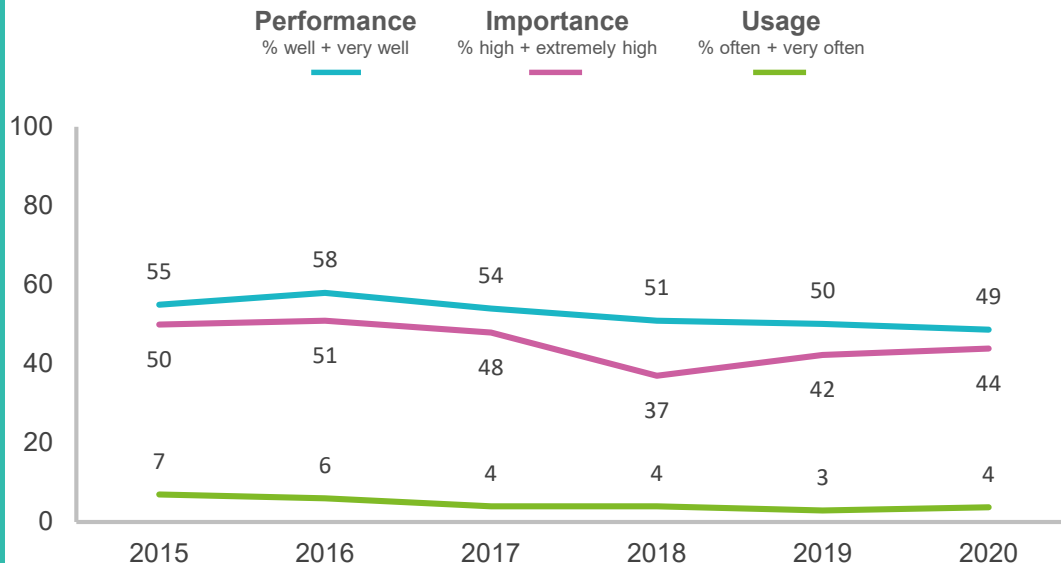
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
49	51	45	39	48	58	58	43	63	43	62	61	64	33	51	41

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 (n = 318)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

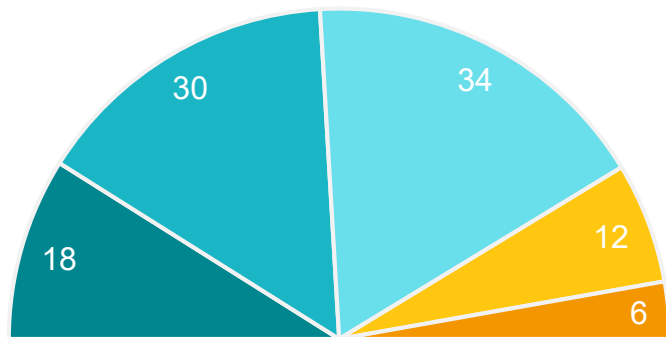
Building approvals

among respondents who have used building approvals before

Performance ratings

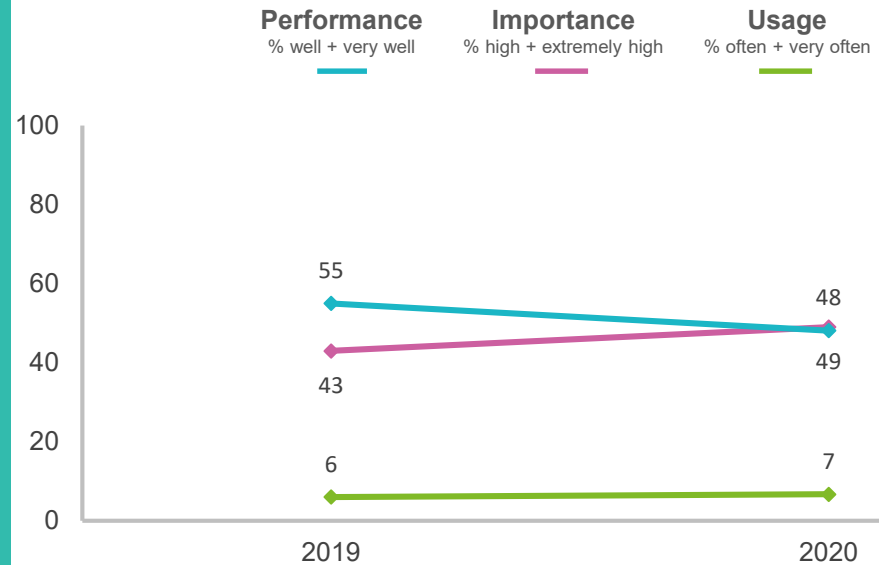
% of respondents

Base: those who have used service before



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



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

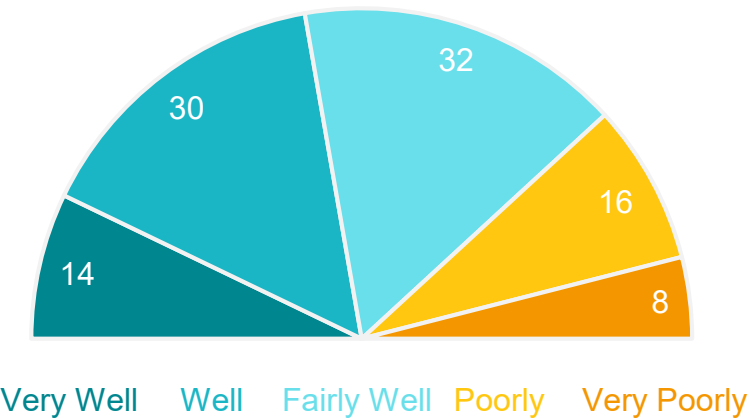
Q. How well does the City deliver the service or facility? Base: Building approvals users, excludes no response (n = 242)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

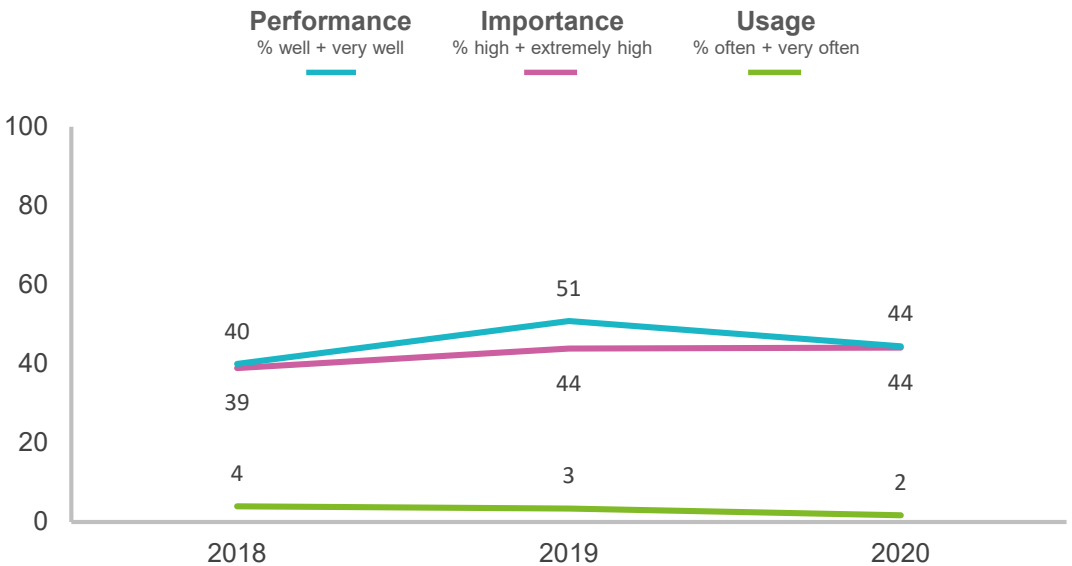
Town planning approvals

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
44	45	43	32	45	53	54	25	71	63	63	51	67	23	56	37

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 (n = 280)
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

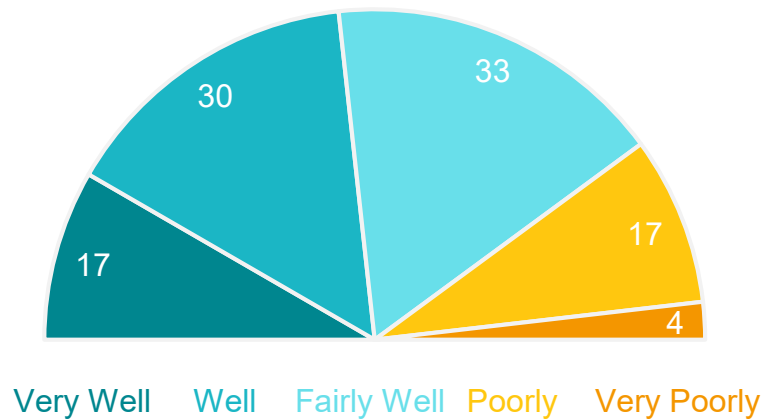
Town planning approvals

among respondents who have used town planning approvals before

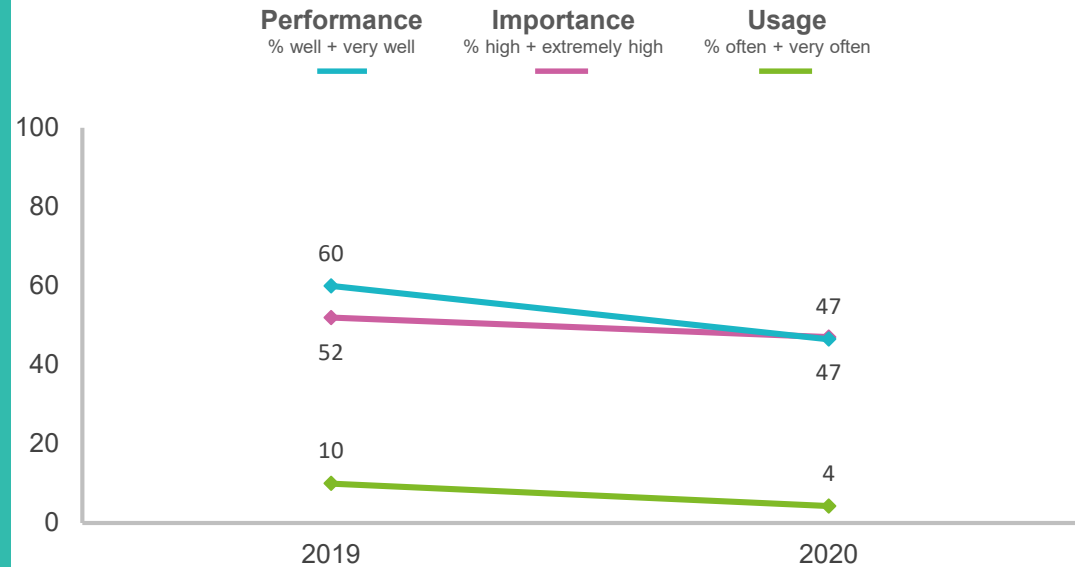
Performance ratings

% of respondents

Base: those who have used service before



Historical trends



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

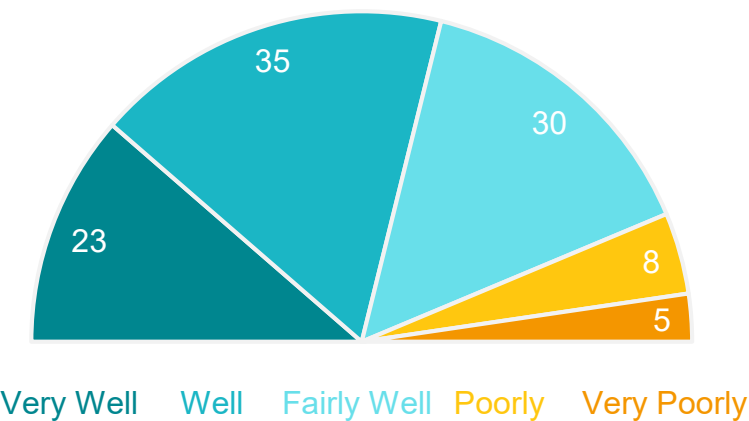
Q. How well does the City deliver the service or facility? Base: All town approval users, excludes no response (n = 166)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

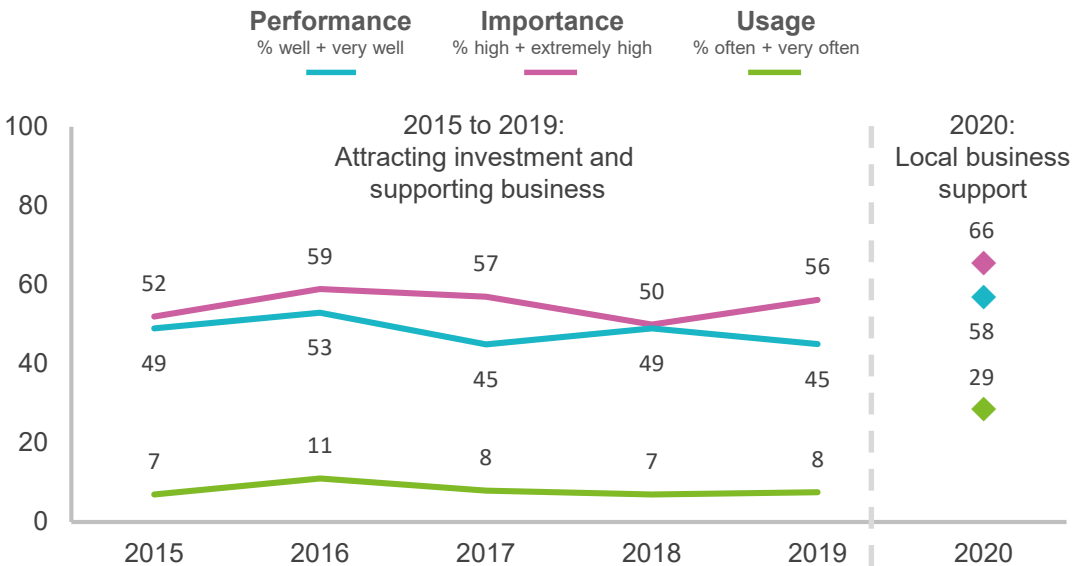
Local business support

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

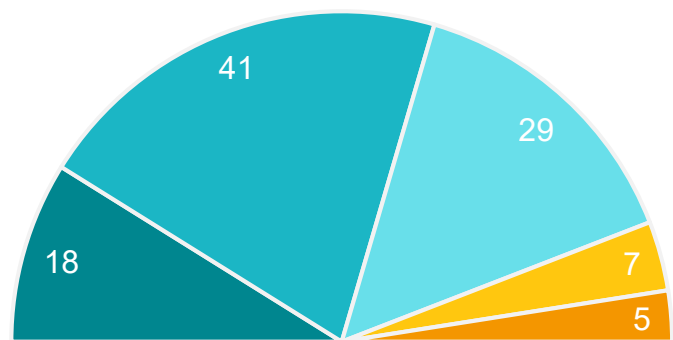
Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
58	54	62	46	56	64	72	53	74	60	60	66	61	57	58	50

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 (n = 368)
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Tourism promotion

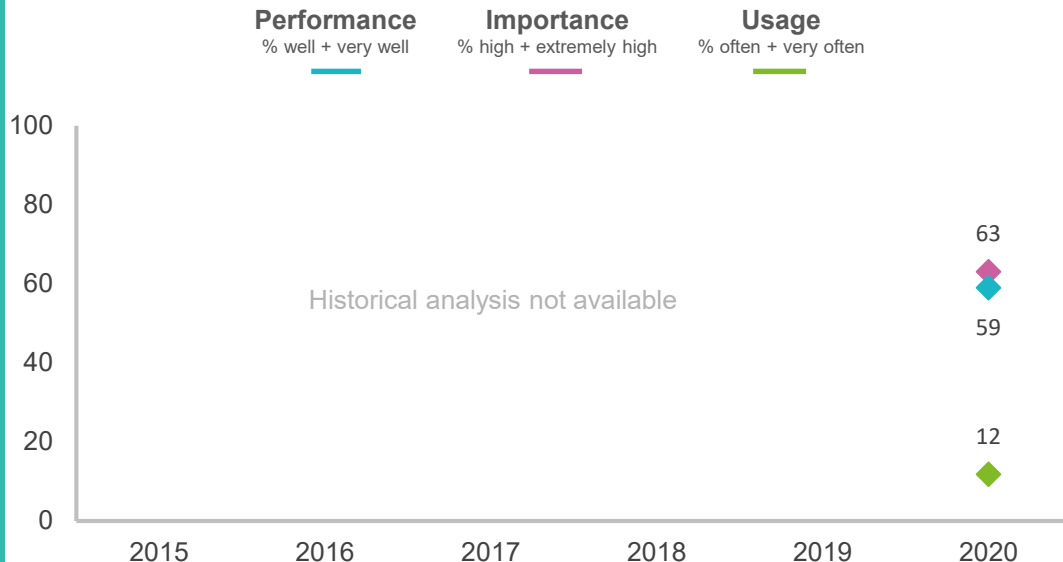
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
59	53	65	44	64	62	71	55	55	55	68	68	61	68	50	60

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

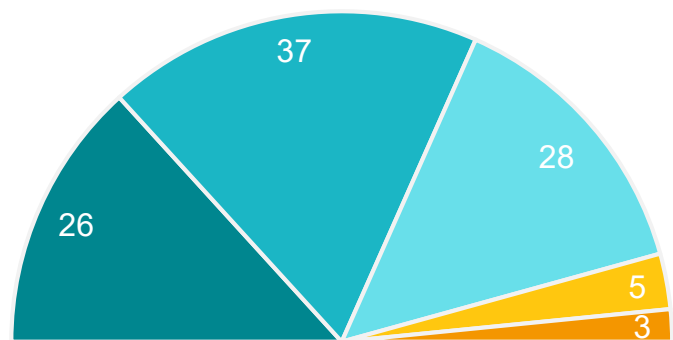
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 368)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Caring for the environment

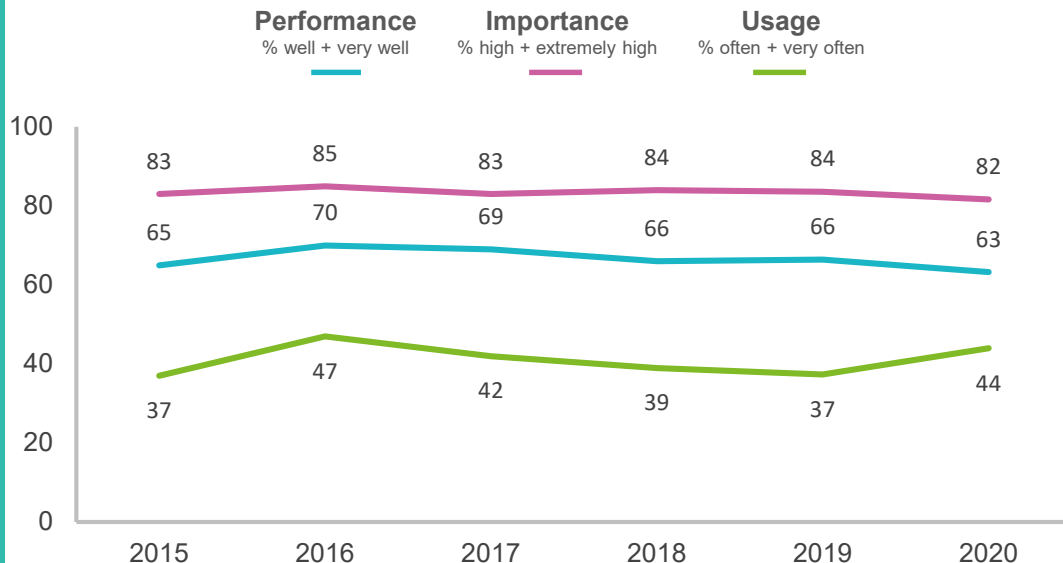
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
63	60	67	43	71	71	76	57	79	61	62	71	77	60	60	66

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

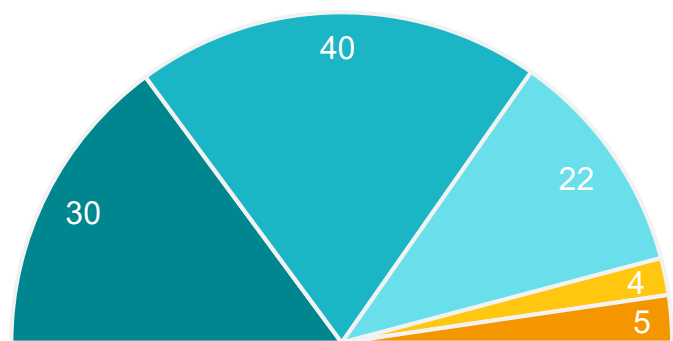
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n =515)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Senior programs

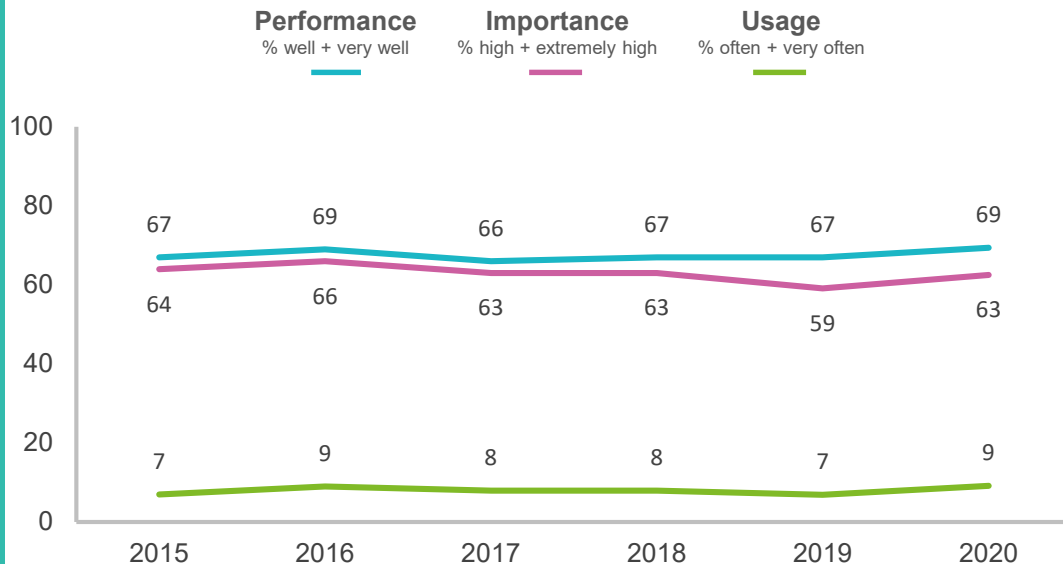
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
69*	60	81	49	72	71	81	56	82	84	68	84	83	52	64	59

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 (n = 269)

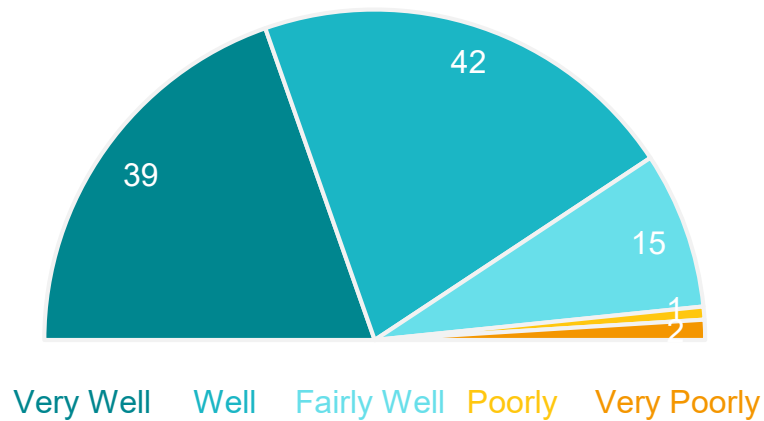
* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Senior programs among seniors only (aged 65+)

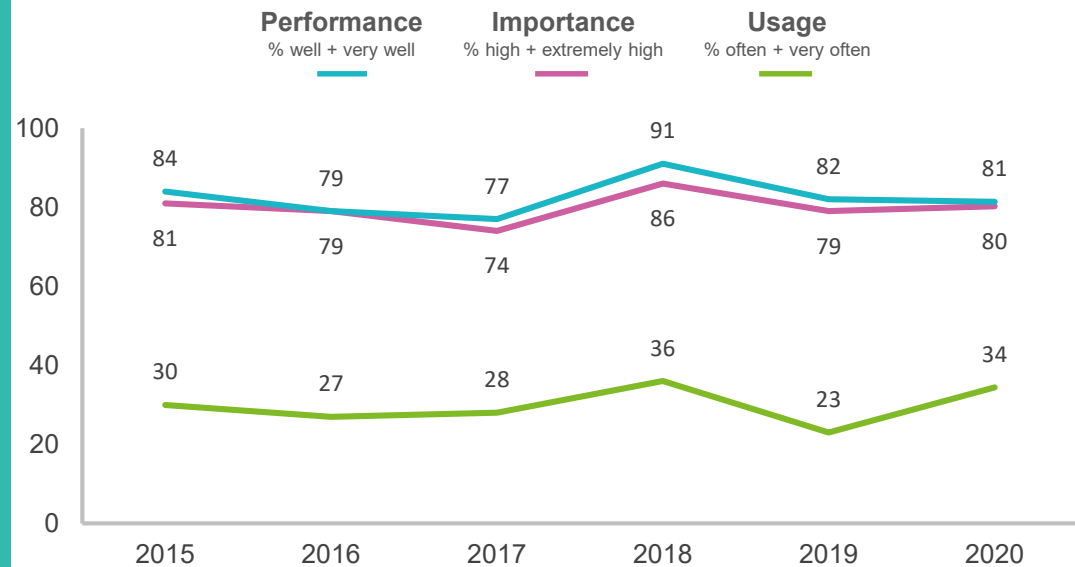
Performance ratings

% of respondents

Base: respondents aged 65+ years



Historical trends



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

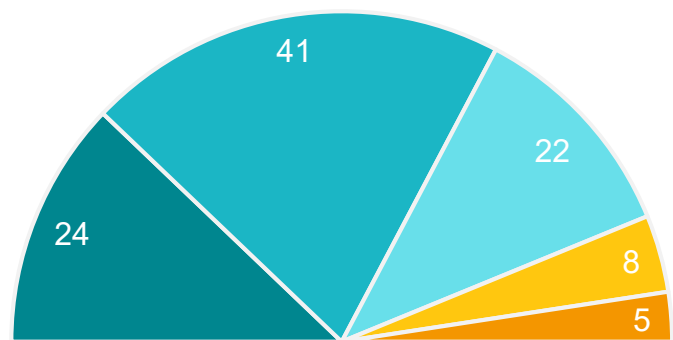
Q. How well does the City deliver the service or facility? Base: All 65+ respondents, excludes no response (n = 79)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Seniors facilities

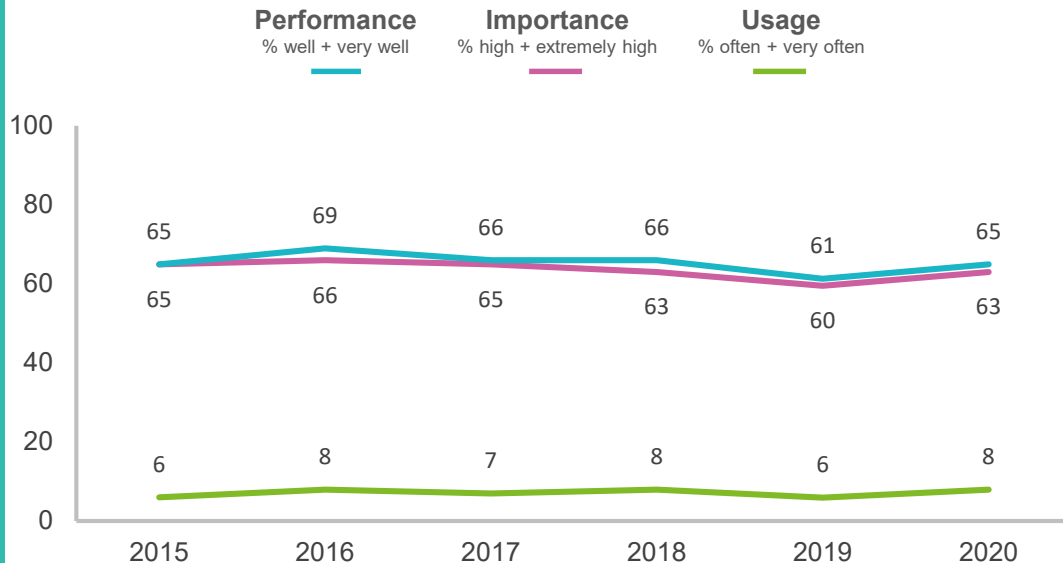
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
65	57	76	41	67	68	77	53	79	79	67	79	82	51	66	47

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 (n =257)

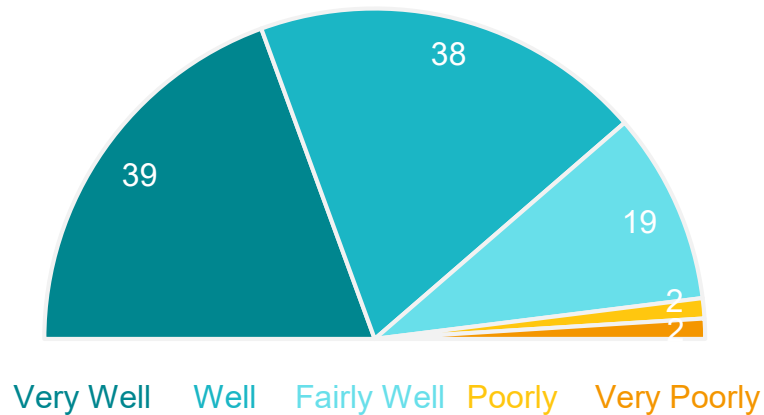
* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Seniors facilities among seniors only (aged 65+)

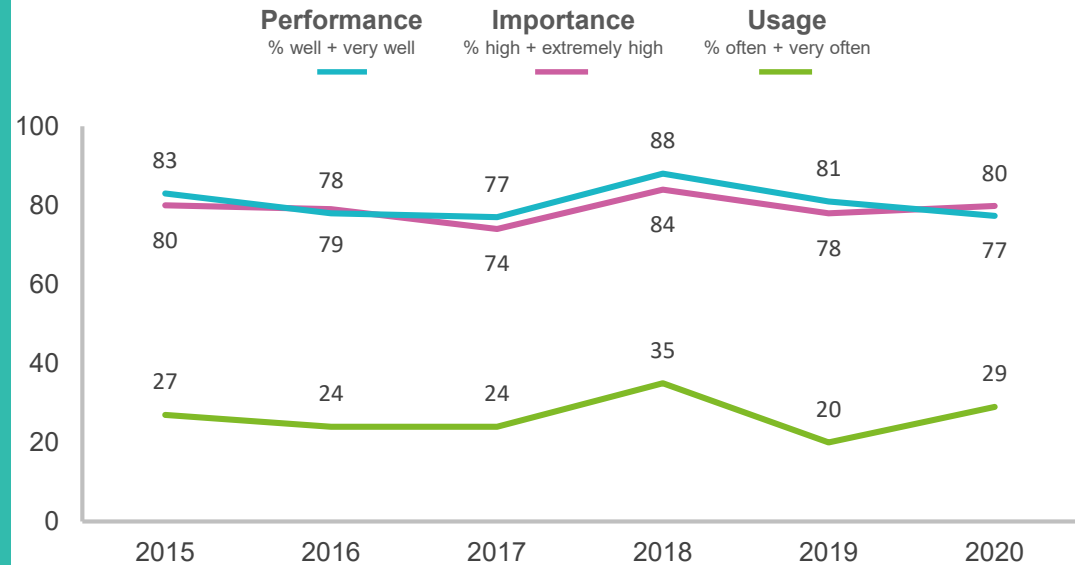
Performance ratings

% of respondents

Base: respondents aged 65+ years



Historical trends



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

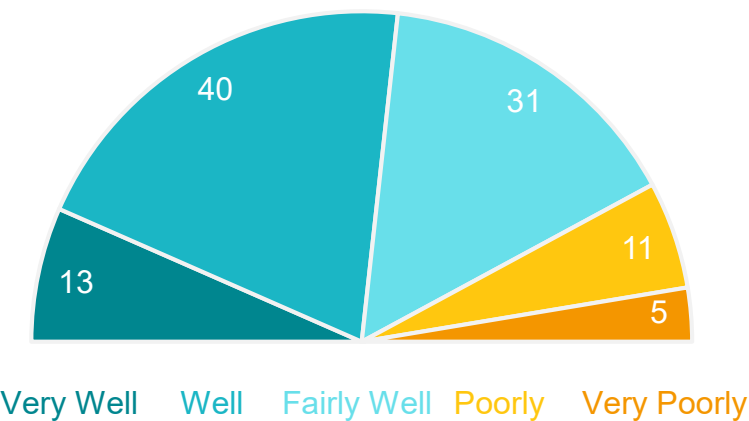
Q. How well does the City deliver the service or facility? Base: All 65+ respondents, excludes no response (n = 78)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

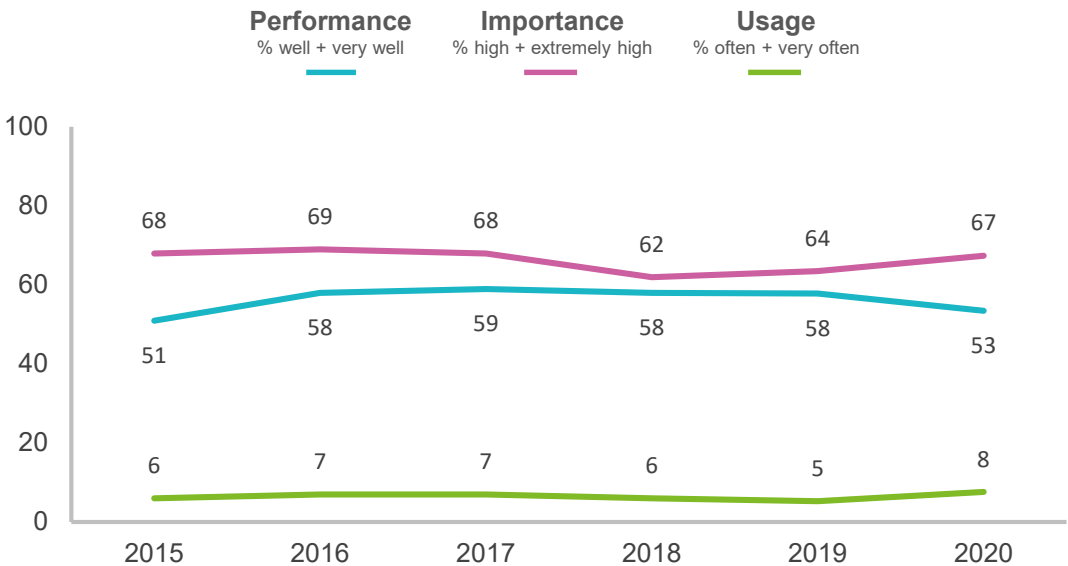
Youth programs and facilities

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
53	47	61	39	55	54	70	57	42	51	66	58	65	52	41	43

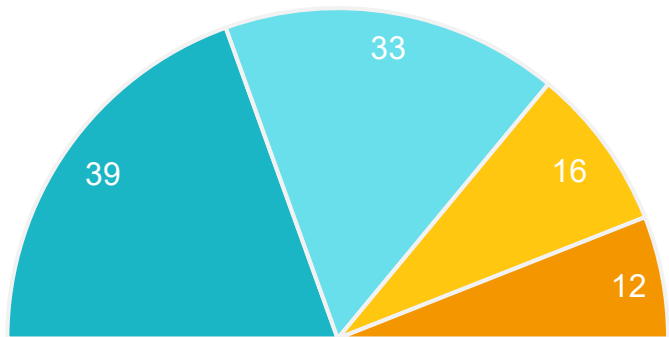
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?
 Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n =309)
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Youth programs and facilities among 18-34 year olds only

Performance ratings

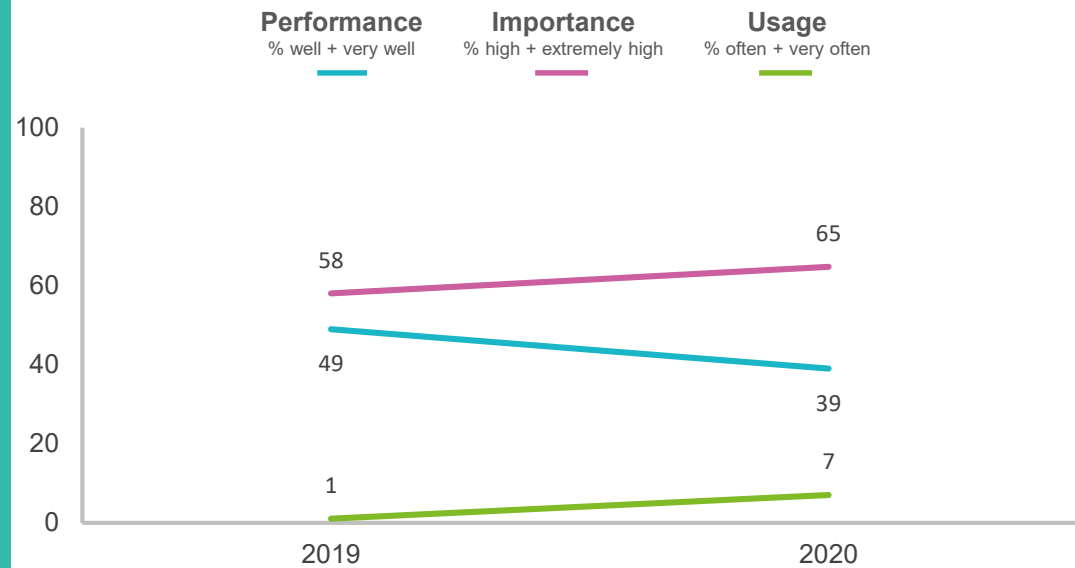
% of respondents

Base: 18-34 year olds only



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



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

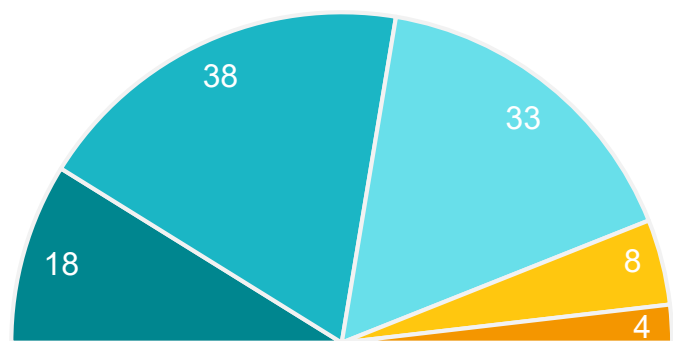
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n =74)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

Community safety programs

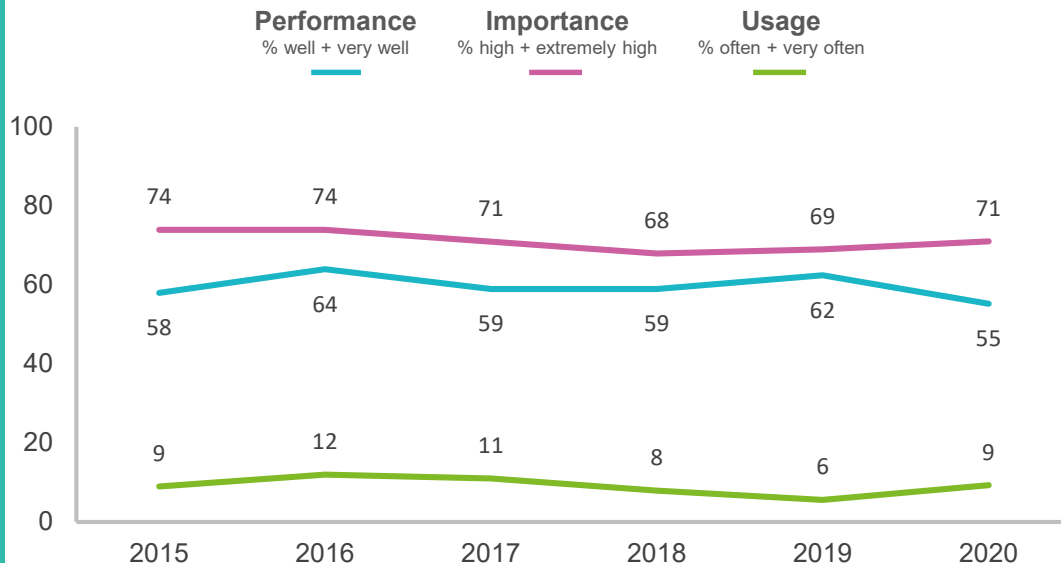
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
55*	53	57	45	53	61	70	56	39	66	66	65	70	39	40	52

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

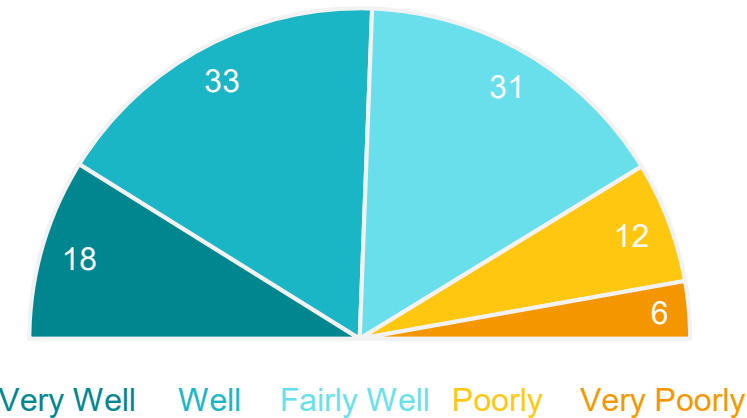
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 400)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

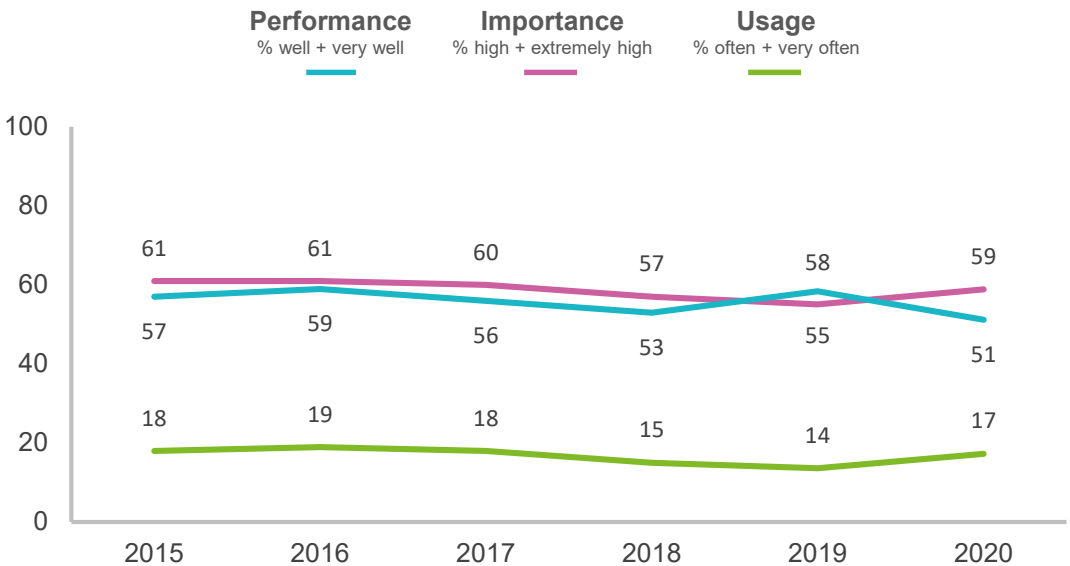
Dog and cat management

Performance ratings

% of respondents



Historical trends



Variances across the community

% well + very well

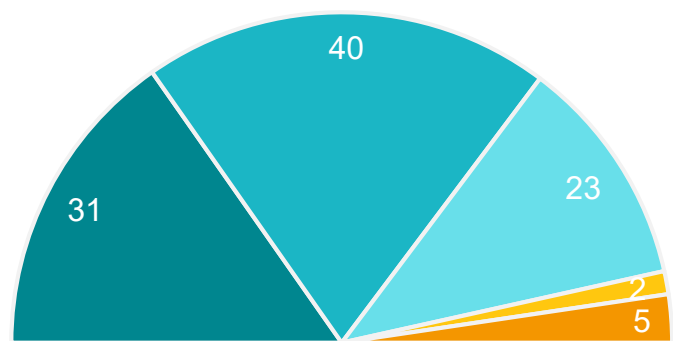
Total	Male	Female	18-34	35-49	50-64	65+	Baldvis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
51	53	50	54	47	52	56	54	47	53	53	55	57	54	39	43

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 (n = 443)
 * Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Fire management

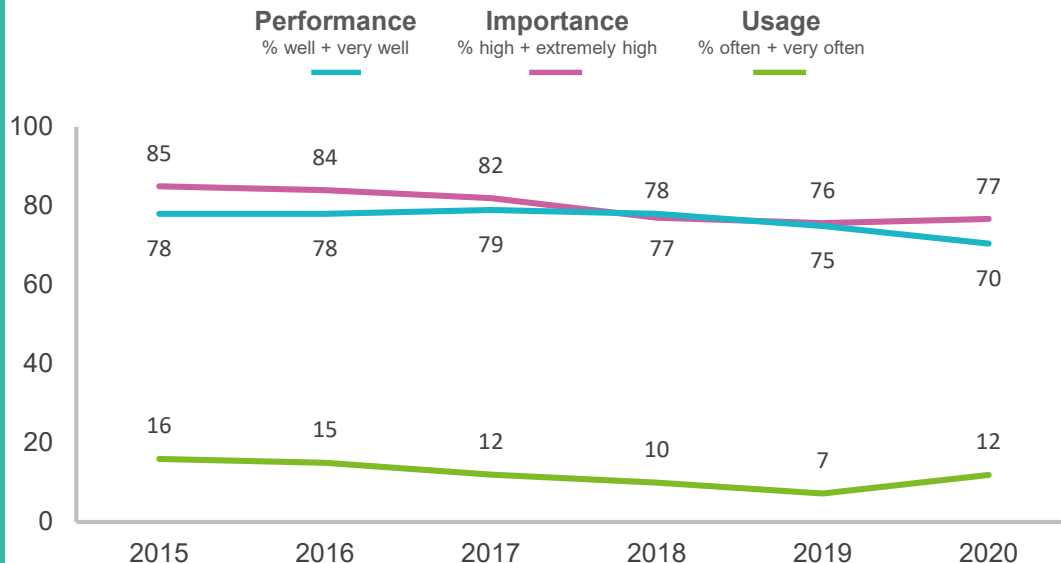
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
70*	68	73	53	74	77	84	70	87	65	90	76	84	73	50	63

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

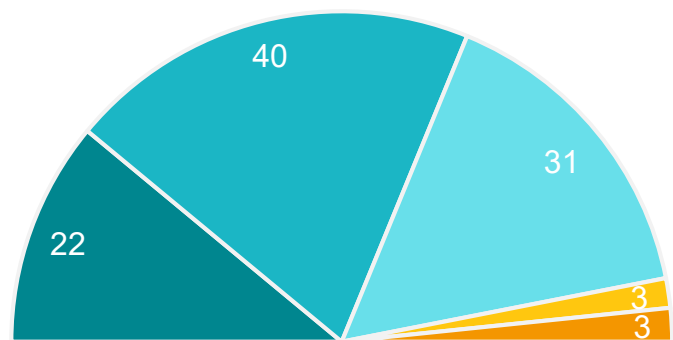
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 420)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Community health and wellbeing

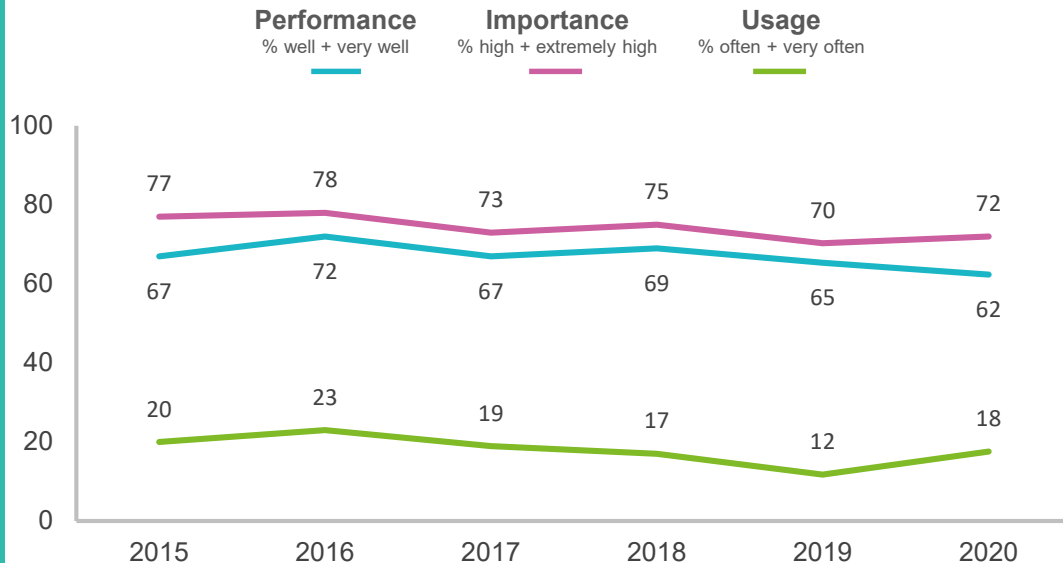
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
62	58	67	53	60	68	76	61	77	66	78	64	78	59	49	51

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

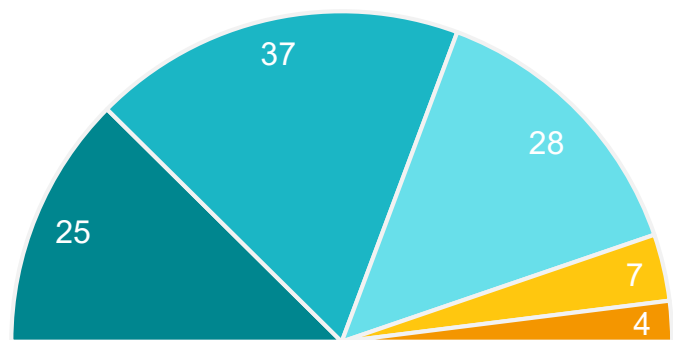
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response (n = 452)

* Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

Provision for people with disability

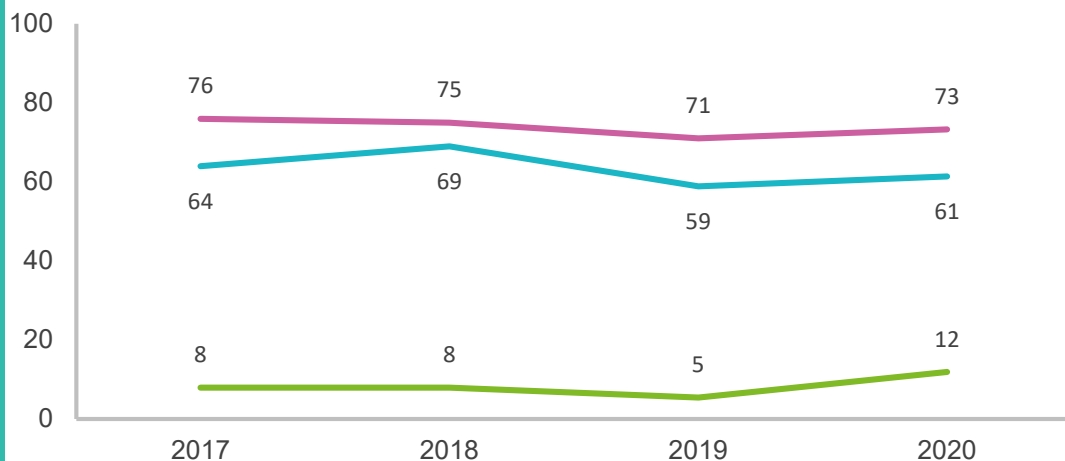
Performance ratings

% of respondents



Very Well Well Fairly Well Poorly Very Poorly

Historical trends



Variances across the community

% well + very well

Total	Male	Female	18-34	35-49	50-64	65+	Baldivis	Cooloongup/ Hillman	Golden Bay/ Singleton/ Karnup	Port Kennedy	Rockingham	Safety Bay /Shoalwater	Secret Harbour	Waikiki	Warnbro
61*	58	64	42	68	66	70	59	72	58	78	68	82	61	42	44

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 (n = 310)

* Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.



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