

# ➤ Customer Satisfaction Survey 2021

## Council Presentation

Prepared by Research Solutions  
February 2022



# Background and sample profile




*Image attribute – City of Rockingham Facebook*


# The Study


- An annual study undertaken in November 2021
- Measures:
  - Overall performance and propensity to recommend the City as a place to live.
  - Communication and engagement
  - Performance in delivery of services and facilities
- An online and mail survey of 695 residents; this was larger than last year
  - Online – 497
  - Mail – 198
- The Auditor General requires a WA sample size of 400 for all customer satisfaction surveys for Government.
- The overall response rate was 17.5% (online 25%, Mail 10%)
- Maximum sampling error =  $\pm 3.7\%$  @ the 95% confidence level
- The survey management was undertaken by Research Solutions this year and was very rigorous. Each person received a unique link:
  - The survey could only be done once and not passed other people
  - All duplications and partly completed responses were removed

# Sample Profile Information

- Data was weighted by age, gender and suburb to be representative
- The 12 to 17 age group were invited to participate but only 1 person in this age group participated; the age group has been grouped with 18-34 and is referred to as under 35
- Results rounded to whole numbers, as in previous years

Age		
% of respondents		
		
	Unweighted %	Weighted %
Under 35	10	32
35 to 49	25	28
50 to 64	34	23
65 +	31	17

Gender		
% of respondent		
		
	Unweighted %	Weighted %
Male	52	49
Female	47	51
Others	1	0

Suburb		
% of respondents		
		
	Unweighted %	Weighted %
Baldivis	21	24
Cooloongup	5	6
Golden Bay	5	3
Hillman	2	1
Karnup	2	1
Port Kennedy	6	11
Rockingham	17	14
Safety Bay	7	6
Secret Harbour	8	9
Shoalwater	6	4
Singleton	4	2
Waikiki	12	10
Warnbro	7	9



# Questionnaire

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

The City of Rockingham

## Customer Satisfaction Survey 2021



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.

Completed surveys must reach us by Friday 26 November 2021

### Living in the City of Rockingham

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

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

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

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

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

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

Was it: (please tick one)

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

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

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

**4. Have you shared your thoughts about a community consultation item in the last 12 months?** (please tick one)

☐ Yes ☐ No

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

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

Please continue the survey over the next page

### Communication and Engagement with the City

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

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

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

### Services and Facilities

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

	Usage Q1. How often do you use the service or facility? 1 = Never 2 = Rarely 3 = Quite Often 4 = Often 5 = Very Often	Importance Q2. What importance do you place on the service or facility? 1 = Very Low 2 = Low 3 = Medium 4 = High 5 = Extremely High	Performance Q3. How well does the City deliver the service or facility? 1 = Very Poorly 2 = Poorly 3 = Fairly Well 4 = Well 5 = Very Well NA = Not Applicable or Don't Use
Libraries	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Local roads	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Public toilets	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Footpaths and cycleways	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Parks, gardens, picnic areas and foreshores	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Lighting of streets and parks	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Boat ramps and jetties	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Sport and recreation centres	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Playing fields	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Community centres and public halls	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
LitterBusters (litter management)	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Graffiti and vandalism management	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Rubbish collection and recycling	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Arts and cultural programs	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA
Festivals and events	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5 NA

### About you

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

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

**9. Are you:** (please tick one)

☐ Female ☐ Male ☐ Other

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

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

### Services and Facilities

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

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

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



rockingham.wa.gov.au





# Key findings



*Image attribute – City of Rockingham Facebook*

# Strategic overview

## Overall Performance\*

### 6 Year Trend



Overall performance has declined a little over the 6 year trend.

## Net Promotor Score



+23

Net Promoter Score

The Net Promoter Score can range from -100 to +100. The score is in the mid range of LGA's who measure NPS in Australia.

## Customer Interaction



+66

Very well or well

Performance has declined compared to 2020.

## Engagement

Preferred way to deal with the City



Email



Phone

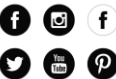
Preferred information channels  
City News



Electronic  
Newsletter

CityChronicle  
THE CITY OF ROCKINGHAM'S SEASONAL NEWSLETTER

Printed  
Newsletter

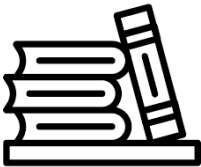


Social  
Media

## Strengths



Rubbish collection  
and recycling



Libraries



Parks, gardens  
and picnic areas



Playing fields

Over 70% of residents rate these services as performing "well" or "very well".

## Focus Areas

Community safety  
programs



Dog and cat  
management



Youth programs and  
facilities



SmartWatch  
Community patrol



Building approvals



Public Toilets



Tourism promotion



Town Planning  
approvals



Less than 55% of residents rate these services as performing "well" or "very well".

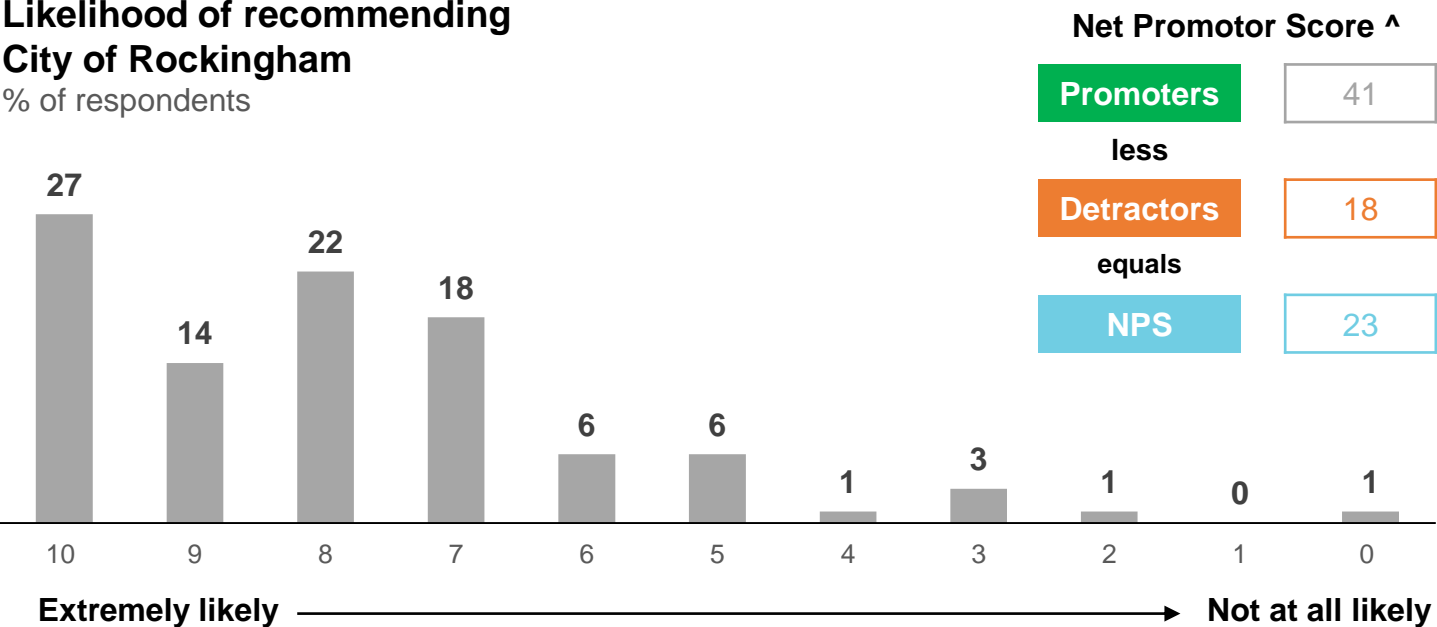
\*Overall performance is the average performance of all service areas measured in the Customer Satisfaction Survey

# Net Promotor Score

Likelihood of recommending City of Rockingham as a place to live

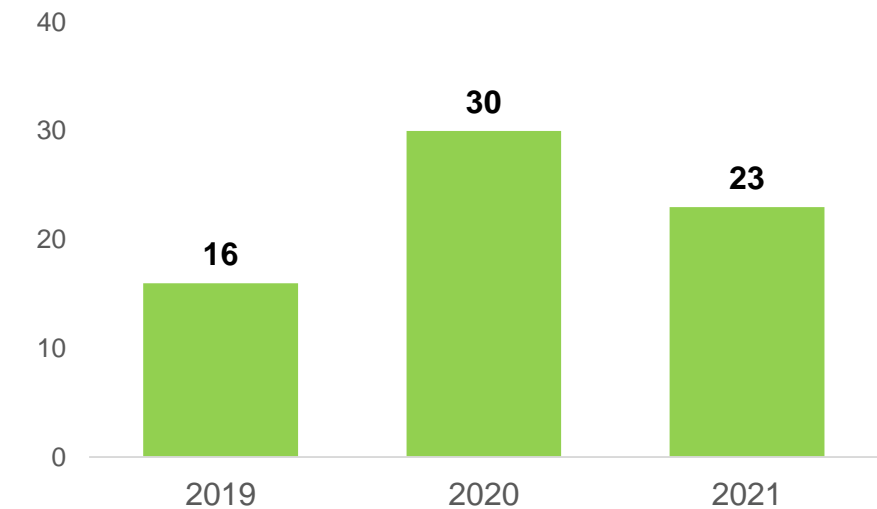
## Likelihood of recommending City of Rockingham

% of respondents



## Historical trends

Net Promotor Score



## Results

- The NPS results have trended lower this year, consistent with the service and facility performance results.
- The NPS results are lower at +9 for the under 35 age group; this increases with age to +34 in the 50+ group.
- The average score out of 10 is 7.8 and 87% gave a score of 6 or more.

Baldivis	Cooloongup/ Hillman	Golden Bay/ Karnup\ Singleton	Port Kennedy	Rockingham	Safety Bay/ Shoalwater	Secret Harbour	Waikiki	Warnbro
5	30	11	46	51	37	22	23	14

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=688)

^NPS range from  
-100 to +100

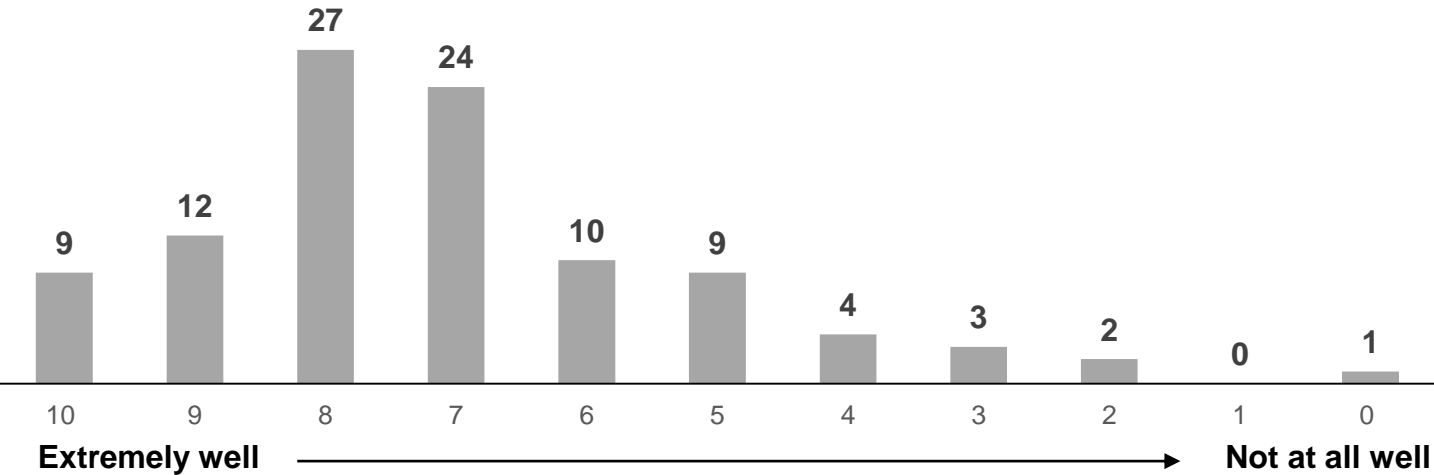


# Strategic overview

City's performance in services and facilities overall

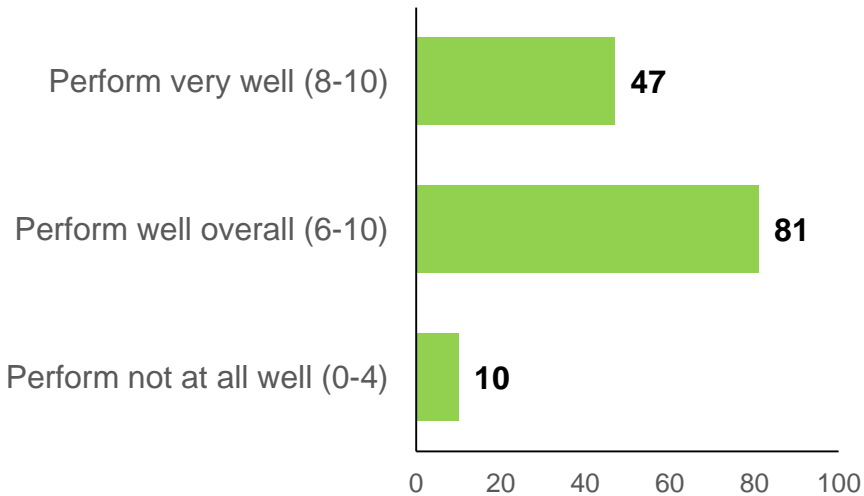
## Overall performance in services and facilities

% of respondents



## Overall performance

% of respondents



\*Rounding of % impacts results

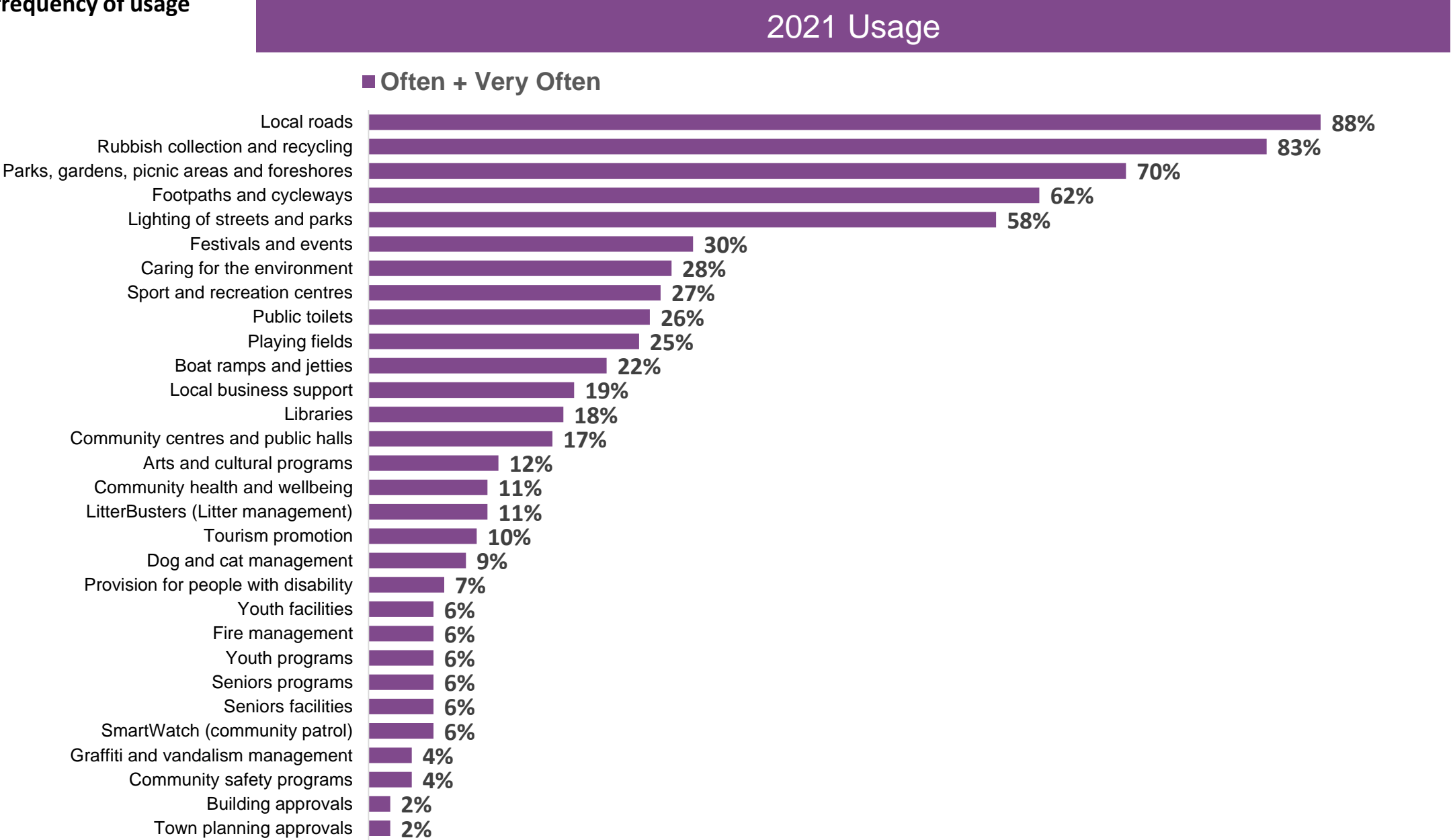
## Results

Measured in two ways:

1. As a question “Overall, how would you rate the City’s performance in delivering services and facilities to residents?” (results above)
2. As an average score of each of the 30 service and facility performance scores. **Average 3.7 out of 5**, this has declined from 4.0 out of 5 over the past six years.

# Frequently used Services and Facilities

Charts sorted by frequency of usage  
% of respondents

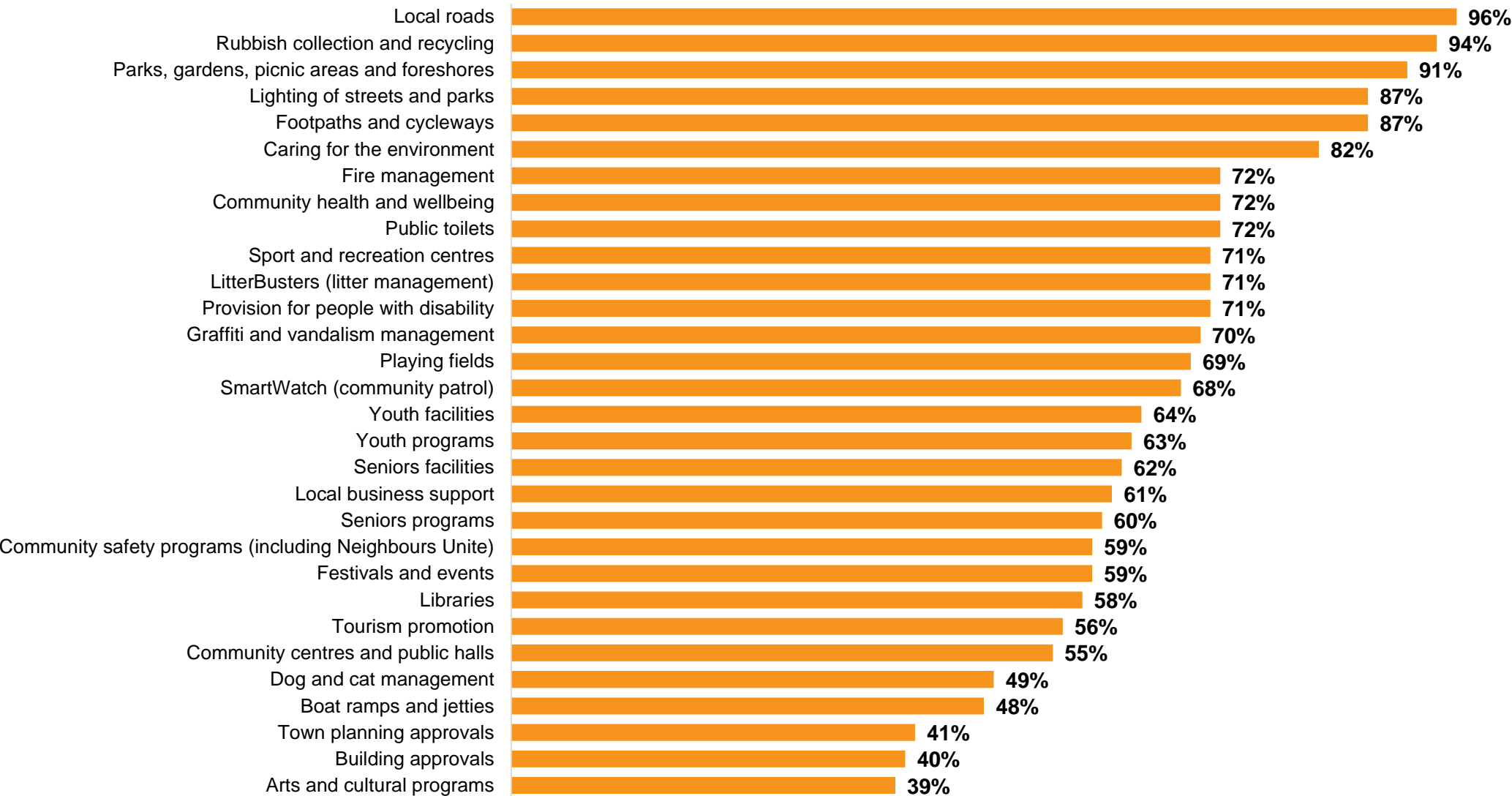


# Services and Facilities - Importance

Charts sorted by importance  
% of respondents

2021 Importance

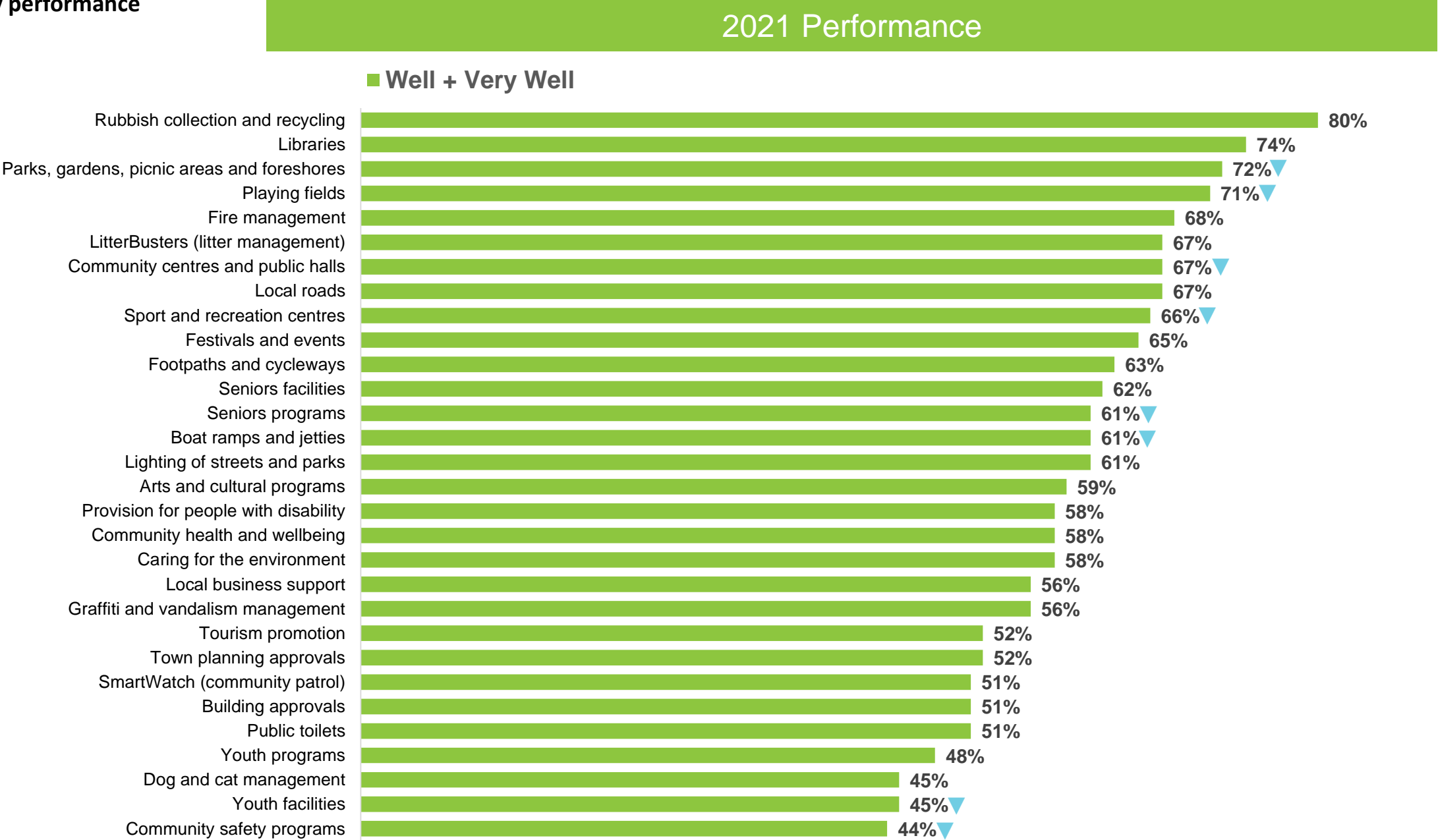
■ High + Extremely High



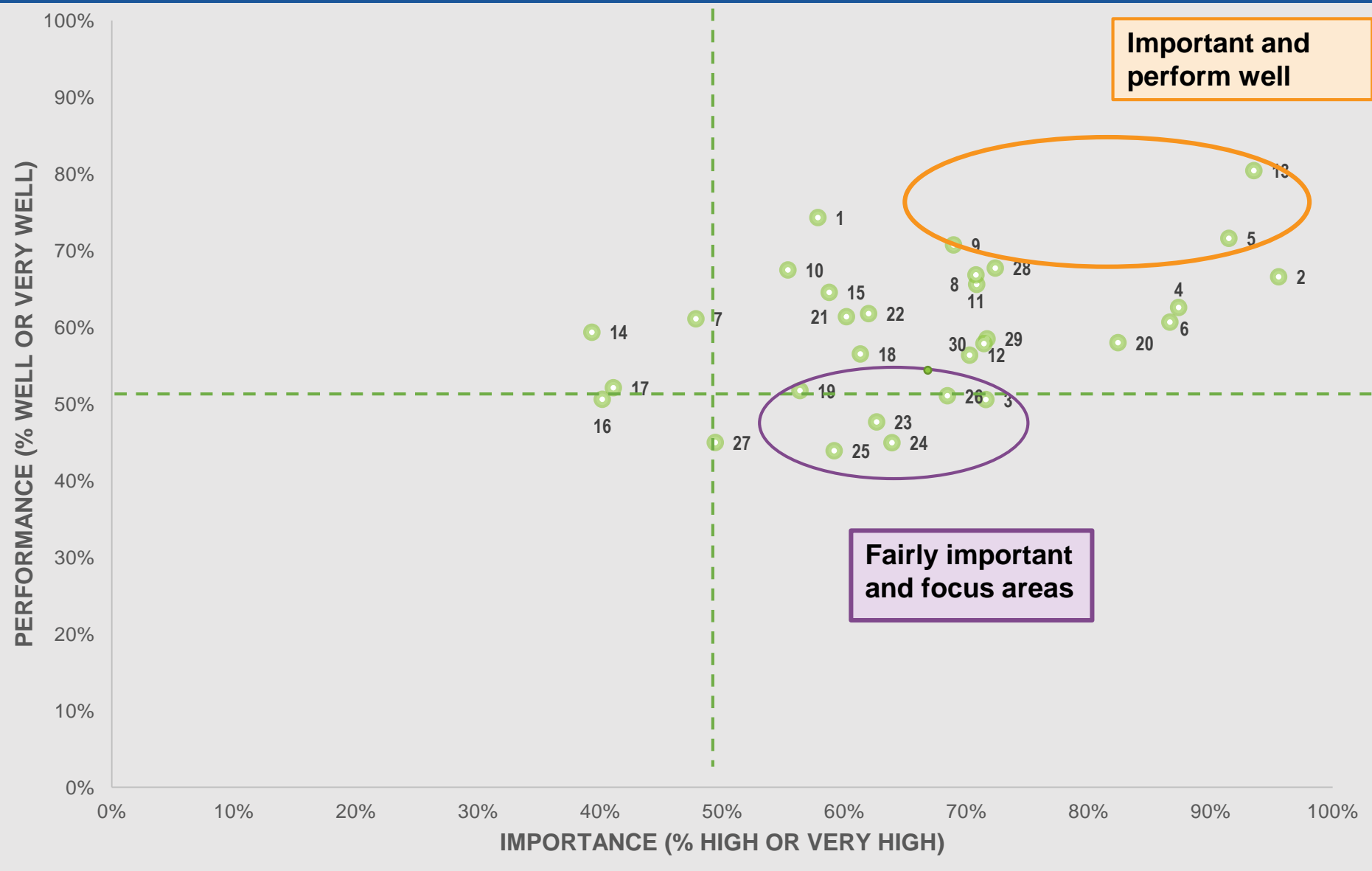


# Services and Facilities – Performance

Charts sorted by performance  
% of respondents



# Performance v Importance | Services and Facilities



## Labels

1. Libraries
2. Local roads
3. Public toilets
4. Footpaths and cycleways
5. Parks, gardens, picnic areas and foreshores
6. Lighting of streets and parks
7. Boat ramps and jetties
8. Sport and recreation centres
9. Playing fields
10. Community centres and public halls
11. LitterBusters (litter management)
12. Graffiti and vandalism management
13. Rubbish collection and recycling
14. Arts and cultural programs
15. Festivals and events
16. Building approvals
17. Town planning approvals
18. Local business support
19. Tourism promotion
20. Caring for the environment
21. Seniors programs
22. Seniors facilities
23. Youth programs
24. Youth facilities
25. Community safety programs
26. SmartWatch (community patrol)
27. Dog and cat management
28. Fire management
29. Community health and wellbeing
30. Provision for people with disability

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).

# Strategic overview

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

% of respondents



Residents participating in the survey were asked *what they would like to see the City focus on improving?*

- 1. Public open spaces and the appearance of the local area.**
- 2. Community safety** with the addition of *community activities, events and clubs* and *family friendly and services for families* reflect the desire for activities to engage children and teenagers and keep them off the streets.
- 3. Services for families and children, events and activities** – there was perceived to be a lack of events for children and teenagers, and focus on free events.



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

Community Challenges

- Development of foreshore facilities
- Insufficient amenities at parks, playgrounds, foreshore and beach areas
- Addressing coastal erosion

Community Driven Actions

1. Improve amenities and landscaping of foreshore areas; *including Port Coogee, Rockingham foreshore, Port Kennedy, Safety Bay foreshore and Singleton*
2. Update and improve the parks
3. Improve playgrounds and provide facilities for families and children
4. Increase the number of dog parks and improve amenities at existing dog parks
5. Shore up the coastline where it is subject to erosion

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

Community Challenges

- Crime, including theft and burglaries
- Concerns about safety and antisocial behaviour issues in public places
- Homelessness – makes people feel insecure

Community Driven Actions

1. Advocate for increased Police presence and enforcement for crime and antisocial behaviour
2. Provide security patrols, CCTV and improved lighting in public places
3. Engage with youth and provide more youth activities
4. Homelessness advocacy

## Family friendly – more services for family and children

### Community Challenges

- Perceived lack of activities for children and teenagers

### Community Driven Actions

1. Increased infrastructure for youth, e.g. community recreation centres, free fun areas
2. More activities and events for children and families

## Community activities, events and clubs

### Community Challenges

- Keeping children and teenagers entertained and occupied
- Providing the entertainment and activities free of charge

### Community Driven Actions

1. More wide-spread promotion of events and activities
2. Free events for children and teenagers
3. Support community groups, sports groups and clubs to engage with youth

# Communication and engagement

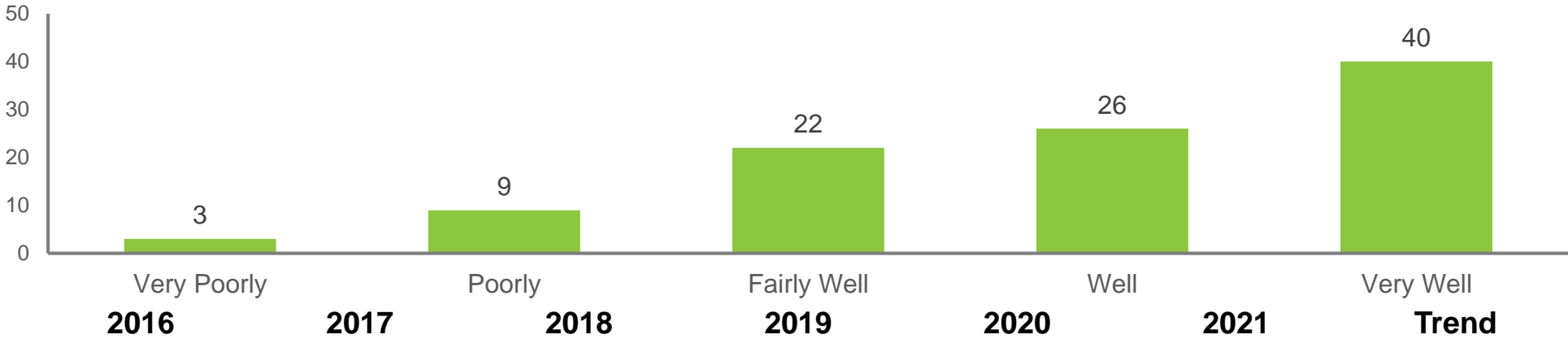


*Image attribute – City of Rockingham Facebook*



# Customer service performance

Overall performance ratings  
% respondents



6 YEAR TREND	2016	2017	2018	2019	2020	2021	Trend
% well + very well	82	78	75	78	77	66	▼



Phone contact  
% well + very well

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



In person contact  
% well + very well

2016	2017	2018	2019	2020	2021
85	85	83	87	89	73 ▼



Email contact  
% well + very well

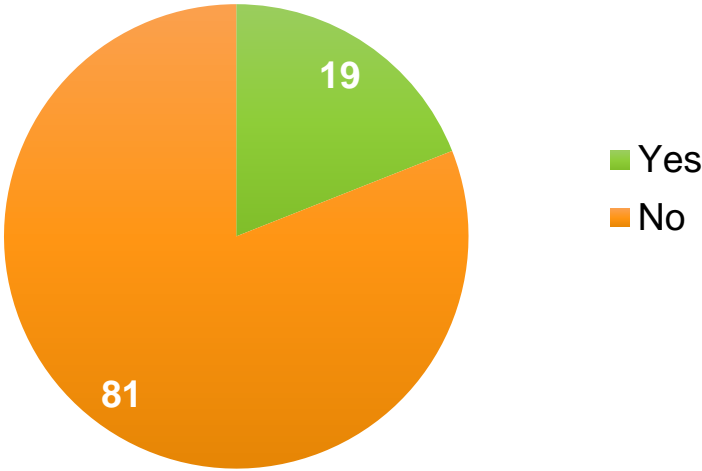
2016	2017	2018	2019	2020	2021
74	70	69	72	71	52 ▼

Q. In your opinion, how well did the City deal with your interaction?  
Base: Respondents who have had contact with the City over the last 12 months, excludes no response (n=422)

# Community Consultation

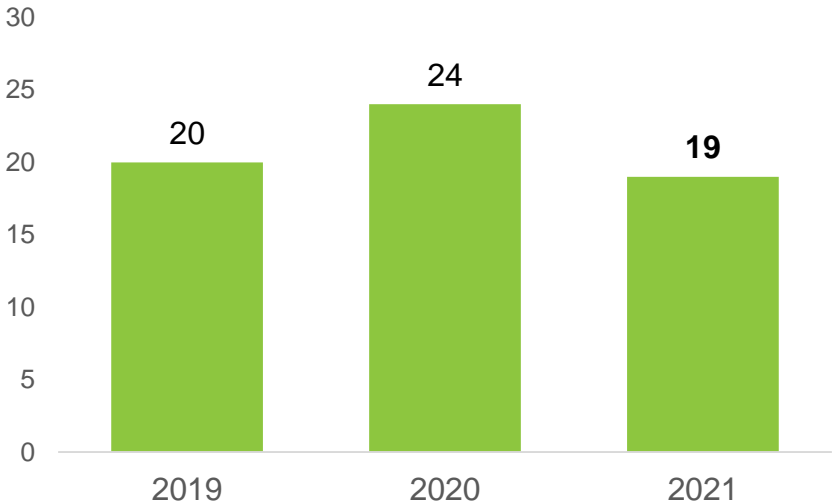
Have you shared your thoughts about a community consultation item in the past 12 months?

% of respondents



## Historical trends

% Yes



## Results

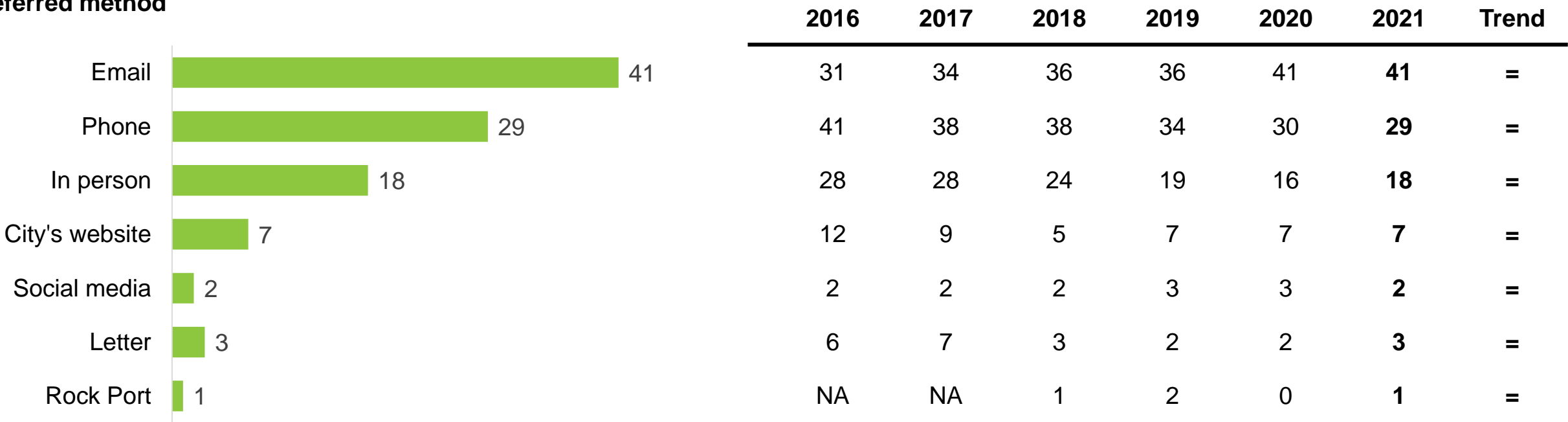
Less than 20% of residents have been involved in community consultation.

# Preferred method of dealing with the City

Most people prefer to deal with the City via email, similar to 2020 results:

- Email was the preferred means of dealing with the City for residents aged under 50
- Telephone and email
- Even the older age group 65+ are now moving to email with face to face declining.

## Preferred method





# Preferred way to find out City news

- Email newsletter continues to be the preferred method for residents to find out City News, though in this survey it has declined a little.
- The appeal of social media has increased significantly in line with general trends
- The appeal of the newspaper remains low.

## Preferred method

		2016	2017	2018	2019	2020	2021	Trend
Email newsletter	<div><div></div></div> 32	29	31	36	37	39	<b>32</b>	▼
City Chronicle	<div><div></div></div> 21	38	33	25	27	20	<b>21</b>	=
Social media	<div><div></div></div> 25	17	19	20	16	18	<b>25</b>	▲
Website	<div><div></div></div> 9	17	15	10	11	12	<b>9</b>	=
Newspaper	<div><div></div></div> 8	21	17	14	9	6	<b>8</b>	=
Rock Port	<div><div></div></div> 5	NA	NA	1	4	4	<b>5</b>	=
Monthly Council meetings	0	1	1	1	0	0	<b>0</b>	=

# Preferred way to find out City news across age groups

- Email newsletters appeal to 1 in 3 residents.
- Social media appeals to the under 50 age group, as in previous years.
- City Chronicle appeals mainly to the 50+ age group as in previous years.

## Preferred method

	12 to 34	35 to 49	50 to 64	65 +	NET
Email Newsletter	32	33	31	29	32
Social media	35	35	13	4	25
City Chronicle	9	15	30	40	21
Website	11	6	9	8	9
Newspaper	6	6	10	13	8
Rock Port (email updates)	6	4	7	6	5
NET	100	100	100	100	100
n =	63	162	229	205	659

# Individual Facilities and services

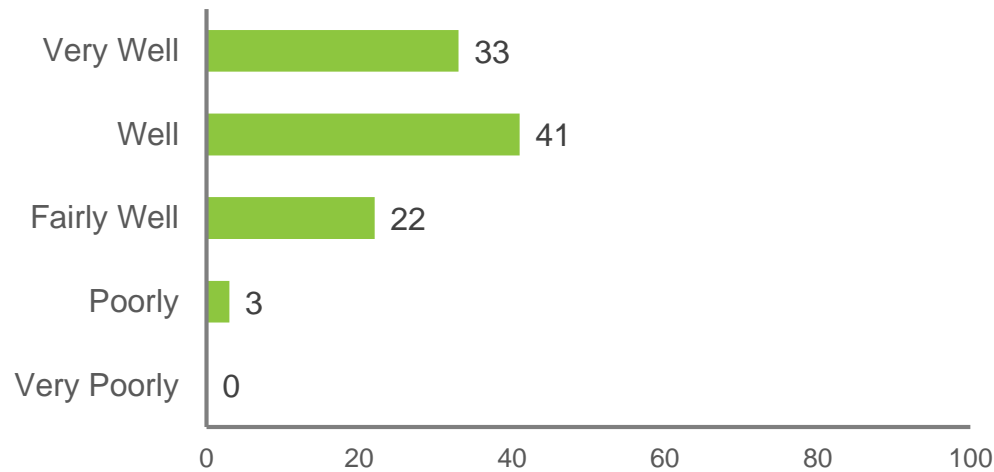


*Image attribute – City of Rockingham Facebook*

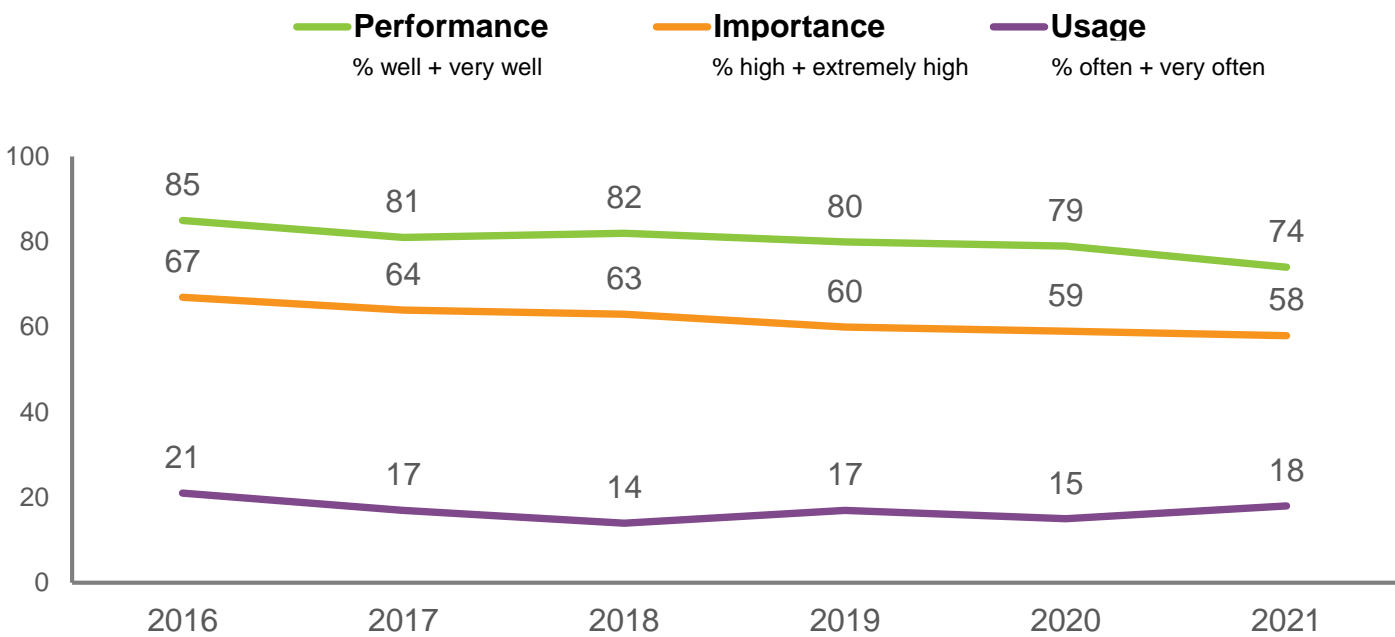
# Libraries

## Performance ratings

% of respondents



## Year on Year trends

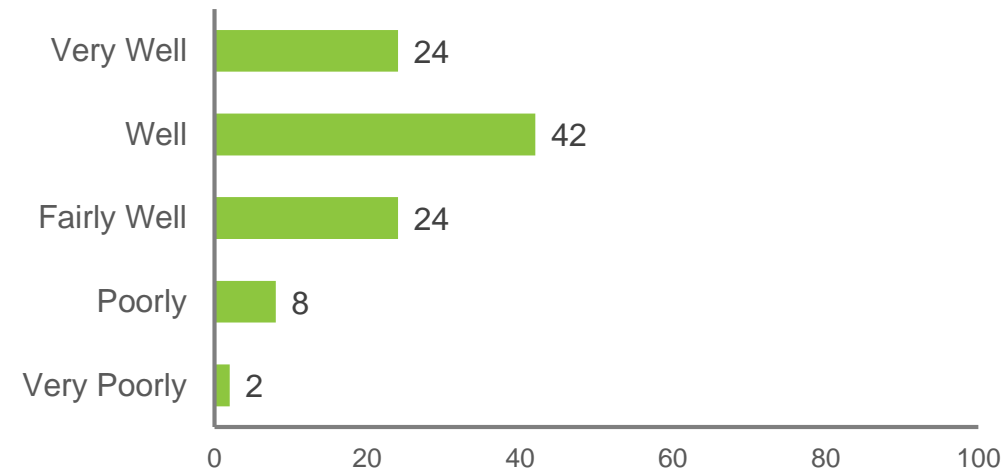


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; total n=501;

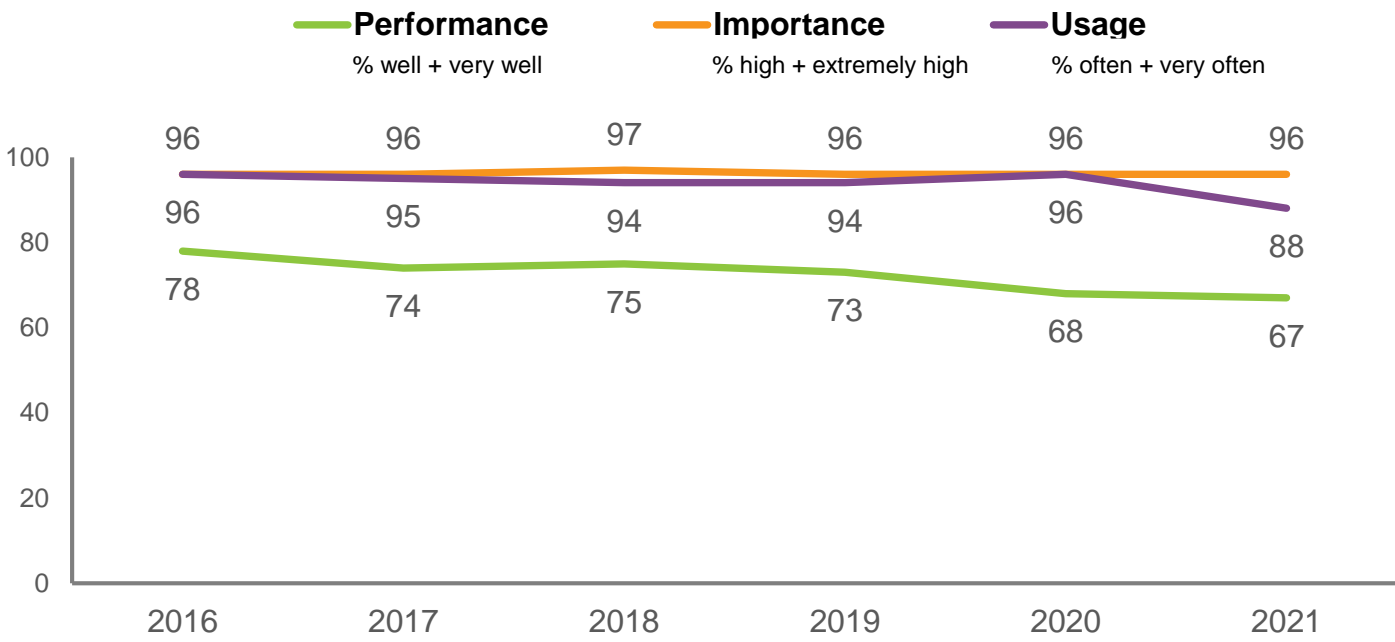
# Local roads

## Performance ratings

% of respondents



## Year on Year trends



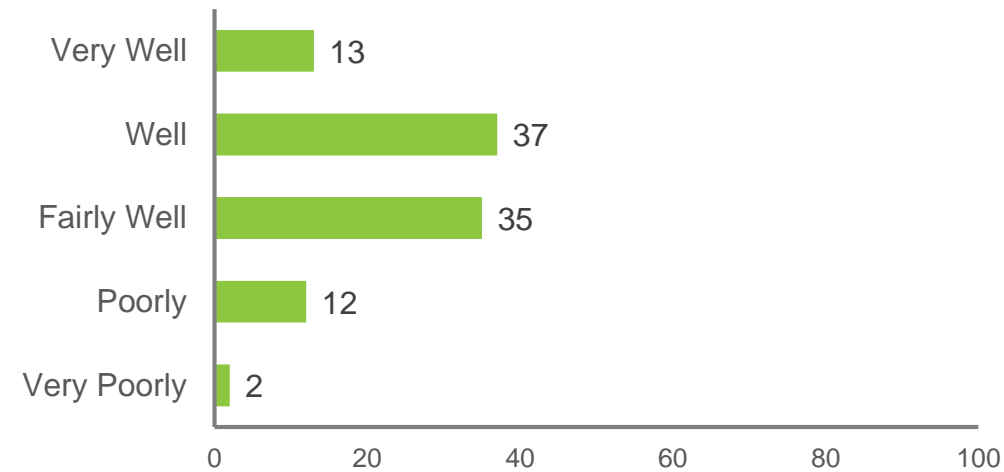
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility? Base: All respondents, excludes no response total n=672;  
\* Where sub-totals add to ±1% of the parts, this is due to rounding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



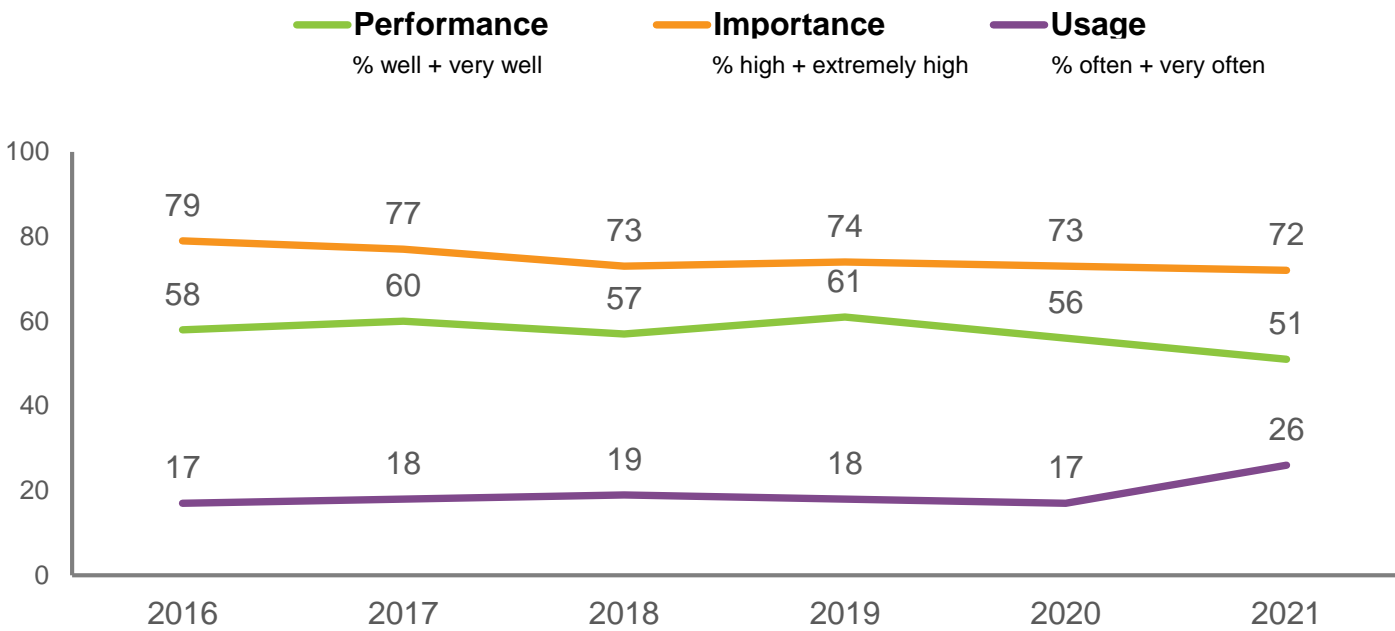
# Public toilets

## Performance ratings

% of respondents



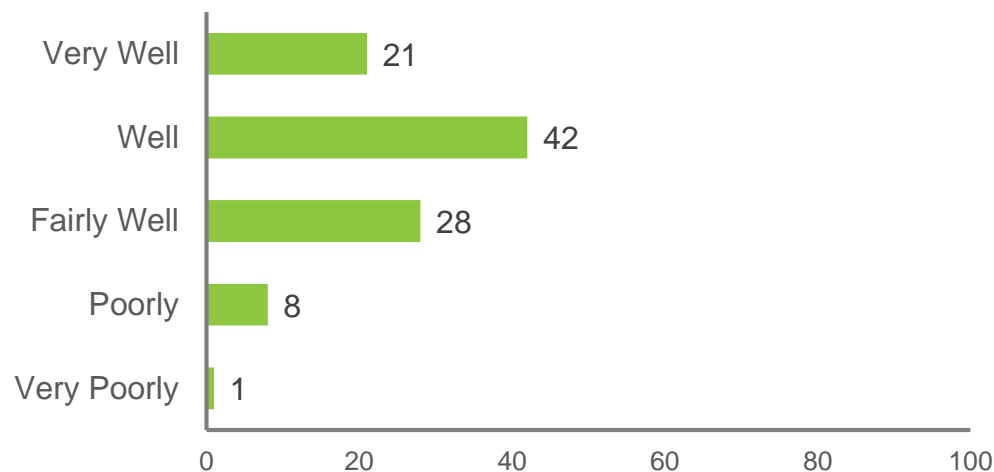
## Year on Year trends



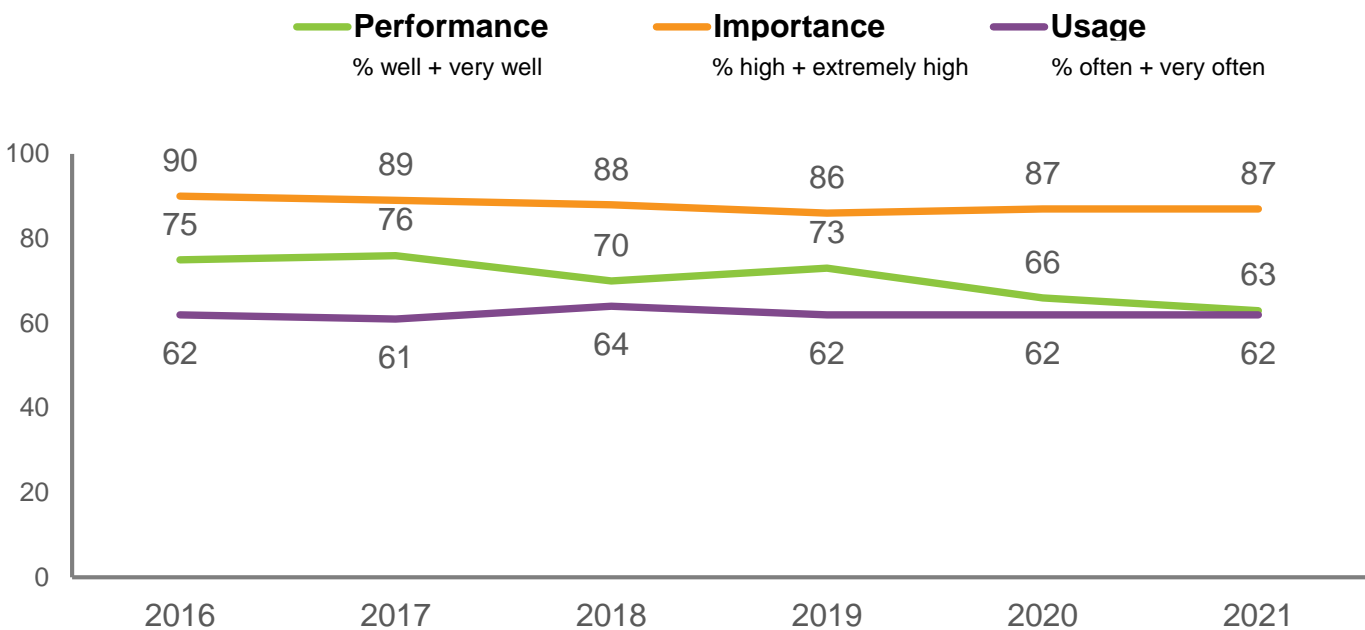
# Footpaths and cycleways

## Performance ratings

% of respondents



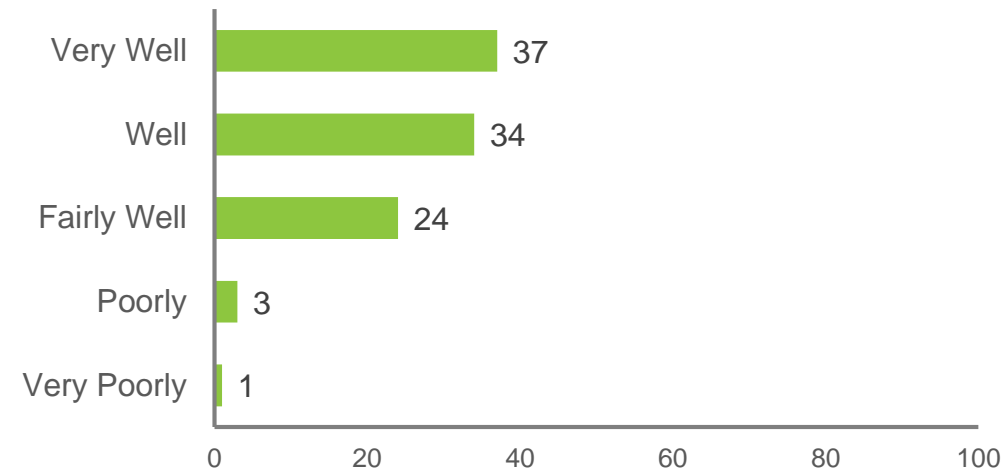
## Year on Year trends



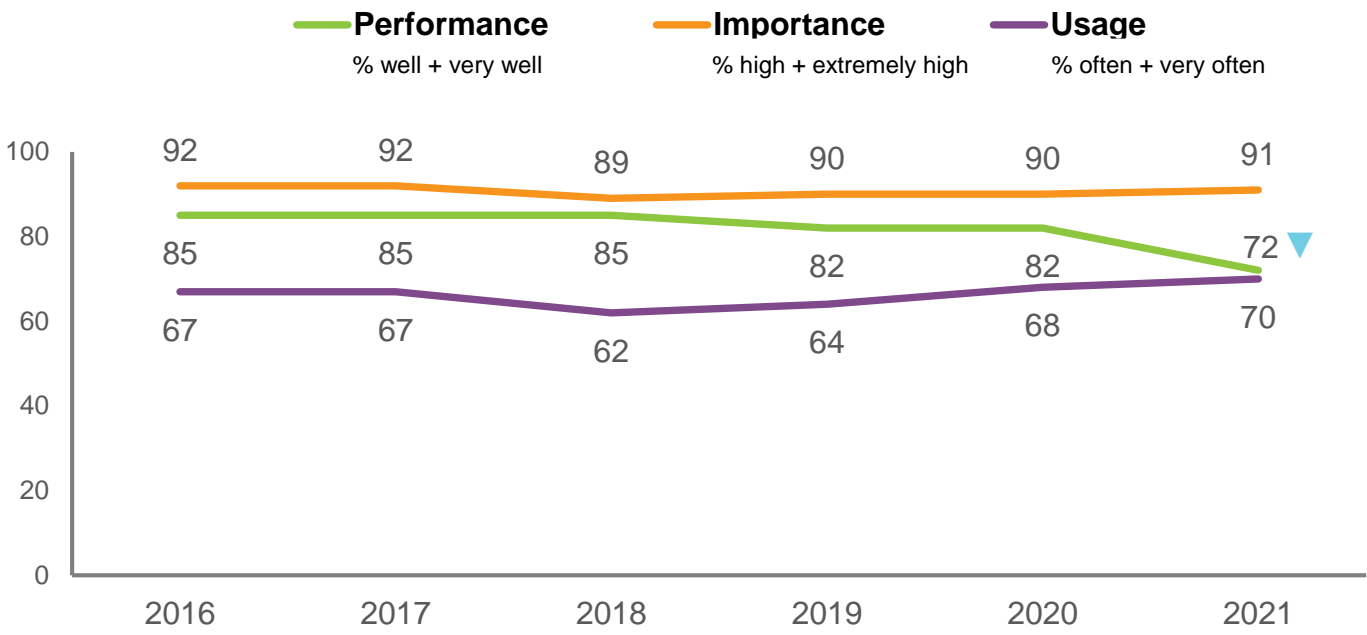
# Parks, gardens, picnic areas and foreshores

## Performance ratings

% of respondents



## Year on Year trends

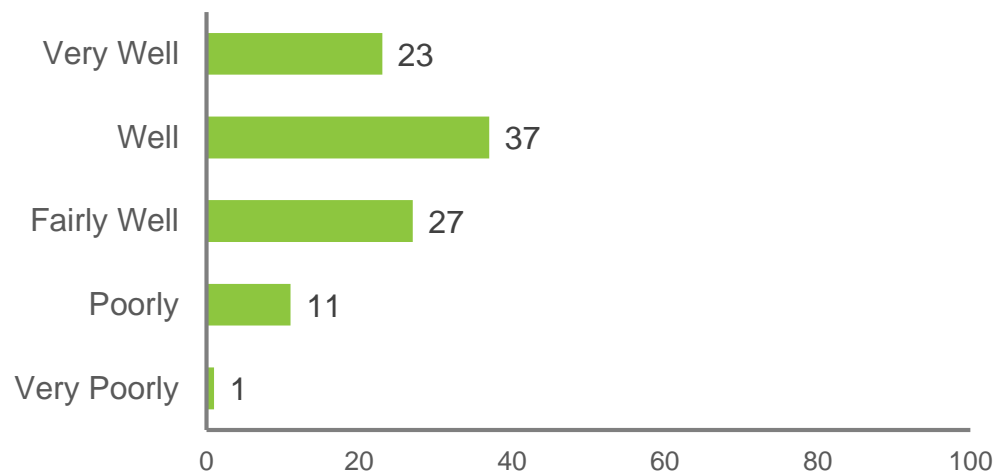


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response total (n=667)

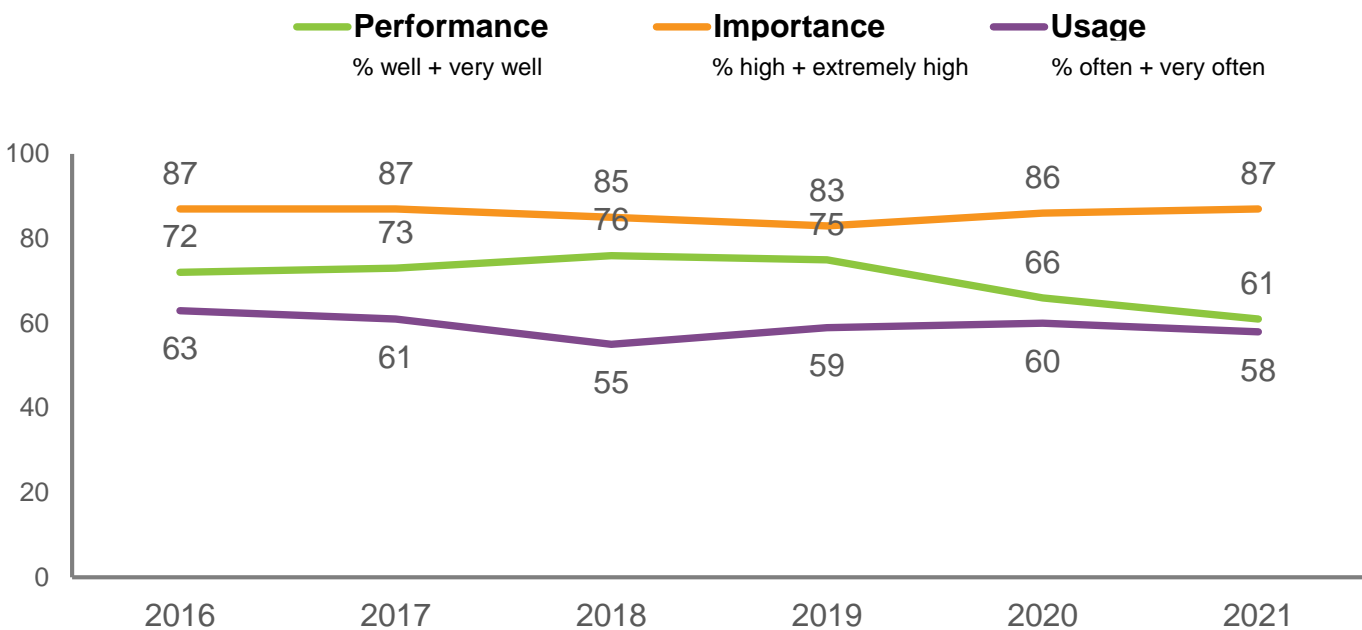
# Lighting of streets and parks

## Performance ratings

% of respondents



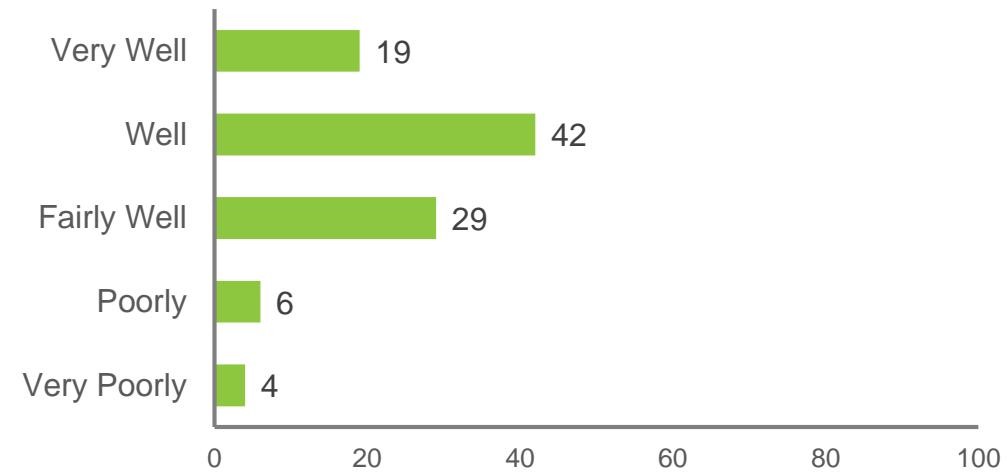
## Year on Year trends



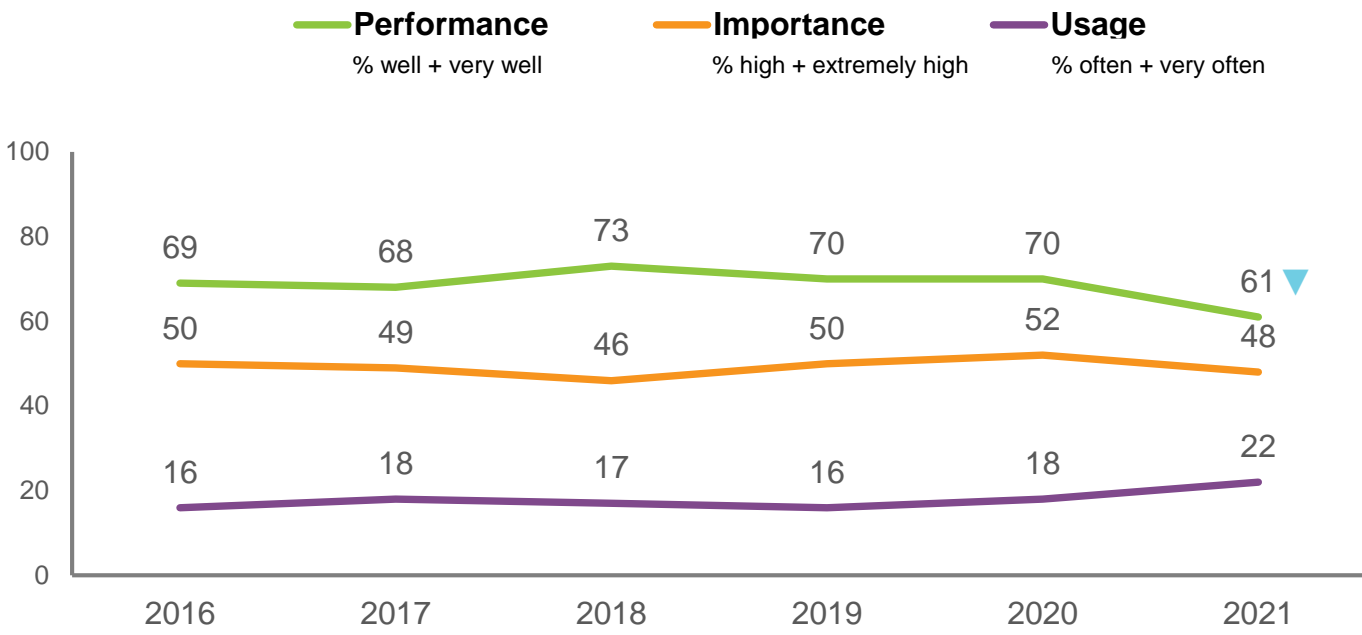
# Boat ramps and jetties

## Performance ratings

% of respondents



## Year on Year trends

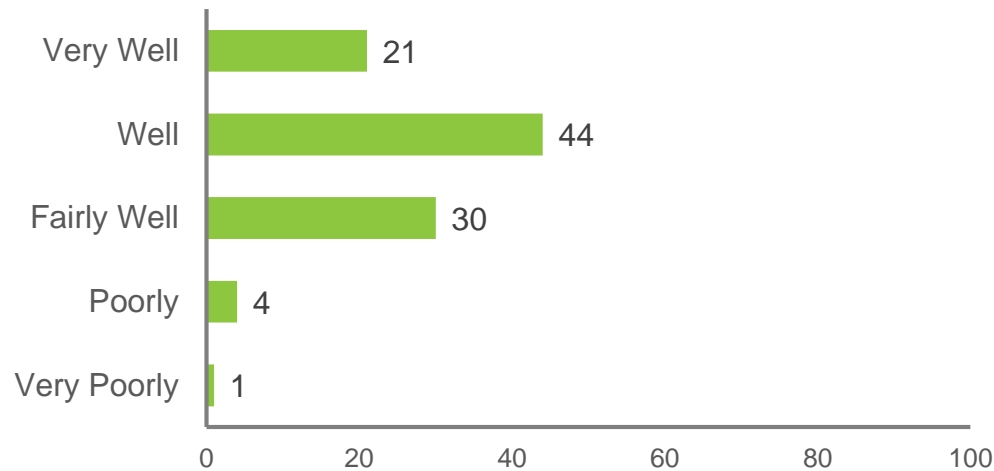




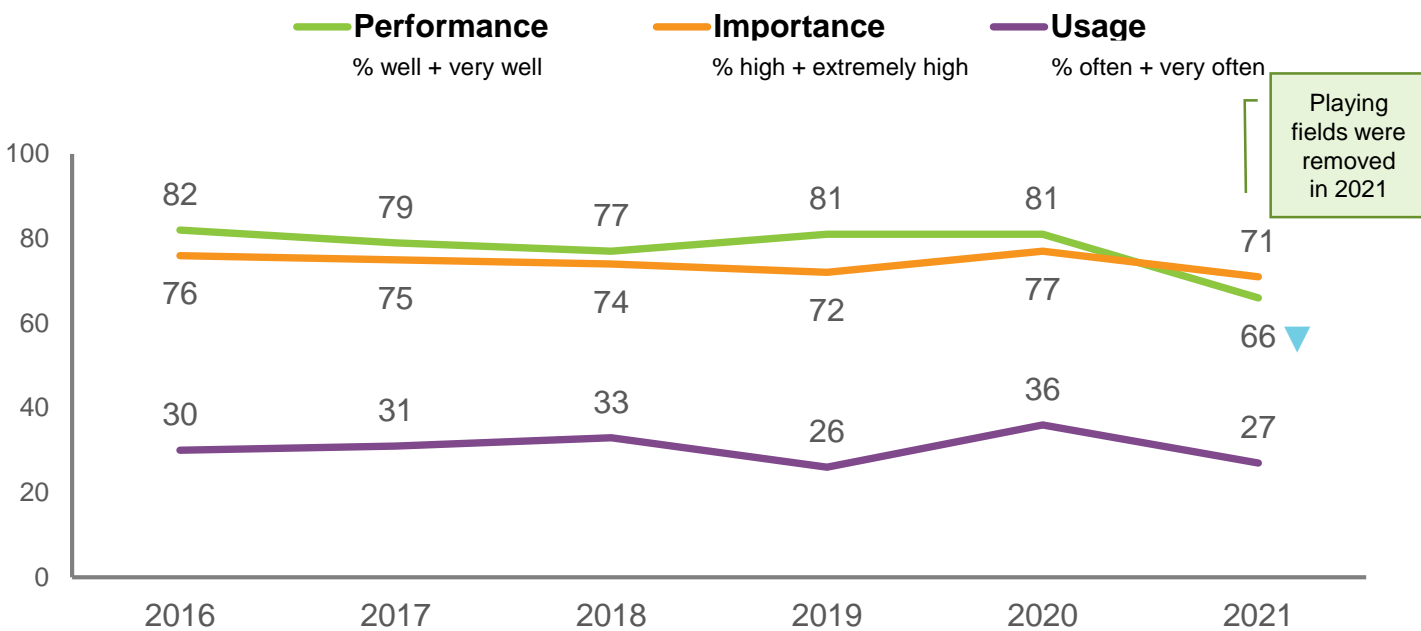
# Sport and recreation centres

## Performance ratings

% of respondents



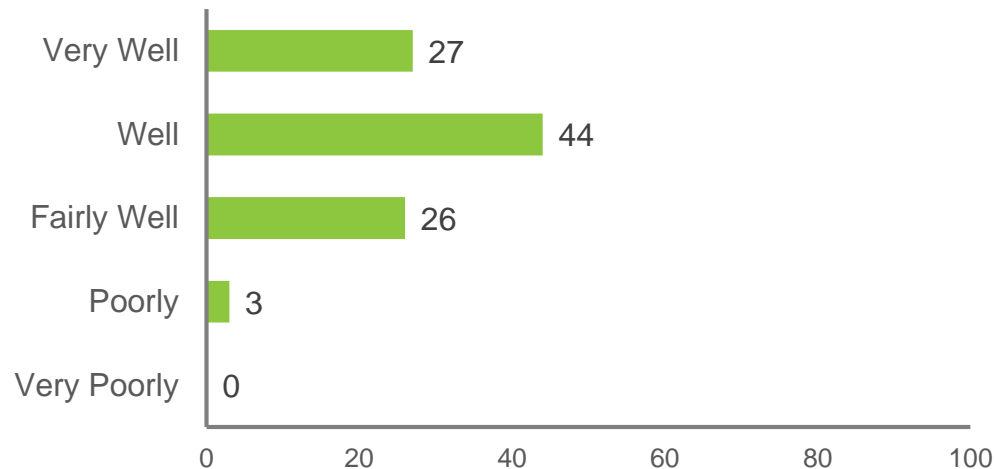
## Year on Year trends



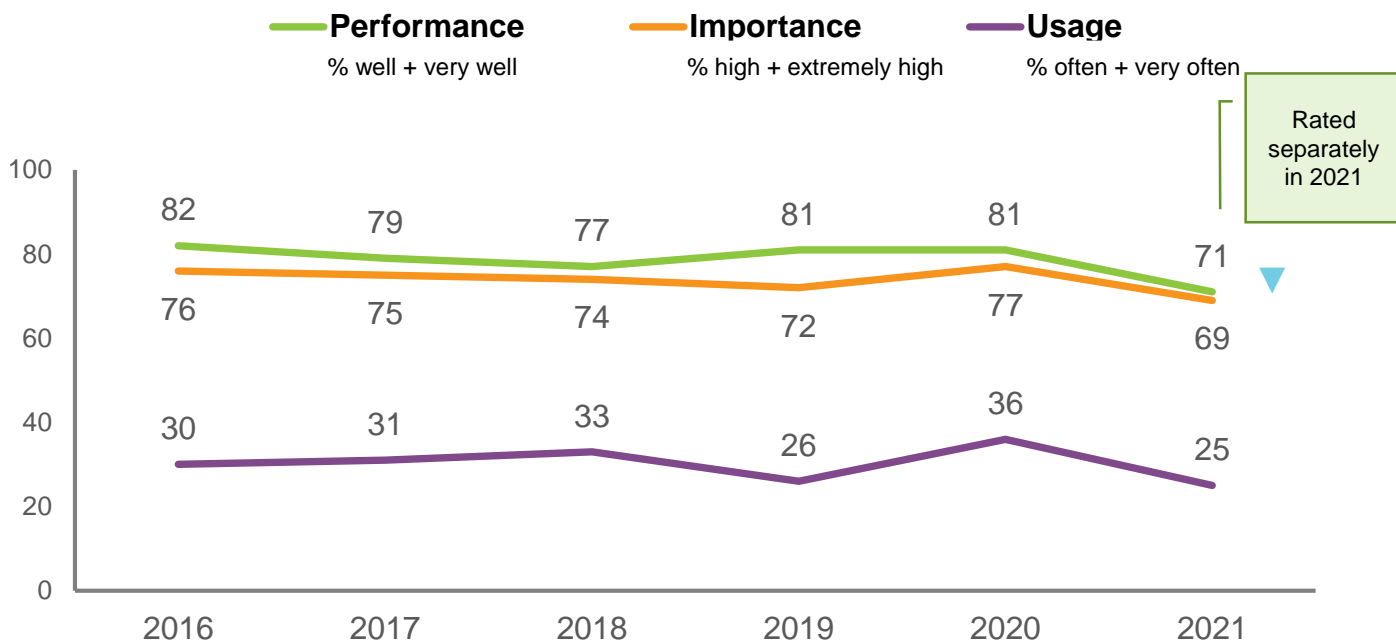
# Playing fields

## Performance ratings

% of respondents



## Year on Year trends

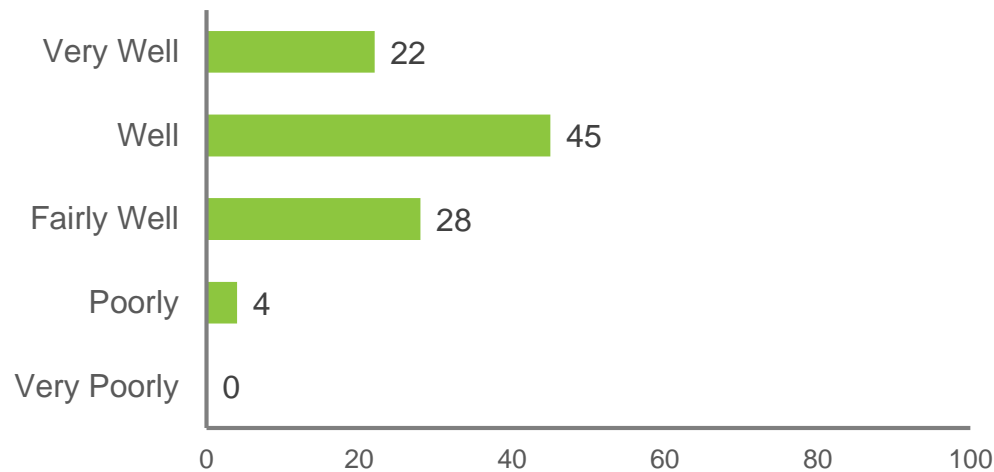


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; total (n=550)

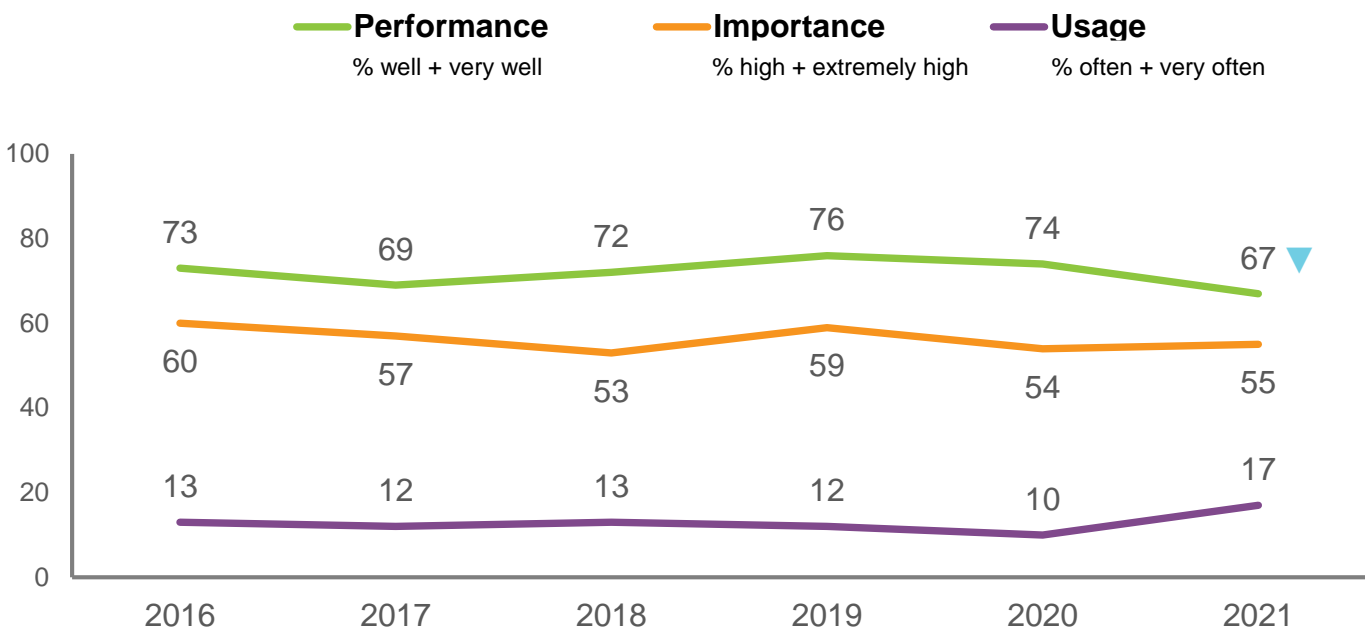
# Community centres and public halls

## Performance ratings

% of respondents



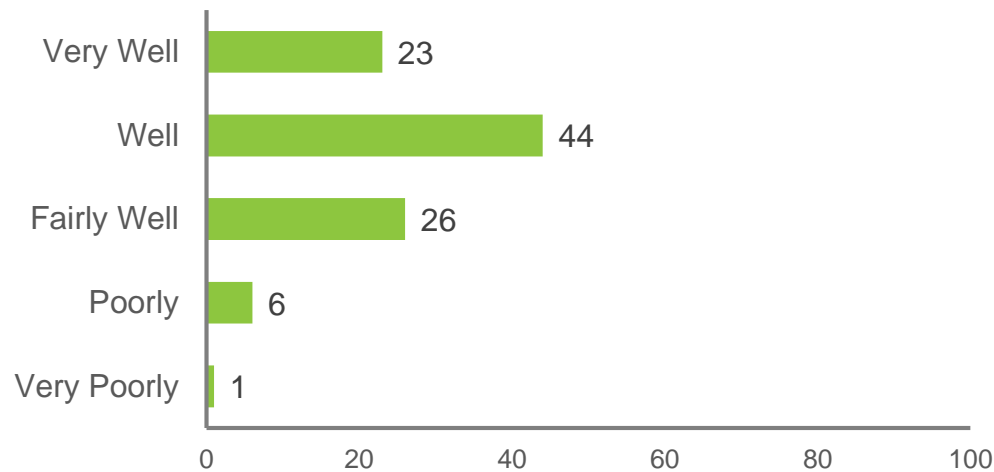
## Year on Year trends



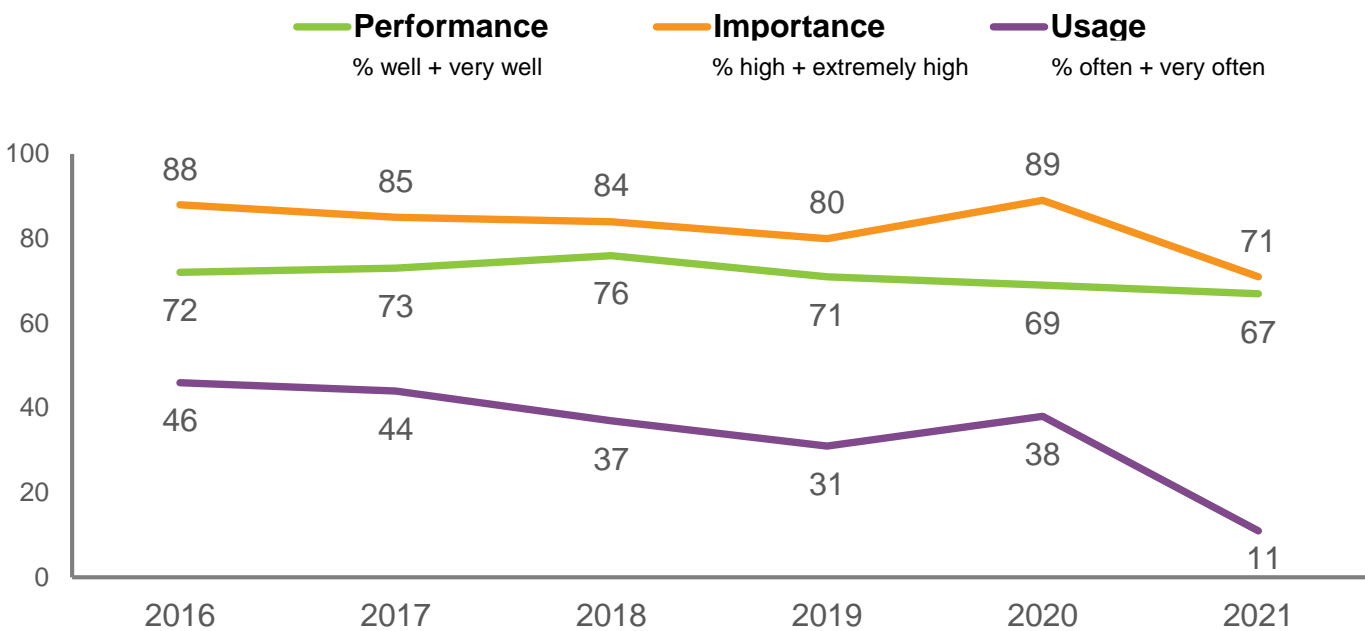
# LitterBusters (litter management)

## Performance ratings

% of respondents



## Year on Year trends

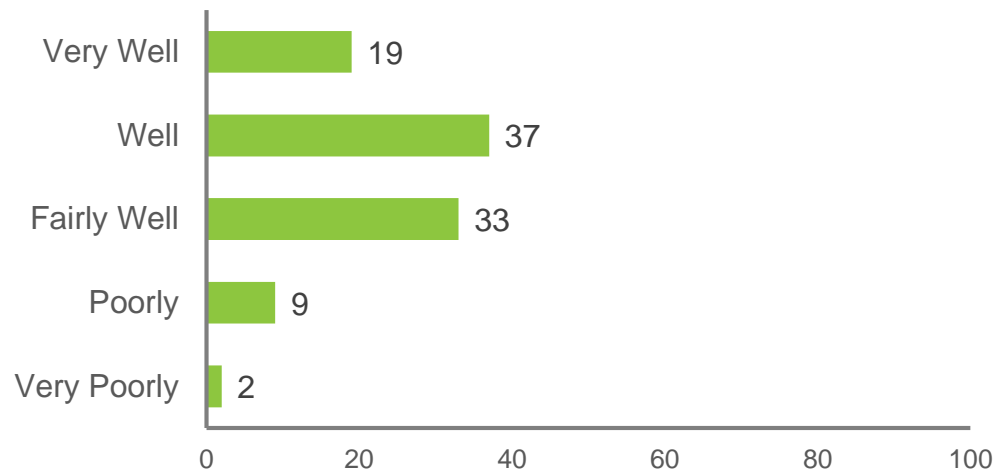


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; (total n=508)

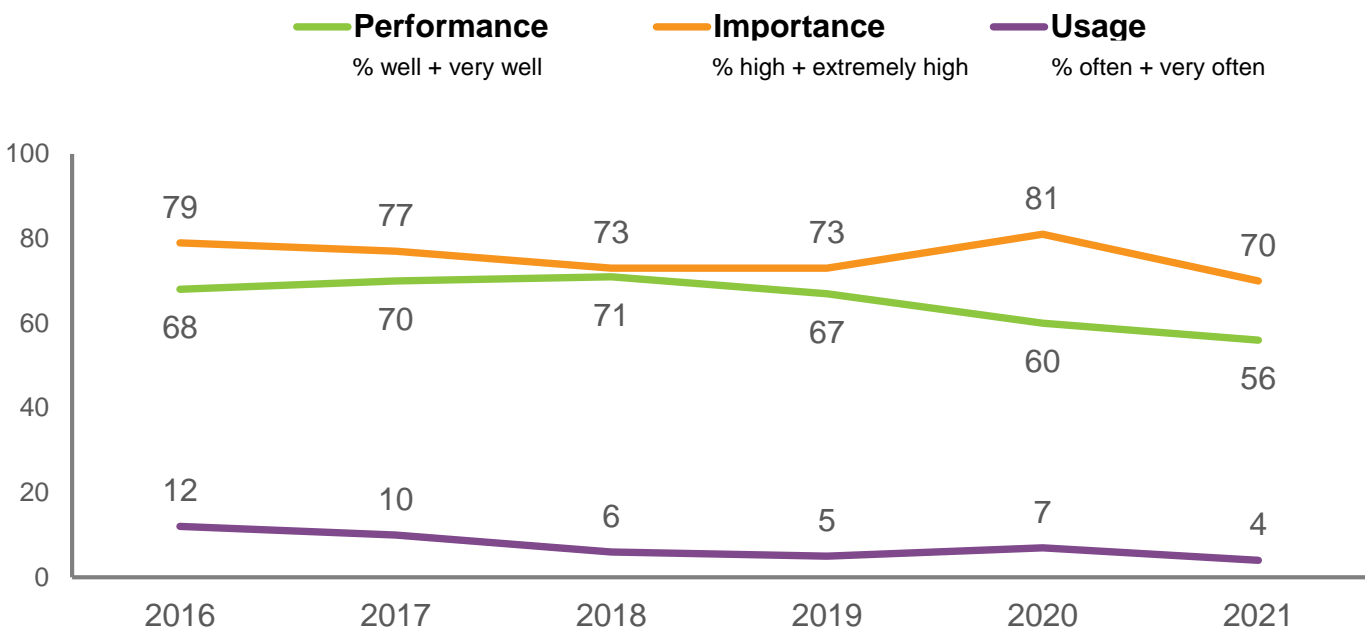
# Graffiti and vandalism management

## Performance ratings

% of respondents



## Year on Year trends

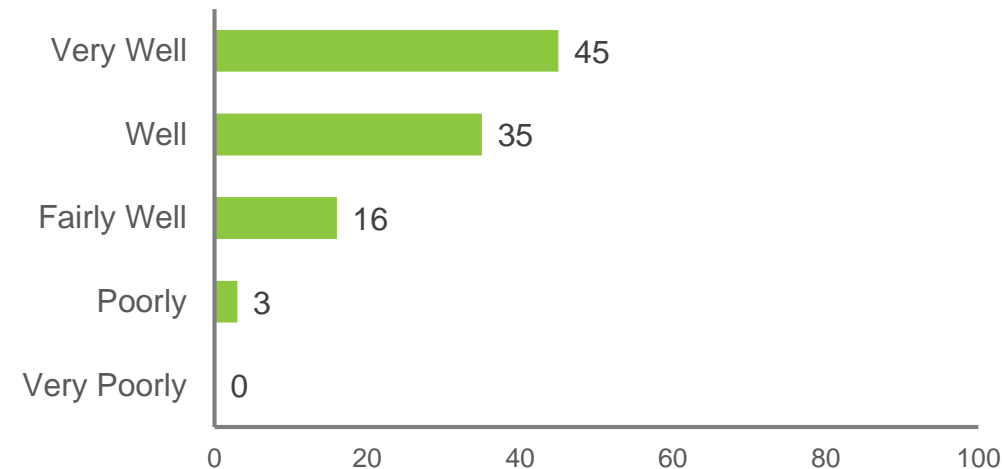




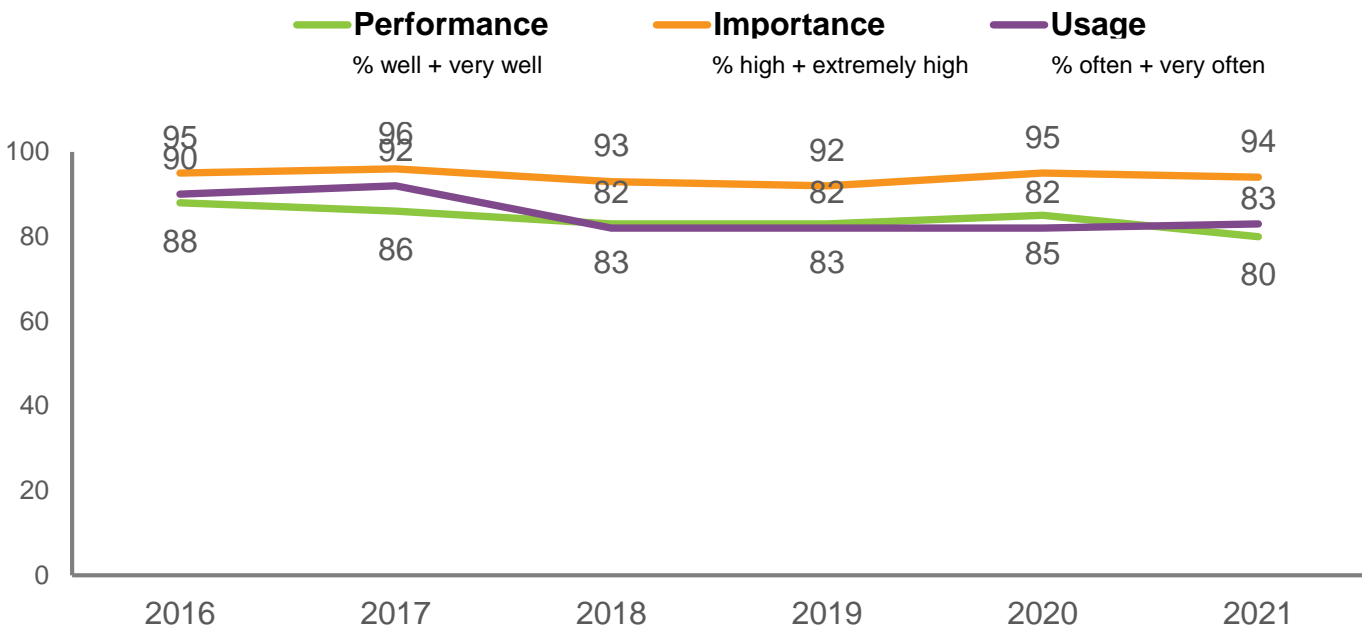
# Rubbish collection and recycling

## Performance ratings

% of respondents



## Year on Year trends

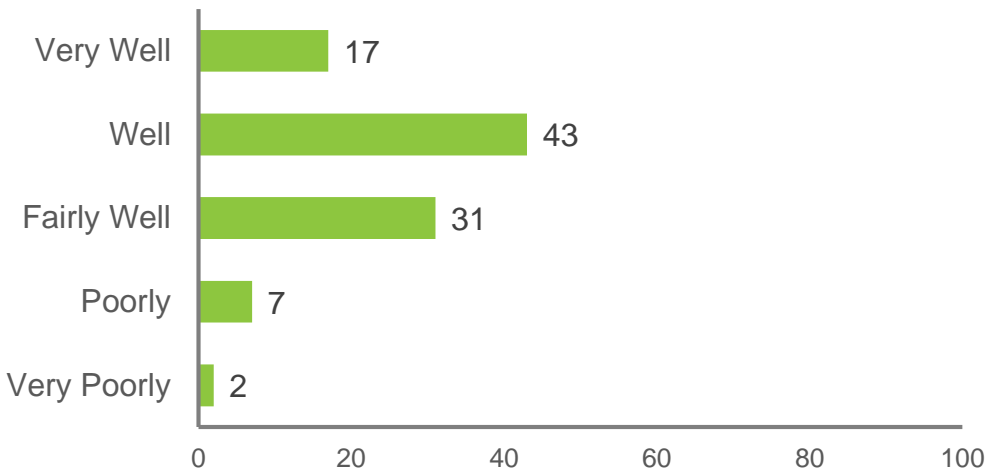


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; total (n=669)

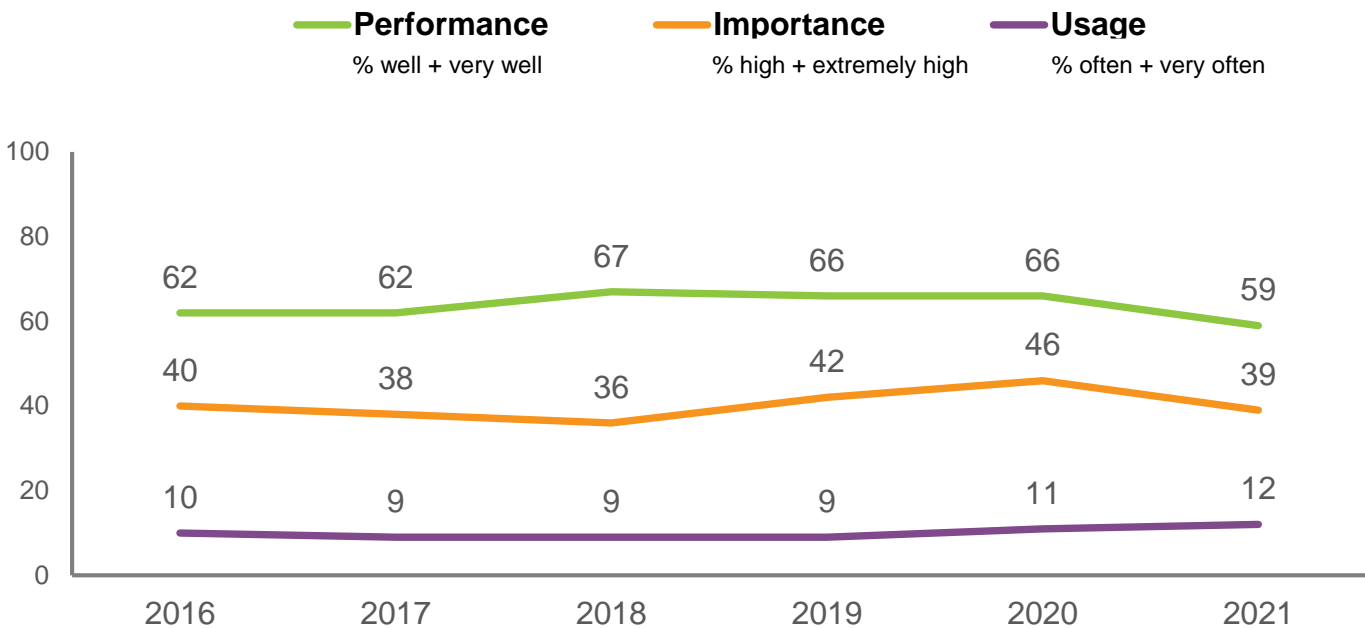
# Arts and culture programs

## Performance ratings

% of respondents



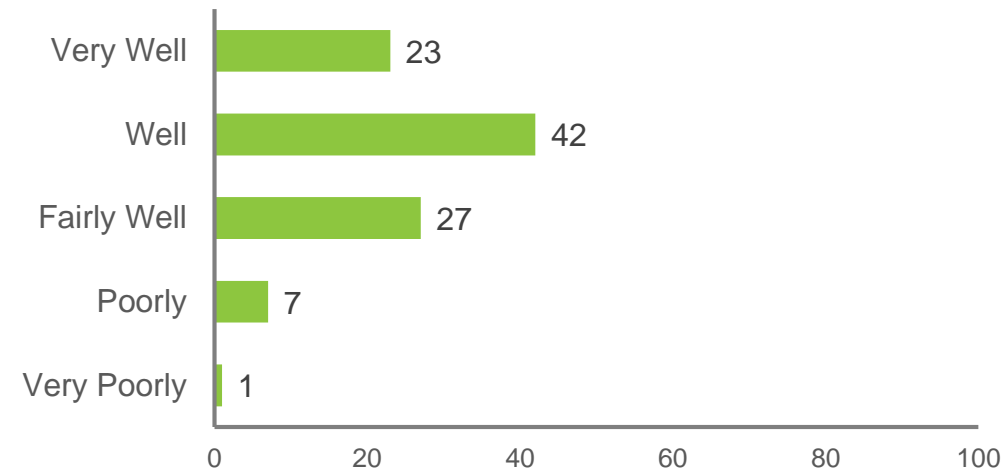
## Year on Year trends



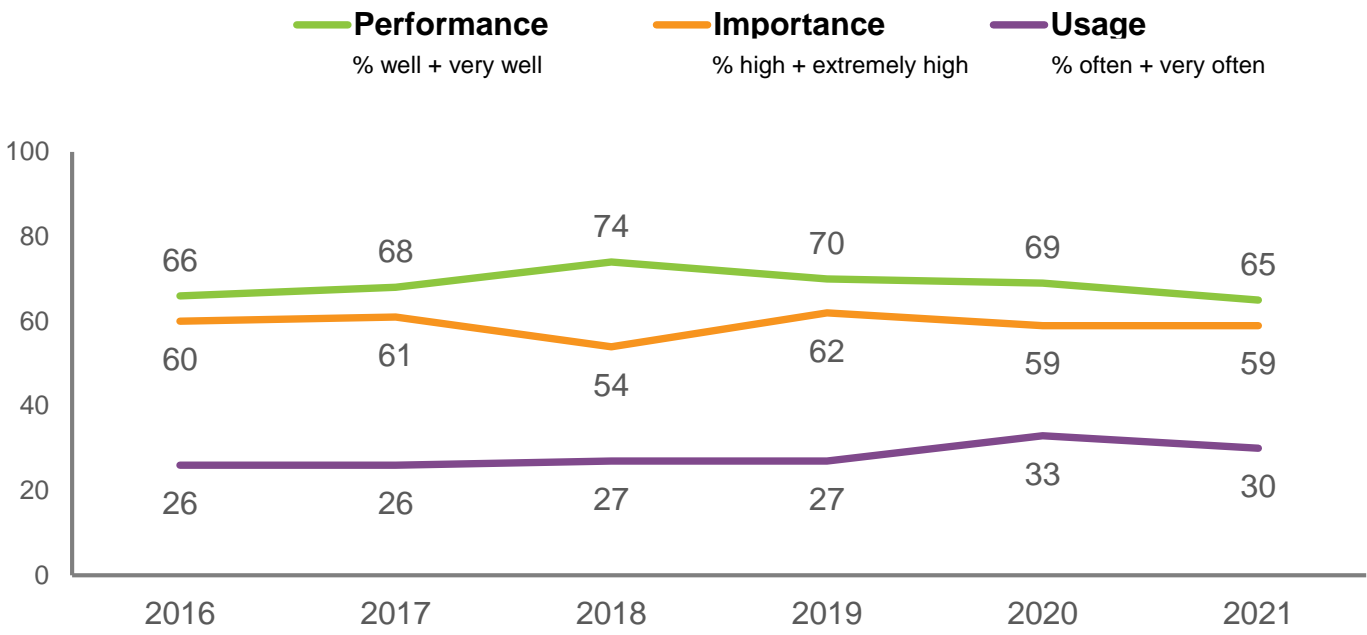
# Festivals and events

## Performance ratings

% of respondents



## Year on Year trends

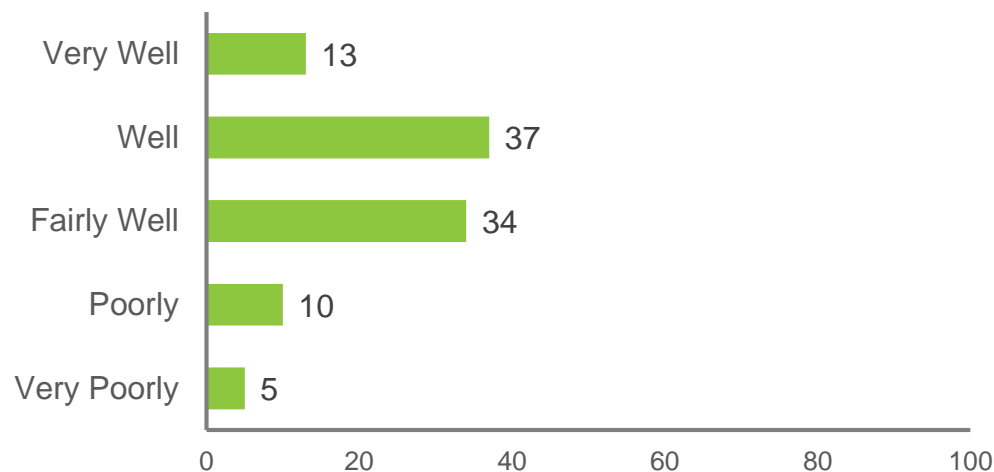


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; (total n=603)

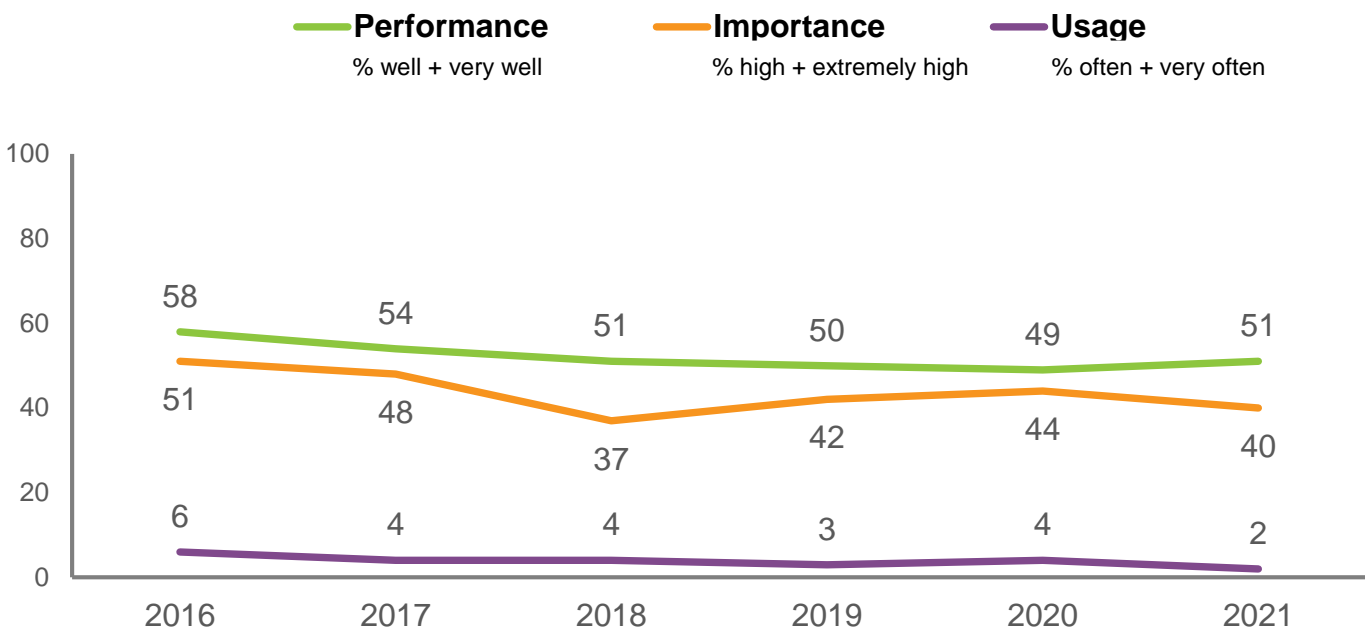
# Building approvals

## Performance ratings

% of respondents



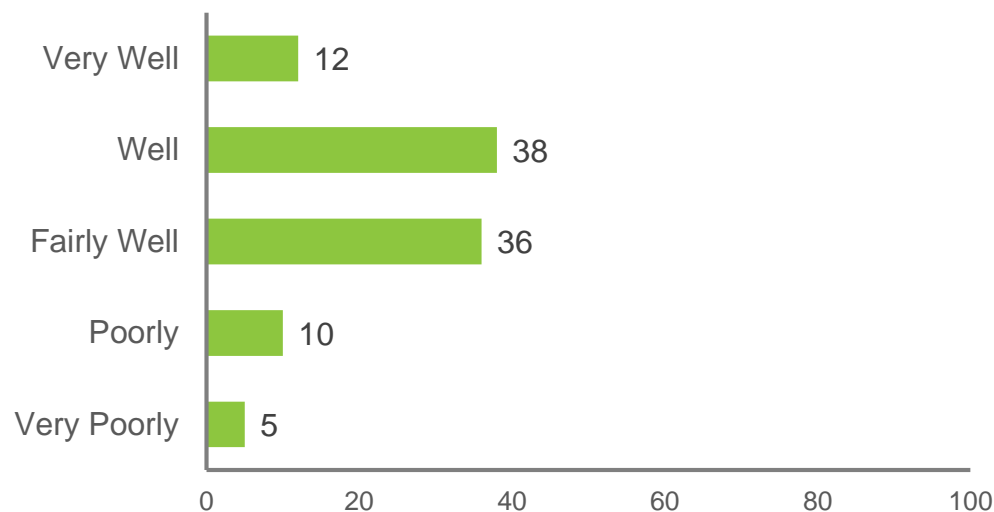
## Year on Year trends



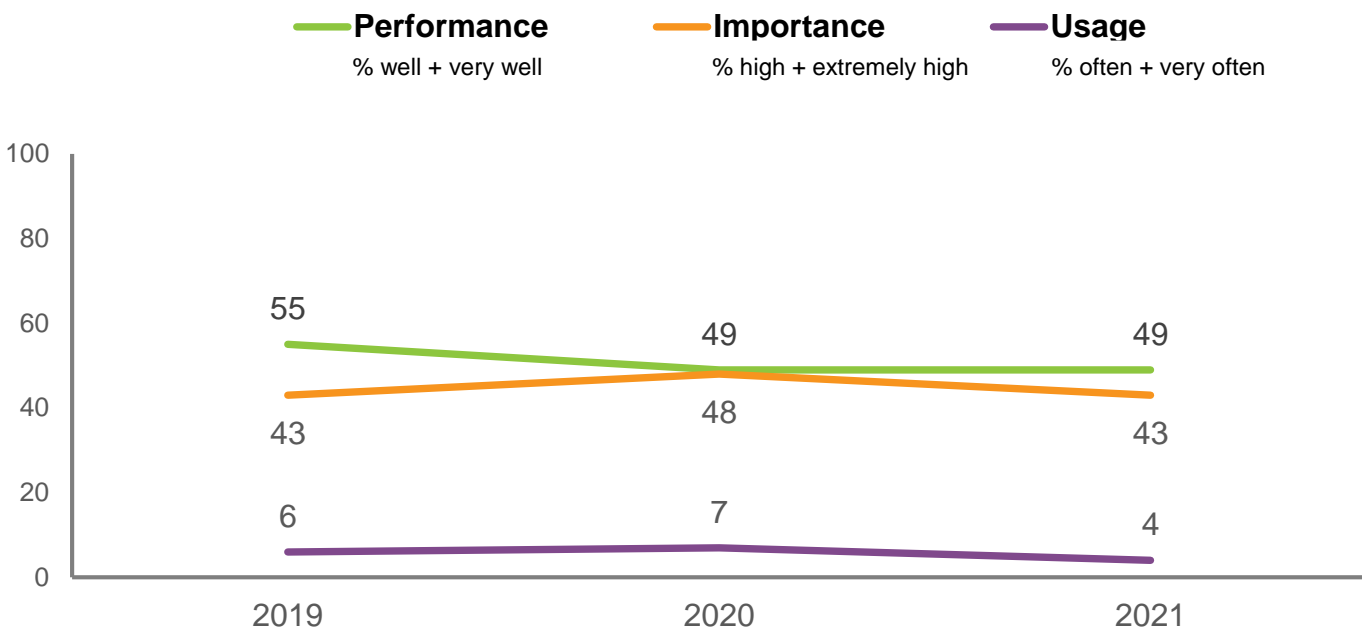
# Building approvals – service users

## Performance ratings

% of respondents



## Year on Year trends

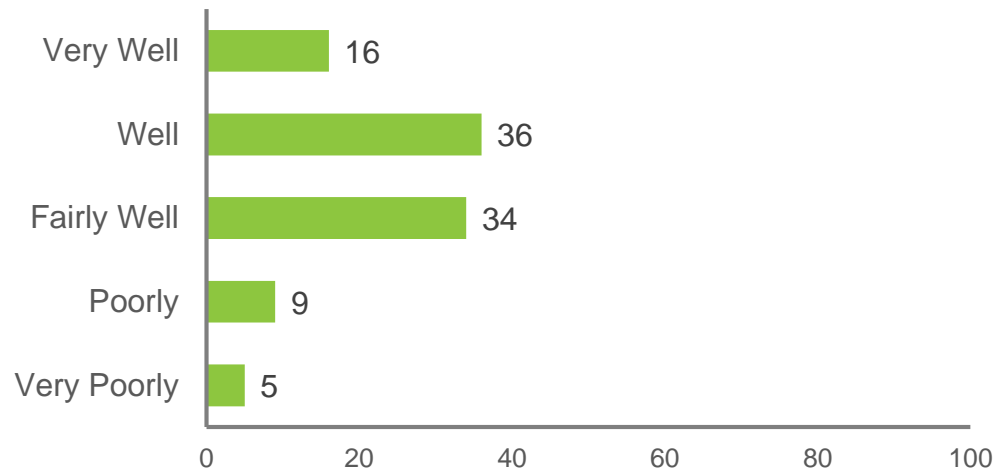




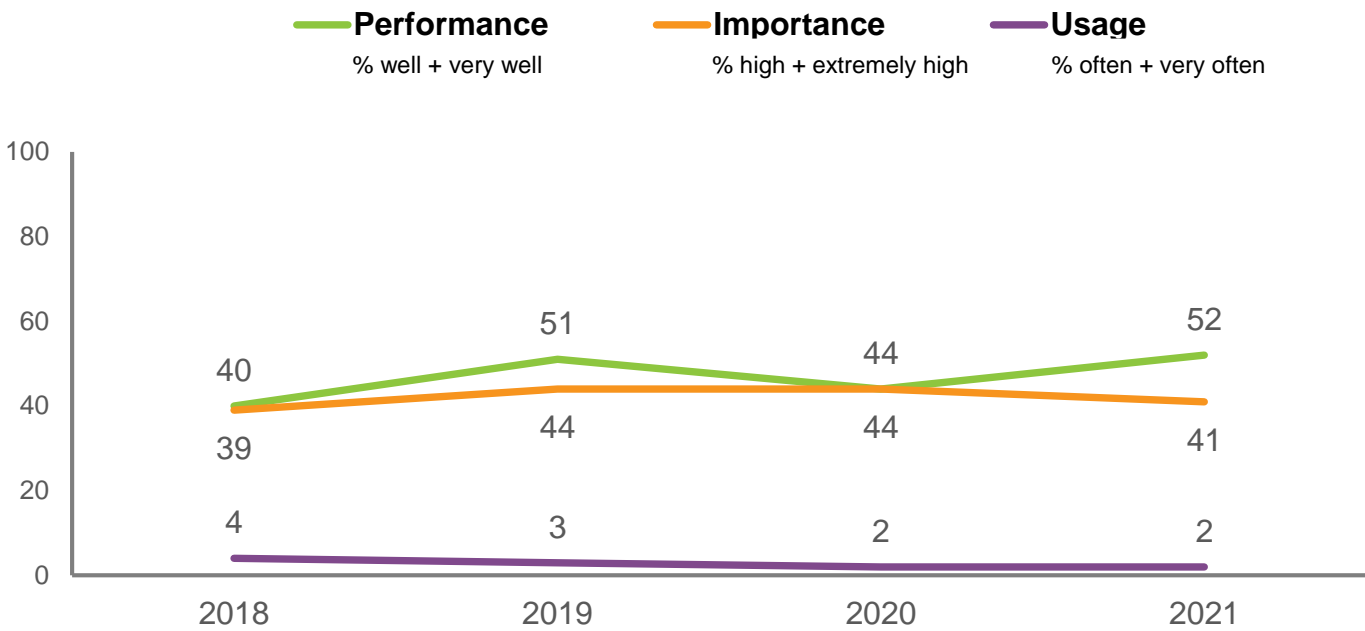
# Town planning approvals

## Performance ratings

% of respondents



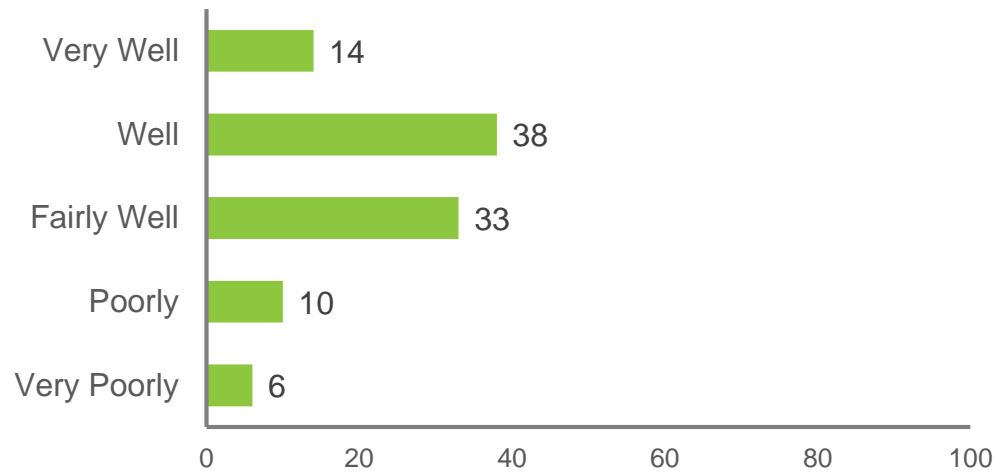
## Year on Year trends



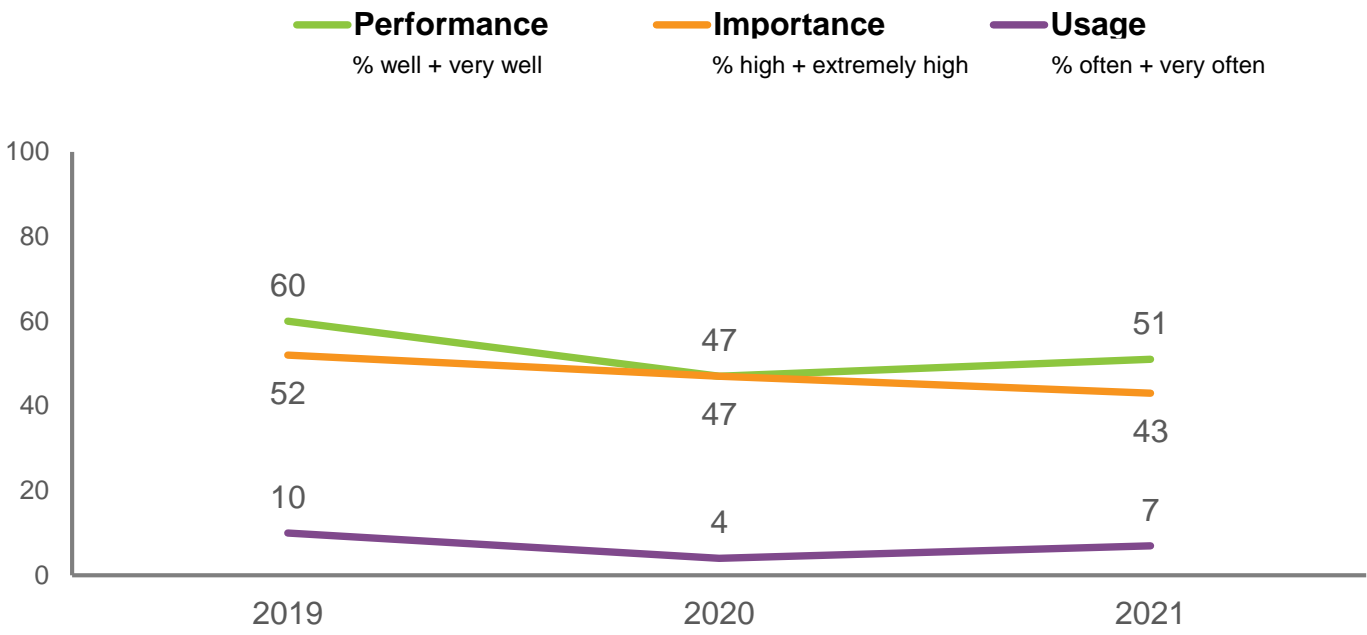
# Town planning approvals – service users

## Performance ratings

% of respondents



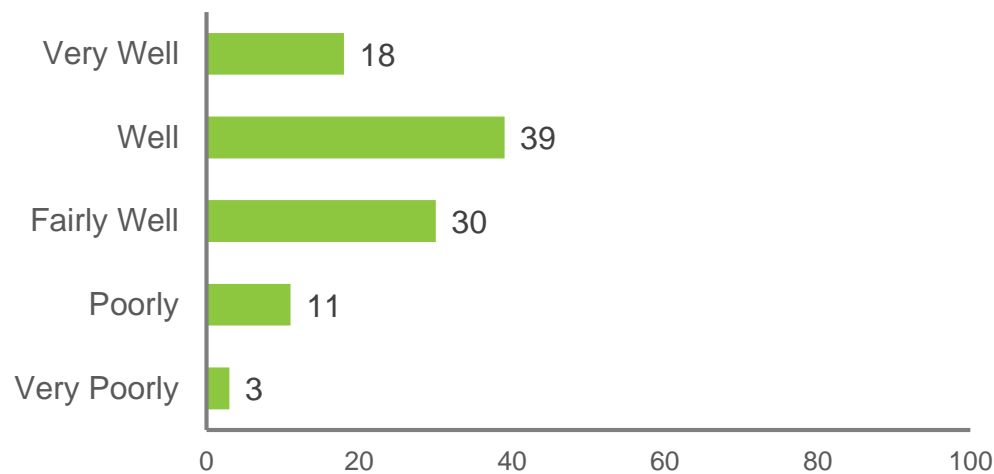
## Year on Year trends



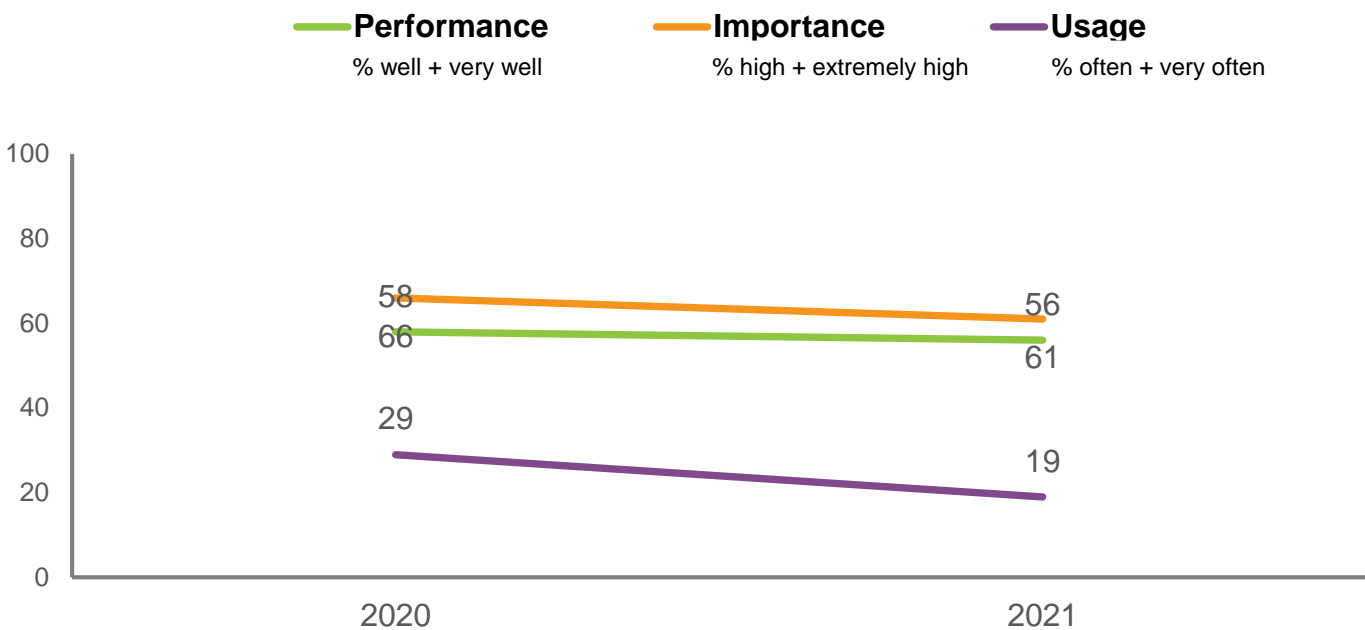
# Local business support

## Performance ratings

% of respondents



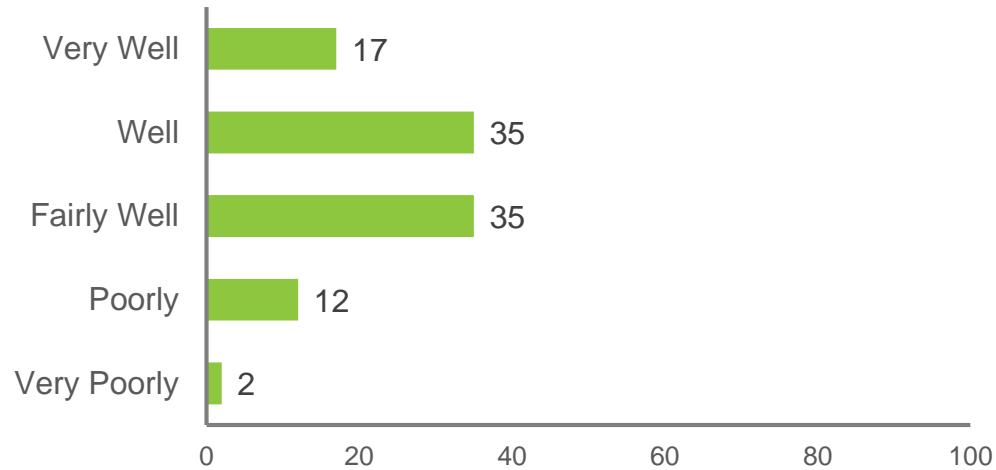
## Year on Year trends



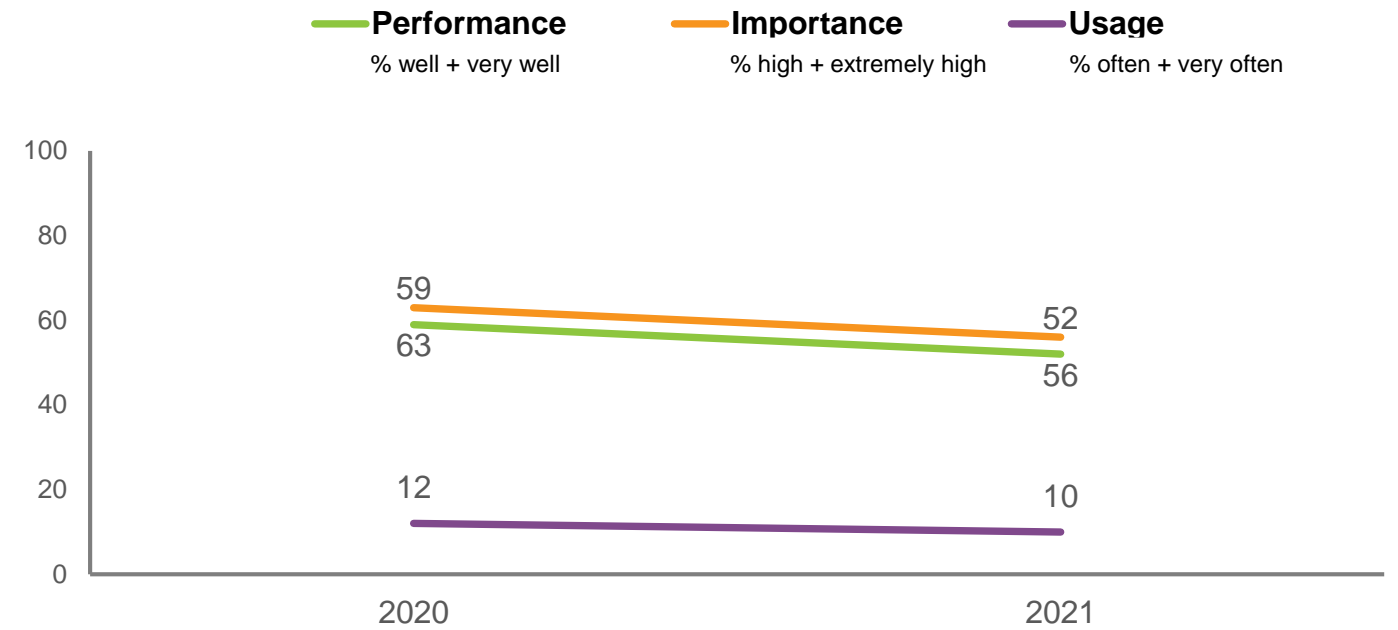
# Tourism promotion

## Performance ratings

% of respondents



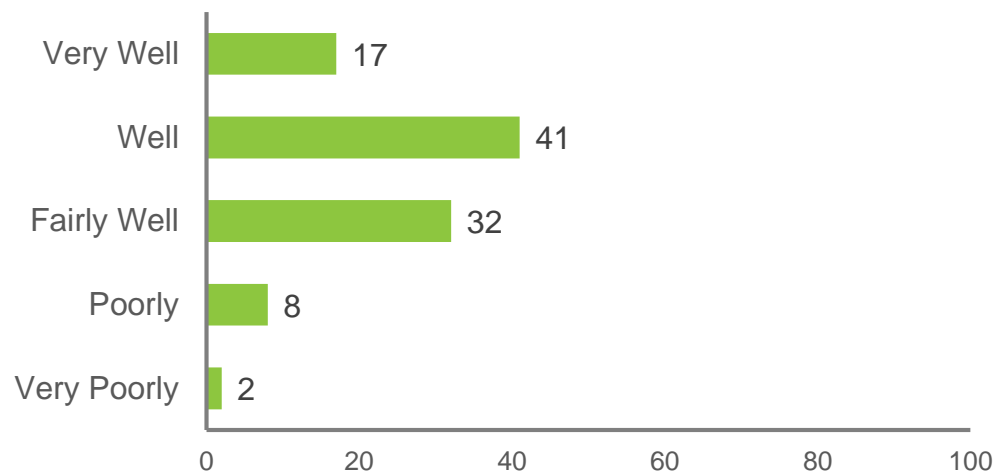
## Year on Year trends



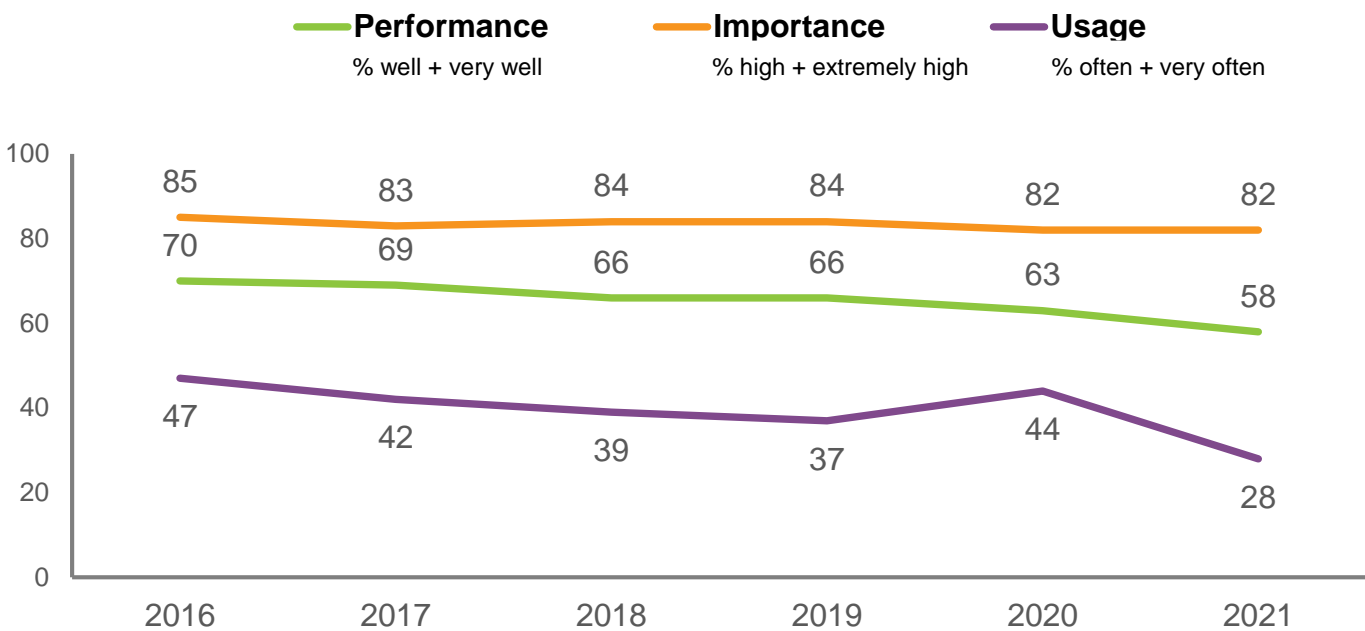
# Caring for the environment

## Performance ratings

% of respondents



## Year on Year trends

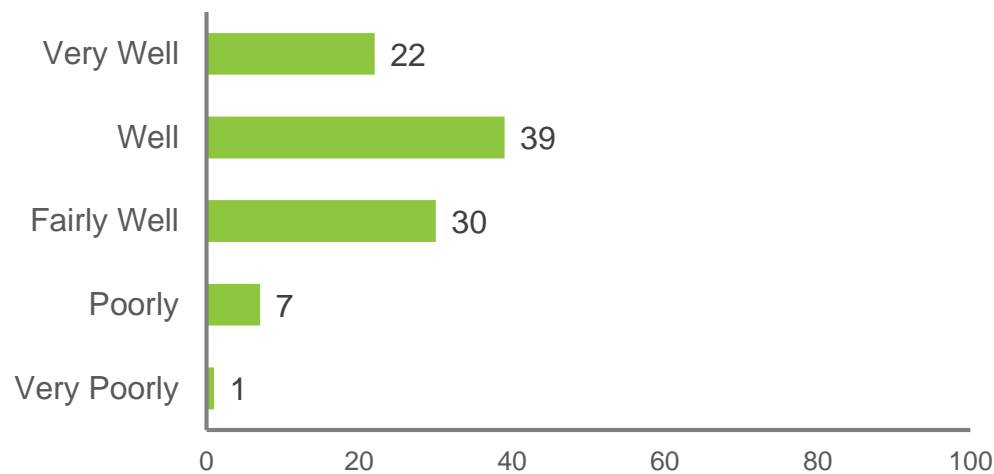


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; total (n=573)

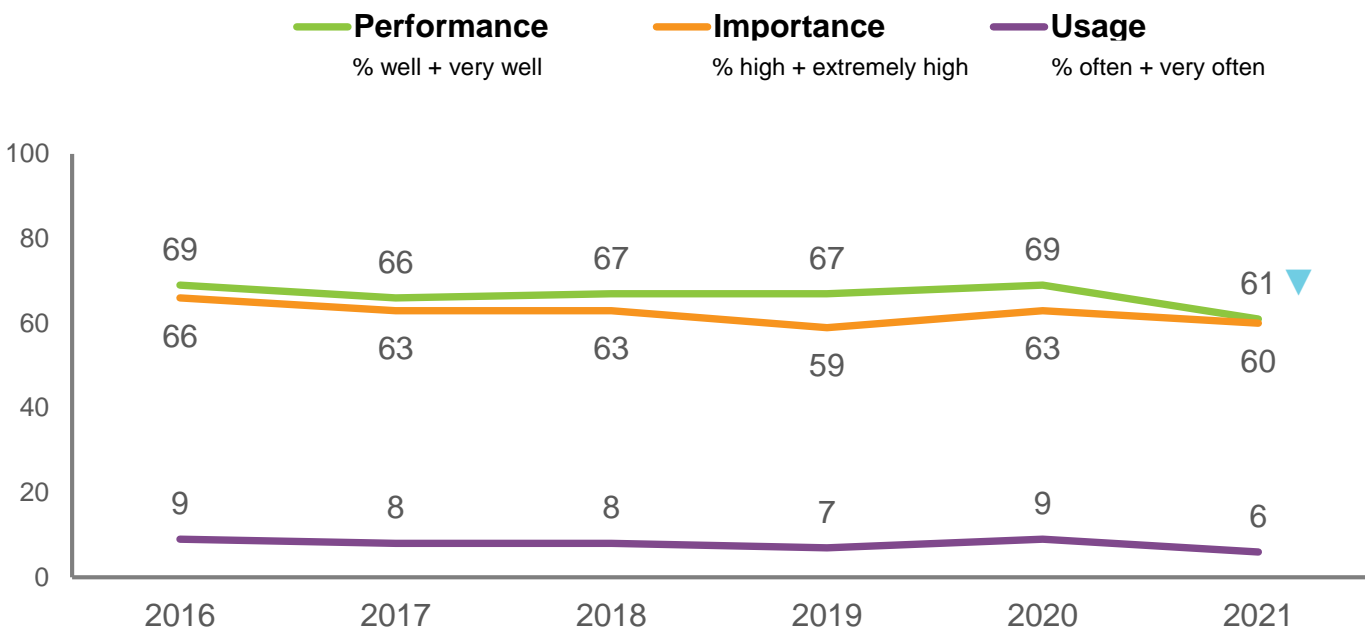
# Seniors programs

## Performance ratings

% of respondents



## Year on Year trends

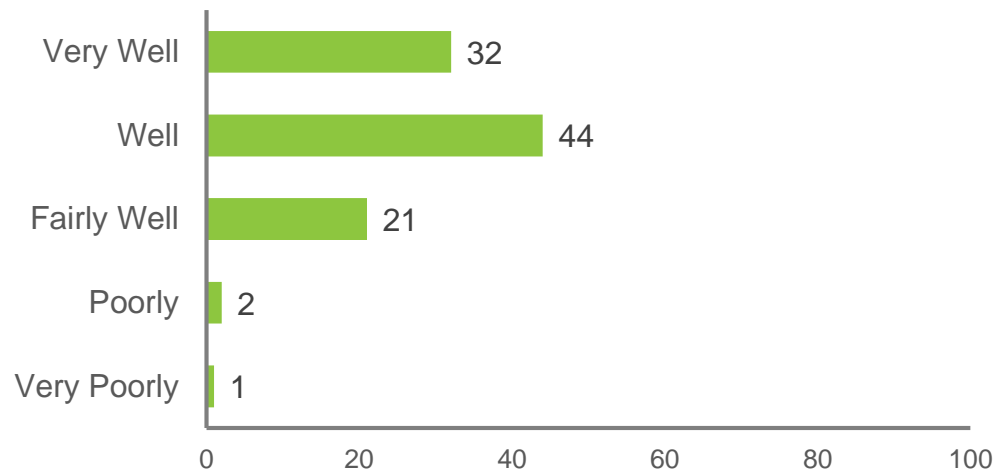


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; total (n=349)

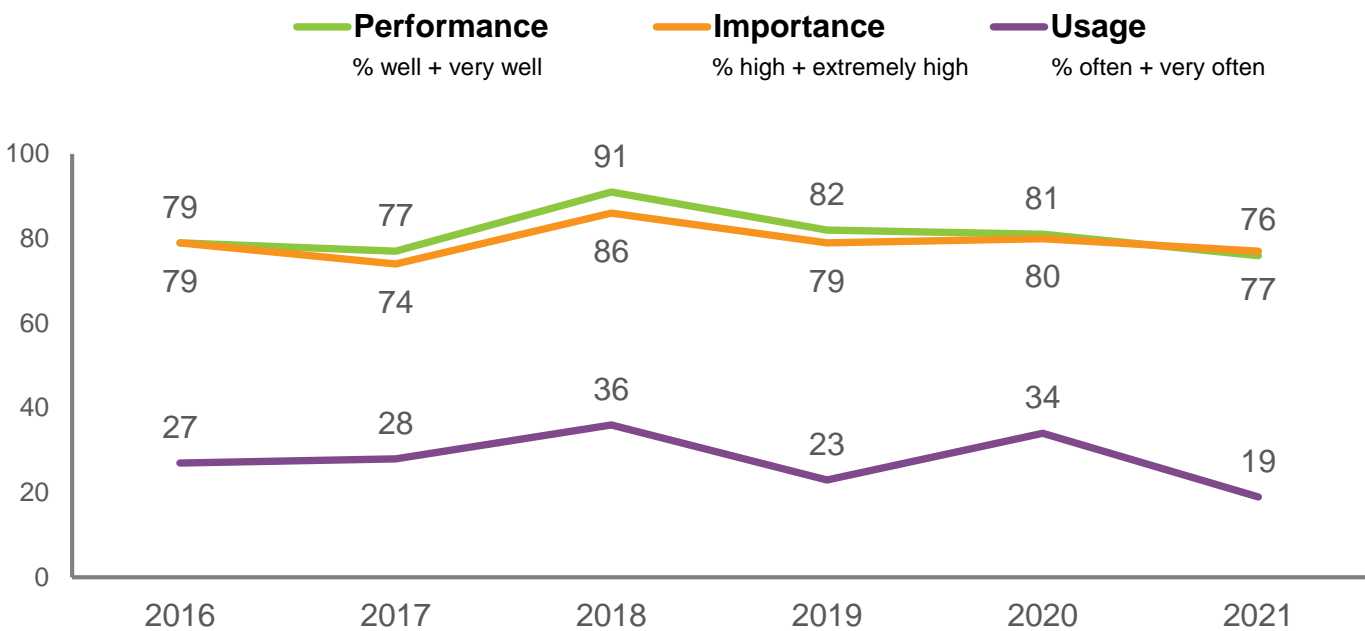
# Seniors programs – residents 65+

## Performance ratings

% of respondents



## Year on Year trends



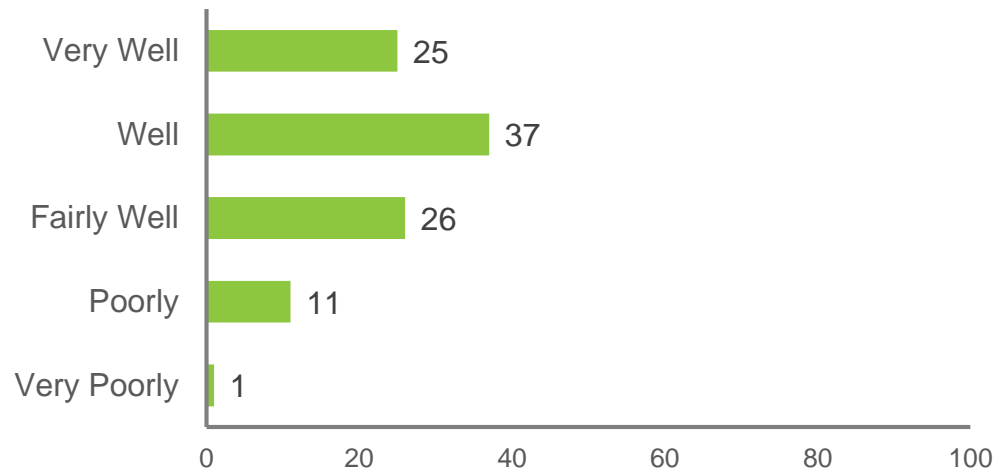
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: Residents 65+, excludes no response (n=170)



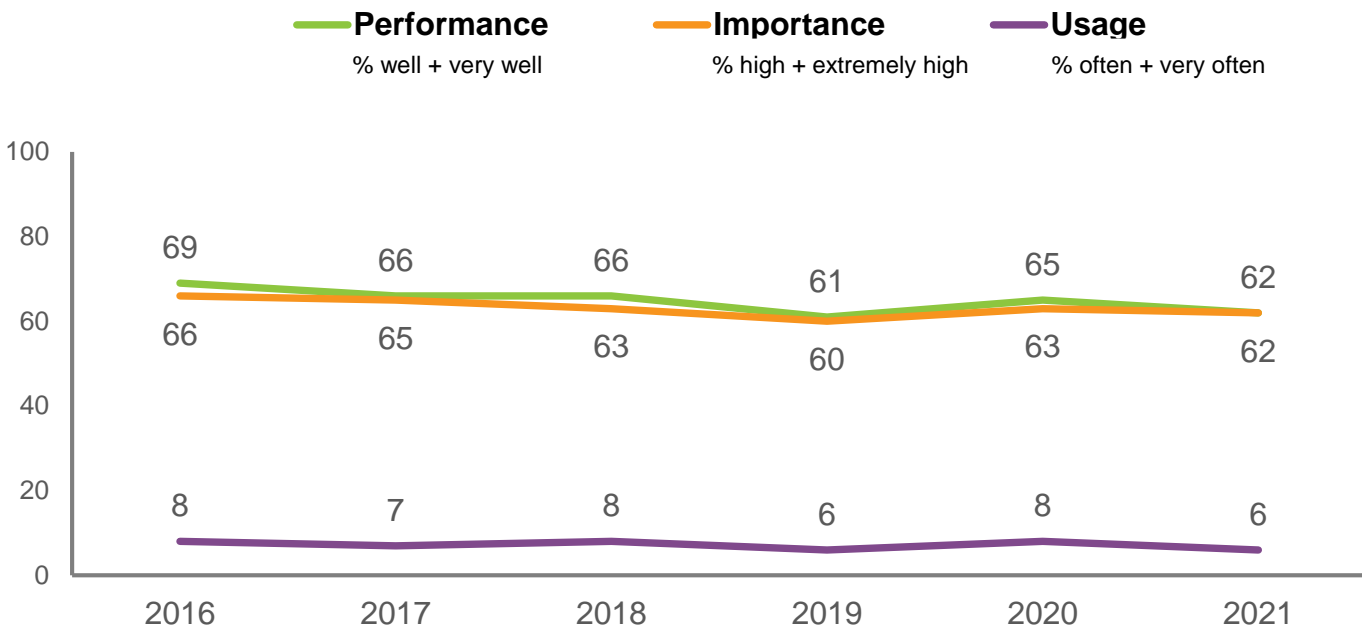
# Seniors facilities

## Performance ratings

% of respondents



## Year on Year trends

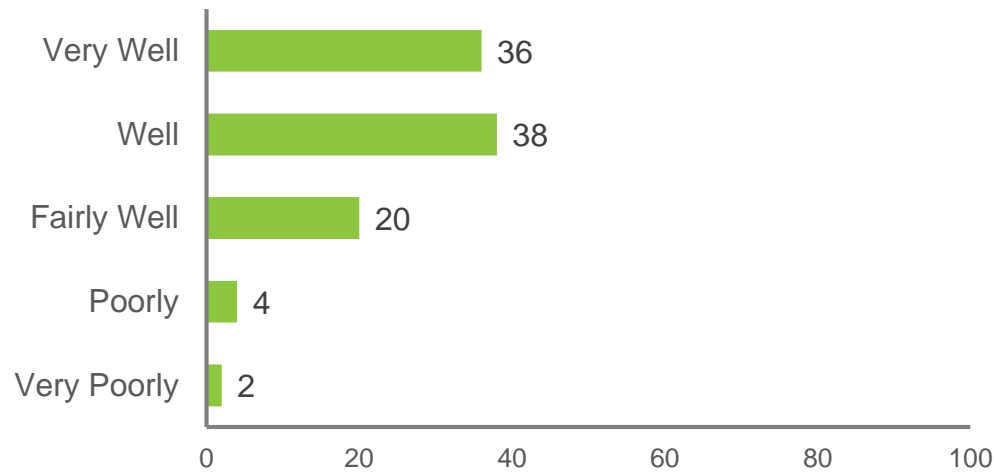


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response from 294 to 669; total (n=345)

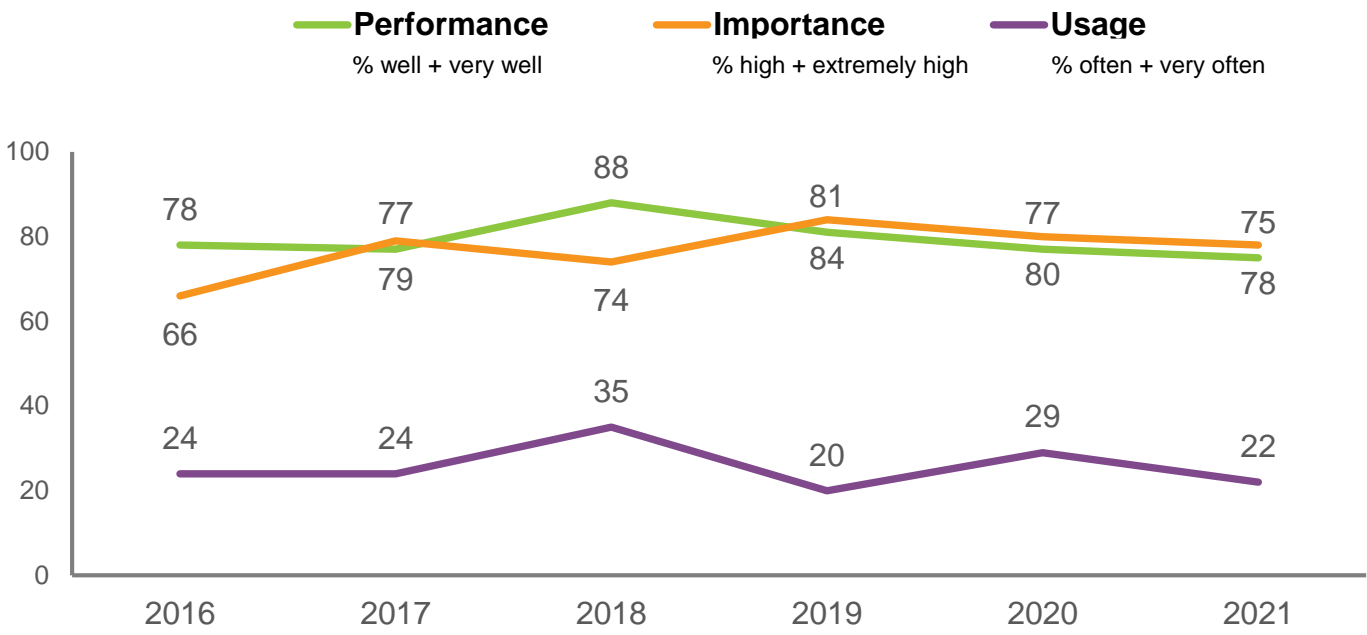
# Seniors facilities – residents 65+

## Performance ratings

% of respondents



## Year on Year trends

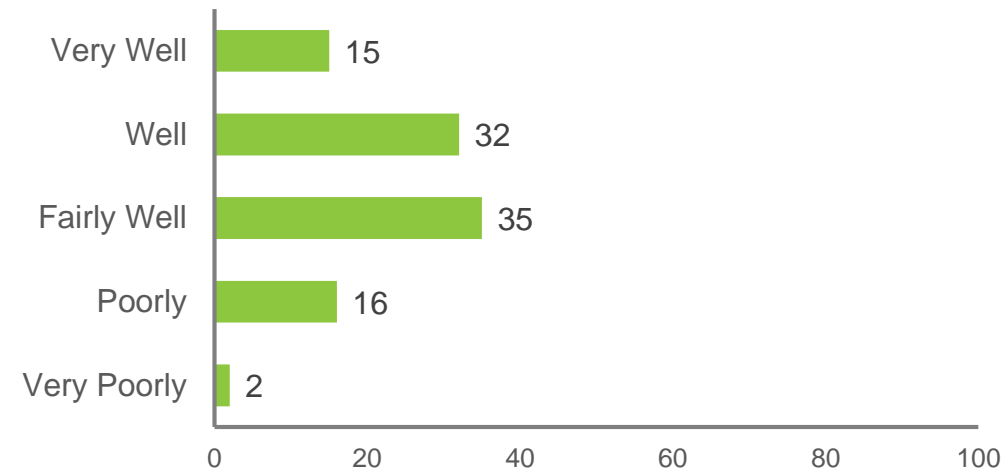


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: Residents 65+, excludes no response (n=164)

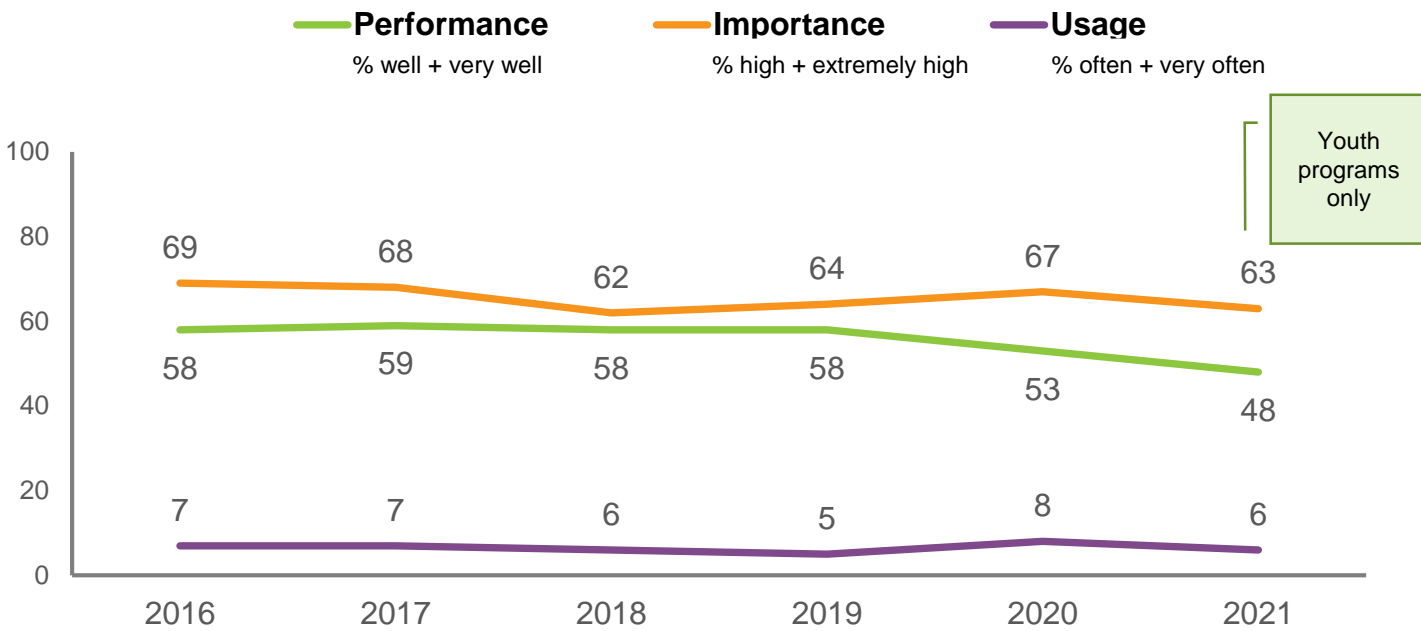
# Youth programs

## Performance ratings

% of respondents



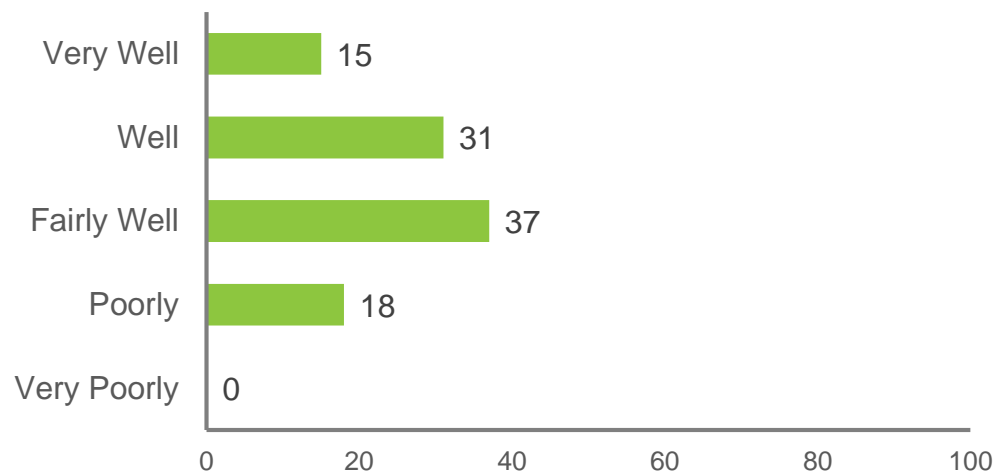
## Year on Year trends



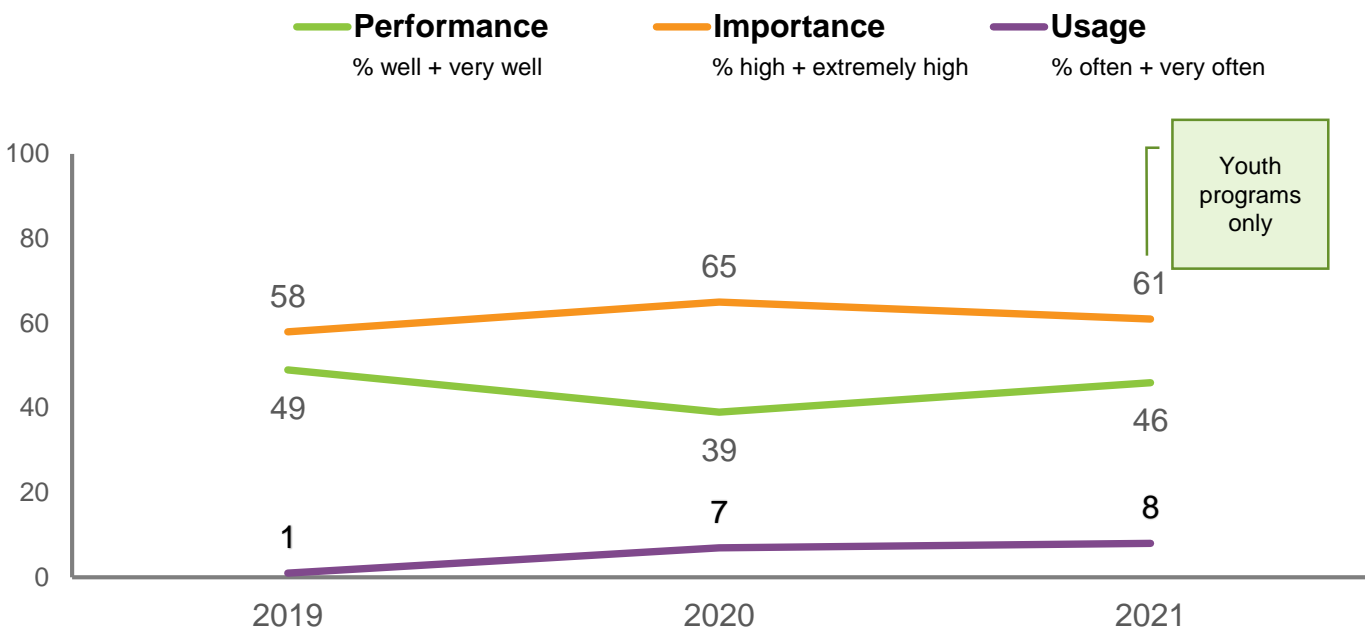
# Youth programs – residents aged under 35

## Performance ratings

% of respondents



## Year on Year trends (youth programs and facilities)

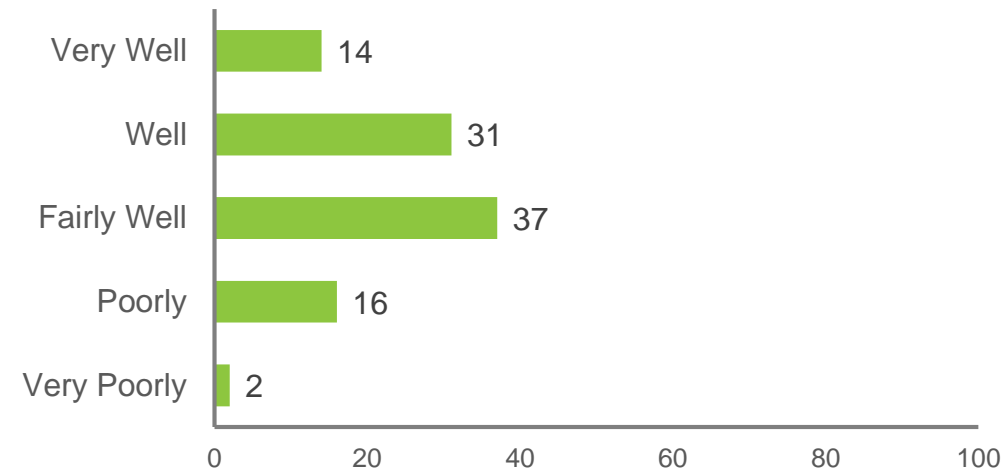


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility? Base: Youth aged under 35, excludes no response n=31; effective sample size n=26  
Q. Performance Youth programs amongst under 35 age group. Base (n=31)

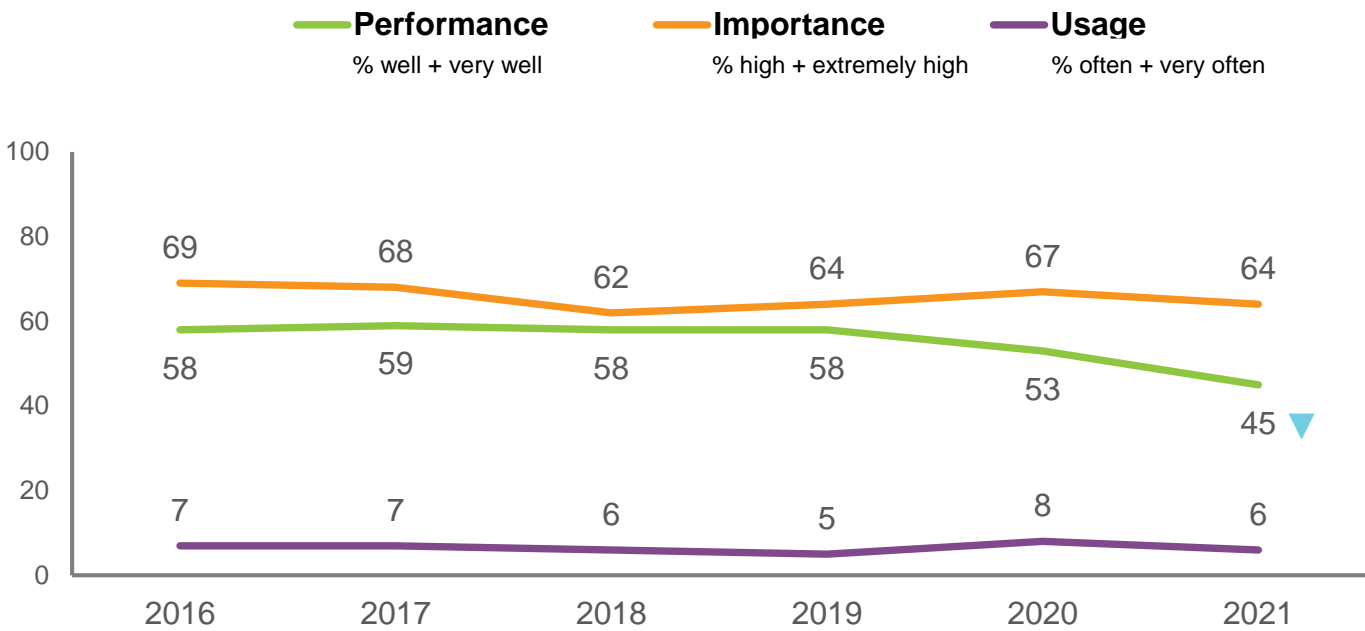
# Youth facilities

## Performance ratings

% of respondents



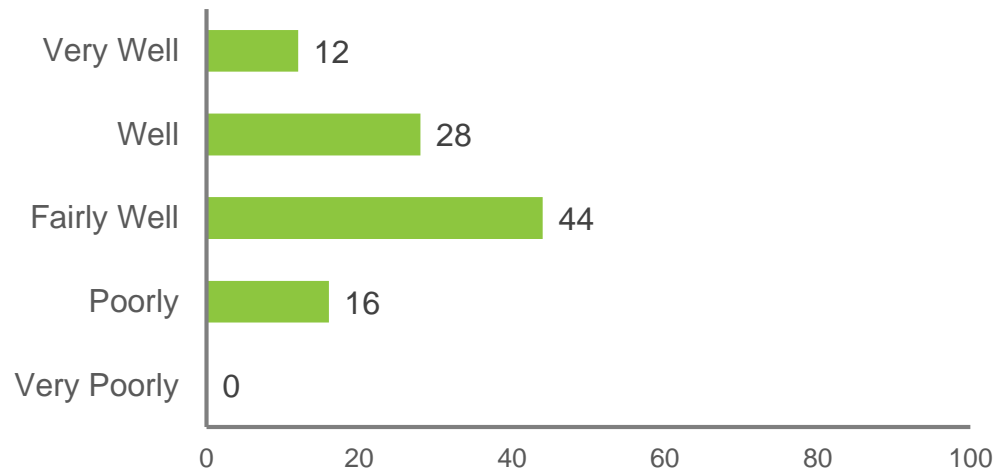
## Year on Year trends



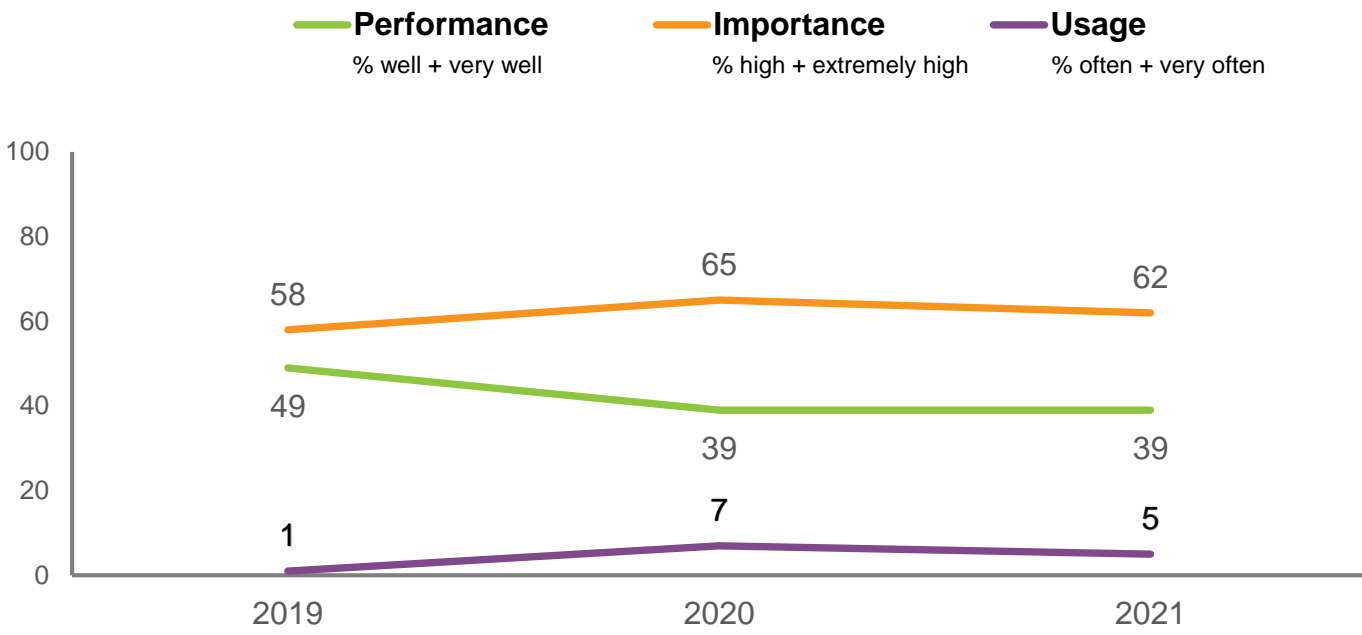
# Youth facilities – residents under 35

## Performance ratings

% of respondents



## Year on Year trends

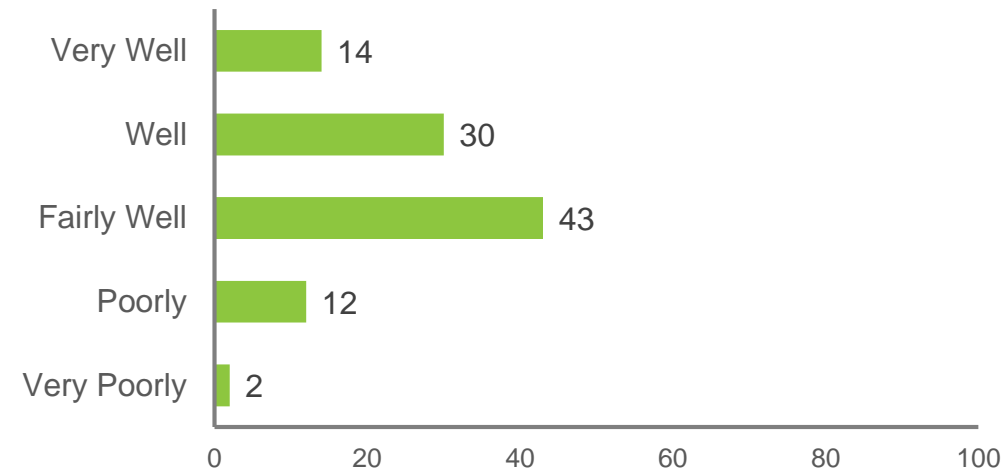


Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility? Base: Youth under 35, excludes no response n=32; effective sample n=26  
Q. Performance Youth facilities amongst the under 35 age range. Base n=32)

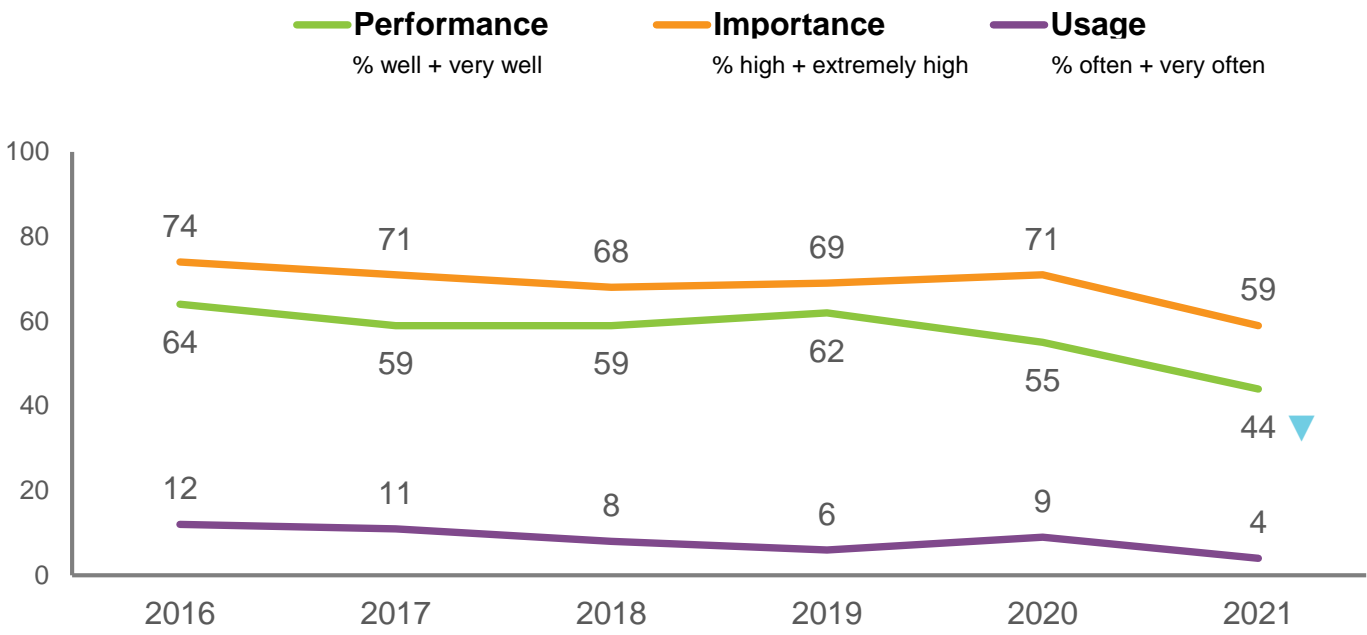
# Community safety programs (including Neighbours Unite)

## Performance ratings

% of respondents



## Year on Year trends



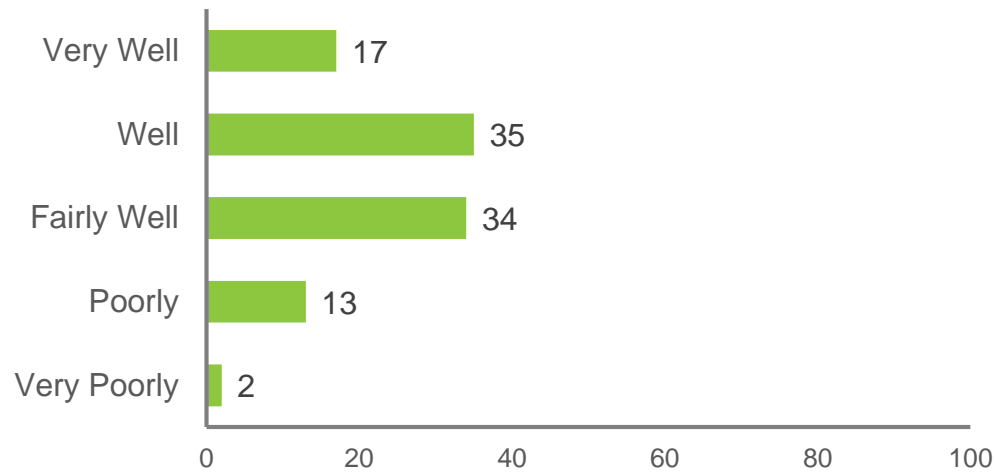
Q. How often do you utilise the service or facility? Q. What importance do you place on the service or facility?  
Q. How well does the City deliver the service or facility?  
Base: All respondents, excludes no response; total (n=359)



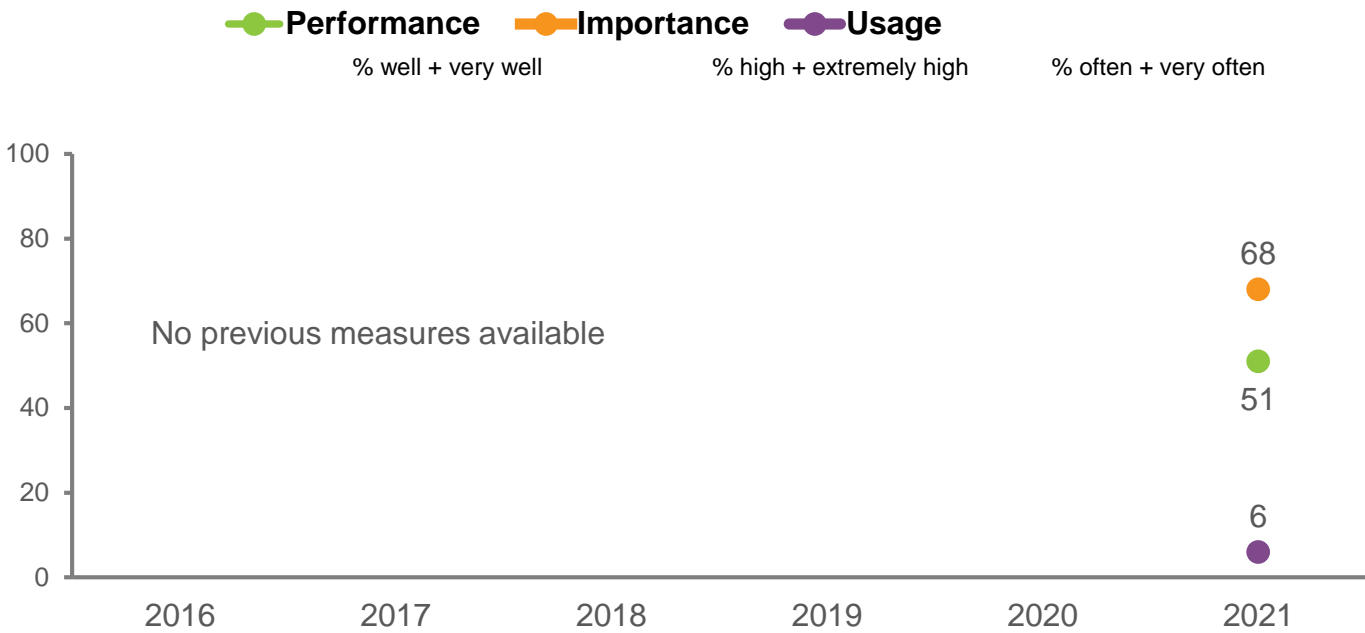
# SmartWatch (community patrol)

## Performance ratings

% of respondents



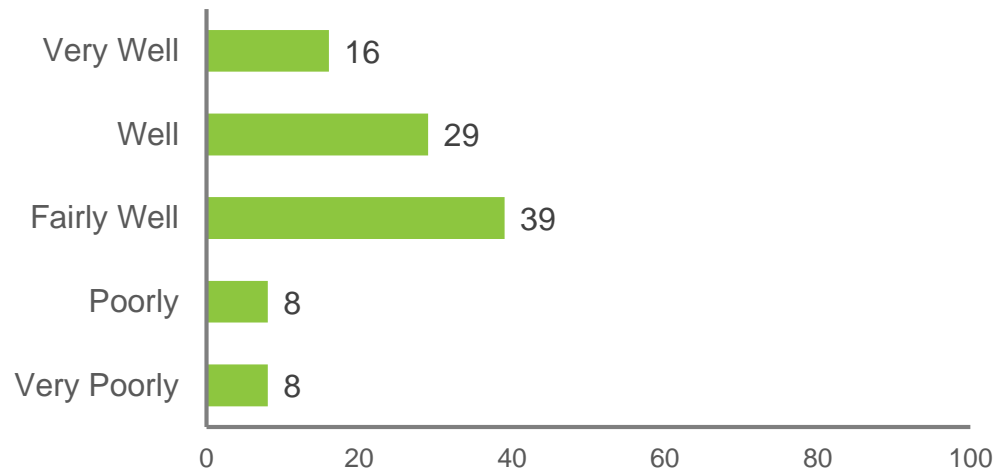
## Year on Year trends



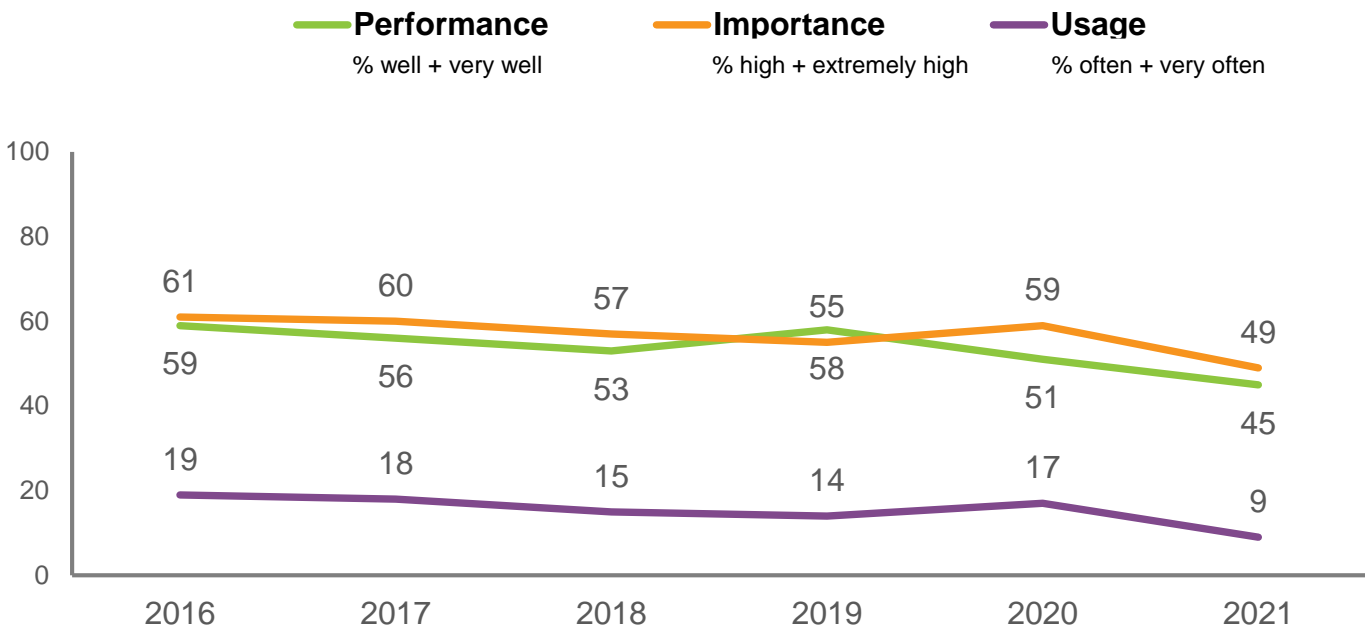
# Dog and cat management

## Performance ratings

% of respondents



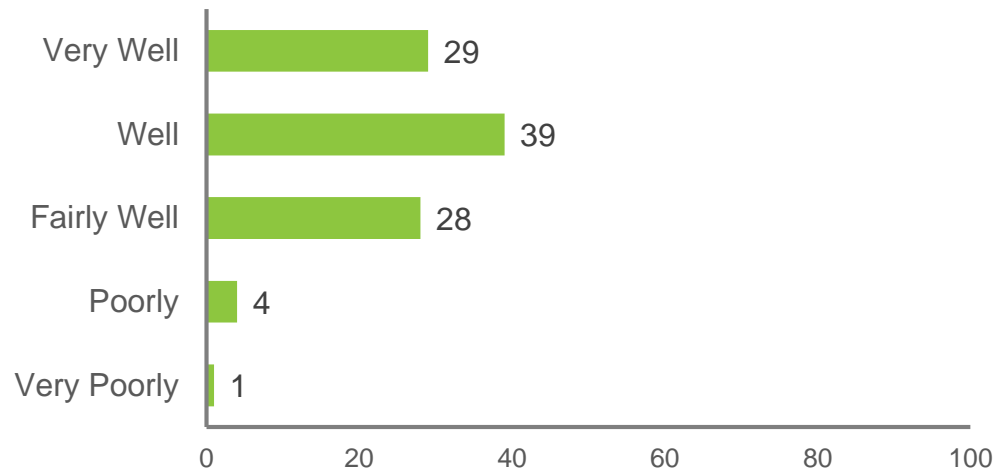
## Year on Year trends



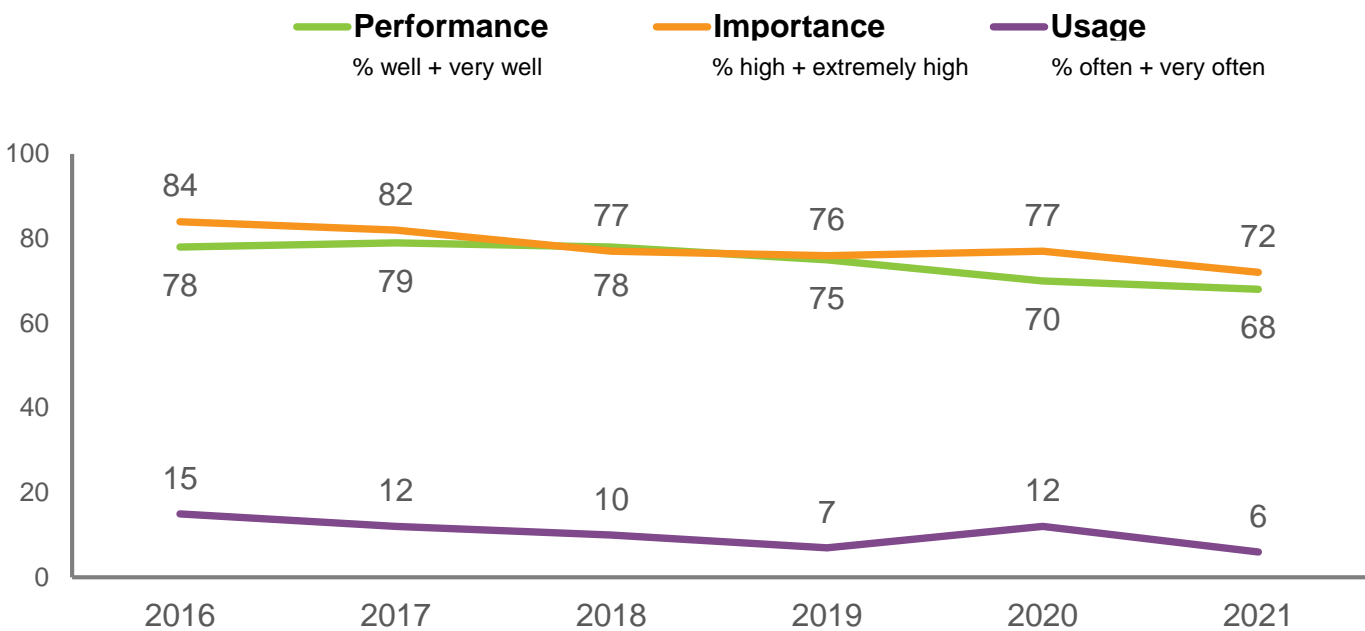
# Fire management

## Performance ratings

% of respondents



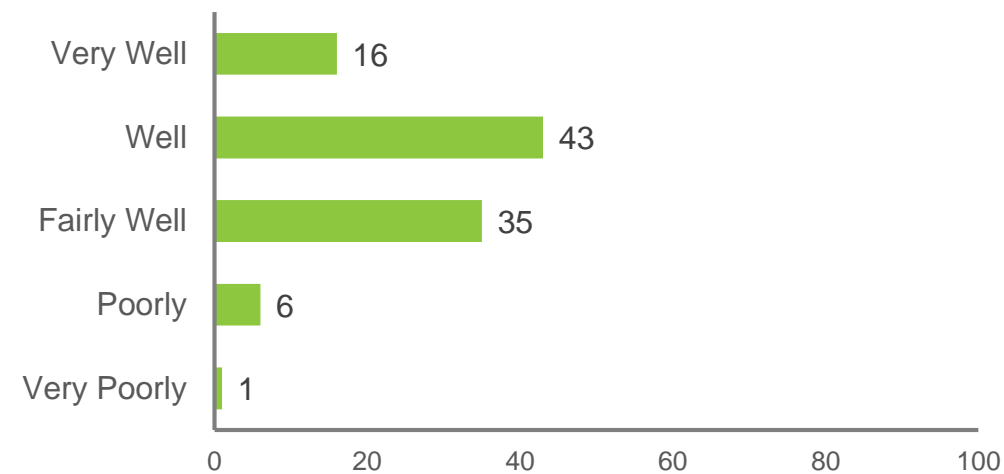
## Year on Year trends



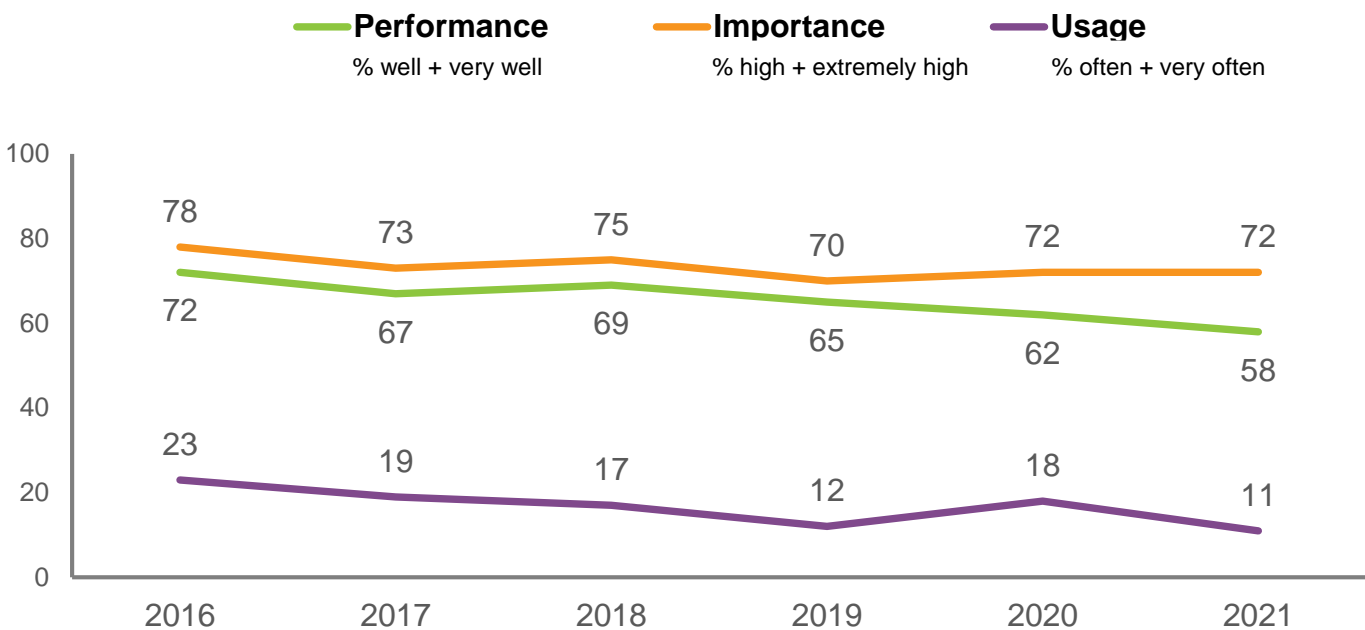
# Community health and wellbeing

## Performance ratings

% of respondents



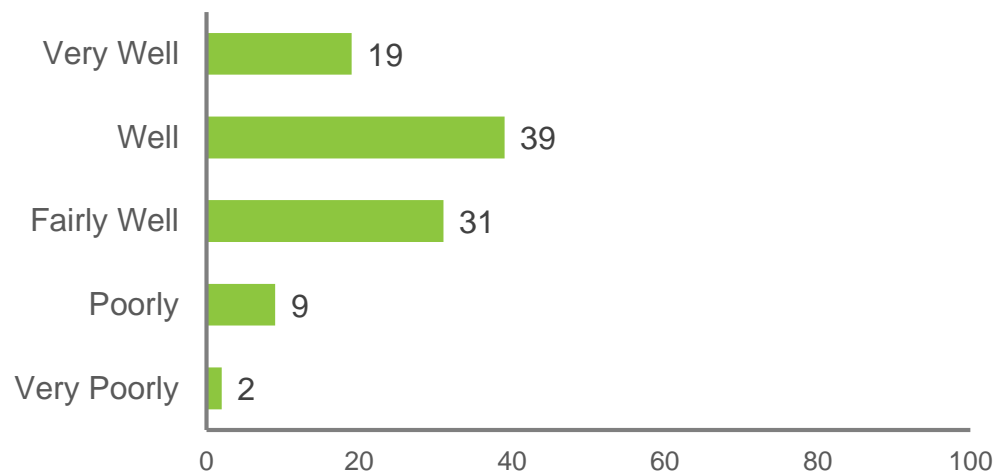
## Year on Year trends



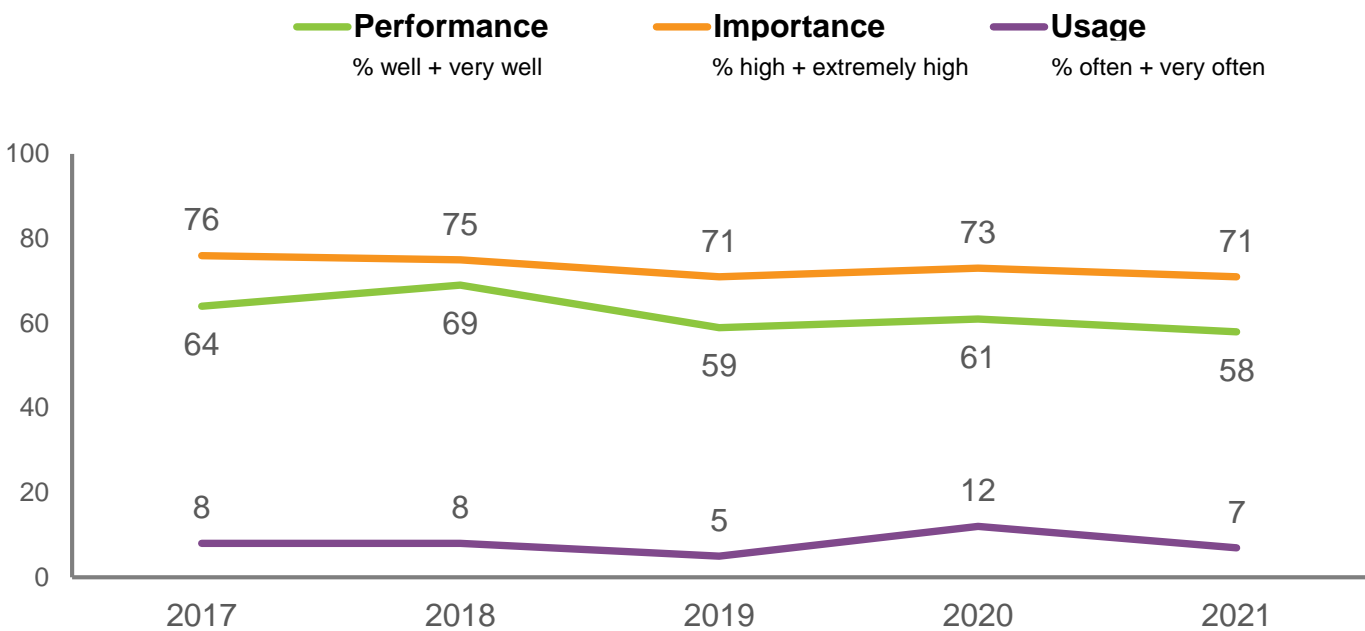
# Provision for people with disability

## Performance ratings

% of respondents



## Year on Year trends



# research solutions

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