

# City of Rockingham

## Resident Perception Survey | 2023

Presented by Nicky Munro, Research Solutions

**13 February 2024**



# The Study

The study:

- **measures propensity** to recommend the City as a place to live
- **evaluates communication and engagement** with the City
- **measures the City's overall performance** in delivering services and facilities to residents, including usage, importance and perceived performance of individual services and facilities.

# The Study

## Sample:

A random sample of 4,005 properties was selected from the ratepayer base.

The survey data collection period was from 2 November-27 November 2023.

A total of 836 completed responses were received:

- 649 online
- 187 from the mail survey

Overall response rate = 21%

- online response rate = 33%
- mail survey response = 9%
- response was 21% higher than in 2022.

## The analysis

A maximum sampling error of  $\pm 3.4\%$  at the 95% confidence interval.

The data was weighted by age, gender and suburb to ensure that the sample was representative of the City's population based on the 2021 Census.

# The Study Profile

## Gender

% of respondents

	Unweighted %	Weighted %
Male	53	49
Female	47	51

## Age

% of respondents

	Unweighted %	Weighted %
18-34	11	29
35-49	28	27
50-64	35	24
65+	26	20

## Suburb

% of respondents

	Unweighted %	Weighted
Baldivis	24	26
Cooloongup	5	5
Golden Bay	5	4
Hillman	1	1
Karnup	2	2
Port Kennedy	8	10
Rockingham	15	14
Safety Bay	8	7
Secret Harbour	6	9
Shoalwater	4	3
Singleton	4	3
Waikiki	10	9
Warnbro	8	8
Other	1	0

# Key Findings



# Strategic Overview

## Overall Performance\*

Six year trend



Overall performance remains stable.

## Net Promoter Score



+22

Net Promoter Score

## Customer Interaction



66%

Very well or well

Satisfaction with customer service is stable.

## Engagement



Email



Phone

Preferred way to deal with the City.

## Strengths



Libraries



Rubbish collection and recycling



Sport and recreation centres



Playing fields



Parks, gardens and picnic areas



Festivals and events



Fire management

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

## Focus Areas



Town planning approvals



Youth facilities



Dog and cat management



Youth programs

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

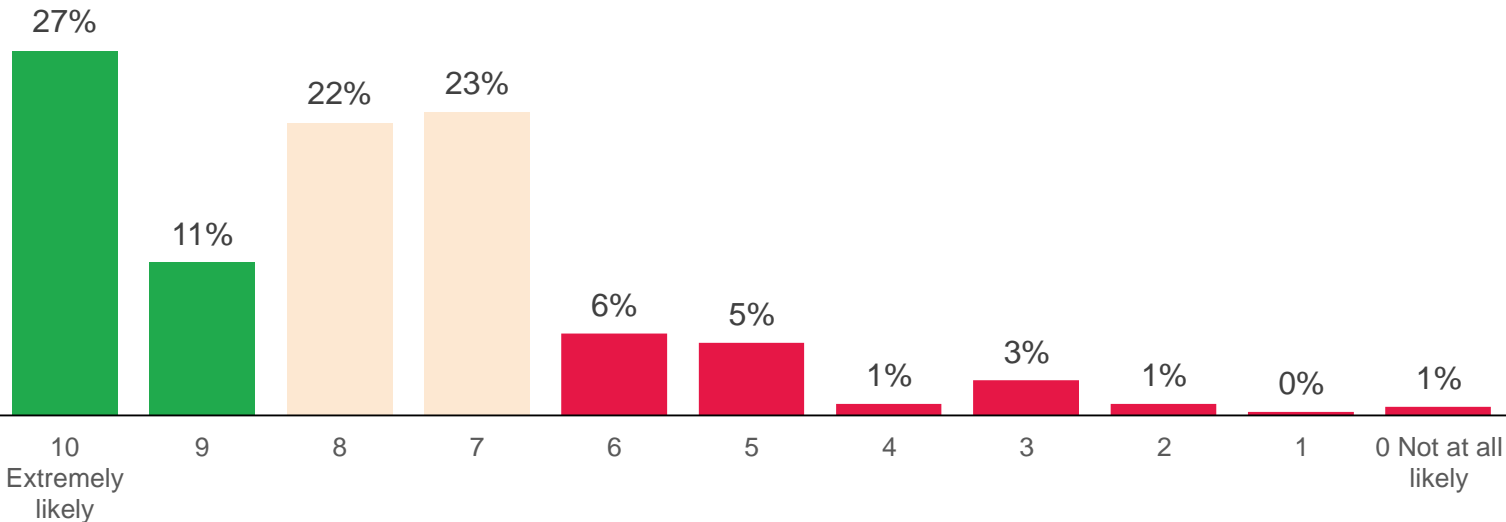


# Net Promoter Score

Likelihood of recommending City of Rockingham as a place to live

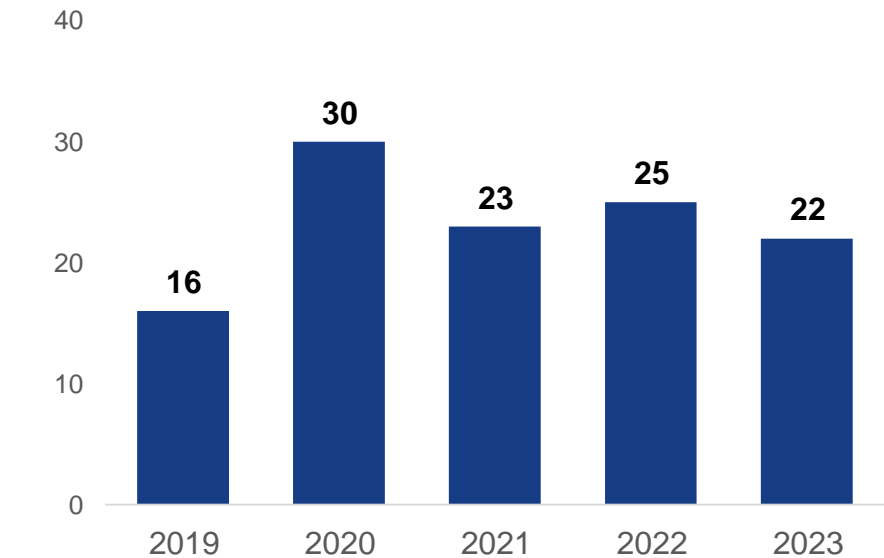
## Likelihood of recommending City of Rockingham

% of respondents

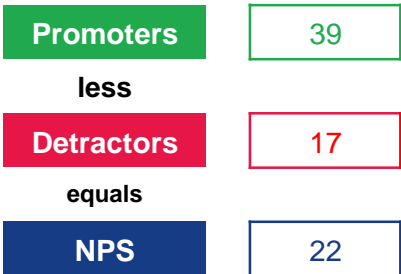


## Historical trends

Net Promoter Score



## Net Promoter Score ^



^NPS range from -100 to +100

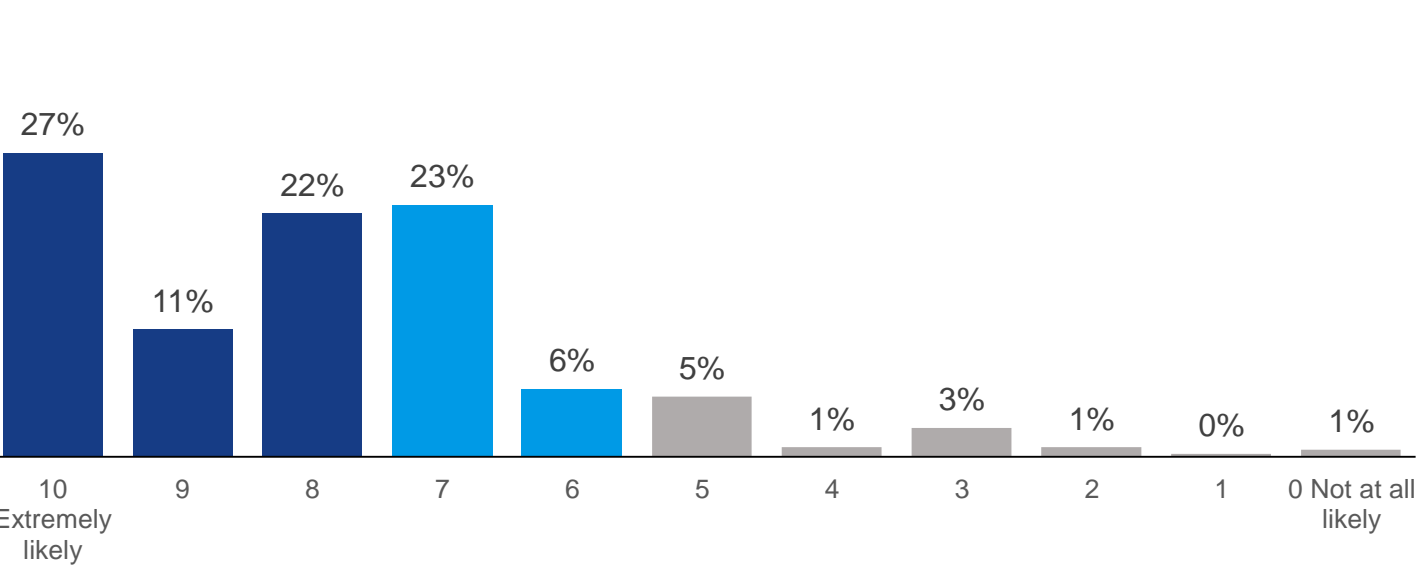
Baldivis	Cooloongup/ Hillman	Golden Bay/ Karnup/Singlet on	Port Kennedy	Rockingham	Safety Bay/ Shoalwater	Secret Harbour	Waikiki	Warnbro
+4	+31	+22	+13	+50	+31	+25	+29	+17

Q. If a friend or family member was thinking of relocating, how likely are you to recommend the City of Rockingham as a place to live? Please give a score out of 10.  
Base: All respondents, excludes 'unsure' and 'no response' n=832  
Note: results may not exactly add up to the combined score due to rounding.

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

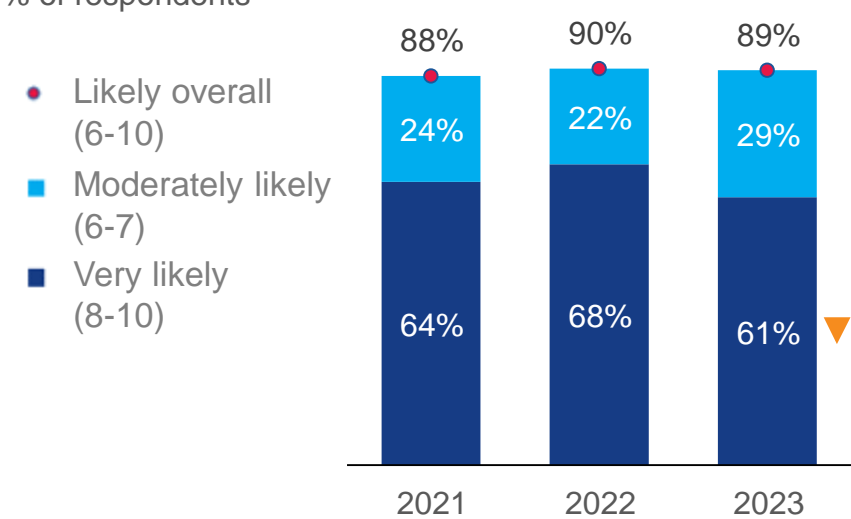
## Likelihood of recommending City of Rockingham

% of respondents



## Overall performance

% of respondents

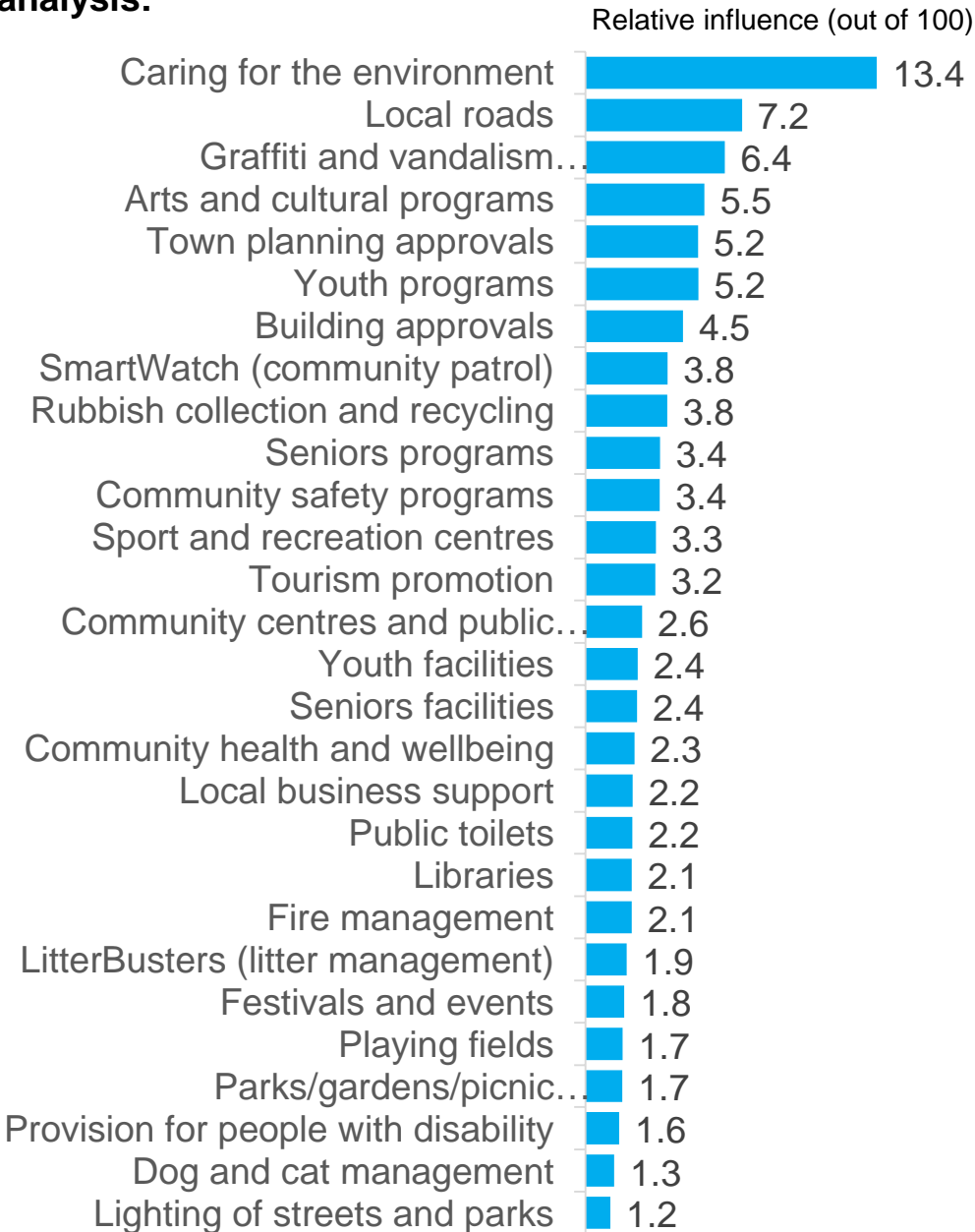


Q. If a friend or family member was thinking of relocating, how likely are you to recommend the City of Rockingham as a place to live? Please give a score out of 10. Note due to rounding the chart may not add to 100%  
Base: All respondents, excludes 'unsure' and 'no response' n=832



# Factors that drive willingness to recommend the City as a place to live

## Driver analysis:



The most influential feature in 2023 is:

- **caring for the environment.**

## Biggest impact on recommending the City

The top group comprises services that are **capable of invoking civic pride**

- caring for the environment
- local roads
- graffiti and vandalism management
- town planning and building approvals.

Plus experiences:

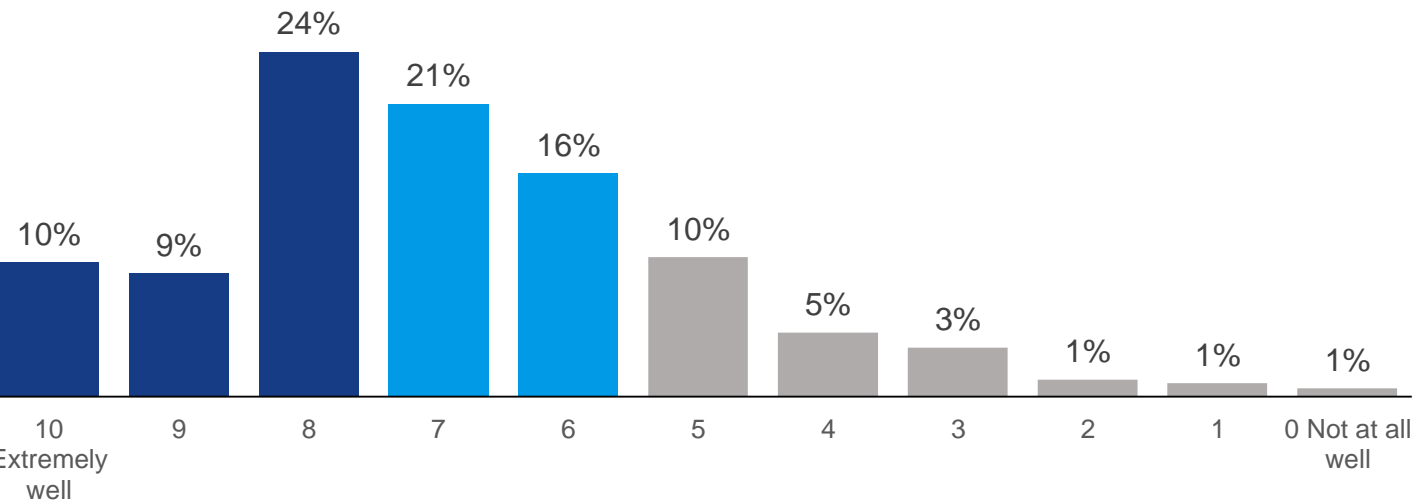
- arts and cultural programs and
- youth programs

# Strategic overview

## City's performance in services and facilities overall

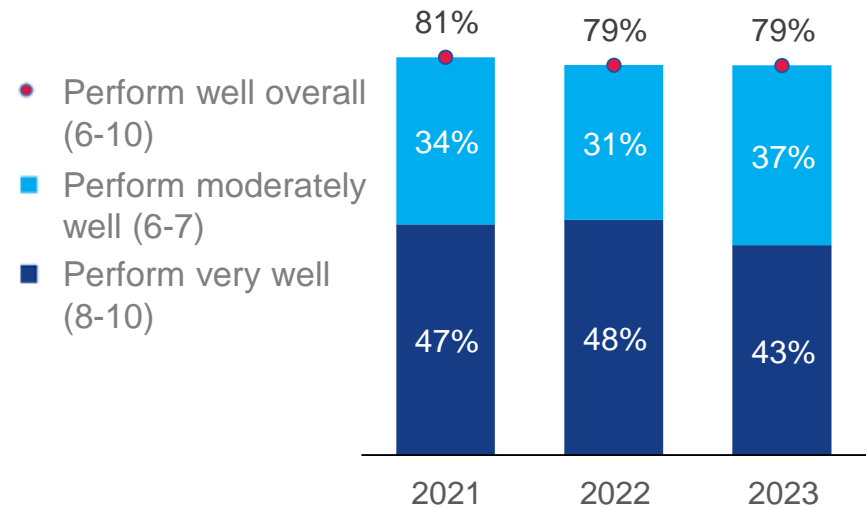
### Overall performance in services and facilities

% of respondents



### Overall performance

% of respondents



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

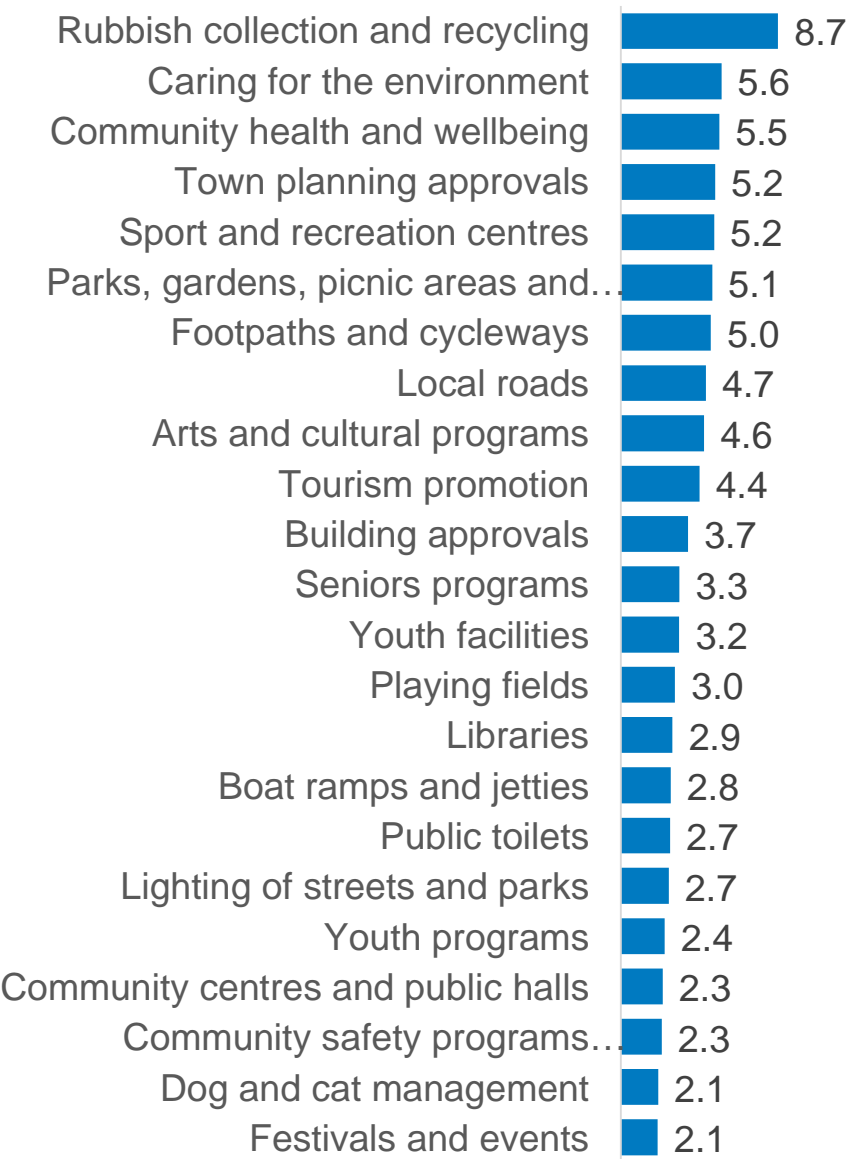
Base: All respondents, excludes 'unsure' and 'no response' n=828

Note: results may not exactly add up to the combined score due to rounding.

# Factors that drive ratings of the City’s performance in delivering services and facilities to residents

Driver analysis:

Relative influence (out of 100)



This year, the **most influential service or facility** is the City’s performance in **rubbish collection and recycling**.

The others in the top group are:

- caring for the environment (new this year)
- community health and wellbeing (new this year)
- town planning approvals
- sports and recreation centres (new this year)
- parks, gardens, picnic areas and the foreshore
- footpaths and cycleways (new this year)
- local roads
- arts and cultural programs (new this year)
- tourism promotion.

# Community Perceptions





# Strategic overview

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

### City's focus on improving

% of respondents



Analysis by suburb reveals some local concerns.

- More Rockingham residents mentioned the appearance of the Rockingham foreshore, including abandoned buildings (21%) and homelessness (15%).
- The appearance of Holcombe Street - Warnbro Sound Avenue wall was again a concern for Port Kennedy residents (12%). It was also a concern for Warnbro residents (18%).
- The Bent St – Safety Bay boat ramp (16%) and boat ramps, jetties and marina development generally (7%) were mentioned by residents from Safety Bay and Shoalwater.

Q. What would you like to see the City focus on improving?  
Chart shows responses mentioned spontaneously by 3% or more of respondents.  
Base: All respondents, excludes 'unsure' and 'no response' n=688

## Community perceptions

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

#### Community Challenges

- Amenities at parks, playgrounds, foreshore and beach areas particularly toilets, shaded areas, seating and parking.
- Park and open space maintenance.
- Maintenance of lakes and waterways.
- Equal attention to all suburbs, not just the new subdivisions or the tourist areas.

#### Community Driven Actions

1. Continue to improve amenities, landscaping and activation of the foreshore areas including Safety Bay, Warnbro, Point Peron, and Mangles Bay, the full length of the City's coastline.
2. Maintain the landscaping and tidiness, and improve the facilities at parks and picnic areas including shade, toilets and parking.
3. Improved facilities for dogs and owners. Fenced areas for small dogs. Longer stretches of beach for larger dogs. Signage, dog-poo bags etc.

## Community perceptions

### 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.
- Youth antisocial behaviour.
- Hooning.
- Homelessness – making people feel insecure.

#### Community Driven Actions

1. Advocate for increased police presence and police stations in outlying suburbs.
2. Work with others in the area such as shopping centres in a co-ordinated plan.
3. Make security patrols more visible, CCTV and improved lighting in public places.
4. Engage with youth and provide more youth activities particularly in the satellite areas outside central Rockingham.
5. Homelessness advocacy.



# Community perceptions

## Rubbish collection and recycling

### Community Challenges

- Fewer opportunities to cost-effectively dispose of larger items.
- Creating rubbish collection and recycling that works for small houses (property) and large households (people).
- Communication about delivery of services and delivering these services as planned.

### Community Driven Actions

1. Consult with the community about rubbish collection and recycling options and plans to change them.
2. Ensure changes to planned collections are widely communicated to affected residents.

# Community perceptions

## Management of finances and rates

### Community Challenges

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

### Community Driven Actions

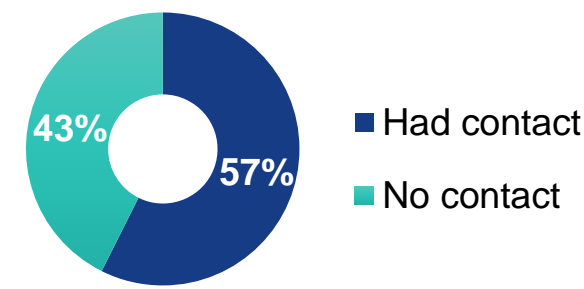
1. More transparency of Councillor expenditure.
2. Continue to educate the community about where funds are spent.
3. Increased promotion of Community Infrastructure Projects in each suburb.

# Communications and Engagement



# Customer contact

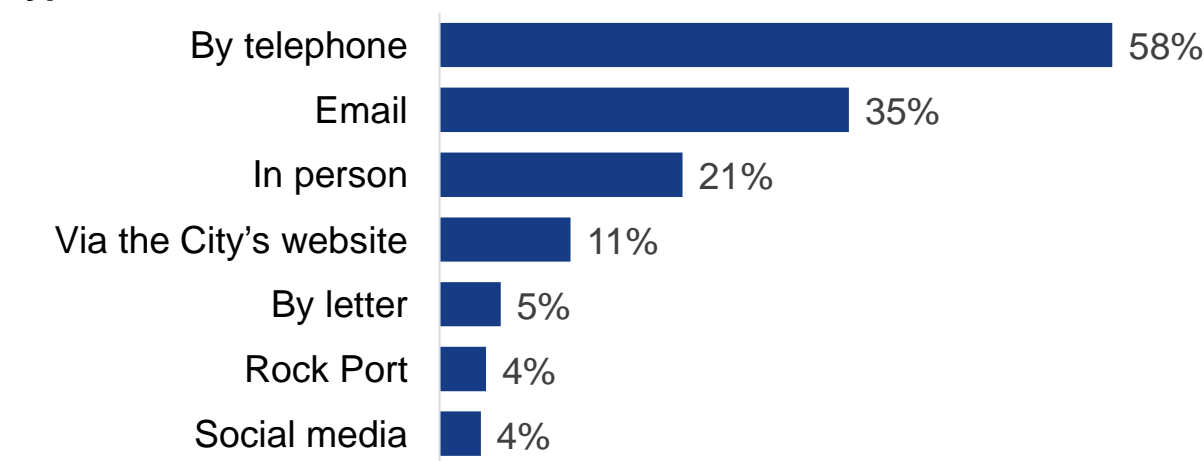
## Contact over the past 12 months



## Compared to the previous five years

	2018	2019	2020	2021	2022	2023	**
% had contact in past 12 months	72%	64%	67%	61%	59%	57%	=

## Type of contact



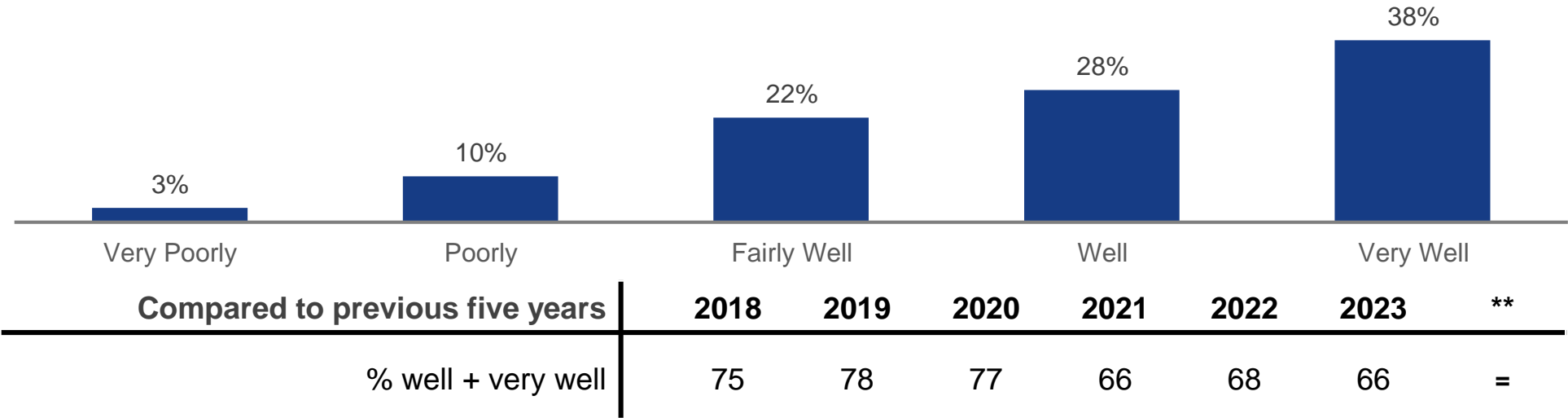
	2018	2019	2020	2021	2022	2023	**
By telephone	43%	50%	45%	40%	65%	58%	=
Email	22%	24%	25%	22%	37%	35%	=
In person	26%	25%	20%	28%	29%	21%	▼
Via the City's website	7%	4%	5%	5%	10%	11%	=
By letter	3%	4%	3%	3%	6%	5%	=
Rock Port	3%	1%	2%	2%	3%	4%	=
Social media	1%	2%	0%	1%	3%	4%	=

Q. Have you had contact with the City within the past 12 months? Base n = 823; 13 no response excluded.  
Q. Was it ...? Base: Respondents who have had contact with City over last 12 months: n=479; 4 no response excluded.  
\*\* Denotes whether there has been a statistically significant change between the current year's result and the previous year's result.

# Customer service performance

## Overall performance ratings

% of respondents who had contact with the City in the previous 12 months



### Phone contact

% well + very well

2018	2019	2020	2021	2022	2023	**
78	76	79	70	65	67	=



### In person contact

% well + very well

2018	2019	2020	2021	2022	2023	**
83	87	89	73	78	75	=



### Email contact

% well + very well

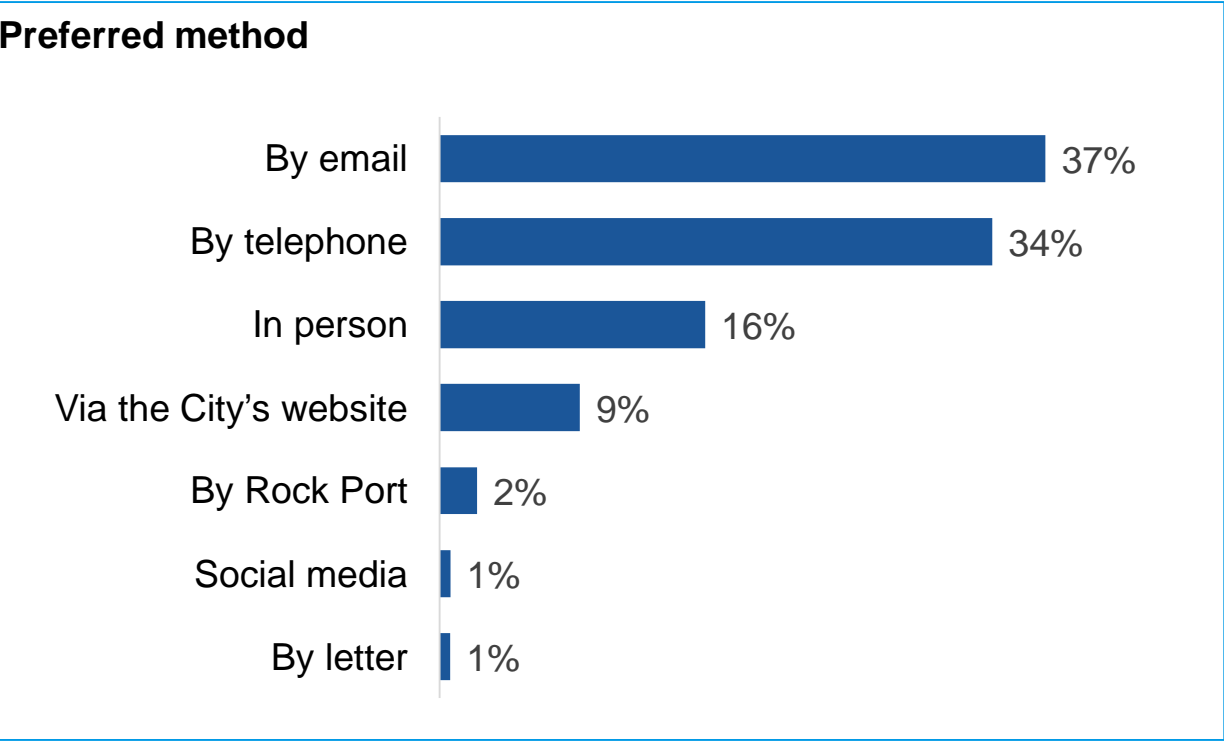
2018	2019	2020	2021	2022	2023	**
69	72	71	52	72	63	=

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. n=484;  
3 no response excluded. By telephone (n=269); In person (n=115); By email (n=167).  
\*\* Denotes whether there has been a statistically significant change between the current year's result and the previous year's result.



# Preferred method of dealing with the City

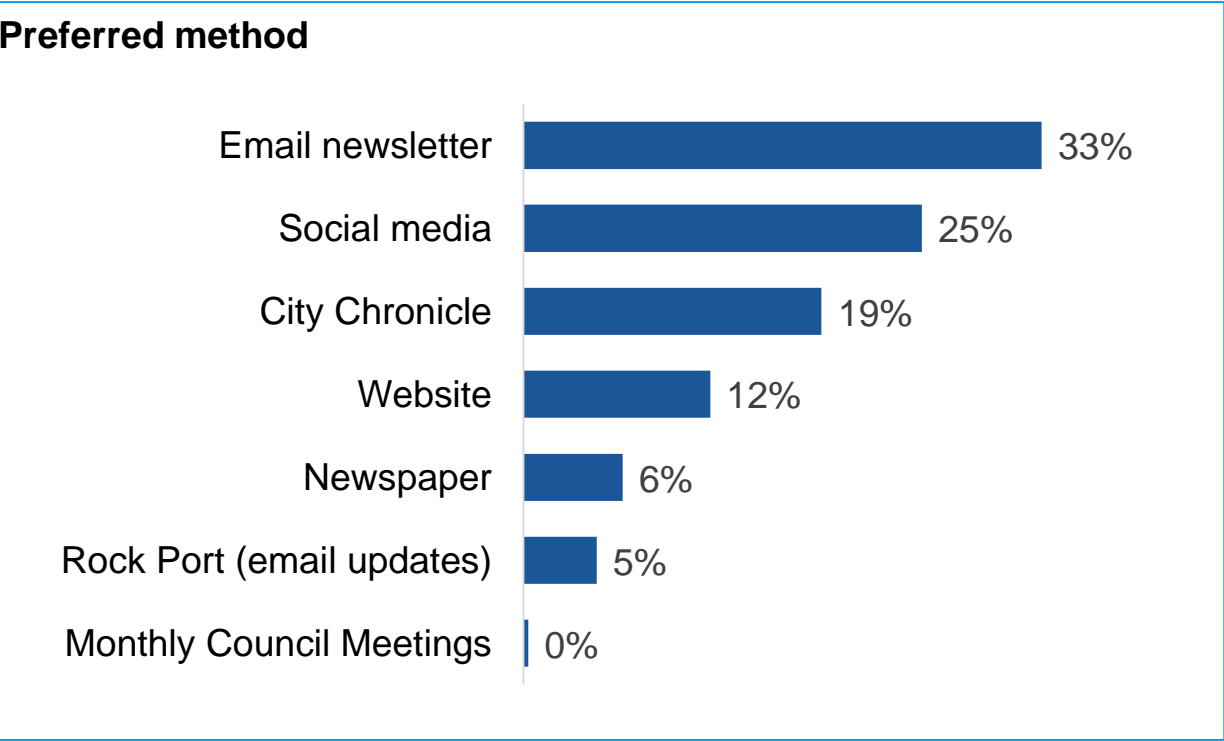
Compared to the previous five years



	2018	2019	2020	2021	2022	2023	**
By email	36%	36%	41%	41%	41%	37%	=
By telephone	38%	34%	30%	29%	32%	34%	=
In person	24%	19%	16%	18%	17%	16%	=
Via the City's website	5%	7%	7%	7%	5%	9%	=
By Rock Port	1%	2%	0%	1%	1%	2%	=
Social media	2%	3%	3%	2%	2%	1%	=
By letter	3%	2%	2%	3%	1%	1%	=

Q. What would be your preferred method of finding out City news? (please tick one)  
Base: Those who provided a valid response n=779. 57 no response or multiple response excluded.  
\*\* Denotes whether there has been a statistically significant change between the current year's result and the previous year's result.

# Preferred way to find out City news



Compared to the previous five years

	2018	2019	2020	2021	2022	2023	**
Email newsletter	36%	37%	39%	32%	34%	33%	=
Social media	20%	16%	18%	25%	22%	25%	=
City Chronicle	25%	27%	20%	21%	22%	19%	=
Website	10%	11%	12%	9%	12%	12%	=
Newspaper	14%	9%	6%	8%	4%	6%	=
Rock Port (email updates)	1%	4%	4%	5%	5%	5%	=
Monthly Council Meetings	1%	0%	0%	0%	<1%	<1%	=

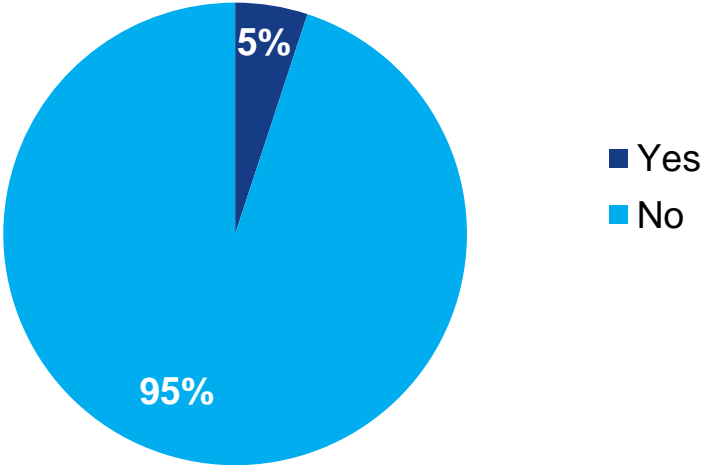
Q. What would be your preferred method of finding out City news? (please tick one)  
Base: Those who provided a valid response n=779; 57 no response or multiple response excluded.  
\*\* Denotes whether there has been a statistically significant change between the current year's result and the previous year's result.



# Community consultation

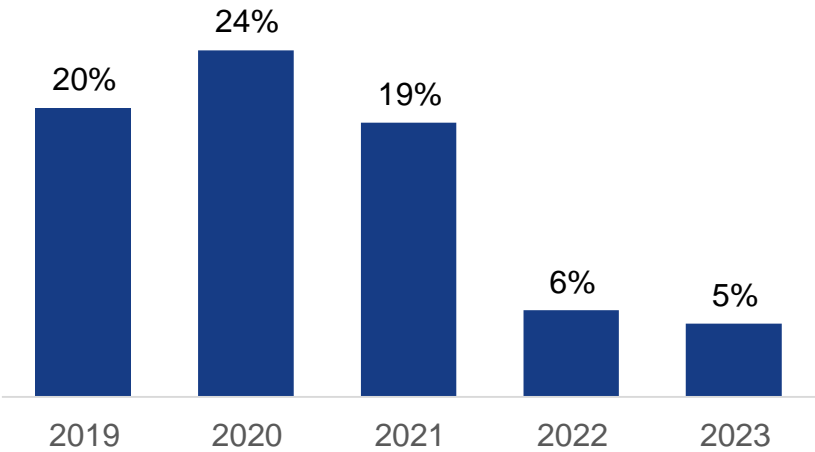
Have you shared your thoughts about a community consultation item in the past 12 months?

% of respondents



Historical trends

% Yes



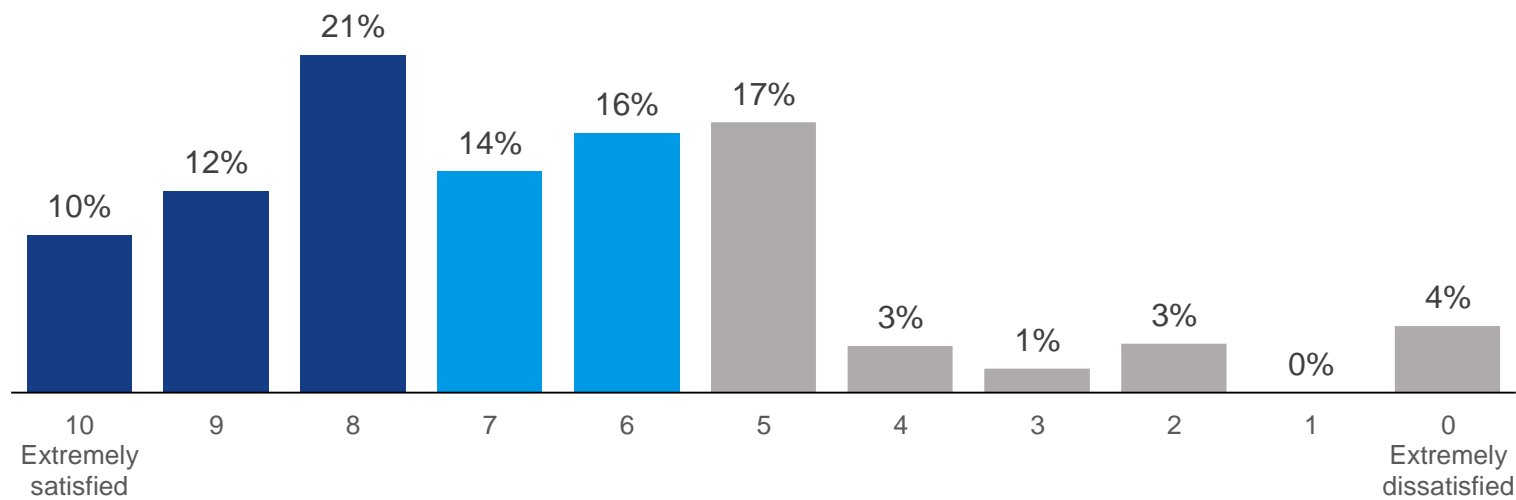
Q. Have you taken part in a City of Rockingham community consultation in the past 12 months?  
Base: All respondents, n=823; 12 no response excluded.

# Community consultation

## Satisfaction with the experience

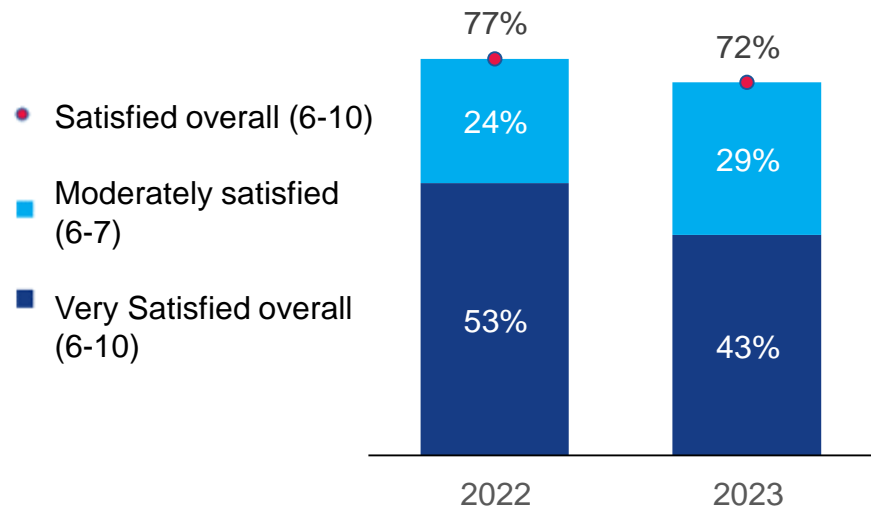
### Overall satisfaction

% who had taken part in a City of Rockingham community consultation in the past 12 months



### Overall performance

% of respondents



Q. How satisfied were you with the experience?

Base: Those who took part in a City of Rockingham community consultation in the past 12 months, n=52; 2 no response excluded.

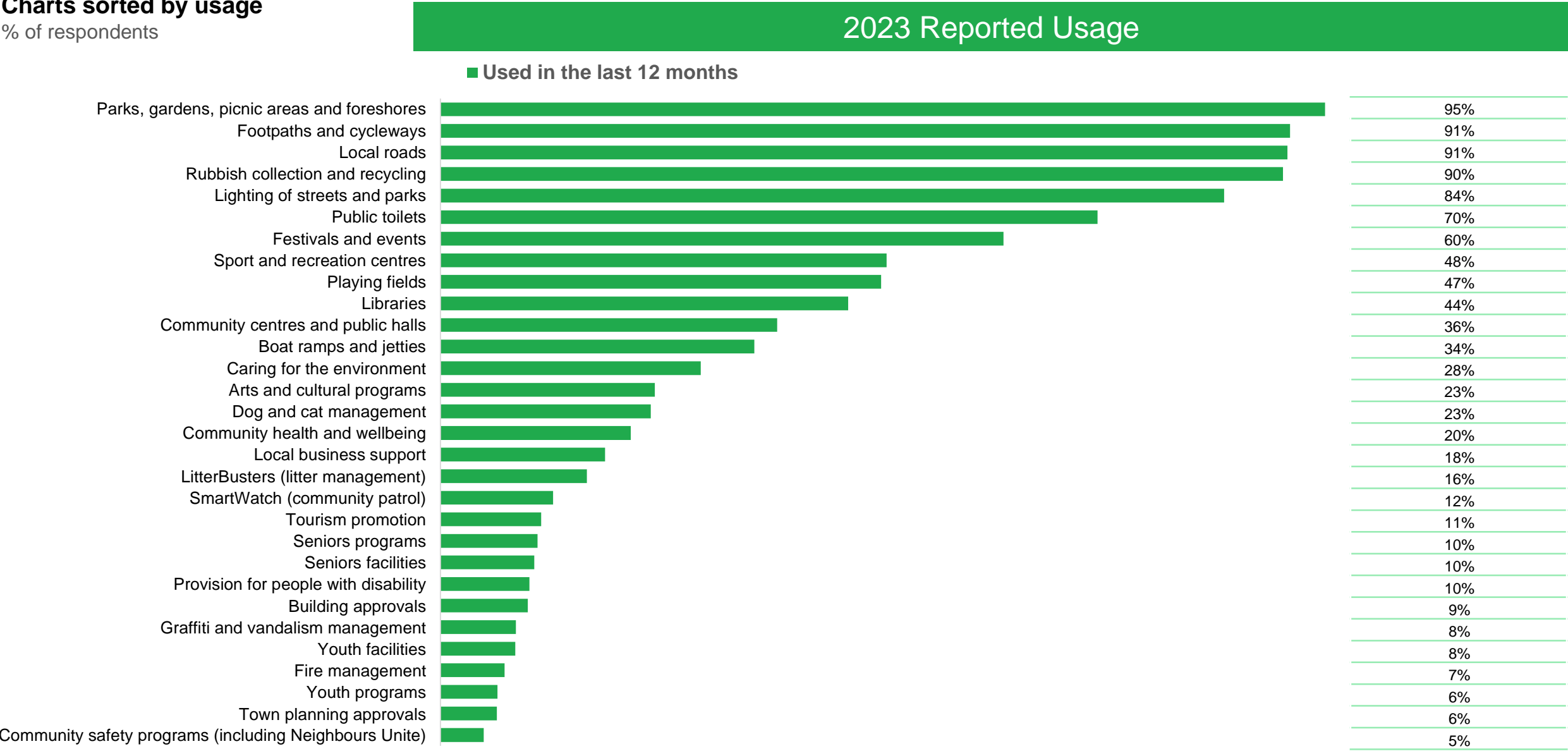
Note: Overall Satisfaction adds to 101% due to rounding and 6-10/10 to 73% due to rounding, the correct addition is 72% on the aggregated percentage for 2023.

# Summary of Facilities and Services Scores



# Services and facilities – reported usage

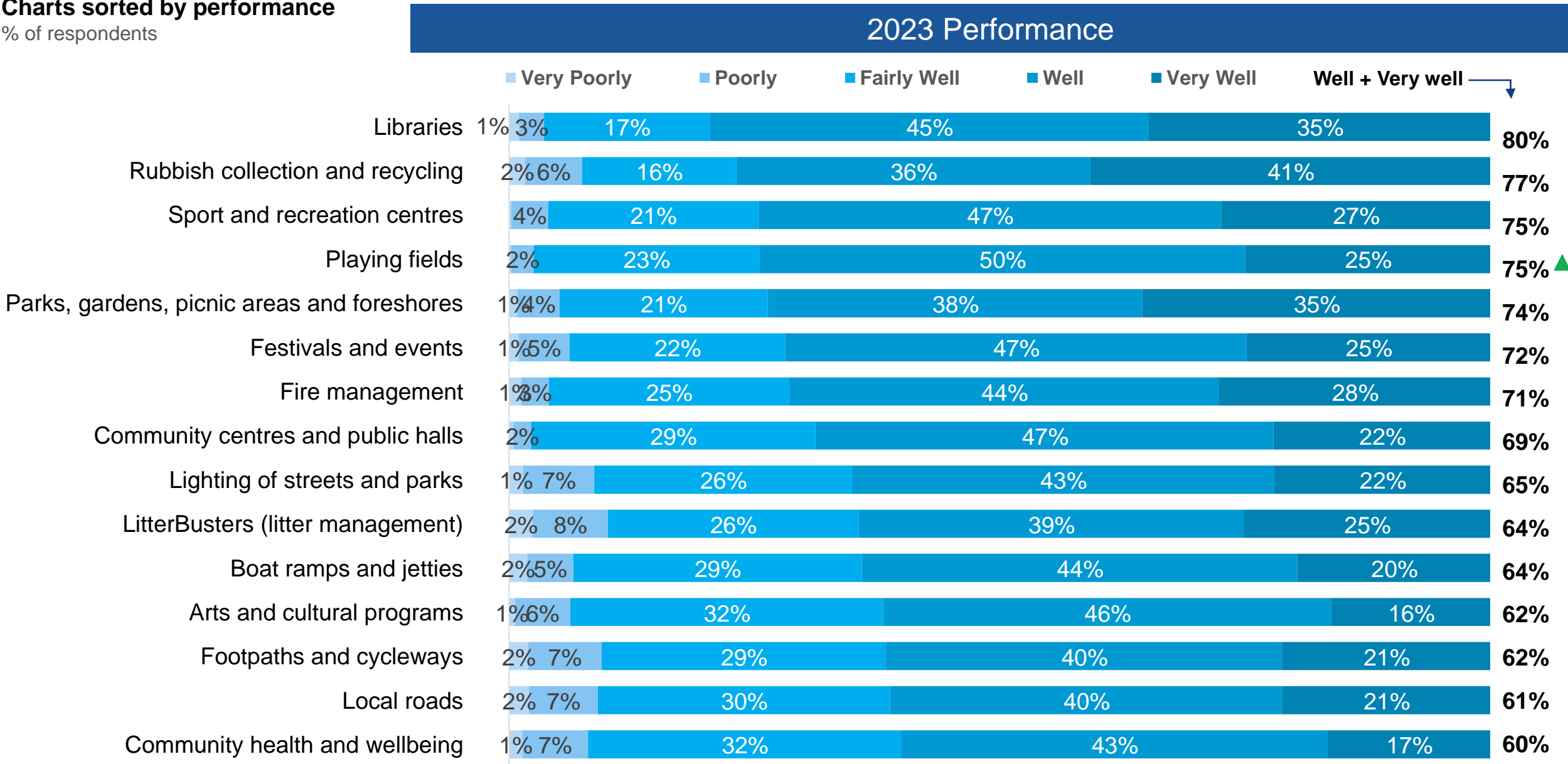
Charts sorted by usage  
% of respondents



Q. Have you used the following service or facility in the last 12 months?  
Base: Those who provided a valid response n=749-819; 17-77 no response excluded.  
Note: no comparisons to 2022 as the question was changed to a yes/no question.

# Services and facilities – perceived performance - >60%

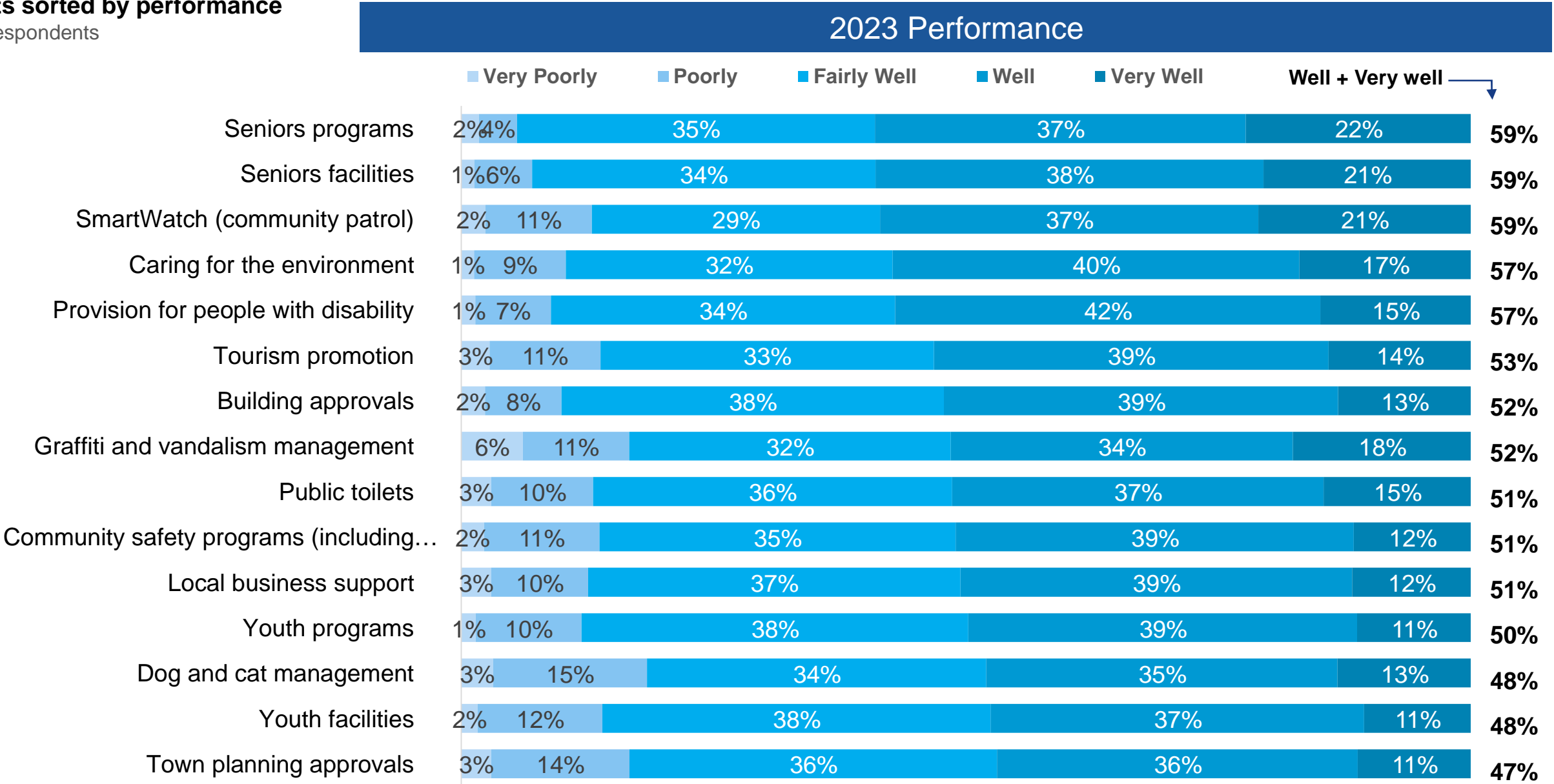
Charts sorted by performance  
% of respondents



Q. How well does the City deliver the service or facility?  
Base: Those who provided a valid response n=308-791; 45-533 not applicable, don't use or no response excluded.

# Services and facilities – perceived performance - <59%

Charts sorted by performance  
% of respondents



Q. How well does the City deliver the service or facility?  
Base: Those who provided a valid response n=308-791; 45-533 not applicable, don't use or no response excluded.



# Facilities and Services Results

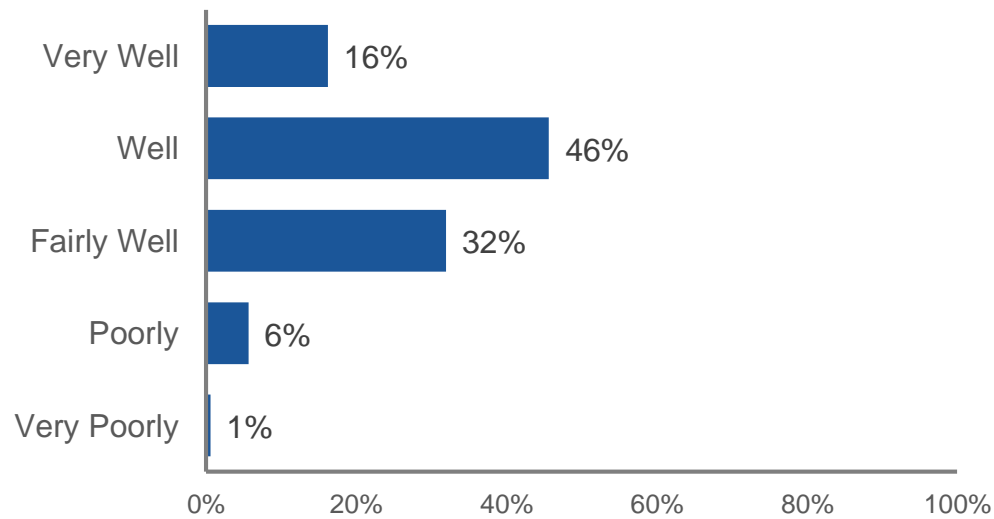




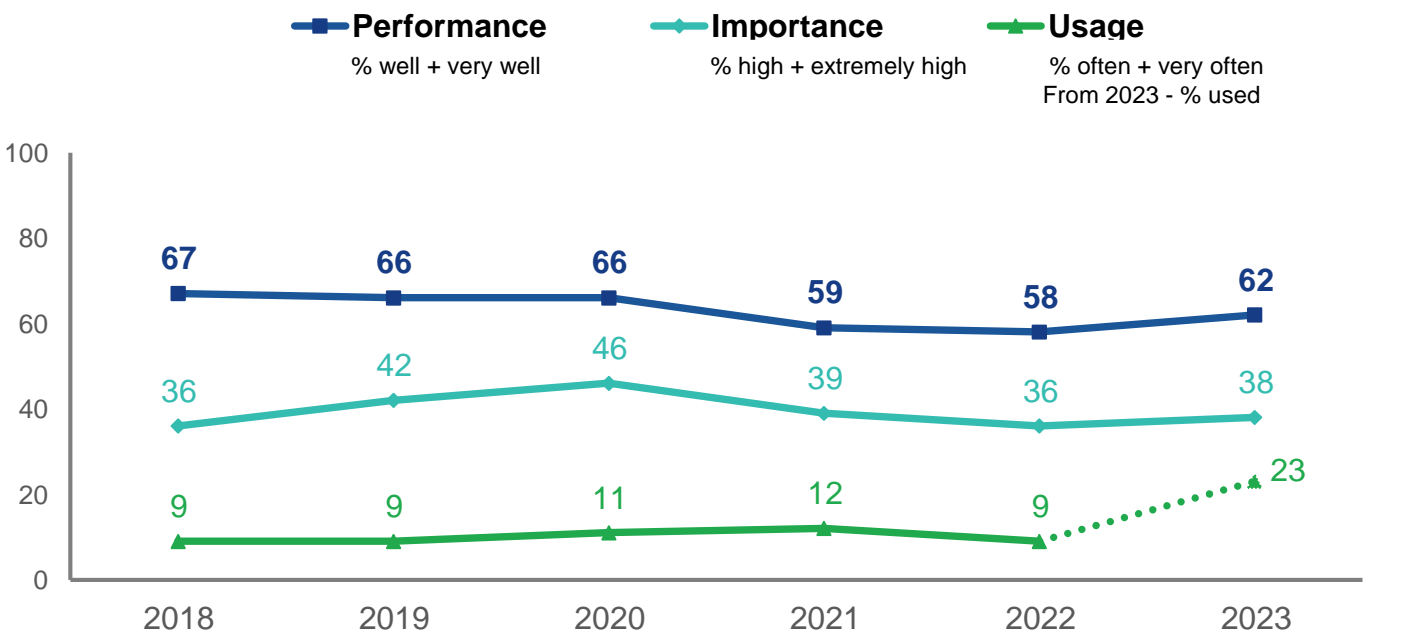
# Arts and culture programs

## Performance ratings

% of respondents

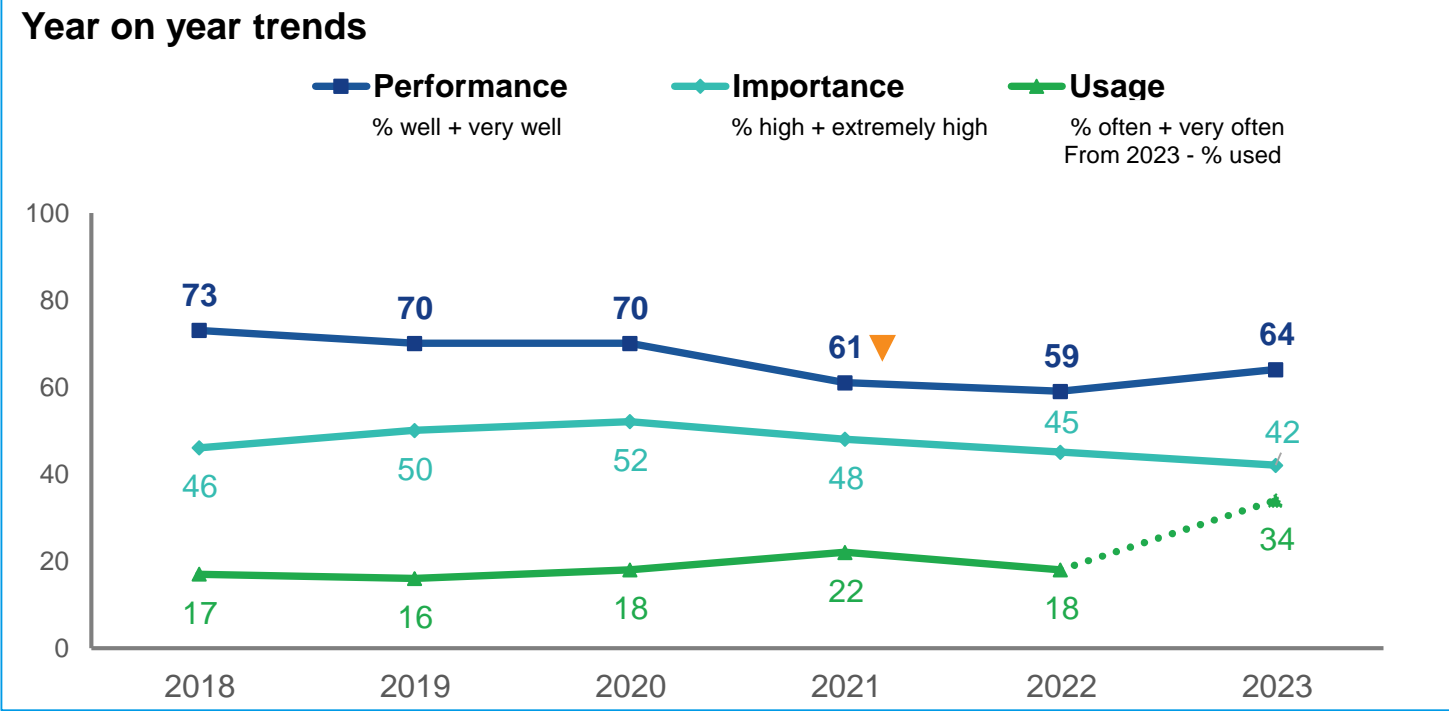
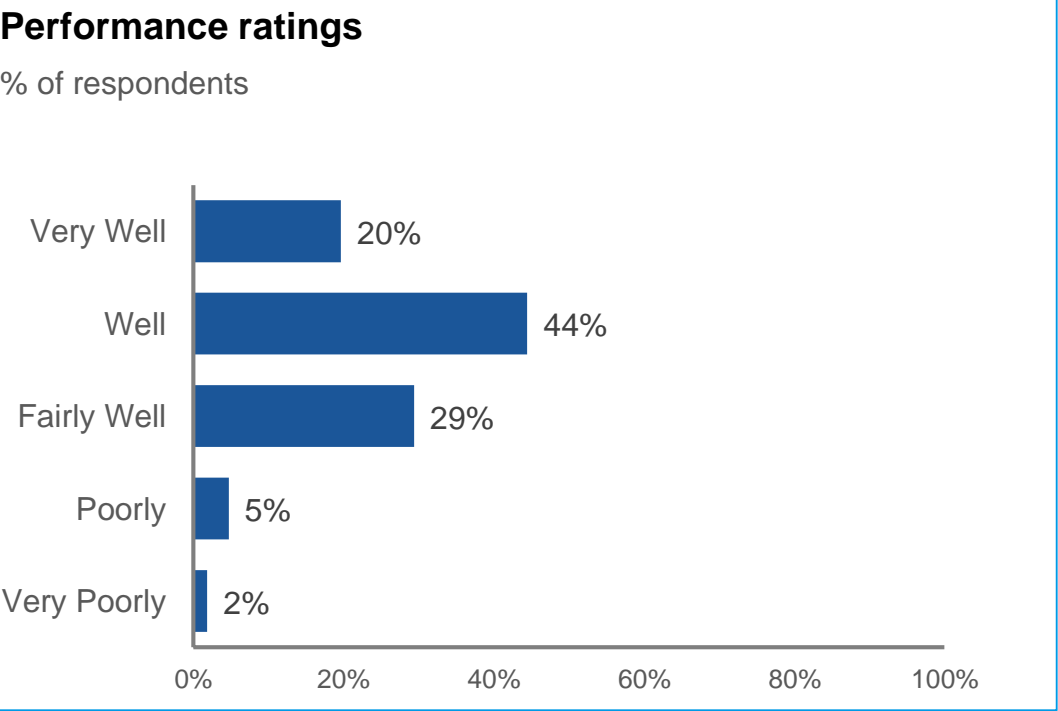


## Year on year trends



Q. Have you used the following service or facility in the last 12 months? total n=823, excludes 13 no response.  
Q. What importance do you place on the service or facility? total n=787, excludes 49 no response.  
Q. How well does the City deliver the service or facility? total n=501, excludes 335 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# Boat ramps and jetties

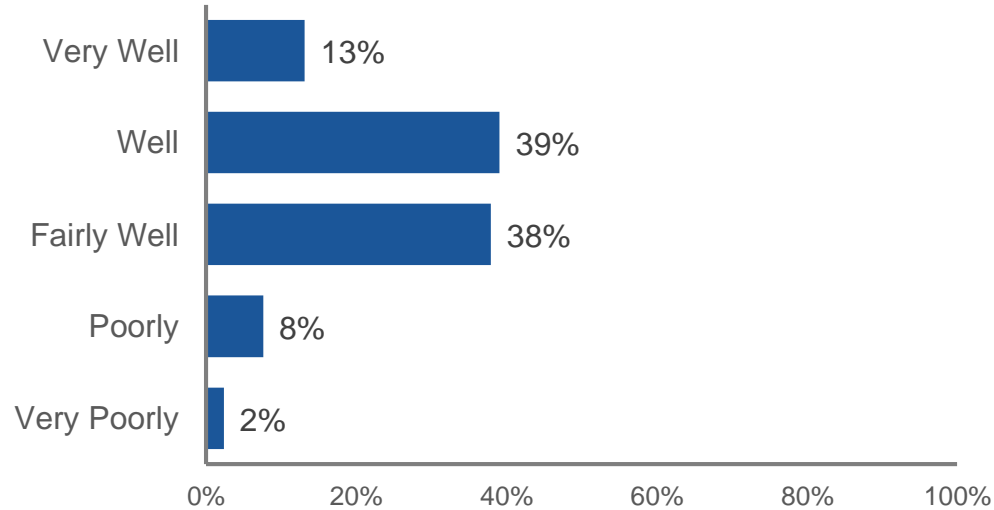


Q. Have you used the following service or facility in the last 12 months? total n=822, excludes 14 no response.  
Q. What importance do you place on the service or facility? total n=780, excludes 56 no response.  
Q. How well does the City deliver the service or facility? total n=499, excludes 337 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

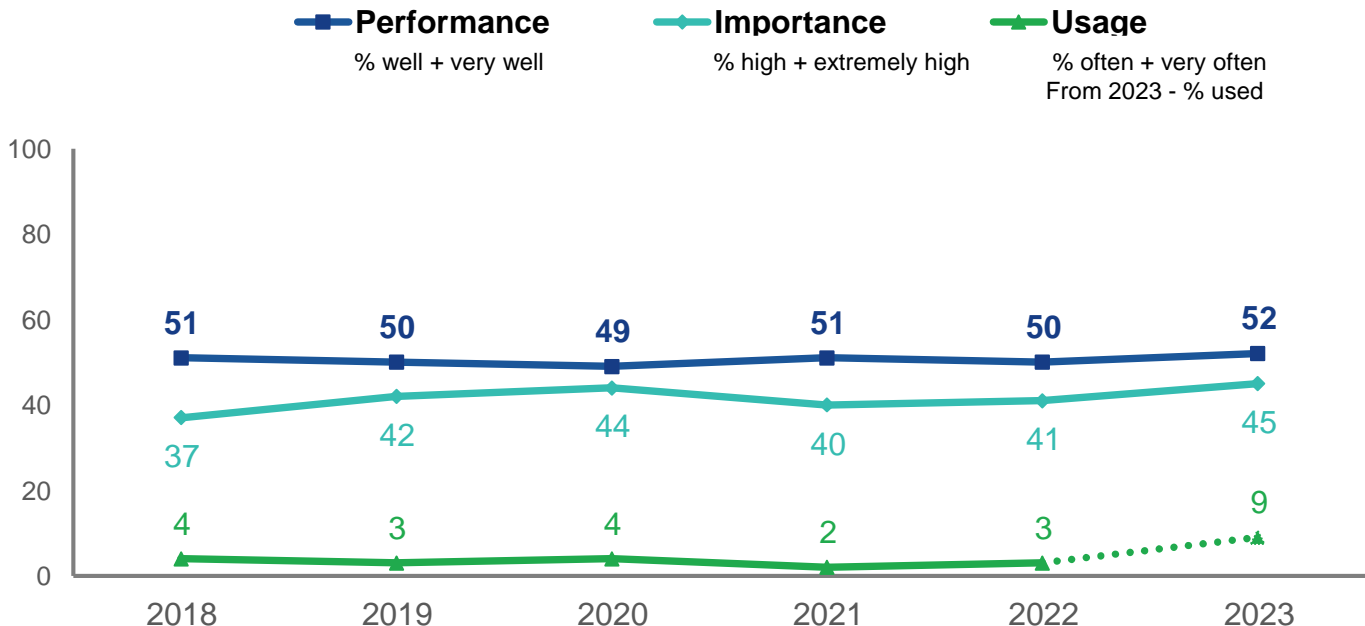
# Building approvals

## Performance ratings

% of respondents



## Year on year trends



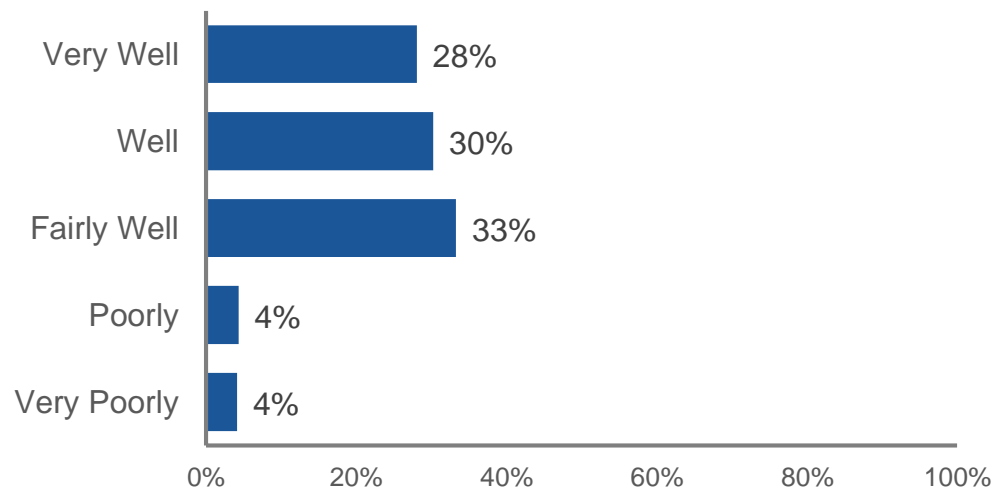
Q. Have you used the following service or facility in the last 12 months? total n=824, excludes 12 no response.  
Q. What importance do you place on the service or facility? total n=761, excludes 75 no response.  
Q. How well does the City deliver the service or facility? total n=324, excludes 512 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# Building approvals – service users

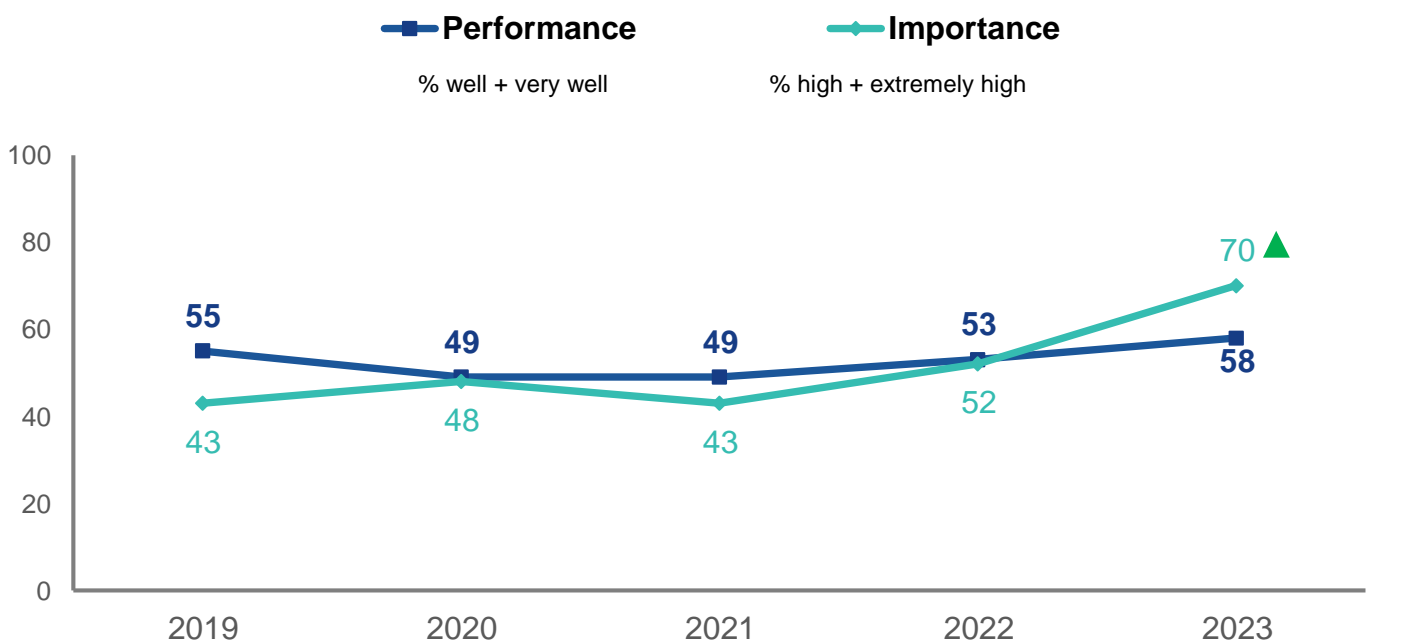
## Performance ratings

% of respondents

### Users of building approvals



## Year on year trends– Users of building approvals

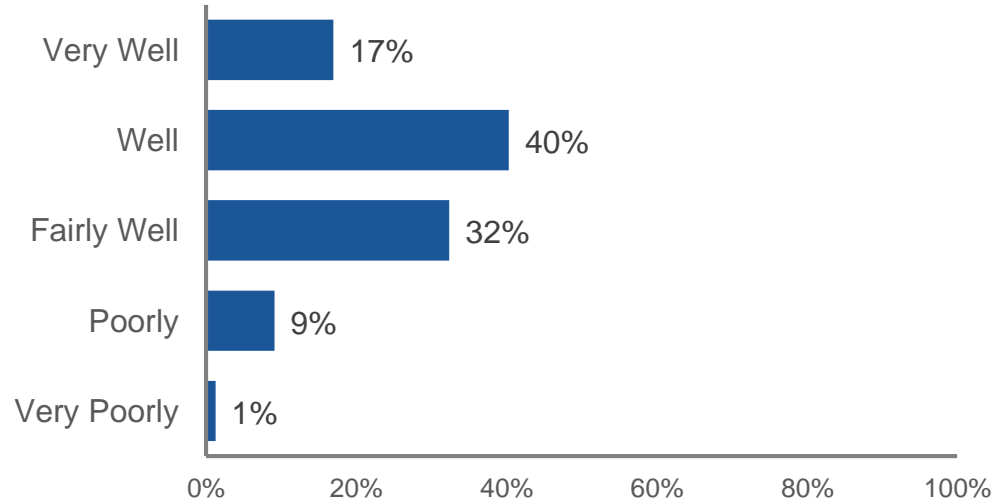


Q. Have you used the following service or facility in the last 12 months? total n=81.  
Q. What importance do you place on the service or facility? total n=81, excludes 0 no response.  
Q. How well does the City deliver the service or facility? total n=71, excludes 10 not applicable, don't use and no response.  
Base: Have used Building Services in the last 12 months. Note: because the base for this slide is "users", the data series for "use" has been removed from the chart.  
Note: results may not exactly add up to the combined score due to rounding.

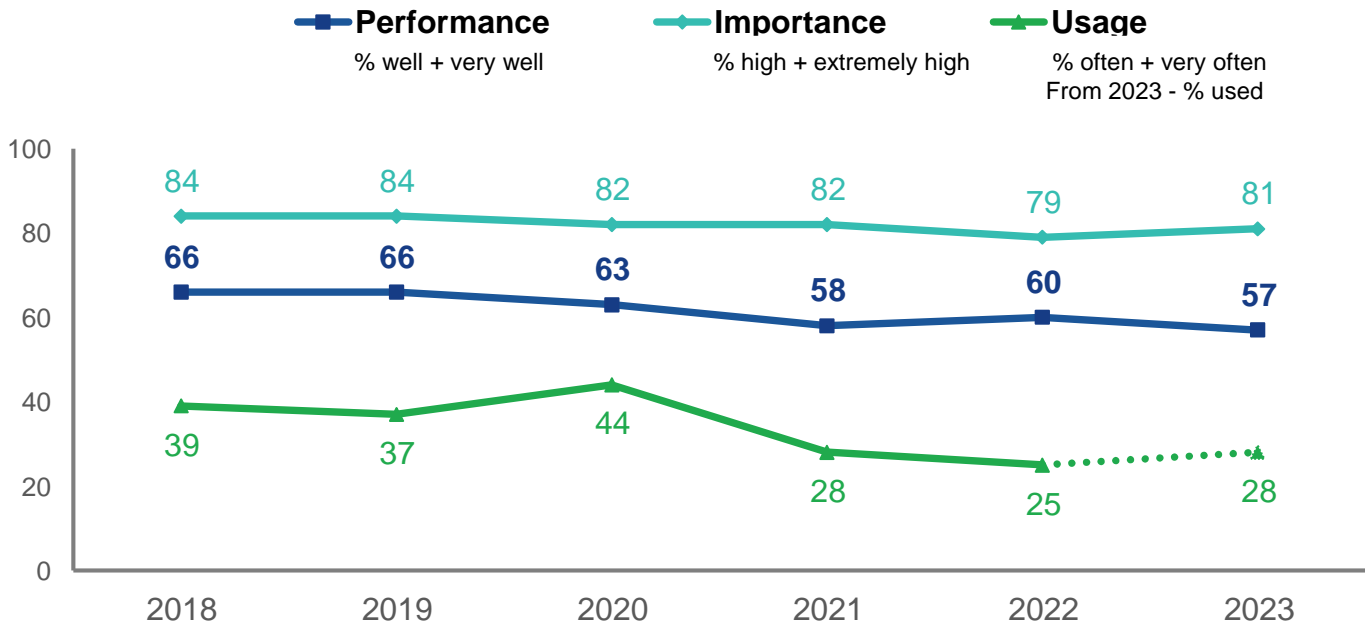
# Caring for the environment

## Performance ratings

% of respondents



## Year on year trends

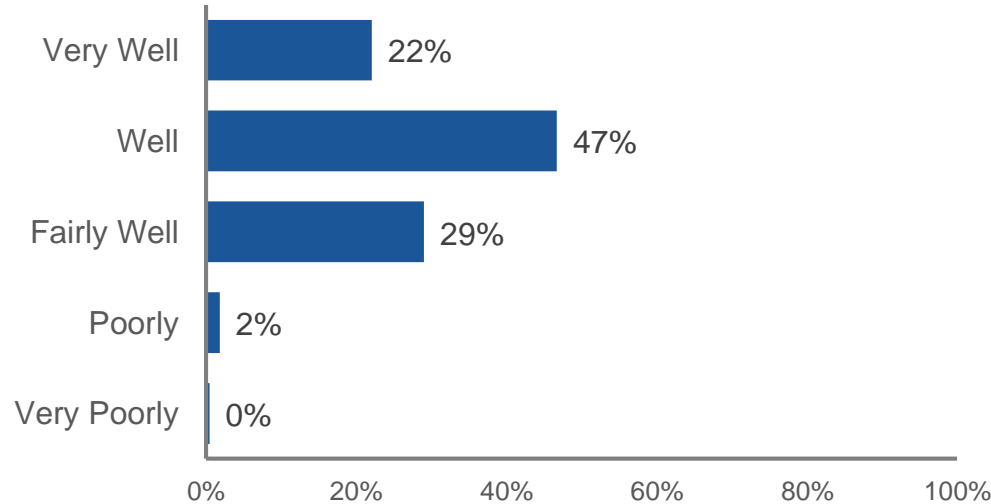


Q. Have you used the following service or facility in the last 12 months? total n=823, excludes 13 no response.  
Q. What importance do you place on the service or facility? total n=782, excludes 54 no response.  
Q. How well does the City deliver the service or facility? total n=622, excludes 214 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

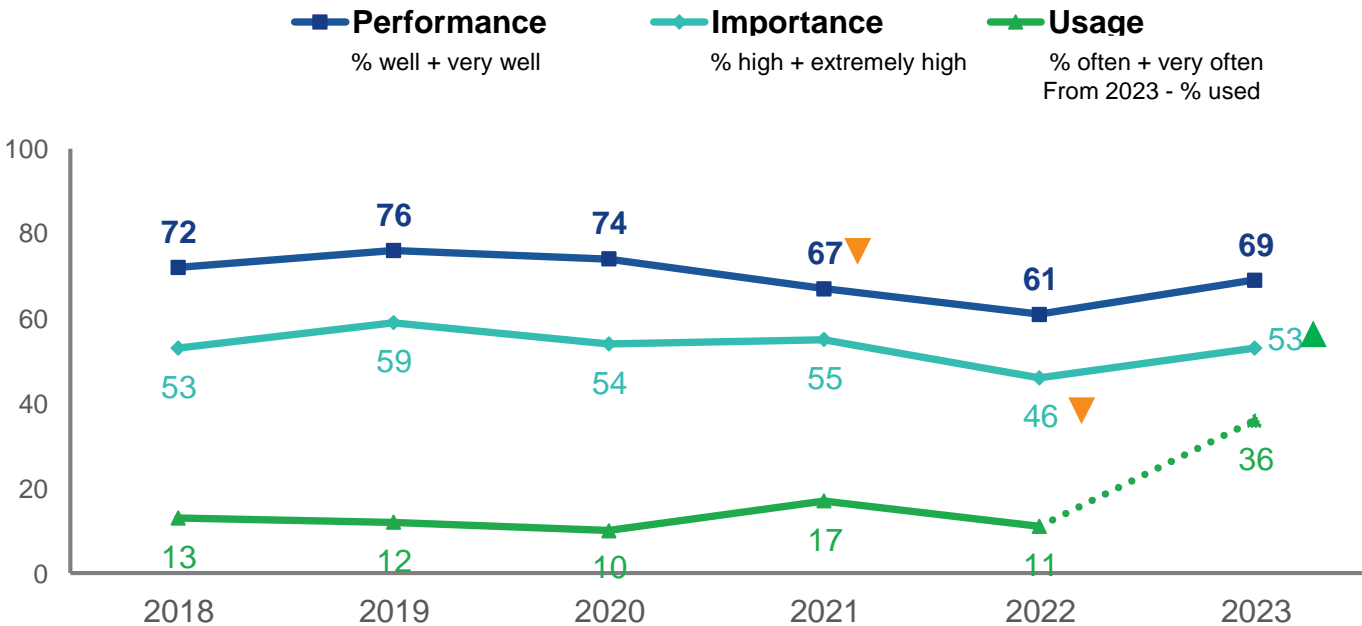
# Community centres and public halls

## Performance ratings

% of respondents



## Year on year trends

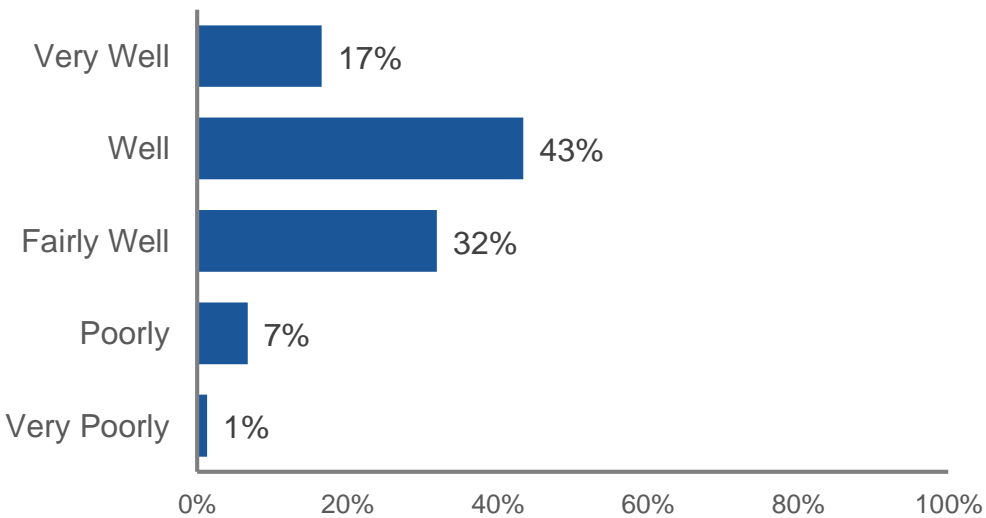


Q. Have you used the following service or facility in the last 12 months? total n=827, excludes 9 no response.  
Q. What importance do you place on the service or facility? total n=791, excludes 45 no response.  
Q. How well does the City deliver the service or facility? total n=536, excludes 300 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding

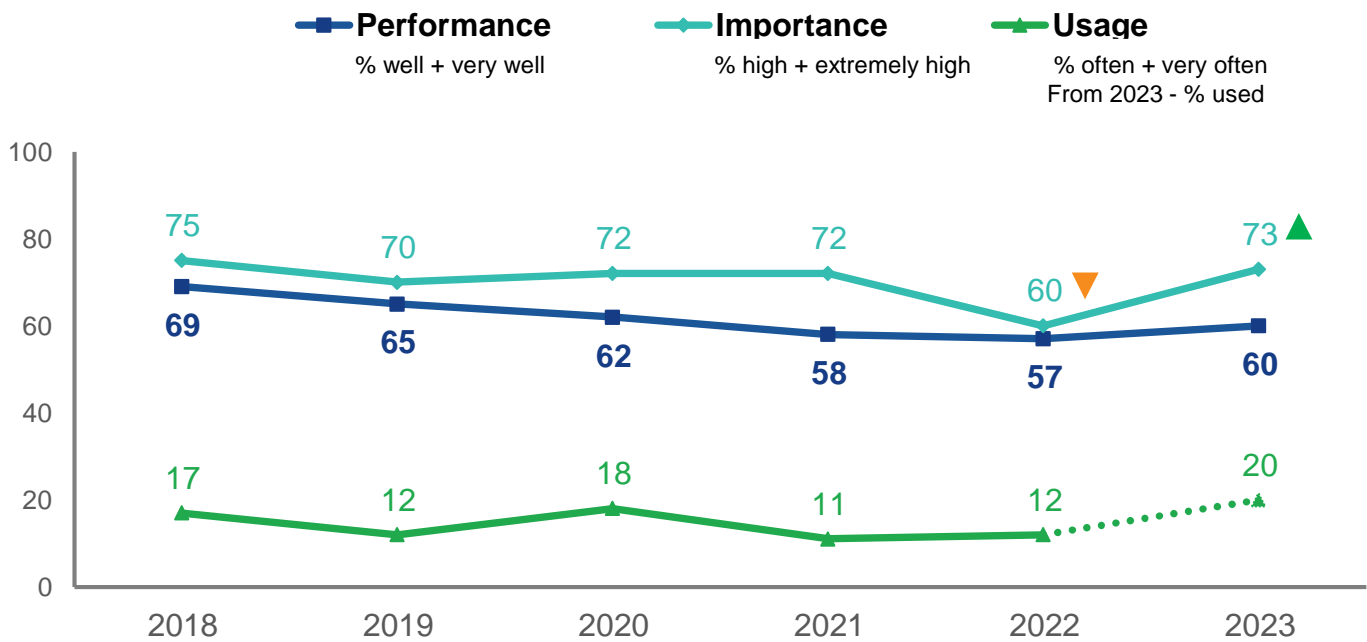
# Community health and wellbeing

## Performance ratings

% of respondents



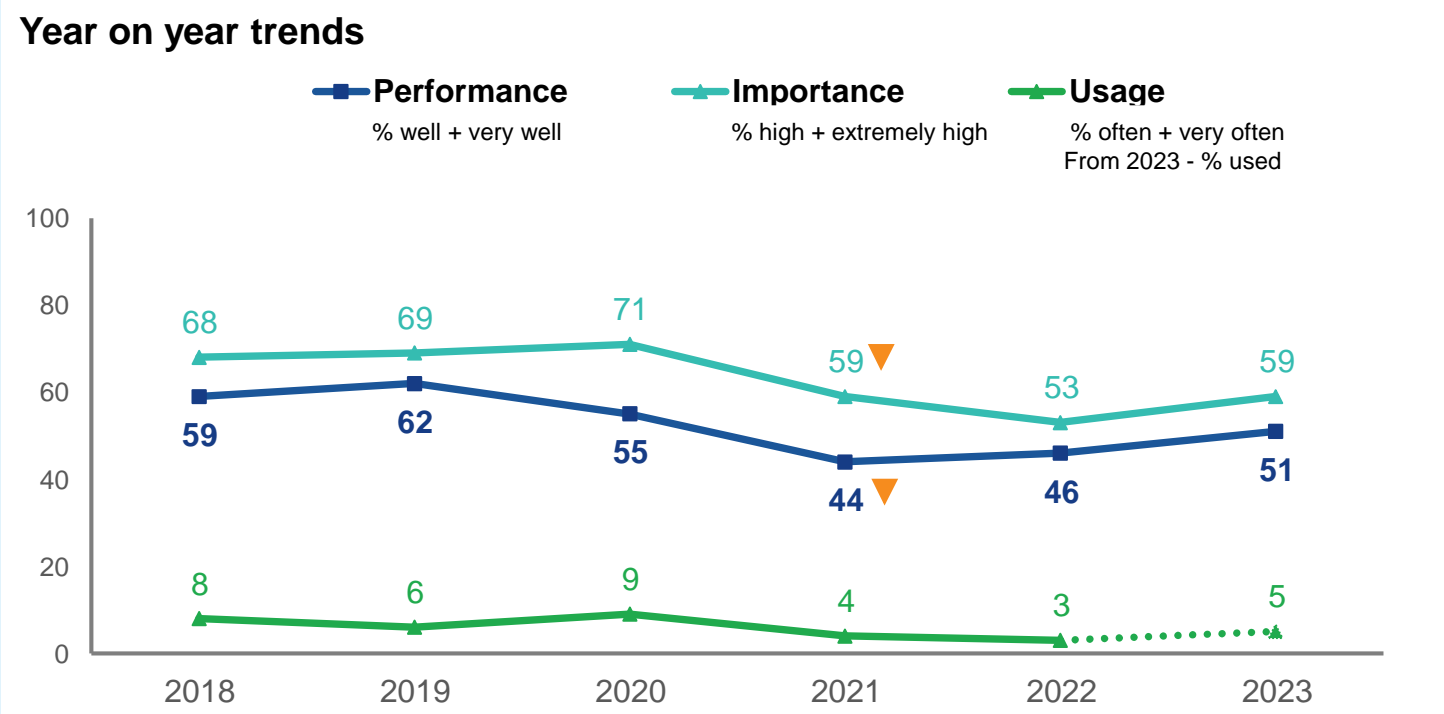
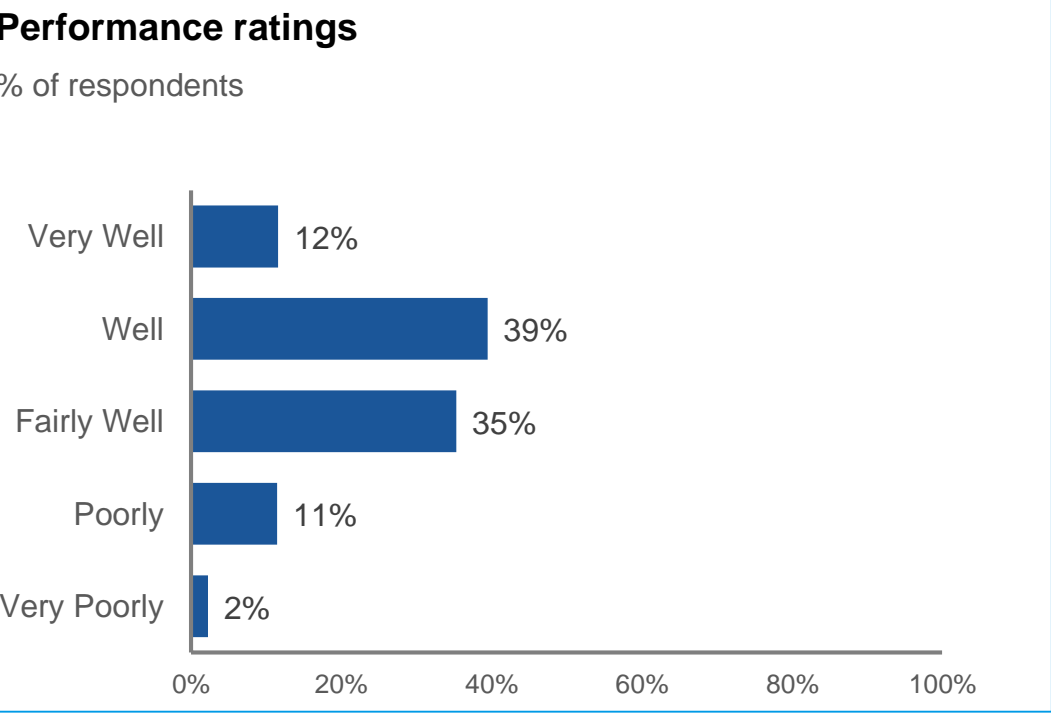
## Year on year trends



Q. Have you used the following service or facility in the last 12 months? total n=826, excludes 10 no response.  
Q. What importance do you place on the service or facility? total n=778, excludes 58 no response.  
Q. How well does the City deliver the service or facility? total n=502, excludes 334 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.



# Community safety programs (including Neighbours Unite)

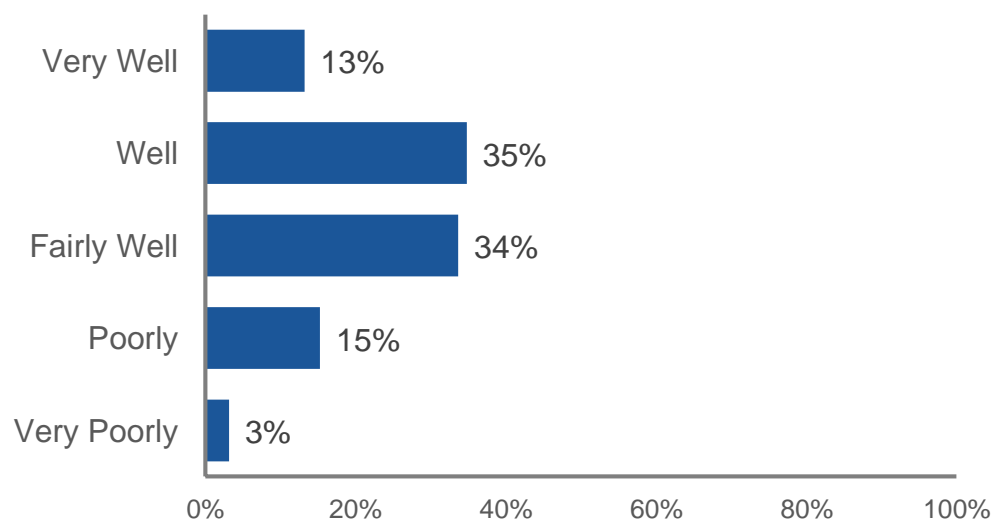


Q. Have you used the following service or facility in the last 12 months? total n=820, excludes 16 no response.  
Q. What importance do you place on the service or facility? total n=770, excludes 66 no response.  
Q. How well does the City deliver the service or facility? total n=360, excludes 476 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

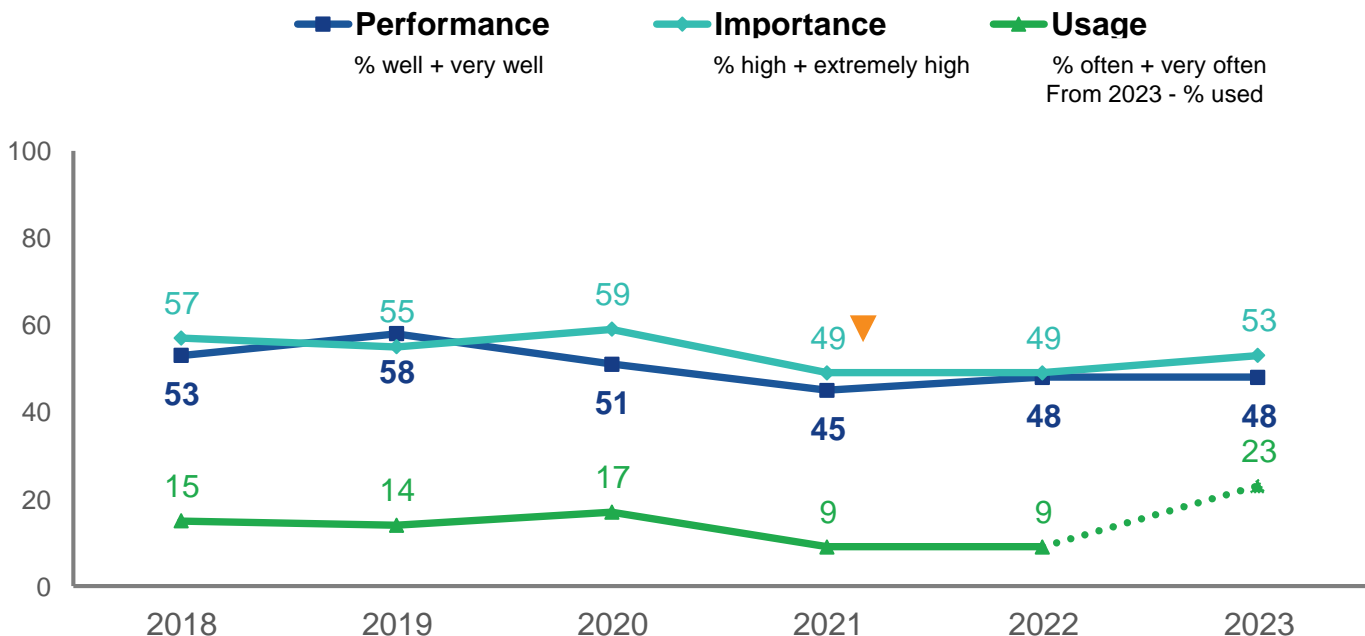
# Dog and cat management

## Performance ratings

% of respondents

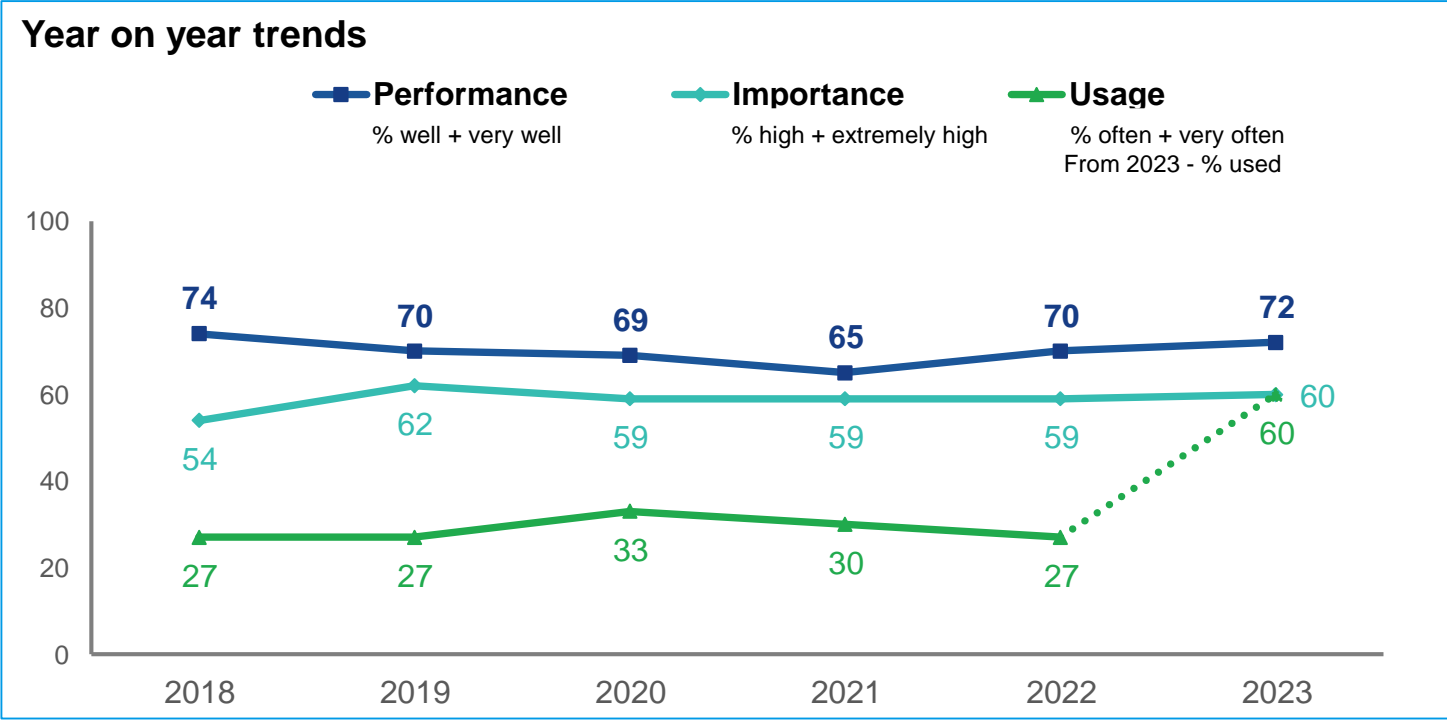
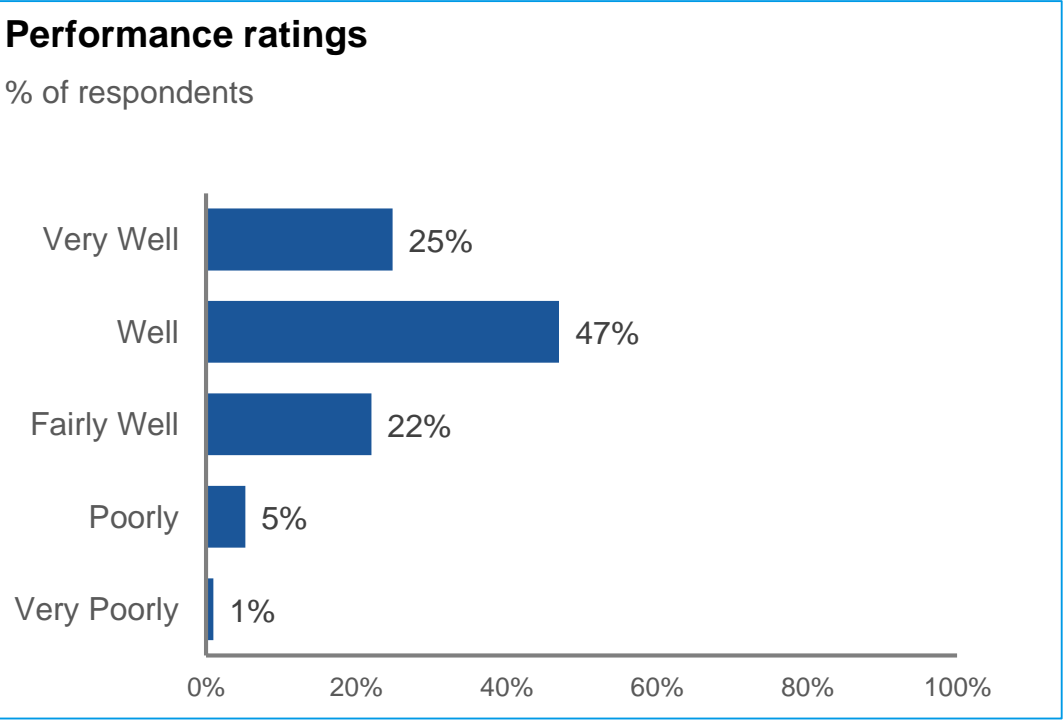


## Year on year trends



Q. Have you used the following service or facility in the last 12 months? total n=822, excludes 14 no response.  
Q. What importance do you place on the service or facility? total n=777, excludes 59 no response.  
Q. How well does the City deliver the service or facility? total n=516, excludes 320 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# Festivals and events

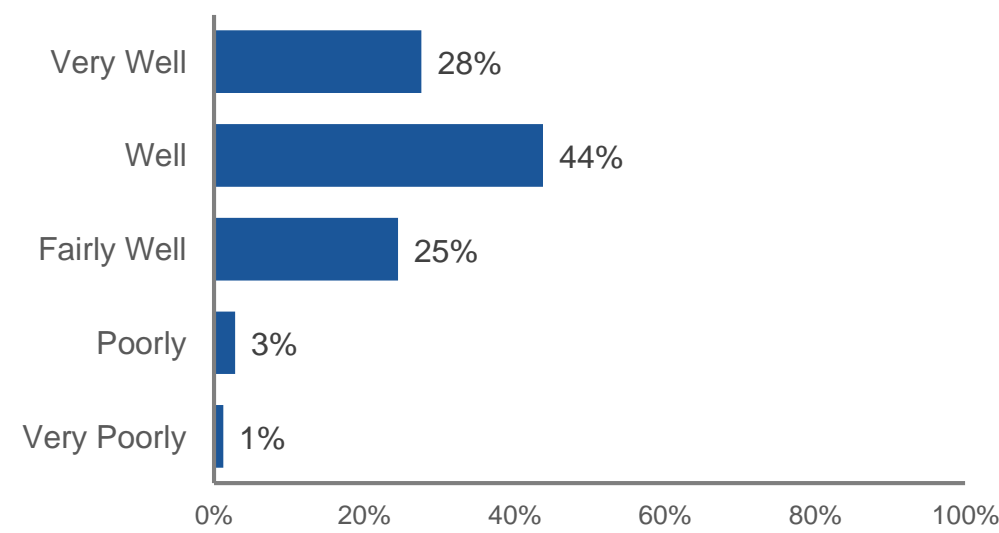


Q. Have you used the following service or facility in the last 12 months? total n=824, excludes 12 no response.  
Q. What importance do you place on the service or facility? total n=803, excludes 33 no response.  
Q. How well does the City deliver the service or facility? total n=673, excludes 163 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

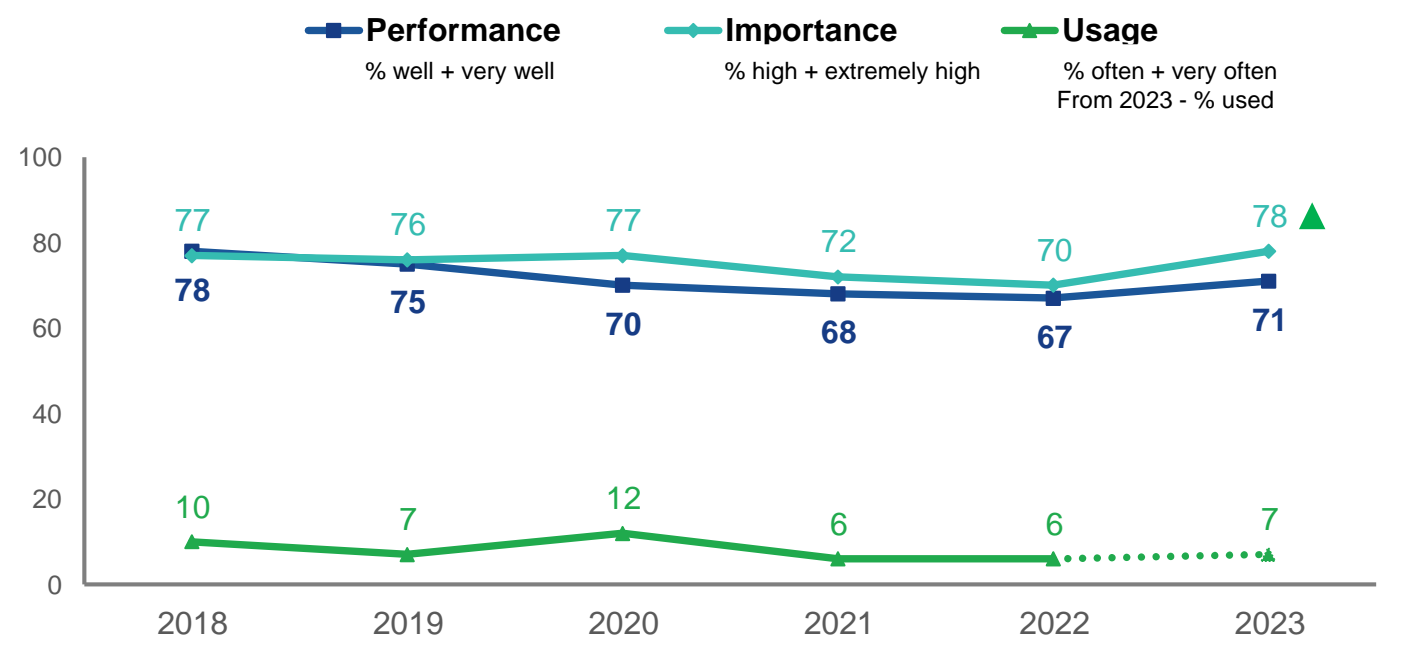
# Fire management

## Performance ratings

% of respondents



## Year on year trends

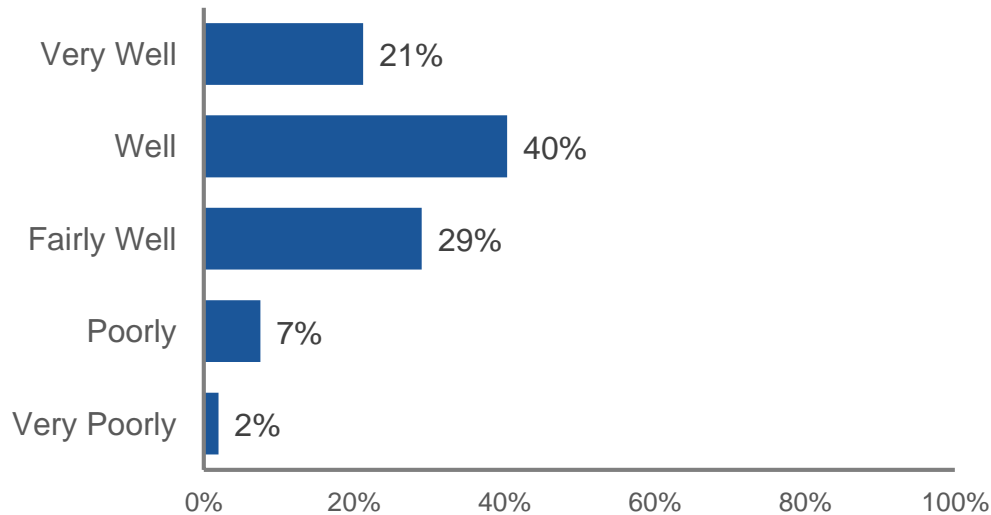


Q. Have you used the following service or facility in the last 12 months? total n=821, excludes 15 no response.  
Q. What importance do you place on the service or facility? total n=768, excludes 68 no response.  
Q. How well does the City deliver the service or facility? total n=495, excludes 341 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

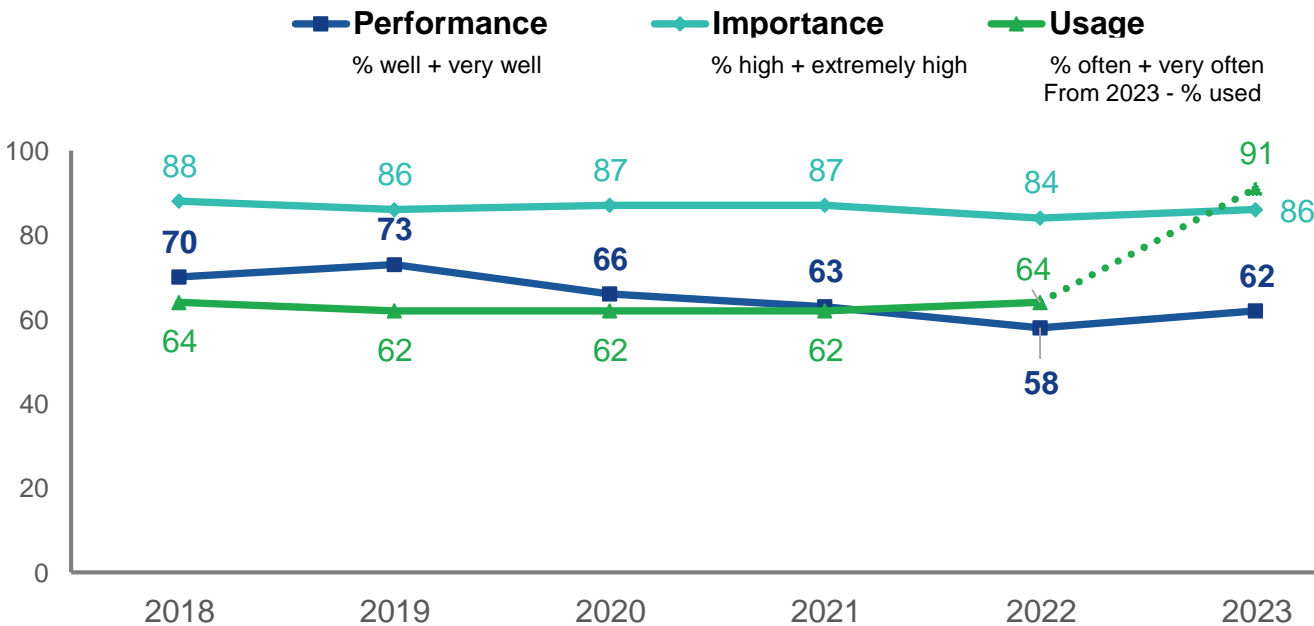
# Footpaths and cycleways

## Performance ratings

% of respondents



## Year on year trends



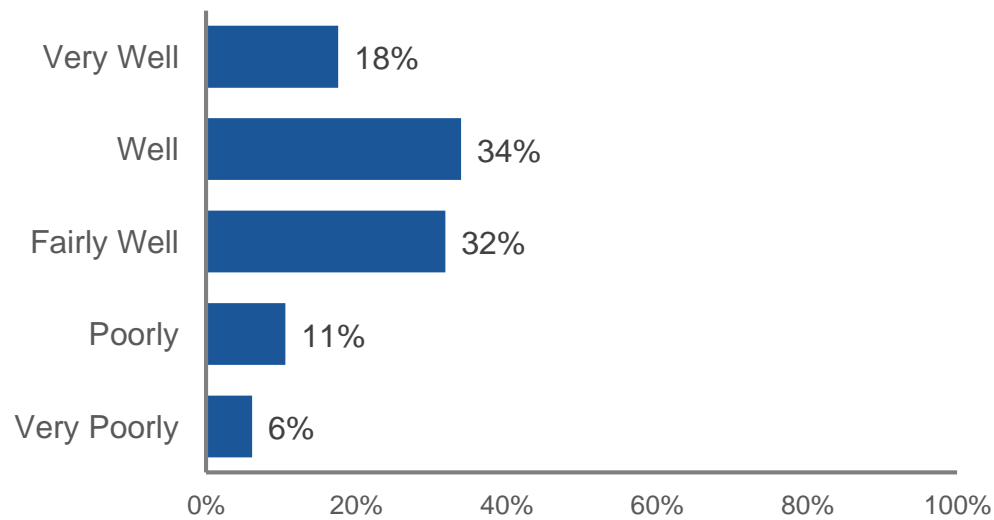
Q. Have you used the following service or facility in the last 12 months? total n=827, excludes 9 no response.  
Q. What importance do you place on the service or facility? total n=814, excludes 22 no response.  
Q. How well does the City deliver the service or facility? total n=782, excludes 54 not applicable, don't use and no response.

Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding

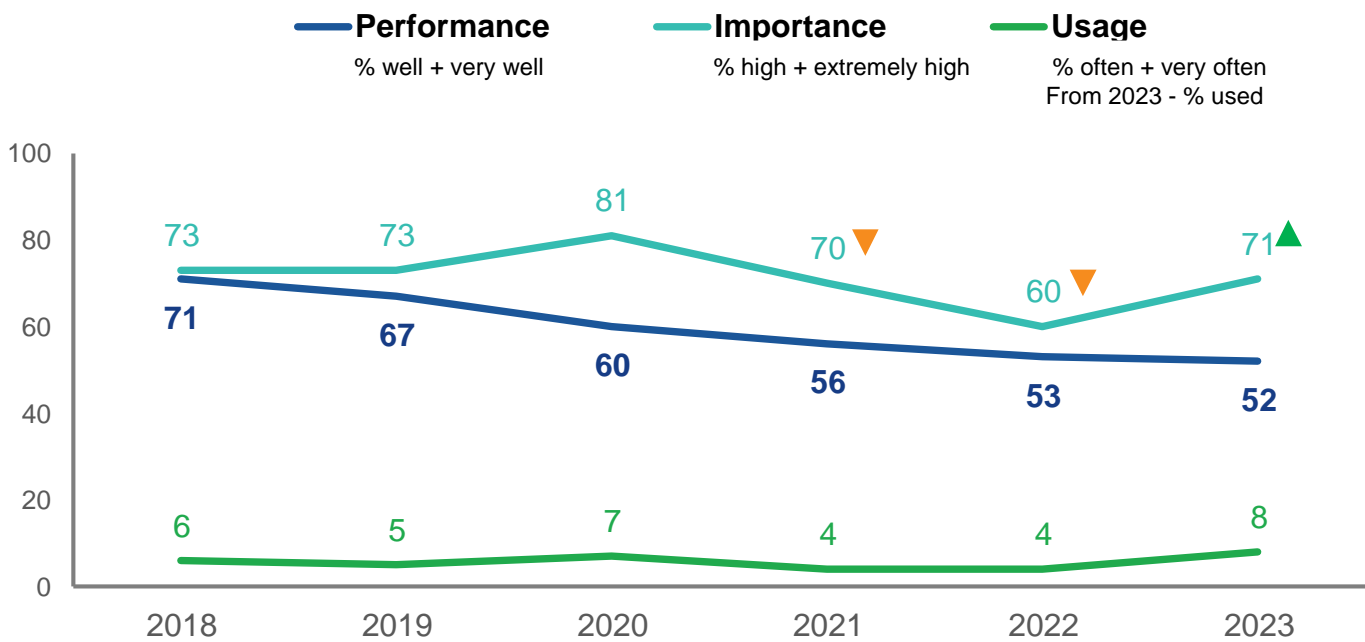
# Graffiti and vandalism management

## Performance ratings

% of respondents



## Year on year trends

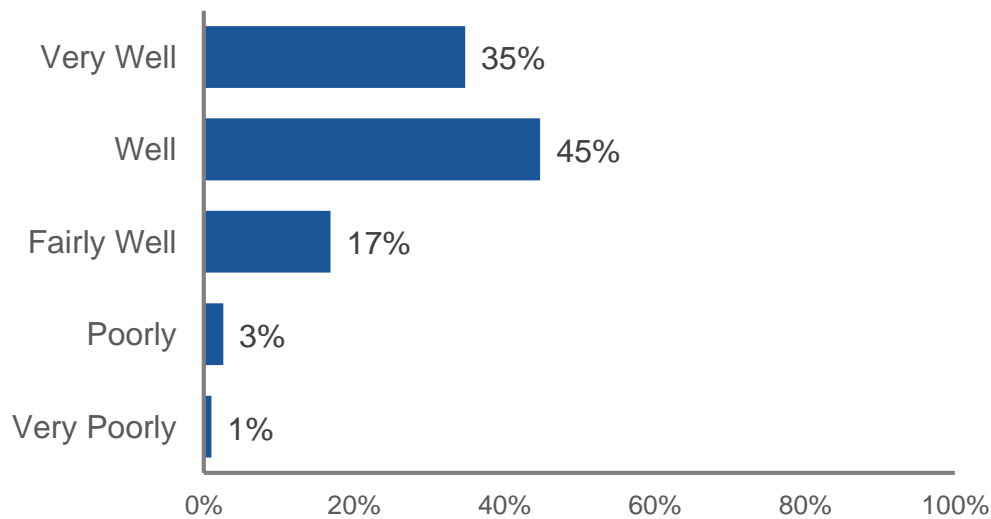


Q. Have you used the following service or facility in the last 12 months? total n=820, excludes 16 no response.  
Q. What importance do you place on the service or facility? total n=789, excludes 47 no response.  
Q. How well does the City deliver the service or facility? total n=559, excludes 277 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

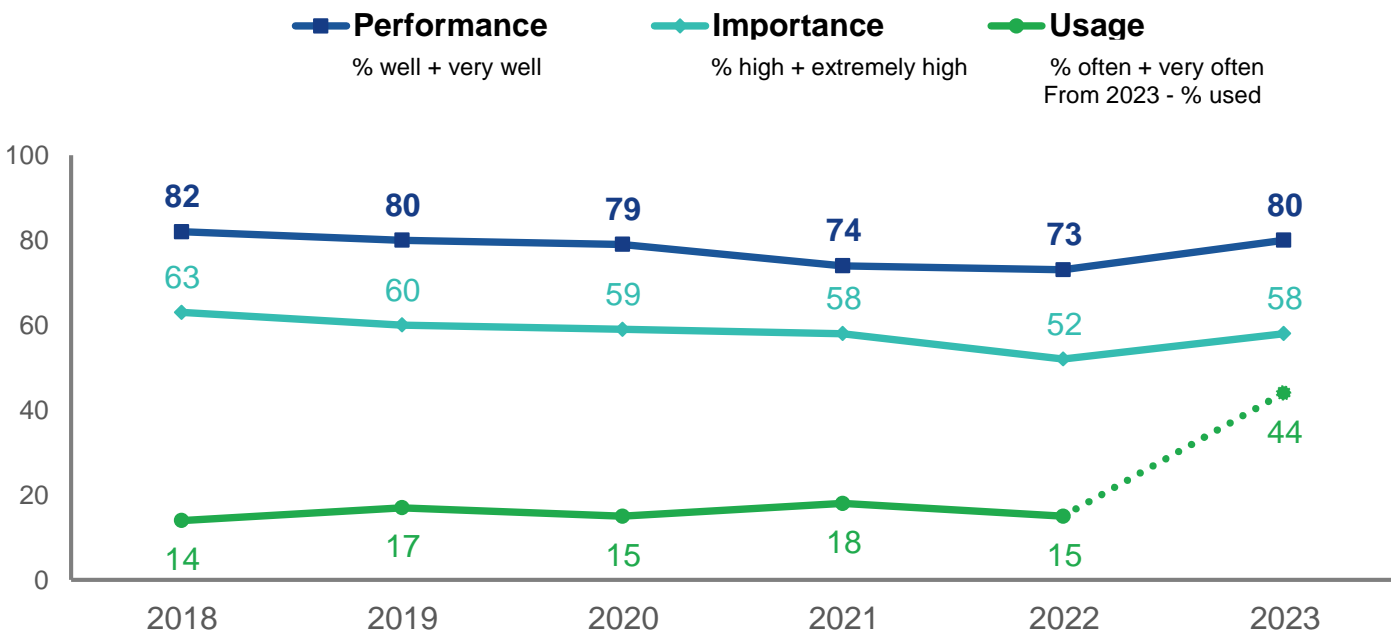
# Libraries

## Performance ratings

Base: all respondents



## Year on year trends



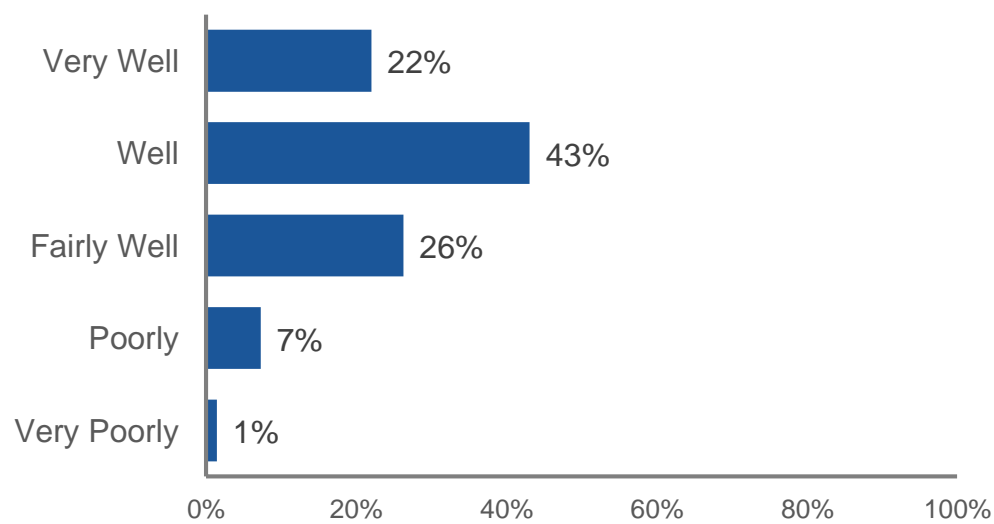
Q. Have you used the following service or facility in the last 12 months? total n=824, excludes 12 no response.  
Q. What importance do you place on the service or facility? total n=807, excludes 29 no response.  
Q. How well does the City deliver the service or facility? total n=578, excludes 258 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.



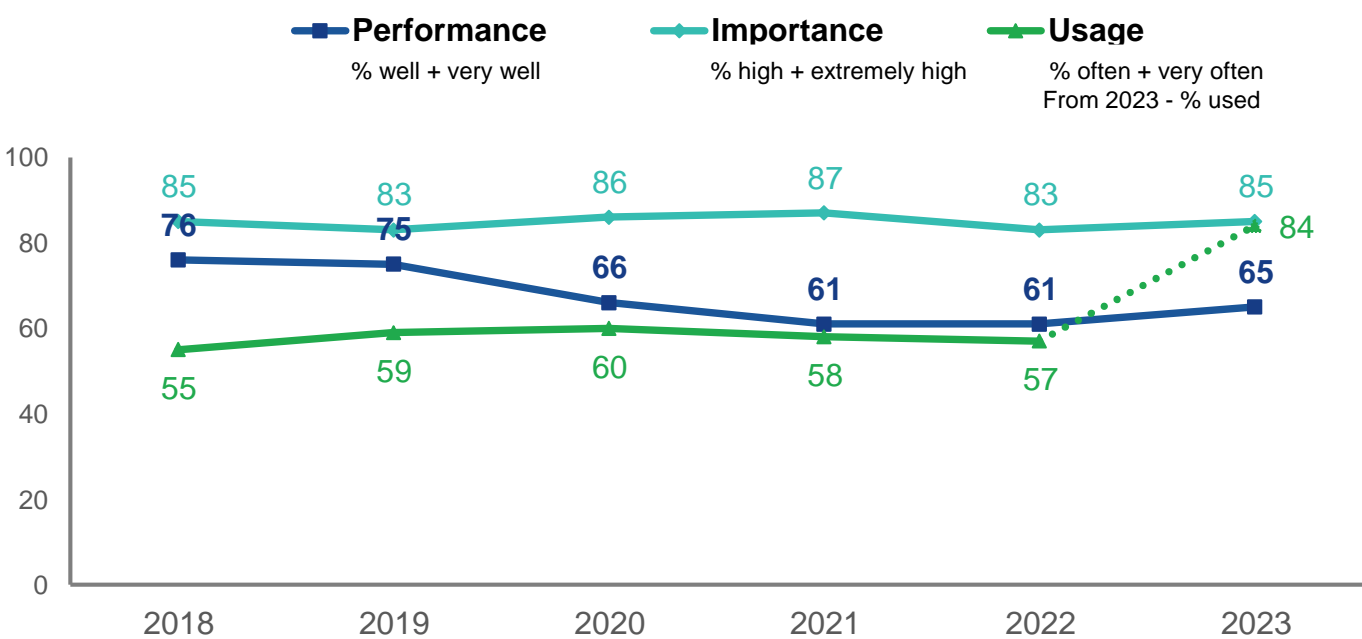
# Lighting of streets and parks

## Performance ratings

% of respondents



## Year on year trends

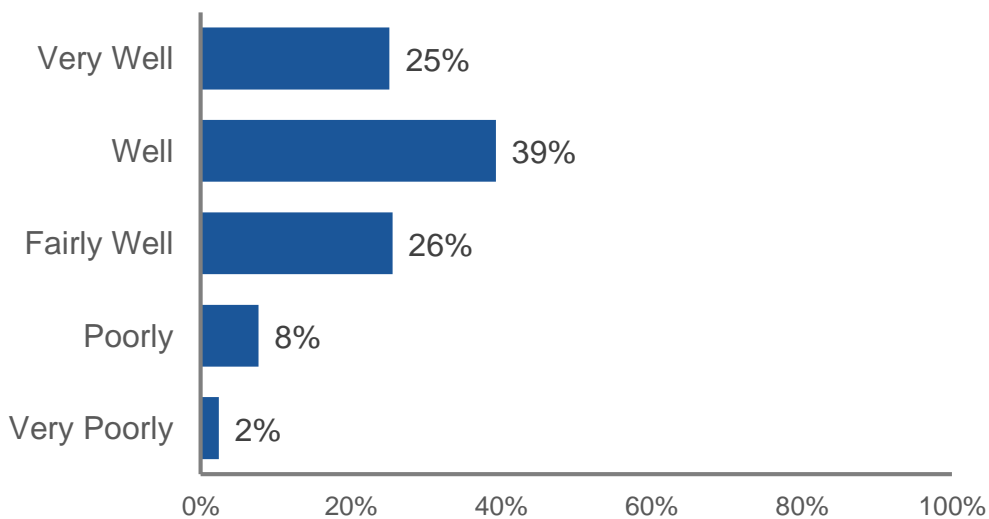


Q. Have you used the following service or facility in the last 12 months? total n=825, excludes 11 no response.  
Q. What importance do you place on the service or facility? total n=815, excludes 21 no response.  
Q. How well does the City deliver the service or facility? total n=786, excludes 50 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding

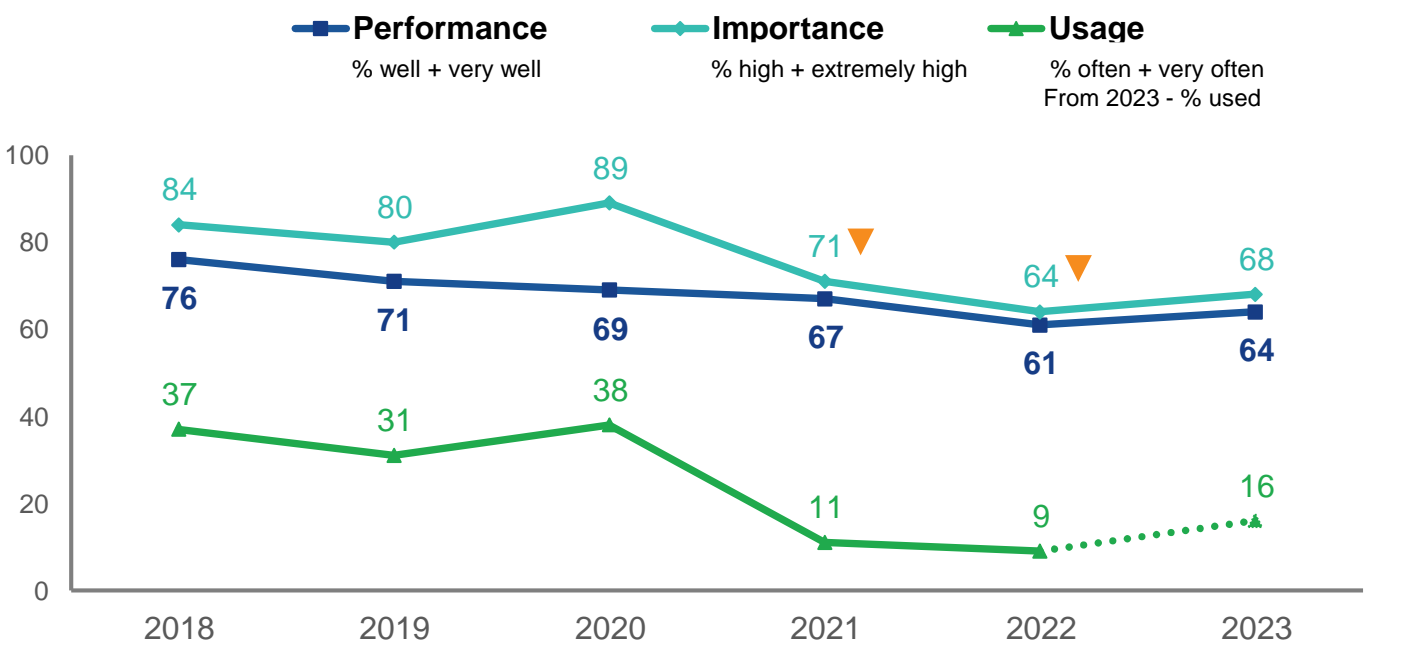
# LitterBusters (litter management)

## Performance ratings

% of respondents



## Year on year trends

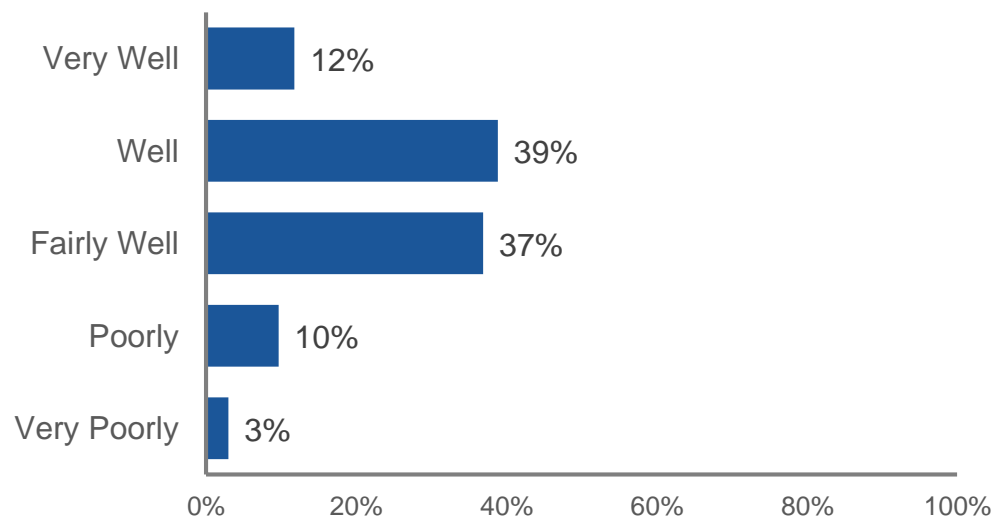


Q. Have you used the following service or facility in the last 12 months? total n=821, excludes 15 no response.  
Q. What importance do you place on the service or facility? total n=787, excludes 49 no response.  
Q. How well does the City deliver the service or facility? total n=544, excludes 292 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

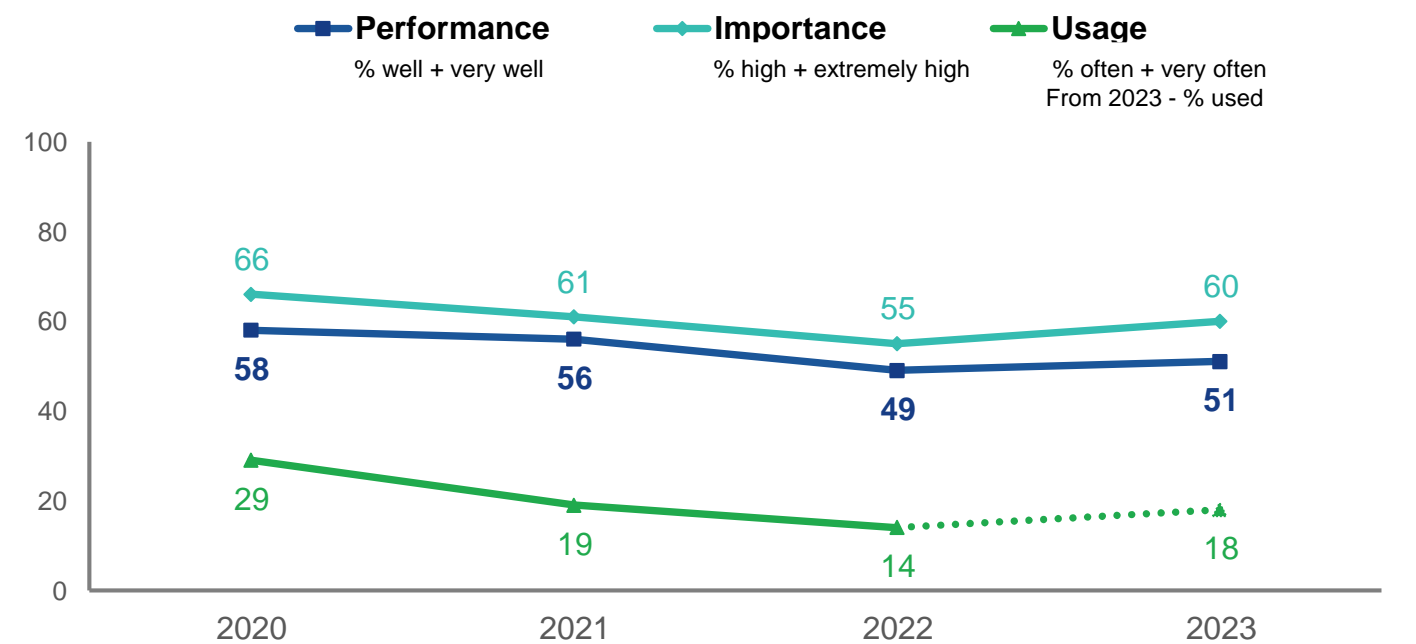
# Local business support

## Performance ratings

% of respondents



## Year on year trends

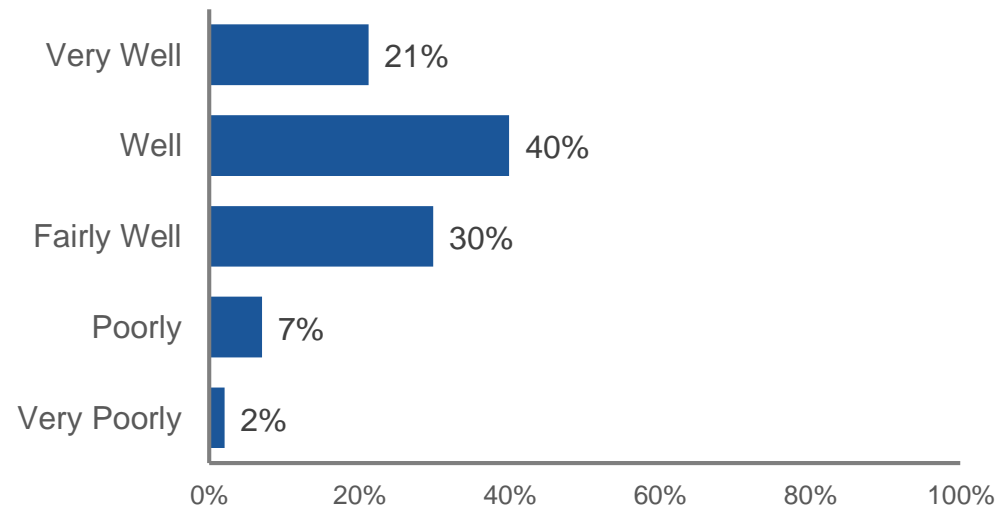


Q. Have you used the following service or facility in the last 12 months? total n=822, excludes 14 no response.  
Q. What importance do you place on the service or facility? total n=767, excludes 69 no response.  
Q. How well does the City deliver the service or facility? total n=360, excludes 476 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

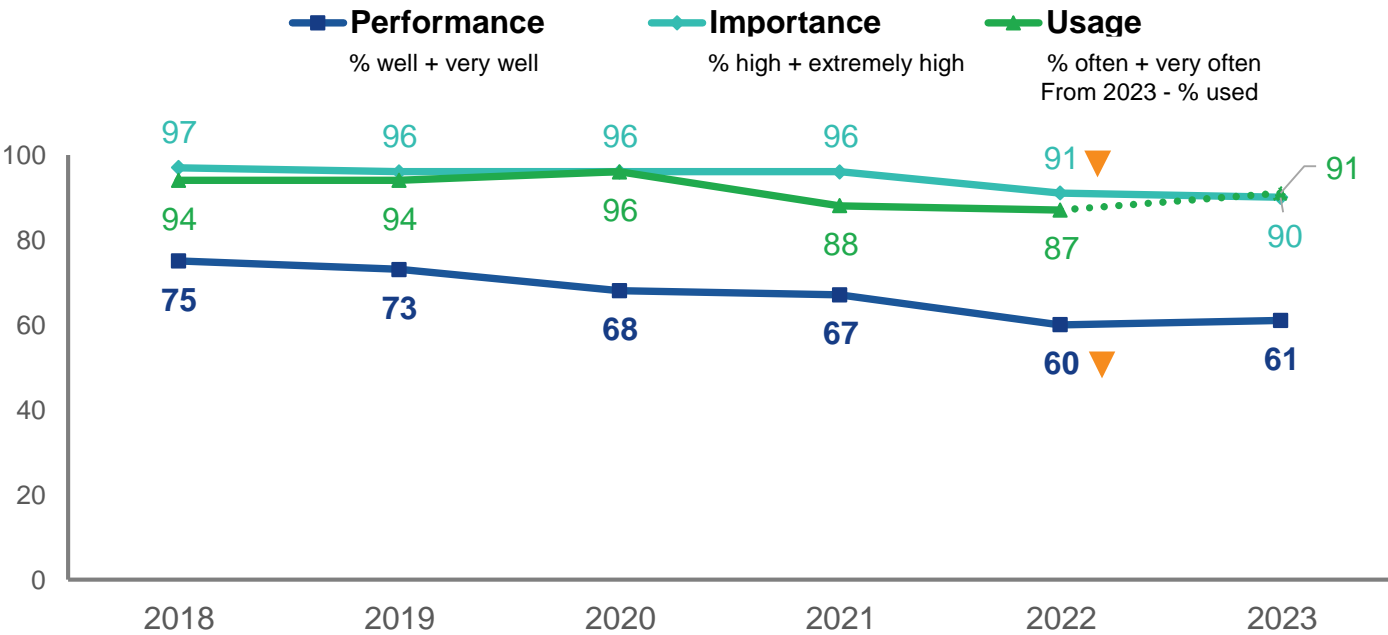
# Local roads

## Performance ratings

% of respondents



## Year on year trends

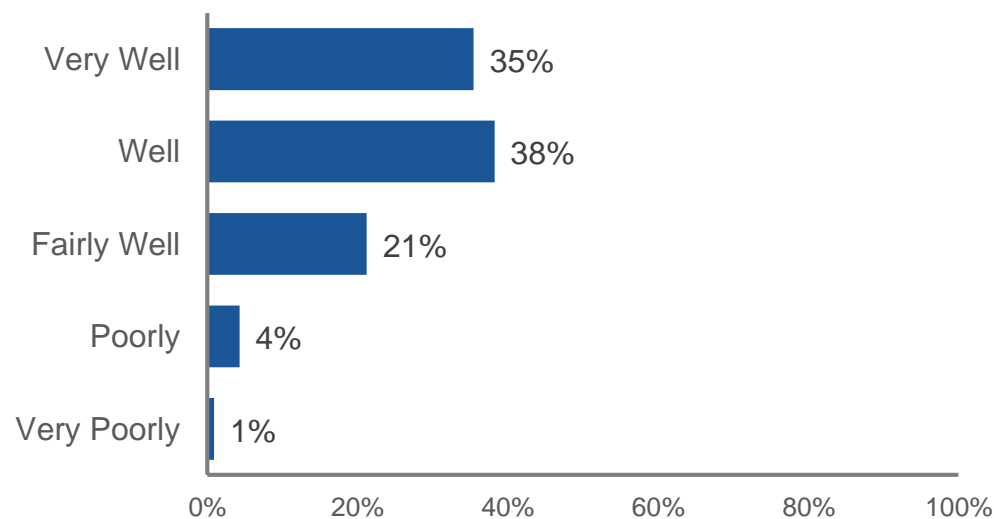


Q. Have you used the following service or facility in the last 12 months? total n=827, excludes 9 no response.  
Q. What importance do you place on the service or facility? total n=819, excludes 17 no response.  
Q. How well does the City deliver the service or facility? total n=791, excludes 45 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

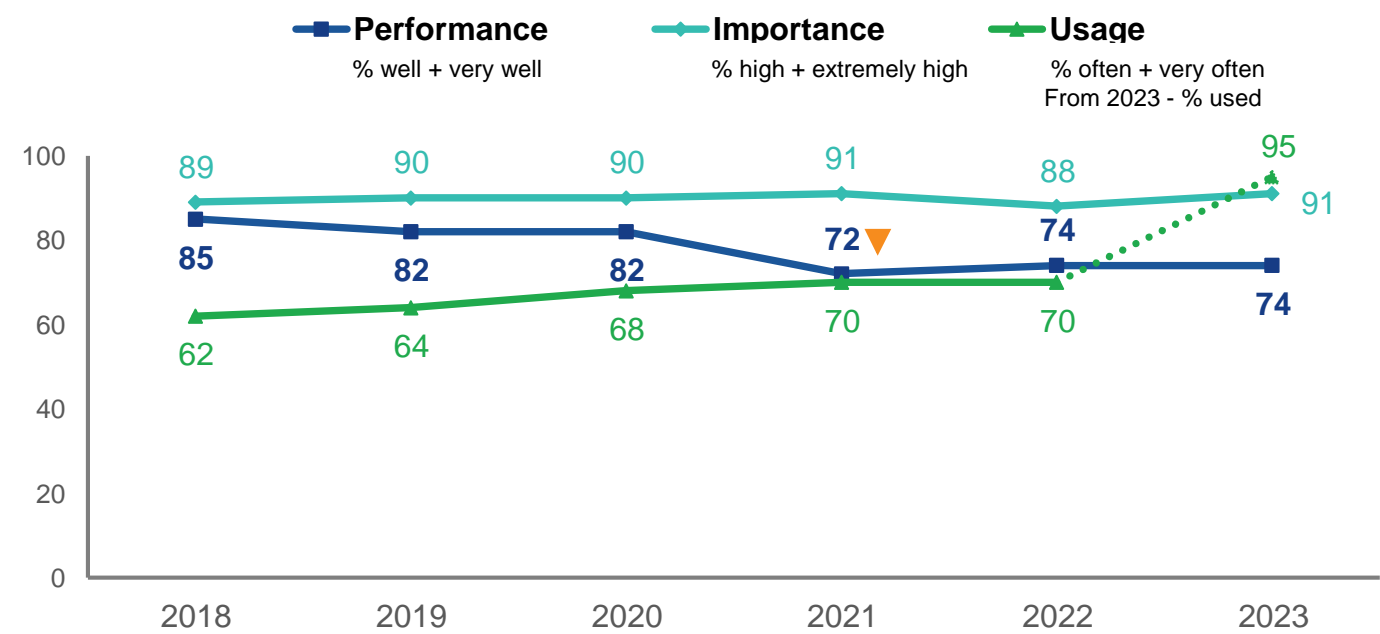
# Parks, gardens, picnic areas and foreshores

## Performance ratings

% of respondents



## Year on year trends

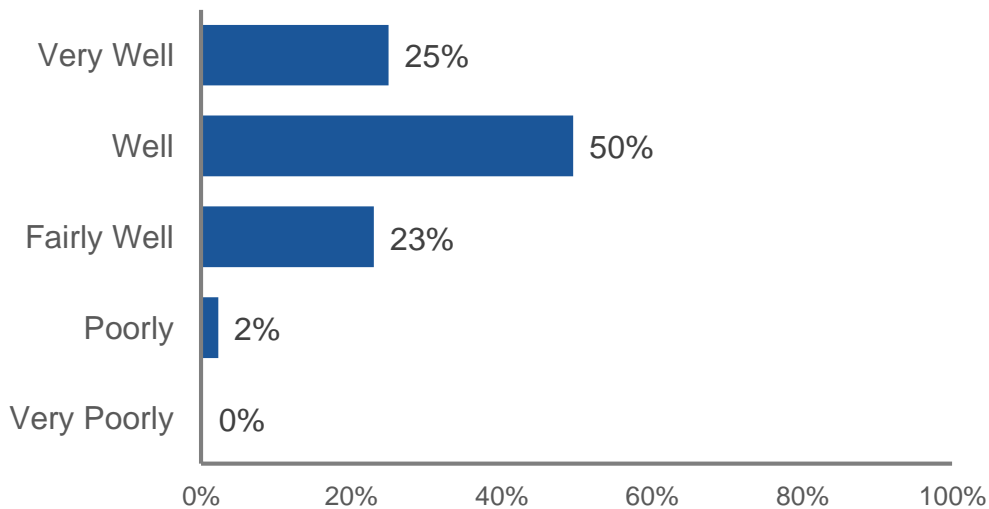


Q. Have you used the following service or facility in the last 12 months? total n=829, excludes 8 no response.  
Q. What importance do you place on the service or facility? total n=819, excludes 17 no response.  
Q. How well does the City deliver the service or facility? total n=789, excludes 47 not applicable, don't use and no response.  
Base: All respondents.  
Notes: results may not sum to 100% due to rounding.

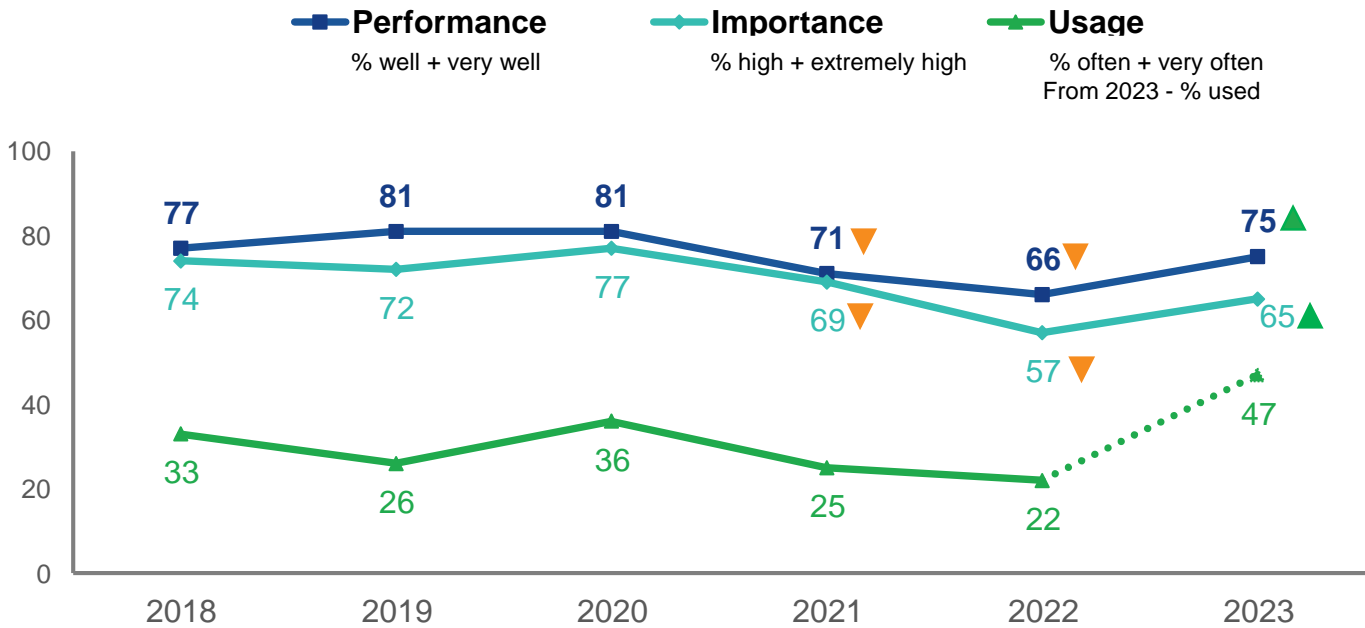
# Playing fields

## Performance ratings

% of respondents



## Year on year trends



Playing fields were part of the sport and recreation centres measure up to (and including) 2020.

Q. Have you used the following service or facility in the last 12 months? total n=825, excludes 11 no response.

Q. What importance do you place on the service or facility? total n=787, excludes 49 no response.

Q. How well does the City deliver the service or facility? total n=595, excludes 241 not applicable, don't use and no response.

Base: All respondents.

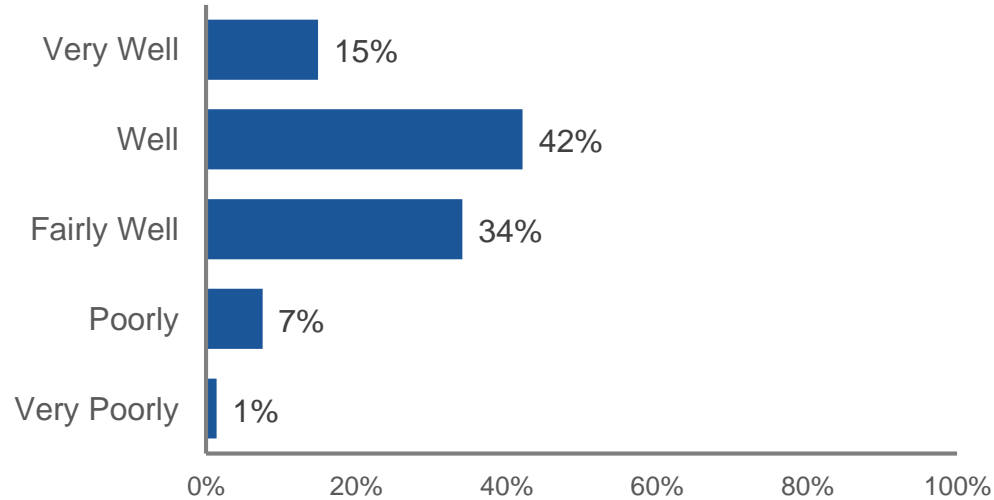
Note: results may not exactly add up to the combined score due to rounding.



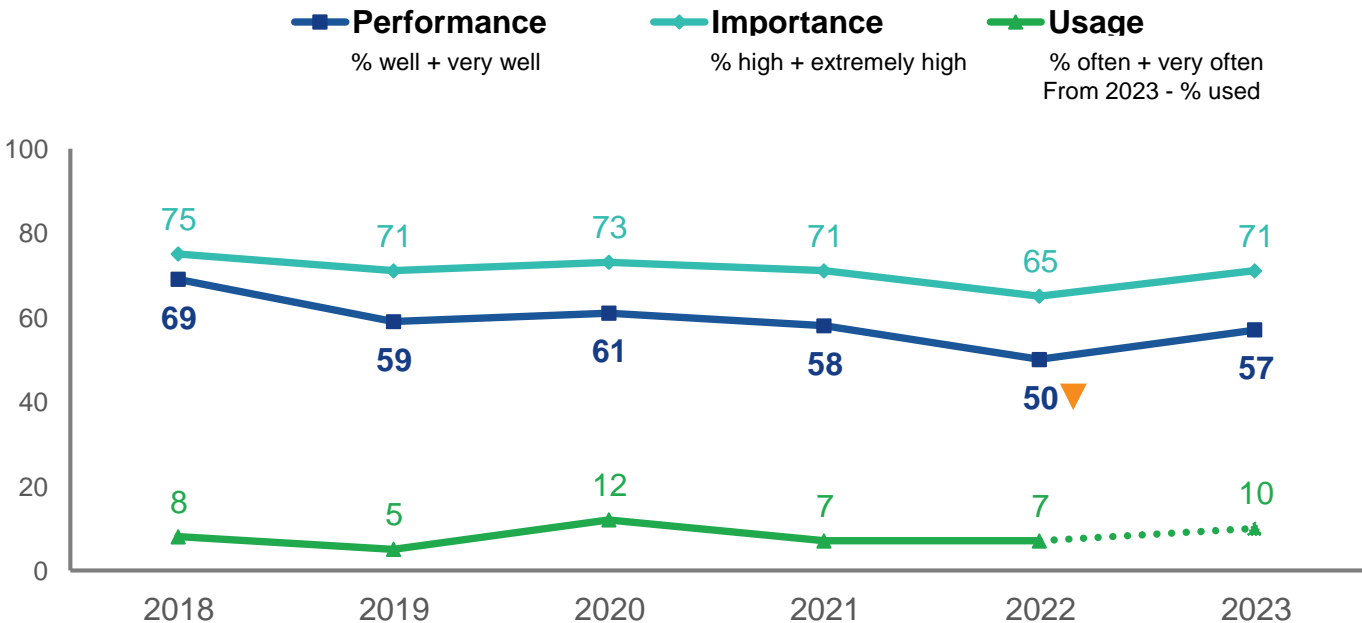
# Provision for people with a disability

## Performance ratings

% of respondents



## Year on year trends

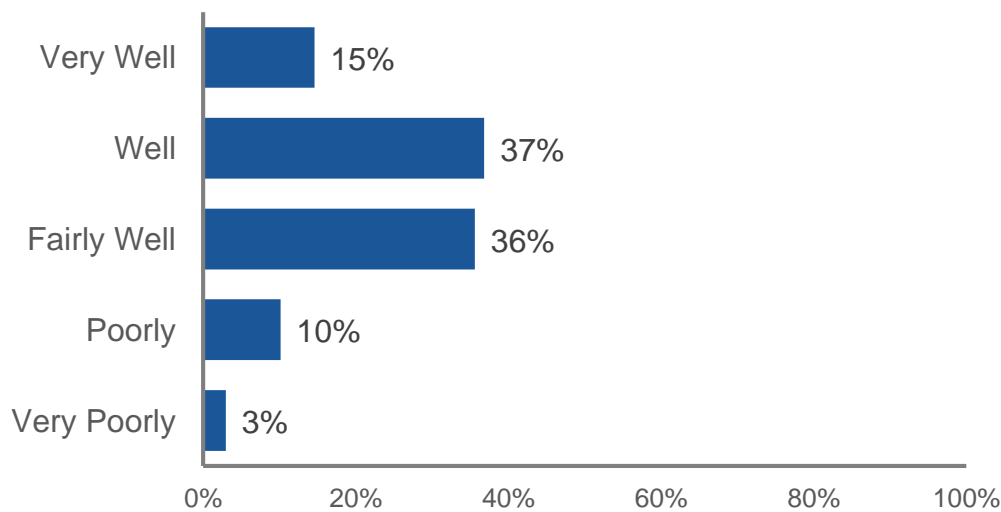


Q. Have you used the following service or facility in the last 12 months? total n=822, excludes 14 no response.  
Q. What importance do you place on the service or facility? total n=775, excludes 61 no response.  
Q. How well does the City deliver the service or facility? total n=426, excludes 410 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

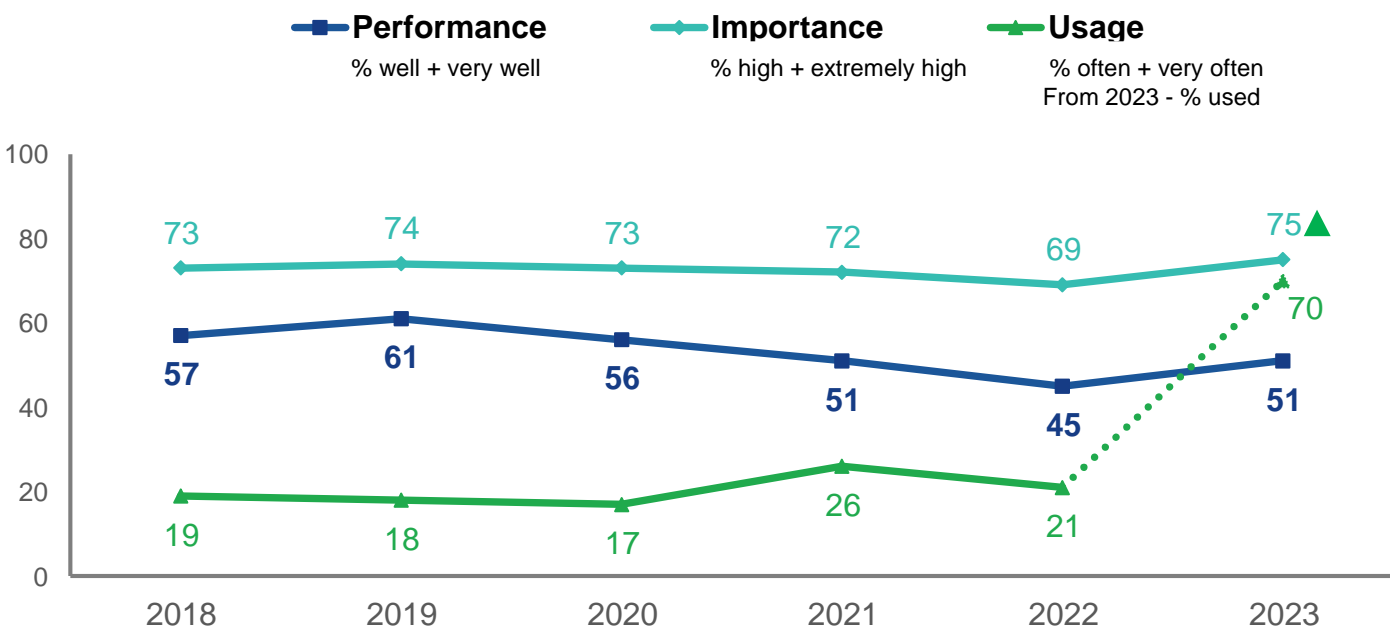
# Public toilets

## Performance ratings

% of respondents



## Year on year trends

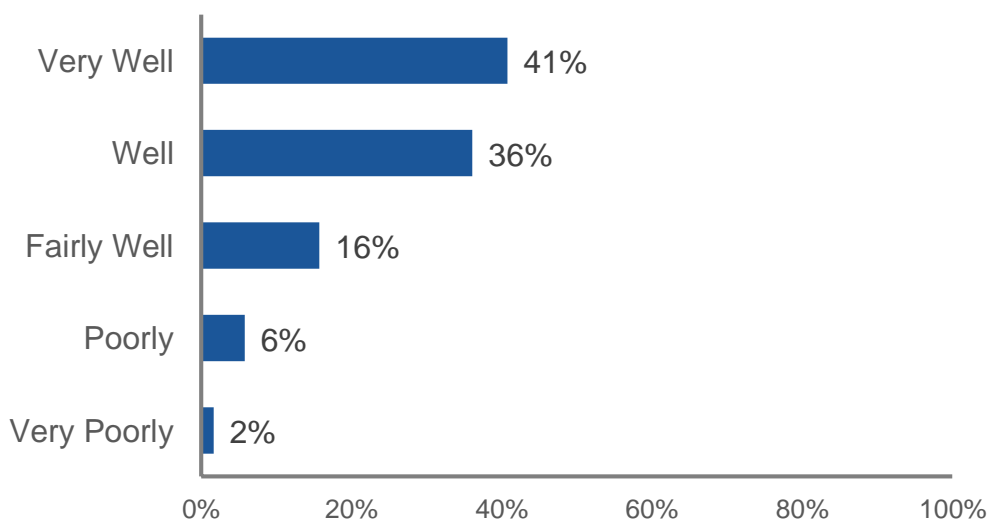


Q. Have you used the following service or facility in the last 12 months? total n=826, excludes 10 no response.  
Q. What importance do you place on the service or facility? total n=803, excludes 33 no response.  
Q. How well does the City deliver the service or facility? total n=713, excludes 123 not applicable, don't use and no response.  
Base: All respondents.

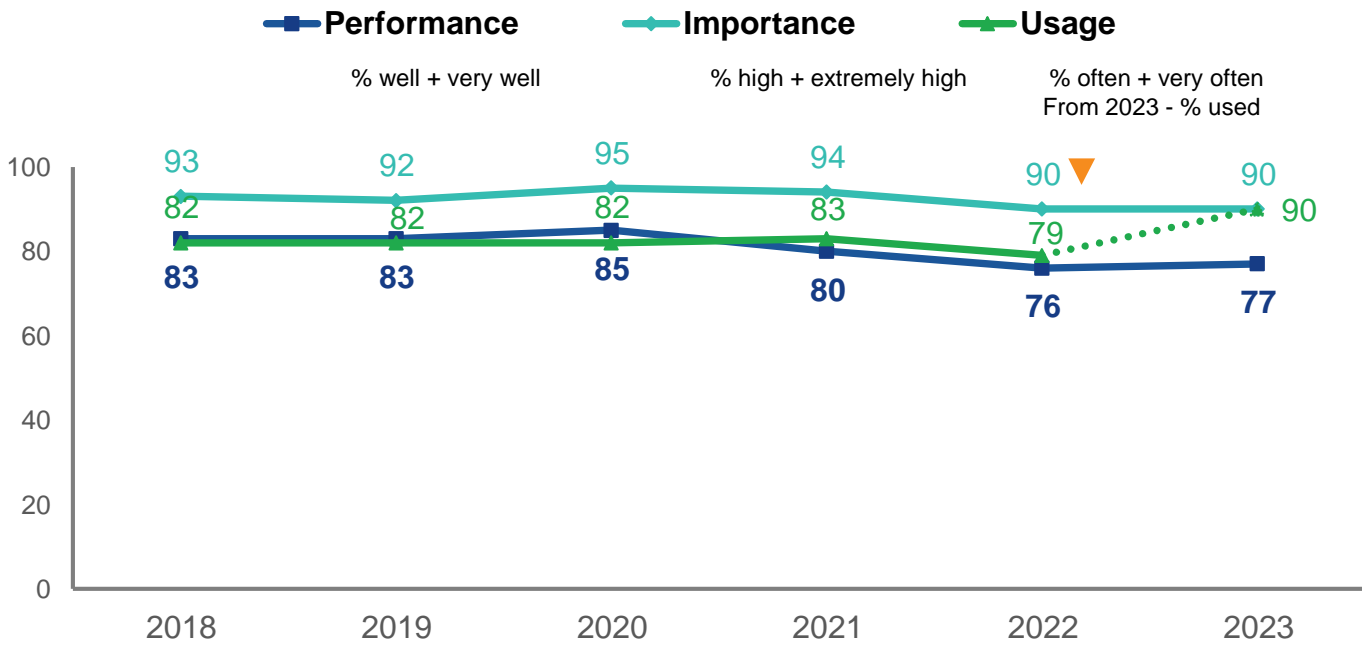
# Rubbish collection and recycling

## Performance ratings

% of respondents



## Year on year trends

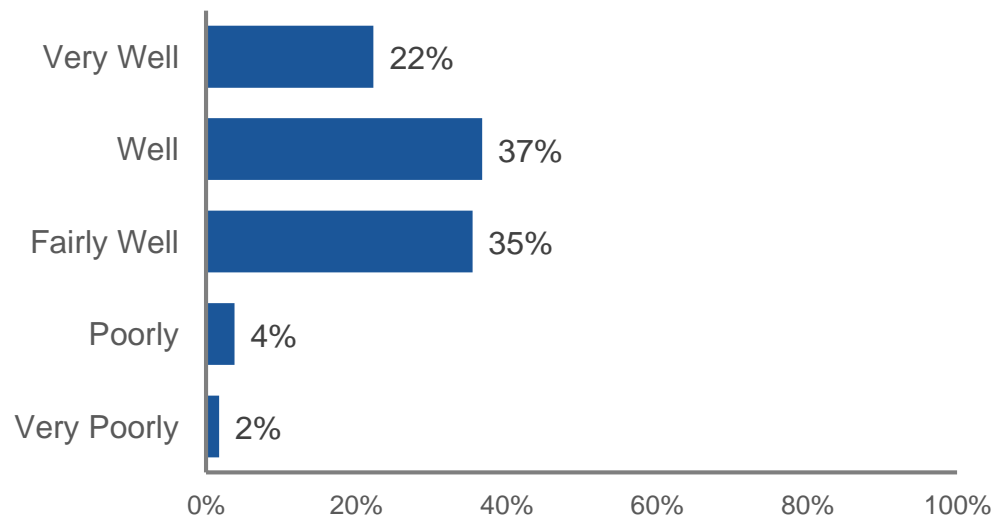


Q. Have you used the following service or facility in the last 12 months? total n=826, excludes 10 no response.  
Q. What importance do you place on the service or facility? total n=819, excludes 17 no response.  
Q. How well does the City deliver the service or facility? total n=788, excludes 48 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

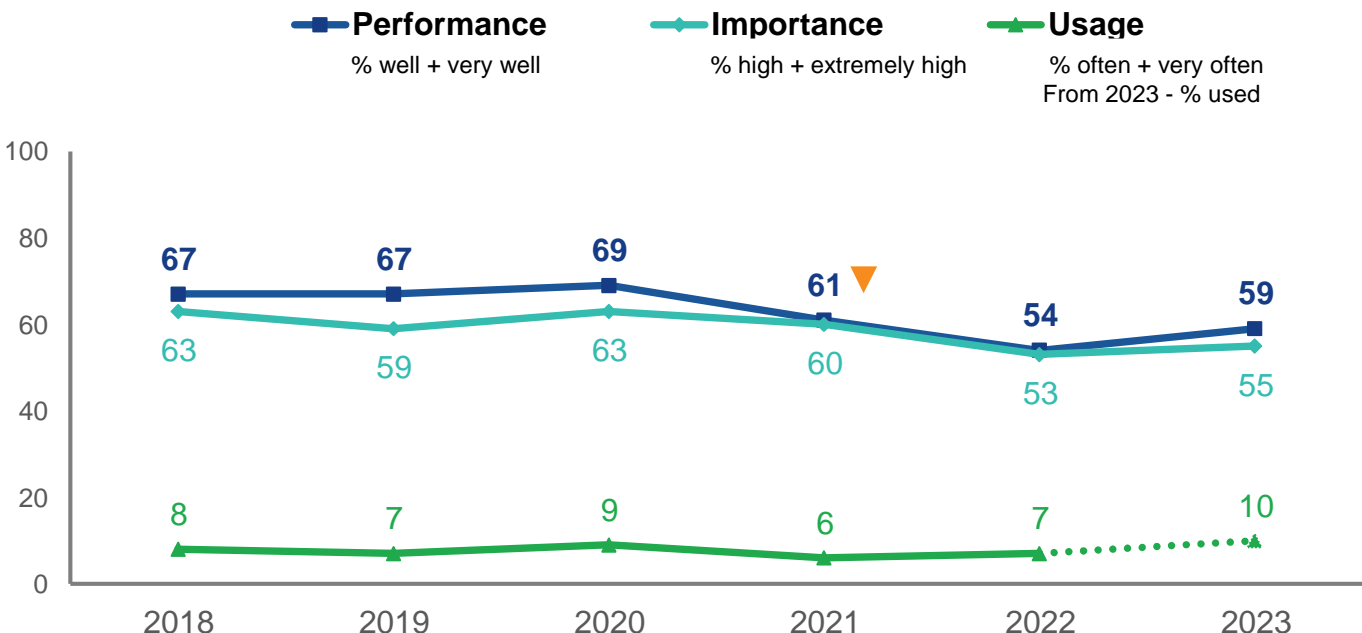
# Seniors' programs

## Performance ratings

% of respondents



## Year on year trends



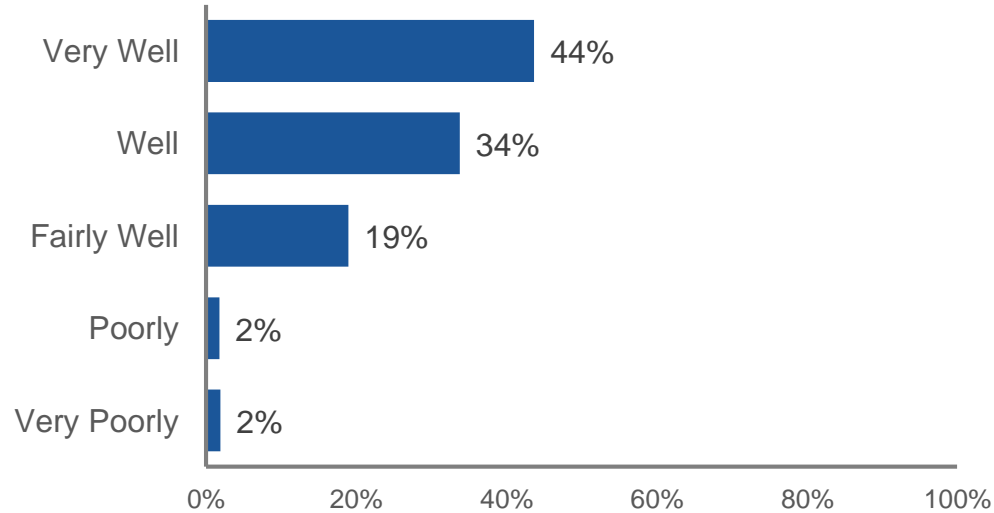
Q. Have you used the following service or facility in the last 12 months? total n=829, excludes 7 no response.  
Q. What importance do you place on the service or facility? total n=777, excludes 59 no response.  
Q. How well does the City deliver the service or facility? total n=377, excludes 459 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# Seniors' programs – residents aged 65+ years

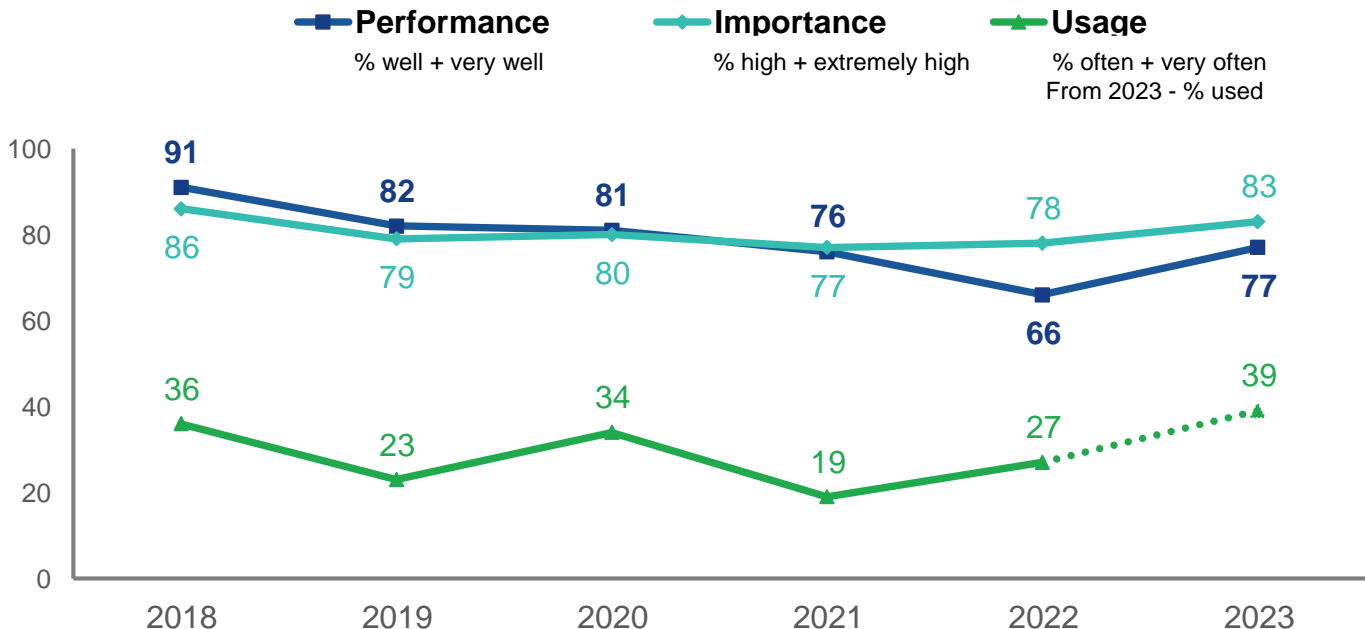
## Performance ratings

% of respondents

### Residents aged 65+



## Year on year trends (Residents aged 65+)

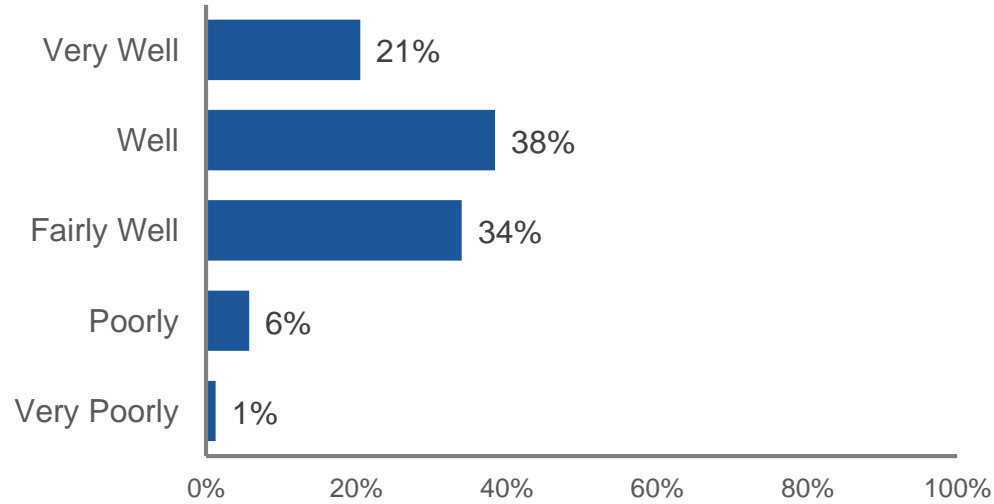


Q. Have you used the following service or facility in the last 12 months? total n=212, excludes 4 no response.  
Q. What importance do you place on the service or facility? total n=190.  
Q. How well does the City deliver the service or facility? total n=144, excludes 72 not applicable, don't use and no response.  
Base: Residents aged 65+.  
Note: results may not exactly add up to the combined score due to rounding.

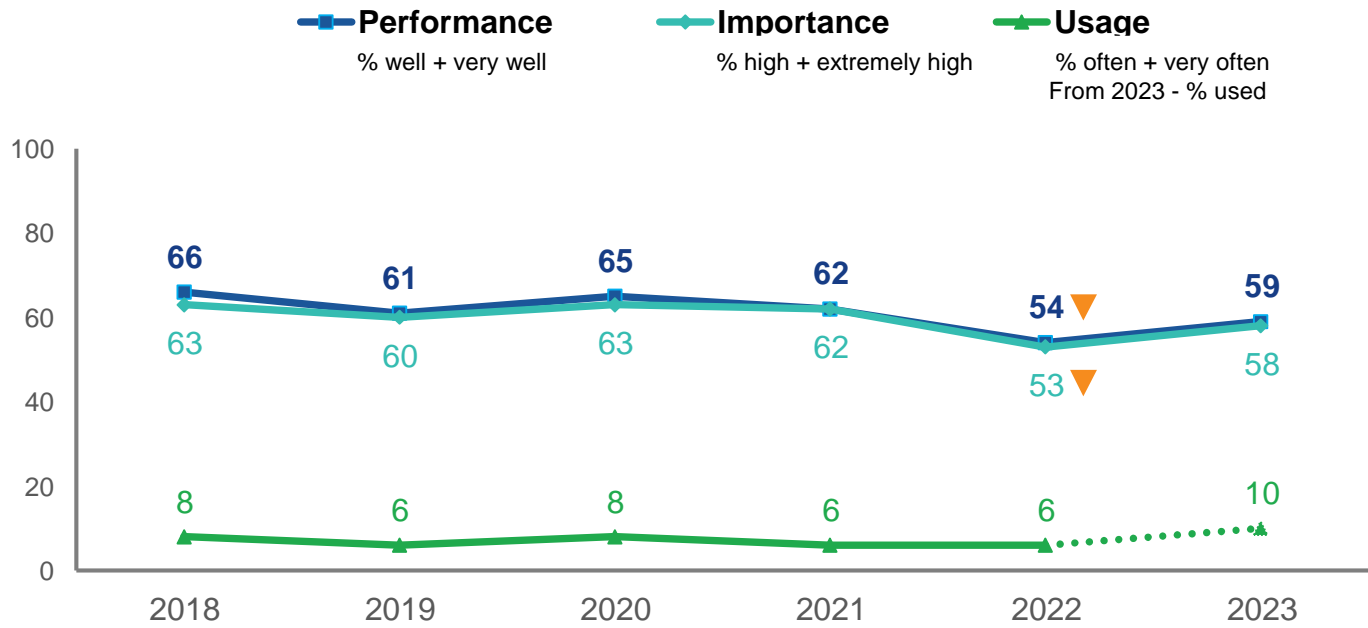
# Seniors' facilities

## Performance ratings

% of respondents



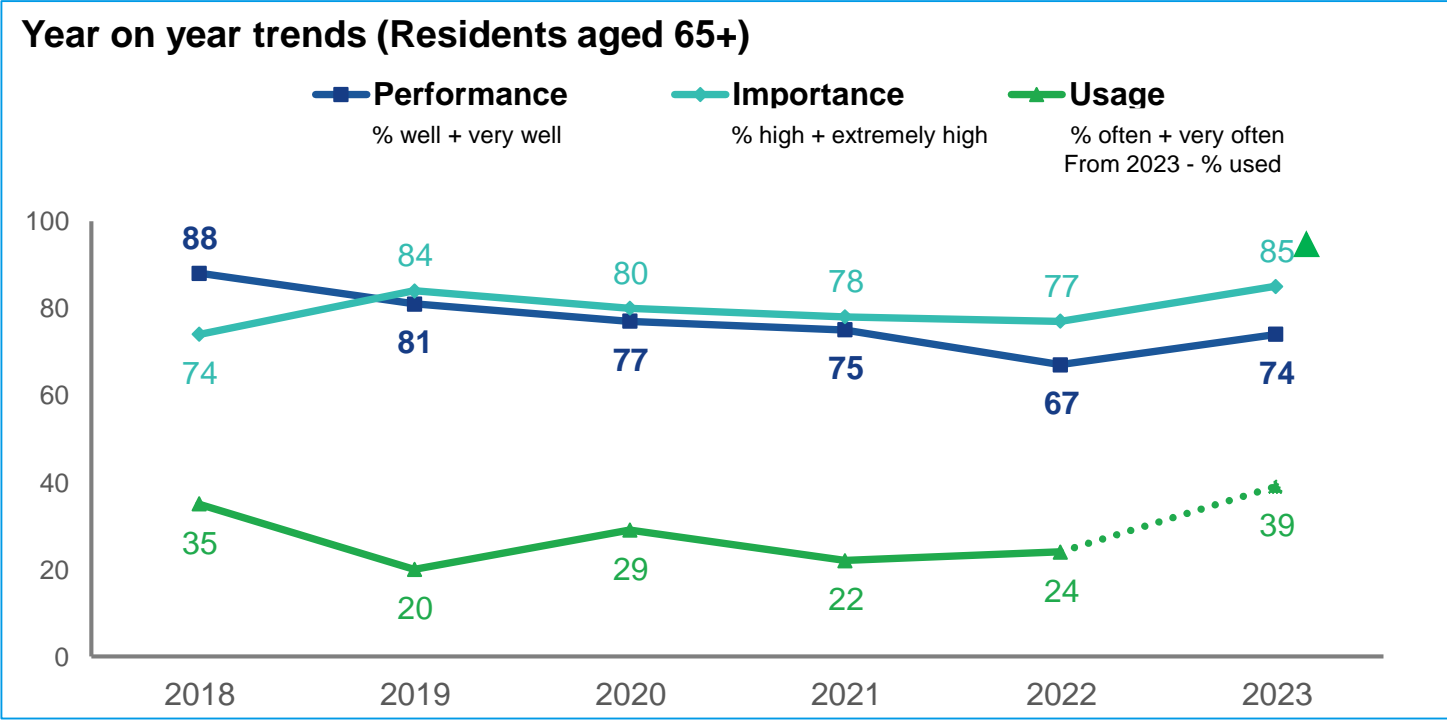
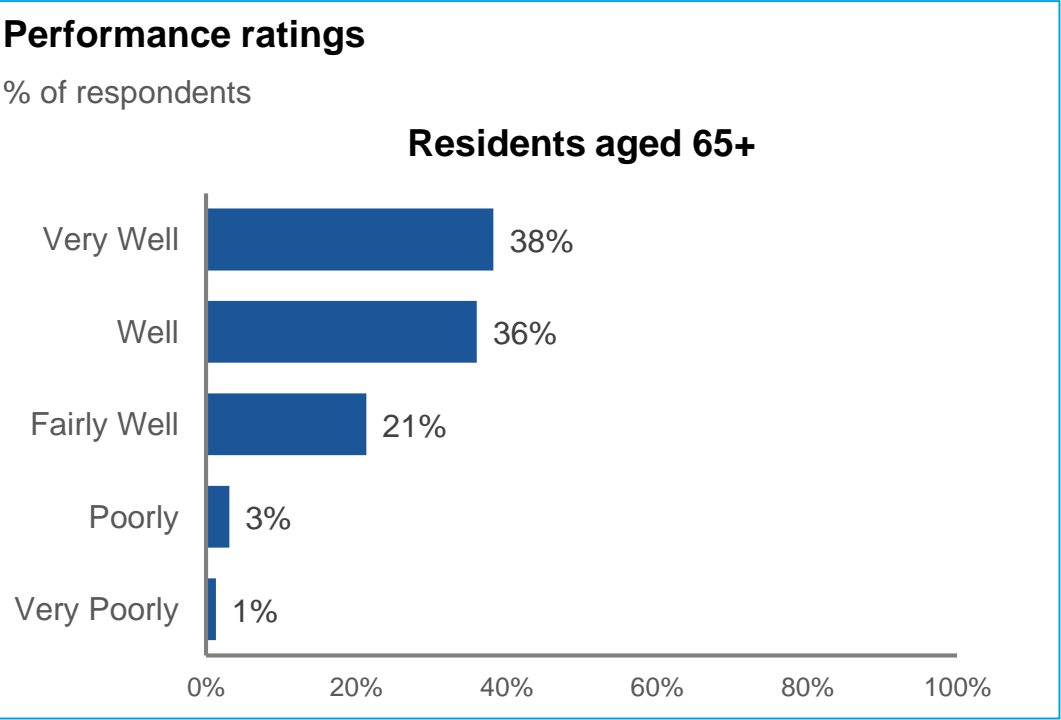
## Year on year trends



Q. Have you used the following service or facility in the last 12 months? total n=826, excludes 10 no response.  
Q. What importance do you place on the service or facility? total n=773, excludes 63 no response.  
Q. How well does the City deliver the service or facility? total n=365, excludes 471 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the co20ined score due to rounding.



# Seniors' facilities – residents aged 65+ years

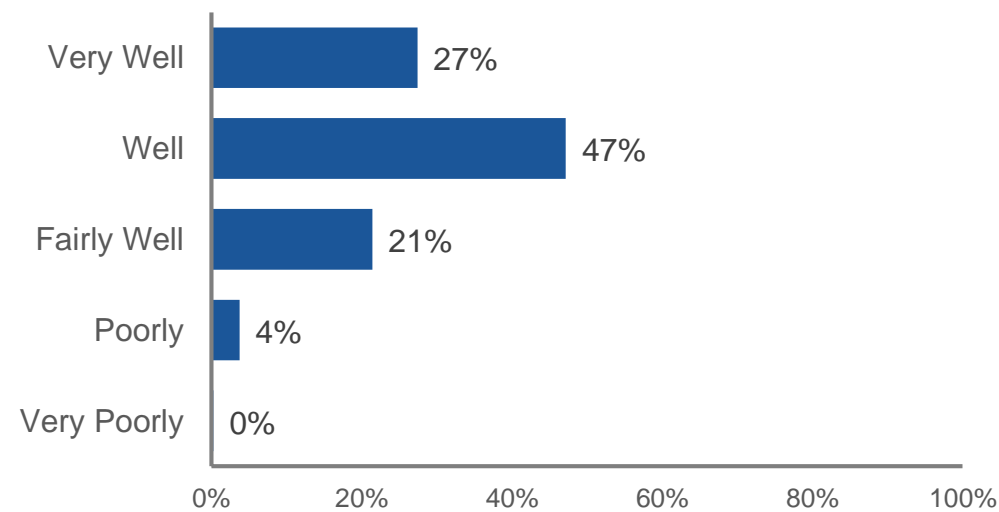


Q. Have you used the following service or facility in the last 12 months? total n=209, excludes 7 no response.  
Q. What importance do you place on the service or facility? total n=186, excludes 30 no response.  
Q. How well does the City deliver the service or facility? total n=142, excludes 74 not applicable, don't use and no response.  
Base: Residents aged 65+.  
Note: results may not exactly add up to the combined score due to rounding.

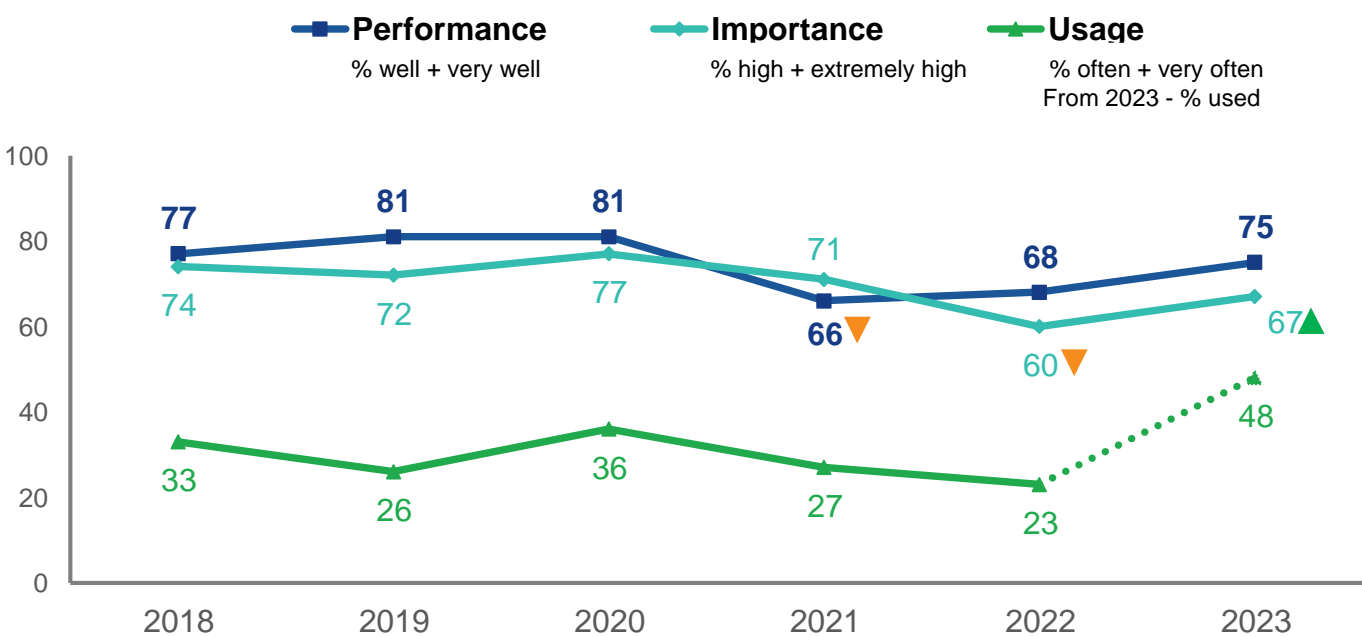
# Sport and recreation centres

## Performance ratings

% of respondents



## Year on year trends



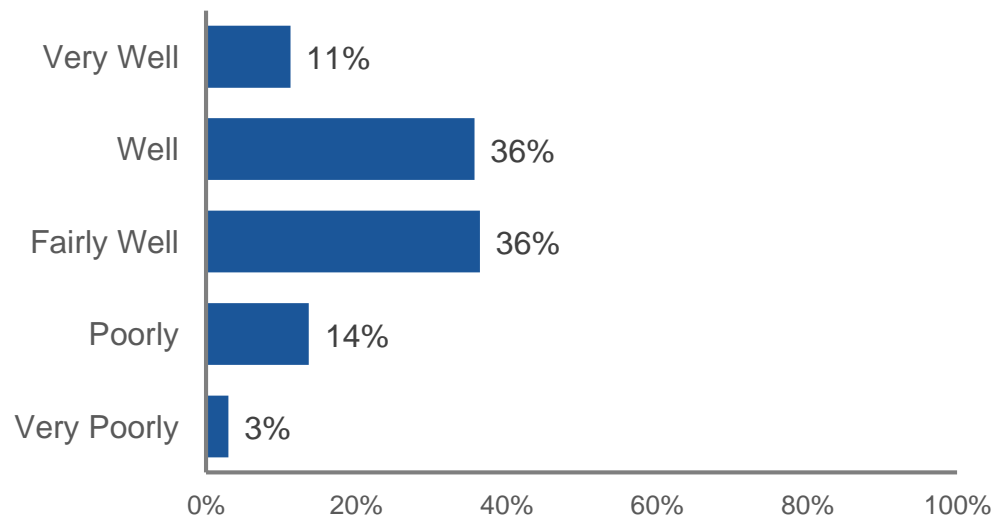
Playing fields were included in this measure up to (and including) 2020.

Q. Have you used the following service or facility in the last 12 months? total n=824, excludes 12 no response.  
Q. What importance do you place on the service or facility? total n=792, excludes 44 no response.  
Q. How well does the City deliver the service or facility? total n=583, excludes 243 not applicable, don't use and no response.  
Base: All respondents.  
Notes: results may not sum to 100% due to rounding.

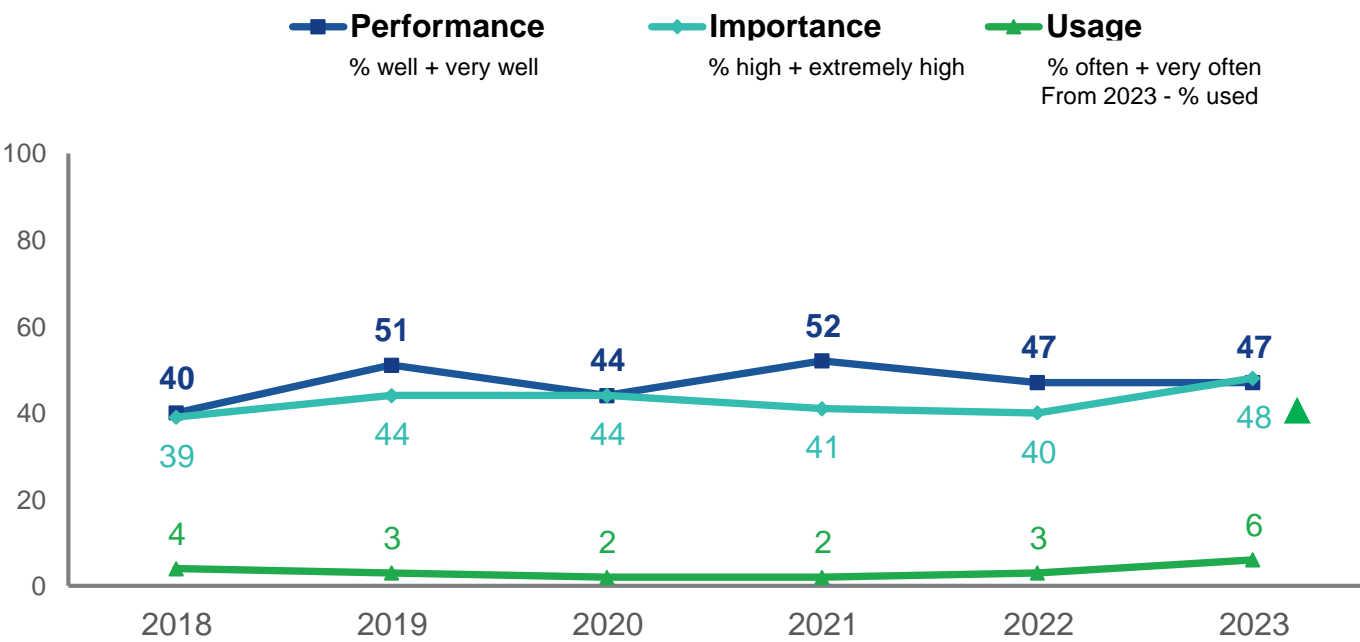
# Town planning approvals

## Performance ratings

% of respondents



## Year on year trends



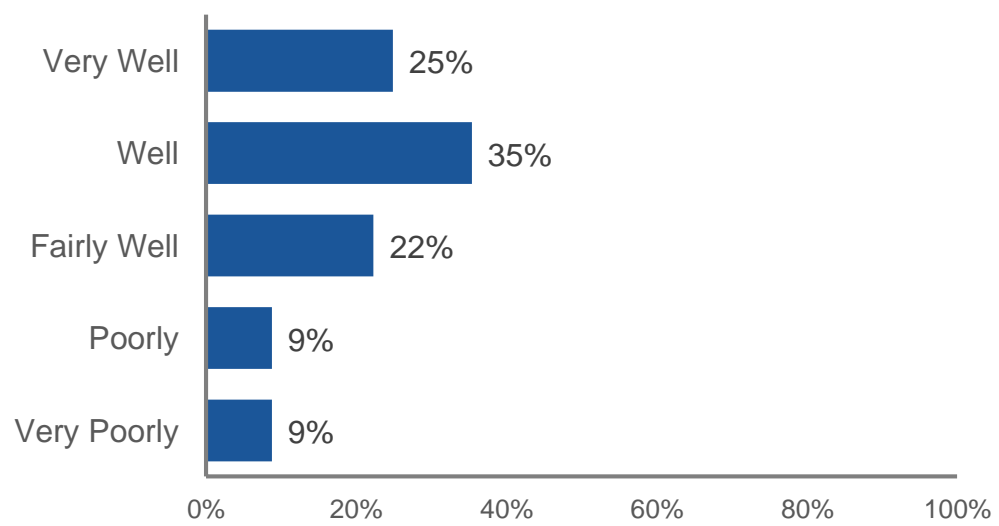
Q. Have you used the following service or facility in the last 12 months? total n=823, excludes 13 no response.  
Q. What importance do you place on the service or facility? total n=759, excludes 77 no response.  
Q. How well does the City deliver the service or facility? total n=303, excludes 533 not applicable, don't use and no response.  
Base: All respondents. Note: results may not exactly add up to the combined score due to rounding.

# Town planning approvals – service users

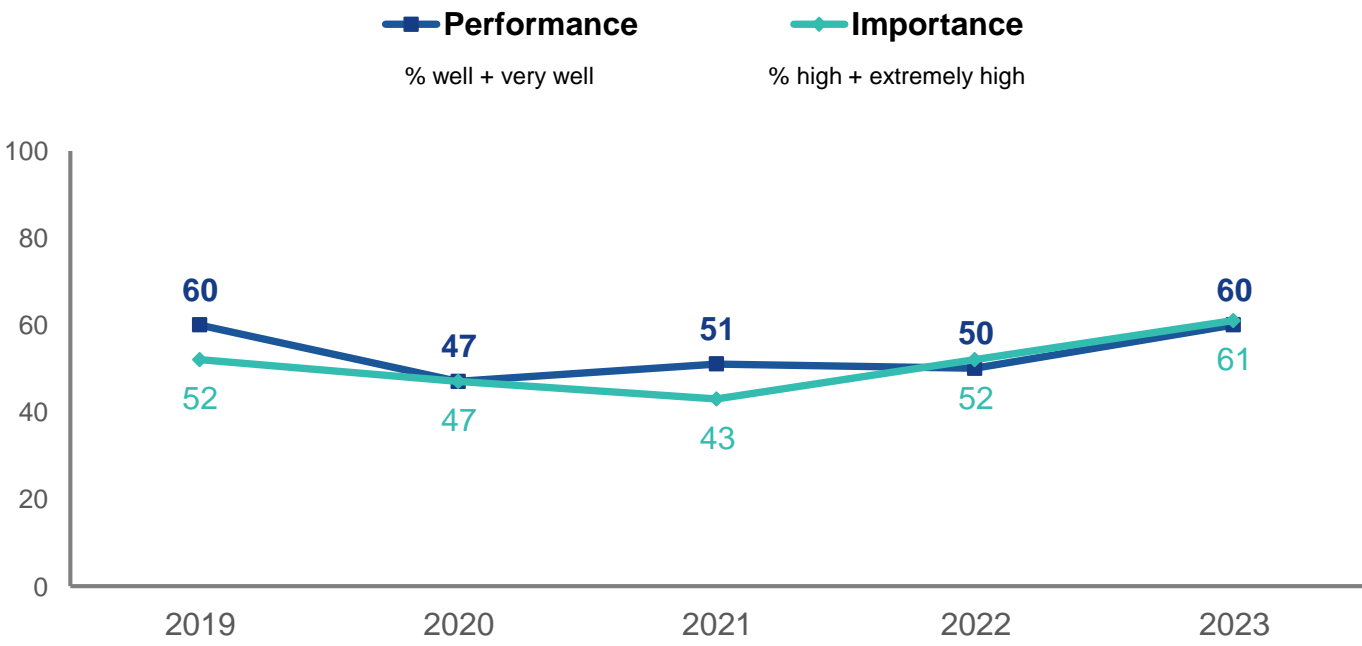
## Performance ratings

% of respondents

### Users of town planning approvals



## Year on year trends – Users of town planning approvals



Q. Have you used the following service or facility in the last 12 months? total n=54.

Q. What importance do you place on the service or facility? total n=54, excludes 0 no response.

Q. How well does the City deliver the service or facility? total n=48, excludes 6 not applicable, don't use and no response.

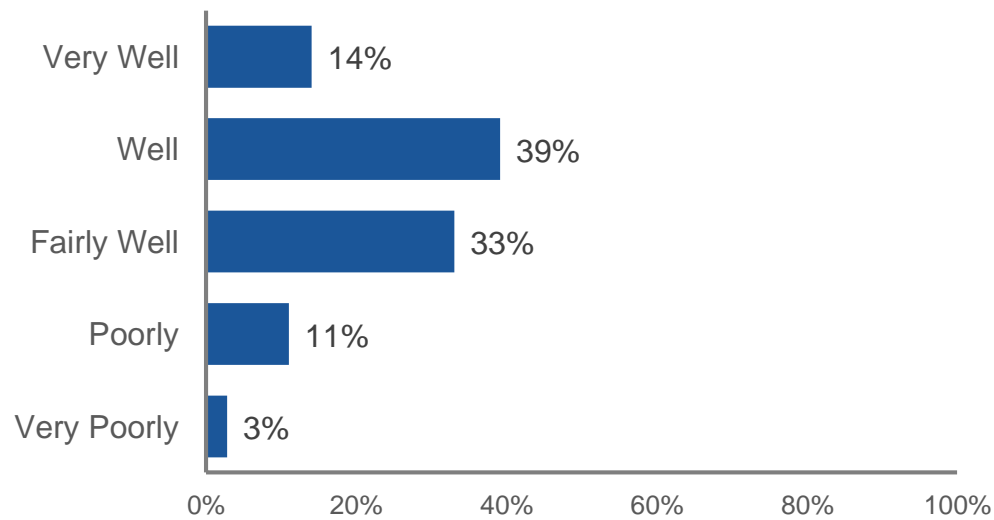
Base: Have used Town Planning Services in the last 12 months. Note: because the base for this slide is "users", the data series for "use" has been removed from the chart.

Note: results may not exactly add up to the combined score due to rounding.

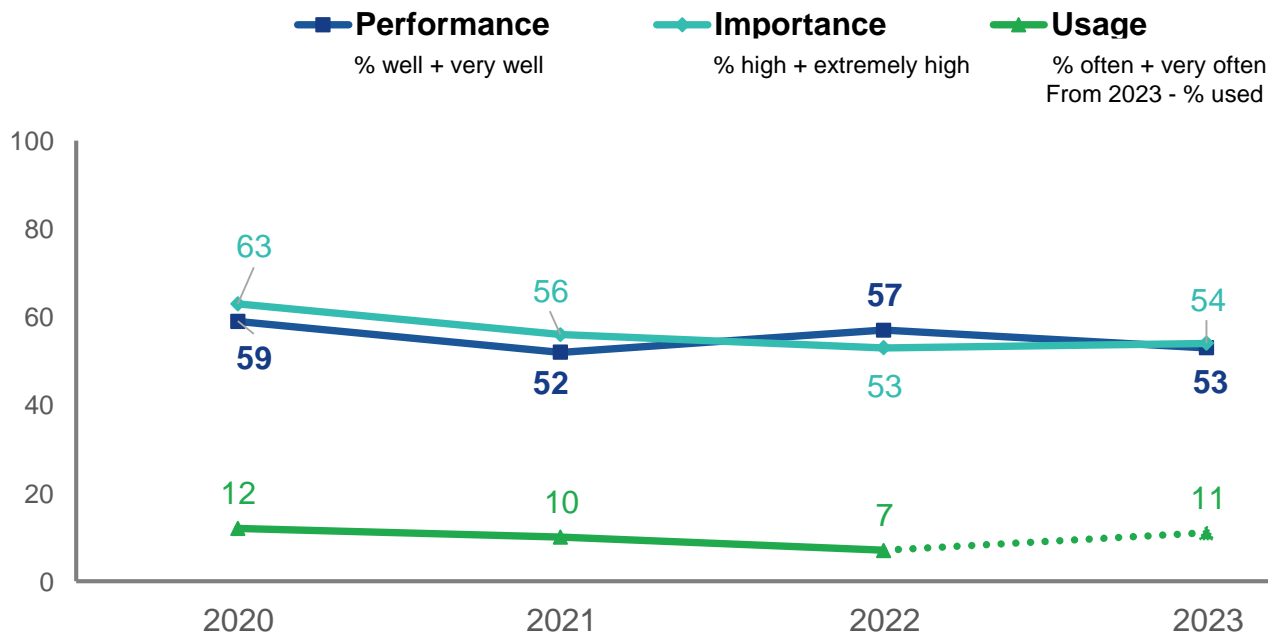
# Tourism promotion

## Performance ratings

% of respondents

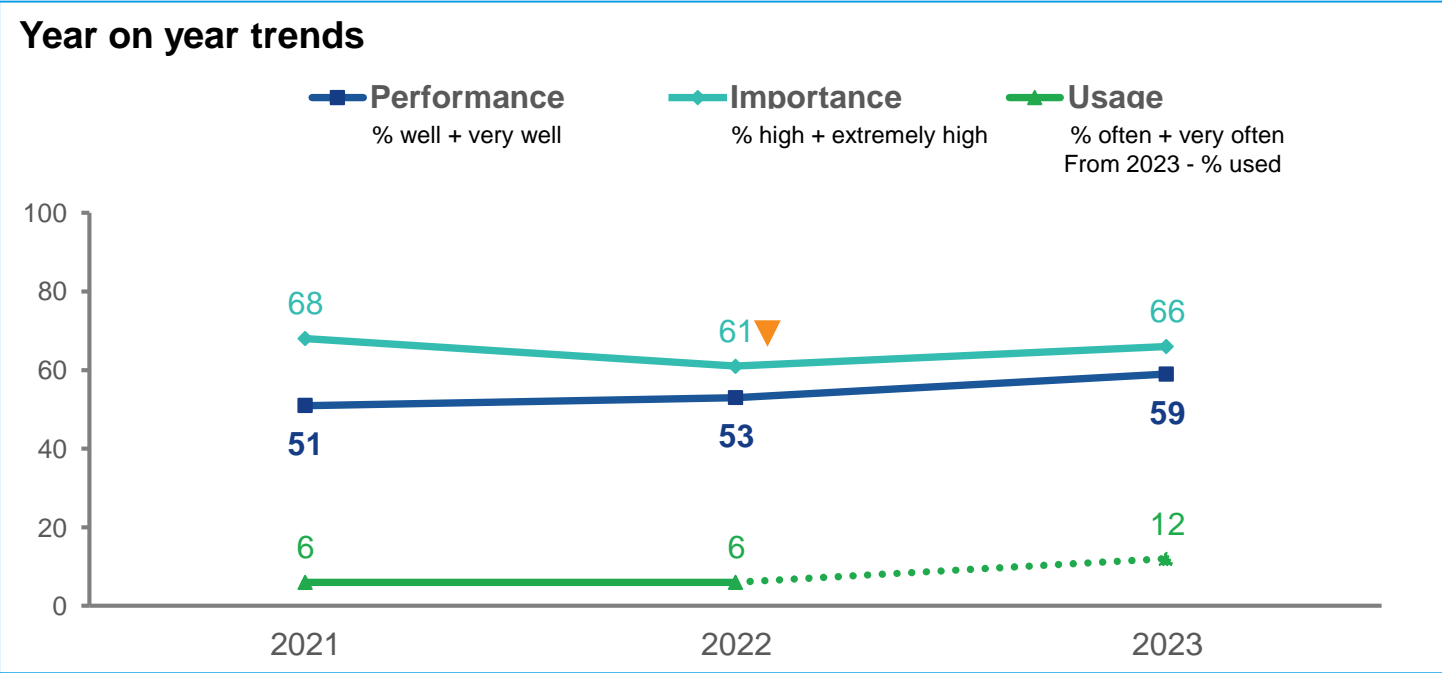
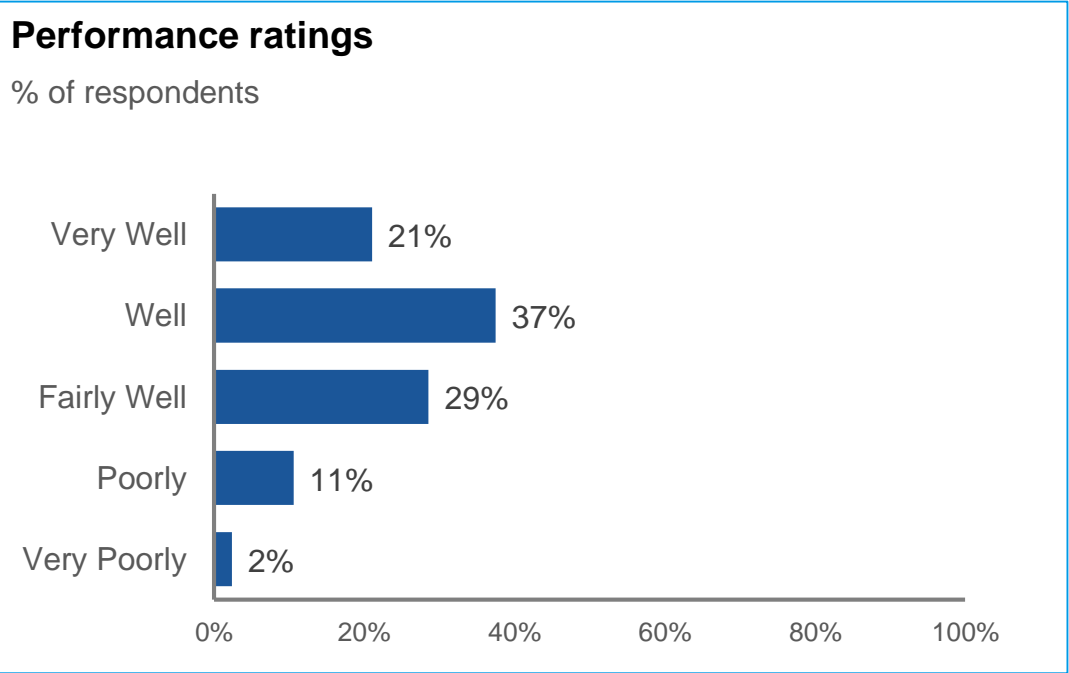


## Year on year trends



Q. Have you used the following service or facility in the last 12 months? total n=821, excludes 15 no response.  
Q. What importance do you place on the service or facility? total n=770, excludes 66 no response.  
Q. How well does the City deliver the service or facility? total n=486, excludes 350 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# SmartWatch (community patrol)



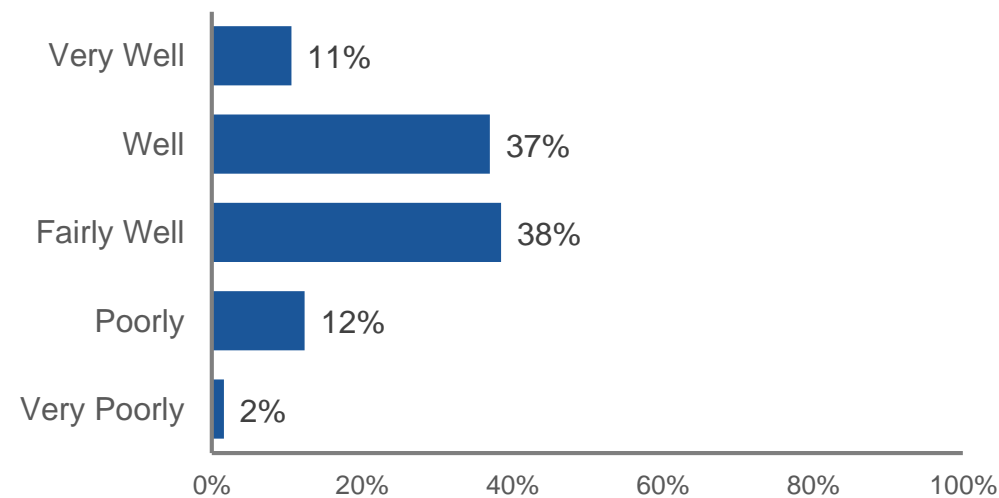
Q. Have you used the following service or facility in the last 12 months? total n=818, excludes 18 no response.  
Q. What importance do you place on the service or facility? total n=773, excludes 63 no response.  
Q. How well does the City deliver the service or facility? total n=482, excludes 354 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.



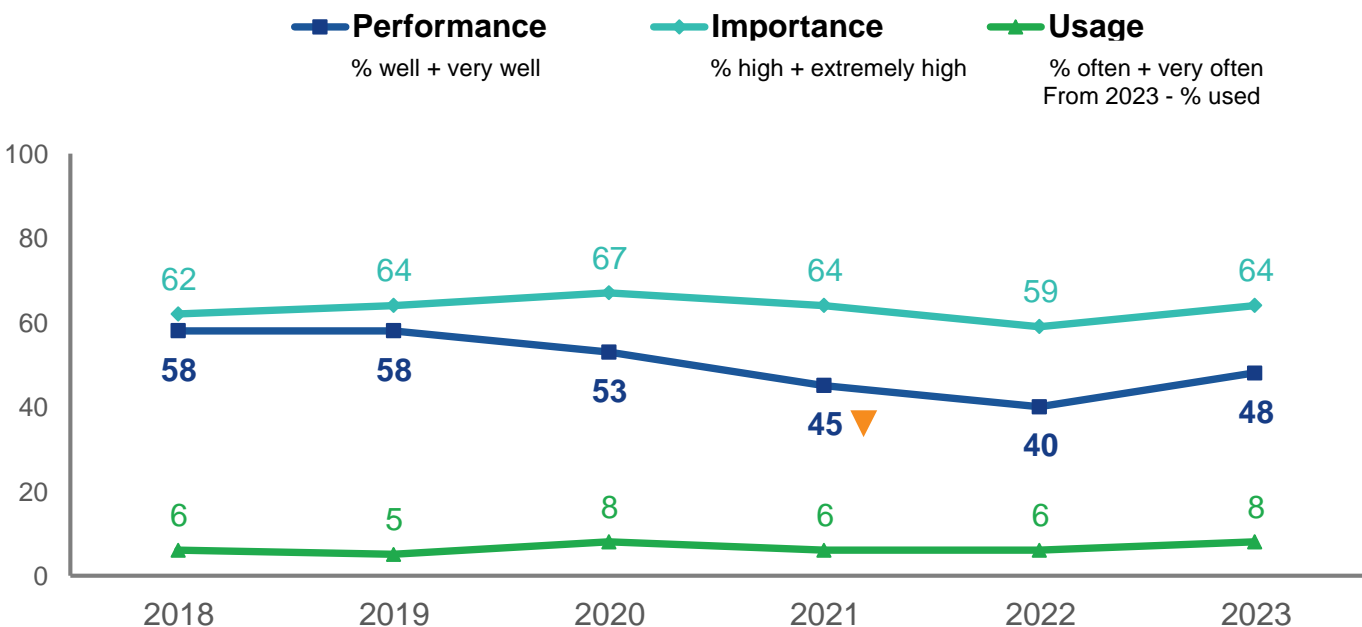
# Youth facilities

## Performance ratings

% of respondents



## Year on year trends



Youth facilities were part of the youth programs and facilities measure up to (and including) 2020.

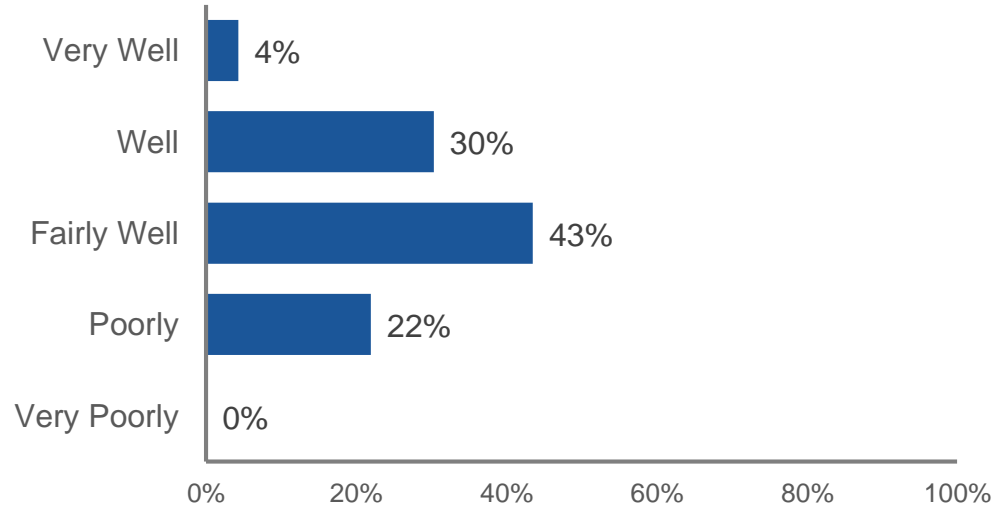
Q. Have you used the following service or facility in the last 12 months? total n=821, excludes 15 no response.  
Q. What importance do you place on the service or facility? total n=761, excludes 75 no response.  
Q. How well does the City deliver the service or facility? total n=325, excludes 511 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# Youth facilities – residents under 35

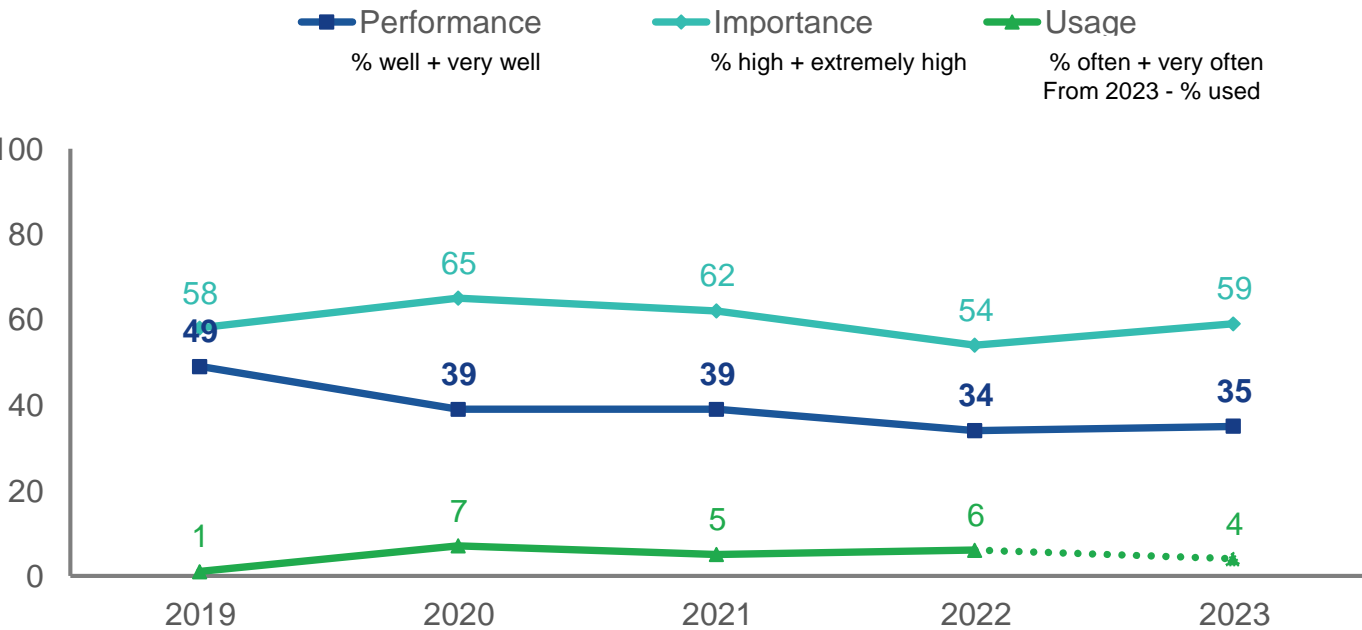
## Performance ratings

% of respondents

### Residents aged under 35 years



## Year on year trends (Residents aged under 35 years)



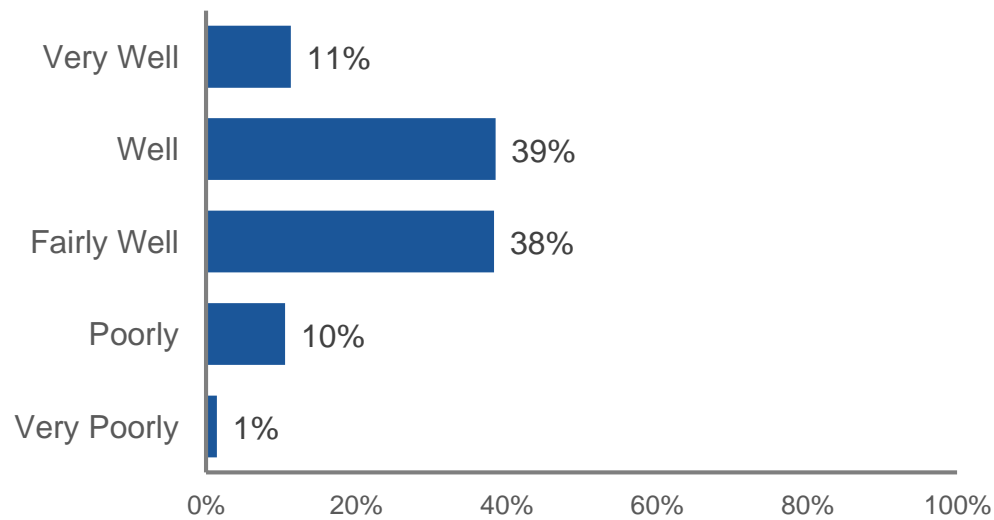
Youth facilities were part of the youth programs and facilities measure up to (and including) 2020.

Q. Have you used the following service or facility in the last 12 months? total n=88, excludes 0 no response.  
Q. What importance do you place on the service or facility? total n=84, excludes 4 no response.  
Q. How well does the City deliver the service or facility? total n=26, excludes 62 not applicable, don't use and no response.  
Base: Residents aged under 35 years.  
Note: results may not exactly add up to the combined score due to rounding.

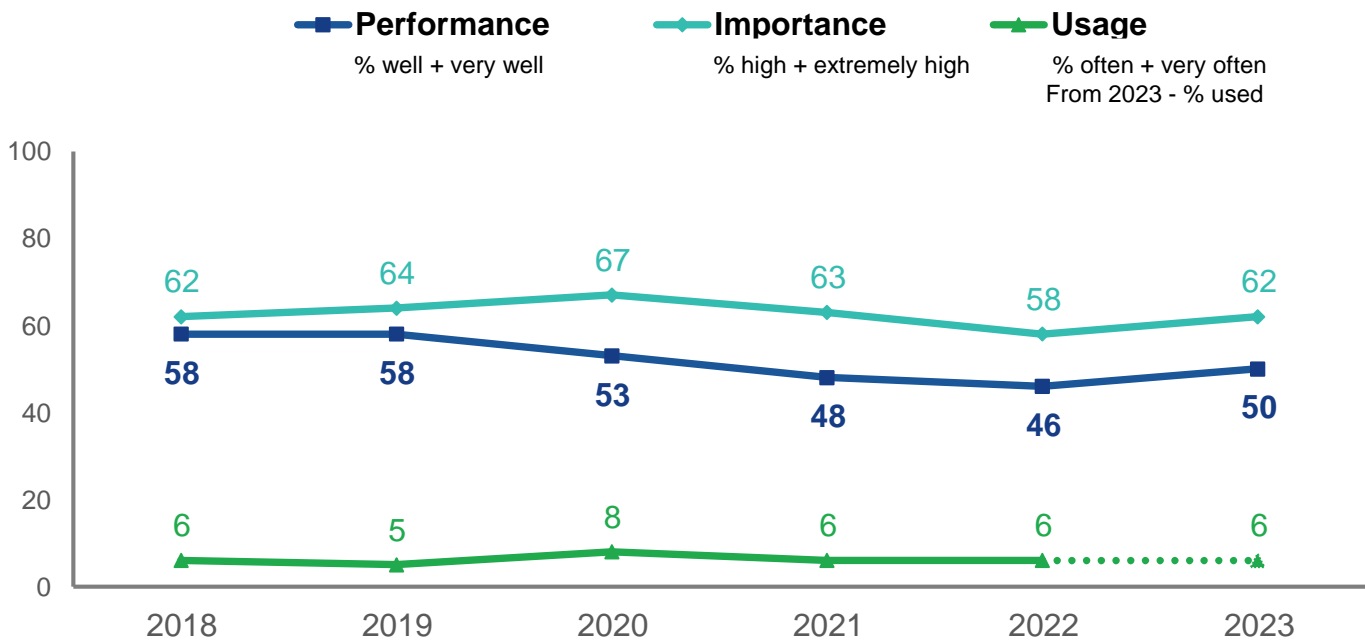
# Youth programs

## Performance ratings

% of respondents



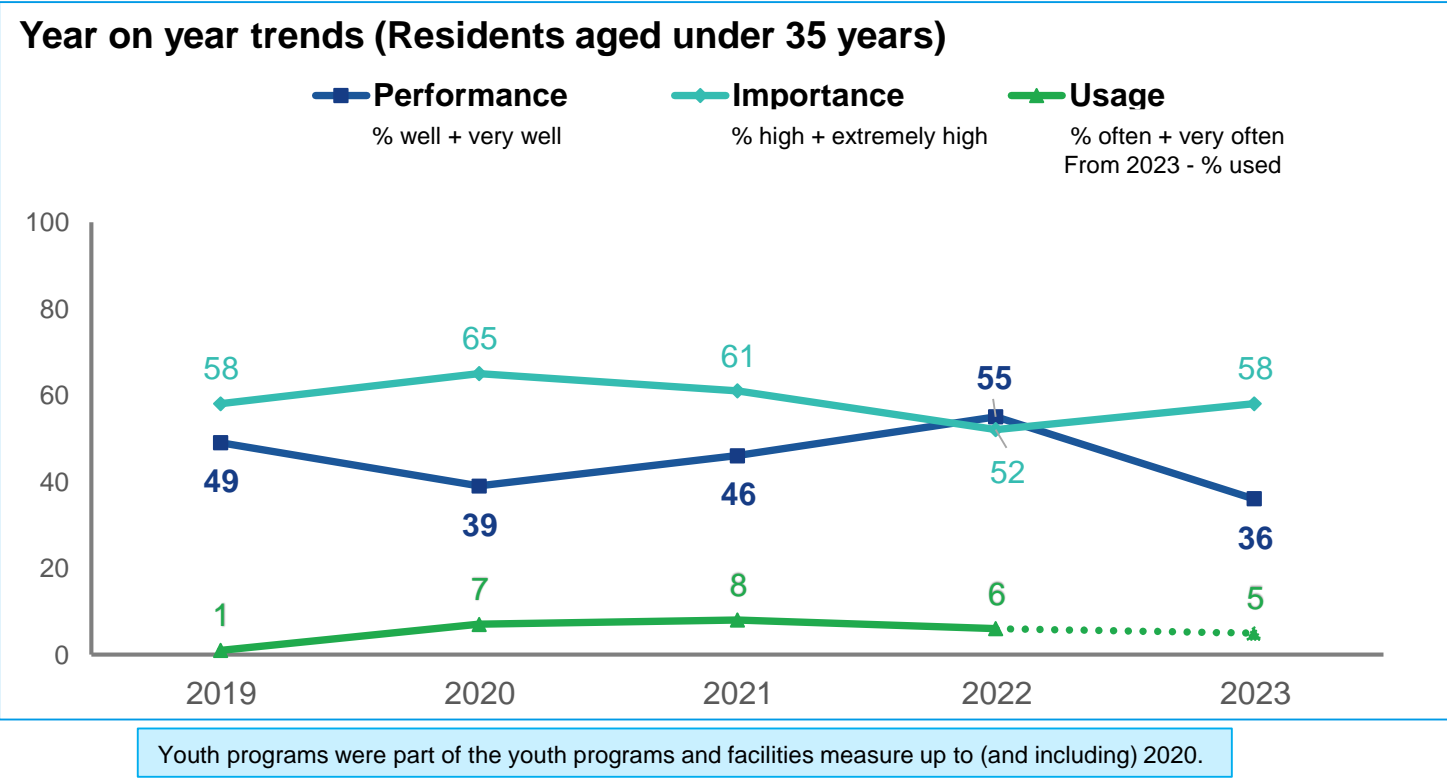
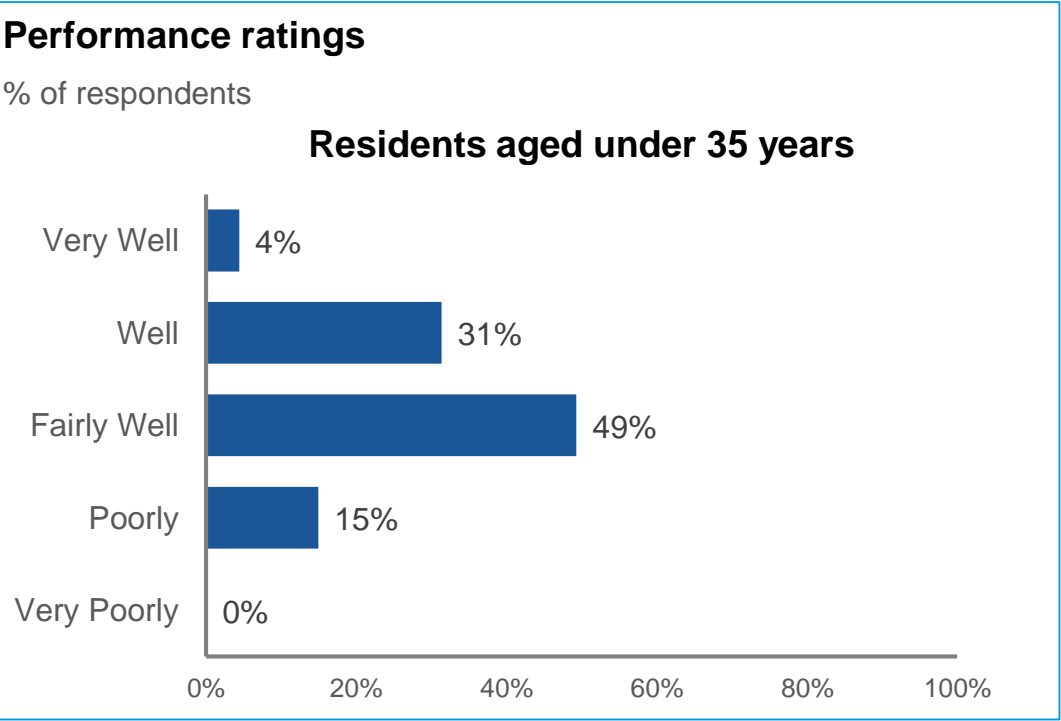
## Year on year trends



Youth programs were part of the youth programs and facilities measure up to (and including) 2020.

Q. Have you used the following service or facility in the last 12 months? total n=823, excludes 13 no response.  
Q. What importance do you place on the service or facility? total n=762, excludes 74 no response.  
Q. How well does the City deliver the service or facility? total n=321, excludes 515 not applicable, don't use and no response.  
Base: All respondents.  
Note: results may not exactly add up to the combined score due to rounding.

# Youth programs – residents aged under 35



Q. Have you used the following service or facility in the last 12 months? total n=88, excludes 0 no response.  
Q. What importance do you place on the service or facility? total n=84, excludes 4 no response.  
Q. How well does the City deliver the service or facility? total n=25, excludes 63 not applicable, don't use and no response.  
Base: Residents aged under 35 years.  
Note: results may not exactly add up to the combined score due to rounding.

# QUESTIONS?

## research|solutions

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