

City of Rockingham

Resident Perception Survey | 2024

Presented by Beth Dungey, Research Solutions

February 2025

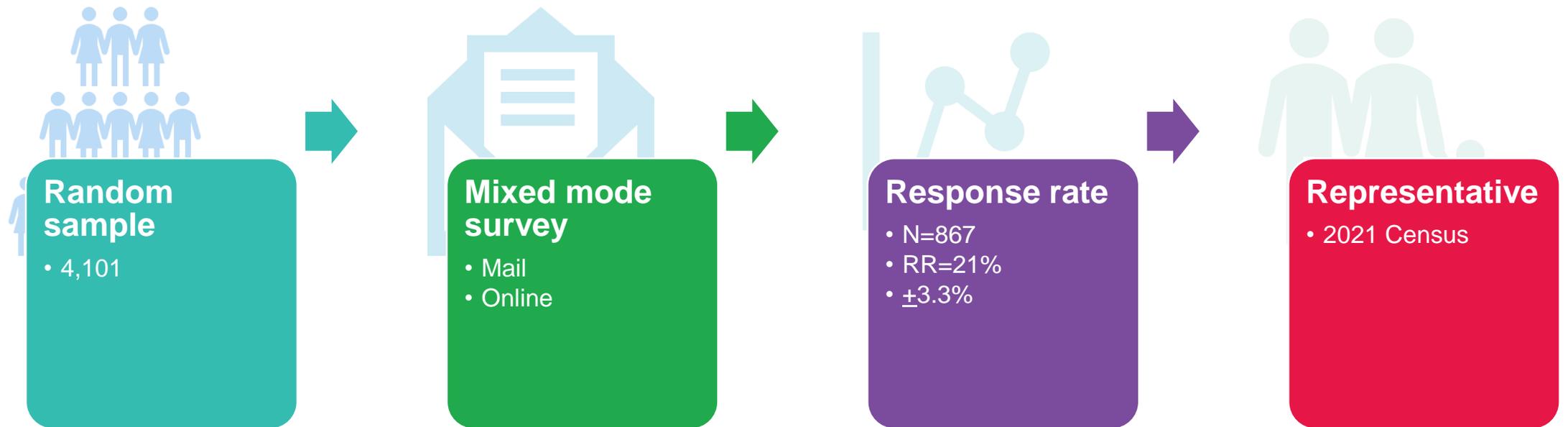


Background and objectives

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, programs, facilities and infrastructure to residents:
 - Usage
 - Importance
 - Perceived performance

Methodology



Sample Profile

Gender

% of survey participants

	Unweighted %	Weighted %
Male	52	49
Female	48	51

Age

% of survey participants

	Unweighted %	Weighted %
18-34	8	29
35-49	26	27
50-64	34	24
65+	32	20

Suburb

% of survey participants

	Unweighted %	Weighted
Baldivis	20	26
Cooloongup	4	6
Golden Bay	4	4
Hillman	1	1
Karnup	1	2
Port Kennedy	8	10
Rockingham	18	14
Safety Bay	8	5
Secret Harbour	7	9
Shoalwater	5	4
Singleton	3	3
Waikiki	10	9
Warnbro	8	8
Other	0	0

Overview



Strategic Overview

Overall Performance*

Five-year trend

	2020	2021	2022	2023	2024
NA	81%	79%	79%	79%	76%

Overall performance continues to be stable.

* Rating of 6+/10 for Q2. Overall, how would you rate the City's performance in delivering services, programs, facilities and infrastructure to residents?

Net Promoter Score



+22
Net Promoter Score

Customer Interaction



72%
Very well or well

Satisfaction with customer service continues to be stable.

Engagement

Preferred way to deal with the City



Email



Phone

Preferred information channels for City News.



Email Newsletter



Social Media



Printed Newsletter

Strengths



Rubbish collection and recycling



Libraries



Playing fields



Fire management



Parks, gardens, picnic areas and foreshores



Sport and recreation centres

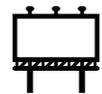


Festivals and events



Community centres and public halls

Focus Areas



Tourism promotion



Graffiti and vandalism management



Youth programs



Public toilets

Key Findings

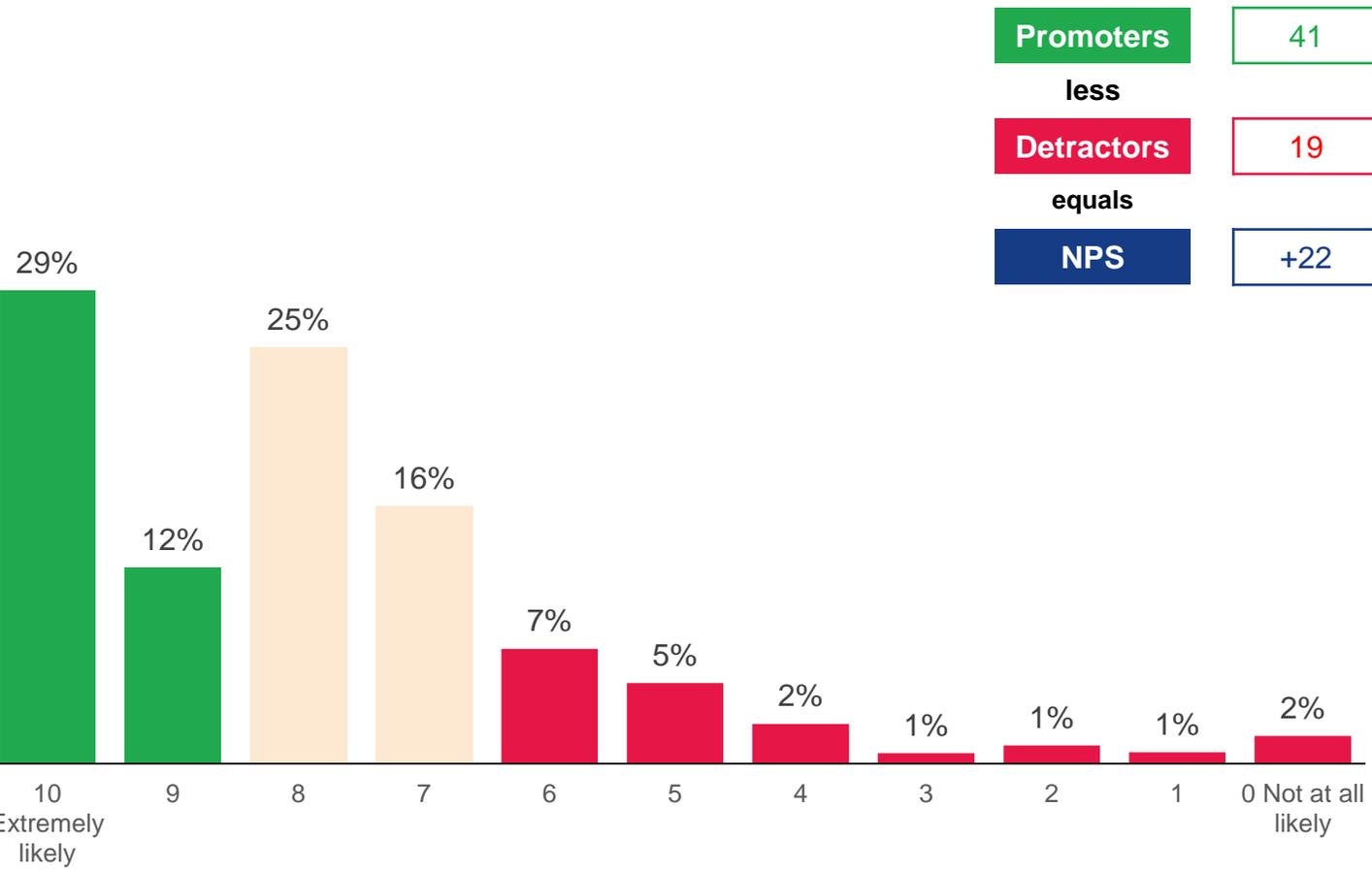


Net Promoter Score

Likelihood of recommending City of Rockingham as a place to live

Likelihood of recommending City of Rockingham

% of survey participants

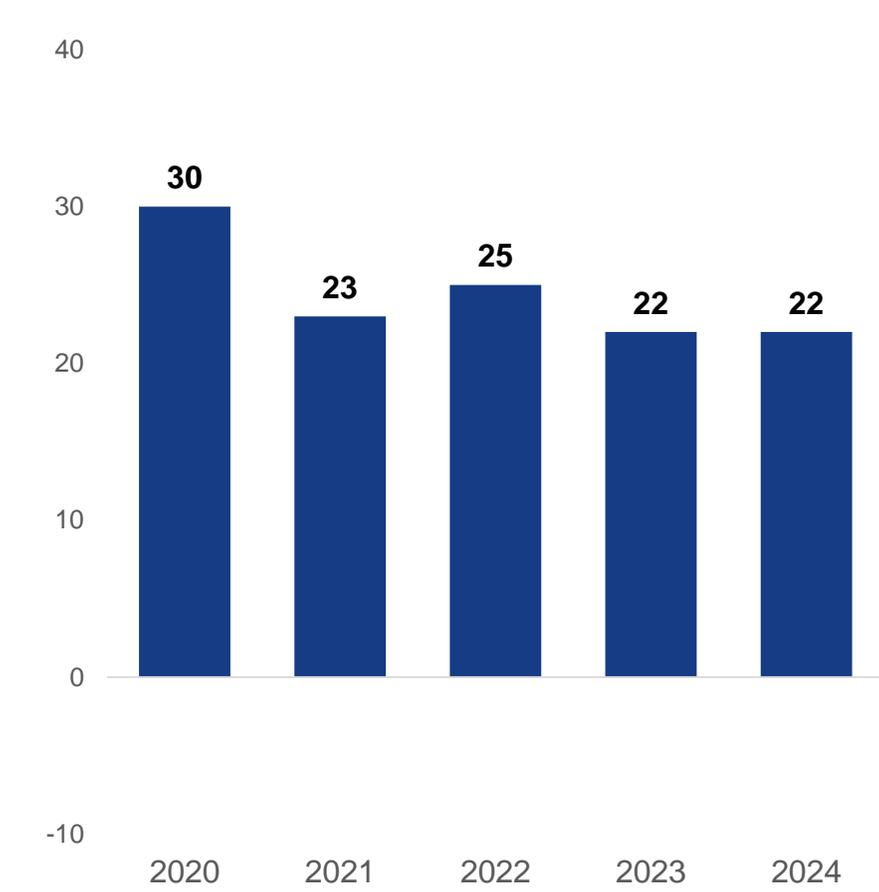


Net Promoter Score ^

Promoters	41
less	
Detractors	19
equals	
NPS	+22

Historical trends

Net Promoter Score



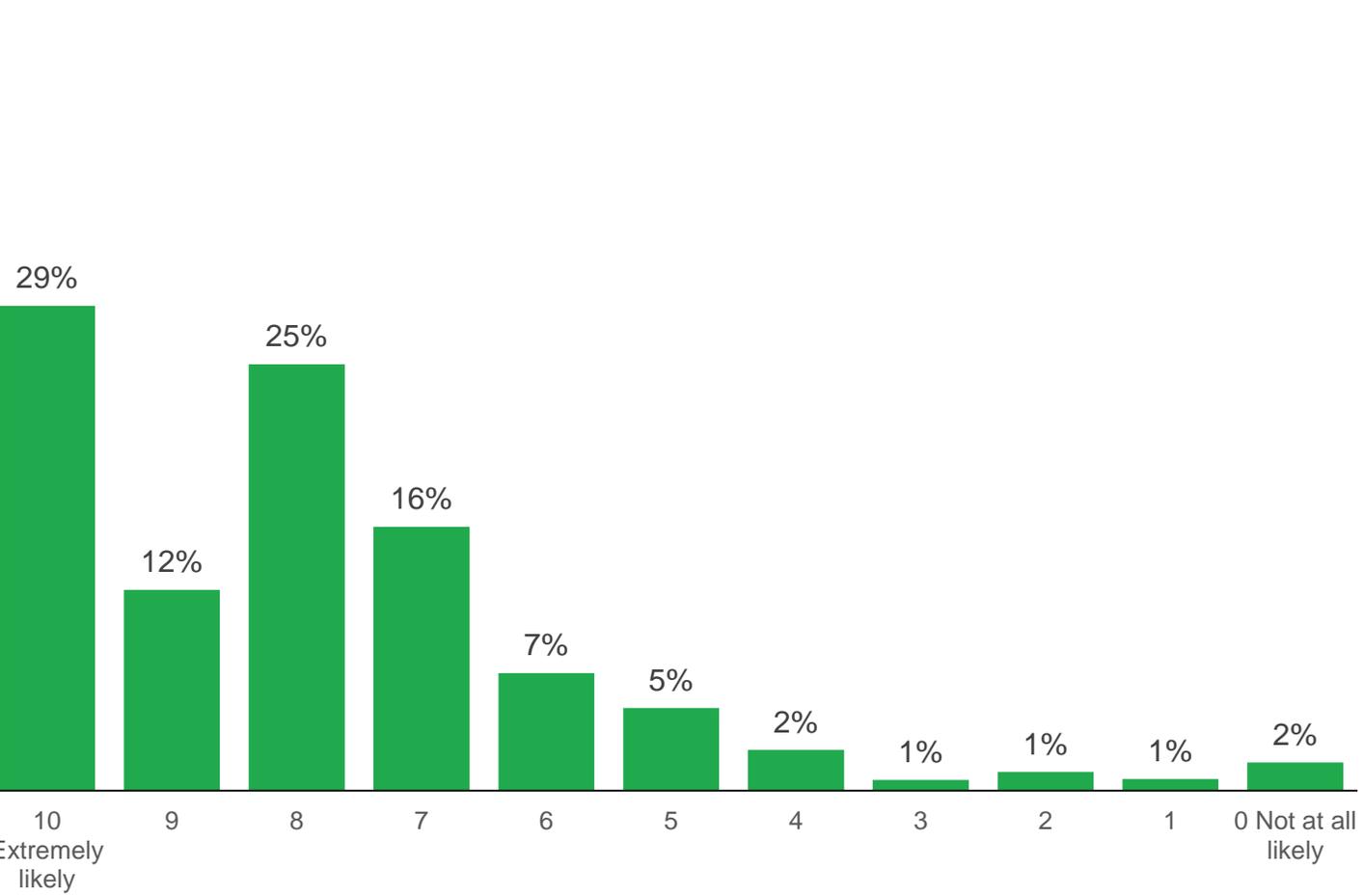
Q. If a friend or family member was thinking of relocating, how likely would you be to recommend the City of Rockingham as a place to live? Please give a score out of 10. Note due to rounding the chart may not add to 100%
 Base: All survey participants n=864, n=3 'unsure' and 'no response' excluded.

^NPS range from -100 to +100

Likelihood of recommending City of Rockingham as a place to live

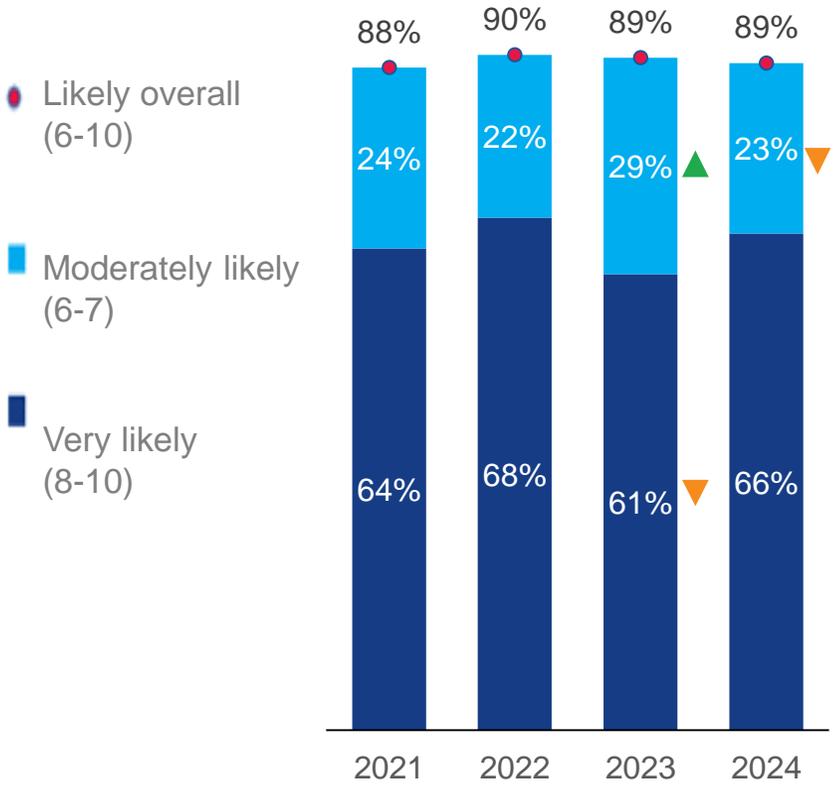
Likelihood of recommending City of Rockingham

% of survey participants



Overall performance

% of survey participants



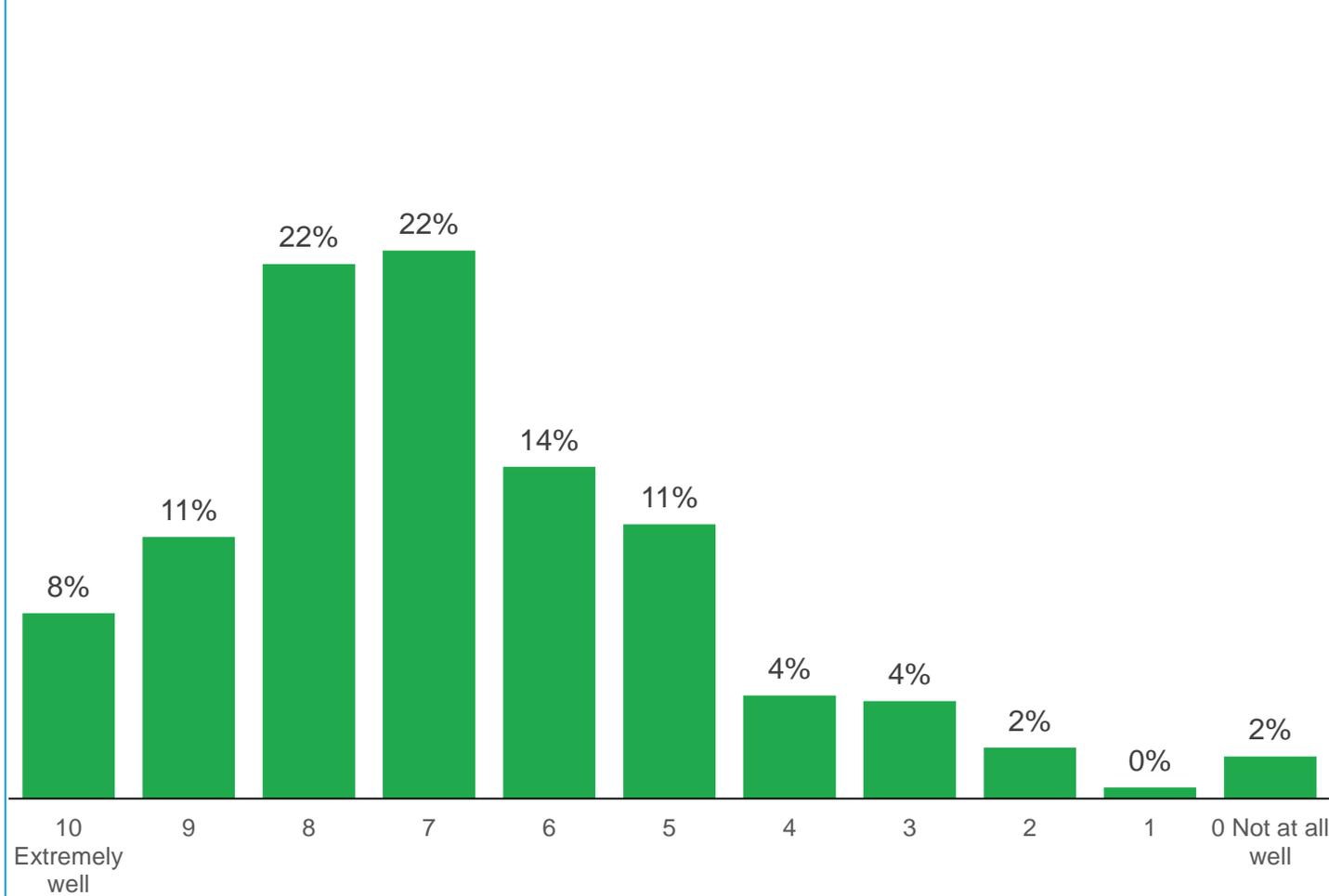
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 Base: All survey participants n=864, n=3 'unsure' and 'no response' excluded.

Strategic overview

City's performance in overall

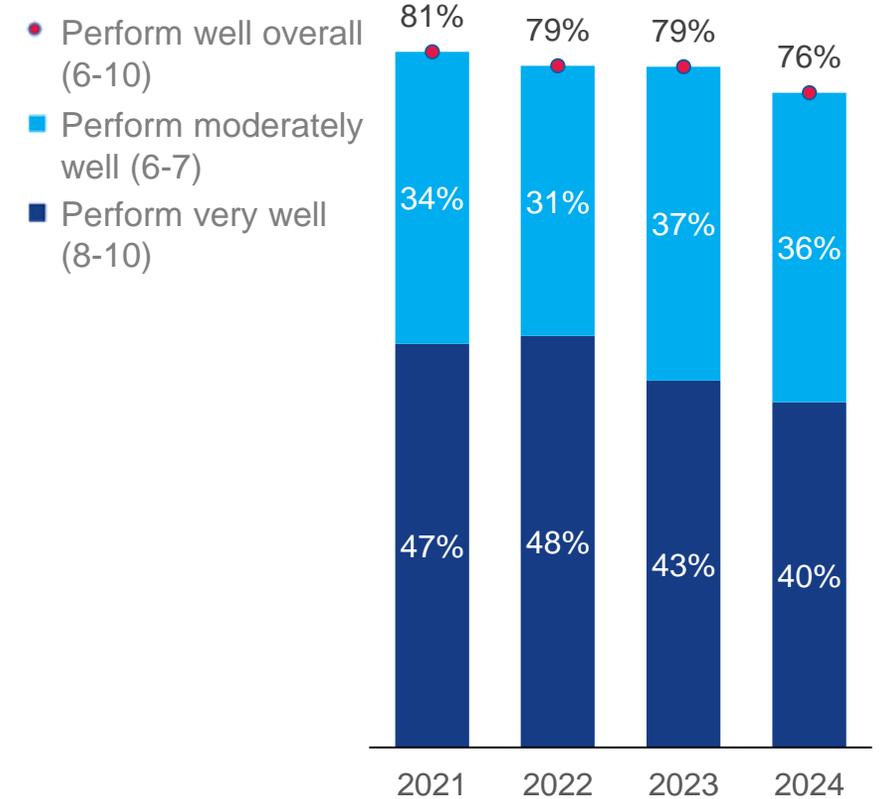
Overall performance in delivering services, programs, facilities and infrastructure

% of survey participants



Overall performance

% of survey participants



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

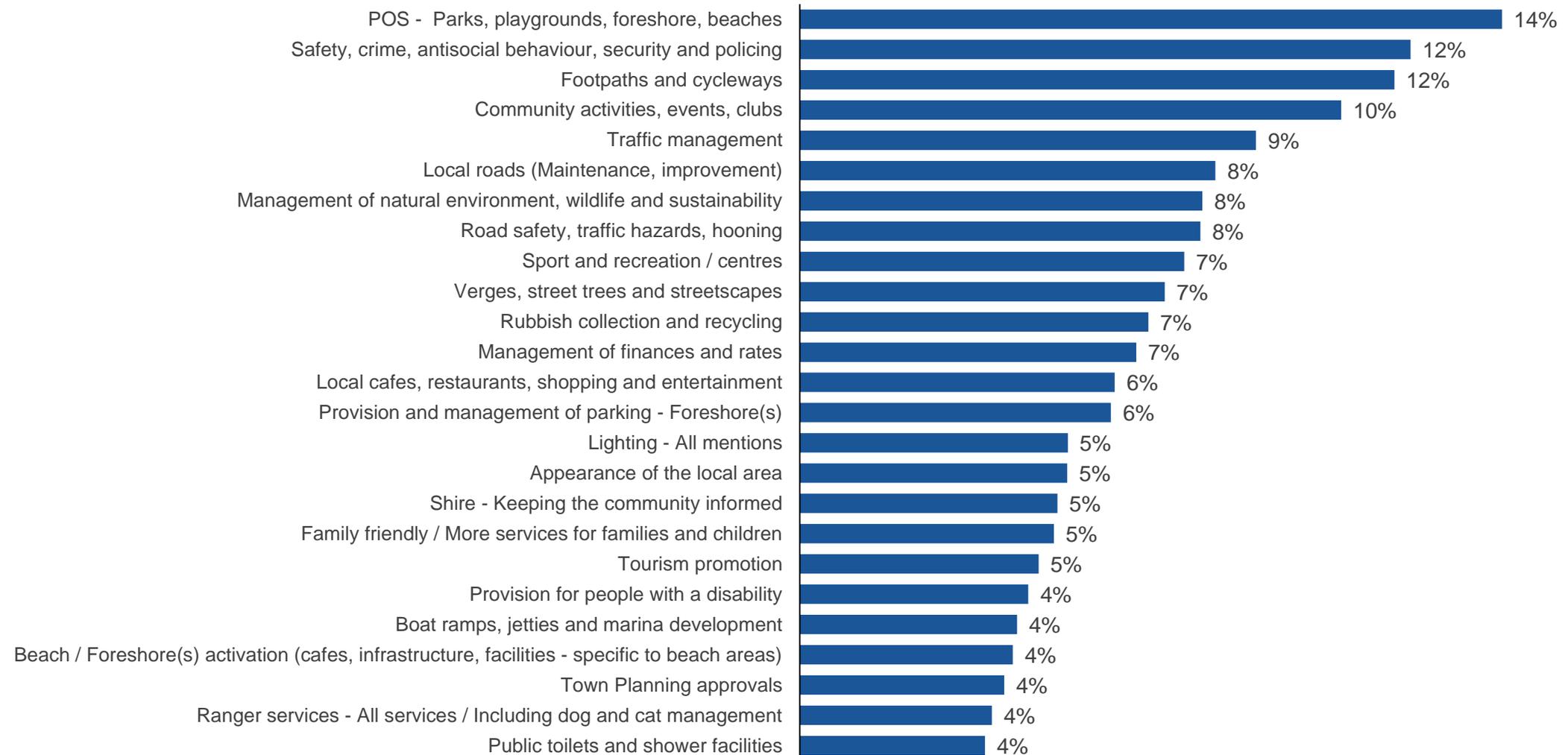
Base: All survey participants, n=864; n=3 'unsure' and 'no response' excluded. Note due to rounding the chart may not add to 100%

Strategic overview

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

City's focus on improving

% of survey participants



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

Chart shows responses mentioned spontaneously by 4% or more of survey participants.

Base: All survey participants, excludes 'unsure' and 'no response' n=573.

Community perceptions

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

Key themes

- **Maintenance and upkeep** – including mowing, weeding and cleaning of sand in the playgrounds; improved lighting for safety purposes; upgrades to the older parks; and maintenance of natural coastal vegetation.
- **Accessibility and facilities** – including pathways, toilets, drinking fountains, wheelchair ramps and shading.
- **Development of public open space** – including making them pedestrian-friendly, beautification, inclusion of family friendly attractions, etc.
- **Safety and cleanliness** – address issues of littering, management of rubbish, inappropriate behaviour around families and dog control.
- **Environmental focus** – plant native vegetation and create ecological corridors, reduce the use of chemicals and address beach erosion.
- **Community engagement** – encourage community involvement in park programs.

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

Key themes

- **Law enforcement and policing** – including increased visibility of police and patrols, and a 24-hour police station.
- **Safer streets** – including addressing hooning, improved traffic management and better street lighting in some areas.
- **Anti-social behaviour** – addressing public intoxication, substance abuse and loitering near shopping centres and parks, and community programs to engage bored youth to reduce anti-social behaviour.
- **Surveillance and monitoring** – including more CCTV cameras and expanded use of SmartWatch.
- **Community safety programs** to promote safety awareness and community involvement in crime prevention.

Community perceptions

Footpaths and cycleways

Key themes

- **Maintenance and upgrades** – including repairing uneven surfaces, cracks and missing sections; and removing overgrown vegetation that creates a safety hazard for users.
- **Safety and accessibility** – including better lighting and addressing speeding of cyclists and e-scooters on shared pathways.
- **Expand the network and improve connectivity.**
- **Suggestions to better manage shared use**, such as signage and segregation.
- **Better integration** of footpaths and cycleways with other public infrastructure.

Community activities, events and clubs

Key themes

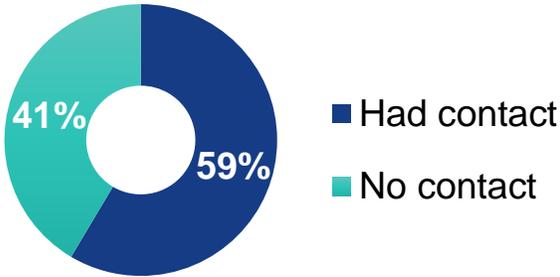
- **Whole community events and festivals** to bring people into Rockingham.
- **Sharing the events around the community** so they are not all in the foreshore area.
- **Targeted community events and activities**, such as for youth, families, local artists and musicians.
- **Suggestions for programs and workshops.**
- **Better advertising and promotion** of events and activities.

Communications and Engagement



Customer contact

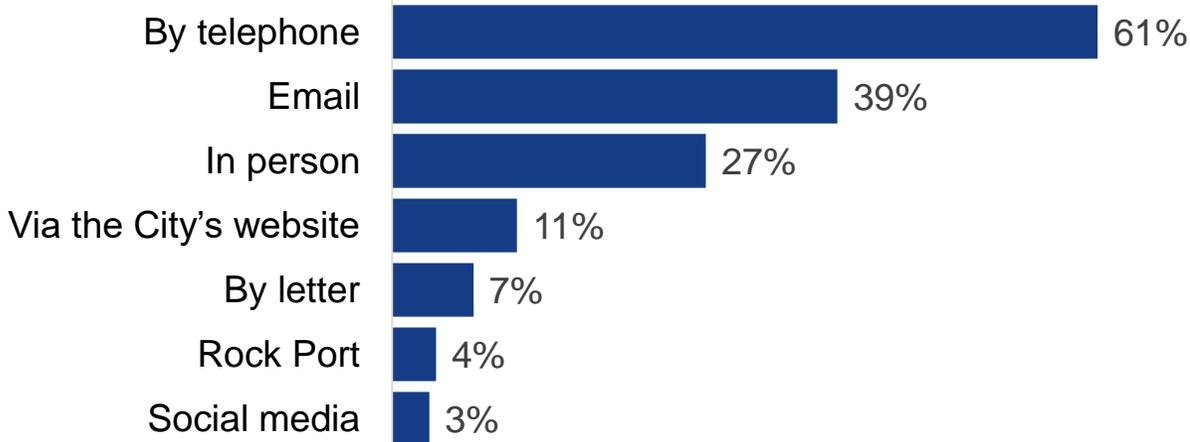
Contact over the past 12 months



Five-year trends

	2020	2021	2022	2023	2024	**
% had contact in past 12 months	67%	61%	59%	57%	59%	=

Type of contact



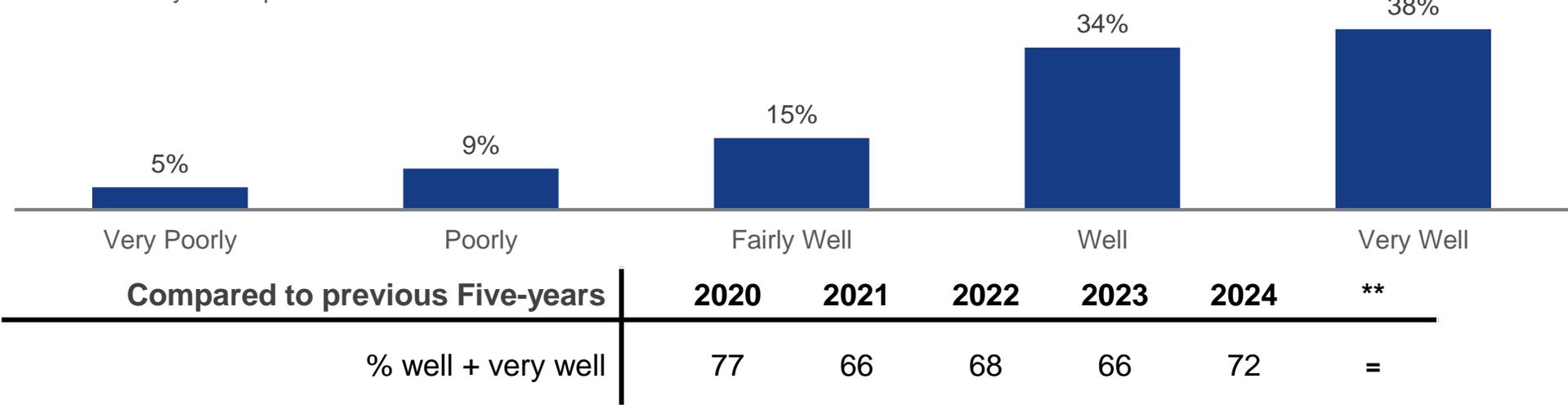
	2020	2021	2022	2023	2024	**
By telephone	45%	40%	65%	58%	61%	=
Email	25%	22%	37%	35%	39%	=
In person	20%	28%	29%	21%	27%	▲
Via the City's website	5%	5%	10%	11%	11%	=
By letter	3%	3%	6%	5%	7%	=
Rock Port	2%	2%	3%	4%	4%	=
Social media	0%	1%	3%	4%	3%	=

Q. Have you had contact with the City within the past 12 months? Base n = 858. 9 no response excluded.
 Q. Was it ...? Base: survey participants who have had contact with City over last 12 months: n=507. 3 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 survey participants who had contact with the City in the previous 12 months



Phone contact

% well + very well

2020	2021	2022	2023	2024	**
79	70	65	67	70	=



In person contact

% well + very well

2020	2021	2022	2023	2024	**
89	73	78	75	74	=



Email contact

% well + very well

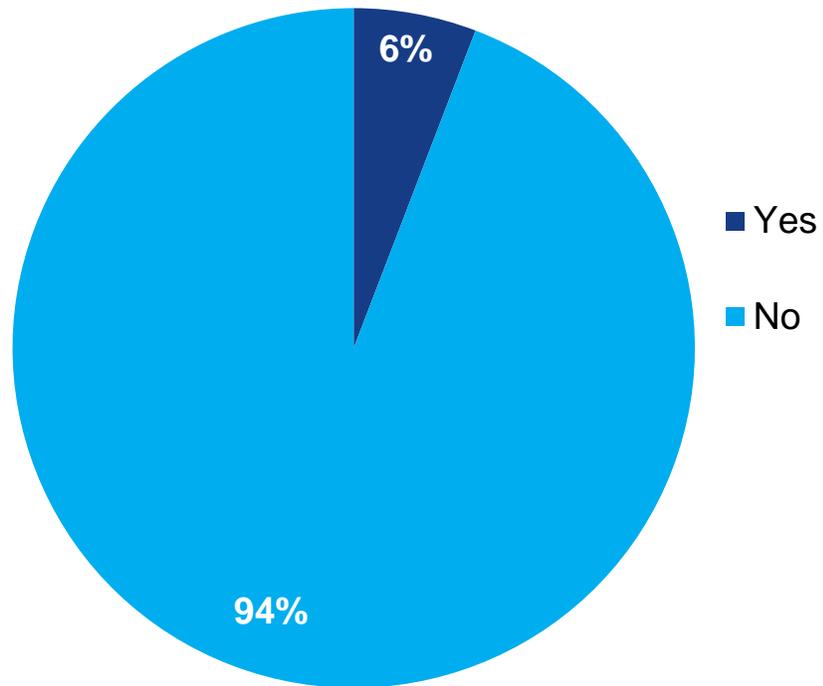
2020	2021	2022	2023	2024	**
71	52	72	63	63	=

Q. In your opinion, how well did the City deal with your interaction? Base: survey participants who have had contact with the City over the last 12 months. n=508; 7 no response excluded. By telephone (n=291); In person (n=150); By email (n=194). ** Denotes whether there has been a statistically significant change between the current year's result and the previous year's result. Note due to rounding the chart may not add to 100%.

Community consultation

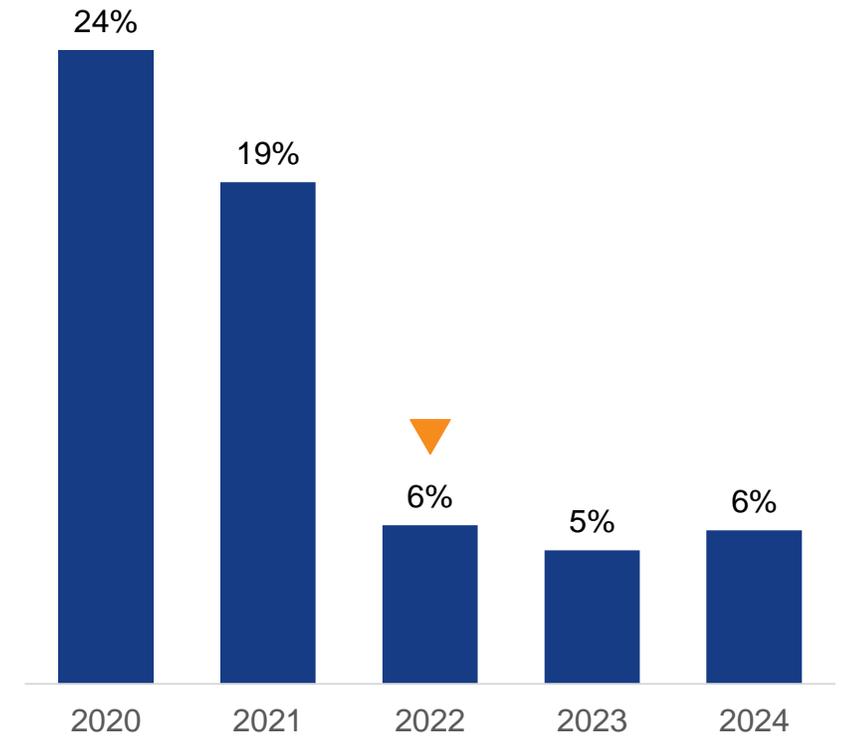
Have you shared your thoughts about a community consultation item in the past 12 months?

% of survey participants



Historical trends

% Yes

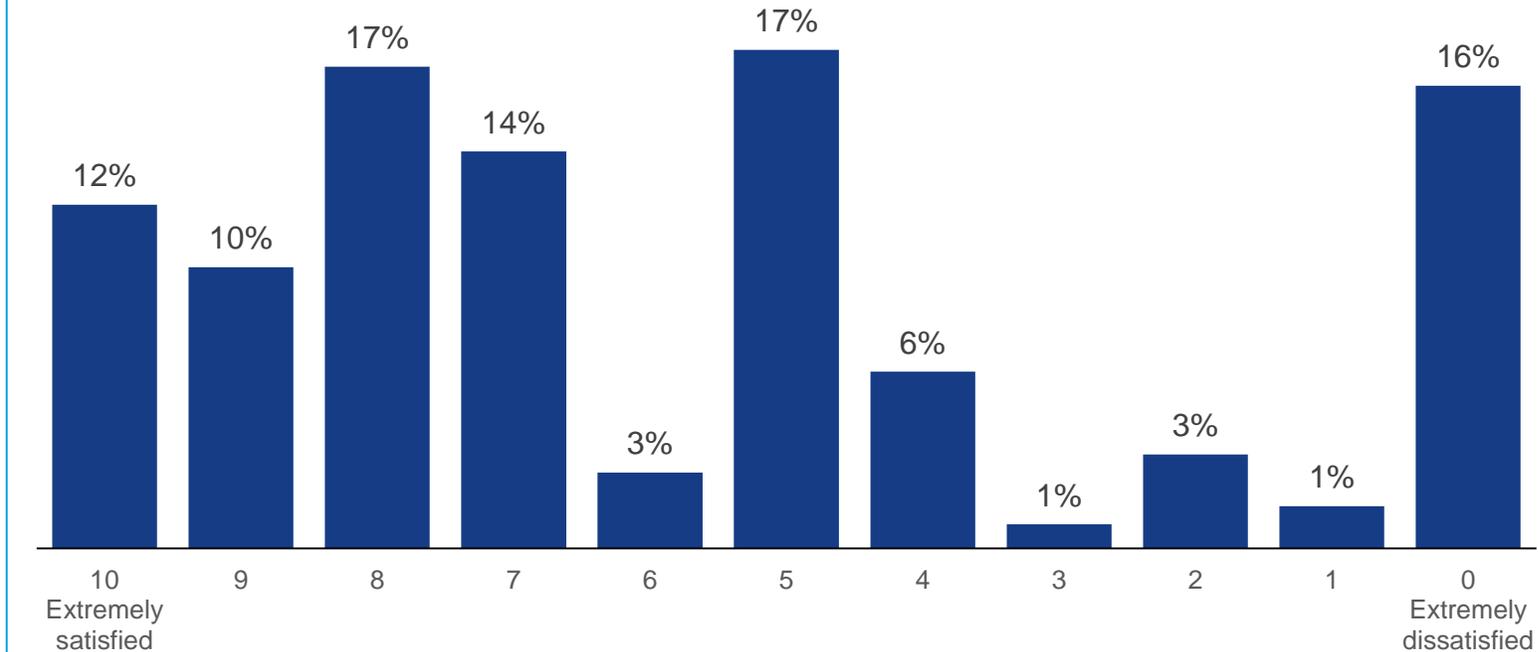


Community consultation

Satisfaction with the experience

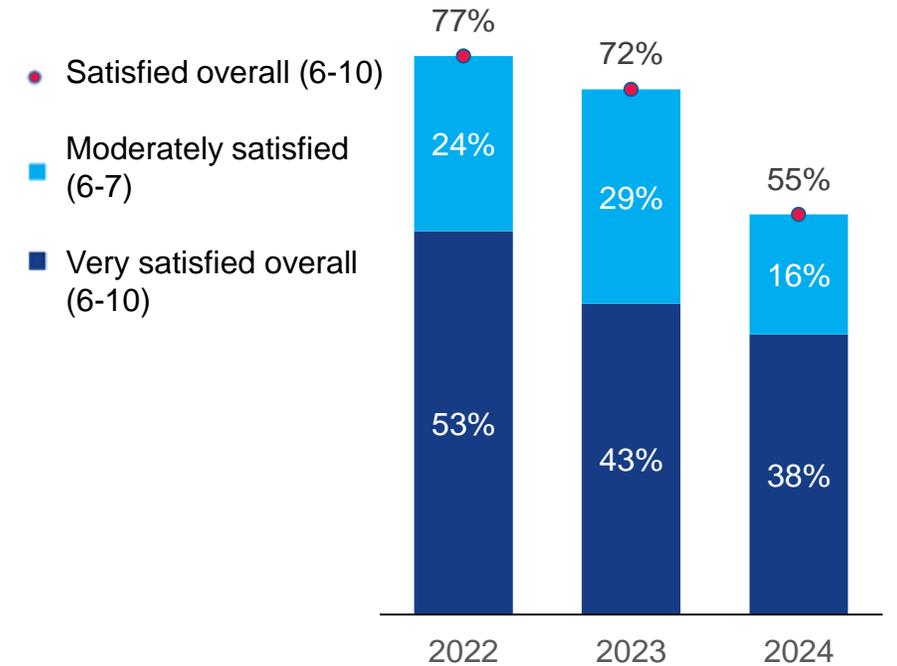
Overall satisfaction

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



Overall performance

% of survey participants



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=68 ,2 no response excluded.
Note due to rounding the chart may not add to 100%.

Preferred method of dealing with the City

Five-year trends

Preferred method

		2020	2021	2022	2023	2024	**
By email	37%	41%	41%	41%	37%	39%	=
By telephone	34%	30%	29%	32%	34%	37%	=
In person	16%	16%	18%	17%	16%	14%	=
Via the City's website	9%	7%	7%	5%	9%	5%	▼
By Rock Port	2%	0%	1%	1%	2%	1%	▼
Social media	1%	3%	2%	2%	1%	1%	=
By letter	1%	2%	3%	1%	1%	1%	=

Q. What is your preferred way of dealing with the City? (please tick one)
 Base: Those who provided a valid response n=826. 41 no response and 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

Five-year trends

Preferred method

		2020	2021	2022	2023	2024	**
Email newsletter	39%	39%	32%	34%	33%	39%	▲
Social media	22%	18%	25%	22%	25%	22%	=
City Chronicle	17%	20%	21%	22%	19%	17%	=
Website	9%	12%	9%	12%	12%	9%	=
Rock Port (email updates)	6%	6%	8%	4%	6%	6%	=
Newspaper	6%	4%	5%	5%	5%	6%	=
Monthly Council Meetings	0%	0%	0%	<1%	<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=826. 41 no response or multiple response excluded. Other specify not shown.

** Denotes whether there has been a statistically significant change between the current year's result and the previous year's result.

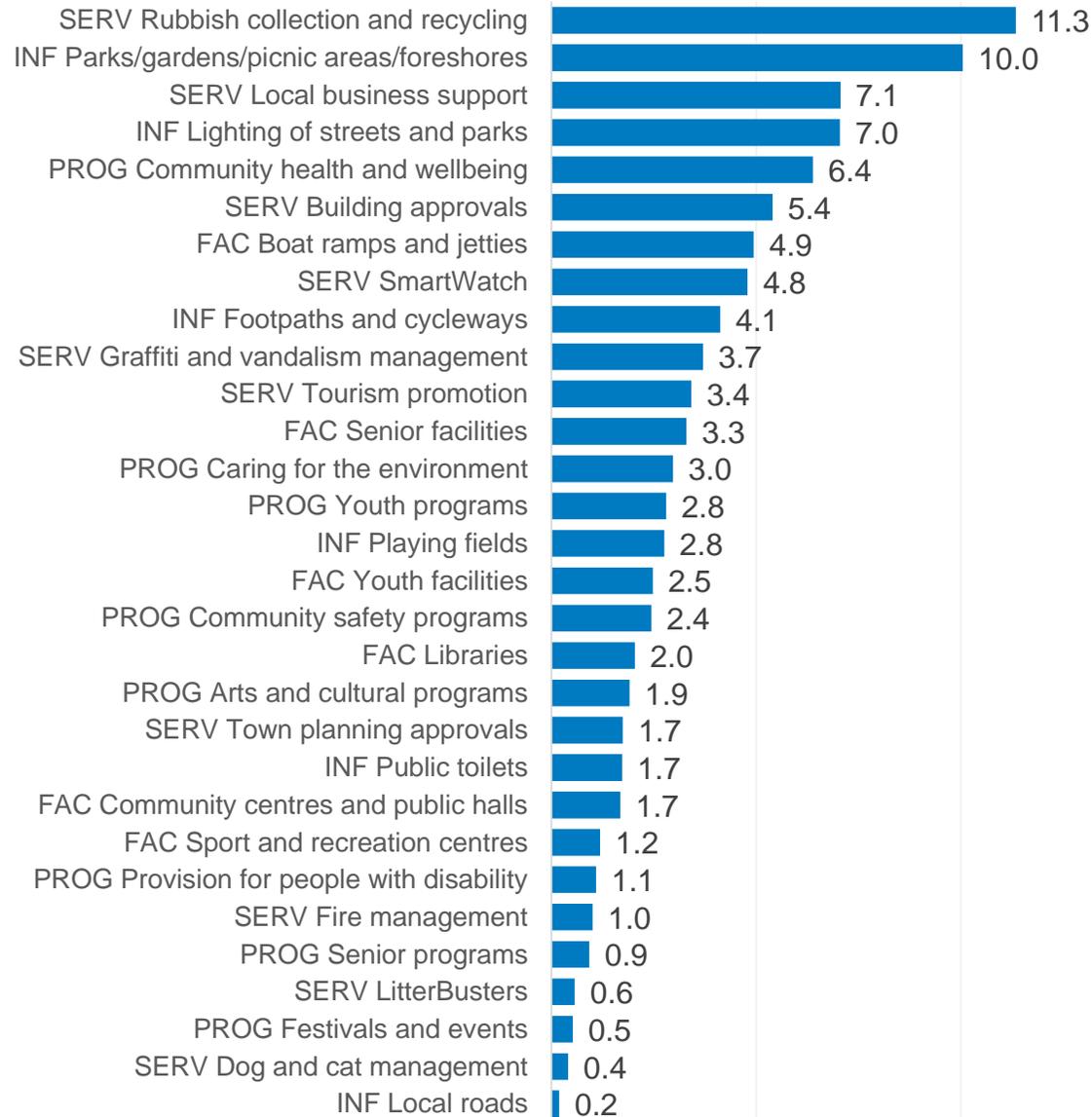
Summary of Services, Facilities, Infrastructure and Programs Results



Factors that drive ratings of the City's performance in delivering services, programs, facilities and infrastructure to residents

Driver analysis:

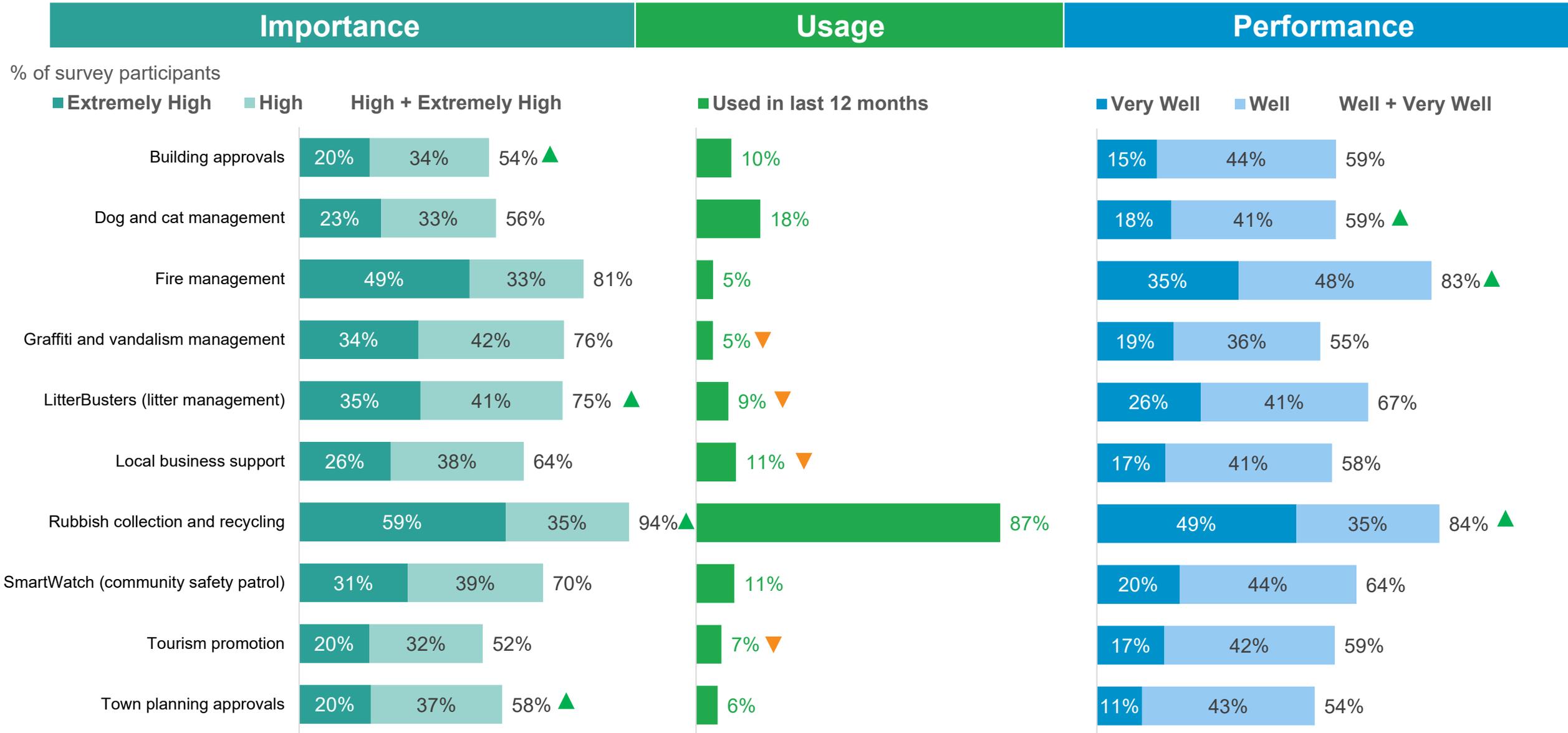
Relative influence (out of 100)



Performance – Services the City Provides

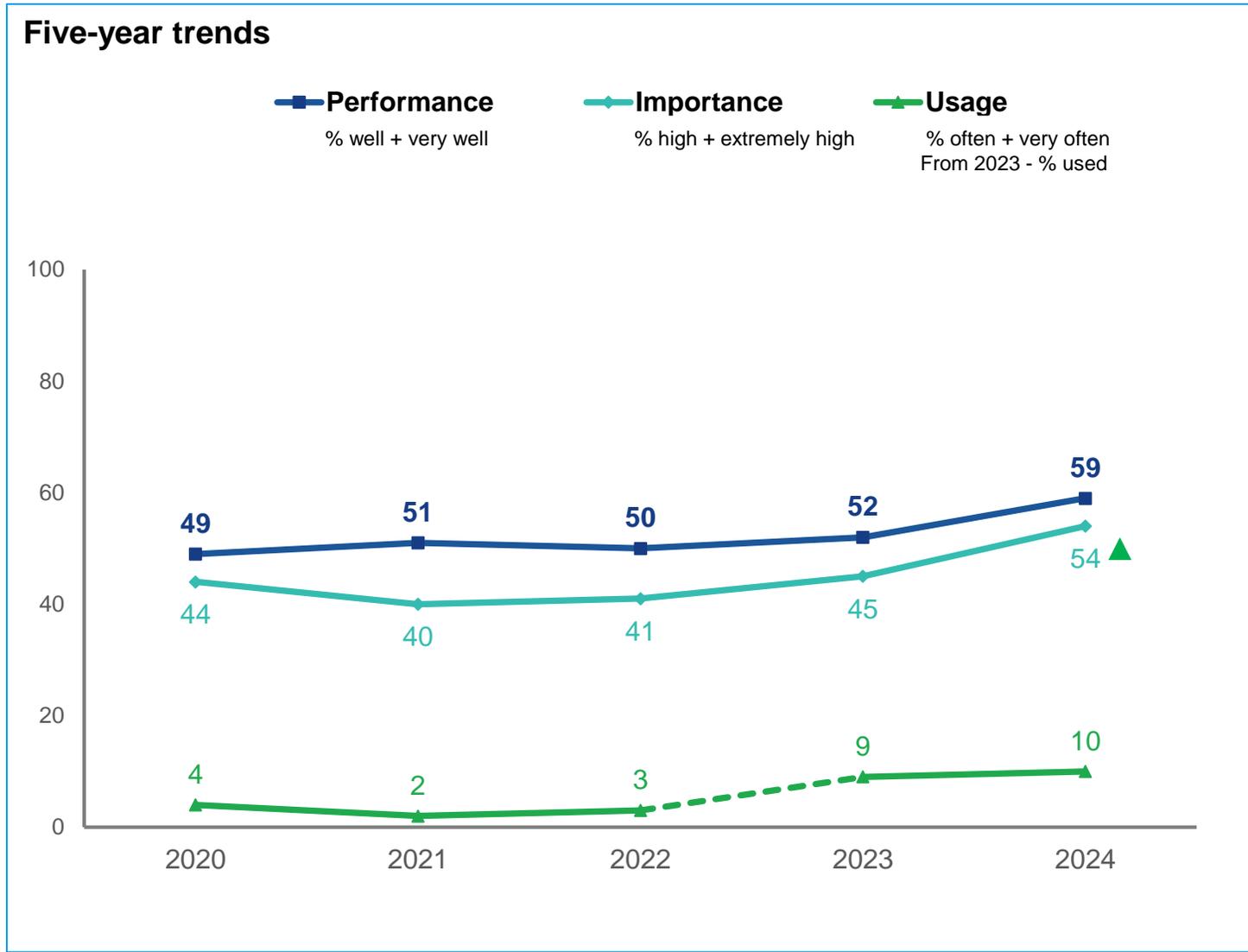
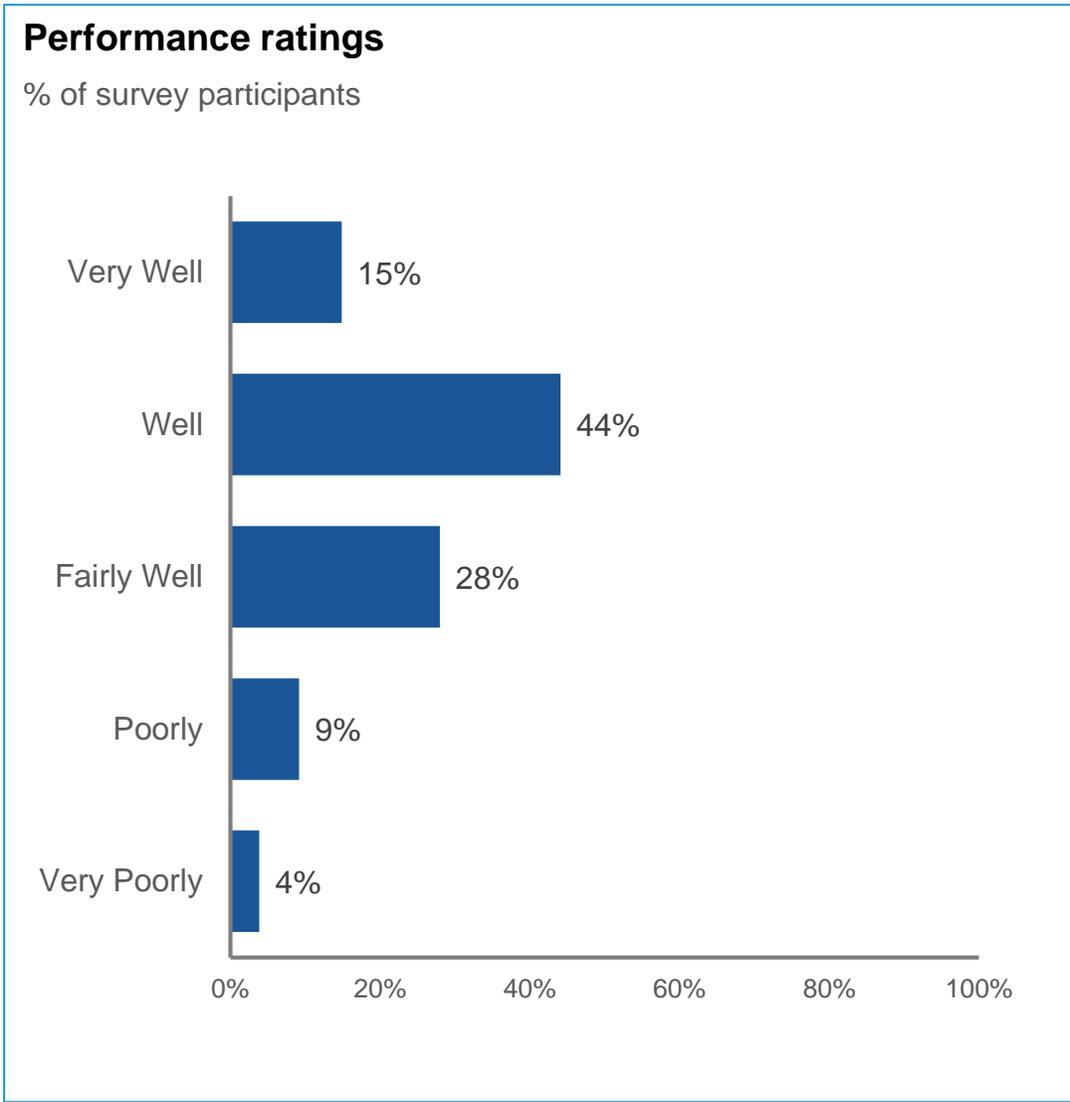


Services the City provides – importance, usage and performance



Q. Have you used the following service in the last 12 months? Q. What importance do you place on the service? Q. How well does the City deliver the service?
 Base: Those who provided a valid response n=various. See following pages detailed results.

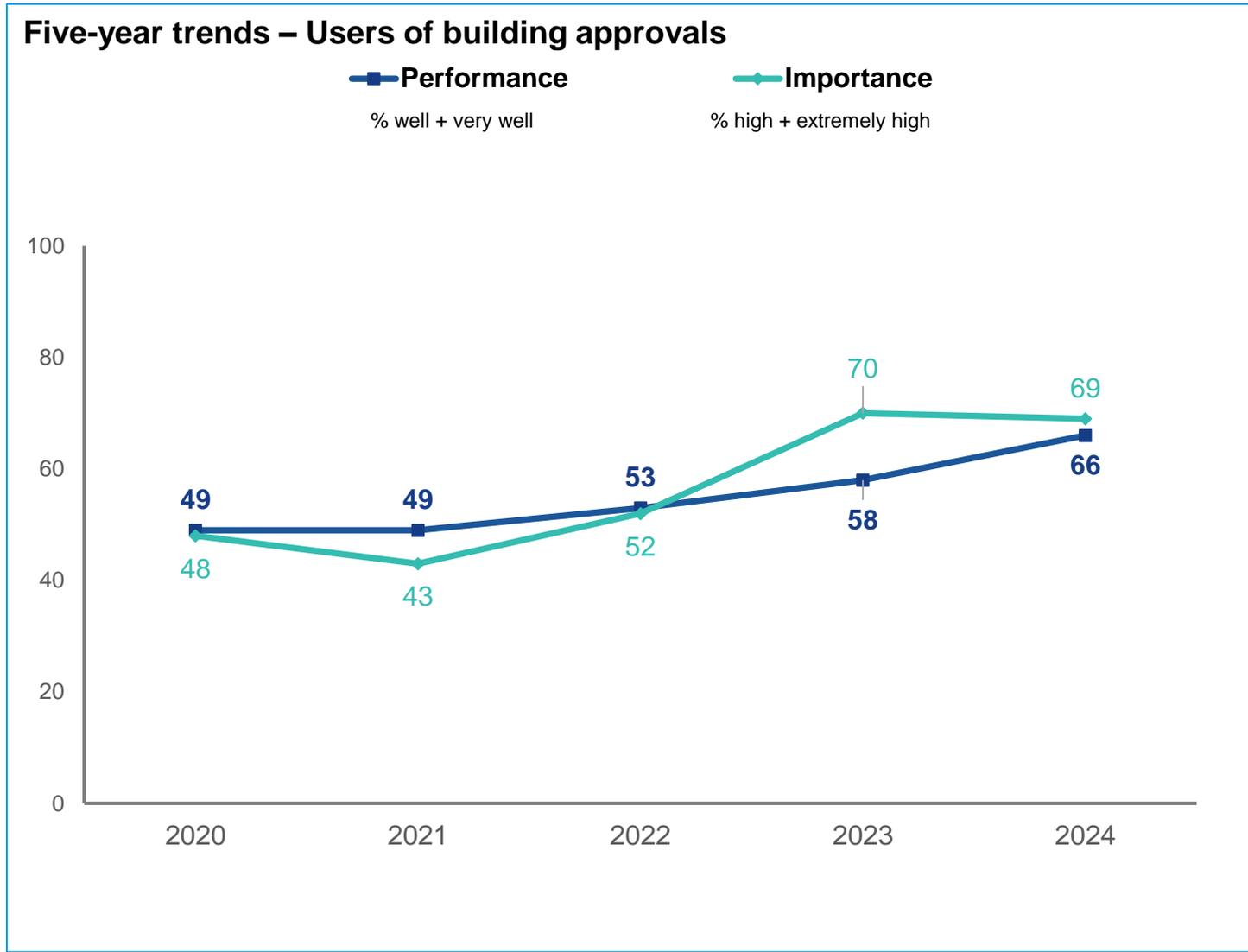
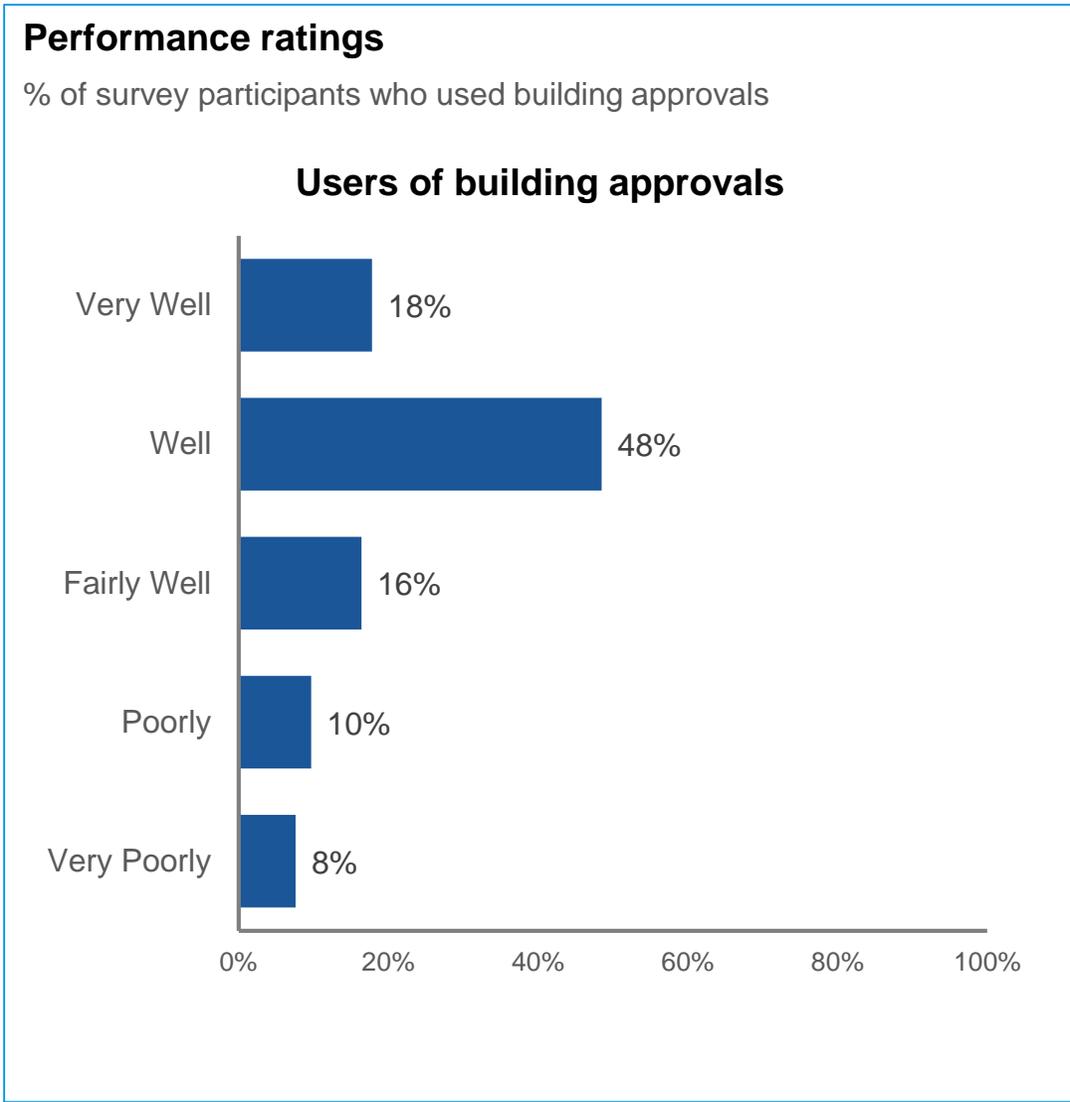
Building approvals



Q. Have you used the following service in the last 12 months? total n=853, excludes 14 no response. Q. What importance do you place on the service? total n=783, excludes 84 no response;. Q. How well does the City deliver the service? total n=403, excludes 464 not applicable, don't use and no response.
 Base: All survey participants.
 Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 25

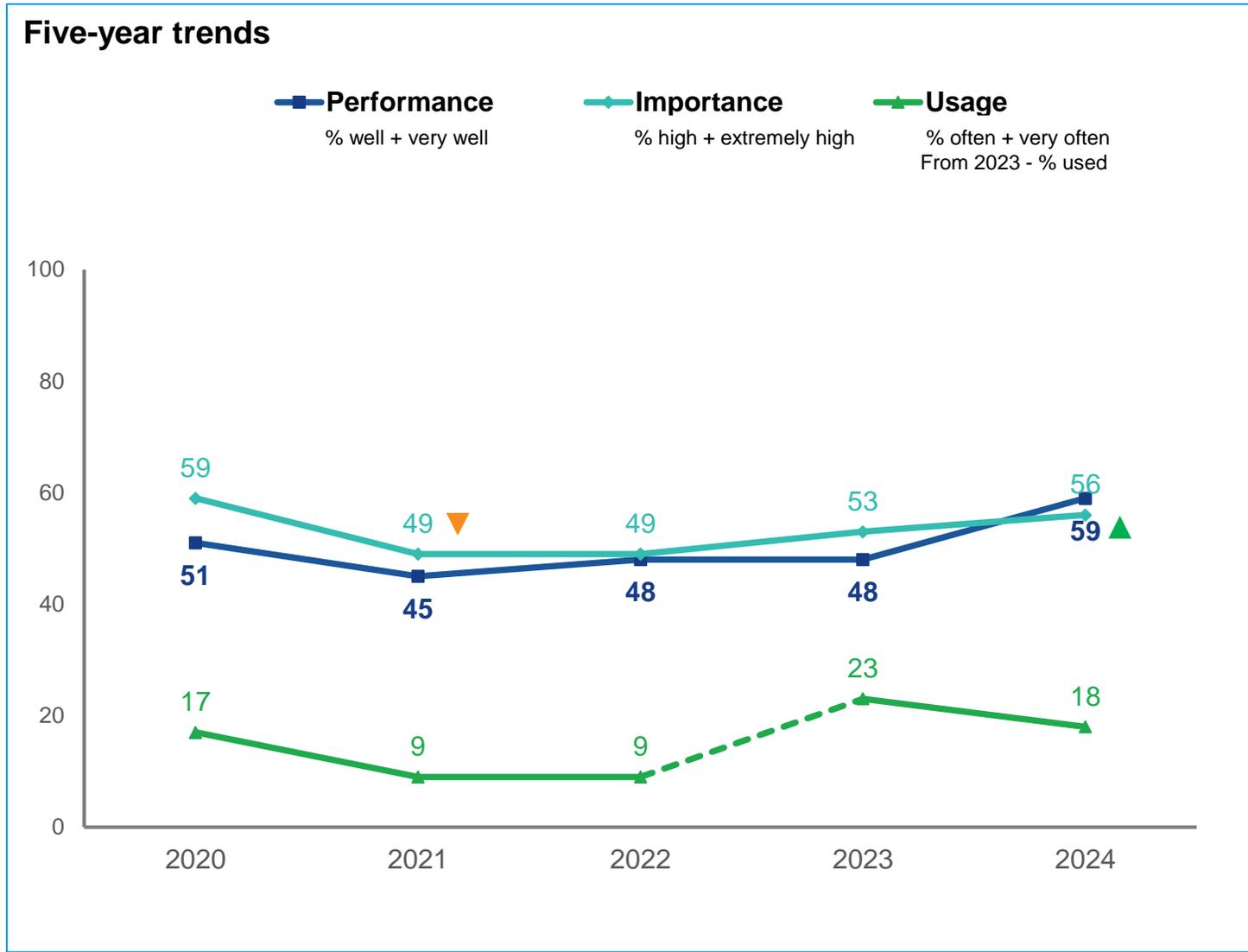
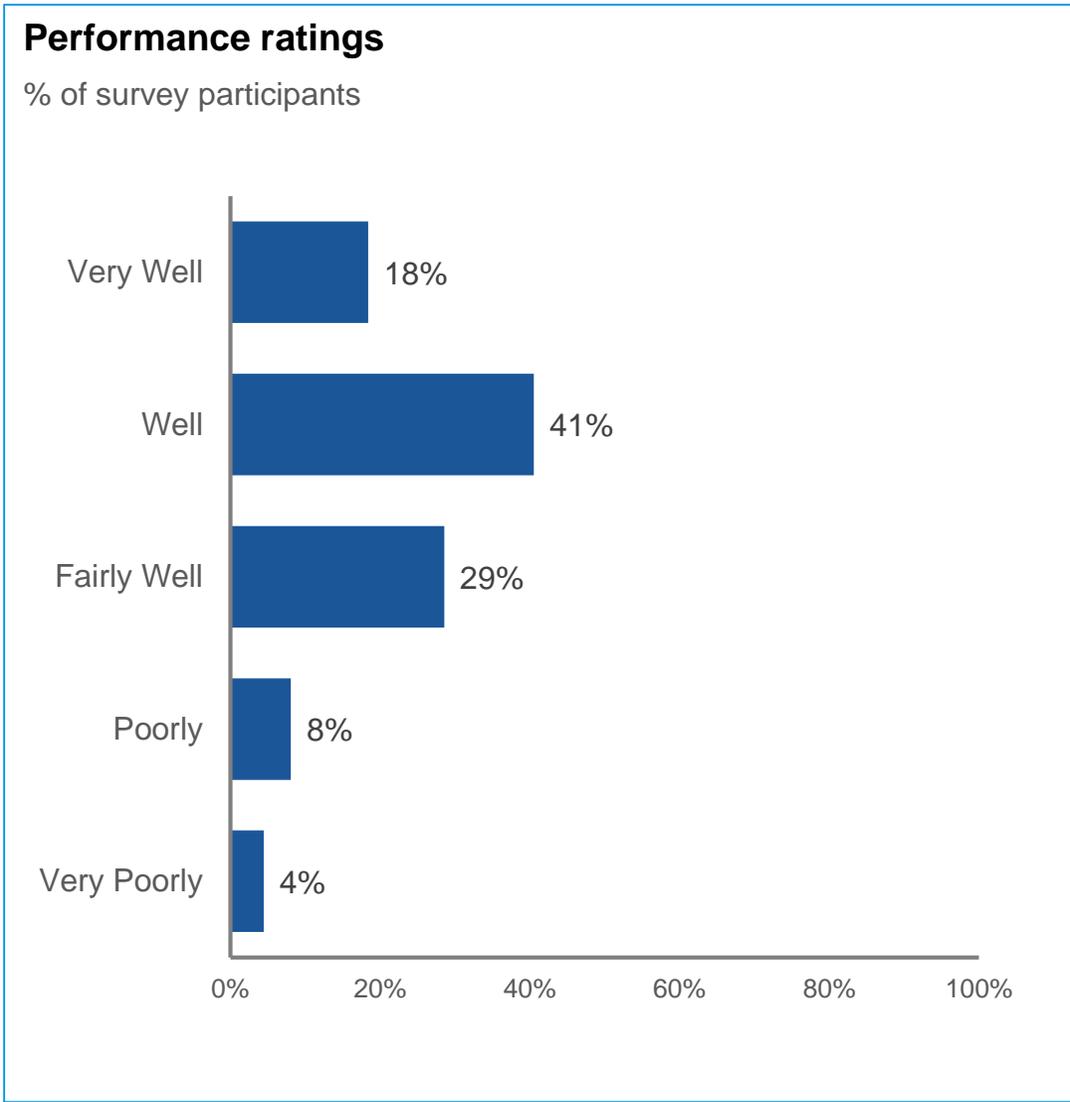
Building approvals – service users



Q. Have you used the following service in the last 12 months? total n=86. Q. What importance do you place on the service? total n=86, excludes 0 no response. Q. How well does the City deliver the service? total n=80, excludes 6 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.

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Dog and cat management

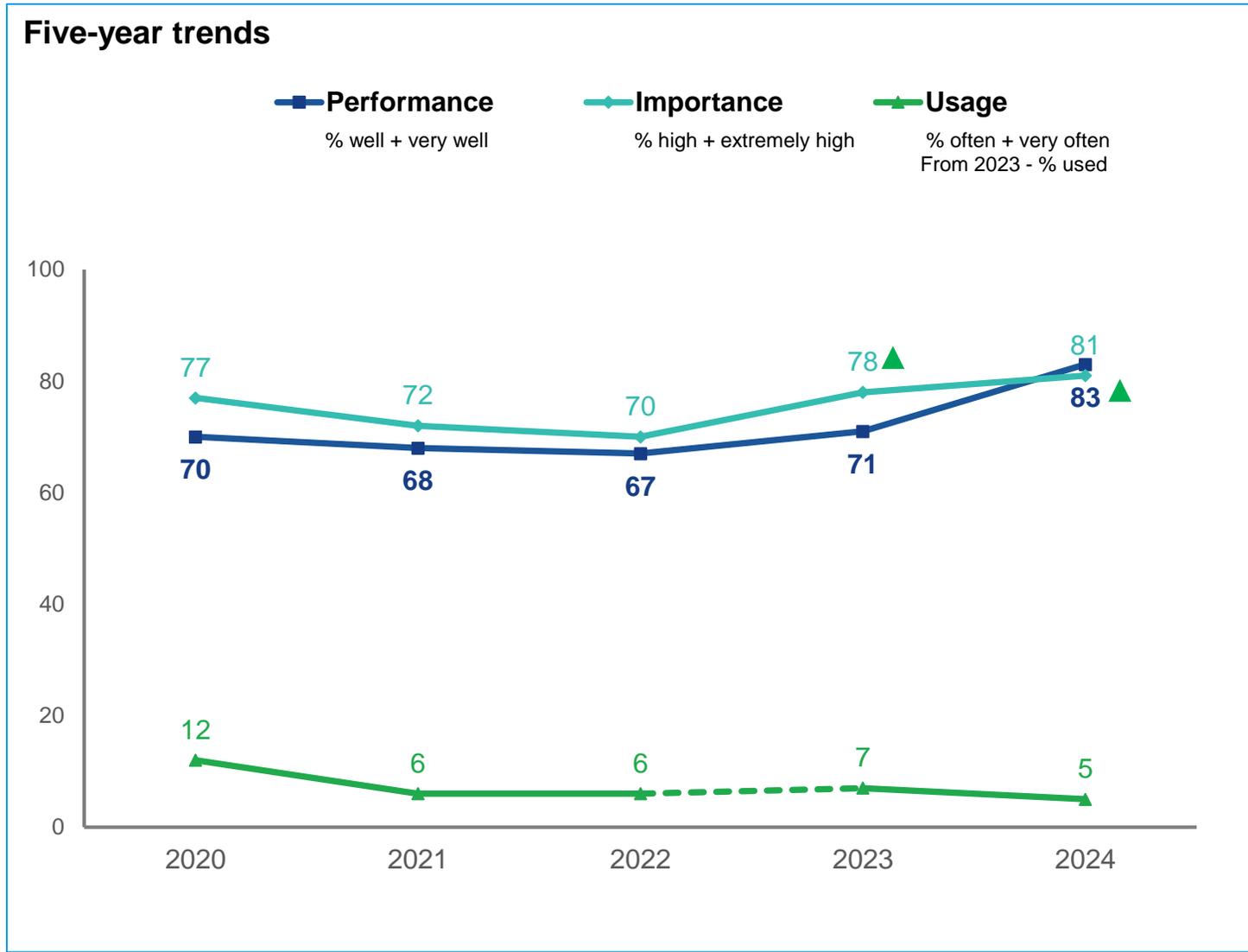
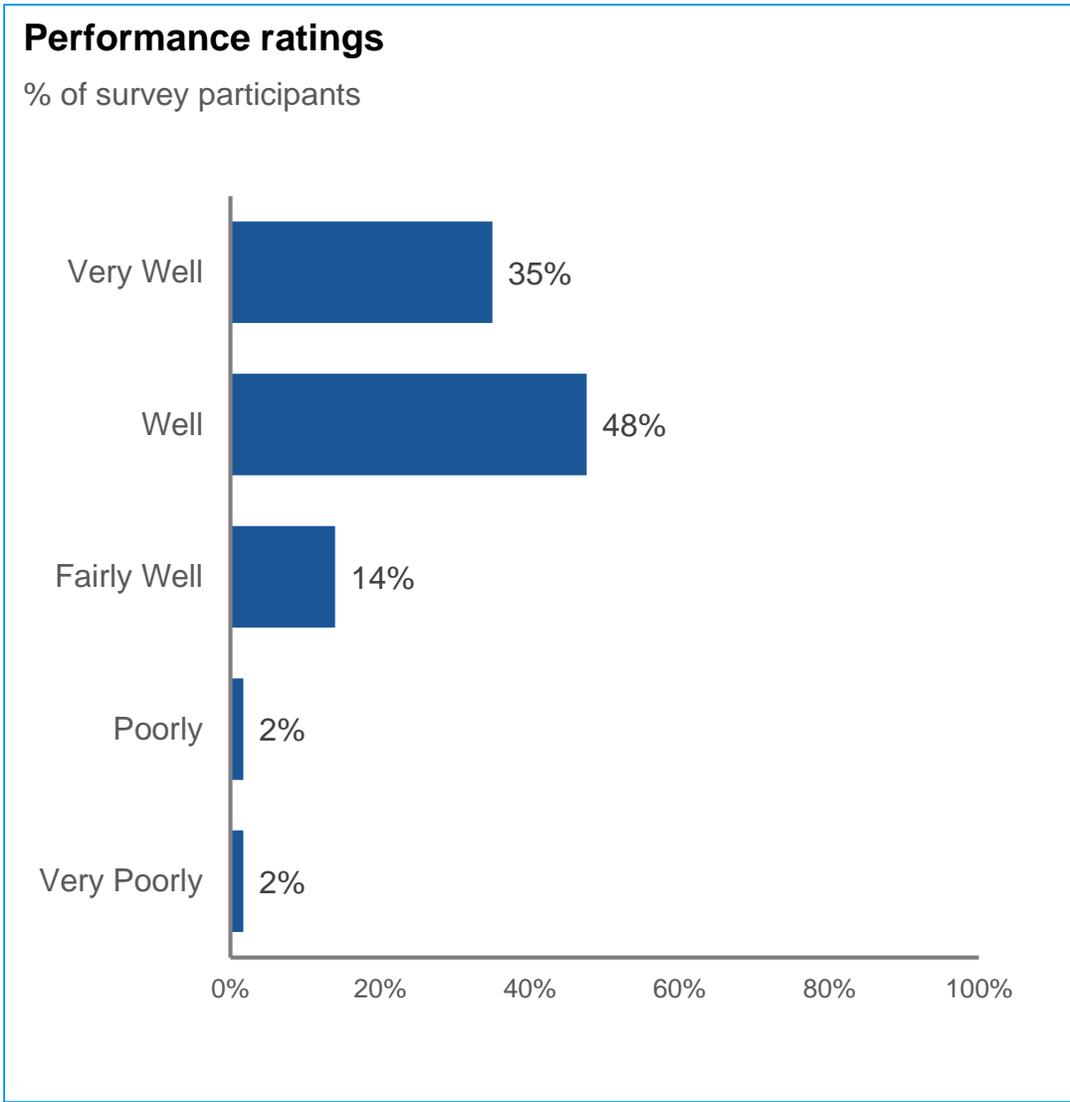


Q. Have you used the following service in the last 12 months? total n=855, excludes 12 no response. Q. What importance do you place on the service? total n=786, excludes 81 no response. Q. How well does the City deliver the service? total n=583, excludes 284 not applicable, don't use and no response.

Base: All survey participants.

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

Fire management



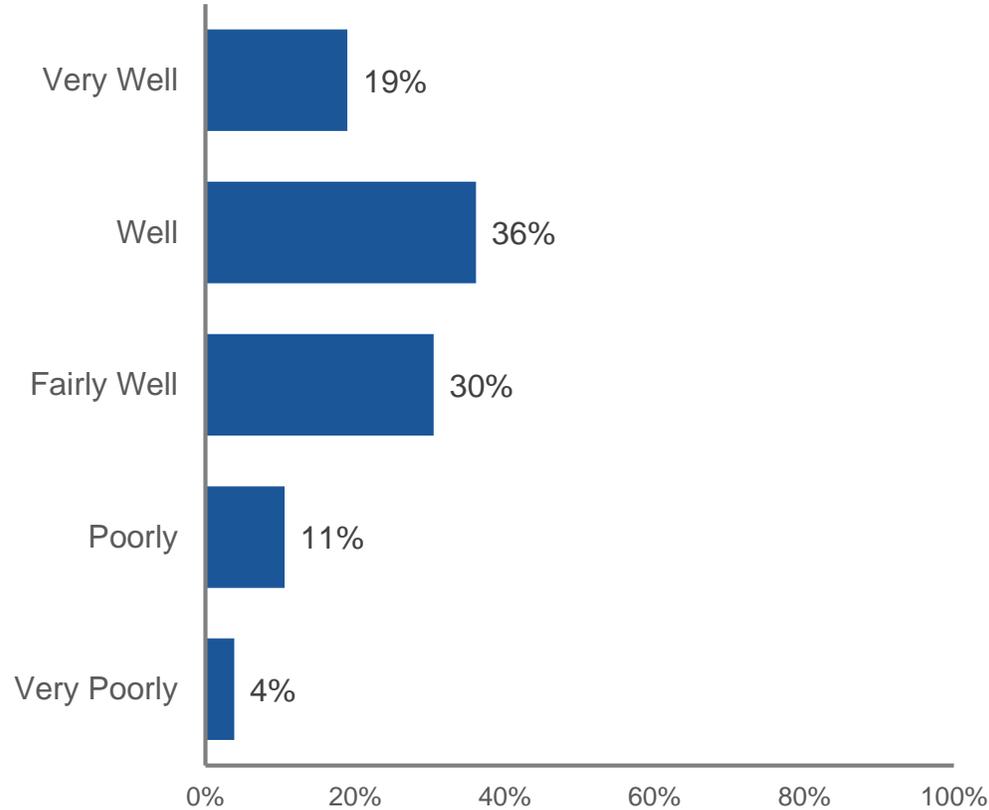
Q. Have you used the following service in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the service? total n=783, excludes 84 no response. Q. How well does the City deliver the service or facility? total n=495, excludes 341 not applicable, don't use and no response.
 Base: All survey participants.
 Note: results may not exactly add up to the combined score due to rounding.

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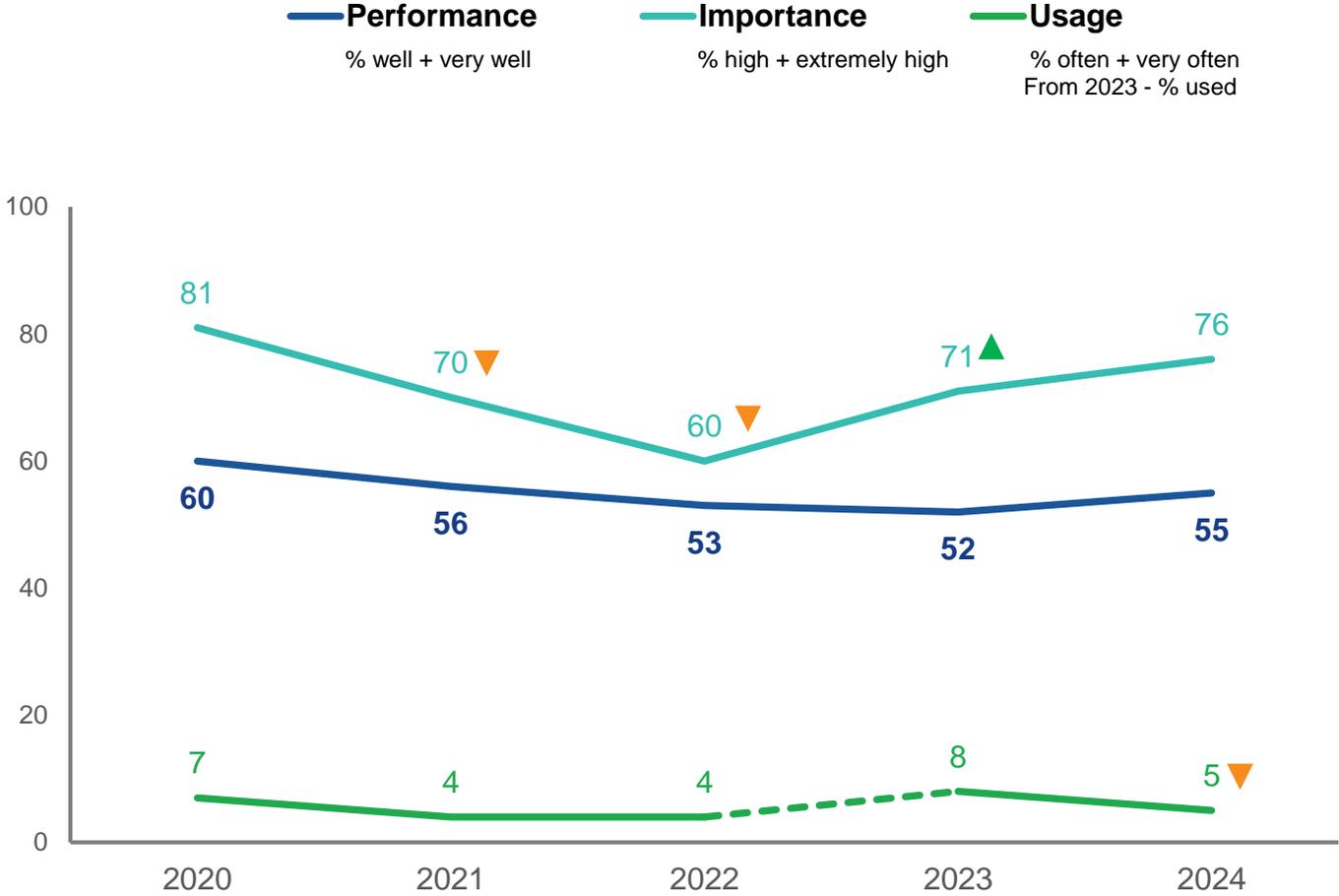
Graffiti and vandalism management

Performance ratings

% of survey participants



Five-year trends

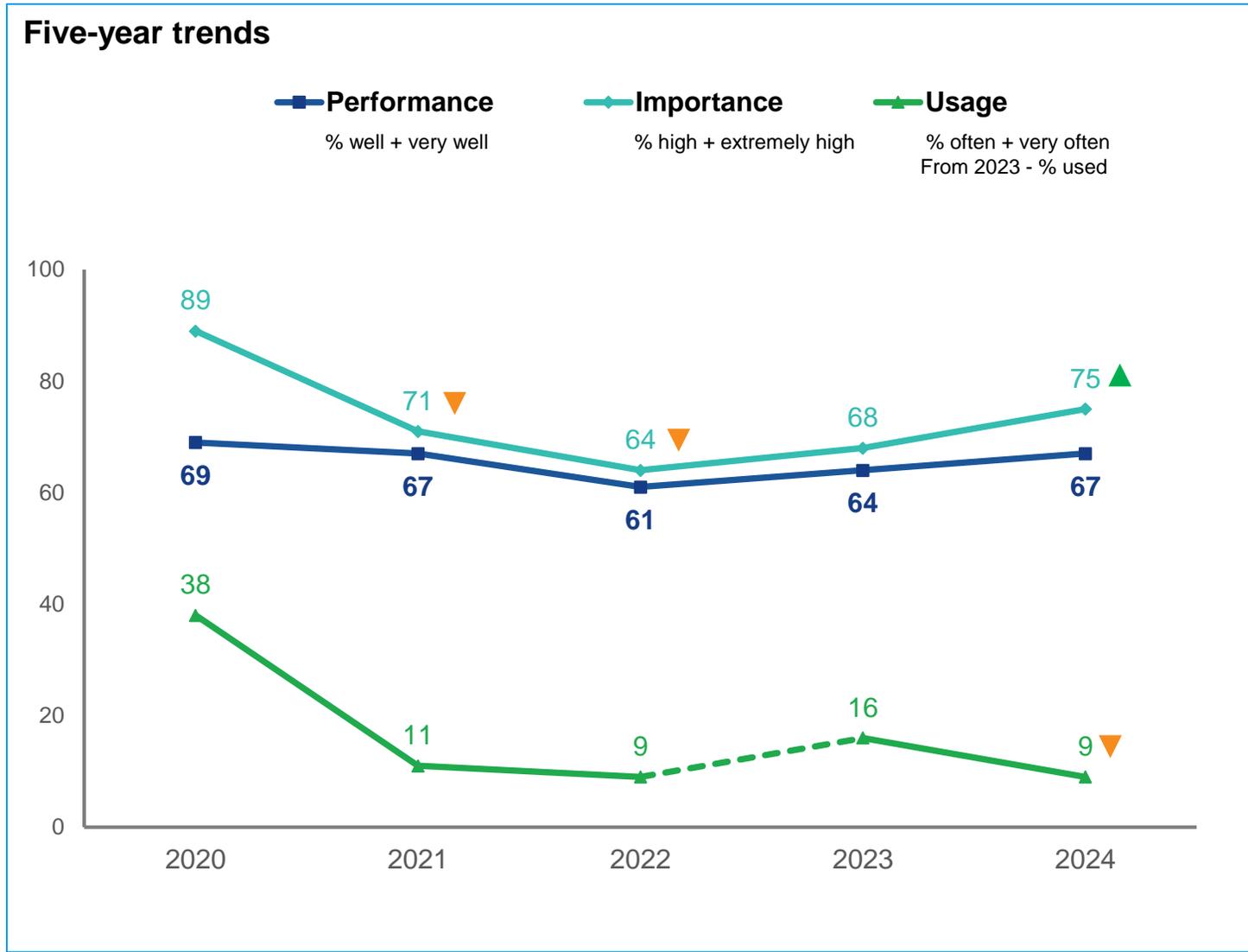
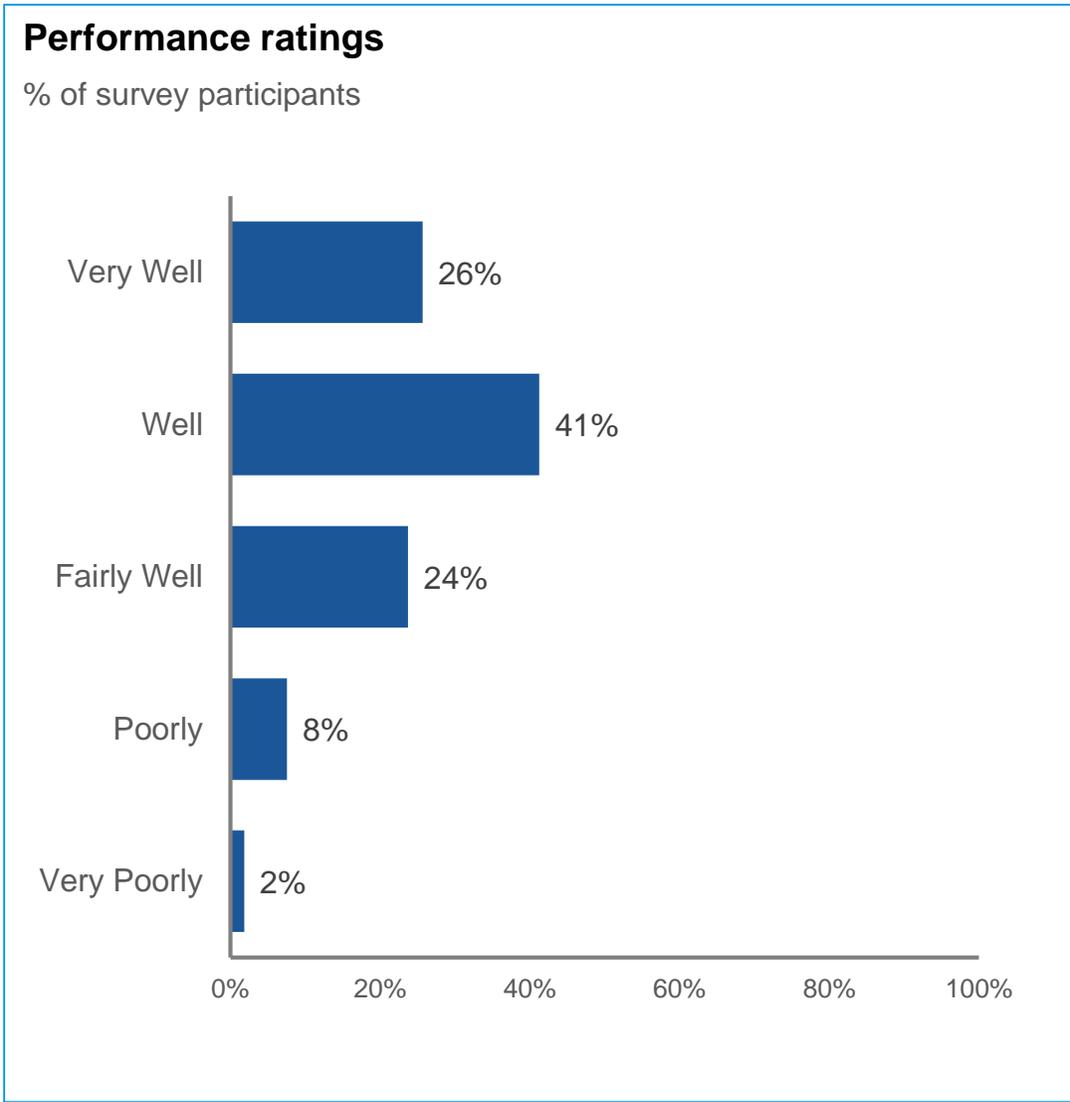


Q. Have you used the following service in the last 12 months? total n=851, excludes 16 no response. Q. What importance do you place on the service? total n=786, excludes 81 no response. Q. How well does the City deliver the service? total n=607, excludes 260 not applicable, don't use and no response.

Base: All survey participants.

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

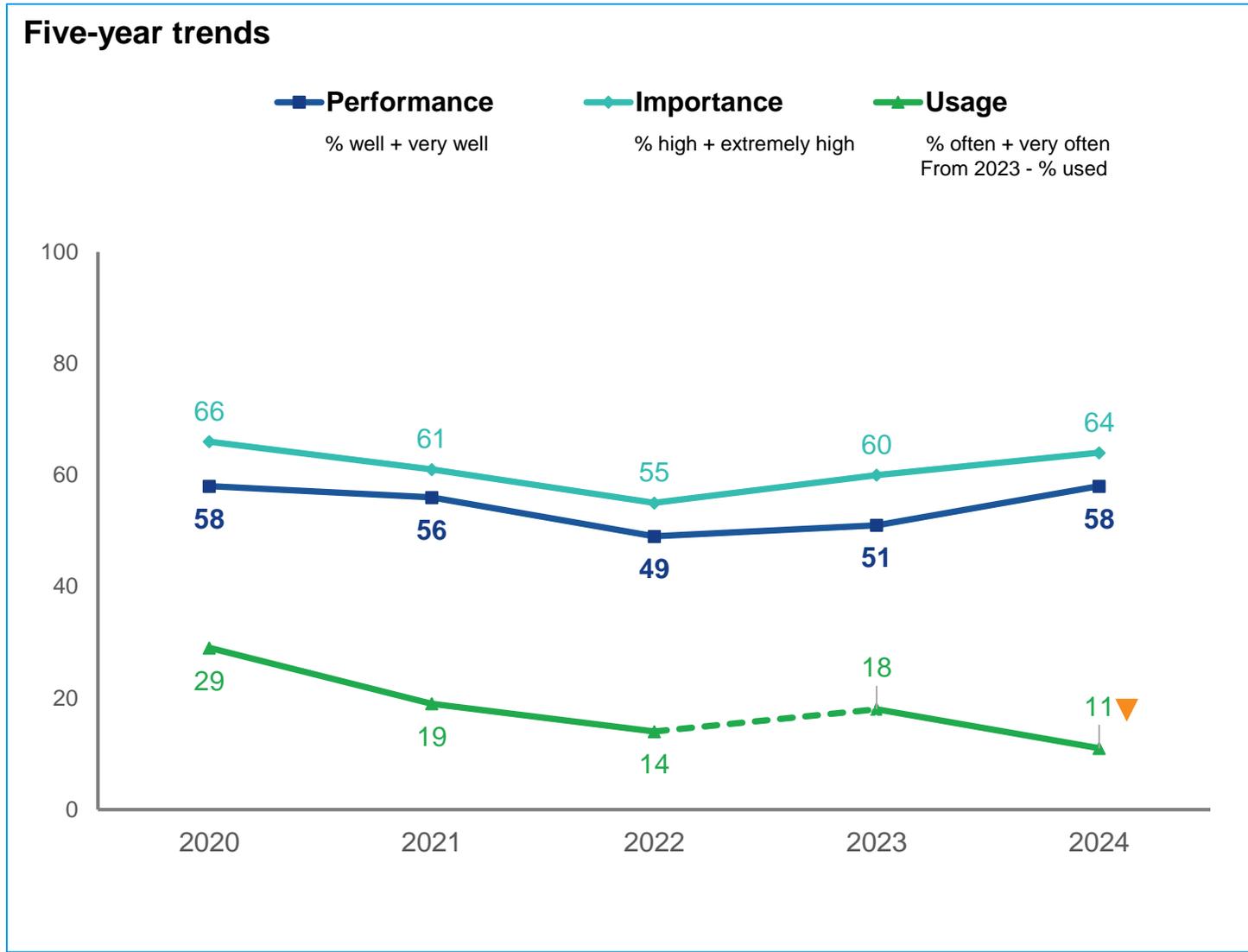
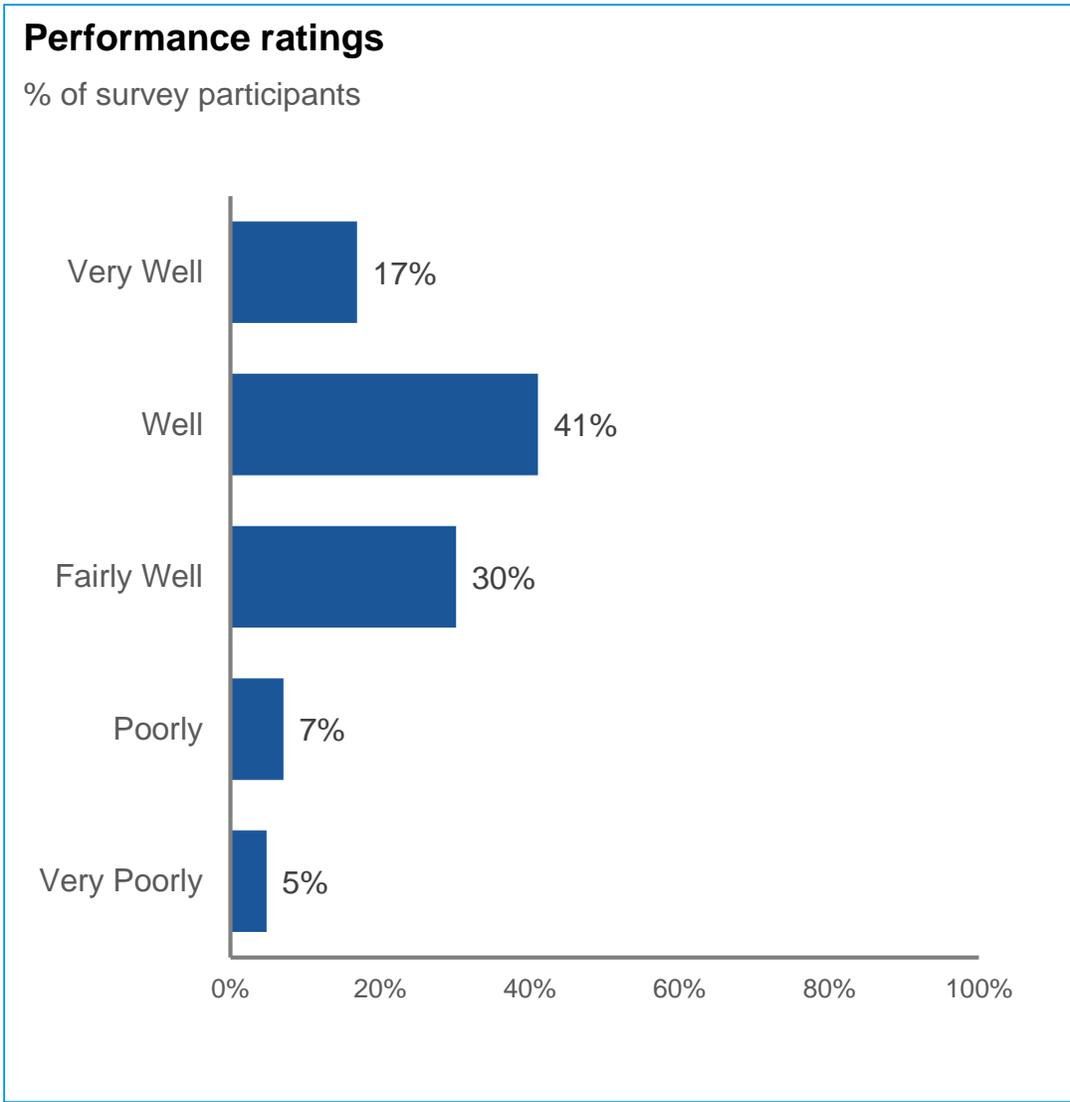
LitterBusters (litter management)



Q. Have you used the following service in the last 12 months? total n=851, excludes 16 no response. Q. What importance do you place on the service? total n=785, excludes 82 no response. Q. How well does the City deliver the service? total n=610, excludes 257 not applicable, don't use and no response.
 Base: All survey participants.
 Note: results may not exactly add up to the combined score due to rounding.

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Local business support



Q. Have you used the following service in the last 12 months? total n=849, excludes 18 no response. Q. What importance do you place on the service? total n=782, excludes 85 no response. Q. How well does the City deliver the service? total n=410, excludes 457 not applicable, don't use and no response.

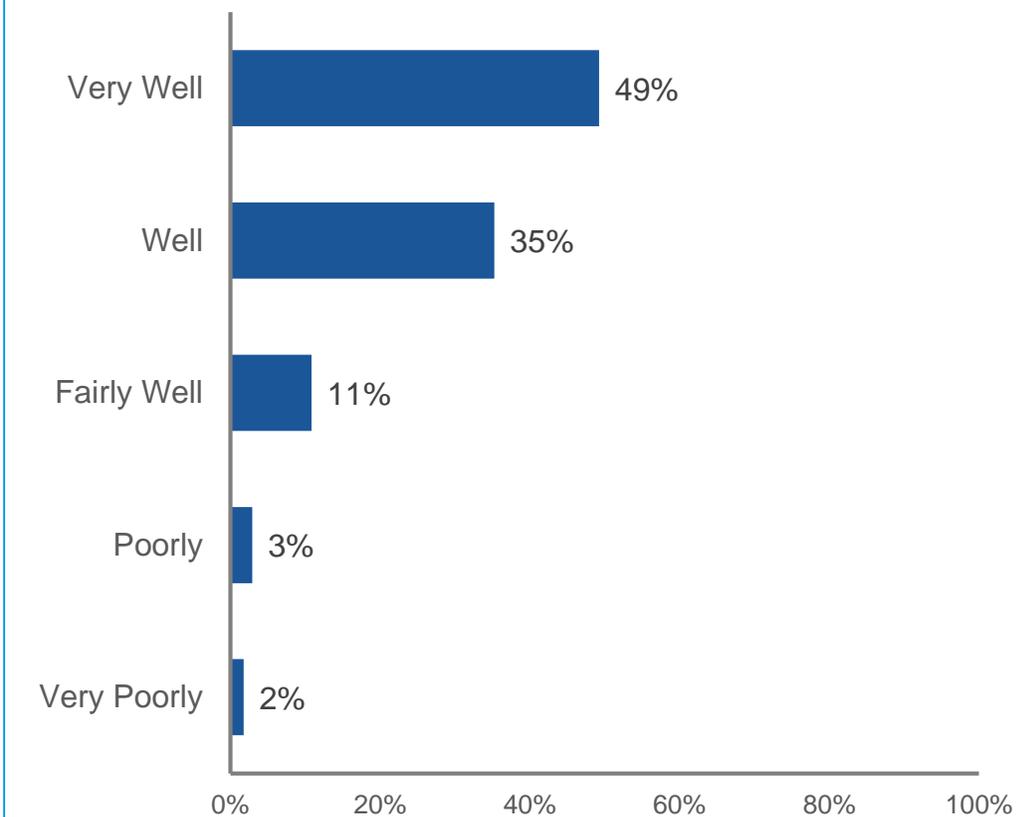
Base: All survey participants.

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

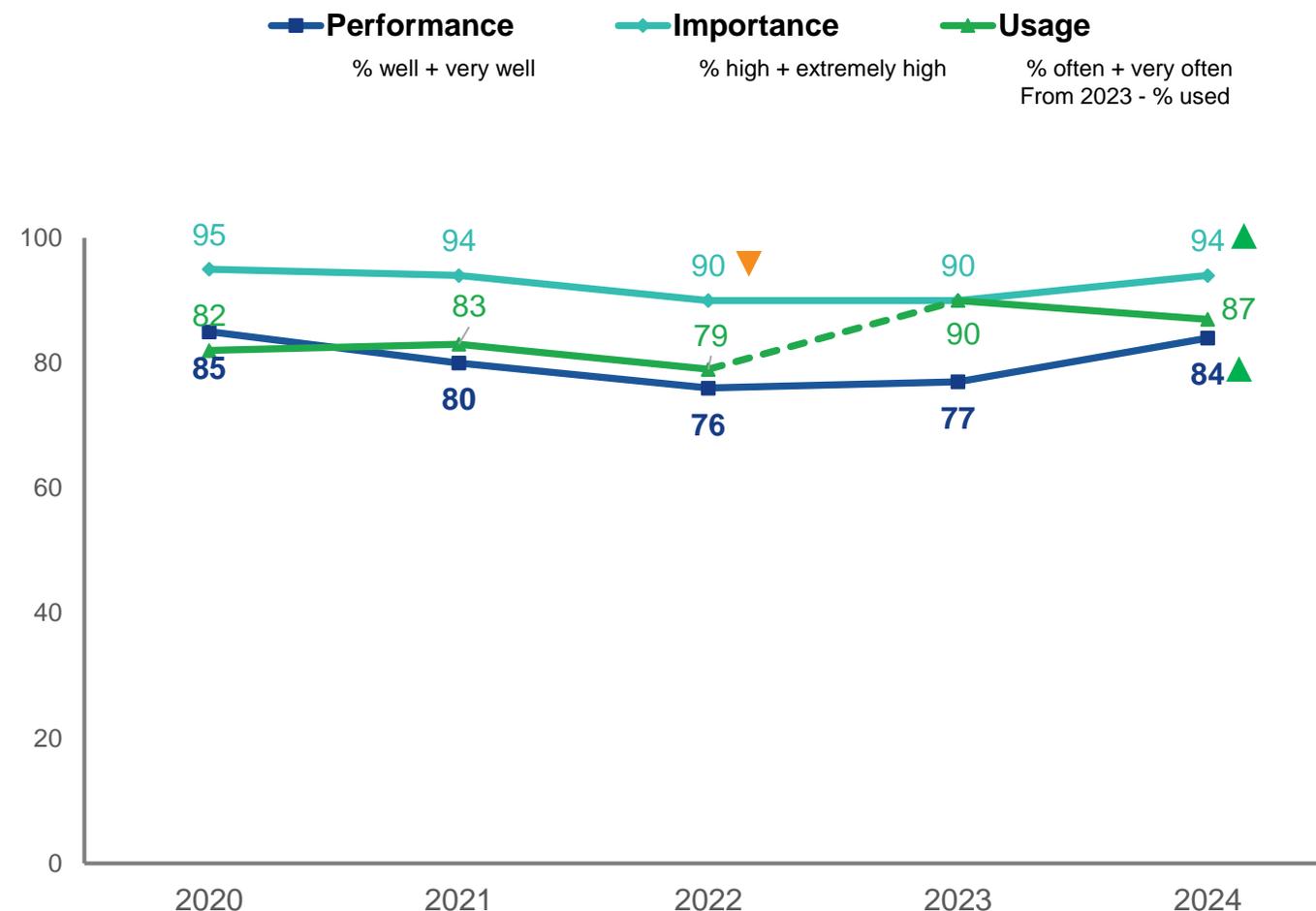
Rubbish collection and recycling

Performance ratings

% of survey participants



Five-year trends

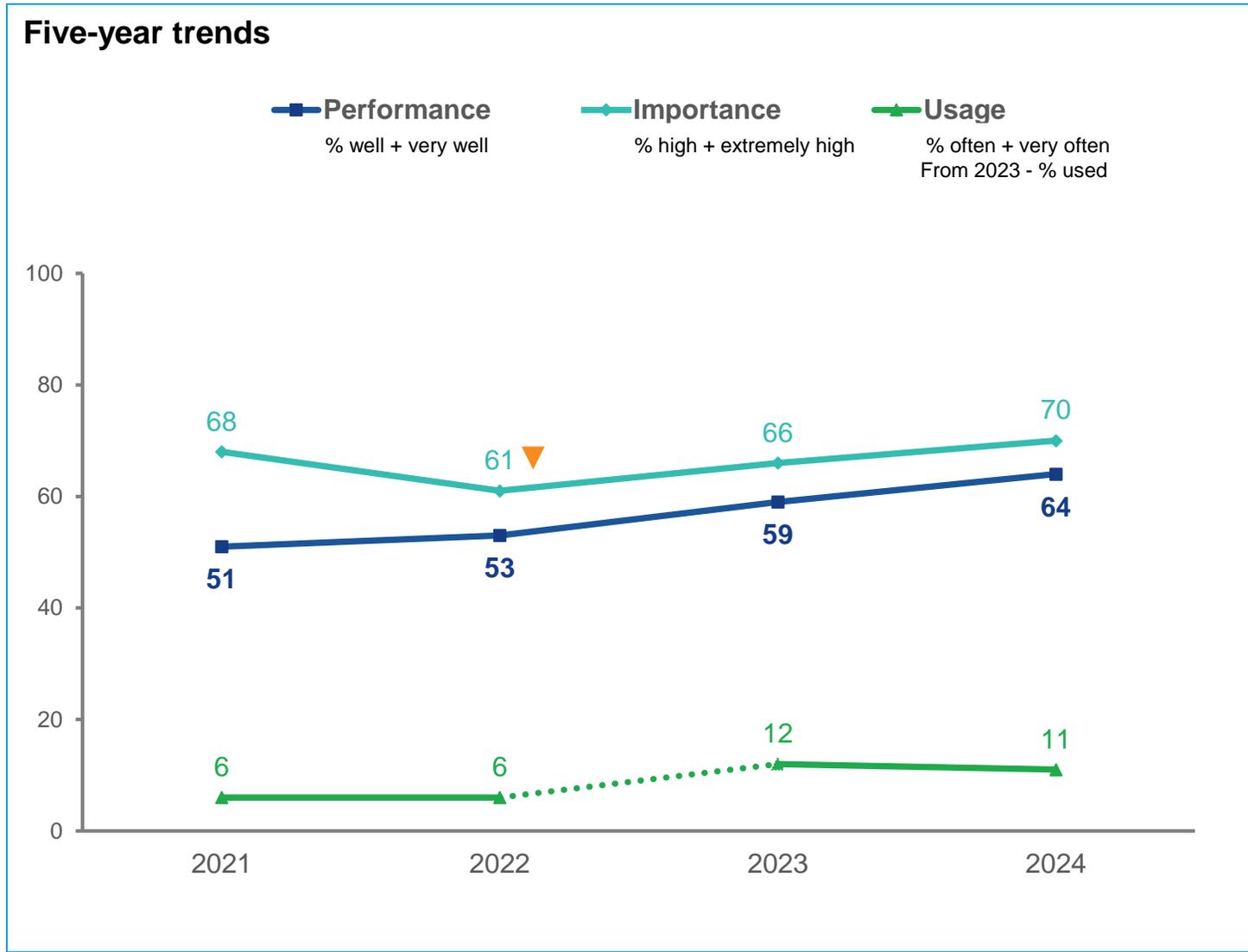
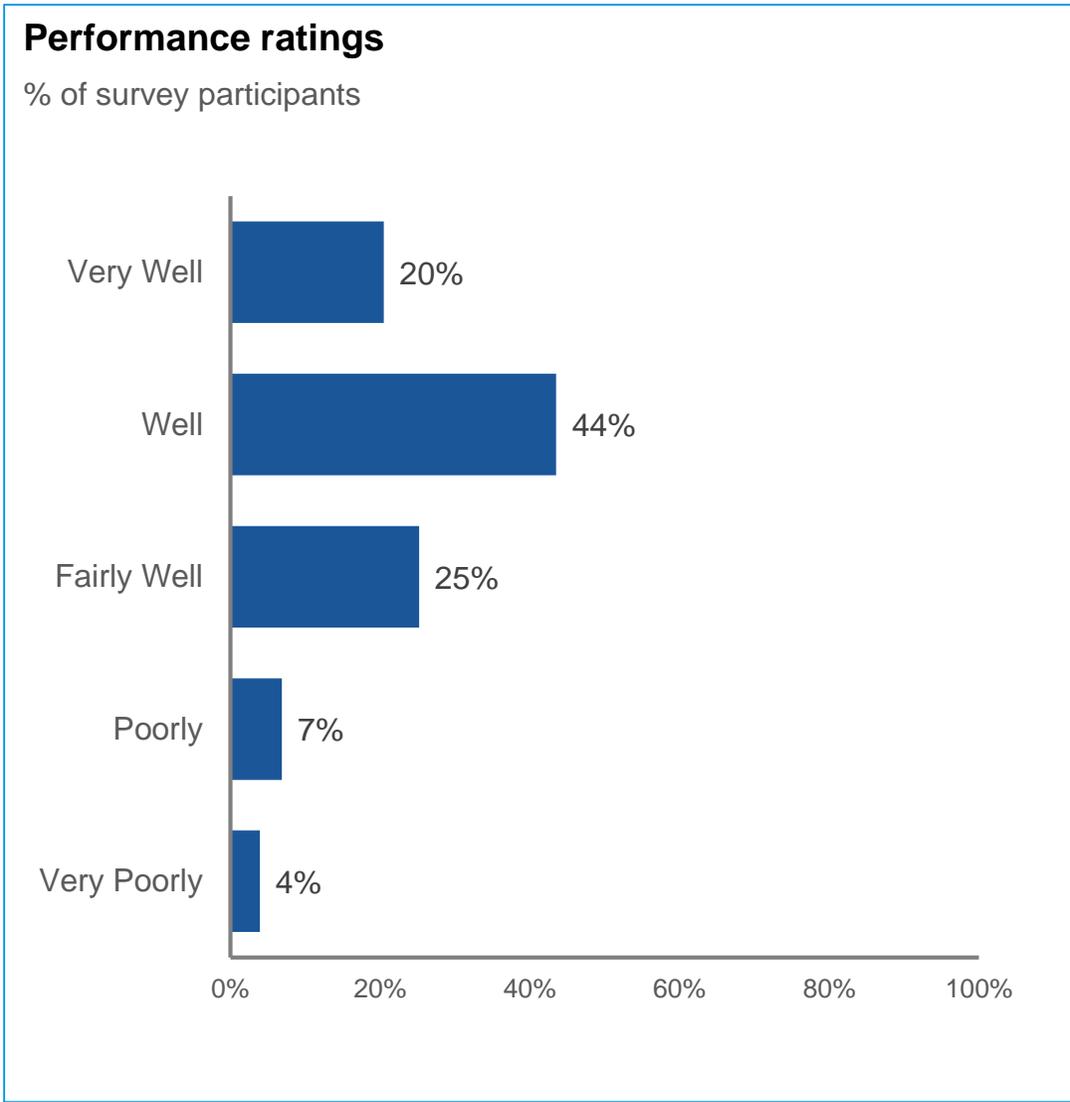


Q. Have you used the following service in the last 12 months? total n=858, excludes 9 no response. Q. What importance do you place on the service? total n=839, excludes 28 no response. Q. How well does the City deliver the service? total n=819, excludes 48 not applicable, don't use and no response.

Base: All survey participants.

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

SmartWatch (community patrol)

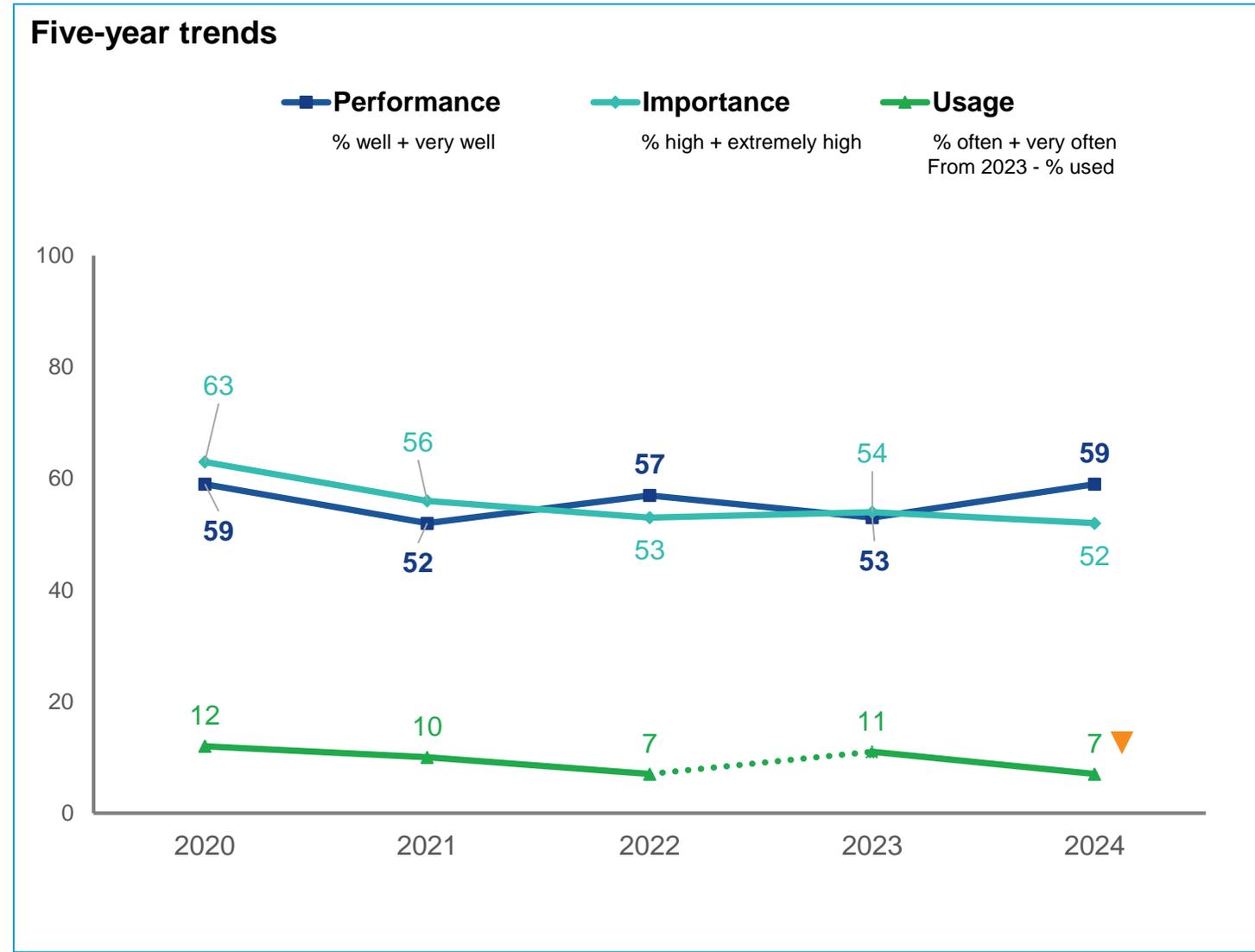
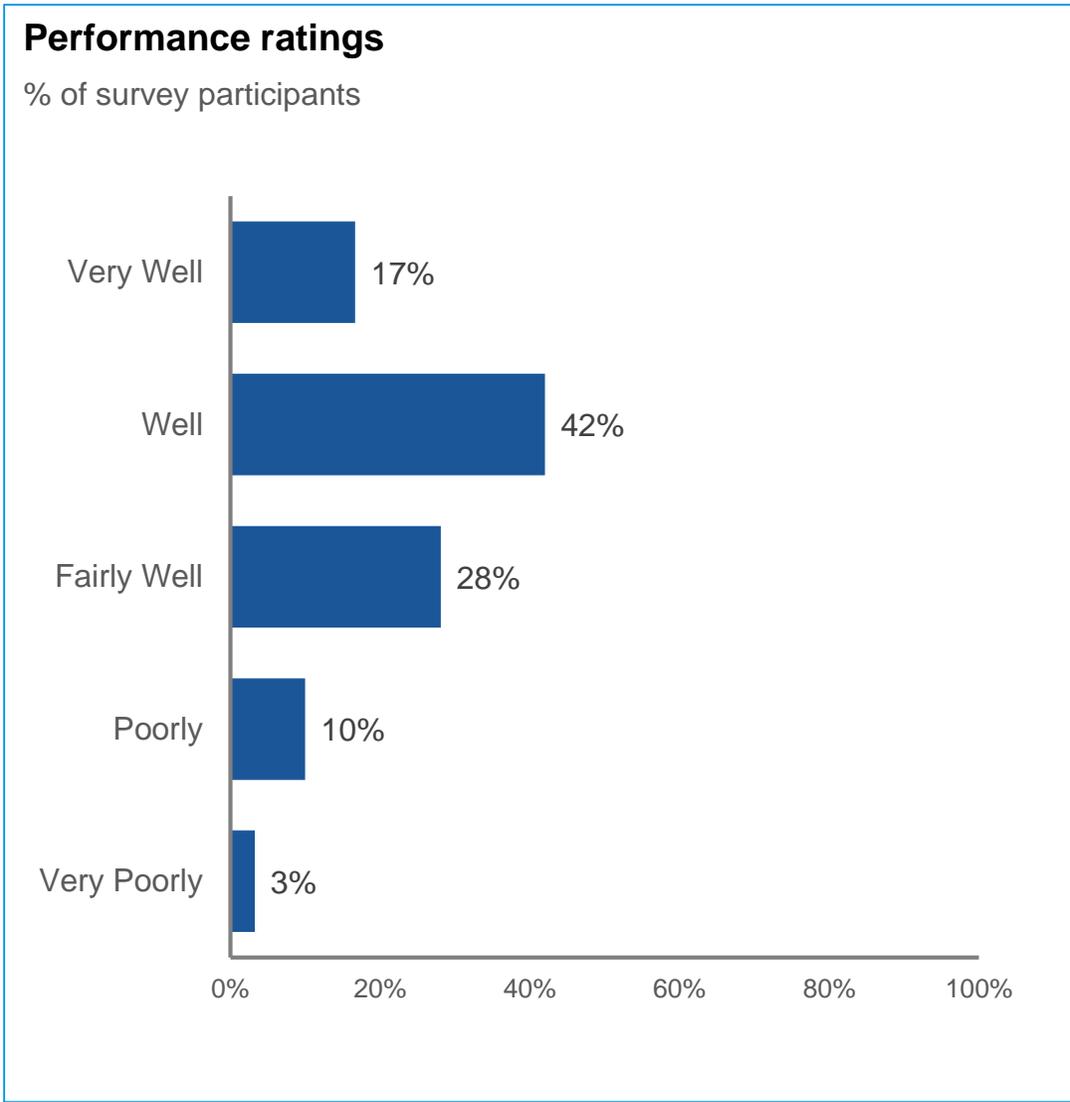


Q. Have you used the following service in the last 12 months? total n=851 excludes 16 no response. Q. What importance do you place on the service? total n=789, excludes 78 no response. Q. How well does the City deliver the service? total n=600, excludes 267 not applicable, don't use and no response

Base: All survey participants.

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

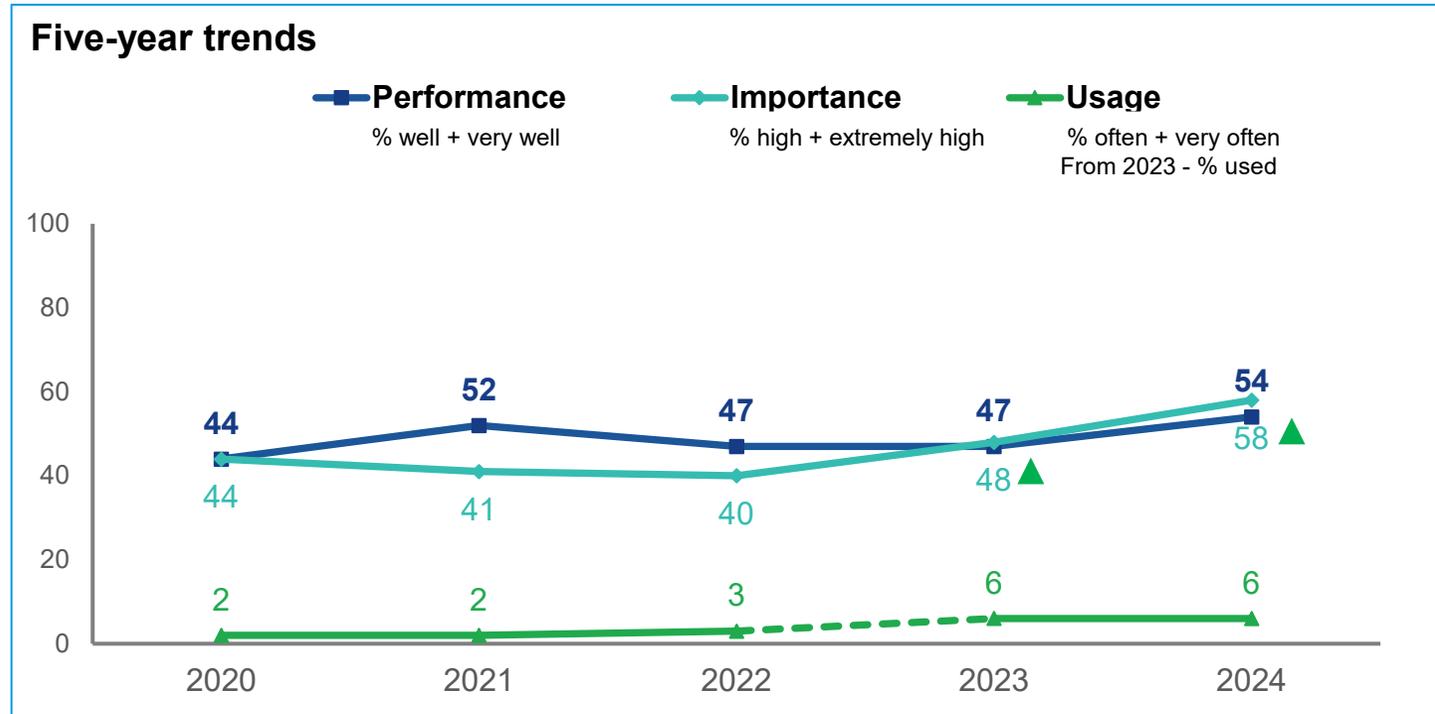
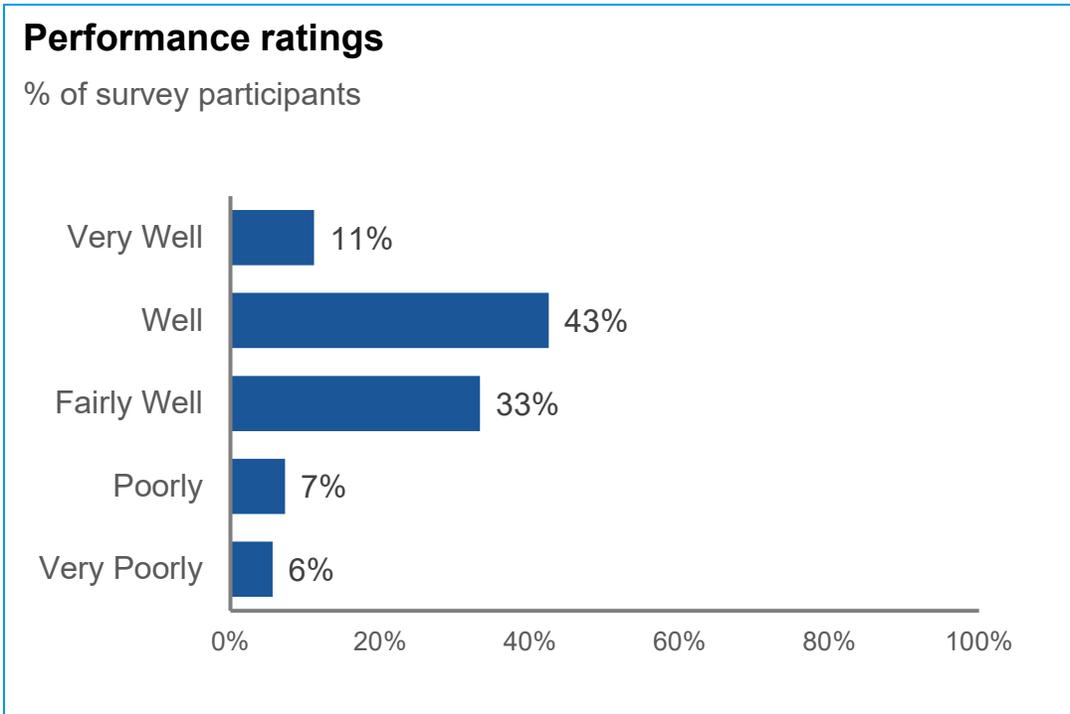
Tourism promotion



Q. Have you used the following service in the last 12 months? total n=850, excludes 17 no response. Q. What importance do you place on the service? total n=786, excludes 81 no response. Q. How well does the City deliver the service? total n=585, excludes 282 not applicable, don't use and no response.
 Base: All survey participants.
 Note: results may not exactly add up to the combined score due to rounding.

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Town planning approvals



Discussion of the results

Use: 6% of survey participants say they’ve used the town planning approvals service in the last 12 months, similar to last year. There are no differences in usage between the different groups of survey participants.

Importance: 58% of survey participants rate town planning approvals as being of extremely high or high importance, significantly higher than last year as well as 2020-2022. This is the second successive year that town planning approvals have increased in importance. There is no difference in the importance of town planning approvals between the different groups of survey participants.

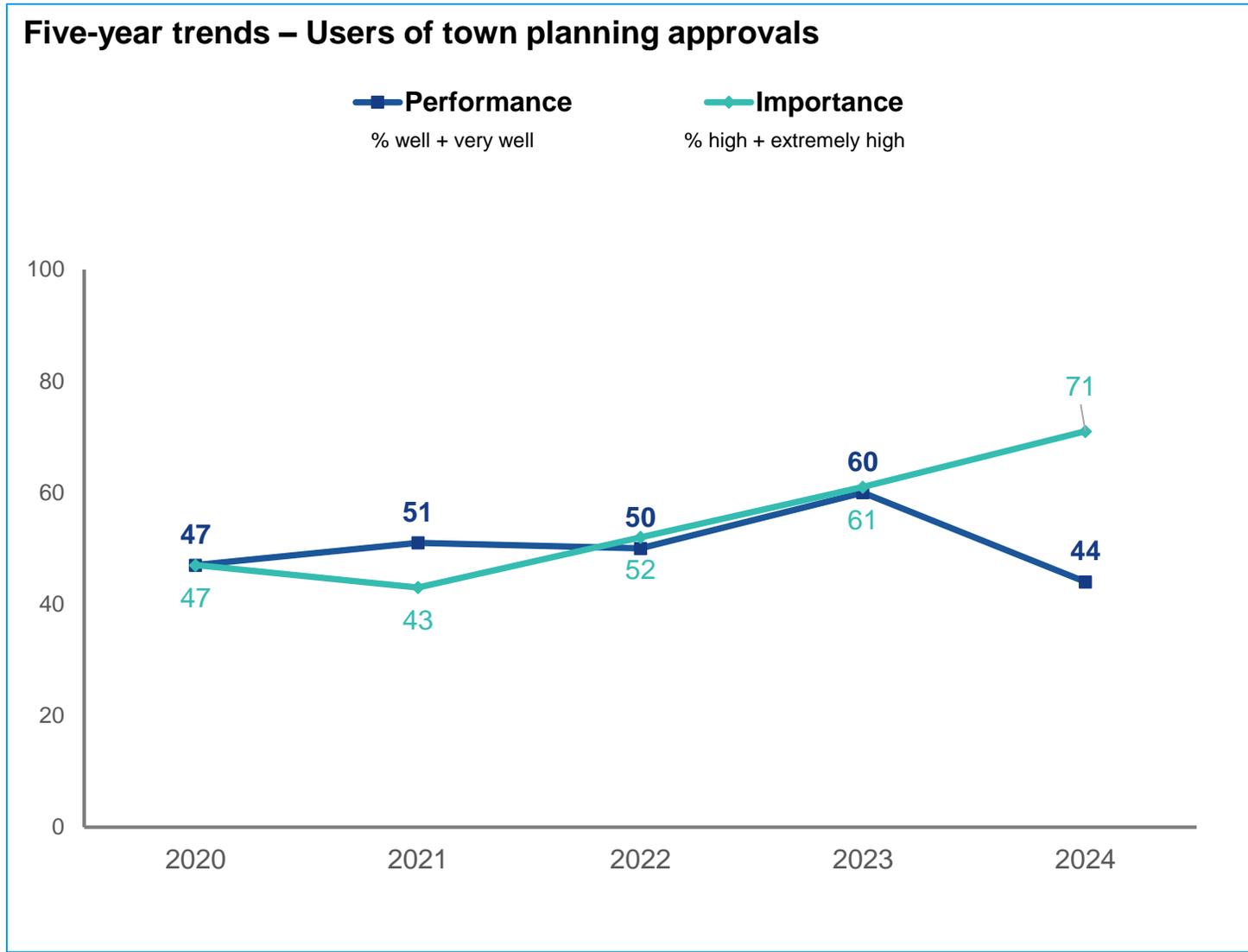
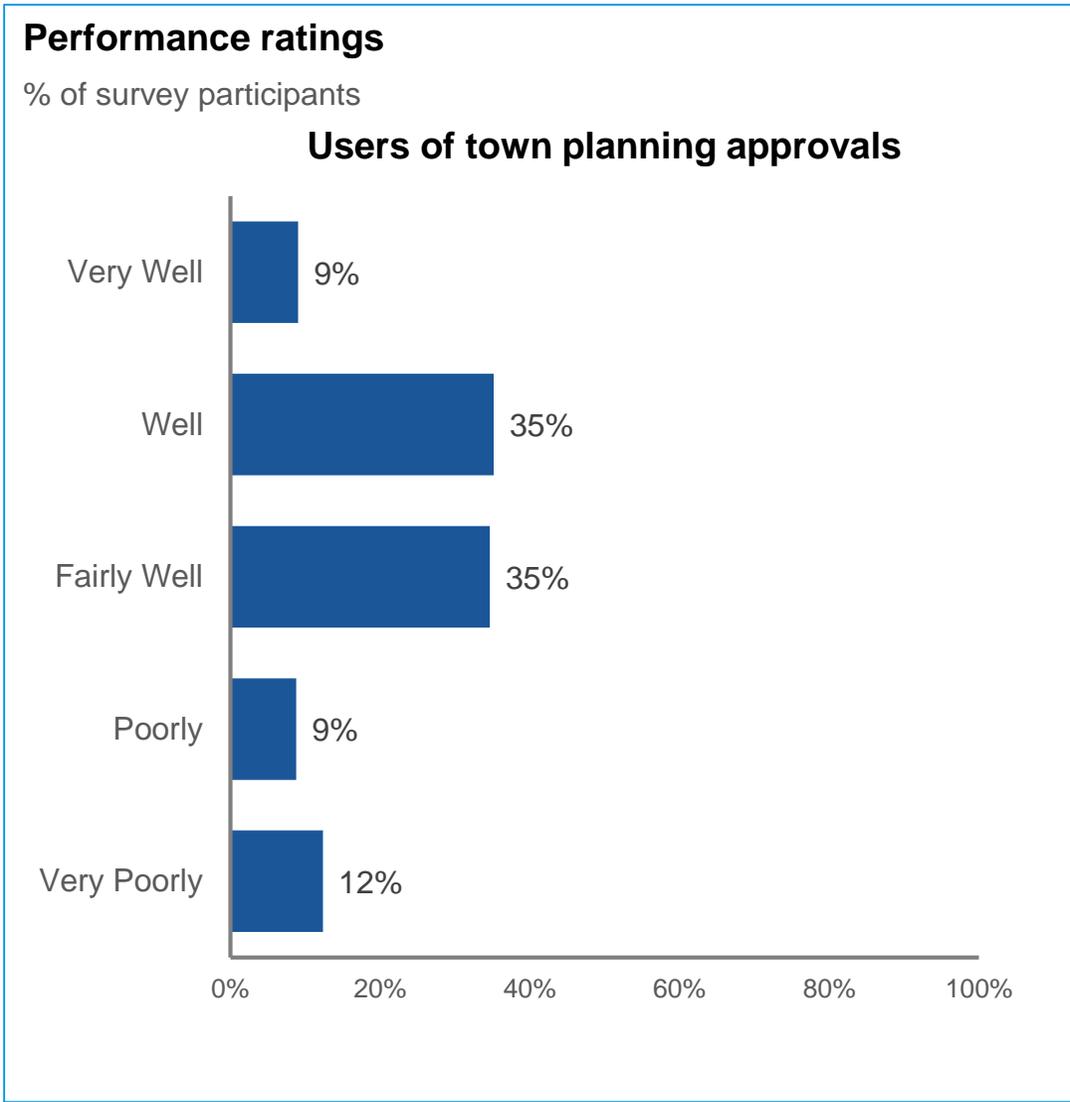
Performance: 54% of survey participants feel the City is performing very well or well in delivering town planning approvals, similar to the previous four years. The City’s performance in delivering town planning approvals is rated similarly by the different groups of survey participants.

Q. Have you used the following service in the last 12 months? total n=849, excludes 18 no response; effective sample size n=484. Q. What importance do you place on the service? total n=781, excludes 86 no response; effective sample size n=458. Q. How well does the City deliver the service? total n=396, excludes 471 not applicable, don’t use and no response; effective sample size n=222.

Base: All survey participants.

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

Town planning approvals – service users



Q. Have you used the following service in the last 12 months? total n=52. Q. What importance do you place on the service? total n=52, excludes 0 no response. Q. How well does the City deliver the service? total n=45, excludes 67not 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.

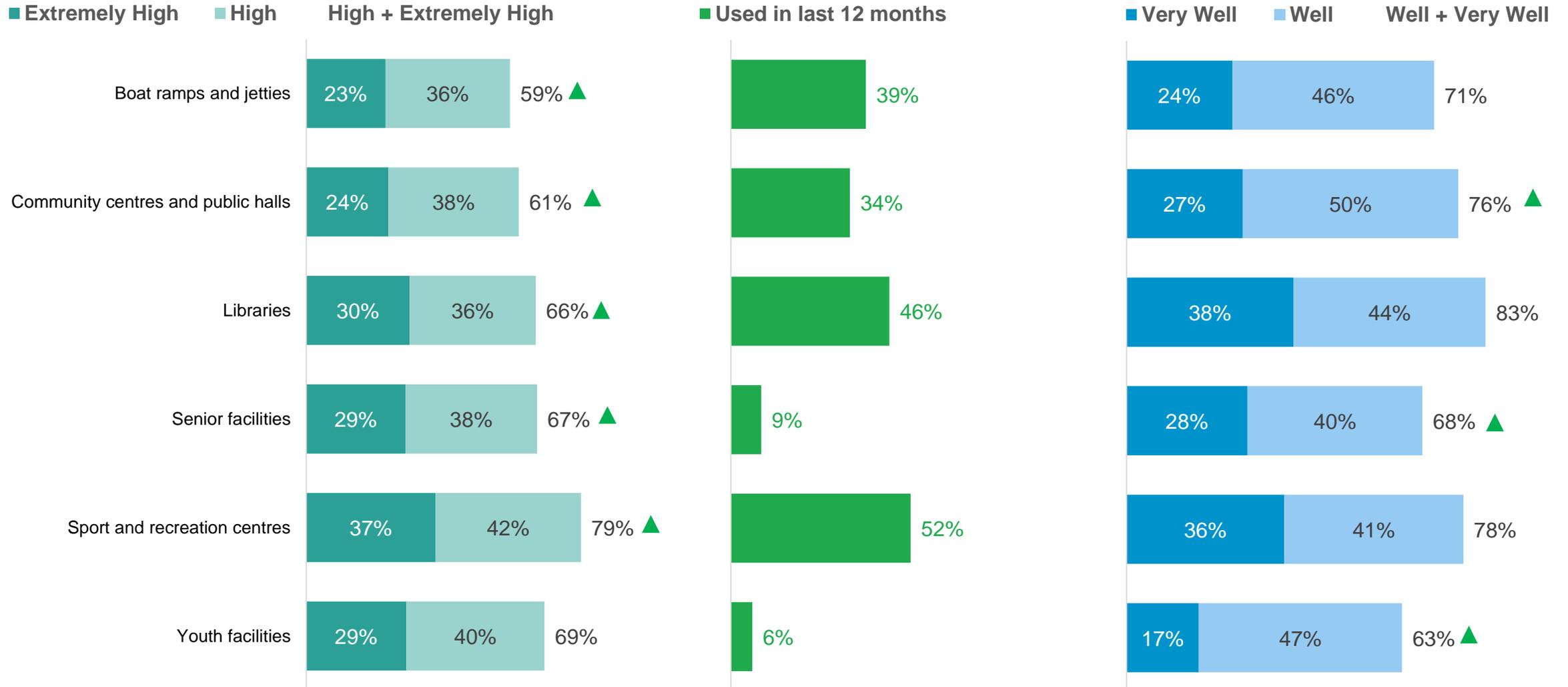
Performance – Facilities the City Operates



Facilities the City operates – importance, usage and performance

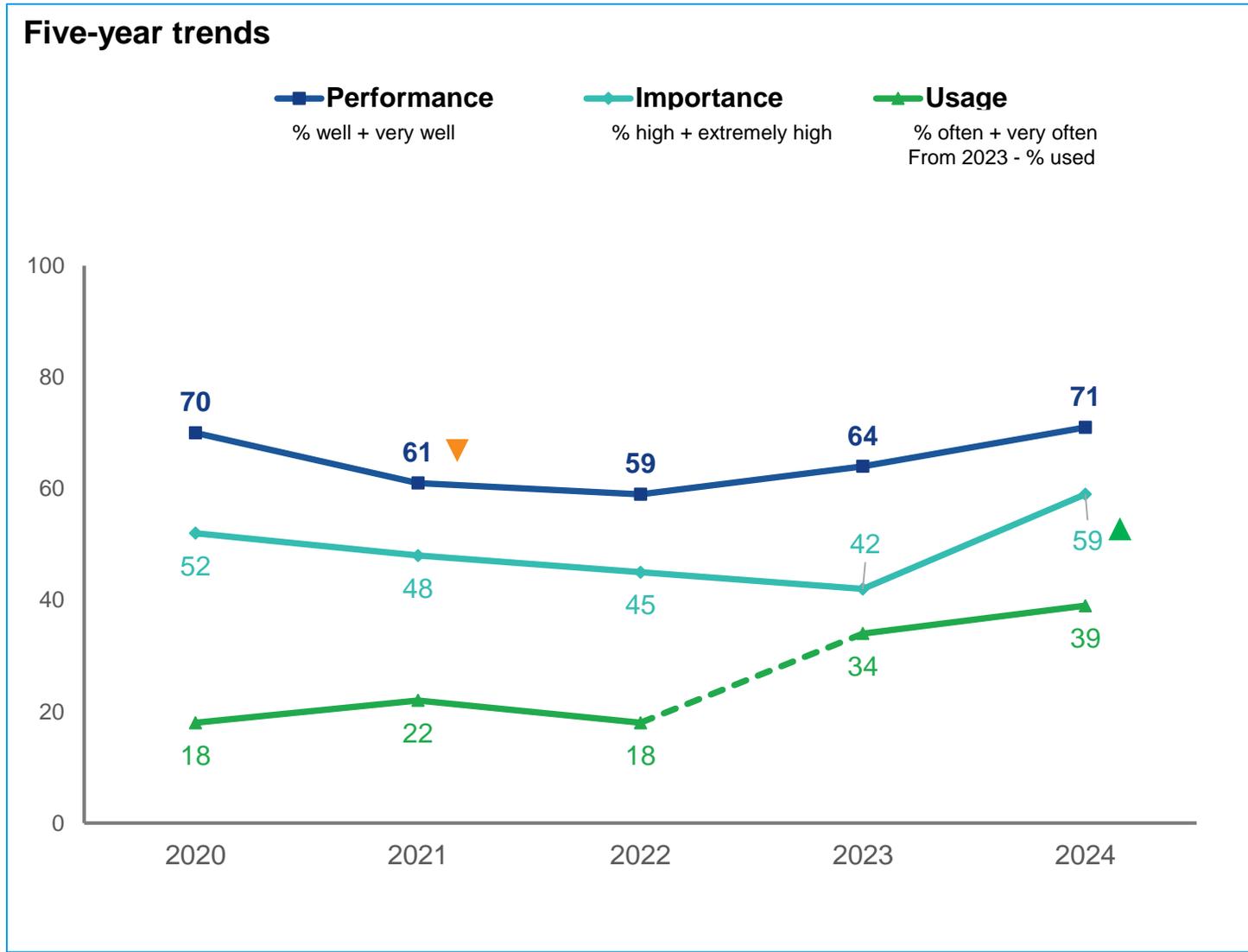
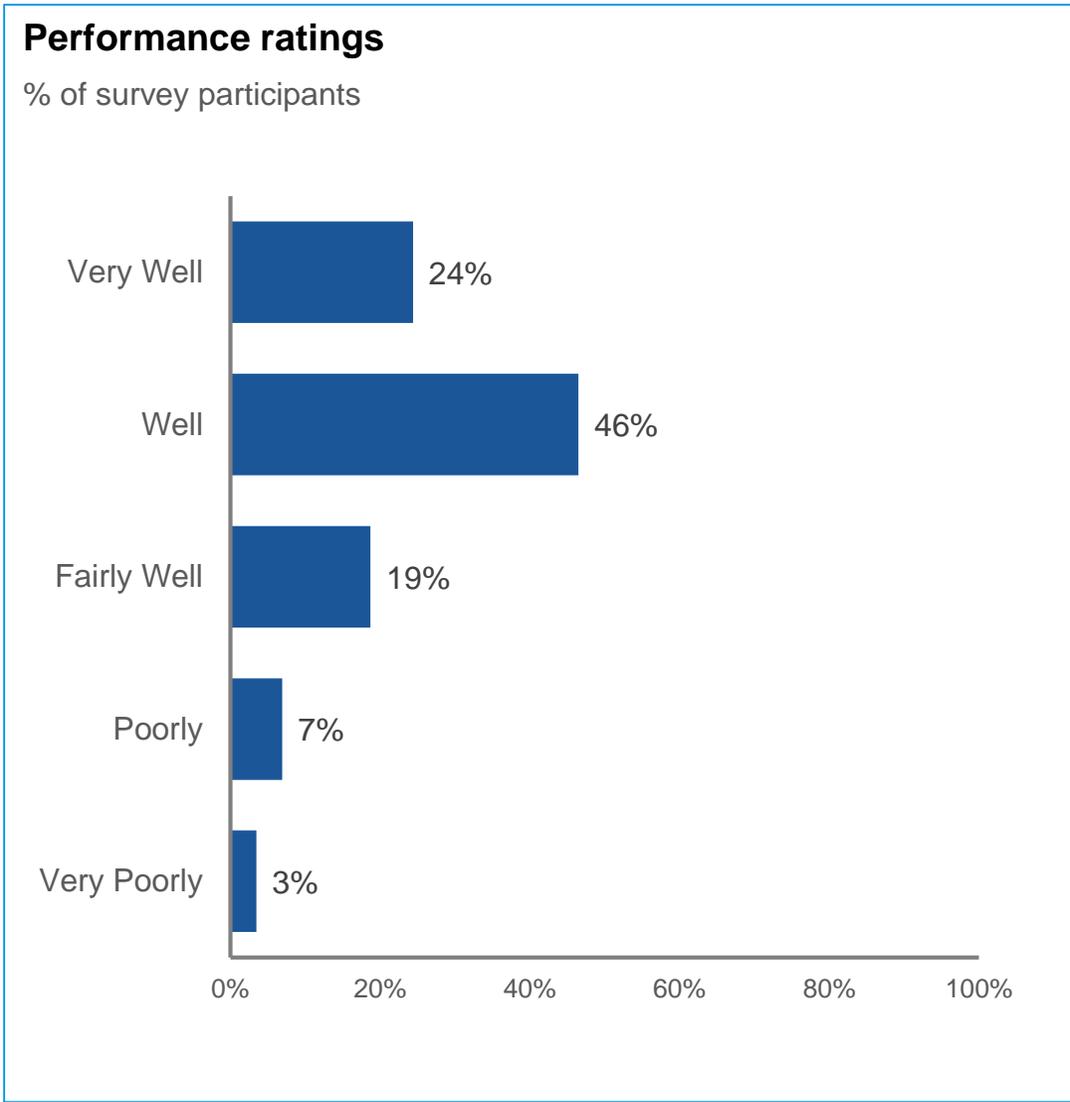


% of survey participants



Q. Have you used the following facility in the last 12 months? Q. What importance do you place on the facility? Q. How well does the City deliver the facility?
 Base: Those who provided a valid response n=various. See following pages detailed results.

Boat ramps and jetties

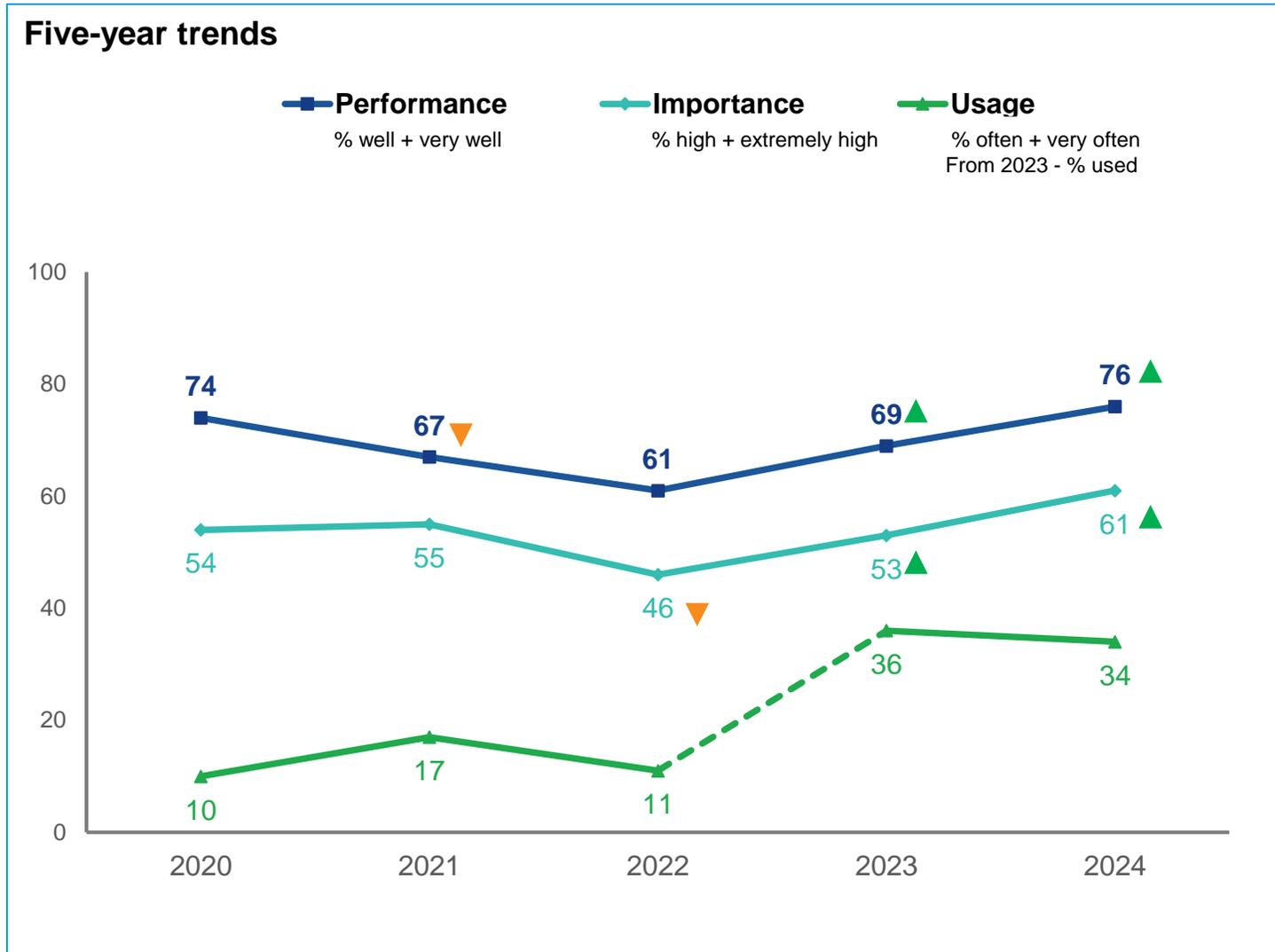
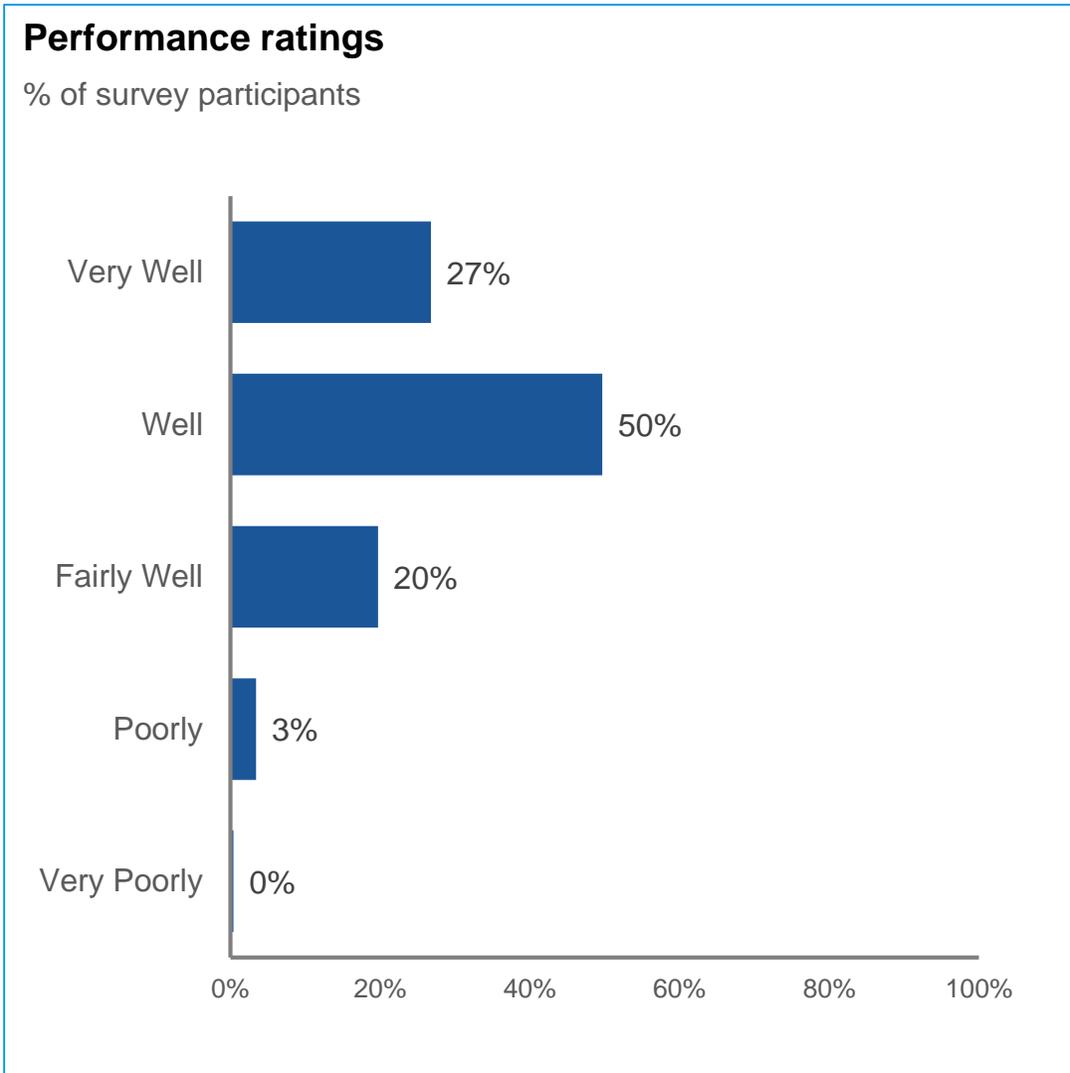


Q. Have you used the following facility in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the facility? total n=798, excludes 69 no response; n=456. Q. How well does the City deliver the facility? total n=572, excludes 295 not applicable, don't use and no response.

Base: All survey participants.

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

Community centres and public halls

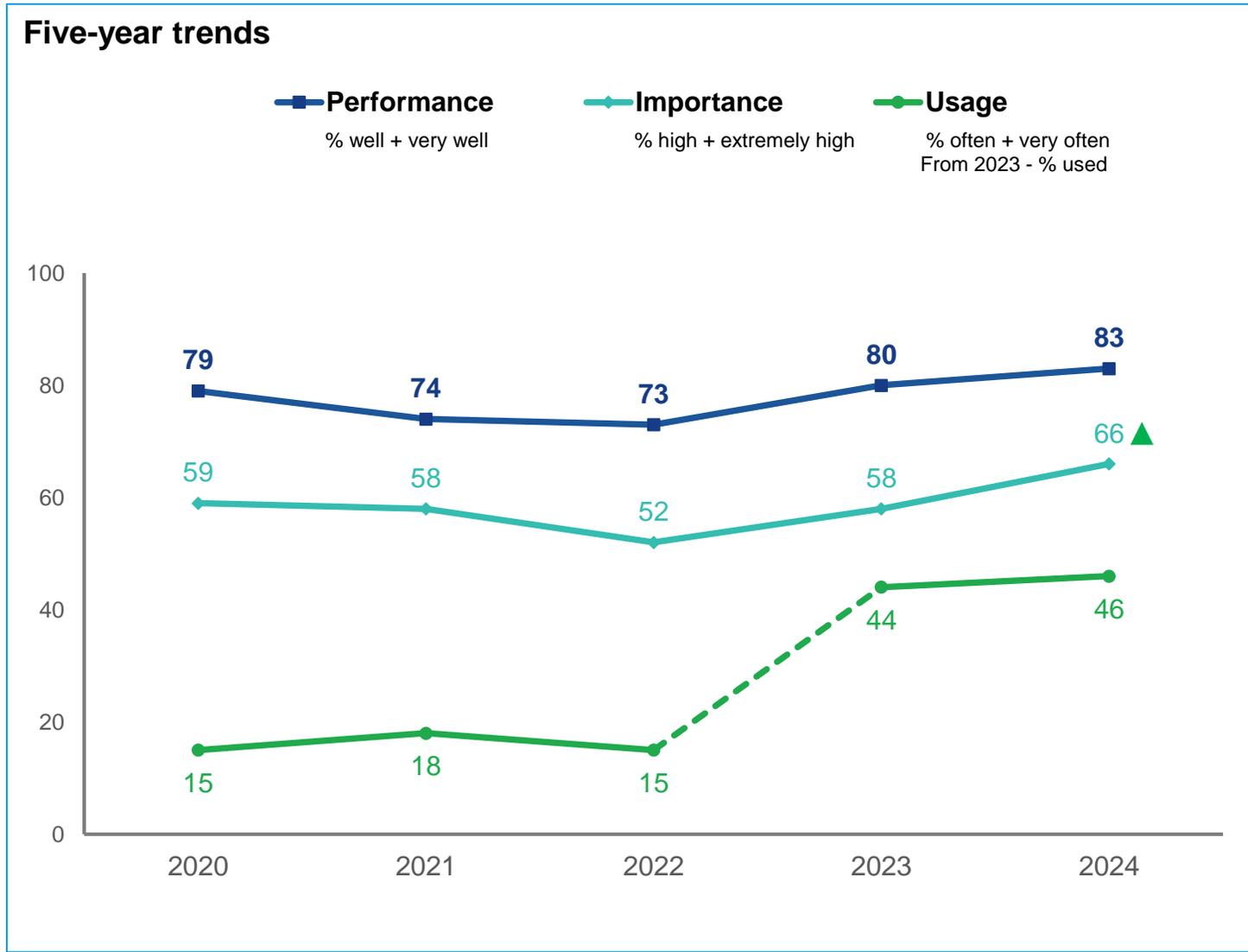
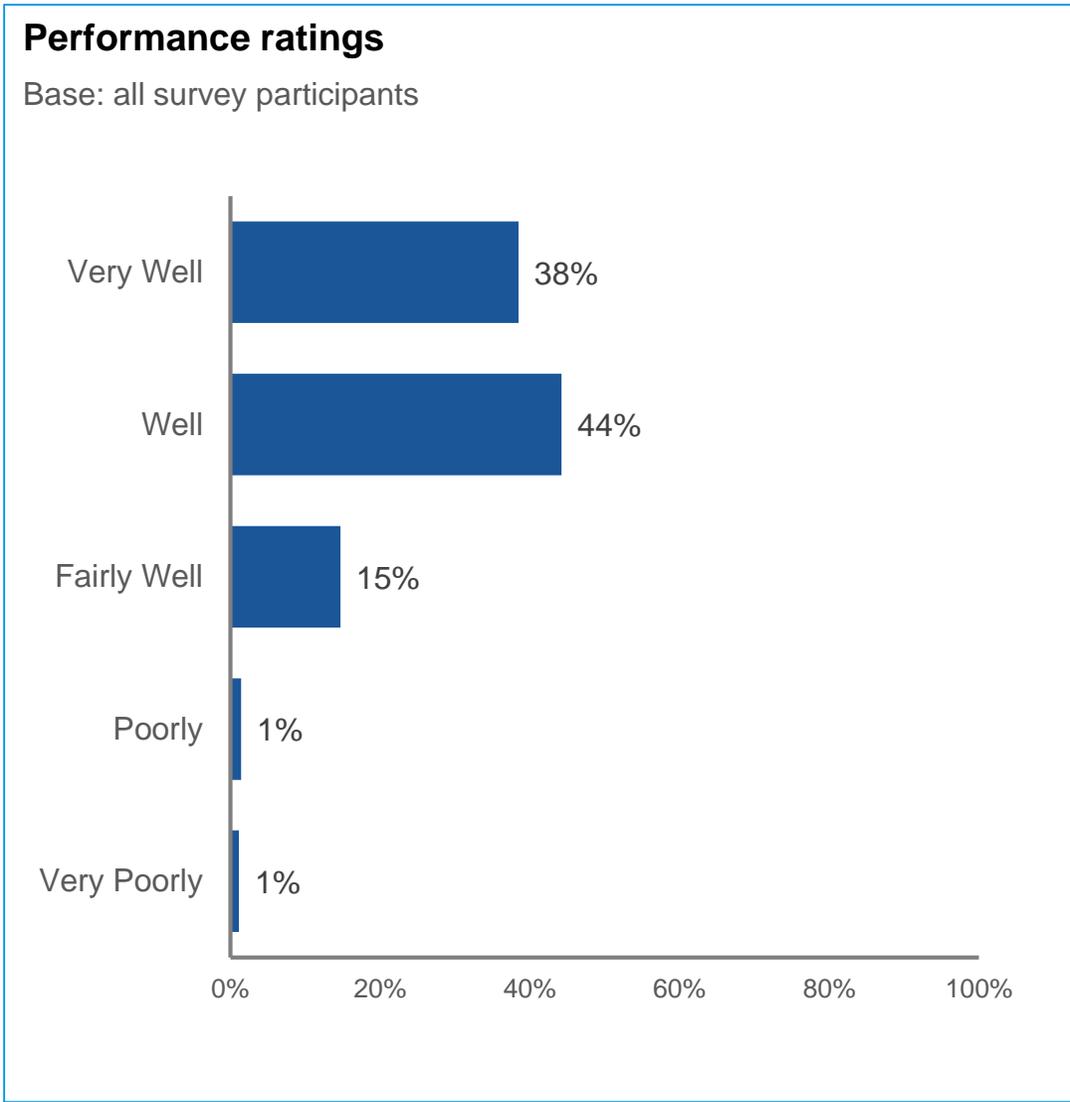


Q. Have you used the following facility in the last 12 months? total n=851, excludes 16 no response. Q. What importance do you place on the facility? total n=808, excludes 59 no response. Q. How well does the City deliver the facility? total n=622, excludes 245 not applicable, don't use and no response.

Base: All survey participants.

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

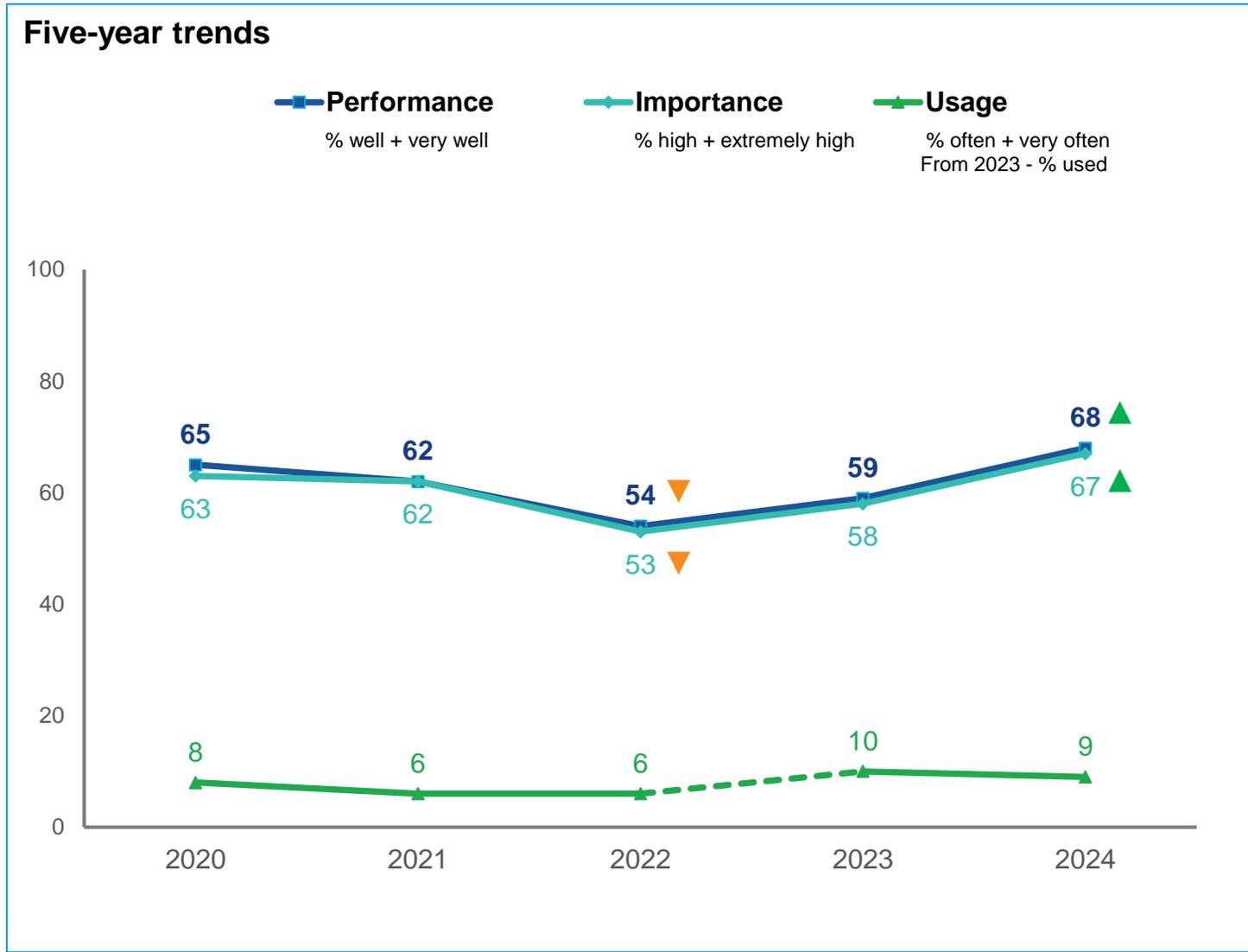
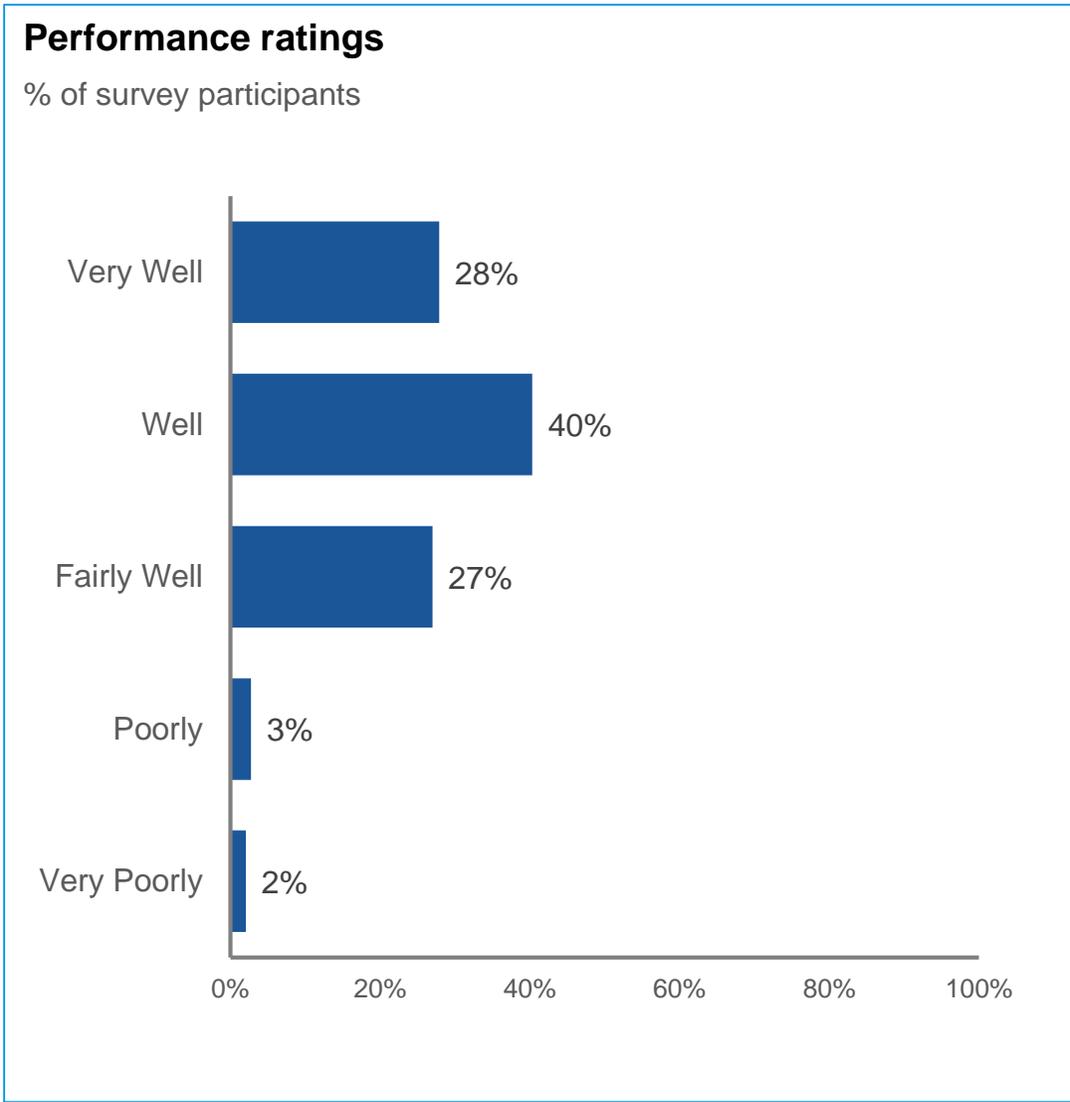
Libraries



Q. Have you used the following facility in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the facility? total n=814, excludes 53 no response. Q. How well does the City deliver the facility? total n=652, excludes 215 not applicable, don't use and no response. Base: All survey participants. Note: results may not exactly add up to the combined score due to rounding.

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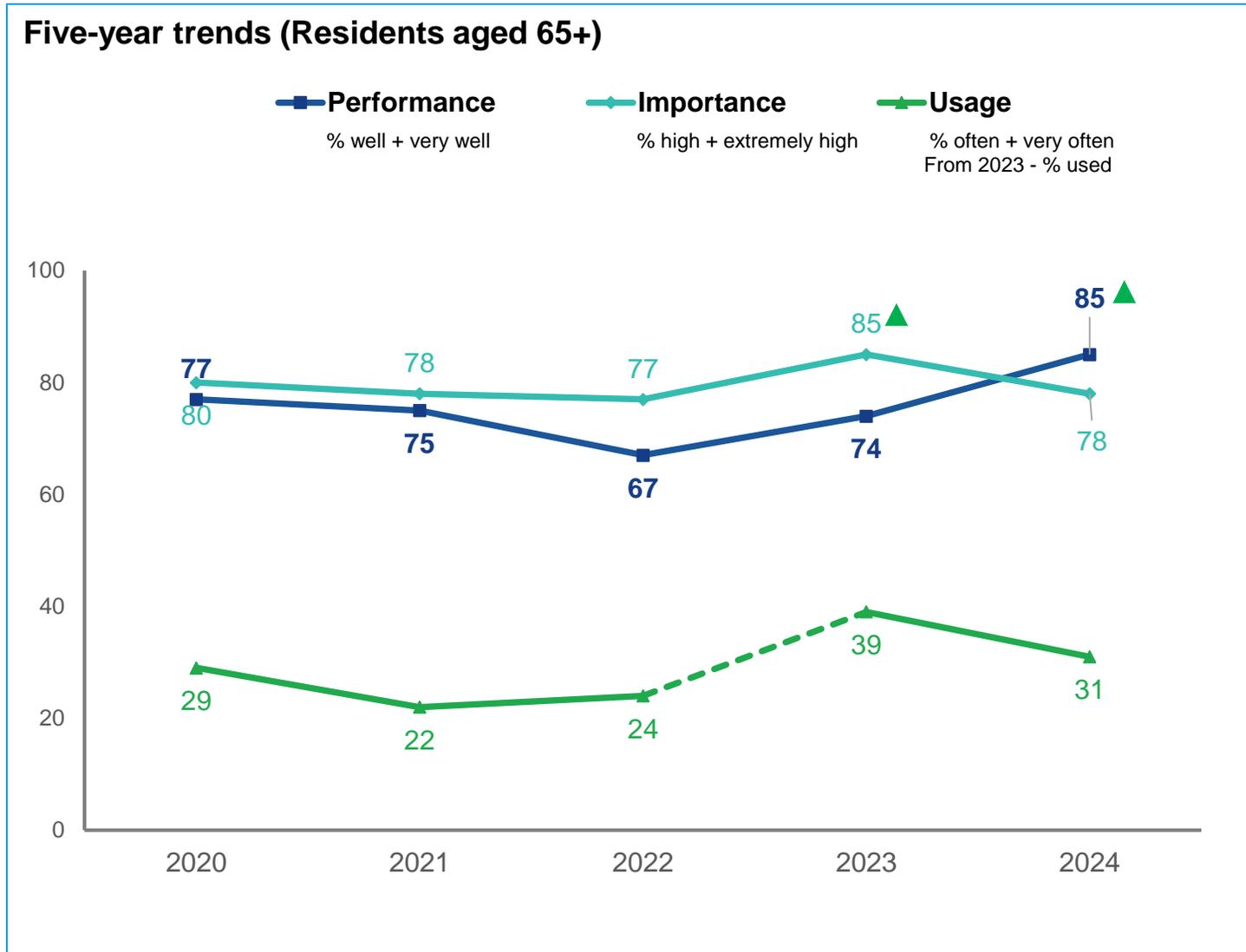
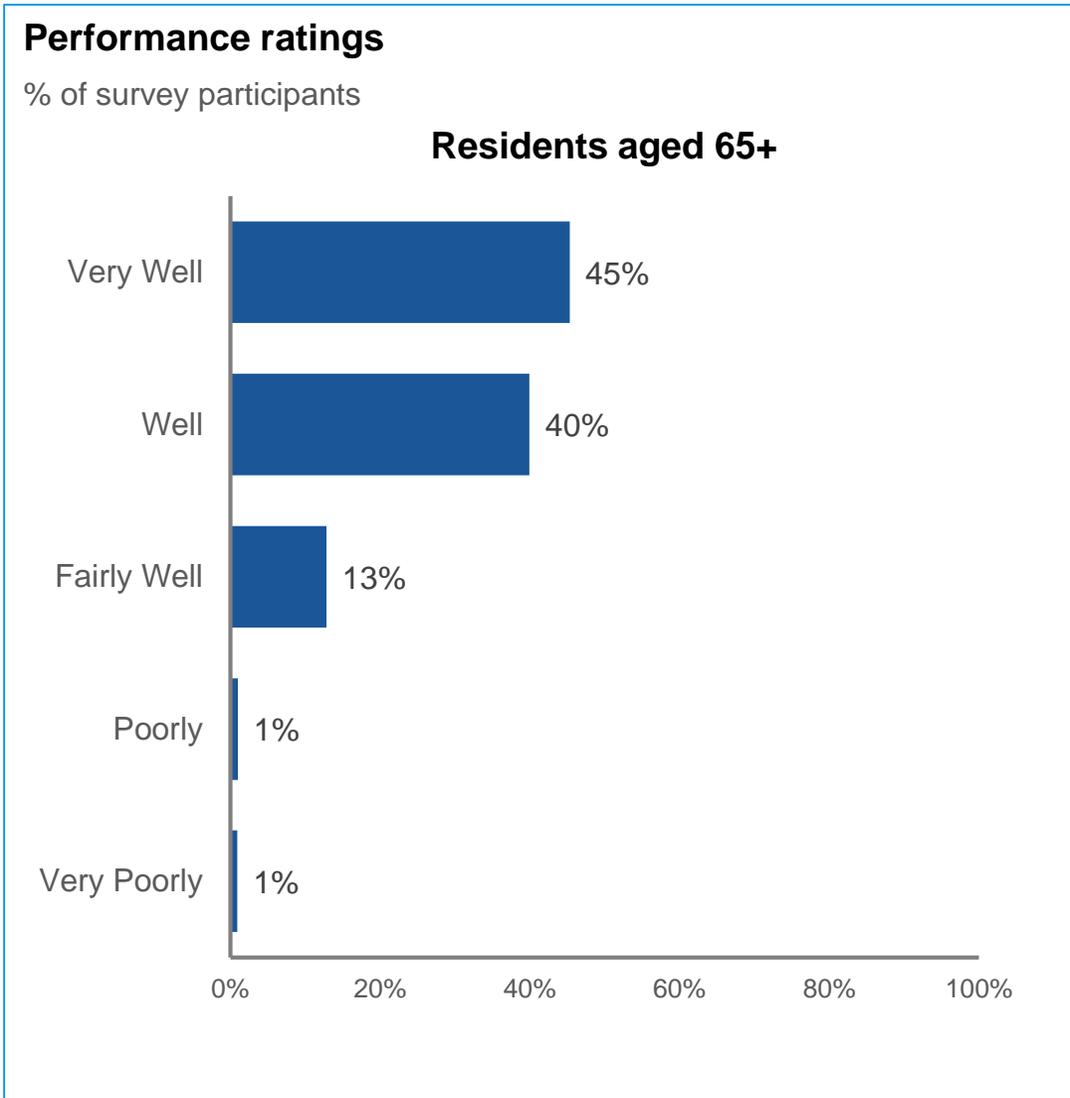
Senior facilities



Q. Have you used the following facility in the last 12 months? total n=850, excludes 17 no response. Q. What importance do you place on the facility? total n=789, excludes 78 no response. Q. How well does the City deliver the facility? total n=441, excludes 426 not applicable, don't use and no response.
 Base: All survey participants.
 Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 42

Senior facilities – residents aged 65+ years

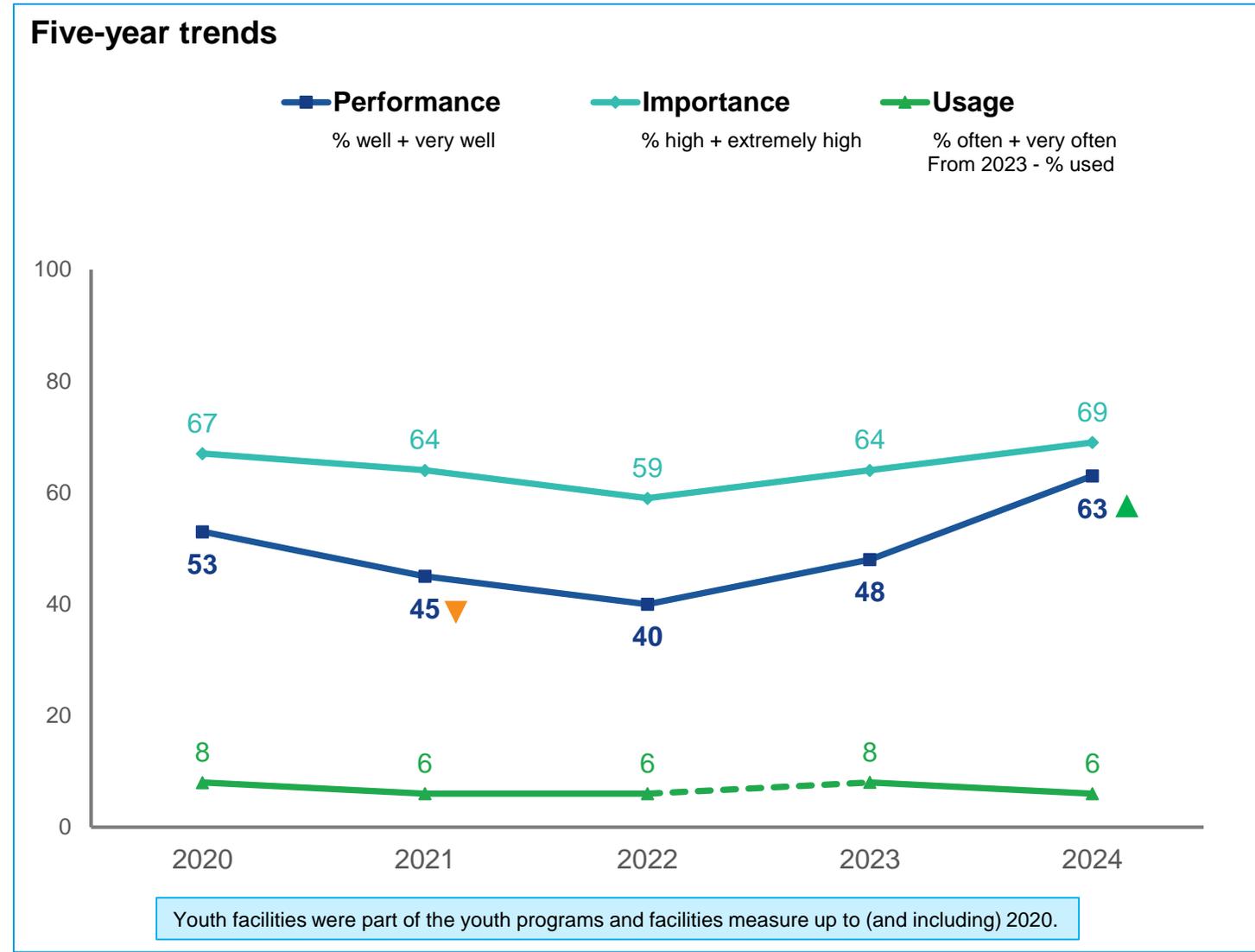
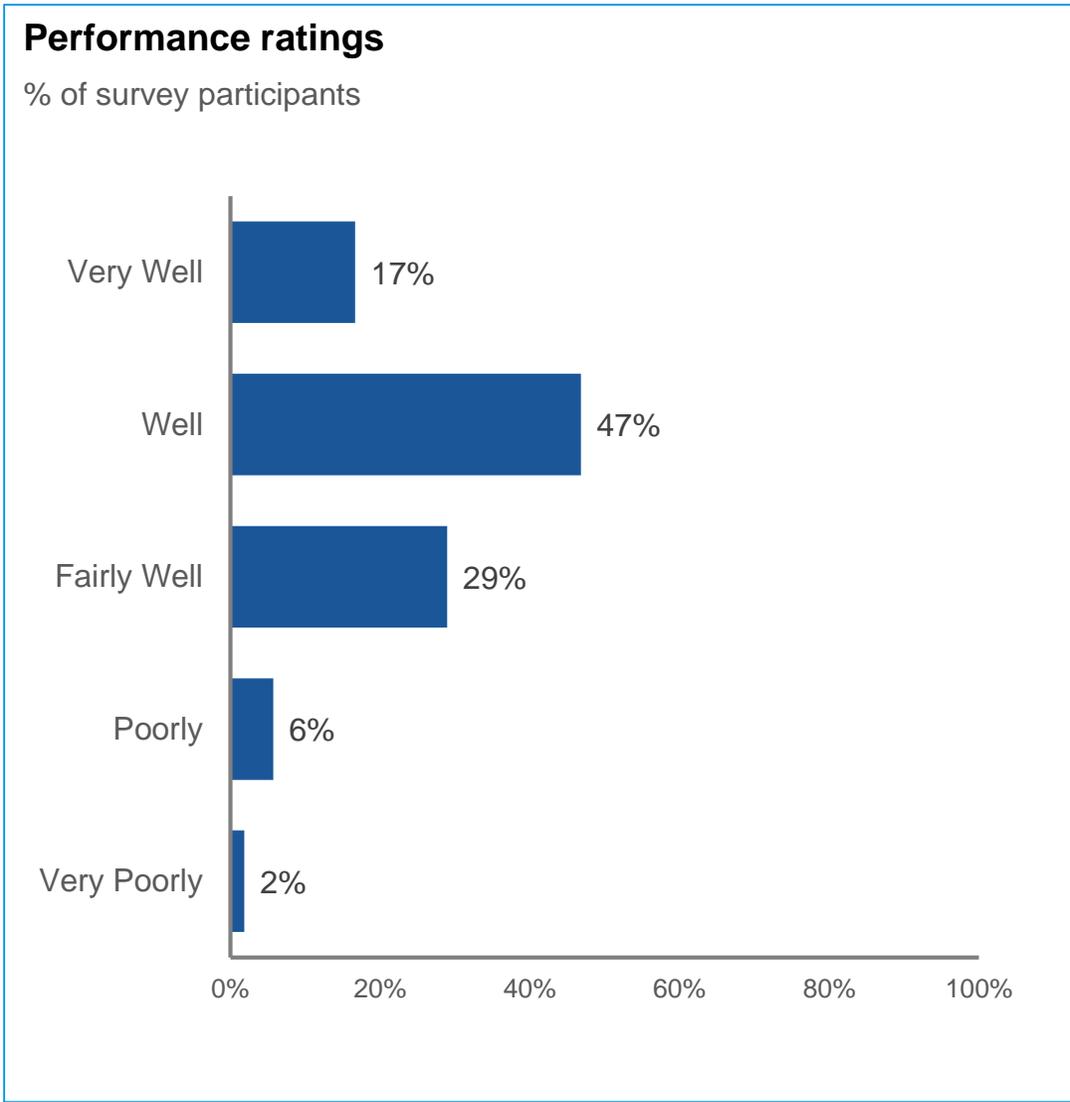


Q. Have you used the following facility in the last 12 months? total n=264, excludes 11 no response. Q. What importance do you place on the facility? total n=239, excludes 36 no response. Q. How well does the City deliver the facility? total n=179, excludes 96 not applicable, don't use and no response.

Base: Residents aged 65+.

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

Youth facilities



Q. Have you used the following facility in the last 12 months? total n=850, excludes 17 no response. Q. What importance do you place on the facility? total n=791, excludes 76 no response. Q. How well does the City deliver the facility? total n=421, excludes 446 not applicable, don't use and no response. Base: All survey participants.

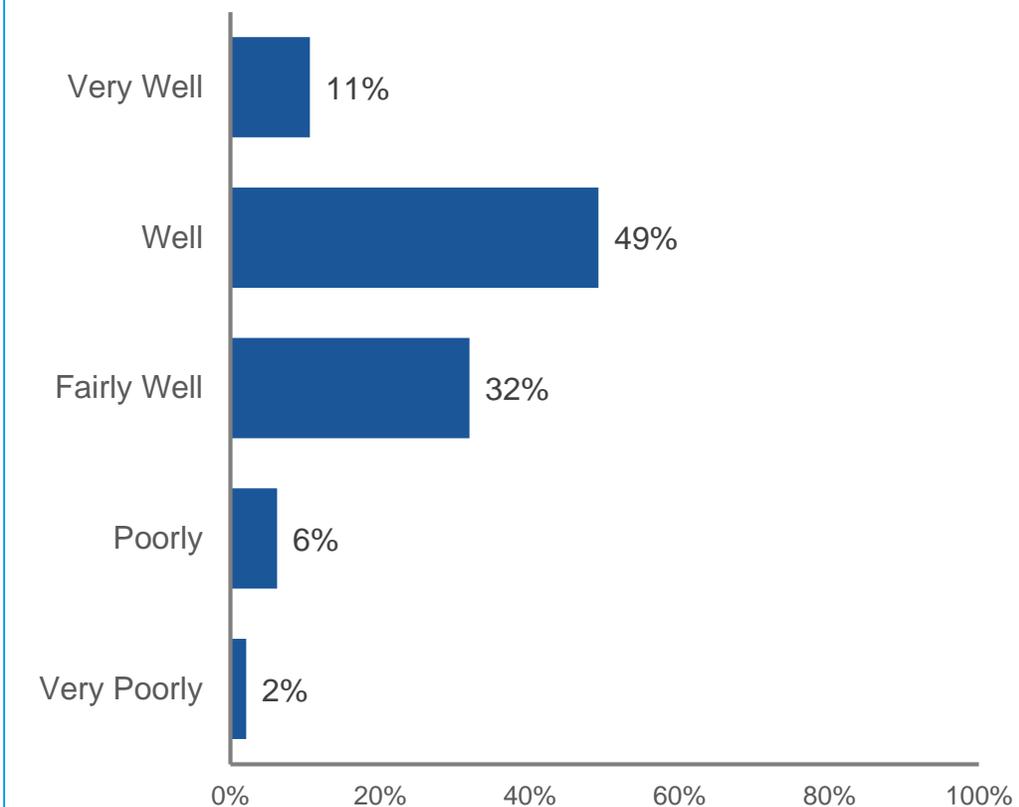
Note: results may not exactly add up to the combined score due to rounding.

Youth facilities – residents aged under 50 years

Performance ratings

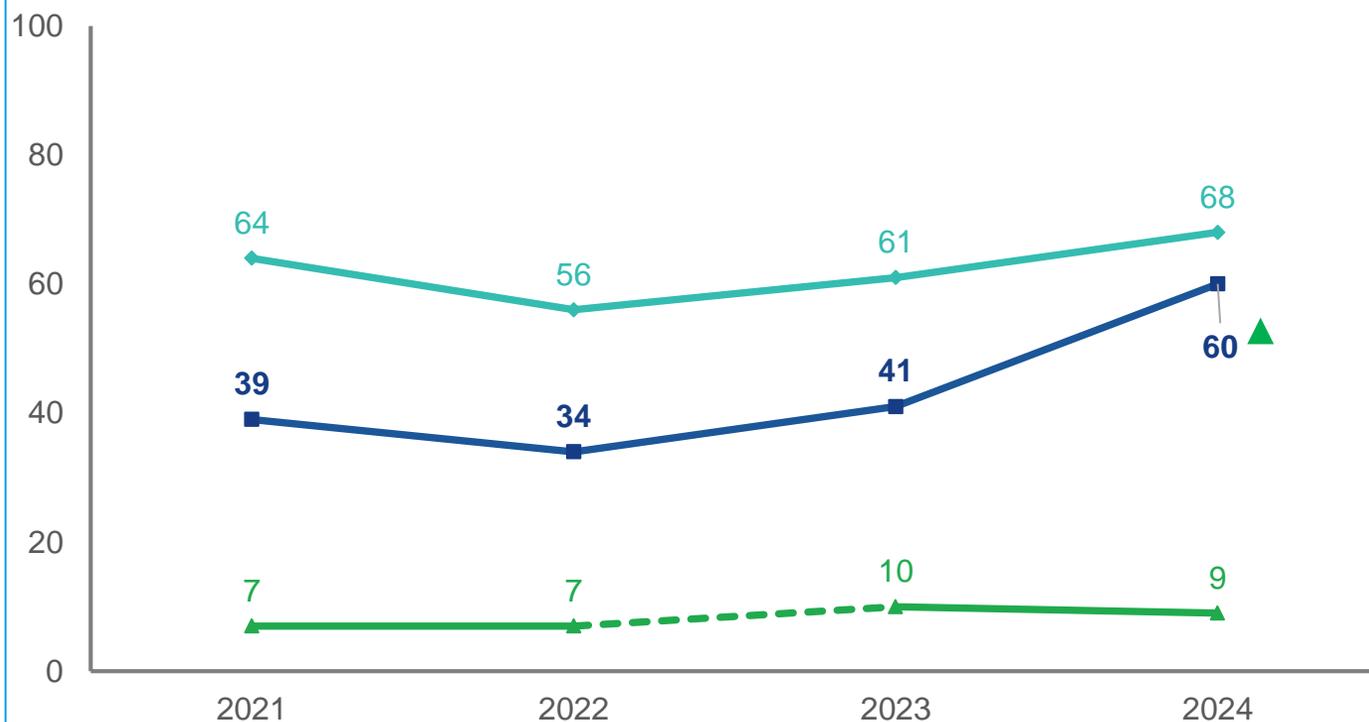
% of survey participants

Residents aged under 50 years



Five-year trends (Residents aged under 50 years)

■ Performance (% well + very well)
 ◆ Importance (% high + extremely high)
 ▲ Usage (% often + very often From 2023 - % used)



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

Q. Have you used the following facility in the last 12 months? total n=298, excludes 1 no response. Q. What importance do you place on the facility? total n=285, excludes 12 no response. Q. How well does the City deliver the facility? total n=144, excludes 153 not applicable, don't use and no response.

Base: Residents aged under 50 years. The base for analysis was expanded this year to include people aged 35-49 years as they are likely to be parents of people using youth facilities. Historical results shown above have been updated. Note: results may not exactly add up to the combined score due to rounding.

Performance – Infrastructure the City Maintains

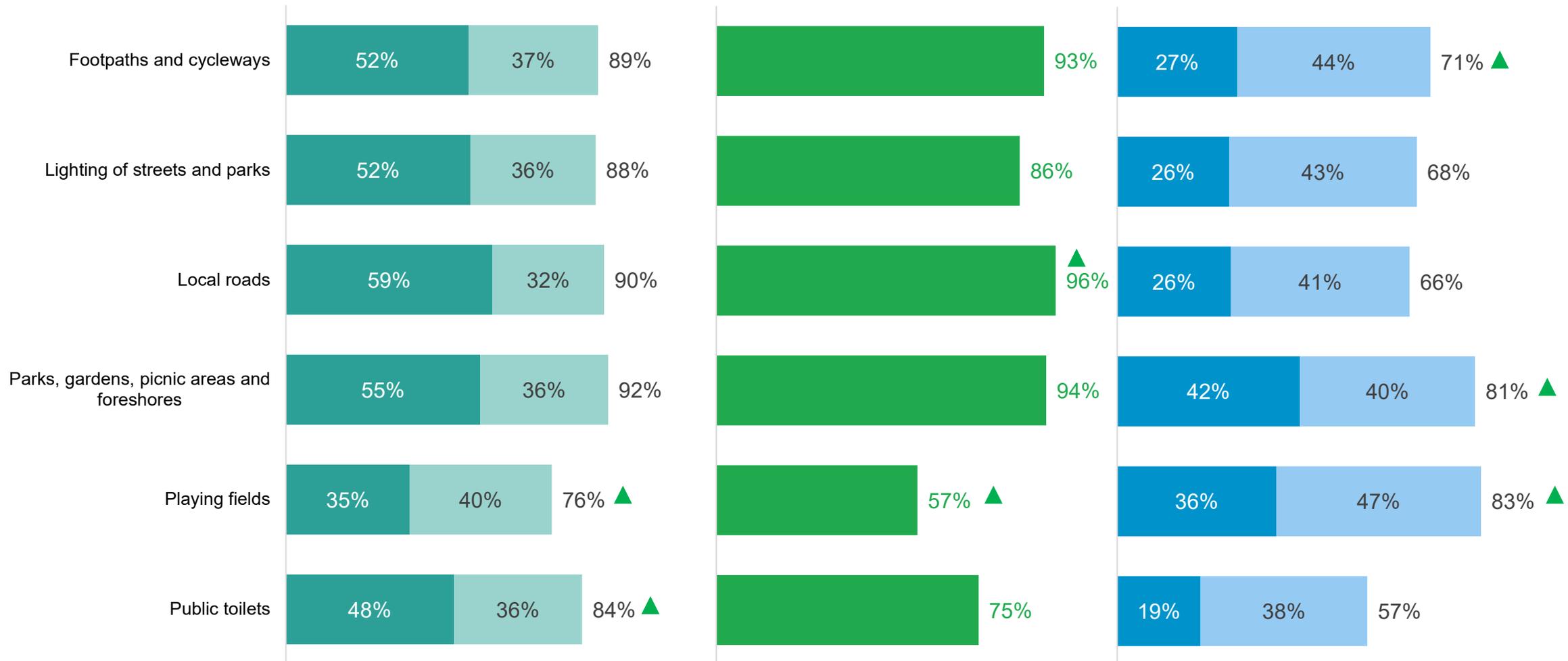


Infrastructure the City maintains – importance, usage and performance



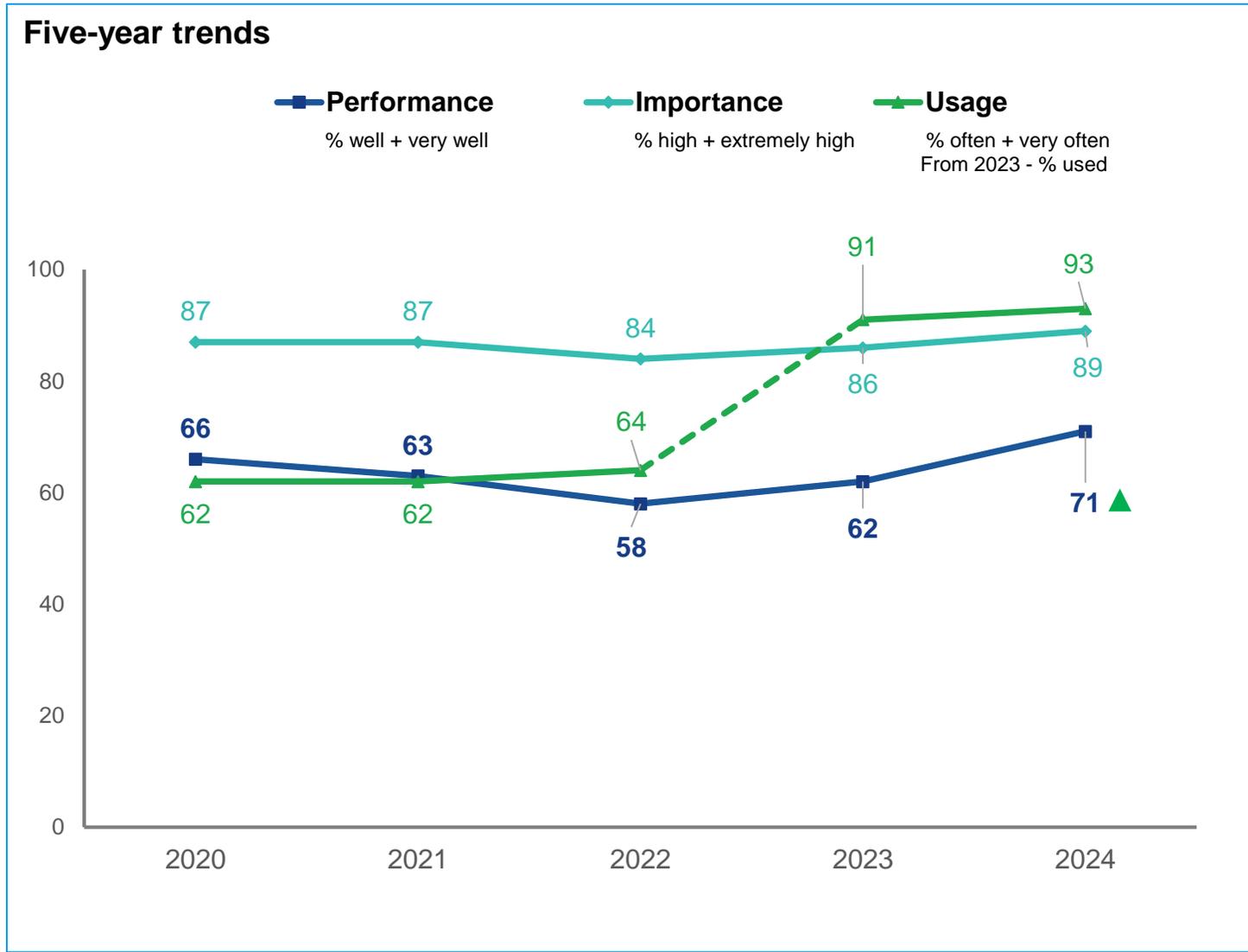
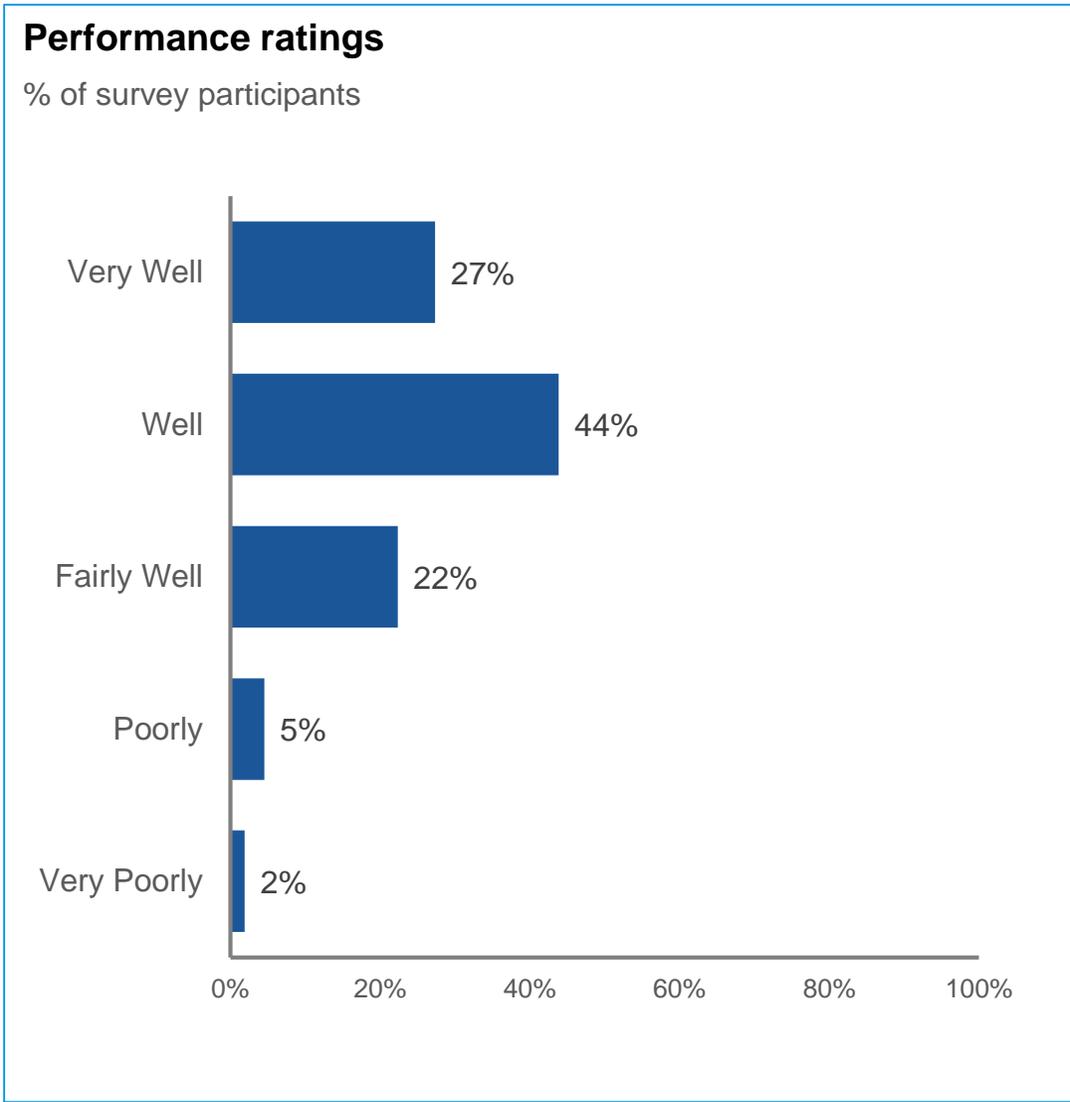
% of survey participants

■ Extremely High
 ■ High
 High + Extremely High
 ■ Used in last 12 months
 ■ Very Well
 ■ Well
 Well + Very Well



Q. Have you used the following infrastructure item in the last 12 months? Q. What importance do you place on the infrastructure item? Q. How well does the City deliver the infrastructure item? Base: Those who provided a valid response n=various. See following pages detailed results.

Footpaths and cycleways

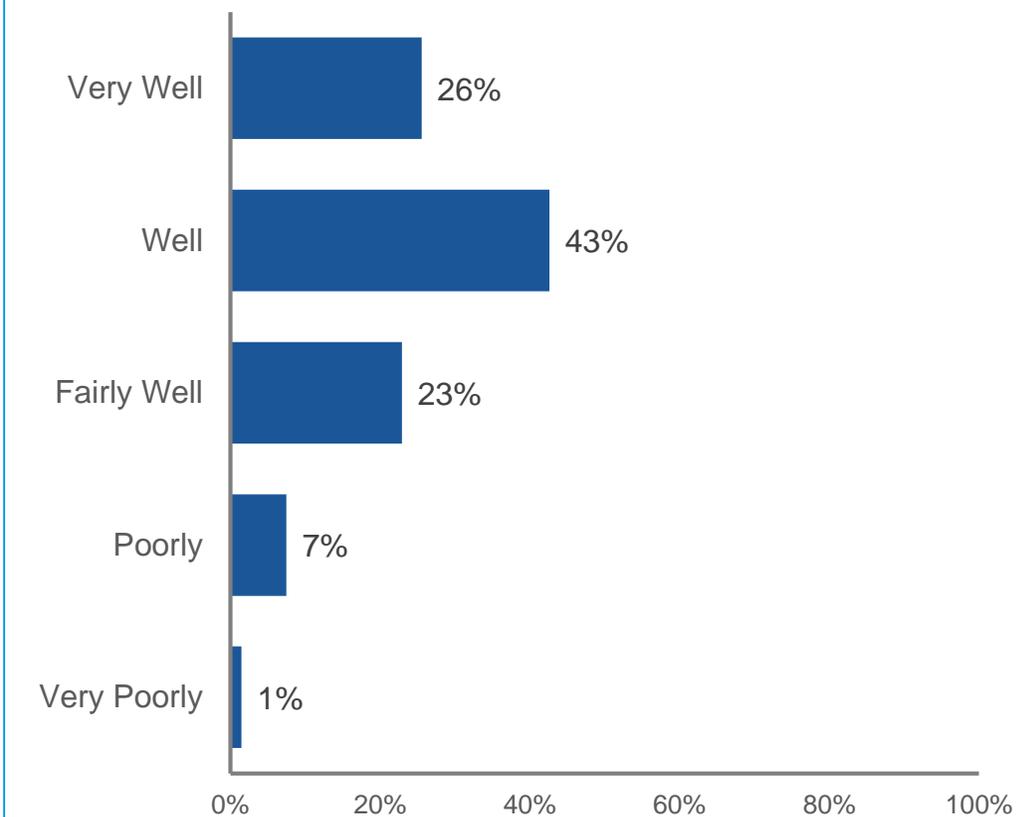


Q. Have you used the following infrastructure item in the last 12 months? total n=857, excludes 10 no response. Q. What importance do you place on the infrastructure item? total n=845, excludes 22 no response. Q. How well does the City deliver the infrastructure item? total n=830, excludes 37 not applicable, don't use and no response. Note: results may not exactly add up to the combined score due to rounding.

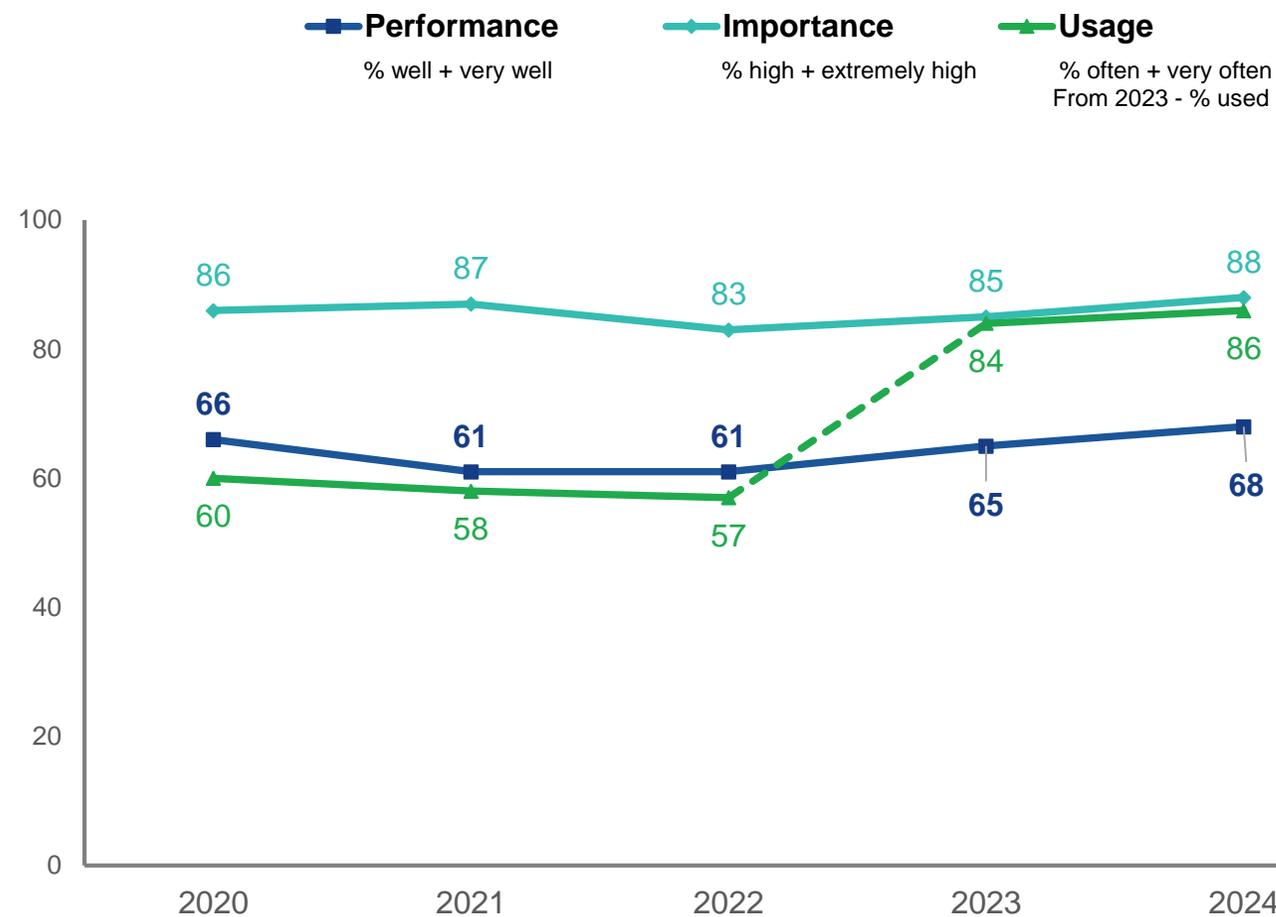
Lighting of streets and parks

Performance ratings

% of survey participants



Five-year trends

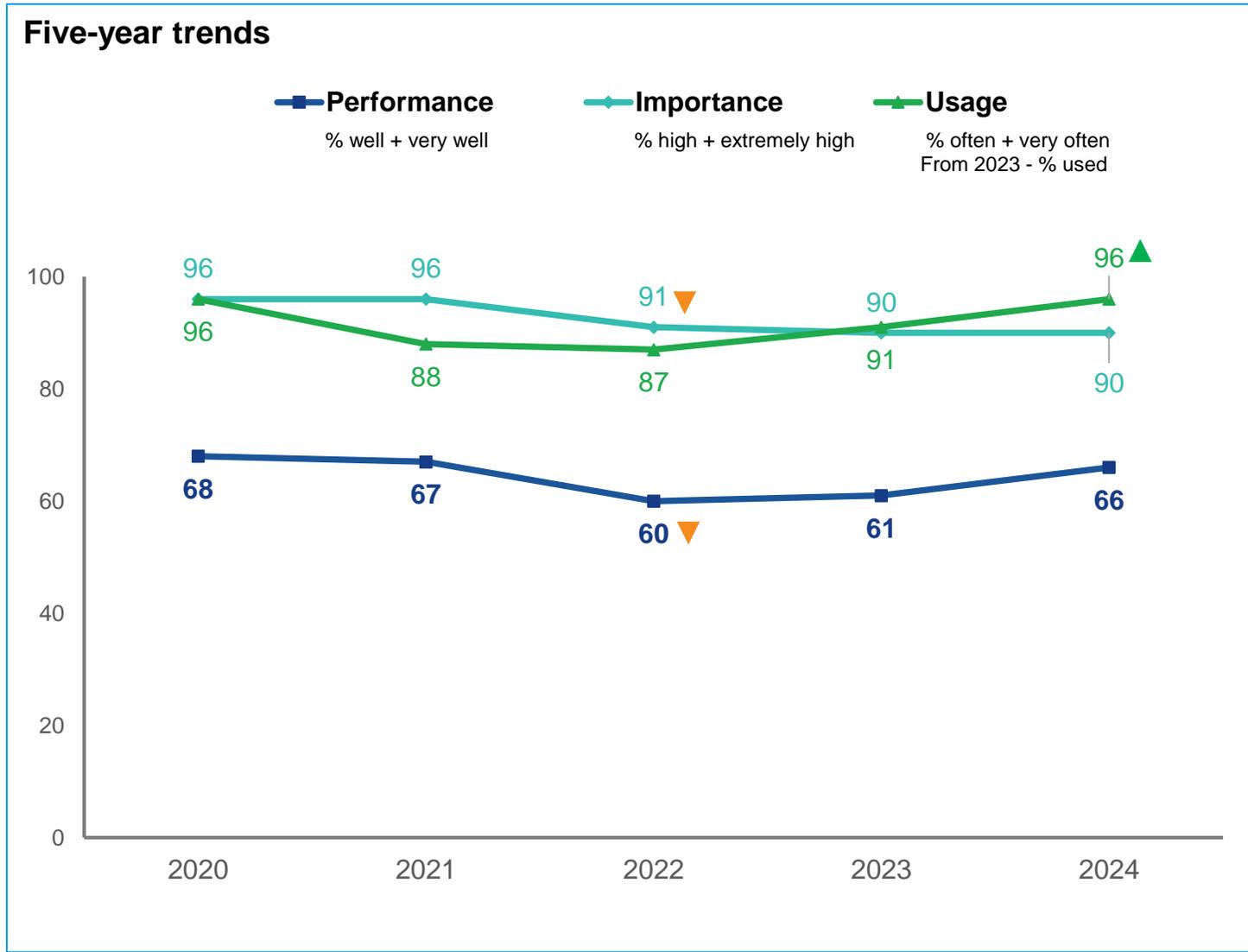
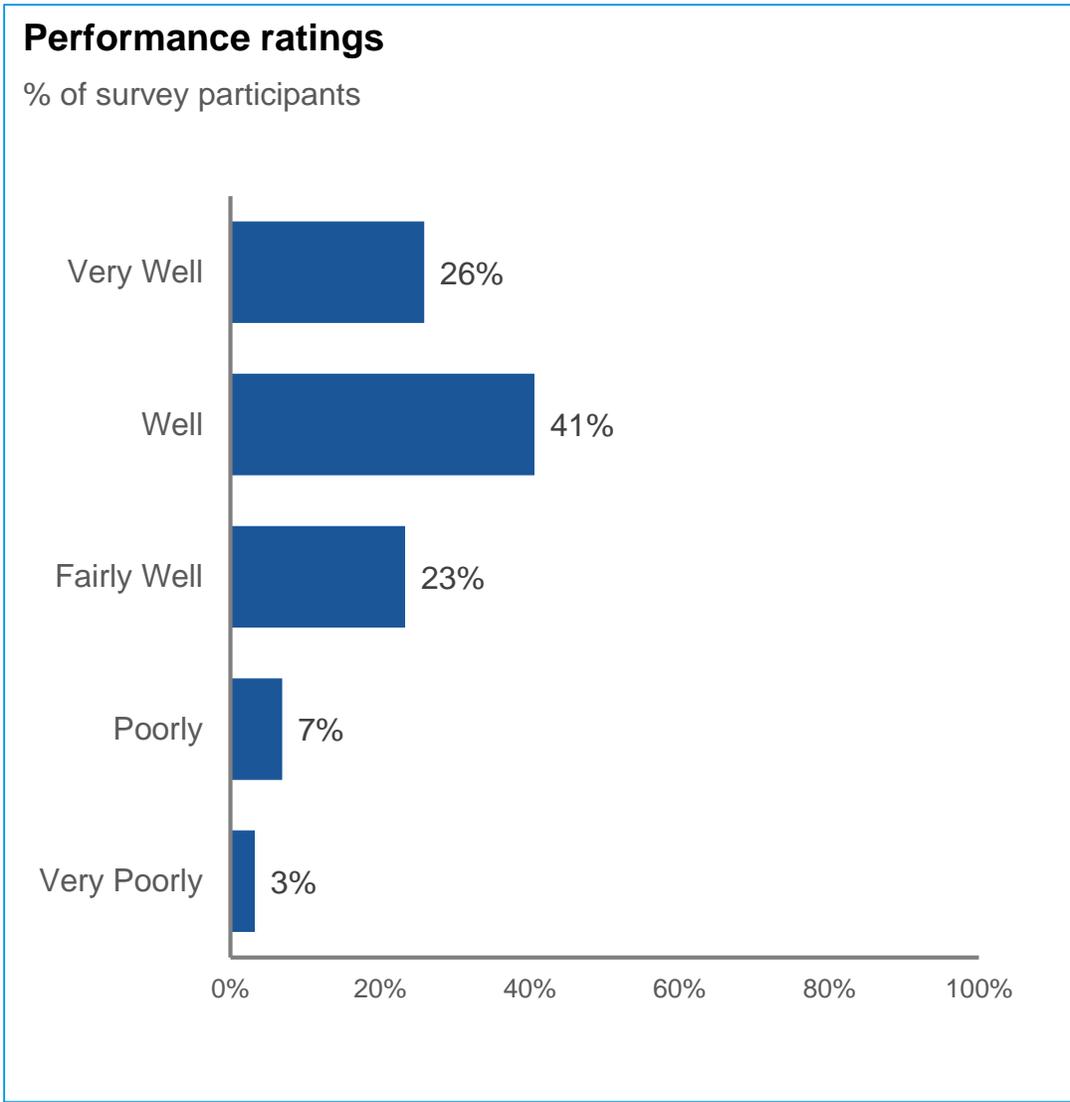


Q. Have you used the following infrastructure item in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the infrastructure item? total n=841, excludes 26 no response. Q. How well does the City deliver the infrastructure item? total n=830, excludes 37 not applicable, don't use and no response.

Base: All survey participants.

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

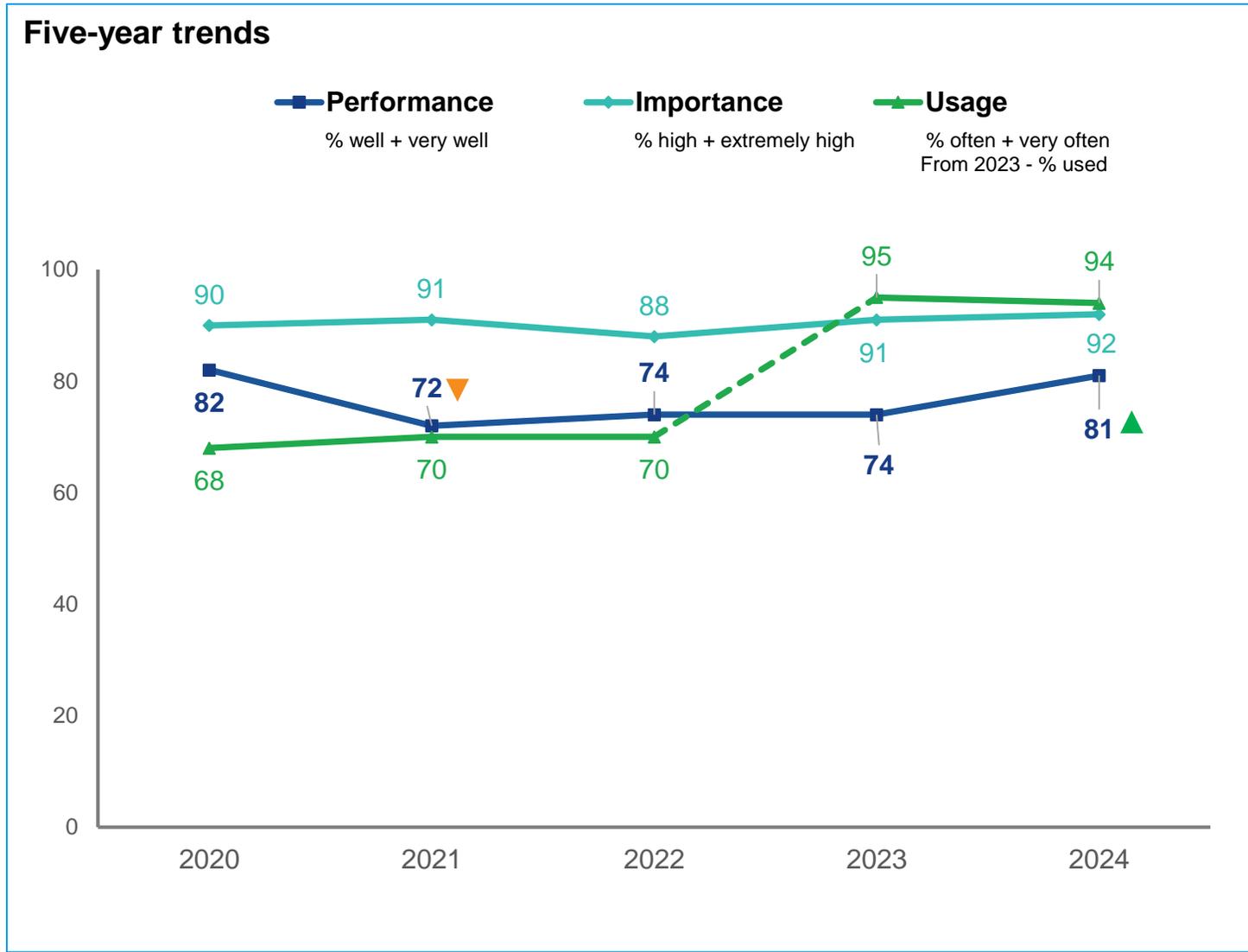
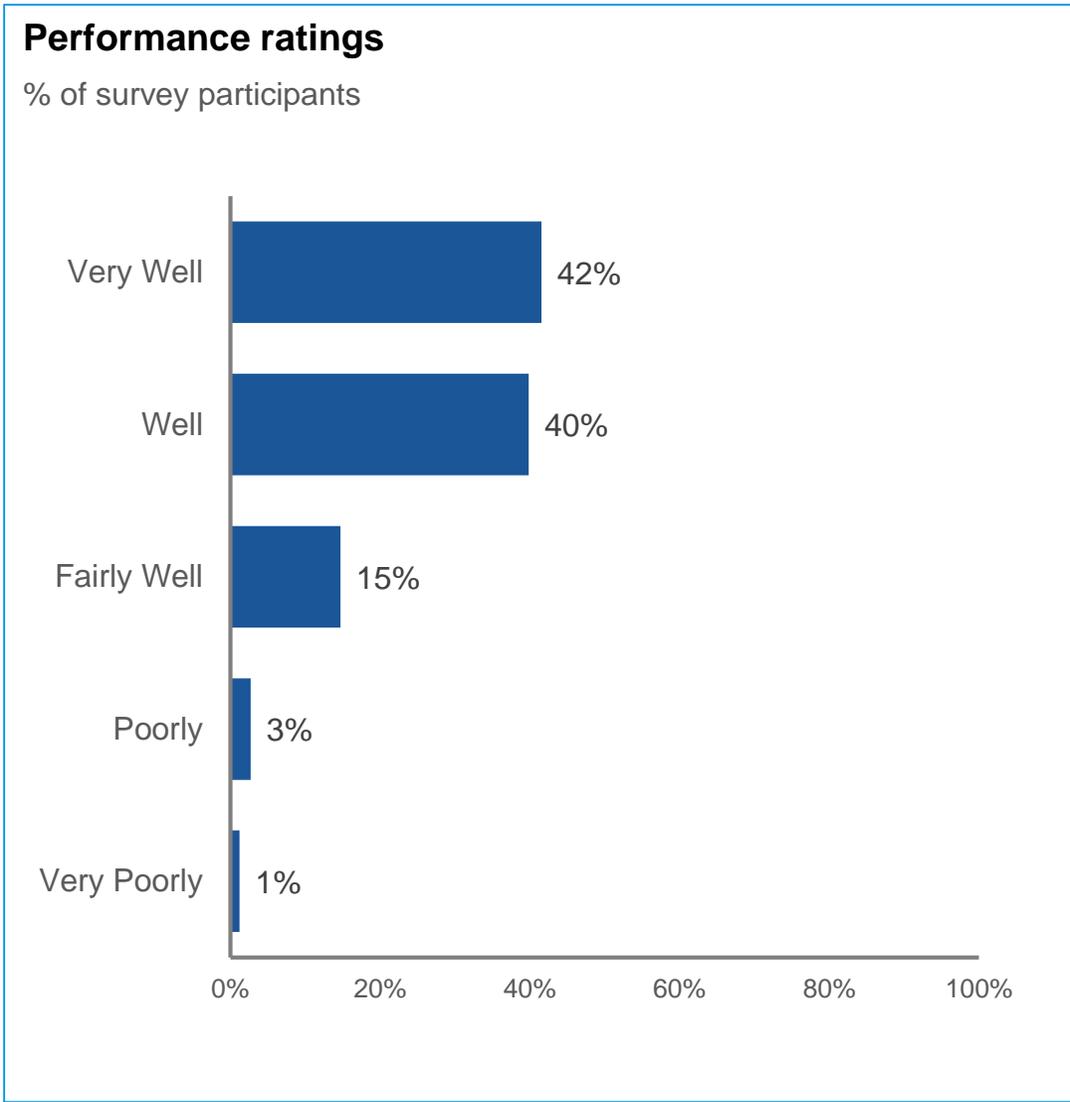
Local roads



Q. Have you used the following infrastructure item in the last 12 months? total n=856, excludes 11 no response. Q. What importance do you place on the infrastructure item? total n=845, excludes 22 no response. Q. How well does the City deliver the infrastructure item? total n=841, excludes 26 not applicable, don't use and no response. Base: All survey participants. Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 50

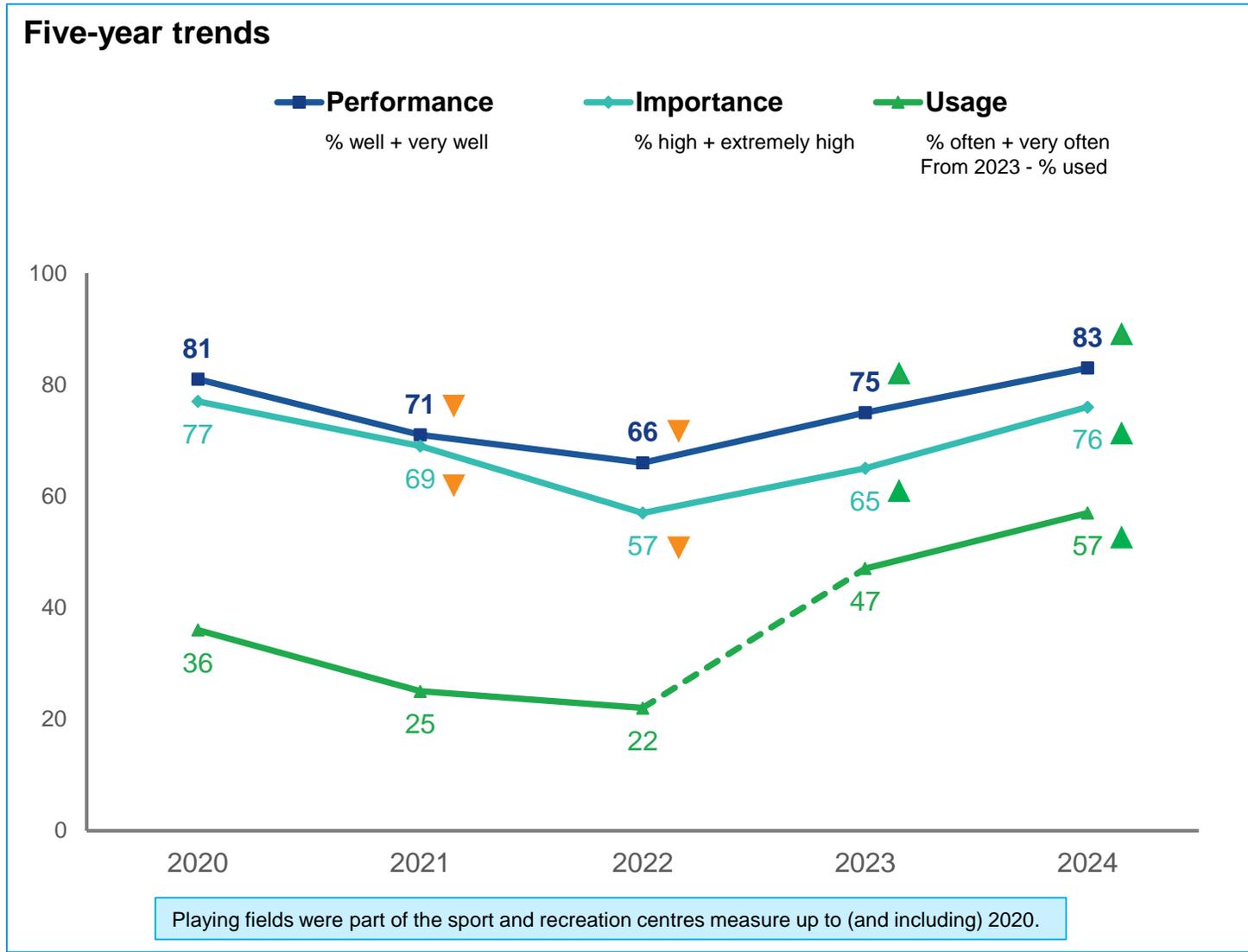
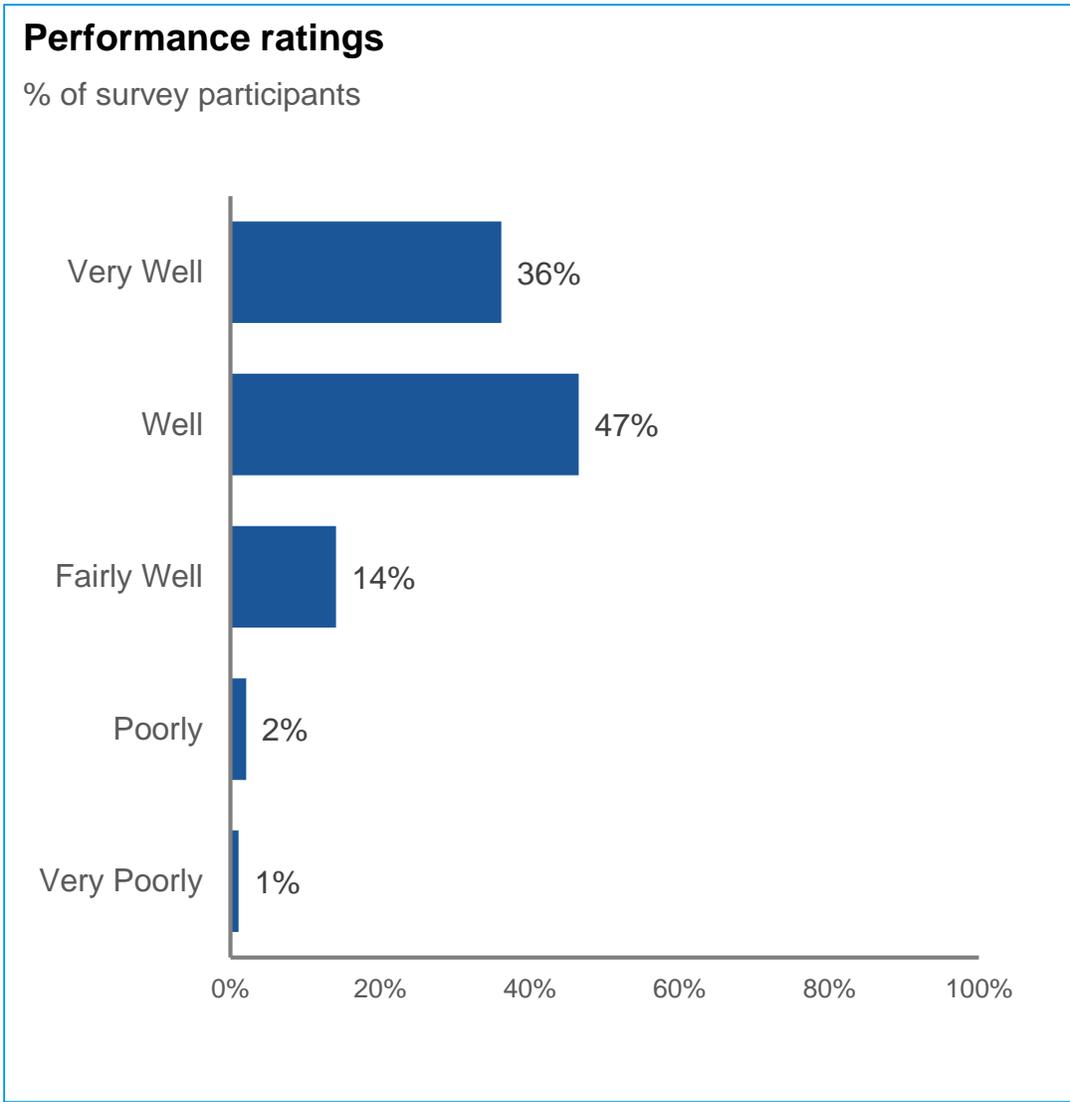
Parks, gardens, picnic areas and foreshores



Q. Have you used the following infrastructure item in the last 12 months? total n=857, excludes 10 no response. Q. What importance do you place on the infrastructure item? total n=844, excludes 23 no response. Q. How well does the City deliver the infrastructure item? total n=831, excludes 36 not applicable, don't use and no response. Base: All survey participants. Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 51

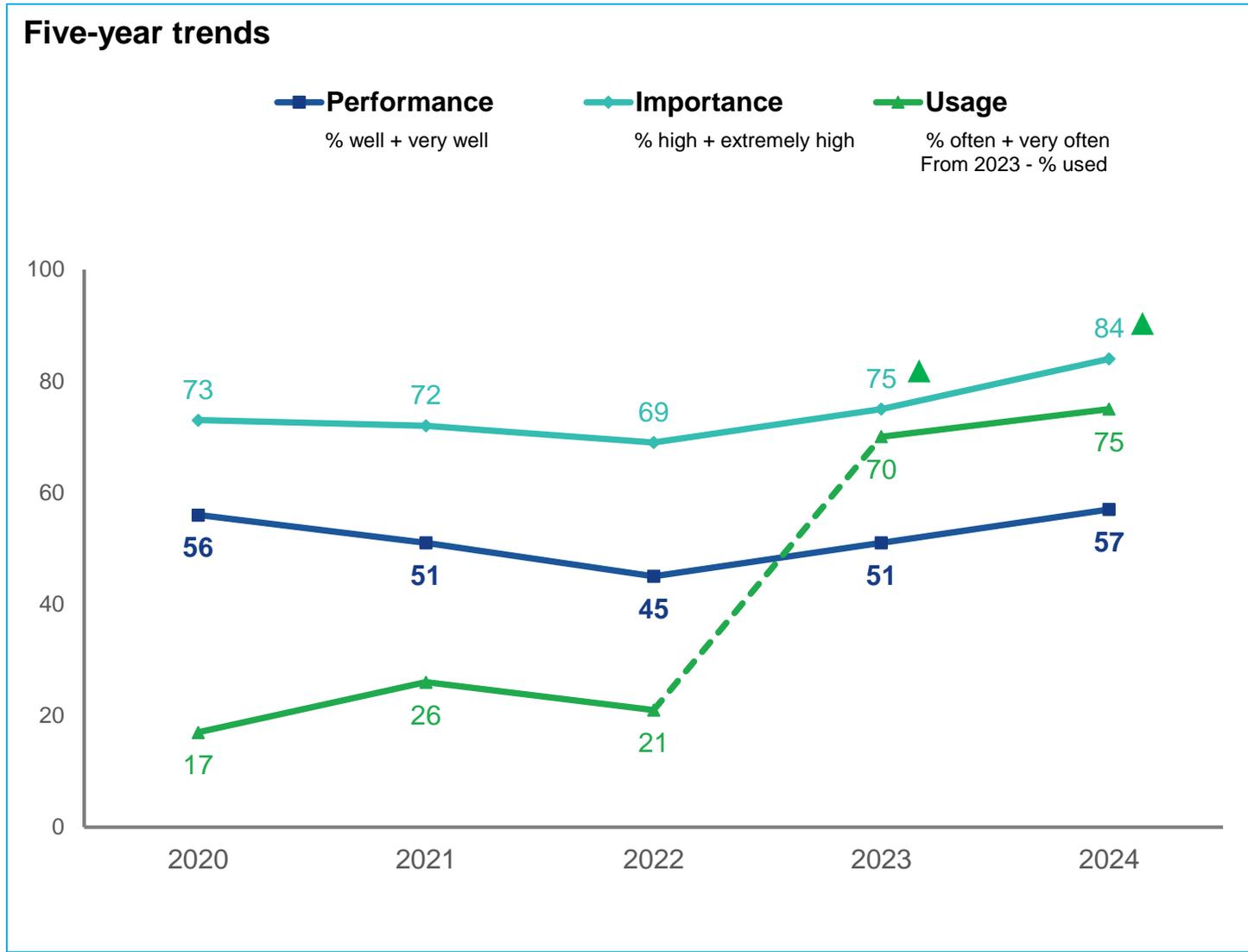
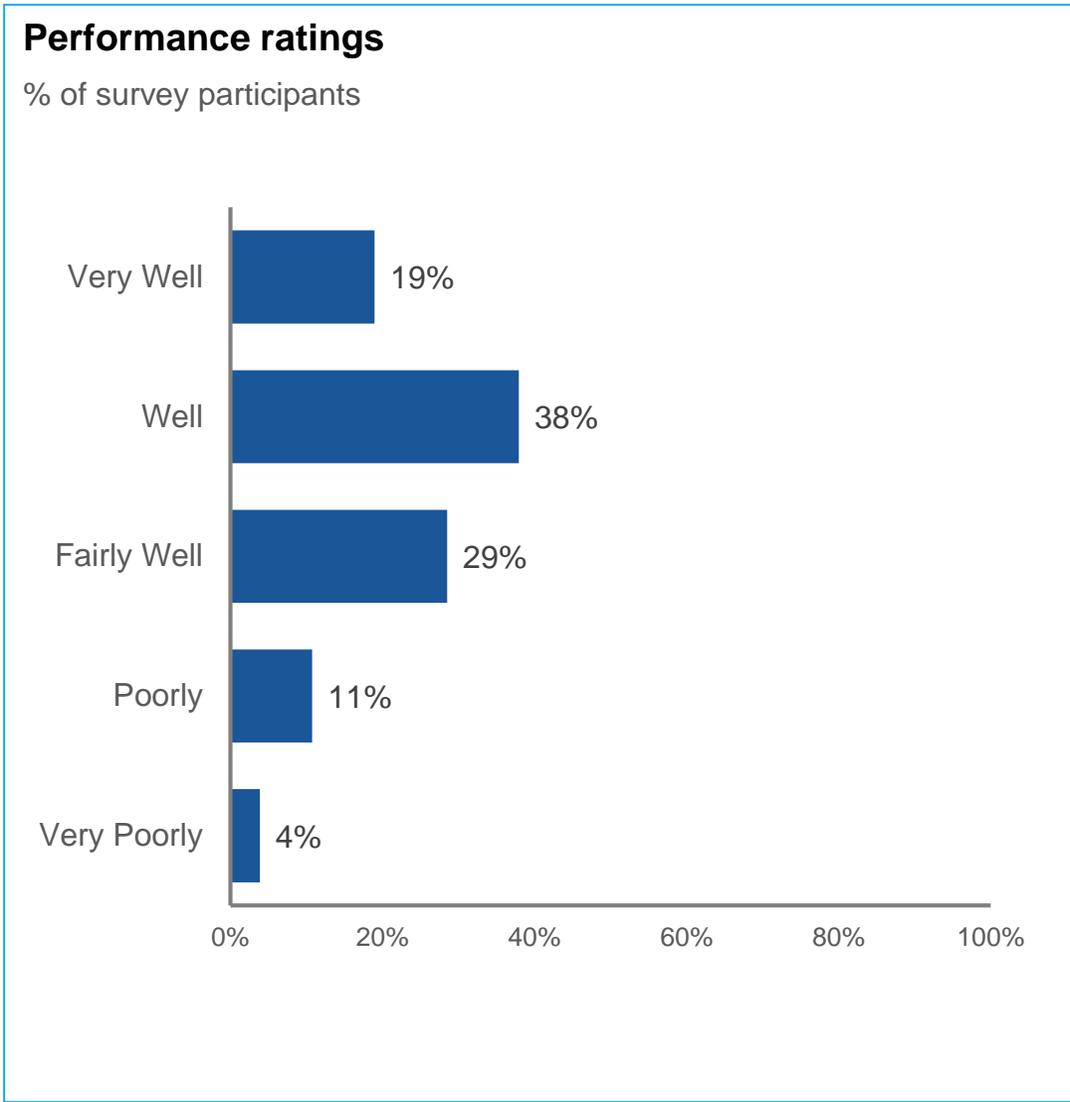
Playing fields



Q. Have you used the following infrastructure item in the last 12 months? total n=851, excludes 16 no response. Q. What importance do you place on the infrastructure item? total n=811, excludes 56 no response. Q. How well does the City deliver the infrastructure item? total n=687, excludes 180 not applicable, don't use and no response. Base: All survey participants. Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 52

Public toilets



Q. Have you used the following infrastructure item in the last 12 months? total n=855, excludes 12 no response. Q. What importance do you place on the infrastructure item? total n=834, excludes 33 no response. Q. How well does the City deliver the infrastructure item? total n=770, excludes 97 not applicable, don't use and no response.

Base: All survey participants.

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

Performance – Programs the City Runs



Programs the City runs – importance, usage and performance



% of survey participants

■ Extremely High ■ High

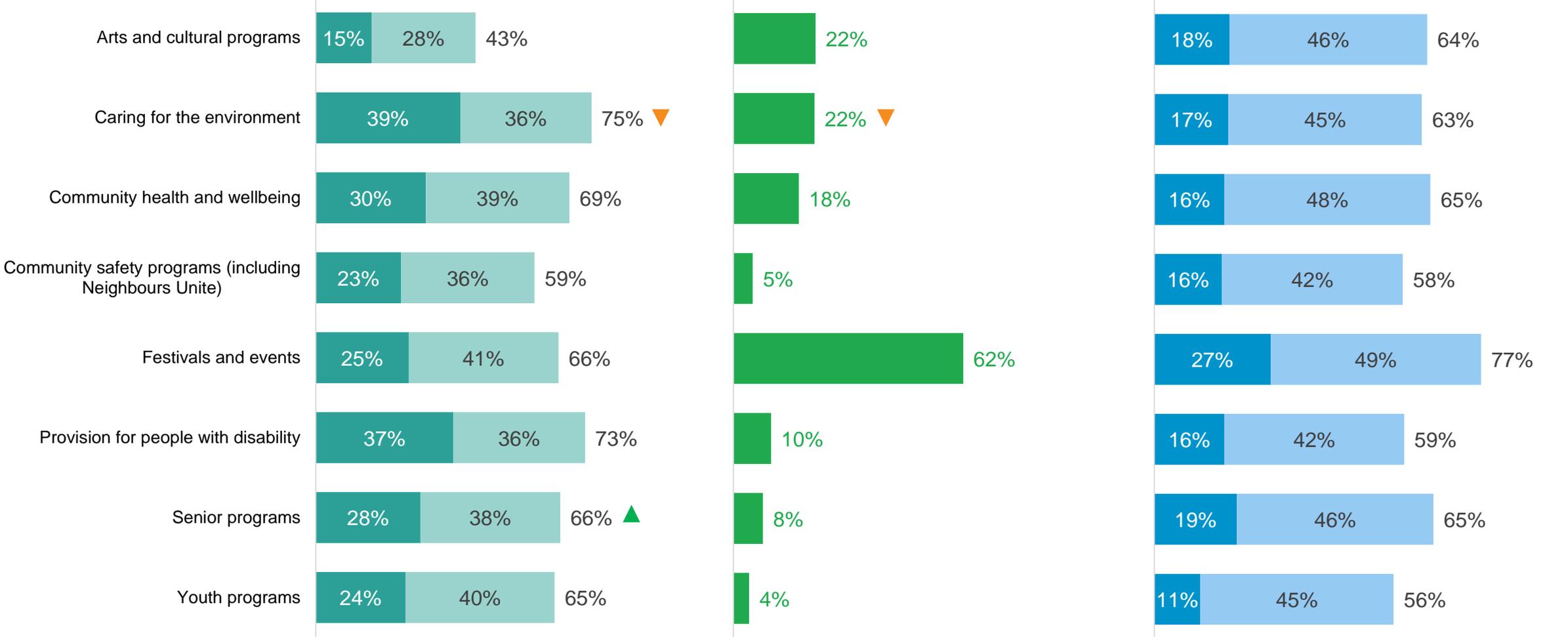
High + Extremely High

■ Used in last 12 months

■ Very Well

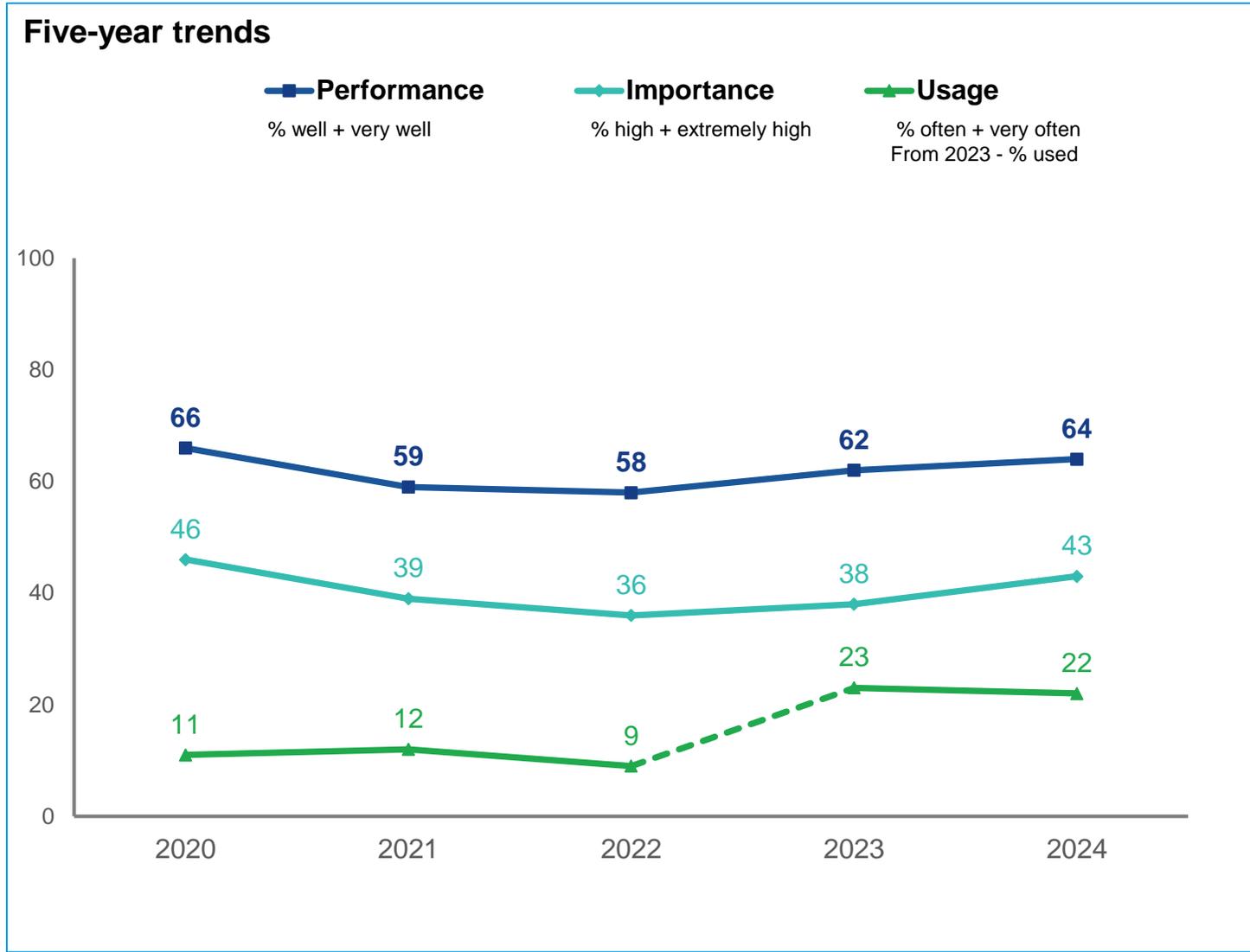
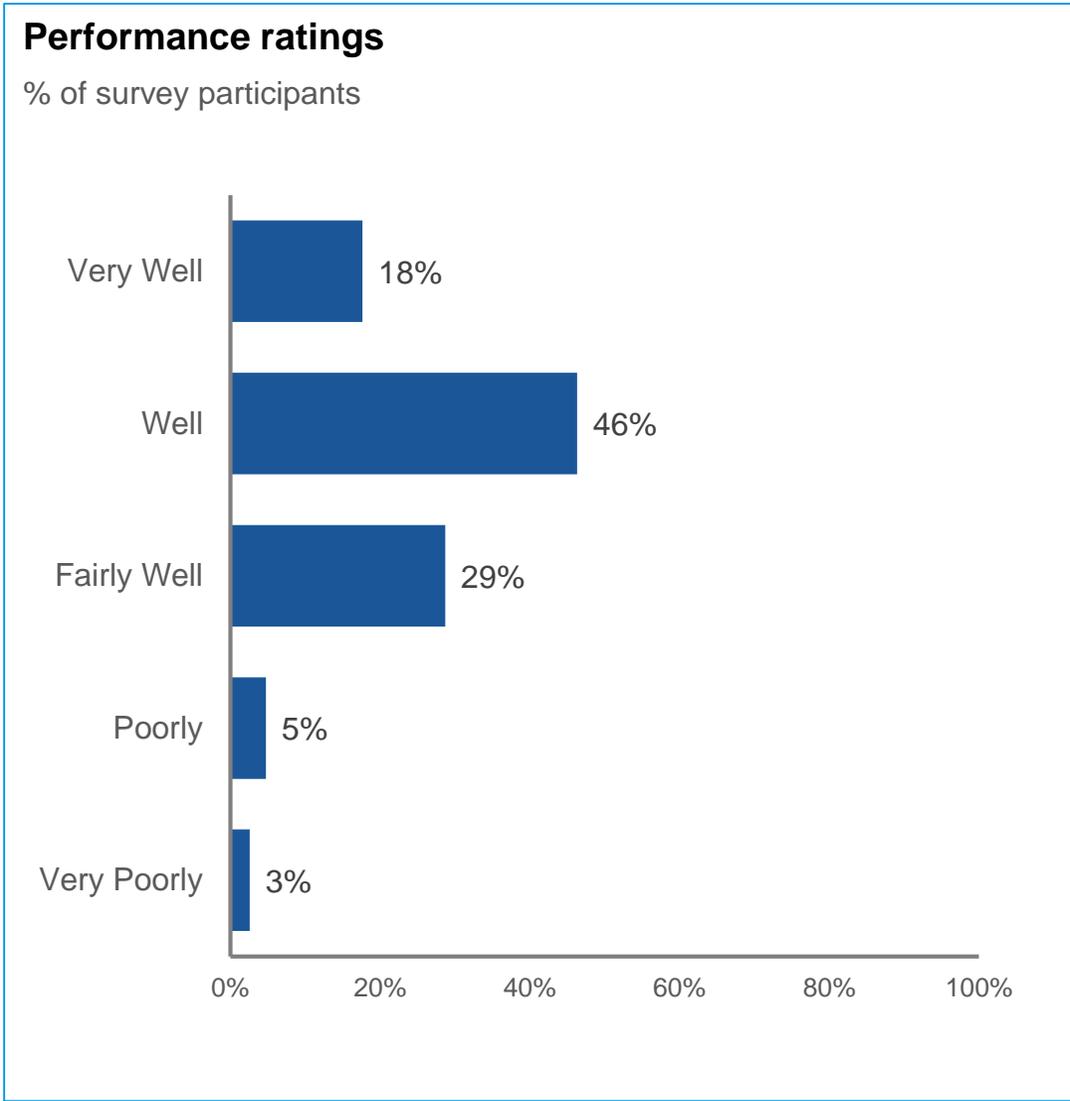
■ Well

Well + Very Well



Q. Have you used the following infrastructure item in the last 12 months? Q. What importance do you place on the infrastructure item? Q. How well does the City deliver the infrastructure item? Base: Those who provided a valid response n=various. See following pages detailed results.

Arts and culture programs



Q. Have you used the following program in the last 12 months? total n=853, excludes 14 no response. Q. What importance do you place on the program? total n=802, excludes 65 no response;. Q. How well does the City deliver the program? total n=535, excludes 332 not applicable, don't use and no response;.

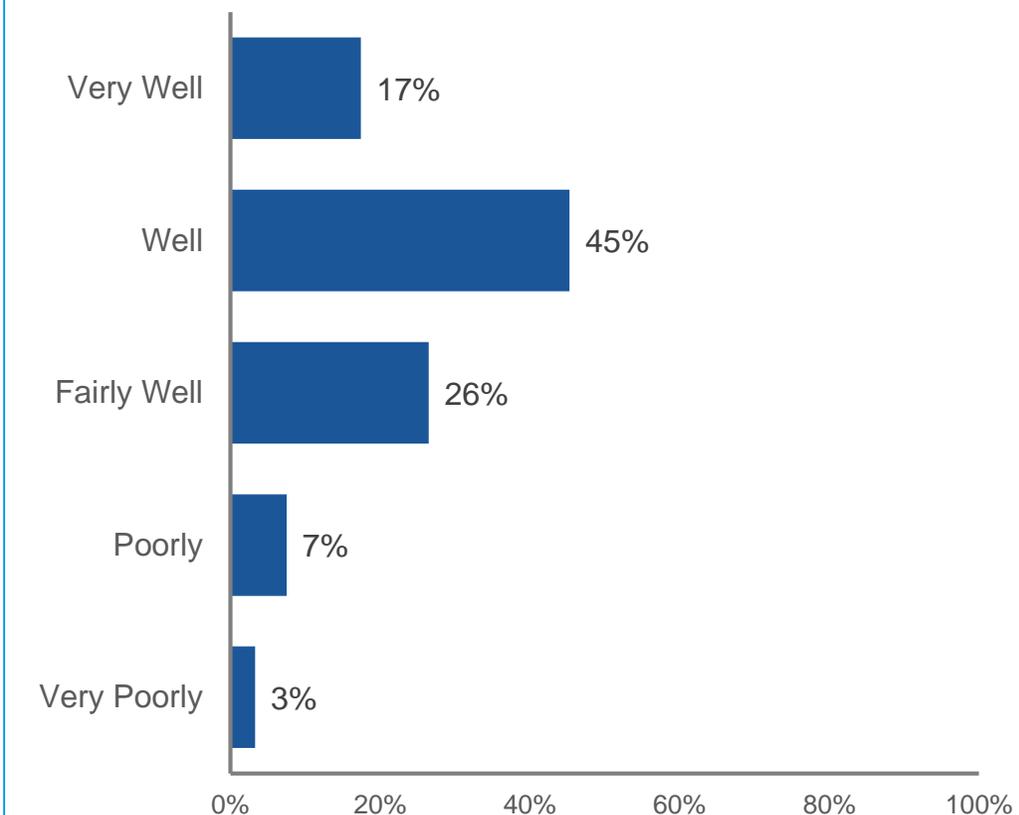
Base: All survey participants.

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

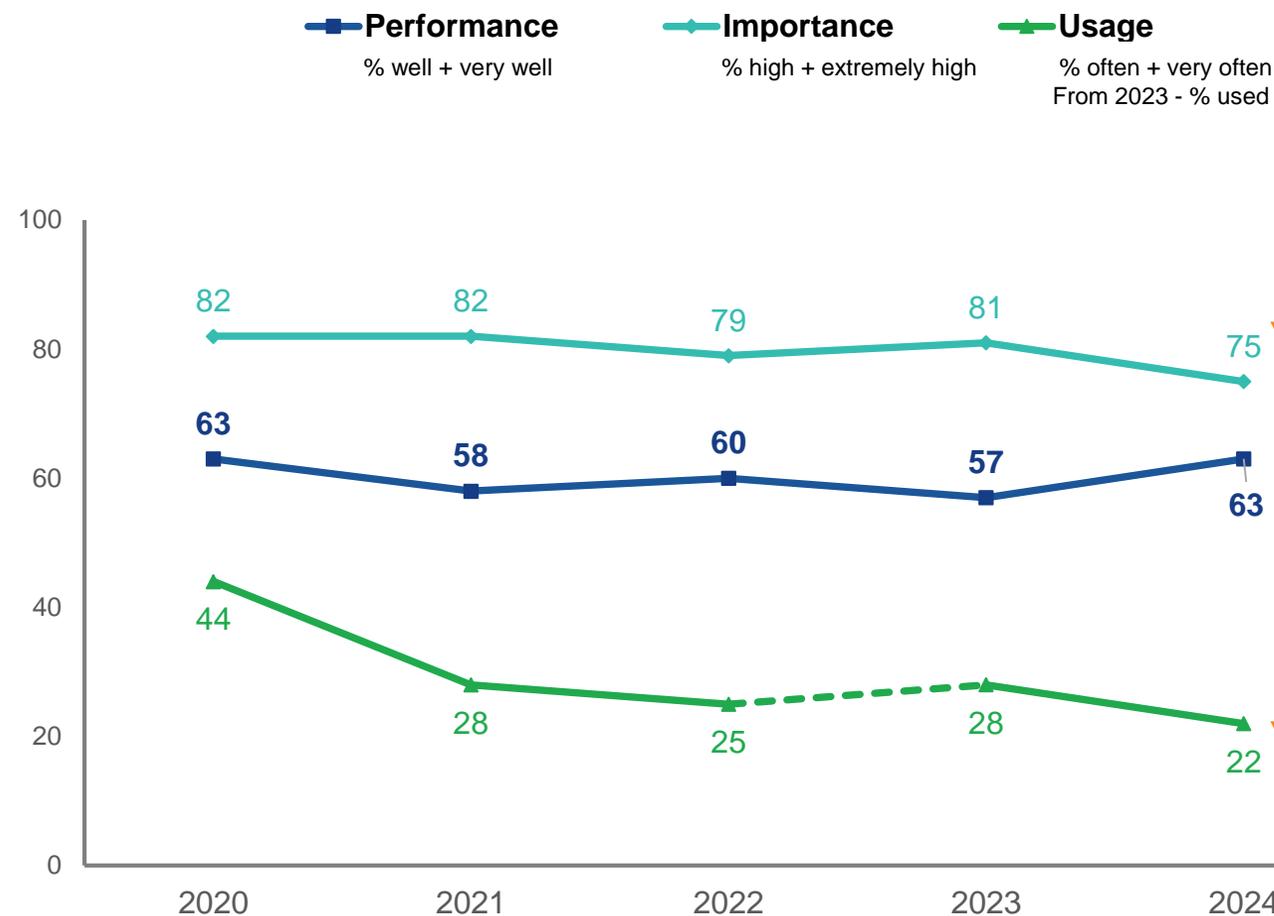
Caring for the environment

Performance ratings

% of survey participants



Five-year trends

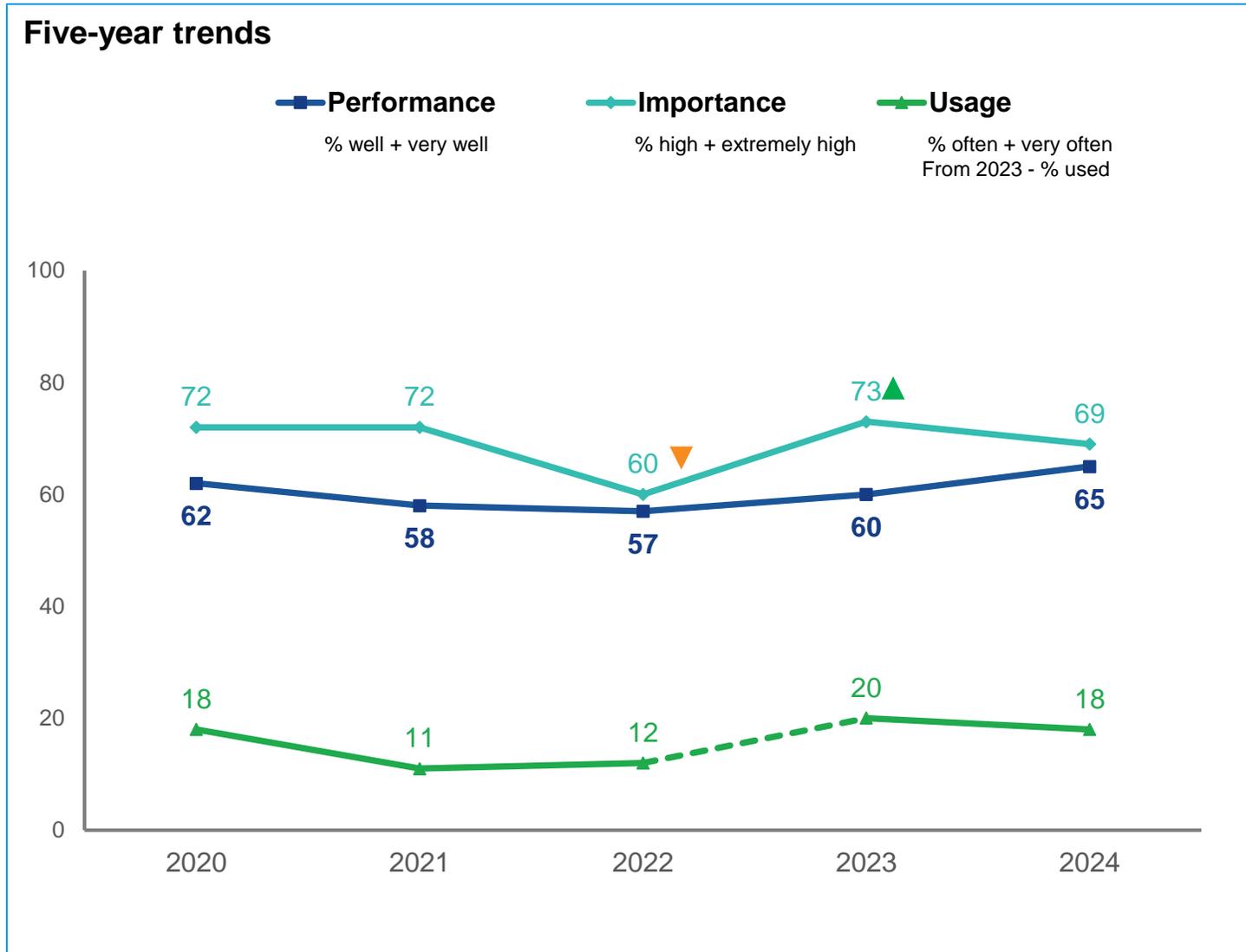
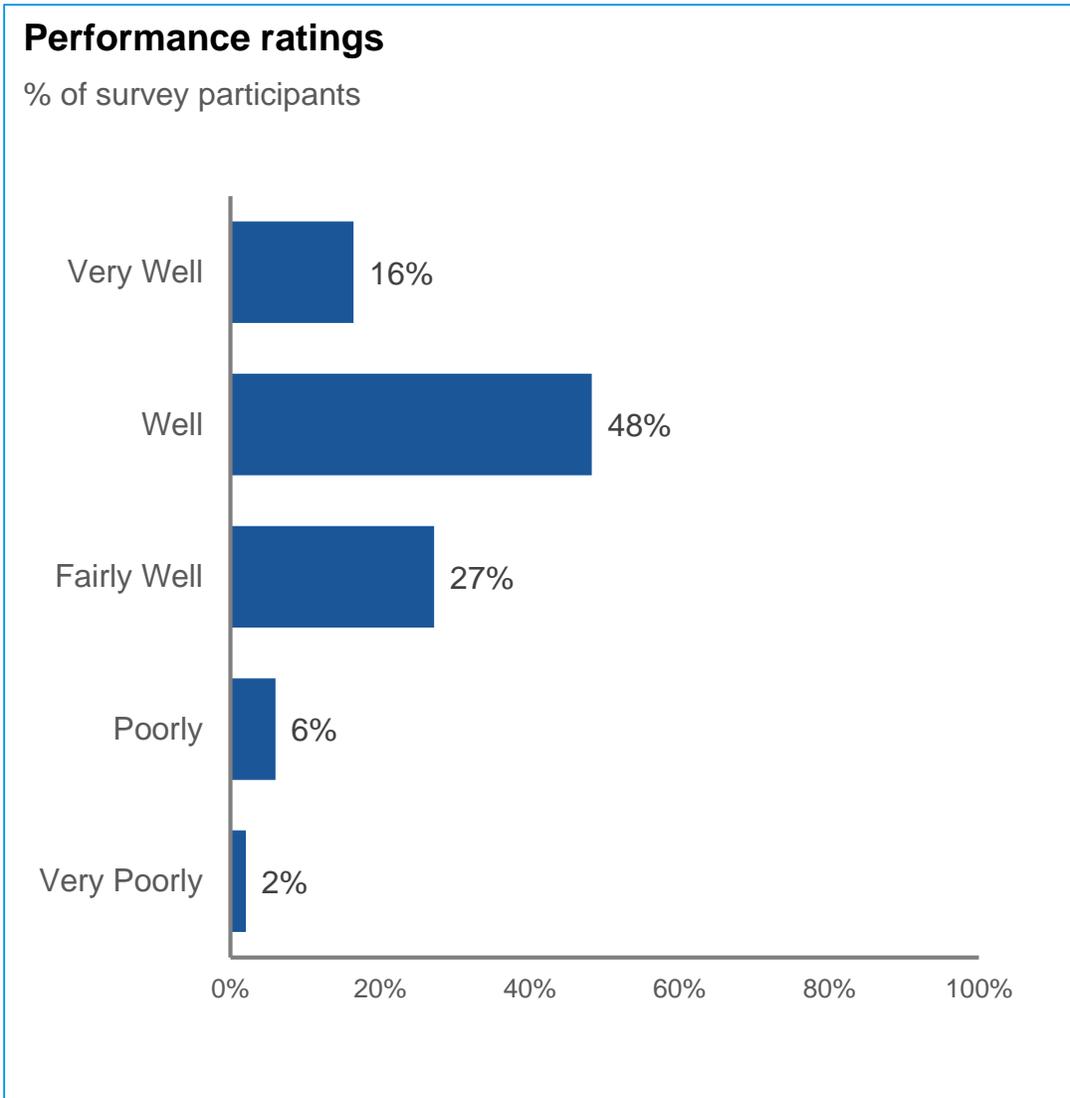


Q. Have you used the following program in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the program? total n=798, excludes 69 no response. Q. How well does the City deliver the program? total n=621, excludes 246 not applicable, don't use and no response.

Base: All survey participants.

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

Community health and wellbeing

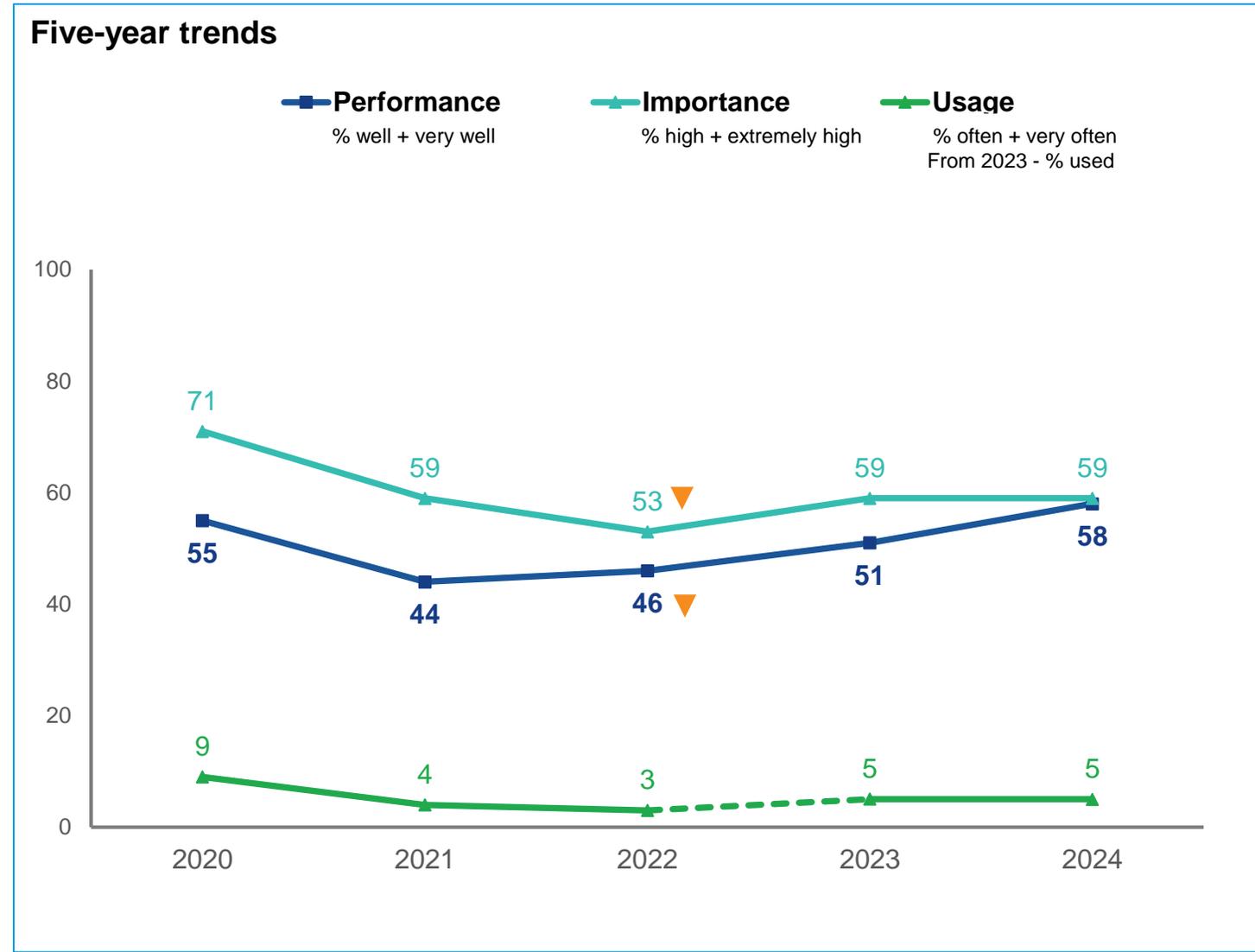
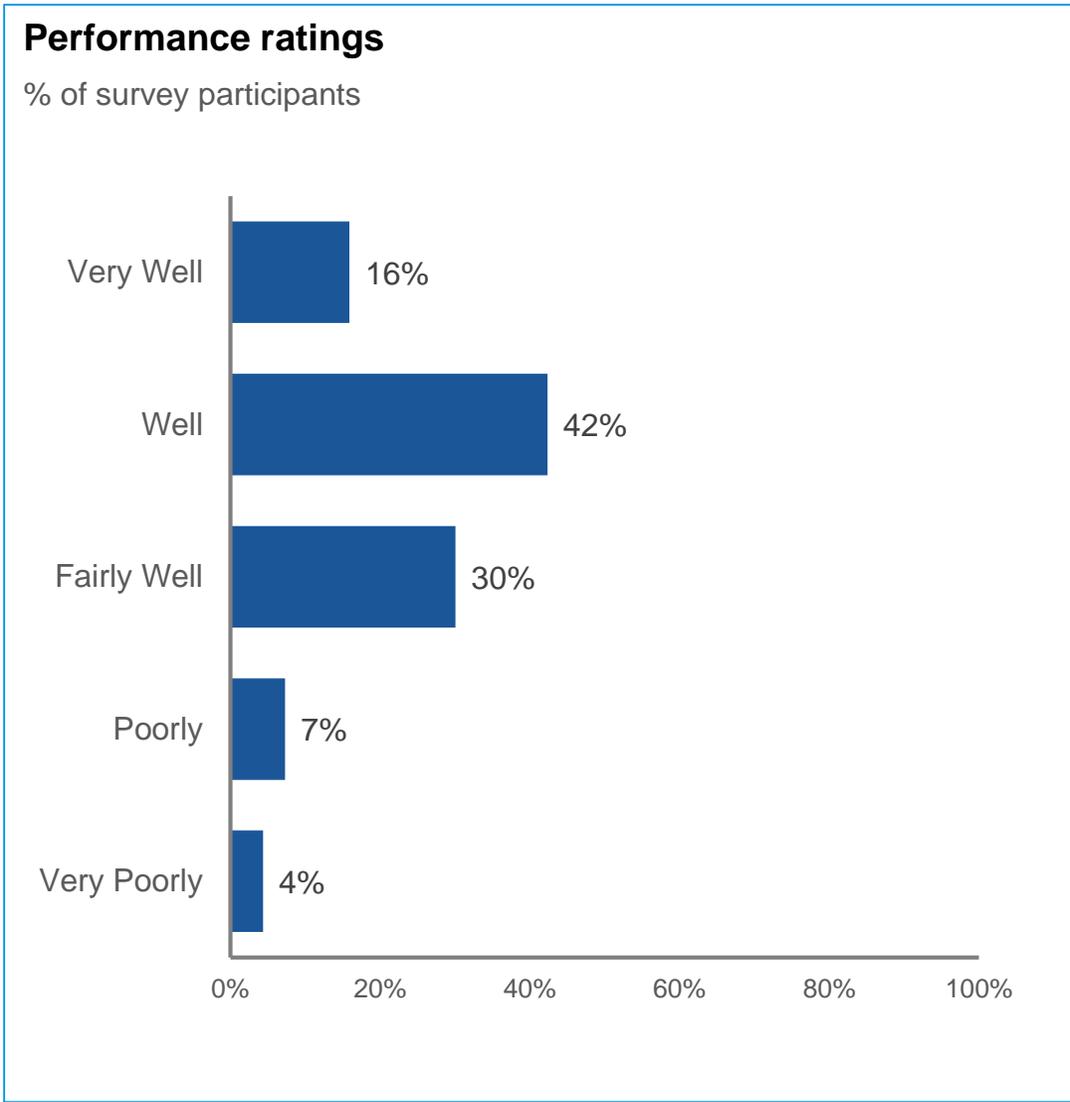


Q. Have you used the following program in the last 12 months? total n=851, excludes 16 no response. Q. What importance do you place on the program? total n=797, excludes 70 no response. Q. How well does the City deliver the program? total n=534, excludes 333 not applicable, don't use and no response.

Base: All survey participants.

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

Community safety programs (including Neighbours Unite)

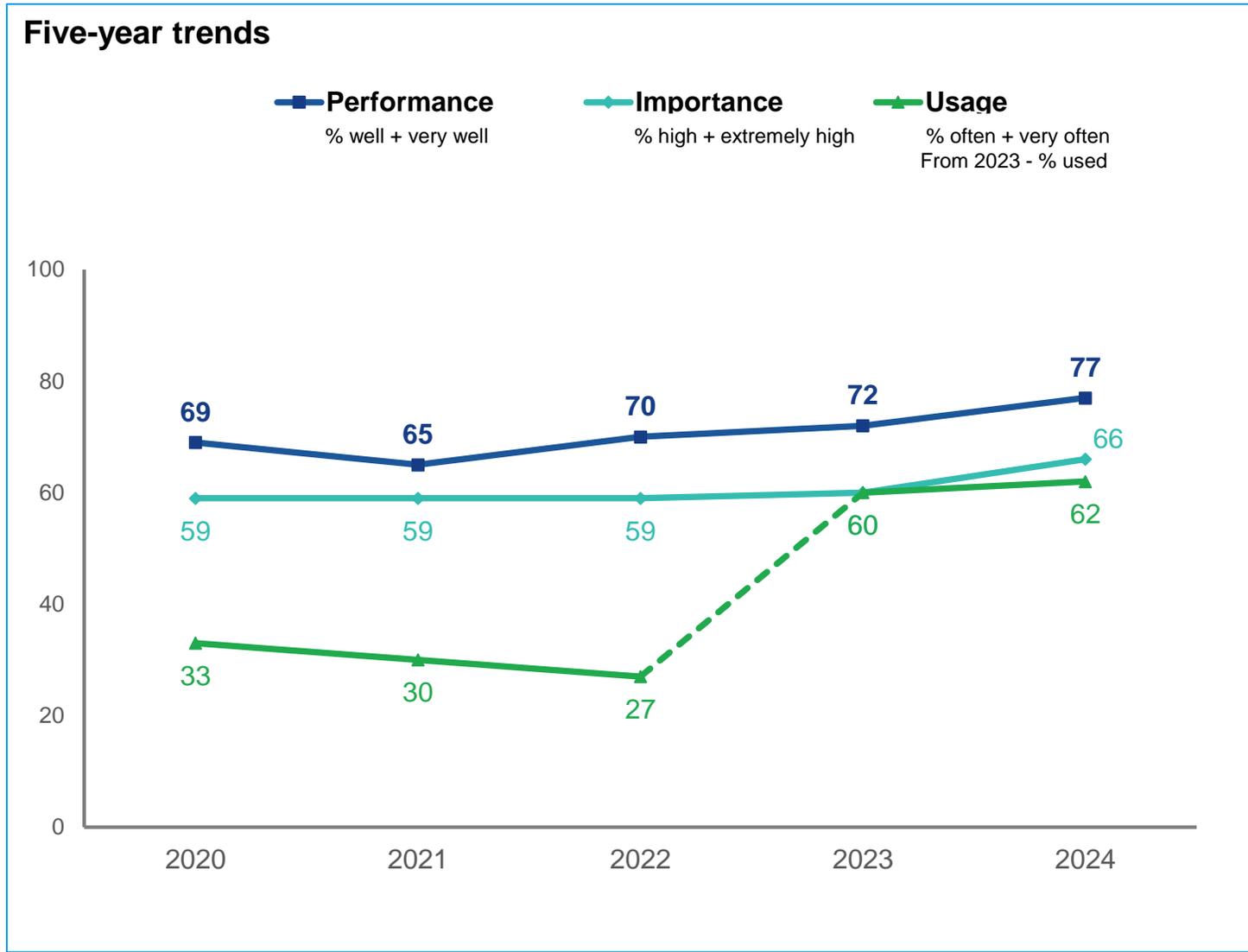
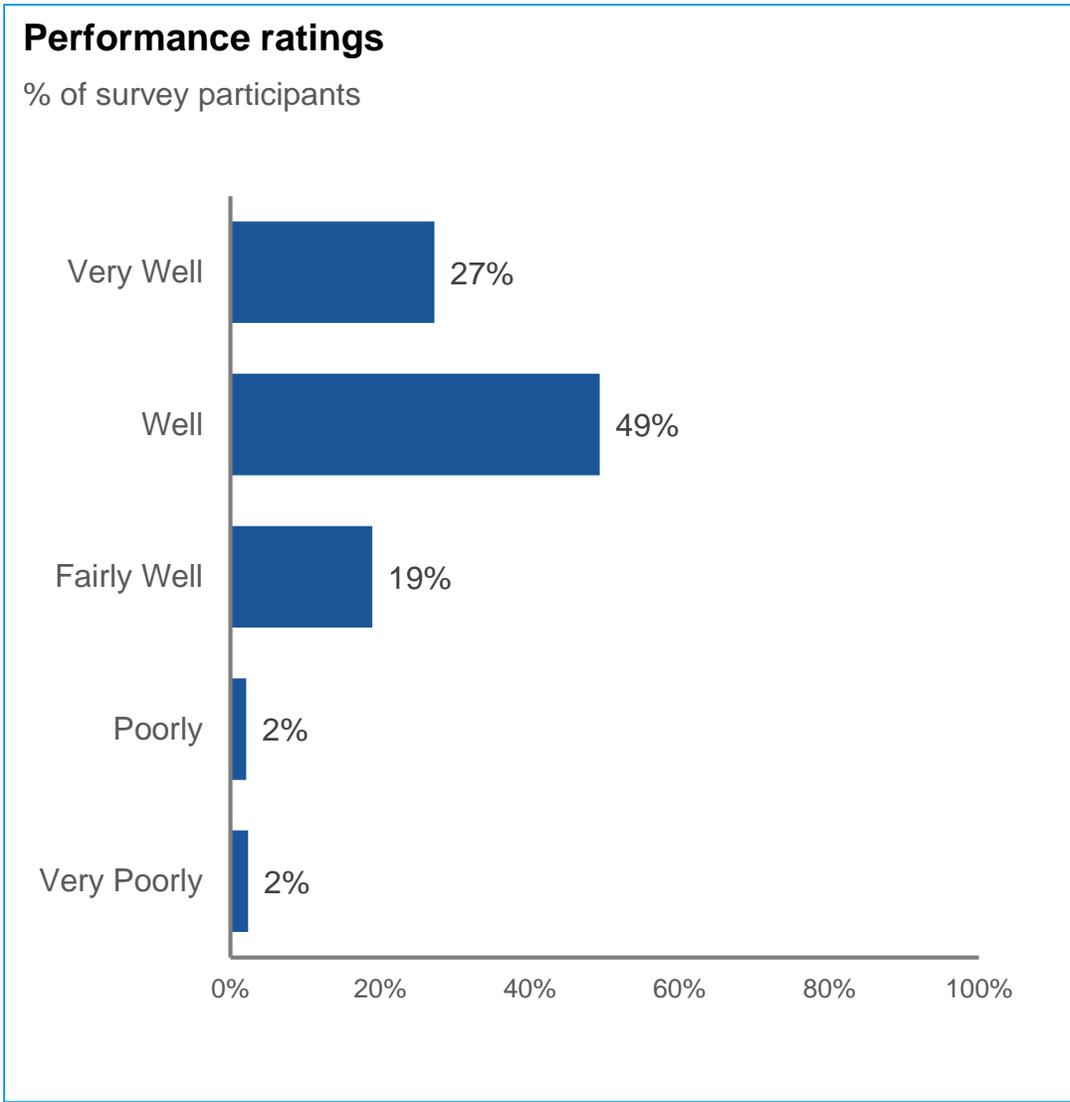


Q. Have you used the following program in the last 12 months? total n=853, excludes 14 no response. Q. What importance do you place on the program? total n=794, excludes 73 no response. Q. How well does the City deliver the program? total n=424, excludes 443 not applicable, don't use and no response.

Base: All survey participants.

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

Festivals and events

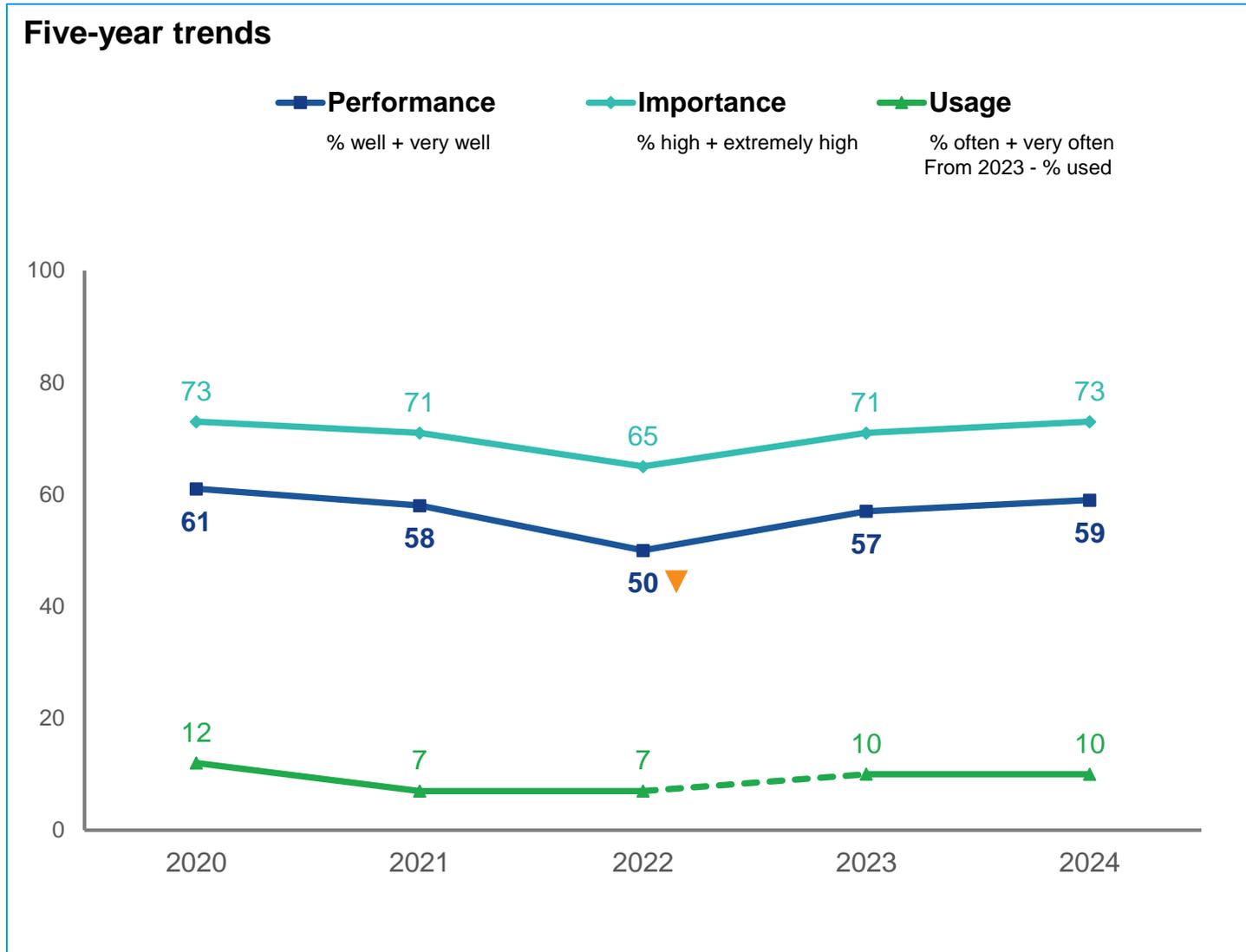
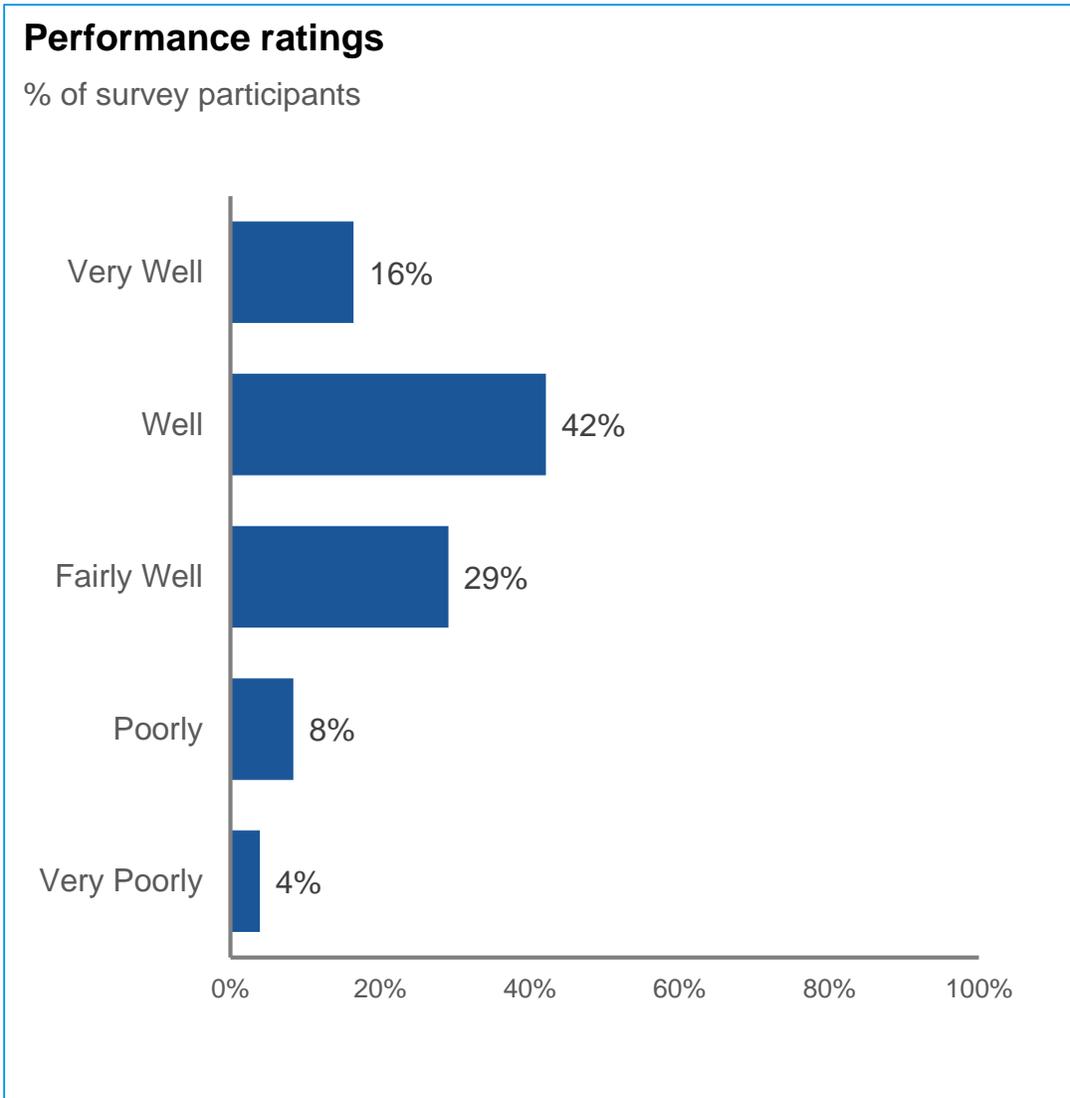


Q. Have you used the following program in the last 12 months? total n=853, excludes 14 no response. Q. What importance do you place on the program? total n=824, excludes 43 no response. Q. How well does the City deliver the program? total n=717, excludes 150 not applicable, don't use and no response.

Base: All survey participants.

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

Provision for people with a disability

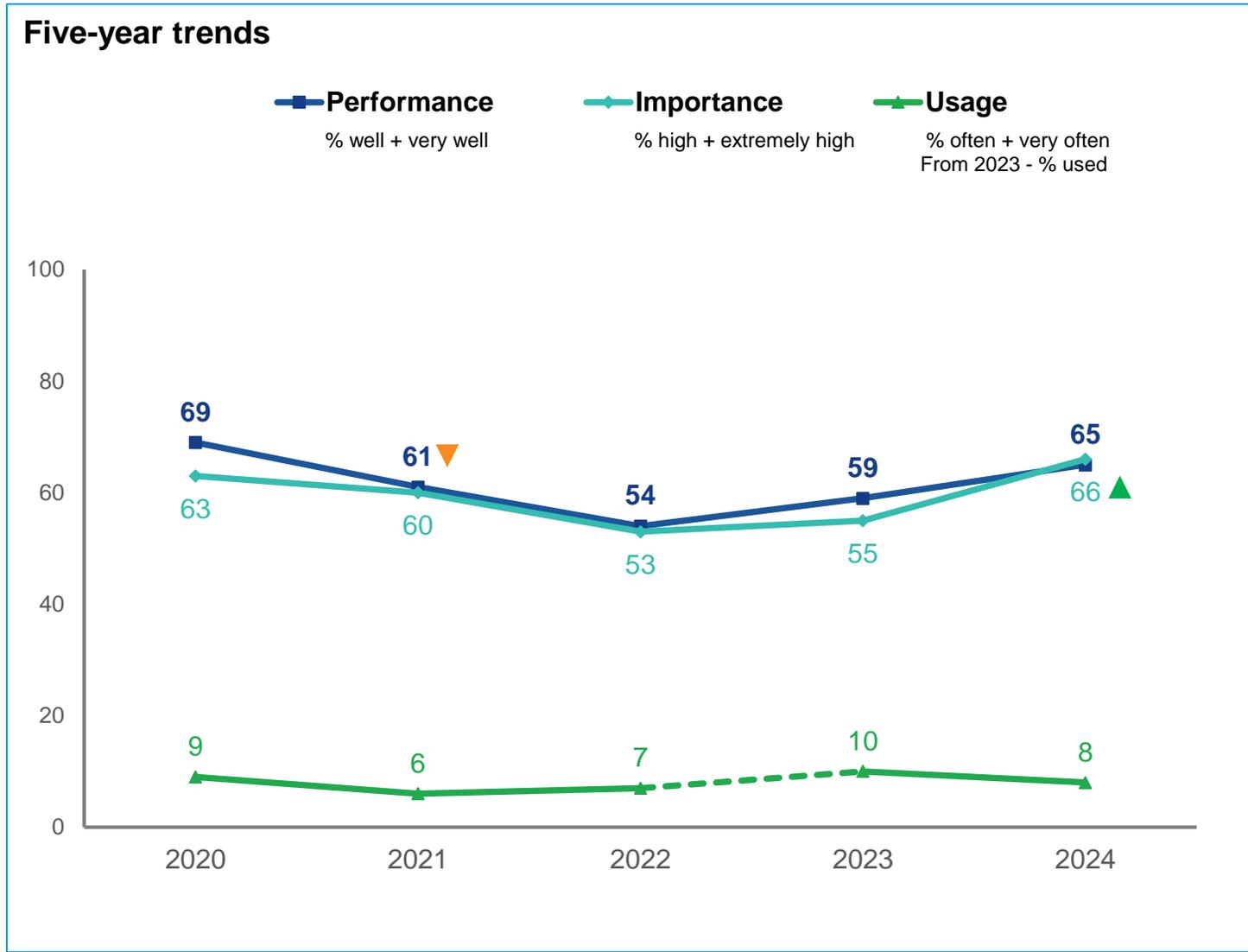
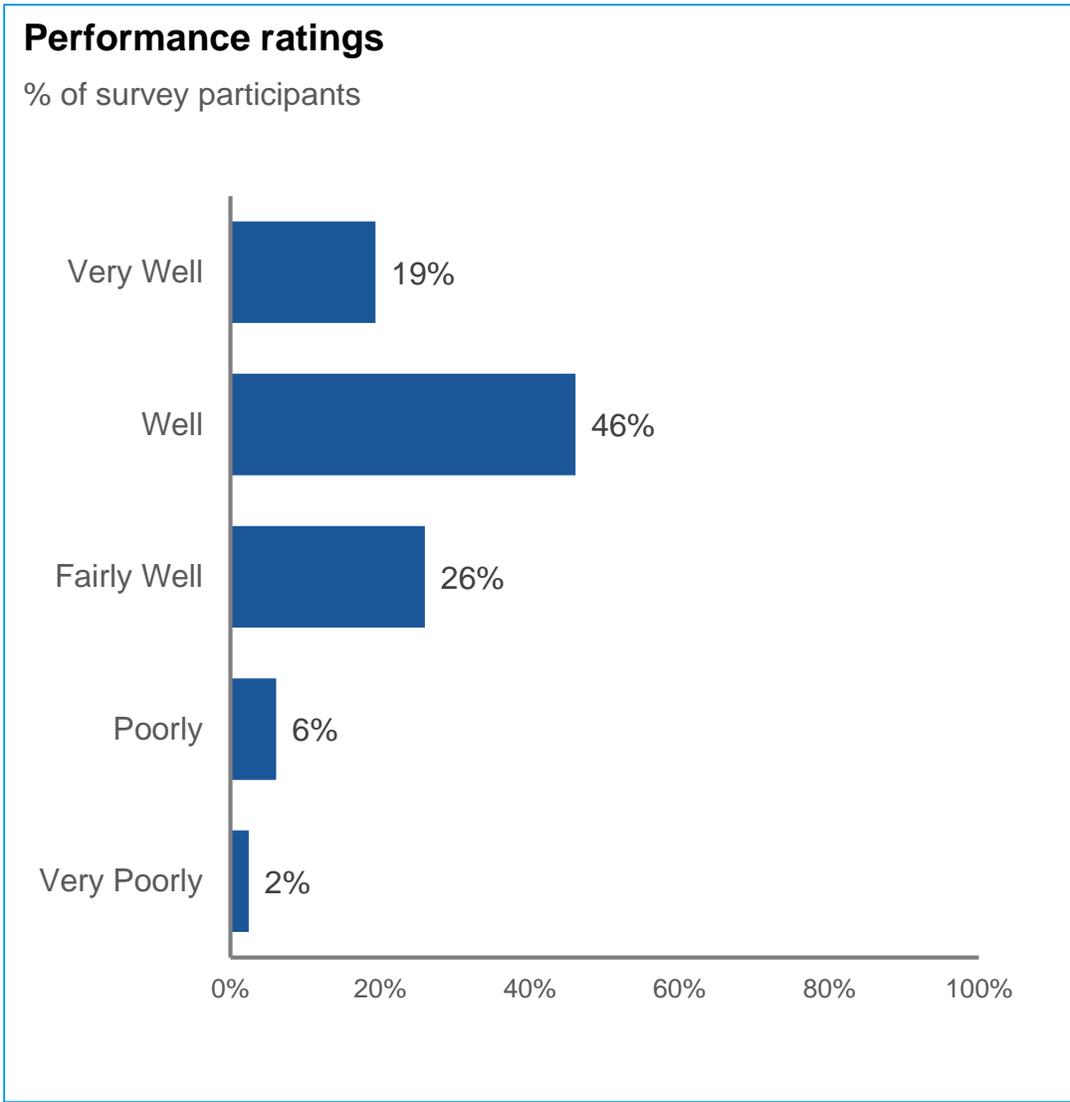


Q. Have you used the following program in the last 12 months? total n=855, excludes 12 no response. Q. What importance do you place on the program? total n=802, excludes 65 no response. Q. How well does the City deliver the program? total n=459, excludes 408 not applicable, don't use and no response.

Base: All survey participants.

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

Senior programs

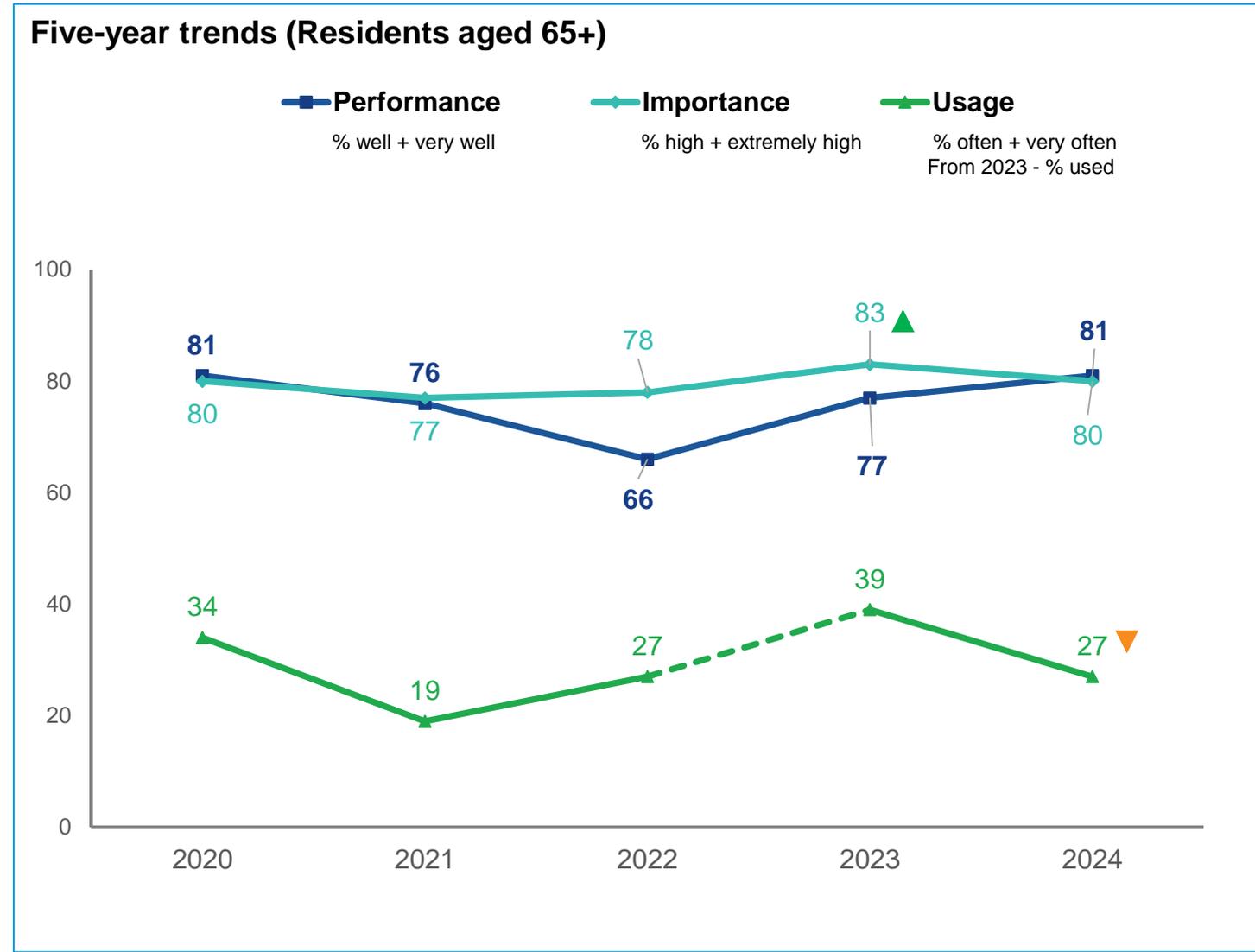
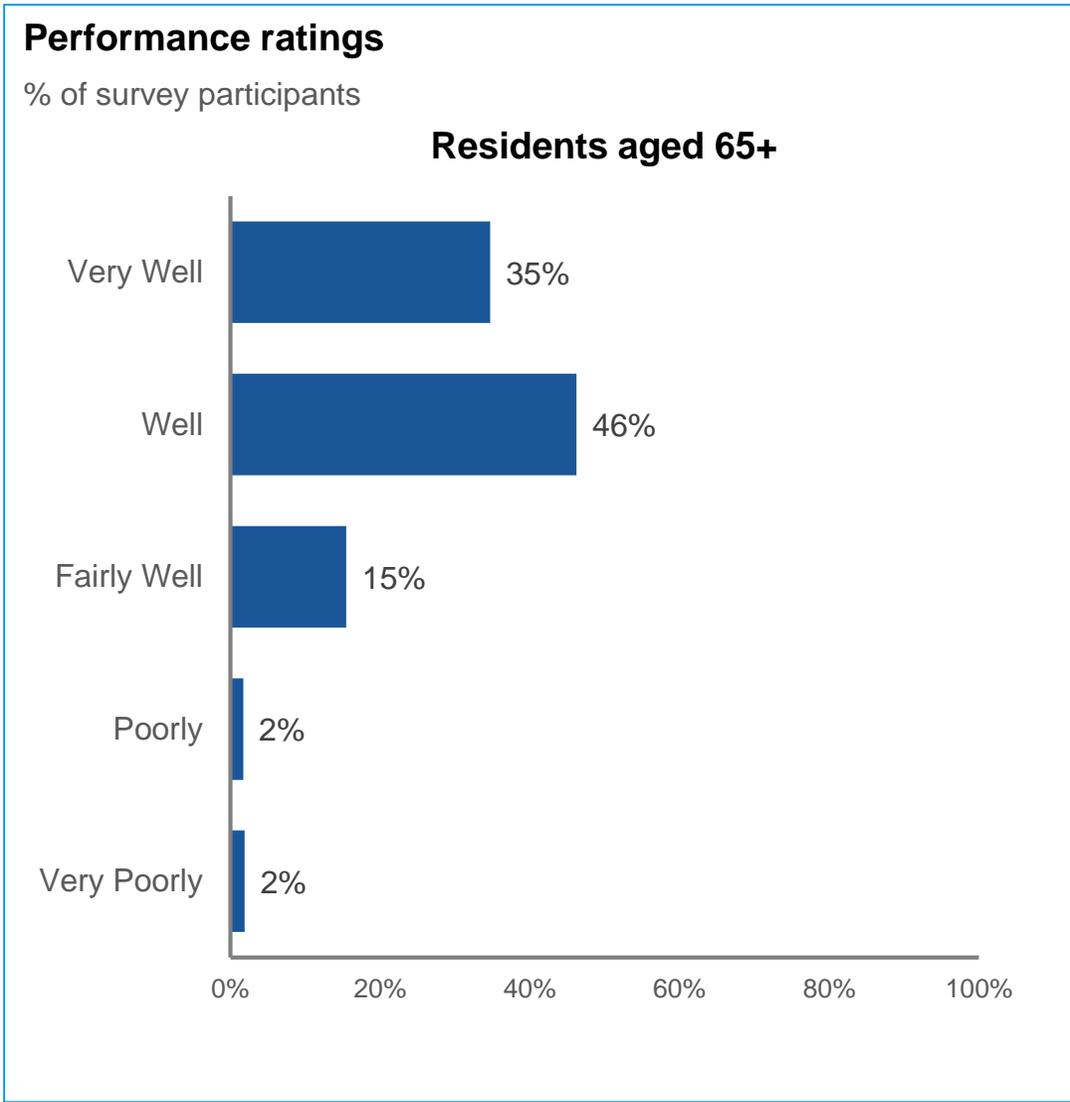


Q. Have you used the following program in the last 12 months? total n=854, excludes 13 no response. Q. What importance do you place on the program? total n=796, excludes 71 no response. Q. How well does the City deliver the program? total n=403, excludes 464 not applicable, don't use and no response.

Base: All survey participants.

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

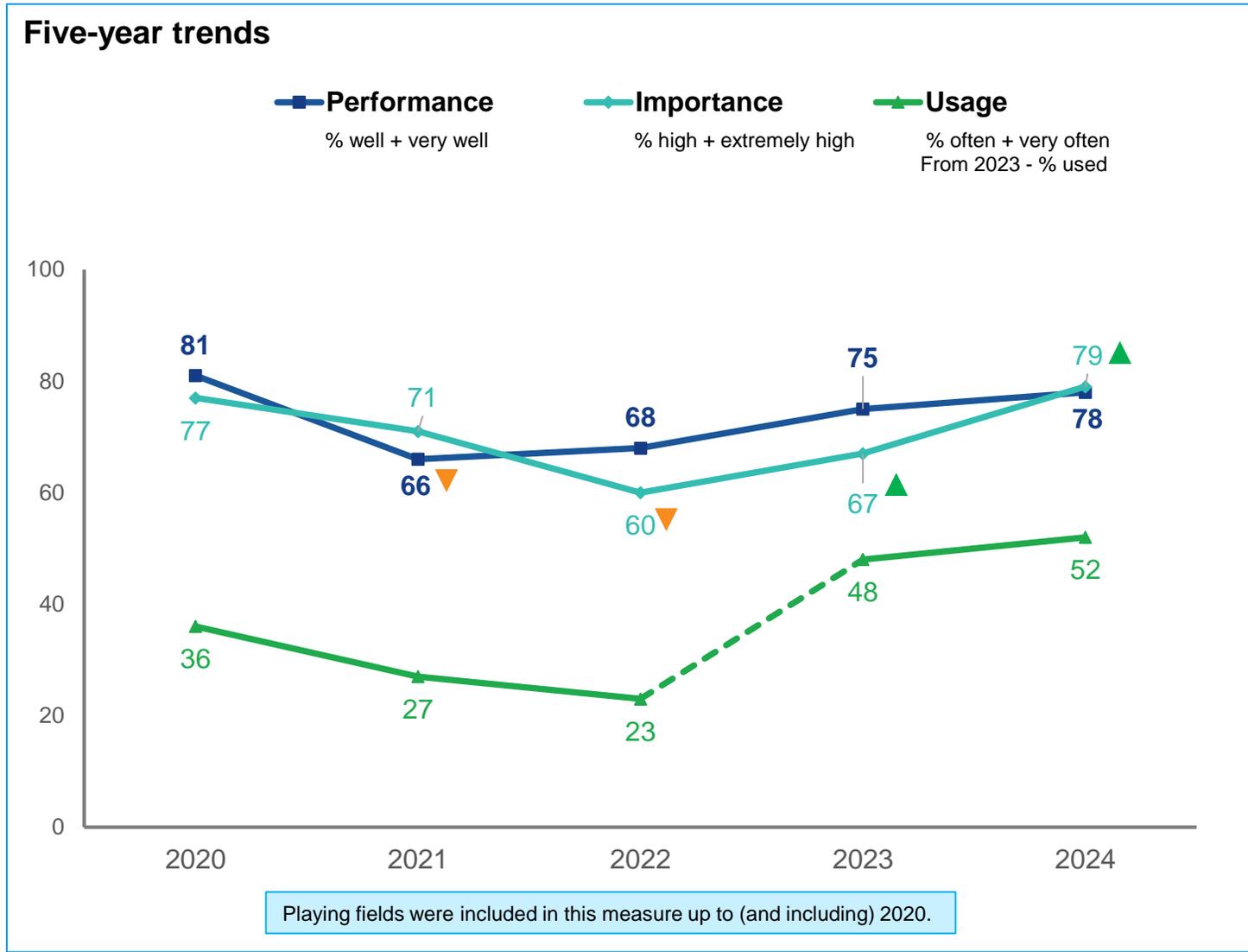
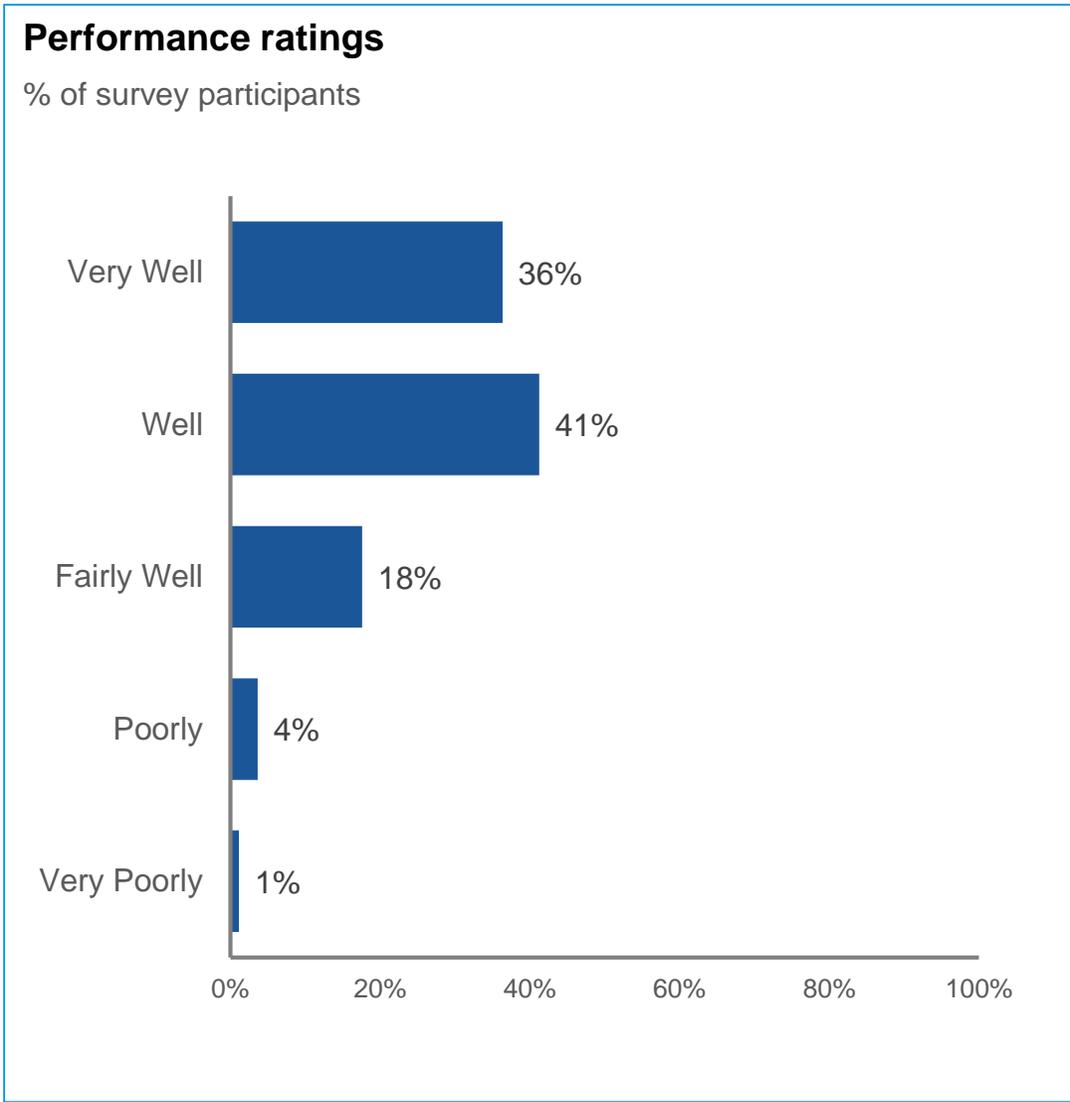
Senior programs – residents aged 65+ years



Q. Have you used the following program in the last 12 months? total n=266, excludes 9 no response. Q. What importance do you place on the program? total n=243, excludes 32 no response. Q. How well does the City deliver the program? total n=172, excludes 103 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.

Prepared by Research Solutions 63

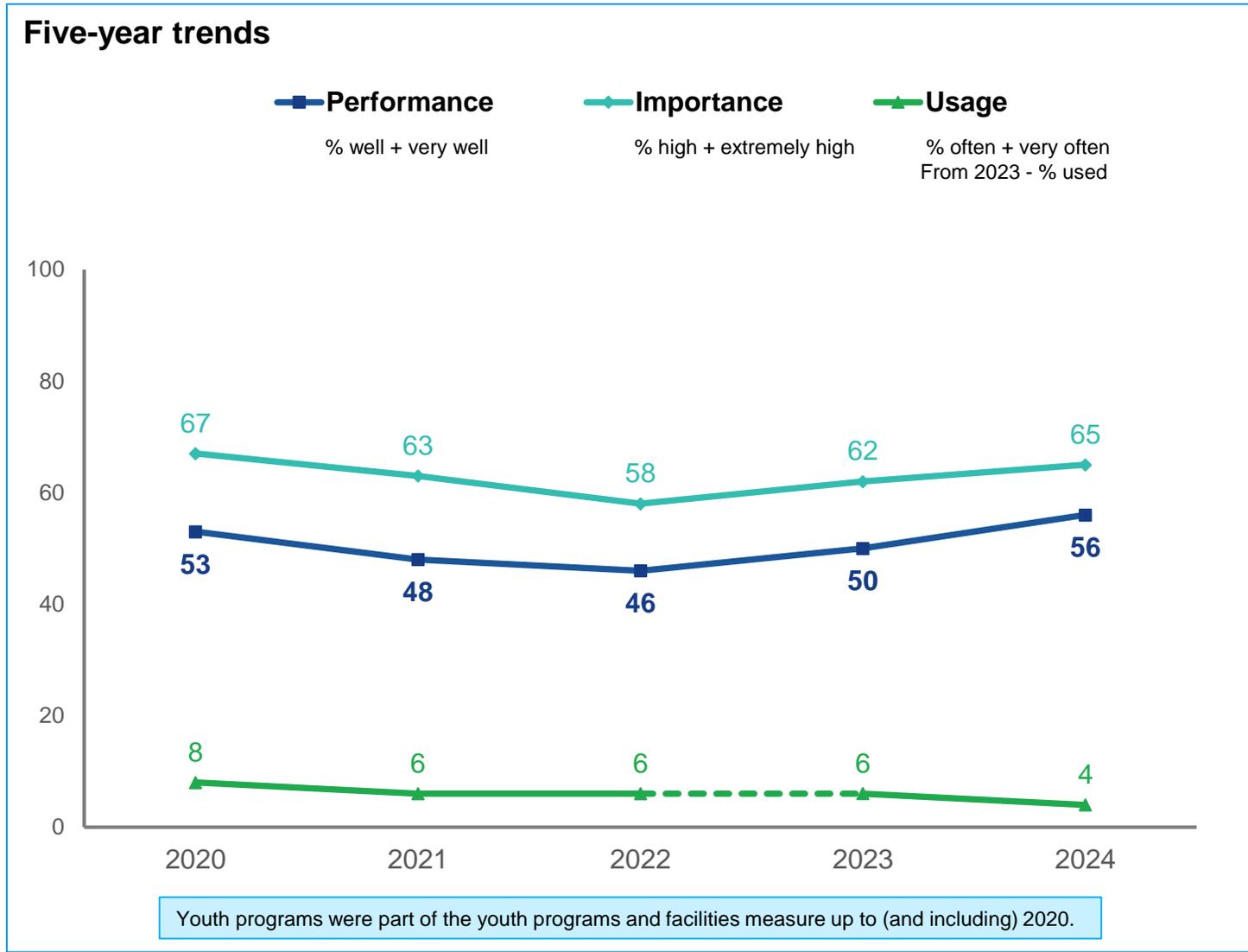
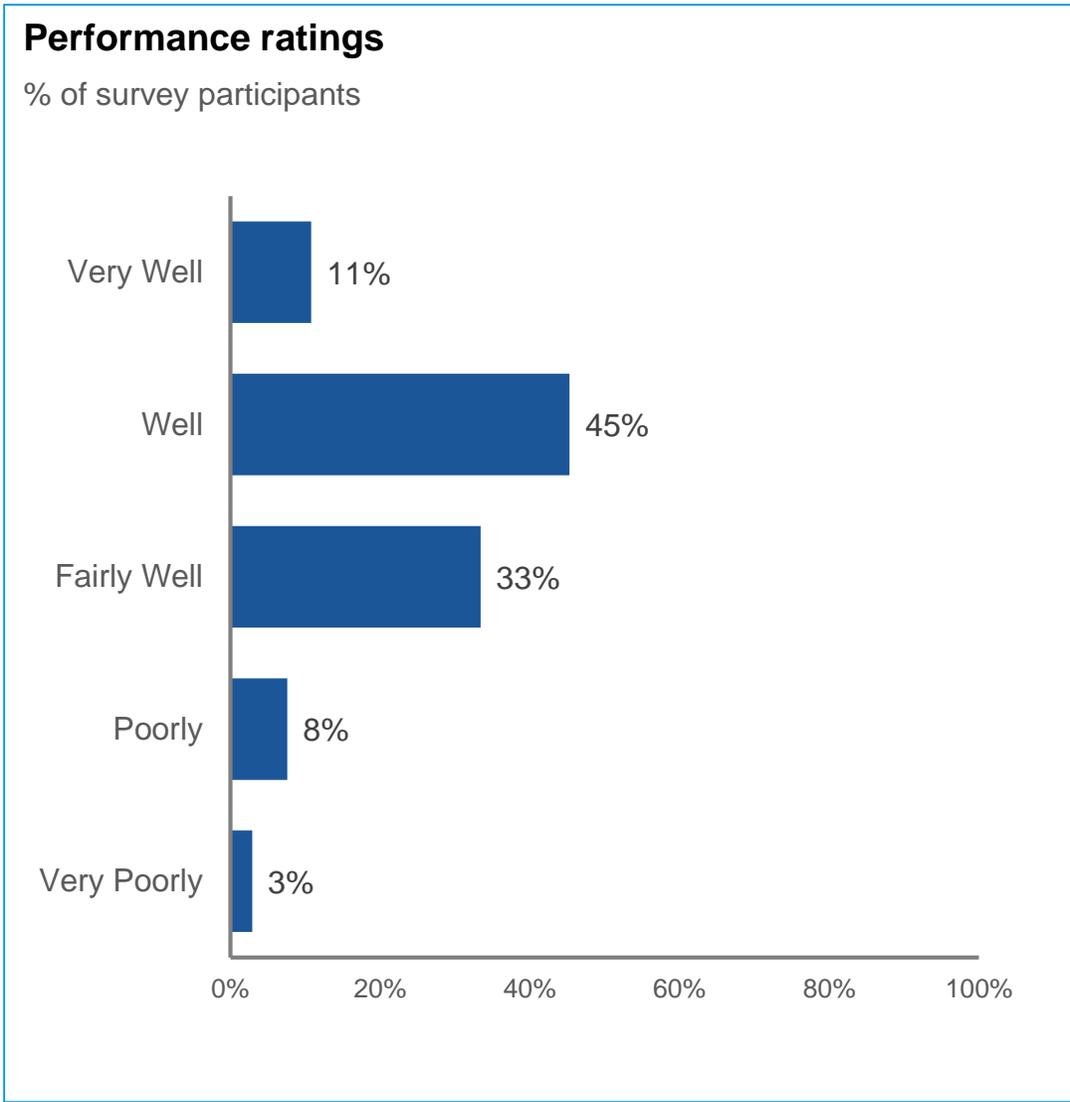
Sport and recreation centres



Q. Have you used the following facility in the last 12 months? total n=824, excludes 12 no response. Q. What importance do you place on the facility? total n=792, excludes 44 no response. Q. How well does the City deliver the facility? total n=583, excludes 243 not applicable, don't use and no response. Base: All survey participants. Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 64

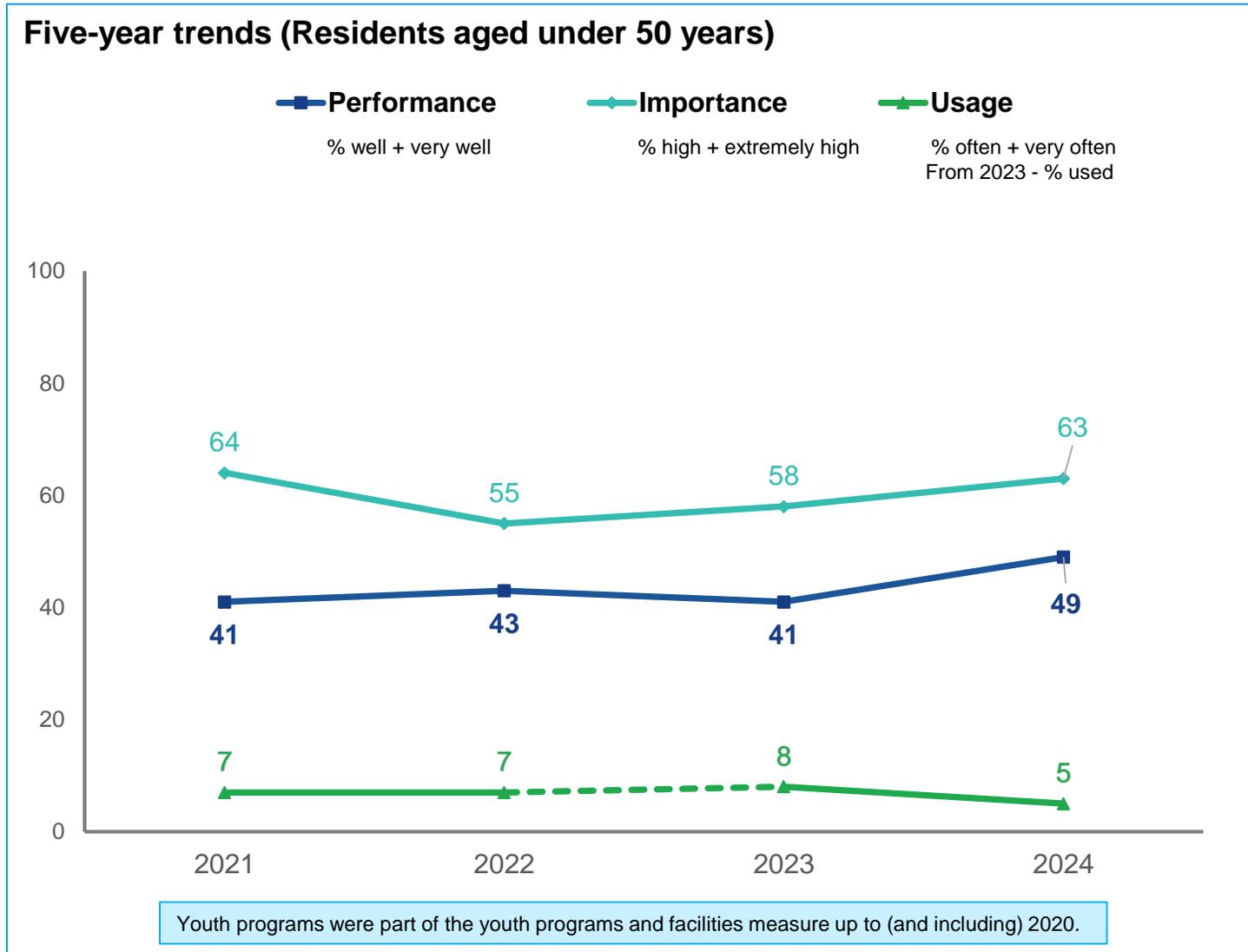
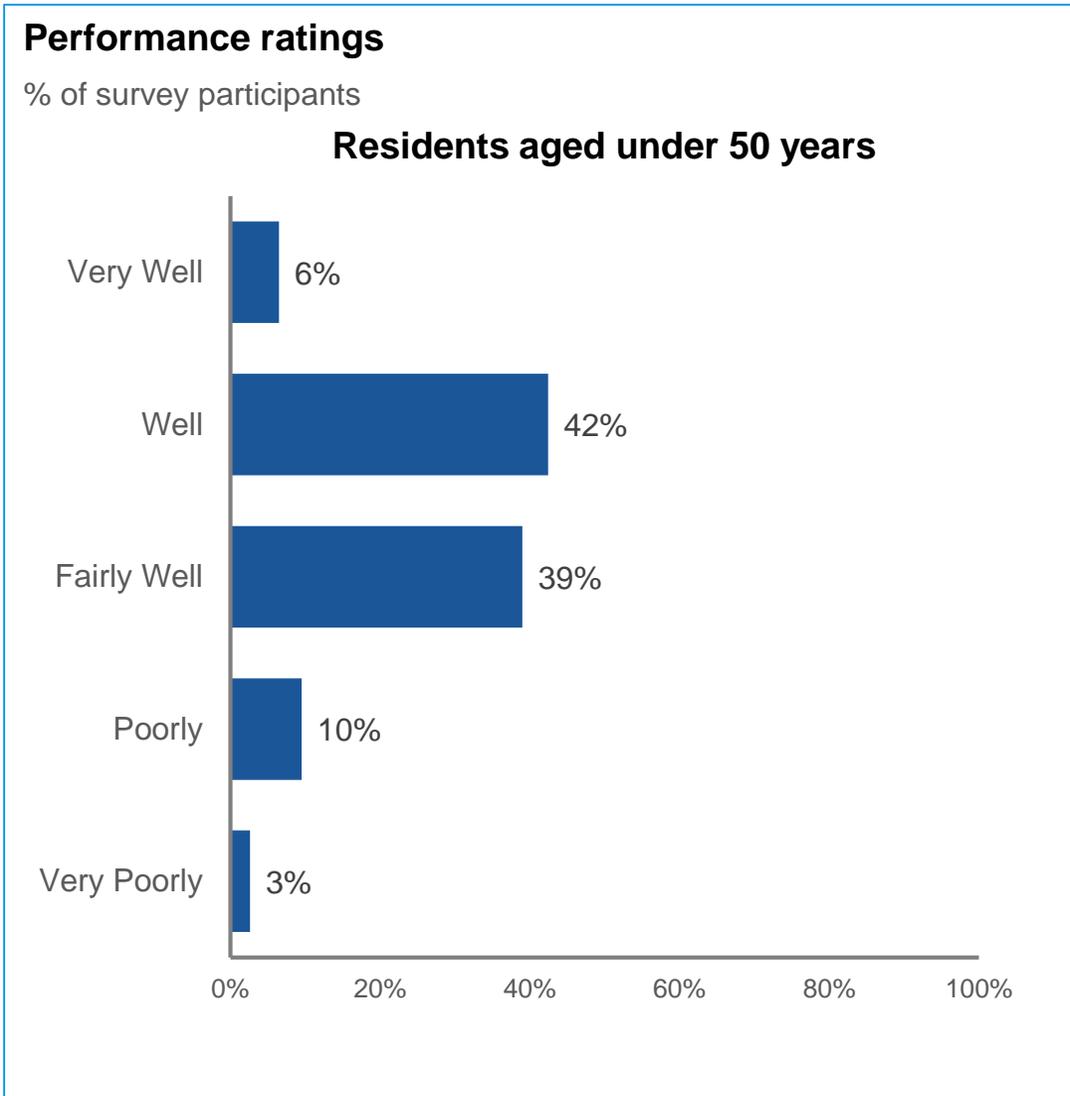
Youth programs



Q. Have you used the following program in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the program? total n=789, excludes 78 no response. Q. How well does the City deliver the program? total n=355, excludes 512 not applicable, don't use and no response.
 Base: All survey participants.
 Note: results may not exactly add up to the combined score due to rounding.

Prepared by Research Solutions 65

Youth programs – residents aged under 50 years



Q. Have you used the following program in the last 12 months? total n=297, excludes 0 no response. Q. What importance do you place on the program? total n=281, excludes 16 no response. Q. How well does the City deliver the program? total n=119, excludes 178 not applicable, don't use and no response.

Base: Residents aged under 50 years. The base for analysis was expanded this year to include people aged 35-49 years as they are likely to be parents of people using youth facilities. Historical results shown above have been updated. Note: results may not exactly add up to the combined score due to rounding.

Questions?

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