

# City of Rockingham

## Resident Perception Survey | 2024

Presented by Beth Dungey, Research Solutions

**February 2025**

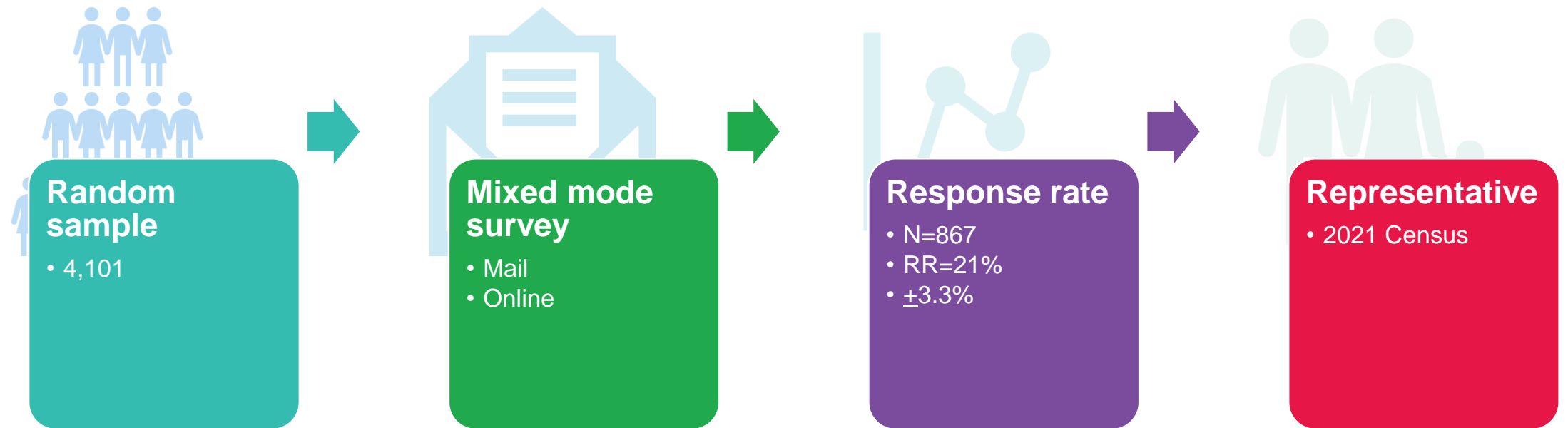


## Background and objectives

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%	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

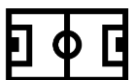
## Strengths



Rubbish collection and recycling



Libraries



Playing fields



Fire management



Parks, gardens, picnic areas and recreation centres 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

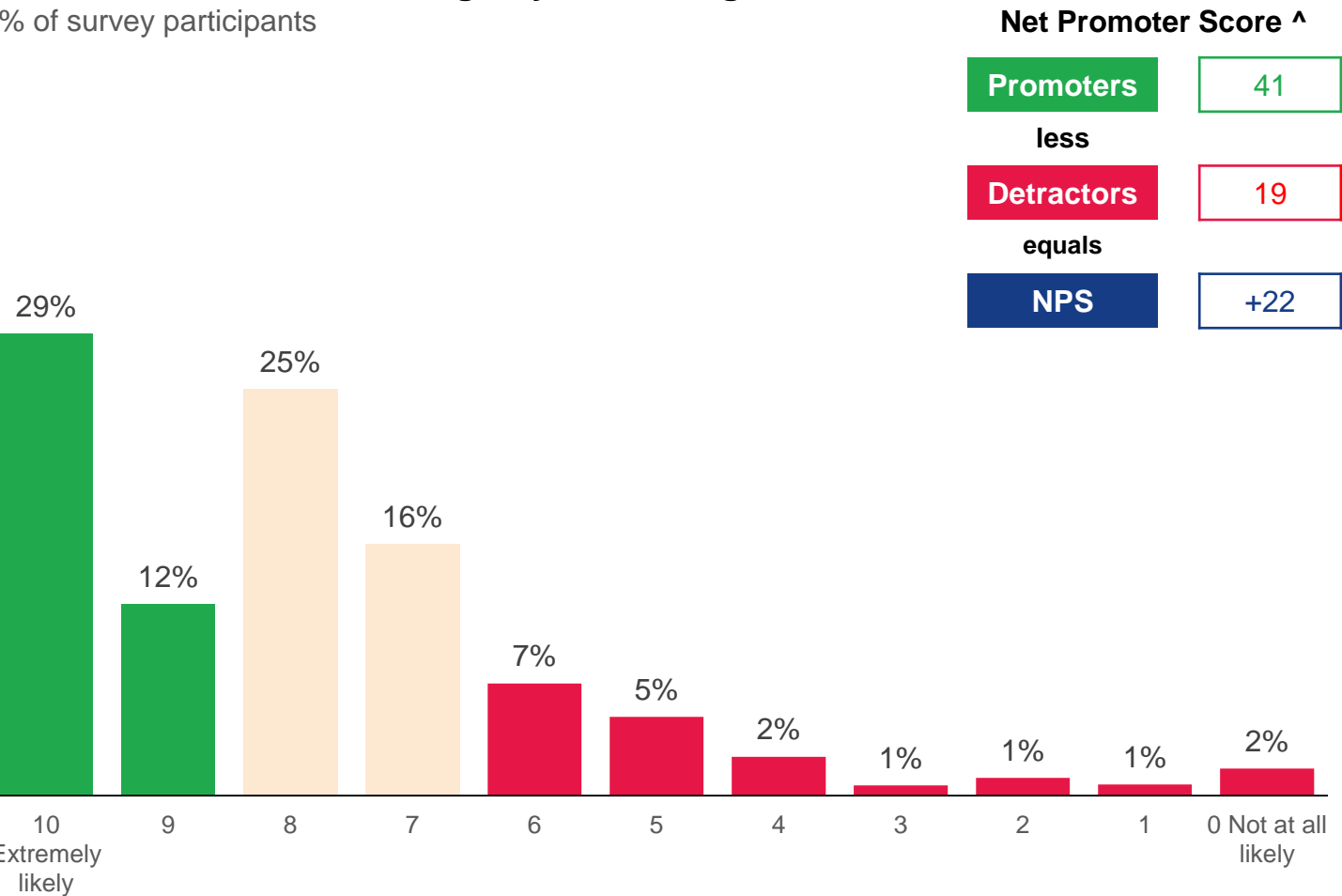


# Net Promoter Score

Likelihood of recommending City of Rockingham as a place to live

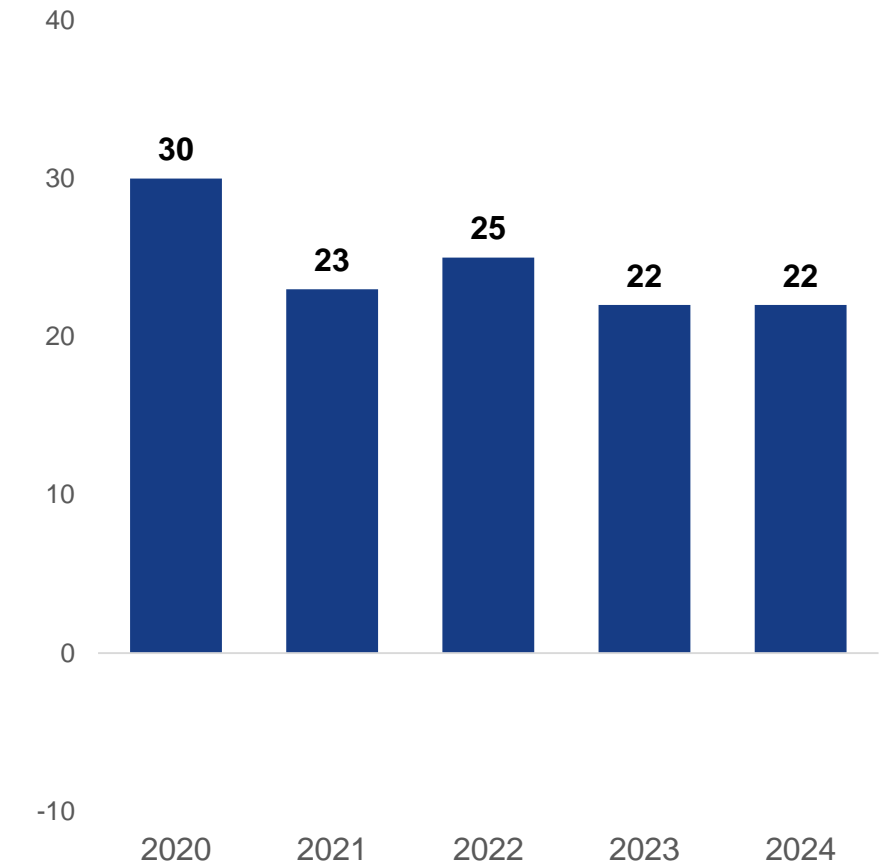
## Likelihood of recommending City of Rockingham

% of survey participants



## Historical trends

Net Promoter Score



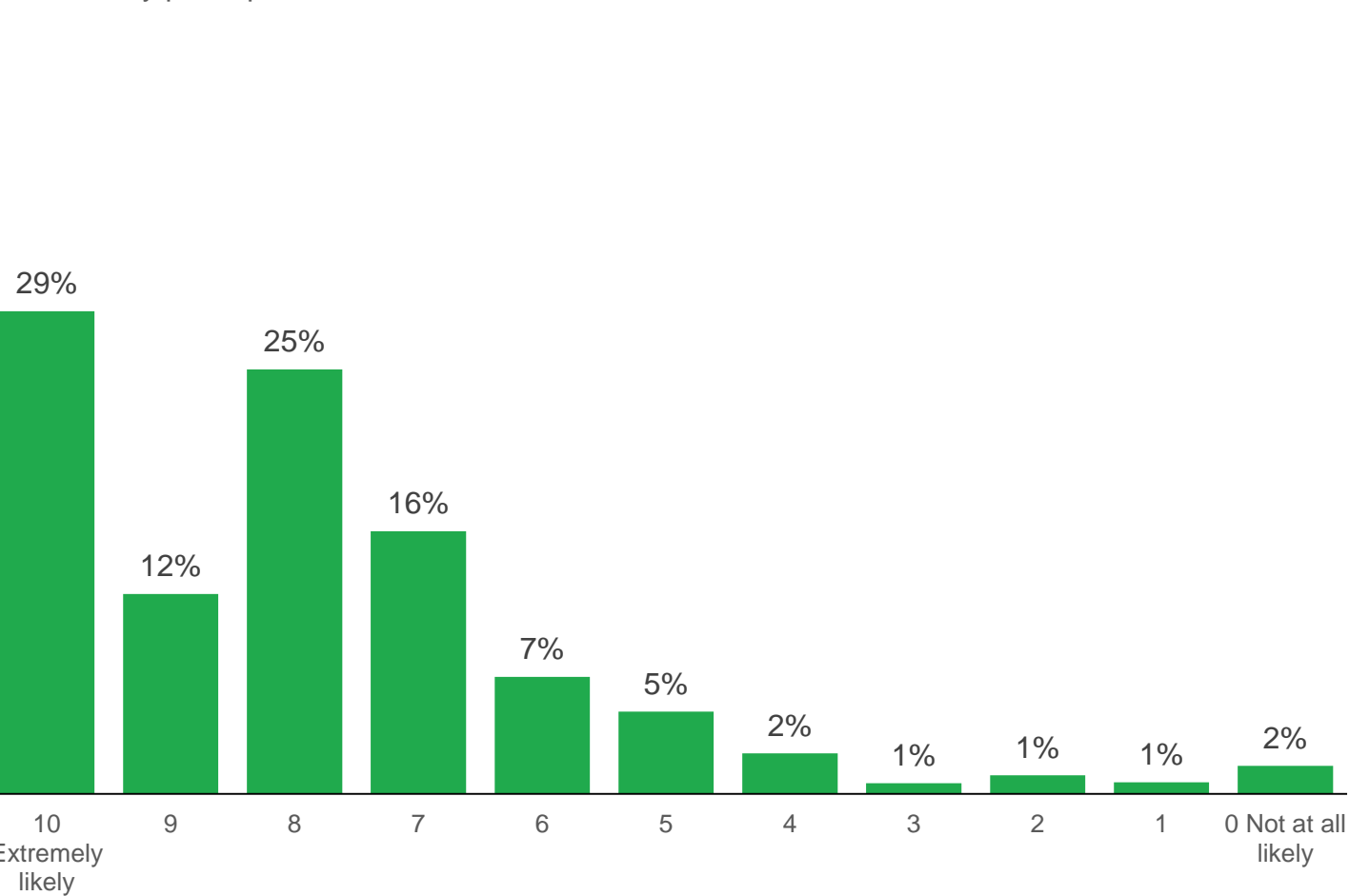
Q. If a friend or family member was thinking of relocating, how likely would you be to recommend the City of Rockingham as a place to live? Please give a score out of 10. Note due to rounding the chart may not add to 100%  
Base: All survey participants n=864, n=3 'unsure' and 'no response' excluded.



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

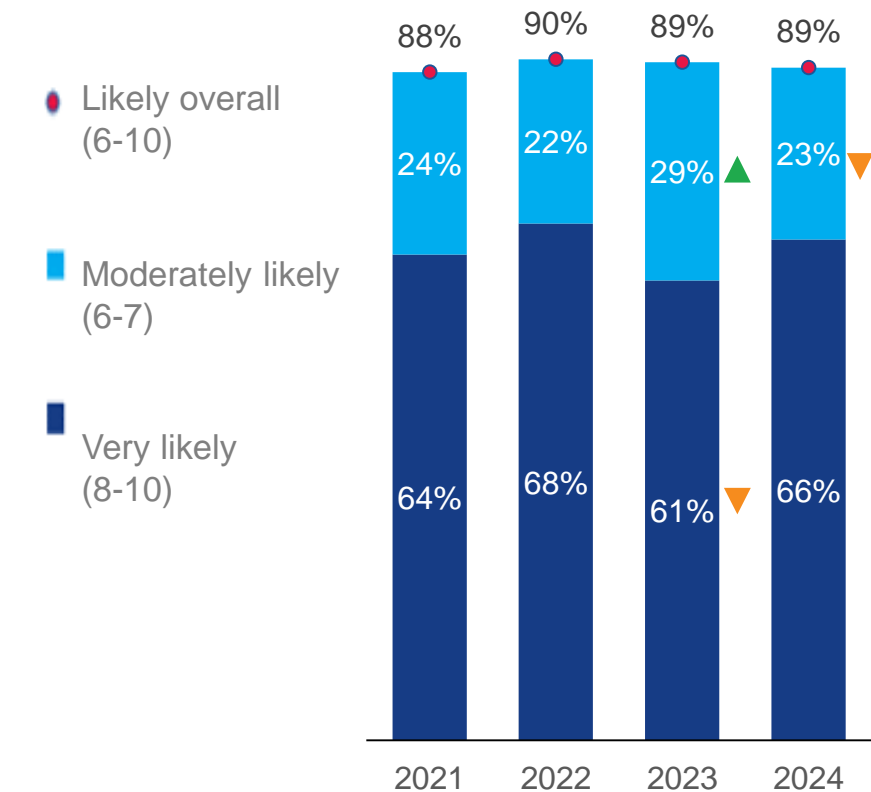
## Likelihood of recommending City of Rockingham

% of survey participants



## Overall performance

% of survey participants



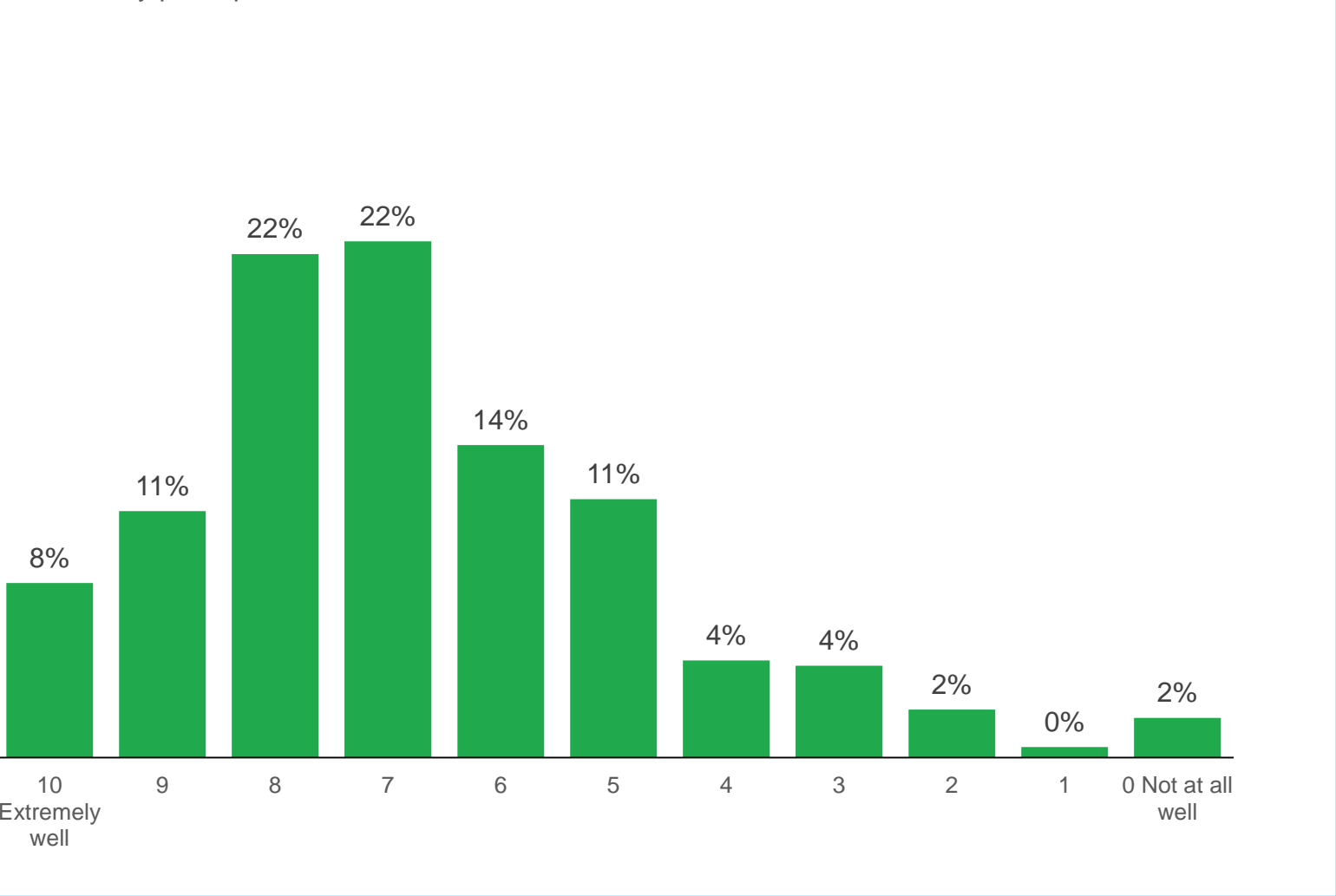
Q. If a friend or family member was thinking of relocating, how likely would you be to recommend the City of Rockingham as a place to live? Please give a score out of 10. Note due to rounding the chart may not add to 100%  
Base: All survey participants n=864, n=3 'unsure' and 'no response' excluded.

# Strategic overview

## City's performance in overall

### Overall performance in delivering services, programs, facilities and infrastructure

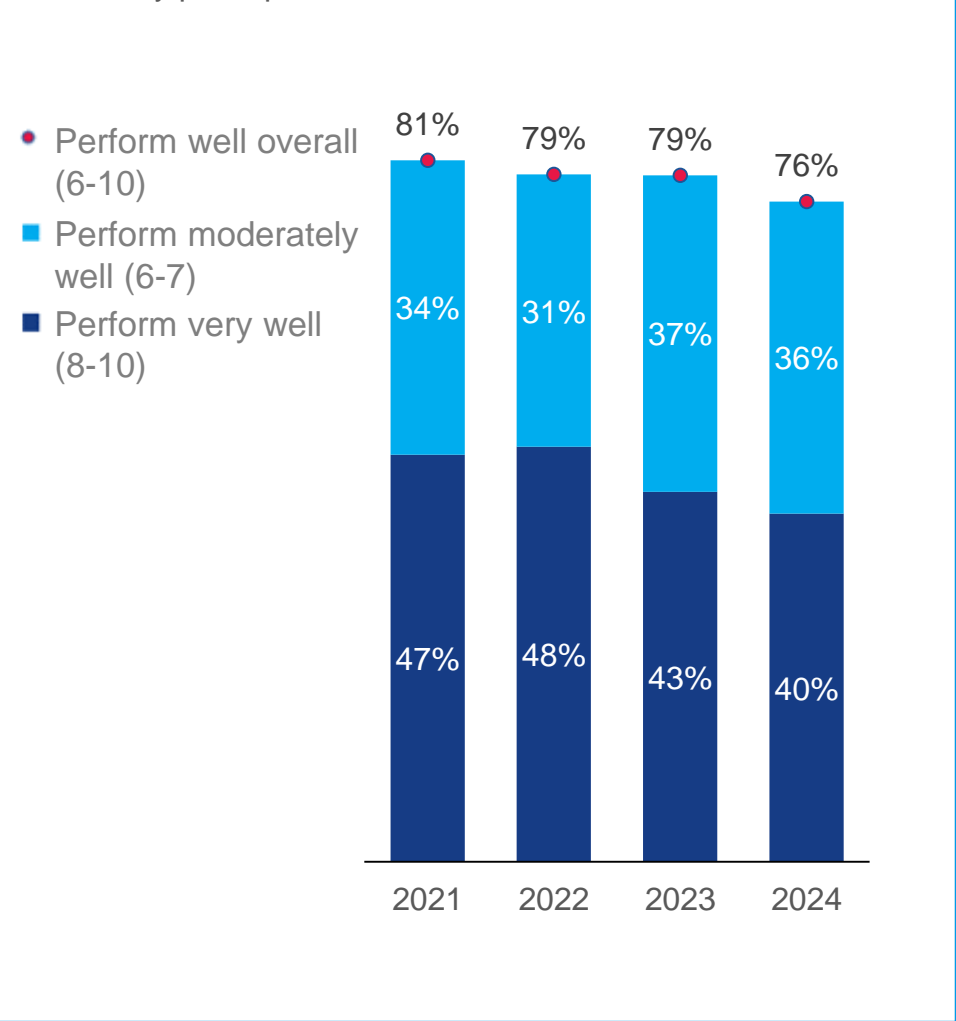
% of survey participants



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%

### Overall performance

% of survey participants

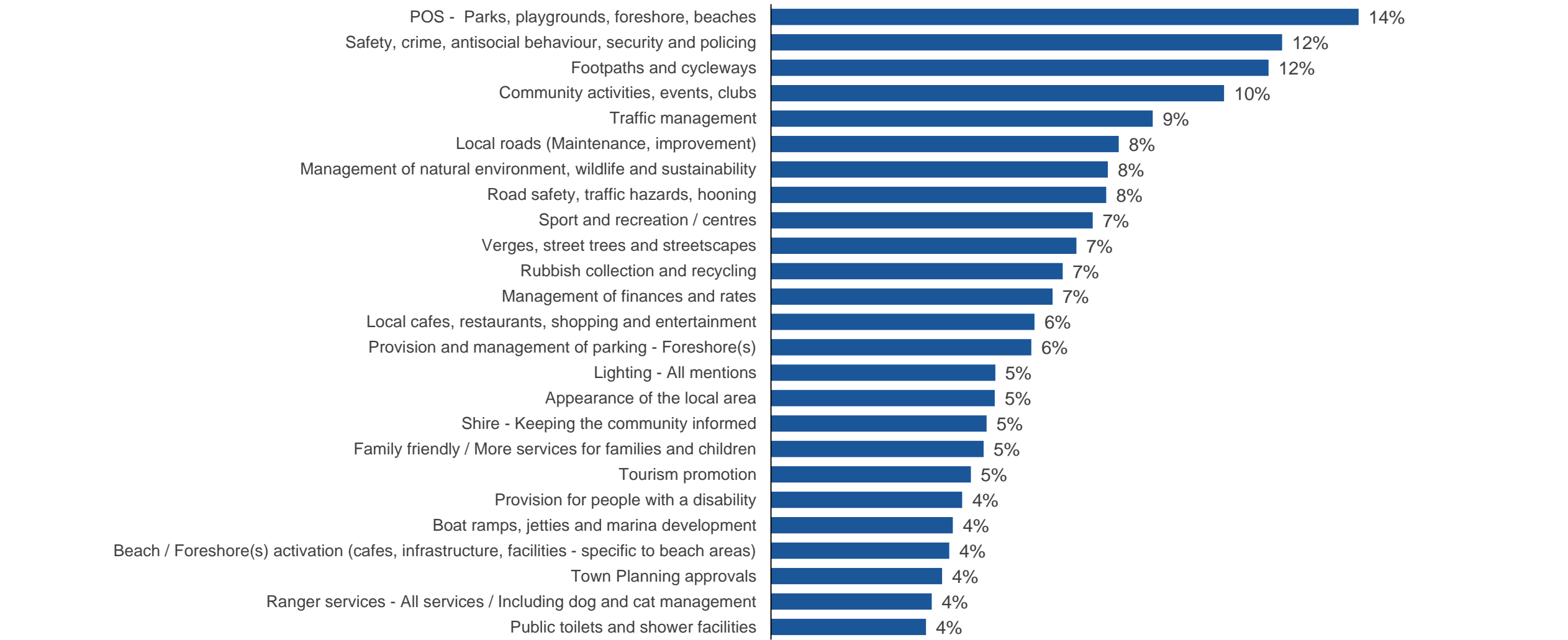


# Strategic overview

## 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.

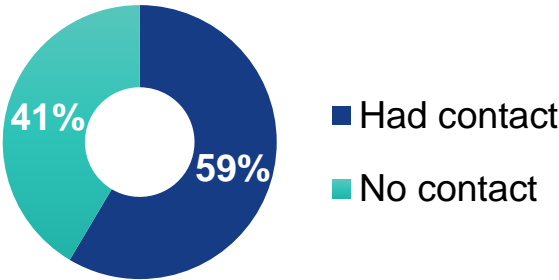
# Communications and Engagement



*Image contribution – City of Rockingham's Facebook page*

# Customer contact

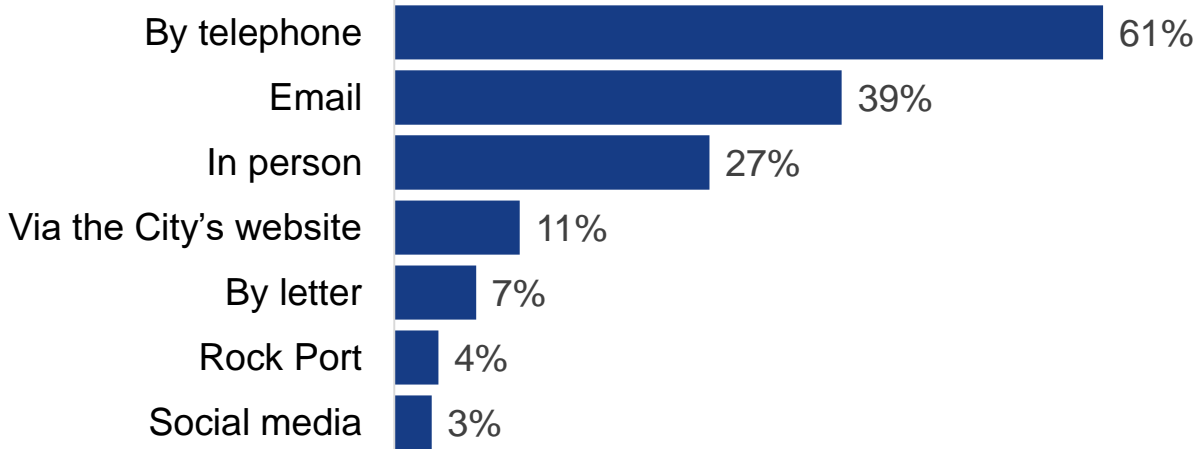
## Contact over the past 12 months



### Five-year trends

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

## Type of contact



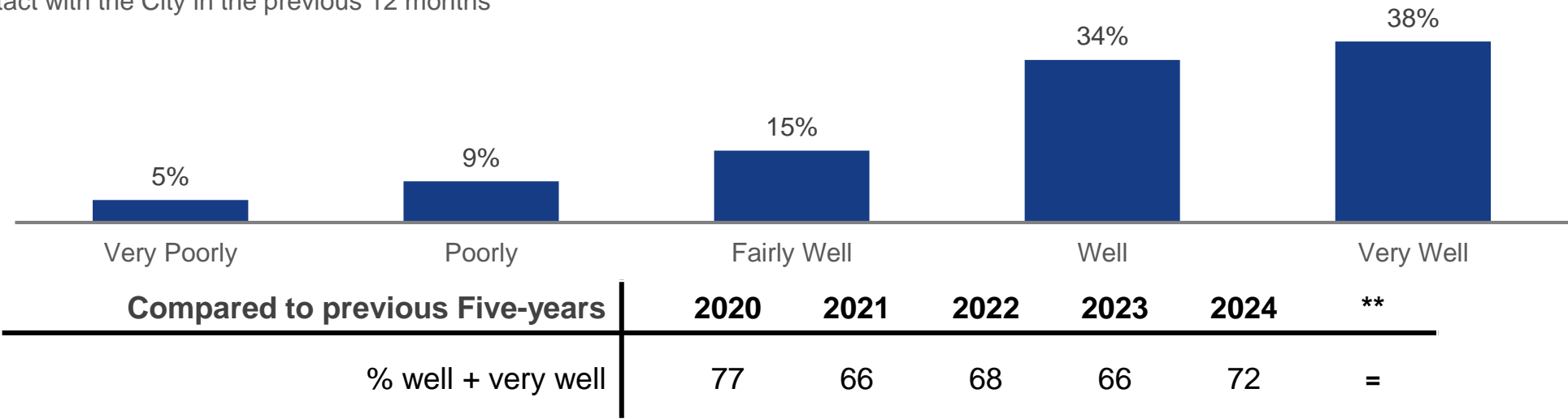
	2020	2021	2022	2023	2024	**
By telephone	45%	40%	65%	58%	61%	=
Email	25%	22%	37%	35%	39%	=
In person	20%	28%	29%	21%	27%	▲
Via the City's website	5%	5%	10%	11%	11%	=
By letter	3%	3%	6%	5%	7%	=
Rock Port	2%	2%	3%	4%	4%	=
Social media	0%	1%	3%	4%	3%	=

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	=

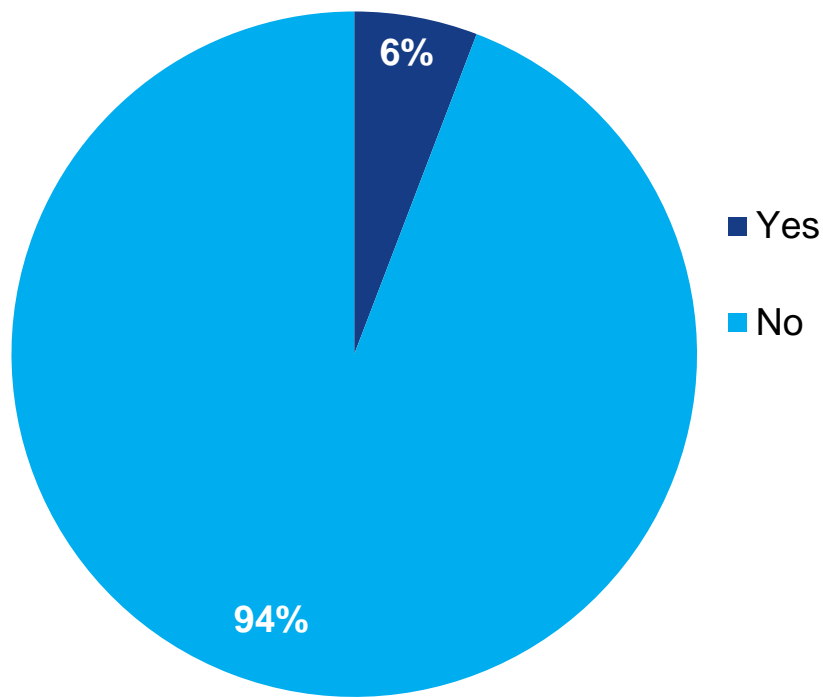
Q. In your opinion, how well did the City deal with your interaction? Base: survey participants who have had contact with the City over the last 12 months. n=508; 7 no response excluded. By telephone (n=291); In person (n=150); By email (n=194). \*\* Denotes whether there has been a statistically significant 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

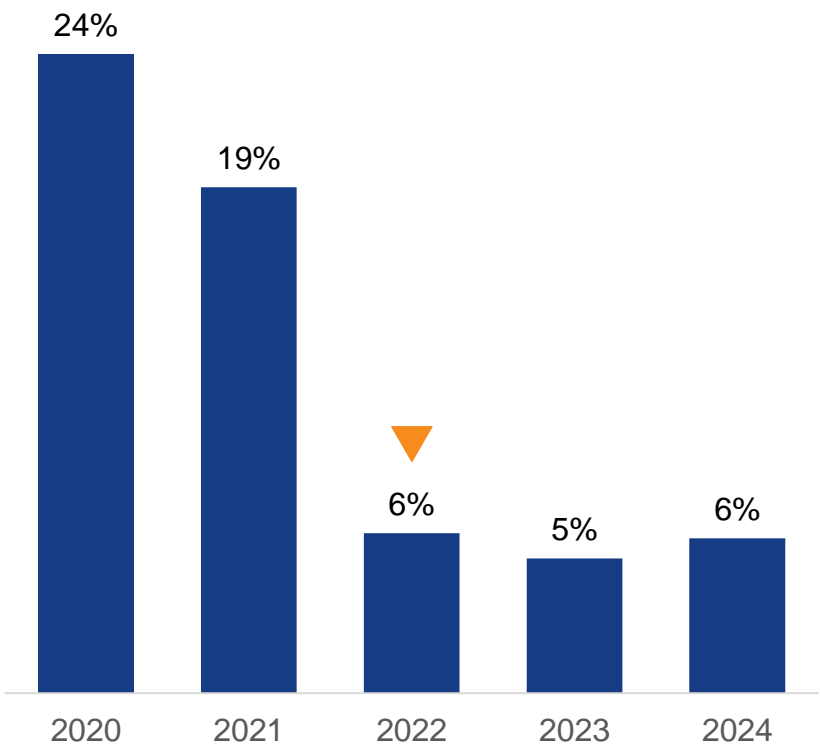
Have you shared your thoughts about a community consultation item in the past 12 months?

% of survey participants



Historical trends

% Yes

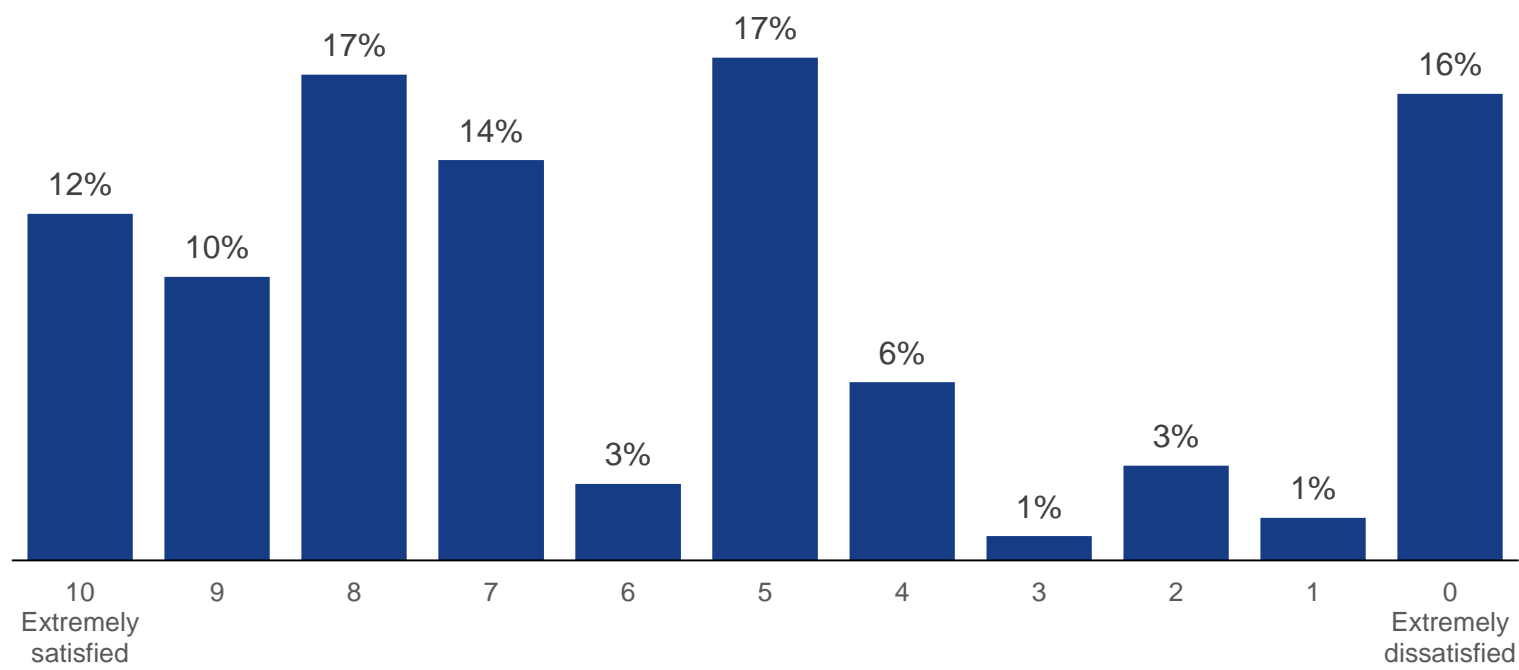


# Community consultation

## Satisfaction with the experience

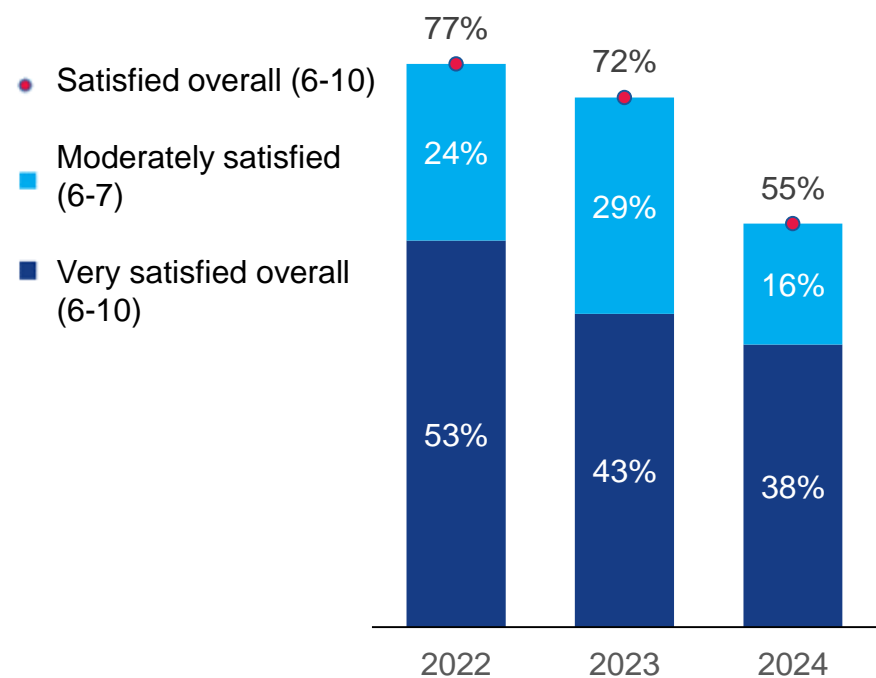
### Overall satisfaction

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



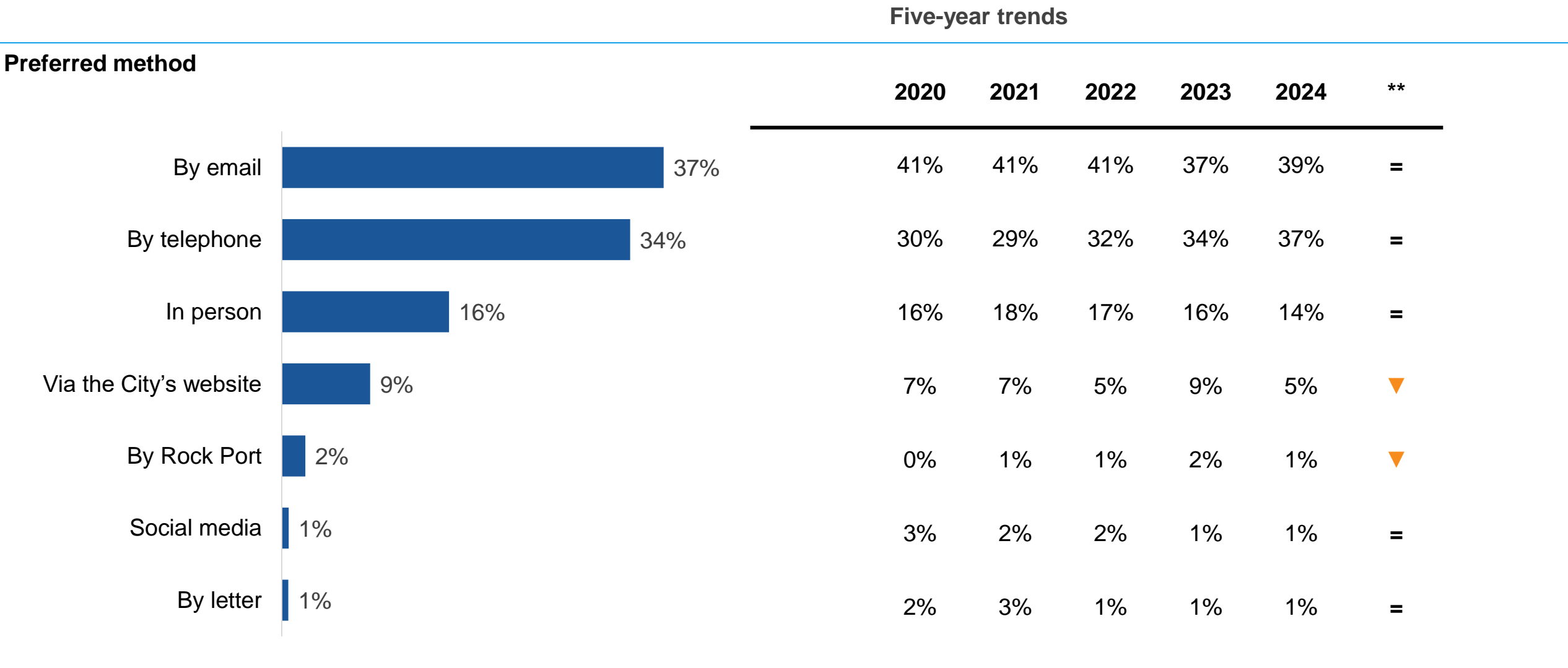
### Overall performance

% of survey participants



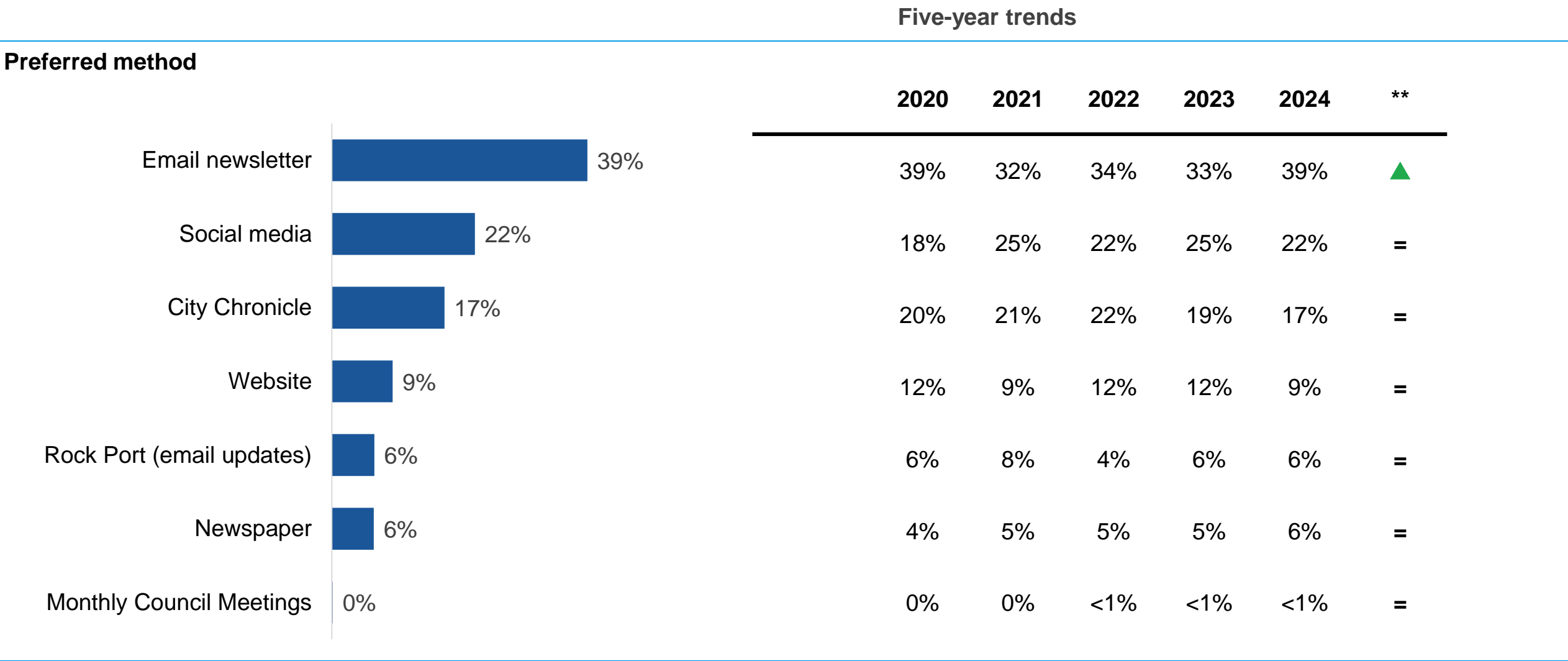
Q. How satisfied were you with the experience? Base: Those who took part in a City of Rockingham community consultation in the past 12 months; n=68 ,2 no response excluded.  
Note due to rounding the chart may not add to 100%.

# Preferred method of dealing with the City



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



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.



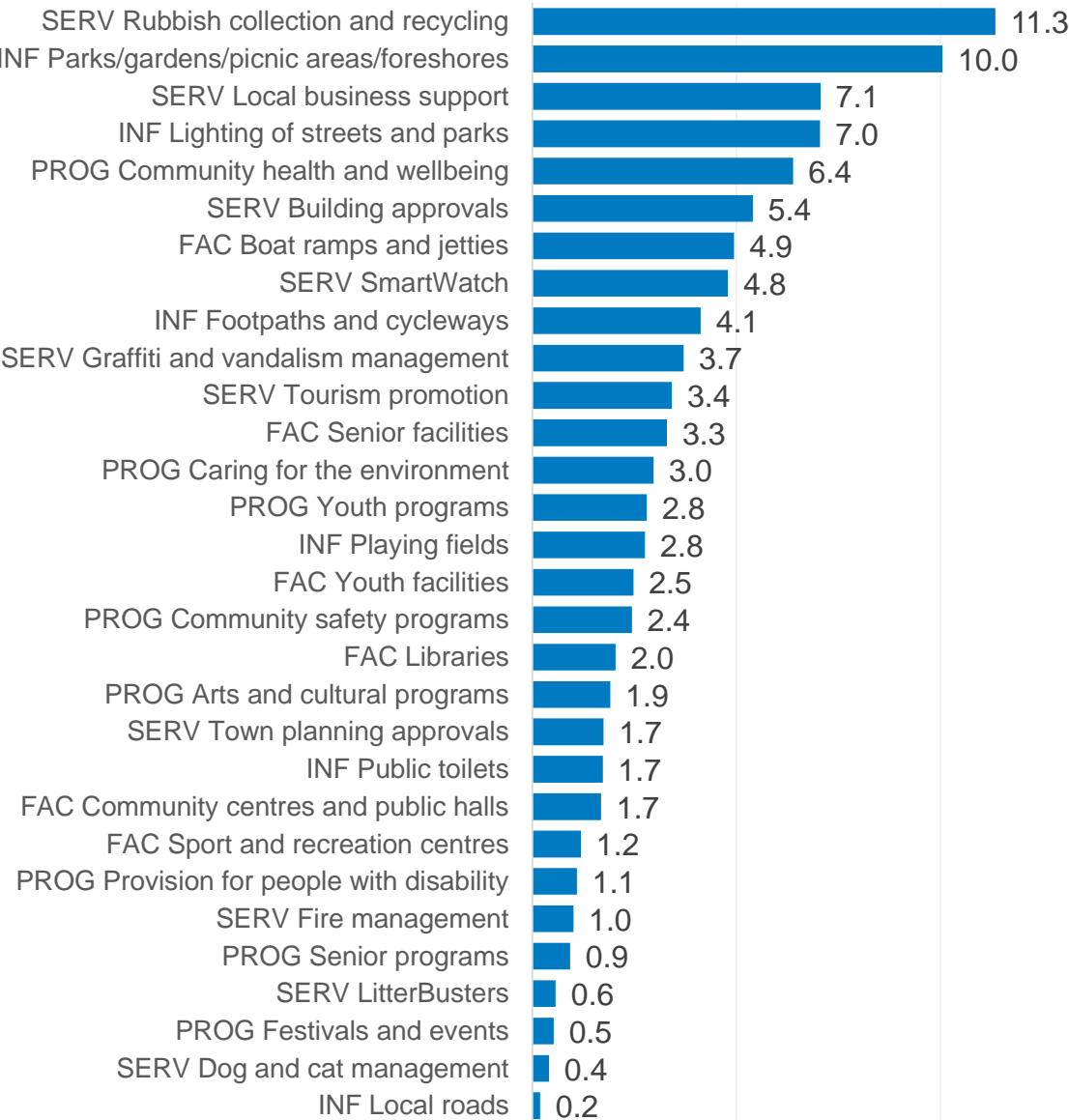
# Summary of Services, Facilities, Infrastructure and Programs Results



# 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)

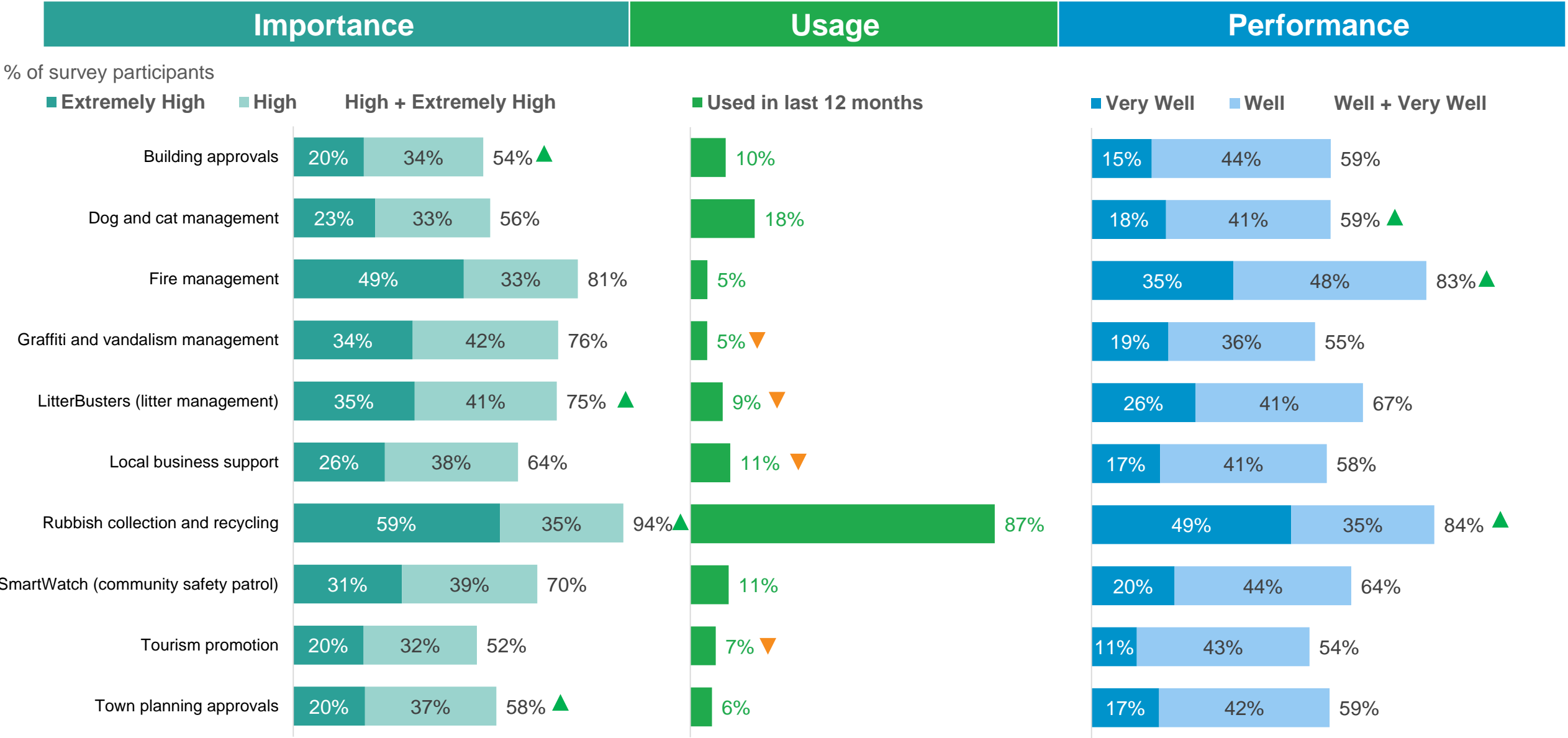




# Performance – Services the City Provides



# Services the City provides – importance, usage and performance

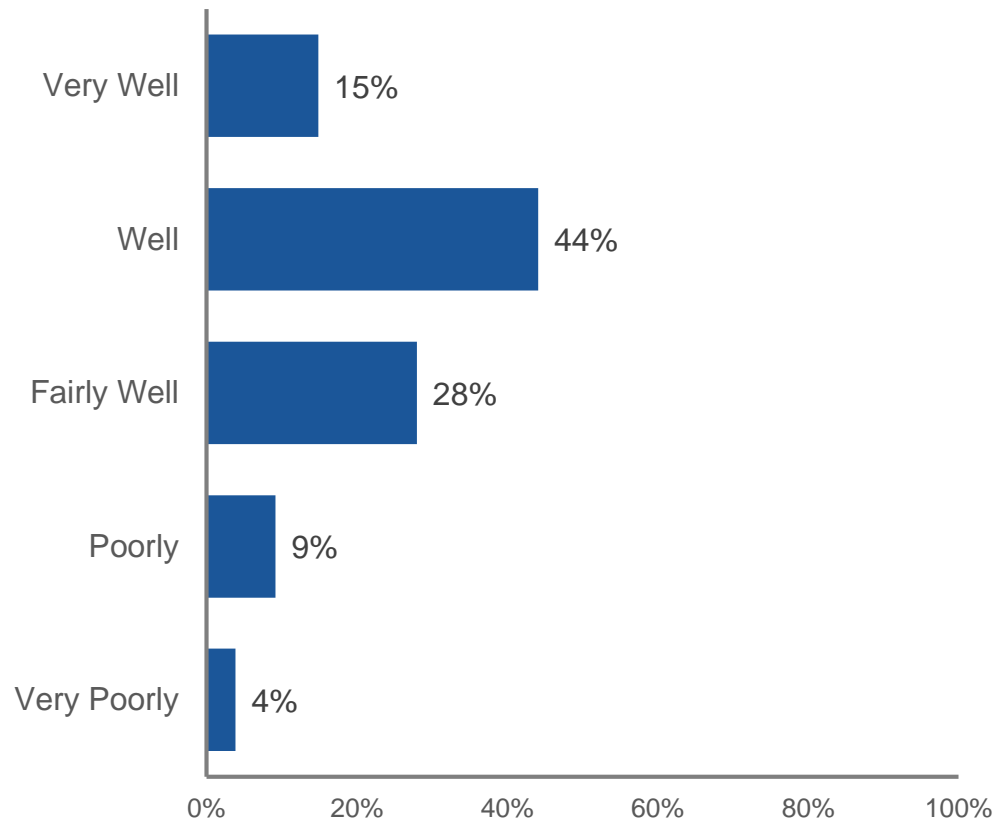




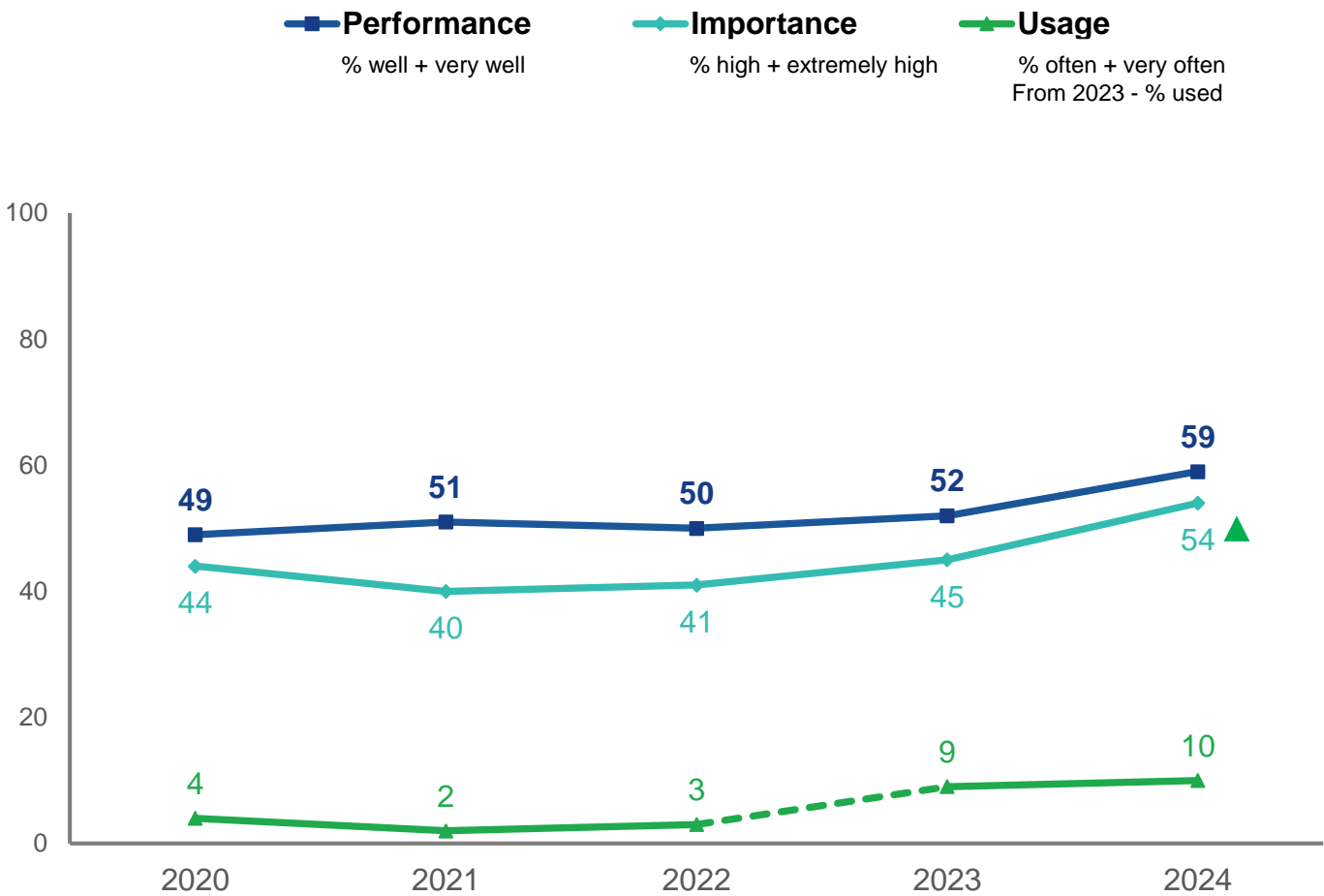
# Building approvals

## Performance ratings

% of survey participants



## Five-year trends



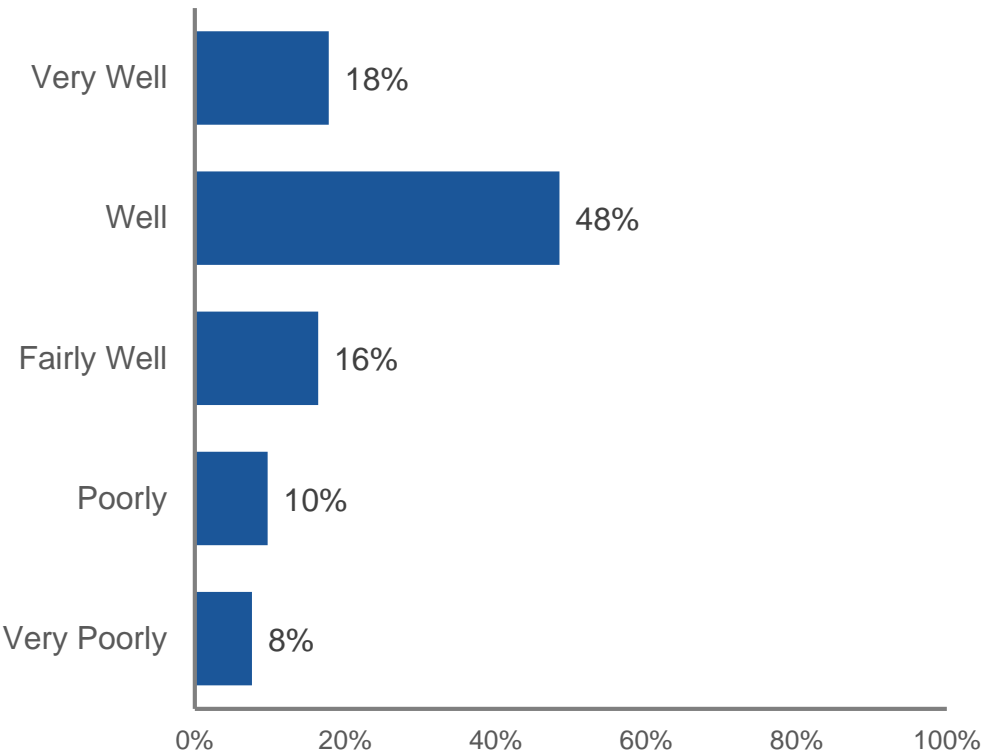
Q. Have you used the following service in the last 12 months? total n=853, excludes 14 no response. Q. What importance do you place on the service? total n=783, excludes 84 no response;. Q. How well does the City deliver the service? total n=403, excludes 464 not applicable, don't use and no response.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

# Building approvals – service users

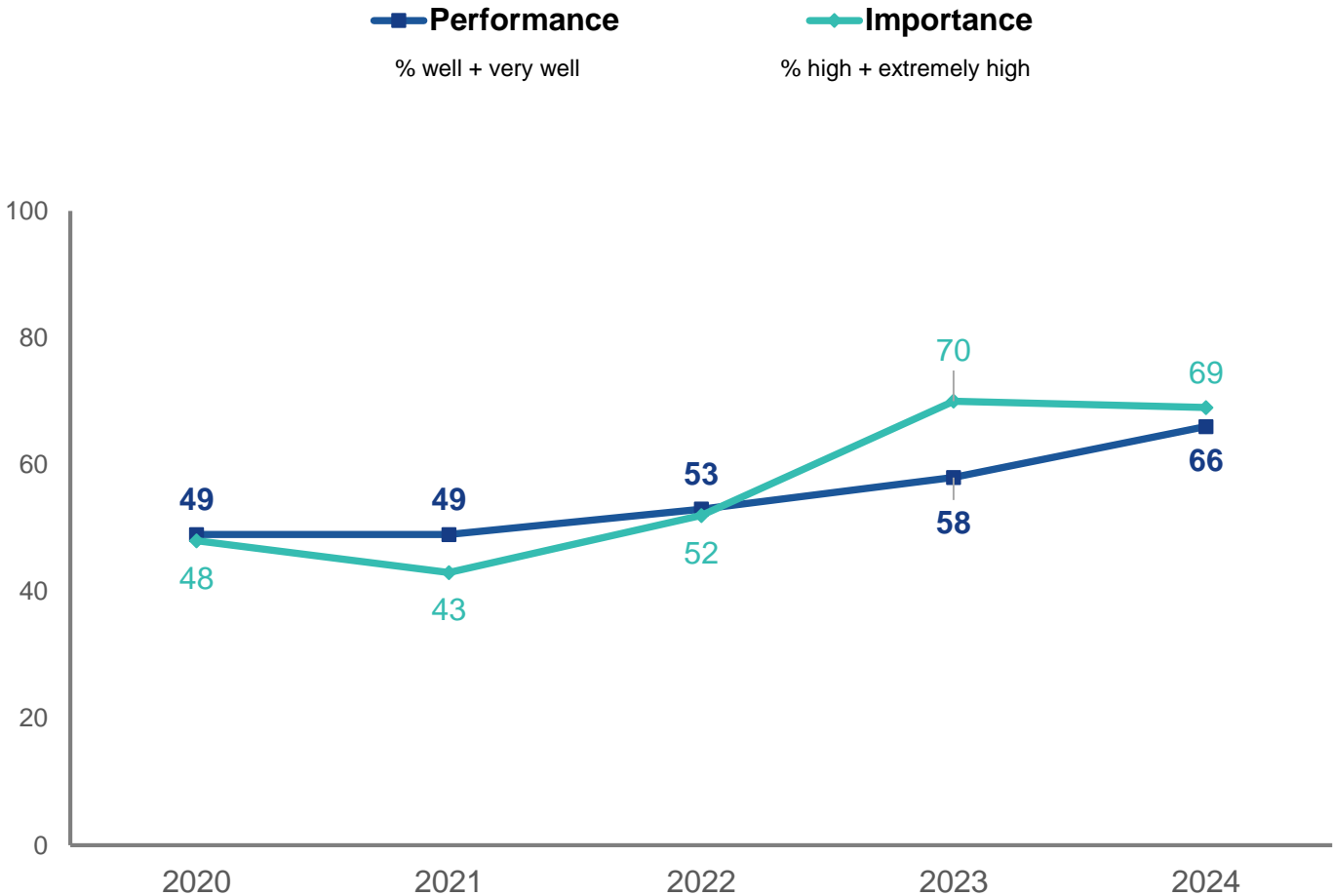
## Performance ratings

% of survey participants who used building approvals

### Users of building approvals



## Five-year trends – Users of building approvals



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.

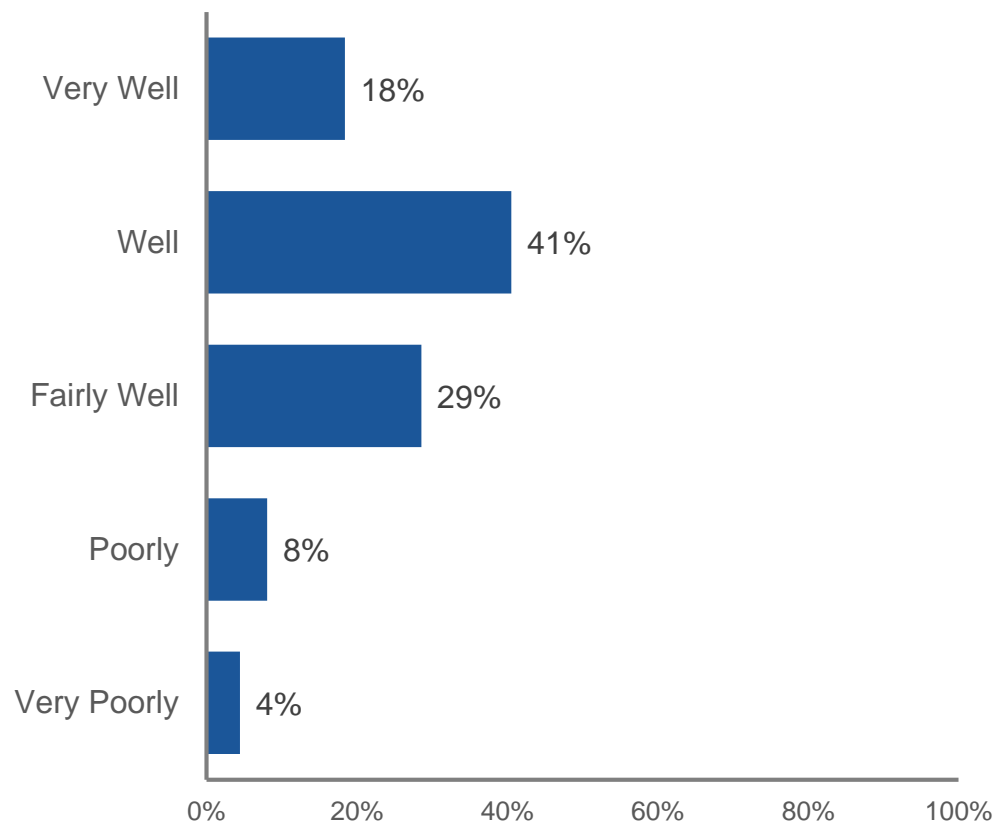
Base: Have used Building Services in the last 12 months. Note: because the base for this slide is "users", the data series for "use" has been removed from the chart.

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

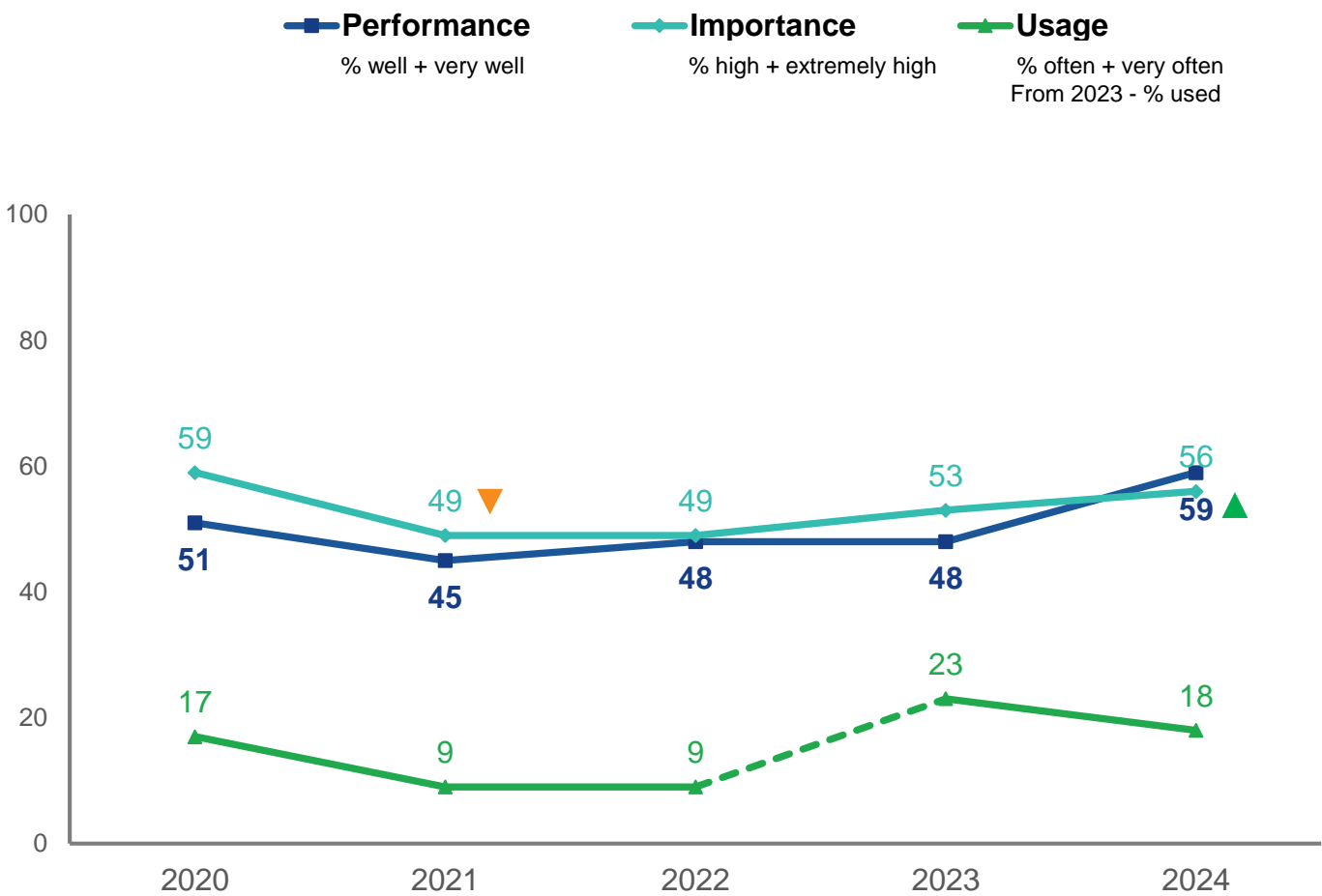
# Dog and cat management

## Performance ratings

% of survey participants



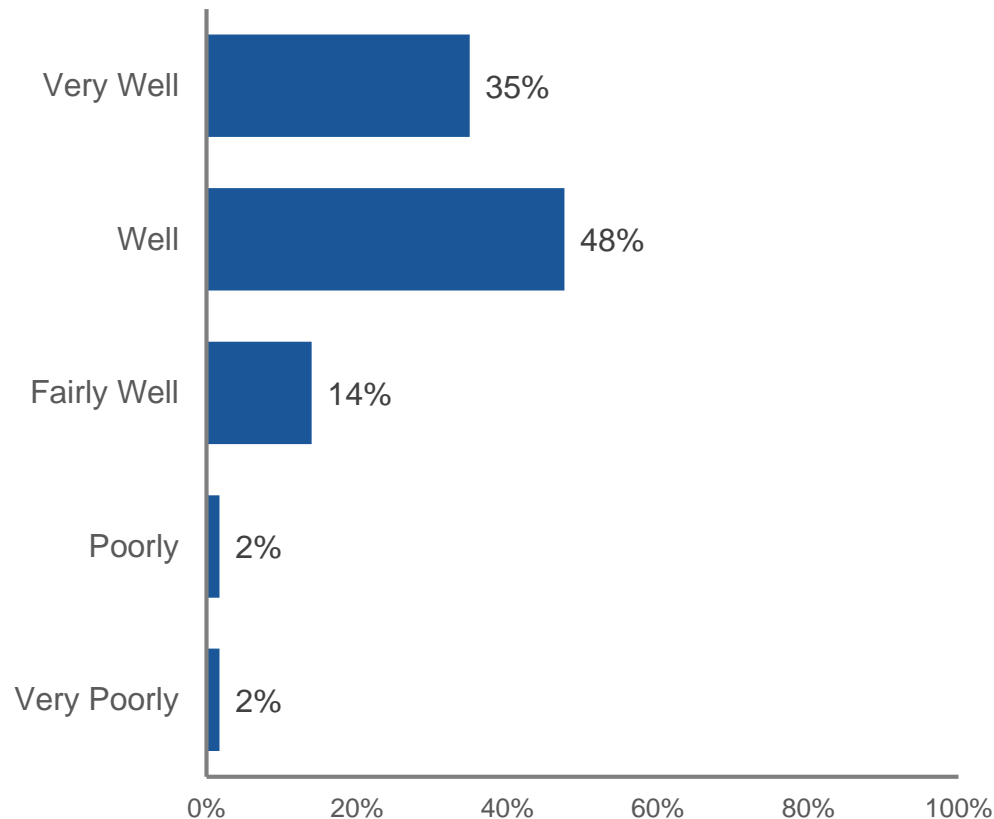
## Five-year trends



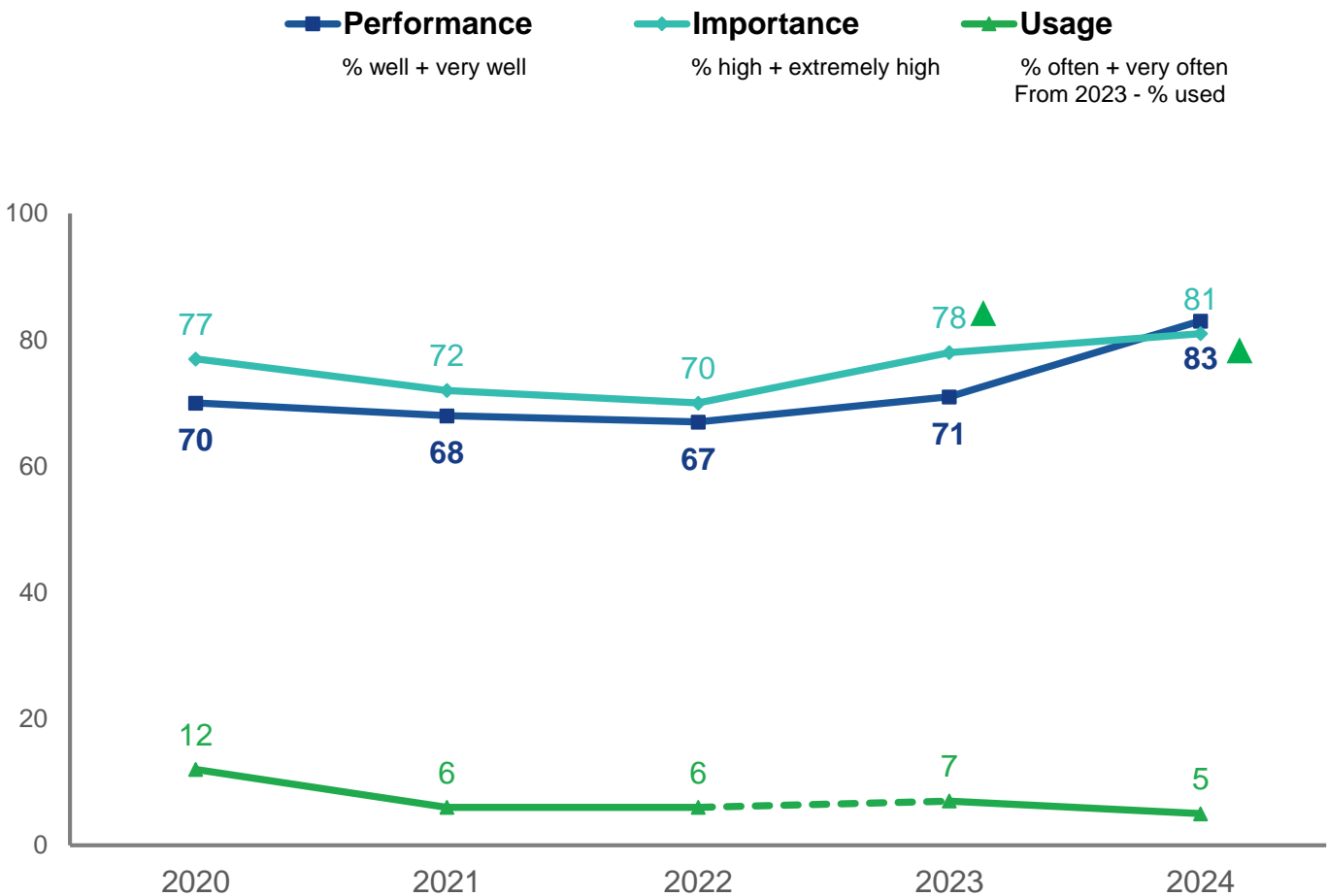
# Fire management

## Performance ratings

% of survey participants



## Five-year trends



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.

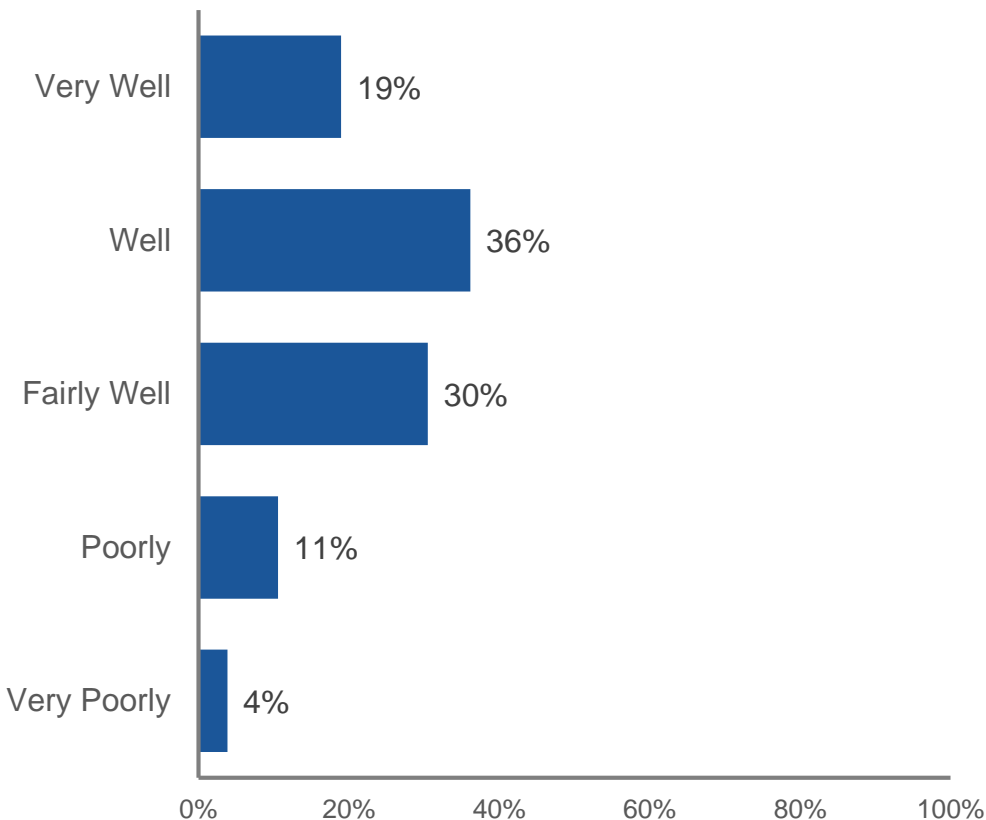
Base: All survey participants.

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

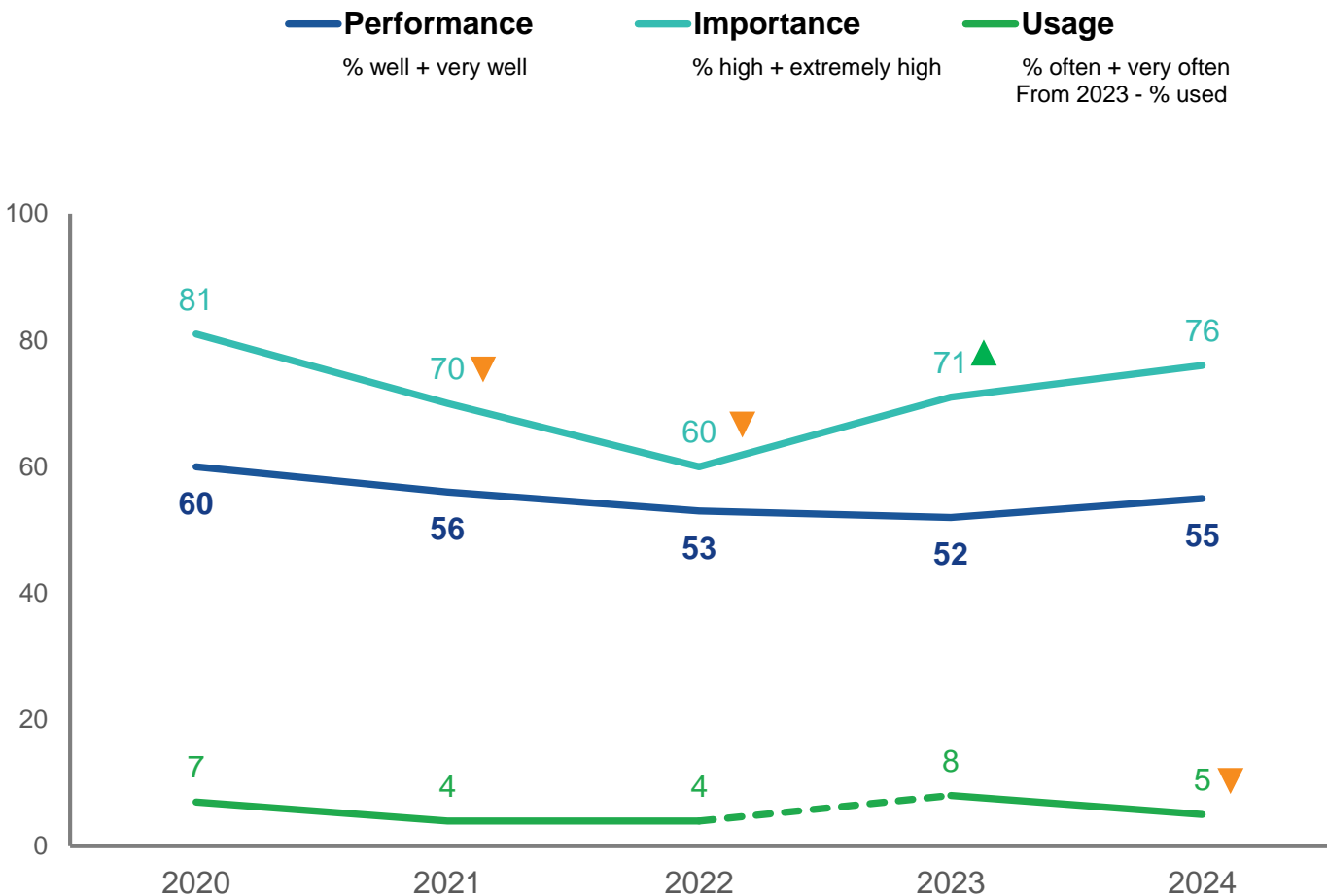
# Graffiti and vandalism management

## 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.

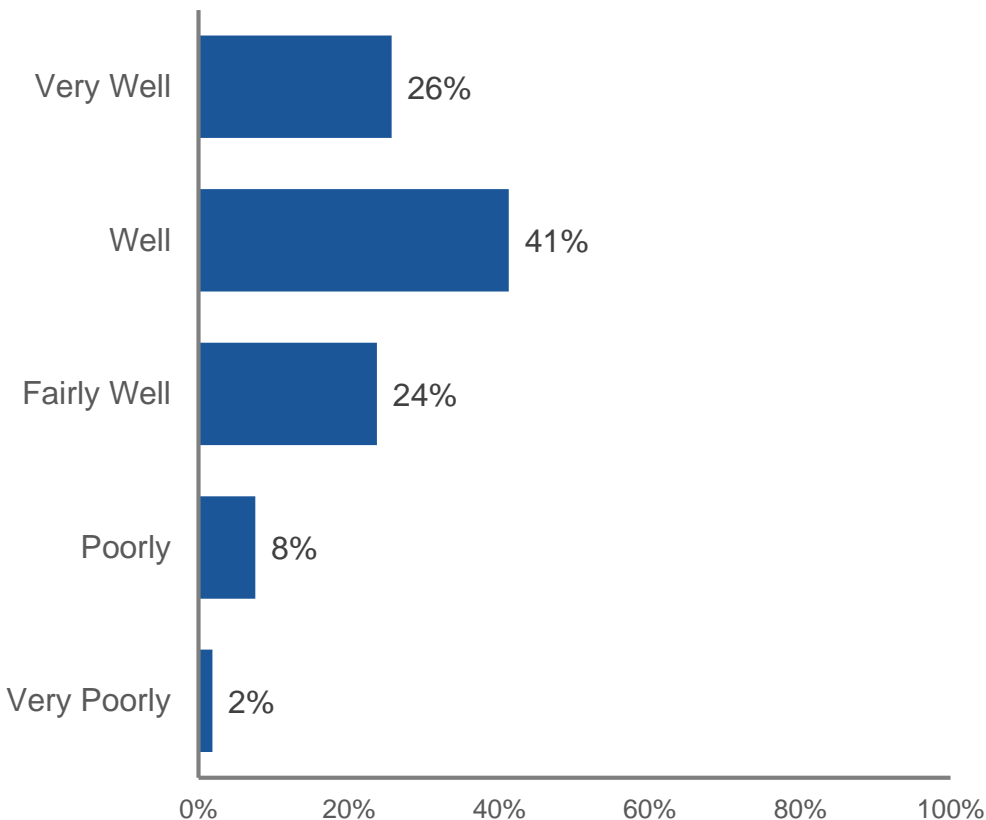
Base: All survey participants.

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

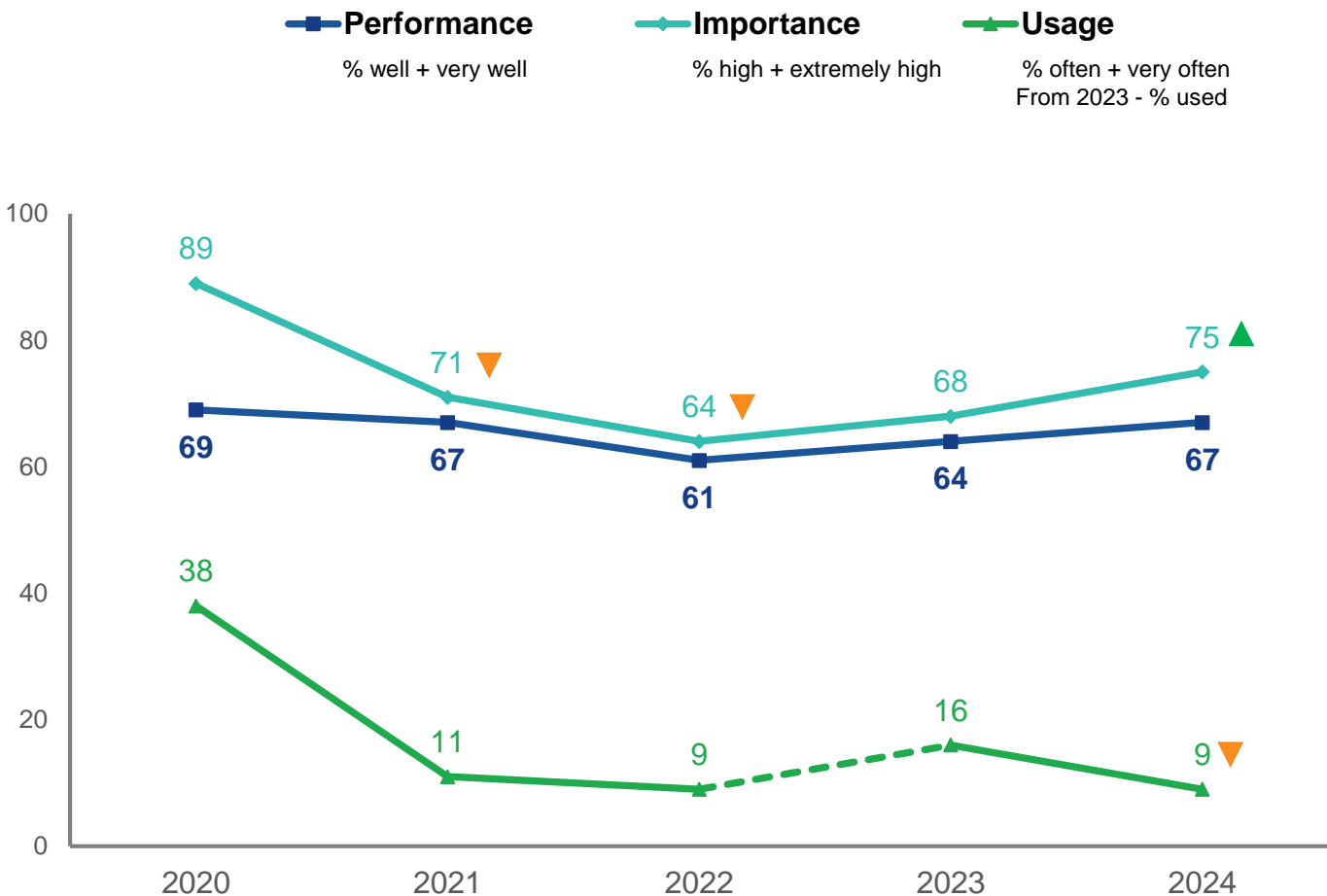
# LitterBusters (litter management)

## 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=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.

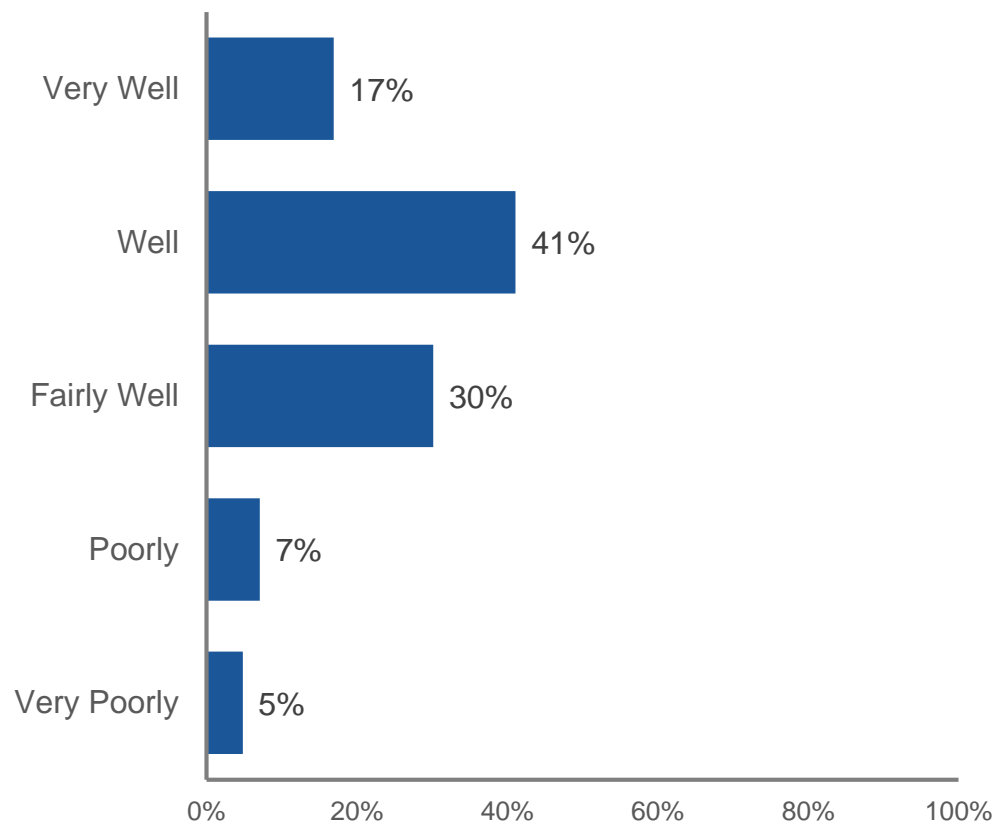
Note: results may not exactly add up to the combined score due to rounding.



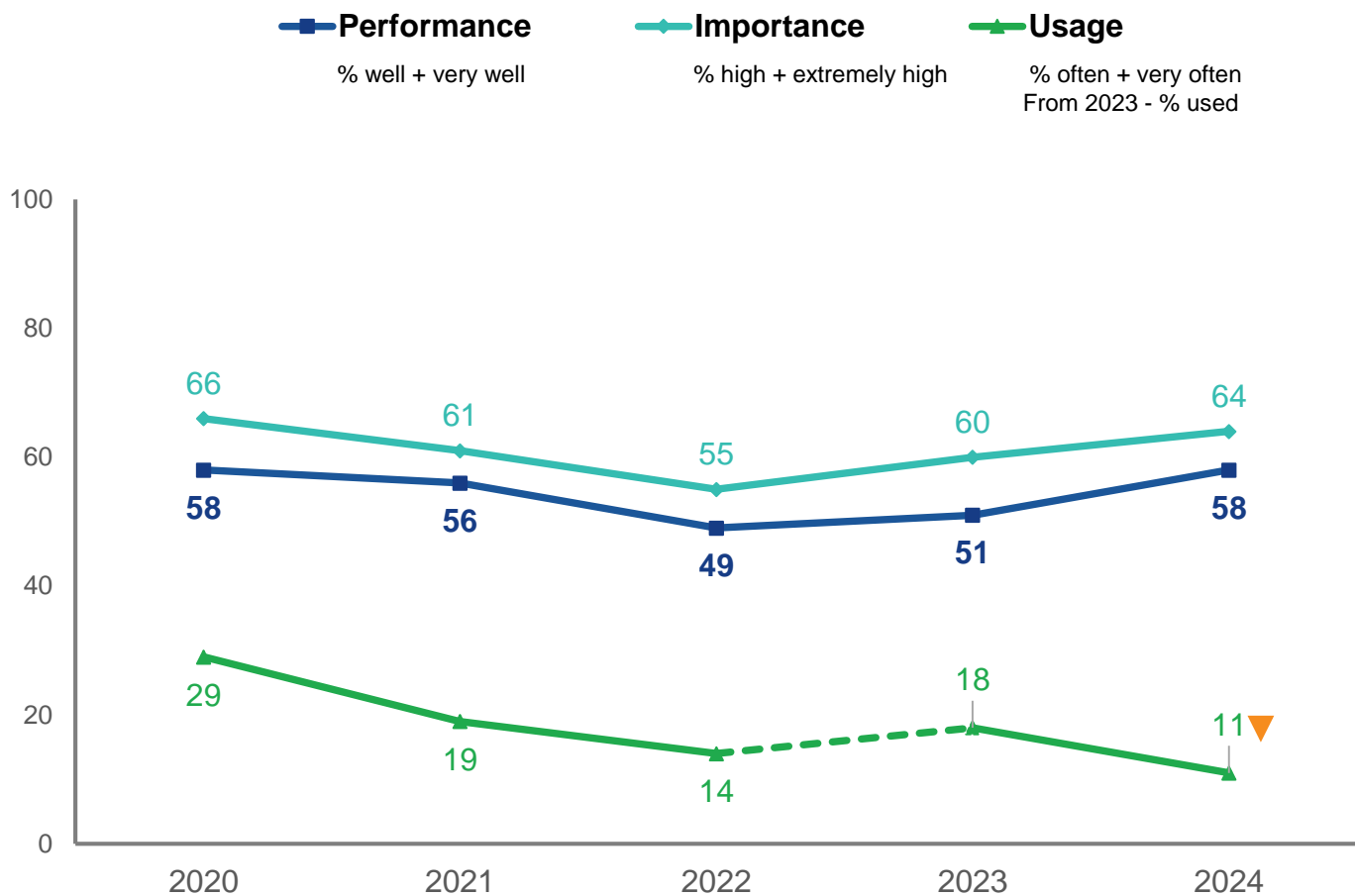
# Local business support

## Performance ratings

% of survey participants



## Five-year trends



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.

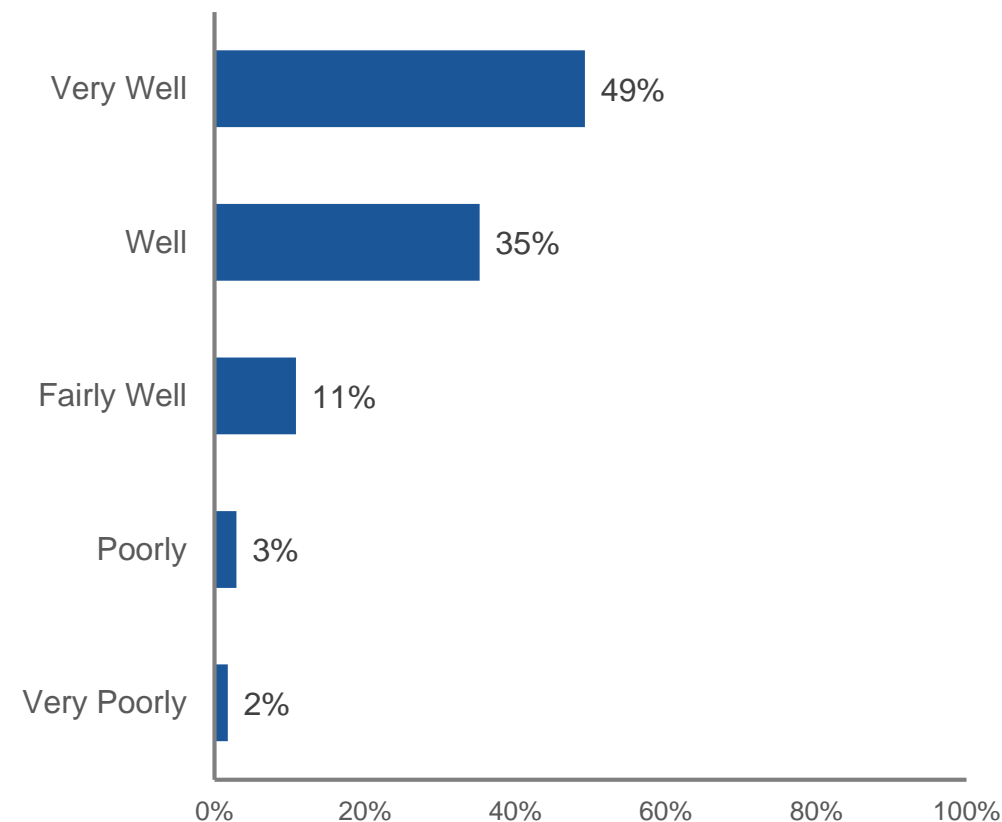
Base: All survey participants.

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

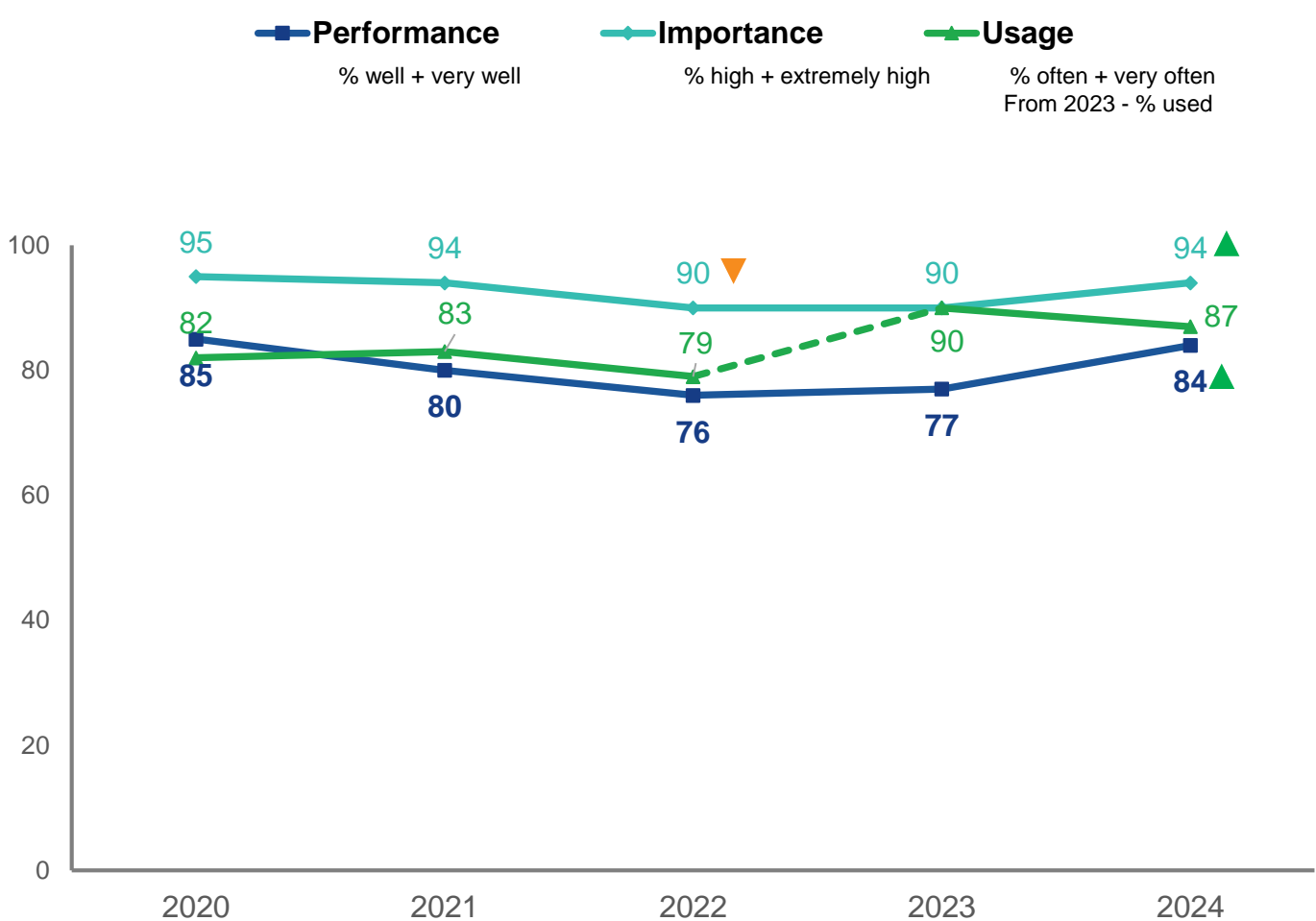
# Rubbish collection and recycling

## 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.

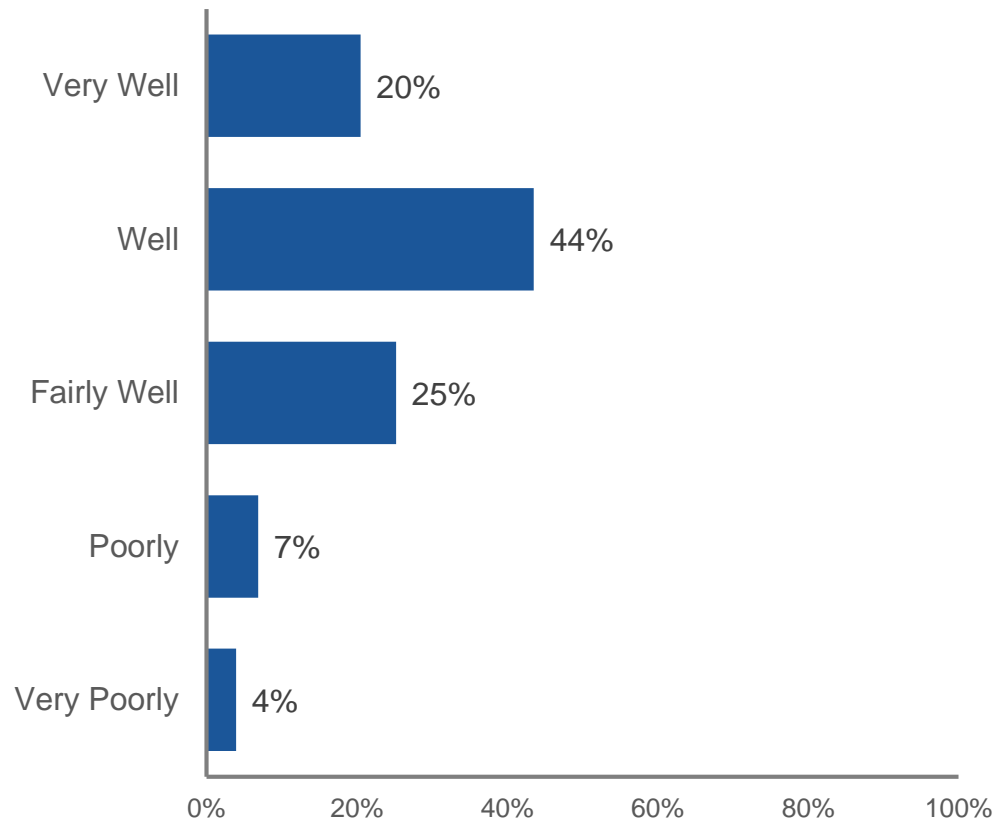
Base: All survey participants.

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

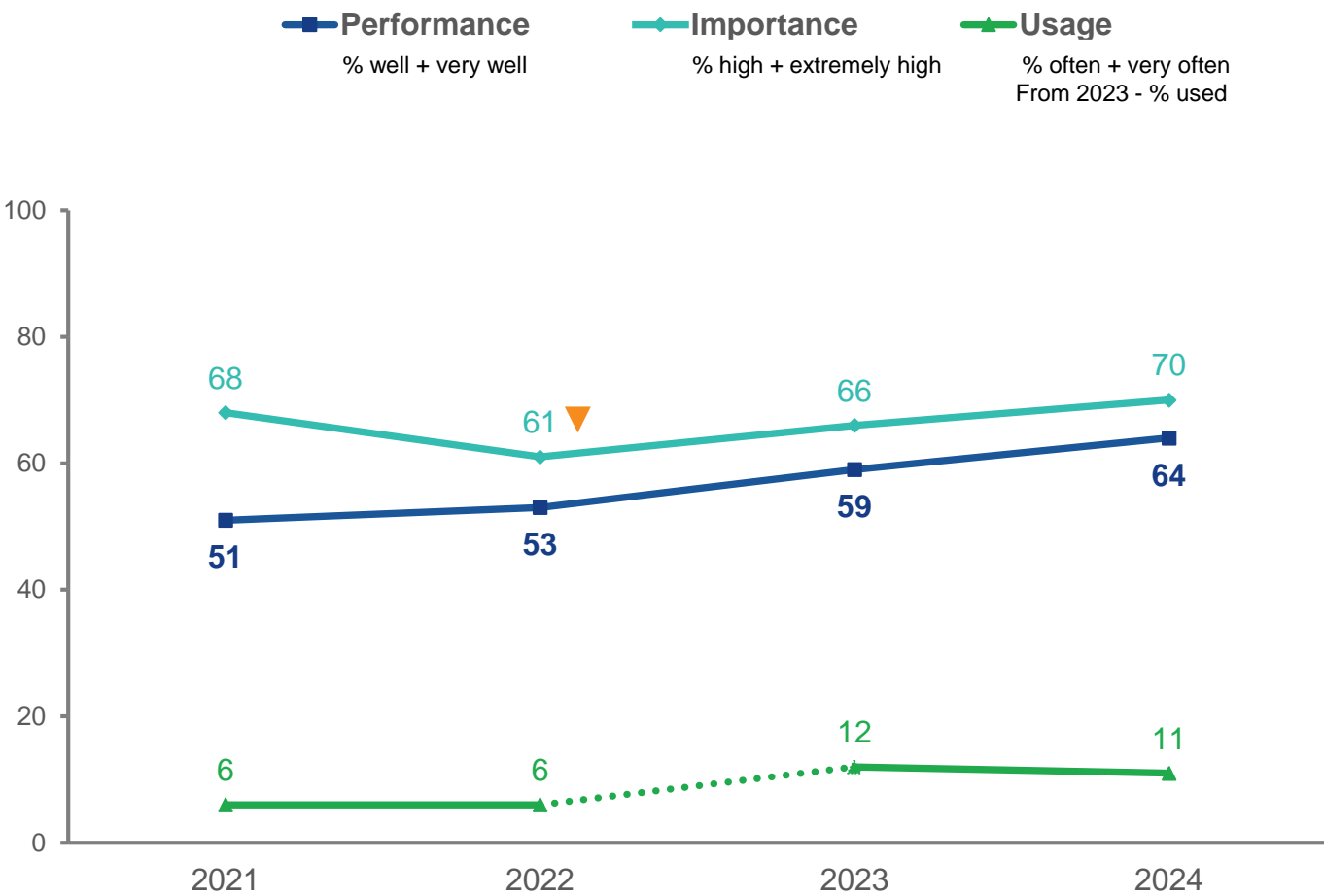
# SmartWatch (community patrol)

## Performance ratings

% of survey participants



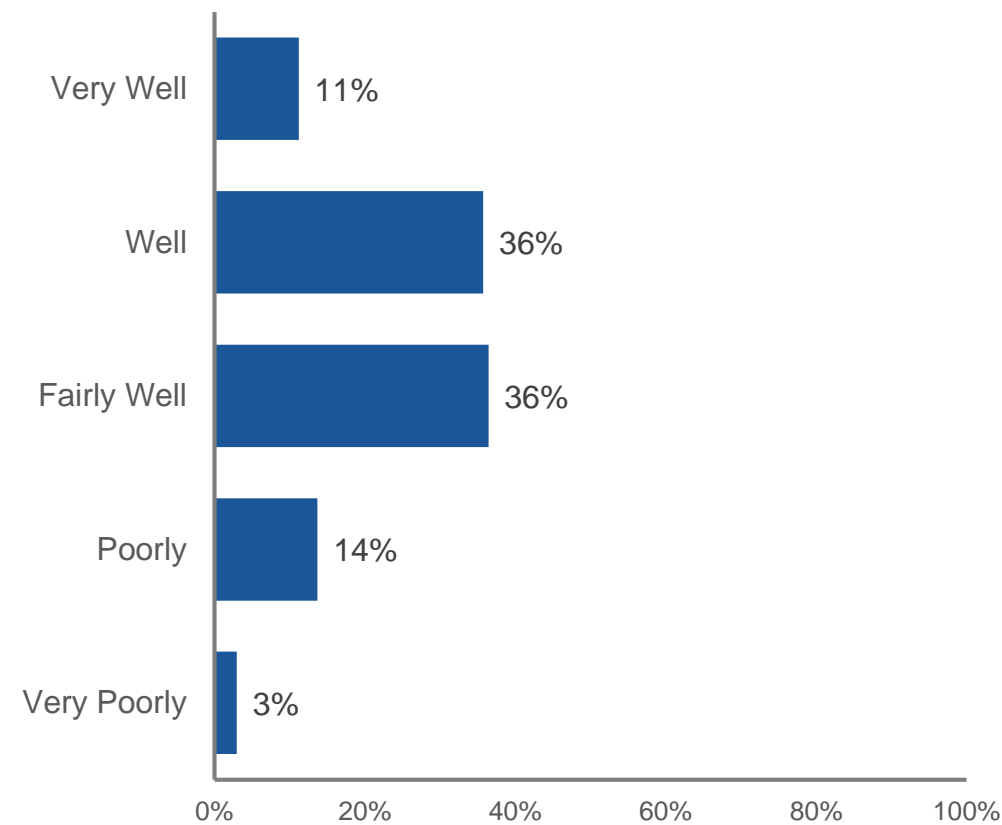
## Five-year trends



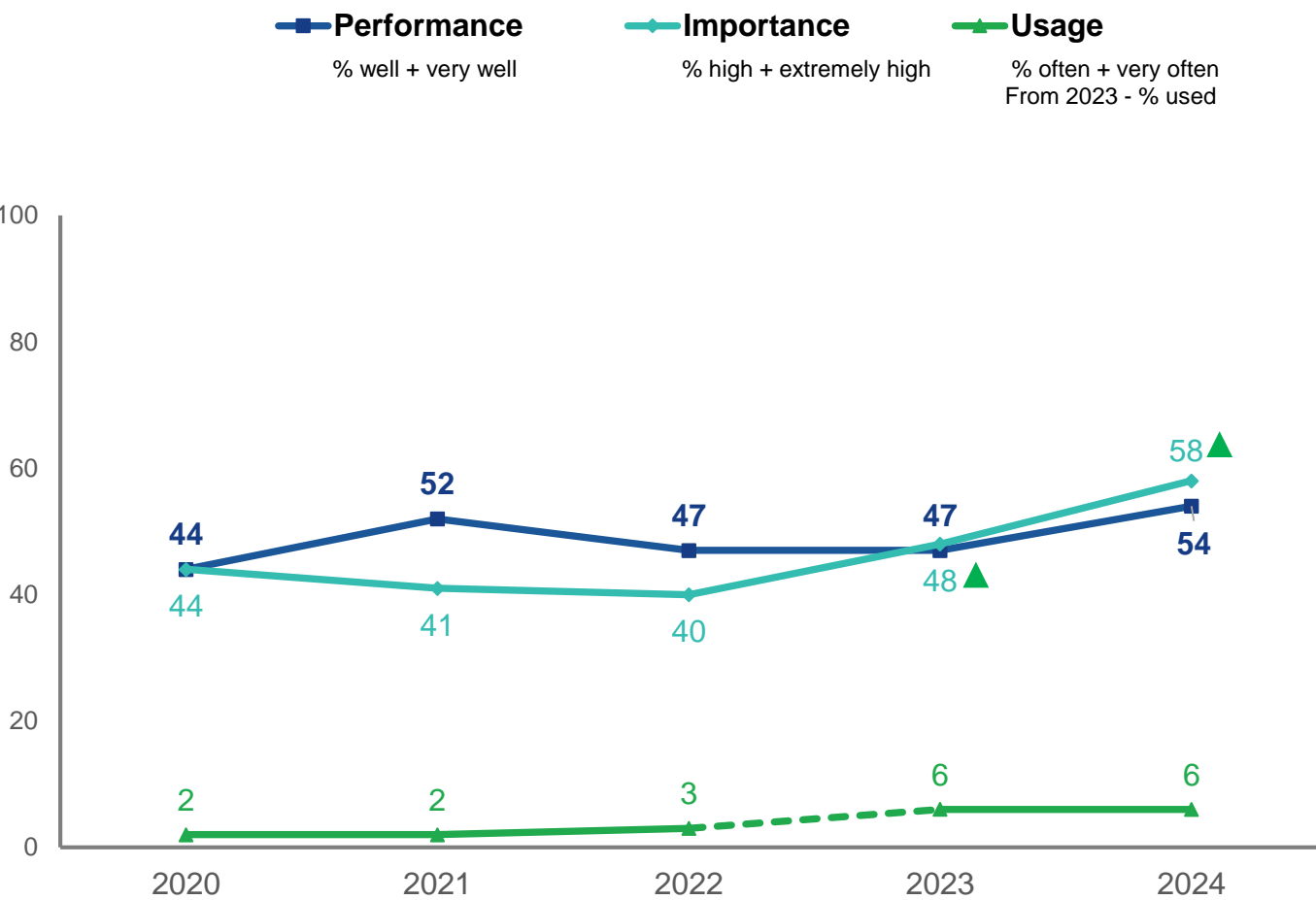
# Town planning approvals

## Performance ratings

% of survey participants



## Five-year trends



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=781, excludes 86 no response. Q. How well does the City deliver the service? total n=396, excludes 471 not applicable, don't use and no response.

Base: All survey participants.

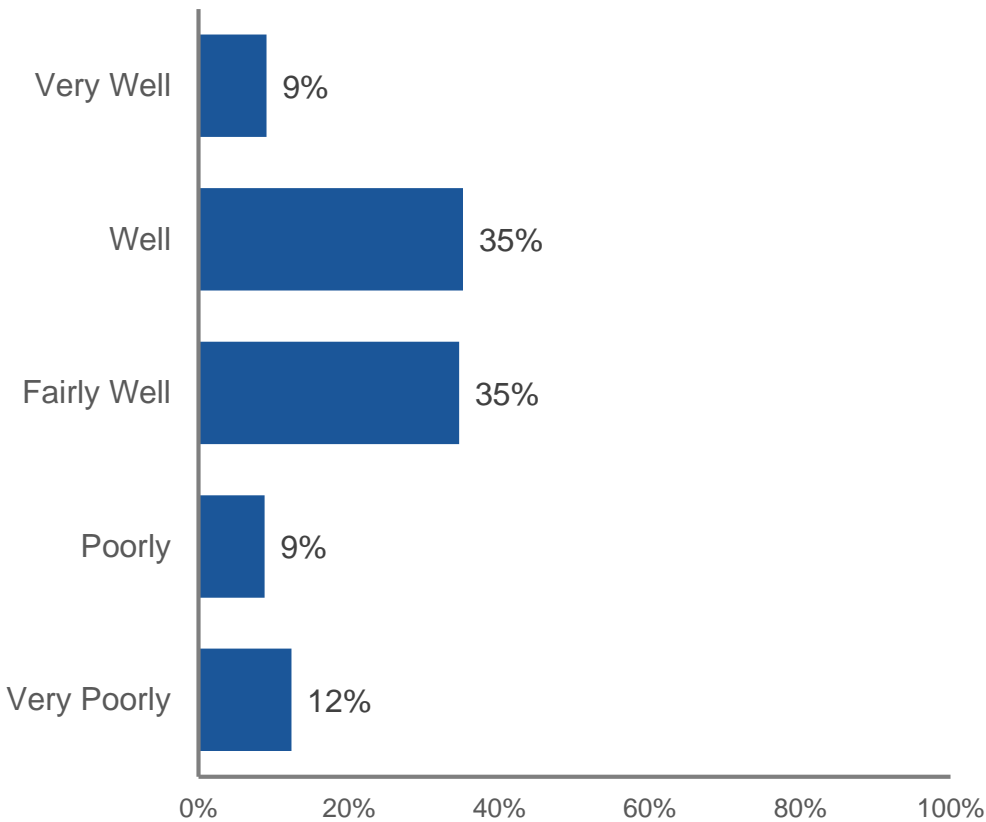
Note: results may not exactly add up to the combined score due to rounding.

# Town planning approvals – service users

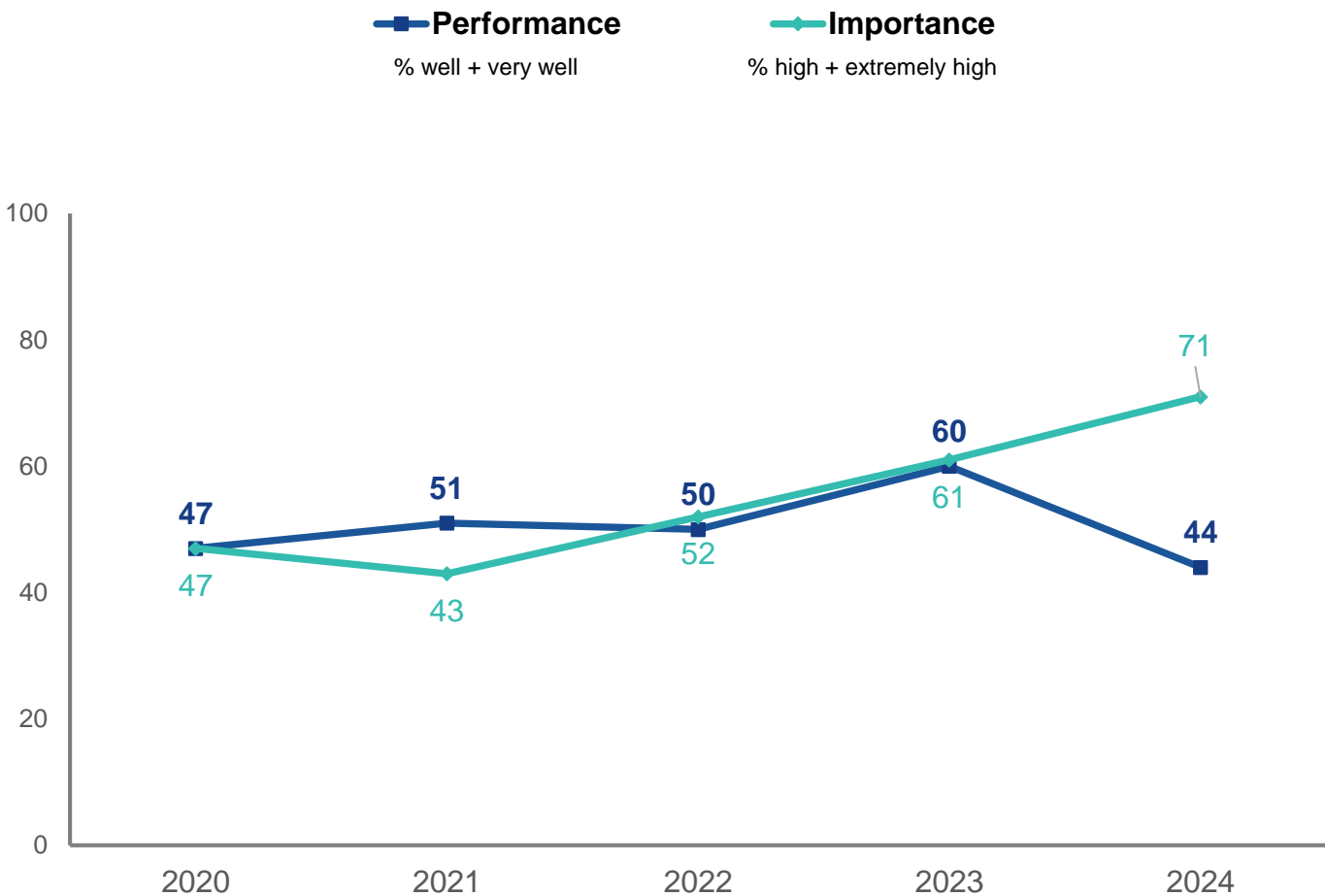
## Performance ratings

% of survey participants

### Users of town planning approvals



## Five-year trends – Users of town planning approvals



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.

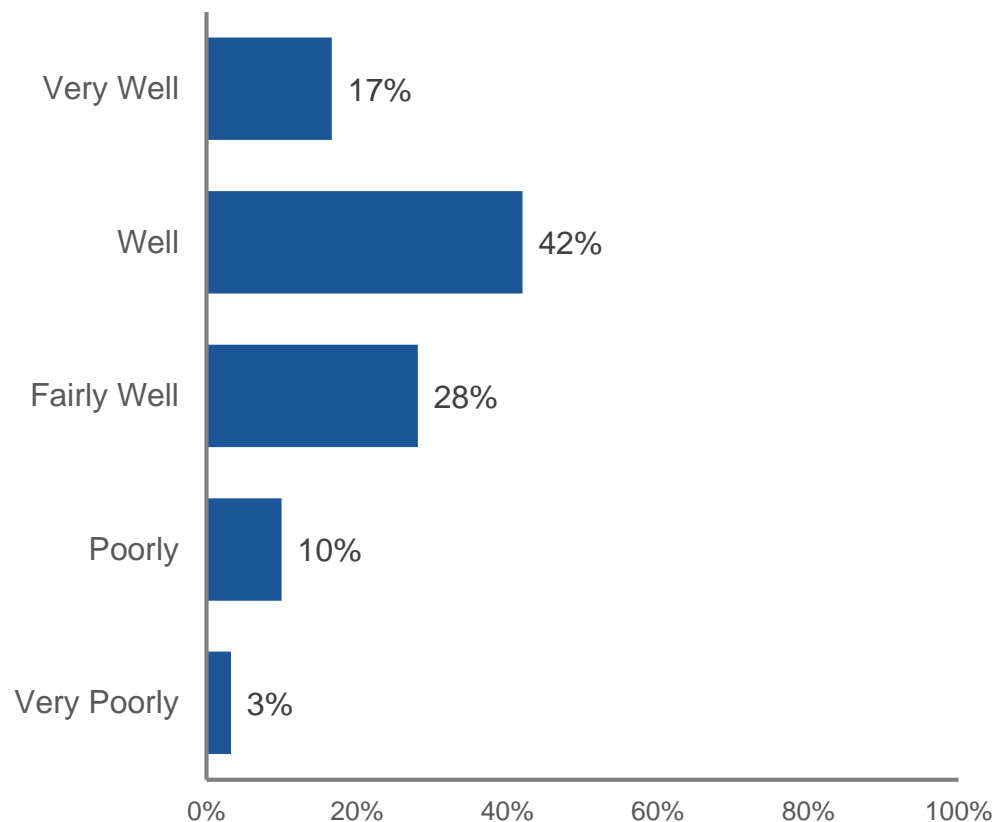
Base: Have used Town Planning Services in the last 12 months. Note: because the base for this slide is “users”, the data series for “use” has been removed from the chart.

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

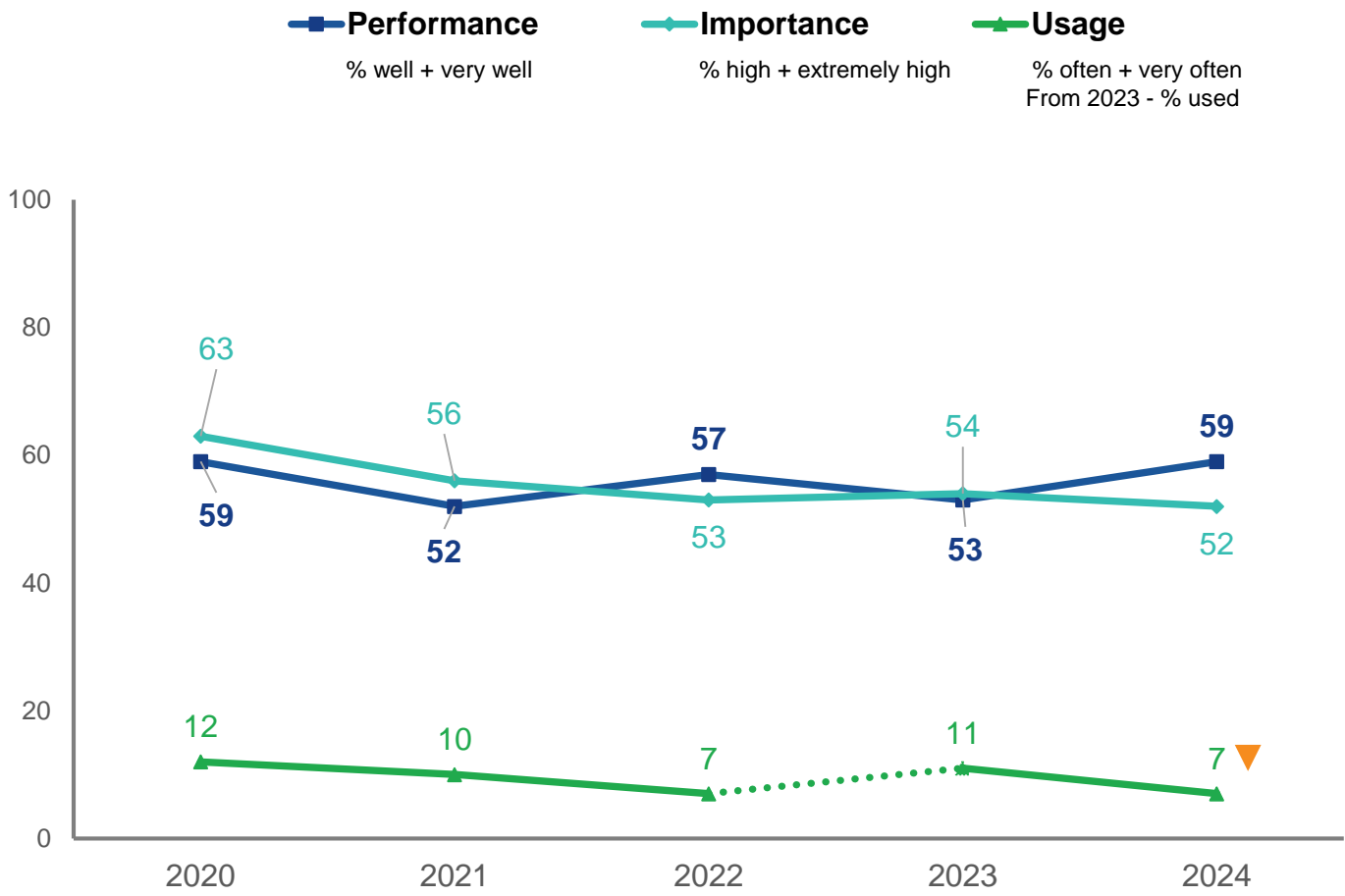
# Tourism promotion

## Performance ratings

% of survey participants



## Five-year trends



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.

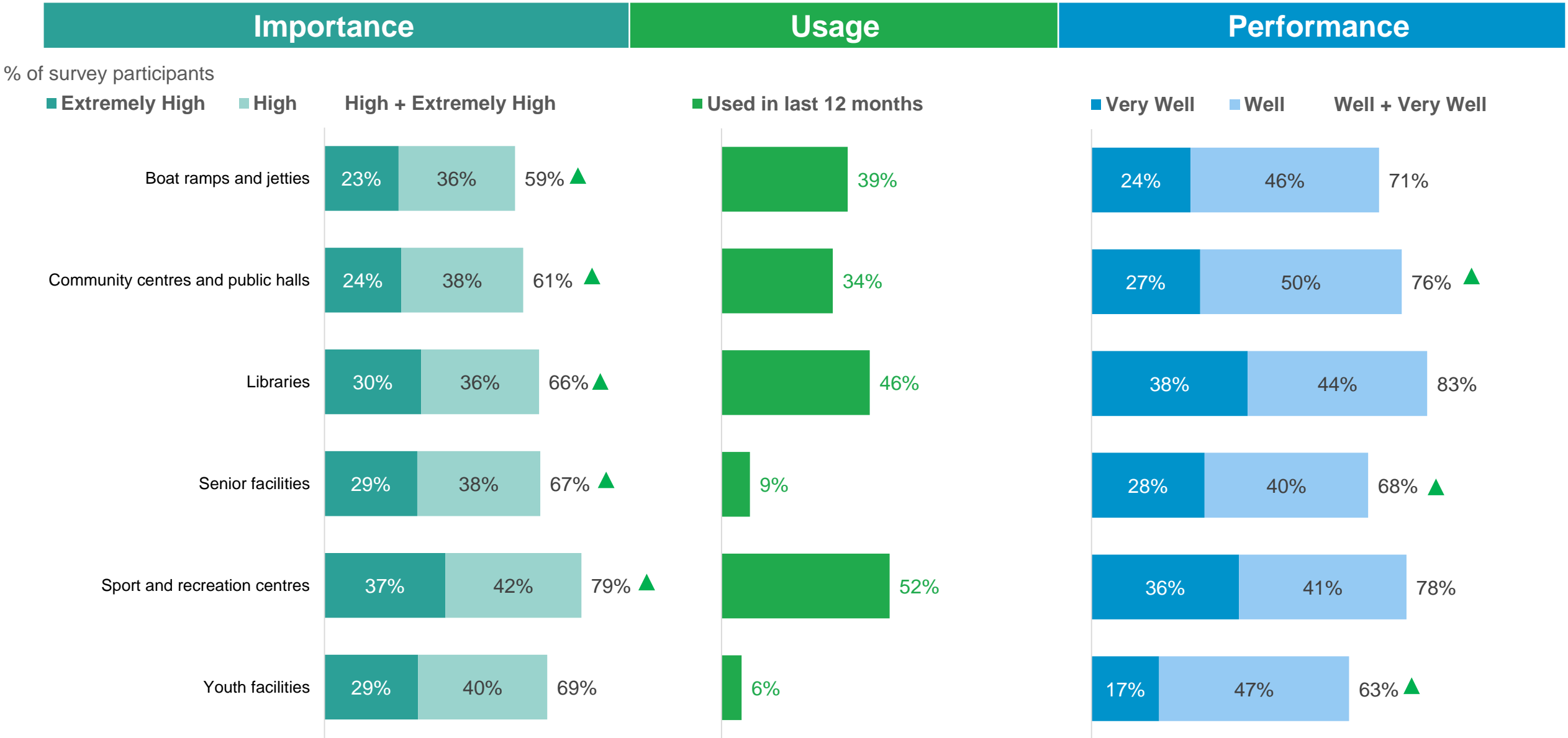
Note: results may not exactly add up to the combined score due to rounding.



# Performance – Facilities the City Operates



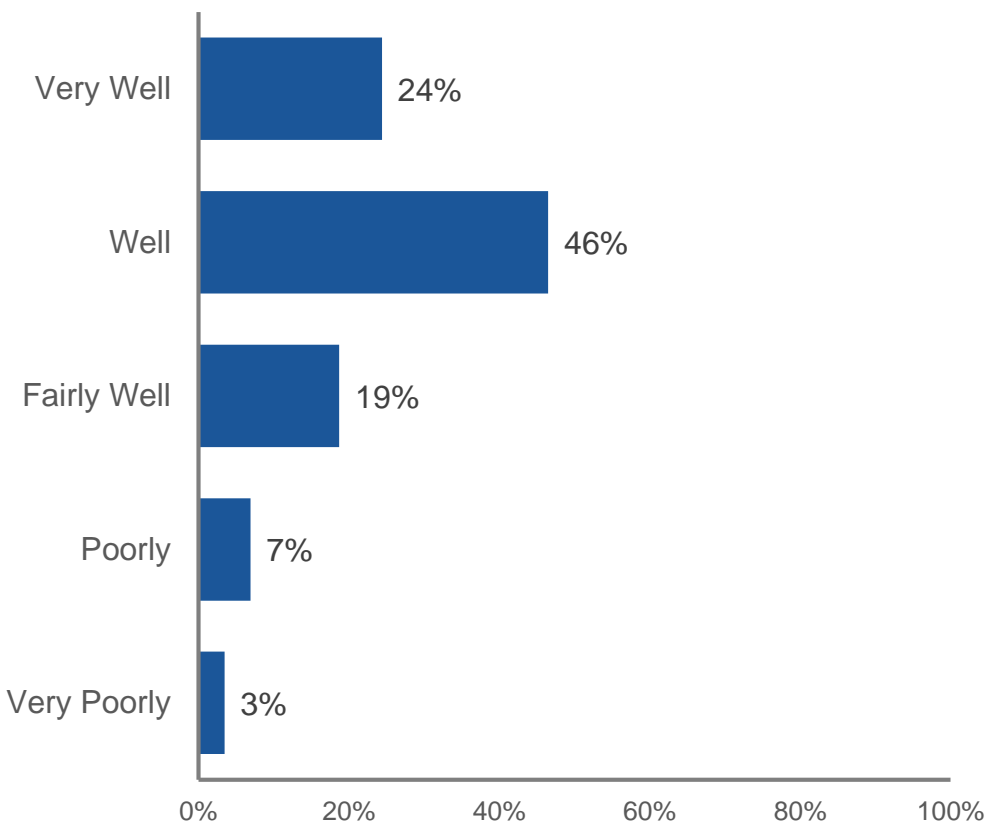
# Facilities the City operates – importance, usage and performance



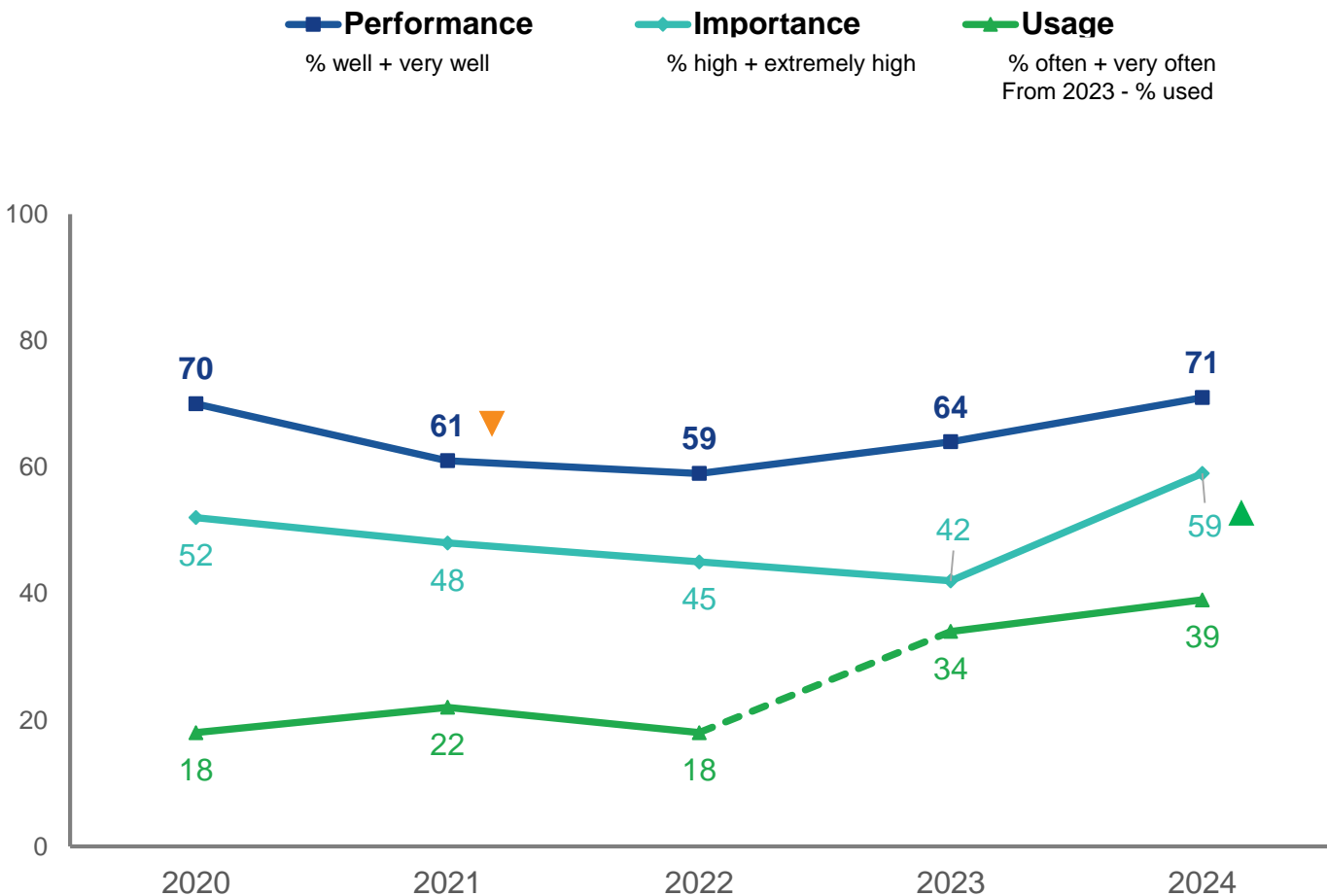
# Boat ramps and jetties

## Performance ratings

% of survey participants



## Five-year trends



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.

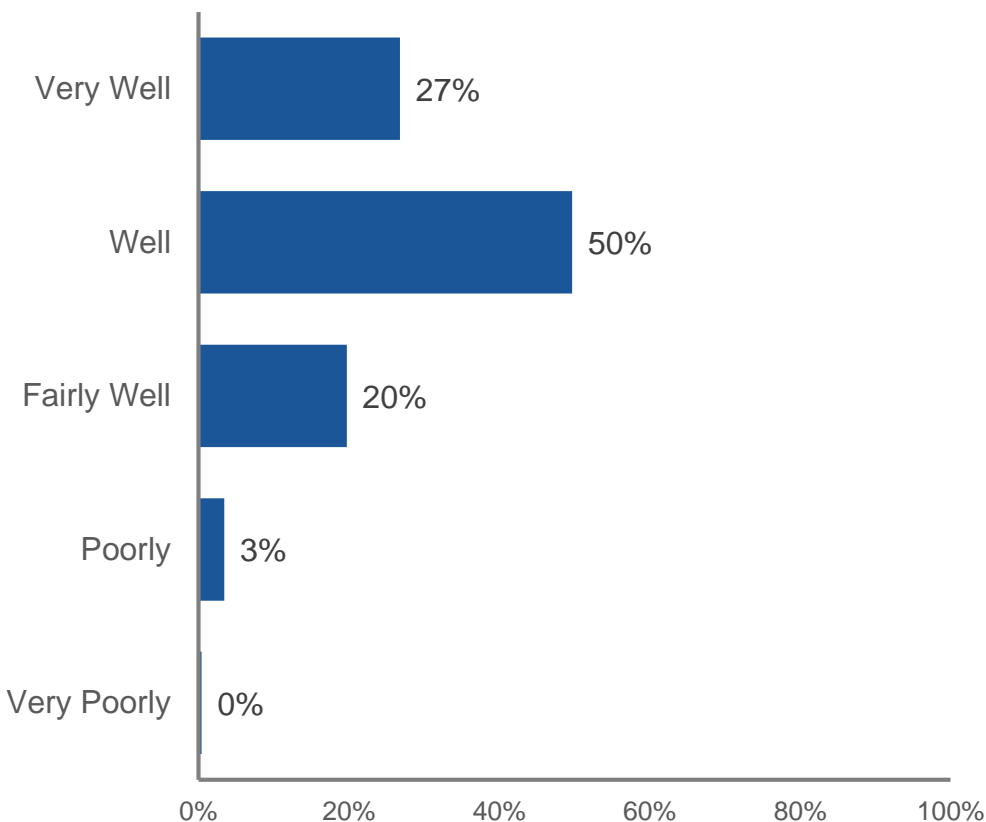
Base: All survey participants.

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

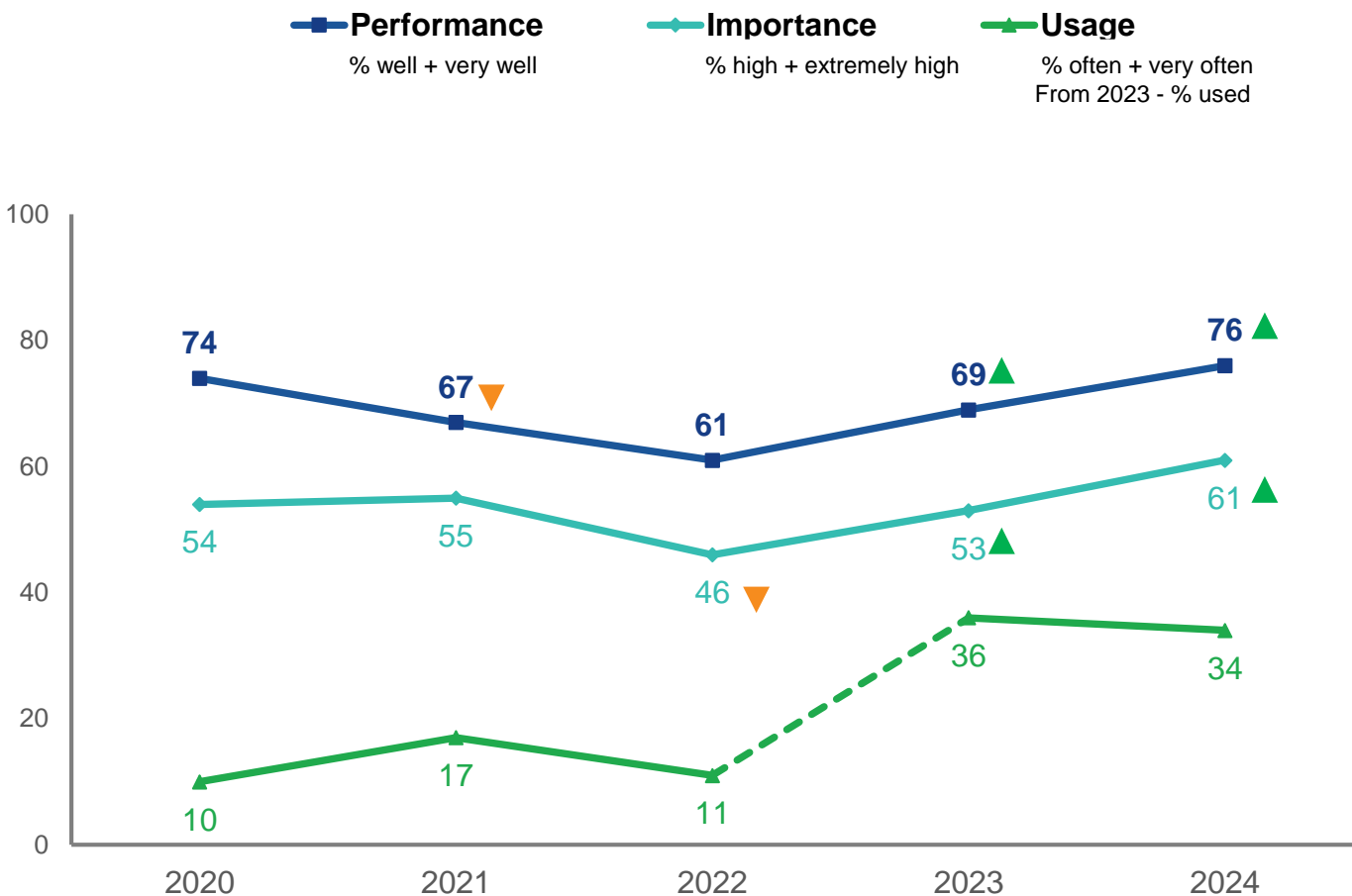
# Community centres and public halls

## Performance ratings

% of survey participants



## Five-year trends



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.

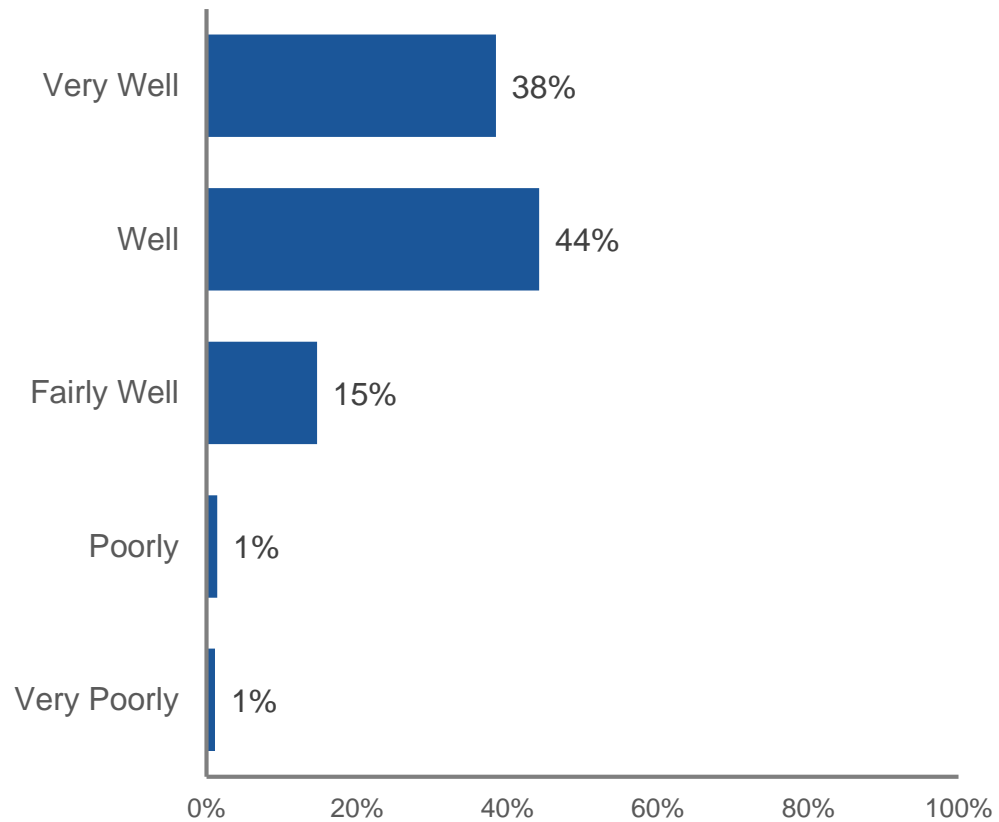
Base: All survey participants.

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

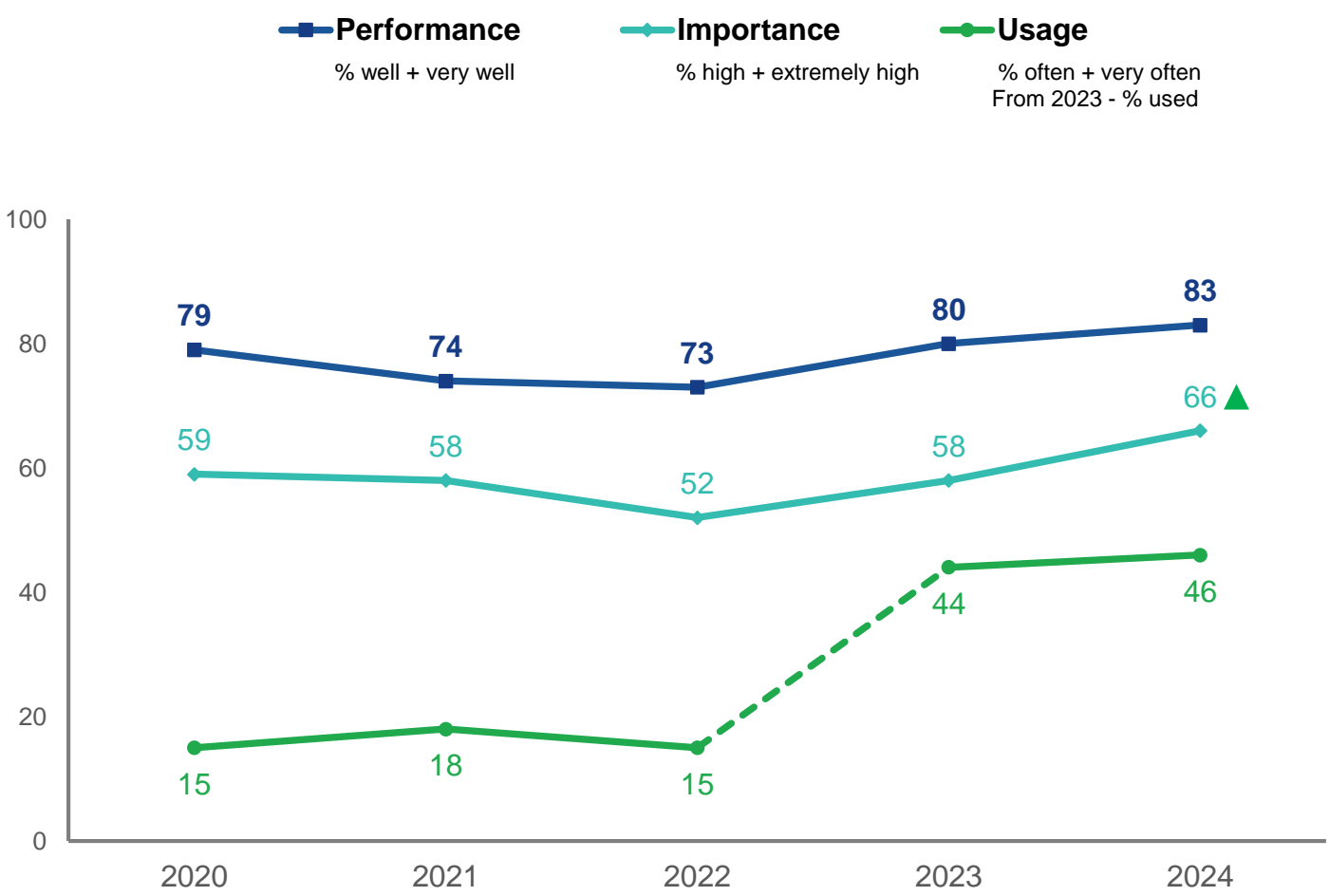
# Libraries

## Performance ratings

Base: all survey participants



## Five-year trends



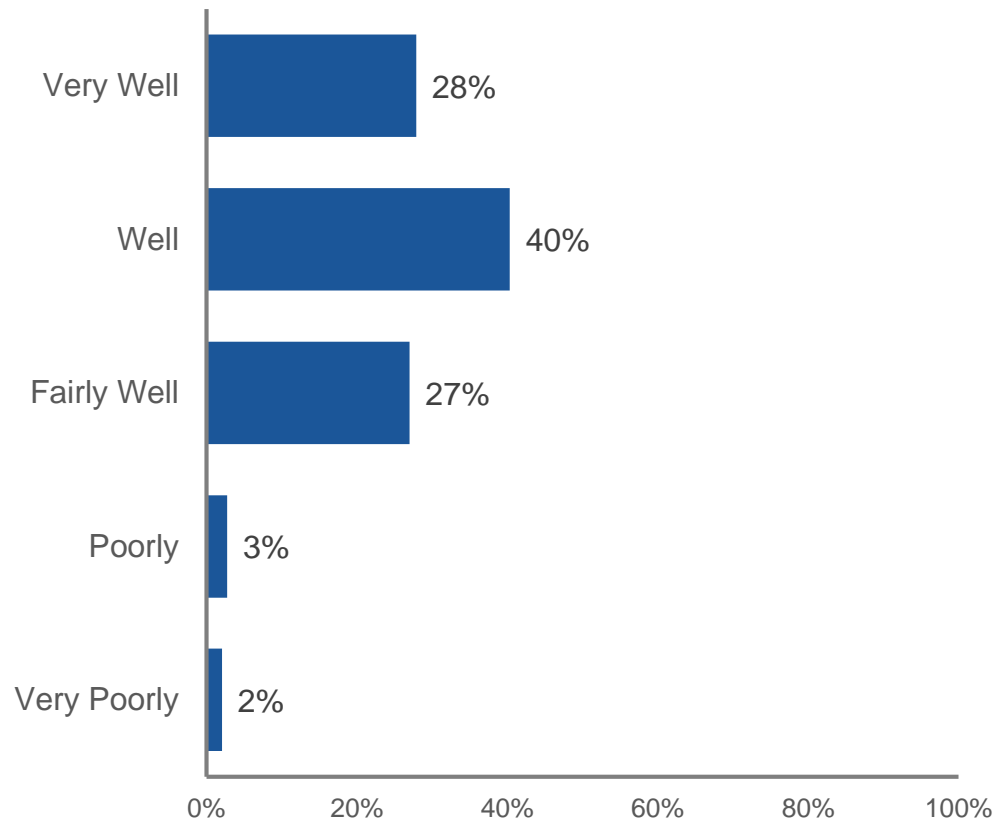
Q. Have you used the following facility in the last 12 months? total n=852, excludes 15 no response. Q. What importance do you place on the facility? total n=814, excludes 53 no response. Q. How well does the City deliver the facility? total n=652, excludes 215 not applicable, don't use and no response.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



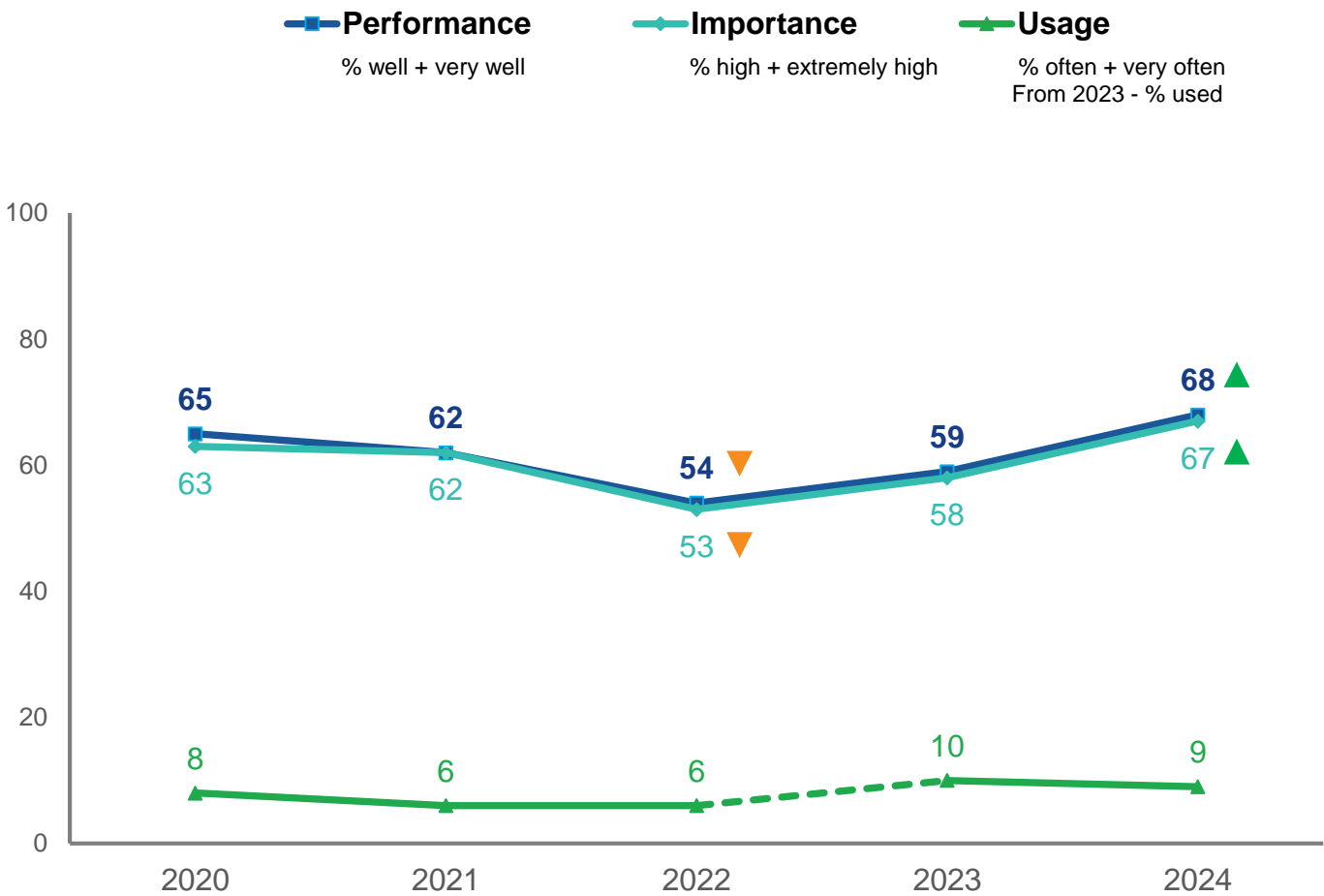
# Senior facilities

## Performance ratings

% of survey participants



## Five-year trends



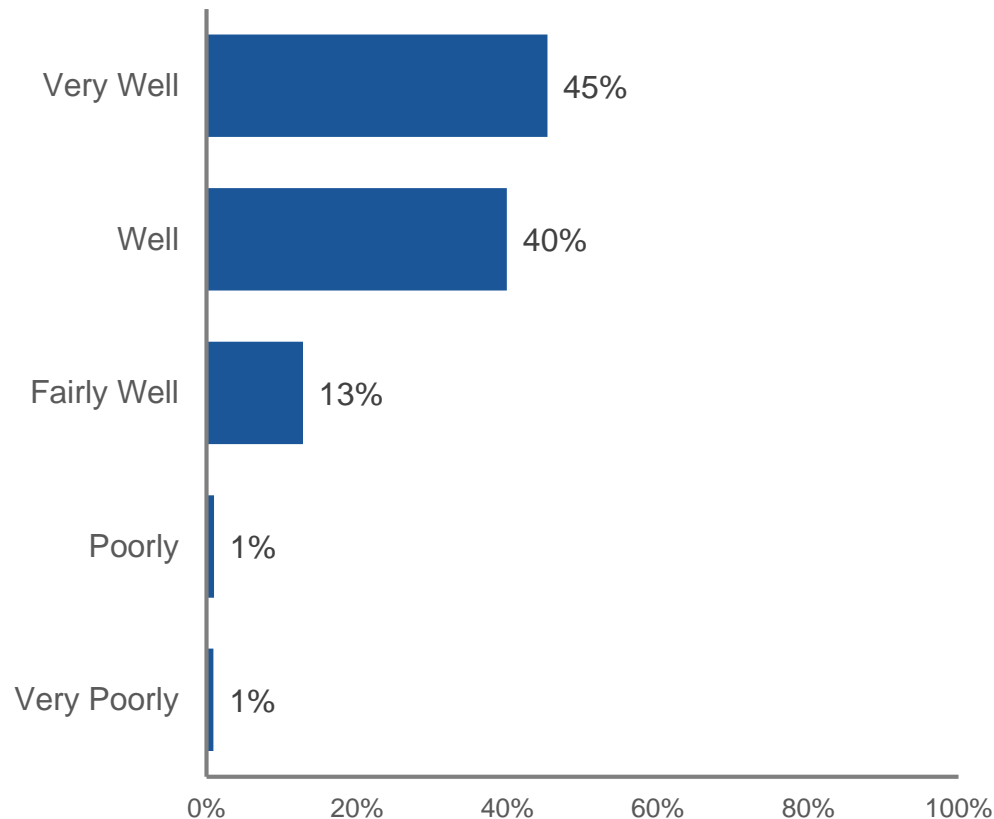
Q. Have you used the following facility in the last 12 months? total n=850, excludes 17 no response. Q. What importance do you place on the facility? total n=789, excludes 78 no response. Q. How well does the City deliver the facility? total n=441, excludes 426 not applicable, don't use and no response.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

# Senior facilities – residents aged 65+ years

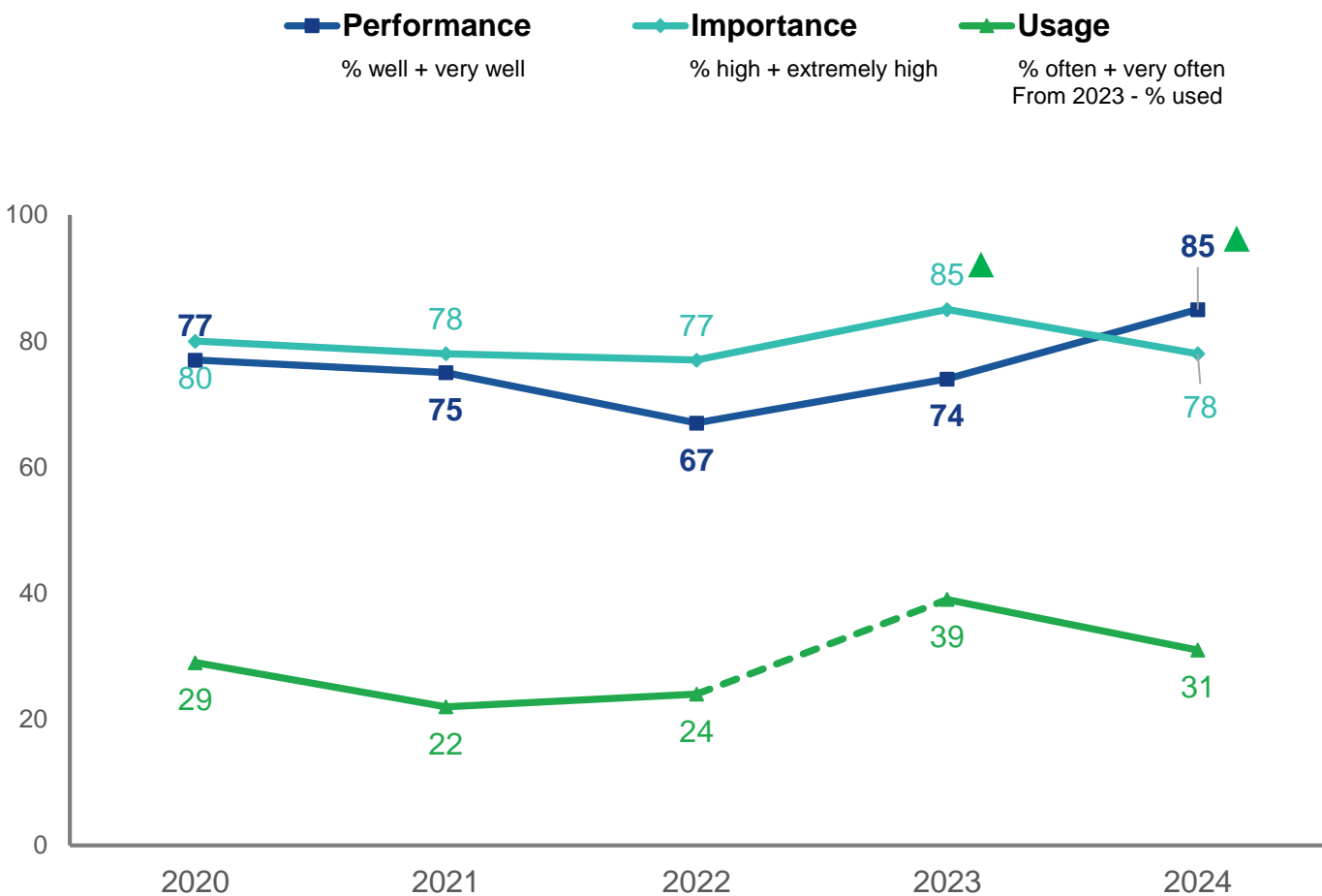
## Performance ratings

% of survey participants

Residents aged 65+



## Five-year trends (Residents aged 65+)



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.

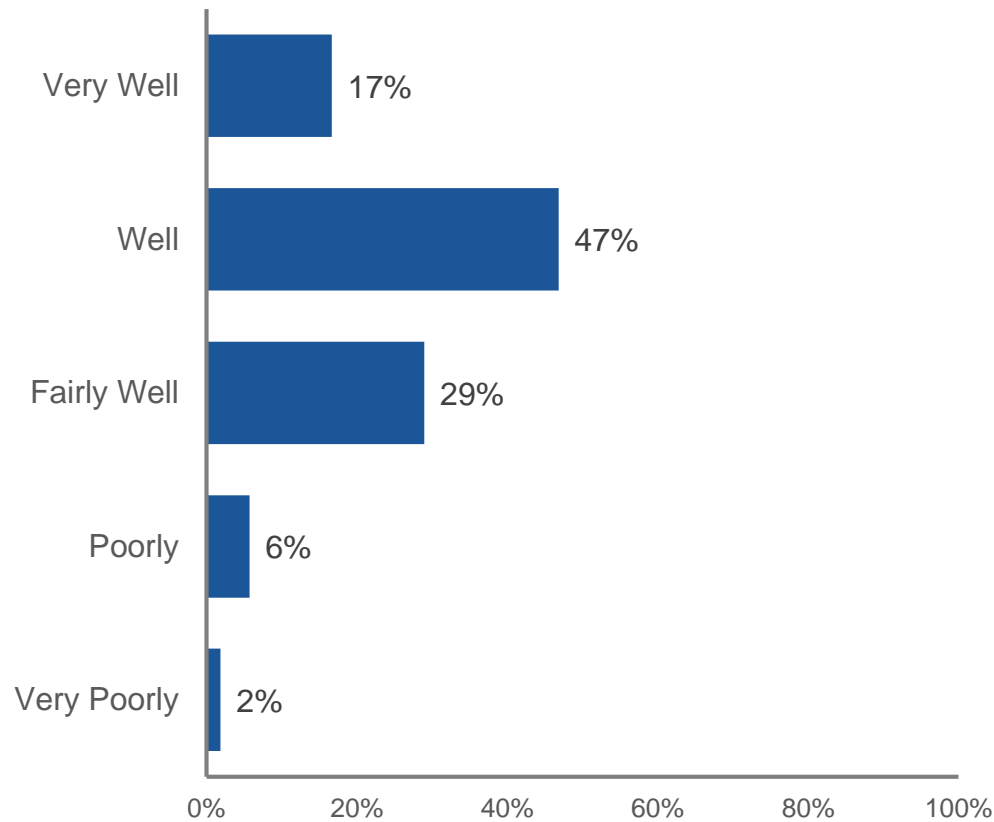
Base: Residents aged 65+.

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

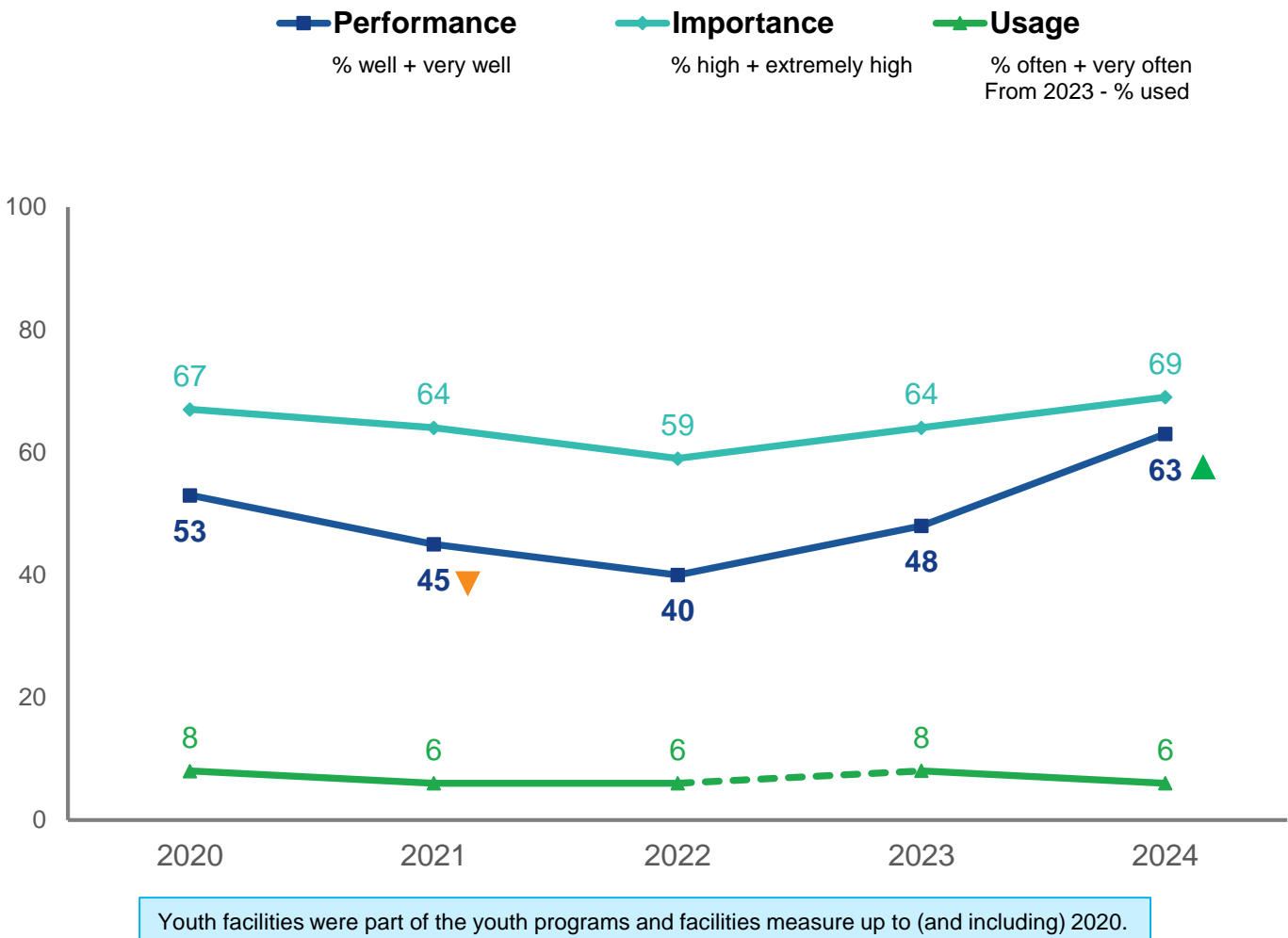
# Youth facilities

## Performance ratings

% of survey participants



## Five-year trends



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.

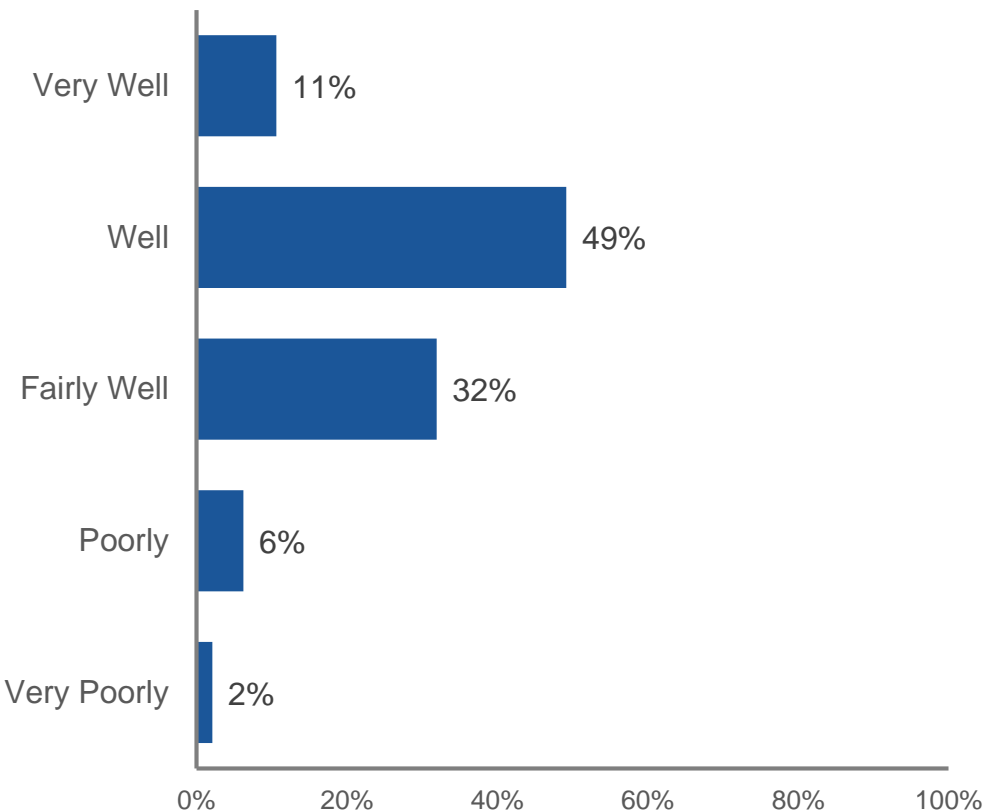
Note: results may not exactly add up to the combined score due to rounding.

# Youth facilities – residents aged under 50 years

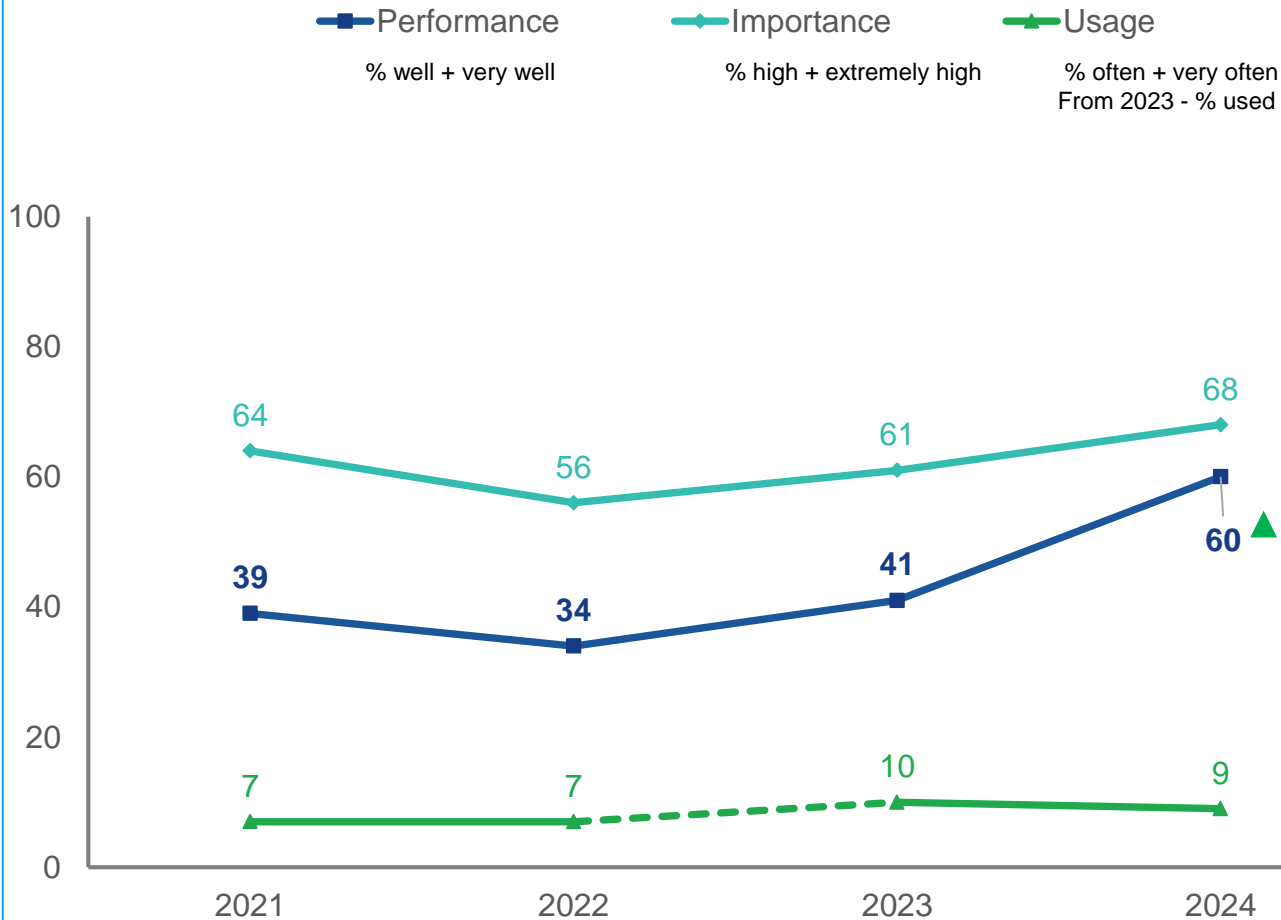
## Performance ratings

% of survey participants

### Residents aged under 50 years



## Five-year trends (Residents aged under 50 years)



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

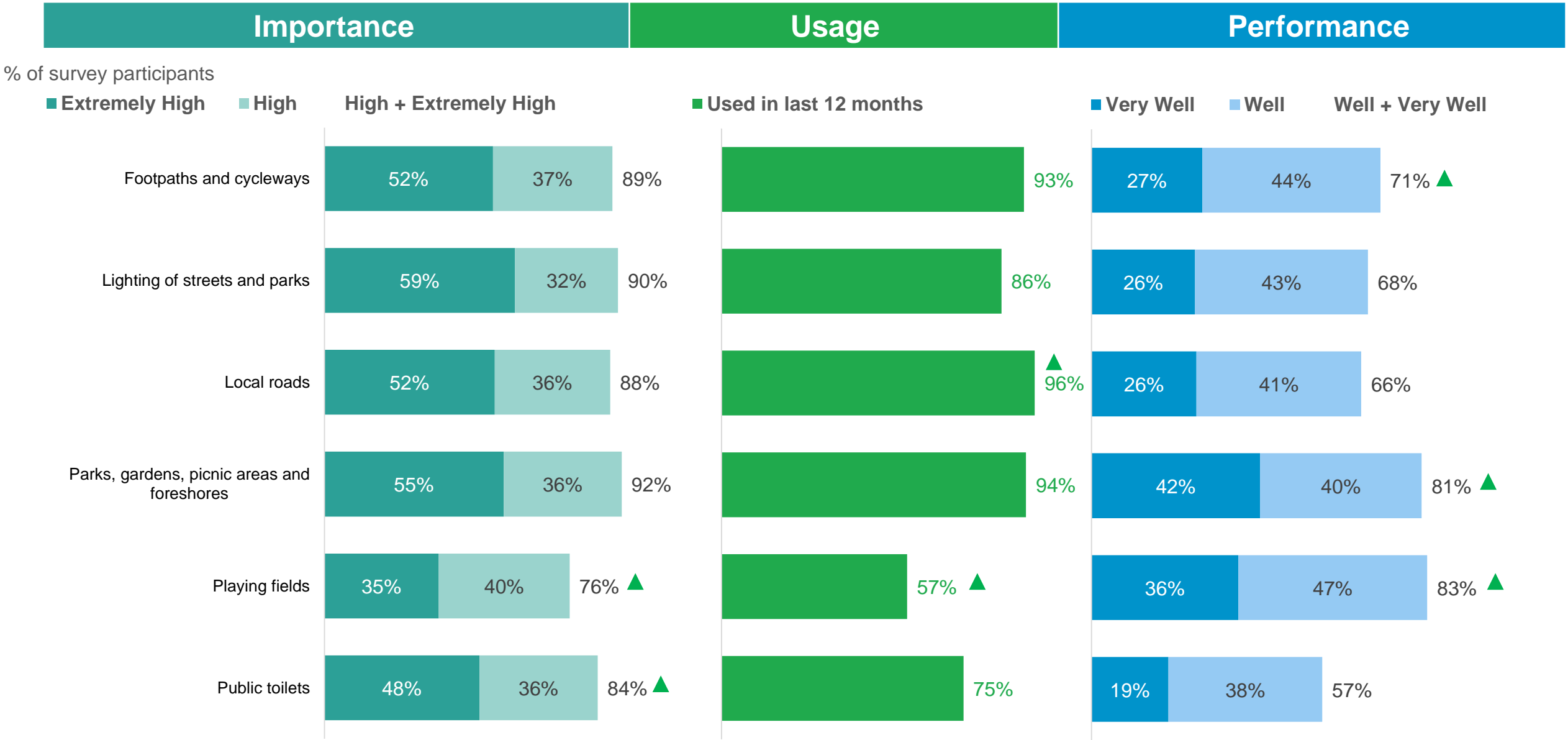
Q. Have you used the following facility in the last 12 months? total n=298, excludes 1 no response. Q. What importance do you place on the facility? total n=285, excludes 12 no response. Q. How well does the City deliver the facility? total n=144, excludes 153 not applicable, don't use and no response.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

Prepared by Research Solutions 45

# Performance – Infrastructure the City Maintains



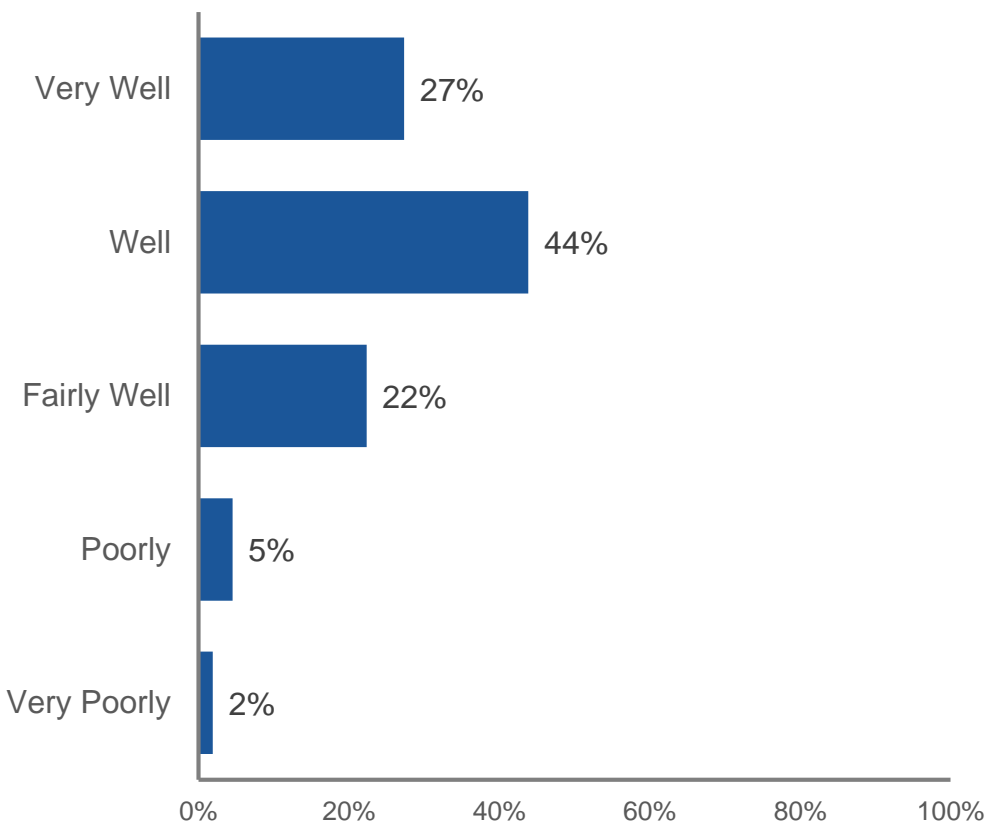
# Infrastructure the City maintains – importance, usage and performance



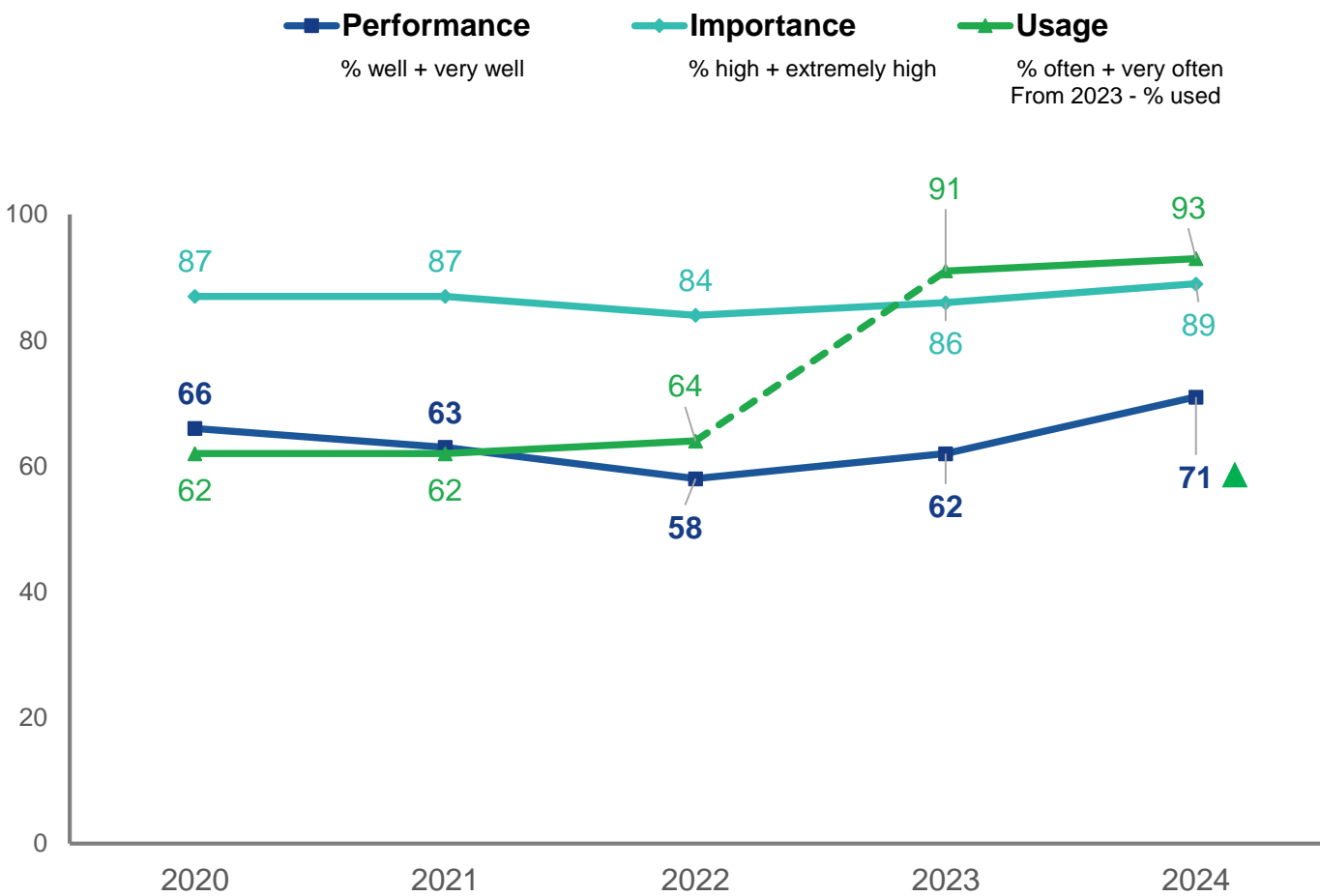
# Footpaths and cycleways

## Performance ratings

% of survey participants



## Five-year trends



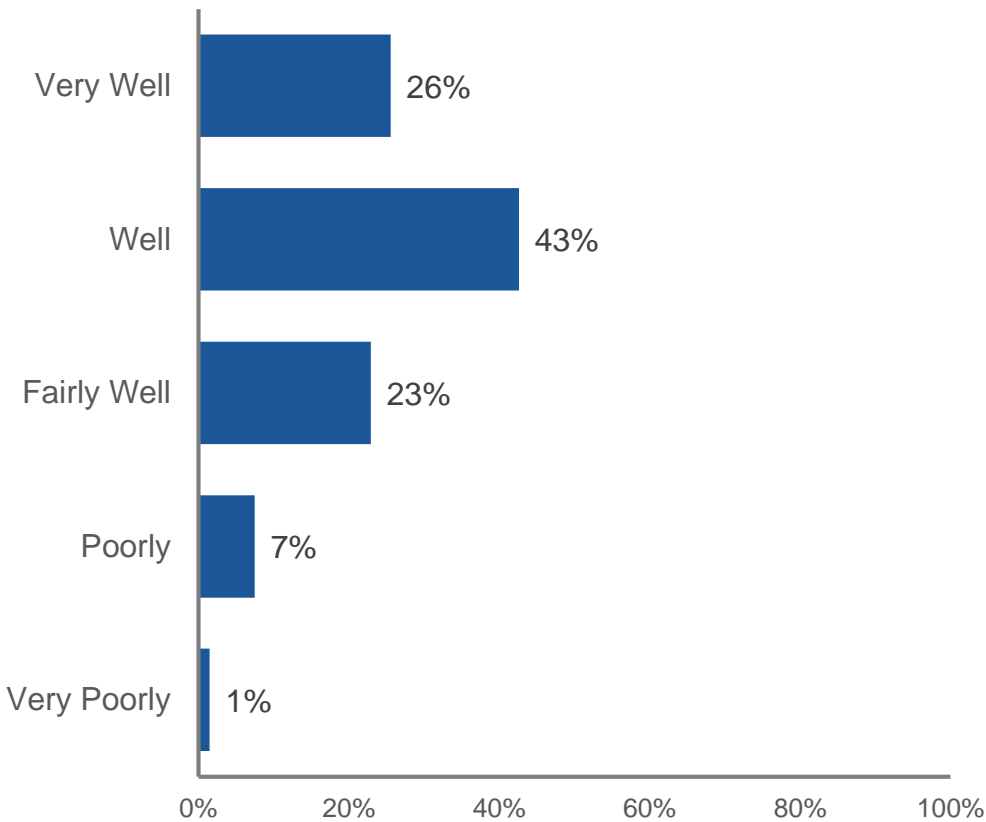
Q. Have you used the following infrastructure item in the last 12 months? total n=857, excludes 10 no response. Q. What importance do you place on the infrastructure item? total n=845, excludes 22 no response. Q. How well does the City deliver the infrastructure item? total n=830, excludes 37 not applicable,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



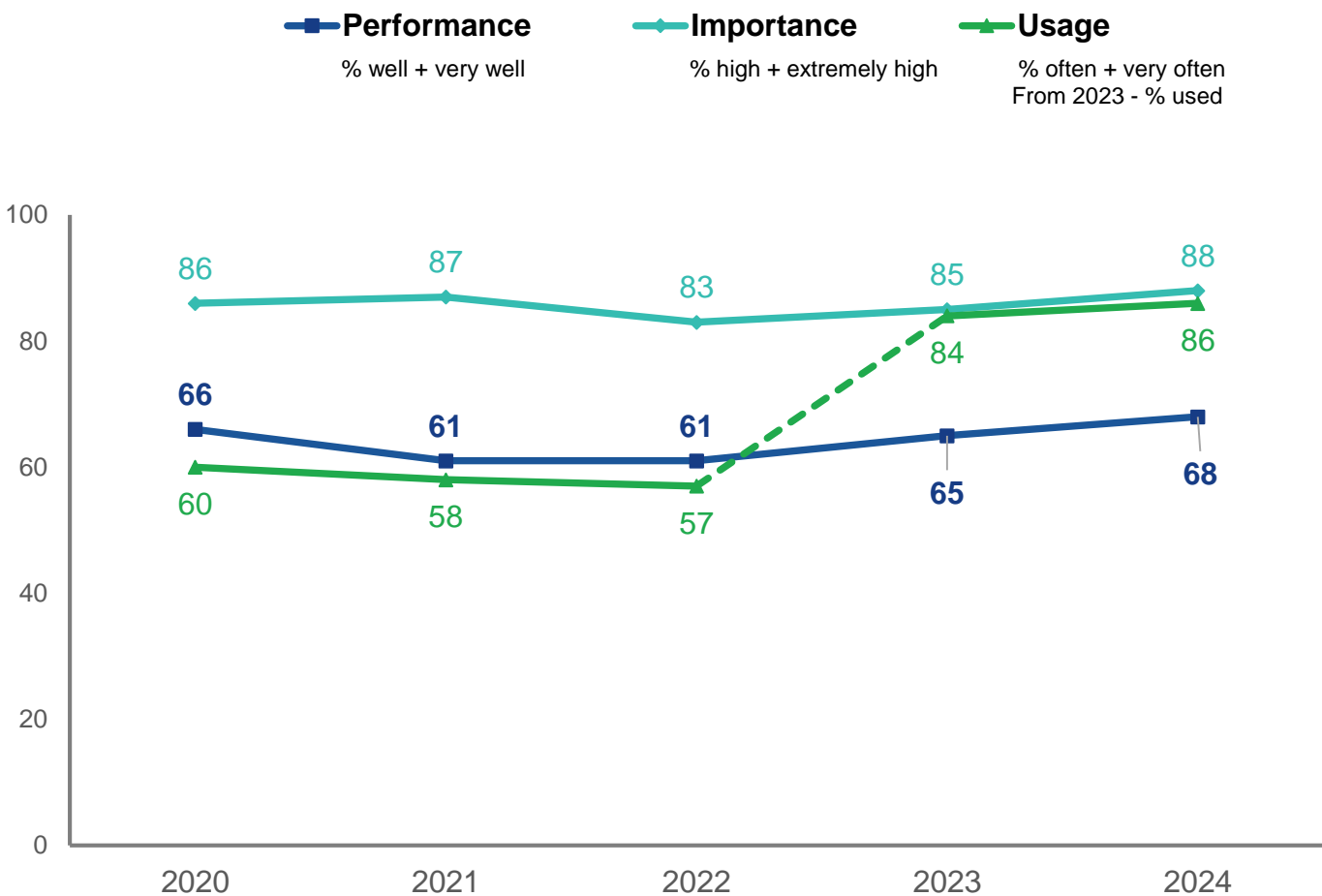
# Lighting of streets and parks

## 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.

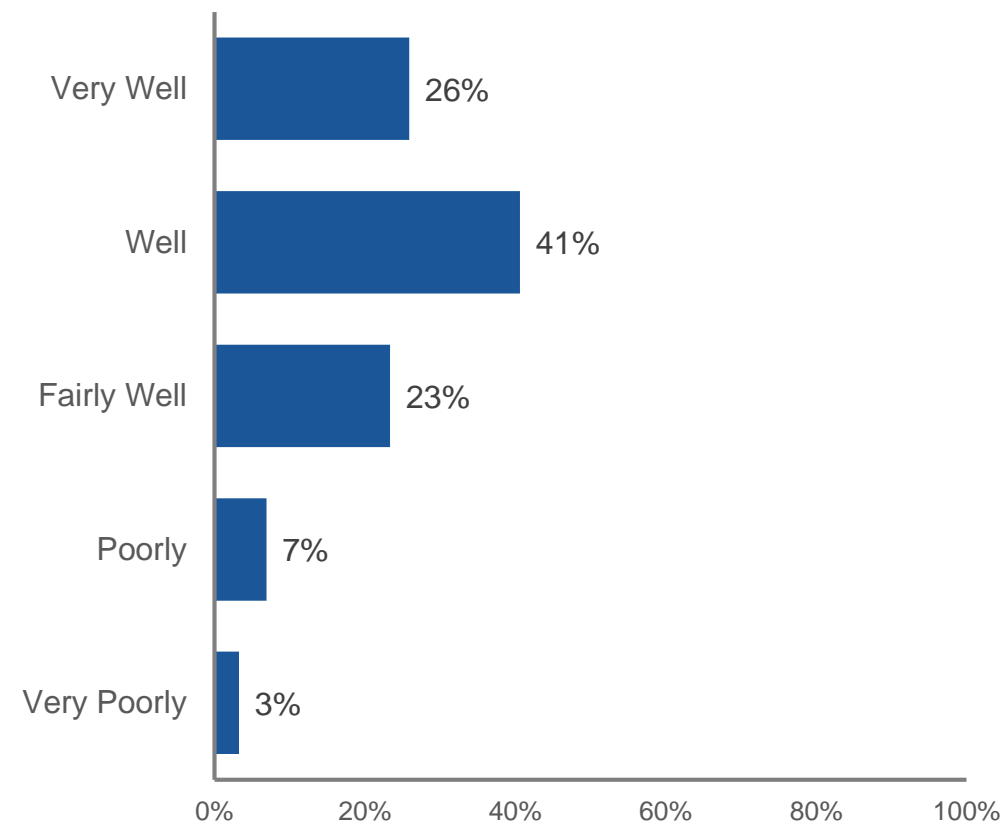
Base: All survey participants.

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

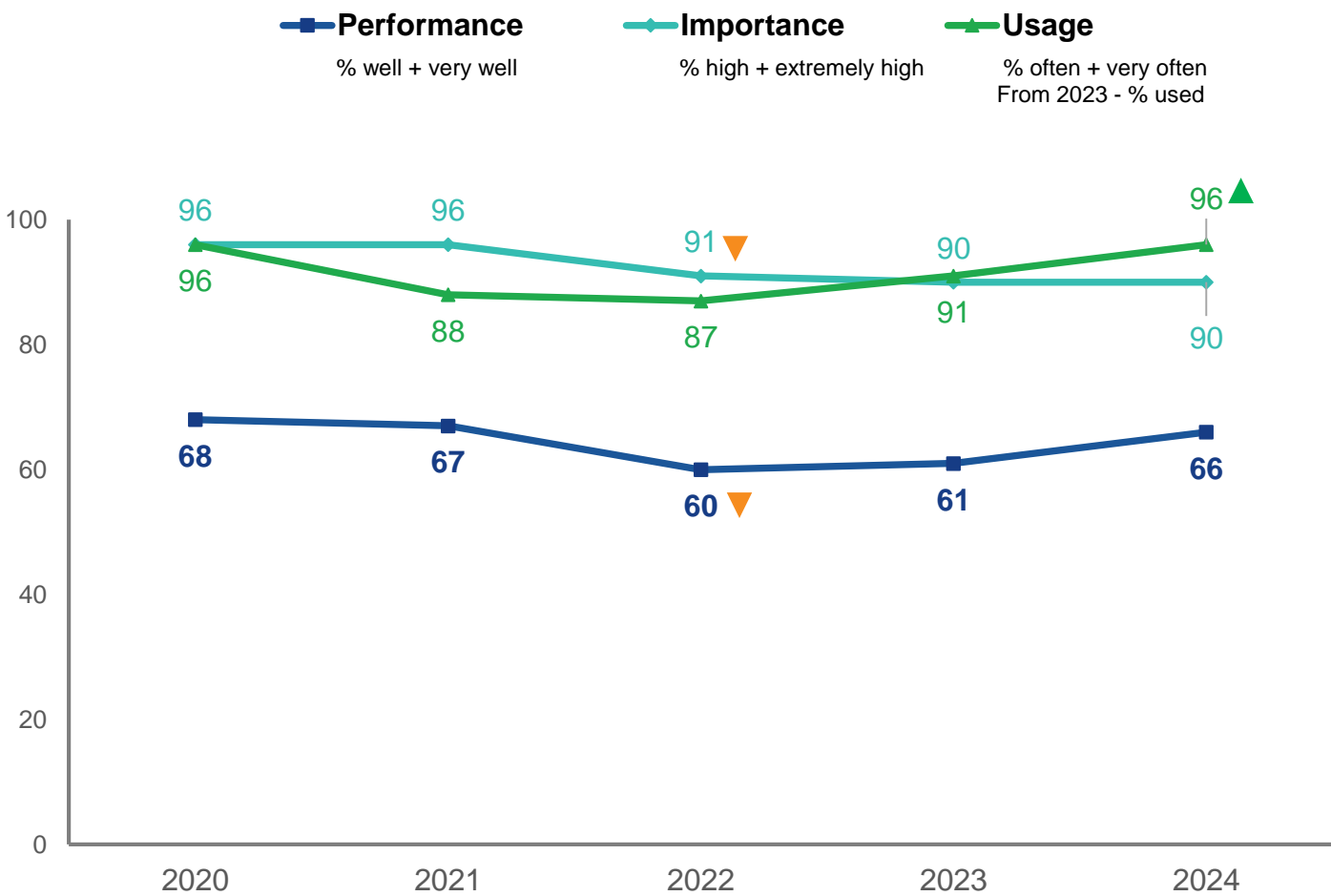
# Local roads

## Performance ratings

% of survey participants



## Five-year trends

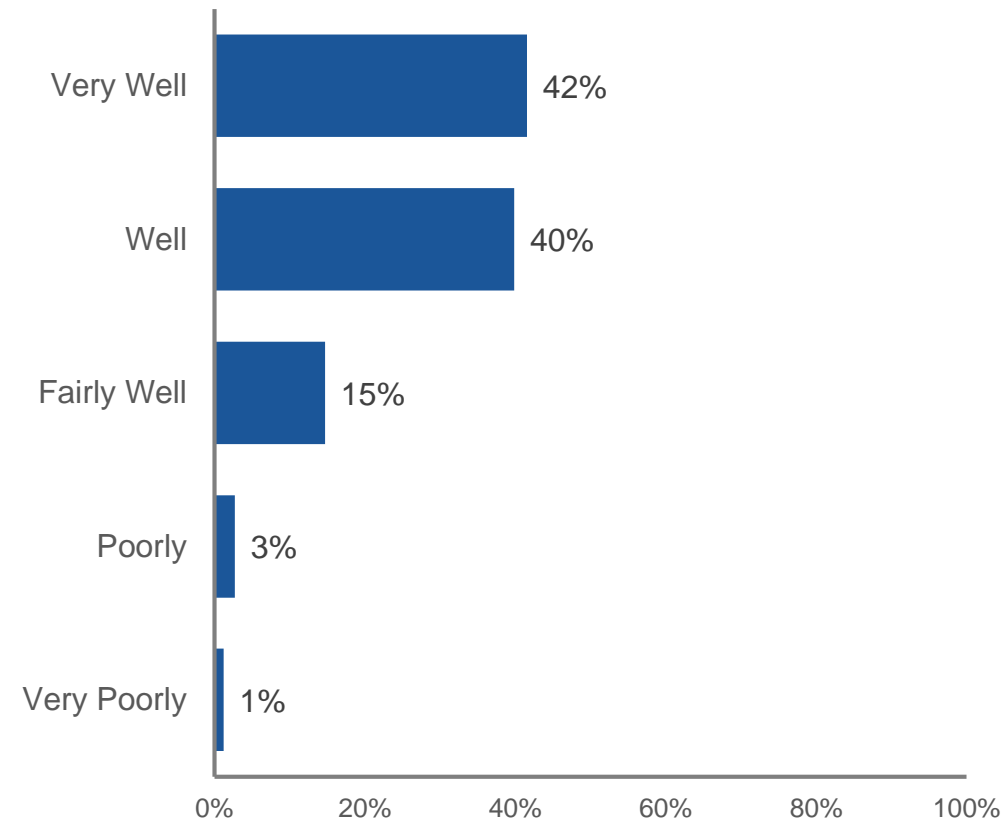


Q. Have you used the following infrastructure item in the last 12 months? total n=856, excludes 11 no response. Q. What importance do you place on the infrastructure item? total n=845, excludes 22 no response. Q. How well does the City deliver the infrastructure item? total n=841, excludes 26 not applicable,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

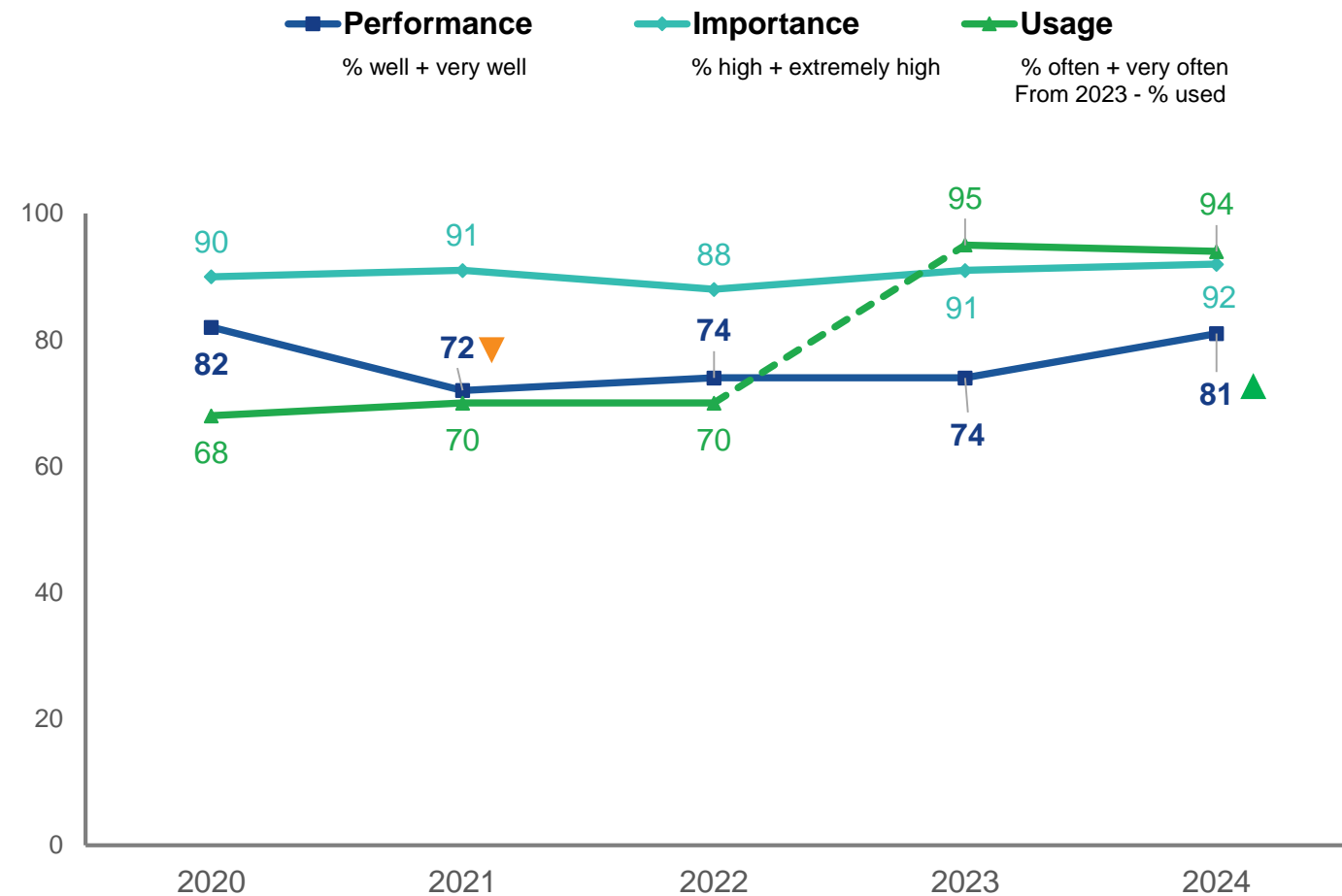
# Parks, gardens, picnic areas and foreshores

## Performance ratings

% of survey participants



## Five-year trends



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.

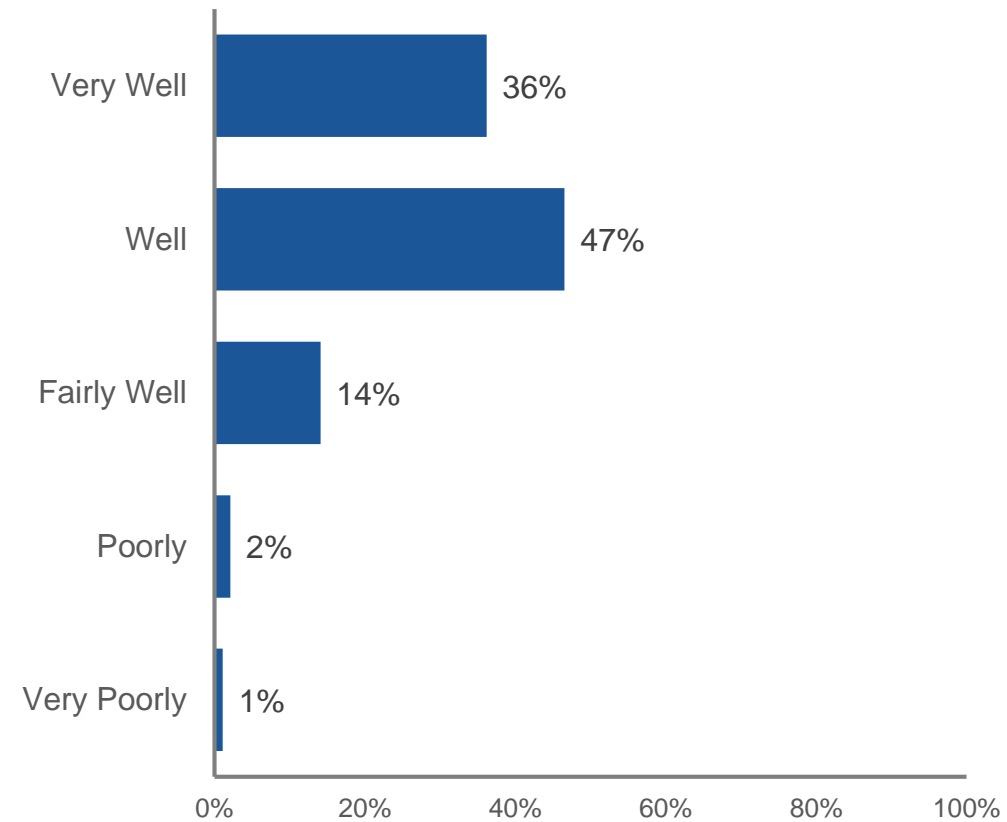
Base: All survey participants.

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

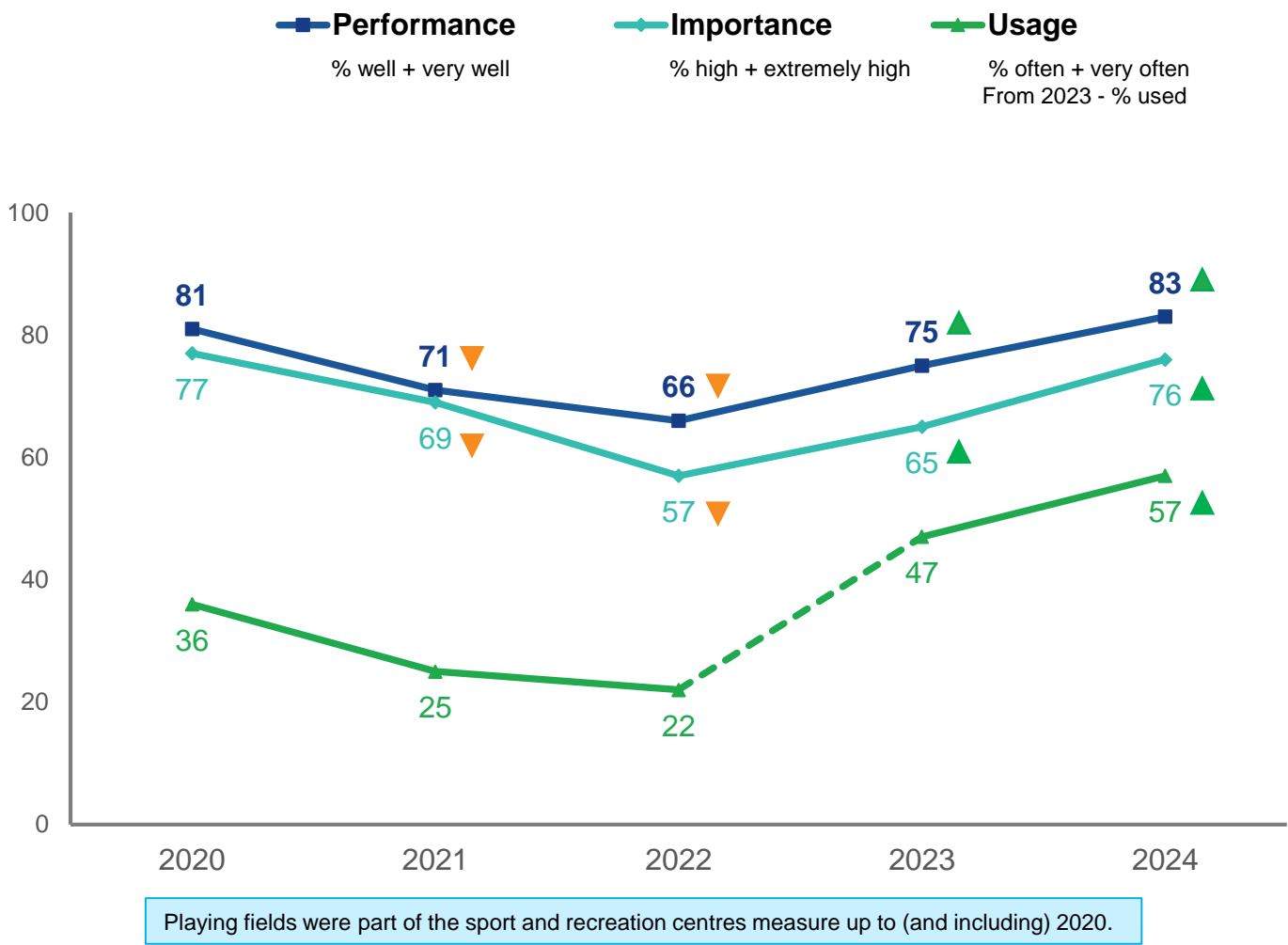
# Playing fields

## Performance ratings

% of survey participants



## Five-year trends



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.

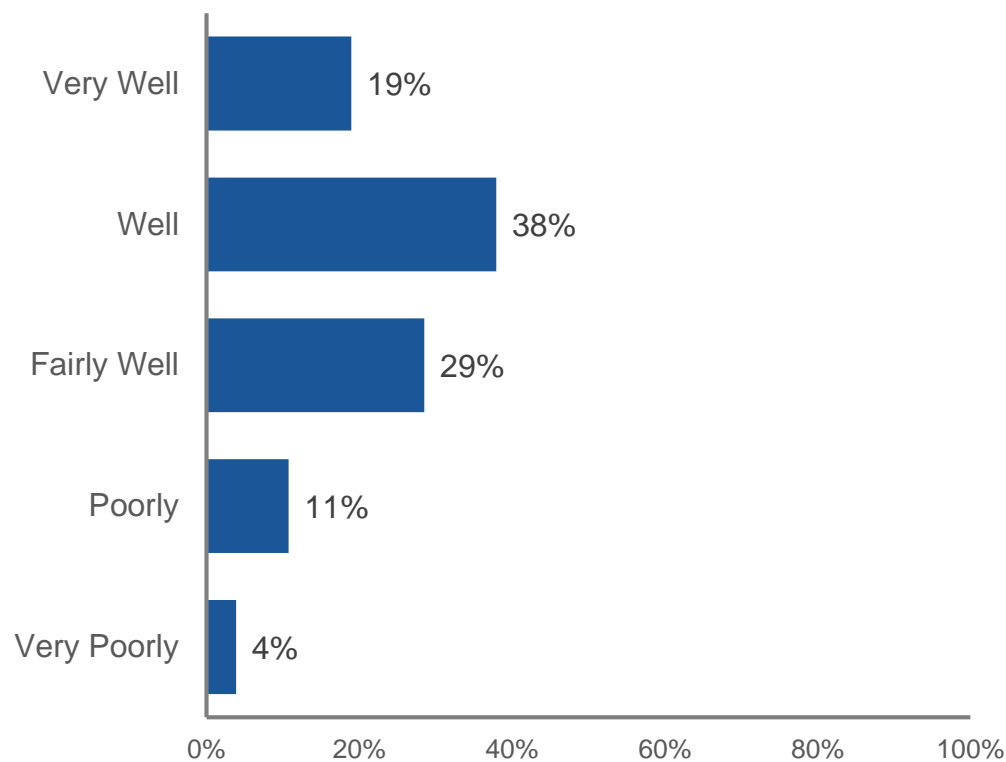
Base: All survey participants.

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

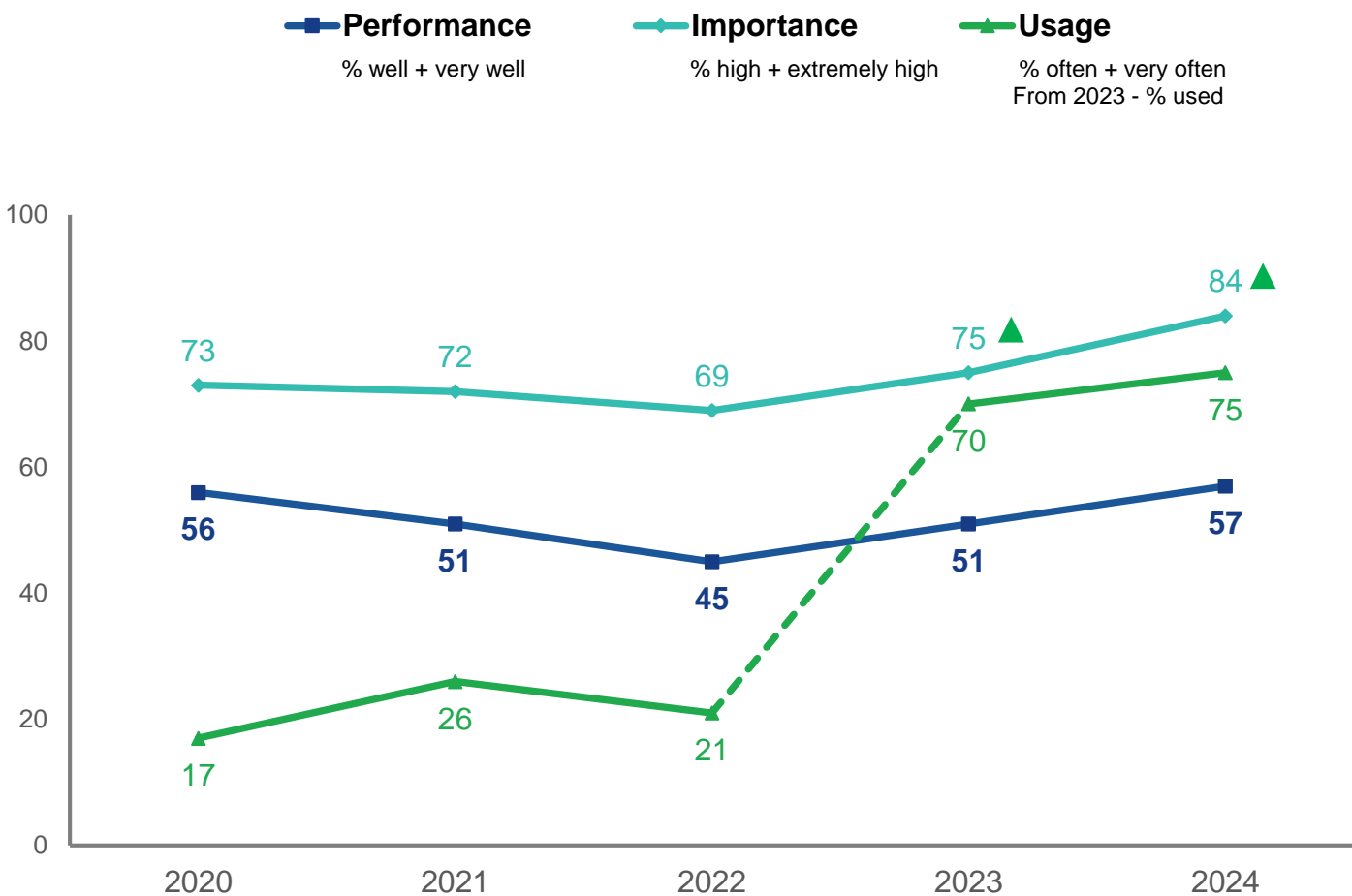
# Public toilets

## Performance ratings

% of survey participants



## Five-year trends



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.

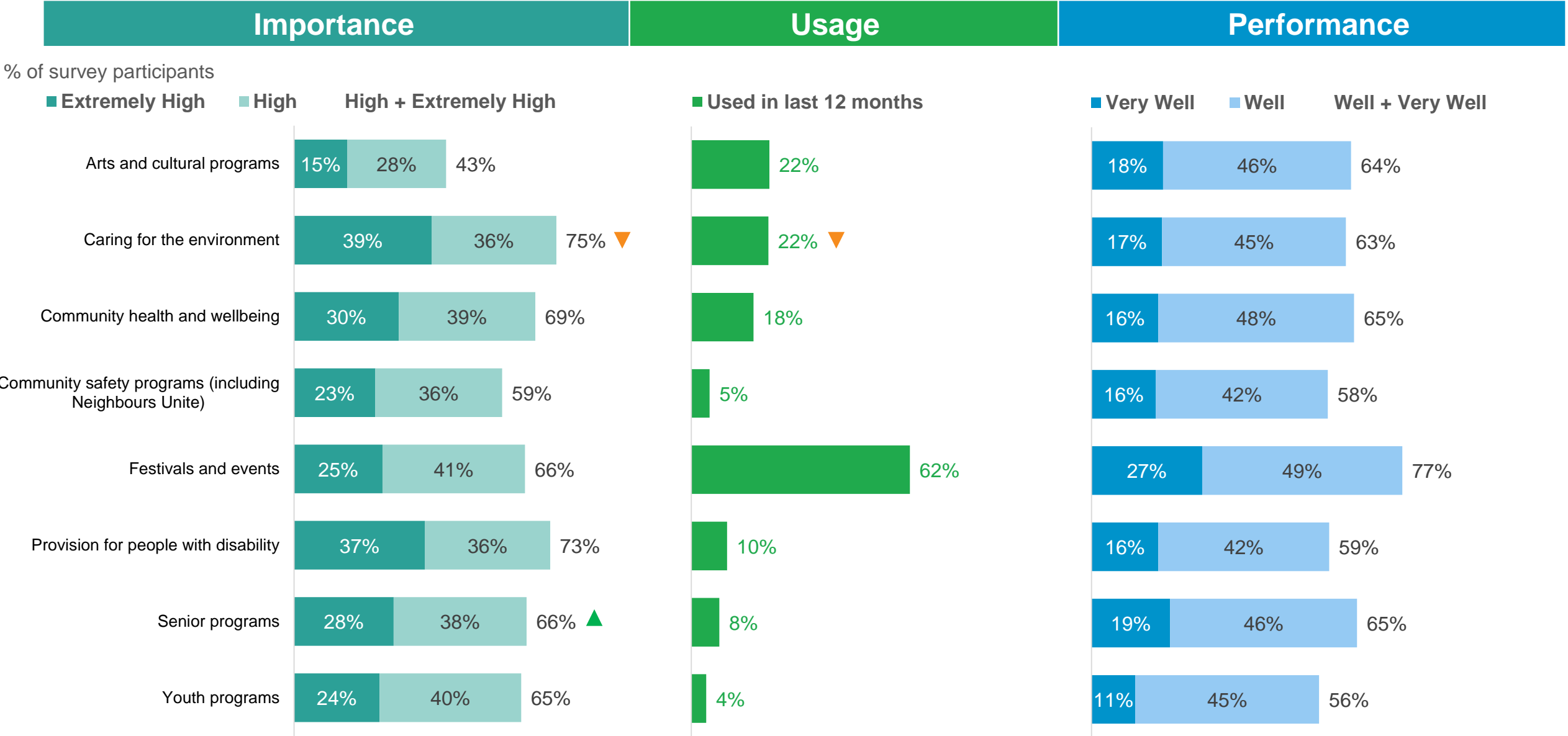
Base: All survey participants.

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

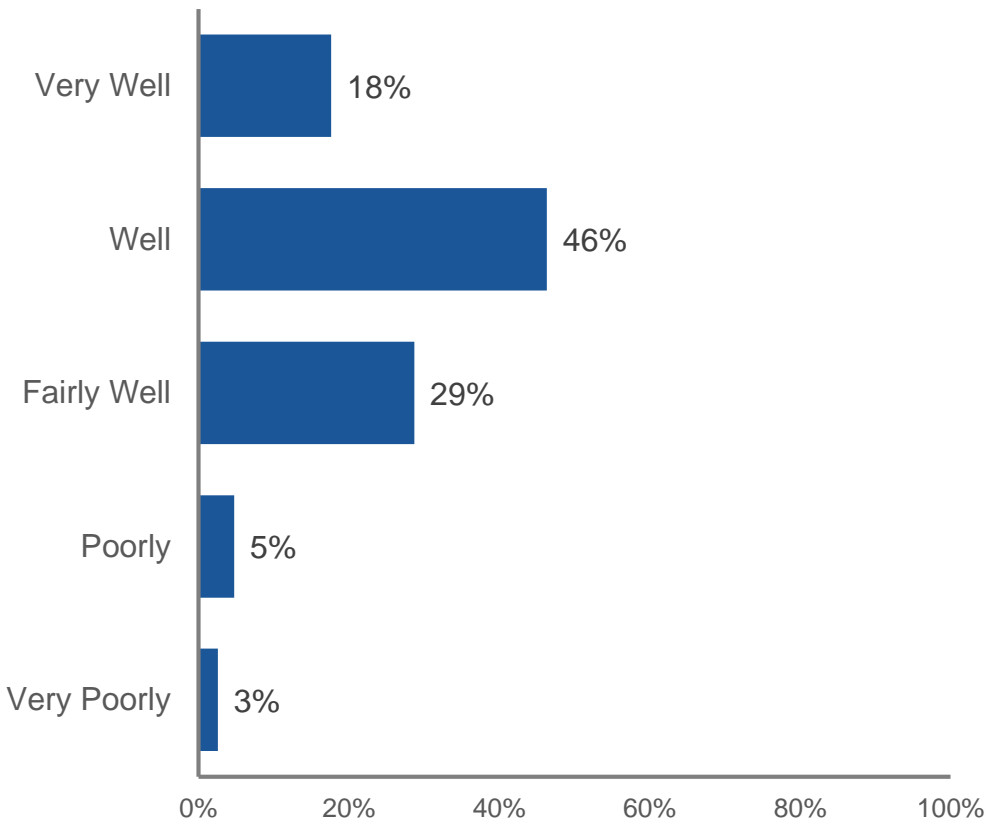




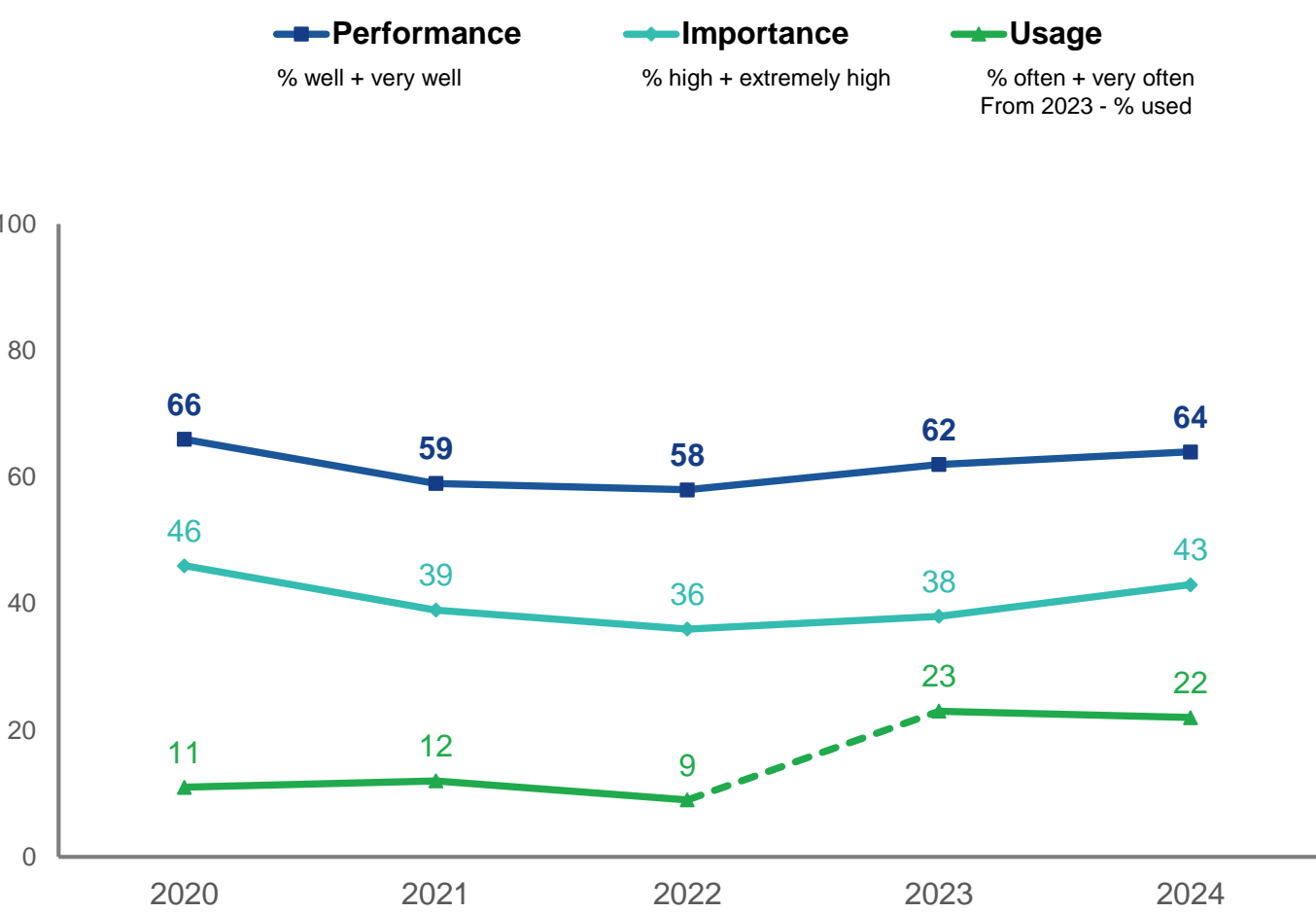
# Arts and culture programs

## Performance ratings

% of survey participants



## Five-year trends



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;.

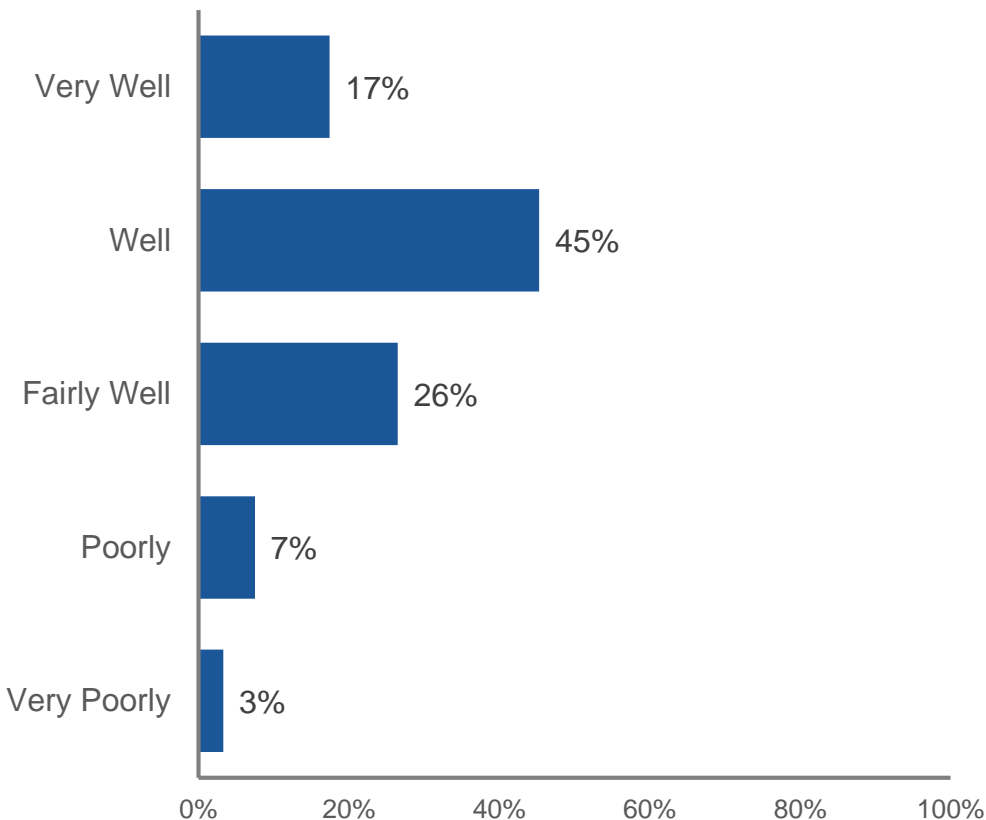
Base: All survey participants.

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

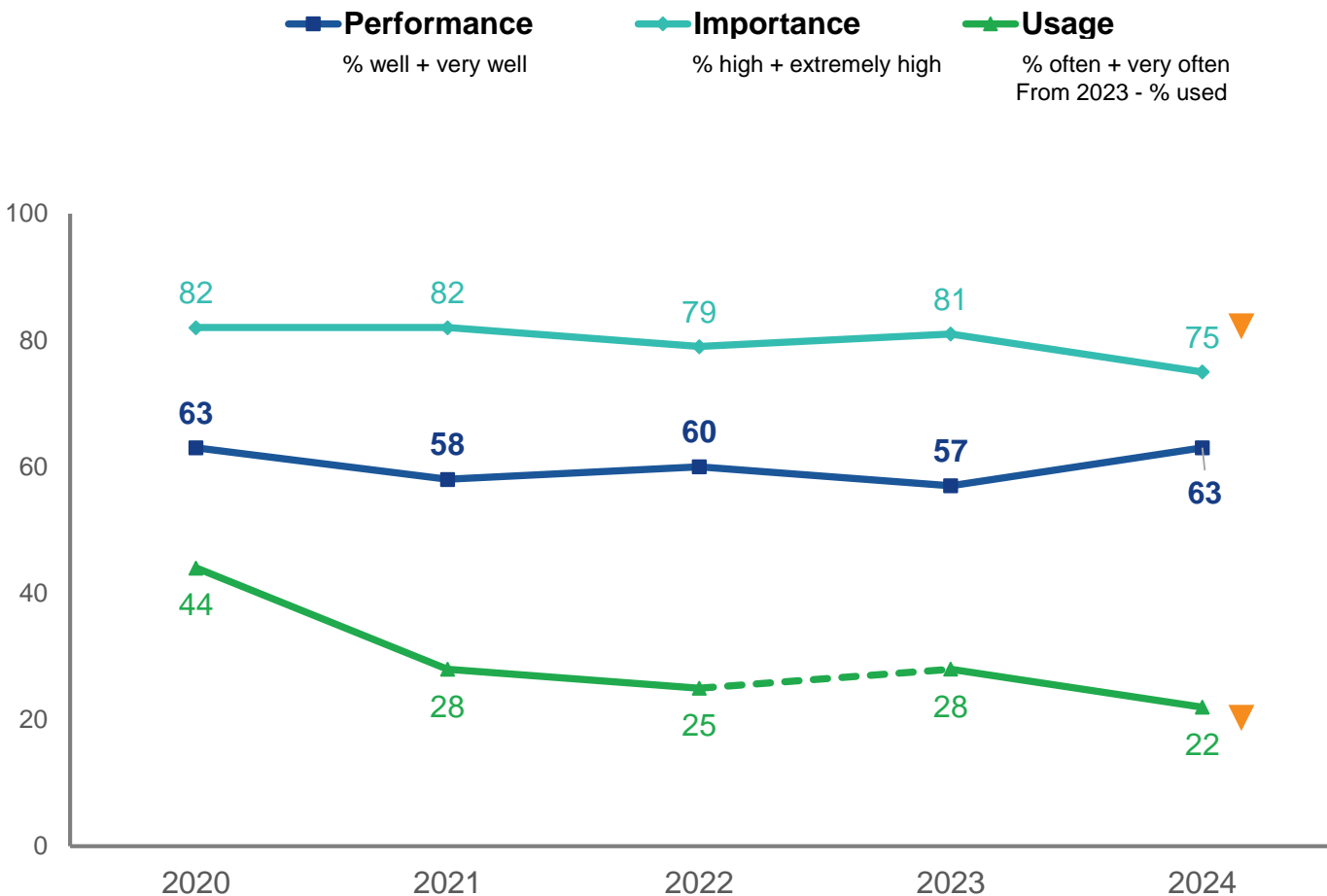
# Caring for the environment

## 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.

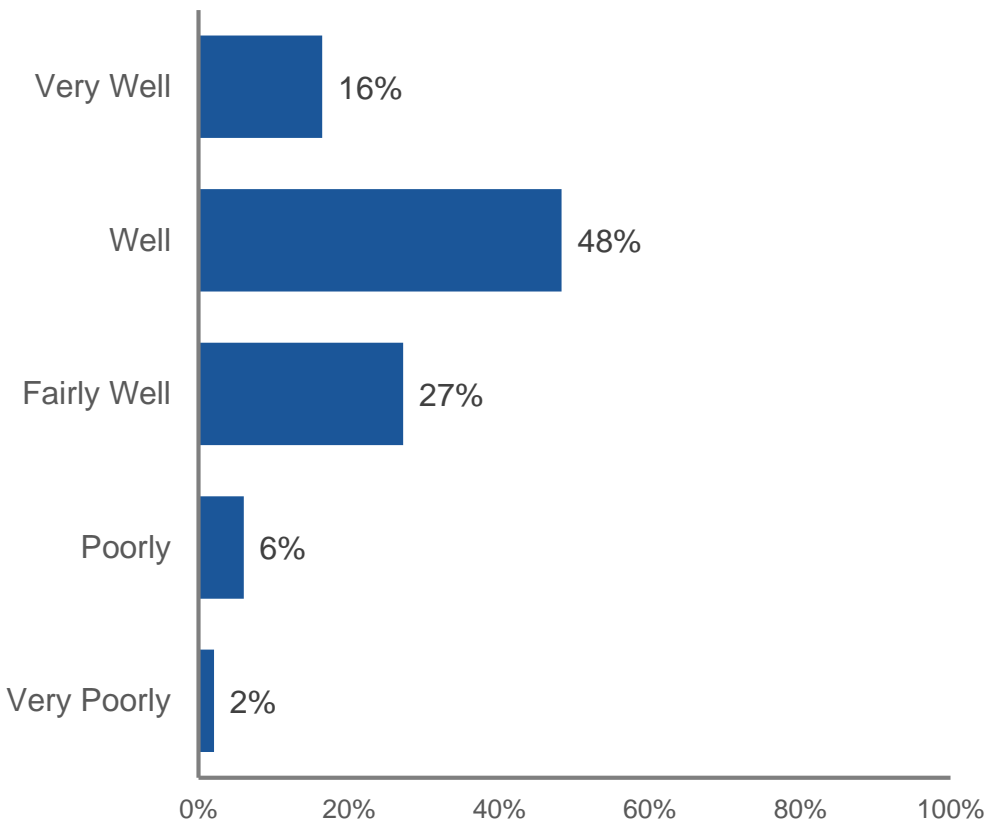
Base: All survey participants.

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

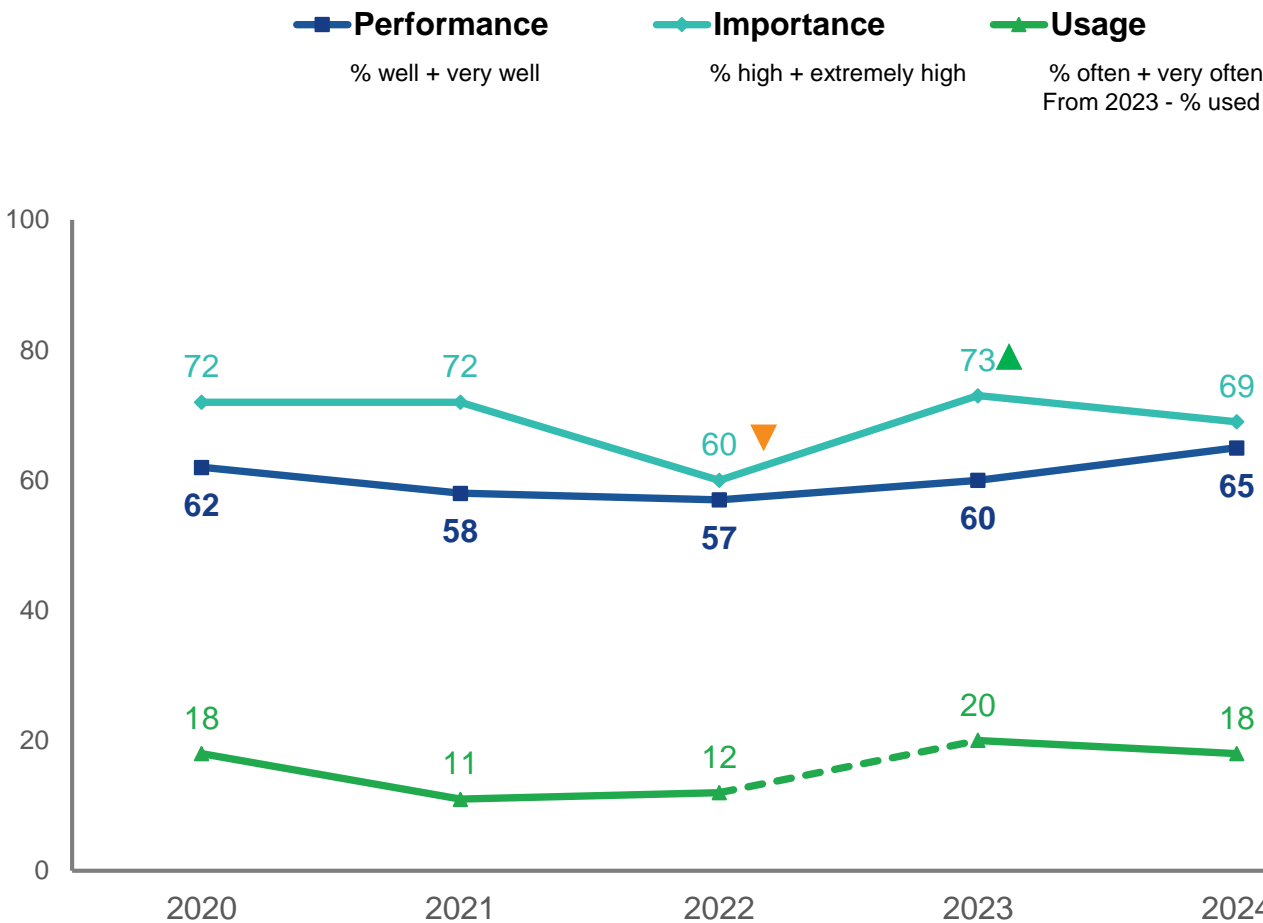
# Community health and wellbeing

## Performance ratings

% of survey participants



## Five-year trends



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.

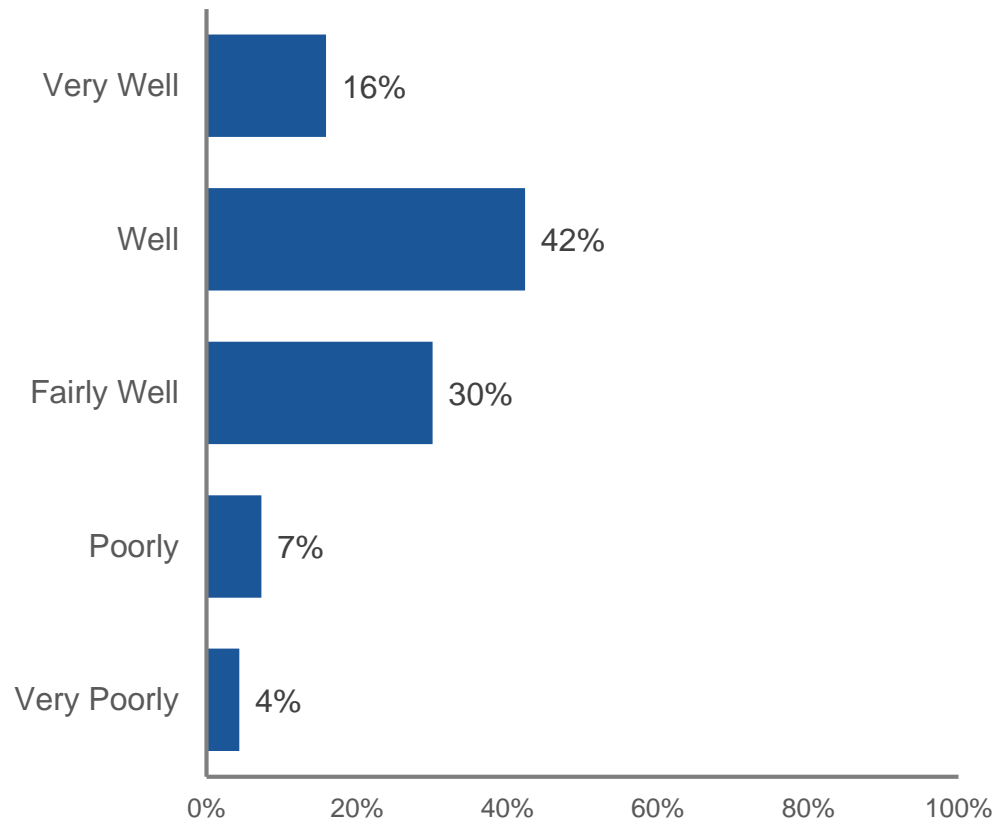
Base: All survey participants.

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

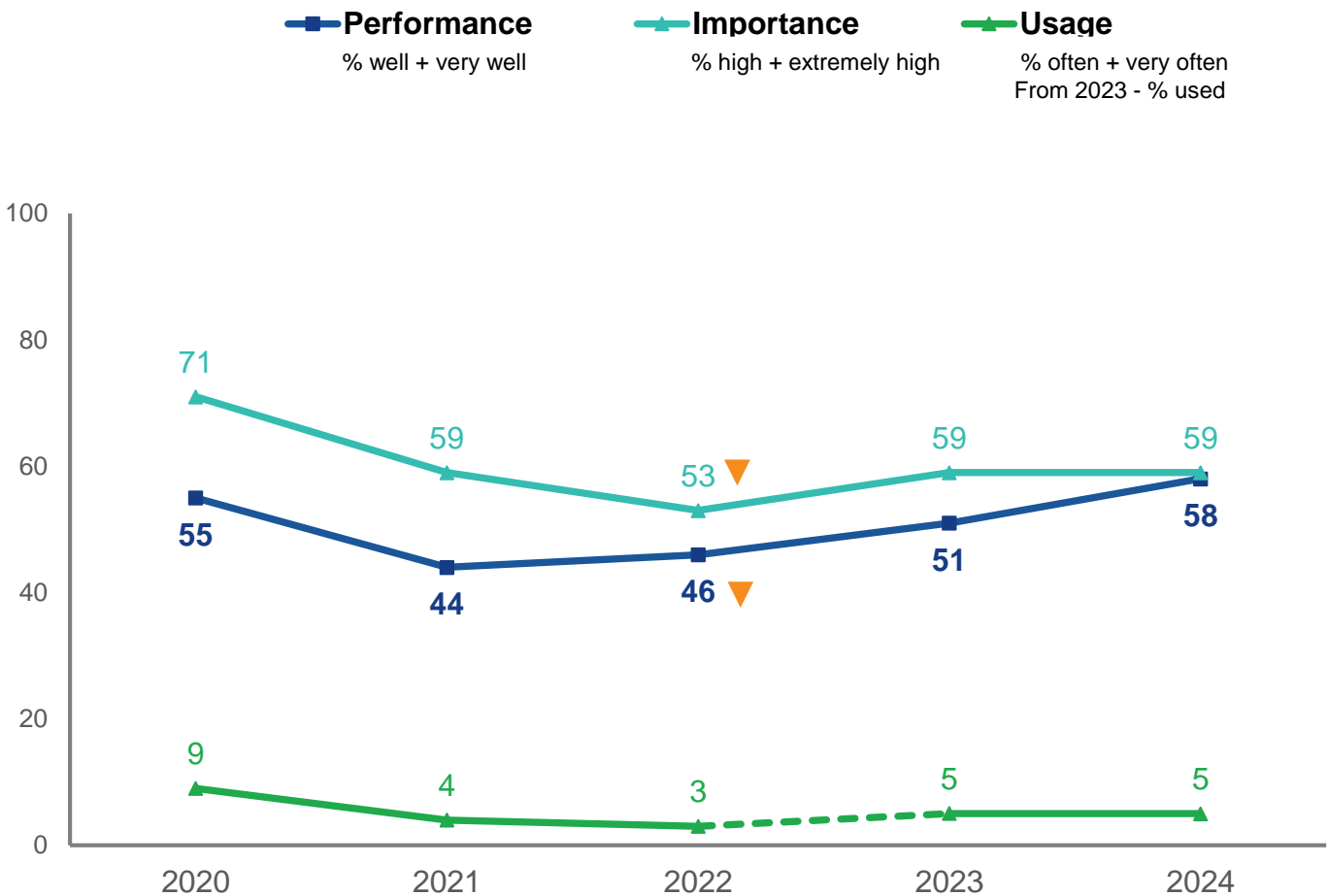
# Community safety programs (including Neighbours Unite)

## Performance ratings

% of survey participants



## Five-year trends



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.

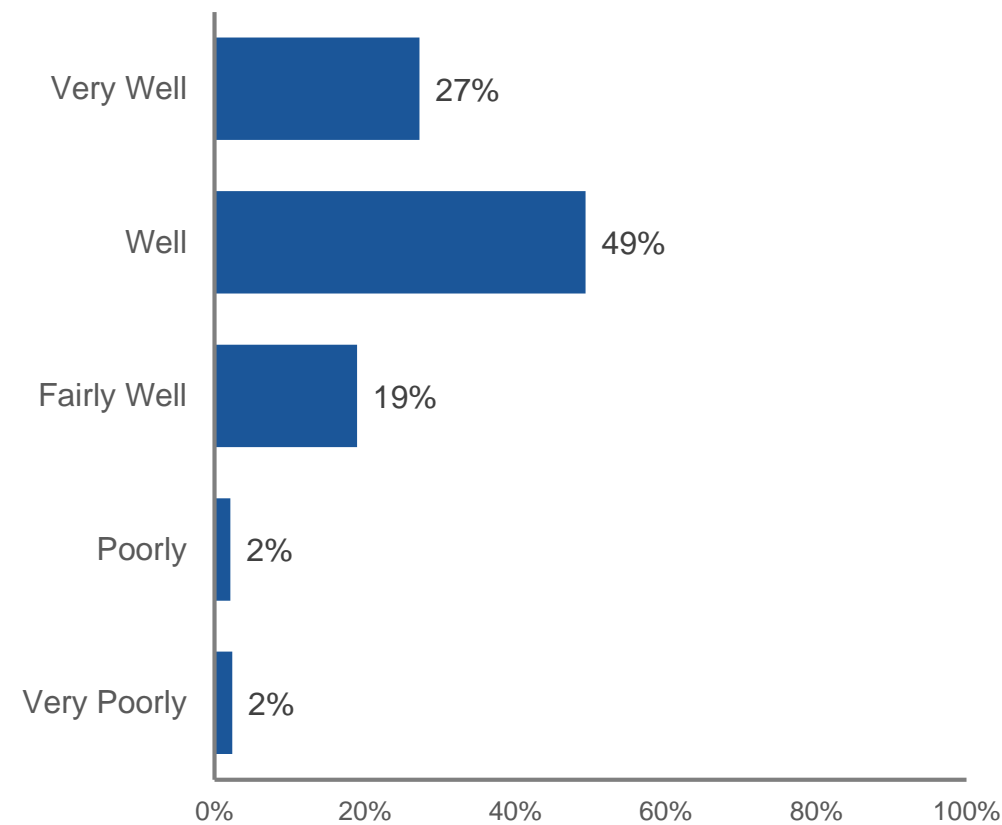
Base: All survey participants.

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

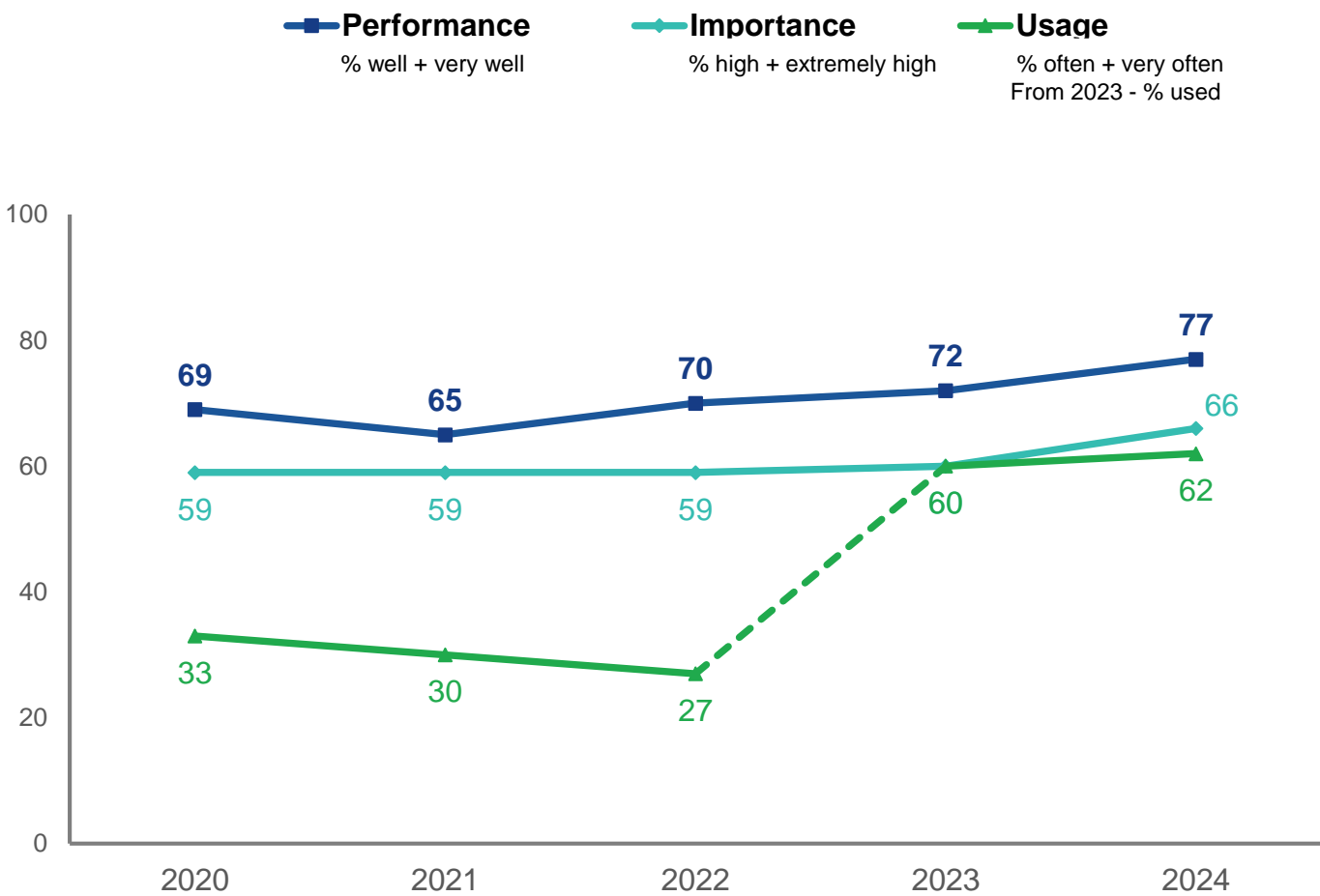
# Festivals and events

## Performance ratings

% of survey participants



## Five-year trends



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.

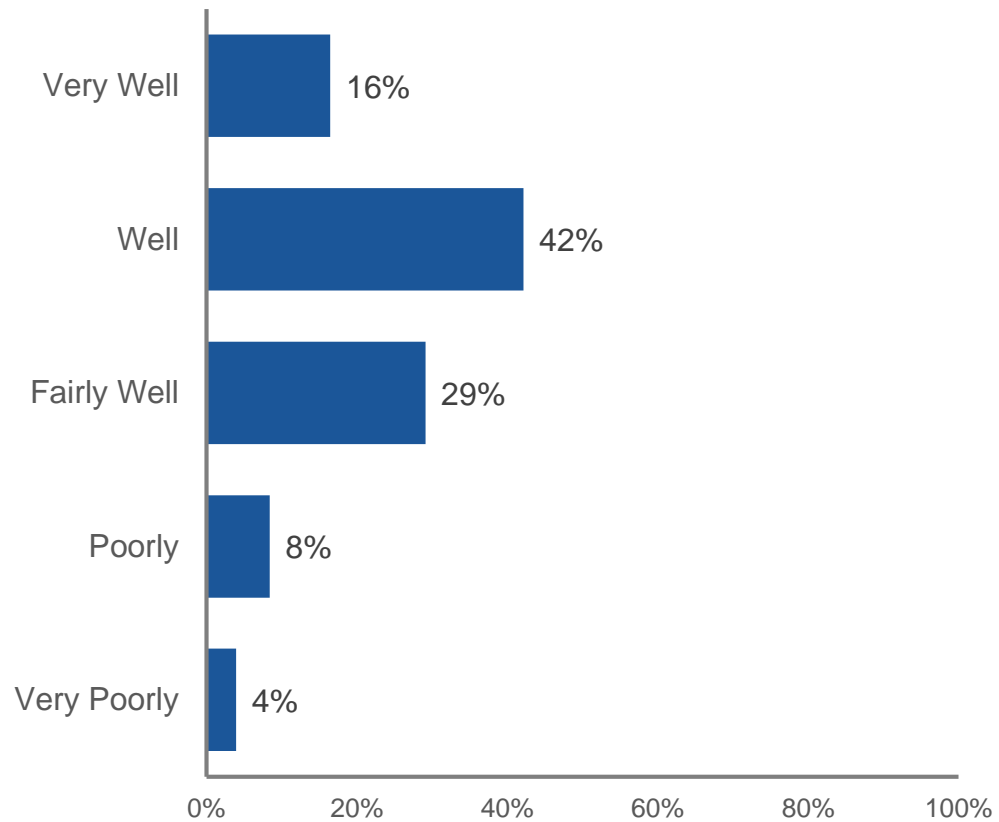
Base: All survey participants.

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

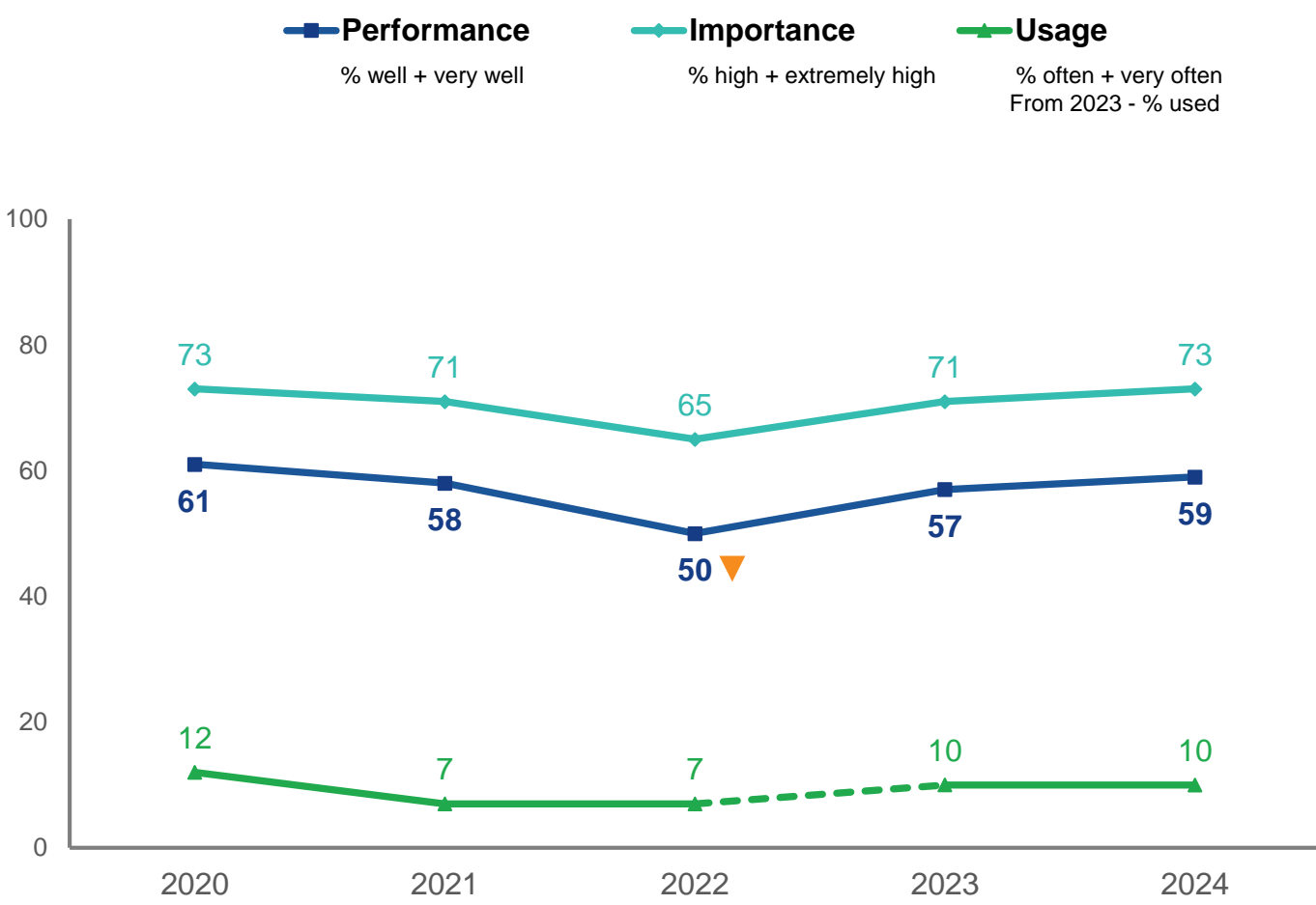
# Provision for people with a disability

## Performance ratings

% of survey participants



## Five-year trends



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.

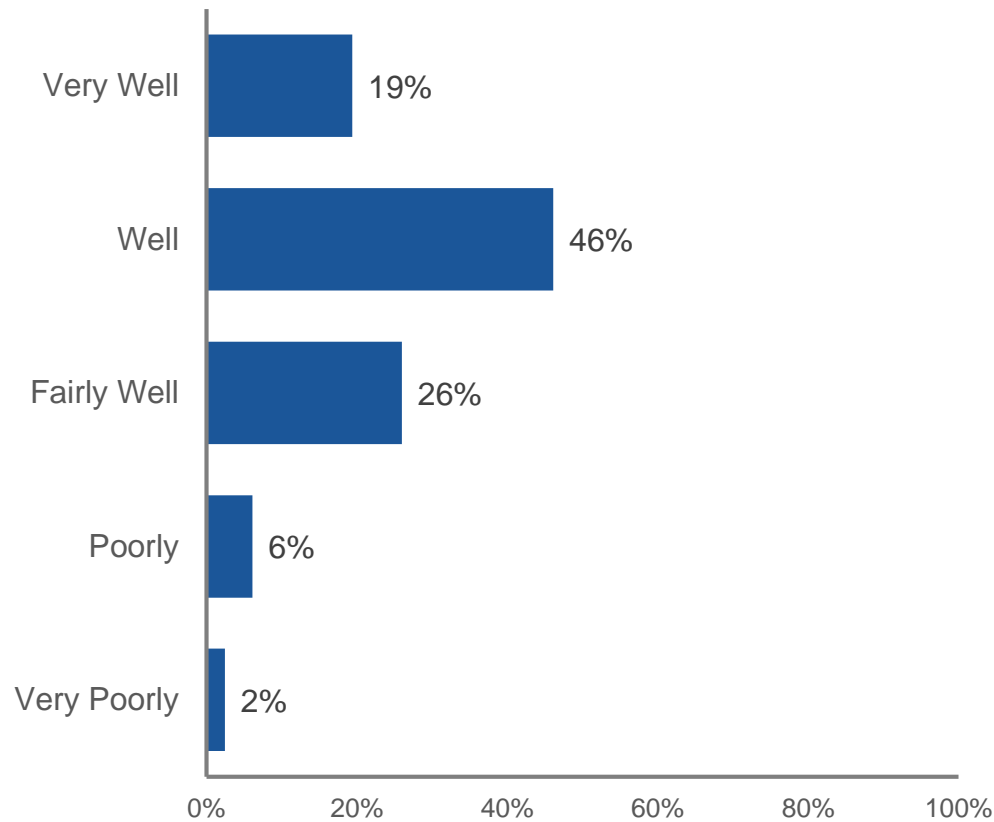
Base: All survey participants.

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

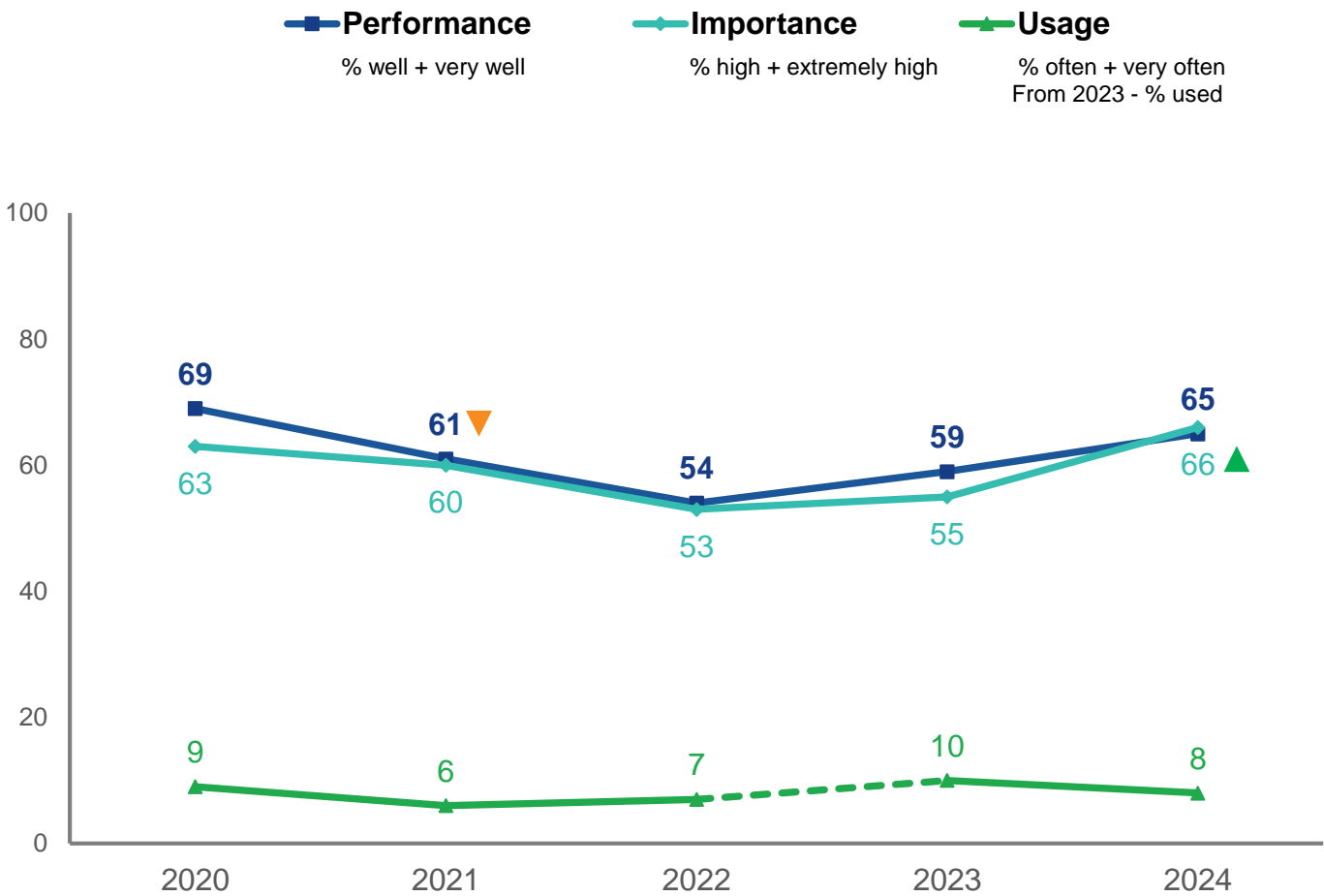
# Senior programs

## Performance ratings

% of survey participants



## Five-year trends



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.

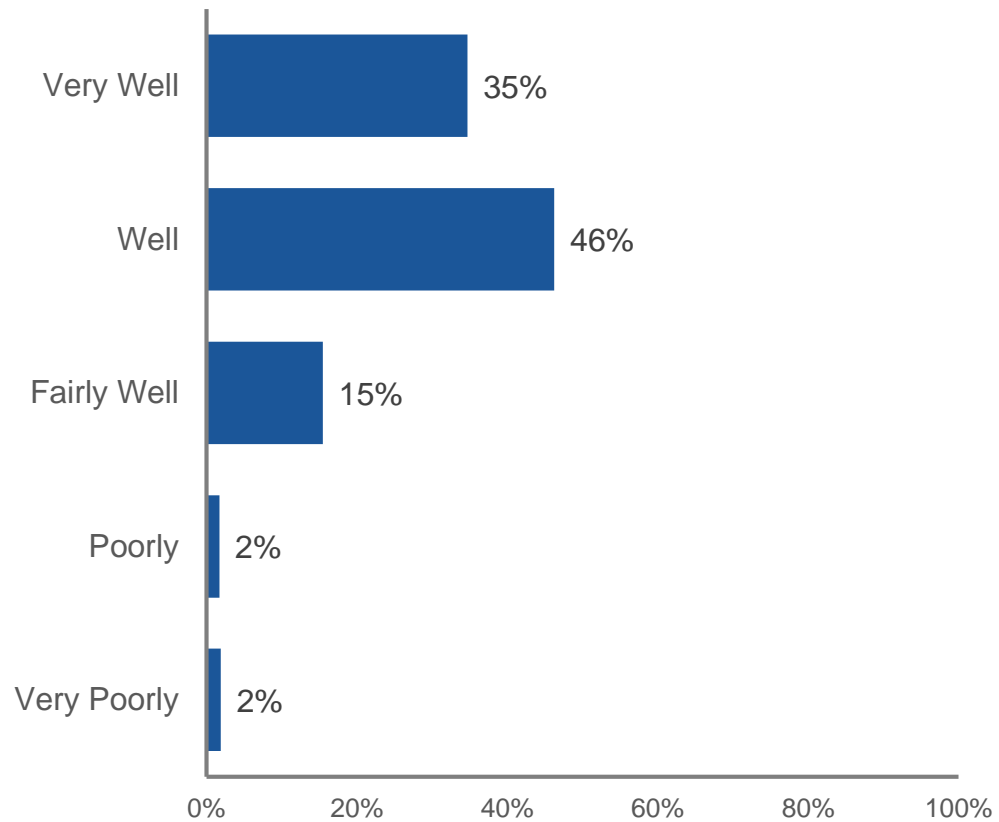


# Senior programs – residents aged 65+ years

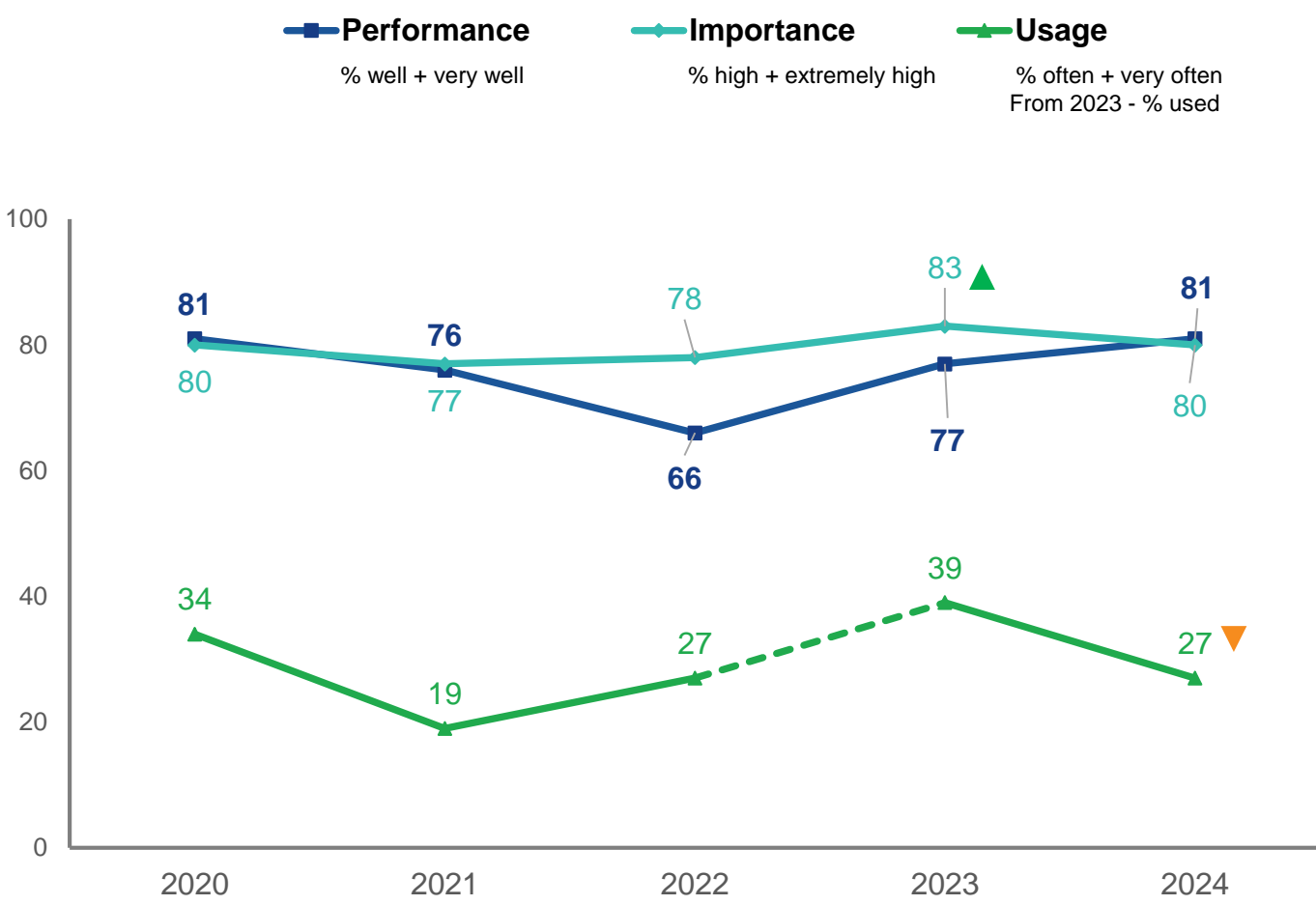
## Performance ratings

% of survey participants

Residents aged 65+



## Five-year trends (Residents aged 65+)

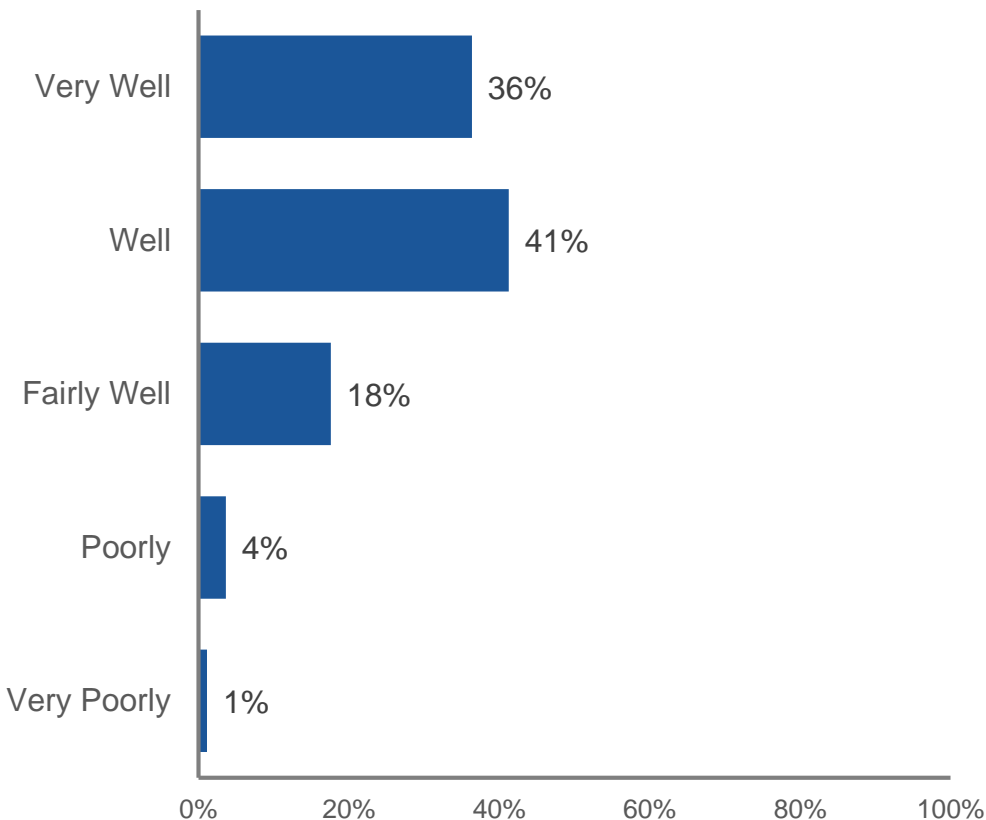


Q. Have you used the following program in the last 12 months? total n=266, excludes 9 no response. Q. What importance do you place on the program? total n=243, excludes 32 no response. Q. How well does the City deliver the program? total n=172, excludes 103 not applicable, don't use and no response.  
Base: Residents aged 65+.  
Note: results may not exactly add up to the combined score due to rounding.

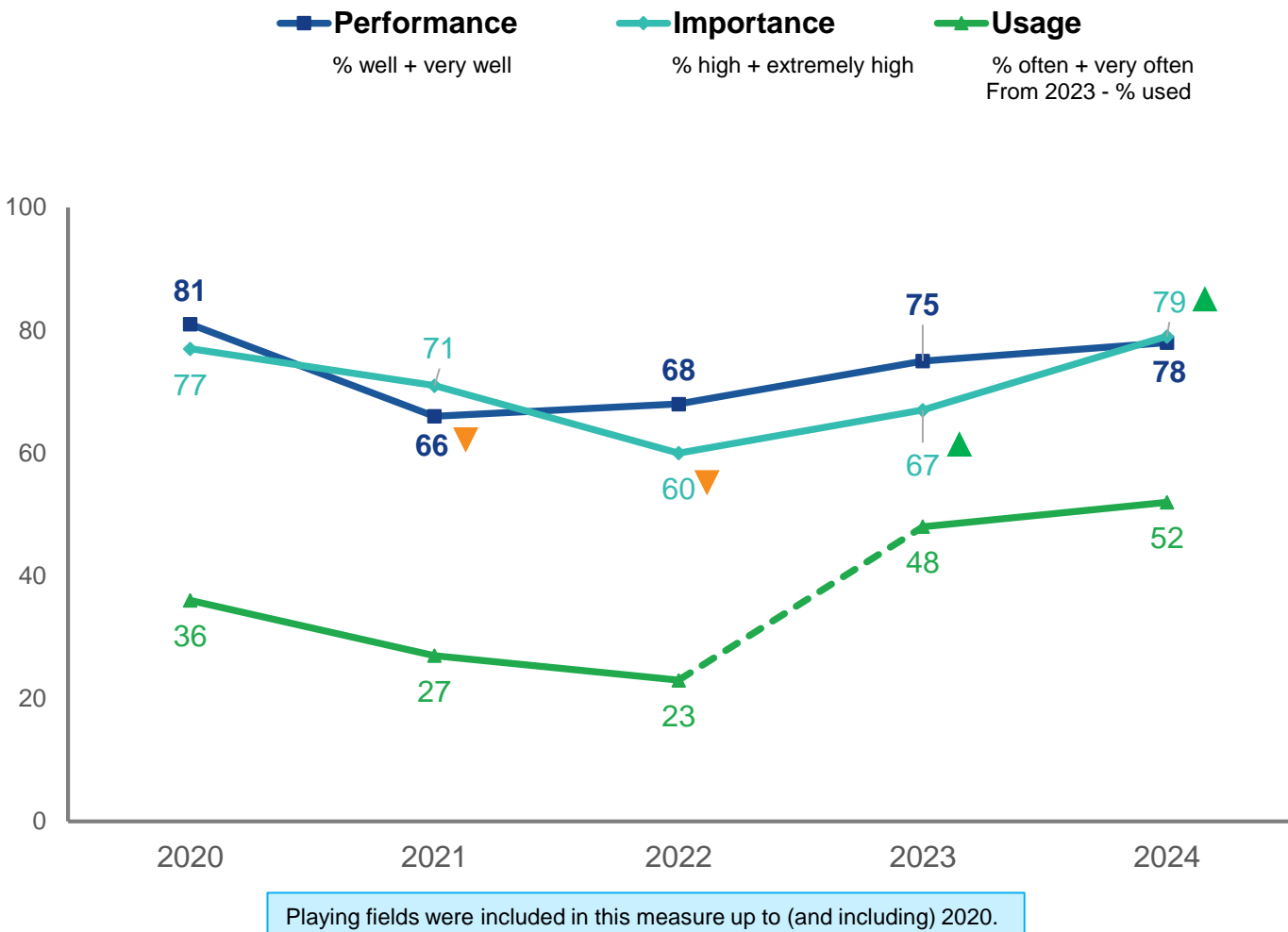
# Sport and recreation centres

## Performance ratings

% of survey participants



## Five-year trends



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.

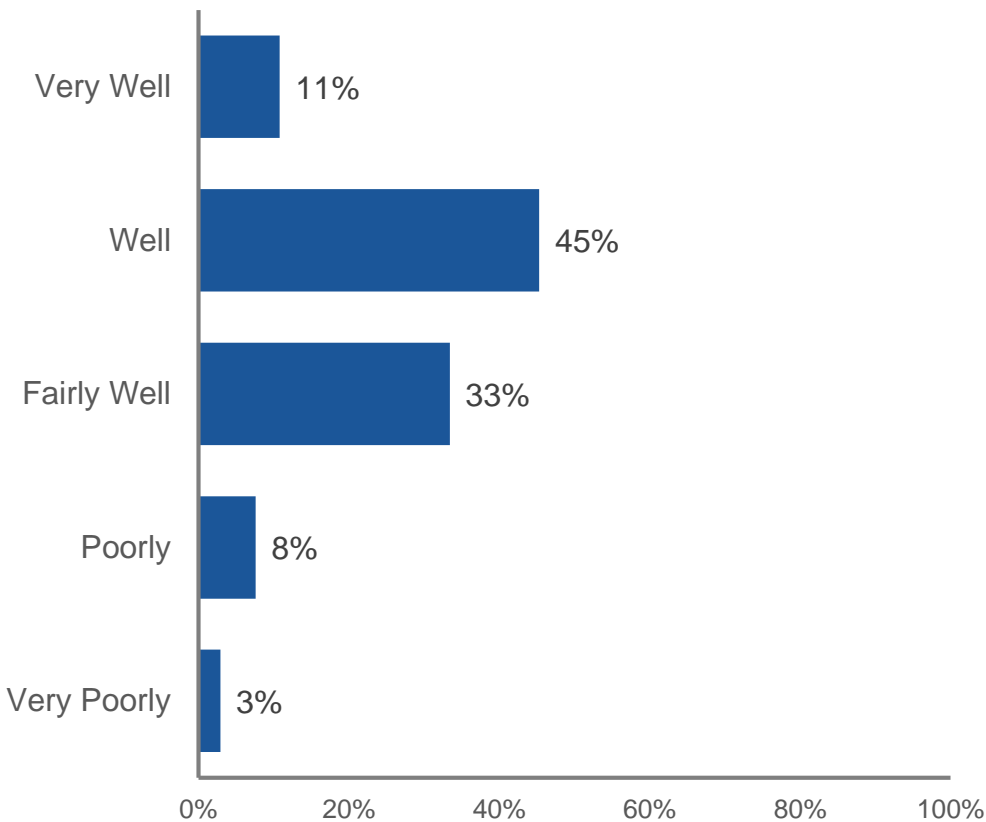
Base: All survey participants.

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

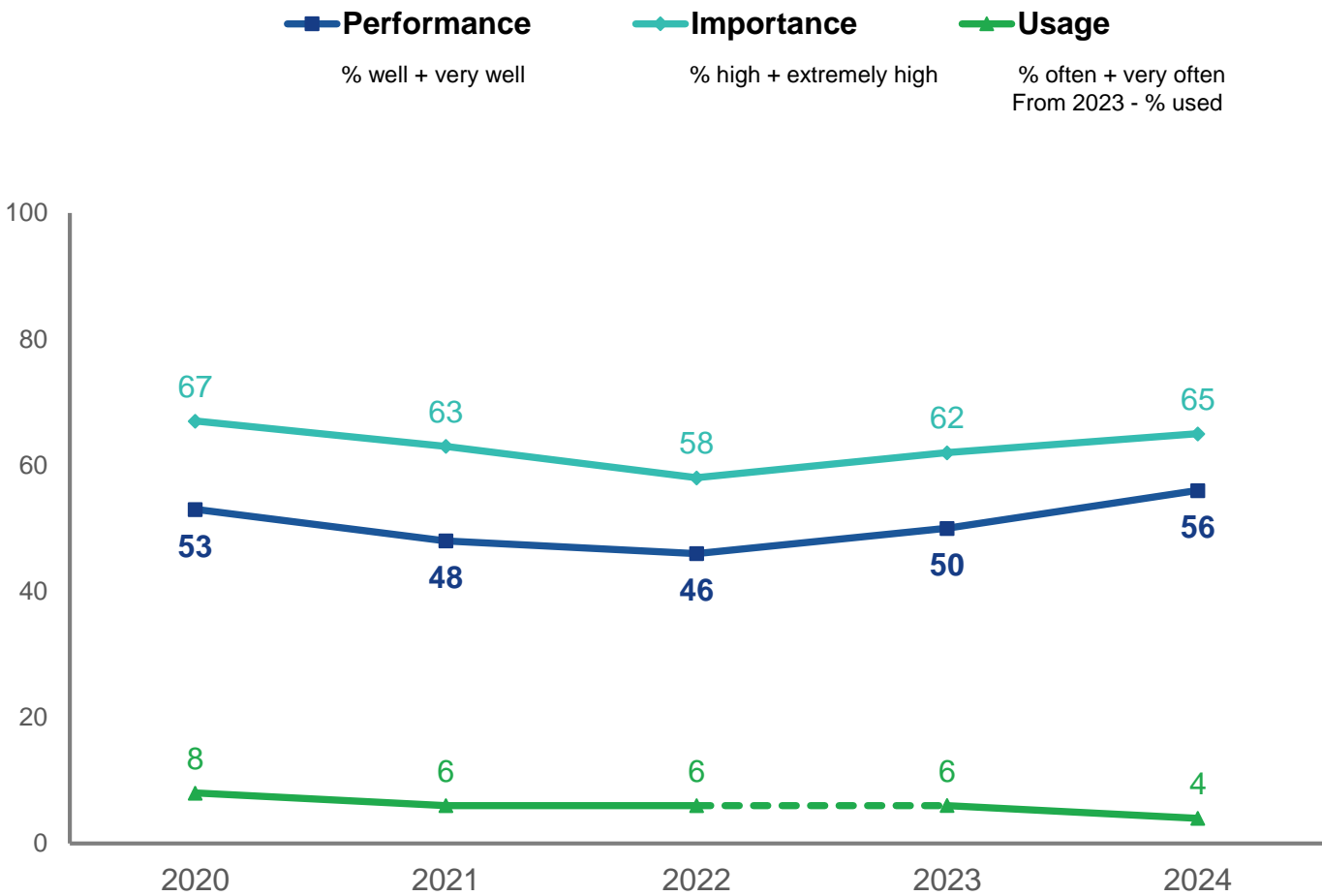
# Youth programs

## Performance ratings

% of survey participants



## Five-year trends



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

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.

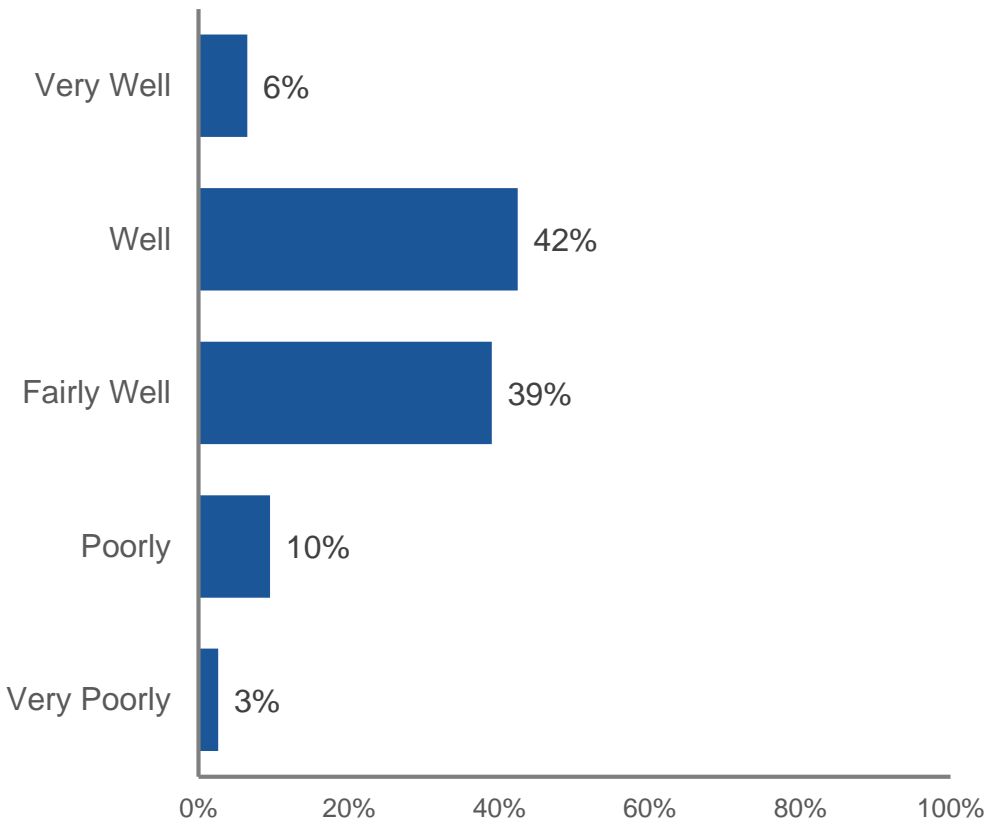
Note: results may not exactly add up to the combined score due to rounding.

# Youth programs – residents aged under 50 years

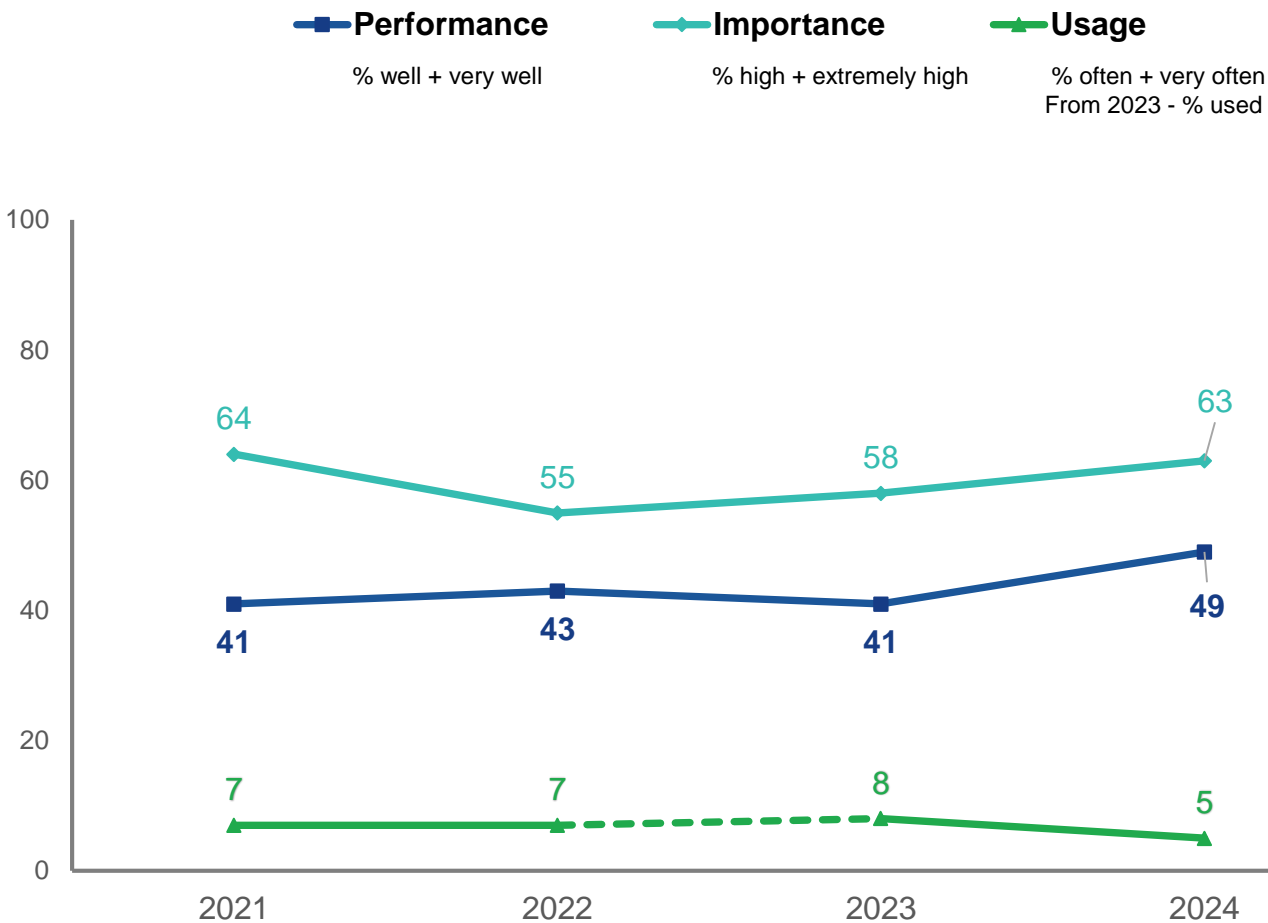
## Performance ratings

% of survey participants

### Residents aged under 50 years



## Five-year trends (Residents aged under 50 years)



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

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?

## research|solutions

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