



MARKYT Community Scorecard ©

Prepared for: Town of East Fremantle

Prepared by: CATALYSE[®] Pty Ltd ©

April 2021

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MARKYT 

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Strategic overview

Vision



46

% agree

12% points above
Industry Average

Liveability

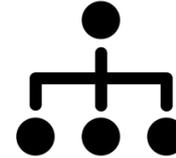


90

Performance Index Score

15 index points above
Industry Average

Governance



60

Performance Index Score

5 index points above
Industry Average

Rates Value



51

Performance Index Score

7 index points above
Industry Average

Highest scores

- Place to live
- Place to visit
- Marine facilities (boat ramps, jetties, etc)
- Waste management services
- Access to public transport

Relative to MARKYT® Industry Standards

- Place to live
- Place to visit
- Marine facilities (boat ramps, jetties, etc)
- Economic development and job creation
- Consultation

Priorities



Streetscapes, trees and verges



Safety and crime prevention



Sustainable practices / climate change



Footpaths and cycleways



Playgrounds, parks and reserves



Youth services and facilities



Sport and recreation facilities and services



Managing responsible growth and development



Traffic management on local roads

Approach



Department of
**Local Government, Sport
and Cultural Industries**

GOVERNMENT OF
WESTERN AUSTRALIA

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

MARKYT Community Scorecard

The Town of East Fremantle commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance

Strategic
Community
Plan

2020
2030

*Inclusive community and
lifestyle, balancing growth
and sustainability*



TOWN of
EAST FREMANTLE



The Study

The Town of East Fremantle commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households in the Town of East Fremantle by unaddressed mail, email invitations were sent to all contacts on the Town's customer databases and the Town of East Fremantle provided supporting promotions through its communication channels.

The scorecard was open from 8 to 26 March 2021.

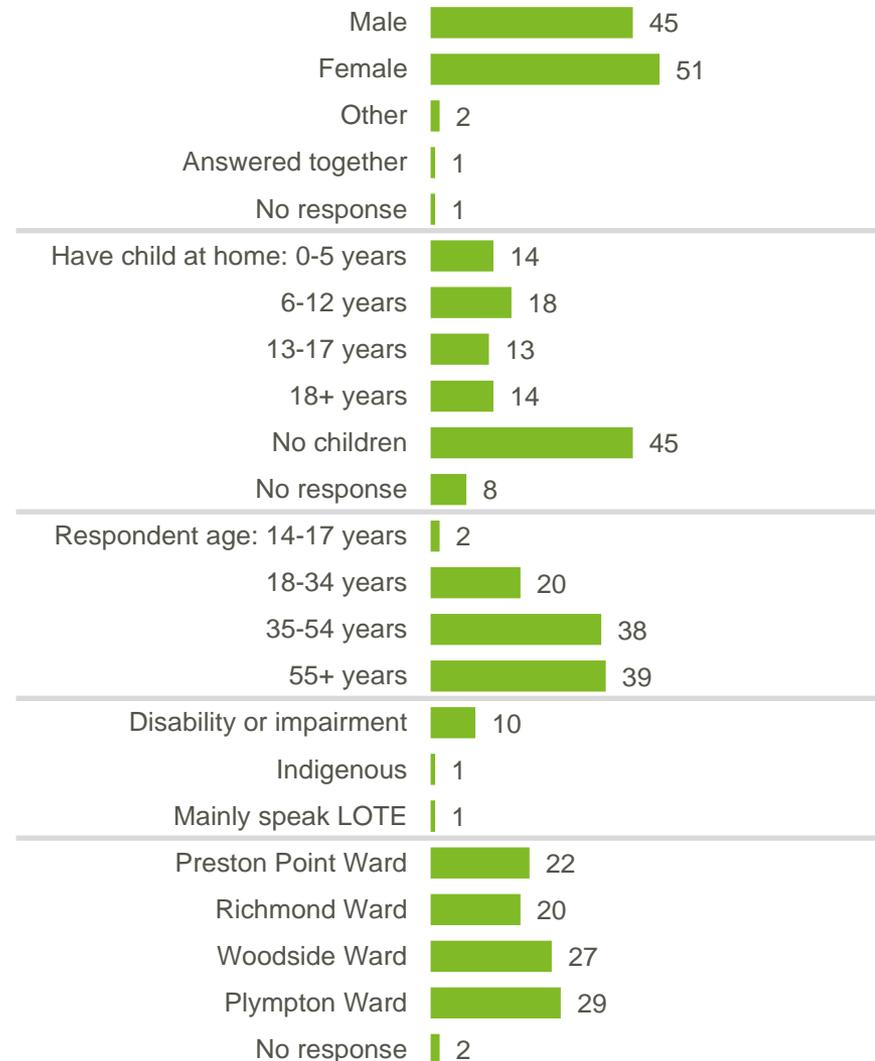
The scorecard was completed by **626 community members** with various connections to the Town of East Fremantle, including:

- 543 local residents
- 37 local business owners or managers
- 44 community organisation managers/committee members
- 10 Elected Members and Town employees

The main body of this report shows responses from local residents, excluding residents who are elected members or Town employees. Local resident responses were weighted by age and gender to match the ABS Census population profile.

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

% of local resident respondents (weighted)



MARKYT Industry Standards

CATALYSE® has conducted studies for 60+ councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from **WA Councils** that have completed MARKYT® accredited studies within the past three years.

Metropolitan



Regional



How to read the following charts

Performance Ratings

The chart shows community perceptions of performance on a five point scale from excellent to terrible.



Trend analysis shows how performance varies over time.



MARKYT® Industry Standards show how Council is performing compared to other councils.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE® over the past three years.

Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past three years.

The **Performance Index Score** is a weighted score out of 100.

Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Variations across the community

Performance Index Score		Local resident variances													Other groups																												
Total	60	Home owner	64	Renting/other	55	Male	59	Female	64	No children	62	Have child 0-5	69	Have child 6-12	55	Have child 13-17	58	Have child 18+	53	18-34 years	52	35-54 years	61	55+ years	65	Disability	49	Preston Point Ward	56	Richmond Ward	69	Woodside Ward	57	Plympton Ward	61	Local business	58	Community group	68	Out of area ratepayer	60	Shire EMs / employees*	88

Local resident variances shows how results vary between residential segments based on the Performance Index Score

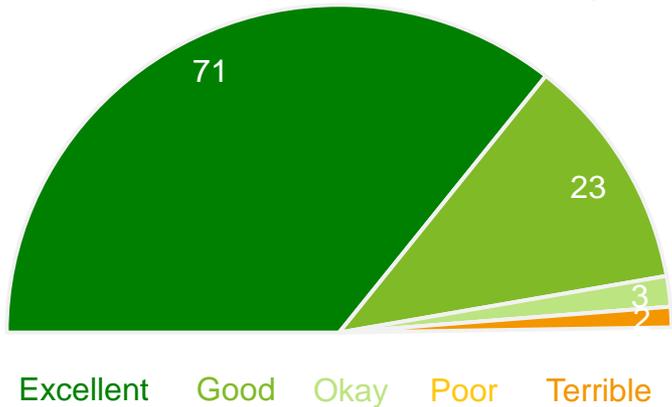
Other groups shows how results compare to residents.

Overall Performance

Place to live

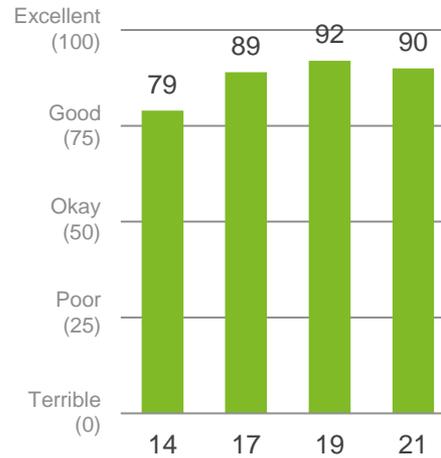
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	90
Industry High	90
Industry Average	75

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
90	92	92	91	93	92	90	80	83	92	92	67	88	90	88	94

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
89	90	90	95

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 539). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Place to visit

Performance ratings

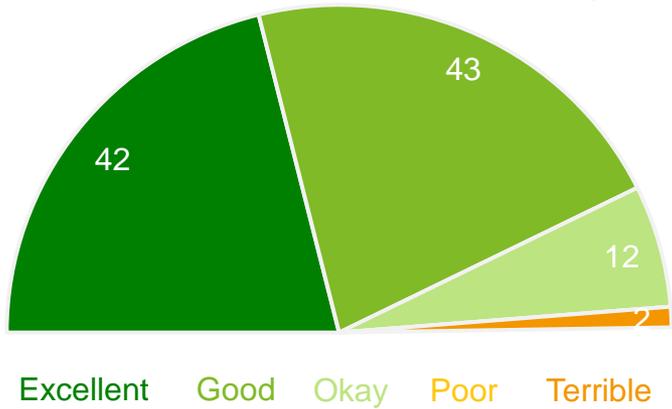
% of respondents

97%

81

Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	81
Industry High	88
Industry Average	68

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
81	83	82	82	84	82	80	70	78	82	81	60	84	82	75	82

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
76	82	80	93

Q. How would you rate performance in the following areas?

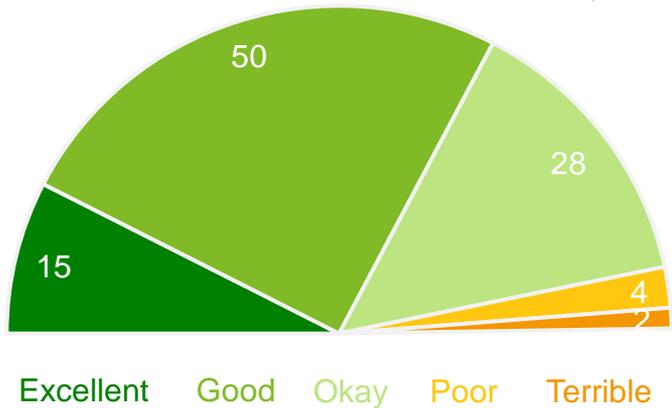
Base: All respondents, excludes 'unsure' and 'no response' (n = 507). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Place to own or operate a business

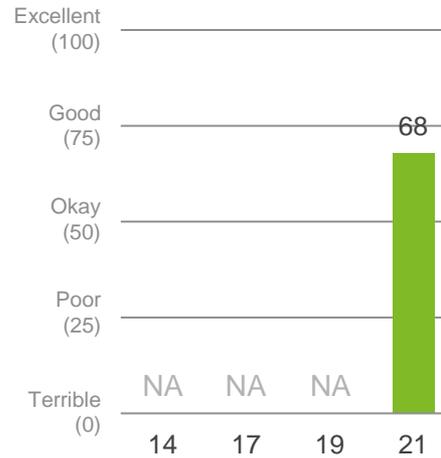
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	68
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
68	67	69	71	66	60	69	66	73	66	69	53	64	71	67	70

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
72	73	67	75

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 255). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Place to own or operate a business

Base: Local business owners and managers

Performance ratings

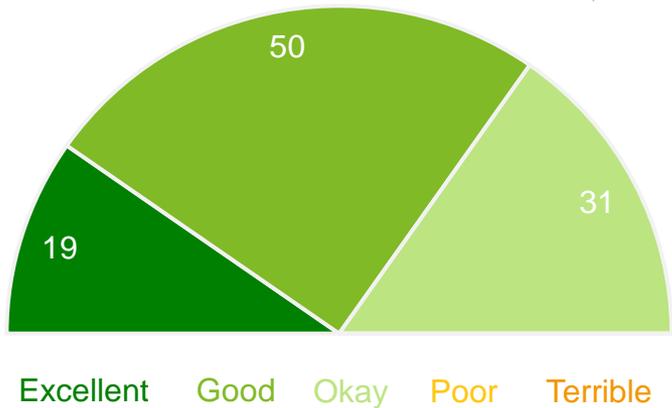
% of respondents

100%

72

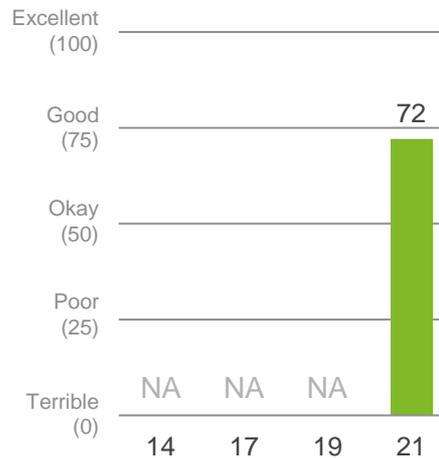
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	72
Industry High	77
Industry Average	70

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
72	-	-	-

Q. How would you rate performance in the following areas?

Base: All business respondents, excludes 'unsure' and 'no response' (n = 36). * Positive Rating = excellent, good + okay

The Town of East Fremantle as the organisation that governs the local area

Performance ratings

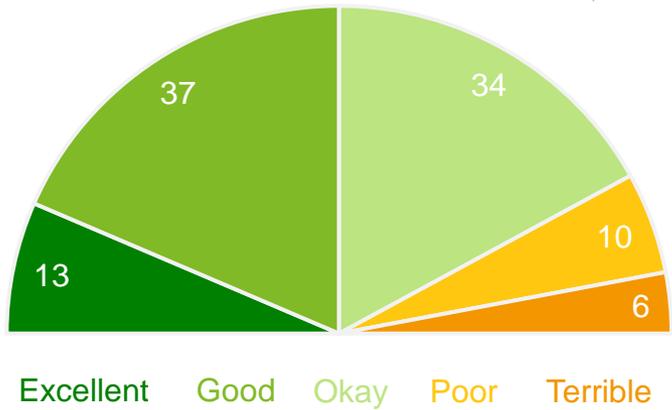
% of respondents

84%

Positive rating*

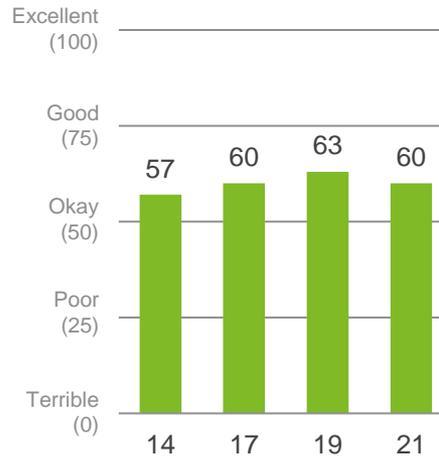
60

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	70
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
60	59	64	62	69	55	58	53	52	61	65	49	56	69	57	61

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
58	68	60	88

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 528). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Value for money from Council rates

Performance ratings

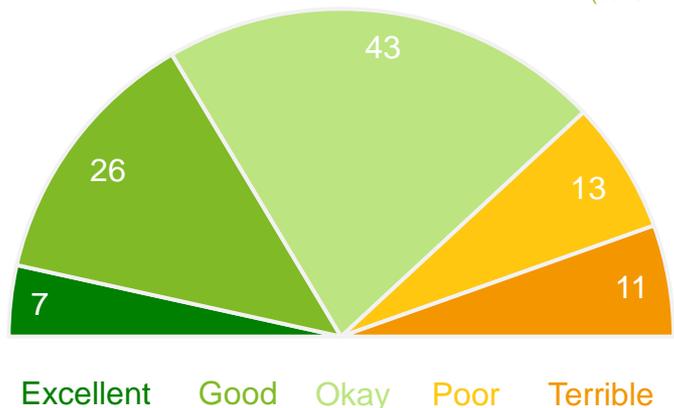
% of respondents

76%

51

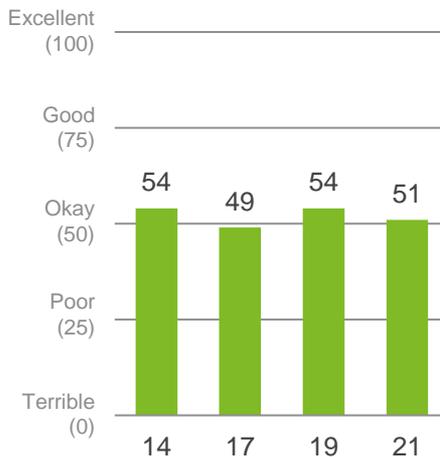
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	51
Industry High	63
Industry Average	44

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
51	48	54	52	54	40	48	50	45	49	56	51	41	55	52	55

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
47	51	49	86

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 479). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

MARKYT  industry comparisons

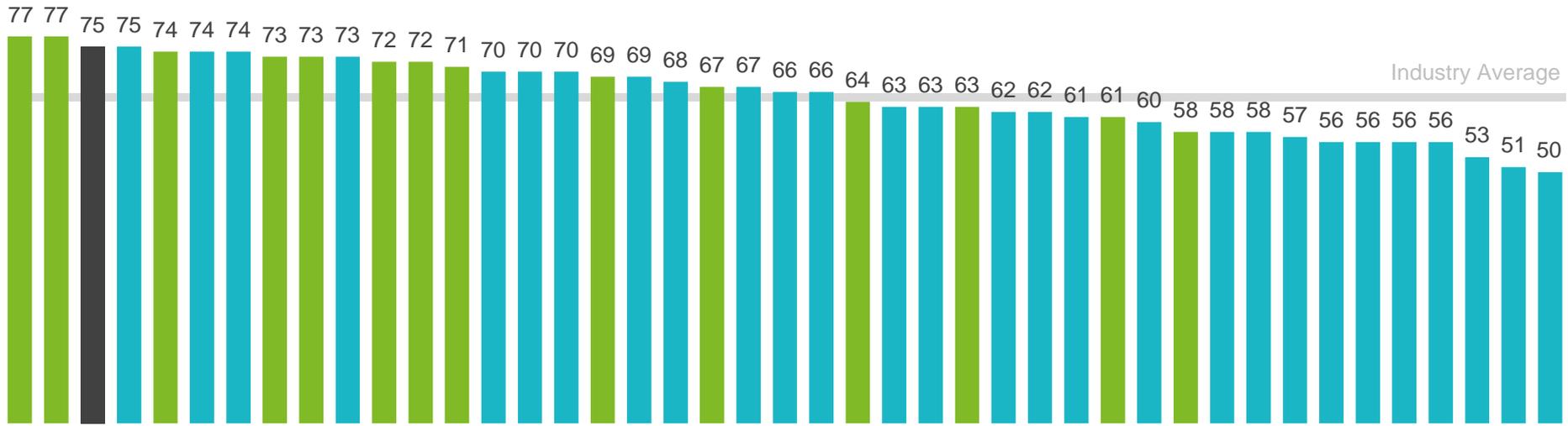
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Town of East Fremantle as a 'place to live' and as a 'governing organisation'. The Town of East Fremantle's overall performance index score is 75 out of 100, 10 index points above the industry standard for Western Australia.

Overall Performance Index Score

average of 'place to live' and 'governing organisation'

- Town of East Fremantle
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	75
Industry High	77
Industry Average	65

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
 Note: Service areas in grey have no benchmark data available.

The Town of East Fremantle is leading the industry in 3 areas:

- Place to live
- Marine facilities (boat ramps, jetties, etc)
- Enewsletters



MARKYT  Community Trends

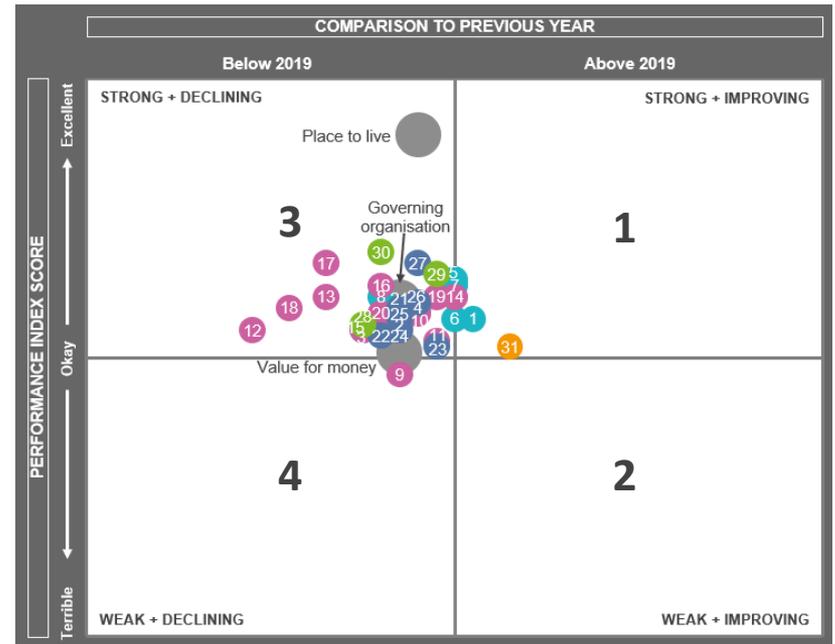
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

In the Town of East Fremantle’s Community Trends Window (detailed overleaf), Window 1 includes higher performing areas that are improving. Celebrate progress and continue to work on areas such as economic development and job creation.

Most services are located in Window 3. They are higher performing areas that have declined to some degree. Areas of greatest concern are:

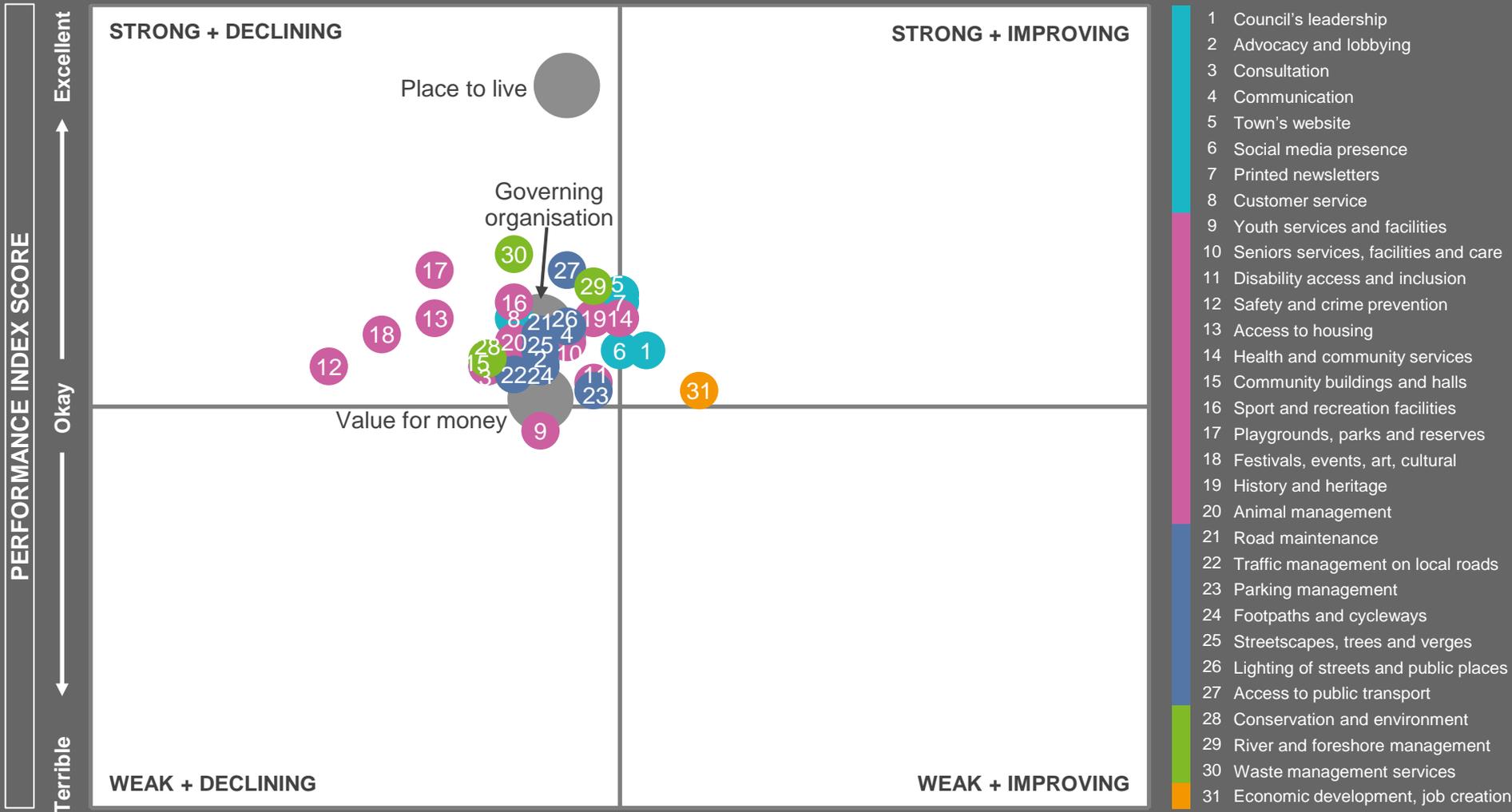
- Safety and crime prevention
- Festivals, events, art and cultural activities
- Access to housing
- Playgrounds, parks and reserves

Youth services, in Window 4, is a lower performing area in marginal decline.



MARKYT Community Trends Window

COMPARISON TO PREVIOUS SCORECARD (2019)



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.

MARKYT  Community Priorities

How to read MARKYT Community Priorities

The MARKYT Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE the Town's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITISE lower performing services where the community would like the Town to focus its attention.

Services are grouped in five areas:

- Governance
- Community
- Place
- Planet
- Economy

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

KAIZEN

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Technology and innovation
- 6 Customer service
- 7 Opportunities to be included
- 8 Youth services and facilities
- 9 Family and children services
- 10 Seniors services, facilities and care
- 11 Disability access and inclusion
- 12 Aboriginal recognition and respect
- 13 Safety and crime prevention
- 14 Access to housing
- 15 Health and community services
- 16 Public health and wellbeing
- 17 Community buildings and halls
- 18 Sport and recreation facilities
- 19 Playgrounds, parks and reserves
- 20 Library services
- 21 Festivals, events, art, cultural
- 22 History and heritage
- 23 Animal management
- 24 Managing growth and development
- 25 Road maintenance
- 26 Traffic management on local roads
- 27 Parking management
- 28 Footpaths and cycleways
- 29 Streetscapes, trees and verges
- 30 Lighting of streets and public places
- 31 Access to public transport
- 32 Marine facilities
- 33 Sustainability / climate change
- 34 Conservation and environment
- 35 River and foreshore management
- 36 Waste management services
- 37 Natural disaster management
- 38 Economic development, job creation
- 39 Town centre development, activation
- 40 Education and training opportunities

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=509)

Challenges

- Insufficient street trees in some areas.
- Lack of shade for footpaths, in parks and for car parking areas.
- Some established trees are considered inappropriate for the area.
- Some trees are unhealthy, dying or have died, and have not been replaced.
- Overgrown trees create hazards for pedestrians and traffic, and impact on residential properties.
- Established trees are being cleared for new property developments.
- Poor condition of streetscapes and verges.

Community driven actions

- **Provide** more street trees in areas lacking and protect established trees that are still fit for purpose. Choose to plant new trees, or replace existing trees, with native trees.
- **Provide** improved maintenance of street trees (i.e. pruning overgrowth, managing height and cleaning up leaves), verge lawns and weeds.
- **Provide** repairs of cracked and broken footpaths, kerbs and road crossovers.
- **Facilitate** improved verge maintenance on private property, develop simpler and better policies around verge use, encourage verge gardens, encourage greater use of native plants, and provide access to free or affordable plants, free mulch and assistance with planting.
- **Facilitate** planting of trees and gardens that attract and provide habitat for wildlife.
- **Provide** a review of verge parking. Some call for verge parking to be prohibited, while others want fewer restrictions on verge parking.
- **Provide** consultation around planning of streetscaping and tree planting.

Challenges

- Incidences of crime, break-ins, theft and drug activity.
- Antisocial behaviour, graffiti and vandalism.
- Public housing tenants are thought to be engaging in criminal and antisocial behaviour.
- Some concern with unsafe footpaths.

Community driven actions

- **Advocate** for greater Police presence and stricter enforcement of crime and antisocial behaviour.
- **Advocate** for the Department of Housing to improve management and supervision of public housing tenants.
- **Facilitate** shared information and reporting of safety and crime across the community through groups like Neighbourhood Watch.
- **Provide** more surveillance, increased responsiveness and greater visibility of security patrols, either by Council security staff, rangers or private contractors.
- **Provide** more CCTV in public places.
- **Provide** improved street lighting to deter crime and to make footpaths safer to walk on at night.
- **Provide** stricter enforcement of illegal parking including parking on footpaths.
- **Provide** more safety and crime prevention education.

Challenges

- Insufficient action taken to mitigate for climate change and to protect the local environment.
- Lack of information and understanding about sustainable practices.
- Poor communication about what the Town is doing to mitigate climate change and protect the local environment.

Community driven actions

- **Provide** greater leadership in sustainability. Advocate for Federal and State Government to take more action on climate change, prioritise climate change mitigation and sustainability at a policy level, encourage the adoption of sustainable practices, and keep the community informed about what the Town is doing.
- **Advocate** for renewable energy, community battery storage and for residents to take up solar power.
- **Provide** guidelines around sustainable housing development to minimise the impact of new developments on the surrounding area and the environment.
- **Provide** more trees (in particular, native trees), grow the urban canopy, and provide more green spaces to balance out development.
- **Provide** EV charging points and promote the use of electric vehicles.
- **Facilitate** planting of native gardens, waterwise gardens and urban food gardening.
- **Provide** improved water catchment management and wastewater recycling.
- **Provide** FOGO or green waste collection and composting of organic waste.
- **Provide** more recycling options and introduce guidelines to reduce waste such as single use plastics.

Challenges

- Overgrown trees and bushes protrude onto footpaths and impact accessibility.
- Uneven or broken footpaths and exposed tree roots create trip hazards.
- Some footpaths and wheelchair ramps are not accessible to seniors and people with disability.
- Footpath maintenance resources are not allocated evenly across the Town.
- Insufficient cycleways and existing cycleways are lacking connections.
- Cycleways are perceived as unsafe due to proximity to the road and narrow width.
- Cars parked on verges or the street cause obstructions.

Community driven actions

- **Provide** footpaths on all streets throughout the Town.
- **Provide** more pedestrian crossings on busy roads.
- **Provide** footpath maintenance, repairs and upgrades to remove trip hazards.
- **Provide** removal of overhanging trees, bushes and exposed tree roots to improve accessibility.
- **Provide** an extended network of cycleways that are safe, wide enough for overtaking, separated from the road, with good lighting, and well connected with key places (e.g., schools, beaches, bridges, train stations, Canning Highway and between the suburbs).
- **Provide** more bike parking.
- **Provide** better community engagement to ensure the community is informed about the footpath repair and upgrade schedule.

Challenges

- Insufficient parks, trees and recreation areas.
- Parks and reserves and not being maintained, cleaned or watered enough.
- Insufficient playgrounds.
- Existing playgrounds are seen as 'too plastic,' outdated, run-down and uninteresting.
- Lack of public toilets at playgrounds parks and reserves.
- Insufficient dog parks and dog exercise areas.

Community driven actions

- **Provide** more public toilets within walking distance of parks, reserves and playgrounds.
- **Facilitate** the development of more playgrounds and improve current playgrounds across the town such as updating play equipment to be more modern, challenging and interesting, swapping plastic equipment for nature equipment and providing play equipment suitable for toddlers.
- **Provide** a nature playground.
- **Provide** more shade at all parks and provide all playgrounds with shade cloths.
- **Facilitate** the development of more parks and reserves including expanding existing green spaces, ensuring new developments include green spaces, increasing urban canopy, developing parks near the river, and preserving existing green spaces.
- **Provide** more native trees and plants in parks and reserves.
- **Provide** more dog parks, fenced off-leash dog exercise areas and dog walking spaces (especially on the weekends) and improve current dog parks (e.g., build taps or water fountains, and provide more bins and shade).
- **Provide** regular and more comprehensive park maintenance such as more watering, mowing, cleaning and litter removal, and preventing degradation.

Challenges

Community driven actions

- Insufficient places, services and activities for youth to spend time and interact with one another in a safe environment.
- Future sustainability of the Scouts after being removed from Leeuwin Scout Hall.

- **Provide** more places for youth to safely spend time, day and night, that cater for a diverse range of ages and interests. Consider providing a Youth Hub with affordable food and drinks and spaces to practice art and music, a skate park, a bike course, affordable or free outdoor courts, nature playgrounds, a climbing wall, and hang out spaces.
- **Provide** more youth support services such as mental health services, a drop-in centre and YAC advisory group.
- **Provide** and promote more programs and activities for youth, such as establishing youth groups and meet ups for different ages, hosting more youth events and promoting programs that engage youth in the community (e.g., youth afternoons at Locke Park).
- **Provide** greater consultation with youth.
- **Facilitate** engagement with the Scouts to find an acceptable solution for where they are based. They would like access to the Leeuwin Scouts Hall (not shared with a paddling group) or a suitable and safe alternative.

Challenges

- Henry Jeffery Oval is in poor condition and some consider it to be dangerous with uneven turf causing injuries.
- Ovals and sporting grounds are not maintained regularly enough or to a high enough standard.
- Some sporting clubs feel unsupported by the Town, receive minimal funding to upgrade facilities and have received poor customer service.

Community driven actions

- **Facilitate** timely completion of the East Fremantle Oval redevelopment project.
- **Facilitate** an extended range of sport and recreation facilities, services and events (e.g., build a skate park, basketball courts, an outdoor pool, disc golf course, etc. and host more state competitions).
- **Provide** upgrades to current sporting grounds and facilities:
 - Fund maintenance at Shark Park and Tricolore sporting grounds.
 - Resurface, improve and upgrade Henry Jeffery Oval (e.g., ensure player safety, more frequent maintenance and mowing that doesn't interrupt sporting seasons, provide grass cover on sand patches, and remove weeds and pot-holes).
 - Better lighting on the western courts at the Lawn Tennis Club and other sports grounds.
- **Provide** more facilities in parks such as barbeques, water fountains, expanded playgrounds, toilets and dog exercise areas.
- **Provide** support for community sporting groups (e.g., East Fremantle's Women's Football Club) via engagement, connecting sporting groups with local businesses, funding infrastructure, clubroom upgrades and repairs (e.g., Tricolore club rooms and Sea Scouts rooms) and better customer service.

Challenges

Community driven actions

- New developments are having a negative impact on existing homeowners, streetscapes, safety, community feel, heritage, trees, green spaces and the natural landscape.
- Concerns with increasing density and overcrowding.
- Proposed developments (e.g., Leeuwin Barracks) may have adverse traffic and parking impacts.
- A divided community: some want to restrict new developments, sub-divisions, infill and population density while others would like higher density and more urban infill.

- **Provide** guidelines for new developments to restrict height and density, protect heritage areas and heritage buildings, maintain the character and aesthetic look of the Town, ensure community values are reflected in development, and the Town remains safe and family friendly.
- **Regulate** new developments to ensure they are built sustainably and do not impact on important ecological areas or reduce green spaces or natural landscapes.
- **Provide** improved consultation and communication regarding new developments , infrastructure plans, and how traffic and parking impacts will be managed.

Challenges

Community driven actions

- Too many vehicles and congestion on local roads and poor traffic flow.
- Vehicles take short-cuts and speed through residential streets, narrow roads and thoroughfares for school children to avoid traffic, speed bumps and traffic-lights (i.e., 'rat runs').
- Crossing roads is difficult and unsafe especially along Canning Highway.
- Vehicles parked on the street and verges are parking over footpaths, cause poor traffic flow on narrow roads and block visibility of oncoming traffic.
- Some road designs and traffic calming infrastructure are poorly designed, dangerous and create congestion.

- **Provide** traffic calming, traffic management, and speeding controls, such as speed humps or chicanes, on roads near schools, that are narrow, residential or used as 'rat runs.'
- **Provide** more and upgraded pedestrian crossings on Canning Highway and throughout the Town to improve safety.
- **Regulate** street parking to ensure parking is limited on narrow roads (such as parking on one side of the road), residential vehicles are parked in driveways where possible, and parked vehicles are not hindering visibility of traffic or parked on footpaths.
- **Provide** improved traffic flow by installing roundabouts and islands at uncontrolled intersections, and restricting certain roads to local traffic only.

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity



Familiarity with local services and facilities

Lower levels of familiarity

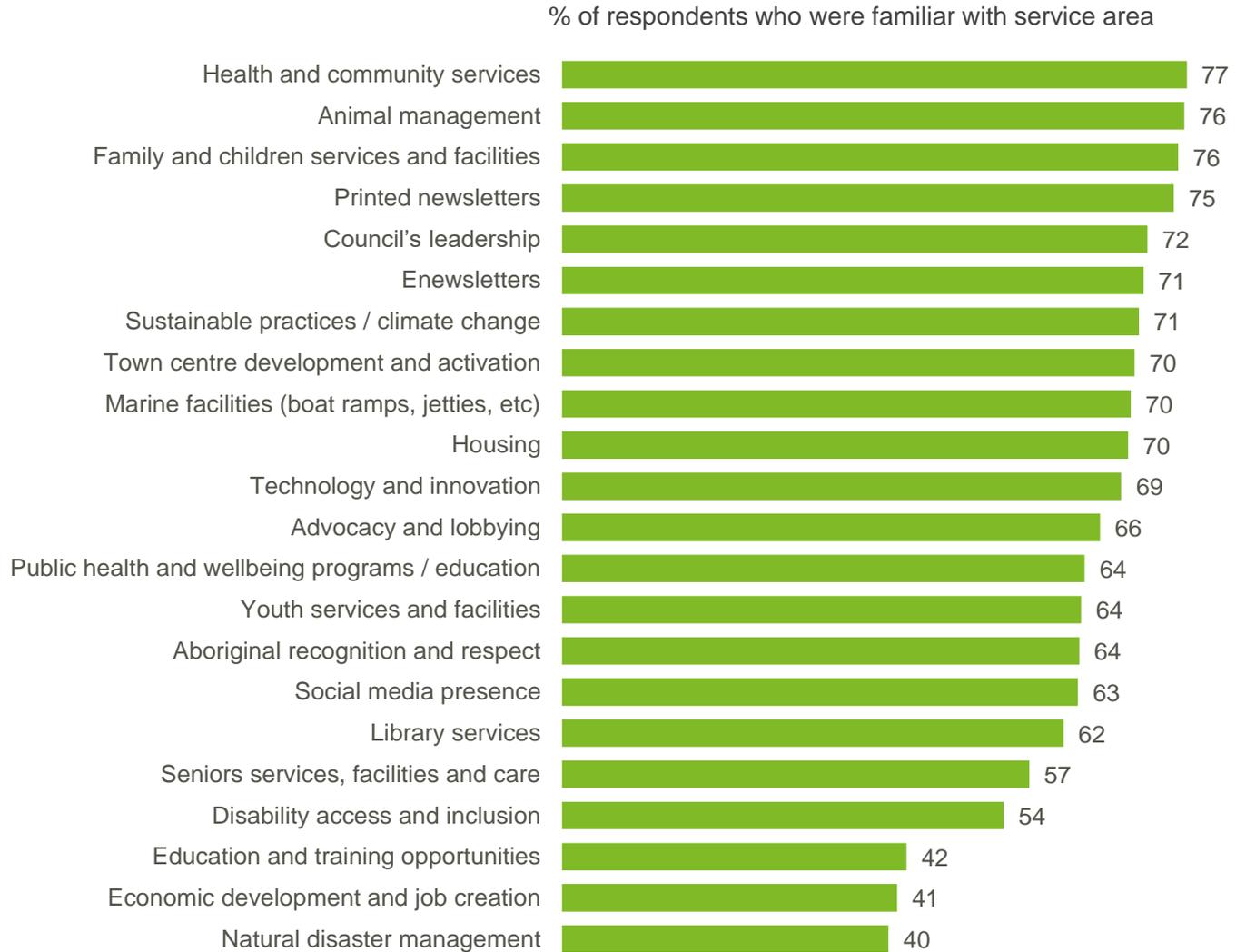


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Governance

Council's leadership

Performance ratings

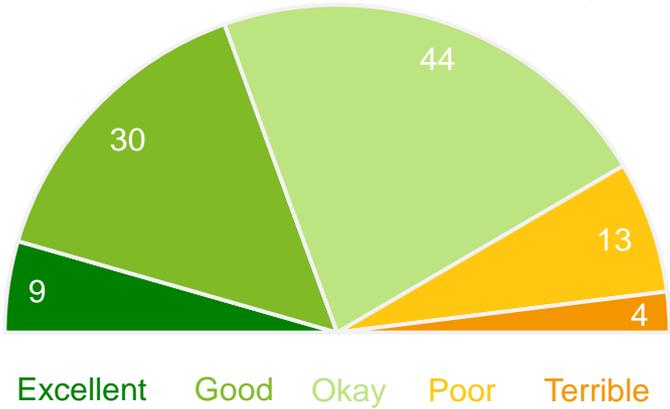
% of respondents

83%

57

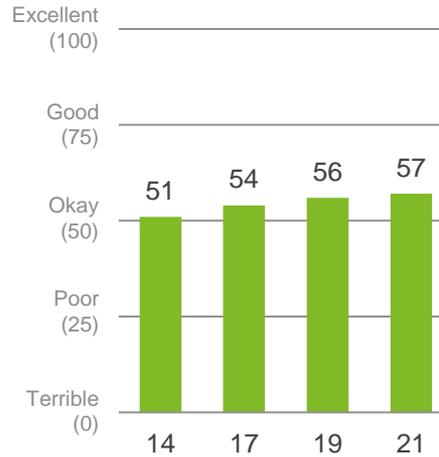
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle 57

Industry High 67

Industry Average 50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
57	56	60	60	59	50	51	52	57	54	59	47	51	58	57	58

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
55	63	56	91

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 390). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

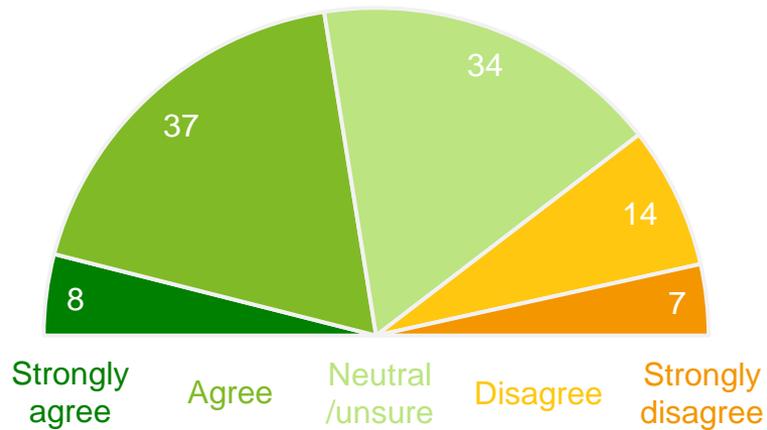
The Town has developed and communicated a clear vision for the area

Level of agreement

% of respondents

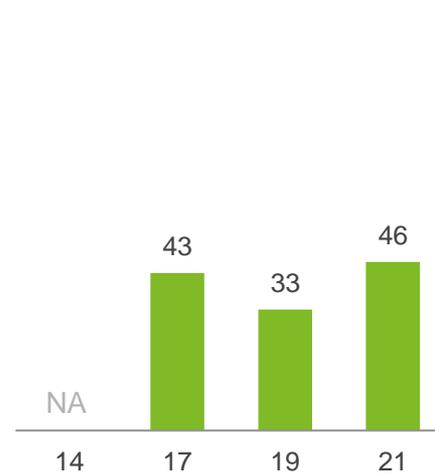
46%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	46
Industry High	58
Industry Average	34

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
46	40	53	51	54	34	34	36	35	49	51	38	39	44	45	52

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
30	57	53	100

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 531). ^ Small sample group (<20 respondents)

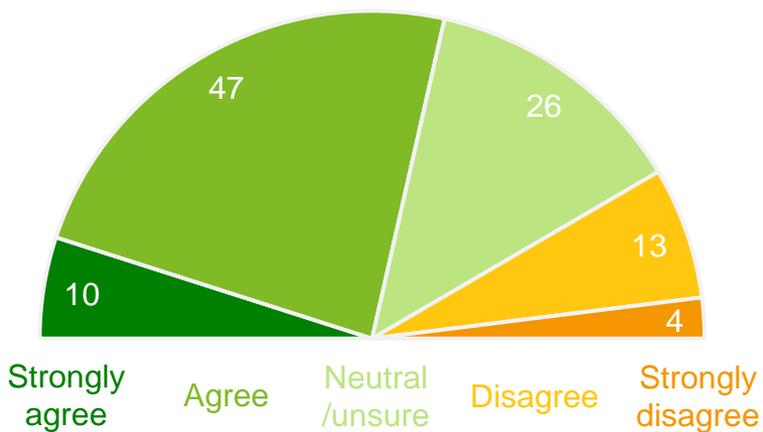
Achievement of the vision: East Fremantle has an inclusive community and lifestyle, balancing growth and sustainability

Level of agreement

% of respondents

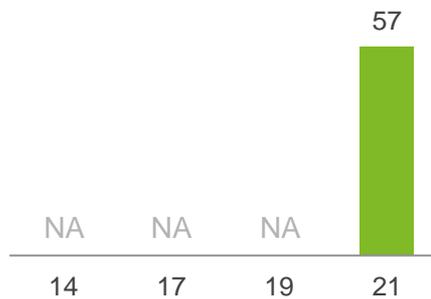
57%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	57
Industry High	NA
Industry Average	NA

Variances across the community

% agree

Local resident variances

Other groups

Local resident variances														Other groups					
Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward	Local business	Community group	Out of area ratepayer	Town EMs / employees^
57	57	60	59	70	52	47	40	68	56	56	36	50	64	55	59	38	55	63	100

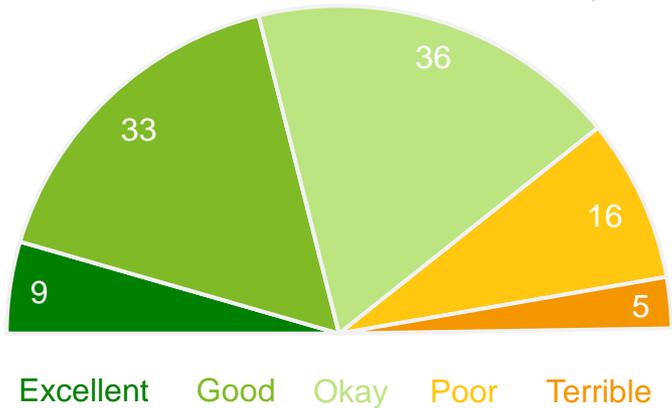
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 534). ^ Small sample group (<20 respondents)

Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc

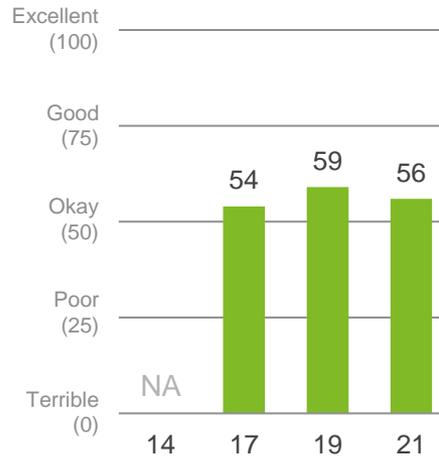
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	56
Industry High	64
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
56	56	59	59	65	49	49	50	58	54	58	45	48	57	60	58

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
52	59	56	91

Q. How would you rate performance in the following areas?

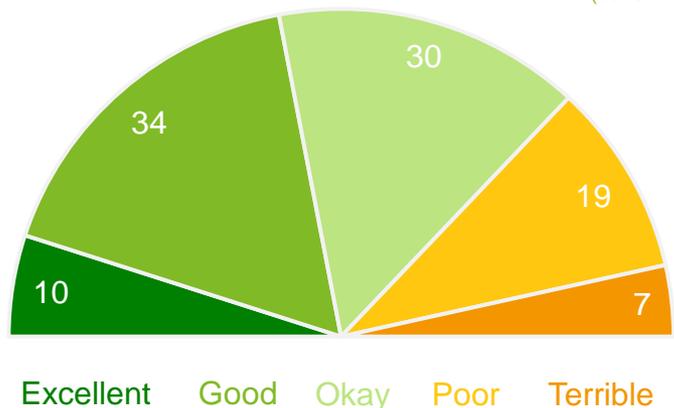
Base: All respondents, excludes 'unsure' and 'no response' (n = 359). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

How the community is consulted about local issues

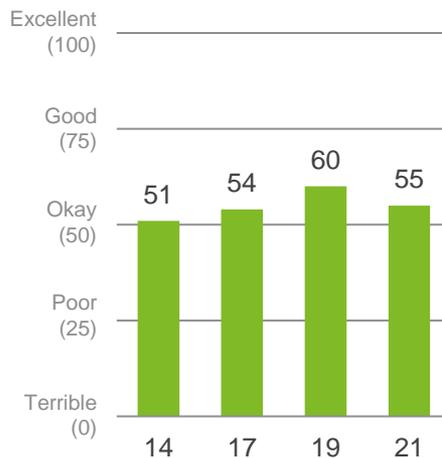
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	62
Industry Average	46

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward	Local business	Community group	Out of area ratepayer	Town EMs / employees^
55	54	58	57	65	45	52	55	55	56	57	50	48	55	57	59	47	61	57	86

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 481). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

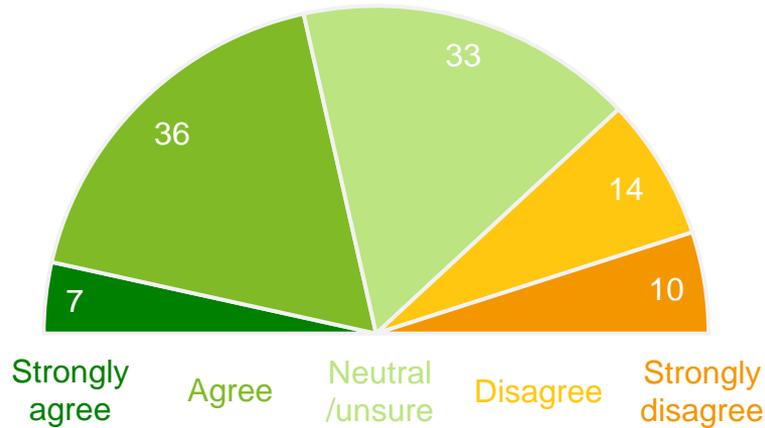
The Town has a good understanding of community needs

Level of agreement

% of respondents

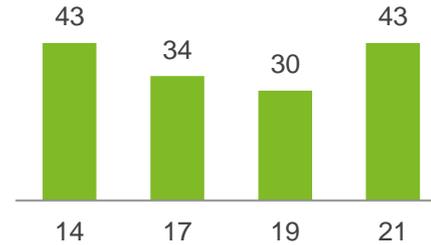
43%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	43
Industry High	61
Industry Average	33

Variations across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
43	39	49	47	52	38	32	31	44	43	45	26	32	46	39	53

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees [^]
24	57	43	90

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 537). [^] Small sample group (<20 respondents)

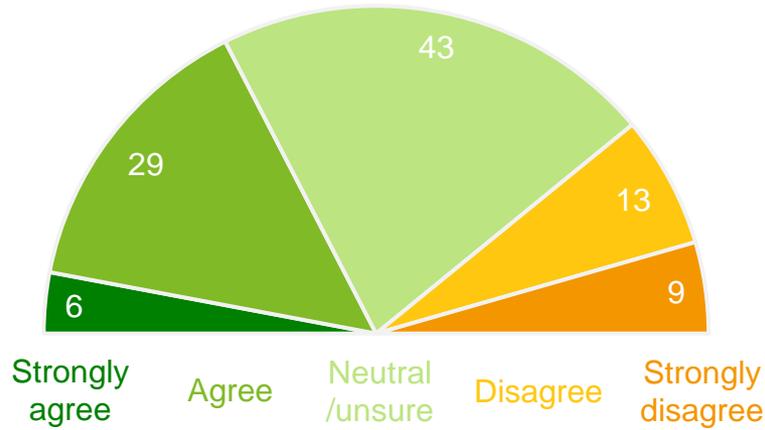
The Town listens to and respects views

Level of agreement

% of respondents

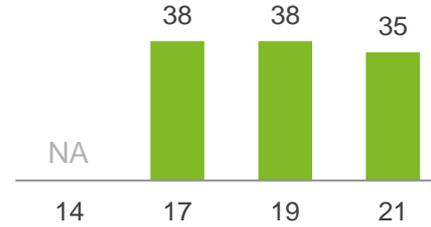
35%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	35
Industry High	55
Industry Average	32

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
35	30	41	36	48	31	27	27	28	38	39	25	28	39	34	40

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees [^]
30	51	40	90

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 534). [^] Small sample group (<20 respondents)

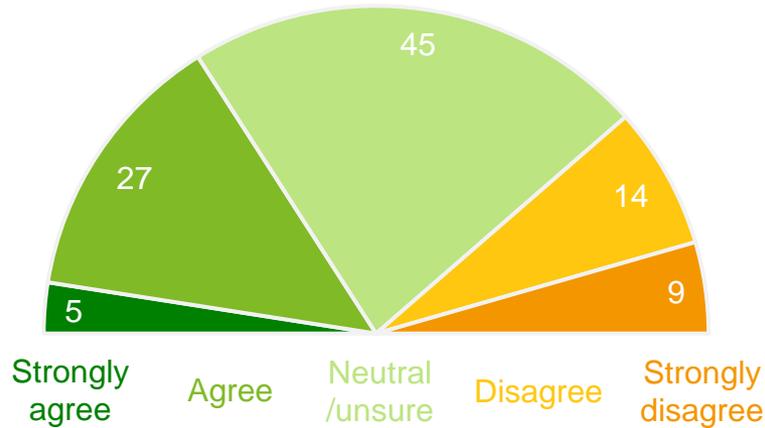
The Town clearly explains reasons for decisions and how residents' views are taken into account

Level of agreement

% of respondents

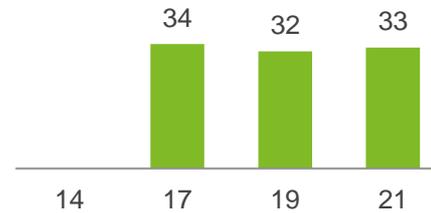
32%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	33
Industry High	45
Industry Average	26

Variations across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
33	30	37	33	43	30	25	28	25	35	37	23	27	36	29	38

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
19	41	45	70

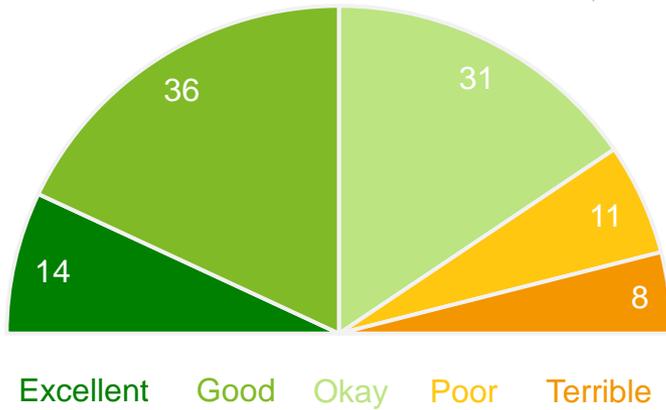
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 534). ^ Small sample group (<20 respondents)

How the community is informed about what's happening in the local area

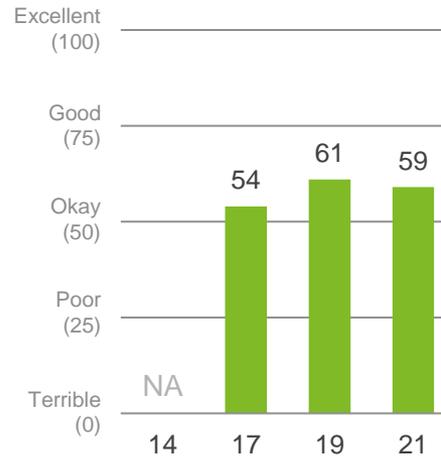
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	59
Industry High	69
Industry Average	54

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
59	59	62	59	72	56	57	49	54	59	61	44	52	62	61	60

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
53	69	59	89

Q. How would you rate performance in the following areas?

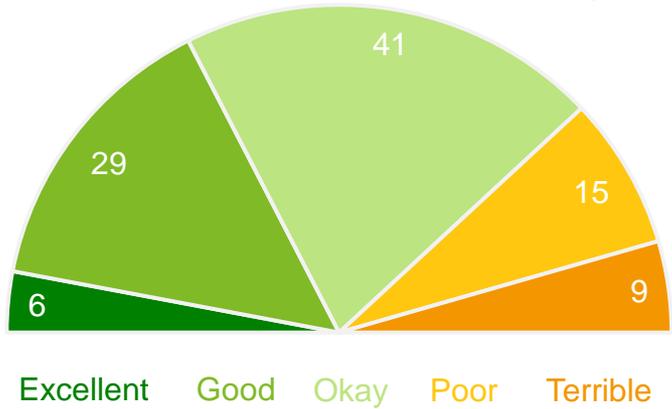
Base: All respondents, excludes 'unsure' and 'no response' (n = 499). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

How the Town embraces technology and innovation

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	52
Industry High	65
Industry Average	52

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
52	51	57	57	51	40	49	47	39	51	61	39	49	60	48	51

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
44	61	56	75

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 373). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Customer service

Performance ratings

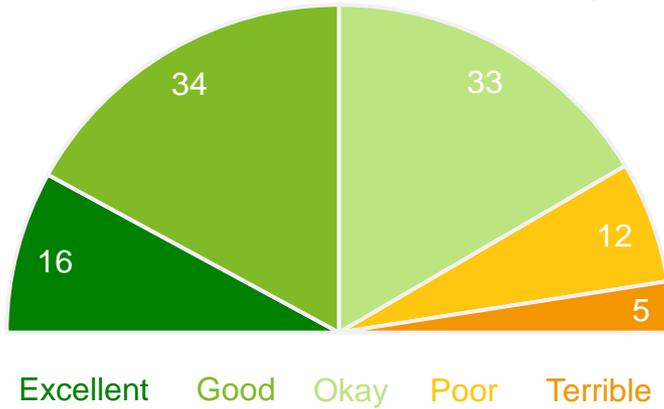
% of respondents

83%

61

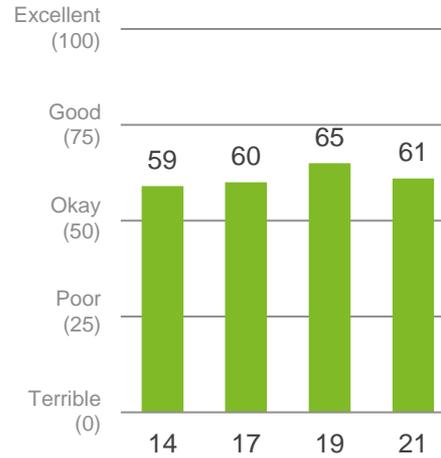
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	74
Industry Average	61

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
61	59	63	62	61	56	60	58	60	59	64	58	48	67	65	62

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
58	68	58	86

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 484). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

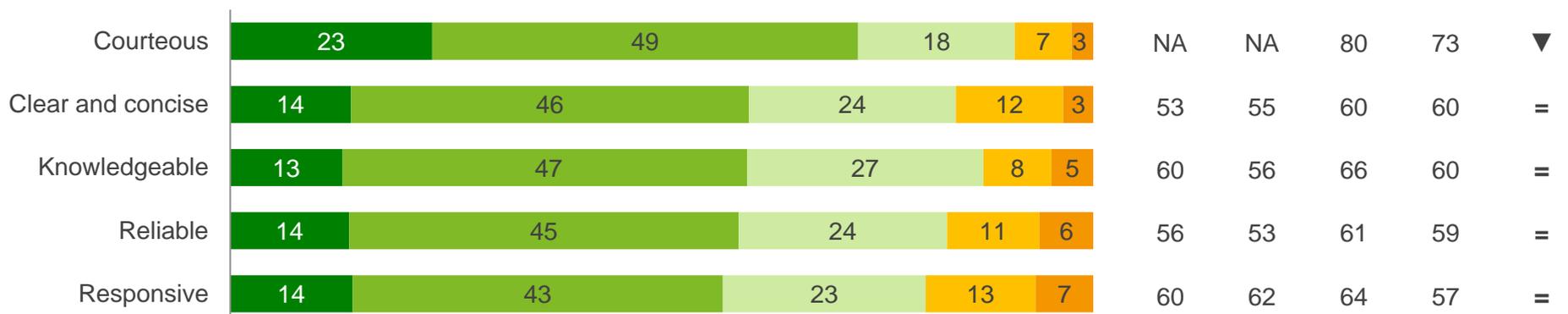
Customer service dimensions

Level of agreement

% of respondents

■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree

Total Agree (%)



Local resident variances

Other groups

Variations across the community

% total agree

	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward	Local business	Community group	Out of area ratepayer	Town EMs / employees [^]
Courteous	73	73	76	73	78	73	71	66	62	70	80	52	58	78	76	77	56	81	80	100
Clear and concise	60	51	72	66	74	50	53	48	64	62	59	50	44	72	49	76	56	66	59	63
Knowledgeable	60	51	72	62	80	45	62	49	53	65	62	50	49	78	52	63	58	73	58	88
Reliable	59	55	66	62	72	46	59	52	58	62	60	46	43	68	54	68	46	68	63	88
Responsive	57	51	66	60	61	44	58	53	42	65	62	52	46	70	51	62	54	67	65	75

Q. How strongly do you agree or disagree that staff at the Town of East Fremantle are:

Base: All respondents, excludes 'no response' (n = varies from 435 to 464). ^ Small sample group (<20 respondents)

Communications

Town's website

Performance ratings

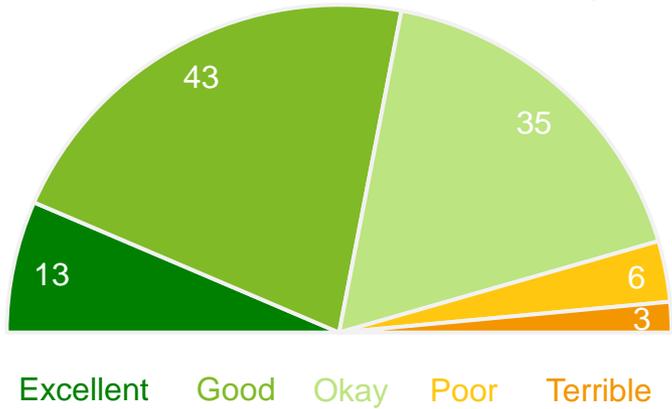
% of respondents

91%

Positive rating*

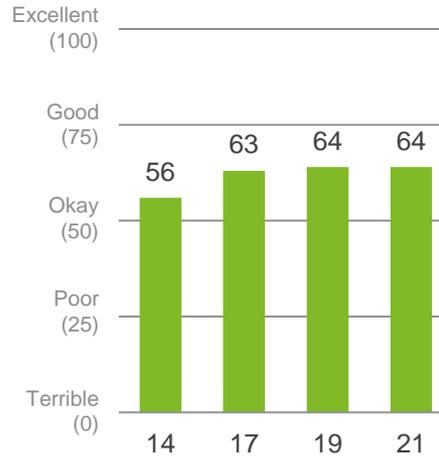
64

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	64
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
64	64	66	65	68	60	62	60	64	63	65	52	55	71	62	68

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
56	72	65	91

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 447). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Social media presence

Performance ratings

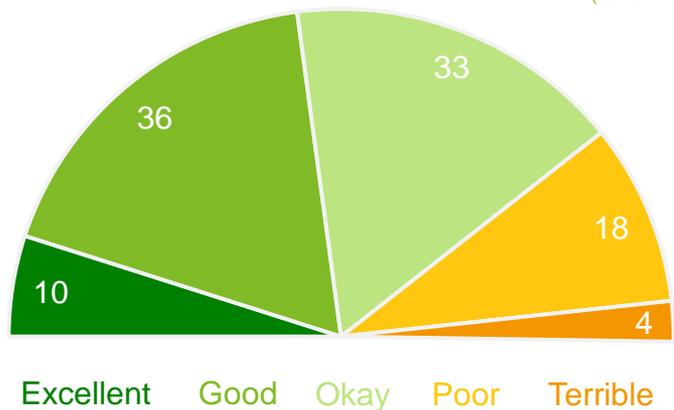
% of respondents

79%

57

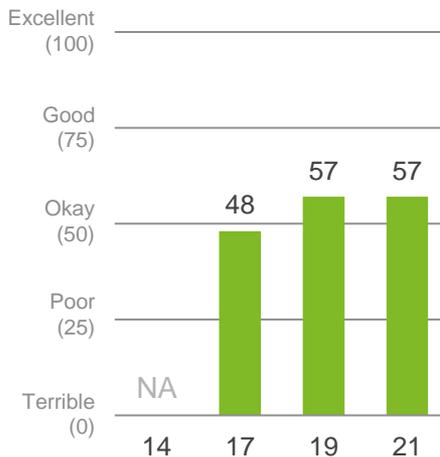
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle 57

Industry High 66

Industry Average 53

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
57	57	60	59	64	56	51	50	62	55	57	43	52	60	53	62

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
55	64	61	97

Q. How would you rate performance in the following areas?

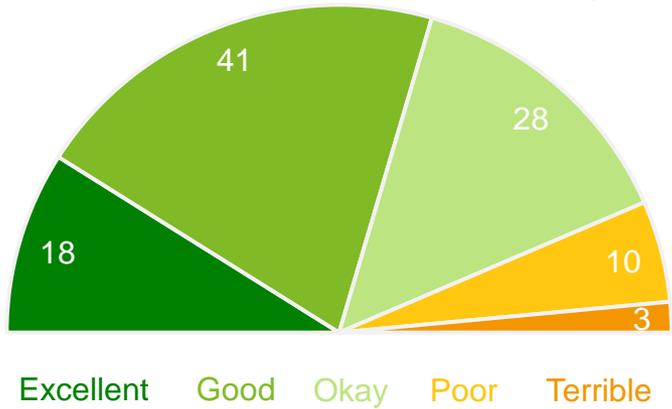
Base: All respondents, excludes 'unsure' and 'no response' (n = 344). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Enewsletters

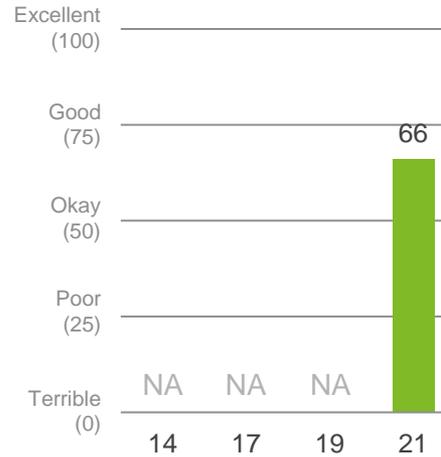
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	66
Industry High	66
Industry Average	60

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
66	66	68	69	71	58	58	59	69	61	69	53	62	70	64	69

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
62	72	70	100

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 388). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Printed newsletters

Performance ratings

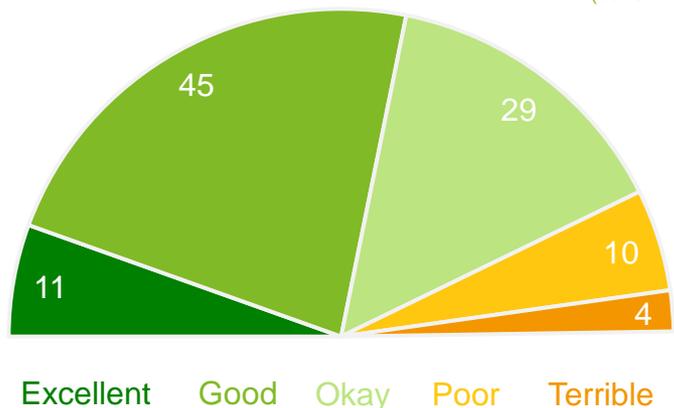
% of respondents

85%

Positive rating*

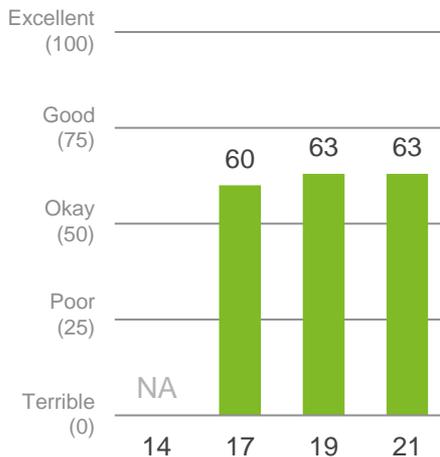
63

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	63
Industry High	75
Industry Average	64

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
63	63	65	63	67	63	57	57	61	59	65	51	57	66	62	65

Other groups

Local business	60
Community group	68
Out of area ratepayer	65
Town EMs / employees^	100

Q. How would you rate performance in the following areas?

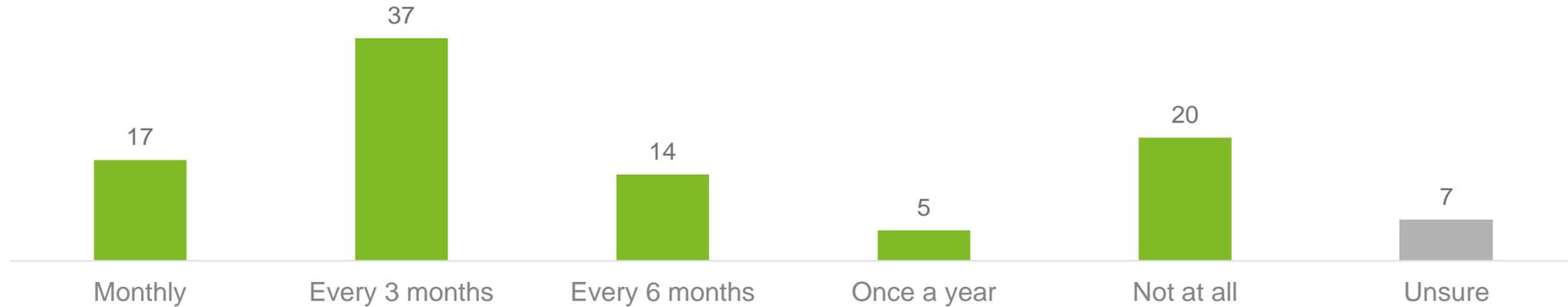
Base: All respondents, excludes 'unsure' and 'no response' (n = 408). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Printed newsletters | preferred frequency

How frequently would you like to receive a printed newsletter from the Town of East Fremantle?

% of respondents



Local resident variances

Other groups

Variances across the community % respondents	Local resident variances										Other groups									
	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward	Local business	Community group	Out of area ratepayer	Town EMs / employees [^]
Monthly	17	16	19	17	13	25	16	8	15	11	17	23	13	22	15	17	24	11	16	25
Every 3 months	37	43	33	38	40	34	38	33	47	35	35	25	40	31	37	37	48	32	44	25
Every 6 months	14	16	13	16	6	12	13	20	8	13	20	17	13	21	10	16	3	8	19	25
Once a year	5	2	7	5	10	6	5	5	0	7	7	6	7	6	4	3	3	8	6	13
Not at all	20	14	23	15	30	20	18	31	21	27	15	23	15	17	30	17	21	29	16	13
Unsure	7	9	5	9	1	4	9	4	9	7	6	5	11	4	4	9	0	13	0	0

Q. How frequently would you like to receive a printed newsletter from the Town of East Fremantle?

Base: All respondents, excludes 'no response' (n = 484). ^ Small sample group (<20 respondents)

Community Development

Opportunities to be included and connected to your community

Performance ratings

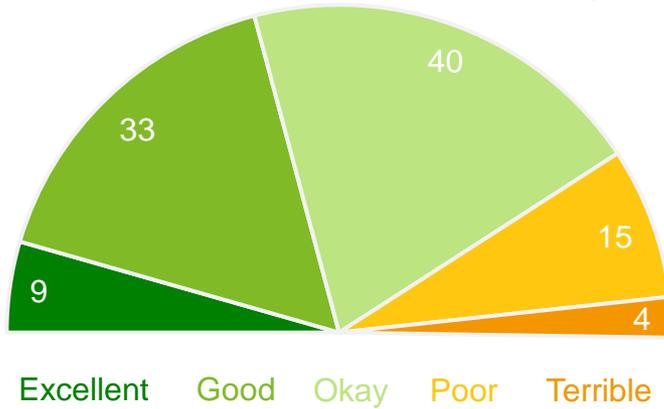
% of respondents

82%

57

Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	57
Industry High	NA
Industry Average	NA

Variations across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
57	57	59	57	64	54	56	54	53	58	60	52	52	58	58	59

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
56	65	61	86

Q. How would you rate performance in the following areas?

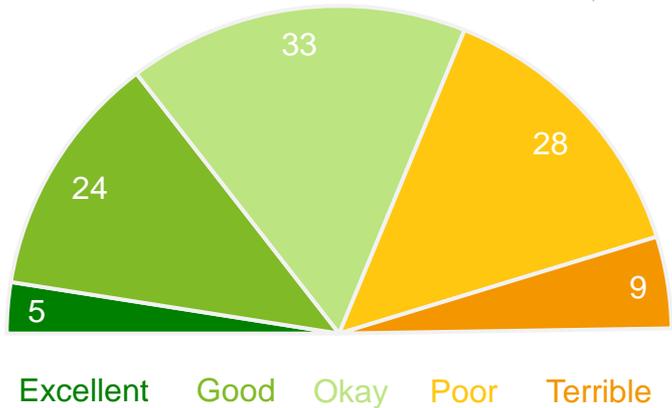
Base: All respondents, excludes 'unsure' and 'no response' (n = 478). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Services and facilities for youth

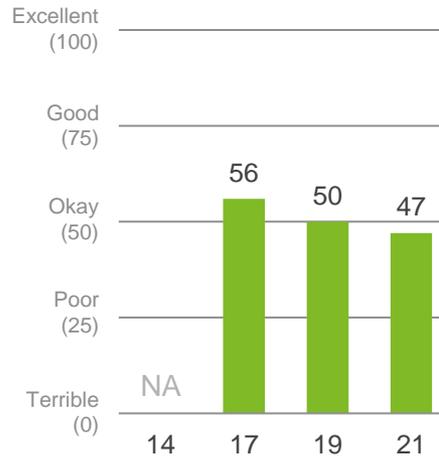
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	47
Industry High	66
Industry Average	48

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
47	51	45	52	52	41	41	40	43	48	52	33	46	49	42	52

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
40	55	46	69

Q. How would you rate performance in the following areas?

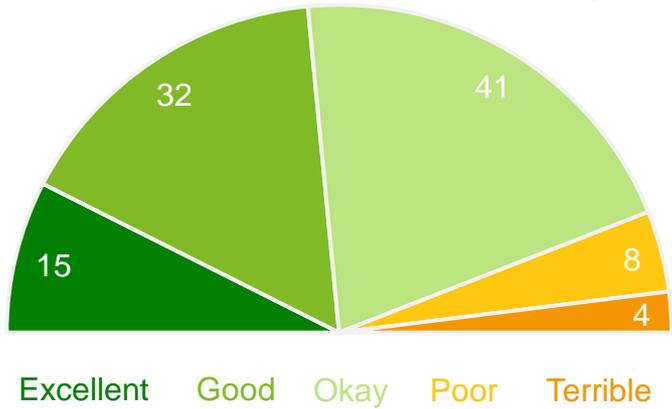
Base: All respondents, excludes 'unsure' and 'no response' (n = 346). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Services and facilities for families and children

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	62
Industry High	68
Industry Average	58

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
62	64	60	62	69	57	58	60	62	62	63	55	58	63	61	65

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
55	61	68	75

Q. How would you rate performance in the following areas?

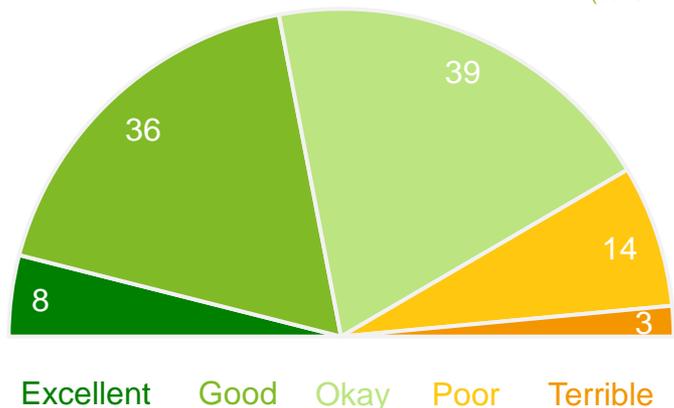
Base: All respondents, excludes 'unsure' and 'no response' (n = 411). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Services, facilities and care available for seniors

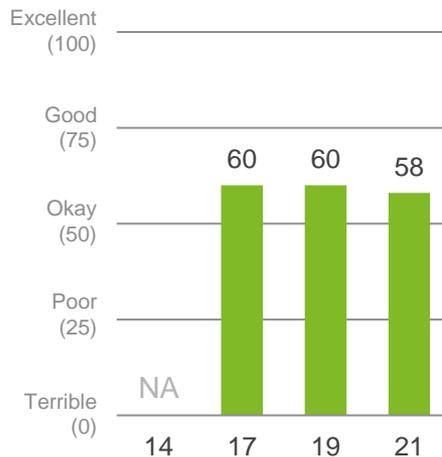
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	58
Industry High	68
Industry Average	54

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
58	59	60	60	62	55	56	50	56	56	58	46	54	62	59	57

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
54	61	62	83

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 311). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Disability access and inclusion

Performance ratings

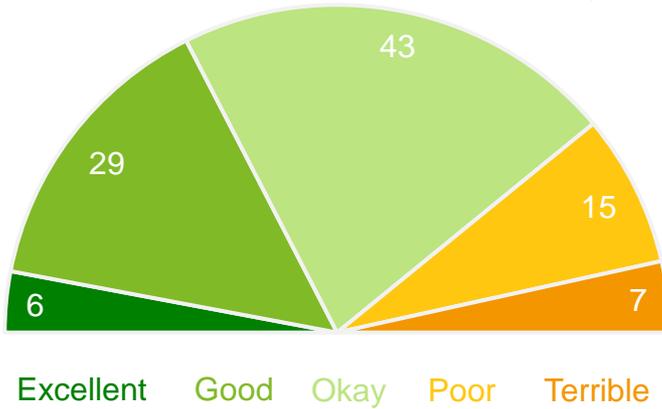
% of respondents

78%

Positive rating*

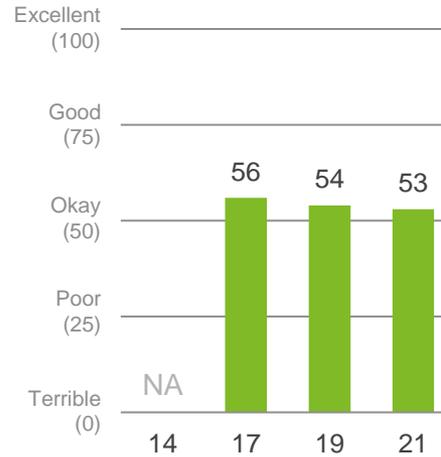
53

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	53
Industry High	65
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
53	51	58	57	60	41	51	48	47	53	56	48	48	58	48	58

Other groups

Local business	45
Community group	58
Out of area ratepayer	59
Town EMs / employees^	81

Q. How would you rate performance in the following areas?

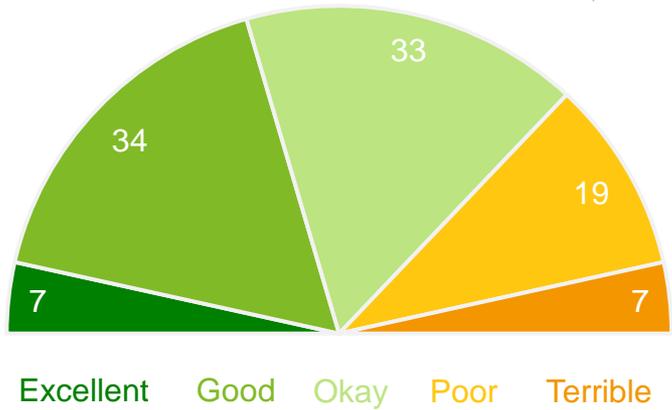
Base: All respondents, excludes 'unsure' and 'no response' (n = 294). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Recognition and respect for Aboriginal cultures and heritage

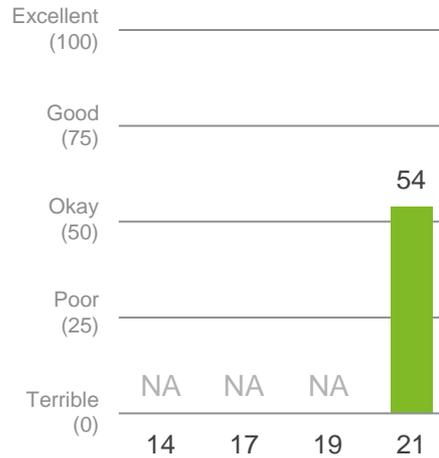
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	70
Industry Average	63

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
54	56	54	55	56	53	55	49	47	53	62	39	57	59	50	53

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
51	61	56	75

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 345). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Community Wellbeing

Community safety and crime prevention

Performance ratings

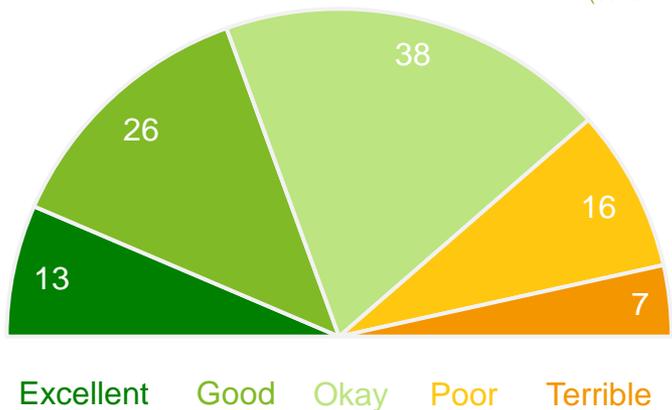
% of respondents

77%

55

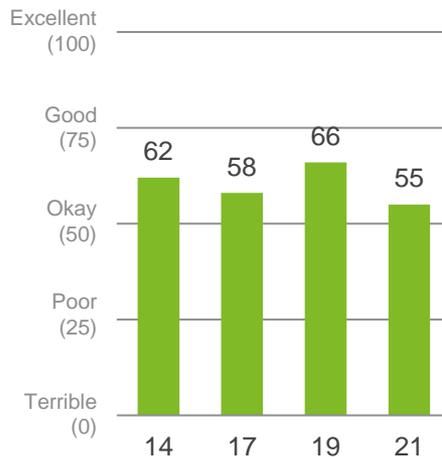
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	76
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
55	59	53	53	57	62	51	54	55	53	56	45	47	49	66	57

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
45	59	52	78

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 452). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Access to housing that meets your needs

Performance ratings

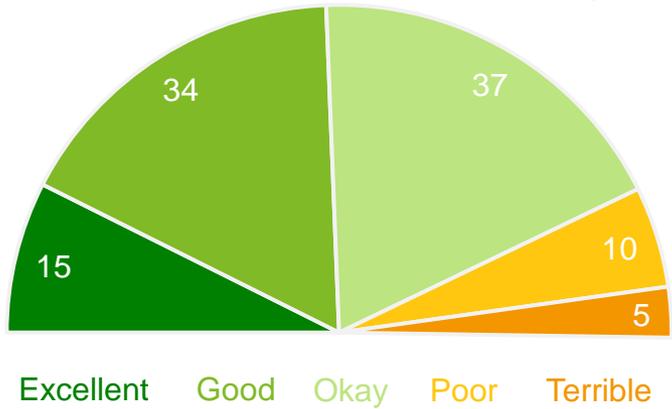
% of respondents

86%

61

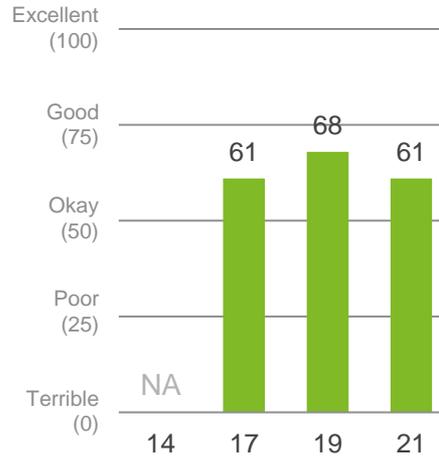
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	66
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
61	59	65	61	71	59	63	56	53	64	66	50	54	63	62	64

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
67	63	65	94

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 377). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Access to health and community services

Performance ratings

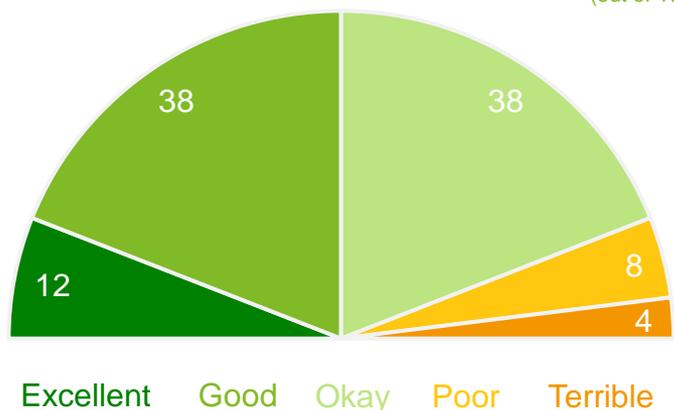
% of respondents

88%

61

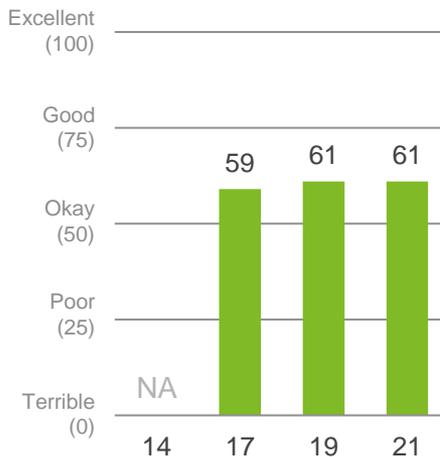
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	70
Industry Average	56

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
61	61	64	62	66	59	63	51	53	62	66	41	60	61	61	63

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
54	63	62	88

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 417). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Public health and wellbeing programs and education

Performance ratings

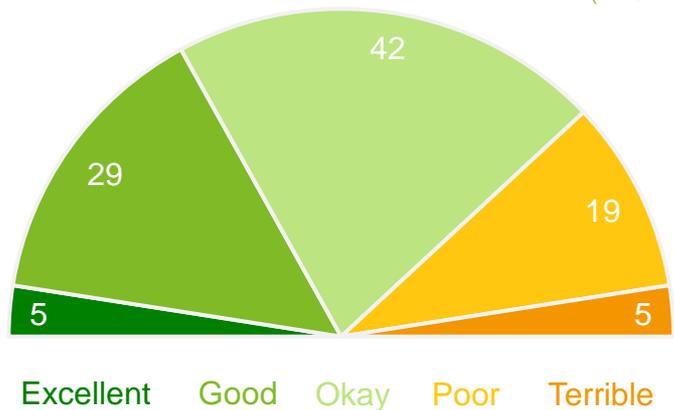
% of respondents

76%

53

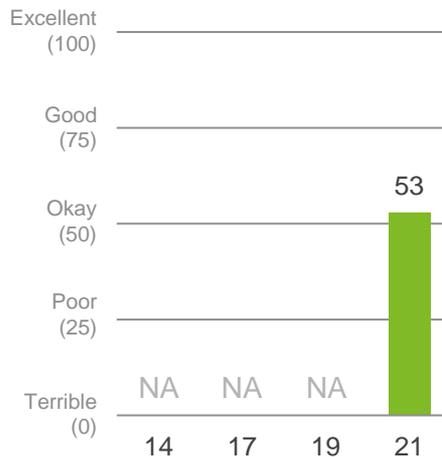
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	53
Industry High	65
Industry Average	51

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
53	54	54	55	55	52	54	46	44	54	58	37	53	51	53	53

Other groups

Local business	46
Community group	60
Out of area ratepayer	52
Town EMs / employees^	78

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 348). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Community buildings and halls

Performance ratings

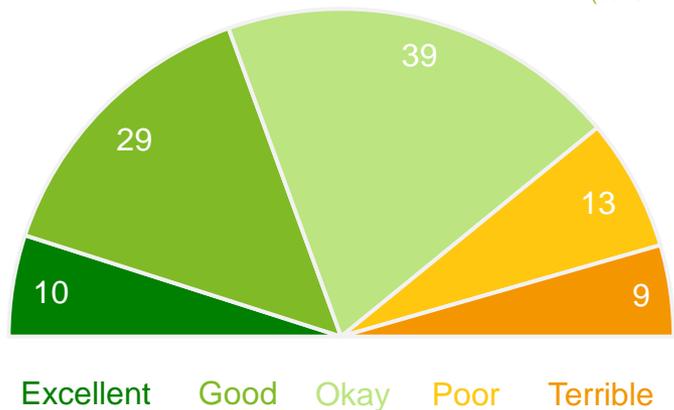
% of respondents

78%

Positive rating*

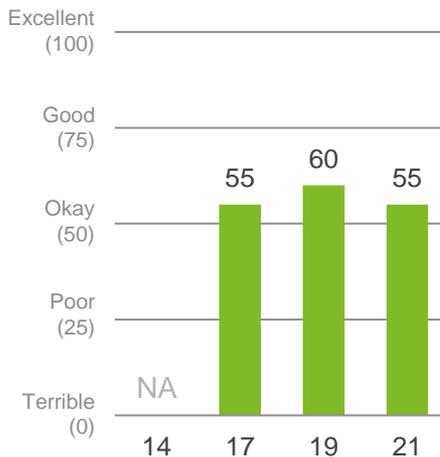
55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	68
Industry Average	62

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
55	51	62	55	65	50	50	50	47	55	60	43	47	61	52	59

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
48	59	63	86

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 448). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Sport and recreation facilities and services

Performance ratings

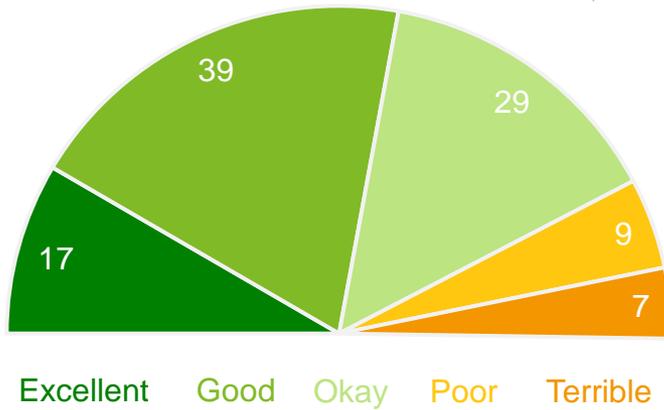
% of respondents

85%

63

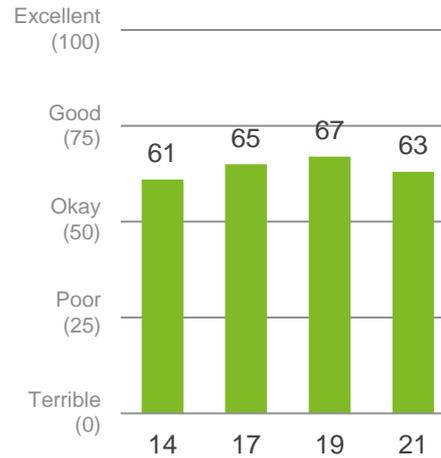
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	63
Industry High	85
Industry Average	66

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
63	62	64	68	64	48	58	60	56	62	69	54	66	68	58	61

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
56	61	68	94

Q. How would you rate performance in the following areas?

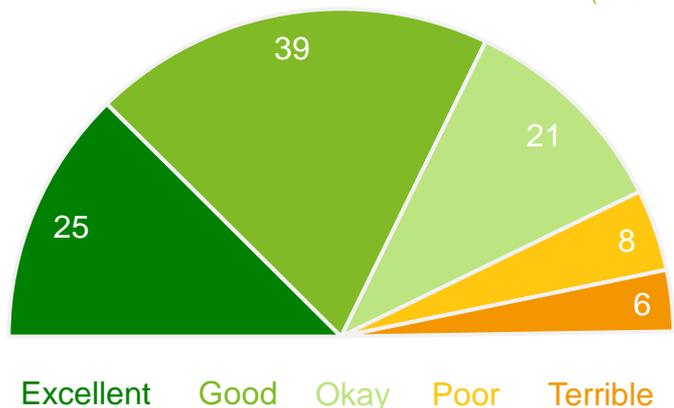
Base: All respondents, excludes 'unsure' and 'no response' (n = 489). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Playgrounds, parks and reserves

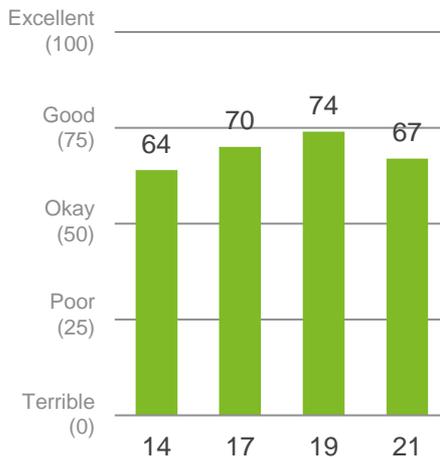
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	67
Industry High	86
Industry Average	68

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
67	65	72	72	72	52	67	60	53	70	74	55	68	76	60	68

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
65	68	74	97

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 510). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Library services

Performance ratings

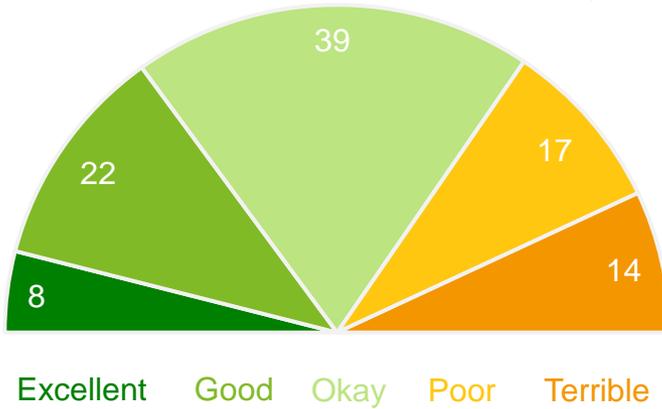
% of respondents

69%

48

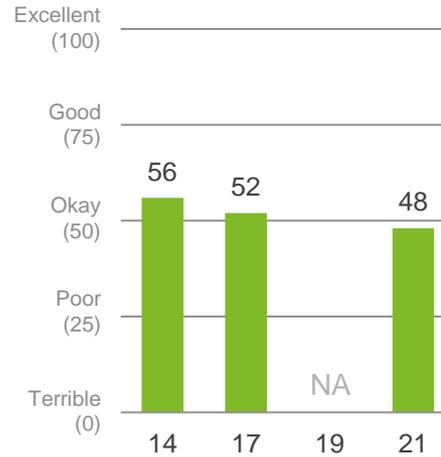
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle 48

Industry High 82

Industry Average 71

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
48	46	55	55	44	37	49	45	50	45	54	36	48	53	43	51

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
34	49	55	75

Q. How would you rate performance in the following areas?

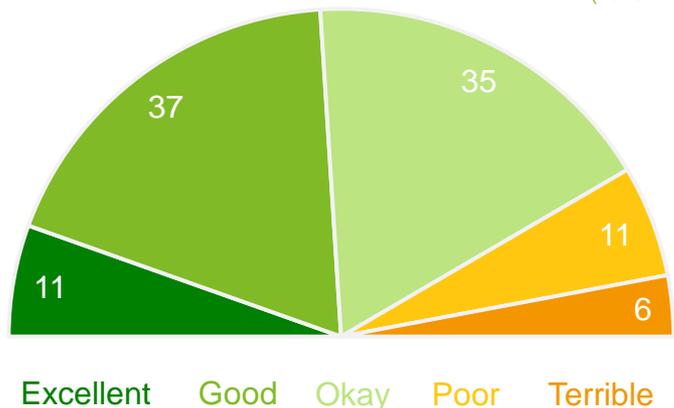
Base: All respondents, excludes 'unsure' and 'no response' (n = 334). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Festivals, events, art and cultural activities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	59
Industry High	78
Industry Average	64

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
59	57	63	60	64	55	60	53	51	61	63	52	54	65	54	63

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
53	70	67	83

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 476). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

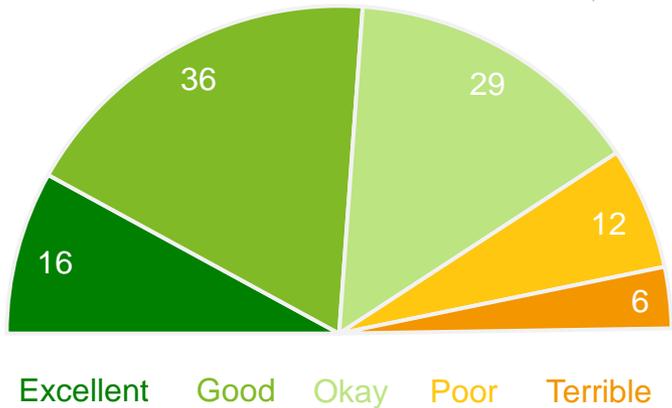
How local history and heritage is preserved and promoted

Performance ratings

% of respondents

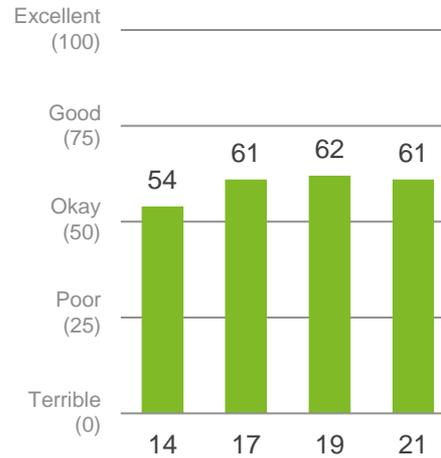


81% Positive rating*
61 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	75
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
61	58	67	63	74	57	57	54	56	64	63	47	60	69	55	62

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
56	63	61	92

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 457). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Animal management

Performance ratings

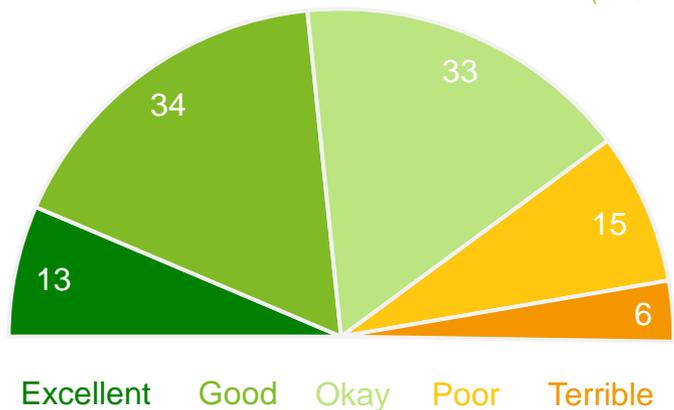
% of respondents

80%

58

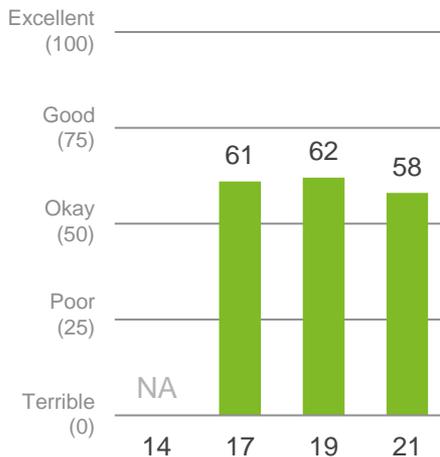
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	58
Industry High	65
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
58	56	63	57	67	64	59	52	58	58	58	46	53	63	62	56

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
44	58	58	81

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 415). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Place

Managing responsible growth and development

Performance ratings

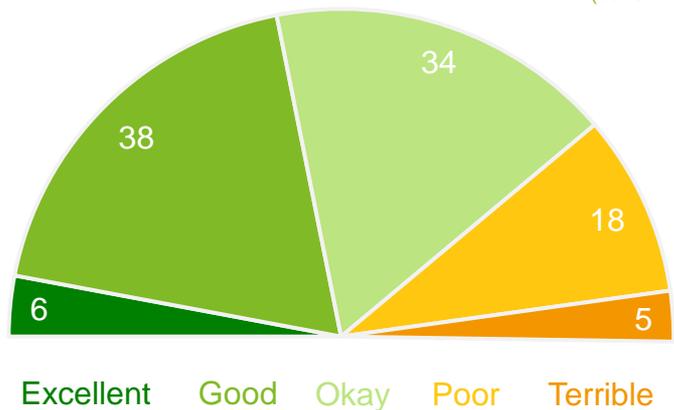
% of respondents

78%

Positive rating*

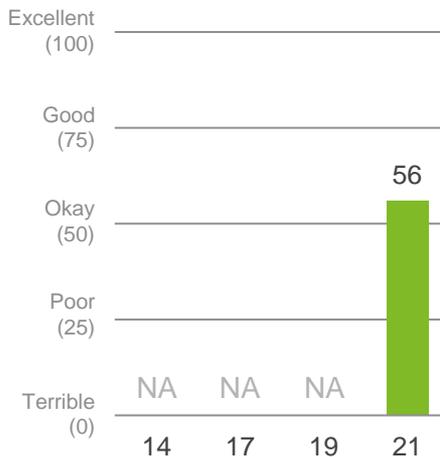
56

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle 56

Industry High 59

Industry Average 49

Variations across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
56	56	58	55	61	57	53	49	57	55	55	49	46	62	59	56

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
49	61	51	93

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 431). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Road maintenance

Performance ratings

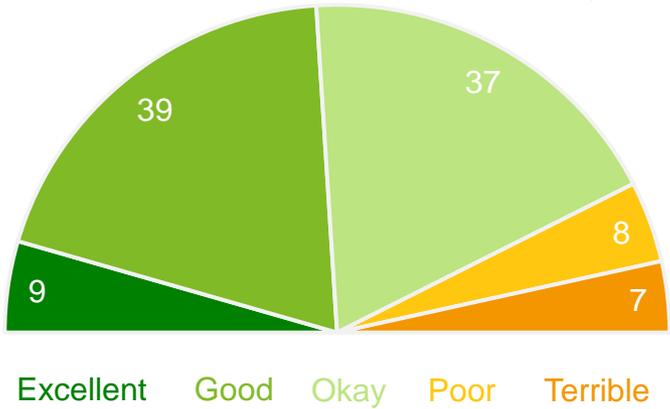
% of respondents

85%

59

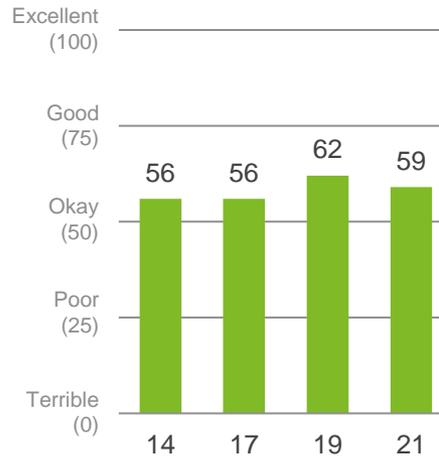
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	59
Industry High	70
Industry Average	52

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
59	59	60	61	69	50	55	57	59	59	61	49	60	62	57	59

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
55	61	59	97

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 504). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Traffic management on local roads

Performance ratings

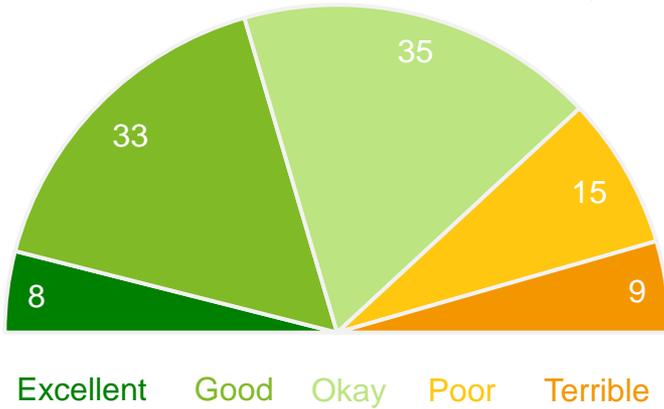
% of respondents

76%

Positive rating*

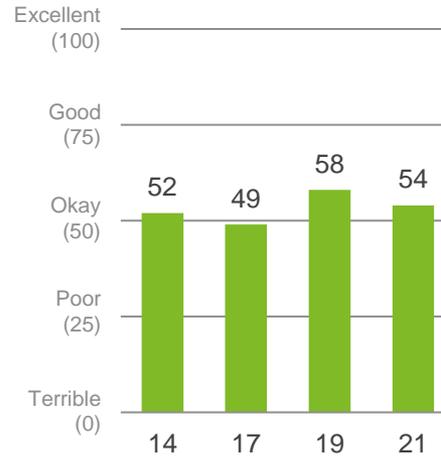
54

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	66
Industry Average	56

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
54	54	55	57	61	46	51	48	57	54	53	40	57	59	50	52

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
42	61	53	97

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 493). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Parking management

Performance ratings

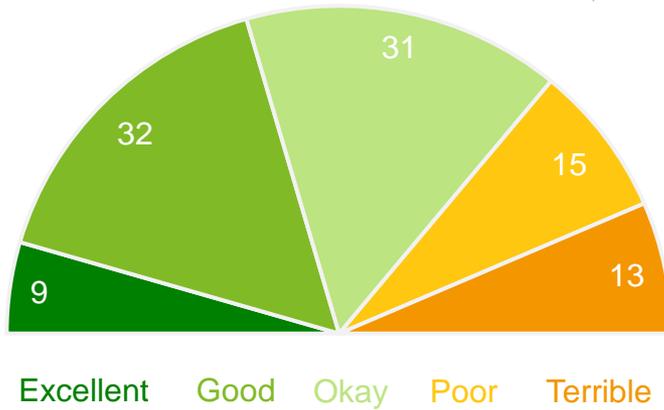
% of respondents

72%

52

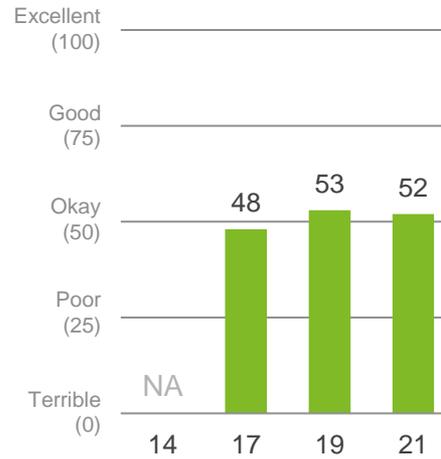
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	52
Industry High	62
Industry Average	52

Variances across the community

Performance Index Score

Local resident variiances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
52	56	51	55	51	53	45	42	67	48	49	37	54	53	54	50

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
40	56	45	88

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 493). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Footpaths and cycleways

Performance ratings

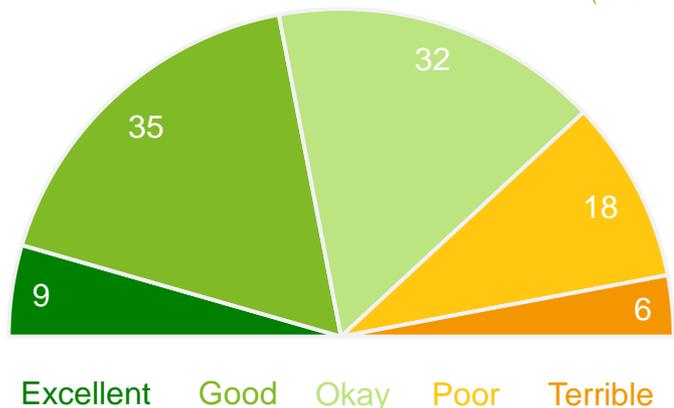
% of respondents

76%

Positive rating*

55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	66
Industry Average	52

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
55	55	57	59	61	46	49	49	56	56	55	41	59	58	50	55

Other groups

Local business	53
Community group	57
Out of area ratepayer	50
Town EMs / employees^	88

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 501). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Streetscapes, trees and verges

Performance ratings

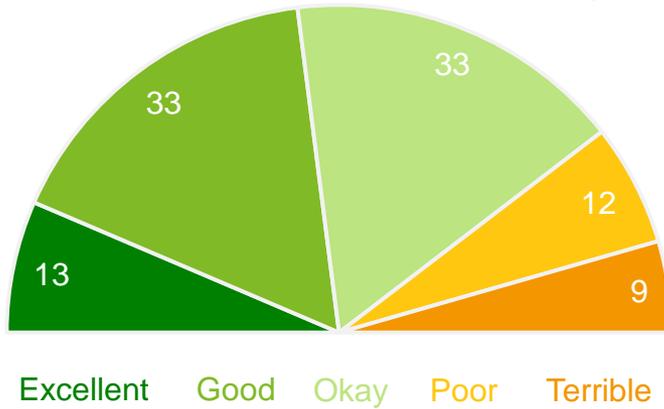
% of respondents

79%

57

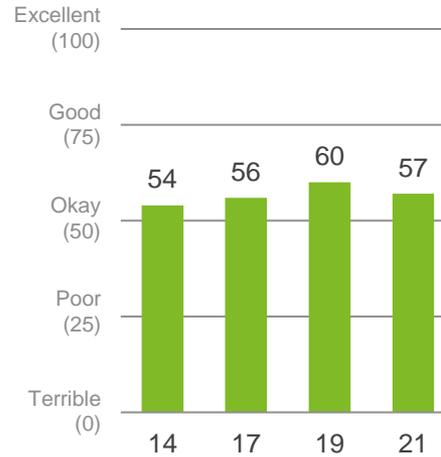
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	57
Industry High	65
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
57	58	59	60	66	49	55	48	55	58	58	41	61	63	53	54

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
52	62	57	75

Q. How would you rate performance in the following areas?

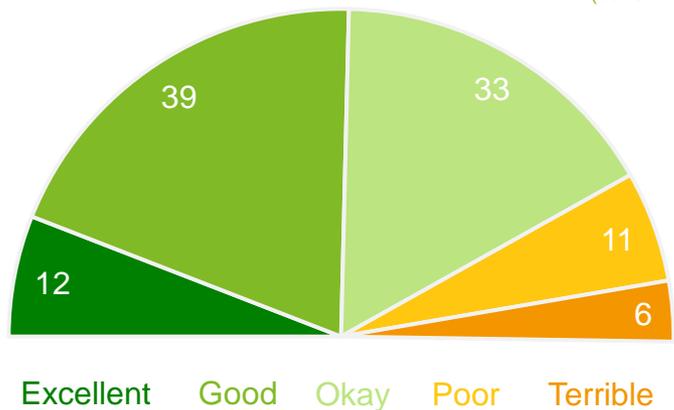
Base: All respondents, excludes 'unsure' and 'no response' (n = 506). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Lighting of streets and public places

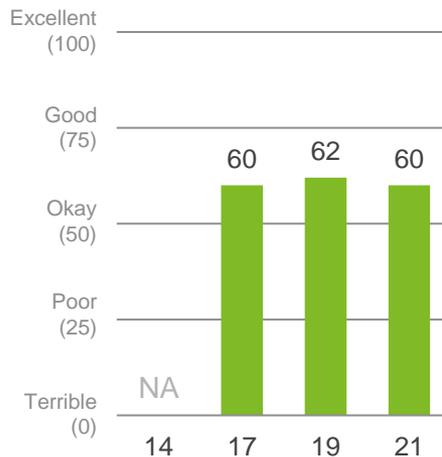
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	66
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
60	61	61	62	65	53	59	52	60	59	60	44	66	66	54	58

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
50	62	59	88

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 504). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Access to public transport

Performance ratings

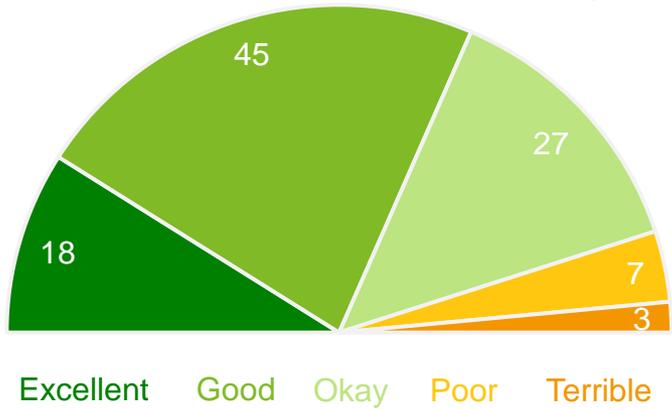
% of respondents

90%

Positive rating*

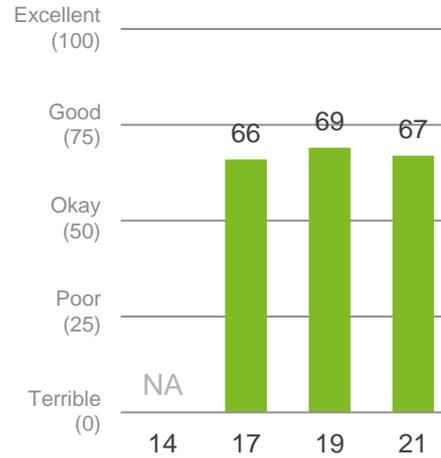
67

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	67
Industry High	80
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
67	68	69	72	68	65	66	55	68	64	70	54	64	70	66	69

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
61	65	68	82

Q. How would you rate performance in the following areas?

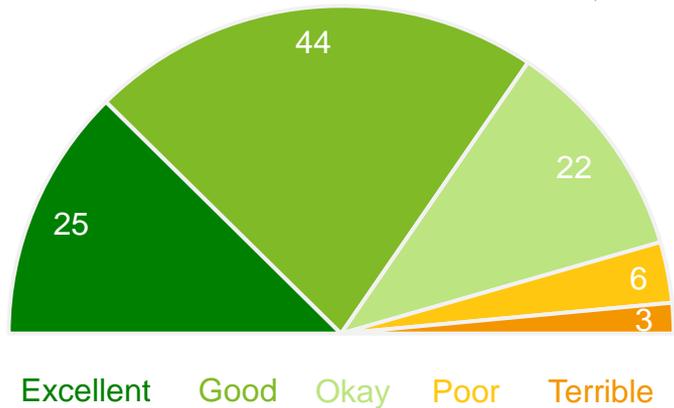
Base: All respondents, excludes 'unsure' and 'no response' (n = 495). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Marine facilities (boat ramps, jetties, etc)

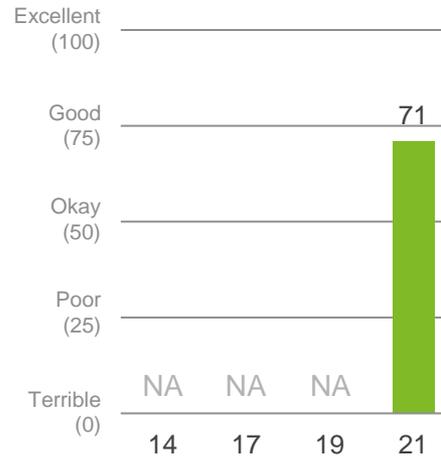
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	71
Industry High	71
Industry Average	60

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
71	70	73	75	76	63	64	68	79	68	71	61	71	70	67	74

Other groups

Local business	61
Community group	65
Out of area ratepayer	67
Town EMs / employees^	97

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 379). * Positive Rating = excellent, good + okay

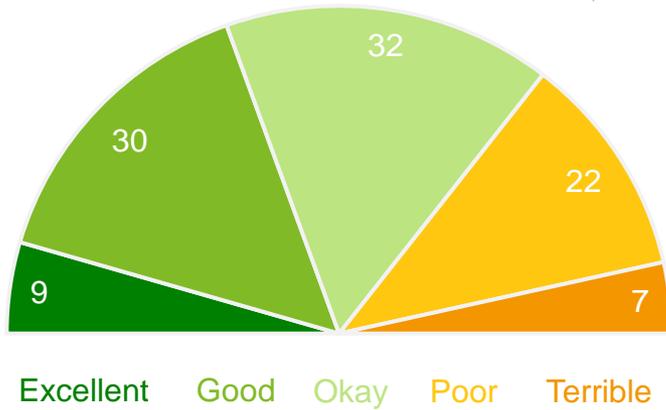
^ Small sample group (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	53
Industry High	71
Industry Average	52

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
53	51	58	56	59	46	48	45	44	54	59	40	52	54	50	56

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
48	56	58	72

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 385). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Conservation and environmental management

Performance ratings

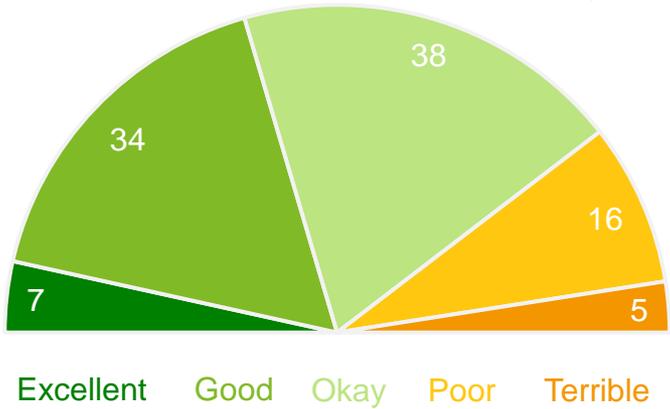
% of respondents

79%

56

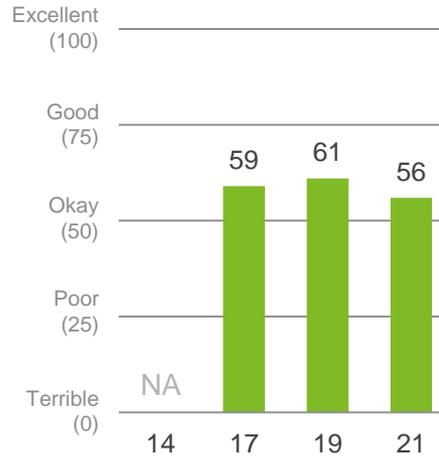
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	56
Industry High	73
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
56	53	60	59	62	45	52	47	48	57	61	44	58	59	49	57

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
47	58	58	69

Q. How would you rate performance in the following areas?

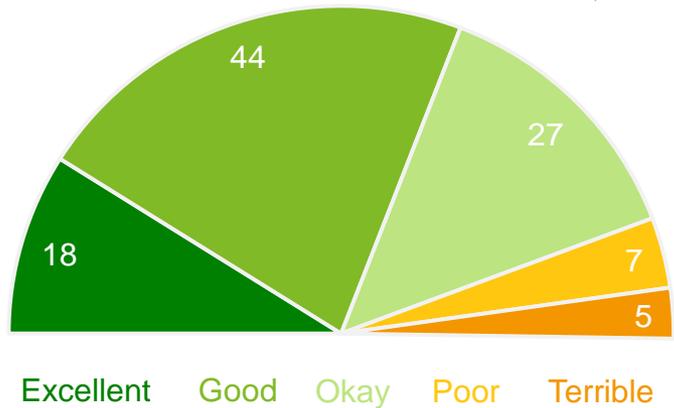
Base: All respondents, excludes 'unsure' and 'no response' (n = 422). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Management of the river and foreshore

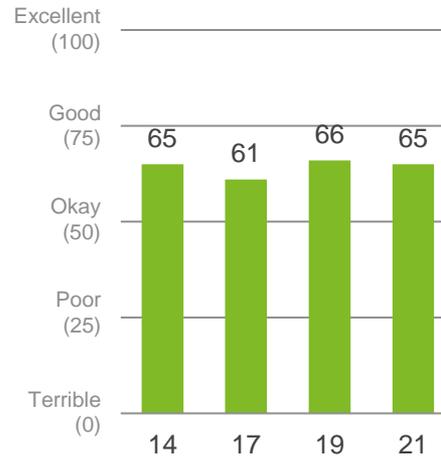
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	65
Industry High	69
Industry Average	60

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
65	64	70	69	74	59	62	54	66	63	68	49	66	71	58	68

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
53	60	64	75

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 476). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Waste management services

Performance ratings

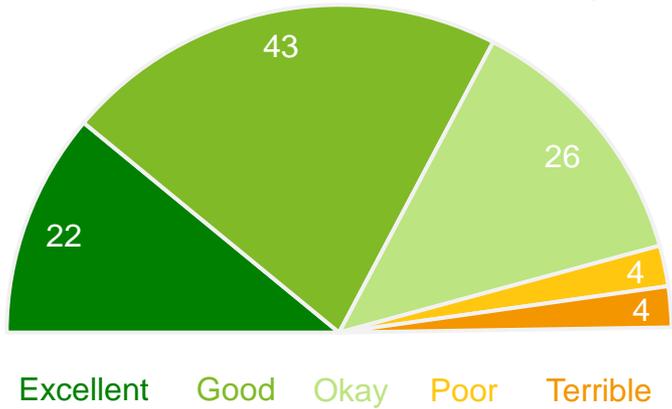
% of respondents

91%

Positive rating*

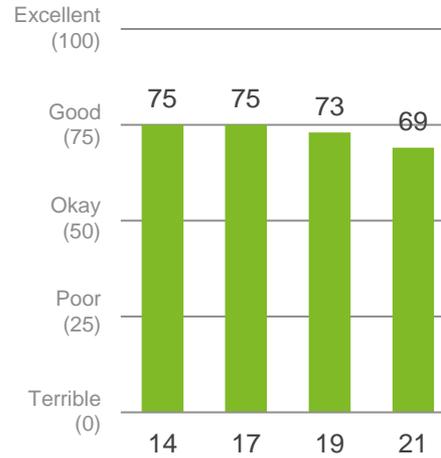
69

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	69
Industry High	81
Industry Average	66

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
69	70	71	72	75	67	65	54	65	66	73	54	71	71	66	69

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
63	66	73	84

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 488). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

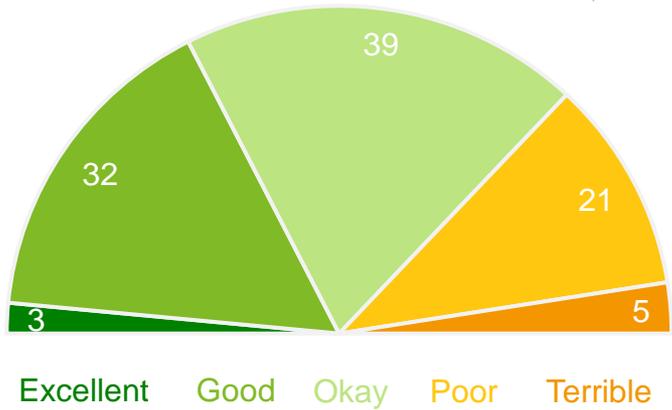
Natural disaster management (education, prevention and relief for fire, floods, etc)

Performance ratings

% of respondents

74%
Positive rating*

52
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	52
Industry High	67
Industry Average	57

Variations across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
52	54	53	56	51	48	49	46	51	51	54	40	55	51	50	50

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
33	54	50	71

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 218). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Economy

Economic development and job creation

Performance ratings

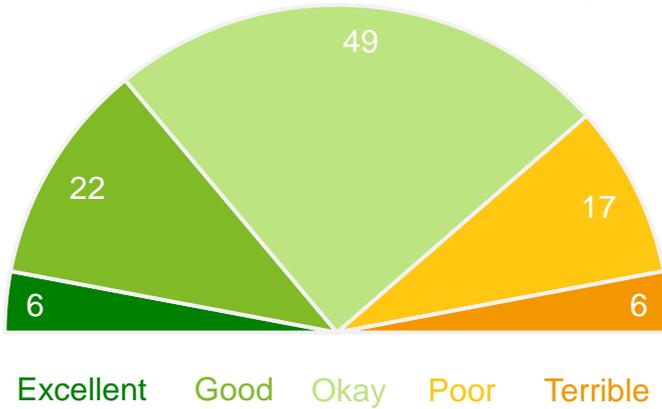
% of respondents

77%

52

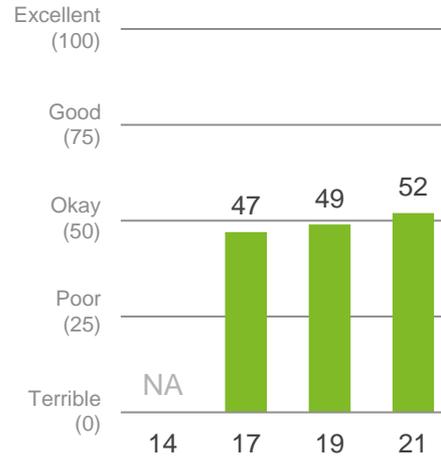
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	52
Industry High	60
Industry Average	43

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
52	47	57	54	60	46	44	47	63	45	52	47	42	58	53	53

Other groups

Local business	45
Community group	52
Out of area ratepayer	44
Town EMs / employees^	80

Q. How would you rate performance in the following areas?

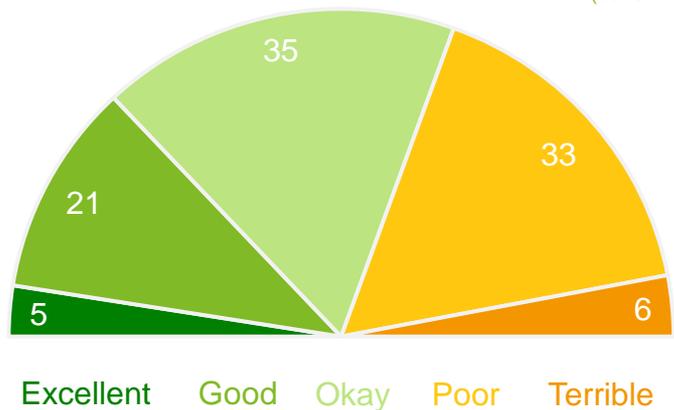
Base: All respondents, excludes 'unsure' and 'no response' (n = 223). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Development and activation of the town centre

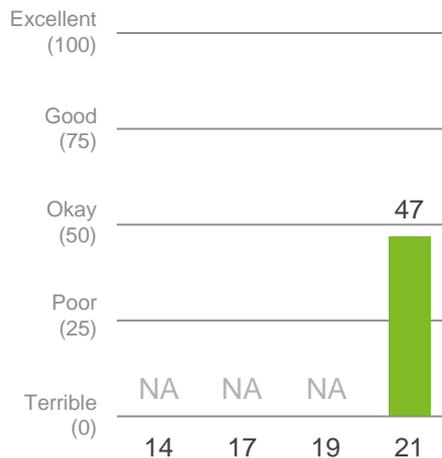
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	47
Industry High	71
Industry Average	49

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
47	44	51	50	53	38	41	41	47	43	51	42	43	53	44	46

Other groups

Local business	Community group	Out of area ratepayer	Town EMs / employees^
44	51	50	75

Q. How would you rate performance in the following areas?

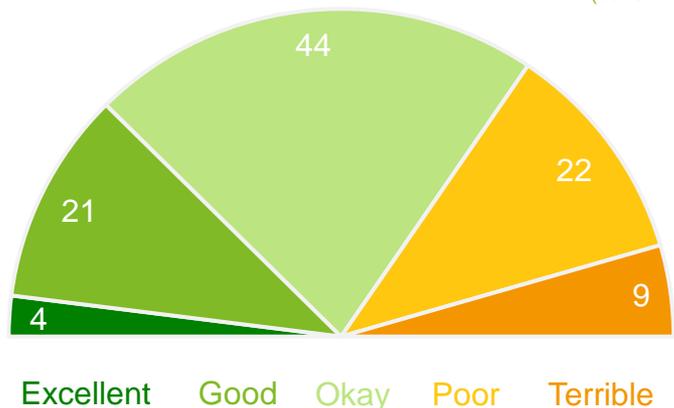
Base: All respondents, excludes 'unsure' and 'no response' (n = 382). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Access to education and training opportunities

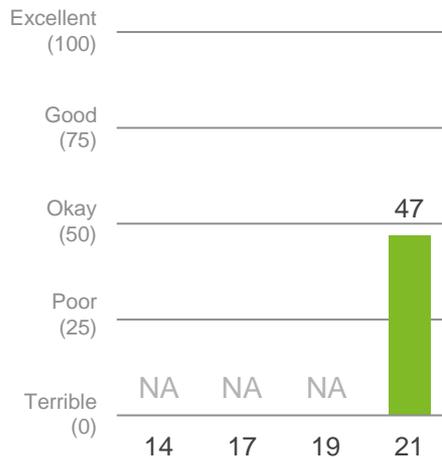
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	47
Industry High	61
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward
47	46	52	52	53	44	43	36	45	43	53	32	45	50	44	49

Other groups

Local business	38
Community group	51
Out of area ratepayer	56
Town EMs / employees^	79

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 230). * Positive Rating = excellent, good + okay

^ Small sample group (<20 respondents)

Overview of Community Variances

Summary of community variances

Local resident variances

Other groups

	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward	Local business	Community group	Out of area ratepayer	Town EMs / employees [^]
Place to live	90	92	92	91	93	92	90	80	83	92	92	67	88	90	88	94	89	90	90	95
Place to own or operate a business	68	67	69	71	66	60	69	66	73	66	69	53	64	71	67	70	72	73	67	75
Place to visit	81	83	82	82	84	82	80	70	78	82	81	60	84	82	75	82	76	82	80	93
Governing organisation	60	59	64	62	69	55	58	53	52	61	65	49	56	69	57	61	58	68	60	88
Value for money from rates	51	48	54	52	54	40	48	50	45	49	56	51	41	55	52	55	47	51	49	86
Council's leadership	57	56	60	60	59	50	51	52	57	54	59	47	51	58	57	58	55	63	56	91
Advocacy and lobbying	56	56	59	59	65	49	49	50	58	54	58	45	48	57	60	58	52	59	56	91
Consultation	55	54	58	57	65	45	52	55	55	56	57	50	48	55	57	59	47	61	57	86
Communication	59	59	62	59	72	56	57	49	54	59	61	44	52	62	61	60	53	69	59	89
Technology and innovation	52	51	57	57	51	40	49	47	39	51	61	39	49	60	48	51	44	61	56	75
Customer service	61	59	63	62	61	56	60	58	60	59	64	58	48	67	65	62	58	68	58	86
Opportunities to be included	57	57	59	57	64	54	56	54	53	58	60	52	52	58	58	59	56	65	61	86
Youth services and facilities	47	51	45	52	52	41	41	40	43	48	52	33	46	49	42	52	40	55	46	69
Family and children services	62	64	60	62	69	57	58	60	62	62	63	55	58	63	61	65	55	61	68	75
Seniors services, facilities and care	58	59	60	60	62	55	56	50	56	56	58	46	54	62	59	57	54	61	62	83
Disability access and inclusion	53	51	58	57	60	41	51	48	47	53	56	48	48	58	48	58	45	58	59	81
Aboriginal recognition and respect	54	56	54	55	56	53	55	49	47	53	62	39	57	59	50	53	51	61	56	75
Safety and crime prevention	55	59	53	53	57	62	51	54	55	53	56	45	47	49	66	57	45	59	52	78
Housing	61	59	65	61	71	59	63	56	53	64	66	50	54	63	62	64	67	63	65	94
Health and community services	61	61	64	62	66	59	63	51	53	62	66	41	60	61	61	63	54	63	62	88
Public health / wellbeing programs	53	54	54	55	55	52	54	46	44	54	58	37	53	51	53	53	46	60	52	78
Community buildings and halls	55	51	62	55	65	50	50	50	47	55	60	43	47	61	52	59	48	59	63	86
Sport and recreation facilities	63	62	64	68	64	48	58	60	56	62	69	54	66	68	58	61	56	61	68	94
Playgrounds, parks and reserves	67	65	72	72	72	52	67	60	53	70	74	55	68	76	60	68	65	68	74	97
Library services	48	46	55	55	44	37	49	45	50	45	54	36	48	53	43	51	34	49	55	75
Festivals, events, art, cultural	59	57	63	60	64	55	60	53	51	61	63	52	54	65	54	63	53	70	67	83
History and heritage	61	58	67	63	74	57	57	54	56	64	63	47	60	69	55	62	56	63	61	92
Animal management	58	56	63	57	67	64	59	52	58	58	58	46	53	63	62	56	44	58	58	81

Summary of community variances

Local resident variances

Other groups

	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Preston Point Ward	Richmond Ward	Woodside Ward	Plympton Ward	Local business	Community group	Out of area ratepayer	Town EMs / employees^
Managing growth and development	56	56	58	55	61	57	53	49	57	55	55	49	46	62	59	56	49	61	51	93
Road maintenance	59	59	60	61	69	50	55	57	59	59	61	49	60	62	57	59	55	61	59	97
Traffic management	54	54	55	57	61	46	51	48	57	54	53	40	57	59	50	52	42	61	53	97
Parking management	52	56	51	55	51	53	45	42	67	48	49	37	54	53	54	50	40	56	45	88
Footpaths and cycleways	55	55	57	59	61	46	49	49	56	56	55	41	59	58	50	55	53	57	50	88
Streetscapes, trees and verges	57	58	59	60	66	49	55	48	55	58	58	41	61	63	53	54	52	62	57	75
Lighting of streets and public places	60	61	61	62	65	53	59	52	60	59	60	44	66	66	54	58	50	62	59	88
Access to public transport	67	68	69	72	68	65	66	55	68	64	70	54	64	70	66	69	61	65	68	82
Marine facilities	71	70	73	75	76	63	64	68	79	68	71	61	71	70	67	74	61	65	67	97
Sustainability / climate change	53	51	58	56	59	46	48	45	44	54	59	40	52	54	50	56	48	56	58	72
Conservation and environment	56	53	60	59	62	45	52	47	48	57	61	44	58	59	49	57	47	58	58	69
River and foreshore management	65	64	70	69	74	59	62	54	66	63	68	49	66	71	58	68	53	60	64	75
Waste management services	69	70	71	72	75	67	65	54	65	66	73	54	71	71	66	69	63	66	73	84
Natural disaster management	52	54	53	56	51	48	49	46	51	51	54	40	55	51	50	50	33	54	50	71
Economic development / job creation	52	47	57	54	60	46	44	47	63	45	52	47	42	58	53	53	45	52	44	80
Town centre development	47	44	51	50	53	38	41	41	47	43	51	42	43	53	44	46	44	51	50	75
Education and training opportunities	47	46	52	52	53	44	43	36	45	43	53	32	45	50	44	49	38	51	56	79
Town's website	64	64	66	65	68	60	62	60	64	63	65	52	55	71	62	68	56	72	65	91
Social media presence	57	57	60	59	64	56	51	50	62	55	57	43	52	60	53	62	55	64	61	97
Enewsletters	66	66	68	69	71	58	58	59	69	61	69	53	62	70	64	69	62	72	70	100
Printed newsletters	63	63	65	63	67	63	57	57	61	59	65	51	57	66	62	65	60	68	65	100

MARKYT Community Priorities

Out of area ratepayers, businesses,
organisations and Town affiliates.

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

KAIZEN

Okay

Terrible

CELEBRATE

REVIEW

PRIORITISE

Business owners and managers tend to rate performance lower than residents.

They are mostly concerned with climate change, streetscapes, safety and lighting. Compared to other groups, there is a greater tendency to mention place-based priorities relating to roads, traffic, parking and the management of growth and development.

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Technology and innovation
- 6 Customer service
- 7 Opportunities to be included
- 8 Youth services and facilities
- 9 Family and children services
- 10 Seniors services, facilities and care
- 11 Disability access and inclusion
- 12 Aboriginal recognition and respect
- 13 Safety and crime prevention
- 14 Access to housing
- 15 Health and community services
- 16 Public health and wellbeing
- 17 Community buildings and halls
- 18 Sport and recreation facilities
- 19 Playgrounds, parks and reserves
- 20 Library services
- 21 Festivals, events, art, cultural
- 22 History and heritage
- 23 Animal management
- 24 Managing growth and development
- 25 Road maintenance
- 26 Traffic management on local roads
- 27 Parking management
- 28 Footpaths and cycleways
- 29 Streetscapes, trees and verges
- 30 Lighting of streets and public places
- 31 Access to public transport
- 32 Marine facilities
- 33 Sustainability / climate change
- 34 Conservation and environment
- 35 River and foreshore management
- 36 Waste management services
- 37 Natural disaster management
- 38 Economic development, job creation
- 39 Town centre development, activation
- 40 Education and training opportunities

0 10 20 30 40

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=31)

MARKYT Community Priorities

Base: Manager or committee member of a local community organisation, club or group

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

↑

PERFORMANCE INDEX SCORE

Okay

↓

Terrible

OPTIMISE

CELEBRATE

KAIZEN

REVIEW

PRIORITISE

Community organisations tend to rate performance better than businesses do.

They are mostly concerned with sport and recreation facilities, followed by sustainability, river and foreshore management, and youth services.

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- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Technology and innovation
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- 37 Natural disaster management
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- 40 Education and training opportunities

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=44)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Technology and innovation
- 6 Customer service
- 7 Opportunities to be included
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- 40 Education and training opportunities

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=38)

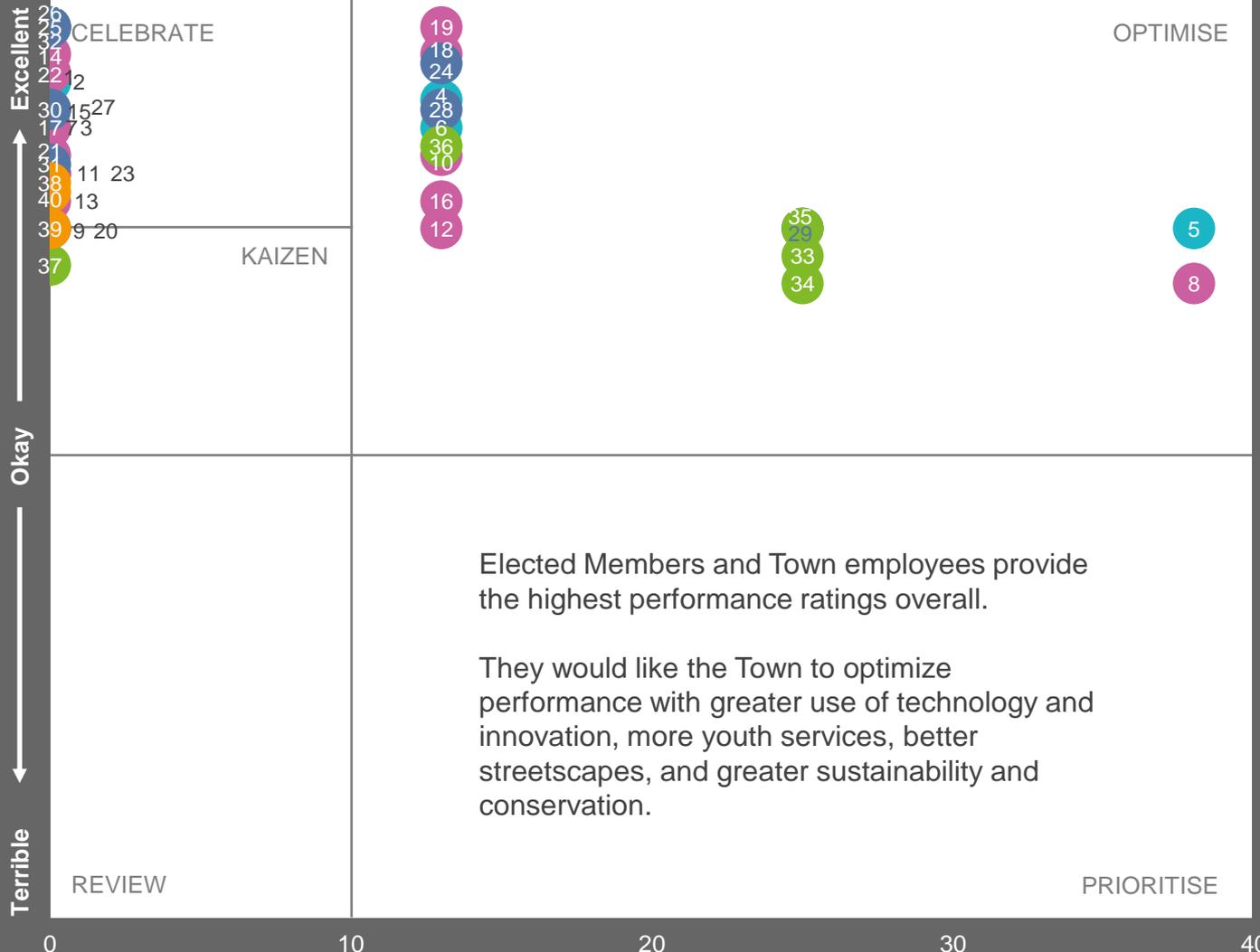
MARKYT Community Priorities

Base: Councillors /
Town employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
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- 40 Education and training opportunities

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n=8)



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