Community Perceptions 2014

September 2014







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Strategic Insights

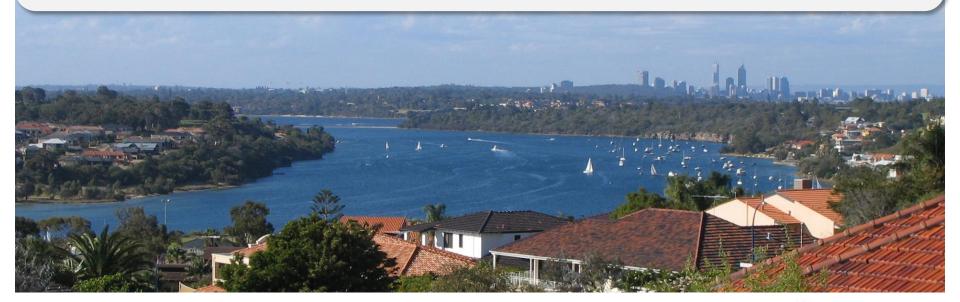
Overall performance

Overall satisfaction

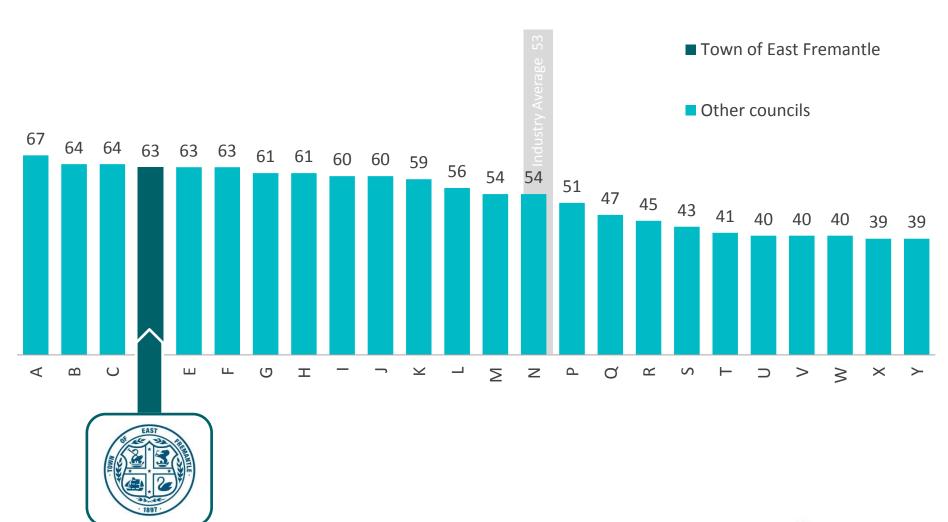
97% satisfied with the Town of East Fremantle as a place to live including 86% who are 'delighted' (rating 8+ out of 10)



57% satisfied with the Town of East Fremantle as a governing organisation including 39% who are 'delighted' (rating 8+ out of 10)



Overall performance | compared to other councils





Leading the way

The Town of East Fremantle leads the industry in 3 areas:

- 1. Overall satisfaction with the area as a place to live
- 2. The local sense of community
- 3. Efforts to maintain and enhance the Swan river

Environmental matters

The community has identified the most important environmental issues as:

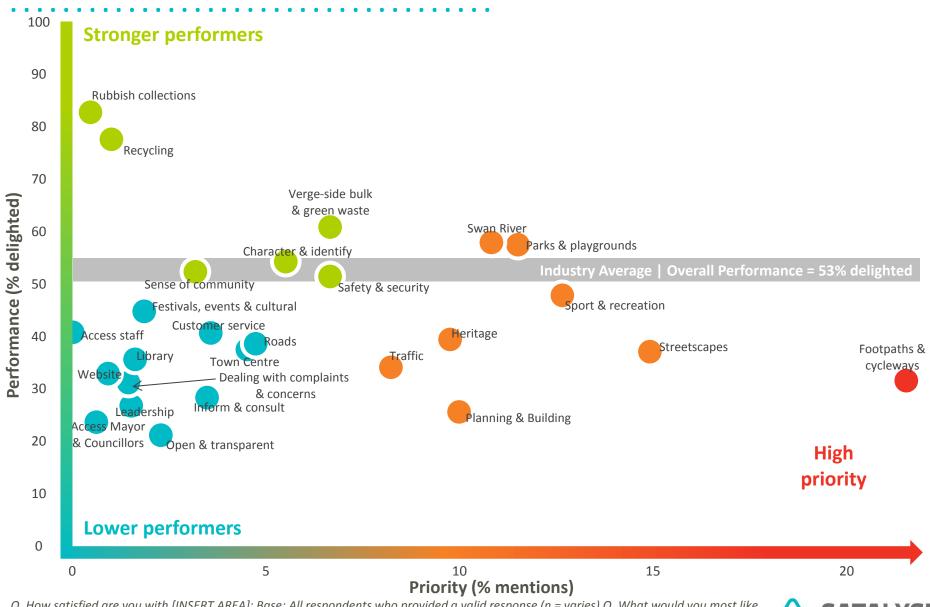
- Managing the Swan River foreshore (44%), followed by;
- Encouraging use of alternative transport (21%).

Property matters

While most are happy to stay in their current home over the next 5 to 10 years, there is support for greater housing diversity in future with requests for more granny flats, 55+ accommodation, retirement homes, stand-alone houses on medium blocks, and townhouses.



Community Priorities ™



Q. How satisfied are you with [INSERT AREA]: Base: All respondents who provided a valid response (n = varies) Q. What would you most like the Town of East Fremantle to focus on improving? Base: All residents / ratepayers living in ToEF (n = 494)



Addressing Community Priorities



Footpaths and cycleways.

Some footpaths are considered to be dangerous, particularly for prams, wheelchairs and the elderly. Residents would like footpaths to be repaired, maintenance improved, a safe crossing over Canning Highway, and improved access to the Swan River foreshore. They also suggest more cycleways.



Streetscapes.

Verge maintenance is a priority for many residents as well as replacing some trees. Overhanging vegetation is affecting footpath use. Some residents feel local development should consider streetscapes more.



Sport and recreation facilities and activities.

Many residents would like to see East Fremantle Oval developed. There is support for more local recreation and sporting clubs as well as more access to recreation facilities.



Addressing Community Priorities



Parks and playgrounds.

Residents would like to see more effort in maintaining parks, playgrounds and reserves along with improved facilities and equipment for playgrounds. Some also suggest better access to dog-friendly parks or exercise areas.



Swan River foreshore.

Residents suggest greater access to and use of the Swan River foreshore along with improved protection and maintenance of the Swan River foreshore.



How local heritage is preserved and promoted.

Residents would like to see action in regard to The Royal George Hotel. Regarding development, there are some residents who would like to see stronger preservation of heritage, while others would like to relax restrictions.



Key messages for a new Council

Demonstrate respectful and collaborative leadership, bringing a strong and polarised community together to agree on a shared vision for the future. While many want to preserve East Fremantle's unique history, identity and character, others are calling for more progressive development.

"Be very, very aware East Fremantle has an amazing uniqueness and this needs to be maintained."

"Please fight hard to retain character homes."

"Please respect the history of East Fremantle; expect to spend more money on maintaining these beautiful areas."

"Embrace the change. Move forward and look for new opportunities while keeping the basic heritage feel."

"Progressive development.
Relax heritage development restrictions."

"Please agree to constructive change. We can't stagnate forever. We need quality redevelopment not empty rotting ugly precincts."





The study

The study

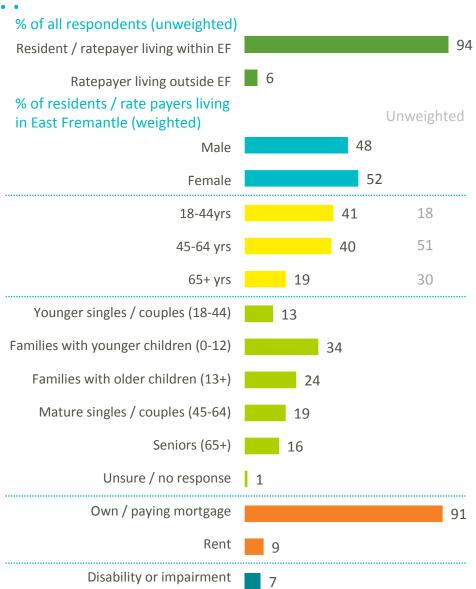
In June 2014, the Town of East Fremantle administered the CATALYSE® Community Perceptions Survey.

Purpose: to better understand the needs of residents living in the Town of East Fremantle.

Methodology: the survey was mailed to all households in the Town of East Fremantle along with ratepayers living outside the Town. People had an option of submitting the completed survey using the supplied reply paid envelope or completing the survey online.

523 valid responses were received including 494 residents and 29 out of area ratepayers. Results from residents and out of area ratepayers were analysed separately.

Weighting was applied to resident data to match the ABS Census population profile. Sampling precision for residents is +/- 4.4% at the 95% confidence interval.





Councils contributing to the CATALYSE® Industry Standards*















































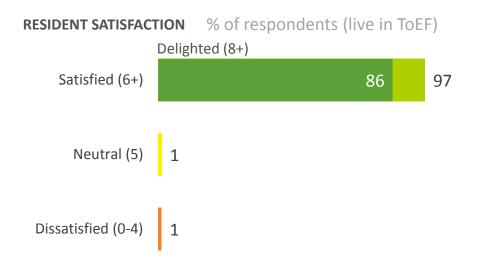






Overall Perceptions

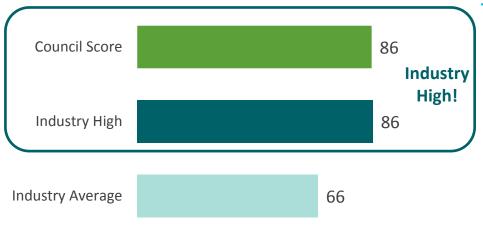
Overall satisfaction with Town of East Fremantle | as a place to live



Overall satisfaction with the Town of East Fremantle as a place to live is very high and the Town has achieved the Industry High.

• 97% are satisfied including 86% who are delighted Satisfaction is greater among females.

INDUSTRY STANDARDS



% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	81%	2%
Female	90%	1%

%% = significant variance

%% = Small sample size (n < 30)

Q. Overall, how satisfied are you with East Fremantle as a place to live? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 488)

Strong sense of belonging

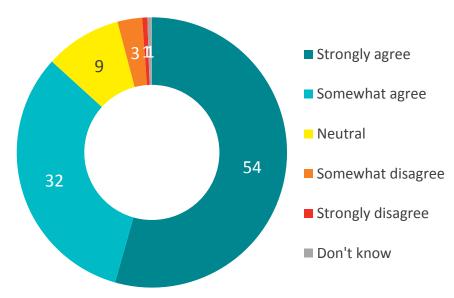
86% agree that they have a strong sense of belonging in the Town of East Fremantle.

Residents / ratepayers within the Town, and those with a disability or impairment are the most likely to agree.

% of respondents (all)	Agree	Disagree
Residents / ratepayers living in the ToEF	87%	4%
Ratepayers living outside the ToEF	59%	3%
% of respondents (live in ToEF)	Agree	Disagree
Have a disability or impairment	96%	0%

COMMUNITY PERSPECTIVES

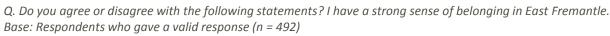
% of respondents (live in ToEF)



INDUSTRY COMPARISONS: % total agree









Would like to be living here in 5 years time

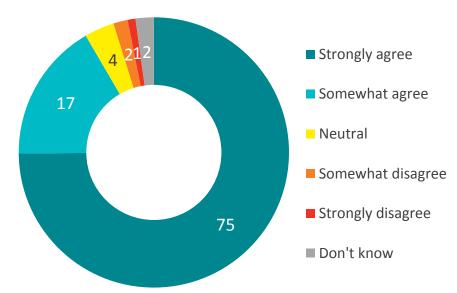
92% agree that they would like to be living in East Fremantle in 5 years time.

Residents / ratepayers within the Town are the most likely to agree.

% of respondents (all)	Agree	Disagree
Residents / ratepayers living in the ToEF	92%	3%
Ratepayers living outside the ToEF	69%	10%

COMMUNITY PERSPECTIVES

% of respondents (live in ToEF)



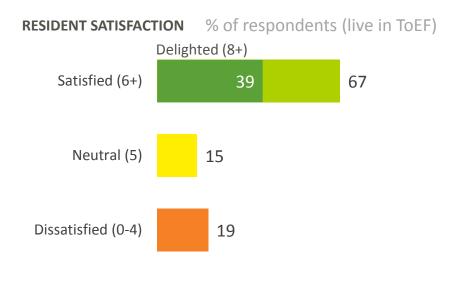
INDUSTRY COMPARISONS: % total agree







Satisfaction with Town of East Fremantle | as a governing organisation



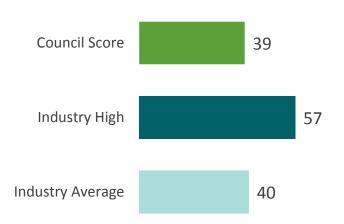
Overall satisfaction with the Town of East Fremantle as a governing organisation is moderate.

- 67% are satisfied including 39% who are delighted
- 19% are dissatisfied

Satisfaction is greater among females, seniors and renters.

There is most room to improve perceptions among males and families with younger children, followed by those with older children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	39%	19%
Ratepayers living outside the ToEF	23%	15%

Delighted	Dissatisfied
32%	25%
45%	12%
48%	16%
23%	23%
35%	22%
46%	15%
60%	9%
37%	20%
58%	0%
	32% 45% 48% 23% 35% 46% 60% 37%

%% = significant variance %% = notable variance $^{\text{Small}}$ sample size (n < 30)



Base: All respondents who provided a valid response, excludes 'don't know' (n = 481)



Value for money from Council rates

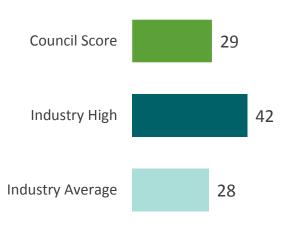


Satisfaction is moderate.

- 62% are satisfied including 29% who are delighted
- 23% are dissatisfied

Satisfaction is greater among females, older singles and couples and seniors.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	29%	23%
Ratepayers living outside the ToEF	19%	11%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	24%	27%
Female	34%	18%
Younger singles / couples (18-44)	21%	13%
Families with younger children (0-12)	15%	28%
Families with older children (13+)	27%	26%
Older singles / couples (45-64)	36%	25%
Seniors (65+)	54%	8%

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)



Understanding of the community's needs | Mayor and Councillors

41% agree that the Mayor and Councillors understand the community's needs.

• 16% disagree

Residents / ratepayers within the Town are the most likely to disagree.

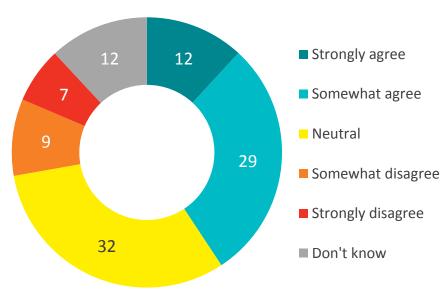
Among residents / ratepayers within the Town, older residents, home owners and those with a disability or impairment are the most likely to agree.

% of respondents (all)	Agree	Disagree
Residents / ratepayers living in the ToEF	41%	16%
Ratepayers living outside the ToEF	24%	21%

% of respondents (live in ToEF)	Agree	Disagree
Younger singles / couples (18-44)	24%	15%
Families with younger children (0-12)	32%	16%
Families with older children (13+)	36%	16%
Older singles / couples (45-64)	52%	18%
Seniors (65+)	61% V	8%
Own / paying mortgage	43%	16%
Renting	21%	18%
Have a disability or impairment	57 %	11%

COMMUNITY PERSPECTIVES

% of respondents (live in ToEF)



INDUSTRY COMPARISONS: % total agree





Q. Do you agree or disagree with the following statements? The Mayor and Councillors at the Town of East Fremantle have a good understanding of the community's needs

Base: Respondents who gave a valid response (n = 492)



Understanding of the community's needs | Staff

44% agree that staff understand the community's needs.

14% disagree

Older singles and couples, seniors and those with a disability or impairment are the most likely to agree.

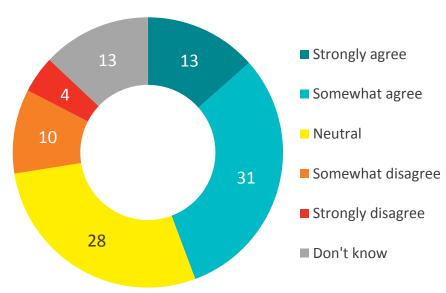
Home owners are more likely to disagree than renters.

% of respondents (all)	Agree	Disagree
Residents / ratepayers living in the ToEF	44%	15%
Ratepayers living outside the ToEF	34%	17%

% of respondents (live in ToEF)	Agree	Disagree
Younger singles / couples (18-44)	34%	3%
Families with younger children (0-12)	34%	16%
Families with older children (13+)	47%	15%
Older singles / couples (45-64)	58%	14%
Seniors (65+)	56%	12%
Own / paying mortgage	45%	16%
Renting	41%	1%
Have a disability or impairment	65%	18%

COMMUNITY PERSPECTIVES

% of respondents (live in ToEF)



INDUSTRY COMPARISONS: % total agree





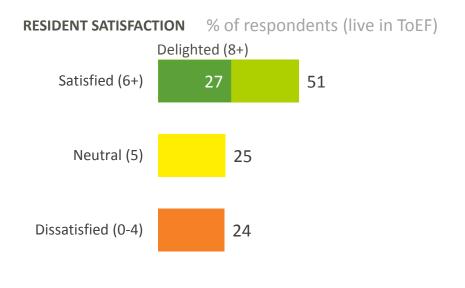
Q. Do you agree or disagree with the following statements? Staff at the Town of East Fremantle have a good understanding of the community's needs

Base: Respondents who gave a valid response (n = 492)



Leadership and Governance

Council's leadership within the community



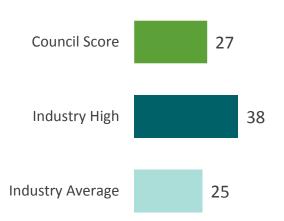
Satisfaction is moderate.

- 51% are satisfied including 27% who are delighted
- 24% are dissatisfied

Satisfaction is greater among residents / ratepayers within the Town and seniors.

There is most room to improve perceptions among younger singles / couples and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	27%	24%
Ratepayers living outside the ToEF	9%	17%

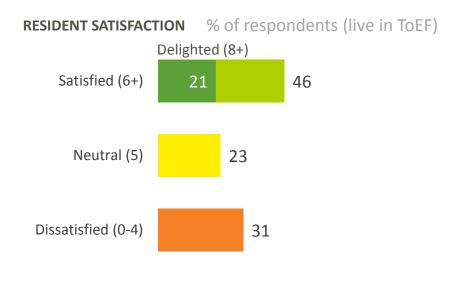
% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	18%	30%
Families with younger children (0-12)	20%	22%
Families with older children (13+)	20%	28%
Older singles / couples (45-64)	32%	19%
Seniors (65+)	49%	18%
Own / paying mortgage	28%	23%
Renting	12%	38%

%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 402)

How open and transparent Council processes are



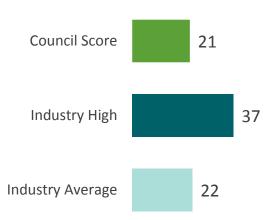
Satisfaction is low.

- 46% are satisfied including 21% who are delighted
- 31% are dissatisfied

Satisfaction is greater among seniors.

There is most room to improve perceptions among males, younger singles / couples and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	21%	31%
Ratepayers living outside the ToEF	21%	17%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	20%	38%
Female	22%	24%
Younger singles / couples (18-44)	12%	41%
Families with younger children (0-12)	16%	28%
Families with older children (13+)	16%	35%
Older singles / couples (45-64)	29%	28%
Seniors (65+)	37%	25%
Own / paying mortgage	22%	30%
Renting	3%	41%

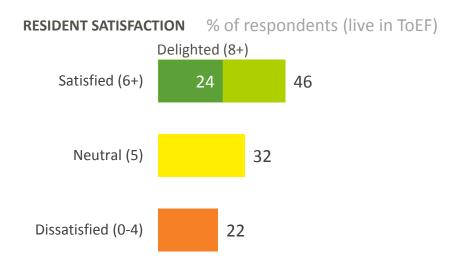
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 393)

CATALYSE RESEARCH & STRATEGY

Ease of accessing the Mayor and Councillors



Satisfaction is low.

- 46% are satisfied including 24% who are delighted
- 22% are dissatisfied

Satisfaction is greater among residents / ratepayers within the Town and seniors.

There is most room to improve perceptions among renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	24%	22%
Ratepayers living outside the ToEF	10%	25%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	22%	32%
Families with younger children (0-12)	13%	22%
Families with older children (13+)	17%	21%
Older singles / couples (45-64)	31%	19%
Seniors (65+)	46%	16%
Own / paying mortgage	24%	20%
Renting	10%	48%

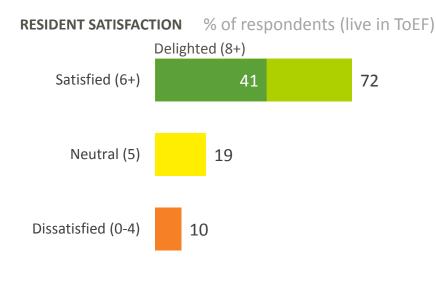
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 357)

CATALYSE RESEARCH & STRATEGY

Ease of accessing staff



Satisfaction is relatively high.

72% are satisfied including 41% who are delighted

Satisfaction is greater among females, seniors, renters and those with a disability or impairment.

There is most room to improve perceptions among families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	41%	10%
Ratepayers living outside the ToEF	41%	5%

Delighted	Dissatisfied
34%	10%
47%	9%
46%	0%
25%	10%
35%	12%
51%	10%
63%	11%
39%	10%
68%	2%
56%	12%
	34% 47% 46% 25% 35% 51% 63% 39%

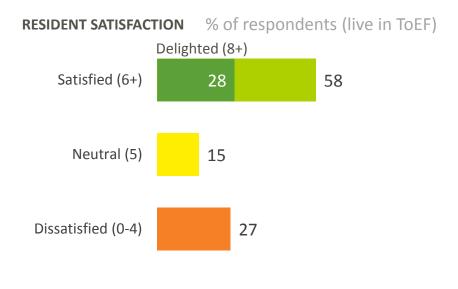
%% = significant variance %% = notable variance ^Small sample size (n < 30)

\ CATALYSE

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 443)

How the community is informed and consulted about local issues



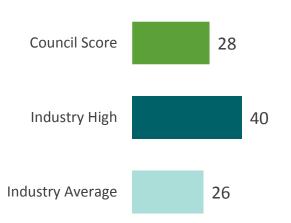
Satisfaction is moderate.

- 58% are satisfied including 28% who are delighted
- 27% are dissatisfied

Satisfaction is greater among seniors.

There is most room to improve perceptions among males, families with children and home owners.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	28%	27%
Ratepayers living outside the ToEF	25%	25%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	26%	32%
Female	31%	21%
Younger singles / couples (18-44)	25%	12%
Families with younger children (0-12)	17%	34%
Families with older children (13+)	18%	29%
Older singles / couples (45-64)	37%	24%
Seniors (65+)	52%	18%
Own / paying mortgage	28%	28%
Renting	27%	12%

%% = significant variance %% = notable variance $^{\text{Small sample size}}$ (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 449)

CATALYSE RESEARCH & STRATEGY

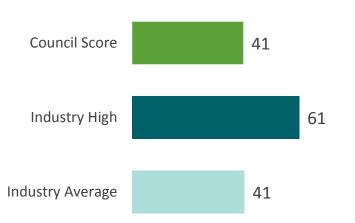
Level of customer service



Satisfaction is relatively high.

72% are satisfied including 41% who are delighted
 Satisfaction is greater among seniors.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	41%	13%
Ratepayers living outside the ToEF	31%	12%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	42%	5%
Families with younger children (0-12)	29%	11%
Families with older children (13+)	33%	16%
Older singles / couples (45-64)	49%	14%
Seniors (65+)	60%	13%

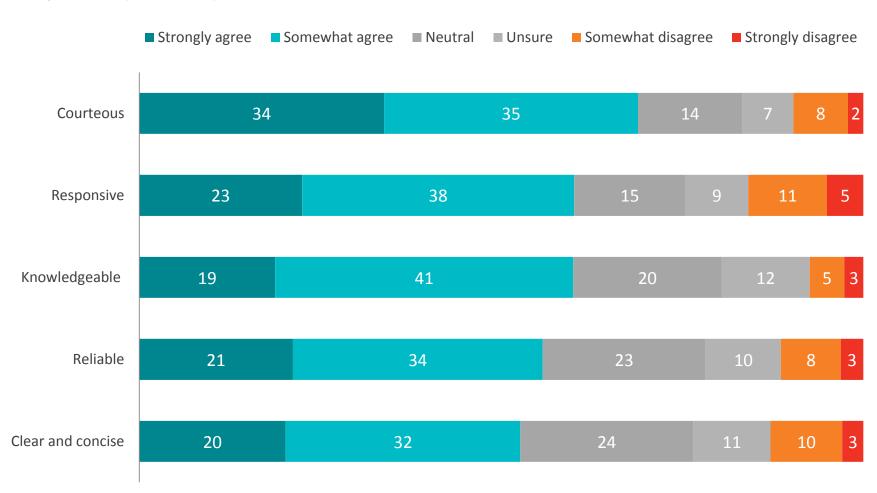
%% = significant variance **%%** = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

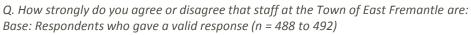
Base: All respondents who provided a valid response, excludes 'don't know' (n = 451)

Community perceptions of customer service

% of respondents (live in ToEF)

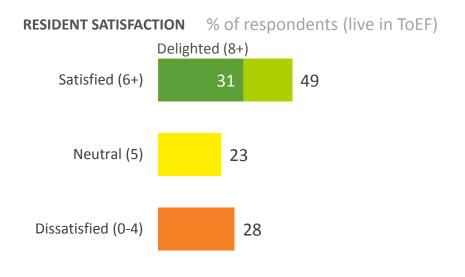








How complaints and concerns are dealt with



Satisfaction is moderate.

- 49% are satisfied including 31% who are delighted
- 28% are dissatisfied

Satisfaction is greater among younger singles / couples, seniors and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	31%	28%
Ratepayers living outside the ToEF	23%	23%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	43%	20%
Families with younger children (0-12)	19%	30%
Families with older children (13+)	24%	35%
Older singles / couples (45-64)	36%	27%
Seniors (65+)	46%	20%
Own / paying mortgage	30%	29%
Renting	54%	15%
Families with younger children (0-12) Families with older children (13+) Older singles / couples (45-64) Seniors (65+) Own / paying mortgage	19% 24% 36% 46% 30%	30% 35% 27% 20% 29%

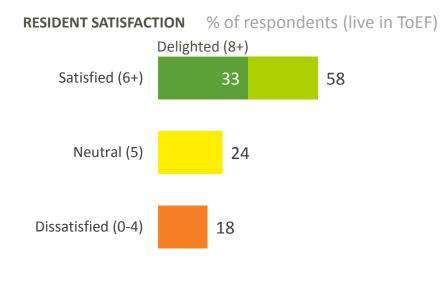
%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 372)

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Town of East Fremantle's website



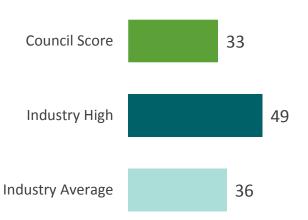
Satisfaction is moderate.

- 58% are satisfied including 33% who are delighted
- 18% are dissatisfied

Satisfaction is greater among older singles / couples and seniors.

There is most room to improve perceptions among residents / ratepayers within the Town, and families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied	
Residents / ratepayers living in the ToEF	33%	18%	
Ratepayers living outside the ToEF	32%	5%	

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	32%	7%
Families with younger children (0-12)	24%	29%
Families with older children (13+)	29%	16%
Older singles / couples (45-64)	43%	13%
Seniors (65+)	49%	9%

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

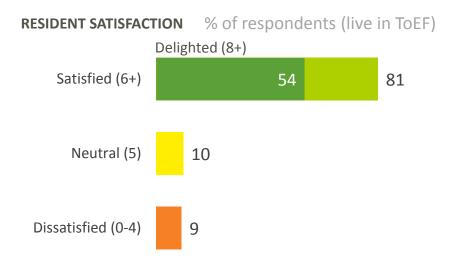
Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 372)

CATALYSI RESEARCH & STRATEG

Building and infrastructure

The area's character and identity

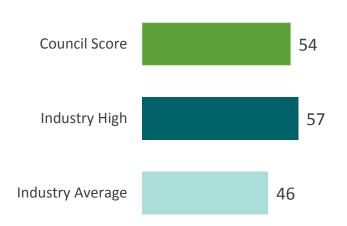


Satisfaction is high.

81% are satisfied including 54% who are delighted

Satisfaction is greater among residents / ratepayers within the Town, females, younger singles / couples, renters and those with a disability or impairment.

INDUSTRY STANDARDS



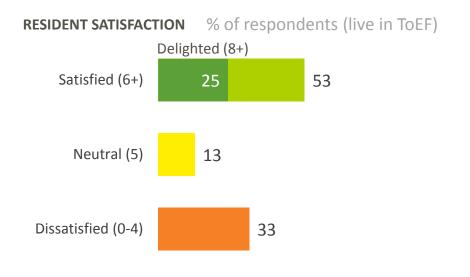
% of respondents (all)	Delighted	Dissatisfied	
Residents / ratepayers living in the ToEF	54%	9%	
Ratepayers living outside the ToEF	36%	14%	

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	44%	8%
Female	63%	10%
Younger singles / couples (18-44)	72 %	6%
Families with younger children (0-12)	46%	7%
Families with older children (13+)	48%	12%
Older singles / couples (45-64)	57%	12%
Seniors (65+)	59%	4%
Own / paying mortgage	52%	10%
Renting	73%	2%
Have a disability or impairment	74%	5%

%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response, excludes 'don't know' (n = 484)

Planning and building approvals



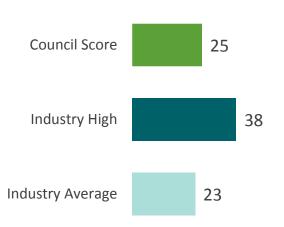
Satisfaction is moderate.

- 53% are satisfied including 25% who are delighted
- 33% are dissatisfied

Satisfaction is greater among younger singles / couples, seniors, renters and those with a disability or impairment.

There is most room to improve perceptions among males.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	25%	33%
Ratepayers living outside the ToEF	20%	36%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	19%	40%
Female	32%	26%
Younger singles / couples (18-44)	39%	21%
Families with younger children (0-12)	20%	38%
Families with older children (13+)	22%	35%
Older singles / couples (45-64)	30%	33%
Seniors (65+)	35 %	28%
Own / paying mortgage	24%	34%
Renting	53%	26%
Have a disability or impairment	45%	13%

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

CATALYSE RESEARCH & STRATEGY

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 398)

Current and future housing preferences

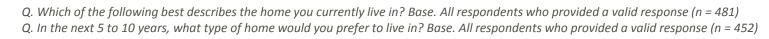
The housing mix in the Town of East Fremantle appears to be meeting the current and future needs for most residents.

Based on current and future preferences, there is a suggestion that demand for larger blocks and townhouses may decline, with some growth in the need for single level duplexes, villas, 55+ accommodation and retirement homes.

Stand-alone house on large block 42 38 (600 + sqm)Stand-alone house on medium block 34 34 (300sgm to 600sgm) Stand alone house on a small block (less than 300sqm) **Townhouse** Single level duplex or villa **Apartment** Current home Secondary dwelling on residential block Preferred home (ie. granny flat, etc) 55+ accommodation/retirement home 2

Other

Unsure





% of respondents (live in ToEF)

Changing property needs

While many are happy to stay in their current home over the next 10 years, some wish to downsize (highlighted in green below) and some wish to upgrade to a larger property (highlighted in orange below).

Among those who wish to move, there is greatest demand for stand-alone houses on medium blocks. Those living in stand-alone houses on small blocks are the most likely to want to relocate.

Current Home

		Stand-alone house on large block	Stand-alone house on medium block	Stand-alone house on a small block	Townhouse	Single level duplex or villa	Apartment
	Number of respondents:	193	142	21	40	19	22
	Stand-alone house on large block (600+sqm)	62%	14%	10%	13%	5%	9%
	Stand-alone house on medium block (300sqm-600sqm)	16%	69%	29%	15%	16%	23%
	Stand-alone house on a small block (<300sqm)	5%	5%	33%	8%	0%	5%
Preferred Home	Townhouse	3%	4%	5%	48%	5%	0%
red h	Single level duplex or villa	5%	3%	19%	10%	68%	9%
refe	Apartment	3%	2%	0%	3%	0%	45%
ш,	55+ accommodation / retirement home	4%	2%	5%	3%	0%	5%
	Other	2%	1%	0%	0%	0%	0%
	Unsure	3%	2%	5%	5%	5%	9%



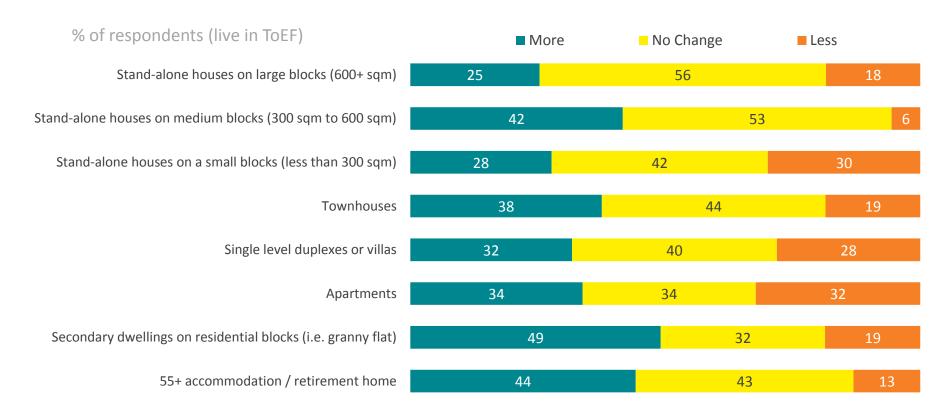
Q. And, in the next 5 to 10 years, what type of home would you prefer to live in? Base. All respondents who have provided a valid response (n = 439) want to downsize no change want a larger property



Increasing support for housing diversity

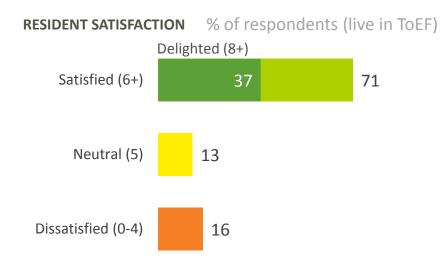
On balance, the community would like to see a greater number of granny flats, 55+ accommodation and retirement homes, stand-alone houses on medium blocks, and townhouses in East Fremantle.

There are mixed views in relation to other housing types, with some supporting more larger blocks, smaller blocks, single level duplexes and villas, and apartments, and an almost equal number of residents supporting less of these dwelling types.





How the East Fremantle town centre is being developed



Satisfaction is relatively high.

- 71% are satisfied including 37% who are delighted
- 16% are dissatisfied

% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	37%	16%
Ratepayers living outside the ToEF	24%	24%

INDUSTRY STANDARDS

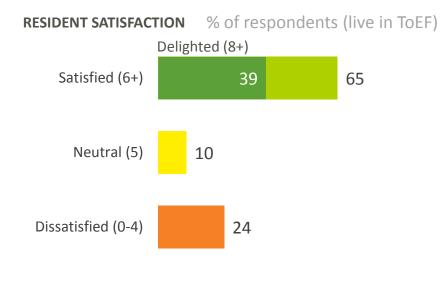
Council Score	37	
Industry High		59
Industry Average	35	

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 437)

How local heritage is promoted and preserved

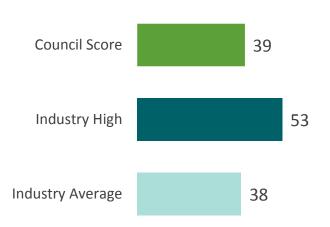


Satisfaction is moderate.

- 65% are satisfied including 39% who are delighted
- 24% are dissatisfied

Satisfaction is greater among residents / ratepayers within the Town, females, younger singles / couples and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	39%	24%
Ratepayers living outside the ToEF	19%	19%

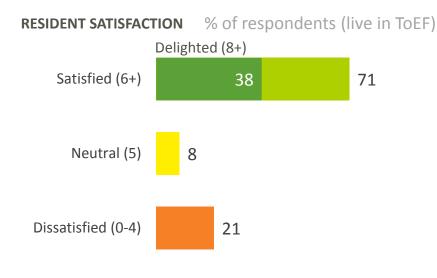
% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	32%	25%
Female	46%	23%
Younger singles / couples (18-44)	52 %	18%
Families with younger children (0-12)	33%	28%
Families with older children (13+)	38%	26%
Older singles / couples (45-64)	42%	22%
Seniors (65+)	43%	18%
Own / paying mortgage	37%	26%
Renting	61%	10%

%% = significant variance %% = notable variance $^{\circ}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 467)

Road maintenance



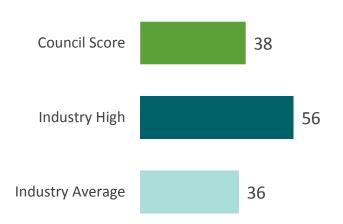
Satisfaction is relatively high.

- 71% are satisfied including 38% who are delighted
- 21% are dissatisfied

Satisfaction is greater among females and seniors.

There is most room to improve perceptions among families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	38%	21%
Ratepayers living outside the ToEF	29%	18%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	33%	25%
Female	44%	17%
Younger singles / couples (18-44)	44%	10%
Families with younger children (0-12)	30%	32 %
Families with older children (13+)	34%	20%
Older singles / couples (45-64)	36%	19%
Seniors (65+)	55%	12%

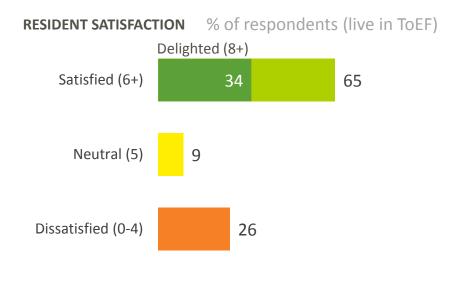
%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 483)

40 CAT

Management and control of traffic on local roads



Satisfaction is moderate.

- 65% are satisfied including 34% who are delighted
- 26% are dissatisfied

Satisfaction is greater among seniors.

There is more room to improve perceptions among males, families with younger children and home owners.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	34%	26%
Ratepayers living outside the ToEF	22%	30%

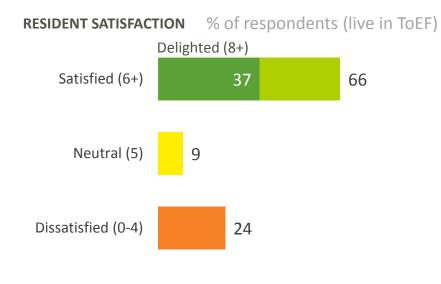
% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	29%	31%
Female	39%	21%
Younger singles / couples (18-44)	44%	13%
Families with younger children (0-12)	23%	37 %
Families with older children (13+)	30%	27%
Older singles / couples (45-64)	33%	27%
Seniors (65+)	52%	14%
Own / paying mortgage	34%	28%
Renting	36%	5%
Families with younger children (0-12) Families with older children (13+) Older singles / couples (45-64) Seniors (65+) Own / paying mortgage	23% 30% 33% 52% 34%	37% 27% 27% 14%

%% = significant variance %% = notable variance $^{\circ}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 477)

Streetscapes

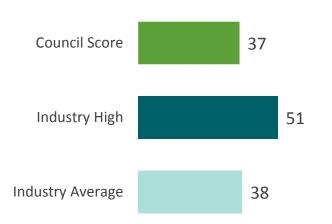


Satisfaction is moderate.

- 66% are satisfied including 37% who are delighted
- 24% are dissatisfied

Satisfaction is greater among females, younger singles / couples, seniors and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	37%	24%
Ratepayers living outside the ToEF	39%	18%

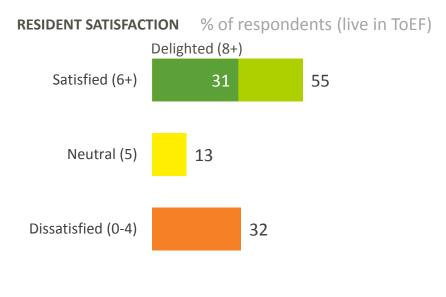
''		
% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	31%	29%
Female	42%	21%
Younger singles / couples (18-44)	66%	5%
Families with younger children (0-12)	26%	33%
Families with older children (13+)	33%	31%
Older singles / couples (45-64)	35%	24%
Seniors (65+)	46%	16%
Own / paying mortgage	33%	27%
Renting	75%	2%

%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 481)

Footpaths and cycleways



Satisfaction is moderate.

- 55% are satisfied including 31% who are delighted
- 32% are dissatisfied

Satisfaction is greater among females, younger singles / couples, seniors and renters.

There is most room to improve perceptions among families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	31%	32%
Ratepayers living outside the ToEF	36%	36%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	25%	42%
Female	38%	23%
Younger singles / couples (18-44)	53%	12%
Families with younger children (0-12)	20%	47%
Families with older children (13+)	26%	37%
Older singles / couples (45-64)	32%	29%
Seniors (65+)	41%	26%
Own / paying mortgage	29%	34%
Renting	54%	20%

%% = significant variance %% = notable variance $^{\circ}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 485)

Community Facilities and Services

Parks and playgrounds



Satisfaction is high.

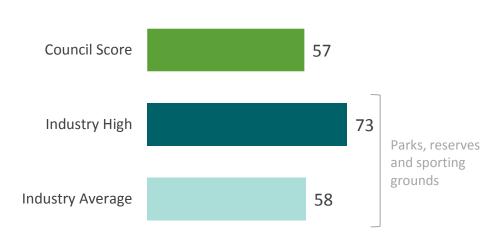
% of respondents (all)

82% are satisfied including 57% who are delighted

Satisfaction is greater among younger singles / couples, older singles / couples, seniors and renters.

There is most room to improve perceptions among families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	57%	14%
Ratepayers living outside the ToEF	44%	4%
% of respondents (live in ToEF)	Delighted	Dissatisfied
Vounger singles / counles (18-1/1)	77%	3%

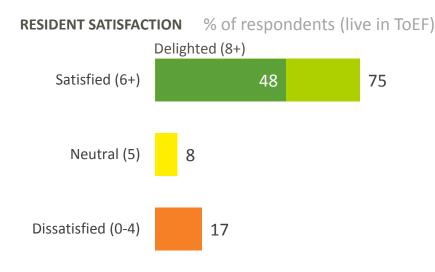
% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	77%	3%
Families with younger children (0-12)	47%	22%
Families with older children (13+)	43%	19%
Older singles / couples (45-64)	64%	13%
Seniors (65+)	67 %	5%
Own / paying mortgage	55%	15%
Renting	77 %	0%

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 487)

Sport & recreation facilities and activities



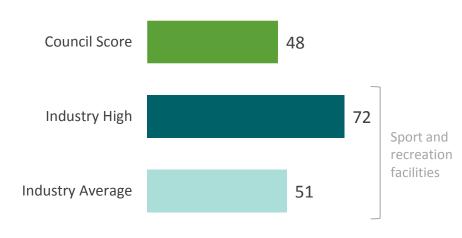
Satisfaction is relatively high.

- 75% are satisfied including 48% who are delighted
- 17% are dissatisfied

Satisfaction is greater among females, younger singles / couples, older singles / couples, seniors and renters.

There is most room to improve perceptions among families with children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	48%	17%
Ratepayers living outside the ToEF	44%	8%

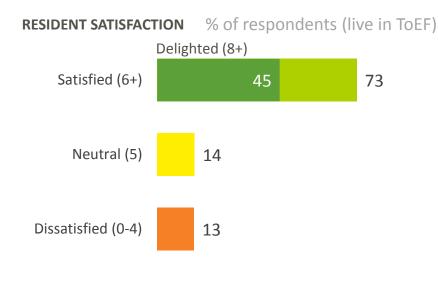
% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	39%	21%
Female	56%	13%
Younger singles / couples (18-44)	61%	6%
Families with younger children (0-12)	37%	28%
Families with older children (13+)	38%	26%
Older singles / couples (45-64)	55%	8%
Seniors (65+)	60%	7%
Own / paying mortgage	45%	19%
Renting	75%	2%

%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 472)

Festivals, events and cultural activities



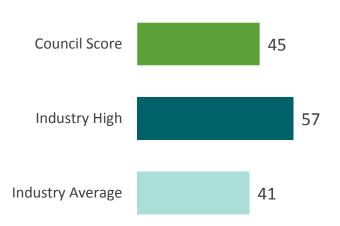
Satisfaction is relatively high.

73% are satisfied including 45% who are delighted

Satisfaction is greater among residents / ratepayers within the Town, younger singles / couples, older singles / couples, seniors and renters.

There is most room to improve perceptions among families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	45%	13%
Ratepayers living outside the ToEF	31%	19%

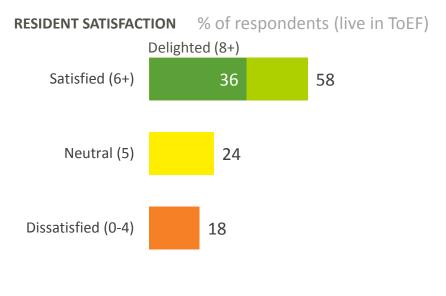
% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	41%	15%
Female	48%	12%
Younger singles / couples (18-44)	59%	6%
Families with younger children (0-12)	36%	23%
Families with older children (13+)	38%	16%
Older singles / couples (45-64)	50%	6%
Seniors (65+)	55%	9%
Own / paying mortgage	43%	14%
Renting	59%	4%

%% = significant variance %% = notable variance $^{\circ}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 461)

Library & information services



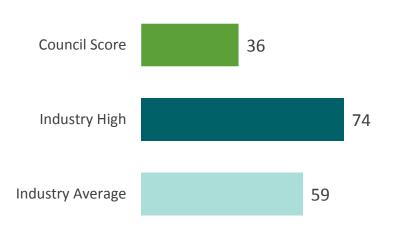
Satisfaction is moderate.

- 58% are satisfied including 36% who are delighted
- 18% are dissatisfied

Satisfaction is greater among younger singles / couples, older singles / couples, seniors and renters.

There is most room to improve perceptions among families with younger children.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	36%	18%
Ratepayers living outside the ToEF	30%	22%

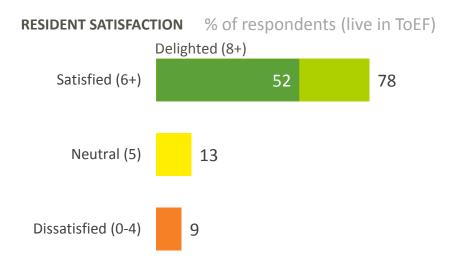
Delighted	Dissatisfied
46%	10%
22%	26%
24%	23%
46%	13%
56%	9%
33%	19%
65%	11%
	46% 22% 24% 46% 56% 33%

%% = significant variance %% = notable variance $^{\circ}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 408)

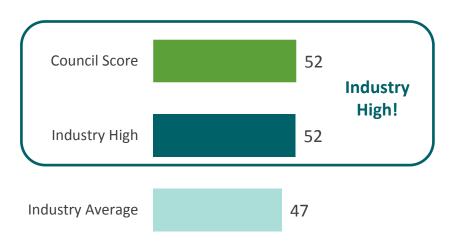
The sense of community in East Fremantle



Satisfaction is relatively high.

78% are satisfied including 52% who are delighted
 Satisfaction is greater among females, younger singles / couples, seniors and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	52%	9%
Ratepayers living outside the ToEF	38%	15%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Male	42%	11%
Female	61%	8%
Younger singles / couples (18-44)	68%	3%
Families with younger children (0-12)	46%	10%
Families with older children (13+)	47%	12%
Older singles / couples (45-64)	52%	7%
Seniors (65+)	66%	8%
Own / paying mortgage	50%	10%
Renting	80%	5%
Families with younger children (0-12) Families with older children (13+) Older singles / couples (45-64) Seniors (65+) Own / paying mortgage	46% 47% 52% 66% 50%	10% 12% 7% 8% 10%

%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 479)

Voluntary work

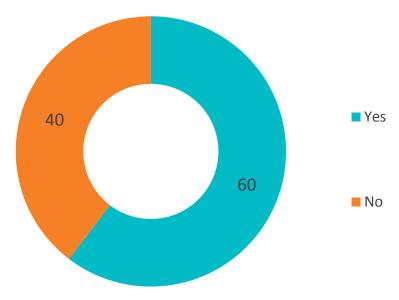
60% have volunteered over the past 12 months.

Volunteering is greater among families with children.

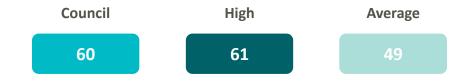
% of respondents (all) Residents / ratepayers living in the ToEF Ratepayers living outside the ToEF	Yes 60% 58%
9/ of respondents (live in TOEF)	Voc
% of respondents (live in ToEF) Younger singles / couples (18-44)	Yes 38%
Families with younger children (0-12)	74%
Families with older children (13+)	76 %
Older singles / couples (45-64)	51%
Seniors (65+)	49%

COMMUNITY PERSPECTIVES

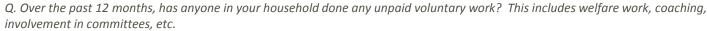
% of respondents (live in ToEF)



INDUSTRY COMPARISONS: % total agree



%% = significant variance %% = notable variance ^Small sample size (n < 30)



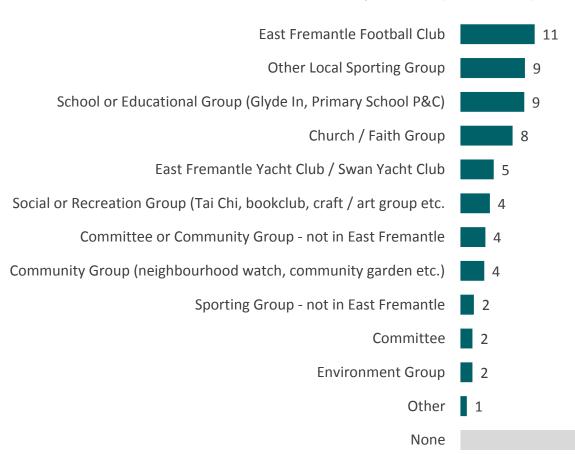
Base: Respondents who gave a valid response (n = 486)



Community Organisations

Which local community organisations are you involved with in East Fremantle?

% of respondents (live in ToEF)





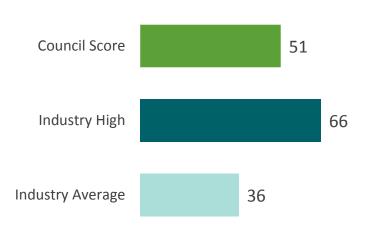
Safety and security



Satisfaction is relatively high.

79% are satisfied including 51% who are delighted
 Satisfaction is greater among younger singles / couples and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	51%	11%
Ratepayers living outside the ToEF	40%	16%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	63%	8%
Families with younger children (0-12)	45%	12%
Families with older children (13+)	46%	15%
Older singles / couples (45-64)	51%	12%
Seniors (65+)	57%	6%
Own / paying mortgage	50%	11%
Renting	68%	8%

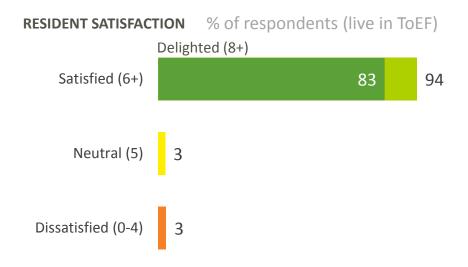
%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 475)

Environment

Weekly rubbish collections



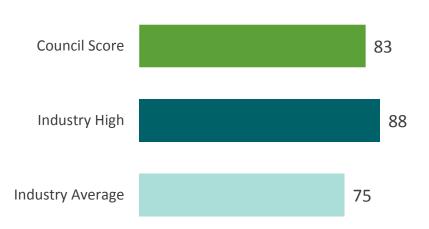
Satisfaction is very high.

94% are satisfied including 83% who are delighted

Satisfaction is greater among residents / ratepayers within the Town.

Satisfaction is greater among younger singles / couples, older singles / couples, seniors and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	83%	3%
Ratepayers living outside the ToEF	54%	4%

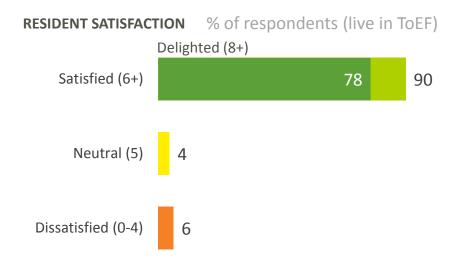
% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	88%	0%
Families with younger children (0-12)	78%	3%
Families with older children (13+)	75%	6%
Older singles / couples (45-64)	86%	2%
Seniors (65+)	92%	2%
Own / paying mortgage	82%	3%
Renting	93%	0%
	93%	0%

%% = significant variance %% = notable variance $^{\text{Small sample size}}$ (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 492)

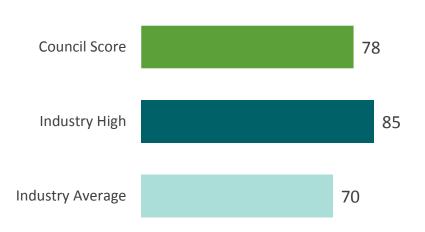
Recycling services



Satisfaction is very high.

• 90% are satisfied including 78% who are delighted Satisfaction is greater among residents / ratepayers within the Town, younger singles / couples, older singles / couples, seniors and renters.

INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	78%	6%
Ratepayers living outside the ToEF	50%	4%

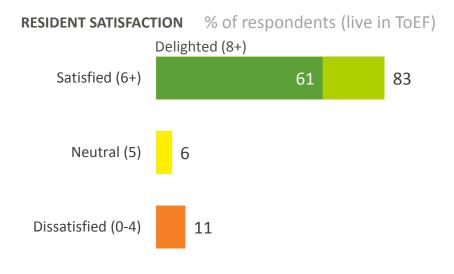
% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	83%	0%
Families with younger children (0-12)	70%	9%
Families with older children (13+)	72%	10%
Older singles / couples (45-64)	81%	3%
Seniors (65+)	88%	4%
Own / paying mortgage	76%	6%
Renting	91%	0%

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

Q. How satisfied are you with the following aspects of East Fremantle? For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 488)

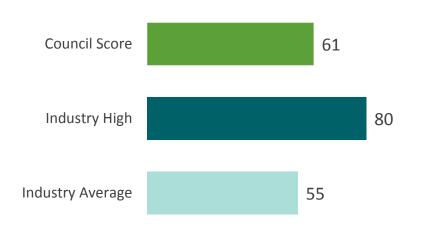
Verge-side bulk and green waste collections



Satisfaction is high.

83% are satisfied including 61% who are delighted
 Satisfaction is greater among younger singles / couples, older singles / couples, seniors and renters.

INDUSTRY STANDARDS



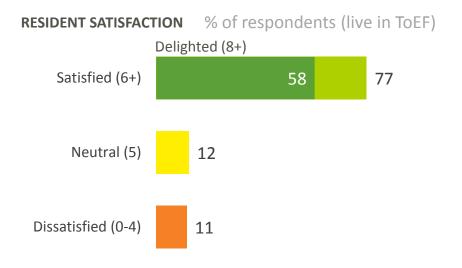
% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	61%	11%
Ratepayers living outside the ToEF	54%	15%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	66%	6%
Families with younger children (0-12)	49%	14%
Families with older children (13+)	59%	13%
Older singles / couples (45-64)	70 %	10%
Seniors (65+)	75%	6%
Own / paying mortgage	59%	11%
Renting	86%	4%

%% = significant variance %% = notable variance ^Small sample size (n < 30)



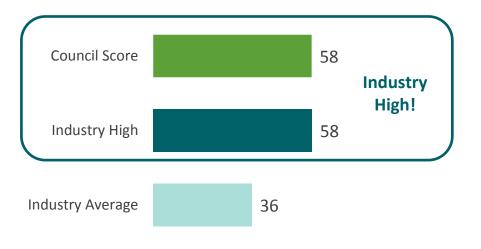
Efforts to maintain and enhance the Swan River foreshore



Satisfaction is relatively high.

77% are satisfied including 58% who are delighted Satisfaction is greater among younger singles / couples, older singles / couples, seniors and renters.

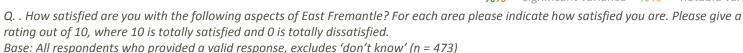
INDUSTRY STANDARDS



% of respondents (all)	Delighted	Dissatisfied
Residents / ratepayers living in the ToEF	58%	11%
Ratepayers living outside the ToEF	50%	8%

% of respondents (live in ToEF)	Delighted	Dissatisfied
Younger singles / couples (18-44)	68%	6%
Families with younger children (0-12)	45%	14%
Families with older children (13+)	53%	14%
Older singles / couples (45-64)	61%	11%
Seniors (65+)	69%	9%
Own / paying mortgage	56%	12%
Renting	78%	5%

%% = significant variance %% = notable variance $^{\text{S}}$ Small sample size (n < 30)

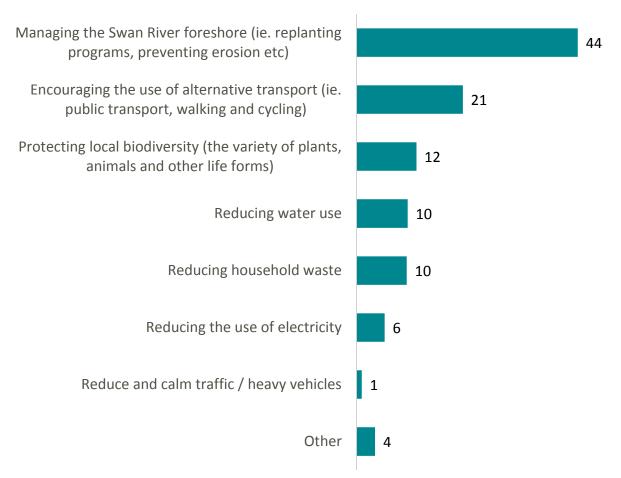




Environmental Issues

Which of the following environmental issues do you consider to be the MOST important to focus on in East Fremantle?

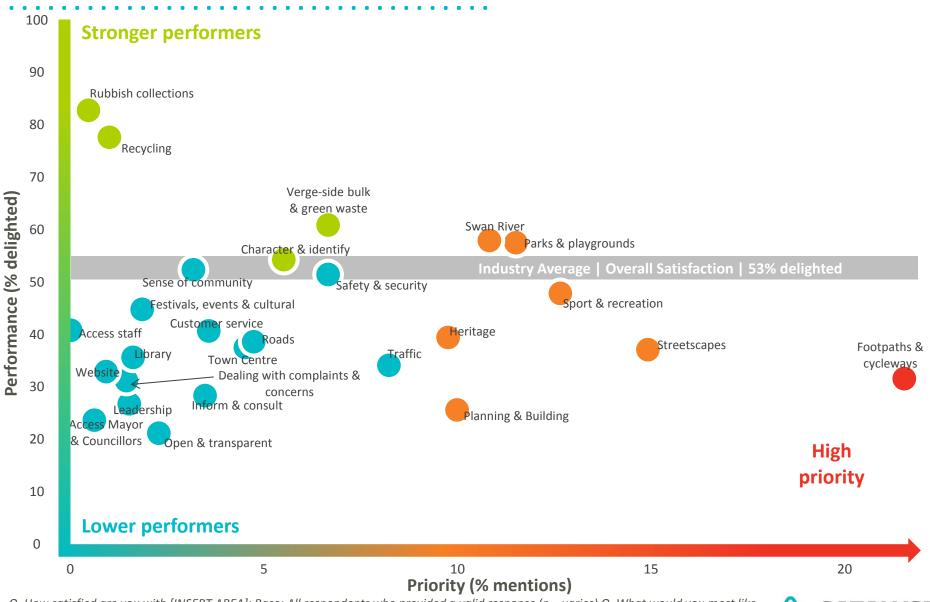
% of respondents (live in ToEF)





Addressing Community Priorities

Community Priorities ™ | among residents / ratepayers living in ToEF

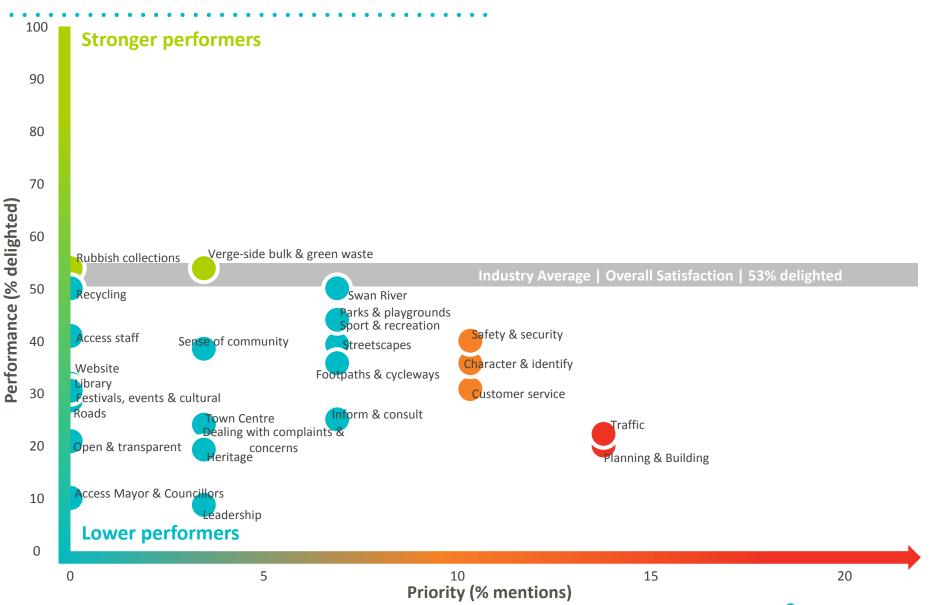


Q. How satisfied are you with [INSERT AREA]: Base: All respondents who provided a valid response (n = varies) Q. What would you most like the Town of East Fremantle to focus on improving? Base: All residents / ratepayers living in ToEF (n = 494)

♦ Areas where satisfaction was not measured but were spontaneously mentioned by respondents as areas to focus on improving

60

Community Priorities [™] | among ratepayers living outside ToMP



Q. How satisfied are you with [INSERT AREA]: Base: All respondents who provided a valid response (n = varies) Q. What would you most like the Town of East Fremantle to focus on improving? Base: All ratepayers living outside ToEF (n = 29)



Addressing community priorities | Footpaths and Cycleways

Residents feel footpaths are in need of repair and maintenance:

"Repair and maintenance to old footpaths."

"Footpaths, particularly where damage has occurred during building construction activity."

"Walkways and mobility access."

"Footpaths are in very poor condition with dodgy patch/repairs along Preston Point Rd."

"The path between Preston Point Rd and Surbiton Rd is over grown, poorly maintained and has no lighting at night."

"Most paths are in poor repair."

"Footpaths in the Woodside Ward are atrocious and barely wide enough for one person let alone two. They are, in some places, in very poor condition and require replacing."

"The path in Gill St was going to be upgraded in 2013. It did not happen, one side was upgraded a few years ago, the other never."

"Canning highway footpaths are well and truly due for upgrade."

"Footpaths (ours urgently needs upgrading)."

"My pathway along Oakover is terrible."

"Footpaths - Oakover Street as an example -cracked, bumpy, uneven black asphalt."

"Footpath between Angwin St and Preston Point Road, Canning Highway opposite Town Hall. How about fixing it? The only improvement done in the last 25 years was the relocating of the bus shelter. This footpath is used by pedestrians and cyclists."

And would like more cycleways in the area:

"More cycleways or dual use paths."

"Cycle path network."

"Cycleway for Preston Pt Rd."

"Much needed cycle track on Preston Point Road."

"Increase cycling and walking on local roads eg. around the primary schools."

"Canning Highway - renewal and with pedestrian and cycle facilities."

"Bicycle friendly roads please."



Addressing community priorities | Footpaths and Cycleways

Footpaths are dangerous particularly for prams, wheelchairs and the elderly:

"My son is in a wheelchair and cannot cross Canning Highway. Also not all paths are level. Dangerous and not wheelchair friendly."

"My mother recently broke her ankle because of the badly maintained footpaths."

"Our footpath on Oakover St is dreadful! ...the pavement is dangerous. My mother has fallen and I have tripped numerous times."

"Paths on Petra Street are 'uneven and dangerous' from Canning down to the river. Very difficult to navigate a pram."

"The footpaths in Oakover St. The middle block is dangerous."

"Footpaths in Plympton Ward eg. Hubble St (unimproved side) - unsafe for pedestrians, falls risk for older residents and visitors."

"Unsafe for children and elderly (between Fletcher and Millenden)."

"Pathways - crossing Riverside Dve to go up Pier St with kids and a pram is no easy feat. No safe crossing, pathway or facilities."

"Paths on Petra Street are 'uneven and dangerous' from Canning down to the river. Very difficult to navigate a pram."

"Repairing the northern footpath between Staton Rd and Petra Street. It is dangerous."

"Footpaths - unsafe for my husband and his gopher."

Some residents would like a safe crossing for Canning Highway:

"Pedestrian safety Canning Hwy."

"Safe crossing of Canning Highway to shopping area. Overhead bridge to access shop - has been promised for years."

"An overpass or underpass across Canning Highway from Woolworths across to the dry cleaners that is away from the lights - this is where shoppers need to cross."

"I would like a footbridge connecting both sides of the Canning Hwy around Windsor and Fortescue."

Improve pedestrian access to the Swan River foreshore:

"Improve footpaths along river bank."

"More pedestrian access to river eg. building steps from Preston Pt Rd down cliff to river."

"Better walking pathways for longer distances along the river and connecting parks."

"River foreshore cycle paths and footpaths around river areas."

Which areas would you MOST like the Town of East Fremantle to focus on improving?



Addressing community priorities | Streetscapes

Verge maintenance is a priority for many residents:

"A tree pruning service offered to ratepayers."

"Better encouragement of home owners street plantings rather than uniformity with ugly box trees."

"Improving plant screening along Stirling Hwy and Silas St."

"Verges cleaned up/made consistent."

"Maintaining parks/verges - often the grass grows very long before it is mowed."

"Mowing of verges would be good."

"Streetscape trees to be trimmed more often. Can't walk down pathways without ducking several dozen times."

"To improve the procedure of watering streetscape trees. Truck watering (not working) sand woodchip etc being pushed out over paving!"

"Streetscapes need vegetation improvement and enhancement."

As well as replacing some of the trees:

"More trees on verges. "

"New verge trees (Jacaranda)."

"We must ensure to uproot all the dead trees in each street, and there are a few, and replace them with fresh trees."

"Change the tree policy to get rid of the plane/flame trees (the ones that lose all their leaves every winter.)"

"Strengthen the resilience of natural areas, including a tree policy (permission required to cut down trees, street trees to be native etc)."

"Protecting the big, mature trees on both council land and private properties for the amenity of both humans and local biodiversity."

"Tree pruning and limiting - 2 trees per verge is not necessary"



Addressing community priorities | Streetscapes

Overhanging vegetation is also affecting footpath use:

""Overhanging foliage on footpaths."

"Over hanging branches impeding pedestrians as they walk on these footpaths."

"Level footpaths without ridges, gravel and overhanging shrubs and branches from Fraser St, Preston Point Rd, Canning Hwy and
Station Roads and in between."

"hanging branches which hinders the safe walking along the highway and streets."

"Footpath maintenance and overhanging vegetation."

Residents feel local development should also consider streetscapes:

"Stirling Highway on all sides is a disgrace. This needs landscaping, rubbish removal and a welcome to East Fremantle feel."

"Increasing density requires special consideration of tree loss and replacement and the provision of public open space areas of natural vegetation to compensate, ie. good overall planning."

"There appears to be little cohesion in the management/design of the town's parks and open spaces. Develop and implement a tree protection and renewal policy. Develop and implement a landscape management plan."

"Limiting development of 'modern' streetscapes/modern house designs."

"Maintaining existing trees when developments are approved."

"Planning approvals are not consistent nor is the streetscape considered any more."



Addressing community priorities | Sport and Recreation Facilities and Activities

Many residents would like to see East Fremantle Oval developed:

"Gerard McCann concept plan for Freo Oval."

"What is the best way to go forward for the football club."

"Actually some action on the redevelopment of East Fremantle Oval would be beneficial. The proposal with residential and commercial seemed like a good way to be able to fund improvements too and maintain the sporting facilities."

"East Fremantle Football Reserve is a terrible blot on the East Fremantle landscape. Either sell it and reinvest the proceeds in East Fremantle ...or redevelop it by selling fringe areas!"

"East Fremantle Oval and surrounding land. Very keen to see the oval retained and the Bowling Club, but believe we should have shops, cafes and some low-medium rise housing."

"East Fremantle Oval (Shark Park) redevelop."

'East Fremantle Oval. Redevelop into state of art facility, which benefits EFFC and community."

"The area of East Fremantle Football Oval - a firm decision either way on its future."

"The East Fremantle Football area - the fence is in need of replacing, the unused toilet block near Allen St is an eyesore."

"Deteriorating EFFC should be demolished for housing and green open space."

"EFFC did seem to be very neglected when seen on Saturday 19/7."

"Thought given to area around and including East Fremantle Football Club to include community garden, skate park etc."

"The area around and including the East Freo Oval."

"Rejuvenate the recreation oval to provide greater and more open public use - in line with the recent report."

"Movement on the East Fremantle oval site - has been 'talked' about for years!"

"Keep Shark Park and improve the facilities."



Addressing community priorities | Sport and Recreation Facilities and Activities

More support for local recreation and sports clubs:

"Supporting sports club facilities."

"More support towards East Freo Football Club."

"To improve working relationships with clubs in the Town ie. Yacht clubs, football clubs, bowling and crocket clubs as these not-forprofit organisations serve the EF Community."

"Support given to Bowling Club."

"The level of communication could be improved re: sport and rec facilities."

"Bowls Club and Croquet Club - community upgrade."

As well as more access to recreation facilities:

"Leisure facilities...recreation centre"

"Recreational space for children. Something more than junior playgrounds."

"Build a half or full court basketball court (outdoor)."

"Infrastructure and community facilities."

"Development of new areas and facilities."

"Forshore development and recreation."

"Building at least one major community leisure facility."

"River foreshore in relation to places to relax in as well as those that include exercise equipment."

"A community centre where groups could meet etc."

"More exercise equipment."



Addressing community priorities | Parks and Playgrounds

More effort to maintain parks, playgrounds and reserves:

"Maintain parks and reserves."

"Maintaining recreation areas and parks, especially 'A' class reserves (East Fremantle Oval precinct)."

"Cleaning park bins, particularly John Tonkin Reserve, they are an embarrassment and around Jerret Drive."

"Improving the A Class Reserve. Improving the park next to Rowing/Tai Chi Club."

"Maintain open spaces such as parks and river foreshore."

"Parks and playgrounds appear to be being neglected."

"Parks and streetscapes; protecting local biodiversity; planting trees; restoring the areas natural heritage."

"Greater effort in maintaining parks and playgrounds once established."

"Ulrich Park is fabulously different, but not maintained well."

"Maintaining parks/verges - often the grass grows very long before it is mowed."

"The restoration of remaining areas of natural environment (including the foreshore) and the upgrading and care of parkland to strengthen the resilience of natural areas."

Improved facilities and equipment for playgrounds:

"More swings in parks for children."

"Kids playgrounds need refurbishment in Richmond and Zephyrs."

"Parks and playgrounds. Development of new areas and facilities"

"The playground in Ulrich Park and John Tonkin Park is way overdue for upgrade. They are both well used parks and should have better play facilities. Would love to see some different Nature scape play equipment instead of the metal and plastic we see everywhere."

"Upgrades to parks and playgrounds."

"Enhance/develop children's playgrounds."

"Community services and facilities - especially parks and playgrounds."

CATALYSE RESEARCH & STRATEGY

Which areas would you MOST like the Town of East Fremantle to focus on improving?

Addressing community priorities | Parks and playgrounds



"More dog friendly exercise areas."

"Parklands that allow dogs off the lead."

"Please make a fenced dog and fenced playground area between the 2 ovals on Preston Pt Rd. Check out Carrington St, Nedlands, that has this great combination. This would become a great social area and safe for those with new or small dogs."

"Relaxing dog restrictions at parks."

"Fenced dog parks."

"Contained dog exercise park/area."



Addressing community priorities | Swan River foreshore

Greater access to and use of the Swan River foreshore:

"The riverside parks."

"Foreshore amenities."

"The river foreshore (develop and make more accessible to public)."

"Parks and cafes along the foreshore."

"River road and foreshore."

"Riverfront, make full advantage of it and identify with it more closely."

"Foreshore development and recreation."

"River foreshore in relation to places to relax in as well as those that include exercise equipment."

"Continue to create parks on the foreshore, not multi storey high rise apartments."

Protection and maintenance of the Swan River foreshore:

"Swan River foreshore. Local biodiversity."

"Waiting for implementation of promised foreshore protection action plan."

"We have a magnificent river and yet the bushland which faces the river is in need of some clearing out and total improvement."

"The restoration of remaining areas of natural environment (including the foreshore)."

"Escarpement and foreshore weed control and landscaping."

"Preserving and continuing to improve the foreshore is important."

"Swan River foreshore and the cliff face along the entire length of Riverside Road."

"Foreshore replanting."

"Ensuring river foreshore is foremost in all planning as this is what makes East Freo what it is."

"Cleanliness and amenities of parks, reserves and foreshore."

"Maintain open spaces such as parks and river foreshore."

"Swan River foreshore is a piece of paradise. Please keep maintaining."



Addressing community priorities | How local Heritage is promoted and preserved

66

Residents would like something done about The Royal George Hotel:

"Royal George Hotel, time to stop the artists and blockers and allow it to be developed. Bring on short stay apartments. No good being a derelict building."

"The old George Hotel which is a disgrace how it has been left unattended for years. At the very least it should be opened up again so that it can be used by the public. Allow the rooms to be used as art studios etc."

"Encourage the redevelopment of Royal George Hotel (like what's happening in the Richmond Quarter)."

"The old George Hotel - this is a beautiful building left to ruin."

"The Royal George Hotel Building is in a state of disrepair which needs to be addressed urgently."

"The maintenance of the old Royal George."

"Renovation of the Royal George Hotel."

"The Royal George Hotel on George/Duke Streets - needs to be restored and utilised."

"Complete restoration of the old George Hotel."

"The Royal George."

"Resolving the issues that prevent the restoration and developing of the Old George Hotel, Duke St."

"Address George St Hotel, falling into disrepair."

"Open up the old Royal George Hotel for artists."

"The George Hotel development."

"The Royal George Hotel - just PLEASE do something with it."

"Old George Hotel area."

"Protection of old buildings eq. Royal George."



Addressing community priorities | How local Heritage is promoted and preserved



Some residents would like more preservation of heritage:

"Retention of historic homes and commercial buildings... East Fremantle is a wonderful example of a suburb that was initially developed in the late 1800's and early 1900's and should be preserved."

"Restoration to the old building end of George St (near tunnel)."

"Retention of heritage buildings."

"preserve heritage homes."

"Heritage needs better looking after"

"Preservation of heritage - limiting development of 'modern' streetscapes/modern house designs."

"Increase heritage efforts."

"Retain heritage value of built environment, especially along Swan River and George Street precinct."

"Saving 'real' heritage like the house on Riverside Road."

...while others would like to relax heritage restrictions:

"Less requirement to keep heritage buildings unless they are of high heritage value."

"Communicate re the listing of heritage houses. More thought should be given to the rights of owners who in a lot of cases have lived and maintained their properties to the best of their ability to find in their old age they have such draconian restrictions put on them that they can't afford to follow. Nobody wants to buy a listed home for that reason."

"Too much emphasis on keeping heritage buildings at the expense of sensible building development."

"No. 37 Petra St was put on Heritage list. No consultation with me on this. Found out accidentally by visiting a website on another matter."

"Buildings called heritage are just OLD and no upkeep was done for years - so, don't have so much 'heritage' that just makes the area look old."

"Overhaul and relax heritage development restrictions."

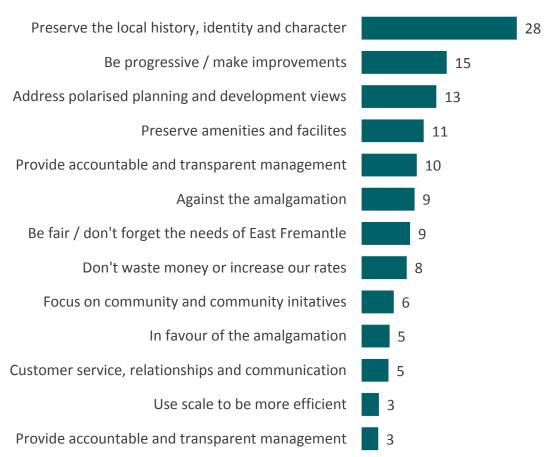


Messages for a new council

Messages for a new Council

If a merger was to take place, what message would you like to send to the new Council?

% of respondents (live in ToEF)





Merger Messages | Preserve the history, identify and character of East Fremantle

Residents would like to maintain East Fremantle's unique identity:

"Allow East Fremantle to preserve its character and community connections as much as possible"

"Be very, very aware East Fremantle has an amazing uniqueness and this needs to be maintained."

"Do not dilute the current 'village' feeling of East Fremantle."

"Don't change the character of the suburb."

"East Fremantle is a unique local council area for a south of the river locality. Its special character should be celebrated and promoted as much as possible."

"East Fremantle wants to maintain its own identity and not just become a part of 'Fremantle' - it has some unique charm and features that should not get lost in a large new council."

"I am concerned that East Fremantle will loose its identity. "

"I would like East Fremantle to keep its own identity."

"There should be very careful consideration given to all areas of governance (arts, events, planning, building, etc) to ensure that East Fremantle's character is maintained or enhanced"

"Make sure the identity of East Fremantle stays prominent and not lost amongst the other areas it amalgamates into."

"Make East Fremantle keep its own identity."

"Please don't let East Fremantle lose its identity."

"Retain the identity of East Fremantle."

"That East Fremantle has a sense of community and the district needs to retain its own identity - not to be into the character of another suburb/city."

"Historically East Fremantle has always been unique. Like to keep it this way."



Merger Messages | Preserve the history, identify and character of East Fremantle

Maintain heritage values and preservation of historical buildings:

"Respect the architectural heritage but enable functional uses (buildings need life not left to decay)."

"Heritage value of East Fremantle is maintained."

"Maintain preservation of heritage, including 1950's homes."

"Don't allow East Fremantle's heritage properties to be decimated. Without the properties East Fremantle loses its identity."

"Allow East Fremantle's historical identity to be preserved and celebrated as a stand alone entity."

"Keep heritage and character of East Fremantle."

"Please fight hard to retain character homes in East Fremantle ...Parts of East Fremantle are losing their character and identity, creating a mish mash of housing and unattractive streetscapes."

"Please respect the history of East Fremantle, expect to spend more money on maintaining these beautiful areas."

"Preservation of our heritage is very important. We don't want more housing development and we should maintain older houses."

"Protect all houses with any heritage value from demolition/redevelopment...East Fremantle has its own unique identity and this needs to be protected and nurtured."

"Protect heritage - many houses are 100 years old."

"That East Fremantle maintain its look and feel of large blocks, federation style houses, plenty of trees, minimal high density living."

"The current identity of East Fremantle, which embraces both heritage and characteristics and modern facilities, is not lost in a larger avernina area."

Sense of community:

"Maintain East Fremantle character and sense of community."

"Please don't lose that fantastic community feel and neighbourhood safety."

"Keep East Fremantle's sense of identity of being a family/friendly for all ages community."

"Please help us maintain the community feel we have here."

"Strongly need to retain sense of heritage and community, not get lost in a large bureaucracy."

"It has a beautiful small community feel - we don't want to lose that."

Q. Council is awaiting a final decision from the Government about the proposed incorporation of East Fremantle into an expanded City of Fremantle. If the Government's plan proceeds, what message would you like to send to the new Council?

A full list of verbatim responses is provided in the Appendix



Merger Messages | Be progressive, make improvements

Be progressive, move forward and make change:

"Be progressive."

"Don't be so struck in ways."

"Embrace the change. Move forward and look for new opportunities while keeping the basic heritage feel of the area."

"Respect the present - but be more open minded in regards to the future in all aspects."

"Embrace the merger with positive action to improve services to the community."

"Settle in quickly and focus on services, not focus on the past."

"I welcome the incorporation of a more diverse demographic and a broader perspective."

"The current Fremantle council has many good policies ... It would be beneficial if these policies can also provide direct benefit to the residents of East Fremantle and be modified/tailored to the requirements of the East Fremantle area."

"Aim to provide improved performance and management of overall area by moving into the 21st Century."

Progress with development of the area:

"Let's get on with some positive development, not stifle, nor over the top proposals."

"Let's have some progress and modernisation within the area, please."

"Please agree to constructive change. We can't stagnate forever. We need quality redevelopment not empty rotting ugly precincts."

"Be more progressive. Look for sensible development that will allow the suburb to develop for the future."

"Be more proactive towards development."

"Progressive development. ...Relax heritage development restrictions."



Merger Messages | Be progressive, make improvements

Improve current services and facilities such as streetscapes, recreation facilities and more:

"Improve the streetscape of East Fremantle. Remove all black bitumen paths as they are unsightly. Plant more street trees. Remove and replace black bitumen cross overs."

"More online services like mapping, online applications and approvals tracking etc."

"Remove large trees planted in last 10-15 years along river's edge and replace if necessary."

"Fix/replace leaking water mains. Repair, replace and maintain the footpaths and verges."

"This will give us greater access to services such as library, swimming pool and security."

"Fix the parking problem in residential streets of East Fremantle."

"To develop more safe cycling routes."

"Increase your efforts to protect the river, its foreshore and public amenity."

"Better parks and gardens."

"Get underground power throughout Fremantle"

"Improve cycleways. Look after the river."

To introduce a community/recreation centre for the young and old alike."

"More, or at least maintain, sports and rec facilities."

"Improve parks (including dog off lead areas). Improve poorly maintained roads."

"A secondary school is needed in the area."

"Improve and expand library services. Improve early childhood support services."

"Plant more trees on verges - leafy green."



Merger Messages | Be progressive, make improvements



Concentrate on improving economic development of East Fremantle:

"Become economically strong."

"Give East Fremantle a decent town centre.."

"Please help East and Fremantle attract more big name and small funky shops."

"Encourage cafe lifestyle."

"Continue to create new opportunities and experiences within the City for small business, locals and tourists."

"Allow for ongoing development of restaurants, bars and retail in the East Fremantle area."

"Promote more inner city and higher density dwellings in certain areas near shops and public transport. This will provide customers for businesses which need support."

Improve public transport for East Fremantle, including the CAT bus:

"To extend the Fremantle CAT bus services."

"I would like to have some of the services that Fremantle residents currently have, such as parking permits, CAT bus to East Fremantle"

"Extend CAT bus services to East Fremantle."

"Improve public transport access from East Fremantle, especially to North Fremantle train station. "



Merger Messages | Planning and development

Some residents are against high density development:

"Do not change sub division laws."

"Do not allow subdivision of large blocks, less than 1200/m²."

"Medium density housing development in East Fremantle will ultimately compromise its unique culture and heritage."

"No infill."

"No more multi storey high rise apartments (2 or 3 floors are OK)"

"Please, not tiny blocks with triple storey houses etc. - not everyone wants to live squashed up."

"Stop the ever increasing number of dwellings that leave little room for children to play. "

"To not subdivide big blocks to build two houses on. To subdivide a block it should not be any smaller than a thousand square metres."

"To please make sure that the East Fremantle building codes and by-laws are not relaxed to allow infill, which would spoil the amenities of the district."

"We do not want high density living, eg. blocks that are less than 500sq metres."

"Respect and protect lower density character of the area. Do not increase density of housing or allow higher rise developments."

"Do not be overly influenced by property developers."

"Restrict density."

"Keep East Fremantle as a special precinct with regards to planning, especially height rules."

"Do not allow urban infill on battle-axe blocks."

"Please limit subdivision in East Fremantle on the big blocks - it's a good mixture as it is now."

"We don't want more housing development and we should maintain older houses."

"Do not change the current planning rules to allow higher density housing."

"Agree NOT to introduce an extensive building program into the area."

"No high rise development."

"Protect amenity of Woodside, no further subdivision."



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... and other residents are pro development :

"Develop East Fremantle to create more vibrancy with more housing on smaller blocks."

"Expedite the process of allowing large blocks to be subdivided into smaller blocks that are appropriate for the needs of modern families and singles."

"Promote more inner city and higher density dwellings in certain areas near shops and public transport."

"Be more open and relaxed about building permits."

"We need a compelling redevelopment plan for the area between QV Bridge and the railway line."

"Look for sensible development that will allow the suburb to develop for the future."

"Focus on urban infill with creative flair."

"Housing development - realise we need to increase housing density - but want it to be low height unless on main roads, ie. Canning Hwy."

"We need quality redevelopment not empty rotting ugly precincts."

Heritage buildings of significance should be maintained:

"Not necessary to keep all and any heritage building. Only need to keep buildings of high heritage significance."

"Ensure heritage houses and buildings are not allowed to be demolished for unit/apartment developments."

"It is good to keep some heritage buildings but not necessary to keep every old building with no real heritage value."

"We request that, via the Town Planning Scheme, East Fremantle's heritage regulations are maintained, including both house facades and also restrictions on block infill."

"Don't allow East Fremantle's heritage properties to be decimated. Without the properties East Fremantle loses its identity"

"Our beautiful old homes should be preserved and restored - not knocked down and replaced with boring modern and huge edifices."

"Protect all houses with any heritage value from demolition/redevelopment."



Merger Messages | Maintain current amenities, services and facilities

Maintain current amenities, services and facilities:

"At least preserve the amenities at their present state."

"Ensure the benefits we receive as East Fremantle residents remain."

"Just continue to give us the service we now receive."

"Keep the standards up like we have enjoyed in East Fremantle."

"Keep up the level of service to ratepayers."

"Maintain service standards."

"Maintain the current levels of maintenance and service and the ambience of the town."

"Services should not dwindle."

"Would like the area now attended by the current East Fremantle Council to be maintained at the same level."

"Retain the current conditions enjoyed by East Fremantle residents."

"Retain sense of community, preserve heritage/streetscapes."

"No deterioration of services (eg. rubbish etc). "

"Keep up the overall 'work' of East Fremantle (ie. tidy, well maintained suburb)."



Merger Messages | Provide accountable and transparent management

Residents would like the future council to provide transparent management:

"Be transparent with your decision making."

"Do not be overly influenced by property developers."

"Focus on all of your constituents. One size does not fit all."

"Focus on core accountabilities."

"the transparency of council processes when decisions are being made that impact on all residents."

"Learn from the community concerns over the actions of the old (current) council"

"To be managed in a sensible and responsible way."

"Be honest, fair, transparent in serving the community"

"Professional management of council."

"Become accountable and transparent."

...and accountable leadership:

"Be honest, open and accountable for your actions."

"Councils are there to serve their community."

"Don't lose sight of why you exist - to serve"

"Put your ratepayers needs first."

"How will East Fremantle be serviced? How many councillors will be allocated to the East Fremantle region?"

"Make sure we have adequate representation"

"East Fremantle to remain as it is. But with better leadership and more involved with its ratepayers."

"Remind them that they should be non-political and what the council is there for is to maintain and preserve their area for the benefit of the ratepayers in an equitable manner."

"Ensure council is operated efficiently for the good of ratepayers and tenants and welcome visitors."





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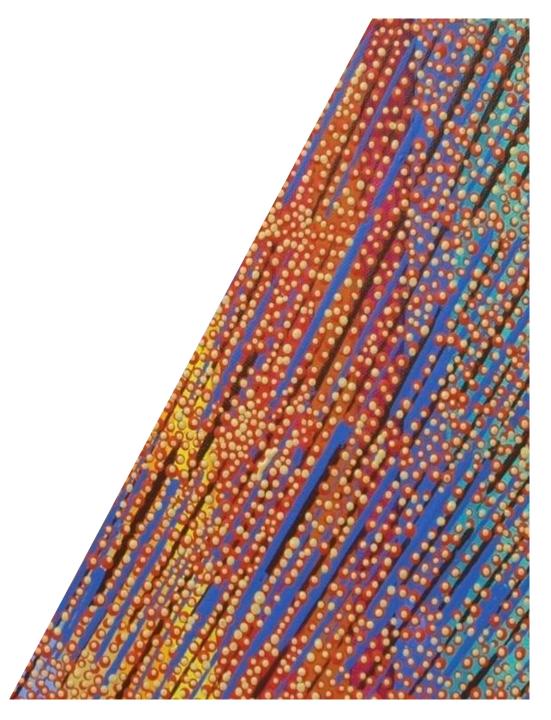
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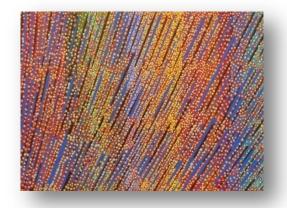
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CATALYSE is proud to support Indigenous artists.

"Fireworks" is the exciting work of Yinjaa-Barni Artist, Maudie Jerrold.

Yinjaa-Barni Artists are traditional owners from the Fortescue River region. Their paintings depict the remarkable country of the Pilbara in Western Australia's north-west. The contrasts of the harsh environment with the hidden gorges of cool water, the seeds and flowers bursting out after rain, are moments that belong to the great Creation stories of the Marrga.

Other works may be viewed at the Japingka Gallery in Fremantle [www.japingka.com.au].