



MARKYT Community Scorecard ©

Prepared for: City of Wanneroo

Prepared by: Catalyse Pty Ltd

12 July 2017

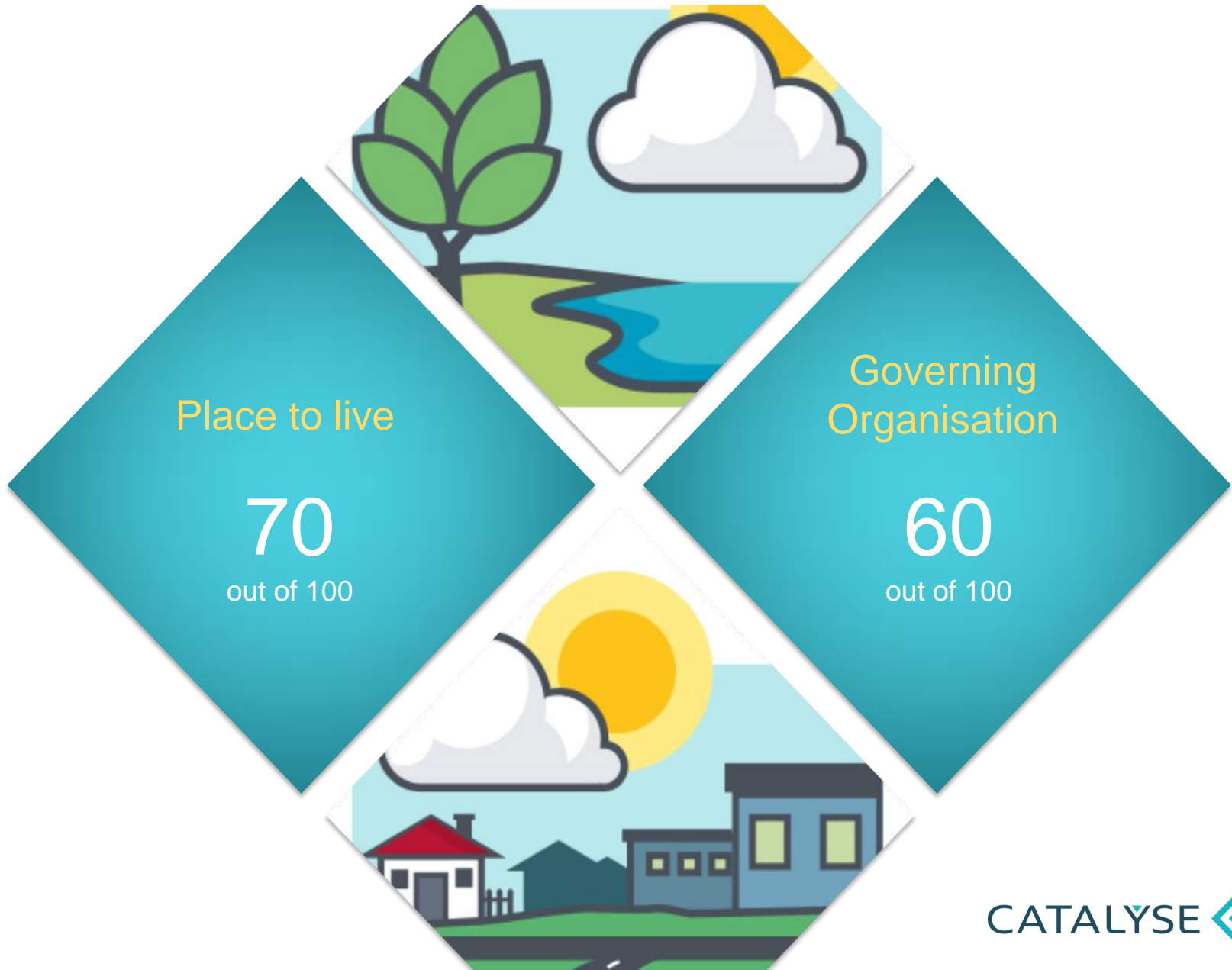
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Strategic Insights



Overall Performance | industry comparisons

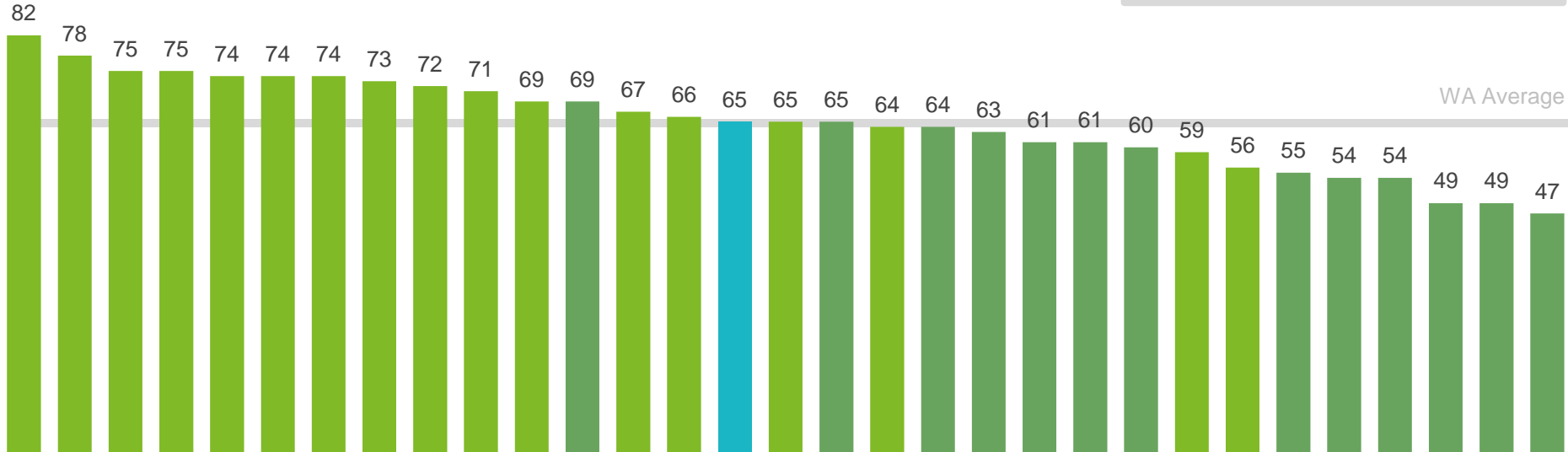
The 'Overall Performance Index Score' is a combined measure of the City of Wanneroo as a 'place to live' and as a 'governing organisation'. The City of Wanneroo's overall performance index score is 65 out of 100, on par with the industry standard for Western Australia.



Overall Performance Index Score

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

- City of Wanneroo
- Metropolitan Councils
- Regional Councils



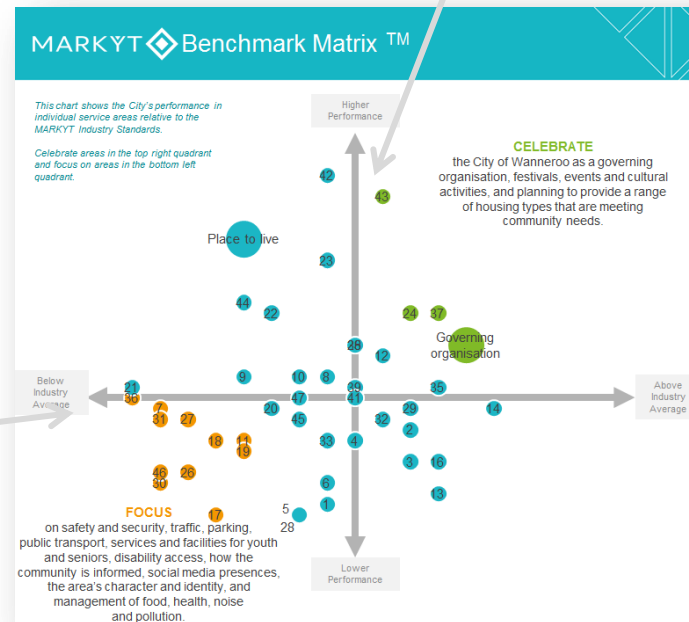
How to read the MARKYT Benchmark Matrix™

The MARKYT Benchmark Matrix™ (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

There are two dimensions. The vertical axis maps community perceptions of performance for individual measures relative to the average score for all measures. The horizontal axis maps performance relative to the MARKYT Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT Industry Standard.

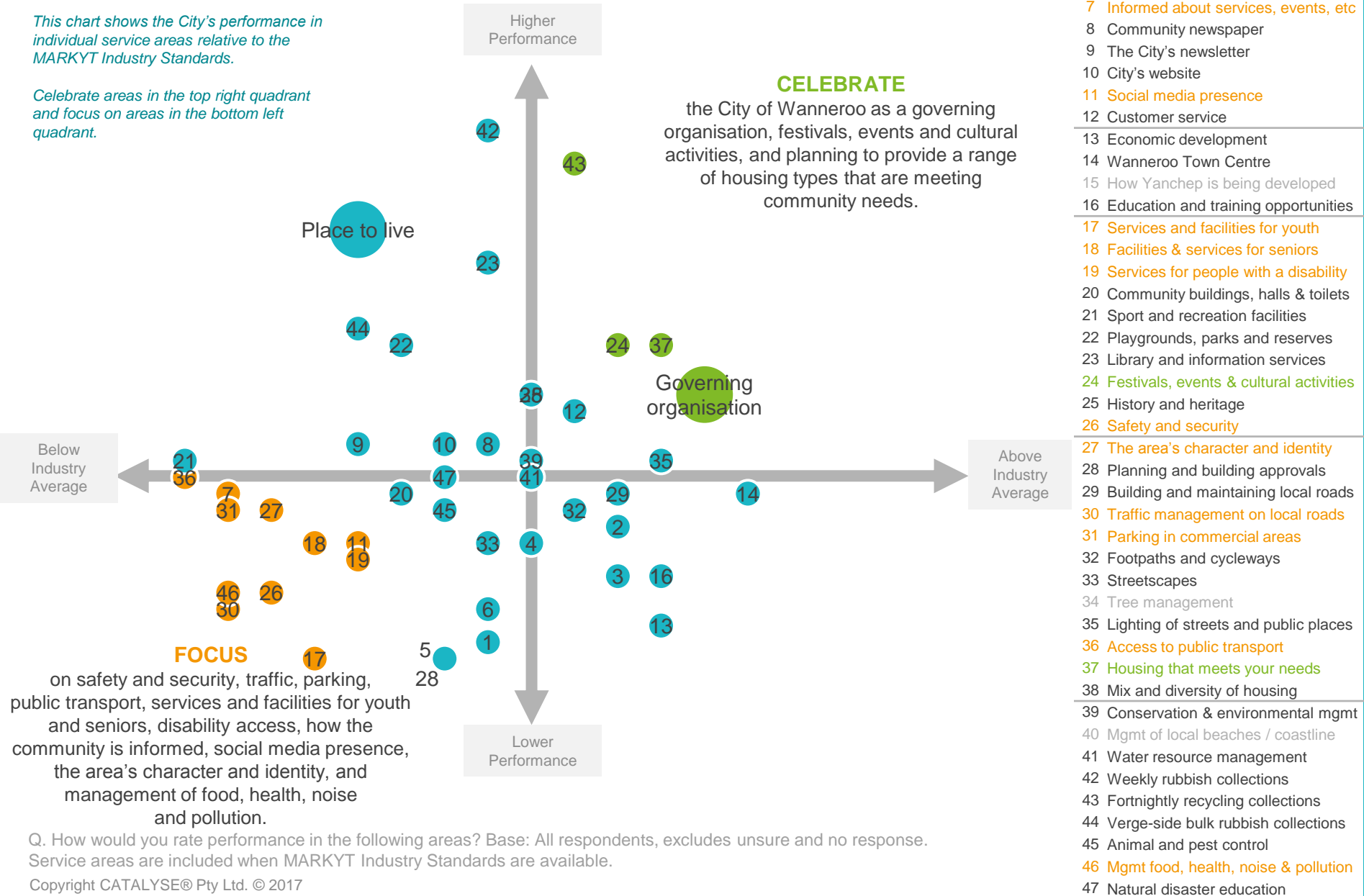
This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.



MARKYT Benchmark Matrix™

This chart shows the City's performance in individual service areas relative to the MARKYT Industry Standards.

Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.



- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Desirable place to live and work
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Informed about services, events, etc
- 8 Community newspaper
- 9 The City's newsletter
- 10 City's website
- 11 Social media presence
- 12 Customer service
- 13 Economic development
- 14 Wanneroo Town Centre
- 15 How Yanchep is being developed
- 16 Education and training opportunities
- 17 Services and facilities for youth
- 18 Facilities & services for seniors
- 19 Services for people with a disability
- 20 Community buildings, halls & toilets
- 21 Sport and recreation facilities
- 22 Playgrounds, parks and reserves
- 23 Library and information services
- 24 Festivals, events & cultural activities
- 25 History and heritage
- 26 Safety and security
- 27 The area's character and identity
- 28 Planning and building approvals
- 29 Building and maintaining local roads
- 30 Traffic management on local roads
- 31 Parking in commercial areas
- 32 Footpaths and cycleways
- 33 Streetscapes
- 34 Tree management
- 35 Lighting of streets and public places
- 36 Access to public transport
- 37 Housing that meets your needs
- 38 Mix and diversity of housing
- 39 Conservation & environmental mgmt
- 40 Mgmt of local beaches / coastline
- 41 Water resource management
- 42 Weekly rubbish collections
- 43 Fortnightly recycling collections
- 44 Verge-side bulk rubbish collections
- 45 Animal and pest control
- 46 Mgmt food, health, noise & pollution
- 47 Natural disaster education

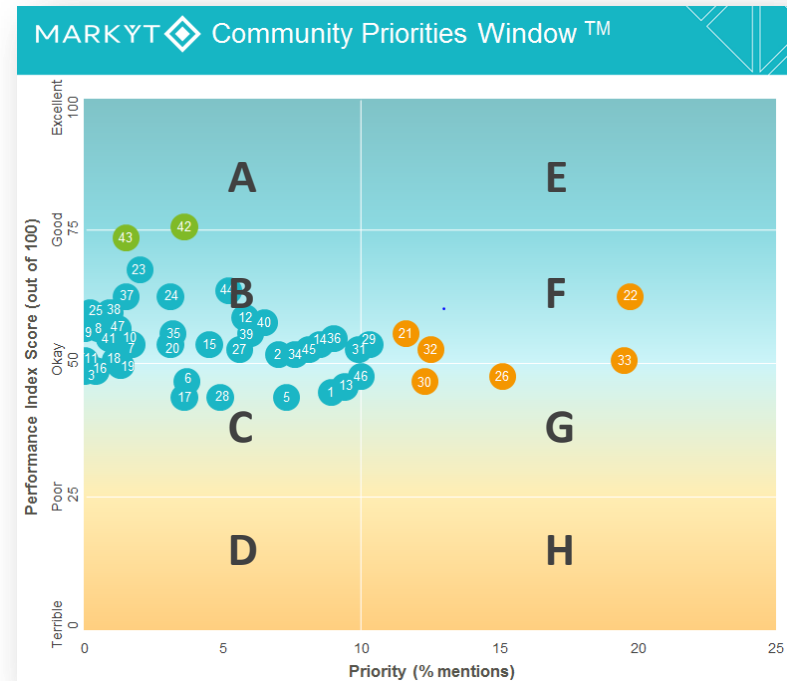
Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT Industry Standards are available.

In the City of Wanneroo's Community Priorities Window, detailed overleaf, many services are located in window B. They are high performing areas, receiving average ratings between okay and good.

Perceived strengths include rubbish and recycling services, followed by library and information services.

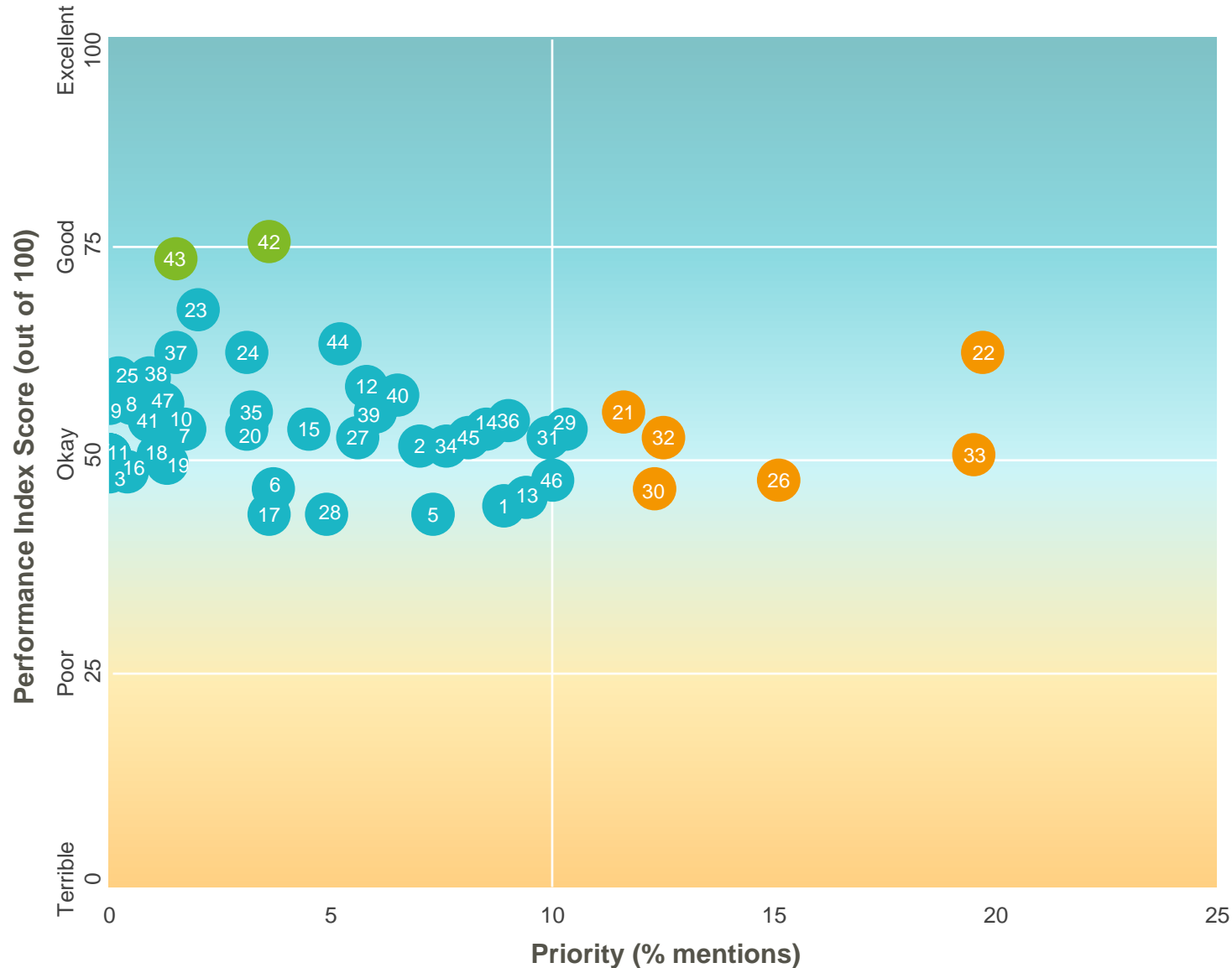
Moving forward, the community would like Council to prioritise playgrounds, parks and reserves, streetscapes, safety and security, traffic management, footpaths and cycleways, and sport and recreation facilities (windows F + G).

It is recommended that Council also reviews areas where the average score is below average, such as how the community is informed and consulted, youth services and facilities, planning and building approvals, economic development and value for money from rates.



MARKYT Community Priorities Window™

- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Desirable place to live and work
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Informed about services, events, etc
- 8 Community newspaper
- 9 The City's newsletter
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- 29 Building and maintaining local roads
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- 31 Parking in commercial areas
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- 33 Streetscapes
- 34 Tree management
- 35 Lighting of streets and public places
- 36 Access to public transport
- 37 Housing that meets your needs
- 38 Mix and diversity of housing
- 39 Conservation & environmental mgmt
- 40 Mgmt of local beaches / coastline
- 41 Water resource management
- 42 Weekly rubbish collections
- 43 Fortnightly recycling collections
- 44 Verge-side bulk rubbish collections
- 45 Animal and pest control
- 46 Mgmt food, health, noise & pollution
- 47 Natural disaster education



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 City of Wanneroo to focus on improving? Base: All respondents(n = 387)

The Study

The Study

In May, the City of Wanneroo administered a MARKYT Community Scorecard to evaluate community priorities and measure Council’s performance against key indicators in the Strategic Community Plan.

Previously, the City of Wanneroo conducted a CATALYSE Community Perceptions Survey by phone using an 11 point satisfaction scale. This year, in response to social changes, the City adopted a MARKYT accredited, multi-channel approach for data collection with a 5 point performance scale.

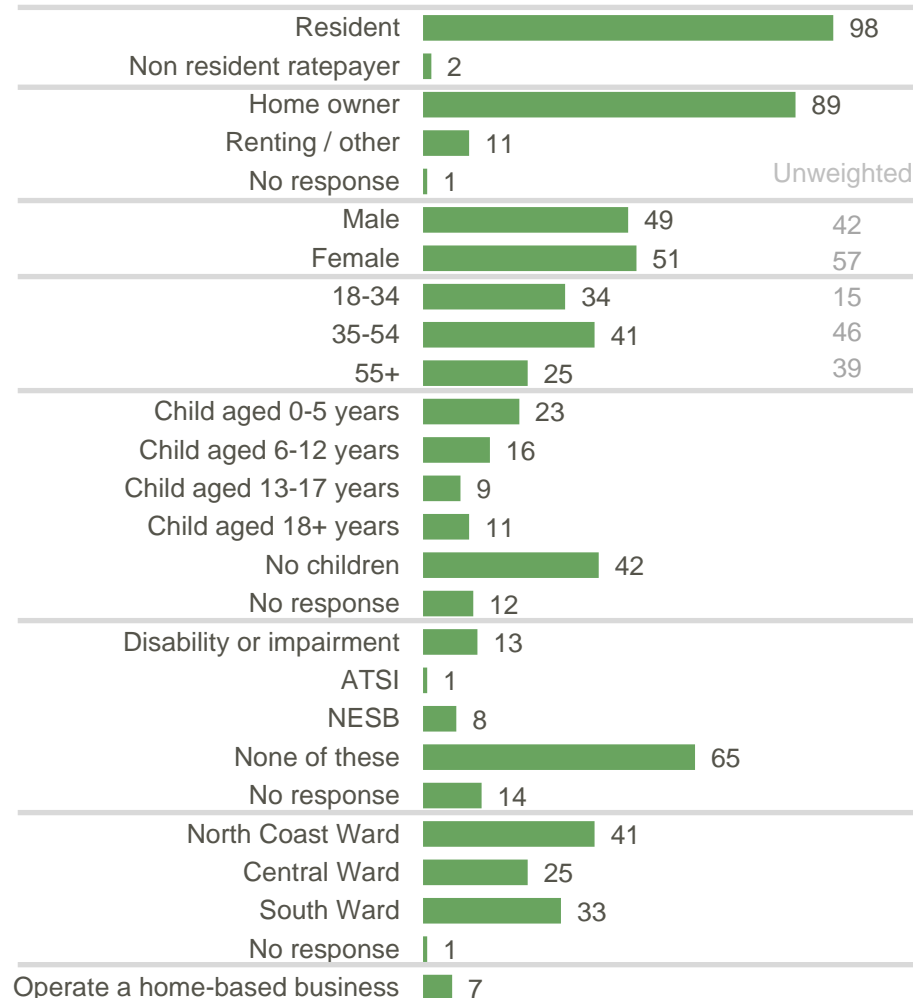
Invitations were issued to 4,000 randomly selected households (2,000 by mail and 2,000 by email).

387 residents submitted a valid response reducing the sampling error to ±5% at the 95% confidence interval.

The final dataset was weighted by age and gender to match the ABS Census population profile.

Data has been analysed using SPSS. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of respondents (weighted)



CATALYSE has conducted Community Perceptions Surveys and MARKYT Community Scorecards for over 40 councils across WA. When three or more councils ask comparable questions, we publish the high and average (industry standard) scores to enable participating councils to recognise and learn from industry leaders. In this report, benchmarks are calculated from councils that have completed a MARKYT accredited study with CATALYSE **within the past three years**. Participating councils are listed below.

Metropolitan



Regional



How to read this report

Trend analysis shows how performance varies over time.

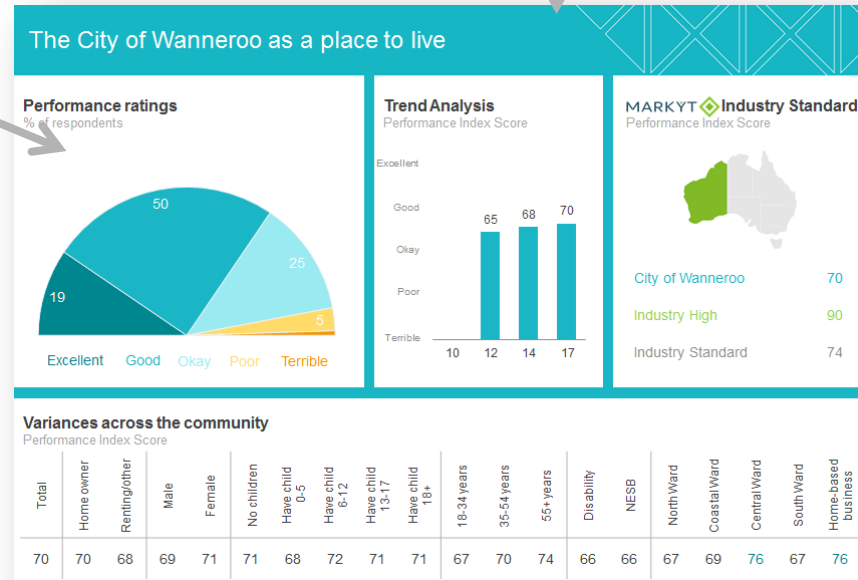
Please note: Prior to 2017 performance results are from phone surveys using an 11 point satisfaction scale. 2017 results use a MARKYT accredited multi-channel approach with a 5 point performance scale. This is a best practice approach that enables comparison with other councils.

For the agree-disagree questions, the scale has remained consistent.

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

The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$



MARKYT Industry Standards show how Council is performing compared to other councils across Western Australia.

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

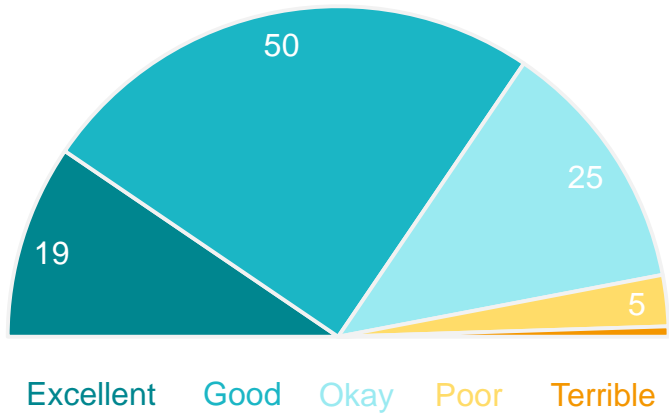
Variance across the community shows how results vary across the community based on the Performance Index Score

Overall Performance

The City of Wanneroo as a place to live

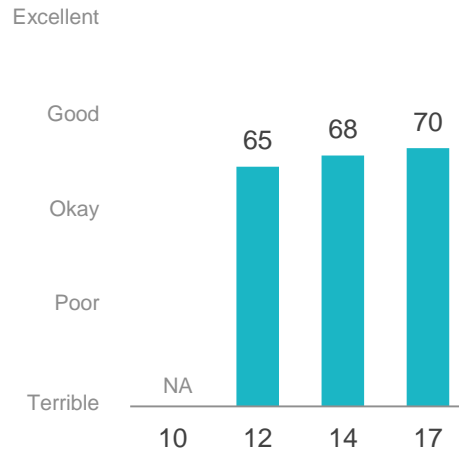
Performance ratings

% of respondents



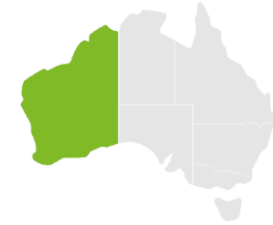
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	70
Industry High	90
Industry Standard	74

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
70	70	68	69	71	71	68	72	71	71	67	70	74	66	66	67	77	68	76

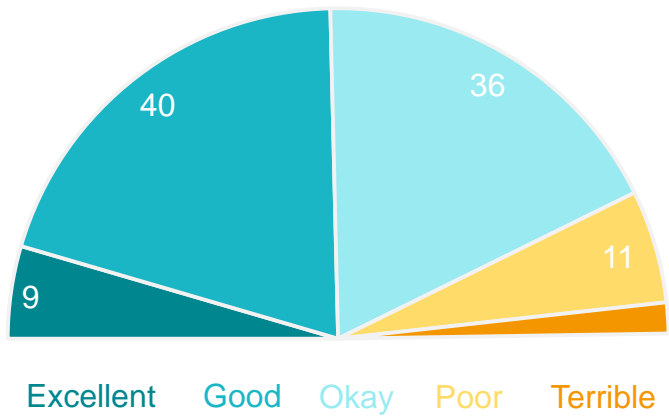
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 385).

The City of Wanneroo as the organisation that governs the local area

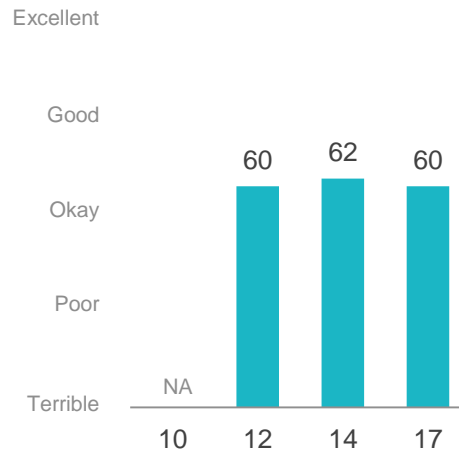
Performance ratings

% of respondents



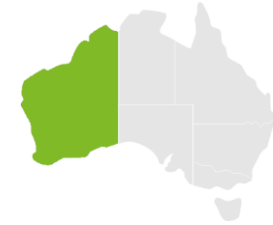
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	60
Industry High	74
Industry Standard	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
60	61	58	58	63	57	61	70	65	60	58	61	63	54	60	59	66	57	63

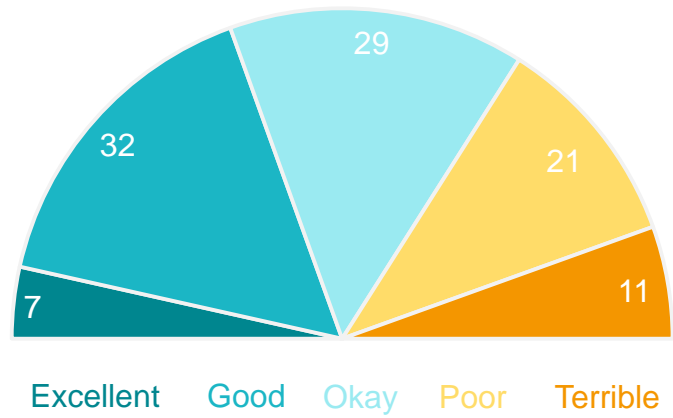
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 375).

What the City of Wanneroo is doing to promote the area as a desirable place to live and work

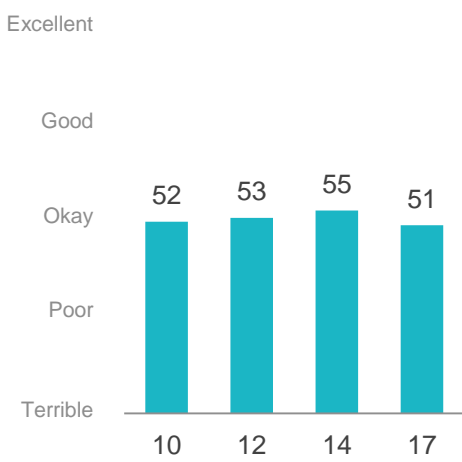
Performance ratings

% of respondents



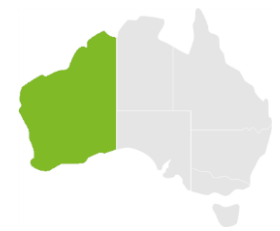
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	51
Industry High	55
Industry Standard	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
51	50	57	48	54	51	46	57	57	56	49	50	54	46	47	48	54	53	61

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

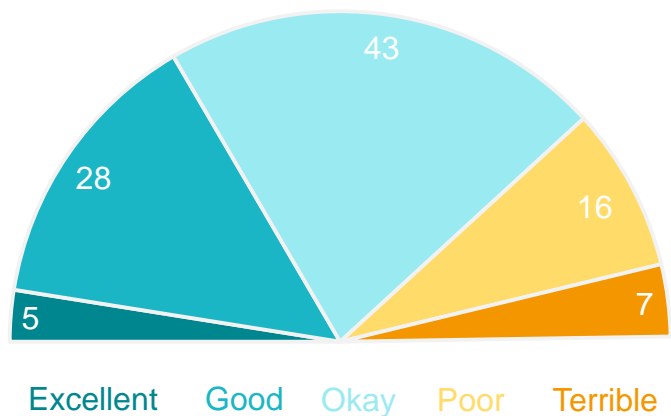
Base: All respondents, excludes 'unsure' and 'no response' (n = 318).

Governance and Communications

Council's leadership within the community

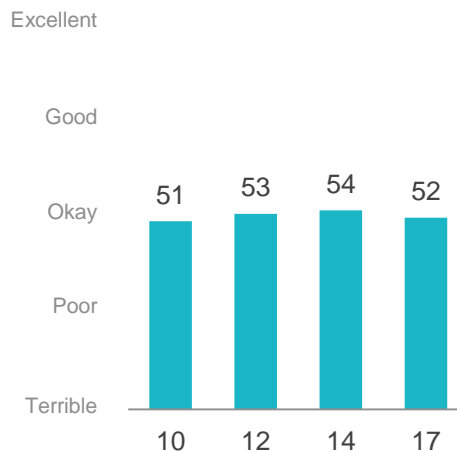
Performance ratings

% of respondents



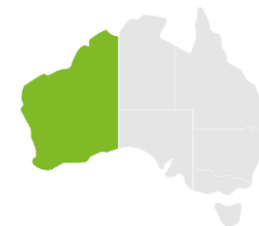
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	52
Industry High	74
Industry Standard	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
52	52	55	47	57	52	48	55	55	53	48	52	57	47	52	51	56	51	62

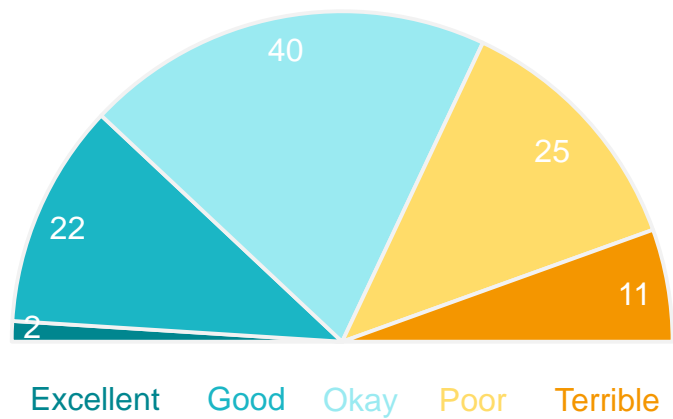
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 281).

Value for money from Council rates

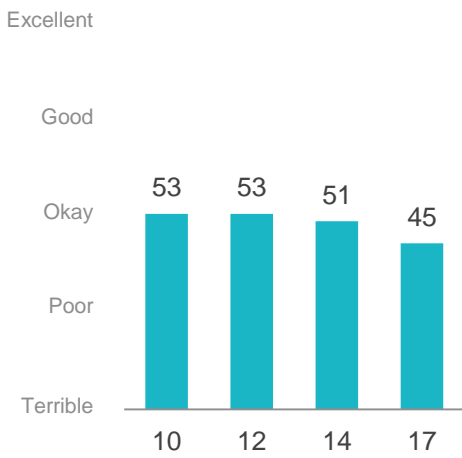
Performance ratings

% of respondents



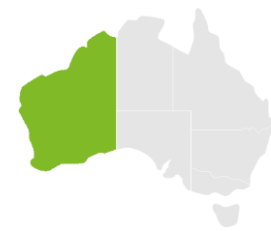
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	45
Industry High	65
Industry Standard	45

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
45	45	42	42	47	43	41	50	51	44	41	44	50	40	38	40	50	46	46

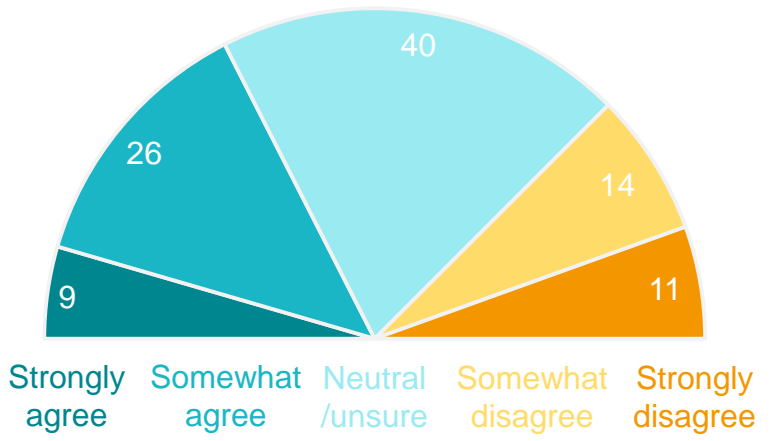
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 363).

Elected Members at the City of Wanneroo have a good understanding of community needs

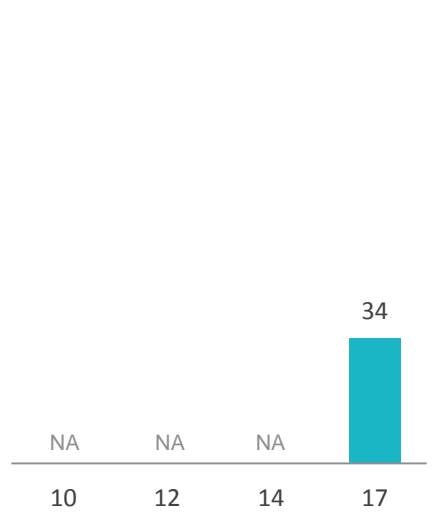
Level of agreement

% of respondents



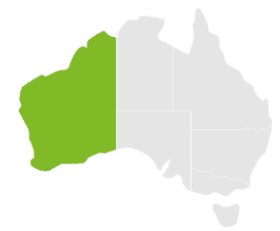
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Wanneroo	34
Industry High	60
Industry Standard	39

Variations across the community

% agree

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
34	35	32	30	39	30	26	45	52	32	33	32	40	29	25	31	39	34	41

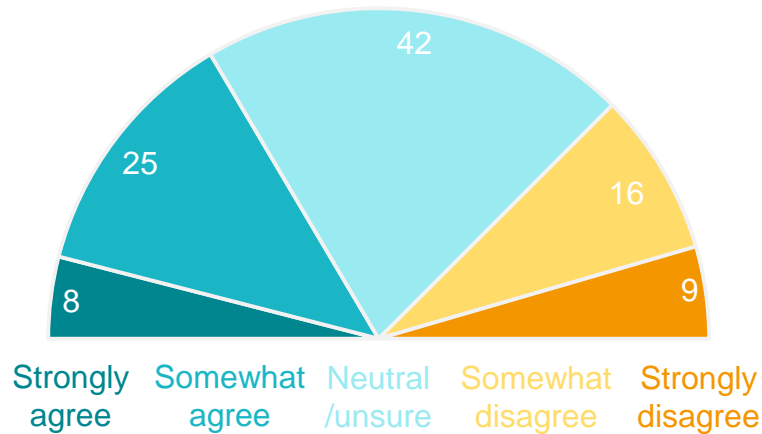
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 377).

Staff at the City of Wanneroo have a good understanding of community needs

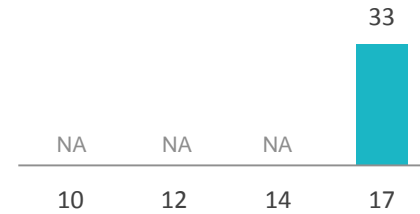
Level of agreement

% of respondents



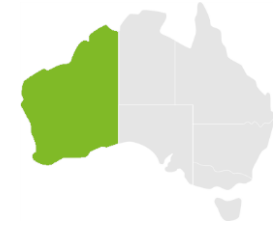
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Wanneroo	33
Industry High	62
Industry Standard	42

Variations across the community

% agree

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
33	33	37	31	36	29	27	49	47	39	32	29	42	29	29	36	36	27	45

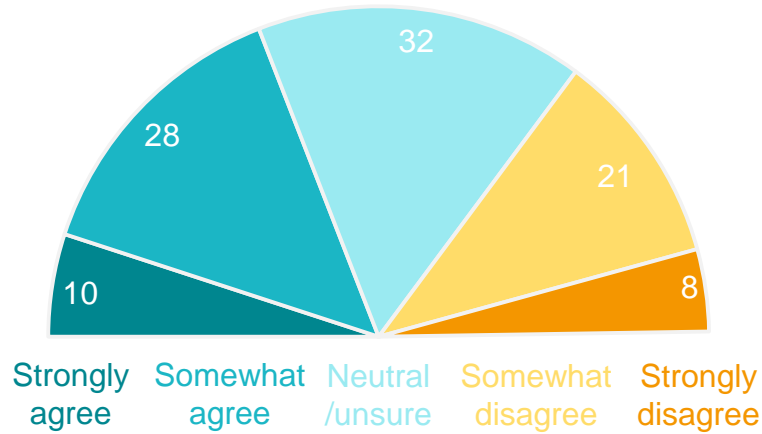
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 375).

The City of Wanneroo has developed and communicated a clear vision for the area

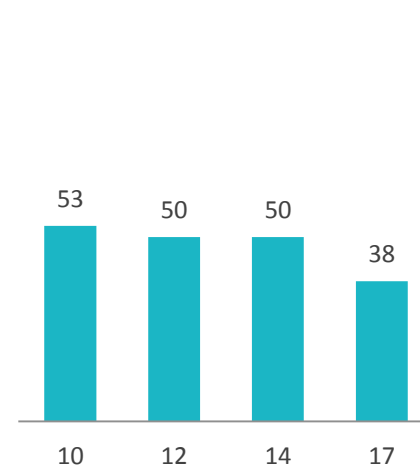
Level of agreement

% of respondents



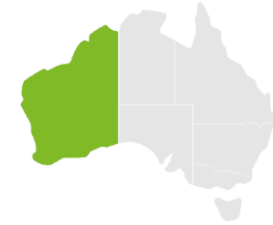
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Wanneroo	38
Industry High	70
Industry Standard	37

Variations across the community

% agree

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
38	37	42	33	43	37	29	41	48	41	39	33	45	33	26	38	45	33	49

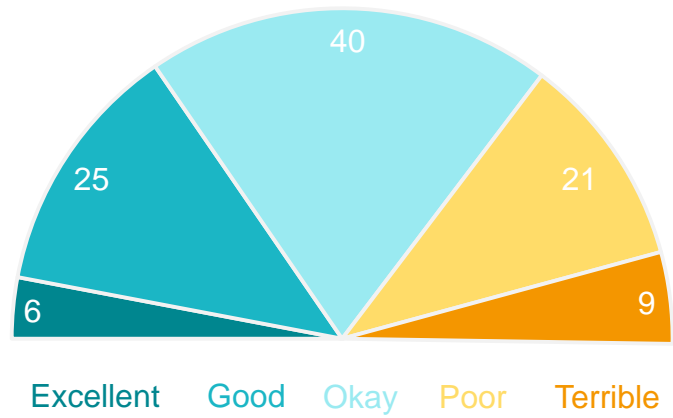
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 378).

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

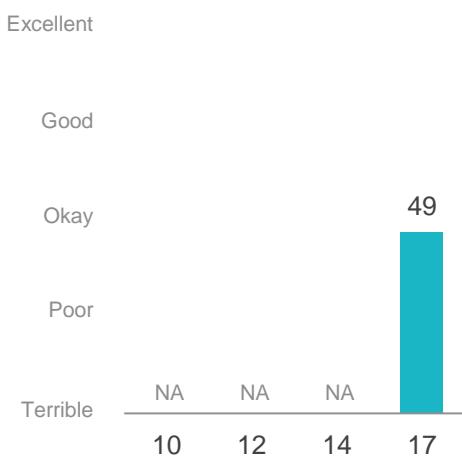
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	49
Industry High	57
Industry Standard	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
49	49	53	45	54	49	45	54	52	50	47	48	54	43	46	48	53	49	57

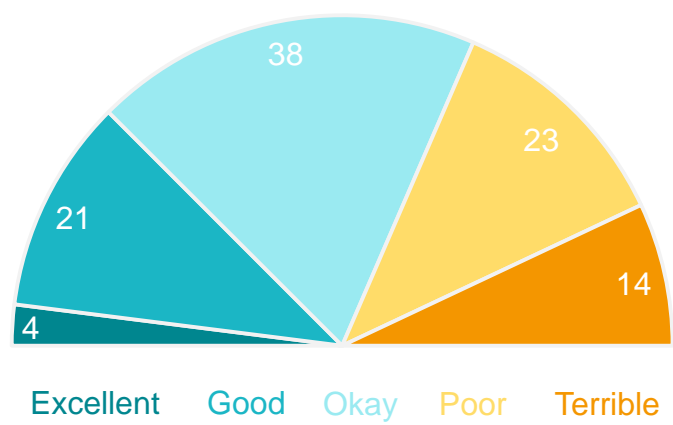
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 278).

How the community is consulted about local issues

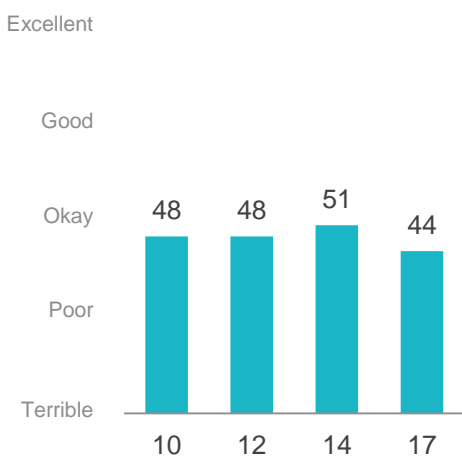
Performance ratings

% of respondents



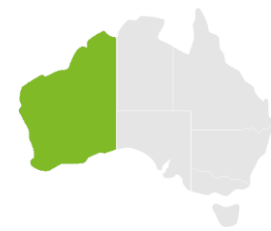
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	44
Industry High	64
Industry Standard	46

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
44	44	51	41	48	41	42	50	48	47	41	46	46	34	44	42	48	45	44

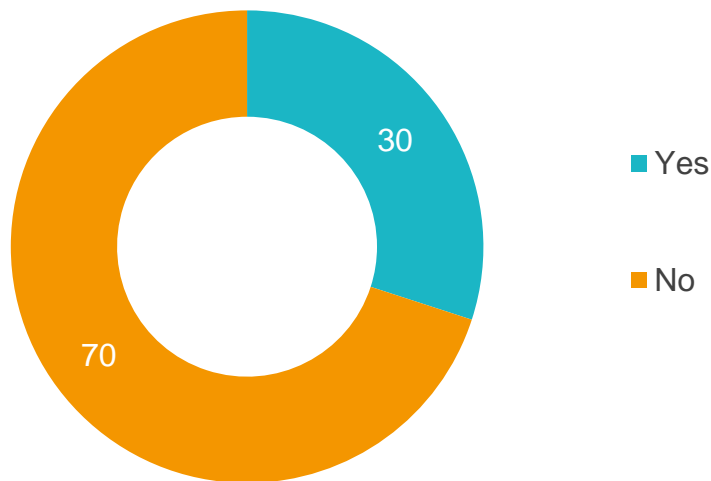
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 311).

Growing participation in City engagement activities

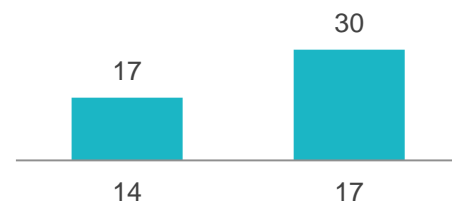
Before completing this scorecard, had you ever provided your ideas or views to the City of Wanneroo through a survey, focus group, workshop or other community engagement activity?

% of respondents



Trend Analysis

% yes



Variations across the community

% yes

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
30	33	3	29	31	35	24	22	24	24	30	25	38	42	19	33	29	37	29

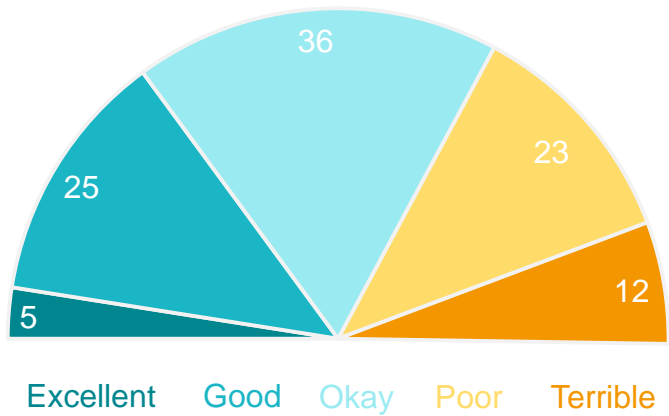
Q. Before completing this scorecard, had you ever provided your ideas or views to the City of Wanneroo through a survey, focus group, workshop or other community engagement activity?

Base: All respondents, excludes 'no response' (n = 336)

How the community is informed about local issues

Performance ratings

% of respondents



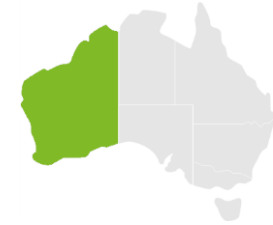
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	47
Industry High	68
Industry Standard	48

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
47	47	46	42	51	42	47	56	49	47	45	48	48	37	49	46	49	46	45

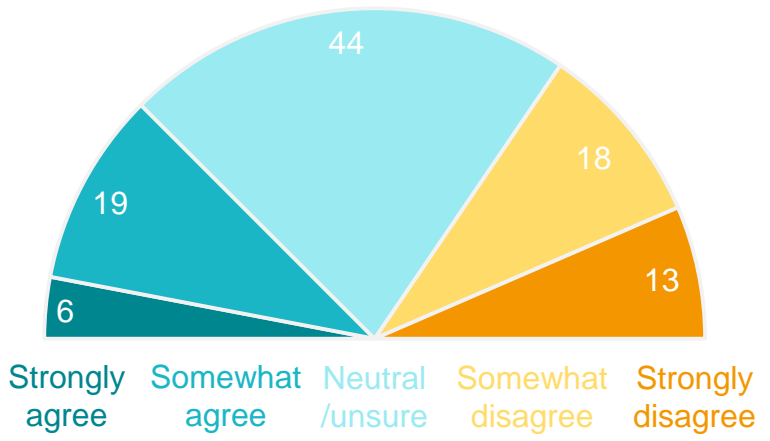
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 323).

City of Wanneroo clearly explains reasons for its decisions and how residents' views have been taken into account

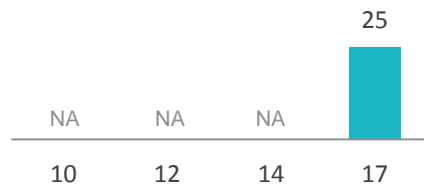
Level of agreement

% of respondents



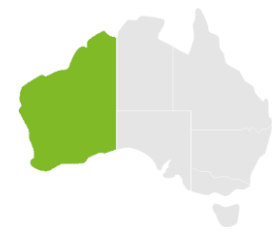
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Wanneroo	25
Industry High	62
Industry Standard	33

Variations across the community

% agree

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
25	24	29	20	29	24	18	29	33	21	18	24	34	19	15	25	32	18	35

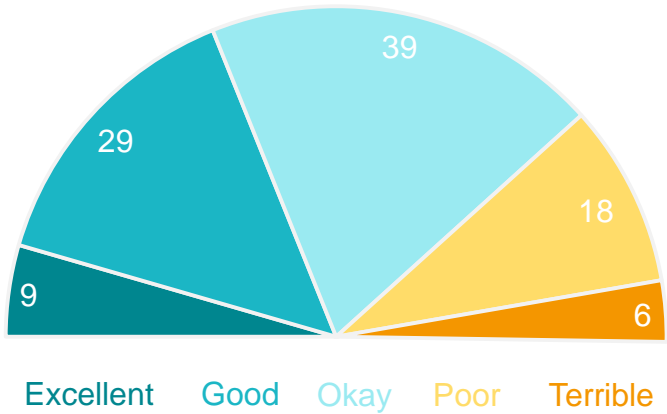
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 374).

How the community is informed about Council services, facilities and events

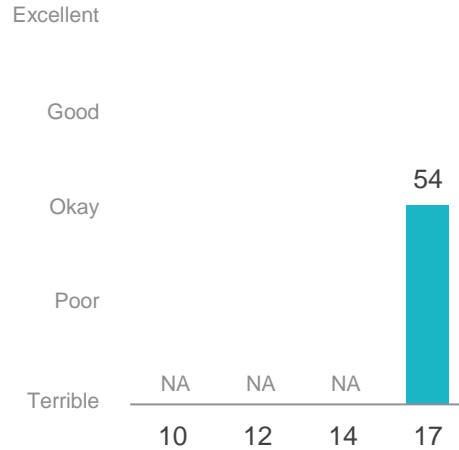
Performance ratings

% of respondents



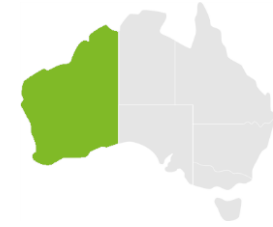
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	54
Industry High	65
Industry Standard	61

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
54	53	60	50	58	54	51	57	58	56	51	54	58	49	54	50	59	54	52

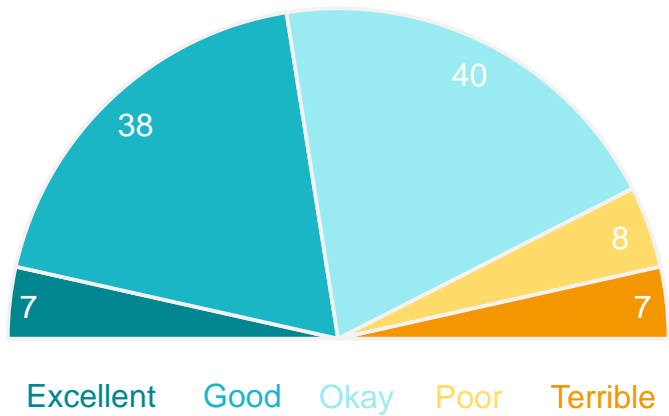
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 338).

City of Wanneroo's monthly page in the community newspaper

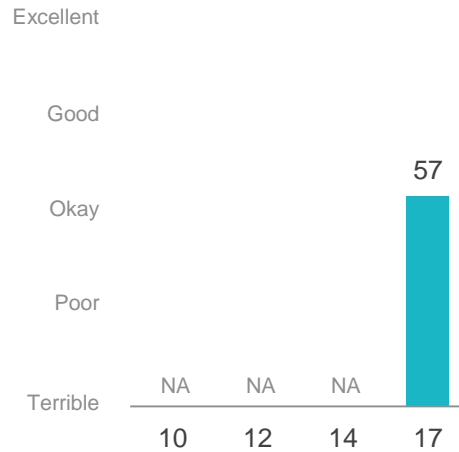
Performance ratings

% of respondents



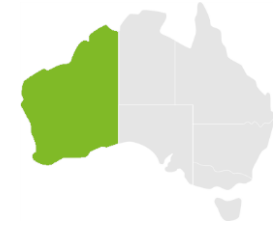
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	57
Industry High	68
Industry Standard	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
57	57	60	53	63	55	57	63	63	58	54	59	60	54	55	54	62	59	59

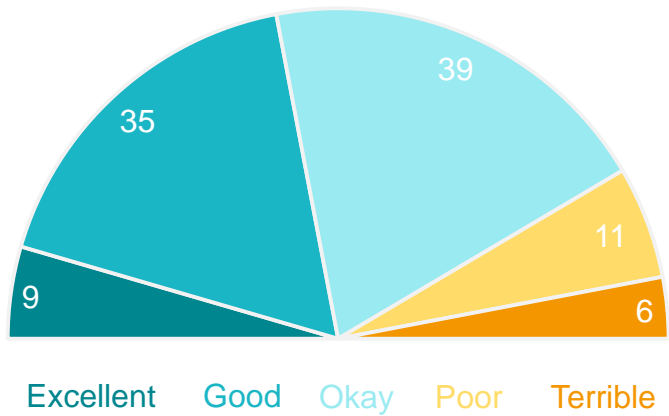
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 283).

City Views – the City’s newsletter

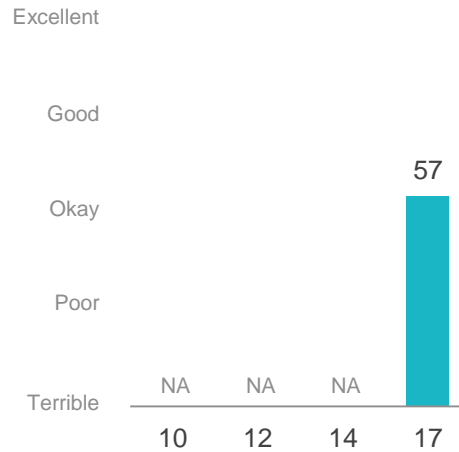
Performance ratings

% of respondents



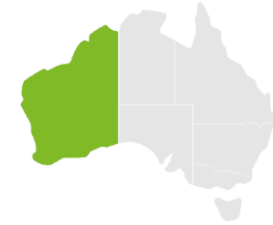
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	57
Industry High	76
Industry Standard	61

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
57	58	54	51	64	57	55	62	62	54	55	58	61	53	56	53	63	58	61

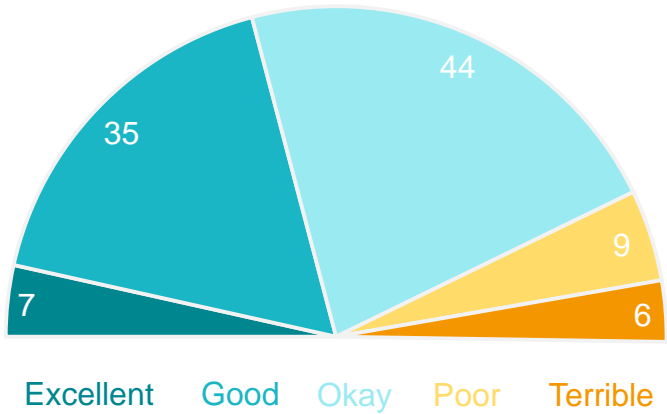
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 251).

City's website

Performance ratings

% of respondents



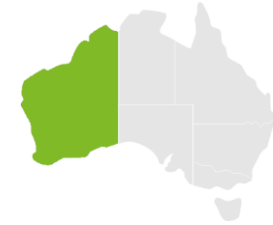
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	57
Industry High	69
Industry Standard	59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
57	57	57	54	61	56	54	58	61	58	53	58	62	50	60	55	60	58	56

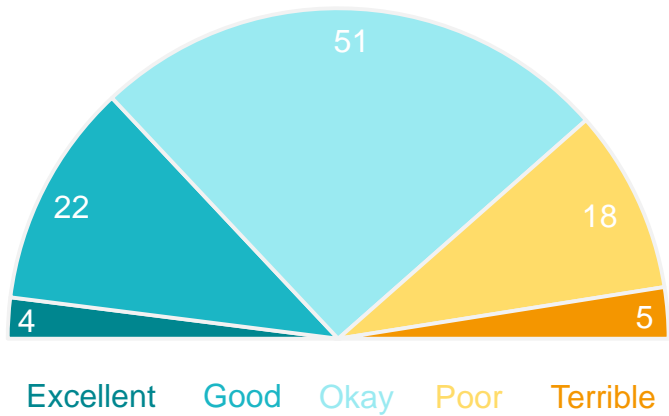
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 287).

Social media presence on Facebook, Twitter, etc

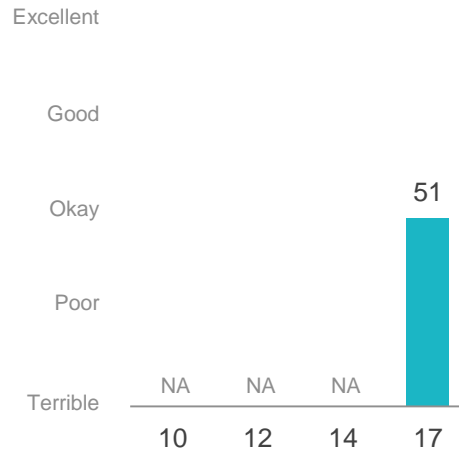
Performance ratings

% of respondents



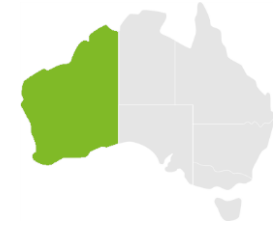
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	51
Industry High	73
Industry Standard	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
51	51	46	49	53	52	48	53	57	41	50	51	52	44	50	48	57	47	39

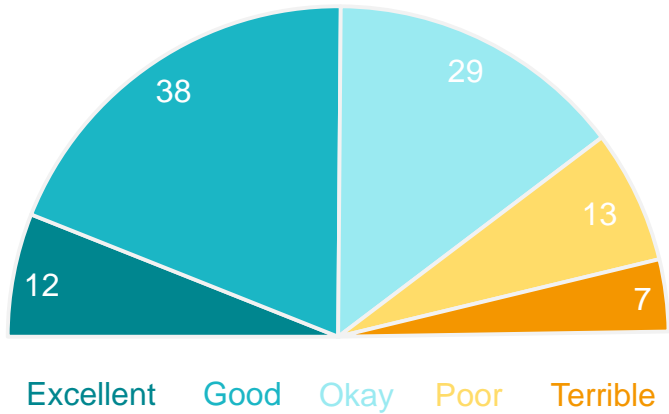
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 187).

Customer service

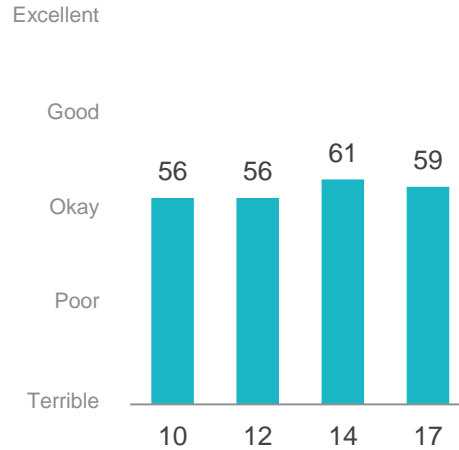
Performance ratings

% of respondents



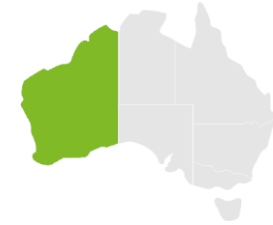
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	59
Industry High	68
Industry Standard	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
59	59	63	57	60	55	62	65	61	59	58	59	60	52	58	59	59	59	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 299).

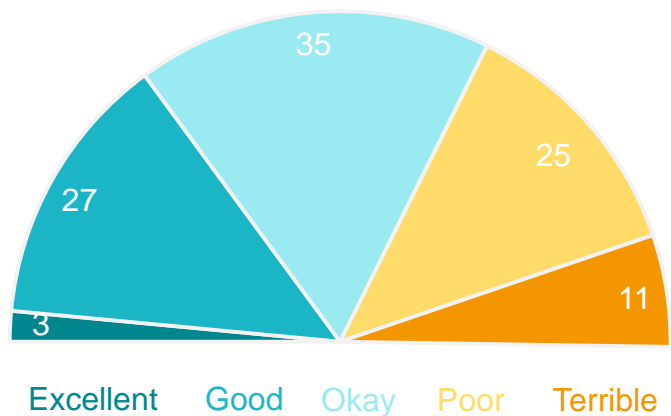
Economic Development

Economic development

what the City is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities

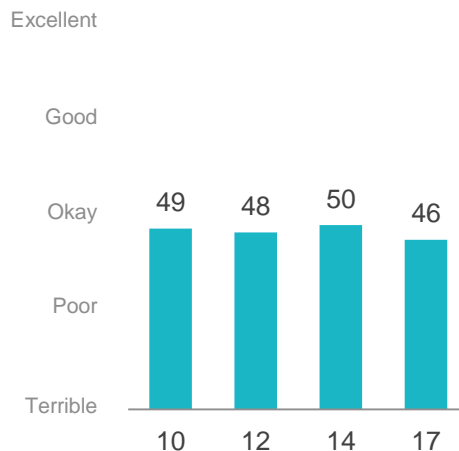
Performance ratings

% of respondents



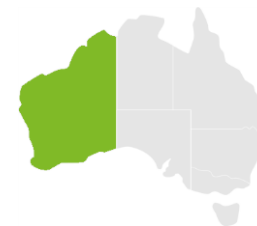
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	46
Industry High	59
Industry Standard	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
46	46	48	43	49	45	46	52	51	47	43	47	50	39	44	40	53	49	47

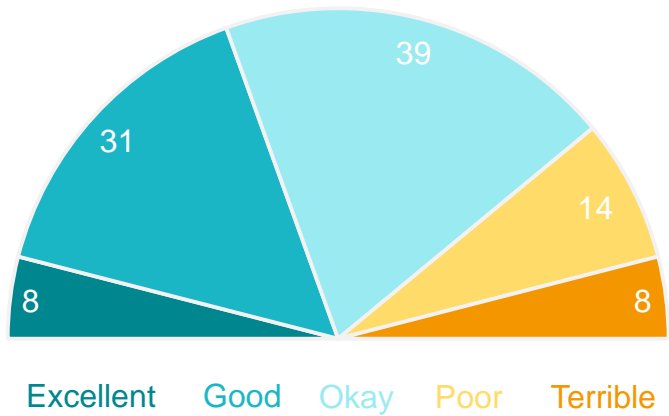
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 275).

How Wanneroo Town Centre is being developed

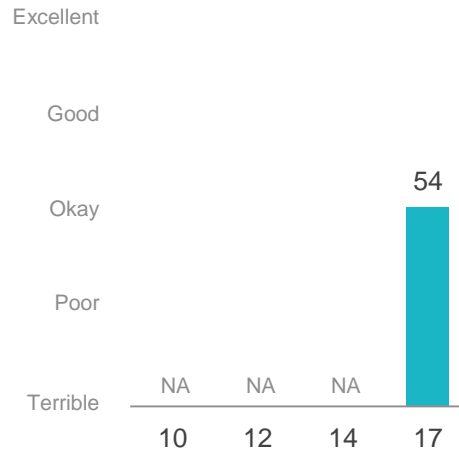
Performance ratings

% of respondents



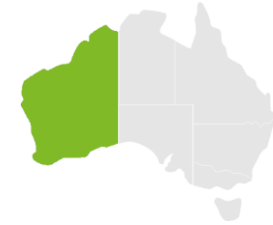
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	54
Industry High	65
Industry Standard	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
54	54	57	48	60	54	51	53	56	57	53	53	57	51	49	48	60	56	57

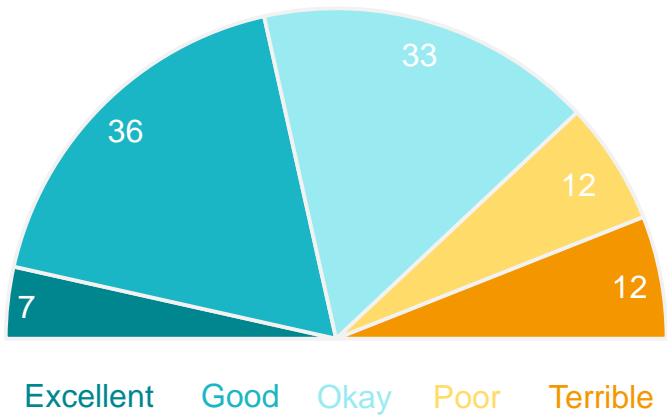
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 267).

How Yanchep is being developed

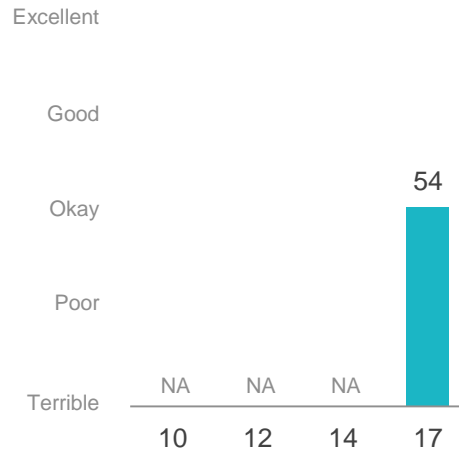
Performance ratings

% of respondents



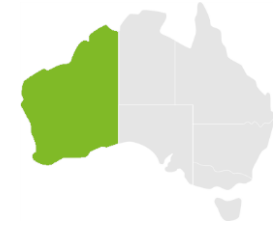
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	54
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
54	55	48	46	61	55	56	51	59	51	53	56	52	46	52	47	61	62	60

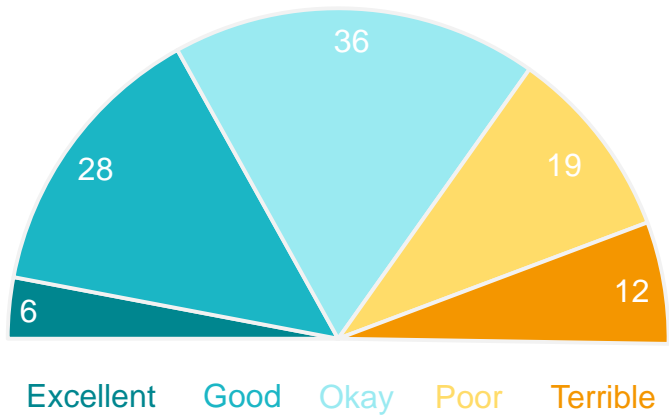
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 242).

Access to education and training opportunities

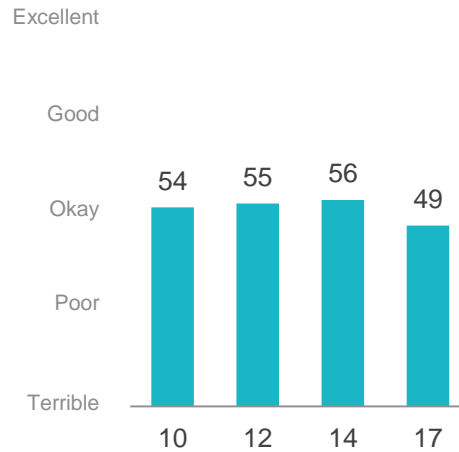
Performance ratings

% of respondents



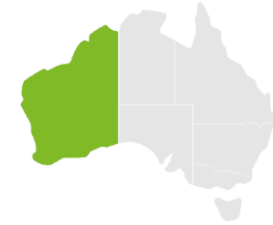
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	49
Industry High	63
Industry Standard	46

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
49	49	50	44	54	46	53	52	56	41	46	49	55	48	46	44	55	52	55

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

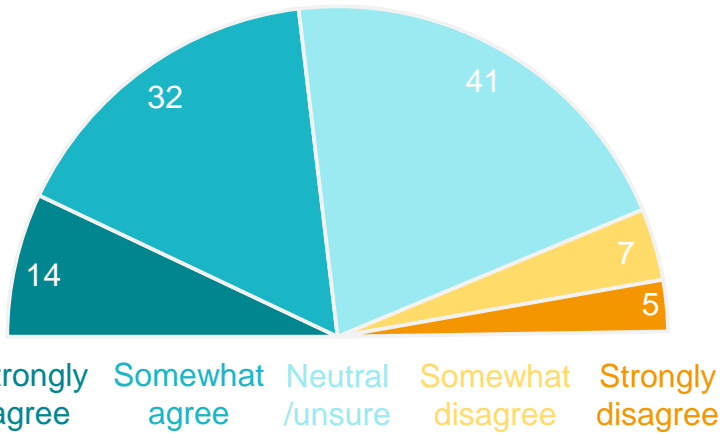
Base: All respondents, excludes 'unsure' and 'no response' (n = 255).

Community Development

I feel like I belong in my local community

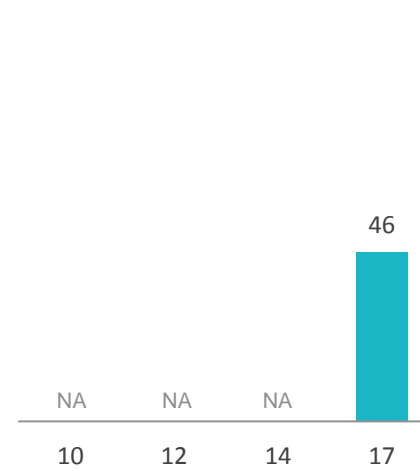
Level of agreement

% of respondents



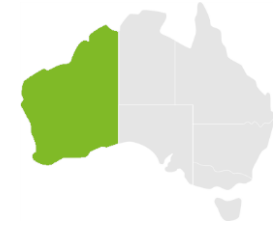
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Wanneroo	46
Industry High	75
Industry Standard	55

Variations across the community

% agree

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
46	44	63	39	53	44	46	48	56	41	47	42	53	45	36	43	55	43	41

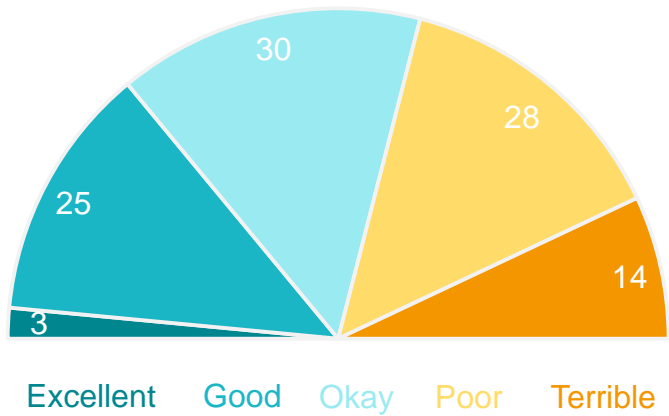
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 376).

Services and facilities for youth

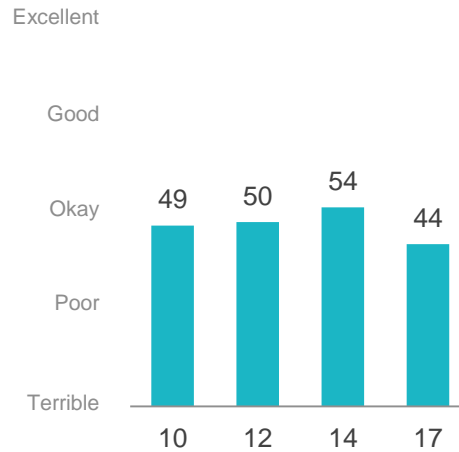
Performance ratings

% of respondents



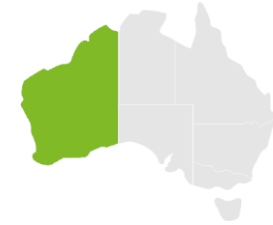
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	44
Industry High	69
Industry Standard	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
44	43	53	41	46	46	41	46	50	39	39	44	52	34	38	36	50	50	47

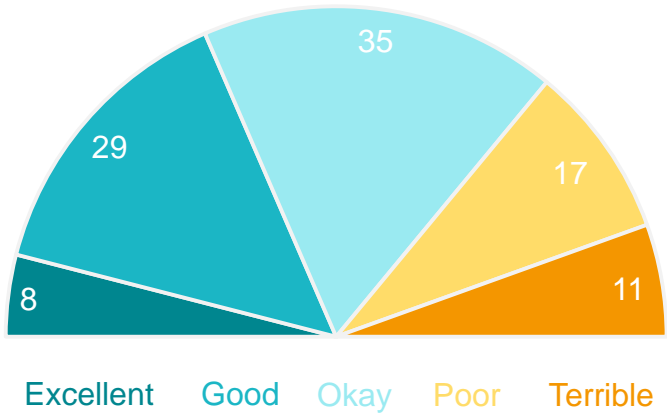
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 231).

Facilities and services available for seniors

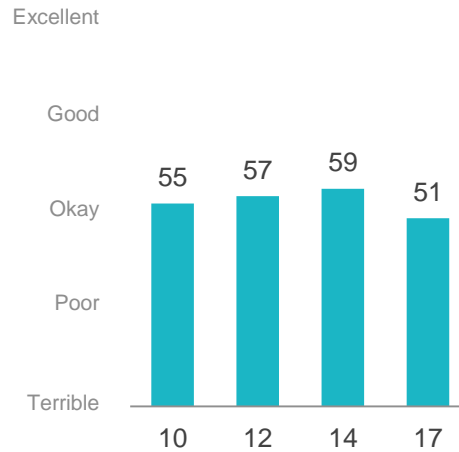
Performance ratings

% of respondents



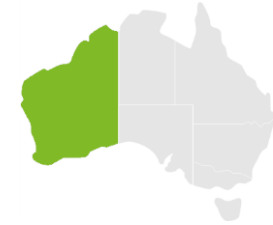
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	51
Industry High	74
Industry Standard	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
51	53	43	50	53	55	43	50	60	47	50	47	58	45	44	45	56	57	56

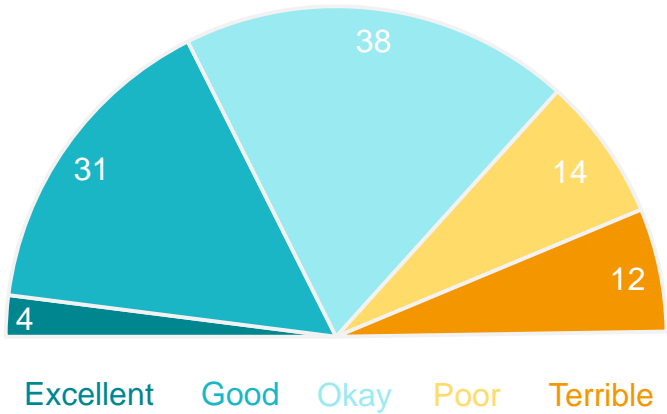
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 190).

Access to services and facilities for people with a disability

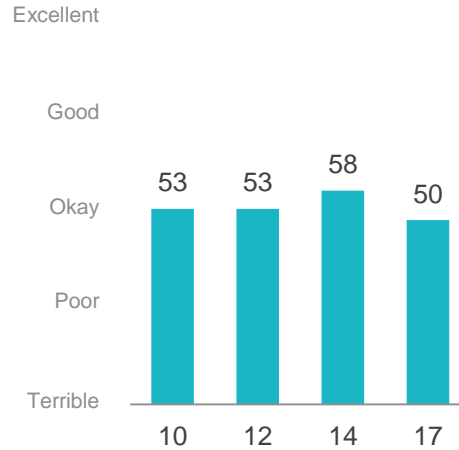
Performance ratings

% of respondents



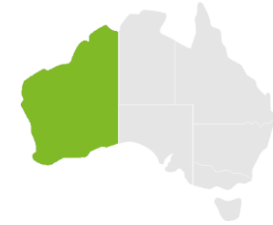
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	50
Industry High	69
Industry Standard	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
50	50	48	51	49	50	45	58	57	50	43	50	57	41	48	41	57	57	50

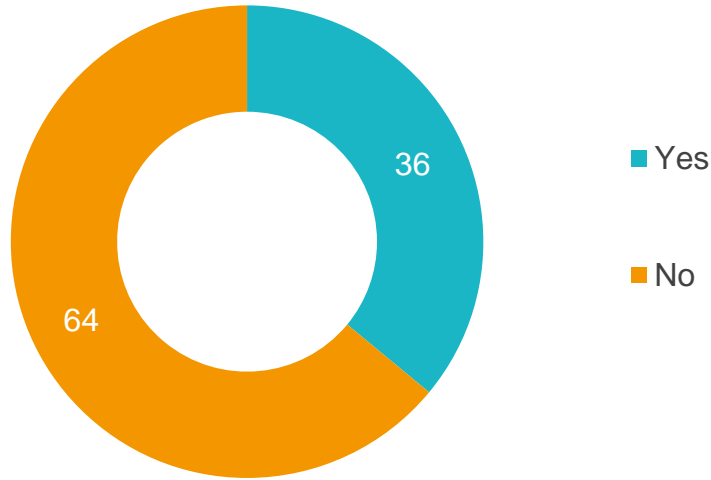
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 168).

Volunteering

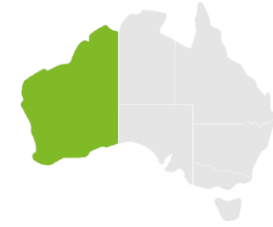
Volunteered in past 12 months

% of respondents



MARKYT Industry Standards

% volunteered



City of Wanneroo	36
Industry High	80
Industry Standard	54

Variations across the community

% volunteered

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
36	36	35	37	36	33	30	54	51	33	34	39	34	43	31	33	41	39	45

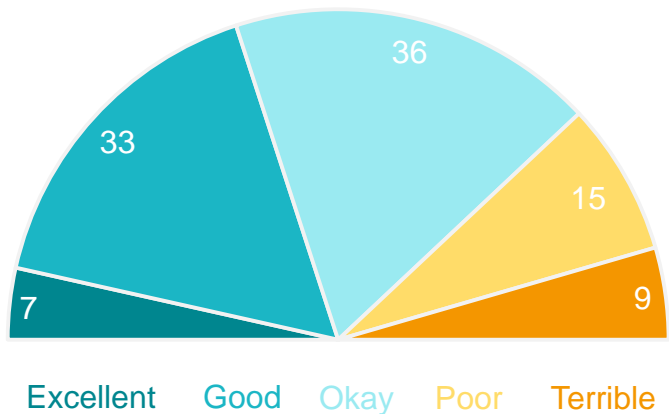
Q. Over the past 12 months, have you done any unpaid voluntary work? For example, welfare work, being on committees, coaching a sporting team, canteen duties, school P&C activities, etc.

Base: All respondents, excludes 'no response' (n = 338)

Community buildings, halls and toilets

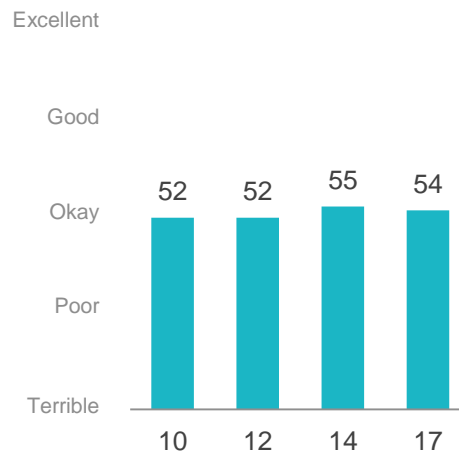
Performance ratings

% of respondents



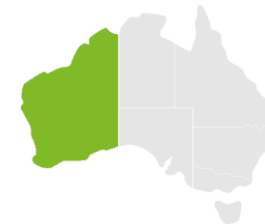
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	54
Industry High	71
Industry Standard	57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
54	53	59	51	56	52	52	56	61	57	50	53	59	50	61	48	61	56	59

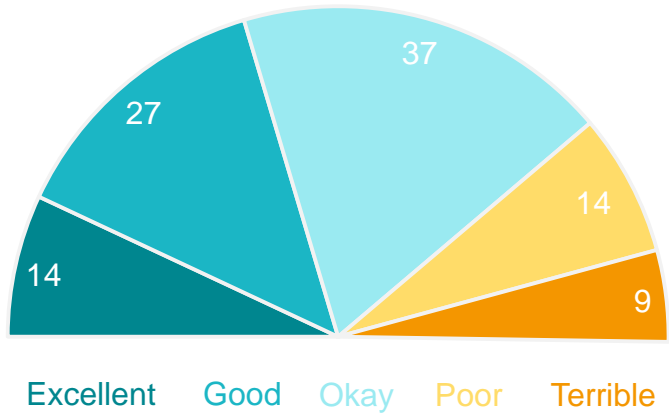
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 288).

Sport and recreation facilities

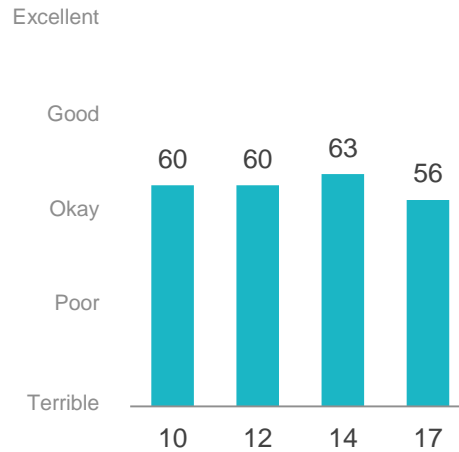
Performance ratings

% of respondents



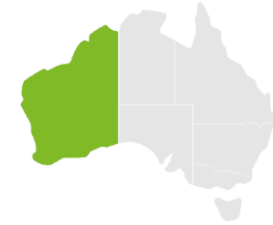
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	56
Industry High	81
Industry Standard	64

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
56	55	63	54	58	55	55	58	56	59	50	56	65	55	59	51	60	59	55

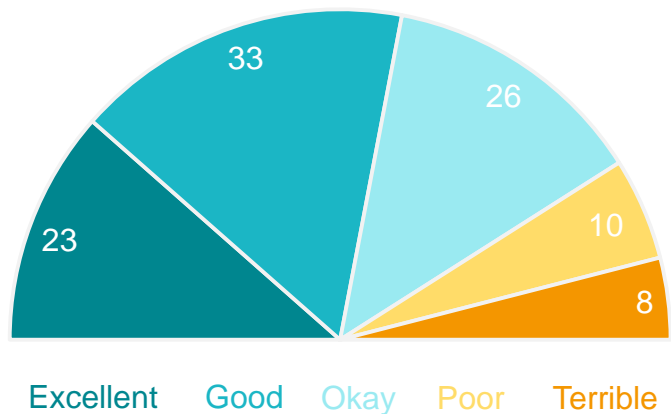
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 309).

Playgrounds, parks and reserves

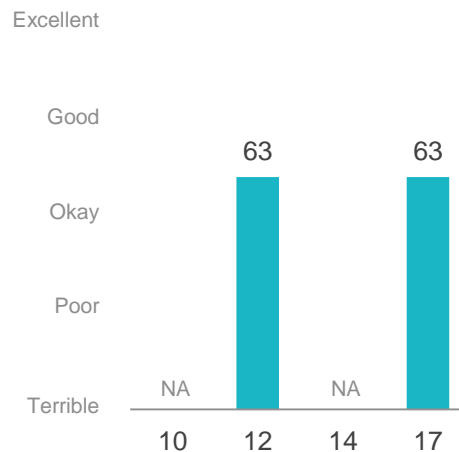
Performance ratings

% of respondents



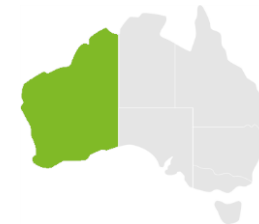
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	63
Industry High	84
Industry Standard	66

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
63	62	69	61	64	64	61	68	67	62	57	64	68	61	60	61	64	64	62

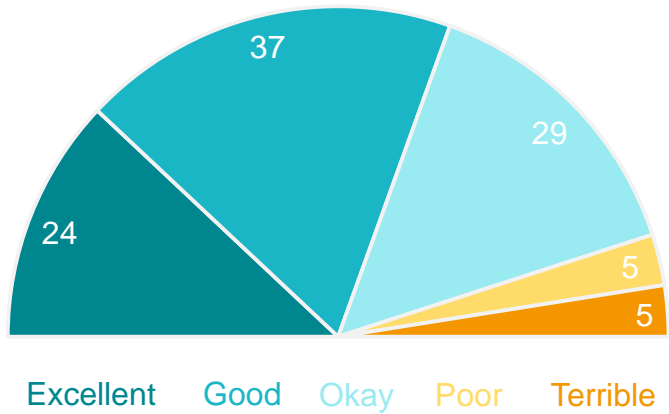
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 325).

Library and information services

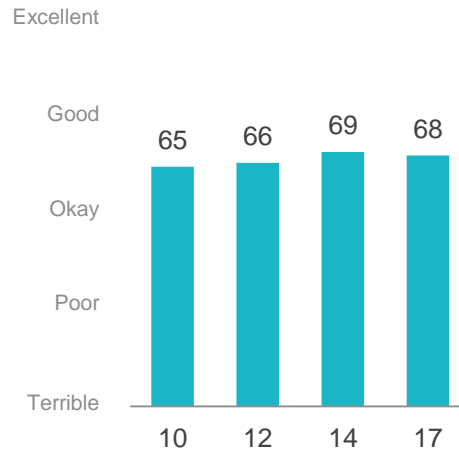
Performance ratings

% of respondents



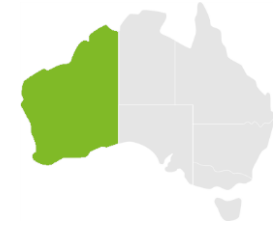
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	68
Industry High	83
Industry Standard	69

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
68	68	66	63	73	63	76	74	66	67	66	68	70	67	69	65	77	63	61

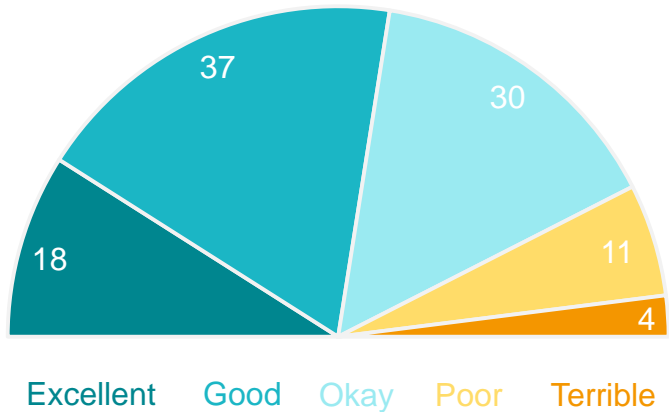
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 300).

Festivals, events and cultural activities

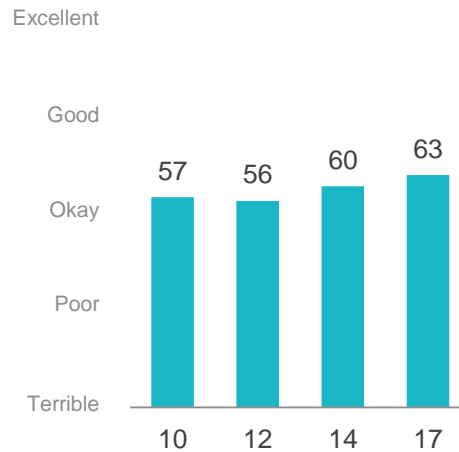
Performance ratings

% of respondents



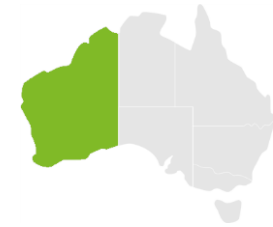
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	63
Industry High	83
Industry Standard	61

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
63	63	66	59	67	61	66	67	60	64	63	63	65	59	56	59	72	63	61

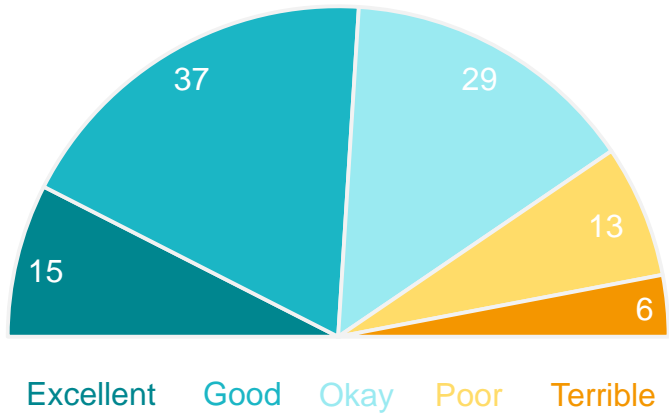
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 312).

How local history and heritage is preserved and promoted

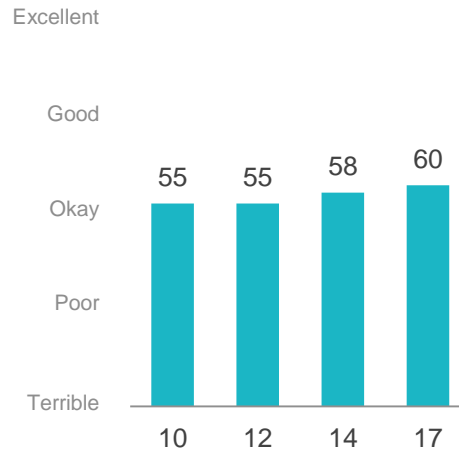
Performance ratings

% of respondents



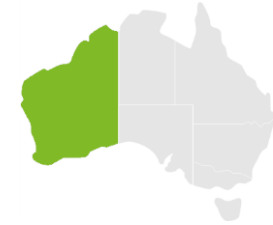
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	60
Industry High	76
Industry Standard	60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
60	60	65	54	66	58	61	64	62	60	55	61	65	59	59	51	72	63	67

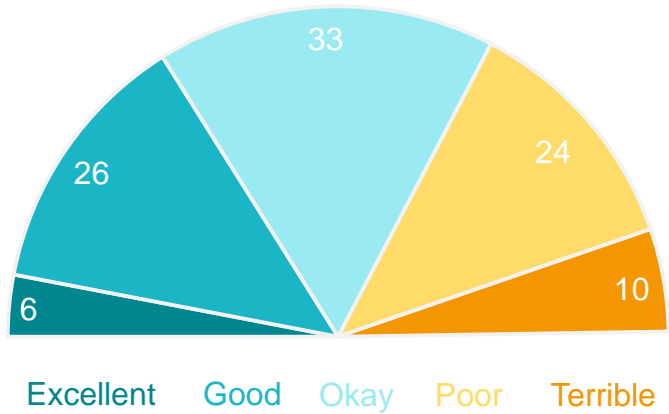
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 247).

Safety and security

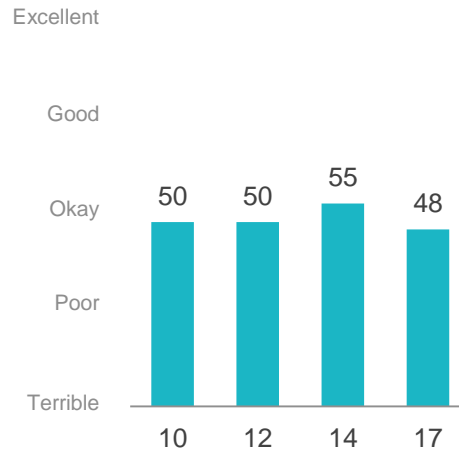
Performance ratings

% of respondents



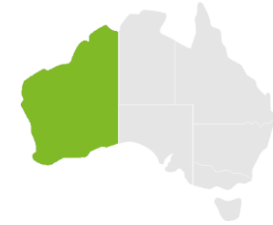
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	48
Industry High	74
Industry Standard	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
48	48	48	45	51	46	47	55	57	48	45	49	52	46	49	43	57	48	53

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

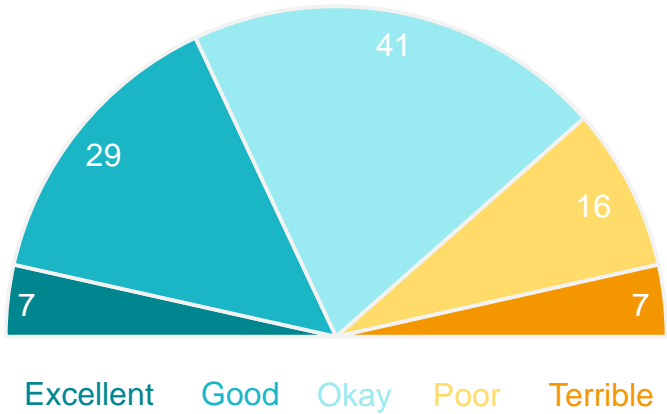
Base: All respondents, excludes 'unsure' and 'no response' (n = 307).

Built Environment

The area's character and identity

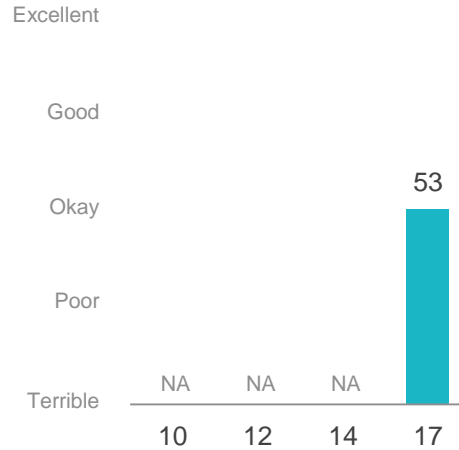
Performance ratings

% of respondents



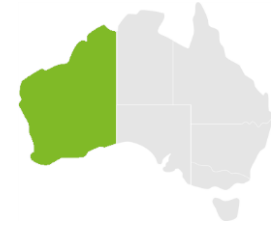
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	53
Industry High	77
Industry Standard	59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
53	53	60	52	55	53	53	53	57	54	53	52	56	52	41	50	59	54	55

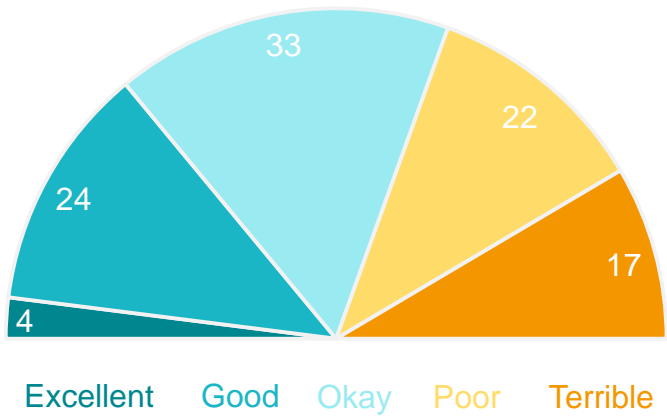
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 319).

Planning and building approvals

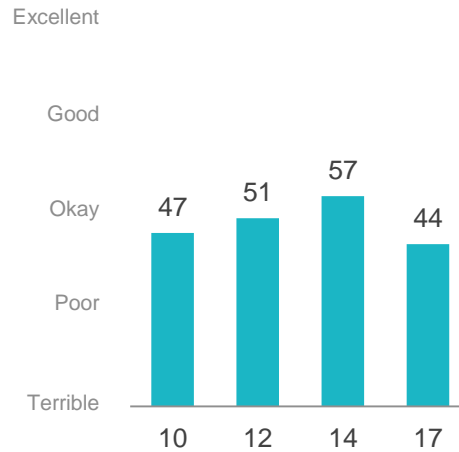
Performance ratings

% of respondents



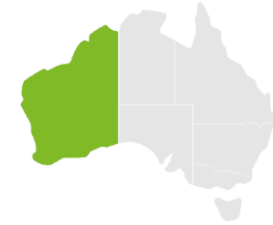
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	44
Industry High	57
Industry Standard	45

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
44	44	40	40	48	40	48	47	49	38	43	44	43	33	43	37	50	47	44

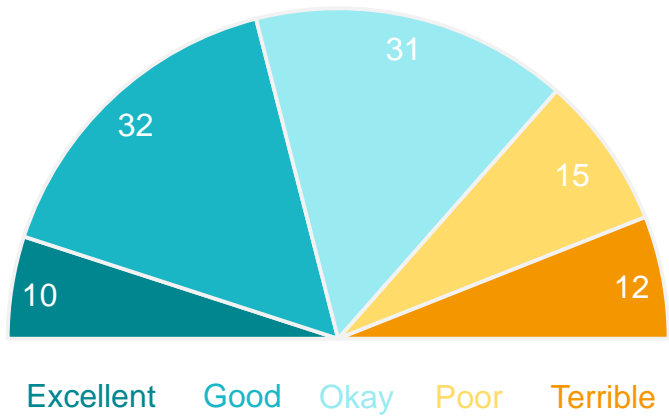
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 242).

Building and maintaining local roads

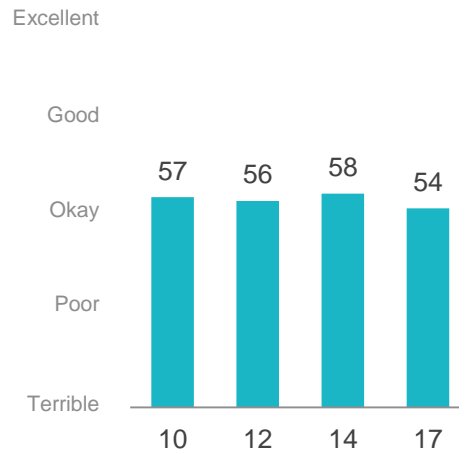
Performance ratings

% of respondents



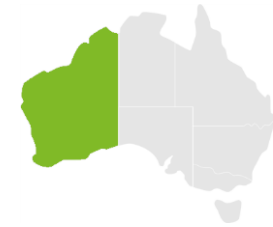
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	54
Industry High	75
Industry Standard	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
54	53	58	50	57	52	59	56	57	52	55	52	55	42	55	51	56	55	46

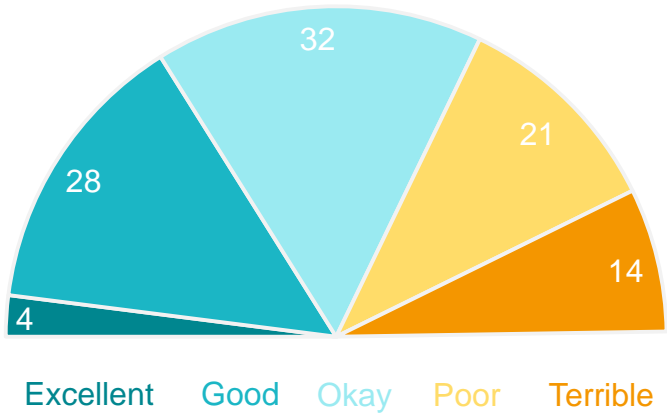
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 325).

Traffic management on local roads

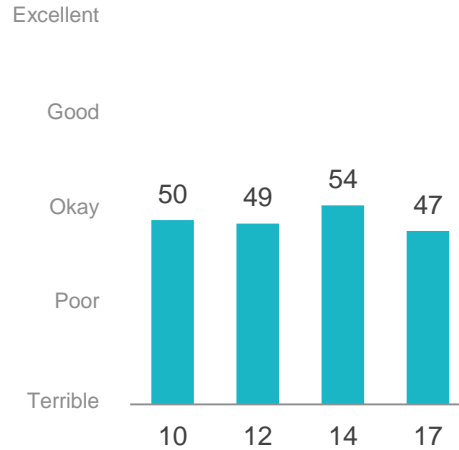
Performance ratings

% of respondents



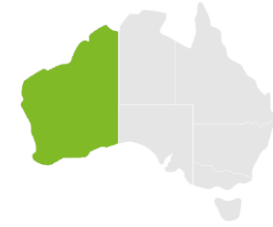
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	47
Industry High	65
Industry Standard	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
47	47	52	44	50	46	48	50	54	48	46	47	49	45	50	43	50	50	40

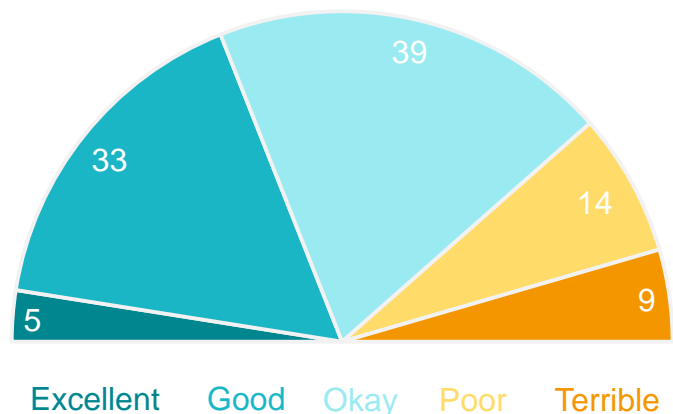
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 335).

Parking in commercial areas

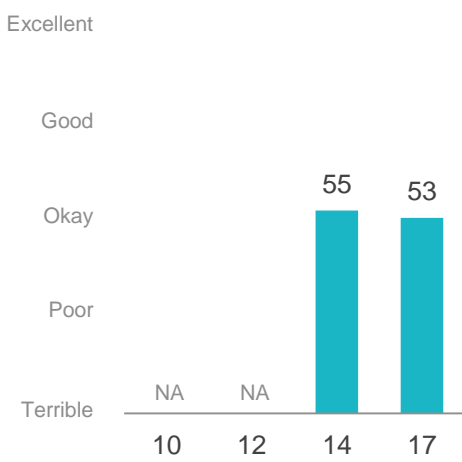
Performance ratings

% of respondents



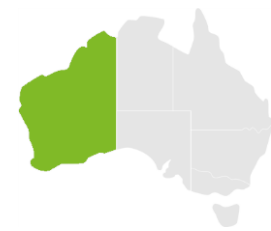
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	53
Industry High	69
Industry Standard	62

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
53	53	56	50	56	50	55	57	55	52	54	53	51	50	60	53	53	53	47

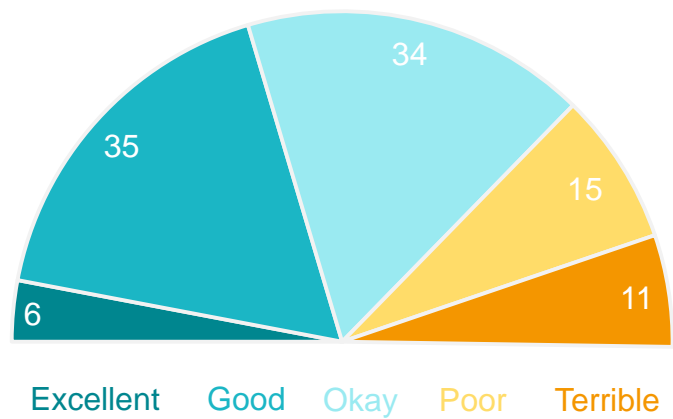
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 316).

Footpaths and cycleways

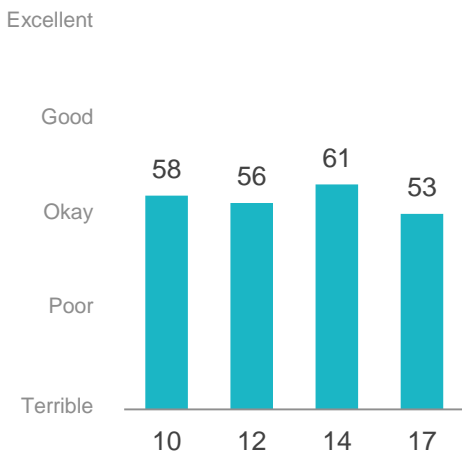
Performance ratings

% of respondents



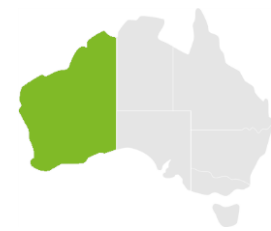
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	53
Industry High	71
Industry Standard	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
53	53	48	48	57	50	51	58	58	60	51	54	54	51	56	51	59	51	53

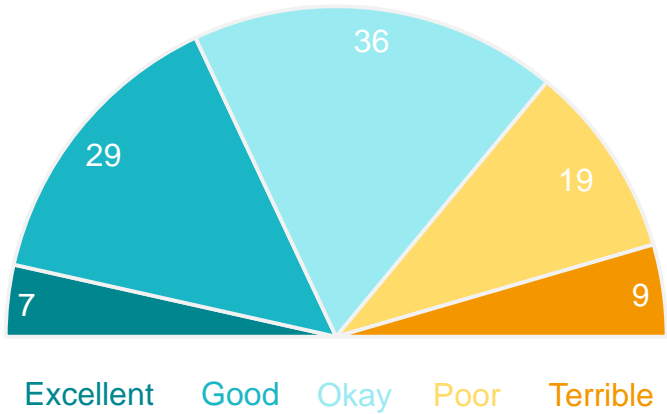
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 334).

Streetscapes

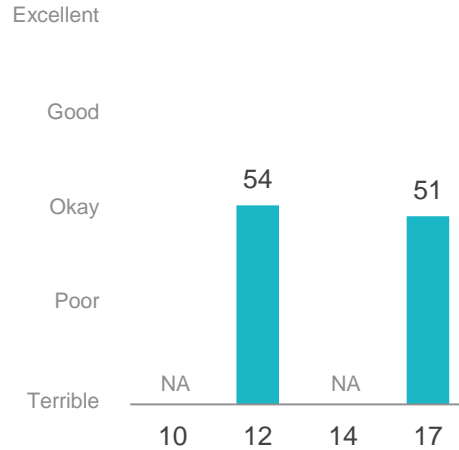
Performance ratings

% of respondents



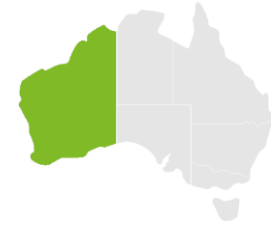
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	51
Industry High	72
Industry Standard	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
51	51	52	49	54	49	50	56	60	50	51	51	52	49	43	48	57	50	45

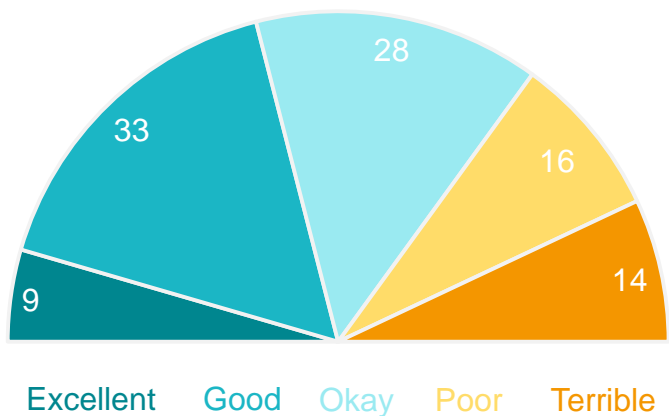
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 327).

Tree management (i.e. protection, planting and maintenance)

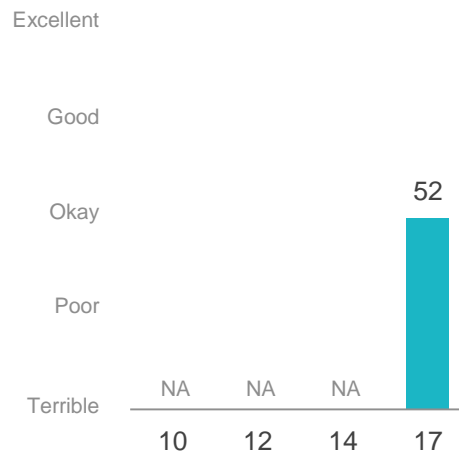
Performance ratings

% of respondents



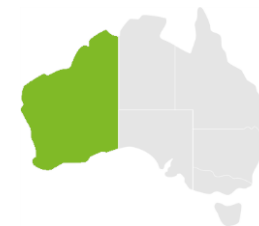
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	52
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
52	52	57	49	55	51	52	54	57	48	52	53	51	49	51	48	58	53	48

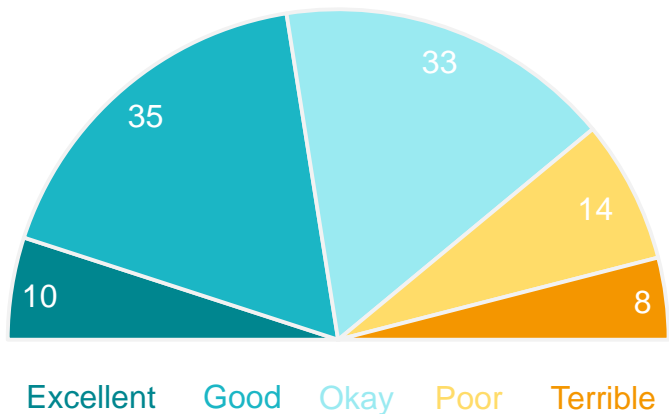
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 329).

Lighting of streets and public places

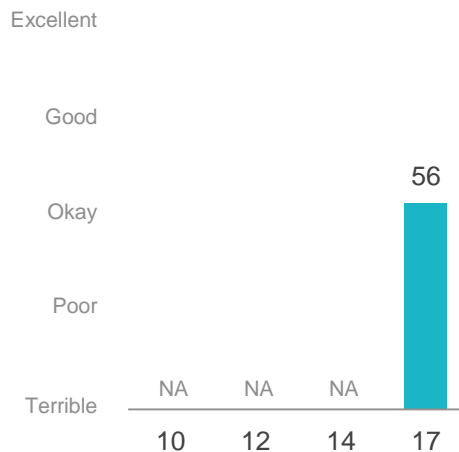
Performance ratings

% of respondents



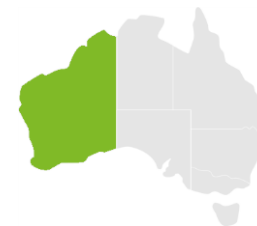
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	56
Industry High	60
Industry Standard	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
56	56	59	54	58	56	58	57	53	53	57	54	59	53	45	56	58	56	48

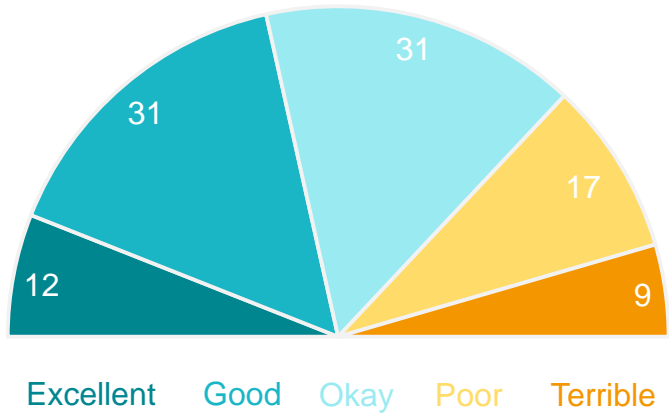
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 333).

Access to public transport

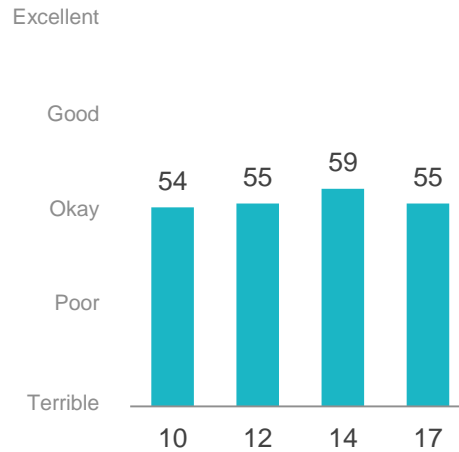
Performance ratings

% of respondents



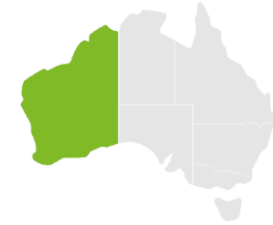
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	55
Industry High	81
Industry Standard	63

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
55	56	50	51	59	57	48	53	65	60	54	55	57	48	51	54	59	53	48

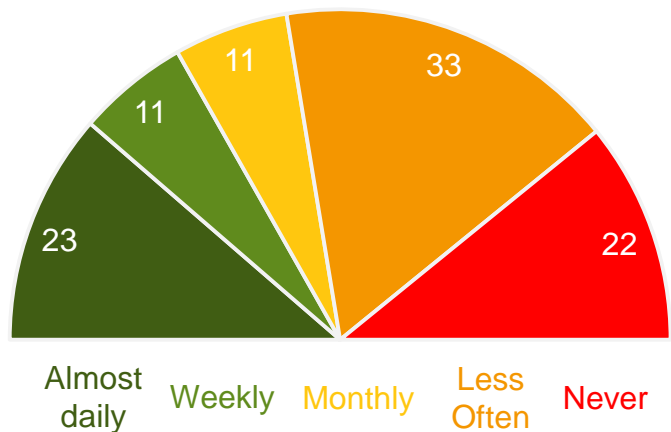
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 323).

Frequency of using public transport

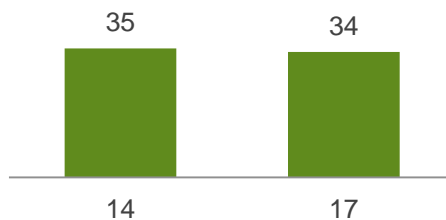
Performance ratings

% of respondents



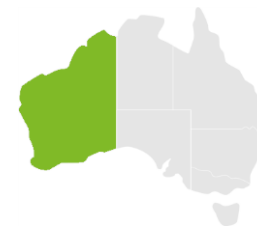
Trend Analysis

% almost daily / weekly



MARKYT Industry Standards

% almost daily / weekly



City of Wanneroo	34
Industry High	55
Industry Standard	38

Variations across the community

% almost daily / weekly

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
34	34	26	35	32	33	28	34	53	48	34	38	26	37	43	38	28	32	38

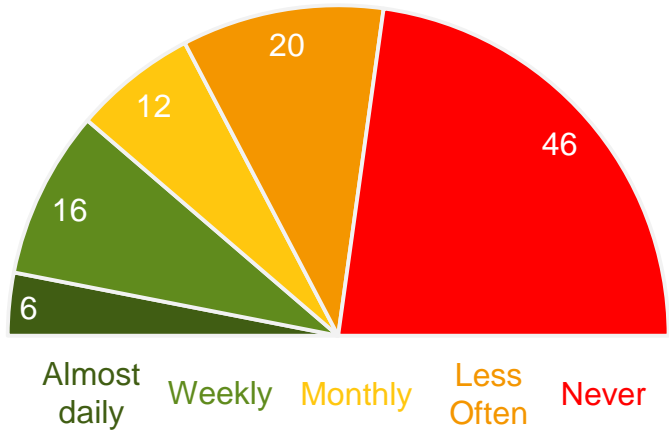
Q. How frequently do you or others in your household: use public transport

Base: All respondents, excludes 'unsure' and 'no response' (n = 335).

Frequency of riding a bicycle for recreation, local trips or commuting

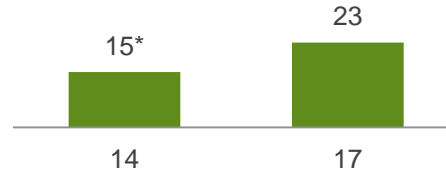
Performance ratings

% of respondents



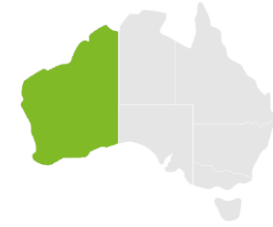
Trend Analysis

% almost daily / weekly



MARKYT Industry Standards

% almost daily / weekly



City of Wanneroo	23
Industry High	37
Industry Standard	31

Variations across the community

% almost daily / weekly

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
23	23	16	27	19	20	21	35	33	19	24	26	14	28	13	26	20	21	30

Q. How frequently do you or others in your household: Ride a bicycle for recreation, local trips or commuting

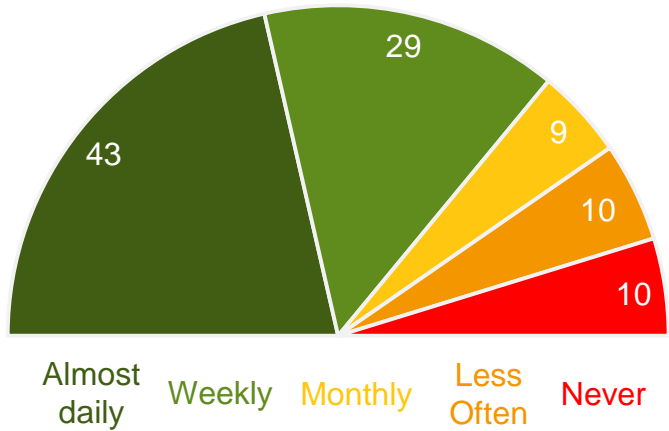
Base: All respondents, excludes 'unsure' and 'no response' (n = 331).

* 2014 Q: How frequently do you or others in your household cycle to local destinations instead of driving?

Frequency of walking for recreation, local trips or commuting

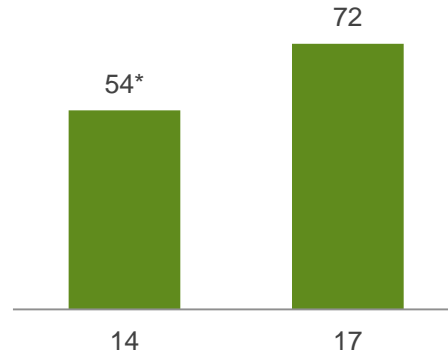
Performance ratings

% of respondents



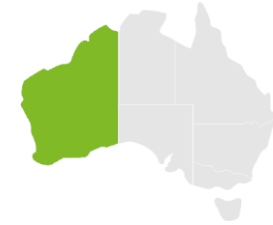
Trend Analysis

% almost daily / weekly



MARKYT Industry Standards

% almost daily / weekly



City of Wanneroo	72
Industry High	NA
Industry Standard	NA

Variations across the community

% almost daily / weekly

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
72	72	71	69	75	69	69	74	91	83	67	77	70	77	55	78	75	62	75

Q. How frequently do you or others in your household: Walk for recreation, local trips or commuting.

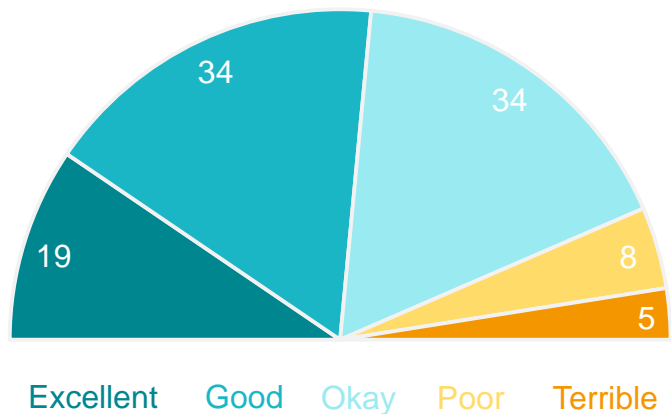
Base: All respondents, excludes 'unsure' and 'no response' (n = 338).

* 2014 Q: How frequently do you or others in your household walk to local destinations instead of driving?

Access to housing that meets your needs

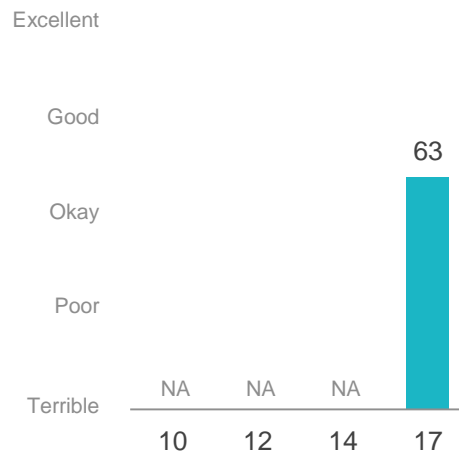
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	63
Industry High	68
Industry Standard	60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
63	64	57	59	68	60	66	69	65	62	65	64	60	62	58	63	67	61	66

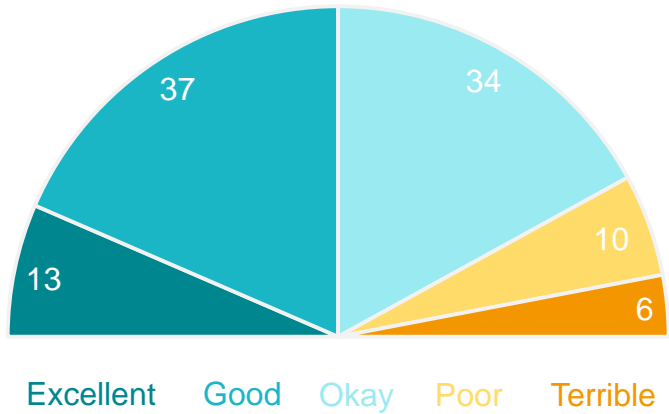
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 259).

Mix and diversity of housing types in your local area

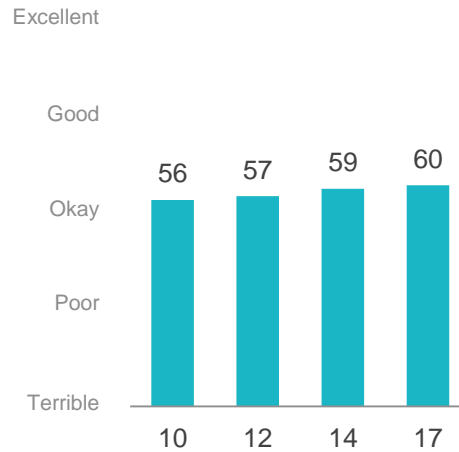
Performance ratings

% of respondents



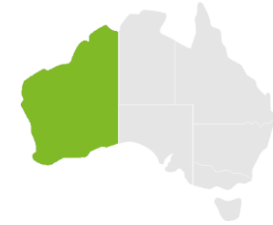
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	60
Industry High	70
Industry Standard	60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
60	61	56	59	62	59	60	65	66	58	62	59	61	55	53	59	64	59	57

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

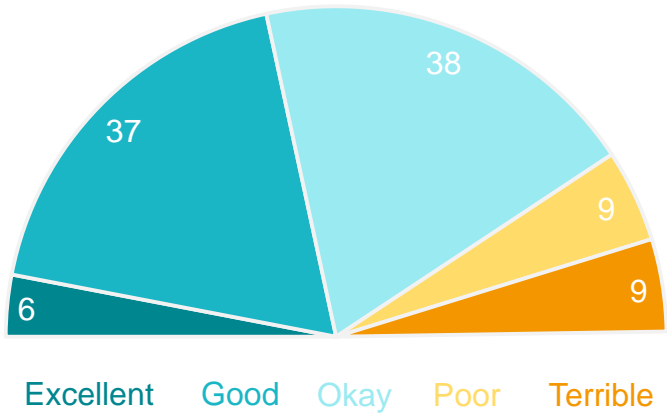
Base: All respondents, excludes 'unsure' and 'no response' (n = 306).

Natural Environment

Conservation and environmental management

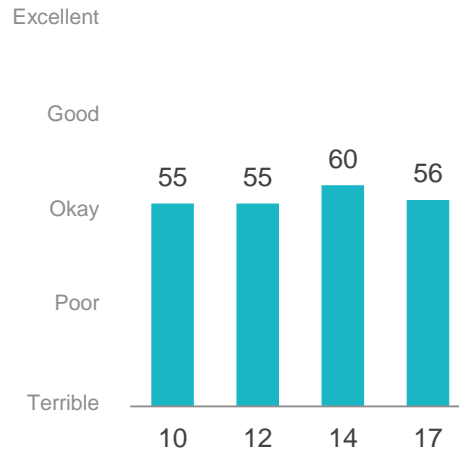
Performance ratings

% of respondents



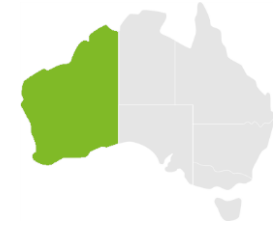
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	56
Industry High	68
Industry Standard	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
56	55	58	52	59	55	56	58	58	53	56	55	57	55	55	55	59	53	50

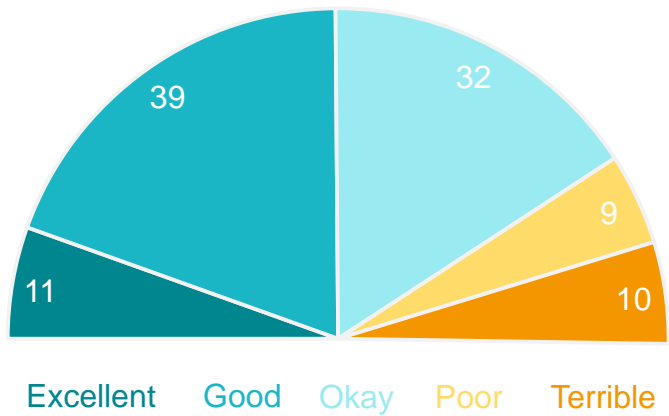
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 299).

Management of local beaches and coastline

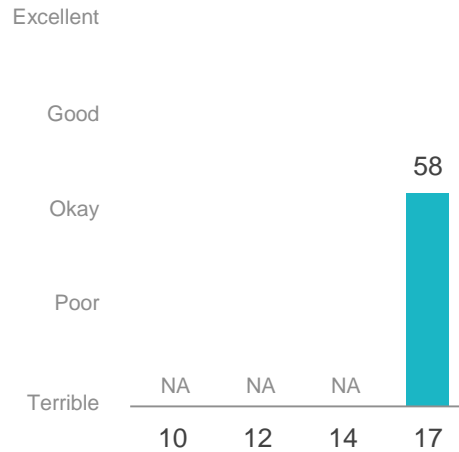
Performance ratings

% of respondents



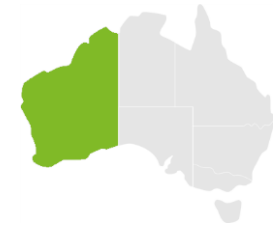
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	58
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
58	58	60	55	61	58	59	60	60	54	60	56	60	55	60	53	66	59	55

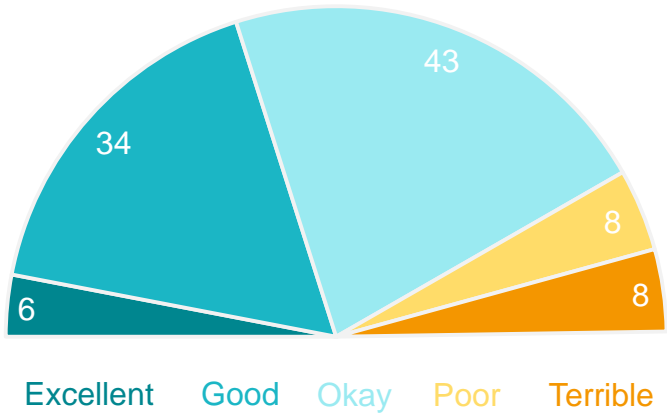
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 299).

Water resource management

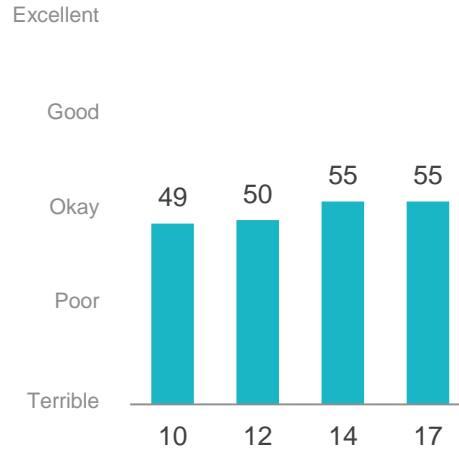
Performance ratings

% of respondents



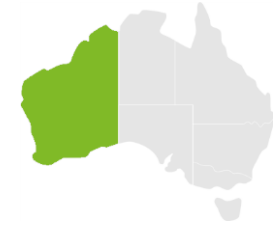
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	55
Industry High	NA
Industry Standard	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
55	55	61	54	57	56	55	52	54	51	55	55	56	54	53	51	57	60	55

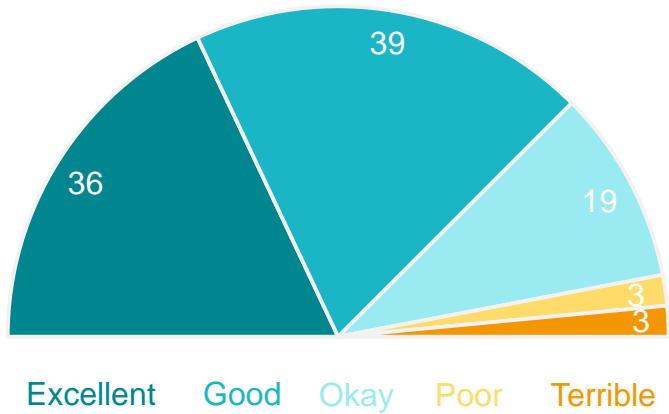
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 253).

Weekly rubbish collections

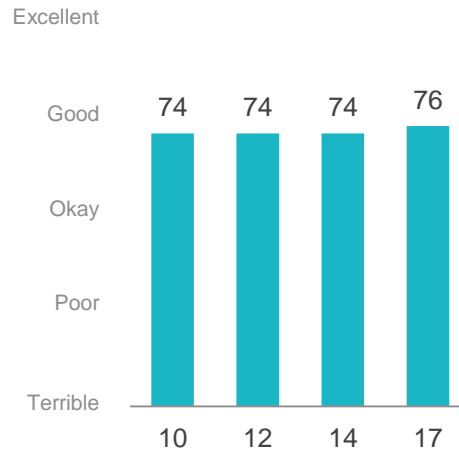
Performance ratings

% of respondents



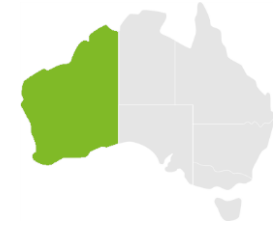
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	76
Industry High	88
Industry Standard	77

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
76	76	78	75	76	75	77	79	73	76	72	76	81	76	80	77	75	75	67

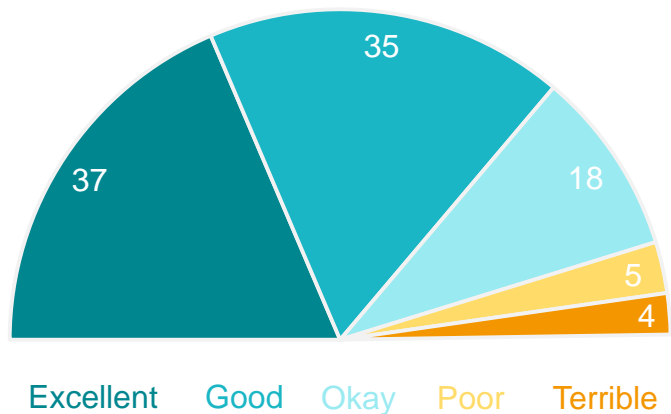
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 336).

Fortnightly recycling collections

Performance ratings

% of respondents



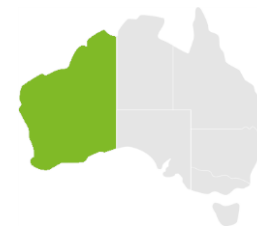
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	74
Industry High	89
Industry Standard	73

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
74	74	76	71	76	76	74	75	66	68	72	72	79	73	80	74	76	72	59

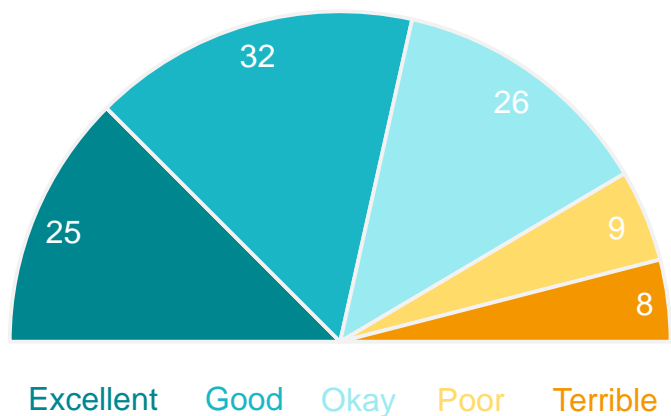
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 337).

Verge-side bulk rubbish collections

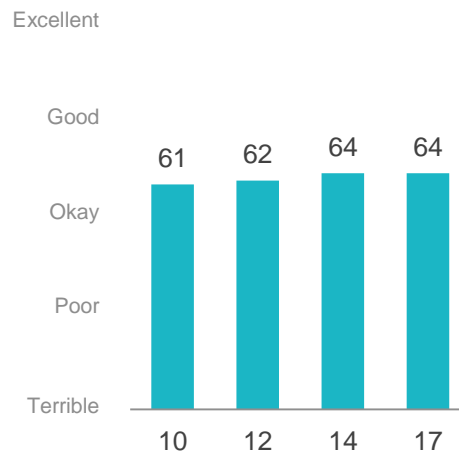
Performance ratings

% of respondents



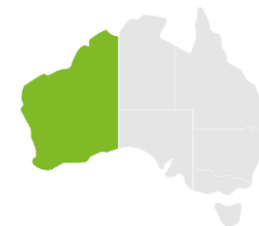
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	64
Industry High	80
Industry Standard	68

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
64	63	69	59	68	65	63	67	61	57	62	63	68	59	71	66	68	57	47

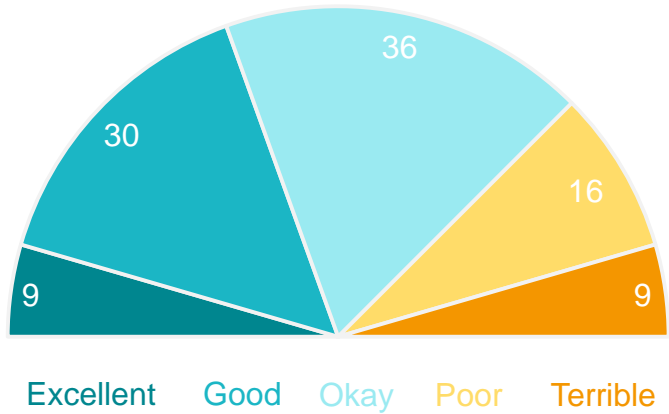
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 328).

Animal and pest control

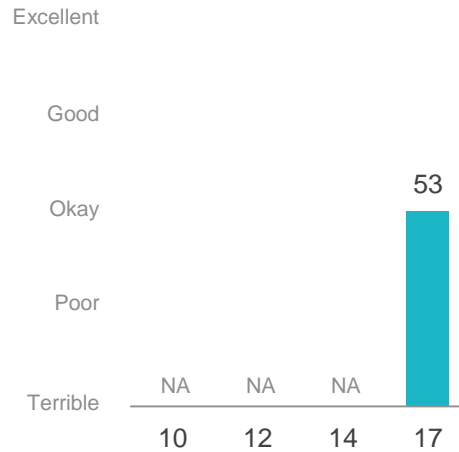
Performance ratings

% of respondents



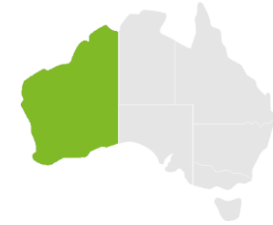
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	53
Industry High	72
Industry Standard	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
53	53	55	48	58	54	50	56	60	54	50	55	53	46	57	52	54	54	54

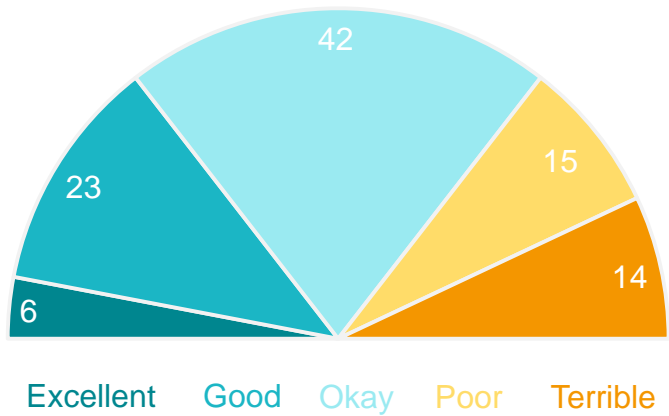
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 258).

Management of food, health, noise and pollution issues

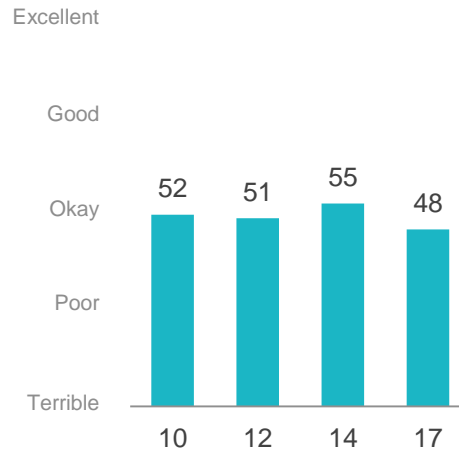
Performance ratings

% of respondents



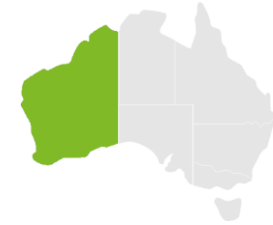
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	48
Industry High	70
Industry Standard	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
48	47	55	46	50	45	50	53	55	48	41	50	54	40	45	47	47	51	46

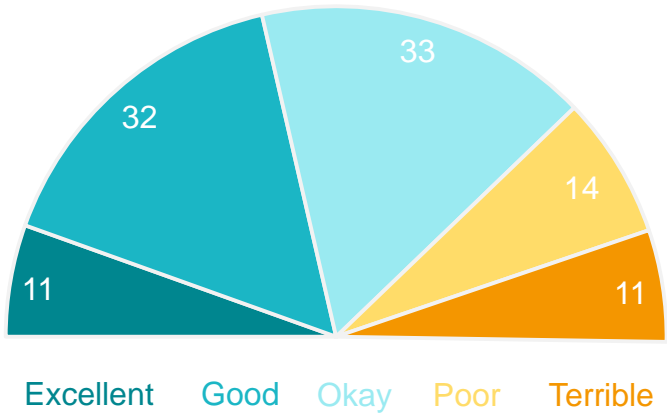
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 251).

Natural disaster education, prevention and relief (for bushfires, flooding, cyclones, etc)

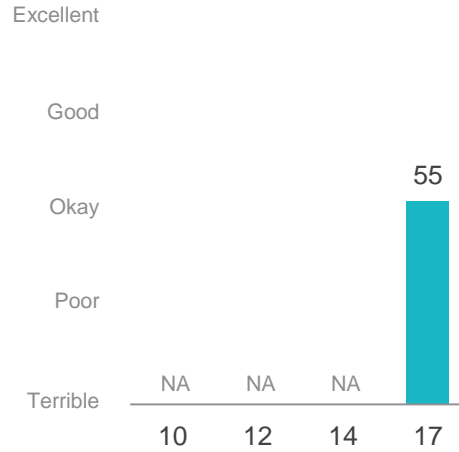
Performance ratings

% of respondents



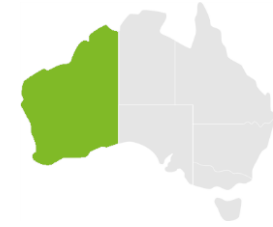
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Wanneroo	55
Industry High	60
Industry Standard	57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
55	55	56	46	63	55	48	53	58	64	49	56	59	50	57	53	60	51	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 199).

Overview of Community Variances

Summary of community variances

Governance and communications

	Total	Home owner	Renting / other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
Place to live	70	70	68	69	71	71	68	72	71	71	67	70	74	66	66	67	77	68	76
Organisation that governs the local area	60	61	58	58	63	57	61	70	65	60	58	61	63	54	60	59	66	57	63
Value for money from Council rates	45	45	42	42	47	43	41	50	51	44	41	44	50	40	38	40	50	46	46
Councils leadership	52	52	55	47	57	52	48	55	55	53	48	52	57	47	52	51	56	51	62
Advocacy and lobbying	49	49	53	45	54	49	45	54	52	50	47	48	54	43	46	48	53	49	57
Desirable place to live and work	51	50	57	48	54	51	46	57	57	56	49	50	54	46	47	48	54	53	61
Consulted about local issues	44	44	51	41	48	41	42	50	48	47	41	46	46	34	44	42	48	45	44
Informed about local issues	47	47	46	42	51	42	47	56	49	47	45	48	48	37	49	46	49	46	45
Informed about Council services, events, etc	54	53	60	50	58	54	51	57	58	56	51	54	58	49	54	50	59	54	52
Community newspaper	57	57	60	53	63	55	57	63	63	58	54	59	60	54	55	54	62	59	59
The Citys newsletter	57	58	54	51	64	57	55	62	62	54	55	58	61	53	56	53	63	58	61
Citys website	57	57	57	54	61	56	54	58	61	58	53	58	62	50	60	55	60	58	56
Social media presence	51	51	46	49	53	52	48	53	57	41	50	51	52	44	50	48	57	47	39
Customer service	59	59	63	57	60	55	62	65	61	59	58	59	60	52	58	59	59	59	67

Summary of community variances

Economic development

	Total	Home owner	Renting / other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
Economic development	46	46	48	43	49	45	46	52	51	47	43	47	50	39	44	40	53	49	47
Wanneroo Town Centre development	54	54	57	48	60	54	51	53	56	57	53	53	57	51	49	48	60	56	57
How Yanchep is being developed	54	55	48	46	61	55	56	51	59	51	53	56	52	46	52	47	61	62	60
Education and training opportunities	49	49	50	44	54	46	53	52	56	41	46	49	55	48	46	44	55	52	55

Summary of community variances

Community Development

	Total	Home owner	Renting / other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
Services and facilities for youth	44	43	53	41	46	46	41	46	50	39	39	44	52	34	38	36	50	50	47
Facilities and services available for seniors	51	53	43	50	53	55	43	50	60	47	50	47	58	45	44	45	56	57	56
Access to services for people with a disability	50	50	48	51	49	50	45	58	57	50	43	50	57	41	48	41	57	57	50
Community buildings, halls and toilets	54	53	59	51	56	52	52	56	61	57	50	53	59	50	61	48	61	56	59
Sport and recreation facilities	56	55	63	54	58	55	55	58	56	59	50	56	65	55	59	51	60	59	55
Playgrounds, parks and reserves	63	62	69	61	64	64	61	68	67	62	57	64	68	61	60	61	64	64	62
Library and information services	68	68	66	63	73	63	76	74	66	67	66	68	70	67	69	65	77	63	61
Festivals, events and cultural activities	63	63	66	59	67	61	66	67	60	64	63	63	65	59	56	59	72	63	61
History and heritage	60	60	65	54	66	58	61	64	62	60	55	61	65	59	59	51	72	63	67
Safety and security	48	48	48	45	51	46	47	55	57	48	45	49	52	46	49	43	57	48	53

Summary of community variances

Built environment

	Total	Home owner	Renting / other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
The area's character and identity	53	53	60	52	55	53	53	53	57	54	53	52	56	52	41	50	59	54	55
Planning and building approvals	44	44	40	40	48	40	48	47	49	38	43	44	43	33	43	37	50	47	44
Building and maintaining local roads	54	53	58	50	57	52	59	56	57	52	55	52	55	42	55	51	56	55	46
Traffic management on local roads	47	47	52	44	50	46	48	50	54	48	46	47	49	45	50	43	50	50	40
Parking in commercial areas	53	53	56	50	56	50	55	57	55	52	54	53	51	50	60	53	53	53	47
Footpaths and cycleways	53	53	48	48	57	50	51	58	58	60	51	54	54	51	56	51	59	51	53
Streetscapes	51	51	52	49	54	49	50	56	60	50	51	51	52	49	43	48	57	50	45
Tree management	52	52	57	49	55	51	52	54	57	48	52	53	51	49	51	48	58	53	48
Lighting of streets and public places	56	56	59	54	58	56	58	57	53	53	57	54	59	53	45	56	58	56	48
Access to public transport	55	56	50	51	59	57	48	53	65	60	54	55	57	48	51	54	59	53	48
Access to housing that meets your needs	63	64	57	59	68	60	66	69	65	62	65	64	60	62	58	63	67	61	66
Mix and diversity of housing	60	61	56	59	62	59	60	65	66	58	62	59	61	55	53	59	64	59	57

Summary of community variances

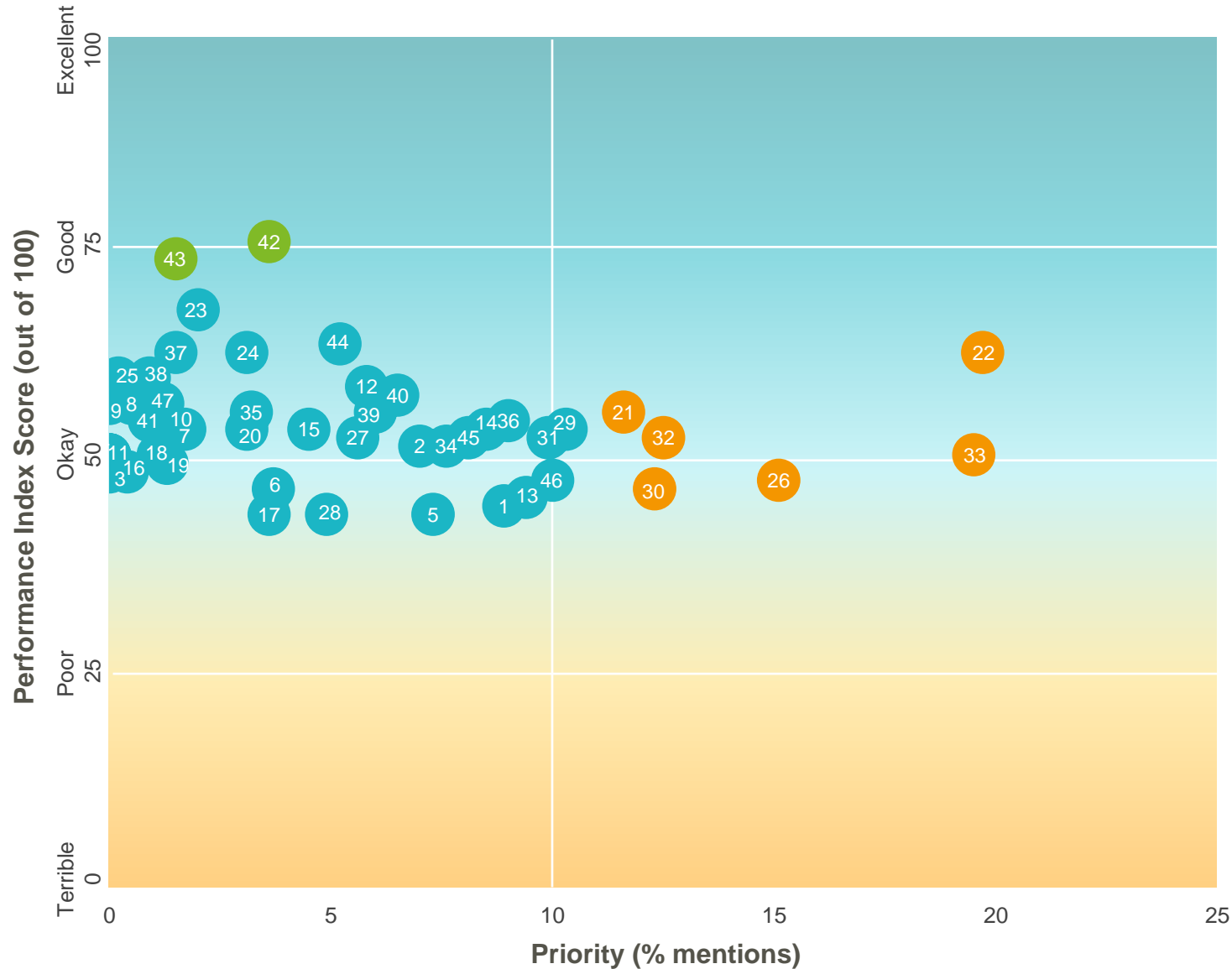
Natural environment

	Total	Home owner	Renting / other	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	NESB	North Coast Ward	Central Ward	South Ward	Home-based business
Conservation & environmental management	56	55	58	52	59	55	56	58	58	53	56	55	57	55	55	55	59	53	50
Management of local beaches / coastline	58	58	60	55	61	58	59	60	60	54	60	56	60	55	60	53	66	59	55
Water resource management	55	55	61	54	57	56	55	52	54	51	55	55	56	54	53	51	57	60	55
Weekly rubbish collections	76	76	78	75	76	75	77	79	73	76	72	76	81	76	80	77	75	75	67
Fortnightly recycling collections	74	74	76	71	76	76	74	75	66	68	72	72	79	73	80	74	76	72	59
Verge-side bulk rubbish collections	64	63	69	59	68	65	63	67	61	57	62	63	68	59	71	66	68	57	47
Animal and pest control	53	53	55	48	58	54	50	56	60	54	50	55	53	46	57	52	54	54	54
Management of food, health, noise & pollution issues	48	47	55	46	50	45	50	53	55	48	41	50	54	40	45	47	47	51	46
Natural disaster education	55	55	56	46	63	55	48	53	58	64	49	56	59	50	57	53	60	51	69

Addressing Community Priorities

MARKYT Community Priorities Window™

- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Desirable place to live and work
- 5 Consulted about local issues
- 6 Informed about local issues
- 7 Informed about services, events, etc
- 8 Community newspaper
- 9 The City's newsletter
- 10 City's website
- 11 Social media presence
- 12 Customer service
- 13 Economic development
- 14 Wanneroo Town Centre
- 15 How Yanchep is being developed
- 16 Education and training opportunities
- 17 Services and facilities for youth
- 18 Facilities & services for seniors
- 19 Services for people with a disability
- 20 Community buildings, halls & toilets
- 21 Sport and recreation facilities
- 22 Playgrounds, parks and reserves
- 23 Library and information services
- 24 Festivals, events & cultural activities
- 25 History and heritage
- 26 Safety and security
- 27 The area's character and identity
- 28 Planning and building approvals
- 29 Building and maintaining local roads
- 30 Traffic management on local roads
- 31 Parking in commercial areas
- 32 Footpaths and cycleways
- 33 Streetscapes
- 34 Tree management
- 35 Lighting of streets and public places
- 36 Access to public transport
- 37 Housing that meets your needs
- 38 Mix and diversity of housing
- 39 Conservation & environmental mgmt
- 40 Mgmt of local beaches / coastline
- 41 Water resource management
- 42 Weekly rubbish collections
- 43 Fortnightly recycling collections
- 44 Verge-side bulk rubbish collections
- 45 Animal and pest control
- 46 Mgmt food, health, noise & pollution
- 47 Natural disaster education



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 City of Wanneroo to focus on improving? Base: All respondents(n = 387)

Streetscapes

Residents believe green, tidy and well-maintained streetscapes contribute to a positive and welcoming community feel. At the moment, residents suggest that certain areas detract from this feel due to poorly maintained median strips, unkempt residential verges and littered shopping areas. Residents request that Council focuses on beautifying streetscapes and encouraging residents and shopping centres to keep their property looking inviting.

“More needs to be done to tidy up and beautify the roads, verges and median strips. More native trees need to be planted and properly maintained.”

“Maintenance on median strips etc. could be greater. Weeds left to grow and looks horrible.”

“Providing an increase in service to making streetscapes and landscapes aesthetically pleasing for ALL areas in the City (rather than just the areas that have been there for many years).”

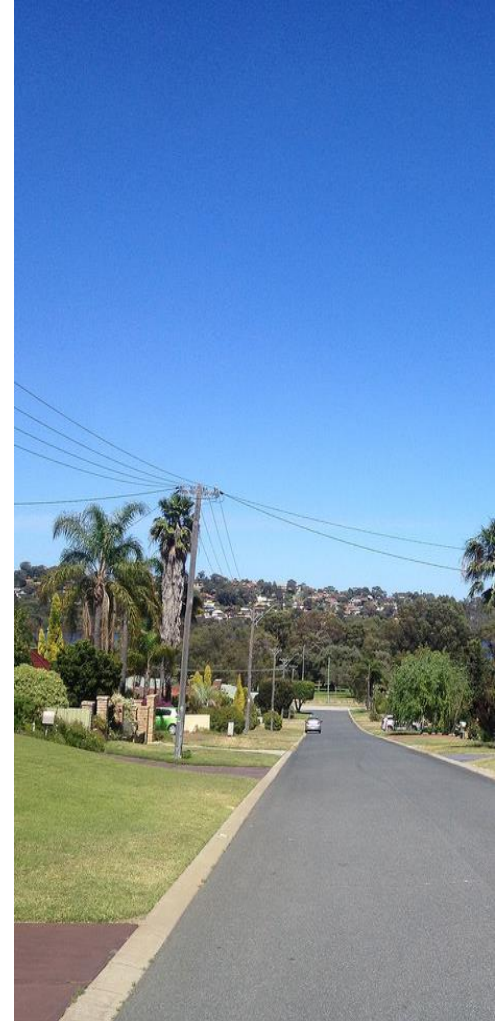
“To encourage residents along Wanneroo Road to maintain their front yards in a tidy condition. Have a competition or strict enforcement.”

“Actively work towards reducing rubbish and shopping trolleys in streets, e.g. add rubbish bins to every bus stop, more local schools involved in 'clean up' projects around their school...More trees in nature strips and reminders to residents they can have a free verge tree planted.”

“Encouraging residents of Girrawheen to take pride in the appearance of their homes by setting a good example of keeping/assisting with cleaning of retail areas. The two main shopping areas of Girrawheen are constantly messy with poor landscaping and large amounts of litter on the ground.”

“Verges to be managed better forcing home owners to clean up.”

“Badly maintained gardens and verges, cars, trucks, boat and trailers, caravans in our suburb (in driveways, on verges, in the streets) shopping trollies left.”



Playgrounds, parks and reserves

Residents would like more fresh, safe and well-maintained parks and playgrounds throughout Wanneroo. There is a perception among respondents that their suburbs are particularly overlooked in this area. Suggested improvements include regular maintenance of green areas and play equipment, installation of toilets, barbecues, seating and shade, and more bins and doggy bags to ensure clean and hygienic parks.

“Wanneroo is okay but park maintenance needs fixing. Play equipment poor condition as well as soft fall rubber poor. No spider treatment carried out at playgrounds. Lawn not mowed or weeded regularly. Bare minimum done to parks.”

“Due to the smaller blocks and no backyards, I would love to see the old playgrounds in Butler updated to attract the children to play on them. Something along the lines of nature playgrounds to help them get in touch with the environment, and scooter and bike tracks.”

“The parks in Merriwa are terrible. I live across the road from Davlik Park and the play equipment is run down and dangerous. It is rusted, covered in graffiti, often broken and there is no shade at all.”

“I feel sorry for families with young children, they have no bbqs in any of our parks and no primary school in Ridgewood. Yet all other suburbs are being built with extensive parks (climbing frames, water park, etc.) and yet Ridgewood doesn't even have one bbq.”

“Public open [space] in Landsdale is a joke that needs to be addressed as a matter of urgency. Disgraceful to have lived in the City of Wanneroo for 7 years and not a park within walking distance.”

“Toilets in parks and recreation centres. Please get some or make some. I have grandchildren that I take to the park and play areas. None have toilets.”

“Provide more doggy bags so parks aren't littered with dog faeces.”

“Playgrounds and parks need more rubbish bins plus chairs and...undercover seating with tables. All the sand should be removed from play areas and replaced with the harder surface that you see around. The sand is full of glass and syringes, not to mention animal droppings.”



Safety and security

Personal safety, vandalism, burglary and hooning are concerns for the community. Residents want a greater feeling of security especially at night, on the streets and with their children. To address this issue, they suggest greater police and security presence, CCTV installation, improved street lighting and a faster response to concerned calls.

“More police presence in the community, I don't feel safe here, especially at night, the street lights are shocking, they are few and far between, a lot of them don't work, we don't go out when it's dark, to walk the dogs or walk to the shops.”

“There needs to be some form of security driving around as there are children and adults who cause issues with stealing from our homes vandalizing etc. which has become a major issue for me.”

“When residents report concerns of safety or disturbing behavior in neighbourhood to follow this up on a timely manner. When police are called due to Wanneroo Council not following up on breaches this is not acceptable.”

“Safety of residents, I have not seen 1 security patrol in my area, even after numerous noise complaints at 3am in the morning.”

“Security in the area is very important to me as I have two young children.”

“Focus on safety and security of the residents of Wanneroo. More police.”

“...More importantly the increase in crime (by youth) in our suburbs - increased policing helps but only for a while.”

“More cameras for walk through alleyways.”

“Hoon issues particularly at night time.”

“Cameras on roundabouts, the hoons are terrible.”



Traffic management on local roads

Delays associated with traffic congestion are a frustration for residents. Marmion Avenue appears to be the busiest and most congested road for residents, especially during scheduled works. Residents would like to see better flow, easier freeway access and more dual carriageways constructed, and they are eager for the Freeway to be extended.

“Traffic decongestion, dual carriageway and better freeway access.”

“Traffic management around road construction. Keep 40 where active work is performed, so people keep to it. Adjust it for other areas. Too many people speed as they don't think it matters to keep to 40.”

“I've been stuck in 2 major lots of traffic congestion during peak hour on Marmion Avenue due to road works. This is endangering the safety of the workers as I could see people getting very angry in their cars and also caused a 20 min. delay getting to work both times.”

“Turning left onto Marmion Ave from Catalina needs a traffic light in peak hour AM from 5am. However, once (and when) the Freeway is opened it should reduce this need as it will be easier for me to get to my workplace.”

“Traffic flow i.e. rail extension to Yanchep, Freeway extension to Yanchep. The traffic on Marmion Ave in Jindalee is heavy most of the time now. It takes ages to get onto Marmion Ave, and then it can be really slow to Burns Beach Road.”

“Traffic on Wanneroo Road is terrible and need to remove roundabouts in high traffic areas.”

“Back street lighting and widening roads from one lane to two lanes before they get congested with traffic like Marmion Ave between Butler and Yanchep, that should have been done 5-10 years ago.”



Footpaths and cycleways

Accessing main community hubs such as shopping centres and recreation areas on foot is important for residents. They request better connected footpaths and footbridges over busy roads to allow safe and easy access. Respondents would also like to see existing footpaths and cycleways better maintained by removing glass, litter and rubbish and trimming overhanging trees.

“Footpaths and cycleways. Living in Hocking, it is noted there is no SAFE place to cross Wanneroo Road to access Lake Joondalup between the town site and Ocean Reef Road. It would be good to have an underpass / bridge or two. It is also noted that footpaths have a habit of stopping in the middle of nowhere, leaving pedestrians exposed and UNSAFE.”

“As there is increasing traffic on Joondalup Drive, access across the road to both the Carramar and Banksia Grove Shopping Centres by pedestrians is becoming increasingly more difficult. Perhaps footbridges could be considered by Council to enable safe crossing of the road at those points.”

“In my area, pathways linked better especially to access Landsdale Farm on Evandale Road.”

“I would like to see the coastal footpaths and accesses to the beach clear and tidy.”

“The City of Wanneroo seems to forget the older areas and neglect footpaths, parks and overhanging trees over roads and footpaths.”

“Trimming the bushes along the footpaths along Joondalup Drive after Pinjar Road. They're often overgrown making it unsafe for cyclists and pedestrians.”

“In my area of Clarkson there is a lot of broken glass on footpaths and I feel there is not enough cleaning up of the footpaths.”

“Keep the cycle lanes clean so the debris doesn't create punctures in my tyres.”



Sport and recreation facilities

Residents across many demographic groups including youth, young parents and seniors would like access to better sport and recreation facilities. Requests include outdoor exercise equipment, facilities for parents and children, more for teenagers, activities for seniors and cheaper exercise options. Residents suggest looking at examples from other local councils.

“Build exercise equipment in parks, like in the City of Stirling.”

“More activities for babies/children. I use City of Joondalup and travel 20 minutes to do swimming, kindy gym, ballet etc. because COW doesn't have availability or doesn't do it.”

“Providing facilities and services for mums with young children and babies so that they feel supported to attend to their mental health needs, e.g. Health and fitness programs with crèche facilities.”

“I live in Landsdale and in 2 years I will probably retire and to help me through my life from then on I would like to be close by recreation. For example, at the Government School Hall, if they have one - Bingo Night and dance learning days or nights and craft making days.”

“Exercise classes for over 60s during evening hours.”

“More facilities for teenagers, i.e. ice skating, roller skating...bowling, indoor sports.”

“Establishments for youths to be physical, like desperate need for squash courts in the northern suburbs and sporting establishments like Joondalup Arena in the northern suburbs.”

“Also Aquamation is too expensive - it is much much cheaper at the Stirling area facility...They have off-peak fees much less than standard fees, and even their standard fees are much cheaper than City of Wanneroo.”

“More council owned gyms and group fitness (Les Mills) in the Catalina/Clarkson/Mindarie area, not just overpriced and overfull private gyms.”



Moving Forward

Moving Forward

Overall, the City of Wanneroo is on par with the MARKYT Industry Standard for local councils in Western Australia.

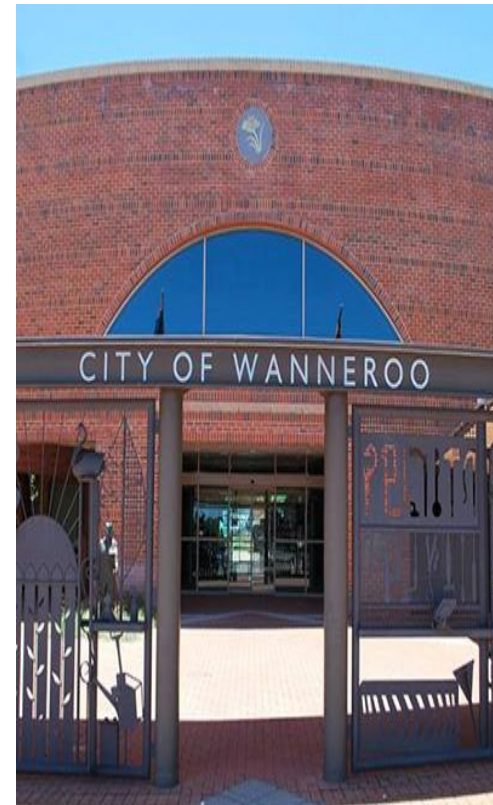
As a **place to live**, the performance index score is 70, **trending up**, and now just 4 index points below the MARKYT Industry Standard.

As a **governing organisation**, the performance index score has stayed fairly steady at **60**; 5 index points **above the MARKYT Industry Standard**.

The City of Wanneroo has perceived strengths in waste and library services. Relative to the MARKYT Industry Standards, the City of Wanneroo is performing above average with its festivals, events and cultural activities, and in meeting the community's housing needs.

Moving forward the community would like the City of Wanneroo to focus on **6 key priorities**:

1. Playgrounds, parks and reserves
2. Streetscapes
3. Safety and security
4. Traffic management
5. Footpaths and cycleways
6. Sport and recreation facilities





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