

# Community Satisfaction Survey Results

The % results provided in the following tables are the percentage of respondents who provided a positive rating in response to the question. Community satisfaction result comparisons with the previous year are illustrated using the following criteria:

Decrease



Increase



No change



## Society

Community satisfaction KPI	2014 (%)	2017 (%)	2020 (%)	Increase / Decrease (%)	
<b>1.1 Healthy and active people</b>					
Sport and recreation facilities	81	78	88	10	↑
Festivals, events, art and cultural activities	82	85	95	10	↑
Facilities and services for seniors	75	72	82	10	↑
Service and facilities for youth	69	58	67	9	↑
Community buildings and halls	70	76	86	10	↑
Playgrounds, parks and reserves	–	81	89	8	↑
<b>1.2 Safe communities</b>					
Safety and security	71	66	77	11	↑
Animal control (i.e. dogs and cats)	–	75	80	5	↑
Off-road vehicle management	–	–	76	New	n/a
Natural disaster education, engagement and prevention (for bushfires, storms, etc)	–	76	77	1	↑
Management of food, health, noise and pollution	–	71	84	13	↑
<b>1.3 Connected communities</b>					
Library and information services	90	91	96	5	↑
Access to services and facilities for people with disabilities	67	74	79	5	↑
<b>1.4 Distinctive places</b>					
How local history and heritage is preserved and promoted	72	80	92	12	↑



# Community Satisfaction Survey Results

Economy					
Community satisfaction KPI	2014 (%)	2017 (%)	2020 (%)	Increase / Decrease (%)	
2.1 Local jobs					
Access to local business support services to help people to start or improve their own business	–	–	66	New	n/a
2.2 Strategic growth					
Economic development (efforts to attract investors, attract and retain businesses, grow tourism and create job opportunities)	63	64	64	No Change	→
2.3 Smart business					
Access to education and training opportunities (including job-readiness training)	70	70	72	2	↑
Management of parking in commercial areas	75	77	69	-8	↓
2.4 Places of destination					
The City's support for tourism e.g. Discover Wanneroo website & app	60	n/a	79	n/a	n/a



Environment (Natural)					
Community satisfaction KPI	2014 (%)	2017 (%)	2020 (%)	Increase / Decrease (%)	
3.1 Resource management					
Water resource management	68	84	81	-3	↓
3.2 Enhanced environment					
Conservation and environmental management	81	82	81	-1	↓
Management of local beaches and coastline	–	82	91	9	↑
Tree management (i.e. protection, planting and maintenance)	–	70	80	10	↑
3.3 Reduce, reuse, recycle waste					
Reducing waste to landfill	–	–	69	New	n/a
Weekly rubbish collections	94	94	96	2	↑
Fortnightly recycling services	89	91	88	-3	↑
Vergeside bulk rubbish collections	82	82	89	7	↑

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Environment (Built)					
Community satisfaction KPI	2014 (%)	2017 (%)	2020 (%)	Increase / Decrease (%)	
<b>3.4 Activated Places</b>					
The area's character and identity	–	77	82	5	↑
Managing responsible growth and development	–	–	75	New	n/a
Planning and building approvals	68	61	73	12	↑
<b>3.5 Connected and accessible City</b>					
Building and maintaining local roads	78	74	82	8	↑
Management and control of traffic on local roads	68	65	75	10	↑
Management of parking in school areas	–	–	48	New	n/a
Footpaths and cycleways	79	75	77	2	↑
Lighting of streets and public places	–	78	86	8	↑
How the City is connecting roads, footpaths and cycle ways to public transport networks	73	74	82	8	↑
<b>3.6 Housing choice</b>					
The mix and diversity of housing types in your local area	78	84	–	n/a	n/a





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Civic Leadership					
Community satisfaction KPI	2014 (%)	2017 (%)	2020 (%)	Increase / Decrease (%)	
4.1 Listening and leading					
Overall satisfaction with the City as a place to live	90	94	98	4	↑
Council leadership within the community	70	77	82	5	↑
The City has developed and communicated a clear vision for the area	50	70	85	15	↑
The Mayor and Councillors have a good understanding of the community's needs	63	75	81	6	↑
Employees at the City of Wanneroo have a good understanding of community needs	–	75	85	10	↑
Advocacy and lobbying on behalf of the community to influence decisions, support local causes, attract government funding for infrastructure	–	71	84	13	↑
How the community is consulted and engaged about local issues	60	63	68	5	↑
I feel there are opportunities to have a real say on issues in my community that are important to me	–	–	75	New	n/a
The City clearly explains the reasons for its decisions and how residents' views have been taken into account	–	69	76	7	↑
How the community is informed about what's happening in the local area (including local issues, events, services and facilities)	71	77	83	6	↑
4.2 Good governance					
What the City is doing to promote the area as a desirable place to live and work	68	68	78	10	↑
Overall satisfaction with the City as a governing organisation	81	86	93	7	↑
Value for money from rates	59	64	74	10	↑
4.3 Progressive organisation					
How the City embraces change, innovation and new technology	–	–	78	New	n/a
The City's page in the community newspaper	–	85	90	5	↑
City's 'What's Happening' newsletter	–	83	94	11	↑
Council's website	81	86	91	5	↑
Social media presence on Facebook, Twitter, Instagram etc	–	77	88	11	↑
Efficiency and effectiveness of customer service	80	80	84	4	↑

