



CATALYSE® Industry Standards © - Jan 2007 to Jun 2008


















CATALYSE® Pty Ltd is delighted to bring you the **latest CATALYSE® Industry Standards ©** for local government.

CATALYSE® Industry Standards © are calculated from community perceptions surveys completed by Local Government Authorities over the past 18 months. A CATALYSE® Industry Standard © is calculated when three or more Councils have asked the same question using a comparative research approach.


















Qualifying Member Councils	Study Period
 CITY OF Armadale	City of Armadale Q2 2007
 CITY OF BELMONT MILITARY • CITY OF OPPORTUNITY	City of Belmont Q3 2007
 SHIRE OF CAPEL	Shire of Capel Q1 2007
 CITY OF COCKBURN WELCOME TO SERV	City of Cockburn Q2 2008
 SHIRE OF COLLIE Collie River Valley	Shire of Collie Q2 2007
 CITY OF FREMANTLE	City of Fremantle Q2 2008
 CITY OF JOONDALUP	City of Joondalup Q3 2007
 TOWN OF KWINANNA	Town of Kwinana Q2 2008
 CITY OF MANDURAH	City of Mandurah Q2 2008
 CITY OF MELVILLE	City of Melville Q3 2007
 CITY OF NEDLANDS	City of Nedlands Q2 2007
 SERPENTINE-JARRAHDAL SHIRE	Serpentine-Jarrahdale Shire Q2 2008
 CITY OF SOUTH PERTH	City of South Perth Q2 2008
 CITY OF WANNEROO	City of Wanneroo Q2 2008



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	Service / facility	Sample size	% rating satisfaction in top 3 boxes		Highest performer
			Ave	High	
OVERALL SATISFACTION	Overall satisfaction	14	38	52	
	The image of the Council	3	34	45	
GOVERNANCE	Council's leadership within the community	13	21	29	 
	Value for money from rates	11	24	35	
	How open and transparent Council processes are	3	13	14	
	What the Council is doing to promote the area as a desirable place to live (and work)	5	30	39	
CUSTOMER SERVICE	The efficiency and effectiveness of customer service	10	35	47	
	How the community is consulted about local issues	13	20	25	
CONSULTATION & COMMUNICATION	How the community is informed about local issues	12	28	34	
	Council's newsletter	4	39	49	
	Council's website	5	24	28	 City of Nedlands
PLANNING	Planning and building approvals	11	22	30	 
	How the city/town centre is being developed	5	25	37	
	The mix and diversity of housing types in your local area	4	34	37	 SHIRE of CAPEL
	The density and design of housing in your local area	3	34	37	

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WASTE MANAGEMENT	The area's character and identity	4	31	36	
	Weekly rubbish collections	14	76	86	
	Fortnightly recycling services	13	63	85	
	Verge-side bulk rubbish collections	10	52	72	
ENVIRONMENTAL HEALTH	Animal and pest control	8	31	43	
	Enforcement of local-laws relating to food, health, noise and pollution	10	26	34	
	Bush fire prevention and control	4	45	57	
ROADS & ENGINEERING WORKS	Road maintenance	11	31	48	
	Street signs	3	34	36	
	The management and control of traffic on local roads	9	26	38	
	Street lighting	10	37	44	
	Storm water drainage	4	34	45	
TRANSPORT	Access to public transport	3	28	45	
FOOTPATHS AND CYCLEWAYS	Footpaths and cycleways	11	36	48	
LEISURE & RECREATION	Library & information services	14	58	76	
	Streetscapes, parks and sporting grounds	10	43	62	
	The Leisure/Recreation Centre	4	37	41	



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	Service / facility	Sample size	% rating satisfaction in top 3 boxes		Highest performer
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	Sport & recreation facilities	8	44	63	
	Community buildings, halls and toilets	8	25	36	
COMMUNITY DEVELOPMENT & EDUCATION	Education and training opportunities	6	29	50	
	Safety and security	7	26	38	
SAFETY & SECURITY	The control of graffiti, vandalism & anti-social behaviour	8	21	31	
	Mobile security patrols	3	35	39	
	Graffiti removal services	4	42	46	
YOUTH	Services and facilities for youth	12	21	42	
	Services and facilities for families	4	33	49	
SENIORS & DISABILITY	Facilities, services and care available for seniors	11	31	44	
	Access to services and facilities for people with disabilities	8	26	36	
	Efforts to promote and support volunteering	3	21	26	
FESTIVALS, EVENTS & CULTURE	Festivals, events and cultural activities	13	42	62	
	How local history and heritage is preserved and promoted	8	31	43	
NATURAL ENVIRONMENT	Conservation and environmental management	11	29	40	
ECONOMIC DEVELOPMENT	Economic development, tourism and job creation	8	19	30	