



CATALYSE® Community Perceptions Survey©

Prepared for the City of South Perth

July 2010

Contents

Executive summary_____3

Introduction and research method_____4

Key findings_____5

Overall satisfaction_____6

Financial Viability _____8

Organisational Effectiveness _____10

Customer Focus _____13

Community Enrichment _____23

Environmental Management _____36

Infrastructure _____45

Community Priorities Indicator TM _____54

Strategic insights _____57

Executive Summary

In 2010, the City of South Perth administered the CATALYSE® Community Perceptions Survey among residents to evaluate and monitor performance across a range of services & facilities. 404 residents participated in the study. The survey was conducted by CATALYSE® Pty Ltd and provides Council with valid performance measures that can be benchmarked and consistently monitored over time.

OVERALL SATISFACTION RATINGS

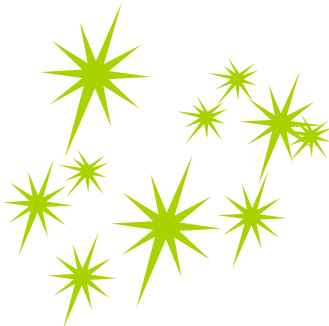
| | 2004 | 2006 | 2008 | 2010 | Trend | Industry High | Average | Comparison to Average |
|--------------------------|------|------|------|------|-------|---------------|---------|-----------------------|
| Delighted (top 3 boxes) | 44% | 40% | 45% | 45% | = | 75% | 40% | ▲ |
| Satisfied (6+ out of 10) | 83% | 82% | 78% | 83% | = | 87% | 73% | ▲ |



FOCUS

How the community is consulted
The community is informed
The control of parking

Residents are concerned about these areas



CELEBRATE

Weekly rubbish collections
Fortnightly recycling services
Verge-side bulk rubbish collections

Residents are delighted with service levels

INDUSTRY STANDARDS

Footpaths and cycleways

The City achieved the highest rating out of all participating Councils



Introduction and research method

Purpose

- Measure overall satisfaction with the City of South Perth
- Evaluate perceptions of local services, infrastructure & facilities
- Identify performance gaps
- Benchmark the City against other WA Local Governments

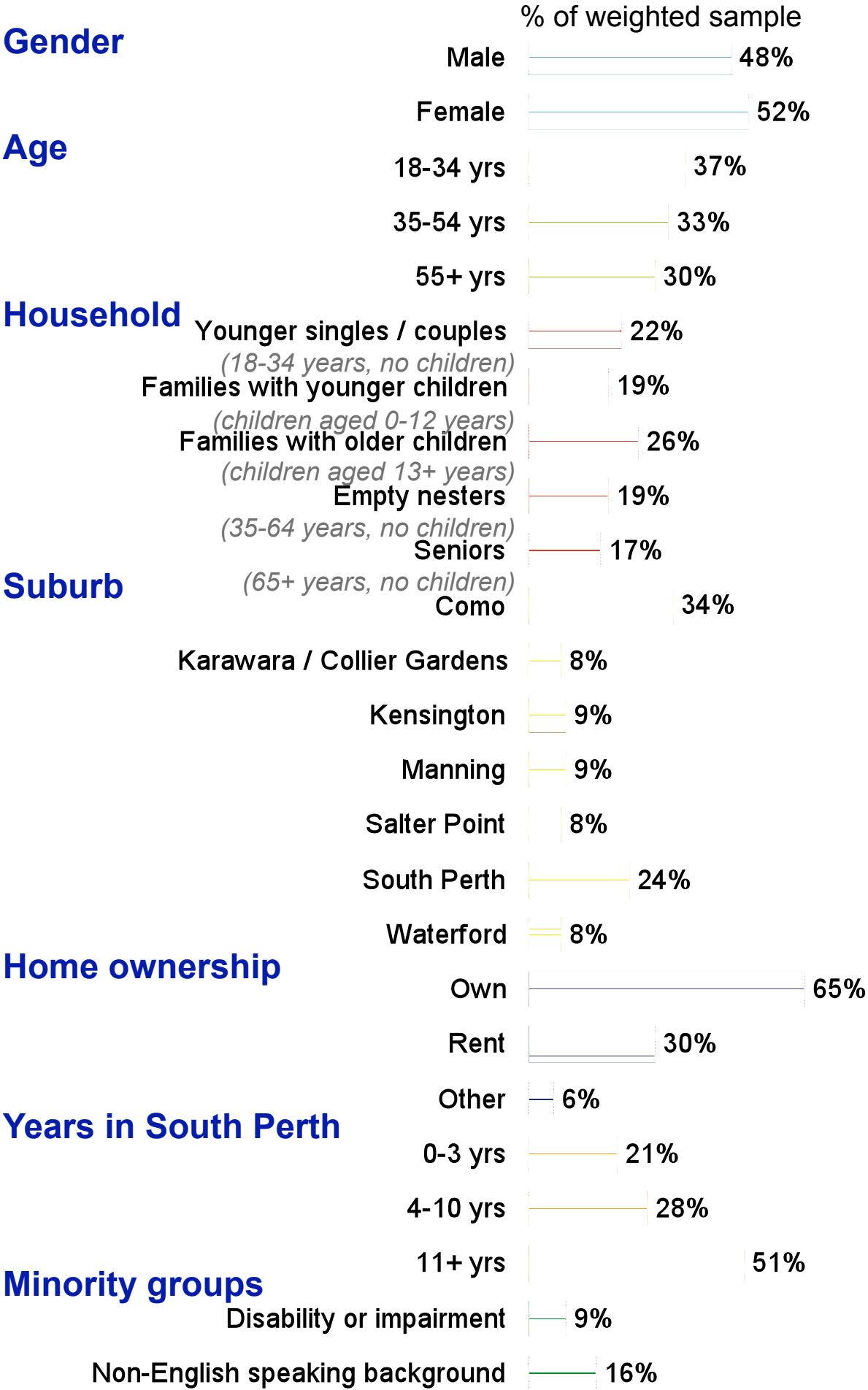
Methodology

- 404 computer assisted telephone interviews (CATI)
 - Households were randomly selected, with quotas set by age, gender and location to obtain a representative sample
 - *Since older respondents and females were slightly over represented in the final sample, responses were weighted accordingly*
 - Interviewing was completed by ECU Survey Research Centre
- Analysis was conducted using SPSS
 - Sampling precision is +/- 5% at the 95% confidence interval
- Historical comparisons are made against Community Perceptions Surveys completed in 2004, 2006 and 2008

Industry Standards

- Provided when three or more Councils have asked the same or similar question in the past 24 months
- Councils included in the Industry Standards are listed below:
 - Town of Bassendean — Shire of Collie — City of Nedlands
 - City of Belmont — City of Fremantle — Shire of Peppermint Grove
 - Shire of Broomehill — Town of Kwinana — Serpentine Jarrahdale Shire
 - -Tambellup — City of Mandurah — City of Swan
 - Town of Cambridge — City of Melville — Town of Vincent
 - City of Cockburn — Town of Mosman Park — City of Wanneroo

Resident sample composition



When responses do not add to 100% within this report this is attributed to rounding errors or 'other', 'don't know' or 'refused' responses

Key Findings

Overall satisfaction



- Overall satisfaction is high
 - 83% of respondents are satisfied
- Satisfaction is highest among seniors, younger singles / couples and those living in South Perth, followed by Como and Manning
- Satisfaction levels are lowest among those living in Waterford

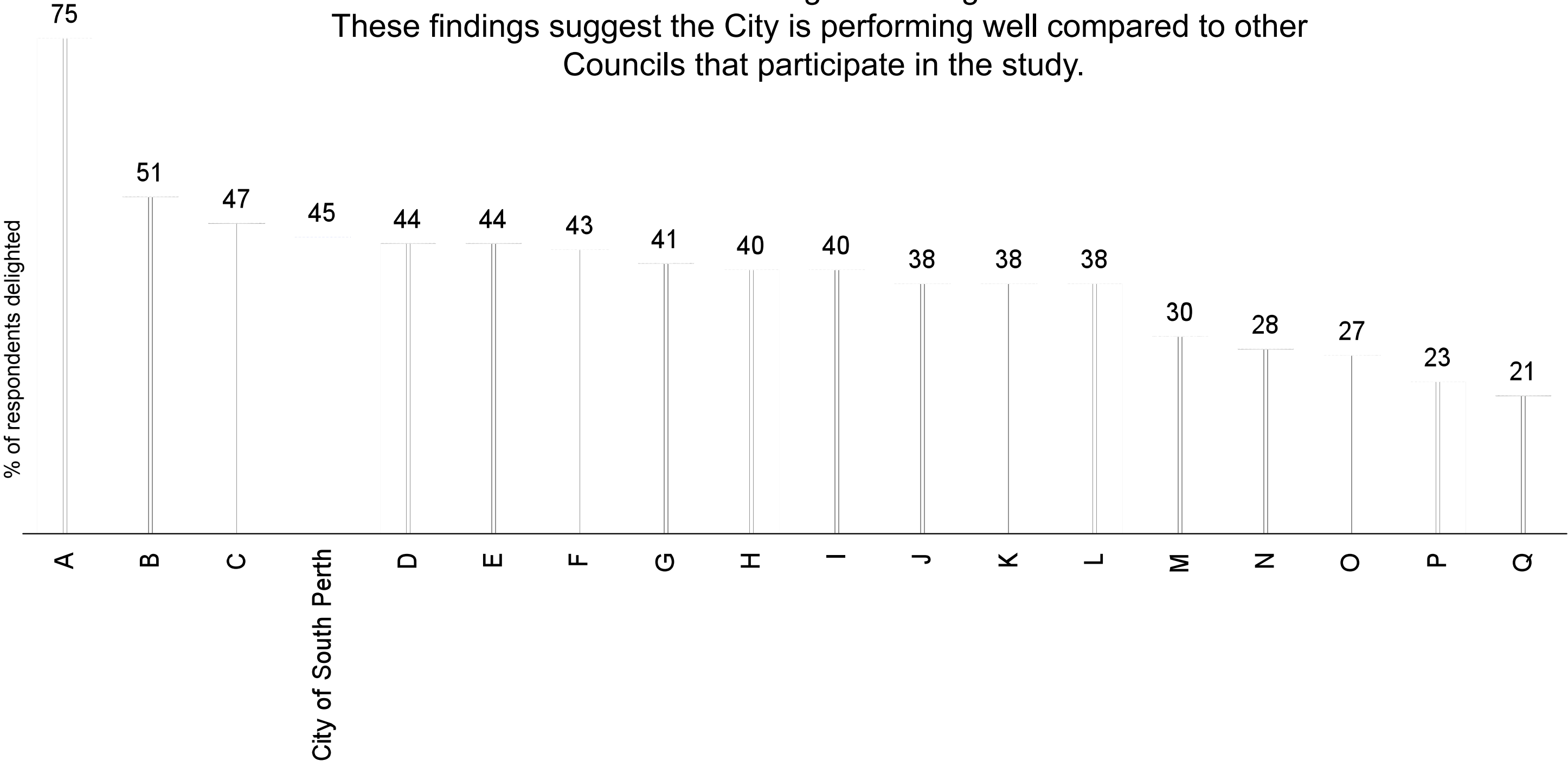
| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 52% | 4% |
| Families with younger children (0-12) | 33% | 8% |
| Families with older children (13+) | 32% | 7% |
| Empty nesters (35-64) | 47% | 5% |
| Seniors (65+) | 59% | 4% |
| Como | 48% | 3% |
| Karawara / Collier Gardens | 40% | 7% |
| Kensington | 36% | 14% |
| Manning | 47% | 7% |
| Salter Point | 31% | 8% |
| South Perth | 56% | 6% |
| Waterford | 25% | 5% |

Q. On a scale of 0 to 10, where 10 is totally satisfied and 0 is totally dissatisfied. Overall, how satisfied are you with the City of South Perth?
Base: All respondents who gave a valid response, excludes 'don't know' (Residents 2003 n = 300; 2004 n = 304; 2006 n = 399; 2008 n = 399; 2010 n = 403)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied 0-4 ^ small sample size (<30 responses)

○ ▼ ▲ = significant variance

Overall satisfaction — the City’s performance compared to others

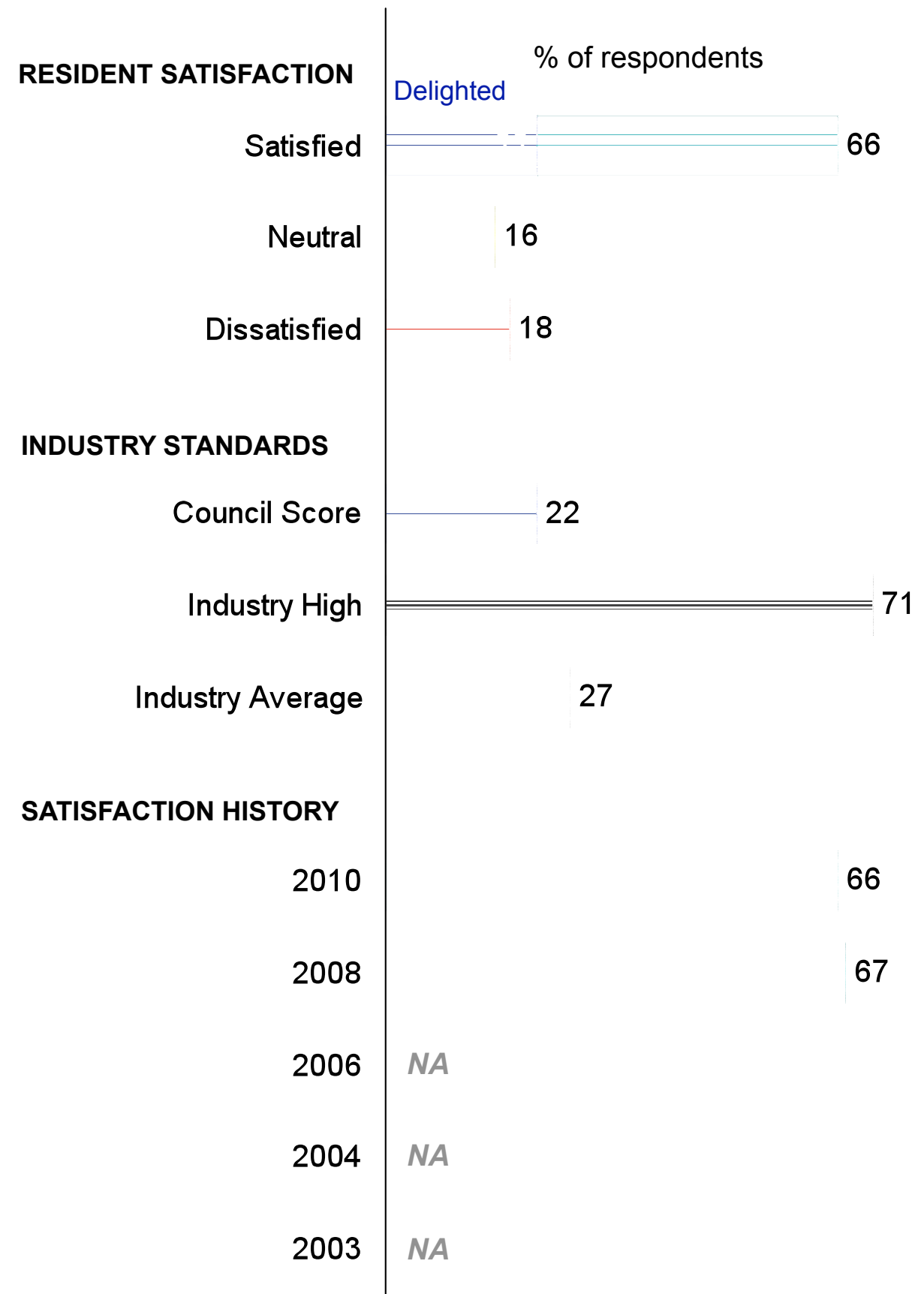
This chart shows the City of South Perth’s ranking against other Councils when we look at the ‘delighted’ rating for overall satisfaction. These findings suggest the City is performing well compared to other Councils that participate in the study.



Q. On a scale of 0 to 10, where 10 is totally satisfied and 0 is totally dissatisfied. Overall, how satisfied are you with the City of South Perth?
Base: All respondents who gave a valid response, excludes ‘don’t know’ (Residents 2010 n = 403) Coding: Delighted = 8,9 and 10

Financial Viability

Value for money from rates



- Overall satisfaction is moderate
 - 66% of respondents are satisfied
- Satisfaction is highest among empty nesters and seniors
- There is greatest room to improve satisfaction among families with children and those living in Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34)^ | 8% | 13% |
| Families with younger children (0-12) | 10% | 26% |
| Families with older children (13+) | 15% | 28% |
| Empty nesters (35-64) | 35% | 8% |
| Seniors (65+) | 37% | 12% |
| Como | 24% | 14% |
| Karawara / Collier Gardens^ | 5% | 31% |
| Kensington^ | 14% | 26% |
| Manning | 28% | 18% |
| Salter Point^ | 25% | 13% |
| South Perth | 28% | 12% |
| Waterford^ | 17% | 25% |

Q. And, how satisfied are you with the value for money you get from your rates?
Base: Respondents who own their own home and who gave a valid response, excludes 'don't know' (Residents 2010 n = 251)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied 0-4

Organisational Effectiveness

Council's leadership within the community



- Overall satisfaction is moderate
 - 56% of respondents are satisfied
 - 21% of respondents are dissatisfied
- Satisfaction is highest among seniors
- There is greatest room to improve satisfaction among empty nesters and longer term residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 13% | 17% |
| Families with younger children (0-12) | 17% | 24% |
| Families with older children (13+) | 11% | 19% |
| Empty nesters (35-64) | 11% | 30% |
| Seniors (65+) | 37% | 15% |
| 0-3 yrs in South Perth | 11% | 11% |
| 4-10 yrs in South Perth | 20% | 21% |
| 11+ yrs in South Perth | 17% | 24% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 332; 2004 n = 359; 2006 n = 344; 2008 n = 322; 2010 n = 307)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

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

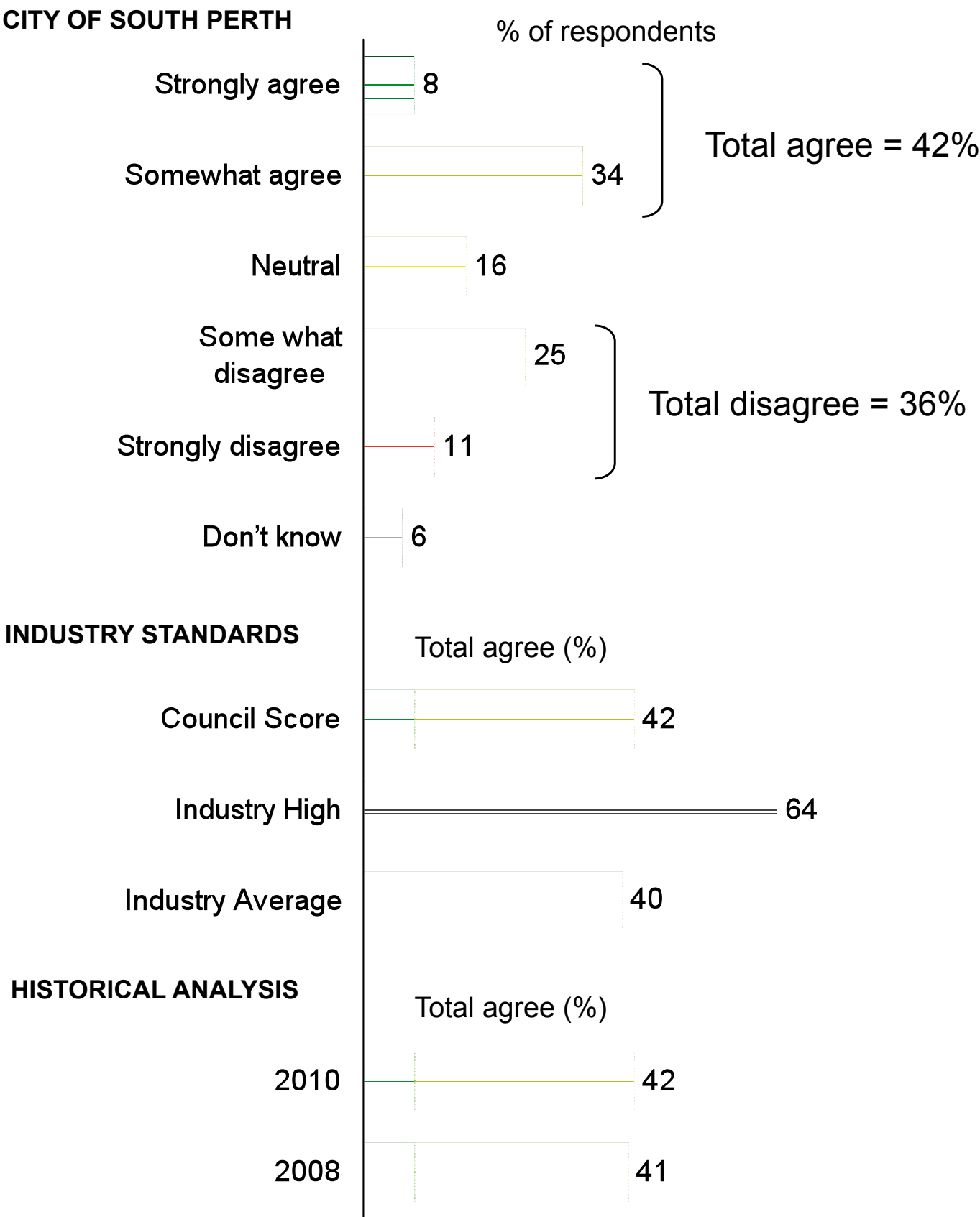
I am fairly clear about what the area is going to look and feel like in 10 years time

- Overall, 42% of respondents agree that the City of South Perth has developed and communicated a clear vision for the area
- Seniors and those who have lived in South Perth for between 4 and 10 years are more likely to agree
- Those with children are more likely to disagree

| % of residents | Agree | Disagree |
|---------------------------------------|-------|----------|
| Younger singles / couples (18-34) | 40% | 32% |
| Families with younger children (0-12) | 47% | 40% |
| Families with older children (13+) | 36% | 45% |
| Empty nesters (35-64) | 39% | 31% |
| Seniors (65+) | 53% | 25% |
| 0-3 yrs in South Perth | 34% | 39% |
| 4-10 yrs in South Perth | 55% | 28% |
| 11+ yrs in South Perth | 40% | 38% |

The City’s Vision Statement

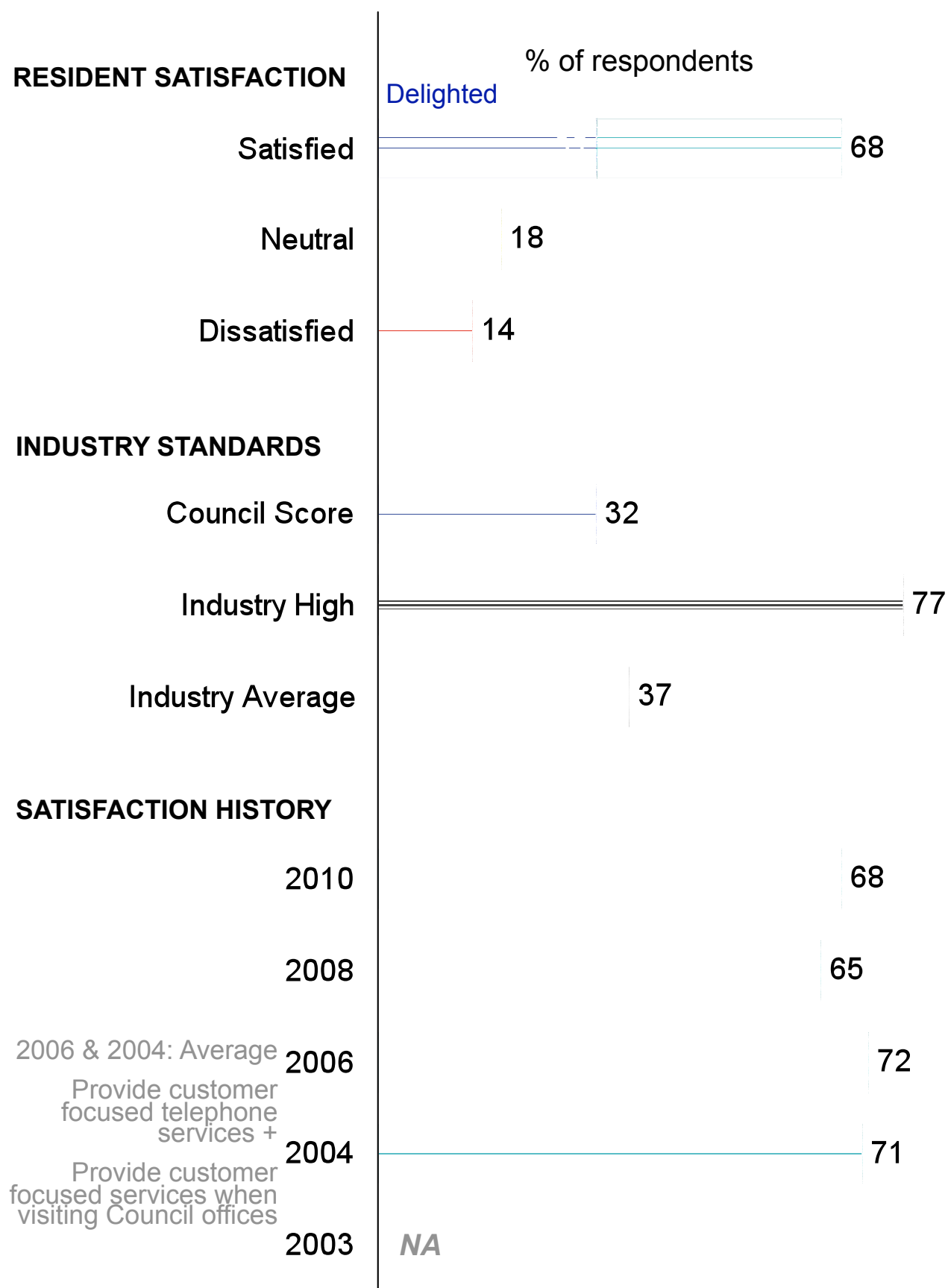
“ We belong to an engaged and cohesive community that is linked by vibrant local centres and shared spaces. We live and travel in ways that nurture our environment, and our housing and amenities meet the diverse needs of a changing society.”





Customer Focus

The efficiency and effectiveness of customer service



- Overall satisfaction is moderate
 - 68% of respondents are satisfied
- Satisfaction is highest among seniors
- There is greatest room to improve satisfaction among families with older children

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 31% | 15% |
| Families with younger children (0-12) | 26% | 16% |
| Families with older children (13+) | 19% | 15% |
| Empty nesters (35-64) | 36% | 16% |
| Seniors (65+) | 54% | 5% |

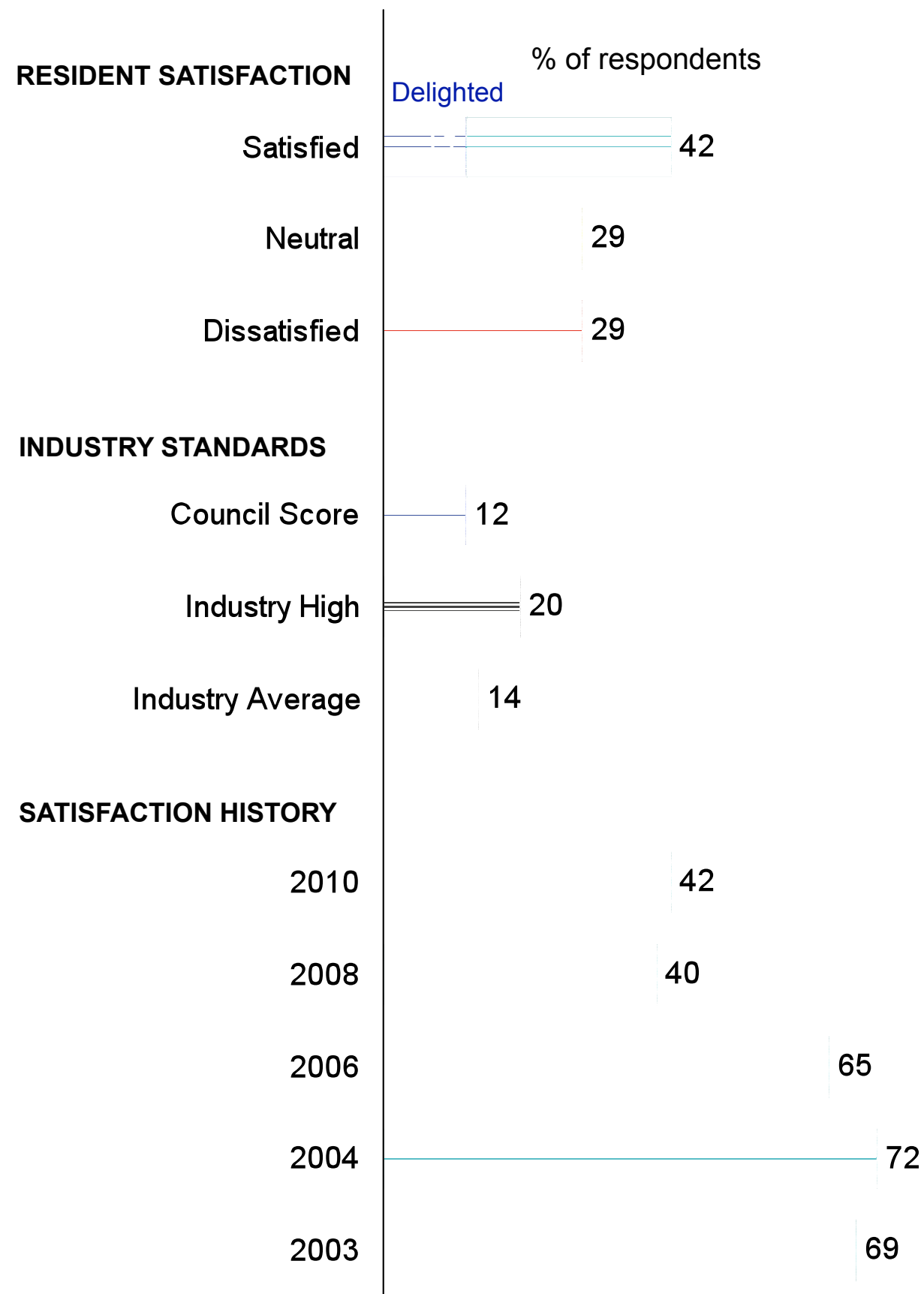
Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.

Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = varies; 2006 n = varies; 2008 n = 339; 2010 n = 325)

Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance

How open and transparent Council processes are



- Overall satisfaction is low
 - Only 42% of respondents are satisfied
 - 29% of respondents are dissatisfied
- Concern appears to be spread across the community, and increases the longer they have lived in the area.
- Satisfaction levels are slightly higher among seniors.

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 13% | 27% |
| Families with younger children (0-12) | 7% | 35% |
| Families with older children (13+) | 12% | 30% |
| Empty nesters (35-64) | 6% | 27% |
| Seniors (65+) | 22% | 30% |
| 0-3 yrs in South Perth | 9% | 18% |
| 4-10 yrs in South Perth | 19% | 28% |
| 11+ yrs in South Perth | 9% | 34% |

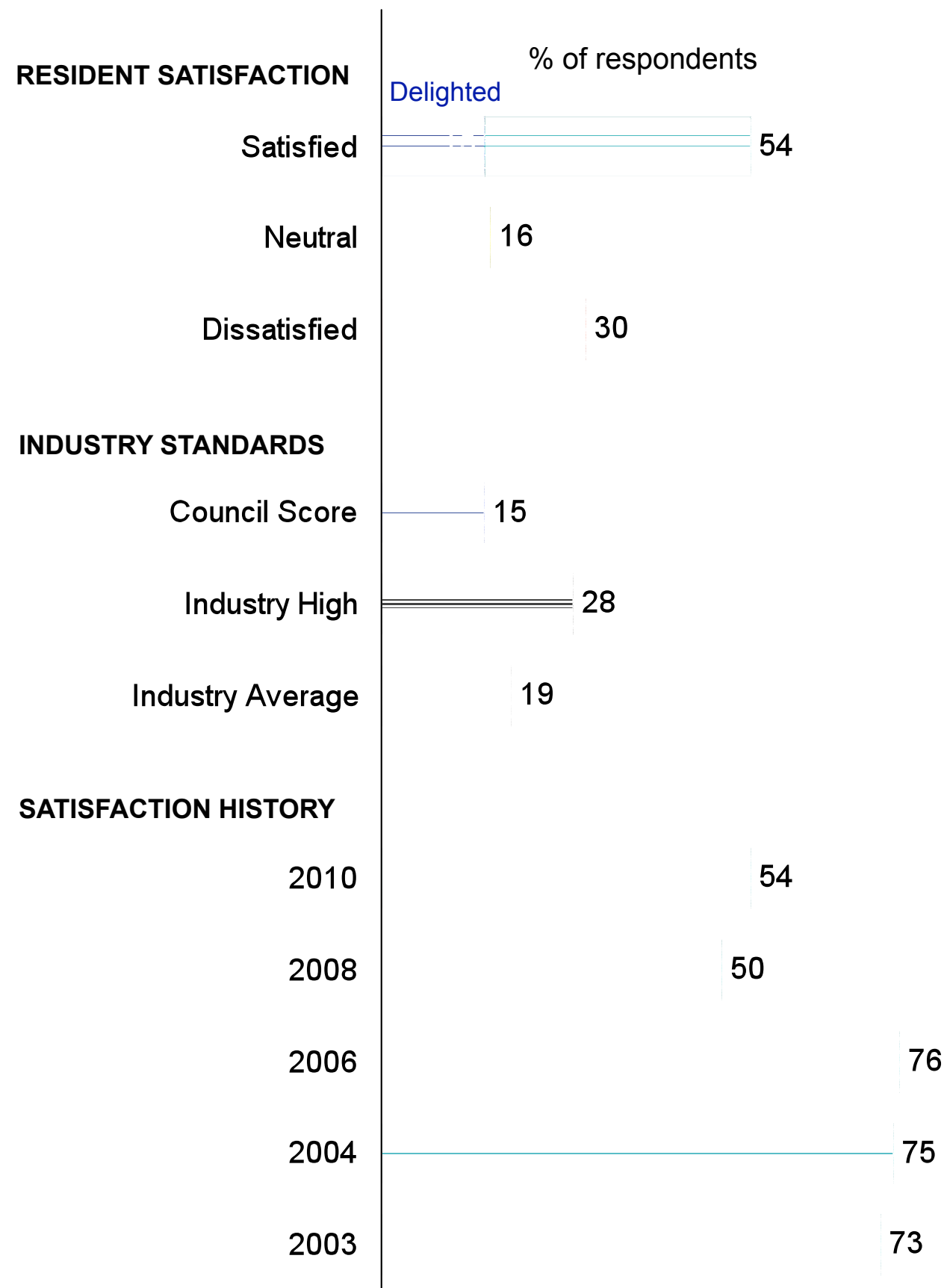
Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.

Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 320; 2004 n = 375; 2006 n = 349; 2008 n = 291; 2010 n = 272)

Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance

How the community is consulted about local issues



- Overall satisfaction is moderate
 - 54% of respondents are satisfied
 - 30% of respondents are dissatisfied
- There is greatest concern among males and those living in Karawara / Collier Gardens
- Satisfaction levels are slightly higher among seniors.

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 13% | 36% |
| Female | 17% | 24% |
| Younger singles / couples (18-34) | 16% | 36% |
| Families with younger children (0-12) | 9% | 32% |
| Families with older children (13+) | 11% | 31% |
| Empty nesters (35-64) | 15% | 33% |
| Seniors (65+) | 24% | 15% |
| Como | 15% | 30% |
| Karawara / Collier Gardens^ | 7% | 51% |
| Kensington^ | 24% | 26% |
| Manning | 20% | 28% |
| Salter Point^ | 11% | 12% |
| South Perth | 17% | 29% |
| Waterford | 6% | 30% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.

Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 383; 2004 n = 390; 2006 n = 372; 2008 n = 351; 2010 n = 358)

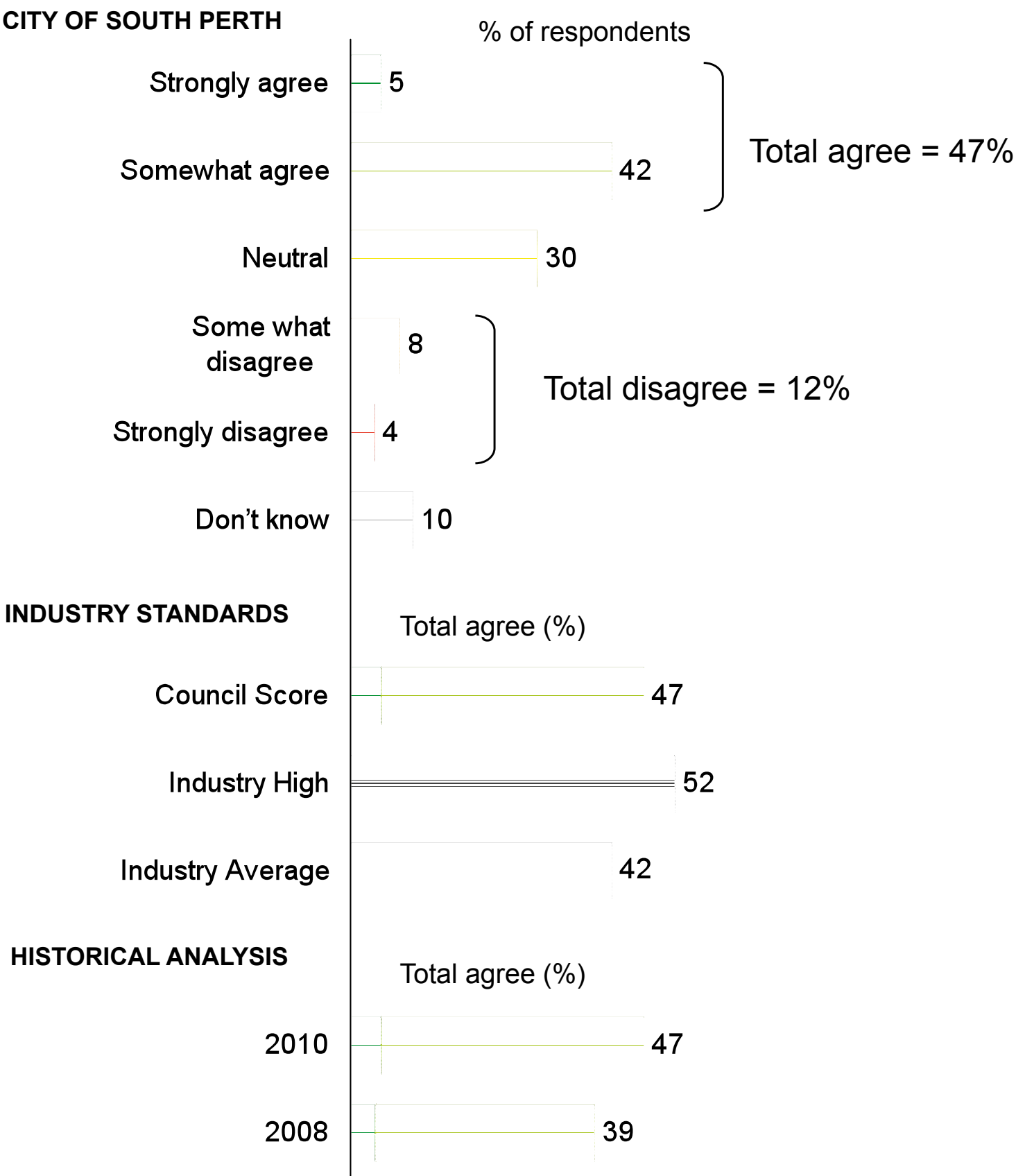
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance

Elected Members at the City of South Perth have a good understanding of our needs

- Overall, 47% of respondents agree that Elected Members at the City of South Perth have a good understanding of their needs
- Females and seniors are more likely to agree
- Those living in Waterford and longer term residents are more likely to disagree

| % of residents | Agree | Disagree |
|---------------------------------------|-------|----------|
| Male | 42% | 14% |
| Female | 52% | 12% |
| Younger singles / couples (18-34) | 41% | 9% |
| Families with younger children (0-12) | 51% | 11% |
| Families with older children (13+) | 46% | 16% |
| Empty nesters (35-64) | 41% | 13% |
| Seniors (65+) | 61% | 14% |
| Como | 44% | 10% |
| Karawara / Collier Gardens | 62% | 16% |
| Kensington | 55% | 13% |
| Manning | 41% | 12% |
| Salter Point | 57% | 8% |
| South Perth | 47% | 14% |
| Waterford | 39% | 26% |
| 0-3 yrs in South Perth | 48% | 5% |
| 4-10 yrs in South Perth | 47% | 9% |
| 11+ yrs in South Perth | 47% | 18% |



Q. I'm going to read out a few statements. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree.

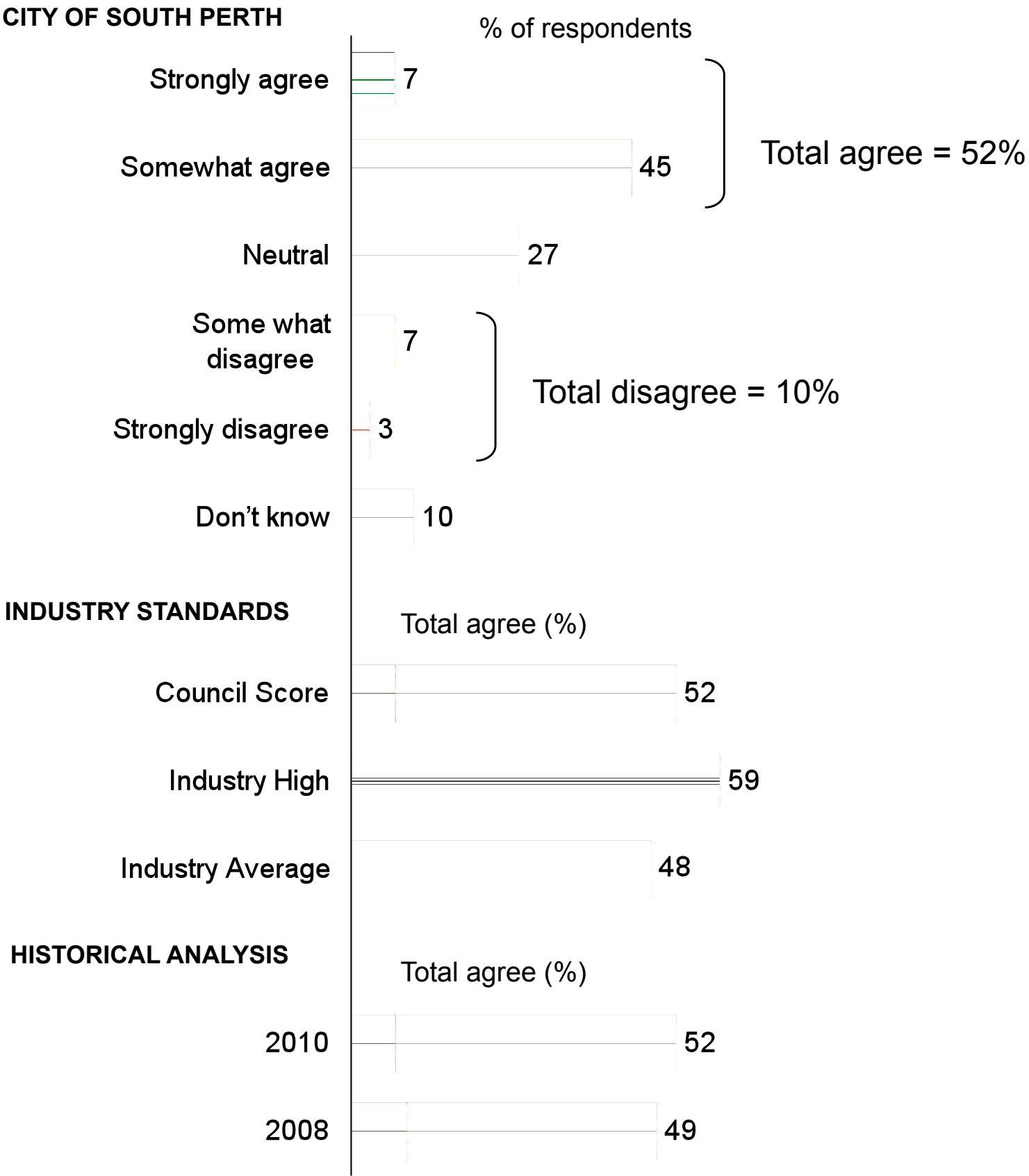
Base: All respondents (Residents 2010 n = 404)

○ ▼ ▲ = significant variance

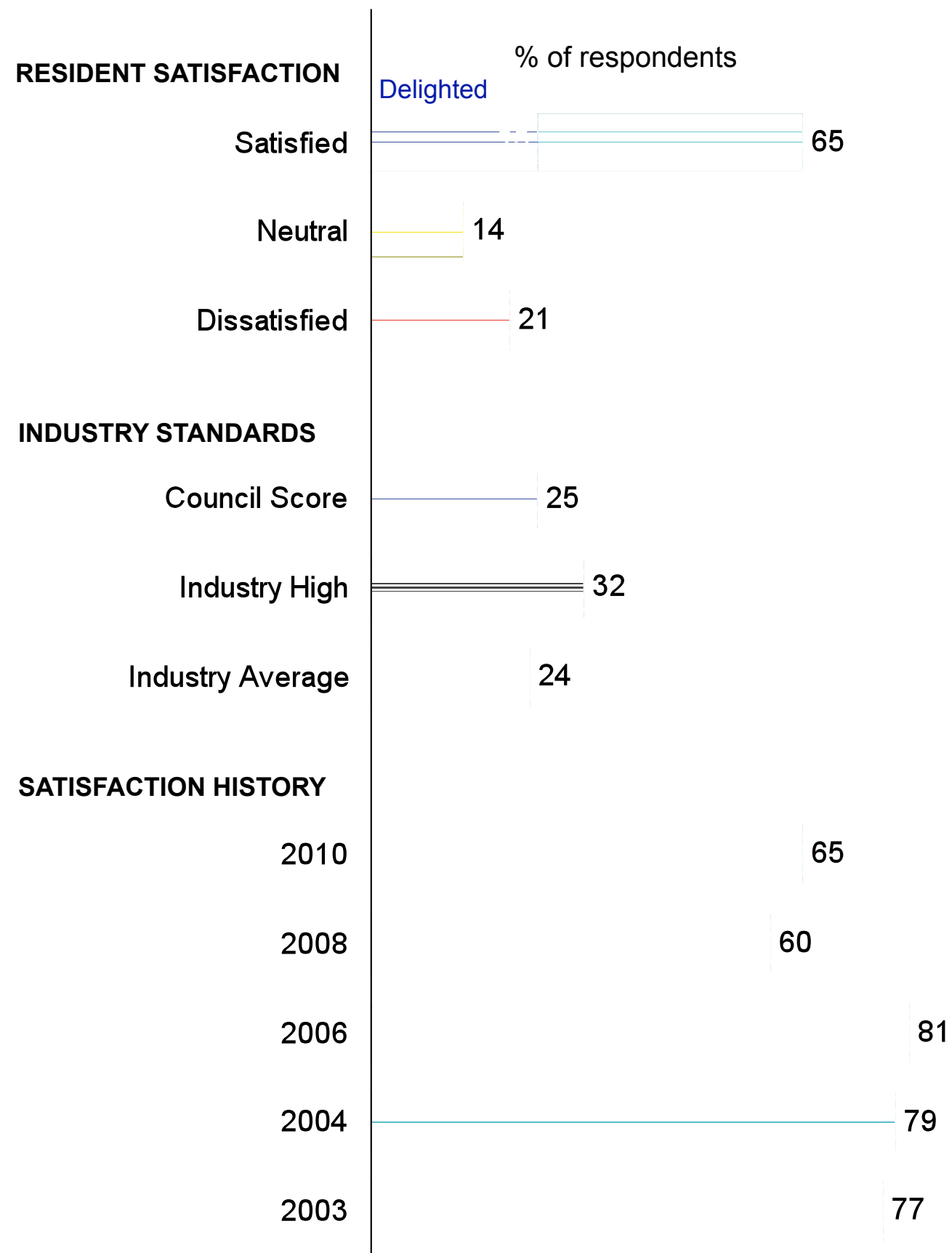
Staff at the City of South Perth have a good understanding of our needs

- Overall, 52% of respondents agree that staff at the City of South Perth have a good understanding of their needs
- Those living in Karawara / Collier Gardens, followed by Waterford, are most likely to disagree

| % of residents | Agree | Disagree |
|----------------------------|-------|----------|
| Como | 49% | 4% |
| Karawara / Collier Gardens | 61% | 19% |
| Kensington | 60% | 16% |
| Manning | 50% | 10% |
| Salter Point | 59% | 10% |
| South Perth | 49% | 12% |
| Waterford | 55% | 17% |



How the community is informed about local issues



- Overall satisfaction is moderate
 - 65% of respondents are satisfied
 - 21% of respondents are dissatisfied
- Satisfaction is highest among seniors, those living in Karawara / Collier Gardens, followed by Salter Point and South Perth
- There is greatest room to improve satisfaction among males and long term residents

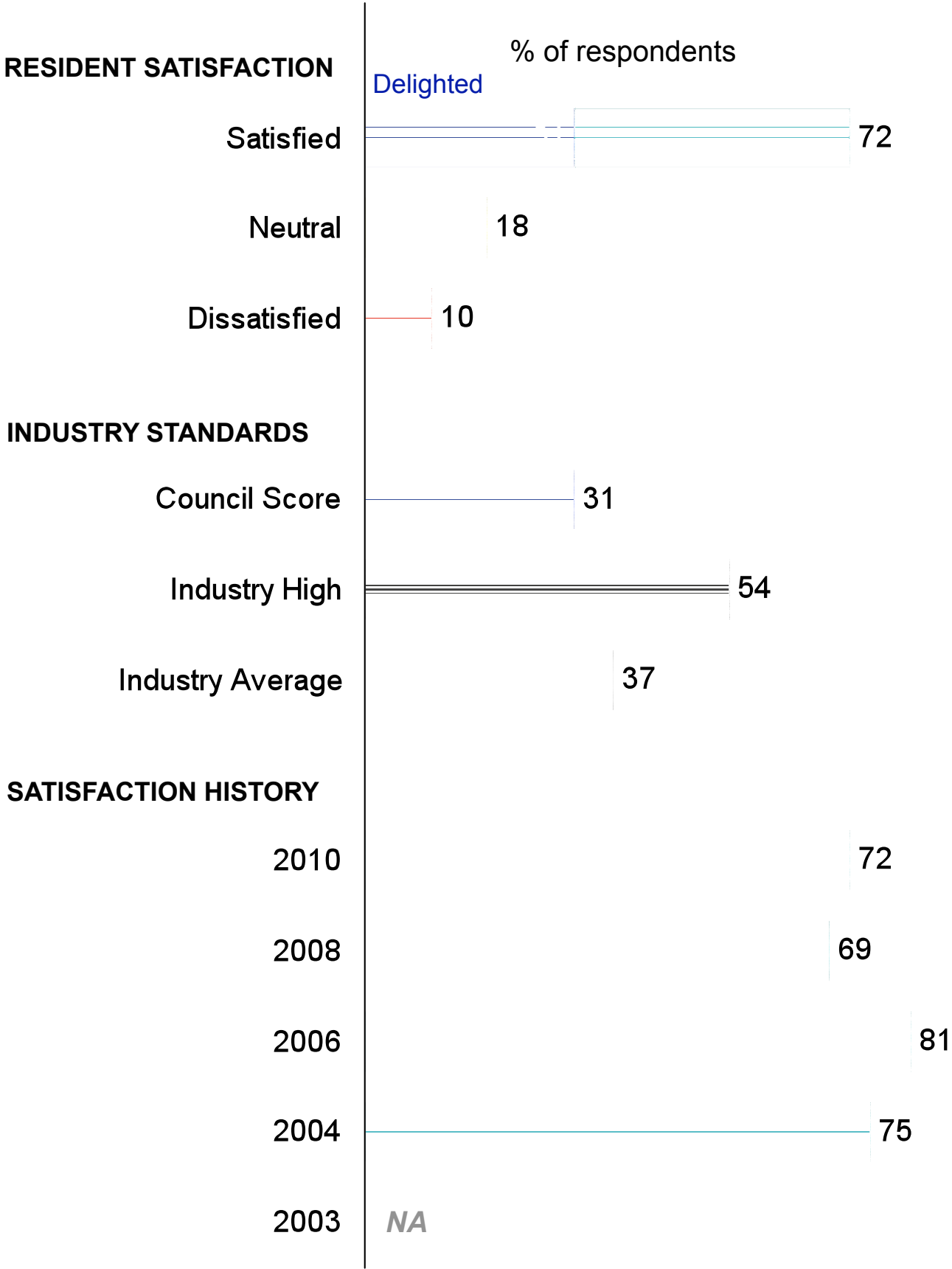
| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 22% | 25% |
| Female | 28% | 16% |
| Younger singles / couples (18-34) | 26% | 22% |
| Families with younger children (0-12) | 13% | 20% |
| Families with older children (13+) | 18% | 24% |
| Empty nesters (35-64) | 20% | 25% |
| Seniors (65+) | 53% | 11% |
| Como | 20% | 25% |
| Karawara / Collier Gardens | 40% | 24% |
| Kensington | 21% | 21% |
| Manning | 21% | 22% |
| Salter Point^ | 35% | 17% |
| South Perth | 32% | 14% |
| Waterford | 14% | 20% |
| 0-3 yrs in South Perth | 25% | 14% |
| 4-10 yrs in South Perth | 24% | 16% |
| 11+ yrs in South Perth | 26% | 26% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.

Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 389; 2004 n = 392; 2006 n = 393; 2008 n = 362; 2010 n = 378)

Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance



- Overall satisfaction is relatively high
 - 72% of respondents are satisfied
- Satisfaction is highest among seniors and those living in Karawara/Collier Gardens.
- There is greatest room to improve among younger adults, those with children, and newer residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 21% | 10% |
| Families with younger children (0-12) | 24% | 7% |
| Families with older children (13+) | 18% | 15% |
| Empty nesters (35-64) | 39% | 8% |
| Seniors (65+) | 55% | 8% |
| Como | 26% | 11% |
| Karawara / Collier Gardens^ | 44% | 13% |
| Kensington^ | 25% | 18% |
| Manning | 33% | 11% |
| Salter Point^ | 33% | 6% |
| South Perth | 33% | 6% |
| Waterford^ | 30% | 9% |
| 0-3 yrs in South Perth | 19% | 9% |
| 4-10 yrs in South Perth | 30% | 11% |
| 11+ yrs in South Perth | 35% | 10% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 359; 2006 n = 353; 2008 n = 343; 2010 n = 330)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance

Council's weekly column in the community newspaper

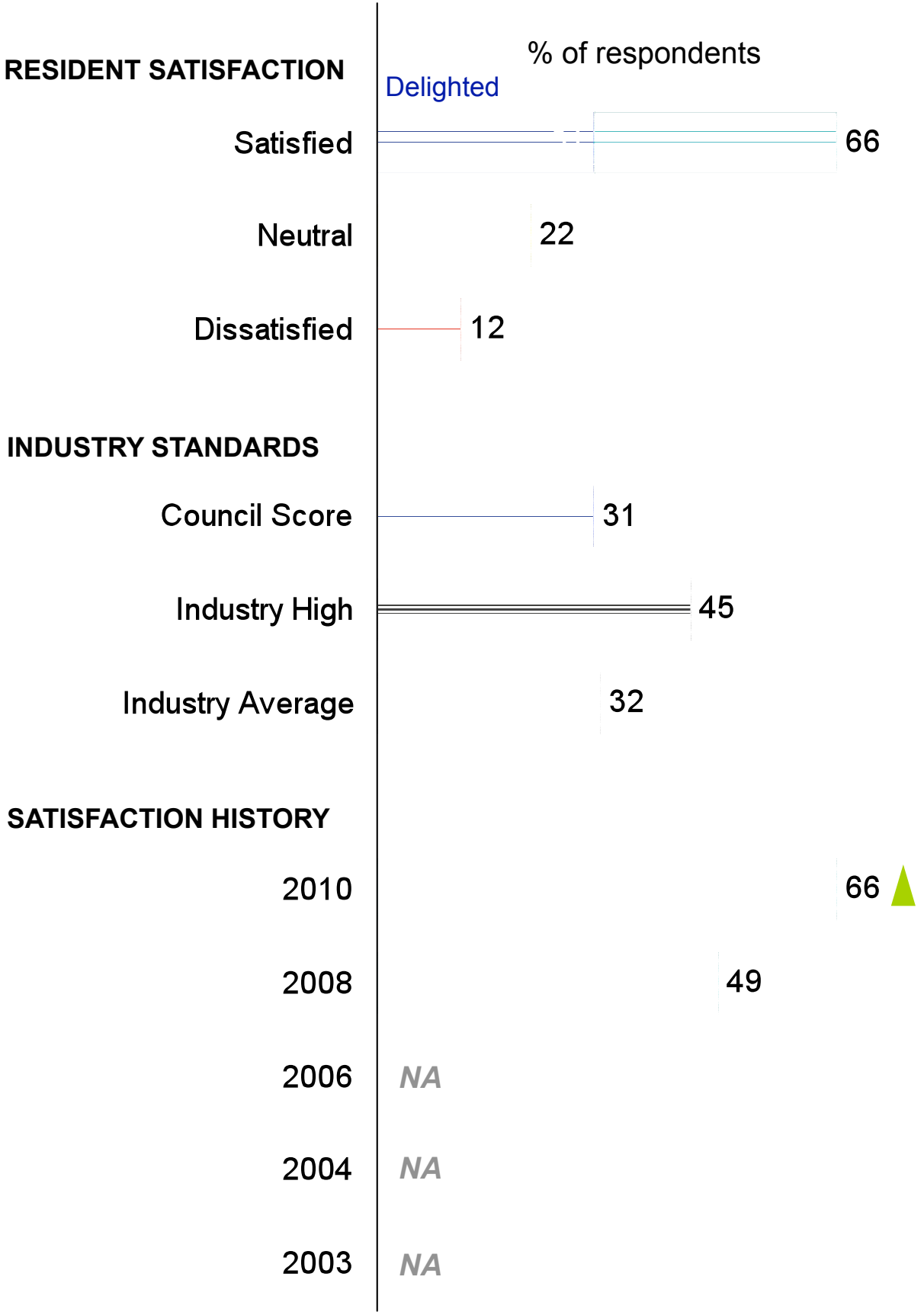
(the City Update)



- Overall satisfaction is moderate
 - 54% of respondents are satisfied
 - 20% of respondents are dissatisfied
- Satisfaction is highest among seniors and females, and also appears to be higher among those from Salter Point
- There is greatest room to improve satisfaction among younger singles / couples, families with older children, those living in Como and Karawara / Collier Gardens, and longer term residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 18% | 24% |
| Female | 33% | 15% |
| Younger singles / couples (18-34) | 12% | 25% |
| Families with younger children (0-12) | 21% | 14% |
| Families with older children (13+) | 13% | 24% |
| Empty nesters (35-64) | 31% | 17% |
| Seniors (65+) | 57% | 18% |
| Como | 17% | 18% |
| Karawara / Collier Gardens^ | 32% | 30% |
| Kensington^ | 20% | 20% |
| Manning^ | 38% | 25% |
| Salter Point^ | 41% | 0% |
| South Perth | 31% | 19% |
| Waterford^ | 18% | 25% |
| 0-3 yrs in South Perth | 22% | 9% |
| 4-10 yrs in South Perth | 23% | 22% |
| 11+ yrs in South Perth | 28% | 22% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 343; 2006 n = 335; 2008 n = 289; 2010 n = 254)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4



- Overall satisfaction is moderate
 - 66% of respondents are satisfied
- Satisfaction is highest among seniors, and those living in South Perth, followed by Salter Point
- There is greatest room to improve satisfaction among younger singles / couples, families with older children, and newer residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 21% | 16% |
| Families with younger children (0-12) | 32% | 11% |
| Families with older children (13+) | 26% | 16% |
| Empty nesters (35-64) | 36% | 7% |
| Seniors (65+)^ | 67% | 0% |
| Como | 29% | 15% |
| Karawara / Collier Gardens^ | 18% | 12% |
| Kensington^ | 21% | 20% |
| Manning^ | 27% | 21% |
| Salter Point^ | 39% | 0% |
| South Perth | 45% | 6% |
| Waterford^ | 22% | 13% |
| 0-3 yrs in South Perth | 16% | 9% |
| 4-10 yrs in South Perth | 40% | 10% |
| 11+ yrs in South Perth | 33% | 16% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2010 n = 210)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Community Enrichment

The sense of community in your local area



- Overall satisfaction is relatively high
 - 72% of respondents are satisfied
- Satisfaction is highest among seniors, and those living in Salter Point and South Perth
- There is greatest room to improve among those living in Karawara / Collier Gardens and younger singles and couples, followed by family with older children

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 34% | 20% |
| Families with younger children (0-12) | 27% | 9% |
| Families with older children (13+) | 28% | 18% |
| Empty nesters (35-64) | 39% | 12% |
| Seniors (65+) | 53% | 10% |
| Como | 30% | 13% |
| Karawara / Collier Gardens | 21% | 27% |
| Kensington | 38% | 15% |
| Manning | 30% | 20% |
| Salter Point | 49% | 5% |
| South Perth | 45% | 12% |
| Waterford | 27% | 22% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2010 n = 377)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Library and information services

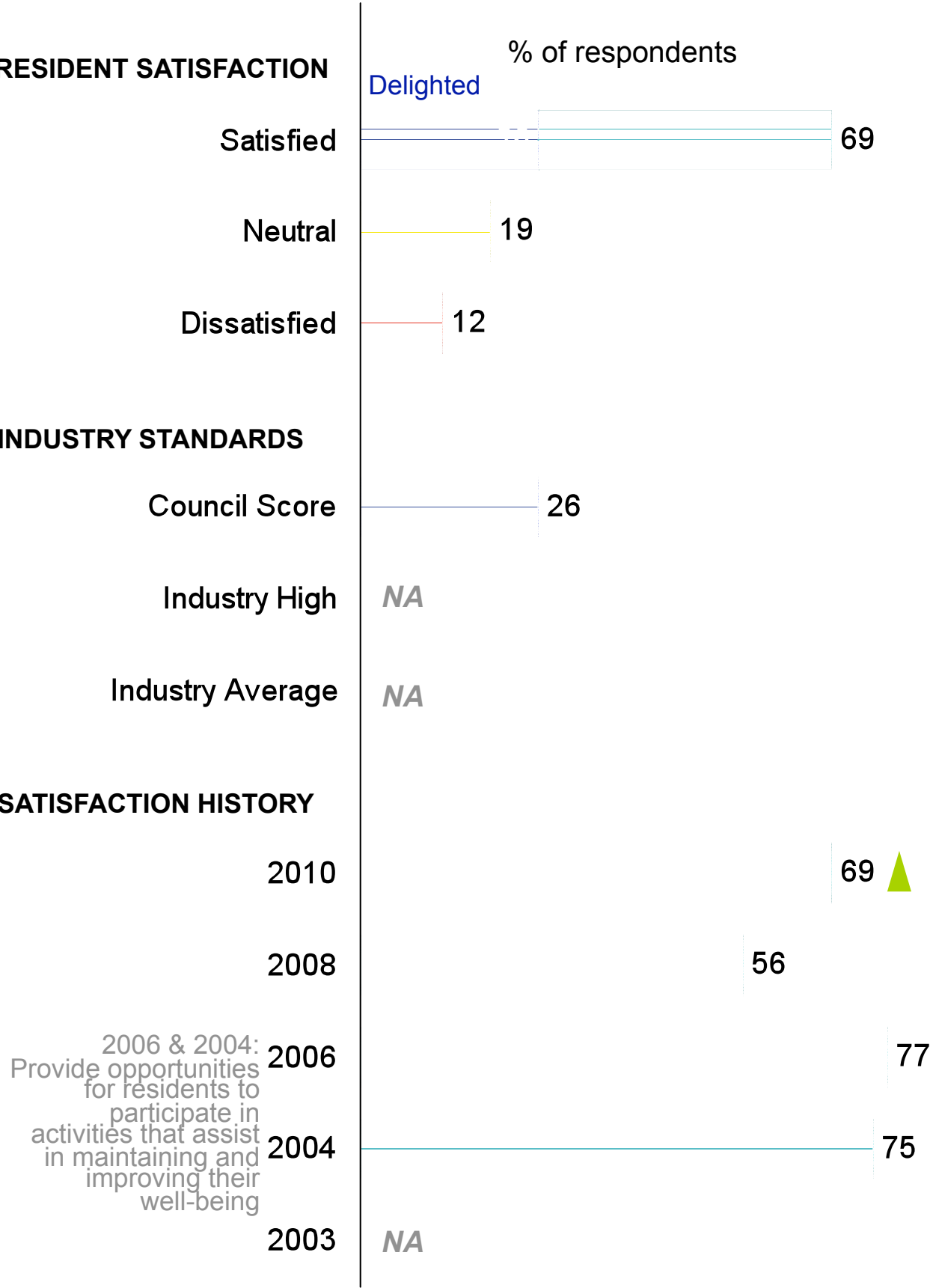


- Overall satisfaction is high
 - 81% of respondents are satisfied
- Satisfaction is highest among females, families with younger children, seniors, and those living in Manning and Salter Point
- There is greatest room to improve satisfaction among those living in Como and South Perth

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 40% | 12% |
| Female | 51% | 6% |
| Younger singles / couples (18-34) | 36% | 7% |
| Families with younger children (0-12) | 55% | 8% |
| Families with older children (13+) | 40% | 12% |
| Empty nesters (35-64) | 46% | 10% |
| Seniors (65+) | 63% | 7% |
| Como | 39% | 13% |
| Karawara / Collier Gardens | 56% | 13% |
| Kensington | 53% | 8% |
| Manning | 64% | 0% |
| Salter Point^ | 67% | 3% |
| South Perth | 37% | 7% |
| Waterford | 45% | 6% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2010 n = 357)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Activities for improving health and well-being



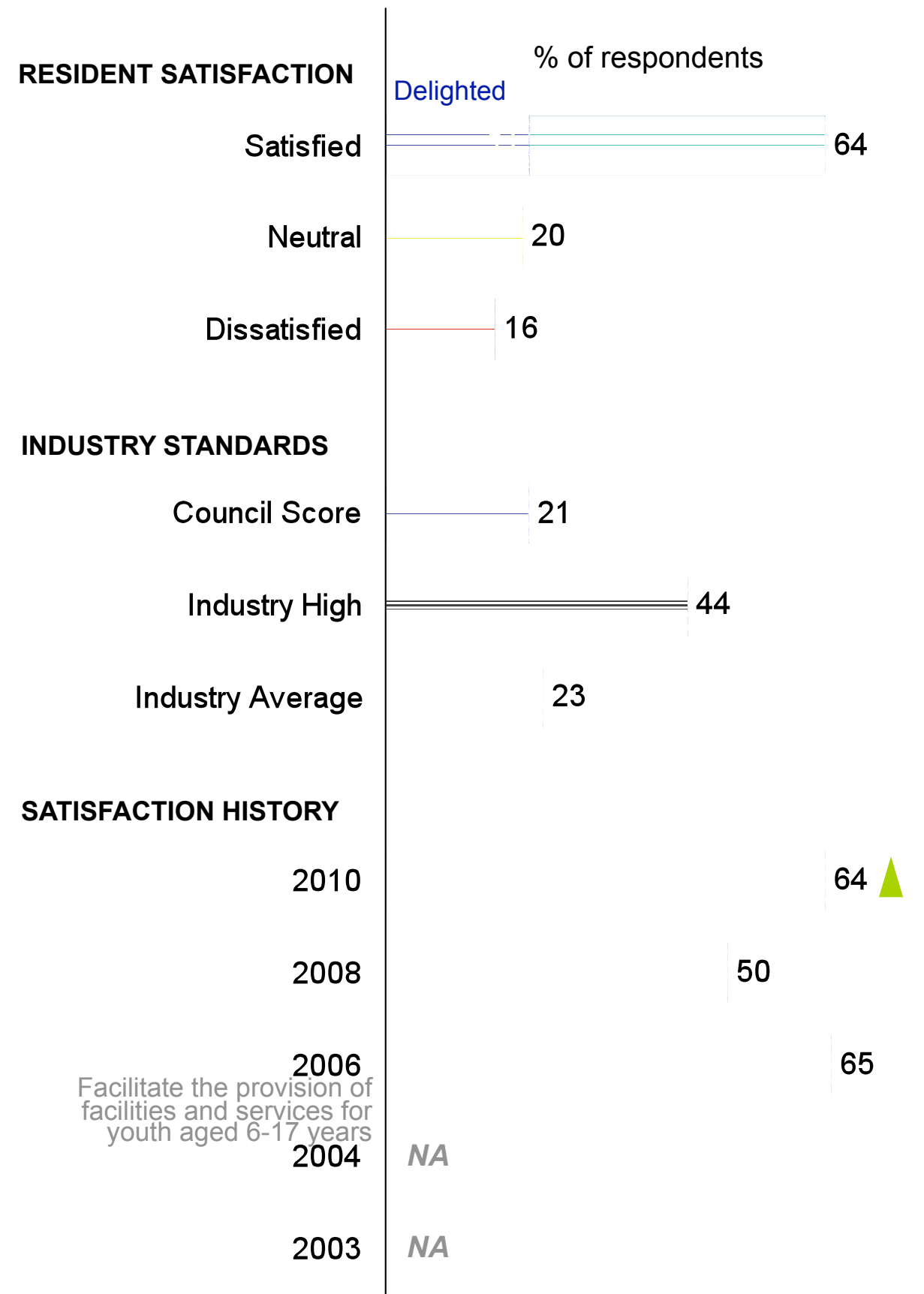
- Overall satisfaction is moderate
 - 69% of respondents are satisfied
- Satisfaction is highest among seniors and those with a disability, and appears to be higher among those living in Salter Point
- There is greatest room to improve satisfaction among families with younger children

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 24% | 11% |
| Families with younger children (0-12) | 16% | 22% |
| Families with older children (13+) | 13% | 16% |
| Empty nesters (35-64) | 25% | 7% |
| Seniors (65+) | 54% | 3% |
| Como | 19% | 16% |
| Karawara / Collier Gardens^ | 26% | 19% |
| Kensington^ | 15% | 15% |
| Manning^ | 32% | 10% |
| Salter Point^ | 42% | 13% |
| South Perth | 32% | 4% |
| Waterford^ | 27% | 3% |
| Disability or impairment | 36% | 5% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 333; 2006 n = 303; 2008 n = 324; 2010 n = 319)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance

Services and facilities for youth



- Overall satisfaction is moderate
 - 64% of respondents are satisfied
- Satisfaction is highest among younger singles / couples, seniors, and those living in Como. It also appears to be higher among those living in Salter Point.
- There is greatest room to improve satisfaction among families

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 30% | 11% |
| Families with younger children (0-12) | 9% | 31% |
| Families with older children (13+) | 14% | 22% |
| Empty nesters (35-64) | 22% | 13% |
| Seniors (65+) | 29% | 5% |
| Como | 27% | 12% |
| Karawara / Collier Gardens^ | 18% | 19% |
| Kensington^ | 6% | 15% |
| Manning^ | 20% | 22% |
| Salter Point^ | 29% | 19% |
| South Perth | 20% | 19% |
| Waterford^ | 13% | 18% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 224; 2008 n = 300)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Services and facilities for children under 12 years

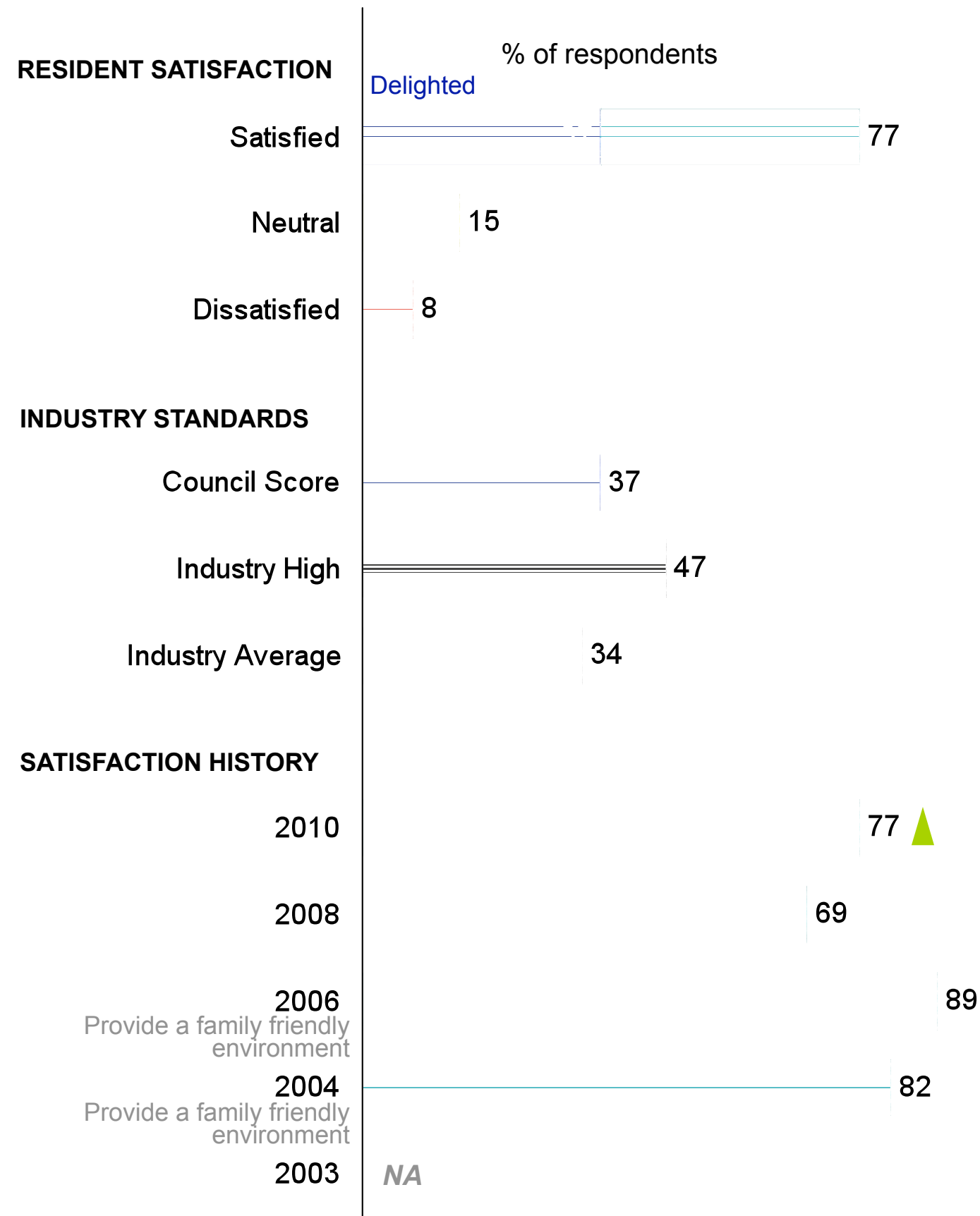


- Overall satisfaction is moderate
 - 62% of respondents are satisfied
- Satisfaction is highest among seniors
- There is greatest room to improve satisfaction among those with children and those living in Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 28% | 8% |
| Families with younger children (0-12) | 35% | 22% |
| Families with older children (13+) | 24% | 18% |
| Empty nesters (35-64)^ | 28% | 6% |
| Seniors (65+)^ | 65% | 5% |
| Como | 29% | 14% |
| Karawara / Collier Gardens^ | 14% | 29% |
| Kensington^ | 37% | 3% |
| Manning^ | 34% | 15% |
| Salter Point^ | 38% | 15% |
| South Perth | 44% | 13% |
| Waterford^ | 32% | 16% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 328; 2006 n = 374; 2008 n = 327; 2010 n = 220)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Services and facilities for families

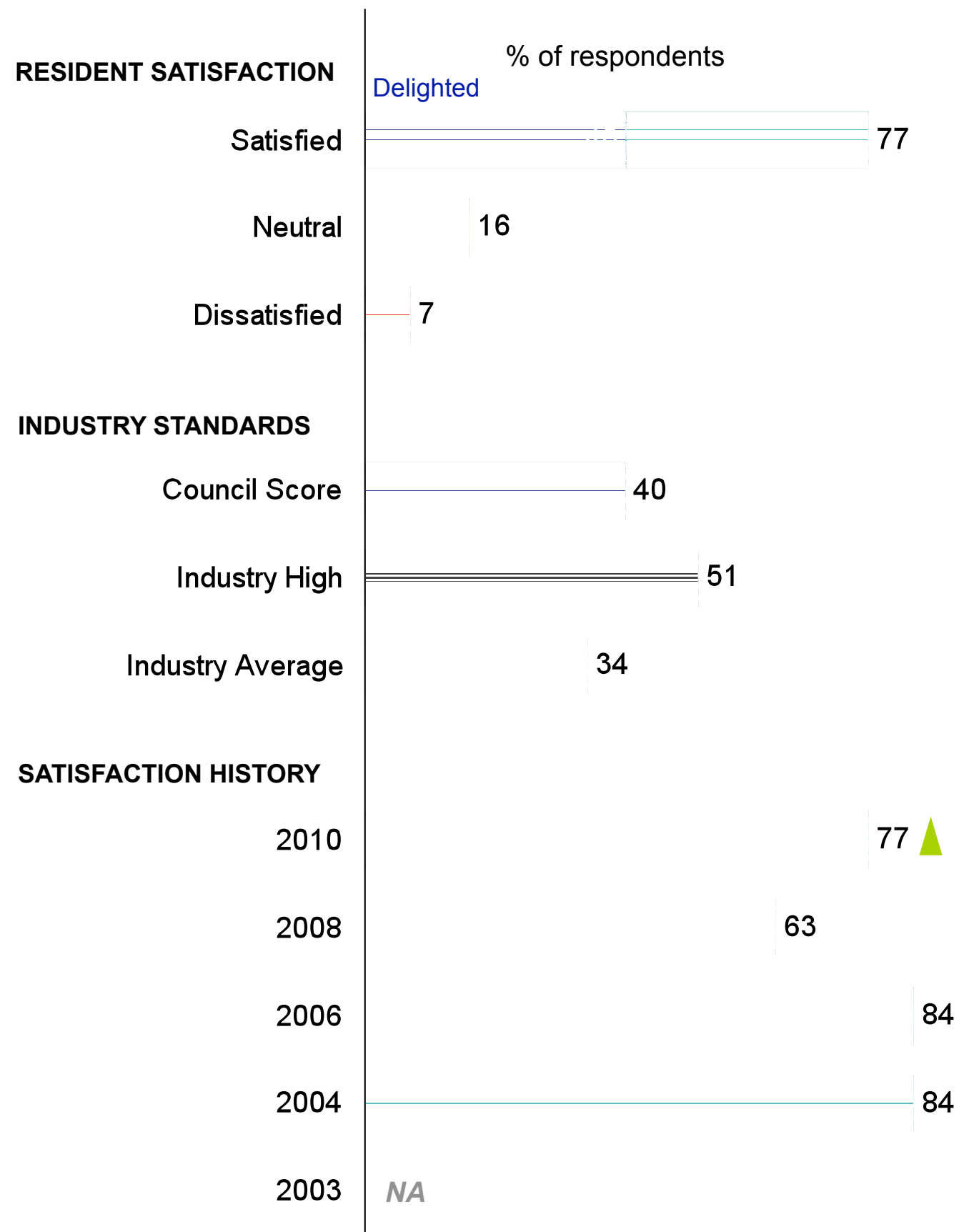


- Overall satisfaction is relatively high
 - 77% of respondents are satisfied
- Satisfaction is highest among younger singles / couples and those living in South Perth
- There is greatest room to improve satisfaction among families with older children, those living in Karawara /Collier Gardens and Waterford

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 54% | 5% |
| Families with younger children (0-12) | 32% | 13% |
| Families with older children (13+) | 25% | 12% |
| Empty nesters (35-64) | 38% | 3% |
| Seniors (65+) | 42% | 4% |
| Como | 40% | 6% |
| Karawara / Collier Gardens^ | 17% | 19% |
| Kensington | 28% | 12% |
| Manning | 24% | 3% |
| Salter Point^ | 40% | 10% |
| South Perth | 51% | 3% |
| Waterford^ | 25% | 17% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 328; 2006 n = 374; 2008 n = 327; 2010 n = 329)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Facilities, services and care available for seniors



- Overall satisfaction is relatively high
 - 77% of respondents are satisfied
- Satisfaction is highest among seniors and those living in Manning
- There is greatest room to improve satisfaction among those living in Karawara / Collier Gardens and Waterford

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 37% | 12% |
| Families with younger children (0-12) | 34% | 10% |
| Families with older children (13+) | 29% | 3% |
| Empty nesters (35-64) | 33% | 8% |
| Seniors (65+) | 65% | 5% |
| Como | 43% | 10% |
| Karawara / Collier Gardens^ | 32% | 17% |
| Kensington^ | 21% | 0% |
| Manning^ | 52% | 6% |
| Salter Point^ | 45% | 3% |
| South Perth | 41% | 2% |
| Waterford^ | 23% | 15% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.

Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 294; 2006 n = 214; 2008 n = 294; 2010 n = 287)

Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

○ ▼ ▲ = significant variance

Festivals, events and cultural activities



- Overall satisfaction is high
 - 82% of respondents are satisfied
- Satisfaction is highest among females and those living in Kensington and Salter Point
- There is greatest room to improve satisfaction among those living in Waterford

| % of residents | Delighted | Dissatisfied |
|----------------------------|-----------|--------------|
| Male | 36% | 9% |
| Female | 48% | 7% |
| Como | 36% | 7% |
| Karawara / Collier Gardens | 40% | 13% |
| Kensington | 60% | 3% |
| Manning | 41% | 11% |
| Salter Point^ | 58% | 6% |
| South Perth | 48% | 5% |
| Waterford | 26% | 20% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 371; 2008 n = 379; 2010 n = 368)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Street artworks and public art



- Overall satisfaction is low
 - Only 45% of respondents are satisfied
 - 27% of respondents are dissatisfied
- There is greatest room to improve satisfaction among males and younger singles / couples
- There also appears to be lower satisfaction among those living in Waterford and Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 11% | 33% |
| Female | 11% | 21% |
| Younger singles / couples (18-34) | 10% | 41% |
| Families with younger children (0-12) | 8% | 25% |
| Families with older children (13+) | 7% | 26% |
| Empty nesters (35-64) | 17% | 18% |
| Seniors (65+) | 14% | 14% |
| Como | 15% | 28% |
| Karawara / Collier Gardens^ | 11% | 38% |
| Kensington^ | 9% | 26% |
| Manning^ | 3% | 11% |
| Salter Point^ | 5% | 25% |
| South Perth | 13% | 22% |
| Waterford^ | 8% | 42% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 324; 2008 n = 336; 2010 n = 307)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

How local history and heritage is preserved and promoted



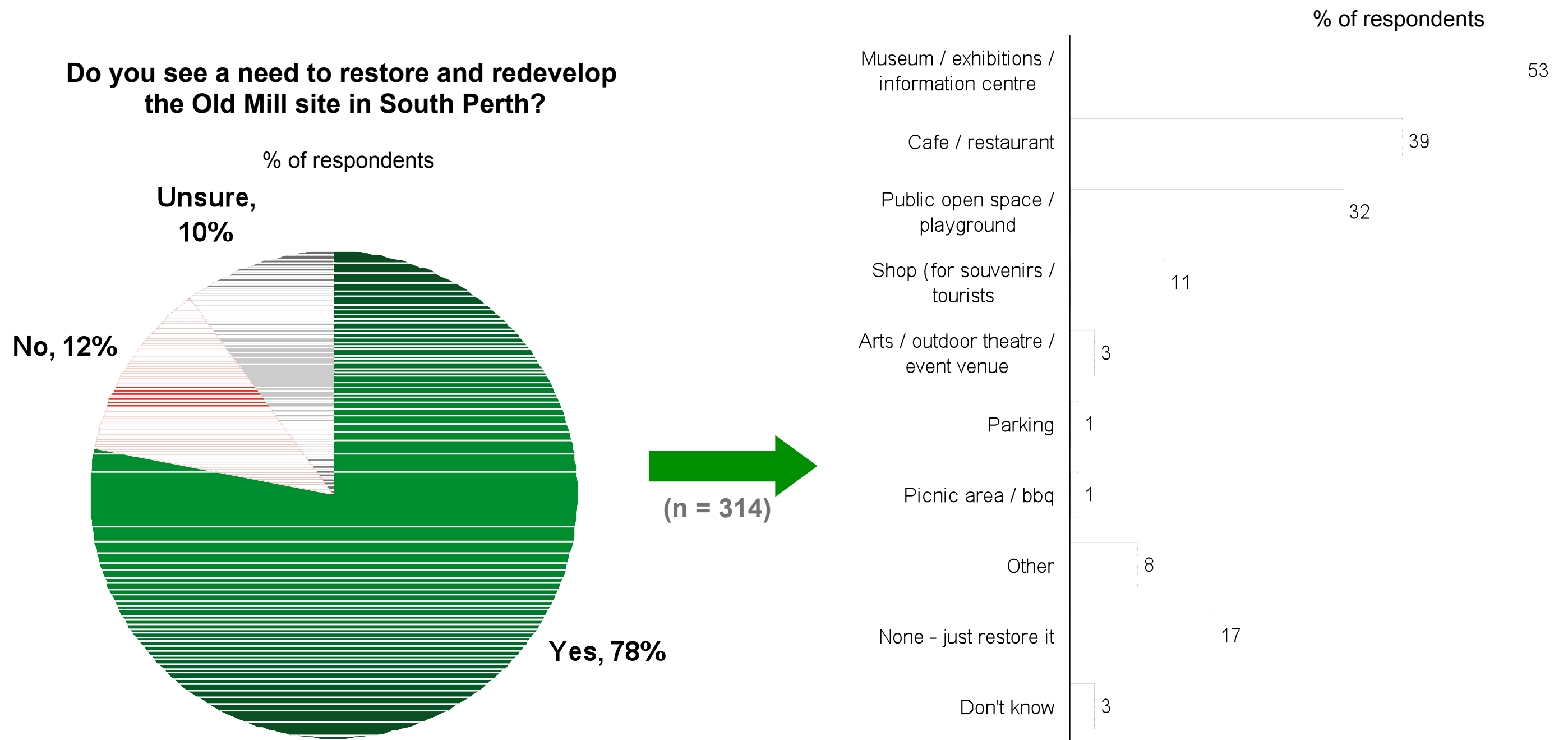
- Overall satisfaction is relatively high
 - 70% of respondents are satisfied
- Satisfaction is highest among females and seniors, and appears to be higher among those living in Salter Point. Generally, satisfaction increases the longer residents live in the area.
- There is greatest room to improve satisfaction among those living in Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 25% | 13% |
| Female | 36% | 11% |
| Younger singles / couples (18-34) | 27% | 9% |
| Families with younger children (0-12) | 21% | 14% |
| Families with older children (13+) | 31% | 16% |
| Empty nesters (35-64) | 32% | 13% |
| Seniors (65+) | 51% | 5% |
| Como | 27% | 8% |
| Karawara / Collier Gardens^ | 17% | 29% |
| Kensington^ | 32% | 14% |
| Manning^ | 29% | 14% |
| Salter Point^ | 44% | 4% |
| South Perth | 38% | 9% |
| Waterford^ | 32% | 20% |
| 0-3 yrs in South Perth | 21% | 12% |
| 4-10 yrs in South Perth | 29% | 12% |
| 11+ yrs in South Perth | 36% | 12% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
 Base: Respondents who feel familiar enough with service / facility to comment (Residents 2010 n = 343)
 Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Support for restoring and redeveloping the Old Mill Site

- Overall, 78% of respondents agree that there is a need to restore and redevelop the Old Mill site in South Perth
- Among those who would like the Old Mill site to be restored and redeveloped, the most popular suggestions were for a museum/ information centre, followed by a café /restaurant and public open space / playground
- A significant minority simply wanted the Old Mill to be restored (they did not want any additional activities)



Q. Do you see a need to restore and redevelop the Old Mill site in South Perth?
Base: All respondents (Residents 2010 n = 404)

Q. What type of facilities and activities would you like the restored Old Mill site to have?
Base: Respondents who see a need to restore and redevelop the Old Mill site (Residents 2010 n = 314)

Safety and security



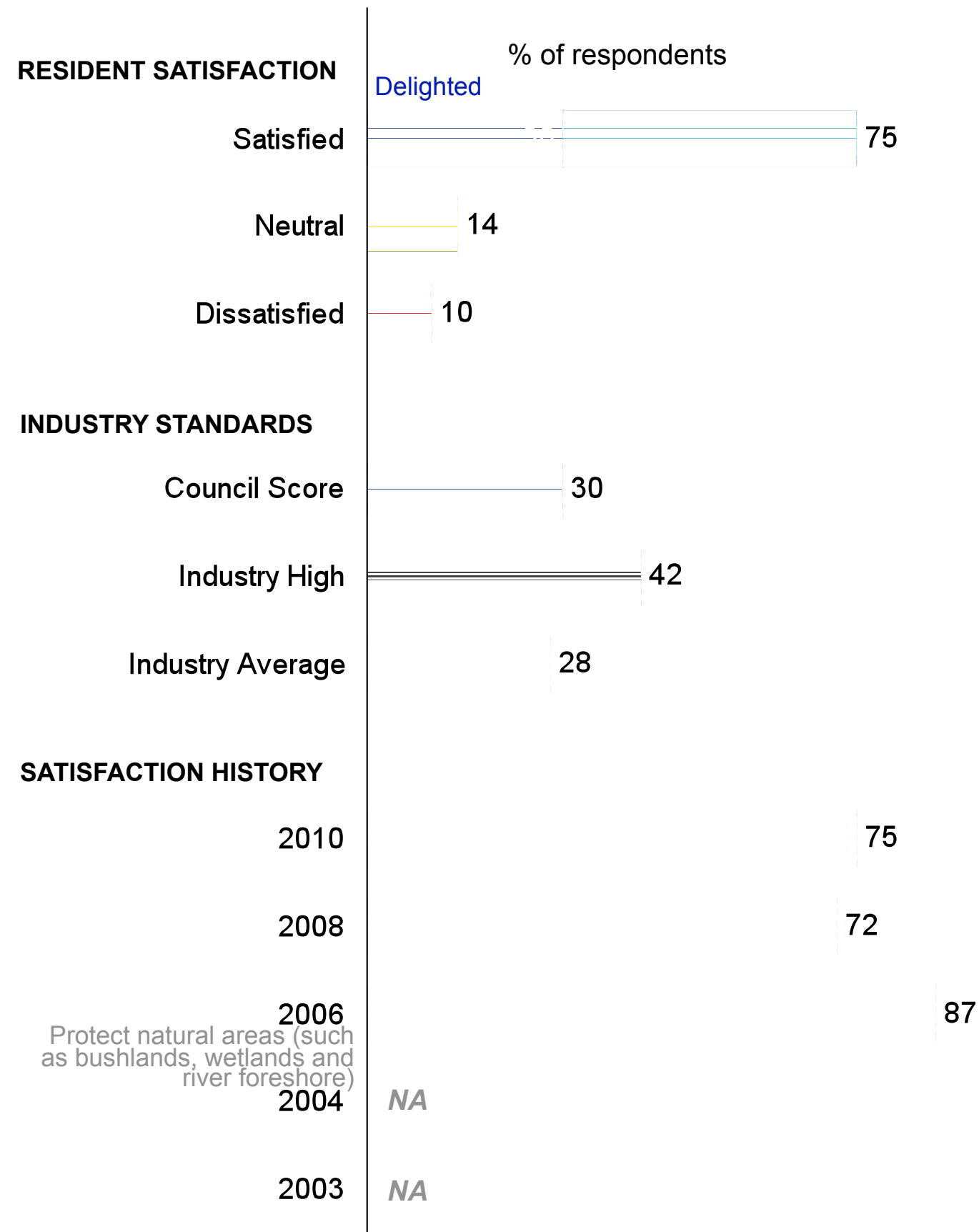
- Overall satisfaction is relatively high
 - 70% of respondents are satisfied
- Satisfaction is highest among younger singles / couples, seniors and newer residents
- There is greatest room to improve satisfaction among males, those living in Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 32% | 17% |
| Female | 33% | 9% |
| Younger singles / couples (18-34) | 44% | 15% |
| Families with younger children (0-12) | 23% | 15% |
| Families with older children (13+) | 24% | 14% |
| Empty nesters (35-64) | 28% | 16% |
| Seniors (65+) | 41% | 7% |
| Como | 37% | 14% |
| Karawara / Collier Gardens | 23% | 24% |
| Kensington | 21% | 18% |
| Manning | 35% | 15% |
| Salter Point | 32% | 5% |
| South Perth | 35% | 8% |
| Waterford^ | 21% | 12% |
| 0-3 yrs in South Perth | 41% | 7% |
| 4-10 yrs in South Perth | 31% | 16% |
| 11+ yrs in South Perth | 29% | 14% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 380; 2008 n = 379; 2010 n = 386)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Environmental Management

Conservation and environmental management



- Overall satisfaction is relatively high
 - 75% of respondents are satisfied
- Satisfaction is highest among those living in Salter Point, followed by South Perth
- There is greatest room to improve satisfaction among those living in Waterford and newer residents. Satisfaction also appears lower among those living in Karawara / Collier Gardens.

| % of residents | Delighted | Dissatisfied |
|-----------------------------|-----------|--------------|
| Como | 28% | 9% |
| Karawara / Collier Gardens^ | 15% | 14% |
| Kensington | 30% | 16% |
| Manning | 24% | 12% |
| Salter Point^ | 44% | 3% |
| South Perth | 36% | 6% |
| Waterford | 30% | 25% |
| 0-3 yrs in South Perth | 17% | 16% |
| 4-10 yrs in South Perth | 37% | 4% |
| 11+ yrs in South Perth | 31% | 12% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 389; 2008 n = 350; 2010 n = 359)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Weekly rubbish collections



- Overall satisfaction is very high
 - 95% of respondents are satisfied
- Satisfaction is highest among those living in Salter Point
- There is greatest room to improve satisfaction among ethnic residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------|-----------|--------------|
| Como | 76% | 2% |
| Karawara / Collier Gardens^ | 61% | 2% |
| Kensington | 66% | 0% |
| Manning | 84% | 0% |
| Salter Point^ | 92% | 0% |
| South Perth | 67% | 3% |
| Waterford | 68% | 6% |
| Non-English speaking background | 59% | 0% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2010 n = 404)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Fortnightly recycling services



- Overall satisfaction is very high
 - 91% of respondents are satisfied
- Satisfaction is highest in Waterford, followed by Manning and Salter Point
- There is greatest opportunity to improve satisfaction among those living in Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|----------------------------|-----------|--------------|
| Como | 66% | 3% |
| Karawara / Collier Gardens | 60% | 12% |
| Kensington | 56% | 9% |
| Manning | 77% | 0% |
| Salter Point | 73% | 6% |
| South Perth | 61% | 9% |
| Waterford | 79% | 3% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 2006 n = 397; 2008 n = 392; 2010 n = 396)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Verge-side bulk rubbish collections



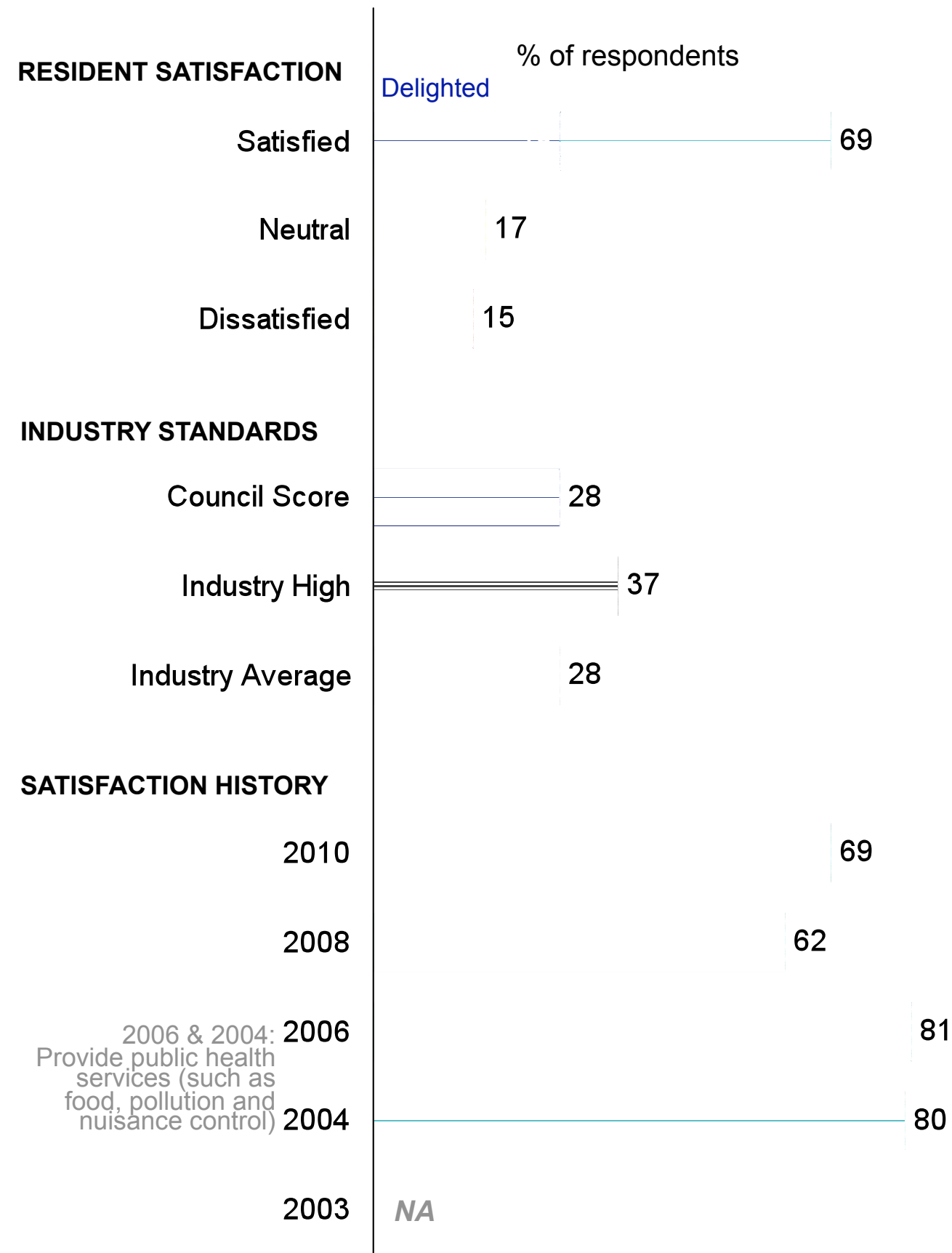
- Overall satisfaction is high
 - 86% of respondents are satisfied
- Satisfaction is highest among seniors, those living in Manning and longer term residents
- There is greatest room to improve satisfaction among ethnic residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 55% | 6% |
| Families with younger children (0-12) | 52% | 12% |
| Families with older children (13+) | 56% | 9% |
| Empty nesters (35-64) | 60% | 4% |
| Seniors (65+) | 76% | 6% |
| Como | 61% | 10% |
| Karawara / Collier Gardens | 59% | 13% |
| Kensington | 56% | 5% |
| Manning | 73% | 2% |
| Salter Point | 56% | 5% |
| South Perth | 52% | 6% |
| Waterford | 67% | 5% |
| 0-3 yrs in South Perth | 48% | 7% |
| 4-10 yrs in South Perth | 56% | 8% |
| 11+ yrs in South Perth | 66% | 7% |
| Non-English speaking background | 38% | 10% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 2006 n = 397; 2008 n = 392; 2010 n = 400)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Enforcement of local laws

relating to food, health, noise and pollution



- Overall satisfaction is moderate
 - 69% of respondents are satisfied
- Satisfaction is highest among those living in South Perth
- There is greatest room to improve satisfaction among those living in Waterford, followed by Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|-----------------------------|-----------|--------------|
| Como | 24% | 15% |
| Karawara / Collier Gardens^ | 24% | 22% |
| Kensington^ | 21% | 15% |
| Manning^ | 21% | 9% |
| Salter Point^ | 32% | 10% |
| South Perth | 38% | 10% |
| Waterford^ | 24% | 30% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 350; 2006 n = 321; 2008 n = 321; 2010 n = 297)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

How traffic, parking and clean-up is managed for public events (such as Skyshow, Red Bull Air Race and Fiesta)



- Overall satisfaction is high
 - 82% of respondents are satisfied
- Satisfaction is highest among newer residents

| % of residents | Delighted | Dissatisfied |
|-------------------------|-----------|--------------|
| 0-3 yrs in South Perth | 62% | 1% |
| 4-10 yrs in South Perth | 45% | 17% |
| 11+ yrs in South Perth | 50% | 12% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2008 n = 376; 2010 n = 366)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Information provided by Council on sustainable living



- Overall satisfaction is moderate
 - 50% of respondents are satisfied
 - 23% of respondents are dissatisfied
- Satisfaction is highest among females and seniors

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 12% | 24% |
| Female | 21% | 23% |
| Younger singles / couples (18-34) | 14% | 22% |
| Families with younger children (0-12) | 17% | 27% |
| Families with older children (13+) | 10% | 28% |
| Empty nesters (35-64) | 14% | 22% |
| Seniors (65+) | 30% | 17% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 292; 2008 n = 302; 2010 = 291)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Access to TravelSmart information

on walking, cycling and public transport



- Overall satisfaction is relatively high
 - 78% of respondents are satisfied
- Satisfaction is highest among females, seniors and those living in Salter Point
- There is greatest room to improve satisfaction among those living in Kensington and ethnic residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 34% | 12% |
| Female | 46% | 7% |
| Younger singles / couples (18-34) | 38% | 13% |
| Families with younger children (0-12) | 33% | 9% |
| Families with older children (13+) | 32% | 10% |
| Empty nesters (35-64) | 37% | 9% |
| Seniors (65+) | 66% | 3% |
| Como | 34% | 12% |
| Karawara / Collier Gardens | 56% | 13% |
| Kensington^ | 20% | 10% |
| Manning | 50% | 8% |
| Salter Point^ | 61% | 0% |
| South Perth | 40% | 8% |
| Waterford^ | 42% | 10% |
| Non-English speaking background | 25% | 15% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 376; 2004 n = 379; 2006 n = 361; 2008 n = 370; 2010 n = 349)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4



Infrastructure

Planning and building approvals

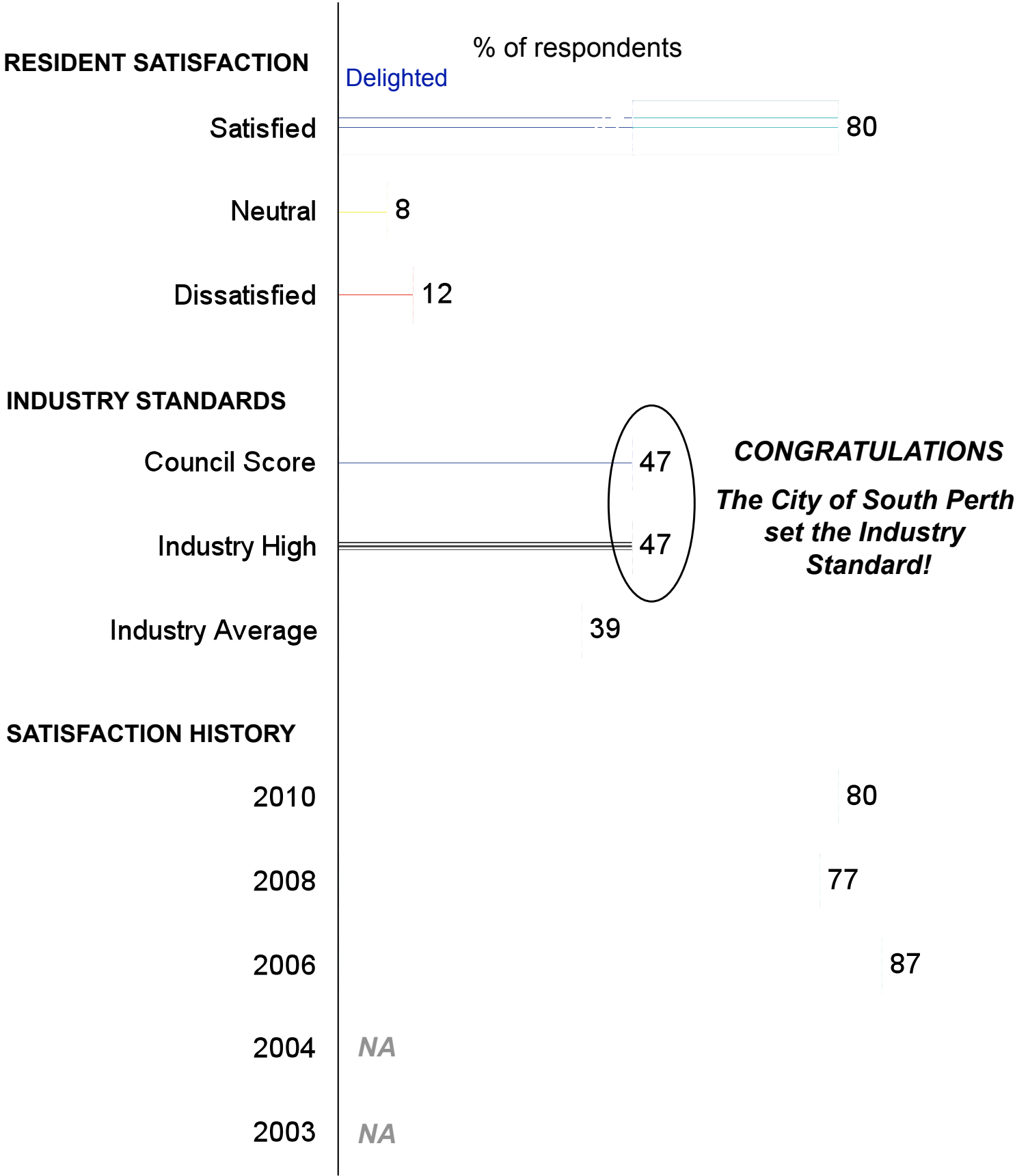


- Overall satisfaction is low
 - Only 47% of respondents are satisfied
 - 26% of respondents are dissatisfied
- Satisfaction is highest among newer residents and those with a disability or impairment
- There is greatest room to improve satisfaction among those living in Karawara / Collier Gardens and Waterford , followed by Kensington.
- Satisfaction is also lower among families with younger children

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 16% | 15% |
| Families with younger children (0-12) | 14% | 36% |
| Families with older children (13+) | 9% | 25% |
| Empty nesters (35-64) | 14% | 30% |
| Seniors (65+)^ | 13% | 24% |
| Como | 14% | 17% |
| Karawara / Collier Gardens^ | 10% | 42% |
| Kensington^ | 11% | 38% |
| Manning^ | 6% | 29% |
| Salter Point^ | 13% | 19% |
| South Perth | 17% | 24% |
| Waterford^ | 10% | 44% |
| 0-3 yrs in South Perth | 29% | 7% |
| 4-10 yrs in South Perth | 9% | 27% |
| 11+ yrs in South Perth | 9% | 33% |
| Disability or impairment^ | 26% | 18% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 300; 2008 n = 287; 2010 n = 240)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Footpaths and cycleways



- Overall satisfaction is high
 - 80% of respondents are satisfied
- There is room to improve satisfaction among families with children and those living in Salter Point

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 52% | 12% |
| Families with younger children (0-12) | 39% | 14% |
| Families with older children (13+) | 36% | 11% |
| Empty nesters (35-64) | 54% | 12% |
| Seniors (65+) | 53% | 11% |
| Como | 45% | 11% |
| Karawara / Collier Gardens | 39% | 14% |
| Kensington | 51% | 15% |
| Manning | 47% | 2% |
| Salter Point | 47% | 23% |
| South Perth | 54% | 13% |
| Waterford | 36% | 11% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 398; 2008 n = 397; 2010 n = 398)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Street lighting

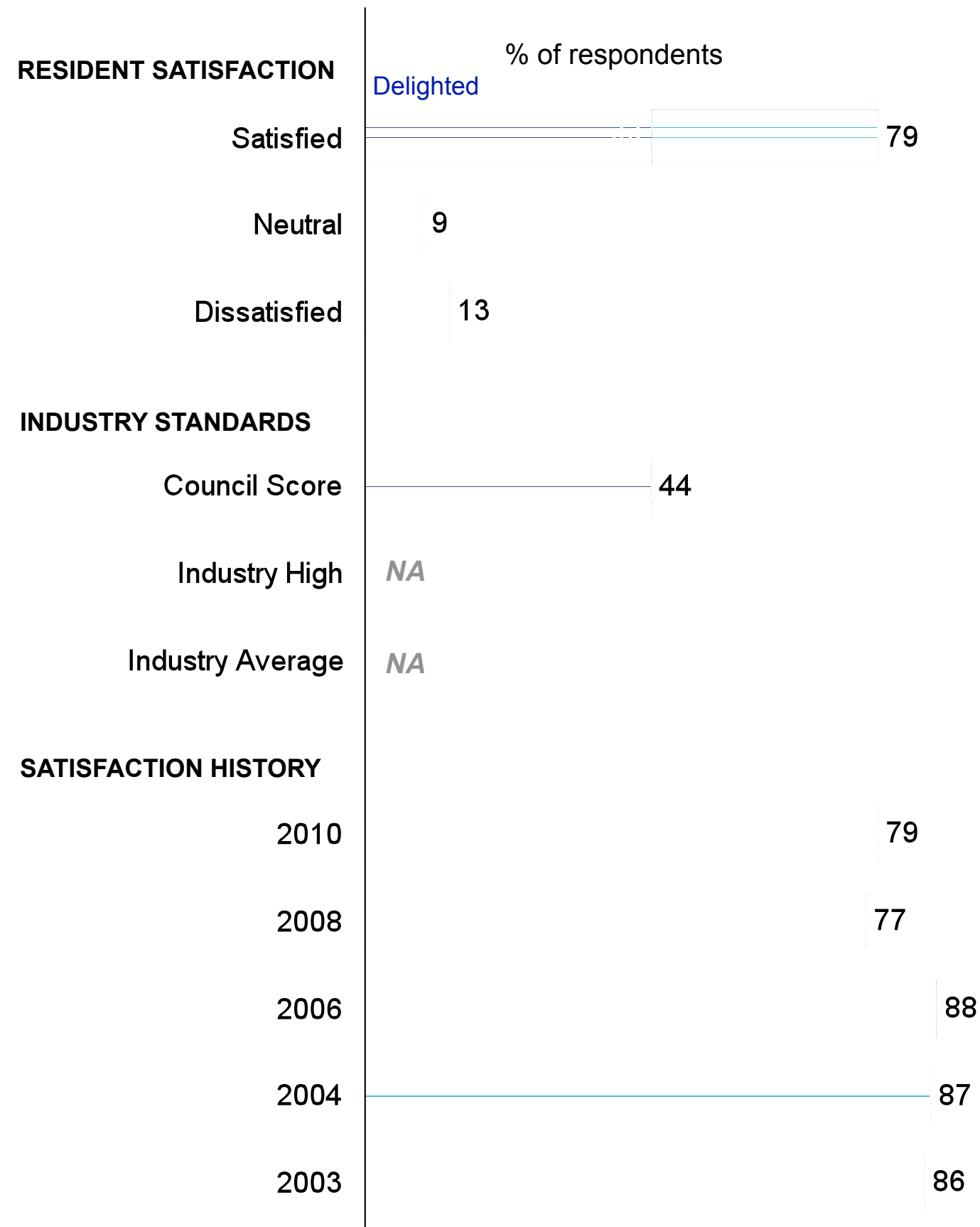


- Overall satisfaction is high
 - 81% of respondents are satisfied
- Satisfaction is highest among empty nesters, seniors and those living in Manning
- There is greatest room to improve satisfaction among those living in Karawara / Collier Gardens and ethnic residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 41% | 9% |
| Female | 38% | 9% |
| Younger singles / couples (18-34) | 36% | 11% |
| Families with younger children (0-12) | 26% | 11% |
| Families with older children (13+) | 28% | 14% |
| Empty nesters (35-64) | 50% | 6% |
| Seniors (65+) | 59% | 1% |
| Como | 39% | 6% |
| Karawara / Collier Gardens | 41% | 22% |
| Kensington | 24% | 15% |
| Manning | 51% | 14% |
| Salter Point | 44% | 10% |
| South Perth | 44% | 5% |
| Waterford | 26% | 8% |
| Non-English speaking background | 28% | 16% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 398; 2008 n = 400; 2010 n = 400)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Street sweeping and cleaning

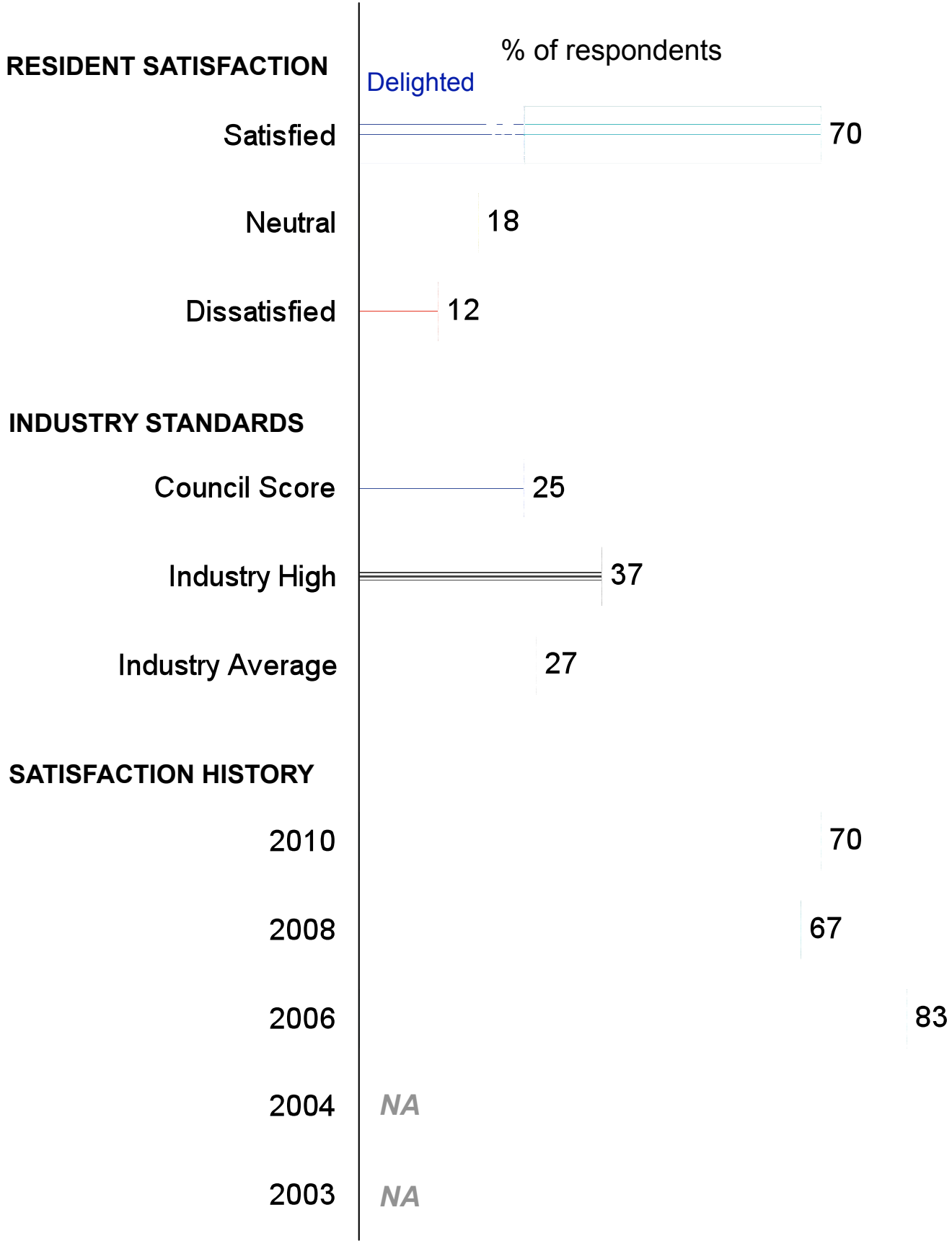


- Overall satisfaction is relatively high
 - 79% of respondents are satisfied
- Satisfaction is highest among younger singles / couples and those living in Como
- There is greatest room to improve satisfaction among families with older children, those living in Karawara / Collier Gardens, and longer term residents

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 42% | 11% |
| Female | 46% | 14% |
| Younger singles / couples (18-34) | 64% | 10% |
| Families with younger children (0-12) | 38% | 18% |
| Families with older children (13+) | 27% | 15% |
| Empty nesters (35-64) | 43% | 13% |
| Seniors (65+) | 50% | 9% |
| Como | 56% | 13% |
| Karawara / Collier Gardens | 29% | 24% |
| Kensington | 29% | 15% |
| Manning | 44% | 7% |
| Salter Point | 37% | 14% |
| South Perth | 42% | 7% |
| Waterford | 41% | 18% |
| 0-3 yrs in South Perth | 49% | 7% |
| 4-10 yrs in South Perth | 52% | 9% |
| 11+ yrs in South Perth | 37% | 17% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 395; 2004 n = 395; 2006 n = 398; 2008 n = 396; 2010 n = 396)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Community buildings, halls and toilets

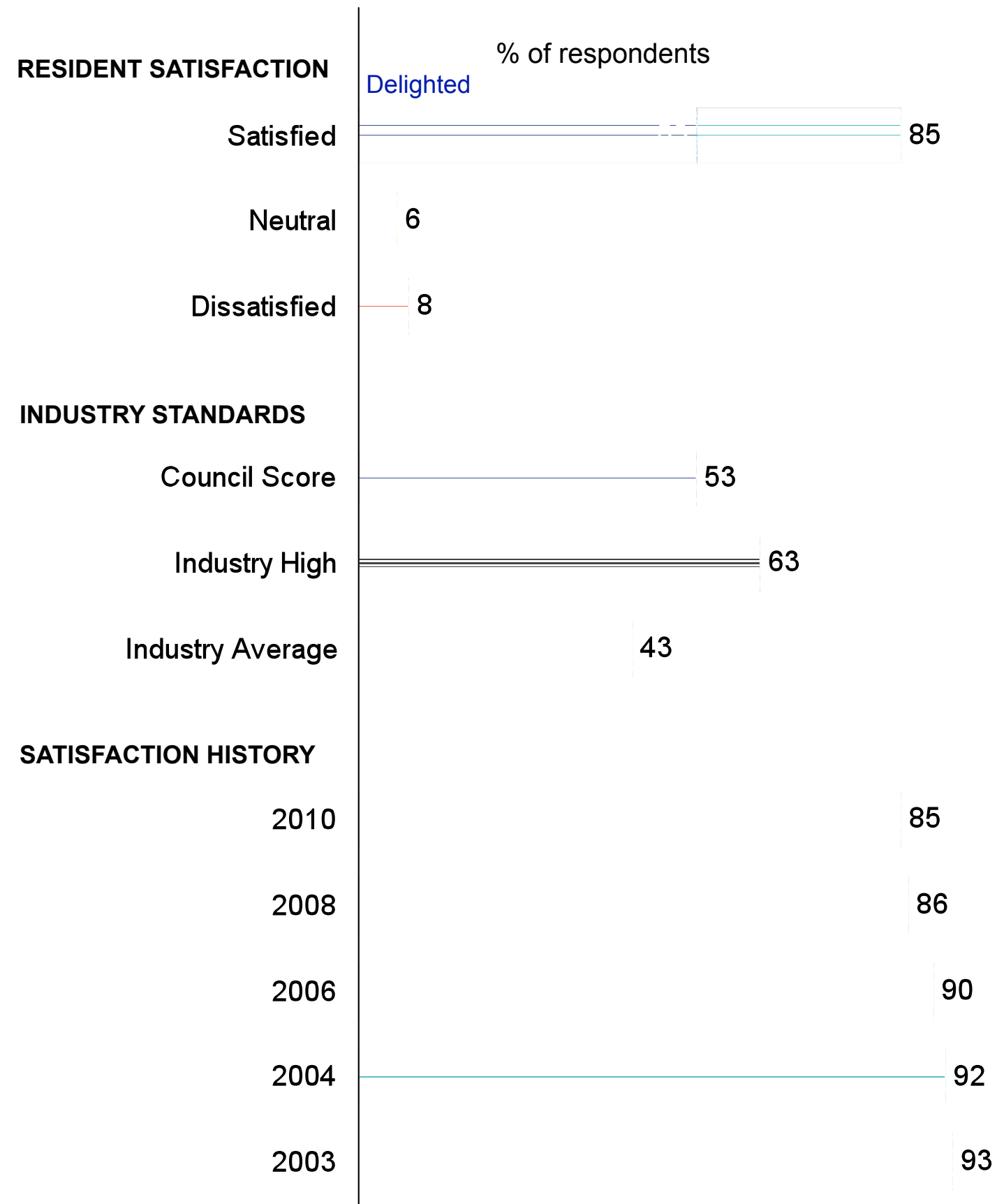


- Overall satisfaction is relatively high
 - 70% of respondents are satisfied
- Satisfaction is highest among seniors and those living in Salter Point
- There is greatest room to improve satisfaction among those with children and those living in Waterford

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 27% | 11% |
| Families with younger children (0-12) | 21% | 16% |
| Families with older children (13+) | 21% | 17% |
| Empty nesters (35-64) | 23% | 9% |
| Seniors (65+) | 41% | 7% |
| Como | 24% | 13% |
| Karawara / Collier Gardens | 15% | 15% |
| Kensington | 21% | 10% |
| Manning | 30% | 0% |
| Salter Point^ | 39% | 19% |
| South Perth | 31% | 8% |
| Waterford | 12% | 25% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 362; 2008 n = 348; 2010 n = 349)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Streetscapes, parks and sporting grounds

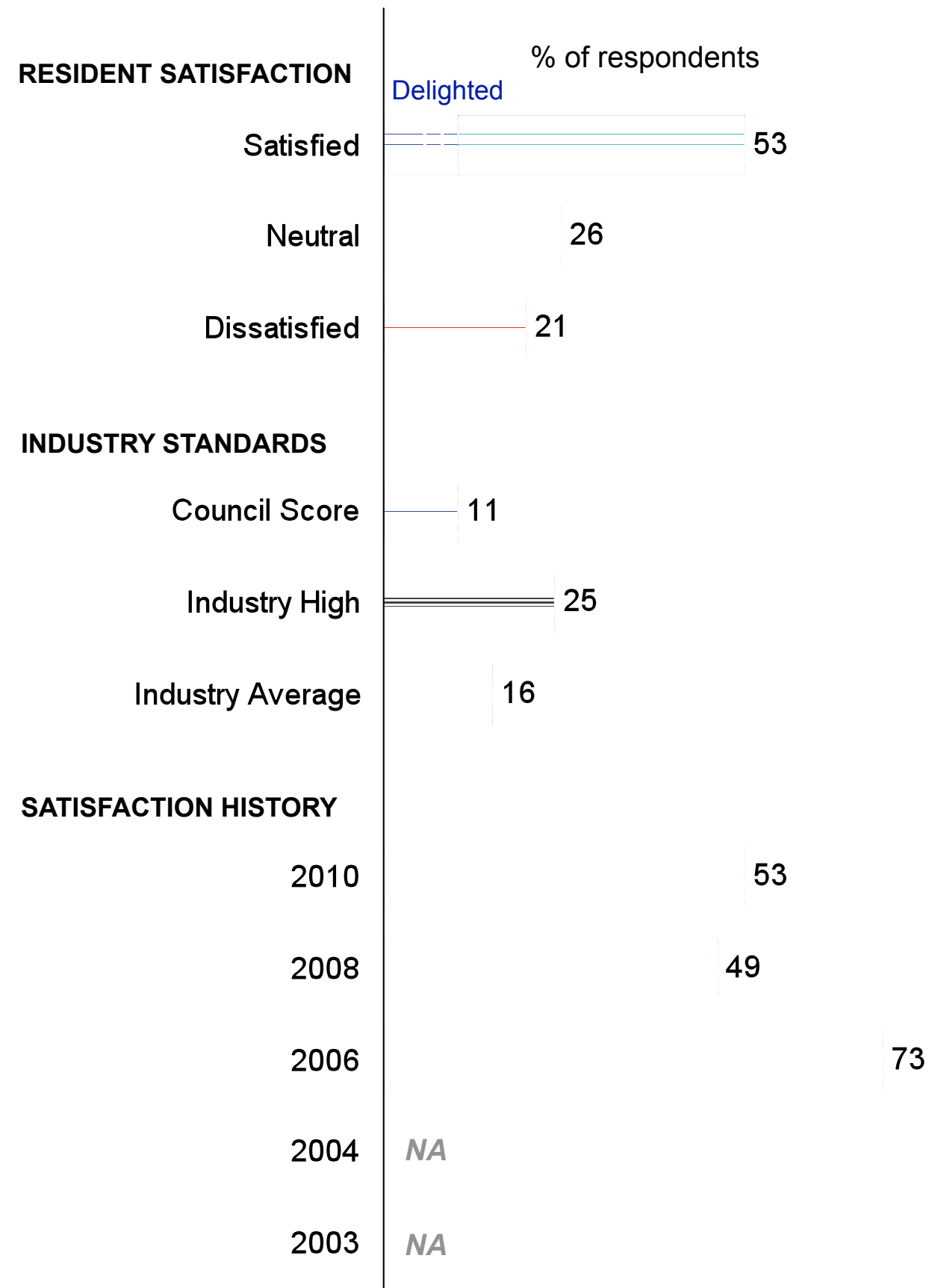


- Overall satisfaction is high
 - 85% of respondents are satisfied
- Satisfaction is highest among seniors
- There is greatest room to improve satisfaction among those living in Waterford

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 55% | 6% |
| Families with younger children (0-12) | 43% | 8% |
| Families with older children (13+) | 43% | 12% |
| Empty nesters (35-64) | 58% | 10% |
| Seniors (65+) | 68% | 3% |
| Como | 58% | 3% |
| Karawara / Collier Gardens | 38% | 15% |
| Kensington | 42% | 16% |
| Manning | 63% | 7% |
| Salter Point^ | 51% | 11% |
| South Perth | 58% | 6% |
| Waterford | 34% | 19% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2003 n = 394; 2004 n = 398; 2006 n = 394; 2008 n = 392; 2010 n = 391)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

Economic development, tourism and job creation

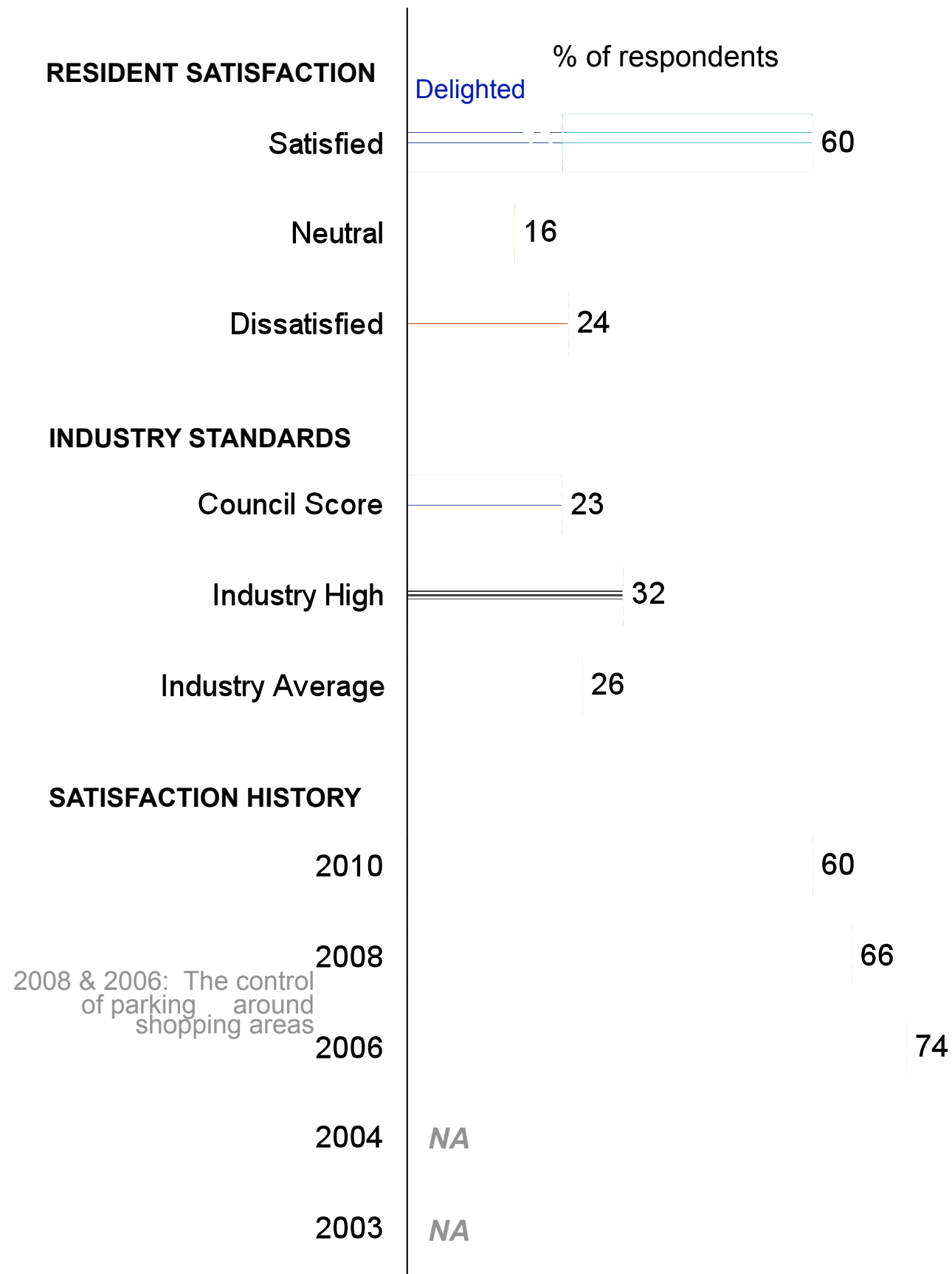


- Overall satisfaction is moderate
 - 53% of respondents are satisfied
 - 21% of respondents are dissatisfied
- Satisfaction is a bit higher among seniors
- Concern is highest among males, families with younger children, and those living in Waterford

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Male | 7% | 26% |
| Female | 14% | 16% |
| Younger singles / couples (18-34) | 11% | 22% |
| Families with younger children (0-12) | 11% | 34% |
| Families with older children (13+) | 5% | 21% |
| Empty nesters (35-64) | 10% | 17% |
| Seniors (65+) | 20% | 11% |
| Como | 13% | 21% |
| Karawara / Collier Gardens | 14% | 17% |
| Kensington | 14% | 22% |
| Manning | 0% | 10% |
| Salter Point^ | 11% | 25% |
| South Perth | 11% | 16% |
| Waterford | 4% | 43% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 284; 2008 n = 287; 2010 n = 281)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

The control of parking



- Overall satisfaction is moderate
 - 60% of respondents are satisfied
- Satisfaction is highest among those living in Salter Point, followed by South Perth
- There is greatest room to improve satisfaction among families with younger children and those living in Karawara / Collier Gardens

| % of residents | Delighted | Dissatisfied |
|---------------------------------------|-----------|--------------|
| Younger singles / couples (18-34) | 24% | 23% |
| Families with younger children (0-12) | 21% | 31% |
| Families with older children (13+) | 17% | 25% |
| Empty nesters (35-64) | 30% | 24% |
| Seniors (65+) | 24% | 15% |
| Como | 21% | 26% |
| Karawara / Collier Gardens^ | 14% | 42% |
| Kensington | 16% | 30% |
| Manning | 12% | 14% |
| Salter Point^ | 39% | 18% |
| South Perth | 29% | 24% |
| Waterford | 23% | 11% |

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied.
Base: Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 376; 2008 n = 379; 2010 n = 359)
Coding: Satisfied = 6-10; Delighted = 8,9 and 10; Neutral = 5; Dissatisfied = 0-4

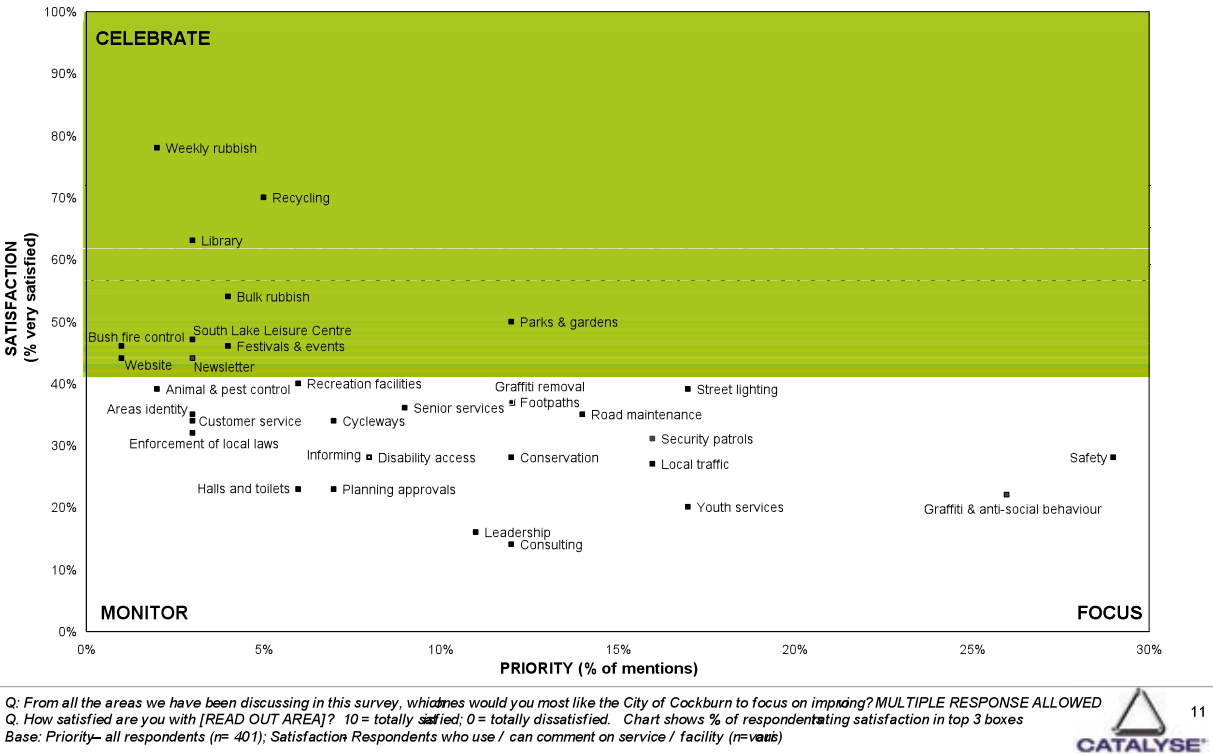
Community Priorities Indicator TM

Community Priorities Indicator TM

The Community Priorities Indicator assists Councils to identify strategic priorities. Importance and satisfaction levels are analysed and presented in three clusters. These clusters illustrate whether the service or facility is one that needs to be a focus for improvement, monitored or celebrated.

The **CELEBRATE** cluster contains services and facilities that are performing extremely well. At least 70% of respondents are very satisfied with the Council’s performance (they rate satisfaction in the top 3 boxes on a 10-point scale). Celebrate success in these areas and maintain high performance levels!

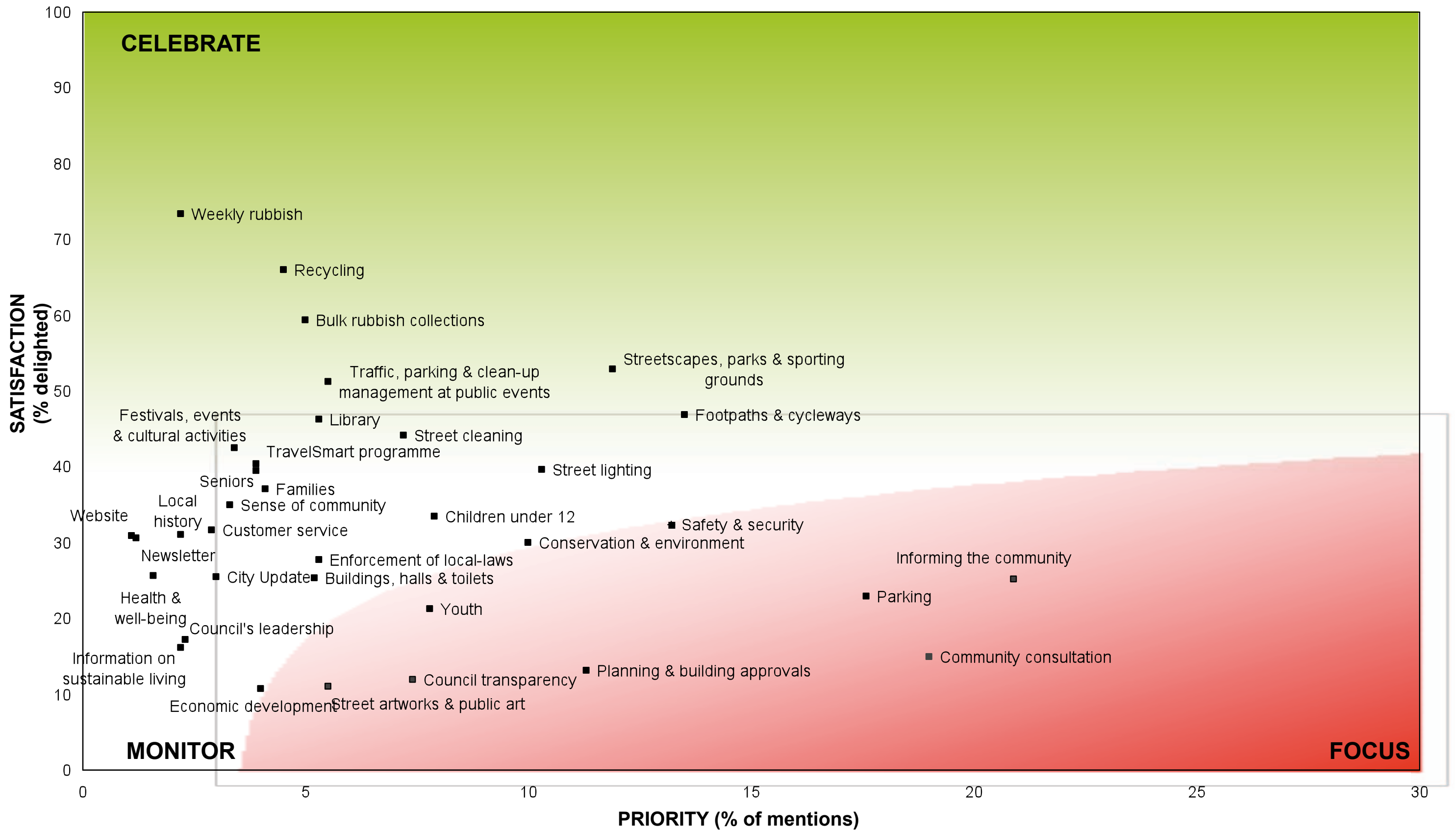
Community Priorities Indicator TM



MONITOR services and facilities in the lower left cluster. While respondents are less satisfied with these services, they are not considered high priority areas for improvement. Monitor performance in these areas. If satisfaction levels fall, these areas may become more of a priority.

FOCUS on improving services and facilities in the lower right cluster. These areas represent the ‘hot issues’ for Council. Consider how resources may be better utilised to improve performance. For example, Council may need to invest in better information, improved communications, improved service delivery or new infrastructure.

Community Priorities Indicator™



Q. Which areas would you most like City of South Perth to focus on improving? MULTIPLE RESPONSE ALLOWED

Q. How satisfied are you with [READ OUT AREA]? 10 = totally satisfied; 0 = totally dissatisfied. Chart shows % of respondents delighted (8,9 or 10)

Base: Priority – all respondents (Residents 2010 n = 404); Satisfaction - Respondents who use / can comment on service / facility (Residents 2010 n = various)

Strategic Insights

Strategic Insights

- **Overall performance is strong and steady**, and above average (compared to other Councils).
 - Those living in the suburb of South Perth appear to be most satisfied overall.
- Waste management continues to be a core strength and footpaths and cycleways were rated #1 across all participating Councils. The City also received positive recognition for the management of traffic, parking and clean up at public events.
- The primary issues to address appear to be:
 - How the community is informed and consulted about local issues (↑ Karawara / Collier Gardens)
 - Parking (↑ Karawara / Collier Gardens)
 - Planning and building approvals (↑ Waterford and Karawara / Collier Gardens, followed by Kensington)
- Secondary concerns include:
 - Safety and security (↑ Karawara / Collier Gardens)
 - Conservation and environmental management (↑ Waterford)
 - Street lighting (↑ Karawara / Collier Gardens)
- Desirable enhancements (to areas that are already performing well) include:
 - Streetscapes, parks and sporting grounds (↑ Waterford, Karawara / Collier Gardens, and Kensington)
 - Footpaths and cycleways (↑ Salter Point)

Strategic Insights

- Overall, there appears to be greater concern in Waterford and Karawara / Collier Gardens
 - Concern in Waterford appears mostly related to Council's understanding of community needs, planning and building approvals, and economic development. Compared to other suburbs, there are also higher levels of concern with conservation and environmental management, enforcement of local laws, and community buildings, halls and toilets.
 - Concern in Karawara / Collier Gardens appears mostly related to how the community is consulted about local issues, planning and building approvals, and parking . Compared to other suburbs, there is also more concern with the sense of community, safety and history / heritage. They are also less satisfied with services for children, families and seniors, and with street lighting and sweeping.
- While infrequently mentioned spontaneously as an area to focus on improving, when prompted, more than 1 in 5 residents across the City expressed dissatisfaction with Council's leadership within the community and the openness and transparency of Council processes....suggesting there is some room for improvement.
- In relation to how well the City has developed and communicated a **vision** for the area, views are polarised and do not appear to have changed over the past two years.
 - This may be worthy of further exploration to determine if greater effort is needed to communicate “Our Vision Ahead” or if the vision needs to be further developed to illustrate which ‘key community ideas’ will be implemented and to provide answers to ‘key community questions’.ultimately giving residents **a greater sense of what the area WILL look and feel like.**



We'd love to discuss this report with you!

If you have any questions, please contact:

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