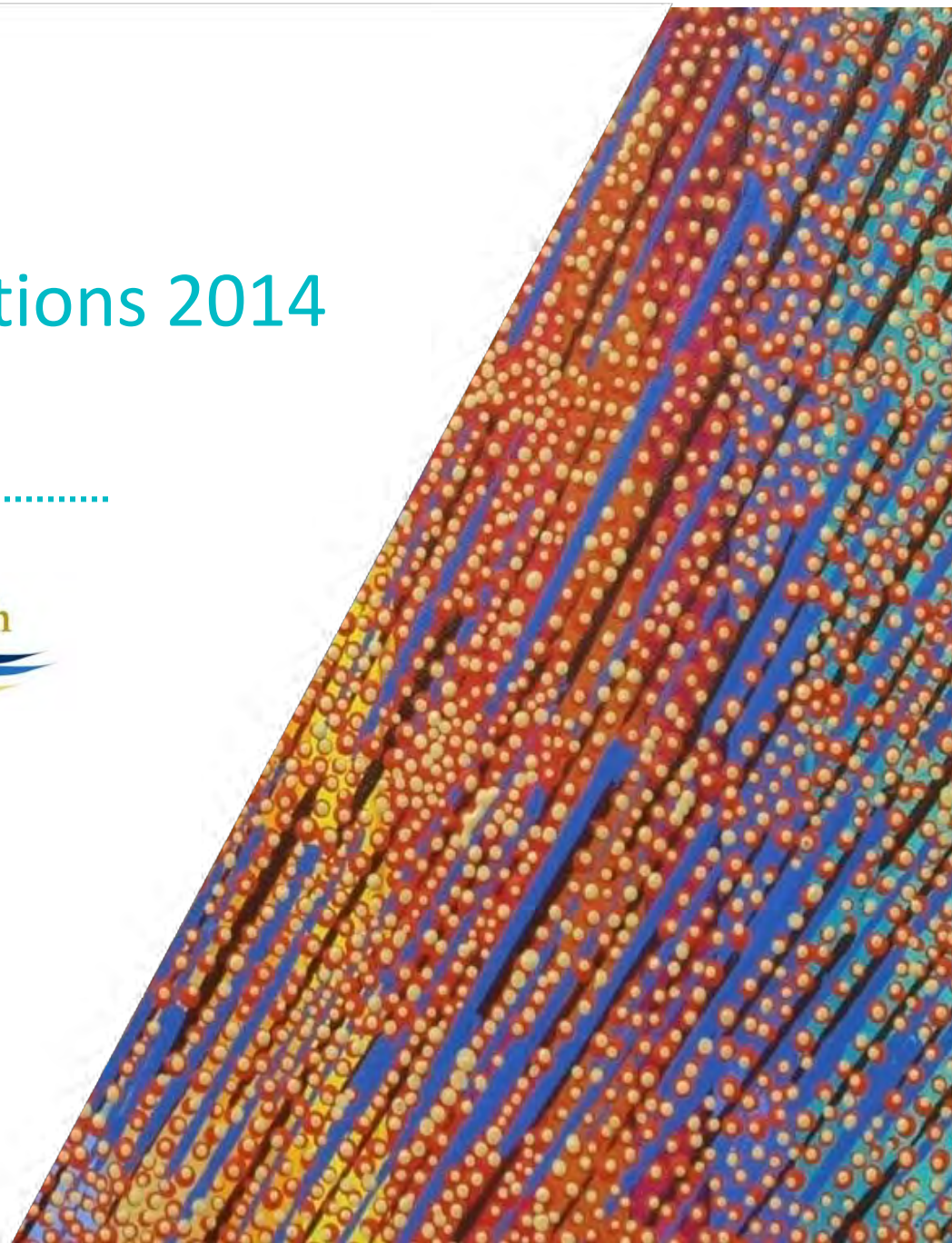


Community Perceptions 2014

May 2014



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Strategic Insights

A strong and improving Council

.....

97% of residents are satisfied with the City of South Perth as a place to live and 88% are satisfied with staff and Council's performance as a governing body.

This places the City of South Perth in second place overall, 1% point behind the Town of Cottesloe.

The City's relative strengths include:

- Weekly rubbish collections
- Fortnightly recycling services
- Library and information services
- Facilities, services and care available for seniors
- Festivals, events and cultural activities
- Management of traffic, parking and clean-up for public events
- Street lighting
- Street sweeping and cleaning

The City of South Perth has been a big improver over recent years. Performance ratings have increased by 10%+ points for 15 service areas.

Industry Standards

The City of South Perth is the Industry Leader for:

- Facilities, services and care available for seniors
- Street lighting
- Parks and sporting grounds

Big improvers

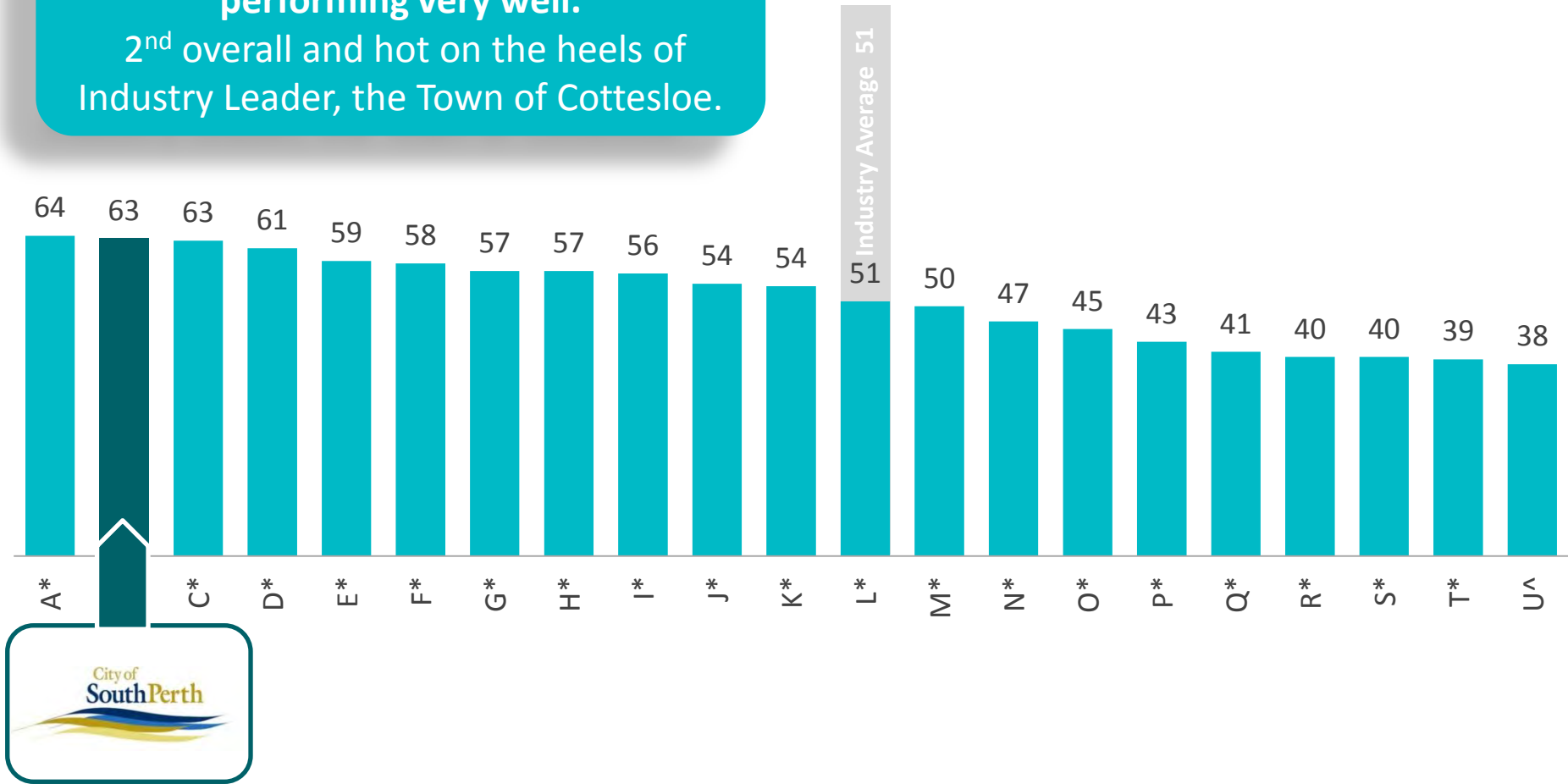
Performance areas that increased
10%+ points since 2012

- Council's leadership within the community
- Developing and communicating a clear vision
- Openness and transparency of council processes
- Consulting and engaging the community
- Staff understanding community needs
- The Peninsula
- The Peninsula Snapshot
- Activities for improving health and wellbeing
- Services and facilities for youth
- Services for children under 12 years
- Festivals, events and cultural activities
- Street artworks and public art
- Planning and building approvals
- The control of parking
- Economic development, tourism and job creation

Overall satisfaction | the City's performance compared to others

.....

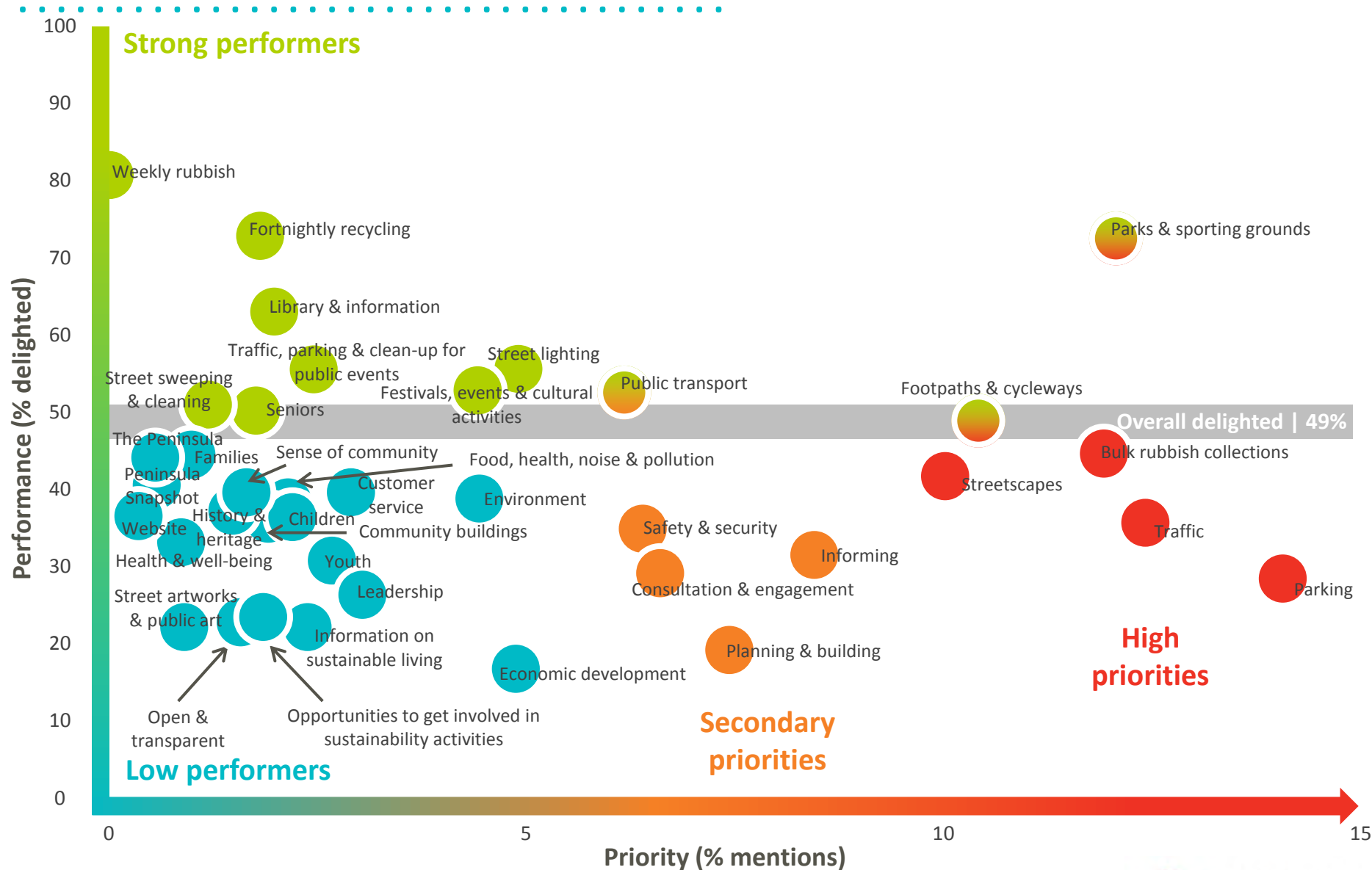
The City of South Perth is performing very well.
2nd overall and hot on the heels of Industry Leader, the Town of Cottesloe.



* Average result for overall satisfaction with [INSERT COUNCIL] as a 'place to live' and as a 'governing organisation'.

^ Overall satisfaction with [INSERT COUNCIL]

Community Priorities™



Q. How satisfied are you with: Base: All respondents who provided a valid response (Residents 2014 n = varies)

Q. Which areas would you most like the City of South Perth to focus on improving? Base: All respondents (Residents 2014 n = 402)

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

Addressing community priorities

.....



Residents suggest providing more **parking** in residential and commercial areas, particularly around high activity areas such as Angelo Street and Canning Bridge Train Station. Other areas where residents have concerns over the availability of parking are local schools and shopping centres. Residents suggest tighter control of on street parking as this causes concerns over safety and traffic congestion.



Residents would like the City to do more to **reduce traffic congestion** and manage traffic flow, particularly along Mill Point and Labouchere roads. Some residents express concern over dangerous driving in the area.



Satisfaction with **verge-side bulk rubbish collections** has dropped, seemingly driven by the reduction in the number of collections provided per year. Residents suggest increasing the number of bulk rubbish and green waste collections. Some also believe that further consultation with the community about these services is required as well as improved communications.

Addressing community priorities

.....



Residents suggest improved maintenance and upgrades to the **South Perth foreshore** as well as improved maintenance of other **parks and public open spaces** in the area. Suggestions include improving or providing more facilities such as exercise equipment, barbecues and toilets as well as playground equipment for families.



Residents suggest the need for more pathways and improved maintenance of existing pathways. They also request further cycleways to improve the safety for riders and separate them from pedestrians and cars.



Streetscapes could be improved through increased maintenance and by providing more trees.

The study

The study

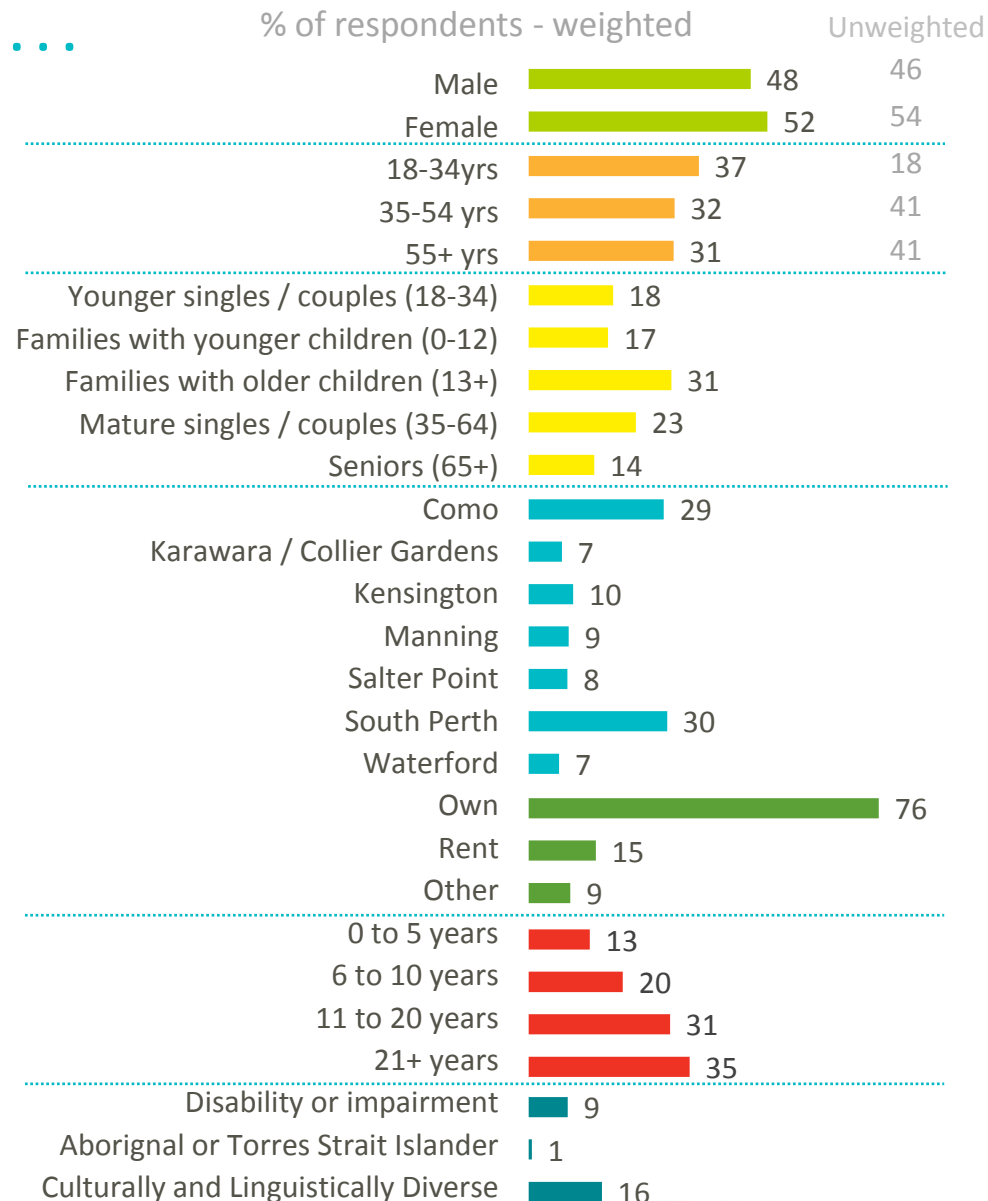
In April 2014, the City of South Perth administered the CATALYSE® Community Perceptions Survey.

Purpose: to better understand the needs of residents living in the City of South Perth and to evaluate community perceptions against key performance indicators in the Strategic Community Plan.

Methodology: the survey was conducted by phone with 402 randomly selected residents.

Interviewing was completed by the ECU Survey Research Centre, with quotas set by age, gender and location, and weighting applied, to match the population profile.

Sampling precision is +/- 5% at the 95% confidence interval.



Councils contributing to the CATALYSE® Industry Standards*

.....

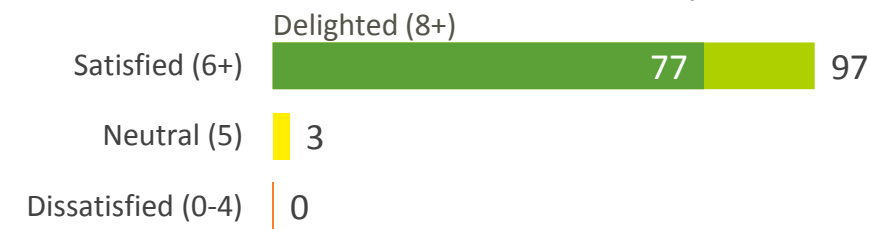


* Industry Standards are provided when three or more Councils have asked the same question in the past 30 months

Overall perceptions

Overall satisfaction with the City| as a place to live

RESIDENT SATISFACTION



Overall satisfaction with the City of South Perth as a place to live remains very high.

- 97% are satisfied

Satisfaction is greater among females and those in Como and Salter Point.

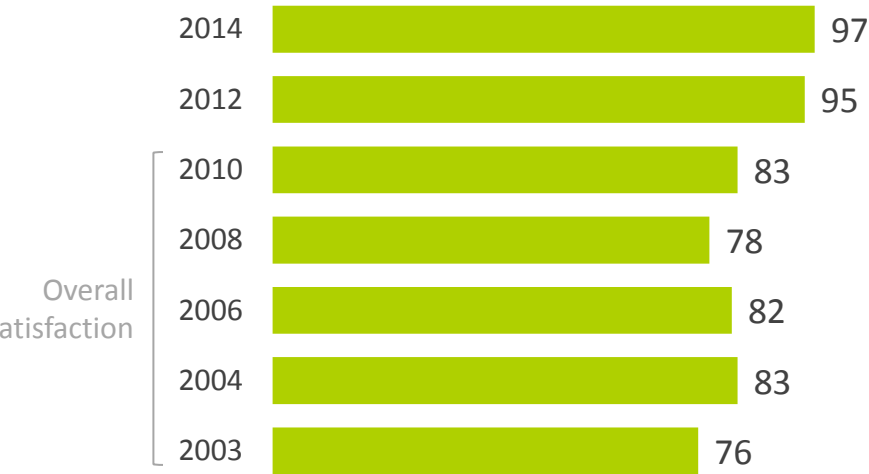
There is most room to improve perceptions in Karawara/ Collier Gardens and Manning.

INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Male	71%	0%
Female	83%	0%
Como	88%	0%
Karawara / Collier Gardens^	50%	0%
Kensington	79%	0%
Manning	65%	0%
Salter Point	81%	0%
South Perth	76%	1%
Waterford^	70%	0%

SATISFACTION HISTORY

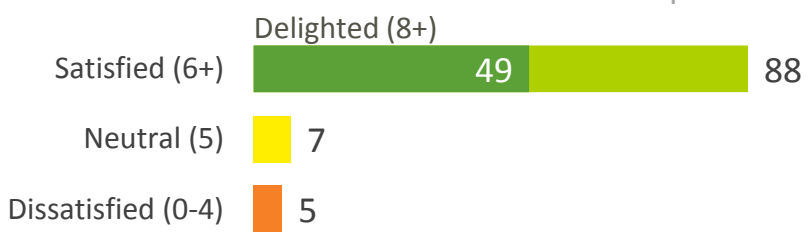


%% = significant variance %% = notable variance ^Small sample size (n < 30)

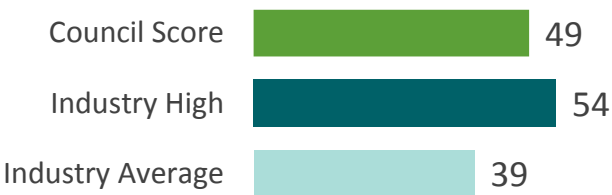
Q. Overall, how satisfied are you with the City of South Perth as a place to live? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 300; 2004 n = 304; 2006 n = 399; 2008 n = 399; 2010 n = 403; 2012 n = 403; 2014 n = 400)

Overall satisfaction with City| as a governing organisation

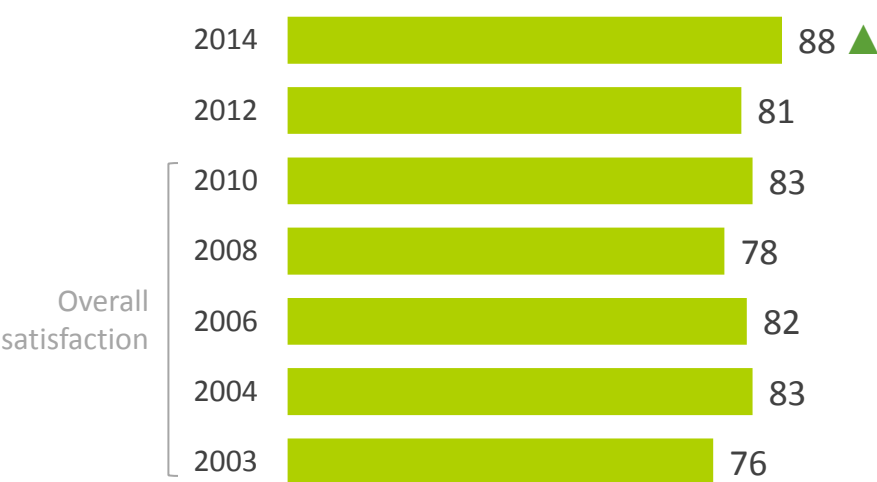
RESIDENT SATISFACTION



INDUSTRY STANDARDS



SATISFACTION HISTORY



Overall satisfaction with the City of South Perth is high and has shown significant improvement.

- 88% are satisfied

Satisfaction is greater among younger singles and couples, those who have lived in the area for 0 to 5 years and those in Como.

There is most room to improve perceptions among families with older children and those in Karawara/ Collier Gardens and Waterford, and home owners.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	68%	6%
Families with younger children (0-12)	46%	4%
Families with older children (13+)	38%	0%
Older singles / couples (35-64)	47%	5%
Seniors (65+)	59%	8%
Como	60%	5%
Karawara / Collier Gardens^	31%	7%
Kensington	48%	5%
Manning	49%	3%
Salter Point	43%	9%
South Perth	48%	2%
Waterford^	36%	4%
Own / paying mortgage	44%	5%
Rent	66%	8%
0 to 5 years	70%	0%
6 to 10 years	42%	7%
11 to 20 years	43%	5%
21+ years	51%	6%

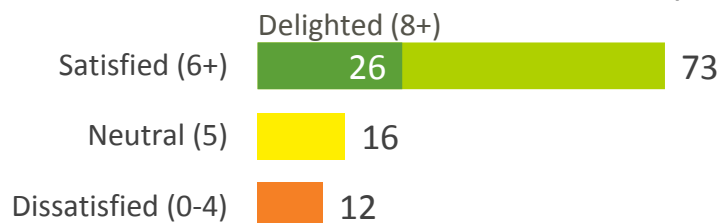
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. And, overall, how satisfied are you with the City of South Perth, the organisation that governs the local area? Please continue to give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 300; 2004 n = 304; 2006 n = 399; 2008 n = 399; 2010 n = 403; 2012 n = 370; 2014 n = 388)

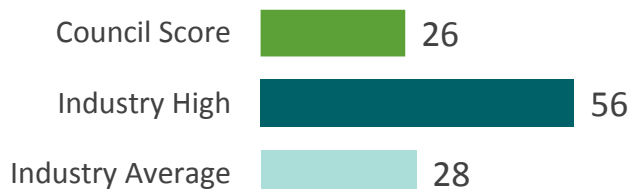
Value for money from rates

RESIDENT SATISFACTION

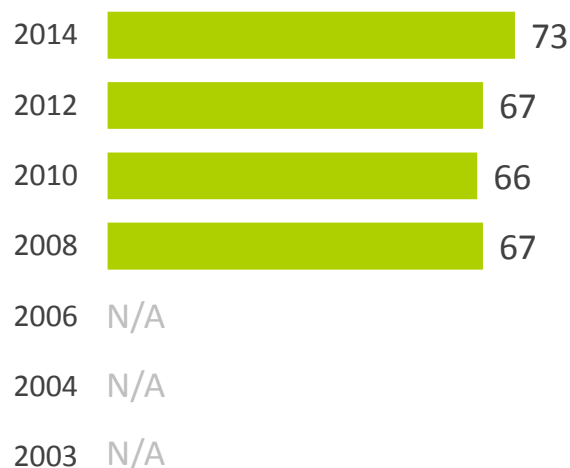
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction with value for money from rates among home owners is relatively high.

- 73% are satisfied
- 12% are dissatisfied

Satisfaction is greater among seniors and those who have lived in the area for 21+ years.

There is most room to improve perceptions among males, younger singles and couples, families with older children and those in Karawara / Collier Gardens, Kensington and Waterford.

% of respondents	Delighted	Dissatisfied
Male	19%	13%
Female	32%	10%
Younger singles / couples (18-34)	6%	0%
Families with younger children (0-12)	18%	15%
Families with older children (13+)	22%	18%
Older singles / couples (35-64)	28%	12%
Seniors (65+)	49%	7%
Como	31%	9%
Karawara / Collier Gardens^	12%	0%
Kensington^	21%	19%
Manning^	17%	6%
Salter Point^	32%	13%
South Perth	30%	10%
Waterford^	17%	37%
0 to 5 years	22%	4%
6 to 10 years	17%	15%
11 to 20 years	20%	16%
21+ years	36%	8%

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

Q. And, how satisfied are you with the value for money you get from your Council rates?

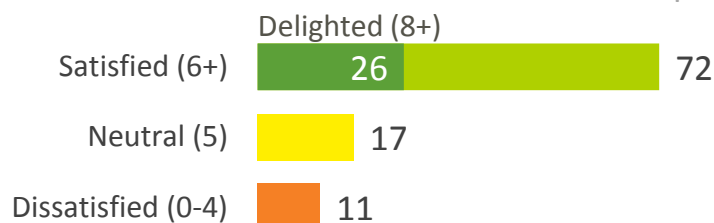
Base: Respondents who own, or are paying a mortgage on, their home and who provided a valid response, excludes 'don't know' (2008 n = 260; 2010 n = 251; 2012 n = 285; 2014 n = 281)

Governance and communication

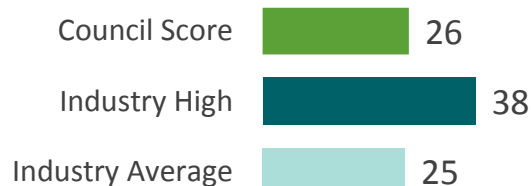
Council's leadership within the community

RESIDENT SATISFACTION

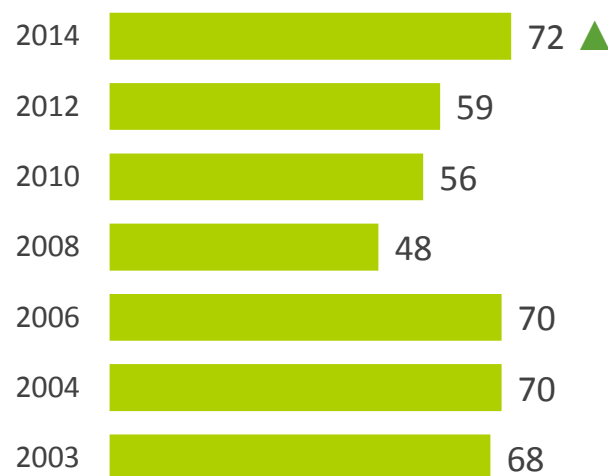
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has continued to increase since a drop in 2008 and is now relatively high.

- 72% are satisfied, up 13% points
- 11% are dissatisfied

Satisfaction is greater among renters.

There is most room to improve perceptions among families with older children, older singles and couples (although not statistically significant due to a smaller sample size), and those in Karawara / Collier Gardens and Waterford.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	25%	6%
Families with younger children (0-12)	33%	5%
Families with older children (13+)	22%	15%
Older singles / couples (35-64)	22%	15%
Seniors (65+)	37%	9%
Como	24%	7%
Karawara / Collier Gardens^	31%	20%
Kensington	31%	8%
Manning^	20%	3%
Salter Point^	29%	0%
South Perth	27%	15%
Waterford^	20%	32%
Own / paying mortgage	22%	13%
Rent	41%	9%

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

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 332; 2004 n = 359; 2006 n = 344; 2008 n = 322; 2010 n = 307; 2012 n = 290; 2014 n = 302)

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

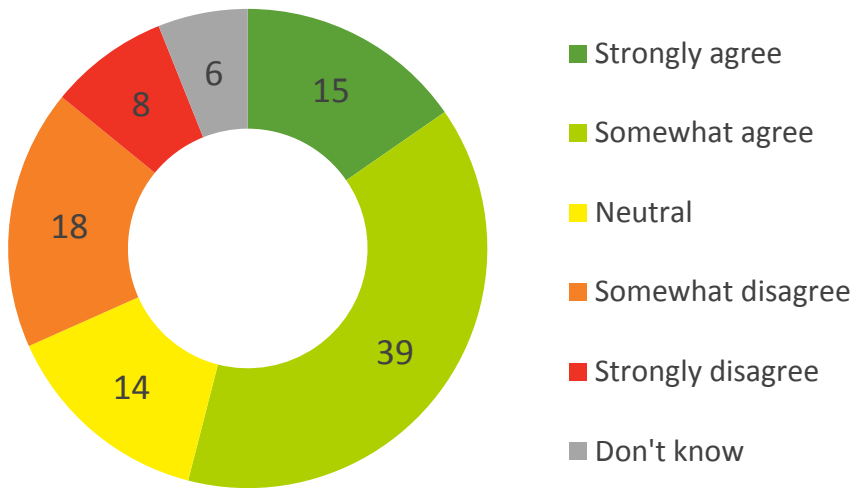
I am fairly clear about what the area is going to look and feel like in 10 years time

Perceptions have improved with 54% now agreeing that the City has developed and communicated a clear vision, up 10% points.
Those in Manning and Salter Point are most likely to agree.
Those in Kensington and home owners are more likely to disagree.

% of respondents	Agree	Disagree
Como	52%	26%
Karawara / Collier Gardens^	43%	32%
Kensington	39%	38%
Manning	76%	16%
Salter Point	72%	16%
South Perth	56%	24%
Waterford^	37%	34%
Own / paying mortgage	53%	28%
Rent	62%	14%

COMMUNITY PERSPECTIVES

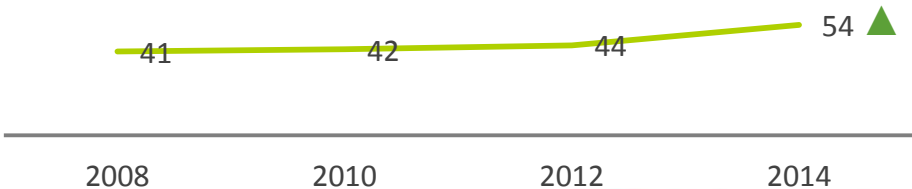
% of respondents



INDUSTRY COMPARISONS: % total agree



HISTORY: % total agree

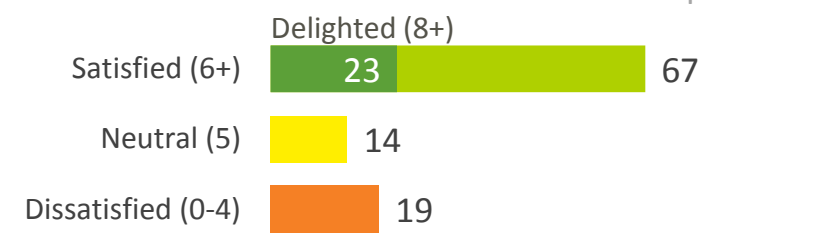


%% = significant variance %% = notable variance ^Small sample size (n < 30)

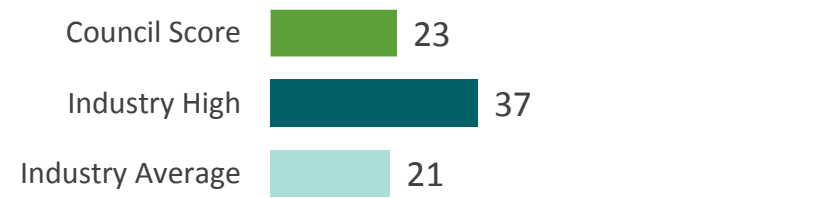
Q. I'm going to read out a few statements. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree. Base: All respondents who provided a valid response (2008 n = 402; 2010 n = 404; 2012 n = 404; 2014 n = 402)

How open and transparent the City’s processes are

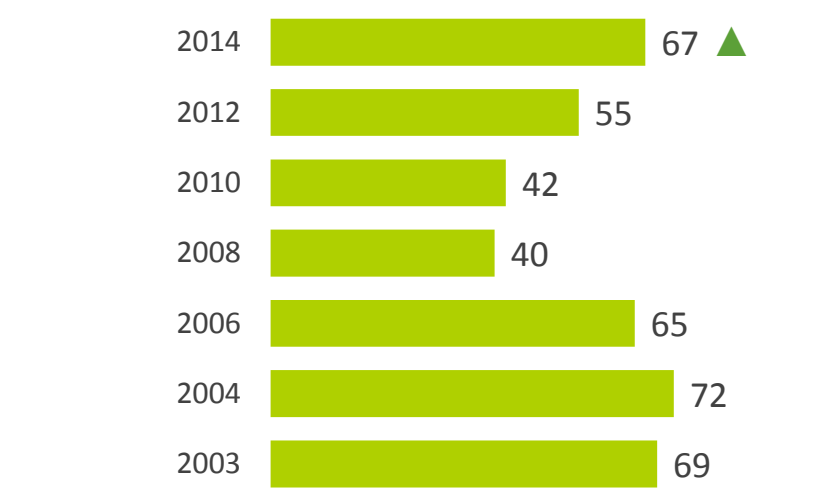
RESIDENT SATISFACTION % of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has continued to increase since a drop in 2008 and is now moderate.

- 67% are satisfied, up 12% points
- 19% are dissatisfied

Satisfaction is greater among younger singles and couples.

There is most room to improve perceptions among families with older children and those who have lived in the area for 21+ years.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	31%	11%
Families with younger children (0-12)	22%	15%
Families with older children (13+)	15%	22%
Older singles / couples (35-64)	21%	26%
Seniors (65+)	26%	18%
0 to 5 years	30%	14%
6 to 10 years	24%	16%
11 to 20 years	19%	14%
21+ years	22%	28%

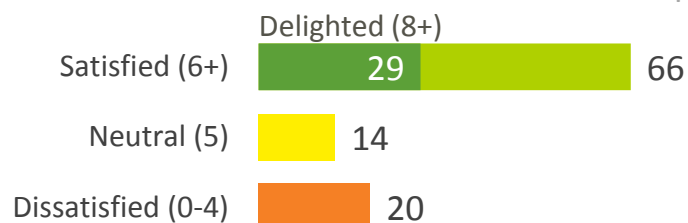
Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 320; 2004 n = 375; 2006 n = 349; 2008 n = 291; 2010 n = 272; 2012 n = 263; 2014 n = 274)

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

How the community is consulted and engaged about local issues

RESIDENT SATISFACTION

% of respondents



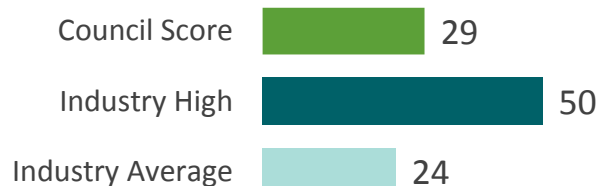
Satisfaction is moderate and is up from recent years.

- 66% are satisfied, up 10% points
- 20% are dissatisfied

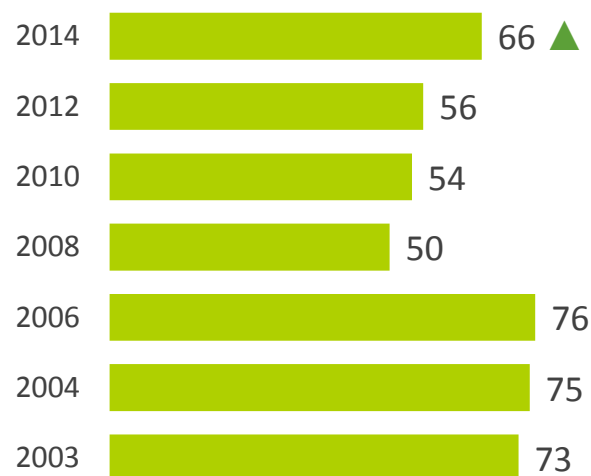
Satisfaction is greater among seniors, those who have lived in the area for 21+ years and those in Kensington.

There is most room to improve perceptions among families with older children, older singles and couples, those in Karawara / Collier Gardens, and Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	33%	13%
Families with younger children (0-12)	21%	13%
Families with older children (13+)	26%	26%
Older singles / couples (35-64)	27%	25%
Seniors (65+)	42%	16%
Como	27%	15%
Karawara / Collier Gardens^	22%	33%
Kensington	45%	17%
Manning^	27%	18%
Salter Point	28%	18%
South Perth	30%	20%
Waterford^	20%	40%
0 to 5 years	29%	14%
6 to 10 years	22%	23%
11 to 20 years	26%	21%
21+ years	35%	19%

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

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 383; 2004 n = 390; 2006 n = 372; 2008 n = 351; 2010 n = 358; 2012 n = 345; 2014 n = 345)

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

53% agree that Elected Members have a good understanding of their needs.

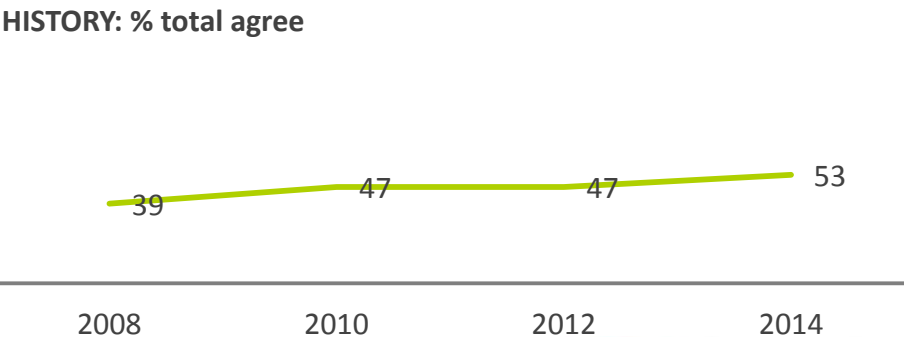
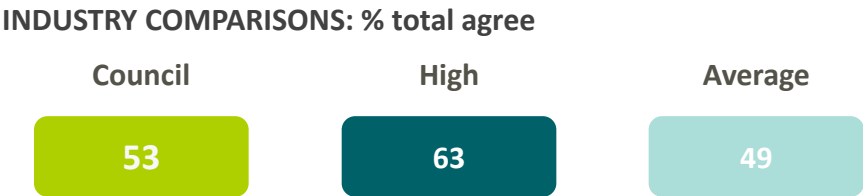
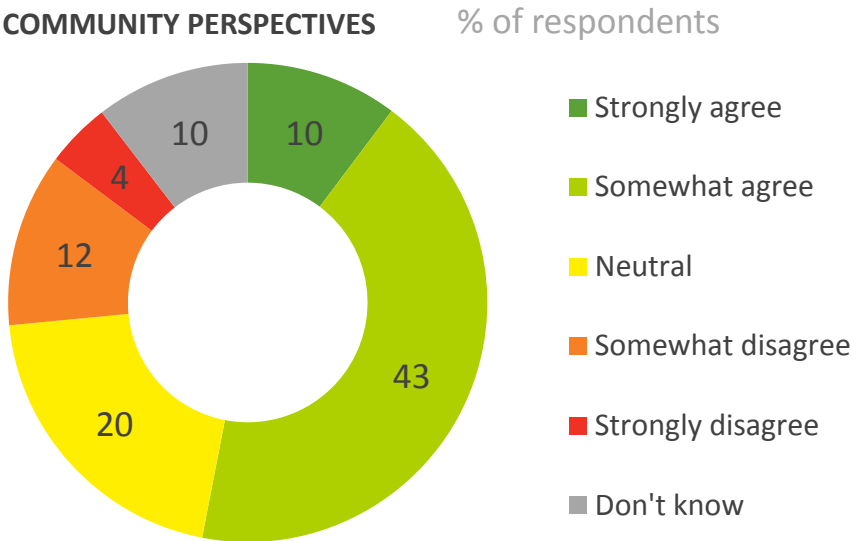
Younger singles and couples, those who have lived in the area for 0 to 5 years and those in Salter Point are more likely to agree.

Older singles and couples, seniors, those in Waterford and home owners are more likely to disagree.

% of respondents	Agree	Disagree
Younger singles / couples (18-34)	65%	5%
Families with younger children (0-12)	51%	8%
Families with older children (13+)	54%	17%
Older singles / couples (35-64)	44%	22%
Seniors (65+)	51%	23%
Como	55%	11%
Karawara / Collier Gardens^	59%	20%
Kensington	62%	14%
Manning	61%	19%
Salter Point	73%	6%
South Perth	45%	18%
Waterford^	24%	38%
Own / paying mortgage	53%	20%
Rent	56%	4%
0 to 5 years	64%	3%
6 to 10 years	46%	17%
11 to 20 years	52%	18%
21+ years	55%	19%

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

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 who provided a valid response (2008 n = 402; 2010 n = 404; 2012 n = 404; 2014 n = 402)



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

Perceptions of staff have improved with 58% now agreeing that staff have a good understanding of their needs, up 11% points.

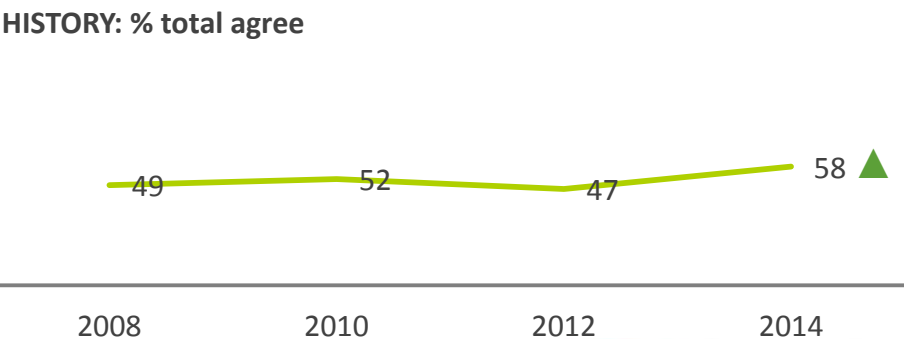
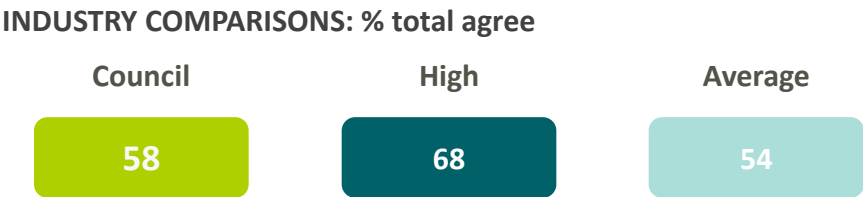
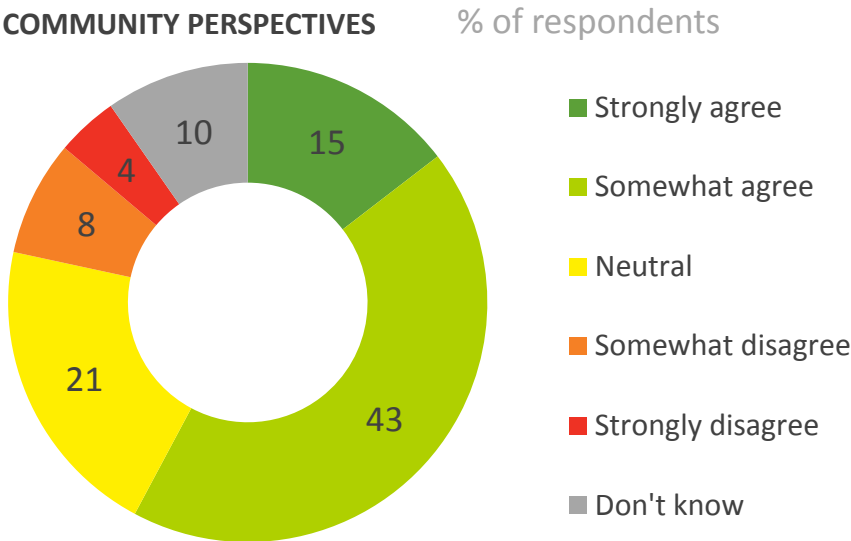
Those in Salter Point are more likely to agree and those who have lived in the area for 0 to 5 years are less likely to disagree.

Families with younger children, older singles and couples, seniors, those in Karawara /Collier Gardens and Waterford, and home owners are more likely to disagree.

% of respondents	Agree	Disagree
Younger singles / couples (18-34)	60%	3%
Families with younger children (0-12)	56%	15%
Families with older children (13+)	59%	9%
Older singles / couples (35-64)	52%	15%
Seniors (65+)	67%	19%
Como	61%	8%
Karawara / Collier Gardens^	55%	32%
Kensington	51%	10%
Manning	63%	10%
Salter Point	79%	2%
South Perth	57%	11%
Waterford^	29%	31%
Own / paying mortgage	59%	15%
Rent	56%	1%
0 to 5 years	65%	2%
6 to 10 years	53%	16%
11 to 20 years	55%	13%
21+ years	60%	13%

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

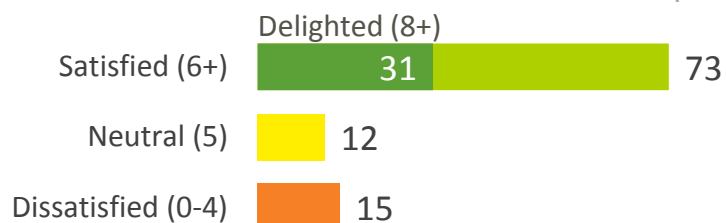
Q. I'm going to read out a few statements. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree. Base: All respondents who provided a valid response (2008 n = 402; 2010 n = 404; 2012 n = 404; 2014 n = 402)



How the community is informed about local issues

RESIDENT SATISFACTION

% of respondents



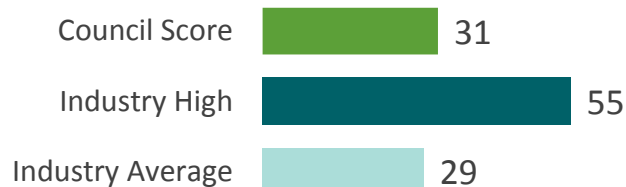
Satisfaction has increased and is now relatively high.

- 73% are satisfied, up 8% points
- 15% are dissatisfied

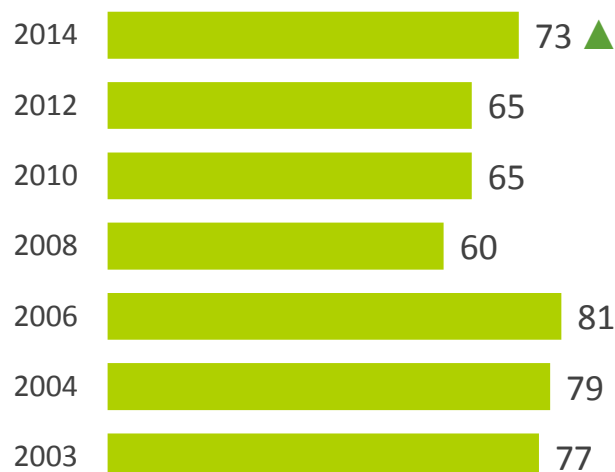
Satisfaction is greater among seniors, those who have lived in the area for 21+ years and those in Salter Point and South Perth.

There is most room to improve perceptions among younger singles and couples, families with younger children and those in Karawara / Collier Gardens.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	24%	15%
Families with younger children (0-12)	26%	15%
Families with older children (13+)	29%	17%
Older singles / couples (35-64)	31%	13%
Seniors (65+)	50%	11%
Como	29%	16%
Karawara / Collier Gardens^	27%	28%
Kensington	32%	12%
Manning	22%	5%
Salter Point	36%	8%
South Perth	38%	15%
Waterford^	19%	20%
0 to 5 years	32%	15%
6 to 10 years	21%	23%
11 to 20 years	28%	14%
21+ years	41%	11%

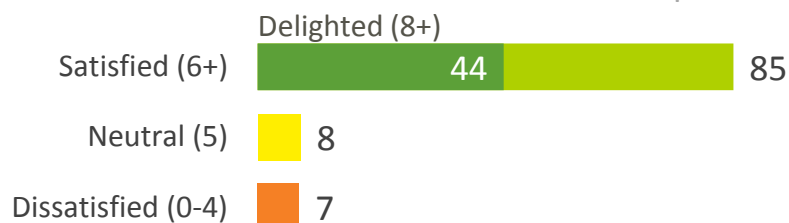
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 389; 2004 n = 392; 2006 n = 393; 2008 n = 362; 2010 n = 378; 2012 n = 376; 2014 n = 360)

Council's newsletter (The Peninsula)

RESIDENT SATISFACTION

% of respondents

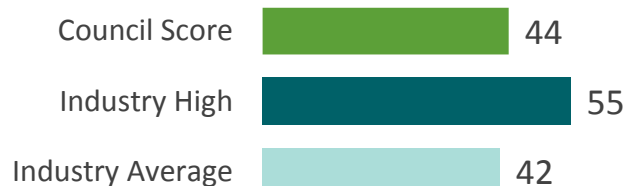


Satisfaction has increased and is now high.

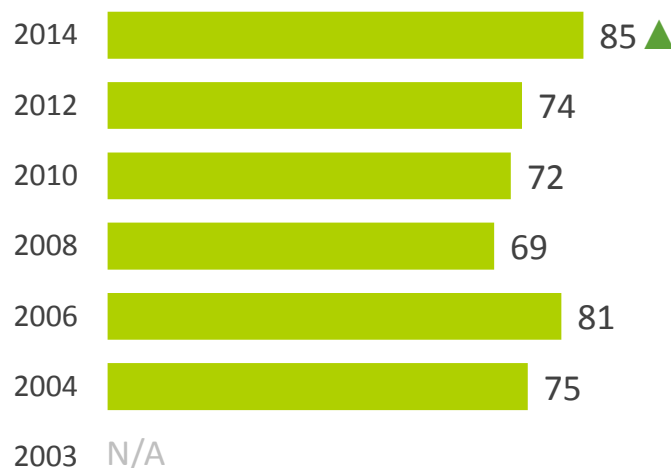
- 85% are satisfied, up 9% points

Satisfaction is greater among seniors, in Salter Point and among renters.

INDUSTRY STANDARDS



SATISFACTION HISTORY



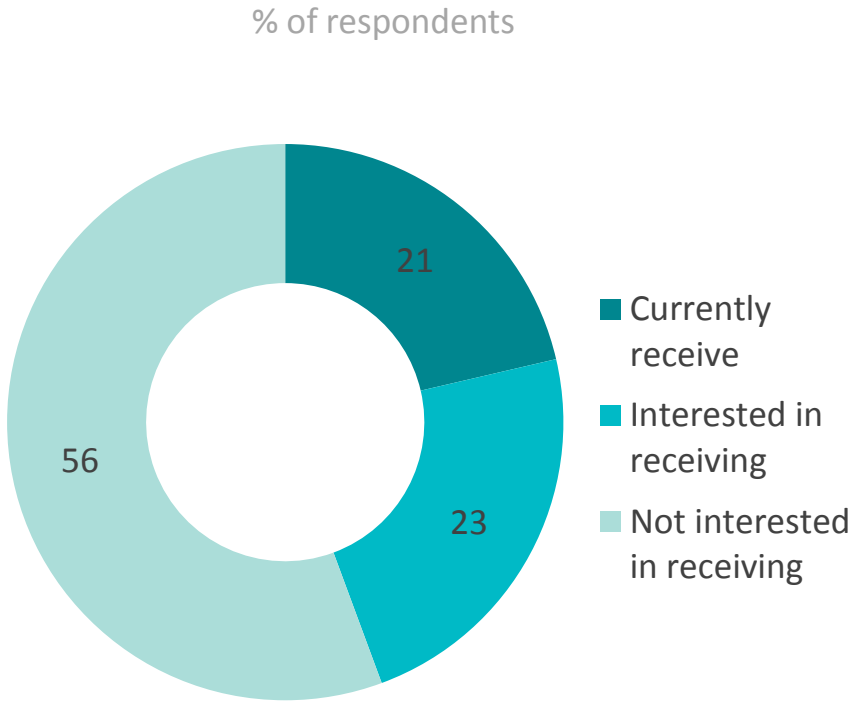
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	49%	4%
Families with younger children (0-12)	44%	7%
Families with older children (13+)	37%	4%
Older singles / couples (35-64)	42%	9%
Seniors (65+)	56%	14%
Como	40%	10%
Karawara / Collier Gardens^	31%	4%
Kensington	42%	8%
Manning^	57%	6%
Salter Point	64%	0%
South Perth	44%	9%
Waterford^	36%	6%
Own / paying mortgage	41%	9%
Rent	58%	2%

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

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = 359; 2006 n = 353; 2008 n = 343; 2010 n = 330; 2012 n = 301; 2014 n = 326)

South Perth In Focus | Penetration and interest

Do you currently / would you like to receive 'South Perth In Focus', the City's eNewsletter?



23% of residents are interested in receiving the eNewsletter but currently do not, indicating room to improve promotion and penetration of the eNewsletter.

Penetration is greater among seniors, those in Manning and Salter Point and CALD residents.

There may be most potential to increase penetration among those who have lived in the area for 0 to 5 years, renters and those in Karawara and Collier Gardens.

There is least interest in the eNewsletter among younger singles / couples, those who have lived in the area 21+ years and those in Como and Kensington.

% of respondents	Receive	Interested	Not interested
Younger singles / couples (18-34)	18%	19%	62%
Families with younger children (0-12)	26%	25%	49%
Families with older children (13+)	23%	28%	49%
Older singles / couples (35-64)	21%	20%	58%
Seniors (65+)	34%	8%	58%
Como	10%	25%	66%
Karawara / Collier Gardens^	27%	30%	43%
Kensington	17%	21%	62%
Manning	46%	6%	47%
Salter Point	50%	9%	41%
South Perth	23%	23%	53%
Waterford^	26%	18%	56%
Own / paying mortgage	24%	19%	56%
Rent	22%	42%	35%
Culturally and Linguistically Diverse	42%	23%	35%
0 to 5 years	24%	32%	44%
6 to 10 years	21%	24%	55%
11 to 20 years	26%	21%	53%
21+ years	22%	16%	62%

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

Q. Do you currently receive 'South Perth In Focus', the City's eNewsletter?

Q. Would you like us to provide the City of South Perth with your email address so you can receive eNewsletters in future?

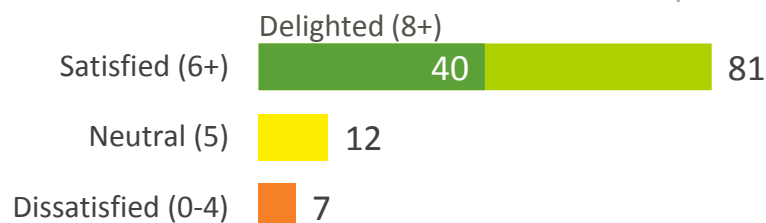
Base: All respondents (2014 n = 402)

The City's regular column in the community newspaper

The Peninsula Snapshot

RESIDENT SATISFACTION

% of respondents



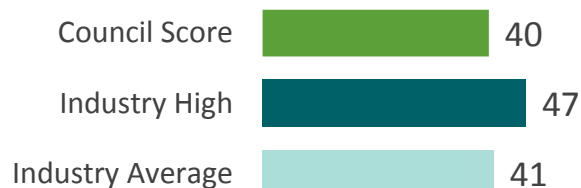
Satisfaction has continued to increase and is now high.

- 81% are satisfied, up 13% points

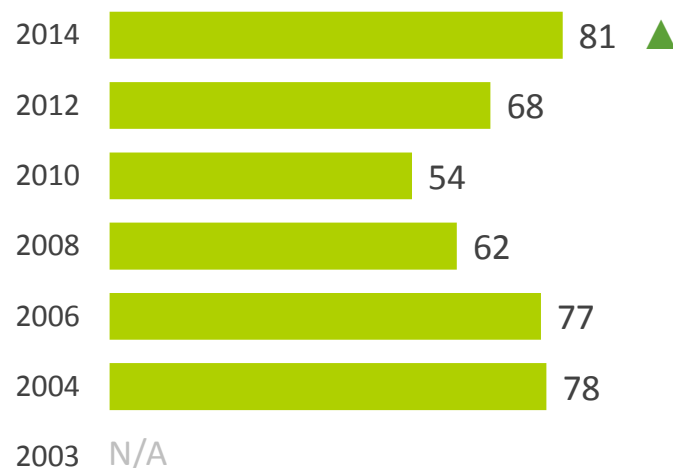
Satisfaction is greater among younger singles / couples, seniors, and those in Salter Point.

There is most room to improve perceptions in Kensington and Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



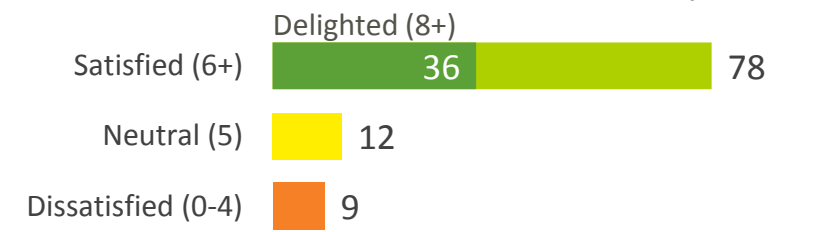
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	50%	0%
Families with younger children (0-12)	39%	9%
Families with older children (13+)	34%	6%
Older singles / couples (35-64)	36%	8%
Seniors (65+)	50%	10%
Como	46%	6%
Karawara / Collier Gardens^	36%	3%
Kensington^	37%	15%
Manning^	30%	6%
Salter Point^	55%	0%
South Perth	41%	7%
Waterford^	22%	9%

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

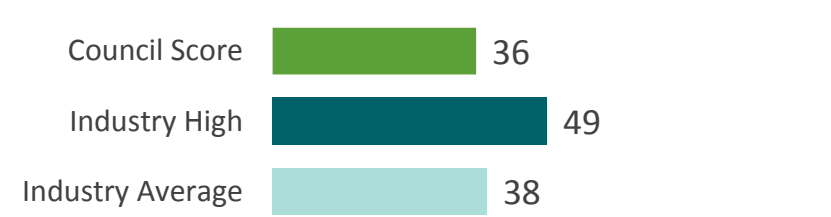
Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = 343; 2006 n = 335; 2008 n = 289; 2010 n = 254; 2012 n = 230; 2014 n = 228)

The City’s website

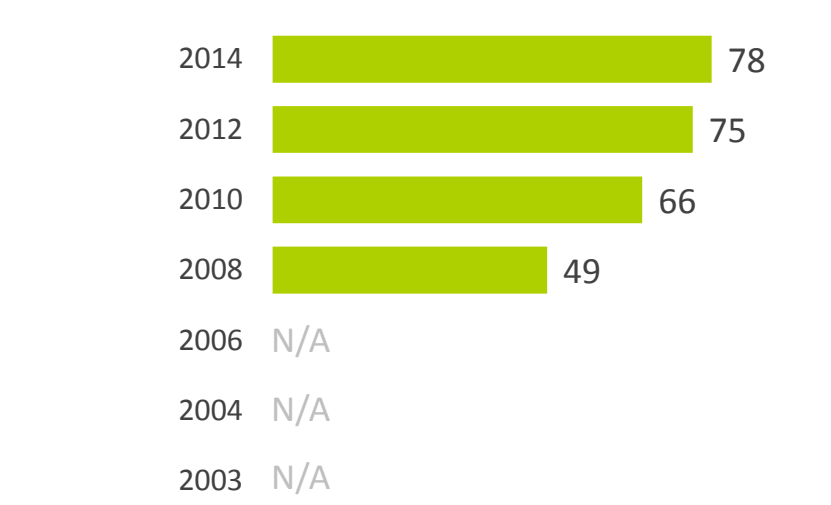
RESIDENT SATISFACTION % of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is relatively high, continuing on an upward trend.

- 78% are satisfied

Satisfaction is greater among those who have lived in the area for 0 to 5 years and 21+ years.

There is most room to improve perceptions among those in Como and Waterford (although not statistically significant due to a smaller sample size).

% of respondents	Delighted	Dissatisfied
Como	30%	13%
Karawara / Collier Gardens^	35%	0%
Kensington^	32%	12%
Manning^	37%	0%
Salter Point	Small sample size (n < 15)	
South Perth	41%	9%
Waterford^	26%	18%
0 to 5 years	56%	4%
6 to 10 years	24%	14%
11 to 20 years	34%	12%
21+ years	42%	4%

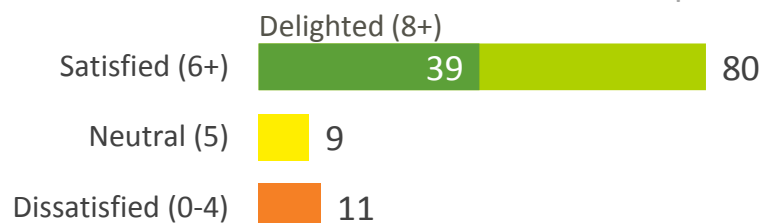
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2008 n = 232; 2010 n = 210; 2012 n = 202; 2014 n = 211)

Level of customer service

RESIDENT SATISFACTION

% of respondents



Satisfaction is high.

- 80% are satisfied

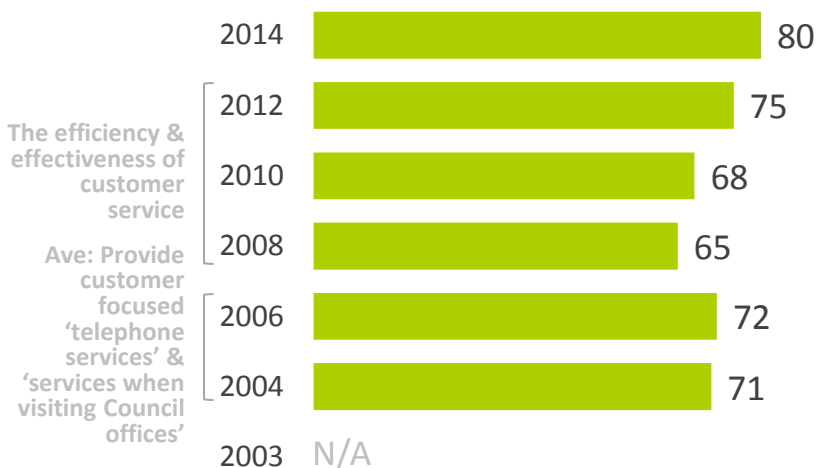
Satisfaction is greater among females, seniors, those in Salter Point and South Perth, and renters. There is also less dissatisfaction among those who have lived in the area for 0 to 5 years.

There is most room to improve perceptions among families, older singles and couples, and those in Karawara and Collier Gardens.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	32%	12%
Female	46%	10%
Younger singles / couples (18-34)	26%	0%
Families with younger children (0-12)	44%	16%
Families with older children (13+)	36%	14%
Older singles / couples (35-64)	37%	14%
Seniors (65+)	62%	3%
Como	38%	14%
Karawara / Collier Gardens^	20%	19%
Kensington^	41%	8%
Manning	36%	6%
Salter Point^	46%	7%
South Perth	46%	10%
Waterford^	32%	15%
Own / paying mortgage	37%	13%
Rent	54%	2%
0 to 5 years	38%	0%
6 to 10 years	37%	15%
11 to 20 years	36%	12%
21+ years	43%	11%

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

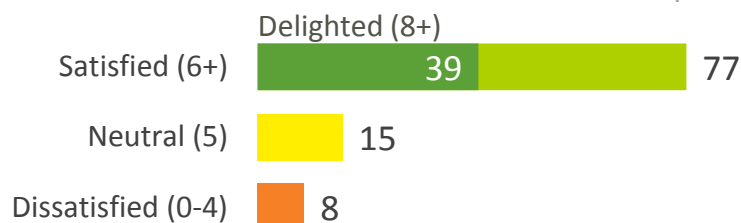
Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = varies; 2006 n = varies; 2008 n = 339; 2010 n = 325; 2012 n = 297; 2014 n = 307)

Community Development

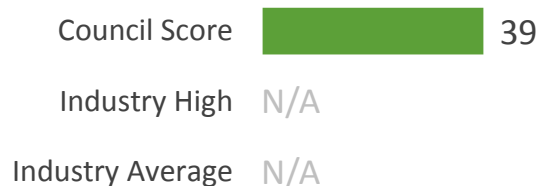
The sense of community in your local area

RESIDENT SATISFACTION

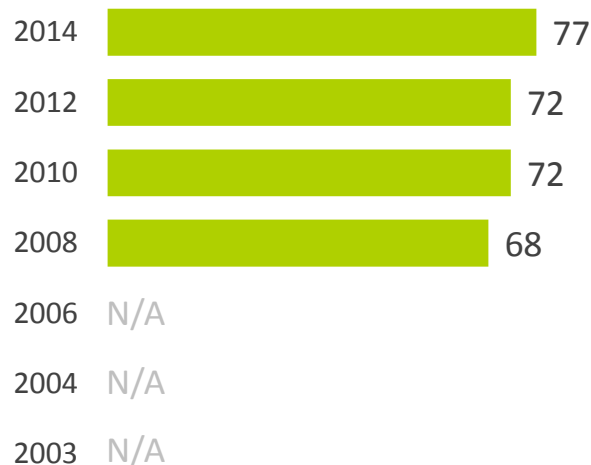
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction remains relatively high.

- 77% are satisfied

Satisfaction is greater among females, seniors and those in Kensington.

There is most room to improve perceptions among older singles and couples, those who have lived in the area for 6 to 10 years, those in Karawara/Collier Gardens and Waterford, those with a disability and CALD residents.

% of respondents	Delighted	Dissatisfied
Male	31%	11%
Female	47%	6%
Younger singles / couples (18-34)	39%	3%
Families with younger children (0-12)	41%	11%
Families with older children (13+)	38%	7%
Older singles / couples (35-64)	34%	14%
Seniors (65+)	52%	6%
Como	38%	8%
Karawara / Collier Gardens^	10%	16%
Kensington	67%	9%
Manning	36%	14%
Salter Point	49%	4%
South Perth	41%	5%
Waterford^	26%	17%
0 to 5 years	43%	5%
6 to 10 years	28%	9%
11 to 20 years	43%	11%
21+ years	42%	7%
Disability or impairment	24%	8%
Culturally and Linguistically Diverse	29%	7%

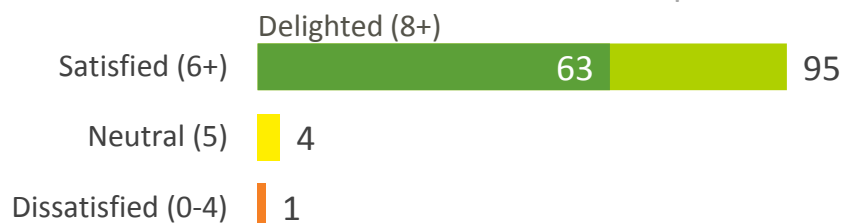
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2008 n = 378; 2010 n = 377; 2012 n = 378; 2014 n = 383)

Library and information services

RESIDENT SATISFACTION

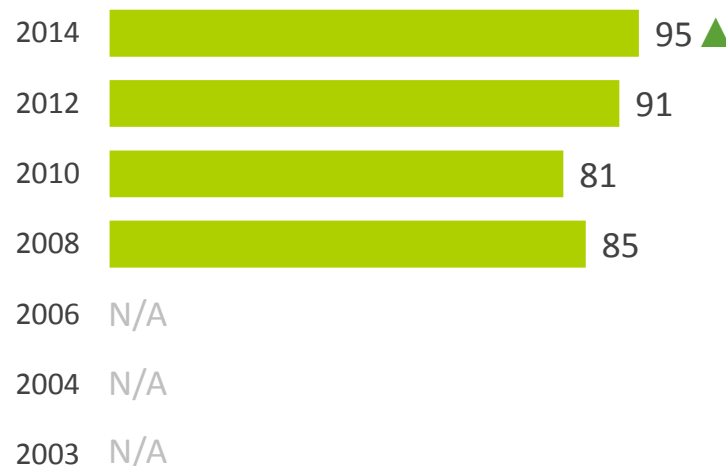
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is very high and has increased.

- 95% are satisfied, up 4% points

Satisfaction is greater among females, families with younger children, seniors and those in Salter Point, South Perth and Waterford.

There is most room to improve perceptions among younger singles and couples and those in Karawara and Collier Gardens.

% of respondents	Delighted	Dissatisfied
Male	56%	3%
Female	69%	0%
Younger singles / couples (18-34)	43%	3%
Families with younger children (0-12)	80%	0%
Families with older children (13+)	63%	0%
Older singles / couples (35-64)	56%	4%
Seniors (65+)	79%	0%
Como	64%	1%
Karawara / Collier Gardens^	39%	7%
Kensington	50%	3%
Manning	60%	3%
Salter Point	67%	0%
South Perth	70%	0%
Waterford^	67%	4%

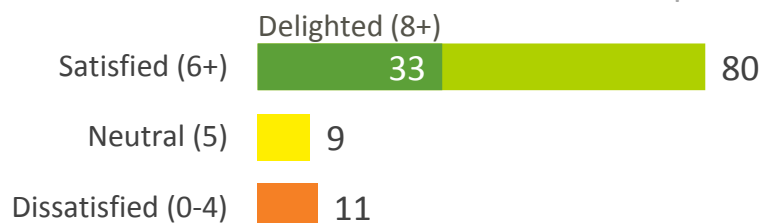
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2008 n = 368; 2010 n = 357; 2012 n = 367; 2014 n = 356)

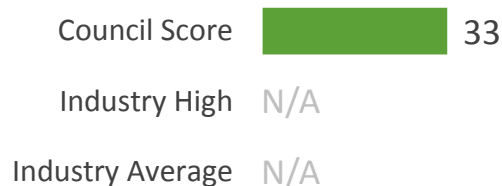
Activities for improving health and well-being

RESIDENT SATISFACTION

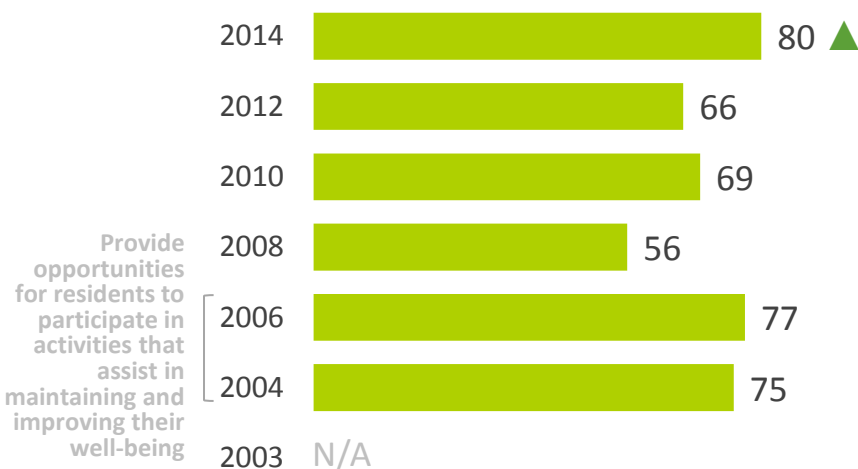
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has increased and is now high.

- 80% are satisfied, up 14% points

There is greater satisfaction among seniors and those in Salter Point.

There is most room to improve perceptions among families with older children, those who have lived in the area for 0 to 5 years and 21+ years, those in Karawara/Collier Gardens, Manning and Waterford, and home owners.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	42%	3%
Families with younger children (0-12)	31%	4%
Families with older children (13+)	23%	20%
Older singles / couples (35-64)	28%	12%
Seniors (65+)	53%	5%
Como	38%	3%
Karawara / Collier Gardens^	14%	9%
Kensington^	26%	7%
Manning^	27%	21%
Salter Point^	47%	9%
South Perth	37%	16%
Waterford^	11%	22%
Own / paying mortgage	30%	12%
Rent	42%	2%
0 to 5 years	45%	8%
6 to 10 years	23%	10%
11 to 20 years	28%	11%
21+ years	38%	12%

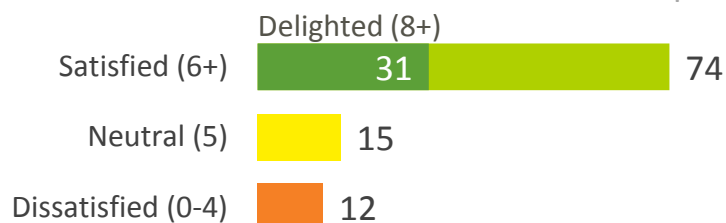
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = 333; 2006 n = 303; 2008 n = 324; 2010 n = 319; 2012 n = 329; 2014 n = 319)

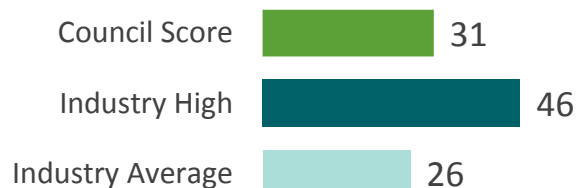
Services and facilities for youth

RESIDENT SATISFACTION

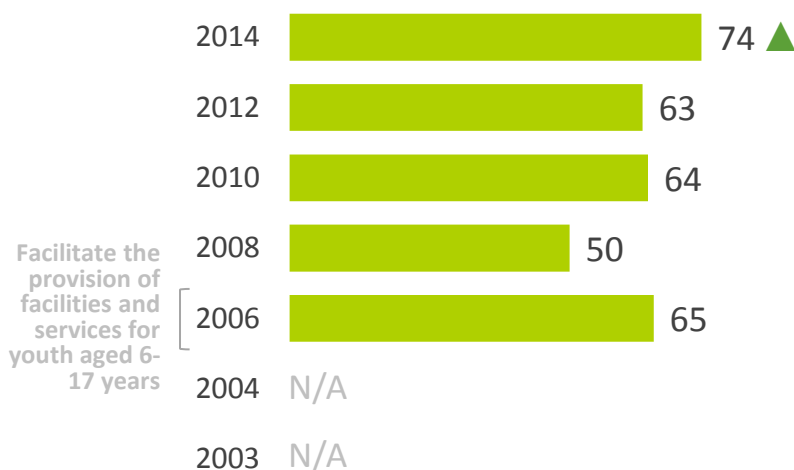
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has increased and is now relatively high.

- 74% are satisfied, up 11% points
- 12% are dissatisfied

There is greater satisfaction among those who have lived in the area for 0 to 5 years.

There is most room to improve perceptions among families with older children, older singles and couples, those in Manning, South Perth and Waterford, and home owners.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	43%	8%
Families with younger children (0-12)	36%	8%
Families with older children (13+)	25%	13%
Older singles / couples (35-64)	22%	13%
Seniors (65+)	40%	15%
Como	33%	6%
Karawara / Collier Gardens^	15%	9%
Kensington^	34%	4%
Manning^	31%	19%
Salter Point^	36%	8%
South Perth	31%	17%
Waterford^	29%	22%
Own / paying mortgage	27%	14%
Rent	38%	2%
0 to 5 years	45%	10%
6 to 10 years	28%	10%
11 to 20 years	33%	11%
21+ years	24%	14%

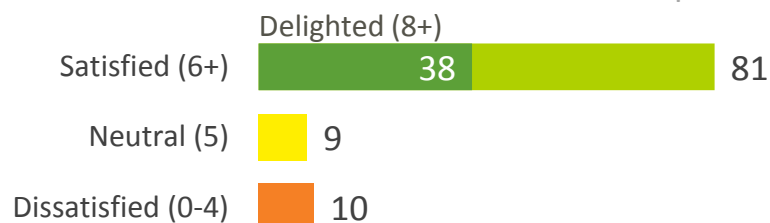
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 224; 2008 n = 300; 2010 n = 300; 2012 n = 296; 2014 n = 274)

Services for children under 12 years

RESIDENT SATISFACTION

% of respondents



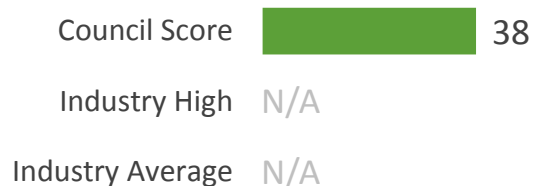
Satisfaction has increased is now high.

- 81% are satisfied, up 17% points

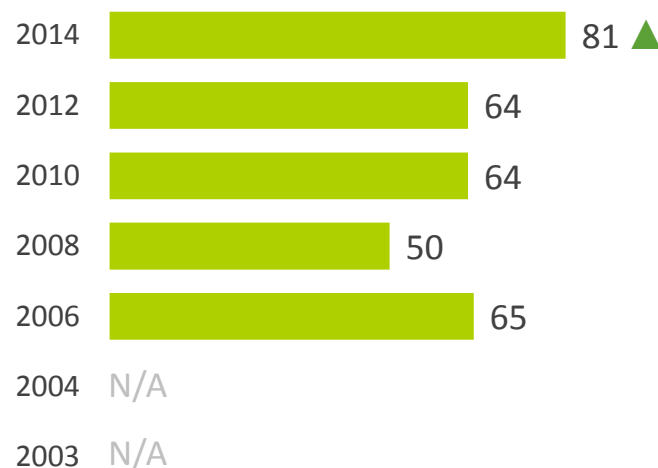
Satisfaction is greater among renters and those who have lived in the area for 0 to 5 years.

There is most room to improve perceptions among older singles and couples and those who have lived in the area for 6 to 10 years.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	46%	0%
Families with younger children (0-12)	41%	9%
Families with older children (13+)	33%	13%
Older singles / couples (35-64)	33%	16%
Seniors (65+)^	43%	9%
Own / paying mortgage	32%	11%
Rent^	57%	10%
0 to 5 years	51%	3%
6 to 10 years	24%	17%
11 to 20 years	44%	5%
21+ years	36%	14%

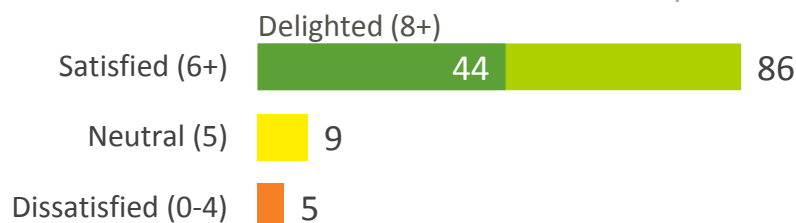
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = 328; 2006 n = 374; 2008 n = 327; 2010 n = 220; 2012 n = 230; 2014 n = 188)

Services and facilities for families

RESIDENT SATISFACTION

% of respondents



Satisfaction has increased and is now high.

- 86% are satisfied, up 7% points

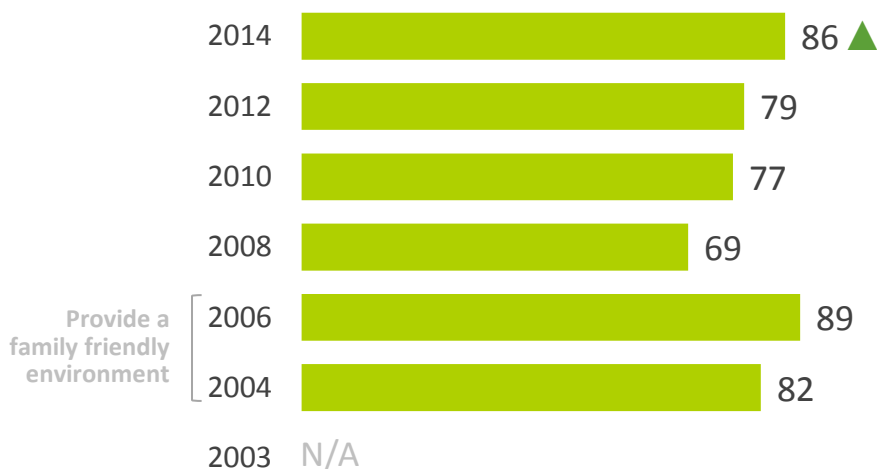
Satisfaction is greater among younger singles and couples and those who have lived in the area for 0 to 5 years.

There is most room to improve perceptions among families with older children, older singles and couples, and those in Karawara/Collier Gardens and Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	62%	0%
Families with younger children (0-12)	46%	7%
Families with older children (13+)	39%	5%
Older singles / couples (35-64)	33%	10%
Seniors (65+)	51%	2%
Como	46%	3%
Karawara / Collier Gardens^	26%	10%
Kensington	51%	6%
Manning^	44%	0%
Salter Point^	40%	4%
South Perth	52%	4%
Waterford^	21%	14%
Own / paying mortgage	39%	5%
Rent	64%	5%
0 to 5 years	59%	0%
6 to 10 years	44%	8%
11 to 20 years	44%	6%
21+ years	39%	4%

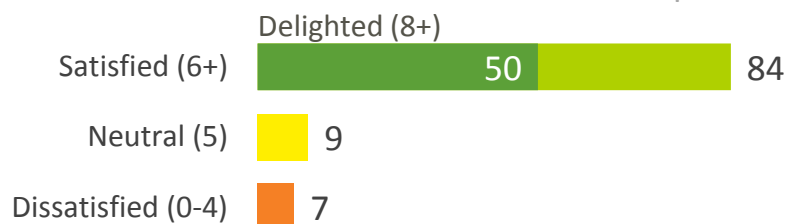
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = 328; 2006 n = 374; 2008 n = 327; 2010 n = 329; 2012 n = 324; 2014 n = 323)

Facilities, services and care available for seniors

RESIDENT SATISFACTION

% of respondents



Satisfaction is high and setting the Industry Standard.

- 84% are satisfied

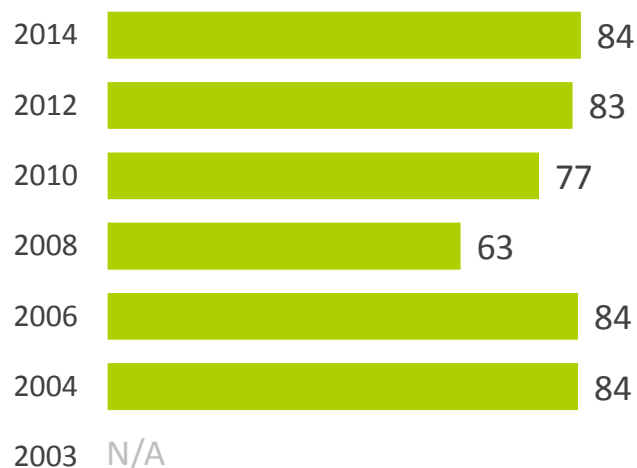
Satisfaction is greater among seniors, those who have lived in the area for 21+ years and those in Kensington.

There is most room to improve perceptions among those who have lived in the area for 6 to 10 years and those in Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	44%	7%
Families with younger children (0-12)	43%	9%
Families with older children (13+)	49%	5%
Older singles / couples (35-64)	41%	9%
Seniors (65+)	72%	3%
Como	42%	10%
Karawara / Collier Gardens	small sample size (n < 15)	
Kensington^	74%	4%
Manning^	50%	3%
Salter Point^	65%	0%
South Perth	50%	6%
Waterford^	26%	10%
0 to 5 years	46%	4%
6 to 10 years	36%	14%
11 to 20 years	49%	3%
21+ years	58%	6%

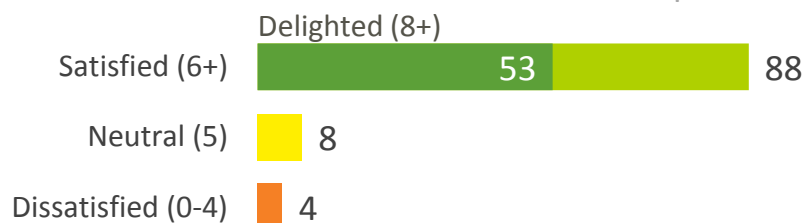
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2004 n = 294; 2006 n = 214; 2008 n = 294; 2010 n = 287; 2012 n = 259; 2014 n = 243)

Festivals, events and cultural activities

RESIDENT SATISFACTION

% of respondents



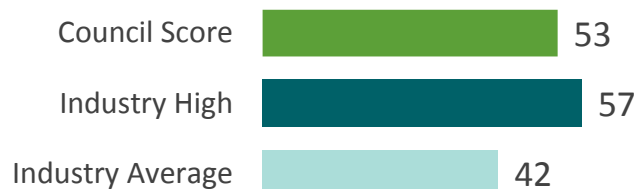
Satisfaction has increased and is now high.

- 88% are satisfied

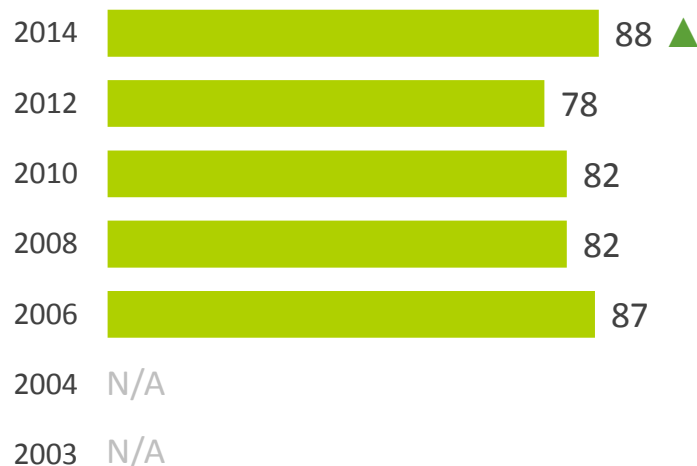
Satisfaction is greater among females and those in South Perth.

There is most room to improve perceptions among those in Karawara and Collier Gardens.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	45%	5%
Female	60%	4%
Como	55%	2%
Karawara / Collier Gardens^	39%	14%
Kensington	50%	0%
Manning	36%	0%
Salter Point	52%	8%
South Perth	62%	5%
Waterford^	41%	6%

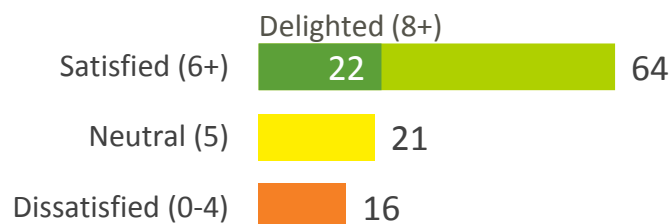
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 371; 2008 n = 379; 2010 n = 368; 2012 n = 370; 2014 n = 380)

Street artworks and public art

RESIDENT SATISFACTION

% of respondents



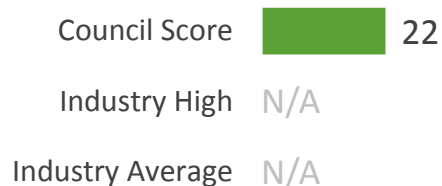
Satisfaction is moderate and has increased.

- 64% are satisfied, up 13% points
- 16% are dissatisfied

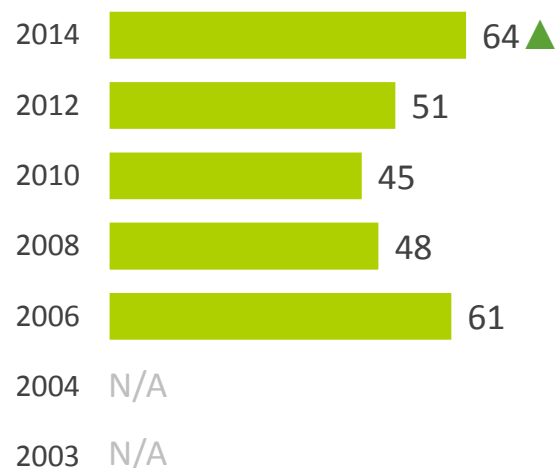
Satisfaction is greater among seniors, those in Manning and renters.

There is most room to improve perceptions among males, older singles and couples, and those in Karawara/Collier Gardens, and Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	14%	22%
Female	28%	10%
Younger singles / couples (18-34)	30%	12%
Families with younger children (0-12)	16%	11%
Families with older children (13+)	17%	17%
Older singles / couples (35-64)	18%	23%
Seniors (65+)	36%	12%
Como	23%	11%
Karawara / Collier Gardens^	6%	31%
Kensington	30%	9%
Manning^	42%	13%
Salter Point^	24%	8%
South Perth	18%	17%
Waterford^	13%	40%
Own / paying mortgage	18%	15%
Rent	39%	19%

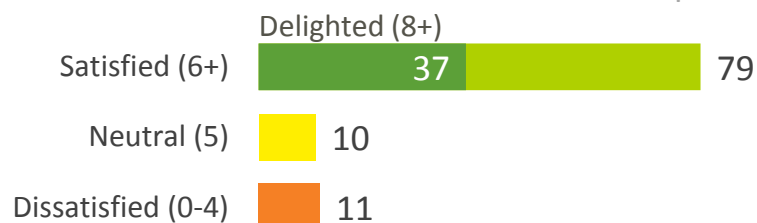
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 324; 2008 n = 336; 2010 n = 307; 2012 n = 300; 2014 n = 310)

How local history and heritage is preserved and promoted

RESIDENT SATISFACTION

% of respondents



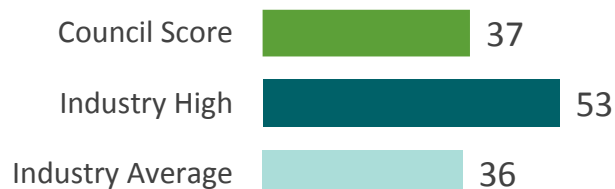
Satisfaction is relatively high.

- 79% are satisfied

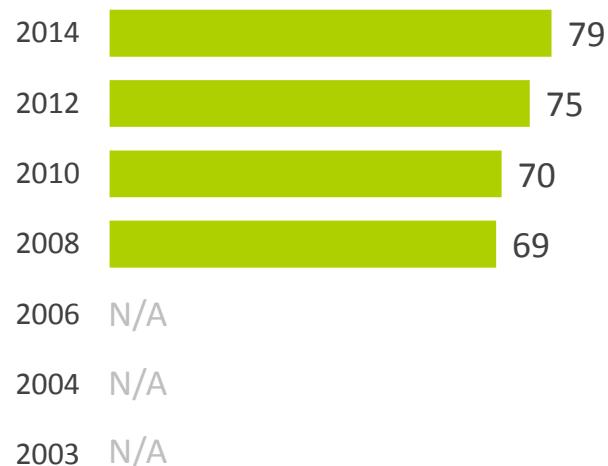
Satisfaction is greater among females, seniors and those who have lived in the area for 21+ years.

There is most room to improve perceptions among families with older children, those who have lived in the area for 6 to 10 years and 11 to 20 years, those in Karawara/Collier Gardens, and Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	30%	17%
Female	43%	6%
Younger singles / couples (18-34)	36%	7%
Families with younger children (0-12)	38%	8%
Families with older children (13+)	29%	17%
Older singles / couples (35-64)	33%	9%
Seniors (65+)	63%	7%
Como	32%	2%
Karawara / Collier Gardens^	35%	28%
Kensington	32%	15%
Manning^	36%	11%
Salter Point^	45%	18%
South Perth	43%	10%
Waterford^	32%	30%
0 to 5 years	34%	2%
6 to 10 years	26%	17%
11 to 20 years	38%	15%
21+ years	43%	6%

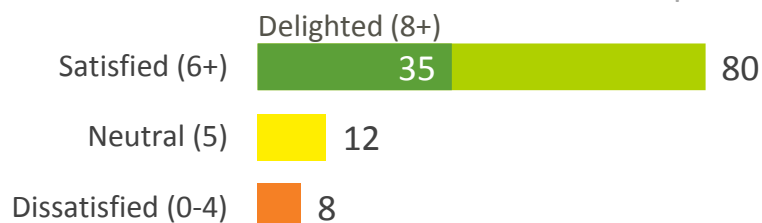
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2008 n = 350; 2010 n = 343; 2012 n = 335; 2014 n = 328)

Safety and security

RESIDENT SATISFACTION

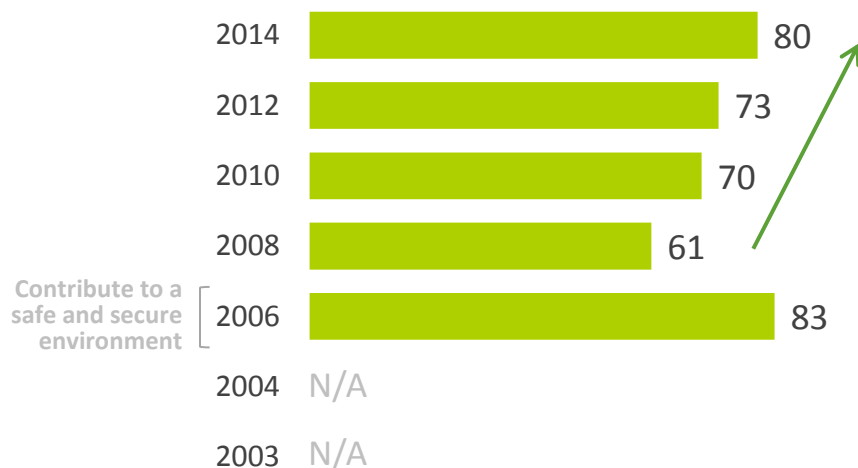
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has continue to improve since 2008 and is now high.

- 80% are satisfied, up 7% points

Satisfaction is greater among younger singles and couples, seniors, home owners, those who have lived in the area for 0 to 5 years and those in Salter Point.

There is most room to improve perceptions among males, older singles and couples, those in Karawara/Collier Gardens, and Waterford.

% of respondents	Delighted	Dissatisfied
Male	33%	11%
Female	37%	4%
Younger singles / couples (18-34)	46%	3%
Families with younger children (0-12)	27%	5%
Families with older children (13+)	30%	9%
Older singles / couples (35-64)	25%	13%
Seniors (65+)	52%	7%
Como	34%	6%
Karawara / Collier Gardens^	27%	16%
Kensington	31%	7%
Manning	38%	11%
Salter Point	48%	0%
South Perth	34%	7%
Waterford^	31%	17%
Own / paying mortgage	31%	8%
Rent	53%	6%
0 to 5 years	47%	11%
6 to 10 years	35%	6%
11 to 20 years	28%	9%
21+ years	35%	7%

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

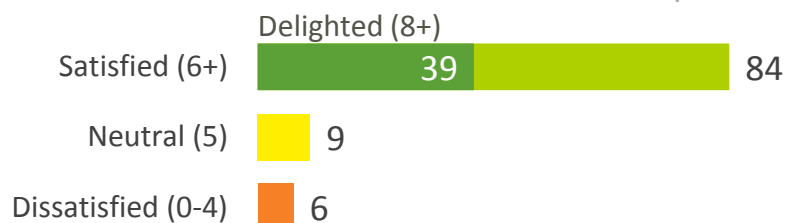
Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 380; 2008 n = 379; 2010 n = 386; 2012 n = 392; 2014 n = 375)

Natural Environment

Conservation and environmental management

RESIDENT SATISFACTION

% of respondents

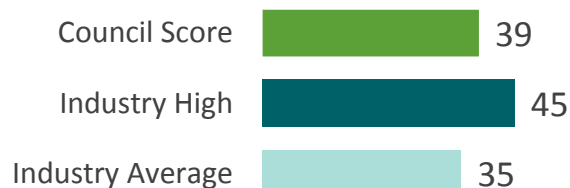


Satisfaction has continued to increase since 2008 and is now high.

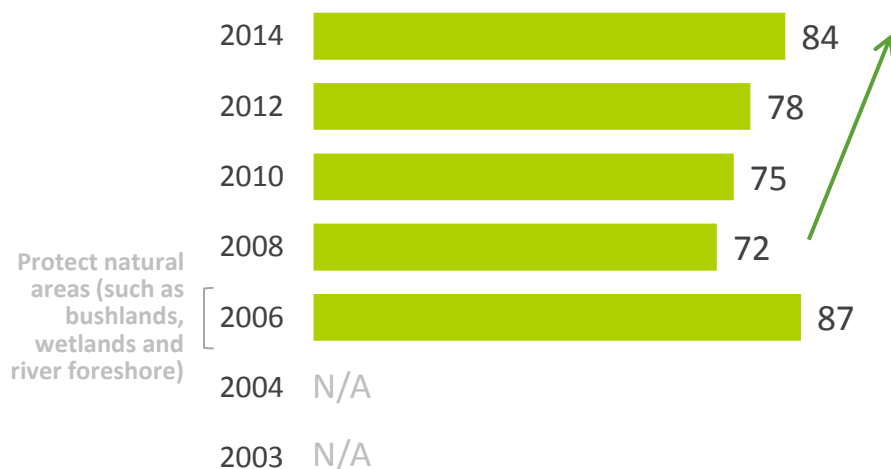
- 84% are satisfied

Satisfaction is greater among home owners, those who have lived in the area for 6 to 10 years and 21+ years, those with a disability or impairment and CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Own / paying mortgage	36%	7%
Rent	53%	5%
0 to 5 years	34%	6%
6 to 10 years	46%	3%
11 to 20 years	29%	10%
21+ years	46%	5%
Disability or impairment^	59%	3%
Culturally and Linguistically Diverse	53%	9%

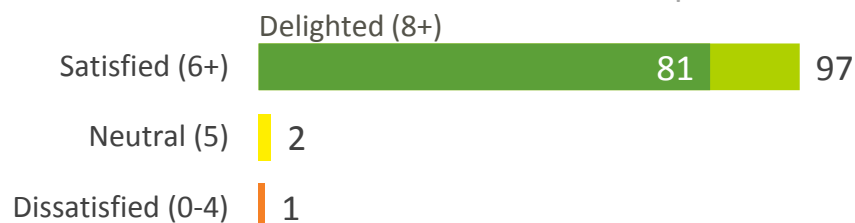
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 389; 2008 n = 350; 2010 n = 359; 2012 n = 322; 2014 n = 326)

Weekly rubbish collections

RESIDENT SATISFACTION

% of respondents



Satisfaction remains very high.

- 97% are satisfied

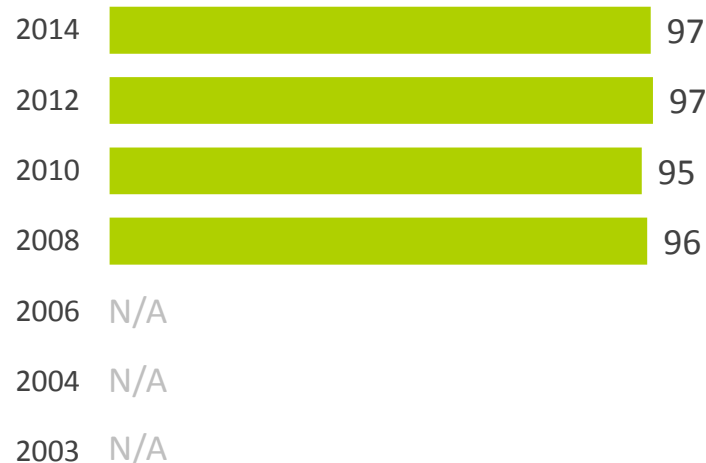
Satisfaction is greater among seniors and those in South Perth.

There is most room to improve perceptions in Salter Point and among CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	84%	0%
Families with younger children (0-12)	73%	2%
Families with older children (13+)	77%	1%
Older singles / couples (35-64)	78%	3%
Seniors (65+)	93%	0%
Como	80%	1%
Karawara / Collier Gardens^	76%	6%
Kensington	77%	0%
Manning	79%	0%
Salter Point	67%	0%
South Perth	88%	1%
Waterford^	81%	0%
Culturally and Linguistically Diverse	66%	0%

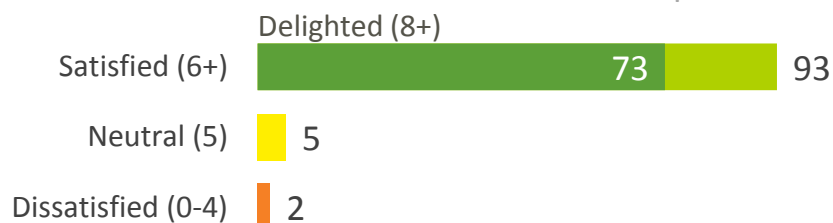
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2008 n = 401; 2010 n = 404; 2012 n = 402; 2014 n = 398)

Fortnightly recycling services

RESIDENT SATISFACTION

% of respondents



Satisfaction is very high.

- 93% are satisfied

Satisfaction is greater among females, seniors and renters.

There is most room to improve perceptions among those in Karawara/Collier Gardens and CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	67%	2%
Female	78%	2%
Younger singles / couples (18-34)	76%	3%
Families with younger children (0-12)	68%	3%
Families with older children (13+)	67%	3%
Older singles / couples (35-64)	71%	1%
Seniors (65+)	91%	1%
Como	73%	2%
Karawara / Collier Gardens^	66%	14%
Kensington	79%	2%
Manning	72%	0%
Salter Point	68%	2%
South Perth	75%	0%
Waterford^	69%	5%
Own / paying mortgage	69%	2%
Rent	83%	2%
Culturally and Linguistically Diverse	59%	3%

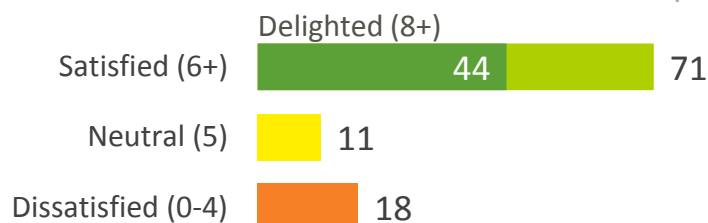
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 397; 2008 n = 392; 2010 n = 396; 2012 n = 393; 2014 n = 399)

Verge-side bulk rubbish collections

RESIDENT SATISFACTION

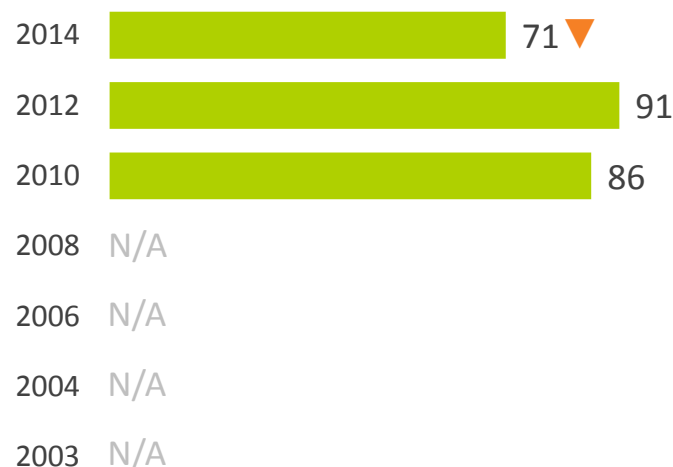
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is relatively high but has dropped significantly, and is behind the industry average.

- 71% are satisfied, down 20% points
- 18% are dissatisfied

Satisfaction is greater among seniors, those who have lived in the area for 0 to 5 years, those in Salter Point and South Perth, and renters.

There is most room to improve perceptions among families, older singles and couples, home owners, those who have lived in the area for 6 to 10 years and those in Karawara/Collier Gardens, and Waterford.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	61%	6%
Families with younger children (0-12)	34%	27%
Families with older children (13+)	35%	21%
Older singles / couples (35-64)	36%	22%
Seniors (65+)	66%	12%
Como	46%	19%
Karawara / Collier Gardens^	25%	27%
Kensington	41%	17%
Manning	38%	14%
Salter Point	54%	8%
South Perth	52%	16%
Waterford^	26%	34%
Own / paying mortgage	40%	21%
Rent	55%	14%
0 to 5 years	61%	7%
6 to 10 years	30%	19%
11 to 20 years	44%	23%
21+ years	47%	17%

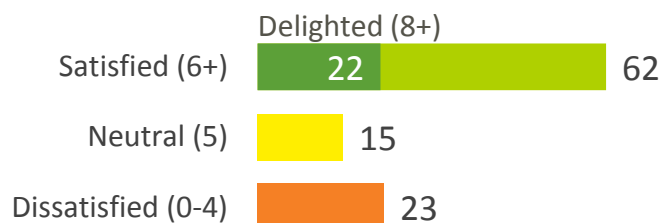
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2010 n = 400; 2012 n = 397; 2014 n = 392)

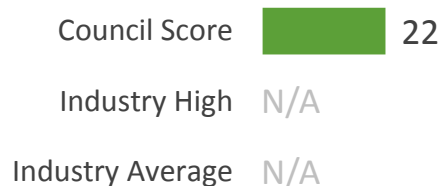
Information provided by the City on sustainable living

RESIDENT SATISFACTION

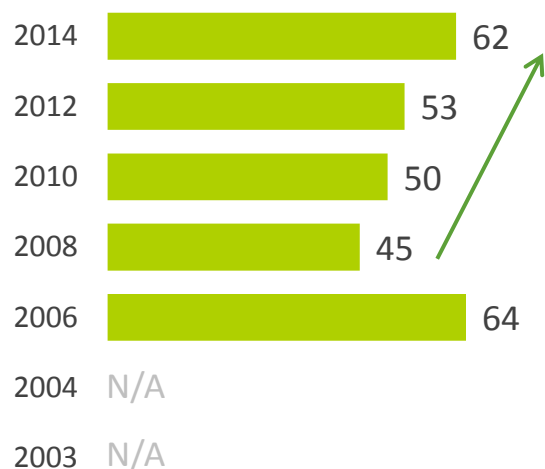
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has continued to increase since the drop in 2008, and is now moderate.

- 62% are satisfied, up 9% points
- 23% are dissatisfied

Satisfaction is greater among seniors, renters, those who have lived in the area for 0 to 5 years and CALD residents.

There is most room to improve perceptions among those in Karawara/Collier Gardens, and Waterford.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	25%	20%
Families with younger children (0-12)	24%	16%
Families with older children (13+)	15%	26%
Older singles / couples (35-64)	22%	25%
Seniors (65+)	36%	19%
Como	19%	16%
Karawara / Collier Gardens^	20%	38%
Kensington^	24%	24%
Manning^	21%	11%
Salter Point^	25%	7%
South Perth	25%	28%
Waterford^	16%	40%
Own / paying mortgage	18%	25%
Rent	39%	15%
0 to 5 years	30%	15%
6 to 10 years	22%	27%
11 to 20 years	16%	25%
21+ years	26%	21%
Culturally and Linguistically Diverse	34%	17%

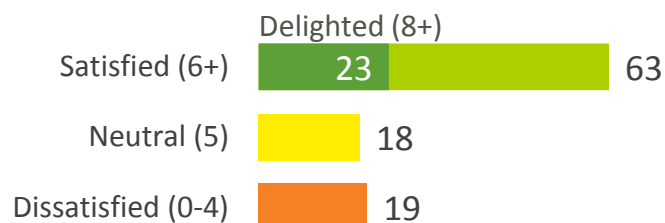
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 292; 2008 n = 302; 2010 = 291; 2012 n = 278; 2014 n = 261)

The opportunity to get involved in sustainability activities

RESIDENT SATISFACTION

% of respondents



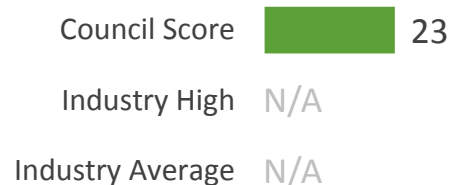
Satisfaction is moderate.

- 63% are satisfied
- 19% are dissatisfied

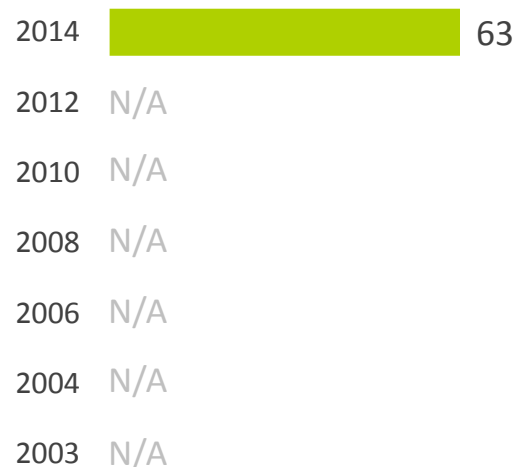
Satisfaction is greater among seniors, those who have lived in the area for 0 to 5 years and 11 to 20 years and those in Salter Point.

There is most room to improve perceptions among males, families with older children, those in Karawara/Collier Gardens.

INDUSTRY STANDARDS



SATISFACTION HISTORY



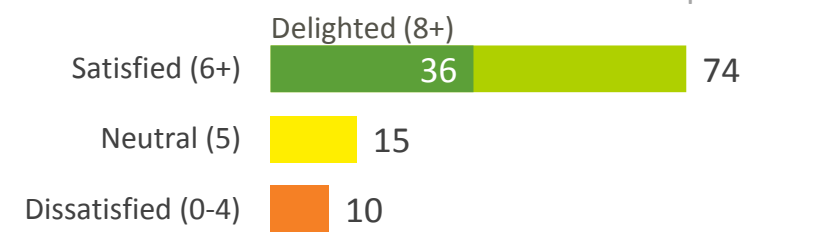
% of respondents	Delighted	Dissatisfied
Male	27%	25%
Female	20%	14%
Younger singles / couples (18-34)	13%	6%
Families with younger children (0-12)	28%	19%
Families with older children (13+)	17%	28%
Older singles / couples (35-64)	28%	22%
Seniors (65+)	39%	8%
Como	20%	11%
Karawara / Collier Gardens^	16%	38%
Kensington^	27%	16%
Manning^	20%	23%
Salter Point^	47%	8%
South Perth	18%	27%
Waterford^	30%	26%
0 to 5 years	13%	4%
6 to 10 years	19%	27%
11 to 20 years	29%	20%
21+ years	22%	17%

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

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2014 n = 221)

Enforcement of local laws relating to food, health, noise & pollution

RESIDENT SATISFACTION % of respondents



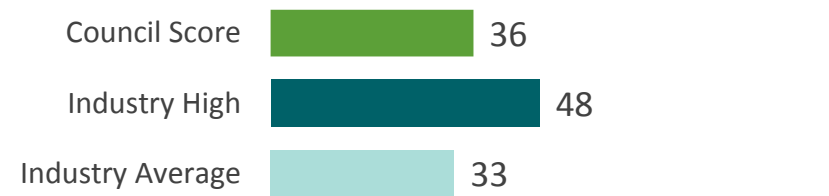
Satisfaction is relatively high.

- 74% are satisfied

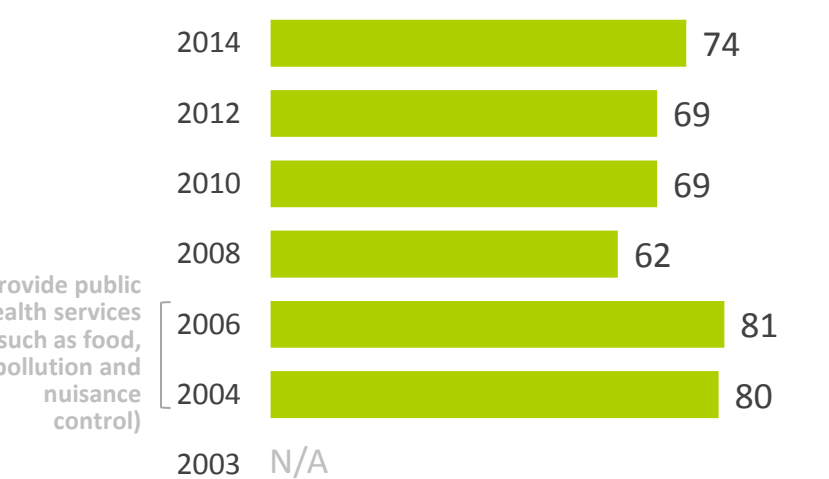
Satisfaction is greater among those in Salter Point.

There is most room to improve perceptions among those in Manning.

INDUSTRY STANDARDS



SATISFACTION HISTORY



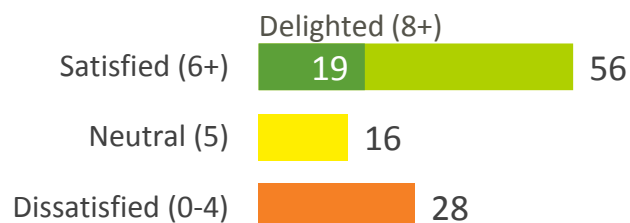
% of respondents	Delighted	Dissatisfied
Como	28%	11%
Karawara / Collier Gardens^	42%	16%
Kensington^	51%	3%
Manning^	18%	5%
Salter Point^	58%	0%
South Perth	38%	15%
Waterford^	24%	14%

Built Environment

Planning and building approvals

RESIDENT SATISFACTION

% of respondents



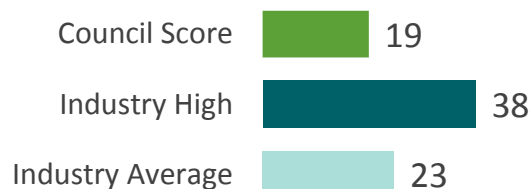
Satisfaction has increased and is now moderate, but remains a priority area to improve.

- 56% are satisfied, up 10% points
- 28% are dissatisfied

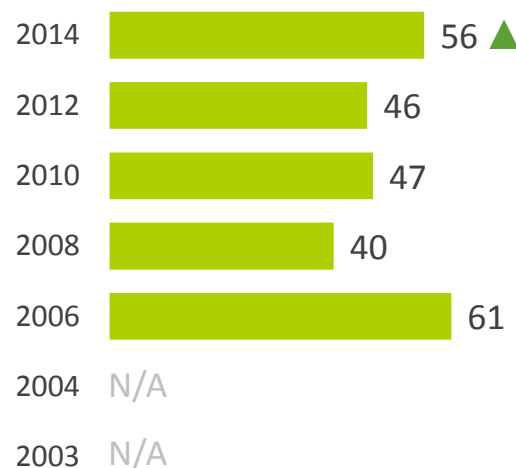
Satisfaction is greater among seniors.

There is most room to improve perceptions among older singles and couples, and those in Karawara/Collier Gardens.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	15%	14%
Families with younger children (0-12)	25%	29%
Families with older children (13+)	14%	29%
Older singles / couples (35-64)	17%	36%
Seniors (65+)	31%	28%
Como	21%	14%
Karawara / Collier Gardens^	19%	41%
Kensington^	28%	23%
Manning^	18%	30%
Salter Point^	18%	34%
South Perth	11%	36%
Waterford	Small sample size (n < 15)	

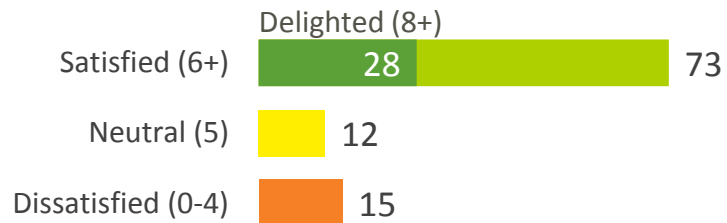
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 300; 2008 n = 287; 2010 n = 240; 2012 n = 246; 2014 n = 229)

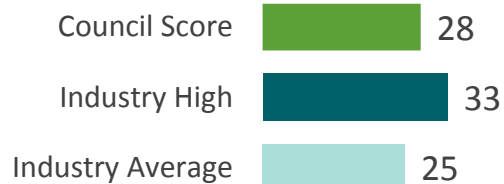
The control of parking

RESIDENT SATISFACTION

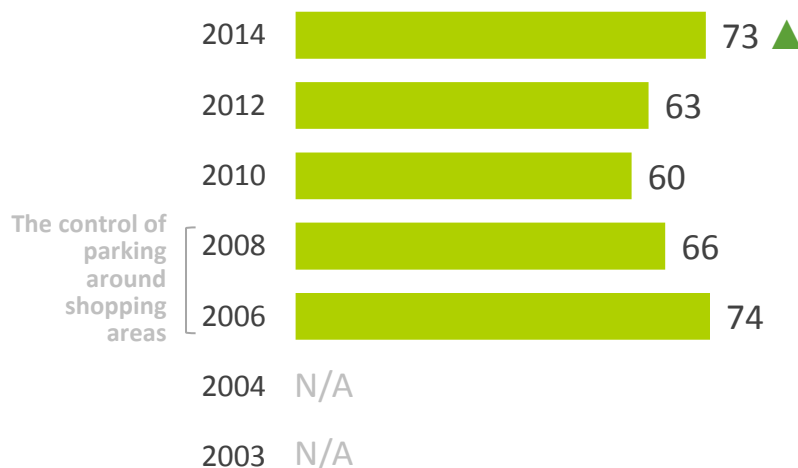
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction has increased and is now relatively high, though remains a priority area.

- 73% are satisfied, up 10% points
- 15% are dissatisfied

Satisfaction is greater among seniors, those who have lived in the area for 0 to 5 years and those in Manning (although not statistically significant due to a smaller sample size).

There is most room to improve perceptions among families with older children, older singles and couples and those in Karawara/Collier Gardens.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	31%	8%
Families with younger children (0-12)	28%	11%
Families with older children (13+)	23%	17%
Older singles / couples (35-64)	26%	21%
Seniors (65+)	39%	13%
Como	21%	14%
Karawara / Collier Gardens^	25%	32%
Kensington	28%	4%
Manning^	40%	17%
Salter Point^	23%	18%
South Perth	34%	12%
Waterford^	34%	22%
0 to 5 years	38%	4%
6 to 10 years	21%	19%
11 to 20 years	24%	16%
21+ years	33%	15%

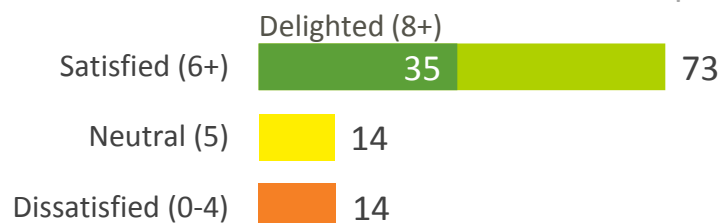
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 376; 2008 n = 379; 2010 n = 359; 2012 n = 355; 2014 n = 361)

The management and control of traffic on local roads

RESIDENT SATISFACTION

% of respondents



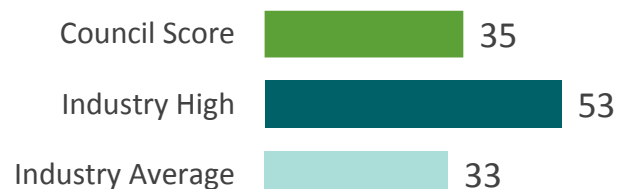
Satisfaction is relatively high but continues to be a priority area for many.

- 73% are satisfied
- 14% are dissatisfied.

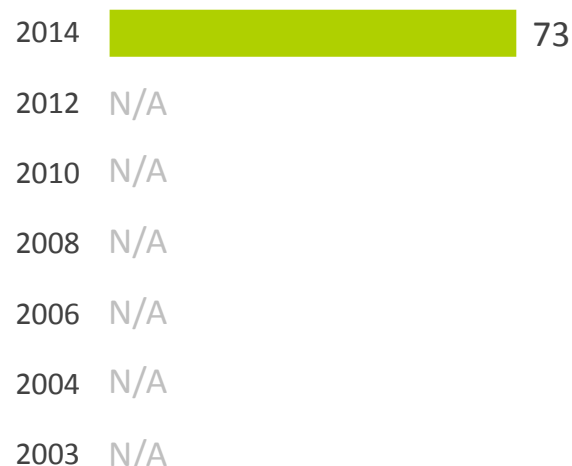
Satisfaction is greater among seniors, those in Kensington and Manning, and renters.

There is most room to improve perceptions among families with older children, those who have lived in the area for 11 to 20 years and those in Karawara/Collier Gardens.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	41%	5%
Families with younger children (0-12)	36%	12%
Families with older children (13+)	32%	18%
Older singles / couples (35-64)	31%	16%
Seniors (65+)	45%	15%
Como	35%	12%
Karawara / Collier Gardens^	14%	24%
Kensington	46%	13%
Manning	45%	7%
Salter Point	36%	15%
South Perth	37%	13%
Waterford^	27%	23%
Own / paying mortgage	30%	16%
Rent	48%	10%
0 to 5 years	42%	6%
6 to 10 years	31%	11%
11 to 20 years	40%	19%
21+ years	32%	14%

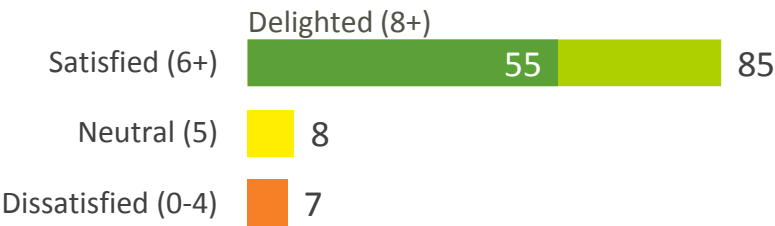
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2014 n = 378)

How traffic, parking and clean-up is managed for public events

Such as Australia Day and Fiesta

RESIDENT SATISFACTION % of respondents



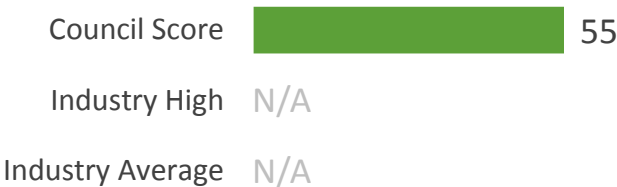
Satisfaction is high.

- 85% are satisfied

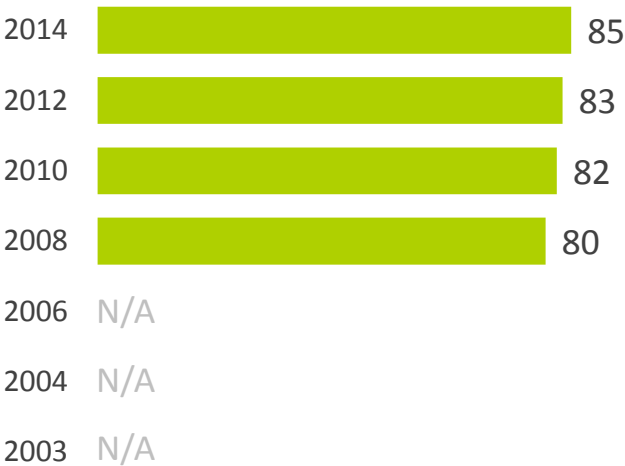
Satisfaction is greater among seniors, those in Salter Point and South Perth, and those with a disability or impairment

There is most room to improve perceptions among younger singles and couples, families with younger children, those who have lived in the area for 6 to 10 years and those in Manning and CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	45%	5%
Families with younger children (0-12)	52%	12%
Families with older children (13+)	53%	8%
Older singles / couples (35-64)	58%	7%
Seniors (65+)	70%	1%
Como	56%	7%
Karawara / Collier Gardens^	43%	6%
Kensington	59%	9%
Manning^	36%	5%
Salter Point^	62%	0%
South Perth	62%	9%
Waterford^	44%	7%
0 to 5 years	62%	2%
6 to 10 years	50%	11%
11 to 20 years	52%	6%
21+ years	61%	7%
Disability or impairment^	67%	0%
Culturally and Linguistically Diverse	42%	4%

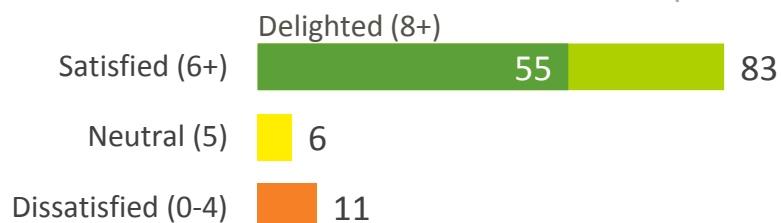
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2008 n = 376; 2010 n = 366; 2012 n = 355; 2014 n = 371)

Street lighting

RESIDENT SATISFACTION

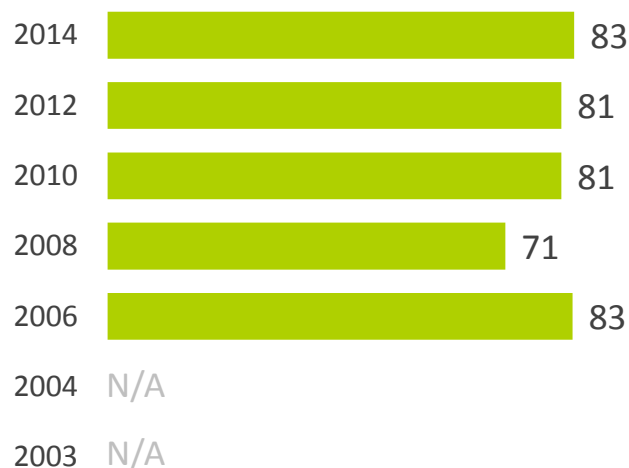
% of respondents



INDUSTRY STANDARDS



SATISFACTION HISTORY



Satisfaction is high, setting the industry standard.

- 83% are satisfied

Satisfaction is greater among younger singles and couples, seniors, those who have lived in the area for 0 to 5 years, those in Salter Point and renters.

There is most room to improve perceptions among CALD residents and in Waterford.

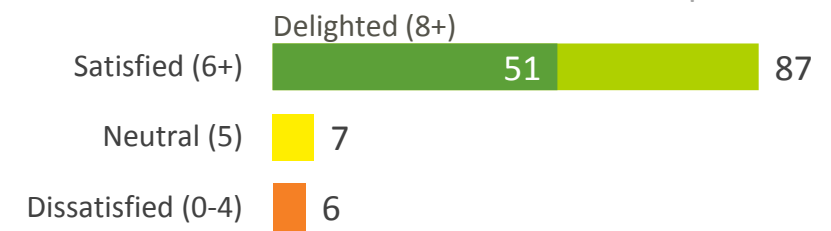
% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	64%	6%
Families with younger children (0-12)	58%	11%
Families with older children (13+)	52%	13%
Older singles / couples (35-64)	47%	15%
Seniors (65+)	67%	4%
Como	57%	10%
Karawara / Collier Gardens^	46%	7%
Kensington	45%	9%
Manning	52%	16%
Salter Point	69%	12%
South Perth	58%	8%
Waterford^	49%	23%
Own / paying mortgage	52%	11%
Rent	66%	9%
0 to 5 years	68%	8%
6 to 10 years	48%	10%
11 to 20 years	52%	12%
21+ years	58%	11%
Culturally and Linguistically Diverse	40%	23%

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

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 398; 2008 n = 400; 2010 n = 400; 2012 n = 402; 2014 n = 393)

Street sweeping and cleaning

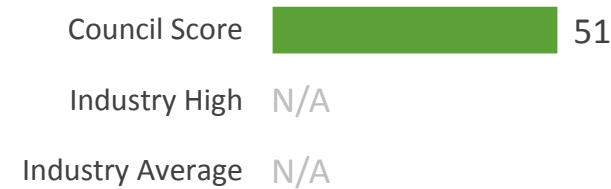
RESIDENT SATISFACTION % of respondents



Satisfaction continues to be high.

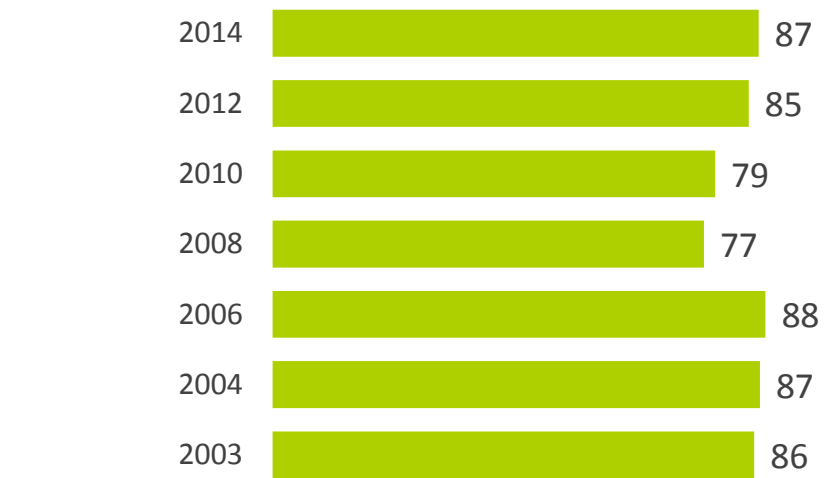
- 87% are satisfied
- Satisfaction is greater among seniors.

INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	57%	3%
Families with younger children (0-12)	50%	1%
Families with older children (13+)	43%	7%
Older singles / couples (35-64)	47%	10%
Seniors (65+)	63%	6%

SATISFACTION HISTORY



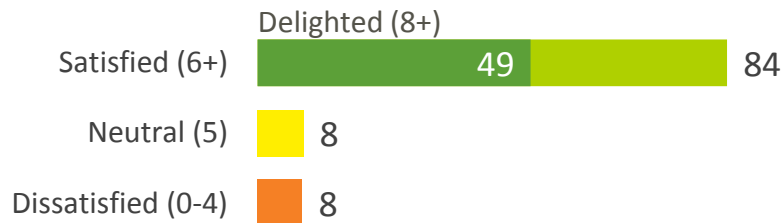
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 395; 2004 n = 395; 2006 n = 398; 2008 n = 396; 2010 n = 396; 2012 n = 391; 2014 n = 388)

Footpaths and cycleways

RESIDENT SATISFACTION

% of respondents



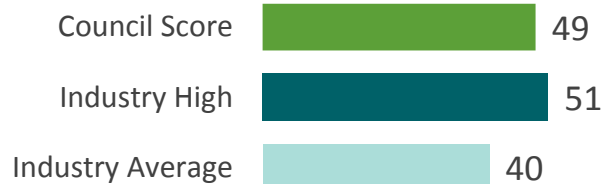
Satisfaction has continued to increase since 2008 and is a priority for continued improvement.

- 84% are satisfied

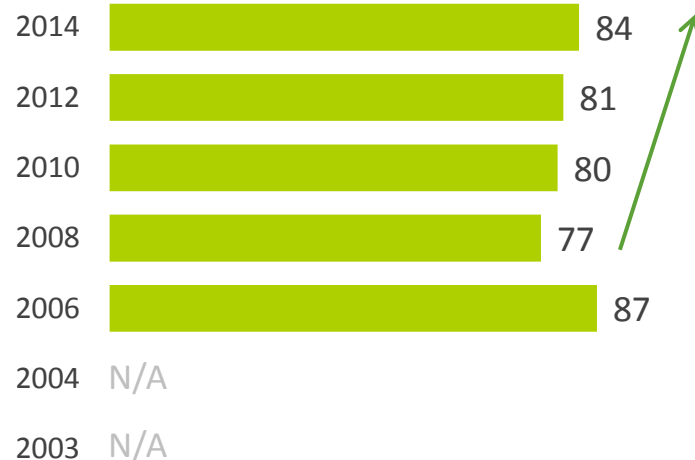
Satisfaction is greater among renters and those with a disability or impairment.

There is most room to improve perceptions among CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Own / paying mortgage	46%	9%
Rent	61%	10%
Disability or impairment	59%	7%
Culturally and Linguistically Diverse	36%	12%

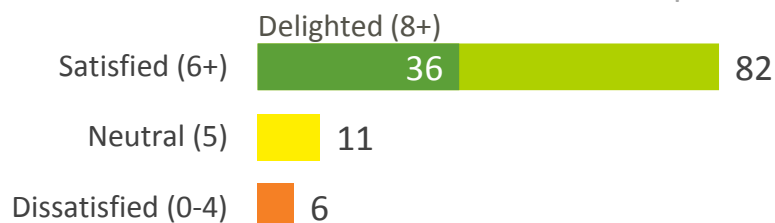
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 398; 2008 n = 397; 2010 n = 398; 2012 n = 398; 2014 n = 397)

Community buildings, halls and toilets

RESIDENT SATISFACTION

% of respondents



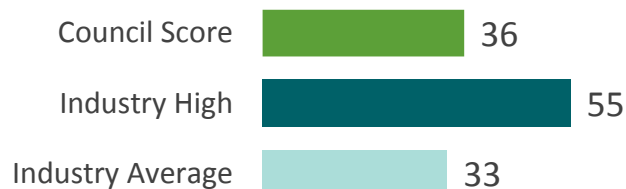
Satisfaction has continued to increase since 2008 and is now high.

- 82% are satisfied

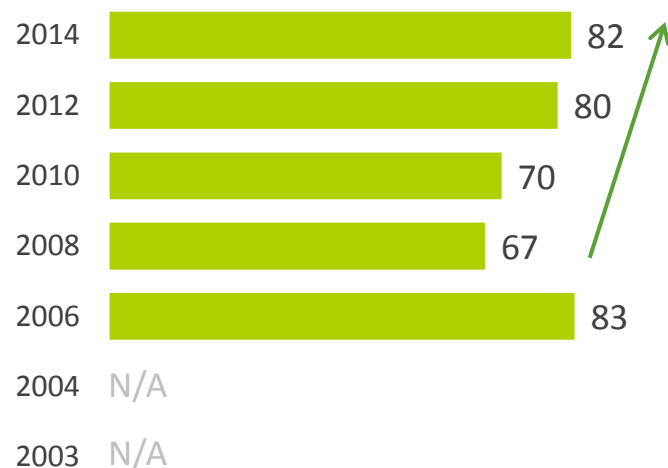
Satisfaction is greater among females, families with younger children, seniors and those in Kensington..

There is most room to improve perceptions in Manning.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Male	30%	6%
Female	42%	7%
Younger singles / couples (18-34)	25%	0%
Families with younger children (0-12)	42%	5%
Families with older children (13+)	31%	12%
Older singles / couples (35-64)	34%	7%
Seniors (65+)	56%	5%
Como	36%	2%
Karawara / Collier Gardens^	31%	12%
Kensington	46%	5%
Manning^	19%	11%
Salter Point	42%	13%
South Perth	39%	7%
Waterford^	27%	7%

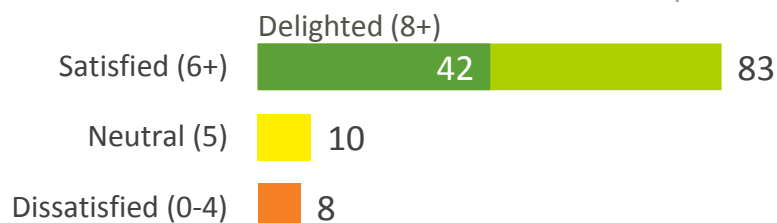
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 362; 2008 n = 348; 2010 n = 349; 2012 n = 346; 2014 n = 357)

Streetscapes

RESIDENT SATISFACTION

% of respondents



Satisfaction is high and a priority for continued improvement due to its importance to residents.

- 83% are satisfied

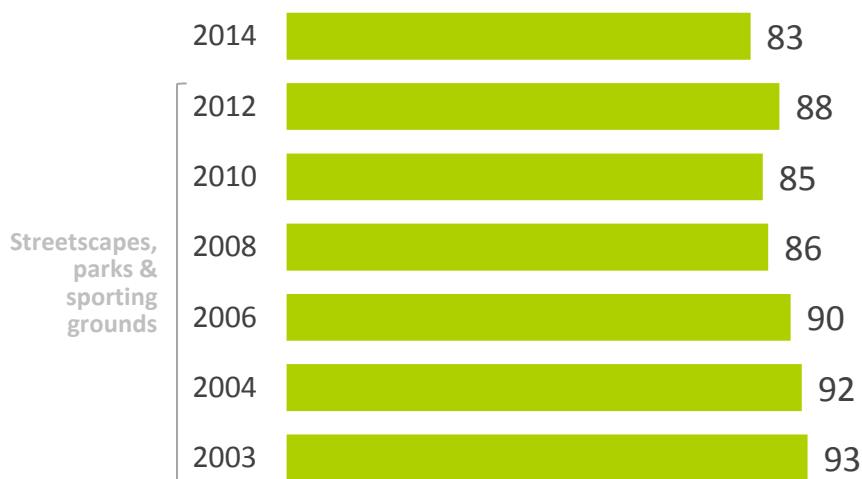
Satisfaction is greater among seniors, those who have lived in the area for 0 to 5 years and those in Manning and Salter Point.

There is most room to improve perceptions among those in Karawara and Collier Gardens, followed by Waterford.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	47%	5%
Families with younger children (0-12)	37%	4%
Families with older children (13+)	45%	8%
Older singles / couples (35-64)	32%	11%
Seniors (65+)	50%	8%
Como	43%	2%
Karawara / Collier Gardens^	17%	25%
Kensington	36%	10%
Manning	48%	10%
Salter Point	50%	3%
South Perth	43%	6%
Waterford^	42%	20%
0 to 5 years	51%	7%
6 to 10 years	33%	6%
11 to 20 years	43%	7%
21+ years	42%	9%

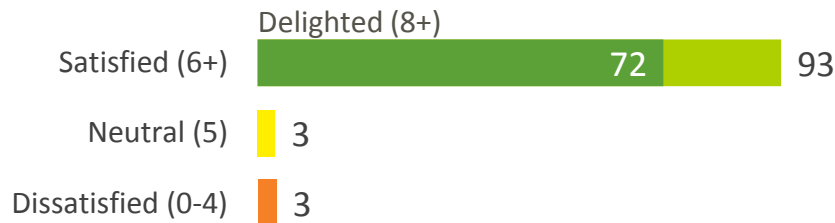
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 394; 2004 n = 398; 2006 n = 394; 2008 n = 392; 2010 n = 391; 2012 n = 392; 2014 n = 378)

Parks and sporting grounds

RESIDENT SATISFACTION

% of respondents



Satisfaction is high and a priority for continued improvement due to its importance to residents.

- 93% are satisfied

Satisfaction is greater among those who have lived in the area for 0 to 5 years, those in Como and renters.

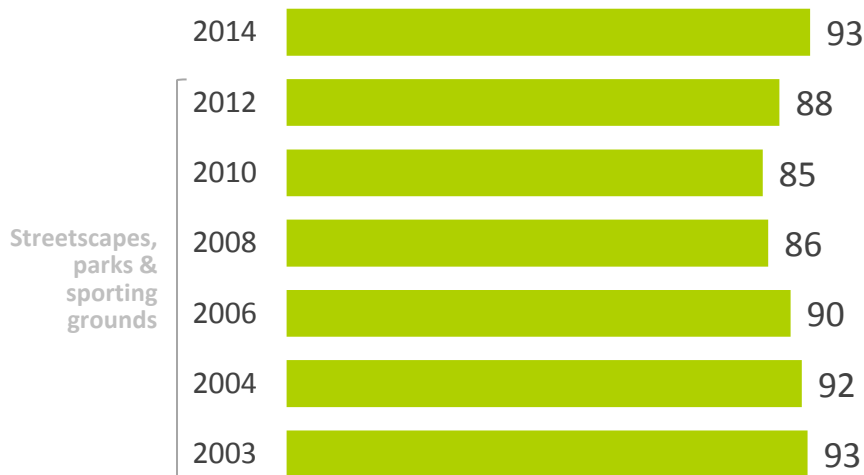
There is most room to improve perceptions among those in Waterford, followed by Manning.

INDUSTRY STANDARDS



Industry High!

SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Como	80%	1%
Karawara / Collier Gardens^	64%	2%
Kensington	64%	5%
Manning	64%	10%
Salter Point	76%	0%
South Perth	72%	2%
Waterford^	69%	14%
Own / paying mortgage	67%	4%
Rent	87%	2%
0 to 5 years	83%	2%
6 to 10 years	73%	1%
11 to 20 years	69%	5%
21+ years	71%	3%

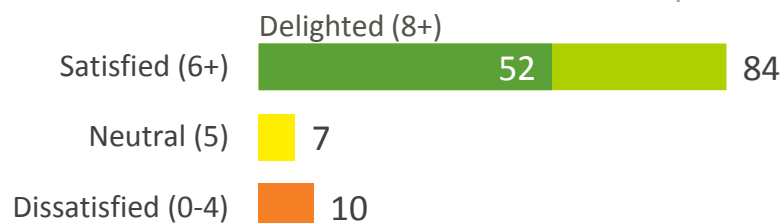
%% = significant variance %% = notable variance ^Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of South Perth is responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance. Base: All respondents who provided a valid response, excludes 'don't know' (2003 n = 394; 2004 n = 398; 2006 n = 394; 2008 n = 392; 2010 n = 391; 2012 n = 392; 2014 n = 391)

Access to public transport

RESIDENT SATISFACTION

% of respondents



Satisfaction high.

- 84% are satisfied

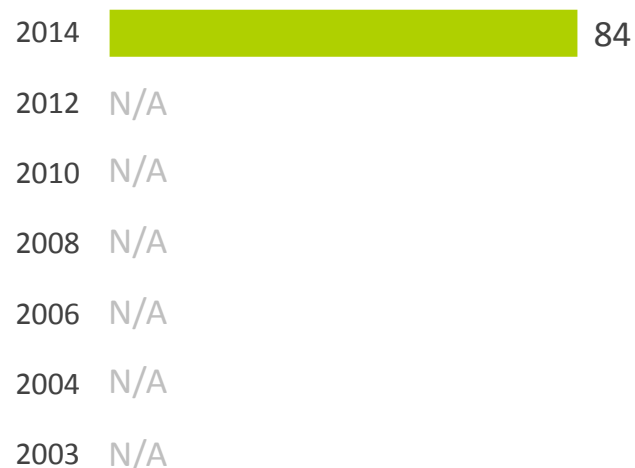
Satisfaction is greater among seniors, those who have lived in the area for 0 to 5 years, renters and those in Como.

There is most room to improve perceptions among those in Waterford and Karawara/Collier Gardens, and CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	58%	14%
Families with younger children (0-12)	43%	3%
Families with older children (13+)	41%	13%
Older singles / couples (35-64)	50%	12%
Seniors (65+)	80%	1%
Como	63%	8%
Karawara / Collier Gardens^	26%	11%
Kensington	56%	3%
Manning	54%	15%
Salter Point	40%	10%
South Perth	53%	9%
Waterford^	35%	29%
Own / paying mortgage	49%	12%
Rent	64%	5%
0 to 5 years	70%	10%
6 to 10 years	50%	11%
11 to 20 years	43%	7%
21+ years	55%	11%
Culturally and Linguistically Diverse	32%	17%

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

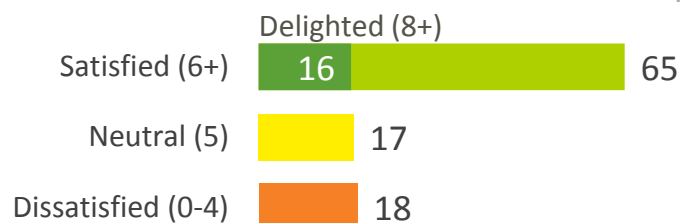
Q Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2014 n = 387)

Economic Development

Economic development, tourism and job creation

RESIDENT SATISFACTION

% of respondents



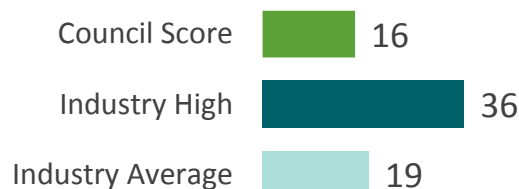
Satisfaction is moderate and has increased.

- 65% are satisfied, up 14% points
- 18% are dissatisfied

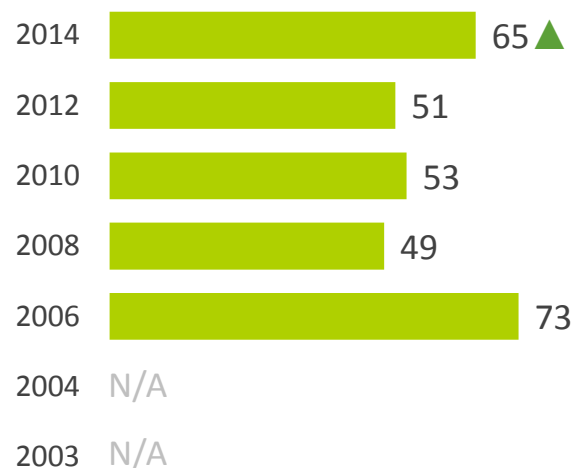
Satisfaction is greater among younger singles and couples, seniors and those in Salter Point.

There is most room to improve perceptions among families with older children, those who have lived in the area for 6 to 10 years, home owners and CALD residents.

INDUSTRY STANDARDS



SATISFACTION HISTORY



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	30%	11%
Families with younger children (0-12)	9%	14%
Families with older children (13+)	13%	26%
Older singles / couples (35-64)	6%	19%
Seniors (65+)^	30%	6%
Como	23%	17%
Karawara / Collier Gardens^	7%	19%
Kensington^	8%	10%
Manning^	8%	22%
Salter Point^	34%	13%
South Perth	11%	17%
Waterford	Small sample size (n < 15)	
Own / paying mortgage	13%	20%
Rent	21%	9%
0 to 5 years	24%	8%
6 to 10 years	12%	24%
11 to 20 years	13%	19%
21+ years	20%	18%
Culturally and Linguistically Diverse	10%	29%

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

Q. Local Government takes an active role in facilitating a range of services that are shared responsibility. For each one I'd like you to tell me how satisfied you are? Base: All respondents who provided a valid response, excludes 'don't know' (2006 n = 284; 2008 n = 287; 2010 n = 281; 2012 n = 259; 2014 n = 254)

Addressing community priorities

Addressing community priorities | more parking

Residents would like more parking in popular areas such as Angelo Street and Canning Bridge Station:

"There needs to be more access to parking particularly around Angelo Street."

"I would prefer free parking in Angelo Street and Mends Street. There needs to more free parking because with the internet everyone is going elsewhere. We are not encouraging people that live here to shop here because of the parking that costs."

"A parking area around Canning Bridge Station should be made available."

"There is not enough parking for the area's density and parking especially on Mill Point Road where there are no facilities for parking and I am parking a block away. They need to increase parking facilities for residents by going up or down."

"There is no parking at Canning Bridge Station and must park in residential streets where my, and others, car wheels have been punctured, although not sure what can be done as there is no available area around here."

"The Council needs to ensure that parking is available for new development such as cafes in the Angelo Street area."

"Improving parking at Canning Bridge Station and South Perth itself and around Mill Point Road."

"Parking around the mainstream jetty could be expanded so more people going to the city can use the ferry system."

And, around schools, shopping centres and in residential areas:

"There needs to be a requirement for more parking bays at apartment buildings as tenants park in local streets e.g. Greenock Street."

"There needs to be more parking in Strickland Street that is, less apartments so more room for parking on the available land."

"Parking and road management in general, there needs to be more parking spots available."

"There should be more car parks around the shopping centre in Karawara."

"More disabled parking and most of the shopping centres around the area don't have enough disability parking spots."

"Improve parking around the schools, particularly Wesley College on Mill Point Road."

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | the control of parking

While many would like more parking, some request greater control and restrictions:

"I would like to see improvement with parking security in particular within school zones. People dropping off kids in no stopping zones."

"To restrict parking around the suburbs as this causes disruptions of traffic."

"The street parking in the whole of Como is terrible, cars should not be allowed to park on the road."

"The ranger needs to be stricter on parking around the primary school and Angelo Street precinct."

"Traffic in the Como area, there is a lot of congestion, there should be traffic calming, cars should not be able to park on the verge of streets as it makes it dangerous to see oncoming cars."

"Throughout the whole of South Perth, cars are parked on the side of the road, it is dangerous as drivers can not see oncoming cars."

"Parking on local roads the ones between Labouchere Road and Canning Hwy are linking roads and they are always down to one lane because of parking on the side of the road."

Measures are needed to ensure parked cars do not reduce road widths and restrict traffic flow:

"Streets within the suburb need to be regulated in parking. Maybe putting lines up to regulate where people park. The streets are often too narrow for people to be parking on both sides. Maybe put a 'one side parking only'."

"Parking should be made illegal on both sides of the roads in Como and Manning as it is very dangerous. More parking bays should be made available."

"We live in Gardner Street Como, people park on both sides of the road and it is a danger, there should only be parking on one side of the road not both, and parking cut outs should be provided. Cars are allowed to park within 10 metres of the corner, it should be restricted by at least 40 metres so cars do not collide."

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | the management of traffic

“

Traffic congestion is a main point of concern among South Perth residents:

“Riverside Drive is closed at the moment and therefore the congestion on Mill Point Road to get to the freeway in the morning is terrible.”

“Traffic jams especially in the morning on Mill Point Road in between Main Street and King Edward Street are bad from 7:25 onwards and it causes me a big delay.”

“Traffic on Mill Point Road is bumper to bumper not sure what they could do but do not want it to widen into a highway.”

“Traffic congestion on major arterial roads especially South Terrace. We cannot get in or out in the morning and evening.”

“Local traffic control is bad along Mill Point Road and Labouchere Road particularly with morning peak hour being very busy.”

Those concerned would like the City to focus on reducing congestion and improving traffic management:

“Traffic management in and long term planning of all local streets in particular Mill Point Road to Labouchere Road.”

“They should ensure that the traffic goes to the main arterial roads and also the traffic devices are old and should be replaced mainly on Abjornson Street.”

“There needs to be better traffic management in Mill Point Road so that it is easier to get onto the freeway in the mornings.”

“The level of traffic in Como is increasing, if there were more bus services going to the train station there would be less traffic on the road as people would be getting public transport. There should also be more cycle ways around Como which will also decrease the number of cars.”

“Traffic congestion on and off the freeway is a problem and major roads off of the on/off ramps it could be fixed with more planning e.g. recently the cycleway was closed for repair and the Labouchere Road detour did not work very well.”

“When there are road works there should be better planning of traffic flow e.g. during road works on Manning Road I was stuck in traffic for 45 minutes because of the lack of adequate planning i.e. people in the immediate area should have been warned to avoid Manning Road.”

“The local residents can't get onto the roads anymore, they need to figure out a way where the local residents can during peak hour.”

”

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | the control of traffic

Measures needed to control dangerous driving to make local roads safer:

"I would like to see an increase in enforcement to local traffic laws. Often vehicles are speeding in residential areas."

"Improve traffic control at stop sign at Davilak St and Clydesdale St as no-one stops and goes right over. It is dangerous."

"Right angle corner, main road between Canning Highway and Mill Point Road. We have a lot of problems of people taking that corner with high speed and when it rains we have a lot of people crashing and spinning out."

"Hoon traffic driving should be controlled by concerned authorities as they are too noisy and fast. This causes a problem for residents between Strickland and Ridges Street."

"Sulman Ave speed humps traffic calming devices please we have asked but no action."

"There needs to be local traffic zones to stop dangerous drivers and congestion in the whole of South Perth."

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | verge-side bulk rubbish collections

“ Many would like to see the return of at least twice yearly bulk green and household waste collections: ”

“Council needs to bring back the twice a year bulk rubbish collections for both green and household waste or give households a third bin for green waste.”

“The bulk-rubbish collections need to be put back to two dual ones per year so they need to make them more frequent. There was no consultation before they took the service away.”

“Now we only have 1 green and 1 hard waste pick up per year. I would like to go back to putting hard and green waste together twice a year.”

“The bulk rubbish collections should be increased back to two collections of green waste and two of hard waste per year.”

“The bulk rubbish collection needs to return to twice a year at a minimum for green and household waste.”

“The return of the twice a year bulk rubbish collections for both green and household waste.”

“I would like to see the bulk rubbish collection increase again to twice a year for both white goods as well as greens.”

“Bulk rubbish collection has been cut in half so stuff sits on the side of the road for ages...they should put it back up to two.”

Better communication and education about bulk rubbish collections:

“Bulk rubbish collections are poor. Poor communication of the rules changing.”

“Bulk rubbish collections need to be more frequent and residents need more notice of when they will be occurring.”

“Need to improve bulk rubbish collection and work with the community to ensure people are not dumping rubbish all over the place, especially on Canning Highway.”

“There needs to be more accurate information about when bulk rubbish collections are happening so households don't leave their trees and items in the streets for weeks at a time.”

“The bulk-rubbish collections need to be put back to two dual ones per year so they need to make them more frequent. There was no consultation before they took the service away.”

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | parks and sporting grounds

“

Residents feel the South Perth foreshore could be made more attractive and appealing:

“The river frontage needs to be looked after better and improved; a few more trees to make shade and more benches would be good.”

“The Kwinana Freeway foreshore in the City of South Perth needs a little bit of work, it seems abandoned, it needs more attention.”

“Parks and gardens could be improved along the foreshore, more facilities for families and to attract people to the foreshore as long as its not too commercial.”

“The foreshore could have better facilities for picnics for example more frequent public toilets along there.”

“I think the biggest problem is on the foreshore that comes under the care of the City of South Perth. The walls on the river are quite dangerous and need rebuilding.”

“Need to improve the outdoor gym facilities on the foreshore.”

Maintenance to other parks and public open spaces is also mentioned as a point of focus:

“The park near Boona Court needs its reticulation repaired and the trees need pruning as when there is a strong breeze it looks as though the branches will fall.”

“Make improvements to litter in parks in general but in particular clean up litter in park off Hope Ave as rubbish in park constantly and blows over from the road.”

“I would like to see an increase of maintenance at Bill McGrath Reserve. The reticulation hasn't been working for months and the grass has all died. It looks very sad and as a result no one uses this space.”

“Parks and recreational areas in general in the area need to be watered and lighted, in particular Challenge Reserve needs to have the grass taken care of and more lighting fitted so we can play organised sport in the evenings.”

“The Council needs to keep up regular maintenance and vegetation in Neil McDougall Park and South Perth foreshore in general and also around shopping centres in the area. Maintenance includes checking there is no hazardous rubbish in the area.”

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | facilities at parks and playgrounds

“ Improve facilities at parks such as exercise equipment, barbecues and toilets:

“There are currently no facilities in the nearby park such as recreation or exercise facilities. There needs to be some put in place.”

“Morris Mundy Reserve on Oxford Street needs BBQ and toilets.”

“Improve facilities for families at George Burnett Park at Manning Road and Gillian St as there is only one BBQ and play equipment needs an upgrade and modern development and more picnic facilities. McDougall park is an excellent example for all ages and would like to see similar developed in Karawara.”

Upgrade local playgrounds:

“The playgrounds need a complete overhaul and re-think especially along South Perth foreshore. They lack imagination and interest for kids and don't cater for the numbers that go there particularly during the warmer months.”

“Maintenance of playgrounds and play equipment and Ryrie Avenue Reserve slide has been burnt.”

“The playgrounds in the local area need to be upgraded so they are age appropriate for younger children and separate recreational areas for older children and teens. Some of the play equipment is broken and needs replacing which is a hazard. A lot of the playgrounds don't have shade sails or they have been damaged and aren't replaced.”

Provide more designated dog-friendly exercise areas:

“Dogs parks around Kensington area should be well managed.”

“Not to reduce the off-lead dog exercise areas and when booking out parks be mindful to leave some area for dogs.”

“I would like an enclosed park where you can take your dog and let it off its leash, similar to Kent Street, more like a playground for dogs to play.”

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | footpaths & cycleways

Pedestrians would like improved maintenance and a greater number of footpaths in the area:

"The river scape footpaths are dreadful. Every storm they get washed away a bit and eventually there are always parts of it closed between Preston and Edna Street they are always in the process of being fixed but are never fixed."

"Footpaths need improving. In particular where the old slab paths are as they currently pose a hazard for people."

"I would like them to do a little more improvement on the footpaths. The footpaths need some repairs and the rubbish collection bins are often left on footpaths blocking the people with disabilities to use the footpaths adjacent to the roads."

"Buildings and footpaths should be inspected frequently to make sure they are safe because old people still use them."

"More footpaths through Waterford would be good. Also, to fix up some of the old footpaths in Manning."

"Roseberry and Gladstone Avenues and Arlington Street lighting and footpaths. Lighting needs to be of better quality and paving needs to be of higher quality not paving stones, they are a danger to users."

More cycleways are requested to ensure riders are safer and separate from pedestrians and cars:

"Need to improve cycle paths. Expand the network of cycle paths and also resurface them. Particularly an issue on the detour cycle path from the freeway."

"There is a joint cyclist path in the park in Waterford it is very frightening to use because the cyclists don't always use their bells and I walk with a stick and its very hard for me to get out of the way quickly, so separate pathways would be better."

"The closure of the bike paths between Preston Street and Mill Point Road is quite dangerous as cyclists have to cycle on the road instead of the paths."

"I would like more cycle ways as there are more cyclists in Como the area."

"I'd like the condition of the bike paths to be improved, to be wider and longer."

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

A full list of verbatim responses is provided in the Appendix

Addressing community priorities | other areas of focus

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Improve streetscapes and the general appearance of suburbs:

“They should fix up the streets mainly on Mill Point Road. They should make the streets more beautiful in terms of streetscapes.”

“Concentrate on improving the actual streetscapes and residential areas as opposed to the foreshore, parks and common areas.”

“It would be nice if streetscaping was improved. For example, to use Jacarandas as an identity of South Perth rather than having a whole different bunch of trees, it just looks messy.”

“I would like to see the older parts of Waterford improved by putting in new plants and maintain the vegetation so it stays looking fresh.”

“Enforce local laws for residents to clean up their yards, we have a lot of students...in the area and they don't enforce it often enough.”

“Street verges need improving in Karawara i.e. there needs to be tougher laws for rentals and Homes West properties to keep their verges tidy.”

“The streetscapes on the east side of Canning Highway near Como look poor, there is a lot of litter there which needs to be cleared up.”

“The sidewalks need more trees and just need to be done up, they just look really scrappy in areas. The worst bit is near the new shopping centre, I think it is called Waterford Shopping Plaza. There are just no trees at all in the area.”

Better inform residents about Council decisions, issues and events:

“The City needs to communicate the actual vision. When we are communicated with they are very broad and general. We need to be given specific things they are working towards.”

“Council needs to communicate issues with residents more effectively. Council needs to distribute information about events and sustainability activities more effectively.”

“The communication between the Council and residents is poor, there needs to be more information provided in a range of formats such as the website, Facebook, community paper. In Waterford many residents miss out on the community newspaper as it never arrives.”

“The Councillors need to have better communication with rate payers by doing door knocks to introduce themselves to the community. The residents also need to be informed of what is happening with the Victoria Park amalgamation.”

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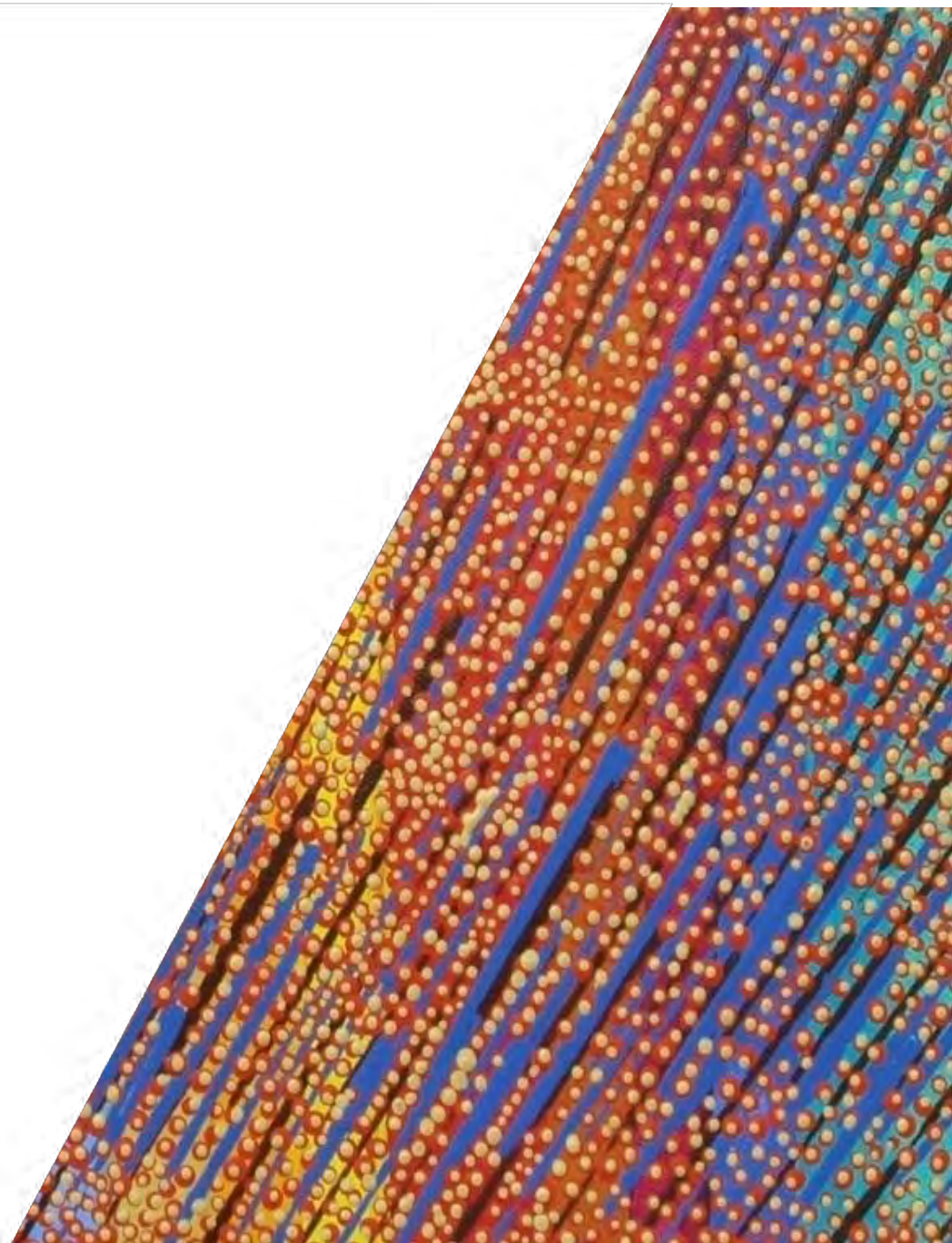
Q. Which areas would you most like the City of South Perth to focus on improving?

A full list of verbatim responses is provided in the Appendix



CATALYSE® Pty Ltd
ABN 20 108 620 855

a: Office 3, 996 Hay Street,
Perth WA 6000
p: PO Box 8007,
Cloisters Square WA 6850
t: +618 9226 5674
f: +618 9226 5676
e: info@catalyse.com.au
w: catalyse.com.au





CATALYSE is proud to support Indigenous artists.

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

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

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