



MARKYT Community Scorecard ©

Prepared for: City of Mandurah

Prepared by: CATALYSE® Pty Ltd ©

November 2020

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Strategic overview

Vision



58

% agree

The industry high score;
24% points above
Industry Average

Liveability

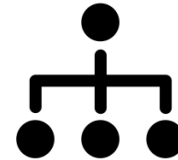


80

Performance Index Score

5 index points above
Industry Average

Governance



65

Performance Index Score

9 index points above
Industry Average

Rates Value



54

Performance Index Score

10 index points above
Industry Average

Strengths

Highest scores

- Place to live
- Weekly rubbish collections
- Fortnightly recycling collections

Most improved

- Social media presence
- Education and training opportunities
- Youth services and facilities

Relative to MARKYT® Industry Standards

- Tourism promotion
- Economic development
- City centre development

Priorities

Safety and security



Graffiti, vandalism and anti-social behaviour



Playgrounds, parks and reserves



Health and community services



Employment opportunities



Approach

Purpose



Department of
**Local Government, Sport
and Cultural Industries**

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

MARKYT Community Scorecard

The City of Mandurah commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



The Study

The City of Mandurah commissioned CATALYSE® to conduct a MARKYT® Community Scorecard.

Scorecard invitations were sent to 5,000 randomly selected households; 2,000 by mail and 3,000 by email. The City of Mandurah provided supporting promotions through its communication channels, including targeted social media promotions to reach young adults.

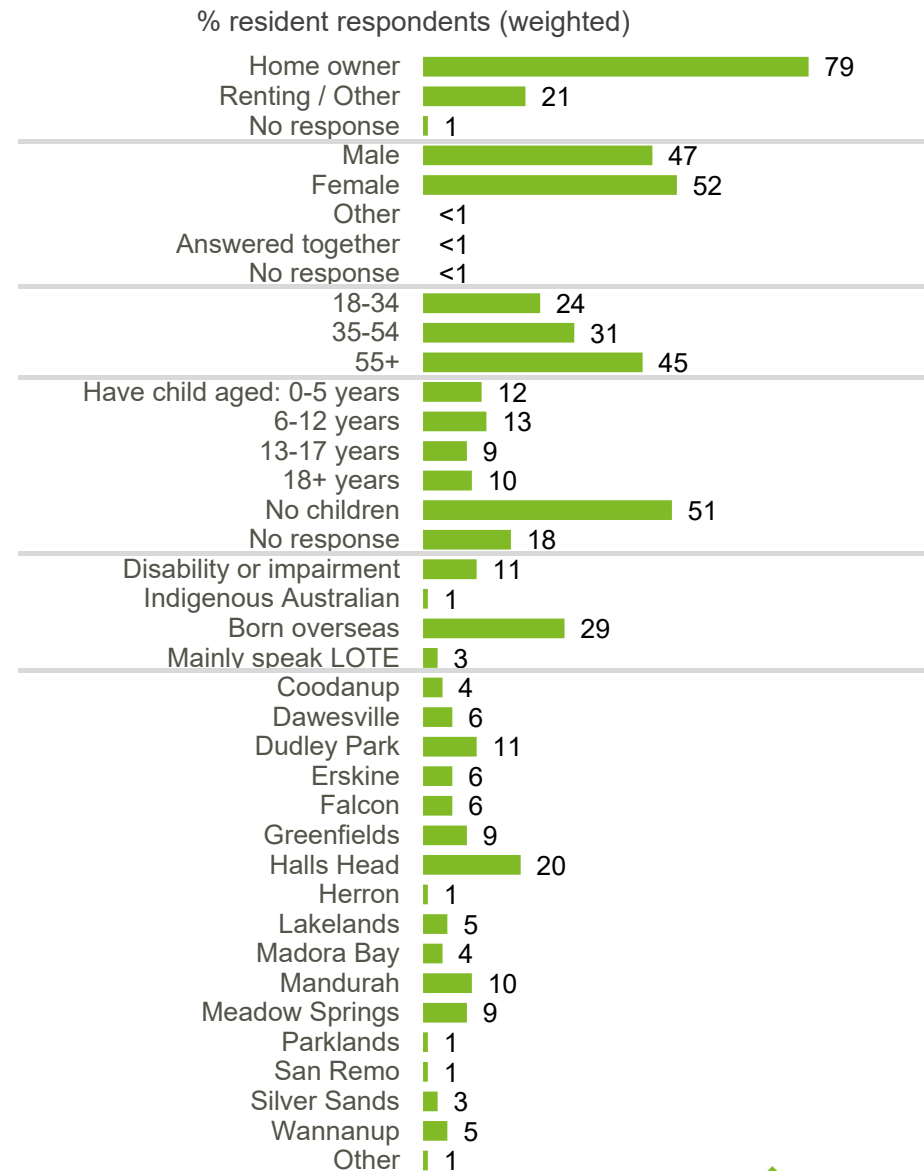
The scorecard was open from 12 to 30 October 2020.

The scorecard was completed by **671 residents**.

A further 16 out of area ratepayers and visitors, and 45 Council affiliated respondents participated. Their responses have been analysed separately. The main body of this report presents responses from resident sample only.

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

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



MARKYT Industry Standards

CATALYSE® has conducted studies for 60+ councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from **WA Councils** that have completed MARKYT® accredited studies within the past three years.

Metropolitan



Regional



How to read the performance charts

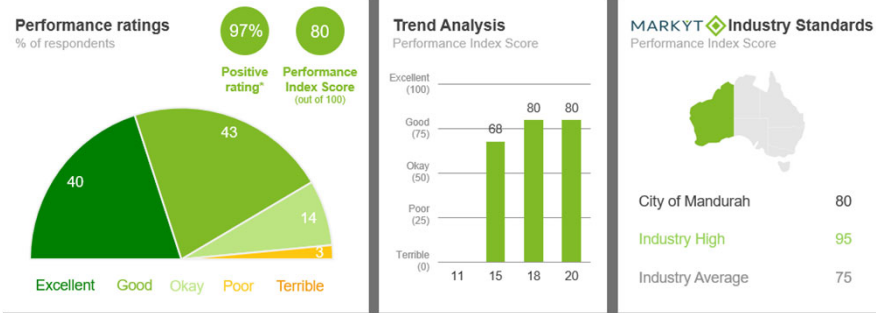
Performance Ratings

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

The **Performance Index Score** is a weighted score out of 100.

Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Trend analysis shows how performance varies over time.



Variations across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE*	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Maiora Bay & surrounds	Mandurah
80	80	78	79	81	82	73	80	82	78	72	83	82	82	82	78	80	78	81	82	85	74	81	76	82	81

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

MARKYT® Industry Standards show how Council is performing compared to other councils.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE® over the past three years.

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

Overall Performance

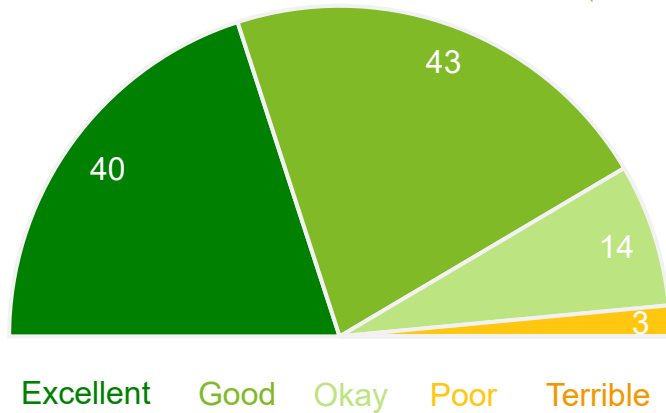
The City of Mandurah as a place to live

Performance ratings

% of respondents

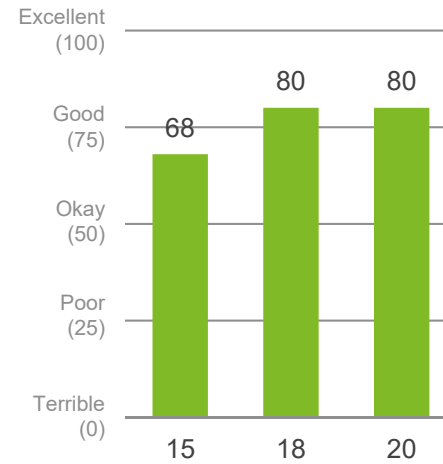


97% Positive rating*
80 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	80
Industry High	95
Industry Average	75

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
80	80	78	79	81	82	73	80	82	78	72	83	82	82	82	78	80	78	81	82	85	74	81	76	82	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 666). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

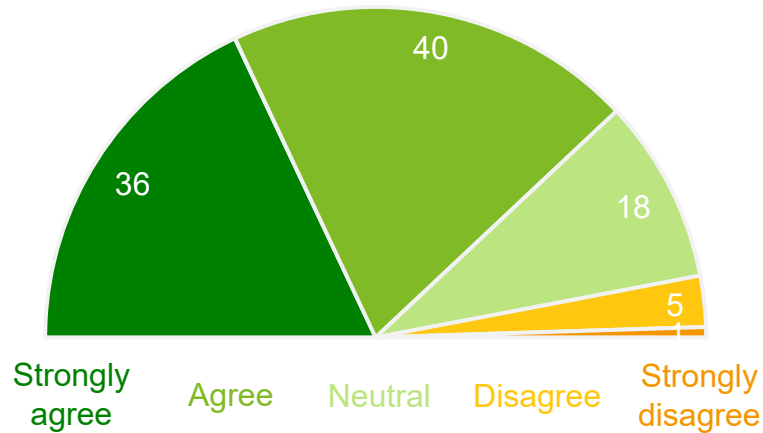
I am proud to live in Mandurah

Level of agreement

% of respondents

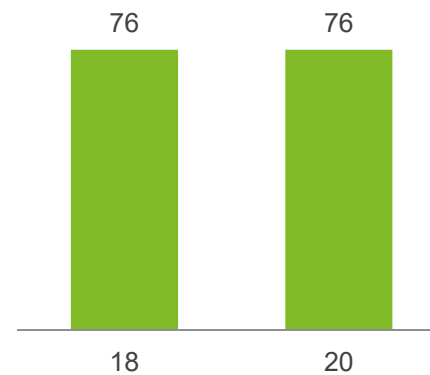
76%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	76
Industry High [^]	76
Industry Average	67

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
76	77	73	75	76	79	69	77	73	72	68	73	81	80	81	76	69	64	75	83	78	62	80	77	87	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 621). # Small base size (< 20 respondents)

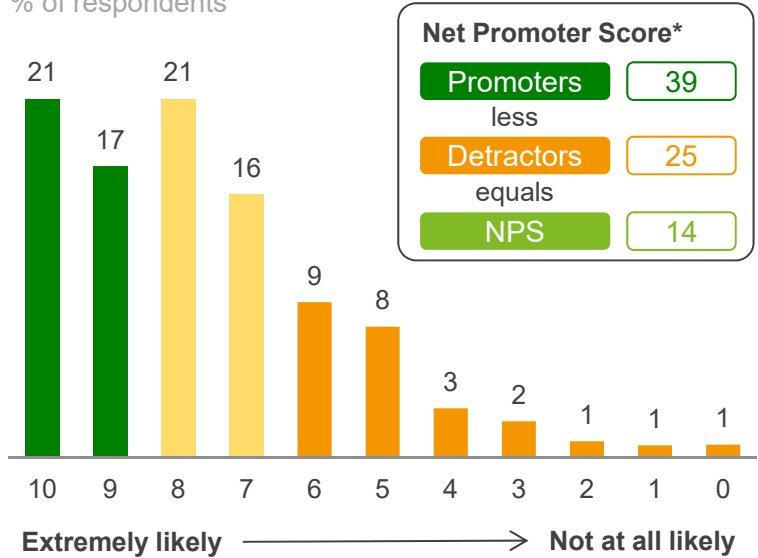
[^] Small sample size of comparable councils: Cities of Kwinana, Belmont, Bunbury and Mandurah

Net Promoter Score

Likelihood of recommending the City of Mandurah as a place to live

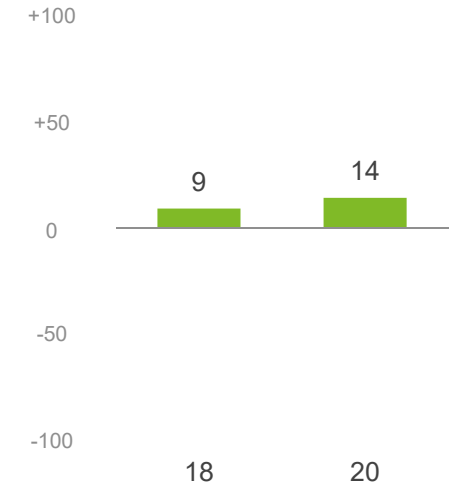
Likelihood of recommending

% of respondents



Trend Analysis

Net Promoter Score



MARKYT Industry Standards

Net Promoter Score



City of Mandurah	14
Industry High	68
Industry Average	-17

Variations across the community

Net Promoter Score

Category	NPS
Total	14
Home owner	14
Renting/other	14
Male	2
Female	24
No children	-14
Have child 0-5	16
Have child 6-12	26
Have child 13-17	17
Have child 18+	2
18-34 years	6
35-54 years	11
55+ years	14
Disability	23
Born Overseas	22
LOTE#	5
Coodanup	31
Dawesville & surrounds	-2
Dudley Park	20
Erskine	24
Falcon / Wannanup	25
Greenfields / Parklands	-10
Halls Head	23
Lakelands / Meadow S.	-1
Madora Bay & surrounds	24
Mandurah	16

Q. How likely are you to recommend the City of Mandurah as a place to live?
 Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
 Base: All respondents, excludes 'unsure' and 'no response' (n = 627).
 # Small base size (< 20 respondents)

* NPS can range from -100 to +100



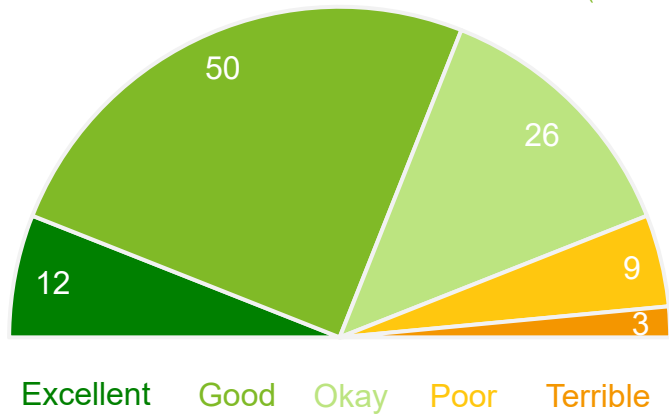
The City of Mandurah as the organisation that governs the local area

Performance ratings

% of respondents



Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	65
Industry High	74
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
65	65	65	61	69	67	62	63	63	62	58	65	69	67	66	75	67	64	65	69	70	62	61	64	66	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 650). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Value for money from Council rates

Performance ratings

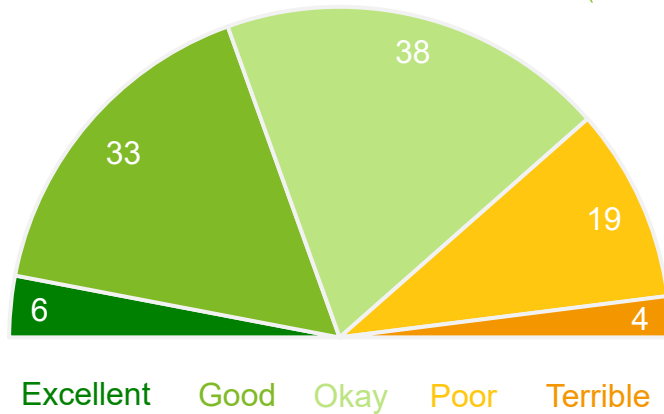
% of respondents

77%

54

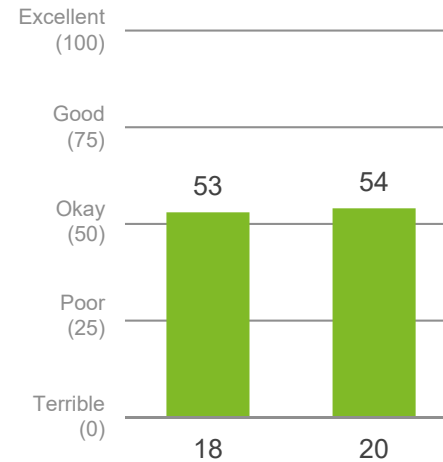
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	54
Industry High	63
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
54	55	51	52	57	59	44	48	51	55	46	51	61	55	58	62	55	52	54	59	56	47	54	55	55	61

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

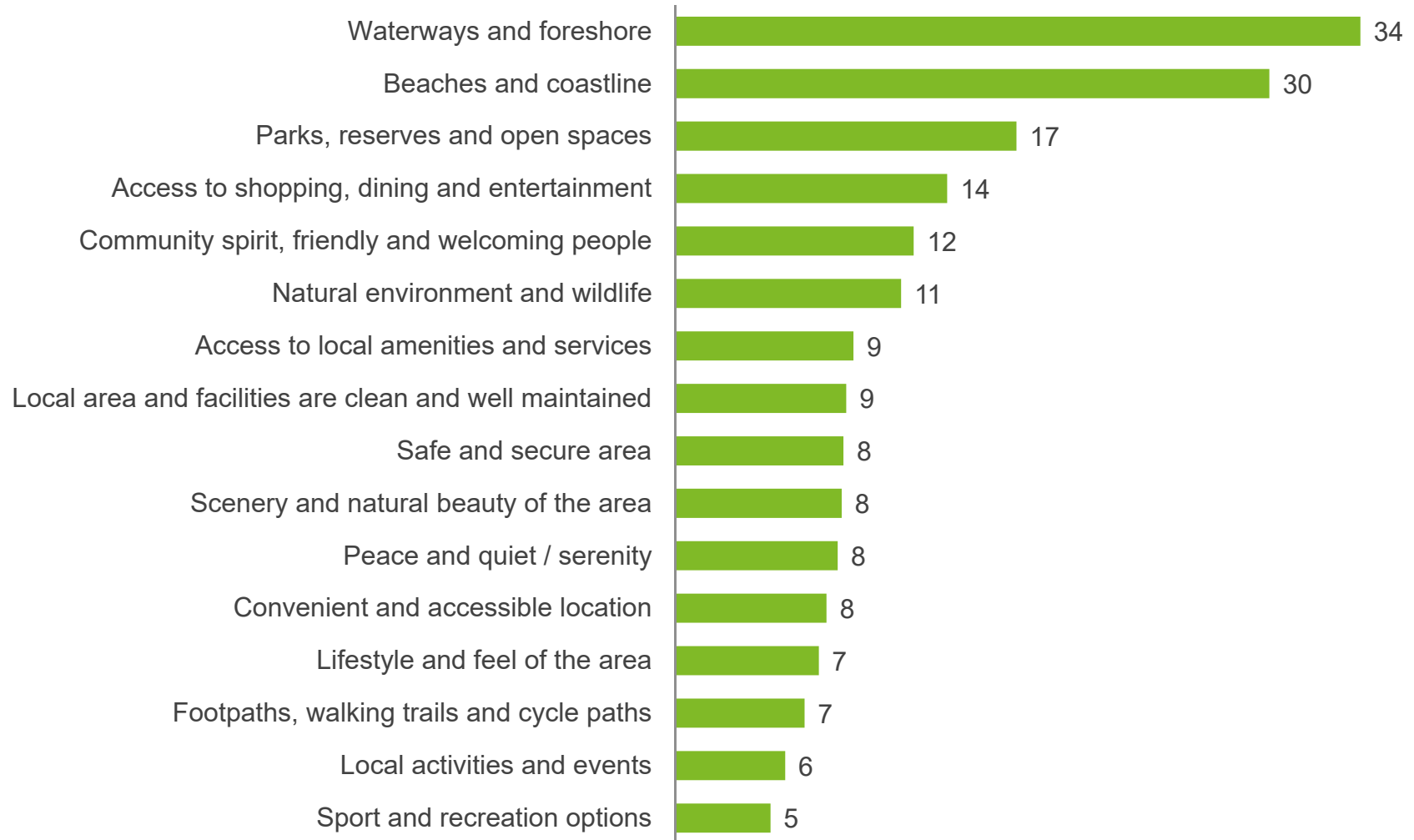
Base: All respondents, excludes 'unsure' and 'no response' (n = 601). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Most valued aspects of the City of Mandurah

Most valued aspects of the local area

% of respondents



Q. As a place to live, what do you value most about your local area?

Base: All respondents, excludes no response (n = 566) *Chart shows aspects mentioned by 5% or more of respondents.

Benchmark performance

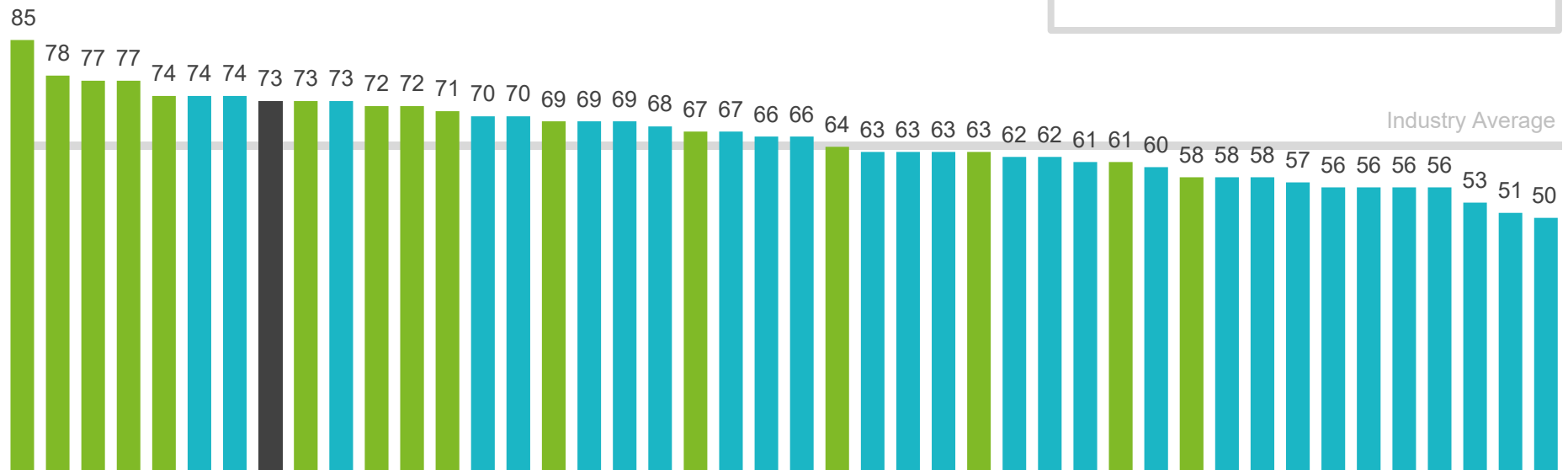
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Mandurah as a 'place to live' and as a 'governing organisation'. The City of Mandurah's overall performance index score is 73 out of 100, 8 index points above the industry standard for Western Australia.

Overall Performance Index Score

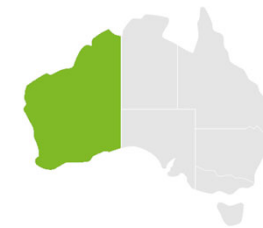
average of 'place to live' and 'governing organisation'

- City of Mandurah
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Mandurah	73
Industry High	85
Industry Average	65

How to read the MARKYT Benchmark Matrix

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

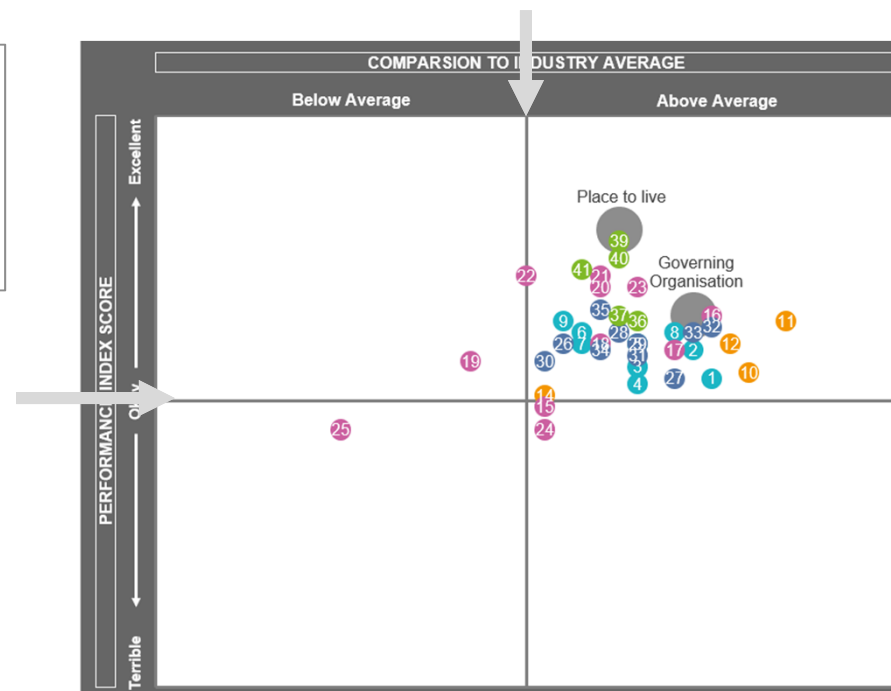
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

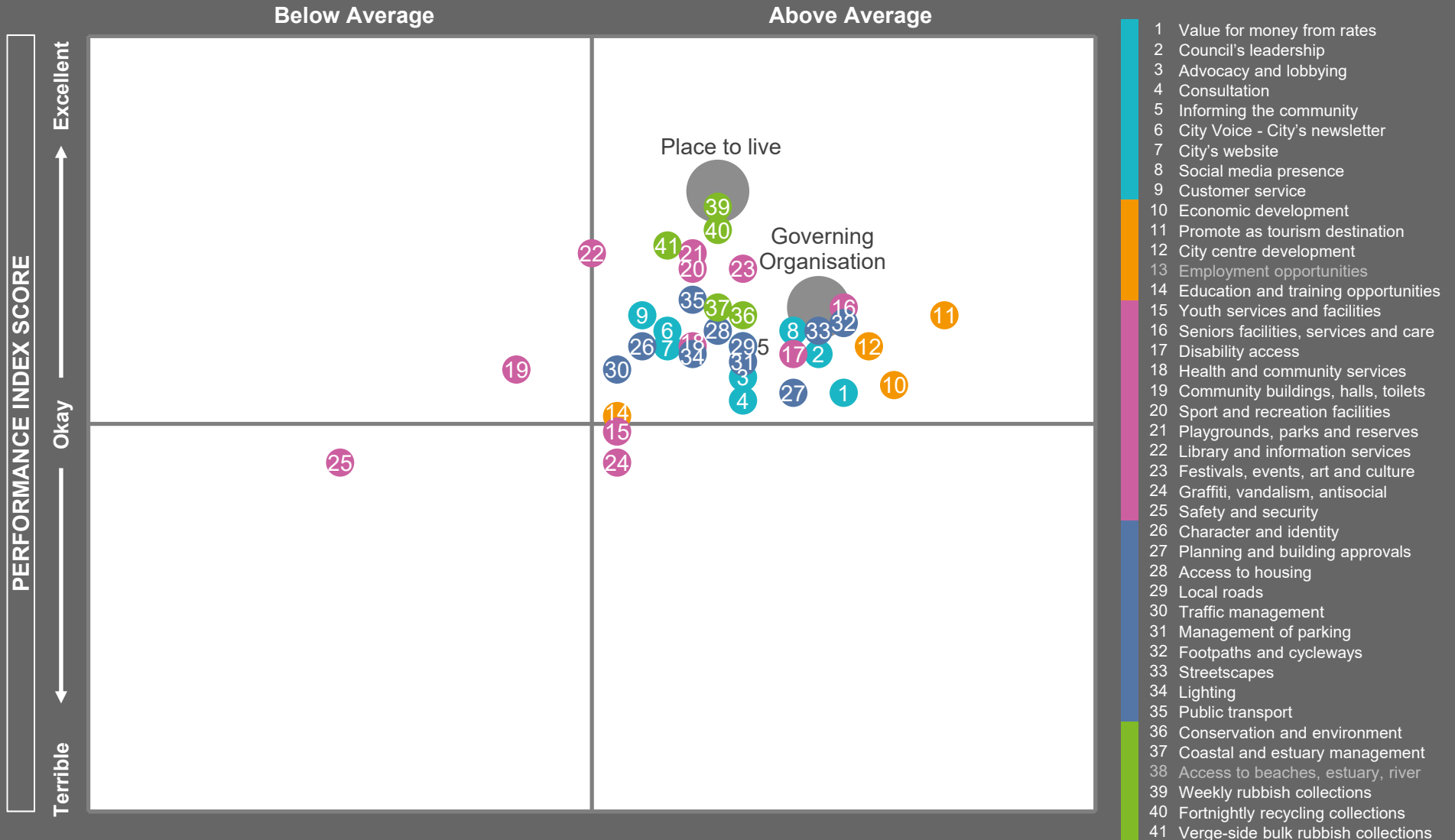
- Governance
- Economy
- Community
- Place
- Planet

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
Grey text = no benchmark available

Performance Trend Analysis

The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

In the City of Mandurah’s Community Trends Window, detailed overleaf, most services remained steady within ± 4 index points.

The City’s Social media presence was the stand out improver, increasing by 7 points.

The main areas of decline were graffiti, vandalism and anti-social and festivals, events, art and cultural activities, both dropping by 6 points.



MARKYT Community Trends Window™



- 1 Place to live
- 2 Governing Organisation
- 3 Value for money
- 4 Council's leadership
- 5 Advocacy and lobbying
- 6 Consultation
- 7 Informing the community
- 8 City Voice - City's newsletter
- 9 City's website
- 10 Social media presence**
- 11 Customer service

- 12 Economic development
- 13 Promote as tourism destination
- 14 City centre development
- 15 Employment opportunities
- 16 Education and training opportunities
- 17 Youth services and facilities
- 18 Seniors facilities, services and care

- 19 Disability access
- 20 Health and community services
- 21 Community buildings, halls and toilets
- 22 Sport and recreation facilities
- 23 Playgrounds, parks and reserves
- 24 Library and information services
- 25 Festivals, events, art and culture**
- 26 Graffiti, vandalism, anti-social**

- 27 Safety and security
- 28 Character and identity
- 29 Planning and building approvals
- 30 Access to housing
- 31 Local roads
- 32 Traffic management
- 33 Management of parking
- 34 Footpaths and cycleways
- 35 Streetscapes
- 36 Lighting

- 37 Public transport
- 38 Conservation and environment
- 39 Coastal and estuary management
- 40 Access to beaches, estuary and river
- 41 Weekly rubbish collections
- 42 Fortnightly recycling collections
- 43 Verge-side bulk rubbish collections

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response (n = varies)
 Copyright CATALYSE® Pty Ltd. © 2020 Grey text = no trend data available

Community Priorities

How to read the MARKYT Community Priorities

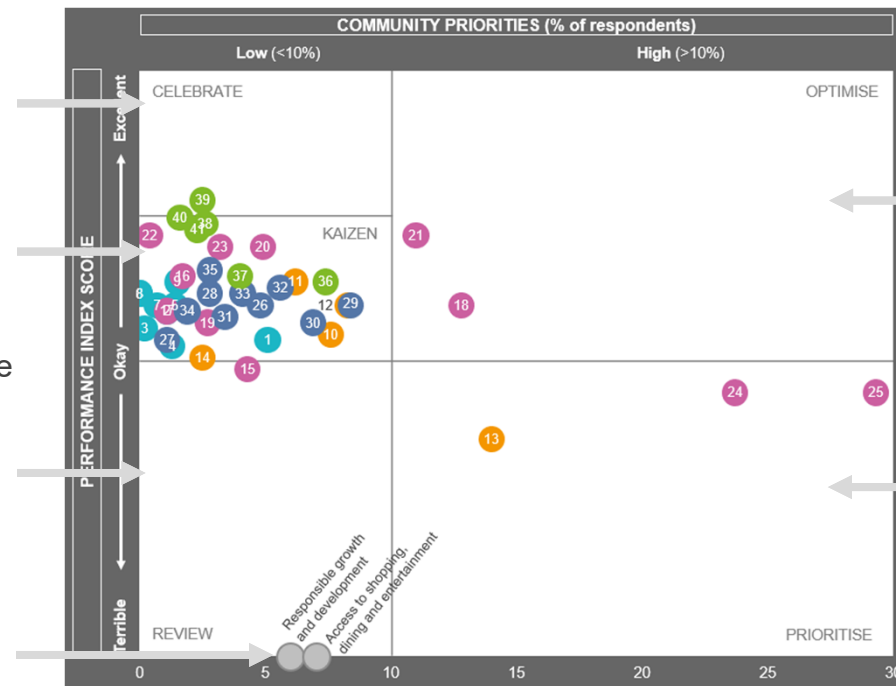
The MARKYT Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE the Shire's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.

ADDITIONAL areas with no performance score are added when spontaneously mentioned as an area to focus on improving by 5% or more respondents.



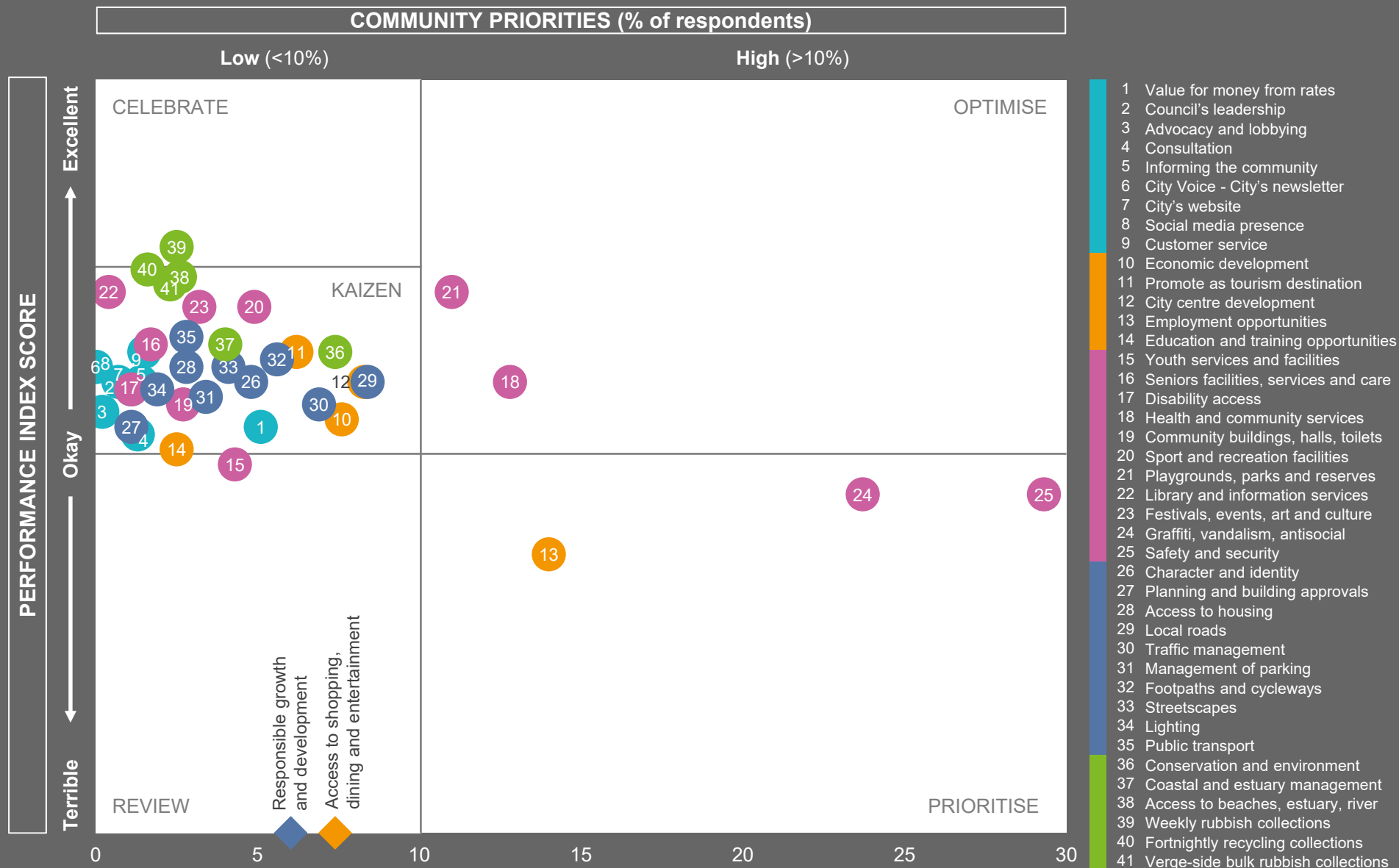
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITISE lower performing services where the community would like the Shire to focus its attention.

Services are grouped in five areas:

- Governance
- Economy
- Community
- Place
- Planet

MARKYT Community Priorities



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 488)

Community

Addressing community priorities



Safety, security and anti-social behaviour

Challenges

- Crime, break-ins, drug dealing, substance abuse, violent and threatening behaviour, hoons and unlicensed trailbikes.
- Anti-social behaviour associated with homelessness and substance abuse – residents feeling unsafe in public places like the City centre and foreshore, especially at night.
- Graffiti and vandalism impacting on the aesthetics of the area.

Suggested actions

- Increase Police presence and visibility. Stricter enforcement and prosecution for crime, anti-social behaviour and hooning.
- Target hotspots for anti-social behaviour such as the City centre, foreshore and shopping centres.
- Improve security services and patrols, CCTV, street lighting and traffic calming devices.
- Remove graffiti quickly to lessen its impact on the area.

Economy

Addressing community priorities



Employment opportunities

Challenges

- High levels of unemployment.
- Lack of work opportunities for youth.
- Lack of highly skilled, local employment opportunities, and the need to travel to Perth for work.

Suggested actions

- Attract new and more diversified businesses to expand local job opportunities.

Community

Addressing community priorities



Playgrounds, parks and reserves

Challenges

- Appearance and maintenance of parks and reserves.
- Lack of facilities and amenities in parks.
- Inequality between different areas of the City.

Suggested actions

- Improve amenities in parks (e.g. seating, BBQs, shade, drink fountains, remove sand to address concerns with needles)
- Modernise playgrounds (i.e. more exciting equipment, big slide and flying fox like Manjimup or Donnybrook, water playground or splash pad like Broome or Geraldton, play equipment for children with a disability), improve maintenance (i.e. fix broken swings) and build more playgrounds in areas without them.
- Improve management of vegetation in parks and nature reserves, with more native tree planting, replacement of dead trees and addressing burrs.
- Provide more dog exercise areas (i.e. off lead dog exercise areas, fenced dog parks)

Community

Addressing community priorities



Health and community services

Challenges

- Existing hospital is too small with insufficient services that mean the community needs to travel to access services.
- Lack of support for homeless people and others facing social disadvantage.

Suggested actions

- Expand Peel Health Campus with more beds, more health facilities, an improved Emergency Dept, ICU unit, and more parking.
- Provide crisis accommodation for homeless people and domestic violence victims.
- Improve access to improved community services (i.e. homeless, mental health, drug and alcohol addiction, aged care, disability, social disadvantage, domestic violence, literacy challenges, parenting advice, etc)

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity



Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Familiarity with local services and facilities

Lower levels of familiarity

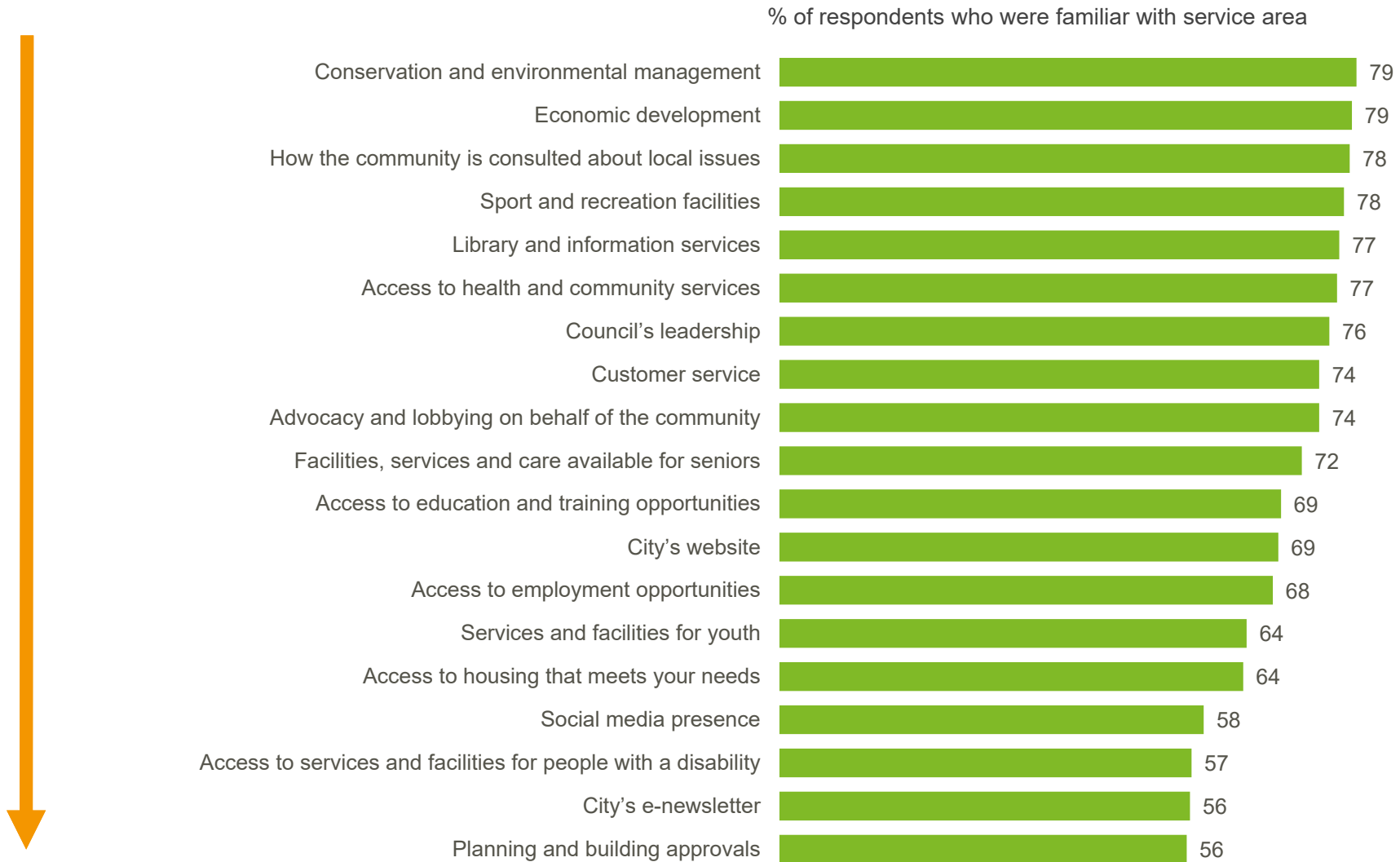
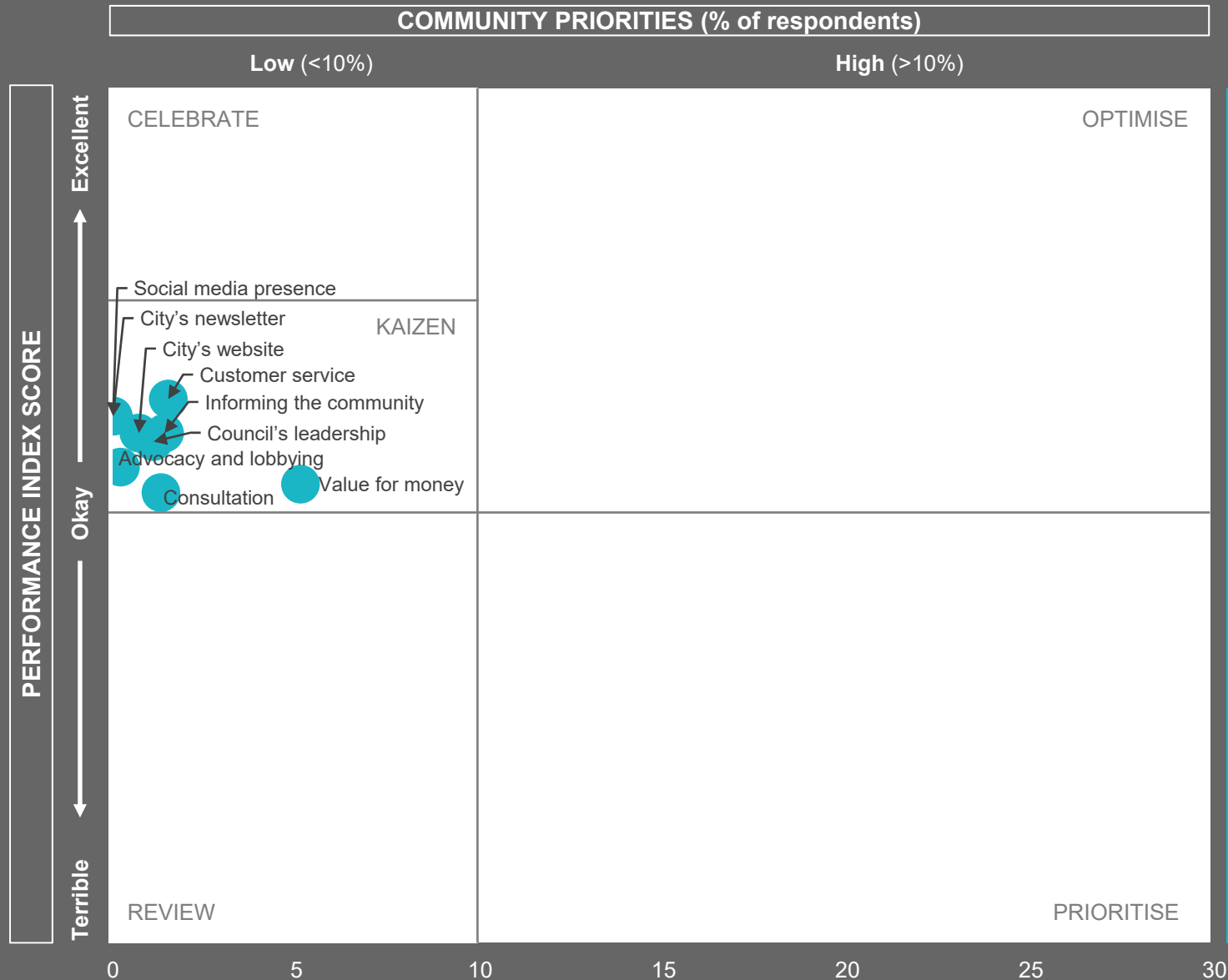


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Governance

MARKYT Community Priorities



Governance measures are performing moderately with all areas above okay and only 5% or fewer respondents mentioning these areas as priorities to focus on improving.

It is suggested that the City focuses on continuous improvement initiatives.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 488)

Council's leadership

Performance ratings

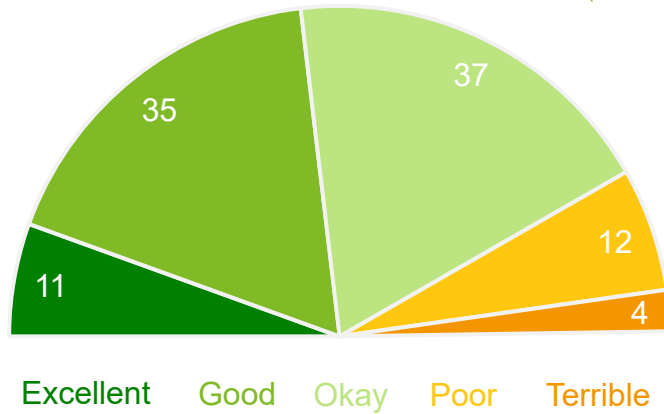
% of respondents

83%

59

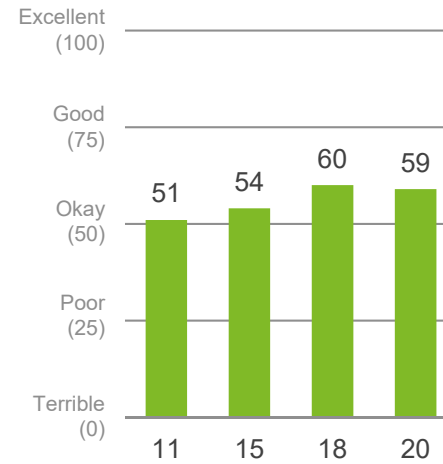
Positive rating*

Performance Index Score (out of 100)



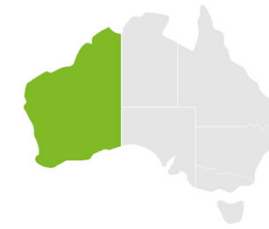
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	59
Industry High	67
Industry Average	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
59	59	58	55	63	62	54	51	50	55	52	56	64	61	58	65	61	61	52	64	59	55	58	62	59	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 508). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

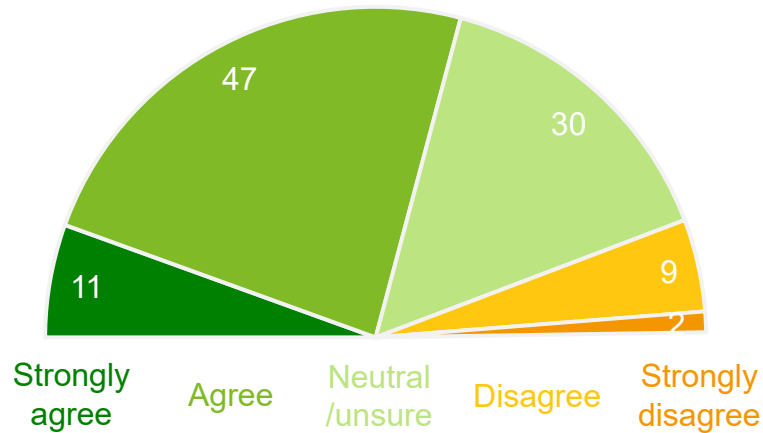
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

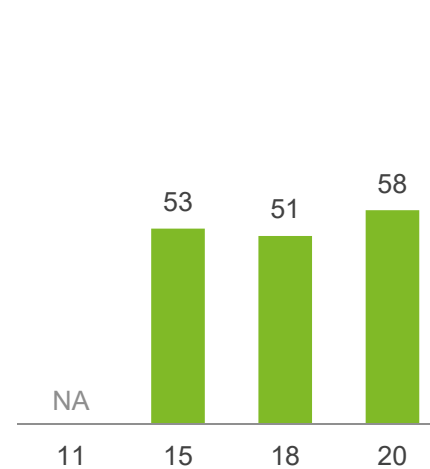
58%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	58
Industry High	58
Industry Average	34

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	58	62	51	65	61	60	53	51	58	54	58	61	60	62	47	71	51	60	53	62	49	60	59	61	62

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

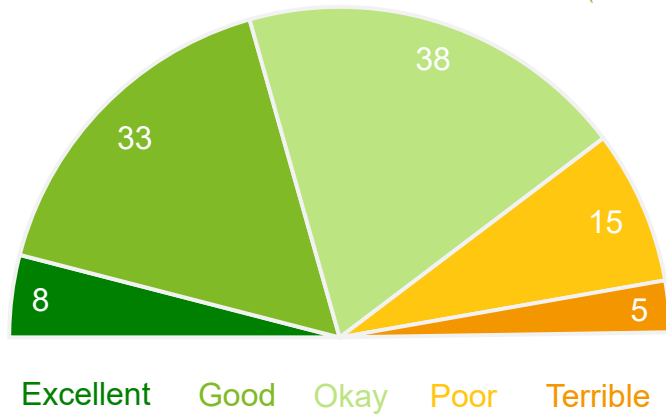
Base: All respondents, excludes 'no response' (n = 623). # Small base size (< 20 respondents)

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

Performance ratings

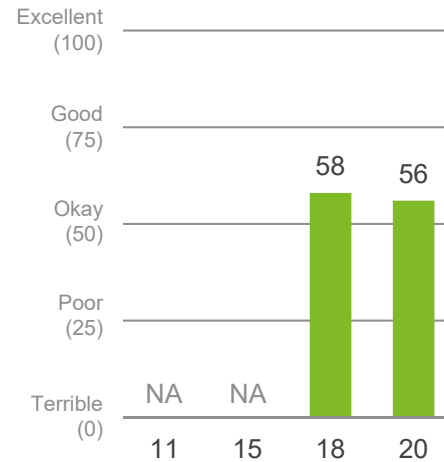
% of respondents

79% Positive rating*
56 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	56
Industry High	68
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
56	57	54	53	60	57	54	55	51	56	49	56	60	57	57	53	55	54	49	64	61	50	55	57	59	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 498). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

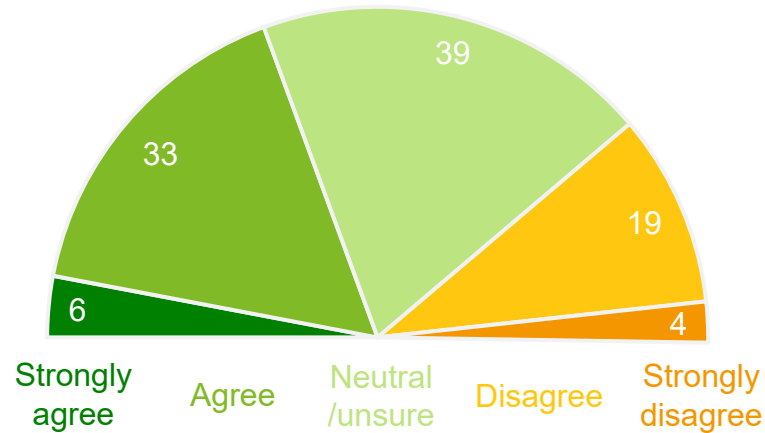
Elected Members (the Councillors) have a good understanding of community needs

Level of agreement

% of respondents

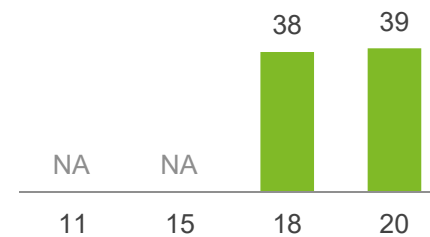
39%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	39
Industry High	40
Industry Average	29

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
39	39	38	31	46	41	45	37	31	41	34	36	43	40	38	37	25	38	35	49	41	28	38	47	35	48

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

Base: All respondents, excludes 'no response' (n = 620). # Small base size (< 20 respondents)

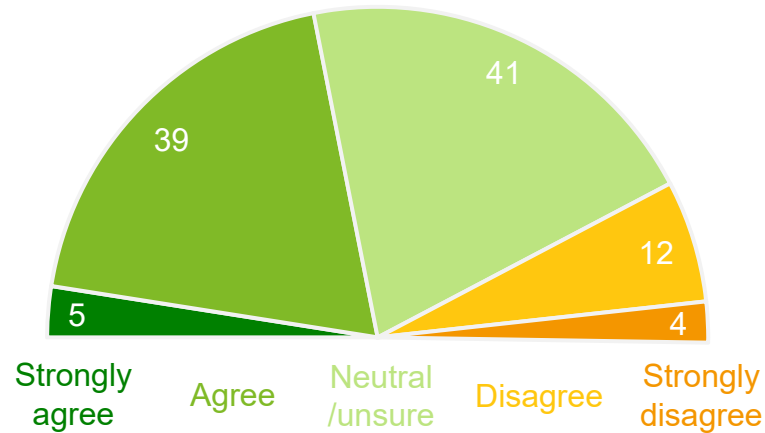
Staff have a good understanding of community needs

Level of agreement

% of respondents

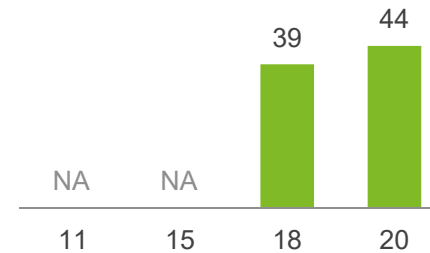
44%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	44
Industry High	53
Industry Average	34

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
44	44	43	40	47	46	44	41	38	44	31	41	51	49	44	38	38	52	45	50	44	43	41	43	38	49

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

Base: All respondents, excludes 'no response' (n = 620). # Small base size (< 20 respondents)

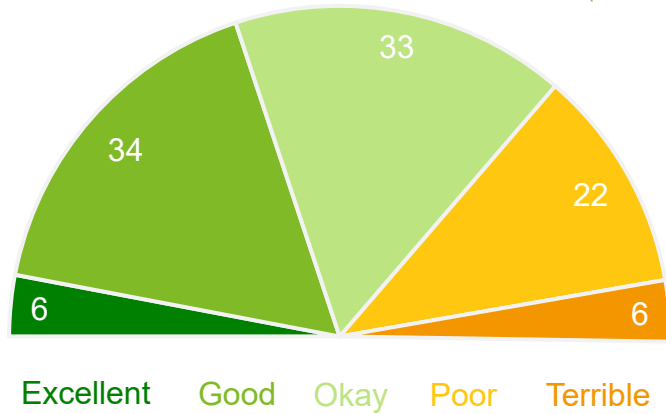
How the community is consulted about local issues

Performance ratings

% of respondents

73%
Positive rating*

53
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	53
Industry High	63
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
53	54	53	50	56	54	52	50	49	51	50	52	56	56	55	50	57	48	48	58	58	48	53	55	58	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 527). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

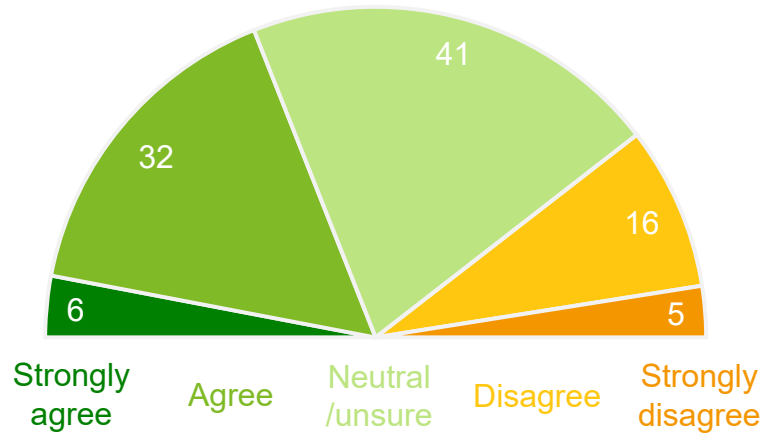
The City listens to and respects residents' views

Level of agreement

% of respondents

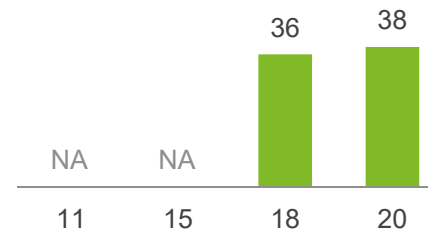
38%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	38
Industry High	55
Industry Average	32

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
38	38	39	33	43	39	39	32	30	37	39	33	42	41	36	33	39	40	31	48	42	30	36	42	38	44

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

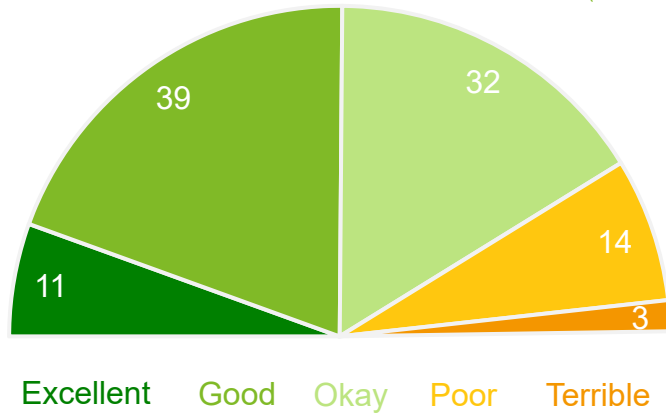
Base: All respondents, excludes 'no response' (n = 621). # Small base size (< 20 respondents)

How the community is informed about what's happening in the local area (including local issues, events, services and facilities)

Performance ratings

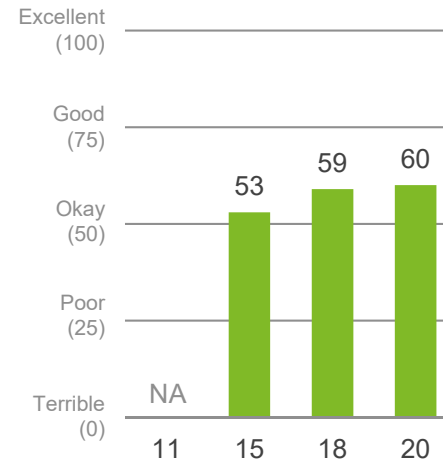
% of respondents

82% Positive rating*
60 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	69
Industry Average	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	60	60	56	63	61	56	57	57	58	54	60	62	62	61	73	59	56	56	62	63	53	61	65	58	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 570). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

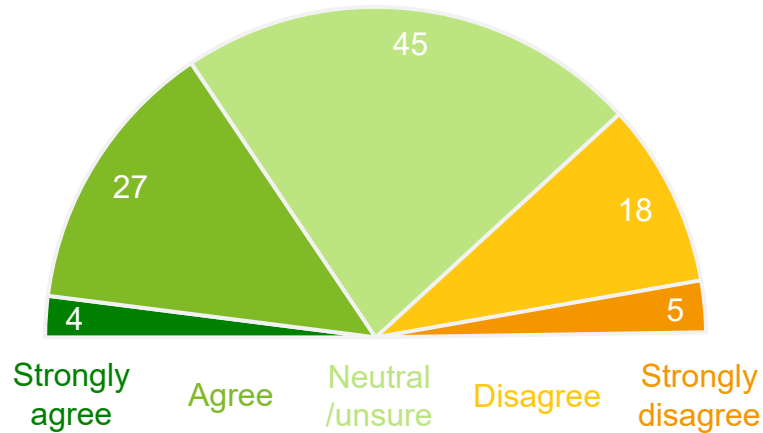
The City clearly explains reasons for decisions and how residents' views have been taken into account

Level of agreement

% of respondents

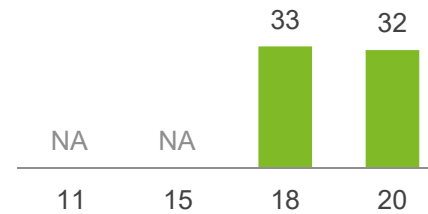
32%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	32
Industry High	45
Industry Average	27

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
32	32	31	31	33	34	31	25	22	39	29	27	36	38	34	25	31	26	33	39	31	24	27	39	35	38

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

Base: All respondents, excludes 'no response' (n = 620). # Small base size (< 20 respondents)

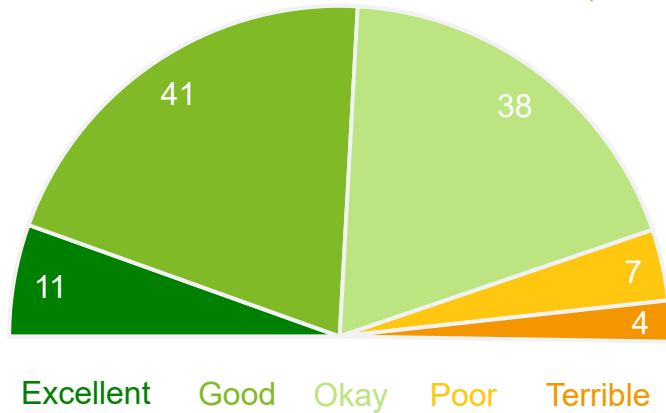
City's e-newsletter

Performance ratings

% of respondents



90% Positive rating*
62 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	62
Industry High	66
Industry Average	59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
62	62	64	57	66	64	56	58	55	59	54	61	65	62	61	70	65	60	56	68	63	57	66	56	67	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 379). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

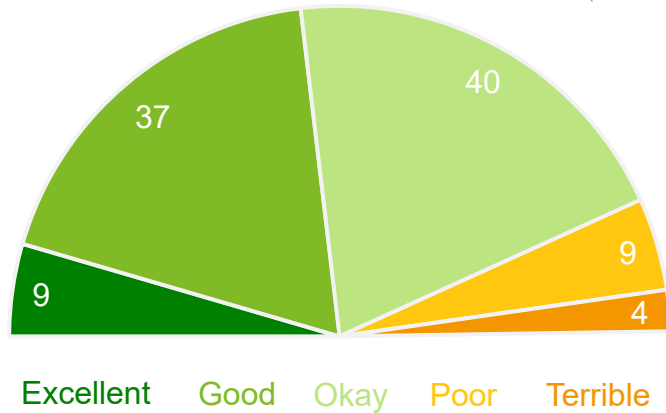
City's website

Performance ratings

% of respondents

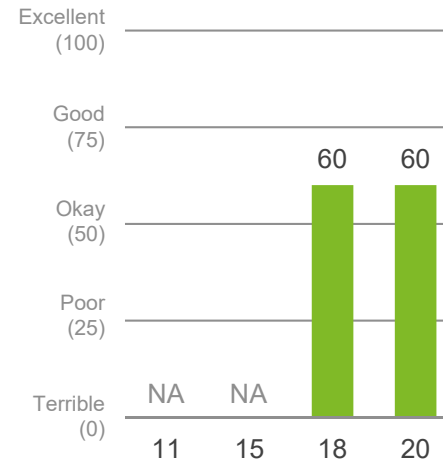
86% **60**

Positive rating* **Performance Index Score**
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	68
Industry Average	57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	60	60	56	63	62	55	55	53	58	52	59	63	58	61	71	57	57	60	57	58	57	62	58	63	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 461). * Positive Rating = excellent, good + okay

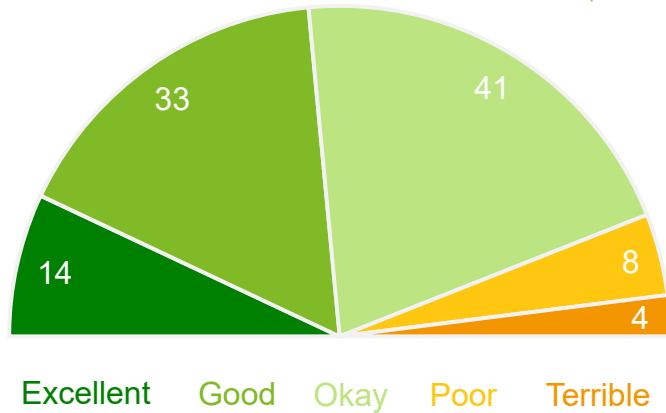
Small base size (< 20 respondents)

Social media presence on Facebook, Twitter, Instagram, LinkedIn, etc

Performance ratings

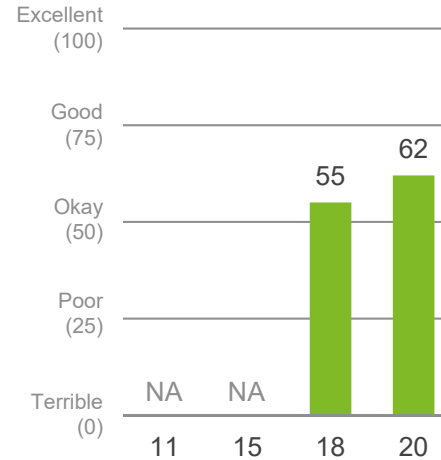
% of respondents

88% Positive rating*
62 Performance Index Score (out of 100)



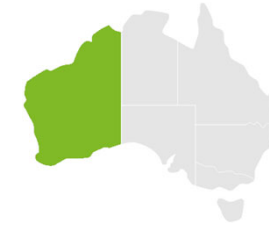
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	62
Industry High	66
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
62	61	63	57	66	63	59	59	57	57	62	63	59	58	63	84	62	59	60	64	57	60	63	63	62	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 392). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

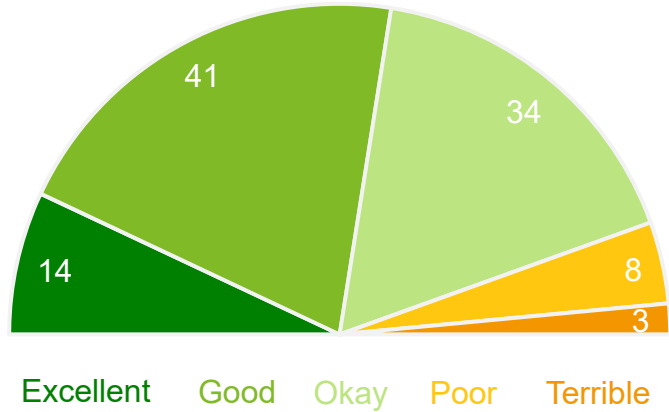
Customer service

Performance ratings

% of respondents

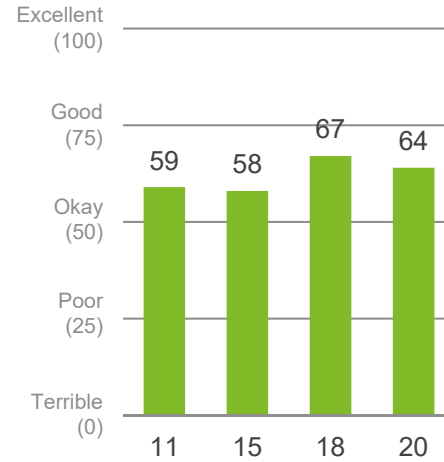


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	64
Industry High	79
Industry Average	62

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
64	64	65	61	66	65	59	61	61	67	55	65	66	67	67	66	64	61	61	60	61	59	64	65	71	71

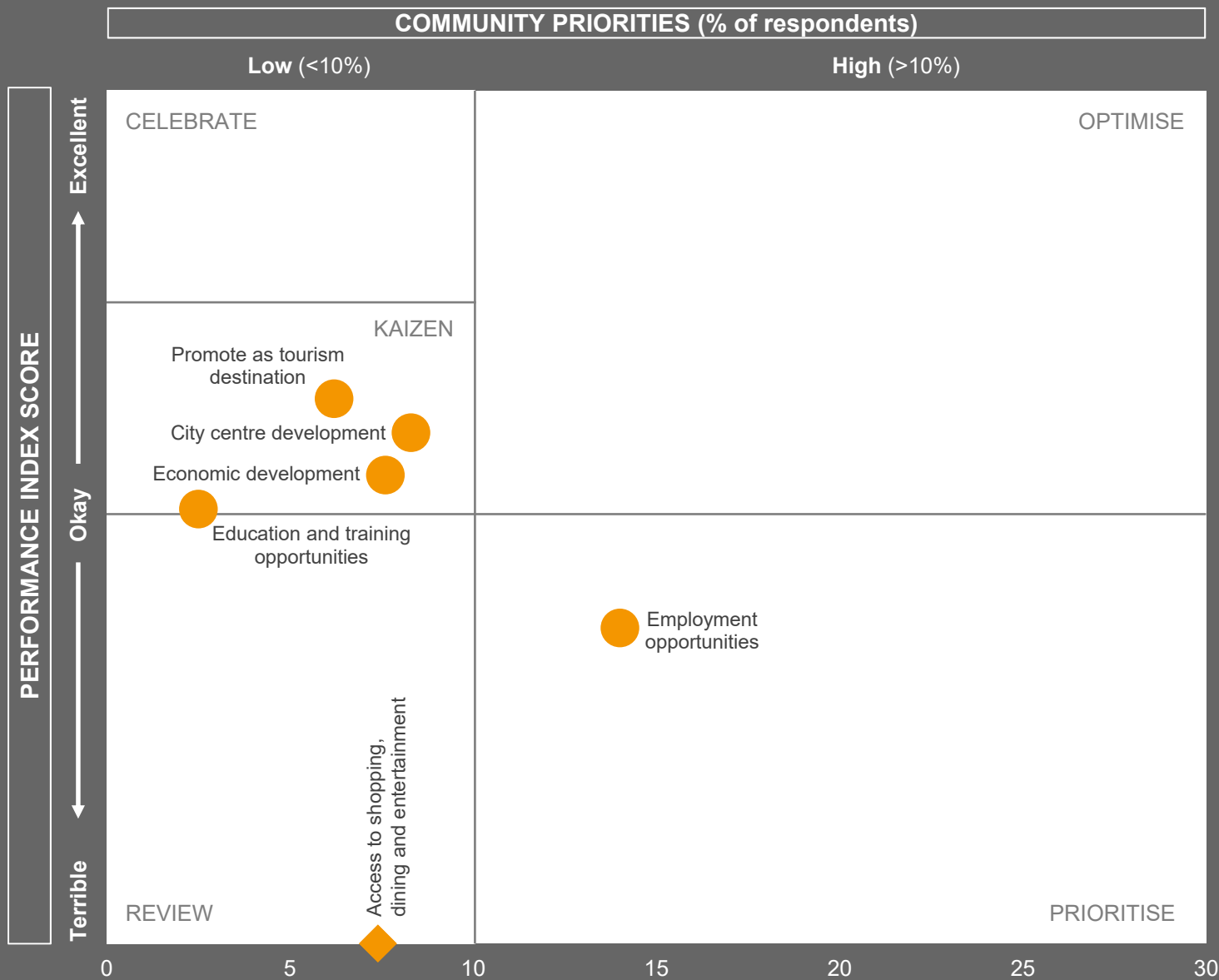
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 498). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Economy

MARKYT Community Priorities



The community would like the City to prioritise employment opportunities.

Continuous improvement is needed for all other areas of economic development.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 488)

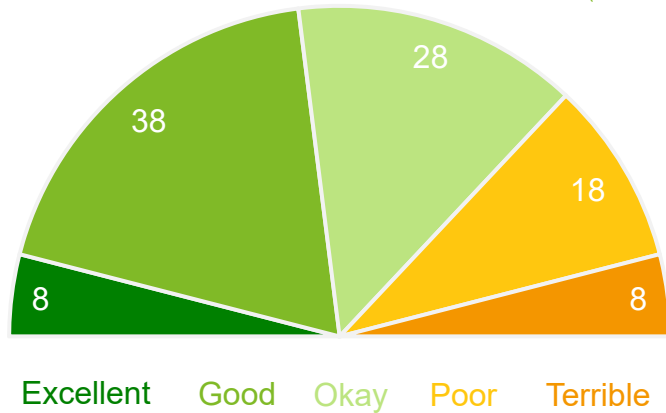
Economic development (what the City is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities)

Performance ratings

% of respondents

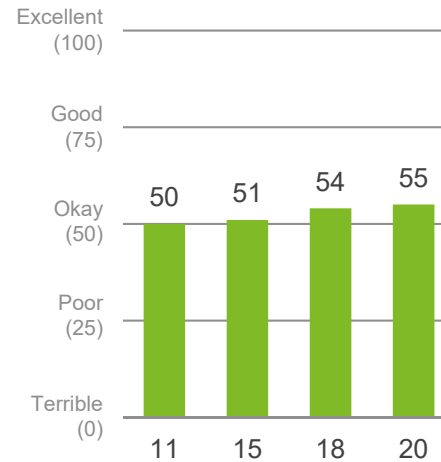
74%
Positive rating*

55
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	55
Industry High	58
Industry Average	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
55	55	55	48	61	57	50	48	48	53	48	51	60	60	54	61	59	52	51	66	60	54	54	52	51	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 528). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

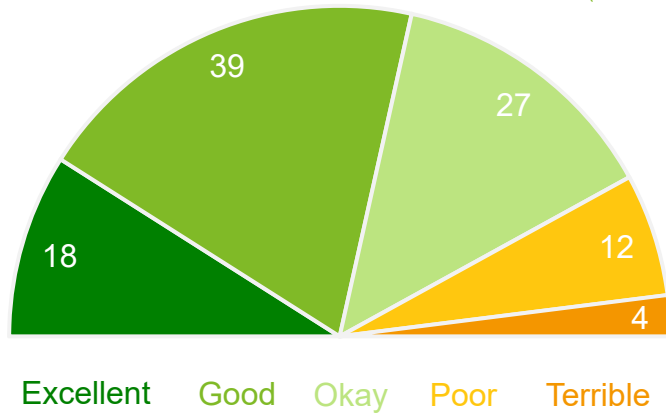
Efforts to develop and promote Mandurah as a tourism destination

Performance ratings

% of respondents

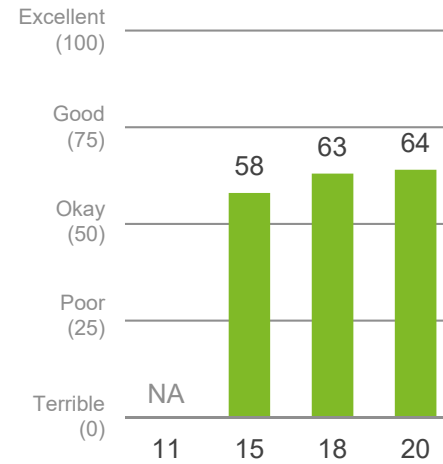


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	64
Industry High	68
Industry Average	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
64	64	64	58	68	66	60	58	56	63	59	61	67	68	64	70	71	64	62	73	64	59	64	62	65	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 562). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

How the City centre is being developed

Performance ratings

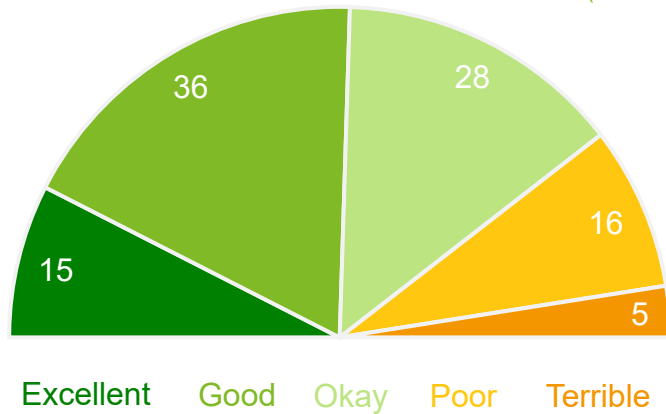
% of respondents

79%

60

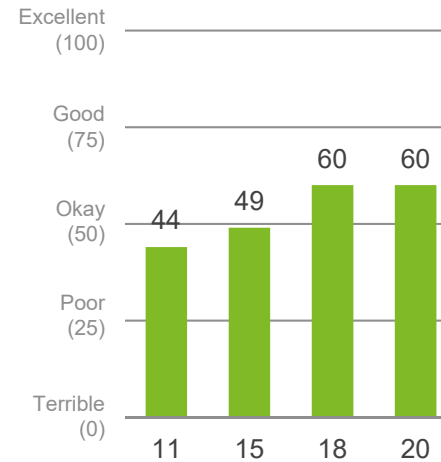
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	71
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	59	64	53	66	59	64	63	60	59	64	59	60	61	62	69	68	62	51	70	60	61	58	62	61	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 551). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

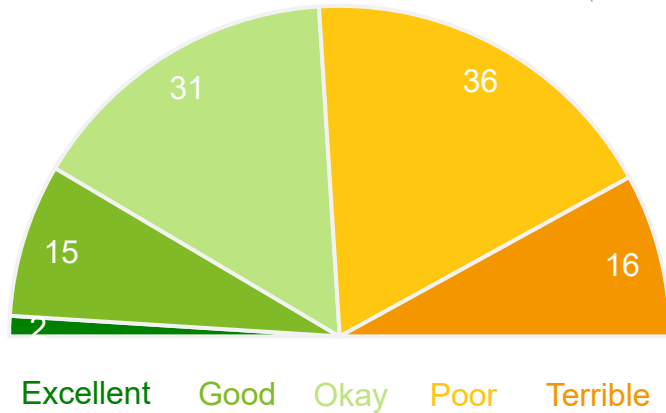
Access to employment opportunities

Performance ratings

% of respondents

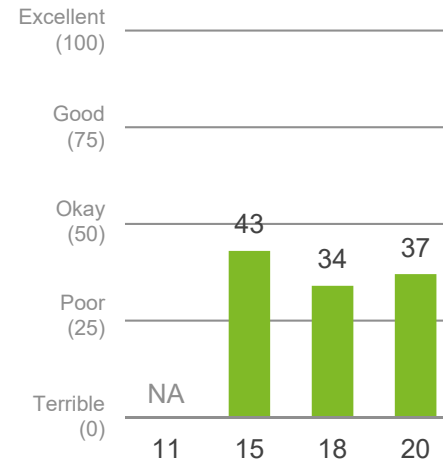


48% Positive rating*
37 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	37
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
37	37	40	35	40	39	37	36	33	35	35	36	39	43	37	49	38	42	28	44	36	34	39	37	43	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 456). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Access to education and training opportunities

Performance ratings

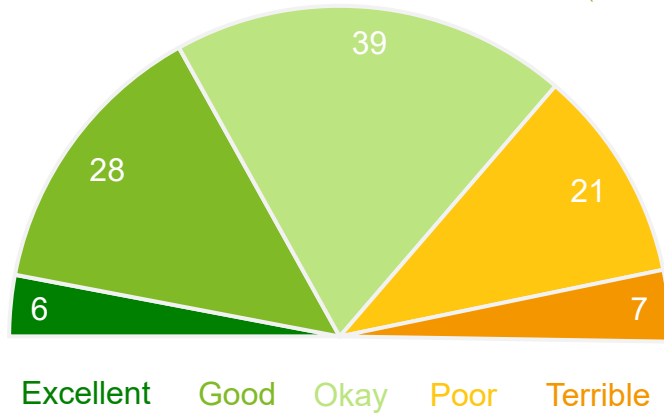
% of respondents

73%

51

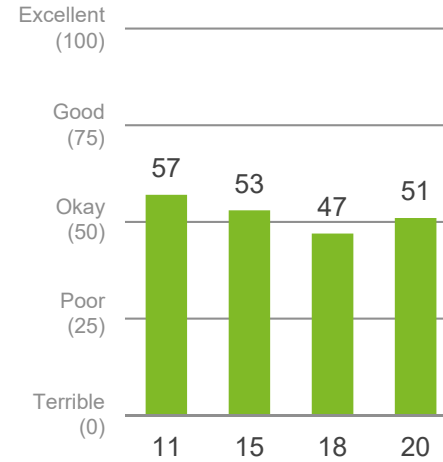
Positive rating*

Performance Index Score (out of 100)



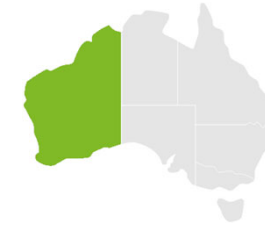
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	51
Industry High	59
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
51	51	53	50	52	54	45	48	45	48	46	48	56	56	52	58	57	52	41	55	52	51	53	50	58	51

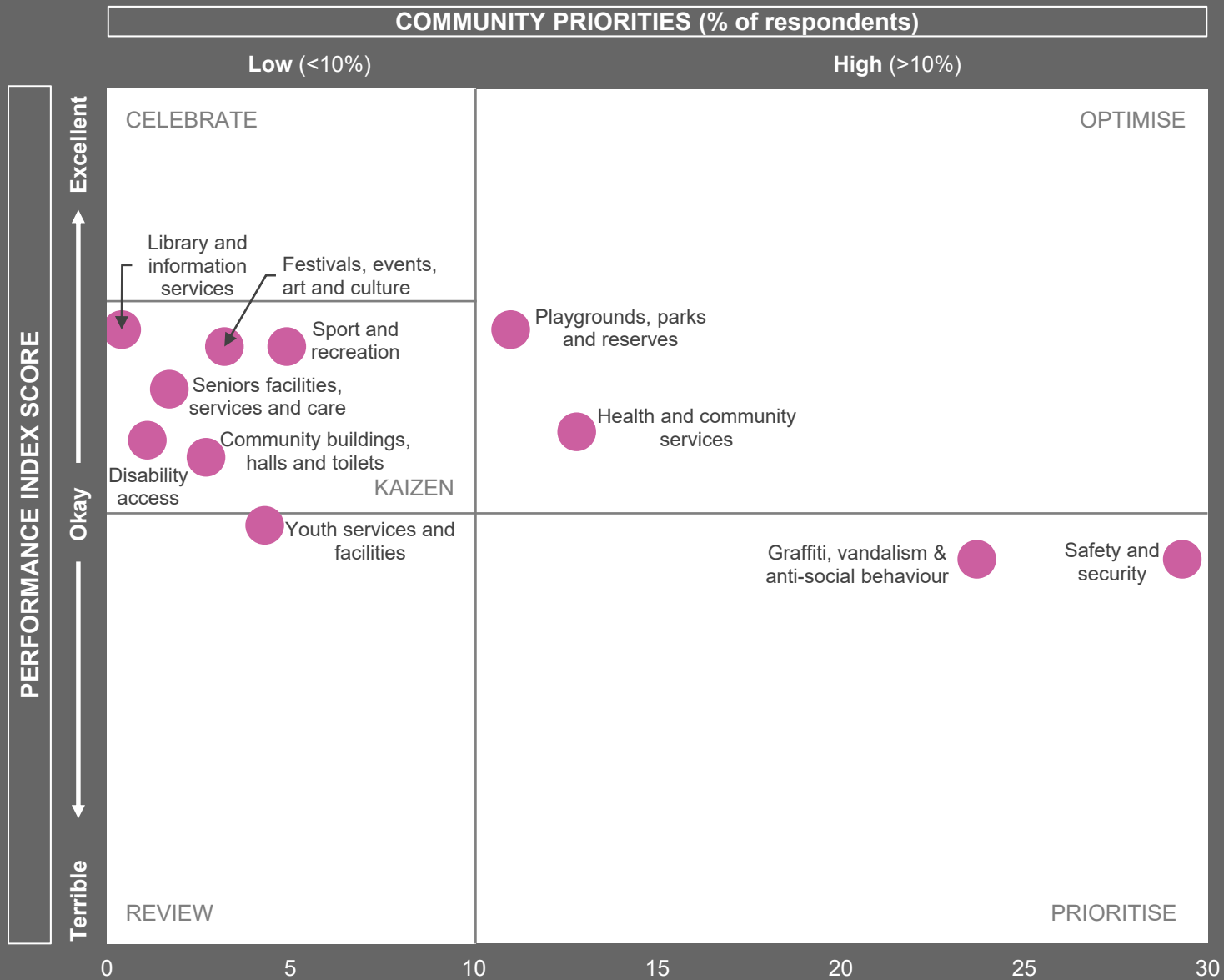
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 463). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Community

MARKYT Community Priorities



The community would like the Shire to focus on safety, security, graffiti, vandalism and anti-social behaviour.

There is also a need to optimise delivery of health and community services and playgrounds, parks and reserves.

Youth services and facilities requires review.

All other services fall into the Kaizen continuous improvement zone.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 488)

Services and facilities for youth

Performance ratings

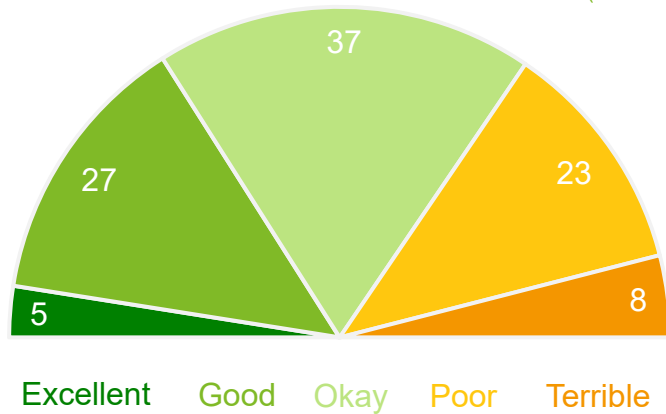
% of respondents

69%

49

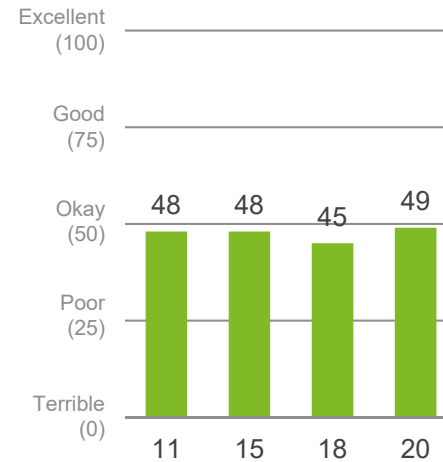
Positive rating*

Performance Index Score (out of 100)



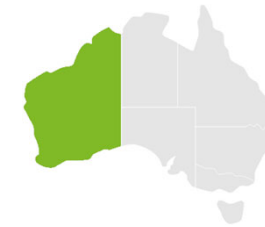
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	49
Industry High	67
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
49	49	53	49	49	52	49	43	43	43	45	46	54	53	49	58	43	48	47	55	54	46	50	49	54	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 431). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Facilities, services and care available for seniors

Performance ratings

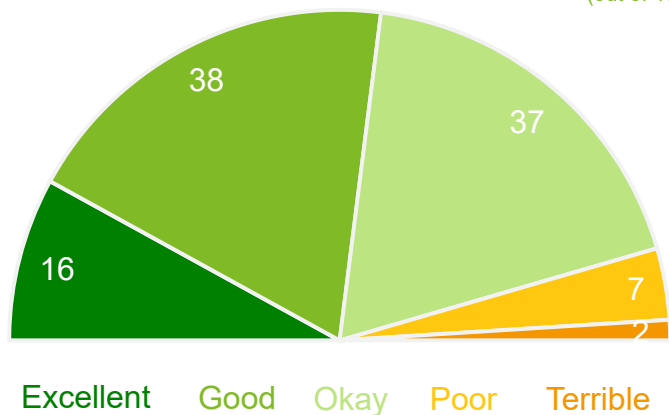
% of respondents

91%

65

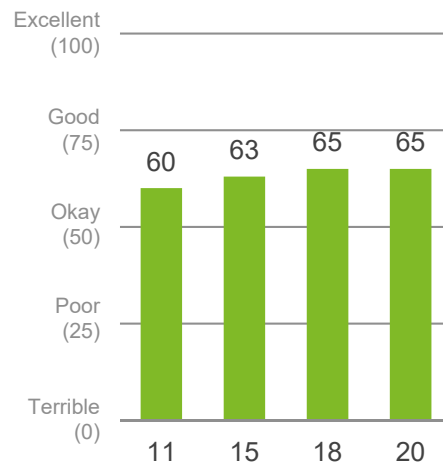
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	65
Industry High	72
Industry Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
65	65	65	61	68	67	58	60	61	62	63	61	67	62	66	77	73	66	65	65	67	64	63	61	67	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 482). * Positive Rating = excellent, good + okay

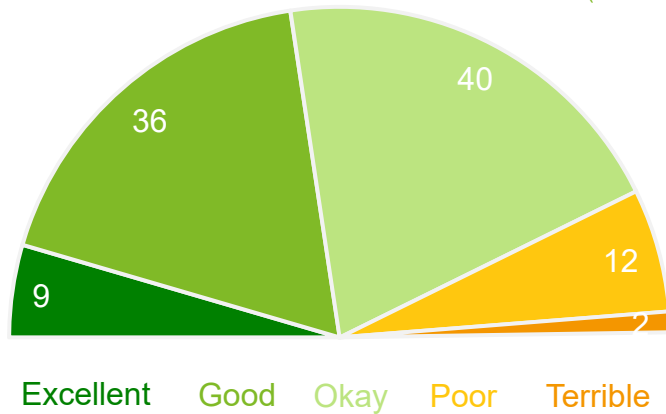
Small base size (< 20 respondents)

Access to services and facilities for people with a disability

Performance ratings

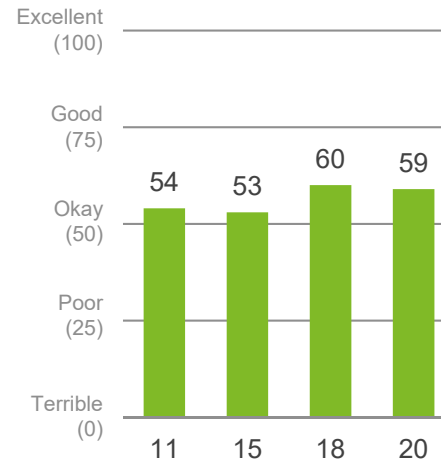
% of respondents

85% Positive rating*
59 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	59
Industry High	67
Industry Average	51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
59	60	58	58	61	62	53	55	56	57	59	54	63	56	60	80	64	56	62	62	59	60	57	57	63	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

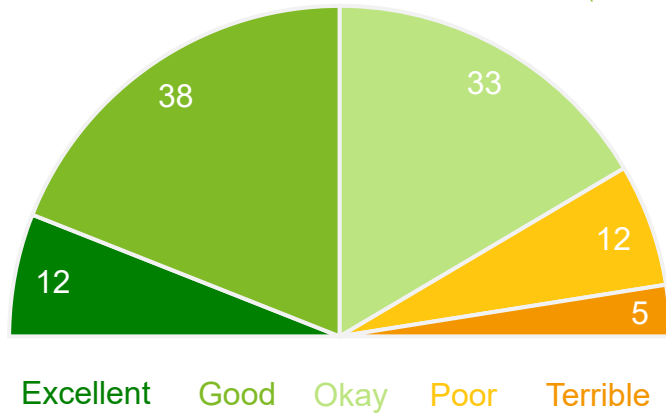
Access to health and community services

Performance ratings

% of respondents



83% Positive rating*
60 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	70
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	59	64	57	62	63	55	52	51	59	58	55	64	63	61	61	68	55	57	63	61	57	60	62	64	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 515). * Positive Rating = excellent, good + okay

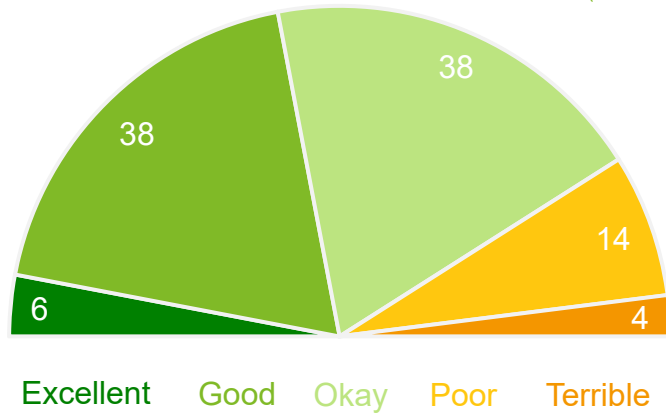
Small base size (< 20 respondents)

Community buildings, halls and toilets

Performance ratings

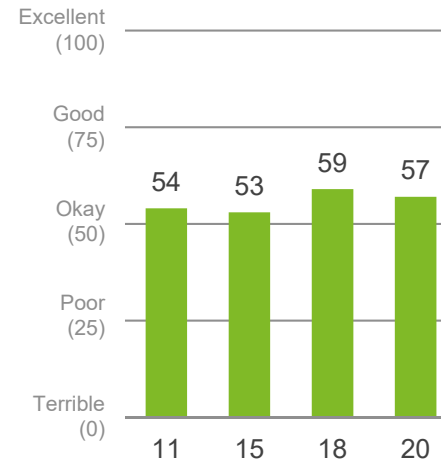
% of respondents

82% Positive rating*
57 Performance Index Score (out of 100)



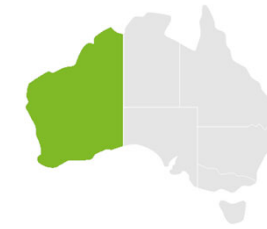
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	57
Industry High	78
Industry Average	60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
57	58	54	56	58	59	52	56	50	53	51	56	60	59	59	67	54	57	57	61	61	57	54	56	60	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 544). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

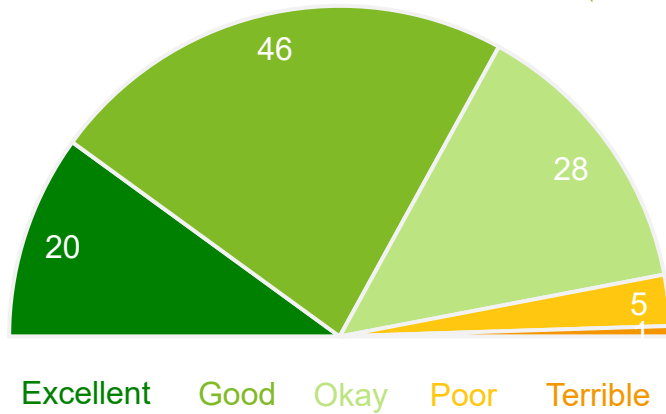
Sport and recreation facilities

Performance ratings

% of respondents

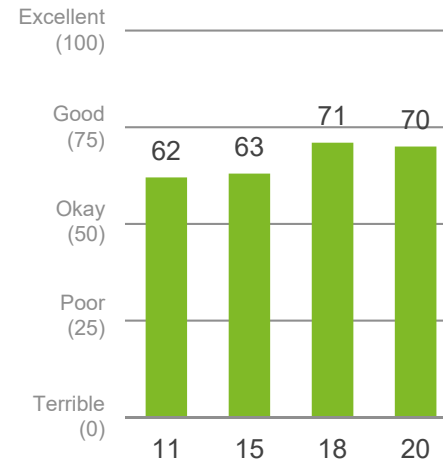


94% Positive rating*
70 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	70
Industry High	85
Industry Average	66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
70	70	68	69	70	70	64	68	71	69	66	70	71	71	71	74	75	67	69	74	70	67	70	67	75	72

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 521). * Positive Rating = excellent, good + okay

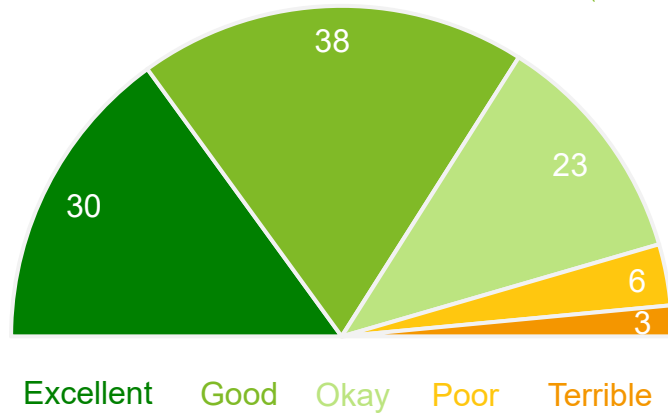
Small base size (< 20 respondents)

Playgrounds, parks and reserves

Performance ratings

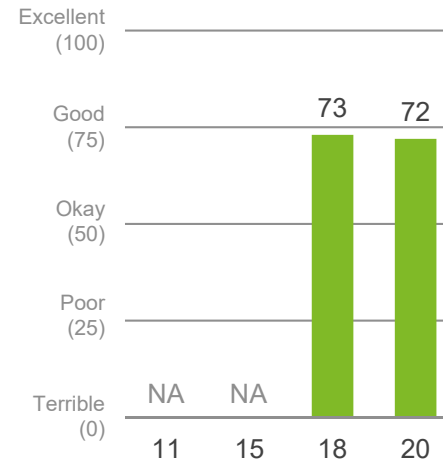
% of respondents

91% Positive rating*
72 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	72
Industry High	86
Industry Average	68

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
72	72	71	70	73	74	60	66	69	74	63	72	75	72	74	73	69	68	70	74	72	64	75	72	76	75

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 559). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Library and information services

Performance ratings

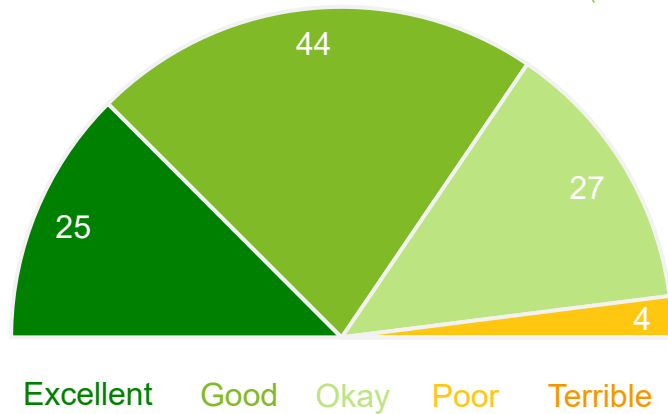
% of respondents

96%

72

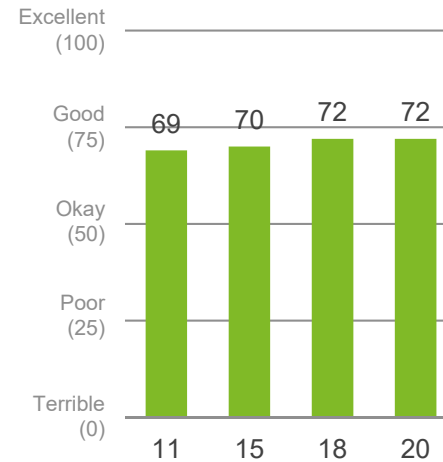
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	72
Industry High	89
Industry Average	72

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
72	73	71	69	75	73	66	70	74	74	65	72	75	73	73	80	76	71	68	74	76	65	73	73	77	73

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 517). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

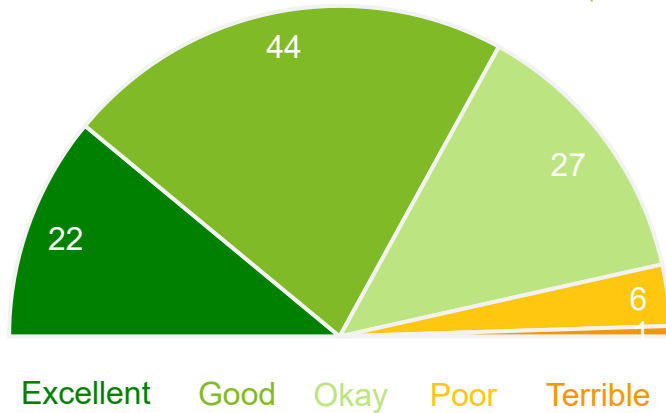
Festivals, events, art and cultural activities

Performance ratings

% of respondents

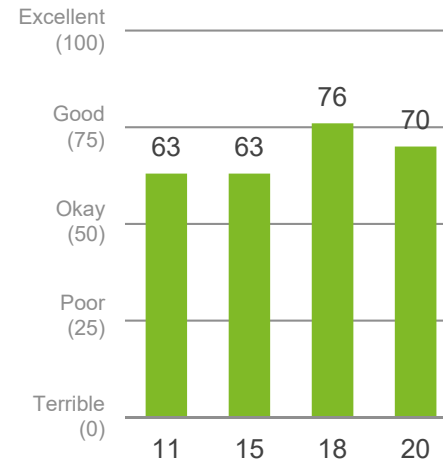


93% Positive rating*
70 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	70
Industry High	78
Industry Average	64

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
70	70	72	66	73	71	65	69	69	71	60	70	73	74	69	68	80	67	67	71	70	65	73	69	73	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 549). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

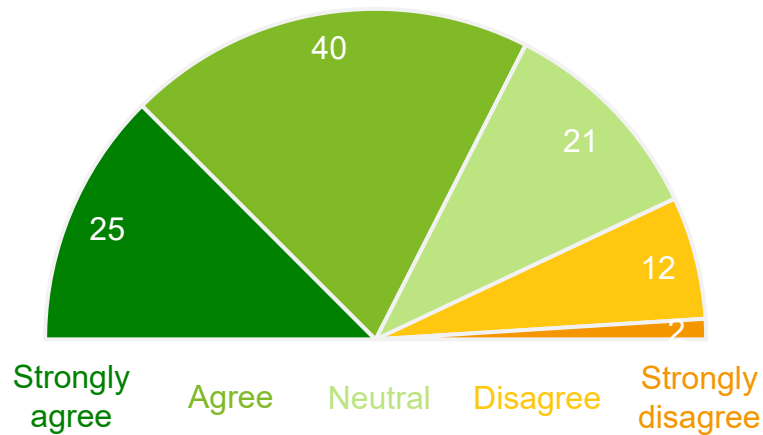
I have a strong connection with my neighbours

Level of agreement

% of respondents

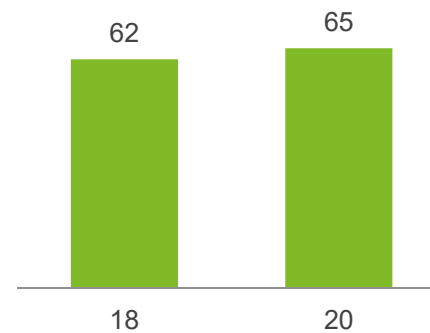
65%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	65
Industry High	NA
Industry Average	NA

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
65	67	53	64	65	72	49	61	61	64	44	60	77	71	66	37	58	75	62	69	77	57	65	61	67	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 617). # Small base size (< 20 respondents)

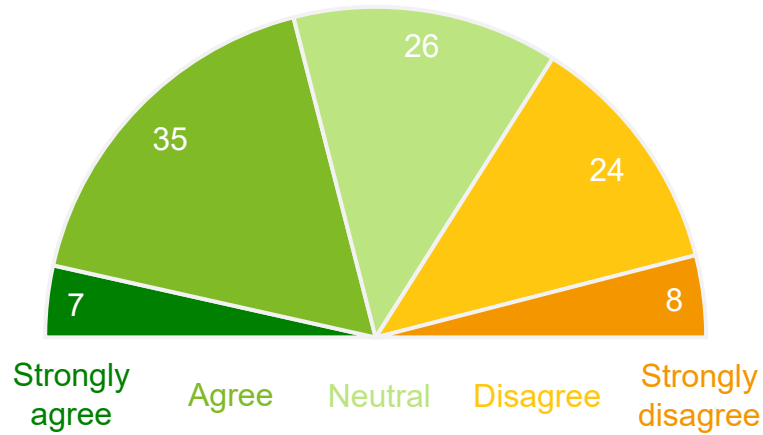
I feel safe in Mandurah

Level of agreement

% of respondents

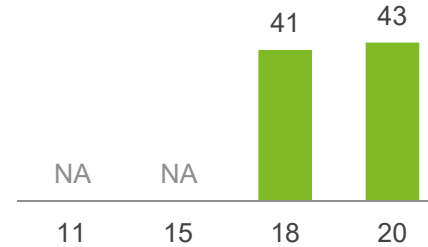
43%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	43
Industry High	94
Industry Average	68

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
43	43	39	39	47	45	38	46	45	36	31	47	45	51	46	69	31	45	40	36	53	28	43	53	49	34

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 609). # Small base size (< 20 respondents)

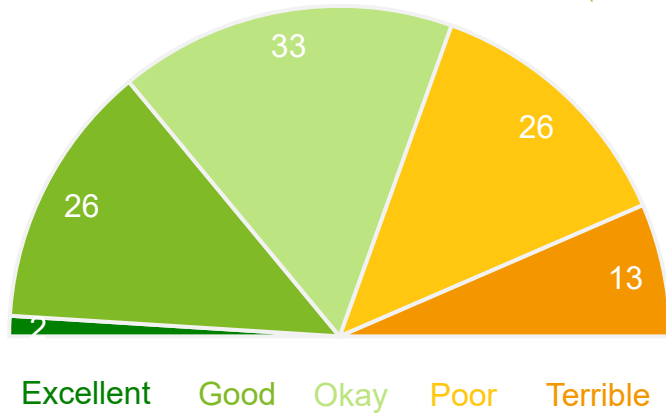
Safety and security

Performance ratings

% of respondents

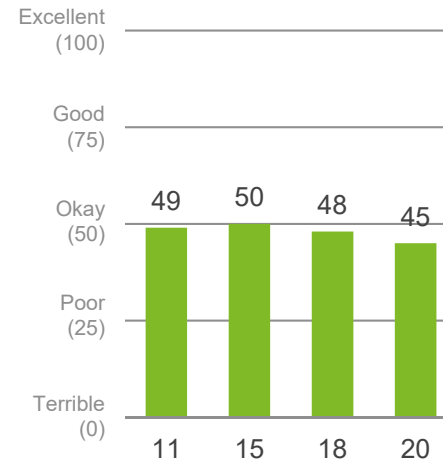


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	45
Industry High	76
Industry Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
45	45	44	42	47	46	40	46	44	42	36	45	48	48	48	52	42	47	38	47	49	35	47	47	56	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 549). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

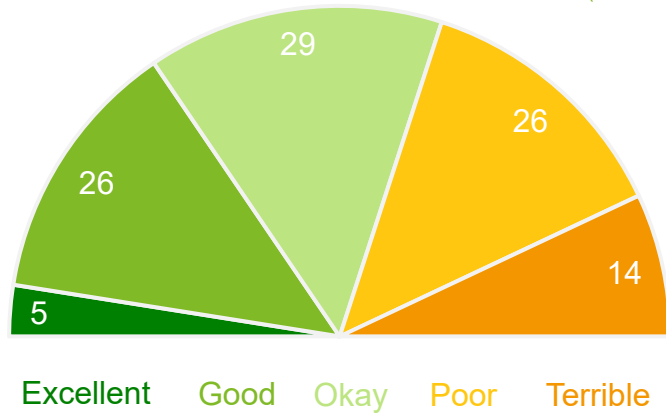
The control of graffiti, vandalism & anti-social behaviour

Performance ratings

% of respondents

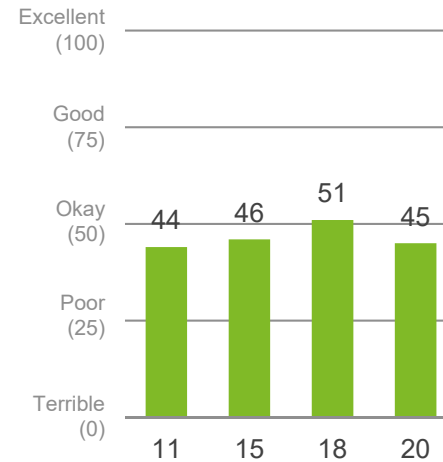


60% Positive rating*
45 Performance Index Score (out of 100)



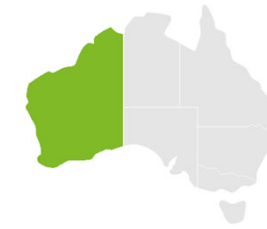
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	45
Industry High	66
Industry Average	44

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
45	46	41	42	47	46	41	44	42	43	38	44	48	50	48	60	45	46	37	50	49	39	47	43	52	45

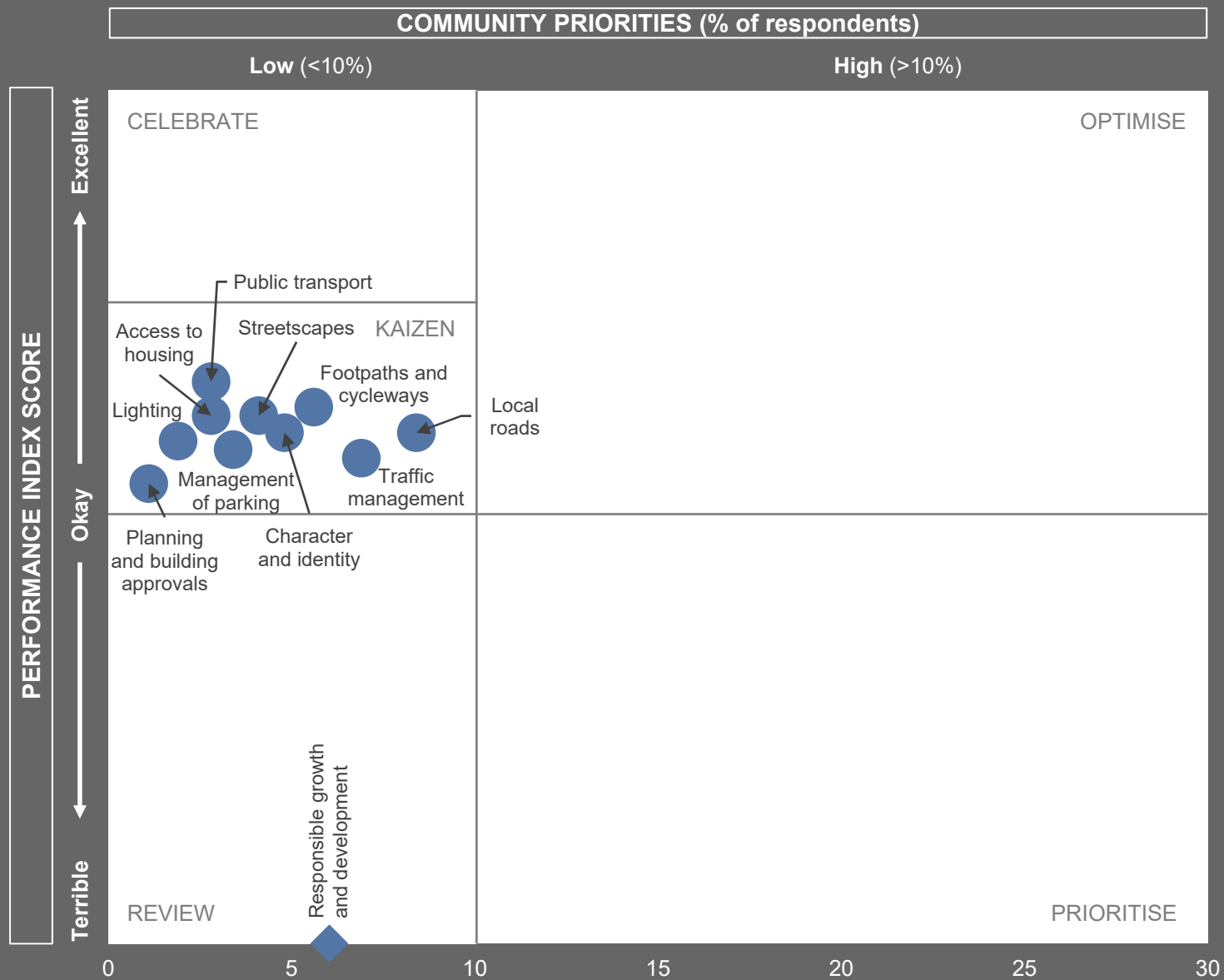
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 537). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Place

MARKYT Community Priorities



Place measures are performing moderately with all areas above okay and less than 10% of respondents mentioning these areas as priorities to focus on improving.

It is suggested that the City focuses on continuous improvement initiatives in these service areas.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 488)

The area's character and identity

Performance ratings

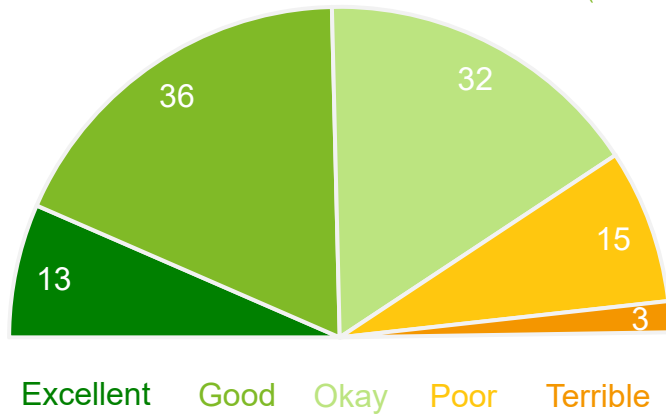
% of respondents

81%

60

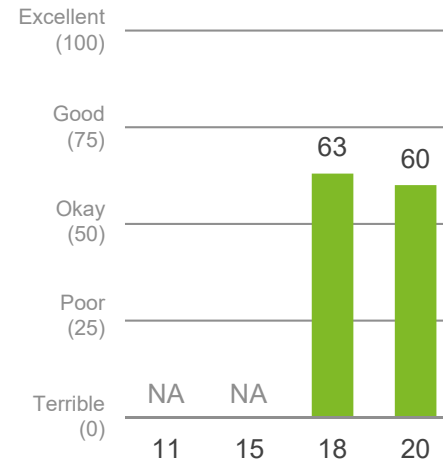
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	85
Industry Average	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	60	61	58	63	62	55	55	57	62	52	59	65	63	61	65	62	59	59	63	67	54	62	52	60	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 544). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Planning and building approvals

Performance ratings

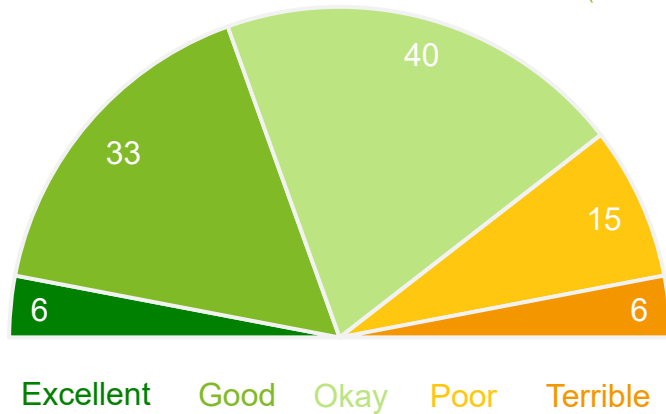
% of respondents

79%

54

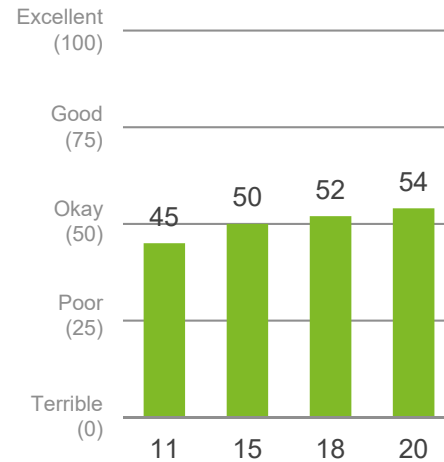
Positive rating*

Performance Index Score (out of 100)



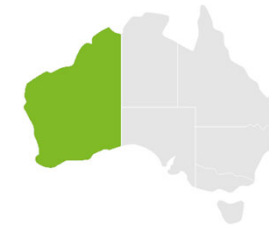
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	54
Industry High	65
Industry Average	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
54	54	58	50	58	55	53	51	49	54	54	51	57	53	57	63	56	42	47	55	58	53	52	56	62	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 376). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Access to housing that meets your needs

Performance ratings

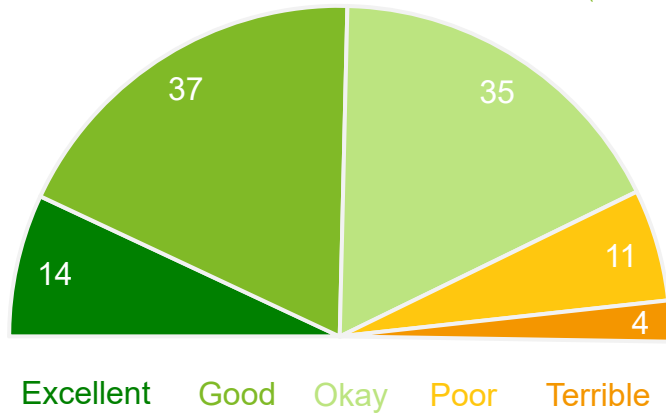
% of respondents

86%

62

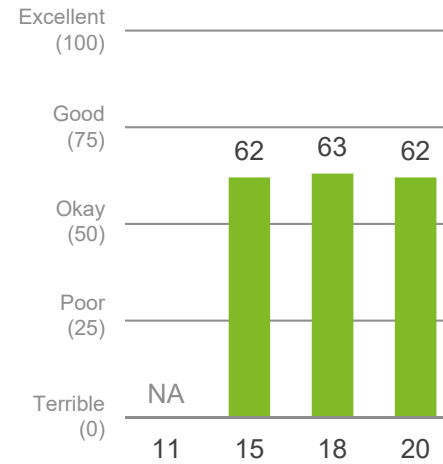
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	62
Industry High	68
Industry Average	57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
62	65	50	61	62	65	58	56	58	55	58	61	64	57	64	72	63	65	62	66	64	55	62	61	66	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 428). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Building and maintaining local roads

Performance ratings

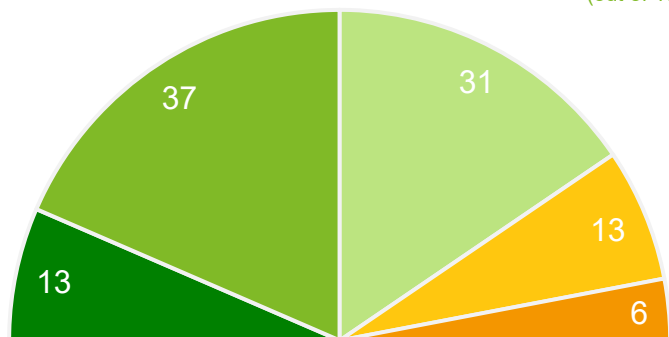
% of respondents

81%

60

Positive rating*

Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	80
Industry Average	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	61	56	58	62	62	55	58	55	58	53	59	62	63	62	72	60	63	56	68	60	50	58	66	64	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 560). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Traffic management and control on local roads

Performance ratings

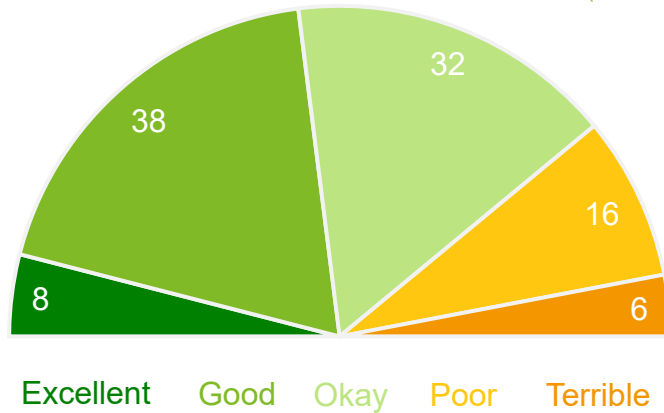
% of respondents

78%

57

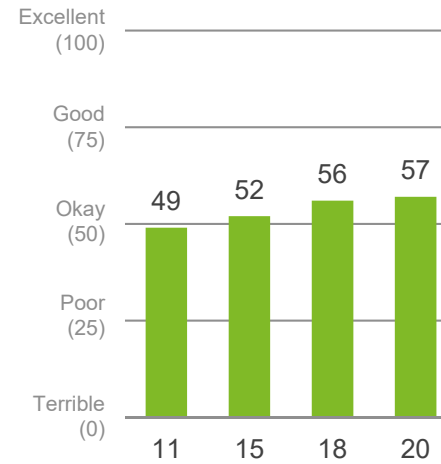
Positive rating*

Performance Index Score (out of 100)



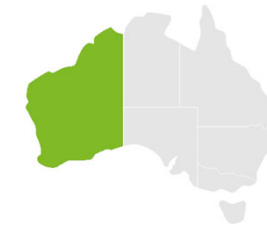
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	57
Industry High	67
Industry Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
57	57	57	53	61	58	52	57	55	58	51	56	60	59	58	66	61	56	49	58	57	52	59	58	64	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 561). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

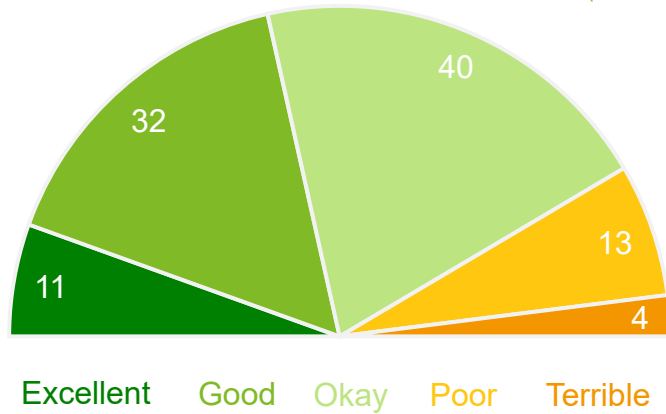
Management of parking

Performance ratings

% of respondents

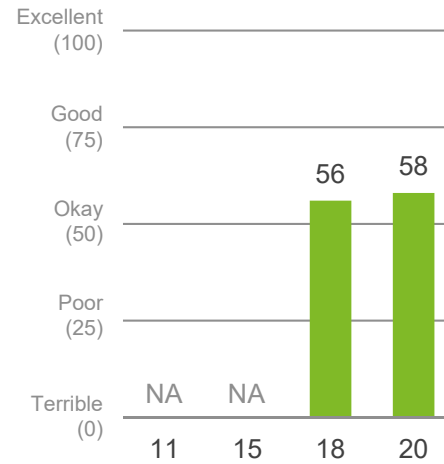
83%
Positive rating*

58
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	58
Industry High	64
Industry Average	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	58	56	55	60	59	53	54	58	54	53	58	60	58	61	73	59	58	54	58	60	51	59	60	66	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 539). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

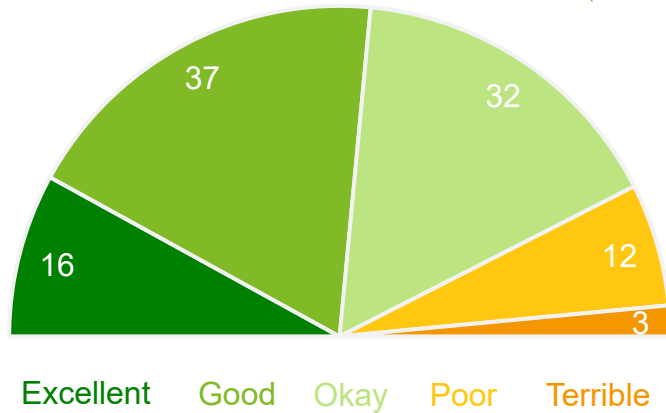
Footpaths and cycleways

Performance ratings

% of respondents

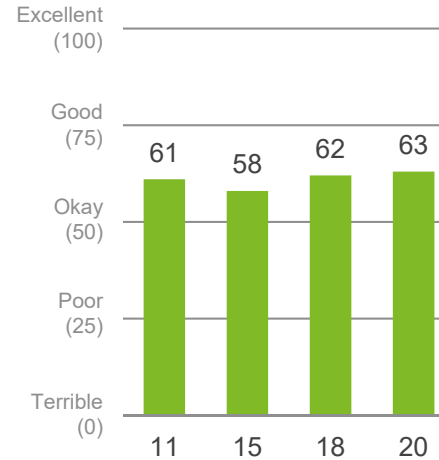


85% Positive rating*
63 Performance Index Score (out of 100)



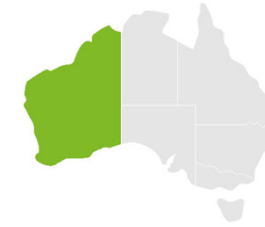
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	63
Industry High	74
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
63	64	59	60	65	63	59	60	65	63	58	65	63	62	64	68	63	63	58	66	66	57	67	63	66	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 559). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Streetscapes

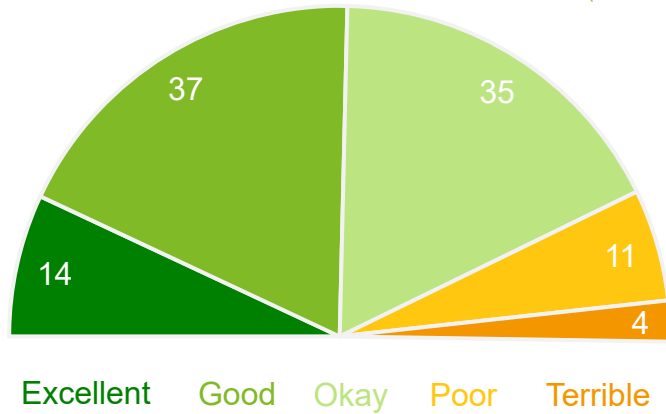
Performance ratings

% of respondents



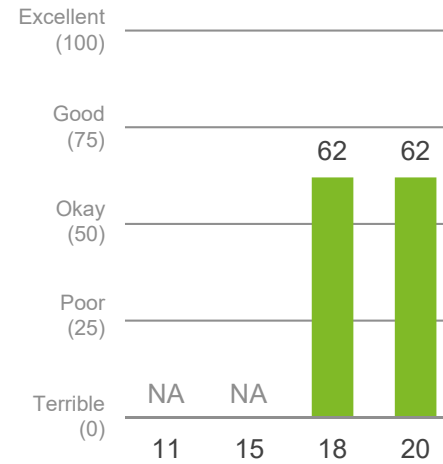
86%
Positive rating*

62
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	62
Industry High	83
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
62	62	62	59	64	64	54	56	60	62	56	62	63	65	65	67	65	57	62	70	64	50	65	59	64	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 539). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Lighting of streets and public places

Performance ratings

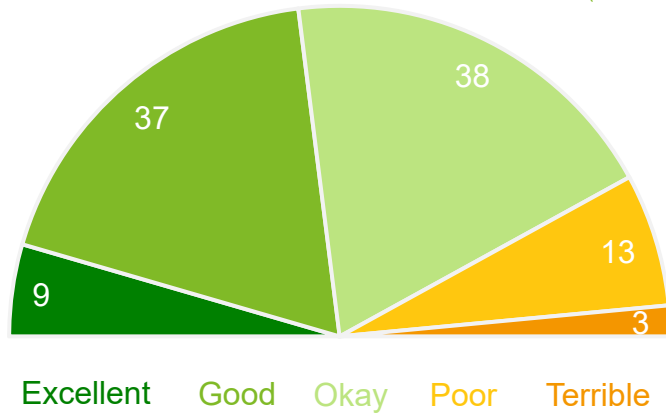
% of respondents

84%

59

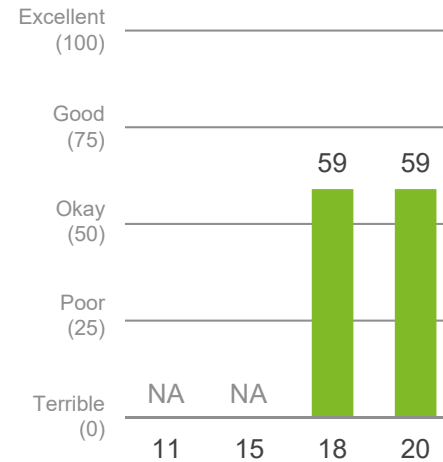
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	59
Industry High	66
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
59	59	57	57	60	60	54	56	58	60	53	58	62	60	60	66	46	57	54	63	61	54	63	60	65	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 554). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

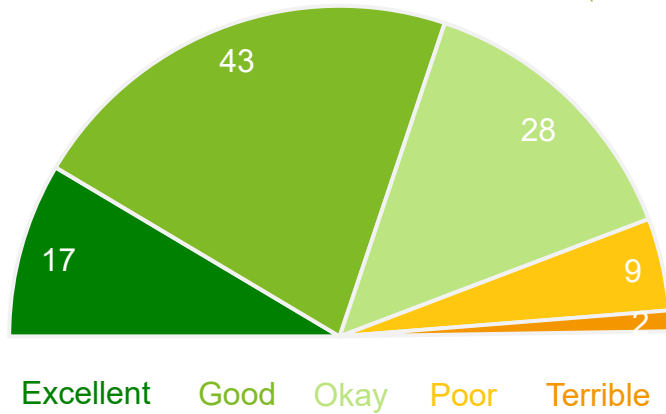
Access to public transport

Performance ratings

% of respondents

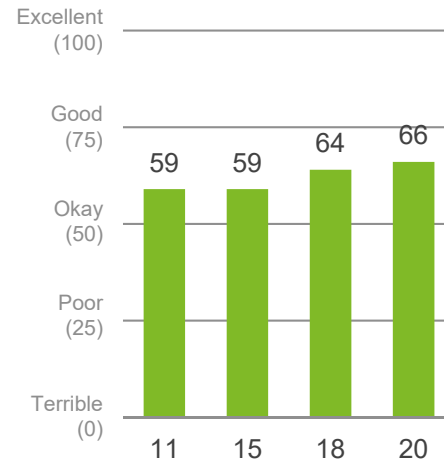


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	66
Industry High	85
Industry Average	62

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
66	66	67	65	67	69	56	62	61	70	61	64	69	67	68	68	61	63	65	72	62	63	71	61	70	73

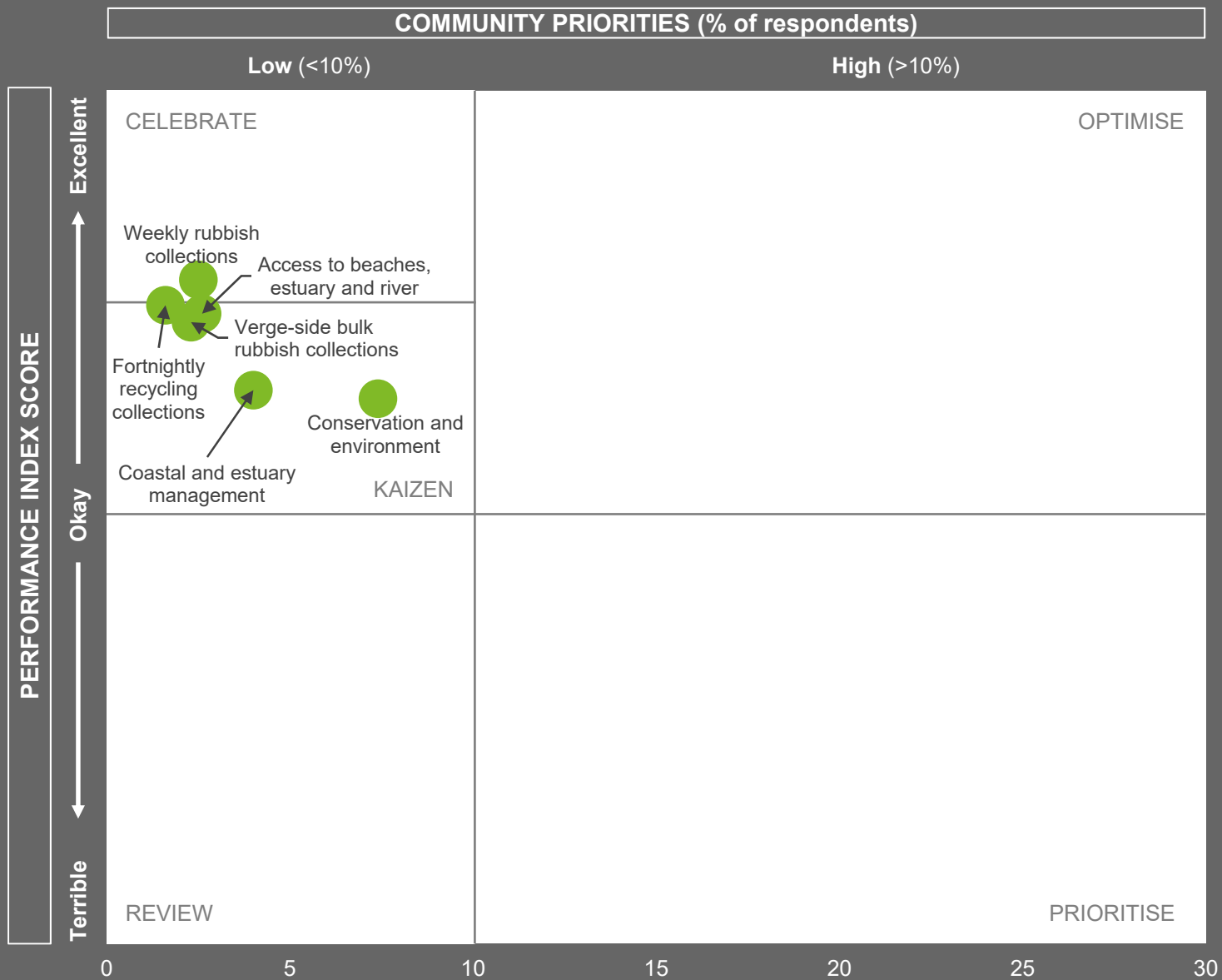
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 544). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Planet

MARKYT Community Priorities



The community is happy with access to beaches, the river and estuary. Waste collection services are also rated highly. Celebrate success in these areas.

Focus on continuous improvement initiatives to conserve and manage the environment, coast and estuary.

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 488)

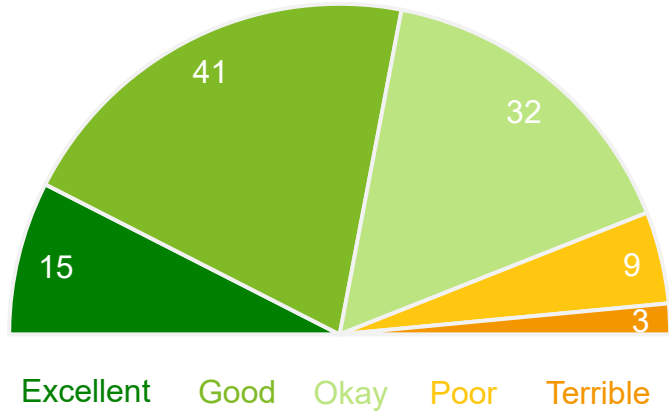
Conservation and environmental management

Performance ratings

% of respondents

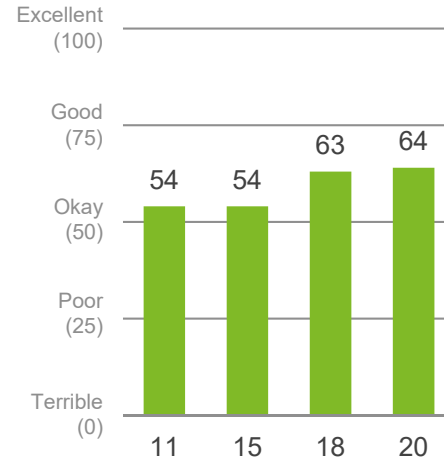


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	64
Industry High	76
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
64	64	64	62	66	65	60	62	63	66	58	65	66	63	65	71	64	61	62	72	69	58	65	64	60	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 533). * Positive Rating = excellent, good + okay

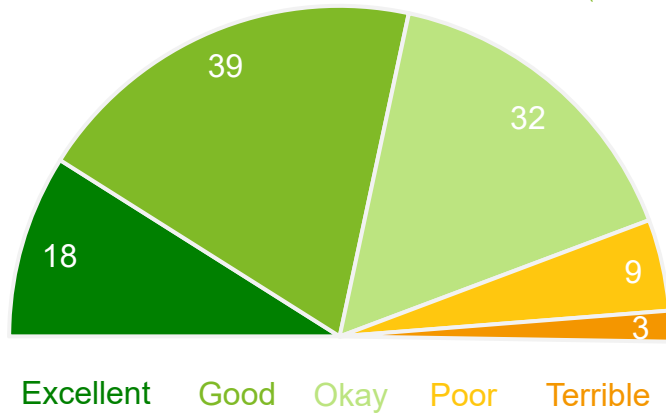
Small base size (< 20 respondents)

Management of coastal and estuary areas

Performance ratings

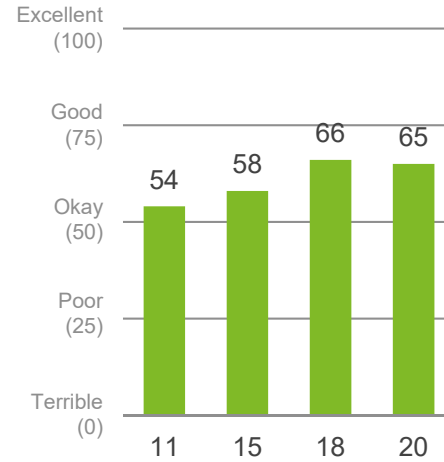
% of respondents

89% Positive rating*
65 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	65
Industry High	69
Industry Average	60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
65	65	64	63	66	66	61	61	66	66	61	64	67	64	67	79	67	62	63	70	65	60	66	66	64	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 540). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

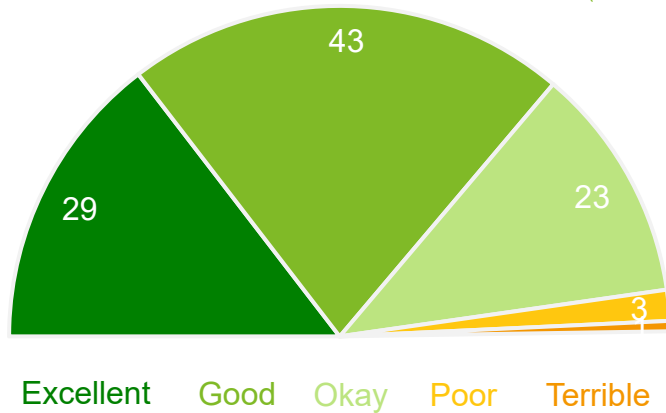
Access to beaches, the estuary and the river

Performance ratings

% of respondents

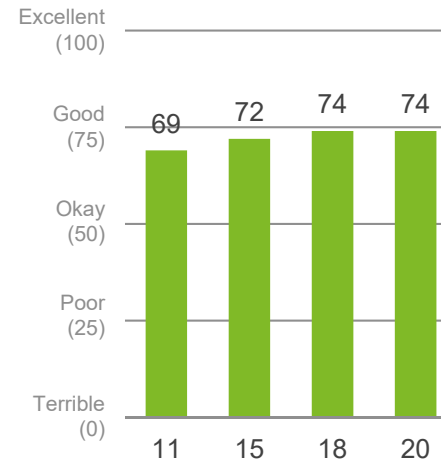


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	74
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
74	74	75	73	75	74	70	73	75	73	74	75	73	71	75	83	76	73	74	77	77	66	76	73	75	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 560). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Weekly rubbish collections

Performance ratings

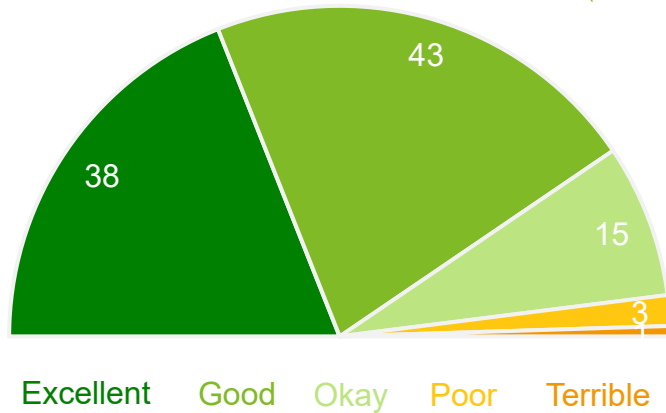
% of respondents

96%

78

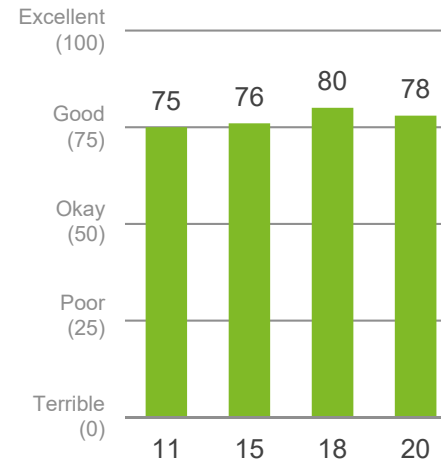
Positive rating*

Performance Index Score (out of 100)



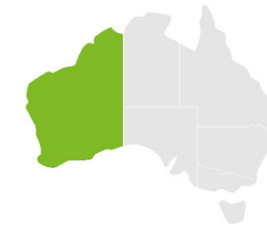
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	78
Industry High	86
Industry Average	73

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
78	79	78	76	80	80	71	73	76	82	72	77	82	81	80	84	76	75	79	79	76	77	82	78	77	82

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 563). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

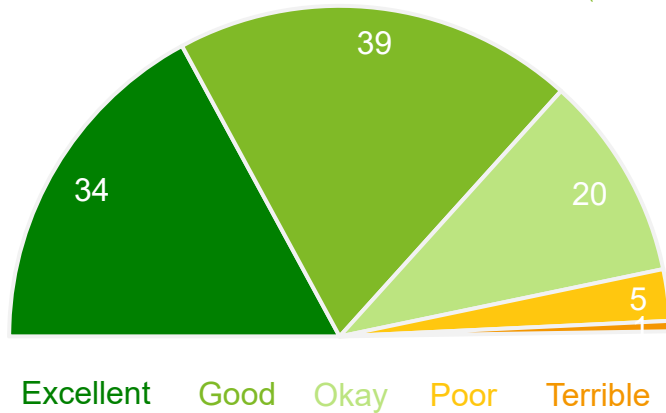
Fortnightly recycling collections

Performance ratings

% of respondents

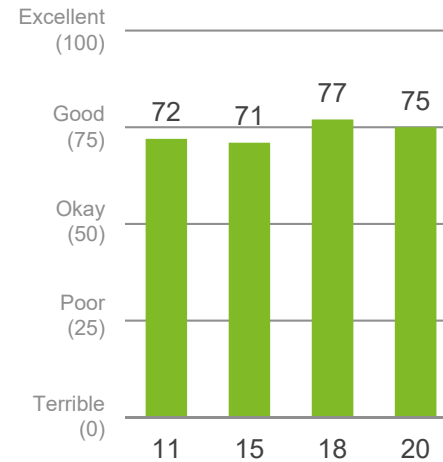


Positive rating*
Performance Index Score
(out of 100)



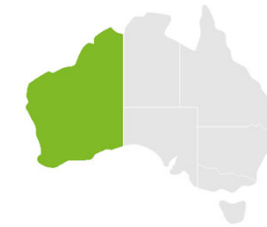
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	75
Industry High	84
Industry Average	70

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
75	75	76	74	76	77	63	67	67	78	67	72	80	77	76	76	71	73	76	74	72	71	78	75	71	80

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 562). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

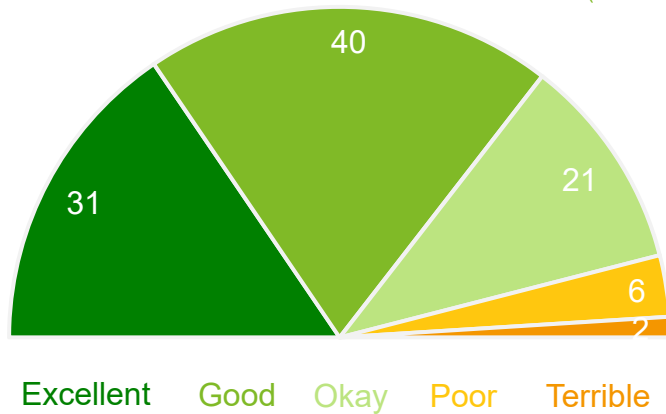
Verge-side bulk rubbish collections

Performance ratings

% of respondents

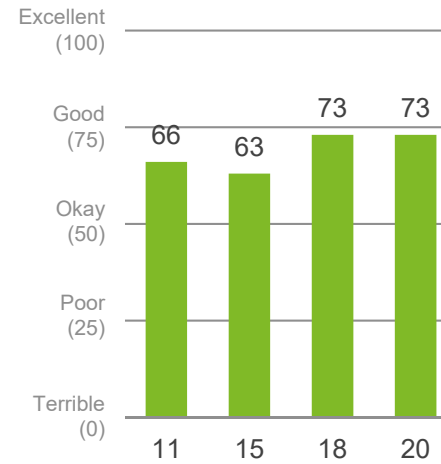
92%
Positive rating*

73
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	73
Industry High	86
Industry Average	70

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
73	73	72	73	73	75	63	70	70	75	67	71	77	74	77	84	72	73	73	69	72	70	75	73	75	75

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 551). * Positive Rating = excellent, good + okay

Small base size (< 20 respondents)

Overview of Community Variances

Summary of community variances

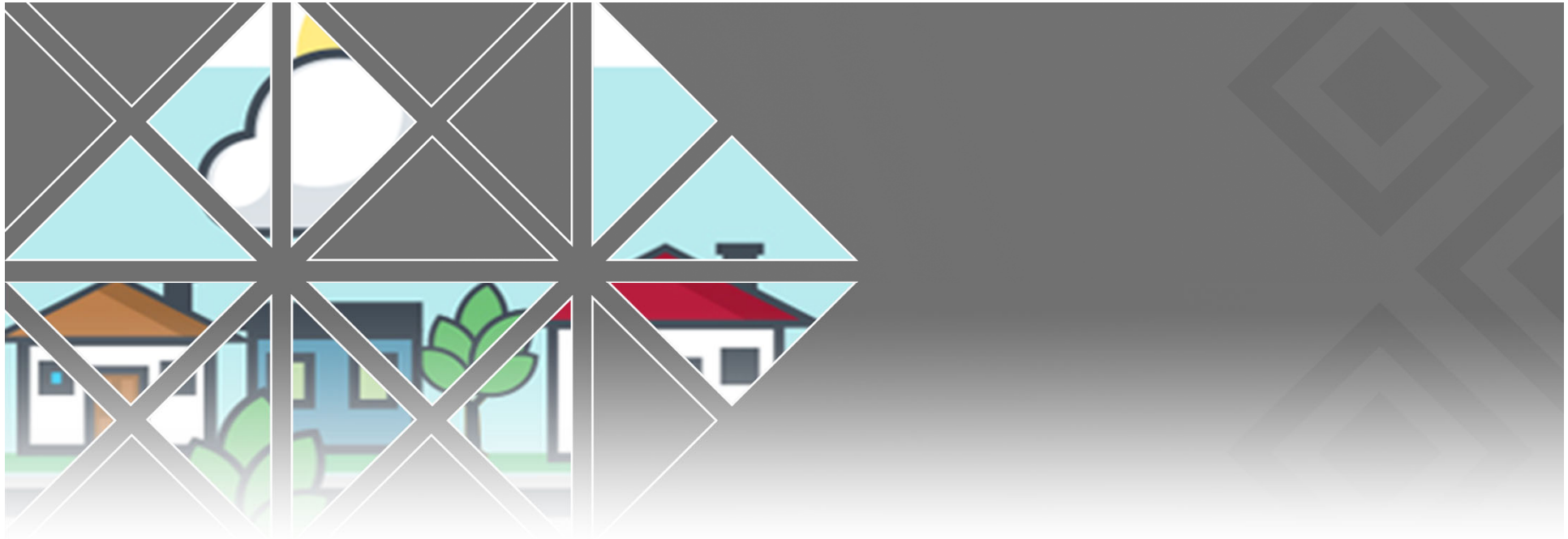
	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
Place to live	80	80	78	79	81	82	73	80	82	78	72	83	82	82	82	78	80	78	81	82	85	74	81	76	82	81
Governing Organisation	65	65	65	61	69	67	62	63	63	62	58	65	69	67	66	75	67	64	65	69	70	62	61	64	66	69
Value for money	54	55	51	52	57	59	44	48	51	55	46	51	61	55	58	62	55	52	54	59	56	47	54	55	55	61
Council's leadership	59	59	58	55	63	62	54	51	50	55	52	56	64	61	58	65	61	61	52	64	59	55	58	62	59	67
Advocacy and lobbying	56	57	54	53	60	57	54	55	51	56	49	56	60	57	57	53	55	54	49	64	61	50	55	57	59	64
Consultation	53	54	53	50	56	54	52	50	49	51	50	52	56	56	55	50	57	48	48	58	58	48	53	55	58	56
Informing the community	60	60	60	56	63	61	56	57	57	58	54	60	62	62	61	73	59	56	56	62	63	53	61	65	58	66
City Voice - City's newsletter	62	62	64	57	66	64	56	58	55	59	54	61	65	62	61	70	65	60	56	68	63	57	66	56	67	69
City's website	60	60	60	56	63	62	55	55	53	58	52	59	63	58	61	71	57	57	60	57	58	57	62	58	63	65
Social media presence	62	61	63	57	66	63	59	59	57	57	62	63	59	58	63	84	62	59	60	64	57	60	63	63	62	64
Customer service	64	64	65	61	66	65	59	61	61	67	55	65	66	67	67	66	64	61	61	60	61	59	64	65	71	71
Economic development	55	55	55	48	61	57	50	48	48	53	48	51	60	60	54	61	59	52	51	66	60	54	54	52	51	56
Promote as tourism destination	64	64	64	58	68	66	60	58	56	63	59	61	67	68	64	70	71	64	62	73	64	59	64	62	65	67
City centre development	60	59	64	53	66	59	64	63	60	59	64	59	60	61	62	69	68	62	51	70	60	61	58	62	61	61
Employment opportunities	37	37	40	35	40	39	37	36	33	35	35	36	39	43	37	49	38	42	28	44	36	34	39	37	43	39
Education and training opportunities	51	51	53	50	52	54	45	48	45	48	46	48	56	56	52	58	57	52	41	55	52	51	53	50	58	51
Youth services and facilities	49	49	53	49	49	52	49	43	43	43	45	46	54	53	49	58	43	48	47	55	54	46	50	49	54	49
Seniors facilities, services and care	65	65	65	61	68	67	58	60	61	62	63	61	67	62	66	77	73	66	65	65	67	64	63	61	67	66
Disability access	59	60	58	58	61	62	53	55	56	57	59	54	63	56	60	80	64	56	62	62	59	60	57	57	63	63
Health and community services	60	59	64	57	62	63	55	52	51	59	58	55	64	63	61	61	68	55	57	63	61	57	60	62	64	60
Community buildings, halls and toilets	57	58	54	56	58	59	52	56	50	53	51	56	60	59	59	67	54	57	57	61	61	57	54	56	60	58
Sport and recreation facilities	70	70	68	69	70	70	64	68	71	69	66	70	71	71	71	74	75	67	69	74	70	67	70	67	75	72
Playgrounds, parks and reserves	72	72	71	70	73	74	60	66	69	74	63	72	75	72	74	73	69	68	70	74	72	64	75	72	76	75
Library and information services	72	73	71	69	75	73	66	70	74	74	65	72	75	73	73	80	76	71	68	74	76	65	73	73	77	73
Festivals, events, art and culture	70	70	72	66	73	71	65	69	69	71	60	70	73	74	69	68	80	67	67	71	70	65	73	69	73	71
Graffiti, vandalism & anti-social behaviour	45	46	41	42	47	46	41	44	42	43	38	44	48	50	48	60	45	46	37	50	49	39	47	43	52	45
Safety and security	45	45	44	42	47	46	40	46	44	42	36	45	48	48	48	52	42	47	38	47	49	35	47	47	56	41

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE#	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
Character and identity	60	60	61	58	63	62	55	55	57	62	52	59	65	63	61	65	62	59	59	63	67	54	62	52	60	67
Planning and building approvals	54	54	58	50	58	55	53	51	49	54	54	51	57	53	57	63	56	42	47	55	58	53	52	56	62	62
Access to housing	62	65	50	61	62	65	58	56	58	55	58	61	64	57	64	72	63	65	62	66	64	55	62	61	66	59
Local roads	60	61	56	58	62	62	55	58	55	58	53	59	62	63	62	72	60	63	56	68	60	50	58	66	64	60
Traffic management	57	57	57	53	61	58	52	57	55	58	51	56	60	59	58	66	61	56	49	58	57	52	59	58	64	58
Management of parking	58	58	56	55	60	59	53	54	58	54	53	58	60	58	61	73	59	58	54	58	60	51	59	60	66	57
Footpaths and cycleways	63	64	59	60	65	63	59	60	65	63	58	65	63	62	64	68	63	63	58	66	66	57	67	63	66	58
Streetscapes	62	62	62	59	64	64	54	56	60	62	56	62	63	65	65	67	65	57	62	70	64	50	65	59	64	65
Lighting	59	59	57	57	60	60	54	56	58	60	53	58	62	60	60	66	46	57	54	63	61	54	63	60	65	59
Public transport	66	66	67	65	67	69	56	62	61	70	61	64	69	67	68	68	61	63	65	72	62	63	71	61	70	73
Conservation and environment	64	64	64	62	66	65	60	62	63	66	58	65	66	63	65	71	64	61	62	72	69	58	65	64	60	67
Coastal and estuary management	65	65	64	63	66	66	61	61	66	66	61	64	67	64	67	79	67	62	63	70	65	60	66	66	64	65
Access to beaches, estuary and river	74	74	75	73	75	74	70	73	75	73	74	75	73	71	75	83	76	73	74	77	77	66	76	73	75	76
Weekly rubbish collections	78	79	78	76	80	80	71	73	76	82	72	77	82	81	80	84	76	75	79	79	76	77	82	78	77	82
Fortnightly recycling collections	75	75	76	74	76	77	63	67	67	78	67	72	80	77	76	76	71	73	76	74	72	71	78	75	71	80
Verge-side bulk rubbish collections	73	73	72	73	73	75	63	70	70	75	67	71	77	74	77	84	72	73	73	69	72	70	75	73	75	75

MARKYT[®] Community Priorities

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