



MARKYT Community Scorecard ©

Prepared for: City of Mandurah

Prepared by: CATALYSE[®] Pty Ltd ©

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MARKYT 

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People	50
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Strategic overview

Vision



46

% agree

10% points above
Industry Average

Liveability

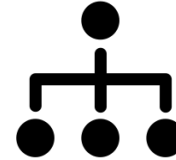


80

Performance Index Score

4 index points above
Industry Average

Governance



66

Performance Index Score

10 index points above
Industry Average

Rates Value



54

Performance Index Score

9 index points above
Industry Average

Highest scores

- Weekly rubbish collections
- Fortnightly recycling services

Most improved

- Youth services and facilities
- Education and training opportunities
- Employment opportunities

Relative to MARKYT® Industry Standards

- Verge-side bulk rubbish collections
- Seniors facilities, services and care
- Tourism marketing and promotions
- Economic development

Priorities



Safety and security



Graffiti, vandalism and antisocial behaviour



Health and community services



Playgrounds, parks and reserves



Youth services and facilities



Conservation and environmental management



Management of coastal and estuary areas



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 to independently review service performance levels.

Scorecard invitations were sent to 4,693 randomly selected households; 1,000 by mail and 3,693 by email. The City of Mandurah provided supporting promotions through its communication channels.



The scorecard was open from 21 March to 8 April 2022 and was completed by **959 community members** with various connections to the City.

Local resident	Out of area ratepayer	Visitor	Elected Member	City Employee
889	8	10	4	52

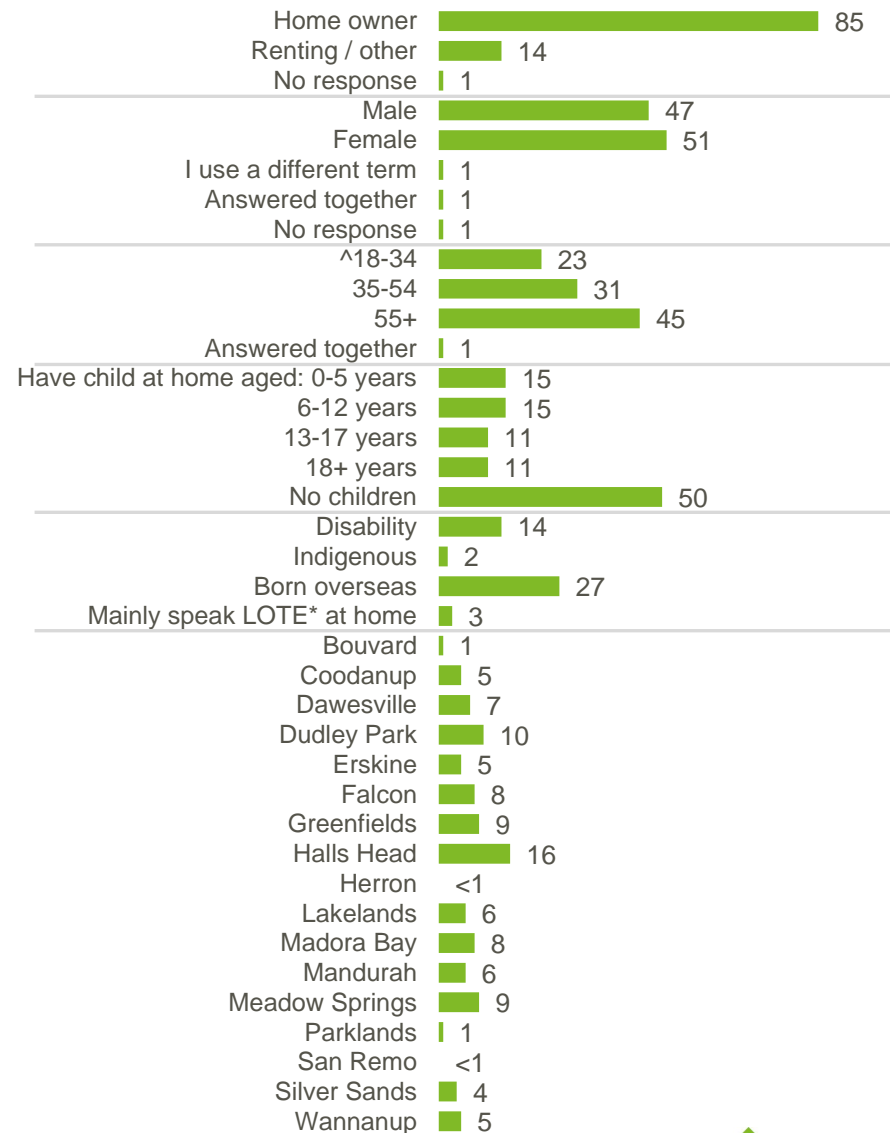
Overall, 618 respondents had been randomly selected and 271 opted in from the general population. As responses differed between the random and opt in sample, and for consistency with historical tracking and benchmark analysis, the main body of this report shows responses from randomly selected residents only. Results from other community groups, including City employees and Elected Members, are reported separately at the end of this report.

The random sample of residents was weighted by age and gender to match the ABS Census population profile. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

* LOTE: Language other than English

^ This age group also includes a small number of respondents aged 14-17 years.

% of resident respondents (weighted)



MARKYT Industry Standards

CATALYSE® has conducted studies for close to 70 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 councils that have completed a MARKYT® accredited study within the past three years.

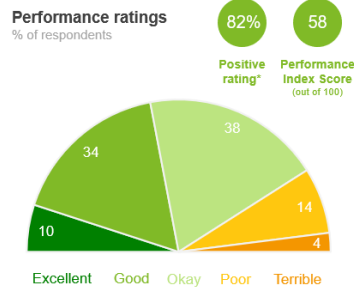


How to read performance dashboard charts

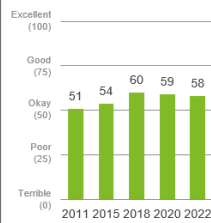
Trend analysis shows how performance varies over time.

Performance Ratings

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



Trend Analysis



MARKYT Industry Standards



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	56+ years	Disability	LOTE	Coodanup	Darvesville & surrounds	Dudley Park	Erskine	Falcon / Wainaiup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	60	47	55	62	62	52	45	55	58	56	56	62	51	59	47	54	50	66	62	55	59	62	57	67

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

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

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

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 two years.

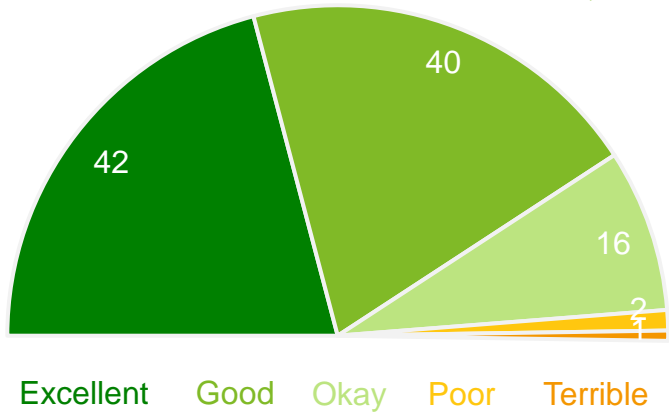
Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

Overall Performance

Place to live

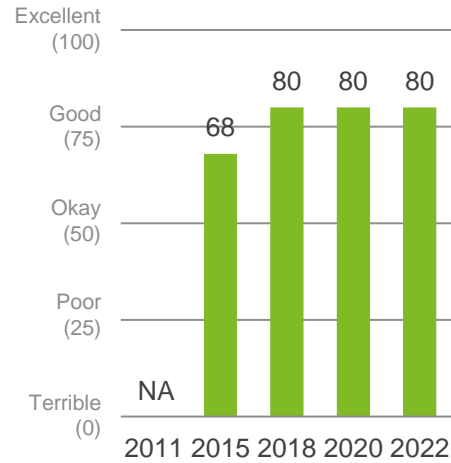
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	80
Industry High	90
Industry Average	76

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
80	81	73	79	81	82	76	77	80	78	79	79	82	76	81	75	76	79	86	87	65	83	80	82	84

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 611). * Positive Rating = excellent, good + okay

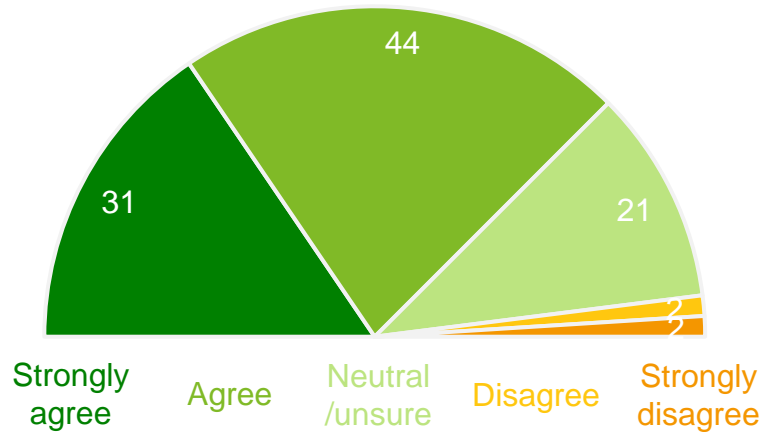
I am proud to live in Mandurah

Level of agreement

% of respondents

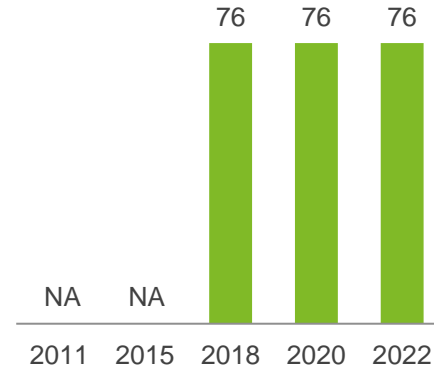
75%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	76
Industry High*	76
Industry Average*	70

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
76	78	59	77	74	79	70	65	77	79	71	74	79	74	76	82	67	74	72	81	53	78	83	78	81

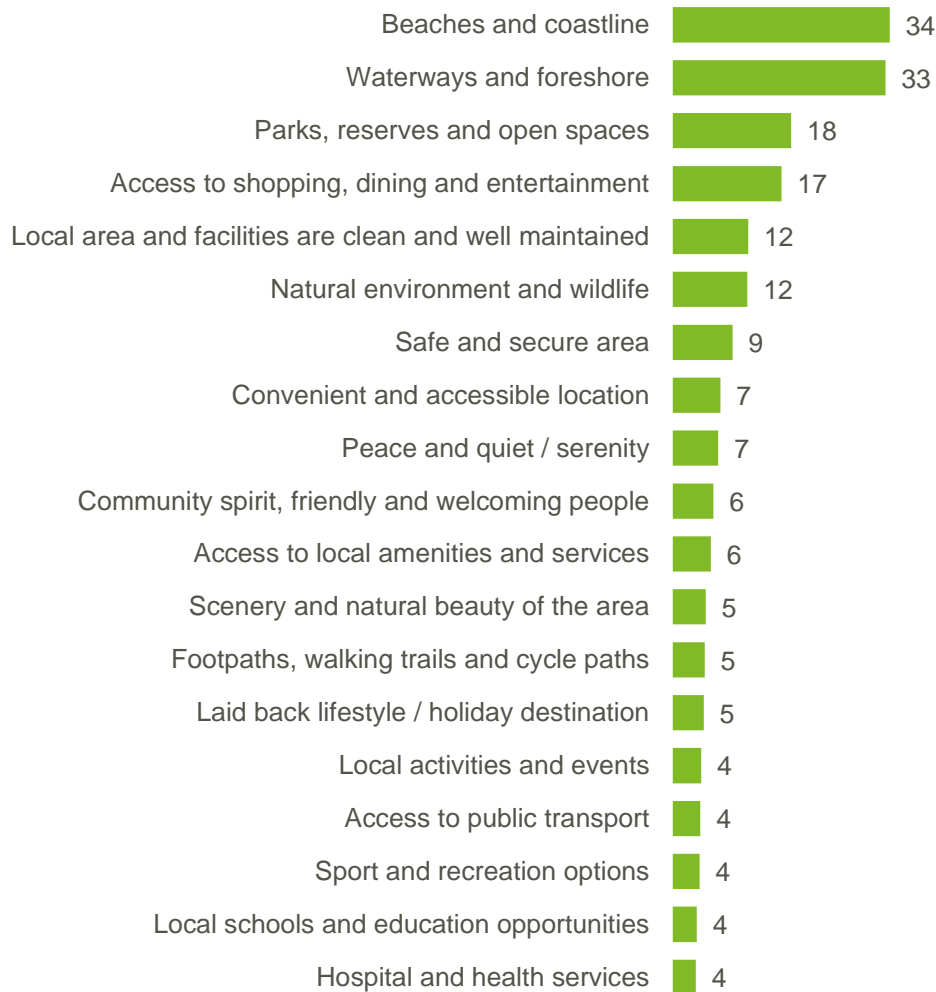
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 592).

* Note: small subset analysis: City of Mandurah, City of Bunbury and City of Kwinana.

What people value most about living in the City of Mandurah

% of respondents



The community mostly value local beaches, the foreshore and waterways, followed by parks and public open spaces:

“Access to the amazing beaches.”

“The natural beauty of the ocean.”

“The local beaches and other nice places, it’s like being on holiday full time.”

“Beautiful clean waterways.”

“Beautiful waterways, estuary and beaches.”

“We love the waterways and swim and boat all the time.”

“The foreshore is fabulous.”

“Access with ease to parks, walking paths, the foreshore, beaches, estuary, and bush walks.”

“It’s accessibility and variety of high-quality parks and beaches nearby. We love to live outside.”

People also like local shops, restaurants and entertainment:

“Our beautiful foreshore and options of places to visit, wine and dine.”

“Eateries, shops, markets, food trucks and events.”

“Entertainment, places to eat, parks, music, pubs, a vibrant community.”

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

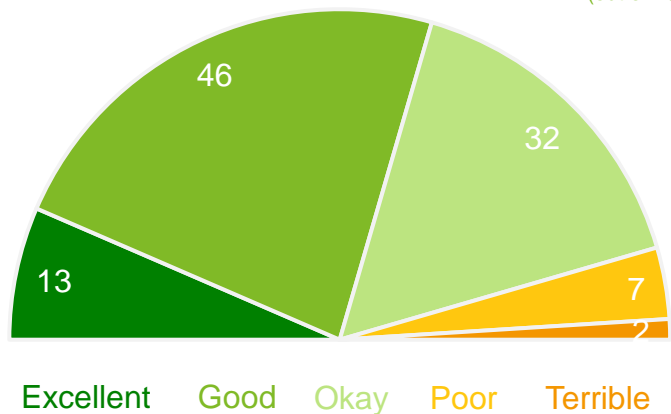
Base: All respondents, excluding no response (n = 505).

Note: chart shows the most popular mentions (mentioned by more than 3% of respondents)

Governing organisation

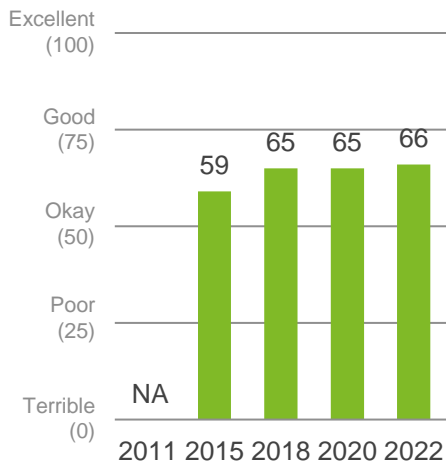
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	66
Industry High	68
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
66	66	59	64	68	68	63	58	61	65	62	65	68	61	67	60	65	60	73	70	56	66	68	67	67

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

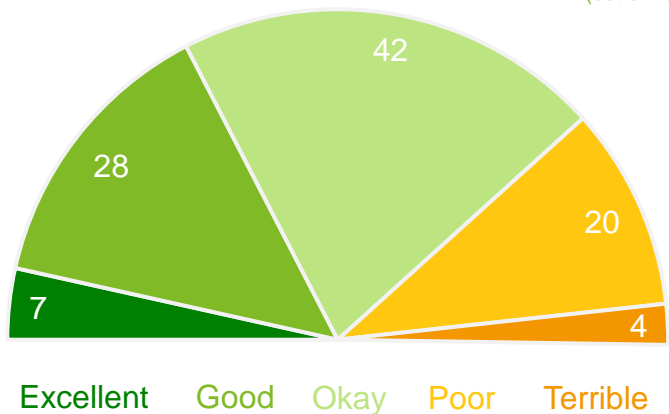
Base: All respondents, excludes 'unsure' and 'no response' (n = 583). * Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

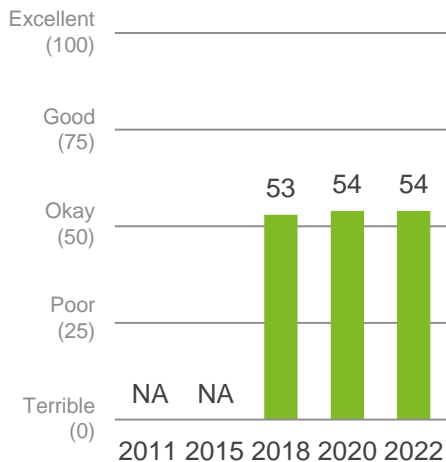
% of respondents

77% Positive rating*
54 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	54
Industry High	61
Industry Average	45

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
54	54	48	52	56	58	47	46	47	54	44	52	60	53	57	49	54	46	65	57	42	58	55	49	63

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

MARKYT  industry comparisons

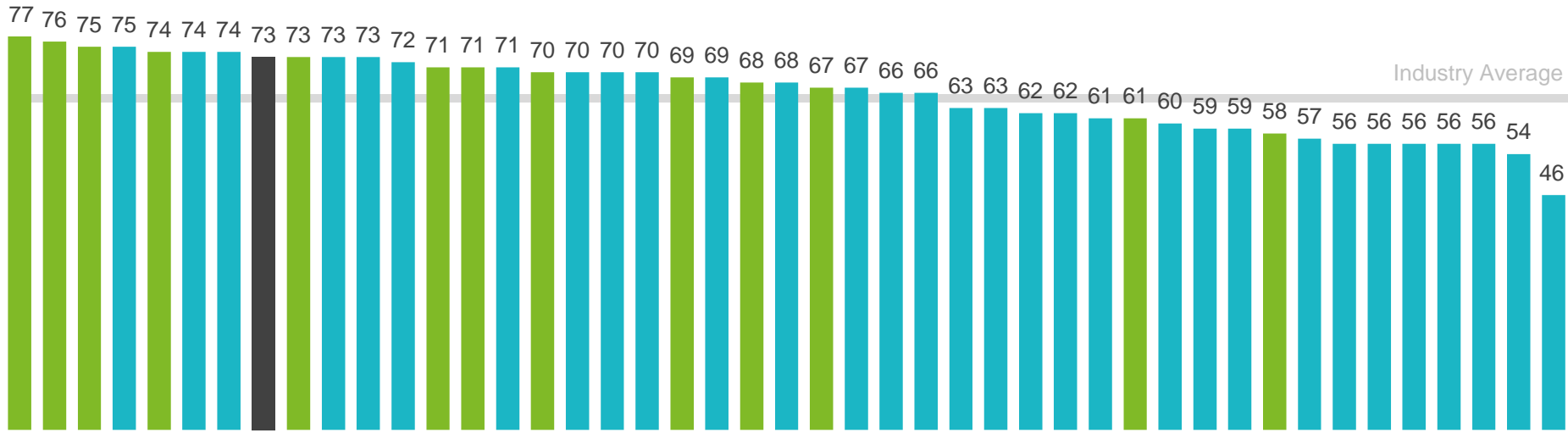
Overall Performance | industry comparisons

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, 7 index points above the industry standard.

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	77
Industry Average	66

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.

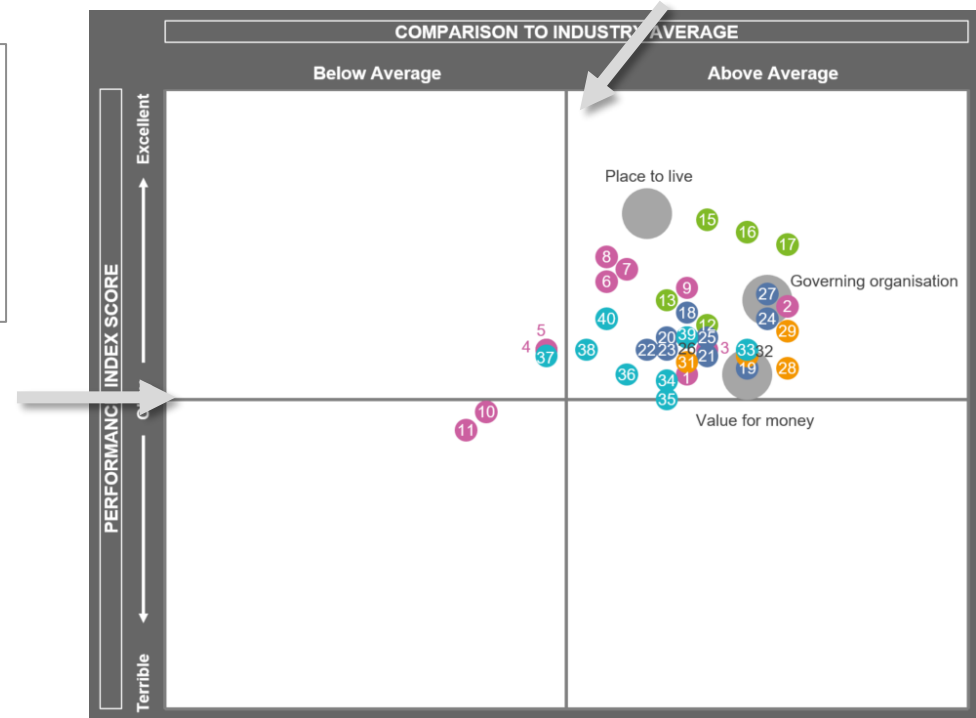
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

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



- 1 Youth services and facilities
- 2 Seniors' facilities, services, care
- 3 Disability access and inclusion
- 4 Health and community services
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
- 7 Playgrounds, parks and reserves
- 8 Library and information services
- 9 Festivals, events, art, culture
- 10 Safety and security
- 11 Graffiti, vandalism, anti-social
- 12 Conservation and environment
- 13 Coastal and estuary areas
- 14 Access to beaches, estuary, river
- 15 Weekly rubbish collections
- 16 Fortnightly recycling services
- 17 Verge-side bulk rubbish collections
- 18 Area's character and identity
- 19 Planning and building approvals
- 20 Housing
- 21 Local roads
- 22 Traffic management
- 23 Parking management
- 24 Footpaths and cycleways
- 25 Streetscapes
- 26 Lighting of streets, public places
- 27 Public transport
- 28 Economic development
- 29 Promotion as a tourism destination
- 30 Employment opportunities
- 31 Education and training
- 32 City centre development
- 33 Council's leadership
- 34 Advocacy and lobbying
- 35 Consultation
- 36 Communication
- 37 City's e-newsletter
- 38 City's website
- 39 City's use of social media
- 40 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
 Grey text = benchmark comparisons not available.

MARKYT  community trends

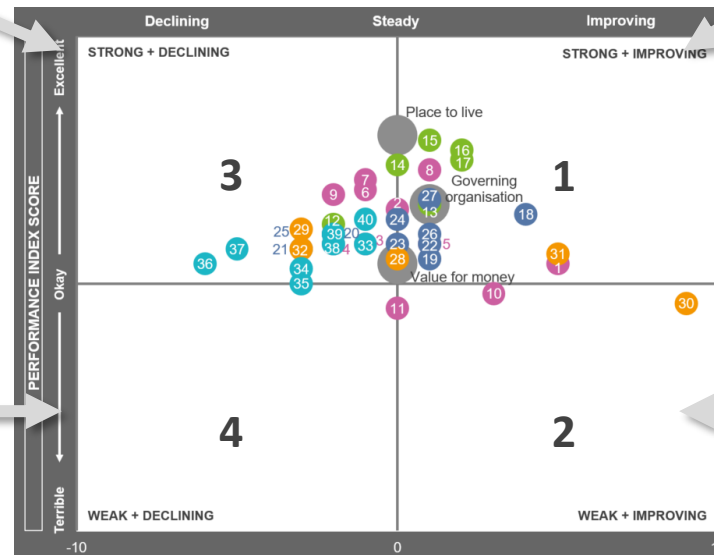
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

Window 3 includes higher performing services in decline. **Arrest decline** for:

- How the community is informed about what's happening in the local area
- City's e-newsletter

Window 4 includes lower performing areas that are steady or in decline. The **main concerns** include:

- How the community is consulted about local issues
- Graffiti, vandalism and anti-social behaviour



Window 1 includes higher performing areas that have improved. The biggest **improvers** were:

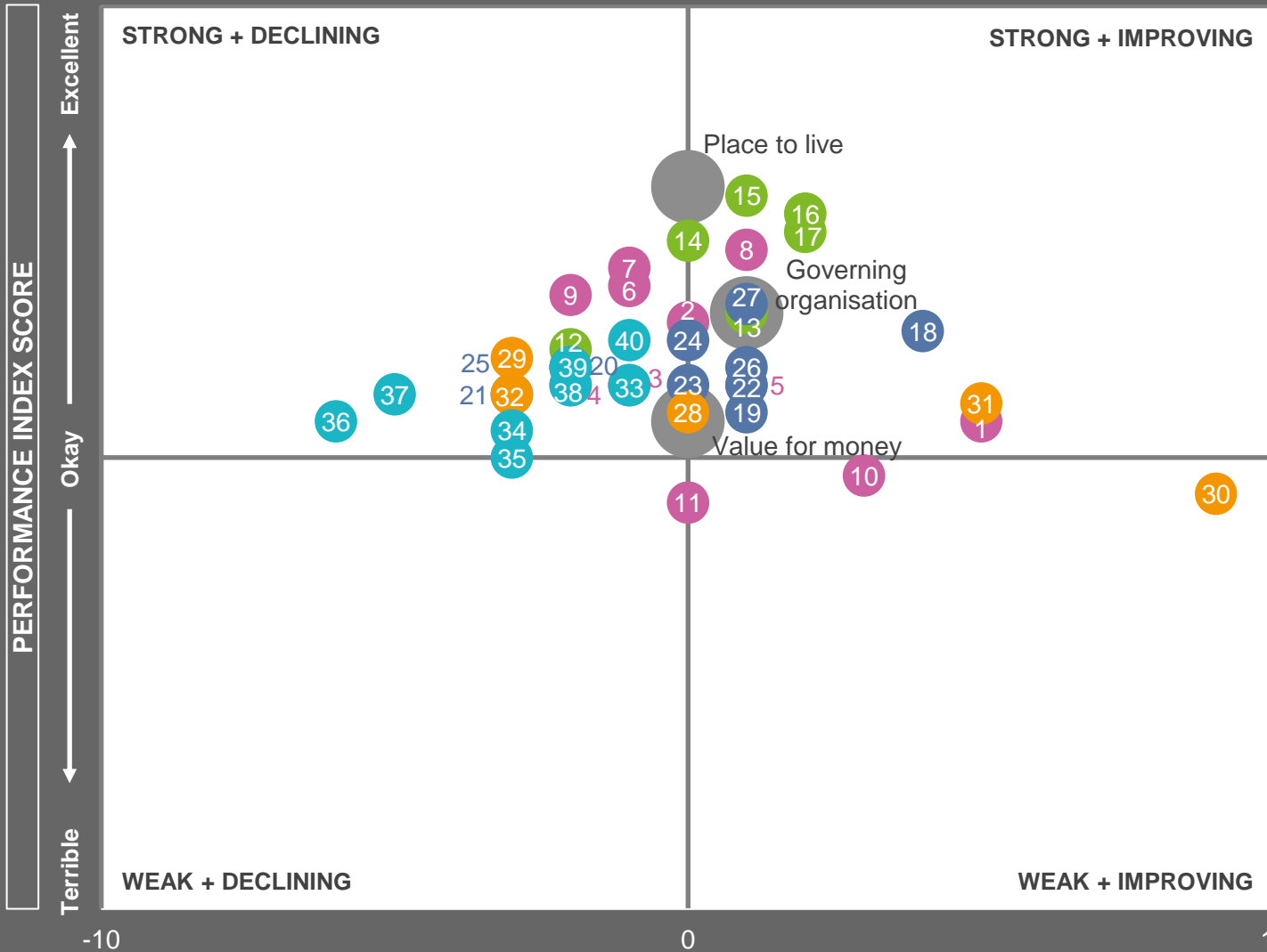
- Access to education and training opportunities
- Youth services and facilities
- The area's character and identity

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas such as:

- Access to local employment opportunities
- Community safety and crime prevention

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2020)



- 1 Youth services and facilities
- 2 Seniors' facilities, services, care
- 3 Disability access and inclusion
- 4 Health and community services
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
- 7 Playgrounds, parks and reserves
- 8 Library and information services
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- 40 Customer service

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

MARKYT  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.



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:

- People
- Place
- Planet
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35 40

- 1 Youth services and facilities
- 2 Seniors' facilities, services, care
- 3 Disability access and inclusion
- 4 Health and community services
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
- 7 Playgrounds, parks and reserves
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- 39 City's use of social media
- 40 Customer service

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 = 572)

Challenges

- Break-ins and burglaries
- Many residents feel unsafe in public spaces
- Police presence and slow response times
- Violence, theft and homelessness
- Drug use
- Insufficient CCTV cameras in shopping centres, foreshores, train stations, suburban areas and entertainment areas
- Poor lighting in public spaces

Community Driven Actions

1. Advocate for more visibility of police across the City of Mandurah in well known hot spots with more patrols, especially at nights and on the weekends, and faster response times
2. Install more CCTV cameras and lighting in well known hot spots, along footpaths and alleyways

Community Voices

"Many of my neighbours have been broken into on multiple occasions."

"Additional police presence and staffing. I've had items stolen from my house and can't get through to the police to report."

"I don't feel safe in my home alone."

"I myself have been victim to car break-ins and violent drug crimes in my area."

"I dislike going to the foreshore and centre of Mandurah due to safety and unruly behaviour."

"More police patrols in high-risk areas, better police response times."

"Address the crime rates for the area. Break-ins, assaults etc., are too common."

"City to petition State Government for more police in the Mandurah area and to petition for a police station manned 24/7 at Dawesville."

"Work with police for more patrols to control bad behaviour in the CBD areas at night."

"A better security presence in high-risk areas, e.g. forum area, central Mandurah, foreshore. Improved police presence. More security cameras."

"Improve WaPol staffing to allow patrolling in areas of concern."

"Safety and security: maybe a mobile police station on the foreshore and presence of law enforcement officers."

"Better street lighting. More security cameras on roads accessing residential suburbs. Security Patrols at night."

"Well lit streets. Police presence. CCTV camera's need to feel safe in community."

Challenges

- Antisocial behaviour at the Mandurah Forum shopping centre, foreshore, cinema and parks
- Graffiti
- Hooning

Community Driven Actions

1. Advocate for more visibility of police across the City of Mandurah especially at night and on the weekends
2. Install more cameras and traffic calming devices to capture and prevent hooning, speeding and dangerous driving
3. Advocate for more youth programs and employment opportunities
4. Install more CCTV cameras and lighting

Community Voices

"I am too scared to go out in Mandurah past 8 pm due to the stories I have heard about anti-social behaviour."

"Police need to have a more visual presence, especially around the shopping centres and around the foreshore."

"One does not feel safe walking around the foreshore, and children are not safe there."

"Graffiti offenders need tougher penalties."

"Don't feel safe due to anti-social behaviour. Stories of people getting bashed in Mandurah seem too common."

"Police on foot walking around and interacting with people."

"Increase police presence, provide employment opportunities and better engagement with youth."

"Get to know youths, encourage youth engagement teams to work with a small number of youths causing problems."

"Take effective action to stop hoon drivers."

"The presence of more security devices such as cameras. Patrols may deter anti-social behaviour along with graffiti and vandalism. Cleaning up areas that have been vandalised with graffiti creates a safer and cleaner environment visually."

"Lighting, CCTV, police presence, promotion of neighbourhood watch."

"We often wake to burnouts and cars losing control, sometimes coming across the front of our house. With small children, I feel this is a risk to their lives. We need more speed humps or roundabouts in areas that are common for this behaviour."

Challenges

- Peel Health Campus - needs major redevelopment, staff shortages, emergency department wait times are too long
- Difficult to get medical appointments
- Insufficient health care workers to meet community needs (general practitioners, specialists, pediatricians, nurses etc.)
- Lack of mental health services

Community Driven Actions

1. Advocate for the redevelopment, upgrade and expansion of the Peel Health Campus to cater for population growth
2. Attract more health care workers to the region
3. Advocate for better access to mental health services and facilities

Community Voices

“Desperately need a larger hospital and emergency facilities. More doctors and more bulk billing for seniors.”

“Ensure there are enough health services to avoid residents having to use hospital emergency services unless it is an emergency.”

“Every time I have been to Peel hospital over the years I am very disappointed, to say the least.”

“For a city the size of Mandurah and its surrounding areas, the hospital is not only too small, but it is completely inadequate.”

“Council should be prepared to fill the void by ensuring the provision of high-capacity GP clinics or medical centres.”

“Greater access to health and community services would be appreciated. The waiting is too long!”

“Peel Hospital is a place that I never want to go to again, hence I am relocating out of Mandurah.”

“More doctors are needed as sometimes you have to wait two weeks to see a doctor when an urgent appointment is required. Peel Health Campus is stretched in terms of resources to cope with the Mandurah population.”

“Improve Peel Health Campus. The hospital is either understaffed or poorly managed, so waiting times are ridiculous. Many people give up and walk out. I have had terrible treatment in the emergency department.”

Challenges

- Playground equipment is old and dirty
- Lack of variety for different age groups
- Insufficient facilities in parks and playgrounds
- Lack of shade
- Not enough suitable dog exercise areas
- Not enough playgrounds in the Lakelands area
- Not enough open green spaces

Community Driven Actions

1. Provide new playground equipment, nature-based playgrounds, adventure playgrounds, pump tracks, zip lines etc.
2. Ensure parks and playgrounds have sufficient bins, water fountains, public toilets, seating, BBQs and lighting
3. Ensure there is adequate shade in parks all year round
4. Provide a variety of dog exercise spaces, including both on lead and off lead areas
5. Provide sufficient parks and public open space in built up areas

Community Voices

“The parks are extremely boring.”

“More than just 1 swing or 1 piece of climbing equipment. Some of the parks are so boring it is not worthwhile taking my youngest child there.”

“We have 2 children under 5 years old and often go to other regions out of Mandurah to go to a nice park.”

“There is nothing that targets the older age bracket from 7-12 years.”

“I found during the sunny summer days that a lot of the parks around don't have shade or if they do, it doesn't cover the entire play equipment. It makes it near impossible to send a child down the slide without fearing burns.”

“In Lakelands there are no local playing reserves with toilets, drinking water access, picnic facilities and actual play equipment at the one allocated place.”

“More tables, chairs and BBQs at parks.”

“Would love to see more toilets at local parks. Many we attend do not have these services, which makes selecting parks for events such as birthdays difficult.”

“Off-leash dog park in Lakelands. So many residents have dogs, and we have nowhere to take them off-leash in Lakelands.”

“Blocks are too small, leading to overcapacity in all areas. Not allowing for adequate green spaces for families and children to enjoy.”

“Environmentally, there should be more bigger, greener parks. As Mandurah is becoming more built up, parks and reserves are essential. Open space, vegetation, and green areas are needed.”

Challenges

- A feeling that youth are not engaged
- Lack of activities and opportunities for young people in Mandurah, in particular non-sports related activities
- Lack of places for young people to gather safely
- Lack of mental health services for young people

Community Driven Actions

1. Provide a greater range of youth activities.
Suggestions include: ten pin bowling, ice skating, roller skating, wave pools, water parks, laser tag, escape rooms, go-karts, library services etc.
2. Provide more events and locations for under 18s to meet and socialise in a safe environment
3. Advocate for improved access to youth mental health services and facilities
4. Provide more traineeships and work experience opportunities

Community Voices

“More entertainment, free water park or water [sports] around Mandurah Foreshore. New 10 pin bowling alley.”

“More facilities like the skate park area where youth can go, play and interact. There seem to be very few areas for youth.”

“Need more engaged community centres that are central to where people congregate like shopping centres or skate parks.”

“More training and employment opportunities.”

“We need alternative options for youth not into sports—more library and youth centre programmes.”

“More to keep young people entertained and off the streets.”

“What options besides club sport do our youth have besides the good ole Billy Dower Centre. There's no skating rink, Timezones or bowling alley. Get something happening to get our kids off the streets and causing trouble. Look into a graffiti warehouse and help encourage interests in a controlled and respectful place.”

“More facilities and services for teenagers to help prevent loitering, anti-social behaviour and graffiti etc.”

“There needs to be more of a focus on helping young kids stay out of trouble, places for them to go, more councillors.”

“Need much more mental health care for teens and young kids.”

“Outreach services that help young people forge careers and avoid substance abuse.”

Challenges

- Lack of local job opportunities
- Lack of job diversity
- Access to training

Community Driven Actions

1. Lobby for economic expansion and diversification, with more varied job opportunities
2. Encourage companies and industries to invest in Mandurah
3. Advocate for improved access to local training opportunities

Community Voices

“Quality jobs closer to home outside of hospitality/tourism.”

“Local employment opportunities are limited - need more breadth of choice; we aren't all interested in working in tourism or even hospitality.”

“There are very limited employment opportunities here in Mandurah. We need to expand and diversify and be more competitive. It is no longer a sleepy seaside town.”

“Work with State Government/ local business to enhance employment prospects in the Peel region.”

“Need better employment opportunities for young people. Attract more industry - this should be a major priority.”

“Lobby State Government to build infrastructure to facilitate fabrication and heavy industry development to create more jobs. At present, most employment opportunities are in the service industry in and around Mandurah.”

“Build more infrastructure and attract businesses to offer youth opportunities to work locally.”

“Provide resources and get bigger companies in industrial areas.”

“I feel that there are plenty of employment opportunities, yet so many people in Mandurah are unemployed. So I would say employ locally.”

“Assist local businesses to improve training, including upskilling mature workers.”

“More training positions available at TAFE, more apprenticeships available for the young people of Mandurah.”

Challenges

- Preservation of the natural environment
- Destruction of native vegetation, wetlands, reserves, bushlands and trees through land clearing and development
- Lack of education in the community on environmental issues
- Mosquitos

Community Driven Actions

1. Introduce tighter development controls to protect remaining bushland
2. Introduce restrictions on the removal of large, mature trees
3. Encourage planting of habitat-appropriate trees and bushes
4. Educate the community on sustainability and environmental management
5. Improve mosquito management

Community Voices

“Stop allowing developers to totally clear new housing estates of trees and bushland.”

“Having more control over 'large housing developers' who clear blocks with no natural vegetation being left behind.”

“More stringent approach to new housing development. Ensure that there are appropriate green spaces left for habitat.”

“New Housing Developments MUST plant trees and LOCAL native bush.”

“I would like to see the City take serious action to prevent developers and residents from removing old-growth trees in the City.”

“Conservation activities that encourage community involvement.”

“Incentivise litter picking through community engagement - i.e. run days for sporting clubs to pick litter around their facility in lieu of grants.”

“It would be great if there could be a strong focus on communication, education, and facilitation around protecting what's left and improving what's been degraded.”

“Mosquito control and management needs to be reviewed as it has been totally inadequate this year.”

“...the mosquitoes are out of control. You can't even go outside at certain times of the day they are so bad.”

Challenges

- Coastal erosion and sea-levels increasing
- Sand dune rehabilitation
- Keeping waterways clean and healthy
- Illegal fishing and crabbing
- Estuary degradation
- Illegal vehicle use on beaches and sand dunes
- Speeding boats

Community Driven Actions

1. Develop a plan for coastal erosion and rising sea levels (sea walls, sand dune restoration, etc)
2. Repair degraded areas of the estuary and improve water quality
3. Strengthen enforcement of illegal fishing and crabbing (i.e. undersized crabs, bag limits, etc)
4. Provide stricter controls on speeding boats, 4WDing in sand dunes, and illegal beach camping.

Community Voices

“Coastal erosion and sea-level rise will be a huge problem in this area, and I would like to see the City develop a clear plan for managing it.”

“We are regular users of the San Remo dog beach and have seen it being eroded away very quickly over the last few years. Something needs to be done to preserve our coastal dunes.”

“Get some people who are prepared to take action in cleaning up the estuary water quality.”

“Protect the foreshore and wetlands, a natural asset for the City and a drawcard for visitors.”

“The waterway is horrible. This past summer, the entire area stunk from the estuary. We would like to utilise our foreshore, but it's a stinking muddy mess.”

“Ensure runoff and pollutants do not enter the waterways by better waste treatment.”

“...more work on repairing degraded areas of the estuary - protecting the shoreline and preventing the damage done by people crabbing.”

“Fine people who crab in the estuary and take undersized crabs.”

“Work with partners to ensure bag limits are adhered to—more policing of illegal fishing and taking of undersized crabs.”

“CEASE the destructive dredging of Roberts point beach in Halls Head.”

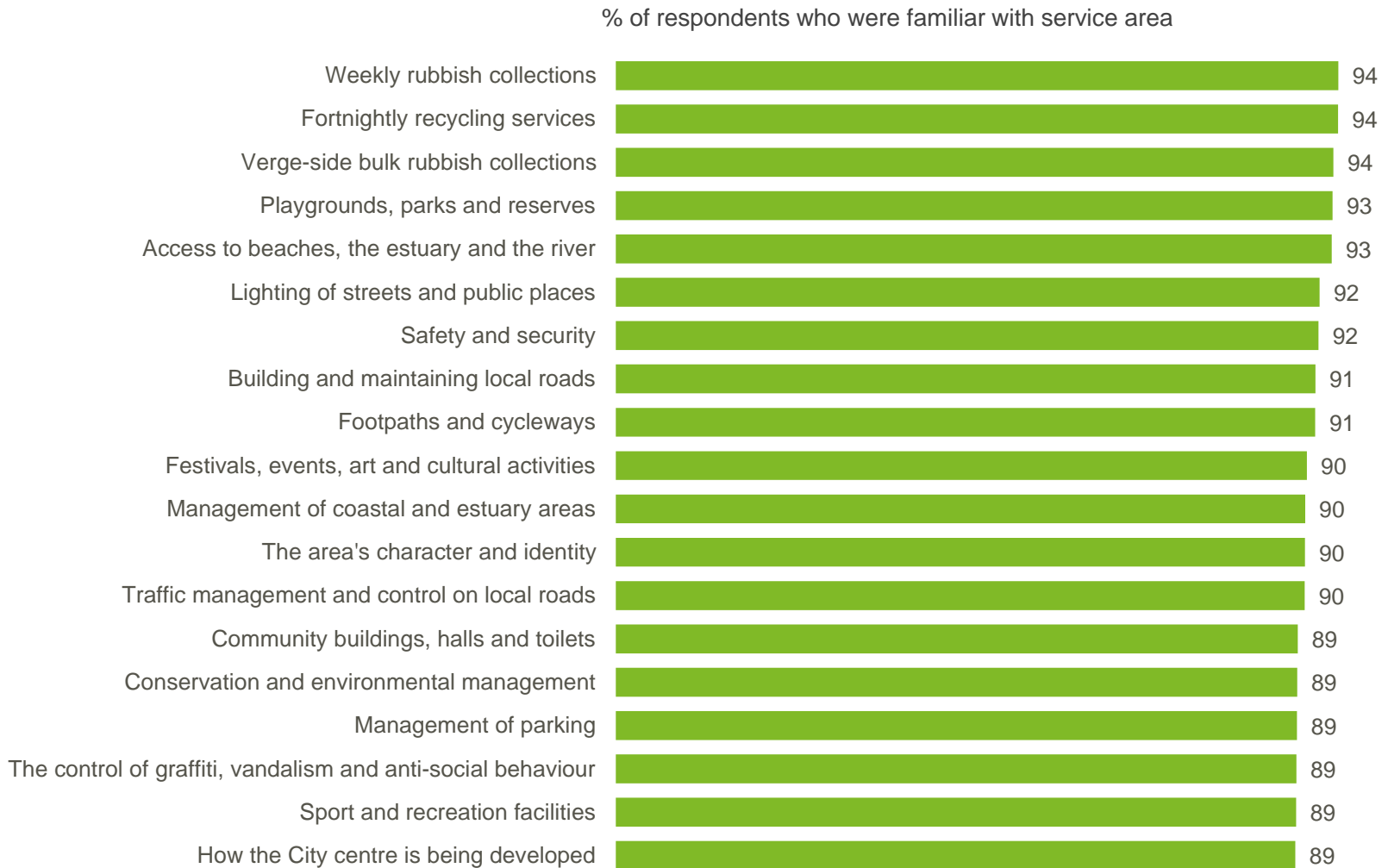
“Control speeds of boats to reduce wash.”

“Better control of illegal vehicle use on beaches and in dunes.”

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity



Familiarity with local services and facilities

Lower levels of familiarity

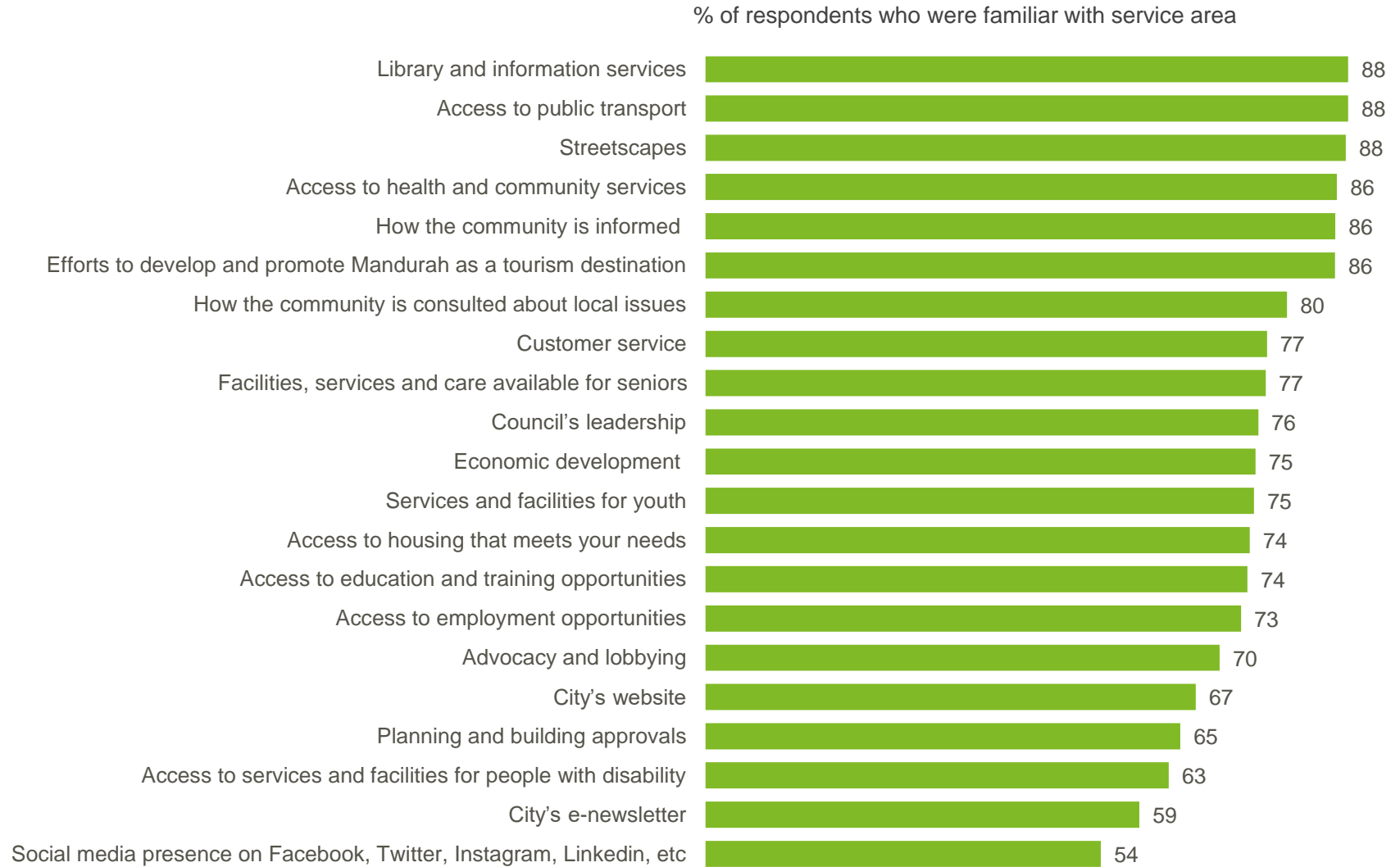


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Performance

Council's leadership

Performance ratings

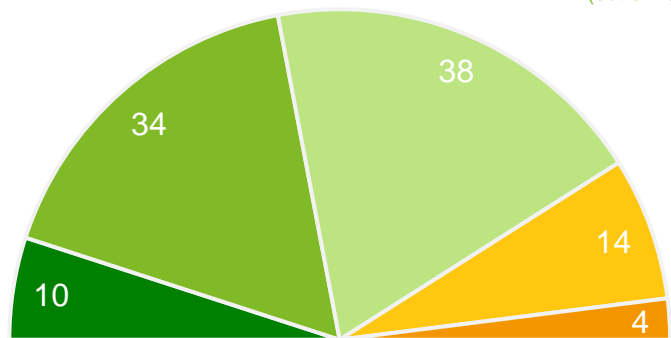
% of respondents

82%

58

Positive rating*

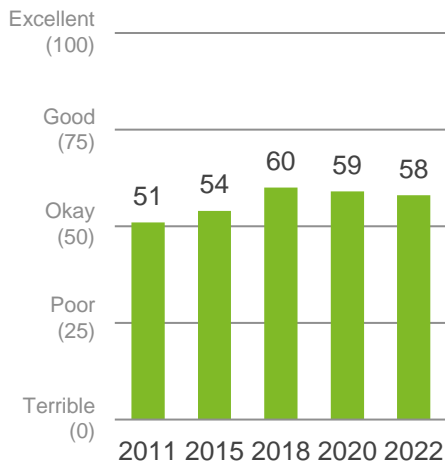
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah 58

Industry High 67

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	60	47	55	62	62	52	45	55	58	56	56	62	51	59	47	54	50	66	62	55	59	62	57	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 468). * Positive Rating = excellent, good + okay

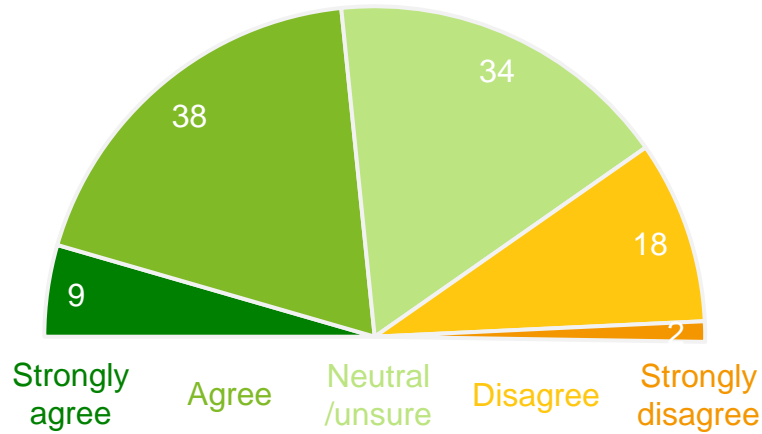
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

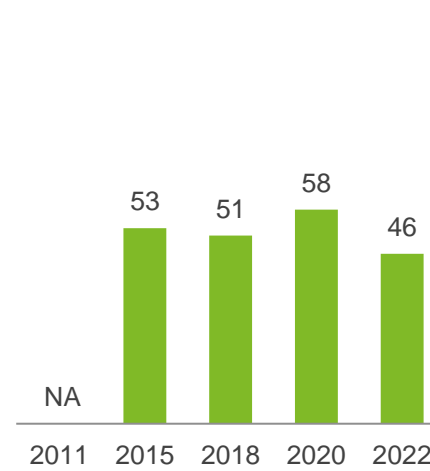
47%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	46
Industry High	57
Industry Average	37

Variations 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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
46	49	32	44	49	58	28	35	31	46	29	47	54	46	49	40	43	38	56	56	34	49	43	42	68

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

Base: All respondents, excludes 'no response' (n = 597).

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

Performance ratings

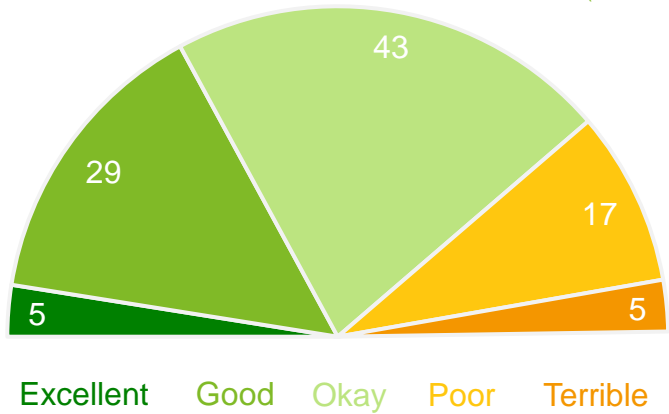
% of respondents

77%

Positive rating*

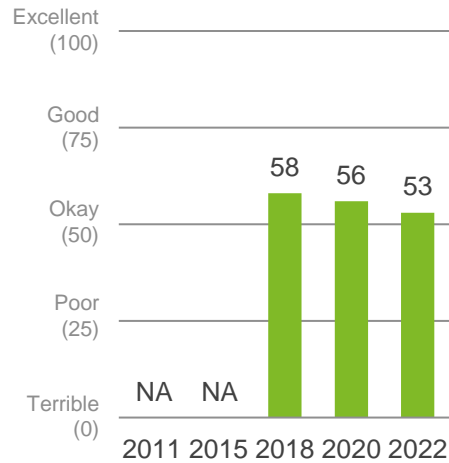
53

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	53
Industry High	64
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
53	55	44	52	55	55	51	44	48	55	53	51	56	48	54	52	45	42	59	60	50	55	56	55	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 435). * Positive Rating = excellent, good + okay

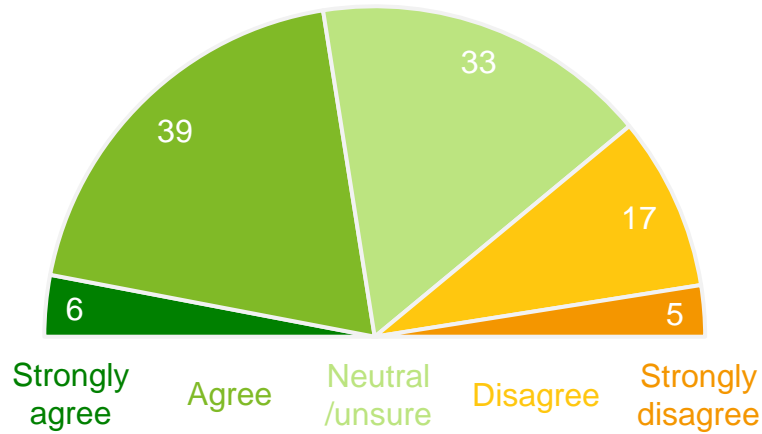
The City has a good understanding of community needs

Level of agreement

% of respondents

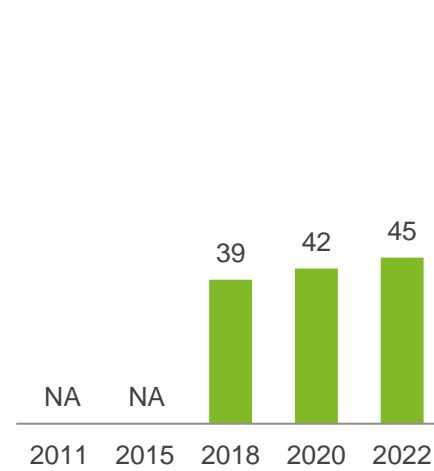
45%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	45
Industry High	61
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
45	48	27	47	45	53	36	31	28	50	37	41	54	35	55	34	42	26	49	51	33	56	47	46	62

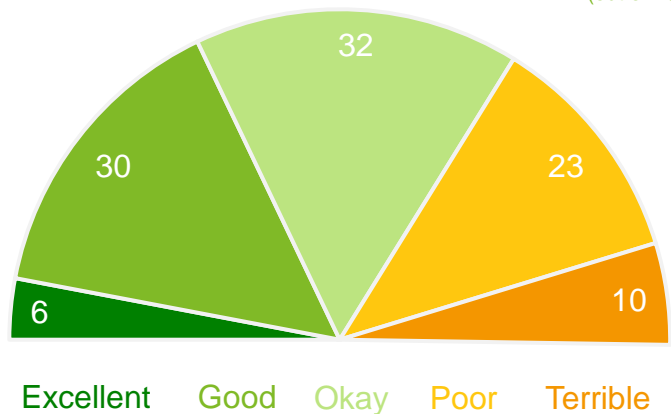
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 597).

How the community is consulted about local issues

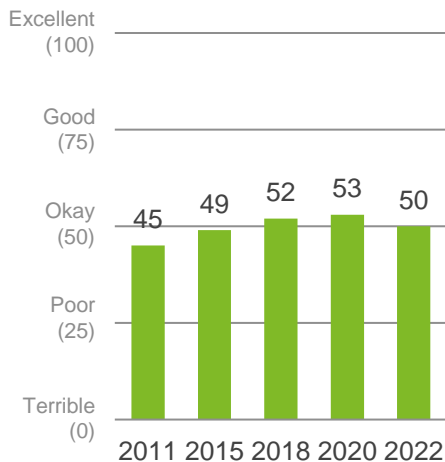
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	50
Industry High	62
Industry Average	45

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
50	51	45	47	53	52	44	43	48	52	45	51	52	45	50	50	47	46	54	57	38	53	55	42	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 492). * Positive Rating = excellent, good + okay

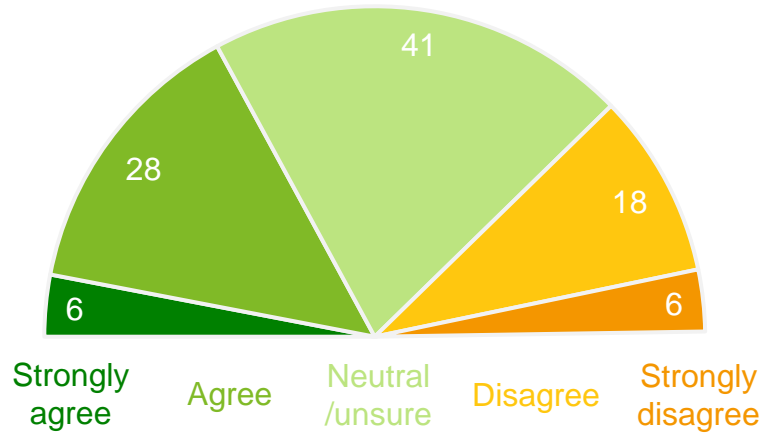
The City listens to and respects residents' views

Level of agreement

% of respondents

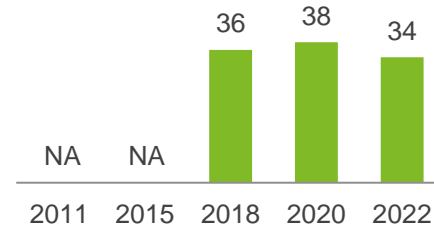
34%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	34
Industry High	55
Industry Average	32

Variations 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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
34	35	32	34	35	38	19	20	26	33	26	34	40	28	36	18	35	21	37	40	24	39	34	39	47

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

Base: All respondents, excludes 'no response' (n = 597).

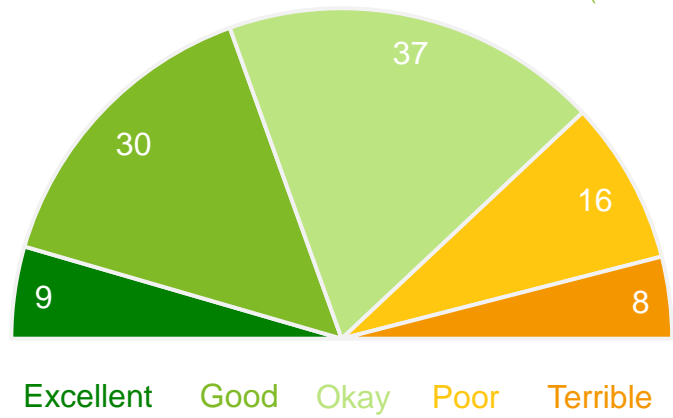
How the community is informed about what's happening in the local area (including local issues, events, services and facilities)

Performance ratings

% of respondents

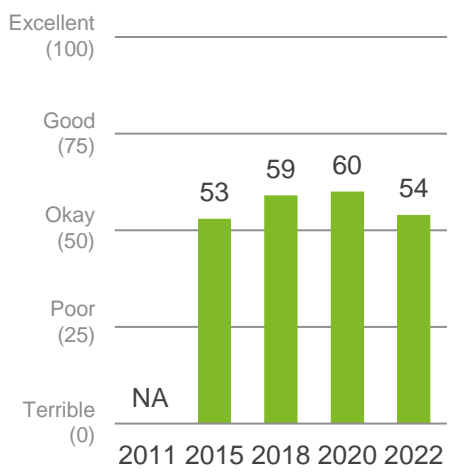
76%
Positive rating*

54
Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	54
Industry High	68
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
54	55	48	52	56	57	46	45	53	53	48	55	57	47	54	59	53	49	57	57	42	57	59	48	60

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

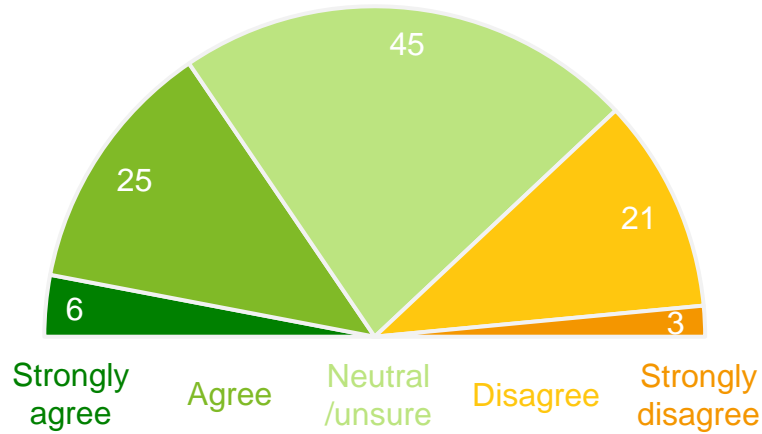
The City clearly explains reasons for decisions and how residents' views have been taken into account

Level of agreement

% of respondents

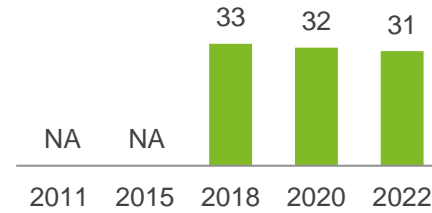
31%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	31
Industry High	45
Industry Average	27

Variations across the community

% agree

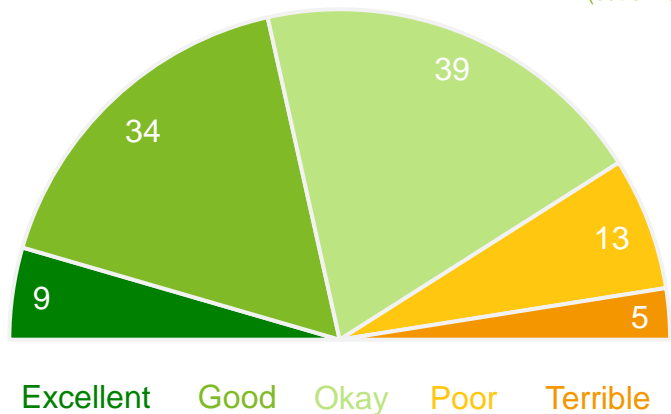
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born overseas	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
31	33	15	26	35	36	11	18	25	44	21	32	35	28	31	32	22	22	40	32	23	32	34	37	30

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

Base: All respondents, excludes 'no response' (n = 596).

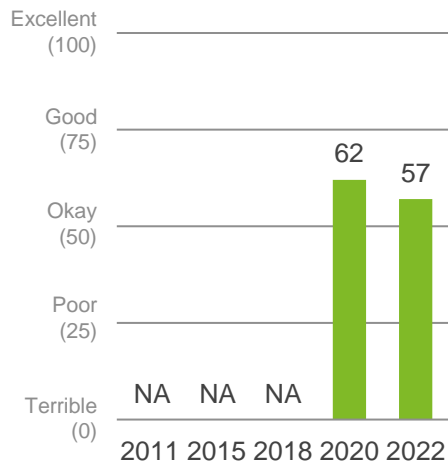
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	57
Industry High	66
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
57	58	52	54	60	62	46	43	52	61	54	54	61	56	60	66	57	55	61	59	43	59	60	54	64

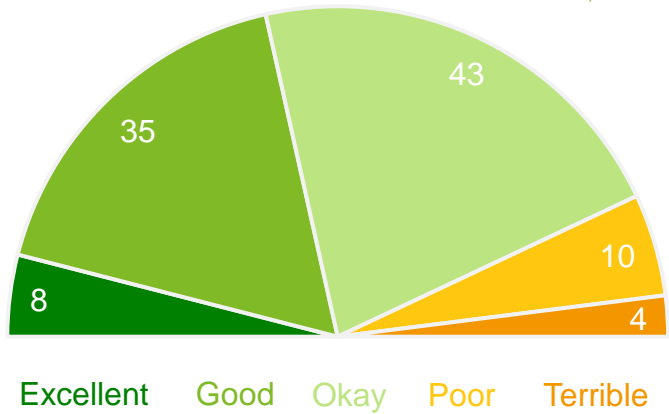
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 367). * Positive Rating = excellent, good + okay

City's website

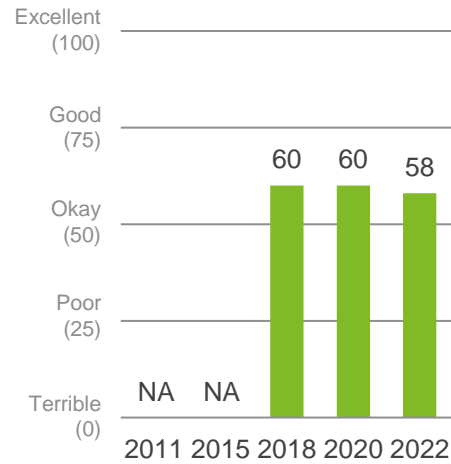
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	58
Industry High	65
Industry Average	57

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	59	51	57	59	62	54	46	48	59	55	56	60	53	59	62	58	55	60	61	48	57	65	53	62

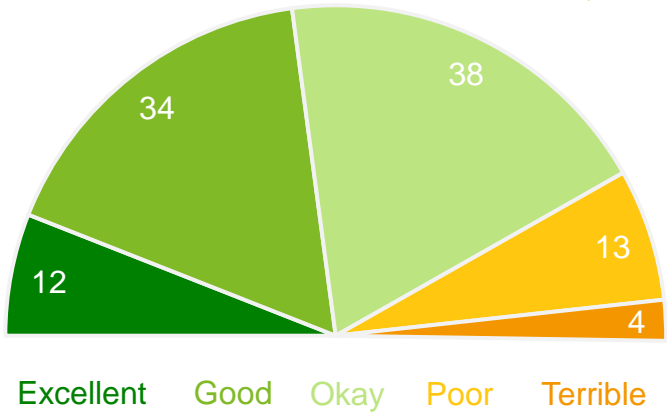
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 415). * Positive Rating = excellent, good + okay

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

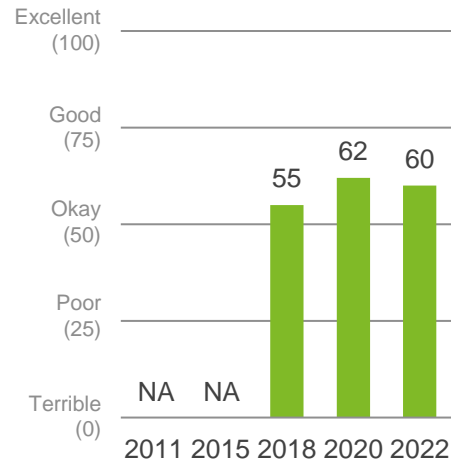
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	65
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	61	55	56	63	65	56	45	45	57	59	58	59	59	60	56	48	56	63	64	51	62	64	63	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 334). * Positive Rating = excellent, good + okay

Customer service

Performance ratings

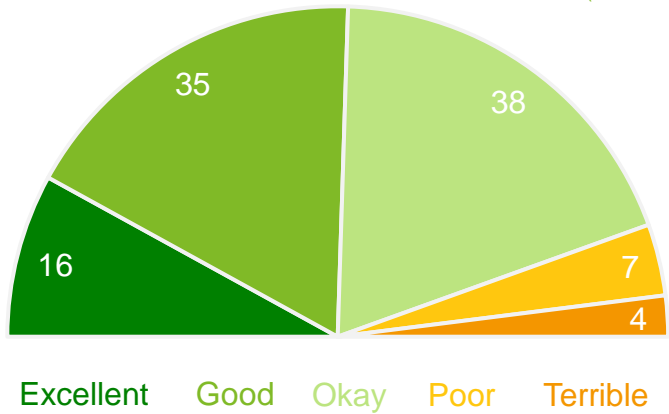
% of respondents

89%

Positive rating*

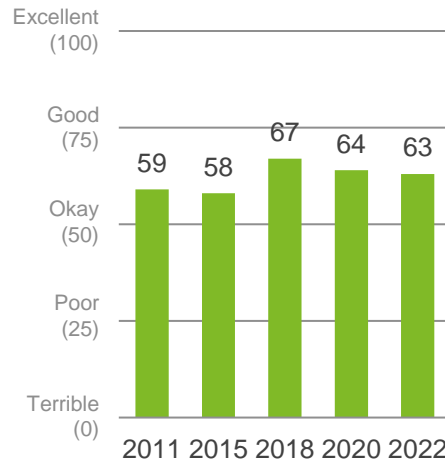
63

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	61

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
63	64	55	61	66	65	60	51	61	62	59	63	65	61	64	57	55	53	67	69	54	66	66	71	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 475). * Positive Rating = excellent, good + okay

People

Services and facilities for youth

Performance ratings

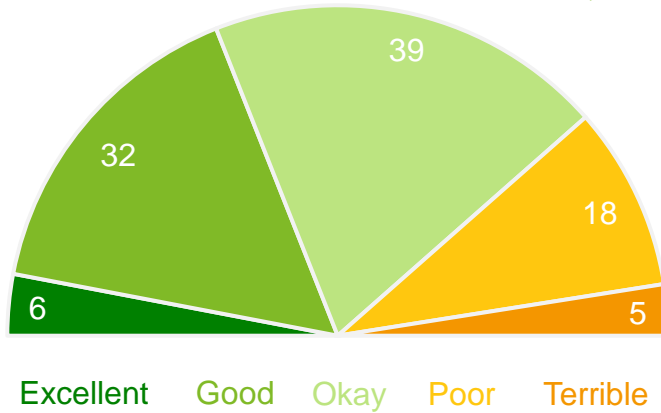
% of respondents

77%

54

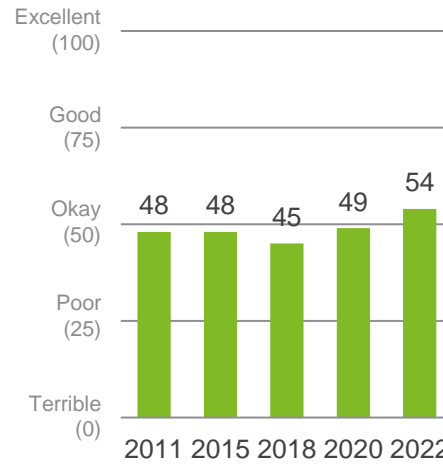
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	54
Industry High	66
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
54	55	49	57	52	60	45	44	49	49	47	50	59	53	56	55	40	50	55	63	47	59	52	56	60

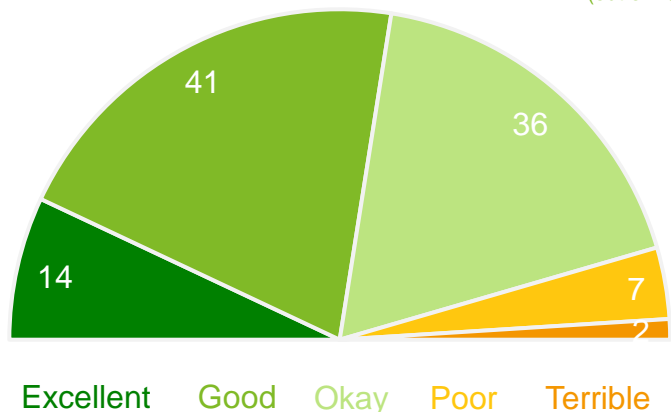
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 464). * Positive Rating = excellent, good + okay

Facilities, services and care available for seniors

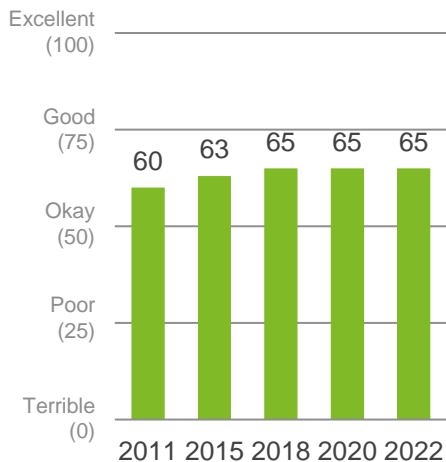
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	65
Industry High	67
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
65	65	64	65	65	67	68	60	57	67	65	61	67	63	69	60	57	66	74	64	64	63	72	61	70

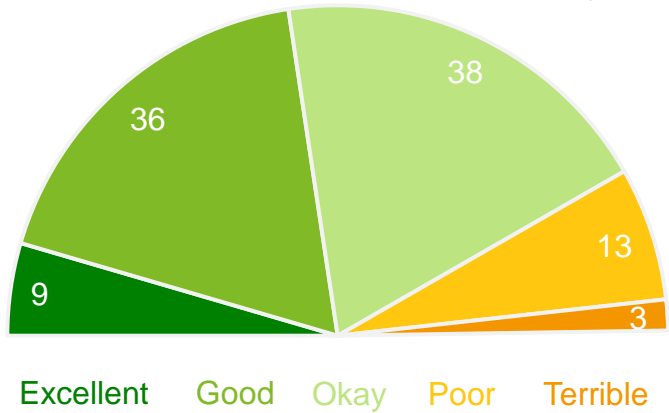
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 474). * Positive Rating = excellent, good + okay

Access to services and facilities for people with disability

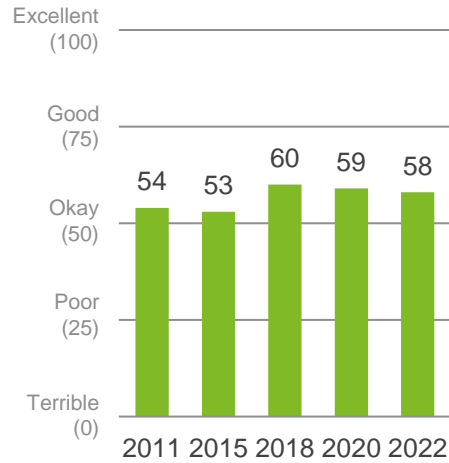
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	58
Industry High	65
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	59	53	61	55	62	58	50	50	55	54	56	61	57	65	51	47	59	64	63	49	58	62	64	69

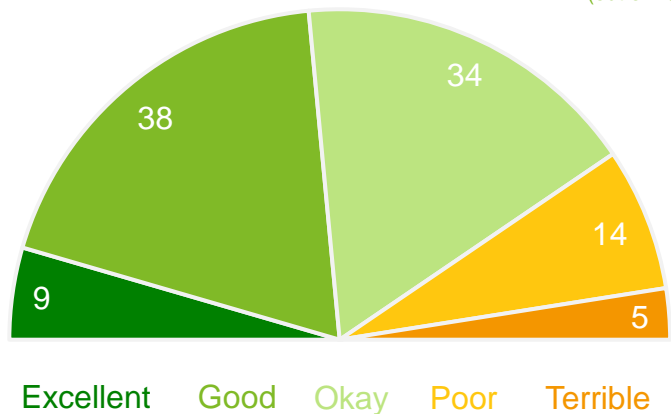
Q. How would you rate performance in the following areas?

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

Access to health and community services

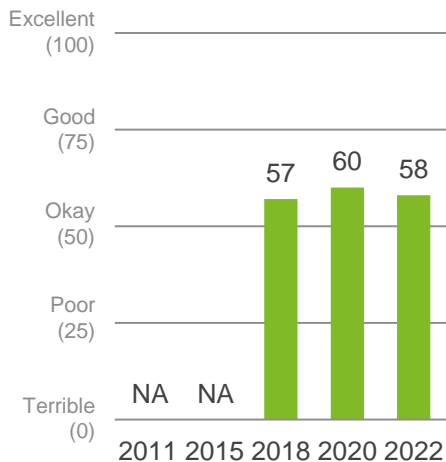
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	58
Industry High	69
Industry Average	59

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	60	46	60	56	62	54	52	54	57	51	56	62	51	60	49	49	53	64	60	54	58	63	65	57

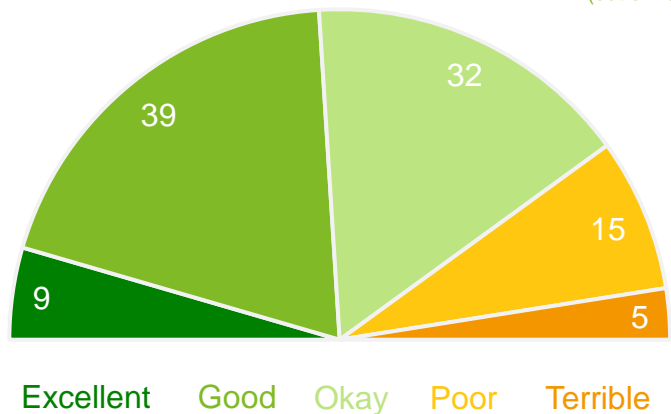
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 534). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

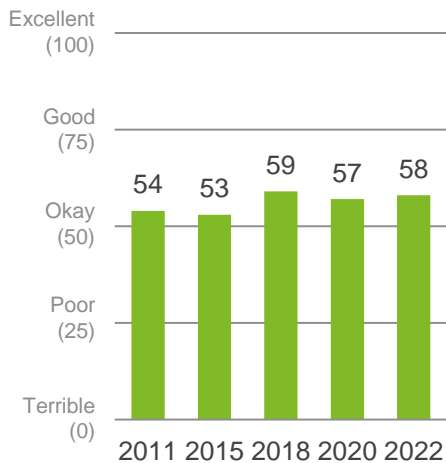
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	58
Industry High	78
Industry Average	59

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	58	52	61	55	62	46	47	56	57	49	56	62	55	63	62	52	50	59	64	44	58	61	61	67

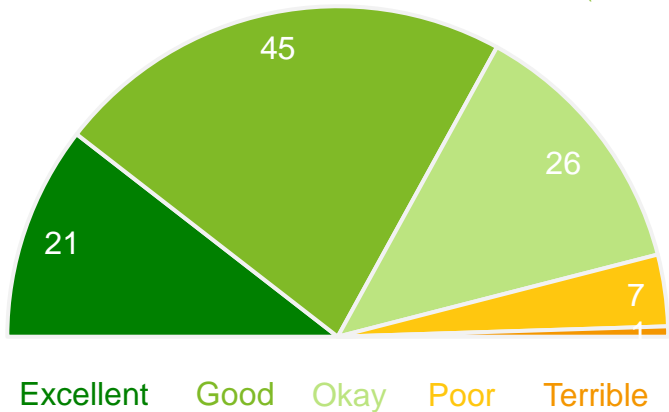
Q. How would you rate performance in the following areas?

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

Sport and recreation facilities

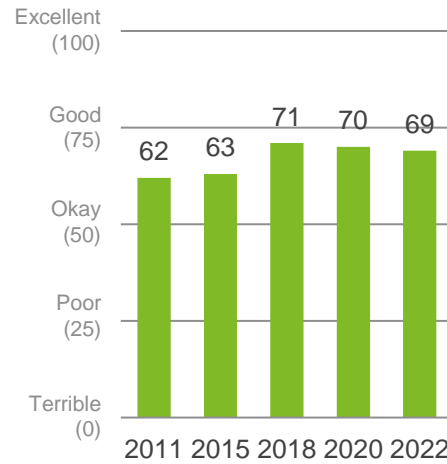
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	69
Industry High	85
Industry Average	67

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
69	71	60	71	68	72	64	64	67	73	65	68	73	66	74	64	62	60	73	74	61	71	75	70	79

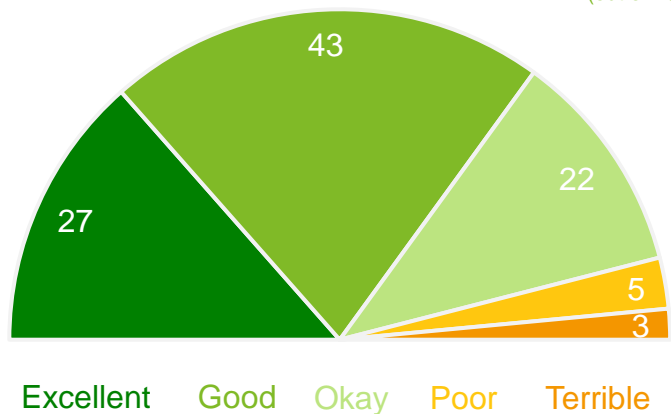
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 548). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

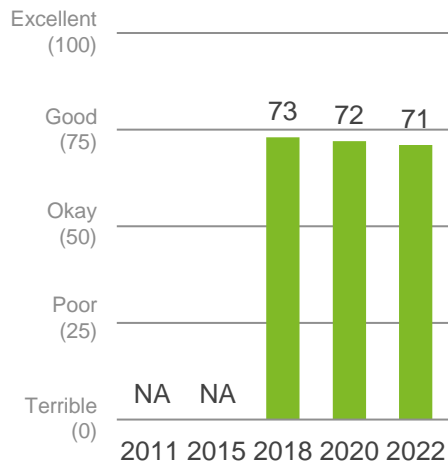
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	71
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
71	71	69	70	72	75	55	63	71	77	58	72	76	75	77	65	66	70	78	75	57	75	71	68	83

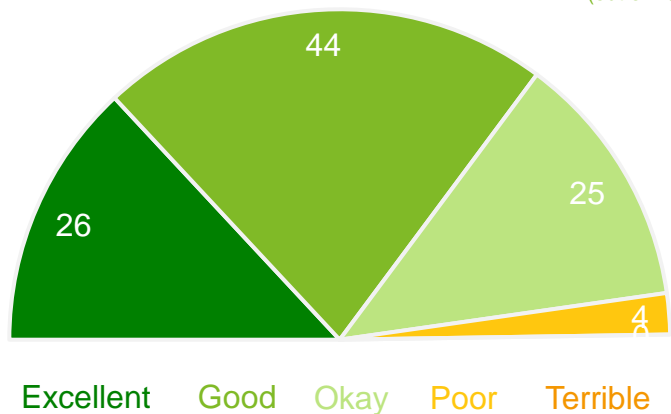
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 577). * Positive Rating = excellent, good + okay

Library and information services

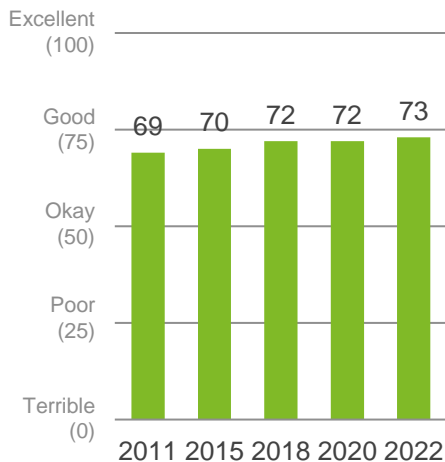
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	73
Industry High	83
Industry Average	71

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
73	74	68	71	75	76	71	66	66	77	68	71	77	72	79	65	72	64	78	78	67	73	75	76	81

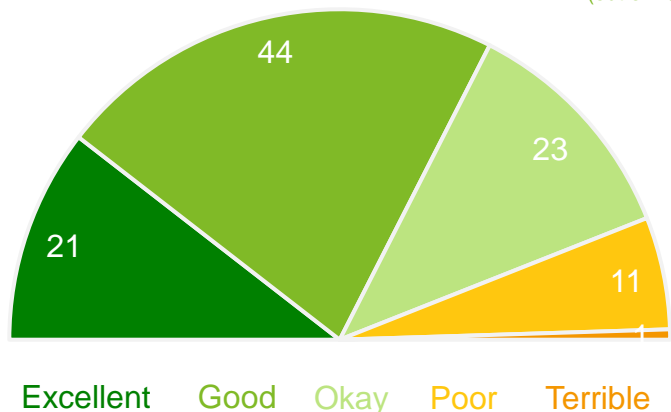
Q. How would you rate performance in the following areas?

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

Festivals, events, art and cultural activities

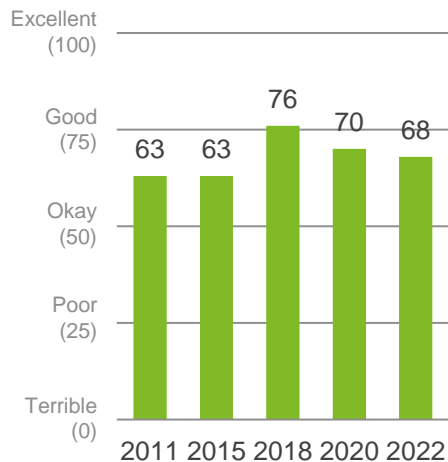
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	68
Industry High	77
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
68	69	62	67	70	70	64	62	67	73	62	66	72	70	73	70	61	66	71	68	58	73	74	65	80

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 557). * Positive Rating = excellent, good + okay

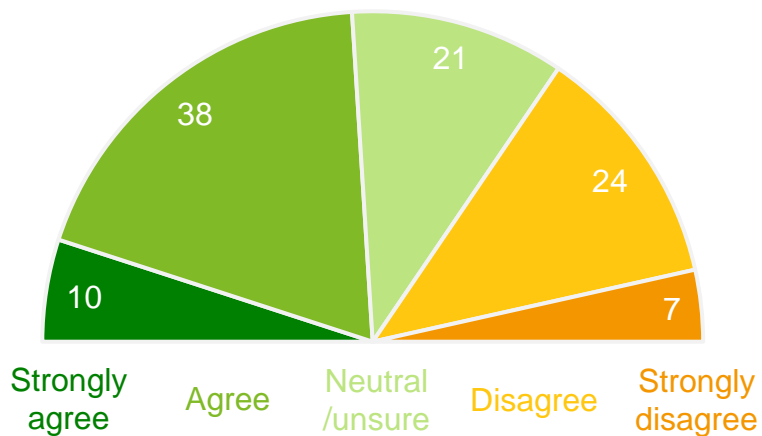
I feel safe in Mandurah

Level of agreement

% of respondents

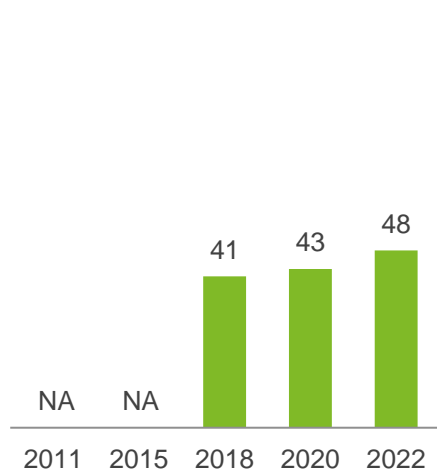
48%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	48
Industry High	94
Industry Average	73

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
48	49	48	50	47	50	57	36	30	36	57	42	50	40	57	26	50	36	54	56	24	51	59	54	55

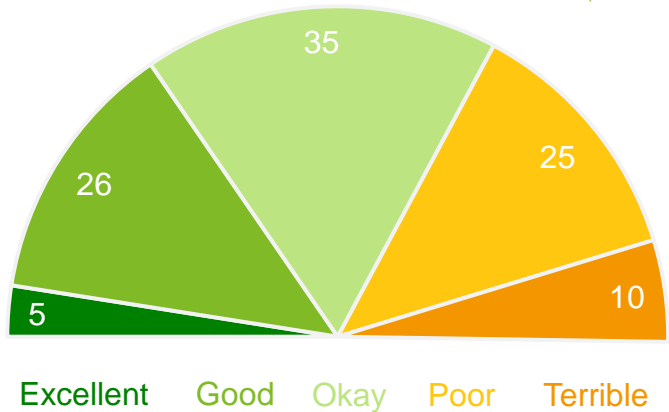
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 595).

Safety and security

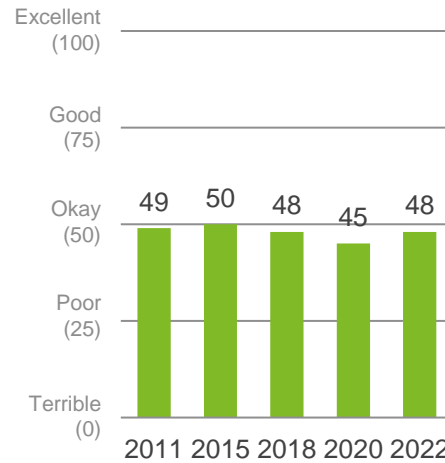
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	48
Industry High	76
Industry Average	52

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
48	49	41	47	48	51	40	36	46	46	44	45	52	41	52	38	45	40	51	50	35	52	56	49	51

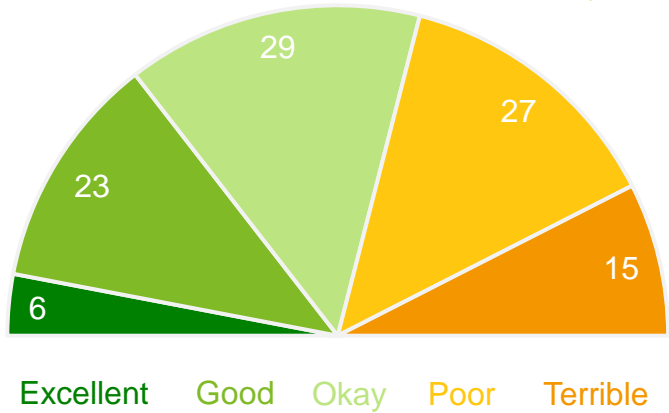
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 566). * Positive Rating = excellent, good + okay

Control of graffiti, vandalism and anti-social behaviour

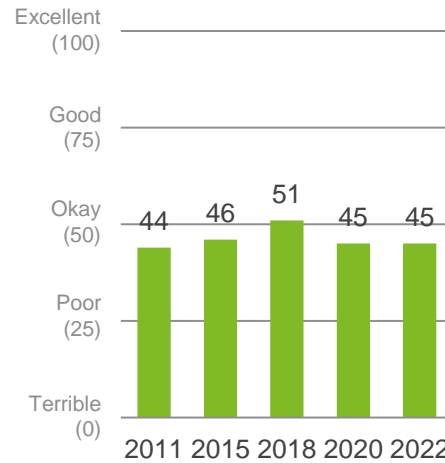
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	45
Industry High	61
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
45	46	38	44	46	46	40	35	40	46	44	42	48	38	49	43	37	39	48	42	31	49	53	47	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 548). * Positive Rating = excellent, good + okay

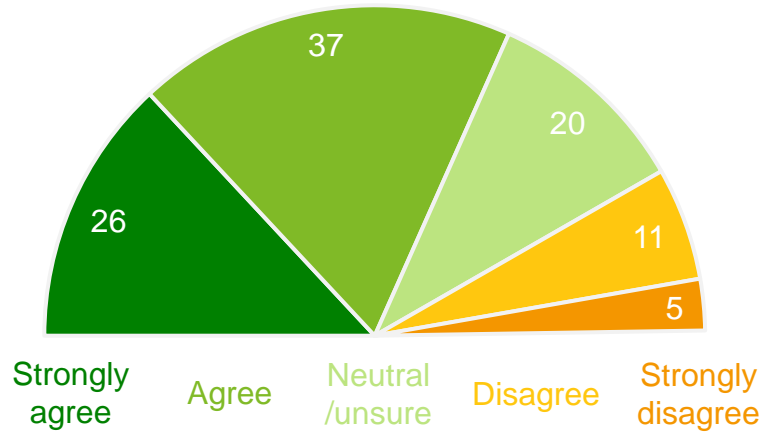
I have a strong connection with my neighbours

Level of agreement

% of respondents

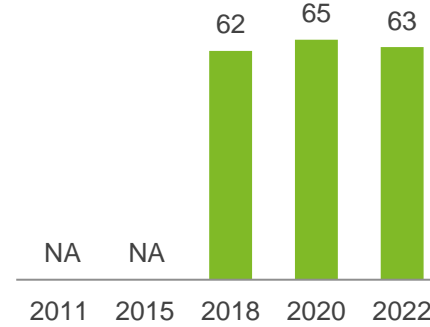
63%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Mandurah	63
Industry High	NA
Industry Average	NA

Variations 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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
63	66	44	62	64	69	53	51	63	61	55	57	70	60	66	59	62	54	74	81	64	63	57	59	60

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

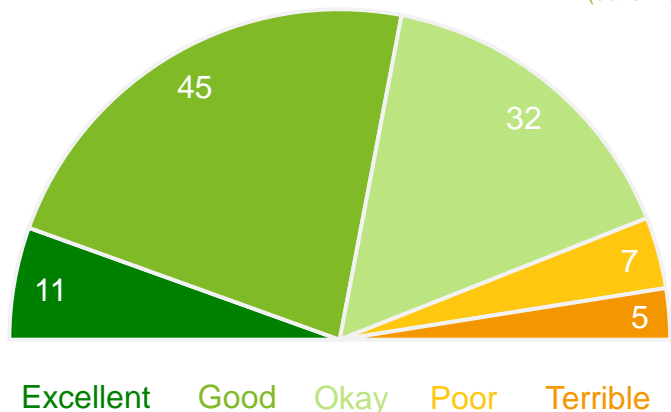
Base: All respondents, excludes 'no response' (n = 586).

Planet

Conservation and environmental management

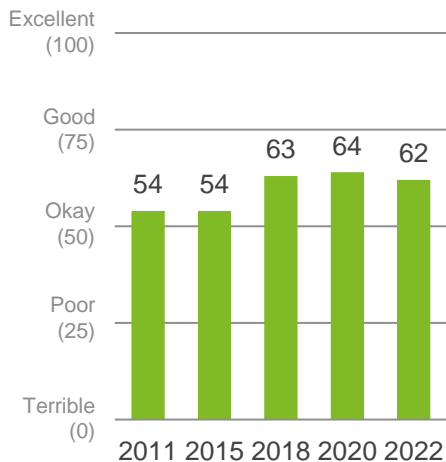
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	62
Industry High	73
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
62	64	55	63	63	64	57	60	62	64	56	64	64	59	63	61	57	55	66	67	55	63	70	62	62

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

Management of coastal and estuary areas

Performance ratings

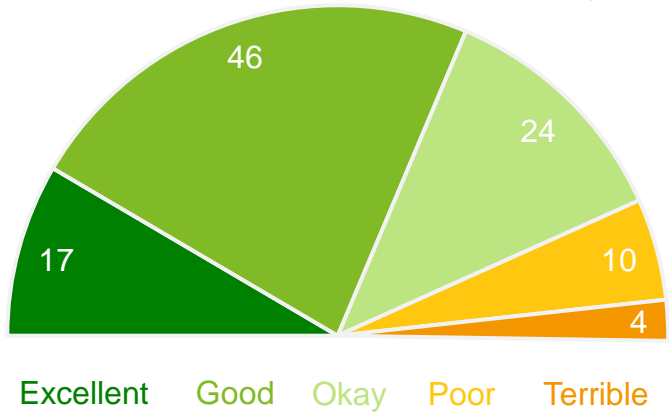
% of respondents

87%

Positive rating*

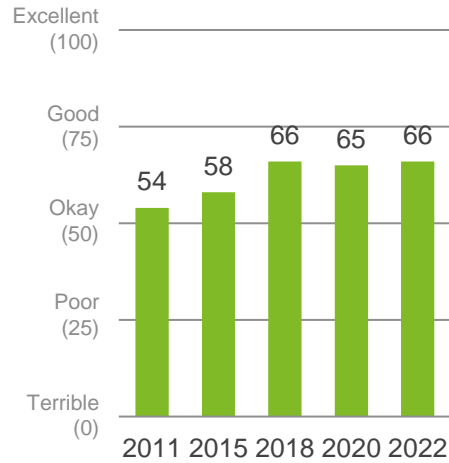
66

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	66
Industry High	69
Industry Average	61

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
66	67	61	67	66	66	65	64	64	64	63	65	67	61	67	62	58	61	71	66	60	63	73	71	72

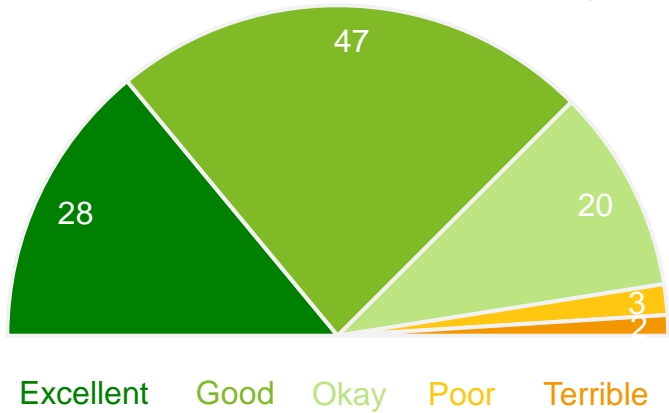
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 555). * Positive Rating = excellent, good + okay

Access to beaches, the estuary and the river

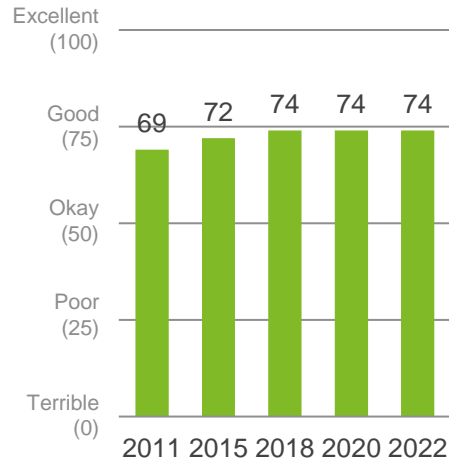
Performance ratings

% of respondents



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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
74	74	76	76	73	73	82	71	71	73	79	73	73	67	77	67	69	77	74	79	71	68	80	74	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 577). * Positive Rating = excellent, good + okay

Weekly rubbish collections

Performance ratings

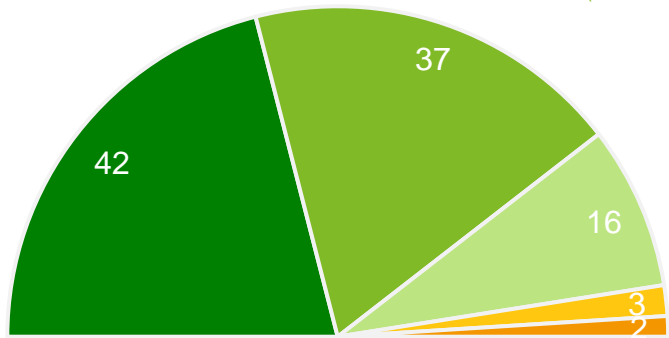
% of respondents

95%

79

Positive rating*

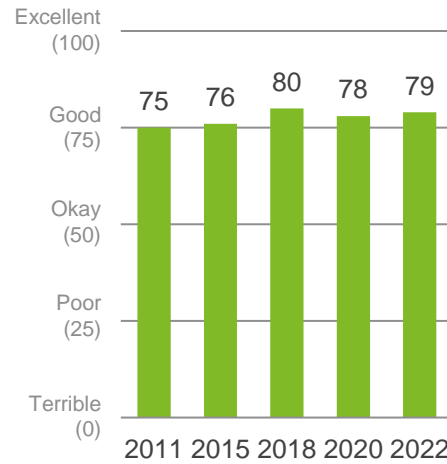
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah 79

Industry High 79

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
79	80	73	81	77	80	85	70	74	77	78	77	81	75	80	75	77	76	86	75	79	77	85	80	83

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 582). * Positive Rating = excellent, good + okay

Fortnightly recycling services

Performance ratings

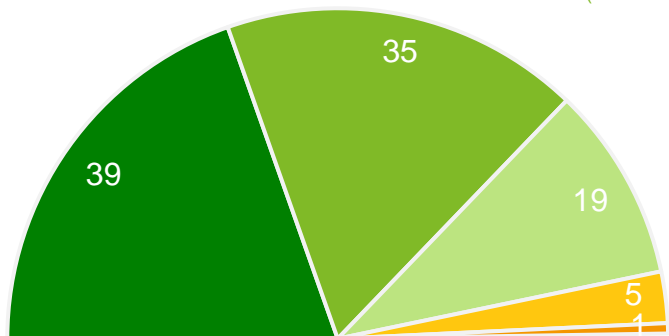
% of respondents

93%

77

Positive rating*

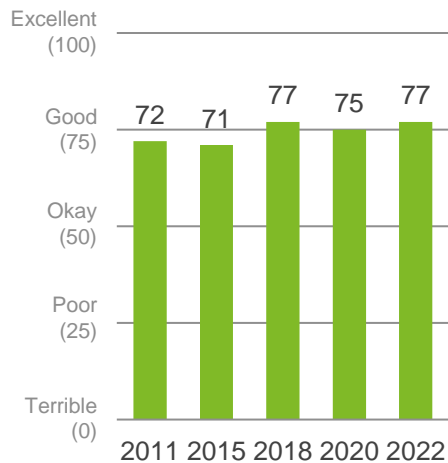
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah 77

Industry High 77

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
77	77	74	77	77	77	84	70	72	76	75	73	79	73	80	74	72	79	82	71	75	76	82	74	82

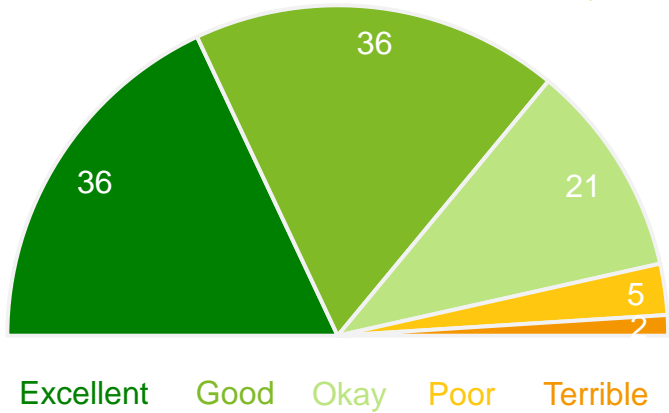
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 582). * Positive Rating = excellent, good + okay

Verge-side bulk rubbish collections

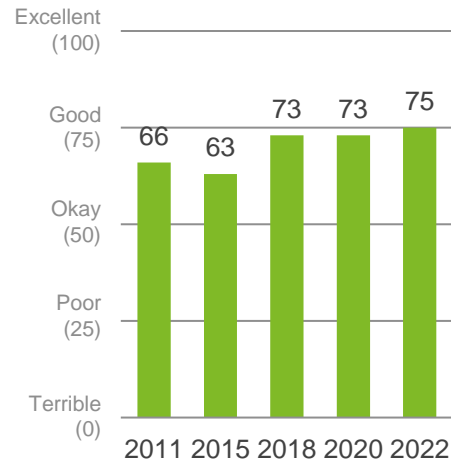
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	75
Industry High	75
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
75	76	70	77	73	74	85	71	77	73	75	73	76	68	76	74	73	79	76	72	69	71	79	80	77

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

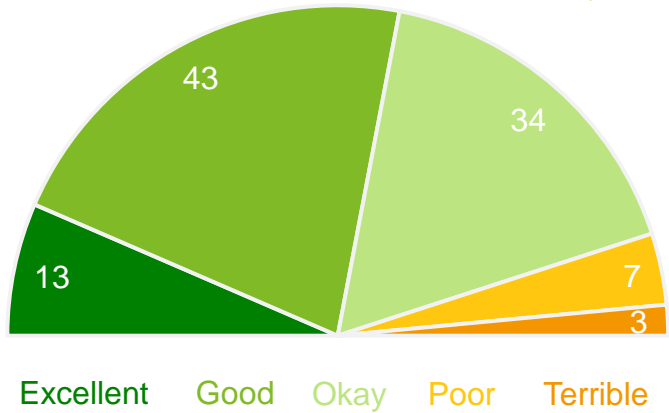
Base: All respondents, excludes 'unsure' and 'no response' (n = 578). * Positive Rating = excellent, good + okay

Place

Area's character and identity

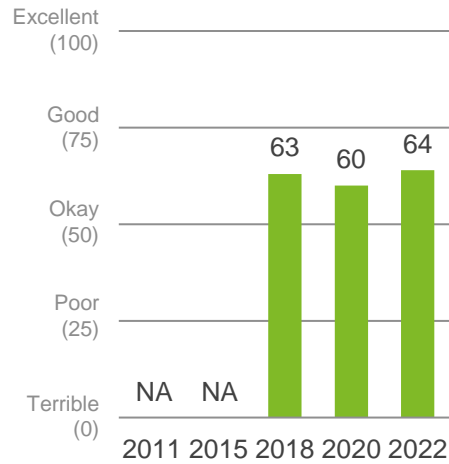
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	64
Industry High	69
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
64	65	60	64	64	67	63	60	58	63	67	59	66	58	66	62	61	66	67	69	56	64	67	60	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 555). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

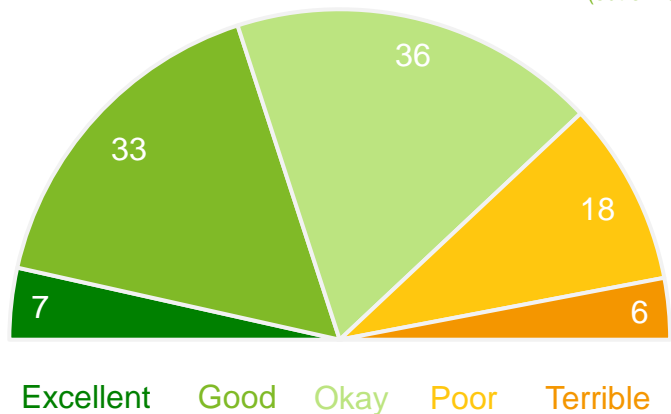
% of respondents

76%

Positive rating*

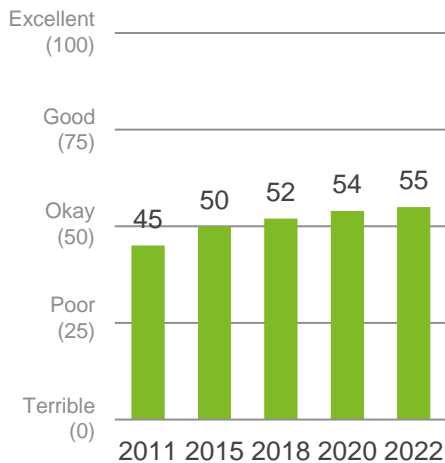
55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	55
Industry High	60
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
55	56	47	55	54	57	53	56	58	53	57	54	55	48	59	62	53	42	67	62	48	53	60	49	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 402). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

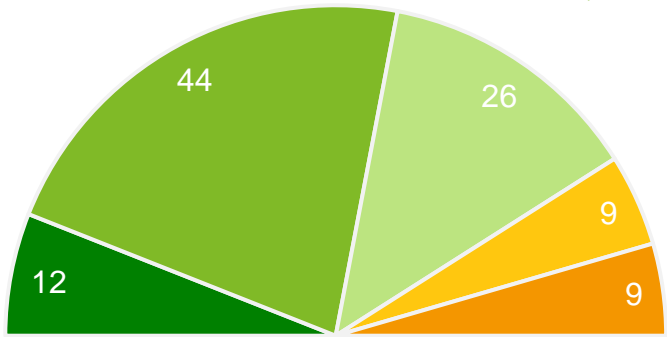
% of respondents

82%

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	68
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	64	38	62	58	64	51	51	67	62	55	59	63	48	66	54	65	40	64	68	50	61	66	64	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 460). * Positive Rating = excellent, good + okay

Building and maintaining local roads

Performance ratings

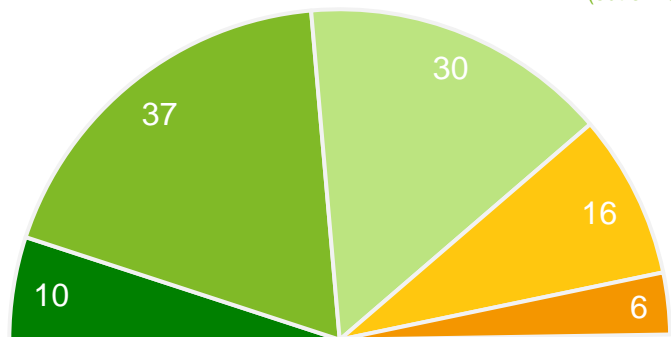
% of respondents

77%

57

Positive rating*

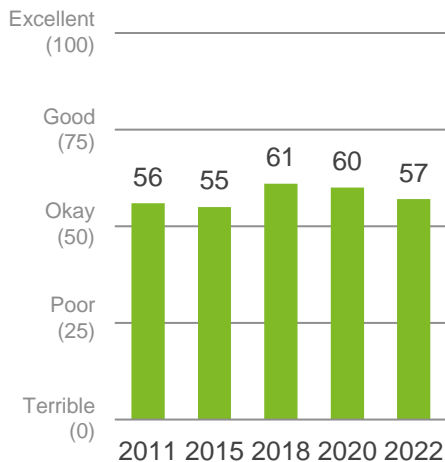
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah 57

Industry High 67

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
57	58	50	56	58	61	49	53	52	53	52	56	60	54	60	56	56	44	63	66	42	56	64	58	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 564). * Positive Rating = excellent, good + okay

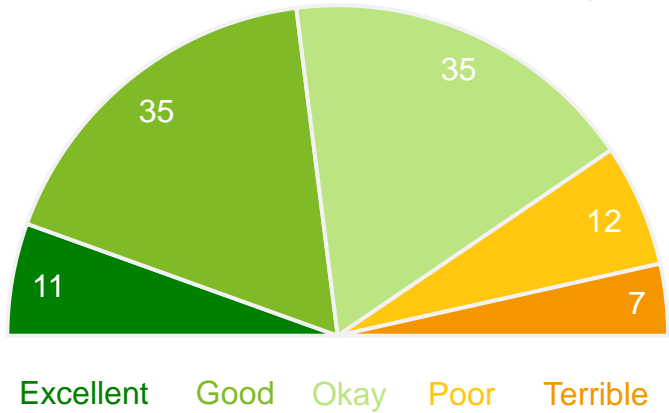
Traffic management and control on local roads

Performance ratings

% of respondents

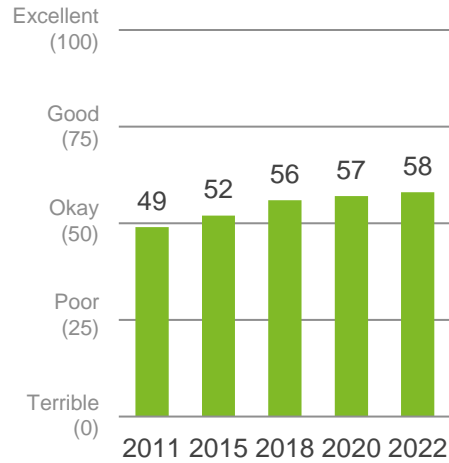
81%
Positive rating*

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	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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	58	53	57	58	58	60	52	56	57	58	56	59	51	65	53	57	51	59	62	48	57	64	59	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 555). * Positive Rating = excellent, good + okay

Management of parking

Performance ratings

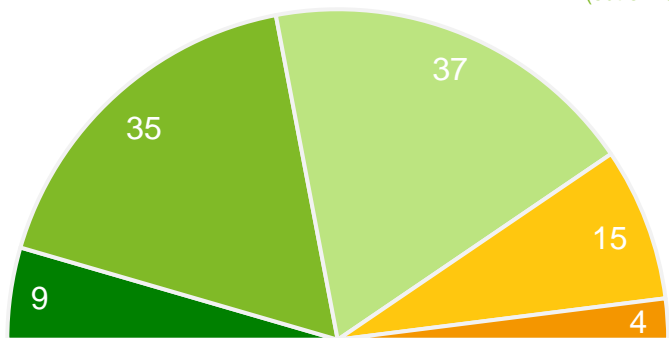
% of respondents

81%

58

Positive rating*

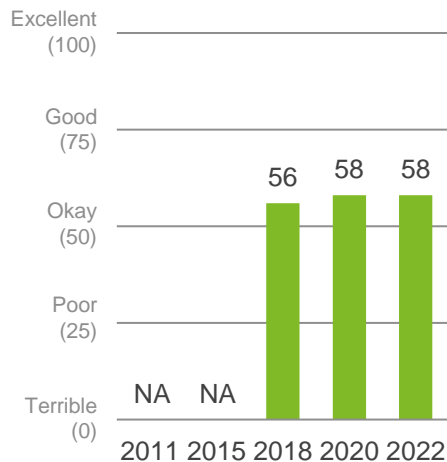
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah 58

Industry High 62

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
58	59	52	59	57	59	59	55	59	56	56	54	60	50	63	49	59	59	60	65	49	55	58	55	66

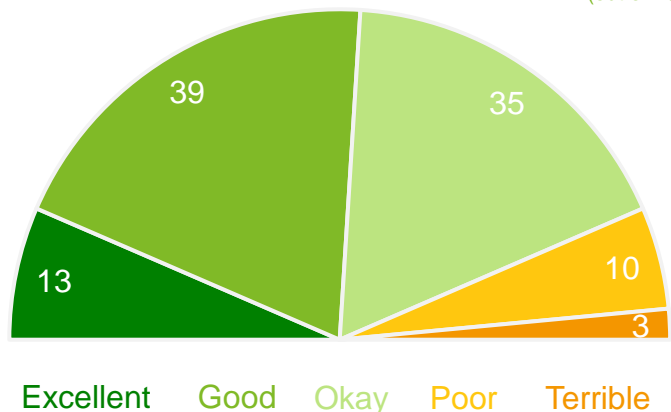
Q. How would you rate performance in the following areas?

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

Footpaths and cycleways

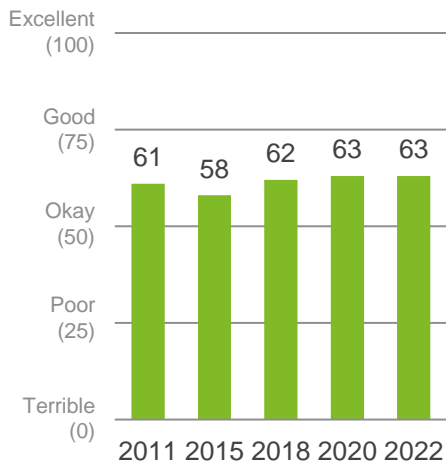
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	63
Industry High	68
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
63	63	62	63	62	65	63	56	58	58	63	60	64	58	67	56	63	66	72	68	50	60	65	57	70

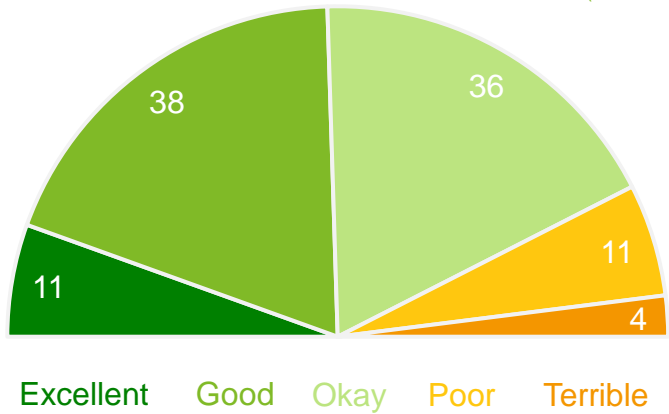
Q. How would you rate performance in the following areas?

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

Streetscapes

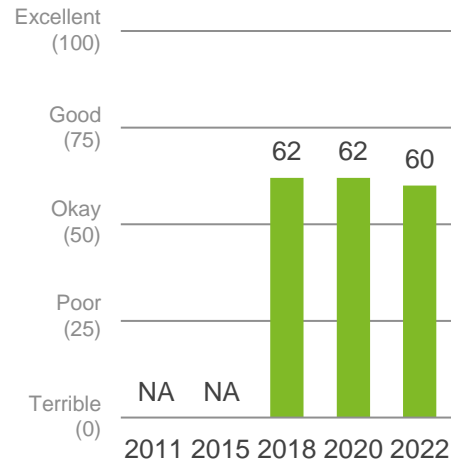
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	64
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	60	63	61	59	62	53	57	56	59	51	59	63	58	63	58	55	64	67	63	48	61	59	56	72

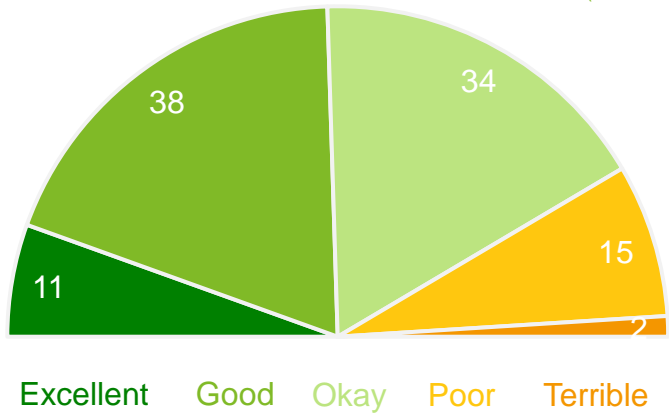
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 542). * Positive Rating = excellent, good + okay

Lighting of streets and public places

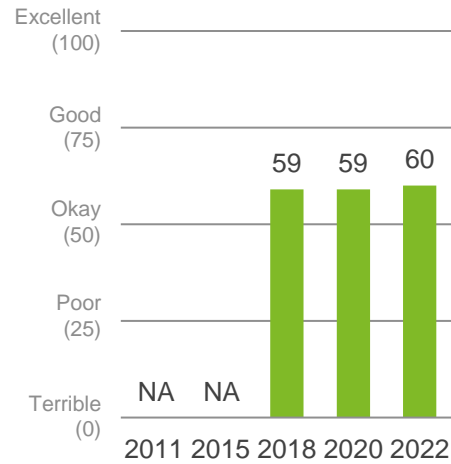
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	60
Industry High	64
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
60	62	48	62	58	62	57	55	60	59	56	61	62	52	59	61	56	50	74	64	47	62	62	62	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 567). * Positive Rating = excellent, good + okay

Access to public transport

Performance ratings

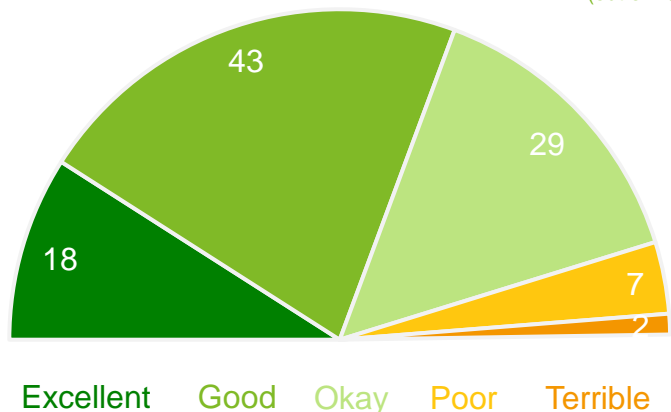
% of respondents

90%

Positive rating*

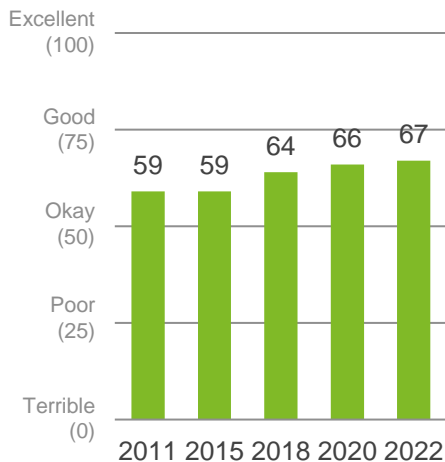
67

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	67
Industry High	78
Industry Average	57

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
67	68	64	70	64	68	71	64	64	65	69	66	68	62	71	60	60	69	71	72	64	63	71	63	78

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

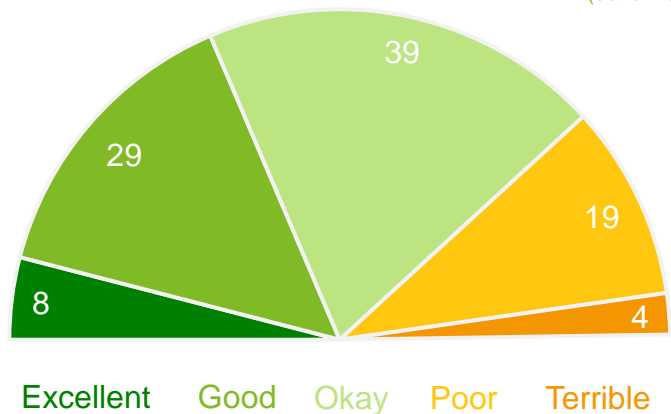
Base: All respondents, excludes 'unsure' and 'no response' (n = 544). * Positive Rating = excellent, good + okay

Prosperity

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

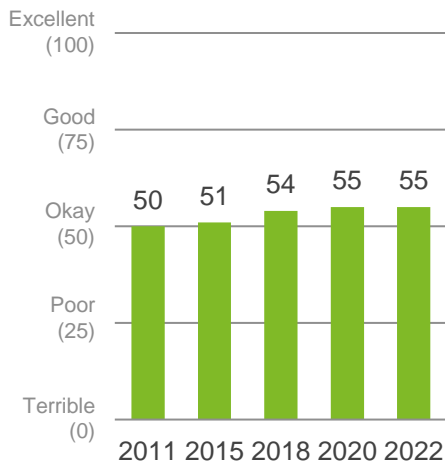
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	55
Industry High	57
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
55	56	48	54	56	56	53	51	52	52	50	53	59	50	56	55	56	47	62	54	49	59	57	53	58

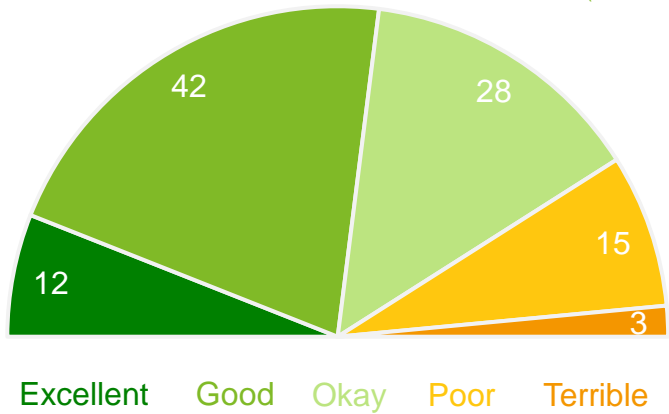
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 465). * Positive Rating = excellent, good + okay

Efforts to develop and promote Mandurah as a tourism destination

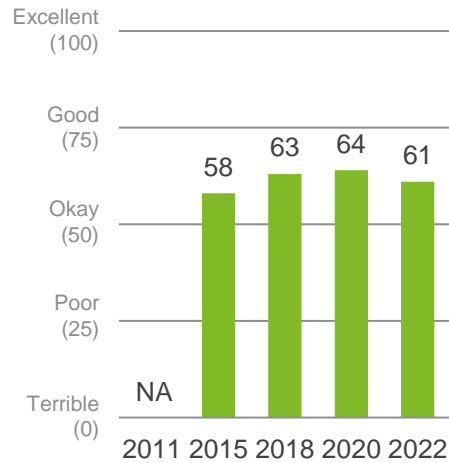
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	61
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
61	63	52	60	63	65	56	57	57	58	55	60	66	58	63	65	56	51	68	60	58	64	65	66	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 532). * Positive Rating = excellent, good + okay

How the City centre is being developed

Performance ratings

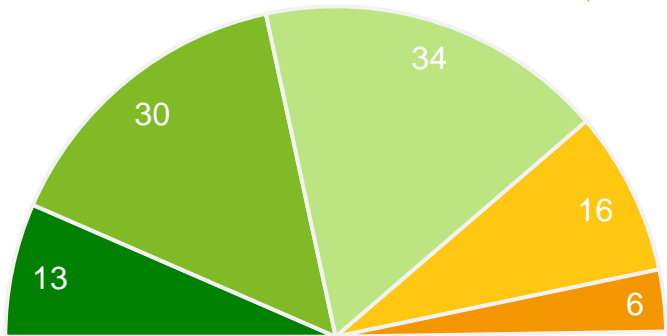
% of respondents

77%

57

Positive rating*

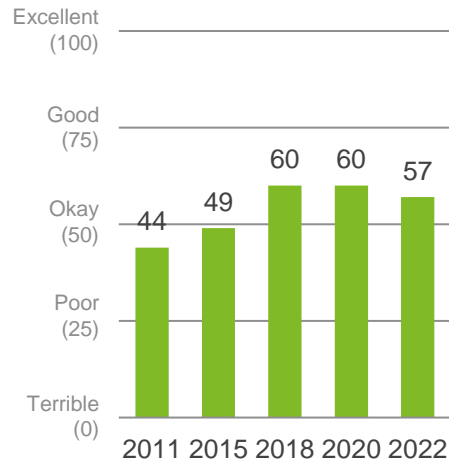
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	57
Industry High	64
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
57	57	56	55	58	57	61	56	54	53	62	55	56	48	58	52	54	46	62	58	53	56	67	52	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 547). * Positive Rating = excellent, good + okay

Access to employment opportunities

Performance ratings

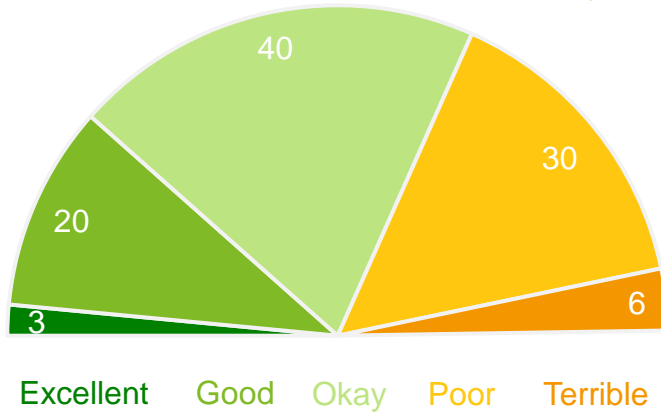
% of respondents

63%

46

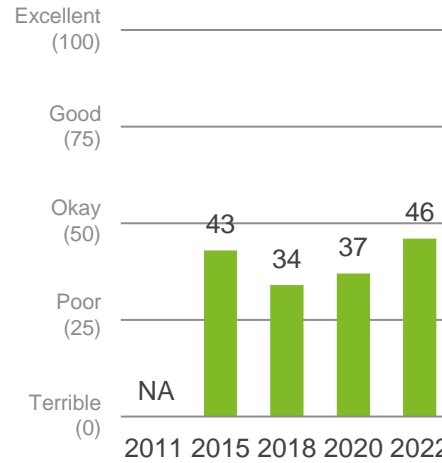
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	46
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
46	48	37	45	47	47	48	41	40	46	49	44	47	38	48	32	46	38	45	47	40	49	50	53	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 453). * Positive Rating = excellent, good + okay

Access to education and training opportunities

Performance ratings

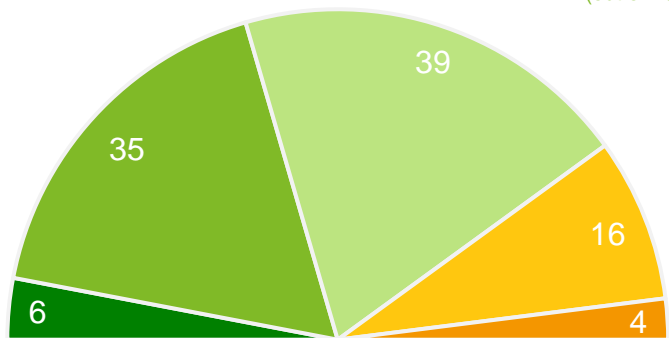
% of respondents

80%

56

Positive rating*

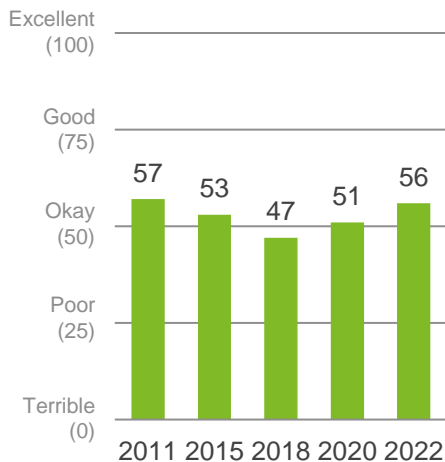
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Mandurah	56
Industry High	64
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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
56	57	52	56	55	59	58	49	43	52	61	50	59	50	58	52	50	51	56	55	57	54	63	59	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 458). * Positive Rating = excellent, good + okay

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah	
Overall place to live	80	81	73	79	81	82	76	77	80	78	79	79	82	76	81	75	76	79	86	87	65	83	80	82	84	
PERFORMANCE																										
Governing organisation	66	66	59	64	68	68	63	58	61	65	62	65	68	61	67	60	65	60	73	70	56	66	68	67	67	
Value for money from rates	54	54	48	52	56	58	47	46	47	54	44	52	60	53	57	49	54	46	65	57	42	58	55	49	63	
Council's leadership	58	60	47	55	62	62	52	45	55	58	56	56	62	51	59	47	54	50	66	62	55	59	62	57	67	
Advocacy and lobbying	53	55	44	52	55	55	51	44	48	55	53	51	56	48	54	52	45	42	59	60	50	55	56	55	57	
Consultation	50	51	45	47	53	52	44	43	48	52	45	51	52	45	50	50	47	46	54	57	38	53	55	42	55	
Communication	54	55	48	52	56	57	46	45	53	53	48	55	57	47	54	59	53	49	57	57	42	57	59	48	60	
City's e-newsletter	57	58	52	54	60	62	46	43	52	61	54	54	61	56	60	66	57	55	61	59	43	59	60	54	64	
City's website	58	59	51	57	59	62	54	46	48	59	55	56	60	53	59	62	58	55	60	61	48	57	65	53	62	
City's use of social media	60	61	55	56	63	65	56	45	45	57	59	58	59	59	60	56	48	56	63	64	51	62	64	63	66	
Customer service	63	64	55	61	66	65	60	51	61	62	59	63	65	61	64	57	55	53	67	69	54	66	66	71	70	
PEOPLE																										
Youth services and facilities	54	55	49	57	52	60	45	44	49	49	47	50	59	53	56	55	40	50	55	63	47	59	52	56	60	
Seniors facilities, services and care	65	65	64	65	65	67	68	60	57	67	65	61	67	63	69	60	57	66	74	64	64	63	72	61	70	
Disability access and inclusion	58	59	53	61	55	62	58	50	50	55	54	56	61	57	65	51	47	59	64	63	49	58	62	64	69	
Health and community services	58	60	46	60	56	62	54	52	54	57	51	56	62	51	60	49	49	53	64	60	54	58	63	65	57	
Community buildings, halls and toilets	58	58	52	61	55	62	46	47	56	57	49	56	62	55	63	62	52	50	59	64	44	58	61	61	67	
Sport and recreation facilities	69	71	60	71	68	72	64	64	67	73	65	68	73	66	74	64	62	60	73	74	61	71	75	70	79	
Playgrounds, parks and reserves	71	71	69	70	72	75	55	63	71	77	58	72	76	75	77	65	66	70	78	75	57	75	71	68	83	
Library and information services	73	74	68	71	75	76	71	66	66	77	68	71	77	72	79	65	72	64	78	78	67	73	75	76	81	
Festivals, events, art and cultural activities	68	69	62	67	70	70	64	62	67	73	62	66	72	70	73	70	61	66	71	68	58	73	74	65	80	
Safety and security	48	49	41	47	48	51	40	36	46	46	44	45	52	41	52	38	45	40	51	50	35	52	56	49	51	
Graffiti, vandalism and anti-social behaviour	45	46	38	44	46	46	40	35	40	46	44	42	48	38	49	43	37	39	48	42	31	49	53	47	50	

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	Coodanup	Dawesville & surrounds	Dudley Park	Erskine	Falcon / Wannanup	Greenfields / Parklands	Halls Head	Lakelands / Meadow S.	Madora Bay & surrounds	Mandurah
PLANET																									
Conservation and environmental management	62	64	55	63	63	64	57	60	62	64	56	64	64	59	63	61	57	55	66	67	55	63	70	62	62
Management of coastal and estuary areas	66	67	61	67	66	66	65	64	64	64	63	65	67	61	67	62	58	61	71	66	60	63	73	71	72
Access to beaches, the estuary and the river	74	74	76	76	73	73	82	71	71	73	79	73	73	67	77	67	69	77	74	79	71	68	80	74	81
Weekly rubbish collections	79	80	73	81	77	80	85	70	74	77	78	77	81	75	80	75	77	76	86	75	79	77	85	80	83
Fortnightly recycling services	77	77	74	77	77	77	84	70	72	76	75	73	79	73	80	74	72	79	82	71	75	76	82	74	82
Verge-side bulk rubbish collections	75	76	70	77	73	74	85	71	77	73	75	73	76	68	76	74	73	79	76	72	69	71	79	80	77
PLACE																									
Area's character and identity	64	65	60	64	64	67	63	60	58	63	67	59	66	58	66	62	61	66	67	69	56	64	67	60	68
Planning and building approvals	55	56	47	55	54	57	53	56	58	53	57	54	55	48	59	62	53	42	67	62	48	53	60	49	60
Housing	60	64	38	62	58	64	51	51	67	62	55	59	63	48	66	54	65	40	64	68	50	61	66	64	63
Local roads	57	58	50	56	58	61	49	53	52	53	52	56	60	54	60	56	56	44	63	66	42	56	64	58	64
Traffic management and control on local roads	58	58	53	57	58	58	60	52	56	57	58	56	59	51	65	53	57	51	59	62	48	57	64	59	63
Parking management	58	59	52	59	57	59	59	55	59	56	56	54	60	50	63	49	59	59	60	65	49	55	58	55	66
Footpaths and cycleways	63	63	62	63	62	65	63	56	58	58	63	60	64	58	67	56	63	66	72	68	50	60	65	57	70
Streetscapes	60	60	63	61	59	62	53	57	56	59	51	59	63	58	63	58	55	64	67	63	48	61	59	56	72
Lighting of streets and public places	60	62	48	62	58	62	57	55	60	59	56	61	62	52	59	61	56	50	74	64	47	62	62	62	69
Public transport	67	68	64	70	64	68	71	64	64	65	69	66	68	62	71	60	60	69	71	72	64	63	71	63	78
PROSPERITY																									
Economic development	55	56	48	54	56	56	53	51	52	52	50	53	59	50	56	55	56	47	62	54	49	59	57	53	58
Promotion of Mandurah as a tourism destination	61	63	52	60	63	65	56	57	57	58	55	60	66	58	63	65	56	51	68	60	58	64	65	66	66
Employment opportunities	46	48	37	45	47	47	48	41	40	46	49	44	47	38	48	32	46	38	45	47	40	49	50	53	55
Education and training opportunities	56	57	52	56	55	59	58	49	43	52	61	50	59	50	58	52	50	51	56	55	57	54	63	59	58
How the City centre is being developed	57	57	56	55	58	57	61	56	54	53	62	55	56	48	58	52	54	46	62	58	53	56	67	52	59

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Opt-in residents

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30

- 1 Youth services and facilities
- 2 Seniors' facilities, services, care
- 3 Disability access and inclusion
- 4 Health and community services
- 5 Community buildings, halls, toilets
- 6 Sport and recreation facilities
- 7 Playgrounds, parks and reserves
- 8 Library and information services
- 9 Festivals, events, art, culture
- 10 Safety and security
- 11 Graffiti, vandalism, anti-social
- 12 Conservation and environment
- 13 Coastal and estuary areas
- 14 Access to beaches, estuary, river
- 15 Weekly rubbish collections
- 16 Fortnightly recycling services
- 17 Verge-side bulk rubbish collections
- 18 Area's character and identity
- 19 Planning and building approvals
- 20 Housing
- 21 Local roads
- 22 Traffic management
- 23 Parking management
- 24 Footpaths and cycleways
- 25 Streetscapes
- 26 Lighting of streets, public places
- 27 Public transport
- 28 Economic development
- 29 Promotion as a tourism destination
- 30 Employment opportunities
- 31 Education and training
- 32 City centre development
- 33 Council's leadership
- 34 Advocacy and lobbying
- 35 Consultation
- 36 Communication
- 37 City's e-newsletter
- 38 City's website
- 39 City's use of social media
- 40 Customer service

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 = 40)

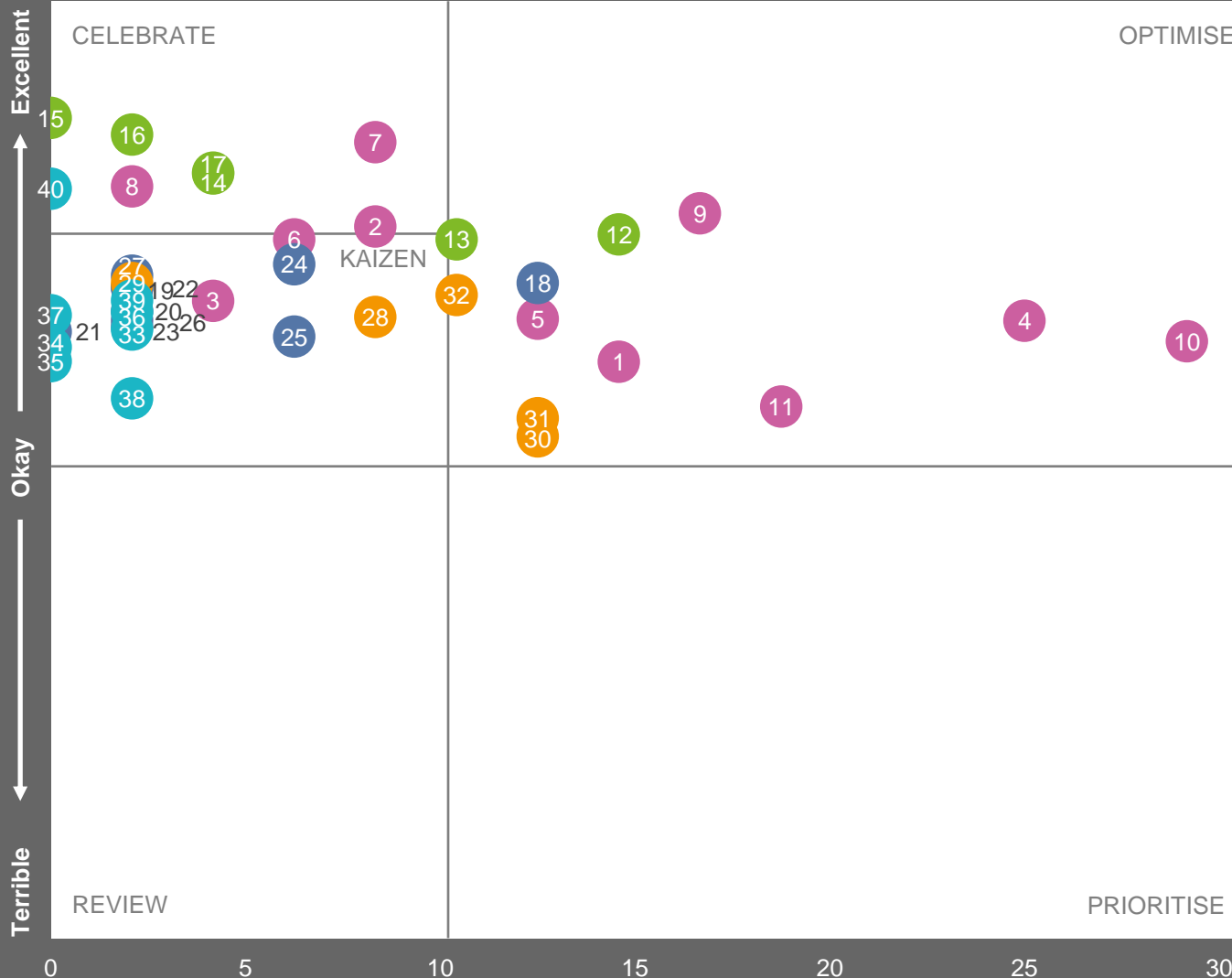
MARKYT Community Priorities

City Elected Members
and employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Youth services and facilities
- 2 Seniors' facilities, services, care
- 3 Disability access and inclusion
- 4 Health and community services
- 5 Community buildings, halls, toilets
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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 = 48)

MARKYT Community Priorities

Out of area ratepayers and visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

CELEBRATE

OPTIMISE

REVIEW

PRIORITISE

27 8 15 16

40 26

22 27 23 24

35 5 20 21 25

33 34 33 38

35 19

17 KAIZEN

29

3 36 28 4 24

1

9 26

18 32

14

12

10 11

30

7

31 13

0 5 10 15 20 25 30

- 1 Youth services and facilities
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- 40 Customer service

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 = 15)



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MARKYT 