



MARKYT Community Scorecard ©

Prepared for: City of Perth

Prepared by: CATALYSE[®] Pty Ltd ©

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MARKYT 

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Strategic overview

Vision



24%

agree the City has a clear and well communicated vision

10% points below the MARKYT® Industry Average

Liveability

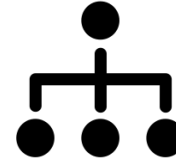


71

Performance Index Score

4 index points below the MARKYT® Industry Average

Governance



51

Performance Index Score

5 index points below the MARKYT® Industry Average

Rates Value



43

Performance Index Score

On par with the MARKYT® Industry Average

Strengths

Highest scores

- Library services
- Public transport
- Festivals, events, art and culture
- Place to live
- Playgrounds, parks and reserves

High relative to MARKYT® Industry Standards

- Public transport
- Road maintenance
- Festivals, events, art and culture
- Library services
- Streetscapes

Priorities

Safety and security



Economic development



Services and support for homeless



Food, health, noise and pollution issues



Community suggestions to address priority areas

Safety and security



1. Increased presence of police, ranger and security personnel
2. Resolve social issues (homelessness and substance abuse)

Services and support for people who are homeless



1. Provide suitable, alternative housing
2. Provide social support services

Economic development



1. Extend trading hours
2. Reduce parking fees outside office hours
3. Improve safety for shoppers
4. Funding programs and support for new businesses
5. Regulate commercial rent prices
6. Promote the area and local businesses

Management of food, health, noise and pollution issues



1. Cleaning of streets and footpaths
2. Enforcement of public health and hygiene rules
3. Address homelessness and anti-social behaviour
4. Noise restrictions for bars and nightclubs
5. Adjust timing for Council works, street sweeping and waste collection
6. Consult with local residents regarding festivals and events
7. Restrict the use of blower vacs at certain times

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 Perth 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 Perth commissioned CATALYSE® to conduct a MARKYT® Community Scorecard. Responses were collected between 20 July and 7 August 2020.

CATALYSE® sent scorecard invitations to 3,054 ratepayers: 1,000 by mail and 2,054 by email. The City of Perth provided supporting promotions to reach non-ratepaying residents through its communication channels, including direct email and social media notifications.

In total, 464 residents completed a scorecard. A further 45 out of area ratepayers and customers, and 5 Council affiliated respondents participated bringing the total to **514 respondents**.

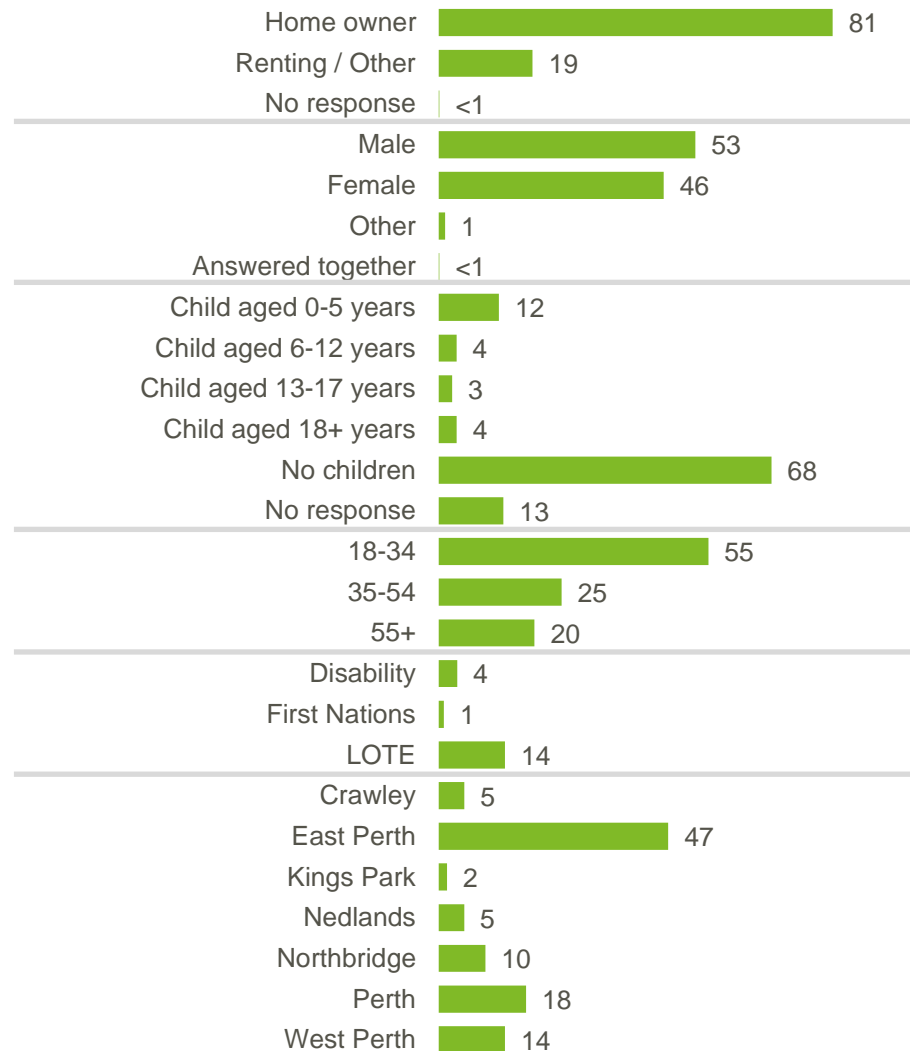
Scorecard invitations sent by CATALYSE® generated a response rate of 13%.

As analysis of results showed significant differences between sample groups, the main body of this report presents responses from residents only.

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

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

% of resident respondents (weighted)



LOTE = Language other than English

MARKYT Industry Standards

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

Metropolitan



Regional



How to read performance charts

The **Performance Index Score** is a score out of 100 using the following formula:

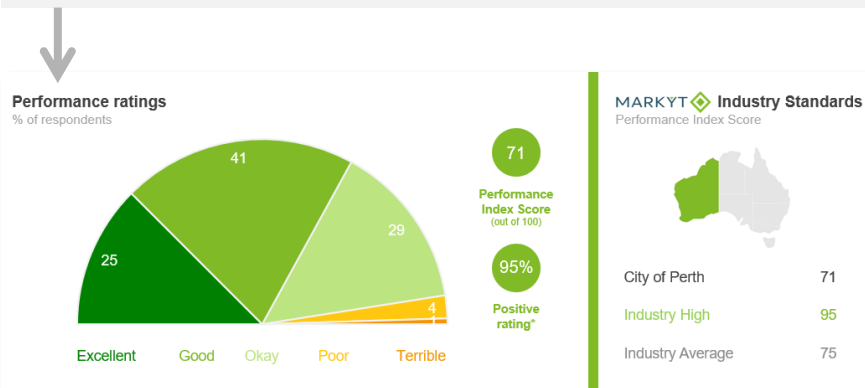
$$\frac{(\text{average score} - 1)}{4} \times 100$$

In effect, the Performance Index Score converts the average rating into a zero-based score out of 100.

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

Performance Ratings

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



Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
71	72	66	72	70	72	68	65	69	70	77	58	66	72	71	68	70	74

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

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

Council Score is the Council's performance index score.

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

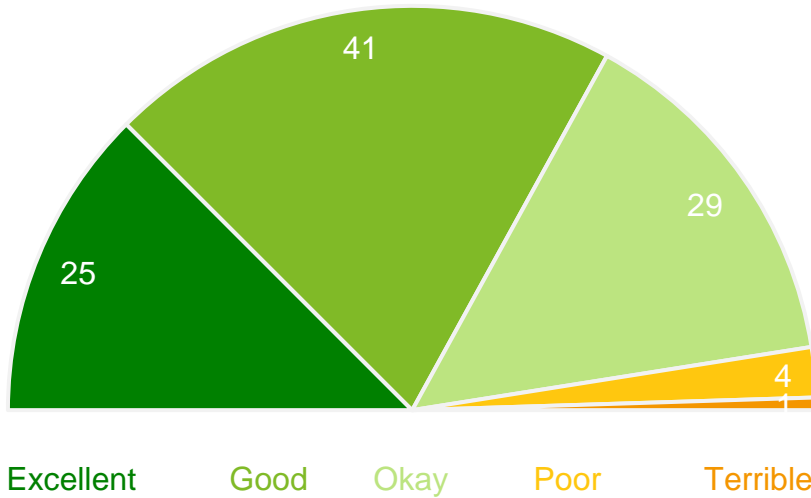
Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

Overall Performance

City of Perth as a place to live

Performance ratings

% of respondents



71

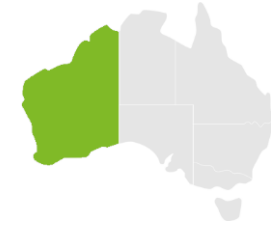
Performance Index Score (out of 100)

95%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	71
Industry High	95
Industry Average	75

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
71	72	66	72	70	72	68	65	69	70	77	58	66	72	71	68	70	74

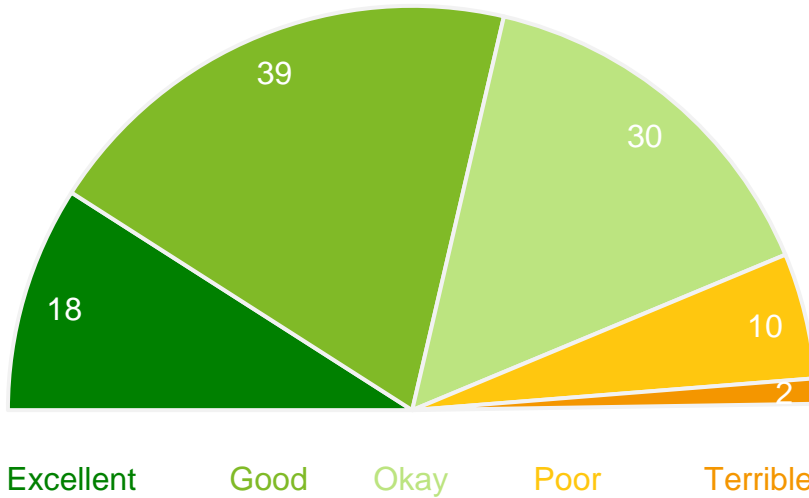
Q. How would you rate performance in the following areas?

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

City of Perth as a place to visit

Performance ratings

% of respondents



66

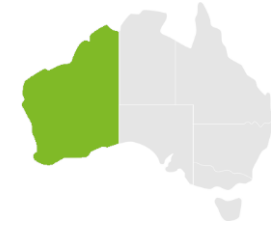
Performance Index Score
(out of 100)

87%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	66
Industry High	87
Industry Average	66

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
66	65	67	64	66	65	64	70	66	64	68	66	57	63	63	65	66	74

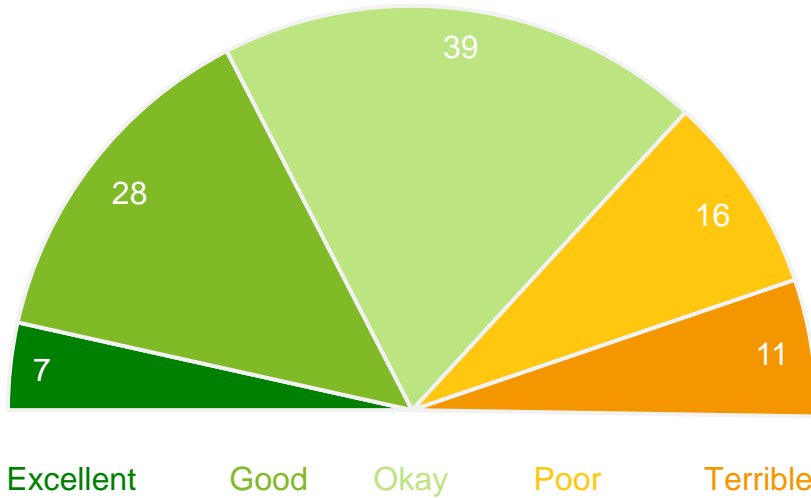
Q. How would you rate performance in the following areas?

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

City of Perth as the organisation that governs the local area

Performance ratings

% of respondents



51

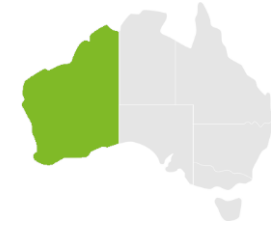
Performance Index Score
(out of 100)

74%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	51
Industry High	74
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
51	51	54	48	54	54	45	47	55	48	45	40	55	53	50	53	42	61

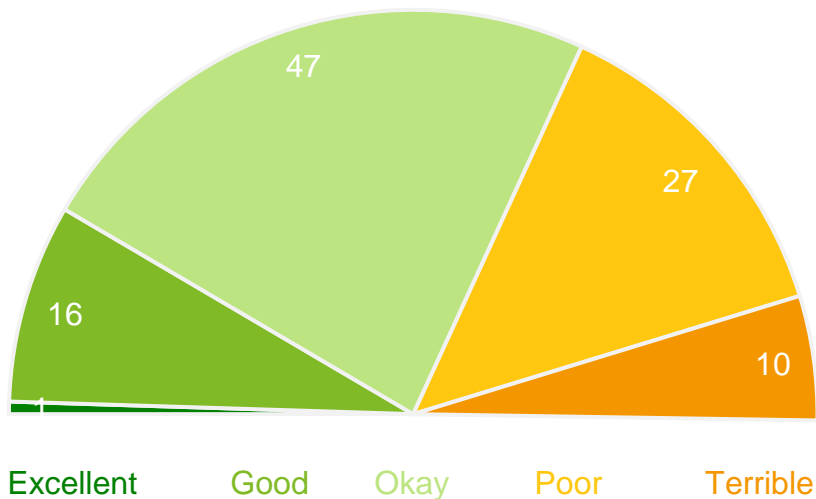
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 455). * Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

% of respondents



43

Performance Index Score (out of 100)

64%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	43
Industry High	63
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
43	43	39	40	46	46	38	40	40	45	47	41	39	38	43	46	37	51

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

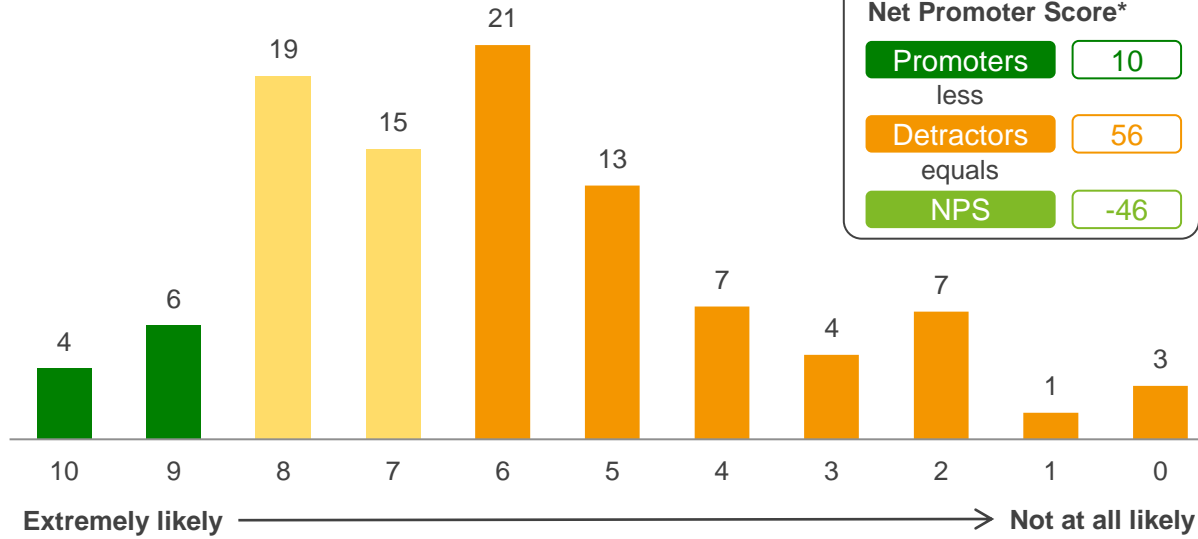
Base: All respondents, excludes 'unsure' and 'no response' (n = 423). * Positive Rating = excellent, good + okay

Net Promoter Score

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

Likelihood of recommending

% of respondents

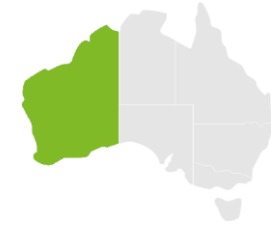


Net Promoter Score*

- Promoters: 10
- less
- Detractors: 56
- equals
- NPS: -46

MARKYT Industry Standards

Net Promoter Score



City of Perth	-46
Industry High	68
Industry Average	-17

Variations across the community

Net Promoter Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
-46	-49	-37	-44	-52	-38	-68	-58	-57	-41	-24	-66	-65	-34	-53	-46	-49	-31

Q. How likely are you to recommend the City of Perth as a place to live?
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
Base: All respondents, excludes 'unsure' and 'no response' (n = 460).

* NPS can range from -100 to +100

MARKYT  industry comparisons

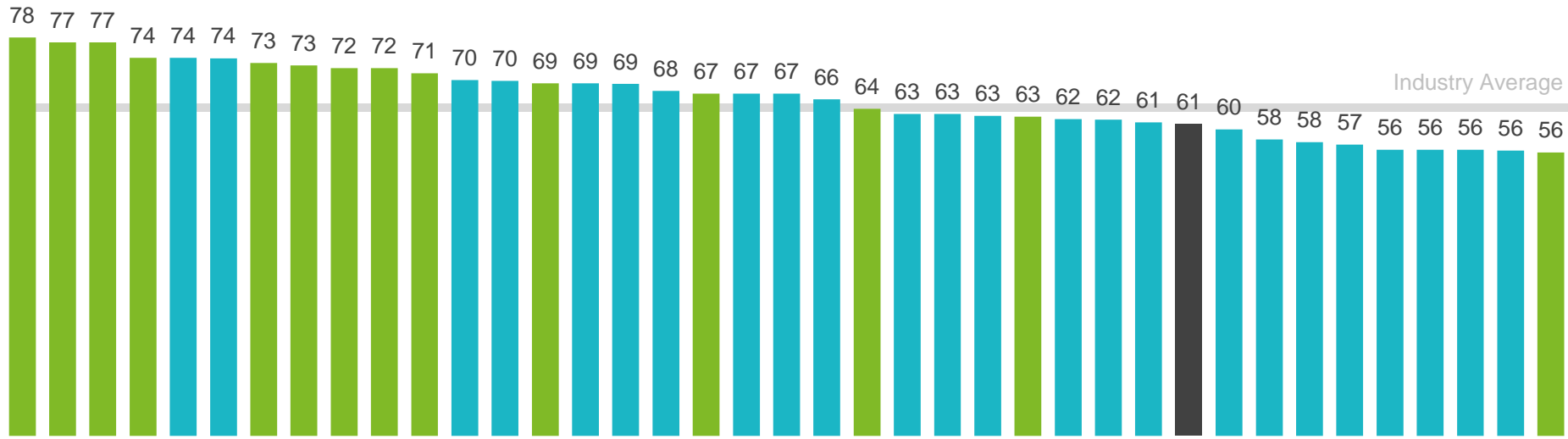
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Perth as a 'place to live' and as a 'governing organisation'. The City of Perth's overall performance index score is 61 out of 100, 4 index points below the industry standard for Western Australia.

Overall Performance Index Score

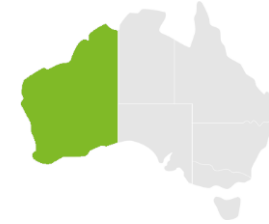
average of 'place to live' and 'governing organisation'

- City of Perth
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Perth	61
Industry High	85
Industry Average	65

How to read the MARKYT Benchmark Matrix TM

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

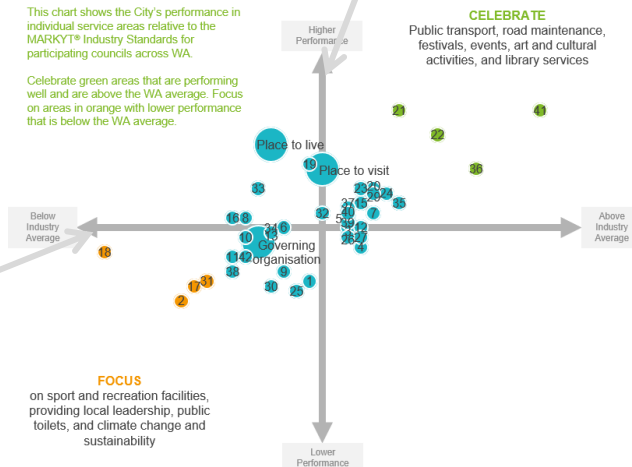
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures relative to the average score for all measures. The horizontal axis maps performance relative to the MARKYT[®] Industry Standards.

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

MARKYT Benchmark Matrix TM

This chart shows the City's performance in individual service areas relative to the MARKYT[®] Industry Standards for participating councils across WA.

Celebrate green areas that are performing well and are above the WA average. Focus on areas in orange with lower performance that is below the WA average.



This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.

MARKYT Benchmark Matrix™

This chart shows the City's performance in individual service areas relative to the MARKYT® Industry Standards for participating councils across WA.

Celebrate green areas that are performing well and are above the WA average. Focus on areas in orange with lower performance that is below the WA average.

Below Industry Average

Above Industry Average

Higher Performance

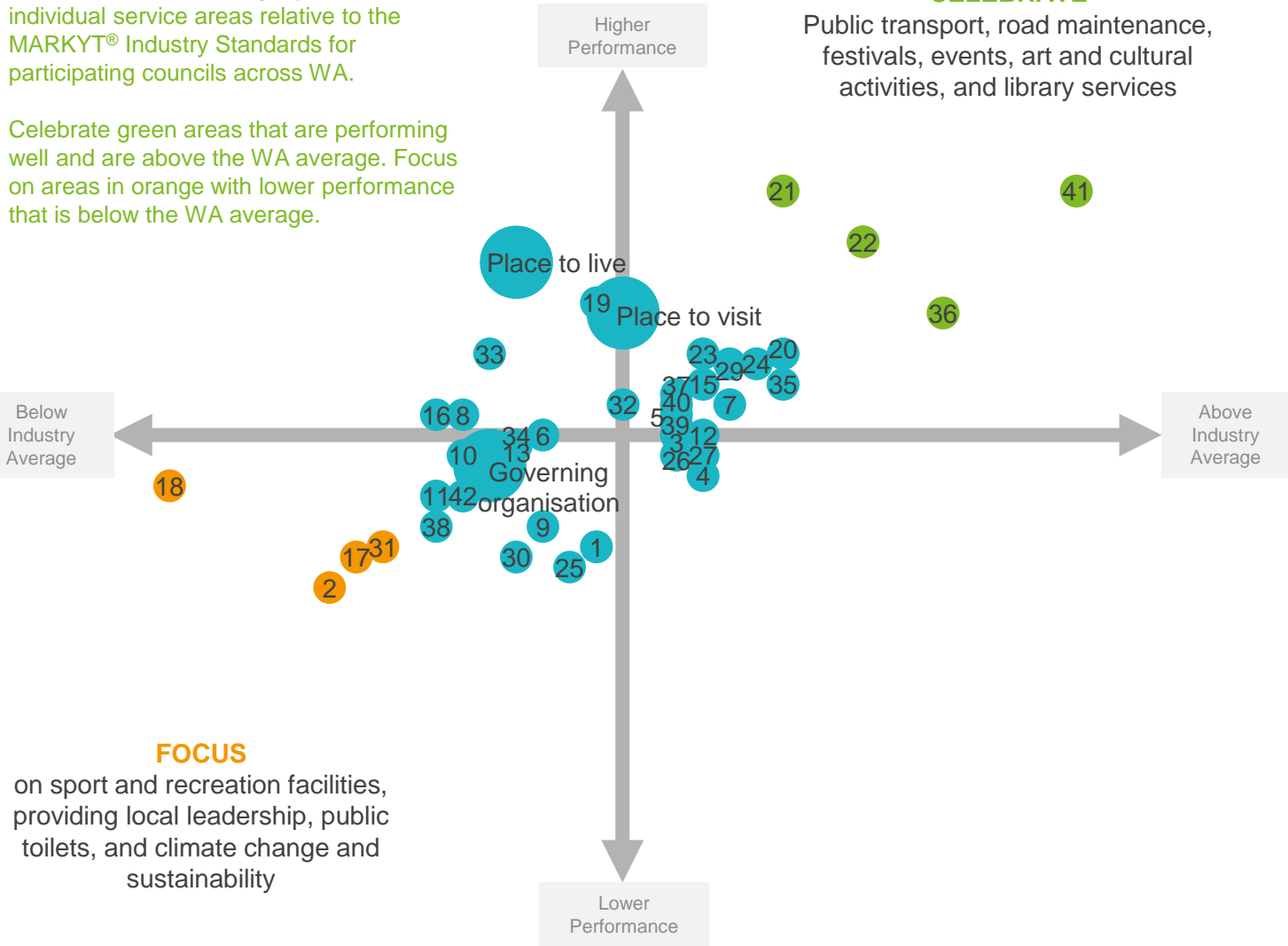
Lower Performance

CELEBRATE

Public transport, road maintenance, festivals, events, art and cultural activities, and library services

FOCUS

on sport and recreation facilities, providing local leadership, public toilets, and climate change and sustainability



- 1 Value from rates
- 2 Local leadership
- 3 Change, innovation and technology
- 4 Community consultation
- 5 Informing the community
- 6 City's website
- 7 Socila media presence
- 8 Customer service
- 9 Youth services
- 10 Services for families
- 11 Seniors services
- 12 Disability access
- 13 Multiculturalism
- 14 Homeless support
- 15 Health and community services
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Playgrounds, parks and reserves
- 20 Animal management
- 21 Library services
- 22 Festivals, events, art and culture
- 23 Local history and heritage
- 24 Recognising traditional owners
- 25 Economic development
- 26 Education and training
- 27 City Centre development
- 28 Local area development
- 29 Access to housing
- 30 Planning and building
- 31 Climate change and sustainability
- 32 Maintain and enhance the Swan River
- 33 Waste management
- 34 Food, health, noise and pollution
- 35 Streetscapes
- 36 Road maintenance
- 37 Traffic management
- 38 Parking
- 39 Footpaths and bike lanes
- 40 Street lighting
- 41 Public transport
- 42 Safety and security

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT® Industry Standards are available.

Community Priorities

In the City of Perth's Community Priorities Window, detailed overleaf, many services are ideally located in windows A + B. They are high performing areas, receiving average ratings between okay and excellent.

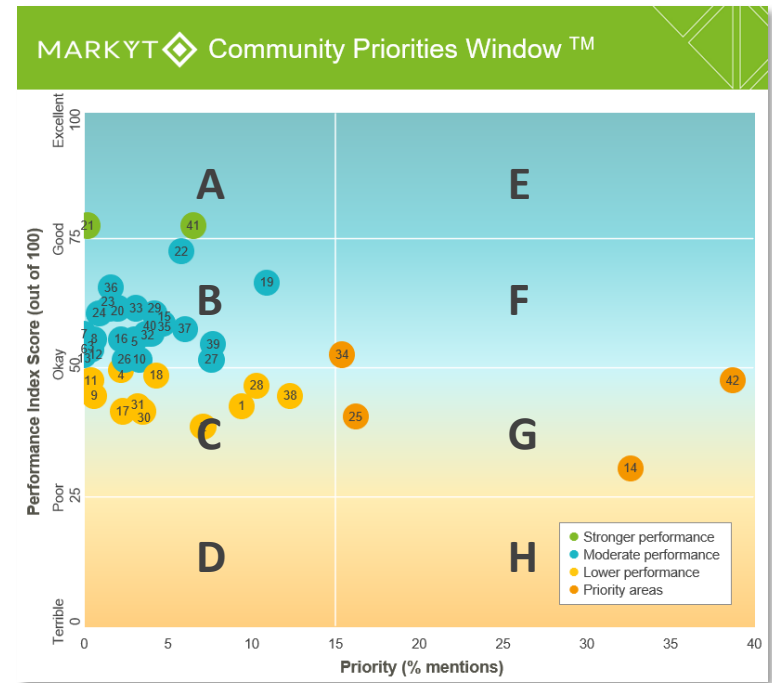
Perceived **strengths** in, or on the border, of Window A are:

- Access to public transport
- Library and information services
- Festivals, events, art and cultural activities

Moving forward, the community would like Council to **prioritise** services and facilities in Windows F + G:

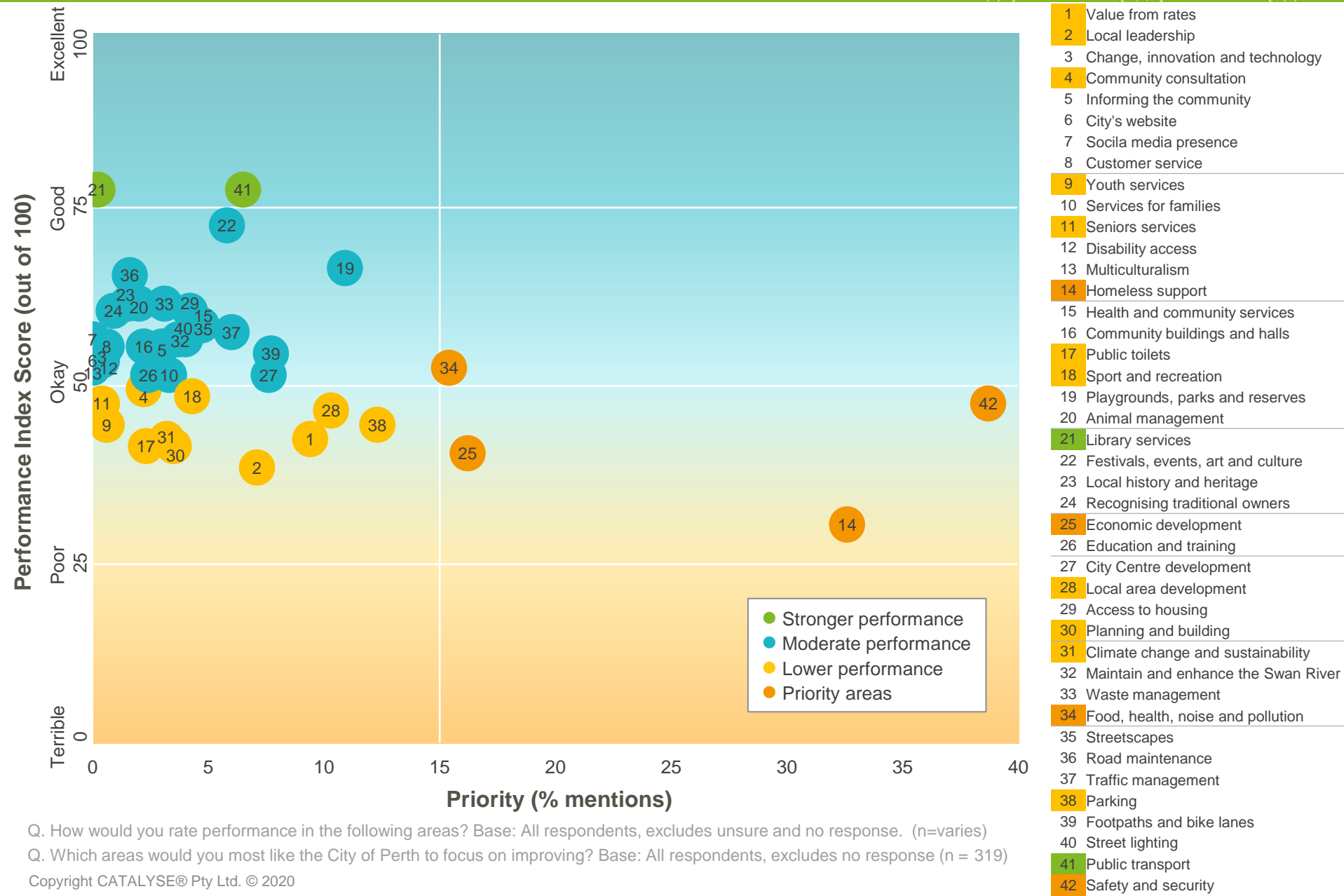
- Safety and security
- Services and support for people who are homeless
- Economic development
- Management of food, health, noise and pollution issues

Secondary priorities (Window C) include local leadership, value for money, consultation, parking, planning and building approvals, development of residential areas, community development, sport and recreation, toilets and climate change.



MARKYT Community Priorities Window™

Base: City of Perth residents



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 City of Perth to focus on improving? Base: All respondents, excludes no response (n = 319)

MARKYT Community Priorities Window™

Base: Out of area ratepayers and customers

Similar to residents, out of area ratepayers and customers are mostly concerned with safety, homeless support and economic development. They were more likely to mention development of the City Centre as a key priority to address, but less likely to mention food, health, noise and pollution concerns.



- 1 Value from rates
- 2 Local leadership
- 3 Change, innovation and technology
- 4 Community consultation
- 5 Informing the community
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- 7 Socila media presence
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- 35 Streetscapes
- 36 Road maintenance
- 37 Traffic management
- 38 Parking
- 39 Footpaths and bike lanes
- 40 Street lighting
- 41 Public transport
- 42 Safety and security

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 City of Perth to focus on improving? Base: All respondents, excludes no response (n = 30)
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Community action plans for priority areas

Challenges

- Homelessness
- Violence and anti-social behaviour (litter, urine, verbal abuse, etc)
- Drug and alcohol abuse in public spaces
- Being able to walk around safely, especially at night, on weekends, in parks and public spaces

Community Driven Actions

1. Increased presence of police, ranger and security personnel
2. Resolve social issues (homelessness and substance abuse)

Community Voices

“Improve safety in and around the city. To get rid of drug addicts, drunkards and undesirables.”

“Safety for late nights especially women walking alone at CBD and Northbridge. Homelessness situation/drugs. Get more people and businesses in city provide events and reasons to visit. Discourage loitering.”

“Focus on safety in Wellington Square park. I lived near the park for 5 years and never felt safe entering it due to antisocial behaviour, groups congregating, drinking and verbally abusing me whenever I walk by. It's a scary place and I never choose to exercise there. It is often noisy and unpleasant at night and I would never recommend anyone to live near that park or Hill Street..”

“I would like the City of Perth to continue to focus on safety and reduction of antisocial and drunk behaviour in East Perth. We have suffered a significant increase in crime and antisocial behaviour in the past 12 months with the opening of the Moore St precinct.”

“Parts of the city feel seedy and unsafe most of the time, even at peak times for pedestrian traffic e.g. 8am, 12.30pm, 5pm in main malls. The city on weekends is like the apocalypse - so many drunk, high and violent people, the amount of fights I've seen while waiting for the bus and shoplifters being arrested in dramatic scenes is disproportionately large.”

“City Centre and Northbridge, needs to have a lot of Police presence and the authority to remove or move on the homeless and young people behaving badly. As a senior citizen, I don't feel very safe in the City and would never venture into Northbridge even though they have many great restaurants.”

Challenges

- Growing number of homeless people on the City's streets
- Concerns about substance abuse, mental health issues and general wellbeing
- Antisocial behaviour, safety and hygiene issues associated with homelessness
- Loss of amenity in the City Centre and in residential areas where there is a large homeless population

Community Driven Actions

1. Provide suitable, alternative housing
2. Provide social support services

Community Voices

“Perth CBD is crowded with homeless people with nowhere to live other than shop doorways. This is a disgrace in the modern age.”

“Remove antisocial behaviour and homeless people from the streets, find a place for them to stay.”

“Homeless people or those people on the street have become a huge issue. It stops business and people coming to visit the city. It doesn't look good for tourist[s] and give[s] the city a bad image. At night time (even during daytime) the street become unsafe as some [of] them get violen[t], damage properties or do[] funny things etc. It's very scary.”

“Dealing with the homeless problem. Many have mental health issues and are very vulnerable. Terrible situation in this rich country. Cleaning up drug problem. Cleaning up the main malls and streets. Often urine and rubbish etc in doorways ...”

“Homelessness is the biggest issue I see in Perth...I see and interact with homeless people on a daily basis. These people need as much social support as possible and a safe place to live. I believe the development on Hill/Wellington St will go a long way to helping but in the meantime something needs to be done.”

“Taking care of the homeless and anti social behaviour (drug abuse or mental health issues), which is very intimidating for locals and overseas or interstate guests.”

“...with many empty large buildings going to ruin something could be done to set up temporary to accommodate the ever growing homeless community. With ongoing strategies to encourage homeless people into more permanent housing giving them self esteem and a better life and encouragement to contribute to their future living .

“If rough sleepers insist on sleeping on the streets open up underground car parks for them to sleep.”

“It is time to stop putting a band aid on the problem and look for the cause of the issue and for a resolution.”

Challenges

- Loss of vibrancy in shopping precincts:
 - Low foot traffic
 - Empty shop fronts
 - Nothing open outside of office hours
- Lack of shopping and entertainment options
- Locals and visitors are discouraged from shopping in the City due to:
 - Safety issues
 - Parking costs

Community Driven Actions

1. Extend trading hours and encourage businesses to stay open longer
2. Reduce parking fees outside office hours to bring more people into the City
3. Improve safety for shoppers
4. Funding programs and support to encourage new businesses to open
5. Regulate commercial rent prices
6. Promote the area and local businesses

Community Voices

“The city is a little boring with not enough shops or choices in comparison to other cities. The crowds of people need to come back. This city use to bustle. Other cities bring on free bands on stage to create a vibe. We are boring”

“Vibrancy, way too many empty business premises. West Perth is not just Monday to Friday CBD area, there are a lot of residents.”

“Parking charges are a massive disincentive for short stop visitors and the evidence is overwhelming when you consider vacant shops that have been empty for years.”

“Improve vibrancy and after office hours life City should - impose strong dis-incentives for property owners to have vacant / empty / unused properties - encourage, foster and make it easy for the malls/parks to be used for open air entertainment, - provide incentives for food outlets to open after hours - FREE AFTER-HOURS PARKING for City of Perth car parks.”

“Focus on making the City vibrant, attracting people to stay after work to eat, play and live in City! City is dead after 6pm.”

“More incentives to entice people into the city after hours. e.g. easier free or cheap parking, \$2 return tickets on public transport from Thursday pm to Sunday pm (particularly from outlying suburbs), help with rents to keep restaurants open, more police presence. The more people, the safer people feel.”

“Diversity of enterprise and increasing occupancy by working with state govt to legislate against greedy practices of landlords.”

“Entertainment facilities. Help promote new business e.g. cafes, bars, restaurants.”

Challenges

- Dirty streets and footpaths e.g. in the CBD
- Noise issues from a range of sources including Council operations, entertainment and events, traffic, and blower vacs
- Litter, hygiene and noise by homeless people
- People smoking in public spaces

Community Driven Actions

1. Cleaning of streets and footpaths, especially where homeless people have been sleeping
2. Enforcement of public health and hygiene rules e.g. public urination, smoking, COVID restrictions
3. Address homelessness and anti-social behaviour
4. Noise restrictions for bars and nightclubs
5. Adjust timing for Council works, street sweeping and rubbish collection
6. Consult with local residents regarding festivals and events being held in their area
7. Restrict the use of blower vacs at certain times

Community Voices

“Cleanliness. Many areas in the CBD and East Perth badly in need of regular high-pressure cleaning. Blood, vomit and urine especially outside Perth train station in Wellington St.”

“Policing on government rules of bad social behaviours such as peeing in public area of smoking in no smoking areas. Taking early actions to public inconsiderate behaviours. Acts with compassion to the those who sleeps on the roadside in order to motivate the homeless peoples to maintain clean environment.”

“Focus on increasing the frequency of rangers who look out for abnormal behaviours. East Perth has a lot of loud homeless screaming people, loud domestic violence, loud car revving.”

“Noise control; restriction to leaf blowers before 8:00 am. Better control of noisy cars and motor bikes.”

“Ask bars in the CBD to have their loud music contained to the inside of the venue. Have less noisy cleaning machines during the night. In my street they come between 1 and 2am and wake everyone up. Have them come before 10pm or after 6am, rubbish removal before 10pm or after 6am.”

“Giving residents greater security re noise management - not pursuing increased entertainment noise i.e. enforcing regulations... Better consultation re events that impact on our daily lives. Regular focus groups for Council health checks.”

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity



% of respondents who were familiar with service area

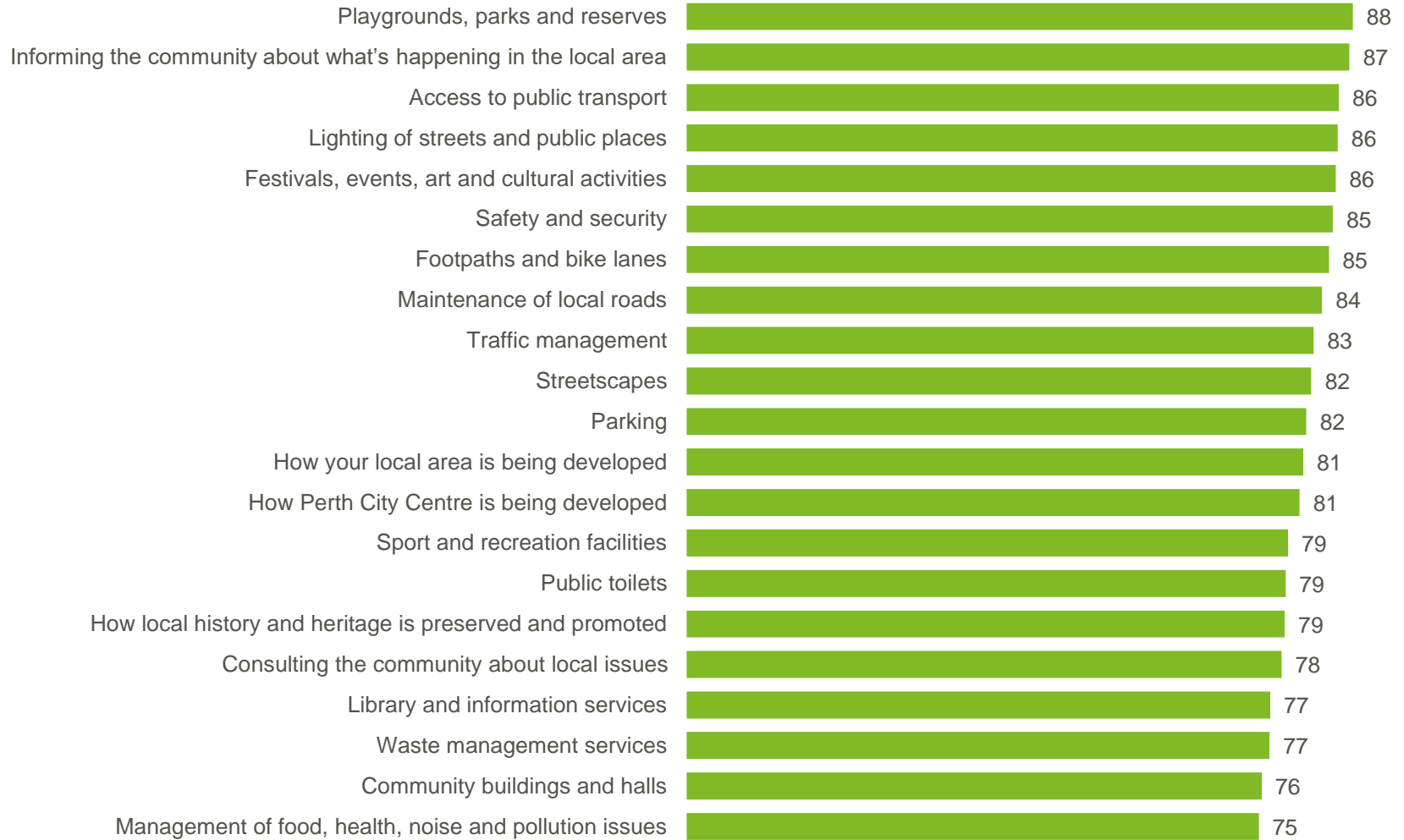


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Familiarity with local services and facilities

Lower levels of familiarity

% of respondents who were familiar with service area



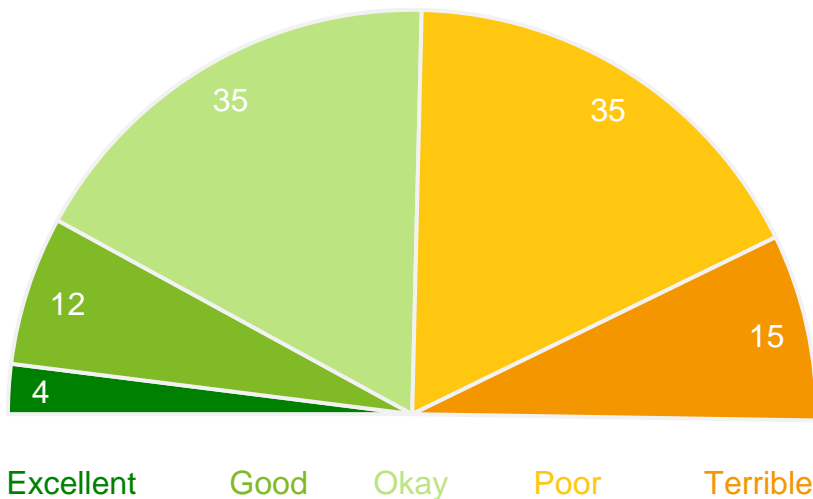
Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Leadership and Engagement

Local leadership

Performance ratings

% of respondents



39

Performance Index Score (out of 100)

51%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	39
Industry High	67
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
39	39	37	34	45	38	36	38	41	40	35	27	40	28	44	25	38	36

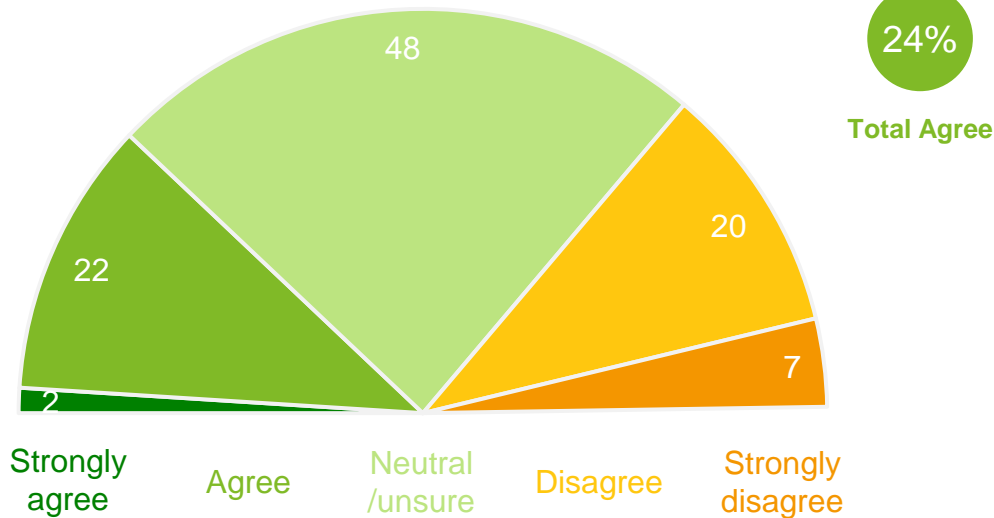
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 252). * Positive Rating = excellent, good + okay

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

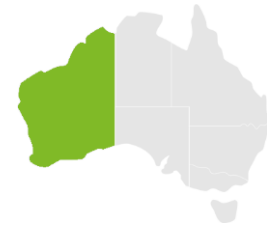
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



City of Perth	24
Industry High	57
Industry Average	34

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
24	25	21	22	25	27	30	22	22	29	25	13	25	18	22	31	22	33

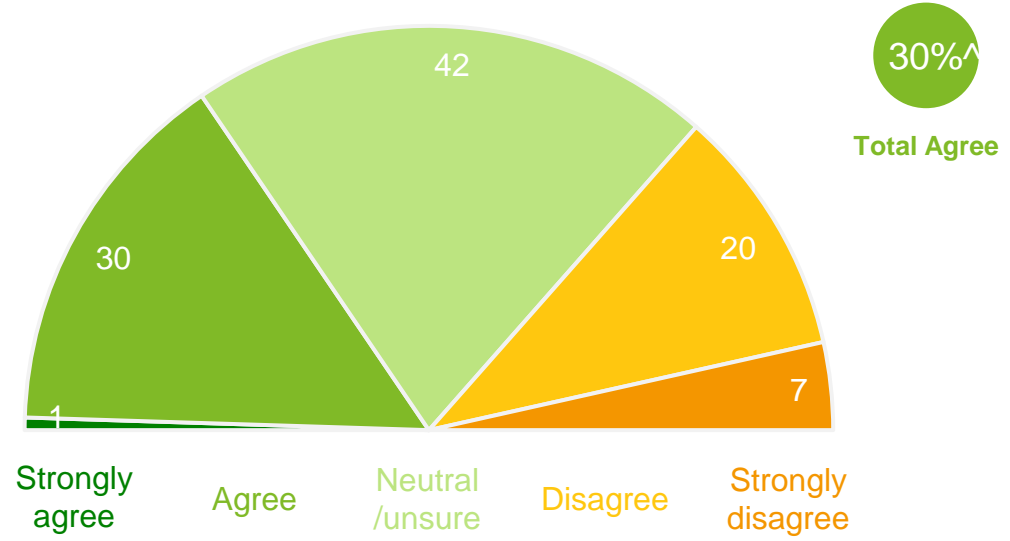
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 459).

The City of Perth has a good understanding of community needs

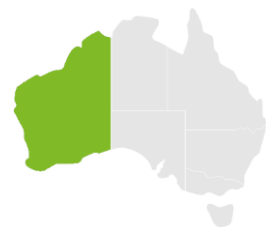
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



City of Perth	30
Industry High	61
Industry Average	34

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
30	28	42	30	30	34	29	19	33	32	23	9	33	37	25	33	23	51

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

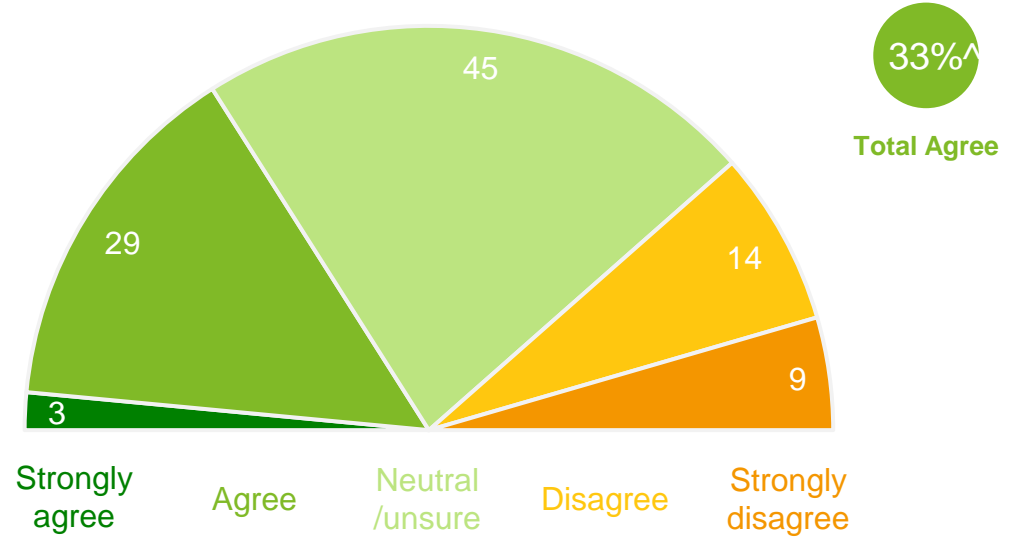
Base: All respondents, excludes 'no response' (n = 459)

^ variance of +/- 1% due to rounding to zero decimal places.

The City of Perth listens to and respects community views

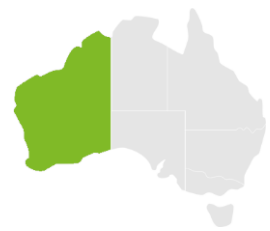
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



City of Perth	33
Industry High	55
Industry Average	32

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
33	32	34	30	34	33	34	17	38	30	20	13	25	20	36	40	19	42

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

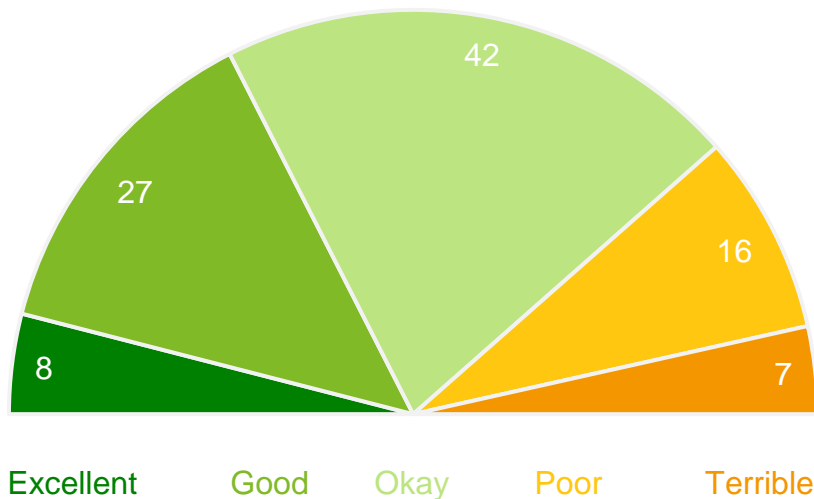
Base: All respondents, excludes 'no response' (n = 459).

[^] variance of +/- 1% due to rounding to zero decimal places.

Embracing change, innovation and new technology

Performance ratings

% of respondents



54

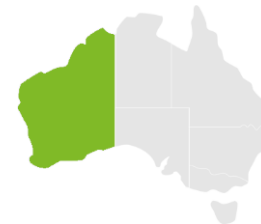
Performance Index Score (out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	54
Industry High	65
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
54	52	60	49	59	53	46	54	54	53	53	51	47	63	55	47	47	57

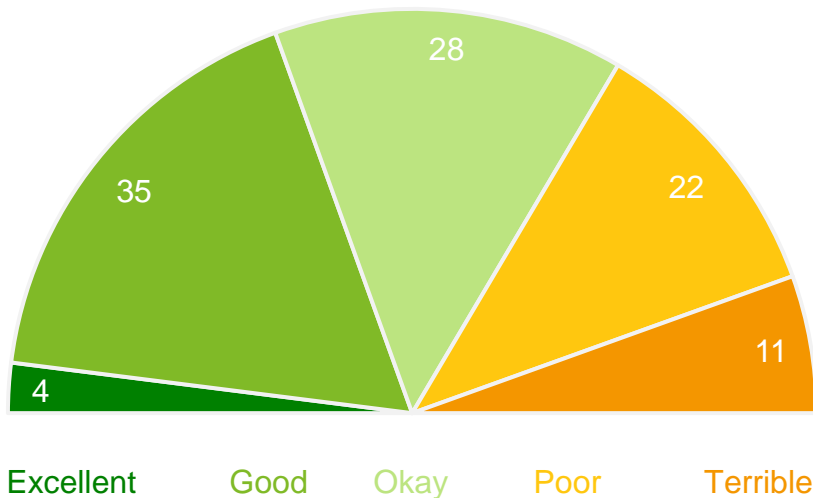
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 327). * Positive Rating = excellent, good + okay

Consulting the community about local issues

Performance ratings

% of respondents



50

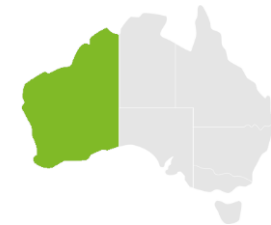
Performance Index Score (out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	50
Industry High	63
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
50	50	51	47	52	52	39	51	50	51	47	38	50	41	51	46	48	57

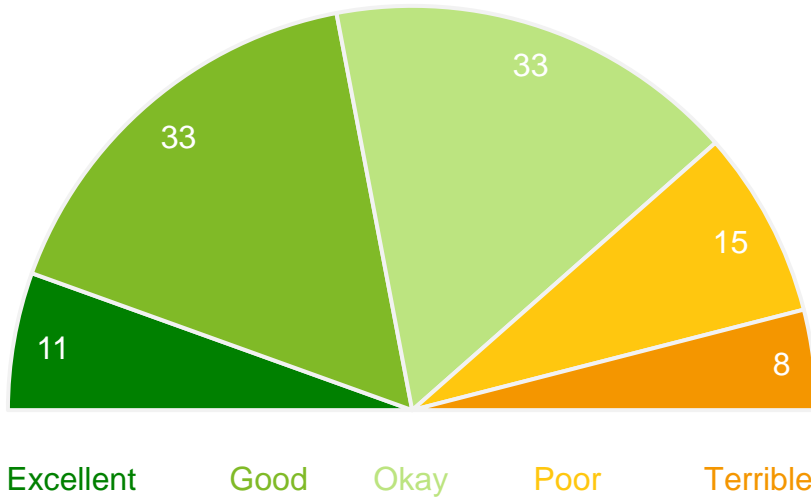
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 364). * Positive Rating = excellent, good + okay

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

Performance ratings

% of respondents



56

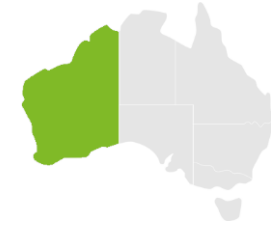
Performance Index Score (out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	56
Industry High	69
Industry Average	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
56	54	63	53	58	59	46	57	55	61	53	42	61	49	58	62	45	62

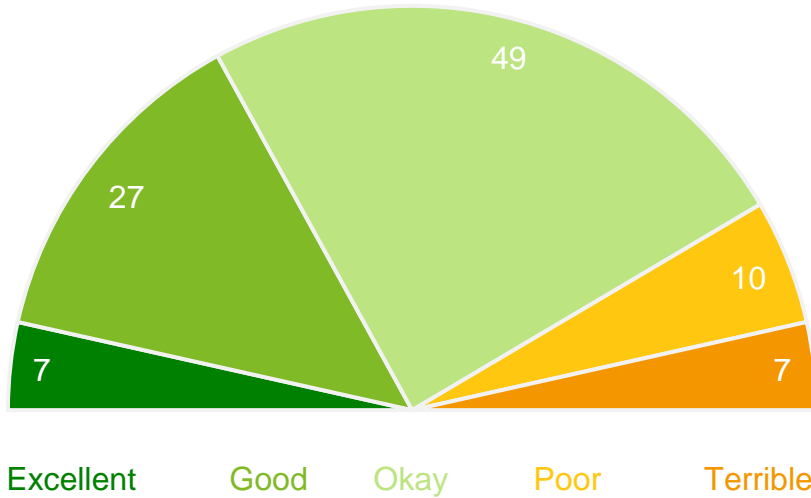
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 405). * Positive Rating = excellent, good + okay

City of Perth website

Performance ratings

% of respondents



54

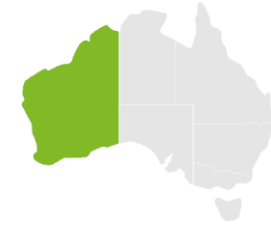
Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	54
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
54	52	60	53	53	55	51	60	51	59	56	58	56	53	52	68	48	63

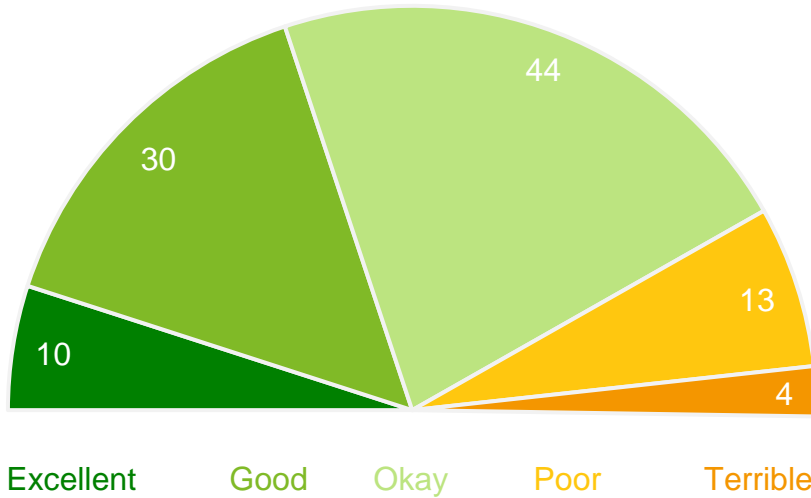
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 322). * Positive Rating = excellent, good + okay

Social media activity on Facebook, Instagram, Twitter, etc

Performance ratings

% of respondents



57

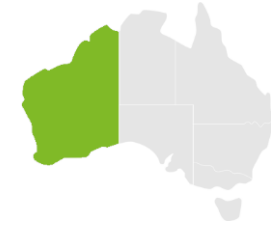
Performance Index Score (out of 100)

84%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	57
Industry High	66
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
57	53	71	54	60	61	47	65	60	56	50	35	64	62	56	68	49	64

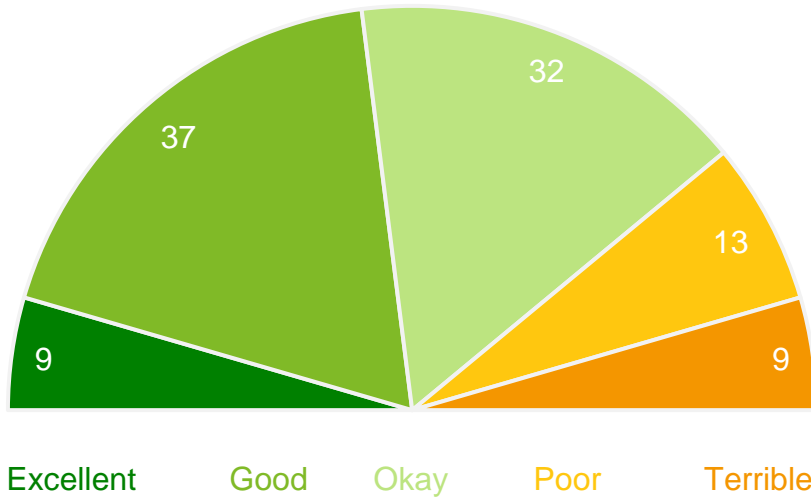
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 258). * Positive Rating = excellent, good + okay

Customer service

Performance ratings

% of respondents



56

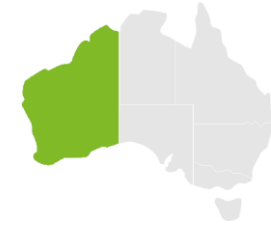
Performance Index Score (out of 100)

78%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	56
Industry High	79
Industry Average	62

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
56	55	62	55	56	59	46	52	57	55	53	40	47	48	58	47	49	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 291). * Positive Rating = excellent, good + okay

Preferred sources of information

In this study, residents said they prefer to receive information and updates from the City of Perth via email. Secondary preferences include the City’s website, direct mail (letters and flyers), social media posts and e-newsletters. However, it is important to note that email and post were the primary means of communicating the MARKYT Community Scorecard invitation. The MARKYT Community Resilience Scorecard that was mainly communicated by the City of Perth using social media showed a greater preference for social media. Consistent with the MARKYT Community Scorecard findings there was a greater desire to receive more information by email and e-newsletters.

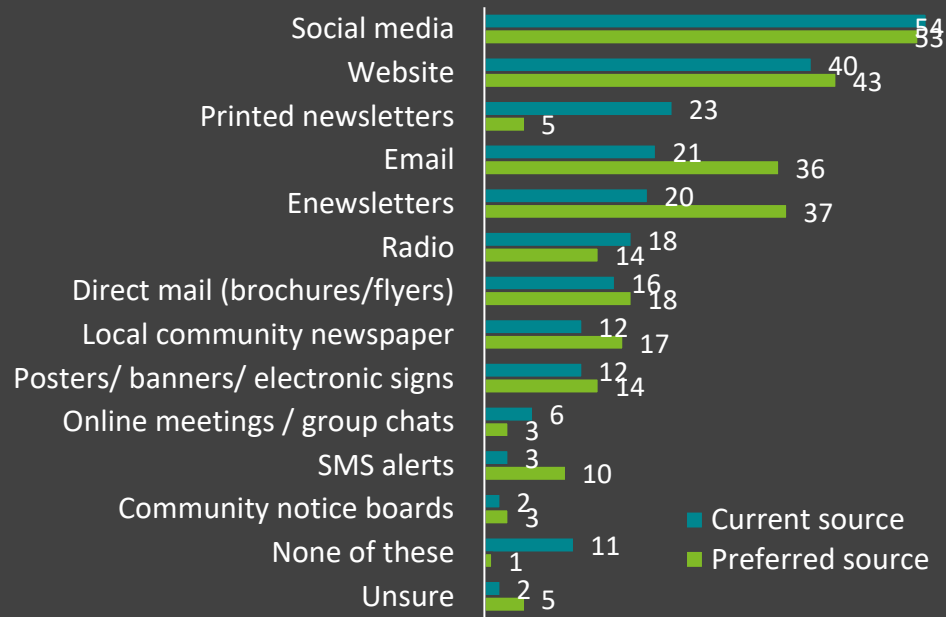
It is recommended that the City continues to focus on **social media, website, email** and **e-newsletters**, with increased focus on email and e-newsletters in line with preferences. **Direct mail** via post should be retained for people with a disability who prefer this option.

Preferred sources of information

% of respondents



MARKYT Community Resilience Scorecard



Q. How would you prefer to receive information and updates from the City of Perth?

Base: All respondents, excludes no response (n = 403)

Preferred sources of information | audience variances

Email is the top preference by most groups. The exceptions are people with a disability, renters and in Crawley and Nedlands.

Social media gets a higher preference in Perth, West Perth and Kings Park, among younger adults, renters and males, and those who mainly speak a language other than English (LOTE).

Enewsletters get a higher preference among females, aged 35+ years, with younger children and in West Perth and Kings Park.

People with a disability prefer print media. Their top preference is direct mail in their letterbox, followed by the local community newspaper and printed newsletters.

Audience Variances

% of respondents

Preferred sources of information

	All respondents	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
Email	1	1	2	1	1	1	1	1	1	1	1		1		1	1	1	1
City of Perth Website	2	2	3	2	2	2		2	3	2			3	1	3	3	3	2
Mail in letterbox (letters and flyers)	3	3				3	3				2	1		2	2	2		
Social media posts and video messages			1	3				3	2				2				2	=3
Enewsletters					3		2			3	3							=3
Local community newspaper												2		3				
Printed newsletters												3						

Q. How would you prefer to receive information and updates from the City of Perth?

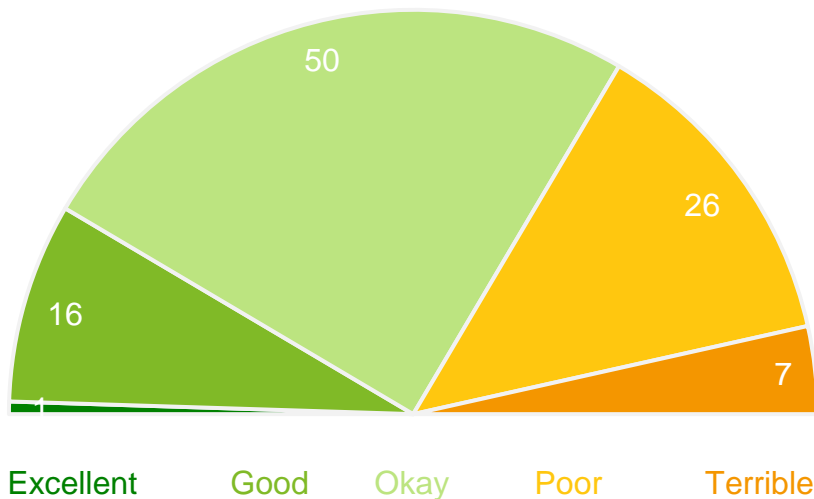
Base: All respondents, excludes no response (n = 403)

Community Development

Services and facilities for young people (12-25 years)

Performance ratings

% of respondents



45

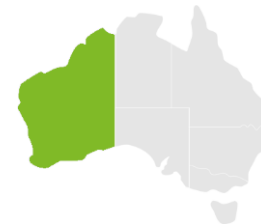
Performance Index Score (out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	45
Industry High	70
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
45	45	43	41	47	44	46	45	45	43	44	41	45	53	43	51	35	52

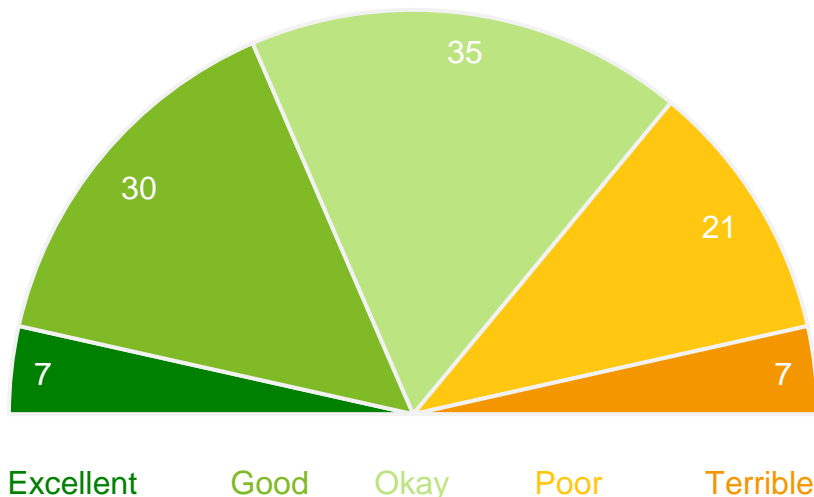
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 297). * Positive Rating = excellent, good + okay

Services and facilities for families and children

Performance ratings

% of respondents



52

Performance Index Score (out of 100)

72%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	52
Industry High	71
Industry Average	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
52	52	51	48	57	53	53	57	53	50	53	35	55	55	55	45	47	53

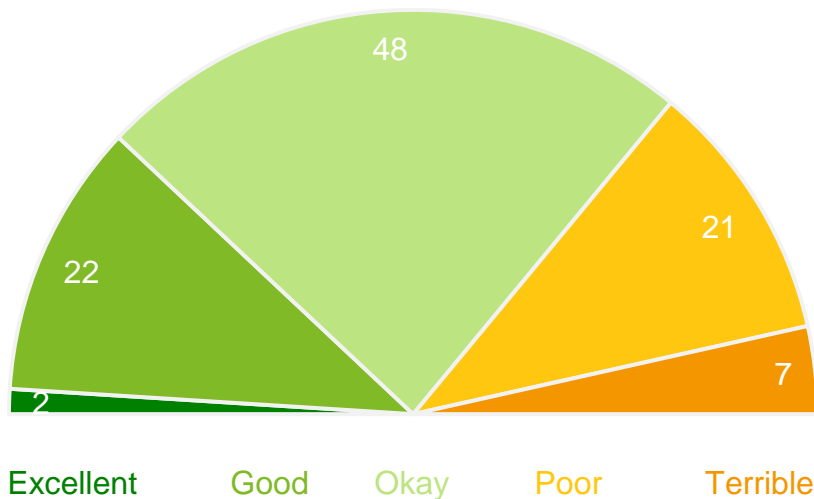
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 307). * Positive Rating = excellent, good + okay

Services and care available for seniors

Performance ratings

% of respondents



48

Performance Index Score
(out of 100)

72%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	48
Industry High	72
Industry Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
48	50	39	48	47	49	46	35	49	47	45	43	51	48	51	34	39	50

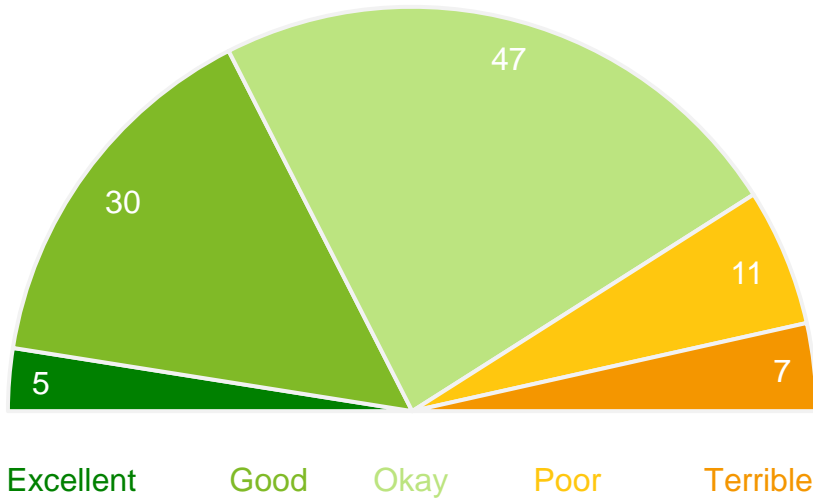
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 237). * Positive Rating = excellent, good + okay

Access to services and facilities for people with disabilities

Performance ratings

% of respondents



54

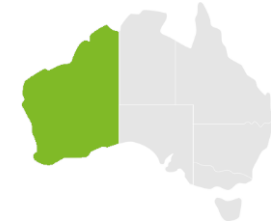
Performance Index Score (out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	54
Industry High	67
Industry Average	51

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
54	57	43	51	58	54	60	46	56	52	51	32	58	51	57	50	42	62

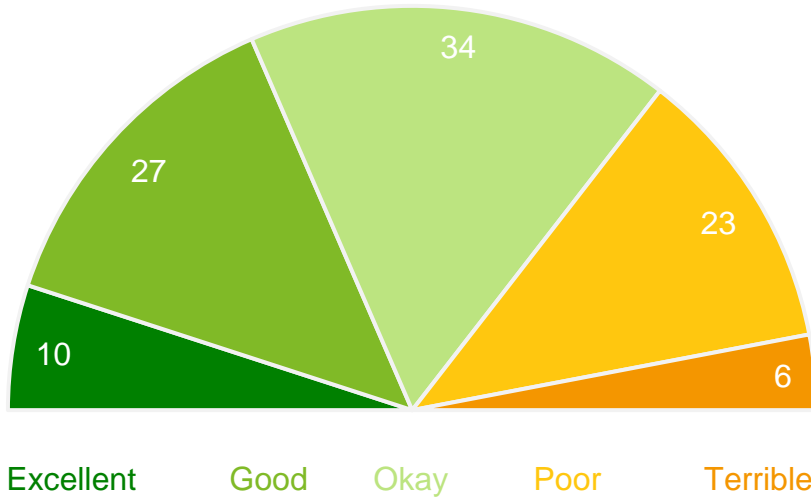
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 214). * Positive Rating = excellent, good + okay

Multiculturalism and racial harmony

Performance ratings

% of respondents



53

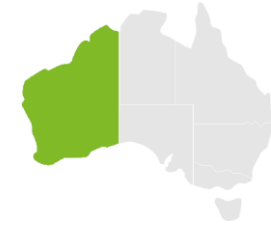
Performance Index Score
(out of 100)

71%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	53
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
53	51	64	52	52	57	42	63	54	50	52	54	49	58	51	52	53	59

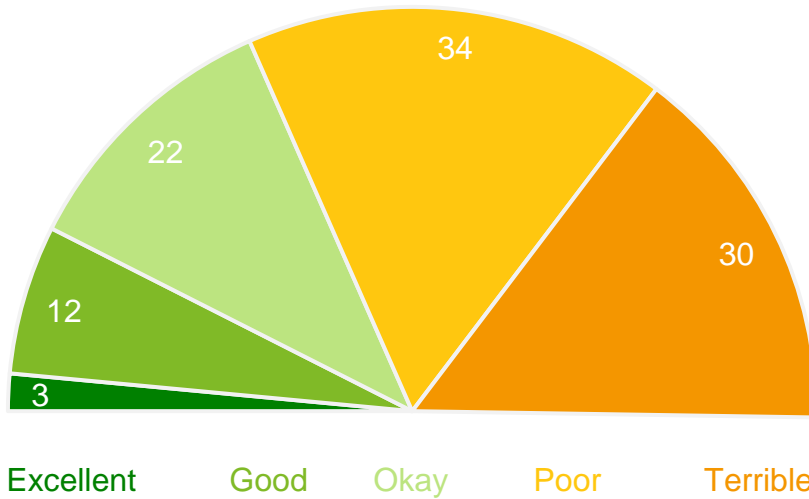
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 329). * Positive Rating = excellent, good + okay

Services and support for people who are homeless

Performance ratings

% of respondents



31

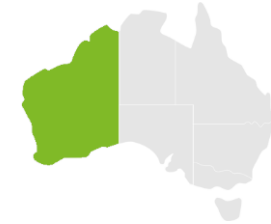
Performance Index Score (out of 100)

37%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	31
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
31	32	29	30	34	32	22	40	32	32	26	20	24	40	35	20	17	41

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

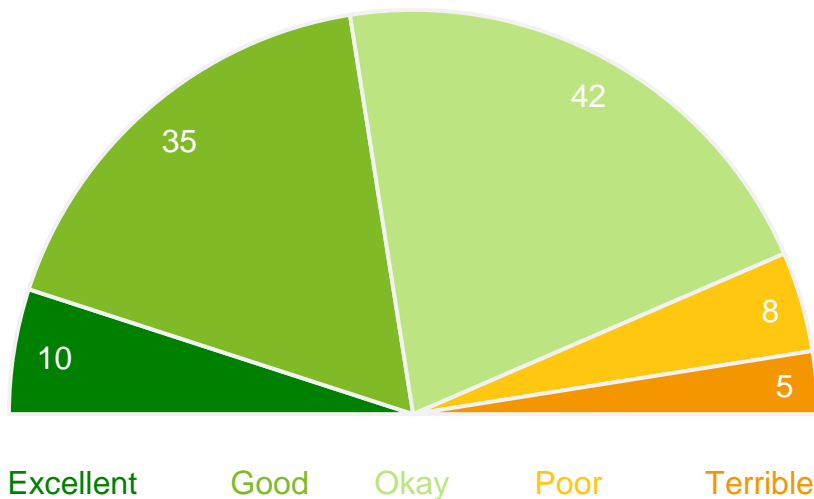
Base: All respondents, excludes 'unsure' and 'no response' (n = 301). * Positive Rating = excellent, good + okay

Community Services

Access to health and community services

Performance ratings

% of respondents



59

Performance Index Score (out of 100)

87%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	59
Industry High	70
Industry Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
59	60	56	54	64	61	54	57	60	58	59	68	59	67	59	53	51	67

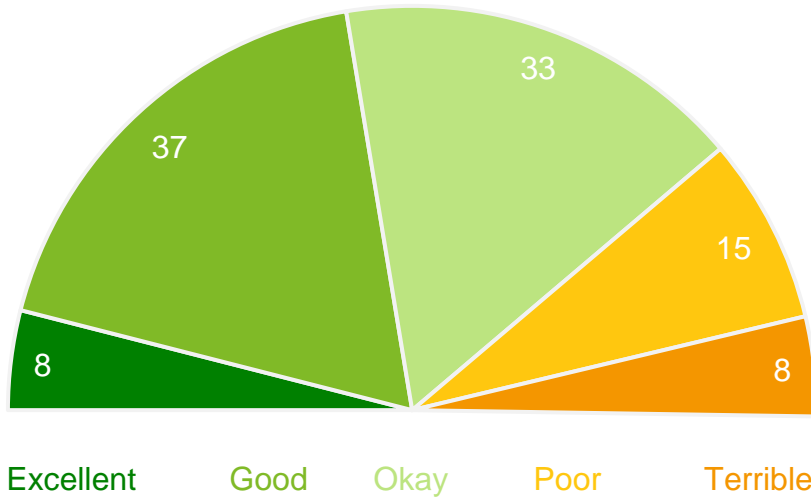
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 336). * Positive Rating = excellent, good + okay

Community buildings and halls

Performance ratings

% of respondents



56

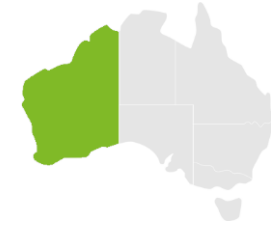
Performance Index Score (out of 100)

78%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	56
Industry High	75
Industry Average	63

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
56	56	56	54	56	56	55	58	56	55	57	47	62	57	52	55	54	67

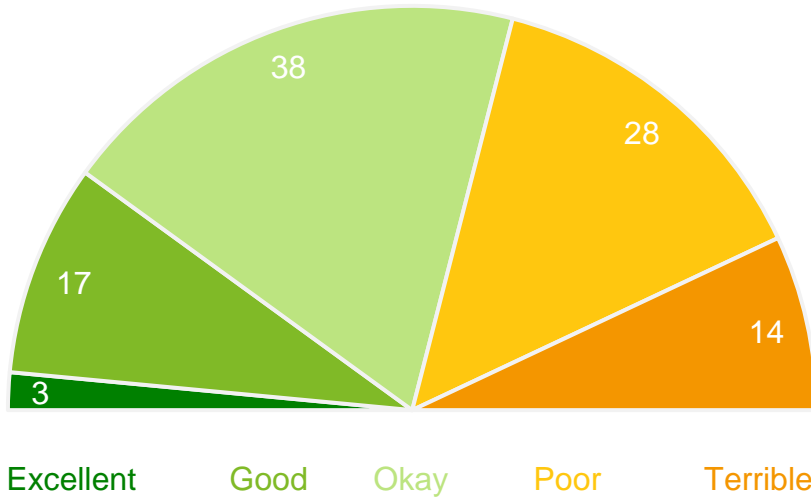
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 352). * Positive Rating = excellent, good + okay

Public toilets

Performance ratings

% of respondents



42

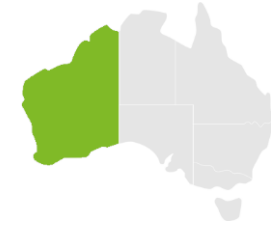
Performance Index Score (out of 100)

58%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	42
Industry High	68
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
42	43	38	42	43	43	37	45	41	44	42	35	34	45	42	44	40	41

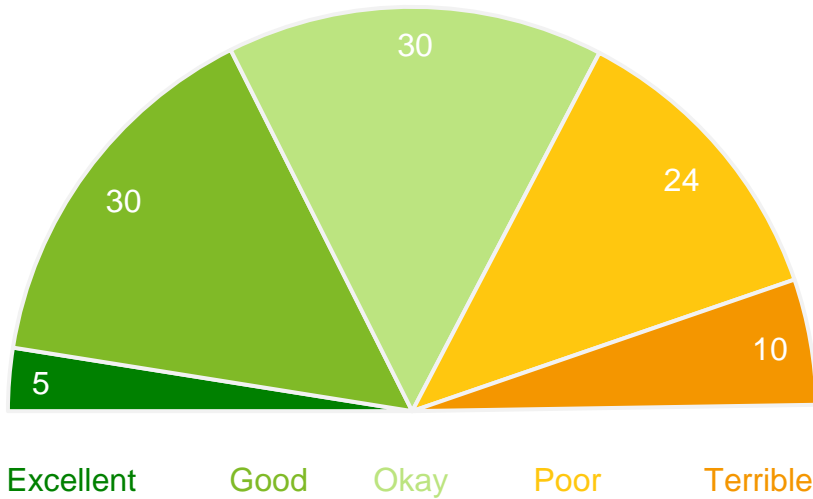
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 366). * Positive Rating = excellent, good + okay

Sport and recreation facilities

Performance ratings

% of respondents



49

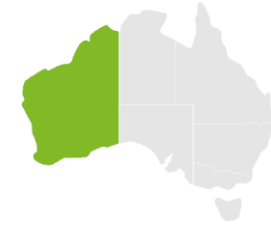
Performance Index Score (out of 100)

65%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	49
Industry High	85
Industry Average	66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
49	49	50	49	49	52	42	41	46	52	55	63	39	49	51	39	38	61

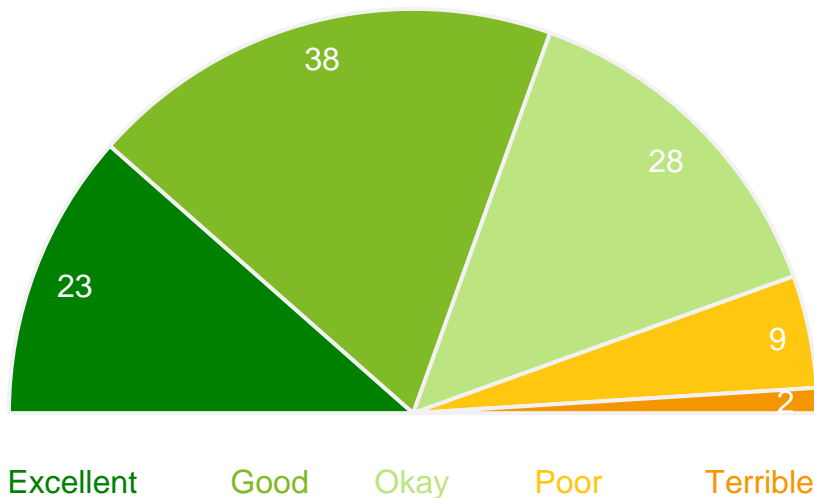
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 368). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

Performance ratings

% of respondents



67

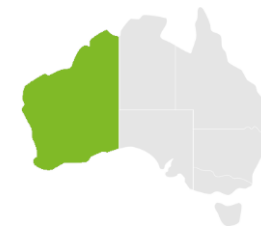
Performance Index Score (out of 100)

89%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	67
Industry High	86
Industry Average	68

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
67	67	70	61	73	69	61	62	68	67	67	73	62	79	67	62	57	75

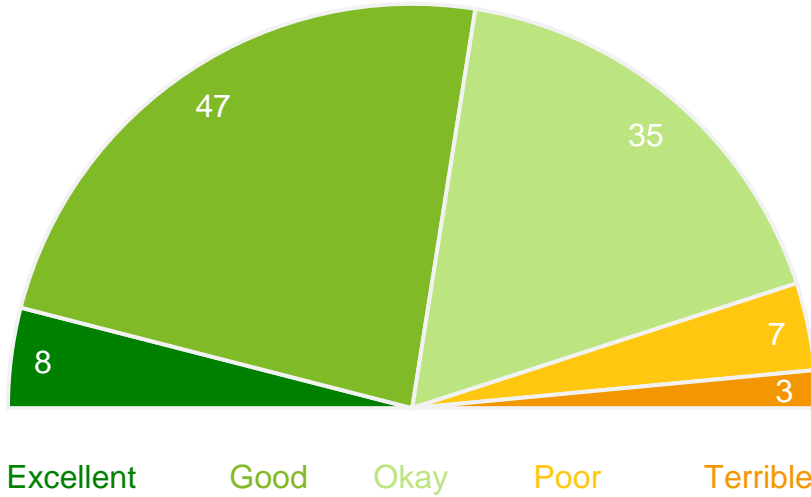
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 407). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

Performance ratings

% of respondents



62

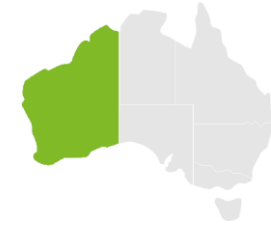
Performance Index Score (out of 100)

90%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	62
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
62	62	64	59	66	63	62	56	66	60	57	47	68	68	61	66	64	59

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

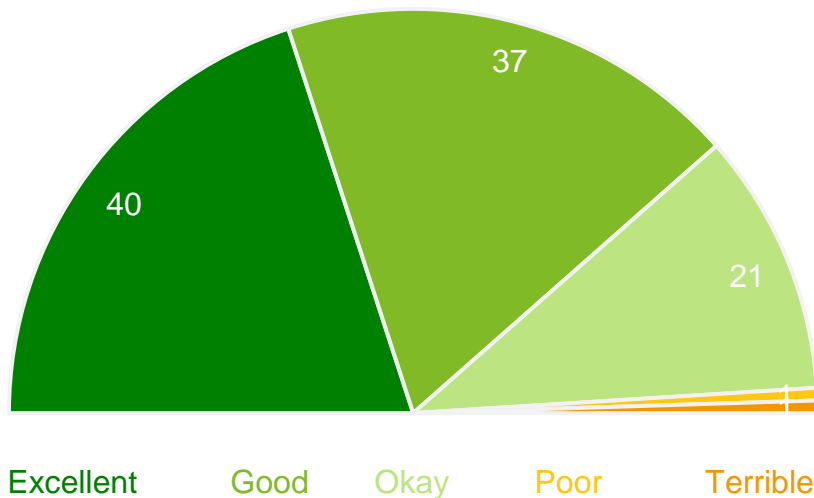
Base: All respondents, excludes 'unsure' and 'no response' (n = 250). * Positive Rating = excellent, good + okay

Art and Culture

Library and information services

Performance ratings

% of respondents



78

Performance Index Score (out of 100)

98%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	78
Industry High	89
Industry Average	72

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
78	80	73	74	82	80	76	76	80	77	76	65	77	67	78	81	77	86

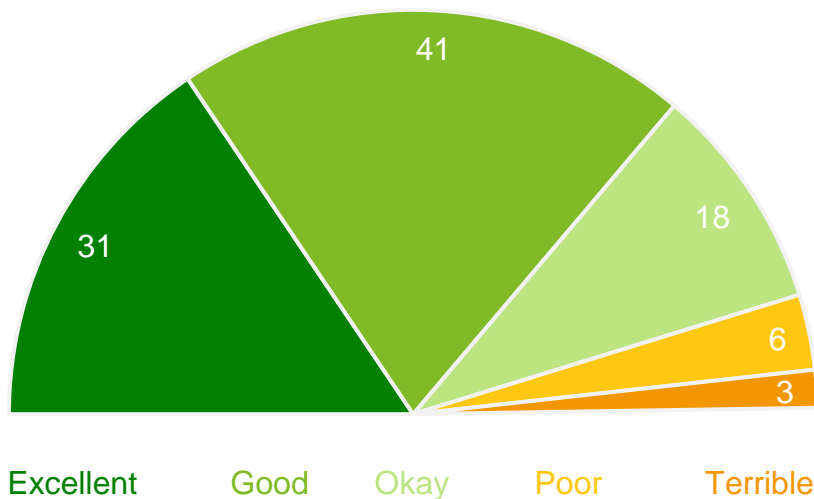
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 357). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

Performance ratings

% of respondents



73

Performance Index Score
(out of 100)

90%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	73
Industry High	78
Industry Average	64

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
73	73	72	67	78	74	66	75	75	69	72	62	72	69	73	62	73	81

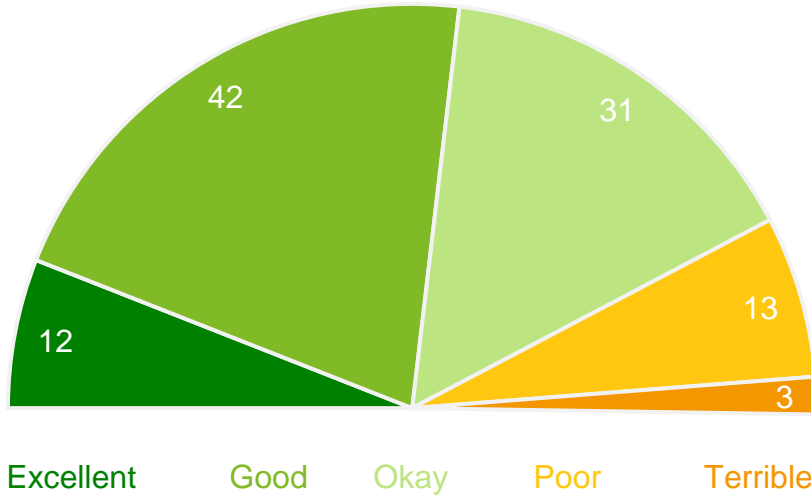
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 397). * Positive Rating = excellent, good + okay

How local history and heritage is preserved and promoted

Performance ratings

% of respondents



62

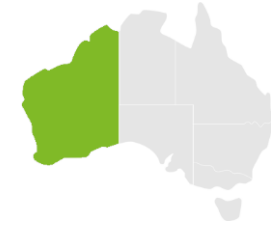
Performance Index Score (out of 100)

85%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	62
Industry High	79
Industry Average	59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
62	63	57	58	65	62	60	57	64	56	61	54	65	58	61	55	59	73

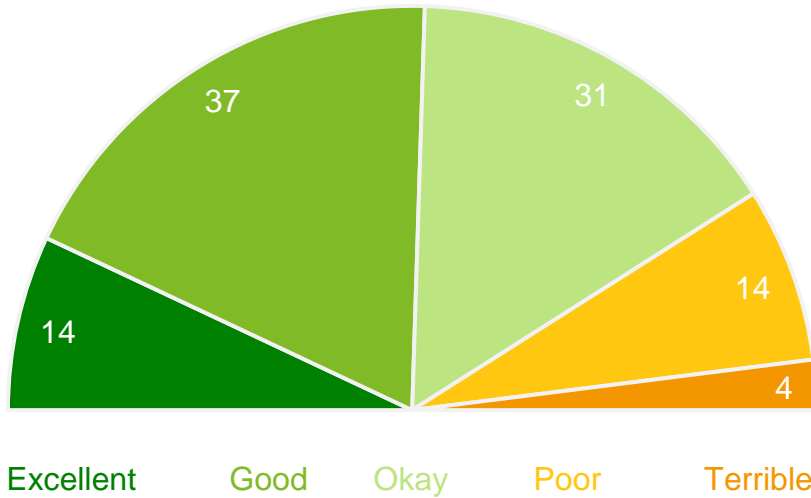
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 366). * Positive Rating = excellent, good + okay

How traditional owners of city lands, the Whadjuk Nyoongar people are recognised and respected

Performance ratings

% of respondents



61

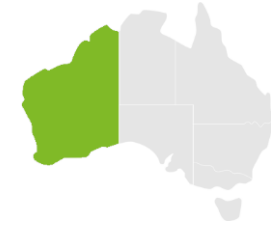
Performance Index Score (out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	61
Industry High	67
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
61	64	48	60	61	62	59	52	61	58	63	41	64	56	65	43	55	65

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

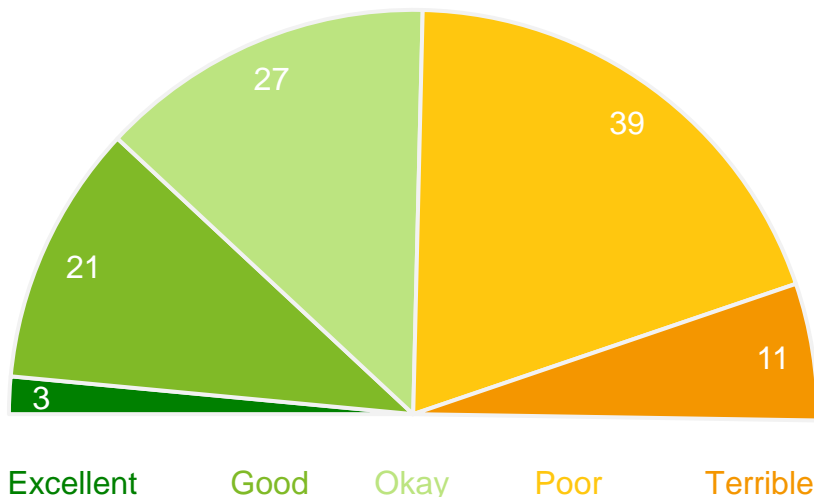
Base: All respondents, excludes 'unsure' and 'no response' (n = 318). * Positive Rating = excellent, good + okay

Economic Development

Economic development (efforts to attract investors, attract and retain businesses, grow tourism and create job opportunities)

Performance ratings

% of respondents



41

Performance Index Score
(out of 100)

51%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	41
Industry High	58
Industry Average	43

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
41	38	55	43	39	44	29	43	42	41	40	42	31	51	39	36	40	48

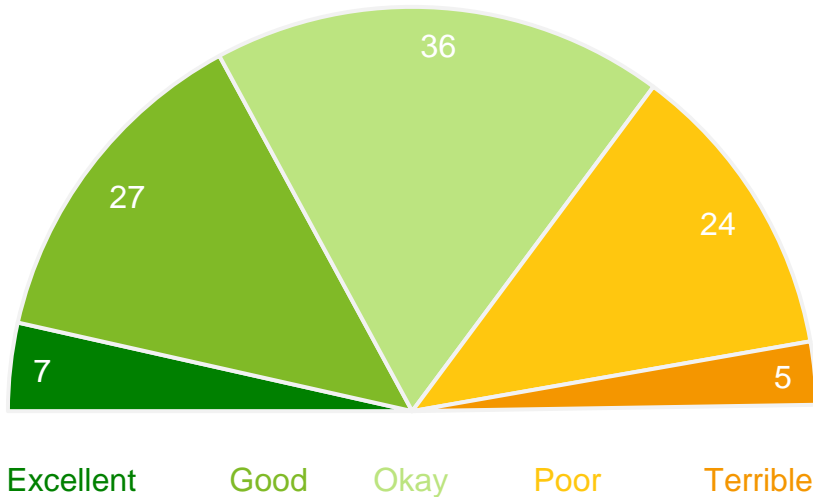
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 343). * Positive Rating = excellent, good + okay

Access to education, training and personal development opportunities

Performance ratings

% of respondents



52

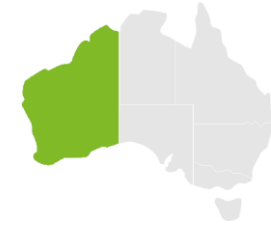
Performance Index Score (out of 100)

70%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	52
Industry High	59
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
52	51	55	48	55	53	52	48	55	49	49	54	56	62	52	54	43	57

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

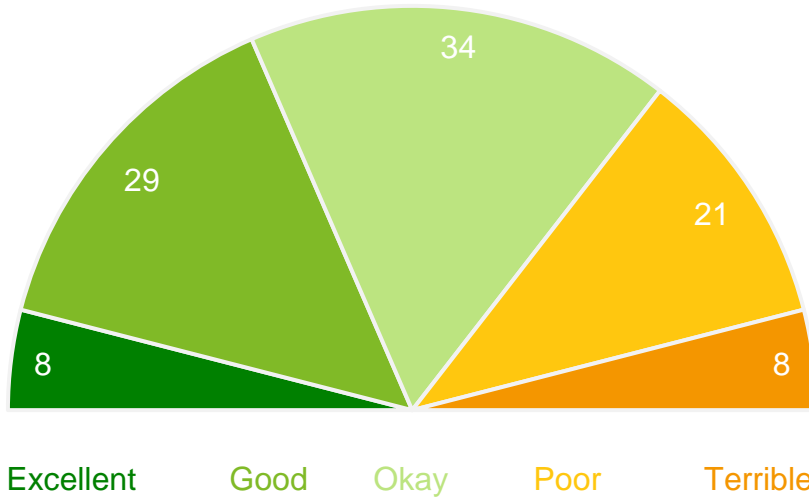
Base: All respondents, excludes 'unsure' and 'no response' (n = 265). * Positive Rating = excellent, good + okay

Built Environment

How Perth City Centre is being developed

Performance ratings

% of respondents



52

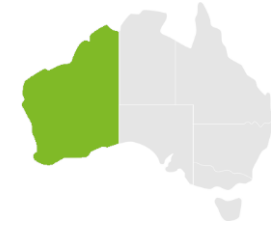
Performance Index Score (out of 100)

71%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	52
Industry High	71
Industry Average	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
52	52	52	50	53	53	48	54	52	54	47	43	46	58	51	49	44	61

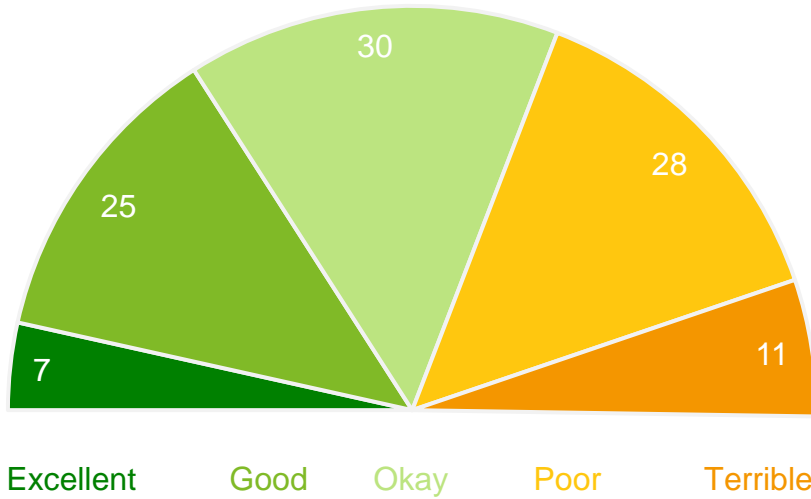
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 375). * Positive Rating = excellent, good + okay

How your local area is being developed

Performance ratings

% of respondents



47

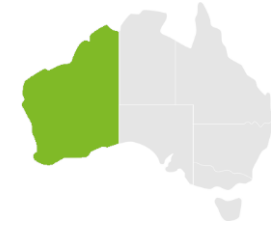
Performance Index Score (out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	47
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
47	47	48	44	50	50	41	43	50	44	47	42	41	47	53	39	33	55

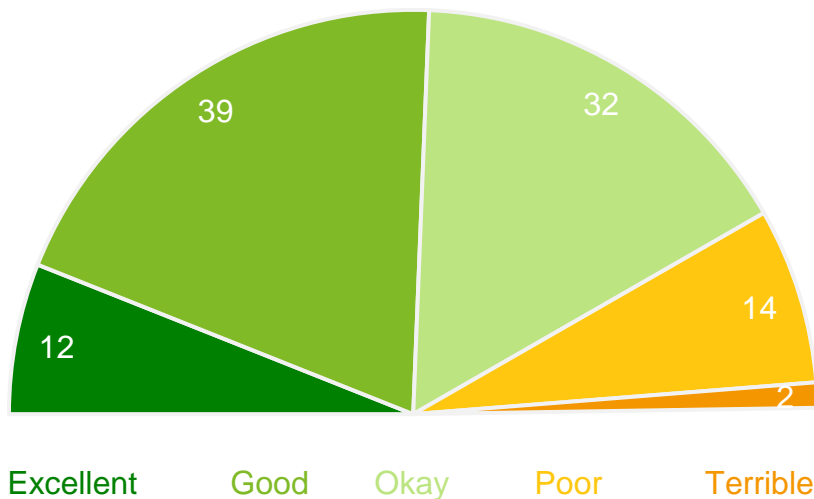
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 377). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

% of respondents



61

Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	61
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
61	63	52	56	67	61	64	55	62	60	62	58	57	52	65	62	58	57

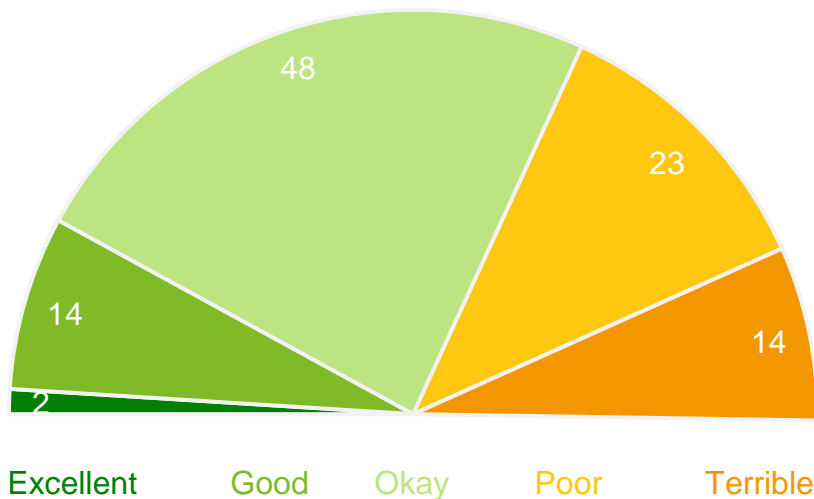
Q. How would you rate performance in the following areas?

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

Planning and building approvals

Performance ratings

% of respondents



42

Performance Index Score (out of 100)

64%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	42
Industry High	65
Industry Average	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
42	42	37	40	44	42	42	52	40	46	39	34	51	30	42	42	39	51

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

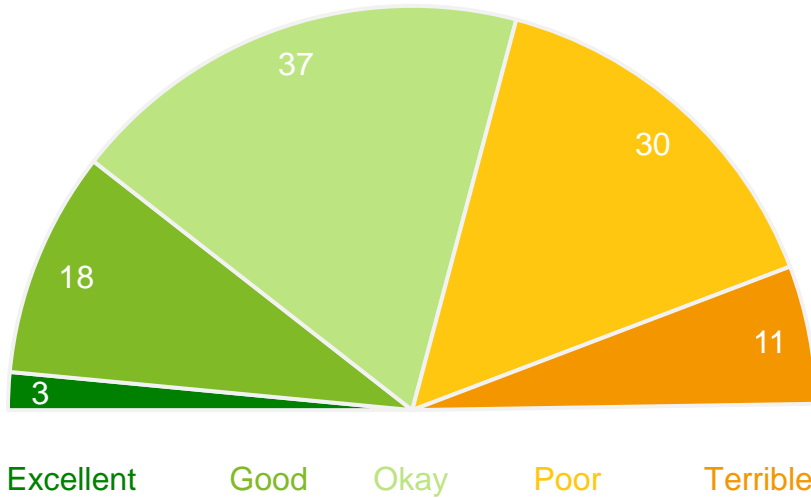
Base: All respondents, excludes 'unsure' and 'no response' (n = 196). * Positive Rating = excellent, good + okay

Natural Environment

Efforts to adapt to climate change and promote sustainability

Performance ratings

% of respondents



43

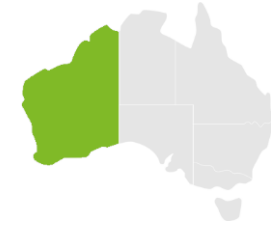
Performance Index Score (out of 100)

58%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	43
Industry High	71
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
43	45	32	42	44	42	50	44	39	45	51	51	50	48	43	32	37	55

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

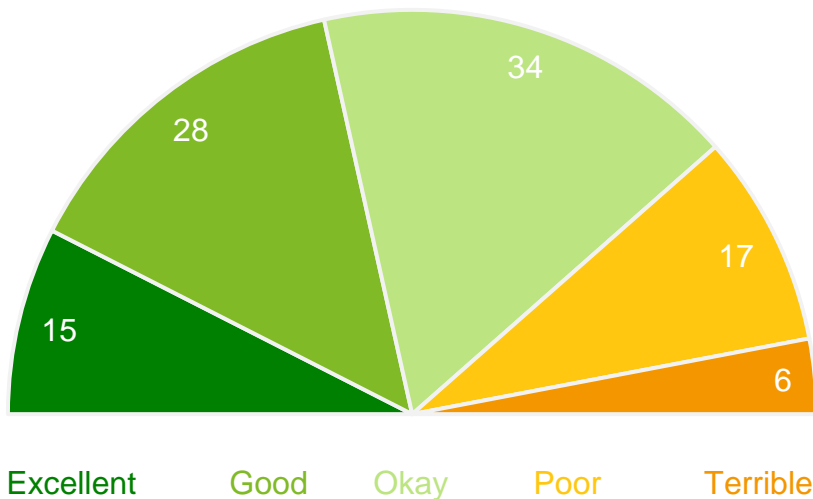
Base: All respondents, excludes 'unsure' and 'no response' (n = 278). * Positive Rating = excellent, good + okay

Efforts to maintain and enhance the Swan River

(setting, amenity and biodiversity)

Performance ratings

% of respondents



57

Performance Index Score (out of 100)

77%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	57
Industry High	76
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
57	59	47	52	62	55	63	63	59	53	56	64	71	58	60	41	53	59

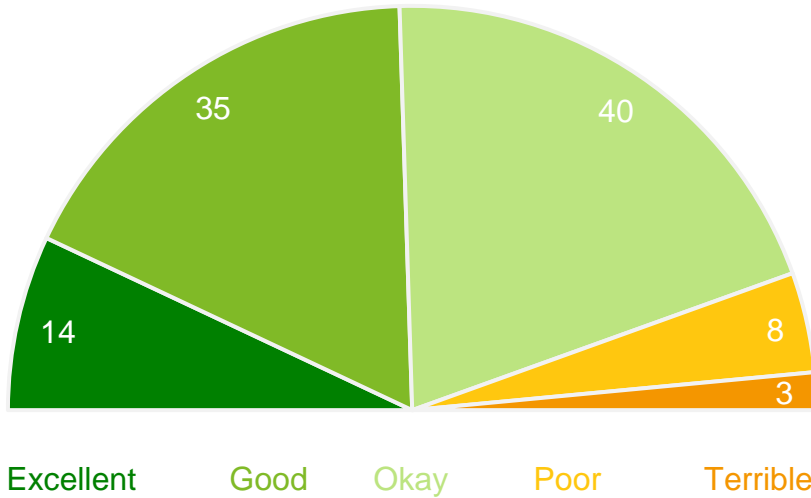
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 319). * Positive Rating = excellent, good + okay

Waste management services

Performance ratings

% of respondents



62

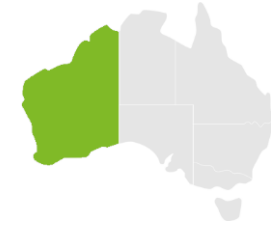
Performance Index Score (out of 100)

89%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	62
Industry High	85
Industry Average	67

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
62	65	50	61	64	63	63	60	62	63	62	59	63	56	65	62	51	72

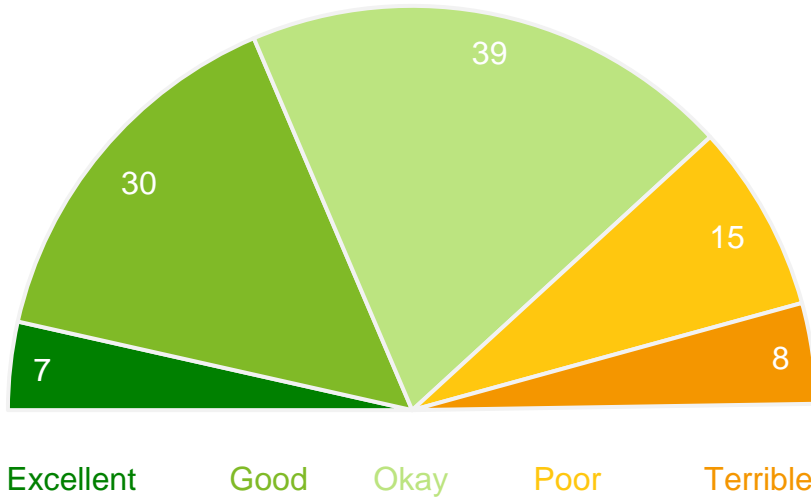
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 356). * Positive Rating = excellent, good + okay

Management of food, health, noise and pollution issues

Performance ratings

% of respondents



53

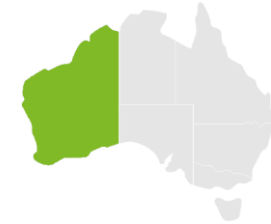
Performance Index Score
(out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	53
Industry High	74
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
53	50	67	54	51	55	45	49	55	51	50	41	46	62	50	49	52	59

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

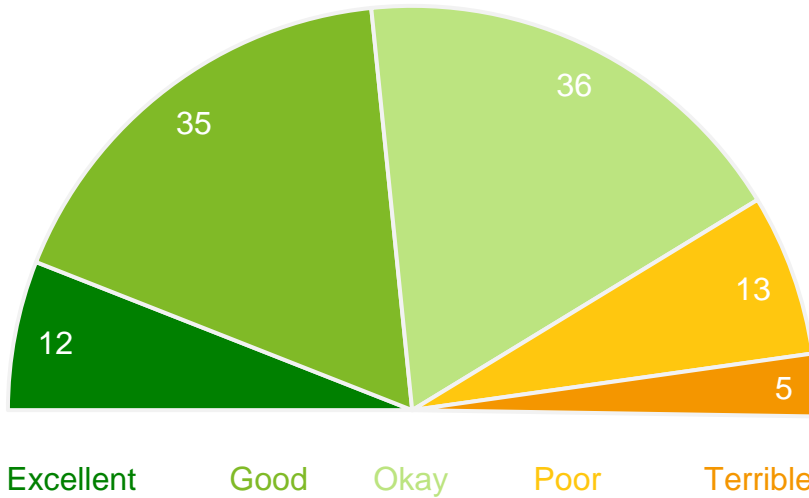
Base: All respondents, excludes 'unsure' and 'no response' (n = 350). * Positive Rating = excellent, good + okay

Suburb level infrastructure and services

Streetscapes

Performance ratings

% of respondents



59

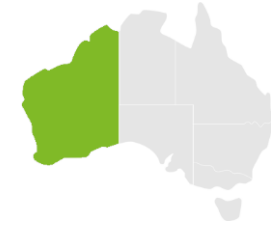
Performance Index Score (out of 100)

83%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	59
Industry High	83
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
59	59	58	55	63	60	58	54	60	58	59	59	59	64	59	48	52	74

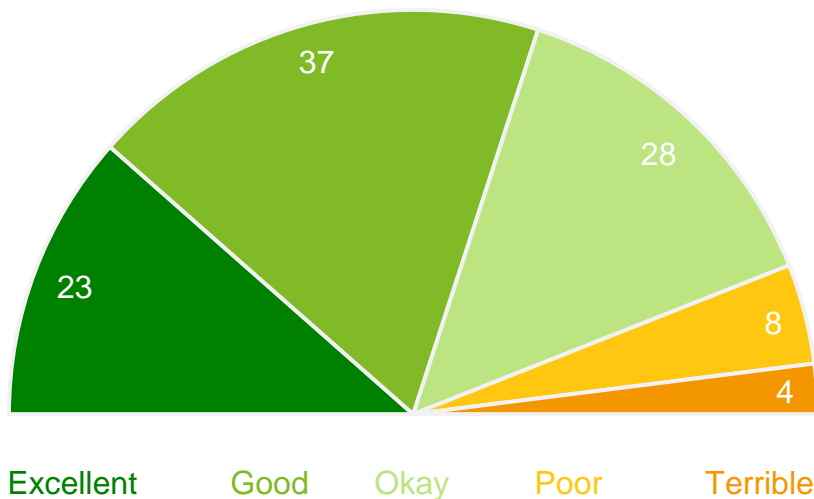
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 382). * Positive Rating = excellent, good + okay

Maintenance of local roads

Performance ratings

% of respondents



66

Performance Index Score (out of 100)

88%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	66
Industry High	80
Industry Average	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
66	66	68	62	69	67	67	61	67	67	63	60	73	67	67	70	56	74

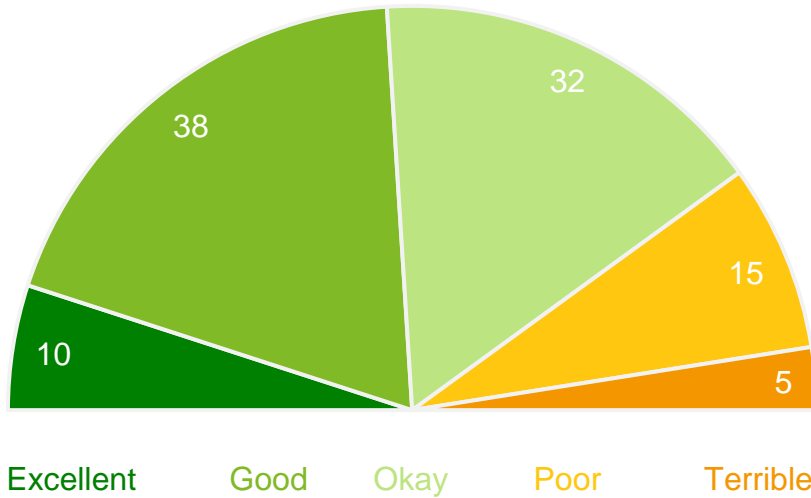
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 388). * Positive Rating = excellent, good + okay

Traffic management

Performance ratings

% of respondents



58

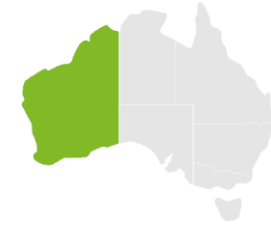
Performance Index Score
(out of 100)

80%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	58
Industry High	67
Industry Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
58	60	52	53	63	58	67	47	59	58	57	53	58	54	61	62	50	60

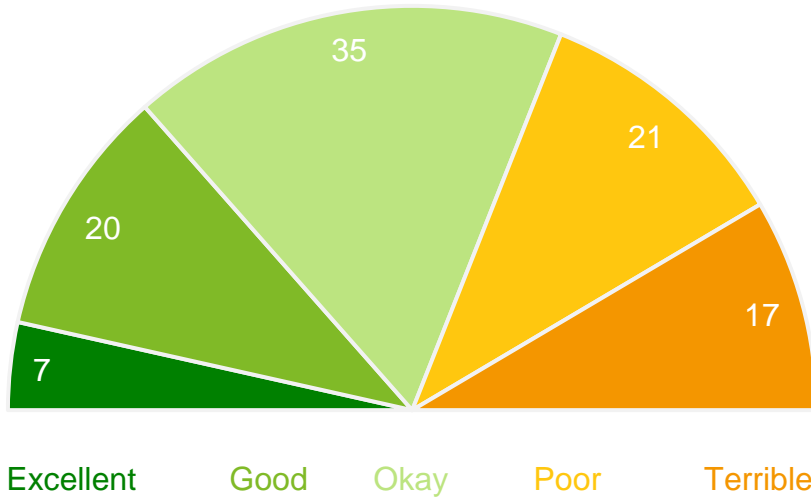
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 383). * Positive Rating = excellent, good + okay

Parking

Performance ratings

% of respondents



45

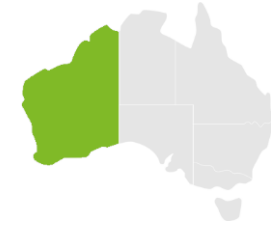
Performance Index Score
(out of 100)

62%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	45
Industry High	64
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
45	46	39	41	48	46	42	36	45	43	46	21	50	30	49	52	41	42

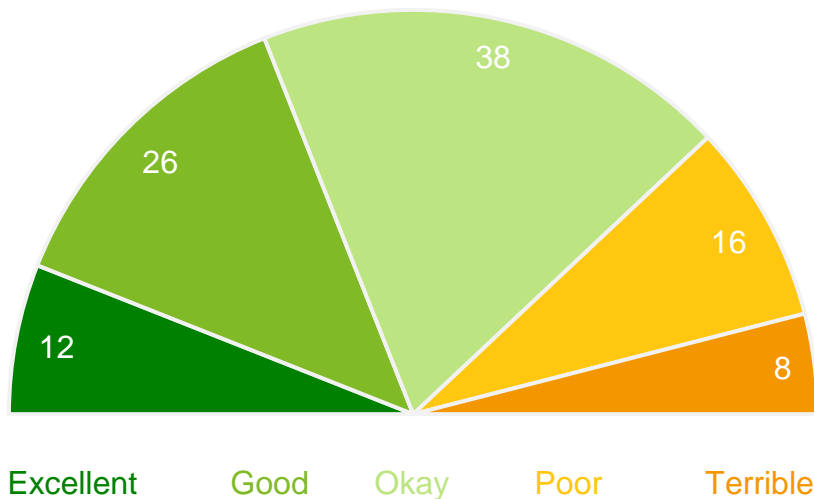
Q. How would you rate performance in the following areas?

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

Footpaths and bike lanes

Performance ratings

% of respondents



55

Performance Index Score (out of 100)

76%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	55
Industry High	74
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
55	54	59	49	61	55	48	63	54	54	56	48	62	48	58	36	55	61

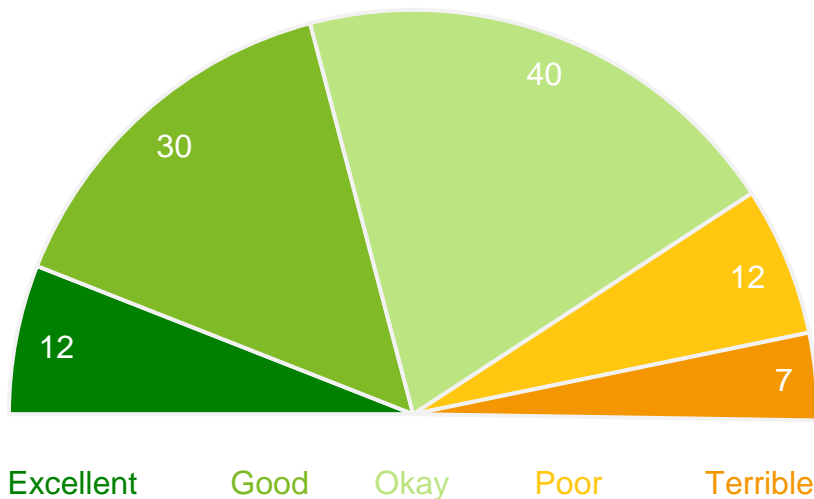
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 393). * Positive Rating = excellent, good + okay

Lighting of streets and public places

Performance ratings

% of respondents



57

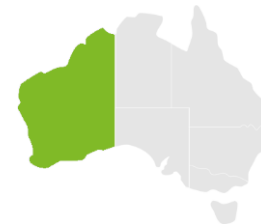
Performance Index Score (out of 100)

82%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	57
Industry High	66
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
57	57	60	55	59	58	51	66	57	56	58	48	59	62	53	46	61	68

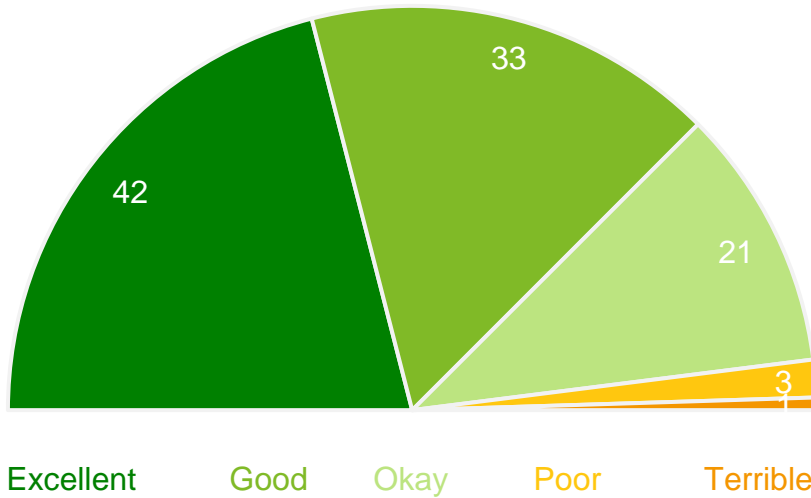
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 398). * Positive Rating = excellent, good + okay

Access to public transport

Performance ratings

% of respondents



78

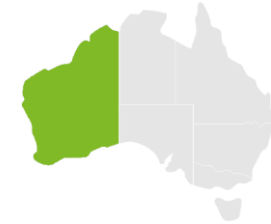
Performance Index Score
(out of 100)

96%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	78
Industry High	85
Industry Average	61

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
78	79	74	77	80	79	71	87	80	74	81	64	74	66	81	71	77	85

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

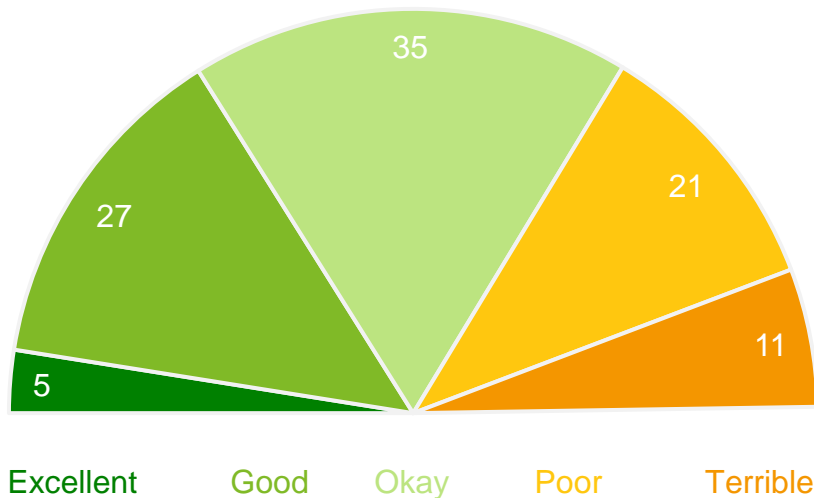
Base: All respondents, excludes 'unsure' and 'no response' (n = 399).

* Positive Rating = excellent, good + okay

Safety and security

Performance ratings

% of respondents



48

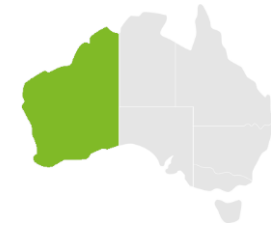
Performance Index Score (out of 100)

67%

Positive rating*

MARKYT Industry Standards

Performance Index Score



City of Perth	48
Industry High	76
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
48	48	49	47	49	52	35	44	46	47	56	43	42	64	43	41	46	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 395). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
Place to live	71	72	66	72	70	72	68	65	69	70	77	58	66	72	71	68	70	74
Place to visit	66	65	67	64	66	65	64	70	66	64	68	66	57	63	63	65	66	74
Governing organisation	51	51	54	48	54	54	45	47	55	48	45	40	55	53	50	53	42	61
Value from rates	43	43	39	40	46	46	38	40	40	45	47	41	39	38	43	46	37	51
Local leadership	39	39	37	34	45	38	36	38	41	40	35	27	40	28	44	25	38	36
Change, innovation and technology	54	52	60	49	59	53	46	54	54	53	53	51	47	63	55	47	47	57
Community consultation	50	50	51	47	52	52	39	51	50	51	47	38	50	41	51	46	48	57
Informing the community	56	54	63	53	58	59	46	57	55	61	53	42	61	49	58	62	45	62
City's website	54	52	60	53	53	55	51	60	51	59	56	58	56	53	52	68	48	63
Socila media presence	57	53	71	54	60	61	47	65	60	56	50	35	64	62	56	68	49	64
Customer service	56	55	62	55	56	59	46	52	57	55	53	40	47	48	58	47	49	65
Youth services	45	45	43	41	47	44	46	45	45	43	44	41	45	53	43	51	35	52
Services for families	52	52	51	48	57	53	53	57	53	50	53	35	55	55	55	45	47	53
Seniors services	48	50	39	48	47	49	46	35	49	47	45	43	51	48	51	34	39	50
Disability access	54	57	43	51	58	54	60	46	56	52	51	32	58	51	57	50	42	62
Multiculturalism	53	51	64	52	52	57	42	63	54	50	52	54	49	58	51	52	53	59
Homeless support	31	32	29	30	34	32	22	40	32	32	26	20	24	40	35	20	17	41
Health and community services	59	60	56	54	64	61	54	57	60	58	59	68	59	67	59	53	51	67
Community buildings and halls	56	56	56	54	56	56	55	58	56	55	57	47	62	57	52	55	54	67
Public toilets	42	43	38	42	43	43	37	45	41	44	42	35	34	45	42	44	40	41
Sport and recreation	49	49	50	49	49	52	42	41	46	52	55	63	39	49	51	39	38	61
Playgrounds, parks and reserves	67	67	70	61	73	69	61	62	68	67	67	73	62	79	67	62	57	75
Animal management	62	62	64	59	66	63	62	56	66	60	57	47	68	68	61	66	64	59

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-12	Have child 13+	18-34 years	35-54 years	55+ years	Disability	LOTE	Crawley / Nedlands	East Perth	Northbridge	Perth	West Perth / Kings Park
Library services	78	80	73	74	82	80	76	76	80	77	76	65	77	67	78	81	77	86
Festivals, events, art and culture	73	73	72	67	78	74	66	75	75	69	72	62	72	69	73	62	73	81
Local history and heritage	62	63	57	58	65	62	60	57	64	56	61	54	65	58	61	55	59	73
Recognising traditional owners	61	64	48	60	61	62	59	52	61	58	63	41	64	56	65	43	55	65
Economic development	41	38	55	43	39	44	29	43	42	41	40	42	31	51	39	36	40	48
Education and training	52	51	55	48	55	53	52	48	55	49	49	54	56	62	52	54	43	57
City Centre development	52	52	52	50	53	53	48	54	52	54	47	43	46	58	51	49	44	61
Local area development	47	47	48	44	50	50	41	43	50	44	47	42	41	47	53	39	33	55
Access to housing	61	63	52	56	67	61	64	55	62	60	62	58	57	52	65	62	58	57
Planning and building	42	42	37	40	44	42	42	52	40	46	39	34	51	30	42	42	39	51
Climate change and sustainability	43	45	32	42	44	42	50	44	39	45	51	51	50	48	43	32	37	55
Maintain, enhance the Swan River	57	59	47	52	62	55	63	63	59	53	56	64	71	58	60	41	53	59
Waste management	62	65	50	61	64	63	63	60	62	63	62	59	63	56	65	62	51	72
Food, health, noise and pollution	53	50	67	54	51	55	45	49	55	51	50	41	46	62	50	49	52	59
Streetscapes	59	59	58	55	63	60	58	54	60	58	59	59	59	64	59	48	52	74
Road maintenance	66	66	68	62	69	67	67	61	67	67	63	60	73	67	67	70	56	74
Traffic management	58	60	52	53	63	58	67	47	59	58	57	53	58	54	61	62	50	60
Parking	45	46	39	41	48	46	42	36	45	43	46	21	50	30	49	52	41	42
Footpaths and bike lanes	55	54	59	49	61	55	48	63	54	54	56	48	62	48	58	36	55	61
Street lighting	57	57	60	55	59	58	51	66	57	56	58	48	59	62	53	46	61	68
Public transport	78	79	74	77	80	79	71	87	80	74	81	64	74	66	81	71	77	85
Safety and security	48	48	49	47	49	52	35	44	46	47	56	43	42	64	43	41	46	63



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