



# MARKYT Community Scorecard ©

Prepared for: City of Bunbury

Prepared by: CATALYSE<sup>®</sup> Pty Ltd ©

3 September 2021

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MARKYT 

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Place	80
Economy	90
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# Strategic Overview

## Vision



34

% agree

1% point below Industry Average and down 6% points from 2019

## Place to live

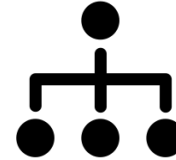


83

Performance Index Score

7 index points above Industry Average and up 5 points from 2019

## Governance



60

Performance Index Score

3 index points above Industry Average and up 5 points from 2019

## Rates Value



54

Performance Index Score

9 index points above Industry Average and up 7 points from 2019

## Strengths

### Highest scores

- Place to live
- Library services
- Waste collection services
- South West Sports Centre (SWSC)
- Sport and recreation facilities and services
- Playgrounds, parks and reserves

### Most improved

- Place to live
- Governing organisation
- Value for money from rates
- Economic development and job creation
- Disability access and inclusion
- Footpaths, trails and cycleways

## Priorities



Community safety and crime prevention



Access to housing



City Centre development



Sustainability and climate change



Tourism attractions and marketing



Festivals, events, art and culture



Seniors services, facilities and care



Health and community services



Family and children services



Footpaths, trails and cycleways

# Approach

# Purpose



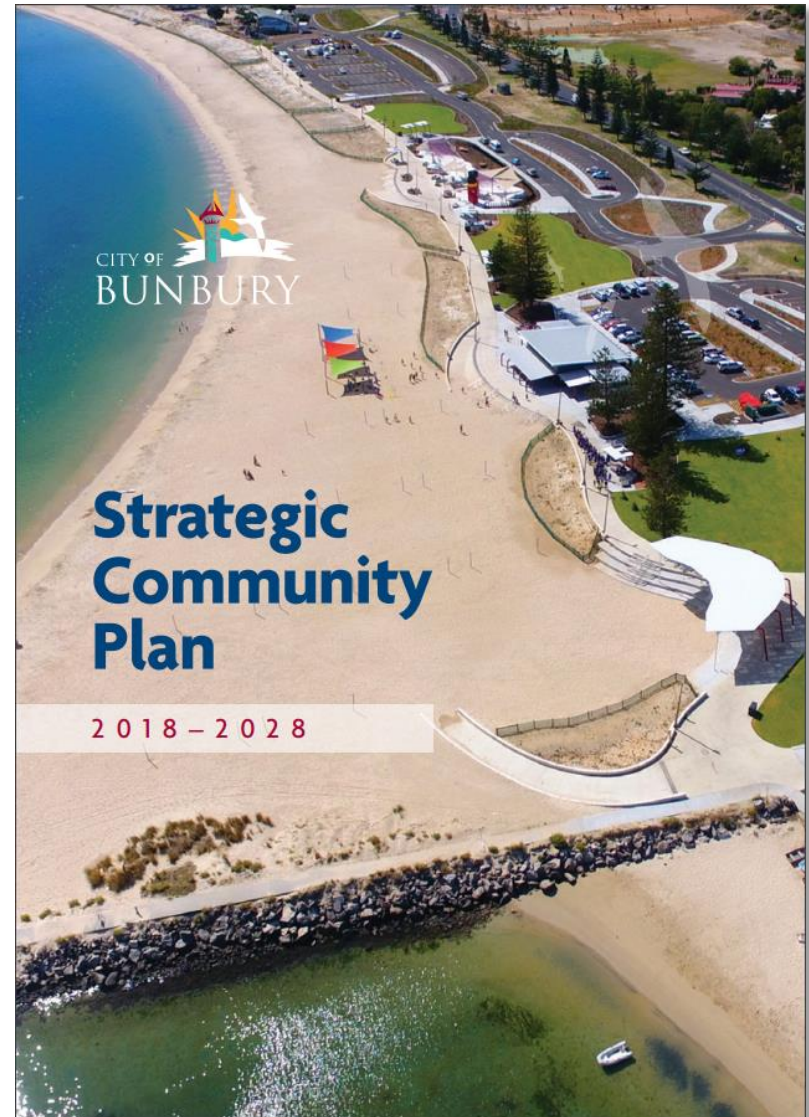
Department of  
**Local Government, Sport  
and Cultural Industries**

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 Bunbury 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 Bunbury commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

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

The scorecard was open from 19 July to 6 August 2021.

The scorecard was completed by **943 community members** with various connections to the City, including:

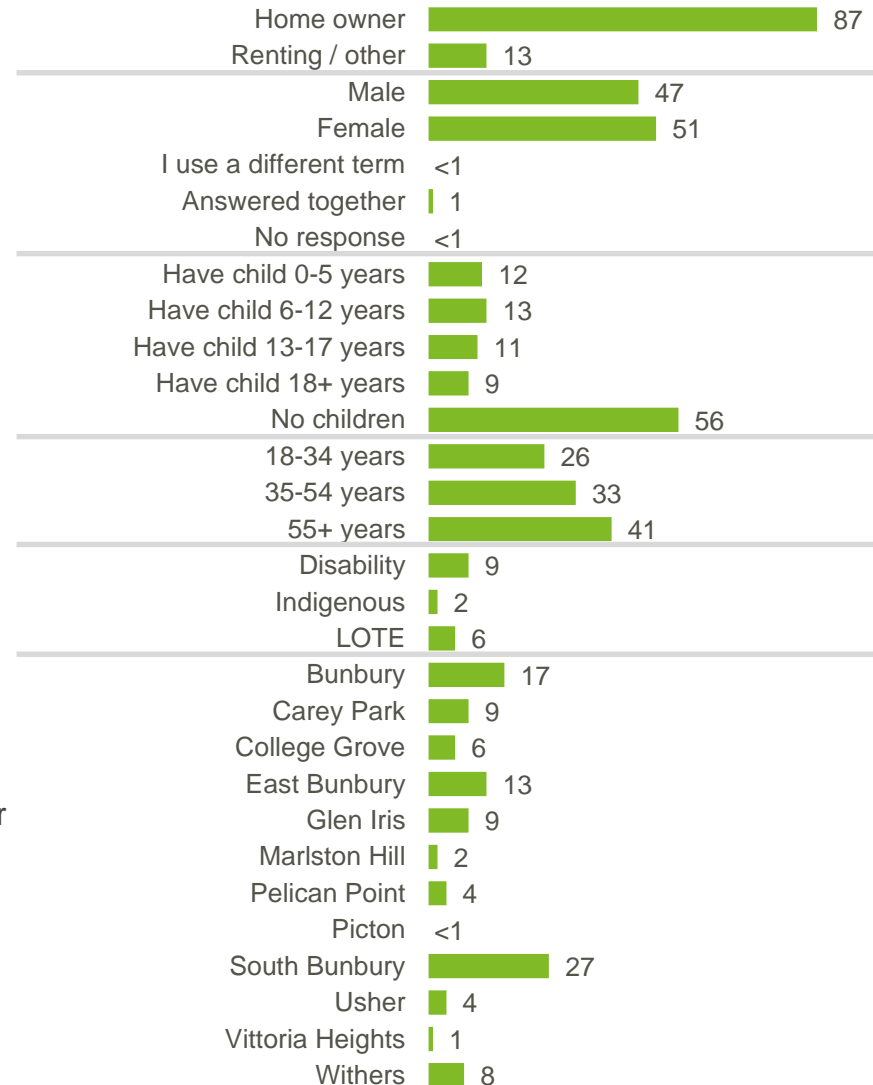
- 826 local residents
- 728 ratepayers, including 35 out of area ratepayers
- 82 visitors

Overall, 538 residents had been randomly selected and 288 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 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  $\pm 1\%$  of the parts throughout this report, this is due to rounding errors to zero decimal places.

% of random 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 **WA Councils** that have completed MARKYT® accredited studies within the past three years.

## Metropolitan



## Regional



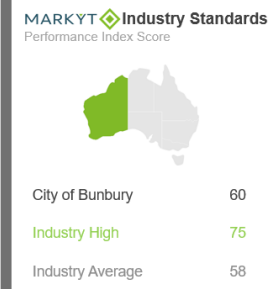
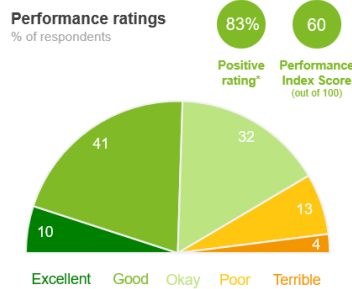


# How to read the following charts

Trend analysis shows how performance varies over time.

## Performance Ratings

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



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

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

## Variations across the community

Local resident variances														Other groups								
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	LOTE	Bunbury / Marlston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Witmers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
60	59	64	57	64	59	47	65	68	63	54	63	62	61	37	66	55	61	64	61	50	54	61

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

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

**Council Score** is the Council's performance index score.

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

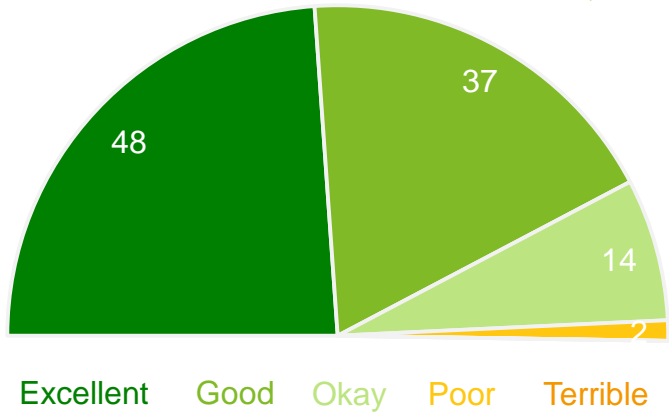
**Industry Average** is the average score among WA councils that have completed a comparable study with CATALYSE® over the past three years.

# Overall Performance

# Place to live

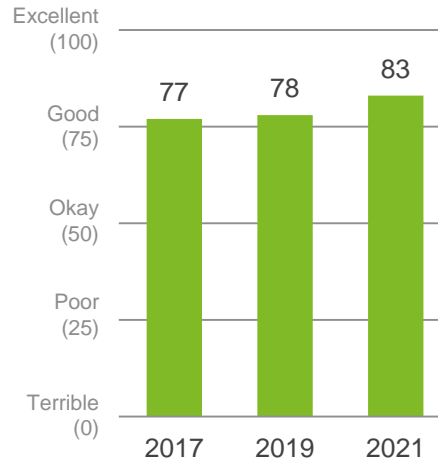
## Performance ratings

% of respondents



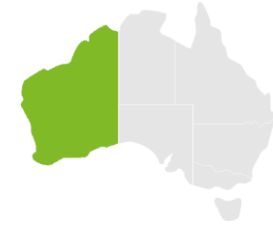
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	83
Industry High	90
Industry Average	76

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
83	83	76	83	82	86	71	83	82	78	78	84	84	83	69	88	85	85	78	76	79	76	75

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

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

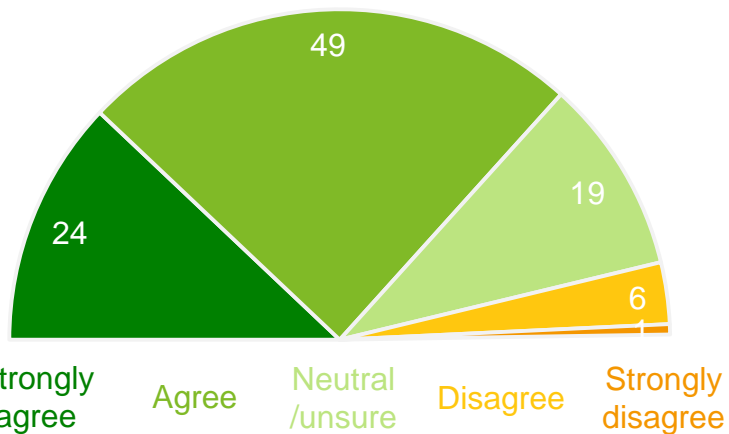
# I am proud of the area where I live

## Level of agreement

% of respondents

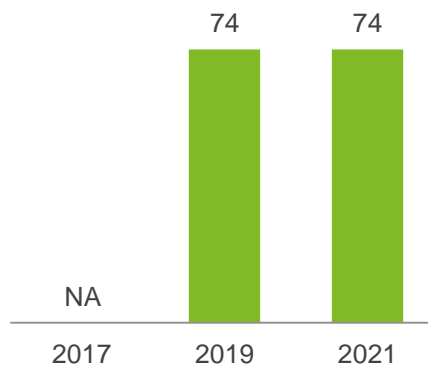
74%\*

Total Agree



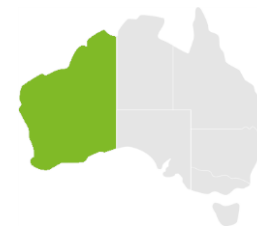
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



City of Bunbury	74
Industry High	76
Industry Average	67

## Variances across the community

% agree

### Local resident variances

Local resident variances															Other groups							
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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
74	76	55	79	69	80	56	72	75	61	66	77	76	66	61	81	80	81	52	58	75	68	61

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

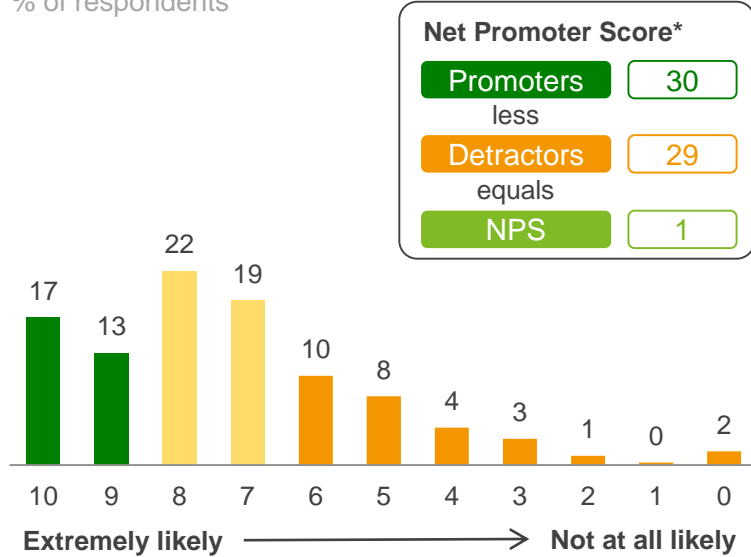
Base: All respondents, excludes 'no response' (n = 529). \* Variance is due to rounding to zero decimal places.

# Net Promoter Score

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

## Likelihood of recommending

% of respondents

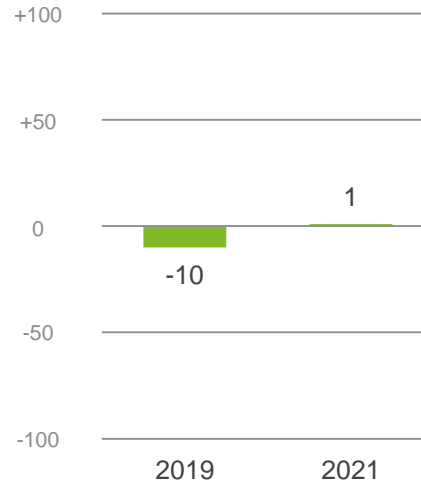


### Net Promoter Score\*



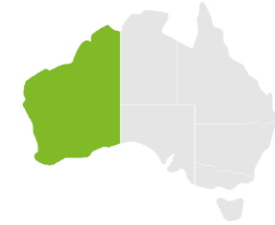
## Trend Analysis

Net Promoter Score



## MARKYT Industry Standards

Net Promoter Score



City of Bunbury	1
Industry High	32
Industry Average	-22

## Variations across the community

Net Promoter 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
1	4	-15	12	-7	15	-40	0	1	-20	-9	1	9	-2	-22	12	4	11	-27	-1	-13	-15	-18

Q. How likely are you to recommend the City of Bunbury as a place to live?  
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.

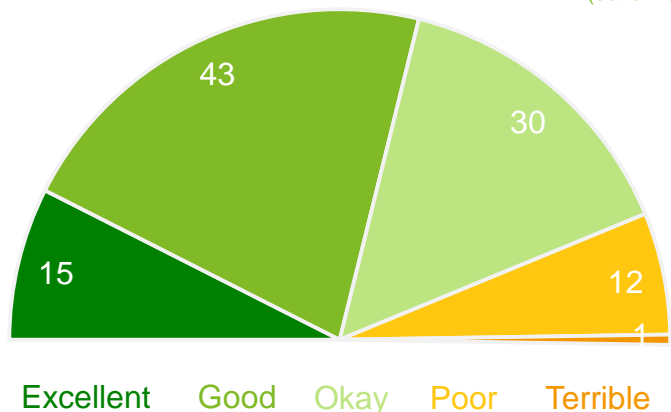
Base: All respondents, excludes 'unsure' and 'no response' (n = 533).

\* NPS can range from -100 to +100

# Place to visit

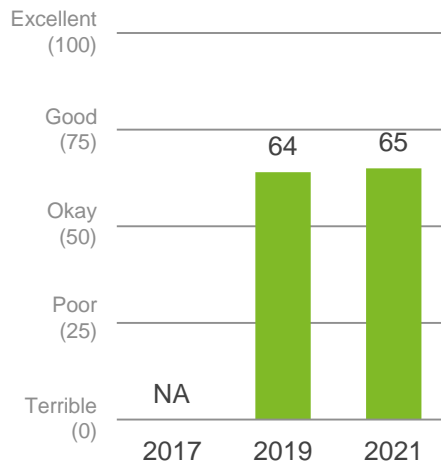
## Performance ratings

% of respondents



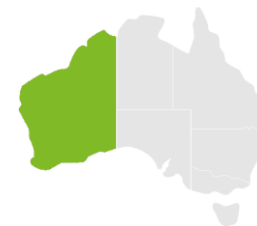
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	65
Industry High	88
Industry Average	69

## Variations across the community

Performance Index Score

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
65	65	66	63	67	66	60	69	67	61	60	63	69	71	56	69	61	62	70	65	61

### Other groups

Out of area ratepayers	Visitors
61	64

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

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

# City of Bunbury as the organisation that governs the local area

## Performance ratings

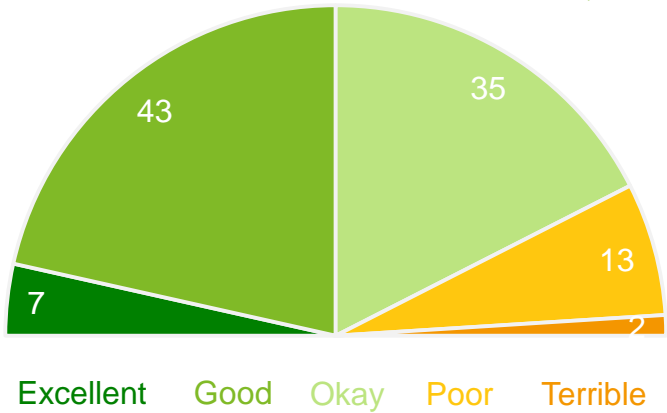
% of respondents

85%

Positive rating\*

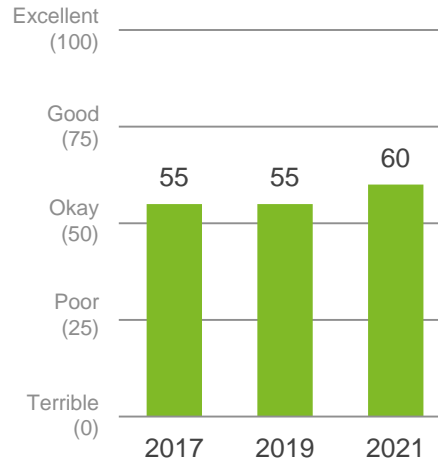
60

Performance Index Score (out of 100)



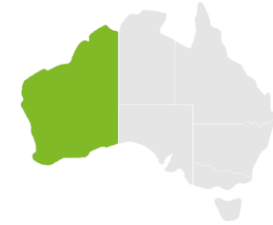
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	60
Industry High	70
Industry Average	57

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
60	60	62	60	60	62	55	57	59	59	63	57	60	59	52	60	58	64	59	59	55	57	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 526). \* Positive Rating = excellent, good + okay

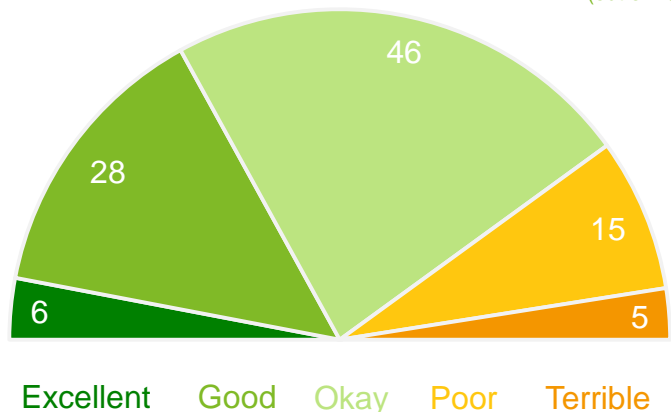
# Value for money from Council rates

## Performance ratings

% of respondents

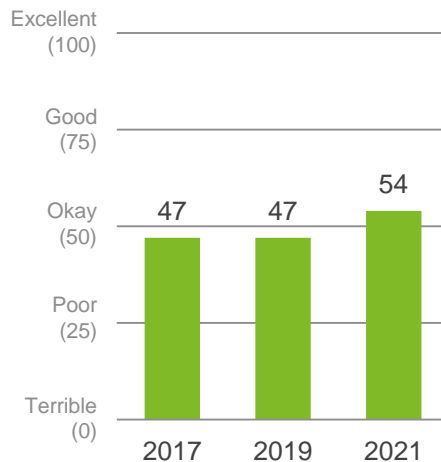


**80%** Positive rating\*  
**54** Performance Index Score (out of 100)



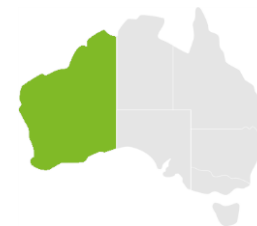
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	54
Industry High	63
Industry Average	45

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
54	53	59	51	57	54	47	55	53	54	50	55	55	60	37	55	55	57	58	54	42	51	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 487). \* Positive Rating = excellent, good + okay



# MARKYT Industry Comparisons

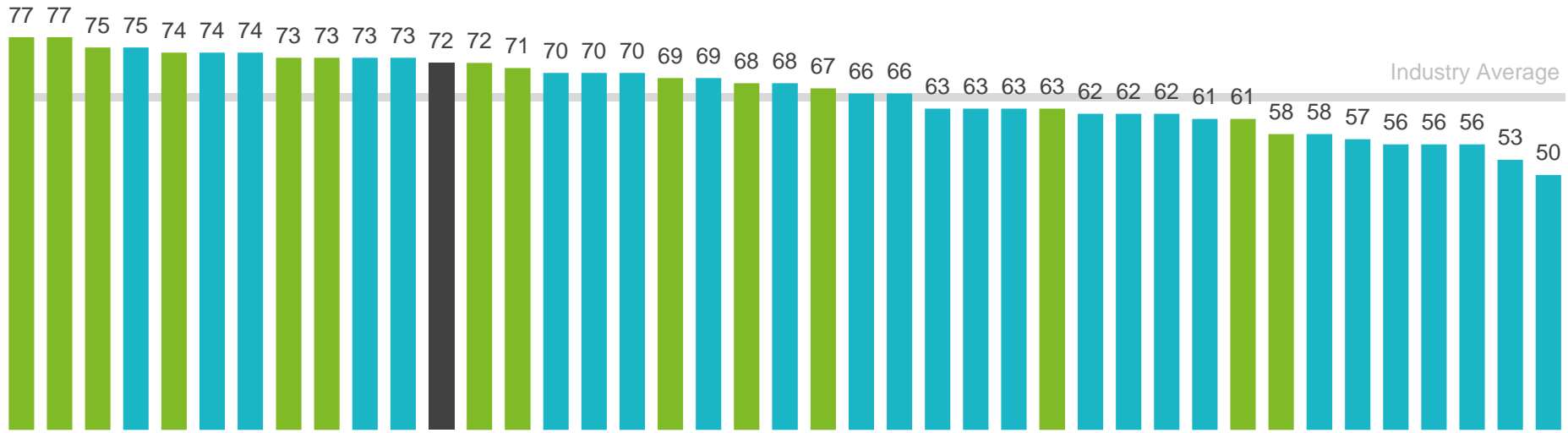
# Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Bunbury as a 'place to live' and as a 'governing organisation'. The City of Bunbury's overall performance index score is 72 out of 100, 6 index points above the industry standard for Western Australia.

## Overall Performance Index Score

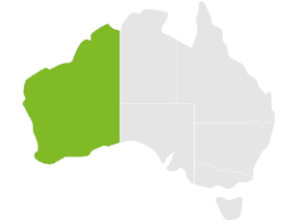
average of 'place to live' and 'governing organisation'

- City of Bunbury
- Metropolitan Councils
- Regional Councils



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	72
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.

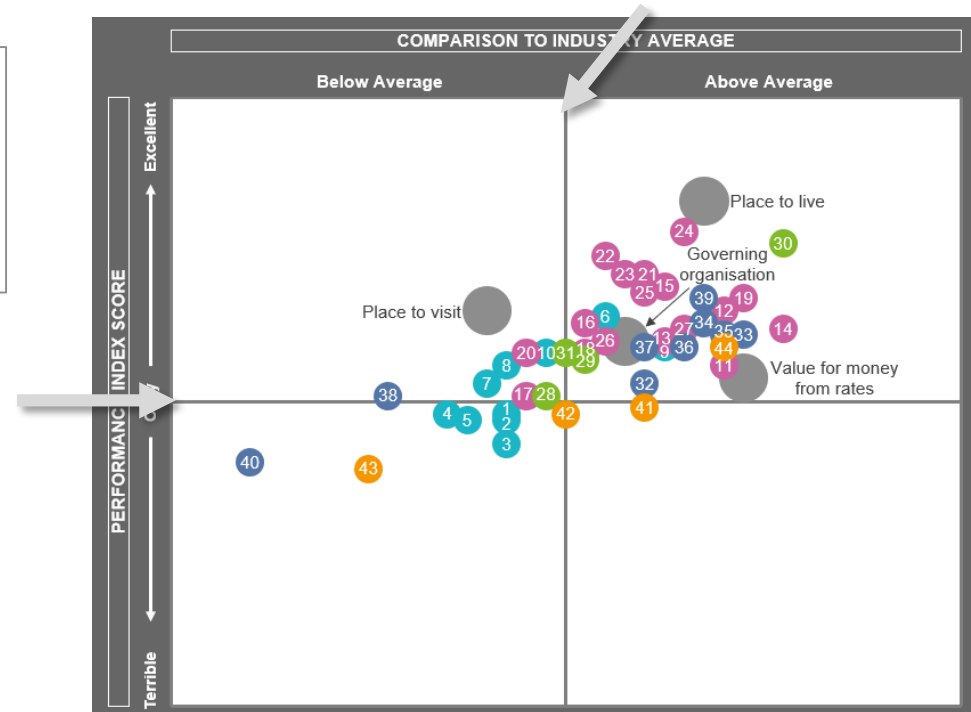
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

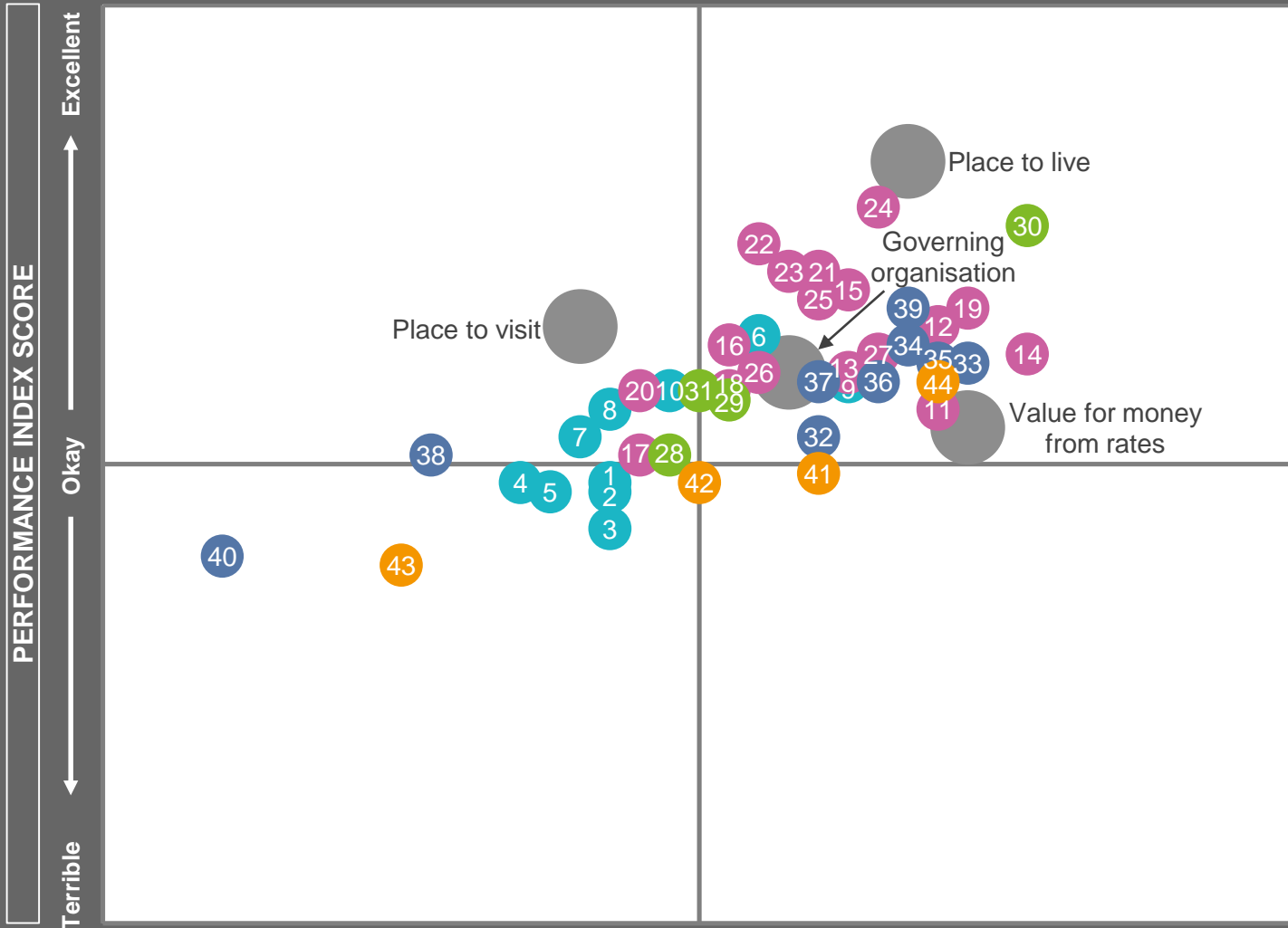
- Performance
- People
- Place
- Planet
- Prosperity

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 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 City's website
- 8 City's newsletter
- 9 Social media presence
- 10 Advertorial in the local newspaper
- 11 Youth services and facilities
- 12 Family and children services
- 13 Seniors services, facilities and care
- 14 Disability access and inclusion
- 15 Recognition of Aboriginal cultures
- 16 Volunteer support and recognition
- 17 Community safety and crime
- 18 Access to housing
- 19 Health and community services
- 20 Community buildings, halls, toilets
- 21 Sport and recreation facilities
- 22 South West Sports Centre (SWSC)
- 23 Playgrounds, parks and reserves
- 24 Library services
- 25 Festivals, events, art and culture
- 26 Local history and heritage
- 27 Animal management
- 28 Sustainability and climate change
- 29 Conservation and environment
- 30 Waste collection services
- 31 Natural disaster management
- 32 Responsible growth, development
- 33 Local roads
- 34 Traffic management on local roads
- 35 Footpaths, trails and cycleways
- 36 Streetscapes, trees and verges
- 37 Lighting of streets and public places
- 38 Public transport
- 39 Marine facilities
- 40 Airport facilities and services
- 41 Economic development
- 42 Tourism attractions and marketing
- 43 City Centre development
- 44 Education and training

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

MARKYT  Community Trends

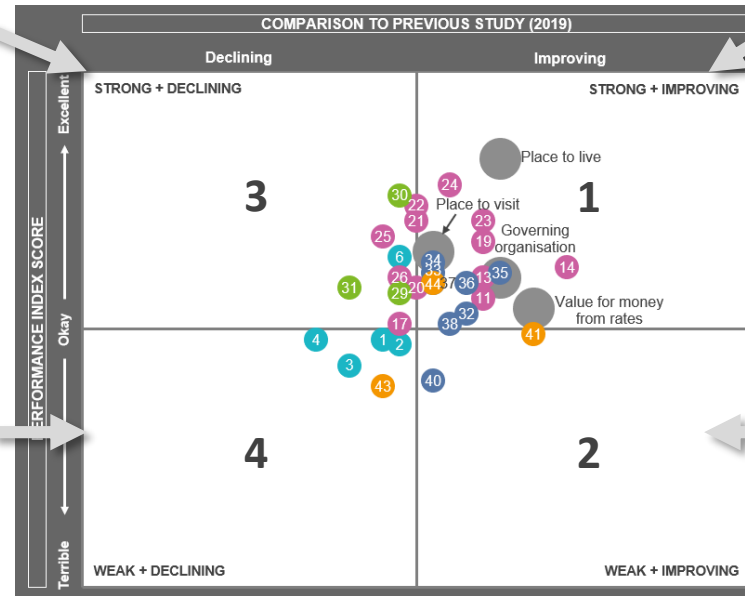
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Natural disaster management
- Festivals, events, art and cultural activities

**Window 4** includes lower performing areas in decline. The **main concerns** include:

- Communication
- Consultation
- City Centre development



**Window 1** includes higher performing areas that have improved. **Stand-out improvers** are:

- Disability access and inclusion
- Value for money from rates
- Place to live
- Governing organisation
- Footpaths, trails and cycleways

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

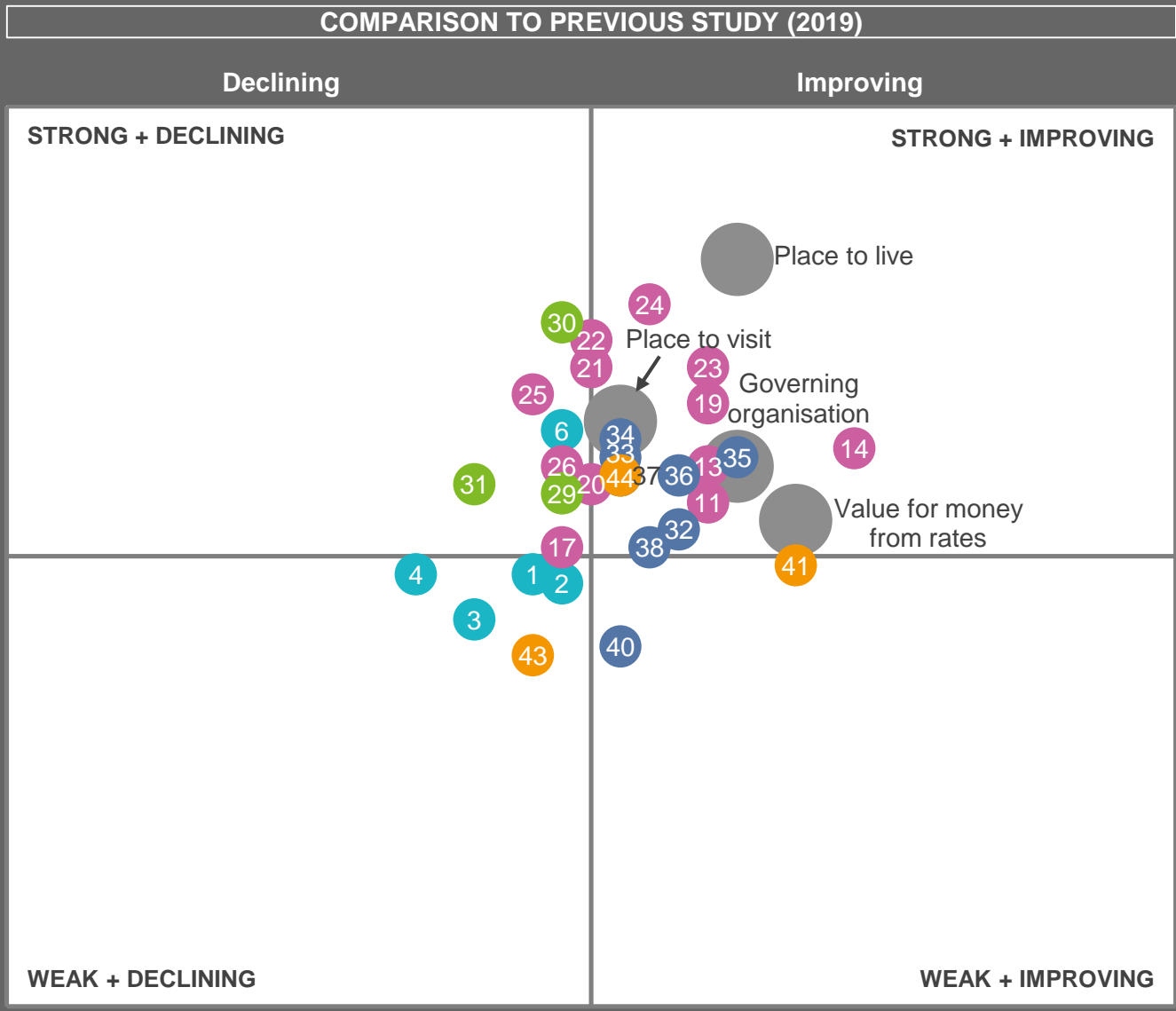
- Economic development

# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2019)

PERFORMANCE INDEX SCORE

Excellent  
↑  
Okay  
↓  
Terrible



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 City's website
- 8 City's newsletter
- 9 Social media presence
- 10 Advertorial in the local newspaper
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- 38 Public transport
- 39 Marine facilities
- 40 Airport facilities and services
- 41 Economic development
- 42 Tourism attractions and marketing
- 43 City Centre development
- 44 Education and training

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.

**PROGRESS:** 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

Okay

Terrible

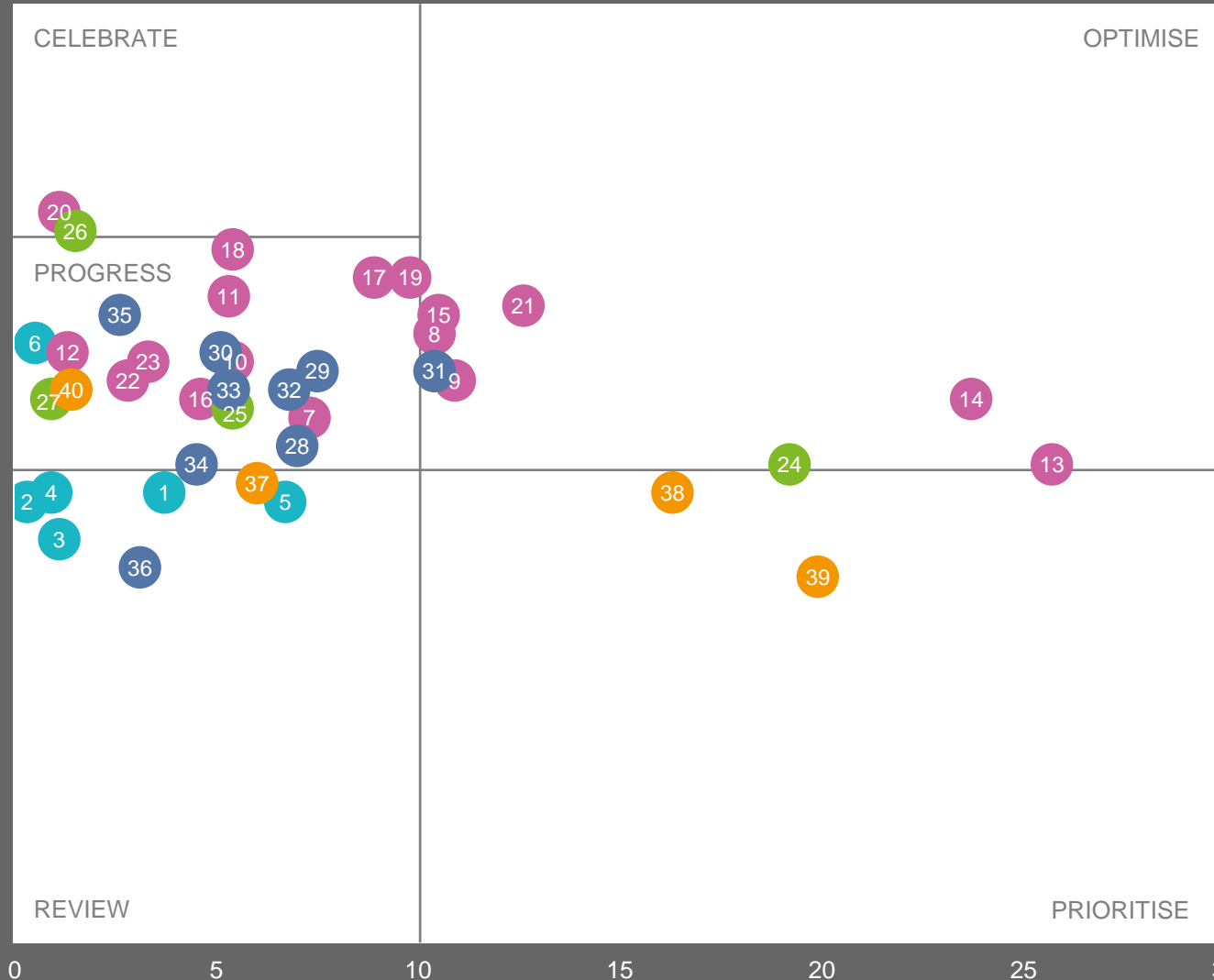
CELEBRATE

OPTIMISE

PROGRESS

REVIEW

PRIORITISE



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors services, facilities and care
- 10 Disability access and inclusion
- 11 Recognition of Aboriginal cultures
- 12 Volunteer support and recognition
- 13 Community safety and crime
- 14 Access to housing
- 15 Health and community services
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- 33 Lighting of streets and public places
- 34 Public transport
- 35 Marine facilities
- 36 Airport facilities and services
- 37 Economic development
- 38 Tourism attractions and marketing
- 39 City Centre development
- 40 Education and training

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 = 512)

## Word cloud (top 100 words)



## Community Voices

Sample of comments from MARKYT<sup>®</sup> VoiceBank

- Address homelessness and undesirable behaviours in town.*
- Clean up the homelessness and focus on drug rehab for people with addictions.*
- Alcohol and other drugs, prevention, assessing the incidence and planning.*
- City probably cannot directly affect this, but working with police and other community stakeholders to deliver better outcomes for drug and alcohol problems throughout society.*
- City centre needs to be patrolled during day and night. Too scared to walk in centre after 6pm to shop at centre point.*
- Better lighting at night. More police presence. I no longer feel safe walking around the CBD after dark.*
- More attention needed in prevention of crime and break ins.*
- Better communication and co-ordination with residents as to where high crime areas are and how to best police them*
- Adequate lighting. CCTV cameras which are monitored.*
- A more obvious police presence, not just installing more cameras, these are great for more remote areas as are drones but in more highly populated areas we need to see a police presence.*
- We would like to see a greater police presence and stronger relationship with youth via education (school visits) to defer crime. Active involvement of police beyond RBT's. More patrolling if possible on Beach Rd.*

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

Lack of social housing - too many homeless with nowhere to sleep at night.

Access to more public housing. Addressing the plight of the homeless in Bunbury.

Immediate crisis housing now, long term support for long term housing the most vulnerable in Bunbury.

More state housing for low income earners. Homelessness facilities so homeless people are safe of a night.

Ensure housing options are appropriate for all situations and affordability.

Access to housing and assistance for people struggling to find appropriate housing.

Promotion of more housing creation and diverse range of housing including affordability, size and accessibility.

More seniors housing, sustainable homes, accessible housing, tiny homes and many more Housing Dept homes to rent and or purchase.

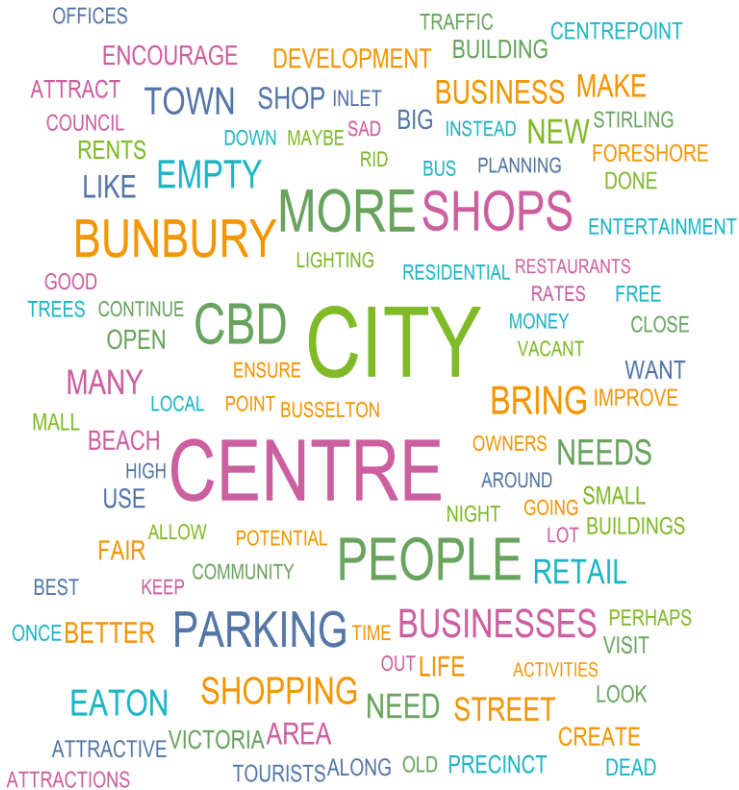
An array of different housing choices needs to be explored to cater for students right up to old age. We seem to lack studio and 1 bed apartments, even more tiny houses would be good.

Release more land for development. Government or social housing for low income workers which there is a lot of in Bunbury.

This is a little beyond council. State government needs lobbying for more housing.

I feel they need to work with other government departments to build affordable housing. There needs to be more housing for the less fortunate people in our community.

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

*Anything that will encourage more life and less empty buildings in the city centre.*

*More things for the locals!! All year round attractions. Bigger shopping facilities and parking.*

*Incentive for local business to set up in the city centre. Too many empty shop fronts makes us look like a ghost town.*

*To make it more attractive and affordable for businesses to operate and thereby attract residents and tourists. More needs to be done to keep shops open.*

*Get more people living in the CBD! Will ensure a bustling, vibrant place. Will keep a lot of businesses open etc.*

*No doubt CBD is dying. Encourage development of multi-use commercial, retail, business and living space.*

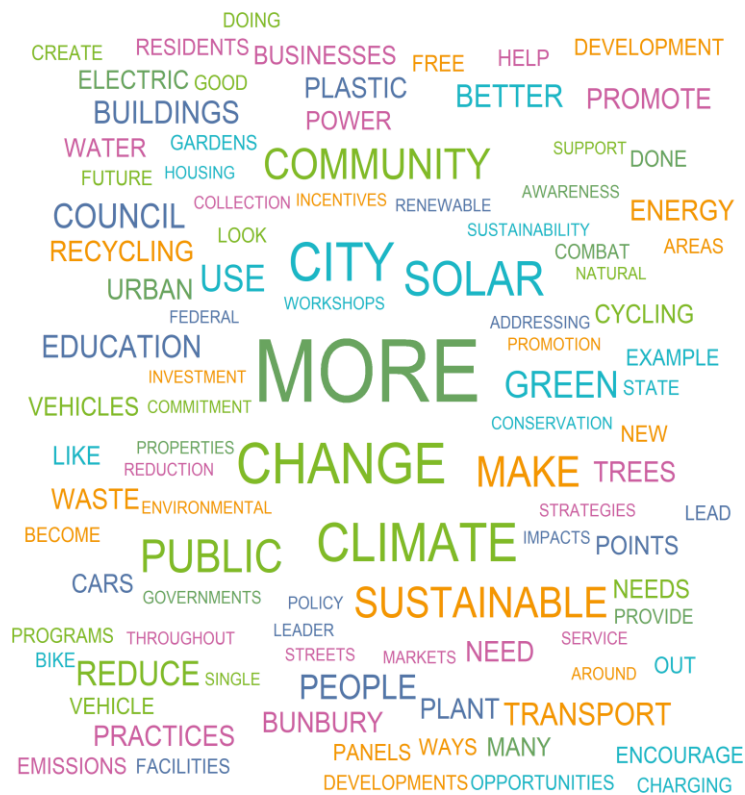
*No more ticket parking, it's killing the city and the businesses in the CBD.*

*Encourage people into the city centre by adequate parking. Retaining the 2 hour free option.*

*This isn't about retail - its about making it a destination - plant big trees, lots of lovely lights, more arts and culture and indigenous embedded in its design. appeal to the younger folks.*

*More focus on improving the CBD as an attraction. More shopping, eating and facilities so people want bars etc. to come back into town instead of Eaton Fair. Mimic what Busselton are doing, their foreshore.*

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

*Continuing education and awareness that environmental care requires everyone's efforts and attention.*

*Would like to see more public workshops or opportunities for the public to either participate in or learn more about how our actions can help combat climate change.*

*Recognition that climate change is occurring and communicating clearly how the city is dealing with it.*

*Become the LEADER in WA local governments of responsible service provision - with climate impact at the forefront of every development decision.*

*Less cars on roads, more cycle ways and public transport.*

*Plant more trees, promote more actively, and ensure all projects have a focus.*

*More sustainable infrastructure design. Improved streetscapes with landscaped verges and reduced urban heat island impacts.*

*Offer incentives to residents and businesses to harness renewable energy. Set the example by fitting out all government buildings with solar/battery or wind generation.*

*Promotion of solar energy and water conservation. new housing display village with a demonstration house showing conservation opportunities.*

*Sustainable practices. Zero emissions policy. Community awareness. Lead by example. Support electric vehicle. Make developers low emission and future plan developments.*

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

- Bring tourists in!! More facilities. Get this lovely town of ours alive like Busselton!*
- Make Bunbury a tourist city, at the moment there are only a few reasons for people to visit our City.*
- The bypass road will reduce traffic to our city and we need to overcome this by creating a desire for travelers to drop into the city on their way past via the highway.*
- The City does not have a clear vision for its branding or marketing. Every few years it changes. It has improved however needs to be consistent.*
- Promote Bunbury as the gateway to the South West. Offer variety of accommodation, entertainment & eating options.*
- We have good attractions beaches, BREC, restaurants, shopping, Dolphin Centre....the marketing aspect probably needs a revisit.*
- Caravan dump point - it will attract more visitors to stop in Bunbury - travelling tourists.*
- Invest in attracting more tourist orientated events and researching what tourist attraction opportunities exist to be based/developed in Bunbury.*
- To attract visitors to the area. Needs more things to do. Mini golf, family friendly pubs, beach activities.*
- Create a point of difference like the ocean pool or something like that. Bring in more festival/performances, the shell is the most wasted facility in the southwest*
- Better visitor centre perhaps combined with dolphin discovery and local history museum. Fast track water play area and to be free. Beautify Back Beach with additional barbecue areas with room for families to congregate.*

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

- Better, more frequent and more diverse festivals and events making Bunbury a go to destination.*
- Events - pretty good but more diverse to fill the CBD on weekends. Makes the area.*
- Busselton, Margaret river shires have so much more activities, fairs, swims etc. In summer especially take advantage of our beautiful foreshore.*
- Support ventures / event managers, attract artists on-tour form Perth, diversify in festivals, events.*
- More activities for all cultures and ages. Not only having the activities but making it well known across the community. Most of the time these things are on and it's not advertised as well as it should be!*
- More festivals, events etc. and advertise them properly!! So that people know about the events and actually attend.*
- Marketing of exhibitions, public programs at the gallery and museum. Instagram and Facebook. Developing brands as a top tourist spot in WA.*
- Promote more events within the City of Bunbury - make the town a destination for visitors, not to bypass on their way down south.*
- Embrace the history and culture of Bunbury and use this to promote Bunbury as a great place to live and work and play.*
- Supporting arts projects and artists enables a vibrant community and assists in supporting mental health. Increase funding opportunities and funding amounts on offer for artists to develop their artistic practice and projects.*



Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

- Too many people are getting older and isolated. Activities can be expensive and there are not enough opportunities.*
- More aged care facilities and social experiences for seniors in appropriate settings.*
- More aged care facilities are sorely needed, more support for transport and social inclusion.*
- More funding, more accessible services for the aged care, and engaging activity for our aged community!*
- Ensure there are enough places in aged care facilities for local people. Increased access to home care.*
- More independent and aged care facilities and services. Some aged facilities are quite dated and need upgrading.*
- Provide a greater range of modern senior residential facilities that incorporate independent living, low care and high care options within the city of Bunbury. Also encourage the building of housing suitable for older adults wanting to downsize into the city centre.*
- Make seniors more aware of the services that are available. Consult same as to future growth as the population ages.*
- More care for our senior people in our community in the way of doctors, after care facilities and support for family member of cancer patients*
- Assistance in gaining health support as per the Silver program a couple of years ago. Also a senior type card which will give the holder access to discounts within Bunbury.*

Word cloud (top 100 words)



Community Voices

Sample of comments from MARKYT® VoiceBank

- Getting access to relevant health services can be challenging at times.*
- Availability of bulk billing of Doctors and other health services.*
- Access to more health services rather than have to drive to Perth.*
- More access to surgery and specialists instead of having to travel to Perth for surgery*
- More help with mental health and drug and alcohol rehab facilities.*
- Mental health and Drug dependence which impacts families and the wider community*
- We have a serious drug problem in this town with definitely not enough support we need a rehab center or something else like it.*
- Need something done with hospital emergency dept as too slow*
- More reliable Emergency department at the hospital. More beds and staff at the hospital.*
- Hospital development - access to better resources, capable to deal with prem babies, chemo treatment etc.*
- More staff at hospitals nurses are overworked. Quicker access to services and facilities as wait lists are too long.*
- Better parking availability at Bunbury Regional Hospital particularly close undercover parking for aged, frail and disabled persons.*
- There should be significant more resourcing for regular social and community development activities led by the city, rather than focusing on events.*



## Word cloud (top 100 words)



## Community Voices

### Sample of comments from MARKYT® VoiceBank

*More integrated and connected cycleways.*

*Promote cycling by building more paths and routes.*

*Build more and improve so they are a tourist attraction.*

*More cycle ways on the outskirts of Bunbury to keep cyclists off the roads.*

*More bike paths separate to roadways that make parts of the city more accessible (eg. Getting from South Bunbury to East Bunbury avoiding major roads).*

*Better paths, walkways, suitable for all, no trip hazards etc.*

*Keep the footpaths up to date with maintenance and being swept often.*

*Regular maintenance of overgrown vegetation across cycle tracks including low hanging trees, regular sweeping of paths to clean up broken glass which seems to be increasing.*

*Just more of them to increase physical activity in the community.*

*Bunbury is such an easy town to navigate on foot and by bike. We need to be encouraging this healthy way of moving around our city by prioritising pathways that encourage people to use them*

*Doing amazing work here - need to review to ensure effective walk ability and cycle ways for all (disabled, families, prams). Focus on promoting walking and riding.*

*Install footpaths in older areas to provide safe mobility for people using wheelchairs/seniors, increase in cyclepaths around city and from suburbs to city centre.*

Familiarity with local services and facilities

# Familiarity with local services and facilities

## Higher levels of familiarity

% of respondents who were familiar with service area



# Familiarity with local services and facilities

## Lower levels of familiarity



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

# Governance and Communication



# Council's leadership

## Performance ratings

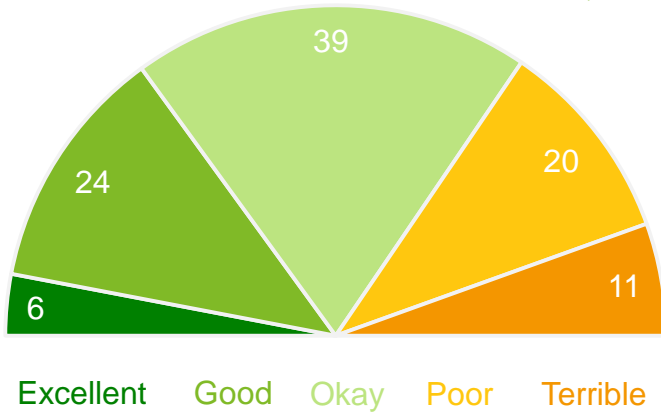
% of respondents

69%

48

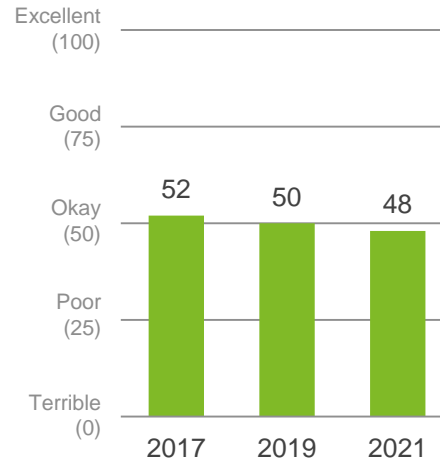
Positive rating\*

Performance Index Score (out of 100)



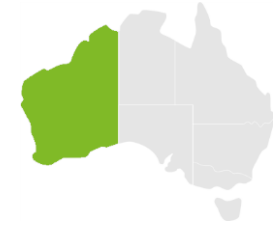
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	48
Industry High	67
Industry Average	51

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
48	48	53	49	48	49	46	43	47	47	48	45	51	48	39	49	38	53	50	50	45	42	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 445). \* Positive Rating = excellent, good + okay

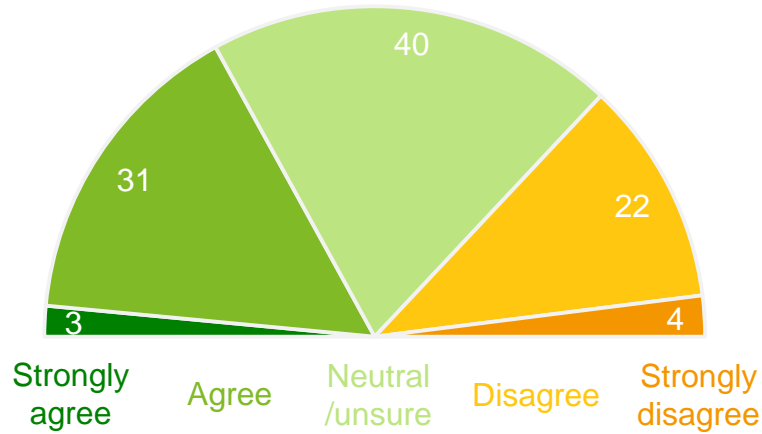
# The City has developed and communicated a clear vision for the area

## Level of agreement

% of respondents

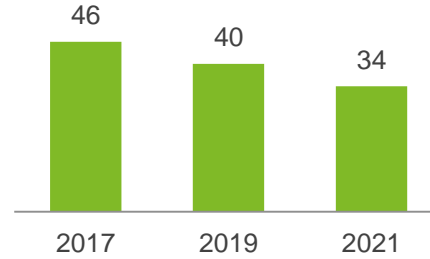
34%

Total Agree



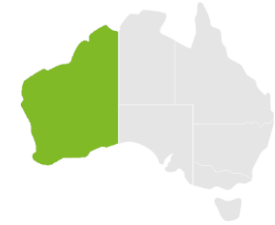
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



City of Bunbury	34
Industry High	58
Industry Average	35

## Variations across the community

% agree

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
34	35	30	36	33	37	33	32	35	26	30	32	38	41	28	44	24	30	37	40	30

### Other groups

Out of area ratepayers	Visitors
29	35

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

Base: All respondents, excludes 'no response' (n = 522).

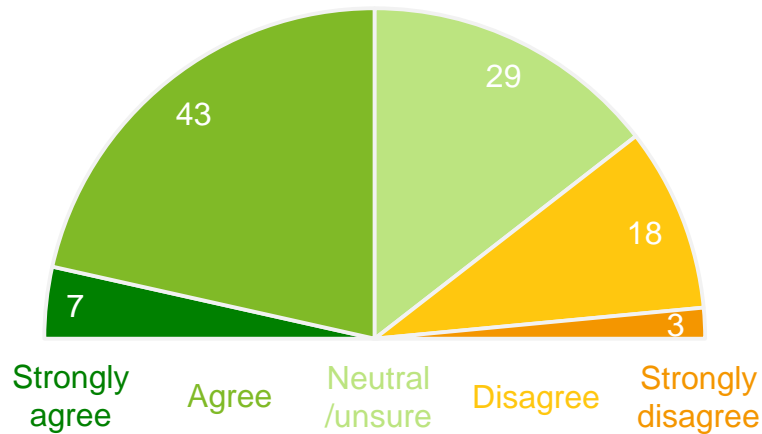
# Bunbury is welcoming and full of opportunities

## Level of agreement

% of respondents

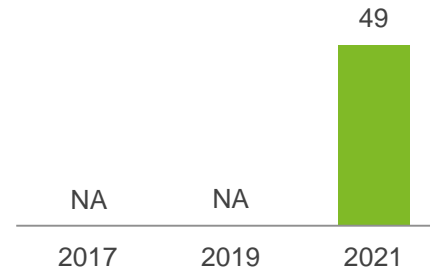
49%\*

Total Agree



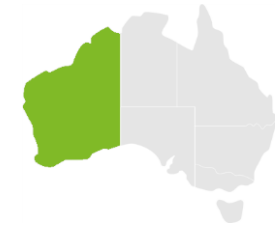
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



City of Bunbury	49
Industry High	NA
Industry Average	NA

## Variations across the community

% agree

### Local resident variances

Total	Local resident variances																			Other groups		
	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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
49	51	39	53	46	53	39	56	59	39	45	54	49	42	24	52	47	54	47	54	34	47	43

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

Base: All respondents, excludes 'no response' (n = 530). \* Variance is due to rounding to zero decimal places.

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

## Performance ratings

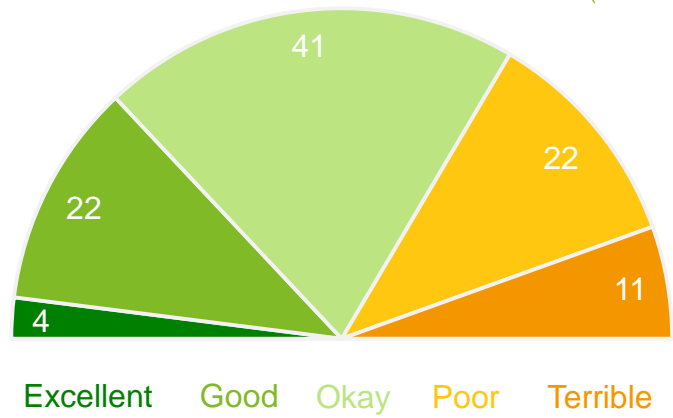
% of respondents

67%

47

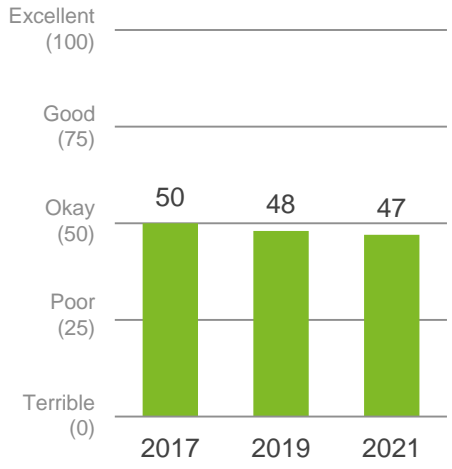
Positive rating\*

Performance Index Score (out of 100)



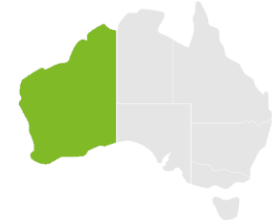
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	47
Industry High	64
Industry Average	50

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
47	46	52	49	45	48	37	42	51	53	44	46	49	50	37	47	38	51	48	48	44	46	46

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

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

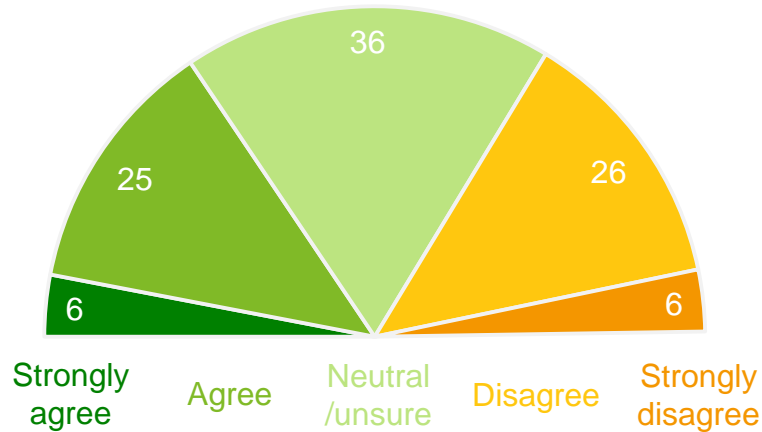
# The City of Bunbury has a good understanding of community needs

## Level of agreement

% of respondents

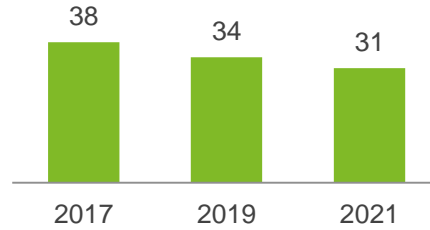
31%

Total Agree



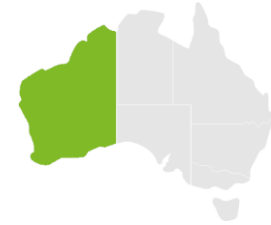
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



City of Bunbury	31
Industry High	61
Industry Average	34

## Variations across the community

% agree

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
31	31	31	32	30	34	32	25	26	22	29	32	32	33	22	42	21	32	33	29	27

### Other groups

Out of area ratepayers	32
Visitors	31

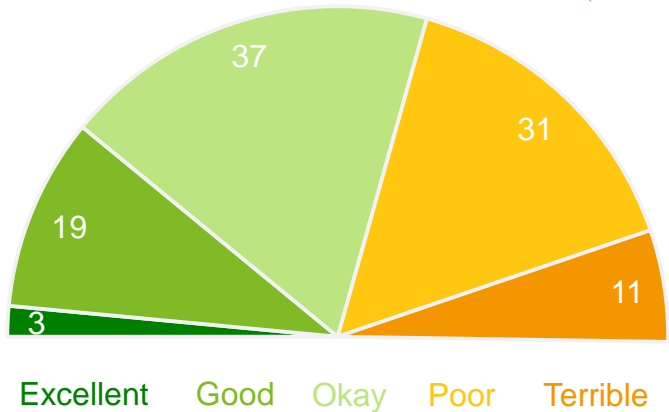
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 528).

# How the community is consulted about local issues

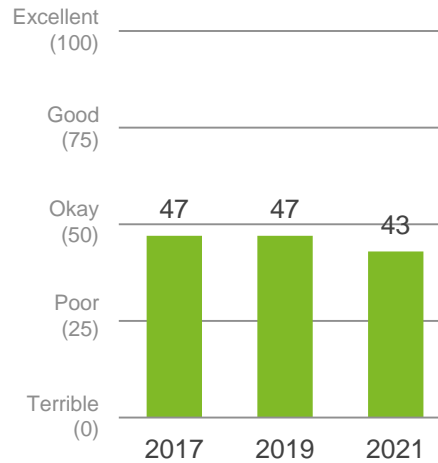
## Performance ratings

% of respondents



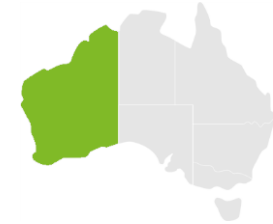
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	43
Industry High	62
Industry Average	46

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
43	42	48	45	41	44	36	42	42	45	41	44	44	45	39	46	45	42	45	42	39	43	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 452). \* Positive Rating = excellent, good + okay

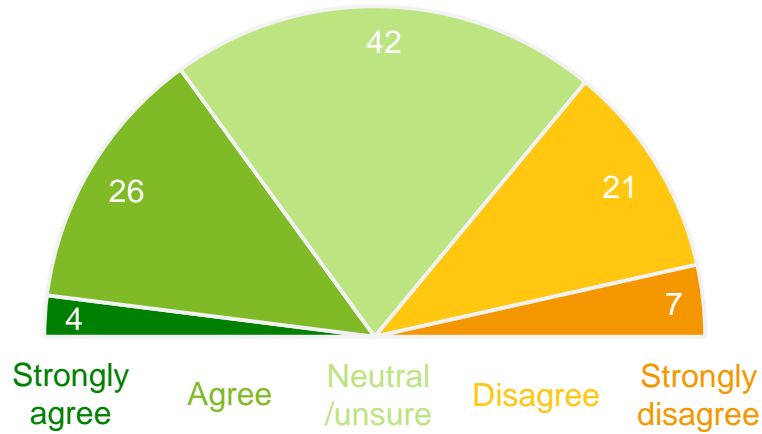
# The City listens to and respects community views

## Level of agreement

% of respondents

30%

Total Agree



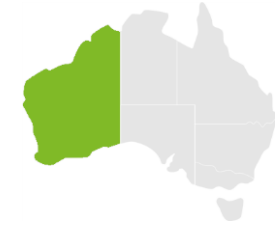
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



City of Bunbury	30
Industry High	55
Industry Average	33

## Variations across the community

% agree

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
30	29	34	32	28	30	34	36	29	25	29	33	28	32	22	38	22	31	32	32	20

### Other groups

Out of area ratepayers	29
Visitors	31

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

Base: All respondents, excludes 'no response' (n = 530).

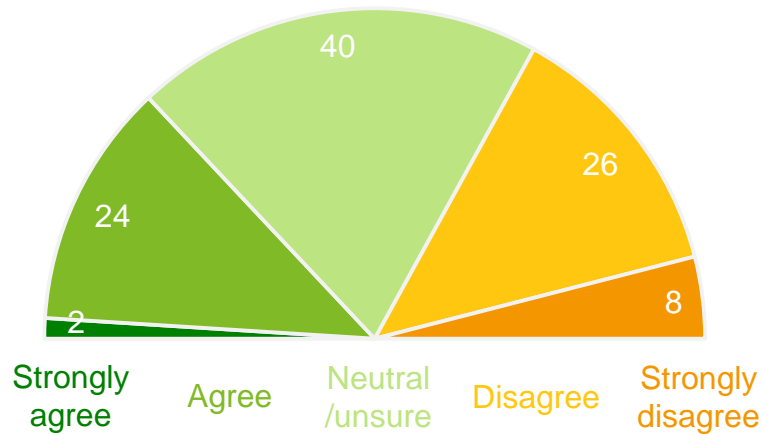
# The City clearly explains reasons for decisions and how residents' views have been taken into account

## Level of agreement

% of respondents

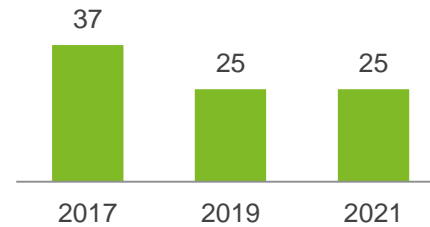
25%\*

Total Agree



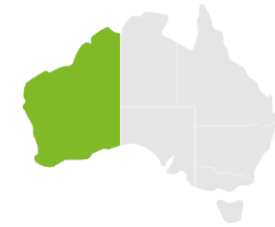
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



City of Bunbury	25
Industry High	45
Industry Average	27

## Variations across the community

% agree

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
25	25	30	30	21	27	34	21	16	17	32	21	24	25	17	29	24	31	32	18	16

### Other groups

Out of area ratepayers	Visitors
26	26

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

Base: All respondents, excludes 'no response' (n = 530). \* Variance is due to rounding to zero decimal places.



# How the community is informed about what's happening in the local area

## Performance ratings

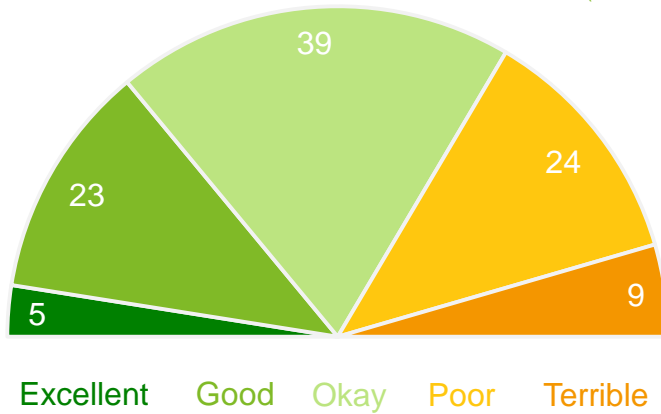
% of respondents

67%

48

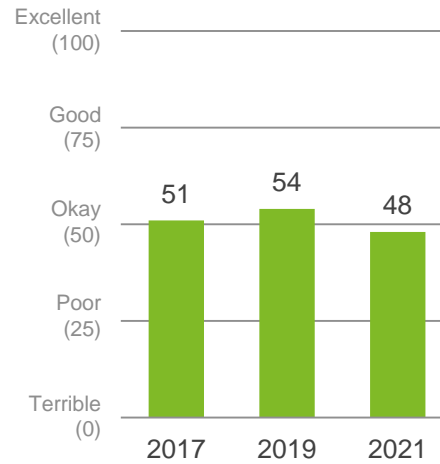
Positive rating\*

Performance Index Score (out of 100)



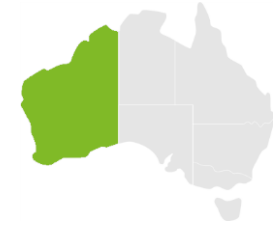
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	48
Industry High	69
Industry Average	54

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
48	47	53	49	46	49	42	46	47	48	47	47	49	47	41	48	45	52	51	48	40	47	51

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

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

# City's website

## Performance ratings

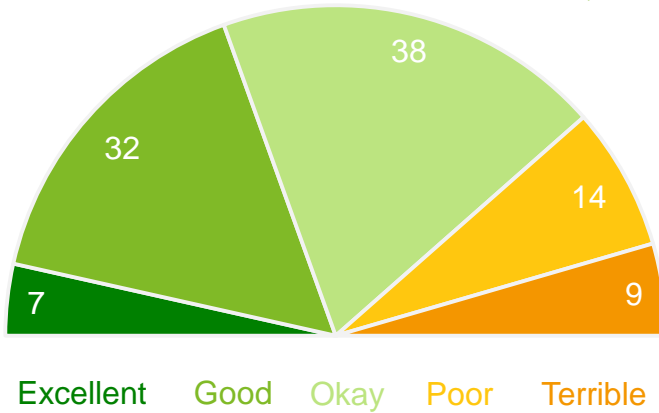
% of respondents

77%

53

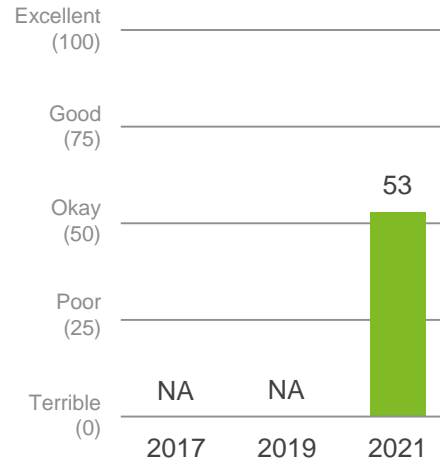
Positive rating\*

Performance Index Score (out of 100)



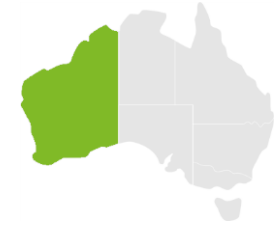
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	53
Industry High	68
Industry Average	57

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
53	51	65	52	55	52	50	59	54	62	44	55	58	60	50	58	54	49	61	58	45	54	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 384). \* Positive Rating = excellent, good + okay

# City Beat, the City's enewsletter

## Performance ratings

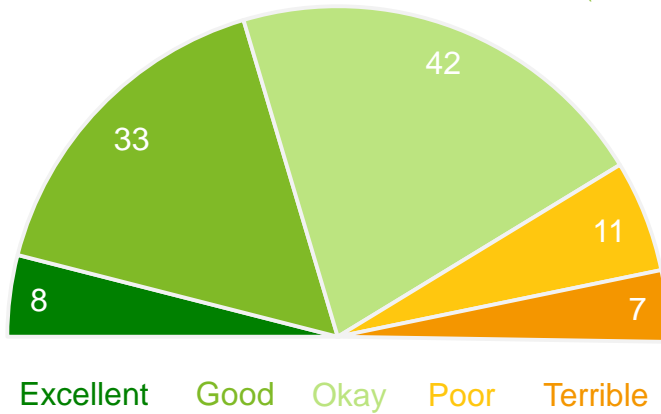
% of respondents

83%

56

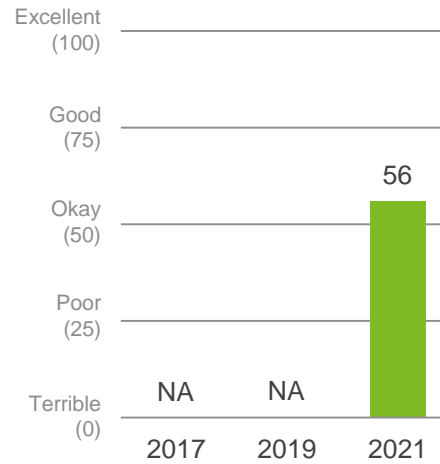
Positive rating\*

Performance Index Score (out of 100)



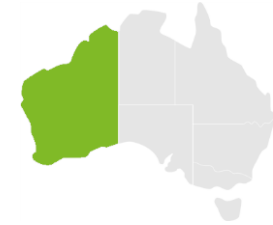
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	56
Industry High	66
Industry Average	59

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
56	55	66	54	59	56	45	64	55	62	47	59	60	60	43	58	57	63	55	60	39	56	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 321). \* Positive Rating = excellent, good + okay

# Social media presence

## Performance ratings

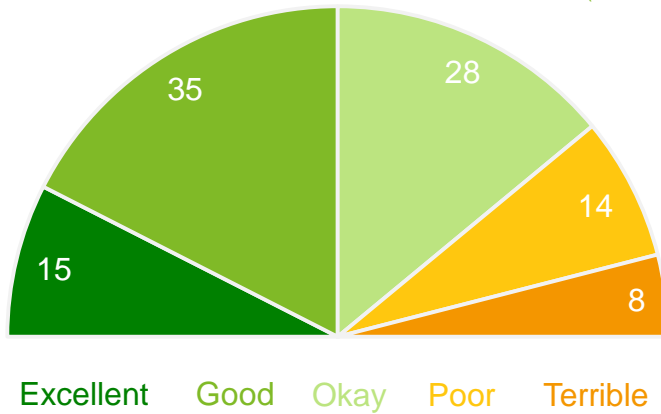
% of respondents

78%

59

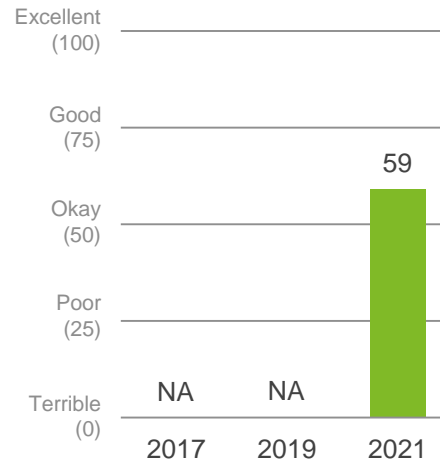
Positive rating\*

Performance Index Score (out of 100)



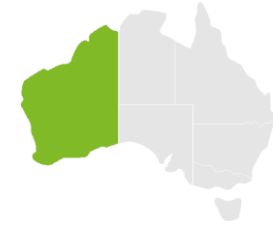
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	59
Industry High	66
Industry Average	54

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
59	58	64	56	62	60	53	65	55	59	61	61	54	57	38	58	44	69	60	63	47	59	58

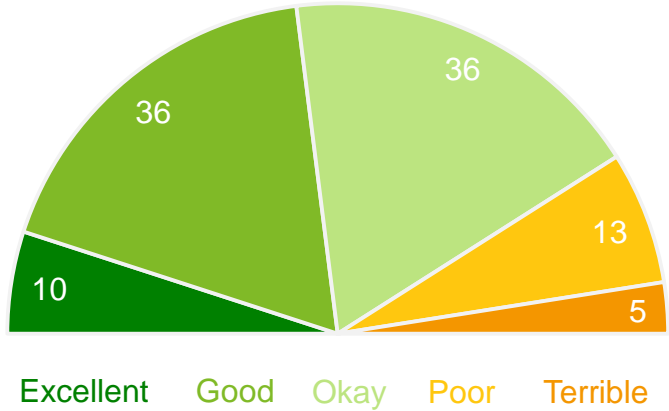
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 371). \* Positive Rating = excellent, good + okay

# City Focus, the weekly advertorial in the local community newspaper

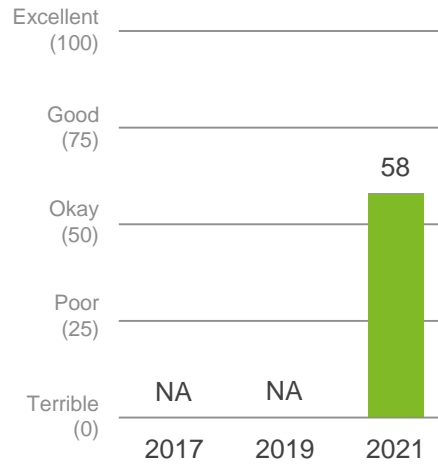
## Performance ratings

% of respondents



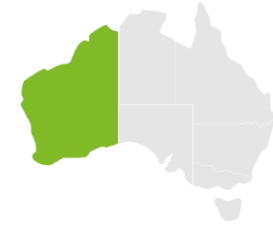
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	63
Industry Average	59

## Variances across the community

Performance Index Score

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
58	57	64	56	61	60	50	61	52	59	52	58	62	57	41	62	56	64	59	62	44

### Other groups

Out of area ratepayers	Visitors
57	52

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

# Customer service

## Performance ratings

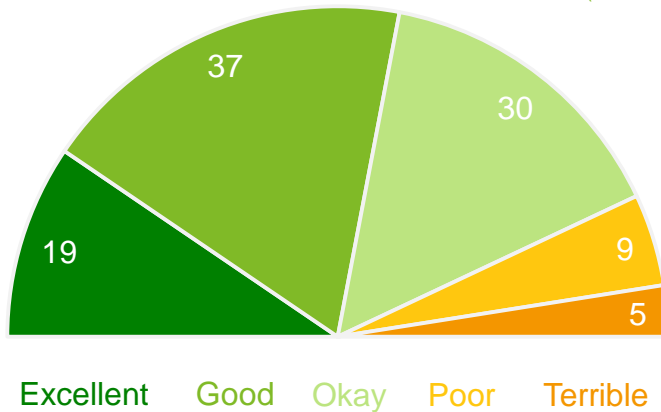
% of respondents

86%

64

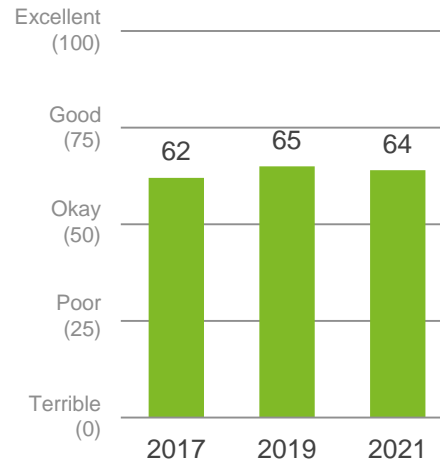
Positive rating\*

Performance Index Score (out of 100)



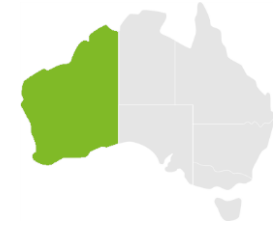
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	64
Industry High	74
Industry Average	62

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
64	64	65	65	63	67	51	61	63	62	63	64	65	65	45	65	61	71	59	63	54	66	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 470). \* Positive Rating = excellent, good + okay

# How the City embraces change, innovation and new technology

## Performance ratings

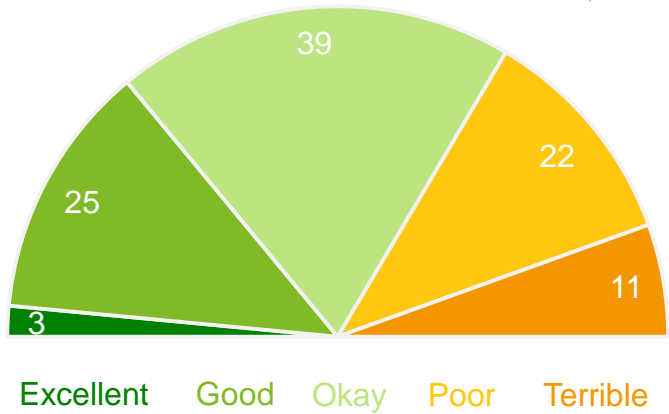
% of respondents

67%

Positive rating\*

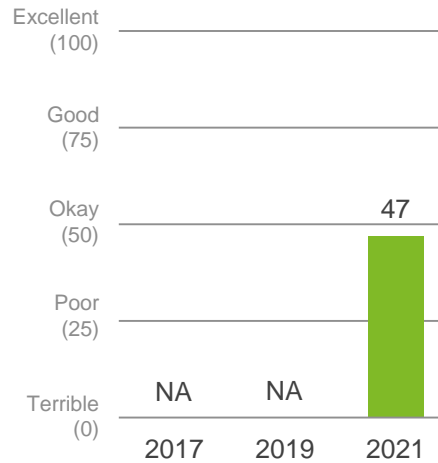
47

Performance Index Score (out of 100)



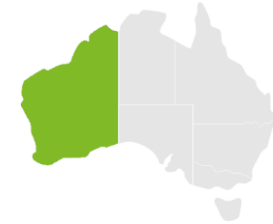
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	47
Industry High	65
Industry Average	52

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
47	47	46	48	46	47	40	47	45	53	43	47	49	55	37	48	38	50	52	49	42	46	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 436). \* Positive Rating = excellent, good + okay

# Community Development



# Services and facilities for youth

## Performance ratings

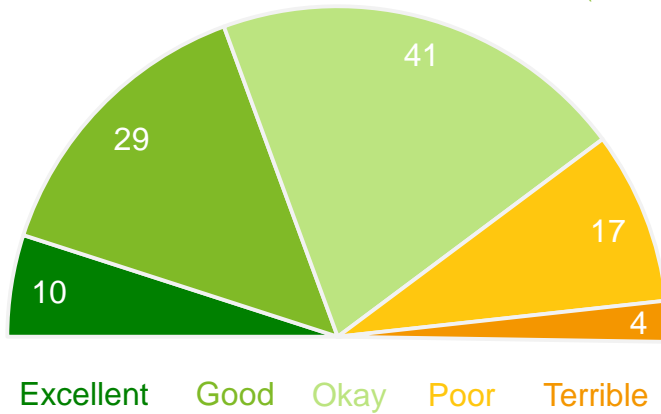
% of respondents

80%

56

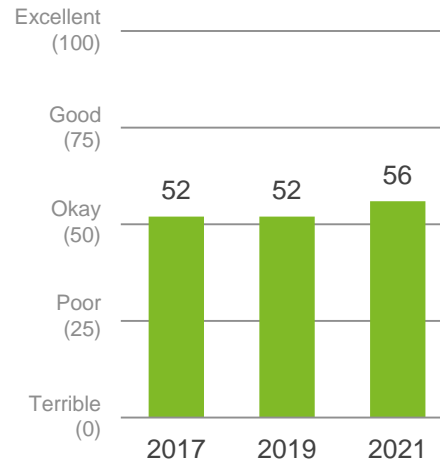
Positive rating\*

Performance Index Score (out of 100)



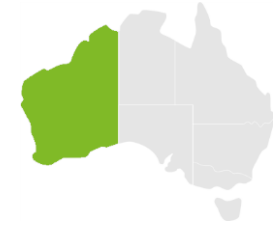
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	56
Industry High	66
Industry Average	48

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
56	57	53	57	55	61	42	49	47	52	55	53	59	57	39	63	51	60	53	49	54	57	57

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

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

# Services and facilities for families and children

## Performance ratings

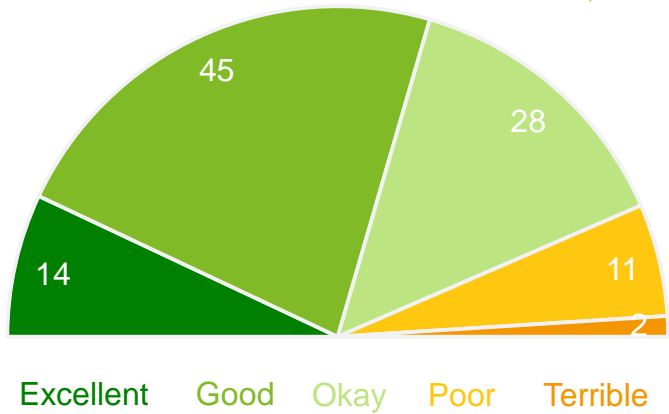
% of respondents

87%

65

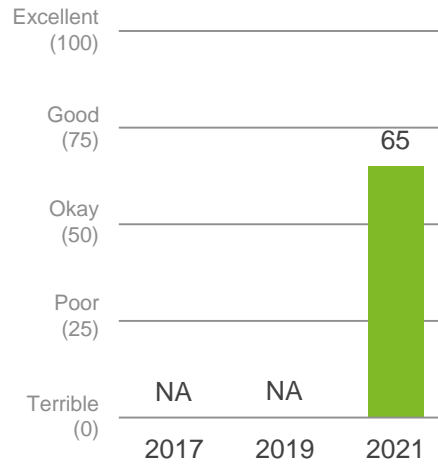
Positive rating\*

Performance Index Score (out of 100)



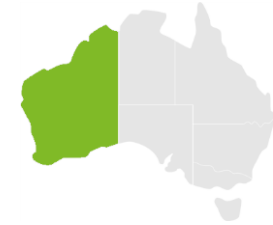
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	65
Industry High	67
Industry Average	57

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
65	66	60	68	61	69	57	57	60	62	68	63	64	62	62	69	64	66	62	57	69	54	61

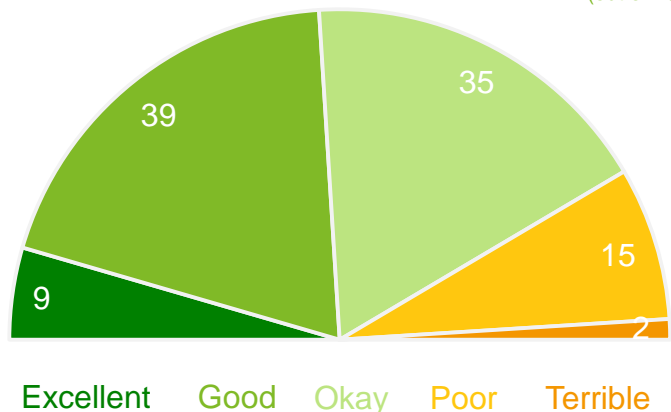
Q. How would you rate performance in the following areas?

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

# Services, facilities and care available for seniors

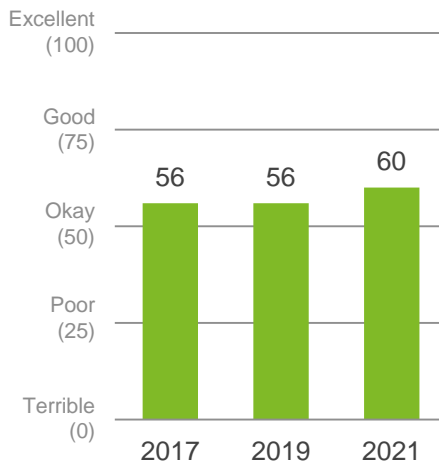
## Performance ratings

% of respondents



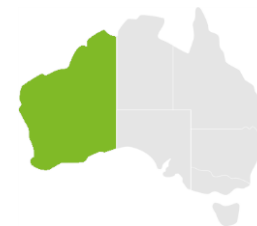
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	60
Industry High	68
Industry Average	55

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
60	60	58	63	56	60	58	57	56	57	63	59	59	53	55	66	59	64	46	54	60	61	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 406). \* Positive Rating = excellent, good + okay

# Disability access and inclusion

## Performance ratings

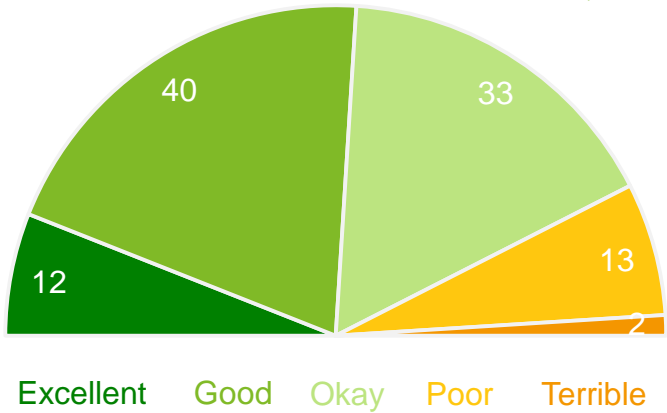
% of respondents

85%

Positive rating\*

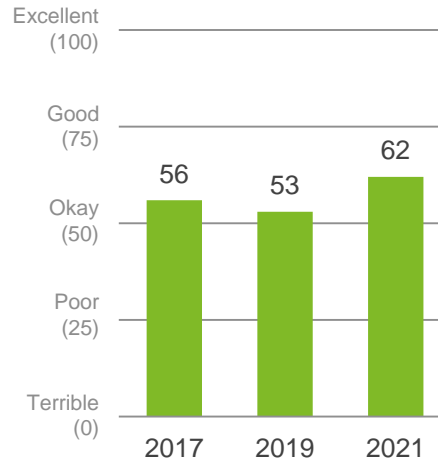
62

Performance Index Score (out of 100)



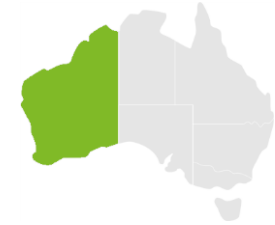
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	62
Industry High	65
Industry Average	51

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
62	63	56	67	56	62	67	60	57	58	69	58	59	55	70	66	56	65	49	59	70	59	57

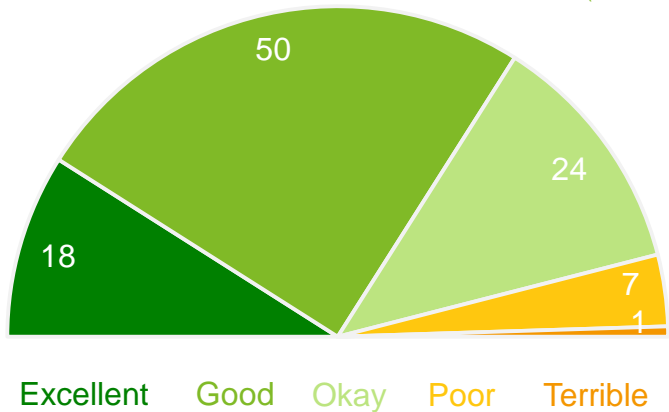
Q. How would you rate performance in the following areas?

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

# Recognition and respect for Aboriginal cultures and heritage

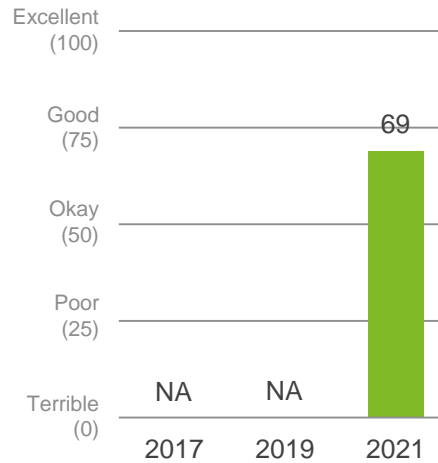
## Performance ratings

% of respondents



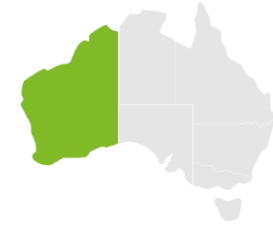
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	69
Industry High	70
Industry Average	64

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
69	69	72	69	69	68	75	72	68	69	67	70	69	68	72	71	62	71	67	66	73	69	66

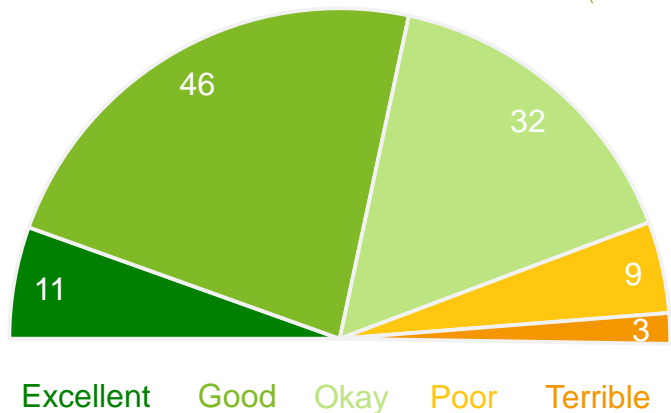
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 440). \* Positive Rating = excellent, good + okay

# Volunteer support and recognition

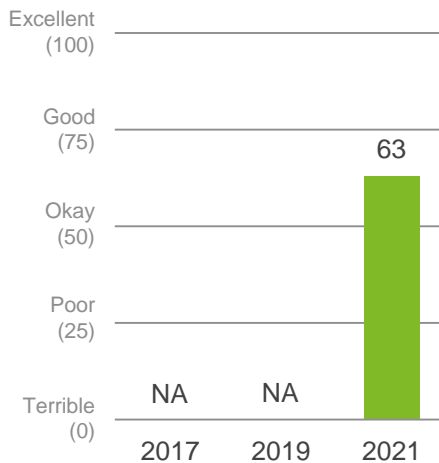
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	63
Industry High	68
Industry Average	62

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
63	63	64	63	64	66	53	64	63	64	58	63	67	63	40	63	72	67	62	59	56	60	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 432). \* Positive Rating = excellent, good + okay

# Community Wellbeing

# Community safety and crime prevention

## Performance ratings

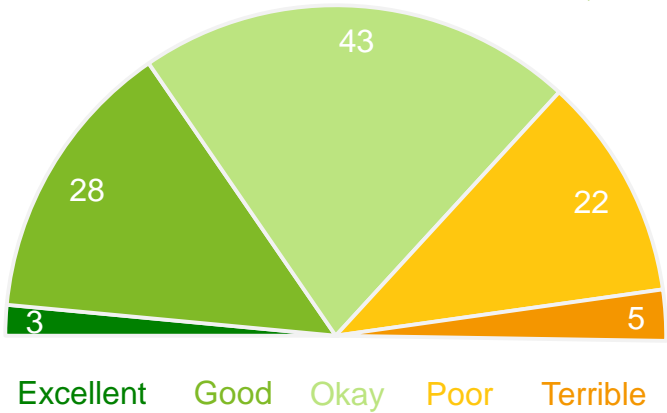
% of respondents

74%

Positive rating\*

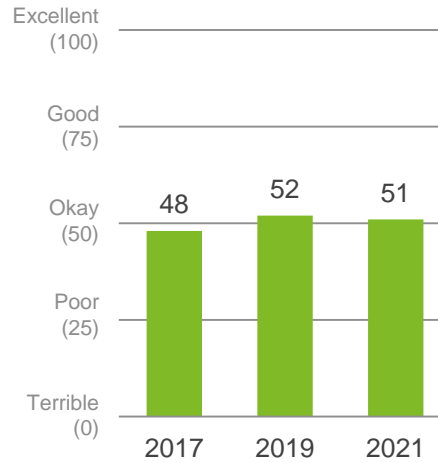
51

Performance Index Score (out of 100)



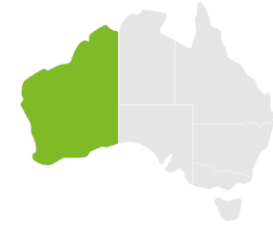
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	51
Industry High	76
Industry Average	53

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
51	52	42	54	48	54	42	45	51	47	46	49	55	51	51	52	56	50	49	44	56	46	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 496). \* Positive Rating = excellent, good + okay



# Access to housing that meets your needs

## Performance ratings

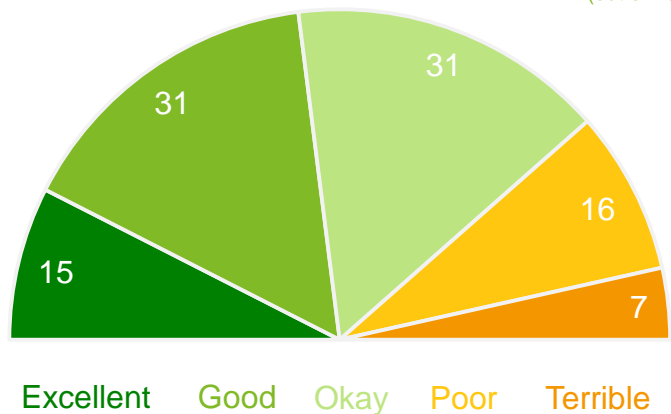
% of respondents

77%

58

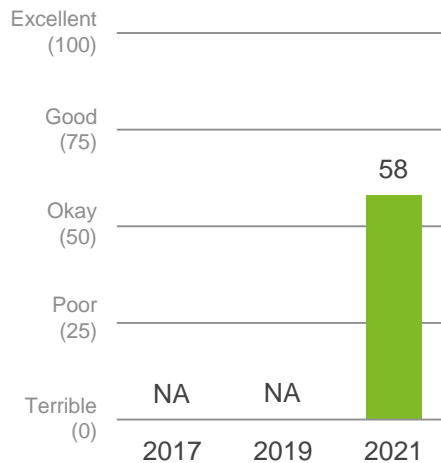
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	68
Industry Average	57

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
58	60	41	59	57	65	41	48	50	52	57	54	62	48	35	61	66	60	53	51	53	50	50

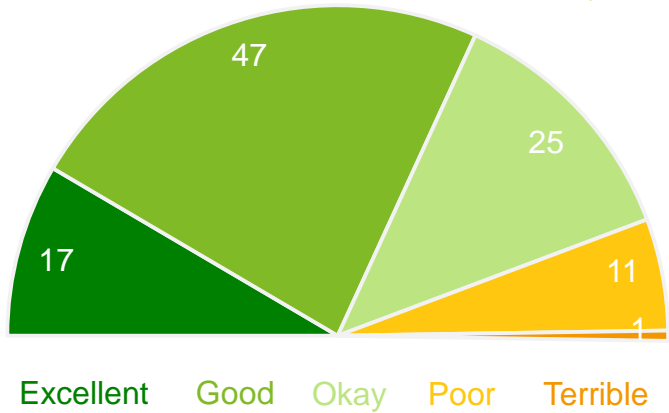
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 437). \* Positive Rating = excellent, good + okay

# Access to health and community services

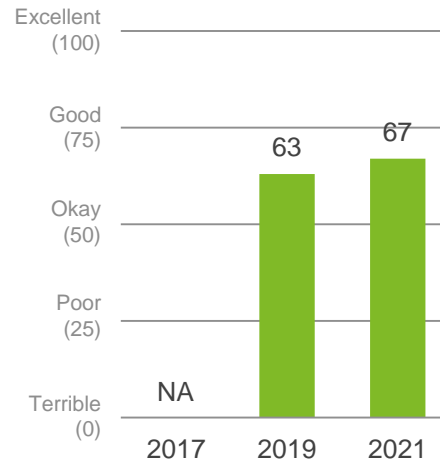
## Performance ratings

% of respondents



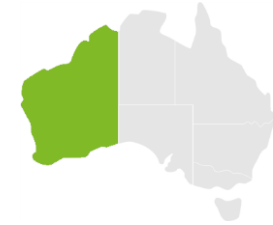
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	67
Industry High	70
Industry Average	58

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
67	67	63	70	64	72	57	61	61	62	65	65	69	64	50	72	68	71	61	63	61	61	67

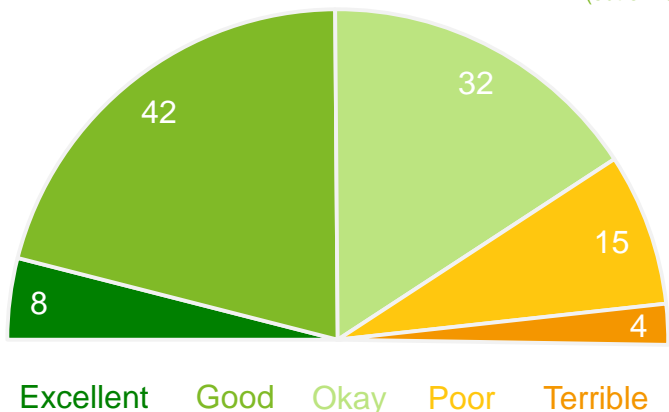
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 500). \* Positive Rating = excellent, good + okay

# Community buildings, halls and toilets

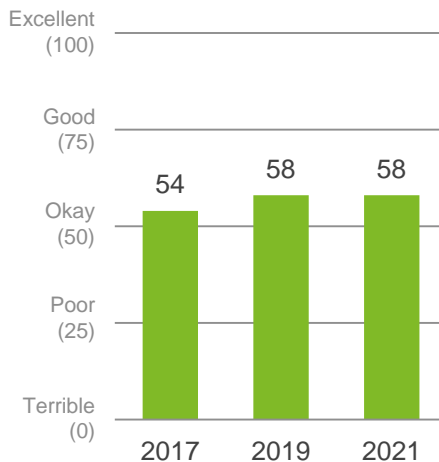
## Performance ratings

% of respondents



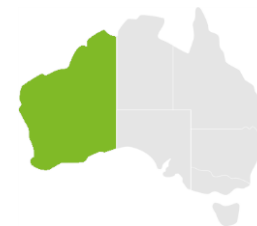
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	78
Industry Average	60

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
58	59	58	59	58	62	44	54	56	55	54	58	62	59	35	59	60	64	58	55	50	56	58

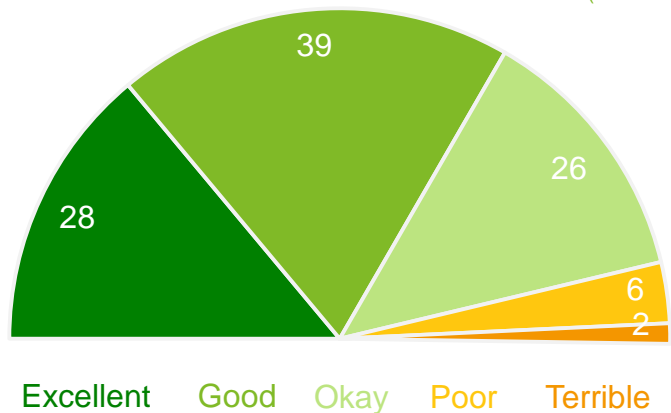
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 512). \* Positive Rating = excellent, good + okay

# Sport and recreation facilities and services

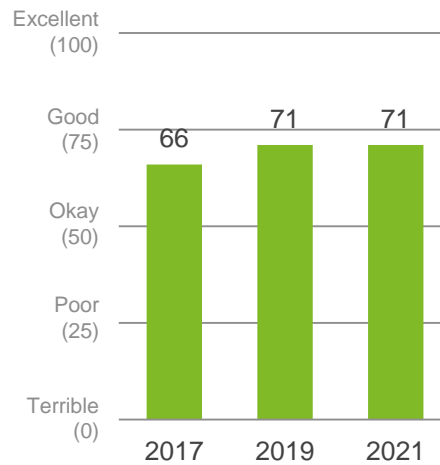
## Performance ratings

% of respondents



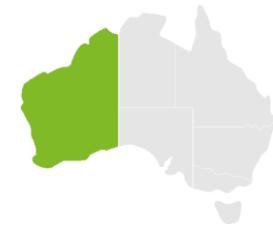
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	71
Industry High	85
Industry Average	67

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
71	72	68	72	70	76	64	59	60	68	70	67	76	74	64	71	69	77	71	68	67	65	69

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

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

# South West Sports Centre (SWSC)

## Performance ratings

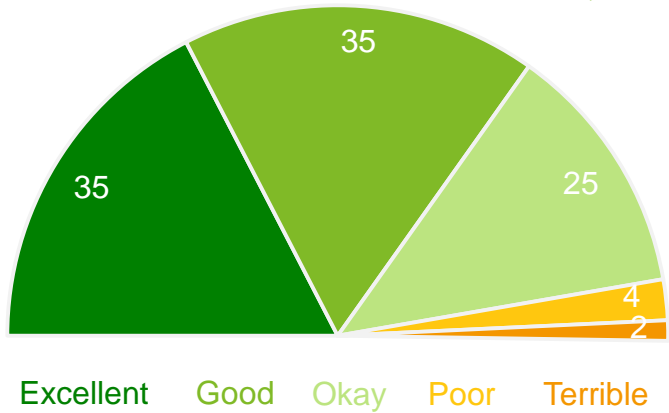
% of respondents

95%

74

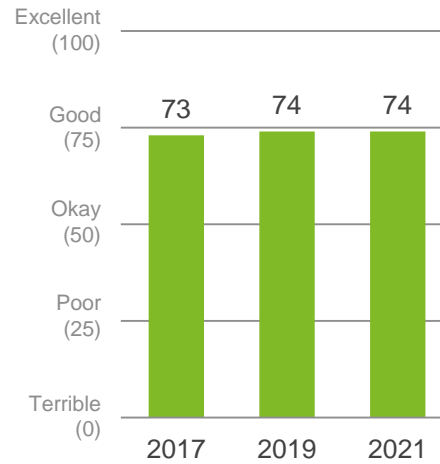
Positive rating\*

Performance Index Score (out of 100)



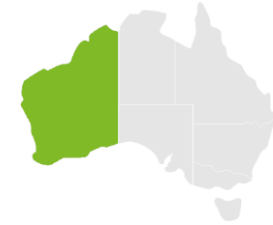
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	74
Industry High	84
Industry Average	72

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
74	74	70	75	73	79	71	66	63	70	76	68	78	75	73	73	73	78	72	68	75	69	72

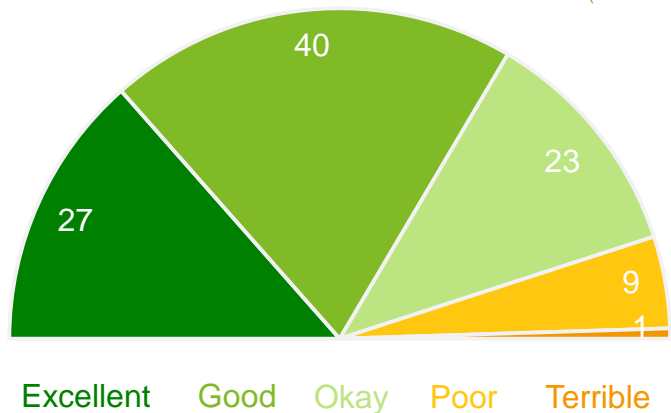
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 489). \* Positive Rating = excellent, good + okay

# Playgrounds, parks and reserves

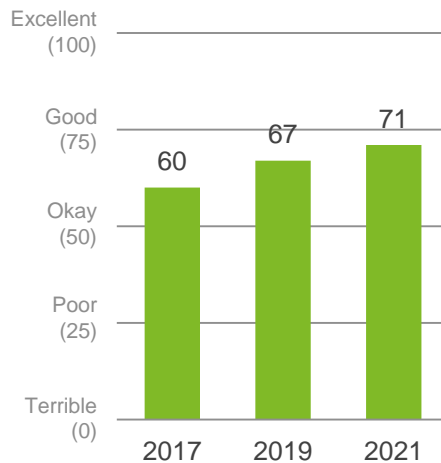
## Performance ratings

% of respondents



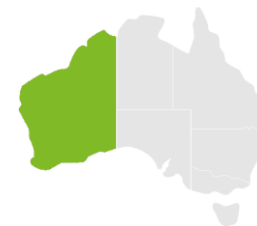
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	71
Industry High	86
Industry Average	68

## Variances across the community

Performance Index Score

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
71	71	68	72	70	74	64	61	67	72	67	70	74	70	74	78	64	77	67	59	74

### Other groups

Out of area ratepayers	Visitors
69	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 511). \* Positive Rating = excellent, good + okay

# Library services

## Performance ratings

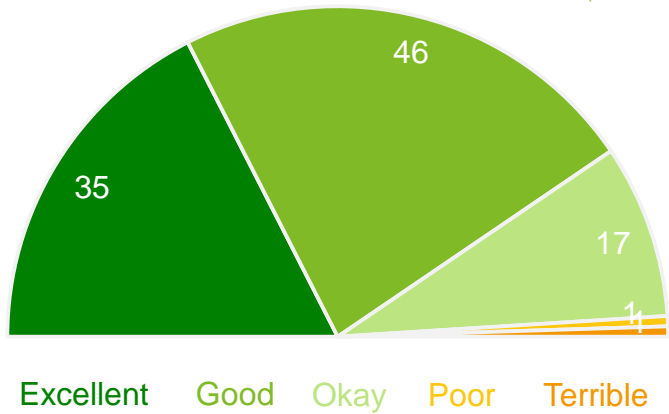
% of respondents

98%

78

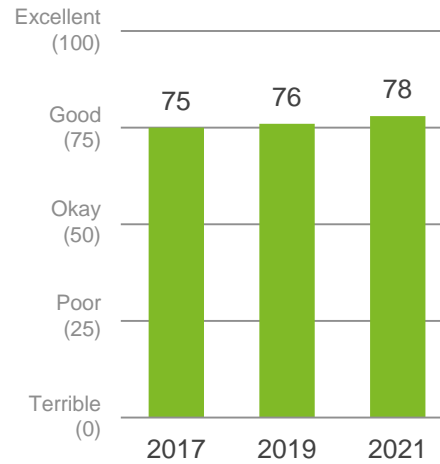
Positive rating\*

Performance Index Score (out of 100)



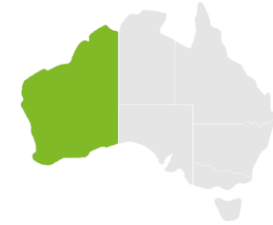
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	78
Industry High	83
Industry Average	72

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
78	79	74	77	79	81	73	74	74	74	77	76	81	76	79	83	76	80	75	73	78	78	78

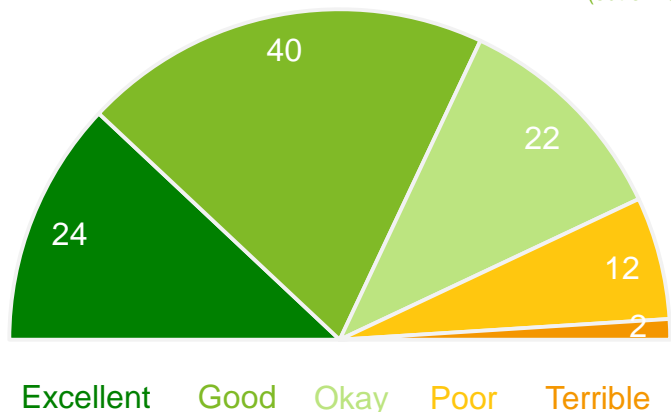
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 479). \* Positive Rating = excellent, good + okay

# Festivals, events, art and cultural activities

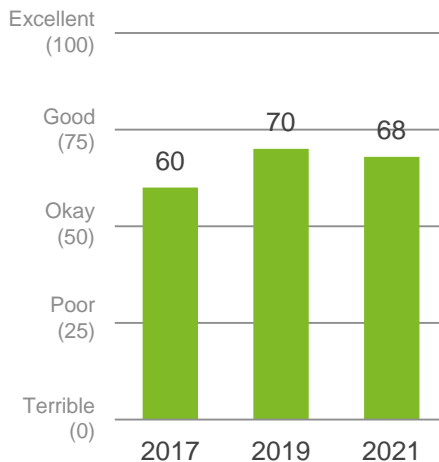
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	68
Industry High	78
Industry Average	64

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
68	68	70	66	71	69	64	67	69	68	69	65	71	64	63	70	60	69	70	69	70	66	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 507). \* Positive Rating = excellent, good + okay



# How local history and heritage is preserved and promoted

## Performance ratings

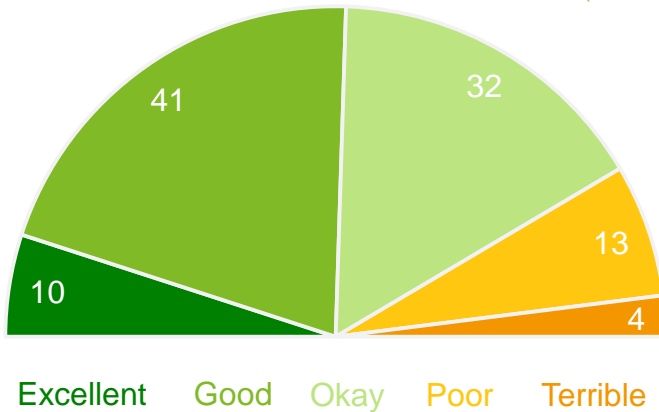
% of respondents

83%

Positive rating\*

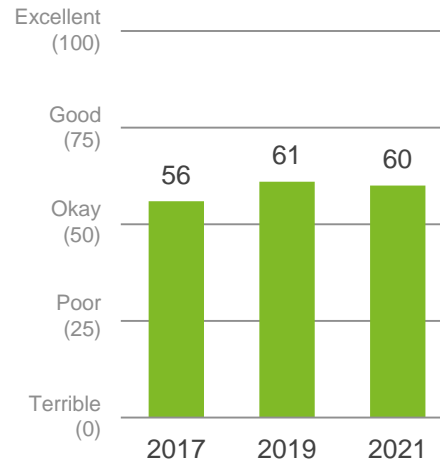
60

Performance Index Score (out of 100)



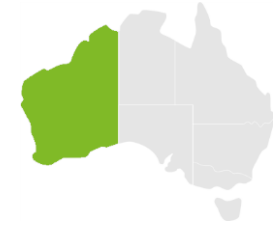
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	60
Industry High	75
Industry Average	58

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
60	59	64	57	64	59	47	65	68	63	54	63	62	61	37	66	55	61	64	61	50	54	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 467). \* Positive Rating = excellent, good + okay

# Animal management (dogs and cats)

## Performance ratings

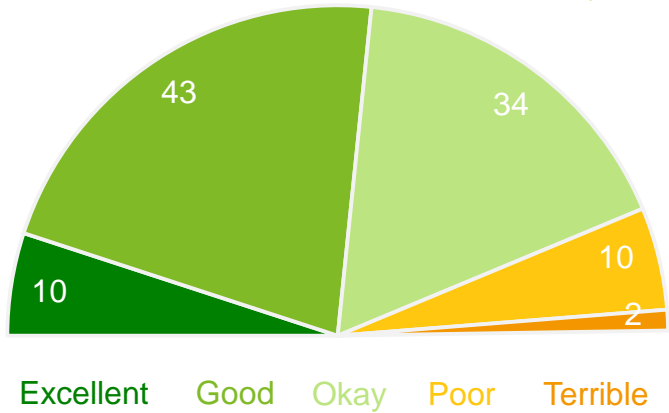
% of respondents

87%

62

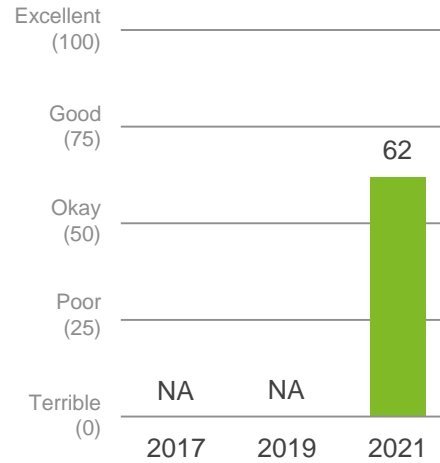
Positive rating\*

Performance Index Score (out of 100)



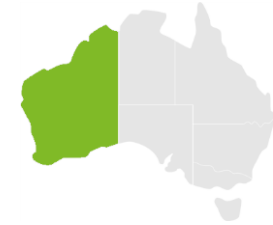
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	62
Industry High	65
Industry Average	56

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
62	62	64	63	62	61	62	63	66	67	67	65	57	55	58	63	66	63	55	62	62	58	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 452). \* Positive Rating = excellent, good + okay

Planet

# Efforts to promote and adopt sustainable practices to combat climate change

## Performance ratings

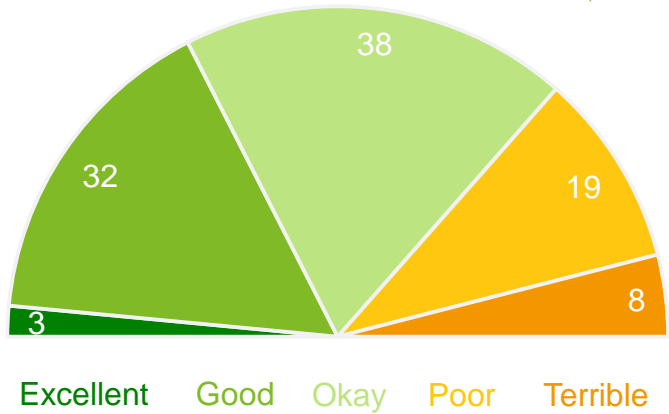
% of respondents

73%

51

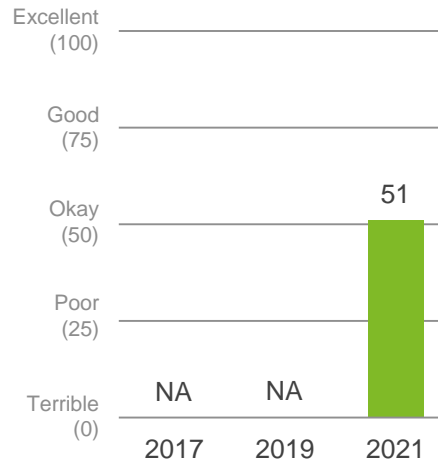
Positive rating\*

Performance Index Score (out of 100)



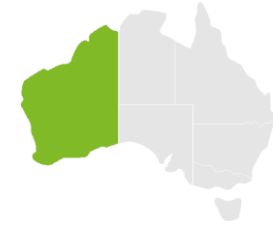
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	51
Industry High	71
Industry Average	52

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
51	50	56	49	53	52	43	53	52	55	46	52	55	56	38	56	46	53	57	45	49	52	49

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

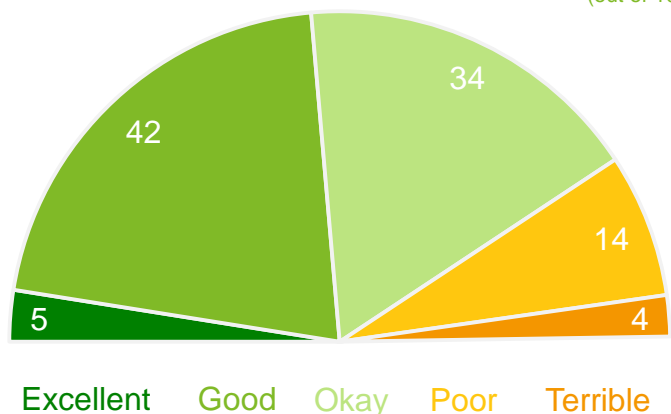
Base: All respondents, excludes 'unsure' and 'no response' (n = 433). \* Positive Rating = excellent, good + okay

# Conservation and environmental management

## Performance ratings

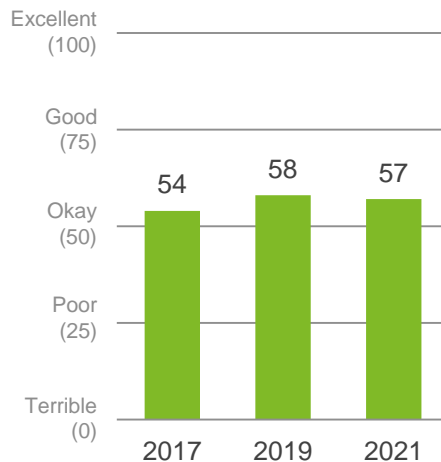
% of respondents

81% Positive rating\*  
57 Performance Index Score (out of 100)



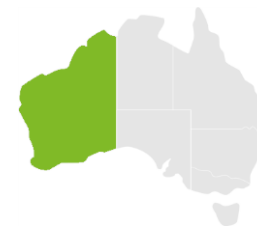
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	57
Industry High	73
Industry Average	56

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
57	57	63	57	58	59	49	58	58	60	57	56	59	59	39	58	56	61	62	55	52	54	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 462). \* Positive Rating = excellent, good + okay

# Waste collection services

## Performance ratings

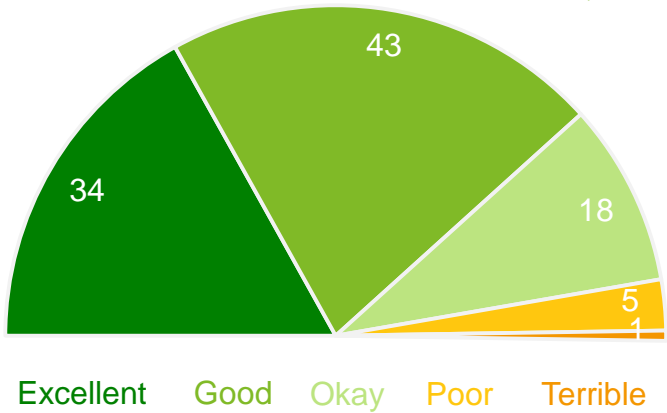
% of respondents

95%

76

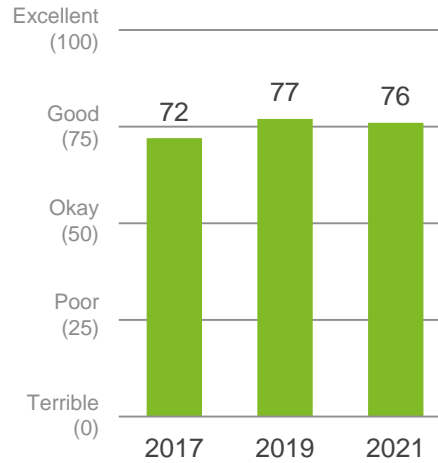
Positive rating\*

Performance Index Score (out of 100)



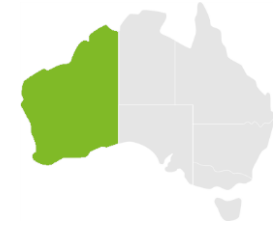
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	76
Industry High	81
Industry Average	65

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
76	77	73	77	75	79	78	75	74	67	76	73	78	73	80	74	76	80	73	73	78	71	67

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

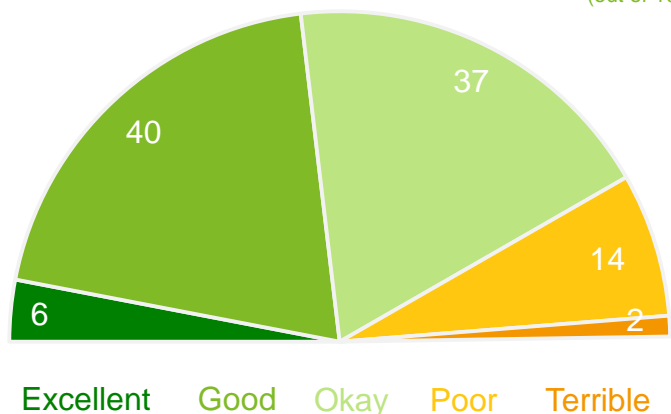
Base: All respondents, excludes 'unsure' and 'no response' (n = 519). \* Positive Rating = excellent, good + okay

# Natural disaster management

(education, prevention and relief for fire, floods, etc)

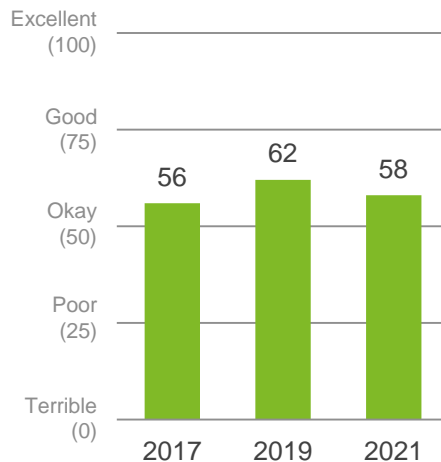
## Performance ratings

% of respondents



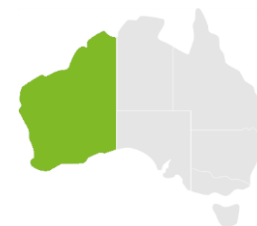
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	67
Industry Average	58

## Variances across the community

Performance Index Score

### Local resident 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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
58	57	67	58	59	60	59	62	57	56	55	58	62	62	56	63	64	57	60	52	57

### Other groups

Out of area ratepayers	Visitors
56	57

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

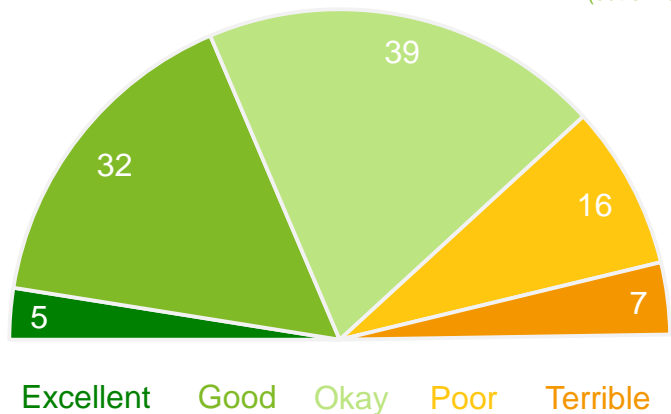
Place



# Managing responsible growth and development

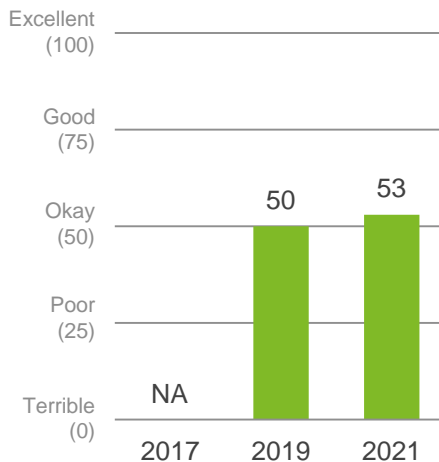
## Performance ratings

% of respondents



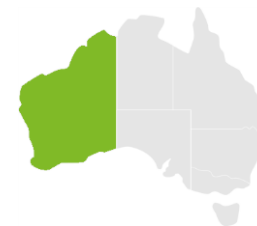
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	53
Industry High	59
Industry Average	49

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
53	53	55	53	53	55	45	53	51	58	53	53	54	58	34	56	39	59	56	52	48	48	51

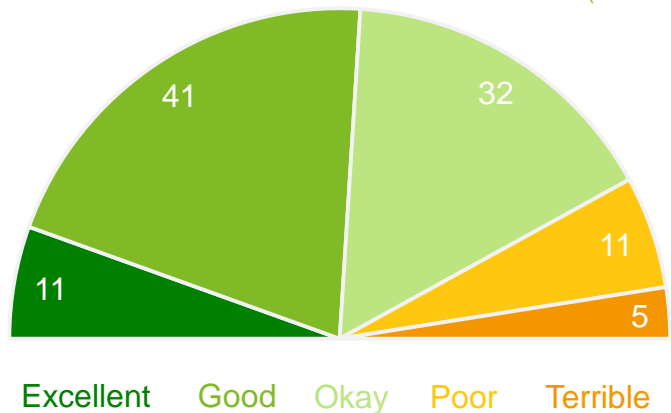
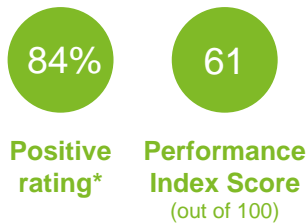
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 444). \* Positive Rating = excellent, good + okay

# Building and maintaining local roads

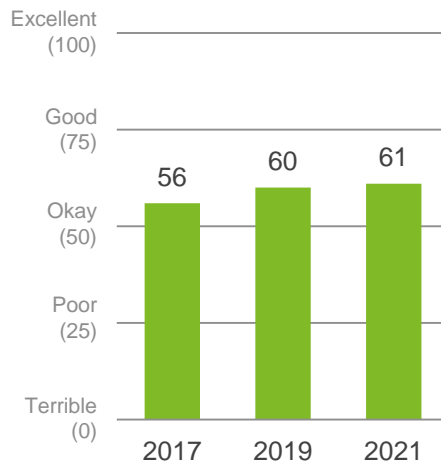
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	61
Industry High	70
Industry Average	52

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
61	60	62	60	62	61	58	64	62	59	58	61	63	63	53	63	49	67	56	63	55	62	62

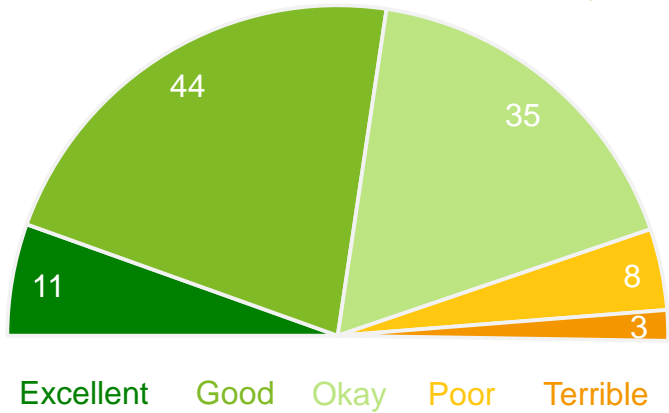
Q. How would you rate performance in the following areas?

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

# Traffic management on local roads

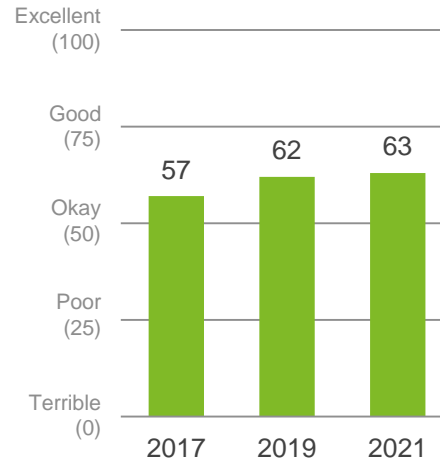
## Performance ratings

% of respondents



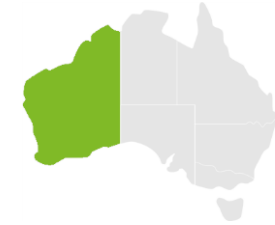
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	63
Industry High	66
Industry Average	56

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
63	63	62	62	64	64	60	67	65	59	65	62	62	63	49	63	62	71	59	62	52	59	62

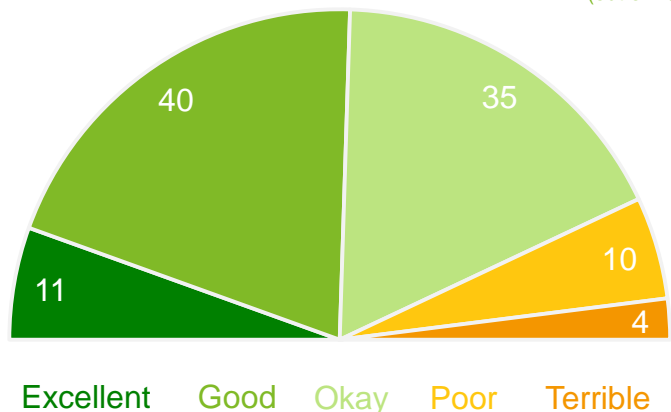
Q. How would you rate performance in the following areas?

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

# Footpaths, trails and cycleways

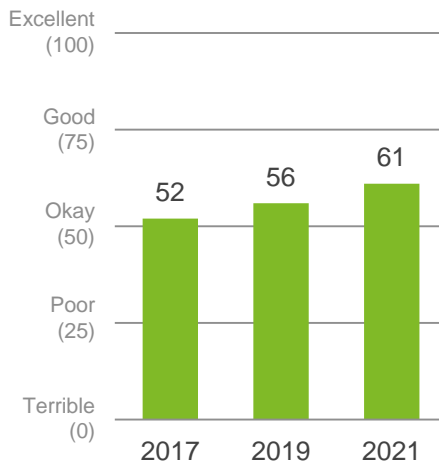
## Performance ratings

% of respondents



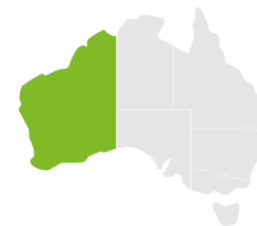
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	61
Industry High	68
Industry Average	53

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
61	61	59	60	62	61	63	64	59	58	58	60	64	60	55	64	51	67	56	64	57	55	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 514). \* Positive Rating = excellent, good + okay

# Streetscapes, trees and verges

## Performance ratings

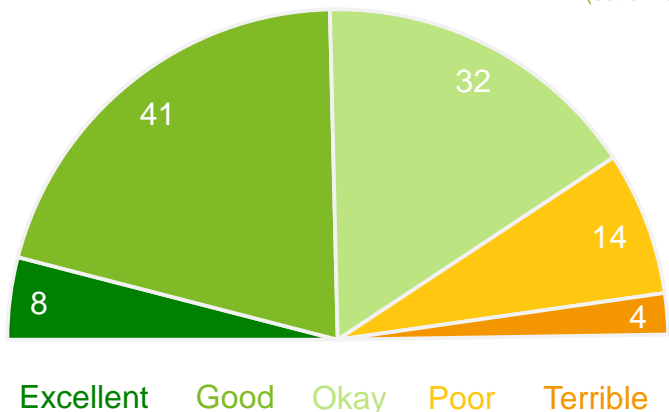
% of respondents

81%

59

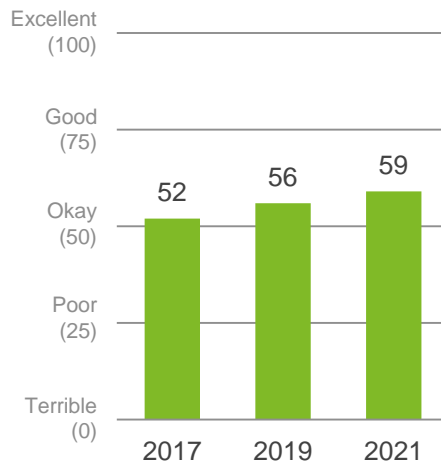
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	59
Industry High	64
Industry Average	53

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
59	59	59	59	59	59	57	59	61	55	58	61	58	59	55	62	50	62	56	58	59	56	63

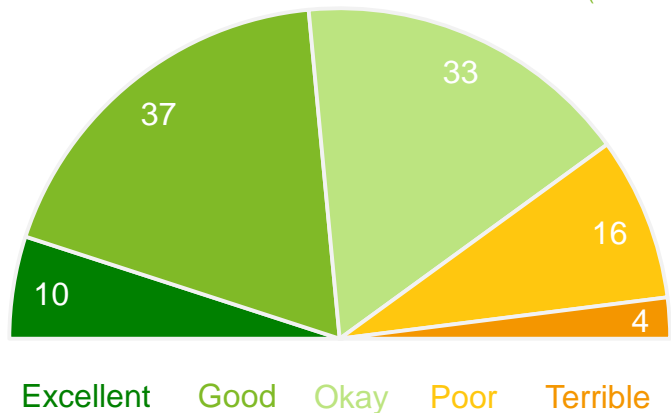
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 516). \* Positive Rating = excellent, good + okay

# Lighting of streets and public places

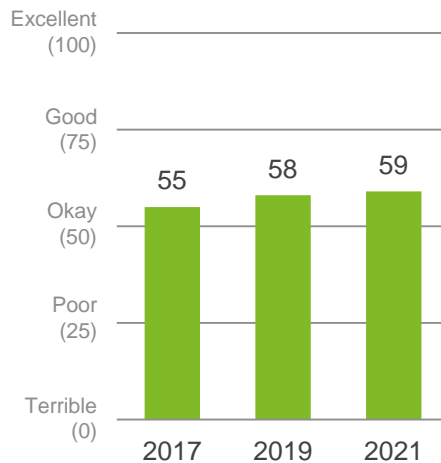
## Performance ratings

% of respondents



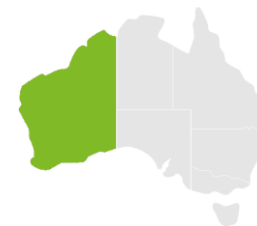
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	59
Industry High	64
Industry Average	55

## Variations across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
59	59	54	60	56	62	54	58	56	56	56	58	60	61	45	61	64	63	55	51	54	61	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 518). \* Positive Rating = excellent, good + okay

# Access to public transport

## Performance ratings

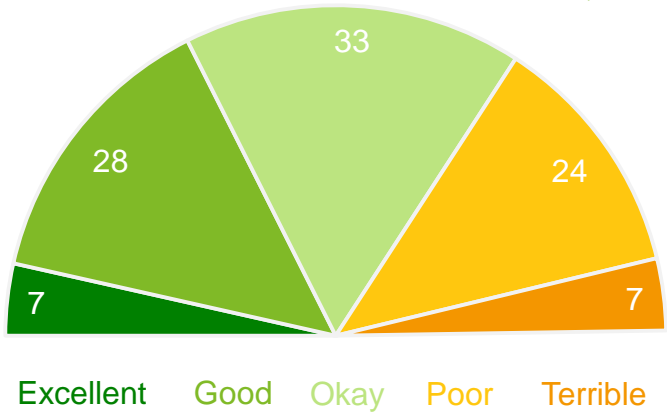
% of respondents

68%

51

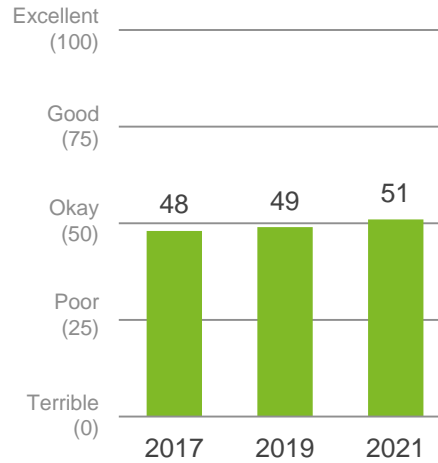
Positive rating\*

Performance Index Score (out of 100)



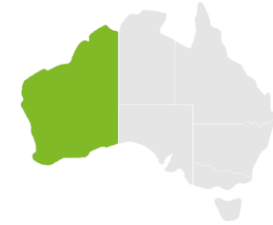
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	51
Industry High	78
Industry Average	60

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
51	51	48	52	49	54	44	47	50	46	42	53	56	58	35	54	50	55	55	44	46	52	50

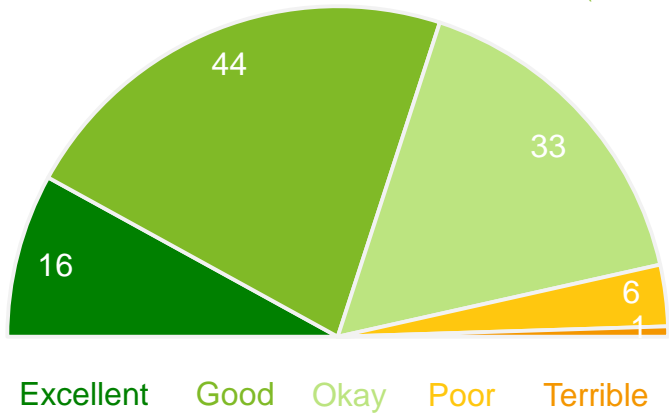
Q. How would you rate performance in the following areas?

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

# Marine facilities (boat ramps, jetties, etc)

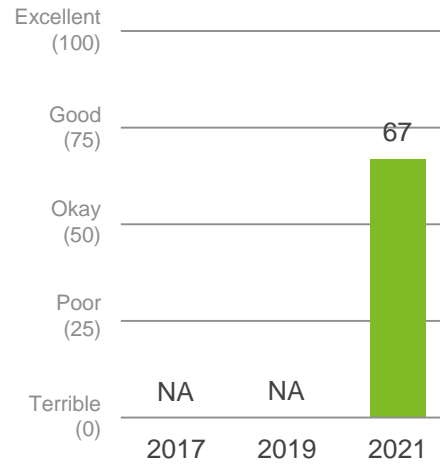
## Performance ratings

% of respondents



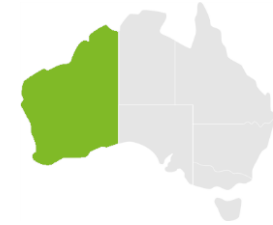
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	67
Industry High	71
Industry Average	60

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
67	66	71	70	63	68	68	66	63	70	68	65	67	70	71	70	70	67	60	62	68	58	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 390). \* Positive Rating = excellent, good + okay



# Airport facilities and services

## Performance ratings

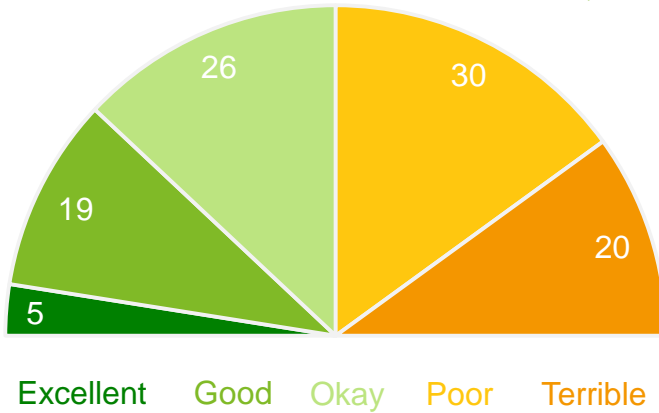
% of respondents

50%

40

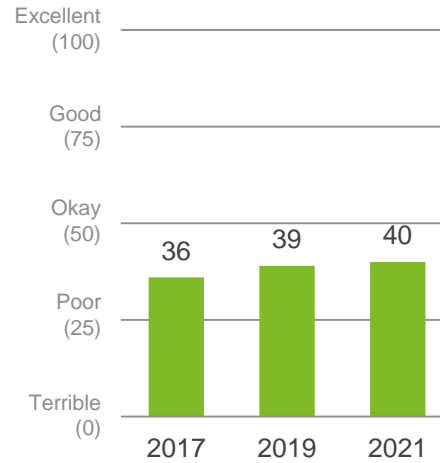
Positive rating\*

Performance Index Score (out of 100)



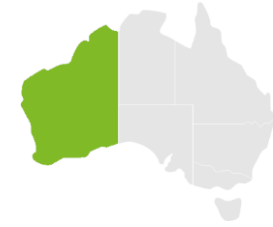
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	40
Industry High	64
Industry Average	56

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
40	40	38	41	38	44	26	36	35	38	39	38	42	46	21	43	31	47	37	35	40	46	39

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 326). \* Positive Rating = excellent, good + okay

Economy

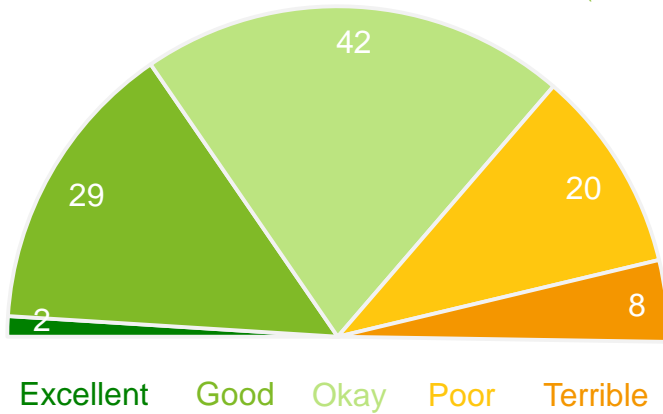
# Economic development and job creation

## Performance ratings

% of respondents

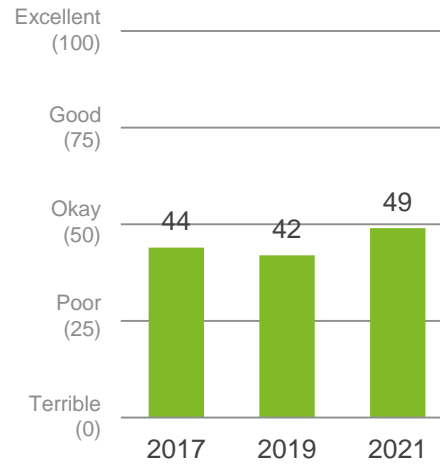
**73%**  
Positive rating\*

**49**  
Performance Index Score  
(out of 100)



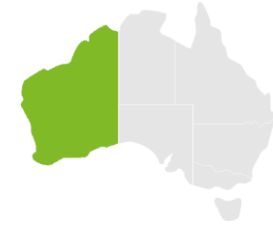
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	49
Industry High	60
Industry Average	45

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
49	50	43	50	49	52	39	48	46	43	47	47	53	51	31	51	38	53	50	54	44	50	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 434). \* Positive Rating = excellent, good + okay

# Tourism attractions and marketing

## Performance ratings

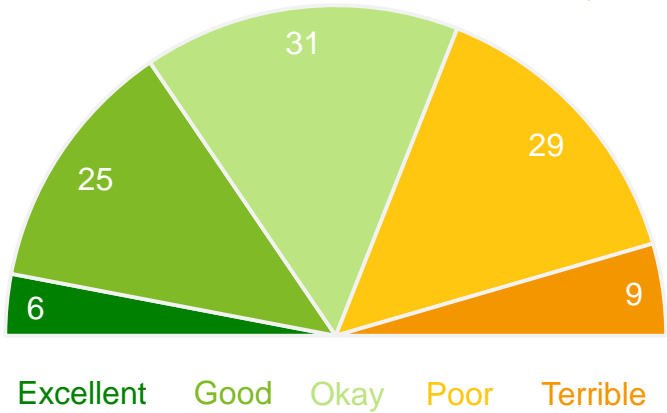
% of respondents

62%

48

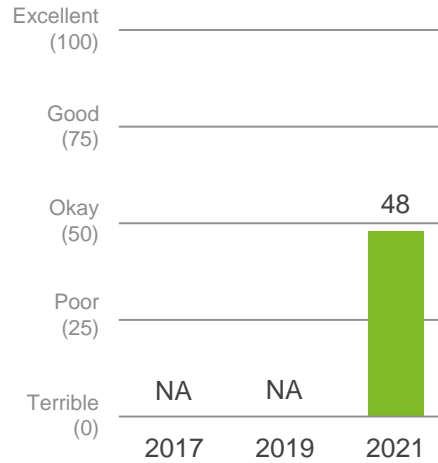
Positive rating\*

Performance Index Score (out of 100)



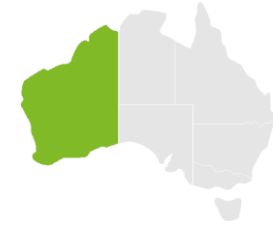
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	48
Industry High	62
Industry Average	48

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
48	47	49	46	49	49	44	49	49	41	46	46	50	49	27	48	44	48	49	53	41	40	46

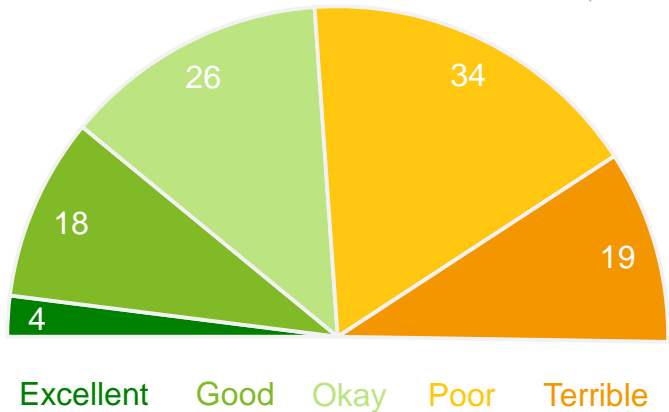
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 499). \* Positive Rating = excellent, good + okay

# Development and activation of Bunbury City Centre

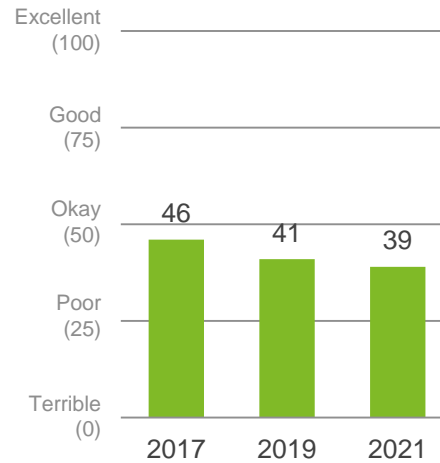
## Performance ratings

% of respondents



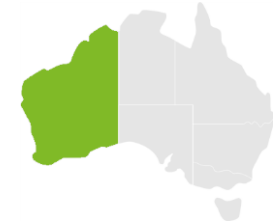
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	39
Industry High	71
Industry Average	49

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
39	38	45	39	38	40	31	38	33	40	37	37	41	49	27	40	31	39	44	42	36	38	36

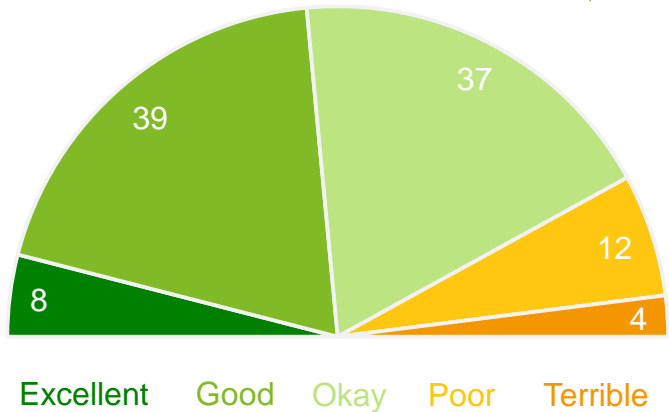
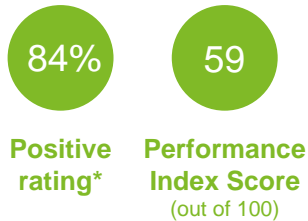
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 489). \* Positive Rating = excellent, good + okay

# Access to education, training and personal development opportunities

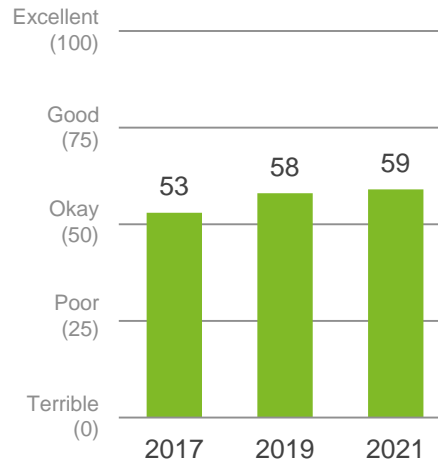
## Performance ratings

% of respondents



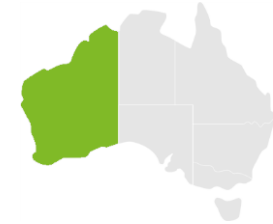
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



City of Bunbury	59
Industry High	61
Industry Average	51

## Variances across the community

Performance Index Score

### Local resident variances

### Other groups

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	LOTE	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
59	60	55	61	57	62	48	55	57	57	58	56	63	61	45	60	60	63	55	58	54	63	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 426). \* Positive Rating = excellent, good + okay

# Overview of Community Variances

# Summary of community variances

## Overall performance, governance and communication

	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	LOTE#	Bunbury / Marlston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
Place to live	83	83	76	83	82	86	71	83	82	78	78	84	84	83	69	88	85	85	78	76	79	76	75
Place to visit	65	65	66	63	67	66	60	69	67	61	60	63	69	71	56	69	61	62	70	65	61	61	64
Governing organisation	60	60	62	60	60	62	55	57	59	59	63	57	60	59	52	60	58	64	59	59	55	57	59
Value for money from rates	54	53	59	51	57	54	47	55	53	54	50	55	55	60	37	55	55	57	58	54	42	51	56
Council's leadership	48	48	53	49	48	49	46	43	47	47	48	45	51	48	39	49	38	53	50	50	45	42	48
Advocacy and lobbying	47	46	52	49	45	48	37	42	51	53	44	46	49	50	37	47	38	51	48	48	44	46	46
Consultation	43	42	48	45	41	44	36	42	42	45	41	44	44	45	39	46	45	42	45	42	39	43	46
Communication	48	47	53	49	46	49	42	46	47	48	47	47	49	47	41	48	45	52	51	48	40	47	51
Embracing change, innovation, technology	47	47	46	48	46	47	40	47	45	53	43	47	49	55	37	48	38	50	52	49	42	46	50
Customer service	64	64	65	65	63	67	51	61	63	62	63	64	65	65	45	65	61	71	59	63	54	66	64
City's website	53	51	65	52	55	52	50	59	54	62	44	55	58	60	50	58	54	49	61	58	45	54	52
City's enewsletter	56	55	66	54	59	56	45	64	55	62	47	59	60	60	43	58	57	63	55	60	39	56	56
Social media presence	59	58	64	56	62	60	53	65	55	59	61	61	54	57	38	58	44	69	60	63	47	59	58
Weekly advertorial in the local newspaper	58	57	64	56	61	60	50	61	52	59	52	58	62	57	41	62	56	64	59	62	44	57	52



# Summary of community variances

## Community development and wellbeing

	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	LOTE#	Bunbury / Marlston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
Youth services and facilities	56	57	53	57	55	61	42	49	47	52	55	53	59	57	39	63	51	60	53	49	54	57	57
Family and children services and facilities	65	66	60	68	61	69	57	57	60	62	68	63	64	62	62	69	64	66	62	57	69	54	61
Seniors services, facilities and care	60	60	58	63	56	60	58	57	56	57	63	59	59	53	55	66	59	64	46	54	60	61	56
Disability access and inclusion	62	63	56	67	56	62	67	60	57	58	69	58	59	55	70	66	56	65	49	59	70	59	57
Recognition of Aboriginal cultures / heritage	69	69	72	69	69	68	75	72	68	69	67	70	69	68	72	71	62	71	67	66	73	69	66
Volunteer support and recognition	63	63	64	63	64	66	53	64	63	64	58	63	67	63	40	63	72	67	62	59	56	60	62
Community safety and crime prevention	51	52	42	54	48	54	42	45	51	47	46	49	55	51	51	52	56	50	49	44	56	46	50
Access to housing	58	60	41	59	57	65	41	48	50	52	57	54	62	48	35	61	66	60	53	51	53	50	50
Health and community services	67	67	63	70	64	72	57	61	61	62	65	65	69	64	50	72	68	71	61	63	61	61	67
Community buildings, halls and toilets	58	59	58	59	58	62	44	54	56	55	54	58	62	59	35	59	60	64	58	55	50	56	58
Sport and recreation facilities and services	71	72	68	72	70	76	64	59	60	68	70	67	76	74	64	71	69	77	71	68	67	65	69
South West Sports Centre (SWSC)	74	74	70	75	73	79	71	66	63	70	76	68	78	75	73	73	73	78	72	68	75	69	72
Playgrounds, parks and reserves	71	71	68	72	70	74	64	61	67	72	67	70	74	70	74	78	64	77	67	59	74	69	70
Library services	78	79	74	77	79	81	73	74	74	74	77	76	81	76	79	83	76	80	75	73	78	78	78
Festivals, events, art and cultural activities	68	68	70	66	71	69	64	67	69	68	69	65	71	64	63	70	60	69	70	69	70	66	70
Local history and heritage	60	59	64	57	64	59	47	65	68	63	54	63	62	61	37	66	55	61	64	61	50	54	61
Animal management (dogs and cats)	62	62	64	63	62	61	62	63	66	67	67	65	57	55	58	63	66	63	55	62	62	58	63

# Summary of community variances

## Planet, place and economy

	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	LOTE#	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+	Out of area ratepayers	Visitors
Sustainable practices and climate change	51	50	56	49	53	52	43	53	52	55	46	52	55	56	38	56	46	53	57	45	49	52	49
Conservation and environment	57	57	63	57	58	59	49	58	58	60	57	56	59	59	39	58	56	61	62	55	52	54	58
Waste collection services	76	77	73	77	75	79	78	75	74	67	76	73	78	73	80	74	76	80	73	73	78	71	67
Natural disaster management	58	57	67	58	59	60	59	62	57	56	55	58	62	62	56	63	64	57	60	52	57	56	57
Responsible growth and development	53	53	55	53	53	55	45	53	51	58	53	53	54	58	34	56	39	59	56	52	48	48	51
Local roads	61	60	62	60	62	61	58	64	62	59	58	61	63	63	53	63	49	67	56	63	55	62	62
Traffic management on local roads	63	63	62	62	64	64	60	67	65	59	65	62	62	63	49	63	62	71	59	62	52	59	62
Footpaths, trails and cycleways	61	61	59	60	62	61	63	64	59	58	58	60	64	60	55	64	51	67	56	64	57	55	64
Streetscapes, trees and verges	59	59	59	59	59	59	57	59	61	55	58	61	58	59	55	62	50	62	56	58	59	56	63
Lighting of streets and public places	59	59	54	60	56	62	54	58	56	56	56	58	60	61	45	61	64	63	55	51	54	61	56
Public transport	51	51	48	52	49	54	44	47	50	46	42	53	56	58	35	54	50	55	55	44	46	52	50
Marine facilities (boat ramps, jetties, etc)	67	66	71	70	63	68	68	66	63	70	68	65	67	70	71	70	70	67	60	62	68	58	69
Airport facilities and services	40	40	38	41	38	44	26	36	35	38	39	38	42	46	21	43	31	47	37	35	40	46	39
Economic development and job creation	49	50	43	50	49	52	39	48	46	43	47	47	53	51	31	51	38	53	50	54	44	50	47
Tourism attractions and marketing	48	47	49	46	49	49	44	49	49	41	46	46	50	49	27	48	44	48	49	53	41	40	46
Bunbury City Centre development/activation	39	38	45	39	38	40	31	38	33	40	37	37	41	49	27	40	31	39	44	42	36	38	36
Education and training	59	60	55	61	57	62	48	55	57	57	58	56	63	61	45	60	60	63	55	58	54	63	57

Opt-in residents

# Summary of key variances between random and opt-in resident samples

There were 288 respondents who were not randomly selected who opted-in to have their say.

**Opt-in residents provided lower performance ratings** overall than residents who were randomly selected. On average, ratings were 8 index points lower than residents who took part from the random sample.

The lowest scoring areas among opt-in residents were how the City Centre is being developed, Council's leadership, community consultation, and advocacy and lobbying.

Performance ratings from the opt-in sample were 10 points or more below the random sample for the following areas:

- Council's leadership
- Family and children services
- Advocacy and lobbying
- Disability access and inclusion
- Access to housing
- Streetscapes, trees and verges
- City's newsletter
- Governing organisation
- Education and training
- Lighting of streets and public places
- Youth services and facilities
- Responsible growth, development
- City Centre development
- Sport and recreation facilities
- Traffic management on local roads

The **main priorities were similar in both samples**. Residents in the random and opt-in samples shared 3 of the top 4 priorities:

- Community safety and crime prevention
- Access to housing that meets local needs
- How the City Centre is being developed and activated

Making the top four priorities in the opt-in sample was tourism attractions and marketing, while in the random sample it was sustainability and climate action.

Compared to the random sample, **opt-in residents were more concerned with sporting facilities, youth services and the SWSC**. Performance scores were lowest among families with children aged 6 to 17 years. The most popular suggestion was to build more basketball and netball courts.

- Sport and recreation facilities (14% of opt-in versus 9% of random)
- Youth services and facilities (12% of opt-in versus 7% of random)
- South West Sports Centre (10% of opt in versus 5% of random)

Residents in the opt-in sample were less concerned with:

- Sustainability and climate change (8% of opt-in versus 19% of random)

# MARKYT Community Priorities

Base: Opt-in residents

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Opt-in residents were mostly concerned with housing, safety, City Centre development, tourism and place marketing.



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 = 248)

# Summary of variances among opt-in residents

Overall performance, governance and communication

Base: Opt-in residents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Indigenous*	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
Place to live	75	78	66	75	75	72	79	74	77	75	70	76	78	70	77	78	74	77	70	70	79
Place to visit	58	59	56	54	60	59	65	49	53	57	56	56	63	57	60	59	59	57	58	56	61
Governing organisation	49	48	53	44	52	48	52	42	44	53	54	48	49	46	60	48	49	52	49	48	50
Value for money from rates	46	46	45	40	48	47	44	41	41	43	45	43	52	45	50	45	47	48	44	44	44
Council's leadership	34	33	38	32	36	35	36	26	35	35	36	34	34	32	47	31	34	35	38	39	29
Advocacy and lobbying	36	35	39	35	36	37	36	31	36	34	38	34	37	34	44	34	35	35	39	36	36
Consultation	34	33	41	31	36	37	32	28	32	33	38	34	33	30	45	35	34	33	36	39	27
Communication	39	38	46	36	41	42	36	32	38	39	43	37	40	36	48	39	36	41	41	43	29
Embracing change, innovation, technology	41	39	47	34	44	44	40	30	36	40	45	37	44	43	45	36	41	41	45	41	39
Customer service	56	56	55	52	57	55	55	63	51	57	60	53	57	55	64	58	50	62	52	54	50
City's website	44	43	49	41	46	45	42	41	48	46	36	45	48	49	44	44	50	43	42	48	41
City's enewsletter	45	46	43	41	48	45	34	46	47	43	41	45	48	42	42	45	47	47	42	51	39
Social media presence	54	55	52	48	57	55	51	58	53	47	60	53	51	51	58	57	50	57	49	56	54
Weekly advertorial in the local newspaper	51	51	51	47	53	51	50	57	51	41	50	51	51	55	58	58	47	51	44	53	44

\* Small base size (<20 respondents)

# Summary of variances among opt-in residents

## Community development and wellbeing

Base: Opt-in residents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Indigenous*	Bunbury / Marliston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
Youth services and facilities	46	47	42	47	46	49	41	39	39	54	45	44	50	41	45	52	43	46	43	45	43
Family and children services and facilities	52	54	47	53	52	55	52	45	47	59	54	51	55	45	54	56	55	53	48	52	48
Seniors services, facilities and care	53	52	55	54	52	53	55	54	52	54	56	53	50	48	53	57	54	55	52	48	44
Disability access and inclusion	51	50	53	53	49	50	54	57	51	59	52	50	50	45	53	54	49	54	48	47	51
Recognition of Aboriginal cultures / heritage	63	65	56	66	62	63	65	61	63	75	61	62	66	58	46	62	67	65	61	56	71
Volunteer support and recognition	56	57	54	52	58	58	53	48	55	59	53	54	62	52	50	56	64	57	53	56	50
Community safety and crime prevention	45	46	39	42	46	45	44	43	45	45	44	45	44	40	48	50	46	46	42	43	36
Access to housing	47	51	33	48	47	47	51	47	46	51	46	46	50	40	48	47	46	54	37	47	50
Health and community services	59	59	59	59	59	60	61	61	57	58	64	57	58	49	69	61	54	58	61	61	57
Community buildings, halls and toilets	52	52	55	51	53	54	56	49	48	50	58	50	53	49	60	55	48	52	54	53	46
Sport and recreation facilities and services	61	61	65	57	63	68	61	53	47	58	63	56	70	62	52	64	55	57	67	65	56
South West Sports Centre (SWSC)	66	65	70	65	66	72	65	58	54	61	64	61	76	66	59	65	62	61	73	71	64
Playgrounds, parks and reserves	64	63	66	62	65	65	63	61	60	63	63	63	66	63	69	67	63	61	64	66	59
Library services	73	75	68	72	74	72	75	76	73	76	72	72	77	72	70	78	75	69	78	67	76
Festivals, events, art and cultural activities	63	64	57	56	66	62	57	61	62	65	59	63	65	61	67	67	65	58	62	62	66
Local history and heritage	55	55	53	51	57	56	57	53	55	53	54	55	55	51	63	56	50	55	57	54	55
Animal management (dogs and cats)	56	56	55	53	57	51	57	64	59	58	61	58	50	51	56	63	54	61	56	44	51

\* Small base size (<20 respondents)

# Summary of variances among opt-in residents

Planet, place and economy

Base: Opt-in residents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Indigenous*	Bunbury / Marlston Hill	Bunbury East	Bunbury South	Carey Park	College Grove/ Usher/Withers	Glen Iris/ Pelican Point+
Sustainable practices and climate change	48	48	46	41	51	49	49	47	51	55	47	48	48	44	61	43	55	50	53	40	48
Conservation and environment	50	49	52	49	50	47	50	54	54	52	49	52	47	44	57	47	49	50	59	43	50
Waste collection services	70	70	67	67	71	73	67	68	68	68	72	67	74	71	73	70	64	74	67	73	64
Natural disaster management	54	53	56	52	54	58	48	51	50	59	54	51	58	53	57	55	53	55	59	47	50
Responsible growth and development	43	42	47	41	44	44	42	38	44	41	48	41	44	44	58	44	43	43	44	40	46
Local roads	52	53	51	50	53	52	50	53	49	54	53	52	52	49	54	55	48	59	45	53	45
Traffic management on local roads	53	53	55	49	55	55	50	54	53	56	56	53	53	49	65	54	50	58	50	57	46
Footpaths, trails and cycleways	53	54	53	49	55	54	51	59	50	56	58	53	51	51	63	55	48	55	49	58	51
Streetscapes, trees and verges	48	47	51	44	50	50	43	49	50	48	50	48	46	46	60	48	43	46	52	48	52
Lighting of streets and public places	49	49	47	44	51	48	51	53	50	53	51	48	49	50	58	47	42	49	46	56	53
Public transport	45	44	47	47	44	44	41	45	49	42	41	44	48	42	54	46	42	43	46	40	54
Marine facilities (boat ramps, jetties, etc)	60	60	61	56	62	60	56	61	62	55	61	59	60	62	59	59	60	60	62	61	56
Airport facilities and services	38	39	34	34	40	38	38	41	38	35	39	39	36	41	68	38	31	41	45	26	42
Economic development and job creation	41	41	41	40	41	42	43	42	41	39	43	38	44	41	50	42	39	45	39	36	42
Tourism attractions and marketing	40	42	36	36	42	39	39	44	36	38	42	39	42	37	52	44	35	38	40	42	39
Bunbury City Centre development/activation	29	28	33	30	29	31	30	26	30	26	32	30	26	29	38	28	28	28	31	29	34
Education and training	49	50	44	44	51	51	47	43	49	53	46	47	55	49	58	50	47	49	48	49	50

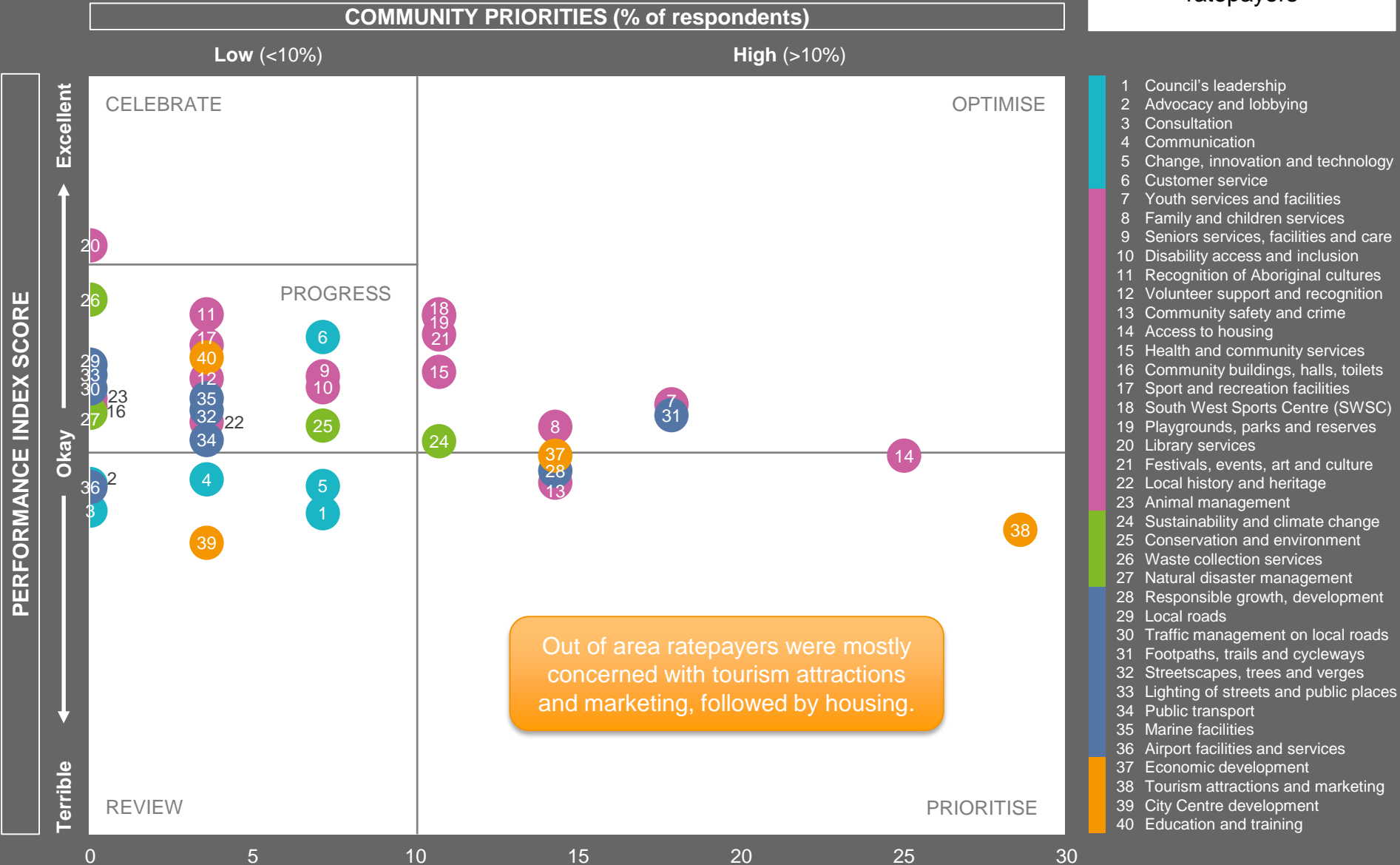
\* Small base size (<20 respondents)



Out of area ratepayers and visitors

# MARKYT Community Priorities

Base: Out of area ratepayers



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 = 28)

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

PROGRESS

Okay

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30

Visitors were mostly concerned with housing, followed by how the City Centre is being developed and activated.

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Change, innovation and technology
- 6 Customer service
- 7 Youth services and facilities
- 8 Family and children services
- 9 Seniors services, facilities and care
- 10 Disability access and inclusion
- 11 Recognition of Aboriginal cultures
- 12 Volunteer support and recognition
- 13 Community safety and crime
- 14 Access to housing
- 15 Health and community services
- 16 Community buildings, halls, toilets
- 17 Sport and recreation facilities
- 18 South West Sports Centre (SWSC)
- 19 Playgrounds, parks and reserves
- 20 Library services
- 21 Festivals, events, art and culture
- 22 Local history and heritage
- 23 Animal management
- 24 Sustainability and climate change
- 25 Conservation and environment
- 26 Waste collection services
- 27 Natural disaster management
- 28 Responsible growth, development
- 29 Local roads
- 30 Traffic management on local roads
- 31 Footpaths, trails and cycleways
- 32 Streetscapes, trees and verges
- 33 Lighting of streets and public places
- 34 Public transport
- 35 Marine facilities
- 36 Airport facilities and services
- 37 Economic development
- 38 Tourism attractions and marketing
- 39 City Centre development
- 40 Education and training

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 = 69)



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