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MARKYT 

# Community Scorecard

2024

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Prepared for



Prepared by



**CATALYSE**  
FUTYR | MARKYT | CULTYR

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Performance against key pillars in the Strategic Community Plan:	
People	23
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Place	44
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# Strategic overview

## Vision



24

% agree

3% points below Industry Average and down 2% points from 2023

## Liveability

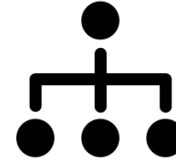


73

Performance Index Score

1 index points below Industry Average and steady with 2023

## Governance



56

Performance Index Score

5 index points above Industry Average and up 1 point from 2023

## Rates Value



46

Performance Index Score

4 index points above Industry Average and up 1 point from 2023

### Top 3 performers

- Library services
- Respect for First Nations peoples, cultures and heritage
- Multiculturalism / cultural diversity

### Most improved

- Respect for First Nations peoples, culture and heritage
- Youth services and facilities
- Advocacy and lobbying

### Strongest compared to other councils

- Tourism attractions / destination marketing
- Local roads
- Access to housing

### Priorities



Community safety and crime prevention



Streetscapes, trees and verges



Playgrounds, parks and reserves



Swan Active leisure centres



Lighting of streets and public places



Climate change / sustainable practices

# Approach



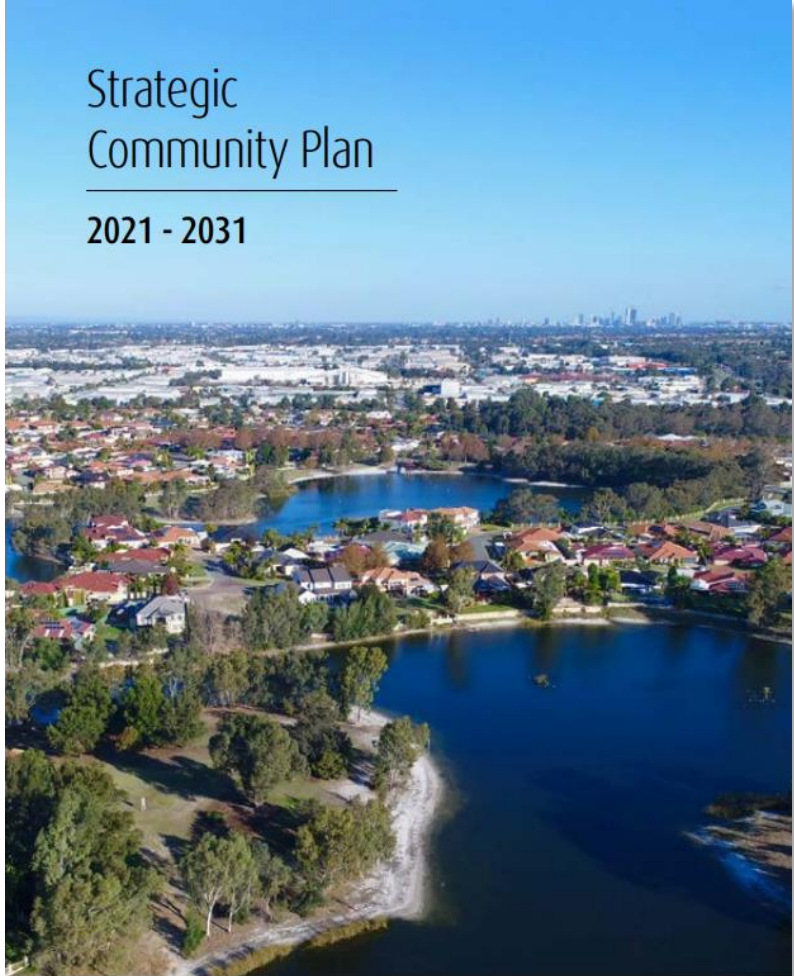
## Department of Local Government, Sport and Cultural Industries

The Local Government Act requires local councils to develop a **Plan for the Future**. The IP&R guidelines suggest this plan has a major review every four years, and a minor review every two years.

## MARKYT Community Scorecard

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

- Support a review of its Plan for the Future
- Assess performance against objectives and key performance indicators (KPIs) in the Plan for the Future
- Determine community priorities and aspirations
- Participate in the MARKYT® Benchmarking Excellence Program






## Strategic Community Plan

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### 2021 - 2031

[www.swan.wa.gov.au](http://www.swan.wa.gov.au)

 /cityofswan  /cityofswanwa

 city of swan

# The Study

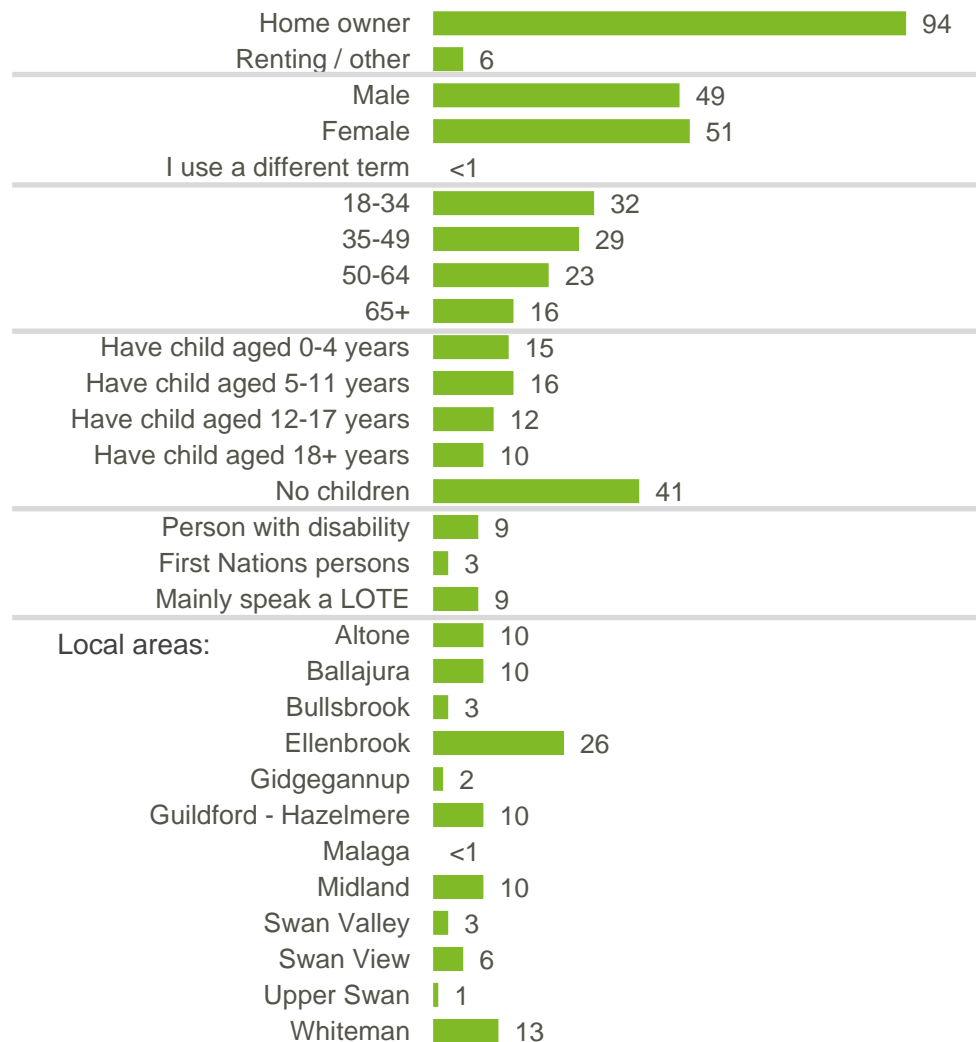
The City of Swan commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 9,787 randomly selected residents and customers by email.

The scorecard was open from 29 January to 19 February 2024 and completed by **839 respondents**.

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

## % of respondents (weighted)



Over the past 21 years, CATALYSE® has conducted community perceptions surveys for more than 70 councils across Australia. When comparable questions are asked, we publish high and average scores to enable participating councils to recognise and learn from industry leaders. In this report, average and high scores are calculated from a subset of councils that have completed a MARKYT® accredited study within the **past three years**.

### Perth Region

- City of Armadale
- Town of Bassendean
- City of Bayswater
- City of Belmont
- Town of Cambridge
- City of Canning
- Town of Claremont
- City of Cockburn
- Town of Cottesloe
- Town of East Fremantle
- City of Fremantle
- City of Joondalup
- City of Kalamunda
- City of Kwinana
- City of Melville
- Town of Mosman Park
- Shire of Mundaring
- City of Nedlands
- Shire of Peppermint Grove
- City of Perth
- Serpentine–Jarrahdale Shire
- City of South Perth
- City of Subiaco
- City of Swan
- Town of Victoria Park
- City of Vincent
- City of Wanneroo

### Peel Region

- Shire of Boddington
- City of Mandurah
- Shire of Murray
- Serpentine-Jarrahdale Shire

### Wheatbelt Region

- Shire of Chittering
- Shire of Dandaragan
- Shire of Gingin
- Shire of Merredin
- Shire of Narrogin
- Shire of Northam
- Shire of Pingelly
- Shire of Toodyay
- Shire of York

### South West Region

- Shire of Augusta-Margaret River
- Shire of Bridgetown-Greenbushes
- City of Bunbury
- City of Busselton
- Shire of Capel
- Shire of Collie
- Shire of Dardanup
- Shire of Donnybrook-Balingup
- Shire of Harvey

### Great Southern Region

- City of Albany
- Shire of Broomehill-Tambellup
- Shire of Cranbrook
- Shire of Denmark
- Shire of Gnowangerup
- Shire of Jerramungup
- Shire of Katanning
- Shire of Kent
- Shire of Kojoonup
- Shire of Plantagenet
- Shire of Woodanilling



# How to read MARKYT® performance dashboards

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

**Trend analysis** shows how performance varies over time.

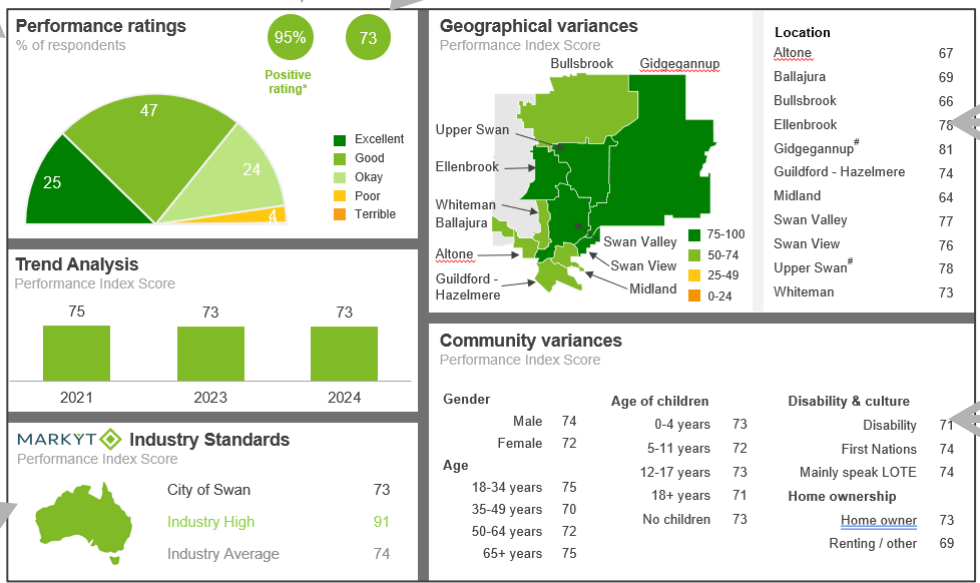
**MARKYT® Industry Standards**  
Show Council performance compared to other councils.

**Council Score** is the Council's performance index score.  
**Industry High** is the highest score achieved by participating councils.  
**Industry Average** is the average score among participating.

**Positive rating**  
Is the percentage of respondents who provided a rating of okay, good or excellent.

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

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



**Geographical variances**  
Maps variances by location.

**Community variances**  
Shows how performance ratings vary across the community by key demographics.

# Overall Performance

# Place to live

## Performance ratings

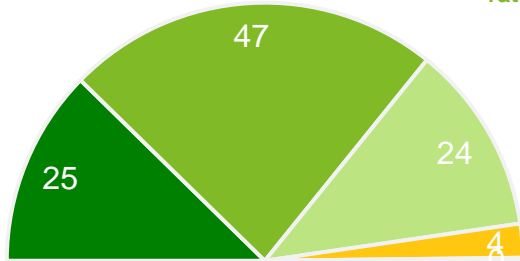
% of respondents

95%

Positive rating\*

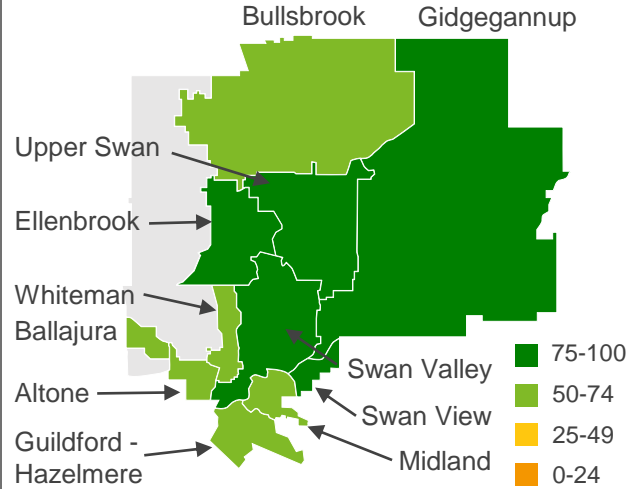
73

Performance index score



## Geographical variances

Performance Index Score

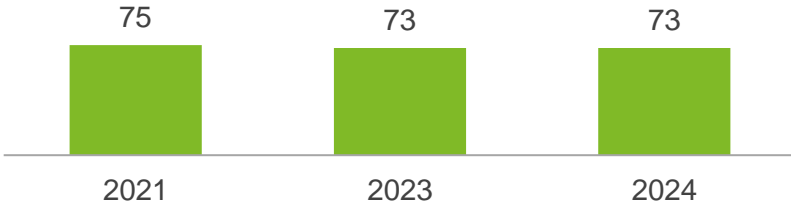


## Location

Altone	67
Ballajura	69
Bullsbrook	66
Ellenbrook	78
Gidgegannup <sup>#</sup>	81
Guildford - Hazelmere	74
Midland	64
Swan Valley	77
Swan View	76
Upper Swan <sup>#</sup>	78
Whiteman	73

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	74
Female	72

### Age of children

0-4 years	73
5-11 years	72
12-17 years	73
18+ years	71
No children	73

### Disability & culture

Disability	71
First Nations	74
Mainly speak LOTE	74

### Age

18-34 years	75
35-49 years	70
50-64 years	72
65+ years	75

### Home ownership

Home owner	73
Renting / other	69

## MARKYT Industry Standards

Performance Index Score



City of Swan	73
Industry High	91
Industry Average	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 837).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Governing organisation

## Performance ratings

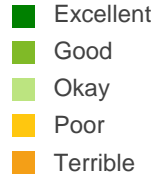
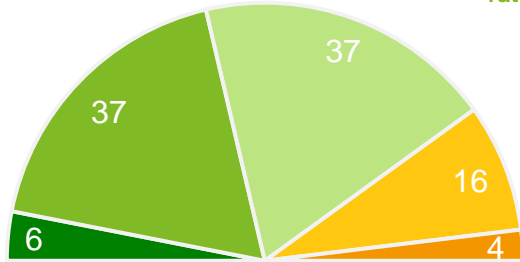
% of respondents

80%

Positive rating\*

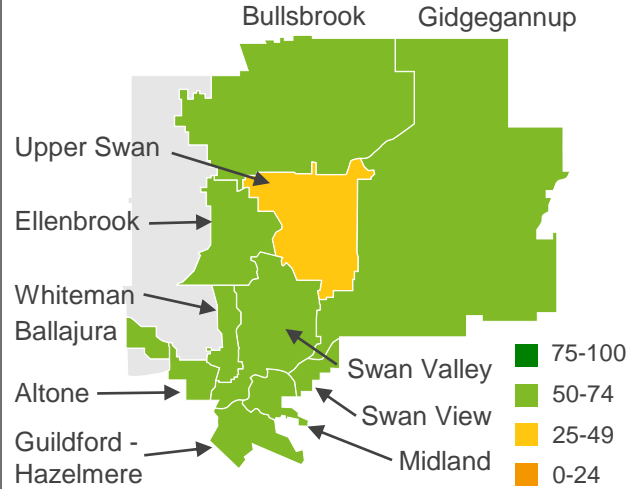
56

Performance index score



## Geographical variances

Performance Index Score

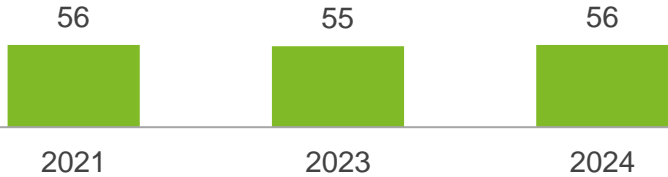


## Location

Altone	58
Ballajura	54
Bullsbrook	52
Ellenbrook	60
Gidgegannup <sup>#</sup>	51
Guildford - Hazelmere	51
Midland	51
Swan Valley	55
Swan View	59
Upper Swan <sup>#</sup>	38
Whiteman	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	55

### Age of children

0-4 years	53
5-11 years	52
12-17 years	54
18+ years	53
No children	58

### Disability & culture

Disability	52
First Nations	51
Mainly speak LOTE	64

### Age

18-34 years	61
35-49 years	53
50-64 years	54
65+ years	57

### Home ownership

Home owner	56
Renting / other	57

## MARKYT Industry Standards

Performance Index Score



City of Swan	56
Industry High	69
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 806).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT  industry comparisons

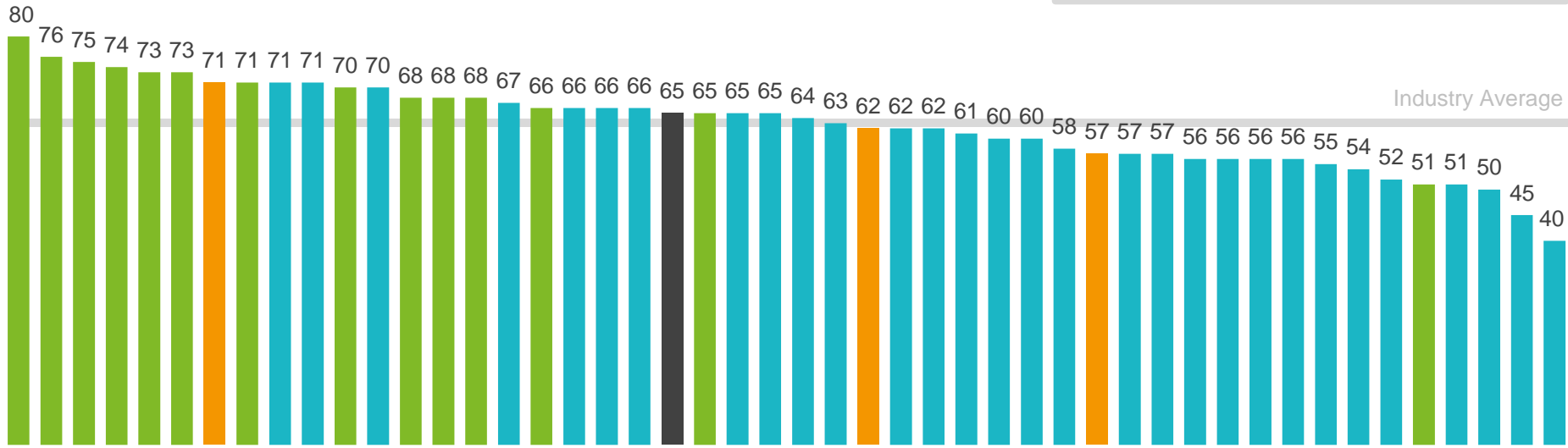
# Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Swan as a 'place to live' and as a 'governing organisation'. The City of Swan's overall performance index score is 65 out of 100, 2 points above the industry average.

## Overall Performance Index Score

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

- City of Swan
- Metropolitan Councils
- Regional Councils
- Metropolitan Growth Councils



## MARKYT Industry Standards

Performance Index Score



City of Swan	65
Industry High	80
Industry Average	63

# How to read the MARKYT Benchmark Matrix

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

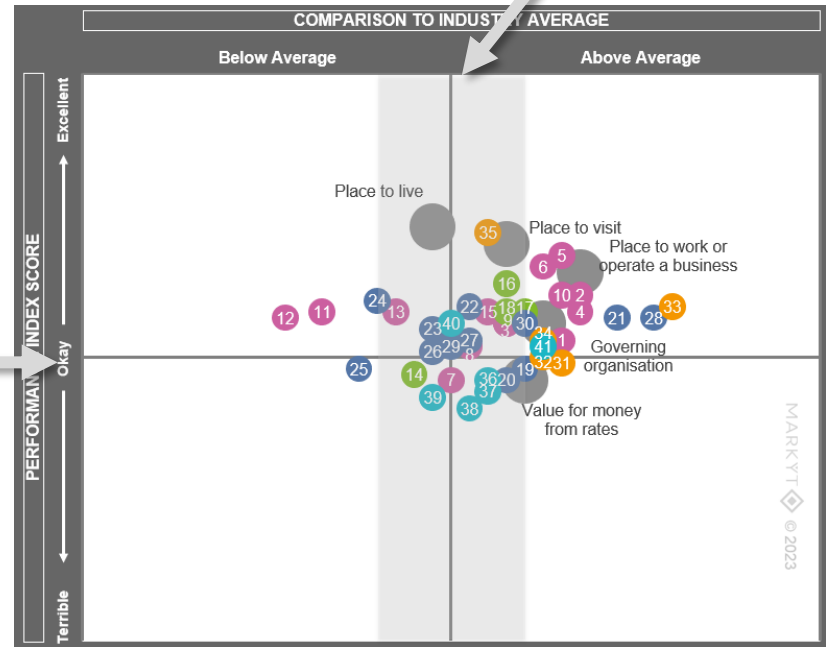
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

- People
- Place
- Planet
- Prosperity
- Performance

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

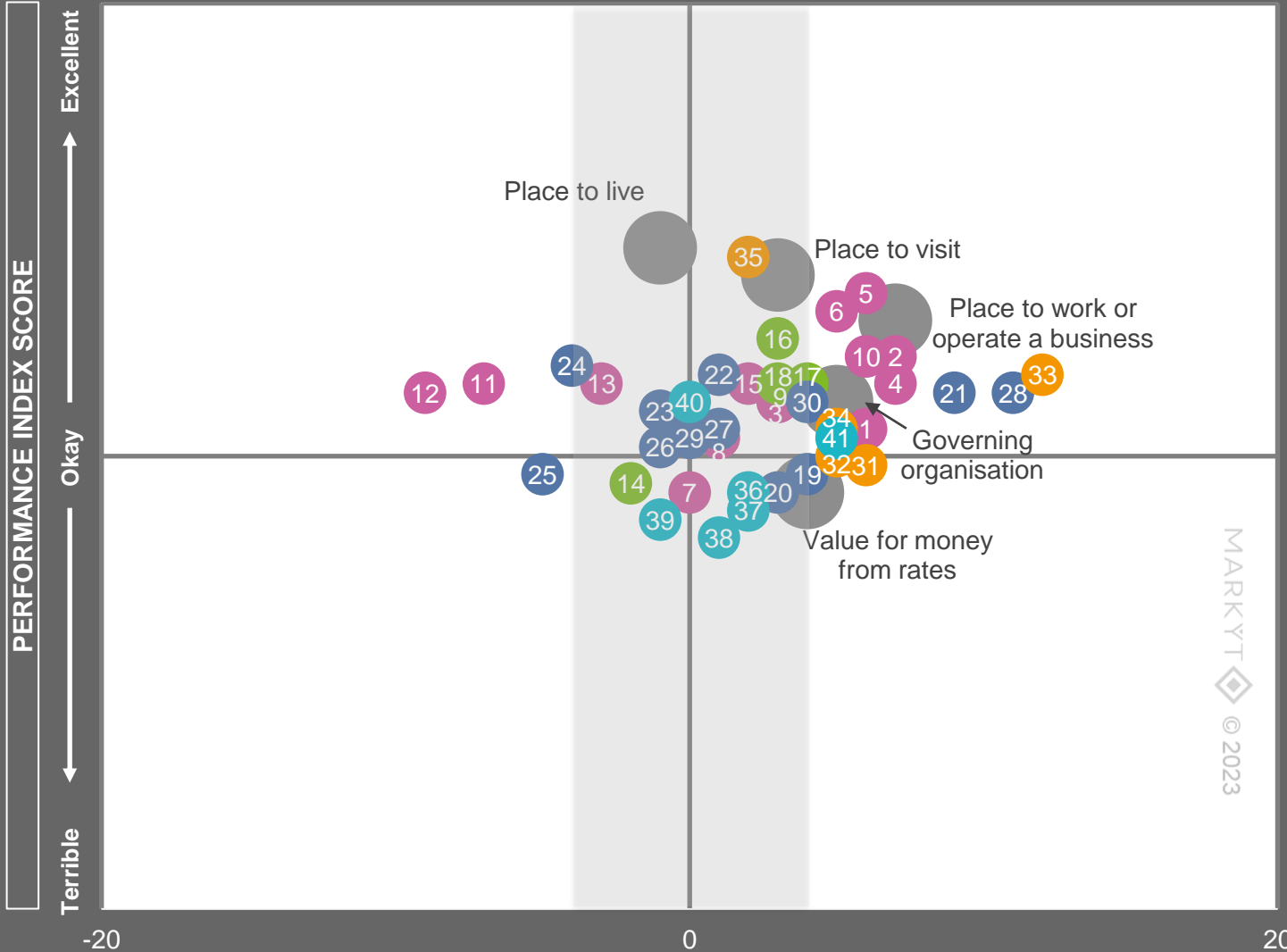


# MARKYT Benchmark Matrix

## COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Youth services / facilities
- 2 Family and children services / facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Multiculturalism / cultural diversity
- 7 Community safety and crime prevention
- 8 Lighting of streets and public places
- 9 Animal management
- 10 Health and community services
- 11 Sport and recreation facilities / services
- 12 Swan Active leisure centres
- 13 Festivals, events, art and culture
- 14 Climate change / sustainable practices
- 15 Public open space near rivers / creeks
- 16 Waste management services
- 17 Environmental health management
- 18 Natural disaster management
- 19 Responsible growth and development
- 20 Planning and building approvals
- 21 Access to housing
- 22 Local heritage
- 23 Community buildings, halls and toilets
- 24 Playgrounds, parks and reserves
- 25 Streetscapes, street trees and verges
- 26 Footpaths and shared use paths
- 27 Bike lanes and networks
- 28 Local roads
- 29 Parking management
- 30 Access to public transport
- 31 Economic development
- 32 Town centre development / activation
- 33 Tourism attractions / marketing
- 34 Education and training
- 35 Library services
- 36 City leadership
- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Embracing change / technology

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

MARKYT  community trends

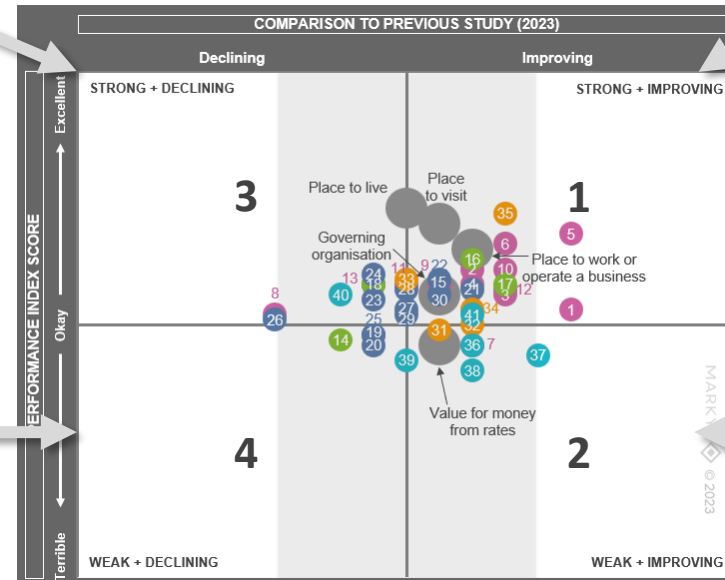
The MARKYT® Community Trends Window shows trends in performance over the past 12 months.

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

- Lighting of streets and public places
- Footpaths and shared use paths
- Customer service

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

- Promoting and adopting sustainable practices to address climate change



**Window 1** includes higher performing areas that have improved. **Stand-out improvers** (improving by 4 or more index points) are:

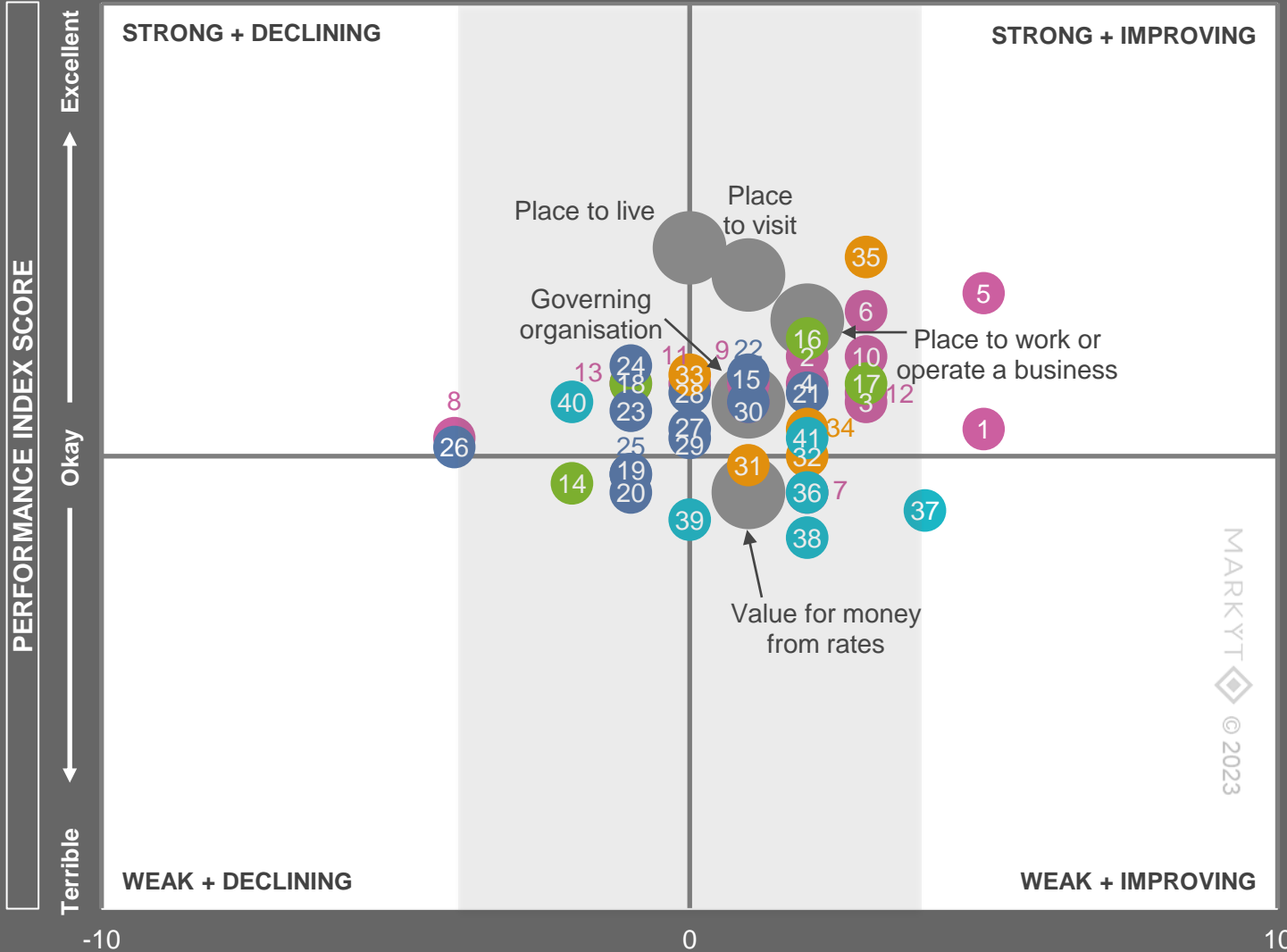
- Respect for First Nations' peoples
- Youth services and facilities

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

- Advocacy and lobbying

# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS STUDY (2023)



- 1 Youth services / facilities
- 2 Family and children services / facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Multiculturalism / cultural diversity
- 7 Community safety and crime prevention
- 8 Lighting of streets and public places
- 9 Animal management
- 10 Health and community services
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- 41 Embracing change / technology

MARKYT  © 2023

MARKYT  community priorities

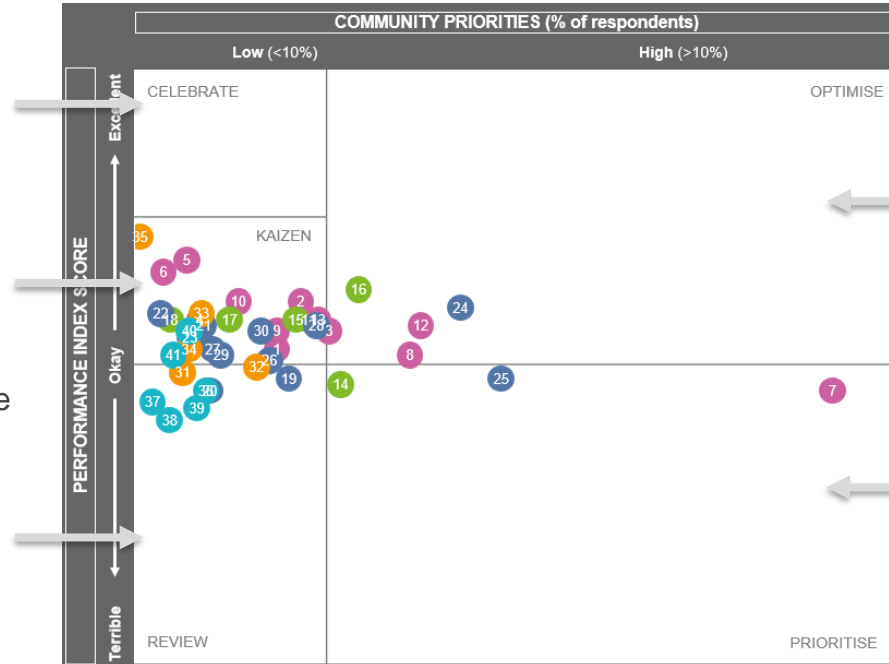
# How to read the MARKYT Community Priorities

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

**CELEBRATE** the City's highest performing areas.

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

**REVIEW** lower performing areas.



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

**PRIORITISE** lower performing services where the community would like the City 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

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35 40

- 1 Youth services / facilities
- 2 Family and children services / facilities
- 3 Seniors' services, facilities and care
- 4 Disability access and inclusion
- 5 Respect for First Nations peoples
- 6 Multiculturalism / cultural diversity
- 7 Community safety and crime prevention
- 8 Lighting of streets and public places
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- 37 Advocacy and lobbying
- 38 Consultation
- 39 Communication
- 40 Customer service
- 41 Embracing change / technology

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

Q. Over the next 10 years, which areas would you mostly like the City of Swan to focus on improving? Base: All respondents, excludes no response (n = 702)

People

# Services and facilities for young people

(like youth centres, events and Youth Outreach)

## Performance ratings

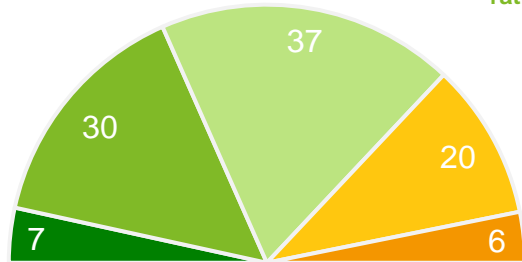
% of respondents

74%

Positive rating\*

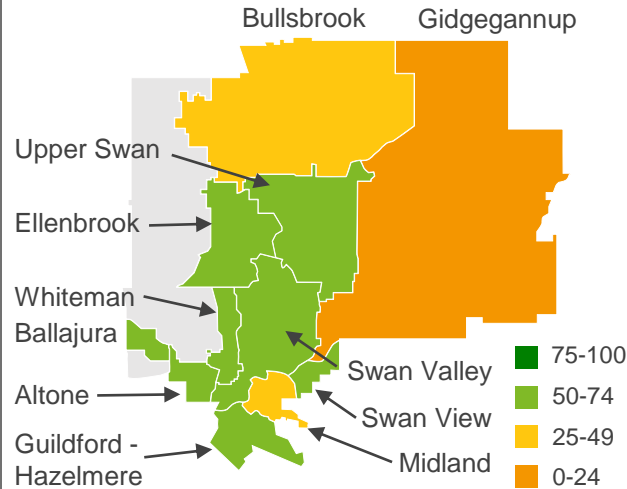
53

Performance index score



## Geographical variances

Performance Index Score

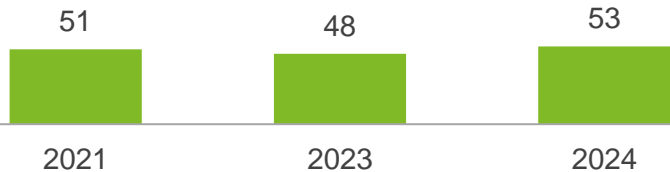


## Location

Altone	54
Ballajura	51
Bullsbrook	46
Ellenbrook	57
Gidgegannup <sup>#</sup>	17
Guildford - Hazelmere	52
Midland	46
Swan Valley	50
Swan View	58
Upper Swan <sup>#</sup>	61
Whiteman	53

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	55
Female	51

### Age of children

0-4 years	50
5-11 years	48
12-17 years	57
18+ years	53
No children	53

### Disability & culture

Disability	45
First Nations	48
Mainly speak LOTE	57

### Age

18-34 years	60
35-49 years	49
50-64 years	51
65+ years	51

### Home ownership

Home owner	52
Renting / other	62

## MARKYT Industry Standards

Performance Index Score



City of Swan	53
Industry High	65
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 408).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Services and facilities for families and children

(like programs delivered at Swan Active and City of Swan libraries)

## Performance ratings

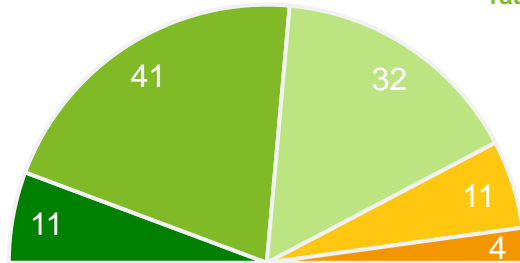
% of respondents

85%

Positive rating\*

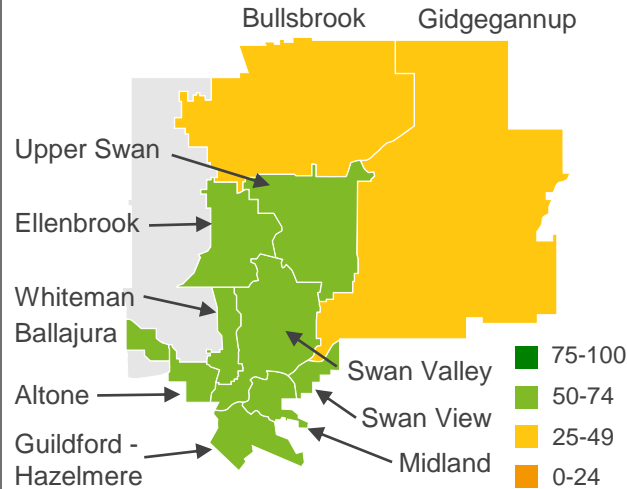
61

Performance index score



## Geographical variances

Performance Index Score

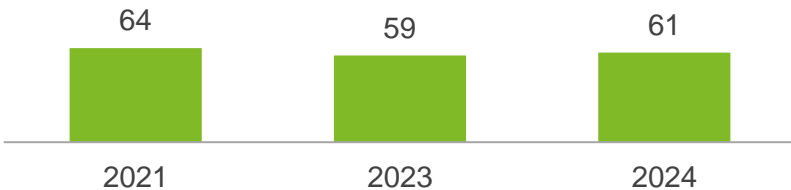


## Location

Altone	68
Ballajura	61
Bullsbrook	49
Ellenbrook	62
Gidgegannup <sup>#</sup>	29
Guildford - Hazelmere	65
Midland	51
Swan Valley	51
Swan View	61
Upper Swan <sup>#</sup>	59
Whiteman	65

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	64
Female	59

### Age of children

0-4 years	57
5-11 years	57
12-17 years	60
18+ years	56
No children	64

### Disability & culture

Disability	56
First Nations	52
Mainly speak LOTE	67

### Age

18-34 years	65
35-49 years	57
50-64 years	58
65+ years	65

### Home ownership

Home owner	61
Renting / other	68

## MARKYT Industry Standards

Performance Index Score



City of Swan	61
Industry High	68
Industry Average	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 578).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Services, facilities and care available for seniors

(like Home and Community Care Services, Day Centres, Seniors Associations and specific events and programs for seniors)

## Performance ratings

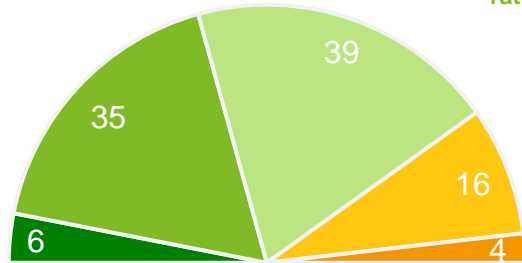
% of respondents

80%

56

Positive rating\*

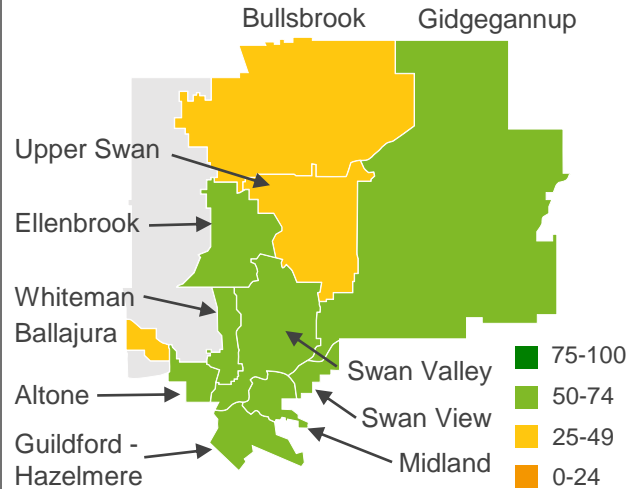
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

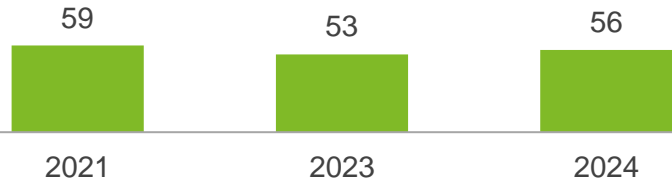


## Location

Altone	56
Ballajura	47
Bullsbrook	35
Ellenbrook	58
Gidgegannup#	61
Guildford - Hazelmere	59
Midland	59
Swan Valley	56
Swan View	65
Upper Swan#	44
Whiteman	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	52

### Age of children

0-4 years	61
5-11 years	55
12-17 years	59
18+ years	53
No children	55

### Disability & culture

Disability	44
First Nations	50
Mainly speak LOTE	63

### Age

18-34 years	64
35-49 years	55
50-64 years	51
65+ years	54

### Home ownership

Home owner	55
Renting / other	75

## MARKYT Industry Standards

Performance Index Score



City of Swan	56
Industry High	68
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 335).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Disability access and inclusion

## Performance ratings

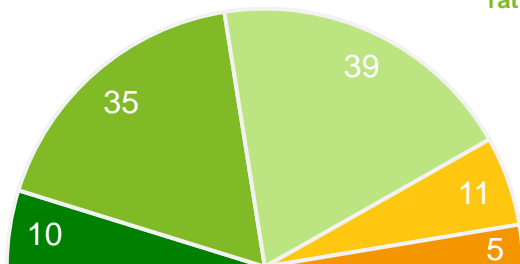
% of respondents

84%

Positive rating\*

58

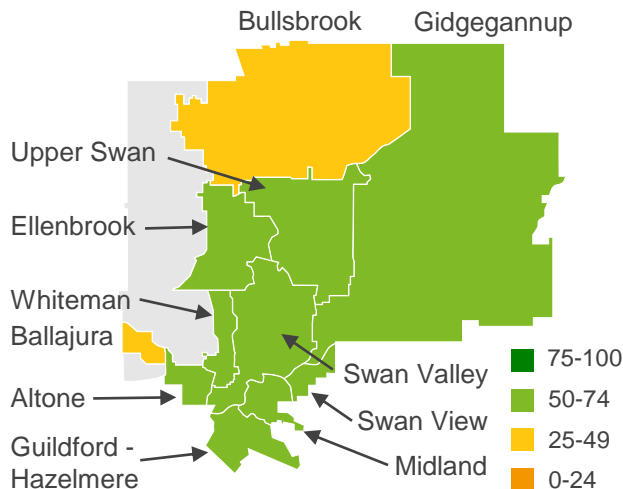
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

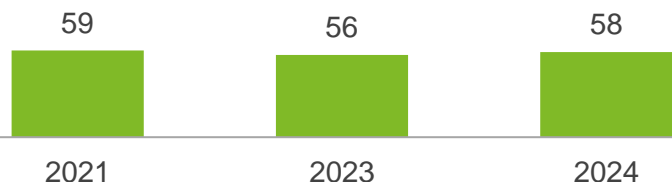


### Location

Altone	55
Ballajura	49
Bullsbrook	35
Ellenbrook	63
Gidgegannup <sup>#</sup>	63
Guildford - Hazelmere	57
Midland	55
Swan Valley	65
Swan View	62
Upper Swan <sup>#</sup>	65
Whiteman	60

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 62	0-4 years 68	Disability 44
Female 53	5-11 years 58	First Nations 47
Age	12-17 years 63	Mainly speak LOTE 66
18-34 years 66	18+ years 55	Home ownership
35-49 years 57	No children 55	Home owner 58
50-64 years 52		Renting / other 67
65+ years 56		

## MARKYT Industry Standards

Performance Index Score



City of Swan	58
Industry High	63
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 372).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Recognition and respect for Aboriginal and Torres Strait Islander peoples, cultures and heritage

## Performance ratings

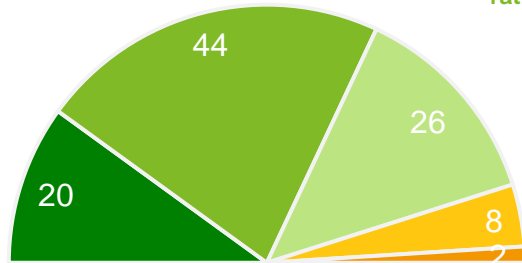
% of respondents

90%

Positive rating\*

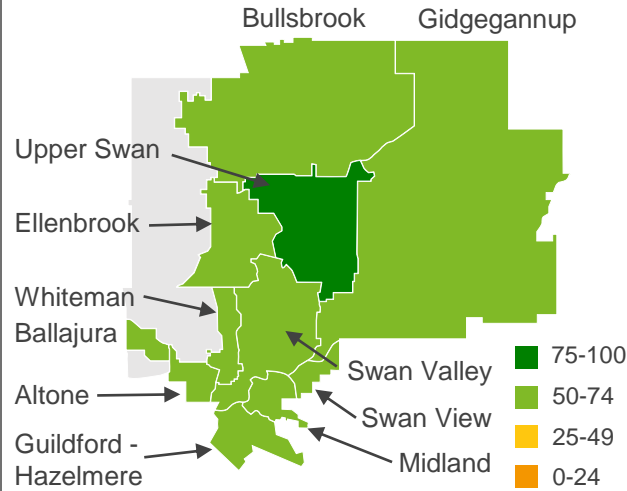
68

Performance index score



## Geographical variances

Performance Index Score

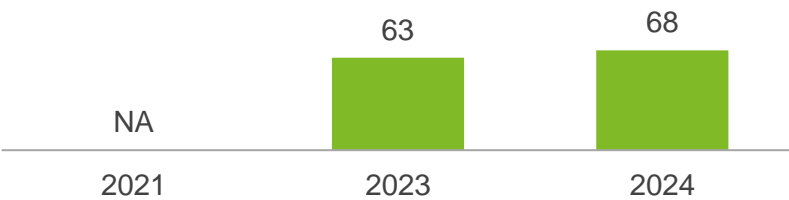


## Location

Altone	72
Ballajura	68
Bullsbrook	57
Ellenbrook	72
Gidgegannup <sup>#</sup>	59
Guildford - Hazelmere	61
Midland	67
Swan Valley	71
Swan View	64
Upper Swan <sup>#</sup>	78
Whiteman	68

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

Male	71
Female	65

Age	Performance Index Score
18-34 years	71
35-49 years	67
50-64 years	65
65+ years	69

Disability	66
First Nations	63
Mainly speak LOTE	68

Home ownership	
Home owner	69
Renting / other	61

## MARKYT Industry Standards

Performance Index Score



City of Swan	68
Industry High	71
Industry Average	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 428).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Multiculturalism / recognition of cultural diversity

## Performance ratings

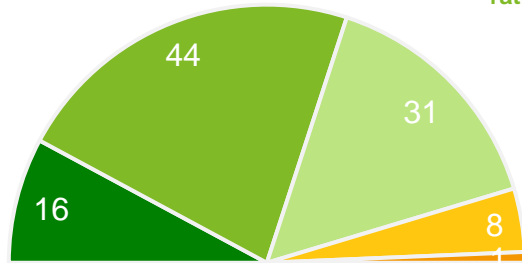
% of respondents

91%

Positive rating\*

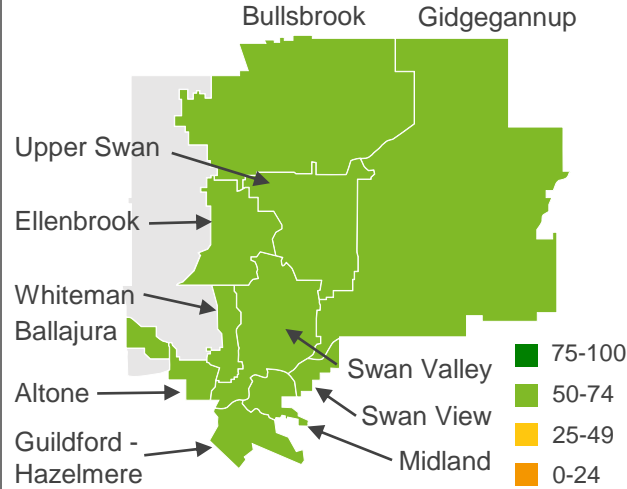
66

Performance index score



## Geographical variances

Performance Index Score

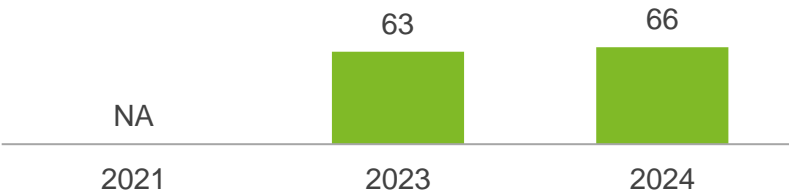


## Location

Altone	65
Ballajura	64
Bullsbrook	59
Ellenbrook	72
Gidgegannup <sup>#</sup>	62
Guildford - Hazelmere	58
Midland	58
Swan Valley	67
Swan View	63
Upper Swan <sup>#</sup>	68
Whiteman	70

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

18-34 years	72
35-49 years	64
50-64 years	63
65+ years	66

## MARKYT Industry Standards

Performance Index Score



City of Swan	66
Industry High	69
Industry Average	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 536).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

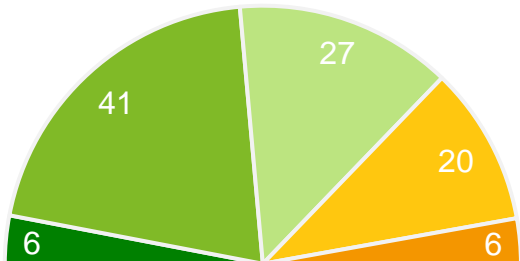
# I feel safe in my local community

## Performance ratings

% of respondents



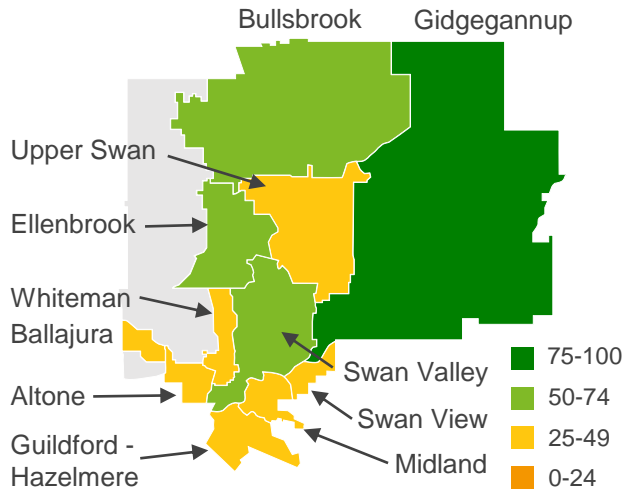
**Total Agree**



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

## Geographical variances

% agree

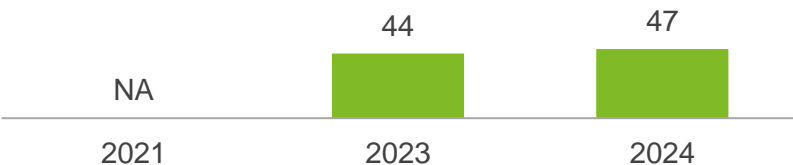


### Location

Altone	39
Ballajura	37
Bullsbrook	58
Ellenbrook	52
Gidgegannup <sup>#</sup>	100
Guildford - Hazelmere	45
Midland	34
Swan Valley	71
Swan View	49
Upper Swan <sup>#</sup>	46
Whiteman	48

## Trend Analysis

% agree



## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	49	0-4 years	49	Disability	40
Female	46	5-11 years	46	First Nations	38
<b>Age</b>		12-17 years	44	Mainly speak LOTE	48
		18+ years	43	<b>Home ownership</b>	
18-34 years	47	No children	49	Home owner	48
35-49 years	45			Renting / other	41
50-64 years	47				
65+ years	52				

## MARKYT Industry Standards

% agree



City of Swan	47
Industry High	75
Industry Average	49

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

Base: All respondents, excludes 'no response' (n = 814). \*\* Small sample size (<20 respondents)

# Community safety and crime prevention

## Performance ratings

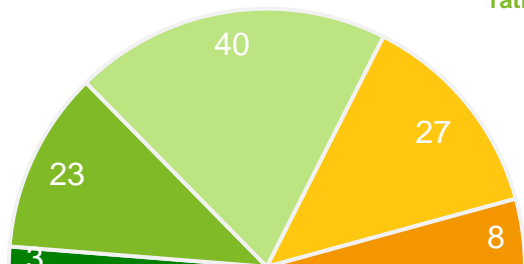
% of respondents

65%

Positive rating\*

46

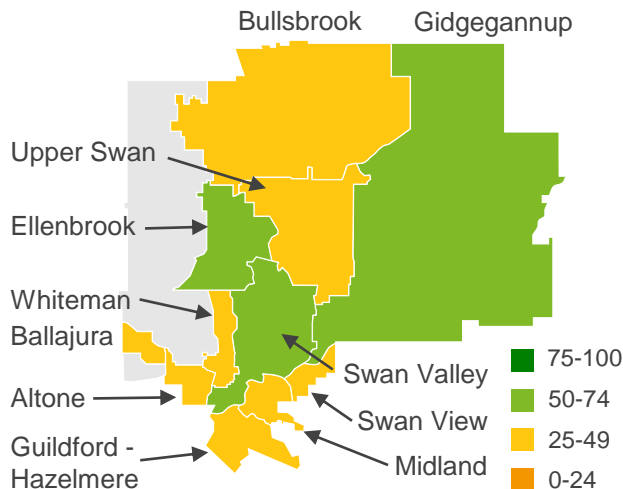
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

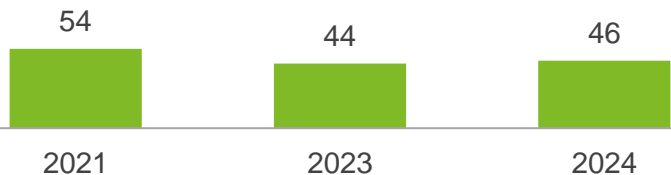


## Location

Altone	48
Ballajura	43
Bullsbrook	40
Ellenbrook	50
Gidgegannup <sup>#</sup>	71
Guildford - Hazelmere	46
Midland	38
Swan Valley	57
Swan View	48
Upper Swan <sup>#</sup>	38
Whiteman	44

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

47

47

47

47

46

44

45

46

47

42

45

47

46

46

46

## MARKYT Industry Standards

Performance Index Score



City of Swan	46
Industry High	66
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 704).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Lighting of streets and public places

## Performance ratings

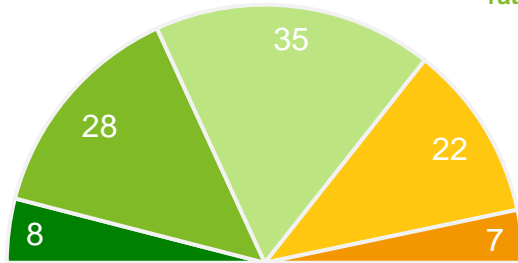
% of respondents

71%

Positive rating\*

52

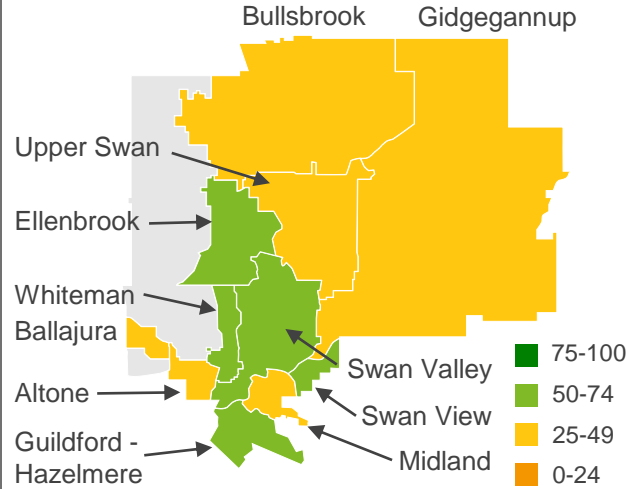
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

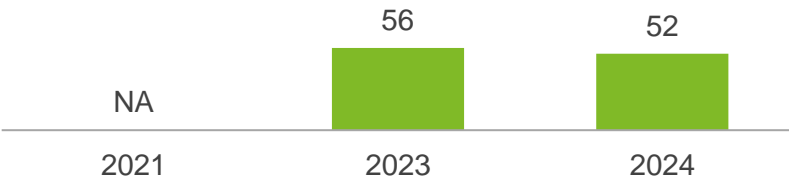


## Location

Altone	46
Ballajura	49
Bullsbrook	46
Ellenbrook	61
Gidgegannup <sup>#</sup>	41
Guildford - Hazelmere	51
Midland	46
Swan Valley	52
Swan View	50
Upper Swan <sup>#</sup>	47
Whiteman	54

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	54	0-4 years	50	Disability	48
Female	50	5-11 years	50	First Nations	46
Age		12-17 years	49	Mainly speak LOTE	51
		18+ years	48	<b>Home ownership</b>	
18-34 years	55	No children	50	Home owner	53
35-49 years	48			Renting / other	43
50-64 years	50				
65+ years	57				

## MARKYT Industry Standards

Performance Index Score



City of Swan	52
Industry High	66
Industry Average	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 771).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Animal management (dogs and cats)

## Performance ratings

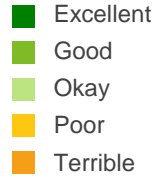
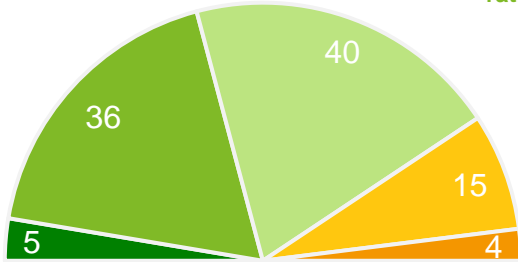
% of respondents

81%

Positive rating\*

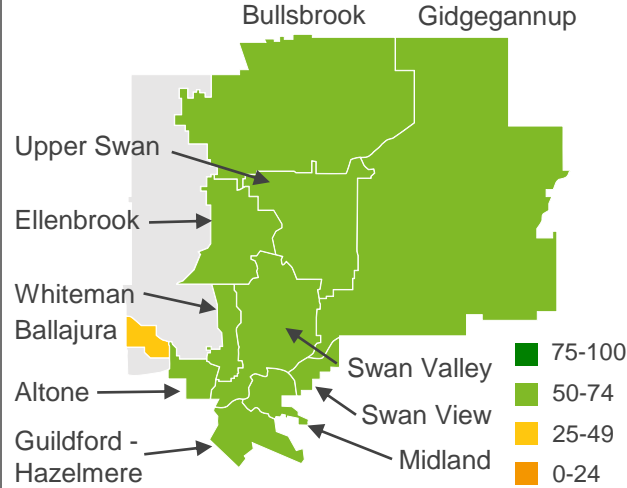
56

Performance index score



## Geographical variances

Performance Index Score

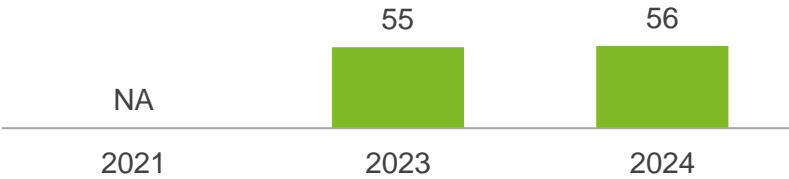


## Location

Altone	59
Ballajura	49
Bullsbrook	53
Ellenbrook	59
Gidgegannup <sup>#</sup>	56
Guildford - Hazelmere	61
Midland	55
Swan Valley	52
Swan View	57
Upper Swan <sup>#</sup>	50
Whiteman	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	55

### Age of children

0-4 years	57
5-11 years	53
12-17 years	60
18+ years	57
No children	55

### Disability & culture

Disability	52
First Nations	58
Mainly speak LOTE	57

### Age

18-34 years	58
35-49 years	56
50-64 years	54
65+ years	56

### Home ownership

Home owner	56
Renting / other	51

## MARKYT Industry Standards

Performance Index Score



City of Swan	56
Industry High	67
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 662).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Access to health and community services

## Performance ratings

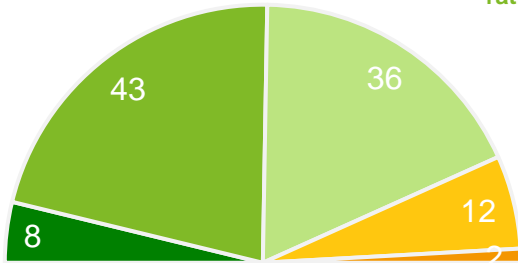
% of respondents

87%

Positive rating\*

61

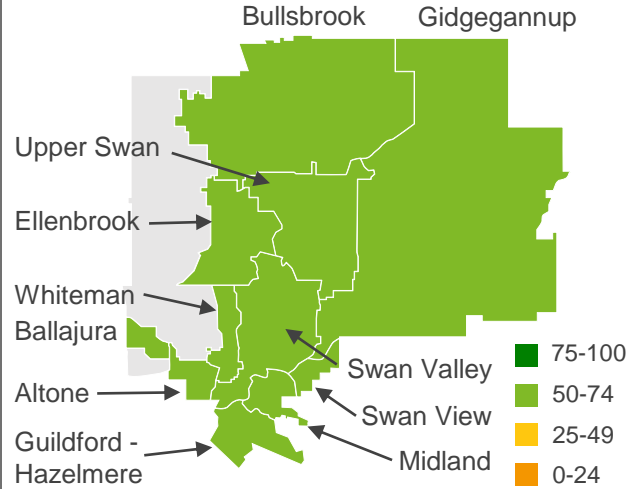
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

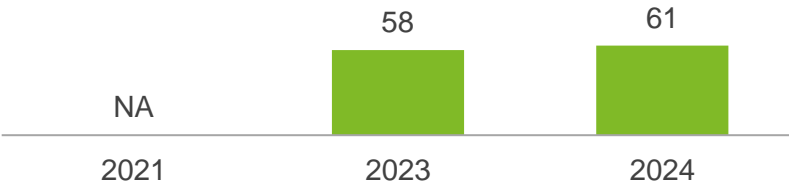


## Location

Altone	62
Ballajura	59
Bullsbrook	51
Ellenbrook	62
Gidgegannup <sup>#</sup>	52
Guildford - Hazelmere	61
Midland	65
Swan Valley	51
Swan View	63
Upper Swan <sup>#</sup>	61
Whiteman	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	59

### Age of children

0-4 years	55
5-11 years	57
12-17 years	61
18+ years	60
No children	61

### Disability & culture

Disability	56
First Nations	49
Mainly speak LOTE	65

### Age

18-34 years	62
35-49 years	59
50-64 years	61
65+ years	62

### Home ownership

Home owner	61
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Swan	61
Industry High	67
Industry Average	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 626).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Sport and recreation facilities and services

## Performance ratings

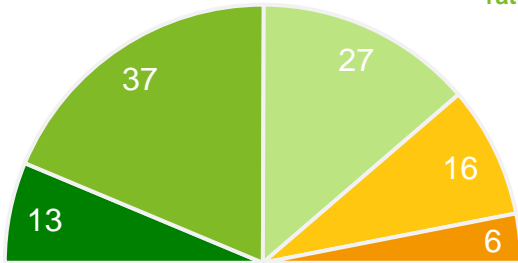
% of respondents

77%

Positive rating\*

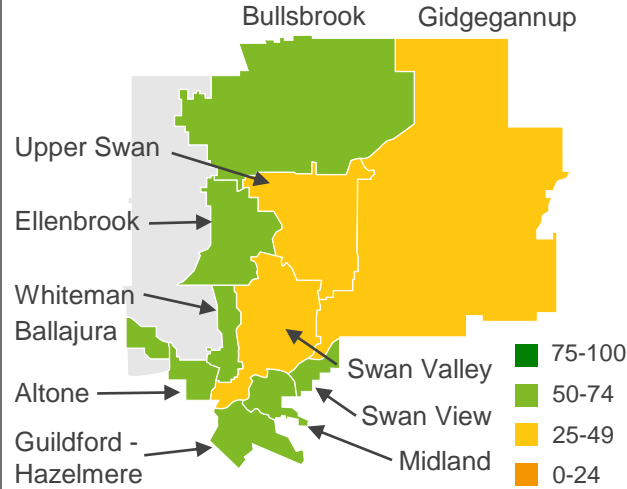
58

Performance index score



## Geographical variances

Performance Index Score

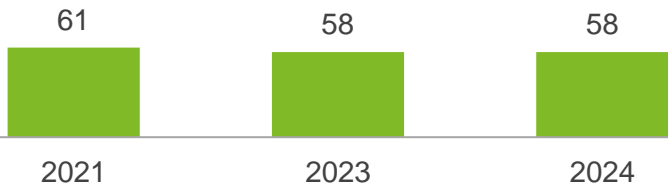


## Location

Altone	65
Ballajura	60
Bullsbrook	51
Ellenbrook	58
Gidgegannup <sup>#</sup>	39
Guildford - Hazelmere	58
Midland	51
Swan Valley	47
Swan View	58
Upper Swan <sup>#</sup>	49
Whiteman	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	54

### Age

18-34 years	60
35-49 years	53
50-64 years	59
65+ years	65

### Age of children

0-4 years	53
5-11 years	49
12-17 years	53
18+ years	58
No children	62

### Disability & culture

Disability	58
First Nations	53
Mainly speak LOTE	62

### Home ownership

Home owner	59
Renting / other	54

## MARKYT Industry Standards

Performance Index Score



City of Swan	58
Industry High	79
Industry Average	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 700).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Swan Active leisure centres

## Performance ratings

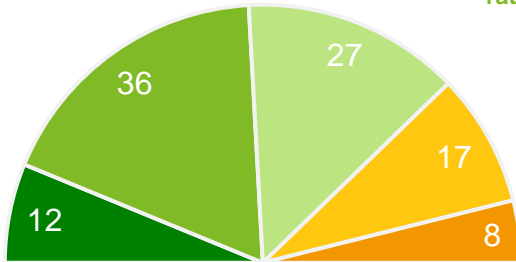
% of respondents

76%

Positive rating\*

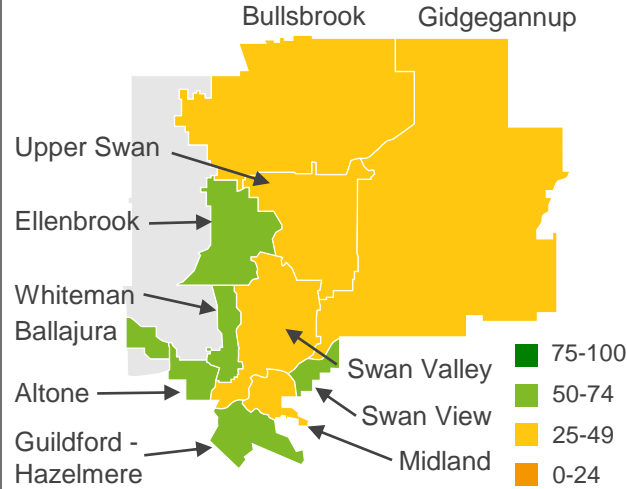
57

Performance index score



## Geographical variances

Performance Index Score

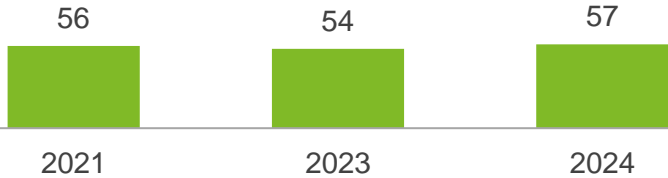


## Location

Altone	69
Ballajura	65
Bullsbrook	49
Ellenbrook	51
Gidgegannup <sup>#</sup>	37
Guildford - Hazelmere	60
Midland	45
Swan Valley	48
Swan View	53
Upper Swan <sup>#</sup>	48
Whiteman	65

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	61
Female	53

### Age of children

0-4 years	54
5-11 years	52
12-17 years	55
18+ years	57
No children	60

### Disability & culture

Disability	54
First Nations	48
Mainly speak LOTE	62

### Age

18-34 years	59
35-49 years	54
50-64 years	55
65+ years	62

### Home ownership

Home owner	57
Renting / other	59

## MARKYT Industry Standards

Performance Index Score



City of Swan	57
Industry High	80
Industry Average	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 641).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Festivals, events, art and cultural activities

## Performance ratings

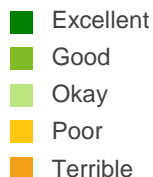
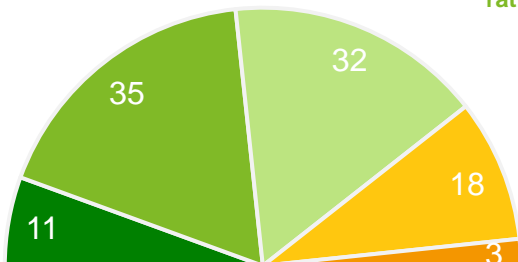
% of respondents

79%

Positive rating\*

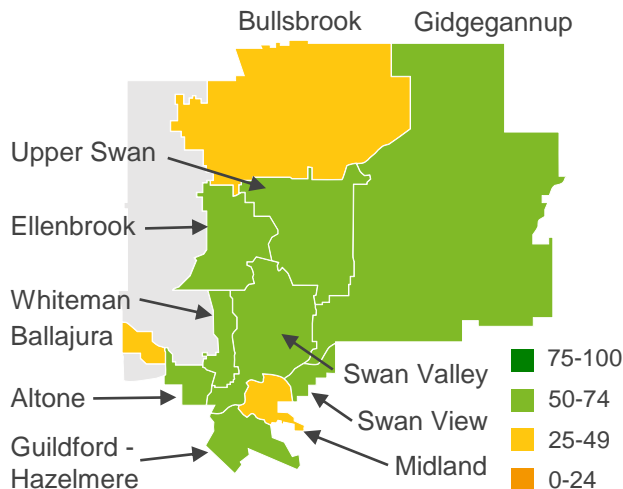
58

Performance index score



## Geographical variances

Performance Index Score

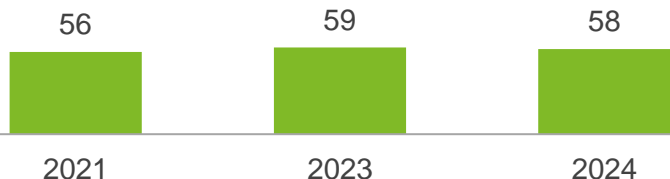


## Location

Altone	64
Ballajura	47
Bullsbrook	43
Ellenbrook	66
Gidgegannup <sup>#</sup>	54
Guildford - Hazelmere	56
Midland	47
Swan Valley	57
Swan View	52
Upper Swan <sup>#</sup>	55
Whiteman	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

59

57

57

61

55

57

57

61

55

57

57

51

61

57

56

59

57

55

57

58

56

## MARKYT Industry Standards

Performance Index Score



City of Swan 58

Industry High 75

Industry Average 61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 645).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planet

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

## Performance ratings

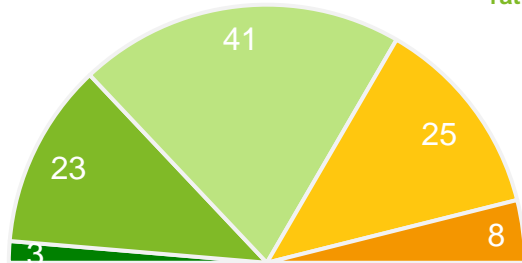
% of respondents

67%

Positive rating\*

47

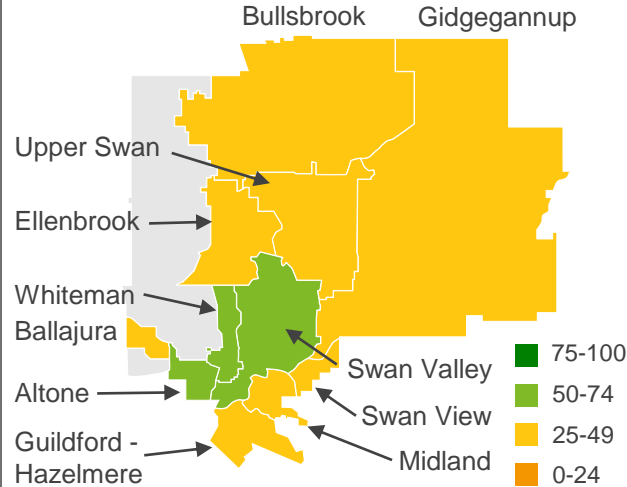
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

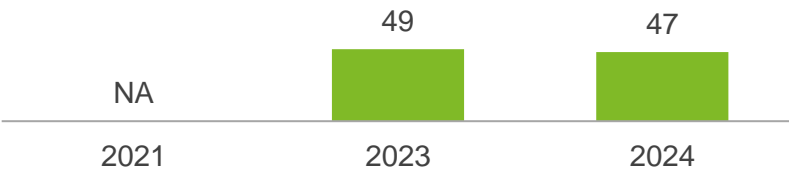


## Location

Altone	53
Ballajura	43
Bullsbrook	48
Ellenbrook	48
Gidgegannup <sup>#</sup>	32
Guildford - Hazelmere	39
Midland	45
Swan Valley	51
Swan View	45
Upper Swan <sup>#</sup>	40
Whiteman	51

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	50
Female	44

### Age of children

0-4 years	39
5-11 years	44
12-17 years	47
18+ years	44
No children	49

### Disability & culture

Disability	45
First Nations	44
Mainly speak LOTE	54

### Age

18-34 years	50
35-49 years	44
50-64 years	46
65+ years	49

### Home ownership

Home owner	47
Renting / other	52

## MARKYT Industry Standards

Performance Index Score



City of Swan	47
Industry High	68
Industry Average	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 503).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Management of public open space near rivers and waterways

(Swan River parkland, Bells Rapids, etc)

## Performance ratings

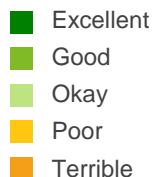
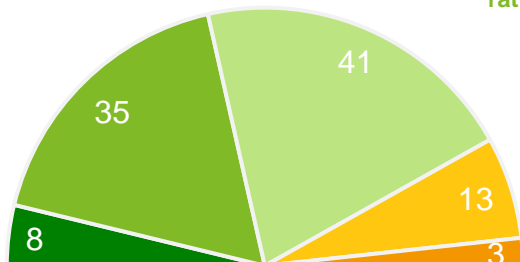
% of respondents

84%

58

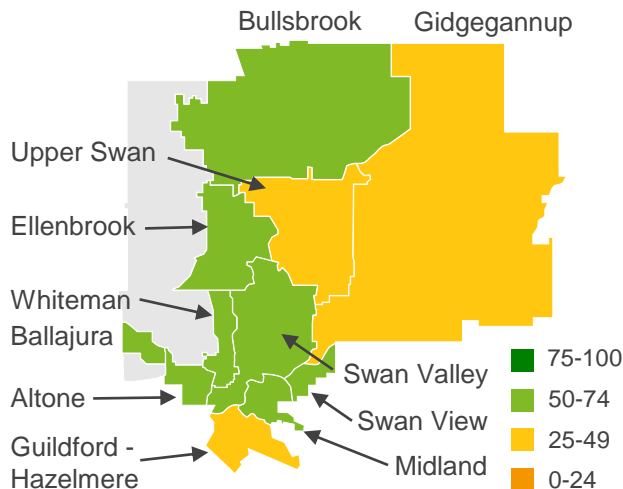
Positive rating\*

Performance index score



## Geographical variances

Performance Index Score

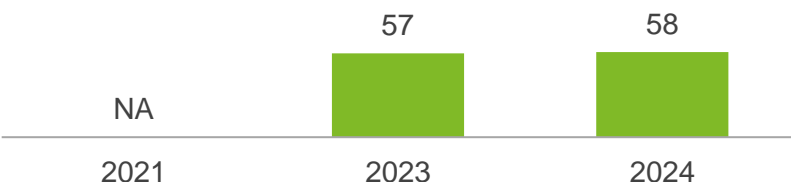


## Location

Altone	63
Ballajura	58
Bullsbrook	63
Ellenbrook	59
Gidgegannup <sup>#</sup>	49
Guildford - Hazelmere	46
Midland	57
Swan Valley	58
Swan View	70
Upper Swan <sup>#</sup>	43
Whiteman	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	59	0-4 years	56	Disability	58
Female	57	5-11 years	57	First Nations	52
Age		12-17 years	59	Mainly speak LOTE	63
		18+ years	59	<b>Home ownership</b>	
18-34 years	60	No children	58	Home owner	57
35-49 years	58			Renting / other	66
50-64 years	55				
65+ years	58				

## MARKYT Industry Standards

Performance Index Score



City of Swan	58
Industry High	65
Industry Average	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 640).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Waste management services

## Performance ratings

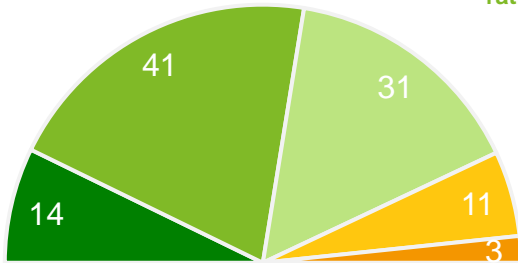
% of respondents

86%

Positive rating\*

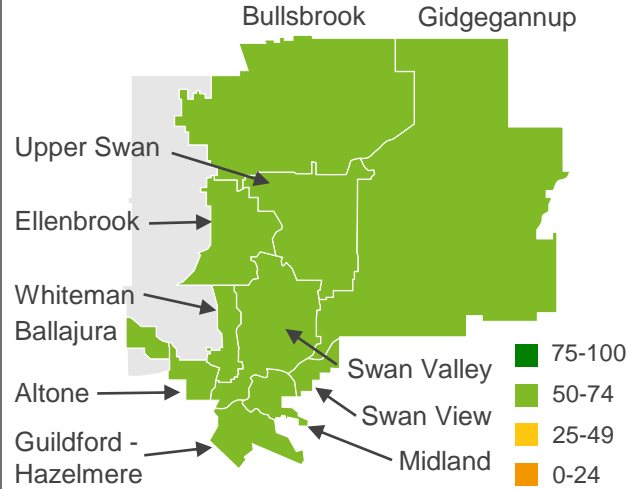
63

Performance index score



## Geographical variances

Performance Index Score

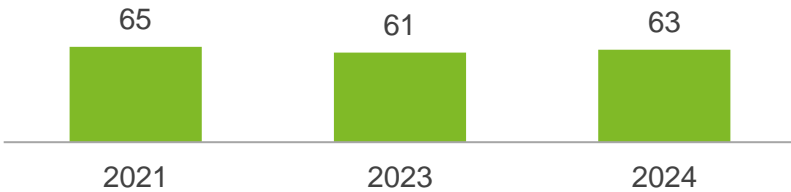


## Location

Altone	63
Ballajura	58
Bullsbrook	66
Ellenbrook	68
Gidgegannup <sup>#</sup>	58
Guildford - Hazelmere	55
Midland	61
Swan Valley	63
Swan View	68
Upper Swan <sup>#</sup>	61
Whiteman	65

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

66	64
60	65
66	66
61	63
61	63
64	64

60	57	74
63	69	

## MARKYT Industry Standards

Performance Index Score



City of Swan	63
Industry High	77
Industry Average	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 729).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Environmental health management

(noise, pests, events, pool safety, food inspections, etc)

## Performance ratings

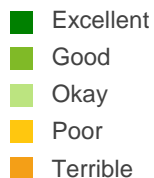
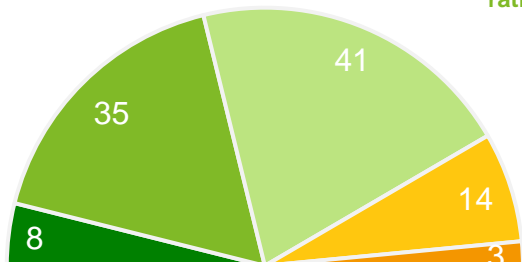
% of respondents

83%

58

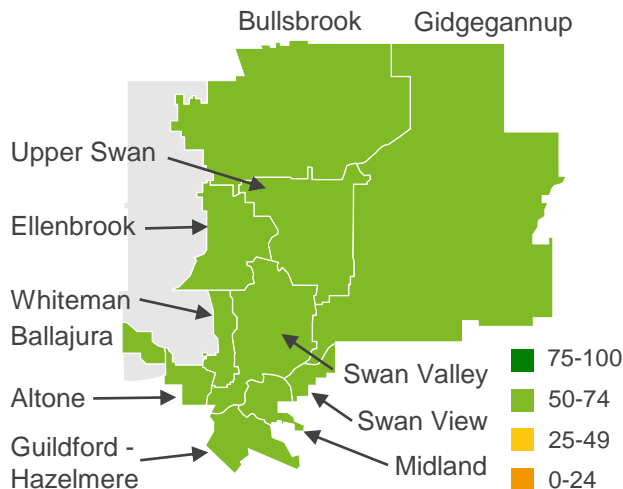
Positive rating\*

Performance index score



## Geographical variances

Performance Index Score

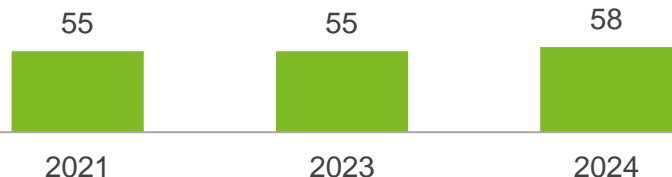


## Location

Altone	62
Ballajura	56
Bullsbrook	59
Ellenbrook	60
Gidgegannup <sup>#</sup>	58
Guildford - Hazelmere	50
Midland	55
Swan Valley	52
Swan View	63
Upper Swan <sup>#</sup>	54
Whiteman	59

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

58

60

56

### Age

59

51

62

59

66

58

63

54

59

56

56

57

74

## MARKYT Industry Standards

Performance Index Score



City of Swan 58

Industry High 65

Industry Average 54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 537).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)



Place

# Managing responsible growth and development

## Performance ratings

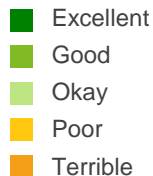
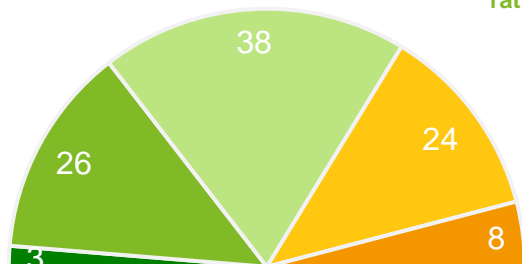
% of respondents

67%

Positive rating\*

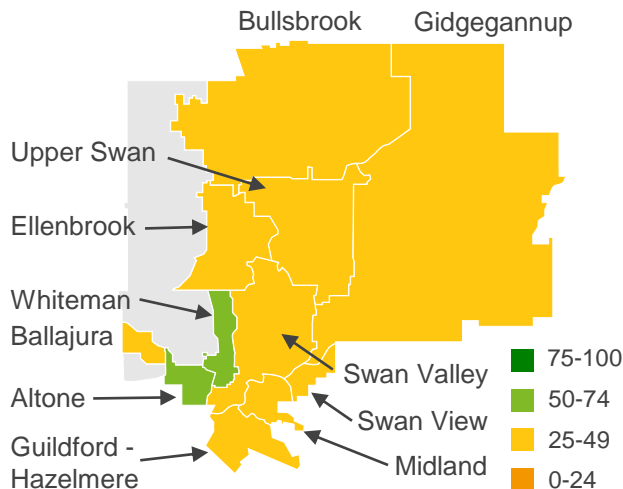
48

Performance index score



## Geographical variances

Performance Index Score

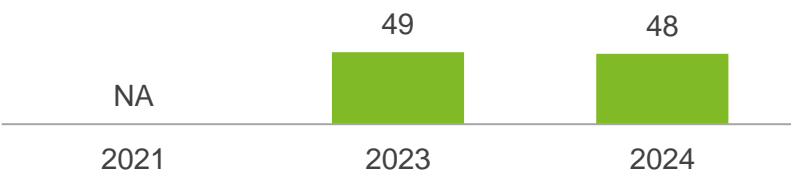


## Location

Altone	52
Ballajura	47
Bullsbrook	40
Ellenbrook	49
Gidgegannup <sup>#</sup>	30
Guildford - Hazelmere	39
Midland	49
Swan Valley	48
Swan View	49
Upper Swan <sup>#</sup>	37
Whiteman	51

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	50	0-4 years	46	Disability	41
Female	45	5-11 years	41	First Nations	41
Age		12-17 years	45	Mainly speak LOTE	58
		18+ years	43	<b>Home ownership</b>	
18-34 years	53	No children	50	Home owner	48
35-49 years	44			Renting / other	51
50-64 years	46				
65+ years	48				

## MARKYT Industry Standards

Performance Index Score



City of Swan	48
Industry High	58
Industry Average	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 572).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Planning and building approvals

## Performance ratings

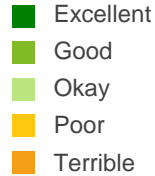
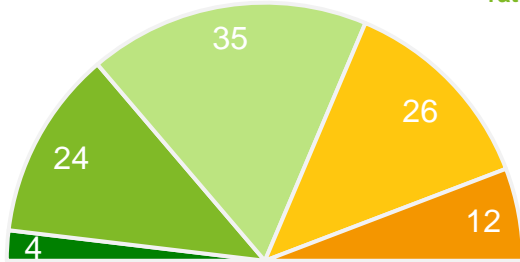
% of respondents

63%

Positive rating\*

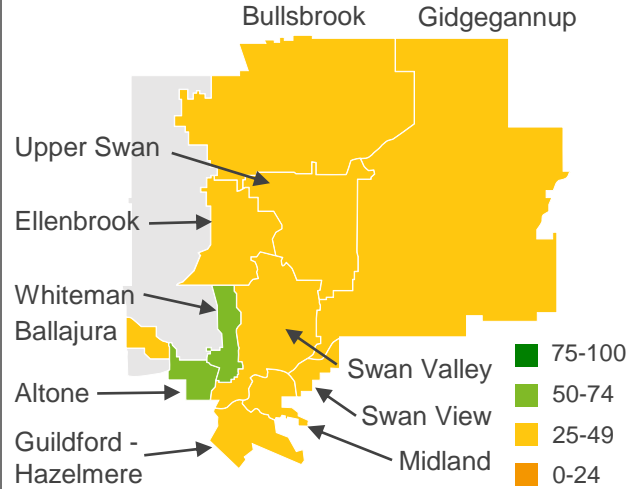
46

Performance index score



## Geographical variances

Performance Index Score

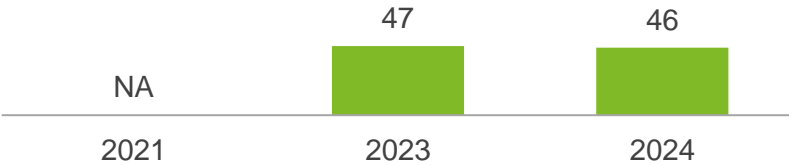


## Location

Altone	53
Ballajura	43
Bullsbrook	30
Ellenbrook	47
Gidgegannup <sup>#</sup>	30
Guildford - Hazelmere	44
Midland	39
Swan Valley	42
Swan View	45
Upper Swan <sup>#</sup>	38
Whiteman	52

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	49
Female	42

### Age of children

0-4 years	49
5-11 years	40
12-17 years	43
18+ years	44
No children	48

### Disability & culture

Disability	40
First Nations	43
Mainly speak LOTE	62

### Age

18-34 years	52
35-49 years	44
50-64 years	44
65+ years	40

### Home ownership

Home owner	46
Renting / other	47

## MARKYT Industry Standards

Performance Index Score



City of Swan	46
Industry High	55
Industry Average	43

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 493).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Access to housing that meets your needs

## Performance ratings

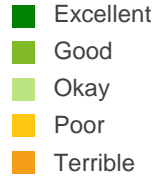
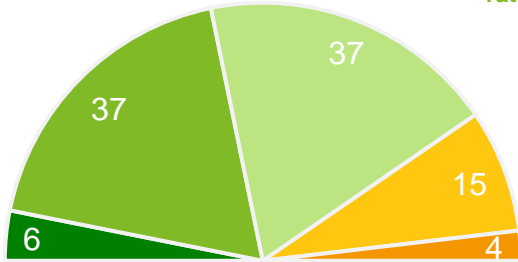
% of respondents

81%

Positive rating\*

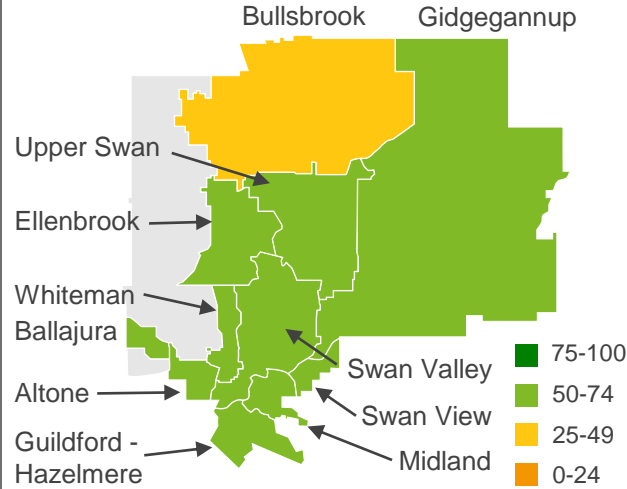
57

Performance index score



## Geographical variances

Performance Index Score

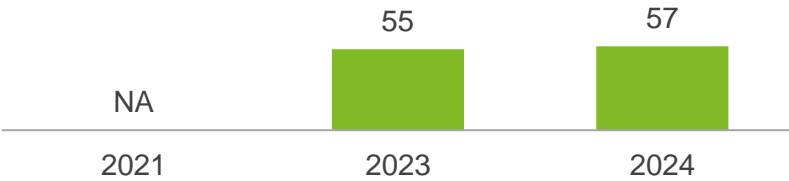


## Location

Altone	58
Ballajura	52
Bullsbrook	41
Ellenbrook	56
Gidgegannup <sup>#</sup>	57
Guildford - Hazelmere	61
Midland	57
Swan Valley	56
Swan View	53
Upper Swan <sup>#</sup>	57
Whiteman	61

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	59
Female	54

### Age of children

0-4 years	59
5-11 years	52
12-17 years	53
18+ years	47
No children	58

### Disability & culture

Disability	51
First Nations	53
Mainly speak LOTE	64

### Age

18-34 years	62
35-49 years	56
50-64 years	51
65+ years	54

### Home ownership

Home owner	57
Renting / other	50

## MARKYT Industry Standards

Performance Index Score



City of Swan	57
Industry High	64
Industry Average	48

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 # Small sample size (<20 respondents)

# Preserving and promoting local heritage

## Performance ratings

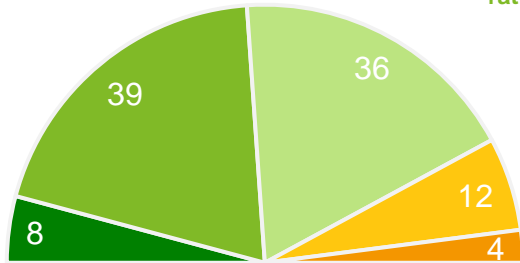
% of respondents

84%

Positive rating\*

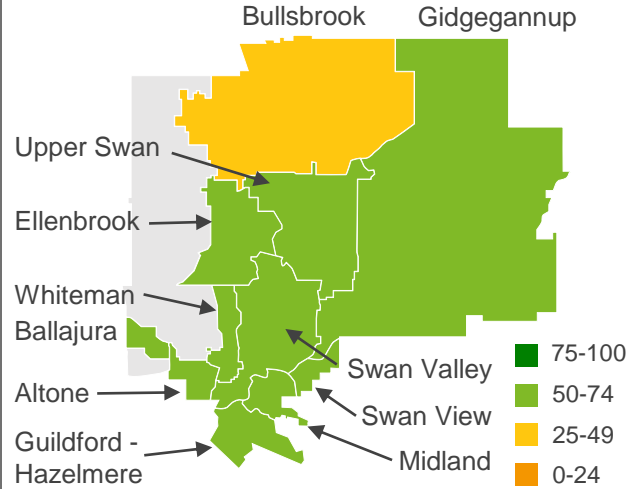
59

Performance index score



## Geographical variances

Performance Index Score

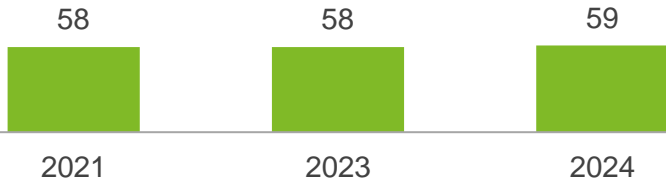


## Location

Altone	66
Ballajura	57
Bullsbrook	49
Ellenbrook	61
Gidgegannup <sup>#</sup>	53
Guildford - Hazelmere	61
Midland	53
Swan Valley	67
Swan View	57
Upper Swan <sup>#</sup>	56
Whiteman	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	63
Female	56

### Age of children

0-4 years	63
5-11 years	59
12-17 years	61
18+ years	53
No children	59

### Disability & culture

Disability	56
First Nations	58
Mainly speak LOTE	69

### Age

18-34 years	64
35-49 years	59
50-64 years	56
65+ years	54

### Home ownership

Home owner	59
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Swan	59
Industry High	70
Industry Average	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 531).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# City offices in Altone/Beechboro, Ballajura, Ellenbrook and Bullsbrook that are co-located with libraries and leisure centres

## Performance ratings

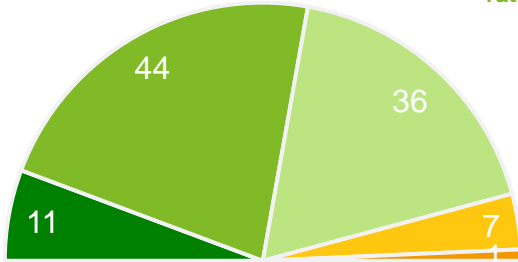
% of respondents

92%

Positive rating\*

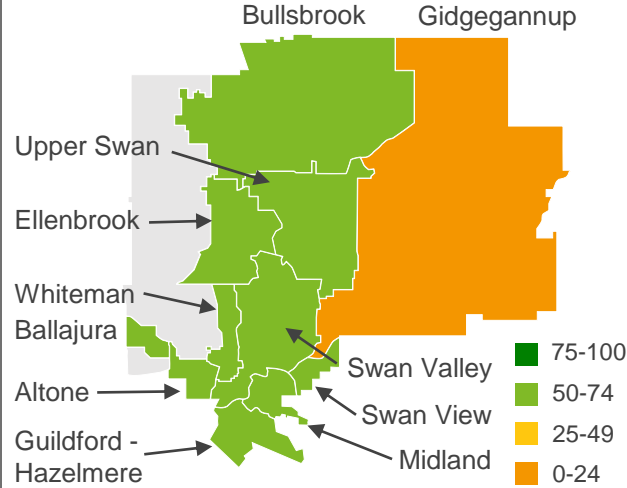
64

Performance index score



## Geographical variances

Performance Index Score

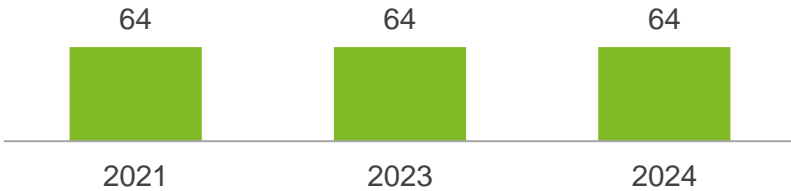


## Location

Altone	64
Ballajura	65
Bullsbrook	66
Ellenbrook	64
Gidgegannup <sup>#</sup>	.
Guildford - Hazelmere	66
Midland	57
Swan Valley	65
Swan View	68
Upper Swan <sup>#</sup>	55
Whiteman	67

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	64	0-4 years	67	Disability	67
Female	65	5-11 years	64	First Nations	59
Age		12-17 years	64	Mainly speak LOTE	70
18-34 years	68	18+ years	62	Home ownership	
35-49 years	63	No children	64	Home owner	64
50-64 years	61			Renting / other	69
65+ years	67				

## MARKYT Industry Standards

Performance Index Score



City of Swan	64
Industry High	NA
Industry Average	NA

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 429).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Community buildings, halls and toilets

## Performance ratings

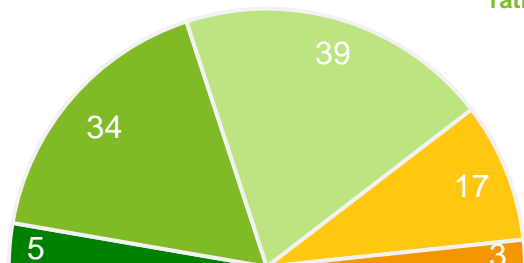
% of respondents

79%

Positive rating\*

55

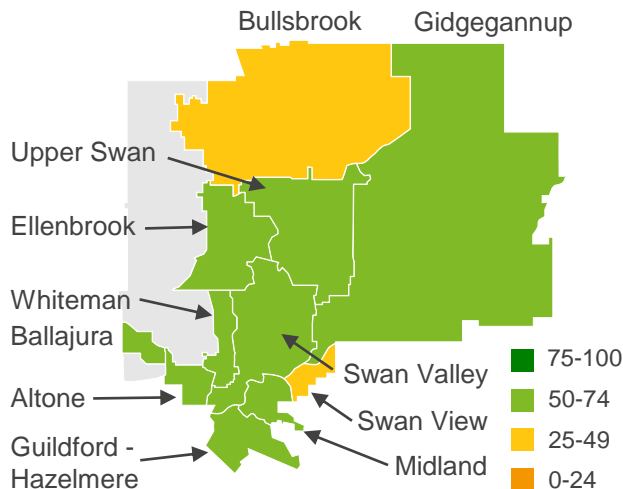
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

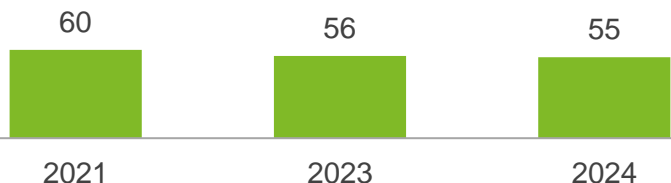


## Location

Altone	53
Ballajura	55
Bullsbrook	49
Ellenbrook	57
Gidgegannup <sup>#</sup>	52
Guildford - Hazelmere	61
Midland	54
Swan Valley	54
Swan View	47
Upper Swan <sup>#</sup>	53
Whiteman	57

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

58	53	55
53	48	48
	54	61
	50	
	58	

## MARKYT Industry Standards

Performance Index Score



City of Swan	55
Industry High	65
Industry Average	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 642).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Playgrounds, parks and reserves

## Performance ratings

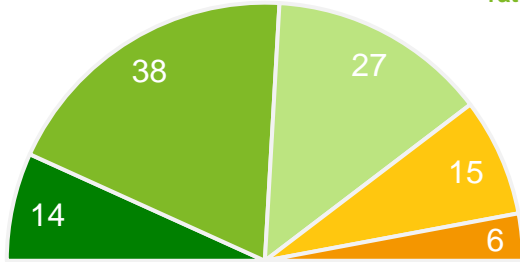
% of respondents

79%

Positive rating\*

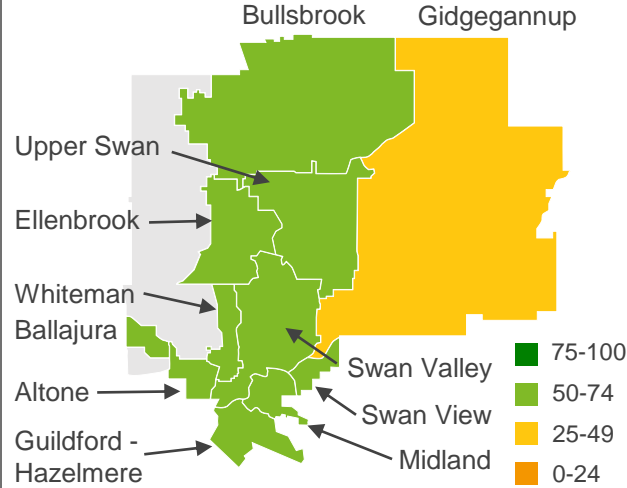
60

Performance index score



## Geographical variances

Performance Index Score

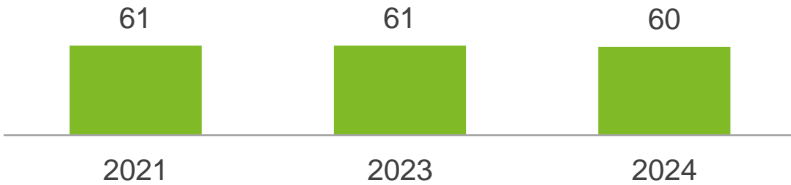


## Location

Altone	55
Ballajura	53
Bullsbrook	55
Ellenbrook	67
Gidgegannup <sup>#</sup>	45
Guildford - Hazelmere	57
Midland	57
Swan Valley	58
Swan View	58
Upper Swan <sup>#</sup>	53
Whiteman	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	60
Female	59

### Age of children

0-4 years	57
5-11 years	54
12-17 years	59
18+ years	60
No children	61

### Disability & culture

Disability	59
First Nations	56
Mainly speak LOTE	62

### Age

18-34 years	63
35-49 years	55
50-64 years	58
65+ years	64

### Home ownership

Home owner	59
Renting / other	64

## MARKYT Industry Standards

Performance Index Score



City of Swan	60
Industry High	78
Industry Average	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 720).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Streetscapes, street trees and verges

## Performance ratings

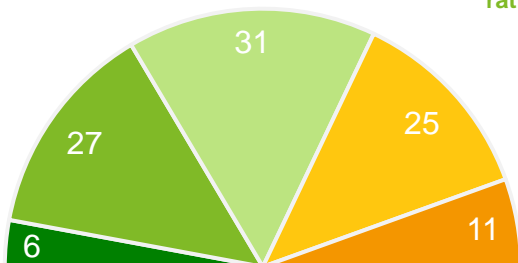
% of respondents

64%

Positive rating\*

48

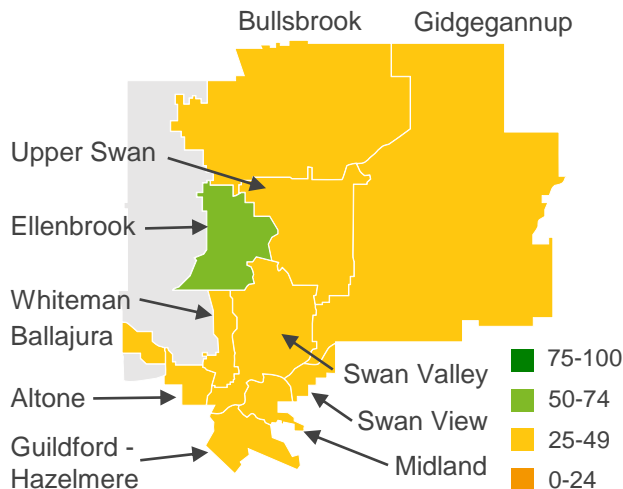
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

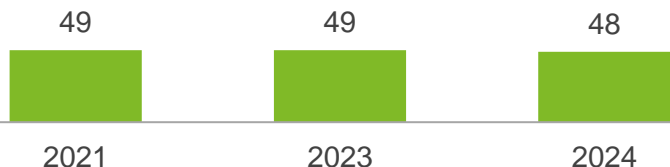


## Location

Altone	46
Ballajura	43
Bullsbrook	42
Ellenbrook	56
Gidgegannup <sup>#</sup>	48
Guildford - Hazelmere	49
Midland	42
Swan Valley	47
Swan View	41
Upper Swan <sup>#</sup>	37
Whiteman	48

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

City of Swan	48
Industry High	69
Industry Average	53

## MARKYT Industry Standards

Performance Index Score



City of Swan	48
Industry High	69
Industry Average	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 725).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Ease and safety of getting around for pedestrians and users of bicycles, scooters and e-rideables

## Performance ratings

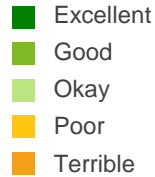
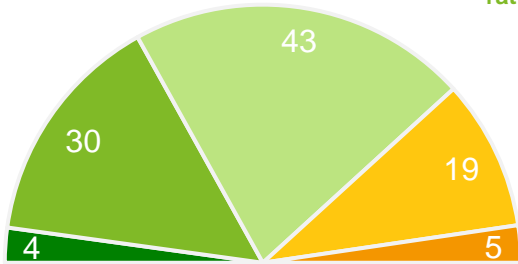
% of respondents

76%

Positive rating\*

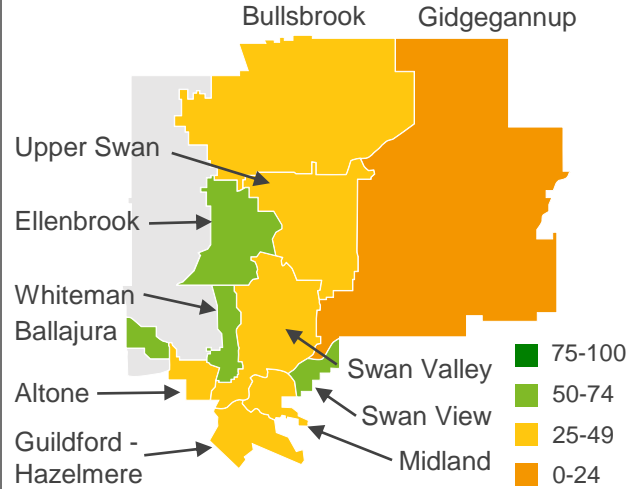
53

Performance index score



## Geographical variances

Performance Index Score

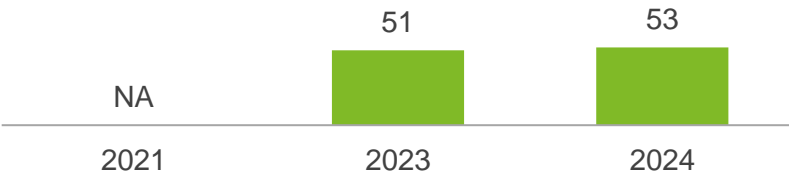


## Location

Altone	48
Ballajura	51
Bullsbrook	45
Ellenbrook	61
Gidgegannup <sup>#</sup>	22
Guildford - Hazelmere	46
Midland	47
Swan Valley	49
Swan View	52
Upper Swan <sup>#</sup>	36
Whiteman	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	53	0-4 years	53	Disability	49
Female	52	5-11 years	51	First Nations	50
Age		12-17 years	52	Mainly speak LOTE	54
		18+ years	49	<b>Home ownership</b>	
18-34 years	58	No children	54	Home owner	53
35-49 years	50			Renting / other	45
50-64 years	51				
65+ years	51				

## MARKYT Industry Standards

Performance Index Score



City of Swan	53
Industry High	NA
Industry Average	NA

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 604).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Footpaths and shared use paths

## Performance ratings

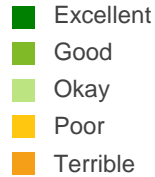
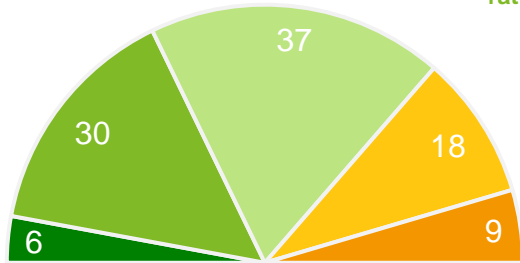
% of respondents

73%

Positive rating\*

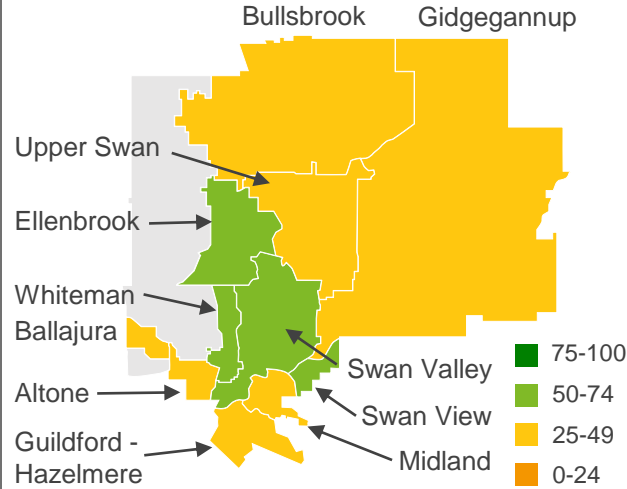
51

Performance index score



## Geographical variances

Performance Index Score

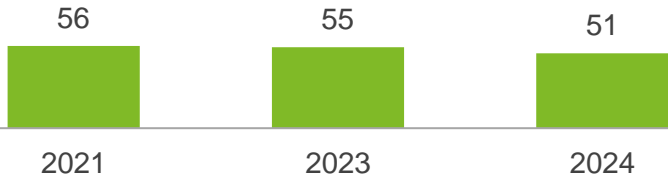


## Location

Altone	45
Ballajura	46
Bullsbrook	47
Ellenbrook	62
Gidgegannup <sup>#</sup>	31
Guildford - Hazelmere	45
Midland	41
Swan Valley	55
Swan View	52
Upper Swan <sup>#</sup>	40
Whiteman	56

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	54
Female	49

### Age of children

0-4 years	50
5-11 years	49
12-17 years	53
18+ years	51
No children	51

### Disability & culture

Disability	51
First Nations	52
Mainly speak LOTE	59

### Age

18-34 years	53
35-49 years	49
50-64 years	49
65+ years	55

### Home ownership

Home owner	51
Renting / other	50

## MARKYT Industry Standards

Performance Index Score



City of Swan	51
Industry High <sup>^</sup>	67
Industry Average <sup>^</sup>	52

Q. How would you rate performance in the following areas? Base: All respondents, excludes 'unsure' and 'no response' (n = 723).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

<sup>^</sup> Industry benchmark: Footpaths, trails and cycleways

# Bike lanes and networks

## Performance ratings

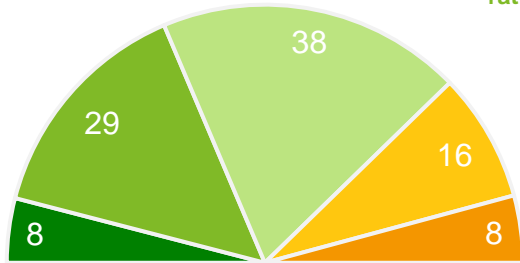
% of respondents

75%

Positive rating\*

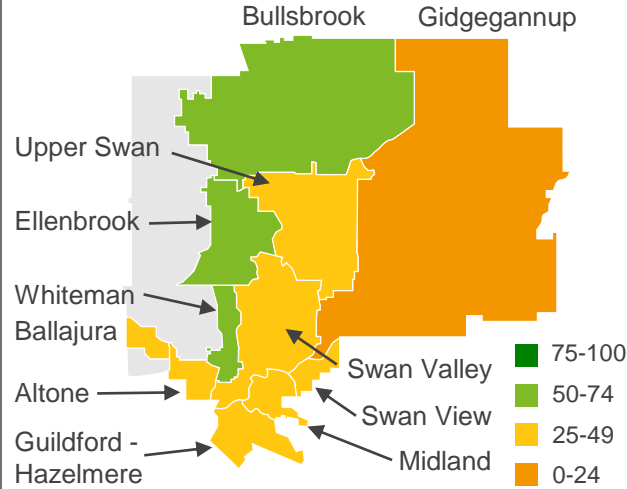
53

Performance index score



## Geographical variances

Performance Index Score

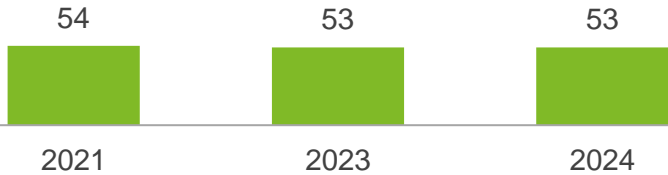


## Location

Altone	48
Ballajura	43
Bullsbrook	52
Ellenbrook	65
Gidgegannup <sup>#</sup>	11
Guildford - Hazelmere	48
Midland	44
Swan Valley	48
Swan View	49
Upper Swan <sup>#</sup>	44
Whiteman	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	55
Female	52

### Age of children

0-4 years	51
5-11 years	51
12-17 years	52
18+ years	52
No children	54

### Disability & culture

Disability	54
First Nations	54
Mainly speak LOTE	60

### Age

18-34 years	54
35-49 years	50
50-64 years	52
65+ years	59

### Home ownership

Home owner	53
Renting / other	56

## MARKYT Industry Standards

Performance Index Score



City of Swan	53
Industry High <sup>^</sup>	67
Industry Average <sup>^</sup>	52

Q. How would you rate performance in the following areas? Base: All respondents, excludes 'unsure' and 'no response' (n = 604).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

<sup>^</sup> Industry benchmark: Footpaths, trails and cycleways

# Local roads

## Performance ratings

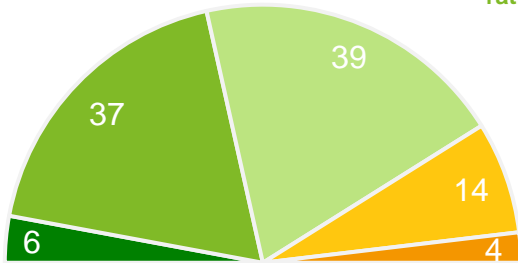
% of respondents

82%

Positive rating\*

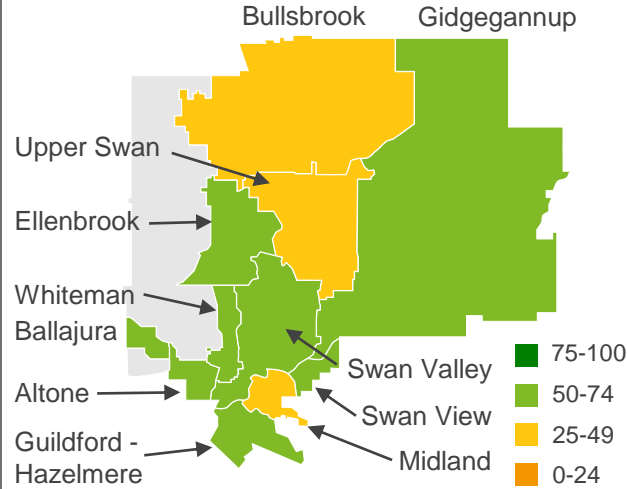
57

Performance index score



## Geographical variances

Performance Index Score

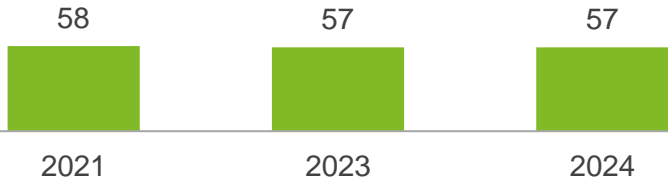


## Location

Altone	56
Ballajura	52
Bullsbrook	47
Ellenbrook	63
Gidgegannup <sup>#</sup>	60
Guildford - Hazelmere	55
Midland	49
Swan Valley	59
Swan View	56
Upper Swan <sup>#</sup>	45
Whiteman	58

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	55

### Age of children

0-4 years	57
5-11 years	57
12-17 years	57
18+ years	55
No children	58

### Disability & culture

Disability	55
First Nations	51
Mainly speak LOTE	66

### Age

18-34 years	60
35-49 years	55
50-64 years	54
65+ years	59

### Home ownership

Home owner	56
Renting / other	63

## MARKYT Industry Standards

Performance Index Score



City of Swan	57
Industry High	70
Industry Average	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 732).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Parking management

## Performance ratings

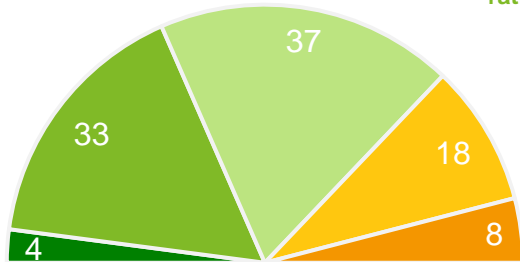
% of respondents

74%

Positive rating\*

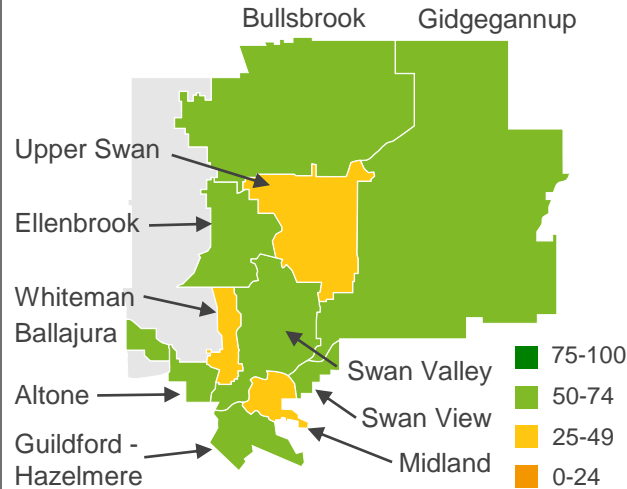
52

Performance index score



## Geographical variances

Performance Index Score

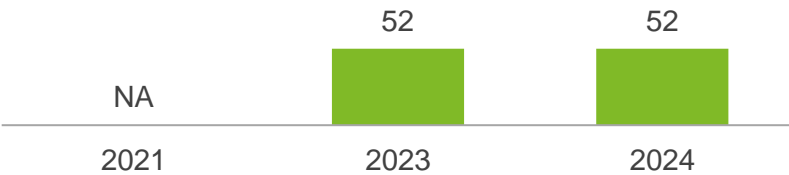


## Location

Altone	54
Ballajura	52
Bullsbrook	50
Ellenbrook	57
Gidgegannup <sup>#</sup>	59
Guildford - Hazelmere	52
Midland	47
Swan Valley	51
Swan View	52
Upper Swan <sup>#</sup>	41
Whiteman	47

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

54	54
50	53
57	51
51	50
47	54
54	

54	46	62
52		
55		

## MARKYT Industry Standards

Performance Index Score



City of Swan	52
Industry High	60
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 683).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Access to public transport

## Performance ratings

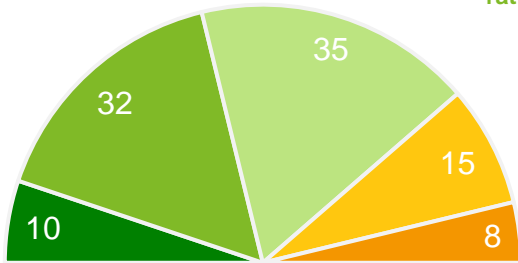
% of respondents

77%

Positive rating\*

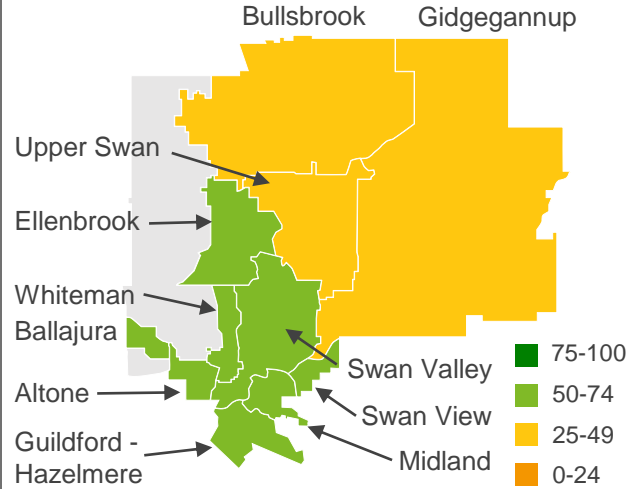
56

Performance index score



## Geographical variances

Performance Index Score

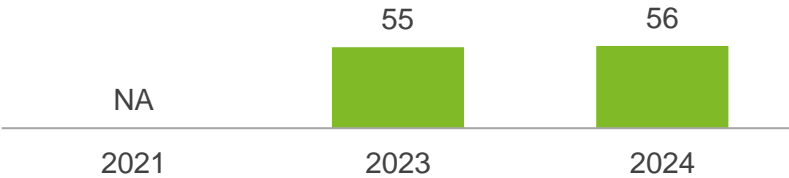


## Location

Altone	63
Ballajura	60
Bullsbrook	25
Ellenbrook	53
Gidgegannup <sup>#</sup>	31
Guildford - Hazelmere	64
Midland	58
Swan Valley	53
Swan View	69
Upper Swan <sup>#</sup>	44
Whiteman	53

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male **61**  
Female **51**

### Age

18-34 years 58  
35-49 years 52  
50-64 years 54  
65+ years **61**

### Age of children

0-4 years 57  
5-11 years 53  
12-17 years 57  
18+ years 54  
No children 57

### Disability & culture

Disability 52  
First Nations **51**  
Mainly speak LOTE **61**

### Home ownership

Home owner 55  
Renting / other **65**

## MARKYT Industry Standards

Performance Index Score



City of Swan	56
Industry High	82
Industry Average	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 696).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

# Place to work or operate a business

## Performance ratings

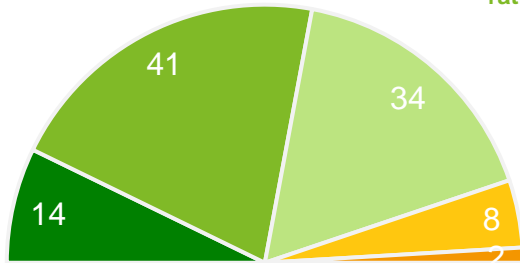
% of respondents

90%

Positive rating\*

65

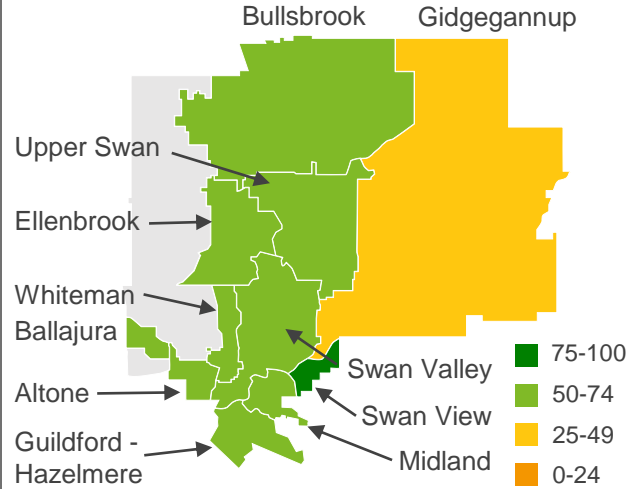
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

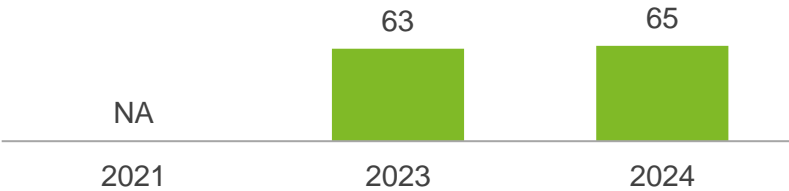


## Location

Altone	65
Ballajura	60
Bullsbrook	58
Ellenbrook	69
Gidgegannup <sup>#</sup>	40
Guildford - Hazelmere	62
Midland	54
Swan Valley	66
Swan View	76
Upper Swan <sup>#</sup>	71
Whiteman	64

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

## MARKYT Industry Standards

Performance Index Score



City of Swan	65
Industry High	72
Industry Average	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 472).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Economic development and job creation

## Performance ratings

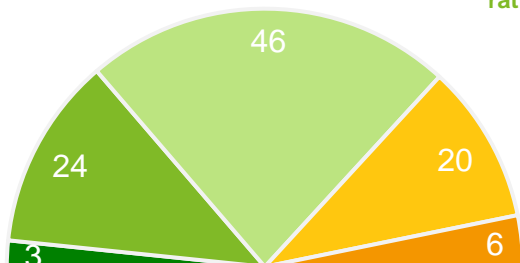
% of respondents

74%

Positive rating\*

49

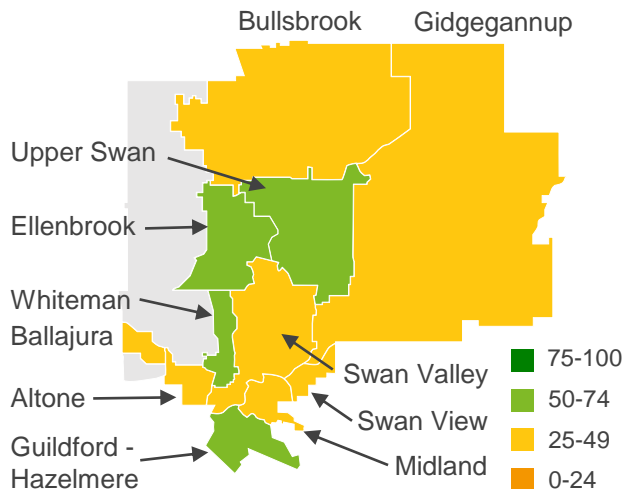
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

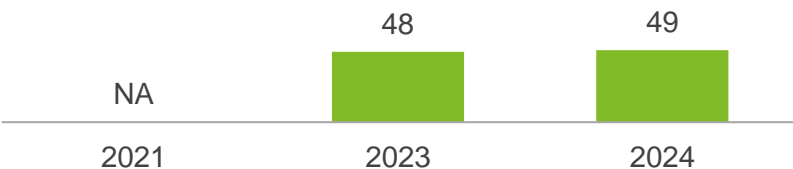


## Location

Altone	49
Ballajura	48
Bullsbrook	43
Ellenbrook	51
Gidgegannup <sup>#</sup>	34
Guildford - Hazelmere	54
Midland	38
Swan Valley	49
Swan View	49
Upper Swan <sup>#</sup>	55
Whiteman	56

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

Male	51	0-4 years	42
Female	48	5-11 years	45
		12-17 years	46
		18+ years	46
		No children	55

Disability	45
First Nations	50
Mainly speak LOTE	56
Home ownership	
Home owner	50
Renting / other	48

Age	Performance Index Score
18-34 years	55
35-49 years	47
50-64 years	45
65+ years	51

## MARKYT Industry Standards

Performance Index Score



City of Swan	49
Industry High	56
Industry Average	43

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 # Small sample size (<20 respondents)

# Development and activation of town centres

## Performance ratings

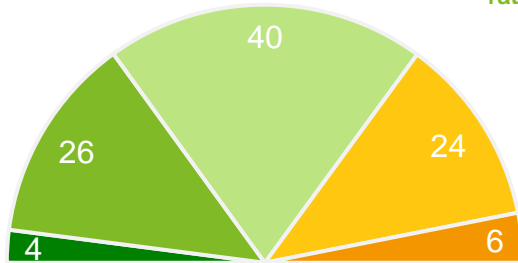
% of respondents

70%

Positive rating\*

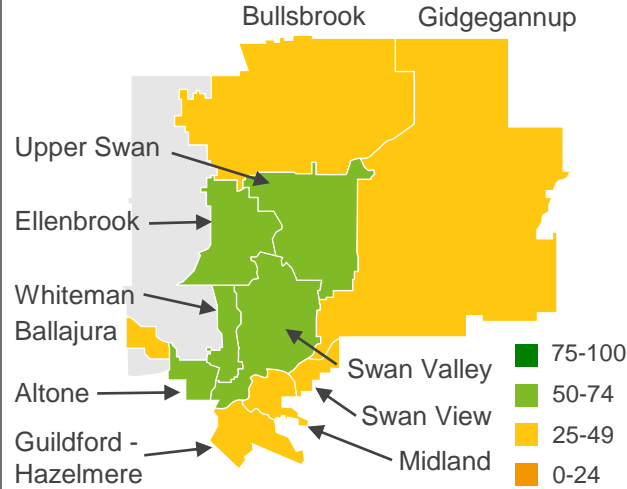
50

Performance index score



## Geographical variances

Performance Index Score

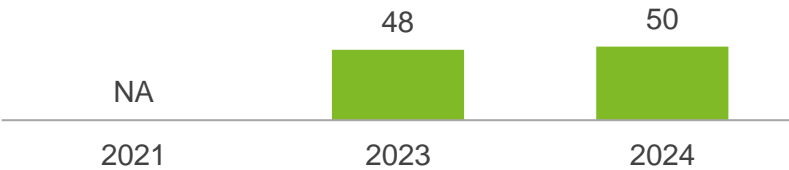


## Location

Altone	53
Ballajura	42
Bullsbrook	45
Ellenbrook	55
Gidgegannup <sup>#</sup>	29
Guildford - Hazelmere	44
Midland	41
Swan Valley	51
Swan View	45
Upper Swan <sup>#</sup>	53
Whiteman	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	53
Female	46

### Age of children

0-4 years	48
5-11 years	44
12-17 years	49
18+ years	46
No children	53

### Disability & culture

Disability	49
First Nations	44
Mainly speak LOTE	61

### Age

18-34 years	52
35-49 years	47
50-64 years	48
65+ years	51

### Home ownership

Home owner	50
Renting / other	50

## MARKYT Industry Standards

Performance Index Score



City of Swan	50
Industry High	64
Industry Average	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 524).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Place to visit

## Performance ratings

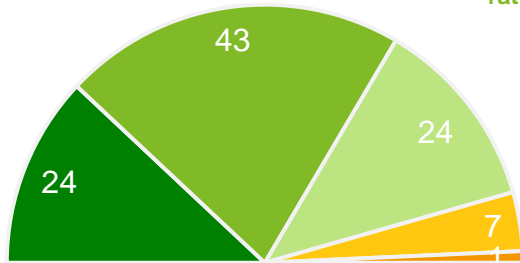
% of respondents

91%

Positive rating\*

70

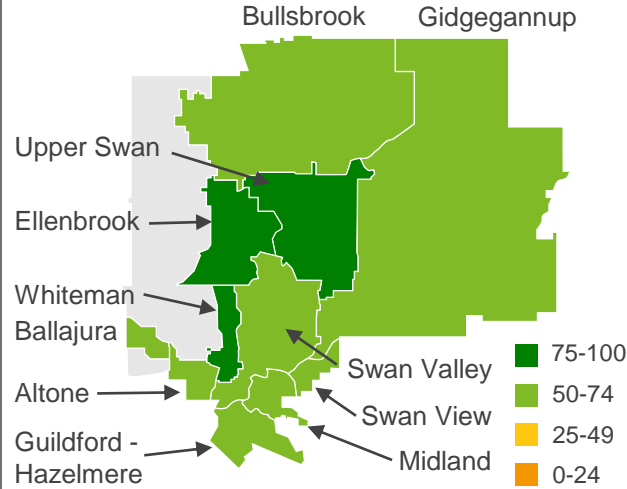
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

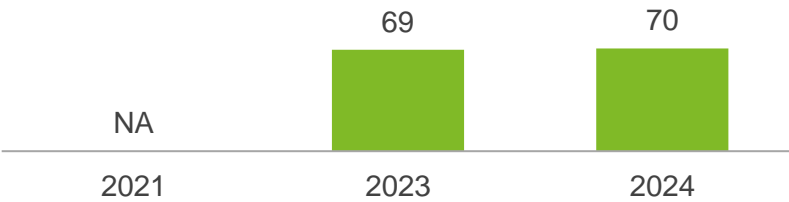


## Location

Altone	65
Ballajura	61
Bullsbrook	63
Ellenbrook	76
Gidgegannup <sup>#</sup>	58
Guildford - Hazelmere	74
Midland	57
Swan Valley	68
Swan View	63
Upper Swan <sup>#</sup>	85
Whiteman	79

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	71	0-4 years	66	Disability	68
Female	70	5-11 years	67	First Nations	66
Age		12-17 years	67	Mainly speak LOTE	80
		18+ years	66	<b>Home ownership</b>	
18-34 years	71	No children	71	Home owner	70
35-49 years	69			Renting / other	67
50-64 years	70				
65+ years	71				

## MARKYT Industry Standards

Performance Index Score



City of Swan	70
Industry High	85
Industry Average	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 825).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Tourism attractions and services

(i.e. Swan Valley Visitors Centre and destination marketing)

## Performance ratings

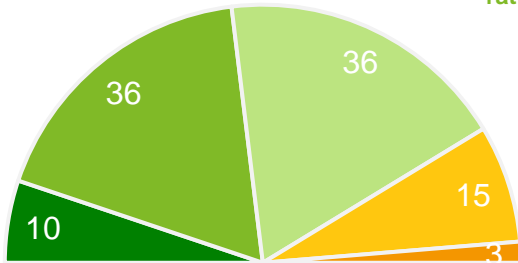
% of respondents

83%

Positive rating\*

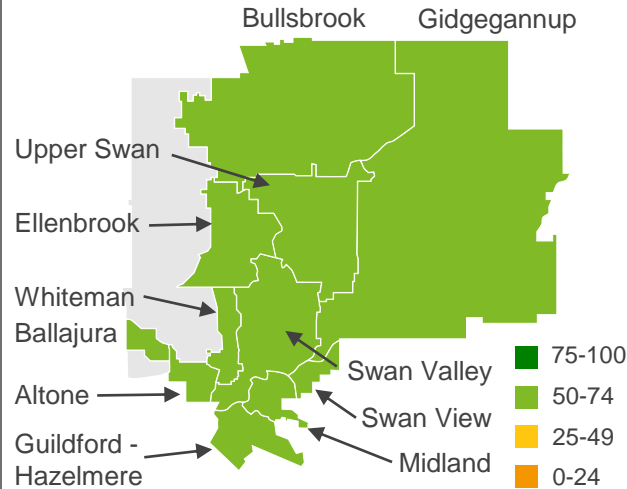
59

Performance index score



## Geographical variances

Performance Index Score

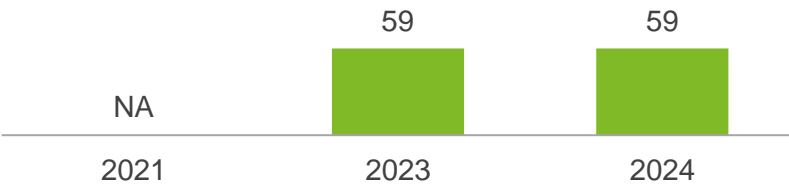


## Location

Altone	55
Ballajura	58
Bullsbrook	61
Ellenbrook	60
Gidgegannup <sup>#</sup>	67
Guildford - Hazelmere	60
Midland	50
Swan Valley	57
Swan View	53
Upper Swan <sup>#</sup>	60
Whiteman	67

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	58
Female	60

### Age of children

0-4 years	55
5-11 years	56
12-17 years	59
18+ years	53
No children	62

### Disability & culture

Disability	65
First Nations	58
Mainly speak LOTE	62

### Age

18-34 years	59
35-49 years	59
50-64 years	58
65+ years	61

### Home ownership

Home owner	60
Renting / other	48

## MARKYT Industry Standards

Performance Index Score



City of Swan	59
Industry High	65
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 570).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Access to education, training and life-long learning opportunities

## Performance ratings

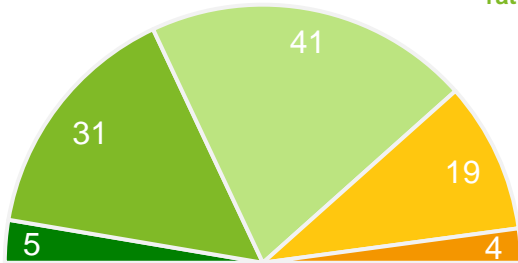
% of respondents

77%

Positive rating\*

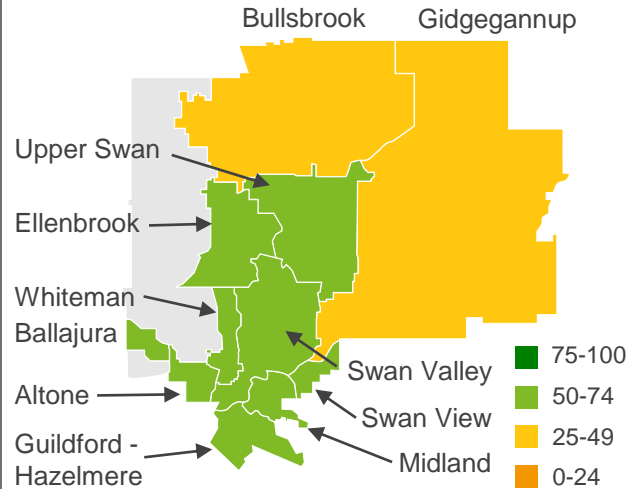
53

Performance index score



## Geographical variances

Performance Index Score

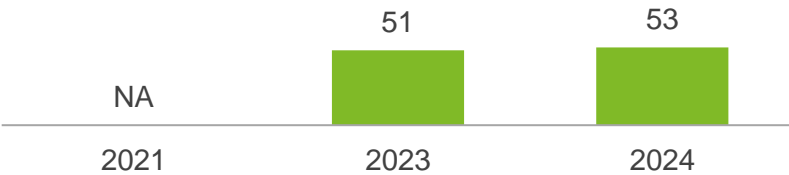


## Location

Altone	54
Ballajura	53
Bullsbrook	42
Ellenbrook	52
Gidgegannup <sup>#</sup>	48
Guildford - Hazelmere	58
Midland	53
Swan Valley	58
Swan View	59
Upper Swan <sup>#</sup>	68
Whiteman	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender		Age of children		Disability & culture	
Male	55	0-4 years	49	Disability	51
Female	52	5-11 years	48	First Nations	45
Age		12-17 years	53	Mainly speak LOTE	60
		18+ years	51	<b>Home ownership</b>	
18-34 years	55	18+ years	51	Home owner	53
35-49 years	52	No children	57	Renting / other	61
50-64 years	50				
65+ years	58				

## MARKYT Industry Standards

Performance Index Score



City of Swan	53
Industry High	64
Industry Average	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 449).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Library services

## Performance ratings

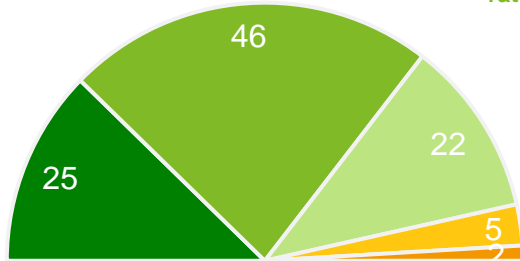
% of respondents

93%

Positive rating\*

72

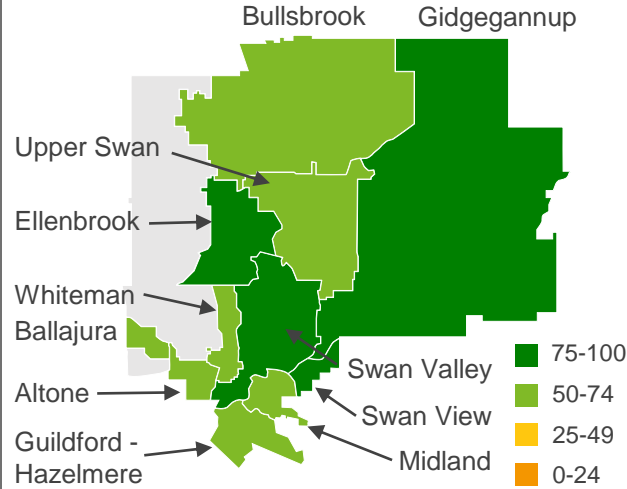
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

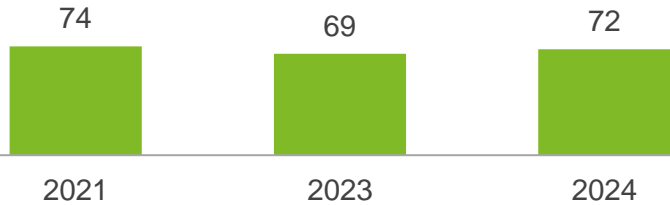


### Location

Altone	72
Ballajura	73
Bullsbrook	69
Ellenbrook	75
Gidgegannup <sup>#</sup>	79
Guildford - Hazelmere	72
Midland	67
Swan Valley	75
Swan View	78
Upper Swan <sup>#</sup>	73
Whiteman	66

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	71
Female	72

### Age of children

0-4 years	69
5-11 years	70
12-17 years	73
18+ years	71
No children	73

### Disability & culture

Disability	75
First Nations	59
Mainly speak LOTE	74

### Age

18-34 years	73
35-49 years	69
50-64 years	69
65+ years	77

### Home ownership

Home owner	71
Renting / other	83

## MARKYT Industry Standards

Performance Index Score



City of Swan	72
Industry High	85
Industry Average	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 588).

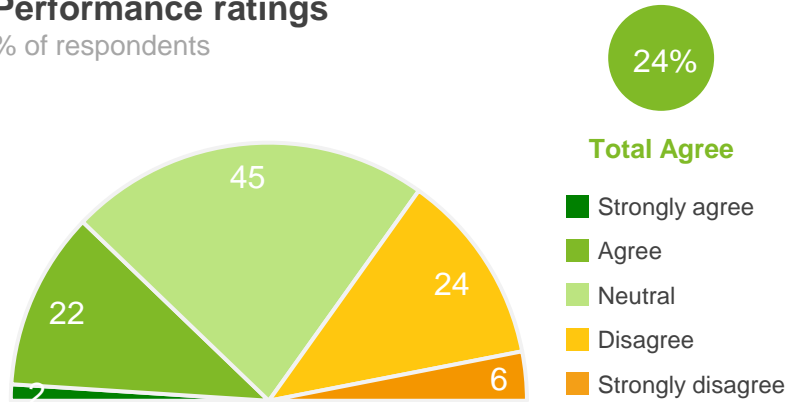
\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Performance

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

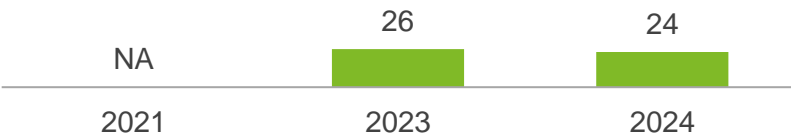
## Performance ratings

% of respondents



## Trend Analysis

% agree



## MARKYT Industry Standards

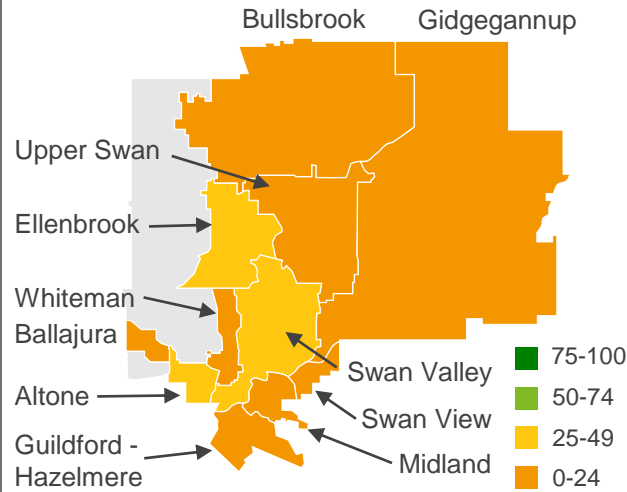
% agree



City of Swan	24
Industry High	50
Industry Average	27

## Geographical variances

% agree



## Location

Altone	27
Ballajura	18
Bullsbrook	18
Ellenbrook	31
Gidgegannup <sup>#</sup>	10
Guildford - Hazelmere	17
Midland	24
Swan Valley	29
Swan View	15
Upper Swan <sup>#</sup>	24
Whiteman	22

## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	28	0-4 years	16	Disability	27
Female	21	5-11 years	19	First Nations	8
Age		12-17 years	22	Mainly speak LOTE	30
18-34 years	25	18+ years	14	Home ownership	
35-49 years	20	No children	25	Home owner	24
50-64 years	25			Renting / other	30
65+ years	32				

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

Base: All respondents, excludes 'no response' (n = 805). \*\* Small sample size (<20 respondents)

# City leadership

## Performance ratings

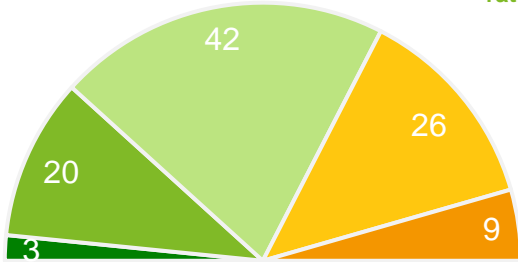
% of respondents

65%

Positive rating\*

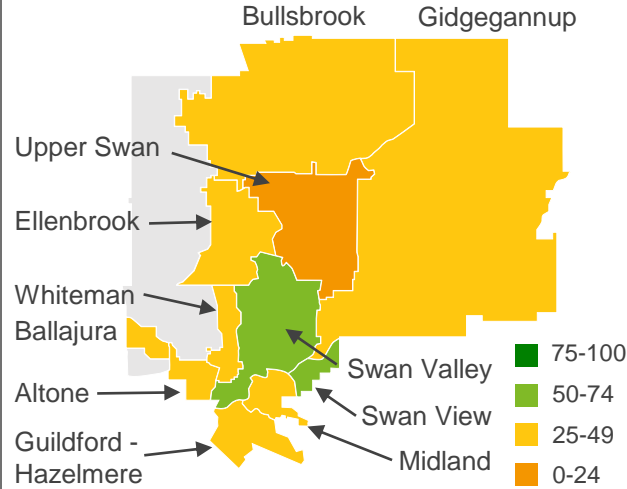
46

Performance index score



## Geographical variances

Performance Index Score

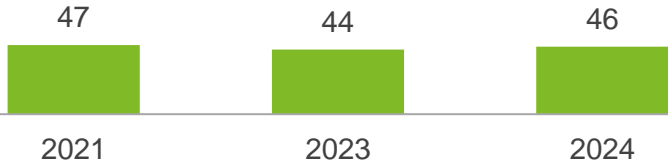


## Location

Altone	49
Ballajura	47
Bullsbrook	39
Ellenbrook	46
Gidgegannup <sup>#</sup>	41
Guildford - Hazelmere	44
Midland	41
Swan Valley	50
Swan View	51
Upper Swan <sup>#</sup>	20
Whiteman	49

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	48
Female	43

### Age of children

0-4 years	44
5-11 years	44
12-17 years	45
18+ years	43
No children	47

### Disability & culture

Disability	42
First Nations	44
Mainly speak LOTE	58

### Age

18-34 years	52
35-49 years	42
50-64 years	44
65+ years	45

### Home ownership

Home owner	45
Renting / other	55

## MARKYT Industry Standards

Performance Index Score



City of Swan	46
Industry High	61
Industry Average	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 493).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# How the community is consulted on local projects, plans and issues

## Performance ratings

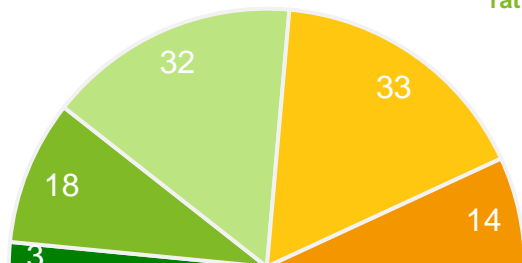
% of respondents

53%

Positive rating\*

41

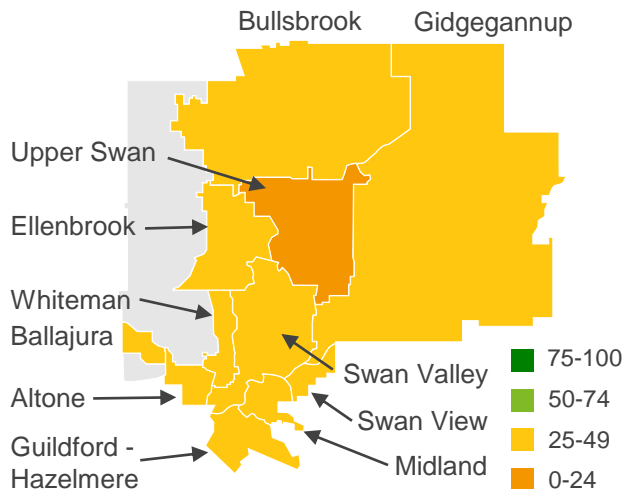
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

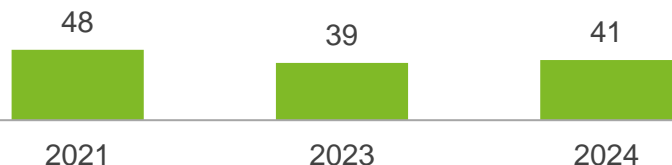


## Location

Altone	46
Ballajura	40
Bullsbrook	39
Ellenbrook	41
Gidgegannup <sup>#</sup>	42
Guildford - Hazelmere	42
Midland	38
Swan Valley	43
Swan View	41
Upper Swan <sup>#</sup>	16
Whiteman	41

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

City of Swan	41
Industry High	55
Industry Average	40

## MARKYT Industry Standards

Performance Index Score



City of Swan	41
Industry High	55
Industry Average	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 584).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

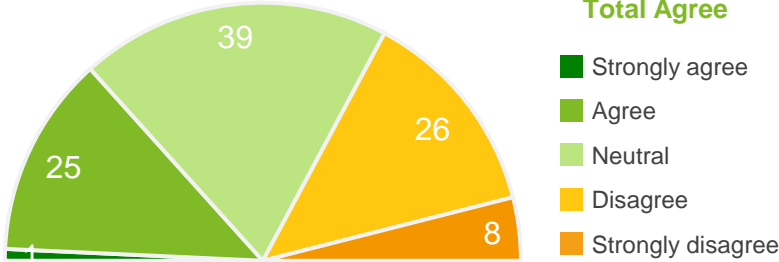
# The City has a good understanding of community needs

## Performance ratings

% of respondents

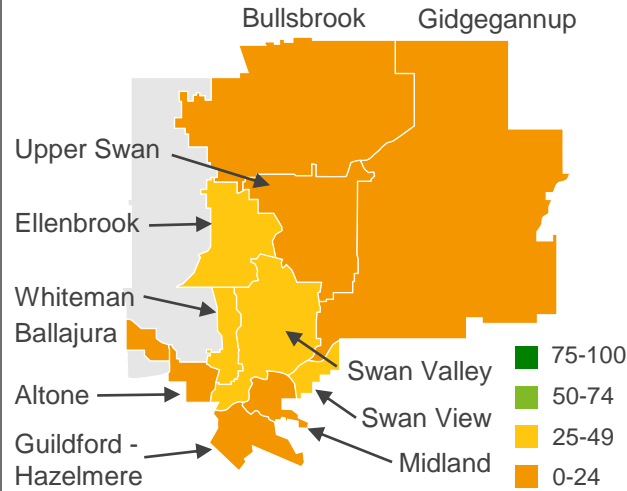


**Total Agree**



## Geographical variances

% agree

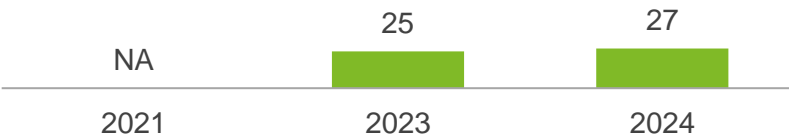


## Location

Altone	23
Ballajura	18
Bullsbrook	10
Ellenbrook	32
Gidgegannup <sup>#</sup>	15
Guildford - Hazelmere	22
Midland	23
Swan Valley	32
Swan View	26
Upper Swan <sup>#</sup>	19
Whiteman	33

## Trend Analysis

% agree



## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	34	0-4 years	29	Disability	22
Female	20	5-11 years	25	First Nations	19
Age		12-17 years	22	Mainly speak LOTE	42
18-34 years	33	18+ years	20	Home ownership	
35-49 years	25	No children	26	Home owner	26
50-64 years	18			Renting / other	37
65+ years	29				

## MARKYT Industry Standards

% agree



City of Swan	27
Industry High	51
Industry Average	27

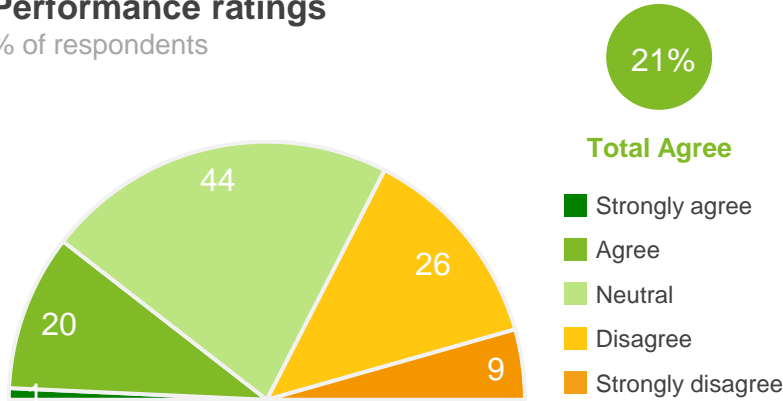
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 816). \*\* Small sample size (<20 respondents)

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

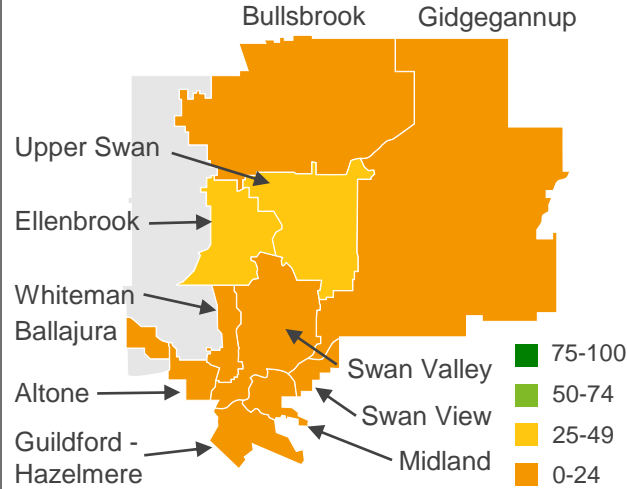
## Performance ratings

% of respondents



## Geographical variances

% agree

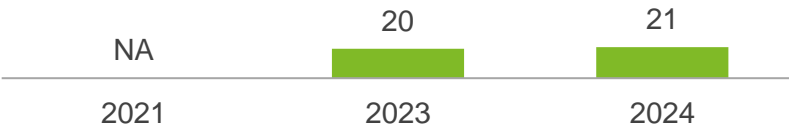


## Location

Altone	22
Ballajura	18
Bullsbrook	11
Ellenbrook	28
Gidgegannup <sup>#</sup>	12
Guildford - Hazelmere	24
Midland	15
Swan Valley	13
Swan View	8
Upper Swan <sup>#</sup>	26
Whiteman	20

## Trend Analysis

% agree



## Community variances

% agree

Gender		Age of children		Disability & culture	
Male	25	0-4 years	17	Disability	14
Female	17	5-11 years	23	First Nations	16
Age		12-17 years	20	Mainly speak LOTE	29
18-34 years	25	18+ years	14	Home ownership	
35-49 years	22	No children	22	Home owner	20
50-64 years	15			Renting / other	37
65+ years	19				

## MARKYT Industry Standards

% agree



City of Swan	21
Industry High	39
Industry Average	21

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

Base: All respondents, excludes 'no response' (n = 816). \*\* Small sample size (<20 respondents)

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

## Performance ratings

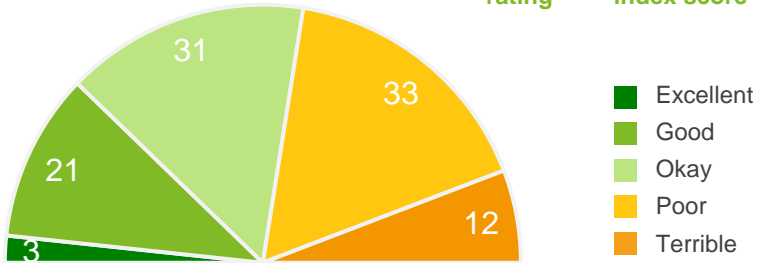
% of respondents

55%

Positive rating\*

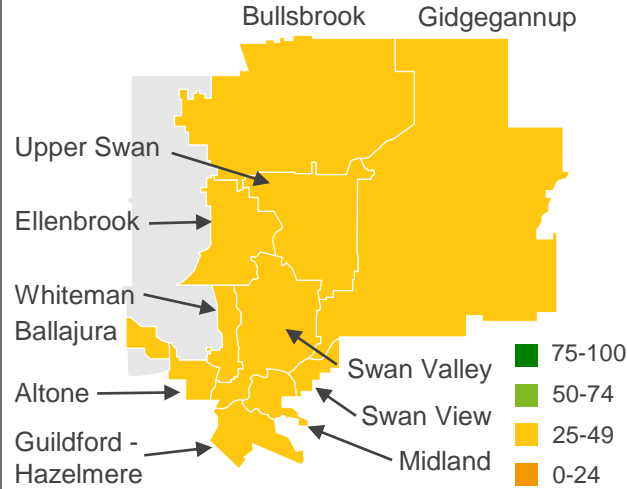
43

Performance index score



## Geographical variances

Performance Index Score

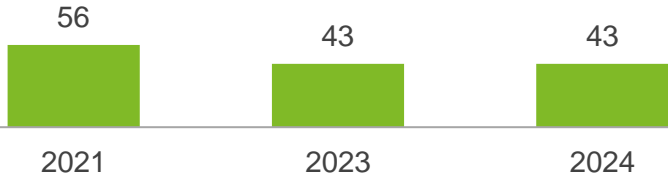


## Location

Altone	47
Ballajura	39
Bullsbrook	36
Ellenbrook	46
Gidgegannup <sup>#</sup>	36
Guildford - Hazelmere	43
Midland	38
Swan Valley	48
Swan View	44
Upper Swan <sup>#</sup>	28
Whiteman	43

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

46

40

41

39

44

40

45

45

44

39

34

58

42

49

## MARKYT Industry Standards

Performance Index Score



City of Swan 43

Industry High 62

Industry Average 44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 647).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Advocacy and lobbying on community's behalf to influence decisions and support local causes

## Performance ratings

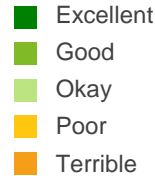
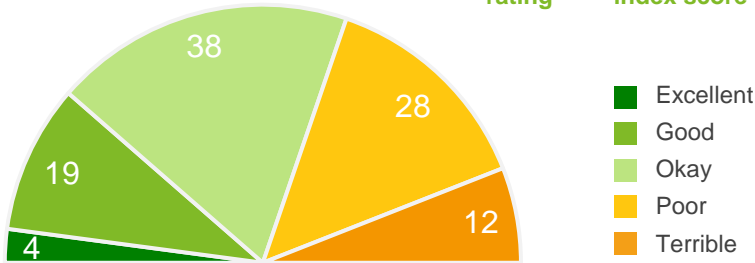
% of respondents

61%

Positive rating\*

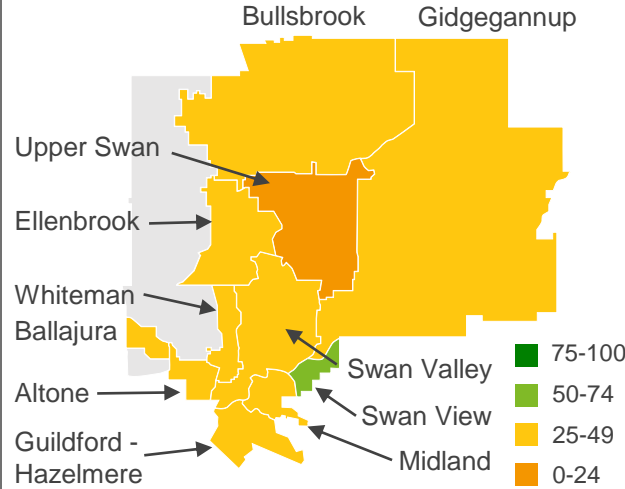
44

Performance index score



## Geographical variances

Performance Index Score

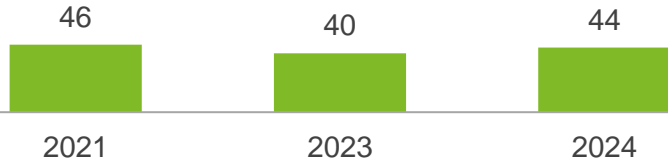


## Location

Altone	46
Ballajura	42
Bullsbrook	36
Ellenbrook	49
Gidgegannup <sup>#</sup>	29
Guildford - Hazelmere	38
Midland	38
Swan Valley	47
Swan View	57
Upper Swan <sup>#</sup>	17
Whiteman	45

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

### Gender

Male	48
Female	39

### Age of children

0-4 years	37
5-11 years	39
12-17 years	45
18+ years	40
No children	48

### Disability & culture

Disability	40
First Nations	41
Mainly speak LOTE	58

### Age

18-34 years	50
35-49 years	41
50-64 years	42
65+ years	42

### Home ownership

Home owner	44
Renting / other	52

## MARKYT Industry Standards

Performance Index Score



City of Swan	44
Industry High	56
Industry Average	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 456).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Customer service

## Performance ratings

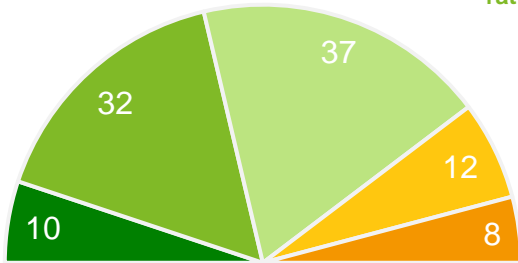
% of respondents

79%

Positive rating\*

56

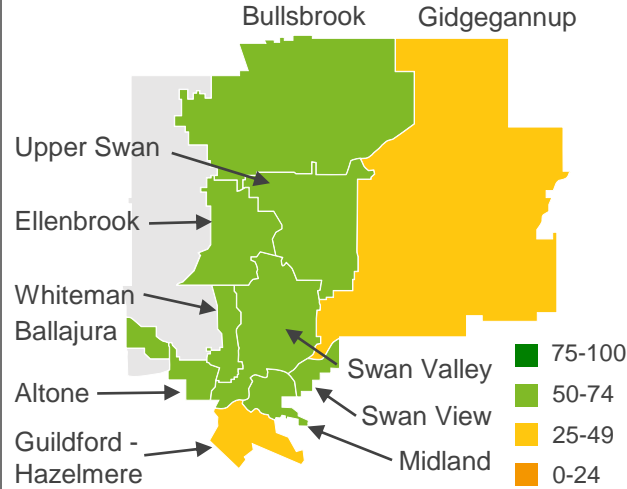
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

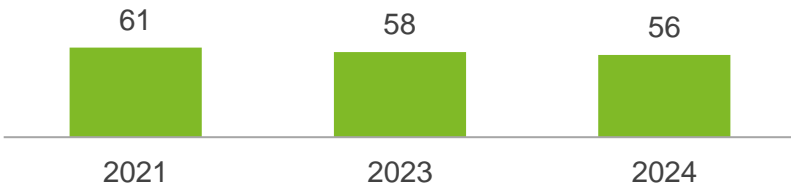


## Location

Altone	61
Ballajura	57
Bullsbrook	52
Ellenbrook	59
Gidgegannup <sup>#</sup>	40
Guildford - Hazelmere	49
Midland	51
Swan Valley	58
Swan View	59
Upper Swan <sup>#</sup>	58
Whiteman	55

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

57	58
55	54
59	59
55	55
52	56
58	

58	58
54	46
59	64
55	
56	

## MARKYT Industry Standards

Performance Index Score



City of Swan	56
Industry High	68
Industry Average	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 605).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Embracing change, innovation and technology

## Performance ratings

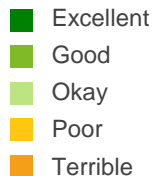
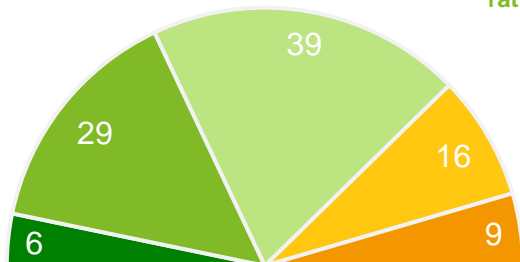
% of respondents

75%

Positive rating\*

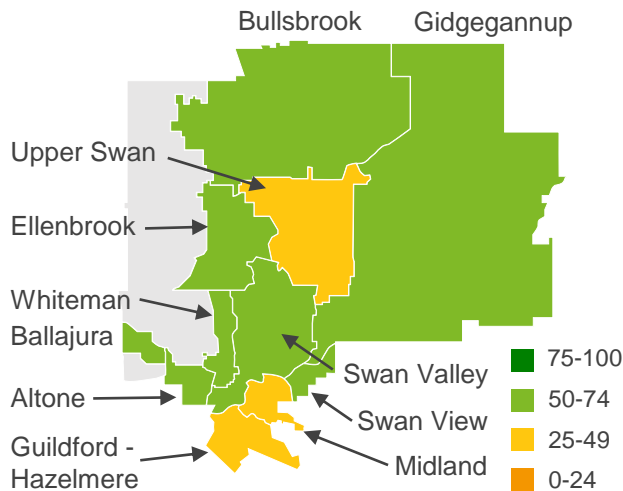
52

Performance index score



## Geographical variances

Performance Index Score

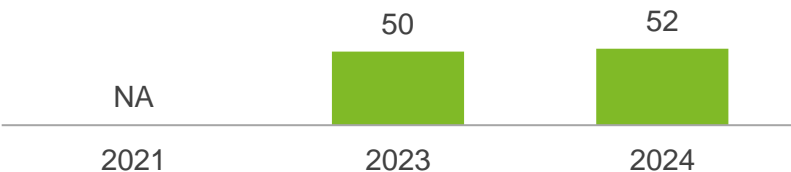


## Location

Altone	55
Ballajura	51
Bullsbrook	55
Ellenbrook	55
Gidgegannup <sup>#</sup>	55
Guildford - Hazelmere	40
Midland	44
Swan Valley	54
Swan View	62
Upper Swan <sup>#</sup>	43
Whiteman	54

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male	0-4 years	Disability
Female	5-11 years	First Nations
	12-17 years	Mainly speak LOTE
	18+ years	Home ownership
	No children	Home owner
		Renting / other

54	50	52
50	53	50
	58	59
	55	
	55	
	52	
		52
		58

## MARKYT Industry Standards

Performance Index Score



City of Swan	52
Industry High	59
Industry Average	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 456).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Value for money from Council rates

## Performance ratings

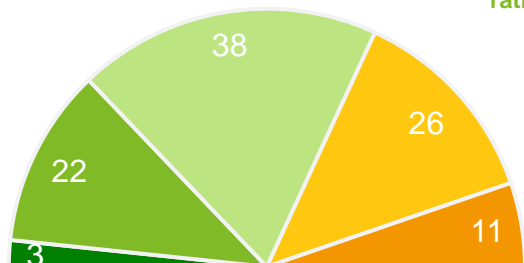
% of respondents

64%

Positive rating\*

46

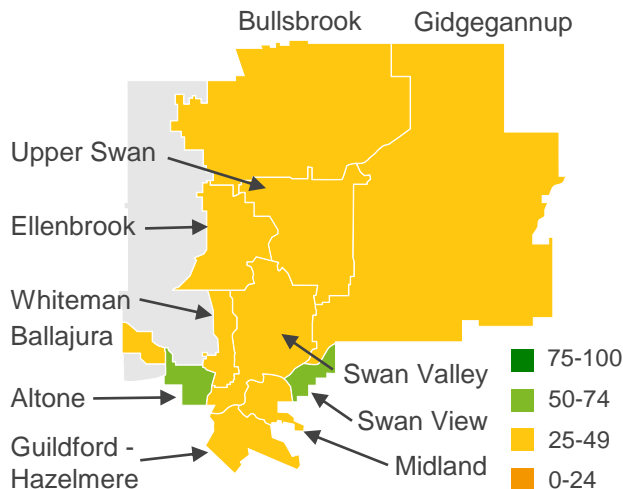
Performance index score



- Excellent
- Good
- Okay
- Poor
- Terrible

## Geographical variances

Performance Index Score

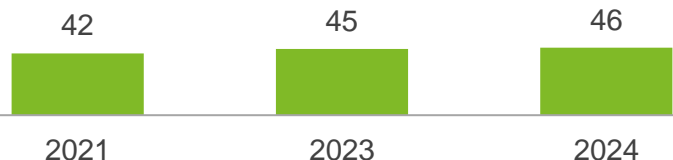


## Location

Altone	53
Ballajura	38
Bullsbrook	39
Ellenbrook	48
Gidgegannup <sup>#</sup>	44
Guildford - Hazelmere	46
Midland	44
Swan Valley	44
Swan View	51
Upper Swan <sup>#</sup>	32
Whiteman	42

## Trend Analysis

Performance Index Score



## Community variances

Performance Index Score

Gender	Age of children	Disability & culture
Male 49	0-4 years 45	Disability <b>40</b>
Female 42	5-11 years <b>40</b>	First Nations <b>41</b>
<b>Age</b>	12-17 years <b>41</b>	Mainly speak LOTE 46
18-34 years 49	18+ years <b>37</b>	<b>Home ownership</b>
35-49 years <b>40</b>	No children 48	Home owner 45
50-64 years 43		Renting / other <b>58</b>
65+ years <b>53</b>		

## MARKYT Industry Standards

Performance Index Score



City of Swan	46
Industry High	58
Industry Average	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 797).

\* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

# Overview of Community Variances

# Summary of community variances

## People and Planet

	Total	Homeowner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Altone	Ballajura	Bullsbrook	Ellenbrook	Gidgegannup <sup>#</sup>	Guildford - Hazelmere	Midland	Swan Valley	Swan View	Upper Swan <sup>#</sup>	Whiteman	
Place to live	73	73	69	74	72	73	73	72	73	71	75	70	72	75	71	74	74	67	69	66	78	81	74	64	77	76	78	73	
<b>PEOPLE</b>																													
Youth services / facilities	53	52	62	55	51	53	50	48	57	53	60	49	51	51	45	48	57	54	51	46	57	17	52	46	50	58	61	53	
Family and childrens services / facilities	61	61	68	64	59	64	57	57	60	56	65	57	58	65	56	52	67	68	61	49	62	29	65	51	51	61	59	65	
Seniors' services, facilities and care	56	55	75	59	52	55	61	55	59	53	64	55	51	54	44	50	63	56	47	35	58	61	59	59	56	65	44	59	
Disability access and inclusion	58	58	67	62	53	55	68	58	63	55	66	57	52	56	44	47	66	55	49	35	63	63	57	55	65	62	65	60	
Respect for First Nations' peoples	68	69	61	71	65	68	70	69	71	66	71	67	65	69	66	63	68	72	68	57	72	59	61	67	71	64	78	68	
Multiculturalism / cultural diversity	66	66	65	68	65	66	67	67	65	63	72	64	63	66	63	62	65	65	64	59	72	62	58	58	67	63	68	70	
Community safety and crime prevention	46	46	46	47	45	45	47	47	46	44	49	46	42	47	42	45	47	48	43	40	50	71	46	38	57	48	38	44	
Lighting of streets and public places	52	53	43	54	50	50	50	50	49	48	55	48	50	57	48	46	51	46	49	46	61	41	51	46	52	50	47	54	
Animal management	56	56	51	58	55	55	57	53	60	57	58	56	54	56	52	58	57	59	49	53	59	56	61	55	52	57	50	55	
Health and community services	61	61	59	63	59	61	55	57	61	60	62	59	61	62	56	49	65	62	59	51	62	52	61	65	51	63	61	59	
Sport and recreation facilities / services	58	59	54	63	54	62	53	49	53	58	60	53	59	65	58	53	62	65	60	51	58	39	58	51	47	58	49	64	
Swan Active leisure centres	57	57	59	61	53	60	54	52	55	57	59	54	55	62	54	48	62	69	65	49	51	37	60	45	48	53	48	65	
Festivals, events, art and culture	58	58	56	59	58	61	55	57	57	51	61	55	57	61	59	53	55	64	47	43	66	54	56	47	57	52	55	61	
<b>PLANET</b>																													
Climate change / sustainable practices	47	47	52	50	44	49	39	44	47	44	50	44	46	49	45	44	54	53	43	48	48	32	39	45	51	45	40	51	
Public open space near rivers / creeks	58	57	66	59	57	58	56	57	59	59	60	58	55	58	58	52	63	63	58	63	59	49	46	57	58	70	43	58	
Waste management services	63	63	69	66	60	63	64	65	66	63	66	61	61	64	60	57	74	63	58	66	68	58	55	61	63	68	61	65	
Environmental health management	58	57	74	58	58	56	60	59	63	59	62	58	54	56	56	51	66	62	56	59	60	58	50	55	52	63	54	59	
Natural disaster management	58	57	68	61	55	58	56	58	64	58	59	57	56	59	53	50	71	62	52	56	60	45	51	54	57	67	52	61	

# Summary of community variances

## Place, Prosperity and Performance

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Altona	Ballajura	Bullsbrook	Ellenbrook	Gidgegannup <sup>#</sup>	Guildford - Hazelmere	Midland	Swan Valley	Swan View	Upper Swan <sup>#</sup>	Whiteman
<b>PLACE</b>																												
Responsible growth and development	48	48	51	50	45	50	46	41	45	43	53	44	46	48	41	41	58	52	47	40	49	30	39	49	48	49	37	51
Planning and building approvals	46	46	47	49	42	48	49	40	43	44	52	44	44	40	40	43	62	53	43	30	47	30	44	39	42	45	38	52
Access to housing	57	57	50	59	54	58	59	52	53	47	62	56	51	54	51	53	64	58	52	41	56	57	61	57	56	53	57	61
Local heritage	59	59	63	63	56	59	63	59	61	53	64	59	56	54	56	58	69	66	57	49	61	53	61	53	67	57	56	58
Community buildings, halls and toilets	55	55	53	58	53	58	53	48	54	50	56	53	54	60	55	48	61	53	55	49	57	52	61	54	54	47	53	57
Playgrounds, parks and reserves	60	59	64	60	59	61	57	54	59	60	63	55	58	64	59	56	62	55	53	55	67	45	57	57	58	58	53	64
Streetscapes, street trees and verges	48	48	46	49	47	48	50	46	46	46	51	46	44	52	47	41	53	46	43	42	56	48	49	42	47	41	37	48
Footpaths and shared use paths	51	51	50	54	49	51	50	49	53	51	53	49	49	55	51	52	59	45	46	47	62	31	45	41	55	52	40	56
Bike lanes and networks	53	53	56	55	52	54	51	51	52	52	54	50	52	59	54	54	60	48	43	52	65	11	48	44	48	49	44	58
Local roads	57	56	63	58	55	58	57	57	57	55	60	55	54	59	55	51	66	56	52	47	63	60	55	49	59	56	45	58
Parking management	52	52	55	54	50	50	54	53	57	51	55	51	47	54	54	46	62	54	52	50	57	59	52	47	51	52	41	47
Access to public transport	56	55	65	61	51	57	57	53	57	54	58	52	54	61	52	51	61	63	60	25	53	31	64	58	53	69	44	53
<b>PROSPERITY</b>																												
Place to work or operate a business	65	65	63	66	63	66	57	62	68	63	66	62	64	67	63	61	66	65	60	58	69	40	62	54	66	76	71	64
Economic development	49	50	48	51	48	55	42	45	46	46	55	47	45	51	45	50	56	49	48	43	51	34	54	38	49	49	55	56
Town centre development / activation	50	50	50	53	46	53	48	44	49	46	52	47	48	51	49	44	61	53	42	45	55	29	44	41	51	45	53	55
Place to visit	70	70	67	71	70	71	66	67	67	66	71	69	70	71	68	66	80	65	61	63	76	58	74	57	68	63	85	79
Tourism attractions / destination marketing	59	60	48	58	60	62	55	56	59	53	59	59	58	61	65	58	62	55	58	61	60	67	60	50	57	53	60	67
Education, training and life-long learning	53	53	61	55	52	57	49	48	53	51	55	52	50	58	51	45	60	54	53	42	52	48	58	53	58	59	68	55
Library services	72	71	83	71	72	73	69	70	73	71	73	69	69	77	75	59	74	72	73	69	75	79	72	67	75	78	73	66
<b>PERFORMANCE</b>																												
City leadership	46	45	55	48	43	47	44	44	45	43	52	42	44	45	42	44	58	49	47	39	46	41	44	41	50	51	20	49
Governing organisation	56	56	57	58	55	58	53	52	54	53	61	53	54	57	52	51	64	58	54	52	60	51	51	51	55	59	38	58
Advocacy and lobbying	44	44	52	48	39	48	37	39	45	40	50	41	42	42	40	41	58	46	42	36	49	29	38	38	47	57	17	45
Consultation	41	41	43	44	38	42	41	39	42	36	42	39	41	41	37	37	51	46	40	39	41	42	42	38	43	41	16	41
Communication	43	42	49	46	40	45	41	39	44	40	45	41	42	44	39	34	58	47	39	36	46	36	43	38	48	44	28	43
Customer service	56	56	59	57	55	56	58	54	59	55	59	55	52	58	58	46	64	61	57	52	59	40	49	51	58	59	58	55
Embracing change / technology	52	52	58	54	50	52	50	53	58	55	55	50	51	55	52	50	59	55	51	55	55	55	40	44	54	62	43	54
Value for money from rates	46	45	58	49	42	48	45	40	41	37	49	40	43	53	40	41	46	53	38	39	48	44	46	44	44	51	32	42



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