



# MARKYT Community Scorecard ©

Prepared for: City of Cockburn

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

March 2021

© Copyright CATALYSE<sup>®</sup> Pty Ltd 2021

Document Set ID: 10349422

Version: 2, Version Date: 28/04/2021



# Contents

Strategic overview	3
Approach	5
Overall performance	11
MARKYT® industry comparisons	16
Community priorities	23
Familiarity with local services and facilities	31
Governance	34
Community development	46
Community wellbeing	54
Place	69
Planet	75
Economy	85
Overview of community variances	90
Appendices	93

# Strategic overview

## Vision



49

% agree

15% points above  
Industry Average

## Liveability

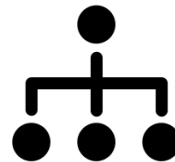


78

Performance Index Score

3 index points above  
Industry Average

## Governance



68

Performance Index Score

13 index points above  
Industry Average

## Rates Value



57

Performance Index Score

13 index points above  
Industry Average

### Highest scores

- Cockburn ARC
- Kerbside bin collection services
- Library services

### Most improved

- Kerbside bin collection services
- Multiculturalism and racial harmony
- Access to public transport

### High relative to MARKYT® Industry Standards

- Economic development
- Kerbside bin collection services

## Priorities



Safety, security, crime prevention and CCTV



Playgrounds, parks and reserves



Traffic management on local roads



Your local shopping area / centre



Streetscapes in residential areas

# Approach

# Purpose



## Department of Local Government, Sport and Cultural Industries

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

## MARKYT Community Scorecard

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

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



## City of Cockburn Strategic Community Plan 2020–2030



# The Study

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

Scorecard invitations were sent to 6,000 randomly selected households; 1,000 by mail and 5,000 by email. The City of Cockburn provided supporting promotions through its communication channels.

The scorecard was open from 8 to 26 February 2021.

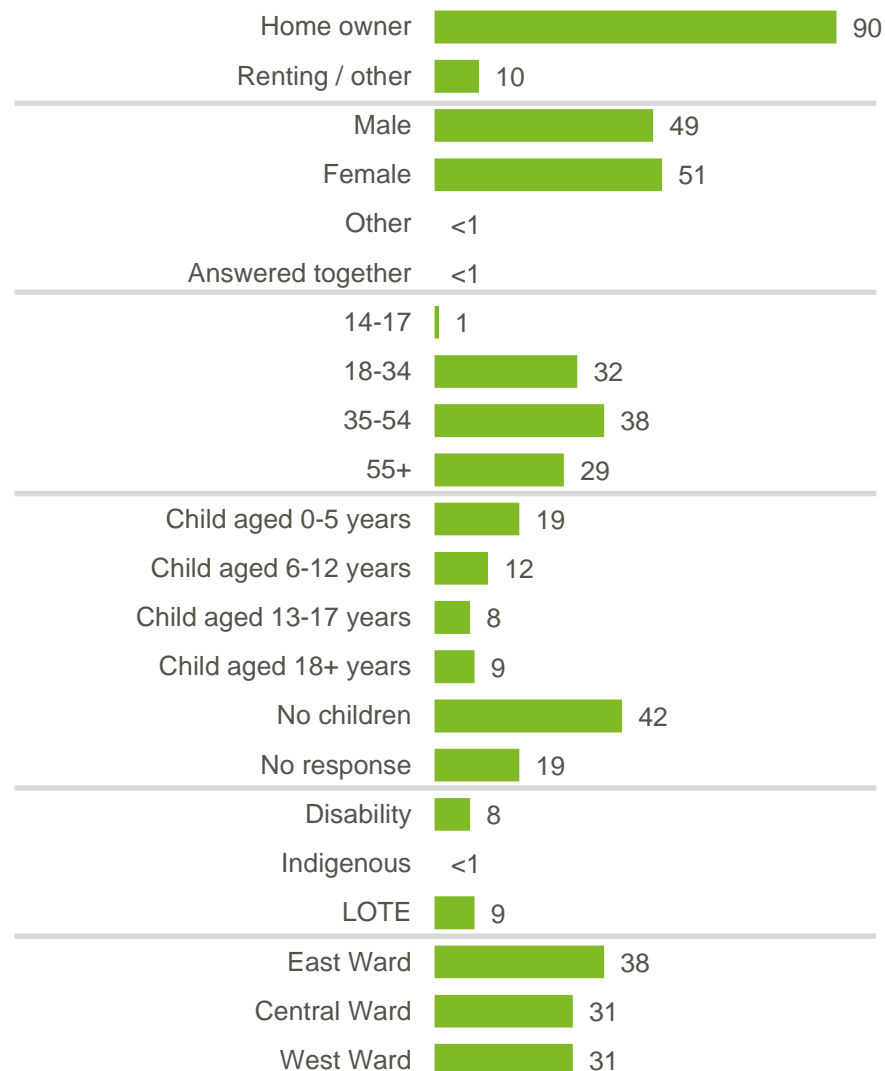
The scorecard was completed by **754 community members** with various connections to the City of Cockburn, including:

- 742 local residents
- 686 ratepayers
- 20 Council affiliated respondents
- 5 visitors

The main body of this report shows responses from 502 randomly selected local residents. These responses were weighted by age and gender to match the ABS Census population profile. Opt-in, out of area, and Council affiliated respondents are reported in the appendices.

Where sub-totals add to  $\pm 1\%$  of the parts, this is due to rounding errors to zero decimal places.

% of random respondents (weighted)





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

## Metropolitan

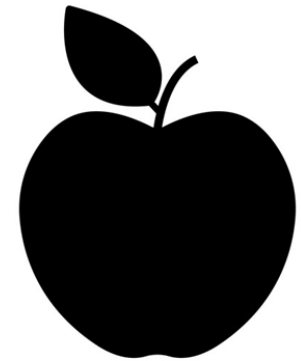
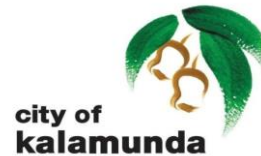


## Regional





Subset benchmark analysis has been conducted against similar sized councils to compare ‘apples with apples’.



# How to read the following charts

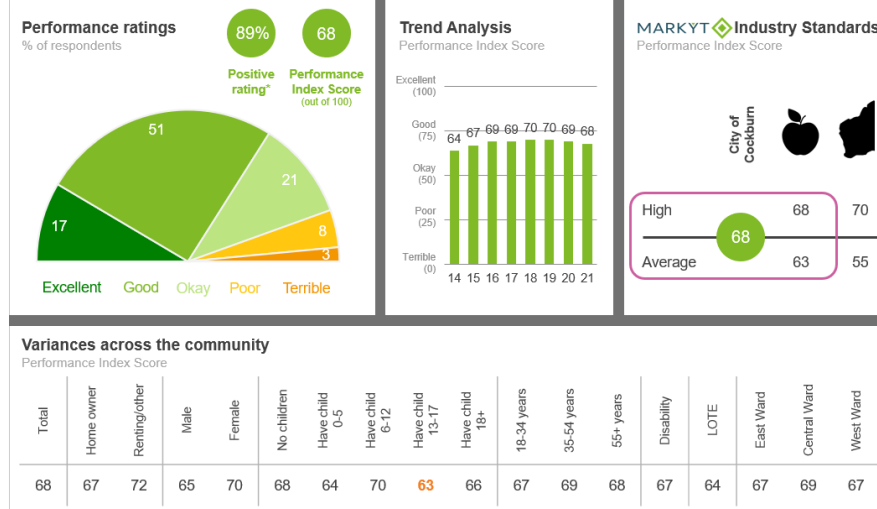
## Performance Ratings

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

The **Performance Index Score** converts the average rating into a zero-based score out of 100.

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

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



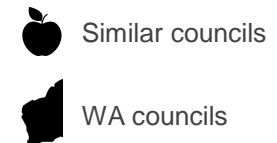
**Variance across the community** shows how results vary across the community based on the Performance Index Score

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

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

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

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



# Overall Performance

# Place to live

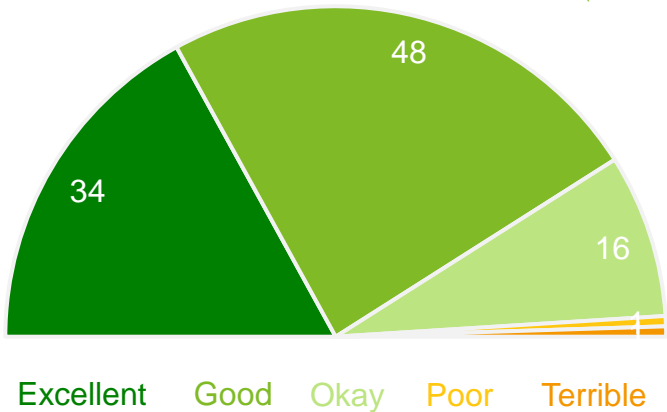
## Performance ratings

% of respondents



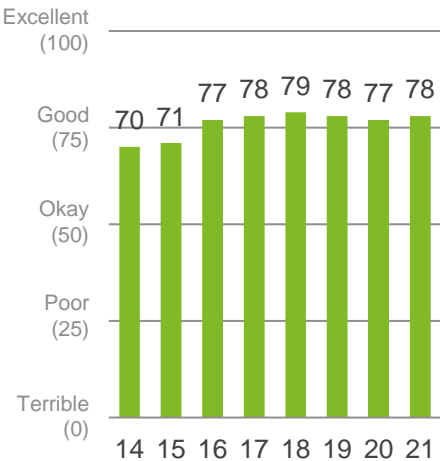
Positive rating\*

Performance Index Score  
(out of 100)



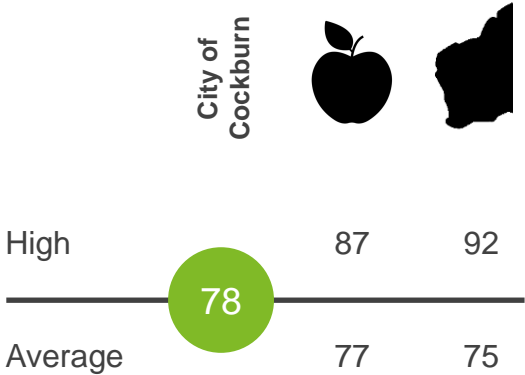
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
78	78	81	76	80	79	74	79	79	82	77	79	79	74	79	78	76	80

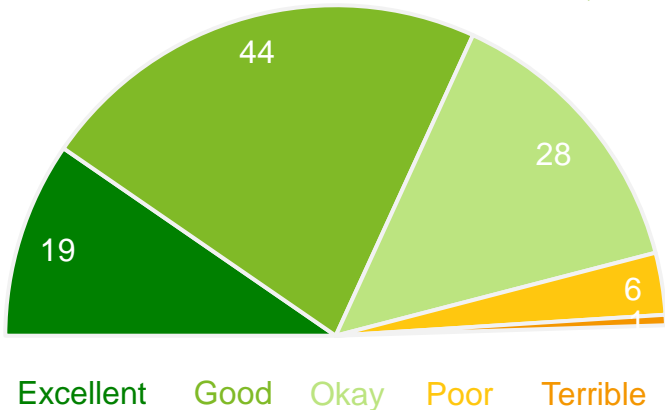
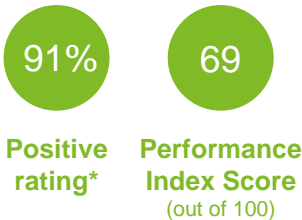
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 501). \* Positive Rating = excellent, good + okay

# Place to visit

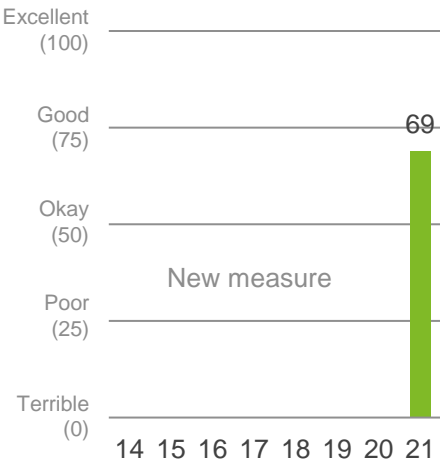
## Performance ratings

% of respondents



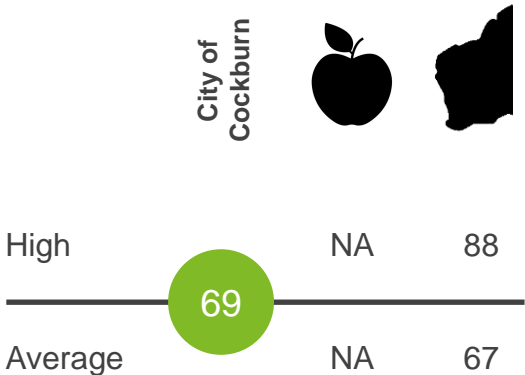
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
69	68	72	66	71	69	64	70	68	68	64	70	72	66	66	67	67	72

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 490). \* Positive Rating = excellent, good + okay

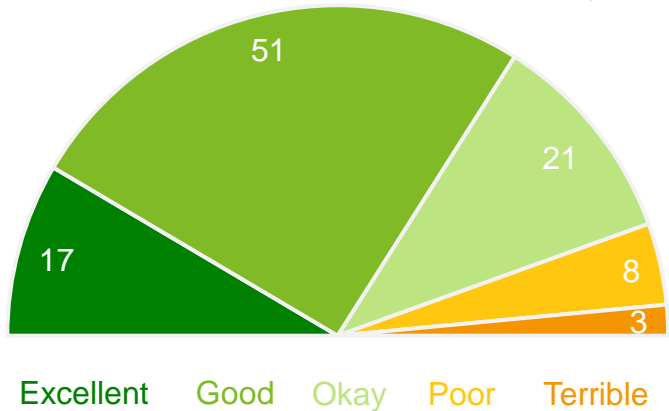
# The City of Cockburn as the organisation that governs the local area

## Performance ratings

% of respondents

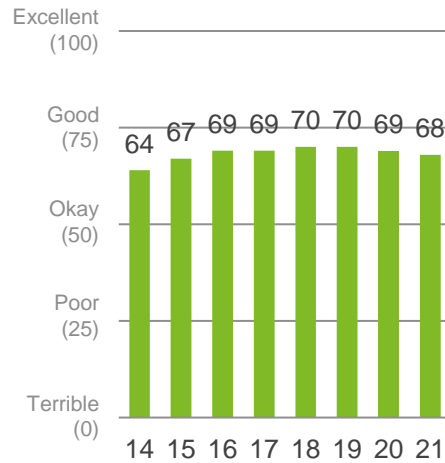
89%  
Positive rating\*

68  
Performance Index Score  
(out of 100)



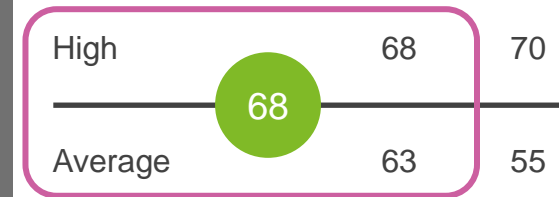
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
68	67	72	65	70	68	64	70	63	66	67	69	68	67	64	67	69	67

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

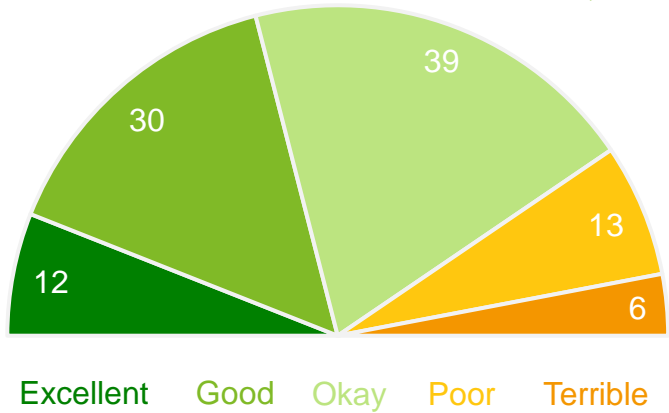
Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 486). \* Positive Rating = excellent, good + okay



# Value for money from Council rates

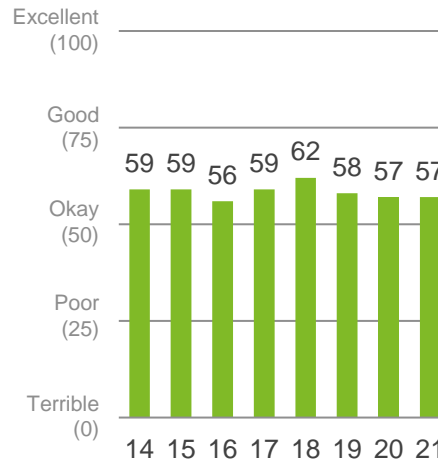
## Performance ratings

% of respondents



## Trend Analysis

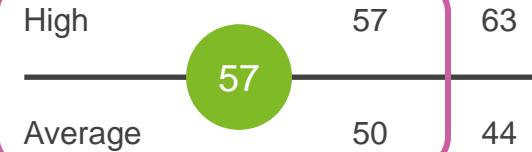
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
57	57	61	56	59	58	55	59	54	60	55	57	60	55	52	57	55	60

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 463). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# MARKYT industry comparisons

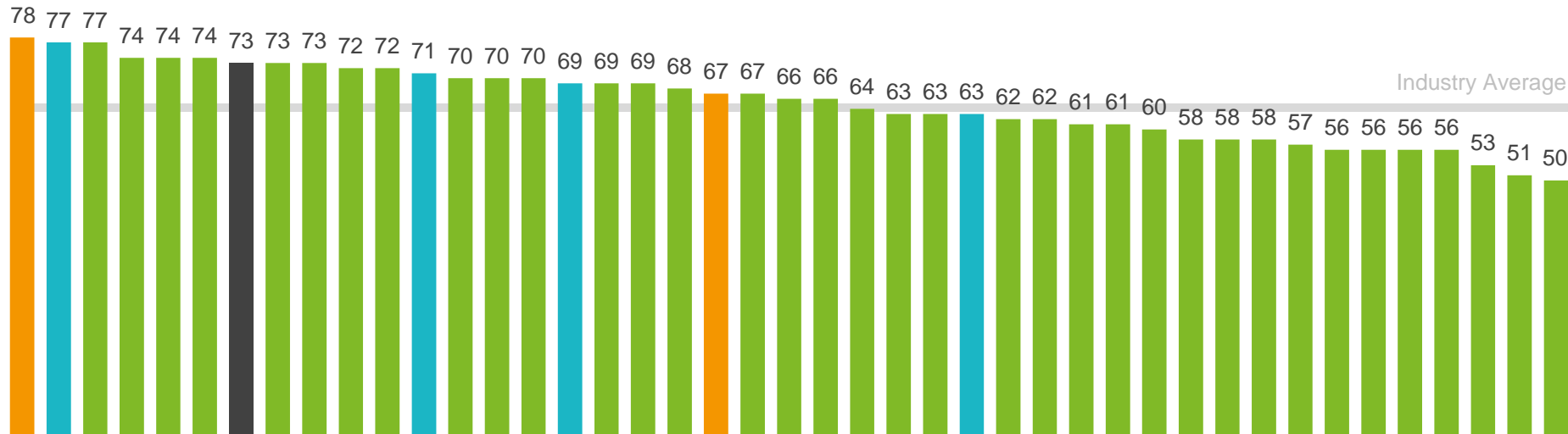
# Overall Performance | industry comparisons

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

## Overall Performance Index Score

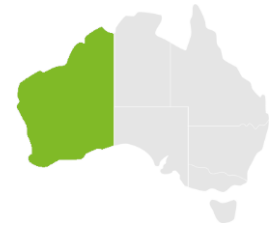
average of 'place to live' and 'governing organisation'

- City of Cockburn
- WA Councils
- Similar Sized Councils
- Other Neighbouring Councils



## MARKYT Industry Standards

Performance Index Score



City of Cockburn	73
Industry High	78
Industry Average	65

Industry Average

# How to read the MARKYT Benchmark Matrix

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

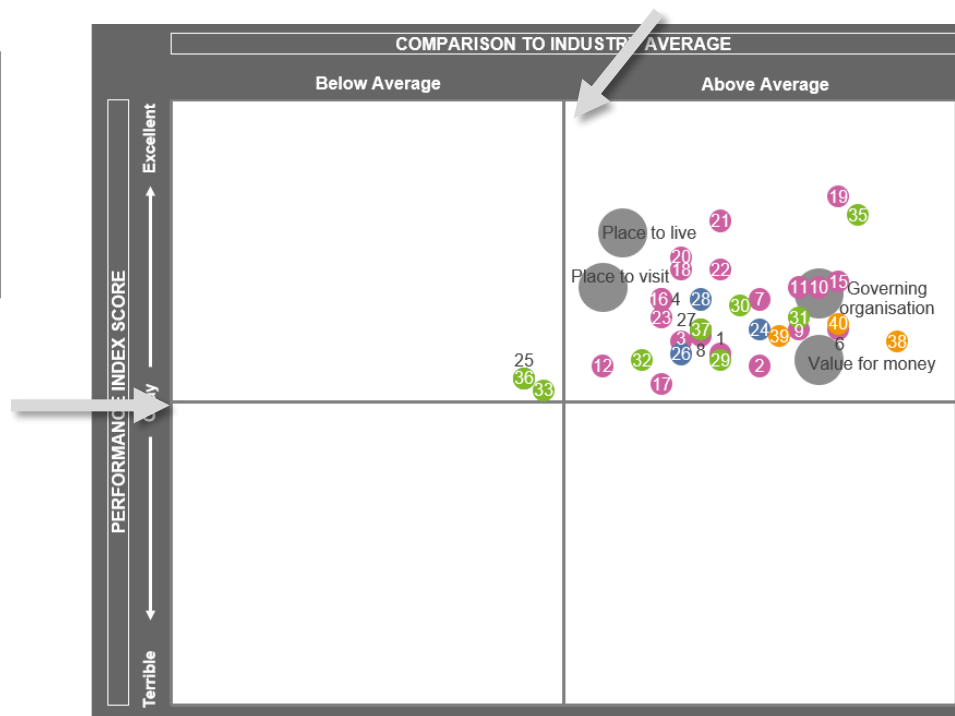
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

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

Services are grouped in five areas:

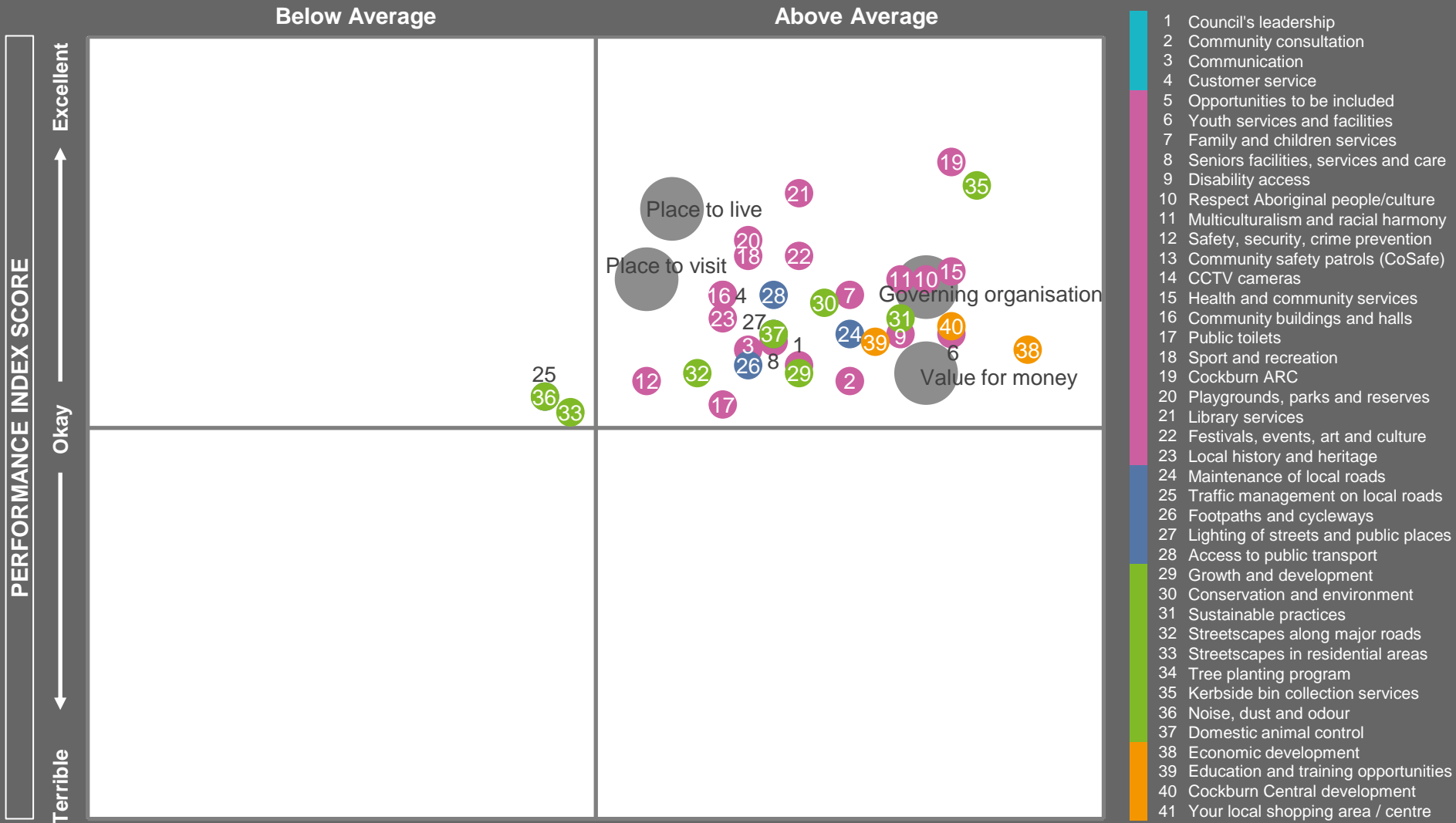
- Governance
- Community
- Place
- Planet
- Economy

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



# MARKYT Benchmark Matrix

## COMPARISON TO INDUSTRY AVERAGE



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

Document Set ID: 10349422

Version 2.0, Version Date: 28/04/2021

**The City of Cockburn is leading the industry in 11 areas:**

1. Recognition and respect for Aboriginal people, culture and heritage
2. Multiculturalism and racial harmony
3. Health and community services
4. Community buildings and halls
5. Public toilets
6. Cockburn ARC
7. Efforts to promote and adopt sustainable practices
8. Kerbside bin collection services
9. Domestic animal control (dogs and cats)
10. Economic development and job creation
11. Access to education and training opportunities



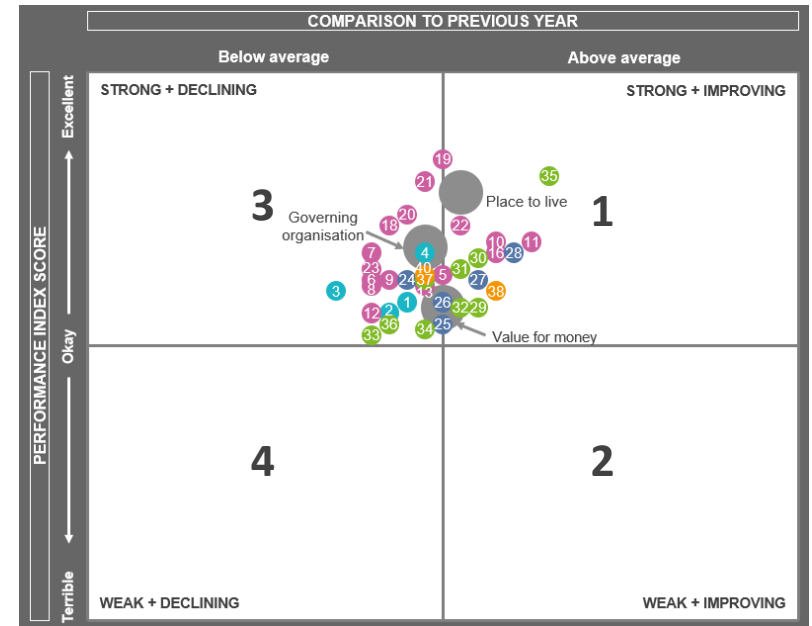


The MARKYT® Community Trends Window shows trends in performance over the past 12 months.

Local government strives for services to be in Window 1 with strong and improving performance. In the City's Community Trends Window, detailed overleaf, the **main improvers in Window 1** are:

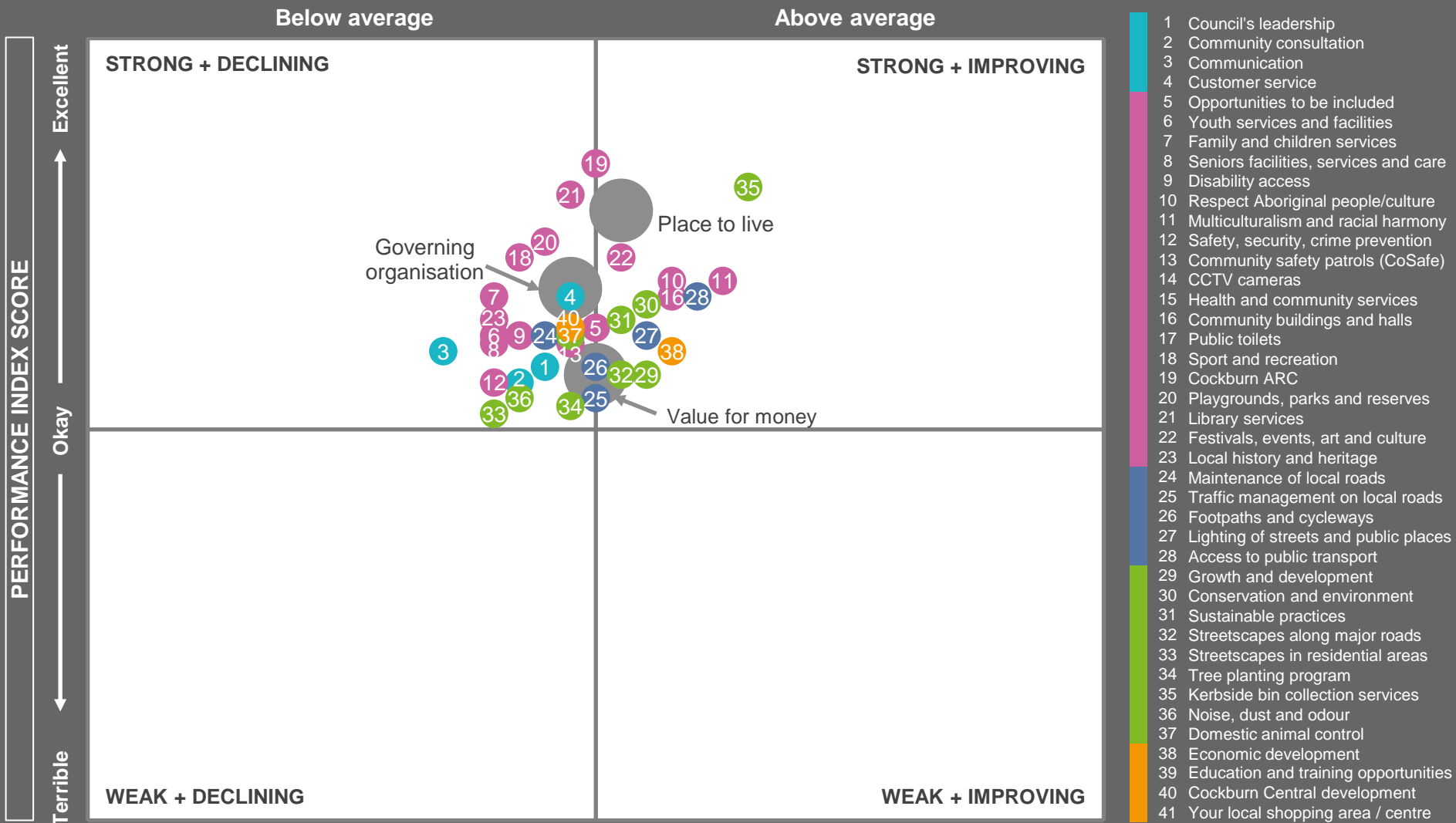
- Kerbside bin collection services
- Multiculturalism and racial harmony
- Access to public transport
- Recognition and respect for Aboriginal people, culture and heritage
- Community buildings and halls
- Economic development

There is some need to arrest decline of service areas in Window 3. The area of greatest need is how the community is informed about what's happening in the local area.



# MARKYT Community Trends Window

## COMPARISON TO PREVIOUS YEAR



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

Document Set ID: 10349422

Version: 2.0 Version Date: 28/04/2021

# Community Priorities

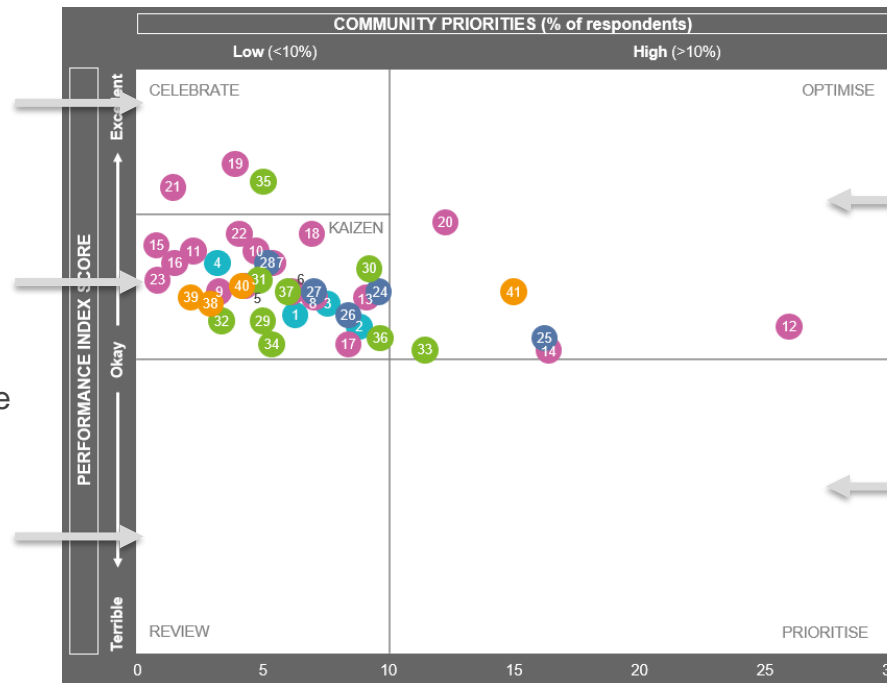
# How to read the MARKYT Community Priorities

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 Shire to focus its attention.

Services are grouped in five areas:

- Governance
- Community
- Place
- Planet
- Economy

# 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

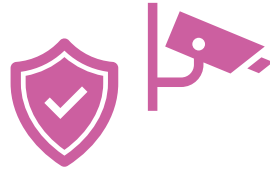
- 1 Council's leadership
- 2 Community consultation
- 3 Communication
- 4 Customer service
- 5 Opportunities to be included
- 6 Youth services and facilities
- 7 Family and children services
- 8 Seniors facilities, services and care
- 9 Disability access
- 10 Aboriginal people, culture, heritage
- 11 Multiculturalism and racial harmony
- 12 Safety, security, crime prevention
- 13 Community safety patrols (CoSafe)
- 14 CCTV cameras
- 15 Health and community services
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Cockburn ARC
- 20 Playgrounds, parks and reserves
- 21 Library services
- 22 Festivals, events, art and culture
- 23 Local history and heritage
- 24 Maintenance of local roads
- 25 Traffic management on local roads
- 26 Footpaths and cycleways
- 27 Lighting of streets and public places
- 28 Access to public transport
- 29 Growth and development
- 30 Conservation and environment
- 31 Sustainable practices
- 32 Streetscapes along major roads
- 33 Streetscapes in residential areas
- 34 Tree planting program
- 35 Kerbside bin collection services
- 36 Noise, dust and odour
- 37 Domestic animal control
- 38 Economic development
- 39 Education and training opportunities
- 40 Cockburn Central development
- 41 Your local shopping area / centre

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 428)

# Community

## Addressing community priorities



## Safety, security, crime prevention and CCTV cameras

### Challenges

- Issues with crime, including theft, break-ins to cars and homes, drug use and dealing
- Antisocial behaviour making people feel unsafe in public places like shopping centres and parks
- Groups of young people behaving in antisocial ways in public places
- Vandalism and property damage
- Hooning and illegal trailbikes

### Suggested actions

- Increase frequency of CoSafe patrols and improve how CoSafe responds to community concerns
- Increase presence of CCTV in public spaces like shopping centres, parks and busy car parks (e.g. at popular beaches)
- Increase presence of CCTV in residential areas e.g. on major intersections and main entrances to housing estates
- Improve lighting along streets, in parks and other public places
- Liaise with State Government authorities to increase Police presence and improve enforcement around criminal and antisocial behaviour
- Educate residents about safety and encourage homeowners to install more security measures including private CCTV systems
- Improve reporting process and follow-up communications with residents who report issues to the City
- Engage with youth and provide more youth activities



# Community

## Addressing community priorities



## Playgrounds, parks and reserves

### Challenges

- More playgrounds, parks and reserves are needed due to increased housing density and new housing estates
- Some playgrounds have ageing equipment which needs maintaining or have insufficient equipment for children of different ages
- There is a lack of facilities, shade and parking at some parks and reserves

### Suggested actions

- Build more parks and playgrounds in local residential areas
- Improve maintenance of existing play equipment and provide more playground equipment in areas that are currently underserved
- Improve toilets, BBQ areas and seating at playgrounds, parks and reserves
- Install shade at more parks, seating areas and playgrounds
- Provide areas for older children e.g. basketball courts, skate parks, BMX tracks, soccer goals, a water park
- Provide areas for younger children and toddlers e.g. nature playgrounds, fenced playgrounds
- Establish more dog exercise areas including enclosed areas, off-leash and on-leash areas
- Maintain and preserves green spaces including lawn, trees and natural wetlands
- Build more carparks and road access points at heavily used parks and beach reserves

# Place

## Addressing community priorities



### Traffic management on local roads

#### Challenges

- Traffic congestion on major roads e.g. around Gateway Shopping Centre, Beeliar Drive, Mayor Road turning on to Cockburn Road
- “Rat runs” through residential areas as a result of congestion
- Hooning and excessive speeding on local roads
- Difficulty accessing Roe Highway from Murdoch Drive

#### Suggested actions

- Forward planning to account for increasing traffic congestion, including traffic from new housing developments
- Control traffic levels and speed on residential streets with traffic calming devices and by restricting certain streets to local traffic only (e.g. Mayor Rd)
- Review dangerous intersections and install roundabouts or traffic lights where needed
- Improve signage and road markings e.g. more speed limit signs, better signage at dangerous intersections
- Fix the Murdoch link or build Roe 8

# Economy

## Addressing community priorities



### Your local shopping area or centre

#### Challenges

- Local shopping centres look run down and don't provide a good shopping experience
- Larger shopping centres are difficult to access by car at times
- Certain shopping areas are perceived to be dying
- Some residents have to leave their local area or go to multiple locations to do their shopping

#### Suggested actions

- Refurbish, redevelop and expand local shopping centres
- Attract a better range of shops, dining, nightlife and entertainment (e.g. cinemas) at local shopping areas and centres
- Improve parking and traffic flow at major shopping centres
- Improve security presence and feelings of safety at local shopping centres

## Addressing community priorities



### Streetscapes and verges in residential areas

#### Challenges

- Verges are overgrown and are not regularly maintained
- Streetscapes are unattractive in some areas
- Streetscaping is not done consistently between different areas of the city

#### Suggested actions

- Clean up, repair and beautify streetscapes proactively
- Regularly mow and maintain vegetation on verges, improve frequency of weeding and avoid spraying weeds
- Assist and encourage residents to maintain the verges outside their homes
- Establish native and waterwise verges or help residents to establish them
- Improve management of street trees – plant more trees, replace trees that are inappropriate for the area, protect and maintain established trees
- Address State Government owned verges and open spaces that are not being maintained
- Remove power lines and install underground power

# Familiarity with local services and facilities

# Familiarity with local services and facilities

## Higher levels of familiarity



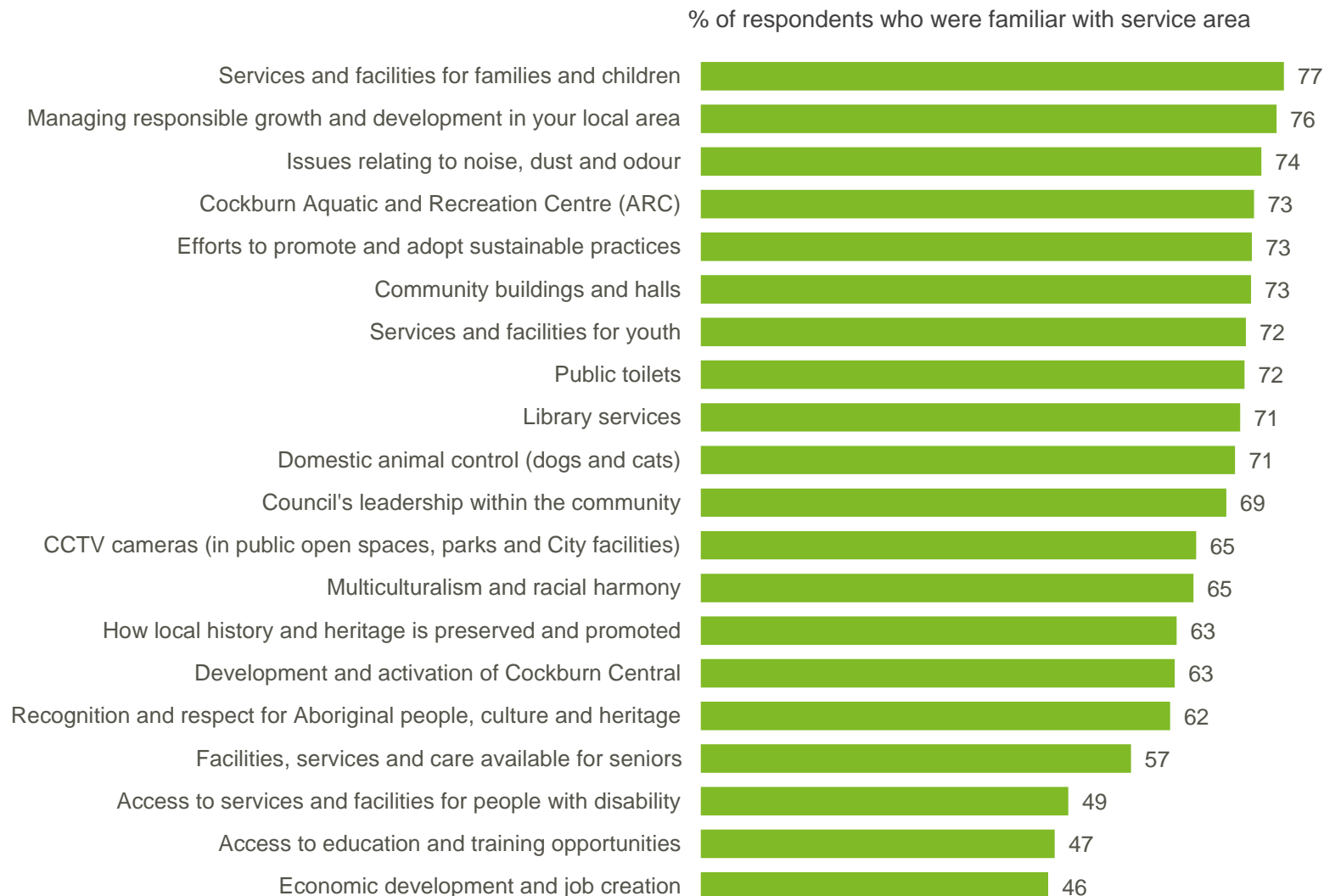
% of respondents who were familiar with service area





# Familiarity with local services and facilities

## Lower levels of familiarity



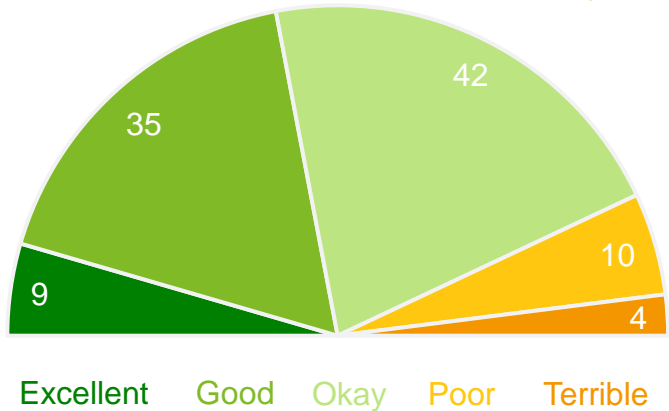
# Governance

# Council's leadership within the community

## Performance ratings

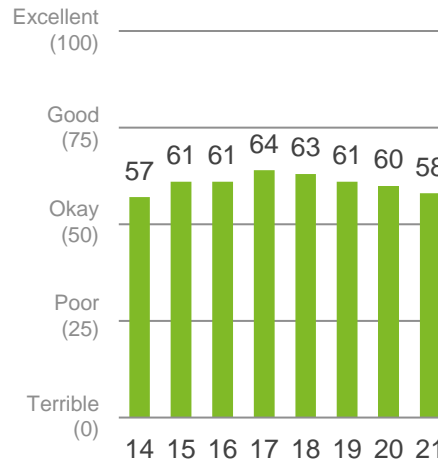
% of respondents

86%  
Positive rating\*  
58  
Performance Index Score  
(out of 100)



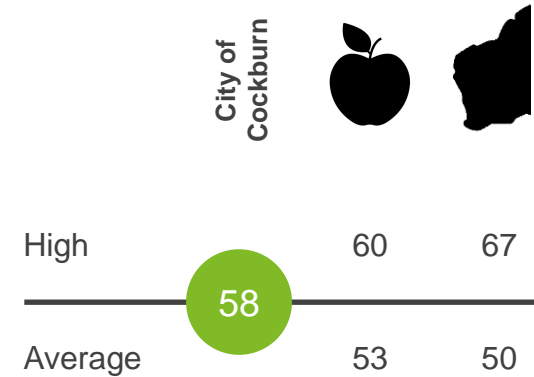
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
58	58	62	58	58	59	58	64	56	55	58	59	57	59	56	57	59	59

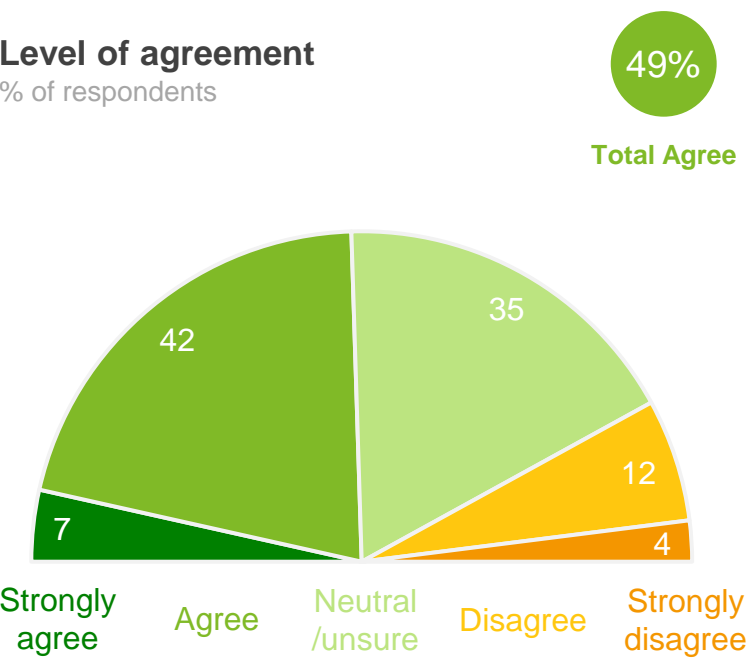
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 349). \* Positive Rating = excellent, good + okay

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

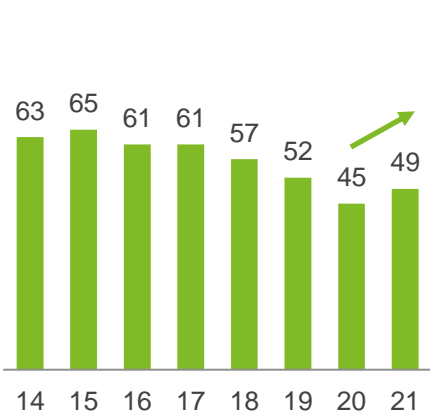
## Level of agreement

% of respondents



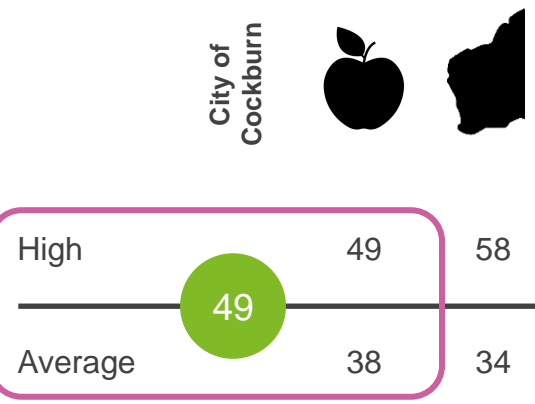
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



## Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
49	49	49	47	51	52	49	53	43	41	51	46	50	48	47	53	47	46

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

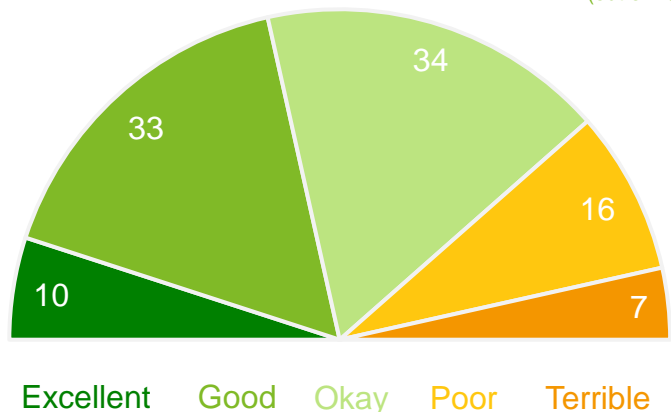
Document Set ID: 10349422  
Base: All respondents, excludes 'no response' (n = 492).  
Version: 2, Version Date: 28/04/2021

# How the community is consulted about local issues

## Performance ratings

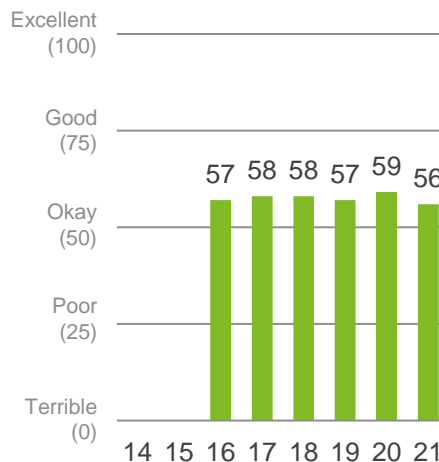
% of respondents

77%  
Positive rating\*  
56  
Performance Index Score  
(out of 100)



## Trend Analysis

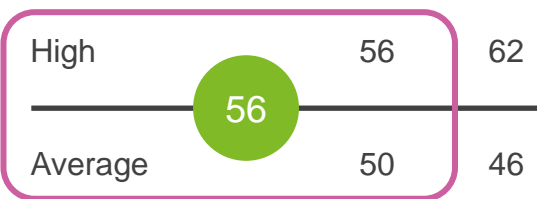
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
56	56	58	54	57	57	52	59	50	53	56	57	55	56	56	55	56	57

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

Document Set ID: 10349422  
Base: All respondents, excludes 'unsure' and 'no response' (n = 429). \* Positive Rating = excellent, good + okay  
Version: 2, Version Date: 28/04/2021

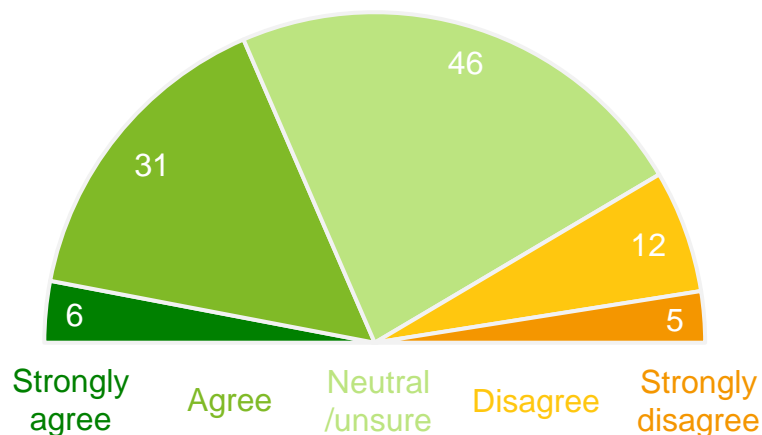
# Elected Members at the City of Cockburn have a good understanding of community needs

## Level of agreement

% of respondents

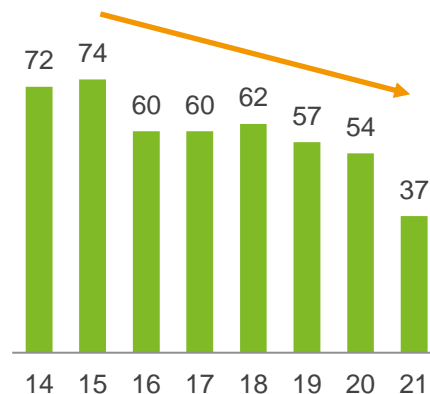
37%

Total Agree



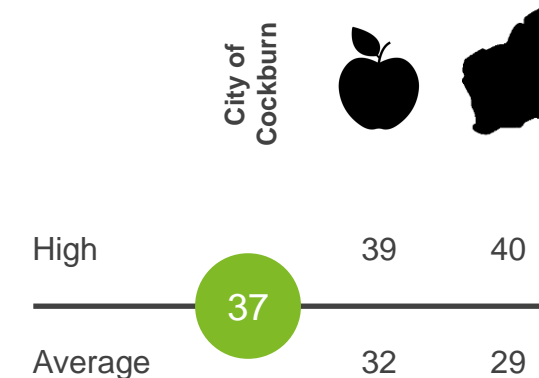
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



## Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
37	37	39	32	42	36	34	37	40	48	35	35	41	39	34	31	39	42

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

Document Set ID: 10349422

Version: 2, Version Date: 28/04/2021

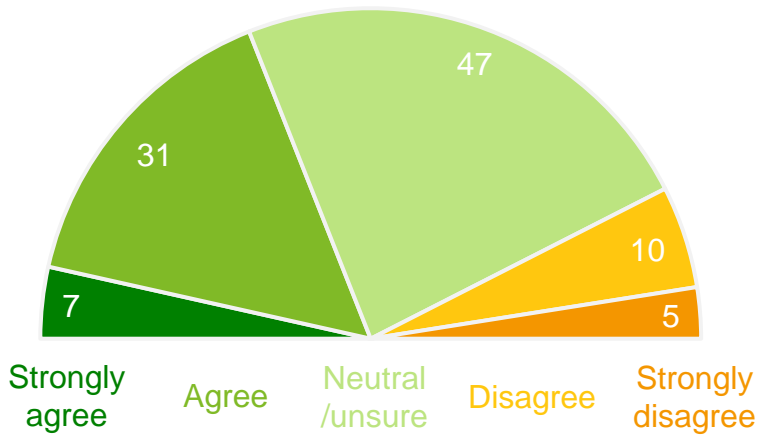
# City of Cockburn staff have a good understanding of community needs

## Level of agreement

% of respondents

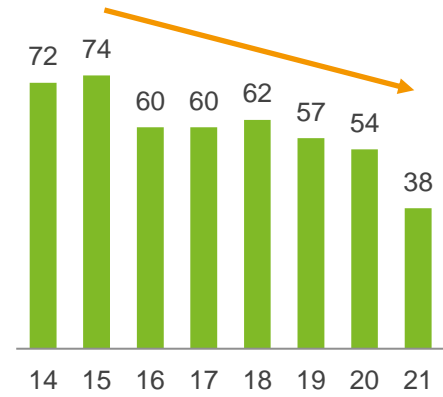
38%

Total Agree



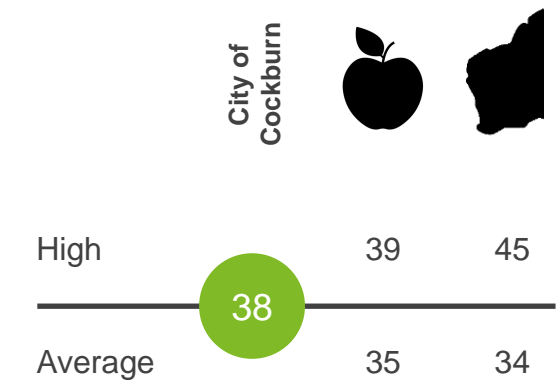
## Trend Analysis

% agree



## MARKYT Industry Standards

% agree



## Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
38	37	47	37	40	38	33	41	37	41	32	38	44	47	29	32	38	46

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'no response' (n = 491).  
 Version: 2, Version Date: 28/04/2021

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

## Performance ratings

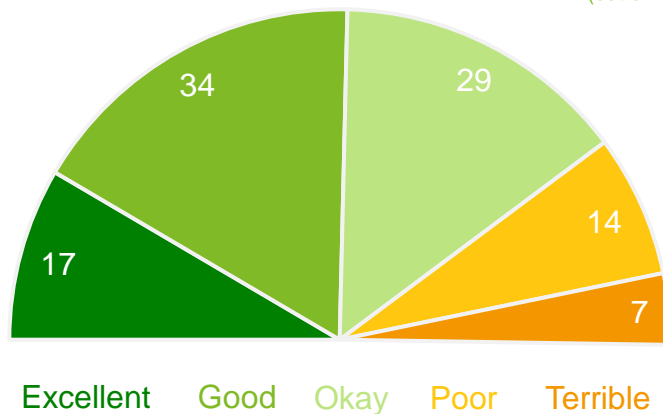
% of respondents

80%

60

Positive rating\*

Performance Index Score (out of 100)



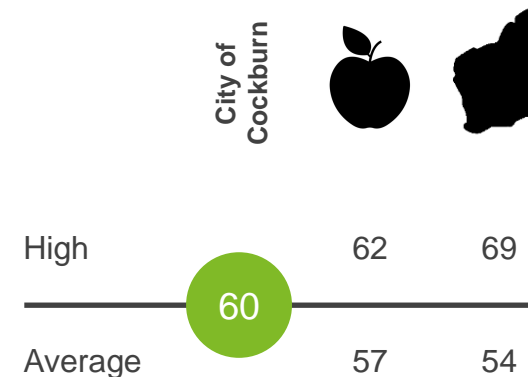
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
60	60	63	59	61	59	59	70	59	59	58	63	58	57	61	60	58	62

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 454). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021



# Customer service

## Performance ratings

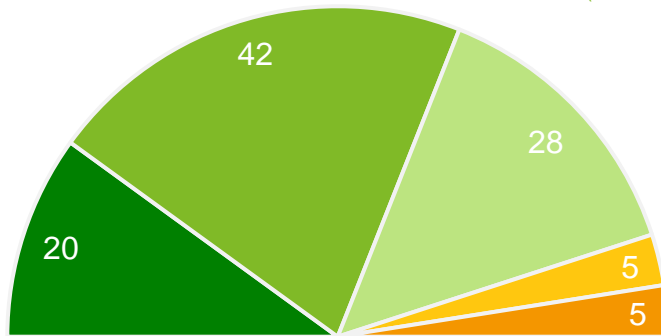
% of respondents

90%

67

Positive  
rating\*

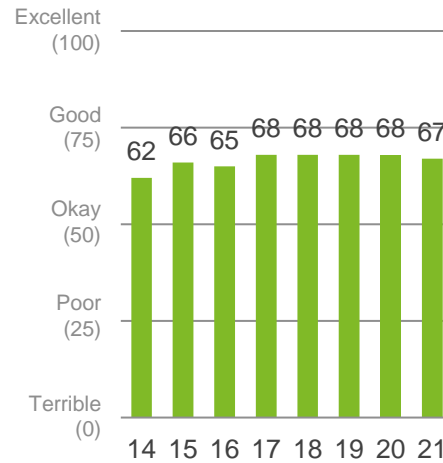
Performance  
Index Score  
(out of 100)



Excellent Good Okay Poor Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



High

67

74

Average

67

62

62

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
67	67	72	67	67	69	65	72	64	64	66	68	66	65	65	64	70	68

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 417). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Preferred communication channels

Community members prefer a mix of digital, social and traditional communication channels to stay up to date with what's happening in the City of Cockburn.

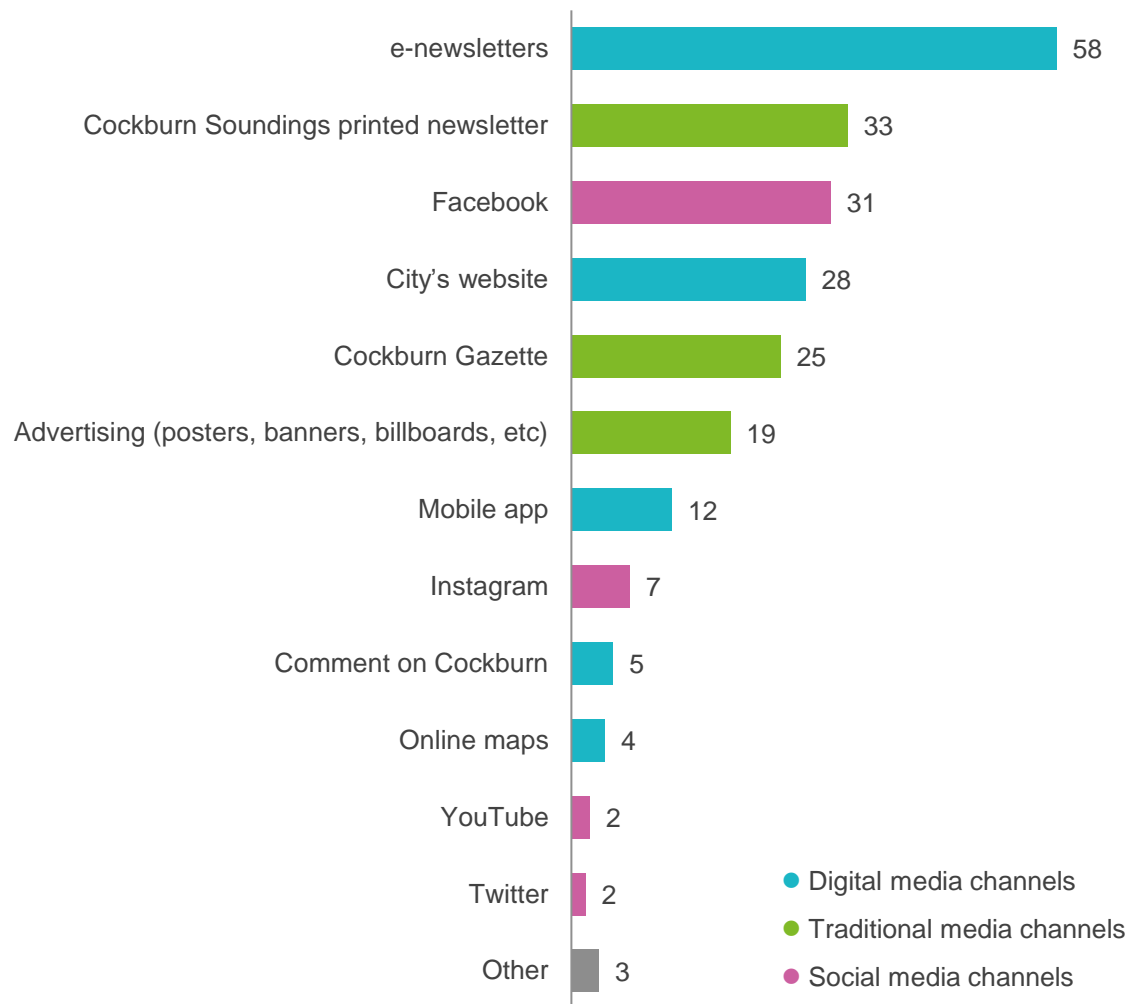
With digital streams, e-newsletters are the most popular communication channel (selected by 58% of respondents), followed by Facebook (31%) and the City's website (28%).

With traditional streams, Cockburn Soundings printed newsletters are the most popular source of information (33%), followed by the Cockburn Gazette (25%) and advertising posters, banners and billboards (19%).

There is relatively low interest in Twitter, YouTube, online maps and Comment on Cockburn, each preferred by 5% or fewer.

## Preferred sources of information

% of respondents



Q. How would you prefer to receive information and updates from the City of Cockburn about what's happening in your local area?

Document Set ID: 10349422

Version: 2 | Version Date: 28/04/2021 | Includes 'unsure' and 'no response' (n = 405).

# Preferred communication channels | historical trends

Community support for e-newsletters has continued to grow; up a further 7% points over the past 12 months, and up 24% points in total since 2019.

Meanwhile, preferences for all other channels of communication have dropped.

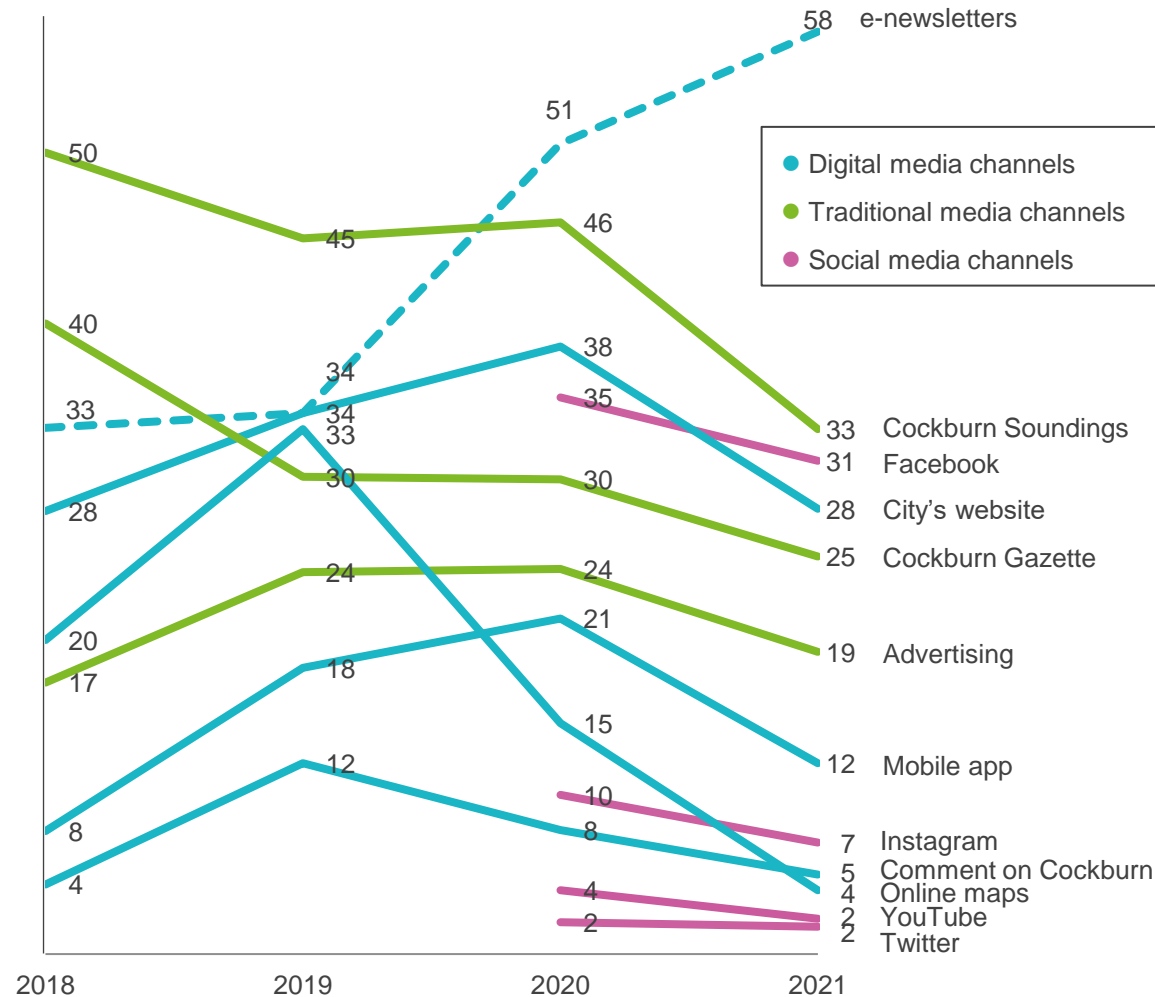
Cockburn Soundings experienced the biggest drop in popularity (down 13% points), followed by online interactive maps (down 11% points) and the City's website (down 10% points).

Facebook continues to be the most popular social media channel, ahead of Instagram, YouTube and Twitter, however all social media channels fell in popularity.

Comment on Cockburn also continued to fall, dropping from 12% in 2019 to 5% this year.

## Preferred sources of information

% of respondents



Q. How would you prefer to receive information and updates from the City of Cockburn about what's happening in your local area?

Document Set ID: 10349422

Version: 2 | Version Date: 28/04/2021 | Includes 'unsure' and 'no response' (n = 405).

# Preferred communication channels

## Community variances

Preferences vary across the community. Strong preferences are in green (mentioned by 50% or more), moderate preferences in orange (mentioned by 40% to 49%) and yellow (30% to 39%). Key observations are:

- E-newsletters are the top preference across all community groups, with greatest popularity among families with younger children (0-12 years)
- Cockburn Soundings is more strongly preferred by seniors (47%)
- Facebook is more strongly preferred by young adults (41%), families with teenagers (40%) and in the East Ward (41%)
- The City's website is more strongly preferred by families with adult children (43%)

Community Variances % of respondents	All respondents	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
e-newsletters	58	60	42	64	53	55	68	65	59	52	57	63	54	53	61	57	62	57
Cockburn Soundings printed newsletter	33	33	29	31	34	34	29	33	38	38	25	28	47	37	33	30	34	36
Facebook	31	31	32	28	34	25	38	36	40	31	41	36	14	27	37	41	24	25
City's website	28	28	32	33	23	26	24	32	33	43	26	33	25	27	37	30	26	28
Cockburn Gazette	25	24	30	24	25	26	24	26	14	24	16	21	37	29	30	20	23	33
Advertising (posters, banners, billboards, etc)	19	18	35	14	24	19	17	17	19	24	27	16	13	15	12	19	16	23
Mobile app	12	12	5	12	11	7	24	13	10	10	16	12	8	7	10	10	8	19
Instagram	7	7	5	6	8	6	11	4	12	8	11	7	2	2	5	9	6	5
Comment on Cockburn - online consultation site	5	5	2	6	3	6	1	8	5	9	1	5	7	5	7	5	2	7
Online maps	4	4	0	5	2	5	3	1	2	2	4	4	4	0	9	4	1	6
YouTube	3	3	0	3	2	2	3	1	2	4	4	3	1	2	5	4	2	1
Twitter	2	2	0	4	1	1	7	2	0	0	4	3	0	0	5	3	0	4
Other	2	2	3	3	0	1	3	2	0	0	2	3	0	5	2	4	0	1

Q. How would you prefer to receive information and updates from the City of Cockburn about what's

happening in your local area?

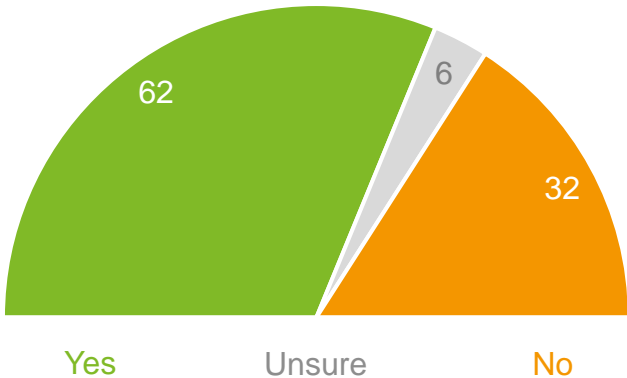
Document Set ID: 10349422

Version: 2 | Version Date: 28/04/2021 | 'unsure' and 'no response' (n = 405).

# Cockburn Gazette ‘Soundings’ readership

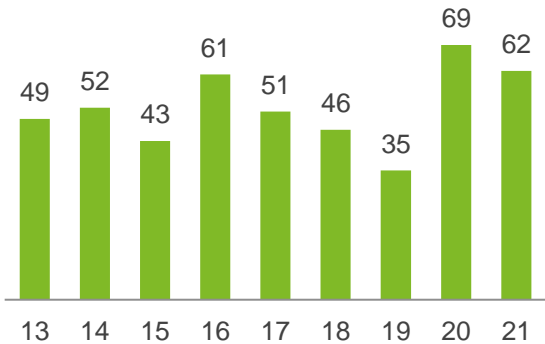
Over the past 12 months, have you read the City’s weekly ‘Soundings’ update in the local Cockburn Gazette newspaper (with Council news and information)?

% of respondents



## Trend Analysis

% yes



## Variances across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	65	36	66	59	62	60	65	71	62	43	66	78	68	55	57	57	77

# Community Development

# Opportunities to be included and connected to your community

## Performance ratings

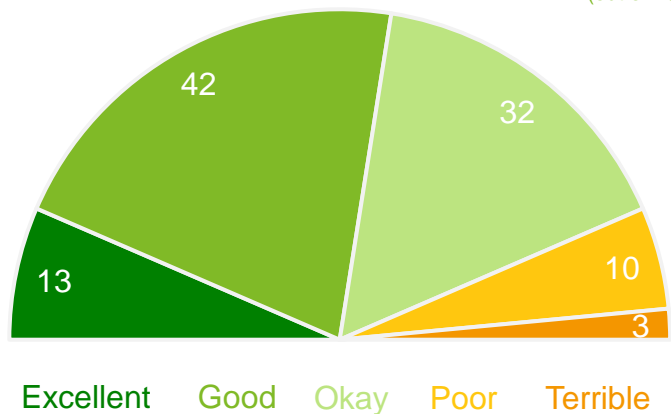
% of respondents

87%

63

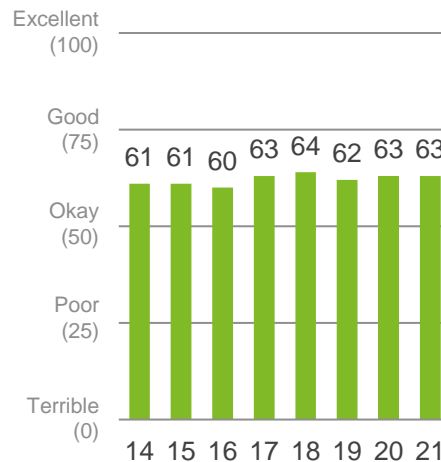
Positive rating\*

Performance Index Score (out of 100)



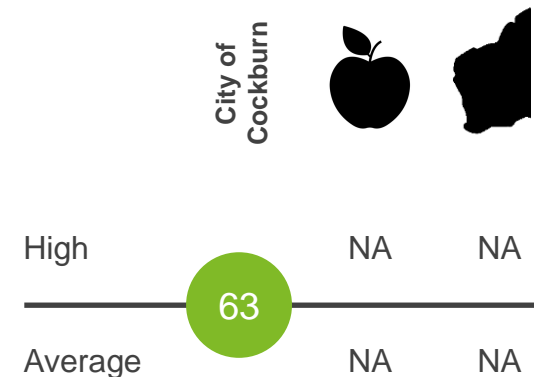
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
63	63	65	62	64	62	65	67	59	58	63	64	61	64	66	60	66	64

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 430). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Services and facilities for youth

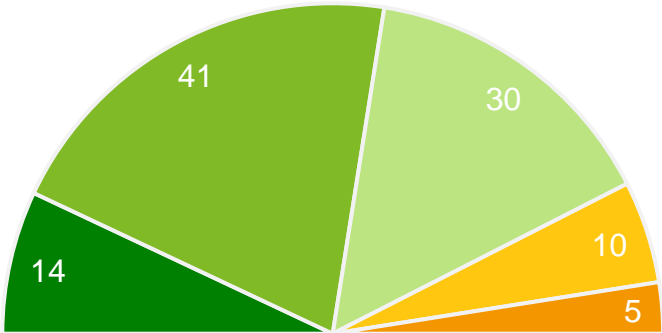
## Performance ratings

% of respondents



Positive rating\*

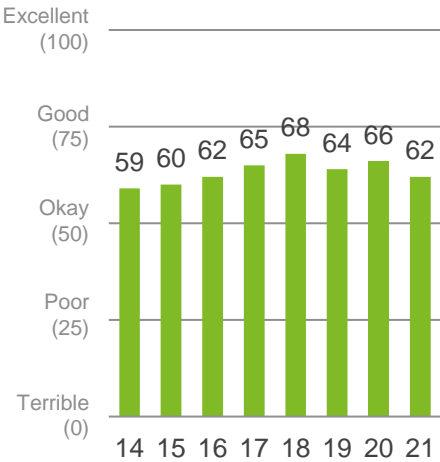
Performance Index Score  
(out of 100)



Excellent    Good    Okay    Poor    Terrible

## Trend Analysis

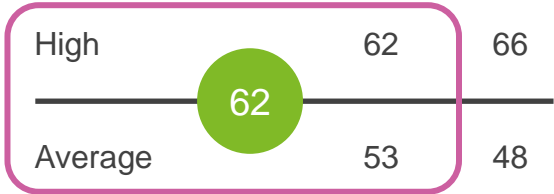
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	61	71	62	63	62	61	67	57	56	62	63	60	59	67	63	62	61

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

Document Set ID: 10349422

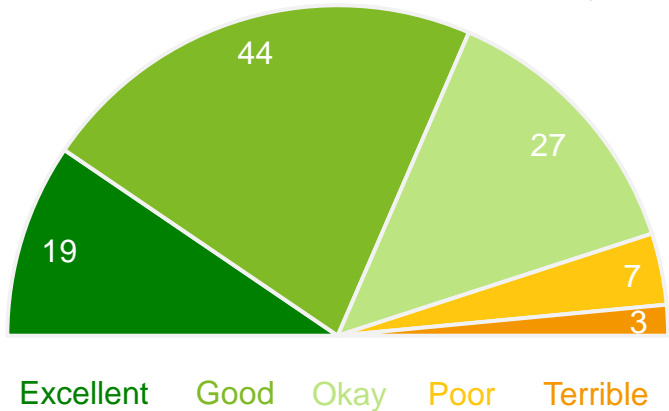
Version: 2, Version Date: 28/04/2021



# Services and facilities for families and children

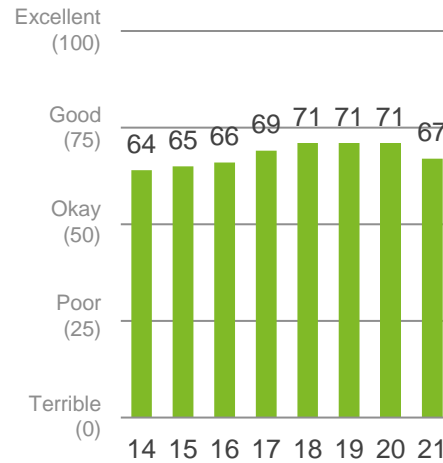
## Performance ratings

% of respondents



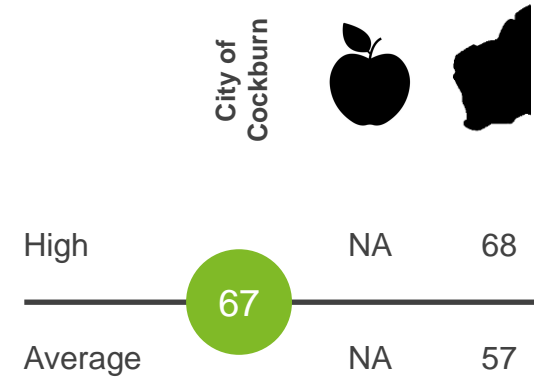
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
67	67	69	66	69	68	69	70	62	63	69	67	64	65	63	68	68	65

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 387). \* Positive Rating = excellent, good + okay

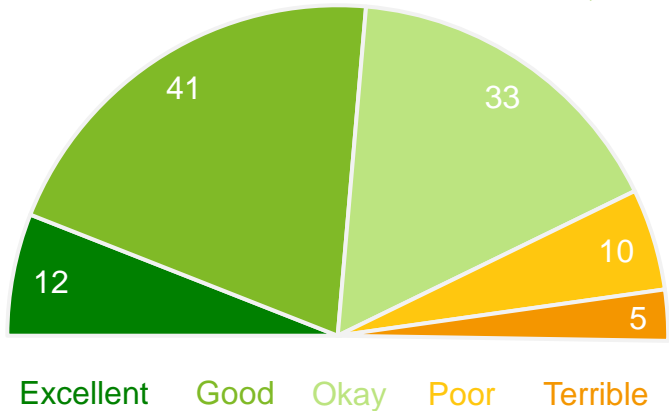
# Facilities, services and care available for seniors

## Performance ratings

% of respondents

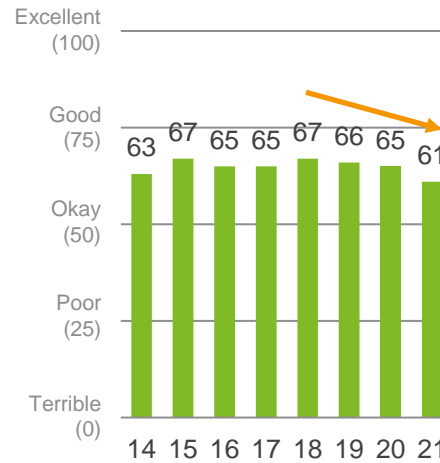
86%  
Positive rating\*

61  
Performance Index Score  
(out of 100)



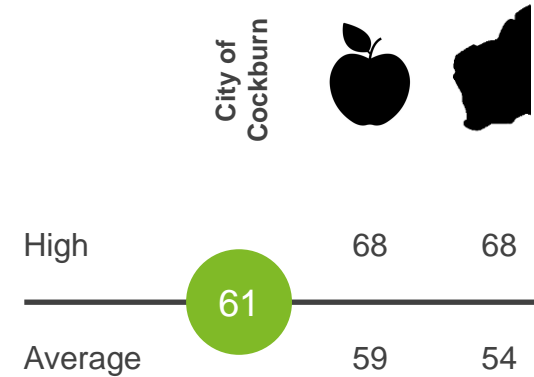
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
61	61	62	60	63	61	60	67	54	58	58	63	62	63	58	60	63	62

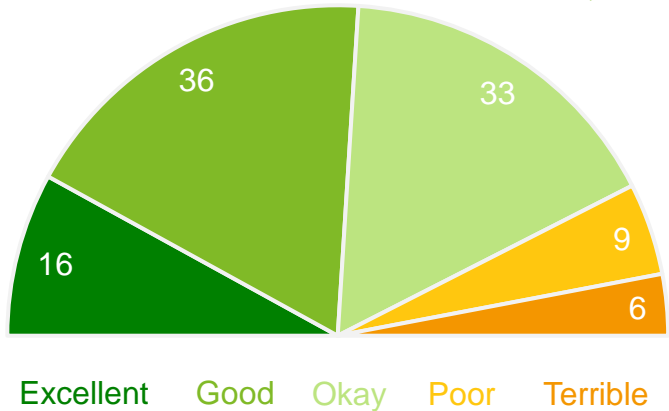
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 285). \* Positive Rating = excellent, good + okay

# Access to services and facilities for people with disability

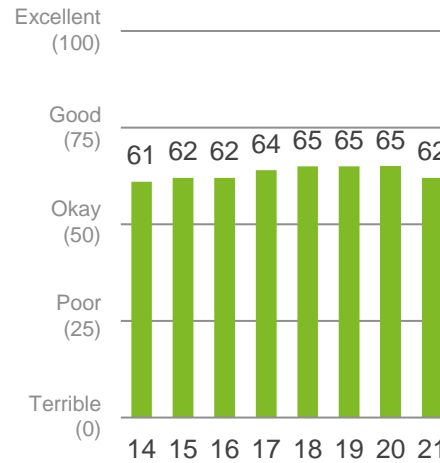
## Performance ratings

% of respondents



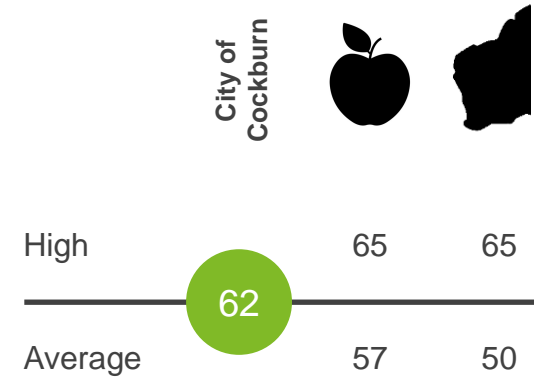
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	62	65	65	59	63	62	69	60	56	59	64	62	57	65	63	63	61

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 244). \* Positive Rating = excellent, good + okay

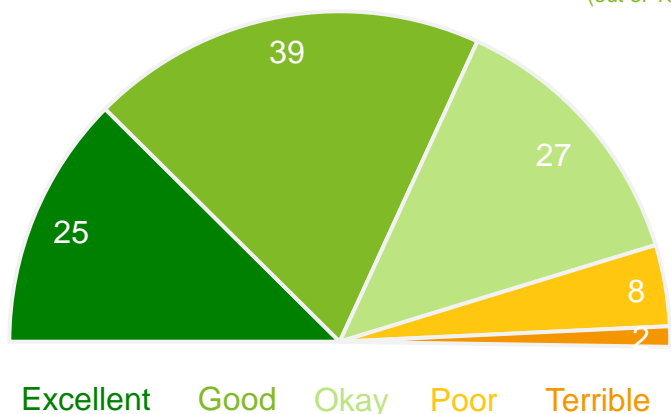
# Recognition and respect for Aboriginal people, culture and heritage

## Performance ratings

% of respondents

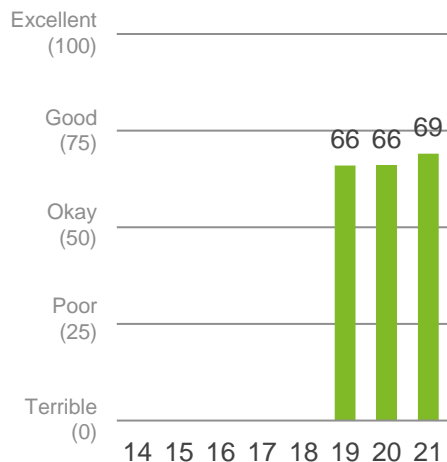
91%  
Positive rating\*

69  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



High

NA

69

Average

NA

56

69

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
69	69	74	69	70	71	71	75	60	61	70	70	68	68	71	72	67	68

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

Document Set ID: 10349422  
 Base: All respondents - excludes 'unsure' and 'no response' (n = 311). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Multiculturalism and racial harmony

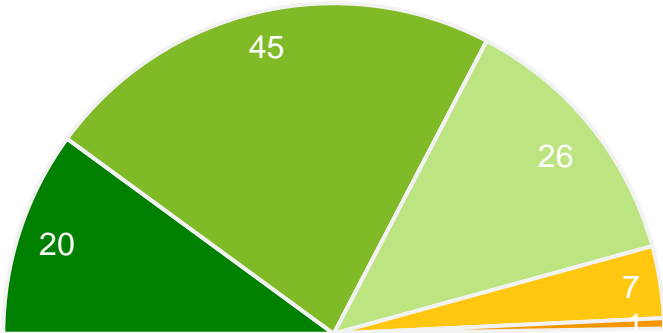
## Performance ratings

% of respondents



Positive rating\*

Performance Index Score (out of 100)



Excellent    Good    Okay    Poor    Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



High

NA

69

69

Average

NA

57

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
69	68	76	70	68	71	68	74	67	61	70	70	66	69	68	70	67	70

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

Document Set ID: 10349422

Version: 2, Version Date: 28/04/2021

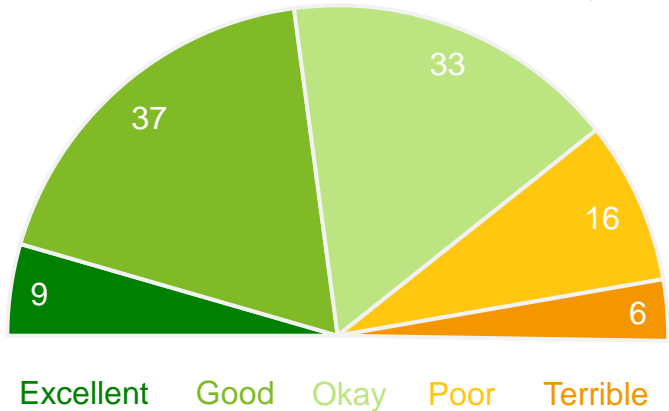
# Community Wellbeing

# Community safety, security and crime prevention

## Performance ratings

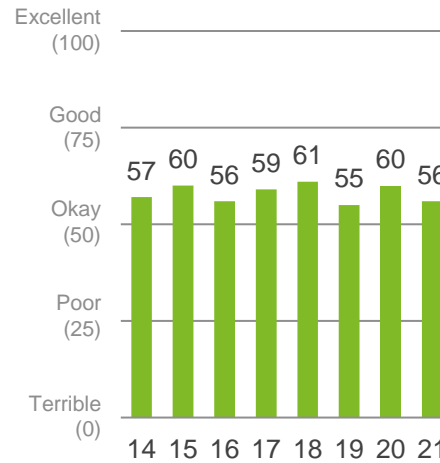
% of respondents

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



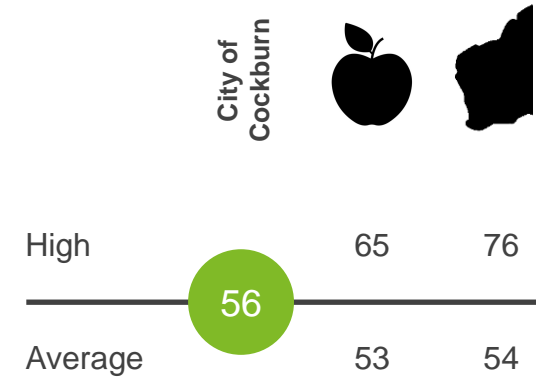
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
56	56	62	55	58	56	55	61	51	52	56	58	55	52	50	55	56	59

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

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 434). \* Positive Rating = excellent, good + okay

# Community safety patrols (CoSafe)

## Performance ratings

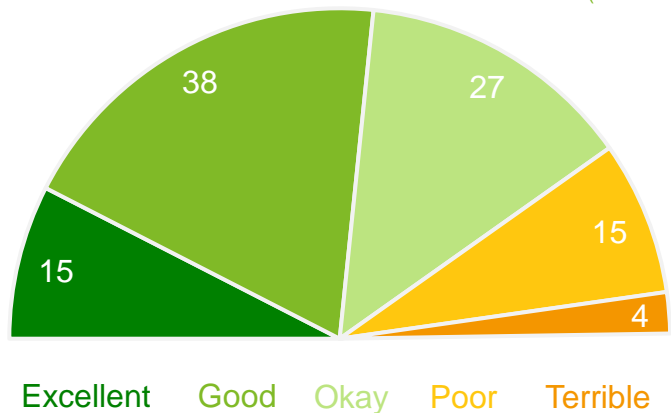
% of respondents

80%

61

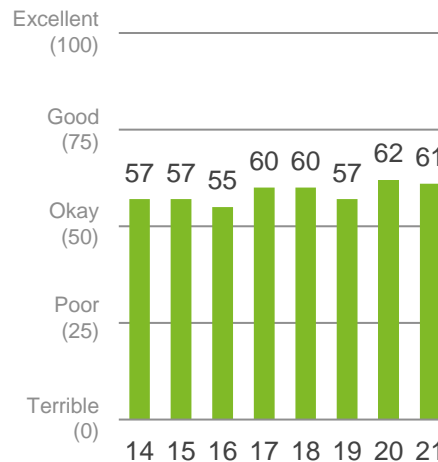
Positive  
rating\*

Performance  
Index Score  
(out of 100)



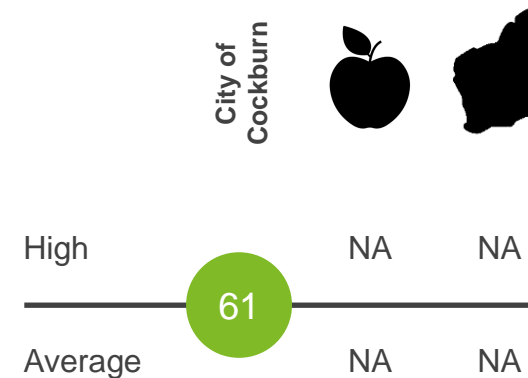
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
61	61	67	59	63	60	62	69	57	58	62	64	56	56	58	63	58	62

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 416). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021



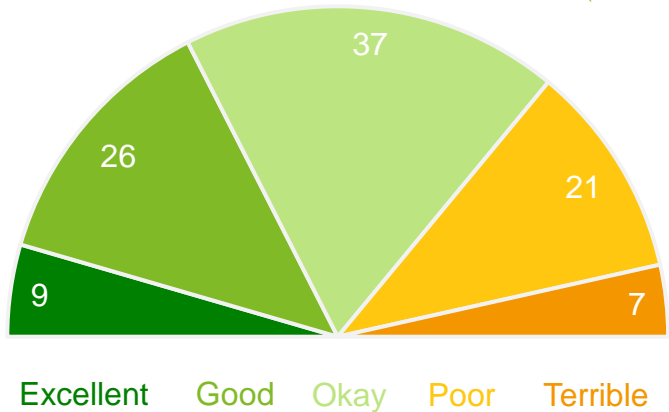
# CCTV cameras (in public open spaces, parks and City facilities)

## Performance ratings

% of respondents

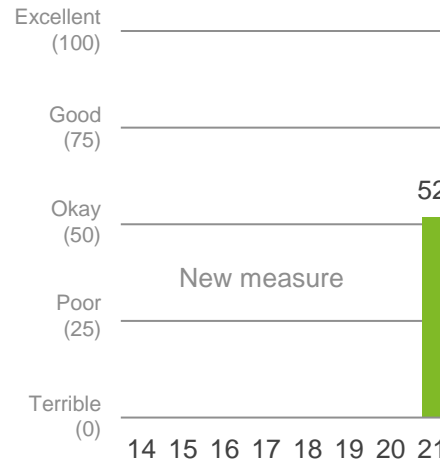
72%  
Positive rating\*

52  
Performance Index Score  
(out of 100)



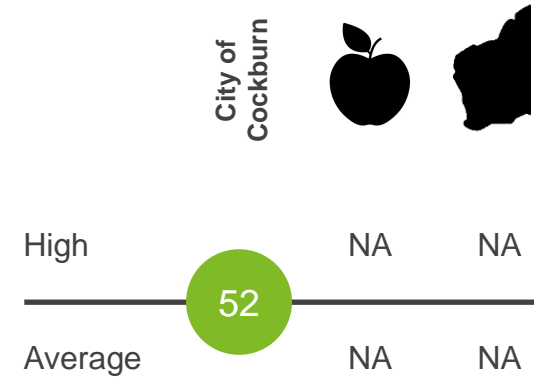
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
52	52	55	53	51	50	51	57	42	51	51	54	51	54	47	53	53	50

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

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 329). \* Positive Rating = excellent, good + okay

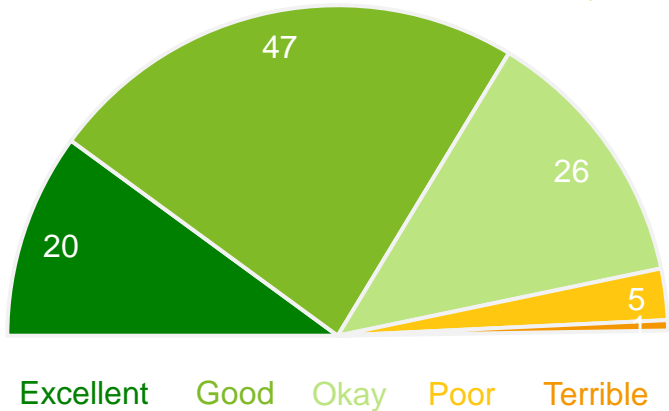
# Access to health and community services

## Performance ratings

% of respondents

93%  
Positive rating\*

70  
Performance Index Score  
(out of 100)



## Trend Analysis

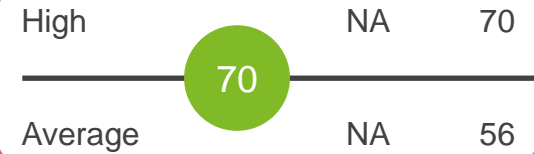
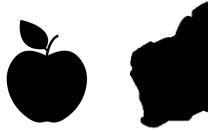
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
70	70	69	68	72	70	72	75	64	62	72	70	68	70	63	71	70	68

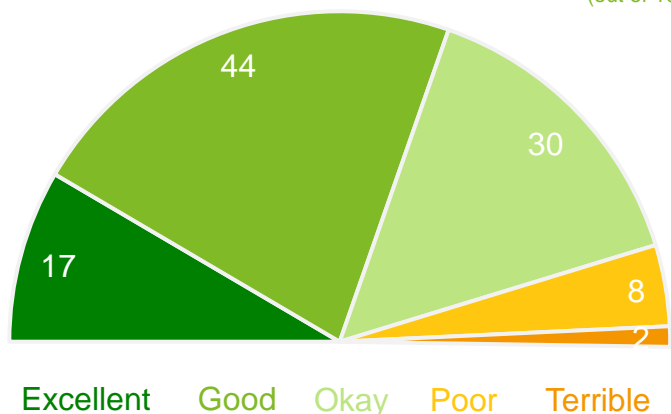
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 392). \* Positive Rating = excellent, good + okay

# Community buildings and halls

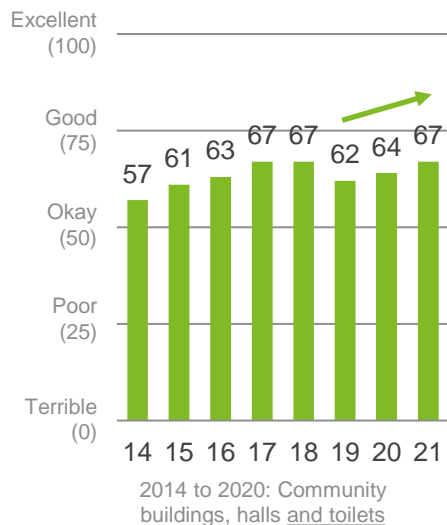
## Performance ratings

% of respondents



## Trend Analysis

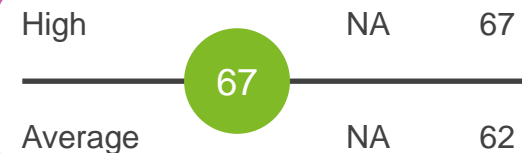
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
67	67	68	66	68	67	65	69	65	62	67	67	66	67	62	66	68	66

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 365). \* Positive Rating = excellent, good + okay

# Public toilets

## Performance ratings

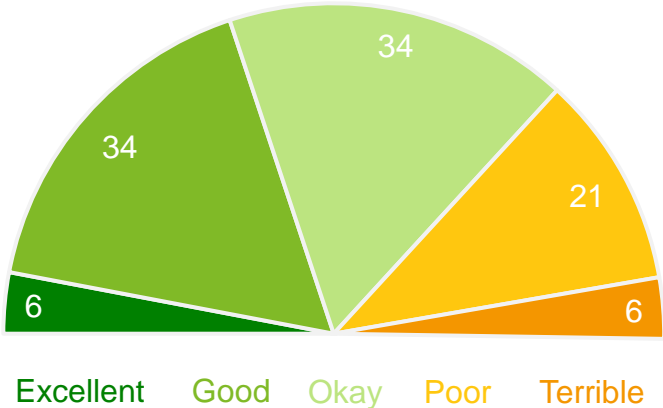
% of respondents

74%

53

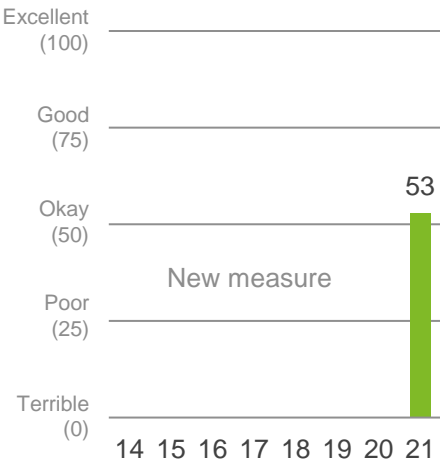
Positive rating\*

Performance Index Score (out of 100)



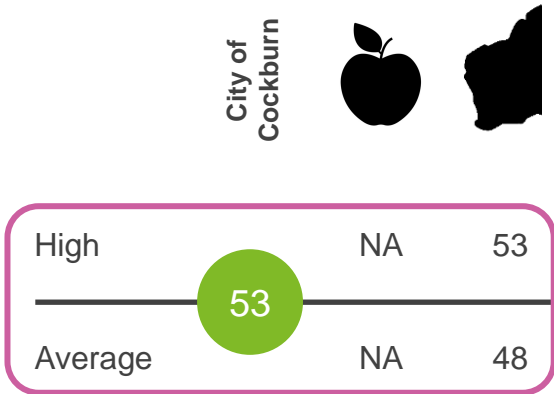
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
53	54	53	52	55	55	54	54	47	43	57	53	51	48	52	53	54	54

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 361). \* Positive Rating = excellent, good + okay

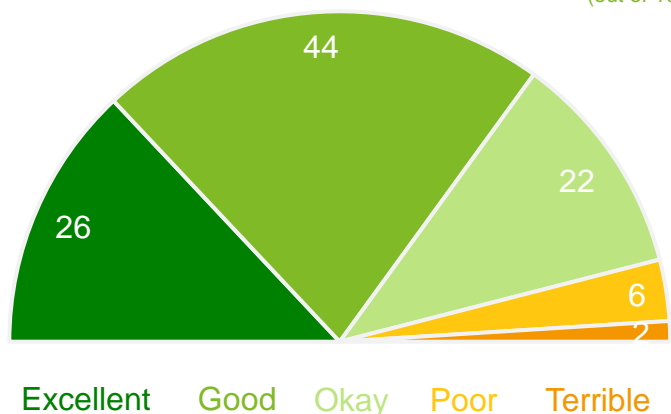
# Sport and recreation facilities and services

## Performance ratings

% of respondents

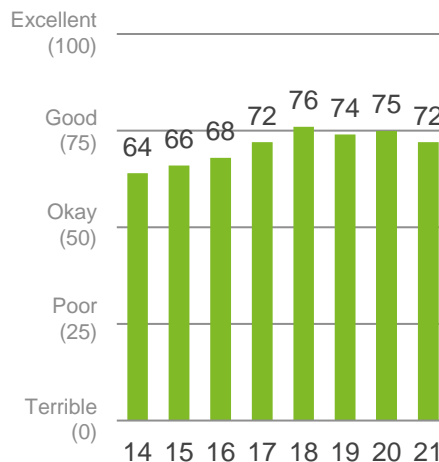
92%  
Positive rating\*

72  
Performance Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



High

72

85

Average

72

67

66

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
72	72	74	71	72	72	73	73	69	67	73	71	71	69	69	72	75	68

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 428). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

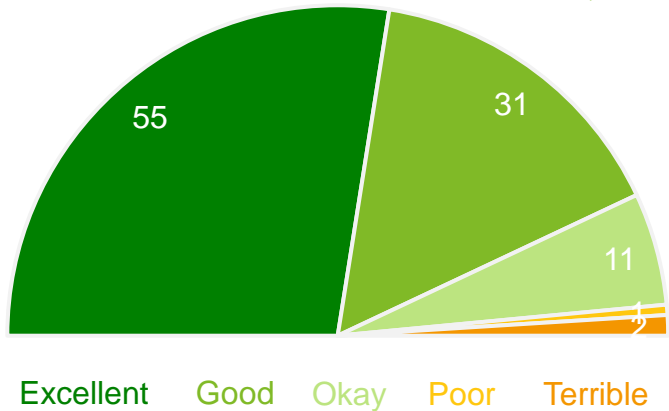
# Cockburn Aquatic and Recreation Centre (ARC)

## Performance ratings

% of respondents

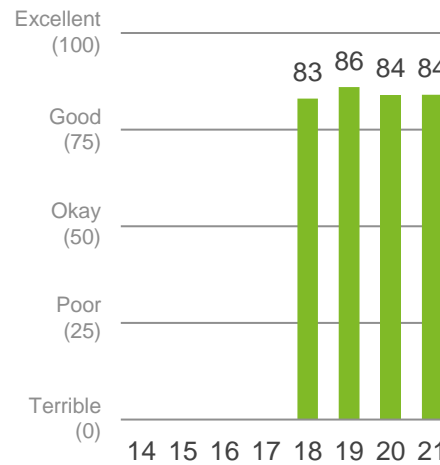
97%  
Positive rating\*

84  
Performance Index Score  
(out of 100)



## Trend Analysis

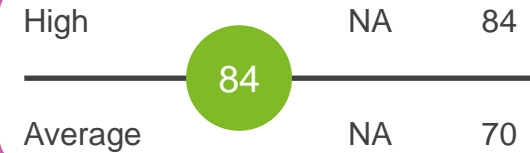
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
84	83	92	84	85	84	87	82	74	77	90	82	81	81	82	84	85	84

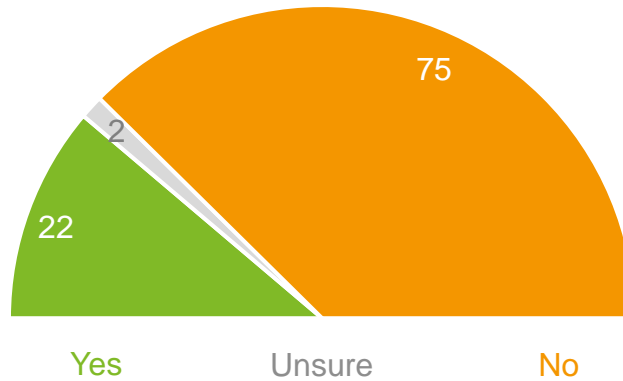
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 367). \* Positive Rating = excellent, good + okay

# ARC Membership

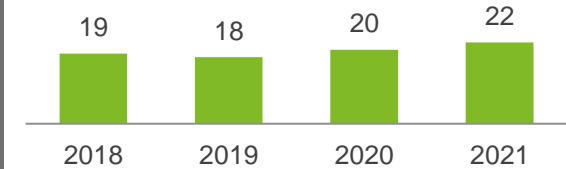
## Are you a current member at Cockburn ARC?

% of respondents



## Trend Analysis

% yes



## Variances across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
22	22	32	21	24	15	41	18	15	20	40	14	16	25	22	28	20	16

Q. Are you a current member at Cockburn ARC?

Document Set ID: 10349422  
 Base: All respondents, excludes 'no response' (n = 410).  
 Version: 2, Version Date: 28/04/2021

# Playgrounds, parks and reserves

## Performance ratings

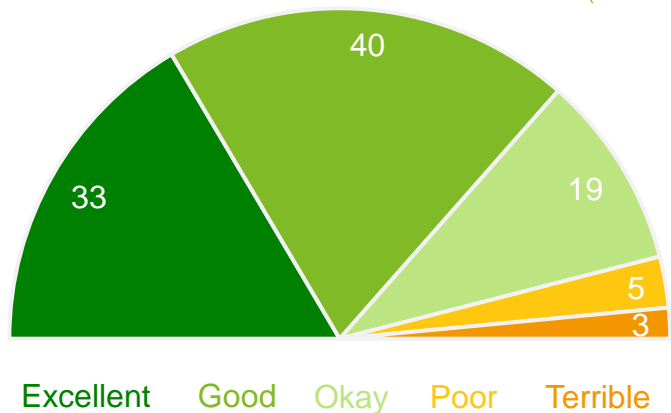
% of respondents

92%

74

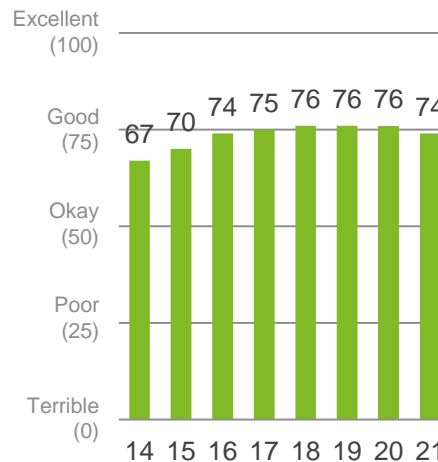
Positive  
rating\*

Performance  
Index Score  
(out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



High

74

86

Average

68

68

74

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
74	74	73	73	74	74	71	77	67	72	74	74	73	74	69	73	76	71

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 448). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021



# Library services

## Performance ratings

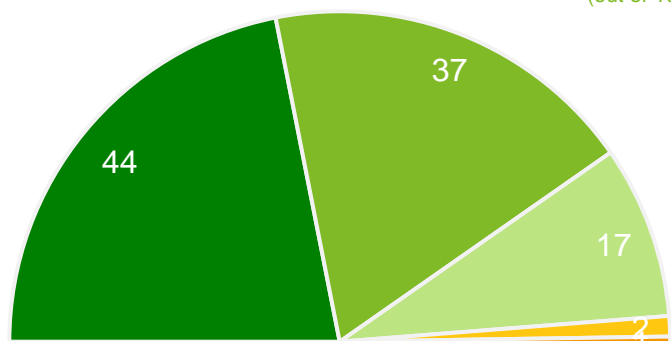
% of respondents

98%

80

Positive rating\*

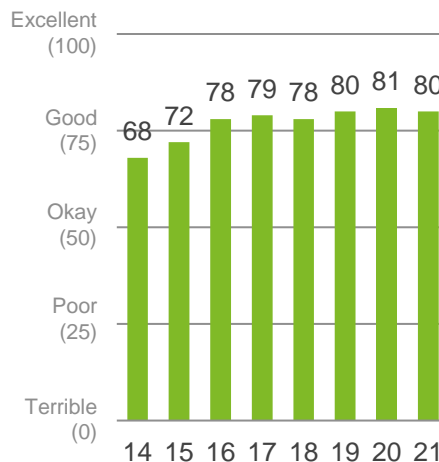
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



High

80

82

80

Average

75

72

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
80	80	83	78	82	81	79	82	76	72	83	80	79	81	70	79	81	80

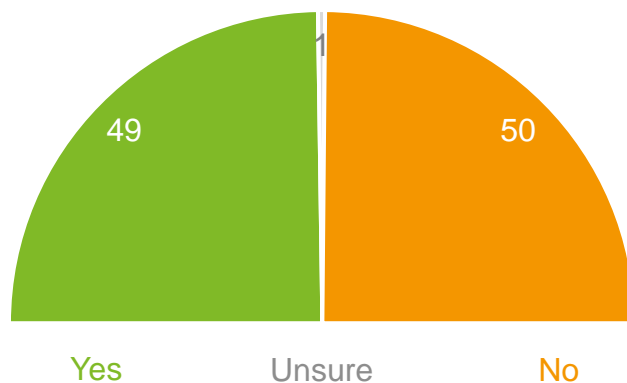
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 358). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Library membership

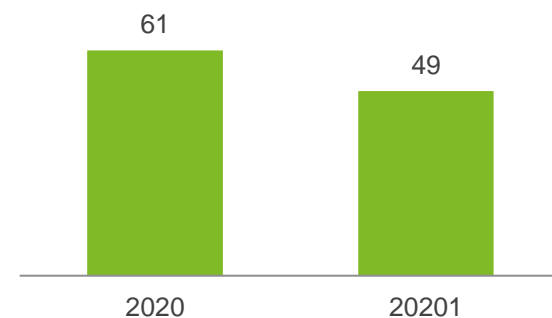
## Are you a current member at Cockburn Library?

% of respondents



## Trend Analysis

% yes



## Variances across the community

% yes

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
49	48	63	40	60	38	64	77	59	49	42	56	48	62	62	50	49	51

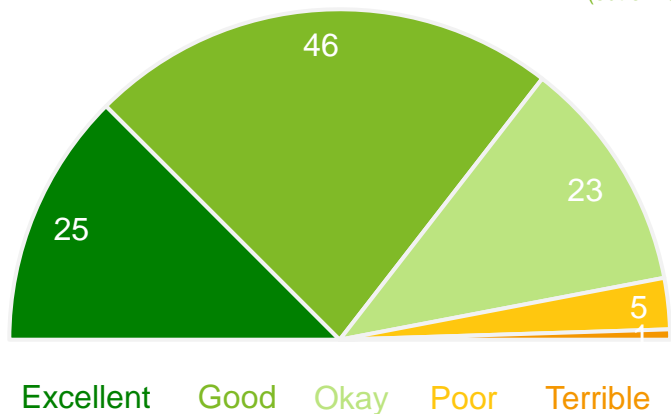
Q. Are you a current member at Cockburn Library?

Document Set ID: 10349422  
 Base: All respondents, excludes 'no response' (n = 413).  
 Version: 2, Version Date: 28/04/2021

# Festivals, events, art and cultural activities

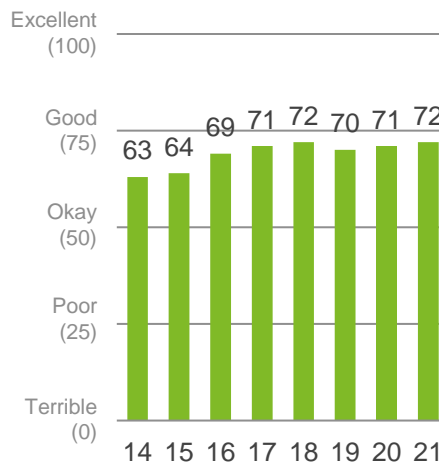
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



High

72

78

Average

69

64

72

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
72	72	73	68	75	72	72	74	66	69	73	73	71	74	63	70	72	75

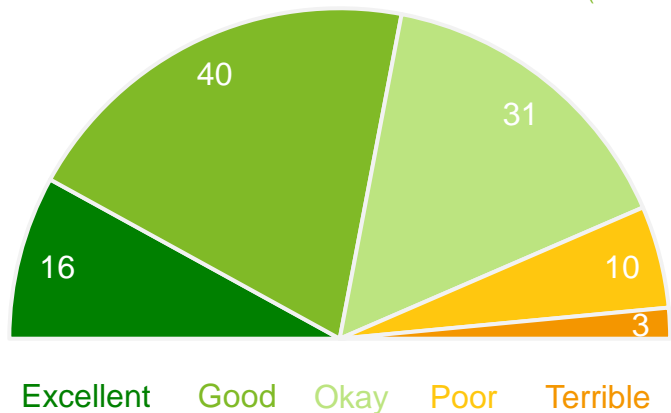
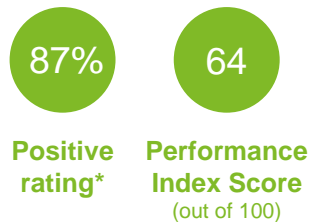
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 399). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# How local history and heritage is preserved and promoted

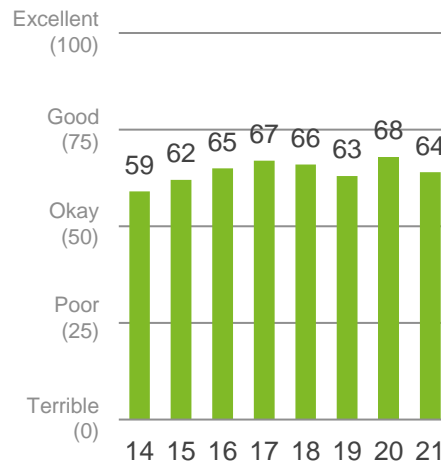
## Performance ratings

% of respondents



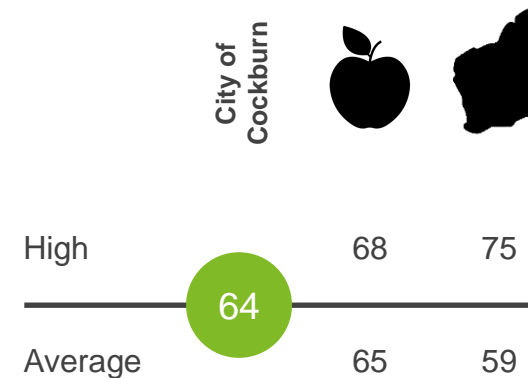
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
64	64	68	63	65	64	63	69	56	61	62	65	64	64	58	61	61	71

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 316). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Place

# Maintenance of local roads

## Performance ratings

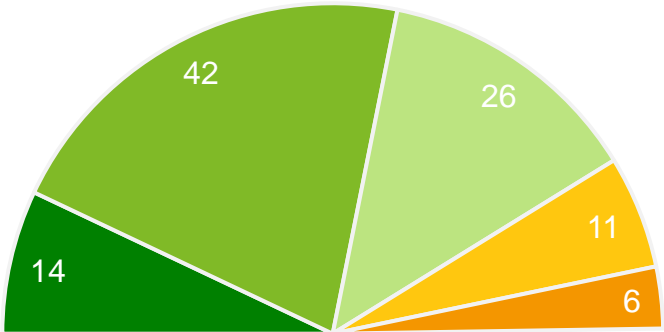
% of respondents

82%

62

Positive rating\*

Performance Index Score (out of 100)



Excellent    Good    Okay    Poor    Terrible

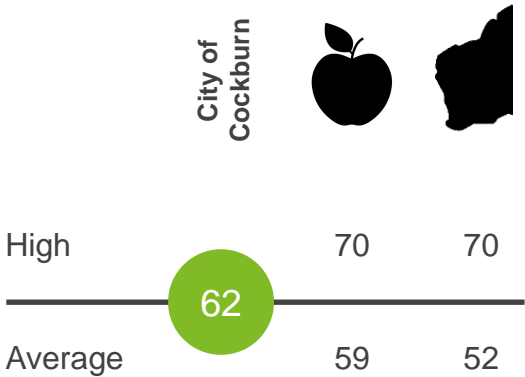
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	63	54	62	61	62	61	70	60	60	57	65	63	59	61	61	64	60

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

Document Set ID: 10349422

Version: 2, Version Date: 28/04/2021

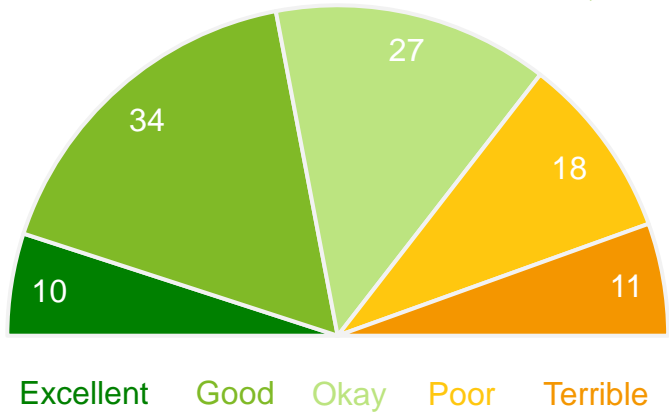
# Traffic management on local roads

## Performance ratings

% of respondents

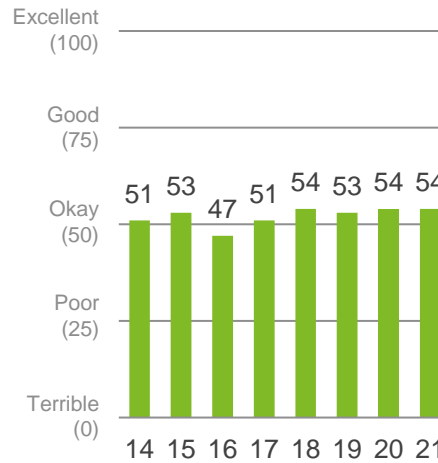
71%  
Positive rating\*

54  
Performance Index Score  
(out of 100)



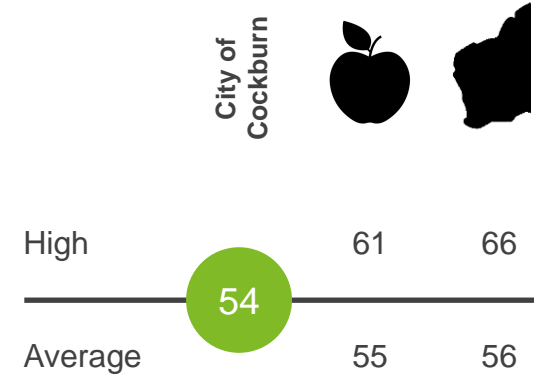
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
54	54	46	50	57	55	52	58	48	53	46	57	57	49	51	50	56	57

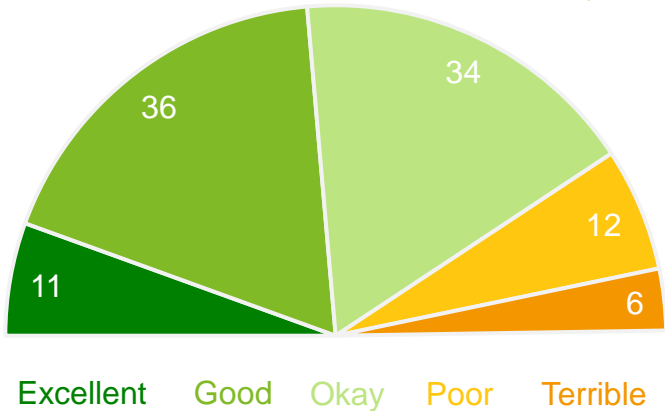
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 432). \* Positive Rating = excellent, good + okay

# Footpaths and cycleways

## Performance ratings

% of respondents



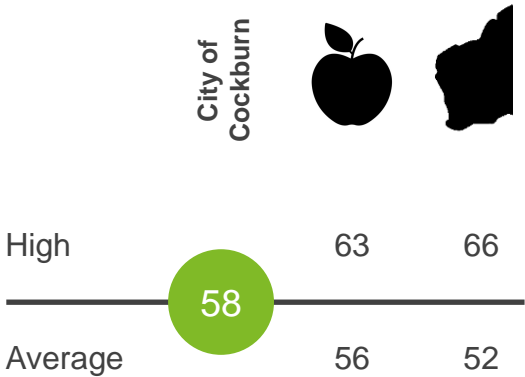
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
58	59	58	59	58	59	57	60	60	56	54	61	60	52	53	56	63	57

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 438). \* Positive Rating = excellent, good + okay



# Lighting of streets and public places

## Performance ratings

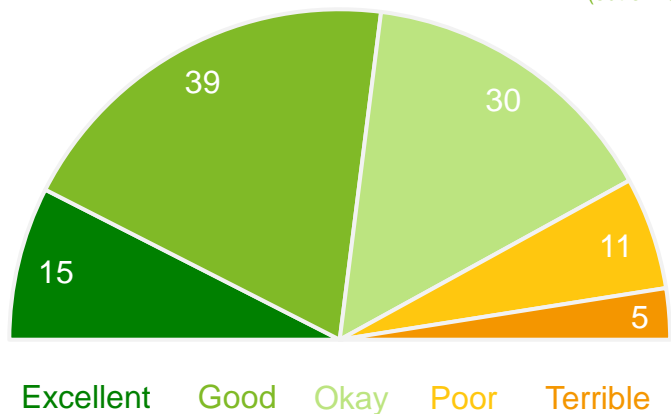
% of respondents

84%

62

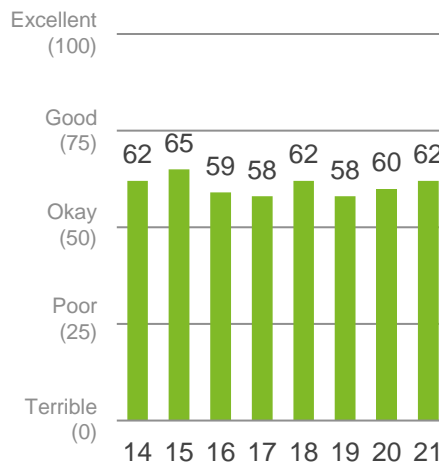
Positive rating\*

Performance Index Score (out of 100)



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



High

62

66

Average

62

58

55

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	62	64	63	61	64	60	67	57	59	61	64	60	58	63	61	64	61

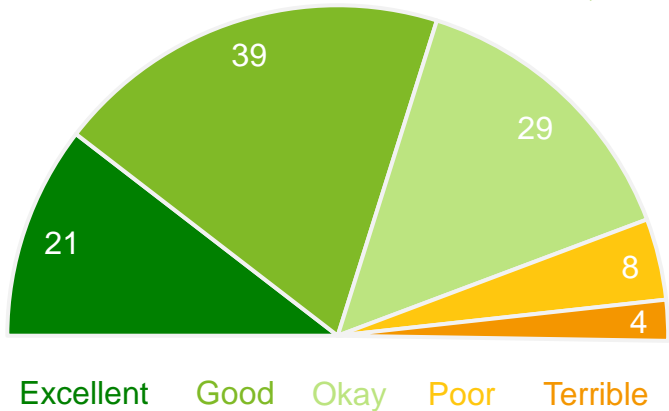
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 437). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Access to public transport

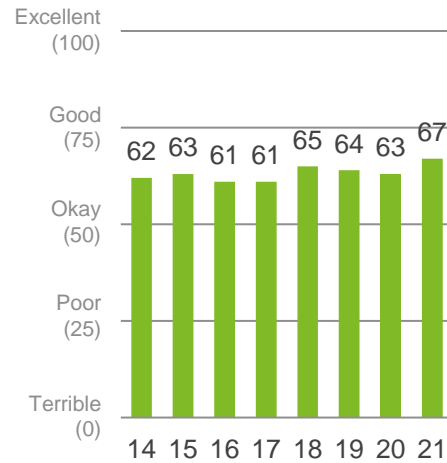
## Performance ratings

% of respondents



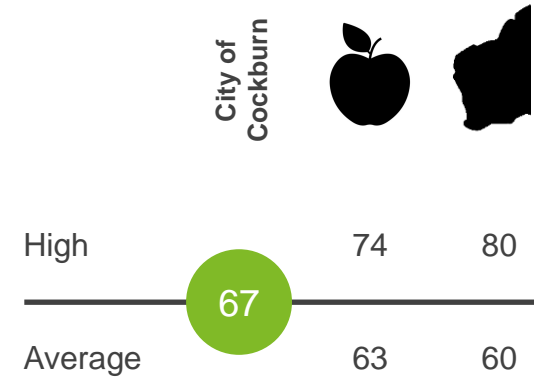
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
67	67	66	67	66	68	64	68	65	61	64	69	65	67	66	66	73	61

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

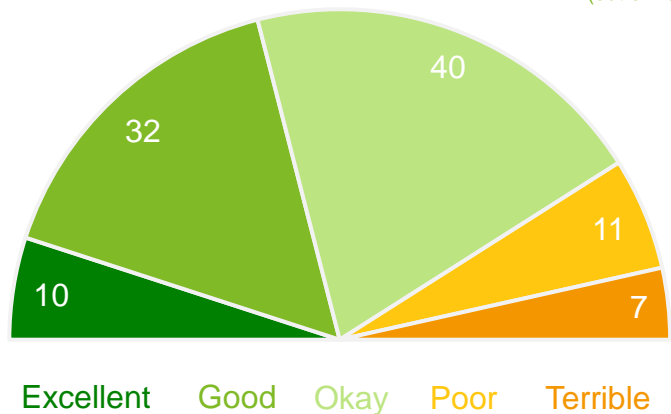
Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 422). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Planet

# Managing responsible growth and development in your local area

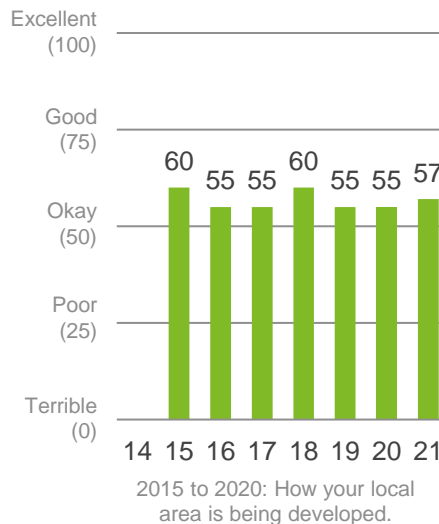
## Performance ratings

% of respondents



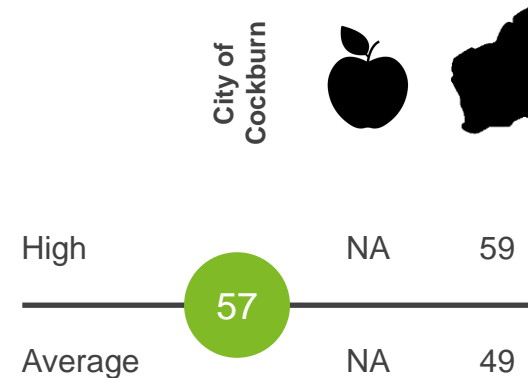
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
57	57	57	57	57	59	55	58	49	55	58	58	55	58	56	55	58	58

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 382). \* Positive Rating = excellent, good + okay

# Conservation and environmental management

(nature reserves, coastline, wetlands, etc)

## Performance ratings

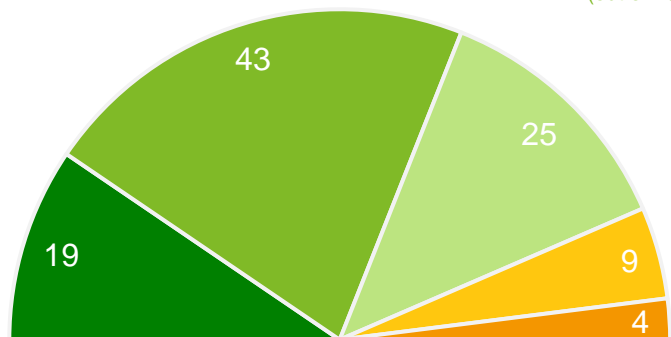
% of respondents

87%

66

Positive  
rating\*

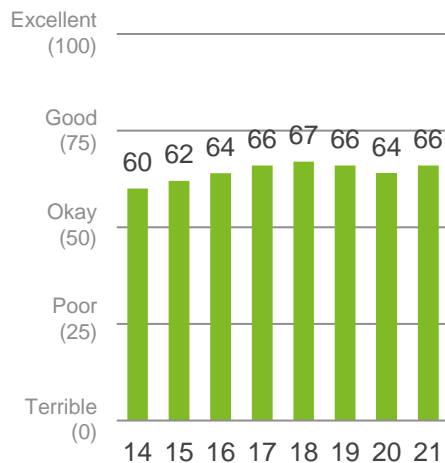
Performance  
Index Score  
(out of 100)



Excellent Good Okay Poor Terrible

## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



High

66

73

Average

66

60

57

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
66	66	70	65	67	67	64	70	58	64	68	67	64	70	66	63	71	65

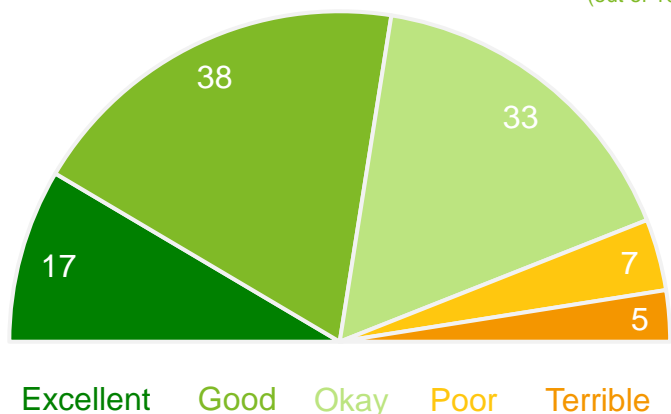
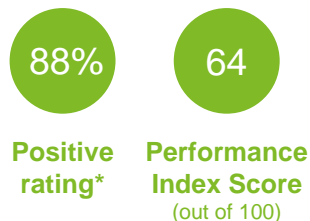
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 403). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Efforts to promote and adopt sustainable practices

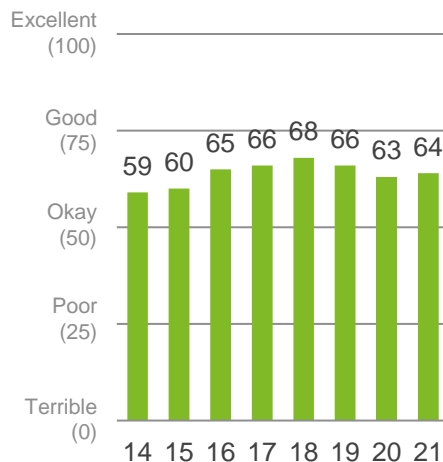
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



High

64

64

64

Average

58

52

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
64	63	70	63	64	64	65	70	57	57	65	64	63	66	61	62	68	62

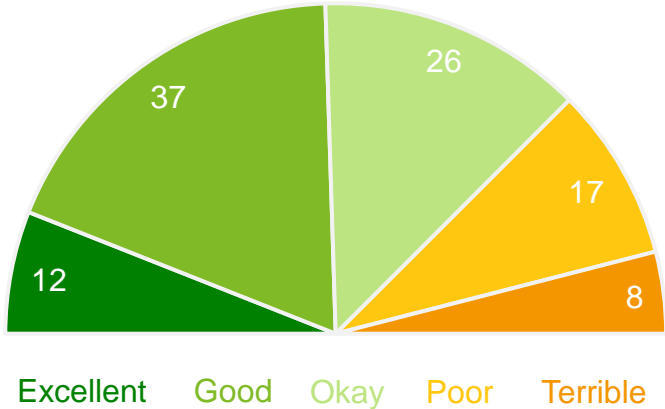
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 366). \* Positive Rating = excellent, good + okay

# Streetscapes and verges - along major roads

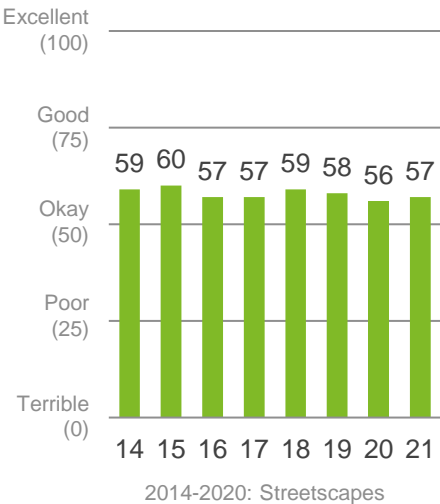
## Performance ratings

% of respondents



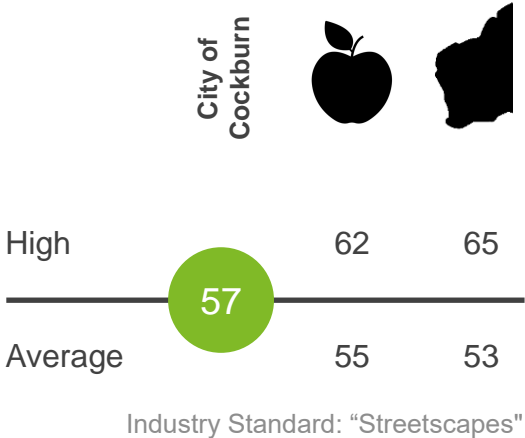
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
57	57	61	55	59	58	54	60	55	56	55	60	55	59	55	58	59	54

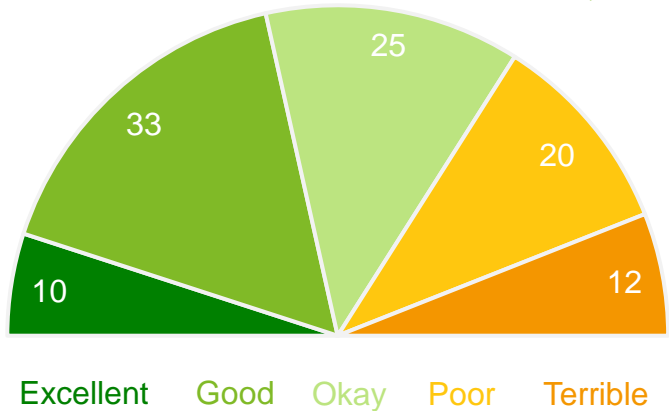
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 430). \* Positive Rating = excellent, good + okay

# Streetscapes and verges - in residential areas

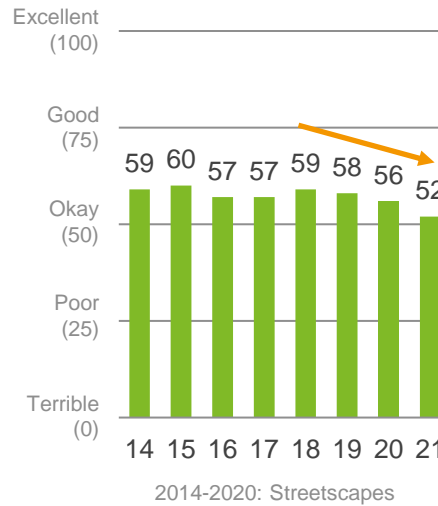
## Performance ratings

% of respondents



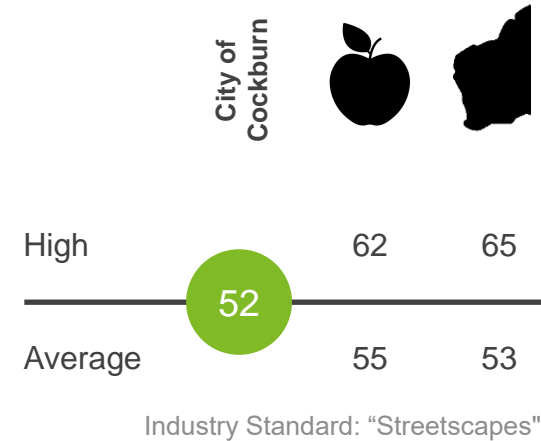
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
52	52	61	51	54	54	46	59	50	52	48	57	51	50	50	55	51	51

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 432). \* Positive Rating = excellent, good + okay

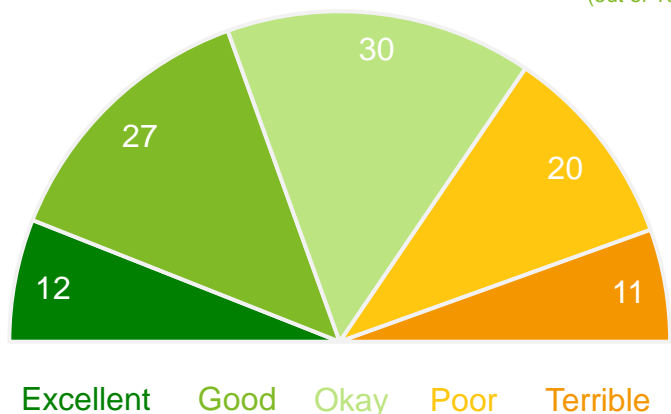


# Tree planting program

(the number and type of trees being planted in your neighbourhood)

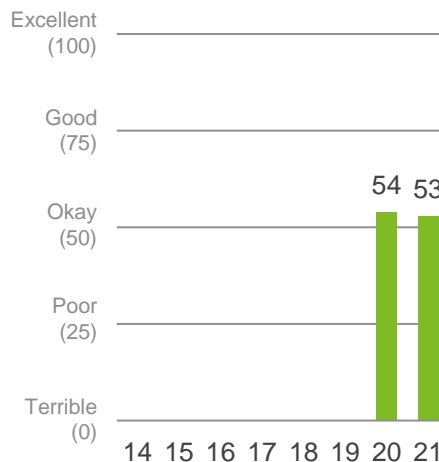
## Performance ratings

% of respondents



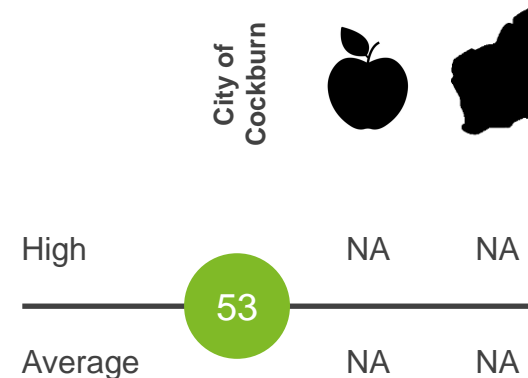
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
53	52	63	49	56	55	48	54	43	50	51	54	53	53	47	49	55	55

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 389). \* Positive Rating = excellent, good + okay

# Kerbside bin collection services

## Performance ratings

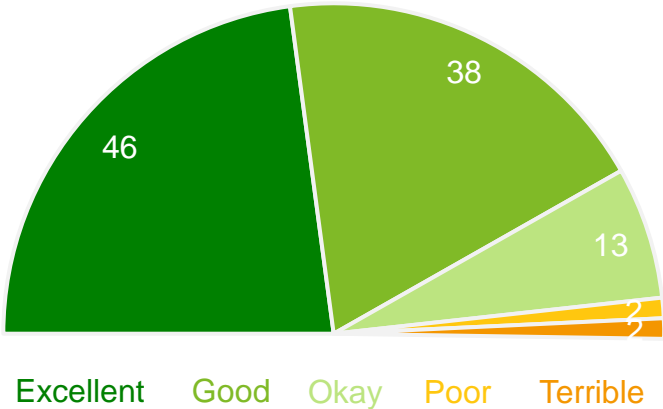
% of respondents

97%

81

Positive rating\*

Performance Index Score (out of 100)



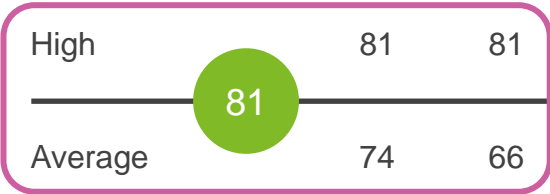
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
81	81	83	82	80	82	82	82	77	77	83	81	79	74	75	82	82	79

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 429). \* Positive Rating = excellent, good + okay

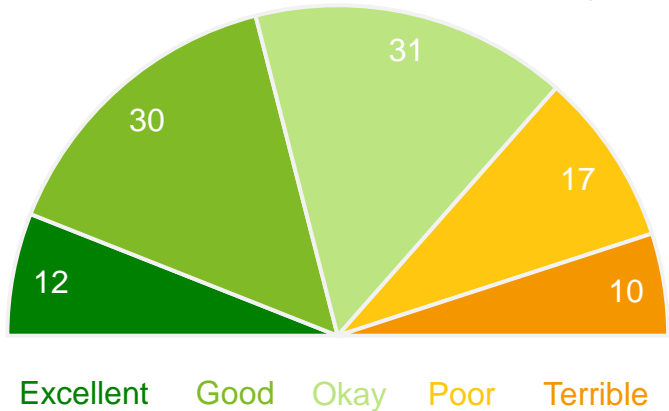
# Issues relating to noise, dust and odour

## Performance ratings

% of respondents

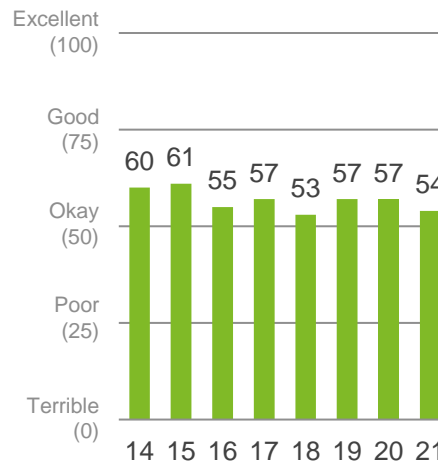
73%  
Positive rating\*

54  
Performance Index Score  
(out of 100)



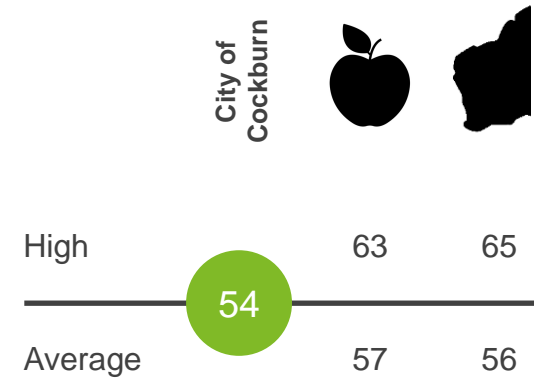
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
54	53	61	53	55	57	49	64	44	55	55	55	51	55	55	60	47	53

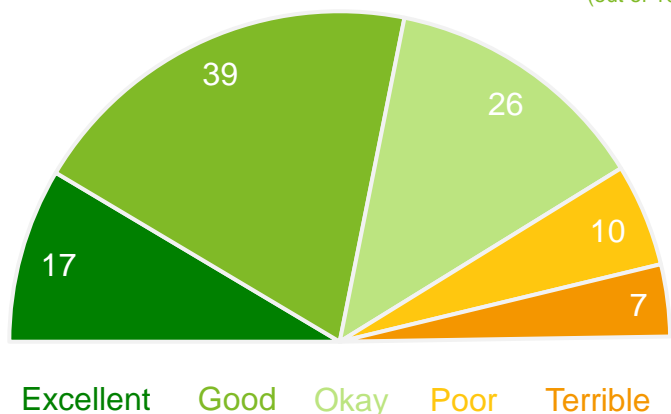
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
Version: 2, Version Date: 28/04/2021  
Base: All respondents, excludes 'unsure' and 'no response' (n = 372). \* Positive Rating = excellent, good + okay

# Domestic animal control (dogs and cats)

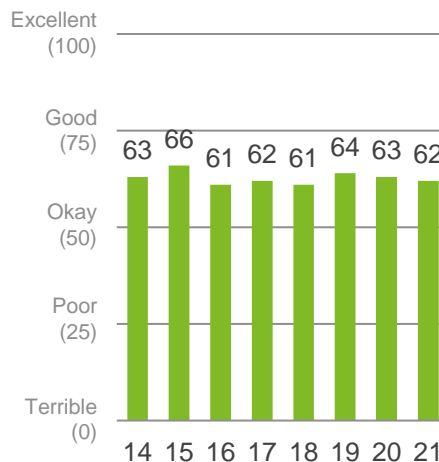
## Performance ratings

% of respondents



## Trend Analysis

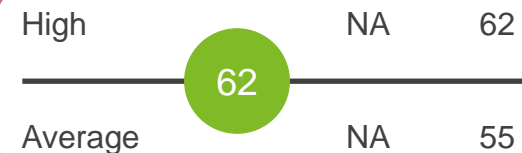
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	62	63	60	64	61	63	70	60	63	66	63	58	60	51	61	65	62

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

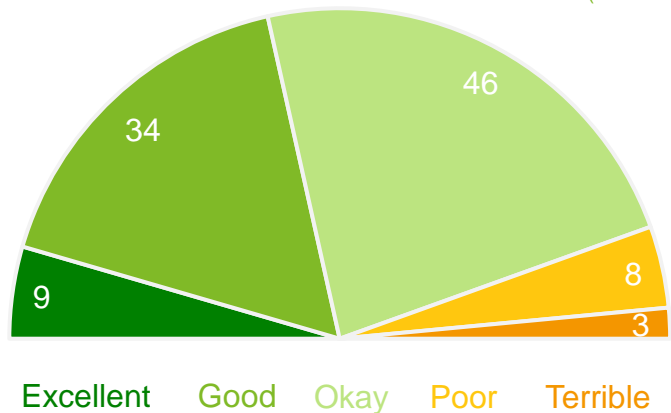
Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 355). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Economy

# Economic development and job creation

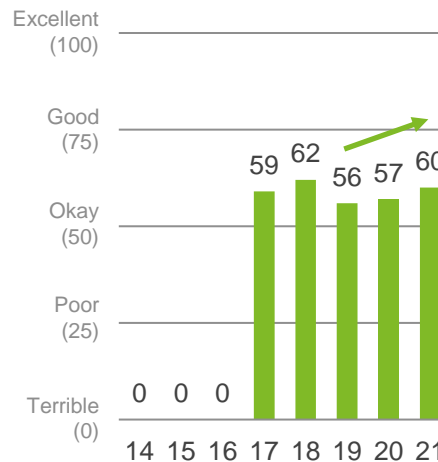
## Performance ratings

% of respondents



## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of Cockburn



High

60

60

60

Average

49

43

## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
60	60	53	62	57	62	58	66	57	48	61	61	57	63	53	61	60	57

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 230). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

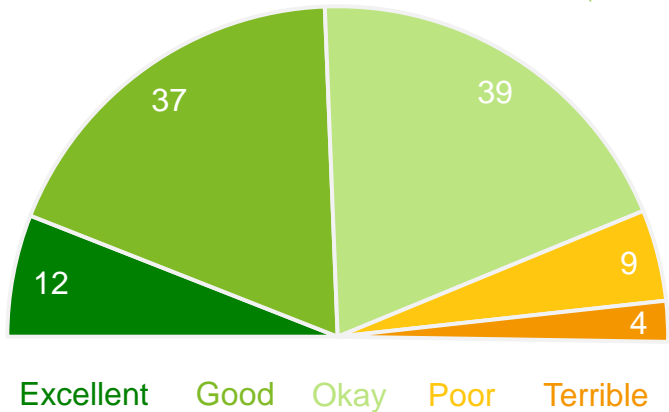
# Access to education and training opportunities

## Performance ratings

% of respondents

88%  
Positive rating\*

61  
Performance Index Score  
(out of 100)



## Trend Analysis

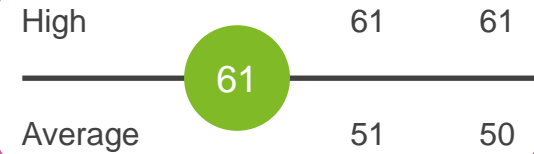
Performance Index Score



## MARKYT Industry Standards

Performance Index Score

City of  
Cockburn



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
61	61	62	63	59	64	62	67	52	49	65	60	58	60	53	62	61	61

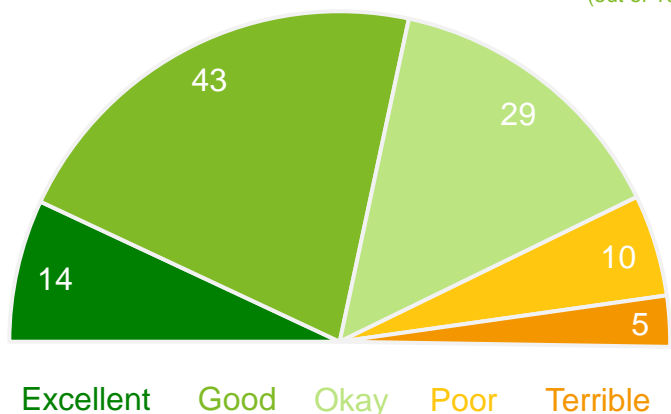
Q. How would you rate performance in the following areas?

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 235). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021

# Development and activation of Cockburn Central

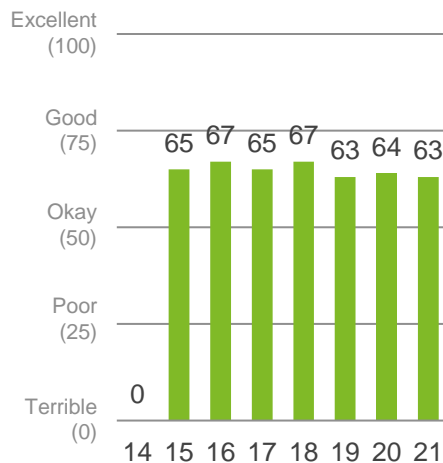
## Performance ratings

% of respondents



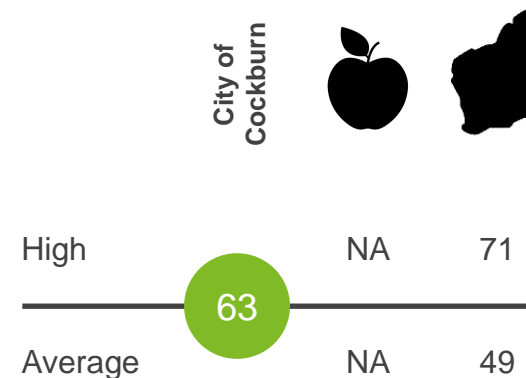
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
63	63	62	61	64	64	66	65	57	58	64	63	62	66	56	63	64	62

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

Document Set ID: 10349422  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 314). \* Positive Rating = excellent, good + okay  
 Version: 2, Version Date: 28/04/2021



# Your local shopping area / centre

## Performance ratings

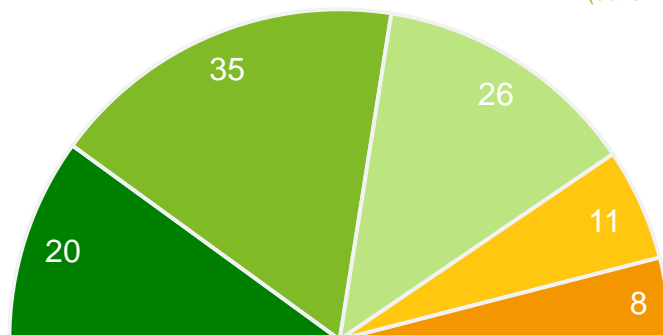
% of respondents

81%

62

Positive rating\*

Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

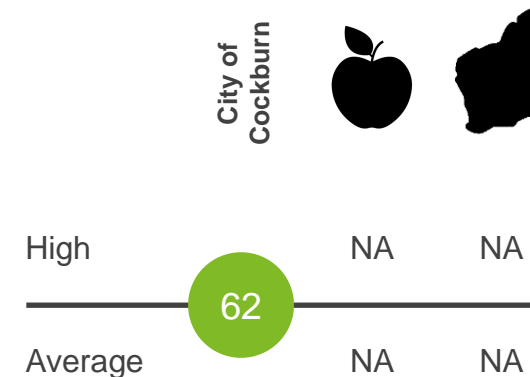
## Trend Analysis

Performance Index Score



## MARKYT Industry Standards

Performance Index Score



## Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
62	62	64	62	62	65	59	61	57	57	66	60	61	61	58	69	61	54

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

Document Set ID: 10349422  
 Version: 2, Version Date: 28/04/2021  
 Base: All respondents, excludes 'unsure' and 'no response' (n = 424). \* Positive Rating = excellent, good + okay

# Overview of Community Variances

# Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
Place to live	78	78	81	76	80	79	74	79	79	82	77	79	79	74	79	78	76	80
Place to visit	69	68	72	66	71	69	64	70	68	68	64	70	72	66	66	67	67	72
Governing organisation	68	67	72	65	70	68	64	70	63	66	67	69	68	67	64	67	69	67
Value for money from Council rates	57	57	61	56	59	58	55	59	54	60	55	57	60	55	52	57	55	60
Council's leadership	58	58	62	58	58	59	58	64	56	55	58	59	57	59	56	57	59	59
Community consultation	56	56	58	54	57	57	52	59	50	53	56	57	55	56	56	55	56	57
Communication	60	60	63	59	61	59	59	70	59	59	58	63	58	57	61	60	58	62
Customer service	67	67	72	67	67	69	65	72	64	64	66	68	66	65	65	64	70	68
Opportunities to be included	63	63	65	62	64	62	65	67	59	58	63	64	61	64	66	60	66	64
Youth services and facilities	62	61	71	62	63	62	61	67	57	56	62	63	60	59	67	63	62	61
Family and children services	67	67	69	66	69	68	69	70	62	63	69	67	64	65	63	68	68	65
Seniors facilities, services and care	61	61	62	60	63	61	60	67	54	58	58	63	62	63	58	60	63	62
Disability access and inclusion	62	62	65	65	59	63	62	69	60	56	59	64	62	57	65	63	63	61
Respect for Aboriginal people and culture	69	69	74	69	70	71	71	75	60	61	70	70	68	68	71	72	67	68
Multiculturalism and racial harmony	69	68	76	70	68	71	68	74	67	61	70	70	66	69	68	70	67	70
Safety, security, crime prevention	56	56	62	55	58	56	55	61	51	52	56	58	55	52	50	55	56	59
Community safety patrols (CoSafe)	61	61	67	59	63	60	62	69	57	58	62	64	56	56	58	63	58	62
CCTV cameras	52	52	55	53	51	50	51	57	42	51	51	54	51	54	47	53	53	50
Health and community services	70	70	69	68	72	70	72	75	64	62	72	70	68	70	63	71	70	68
Community buildings and halls	67	67	68	66	68	67	65	69	65	62	67	67	66	67	62	66	68	66
Public toilets	53	54	53	52	55	55	54	54	47	43	57	53	51	48	52	53	54	54
Sport and recreation	72	72	74	71	72	72	73	73	69	67	73	71	71	69	69	72	75	68
Cockburn ARC	84	83	92	84	85	84	87	82	74	77	90	82	81	81	82	84	85	84
Playgrounds, parks and reserves	74	74	73	73	74	74	71	77	67	72	74	74	73	74	69	73	76	71
Library services	80	80	83	78	82	81	79	82	76	72	83	80	79	81	70	79	81	80
Festivals, events, art and culture	72	72	73	68	75	72	72	74	66	69	73	73	71	74	63	70	72	75
Local history and heritage	64	64	68	63	65	64	63	69	56	61	62	65	64	64	58	61	61	71

# Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	LOTE	East Ward	Central Ward	West Ward
Maintenance of local roads	62	63	54	62	61	62	61	70	60	60	57	65	63	59	61	61	64	60
Traffic management on local roads	54	54	46	50	57	55	52	58	48	53	46	57	57	49	51	50	56	57
Footpaths and cycleways	58	59	58	59	58	59	57	60	60	56	54	61	60	52	53	56	63	57
Lighting of streets and public places	62	62	64	63	61	64	60	67	57	59	61	64	60	58	63	61	64	61
Access to public transport	67	67	66	67	66	68	64	68	65	61	64	69	65	67	66	66	73	61
Growth and development	57	57	57	57	57	59	55	58	49	55	58	58	55	58	56	55	58	58
Conservation and environment	66	66	70	65	67	67	64	70	58	64	68	67	64	70	66	63	71	65
Sustainable practices	64	63	70	63	64	64	65	70	57	57	65	64	63	66	61	62	68	62
Streetscapes along major roads	57	57	61	55	59	58	54	60	55	56	55	60	55	59	55	58	59	54
Streetscapes in residential areas	52	52	61	51	54	54	46	59	50	52	48	57	51	50	50	55	51	51
Tree planting program	53	52	63	49	56	55	48	54	43	50	51	54	53	53	47	49	55	55
Kerbside bin collection services	81	81	83	82	80	82	82	82	77	77	83	81	79	74	75	82	82	79
Noise, dust and odour	54	53	61	53	55	57	49	64	44	55	55	55	51	55	55	60	47	53
Domestic animal control	62	62	63	60	64	61	63	70	60	63	66	63	58	60	51	61	65	62
Economic development	60	60	53	62	57	62	58	66	57	48	61	61	57	63	53	61	60	57
Education and training opportunities	61	61	62	63	59	64	62	67	52	49	65	60	58	60	53	62	61	61
Cockburn Central development	63	63	62	61	64	64	66	65	57	58	64	63	62	66	56	63	64	62
Your local shopping area / centre	62	62	64	62	62	65	59	61	57	57	66	60	61	61	58	69	61	54

# Contents

Strategic overview	4
Approach	5
Overall performance	10
MARKYT® industry comparisons	17
Community priorities	24
Familiarity with local services and facilities	36
Governance	39
Community Development	49
Community Wellbeing	56
Planet	74
place	80
Economy	91
Overview of Community Variances	97
Appendices	101

# Contents

Strategic overview	4
Approach	5
MARKYT® industry comparisons	10
Community priorities	19
Familiarity with local services and facilities	27
Leadership and communication	30
Economy	39
Community	47
Natural environment	49
Built environment	65
Natural environment	74
Overview of community variances	83
MARKYT® industry comparisons	86
MARKYT® Community Priorities Window   Random vs Opt-in, Non-residents & Council affiliated	93

# Appendices

# MARKYT Community Priorities

Base: Opt-in respondents

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

- 1 Council's leadership
- 2 Community consultation
- 3 Communication
- 4 Customer service
- 5 Opportunities to be included
- 6 Youth services and facilities
- 7 Family and children services
- 8 Seniors facilities, services and care
- 9 Disability access
- 10 Aboriginal people, culture, heritage
- 11 Multiculturalism and racial harmony
- 12 Safety, security, crime prevention
- 13 Community safety patrols (CoSafe)
- 14 CCTV cameras
- 15 Health and community services
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Cockburn ARC
- 20 Playgrounds, parks and reserves
- 21 Library services
- 22 Festivals, events, art and culture
- 23 Local history and heritage
- 24 Maintenance of local roads
- 25 Traffic management on local roads
- 26 Footpaths and cycleways
- 27 Lighting of streets and public places
- 28 Access to public transport
- 29 Growth and development
- 30 Conservation and environment
- 31 Sustainable practices
- 32 Streetscapes along major roads
- 33 Streetscapes in residential areas
- 34 Tree planting program
- 35 Kerbside bin collection services
- 36 Noise, dust and odour
- 37 Domestic animal control
- 38 Economic development
- 39 Education and training opportunities
- 40 Cockburn Central development
- 41 Your local shopping area / centre

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 190)



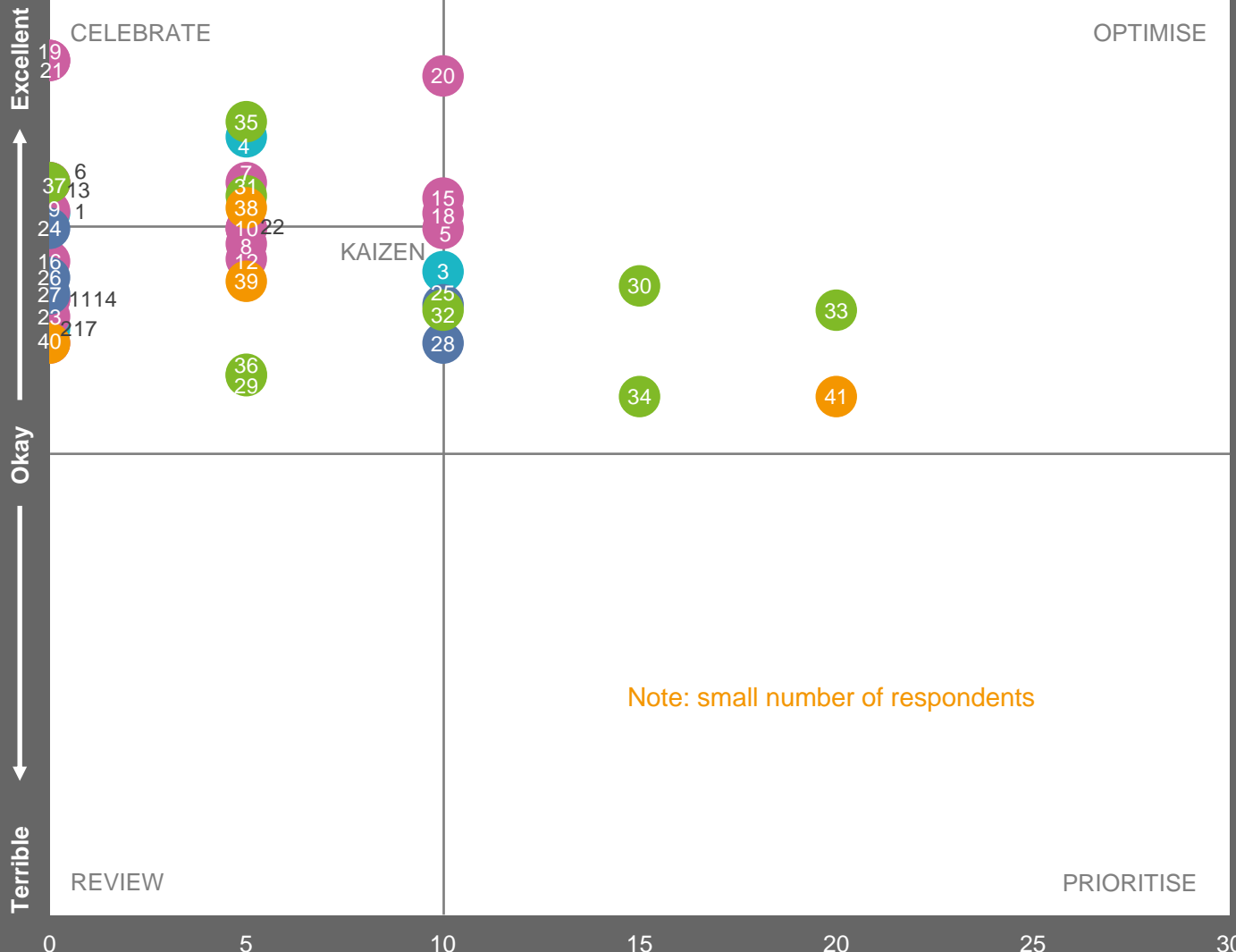
# MARKYT Community Priorities

Base: Council affiliated respondents

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Council's leadership
- 2 Community consultation
- 3 Communication
- 4 Customer service
- 5 Opportunities to be included
- 6 Youth services and facilities
- 7 Family and children services
- 8 Seniors facilities, services and care
- 9 Disability access
- 10 Aboriginal people, culture, heritage
- 11 Multiculturalism and racial harmony
- 12 Safety, security, crime prevention
- 13 Community safety patrols (CoSafe)
- 14 CCTV cameras
- 15 Health and community services
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Cockburn ARC
- 20 Playgrounds, parks and reserves
- 21 Library services
- 22 Festivals, events, art and culture
- 23 Local history and heritage
- 24 Maintenance of local roads
- 25 Traffic management on local roads
- 26 Footpaths and cycleways
- 27 Lighting of streets and public places
- 28 Access to public transport
- 29 Growth and development
- 30 Conservation and environment
- 31 Sustainable practices
- 32 Streetscapes along major roads
- 33 Streetscapes in residential areas
- 34 Tree planting program
- 35 Kerbside bin collection services
- 36 Noise, dust and odour
- 37 Domestic animal control
- 38 Economic development
- 39 Education and training opportunities
- 40 Cockburn Central development
- 41 Your local shopping area / centre

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 20)

# MARKYT Community Priorities

Base: Out of area respondents

## COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

↑

Okay

↓

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

Note: small number of respondents

- 1 Council's leadership
- 2 Community consultation
- 3 Communication
- 4 Customer service
- 5 Opportunities to be included
- 6 Youth services and facilities
- 7 Family and children services
- 8 Seniors facilities, services and care
- 9 Disability access
- 10 Aboriginal people, culture, heritage
- 11 Multiculturalism and racial harmony
- 12 Safety, security, crime prevention
- 13 Community safety patrols (CoSafe)
- 14 CCTV cameras
- 15 Health and community services
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Cockburn ARC
- 20 Playgrounds, parks and reserves
- 21 Library services
- 22 Festivals, events, art and culture
- 23 Local history and heritage
- 24 Maintenance of local roads
- 25 Traffic management on local roads
- 26 Footpaths and cycleways
- 27 Lighting of streets and public places
- 28 Access to public transport
- 29 Growth and development
- 30 Conservation and environment
- 31 Sustainable practices
- 32 Streetscapes along major roads
- 33 Streetscapes in residential areas
- 34 Tree planting program
- 35 Kerbside bin collection services
- 36 Noise, dust and odour
- 37 Domestic animal control
- 38 Economic development
- 39 Education and training opportunities
- 40 Cockburn Central development
- 41 Your local shopping area / centre

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

Q. Which areas would you most like the Council to focus on improving? Base: All respondents, excludes no response (n = 7)



[www.catalyse.com.au](http://www.catalyse.com.au)

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: [info@catalyse.com.au](mailto:info@catalyse.com.au)

ABN 20 108 620 855

Document Set ID: 10349422

Version: 2, Version Date: 28/04/2021

MARKYT 