



MARKYT Community Scorecard ©

Prepared for: City of Bunbury

Prepared by: CATALYSE[®] Pty Ltd ©

June 2019

Contents

Introduction	3
Strategic insights	6
Overall performance	22
Familiarity with local services and facilities	32
Leadership and communication	34
Economic development	47
Community development	51
Art and culture	63
Built environment	67
Natural environment	78
Overview of community variances	88
MARKYT® Community Priorities Window Random vs Other	91
Additional Priorities for Consideration	96

Introduction

The Study

In May 2019, the City of Bunbury administered a MARKYT® Community Scorecard to evaluate community priorities and measure the Council's performance against key indicators in the Strategic Community Plan.

Scorecards invitations were sent to 4,000 randomly selected households (2,000 by mail and 2,000 by email).

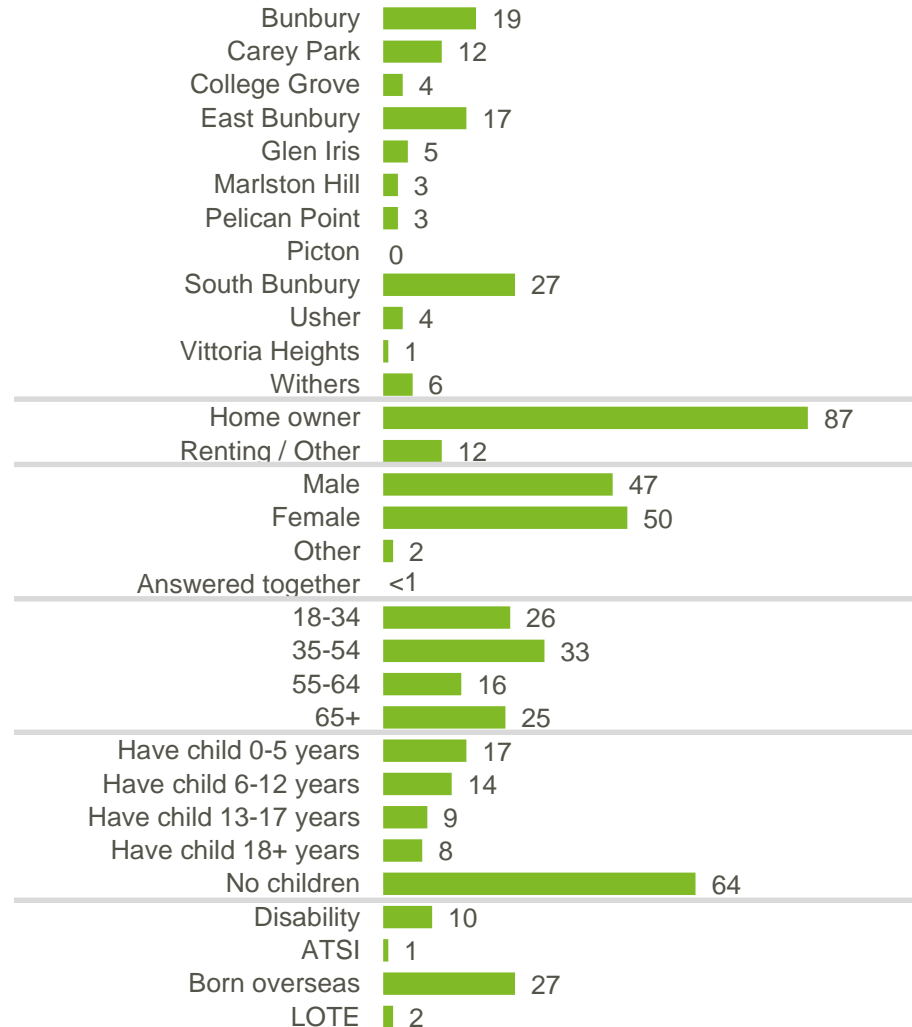
469 randomly selected residents completed a scorecard reducing the sampling error to $\pm 4.5\%$ at the 95% confidence interval.

The City provided supporting promotions through its communication channels. A further 191 residents, 146 out-of-area ratepayers or visitors and 38 council-affiliated respondents participated bringing the total to **844 respondents**. As analysis of results showed significant differences between these groups, the main body of this report presents responses from the random sample of residents only.

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

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

% of respondents (randomly selected residents, weighted)



CATALYSE® has conducted studies for close to 60 councils across WA. When three or more councils have asked a comparable question, we publish the high score to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA councils** that have completed an accredited study with CATALYSE® **within the past two years**. Participating councils are listed below.

Metropolitan



Regional



Strategic Insights

Strategic Overview

Place to Live



78

Performance Index Score

3 index points above the MARKYT® Industry Average and up 1 index point from 2017

Place to Visit

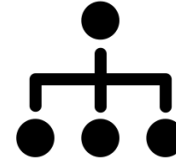


64

Performance Index Score

On par with the MARKYT® Industry Average for Western Australia

Organisation



55

Performance Index Score

1 index point below the MARKYT® Industry Average and on par with 2017

Value for Money



47

Performance Index Score

3 index points above the MARKYT® Industry Average and on par with 2017

Strengths

Highest scoring

- Waste collections
- Library and information services
- South West Sports Centre

Most improved

- Festivals, events, art & culture
- Fortnightly rubbish collections
- Litter collection
- Playgrounds, parks and reserves

Relative to MARKYT® Industry Average for WA

- Verge-side bulk rubbish collections
- Access to education, training and personal development
- Health Services

Priorities

Economic development & tourism



Footpaths, trails & cycleways



City Centre development



Parking management



Playgrounds, parks & reserves



Waterfront development



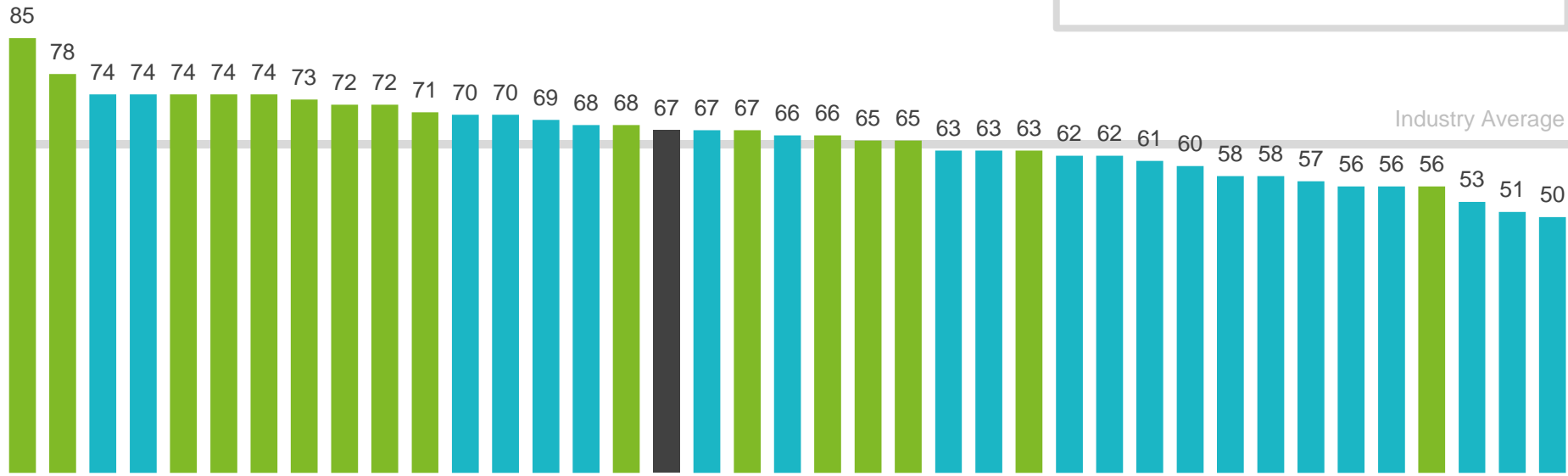
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Bunbury as a 'place to live' and as a 'governing organisation'. The City of Bunbury's overall performance index score is 67 out of 100, 2 index points above the Industry Average for Western Australia.

Overall Performance Index Score

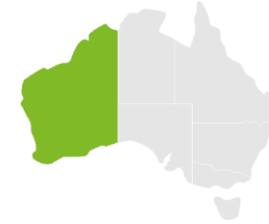
average of 'place to live' and 'governing organisation'

- City of Bunbury
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Bunbury	67
Industry High	85
Industry Average	65

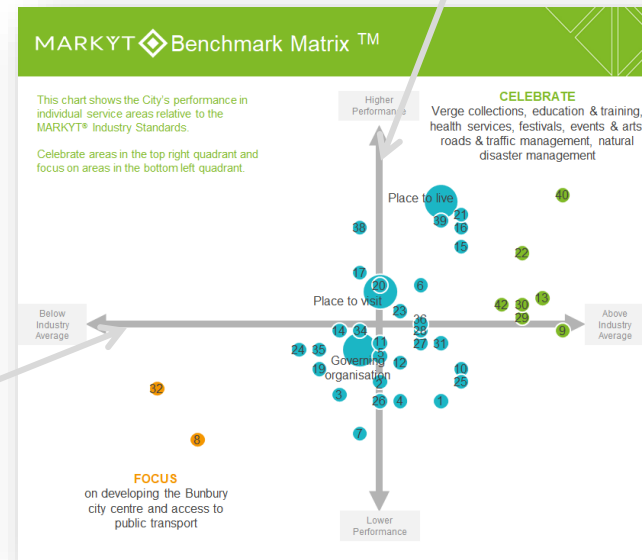
How to read the MARKYT Benchmark Matrix TM

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

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

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

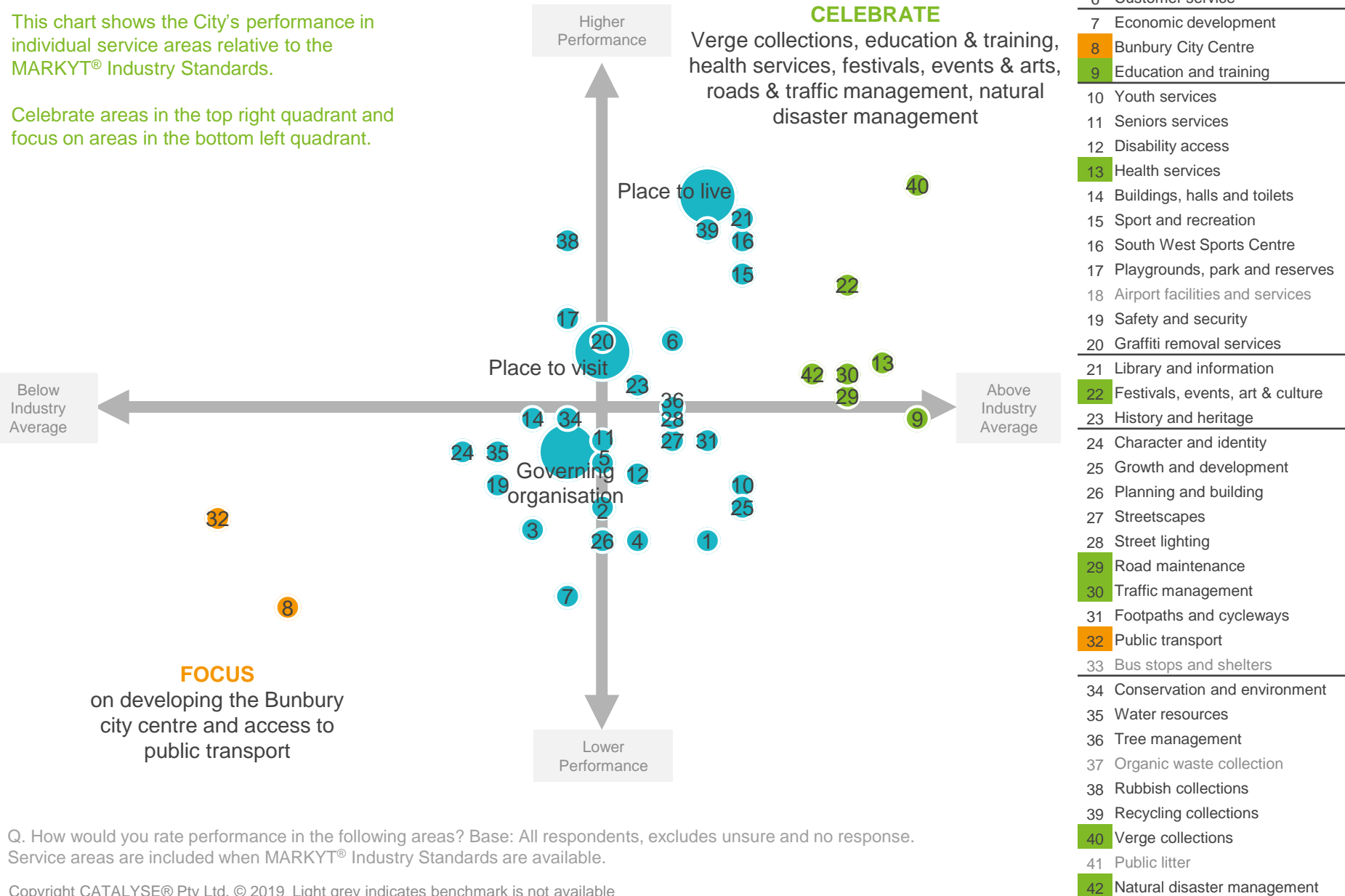
This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.



MARKYT Benchmark Matrix TM

This chart shows the City's performance in individual service areas relative to the MARKYT® Industry Standards.

Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.



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

In the City of Bunbury’s Community Trends Window, detailed overleaf, most services are ideally located in Window 1. These are higher performing areas that continue to improve.

The stand out performers are festivals, events, art and cultural activities, fortnightly rubbish collections, litter collection, and playgrounds, parks and reserves.

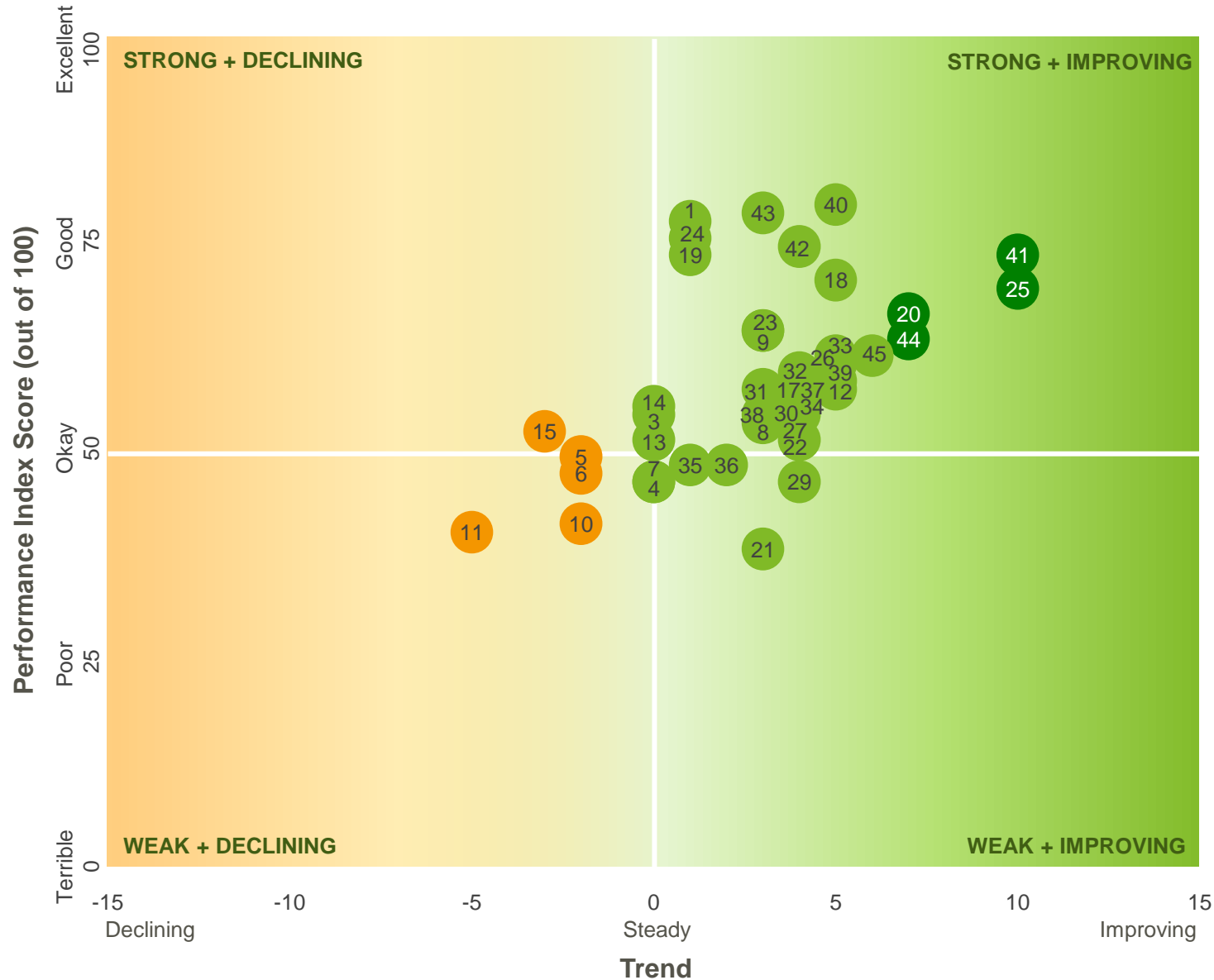
Window 2 includes lower performing areas that are improving. Celebrate progress and continue to work on areas including airport facilities and services as well as planning and building approvals.

There is opportunity to arrest marginal declines in five areas being development of the City Centre, economic development and tourism, leadership, advocacy and lobbying, and access to services and facilities for people with disabilities.



MARKYT Community Trends Window™

- 1 Place to live
- 2 Place to visit
- 3 Governing organisation
- 4 Value for money
- 5 Council's leadership
- 6 Advocacy and lobbying
- 7 Consultation
- 8 Informing the community
- 9 Customer service
- 10 Economic development
- 11 Bunbury City Centre
- 12 Education and training
- 13 Youth services
- 14 Seniors services
- 15 Disability access
- 16 Community & health services
- 17 Buildings, halls and toilets
- 18 Sport and recreation
- 19 South West Sports Centre
- 20 Playgrounds, park and reserves
- 21 Airport facilities and services
- 22 Safety and security
- 23 Graffiti removal services
- 24 Library and information
- 25 Festivals, events, art & culture
- 26 History and heritage
- 27 Character and identity
- 28 Growth and development
- 29 Planning and building
- 30 Streetscapes
- 31 Street lighting
- 32 Road maintenance
- 33 Traffic management
- 34 Footpaths and cycleways
- 35 Public transport
- 36 Bus stops and shelters
- 37 Conservation and environment
- 38 Water resources
- 39 Tree management
- 40 Organic waste collection
- 41 Rubbish collections
- 42 Recycling collections
- 43 Verge collections
- 44 Public litter
- 45 Natural disaster management



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

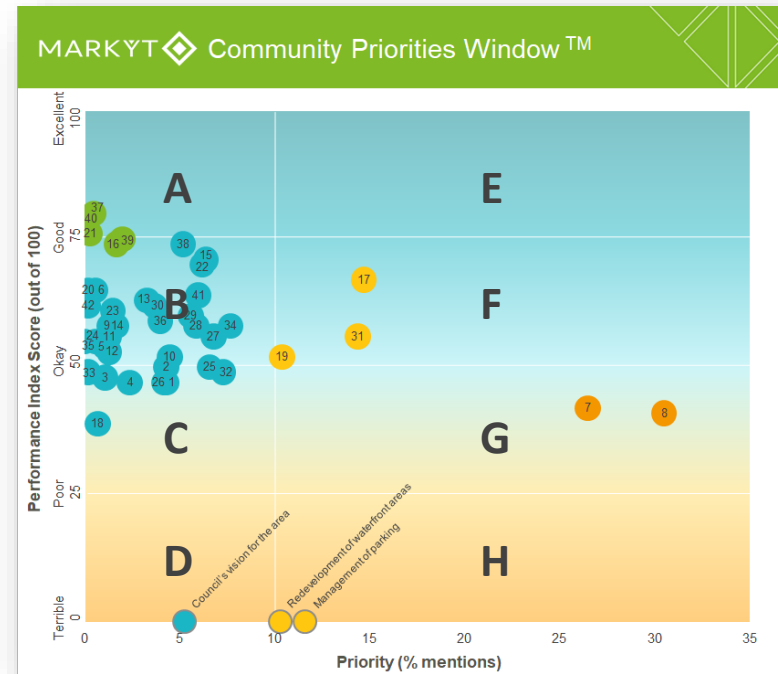
Copyright CATALYSE® Pty Ltd. © 2019 Light grey indicates historical data is not available

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

Perceived strengths include organic waste, recycling and verge-side rubbish collections, library services and the South West Sports Centre.

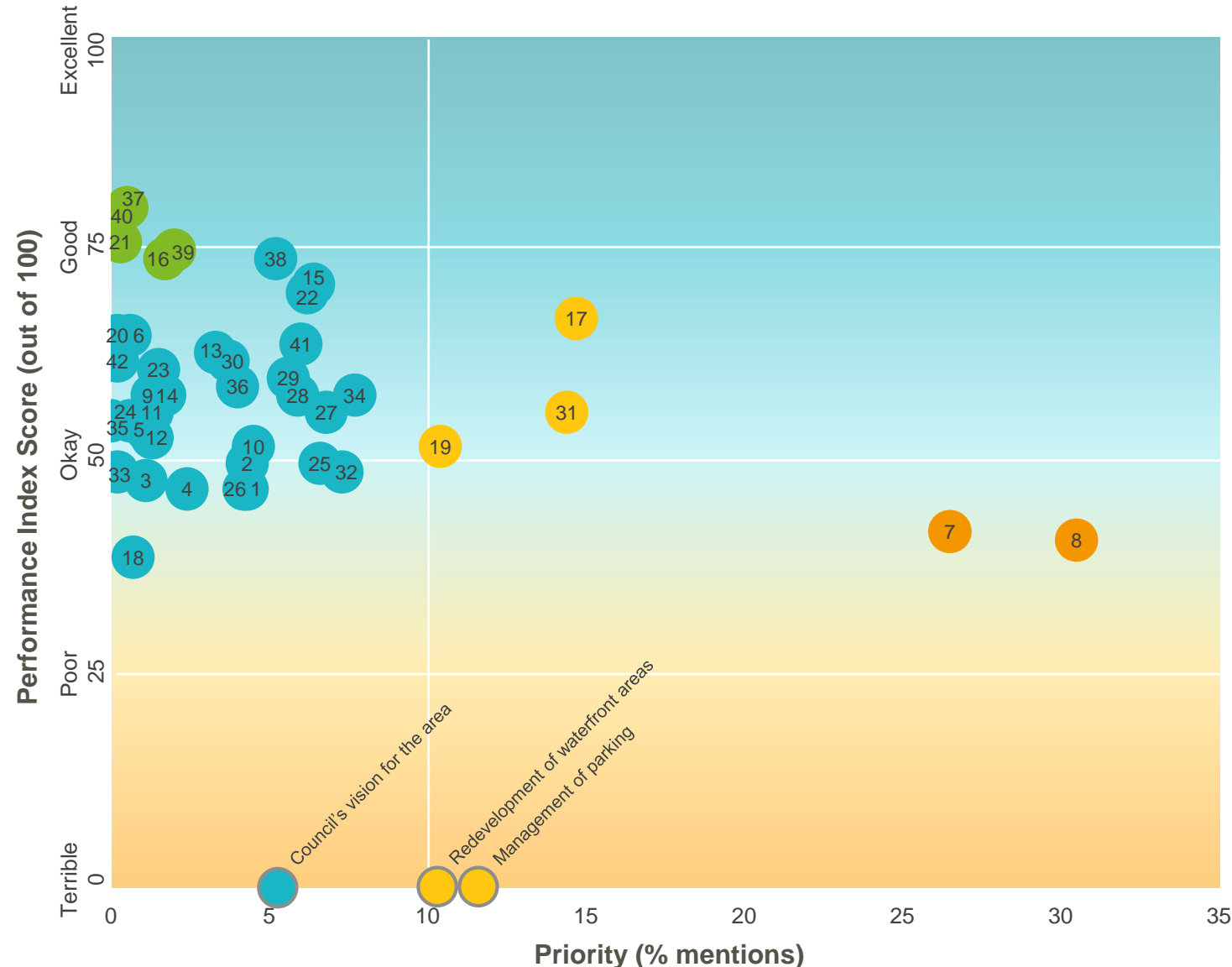
Moving forward, the community would like Council to prioritise developing the Bunbury City Centre and economic development (window G).

Secondary priorities include playgrounds, parks & reserves, footpaths & cycleways and safety & security (window F). Other areas to address include management of parking and redevelopment of waterfront areas (window H).



MARKYT Community Priorities Window™

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consultation
- 5 Informing the community
- 6 Customer service
- 7 Economic development
- 8 Bunbury City Centre
- 9 Education and training
- 10 Youth services
- 11 Seniors services
- 12 Disability access
- 13 Health services
- 14 Buildings, halls and toilets
- 15 Sport and recreation
- 16 South West Sports Centre
- 17 Playgrounds, park and reserves
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- 35 Water resources
- 36 Tree management
- 37 Organic waste collection
- 38 Rubbish collections
- 39 Recycling collections
- 40 Verge collections
- 41 Public litter
- 42 Natural disaster management



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

Q. Which areas would you most like the City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 351)

Challenges | identified by the community

- Loss of vibrancy in the City Centre.
- Empty premises.
- Unkempt shopfronts.
- High rental costs causing businesses to move elsewhere.

Actions | suggested by the community

1. More incentives to encourage local businesses to the area.
2. Encourage landlords to reduce rents or implement penalties for empty premises.
3. Shop owners to beautify facades.
4. Remove paid parking.
5. Bring train line directly into the CBD and improve public transport options.
6. Consider Victoria Street as a pedestrian mall.

Community Voices

“Bring life back to the city centre.”

“Developing vibrancy in the city centre. Do rents need to be lowered to attract business? So many vacant shop spaces. Bring the train to the city centre is another way to attract people to the city centre. What ever it takes! It’s sad to see.”

“Revitalising the CBD - too many buildings are vacant and business is moving out of the area. Bring back the vitality, encourage people to come to the city centre, building owners to be more open to negotiating rents/increases so tenant stays longer.”

“The CBD is becoming an empty town. Eaton shopping is taking over Bunbury which is a little embarrassing really. Town needs a big uplift and shopping centres need to become more 'lively' with bars, better eating etc. Paid and even free parking with requirement for a ticket needs reviewing too.”

“The CBD. Our city centre lacks vibrancy, freshness and innovation. We need a heart to our city, an exciting place for people to visit and shop in, a place that provides experiences and has soul.”

“Overall the City of Bunbury is a fantastic place to live and particularly in the last 5-7 years the variety of places to go at night has improved but we are still left with far too many empty premises which makes the town look like it’s dying. Yet we are still allowing development of new premises. Let’s get what’s here filled first, incentivise new business to settle in Bunbury.”

“Making owners of inner-city building improve their exterior facades and reduce their rents to encourage new business.”

“Perhaps more encouragement to attract businesses to CBD. So many empty premises!”

“Develop the city centre, pedestrian only Victoria Street. Affordable rates for small business owners.”

Challenges | identified by the community

- Not enough done to attract visitors and tourists to Bunbury.
- Still seen as a drive-by City.
- Struggling businesses.
- Limited economic growth and employment opportunities.
- Lack of vibrancy in the CBD.

Actions | suggested by the community

1. Boost tourism promotion.
2. Improve tourist facilities.
3. Identify a unique selling point for Bunbury that differs from other areas in the South West.
4. Assist businesses in the City Centre to boost its vibrancy and unique character.
5. Attract more investment and new industry.
6. Improve train and port infrastructure.

Community Voices

“Something that is unique for Bunbury for tourism to focus on. Maybe more cruise ships!”

“Focus on increasing tourism. It will help to resolve the dead centre of town. We need people to spend money in our local businesses every day of the week. Perhaps businesses will even open afternoon on Saturdays!”

“Encouraging more visitors to the City. Assisting small business to leverage visitors spend habits. Focus on CBD businesses to assist in cash flow issues. Encourage local events and street type festivals into the CBD and to create a vibrant environment (fun).”

“Tourism. Bringing in people from the country. People bypass Bunbury and head to Busselton and Margaret River because they offer more, better beaches, parks and tourist access. Tourists cannot even park in town centre because of restrictions, paid parking.”

“Attracting tourists and providing great outdoor spaces that the locals can use as well as tourists. THINK BIG for a change: A beach front pool at Rocky Point, great landscaping/ multiple playgrounds/ excellent walk and bike trails along the beach and the inlet (such as Esperance, Geraldton and Mandurah have done). More bike paths (e.g. all the way to Busselton) to attract cycle tourism.”

“Tourism to create jobs for people.”

“Economic Development - it's great living here but not much opportunity for employment, reasonable training (\$\$) and it seems more and more empty shops / retail around Bunbury.”

“Encouraging/supporting private investment. Lobbying for more state and federal funding, we have been left behind in comparison to other regional areas like Busselton and Albany. Like a better train network and the station located in Bunbury. Modern approach to the inner city development and bars/ restaurants.”

“Business Development particularly in the CBD.”

“Increasing business activity and tourism promotion.”

Playgrounds, parks and reserves

Challenges | identified by the community

- Poor park maintenance across the City.
- Not enough facilities including shade, picnic tables, playgrounds, barbecues, etc.
- Unkempt open spaces at City entrances are uninviting for visitors.

Actions | suggested by the community

1. Beautify and protect public open space.
2. Improve the condition of local parks to encourage use by families and visitors.
3. Install more playgrounds and equipment.
4. Increase facilities including shade sails, picnic areas, barbecues etc.

Community Voices

“Parks improvement. Beautification of public areas and parks.”

“Maintenance of beaches, parks, recreation facilities to be improved.”

“Playground and parks close to city centre to attract families into town rather than Eaton Fair or forum.”

“Parks for children including playground equipment for younger children. The foreshore in town needs some shaded tables and chairs, bbqs, playground equipment for kids similar to Mandurah and Busselton’s foreshore. Make it inviting for families to come into the city. The park near the Parade Hotel needs sheltered tables and chairs. The city of Bunbury needs to be made more family orientated to promote tourism etc.”

“More effort done in improving the smaller playgrounds in suburbs.”

“Maintenance and development of parks and reserves out of the city centre, including those that are an entry statement to visitors.”

“The Collie River walkway and children’s park is an eyesore and should be made far more attractive and inviting for tourists and local residents alike.”

“Would like more shade sails on beach at Koombana Bay.”

“More BBQ/picnic/shade and seating areas by the beach. Decent dog park.”

“Maintenance of parks and reserves (rubbish and/or obsolete facilities). Better control of: illegal rubbish dumps, vandalism in parks and of dogs (and their owners!) in certain areas (although this has improved in recent times).”

“Make old depot into nature reserve. (i.e. original wetland) on Nuytsia Ave. Re-instate Nuytsia trees - systematically destroyed over time. Commit to massive planting of natives; Albany has undertaken 30,000 such plantings at "Yakamia" turtle precinct.”

Footpaths and cycleways

Challenges | identified by the community

- Limited footpath and cycleway connectivity.
- Unsafe for pedestrians, especially people with low mobility.
- Cycleways not wide enough.
- Litter along footpaths.

Actions | suggested by the community

1. Increase connectivity across the City and between suburbs.
2. Improve the condition of footpaths and remove litter.
3. Widen dual-use paths or provide dedicated paths for both walking and cycling.
4. Provide more opportunities for cycling safely.

Community Voices

“More footpaths for elderly, people with disabilities and walkers, joggers etc.”

“Better pedestrian access in the City. There are very few cross walks.”

“More footpaths. Too many streets without any path. Example, McQueen Crescent in South Bunbury leads to a walkway to Big Swamp Playground, but there is no footpath to safely walk with children, prams etc., so road must be used to access walkway. Gibson St has a bus stop but no footpath for people to use to get to it. Unsafe.”

“Footpaths and cycleways - I hate seeing children/parents with prams having to use the road to walk their children to and from school. It's wrong! Cycleway is not a footpath. Street lighting.”

“Dedicated footpaths, where dual use and generous roads are available for cyclists.”

“Provision of more and suitable dual use paths at least 2m wide.”

“Walkways and cycleways to continue to be developed. Continue paths on the same side to make it easier to walkaround.”

“The cycle path network and how it connects. The connection between the Australind terminus and the CBD.”

“More cycle paths and mountain bike trails within the City. Widen the entire length of Ocean Drive to allow safe cycling.”

“More cycleways for safe bike riding on main roads (e.g. Robinson Drive, Bussell Highway).”

“I do a lot of walking around the city myself and further out with my dog. Footpaths are not always well maintained, nor verges/parks well gardened. I have had to highlight poor gardening several times to the Council. I also personally collect an entire bag of rubbish every weekend along the same walk path (mostly fast food wrappers and cups).”

Challenges | identified by the community

- Despite recent improvements, paid parking is still seen to deter visitors to the City Centre.
- Affects local businesses.
- Not enough parking in recreational areas including Koombana Bay.

Actions | suggested by the community

1. Remove ticket parking.
2. Provide more free parking in the CBD.
3. Increase parking in popular recreation spots.

Community Voices

“Take the parking meters out of the City centre. There is a population explosion in the northern and southern suburbs and very little reason for people to visit the city centre, when there are shopping centres closer to where they live. Parking meters deter people from bothering to visit the city centre.”

“Free, non ticketed parking to encourage people into the town precinct.”

“Eliminate paid street parking in CBD!!! Must attract more people into CBD.”

“Remove parking meters to try to attract shoppers back into the CBD. Outside shopping centres do not have any parking restrictions hence most shoppers go elsewhere. It will show members of the public the Council is listening to them.”

“Increase parking in the City Centre to three hours. This would help central business to compete with suburban shopping centres. It is not a good look for Bunbury to have so many empty shops.”

“Remove the need to display a ticket within the CBD when the two hours are free anyway.”

“The new development at Koombana Bay. Need better usage of parking area. We need parking spaces not an architecturally designed winding roadway. Bays, bays, bays for families so that they can park and bring the family for picnics and use of the facilities during the Summer.”

“Congratulations on improvement to foreshore in Stirling Street but parking should be improved between boat ramp and Parade Hotel.”

Safety and security

Challenges | identified by the community

- Safety concerns in the CBD and suburban areas.
- Substance abuse and drug dealing.
- Negative reputation for the area.
- Crime.
- Anti-social behaviour.
- Hooning.

Actions | suggested by the community

1. Identify strategies to assist in addressing and reducing crime.
2. Increase police presence across the City.
3. Install more street lighting.
4. Address drug dealing and usage.

Community Voices

“Strategies to reduce crime in identified risk areas.
Strategy to respond to hoon-like driving.”

“Security - Police on foot in CBD regularly and police on bicycles in suburbs. The more people see police in the community and interact with them, the more trust is built, making a safer community for all.”

“More police presence in and around Bunbury city and the surrounding suburbs.”

“One major focus, in my opinion, is the requirement of much needed lighting, both in built-up and non built-up areas, as it assists the community in feeling safe and may contribute to less inappropriate 'unsocial' behaviour of others.”

“Security and lighting could do with an improvement (the local police force has a very large area to cover).”

“Removal of drug houses in the suburbs. It is quite obvious that some locations are used by people in the drug trade. It is concerning to see drugs being traded in public places.”

“The Withers area control of drug gangs who are terrorizing law abiding citizens.”

“Substance abuse and reputation for this that Bunbury has, needs to be addressed.”

“Curb crime and drug usage.”

Challenges | identified by the community

- Not enough being done to promote and enhance the City's waterfront location.
- Lack of connectivity between key sites including Koombana Bay, the CBD and Back Beach.

Actions | suggested by the community

1. Connect the City's main attractions.
2. Enhance and develop the waterfront assets, especially Back Beach.
3. Strive for innovative ideas and attractions.
4. Consider ocean pool.
5. More trees and shade along Koombana bay.

Community Voices

"Connectivity between Koombana, CBD and Back Beach to create a more vibrant hub."

"Better & innovative use of our major asset our water frontage.
We need a fantastic new art gallery built on our waters edge."

"There are not many cities in the world that are surrounded by water yet we fail to take advantage of it. There continually fails to be any forward thinking in Council to allow and promote development of our city."

"We have amazing coastline and estuaries that lend themselves to better utilised public open spaces. More development of family friendly spaces to promote utilisation of the town centre and encourage Bunbury to be a tourist destination."

"Integrating the three waters across the city centre with waterfront development at each point. Especially the Back Beach and the inlet. Open east to west access across the city centre with lots of trees. Closing off parts of Victoria St at night and on weekends to promote inner city activities and social gatherings/functions."

"Using our natural resources more like the ocean and inlet, better walk ways and cafe along Ocean Drive."

"Take care of our best asset, our waterways, especially our Back Beach! Please trim some of the trees and bushes to give us locals and our visitors better sight and openness of our beautiful beach!!"

"I would like to see very serious consideration for the building of the Back Beach pool concept. We need this for the people of Bunbury but also to draw tourists to Bunbury."

"Have a jetty like Busselton or better!...We love the redevelopment of our Koombana Bay. Just need more shade and seating."

Overall Performance

How to read the following charts

Performance Ratings

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

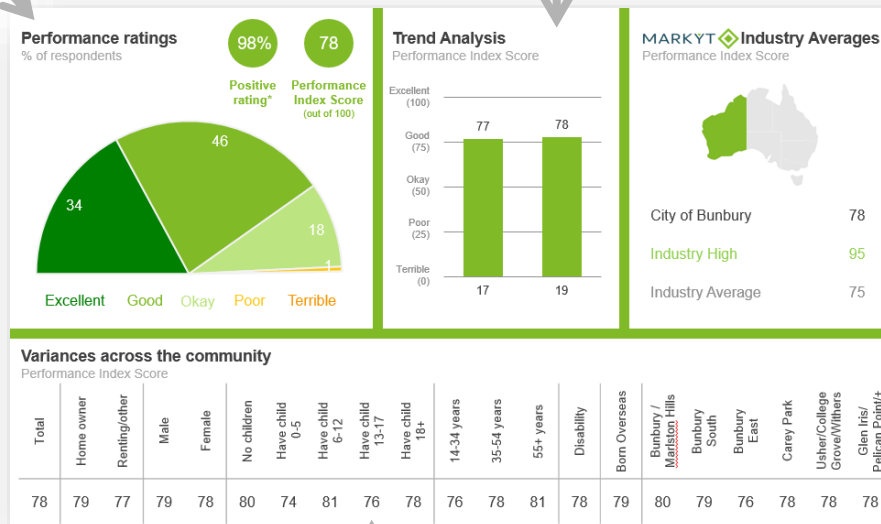
The **Performance Index Score** is a score out of 100 using the following formula:

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

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

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

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 across Western Australia.

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.

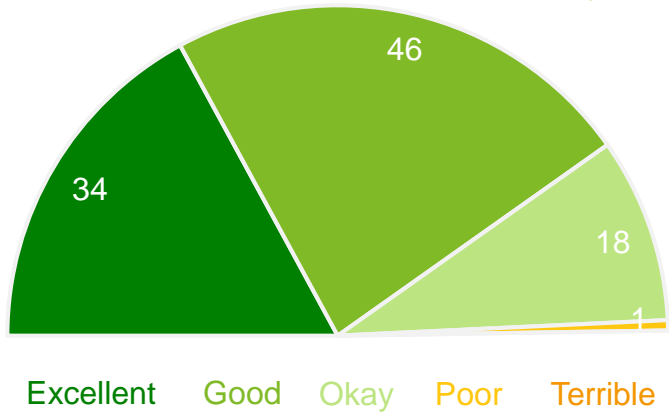
The City of Bunbury as a place to live

Performance ratings

% of respondents

98%
Positive rating*

78
Performance Index Score
(out of 100)



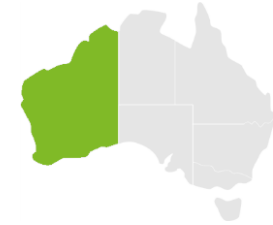
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	78
Industry High	95
Industry Average	75

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
78	79	77	79	78	80	74	81	76	78	76	78	81	78	79	80	79	76	78	78	78

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

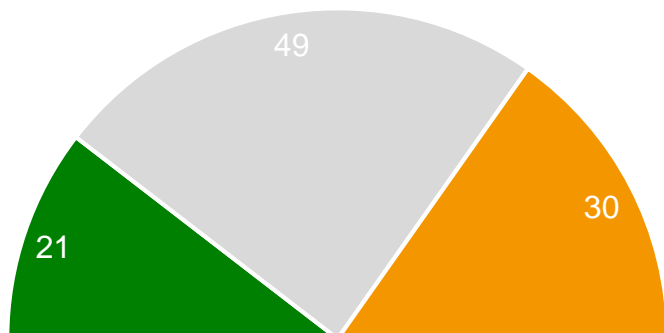
Base: All respondents, excludes 'unsure' and 'no response' (n = 468).

Community Advocacy

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

Community Advocacy

% of respondents



Promoters (9-10) Passives (7-8) Detractors (0-6)

Net Promoter Score

Promoters

less

Detractors

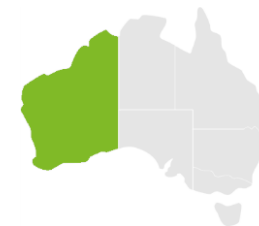
equals

NPS
-10*

NPS can range from
-100 to +100

MARKYT Industry Standards

Net Promoter Score



City of Bunbury -10

Industry High 68

Industry Average -16

Variances across the community

Net Promoter Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
-10	-8	-17	-10	-7	-2	-31	-25	-29	-9	-25	-14	6	-11	-13	-3	-14	-20	-8	-5	-3

Q. How likely are you to recommend the City of Bunbury as a place to live?

Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.

Base: All respondents, excludes 'unsure' and 'no response' (n = 443). * variance due to rounding to 0 decimal places

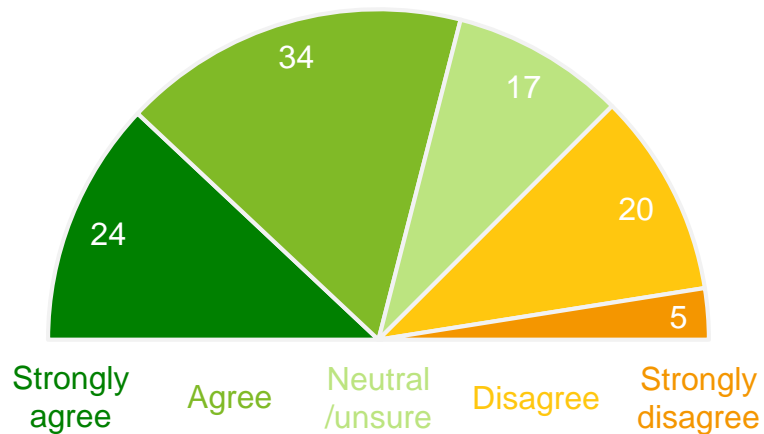
Bunbury is the capital city of the South West region

Level of agreement

% of respondents

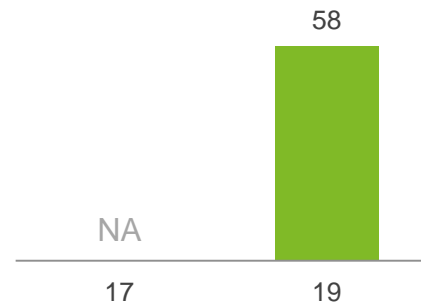
58%

Total Agree



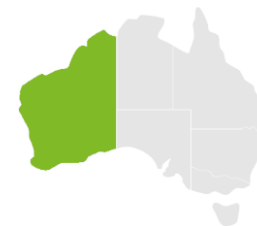
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	58
Industry High	NA
Industry Average	NA

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
58	60	49	57	61	68	28	49	41	52	48	56	67	59	59	52	59	66	59	65	48

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

Base: All respondents, excludes 'no response' (n = 466).

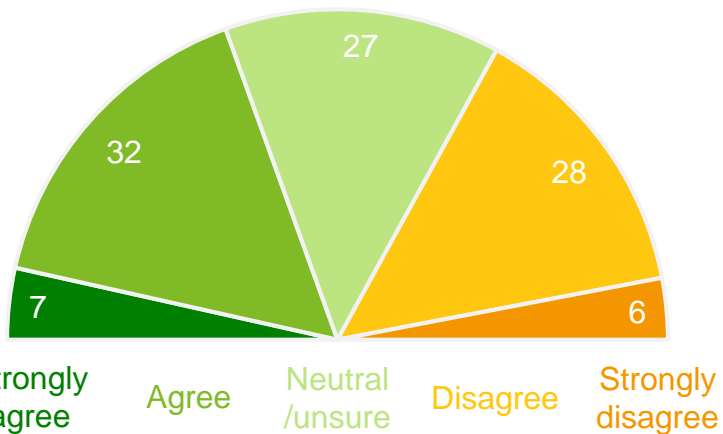
Bunbury is a vibrant place

Level of agreement

% of respondents

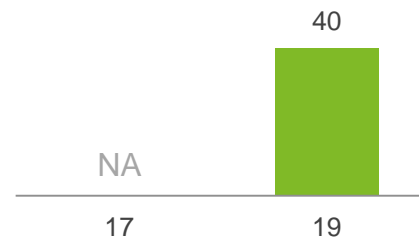
40%

Total Agree



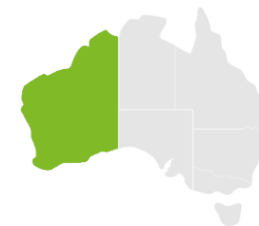
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	40
Industry High	NA
Industry Average	NA

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
40	40	36	36	44	48	22	35	16	31	38	36	43	38	48	46	36	27	44	47	36

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

Base: All respondents, excludes 'no response' (n = 465).

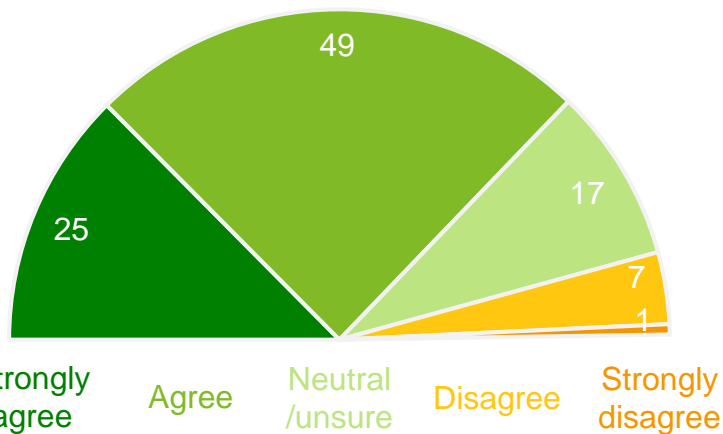
I am proud of the area where I live

Level of agreement

% of respondents

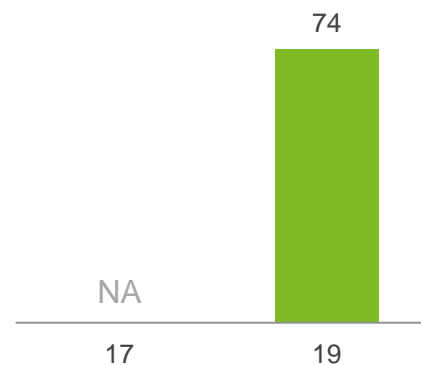
74%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	74
Industry High	89
Industry Average	72

Variances across the community

% agree

Total	74	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84
Home owner	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Renting/other	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Male	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Female	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
No children	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Have child 0-5	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Have child 6-12	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Have child 13-17	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Have child 18+	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
14-34 years	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
35-54 years	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
55+ years	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Disability	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Born Overseas	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Bunbury / Marlston Hills	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Bunbury South	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Bunbury East	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Carey Park	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Usher/College Grove/Withers	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	
Glen Iris/ Pelican Point/+	74	76	74	76	78	66	67	57	65	80	63	79	67	73	83	72	68	68	71	84	

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

Base: All respondents, excludes 'no response' (n = 468).

The City of Bunbury as a place to visit

Performance ratings

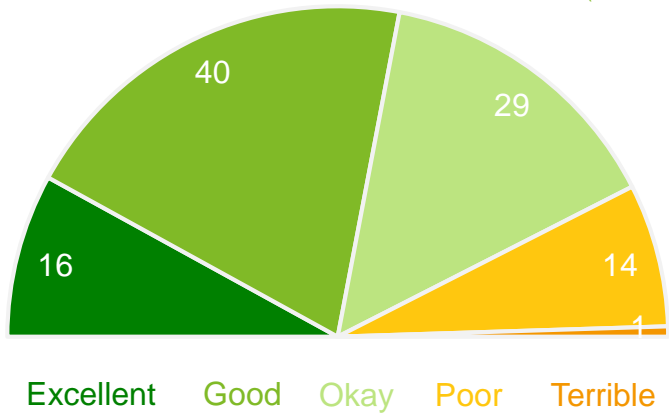
% of respondents

85%

64

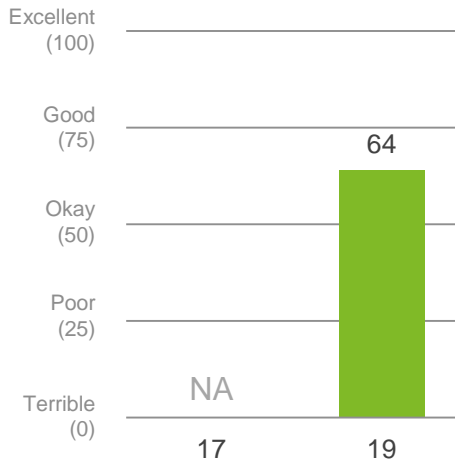
Positive rating*

Performance Index Score (out of 100)



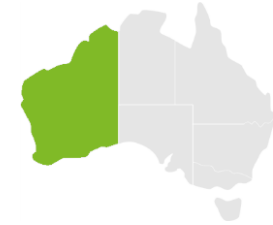
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	64
Industry High	87
Industry Average	64

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
64	64	63	63	66	65	61	65	58	67	61	64	66	66	63	66	63	60	63	65	71

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

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

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

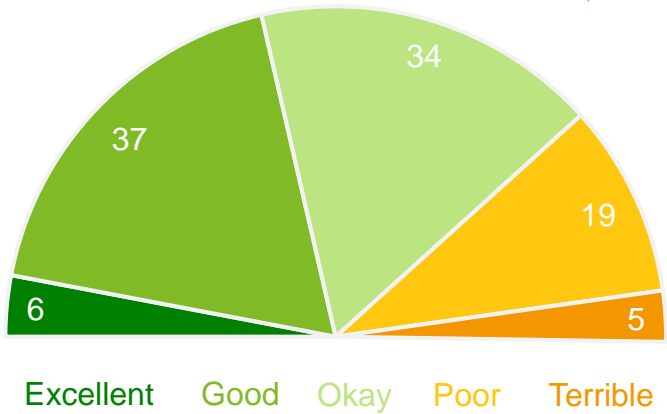
Performance ratings

% of respondents

77%
Positive rating*

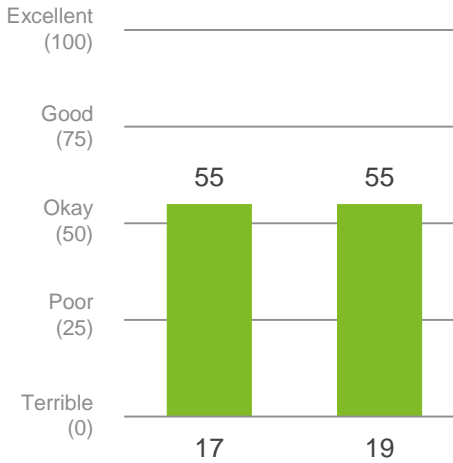
55
Performance Index Score (out of 100)

Positive rating*
Performance Index Score (out of 100)



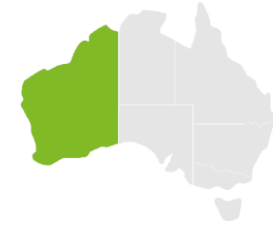
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	55
Industry High	74
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
55	55	54	54	58	56	56	51	47	60	55	52	59	60	55	53	56	47	60	59	61

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

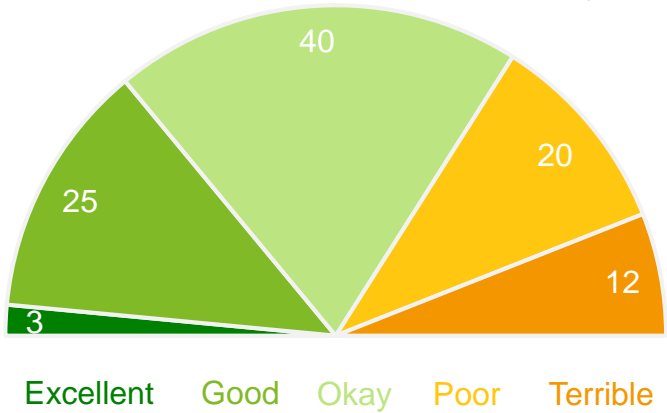
Base: All respondents, excludes 'unsure' and 'no response' (n = 452).

Value for money from Council rates

Performance ratings

% of respondents

68% Positive rating*
47 Performance Index Score (out of 100)



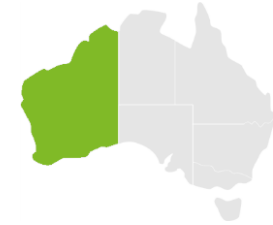
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	47
Industry High	64
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
47	47	44	45	50	48	43	42	36	53	40	43	54	47	44	48	48	37	47	52	46

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

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

Familiarity with local services and facilities

Familiarity with local services and facilities

% of respondents who were familiar with service area



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

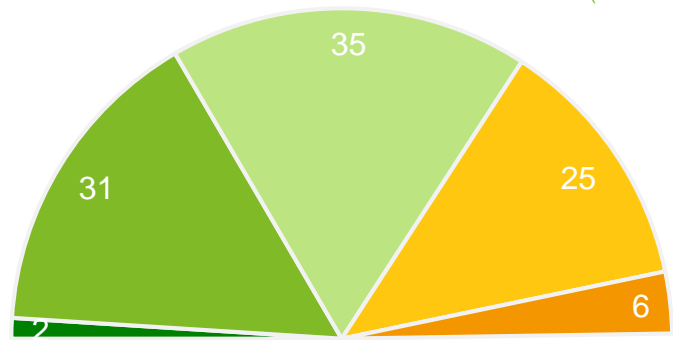
Leadership and Communication

Council's leadership within the community

Performance ratings

% of respondents

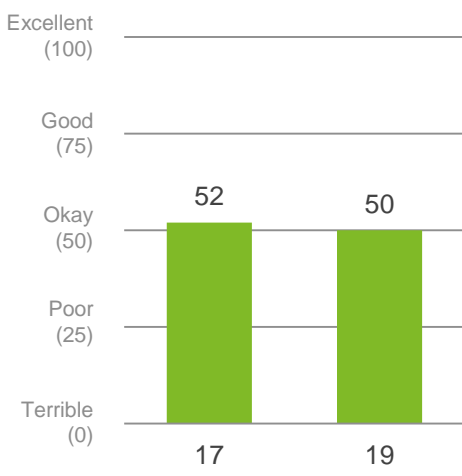
68% Positive rating*
50 Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	50
Industry High	67
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
50	50	50	49	52	52	46	44	43	50	50	44	54	53	49	48	46	48	49	59	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 371).

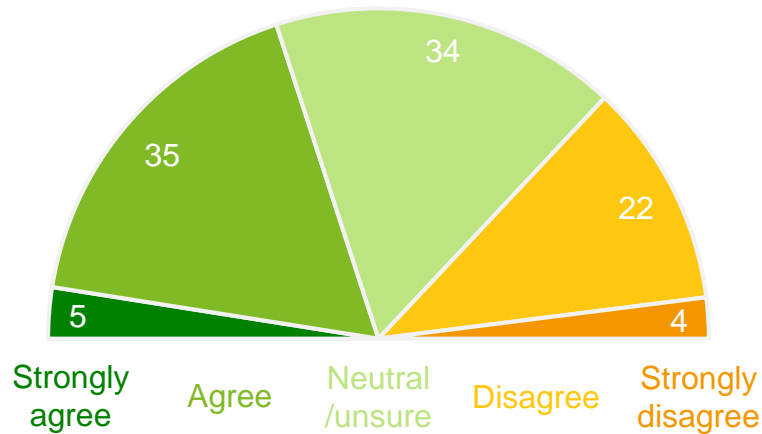
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

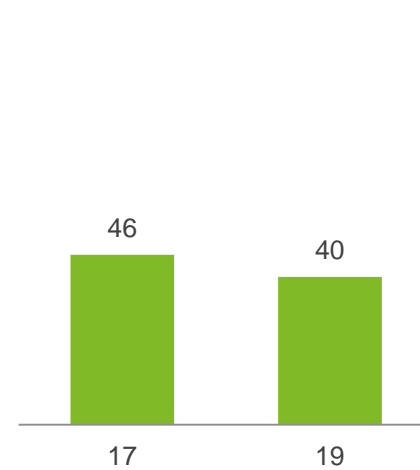
40%

Total Agree



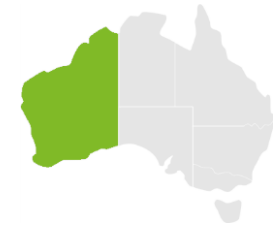
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	40
Industry High	61
Industry Average	35

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
40	38	56	38	43	40	45	38	26	50	42	31	47	49	36	32	41	29	38	49	70

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

Base: All respondents, excludes 'no response' (n = 465).

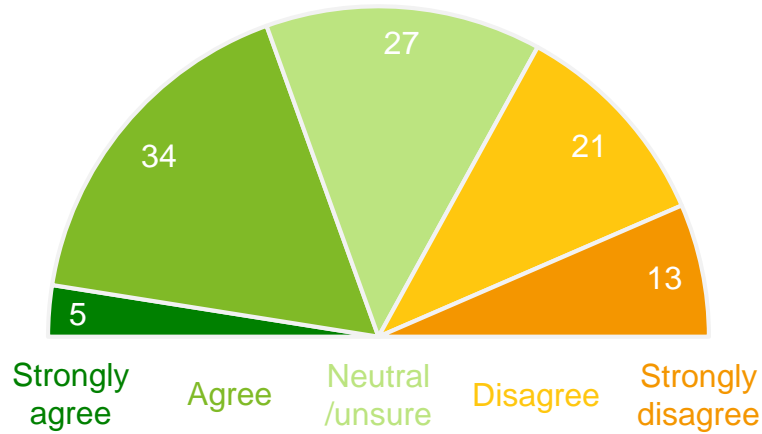
The City is progressive; it is strategic and future focused

Level of agreement

% of respondents

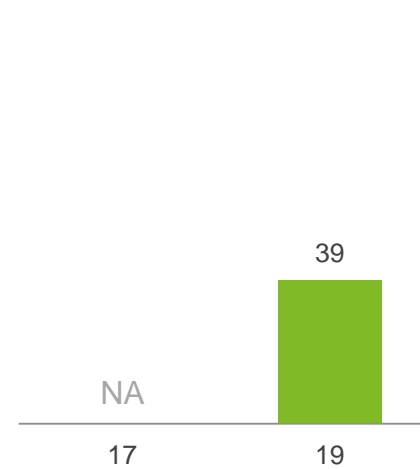
39%

Total Agree



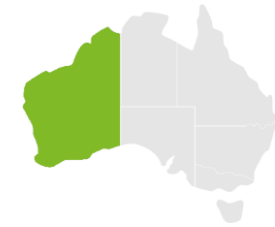
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	39
Industry High	NA
Industry Average	NA

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
39	38	46	34	46	42	42	26	17	39	46	29	44	44	33	30	36	37	45	46	56

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

Base: All respondents, excludes 'no response' (n = 465).

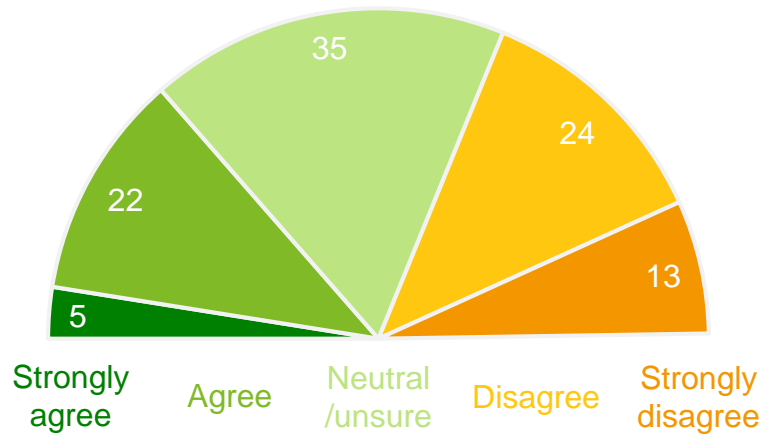
The City is innovative; it is a thought leader willing to experiment and try new ideas

Level of agreement

% of respondents

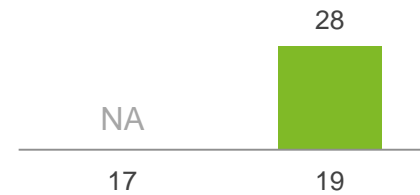
28%

Total Agree



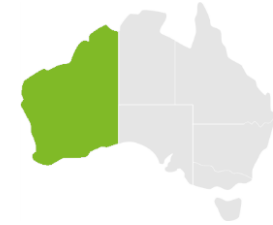
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	28
Industry High	NA
Industry Average	NA

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
28	28	29	22	34	29	35	23	23	28	25	22	34	33	25	22	28	30	36	28	28

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

Base: All respondents, excludes 'no response' (n = 466).

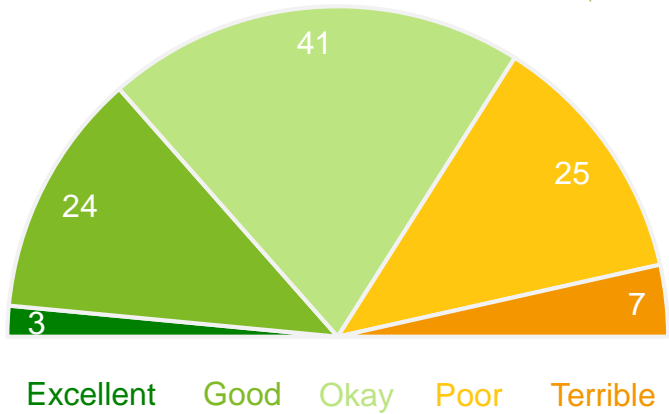
Advocacy and lobbying on behalf of the community to influence decisions, support local causes, etc

Performance ratings

% of respondents

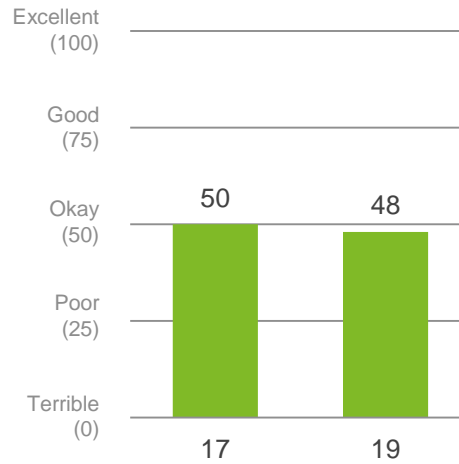
68%
Positive rating*

48
Performance Index Score
(out of 100)



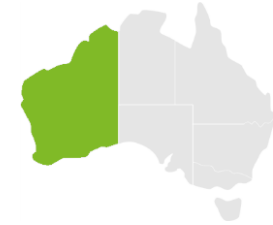
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	48
Industry High	68
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
48	48	48	46	50	50	45	40	41	48	47	42	53	50	44	48	44	43	46	56	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 364).

How the community is consulted about local issues

Performance ratings

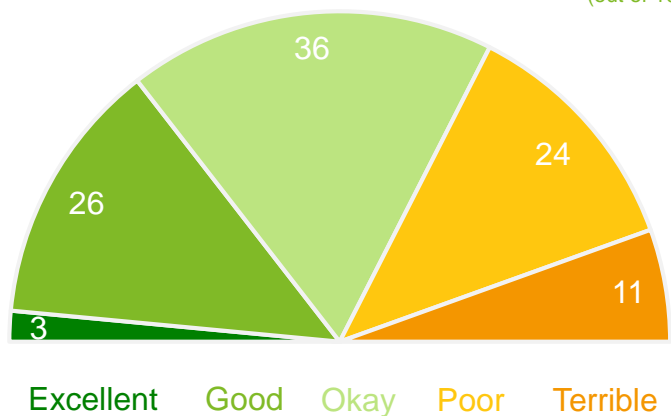
% of respondents

65%

47

Positive rating*

Performance Index Score (out of 100)



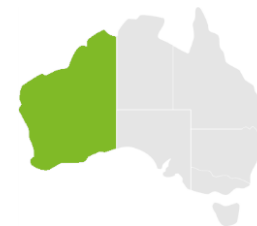
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	47
Industry High	63
Industry Average	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
47	47	45	43	51	47	49	43	36	46	47	43	50	45	43	46	45	44	51	48	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 413).

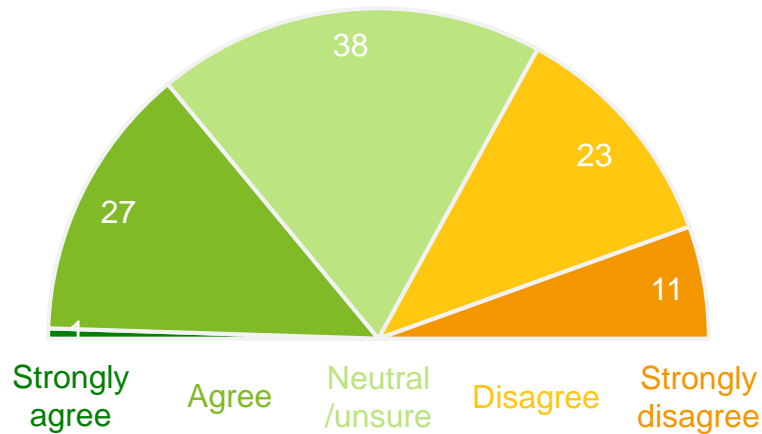
Elected Members (the Councillors) have a good understanding of community needs

Level of agreement

% of respondents

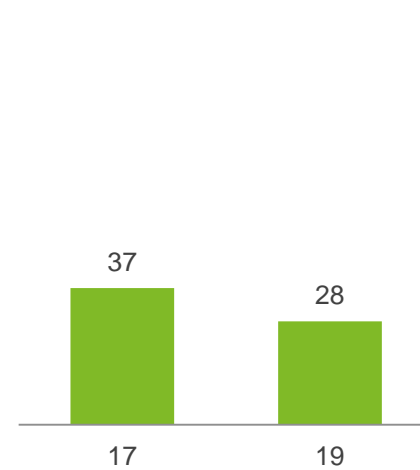
28%

Total Agree



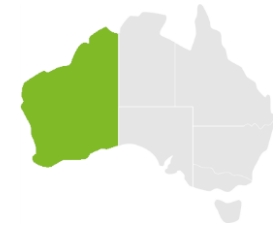
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	28
Industry High	50
Industry Average	31

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
28	26	40	26	31	28	31	30	14	28	28	23	32	32	26	25	21	25	37	39	31

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

Base: All respondents, excludes 'no response' (n = 467).

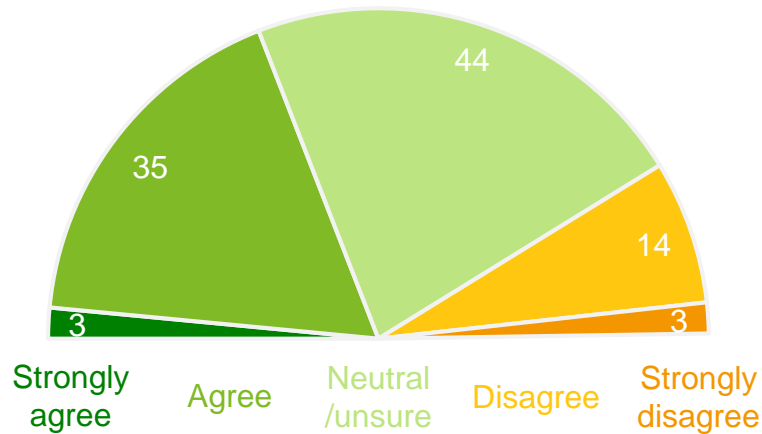
Staff have a good understanding of community needs

Level of agreement

% of respondents

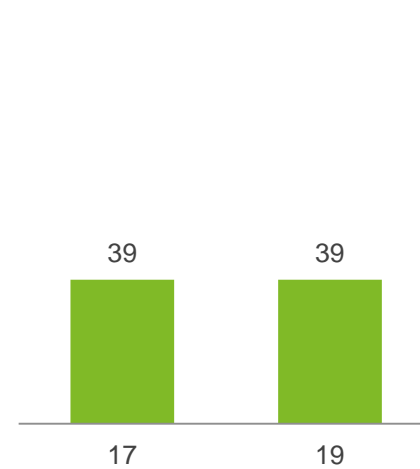
39%

Total Agree



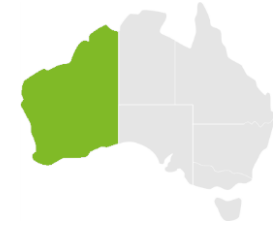
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	39
Industry High	53
Industry Average	35

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
39	36	62	37	42	40	33	43	34	38	32	37	46	36	44	47	37	30	46	34	37

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

Base: All respondents, excludes 'no response' (n = 466).

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

Performance ratings

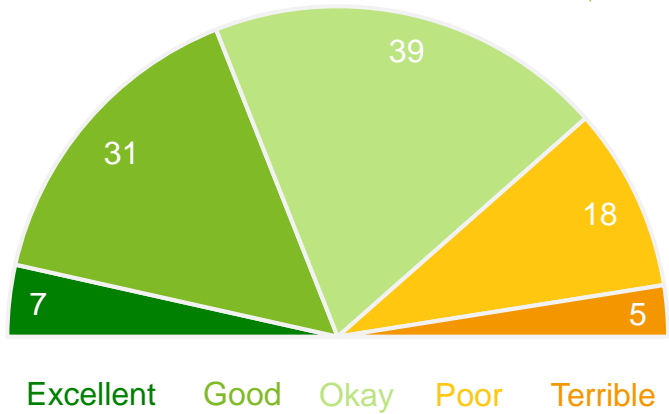
% of respondents

77%

54

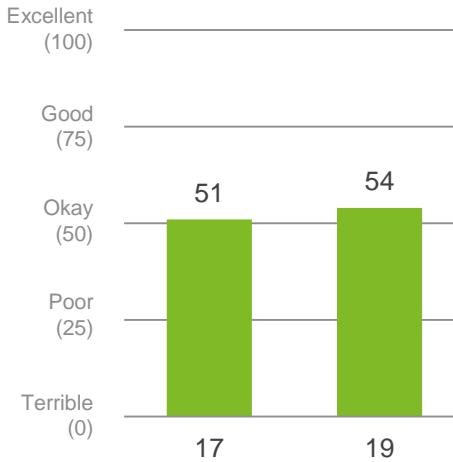
Positive rating*

Performance Index Score (out of 100)



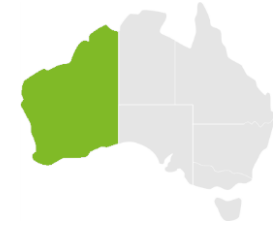
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	54
Industry High	66
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
54	55	54	51	59	56	51	48	42	57	52	51	58	50	51	53	52	55	59	53	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 430).

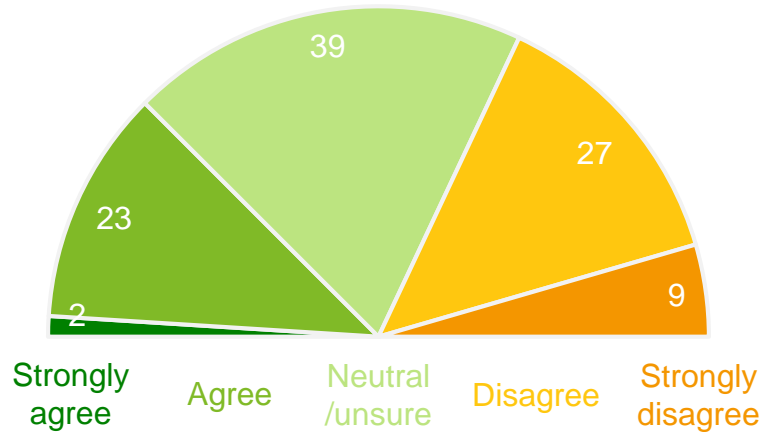
The City clearly explains reasons for decisions and how residents' views have been taken into account

Level of agreement

% of respondents

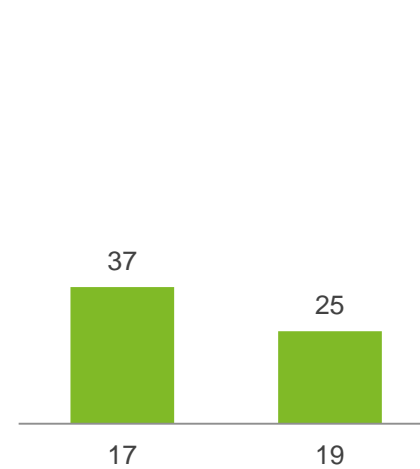
25%

Total Agree



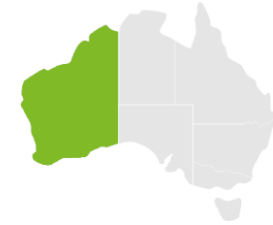
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Bunbury	25
Industry High	39
Industry Average	28

Variances across the community

% agree

Total	25
Home owner	24
Renting/other	35
Male	21
Female	30
No children	28
Have child 0-5	15
Have child 6-12	25
Have child 13-17	17
Have child 18+	41
14-34 years	11
35-54 years	22
55+ years	37
Disability	36
Born Overseas	33
Bunbury / Marlston Hills	29
Bunbury South	20
Bunbury East	17
Carey Park	27
Usher/College Grove/Withers	31
Glen Iris/ Pelican Point/+	34

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

Base: All respondents, excludes 'no response' (n = 465).

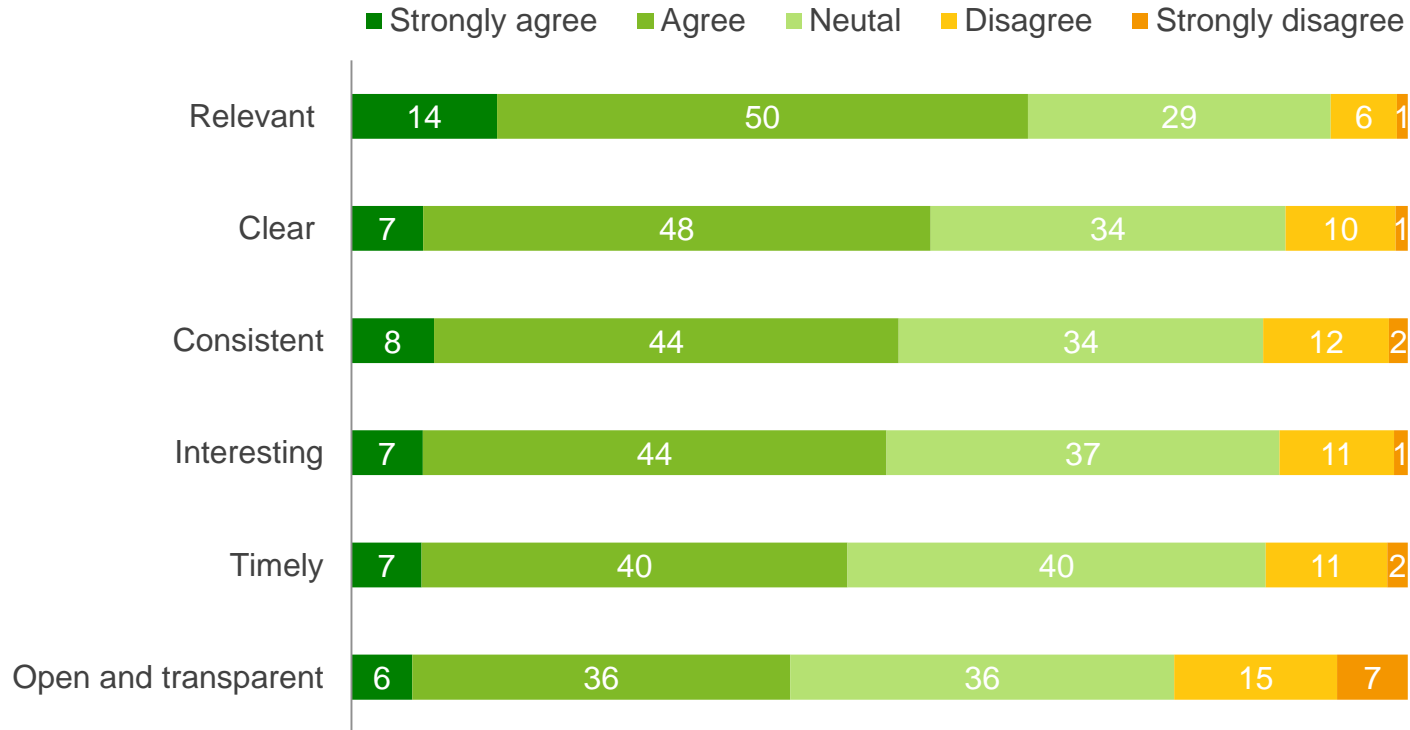
Communication quality dimensions

Over 60% of respondents agree that the City's communications are relevant and over half of respondents agree that communication from the City of Bunbury is clear, consistent and interesting.

There is greatest room to improve perceptions of communications as being timely, open and transparent.

Communication from the City of Bunbury is:

% of respondents



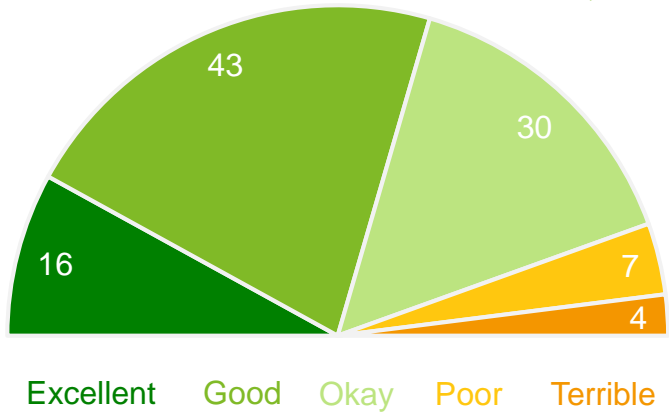
Q. Thinking about the City of Bunbury's communications (via the website, direct mail, newspaper, posters, etc), how strongly do you agree or disagree that communication from the City of Bunbury is:

Base: All respondents, excludes 'unsure' and 'no response' (n = ranges from 404 to 434).

Customer service

Performance ratings

% of respondents



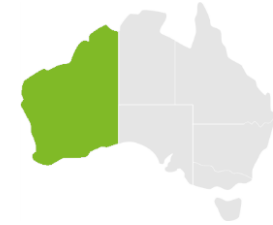
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	65
Industry High	79
Industry Average	63

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
65	64	72	61	69	65	65	63	61	63	61	63	69	66	65	66	64	56	67	68	75

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

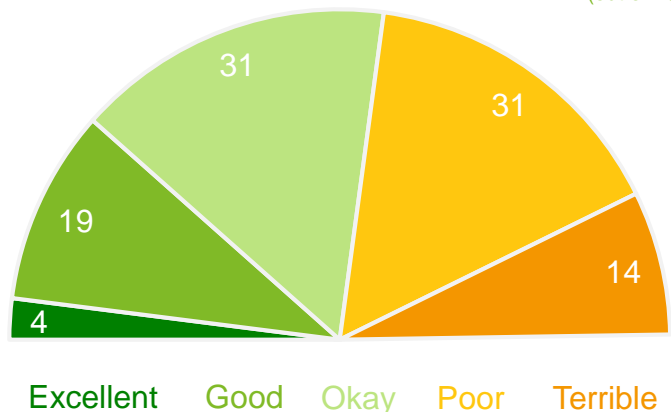
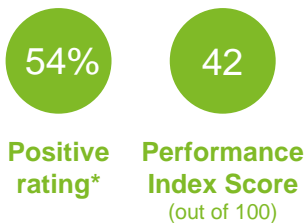
Base: All respondents, excludes 'unsure' and 'no response' (n = 423).

Economic Development

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

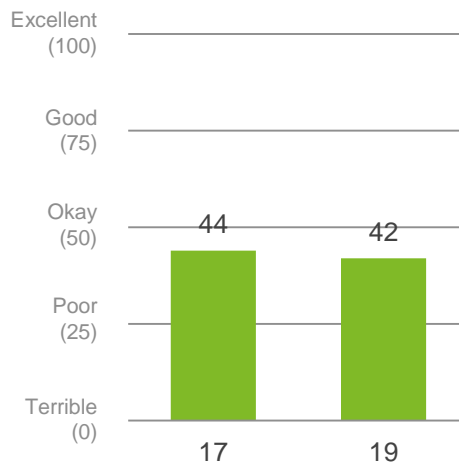
Performance ratings

% of respondents



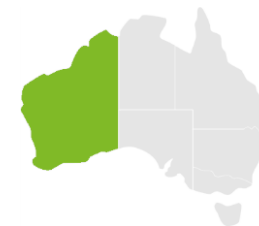
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	42
Industry High	63
Industry Average	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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
42	42	46	40	46	47	37	34	30	39	47	36	45	42	41	43	40	39	43	45	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 422).

How Bunbury City Centre is being developed

Performance ratings

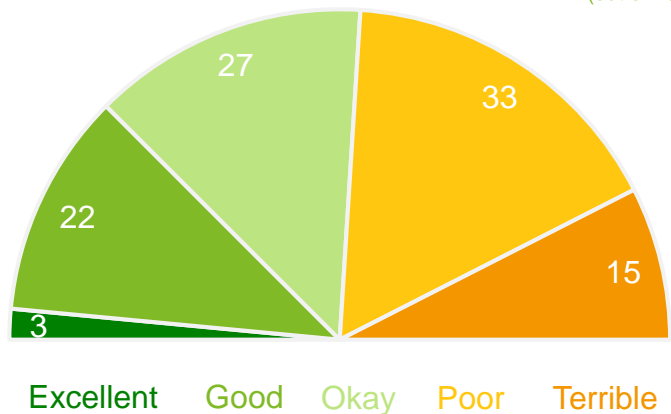
% of respondents

52%

41

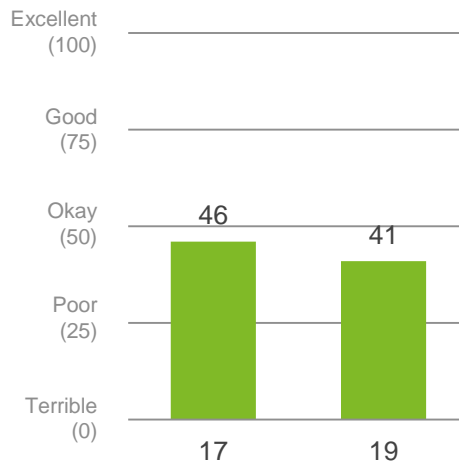
Positive rating*

Performance Index Score (out of 100)



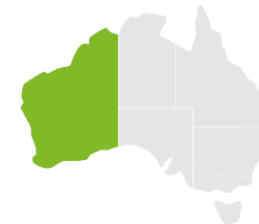
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	41
Industry High	69
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
41	40	50	38	46	44	40	37	28	39	45	35	44	38	40	42	39	31	50	48	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 446).

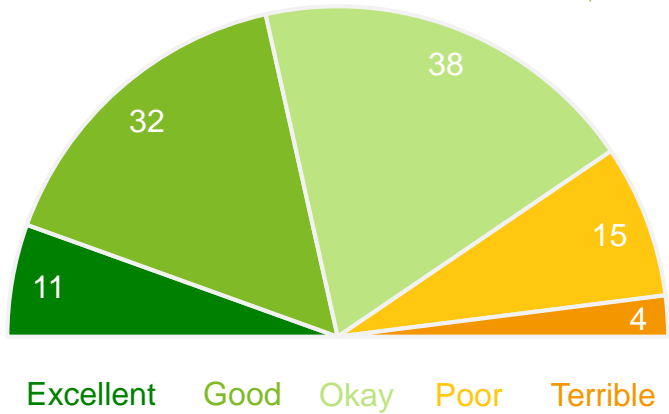
Access to education, training and personal development opportunities

Performance ratings

% of respondents

81%
Positive rating*

58
Performance Index Score
(out of 100)



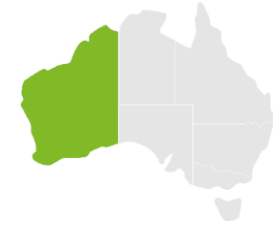
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	63
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
58	58	59	54	61	62	48	49	46	54	54	53	64	60	53	58	57	50	55	65	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 398).

Community Development

Services and facilities for youth

Performance ratings

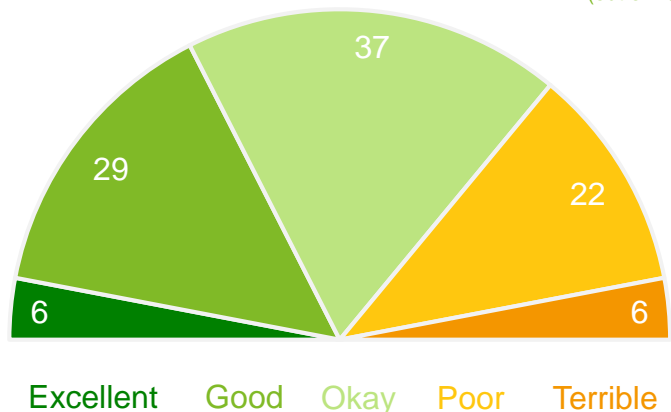
% of respondents

72%

52

Positive rating*

Performance Index Score (out of 100)



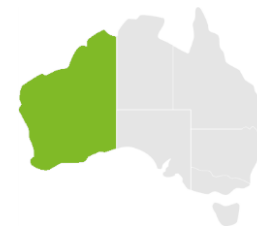
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	52
Industry High	70
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
52	53	49	52	52	54	55	45	33	44	59	45	53	51	53	55	47	42	69	51	58

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

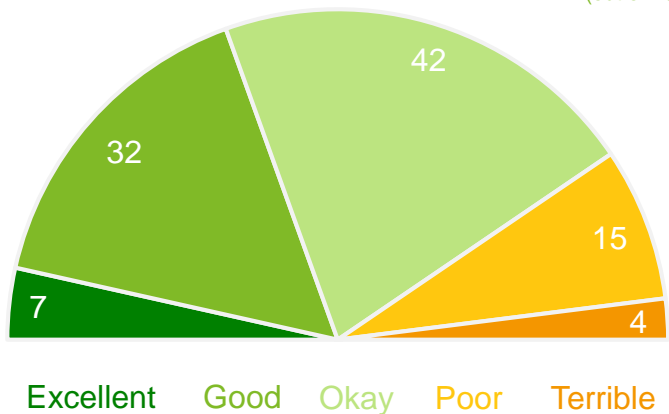
Base: All respondents, excludes 'unsure' and 'no response' (n = 407).

Services and care available for seniors

Performance ratings

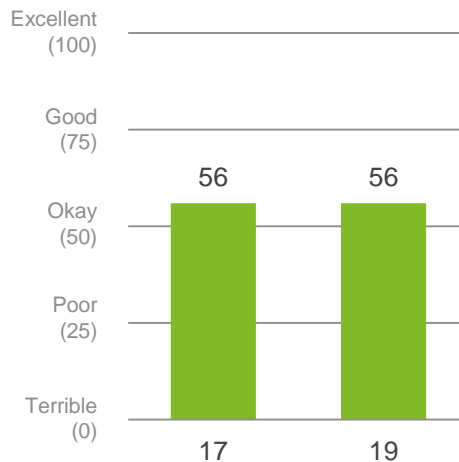
% of respondents

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



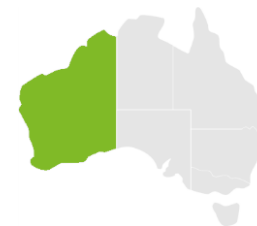
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	56
Industry High	72
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
56	57	50	57	55	58	55	54	49	51	61	52	56	53	54	52	55	56	65	55	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380).

Access to services and facilities for people with disabilities

Performance ratings

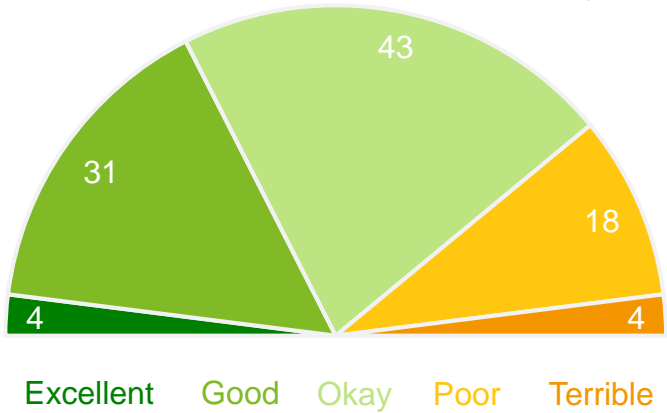
% of respondents

78%

53

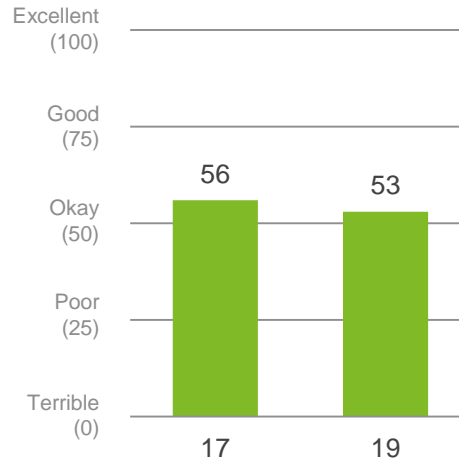
Positive rating*

Performance Index Score (out of 100)



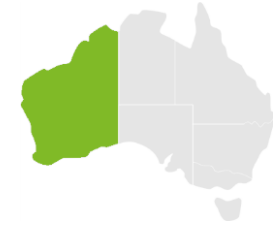
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	53
Industry High	71
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
53	54	51	50	56	53	54	55	46	55	50	52	56	50	52	55	53	45	58	51	60

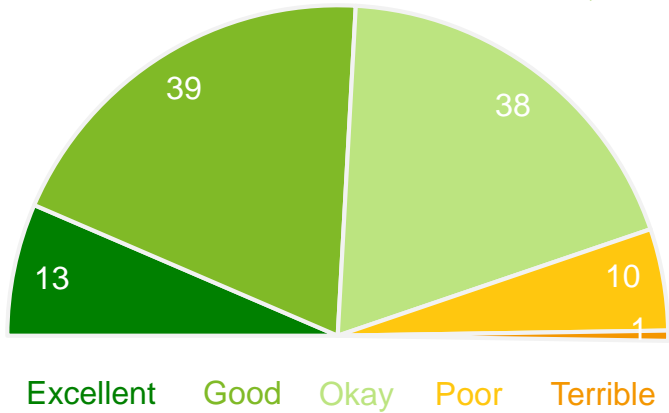
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 342).

Access to health and community services

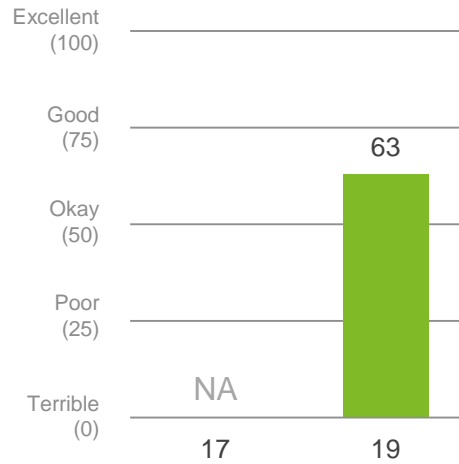
Performance ratings

% of respondents



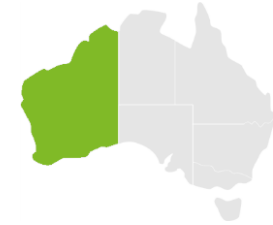
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	63
Industry High	69
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
63	64	61	62	65	66	59	56	56	60	63	61	66	59	61	63	60	60	68	69	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 434).

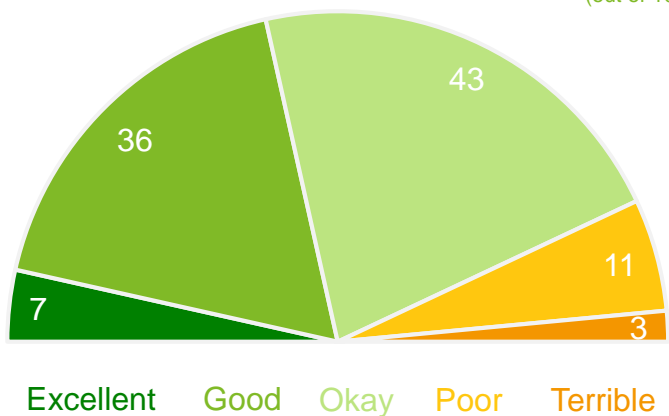
Community buildings, halls and toilets

Performance ratings

% of respondents

86%
Positive rating*

58
Performance Index Score
(out of 100)



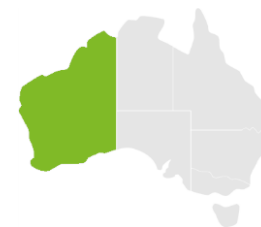
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	78
Industry Average	60

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
58	57	66	58	60	60	58	57	50	52	63	56	57	57	60	61	57	56	62	58	57

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

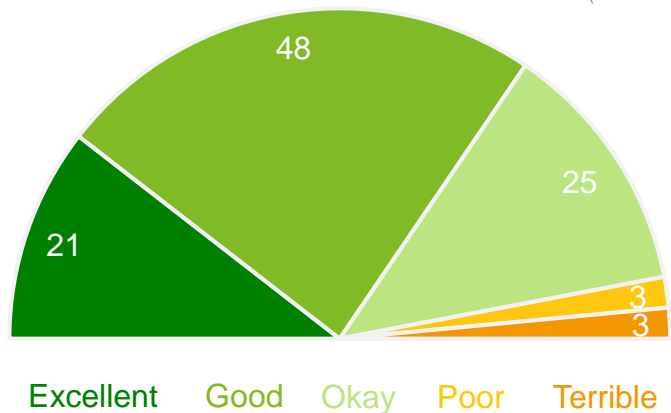
Base: All respondents, excludes 'unsure' and 'no response' (n = 449).

Sport and recreation facilities

Performance ratings

% of respondents

94% Positive rating*
71 Performance Index Score (out of 100)



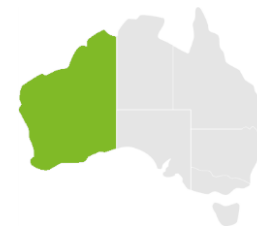
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	71
Industry High	85
Industry Average	67

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
71	71	72	70	71	74	66	62	55	69	70	67	74	71	72	70	67	72	77	71	72

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

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

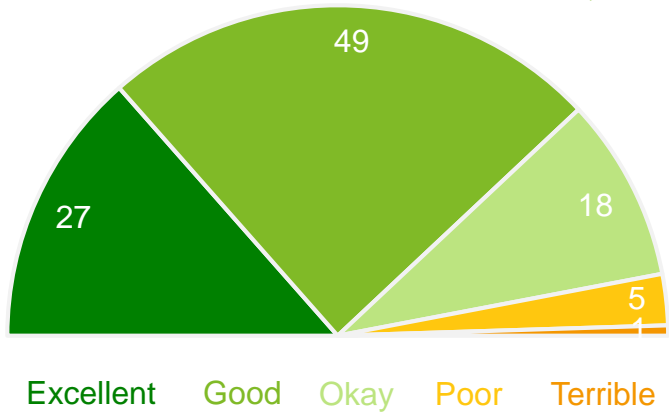
South West Sports Centre (SWSC)

Performance ratings

% of respondents

94%
Positive rating*

74
Performance Index Score
(out of 100)



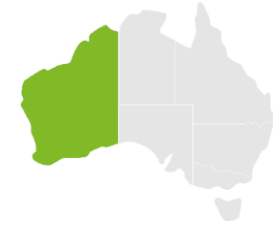
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	74
Industry High	86
Industry Average	70

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
74	74	75	74	75	77	73	65	60	73	77	69	77	77	77	75	72	76	78	70	75

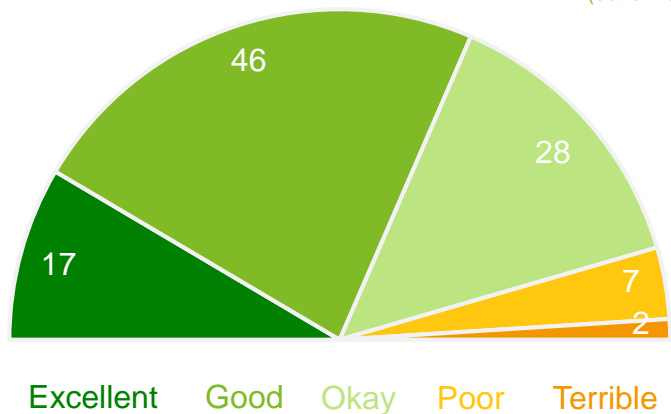
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 444).

Playgrounds, parks and reserves

Performance ratings

% of respondents



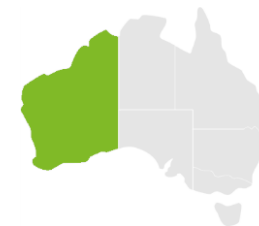
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	67
Industry High	86
Industry Average	68

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
67	67	72	66	69	71	59	65	60	65	66	65	70	70	70	71	67	61	75	66	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 465).

Airport facilities and services

Performance ratings

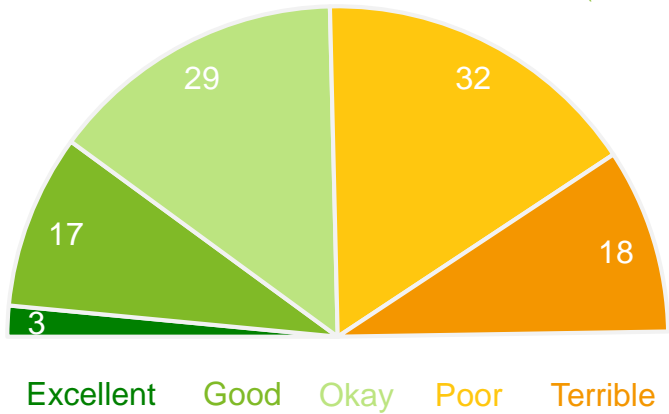
% of respondents

49%

39

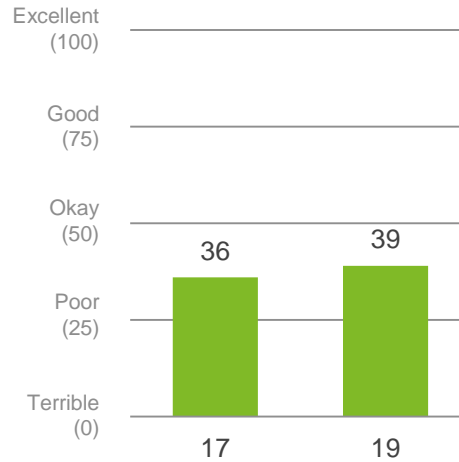
Positive rating*

Performance Index Score (out of 100)



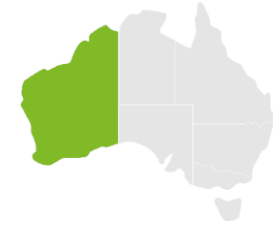
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	39
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
39	38	46	33	46	44	28	30	27	34	38	32	44	44	33	36	35	39	44	43	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 285).

Safety and security

Performance ratings

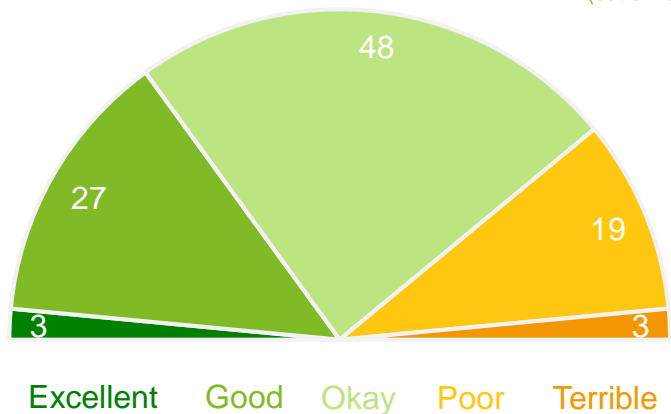
% of respondents

78%

52

Positive rating*

Performance Index Score (out of 100)



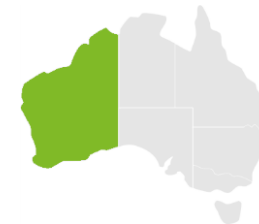
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	52
Industry High	76
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
52	52	50	50	54	53	50	54	42	46	52	49	54	53	50	52	51	51	49	52	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 431).

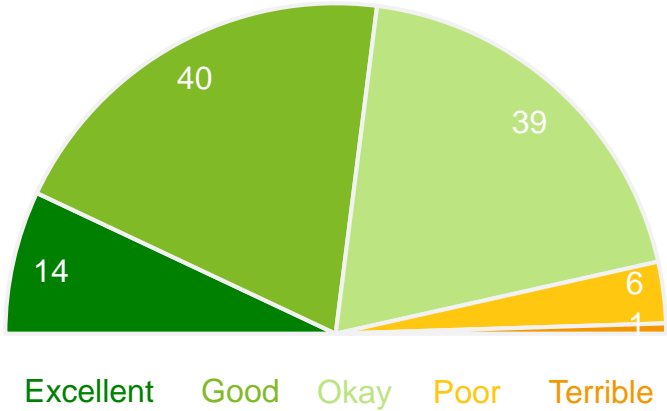
Graffiti removal services

Performance ratings

% of respondents

93%
Positive rating*

65
Performance Index Score
(out of 100)



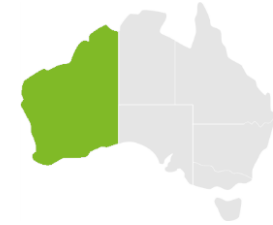
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	65
Industry High	71
Industry Average	65

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
65	65	62	63	67	63	72	64	50	69	70	61	65	59	62	65	62	65	72	61	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 358).

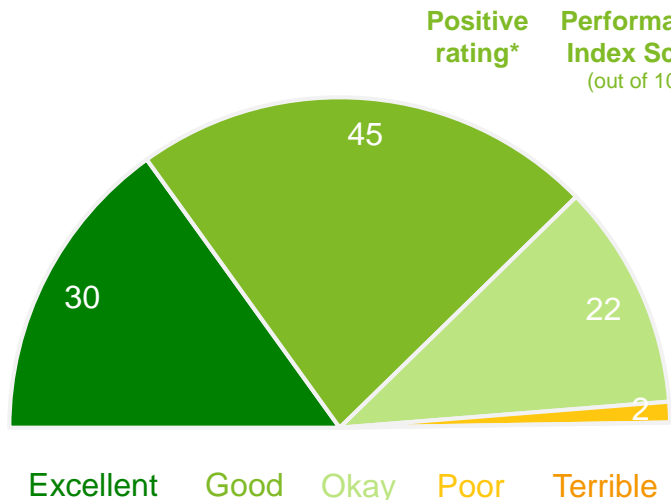
Art and Culture

Library and information services

Performance ratings

% of respondents

97% Positive rating*
76 Performance Index Score (out of 100)



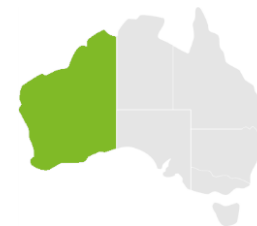
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	76
Industry High	89
Industry Average	72

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
76	75	84	72	80	76	75	76	77	73	75	73	78	75	78	78	77	71	79	73	75

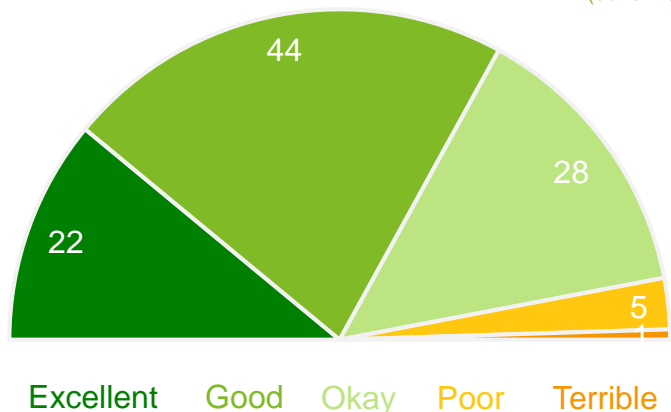
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 411).

Festivals, events, art and cultural activities

Performance ratings

% of respondents



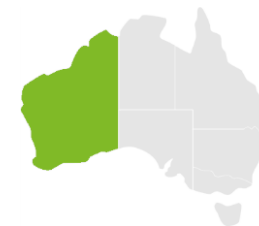
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	70
Industry High	78
Industry Average	63

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
70	70	73	66	74	72	70	68	64	68	75	65	71	68	72	71	69	68	73	71	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 462).

How local history and heritage is preserved and promoted

Performance ratings

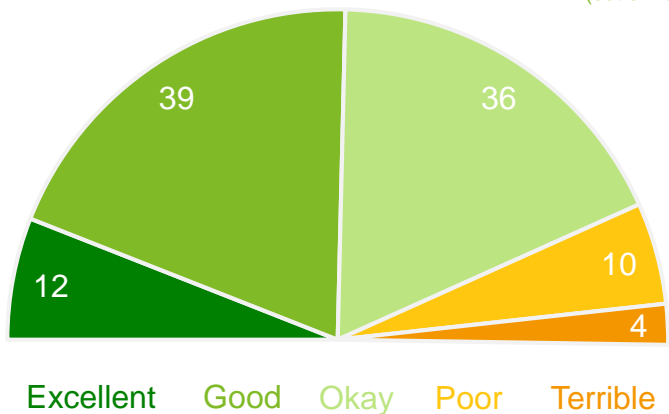
% of respondents

87%

Positive rating*

61

Performance Index Score (out of 100)



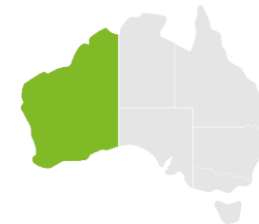
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	61
Industry High	79
Industry Average	60

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
61	61	63	58	66	63	59	62	56	63	65	56	64	58	63	60	63	58	61	62	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 424).

Built Environment

The area's character and identity

Performance ratings

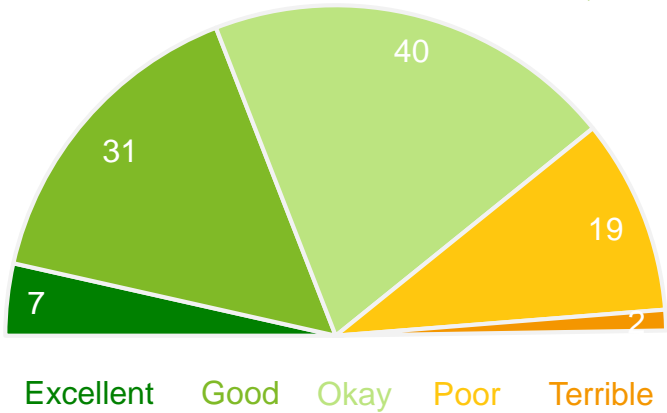
% of respondents

78%

Positive rating*

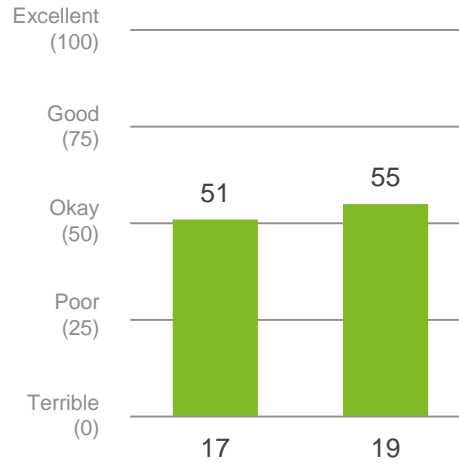
55

Performance Index Score (out of 100)



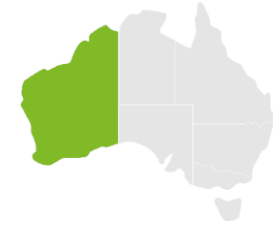
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	55
Industry High	85
Industry Average	59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
55	55	59	53	59	58	47	54	48	55	58	52	56	53	58	59	55	51	54	60	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 448).

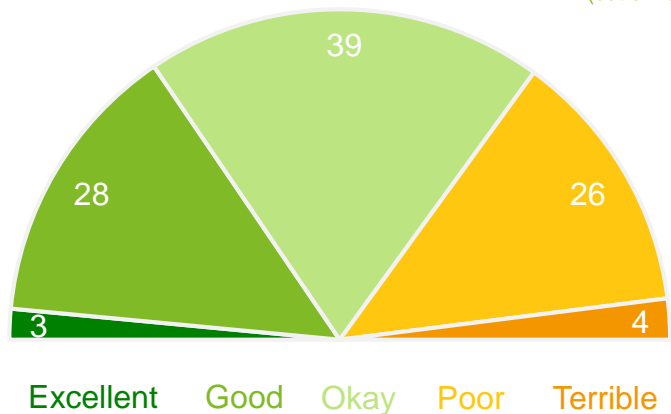
Managing responsible growth and development

Performance ratings

% of respondents

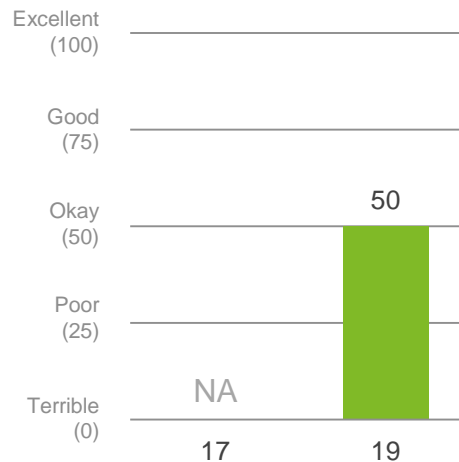
70%
Positive rating*

50
Performance Index Score
(out of 100)



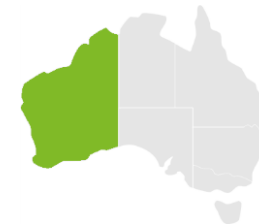
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	50
Industry High	58
Industry Average	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
50	50	50	48	53	52	46	45	40	48	53	45	51	52	51	53	47	47	46	54	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 402).

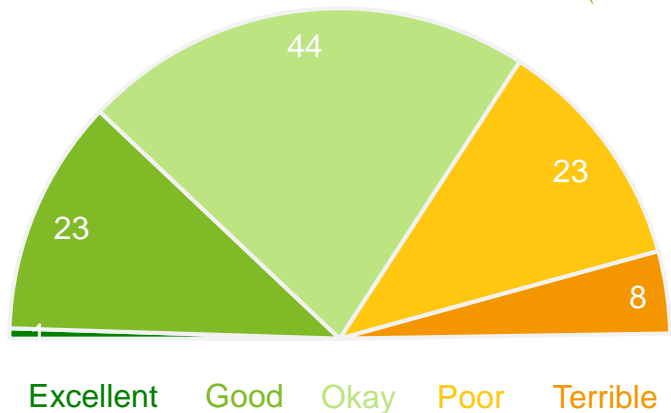
Planning and building approvals

Performance ratings

% of respondents

68%
Positive rating*

47
Performance Index Score
(out of 100)



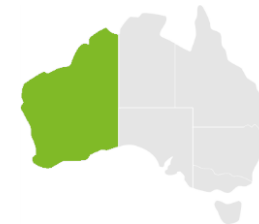
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	47
Industry High	65
Industry Average	47

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
47	47	44	44	50	49	44	43	43	41	52	40	48	47	45	45	47	42	53	49	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 312).

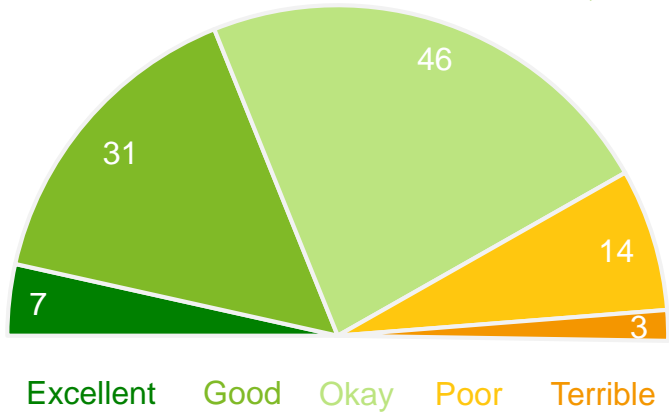
Streetscapes

Performance ratings

% of respondents

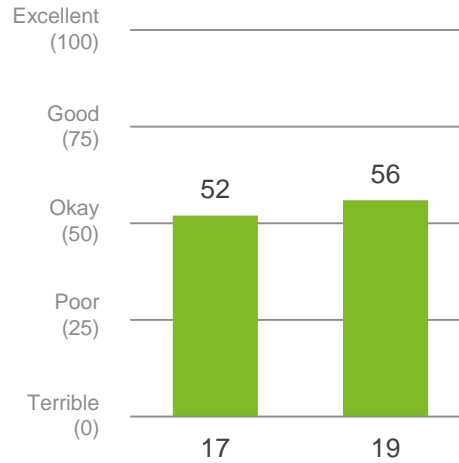
84%
Positive rating*

56
Performance Index Score
(out of 100)



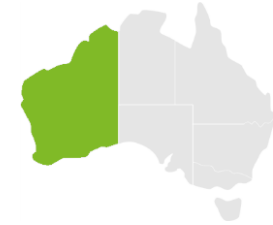
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	56
Industry High	83
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
56	55	67	54	59	57	56	58	48	49	61	55	54	52	58	58	55	50	57	62	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 452).

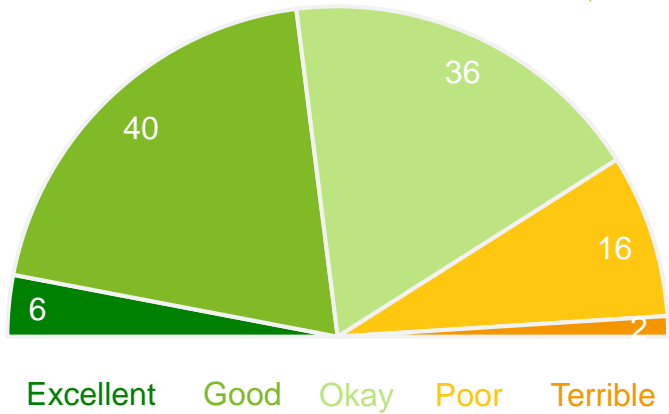
Lighting of streets and public places

Performance ratings

% of respondents

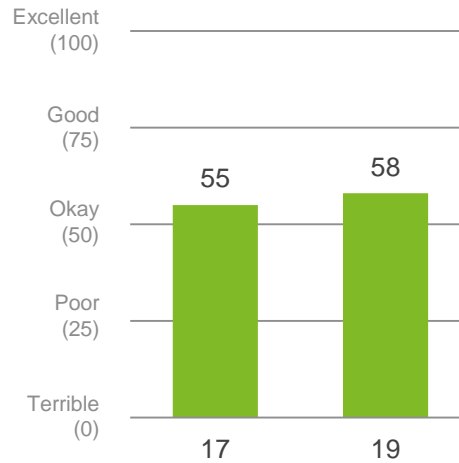
82%
Positive rating*

58
Performance Index Score
(out of 100)



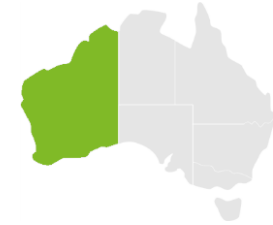
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
58	56	66	56	60	59	57	60	44	54	57	57	58	57	57	61	59	52	55	58	58

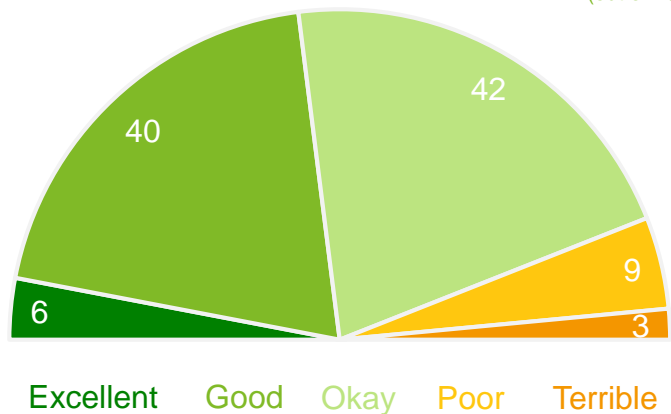
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 458).

Building and maintaining local roads

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	60
Industry High	80
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
60	61	56	60	61	59	68	62	45	56	65	57	58	52	60	60	61	51	62	66	57

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

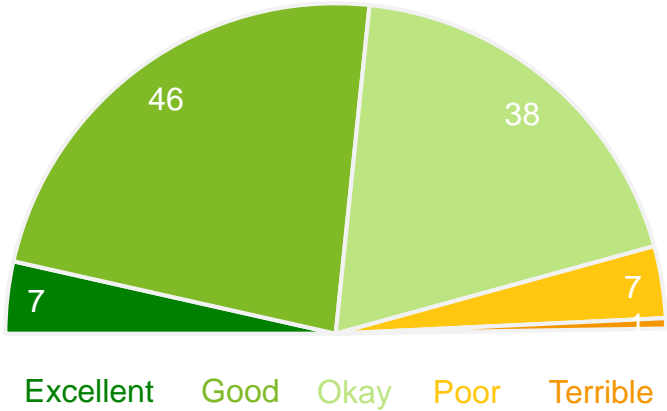
Base: All respondents, excludes 'unsure' and 'no response' (n = 459).

Traffic management on local roads

Performance ratings

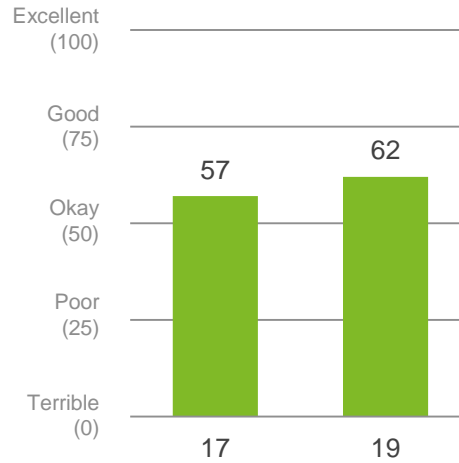
% of respondents

91% Positive rating*
62 Performance Index Score (out of 100)



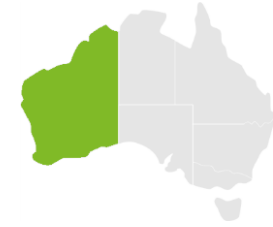
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	62
Industry High	67
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
62	63	59	62	63	62	68	63	53	57	65	62	61	58	63	65	62	57	66	66	56

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

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

Footpaths and cycleways

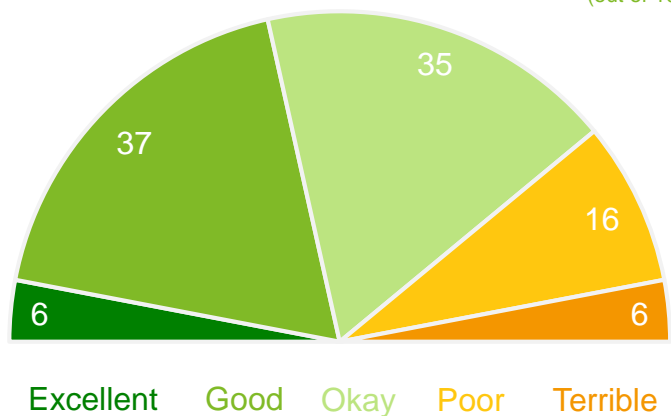
Performance ratings

% of respondents

78% Positive rating*

56 Performance Index Score (out of 100)

Positive rating* Performance Index Score (out of 100)



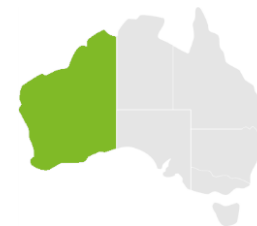
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	56
Industry High	75
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
56	54	67	56	56	56	58	52	45	54	59	52	56	53	57	61	51	51	54	63	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 462).

Access to public transport

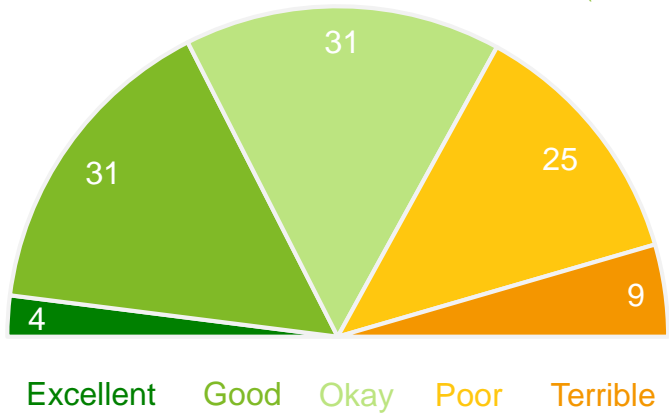
Performance ratings

% of respondents

66% Positive rating*

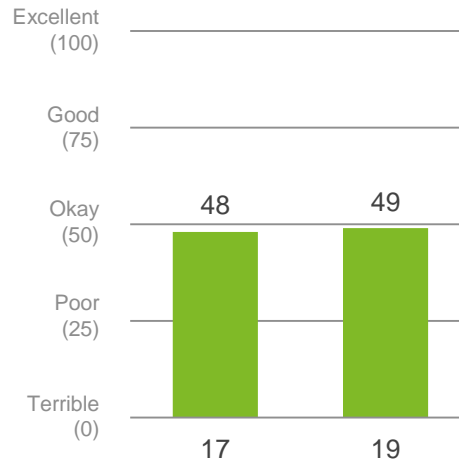
49 Performance Index Score (out of 100)

Positive rating* Performance Index Score (out of 100)



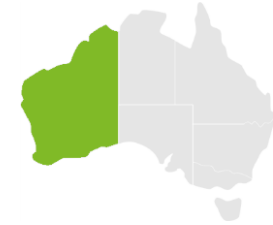
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	49
Industry High	85
Industry Average	60

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
49	49	48	48	50	51	42	51	40	46	43	47	55	52	45	41	55	44	51	55	45

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 402).

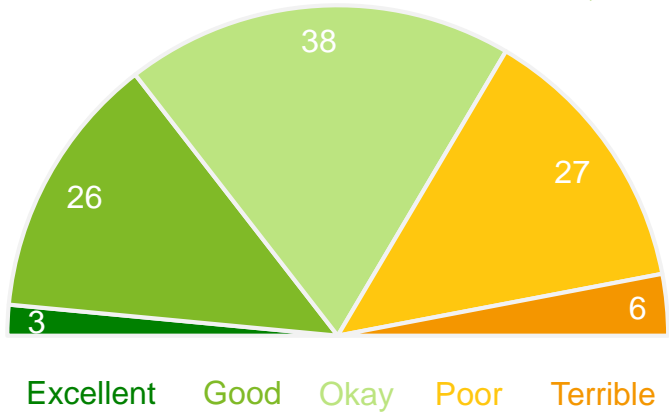
Quality of bus stops and shelters

Performance ratings

% of respondents

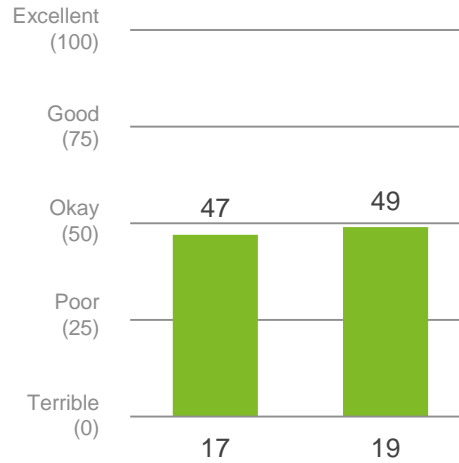
67%
Positive rating*

49
Performance Index Score
(out of 100)



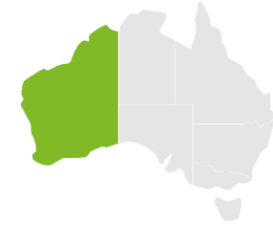
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	49
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
49	49	46	47	51	51	41	49	45	50	37	49	56	52	49	42	54	41	55	56	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 374).

Natural Environment

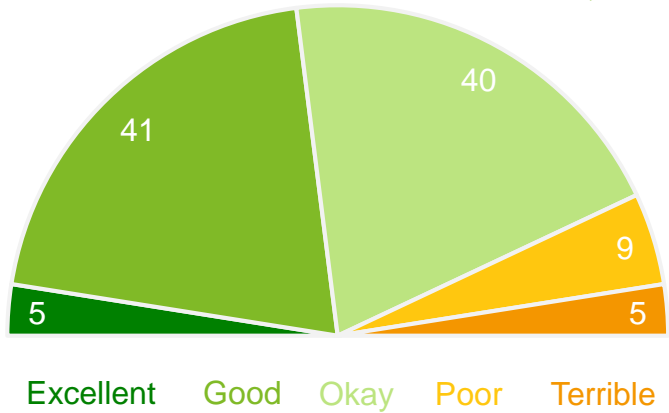
Conservation and environmental management

Performance ratings

% of respondents

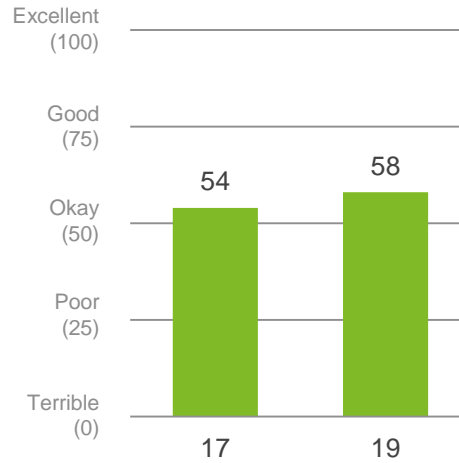
86%
Positive rating*

58
Performance Index Score
(out of 100)



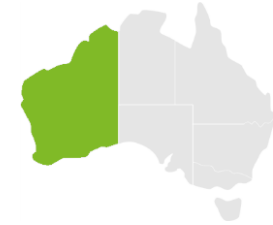
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	58
Industry High	76
Industry Average	59

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
58	57	67	54	62	59	58	62	50	54	59	57	59	58	61	62	60	52	60	59	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 405).

City's use of water resources

Performance ratings

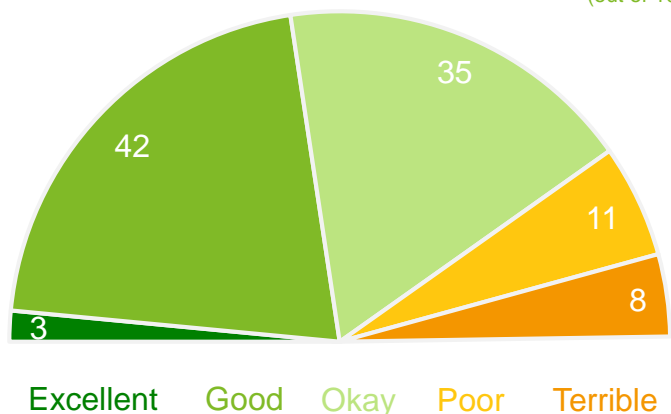
% of respondents

80%

55

Positive rating*

Performance Index Score (out of 100)



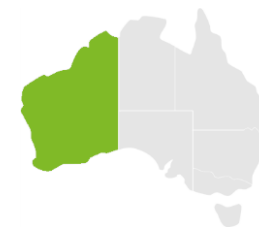
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	55
Industry High	63
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
55	55	64	56	56	55	67	53	41	55	64	48	55	55	61	62	54	44	56	59	59

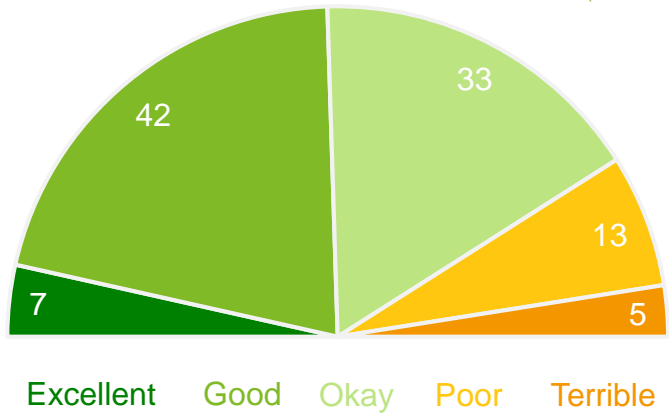
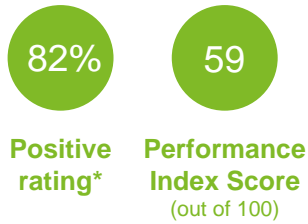
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 387).

Tree management (i.e. protection, planting and maintenance)

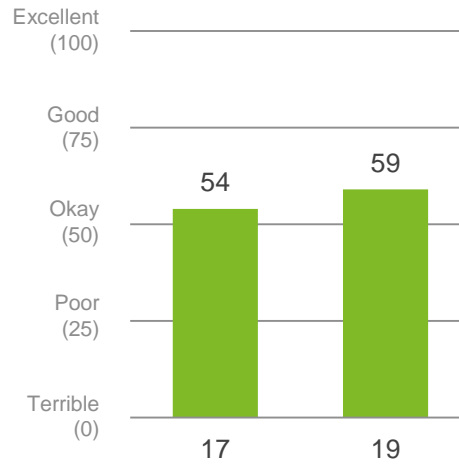
Performance ratings

% of respondents



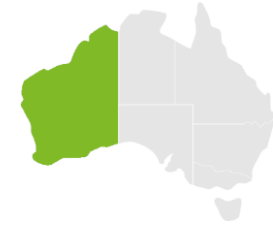
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	59
Industry High	61
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
59	57	72	55	63	58	62	62	60	55	63	57	57	54	63	62	61	51	53	59	62

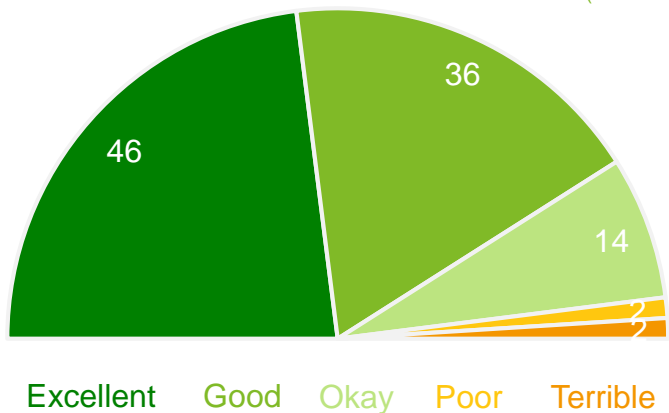
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 415).

Weekly organic waste collection (lime green bin)

Performance ratings

% of respondents



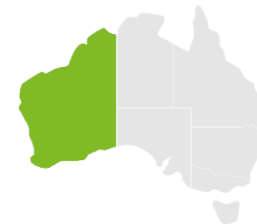
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	80
Industry High	NA
Industry Average	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
80	80	84	76	85	84	73	81	75	76	79	78	84	84	83	82	83	81	79	84	64

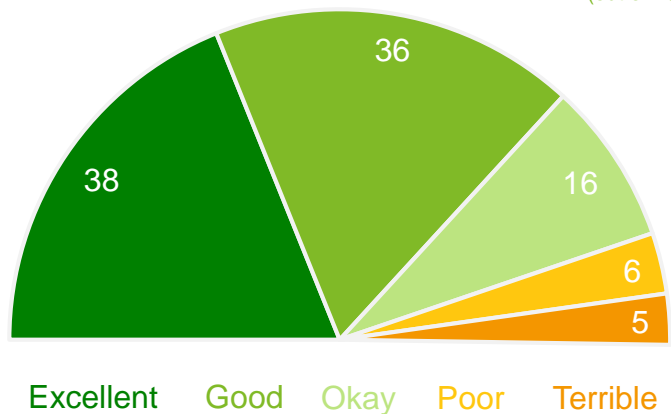
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 461).

Fortnightly rubbish collections (red or dark green lid)

Performance ratings

% of respondents



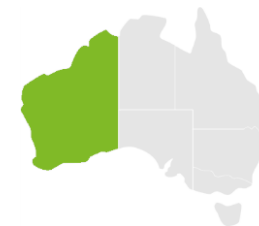
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	74
Industry High	86
Industry Average	75

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
74	74	75	72	77	80	63	65	62	71	67	72	81	74	73	75	71	72	75	84	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 462).

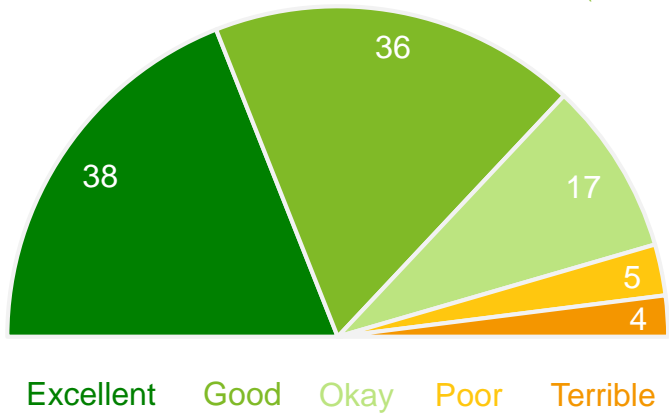
Fortnightly recycling collections (yellow lid)

Performance ratings

% of respondents

91%
Positive rating*

75
Performance Index Score
(out of 100)



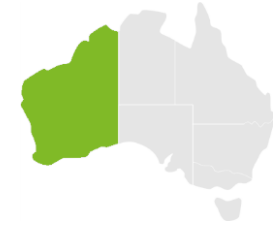
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	75
Industry High	84
Industry Average	72

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
75	74	80	72	78	80	63	67	62	73	68	71	83	73	73	75	74	73	75	82	73

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 462).

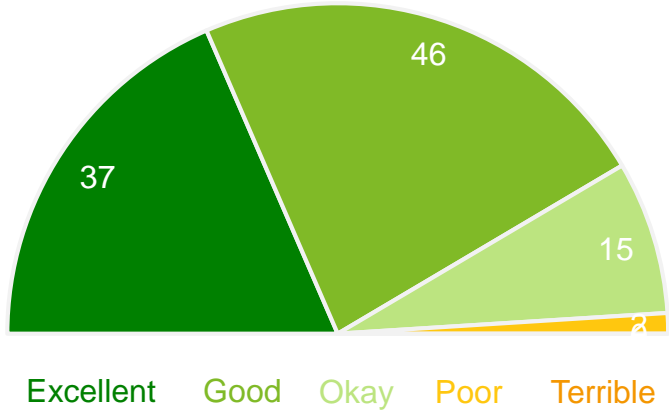
Verge-side bulk rubbish collections

Performance ratings

% of respondents

98%
Positive rating*

79
Performance Index Score
(out of 100)



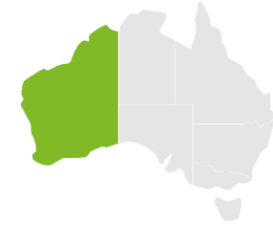
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	79
Industry High	86
Industry Average	70

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+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
79	79	82	78	81	80	83	80	76	80	80	75	82	78	81	78	82	79	79	80	76

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

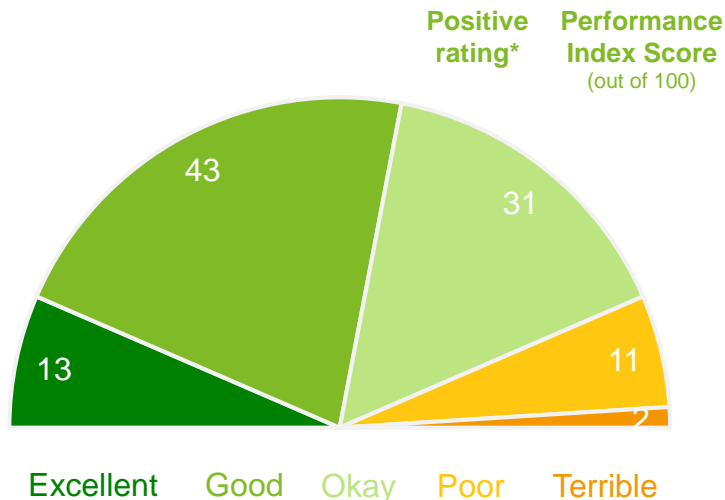
Base: All respondents, excludes 'unsure' and 'no response' (n = 459).

Management of public litter

Performance ratings

% of respondents

87% Positive rating*
64 Performance Index Score (out of 100)



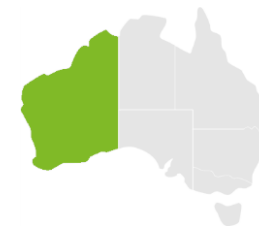
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	64
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
64	63	73	61	67	65	69	63	48	58	70	59	64	58	67	65	65	61	59	66	65

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

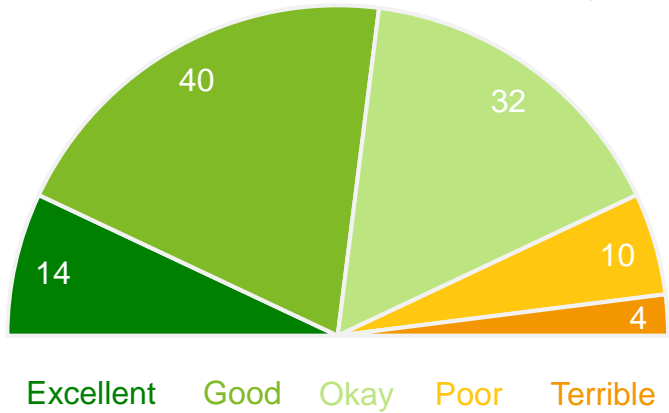
Base: All respondents, excludes 'unsure' and 'no response' (n = 450).

Natural disaster management

(education, prevention and relief for fires, flooding, etc)

Performance ratings

% of respondents



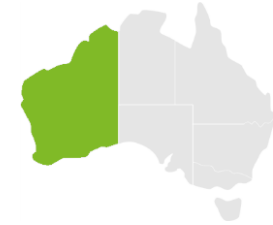
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Bunbury	62
Industry High	66
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
62	61	73	60	68	62	67	55	55	63	64	57	65	60	62	62	62	60	56	63	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 277).

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Mariston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
Place to live	78	79	77	79	78	80	74	81	76	78	76	78	81	78	79	80	79	76	78	78	78
Place to visit	64	64	63	63	66	65	61	65	58	67	61	64	66	66	63	66	63	60	63	65	71
Governing organisation	55	55	54	54	58	56	56	51	47	60	55	52	59	60	55	53	56	47	60	59	61
Value for money	47	47	44	45	50	48	43	42	36	53	40	43	54	47	44	48	48	37	47	52	46
Council's leadership	50	50	50	49	52	52	46	44	43	50	50	44	54	53	49	48	46	48	49	59	56
Advocacy and lobbying	48	48	48	46	50	50	45	40	41	48	47	42	53	50	44	48	44	43	46	56	53
Consultation	47	47	45	43	51	47	49	43	36	46	47	43	50	45	43	46	45	44	51	48	52
Informed	54	55	54	51	59	56	51	48	42	57	52	51	58	50	51	53	52	55	59	53	58
Customer service	65	64	72	61	69	65	65	63	61	63	61	63	69	66	65	66	64	56	67	68	75
Economic development	42	42	46	40	46	47	37	34	30	39	47	36	45	42	41	43	40	39	43	45	50
Bunbury City Centre	41	40	50	38	46	44	40	37	28	39	45	35	44	38	40	42	39	31	50	48	45
Education and training	58	58	59	54	61	62	48	49	46	54	54	53	64	60	53	58	57	50	55	65	65
Youth	52	53	49	52	52	54	55	45	33	44	59	45	53	51	53	55	47	42	69	51	58
Seniors	56	57	50	57	55	58	55	54	49	51	61	52	56	53	54	52	55	56	65	55	59
Disability access	53	54	51	50	56	53	54	55	46	55	50	52	56	50	52	55	53	45	58	51	60
Health services	63	64	61	62	65	66	59	56	56	60	63	61	66	59	61	63	60	60	68	69	65
Buildings, halls and toilets	58	57	66	58	60	60	58	57	50	52	63	56	57	57	60	61	57	56	62	58	57
Sport and recreation	71	71	72	70	71	74	66	62	55	69	70	67	74	71	72	70	67	72	77	71	72
South West Sports Centre	74	74	75	74	75	77	73	65	60	73	77	69	77	77	77	75	72	76	78	70	75
Playgrounds, parks, reserves	67	67	72	66	69	71	59	65	60	65	66	65	70	70	70	71	67	61	75	66	64
Airport facilities and services	39	38	46	33	46	44	28	30	27	34	38	32	44	44	33	36	35	39	44	43	44
Safety and security	52	52	50	50	54	53	50	54	42	46	52	49	54	53	50	52	51	51	49	52	53
Graffiti removal services	65	65	62	63	67	63	72	64	50	69	70	61	65	59	62	65	62	65	72	61	67

Summary of community variances

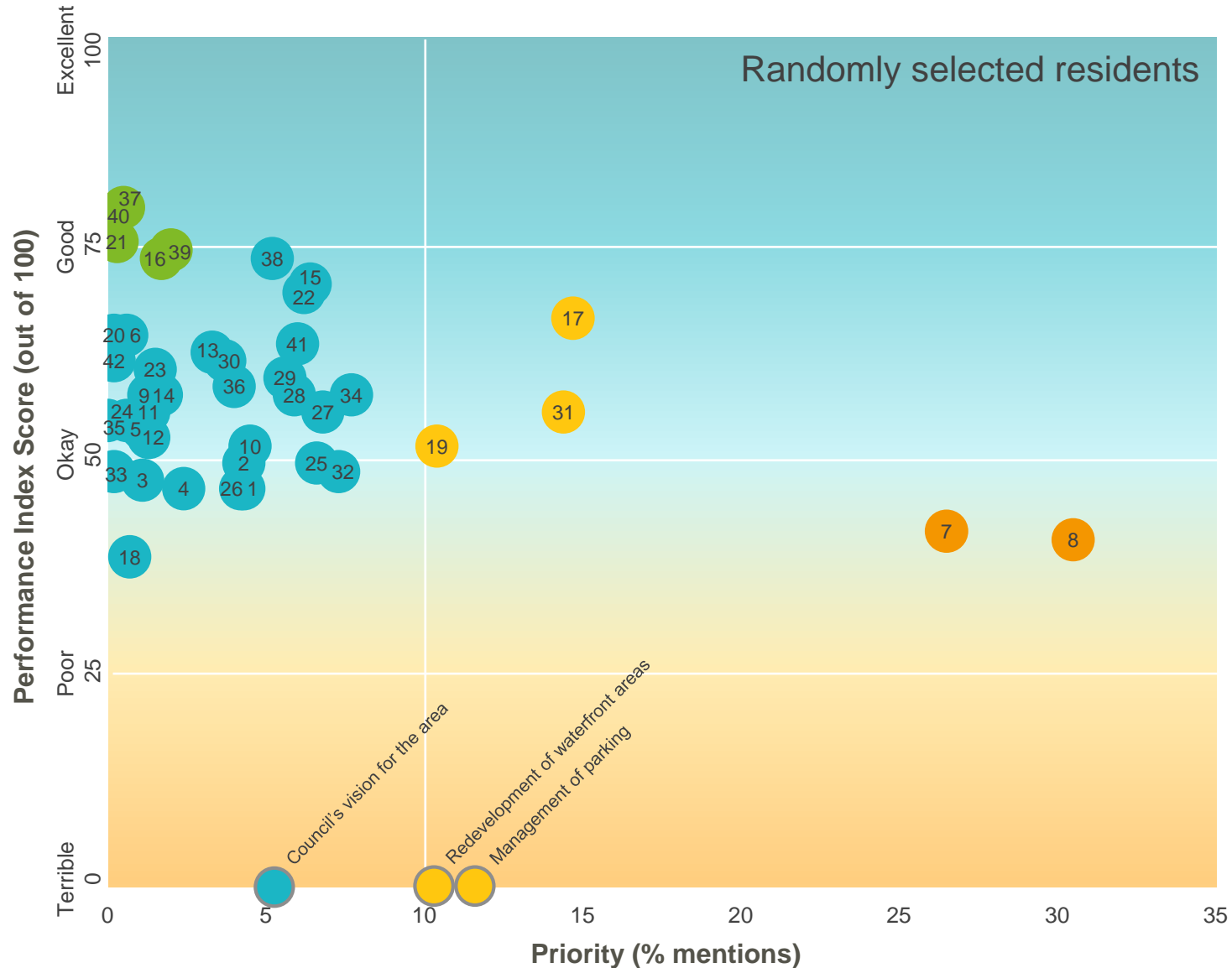
	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Bunbury / Marlston Hills	Bunbury South	Bunbury East	Carey Park	Usher/College Grove/Withers	Glen Iris/ Pelican Point/+
Library and information	76	75	84	72	80	76	75	76	77	73	75	73	78	75	78	78	77	71	79	73	75
Festivals, events, art & culture	70	70	73	66	74	72	70	68	64	68	75	65	71	68	72	71	69	68	73	71	69
History and heritage	61	61	63	58	66	63	59	62	56	63	65	56	64	58	63	60	63	58	61	62	64
Character and identity	55	55	59	53	59	58	47	54	48	55	58	52	56	53	58	59	55	51	54	60	51
Growth and development	50	50	50	48	53	52	46	45	40	48	53	45	51	52	51	53	47	47	46	54	54
Planning and building	47	47	44	44	50	49	44	43	43	41	52	40	48	47	45	45	47	42	53	49	47
Streetscapes	56	55	67	54	59	57	56	58	48	49	61	55	54	52	58	58	55	50	57	62	56
Lighting	58	56	66	56	60	59	57	60	44	54	57	57	58	57	57	61	59	52	55	58	58
Roads	60	61	56	60	61	59	68	62	45	56	65	57	58	52	60	60	61	51	62	66	57
Traffic management	62	63	59	62	63	62	68	63	53	57	65	62	61	58	63	65	62	57	66	66	56
Footpaths and cycleways	56	54	67	56	56	56	58	52	45	54	59	52	56	53	57	61	51	51	54	63	53
Public toilets	49	49	48	48	50	51	42	51	40	46	43	47	55	52	45	41	55	44	51	55	45
Bus stops and shelters	49	49	46	47	51	51	41	49	45	50	37	49	56	52	49	42	54	41	55	56	40
Conservation and environment	58	57	67	54	62	59	58	62	50	54	59	57	59	58	61	62	60	52	60	59	51
Water resources	55	55	64	56	56	55	67	53	41	55	64	48	55	55	61	62	54	44	56	59	59
Tree management	59	57	72	55	63	58	62	62	60	55	63	57	57	54	63	62	61	51	53	59	62
Organic waste collection	80	80	84	76	85	84	73	81	75	76	79	78	84	84	83	82	83	81	79	84	64
Rubbish collections	74	74	75	72	77	80	63	65	62	71	67	72	81	74	73	75	71	72	75	84	71
Recycling collections	75	74	80	72	78	80	63	67	62	73	68	71	83	73	73	75	74	73	75	82	73
Verge collections	79	79	82	78	81	80	83	80	76	80	80	75	82	78	81	78	82	79	79	80	76
Public litter	64	63	73	61	67	65	69	63	48	58	70	59	64	58	67	65	65	61	59	66	65
Natural disaster management	62	61	73	60	68	62	67	55	55	63	64	57	65	60	62	62	62	60	56	63	76

MARKYT[®] Community Priorities Window

Random vs Others

MARKYT Community Priorities Window™

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consultation
- 5 Informing the community
- 6 Customer service
- 7 Economic development
- 8 Bunbury City Centre
- 9 Education and training
- 10 Youth services
- 11 Seniors services
- 12 Disability access
- 13 Health services
- 14 Buildings, halls and toilets
- 15 Sport and recreation
- 16 South West Sports Centre
- 17 Playgrounds, park and reserves
- 18 Airport facilities and services
- 19 Safety and security
- 20 Graffiti removal services
- 21 Library and information
- 22 Festivals, events, art & culture
- 23 History and heritage
- 24 Character and identity
- 25 Growth and development
- 26 Planning and building
- 27 Streetscapes
- 28 Street lighting
- 29 Road maintenance
- 30 Traffic management
- 31 Footpaths and cycleways
- 32 Public transport
- 33 Bus stops and shelters
- 34 Conservation and environment
- 35 Water resources
- 36 Tree management
- 37 Organic waste collection
- 38 Rubbish collections
- 39 Recycling collections
- 40 Verge collections
- 41 Public litter
- 42 Natural disaster management

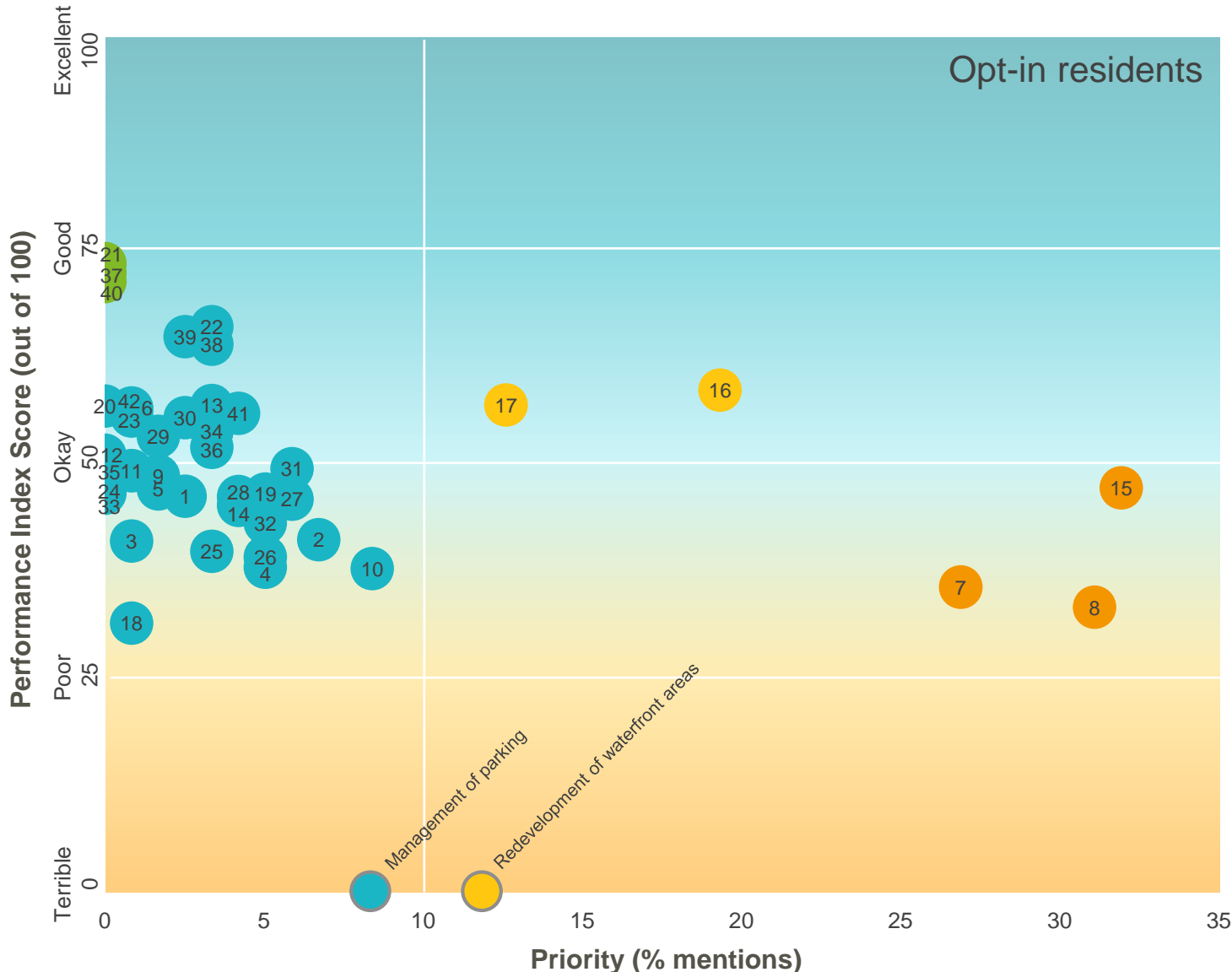


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 351)

MARKYT Community Priorities Window™

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consultation
- 5 Informing the community
- 6 Customer service
- 7 Economic development
- 8 Bunbury City Centre
- 9 Education and training
- 10 Youth services
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- 16 South West Sports Centre
- 17 Playgrounds, park and reserves
- 18 Airport facilities and services
- 19 Safety and security
- 20 Graffiti removal services
- 21 Library and information
- 22 Festivals, events, art & culture
- 23 History and heritage
- 24 Character and identity
- 25 Growth and development
- 26 Planning and building
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- 35 Water resources
- 36 Tree management
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- 40 Verge collections
- 41 Public litter
- 42 Natural disaster management

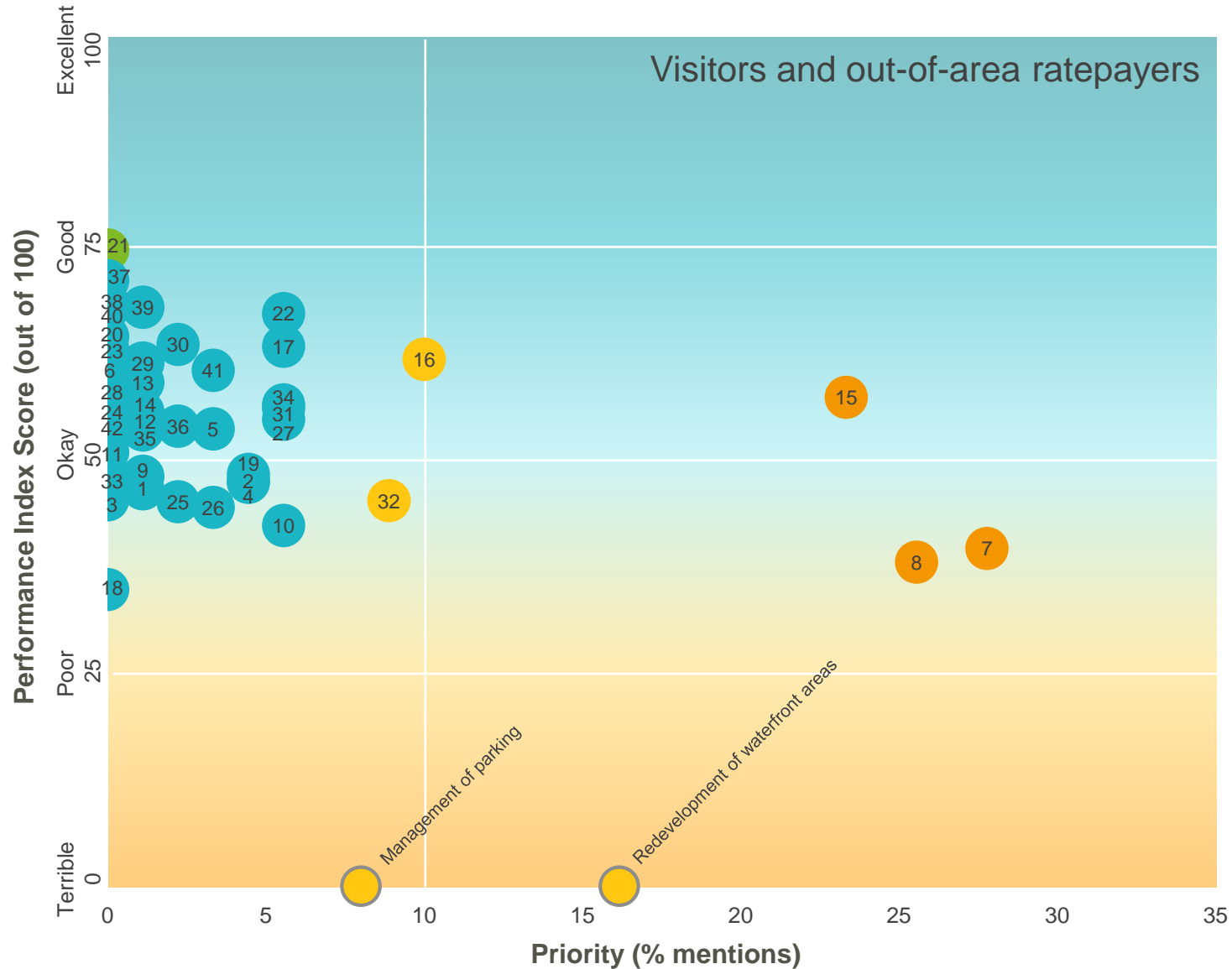


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 119)

MARKYT Community Priorities Window™

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consultation
- 5 Informing the community
- 6 Customer service
- 7 Economic development
- 8 Bunbury City Centre
- 9 Education and training
- 10 Youth services
- 11 Seniors services
- 12 Disability access
- 13 Health services
- 14 Buildings, halls and toilets
- 15 Sport and recreation
- 16 South West Sports Centre
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- 20 Graffiti removal services
- 21 Library and information
- 22 Festivals, events, art & culture
- 23 History and heritage
- 24 Character and identity
- 25 Growth and development
- 26 Planning and building
- 27 Streetscapes
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- 31 Footpaths and cycleways
- 32 Public transport
- 33 Bus stops and shelters
- 34 Conservation and environment
- 35 Water resources
- 36 Tree management
- 37 Organic waste collection
- 38 Rubbish collections
- 39 Recycling collections
- 40 Verge collections
- 41 Public litter
- 42 Natural disaster management

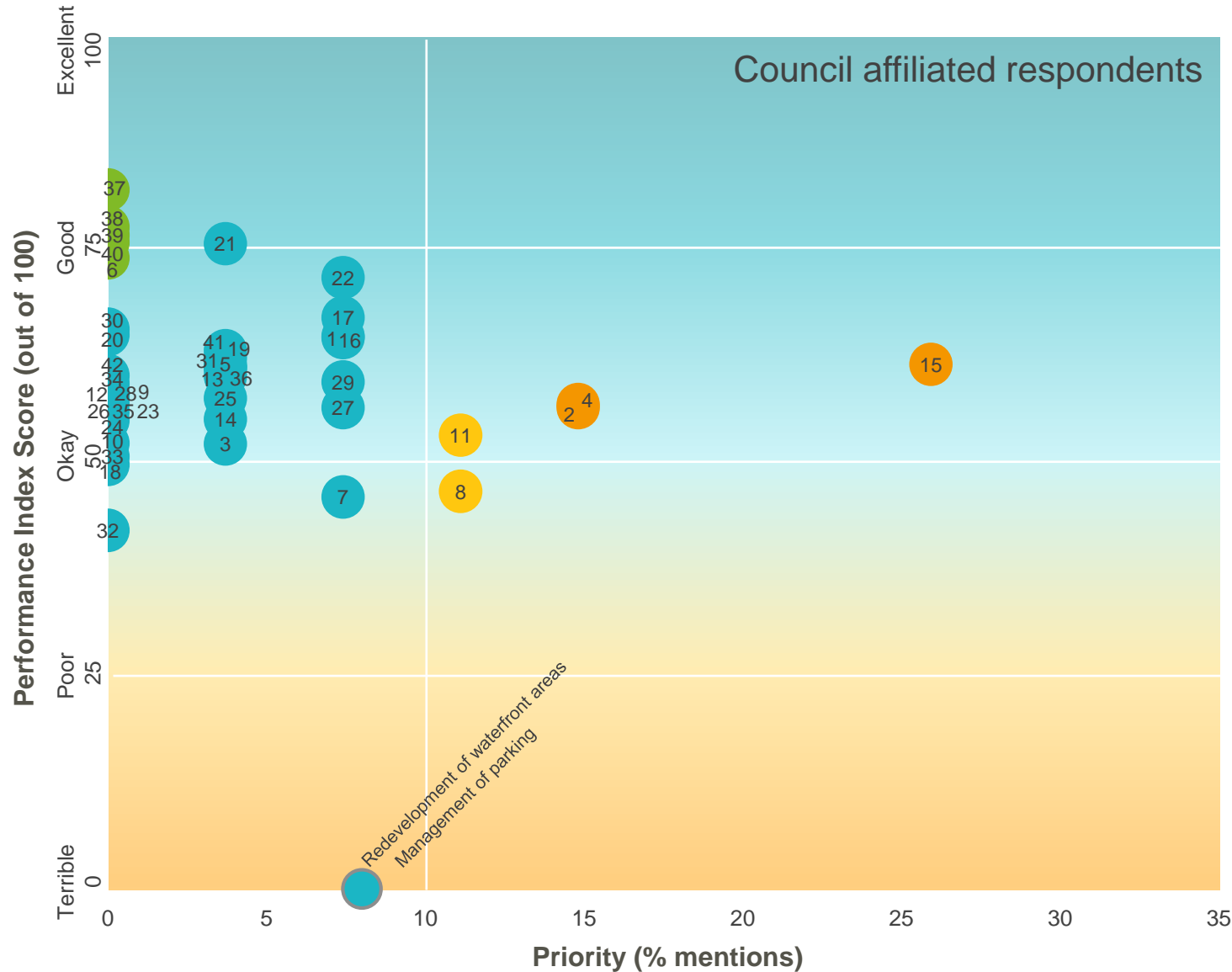


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Which areas would you most like the City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 90)

MARKYT Community Priorities Window™

- 1 Value for money
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Consultation
- 5 Informing the community
- 6 Customer service
- 7 Economic development
- 8 Bunbury City Centre
- 9 Education and training
- 10 Youth services
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- 35 Water resources
- 36 Tree management
- 37 Organic waste collection
- 38 Rubbish collections
- 39 Recycling collections
- 40 Verge collections
- 41 Public litter
- 42 Natural disaster management



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

Q. Which areas would you most like the City of Bunbury to focus on improving? Base: All respondents, excludes no response (n = 27)

Additional Priorities for Consideration

Sport and recreation

Challenges | identified by the community

- Not all sporting groups receive the same level of support
- Use of local sporting grounds and facilities is too expensive
- Facilities need upgrading; toilets / change rooms and other amenities are substandard
- Not enough indoor courts to accommodate local clubs or major events

Actions | suggested by the community

1. More support for local clubs and venues, financial support should be spread more evenly between different organisations.
2. Facilities like club rooms, toilets, etc. should be upgraded. Either renovate or knock them down and build something more modern.
3. SWSC should be upgraded to accommodate local clubs and major events.

Community Voices

“More Support and funding for all sporting clubs and venues”

“Sporting facilities / buildings for all sporting clubs not just a select few”

“some of the sporting grounds have substandard facilities yet you charge them like they are top rate”

“Improve amenities at local sports ground”

“Better sporting facilities at Forrest Park change rooms, showers and toilets are disgraceful for male and female use. It is about time some upgrades were done on these buildings. Better still demolish them and building new facilities.”

“Better / more facilities at SWSC and better / more facilities at Hay Park football/cricket ovals - ie: toilets and Change rooms and the return of a kiosk for local clubs to raise/fundraise. With local junior football clubs unable to do so atm”

“Bunbury needs more indoor courts & be the regional indoor court facility to attract major indoor court events. Sports Tourism needs to be a major focus”

South West Sports Centre

Challenges | identified by the community

- Not enough indoor courts, courts are not up to standard for things like basketball
- Not enough stadium seating around indoor courts
- Fixtures for local basketball are limited by lack of available courts
- Unable to host major events at SWSC due to inadequate facilities

Actions | suggested by the community

1. Build more indoor courts at SWSC that meet current standards for basketball
2. Improve seating around indoor courts
3. Develop SWSC into a regional hub for major sporting events

Community Voices

“Sporting facilities - in particular the South West Sports Centre”

“The indoor court area at the SWSC needs improving, stadium seating & more indoor courts are needed.”

“Upgrade SW sports centre - more basketball courts and full size basketball courts”

“For the biggest regional centre in WA and with the increased popularity of basketball and other court based sports the swsc is too small. Lacks appropriate amounts of seating and only having 3 courts is ridiculous. A centre the size of bunbury should have double the amount it has now at least. This would facilitate more games both domestically and to have for carnival events.”

“SWSC indoor court needs to be improved to meet: OH&S standards, currently the area is dangerous to spectators, players & officials FIBA basketball standards, more indoor courts are needed to meet current & latent demand for all indoor court sports. Bunbury Basketball Assoc. want to offer more leagues, operate during winter & host major basketball events. With the three existing 40 year courts, this can't be achieved. SWSC needs to be expanded to be the SW Regional indoor court facility. Bunbury needs this drawcard, so it can host major indoor court sport events & attract the Sports Tourism dollar. Please don't allow another LGA to have the SW regional indoor court facility. DSR Bunbury Wellington Sports Facilities Plan extract : 'SWSC has the highest potential to contribute to the economic growth of sports in the region, the facility's indoor sporting infrastructure should be viewed as a priority to cater for the attraction of major sporting events' SWSC is ranked first in the suggested hierarchy of provision. 'Regional level provision for state level competition.' ***

*** Several respondents submitted the same feedback



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MARKYT 