



MARKYT Community Scorecard ©

Prepared for: Town of East Fremantle

Prepared by: Catalyse Pty Ltd

April 2017

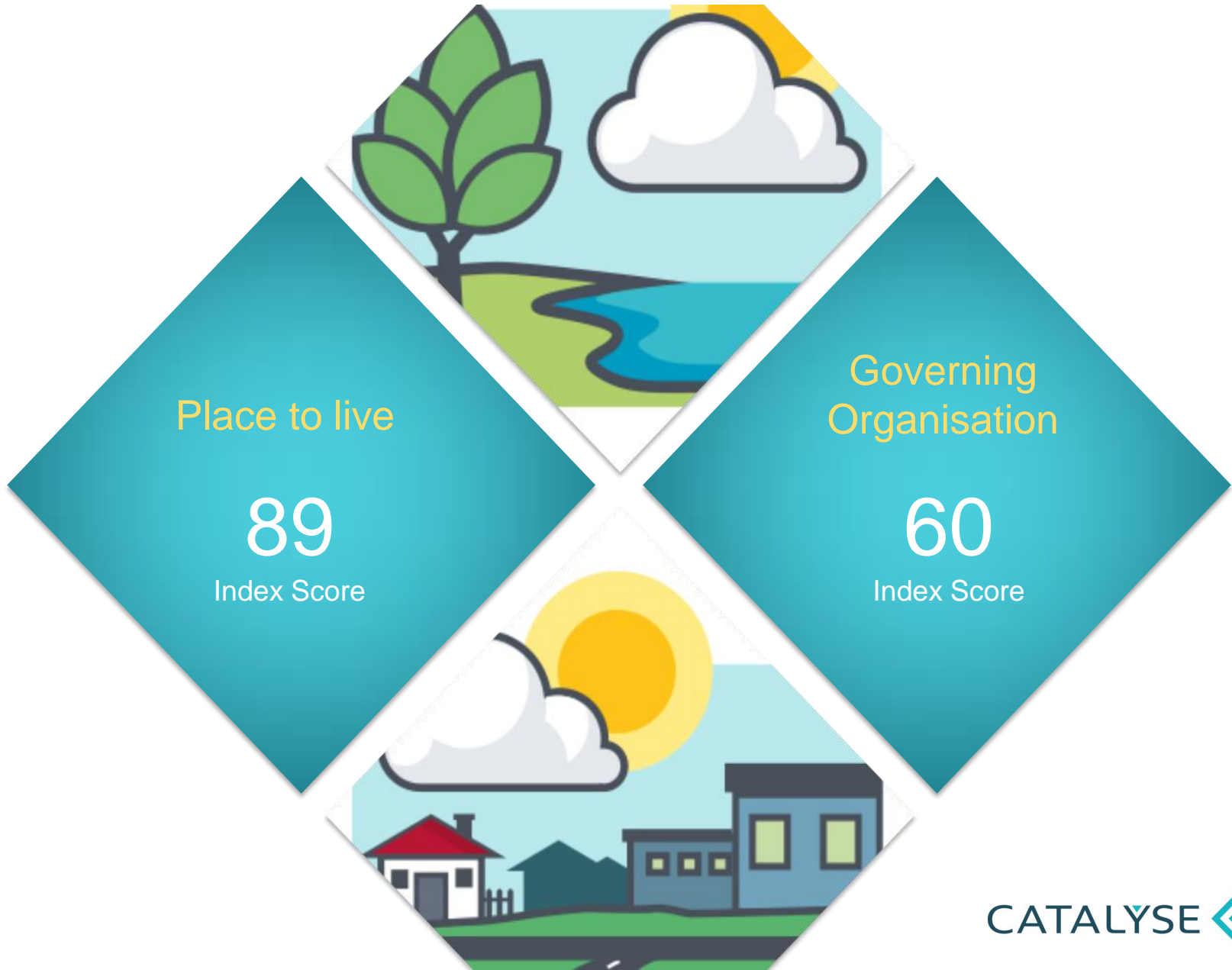
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Contents

Strategic Insights	3
The study	11
Overall place perceptions	14
Governance and communications	17
Economic development	39
Community development	43
Built environment	59
Natural environment	74
Overview of community variances	80
Addressing community priorities	84
Moving forward	94

Strategic Insights



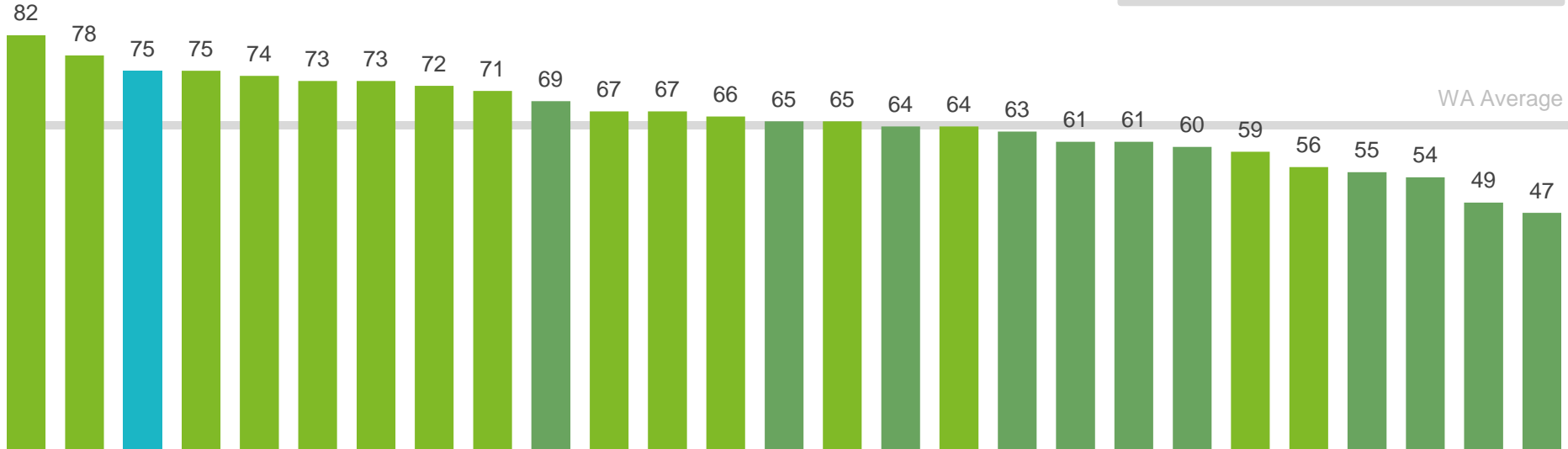
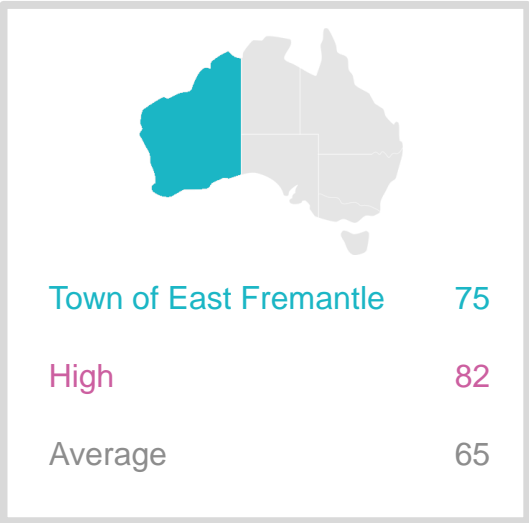
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Town of East Fremantle as a 'place to live' and as a 'governing organisation'. The Town of East Fremantle's overall performance index score is 75 out of 100, placing the Town in equal 3rd place and 10 index points above the industry average for Western Australia.

Overall Performance Index Score

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

- Town of East Fremantle
- Metropolitan Councils
- Regional Councils



The Town of East Fremantle is setting the MARKYT Industry Standard in 2 areas.

- **Sense of community**
- **Sense of belonging**

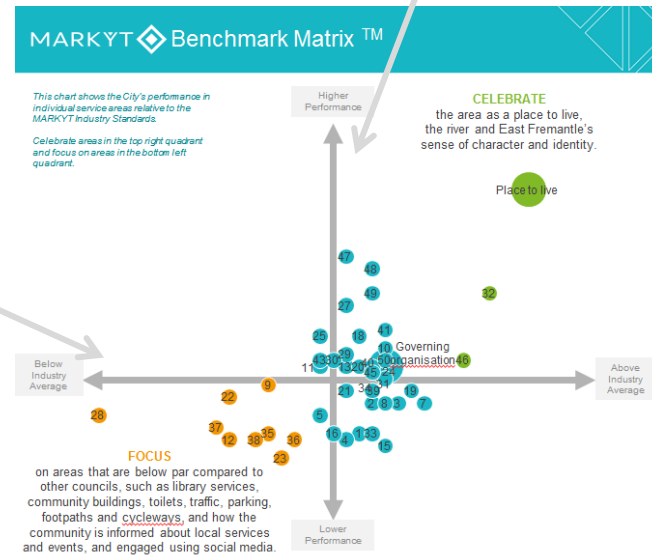


The MARKYT Benchmark Matrix™ (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities around Australia.

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 Index Score for Western Australia.

Councils aim to be on the right side of this line, with performance ABOVE the WA Index Score.

As this line represents Council's average performance for all individual measures, around half of the service areas will be placed above the line (above average), and around half will be positioned below the line (below average).



MARKYT Benchmark Matrix™

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

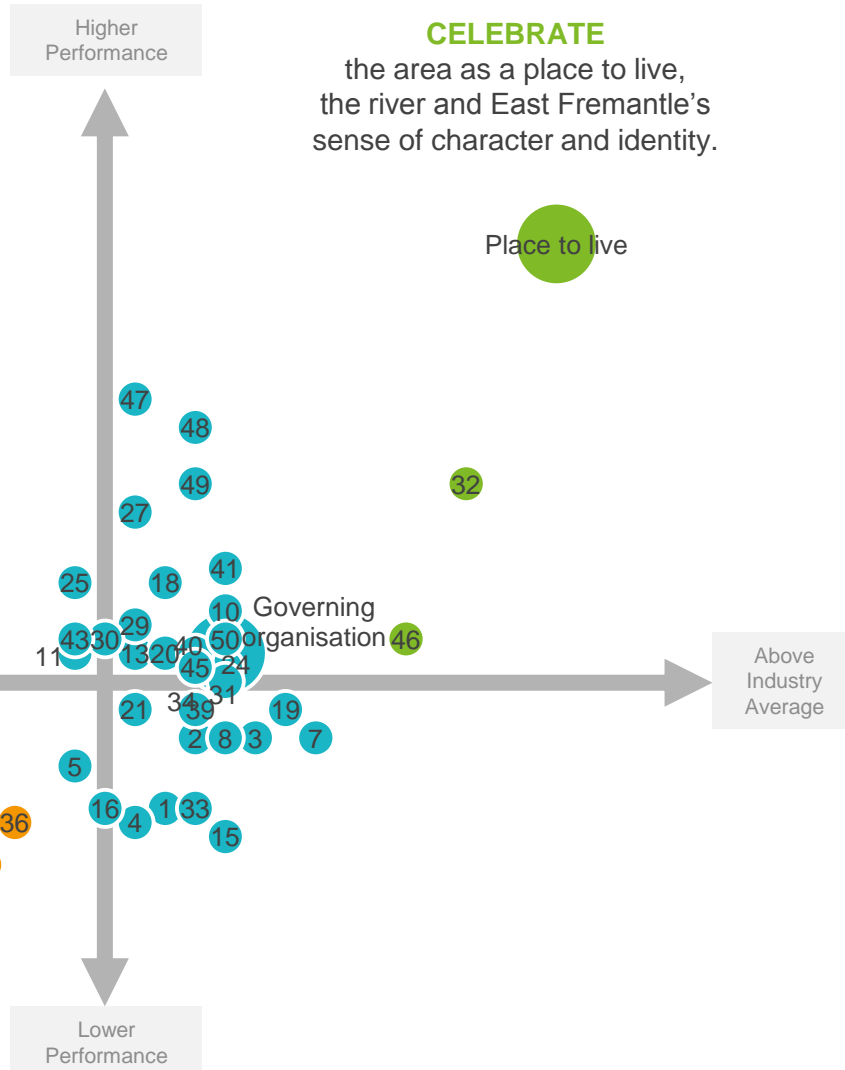
Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.

CELEBRATE
the area as a place to live, the river and East Fremantle's sense of character and identity.

Place to live

FOCUS

on areas that are below par compared to other councils, such as library services, community buildings, toilets, traffic, parking, footpaths and cycleways, and how the community is informed about local services and events, and engaged using social media.



- 1 Rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Access to staff
- 6 Access to Mayor and Councillors
- 7 Consulted about local issues
- 8 Informed about local issues
- 9 Informed about events
- 10 Website
- 11 newsletter
- 12 Social media
- 13 Customer service
- 14 Complaints and concerns
- 15 Economic development
- 16 Town Centre
- 17 George Street
- 18 Sense of community
- 19 Youth
- 20 Seniors
- 21 Disability
- 22 Community buildings and halls
- 23 Public toilets
- 24 Health
- 25 Sport and rec
- 26 East Fremantle Oval Precinct
- 27 Playgrounds
- 28 Library
- 29 Festivals
- 30 History and heritage
- 31 Safety and security
- 32 Character and identity
- 33 Planning and building
- 34 Roads
- 35 Traffic
- 36 Parking
- 37 Footpaths
- 38 Cycleways
- 39 Streetscapes
- 40 Lighting of streets
- 41 Public transport
- 42 Boat ramp
- 43 Current housing needs
- 44 Housing needs in 5 years time
- 45 Conservation and environment
- 46 River foreshore
- 47 Rubbish
- 48 Recycling
- 49 Bulk and Green waste
- 50 Animal and pest control

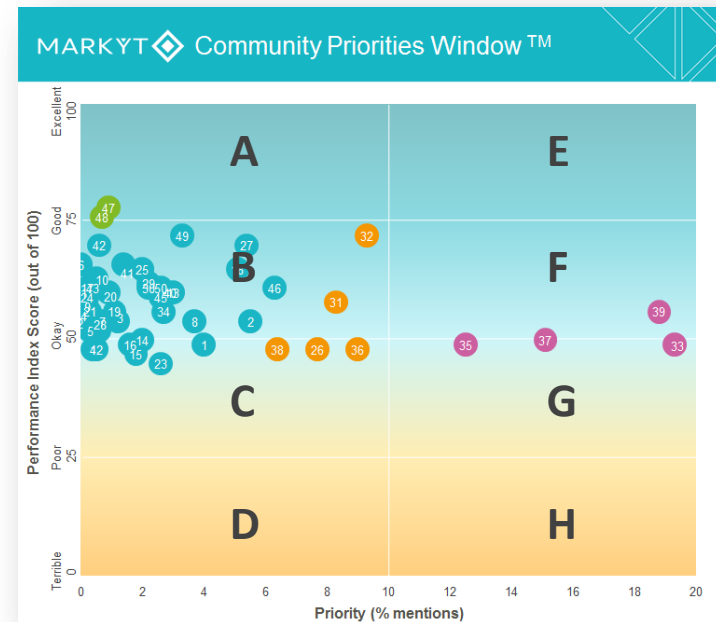
Q. How would you rate performance in the following areas? Base: All respondents, excludes don't know and refused. Service areas are included when MARKYT Industry Standards are available.

In the Town of East Fremantle's Community Priorities Window, detailed overleaf, most services are located in windows B. They are higher performing areas, receiving average ratings between okay and good.

The Town's strengths are regarded as waste services, the boat ramp and playgrounds.

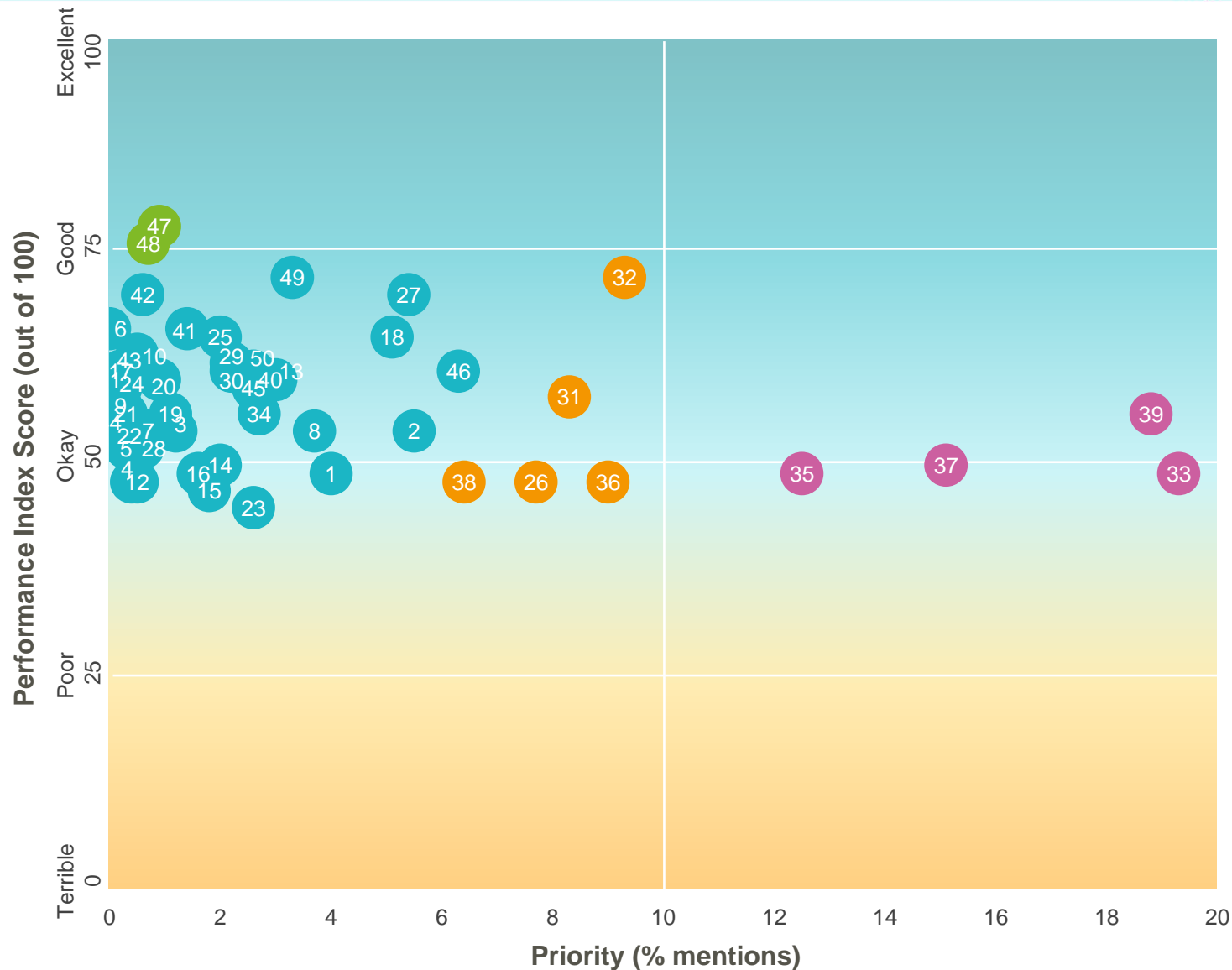
The community would like the Council to prioritise improvements with planning and building approvals, streetscapes, traffic and footpaths. Secondary priorities include the character and identity of the local area, East Fremantle Oval Precinct, parking, cycleways and safety.

The Town may also like to review performance in areas that are below okay, including public toilets, economic development, how the town centre is being developed, transparency, engagement through social media, and value for money from rates.



MARKYT Community Priorities Window™

- 1 Rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Access to staff
- 6 Access to Mayor and Councillors
- 7 Consulted about local issues
- 8 Informed about local issues
- 9 Informed events
- 10 Website
- 11 newsletter
- 12 Social media
- 13 Customer service
- 14 Complaints and concerns
- 15 Economic development
- 16 Town Centre
- 17 George Street
- 18 Sense of community
- 19 Youth
- 20 Seniors
- 21 Disability
- 22 Community buildings and halls
- 23 Public toilets
- 24 Health
- 25 Sport and rec
- 26 East Fremantle Oval Precinct
- 27 Playgrounds
- 28 Library
- 29 Festivals
- 30 History and heritage
- 31 Safety and security
- 32 Character and identity
- 33 Planning and building
- 34 Roads
- 35 Traffic
- 36 Parking
- 37 Footpaths
- 38 Cycleways
- 39 Streetscapes
- 40 Lighting of streets
- 41 Public transport
- 42 Boat ramp
- 43 Housing now
- 44 Housing in 5
- 45 Conservation and environment
- 46 River foreshore
- 47 Rubbish
- 48 Recycling
- 49 Bulk and Green waste
- 50 Animal and pest control



Q. How would you rate performance in the following areas? Base: All respondents, excludes don't know and refused. (n=varies)

Q. Which areas would you most like the City of Canning to focus on improving? Base: All respondents, excludes no response (n = 224)

The Study

The Study

In March-April the Town of East Fremantle administered a MARKYT Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Printed scorecards were distributed to all listed residential properties using Australia Post unaddressed mail services (n = 2,694 properties).

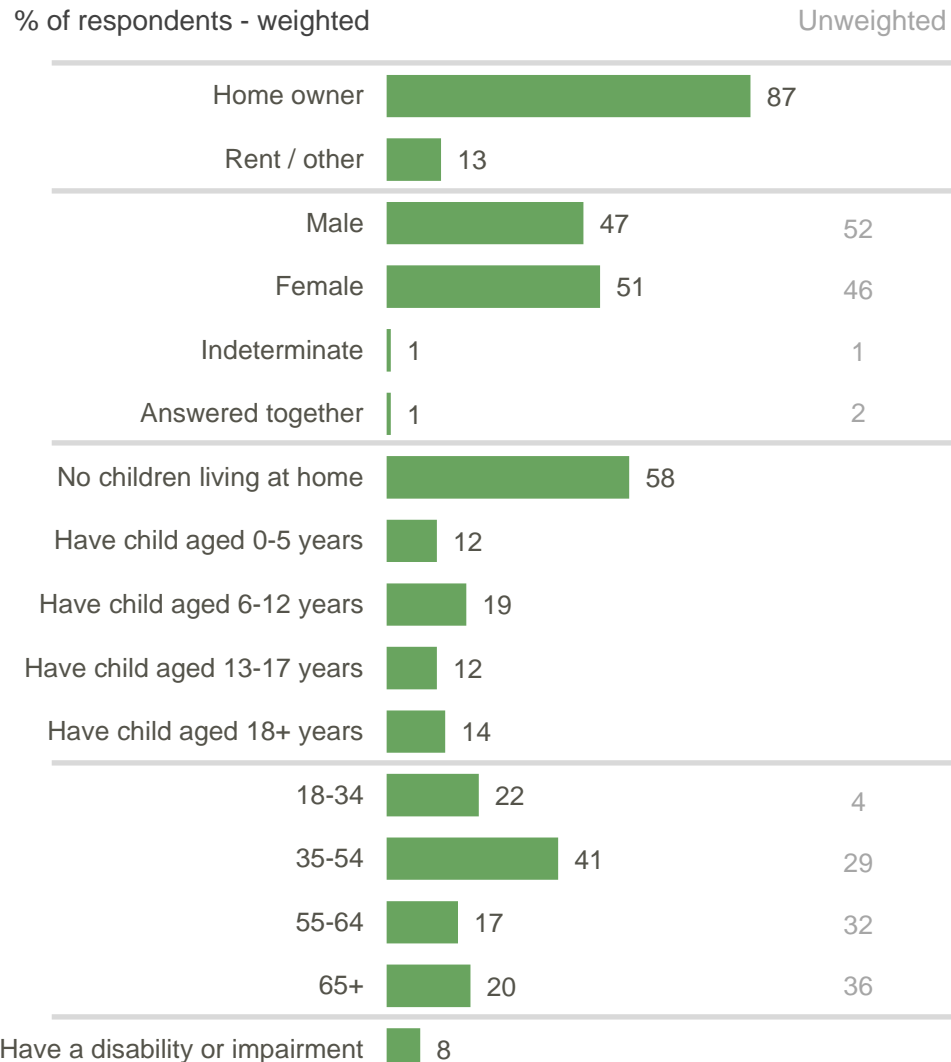
Residents were invited to complete and return a hard copy via reply paid post, or to submit a response online.

254 residents submitted a valid response reducing the sampling error to $\pm 5.9\%$ at the 95% confidence interval.

The sampling error is based on a survey result of 50%. When the survey result is 24% or lower, or 76% or higher, the sampling error is reduced to $\pm 5.0\%$ at the 95% confidence interval.

The final dataset has been 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.



CATALYSE has conducted Community Perceptions Surveys and Community Scorecards for over 40 councils across WA. When three or more councils ask comparable questions, we publish the high and average (industry standard) scores to enable participating councils to recognise and learn from industry leaders. In this report, benchmarks are calculated from councils that have completed a MARKYT accredited study with CATALYSE **within the past two years**. Participating councils are listed below.

Metropolitan



Regional

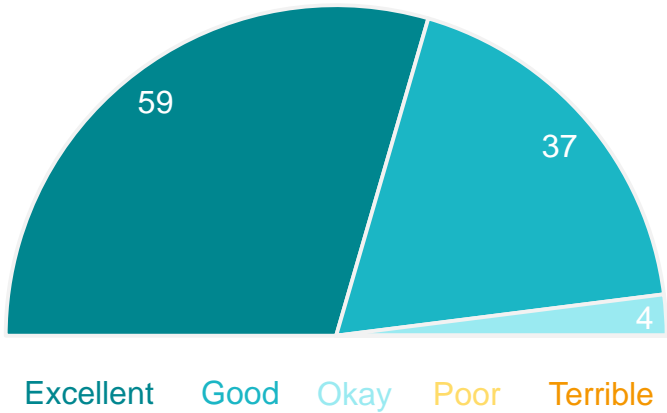


Overall Place Perceptions

The Town of East Fremantle as a place to live

Performance ratings

% of respondents



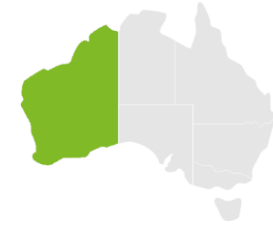
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	89
Industry High	90
Industry Standard	74

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+	18-34 years	35-54 years	55+ years	Disability
89	88	92	88	90	86	93	91	87	94	88	91	87	95

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

Base: All respondents, excludes 'don't know' and 'refused' (n = 246).

Most valued aspects of the Town of East Fremantle

Residents mostly value their proximity to the river, ocean and Fremantle. The area is described as beautiful and friendly. There is appreciation for the area's unique character and identity and sense of community.

The beauty around me - river, trees, parks...very precious.

*Access to the river for swimming and recreational activities.
Friendly neighbours. Parks, trees and birdlife.*

*Proximity to the Swan River and all the parks
and gardens and the foreshore.*

*I love living so close to the river, and the proliferation of
small bars and eateries.*

*Proximity to the river and the contained size of the community,
making it friendly and a great place for kids.*

The location: Close to the river, close to the ocean.

Close to Fremantle without being in it.

Proximity to Fremantle & Perth, very good public transport.

Close proximity to the river, Fremantle, lifestyle, cafes, community.

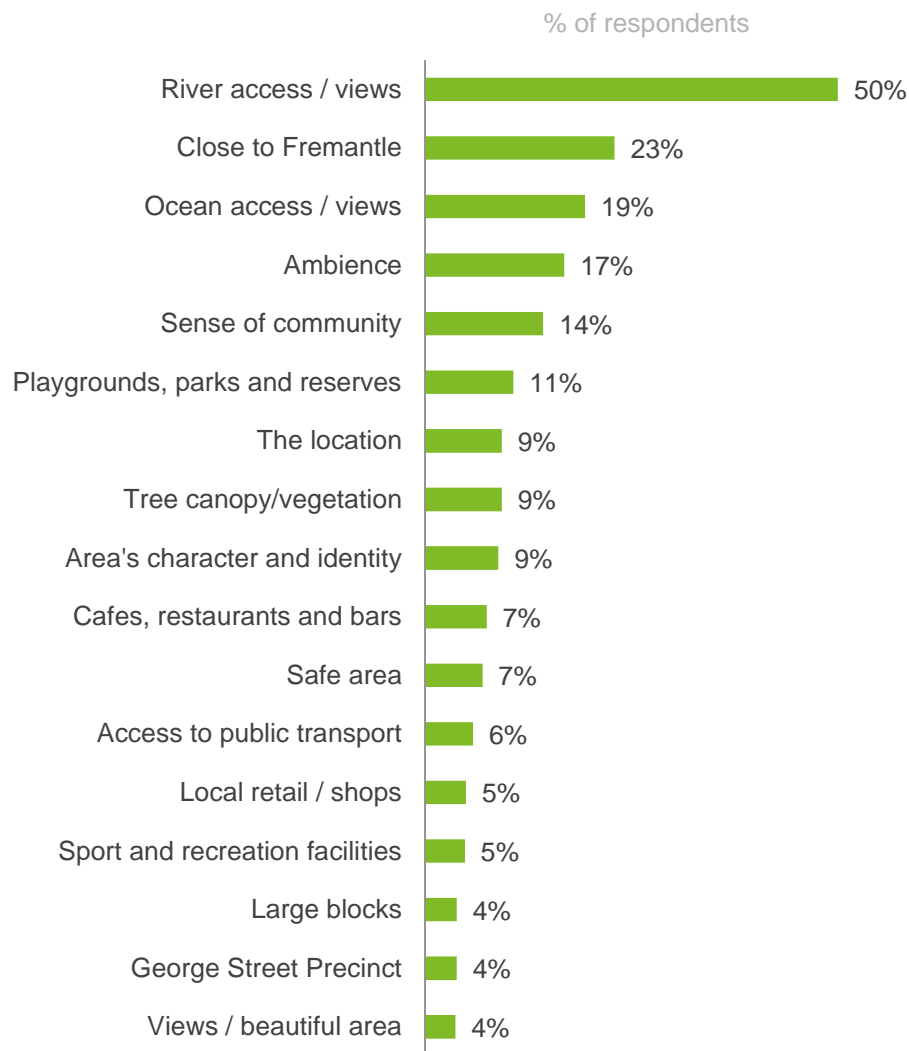
*Location to our river, George Street and
ease of access to central Fremantle.*

A full list of comments is provided in the Community Voices database.

Q2. What do you value most about living in the Town of East Fremantle?

Base: all respondents who provided a valid response, excluded 'no response' (n= 254)

Chart shows responses mentioned spontaneously by 4% or more respondents.

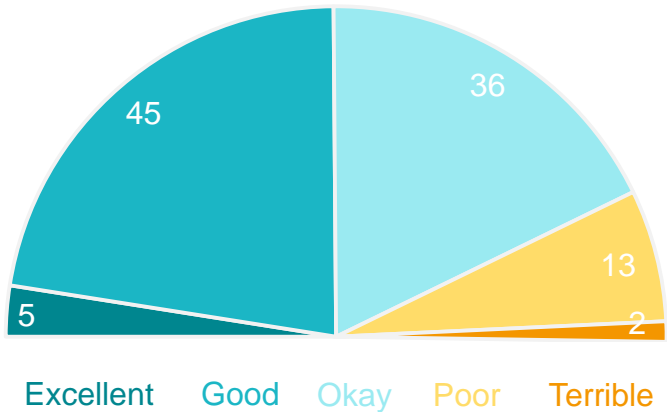


Governance and Communications

The Town of East Fremantle as the organisation that governs the local area

Performance ratings

% of respondents



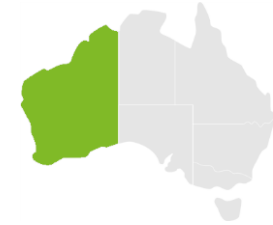
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	74
Industry Standard	56

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+	18-34 years	35-54 years	55+ years	Disability
60	59	67	56	64	62	59	56	52	59	71	55	59	68

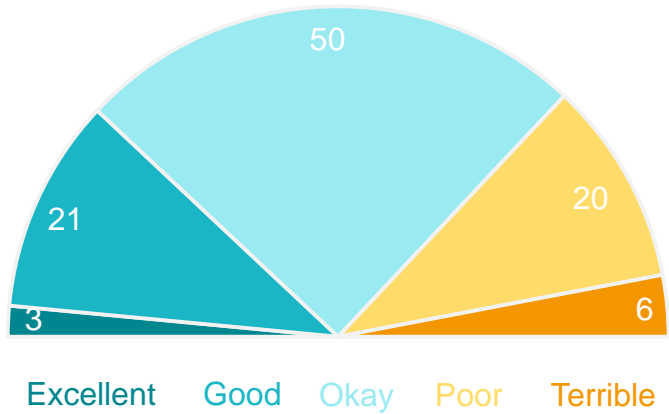
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 230).

Value for money from Council rates

Performance ratings

% of respondents



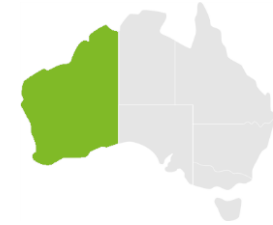
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	49
Industry High	65
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
49	49	44	45	53	51	45	47	44	49	53	46	50	52

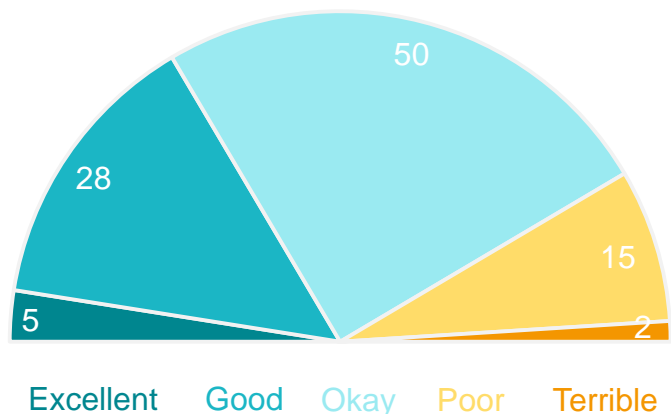
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 226).

Council's leadership within the community

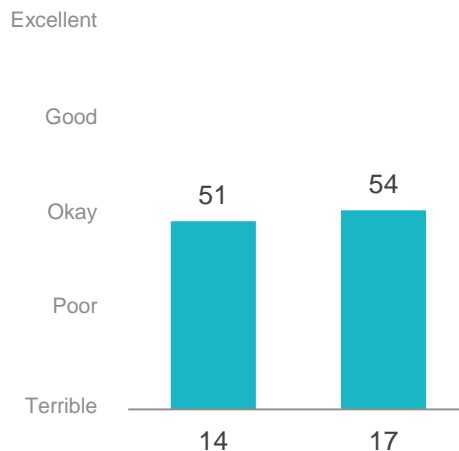
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	74
Industry Standard	51

Variations across the community

Performance Index Score

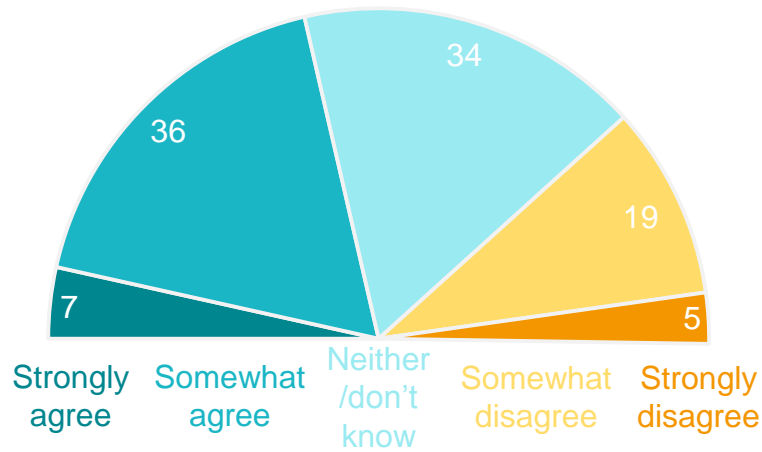
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
54	54	56	51	58	55	59	58	47	53	62	53	52	76

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

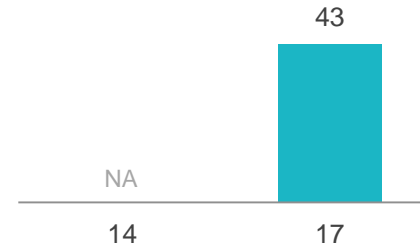
Base: All respondents, excludes 'don't know' and 'refused' (n = 186).

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

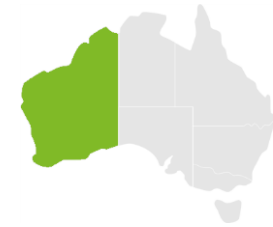
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Town of East Fremantle	43
Industry High	70
Industry Standard	39

Variations across the community
% agree

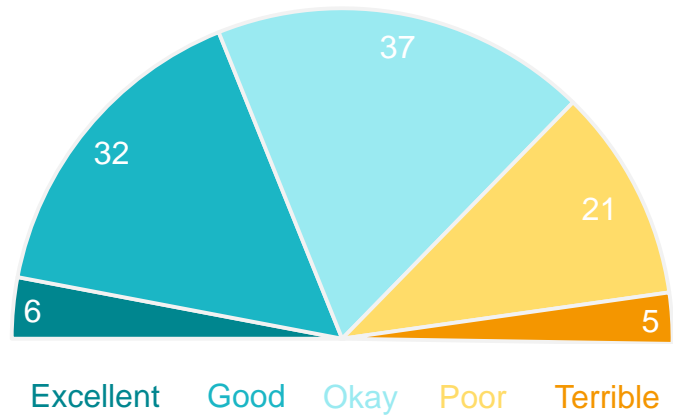
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
43	43	44	48	38	48	32	40	29	41	69	30	42	64

Q. How strongly do you agree or disagree with the following statements?
Base: All respondents, excludes 'refused' (n = 249).

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

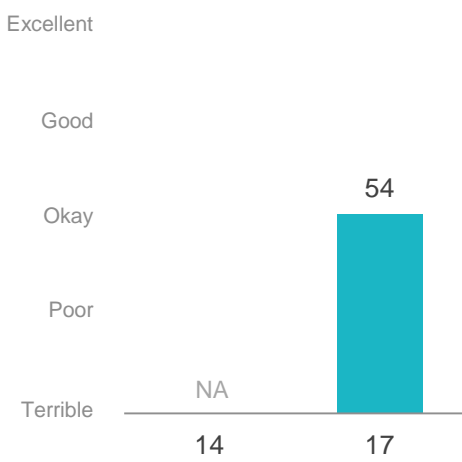
Performance ratings

% of respondents



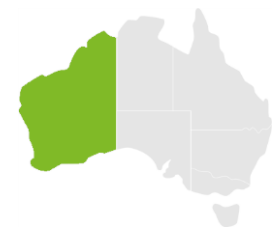
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	55
Industry Standard	49

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+	18-34 years	35-54 years	55+ years	Disability
54	53	57	50	57	54	64	54	49	52	66	48	53	75

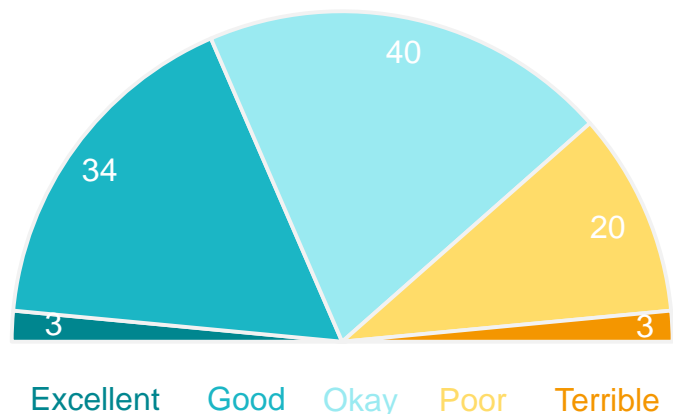
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 179).

How the community is consulted about local issues

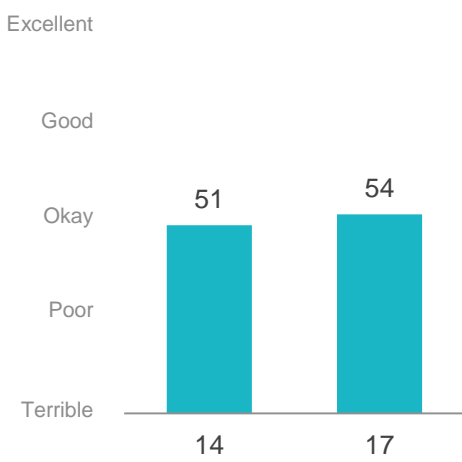
Performance ratings

% of respondents



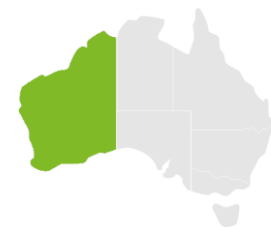
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	64
Industry Standard	47

Variations across the community

Performance Index Score

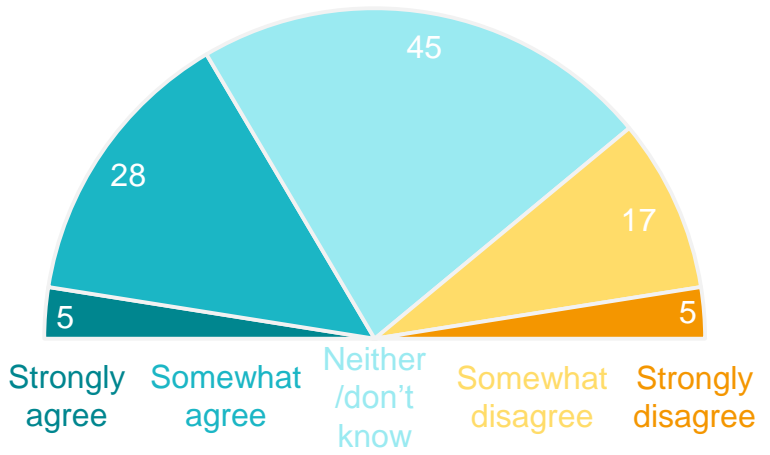
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
54	53	58	52	56	56	45	46	49	57	65	50	53	54

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

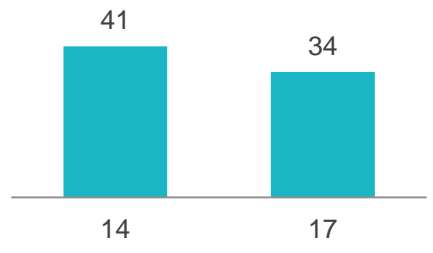
Base: All respondents, excludes 'don't know' and 'refused' (n = 204).

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

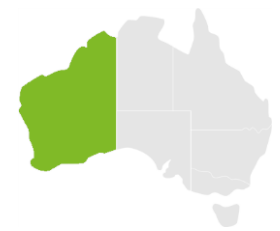
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Town of East Fremantle	34
Industry High	60
Industry Standard	40

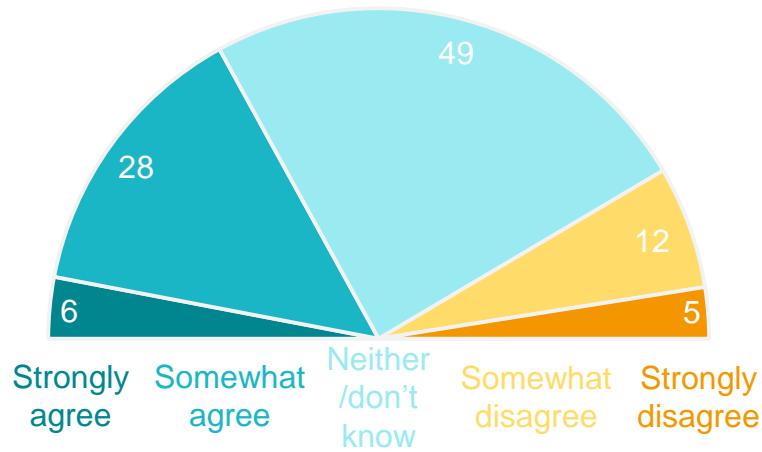
Variations across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
34	35	23	38	29	32	37	42	24	39	34	29	39	68

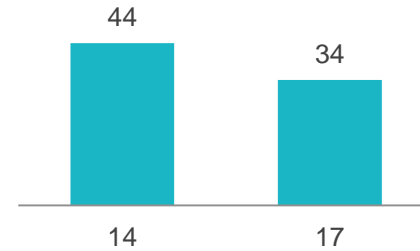
Q. How strongly do you agree or disagree with the following statements?
Base: All respondents, excludes 'refused' (n = 250).

Staff have a good understanding of community needs

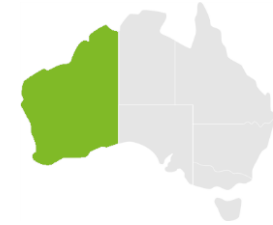
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT  **Industry Standards**
% agree



Town of East Fremantle	34
Industry High	66
Industry Standard	44

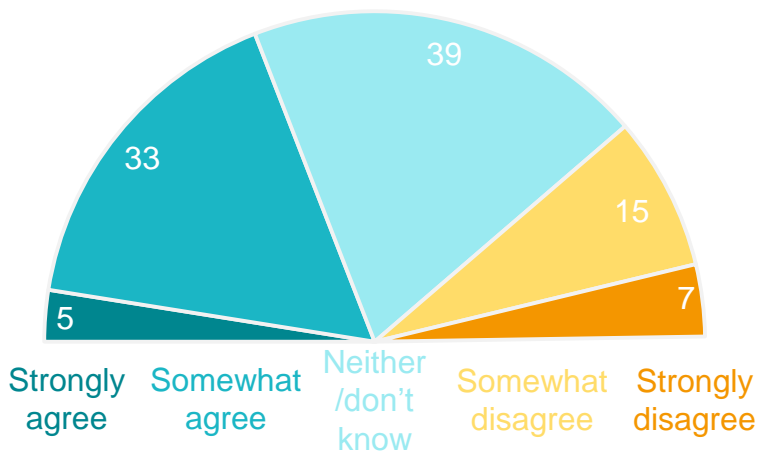
Variations across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
34	35	28	39	29	36	14	31	27	38	24	33	43	43

The Town listens to and respects residents' views

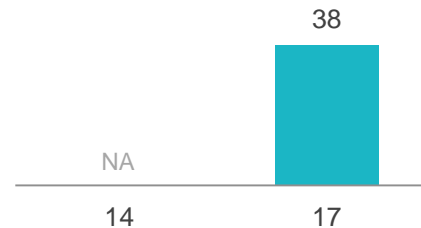
Level of agreement

% of respondents



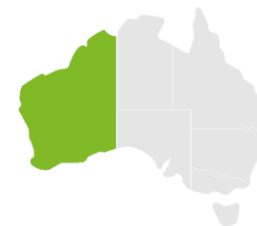
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	38
Industry High	39
Industry Standard	36

Variations across the community

% agree

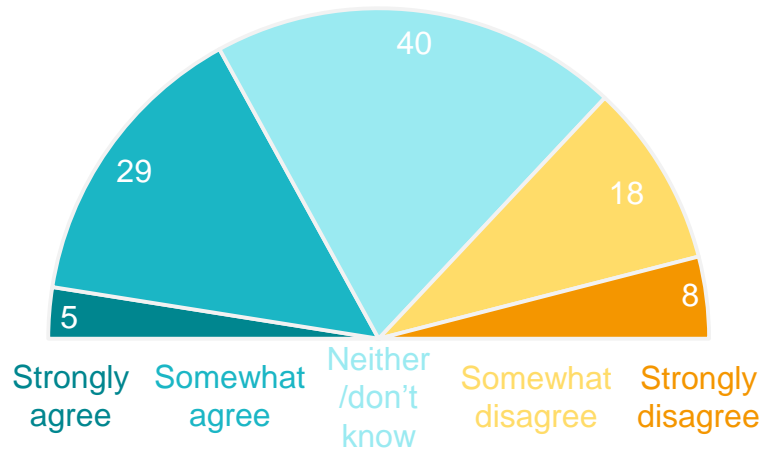
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
38	40	28	36	41	39	45	42	30	28	45	34	40	79

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

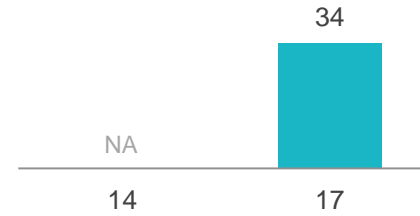
Base: All respondents, excludes 'refused' (n = 249).

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

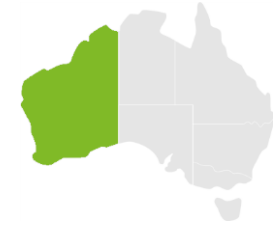
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Town of East Fremantle	34
Industry High	62
Industry Standard	33

Variations across the community
% agree

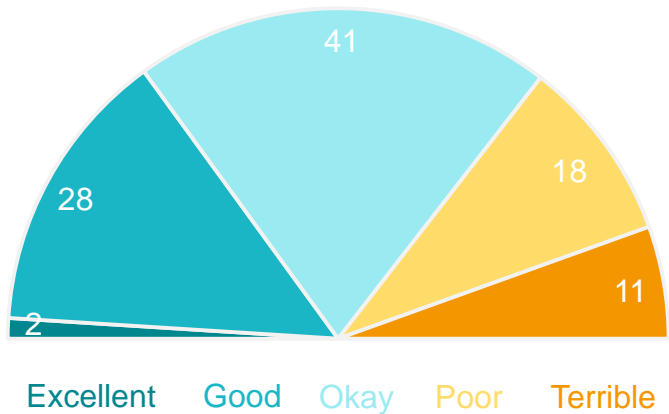
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
34	32	48	40	28	40	32	21	16	26	58	21	34	24

Q. How strongly do you agree or disagree with the following statements?
Base: All respondents, excludes 'refused' (n = 250).

How open and transparent Council processes are

Performance ratings

% of respondents



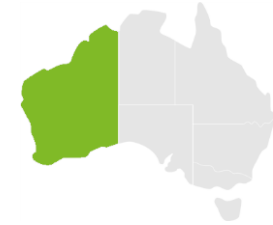
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	48
Industry High	70
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
48	47	55	47	50	51	42	40	34	50	61	42	49	53

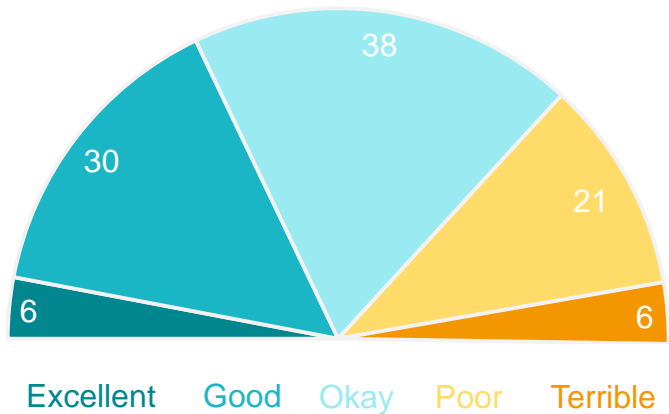
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 178).

Ease of accessing the Mayor and Councillors

Performance ratings

% of respondents



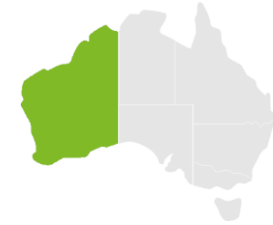
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	52
Industry High	60
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
52	53	51	52	55	52	53	51	48	56	50	54	51	61

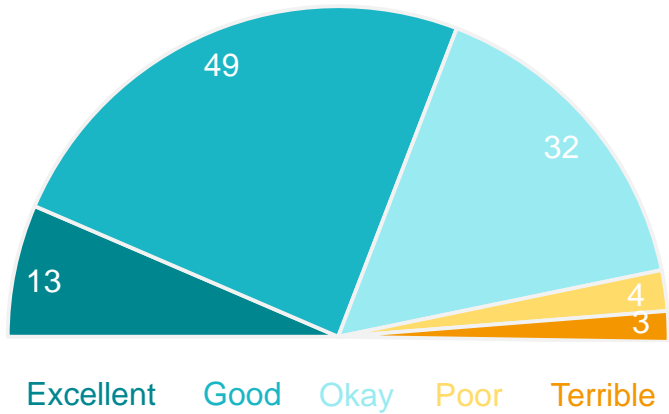
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 127).

Ease of accessing staff

Performance ratings

% of respondents



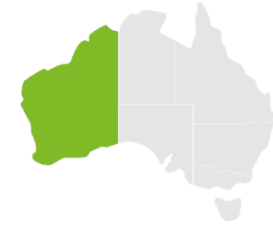
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	66
Industry High	NA
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
66	66	73	66	68	69	68	65	61	65	75	64	66	79

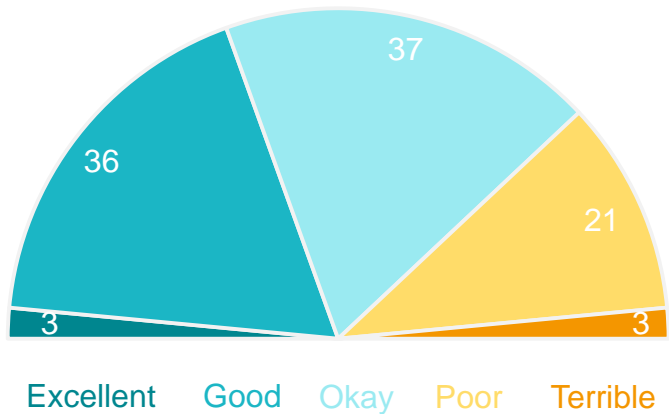
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 204).

How the community is informed about local issues

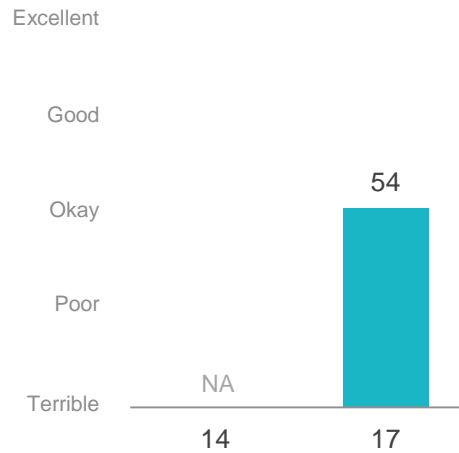
Performance ratings

% of respondents



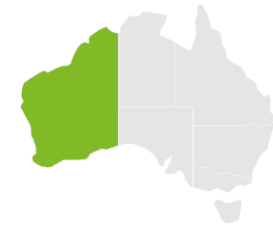
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	68
Industry Standard	50

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+	18-34 years	35-54 years	55+ years	Disability
54	53	62	52	56	57	45	45	47	55	64	49	54	56

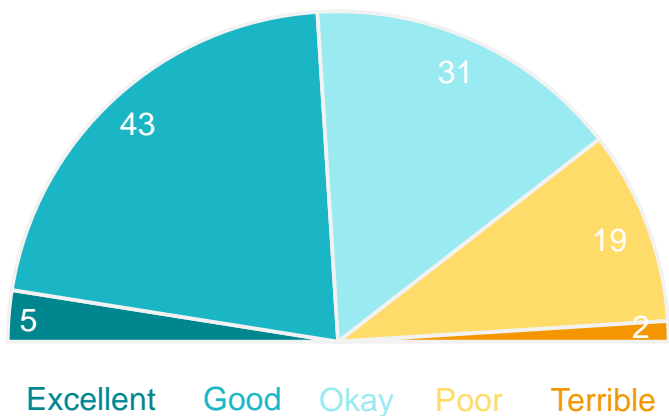
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 222).

How the community is informed about Council services, facilities and events

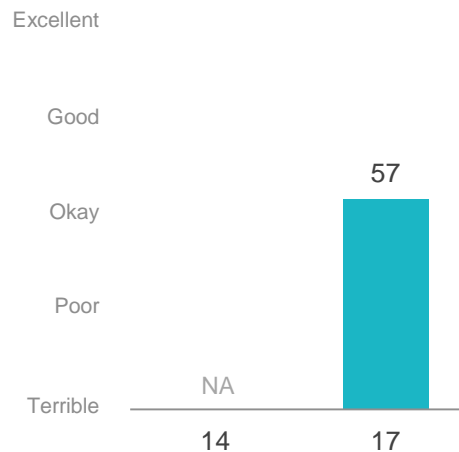
Performance ratings

% of respondents



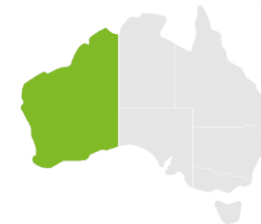
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	57
Industry High	65
Industry Standard	62

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+	18-34 years	35-54 years	55+ years	Disability
57	57	65	58	57	60	53	55	48	58	72	52	57	65

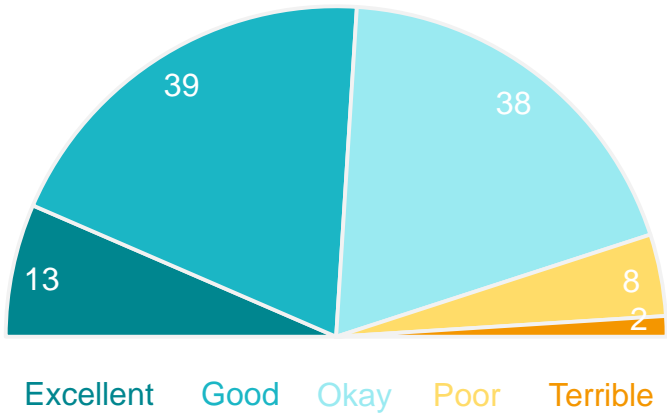
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 232).

Town's website

Performance ratings

% of respondents



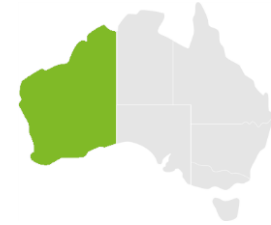
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	63
Industry High	69
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
63	61	74	65	61	67	60	60	52	60	75	57	60	64

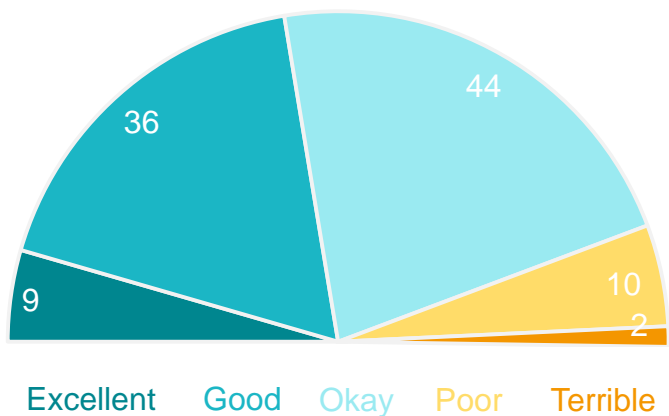
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 200).

Town's newsletter

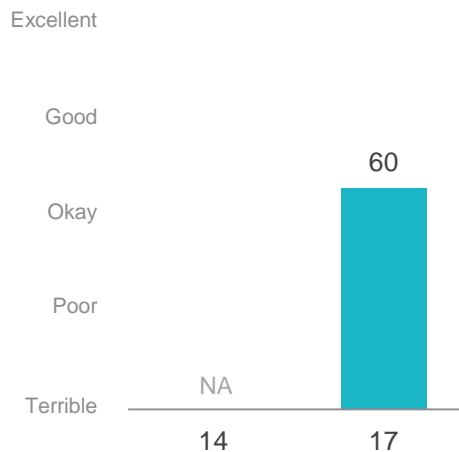
Performance ratings

% of respondents



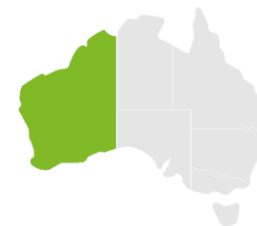
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	76
Industry Standard	61

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+	18-34 years	35-54 years	55+ years	Disability
60	60	58	60	61	63	59	58	50	59	67	54	62	70

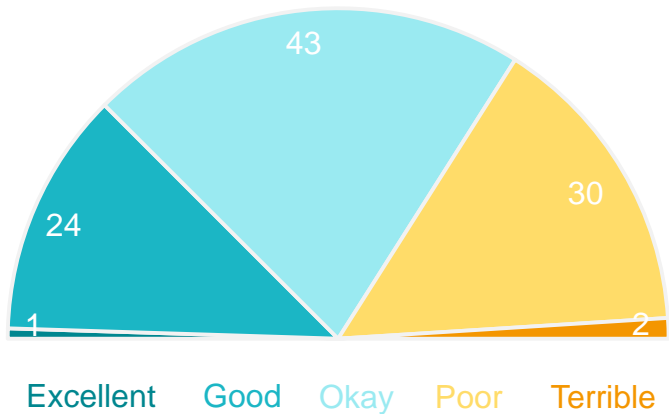
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 191).

Social media presence (on Facebook, etc)

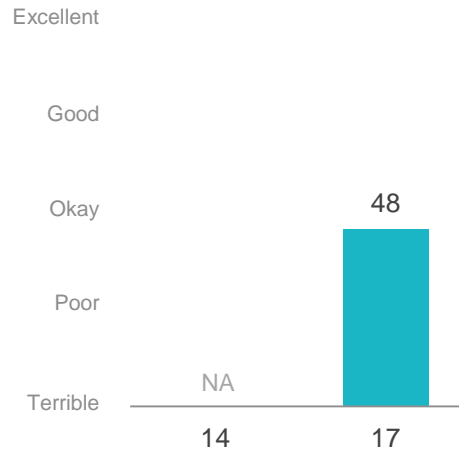
Performance ratings

% of respondents



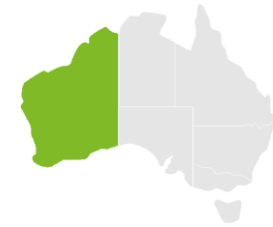
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	48
Industry High	73
Industry Standard	56

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+	18-34 years	35-54 years	55+ years	Disability
48	49	43	49	48	49	49	44	36	52	44	48	51	55

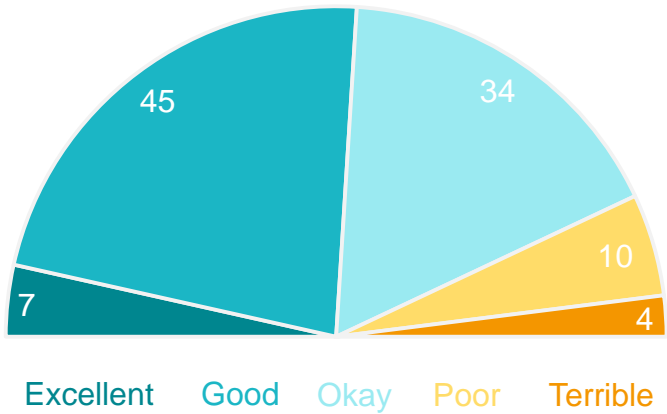
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 87).

Customer service

Performance ratings

% of respondents



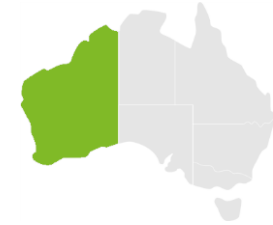
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	68
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
60	60	64	62	59	63	53	56	53	60	70	57	60	69

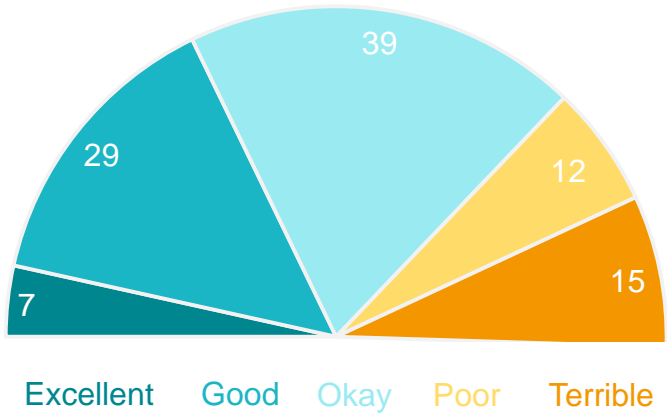
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 201).

How complaints and concerns are dealt with

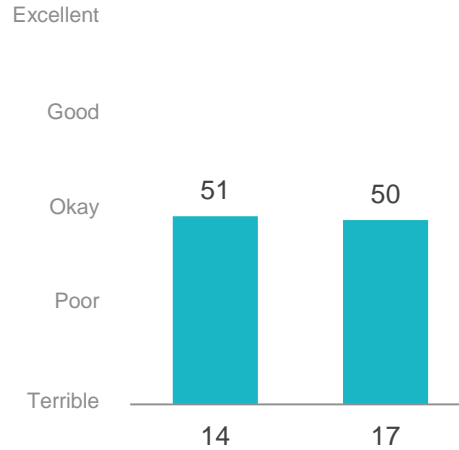
Performance ratings

% of respondents



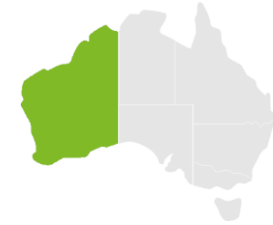
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	50
Industry High	NA
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
50	50	56	49	52	54	42	43	42	55	63	46	50	54

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

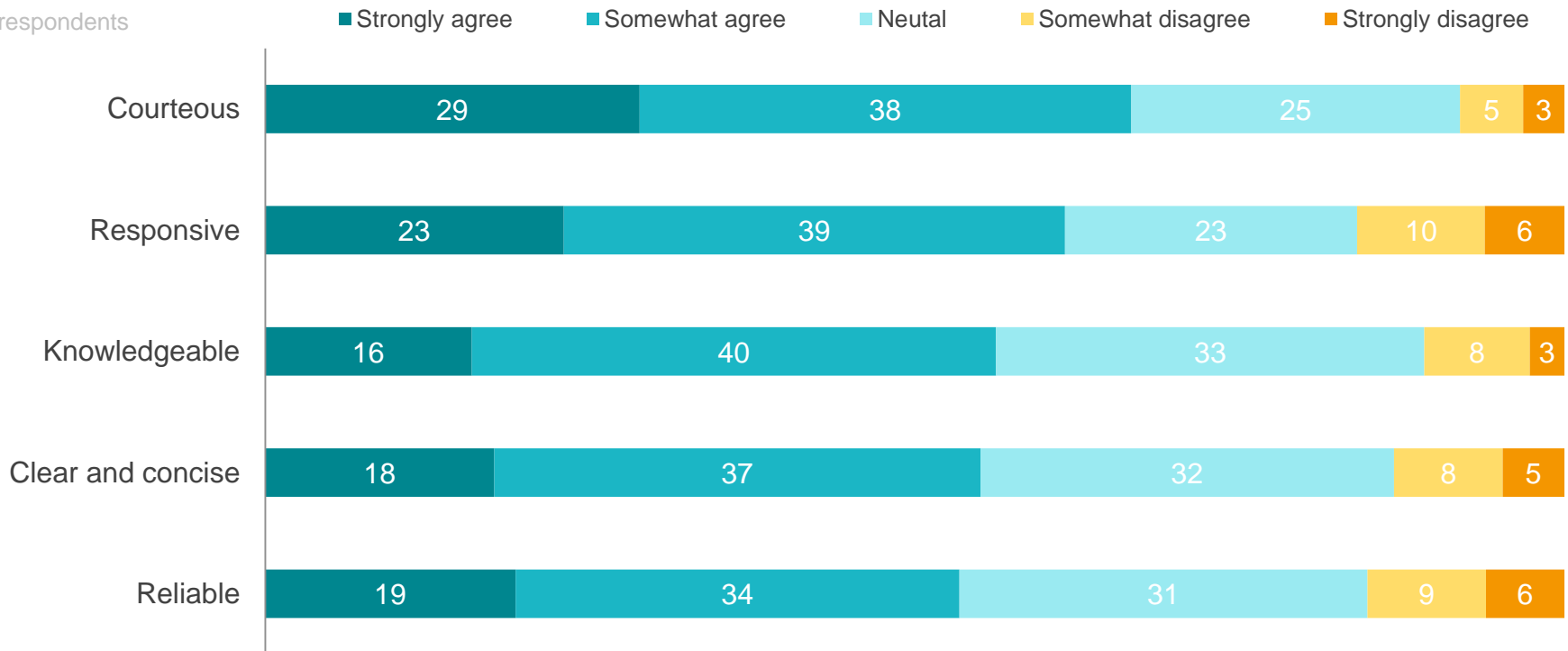
Base: All respondents, excludes 'don't know' and 'refused' (n = 159).

Customer service quality dimensions

Customer service is generally well regarded at the Town of East Fremantle.

While staff receive higher ratings for being courteous, there is room to be more responsive, knowledgeable, clear and concise, and reliable.

% of respondents



Q. How strongly do you agree or disagree that staff at the Town of East Fremantle are:

Base: All respondents, excludes 'unsure' and 'no response' (n = ranges from 182 to 197).

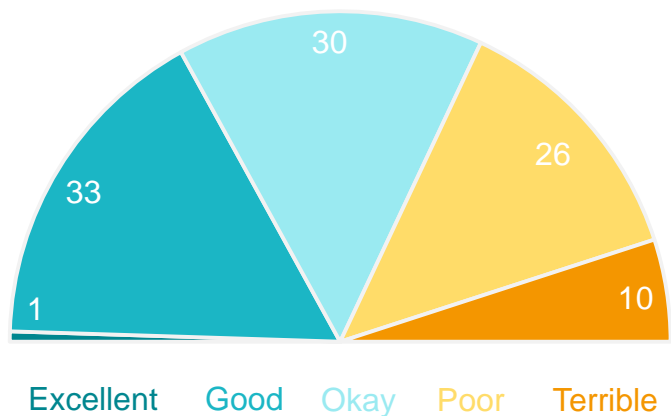
Economic Development

Economic development

what the Town is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities

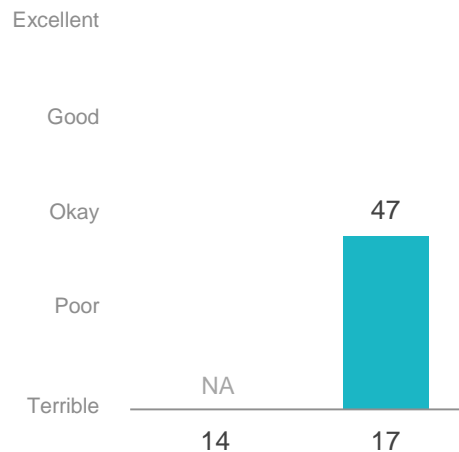
Performance ratings

% of respondents



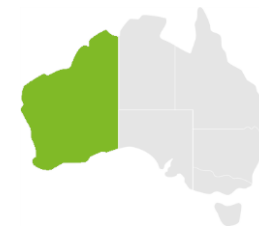
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	47
Industry High	58
Industry Standard	43

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+	18-34 years	35-54 years	55+ years	Disability
47	47	54	43	52	53	50	41	36	44	67	40	45	52

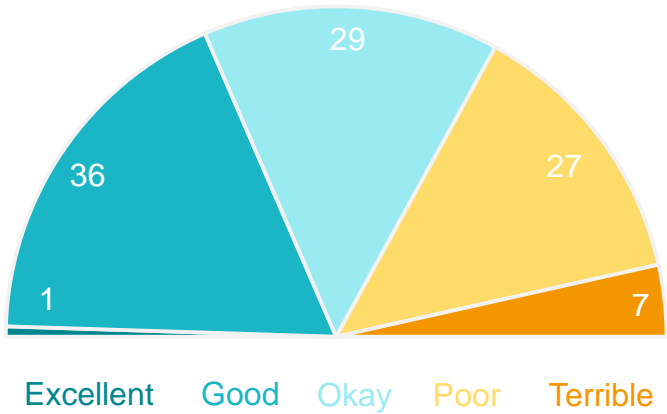
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 163).

How the Town Centre is being developed

Performance ratings

% of respondents



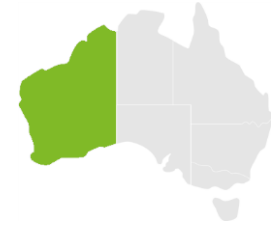
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	49
Industry High	67
Industry Standard	49

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+	18-34 years	35-54 years	55+ years	Disability
49	50	45	50	48	52	46	48	40	44	64	45	46	52

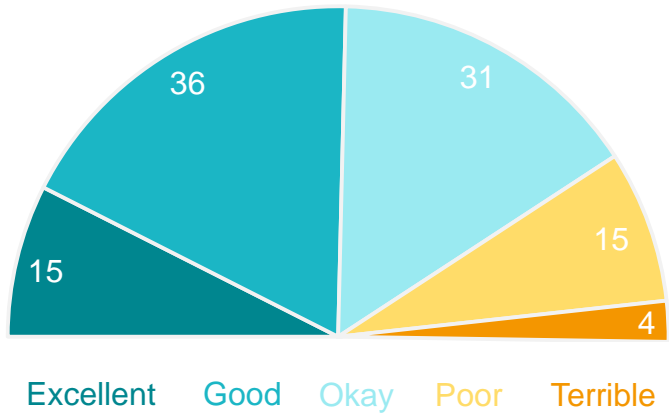
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 208).

How the George Street Precinct is being developed

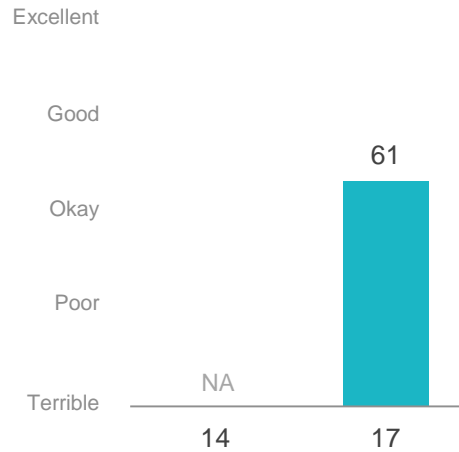
Performance ratings

% of respondents



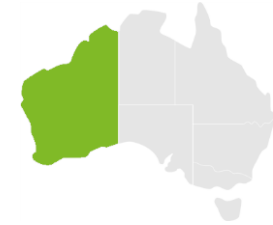
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	NA
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
61	61	56	59	63	63	62	56	59	54	75	56	59	56

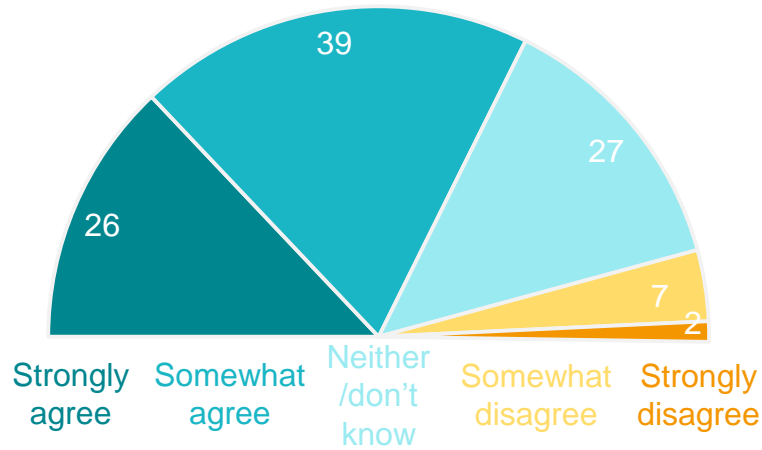
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 209).

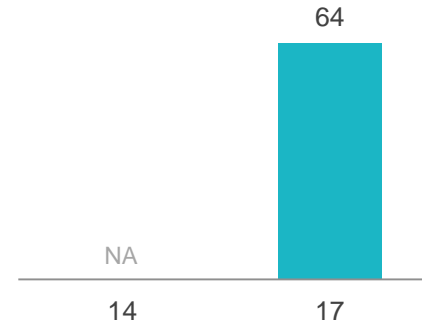
Community Development

I feel like I belong in my local community

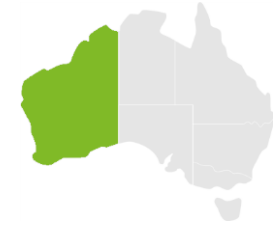
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Town of East Fremantle	64
Industry High	64
Industry Standard	54

Variations across the community
% agree

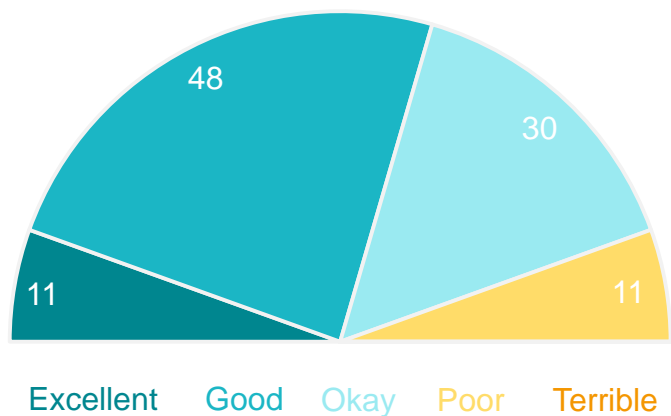
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
64	65	58	68	60	64	50	65	66	72	57	67	66	90

Q. How strongly do you agree or disagree with the following statements?
Base: All respondents, excludes 'refused' (n = 252).

Sense of community in the local area

Performance ratings

% of respondents



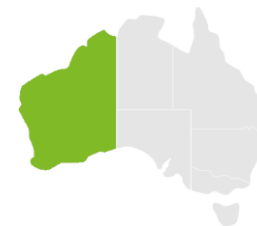
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	65
Industry High	65
Industry Standard	63

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+	18-34 years	35-54 years	55+ years	Disability
65	64	72	67	63	65	64	63	64	64	72	65	61	64

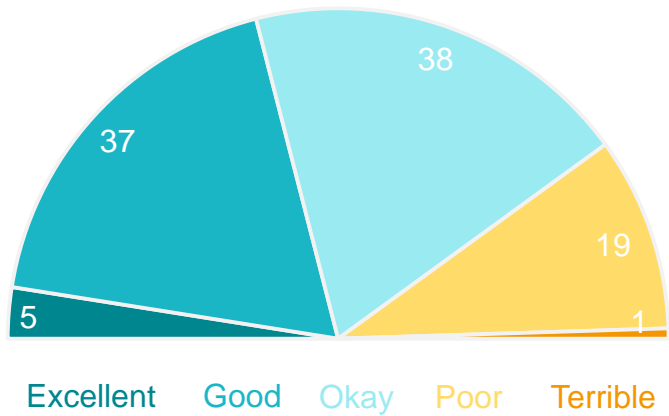
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 229).

Services and facilities for youth

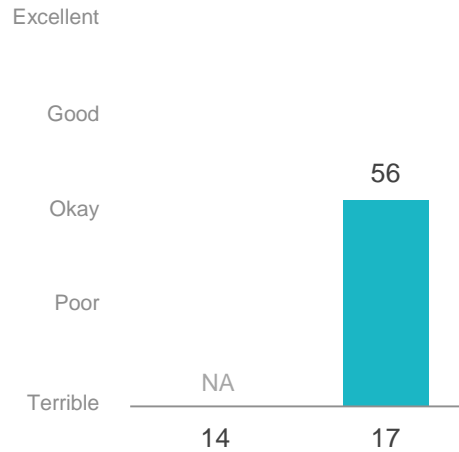
Performance ratings

% of respondents



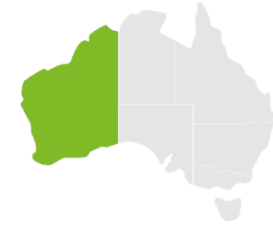
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	56
Industry High	69
Industry Standard	50

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+	18-34 years	35-54 years	55+ years	Disability
56	54	69	55	58	60	60	50	43	49	70	54	50	41

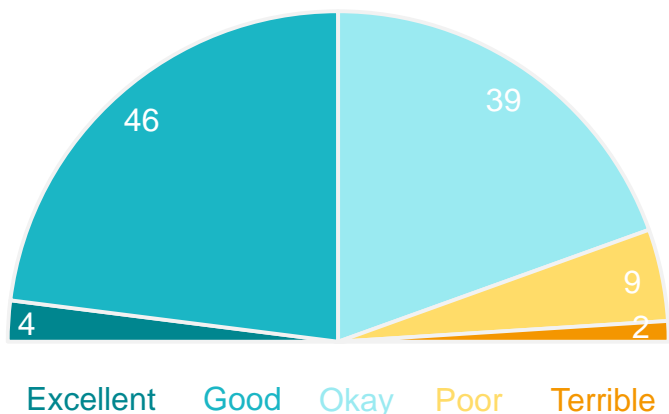
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 153).

Facilities, services and care available for seniors

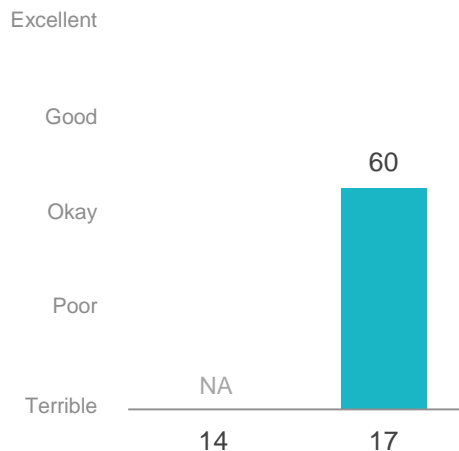
Performance ratings

% of respondents



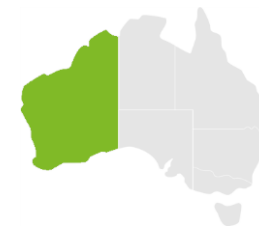
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	74
Industry Standard	58

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+	18-34 years	35-54 years	55+ years	Disability
60	61	56	58	61	60	63	61	48	55	66	61	57	57

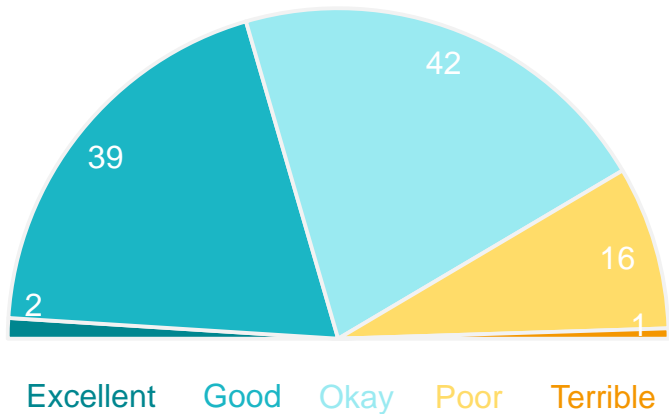
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 120).

Access to services and facilities for people with a disability

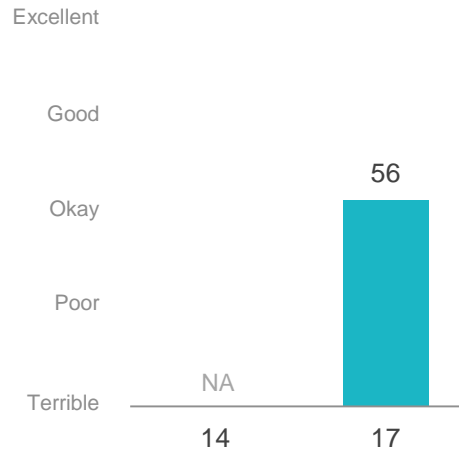
Performance ratings

% of respondents



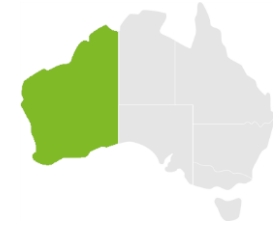
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	56
Industry High	69
Industry Standard	55

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+	18-34 years	35-54 years	55+ years	Disability
56	56	57	56	57	57	64	54	40	46	66	53	55	49

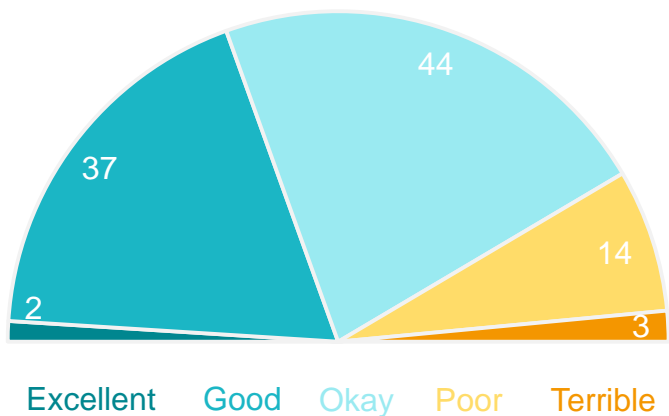
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 100).

Community buildings and halls

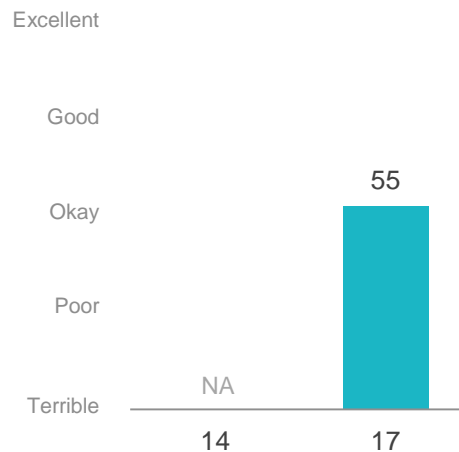
Performance ratings

% of respondents



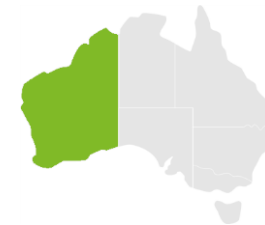
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	73
Industry Standard	63

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+	18-34 years	35-54 years	55+ years	Disability
55	55	59	52	59	57	65	50	41	49	64	52	55	49

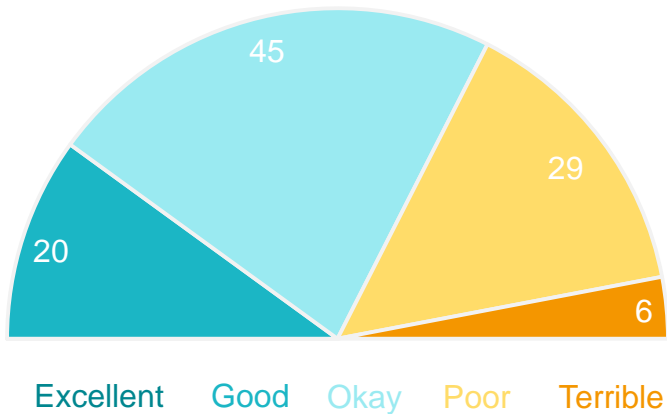
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 184).

Public toilets

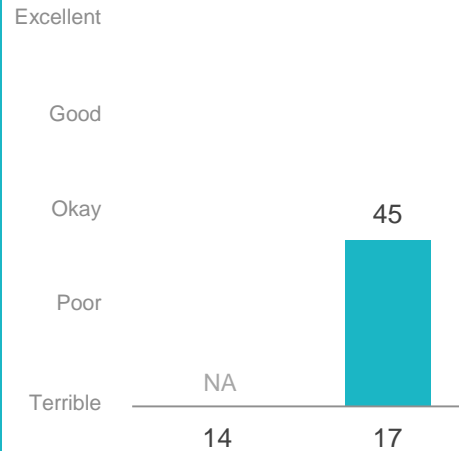
Performance ratings

% of respondents



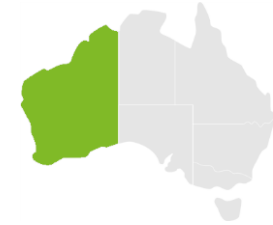
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	45
Industry High	55
Industry Standard	49

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+	18-34 years	35-54 years	55+ years	Disability
45	44	55	46	44	48	40	40	34	44	60	41	43	39

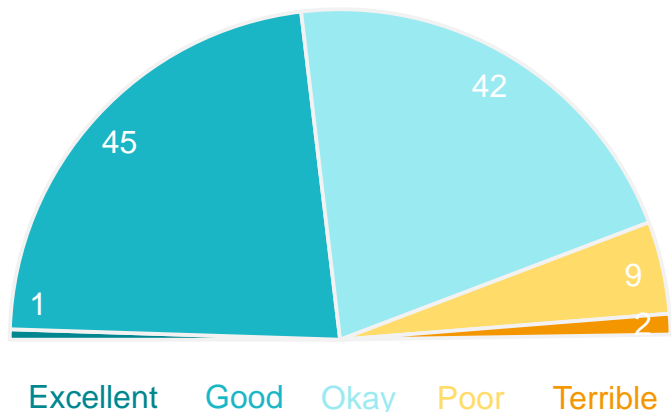
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 173).

Access to health and community services

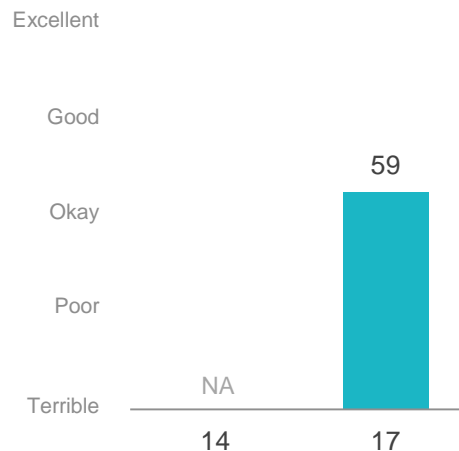
Performance ratings

% of respondents



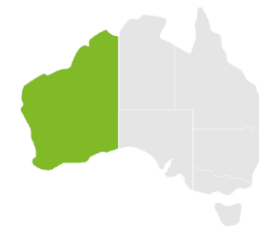
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	59
Industry High	66
Industry Standard	55

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+	18-34 years	35-54 years	55+ years	Disability
59	59	58	54	63	59	62	52	49	55	65	58	55	53

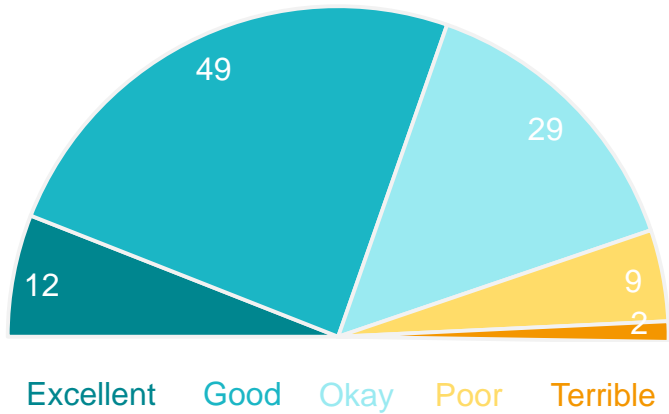
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 144).

Sport and recreation facilities

Performance ratings

% of respondents



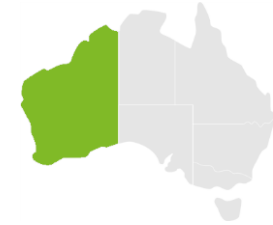
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	65
Industry High	81
Industry Standard	66

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+	18-34 years	35-54 years	55+ years	Disability
65	65	62	62	68	66	64	59	52	71	64	63	68	60

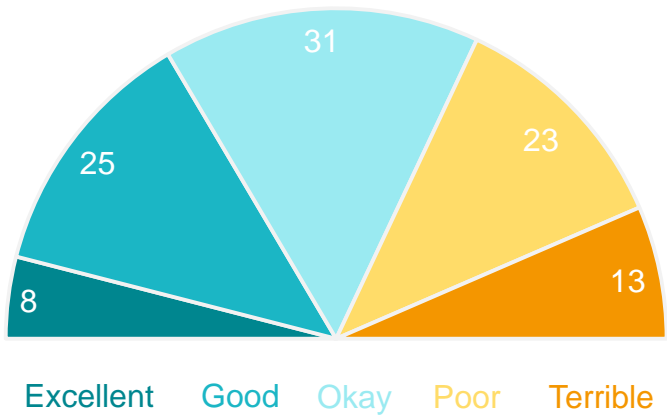
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 225).

East Fremantle Oval Precinct

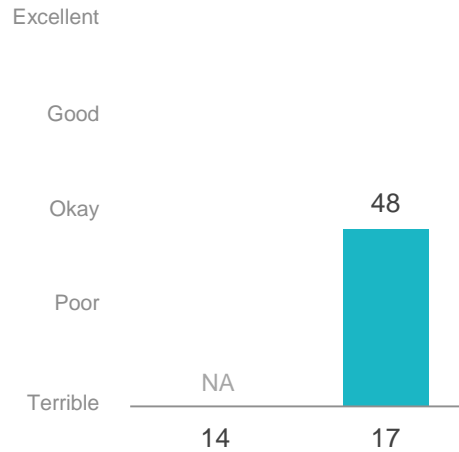
Performance ratings

% of respondents



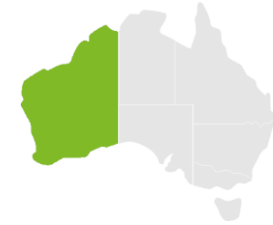
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	48
Industry High	NA
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
48	47	58	43	54	50	50	46	36	42	50	46	50	42

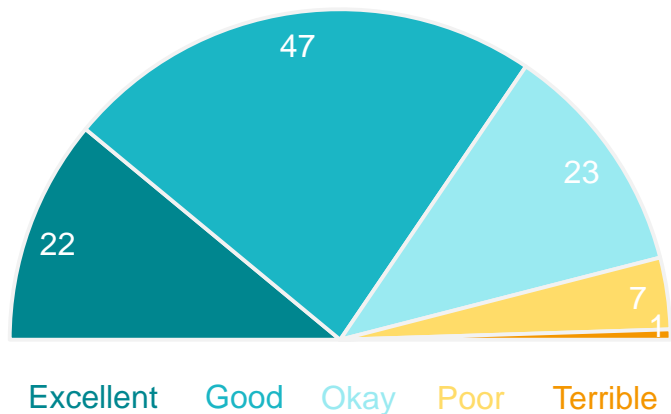
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 204).

Playgrounds, parks and reserves

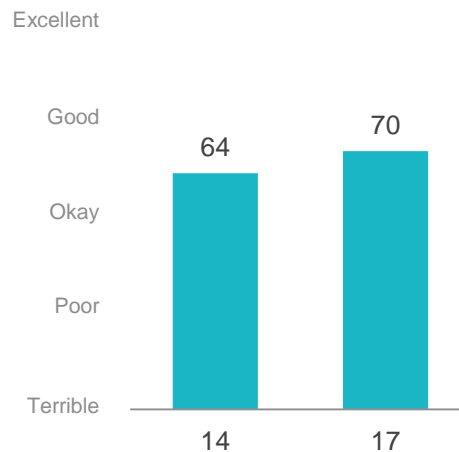
Performance ratings

% of respondents



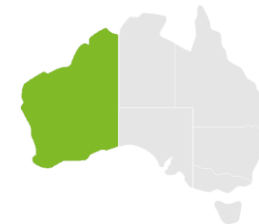
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	70
Industry High	84
Industry Standard	69

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+	18-34 years	35-54 years	55+ years	Disability
70	69	83	69	72	74	64	63	53	65	75	68	69	61

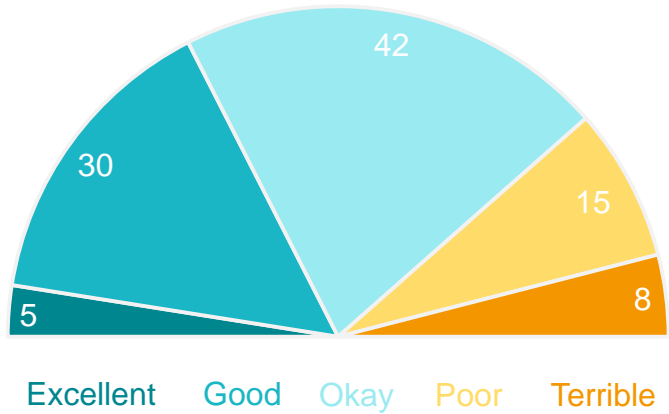
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 243).

Library and information services

Performance ratings

% of respondents



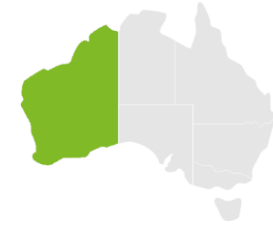
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	52
Industry High	83
Industry Standard	70

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+	18-34 years	35-54 years	55+ years	Disability
52	52	58	48	57	58	50	43	31	50	55	48	56	56

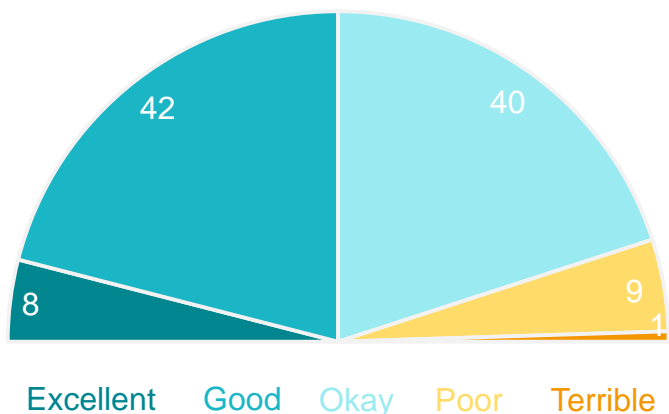
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 158).

Festivals, events and cultural activities

Performance ratings

% of respondents



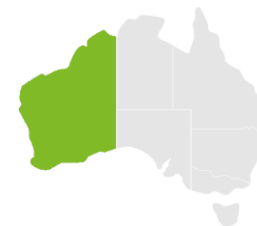
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	62
Industry High	83
Industry Standard	61

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+	18-34 years	35-54 years	55+ years	Disability
62	62	59	62	62	63	58	59	57	63	65	60	63	62

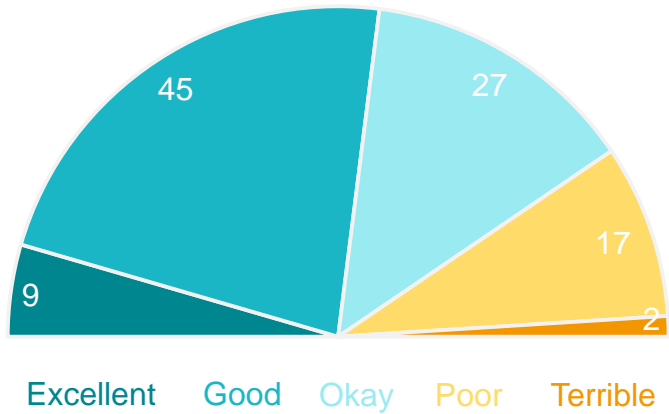
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 230).

How local history and heritage is preserved and promoted

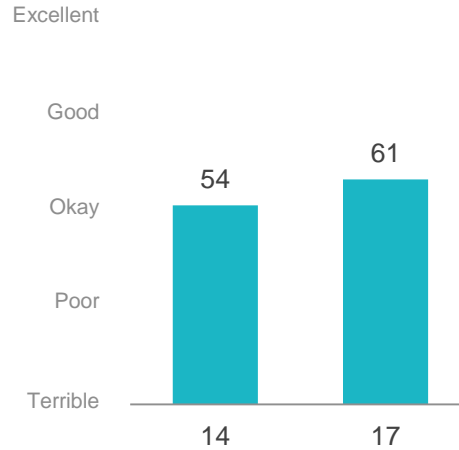
Performance ratings

% of respondents



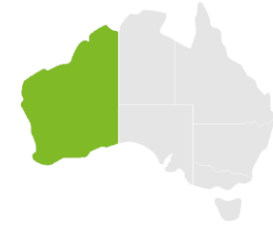
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	76
Industry Standard	61

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+	18-34 years	35-54 years	55+ years	Disability
61	61	61	63	59	61	65	63	58	53	72	58	57	68

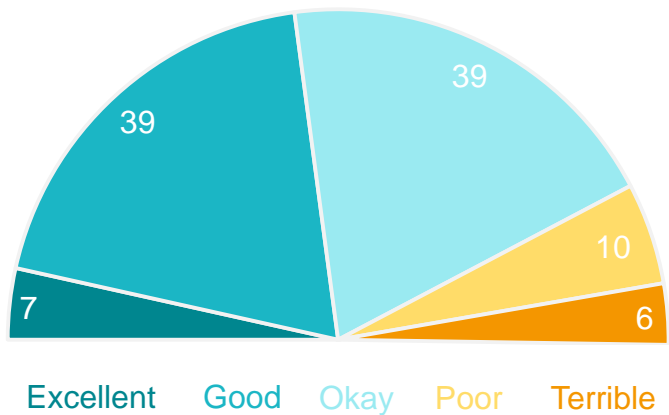
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 211).

Safety and security

Performance ratings

% of respondents



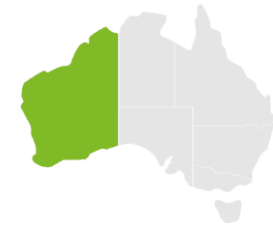
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	58
Industry High	74
Industry Standard	54

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+	18-34 years	35-54 years	55+ years	Disability
58	56	76	62	54	60	56	53	55	54	62	56	58	48

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

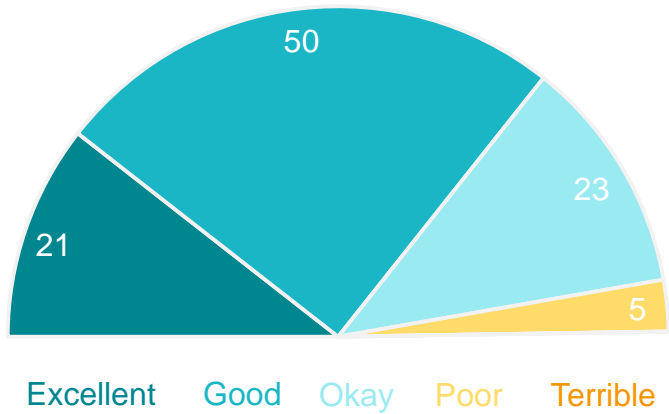
Base: All respondents, excludes 'don't know' and 'refused' (n = 221).

Built Environment

The area's character and identity

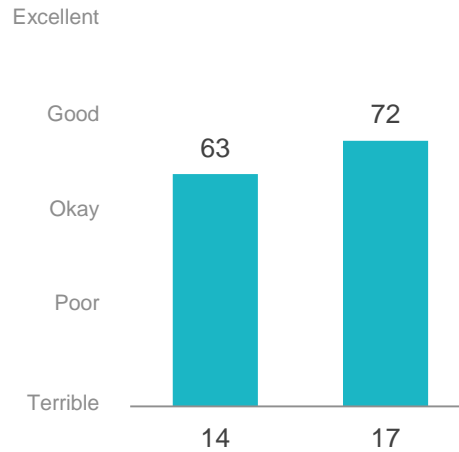
Performance ratings

% of respondents



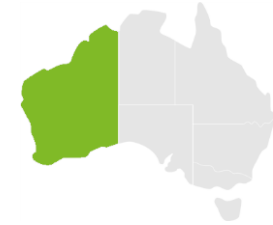
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	72
Industry High	77
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
72	71	80	72	72	73	79	69	64	63	85	70	67	77

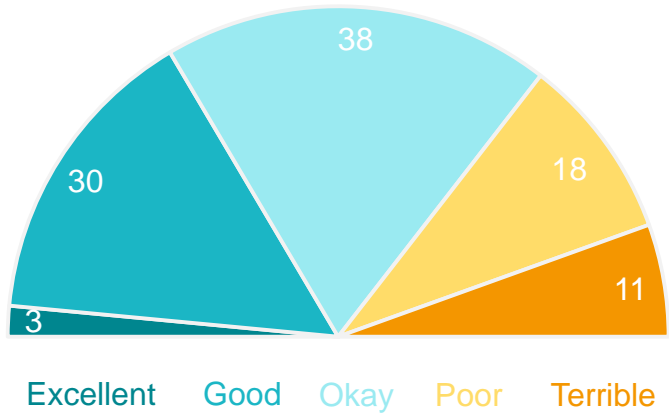
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 240).

Planning and building approvals

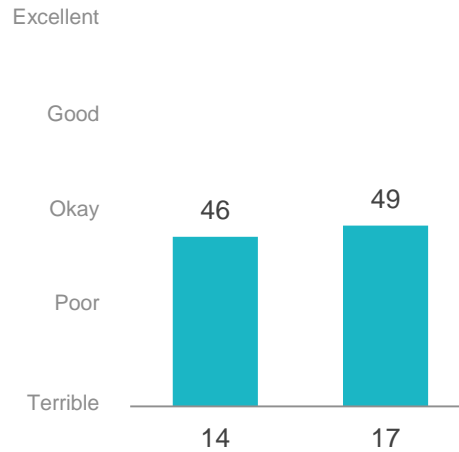
Performance ratings

% of respondents



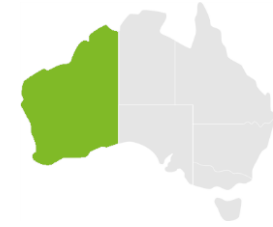
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	49
Industry High	57
Industry Standard	46

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+	18-34 years	35-54 years	55+ years	Disability
49	49	54	48	51	52	50	40	36	45	68	45	47	58

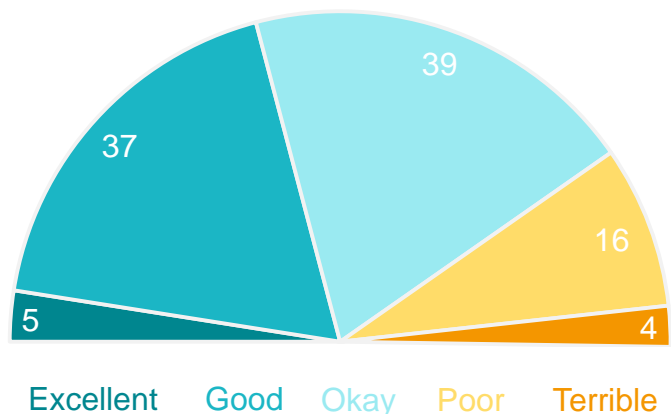
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 173).

Road maintenance

Performance ratings

% of respondents



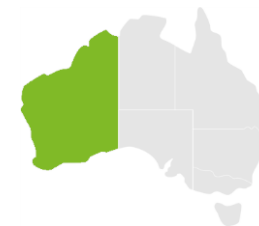
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	56
Industry High	75
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
56	56	50	54	57	56	50	52	49	59	53	56	57	42

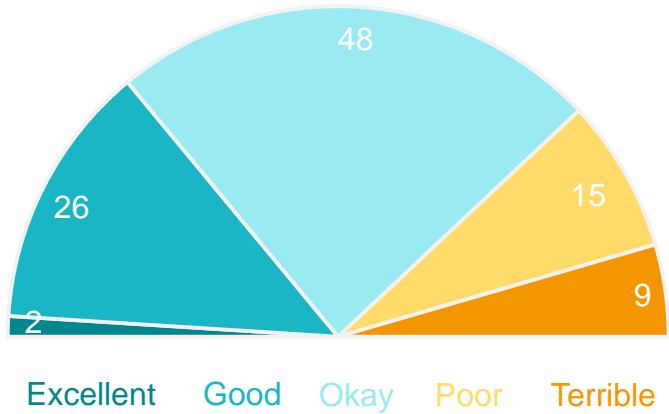
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 243).

Traffic management on local roads

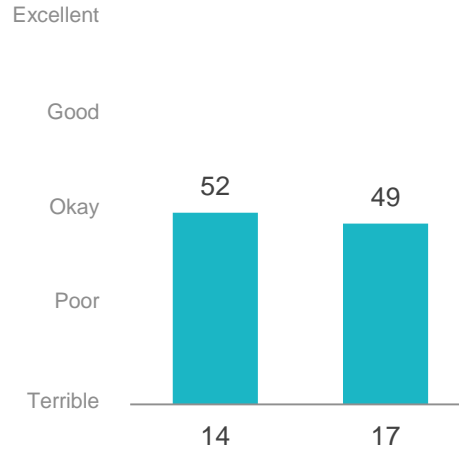
Performance ratings

% of respondents



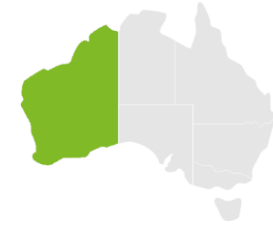
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	49
Industry High	63
Industry Standard	54

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+	18-34 years	35-54 years	55+ years	Disability
49	49	49	47	51	50	46	50	41	49	47	48	51	47

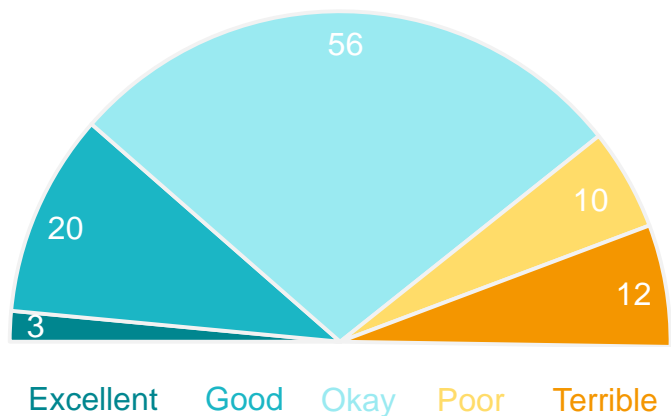
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 245).

Parking management

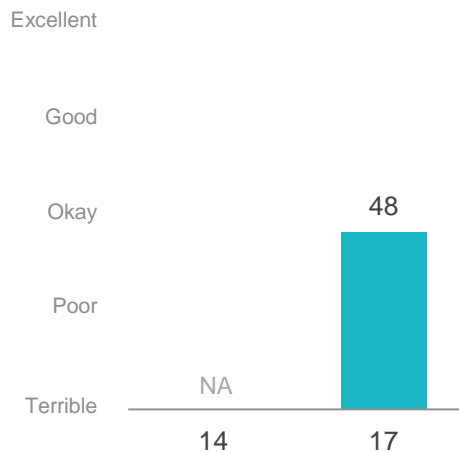
Performance ratings

% of respondents



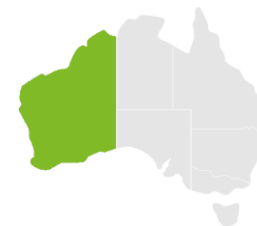
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	48
Industry High	68
Industry Standard	51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability
48	47	56	48	48	52	36	47	37	43	47	49	47	48

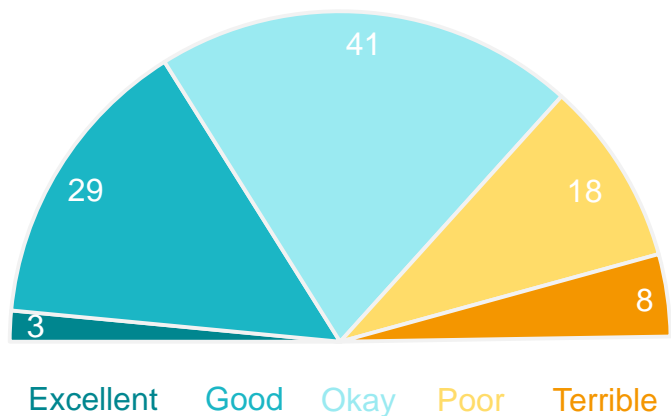
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 237).

Footpaths

Performance ratings

% of respondents



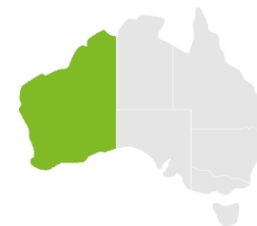
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	50
Industry High	68
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
50	49	57	51	49	53	34	45	54	54	50	53	47	32

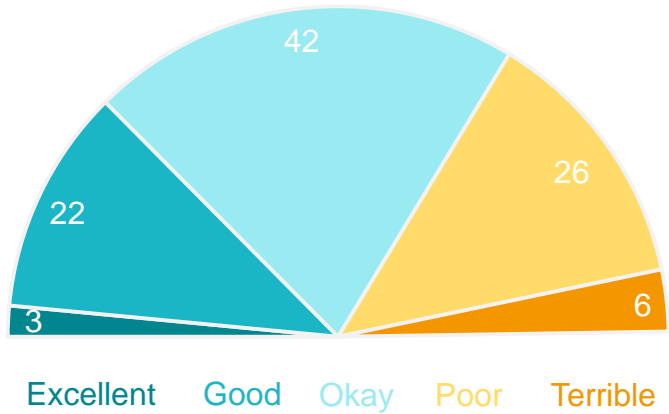
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 248).

Cycleways

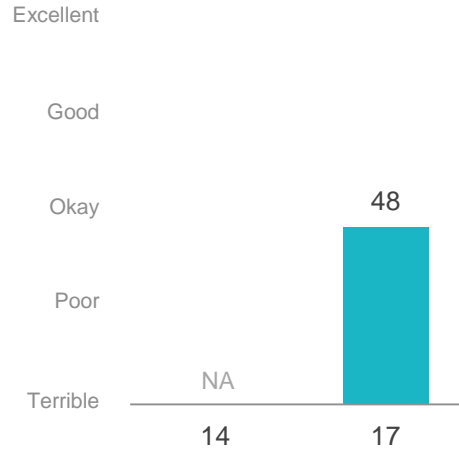
Performance ratings

% of respondents



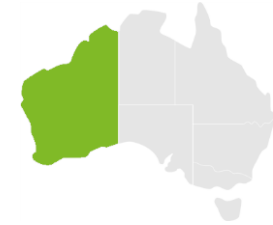
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	48
Industry High	67
Industry Standard	54

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+	18-34 years	35-54 years	55+ years	Disability
48	49	42	49	47	49	43	43	46	46	40	51	50	31

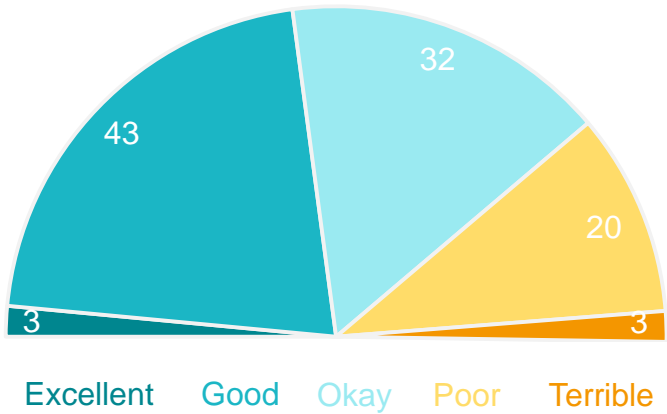
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 234).

Streetscapes

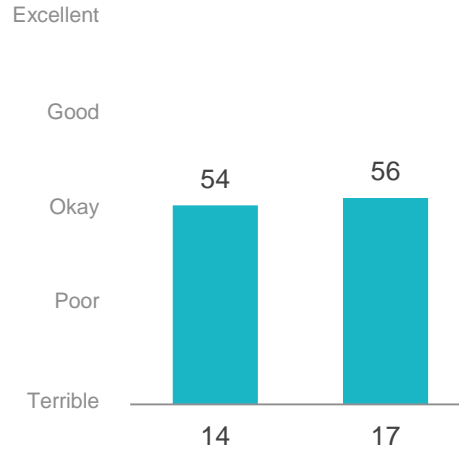
Performance ratings

% of respondents



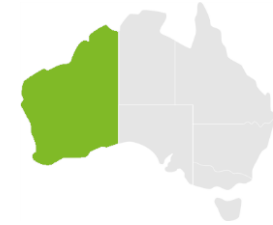
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	56
Industry High	72
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
56	56	56	58	55	59	45	49	51	56	57	57	55	45

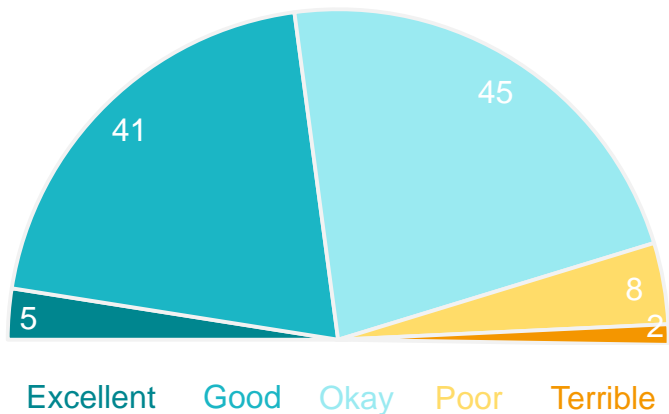
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 240).

Lighting of streets and public places

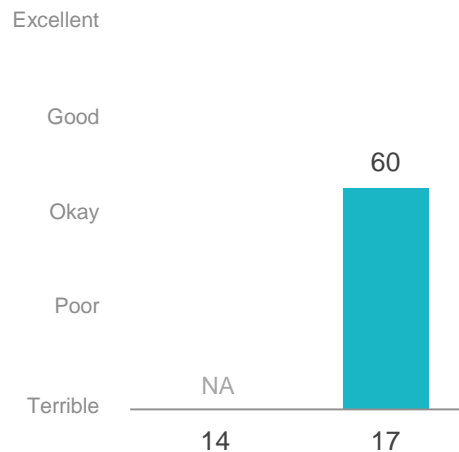
Performance ratings

% of respondents



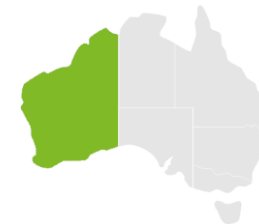
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	75
Industry Standard	57

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+	18-34 years	35-54 years	55+ years	Disability
60	59	65	60	61	61	59	57	58	57	61	59	60	55

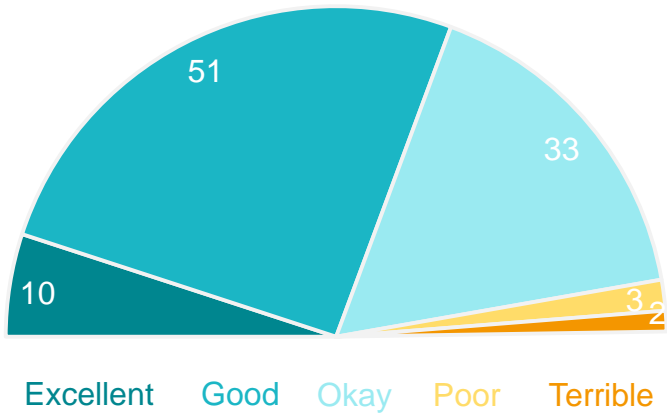
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 245).

Access to public transport

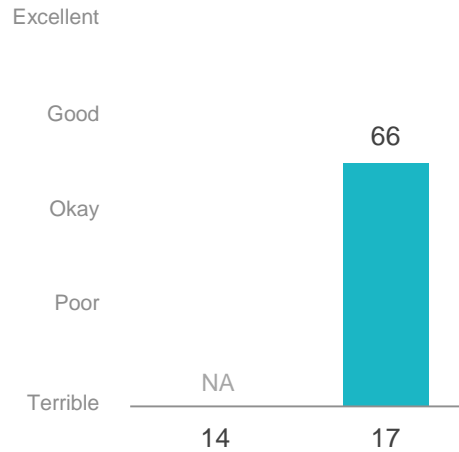
Performance ratings

% of respondents



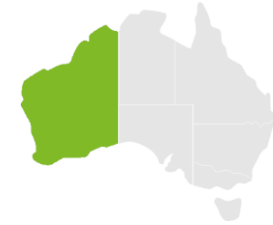
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	66
Industry High	76
Industry Standard	62

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+	18-34 years	35-54 years	55+ years	Disability
66	65	75	67	66	70	55	60	58	64	69	65	66	62

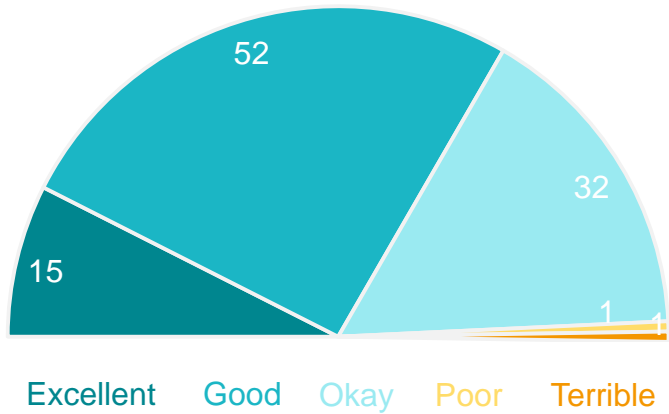
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 237).

Boat ramp

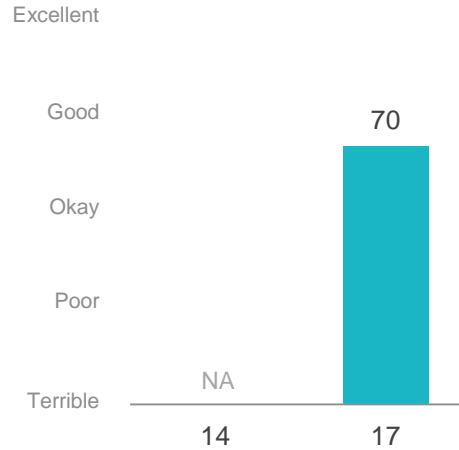
Performance ratings

% of respondents



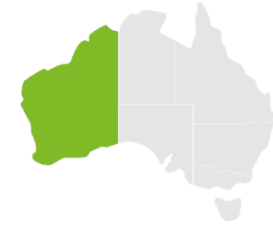
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	70
Industry High	NA
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
70	70	72	70	70	71	67	71	71	70	69	72	69	74

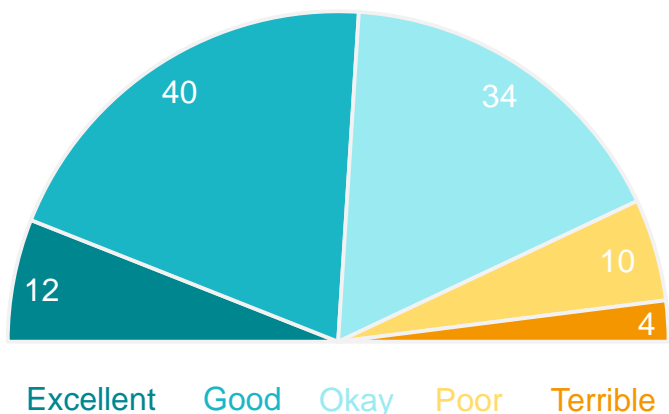
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 156).

Access to housing options in the local area that meet your current needs

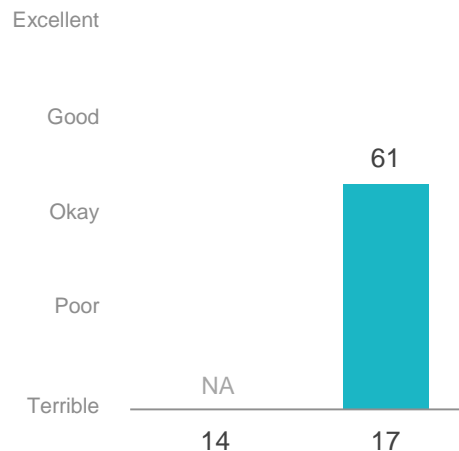
Performance ratings

% of respondents



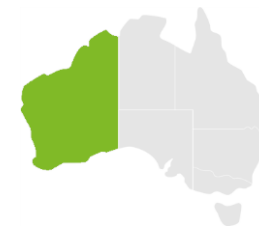
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	68
Industry Standard	62

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+	18-34 years	35-54 years	55+ years	Disability
61	60	76	62	61	62	48	55	70	62	55	65	61	41

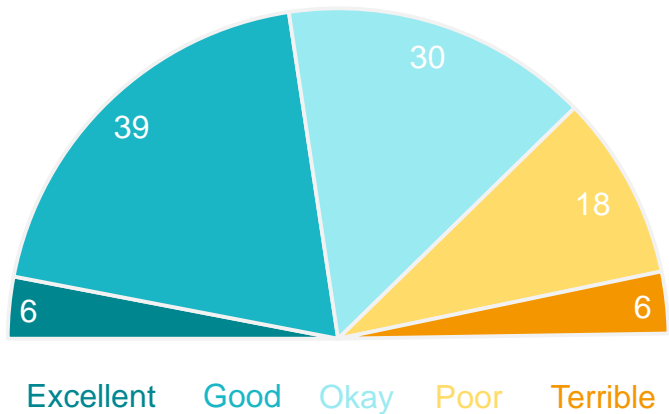
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 179).

Access to housing options in the local area that will meet your needs in 5-10 years

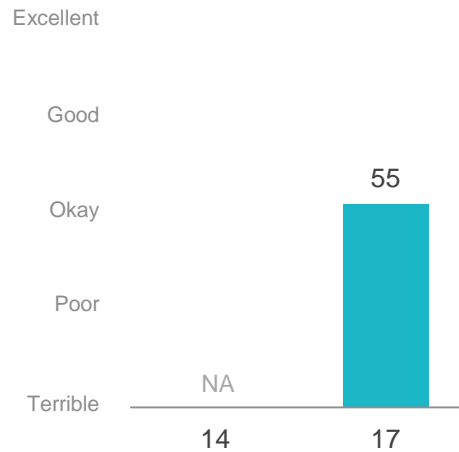
Performance ratings

% of respondents



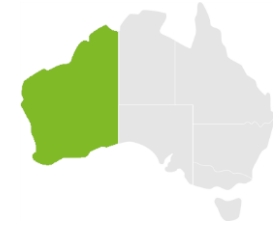
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	NA
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability
55	55	57	54	56	55	46	52	65	56	50	61	52	38

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

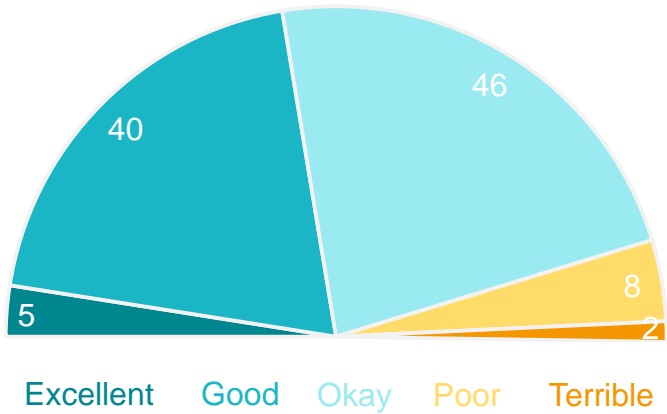
Base: All respondents, excludes 'don't know' and 'refused' (n = 183).

Natural Environment

Conservation and environmental management

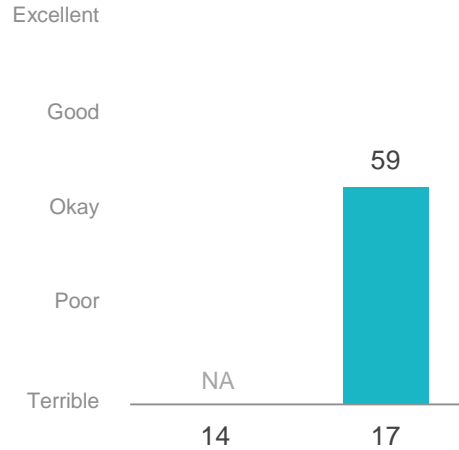
Performance ratings

% of respondents



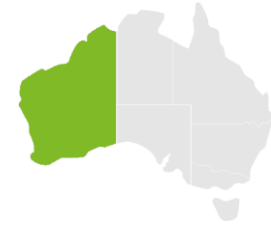
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	59
Industry High	68
Industry Standard	56

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+	18-34 years	35-54 years	55+ years	Disability
59	59	61	60	59	61	53	57	58	58	59	59	60	58

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

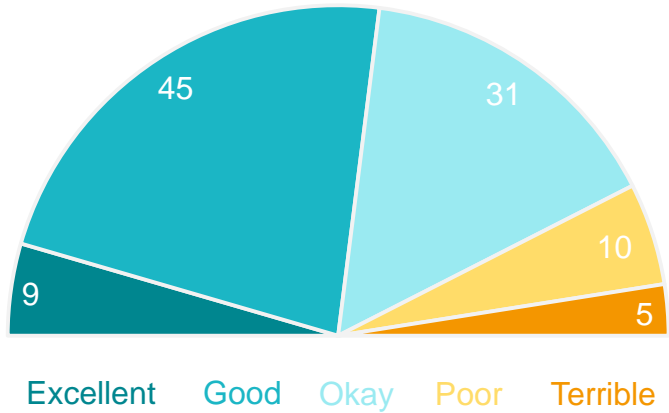
Base: All respondents, excludes 'don't know' and 'refused' (n = 213).

Efforts to maintain and enhance the river foreshore

(its setting, amenity, value and biodiversity)

Performance ratings

% of respondents



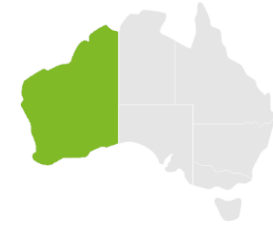
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	68
Industry Standard	51

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+	18-34 years	35-54 years	55+ years	Disability
61	61	54	59	62	62	60	54	55	60	65	58	63	58

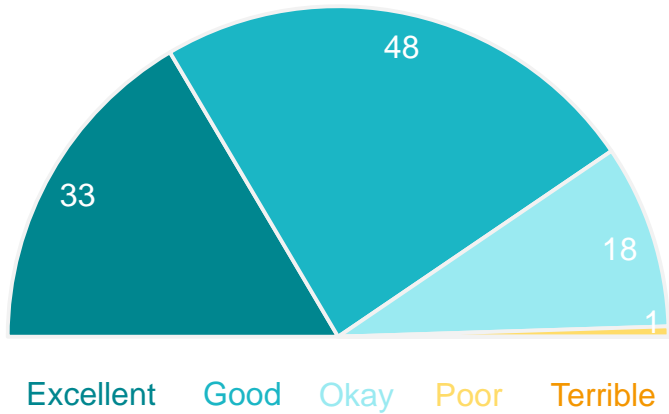
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 219).

Weekly rubbish collections

Performance ratings

% of respondents



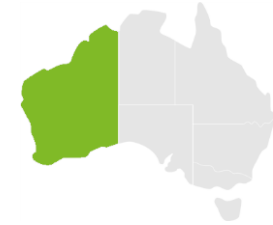
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	78
Industry High	88
Industry Standard	77

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+	18-34 years	35-54 years	55+ years	Disability
78	78	78	80	77	78	77	74	76	81	75	78	80	76

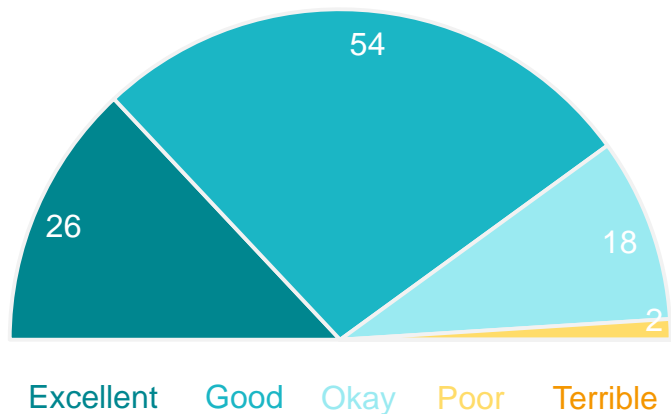
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 241).

Recycling services

Performance ratings

% of respondents



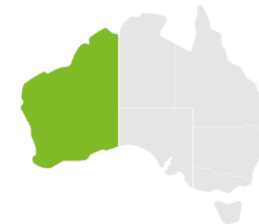
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	76
Industry High	89
Industry Standard	73

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+	18-34 years	35-54 years	55+ years	Disability
76	76	80	76	76	77	77	70	76	74	78	75	76	75

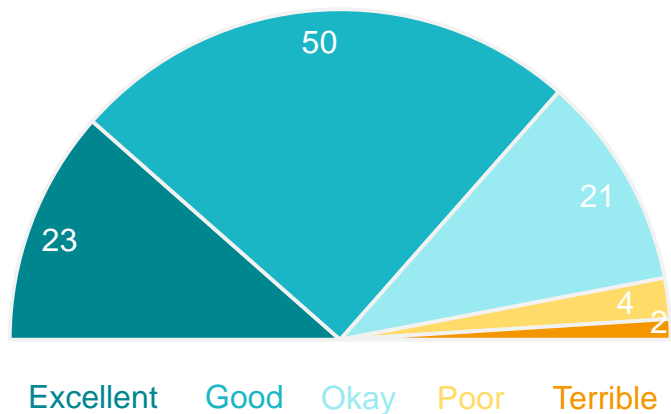
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 238).

Verge side bulk and green waste collections

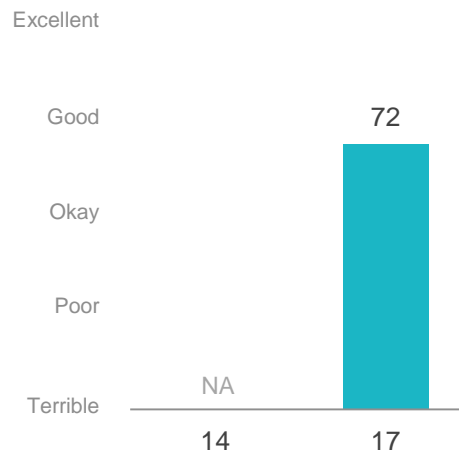
Performance ratings

% of respondents



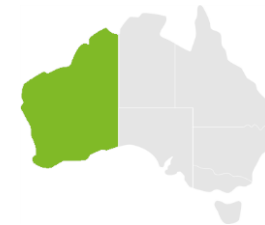
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	72
Industry High	79
Industry Standard	69

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+	18-34 years	35-54 years	55+ years	Disability
72	72	66	70	74	73	76	66	62	66	71	70	74	73

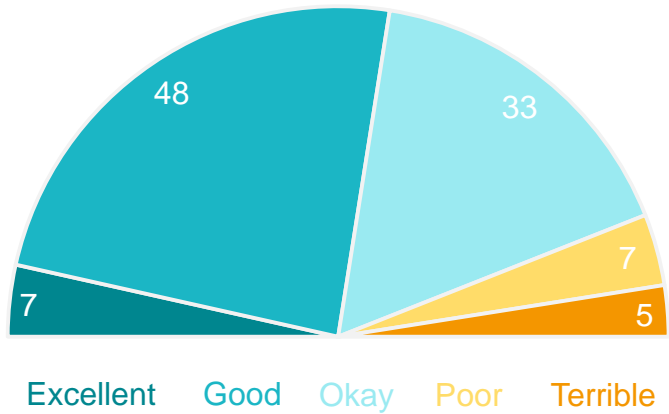
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'don't know' and 'refused' (n = 237).

Animal and pest control

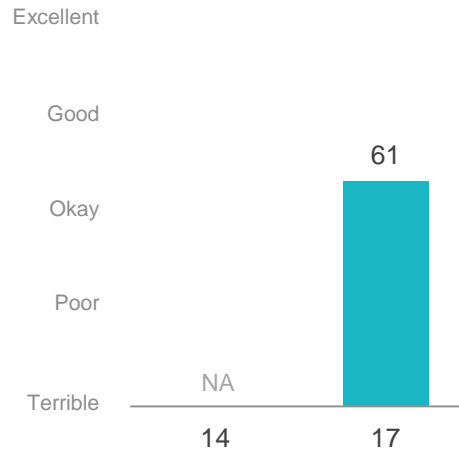
Performance ratings

% of respondents



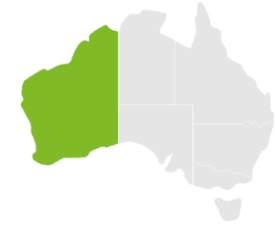
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	67
Industry Standard	57

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+	18-34 years	35-54 years	55+ years	Disability
61	61	71	61	63	64	64	64	53	47	75	57	63	75

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

Base: All respondents, excludes 'don't know' and 'refused' (n = 165).

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
Place to live	89	88	92	88	90	86	93	91	87	94	88	91	87	95
Governing organisation	60	59	67	56	64	62	59	56	52	59	71	55	59	68
Value for money from council rates	49	49	44	45	53	51	45	47	44	49	53	46	50	52
Leadership	54	54	56	51	58	55	59	58	47	53	62	53	52	76
Advocacy	54	53	57	50	57	54	64	54	49	52	66	48	53	75
Transparency	48	47	55	47	50	51	42	40	34	50	61	42	49	53
Access to staff	66	66	73	66	68	69	68	65	61	65	75	64	66	79
Access to Mayor / Councillors	52	53	51	52	55	52	53	51	48	56	50	54	51	61
Consulted about local issues	54	53	58	52	56	56	45	46	49	57	65	50	53	54
Informed about local issues	54	53	62	52	56	57	45	45	47	55	64	49	54	56
Informed about services & events	57	57	65	58	57	60	53	55	48	58	72	52	57	65
Website	63	61	74	65	61	67	60	60	52	60	75	57	60	64
Newsletter	60	60	58	60	61	63	59	58	50	59	67	54	62	70
Social media	48	49	43	49	48	49	49	44	36	52	44	48	51	55
Customer service	60	60	64	62	59	63	53	56	53	60	70	57	60	69
Management of complaints	50	50	56	49	52	54	42	43	42	55	63	46	50	54

Governance and communications

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	
Economic	Economic development	47	47	54	43	52	53	50	41	36	44	67	40	45	52
	Town Centre	49	50	45	50	48	52	46	48	40	44	64	45	46	52
	George Street	61	61	56	59	63	63	62	56	59	54	75	56	59	56
	Sense of community	65	64	72	67	63	65	64	63	64	64	72	65	61	64
	Youth	56	54	69	55	58	60	60	50	43	49	70	54	50	41
	Seniors	60	61	56	58	61	60	63	61	48	55	66	61	57	57
Community	Disability	56	56	57	56	57	57	64	54	40	46	66	53	55	49
	Community buildings and halls	55	55	59	52	59	57	65	50	41	49	64	52	55	49
	Public toilets	45	44	55	46	44	48	40	40	34	44	60	41	43	39
	Health services	59	59	58	54	63	59	62	52	49	55	65	58	55	53
	Sport and recreation	65	65	62	62	68	66	64	59	52	71	64	63	68	60
	East Fremantle Oval Precinct	48	47	58	43	54	50	50	46	36	42	50	46	50	42
	Parks	70	69	83	69	72	74	64	63	53	65	75	68	69	61
	Library	52	52	58	48	57	58	50	43	31	50	55	48	56	56
	Festivals	62	62	59	62	62	63	58	59	57	63	65	60	63	62
	History and heritage	61	61	61	63	59	61	65	63	58	53	72	58	57	68
Safety	58	56	76	62	54	60	56	53	55	54	62	56	58	48	

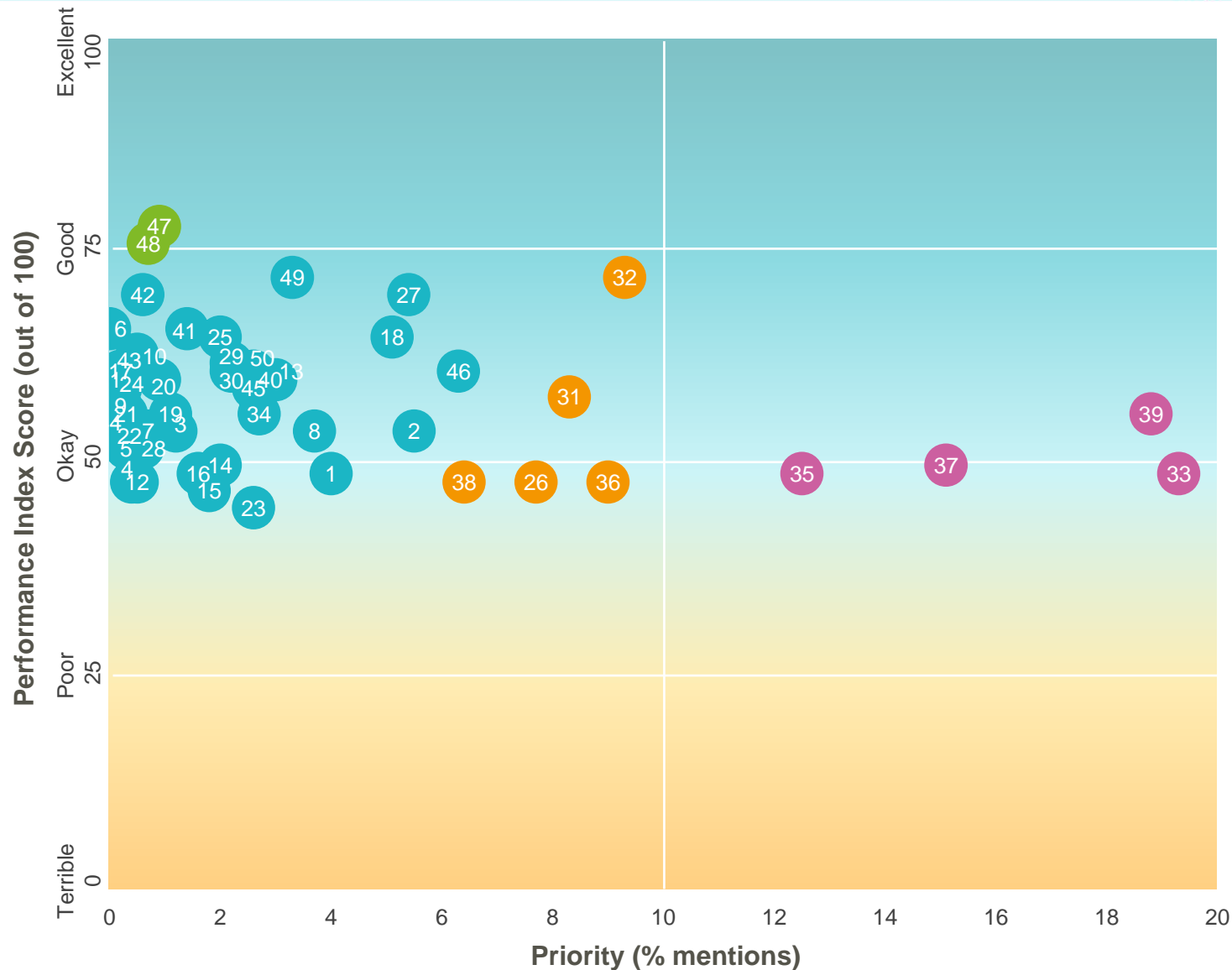
Summary of community variances

	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	
Built environment	Character and identity	72	71	80	72	72	73	79	69	64	63	85	70	67	77
	Planning and building	49	49	54	48	51	52	50	40	36	45	68	45	47	58
	Roads	56	56	50	54	57	56	50	52	49	59	53	56	57	42
	Traffic	49	49	49	47	51	50	46	50	41	49	47	48	51	47
	Parking	48	47	56	48	48	52	36	47	37	43	47	49	47	48
	Footpaths	50	49	57	51	49	53	34	45	54	54	50	53	47	32
	Cycleways	48	49	42	49	47	49	43	43	46	46	40	51	50	31
	Streetscapes	56	56	56	58	55	59	45	49	51	56	57	57	55	45
	Lighting	60	59	65	60	61	61	59	57	58	57	61	59	60	55
	Public transport	66	65	75	67	66	70	55	60	58	64	69	65	66	62
	Boat ramp	70	70	72	70	70	71	67	71	71	70	69	72	69	74
Natural	Current housing	61	60	76	62	61	62	48	55	70	62	55	65	61	41
	Future housing	55	55	57	54	56	55	46	52	65	56	50	61	52	38
	Conservation and environment	59	59	61	60	59	61	53	57	58	58	59	59	60	58
	River foreshore	61	61	54	59	62	62	60	54	55	60	65	58	63	58
	Rubbish	78	78	78	80	77	78	77	74	76	81	75	78	80	76
	Recycling	76	76	80	76	76	77	77	70	76	74	78	75	76	75
	Bulk and green waste	72	72	66	70	74	73	76	66	62	66	71	70	74	73
Animal and pest control	61	61	71	61	63	64	64	64	53	47	75	57	63	75	

Addressing Community Priorities

MARKYT Community Priorities Window™

- 1 Rates
- 2 Leadership
- 3 Advocacy
- 4 Transparency
- 5 Access to staff
- 6 Access to Mayor and Councillors
- 7 Consulted about local issues
- 8 Informed about local issues
- 9 Informed events
- 10 Website
- 11 newsletter
- 12 Social media
- 13 Customer service
- 14 Complaints and concerns
- 15 Economic development
- 16 Town Centre
- 17 George Street
- 18 Sense of community
- 19 Youth
- 20 Seniors
- 21 Disability
- 22 Community buildings and halls
- 23 Public toilets
- 24 Health
- 25 Sport and rec
- 26 East Fremantle Oval Precinct
- 27 Playgrounds
- 28 Library
- 29 Festivals
- 30 History and heritage
- 31 Safety and security
- 32 Character and identity
- 33 Planning and building
- 34 Roads
- 35 Traffic
- 36 Parking
- 37 Footpaths
- 38 Cycleways
- 39 Streetscapes
- 40 Lighting of streets
- 41 Public transport
- 42 Boat ramp
- 43 Housing now
- 44 Housing in 5
- 45 Conservation and environment
- 46 River foreshore
- 47 Rubbish
- 48 Recycling
- 49 Bulk and Green waste
- 50 Animal and pest control



Q. How would you rate performance in the following areas? Base: All respondents, excludes don't know and refused. (n=varies)

Q. Which areas would you most like the City of Canning to focus on improving? Base: All respondents, excludes no response (n = 224)

Planning and building approvals

Residents want the approvals process to be consistent with clear and concise guidelines that are enforced the same way for all.

Dealing with East Fremantle's town planners has been terrible. Their processes and empathy needs to improve!!!

Just need it to be clear so everyone knows their responsibilities.

Inconsistent planning decisions. There is no consistency in planning decisions.

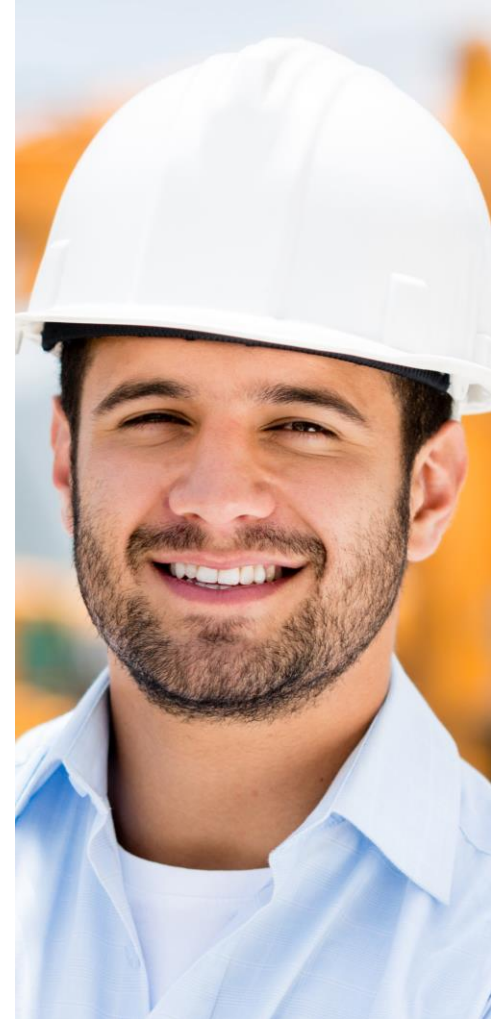
Clearer processes. In particular building approvals. Building application variations to regulations should be provided to all parties affected in a more formal and professional manner. I have found the process very time wasting, confusing and stressful.

Planning Committee needs to abide by planning rules and not grant exemptions.

More control over new homes being built that are violating local planning rules

Following up on planning approval and building approvals so they don't deviate from original approval as it causes distress to neighbours.

Developing a heart in the city centre, building a sense of community with smaller street fests and community events.



Character & identity

Maintain and protect the unique character and quality of East Fremantle. Residents suggest avoiding planning decisions that drastically alter the area's identity.

Keeping the overall character of East Fremantle. Keeping the sub divisions to a minimum.

Perhaps to keep its character and not try to turn it into what it's not, nor meant to be.

Just maintaining the quality of living in such a precious part of the riverbank.

Innovation and new ideas for future development and community connection. Foresight for future development of foreshore.

George Street is looking great but retail buildings around Petra Street and Canning Highway are appallingly without any character and are ugly. Despite not being old to have some character they need to enhance our area.

Would like to see fewer McMansions and huge homes on small blocks and better aesthetics in newer areas.

Lacks vibrancy along the river foreshore apart from the area around Dome and Left Bank. Preston Point Road lacks character. Development sympathetic to local character.



East Fremantle Oval Precinct

Residents want certainty with regards to the future of the East Fremantle Oval Precinct. Upgrading of the precinct while maintaining its congruence with the community is desired.

A fast track on the future development/developments of the East Fremantle Oval Precinct.

There has been at least 2 studies completed with public consultation in relation to the oval.....get on with it, stop procrastinating, we do not need another study.

Completing the plan for the football club and surrounds (EFFC).

*East Fremantle Football Oval - This has been badly handled by Council.
What is happening?*

This Precinct needs an immediate plan sorted.

East Fremantle Oval Precinct needs major upgrade.

East Fremantle Oval - keeping heritage of structure in keeping with area.

East Fremantle Oval - It is an eyesore, needs upgrading - look at Claremont Oval.

Upgrade the whole of the A class reserve which includes the East Fremantle Oval.

Putting money into redoing East Fremantle Oval so the Sharks can stay in East Fremantle.

Keeping East Fremantle Football Oval in East Fremantle.



Residents want streetscapes maintained to improve the overall appearance, character and identity of East Fremantle.

Preston Point Road lacks character. The streetscape doesn't compliment the beautiful views and parks.

Improve appearance of town centre in Silas St - removing graffiti on supermarket, weeding, attending to paving.

Area around Silas Street shops needs to be cleaned and have improved streetscape.

Changing the paint colour of the atrociously out of date colour scheme of the ugly bulky Richmond Quarter Canning Highway frontage especially horrid from Preston Point Rd visual. Plant more lush street trees around the council chambers.

Adopting innovative streetscapes with brown single-lane centres and that keep traffic away from verges as in Leederville - be brave.

Some pay a great deal of attention (time and money) in maintaining their verges, many don't. Council might consider rewarding those that do take pride in their street's appearance either through rate incentives or some other means.

Verges are unkempt. Residents that keep their verge tidy could receive a % cut in rates.

Streetscape maintenance.

Trimming of street trees and mowing of verges.

Overhanging shrubs on footpaths.



Footpaths and cycleways

Level, unobstructed footpaths and better maintenance are a priority to allow more walking, wheelchair and pram use and safer access for the elderly. Residents also request more cycleways especially along busy routes, such as Preston Point Road.

*Footpaths are dangerous in some streets, tree roots under paths are pushing through.
Overhanging tree branches, walkers have to duck under.*

The footpaths badly need to be fixed...Street lighting in some areas needs to be more 'lit' up.

*Footpaths for strollers and wheelchairs need improvement and safer road crossing points,
particularly on Canning Highway.*

Footpaths to encourage either walking/riding rather than cars.

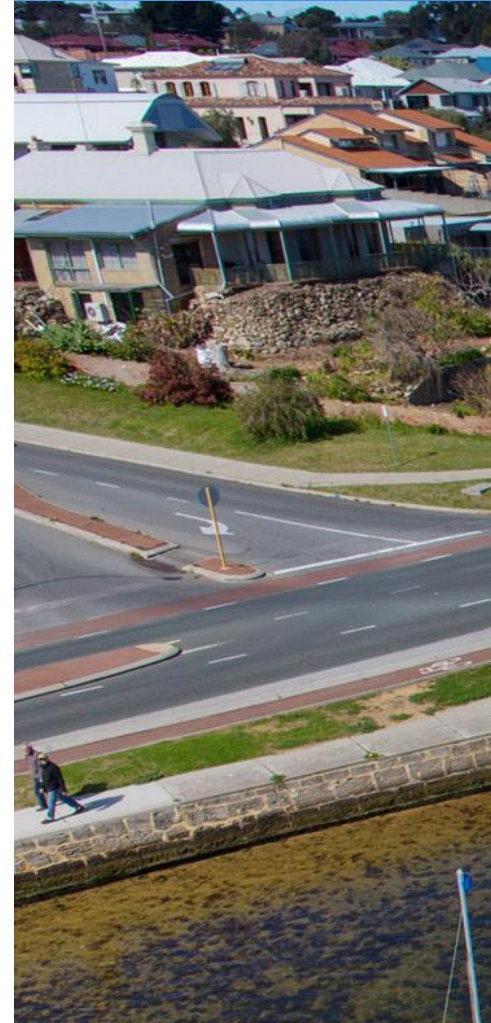
*Footpaths need looking at in particular Petra St it is a trip hazard and
difficult to push a double pram.*

*Kerbs and footpaths need more softly methods for aged, slowing residents and gopher
riders, overhanging branches hitting you in the face blocking view of buses
coming on Preston Point Rd.*

Appropriate targeted cycleways e.g. There are none in heavily used Preston Point Rd.

Cycle path on Preston Point Rd urgently required in East Fremantle section.

*Improve cycle ways to get packs of cyclists off Preston Point Rd. There is often road rage
between cyclists and vehicles on this road and noise from cyclists entering roundabouts.*



Residents prefer asphalt dual use paths

For dual use paths, 35% of residents would prefer asphalt, 28% prefer liquid limestone and 17% prefer concrete. The balance (19%) expressed no preference or were unsure. Preference for asphalt is strongest among males and 18-34 years olds. Preference for limestone is higher among those with a disability or impairment.

Concrete

17%



Asphalt

35%



Liquid Limestone

28%



Variations across the community

	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
Concrete	18	6	12	22	13	30	9	9	30	10	21	16	9
Asphalt	34	40	46	25	38	22	29	33	31	46	35	29	13
Limestone	29	23	23	32	29	25	40	29	28	33	19	35	52

Q. For dual use paths, would you prefer that the Town uses concrete, asphalt or liquid limestone?

Base: all respondents, excludes no response (n = 219)

Traffic and parking management

There are concerns with on-street parking and growing traffic congestion.

Traffic situation at the junction of Preston Point Rd and Canning Highway needs urgent and remedial attention. The congestion at the Junction of Canning Highway and Stirling Bridge needs very urgent attention.

The traffic on intersection of Preston Point Rd and Canning Hwy (turning right onto Canning Hwy from Preston Point Rd) seems to have become impossible in the last few months - even on Saturday at 8:30AM.

Provide safer roads by controlling parking on both sides of the road where there are hills. Particularly when the car owners DO have parking bays on their property.

Address the problem of on-street parking (permanent) block-ins, vision of vehicles exiting from adjacent or opposite driveways.

Putting fewer resources into giving parking fines to parents around Richmond P.S. As there is inadequate parking anyway it is nonsensical to issue fines to parents who are only trying to collect their children from school... Council need to provide a parking alternative.

On road street parking. Too many vehicles park on the road, ie. ratio of vehicles per house has increased, encouraging more on property and verge parking. Keep streets clear.

Overall road parking is a big problem, needs to be monitored.



Safety and security

Residents are concerned about security in their area. They request measures such as security patrols and improved street lighting.

Security. Would like something like City of Melville has with local patrols and a number you could call when concerned about something, but not sure whether to call police.

Security - have seen four burglaries. All have the same behaviour pattern. All in my street.

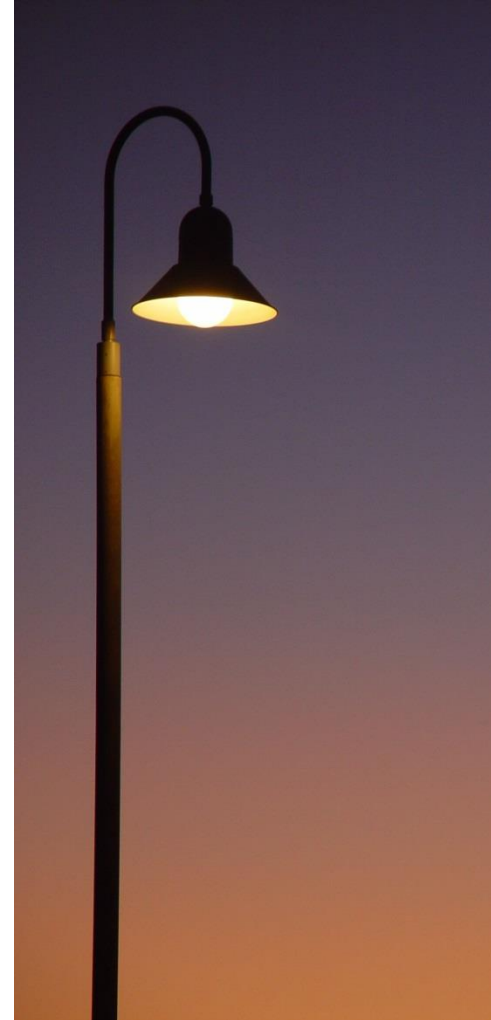
I understand it's a bigger issue that involves higher government but the flats at the top of our street (Alexandra Rd) are a disgrace. The tenants are a constant disturbance to the rest of the street. I fear for my family's safety on a daily basis... We have had to install security cameras - our mail gets stolen.

Remove the state housing? That cause crime. Particularly the ice users and people living in Alexander St. This is an absolute disgrace to the community and a major detraction to East Fremantle.

We need better street lighting, that's why there's so much petty crime in the area.

How about photographing for security and reduce the housing break-ins. We have been broken into twice this summer and my neighbour once in the middle of the day... House and vehicle break-ins are out of control.

We need safe fishing in all forms under Stirling and traffic bridges. Same as Mandurah, recreation very serious about this.



Moving Forward

Moving Forward

Overall, the Town of East Fremantle continues to be a strong performer:

- As a **place to live**, the performance index score is **89 out of 100**; up 10 points over the past three years, only 1 point behind the industry leader and 15 points above the MARKYT Industry Standard for WA.
- As a **governing organisation**, the performance index score is 60; up 3 points over the past three years, and 4 points above the MARKYT Industry Standard for WA.

The Town of East Fremantle has perceived strengths in waste management. Relative to other councils the Town of East Fremantle is performing above average with its efforts to maintain and enhance the river foreshore and to maintain the area's character and identity. It is the Industry Leader for **sense of community** and **belonging**.

Moving forward the community would like the Town of East Fremantle to focus on **7 key priorities**:

1. Continue to protect and maintain the town's unique character and identity
2. Consistent decision making with planning and building approvals
3. Take action with the East Fremantle Oval Precinct
4. Improve the appearance of streetscapes
5. Improve footpaths and cycleways, using asphalt for dual use paths
6. Address concerns with traffic congestion and on-street parking
7. Address safety concerns with break-ins.





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