



MARKYT Community Scorecard ©

Prepared for: Town of East Fremantle

Prepared by: CATALYSE Pty Ltd ©

March 2019

© Copyright CATALYSE® Pty Ltd 2019

MARKYT 

Contents

The Study	3
MARKYT® Industry Standards	4
Strategic insights	5
Overall performance	14
Familiarity with local services and facilities	20
Leadership and communication	22
Customer service	36
Economic development	42
Community development	44
Built environment	58
Natural environment	71
Overview of community variances	78
Community priorities	81

The Study

In February 2019, 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.

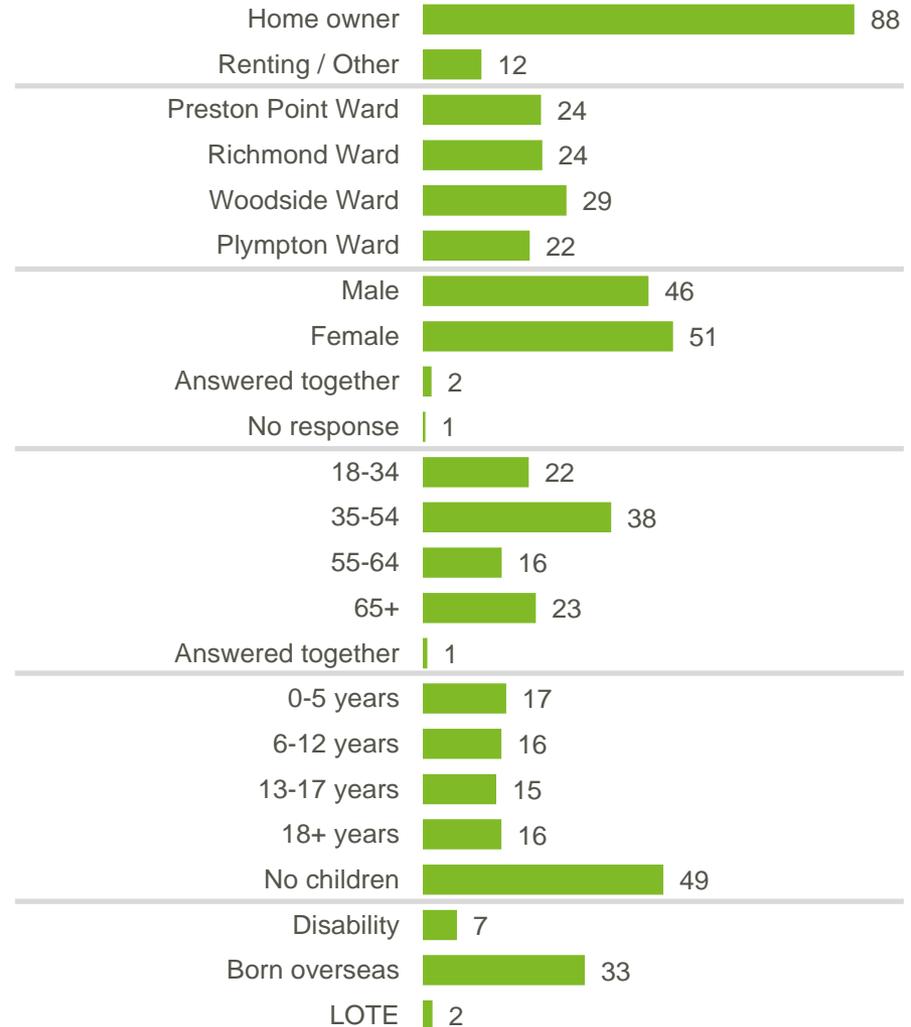
Scorecard invitations were sent by post to all residential households using a combination of Australia Post unaddressed and addressed mail. Email invitations were also sent to contacts in the Town’s rates and library databases. The Town supported the survey with promotions through its communication channels.

In total, **642 responses** were received. This represents an approximated participation rate of 19% of households.*

The study attracted a good cross section of the population aged 18 years or older. 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 ±1% of the parts, this is due to rounding errors to zero decimal places.

% of respondents (weighted)



* Population base = number of households (source: Town of East Fremantle occupied residential property database)

CATALYSE® has conducted MARKYT® Community Scorecards or Community Perceptions Surveys 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

The Town of East Fremantle continues to be a very strong performer:

- The Town's overall performance score is 78, making it the second highest performing council.
- As a **place to live**, the performance index score is **92 out of 100**, 15 index points above the MARKYT® Industry Standard.
- As a **governing organisation**, the performance index score is 63; 7 index points above the MARKYT® Industry Standard.
- The Town received a high Net Promoter Score of +40.

The Town's **highest performing areas** are waste collection services and the area's character and identity.

Relative to the MARKYT® Industry Standards the Town is **performing on par or above average in 38 measures**.

The Town has **improved in 39 performance** measures over the past two years. The biggest improvers were:

- Access to housing options in the local area that will meet your needs in 5-10 years
- Footpaths and cycleways
- Traffic management
- The Town's social media presence on Facebook
- Safety and security

Moving forward the community would like to Town of East Fremantle to continue its focus on **2 key priorities**:

1. **Streetscapes** – with greater commitment to protecting, planting and maintaining street trees and ensuring local streets are kept tidy and inviting.
2. **Footpaths and cycleways** – with improved maintenance of footpaths and better bicycle infrastructure and connectivity.

The Town may also benefit from developing and communicating a clearer vision for the area.

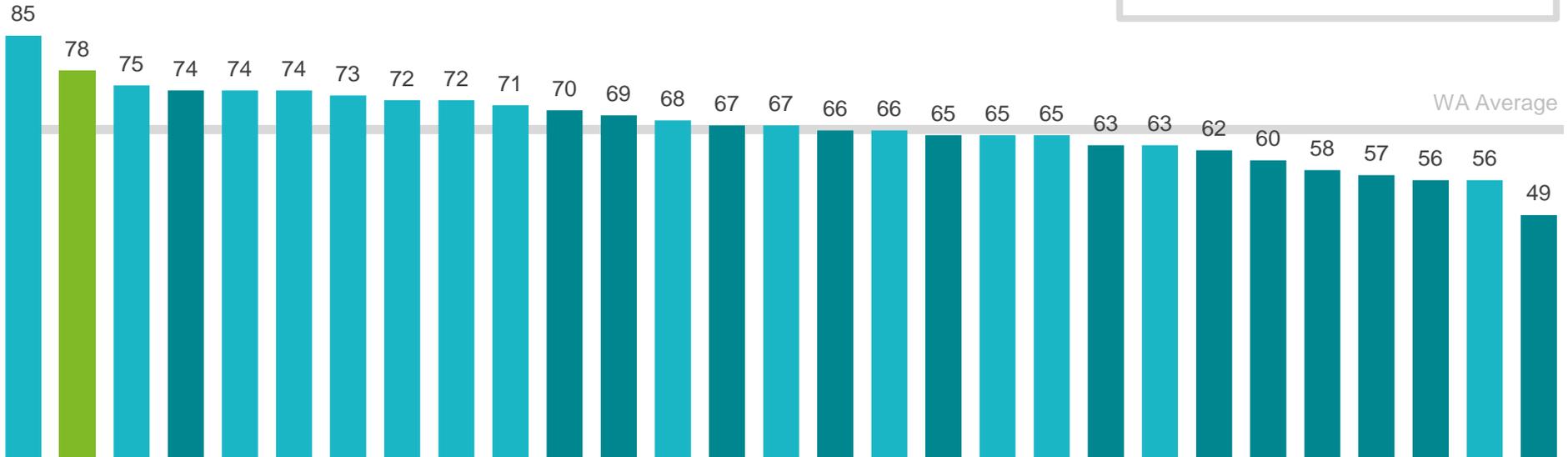
Overall Performance | industry comparisons

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 78 out of 100, 11 index points above the industry standard for Western Australia.

Overall Performance Index Score

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

- Town of East Fremantle
- Metropolitan Councils
- Regional Councils



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 Standard.

MARKYT Benchmark Matrix TM

This chart shows the Town'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.

Higher Performance

CELEBRATE

the Town as a place to live, the area's character and identity and how residents are consulted. These areas are furthest ahead of the Industry Average.

Place to live

Below Industry Average

Above Industry Average

Lower Performance

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.

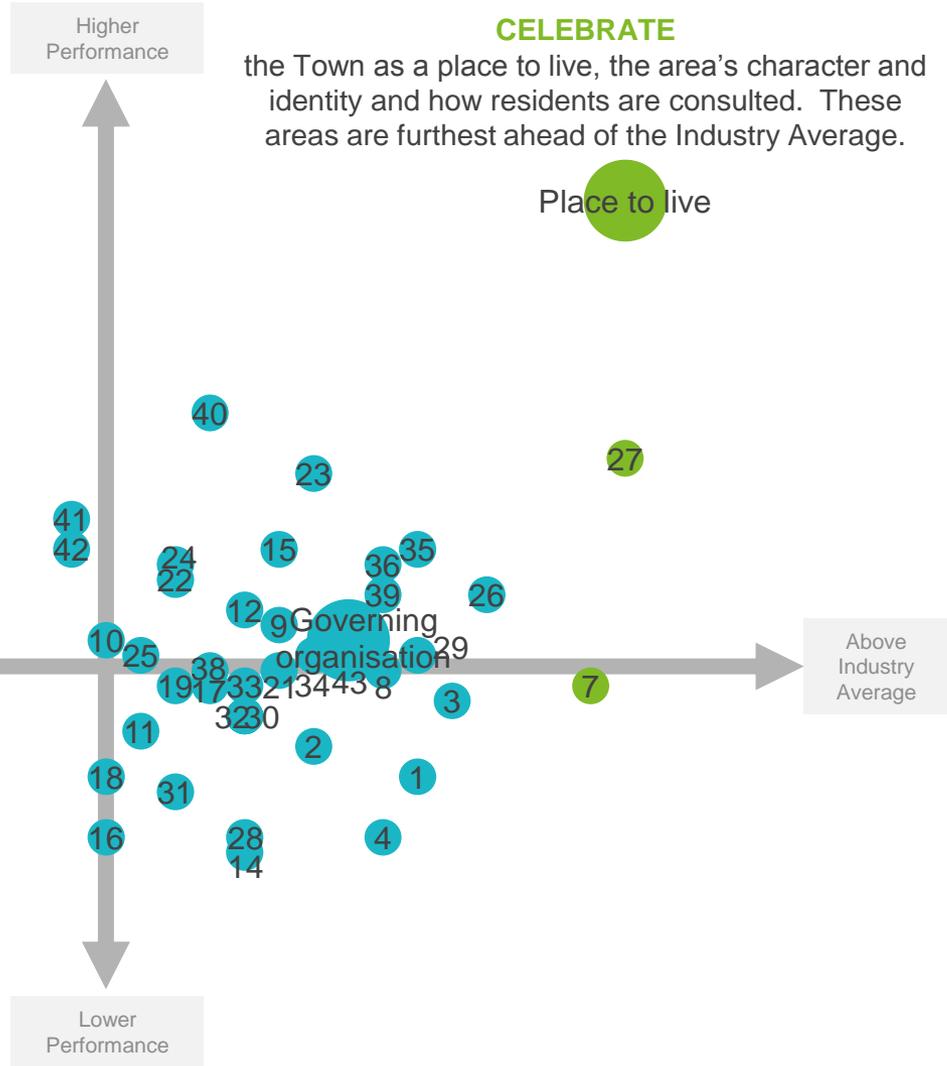
FOCUS

on public toilets and access to the Mayor and Councillors.

MARKYT Benchmark Matrix™

This chart shows the Town'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.



- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Open and transparent
- 5 Access to Mayor and Councillors
- 6 Access to staff
- 7 Consultation
- 8 Informing the community
- 9 Website
- 10 Newsletter
- 11 Facebook presence
- 12 Customer service
- 13 Complaints and concerns
- 14 Economic development
- 15 Sense of community
- 16 Youth services and facilities
- 17 Seniors services and facilities
- 18 Disability access
- 19 Buildings and halls
- 20 Public toilets
- 21 Health and community services
- 22 Sport and recreation
- 23 Playgrounds, parks & reserves
- 24 Festivals, events, art & culture
- 25 History and heritage
- 26 Safety and security
- 27 Character and identity
- 28 Planning and building
- 29 Road maintenance
- 30 Traffic management
- 31 Parking management
- 32 Footpaths and cycleways
- 33 Streetscapes
- 34 Lighting
- 35 Public transport
- 36 Housing meets current needs
- 37 Housing to meet future needs
- 38 Conservation and environment
- 39 River foreshore
- 40 Weekly waste collections
- 41 Recycling services
- 42 Bulk and green waste
- 43 Animal and pest control

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.

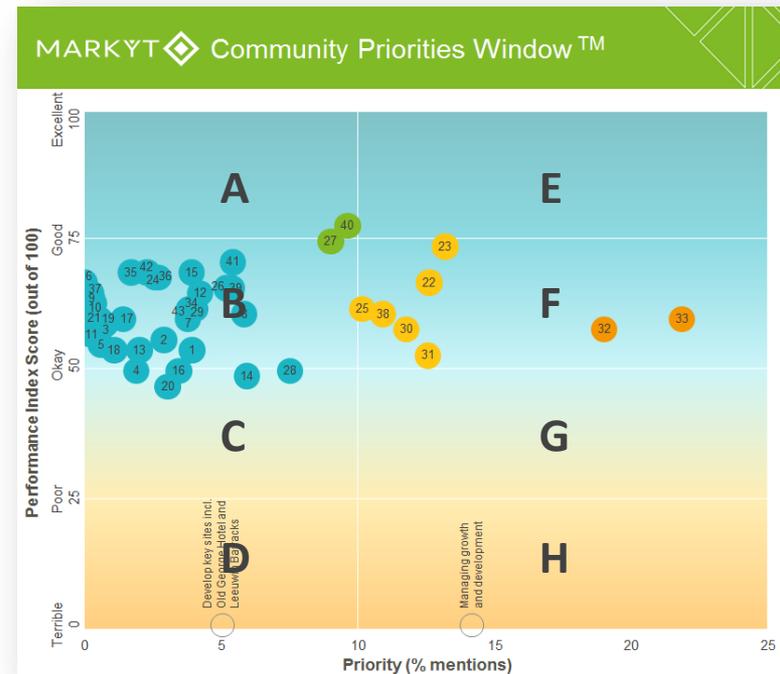
In the Town of East Fremantle's Community Priorities Window, detailed overleaf, most services are ideally located in windows A + B. These are high performing areas, receiving average ratings between okay and excellent.

Perceived strengths include waste collection services and the area's character and identity.

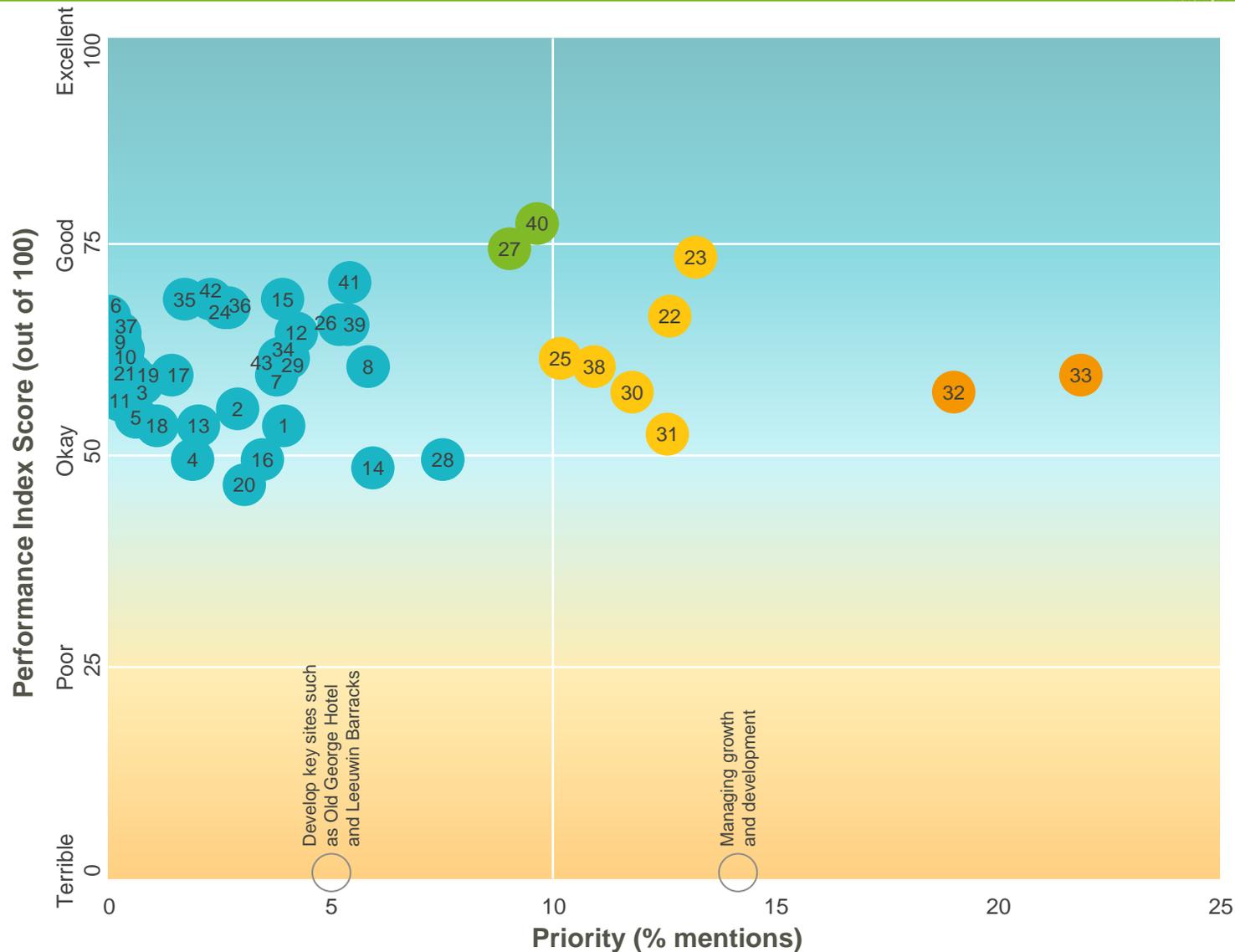
Moving forward, the community would like Council to prioritise streetscapes as well as footpaths and cycleways (window F).

Other areas to focus on include:

- Managing growth and development (especially relating to infill and high rise development)
- Playgrounds, parks and reserves
- Parking and traffic management
- Conservation and environmental management
- How local history and heritage is preserved and promoted



MARKYT Community Priorities Window™



- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Open and transparent
- 5 Access to Mayor and Councillors
- 6 Access to staff
- 7 Consultation
- 8 Informing the community
- 9 Website
- 10 Newsletter
- 11 Facebook presence
- 12 Customer service
- 13 Complaints and concerns
- 14 Economic development
- 15 Sense of community
- 16 Youth services and facilities
- 17 Seniors services and facilities
- 18 Disability access
- 19 Buildings and halls
- 20 Public toilets
- 21 Health and community services
- 22 Sport and recreation
- 23 Playgrounds, parks & reserves
- 24 Festivals, events, art & culture
- 25 History and heritage
- 26 Safety and security
- 27 Character and identity
- 28 Planning and building
- 29 Road maintenance
- 30 Traffic management
- 31 Parking management
- 32 Footpaths and cycleways
- 33 Streetscapes
- 34 Lighting
- 35 Public transport
- 36 Housing meets current needs
- 37 Housing to meet future needs
- 38 Conservation and environment
- 39 River foreshore
- 40 Weekly waste collections
- 41 Recycling services
- 42 Bulk and green waste
- 43 Animal and pest control

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 Town to focus on improving? Base: All respondents, excludes no response (n = 448)

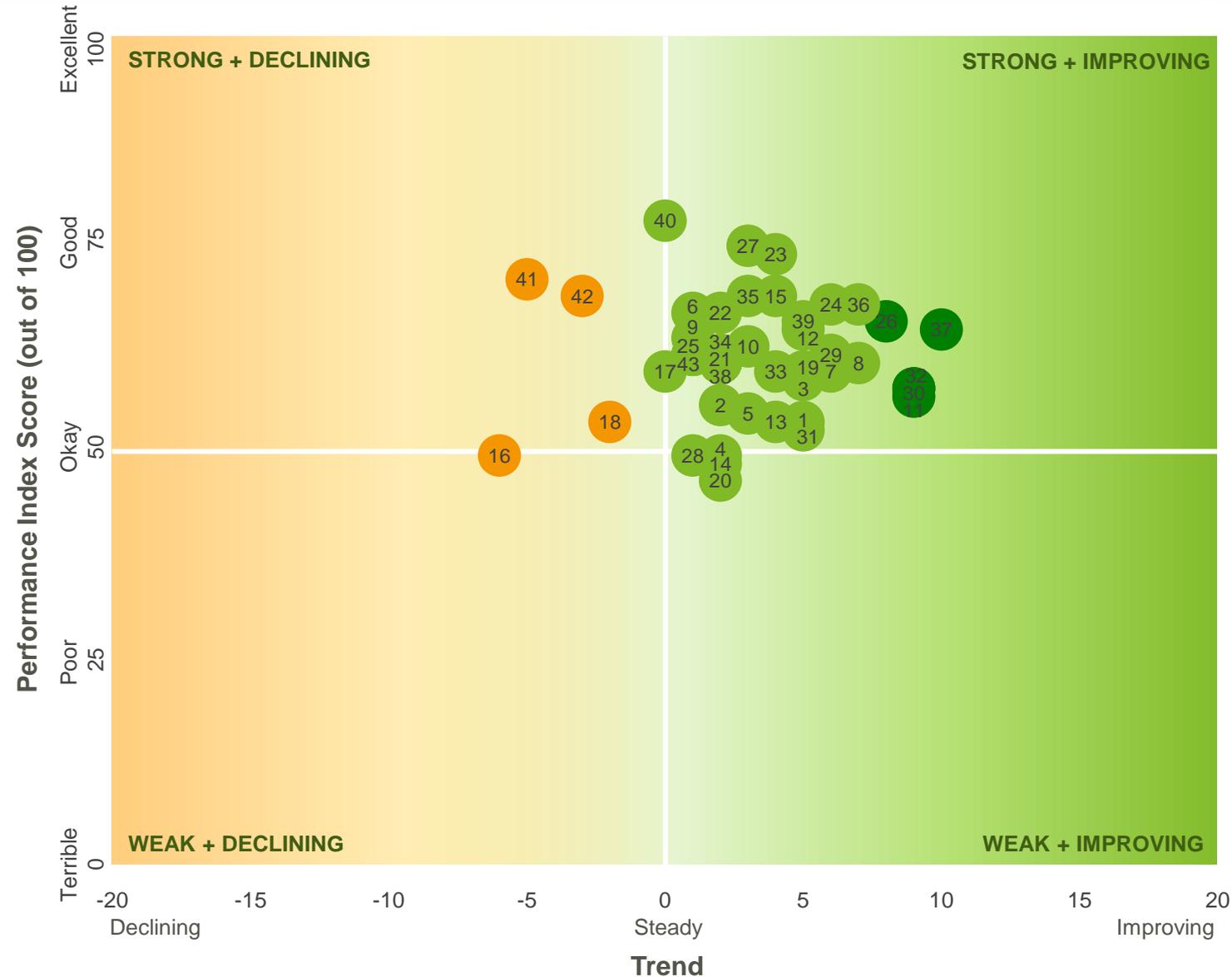
In the Town of East Fremantle's Community Trends Window, detailed overleaf, most services are ideally located in Window 1. These are higher performing areas that continue to improve.

Stand out improvers include:

- Access to housing options to meet future needs
- Footpaths and cycleways
- Traffic management
- The Town's social media presence on Facebook
- Safety and security

Areas that have declined (in Windows 3 + 4) include youth services and facilities, access to services and facilities for people with a disability, recycling services and verge-side bulk and green waste collections.





- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Open and transparent
- 5 Access to Mayor and Councillors
- 6 Access to staff
- 7 Consultation
- 8 Informing the community
- 9 Website
- 10 Newsletter
-  Facebook presence
- 12 Customer service
- 13 Complaints and concerns
- 14 Economic development
- 15 Sense of community
-  16 Youth services and facilities
- 17 Seniors services and facilities
-  18 Disability access
- 19 Buildings and halls
- 20 Public toilets
- 21 Health and community services
- 22 Sport and recreation
- 23 Playgrounds, parks & reserves
- 24 Festivals, events, art & culture
- 25 History and heritage
-  26 Safety and security
- 27 Character and identity
- 28 Planning and building
- 29 Road maintenance
-  Traffic management
- 31 Parking management
-  Footpaths and cycleways
- 33 Streetscapes
- 34 Lighting
- 35 Public transport
- 36 Housing meets current needs
-  Housing to meet future needs
- 38 Conservation and environment
- 39 River foreshore
- 40 Weekly waste collections
-  41 Recycling services
-  42 Bulk and green waste
-  43 Animal and pest control

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

Overall Performance

How to read performance 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.

Please note: 2014 performance results are from mail and online surveys using an 11 point satisfaction scale that has been converted using a MARKYT® Conversion Model. 2017-2019 results use a MARKYT® accredited multi-channel approach with a 5 point performance scale. This is a best practice approach that enables comparison with other councils.

For the agree-disagree questions, the scale has remained consistent.



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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
92	92	93	91	92	92	94	93	88	90	93	93	89	88	92	91	90	91	95

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.

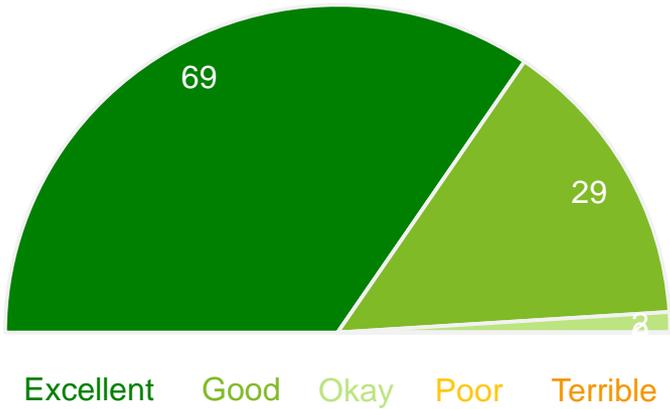
Industry High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE® over the past two years.

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

The Town of East Fremantle as a place to live

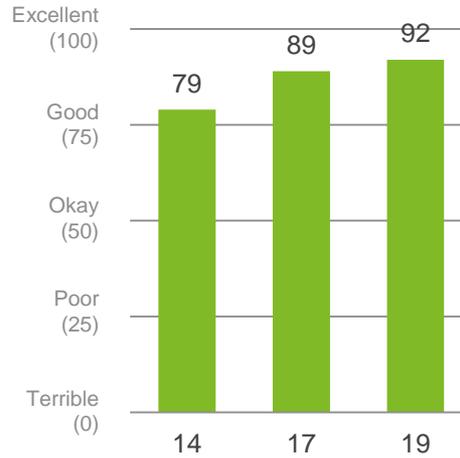
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	92
Industry High	95
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
92	92	93	91	92	92	94	93	88	90	93	93	89	88	92	91	90	91	95

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

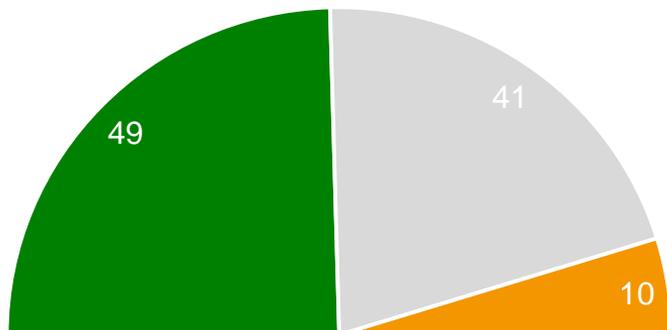
Base: All respondents, excludes 'unsure' and 'no response' (n = 640).

Community Advocacy

Likelihood of recommending the Town of East Fremantle 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
40*

NPS can range from -100 to +100

MARKYT Industry Standards

Net Promoter Score



Town of East Fremantle 40

Industry High 68

Industry Standard -4

Variations across the community

Net Promoter Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Plympton	Preston Point	Richmond	Woodside
40	40	37	37	42	44	42	42	18	40	33	43	40	27	39	44	29	33	49

Q. How likely are you to recommend the Town of East Fremantle as a place to live?

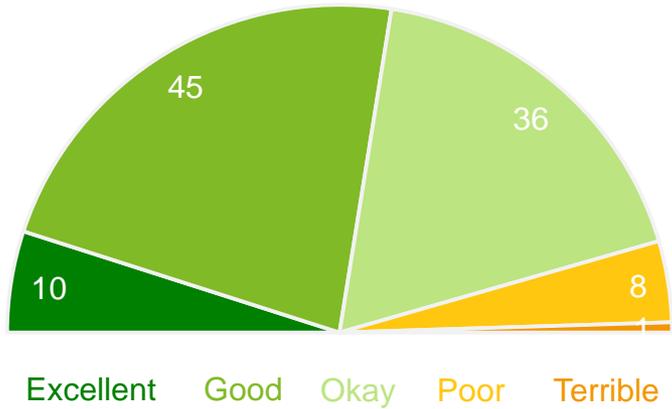
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.

Base: All respondents, excludes 'unsure' and 'no response' (n = 569). * Sub-total variation due to rounding to 0 decimal places.

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

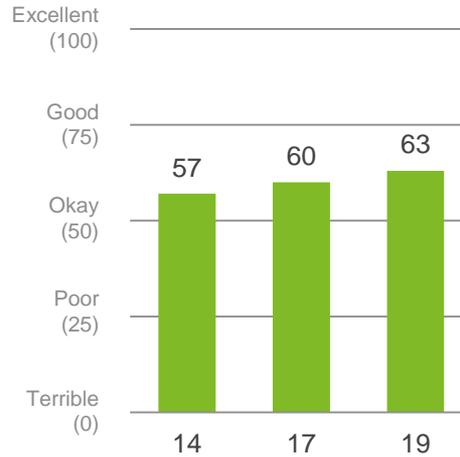
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	63
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
63	63	66	63	64	65	67	59	57	60	66	61	65	66	66	66	59	60	68

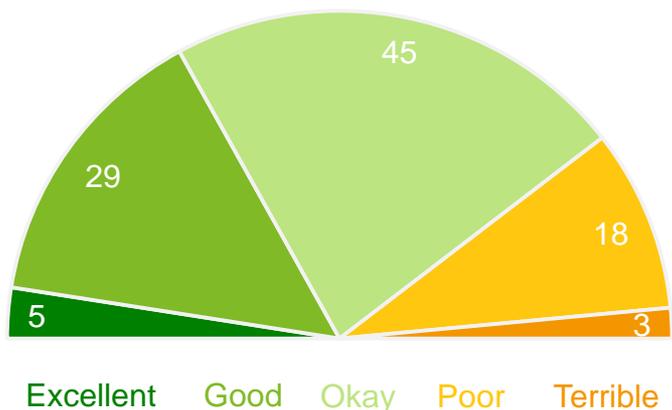
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 593).

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	54
Industry High	64
Industry Standard	45

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
54	54	50	52	55	59	53	49	44	50	56	50	56	53	55	54	51	51	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 569).

Familiarity with local services and facilities

Familiarity with local services and facilities

% of respondents who were familiar with service area

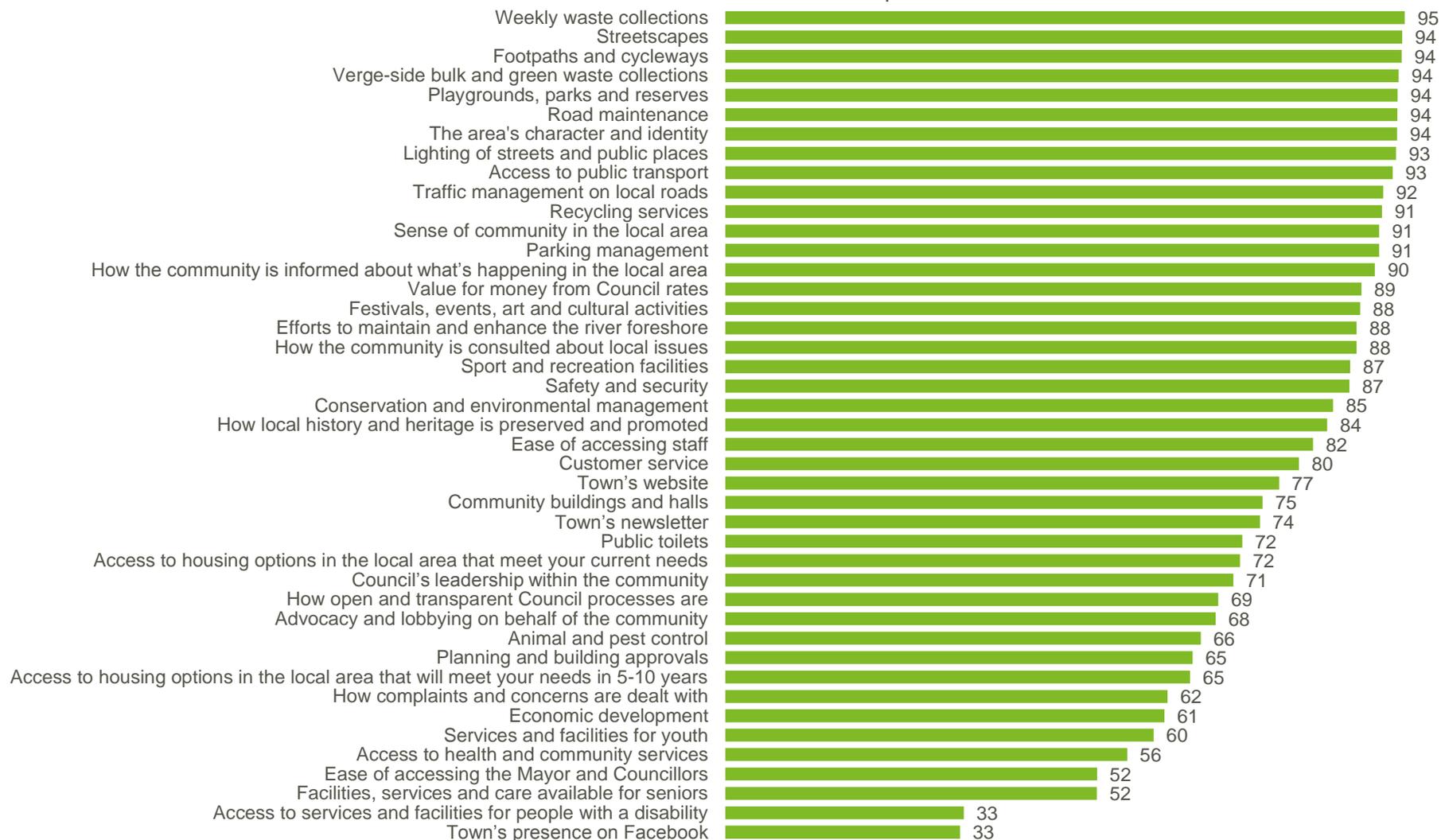


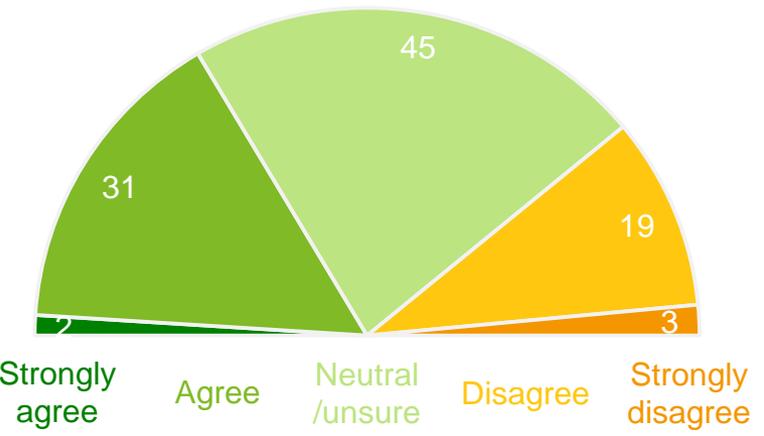
Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Leadership and Communication

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

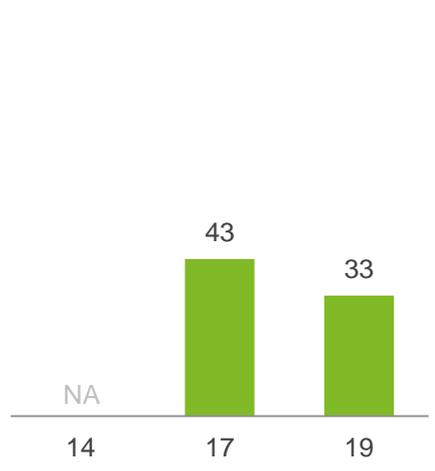
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	33
Industry High	61
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
33	34	30	32	35	42	35	32	19	23	31	31	38	30	28	41	23	32	37

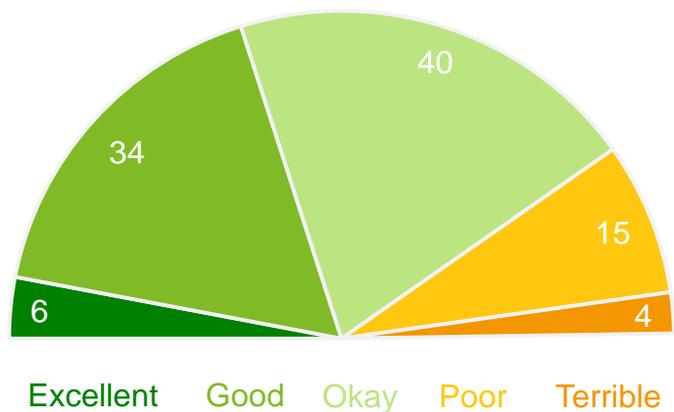
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 633).

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	56
Industry High	67
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
56	54	65	52	60	58	58	53	45	56	62	51	57	54	57	59	53	50	60

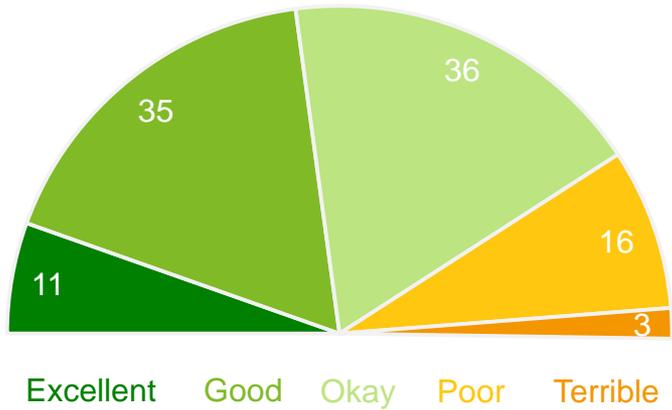
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 454).

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

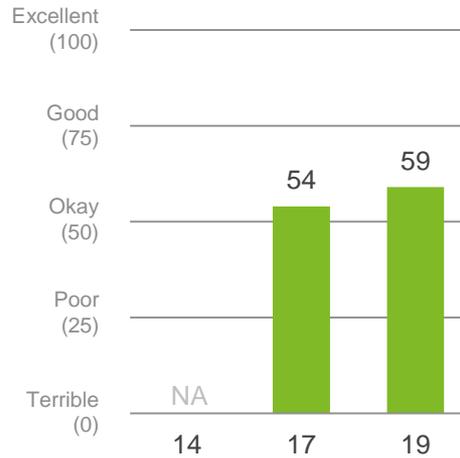
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	59
Industry High	68
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
59	57	71	56	61	61	62	54	51	57	66	55	59	54	60	66	54	52	62

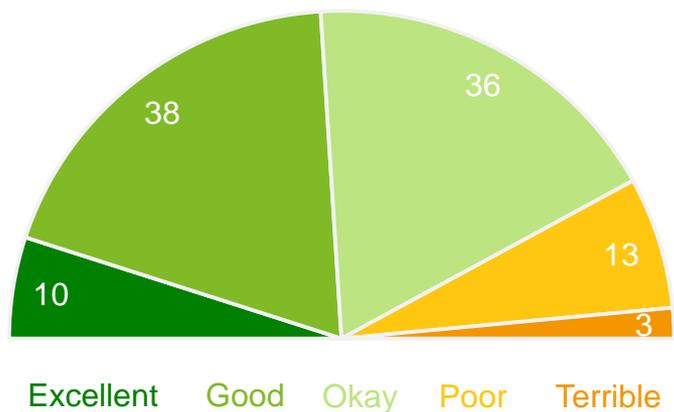
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 439).

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	60
Industry High	63
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Plympton	Preston Point	Richmond	Woodside
60	59	70	58	63	60	66	57	54	59	66	56	61	57	62	63	57	55	64

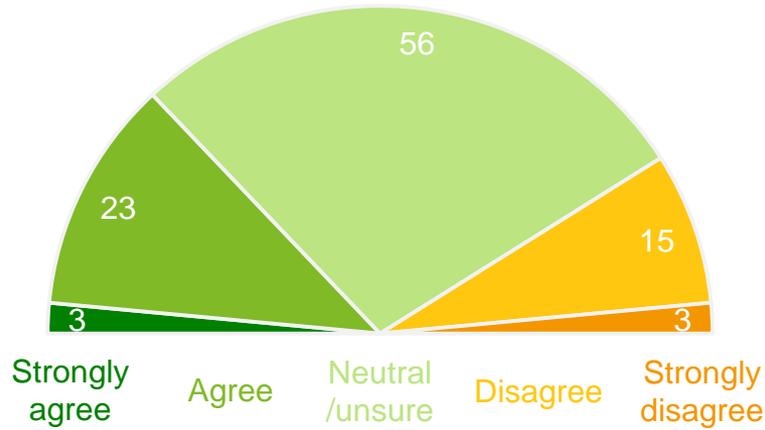
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 565).

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

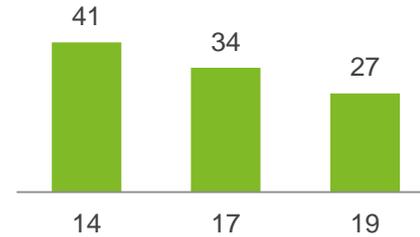
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	27
Industry High	50
Industry Standard	31

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
27	27	23	26	28	31	24	29	19	15	23	22	33	28	26	31	17	25	33

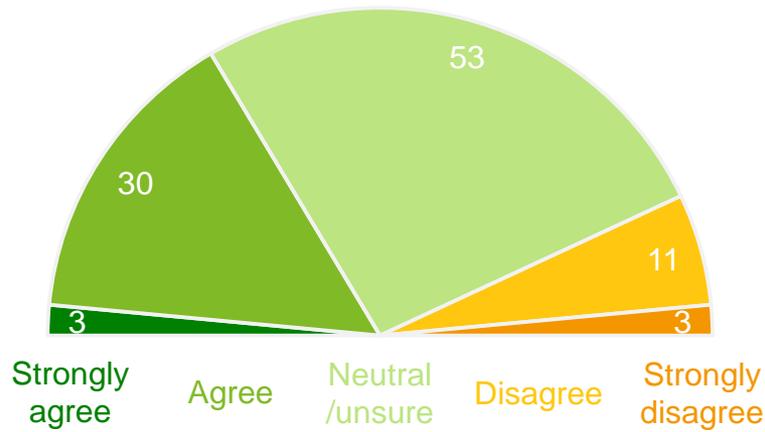
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 632).

Staff have a good understanding of community needs

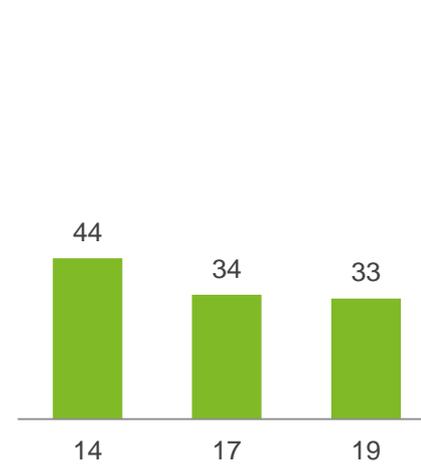
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	33
Industry High	53
Industry Standard	35

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
33	37	8	36	31	36	35	38	19	23	31	29	39	28	34	44	27	28	34

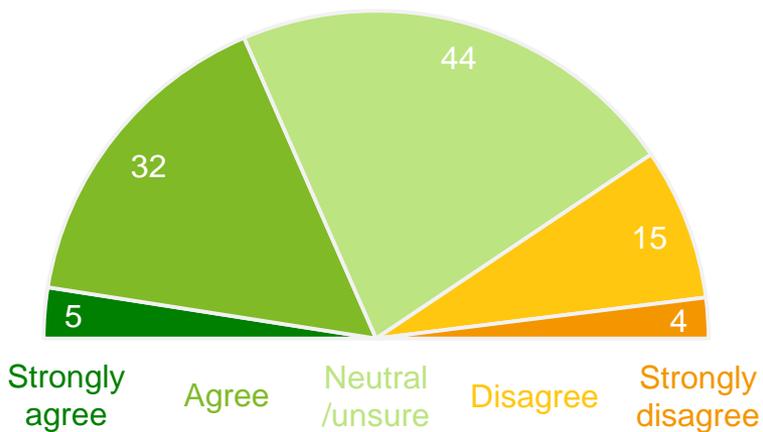
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 630).

The Town listens to and respects residents' views

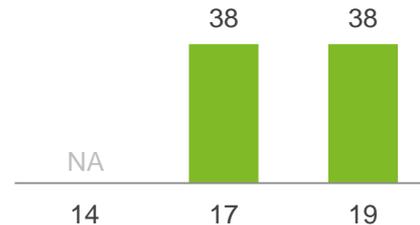
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	38
Industry High	39
Industry Standard	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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
38	38	34	36	39	40	41	37	19	38	42	31	42	35	43	48	28	32	42

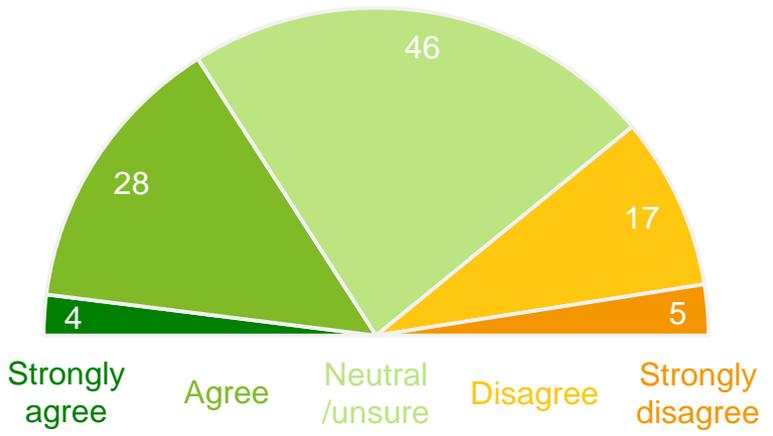
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 633).

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

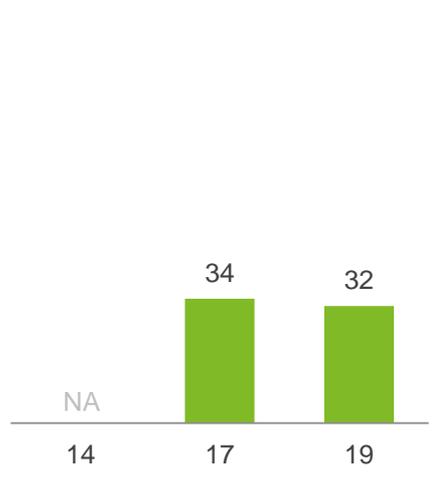
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	32
Industry High	49
Industry Standard	28

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
32	33	26	32	33	36	33	29	18	28	38	26	35	22	31	47	22	30	30

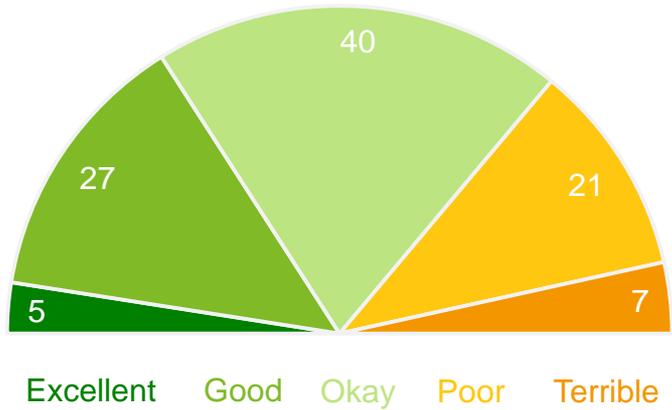
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 634).

How open and transparent Council processes are

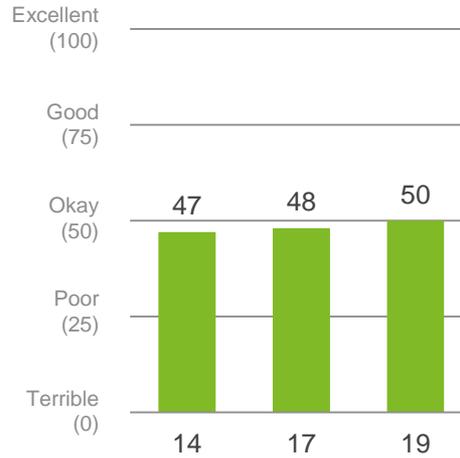
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	50
Industry High	54
Industry Standard	42

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
50	51	46	48	53	51	56	50	41	46	51	48	52	46	50	57	44	47	52

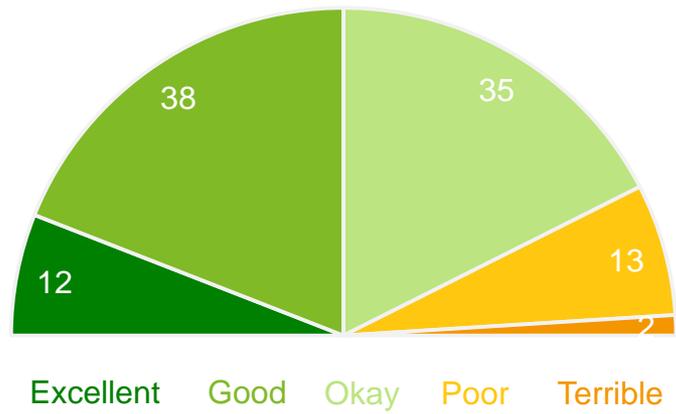
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 441).

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

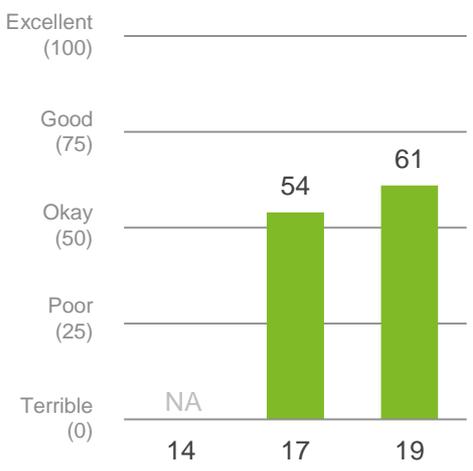
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	66
Industry Standard	53

Variations across the community

Performance Index Score

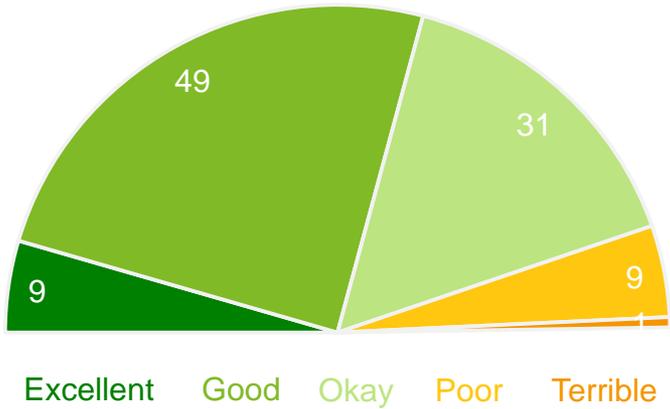
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Plympton	Preston Point	Richmond	Woodside
61	60	67	59	64	63	65	58	56	60	67	57	62	53	61	65	58	58	64

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 581).

Town's website

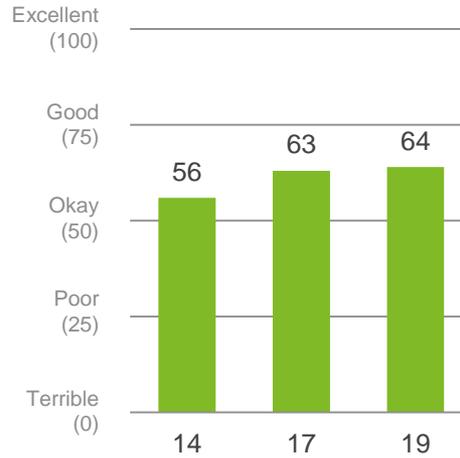
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	64
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
64	64	65	64	64	67	64	63	58	56	70	61	64	69	64	67	60	62	67

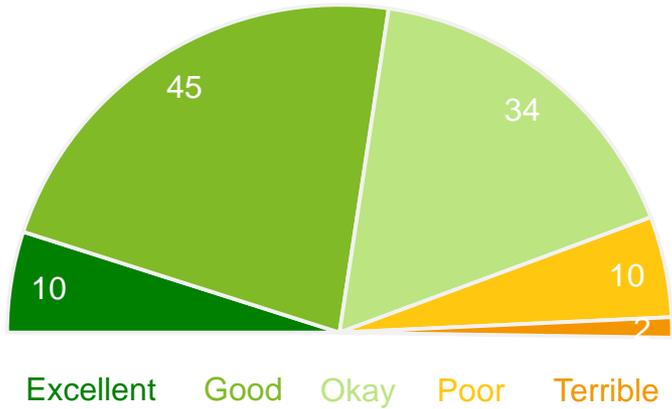
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 496).

Town's newsletter

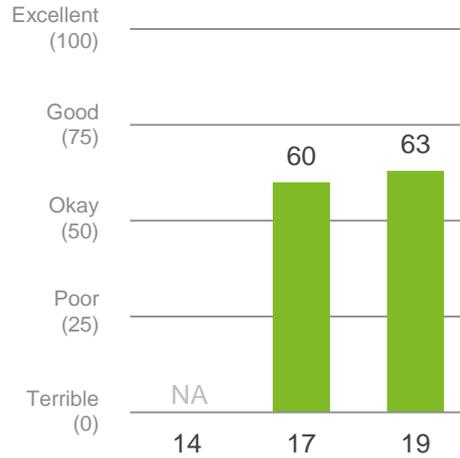
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	63
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
63	63	67	61	65	64	62	62	57	58	64	60	66	68	65	64	60	61	66

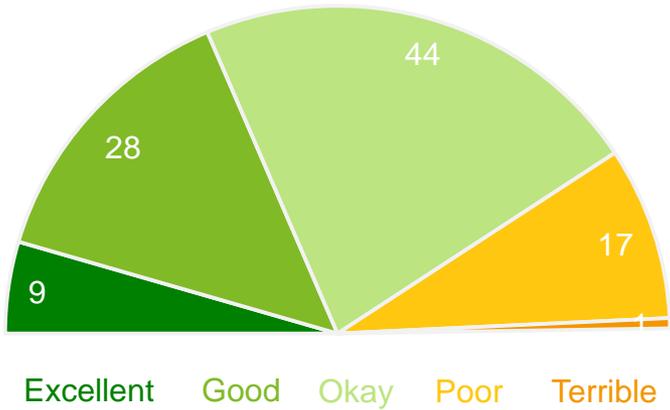
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 478).

Town's presence on Facebook

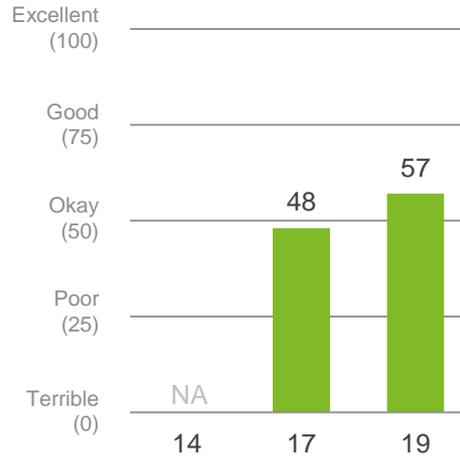
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	57
Industry High	65
Industry Standard	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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
57	57	56	53	62	57	61	63	50	50	55	58	57	50	64	61	48	58	58

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

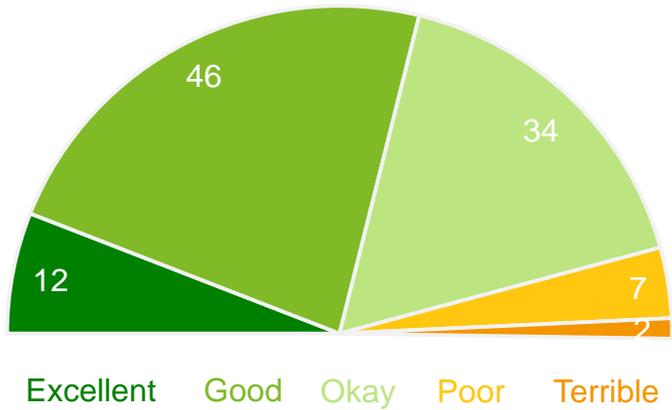
Base: All respondents, excludes 'unsure' and 'no response' (n = 210).

Customer service

Customer service

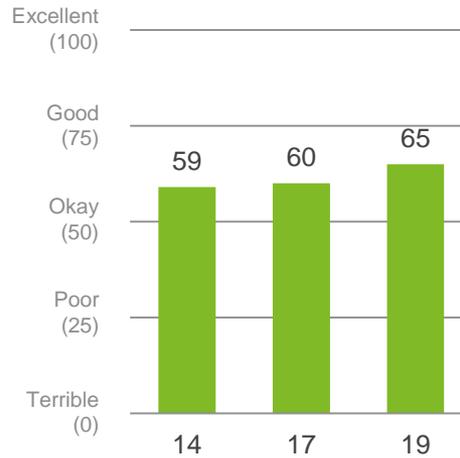
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	65
Industry High	79
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
65	64	72	64	66	67	66	63	60	60	69	62	66	65	68	66	64	67	63

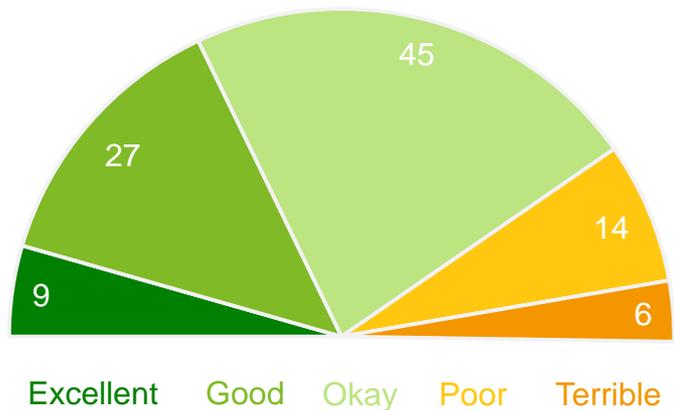
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 513).

Ease of accessing the Mayor and Councillors

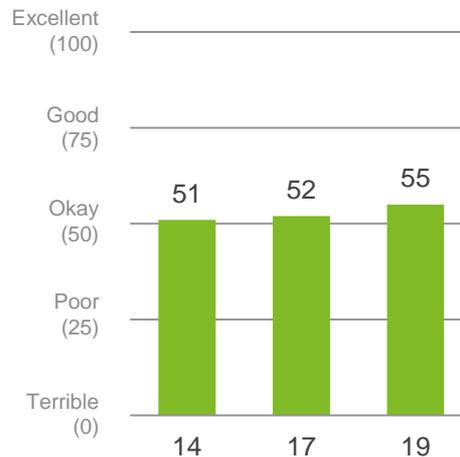
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	55
Industry High	70
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
55	55	58	54	56	57	51	53	46	54	50	53	59	56	55	59	55	47	59

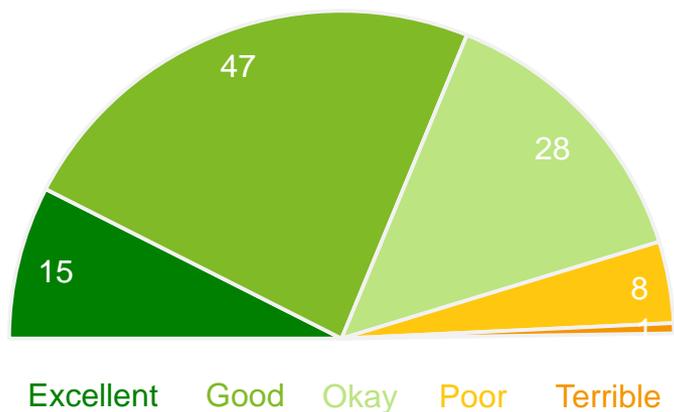
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 332).

Ease of accessing staff

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	67
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
67	67	62	66	67	69	67	66	59	61	67	64	69	66	69	69	66	64	68

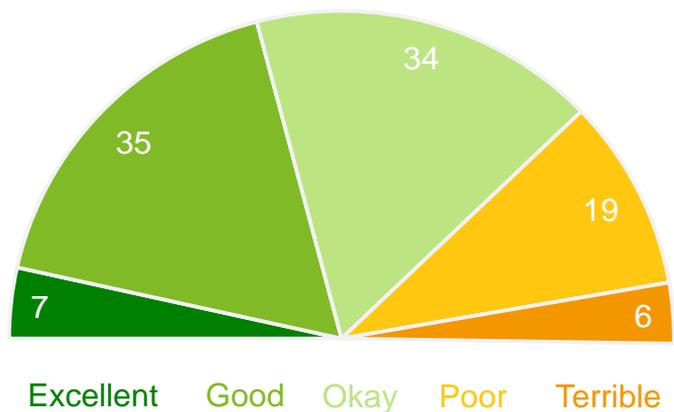
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 526).

How complaints and concerns are dealt with

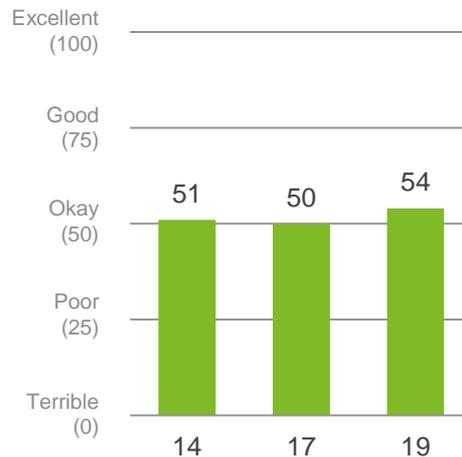
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
54	54	62	55	54	58	50	50	45	47	60	50	55	53	52	56	53	50	56

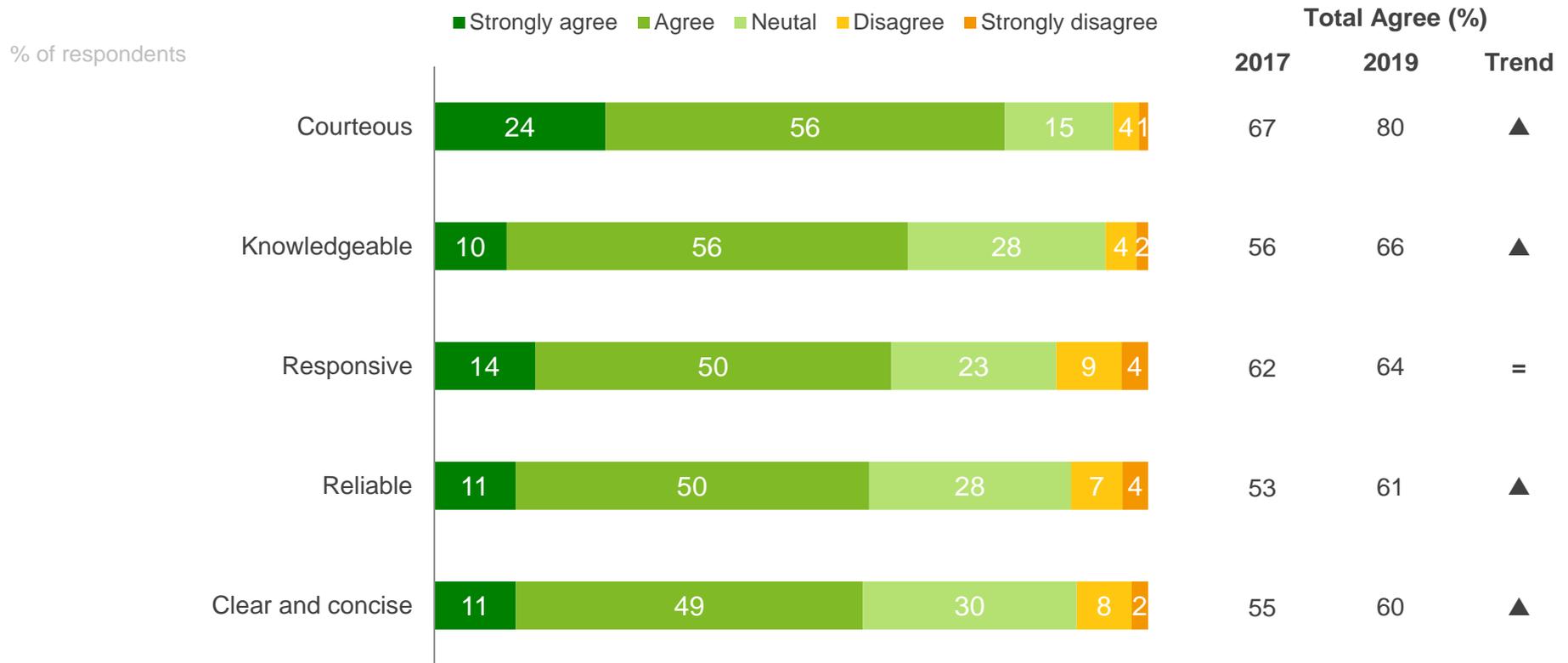
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 396).

Customer service quality dimensions

Customer service is well regarded and improving.

A majority of respondents agree that staff are courteous, knowledgeable, responsive, reliable, clear and concise.



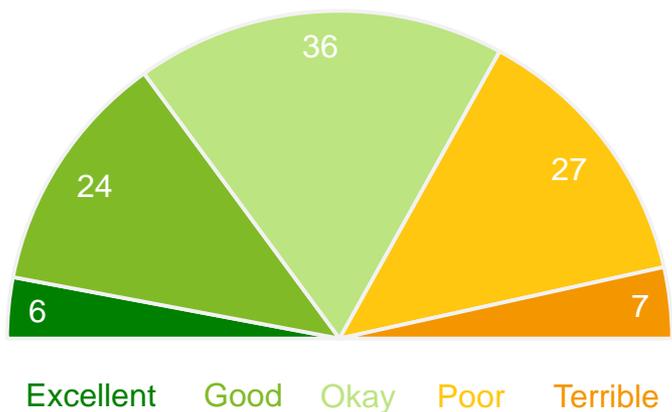
Q. How strongly do you agree or disagree that staff at the Town of East Fremantle are:
 Base: All respondents, excludes 'unsure' and 'no response' (n = varies between 461 and 501).

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	49
Industry High	63
Industry Standard	45

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
49	47	57	45	53	49	52	46	41	44	51	46	50	43	50	55	41	45	54

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

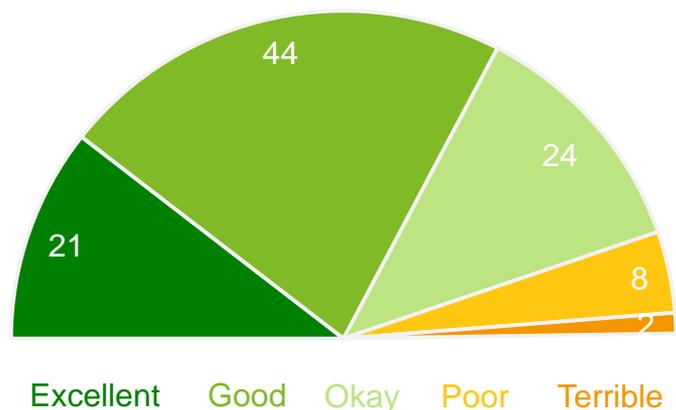
Base: All respondents, excludes 'unsure' and 'no response' (n = 393).

Community Development

Sense of community in the local area

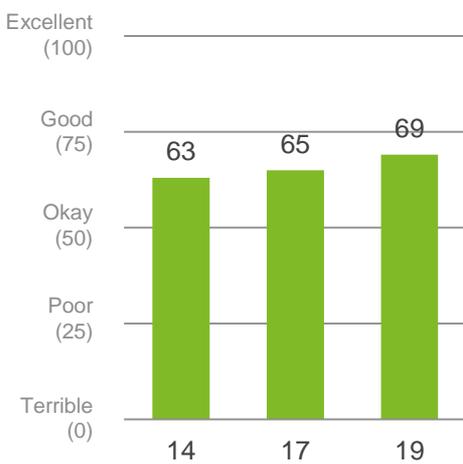
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	69
Industry High	71
Industry Standard	64

Variations across the community

Performance Index Score

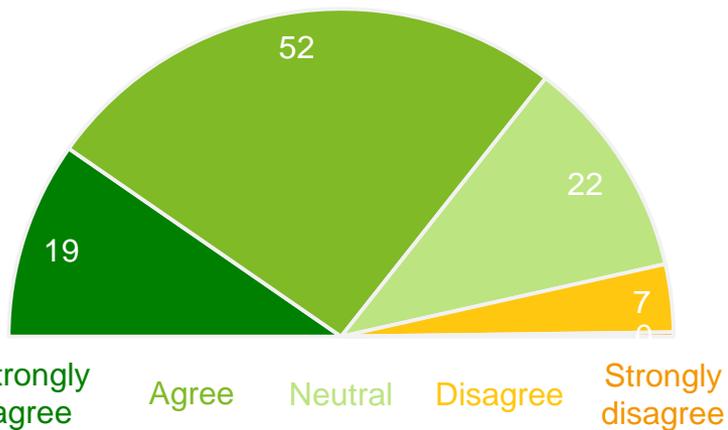
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Plympton	Preston Point	Richmond	Woodside
69	68	76	70	68	69	75	71	61	62	75	67	66	64	68	72	64	65	72

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 585).

I feel like I belong in my local community

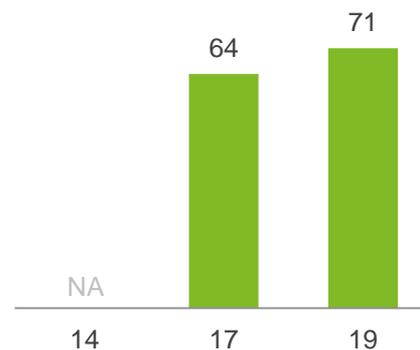
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Town of East Fremantle	71
Industry High	75
Industry Standard	58

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
71	70	81	70	71	70	80	83	63	63	76	70	70	67	73	80	59	64	80

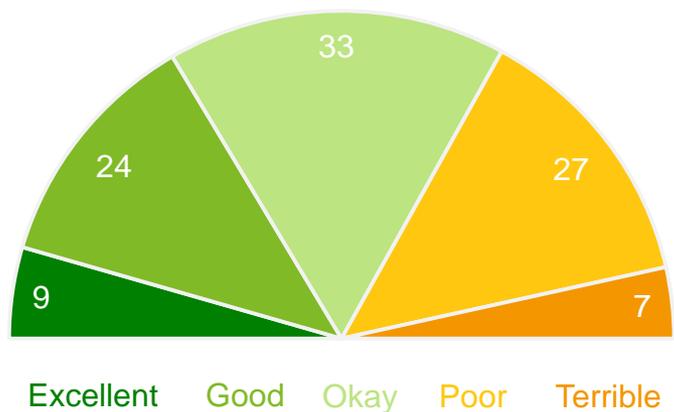
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'unsure' and 'no response' (n = 617).

Services and facilities for youth

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	50
Industry High	70
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
50	50	54	49	52	53	56	50	37	44	53	48	51	50	54	54	50	47	50

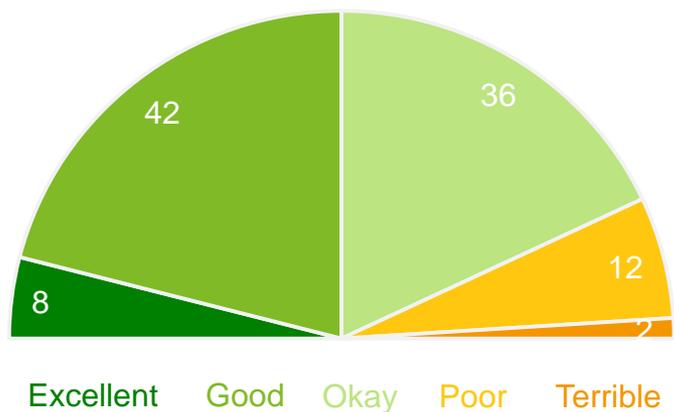
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 383).

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	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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
60	59	69	58	63	61	63	62	54	56	65	59	59	56	61	65	57	57	62

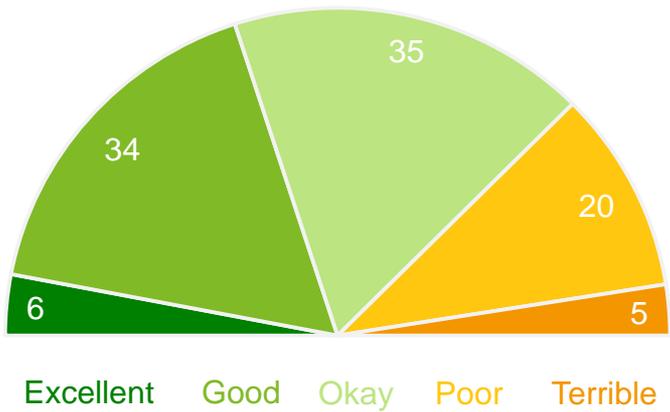
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 332).

Access to services and facilities for people with a disability

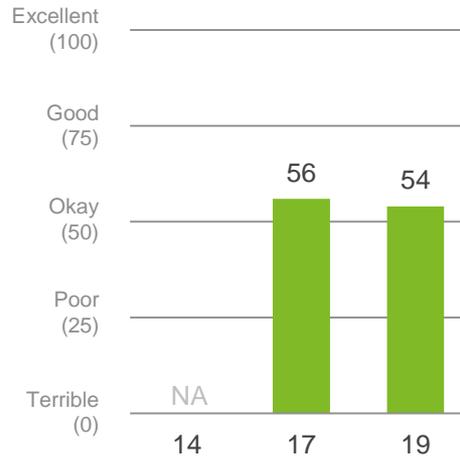
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	54
Industry High	66
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
54	55	50	51	58	58	56	54	45	49	53	54	55	48	54	57	53	49	57

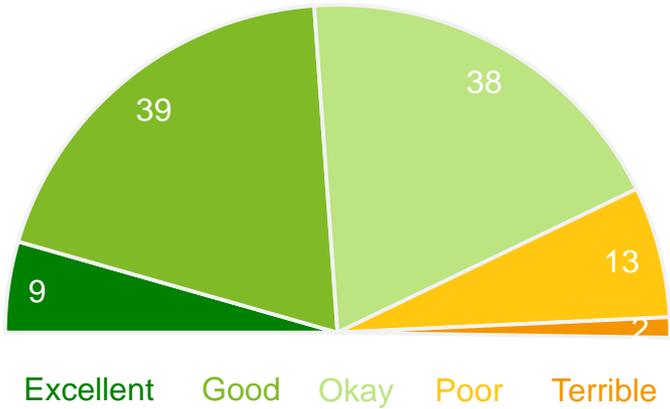
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 213).

Community buildings and halls

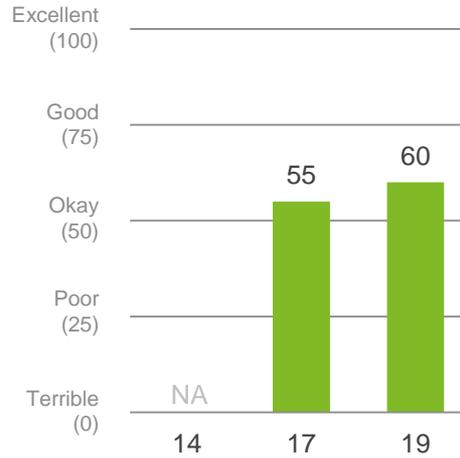
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High*	77
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
60	59	68	59	62	63	59	56	53	57	68	56	59	49	60	66	60	56	59

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

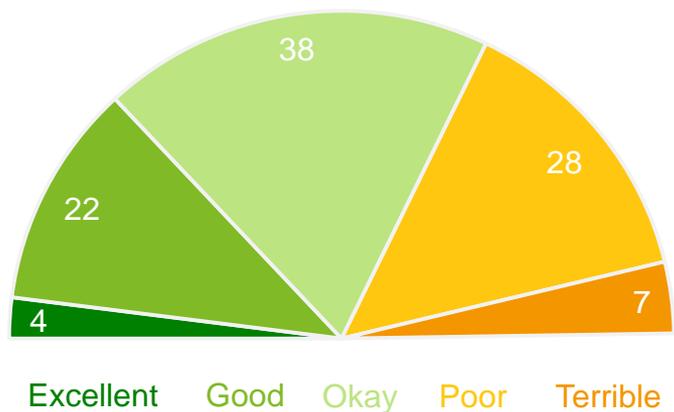
Base: All respondents, excludes 'unsure' and 'no response' (n = 481).

*Benchmark for combined question "Community buildings, halls and toilets"

Public toilets

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	47
Industry High*	77
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
47	46	51	45	48	50	46	45	39	46	50	48	45	39	48	48	45	49	45

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

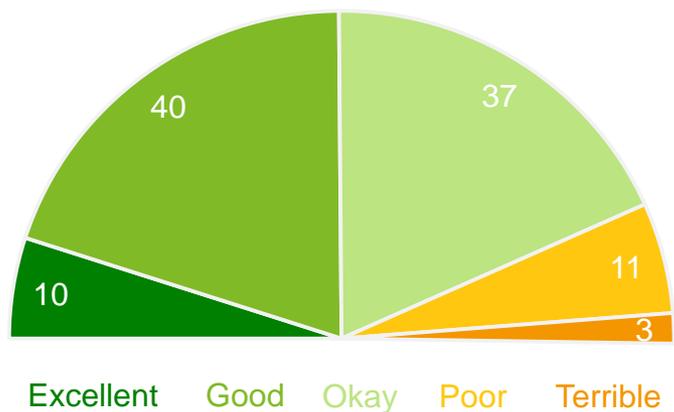
Base: All respondents, excludes 'unsure' and 'no response' (n = 462).

*Benchmark for combined question "Community buildings, halls and toilets"

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	61
Industry High	69
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
61	60	67	59	63	63	63	62	50	57	67	59	59	53	60	65	57	57	64

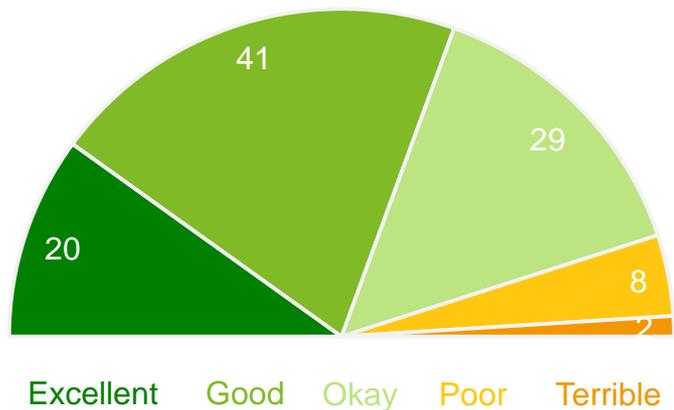
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 359).

Sport and recreation facilities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	67
Industry High	76
Industry Standard	65

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
67	68	65	67	68	71	70	63	55	58	71	65	67	67	68	68	65	69	67

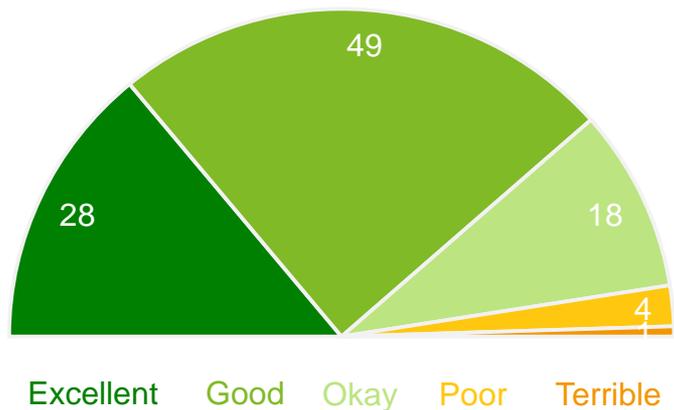
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 559).

Playgrounds, parks and reserves

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	74
Industry High	85
Industry Standard	68

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
74	73	81	72	77	77	73	68	68	69	80	71	74	73	76	76	71	76	74

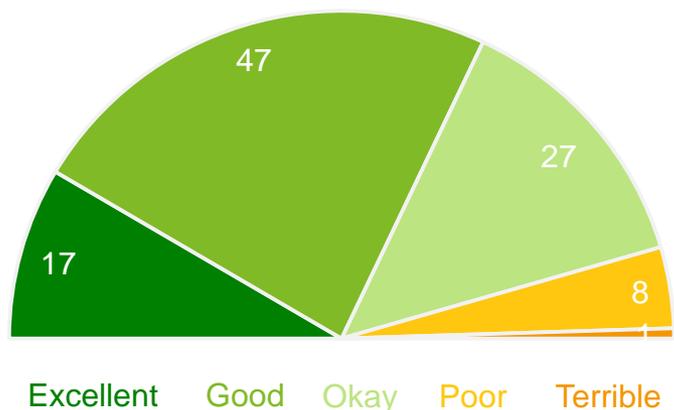
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 601).

Festivals, events, art and cultural activities

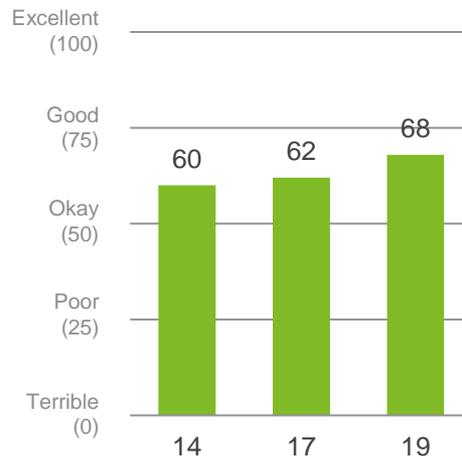
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	68
Industry High	78
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
68	67	72	66	70	70	73	69	57	63	74	64	68	59	69	72	62	66	71

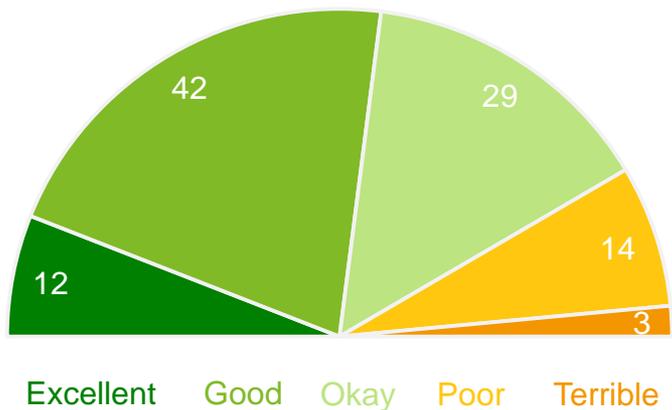
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 568).

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	62
Industry High	79
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
62	62	59	60	64	63	65	65	56	60	62	62	62	53	62	60	63	60	63

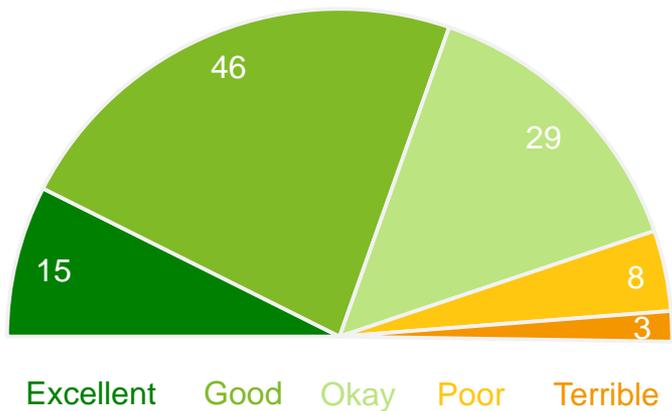
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 538).

Safety and security

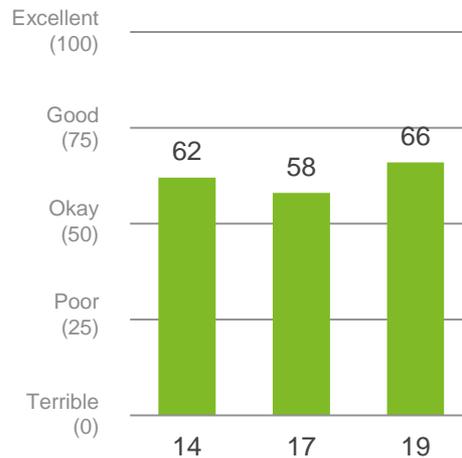
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	66
Industry High	75
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
66	64	78	66	66	66	69	66	62	63	72	64	63	65	69	65	65	63	67

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

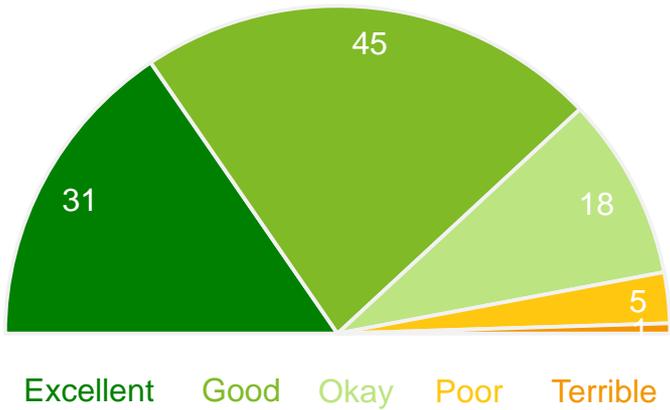
Base: All respondents, excludes 'unsure' and 'no response' (n = 558).

Built Environment

The area's character and identity

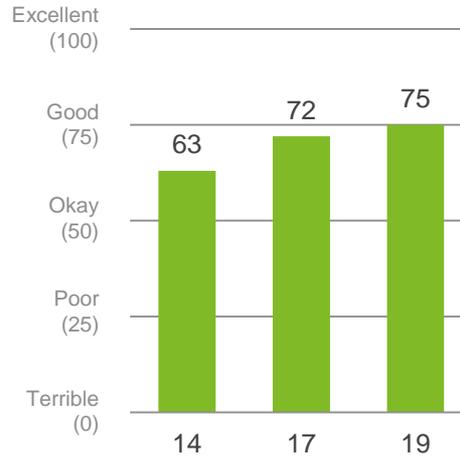
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	75
Industry High	85
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
75	74	81	73	77	77	75	78	68	69	80	74	73	69	74	75	72	72	79

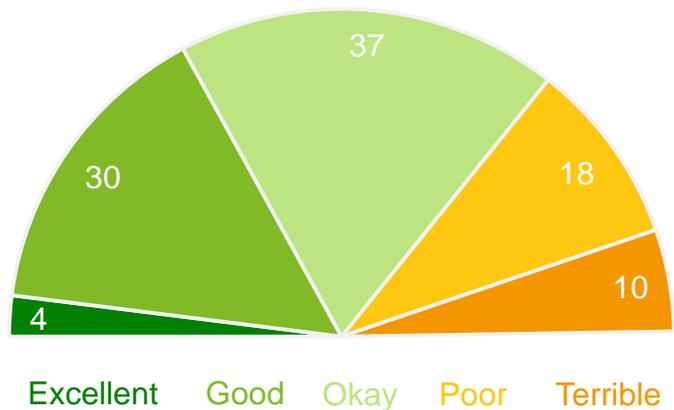
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 601).

Planning and building approvals

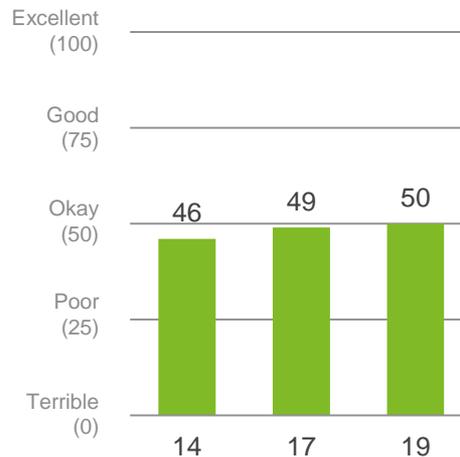
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	50
Industry High	65
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
50	50	42	49	51	51	55	54	45	44	44	51	51	44	48	50	47	50	52

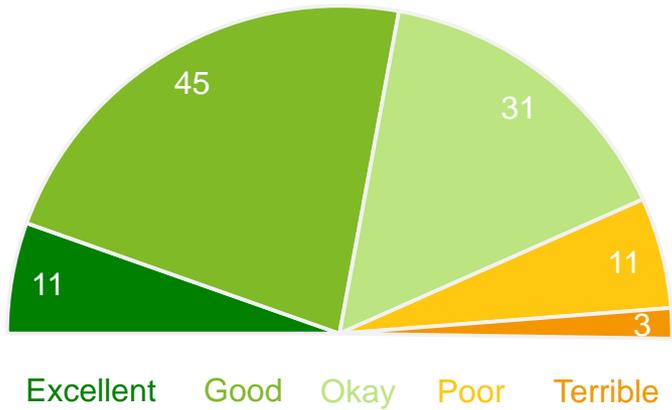
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 418).

Road maintenance

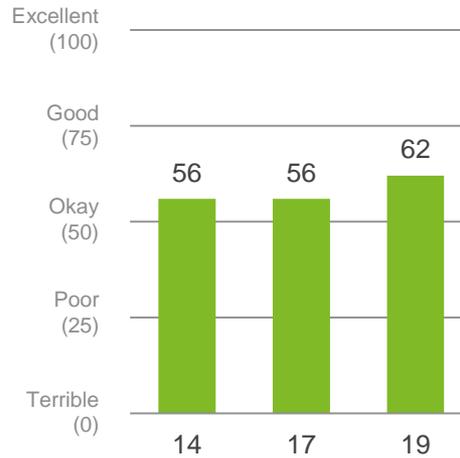
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	62
Industry High	80
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
62	62	67	61	64	63	64	61	60	59	64	62	61	62	61	65	56	60	68

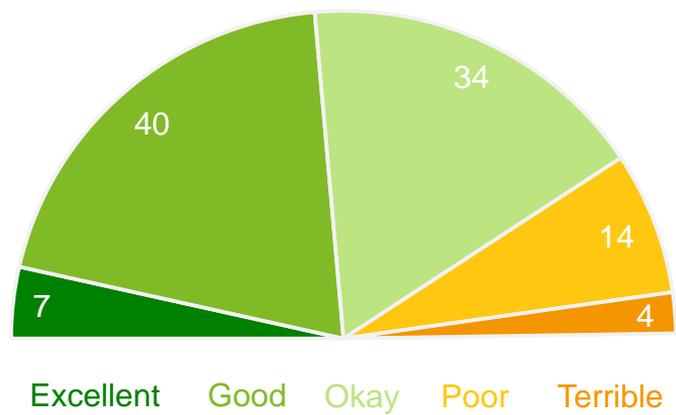
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 601).

Traffic management on local roads

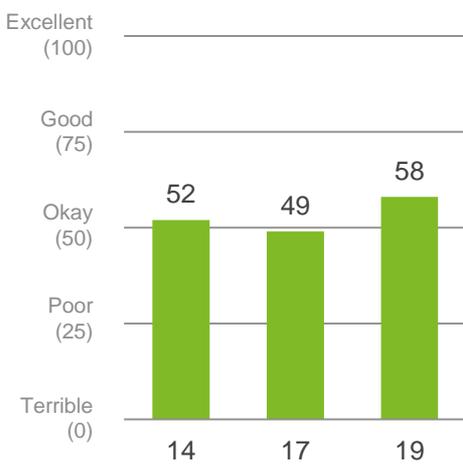
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	58
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
58	57	68	57	59	58	64	58	54	56	66	57	55	63	59	58	55	56	62

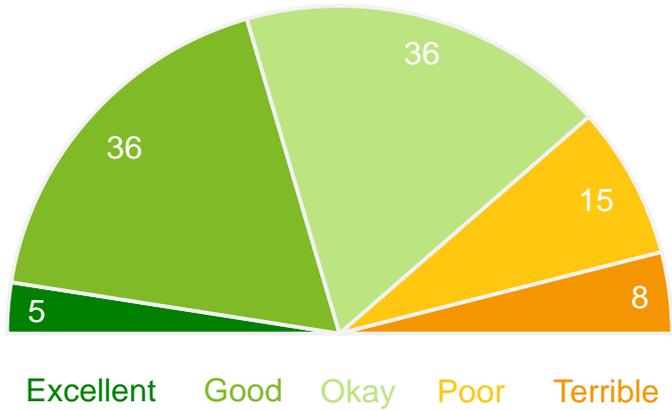
Q. How would you rate performance in the following areas?

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

Parking management

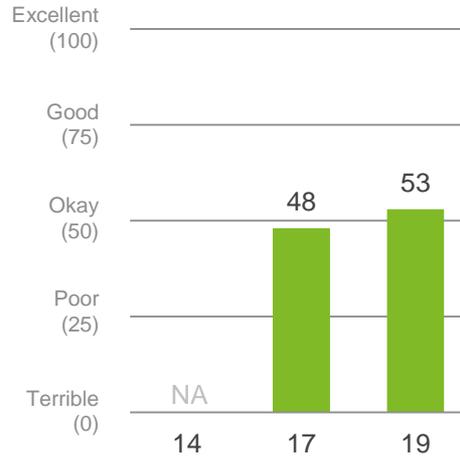
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	53
Industry High	64
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
53	52	60	53	54	54	57	54	47	49	56	54	51	53	54	49	52	53	57

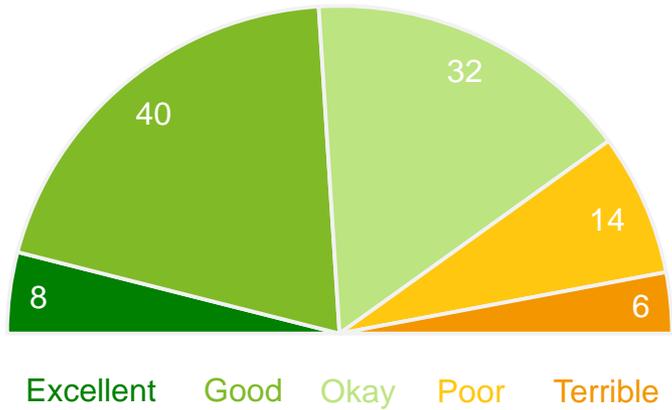
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 585).

Footpaths and cycleways

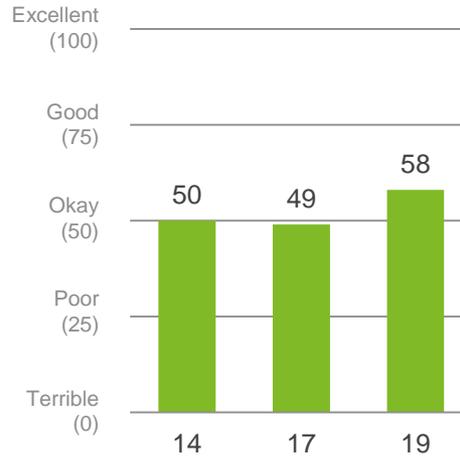
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	58
Industry High	71
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
58	56	67	57	59	60	58	51	52	53	68	54	55	55	58	62	55	54	59

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

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

Footpath Surface Preferences

The community is divided between liquid limestone (43%) and asphalt footpaths (42%). Concrete is least popular among community members.

Preference for asphalt is higher among those with accessibility requirements, including families with children and people with a disability or impairment.

Preference for liquid limestone is highest in Plympton Ward followed by Preston Point Ward. Parents with primary school aged children and those with a disability or impairment were least supportive of liquid limestone footpaths.

% of respondents



8% of respondents had no preference

Variations across the community

% of respondents

	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	Plympton	Preston Point	Richmond	Woodside
Liquid Limestone	43	41	57	40	48	44	42	35	42	53	52	42	39	31	42	70	52	25	31
Asphalt	42	43	34	46	37	37	53	50	51	36	40	44	41	50	45	25	29	58	53
Concrete	7	7	0	6	7	9	6	5	5	2	4	5	9	13	6	2	8	4	10

Q. For residential pedestrian footpaths, would you prefer that the Town uses concrete, asphalt or liquid limestone?

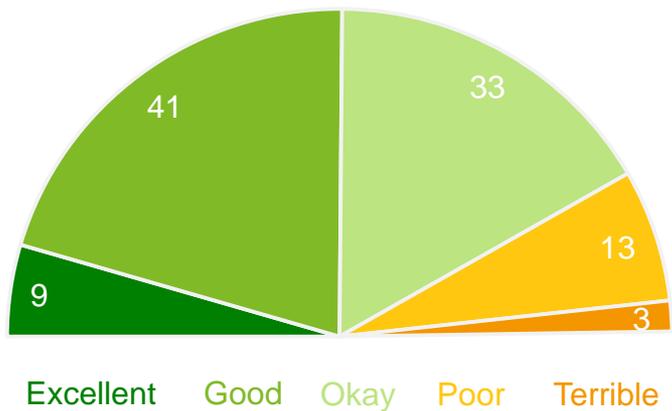
Please choose one response.

Base: All respondents, excludes 'no response' and multiple responses (n = 598).

Streetscapes

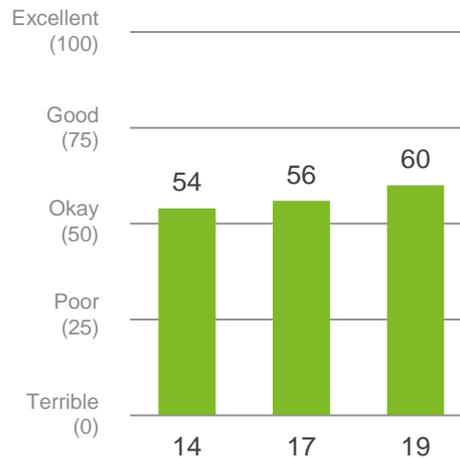
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	60
Industry High	83
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
60	59	68	60	60	64	61	56	53	50	65	58	59	60	60	61	59	57	62

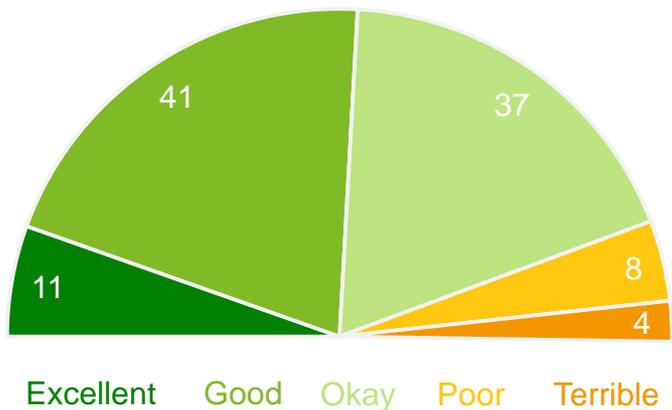
Q. How would you rate performance in the following areas?

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

Lighting of streets and public places

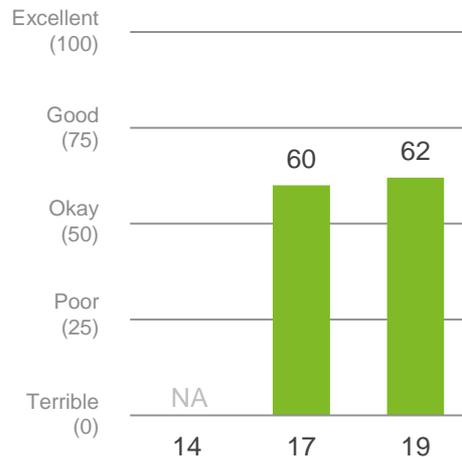
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	62
Industry High	65
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
62	61	68	60	65	65	64	60	55	57	64	62	61	57	64	63	62	59	63

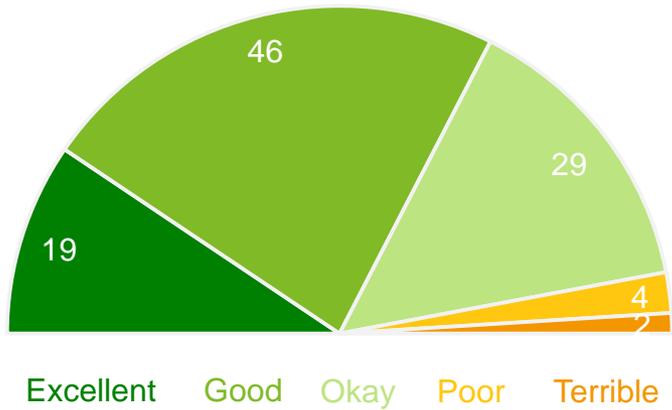
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 600).

Access to public transport

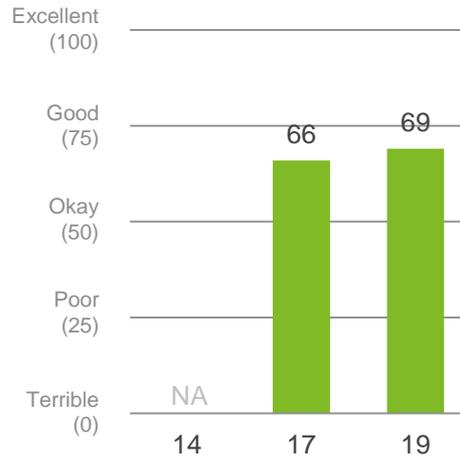
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	69
Industry High	85
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
69	68	77	67	71	70	65	74	66	65	66	71	69	64	70	71	60	71	73

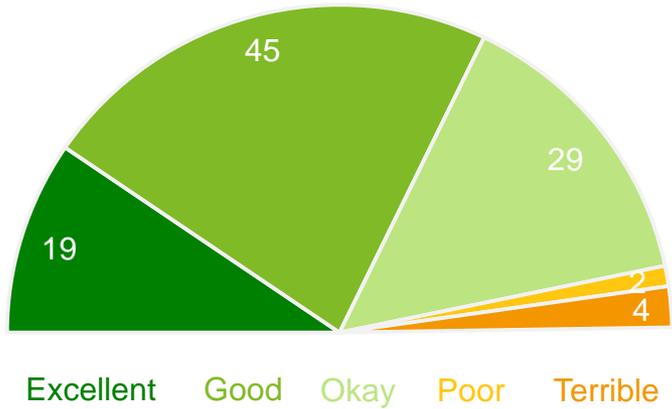
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 597).

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

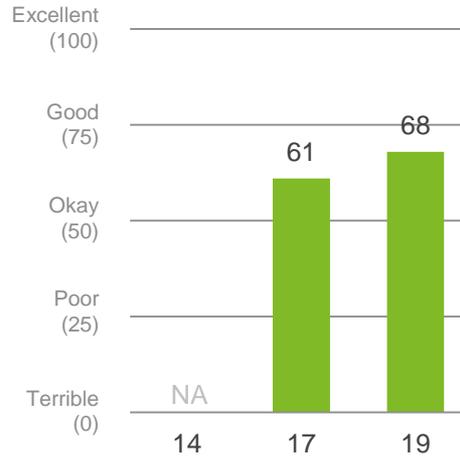
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	68
Industry High	68
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
68	69	65	64	73	69	72	71	68	63	69	70	66	62	68	75	58	69	72

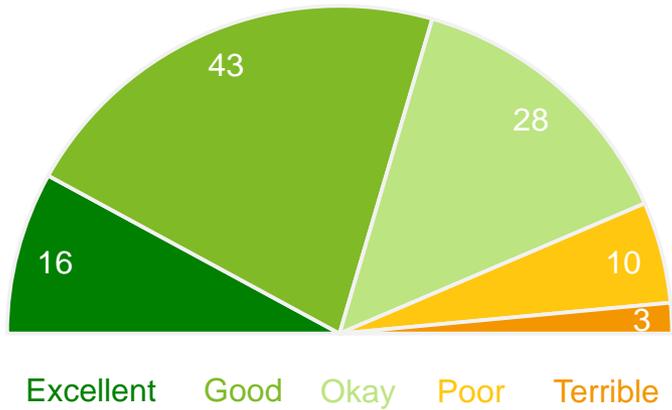
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 460).

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

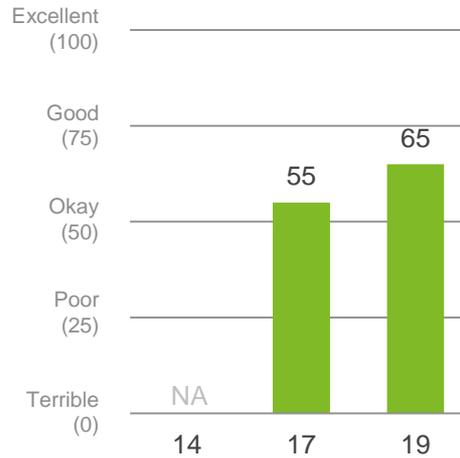
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	65
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
65	65	63	62	68	64	72	71	61	57	68	68	58	52	64	68	56	66	69

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

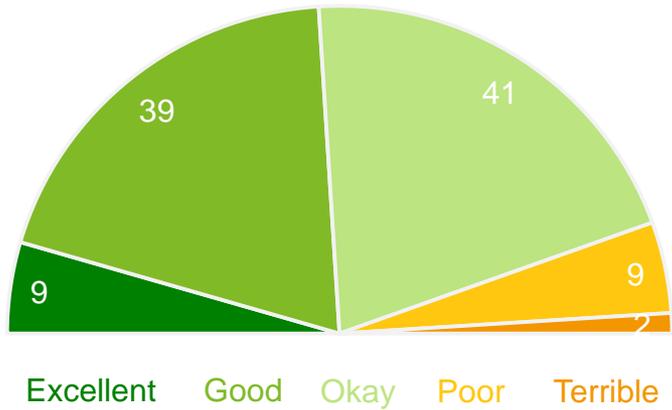
Base: All respondents, excludes 'unsure' and 'no response' (n = 416).

Natural Environment

Conservation and environmental management

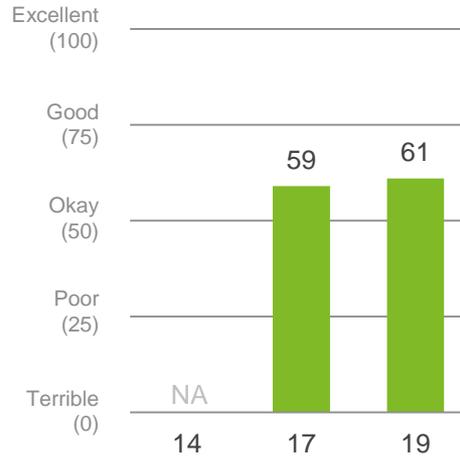
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	61
Industry High	76
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
61	62	59	60	63	63	61	63	56	59	59	62	62	58	61	63	59	56	66

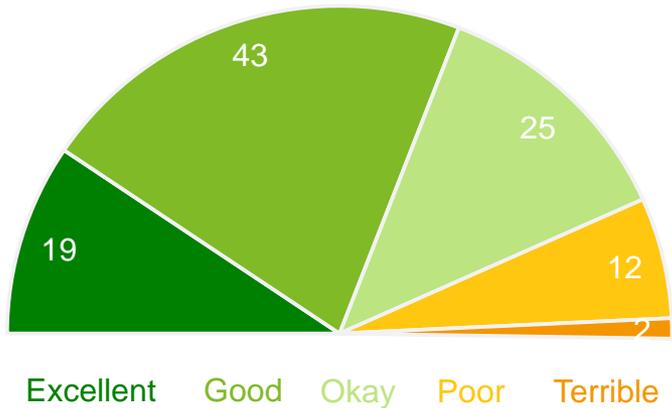
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 543).

Efforts to maintain and enhance the river foreshore (its setting, amenity, value and biodiversity)

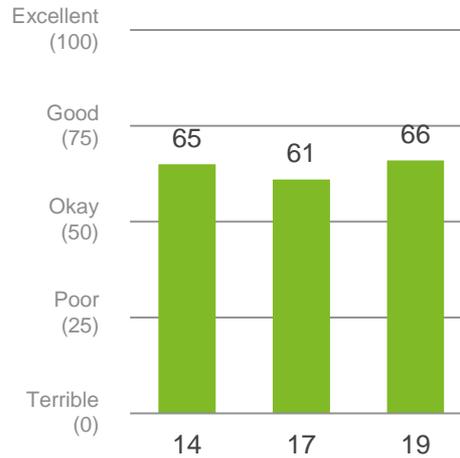
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	66
Industry High	76
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
66	67	61	65	67	68	63	69	60	63	60	67	69	64	65	69	60	64	71

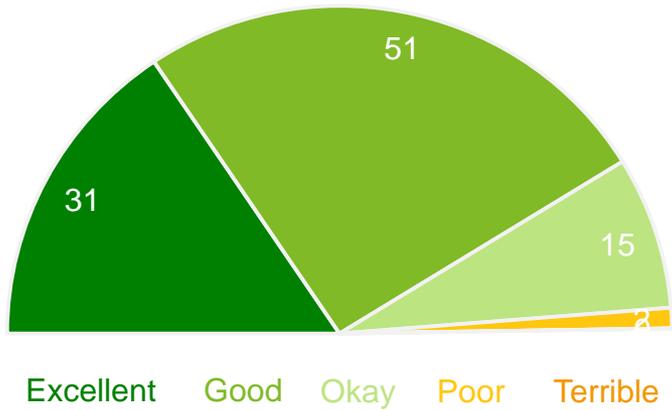
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 565).

Weekly waste collections

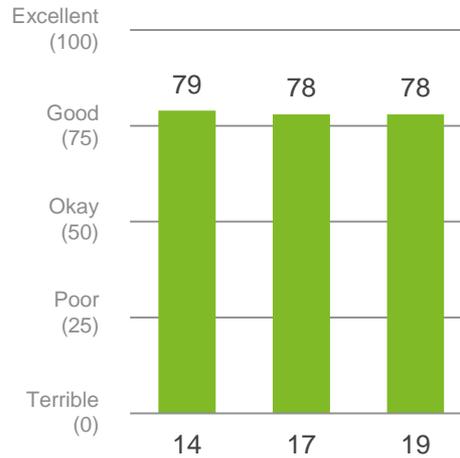
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	78
Industry High	86
Industry Standard	75

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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
78	79	71	78	78	79	76	78	77	77	76	78	79	78	75	77	76	73	83

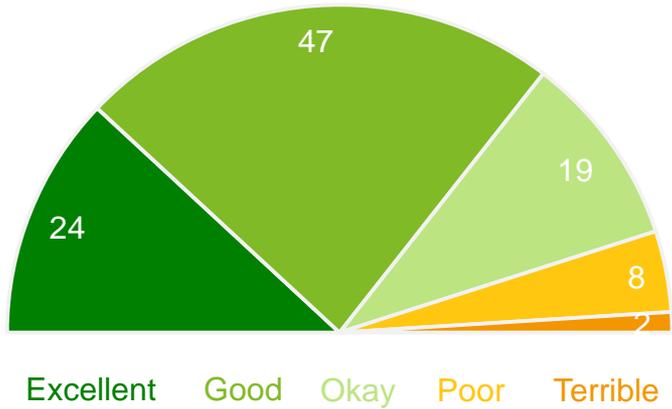
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 608).

Recycling services

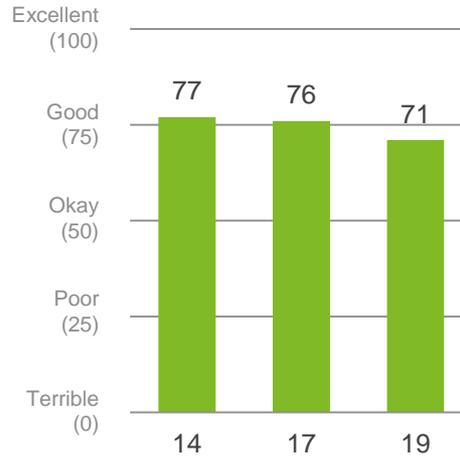
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	71
Industry High	84
Industry Standard	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+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Plympton	Preston Point	Richmond	Woodside
71	73	54	71	71	72	73	73	63	67	68	73	71	64	67	73	70	63	77

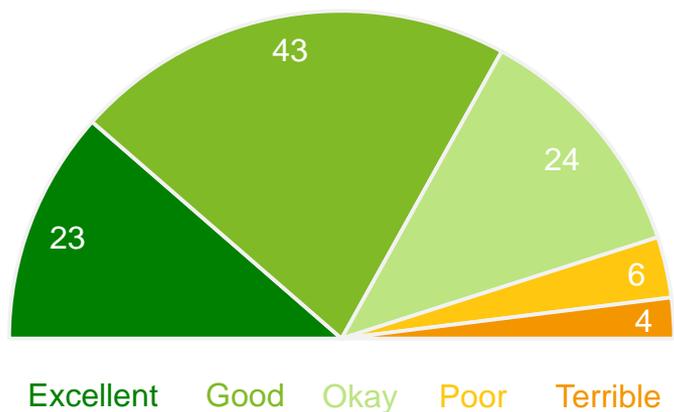
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 587).

Verge-side bulk and green waste collections

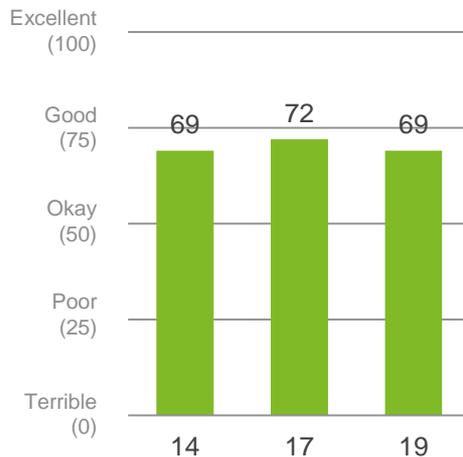
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	69
Industry High	86
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
69	70	59	69	68	68	68	76	67	69	64	70	70	68	67	68	68	63	75

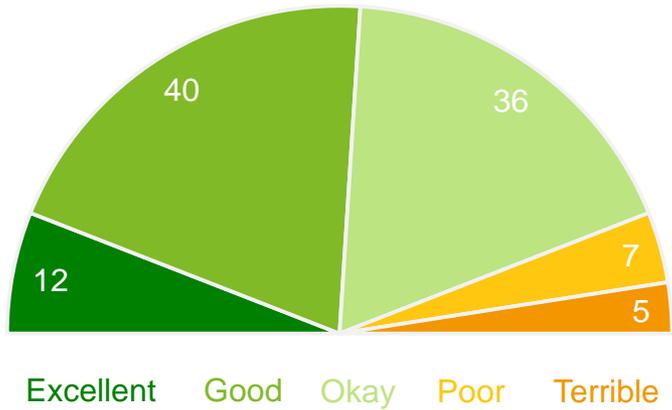
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 602).

Animal and pest control

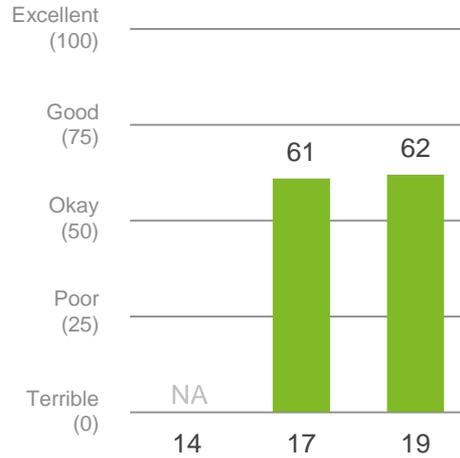
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of East Fremantle	62
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	Born Overseas	Plympton	Preston Point	Richmond	Woodside
62	63	53	61	62	61	62	63	59	59	57	65	61	63	65	63	56	62	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 425).

Overview of Community Variances

Summary of community variances

Leadership, Communication and Economic and Community Development

	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	Plympton	Preston Point	Richmond	Woodside
Place to live	92	92	93	91	92	92	94	93	88	90	93	93	89	88	92	91	90	91	95
Governing organisation	63	63	66	63	64	65	67	59	57	60	66	61	65	66	66	66	59	60	68
Value from Council rates	54	54	50	52	55	59	53	49	44	50	56	50	56	53	55	54	51	51	58
Council's leadership	56	54	65	52	60	58	58	53	45	56	62	51	57	54	57	59	53	50	60
Advocacy and lobbying	59	57	71	56	61	61	62	54	51	57	66	55	59	54	60	66	54	52	62
Open and transparent	50	51	46	48	53	51	56	50	41	46	51	48	52	46	50	57	44	47	52
Access to Mayor and Councillors	55	55	58	54	56	57	51	53	46	54	50	53	59	56	55	59	55	47	59
Access to staff	67	67	62	66	67	69	67	66	59	61	67	64	69	66	69	69	66	64	68
Consultation	60	59	70	58	63	60	66	57	54	59	66	56	61	57	62	63	57	55	64
Informing the community	61	60	67	59	64	63	65	58	56	60	67	57	62	53	61	65	58	58	64
Website	64	64	65	64	64	67	64	63	58	56	70	61	64	69	64	67	60	62	67
Newsletter	63	63	67	61	65	64	62	62	57	58	64	60	66	68	65	64	60	61	66
Facebook presence	57	57	56	53	62	57	61	63	50	50	55	58	57	50	64	61	48	58	58
Customer service	65	64	72	64	66	67	66	63	60	60	69	62	66	65	68	66	64	67	63
Complaints and concerns	54	54	62	55	54	58	50	50	45	47	60	50	55	53	52	56	53	50	56
Economic development	49	47	57	45	53	49	52	46	41	44	51	46	50	43	50	55	41	45	54
Sense of community	69	68	76	70	68	69	75	71	61	62	75	67	66	64	68	72	64	65	72
Youth services and facilities	50	50	54	49	52	53	56	50	37	44	53	48	51	50	54	54	50	47	50
Seniors services and facilities	60	59	69	58	63	61	63	62	54	56	65	59	59	56	61	65	57	57	62
Disability access	54	55	50	51	58	58	56	54	45	49	53	54	55	48	54	57	53	49	57
Buildings and halls	60	59	68	59	62	63	59	56	53	57	68	56	59	49	60	66	60	56	59
Public toilets	47	46	51	45	48	50	46	45	39	46	50	48	45	39	48	48	45	49	45
Health and community services	61	60	67	59	63	63	63	62	50	57	67	59	59	53	60	65	57	57	64
Sport and recreation	67	68	65	67	68	71	70	63	55	58	71	65	67	67	68	68	65	69	67
Playgrounds, parks & reserves	74	73	81	72	77	77	73	68	68	69	80	71	74	73	76	76	71	76	74
Festivals, events, art & culture	68	67	72	66	70	70	73	69	57	63	74	64	68	59	69	72	62	66	71
History and heritage	62	62	59	60	64	63	65	65	56	60	62	62	62	53	62	60	63	60	63
Safety and security	66	64	78	66	66	66	69	66	62	63	72	64	63	65	69	65	65	63	67

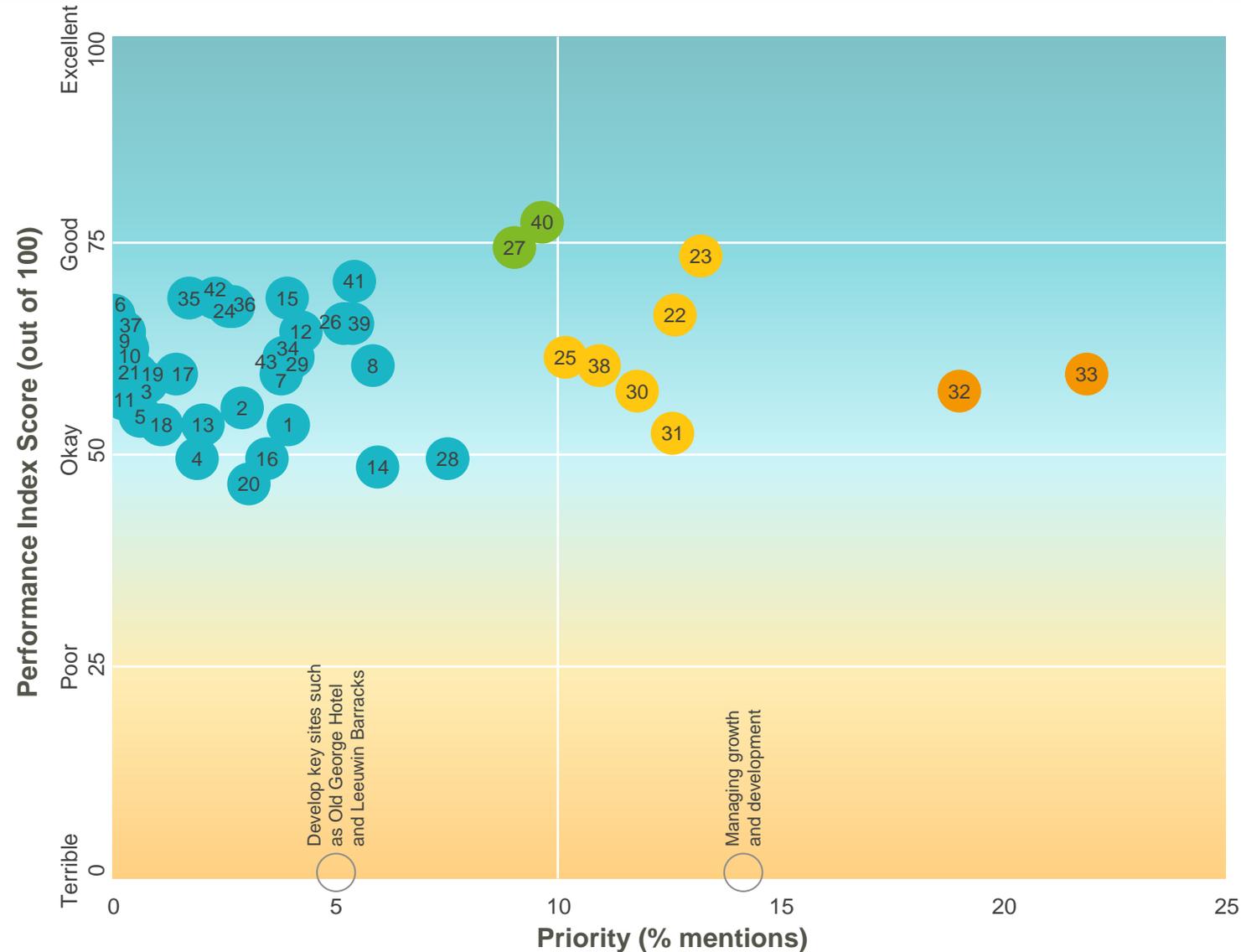
Summary of community variances

Built and Natural Environment

	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	Plympton	Preston Point	Richmond	Woodside
Character and identity	75	74	81	73	77	77	75	78	68	69	80	74	73	69	74	75	72	72	79
Planning and building	50	50	42	49	51	51	55	54	45	44	44	51	51	44	48	50	47	50	52
Road maintenance	62	62	67	61	64	63	64	61	60	59	64	62	61	62	61	65	56	60	68
Traffic management	58	57	68	57	59	58	64	58	54	56	66	57	55	63	59	58	55	56	62
Parking management	53	52	60	53	54	54	57	54	47	49	56	54	51	53	54	49	52	53	57
Footpaths and cycleways	58	56	67	57	59	60	58	51	52	53	68	54	55	55	58	62	55	54	59
Streetscapes	60	59	68	60	60	64	61	56	53	50	65	58	59	60	60	61	59	57	62
Lighting	62	61	68	60	65	65	64	60	55	57	64	62	61	57	64	63	62	59	63
Public transport	69	68	77	67	71	70	65	74	66	65	66	71	69	64	70	71	60	71	73
Housing meets current needs	68	69	65	64	73	69	72	71	68	63	69	70	66	62	68	75	58	69	72
Housing to meet future needs	65	65	63	62	68	64	72	71	61	57	68	68	58	52	64	68	56	66	69
Conservation and environment	61	62	59	60	63	63	61	63	56	59	59	62	62	58	61	63	59	56	66
River foreshore	66	67	61	65	67	68	63	69	60	63	60	67	69	64	65	69	60	64	71
Weekly waste collections	78	79	71	78	78	79	76	78	77	77	76	78	79	78	75	77	76	73	83
Recycling services	71	73	54	71	71	72	73	73	63	67	68	73	71	64	67	73	70	63	77
Bulk and green waste	69	70	59	69	68	68	68	76	67	69	64	70	70	68	67	68	68	63	75
Animal and pest control	62	63	53	61	62	61	62	63	59	59	57	65	61	63	65	63	56	62	65

Community Priorities

MARKYT Community Priorities Window™



- 1 Value from Council rates
- 2 Council's leadership
- 3 Advocacy and lobbying
- 4 Open and transparent
- 5 Access to Mayor and Councillors
- 6 Access to staff
- 7 Consultation
- 8 Informing the community
- 9 Website
- 10 Newsletter
- 11 Facebook presence
- 12 Customer service
- 13 Complaints and concerns
- 14 Economic development
- 15 Sense of community
- 16 Youth services and facilities
- 17 Seniors services and facilities
- 18 Disability access
- 19 Buildings and halls
- 20 Public toilets
- 21 Health and community services
- 22 Sport and recreation
- 23 Playgrounds, parks & reserves
- 24 Festivals, events, art & culture
- 25 History and heritage
- 26 Safety and security
- 27 Character and identity
- 28 Planning and building
- 29 Road maintenance
- 30 Traffic management
- 31 Parking management
- 32 Footpaths and cycleways
- 33 Streetscapes
- 34 Lighting
- 35 Public transport
- 36 Housing meets current needs
- 37 Housing to meet future needs
- 38 Conservation and environment
- 39 River foreshore
- 40 Weekly waste collections
- 41 Recycling services
- 42 Bulk and green waste
- 43 Animal and pest control

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 Town to focus on improving? Base: All respondents, excludes no response (n = 448)

Challenges | identified by the community

- Limited tree coverage.
- Weeds, litter and unmaintained plants along streets and at roundabouts.
- Overhanging branches obstructing streets and footpaths.
- Lack of vibrancy in George Street.
- Higher density changing the look of the area.

Actions | suggested by the community

1. Protect and plant more trees.
2. Identify appropriate trees for the area.
3. Carry out regular tree pruning.
4. Improve verge maintenance including tending to plants and removing litter.
5. Enhance George Street.
6. Work to protect local streetscapes despite higher density development.

Community Voices

“Planting more street trees in particular and more trees in general. Many verges look very bleak.”

“We need to increase street verge trees and encourage more verge ground covers.”

“Adding more trees and preserving the existing trees.”

“Streetscapes and planting of trees which can enhance the character of the area and be seen to be doing something for climate change.”

“Proper pruning of trees, which is not done. This obstructs pedestrians, is dangerous and doesn't help trees to form canopies to insulate against warming.”

“Maintenance of street trees. Never happens. Should be trimmed on a regular basis. Peppermints are not suitable street trees!!!”

“Tidy some untidy, old and overhanging street trees.”

“Streetscapes, i.e. roundabouts have been improved with the sculptures at Wauhop and Petra Streets and Preston Point Road, but planting around them is dying or dead, because they haven't been watered. We live in such a pretty part of East Fremantle and the verges...streetscapes back from the river letting us down. More trees would enhance the area for a start.”

“Verge maintenance and roundabout landscaping...esp. intersection of Silas & St Peters.”

“Better streetscaping along George Street.”

“George Street Precinct. Posts of colour, heritage pavements.”

“The overall look of the area and streetscapes in terms of maintaining the six story height levels of buildings.”

“Streetscape and amenity is upheld with increased density of housing.”

Challenges | identified by the community

- Old, damaged and uneven footpaths.
- Overhanging branches and tree roots.
- Poor quality footpaths and unsafe pedestrian crossing along Canning Highway.
- Insufficient cycleways.
- Safety hazard along Preston Point Road due to high volume of cars and cyclists.

Actions | suggested by the community

1. Regular and improved footpath maintenance.
2. Safer footpaths for all levels of mobility.
3. Improve pedestrian safety along Canning Highway.
4. Increase cycleways and connectivity.
5. Address issues along Preston Point Road – consider an alternative for cyclists or provide more space for both cars and bicycles.

Community Voices

“Notice footpaths in our area are quite old, damaged/crumbling in parts.”

“Repair footpaths. Too many traps for frail. Should be required according to the condition not location.”

“Footpaths, ensuring no dangers exist e.g. stumps/roots raising path. Residents not clearing overhanging gardens.”

“Maintaining trees along pathways to ease with access with prams/push bikes and safety with visibility.”

“Please help make the crossing of Preston Pt Road (at Canning Hwy intersection near Richmond Qtr) safer: better crossing lights and clearer method of crossing.”

“Improvement to Canning Hwy footpaths, cyclepaths and safe crossing.”

“We need new footpaths. The left path running from Canning Hwy along Clayton St to Fraser St is a hazard and an accident waiting to happen. It's in terrible condition my children can't use the path because its so dangerous.”

“Cycleway along Preston Point Road. Footpath could be shared with cycles between Pier and Petra St on Preston Point. Very few pedestrians use it. Get rid of the middle of road island along Preston Point - dangerous for buses, cars and bikes.”

“Safe cycling - seek expert help and co-ordinate with adjoining Councils to design roads that will cope safely with dual car/bicycle use. Preston Pt Road has been rendered less safe by TOEF modifications to date.”

“Safety for cyclists. ...highlight those roads used heavily by cyclists to drivers to be aware and alert and be patient.”

“Proper cycle paths, (e.g. get cyclists off Preston Point Rd or provide cycleway on side of the road without islands in middle which don't seem to impart any additional safety... Regular cyclist packs on Preston Point Rd are frustrating for drivers and dangerous).”

Managing growth and development

Challenges | identified by the community

- Concern that infill and high rise development will impact the area's character and heritage.
- Urban infill is seen to place extra strain of traffic and parking management.
- Community divide over whether further infill development should occur.

Actions | suggested by the community

1. Preserve, protect and enhance East Fremantle's heritage identity.
2. Consider sustainable development.
3. Ensure traffic and parking are planned into future growth and development.
4. Enforce height restrictions on multi-storey development.

Community Voices

"The most important and concerning development for me is the increasing creep and threat of high rise development in a community whose charm and beauty derive from its heritage past and the pride that owners take in their properties - the maintenance and investment they make."

"Maintaining the area free of high rise apartments as George Street and other areas of East Fremantle are steeped in history and the area becomes not the same in eye appeal when sky scrapers dominate."

"I would like to see the Town of East Fremantle focus on keeping the ethos of E.F and stop the development of high rise apartments."

"Density levels kept at current rates. Maintaining heritage and cultural values of community."

"Maintaining housing density demographic. Keeping high-rise & high-density housing options to acceptable levels."

"Height restrictions on new developments. Max 6 levels (e.g. Leeuwin site)."

"Management of multi-storey development proposals along Canning Highway. (Try to secure lower height restrictions to limit shadowing). Ensure parking and traffic management are adequate for urban infill and commercial development proposals."

"Consideration of impact of larger developments; happy to see developments, but more thought seems necessary to impact during and after construction on traffic, parking availability, local businesses (a shame to lose good business because of the impact of construction, already lost one great cafe) and community."

"Identifying and enacting on appropriate infill policy and target so that in appropriate areas, high rise development can occur. We need sustainable options for the future, not just a focus on conserving the status quo."

Challenges | identified by the community

- Perceived lack of progress and improvement of the East Fremantle Oval area.
- Limited sport and recreation facilities in the area, especially for youth.
- Lack for support for local sporting groups.

Actions | suggested by the community

1. Move forward with redevelopment of the East Fremantle Oval area.
2. Maintain and enhance sport and recreation within the precinct.
3. Protect and provide more recreation facilities, especially for youth.
4. Improve support of local sporting groups, clubs and volunteers.

Community Voices

“Clever Plan for East Fremantle Oval.”

“Redevelopment of the East Fremantle oval needs to be pushed along so that the amenity can be used by more than just the football club.”

“East Fremantle Oval redevelopment...don't build on this A class reserve.”

“Work to be done on East Fremantle Oval, Bowling Club, Croquet Club etc.”

“East Fremantle Football oval - buildings. Tricolore club rooms and toilets need upgrade. More drink fountains along foreshore and kept in working order.”

“I would really like to see progress on the East Freo Football Oval precinct, it presents a great opportunity for the Town to create a wide variety of spaces for passive / active recreation as well as community facilities for all generations as these are virtually non-existent (playgroup and sports clubs aside).”

“Supporting our local sporting clubs and the majority of the community. NOT just the noisy few with only their own agenda in mind i.e. The redevelopment of the EFFC precinct. Keep "The Sharks" in East Fremantle. Our children need something or someone to aspire to in all sports. Football, sailing, scouting to name but a few.”

“Increase Budget Allowance to improving major sporting facilities i.e. East Fremantle Oval. Providing monies for supporting 'not for profit' sporting facilities for maintenance to existing facilities.”

“Clubs and Sporting Clubs - They are great for our community and volunteers because Clubs add structure for our children to play sport and have fun.”

“Improve recreational facilities and access along foreshore. Upgrade community sporting facilities (not shark park).”

“More spaces for youth - basketball courts - Geraldton foreshore is great.”

Challenges | identified by the community

- A high performing area but with room for continued improvement and maintenance.
- Limited facilities in local parks including equipment, barbecues, toilets, shade etc.
- Not enough dog exercise areas.

Actions | suggested by the community

1. Increase and improve public open space.
2. Enhance areas along the foreshore.
3. Provide more facilities in parks including toilets, barbecues, shade, seating etc.
4. Improve park maintenance and upgrades.
5. Allow more dog parks and exercise areas.

Community Voices

“Parks are average with poor upkeep and riverside potential is unrealised.”

“Parks are appalling, landscapes are not good. Just make the place a lot nicer to be outdoors.”

“Maintaining as much public open space as possible with the goal of keeping maximum amount of Leeuwin Barracks for public open space.”

“Providing facilities in local playgrounds. Swings remain missing in several locations.”

“Repairing broken play equipment in parks, longer tables in parks for parties and more shaded areas.”

“More interest in maintaining outdoor facilities e.g. BBQs and better response when problems are reported.”

“More public facilities in parks especially along river and Glyde Park.”

“To keep improving the amenities and natural attractions and parks near the river.”

“A few neglected areas - specifically the The Bi-centennial Falls in Merv Cowan park need to be upgraded.”

“Provide more dog walking facilities and areas for dog exercise.”

“Be more dog friendly. Not enough areas on the river allocated as dog space.”

“More spaces for dogs where you can let them off the lead. With no consultation the council has severely limited the space near Zephyr where you can let your dog off the lead. Rangers are officious.”

Challenges | identified by the community

- Congestion and restricted visibility caused by street parking.
- Insufficient parking available to cater for both residents and visitors.
- Verge parking restrictions.
- Strict parking fees, infringements and fines.
- Infill and high density placing greater strain on parking issues.

Actions | suggested by the community

1. Restrict parking in narrow streets.
2. Provide more parking and reduce restrictions in popular areas.
3. Include parking permits with rates.
4. Allow parking on verges.
5. Lessen penalties and fines by rangers.
6. Ensure enough parking is provided for in higher density planning.

Community Voices

“Eliminate the parking of vehicles on narrow streets, many of which are dangerous and block traffic flow.”

“Parking cars on roads - have to do slalom to get through (Oakover St).”

“Street Parking is TERRIBLE.....Both for residents, visitors and workers. A small (200) bay car-park is needed to free up parking in the streets for residents.”

“Provide innovative solutions to local issues such as parking, e.g. where residents have no off street parking and the area is frequented by visitors (like the Glyde in).”

“Promoting opportunity for free parking in CBD.”

“Free car parking at amenities and along river and more parking along river. There should not be any cost for parking in any location for ratepayers.”

“Greater flexibility for household verges, in particular allowing off street parking on verges to improve traffic flow on roads and reduce congestion. Allowing for verges to include more permanent options for parking on verges such as compacted crushed limestone and gravel for up to 50% of the verge.”

“I would like the rangers to have a far more friendly approach to street parking and issue 1st offence warnings as many visitors are being fined for minor issues e.g. parking on the wrong side of the street.”

“Keeping our verges free from excessive parking of vehicles - all properties should have adequate parking on their residents vehicles, leaving verges for temporary visitors and tradespeople attending the property.”

“Traffic Management and parking as more density and aged care facilities are built. Many streets need parking bays - designed into verge to allow traffic flow in streets and allow emergency vehicles to get into the street unhindered.”

Traffic management on local roads

Challenges | identified by the community

- Poor traffic signals and slow movement along Canning and Stirling Highways.
- 'Rat running' to avoid traffic congestion.
- Speeding and dangerous driving along residential streets.
- Parking along narrow streets intensifying congestion and safety issues.

Actions | suggested by the community

1. Address congestion along Canning and Stirling Highway.
2. Improve flow at traffic lights.
3. Deter rat running through residential streets.
4. Increase traffic calming devices including speed humps to stop speeding in local streets.

Community Voices

“Improving traffic entry and exit on Canning Hwy...Lights at Petra and Preston Pt Road are dangerous.”

“The sequence of traffic light changes along Canning Hwy, especially Petra Street. It's a joke, dangerous and inefficient. Stirling Hwy/Canning Hwy is no better.”

“Improvement in road traffic control in a range of access roads between Canning Hwy and Marmion Street.”

“Traffic calming measures are required on a number of local roads, especially those that are being used by drivers as 'rat runs' to Canning Highway or Marmion Street. We have witnessed some 'near misses' as a result of speeding and dangerous driving practices.”

“Acute traffic problem in narrow 2 direction carriageways with permanent and semi permanent parking on road and verge, blocking safe exit from adjacent driveways. Action to avert creation of rat runs on roads avoiding gridlock at junction between Preston Point Road and Canning Highway.”

“Traffic management on Oakover street caused by the poorly designed intersection of Petra Street and Canning Hwy mean easier to speed down Oakover Street as a short cut than deal with the traffic lights.”

“Traffic speed on local roads is not enforced even after council has conducted speed tape testing which established over 68% of the cars were over the speed limit in Petra Street.”

“Traffic calming Plympton Ward. Cars speed down Glyde and Sewell Streets as they have access onto Canning Highway. The introduction of speed humps would slow the cars a great deal.”

“Speed humps on View Terrace, to deter speeding and cut through traffic.”

Conservation and environmental management

Challenges | identified by the community

- Trees being cleared for development.
- Not enough native species being planted.
- Limited focus on sustainability.

Actions | suggested by the community

1. Protect the Town's existing trees.
2. Plant more native trees and plants.
3. Increase focus on and promotion of sustainability including reducing waste, reusing and recycling.
4. Consider FOGO as a weekly waste initiative.

Community Voices

"Environmental/conservation management too many trees cleared for questionable reasons."

"More attention to be given to the natural environment, with a focus on indigenous flora and fauna. Continued focus on controlling development so that buildings do not destroy the environment and dominate our community."

"Increasing tree and other green cover (native wherever possible) on all publicly owned land, to replace what has been lost to infill housing and unnecessarily large housing."

"Plant many many more trees: it is like a desert wasteland in summer."

"Looking after trees and control of cats!"

"Overall environmental management and conservation of natural species."

"Promotion of native vegetation on verges."

"Environment. Less waste in cafes and more options to recycle green waste, compost, wind farm, more sustainable living."

"The natural environment (plant more trees), continuously improve recycling options."

"Environmental Issues – specifically. Maintaining green spaces and promoting and supporting recycling."

"A FOGO or weekly green waste program. Focus on residents reducing waste. Enforce new businesses to provide environmental work management i.e. Stop allowing "take away coffee" places."

How local history and heritage is preserved and promoted

Challenges | identified by the community

- Perceived lack of focus on protecting the Town's heritage and historic character.
- New buildings and development viewed as unsympathetic to the area's heritage value.
- Not enough emphasis on protecting East Fremantle's heritage buildings.

Actions | suggested by the community

1. Enhance protection of local history and heritage.
2. Maintain the area's heritage appeal.
3. Ensure new developments are in keeping with the Town's heritage character.
4. Enhance and protect the historic qualities of key sites including the Royal George Hotel.

Community Voices

"Enhancing the heritage look of the town."

"I would encourage the Town to maintain the heritage aspects of the Town (which is what outsiders come here to see)."

"Preserving the historic character of the Town of East Fremantle, in particular, the Plympton Ward."

"Maintaining heritage and cultural values. Keep density as our current way of life."

"Protect our heritage and ensure new property developments are sympathetic and in keeping with the local community needs and feelings."

"Protect heritage listed buildings and parks."

"Improving the preservation of heritage buildings. East Fremantle is losing its feel with so many modern buildings."

"Local history and heritage is of priority for East Fremantle (e.g. Maintain character of key areas) e.g. George Hotel for community."

"Maybe a stronger stance on protection of built heritage e.g. the rather unsympathetic development of the Brush factory and the proposed Royal George development - although I realise that the final decisions are often taken out of local governments' hands."

"The heritage of East Fremantle is not one of the Council's priorities and should be. For instance the Fremantle Brush Company Building. It is disgusting what has happened to it. Also what will happen to the George Hotel Site."



www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

MARKYT 