

# CATALYSE® Community Perceptions Survey©

Prepared for the City of Joondalup

June 2006

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# Executive Summary

In 2006, the City of Joondalup administered the CATALYSE® Community Perceptions Survey among residents to evaluate and monitor performance across a range of services & facilities. 602 residents participated in the study. The survey was conducted by CATALYSE® Pty Ltd and provides Council with valid performance measures that can be benchmarked and consistently monitored over time.

## OVERALL SATISFACTION RATINGS

	2004	2005	2006	Resident Industry High	Resident Average	Comparison to Average
Satisfied (6+ out of 10)	73%	75%	77%	85%	77%	=



### Top 3 Voting Barriers

- Lack of interest
- Low familiarity with candidates
- Lack of awareness of elections

# roduction and research method

May 2006, CATALYSE® conducted community perceptions research to determine:

Overall satisfaction with the City of Joondalup

Perceived importance and satisfaction for selected services and facilities

Performance gaps

2 residents completed a survey

Surveys were administered using computer assisted telephone interviews

Residential quotas were set by age, gender and location to obtain a representative sample

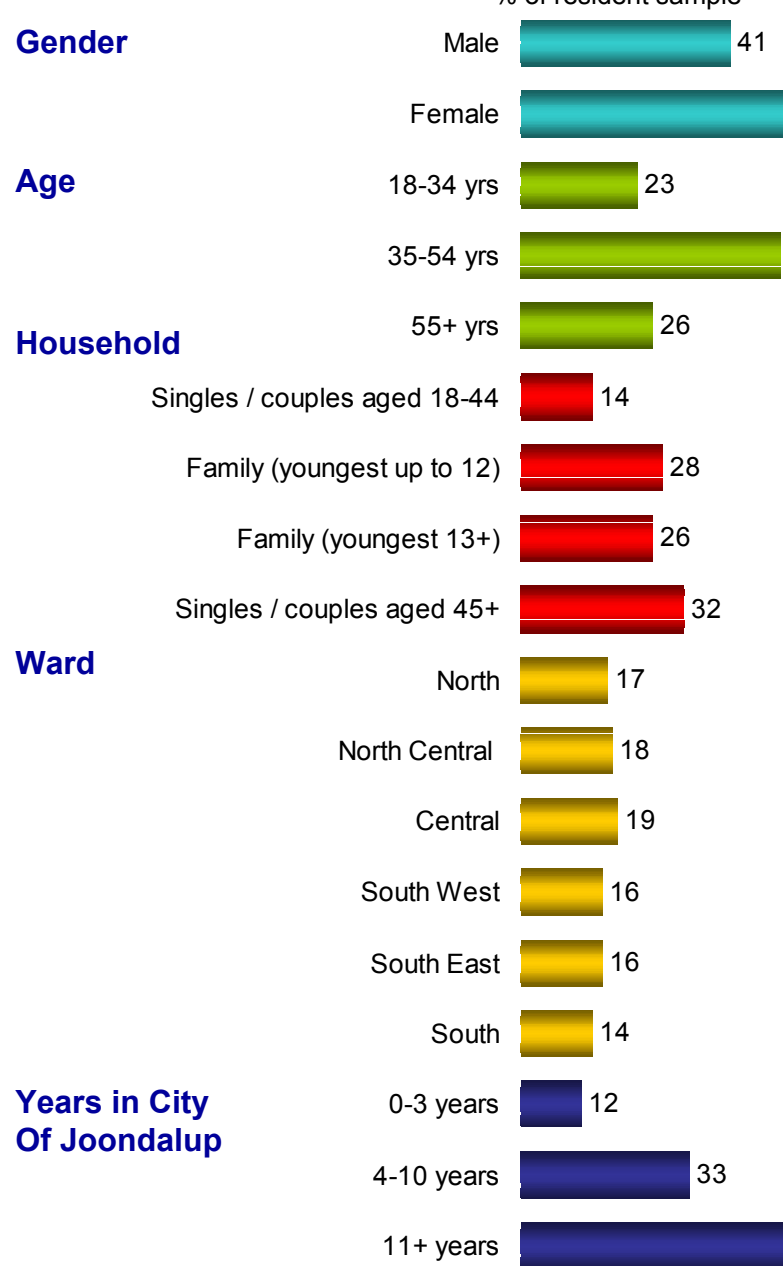
Sampling precision is +/- 5% at the 95% confidence interval and meets the level specified by the Office of Auditor General

CATALYSE® Industry Standards are provided in this report when three or more Councils asked the same or similar question in the past 18 months. Councils included in the Industry Standards include:

City of Armadale	-	Town of Kwinana
Town of Bassendean	-	City of Mandurah
City of Belmont	-	City of Melville
Town of Claremont	-	Serpentine-Jarrahdale Shire
City of Cockburn	-	City of South Perth
City of Fremantle	-	City of Wanneroo

Historical comparisons are made against surveys completed in 2004 and 2005

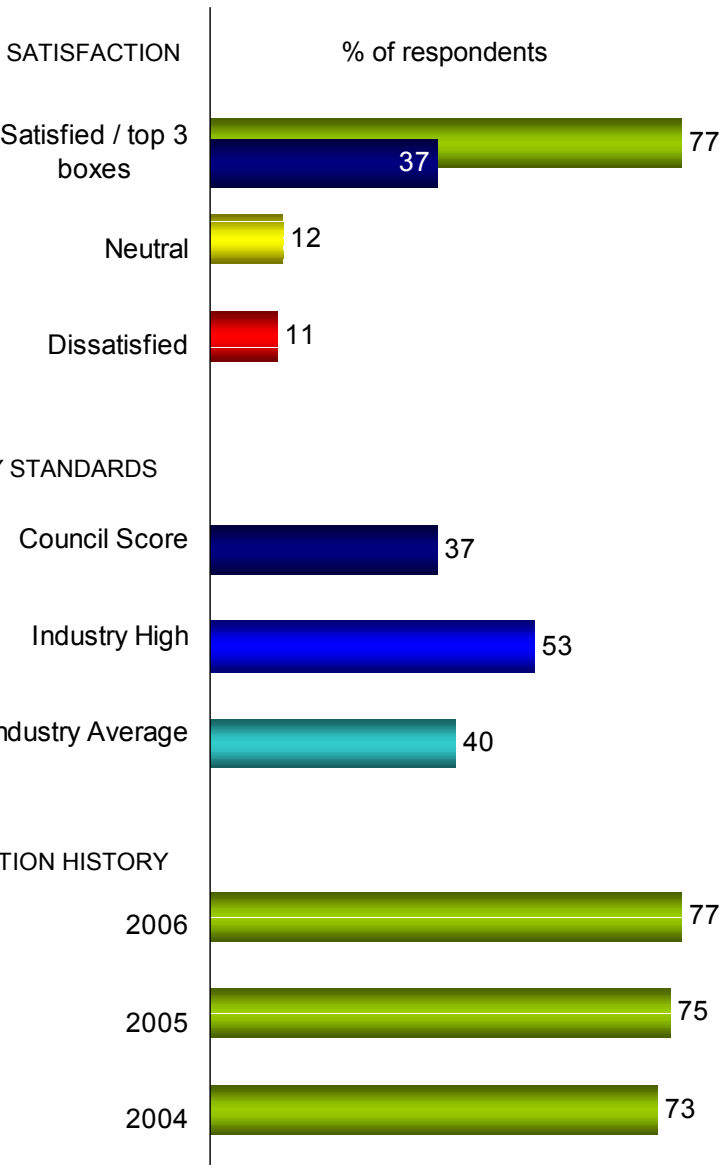
## Resident sample composition





# Survey Results

# all satisfaction



- Overall satisfaction is relatively high
  - 77% of respondents are satisfied
  - Mean satisfaction rating = 6.7
- Satisfaction is highest among in the North and Central wards and among newer residents
- There is greatest room to improve satisfaction among those aged 35-54 years

% of residents	Top 3	Dissatisfied
18-34 yrs	44%	10%
35-54 yrs	29%	10%
55+ yrs	46%	11%
North	45%	11%
North Central	37%	12%
Central	43%	8%
South West	30%	9%
South East	34%	11%
South	33%	13%
0-3 years in City of Joondalup	56%	7%
4-10 years in City of Joondalup	38%	9%
11+ years in City of Joondalup	33%	12%



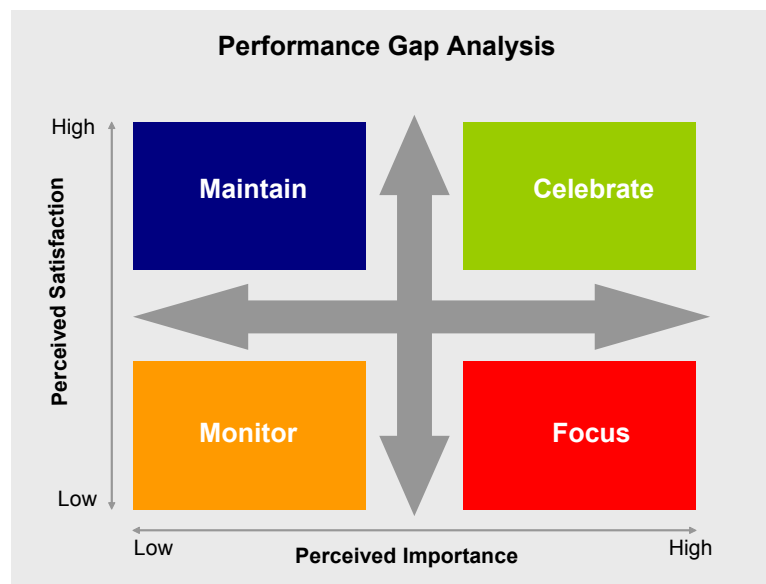
# Performance gap analysis

Performance gap analysis assists Council to identify strategic priorities. Importance and satisfaction levels are analysed and presented in four quadrants (shown below) to illustrate which services and facilities need to be improved, monitored, maintained and celebrated.

Services of high satisfaction and lower levels of importance depict **MAINTAIN** quadrant. Services and facilities that fall into this quadrant are less important to the community and the Council is performing very well in delivering them (to those who use them). This quadrant requires no strategic intervention besides maintaining current levels of performance.

**MONITOR** represents the quadrant of low importance & lower satisfaction. Services and facilities that fall into this quadrant are less important to the community and the Council is performing less well in delivering them (to those who use them). This quadrant requires Council to monitor perceived levels of importance and satisfaction and make required adjustments if a particular service or facility moves into another quadrant.

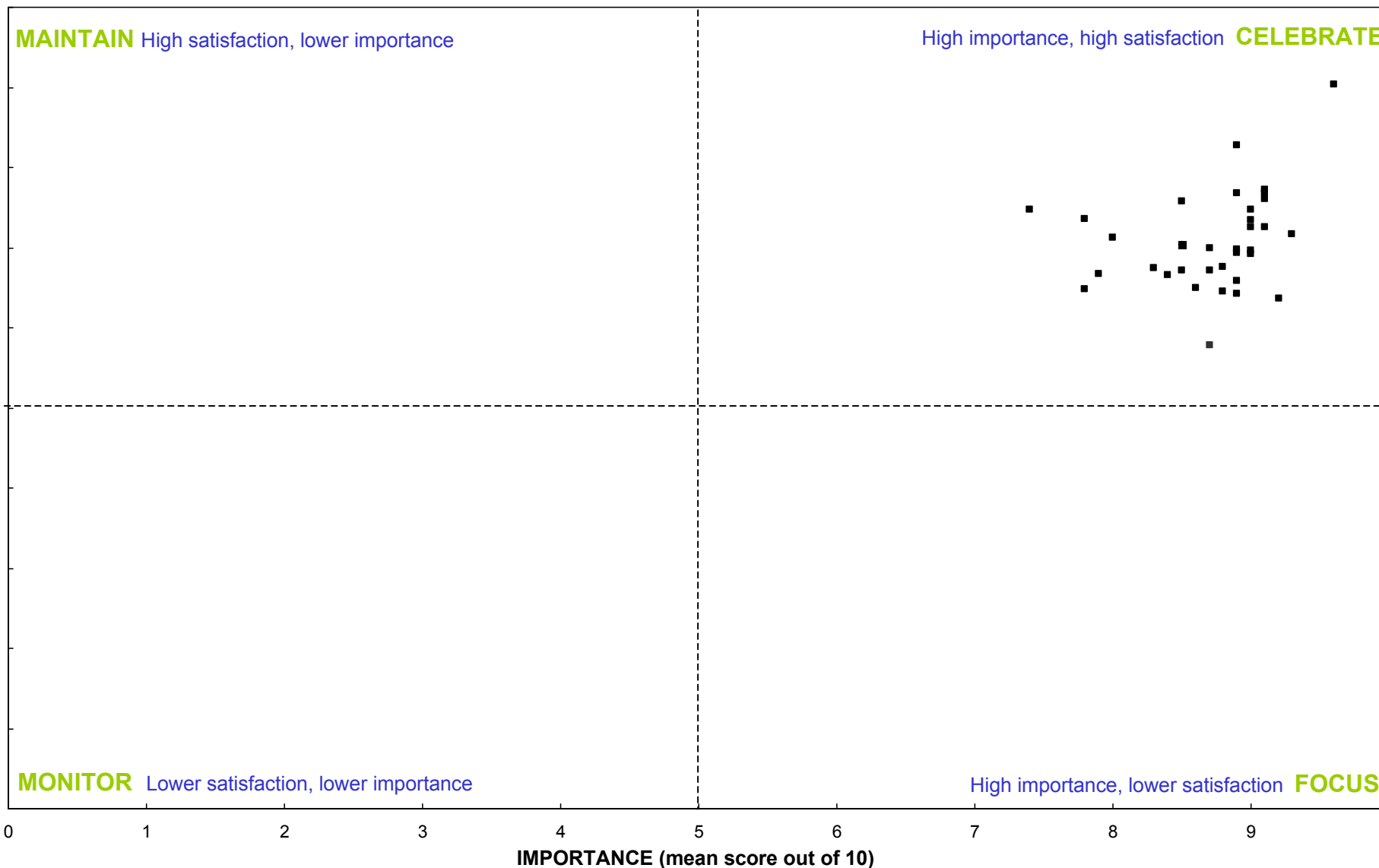
**CELEBRATE** represents the quadrant of high importance and high satisfaction. Services and facilities that fall into this quadrant are important to the community and the Council is performing extremely well in delivering them (to those who use them). This quadrant requires no special strategic emphasis besides maintaining current levels of performance and promoting the the Council's performance.



Services and facilities that have high levels of perceived importance and lower levels of satisfaction. These areas represent the '**hot issues**' for Council. Services and facilities that fall into this quadrant require Council to invest resources and effort to improve performance and perceived levels of satisfaction.



# Performance gap analysis



How important is it for the City of Joondalup to provide each service to its residents? 10 point scale where '10' is extremely important and '1' is of no importance.

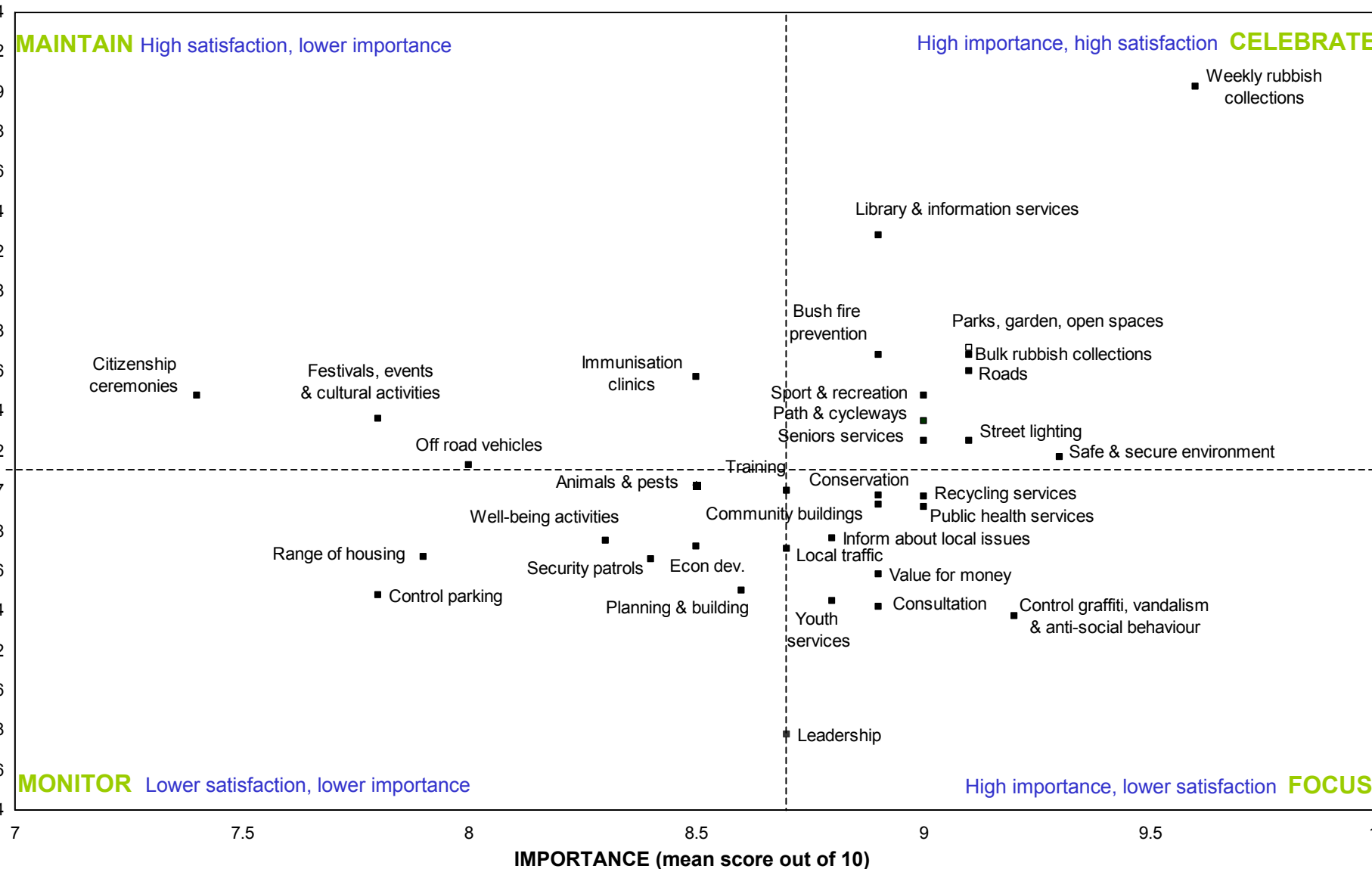
How satisfied are you with the City of Joondalup's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Importance – all respondents. Satisfaction – Respondents who use / can comment on service / facility (n=various)





# Performance gap analysis magnified



How important is it for the City of Joondalup to provide each service to its residents? 10 point scale where '10' is extremely important and '1' is of no importance.

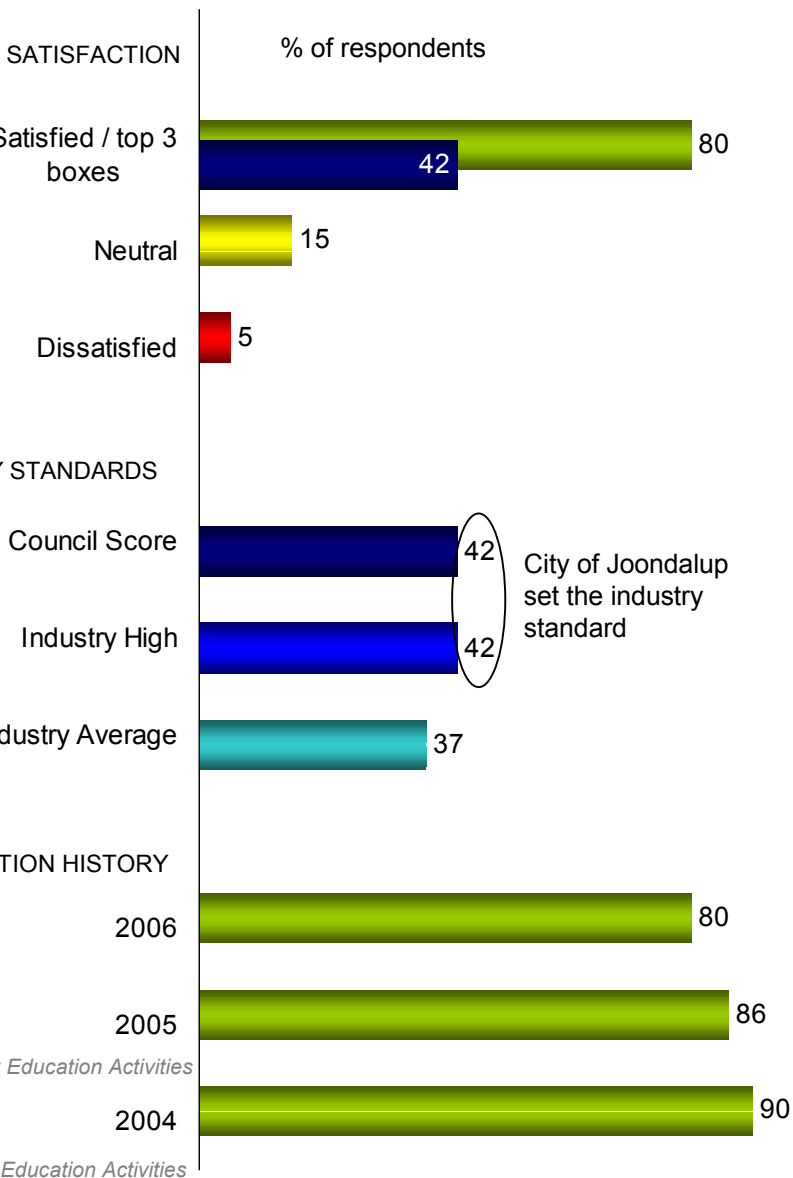
How satisfied are you with the City of Joondalup's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Importance – all respondents. Satisfaction – Respondents who use / can comment on service / facility (n=various)



# COMMUNITY WELLBEING

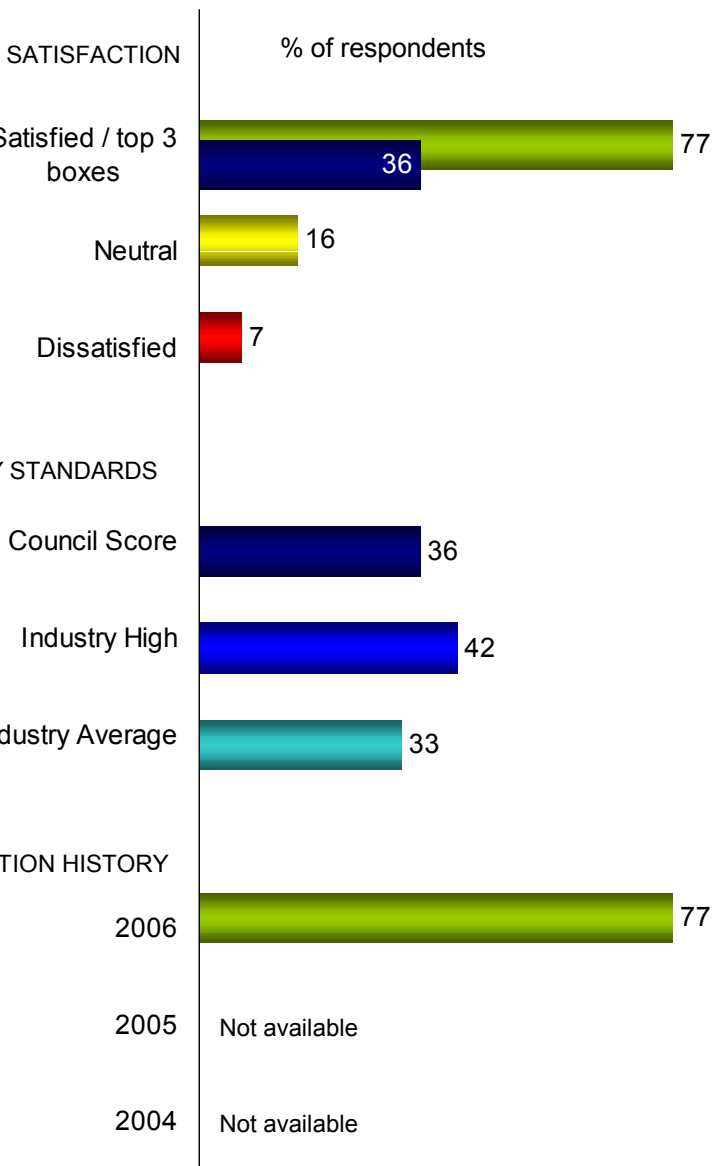
# Encouraging and supporting education and training opportunities



- Satisfaction is high
  - 80% of respondents are satisfied
  - Mean satisfaction rating = 7.0
- Satisfaction is highest among females and older singles / couples

<i>% of residents</i>	Top 3	Dissatisfied
Male	33%	6%
Female	49%	3%
Singles / couples aged 18-44	40%	7%
Families with kids under 13 years	40%	6%
Families with kids aged 13+	36%	4%
Singles / couples aged 45+	52%	2%

# Encourage economic development, tourism and job creation



## ■ Satisfaction is relatively high

- 77% of respondents are satisfied

- Mean satisfaction rating = 6.7

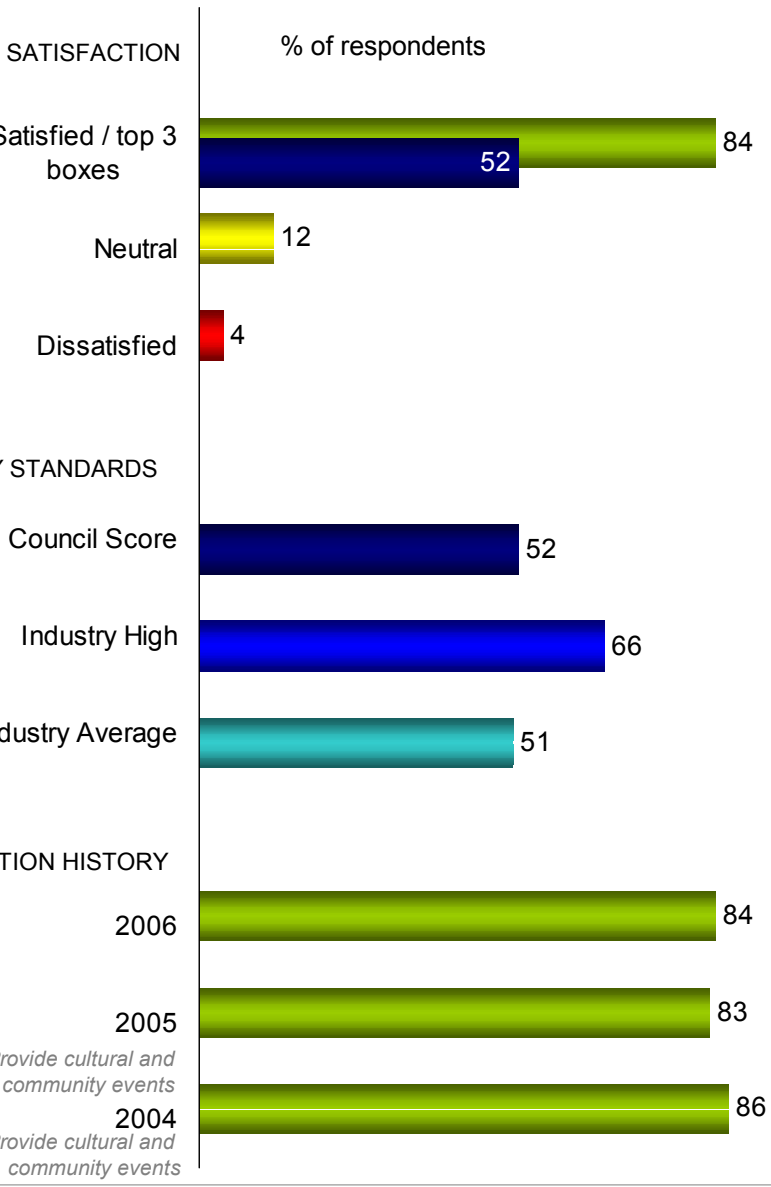
## ■ Satisfaction is highest among females and seniors

% of residents	Top 3	Dissatisfied
Male	30%	8%
Female	40%	5%
18-34 yrs	36%	5%
35-54 yrs	31%	8%
55+ yrs	47%	5%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 487)

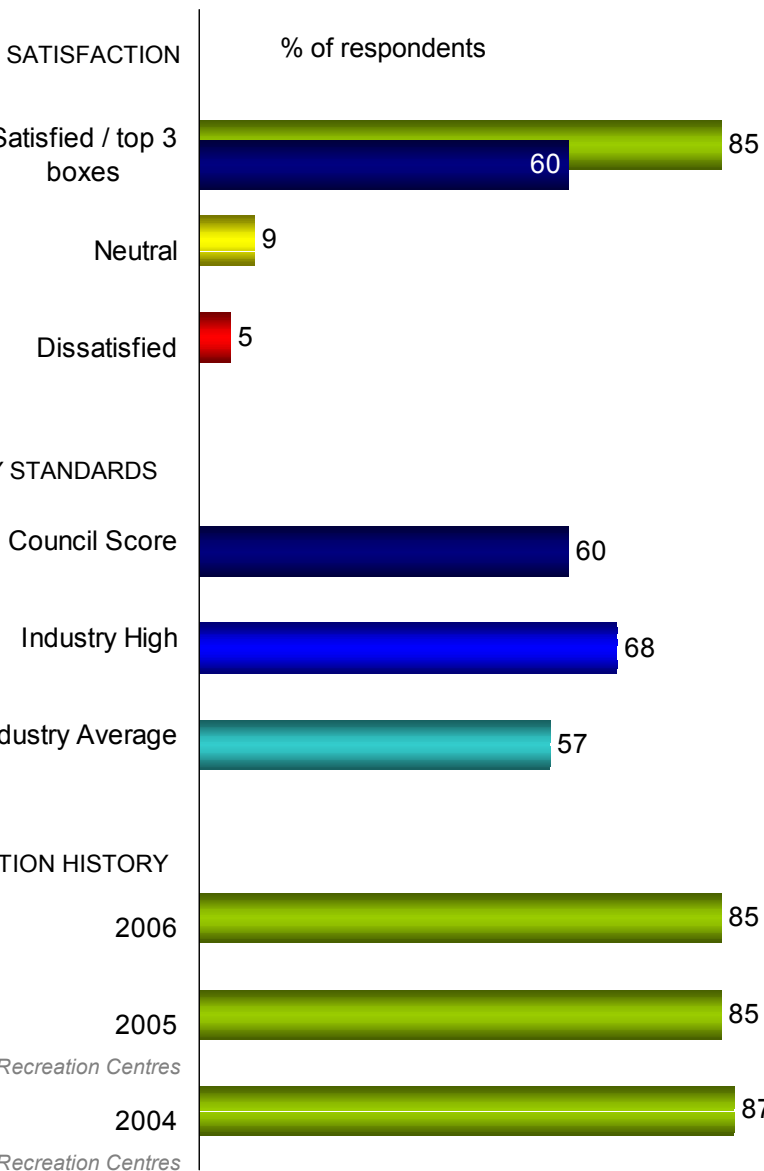
# itate festivals, events and cultural activities



- Satisfaction is high
  - 84% of respondents are satisfied
  - Mean satisfaction rating = 7.4
- Satisfaction is highest among females, younger families and those living in the Central ward
- There is greatest room to improve satisfaction ratings among those in the South East ward

% of residents	Top 3	Dissatisfied
Male	40%	5%
Female	59%	3%
North	51%	4%
North Central	46%	5%
Central	62%	3%
South West	55%	2%
South East	39%	6%
South	57%	2%
Singles / couples aged 18-44	55%	4%
Families with kids under 13 years	59%	4%
Families with kids aged 13+	46%	2%
Singles / couples aged 45+	49%	5%

# Provide & maintain sport & recreation facilities



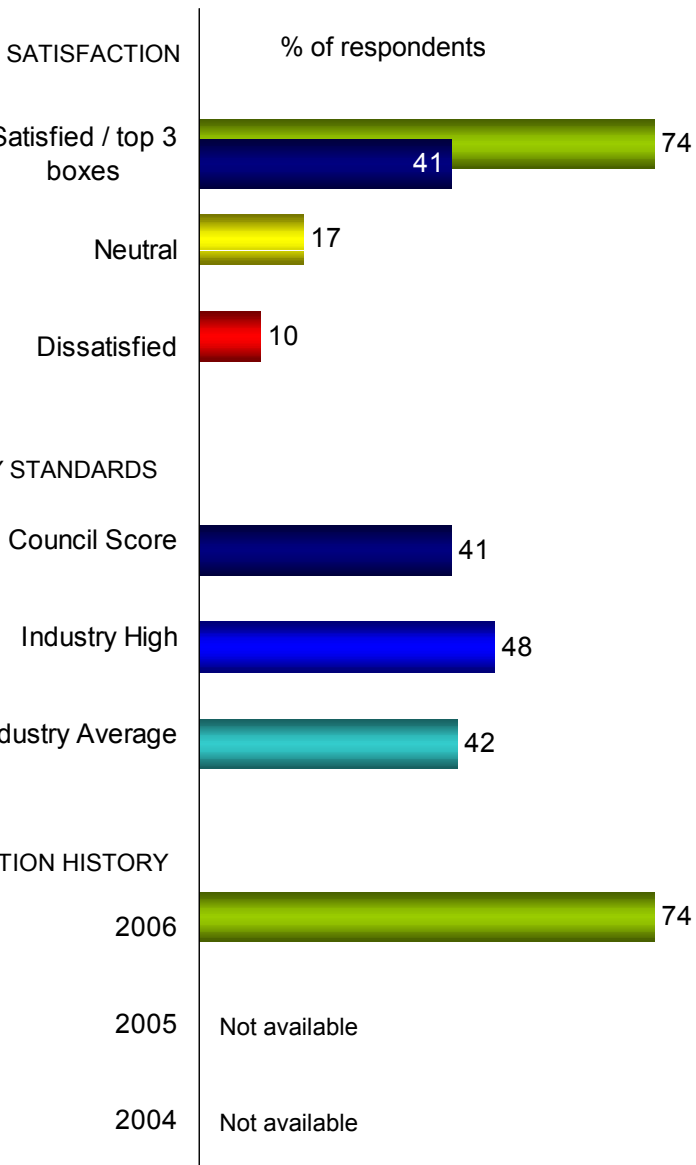
## ■ Satisfaction is moderate

- 85% of respondents are satisfied
- Mean satisfaction rating = 7.5

## ■ There is greatest room to improve satisfaction ratings among residents living in the South West ward

% of residents	Top 3	Dissatisfied
North	64%	2%
North Central	64%	5%
Central	59%	6%
South West	52%	11%
South East	59%	3%
South	60%	5%

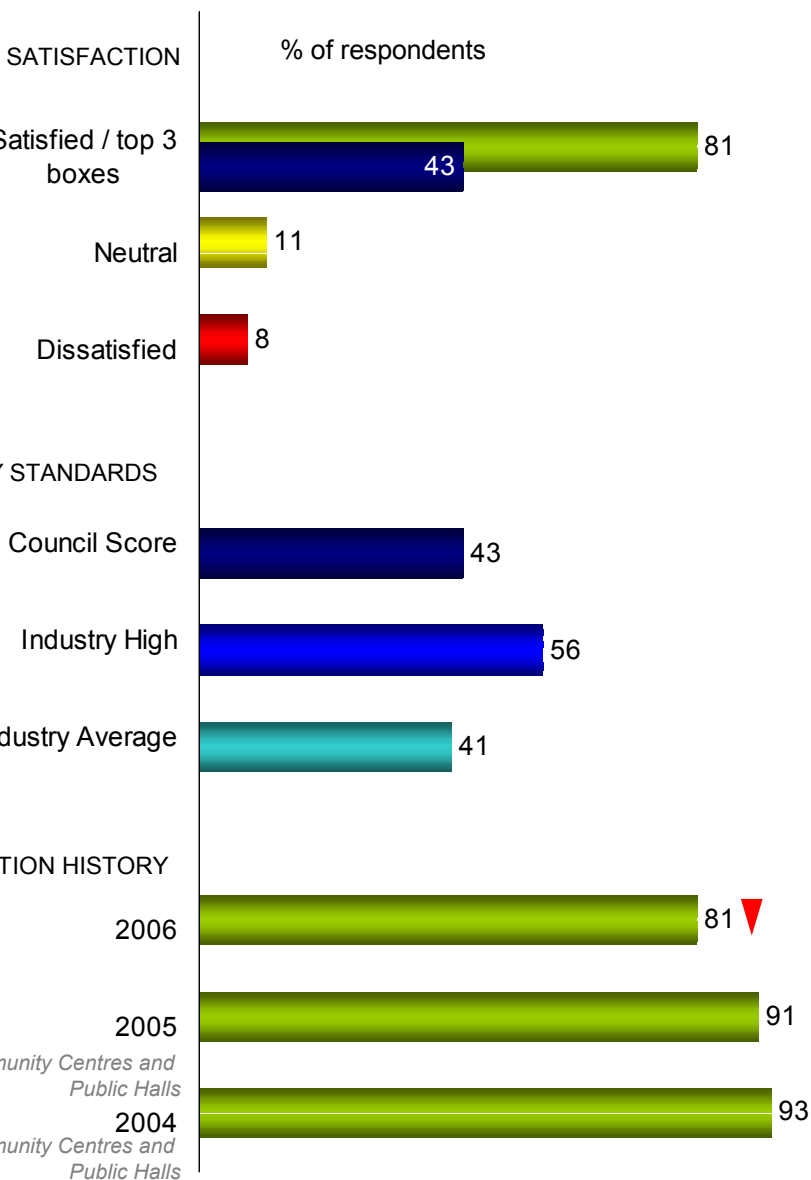
# ...opportunities for residents to participate in activities that will assist in maintaining and improving their well-being



- Satisfaction is relatively high
  - 74% of respondents are satisfied
  - Mean satisfaction rating = 6.8
- Satisfaction is highest among females and older singles / couples, followed by younger families
- There is greatest room to improve satisfaction ratings among younger singles / couples

% of residents	Top 3	Dissatisfied
Male	34%	9%
Female	46%	10%
Singles / couples aged 18-44	30%	8%
Families with kids under 13 years	43%	12%
Families with kids aged 13+	37%	12%
Singles / couples aged 45+	47%	7%

# Provide & maintain community buildings, halls and toilets

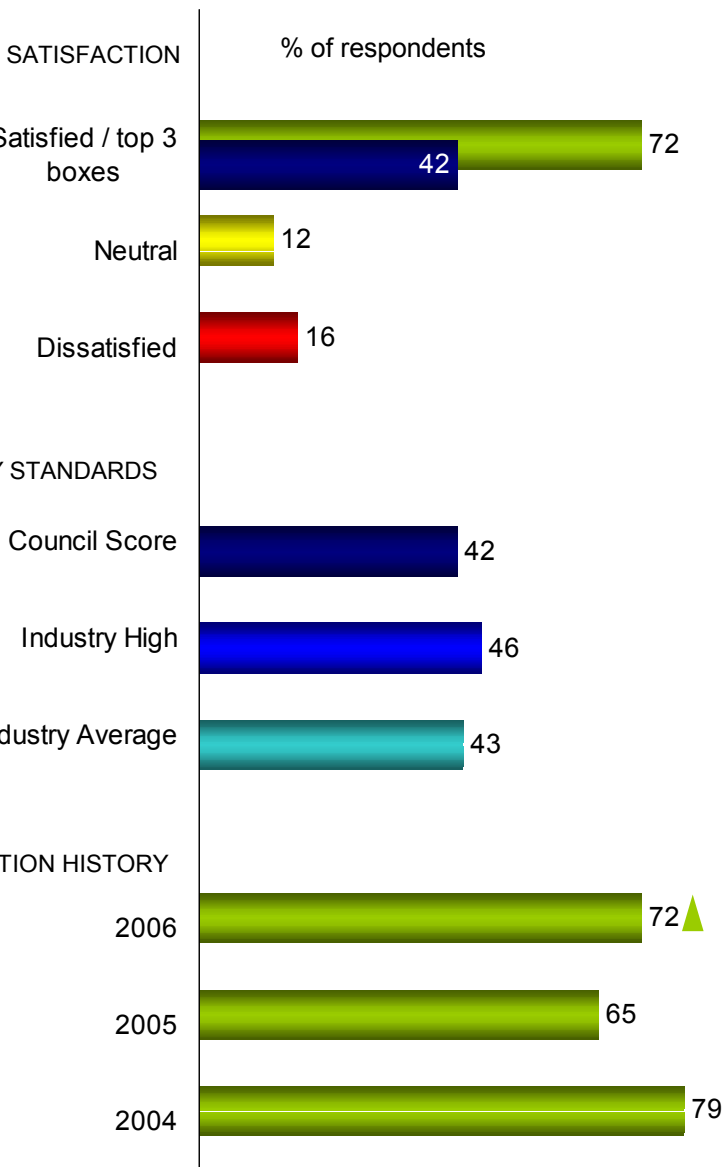


- Satisfaction is high
  - 81% of respondents are satisfied, down 10% points
  - Mean satisfaction rating = 6.9
- Satisfaction has declined significantly over the past 12 months
  - This finding suggests there may be an issue with perceptions of public toilets in the area
- Satisfaction is highest among older singles / couples

% of residents	Top 3	Dissatisfied
Singles / couples aged 18-44	39%	9%
Families with kids under 13 years	43%	12%
Families with kids aged 13+	38%	7%
Singles / couples aged 45+	48%	5%



# Side mobile security patrols



## Satisfaction is relatively high

- 72% of respondents are satisfied
- Mean satisfaction rating = 6.7

## Satisfaction is highest among females

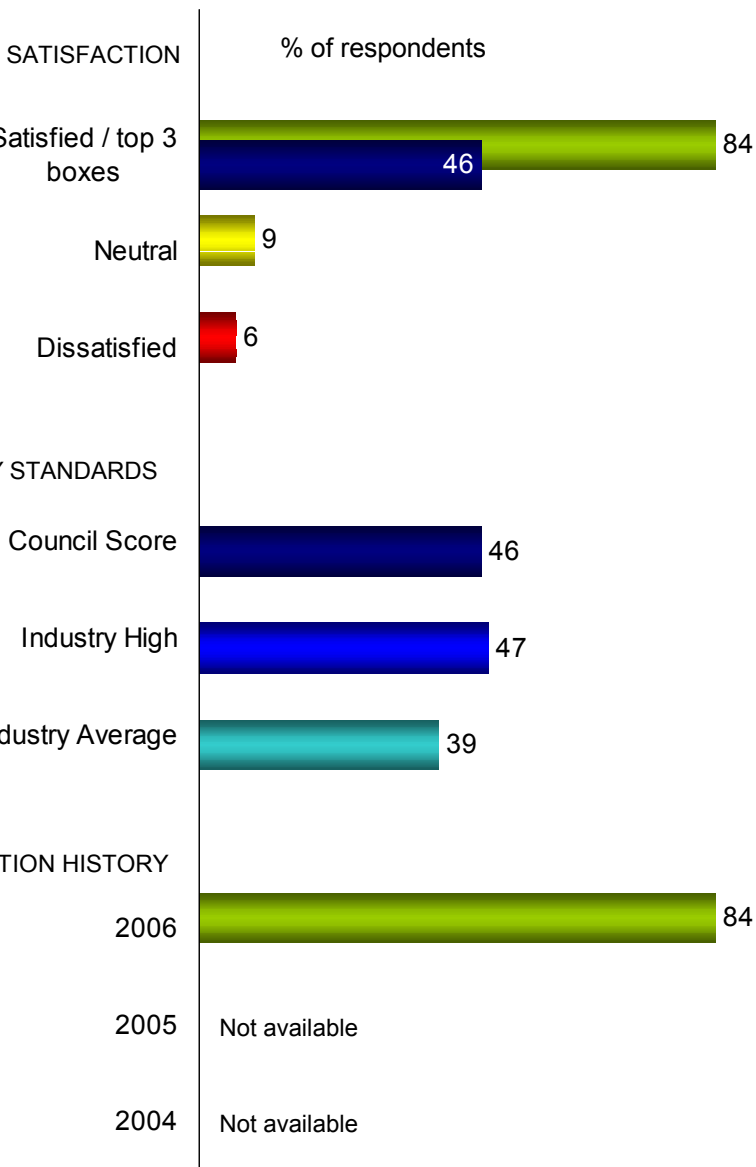
- There is greatest room to improve satisfaction ratings among those living in the North ward

% of residents	Top 3	Dissatisfied
Male	32%	18%
Female	50%	15%
North	45%	23%
North Central	43%	18%
Central	47%	10%
South West	35%	16%
South East	40%	18%
South	44%	12%

satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 436; 2005 n = 422; 2006 n = 555)

# Provide a safe & secure environment



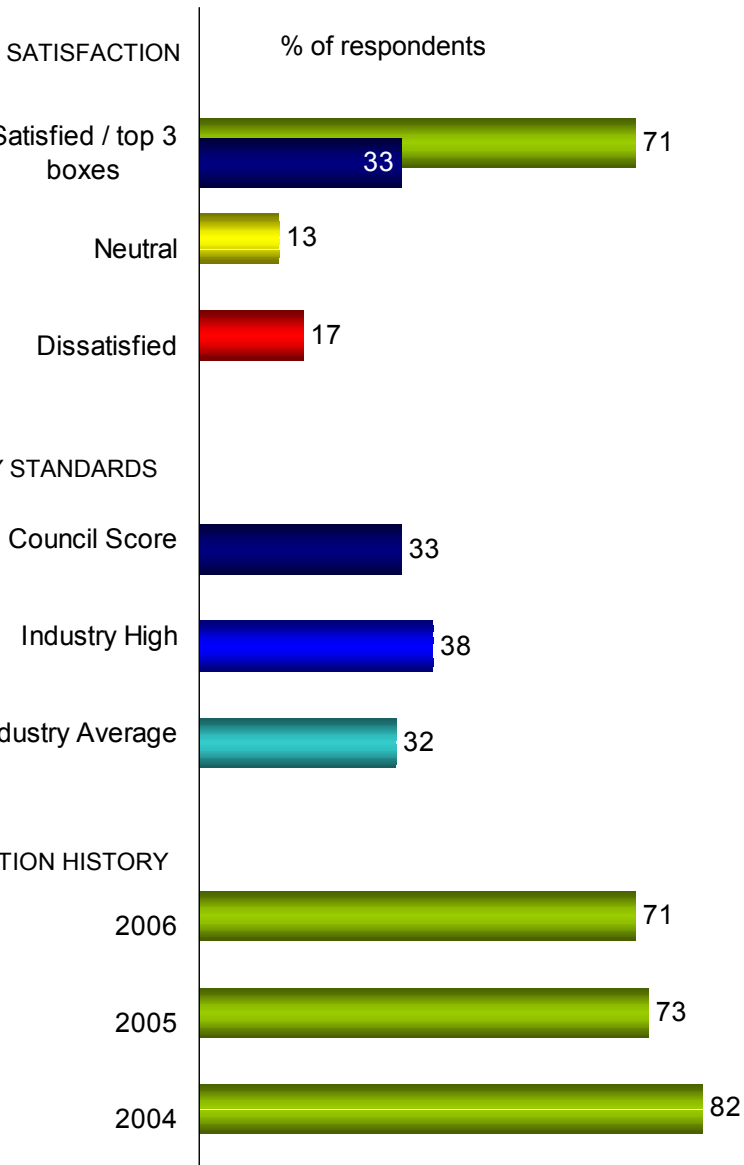
- Satisfaction is high
  - 84% of respondents are satisfied
  - Mean satisfaction rating = 7.2
- Satisfaction is highest among residents living in the North and North Central wards and those living in the City of Joondalup for 4 to 10 years
- There is greatest room to improve among those living in the South Central ward

% of residents	Top 3	Dissatisfied
North	53%	5%
North Central	54%	6%
Central	36%	8%
South West	46%	10%
South East	42%	6%
South	49%	2%
0-3 years in City of Joondalup	43%	4%
4-10 years in City of Joondalup	55%	5%
11+ years in City of Joondalup	42%	8%

*Satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.*

*Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = xxx; 2005 n = xxx; 2006 n = 586)*

# Control graffiti, vandalism & anti-social behaviour



## ■ Satisfaction is moderate

- 71% of respondents are satisfied

- Mean satisfaction rating = 6.4

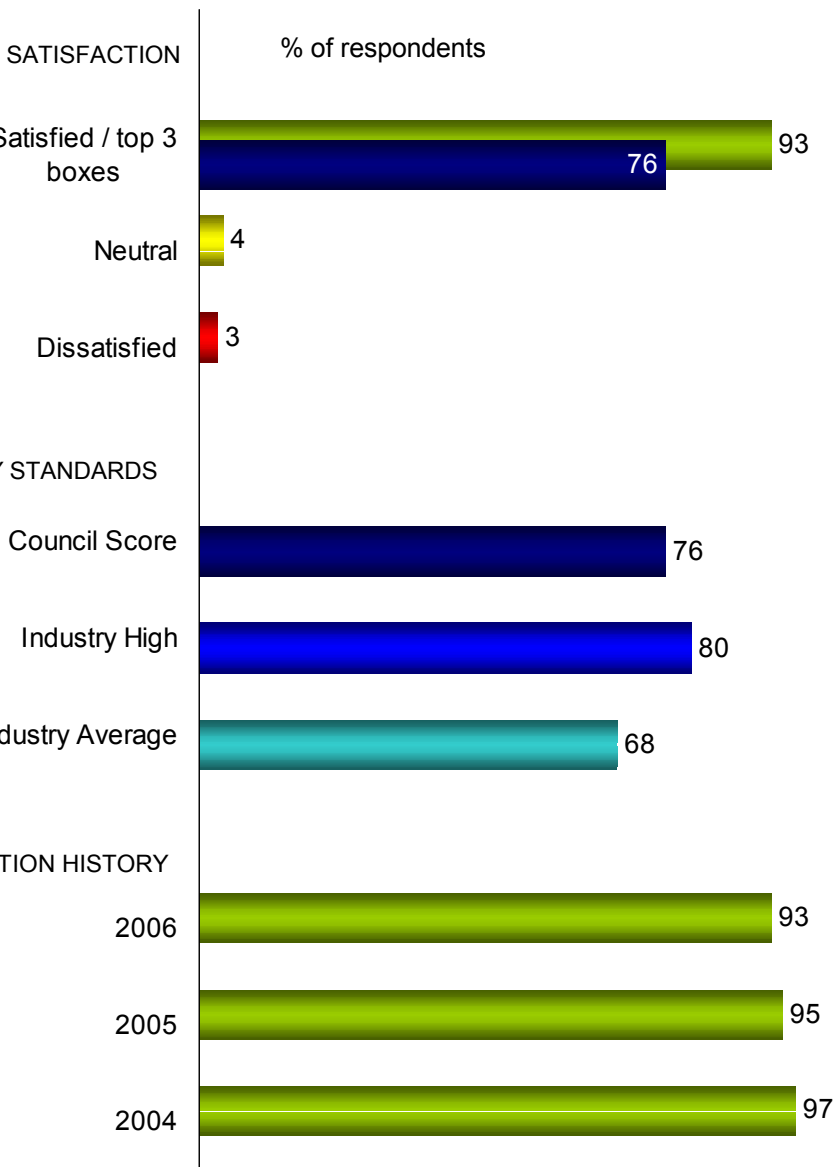
## ■ There is greatest room to improve satisfaction ratings among males and older families, followed closely by older singles / couples

<i>% of residents</i>	Top 3	Dissatisfied
Male	29%	23%
Female	35%	12%
Singles / couples aged 18-44	36%	8%
Families with kids under 13 years	34%	15%
Families with kids aged 13+	26%	20%
Singles / couples aged 45+	36%	19%

*satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.*

*respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 447; 2005 n = 458; 2006 n = 586)*

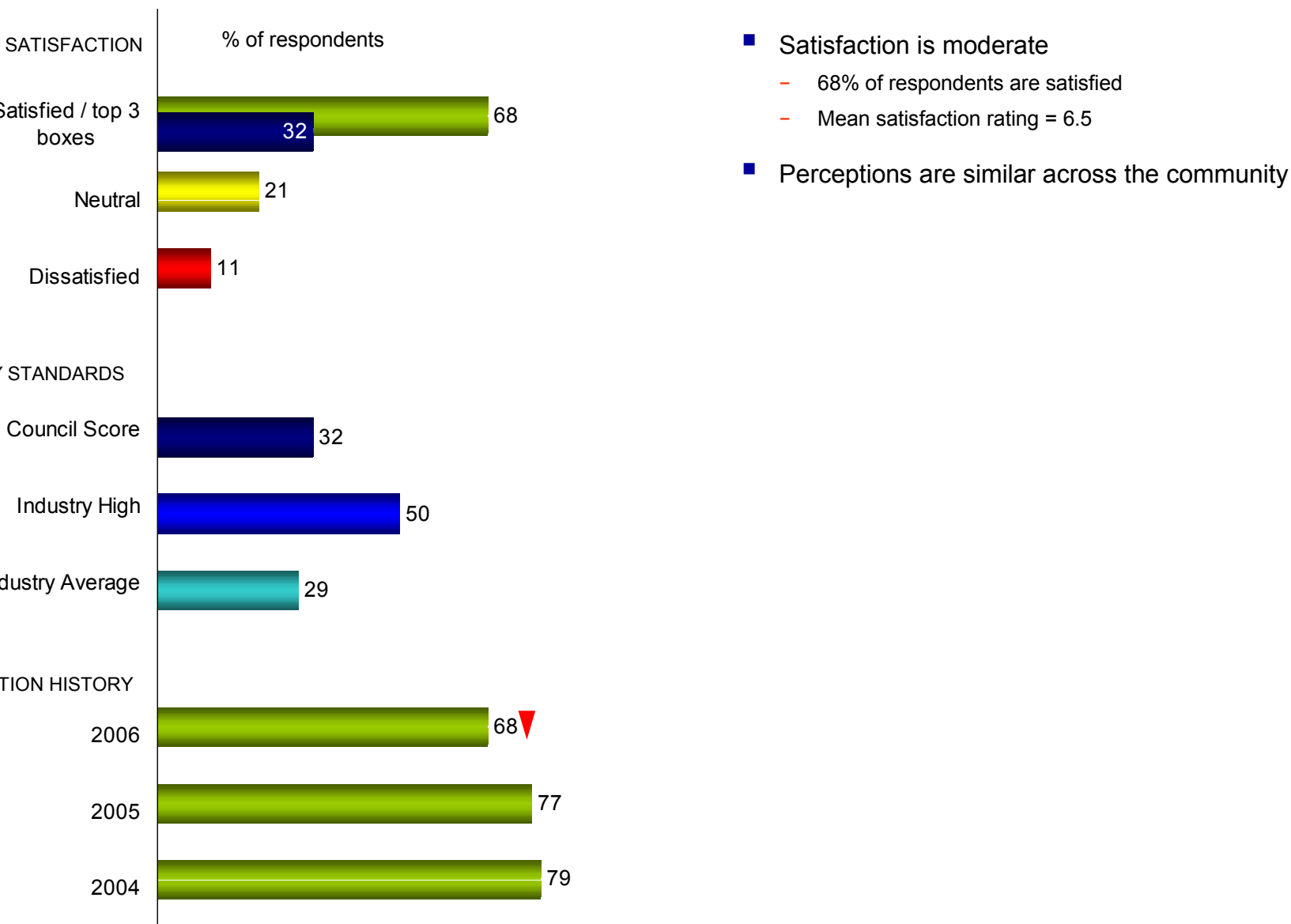
# Public library & information services



- Satisfaction is very high
  - 93% of respondents are satisfied
  - Mean satisfaction rating = 8.3
- Satisfaction is highest among younger families and older singles / couples
- There is greatest room to improve satisfaction ratings among younger singles / couples

% of residents	Top 3	Dissatisfied
Singles / couples aged 18-44	63%	11%
Families with kids under 13 years	80%	3%
Families with kids aged 13+	72%	2%
Singles / couples aged 45+	82%	2%

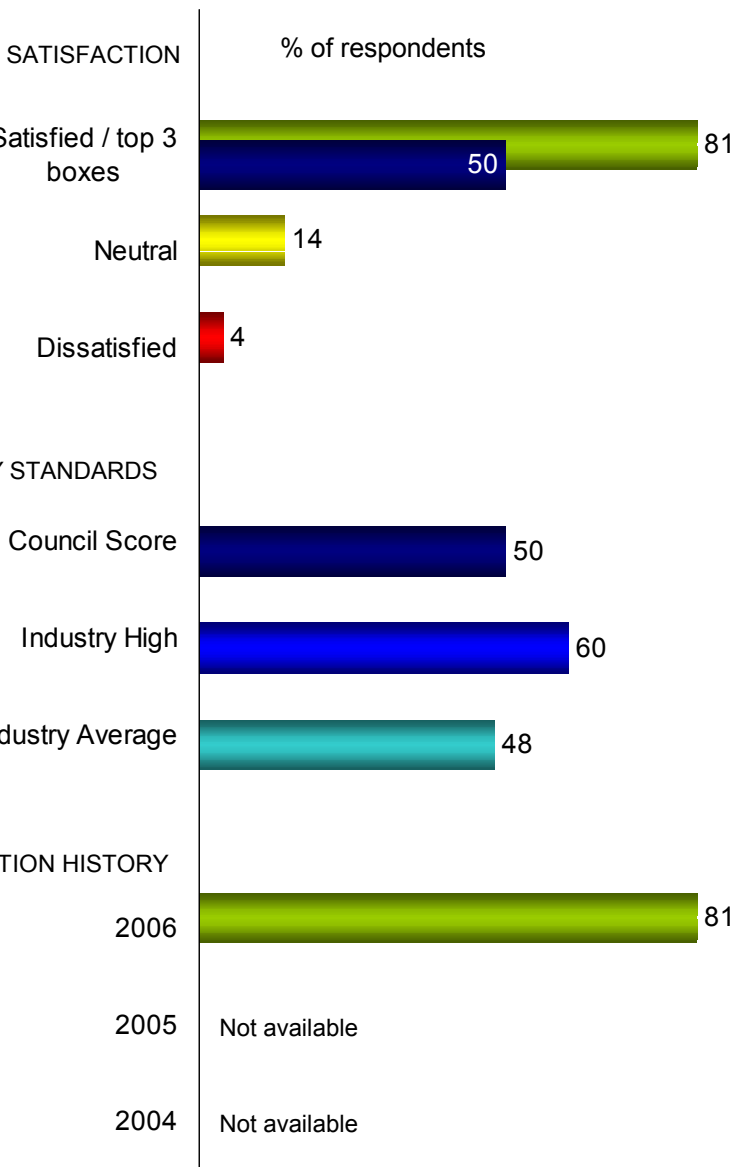
# itate the provision of facilities and services for youth



satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

pondents who feel familiar enough with service / facility to comment (Residents 2004 n = 195; 2005 n = 175; 2006 n = 474)

# 

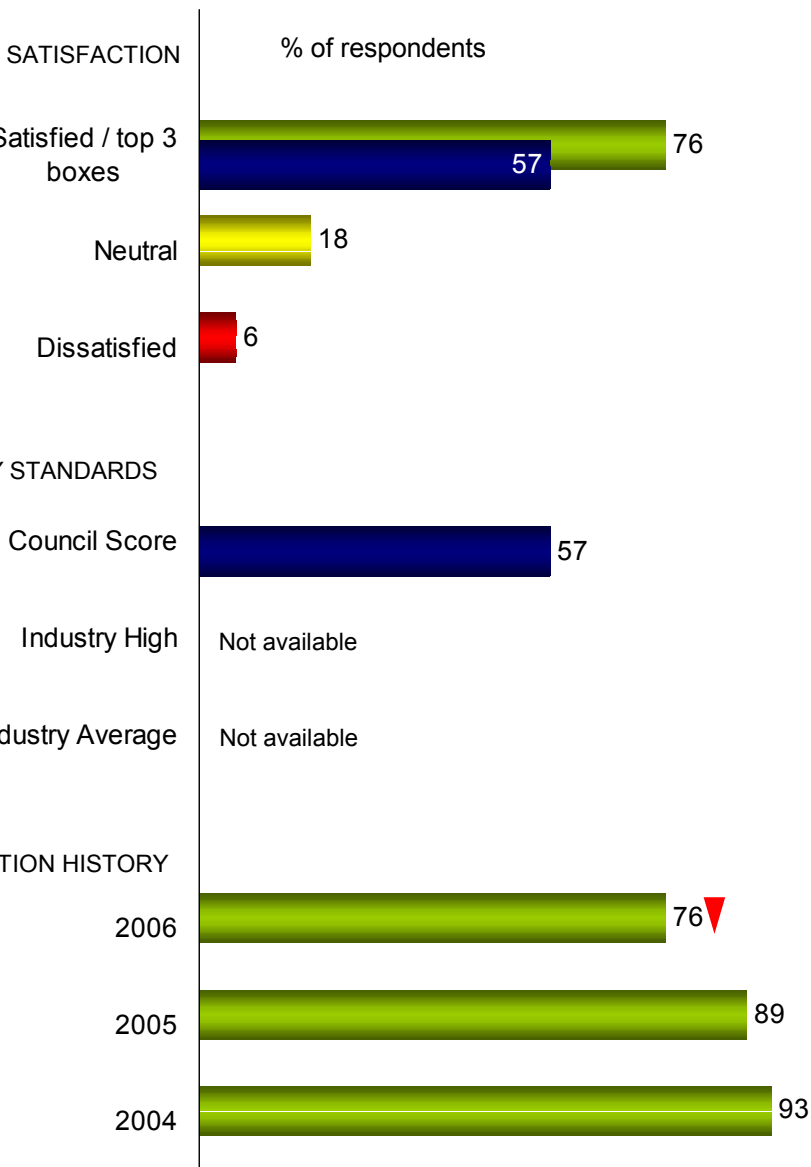


- Satisfaction is high
  - 81% of respondents are satisfied
  - Mean satisfaction rating = 7.3
- Satisfaction is highest among seniors

% of residents	Top 3	Dissatisfied
18-34 yrs	44%	6%
35-54 yrs	47%	4%
55+ yrs	59%	4%



# Wide Australian Citizenship ceremonies



## Satisfaction is relatively high

- 76% of respondents are satisfied
- Mean satisfaction rating = 7.5

## Satisfaction is highest among females and older singles / couples, followed by younger families

% of residents	Top 3	Dissatisfied
Male	49%	7%
Female	63%	5%
Singles / couples aged 18-44	43%	
Families with kids under 13 years	62%	6%
Families with kids aged 13+	45%	9%
Singles / couples aged 45+	67%	5%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

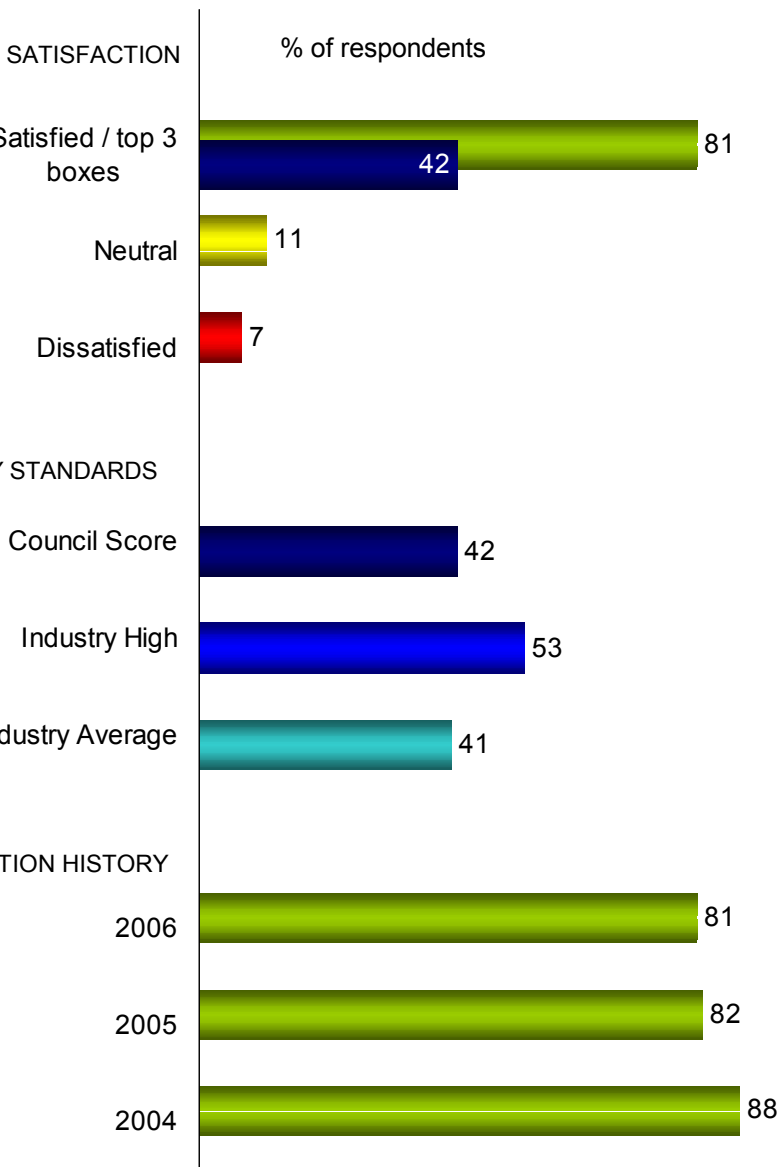
Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 314; 2005 n = 259; 2006 n = 403)

A dark blue abstract graphic consisting of a thick, flowing wave-like shape that starts from the left edge, dips down, and then rises towards the right edge, creating a sense of movement and depth.

CARING FOR THE ENVIRONMENT



# Responsible for conservation and environmental management



## ■ Satisfaction is high

— 81% of respondents are satisfied

— Mean satisfaction rating = 7.0

## ■ Satisfaction is highest among residents living in the North Central ward

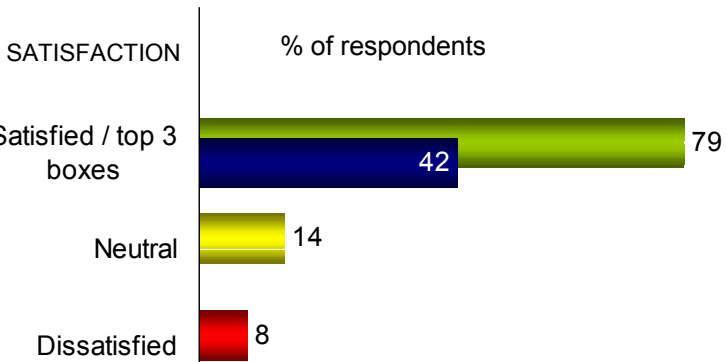
% of residents	Top 3	Dissatisfied
North	43%	11%
North Central	51%	8%
Central	43%	8%
South West	46%	5%
South East	34%	6%
South	34%	5%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

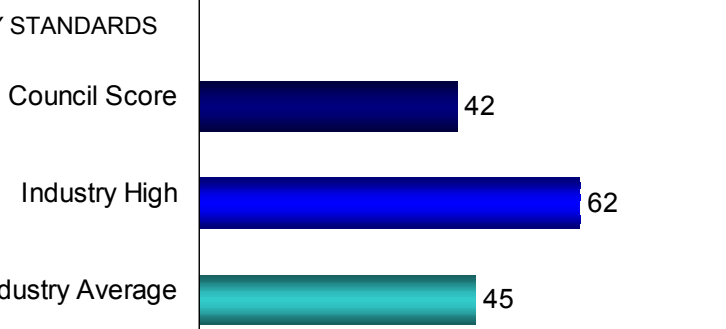
Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 364; 2005 n = 346; 2006 n = 540)



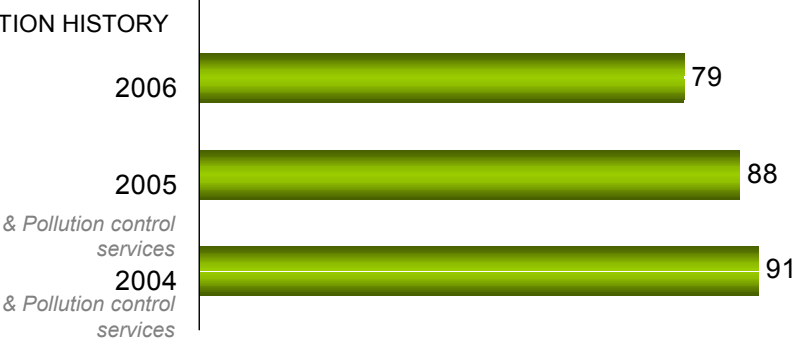
# ide public health services (such as controlling pollution, noise and dust levels, regulating food safety



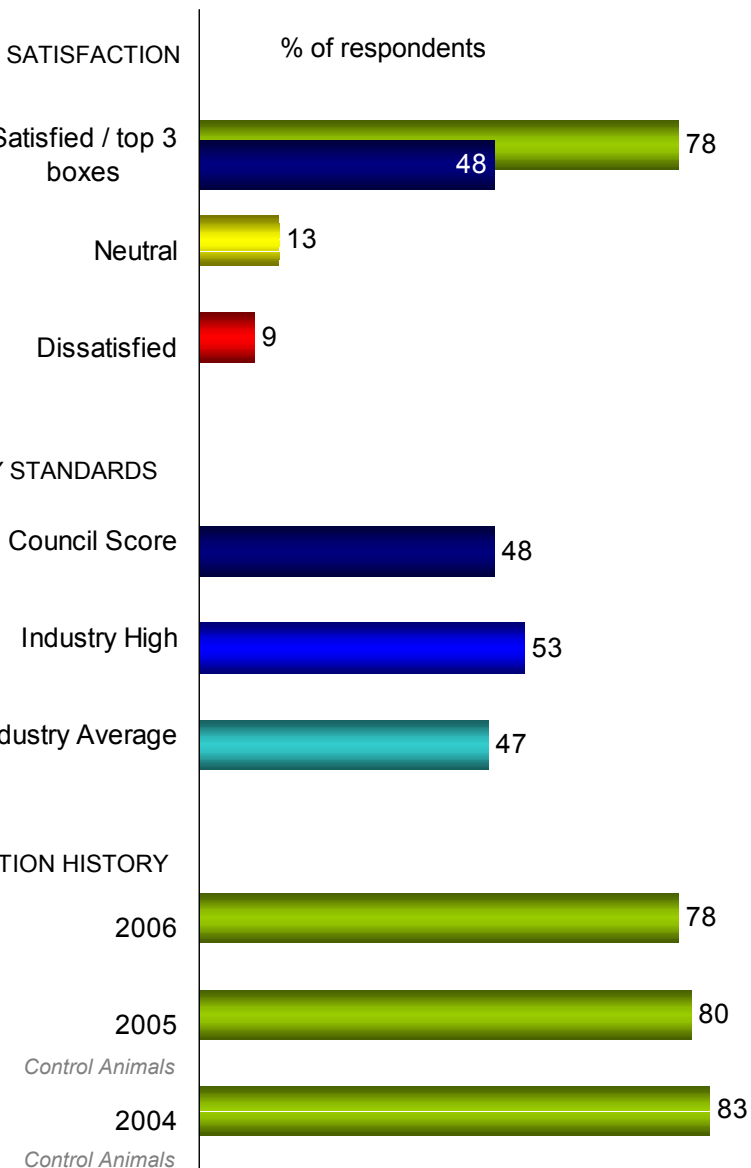
- Satisfaction is relatively high
  - 79% of respondents are satisfied
  - Mean satisfaction rating = 6.9
- Satisfaction is highest among residents living in the North ward



% of residents	Top 3	Dissatisf
North	50%	11%
North Central	43%	4%
Central	39%	11%
South West	41%	11%
South East	45%	5%
South	36%	5%

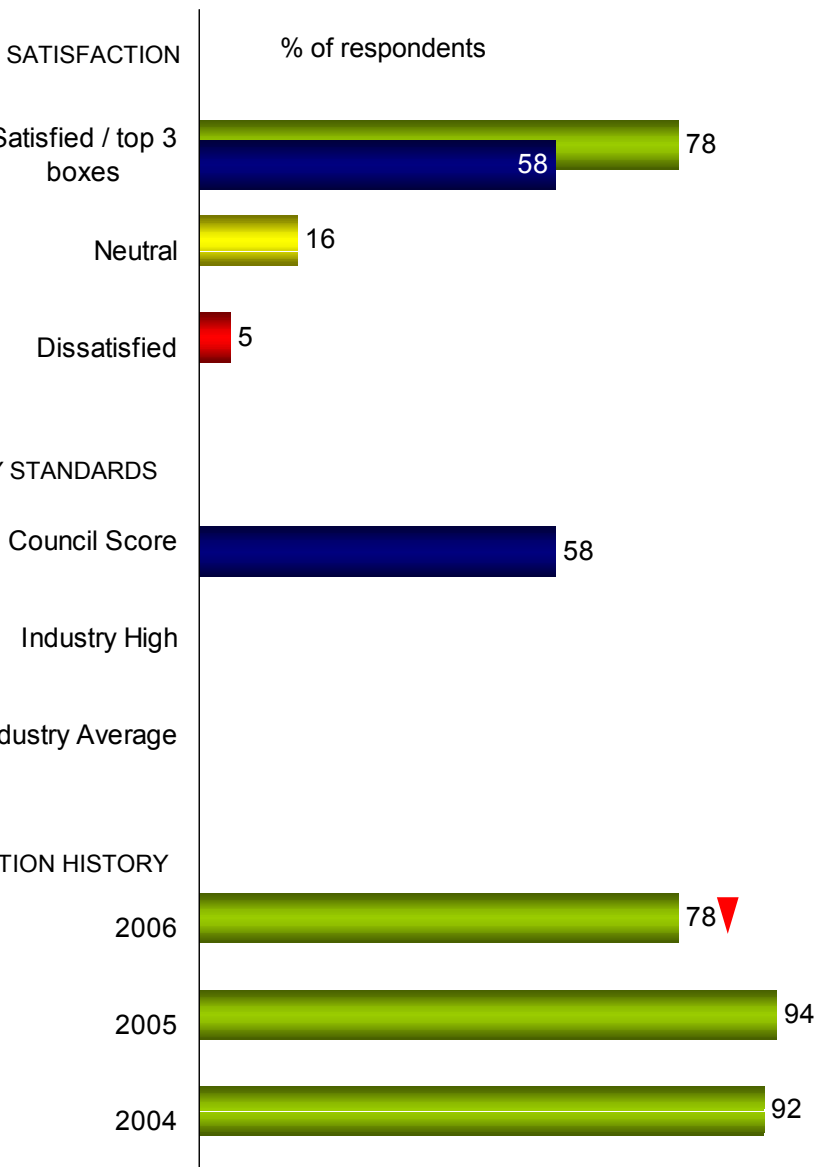


# Control animals and pests



- Satisfaction is relatively high
  - 78% of respondents are satisfied
  - Mean satisfaction rating = 7.0
- Perceptions are similar across the community

# Wide immunisation clinics



■ Satisfaction is relatively high

- 78% of respondents are satisfied

- Mean satisfaction rating = 7.6

■ Satisfaction is highest among females and younger families

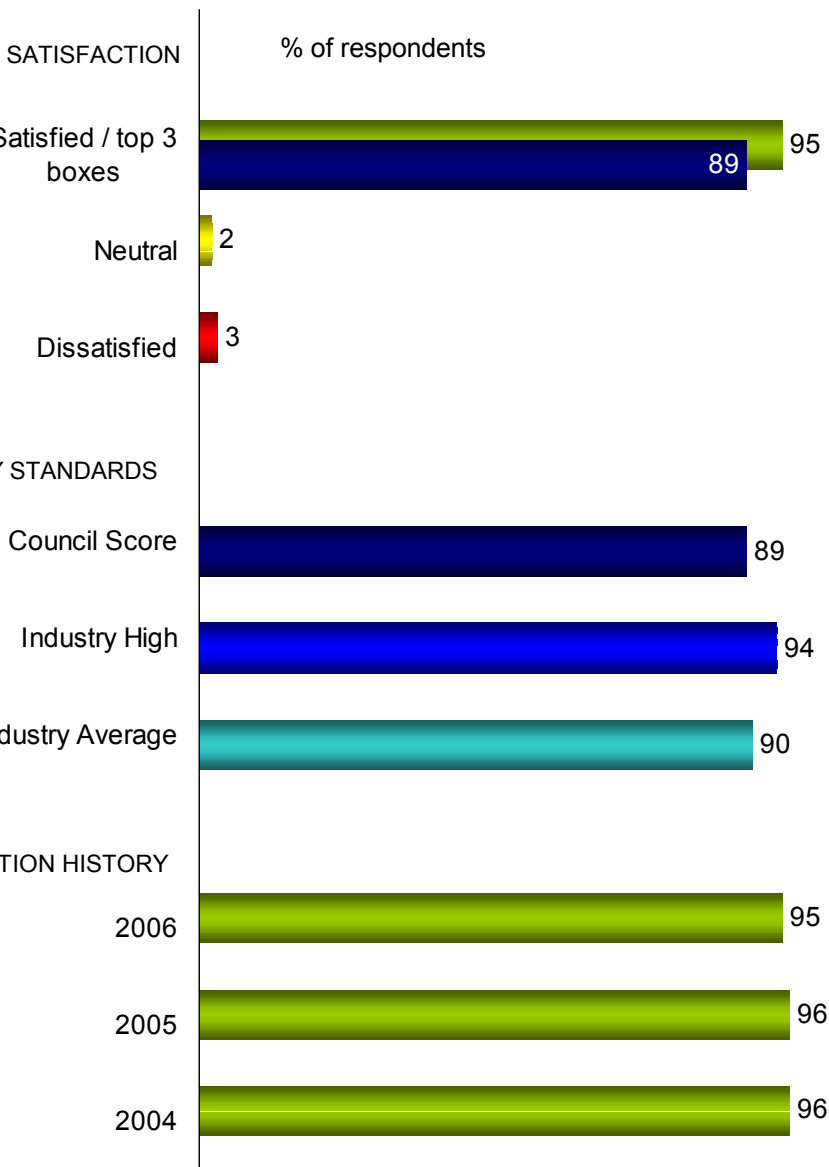
% of residents	Top 3	Dissatisfied
Male	44%	8%
Female	68%	4%
Singles / couples aged 18-44	47%	11%
Families with kids under 13 years	67%	5%
Families with kids aged 13+	55%	3%
Singles / couples aged 45+	56%	6%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 246; 2005 n = 193; 2006 n = 389)



# ide weekly rubbish collections



## ■ Satisfaction is very high

- 95% of respondents are satisfied
- Mean satisfaction rating = 9.0

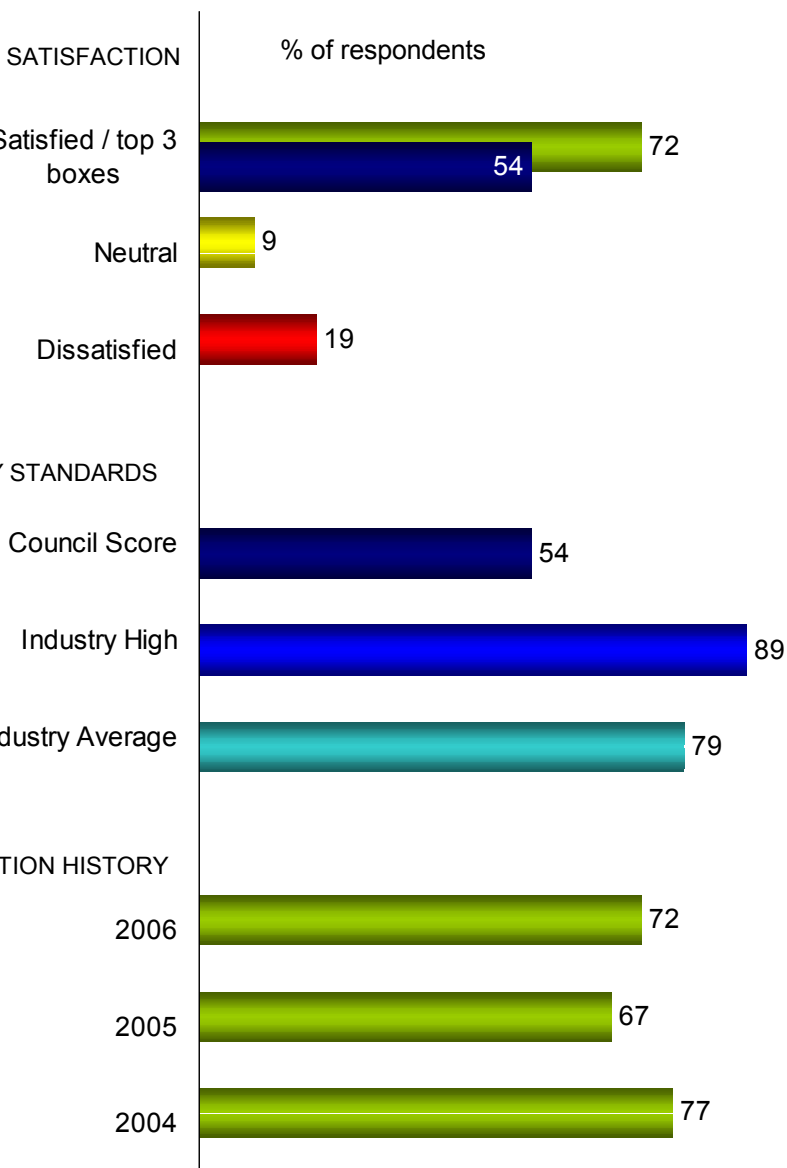
## ■ There is some room to improve among younger adults, new residents and those living in the South West ward

% of residents	Top 3	Dissatisfied
18-34 yrs	84%	5%
35-54 yrs	90%	3%
55+ yrs	93%	2%
North	87%	6%
North Central	90%	3%
Central	91%	3%
South West	83%	5%
South East	92%	2%
South	93%	
0-3 years in City of Joondalup	81%	7%
4-10 years in City of Joondalup	89%	2%
11+ years in City of Joondalup	91%	3%

satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

pondents who feel familiar enough with service / facility to comment (Residents 2004 n = 408; 2005 n = 407; 2006 n = 601)

# ide fortnightly recycling services



## Satisfaction is moderate

- 72% of respondents are satisfied
- Mean satisfaction rating = 7.0

## Satisfaction is highest among seniors

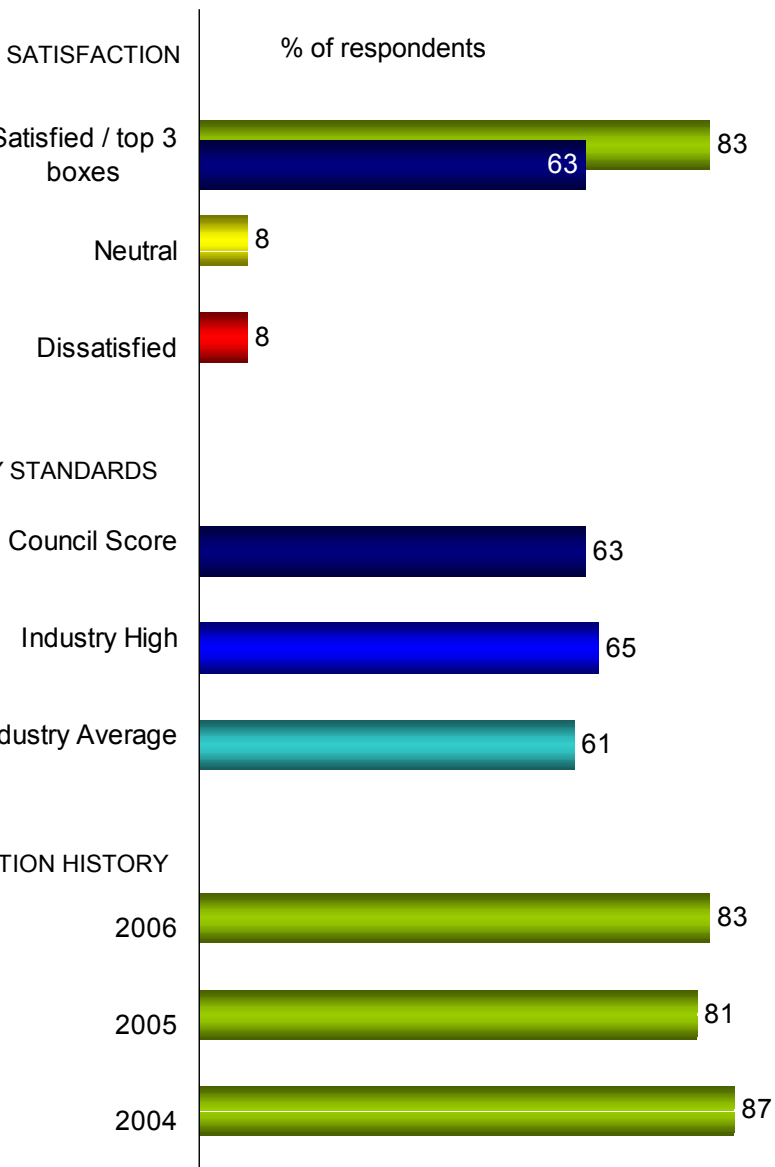
- There is greatest room to improve satisfaction ratings among younger families and residents living in the North ward

% of residents	Top 3	Dissatisfied
18-34 yrs	47%	21%
35-54 yrs	53%	20%
55+ yrs	62%	15%
North	49%	29%
North Central	52%	17%
Central	62%	16%
South West	51%	19%
South East	54%	20%
South	58%	11%
Singles / couples aged 18-44	56%	15%
Families with kids under 13 years	48%	22%
Families with kids aged 13+	59%	16%
Singles / couples aged 45+	55%	19%

satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 452; 2005 n = 451; 2006 n = 571)

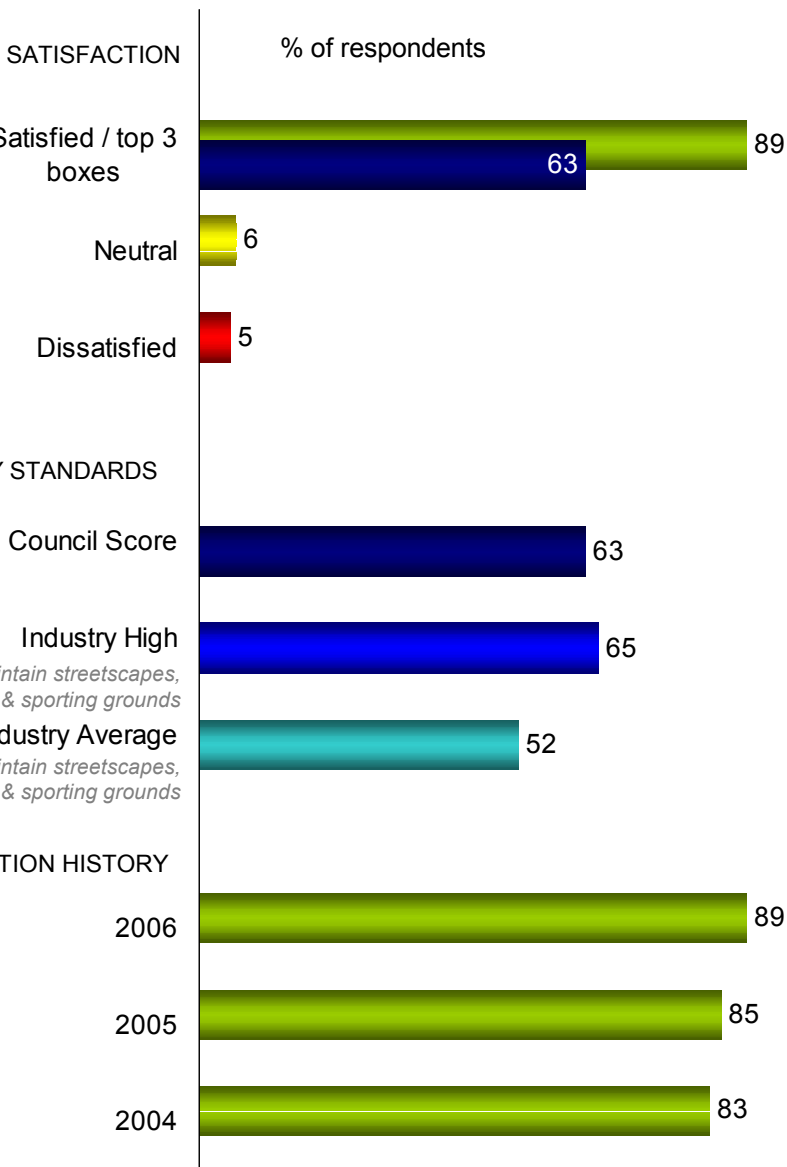
# Side verge-side bulk rubbish collections



- Satisfaction is high
  - 83% of respondents are satisfied
  - Mean satisfaction rating = 7.7
- Satisfaction is highest among seniors and those living in the South ward
- There is greatest room to improve satisfaction ratings among residents in the North ward

% of residents	Top 3	Dissatisfied
18-34 yrs	56%	7%
35-54 yrs	60%	11%
55+ yrs	73%	4%
North	54%	14%
North Central	64%	7%
Central	63%	8%
South West	65%	7%
South East	59%	5%
South	73%	9%

# ide & maintain parks, gardens and open spaces



## Satisfaction is high

- 89% of respondents are satisfied
- Mean satisfaction rating = 7.7

## Satisfaction is highest among seniors and those living in the Central ward

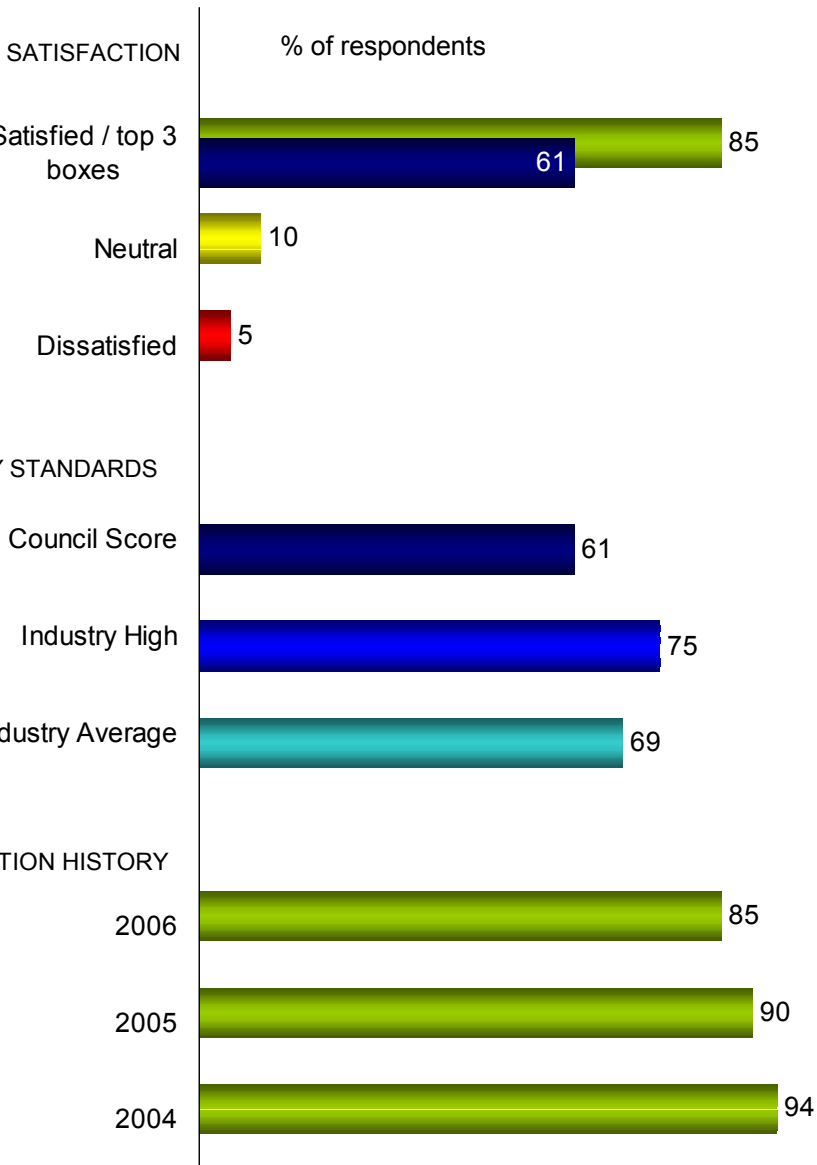
% of residents	Top 3	Dissatisfied
18-34 yrs	57%	7%
35-54 yrs	63%	4%
55+ yrs	70%	6%
North	64%	8%
North Central	64%	5%
Central	75%	2%
South West	60%	6%
South East	55%	6%
South	60%	6%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 480; 2005 n = 480; 2006 n = 601)



# Involved in bush fire prevention and control



## ■ Satisfaction is high

- 85% of respondents are satisfied

- Mean satisfaction rating = 7.7

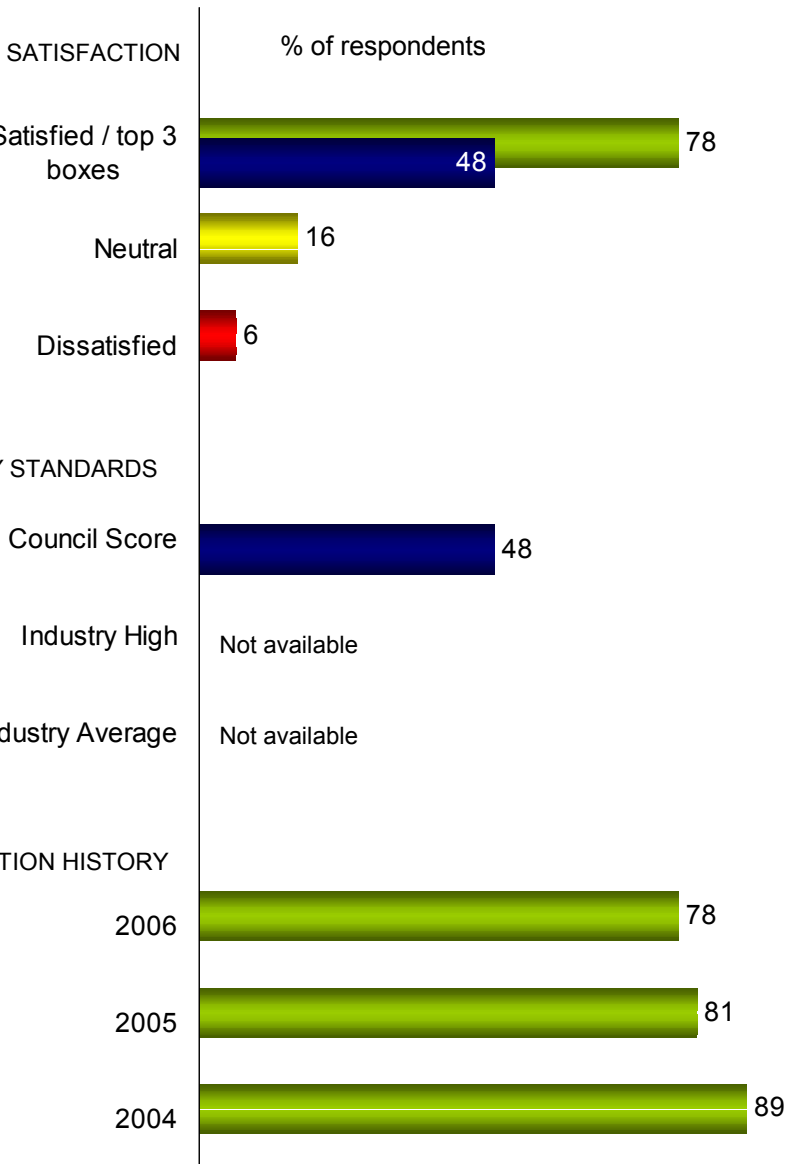
## ■ There is greatest room to improve satisfaction ratings among residents living in the South ward

% of residents	Top 3	Dissatisfied
North	67%	11%
North Central	62%	3%
Central	64%	2%
South West	64%	4%
South East	58%	5%
South	48%	3%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 296; 2005 n = 292; 2006 n = 482)

# Control abandoned and off road vehicles



## ■ Satisfaction is relatively high

- 78% of respondents are satisfied

- Mean satisfaction rating = 7.1

## ■ There is greatest room to improve satisfaction ratings among males, younger singles / couples and those living in the North Central ward

% of residents	Top 3	Dissatisfied
Male	40%	9%
Female	53%	4%
North	58%	5%
North Central	38%	9%
Central	53%	3%
South West	52%	6%
South East	43%	9%
South	39%	6%
Singles / couples aged 18-44	49%	14%
Families with kids under 13 years	49%	7%
Families with kids aged 13+	44%	3%
Singles / couples aged 45+	48%	5%

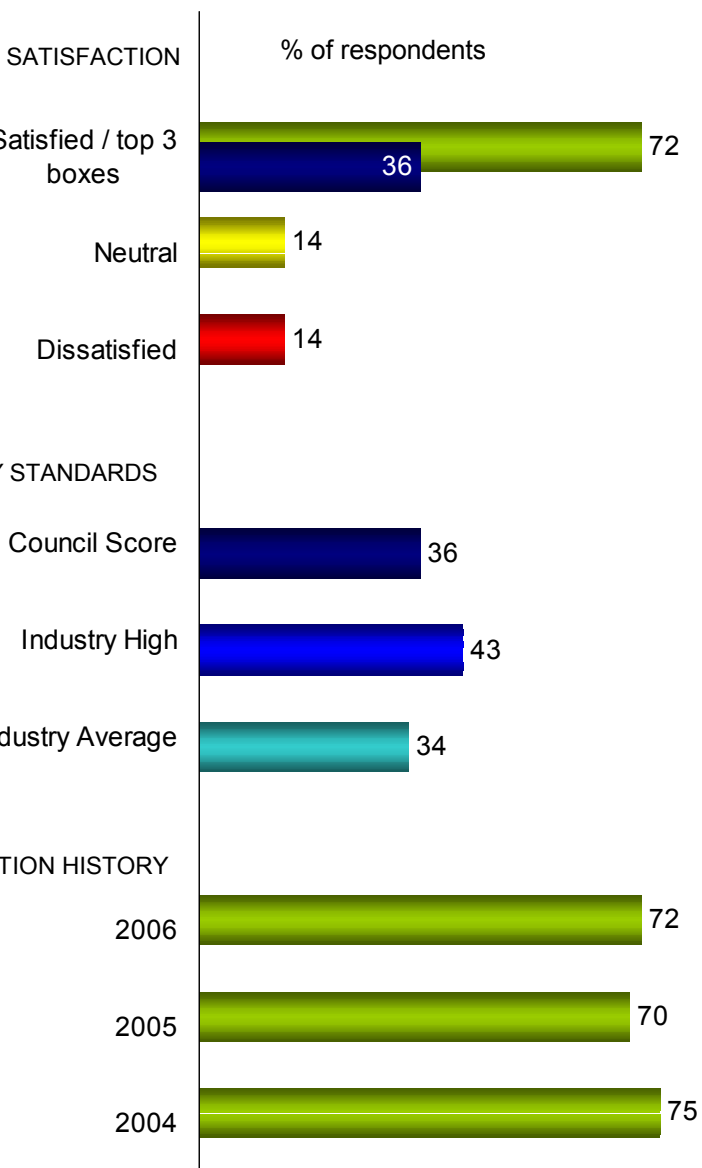
How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 311; 2005 n = 292; 2006 n = 509)



# CITY DEVELOPMENT

# Side planning and building approvals



## ■ Satisfaction is moderate

- 72% of respondents are satisfied

- Mean satisfaction rating = 6.5

## ■ Satisfaction is highest among older singles / couples

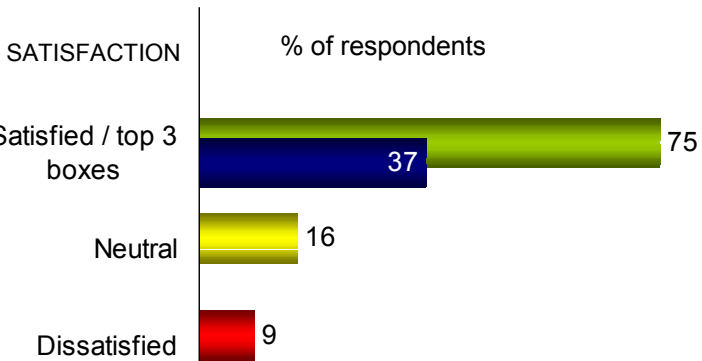
## ■ There is greatest room to improve satisfaction ratings among males and older families

% of residents	Top 3	Dissatisfied
Male	35%	18%
Female	37%	11%
Singles / couples aged 18-44	32%	15%
Families with kids under 13 years	39%	15%
Families with kids aged 13+	25%	18%
Singles / couples aged 45+	44%	9%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 360; 2005 n = 361; 2006 n = 468)

# a town planning scheme that encourages a range of housing types to be available in the area

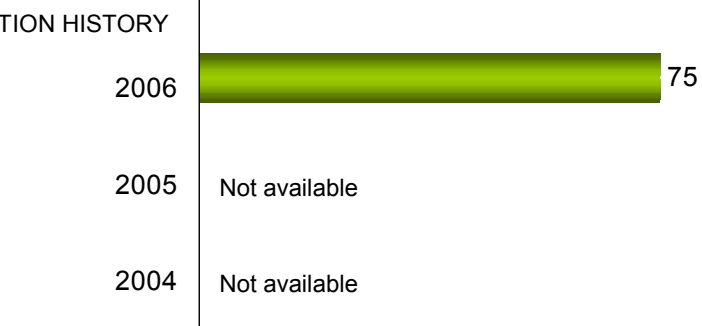
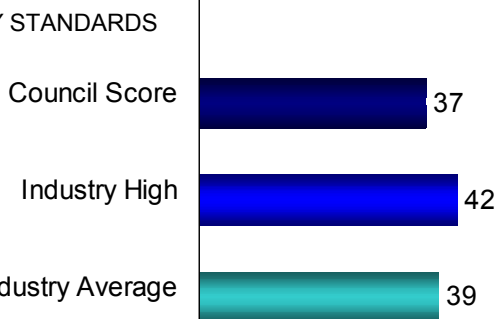


■ Satisfaction is moderate

- 75% of respondents are satisfied

- Mean satisfaction rating = 6.7

■ Perceptions are similar across the community

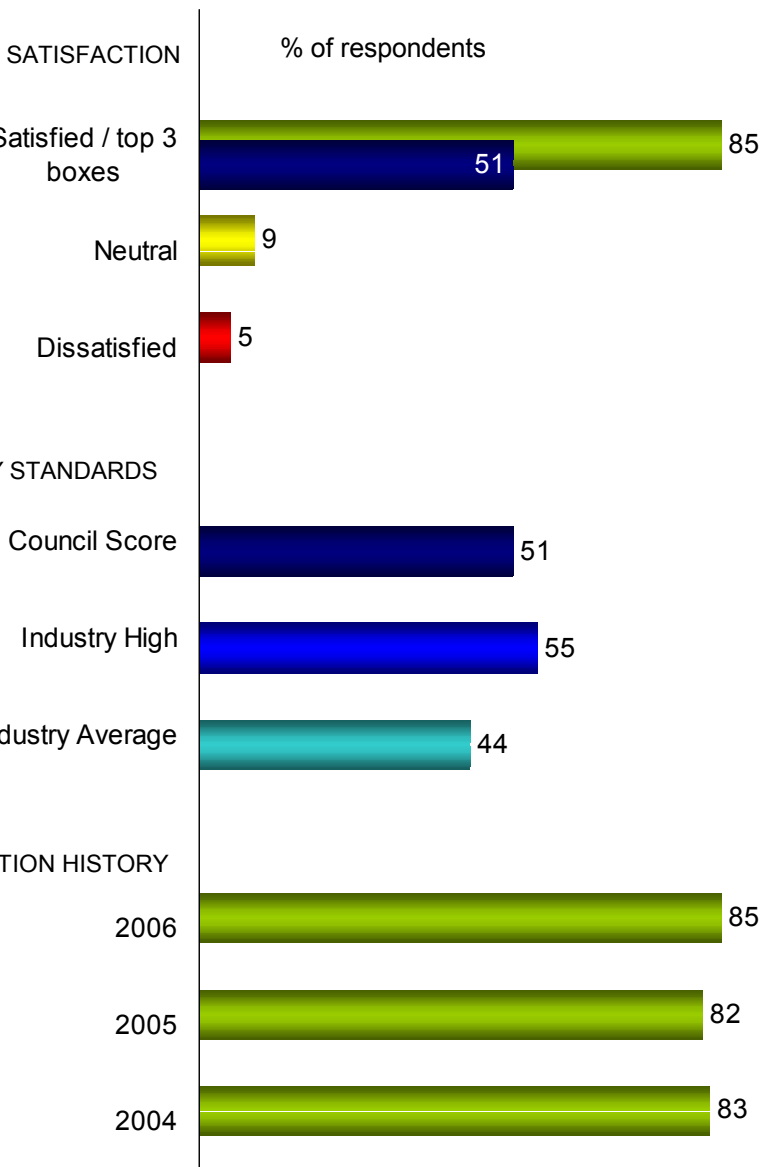


*satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.*

*respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 489)*

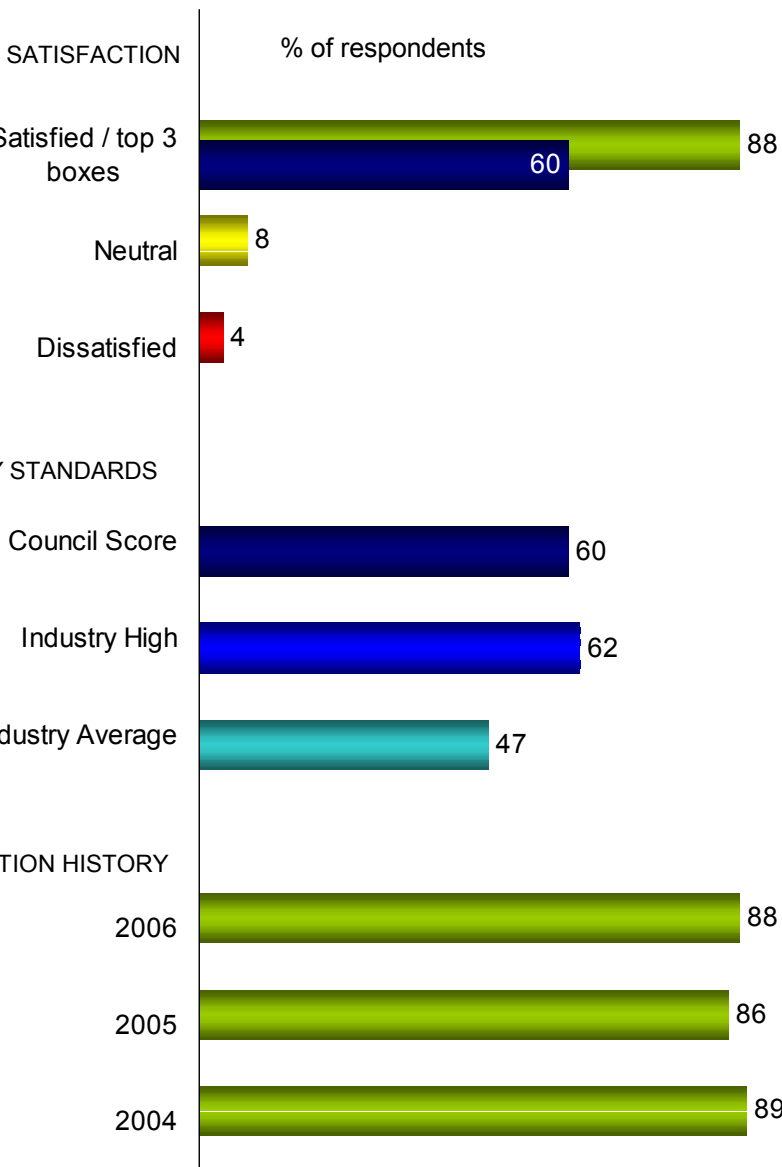


# ide & maintain footpaths and cycleways



- Satisfaction is high
  - 85% of respondents are satisfied
  - Mean satisfaction rating = 7.3
- Perceptions are similar across the community

# tain roads

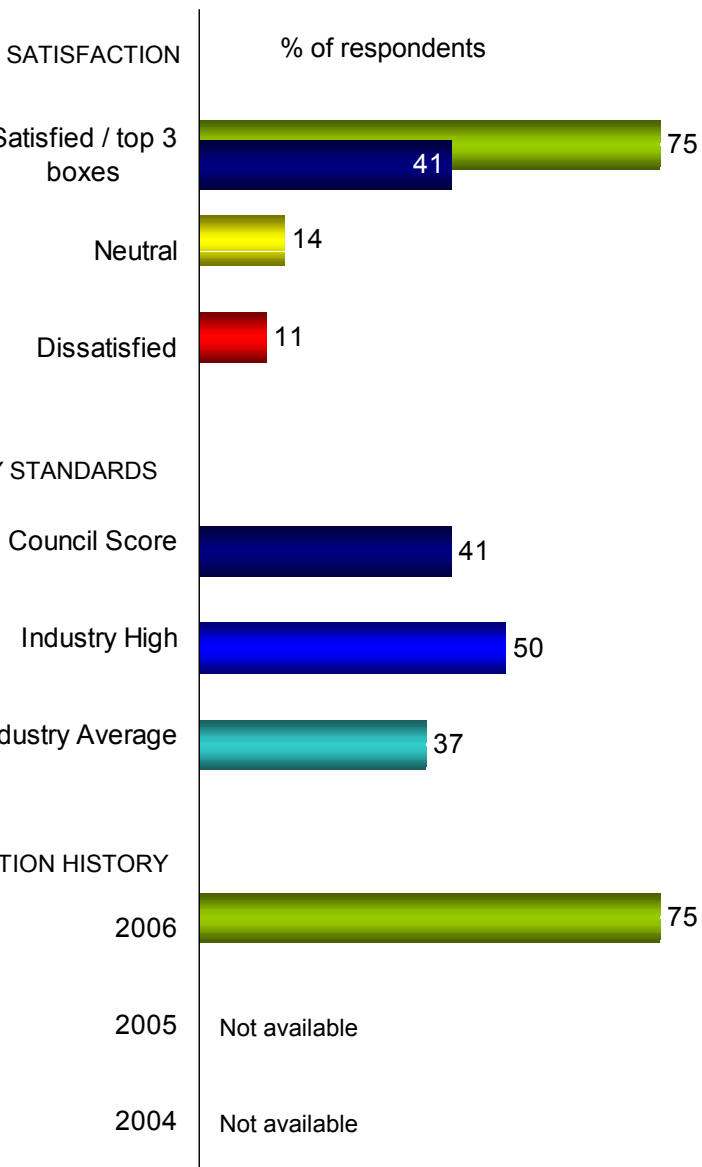


- Satisfaction is high
  - 88% of respondents are satisfied
  - Mean satisfaction rating = 7.6
- Satisfaction is highest among younger families

% of residents	Top 3	Dissatisfied
Singles / couples aged 18-44	51%	4%
Families with kids under 13 years	64%	5%
Families with kids aged 13+	56%	3%
Singles / couples aged 45+	63%	4%



# Manage and control traffic on local roads



■ Satisfaction is moderate

- 75% of respondents are satisfied

- Mean satisfaction rating = 6.7

■ Satisfaction is highest among females

■ There is greatest room to improve satisfaction ratings among residents in the Central ward, followed by those in the North ward

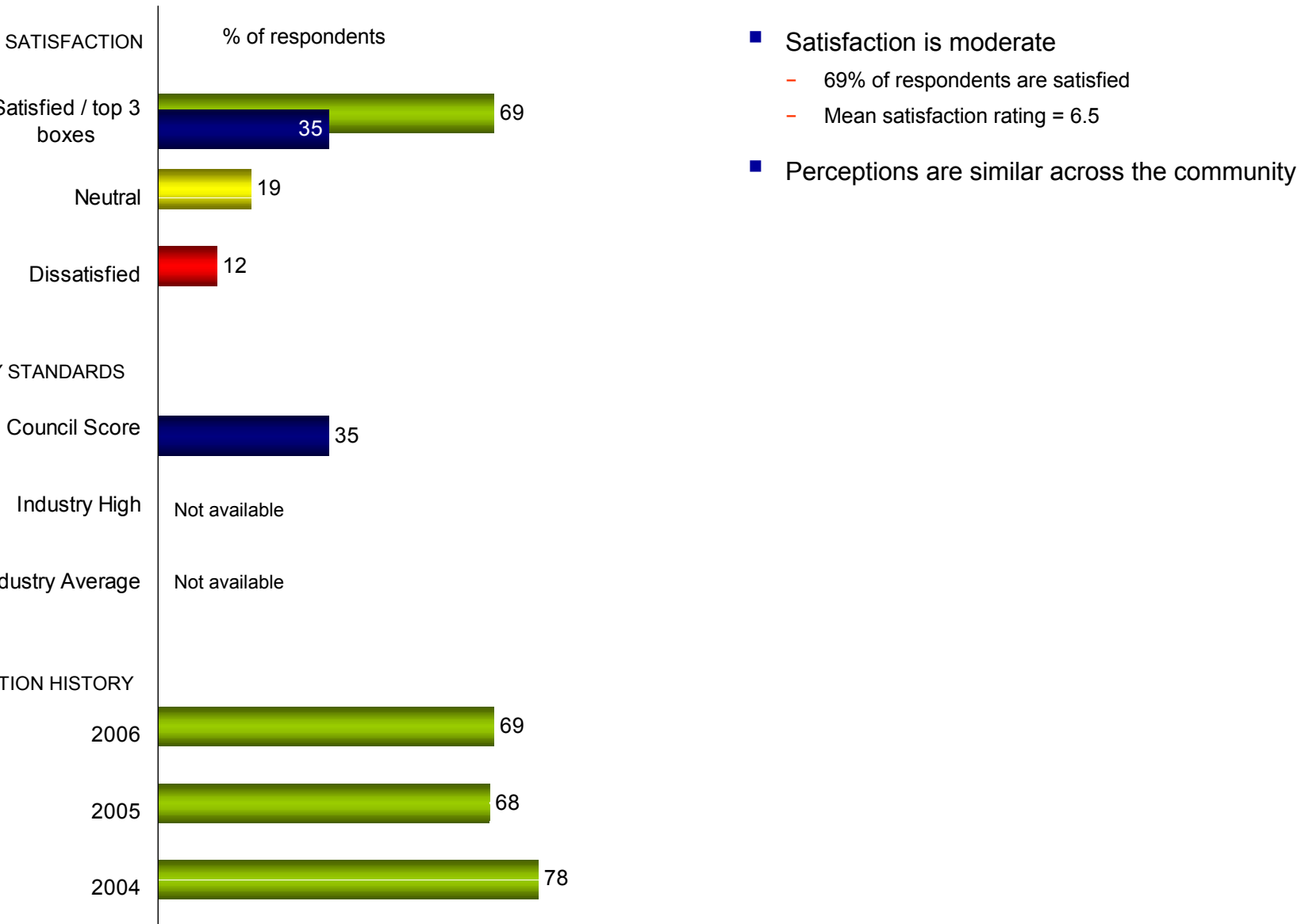
% of residents	Top 3	Dissatisfied
Male	36%	14%
Female	45%	10%
North	39%	14%
North Central	41%	11%
Central	36%	18%
South West	44%	4%
South East	42%	10%
South	46%	9%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 581)



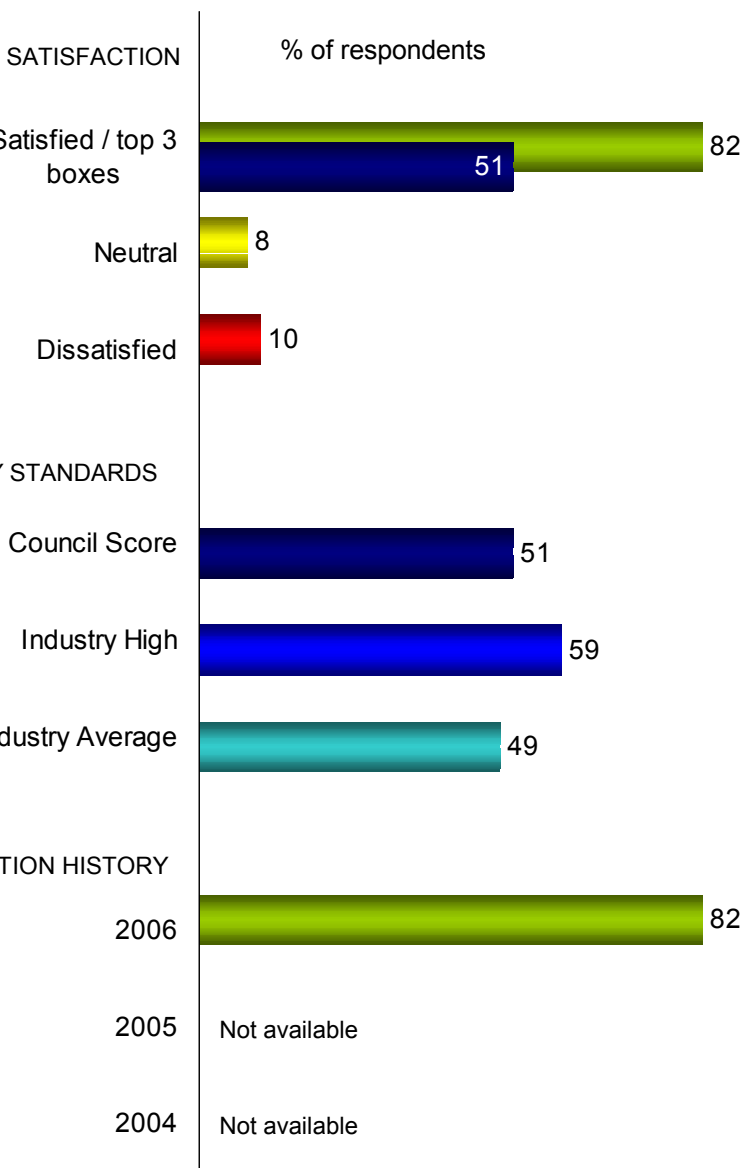
# rol parking



satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

pondents who feel familiar enough with service / facility to comment (Residents 2004 n = 341; 2005 n = 346; 2006 n = 559)

# Provide sufficient street lighting



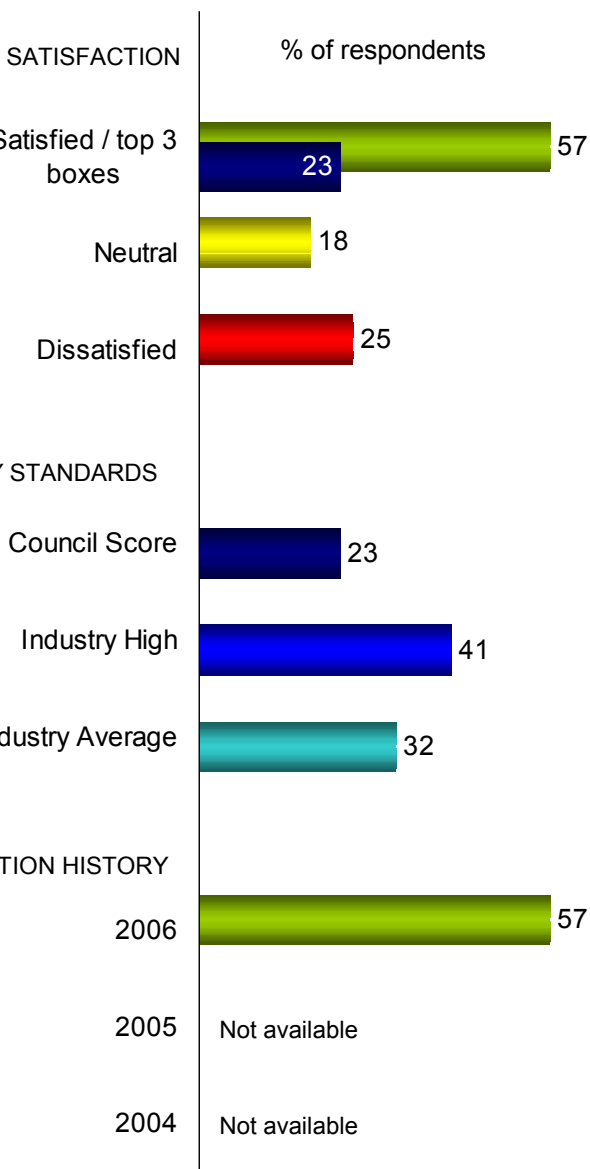
- Satisfaction is high
  - 82% of respondents are satisfied
  - Mean satisfaction rating = 7.2
- Satisfaction is highest among residents in the North Central ward
- There is greatest room to improve satisfaction ratings among residents in the North ward

% of residents	Top 3	Dissatisfied
North	49%	19%
North Central	61%	6%
Central	51%	10%
South West	50%	9%
South East	45%	7%
South	51%	6%

A dark blue abstract graphic consisting of a thick, flowing wave-like shape that starts from the left edge, dips down, and then rises towards the top right corner, framing the top of the slide.

# ORGANISATION DEVELOPMENT

# Provide good leadership within the community



- Satisfaction is relatively low
  - 57% of respondents are satisfied
  - Mean satisfaction rating = 5.8
- Satisfaction is highest among younger adults
- There is greatest room to improve satisfaction ratings among males, those aged 35+ and those with children

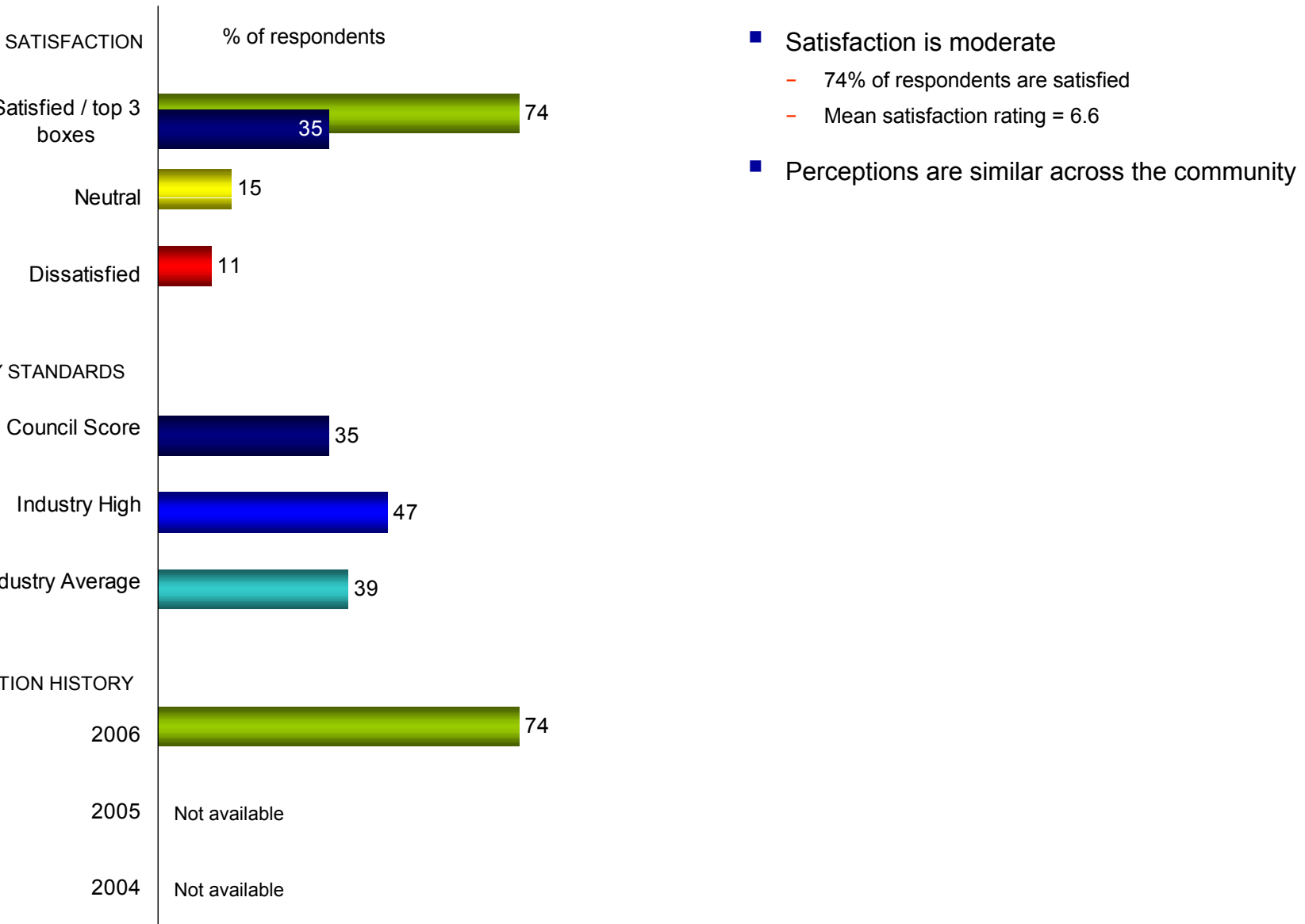
% of residents	Top 3	Dissatisfied
Male	16%	32%
Female	28%	20%
18-34 yrs	34%	12%
35-54 yrs	18%	30%
55+ yrs	25%	25%
Singles / couples aged 18-44	27%	19%
Families with kids under 13 years	19%	26%
Families with kids aged 13+	20%	30%
Singles / couples aged 45+	28%	23%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 527)



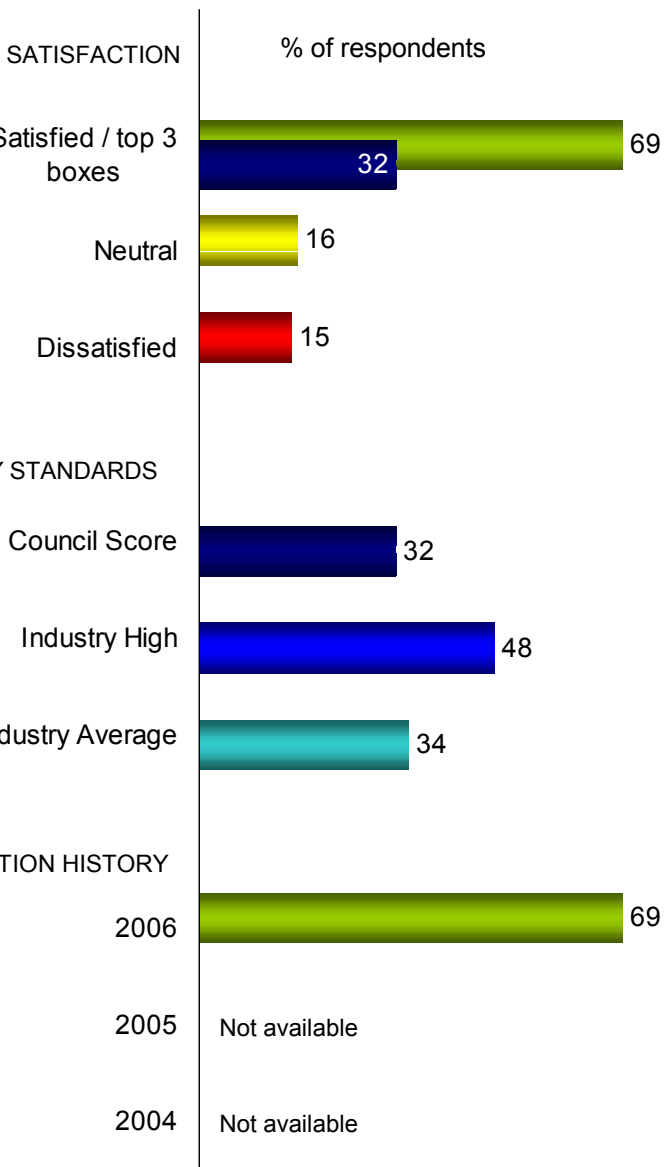
# ide services that represent good value for money



satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

pondents who feel familiar enough with service / facility to comment (Residents 2006 n = 542)

# Consult the community about local issues



## Satisfaction is moderate

- 69% of respondents are satisfied
- Mean satisfaction rating = 6.4

## Satisfaction is highest among females

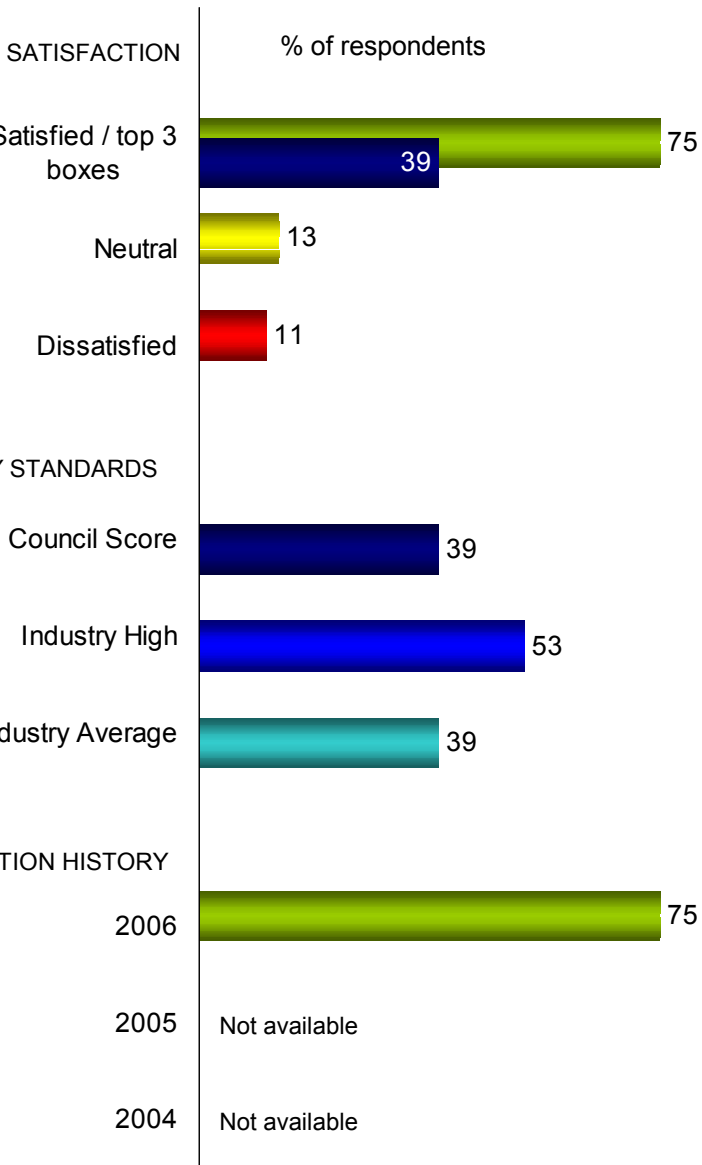
- There is greatest room to improve satisfaction ratings among longer-term residents and those living in the South East ward

% of residents	Top 3	Dissatisfied
Male	24%	20%
Female	38%	11%
North	37%	13%
North Central	34%	11%
Central	34%	16%
South West	36%	16%
South East	20%	15%
South	30%	20%
0-3 years in City of Joondalup	37%	9%
4-10 years in City of Joondalup	35%	12%
11+ years in City of Joondalup	29%	18%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 567)

# in the community about local issues



## ■ Satisfaction is moderate

- 75% of respondents are satisfied
- Mean satisfaction rating = 6.8

## ■ Satisfaction is highest among females

## ■ There is a little more room to improve satisfaction ratings among longer-term residents

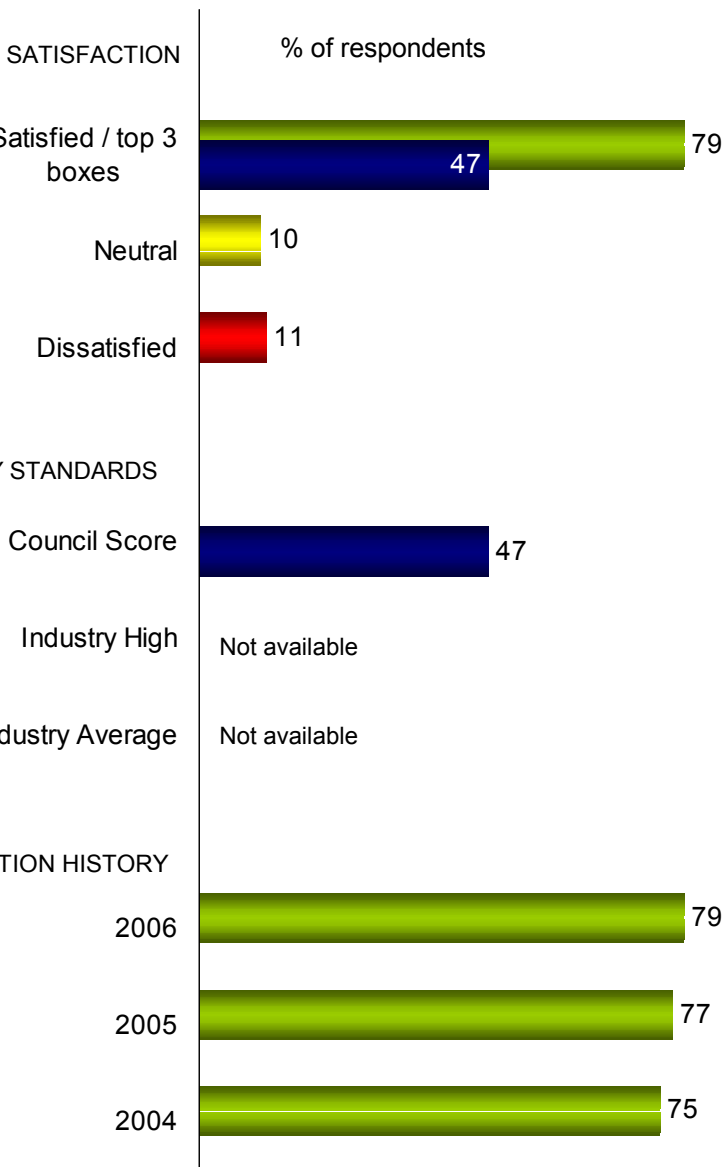
% of residents	Top 3	Dissatisfied
Male	31%	14%
Female	45%	9%
0-3 years in City of Joondalup	41%	6%
4-10 years in City of Joondalup	42%	7%
11+ years in City of Joondalup	37%	15%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 580)



# Providing customer focused telephone services

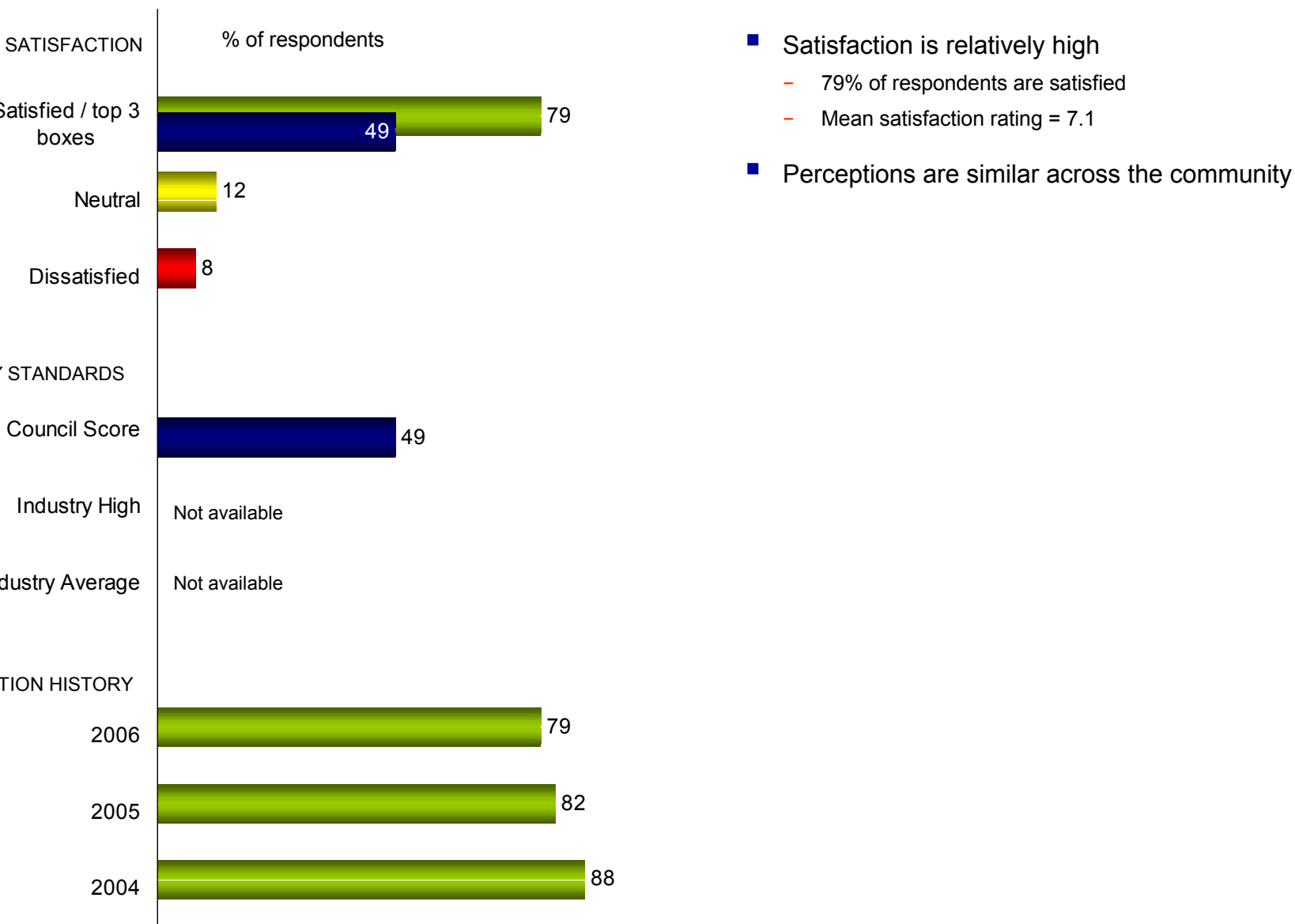


- Satisfaction is relatively high
  - 79% of respondents are satisfied
  - Mean satisfaction rating = 7.0
- Satisfaction is highest among seniors

% of residents	Top 3	Dissatisfied
18-34 yrs	41%	8%
35-54 yrs	45%	14%
55+ yrs	59%	9%



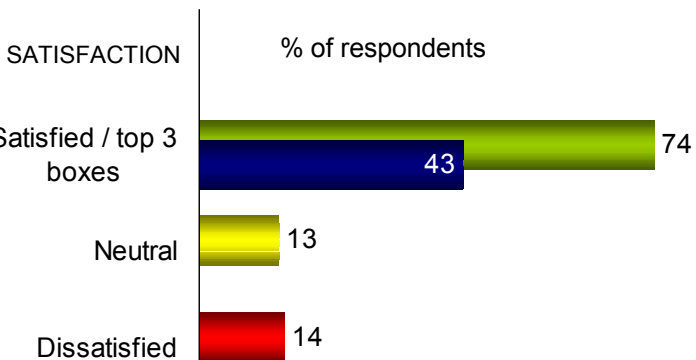
# Providing customer focused services when visiting Council offices



*satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.*

*respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 50; 2005 n = 53; 2006 n = 356)*

# Responding to letters and emails in an efficient and effective way

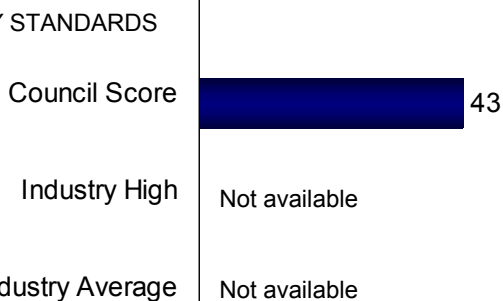


■ Satisfaction is moderate

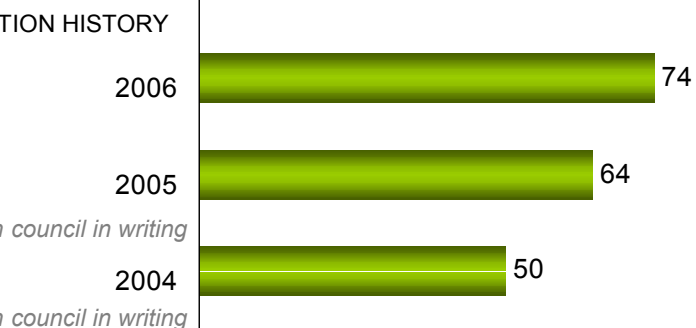
- 74% of respondents are satisfied

- Mean satisfaction rating = 6.8

■ Satisfaction appears to be lower among residents in the South ward



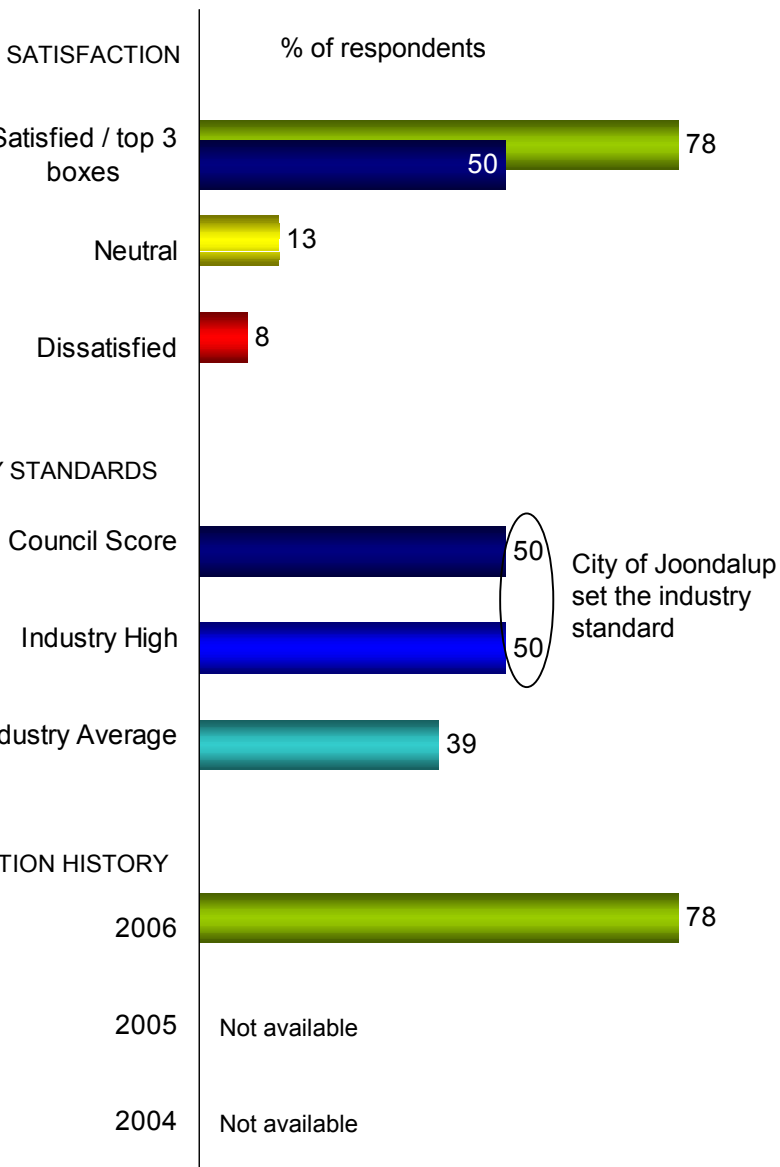
% of residents	Top 3	Dissatisfied
North	40%	19%
North Central	40%	18%
Central	53%	9%
South West	44%	14%
South East	48%	8%
South	31%	17%



How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2004 n = 21; 2005 n = 31; 2006 n = 280)

# Building an informative website



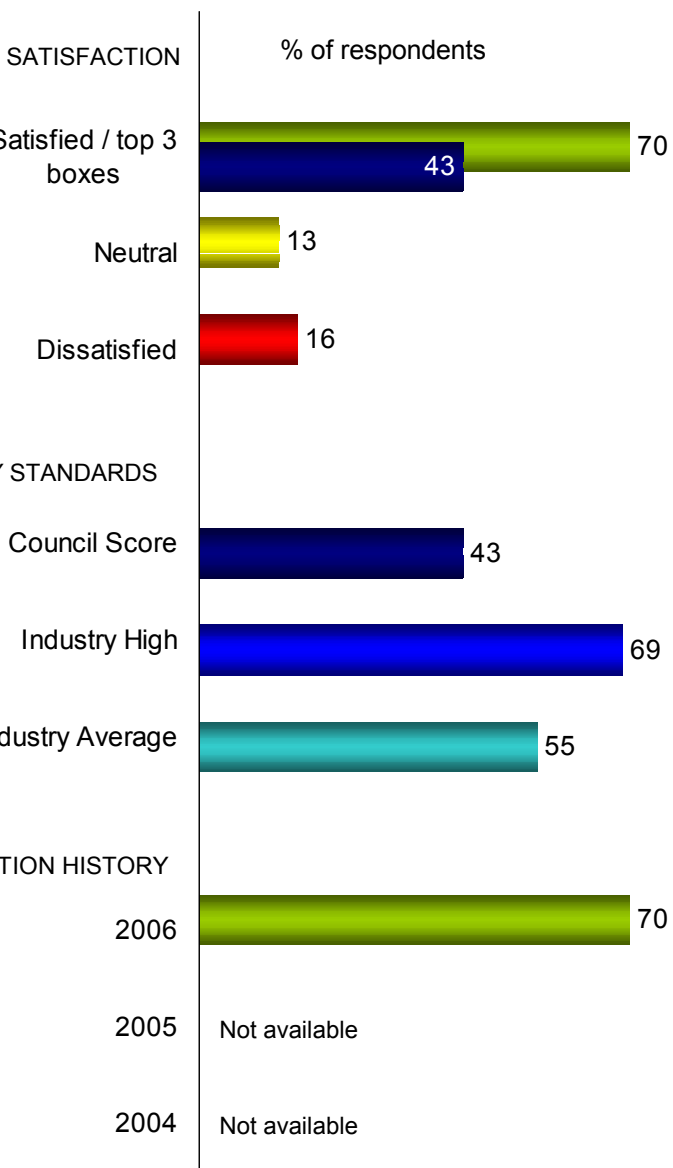
- Satisfaction is relatively high
  - 78% of respondents are satisfied
  - Mean satisfaction rating = 7.3
- Satisfaction is highest among females, younger families and those living in the North Central and South wards
- There is greatest room to improve among younger singles and couples

% of residents	Top 3	Dissatisfied
Male	39%	10%
Female	58%	7%
North	40%	12%
North Central	64%	8%
Central	43%	7%
South West	49%	7%
South East	44%	11%
South	62%	3%
Singles / couples aged 18-44	37%	12%
Families with kids under 13 years	59%	6%
Families with kids aged 13+	43%	8%
Singles / couples aged 45+	56%	8%

How satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.

Respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 245)

## Providing a regular and informative newsletter



- Satisfaction is moderate
  - 70% of respondents are satisfied
  - Mean satisfaction rating = 6.6
- Satisfaction is highest among females

<i>% of residents</i>	Top 3	Dissatisfied
Male	36%	20%
Female	48%	14%

*satisfied are you with the Council's performance in this area? 10 = totally satisfied; 1 = totally dissatisfied.*  
*respondents who feel familiar enough with service / facility to comment (Residents 2006 n = 518)*

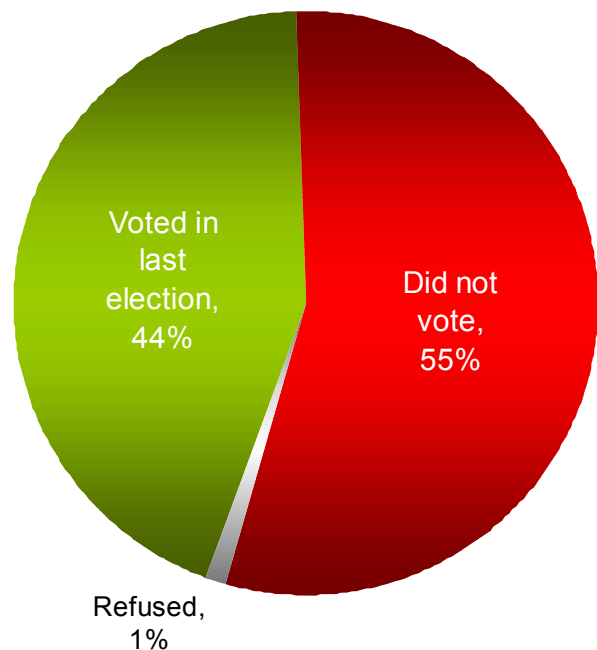
# Electoral behaviour

of respondents said they voted in the last local government elections

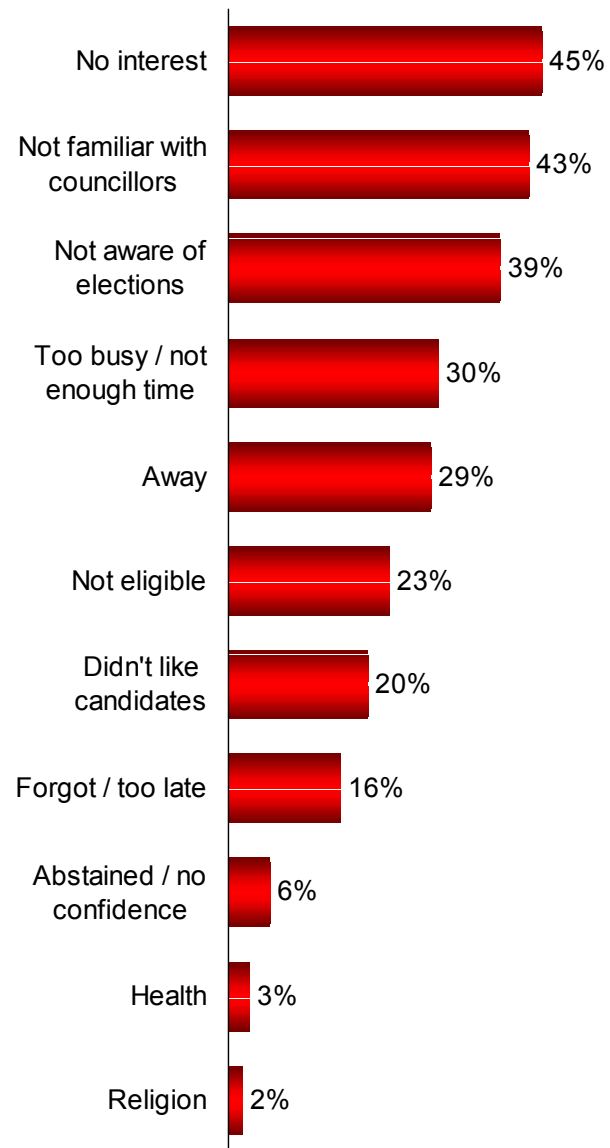
seniors were most likely to vote (57% of those aged 55+ voted compared to 34% of those aged 18-34 years and 43% of those aged 35-54 years)

residents in the South West ward were least likely to vote (28% in the South West voted, compared to 43% in the North Ward, 45% in the Central Ward, 49% in the South Ward, 50% in the South East Ward and 51% in the North Central)

Among those who did not, the top three barriers were lack of interest, insufficient knowledge of councillors and lack of awareness of the elections



## Voting Barriers



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*We'd love to discuss this report with you. If you have any questions please contact*

**Lisa Whitehead**  
Managing Director  
CATALYSE Pflanz

[lisawhitehead@catalyse.com](mailto:lisawhitehead@catalyse.com)

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