

Service	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	Comments on 2013/14 Survey	Improvement actions achieved in 2013/14 as a result of the 2012/13 Survey	Proposed Improvement Actions as a result of the 2013/14 Survey
Overall Satisfaction	86.1	81.9	83.1	82.6	84.1	82.6	89.1	87.8	High levels of overall satisfaction. Similar results to previous year.	Since July 2013 the City has been undertaking reviews of activities in order to identify areas to reduce costs by eliminating and identifying waste and improving efficiency and effectiveness throughout the City's operations – report provided to the Audit Committee.	Continuation of the Service Review Program to identify improvements to service delivery as well as cost efficiencies.
Satisfaction with services provided	Not measured	Not measured	89.8	89.2	92	89.2	94.1	92.7	High levels of satisfaction with City services. Similar results to previous year.	Since July 2013 the City has been undertaking reviews of activities in order to identify areas to reduce costs by eliminating and identifying waste and improving efficiency and effectiveness throughout the City's operations – report provided to the Audit Committee.	Continuation of the Service Review Program to identify improvements to service delivery as well as cost efficiencies.
Value for Money from Rates	67.3	67.5	62.3	63.4	66	63.4	72.7	70.7%	Stable results compared with previous year.	Continue to look for opportunities to improve service delivery in order to improve value for money from rates satisfaction results. Undertaking cost efficiency reviews of services.	Continuation of the cost efficiency program.
Libraries	95.5	93.7	93.5	92.3	95.1	97.2	95.6	95.6%	Continuing high levels of satisfaction.	Expansion of public Wi-Fi access to Duncraig and Whitford Libraries. Installation of new customer Service desk at Woodvale Library enabling streamlining of services and improved access for customers. Continued provision of a range of lifelong learning and community education programs. Major upgrades to the Library Management System improving accessibility for customers and providing the infrastructure to support the introduction of online payments for library charges in 2014/15.	Continued provision of a range of lifelong learning and community education programs. Development of an online facility for library fines and charges.
Festivals	87.4	87.6	90.3	88.3	93.1	89.8	90.5	88.9%	High level of satisfaction.	Continued provision of the City's cultural program including the Joondalup Festival, Joondalup Eisteddfod, Little Feet Festival, and Music in the Park, Community Art Invitation Award, and Sunday Serenades etc.	Continued provision of the City's cultural program. Deliver Round 1 and 2 of the Arts Development Scheme. Deliver Billboard Art Project. Ongoing evaluation of the City's cultural program through participant evaluations.
Sport and Recreation	91.5	88.5	90.2	90.2	95.6	94.2	94.5	92.2%	High level of satisfaction.	Upgrades to facilities including Admiral Park and Iluka Open Space Floodlighting. Upgrades undertaken at Craigie Leisure Centre including upgrade of the water playground. A new point of sale system was introduced at Craigie Leisure Centre which incorporates a self service facility to streamline services and improve access for members. Implementation of the Facility Management Plan for Mirror Skate Park including presence of Mobile Youth Bus and Youth Outreach Workers, and CCTV monitoring.	Commence planning and stakeholder consultation for the Warwick Community Centre Master Plan. Commence planning and stakeholder consultation for the Heathridge Park Master Plan. Undertake community consultation on Concept Plans for the Percy Doyle Reserve Master Plan. Finalise detailed designs for upgrade of Timberlane Clubrooms. Commence construction of a clubroom facility and other sporting infrastructure at Bramston Park. Install floodlighting in Seacrest Park, Sorrento.
Mobile Security Patrols	70.6	62.3	63.5	70.4	66.7	71.1	71.0	69.3%	Similar satisfaction rating as previous year.	Ongoing Marketing Program implemented to promote the service offered by City Watch. Continued cooperation with the WA Police in terms of surveillance and targeted patrols.	Undertake review of City Watch Patrol Shifts and provide report to Council. Continue to work with the WA Police in terms of surveillance and targeted patrols.

Customer Satisfaction Monitor 2013/14 Improvement Actions

Service	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	Comments on 2013/14 Survey	Improvement actions achieved in 2013/14 as a result of the 2012/13 Survey	Improvement Actions as a result of the 2013/14 Survey
Graffiti Removal	74.6	75.4	78.4	82.1	92.1	89.8	92.5	90.0%	High levels of satisfaction.	New contract in place for graffiti removal services Continued cooperation with the WA Police and State agencies in relation to the removal of graffiti from non-City controlled assets. Enhancements to City's website to facilitate online reporting.	Continued cooperation with the WA Police and State agencies in relation to the removal of graffiti from non-City controlled assets.
Ranger Services	Not measured	79.6	79.3	77.8	78.3	85	82	82.0%	High levels of satisfaction – same as the previous year.	Continuation of animal control activities including implementation of the new Cat Act. Cat registration information provided on the City's website, Facebook and Twitter as well as the Community Newspaper. Delivery of community education activities for bush fire prevention and management. Daily and targeted patrols for City Centre and Suburban Parking.	Continuation of animal control activities and prompt response times. Delivery of community education activities for bush fire prevention and management. Development of Fire Management Plan. Daily and targeted patrols for City Centre and Suburban Parking.
Weekly Rubbish Collection	98	96.3	97.2	97	98.5	97.4	97.4	97.0%	Continuing high levels of satisfaction.	Waste management issues included in the City's Environment Plan 2014 – 2019. Analysis undertaken of bulk collection and green waste to inform future service provision and cost efficiencies.	Review options for bulk waste service. Finalise new Waste Management Plan.
Fortnightly Recycling	95.0	91.1	92.6	92	89.9	91.4	91.8	89.8%	High levels of satisfaction.	Waste management issues included in the City's Environment Plan 2014 – 2019. Tender advertised for recycling service. The City participated in the Garage Sale Trail (a national initiative to reduce landfill and connect people within communities), and had the highest number of registered garage sales of any participating Western Australian Local Government.	Finalise and implement new contract for the Materials Recycling Facility. Finalise new Waste Management Plan. Participation in the Garage Sale Trail.
Parks and POS	Not Measured	91.9	91.5	91.7	90.8	93	93.2	92.4%	High levels of satisfaction.	Implementation of the Parks Development Program (Capital Works Program). Implementation of the Foreshore and Natural Area Management Program (Capital Works Program). Development and Implementation of Natural Area Management Plans. Implementation of the Yellagonga Integrated Catchment Management Plan (Regional Park) and review of the current Plan.	Continued implementation of the Parks Development Program (Capital Works Program). Continued implementation of the Foreshore and Natural Area Management Program (Capital Works Program). Continued development of Natural Areas Management Plans. Finalise and commence implementation of the Yellagonga Integrated Management Plan 2014 – 2019.
Street Appearance	82.1	84.2	84.1	83.5	83.4	88	91.1	88.3%	High levels of satisfaction.	Implementation of the Streetscape Enhancement Program. Implementation of soft landscaping along Hodges Drive and irrigation and mulching works completed along Shenton Avenue. Installation of third Entry Statement in the north-east corner of the City.	Continued implementation of Streetscape Enhancement Program. Complete Iconic Verge and Median Treatments.
Building	61.6	54.8	89.7%	87%	94.7	84	79	90.5%	High level of satisfaction. Significant increase from previous year.	Maintain the monthly customer satisfaction survey to track progress and make adjustments to process and procedures as needed. Continue the fast tracking of building licence applications for minor works and certified applications to improve turnaround times.	Implementation of Online Building and Health Application System. Implement Building Certification Service,

Customer Satisfaction Monitor 2013/14 Improvement Actions

Service	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	Comments on 2013/14 Survey	Improvement actions achieved in 2013/14 as a result of the 2012/13 Survey	Improvement Actions as a result of the 2013/14 Survey
Planning	61.6	54.8	80%	85.1%	95.2	84	72	91.3%	High level of satisfaction. Significant increase from previous year.	Maintain the monthly customer satisfaction survey to track progress and make adjustments to process and procedures as needed. Review an improvements to information available on the website.	Development of Online Planning System.
Local Traffic – management and control	77.3	72.9	77.4	79.5	73.5	81.8	83	78.5	High level of satisfaction – although decrease from previous year.	Delivery of the City's Local Traffic Management Program - the City completed a number of traffic management projects in 2013/14 which included the installation of median trees, pedestrian islands and crossings and traffic calming treatments at a number of locations including:	Continued delivery of the City's Local Traffic Management Program.
Parking	72.4	69.4	58.2	54.4	City Centre 45.4%	City Centre 55%	City Centre 55%	City Centre 54.3%	Moderate level of satisfaction. Similar result as previous year. Moderate level of satisfaction – decrease from previous year. Low level of satisfaction – decrease from previous year. Low level of satisfaction – decrease from previous year. High level of satisfaction. Decrease on previous year.	City Centre Continue to market the Parking Services that are provided by the City through media opportunities, festivals and events. Multi-Storey Car Park in the City Centre Approval for the preferred contractor to build the multi-storey car park was endorsed by Council at its June meeting. The five level car park will be built between Boas Avenue and Reid Promenade and will provide over 550 bays and provision for ACROD and motorcycle and bicycle bays. Parking near Schools Continue to liaise with schools and deliver the School Parking Program to encourage better parking practices amongst parents. Parking near Train stations Continue to liaise with the PTA on train station parking.	City Centre Continue to market the Parking Services that are provided by the City through media opportunities, festivals and events. Multi-Storey Car Park in the City Centre Commence construction of Multi-Storey Car Park – anticipated completion by August 2015. Parking near Schools Continue to liaise with schools and deliver the School Parking Program to encourage better parking practices amongst parents. Parking near Train stations Continue to liaise with the PTA on train station parking.
Community Consultation - The extent to which the City consults the community about local issues	Not measured	Not measured	69.7	74.8	67.4	71.3	73.9	63.4%	Moderate levels of satisfaction. Decrease from previous year.	Review of Community Consultation and Engagement Protocol undertaken in line with IAP (International Association for Public Participation) standards. Training on Community Consultation and Engagement to key staff – delivered by IAP. Continued use of the Community Engagement Network in community consultation activities. Meetings of the Strategic Community Reference Group conducted with membership consisting of community members, elected members as well as 'experts' from various disciplines.	Enhancements to Community Consultation and Engagement Protocol following review findings. Continued training of key staff on community consultation and engagement by IAP.
Community Information - The extent to which the	Not measured	Not measured	72.0	78.3	72.9	76	77.5	70.7%	Moderate levels of satisfaction. Decrease from previous year.	Market research conducted of the City's communication mediums, various platforms and branding awareness to gauge effectiveness and the community's preferred methods of receiving communication.	Implementation of major findings from Market Research into the effectiveness of the City's communication mediums and platforms.

Customer Satisfaction Monitor 2013/14 Improvement Actions

Service	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	Comments on 2013/14 Survey	Improvement actions achieved in 2013/14 as a result of the 2012/13 Survey	Improvement Actions as a result of the 2013/14 Survey
City informs the community about local issues										<p>Continued focus on using social media platforms to inform, engage and interact with greater audiences in the local community.</p> <p>Review undertaken of the City's website and substantial progress in mobile development to ensure it remains informative and engaging using the latest trends and technologies available.</p> <p>Continued provision of key City information to residents and visitors through the media, advertising, various newsletters and the Live and Explore Joondalup publications.</p>	<p>Enhancement of social media platforms.</p> <p>Implementation of mobile website.</p> <p>Continued provision of key City information to residents and visitors through the media, advertising, various newsletters and the Live and Explore Joondalup publications.</p>
Understands community needs	Not measured	Not measured	73.5	72.6	68.8	74.5	82.2	78.2%	High levels of satisfaction. Decrease from previous year.	<p>Review completed of the City's Customer Service Charter.</p> <p>Review undertaken of the Employee Excellence Awards Program with priority given to recognising customer service excellence.</p> <p>Meetings of the Strategic Community Reference Group conducted with membership consisting of community members, elected members as well as 'experts' from various disciplines.</p> <p>The Strategic Community Reference Group met on three occasions during the year, twice to consider the review of the City's <i>Community Development Plan 2006-2011</i> and once to provide feedback on the City's draft <i>Environment Plan 2014-2019</i>.</p> <p>Community Engagement Network utilised for community consultation and engagement in 2013/14.</p>	<p>Development of Work Plan for the Strategic Community Reference Group for 2014/15.</p> <p>Continue use of the Community Engagement Network for community consultation.</p> <p>Utilise ongoing 'online surveys' to research community needs – e.g. community safety, community wellbeing.</p>