Service	08/09	09/10	10/11	11/12	12/13	13/14	14/15	Comments on 2014/15 Survey	Improvement actions achieved in 2014/15 as a result of the 2013/14 Survey	Proposed Improvement Actions for 2015/16 as a result of the 2014/15 Survey
Overall Satisfaction	83.1	82.6	84.1	82.6	89.1	87.8	89	Higher levels of overall satisfaction than previous year.	The City undertook 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	89.8	89.2	92	89.2	94.1	92.7	92.4%	High levels of satisfaction with City services. Similar results to previous year.	The City has undertook 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	62.3	63.4	66	63.4	72.7	70.7%	72%	Slightly higher results compared with previous year.	The City continued to look for opportunities to improve service delivery in order to improve value for money from rates satisfaction results including through the undertaking of cost efficiency reviews of services.	Continuation of the Service Review Program.
Libraries	93.5	92.3	95.1	97.2	95.6	95.6%	93.9%	Continuing high levels of satisfaction	 Improved services and facilities during 2014/15 included: Wi-Fi installation at Woodvale Library with all libraries now providing a free Wi-Fi service; Online payments capability introduced; Self-serve terminals upgraded; Increased access to e-magazines and e-audio titles; and The Library Management System upgraded to enable integration of e-titles into the online catalogue 	Continued provision of a range of lifelong learning and community education programs.
Festivals	90.3	88.3	93.1	89.8	90.5	88.9%	89.3%	Continuing 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. Delivery of the Mural Arts Program and the Inside-Outside Billboard Art Project. During 2014-2015 an Expression of Interest was advertised to identify a suitable organisation to undertake the development, organisation, management and implementation of a significant event, on behalf of the City for a three year period.	Continued provision of the City's cultural program. Ongoing evaluation of the City's cultural program through participant evaluations. The City will work with a suitable event management company to deliver a significant event in Joondalup in 2015/16.
Sport and Recreation	90.2	90.2	95.6	94.2	94.5	92.2%	95%	High and improved level of satisfaction from pervious year.	Detailed designs for upgrade of Timberlane Clubrooms finalised. In 2014-2015 the City partnered with Sorrento Duncraig Football Club to upgrade the floodlighting at Seacrest Park – West. City of Joondalup committed \$2.3million to partially fund the expansion of Warwick Leisure Centre. The expansion project is a joint venture between the City and the Churches of Christ Sport and Recreation Association Inc.	Complete construction of upgrade of community facilities, Timberlane Clubrooms, Woodvale.
Mobile Security Patrols	63.5	70.4	66.7	71.1	71.0	69.3%	69.2%	Similar satisfaction rating as previous year.	2015 which examined the provision delivered by the current contractor. In June 2015 Council endorsed the implementation of a combined Ranger and	

APPENDIX 6 ATTACHMENT 1

Service	08/09	09/10	10/11	11/12	12/13	13/14	14/15	Comments on 2014/15 Survey	Improvement actions achieved in 2014/15 as a result of the 2013/14 Survey	Proposed Improvement Actions for 2015/16 as a result of the 2014/15 Survey
Graffiti Removal	78.4	82.1	92.1	89.8	92.5	90.0%	94.4%	Significant increase on high level of satisfaction from previous year.	The City continued to utilise designing out crime principles in the development of new community facilities and when refurbishing existing areas to minimise the vulnerability of public assets to graffiti vandalism and other criminal damage. The City established the first Adopt a Spot program which encourages residents to report graffiti and other issues to maintain the visual amenity of an area and promote safer and caring communities. This program is run in partnership with Keep Australia Beautiful, Neighbourhood Watch WA, and Ewatch. The City installed CCTV in Central Park during the year to assist with the management of this public space. This system provides flexible CCTV coverage and has been used to monitor antisocial behaviour such as graffiti Continued cooperation with the WA Police and State agencies in relation to the removal of graffiti from non-City controlled assets.	Continued use of designing out crime principles in the development of new, and refurbishment of existing, community facilities. Continued cooperation with the WA Police and State agencies in relation to the removal of graffiti from non-City controlled assets.
Ranger Services	79.3	77.8	78.3	85	82	82.0%	83%	High level of satisfaction – similar to the previous year.	Continuation of animal control activities including implementation of the Cat Act. 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	97.2	97	98.5	97.4	97.4	97.0%	95.2%	Continuing high level of satisfaction.		Review options for bulk waste service following analysis of Bulk Waste Perception Survey. Finalise new Waste Management Plan.
Fortnightly Recycling	92.6	92	89.9	91.4	91.8	89.8%	90.6%	Continuing high level of satisfaction.	The City participated in the Garage Sale Trail (a national initiative to reduce landfill and connect people within communities).	Continued participation in the Garage Sale Trail. Finalise and implement new contract for the Materials Recycling Facility. Finalise new Waste Management Plan.
Parks and POS	91.5	91.7	90.8	93	93.2	92.4%	94.9%	Slight increase on high level of satisfaction from the previous year.	Implementation of the Parks Development Program (Capital Works Program) including the Urban Tree Planting Program which saw a number of trees plante in residential areas, open spaces, parks, verges and medians to increase biodiversity and to reduce the heat island effect in built up areas Implementation of the Foreshore and Natural Area Management Program (Capital Works Program). Development and Implementation of Natural Area Management Plans Finalised and commenced implementation of the Yellagonga Integrated Management Plan 2015 – 2019.	Continued implementation of the Parks Development Program (Capital Works Program) including implementation of the Leafy Tree Program. Continued implementation of the Foreshore and Natural Area Management Program (Capital Works Program). Continued development of Natural Areas Management Plans. Continue implementation of the Yellagonga Integrated Management Plan 2015 – 2019.
Street Appearance	84.1	83.5	83.4	88	91.1	88.3%	91.2%	Increase on high level of satisfaction from previous year.	Implementation of the Streetscape Enhancement Program.	Continued implementation of Streetscape Enhancement Program.
Building	89.7%	87%	94.7	84	79	90.5%	85.7%	High level of satisfaction – however a decrease from previous uear.	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.

Service	08/09	09/10	10/11	11/12	12/13	13/14	14/15	Comments on 2014/15 Survey	Improvement actions achieved in 2014/15 as a result of the 2013/14 Survey
Planning	80%	85.1%	95.2	84	72	91.3%	70.1%	Significant decrease from previous year.	Maintain the monthly customer satisfaction survey to track progress and mak adjustments to process and procedures as needed.
Local Traffic – management and control	77.4	79.5	73.5	81.8	83	78.5	82%	High level of satisfaction – significant increase form previus year.	The City completed a number of traffic management projects which included the installation of median trees, pedestrian islands, crossings and traffic calming treatments at various locations. Liaison with numerous schools regarding traffic management concerns and responding to enquiries by members of the community.
									responding to enquines by members of the community.
Parking	58.2	54.4	City Centre 45.4%	City Centre 55%	City Centre 55%	City Centre 54.3%	City Centre 62.5%	Moderate level of satisfaction. Significant increase from 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 – project near completion in 2014/15
			Schools and Train Stations 43.2%	Schools and Train Stations 42.7%	Schools 61.6%	Schools 55.4%	Schools 58.1%	Moderate level of satisfaction – increase from previous year.	Parking near Schools Continue to liaise with schools and deliver the School Parking Program to encourage better parking practices amongst parents.
					Train Stations 44.9%	Train Stations 38.7%	Train Stations 49.7%	Low level of satisfaction – significant increase from previous year.	Parking near Train stations Continue to liaise with the PTA on train station parking.
			Resident 76.8%	Resident 83.9%	Resident 86.1%	Resident 81.8%	Resident 82.2%	Continuing high level of satisfaction. Similar to previous year.	
	(0.7								
Community Consultation - The extent to which the City consults the community about local	69.7	74.8	67.4	71.3	739	63.4%	70.4%	Significant increase from previous year.	Enhancements to Community Consultation and Engagement Protocol following findings form the review of the Community Consultation and Engagement Protocol.
issues									Continued training of key staff on community consultation and engagement by IAP (International Association for Public Participation). in line with IAP (International Association for Public Participation) Utilisation 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.
Community Information - The extent to which the City informs	72.0	78.3	72.9	76	77.5	70.7%	74.9%	Increase from previous year.	Implementation of major findings from Market Research into the effectiveness of the City's communication mediums and platforms.
the community about local issues									Continued focus on using social media platforms to inform, engage and interact with greater audiences in the local community.
									New mobile website developed.
									Continued provision of key City information to residents and visitors through the media, advertising, various newsletters and the Live and Explore Joondalup publications.

4	Proposed Improvement Actions for 2015/16 as a result of the 2014/15 Survey
ake	Development of Online Planning System.
ie	Continued delivery of the City's Local Traffic Management Program.
	City Centre Continue to market the Parking Services that are provided by the City through media opportunities, festivals and events.
5.	Multi-Storey Car Park in the City Centre – complete and open car park
	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.
]	Enhancements to Community Consultation and Engagement Protocol following review findings.
	Continued training of key staff on community consultation and engagement by IAP.
	Continued use of the Community Engagement Network in community consultation activities.
	Continue to conduct meetings of the Strategic Community Reference Group with membership consisting of community members, elected members as well as 'experts' from various disciplines.
of :t	Continued provision of key City information to residents, stakeholders and visitors through the media (all mediums), PR, website, social media, advertising, various newsletters and E-newsletters and the annual Live and Explore Joondalup publications.
e	The City's website will undergo redevelopment following an comprehensive external review with a new website expected to deliver improved online services and experiences for customers. Project expected to be finished in 2016/17.
	Continue to improve opportunities for user engagement and promotion of the City on social media by implementing recommendations

Service	08/09	09/10	10/11	11/12	12/13	13/14	14/15	Comments on 2014/15 Survey	Improvement actions achieved in 2014/15 as a result of the 2013/14 Survey
Understands community needs	73.5	72.6	68.8	74.5	82.2	78.2%	81%	High levels of satisfaction. Increase from previous year.	Online survey utilised to research community needs – Community Safety, Community Wellbeing surveys conducted in 2014/15. Meetings of the Strategic Community Reference Group conducted with membership consisting of community members, elected members as well as 'experts' from various disciplines. The Strategic Community Reference Group met during the year, twice to consider the approach and structure for the Draft Waste Management Plan and Draft Bike Plan. Community Engagement Network utilised for community consultation and engagement in 2014/15.

4	Proposed Improvement Actions for 2015/16 as a result of the 2014/15 Survey
	provided by an external review of its social media platforms. Launch the new mobile website and continue to promote opportunities for improved and targeted information and engagement for customers on this new mobile optimised platform.
to and	Continue to utilise 'online surveys' to research community needs. Development of Work Plan for the Strategic Community Reference Group for 2015/16. Continue to utlise the Community Engagement Network for community consultation and engagement in 2015/16.

BENCHMARKING DATA

	City as a place to live	City Governance	Value for money from rates
Town of Cottesloe 2014	98%	-	-
City of South Perth 2014	97%	88%	73%
City of Subiaco 2014	97%	84%	79%
City of Joondalup 2015	97%	89%	72%
City of Melville 2014	95%	87%	79%
City of Cockburn 2014	95%	91%	78%
Town of Claremont 2014	94%	81%	72%
City of Belmont 2014	94%	88%	75%
City of Canning 2013	93%	80%	75%
City of Wanneroo 2014	90%	81%	-
City of Albany 2013	90%	58%	51%
City of Armadale 2014	88%	83%	-
City of Fremantle 2012	88%	67%	53%
City of Kwinana 2014	87%	83%	62%
City of Nedlands 2010	72%	-	66%