

MARKYT 

Community Scorecard

2023

Prepared for



Prepared by



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Strategic overview

Vision



19

% agree

10% points below Industry Average and down 14% points from 2021

Liveability

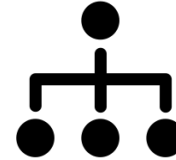


80

Performance Index Score

5 index points above Industry Average and down 7 points from 2021

Governance



51

Performance Index Score

2 index points below Industry Average and down 11 points from 2021

Rates Value



41

Performance Index Score

2 index points below Industry Average and down 8 points from 2021

Top 3 performers

- Library services
- Sport and recreation facilities and services
- Respect for First Nations peoples, cultures and heritage

Stronger compared to other councils

- Place to visit
- Tourism attractions and place marketing
- How local history and heritage is preserved and promoted
- Sport and recreation facilities and services
- Seniors' services and facilities

Priorities



Housing



Community safety and crime prevention



Sealed roads



Health and community services



Waste collection services

Approach

Purpose



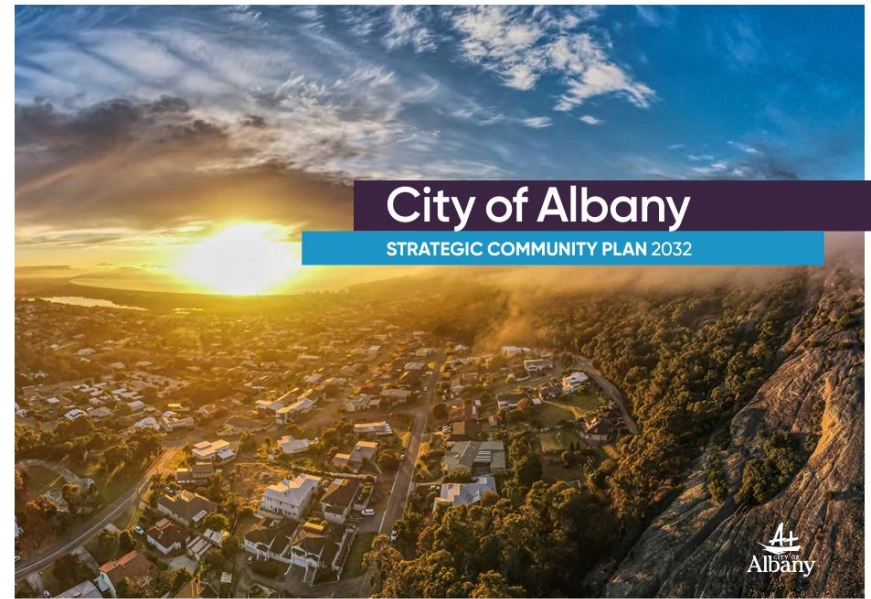
Department of
**Local Government, Sport
and Cultural Industries**

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

MARKYT Community Scorecard

The City of Albany commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



The Study

The City of Albany commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

Scorecard invitations were sent to 5,000 randomly selected households; 1,000 by mail and 4,000 by email. The City of Albany provided supporting promotions through its communication channels.



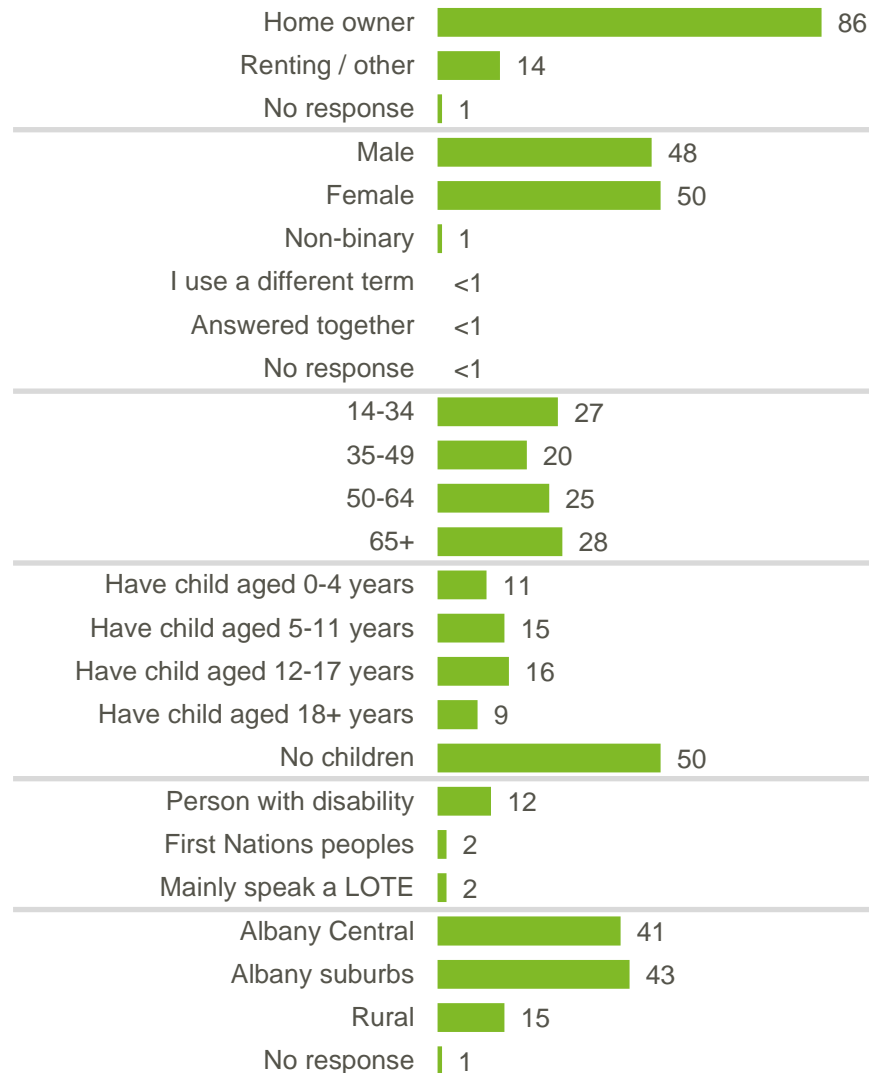
The scorecard was open from 16 February to 10 March 2023 and was completed by **1,359 community members** with various connections to the City.

Local resident	Local business owner / manager	Community organisation	Out of area ratepayer / Visitor	Elected Member / Employee
1198	255	302	49	113

The main body of this report shows responses from local residents. As responses from the random sample (n=773) and opt-in sample (n=425) were similar, results have been combined in this report. Results from other community groups are reported separately at the end of this report.

Resident responses were weighted by age and gender to match the ABS Census population profile. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of respondents (weighted)



MARKYT Benchmarks | participating councils

CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.



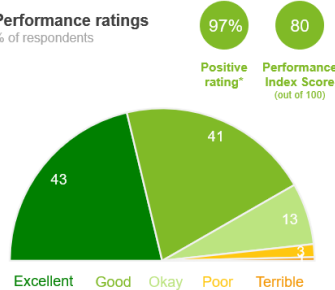
How to read performance dashboard charts

Trend analysis shows how performance varies over time.

Place to live

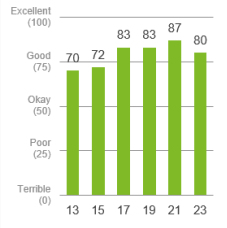
Performance ratings

% of respondents



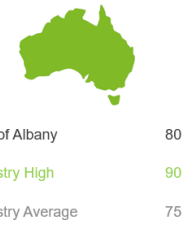
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
Score	80	82	73	81	81	84	77	77	77	80	73	79	84	86	79	76	82	81	80	80

Variance across the community shows how results vary across the community based on the Performance Index Score

Performance Ratings

The chart shows community perceptions of performance on a five point scale from excellent to terrible.

The Performance Index Score is a weighted score out of 100.

Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

MARKYT® Industry Standards show how Council is performing compared to other councils.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils that have completed a comparable study with CATALYSE®.

Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

Overall Performance

Place to live

Performance ratings

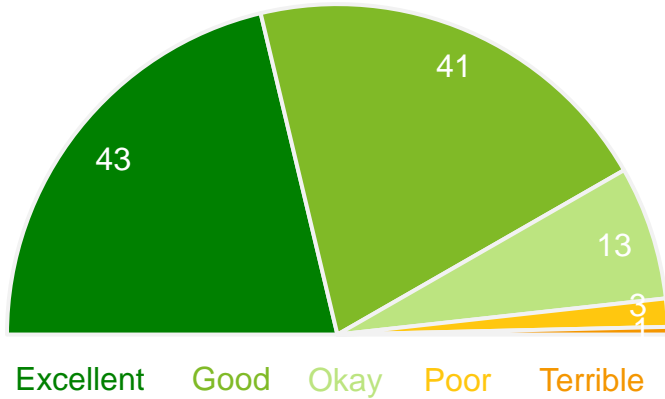
% of respondents

97%

Positive rating*

80

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	80
Industry High	90
Industry Average	75

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
80	82	73	81	81	84	77	77	77	80	73	79	84	86	79	76	82	81	80	80

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1191). * Positive Rating = excellent, good + okay

Governing organisation

Performance ratings

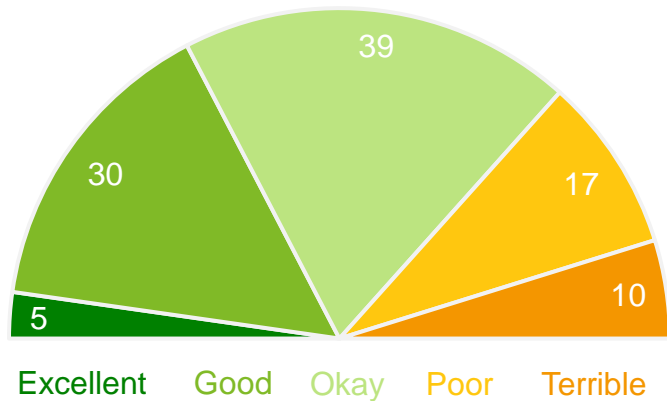
% of respondents

73%

Positive rating*

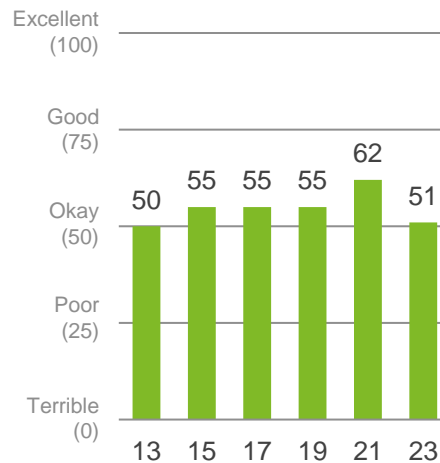
51

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	51
Industry High	66
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
51	51	47	47	54	54	45	47	47	48	44	49	53	57	52	40	54	52	50	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1144). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

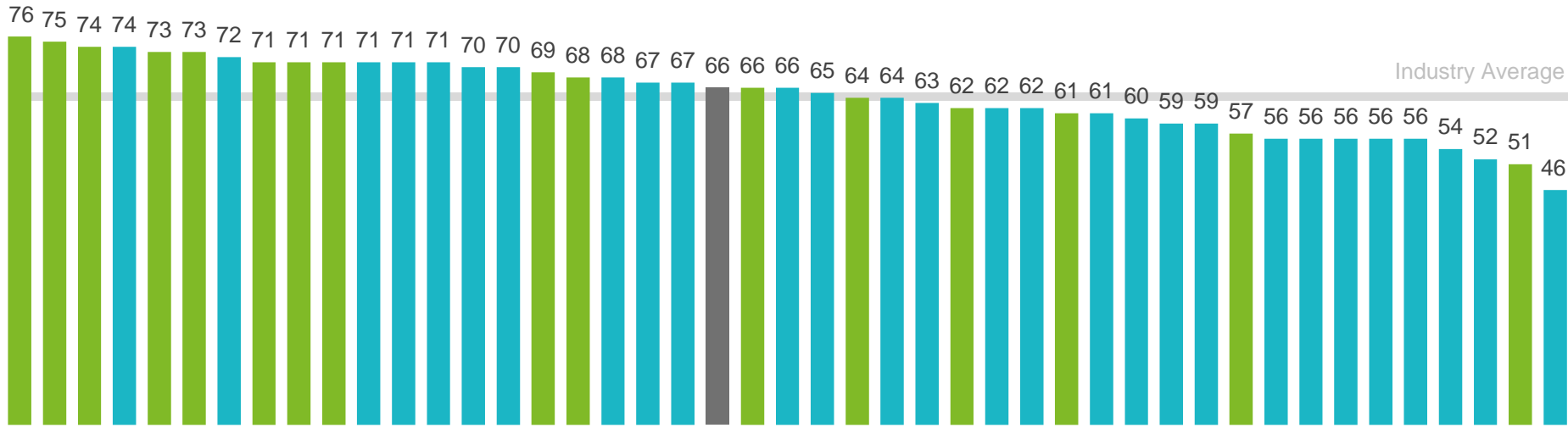
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Albany as a 'place to live' and as a 'governing organisation'. The City of Albany's overall performance index score is 66 out of 100, 2 index points above industry average.

Overall Performance Index Score

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

- City of Albany
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Albany	66
Industry High	76
Industry Average	64

How to read the MARKYT Benchmark Matrix

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

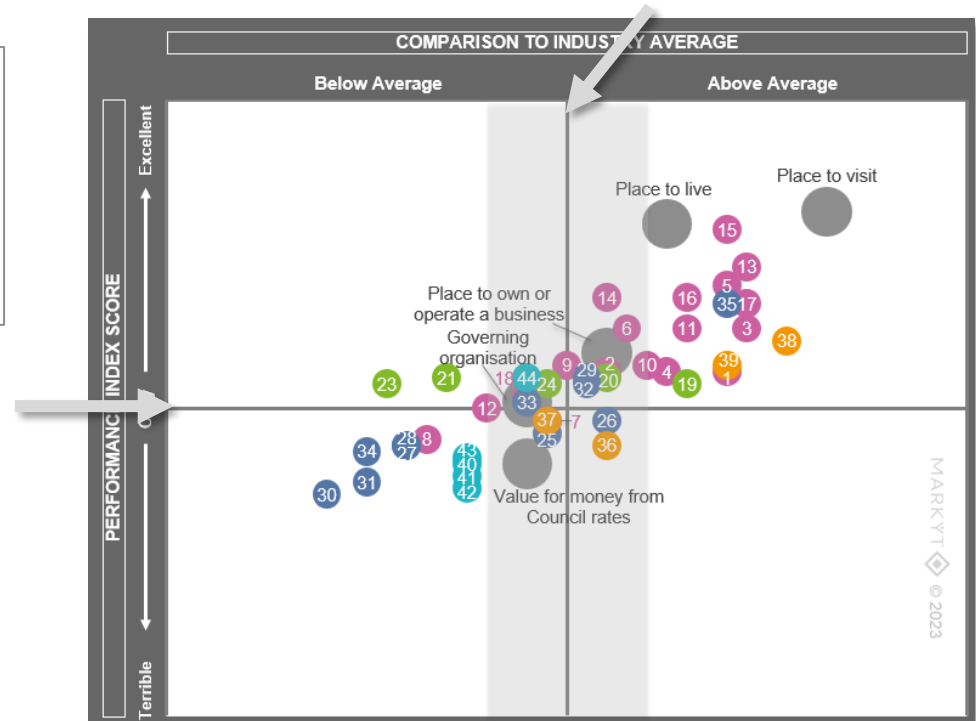
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.

Services are grouped in five areas:

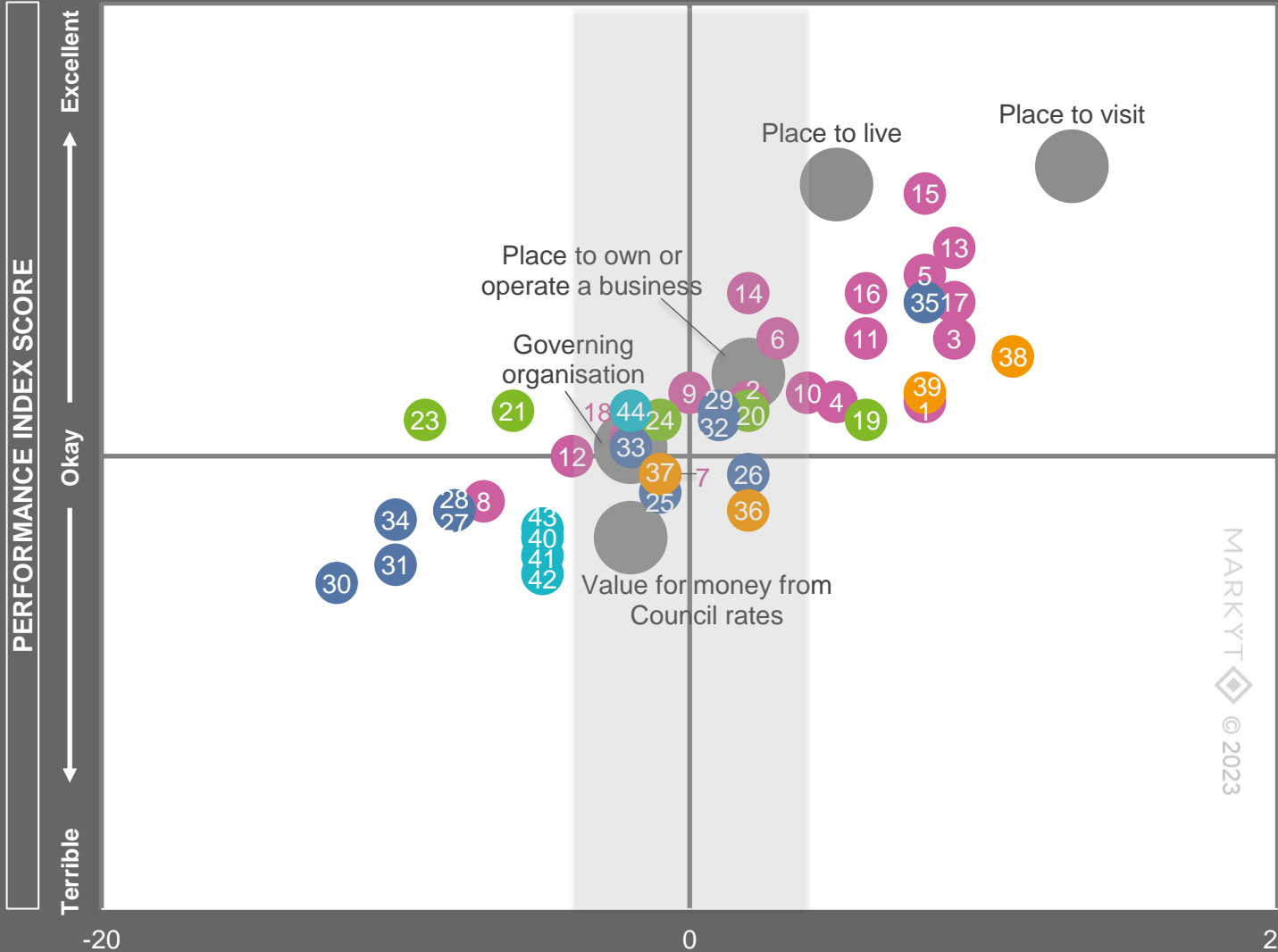
- People
- Planet
- Place
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



- 1 Youth services and facilities
- 2 Family/children's services/facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations people
- 6 Volunteer recognition and support
- 7 Community safety/crime prevention
- 8 Housing
- 9 Health and community services
- 10 Public health & wellbeing programs
- 11 Community buildings and halls
- 12 Public toilets
- 13 Sport and recreation
- 14 Playgrounds, parks and reserves
- 15 Library services
- 16 Festivals, events, art & culture
- 17 Local history and heritage
- 18 Animal management
- 19 Sustainable practices
- 20 Conservation/environment mgt
- 21 Coastal and foreshore management
- 22 Nature trails
- 23 Waste collection services
- 24 Natural disaster management
- 25 Responsible growth & development
- 26 City centre development / activation
- 27 Traffic management
- 28 Parking management
- 29 Lighting of streets and public places
- 30 Sealed roads
- 31 Unsealed roads
- 32 Streetscapes, trees and verges
- 33 Footpaths and cycleways
- 34 Public transport
- 35 Marine facilities
- 36 Economic development/job creation
- 37 Developing agricultural industries
- 38 Tourism attractions/place marketing
- 39 Education and training opportunities
- 40 Council's leadership
- 41 Advocacy & lobbying
- 42 Consultation
- 43 Communication
- 44 Customer service

MARKYT  © 2023

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
 *Grey text = historical data unavailable.

MARKYT  community trends

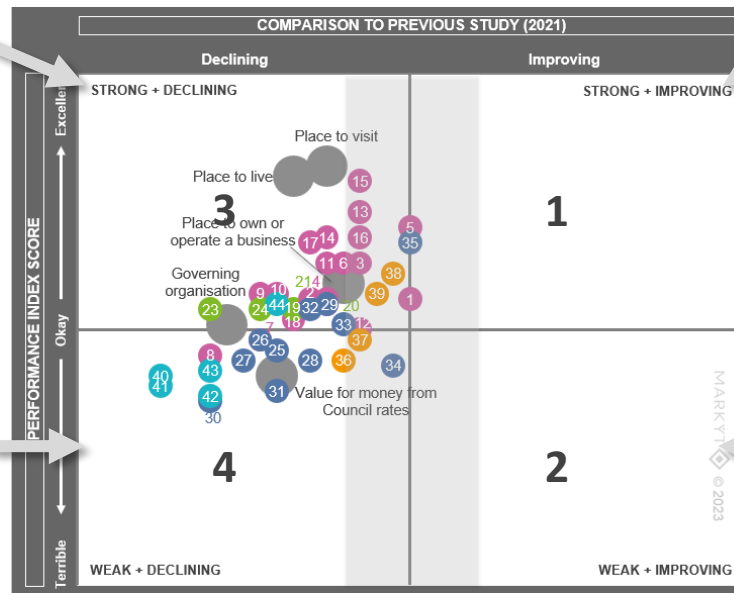
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

Window 3 includes higher performing services in decline. **Arrest the biggest declines** for:

- Waste collection services
- Governing organisation
- Natural disaster management
- Health and community services
- Public health and wellbeing programs
- Customer service

Window 4 includes lower performing areas in decline. The **main concerns** include:

- Council's leadership
- Advocacy & lobbying
- Communication
- Consultation
- Housing
- Sealed roads
- Traffic management



Window 1 includes higher performing areas that have improved.

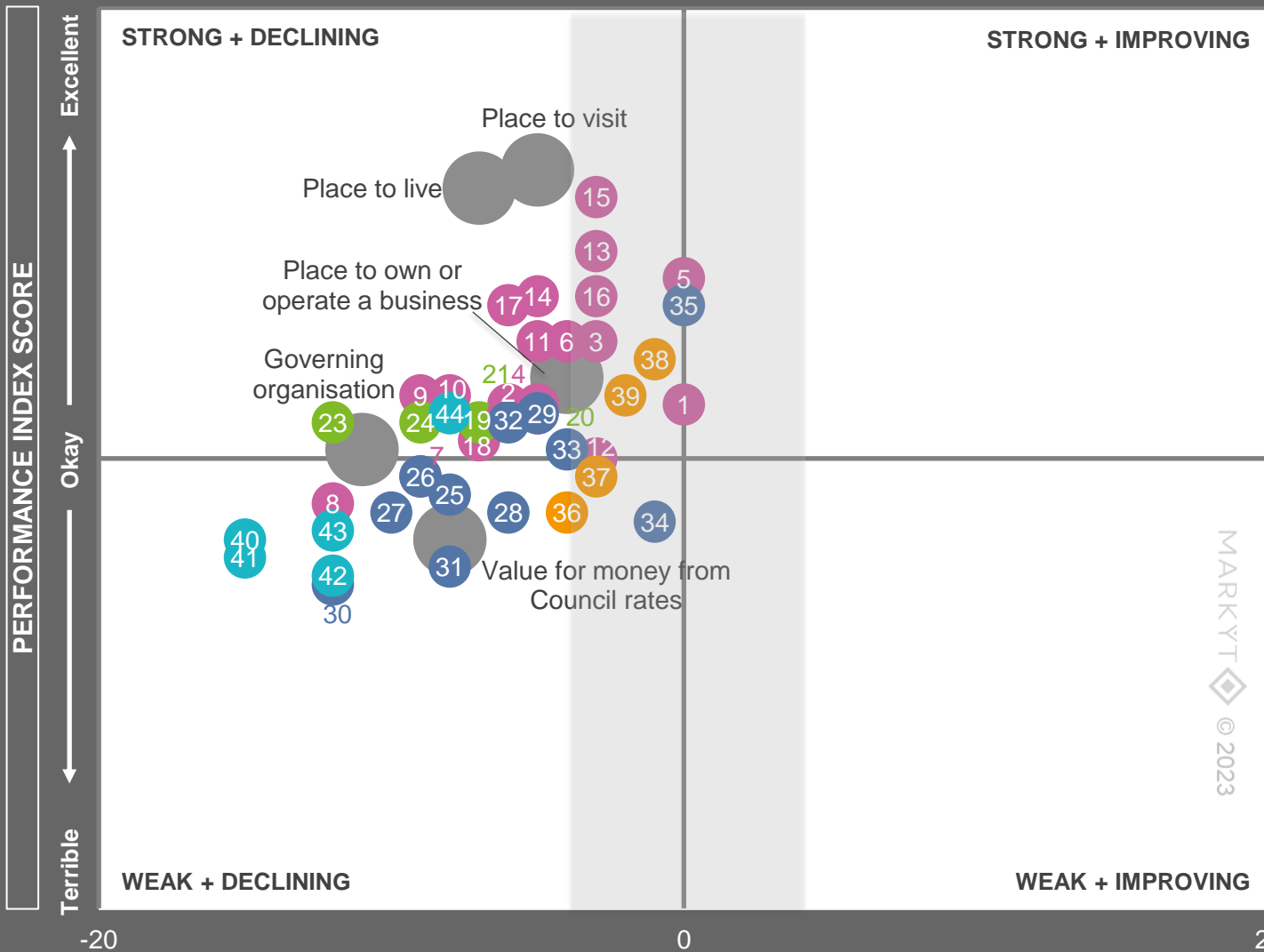
- No services in this window

Window 2 includes lower performing areas that are improving.

- No services in this window

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



- 1 Youth services and facilities
- 2 Family/children's services/facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations people
- 6 Volunteer recognition and support
- 7 Community safety/crime prevention
- 8 Housing
- 9 Health and community services
- 10 Public health & wellbeing programs
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- 36 Economic development/job creation
- 37 Developing agricultural industries
- 38 Tourism attractions/place marketing
- 39 Education and training opportunities
- 40 Council's leadership
- 41 Advocacy & lobbying
- 42 Consultation
- 43 Communication
- 44 Customer service

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

*Grey text = trend data unavailable.

MARKYT  community priorities

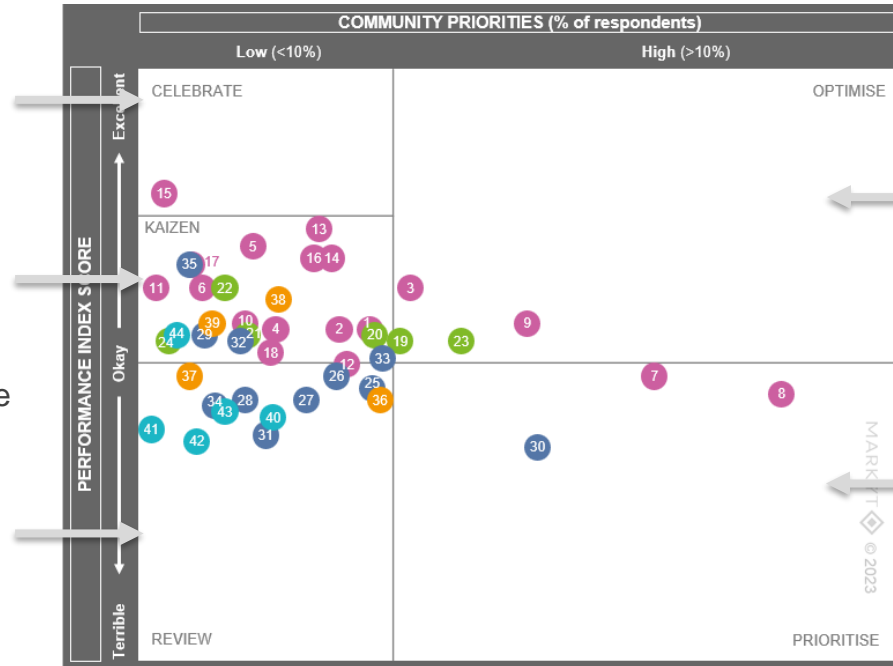
How to read the MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE the City's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITISE lower performing services where the community would like the City to focus its attention.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

PERFORMANCE INDEX SCORE

Okay

KAIZEN

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30

- 1 Youth services and facilities
- 2 Family/children's services/facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations people
- 6 Volunteer recognition and support
- 7 Community safety/crime prevention
- 8 Housing
- 9 Health and community services
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- 12 Public toilets
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- 38 Tourism attractions/place marketing
- 39 Education and training opportunities
- 40 Council's leadership
- 41 Advocacy & lobbying
- 42 Consultation
- 43 Communication
- 44 Customer service

MARKYT  © 2023

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

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving?

Base: All respondents, excludes no response (n = 1071)

Performance

OUR VISION

Amazing Albany, where anything is possible.



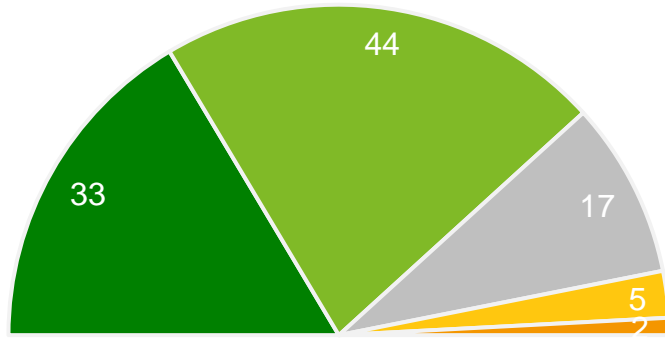
Albany is amazing

Level of agreement

% of respondents

76%

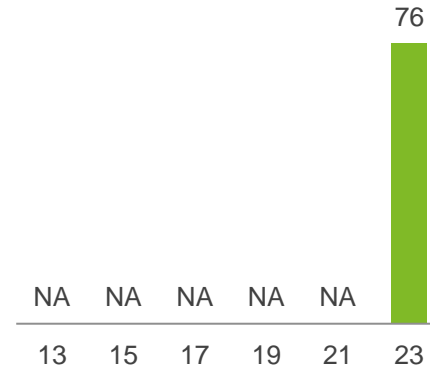
Total Agree



Strongly agree Agree Neutral/unsure Disagree Strongly disagree

Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	76
Industry High	NA
Industry Average	NA

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
76	78	64	75	79	77	82	80	72	80	71	80	80	76	73	74	87	78	76	71

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

Base: All respondents, excludes 'no response' (n = 1169).

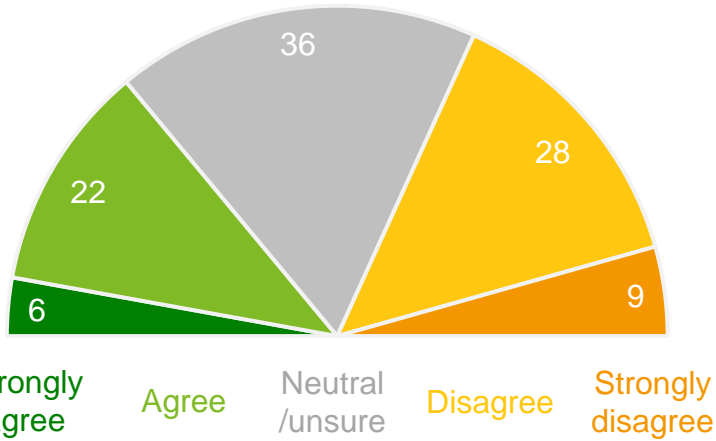
Achievement of the City of Albany's vision [Part B]: Anything is possible in the City of Albany

Level of agreement

% of respondents

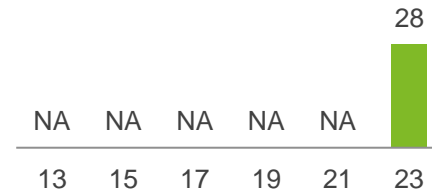
28%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	28
Industry High	NA
Industry Average	NA

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
28	28	25	25	31	32	21	24	16	22	18	22	32	39	28	9	8	31	26	25

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

Base: All respondents, excludes 'no response' (n = 1173).

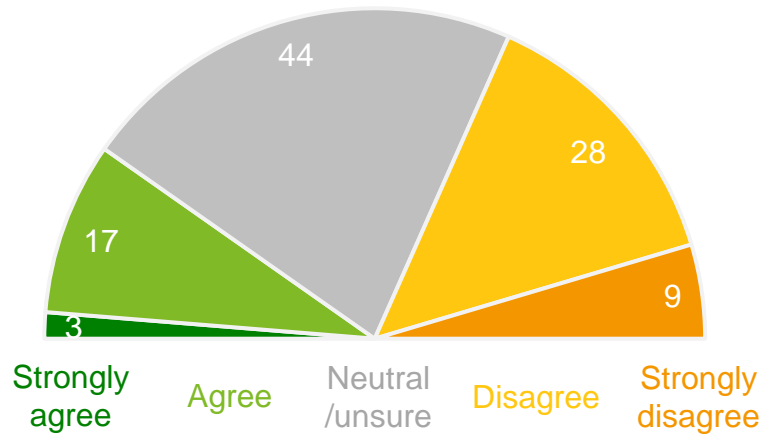
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

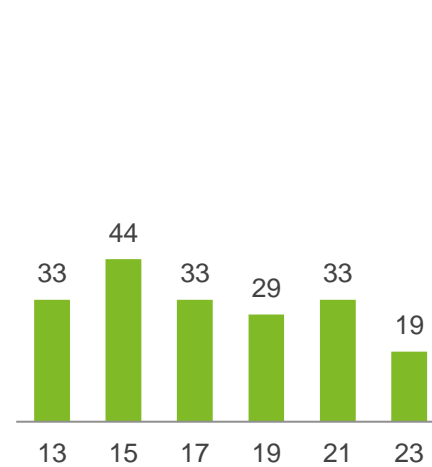
19%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	19
Industry High	50
Industry Average	29

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
19	20	18	20	19	23	6	12	13	16	14	14	21	27	17	10	13	21	18	20

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

Base: All respondents, excludes 'no response' (n = 1172).

Council's leadership

Performance ratings

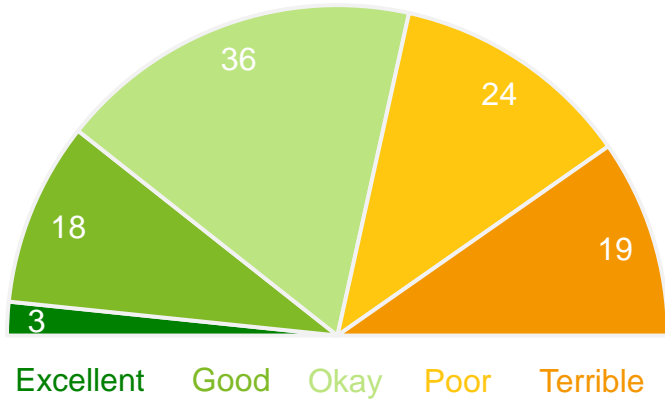
% of respondents

57%

Positive rating*

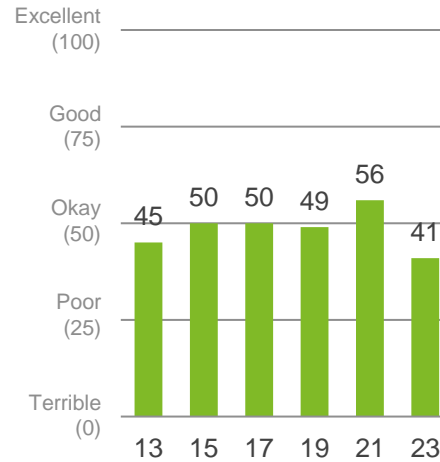
41

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	41
Industry High	60
Industry Average	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
41	41	36	38	44	45	30	34	36	39	31	35	44	49	42	27	43	42	40	39

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

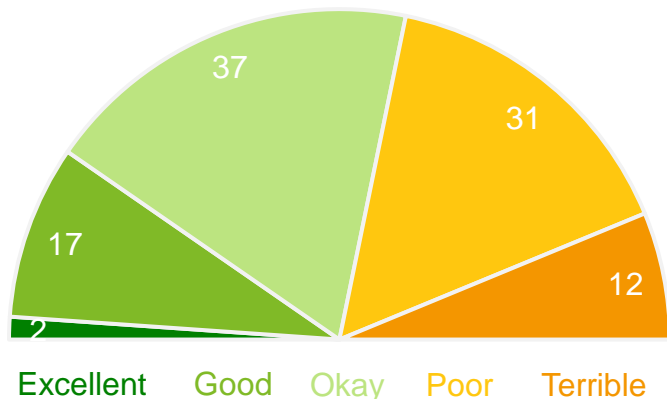
Base: All respondents, excludes 'unsure' and 'no response' (n = 882). * Positive Rating = excellent, good + okay

Council's plans for the future

that describe the vision for the City of Albany and major projects

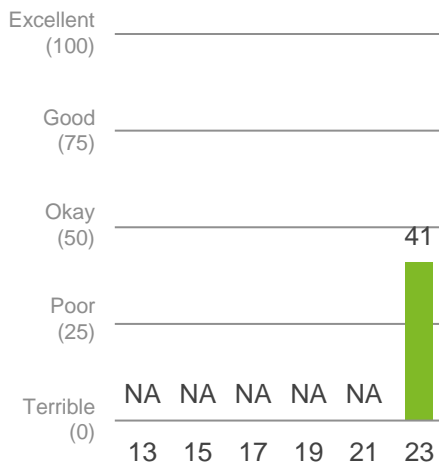
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	41
Industry High	52
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
41	42	37	39	45	43	40	39	38	40	37	37	43	46	40	31	46	42	42	38

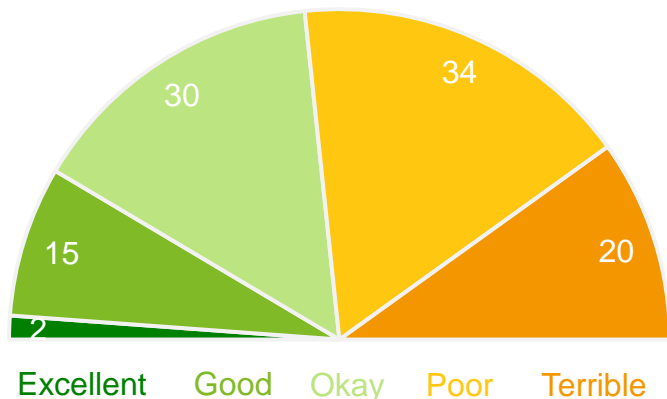
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 656). * Positive Rating = excellent, good + okay

How the community is consulted on local issues

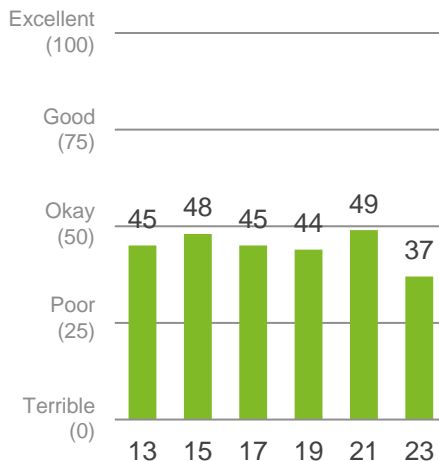
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	37
Industry High	55
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
37	37	34	34	39	39	31	35	33	33	32	33	38	41	34	27	44	38	36	34

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 971). * Positive Rating = excellent, good + okay

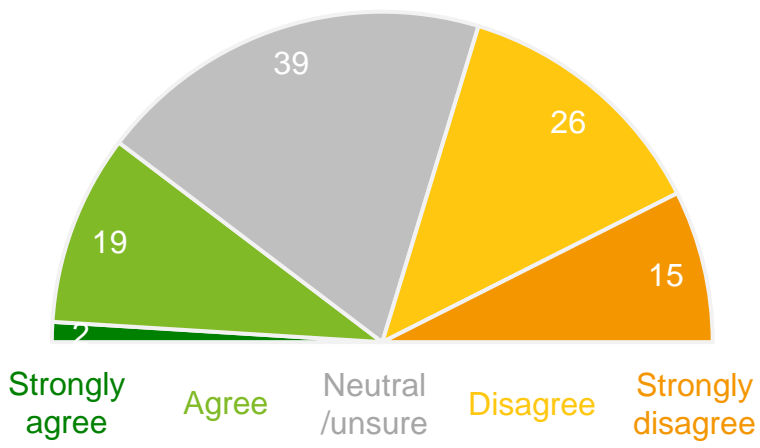
The City listens to and respects the community's views

Level of agreement

% of respondents

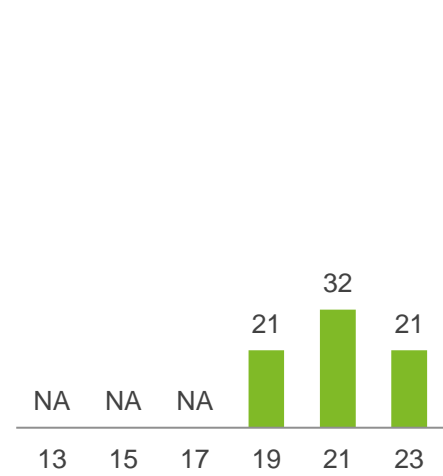
21%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	21
Industry High	53
Industry Average	27

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
21	19	28	21	21	23	12	19	19	19	19	18	20	25	22	17	11	23	18	21

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

Base: All respondents, excludes 'no response' (n = 1173).

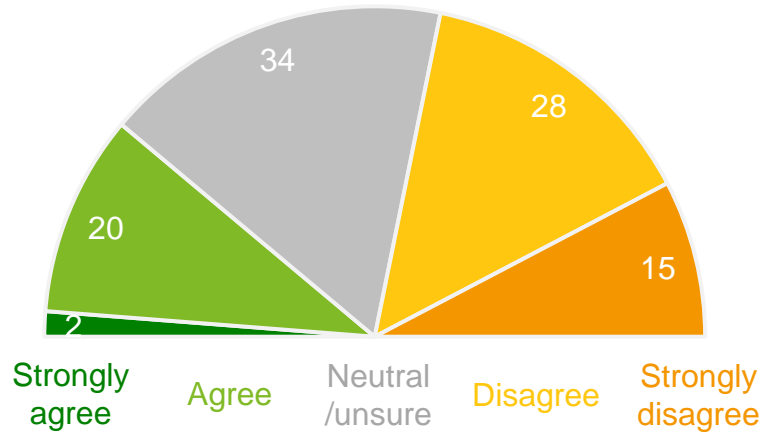
The City has a good understanding of community needs

Level of agreement

% of respondents

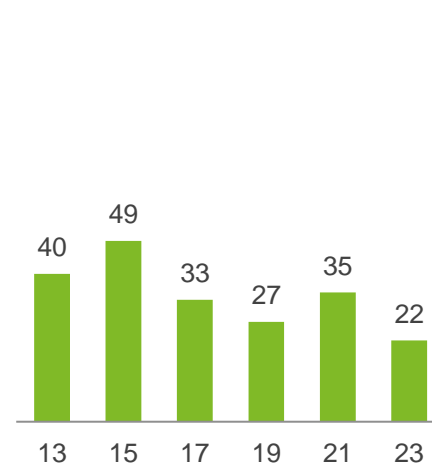
22%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	22
Industry High	58
Industry Average	29

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
22	21	26	22	23	24	10	21	22	21	14	19	24	31	19	17	17	24	21	23

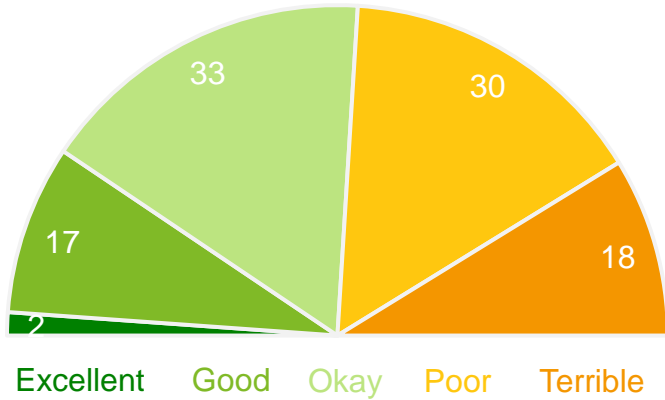
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1175).

Advocacy and lobbying on the community's behalf to influence decisions and support local causes

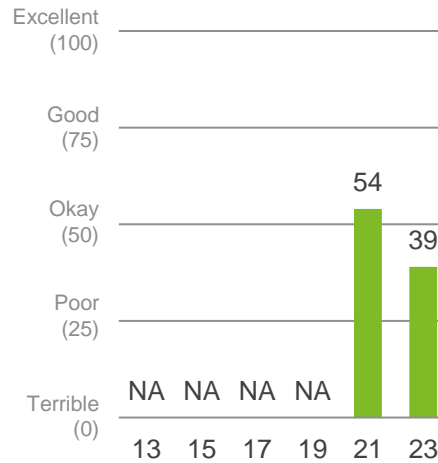
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	39
Industry High	59
Industry Average	44

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
39	39	39	37	41	42	33	35	34	39	34	35	41	44	38	37	43	40	39	35

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 814). * Positive Rating = excellent, good + okay

How the community is informed about what's happening in the local area

Performance ratings

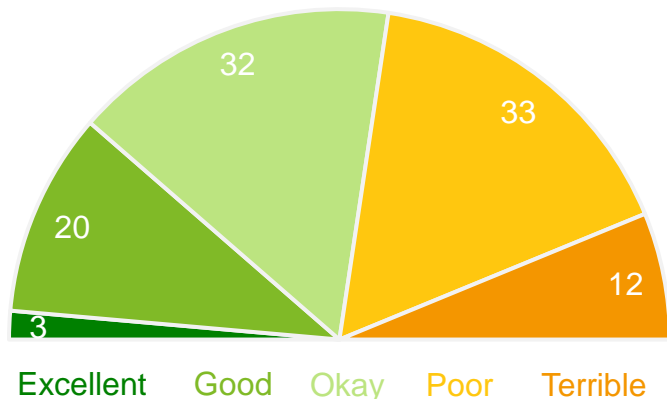
% of respondents

55%

Positive rating*

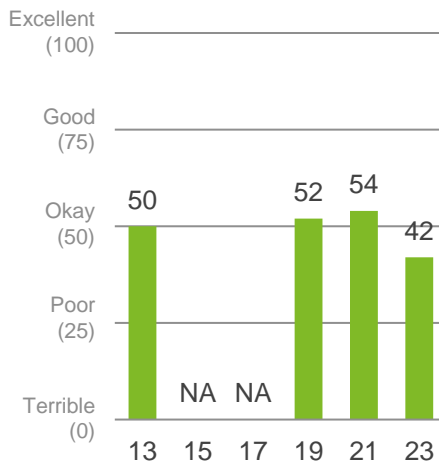
42

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	42
Industry High	62
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
42	42	43	39	45	45	38	38	39	37	40	40	43	45	38	35	42	43	42	39

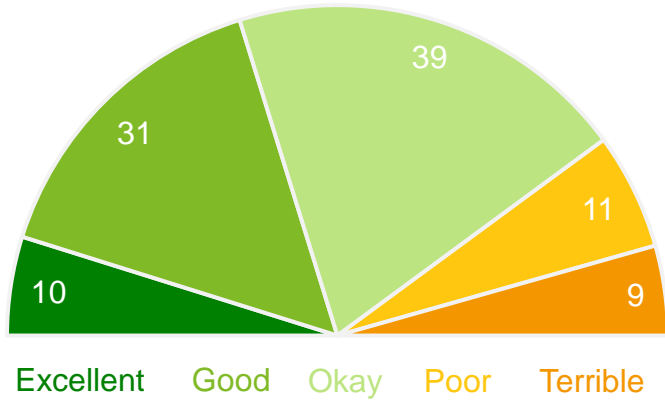
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1013). * Positive Rating = excellent, good + okay

Customer service

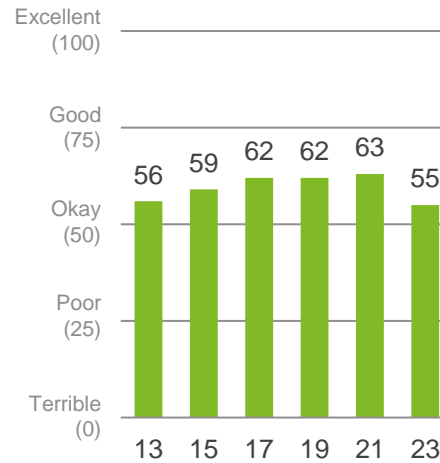
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	55
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
55	56	53	53	58	59	49	51	53	53	46	56	58	59	53	58	69	55	56	54

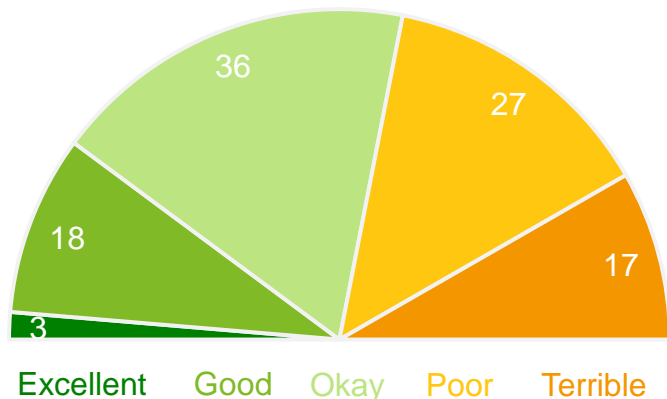
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 941). * Positive Rating = excellent, good + okay

Value for money from Council rates

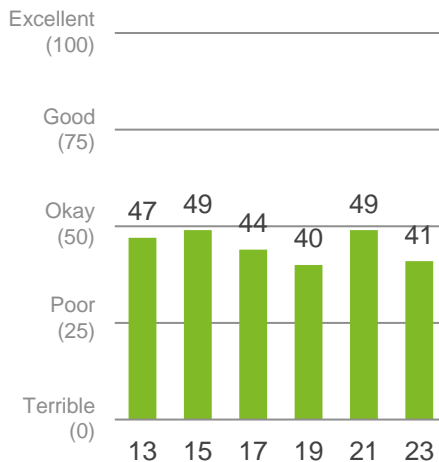
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	41
Industry High	62
Industry Average	43

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
41	41	40	39	42	46	30	35	33	37	32	36	42	50	39	31	44	42	39	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1094). * Positive Rating = excellent, good + okay

Communication

City's website

Performance ratings

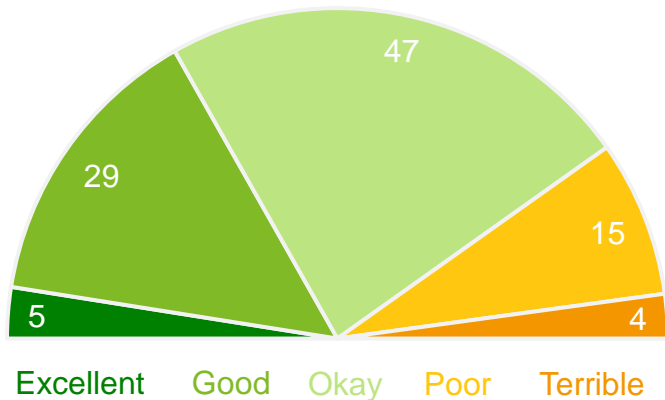
% of respondents

80%

Positive rating*

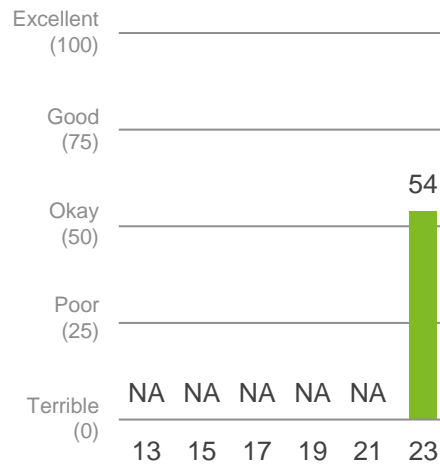
54

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
54	54	50	50	58	55	53	52	51	53	52	53	53	56	53	49	57	54	54	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 815). * Positive Rating = excellent, good + okay

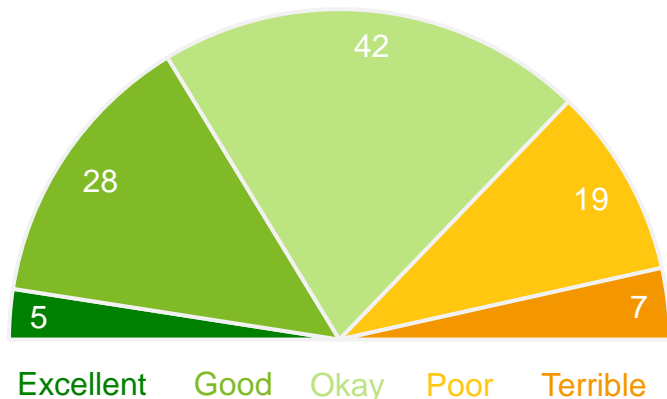
City's e-newsletters

Performance ratings

% of respondents

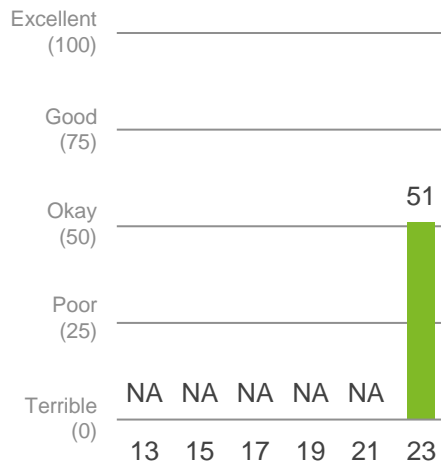
74%
Positive rating*

51
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	51
Industry High	67
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
51	52	45	47	56	53	48	48	47	49	45	50	51	55	53	46	46	52	51	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 576). * Positive Rating = excellent, good + okay

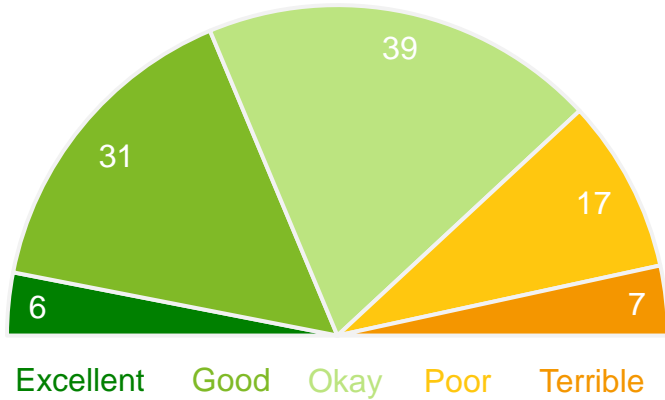
City's social media posts

Performance ratings

% of respondents

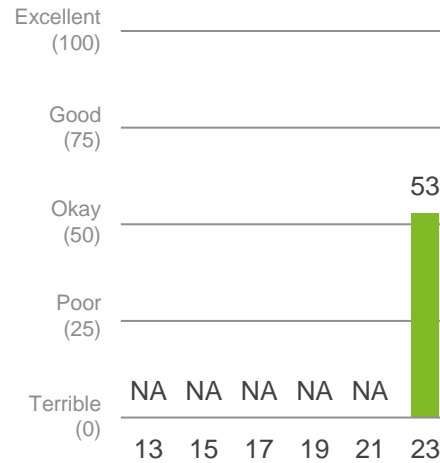
76%
Positive rating*

53
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	53
Industry High	64
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
53	53	54	47	59	54	53	51	51	51	57	52	50	53	50	44	49	54	53	54

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

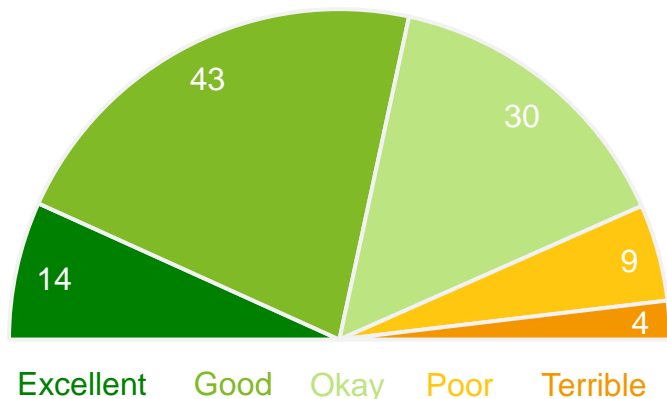
Base: All respondents, excludes 'unsure' and 'no response' (n = 684). * Positive Rating = excellent, good + okay

People

Seniors' services and facilities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
Industry High	67
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
63	63	64	63	64	63	62	62	63	61	70	60	60	63	60	48	61	65	62	61

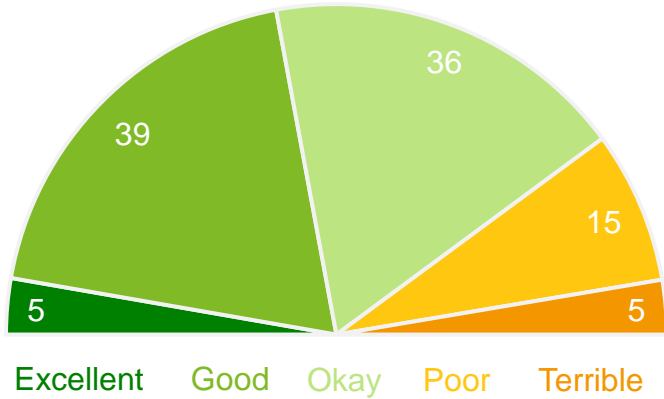
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 838). * Positive Rating = excellent, good + okay

Youth services and facilities

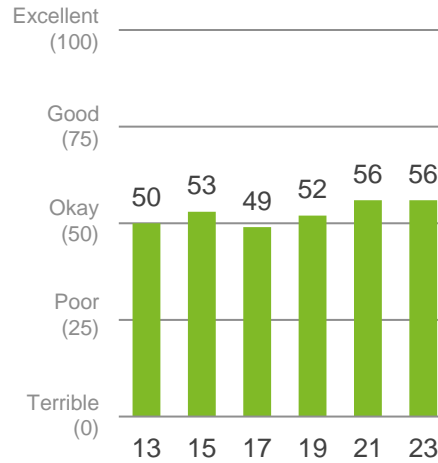
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	56
Industry High	65
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
56	56	54	58	55	59	52	52	51	52	54	52	55	64	55	44	62	55	56	59

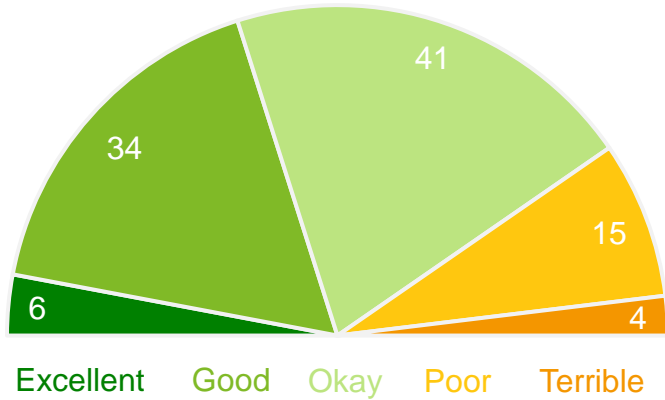
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 769). * Positive Rating = excellent, good + okay

Family and children's services and facilities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	56
Industry High	68
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
56	56	55	56	56	59	52	53	51	54	55	52	57	61	54	46	61	54	54	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 757). * Positive Rating = excellent, good + okay

Albany Regional Day Care

Performance ratings

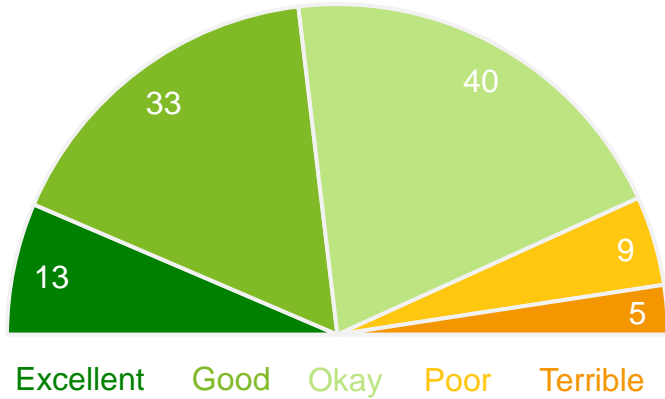
% of respondents

86%

Positive rating*

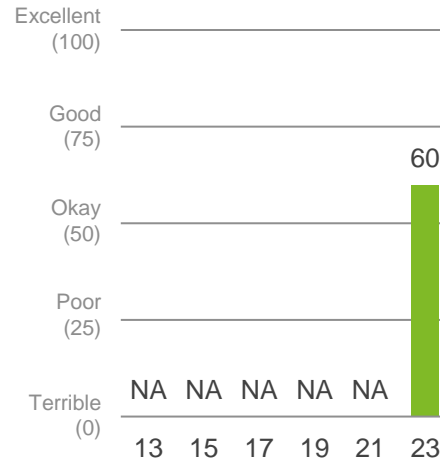
60

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	60
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
60	60	60	58	64	59	62	59	60	62	54	68	60	59	65	46	62	61	60	58

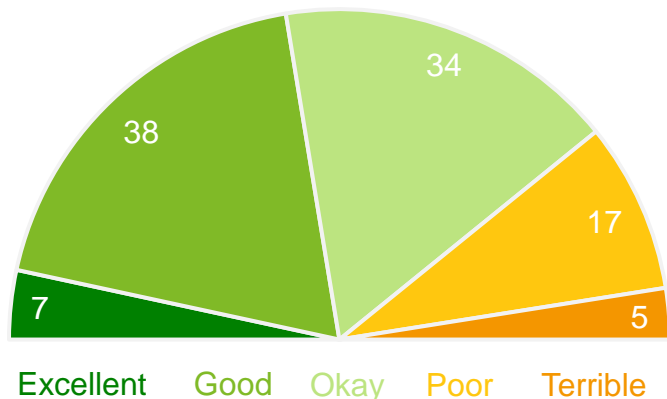
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 258). * Positive Rating = excellent, good + okay

Disability access and inclusion

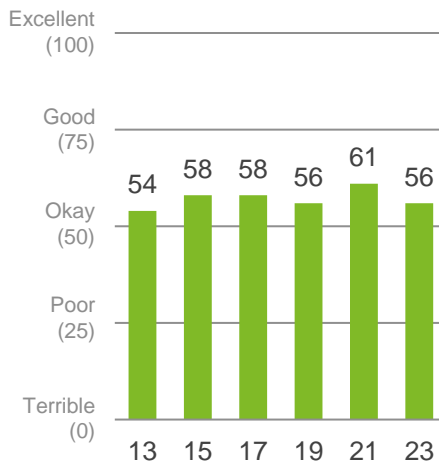
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	56
Industry High	64
Industry Average	51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
56	56	60	58	55	57	52	54	56	55	62	55	52	56	48	41	63	57	54	61

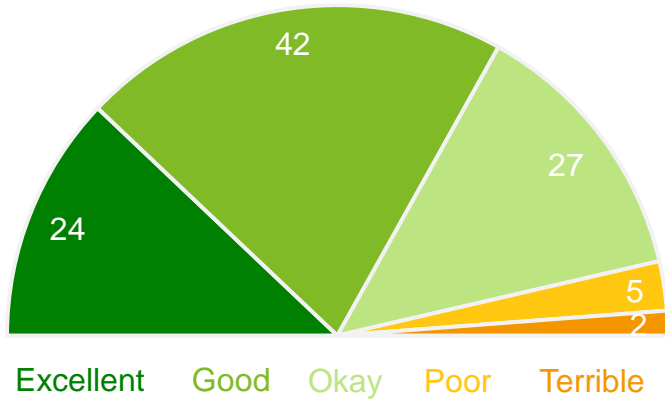
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 750). * Positive Rating = excellent, good + okay

Recognition and respect for First Nations peoples, cultures and heritage

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	70
Industry High	72
Industry Average	62

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
70	70	71	71	70	69	74	70	74	72	74	69	68	68	68	55	66	69	69	75

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

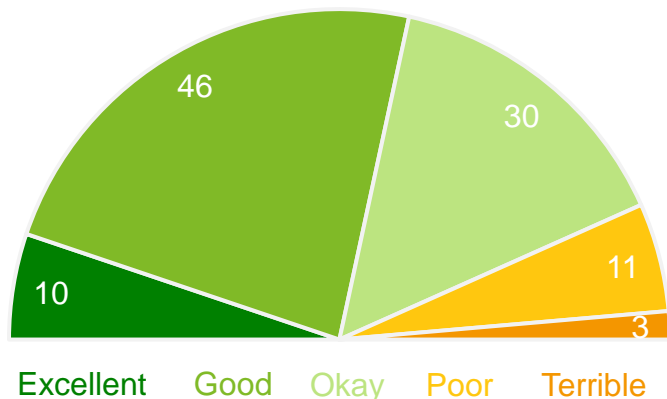
Base: All respondents, excludes 'unsure' and 'no response' (n = 891). * Positive Rating = excellent, good + okay

Volunteer recognition and support

Performance ratings

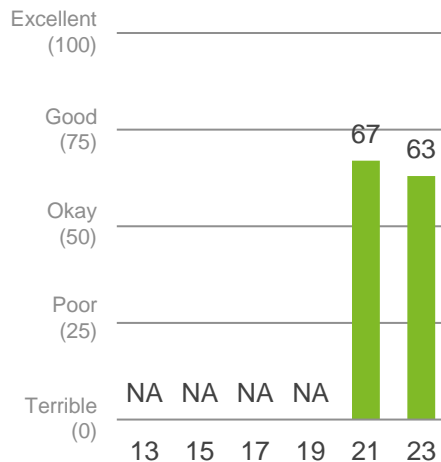
% of respondents

87% Positive rating*
63 Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
Industry High	68
Industry Average	60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
63	63	60	61	65	64	62	62	60	62	58	62	64	66	59	48	72	65	61	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 875). * Positive Rating = excellent, good + okay

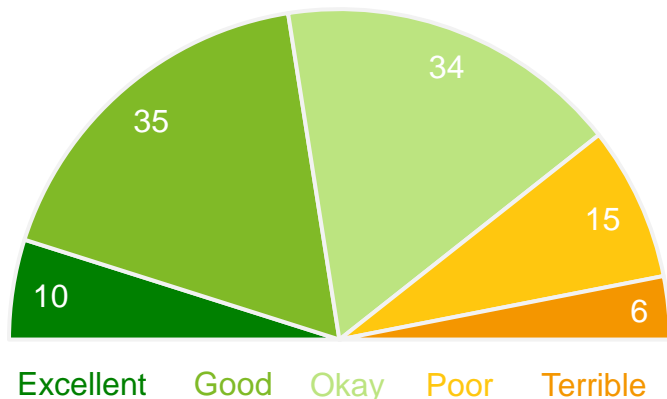
Access to health and community services

Performance ratings

% of respondents

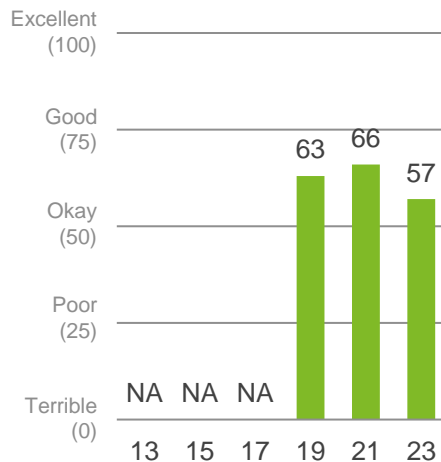
79%
Positive rating*

57
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
Industry High	74
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
57	57	58	60	54	59	54	51	53	57	56	50	56	63	52	41	61	57	57	56

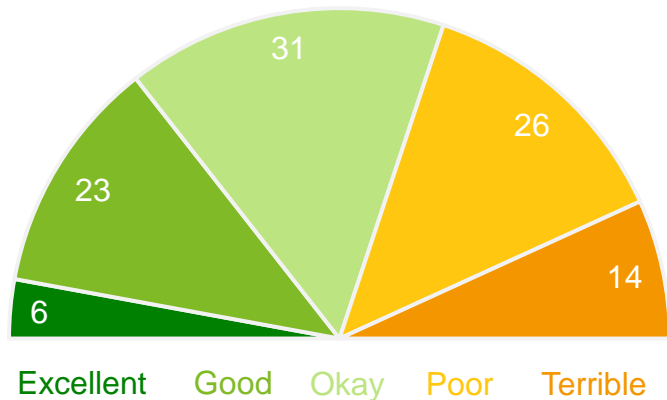
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1074). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

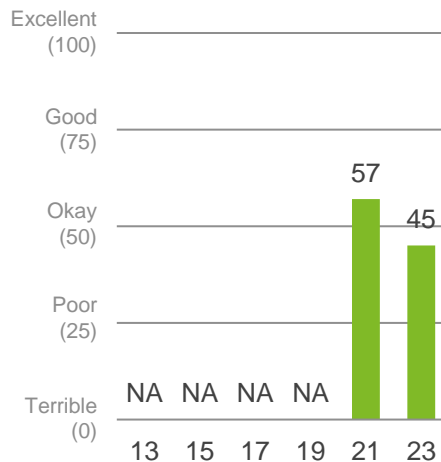
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	45
Industry High	65
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
45	47	37	49	42	48	43	41	42	41	45	40	45	52	41	29	57	45	44	50

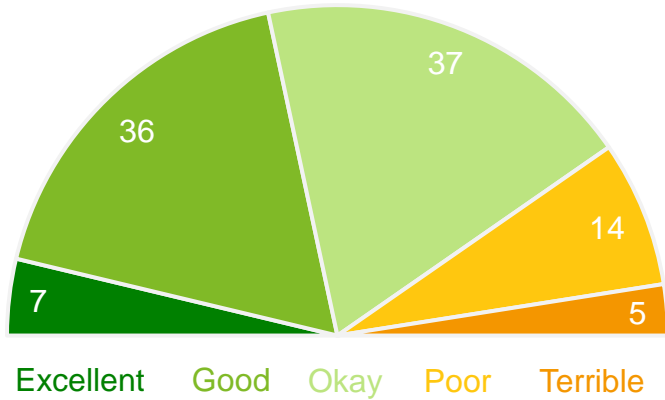
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 823). * Positive Rating = excellent, good + okay

Public health and wellbeing programs and education

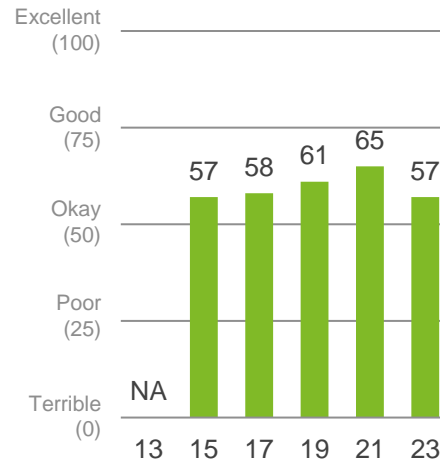
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
Industry High	60
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
57	57	55	57	56	59	55	54	51	55	56	51	56	62	52	44	68	56	57	58

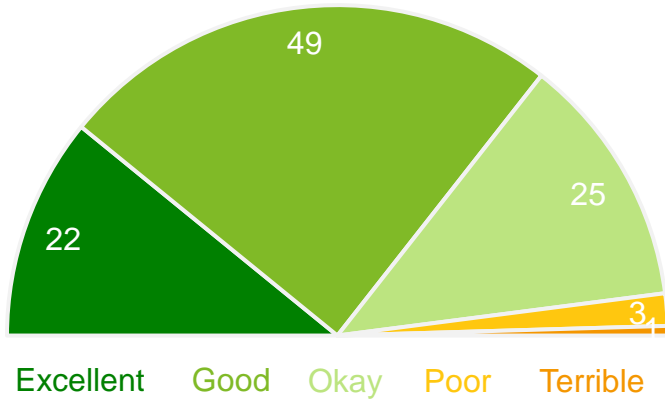
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 922). * Positive Rating = excellent, good + okay

Town Hall

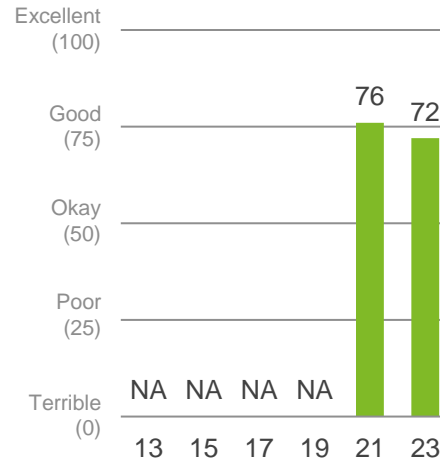
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	72
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
72	73	66	68	76	73	72	73	68	72	69	71	73	74	68	63	63	72	71	74

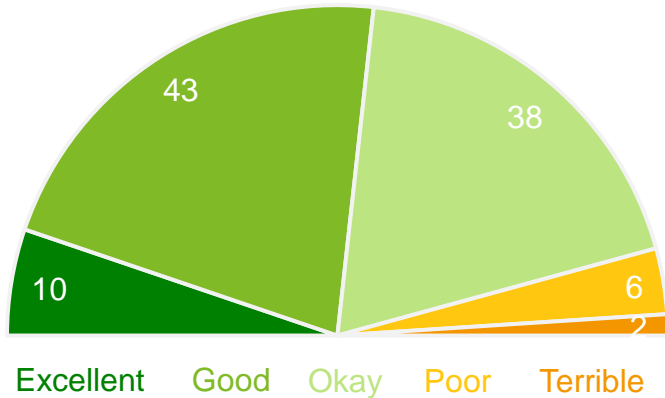
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 919). * Positive Rating = excellent, good + okay

Community buildings and halls

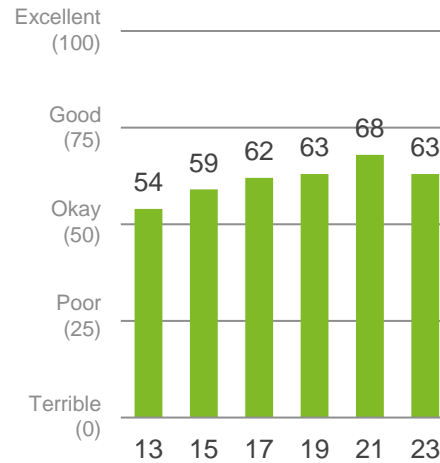
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
Industry High	66
Industry Average	57

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
63	64	62	62	64	64	65	62	61	60	62	63	63	66	63	57	59	63	62	67

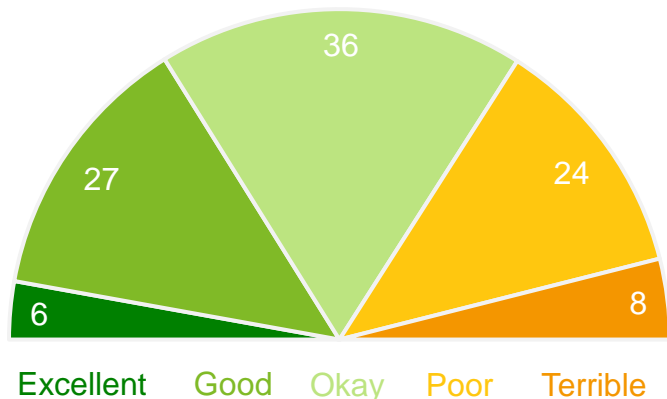
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1033). * Positive Rating = excellent, good + okay

Public toilets

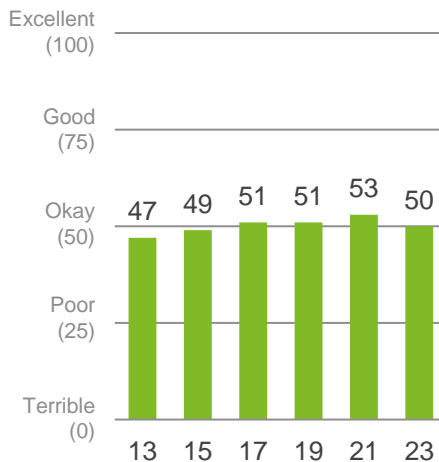
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	50
Industry High	66
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
50	50	48	50	50	51	51	52	45	45	49	51	48	50	46	55	55	50	48	53

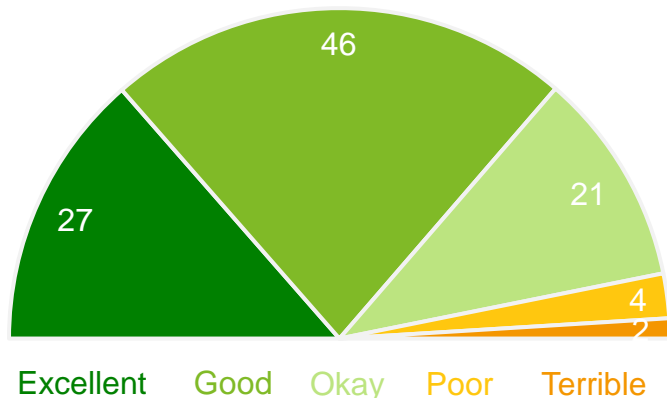
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1070). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

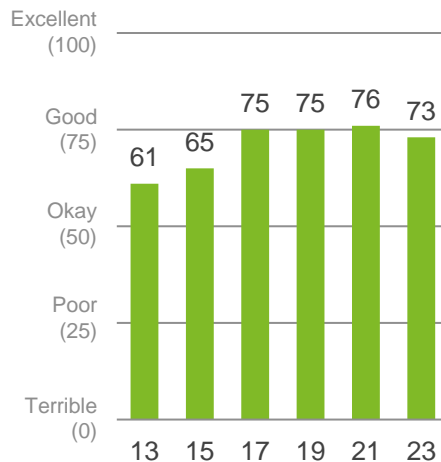
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	73
Industry High	81
Industry Average	64

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
73	74	67	72	74	76	71	67	67	71	68	70	73	80	75	63	65	73	72	75

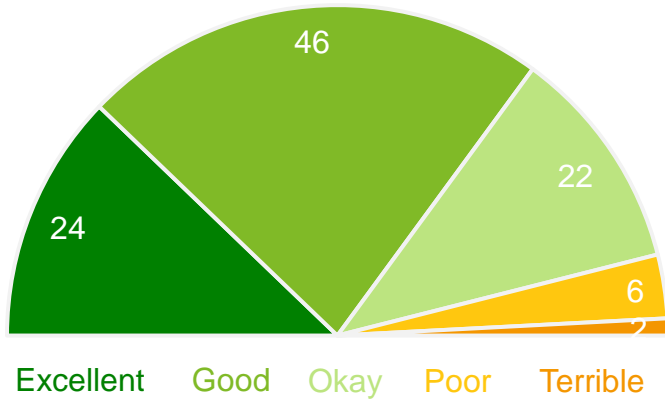
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1065). * Positive Rating = excellent, good + okay

Albany Leisure and Aquatic Centre

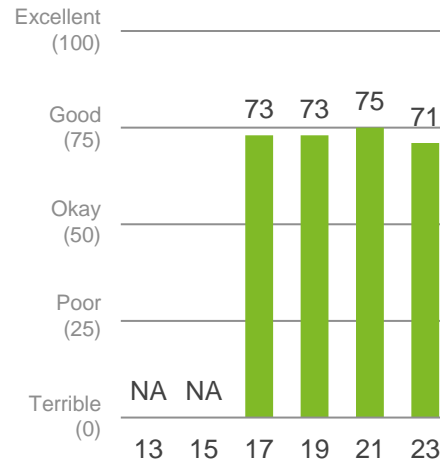
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	71
Industry High	83
Industry Average	68

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
71	72	67	70	72	74	71	67	65	70	70	68	69	77	70	58	71	70	72	72

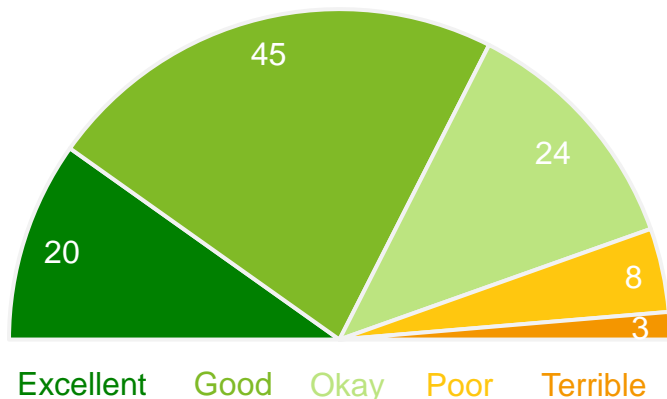
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 939). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

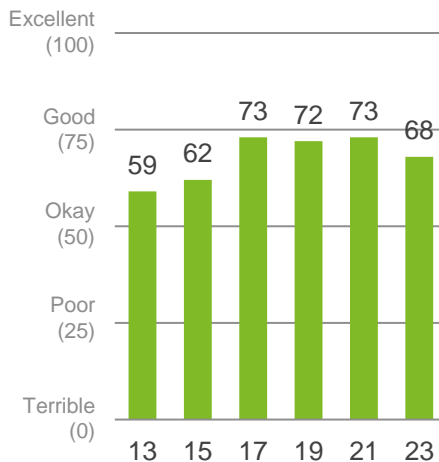
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	68
Industry High	81
Industry Average	66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
68	68	64	66	70	71	59	63	64	69	60	67	69	75	69	58	63	70	65	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1118). * Positive Rating = excellent, good + okay

Centennial Park Precinct

Performance ratings

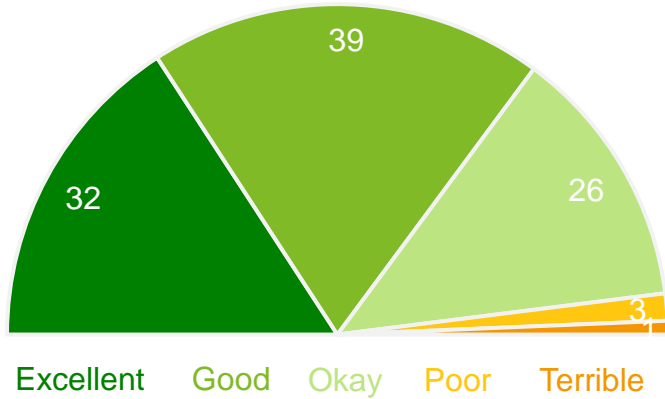
% of respondents

96%

Positive rating*

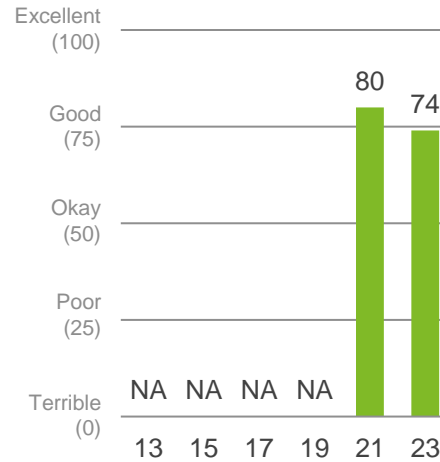
74

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	74
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
74	75	70	72	76	75	75	72	72	76	71	74	74	77	74	65	79	74	74	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 920). * Positive Rating = excellent, good + okay

Library services

Performance ratings

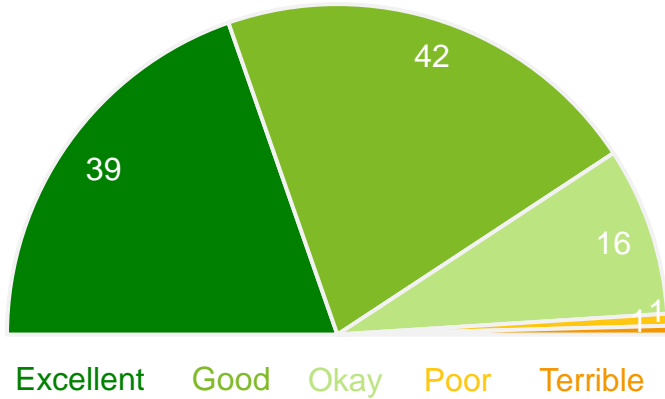
% of respondents

98%

Positive rating*

79

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	79
Industry High	82
Industry Average	71

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
79	80	73	77	82	82	81	79	74	76	76	77	80	84	79	67	83	79	79	83

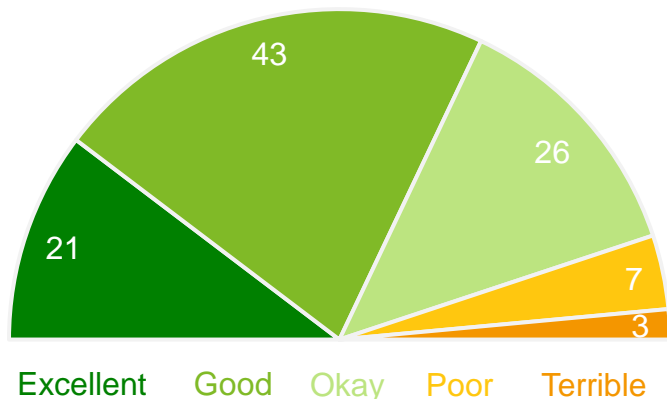
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1014). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

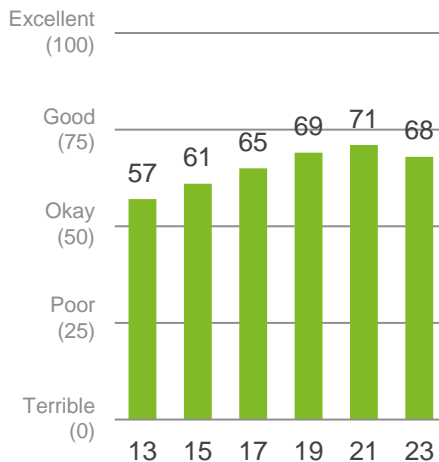
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	68
Industry High	73
Industry Average	62

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
68	68	65	66	70	70	66	68	65	66	62	67	69	73	68	61	59	68	67	70

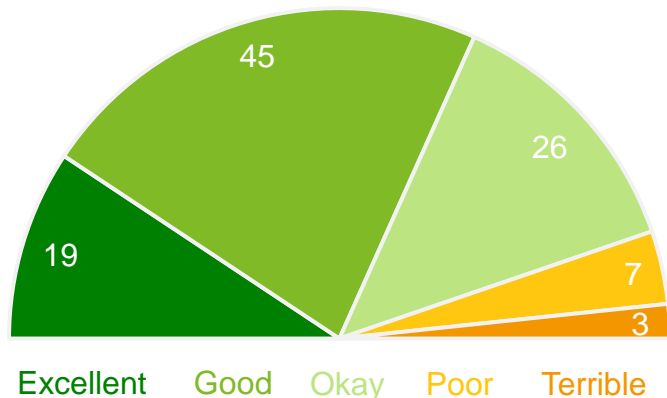
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1077). * Positive Rating = excellent, good + okay

Preserving and promoting local history and heritage

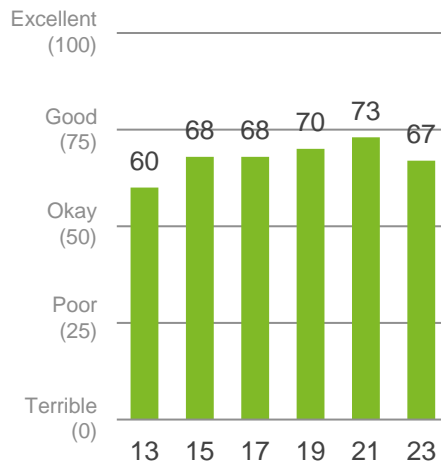
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	67
Industry High	69
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
67	67	65	66	68	67	64	66	66	68	67	65	67	68	64	56	71	67	67	68

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

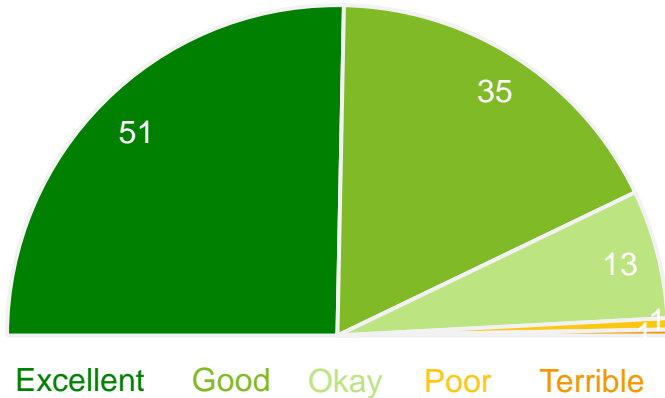
Base: All respondents, excludes 'unsure' and 'no response' (n = 1054). * Positive Rating = excellent, good + okay

The Mounts Precinct

(the Forts, Memorials, National Anzac Centre, etc)

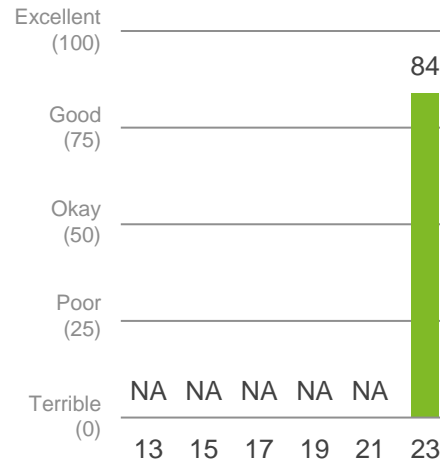
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	84
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
84	83	84	81	85	84	86	83	81	81	85	81	83	84	81	82	86	83	84	84

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1020). * Positive Rating = excellent, good + okay

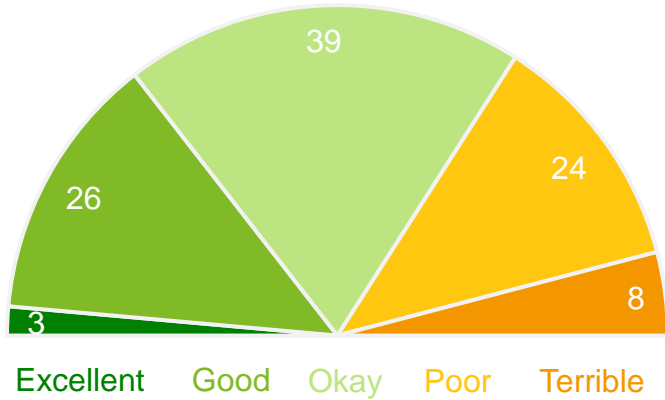
Community safety and crime prevention

Performance ratings

% of respondents

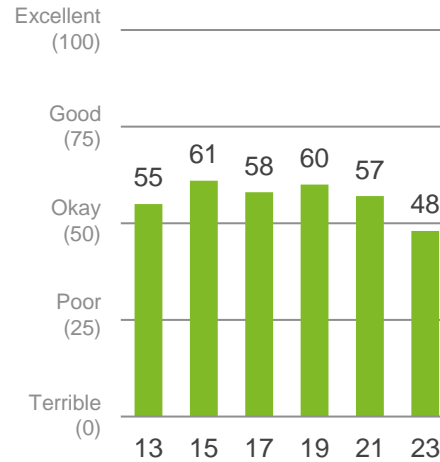
68%
Positive rating*

48
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	48
Industry High	64
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
48	47	52	46	50	52	41	43	44	44	45	45	47	53	46	36	57	50	46	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 988). * Positive Rating = excellent, good + okay

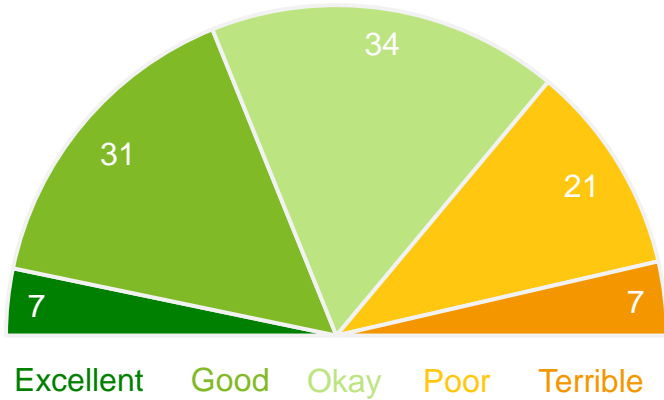
Animal management (dogs and cats)

Performance ratings

% of respondents

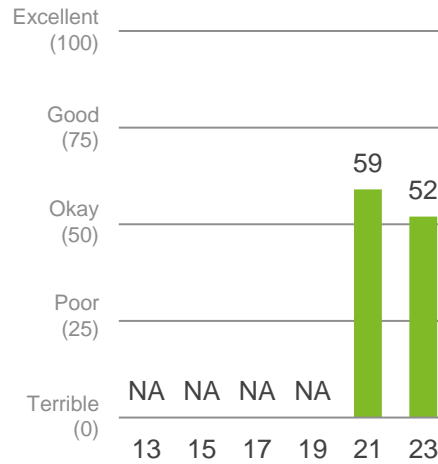
72%
Positive rating*

52
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	52
Industry High	67
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
52	52	56	53	52	51	58	58	52	52	56	53	51	50	52	53	62	52	52	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 970). * Positive Rating = excellent, good + okay

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

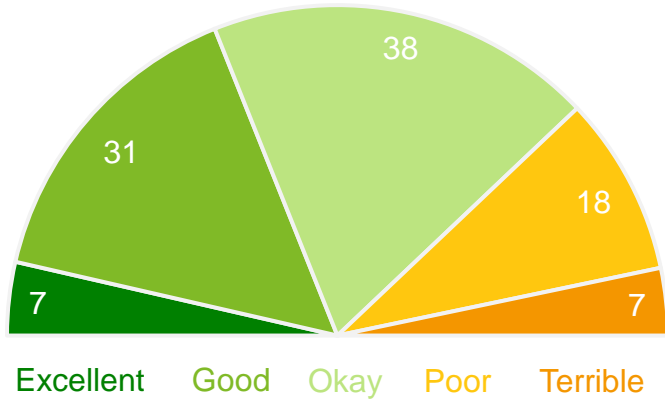
% of respondents

76%

Positive rating*

54

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	68
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
54	54	51	54	54	53	54	57	54	54	52	56	51	55	53	53	54	55	54	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 895). * Positive Rating = excellent, good + okay

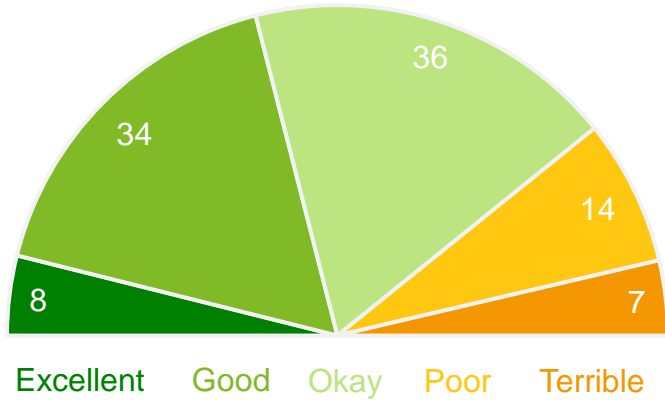
Conservation and environmental management

Performance ratings

% of respondents

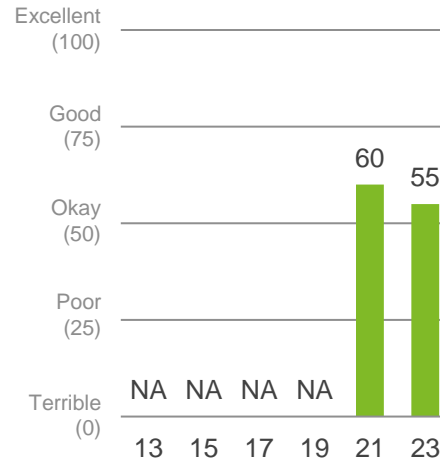
78%
Positive rating*

55
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	55
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
55	55	57	56	55	53	60	59	57	58	60	55	51	54	53	46	59	56	54	53

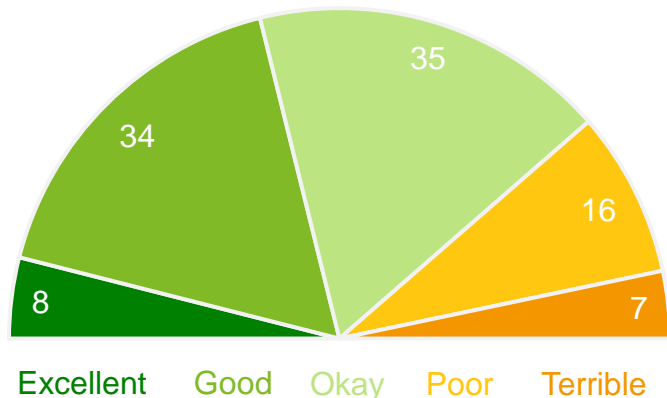
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 963). * Positive Rating = excellent, good + okay

Management of coastal and foreshore areas

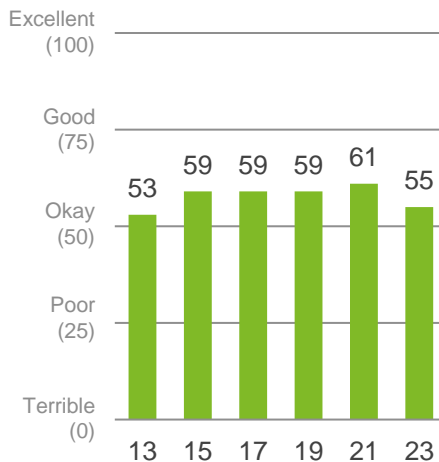
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	55
Industry High	67
Industry Average	61

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
55	55	54	54	57	54	58	59	55	57	57	56	53	55	54	52	51	56	56	52

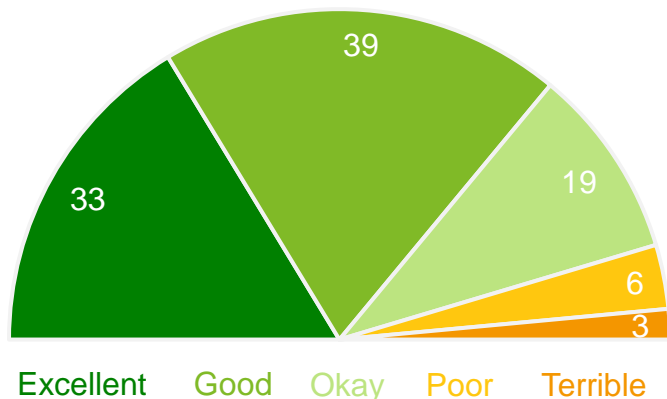
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1023). * Positive Rating = excellent, good + okay

Middleton Beach

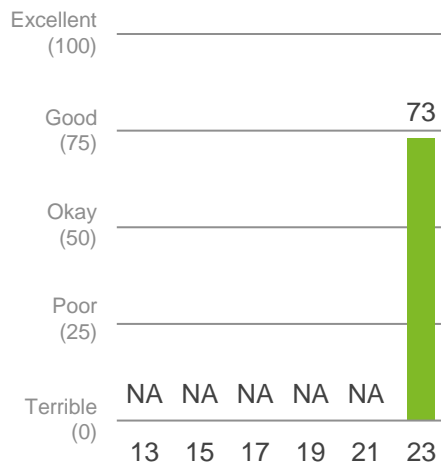
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	73
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
73	74	69	68	77	73	74	77	71	70	73	77	72	71	75	63	72	74	73	72

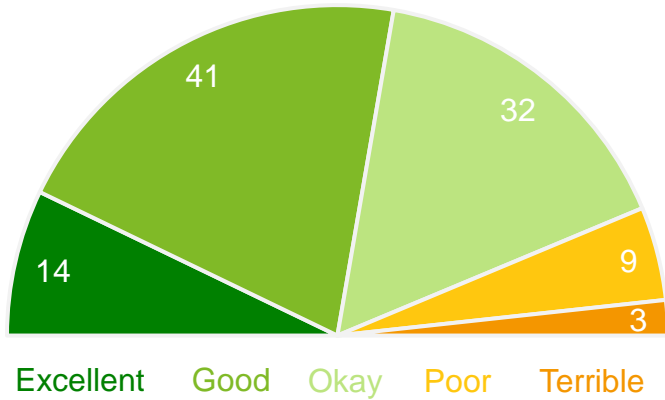
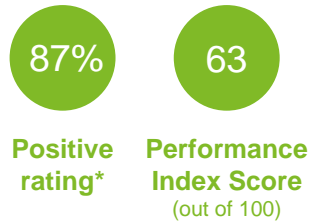
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1043). * Positive Rating = excellent, good + okay

Nature trails

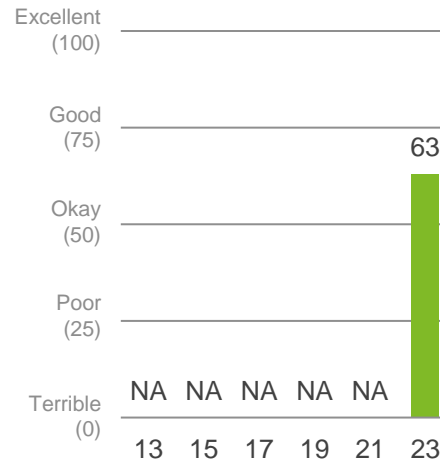
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
Industry High	NA
Industry Average	NA

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
63	64	62	64	63	63	66	63	62	66	66	65	61	62	64	60	71	64	64	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1007). * Positive Rating = excellent, good + okay

Waste collection services

Performance ratings

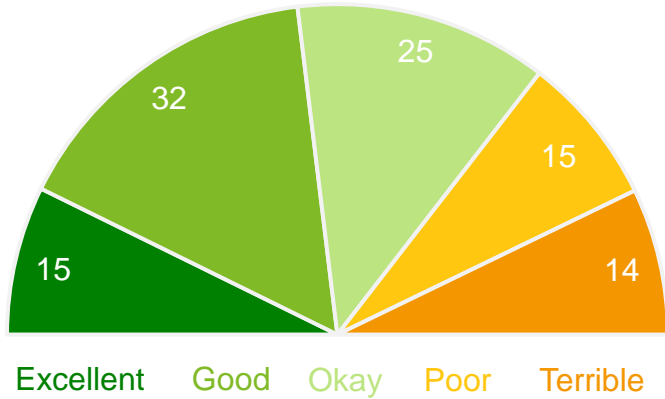
% of respondents

71%

Positive rating*

54

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	77
Industry Average	63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
54	54	58	52	56	61	34	44	46	52	45	46	55	67	51	46	61	55	54	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1099). * Positive Rating = excellent, good + okay

Hanrahan Road Waste Facility (including Fossicker's Tip Shop)

Performance ratings

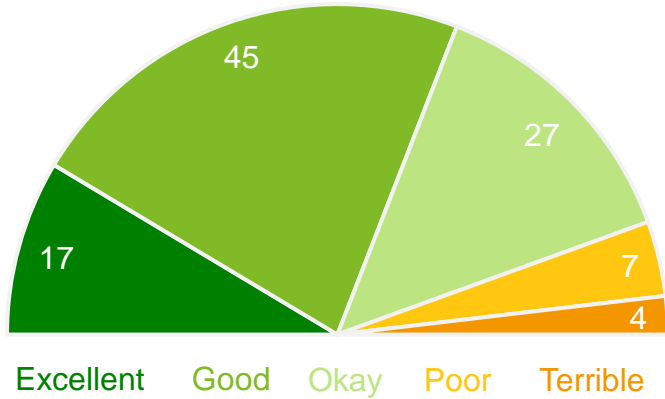
% of respondents

89%

Positive rating*

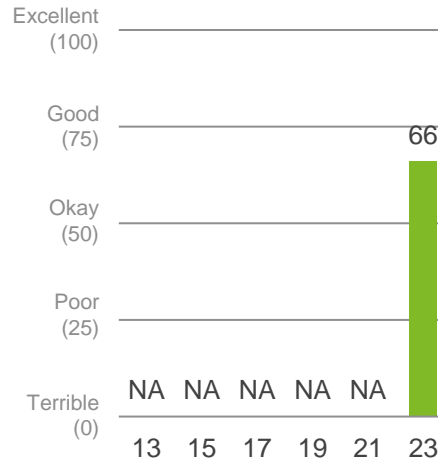
66

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	66
Industry High	77
Industry Average	65

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
66	66	66	62	70	68	63	65	62	65	62	66	63	71	68	57	66	67	65	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 977). * Positive Rating = excellent, good + okay

Natural disaster management

(education, prevention and relief for fires, flooding, etc)

Performance ratings

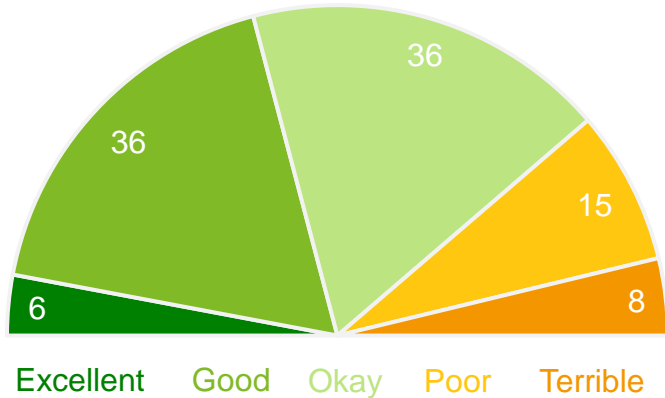
% of respondents

77%

Positive rating*

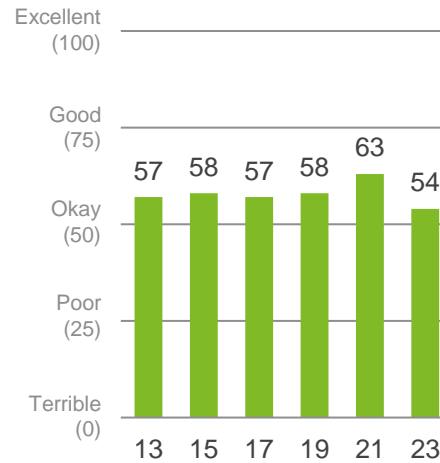
54

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	69
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
54	55	52	54	55	56	50	53	53	55	51	55	54	58	51	50	64	57	55	48

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

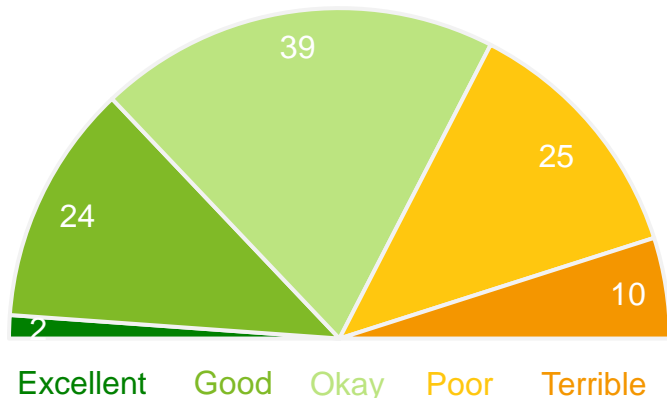
Base: All respondents, excludes 'unsure' and 'no response' (n = 750). * Positive Rating = excellent, good + okay

Place

Managing responsible growth and development

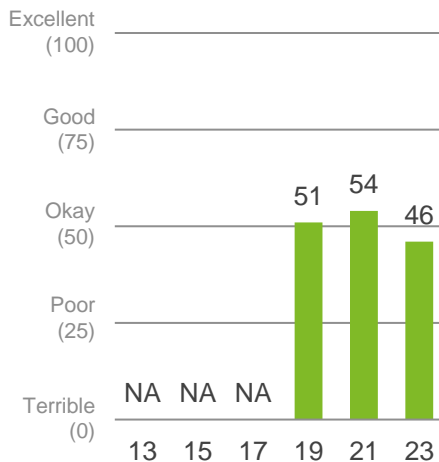
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	46
Industry High	58
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
46	46	46	45	47	47	47	42	42	46	44	44	45	50	44	38	52	47	45	44

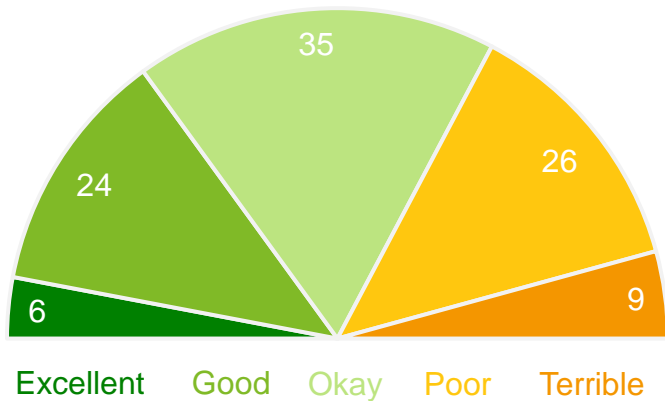
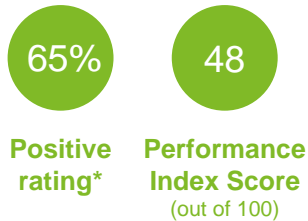
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 884). * Positive Rating = excellent, good + okay

Development and activation of the City centre

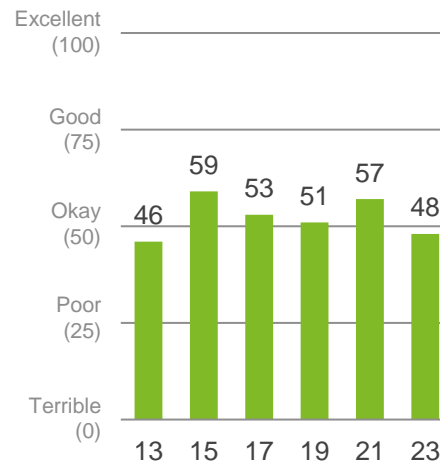
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	48
Industry High	65
Industry Average	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
48	48	51	47	50	48	47	46	47	52	48	49	48	49	48	42	50	48	47	51

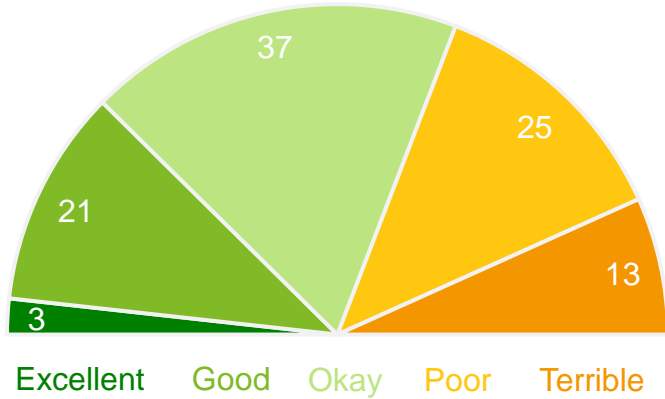
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 977). * Positive Rating = excellent, good + okay

Traffic management on local roads

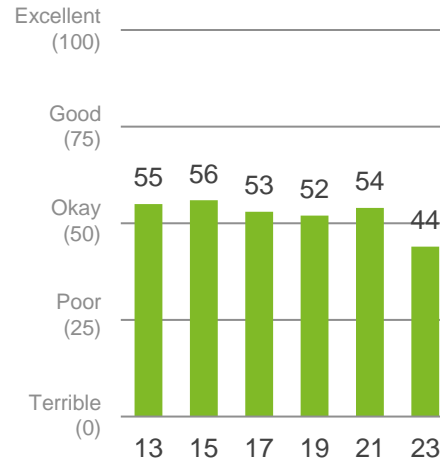
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	44
Industry High	63
Industry Average	52

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
44	45	40	42	46	47	39	43	39	44	40	41	44	49	41	32	52	45	43	42

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1068). * Positive Rating = excellent, good + okay

Parking management

Performance ratings

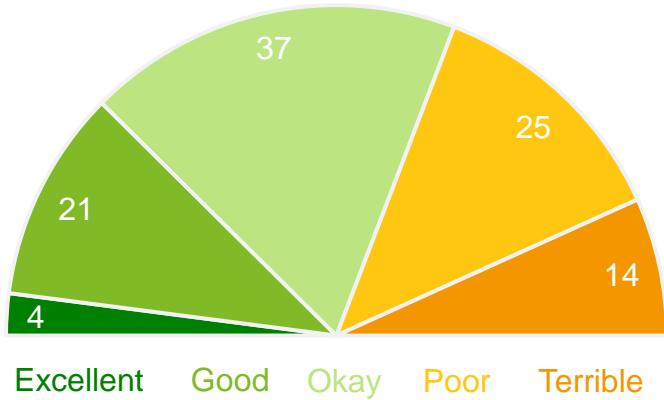
% of respondents

62%

Positive rating*

44

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	44
Industry High	60
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
44	45	41	43	45	47	43	44	38	41	43	42	44	47	38	35	51	45	43	44

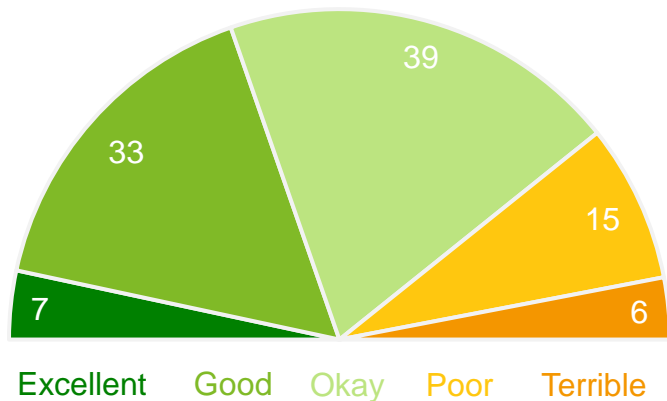
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1063). * Positive Rating = excellent, good + okay

Lighting of streets and public places

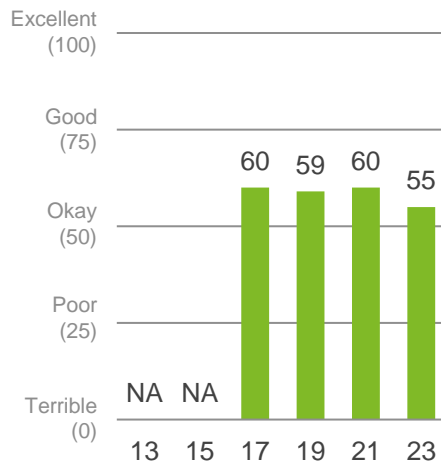
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	55
Industry High	64
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
55	55	53	55	55	56	55	56	52	52	56	52	53	57	53	46	60	54	54	57

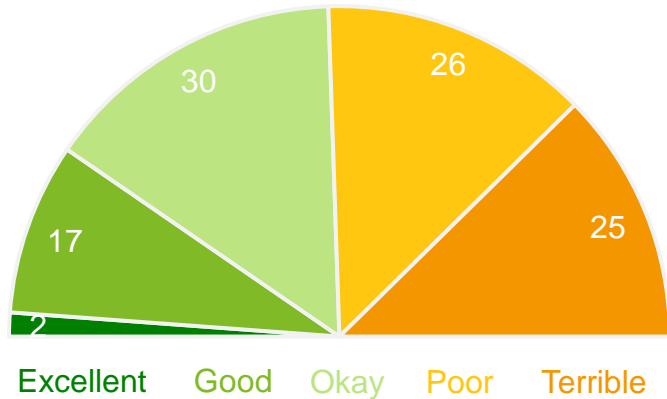
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1059). * Positive Rating = excellent, good + okay

Building and maintaining sealed roads

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



2013 to 2019: Building and maintaining local roads

MARKYT Industry Standards

Performance Index Score



City of Albany	36
Industry High	67
Industry Average	48

Industry Standard: Building and maintaining local roads

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
36	37	35	35	37	40	32	35	30	34	33	31	36	43	33	30	45	38	36	34

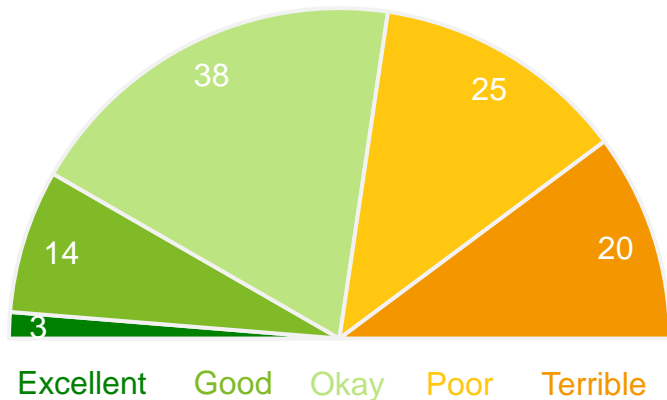
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1079). * Positive Rating = excellent, good + okay

Maintaining unsealed roads

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



2013 to 2019: Building and maintaining local roads

MARKYT Industry Standards

Performance Index Score



City of Albany	38
Industry High	67
Industry Average	48

Industry Standard: Building and maintaining local roads

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
38	39	37	38	39	41	34	39	34	36	36	37	37	43	34	41	51	41	39	31

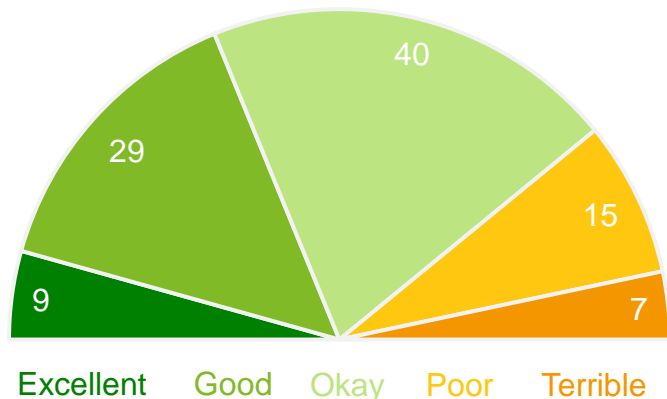
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 864). * Positive Rating = excellent, good + okay

Streetscapes, trees and verges

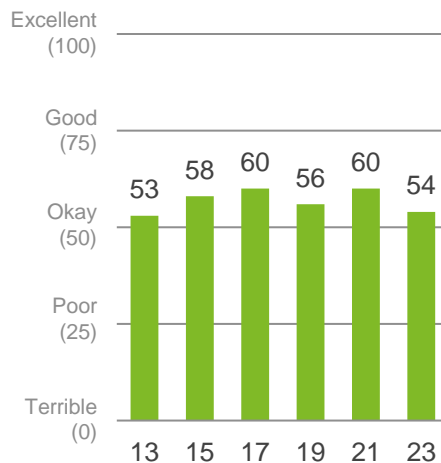
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	64
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
54	54	57	54	55	54	55	56	57	55	59	55	52	53	53	54	68	54	55	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1071). * Positive Rating = excellent, good + okay

Footpaths and cycleways

Performance ratings

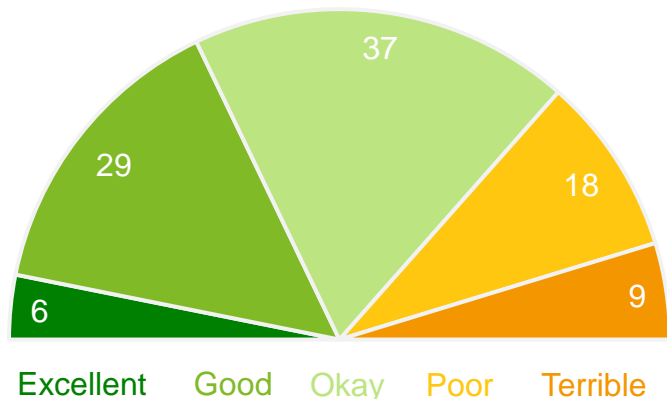
% of respondents

73%

Positive rating*

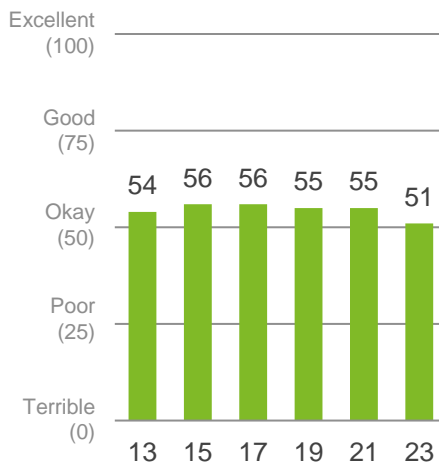
51

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	51
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
51	51	52	51	52	52	48	53	52	54	52	51	50	52	49	53	58	53	50	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1072). * Positive Rating = excellent, good + okay

Access to public transport

Performance ratings

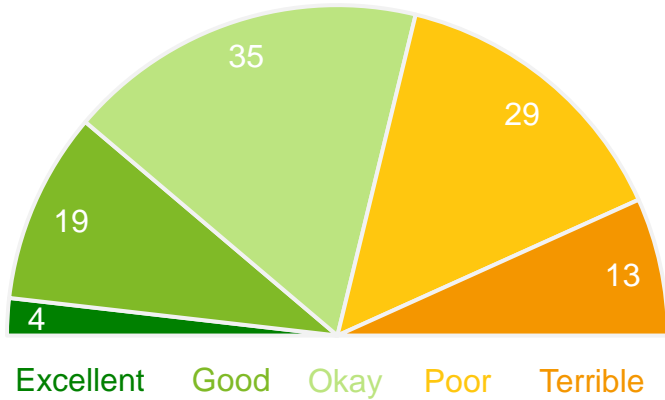
% of respondents

58%

Positive rating*

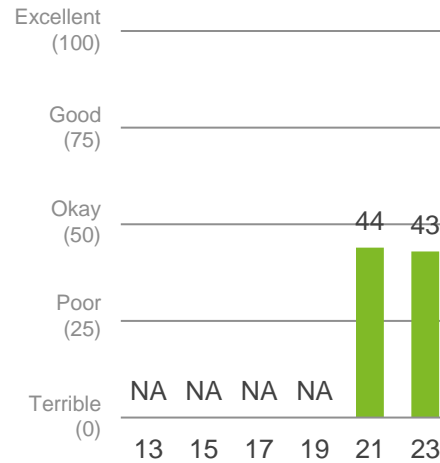
43

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	43
Industry High	81
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
43	42	47	44	41	41	50	45	43	43	44	42	39	45	39	41	41	43	41	44

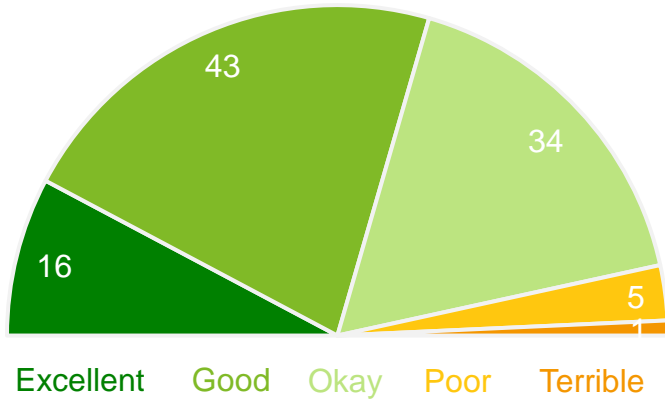
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 851). * Positive Rating = excellent, good + okay

Marine facilities (boat ramps, jetties, etc)

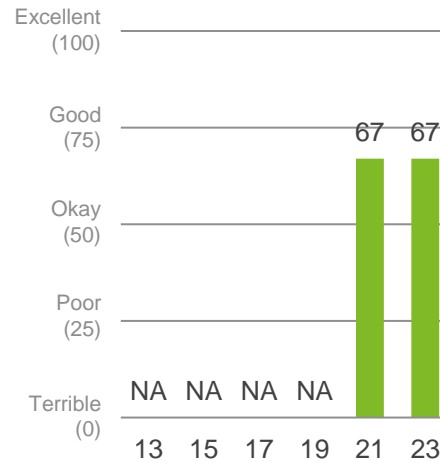
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	67
Industry High	71
Industry Average	59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
67	66	69	68	65	66	66	67	64	66	69	67	63	68	71	61	70	66	67	67

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

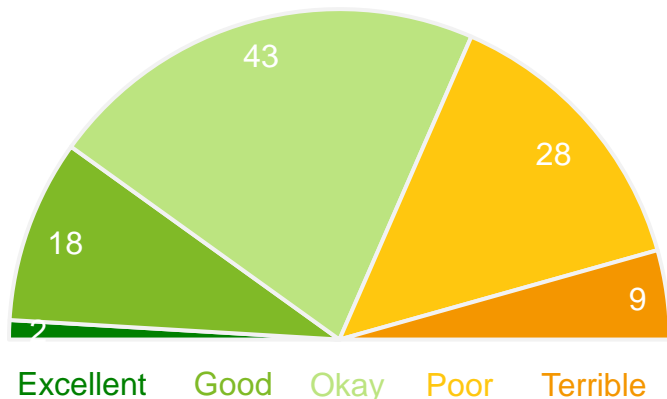
Base: All respondents, excludes 'unsure' and 'no response' (n = 806). * Positive Rating = excellent, good + okay

Prosperity

Economic development and job creation

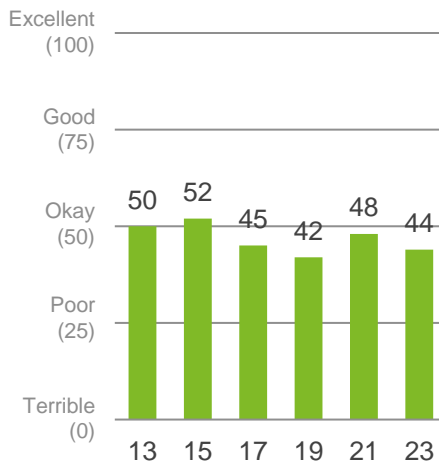
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	44
Industry High	56
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
44	44	46	43	45	46	43	43	42	41	44	41	45	46	42	35	41	41	46	46

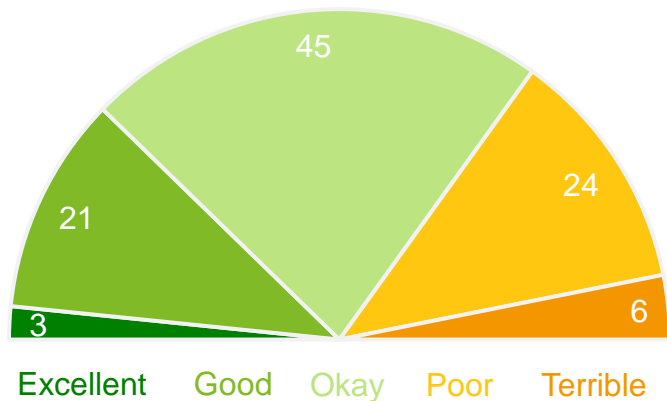
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 786). * Positive Rating = excellent, good + okay

Developing agricultural industries

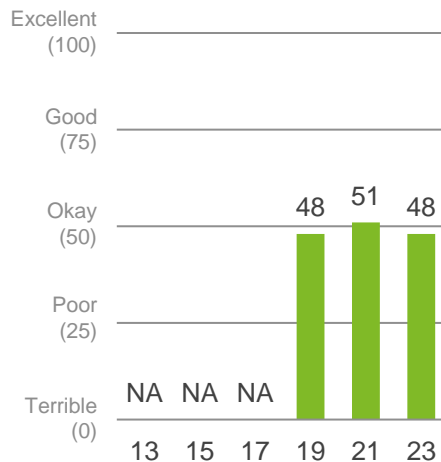
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	48
Industry High	57
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
48	48	46	47	49	49	51	50	44	46	50	49	45	48	45	41	53	50	48	42

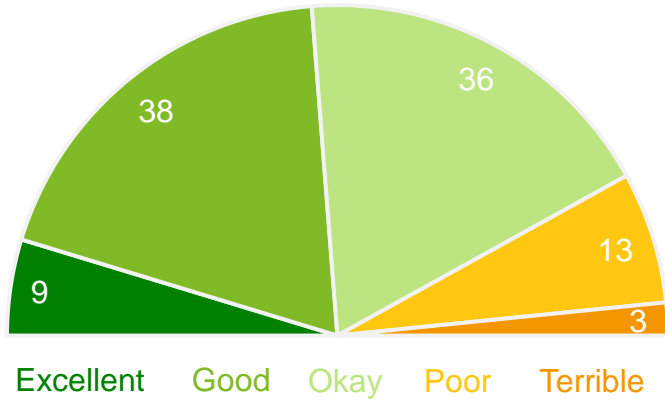
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 634). * Positive Rating = excellent, good + okay

Place to own or operate a business

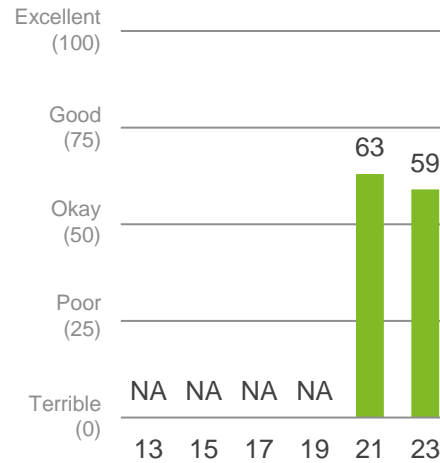
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	59
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
59	59	59	59	60	61	58	57	57	58	56	58	61	63	57	63	51	59	59	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 844). * Positive Rating = excellent, good + okay

Place to own or operate a business

Among local business owners and managers

Performance ratings

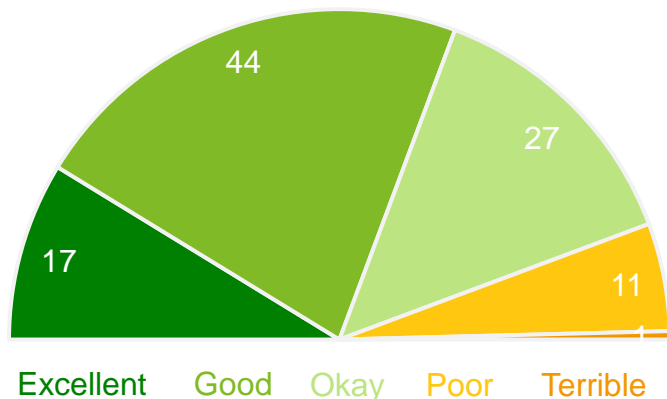
% of respondents

89%

Positive rating*

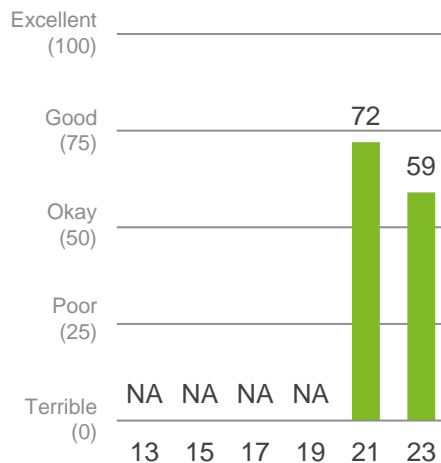
67

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	67
Industry High	79
Industry Average	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 246). * Positive Rating = excellent, good + okay

Access to education, training and personal development opportunities

Performance ratings

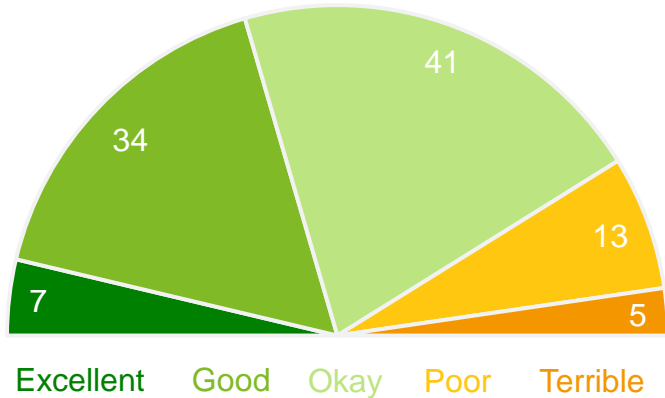
% of respondents

82%

Positive rating*

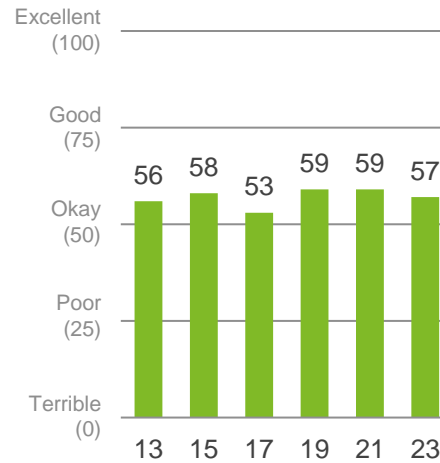
57

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
Industry High	64
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
57	56	59	56	57	59	57	55	53	56	57	52	55	62	56	49	61	55	58	56

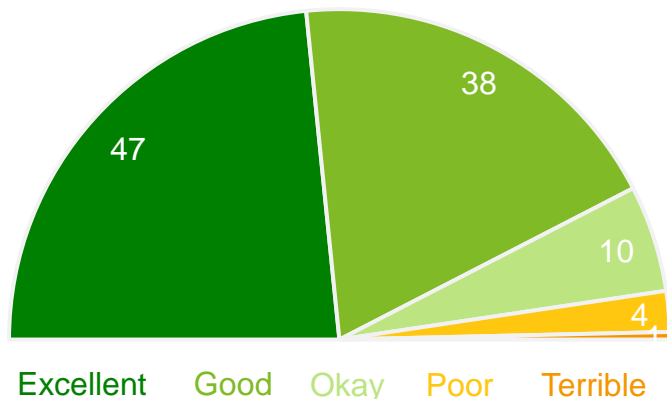
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 871). * Positive Rating = excellent, good + okay

Place to visit

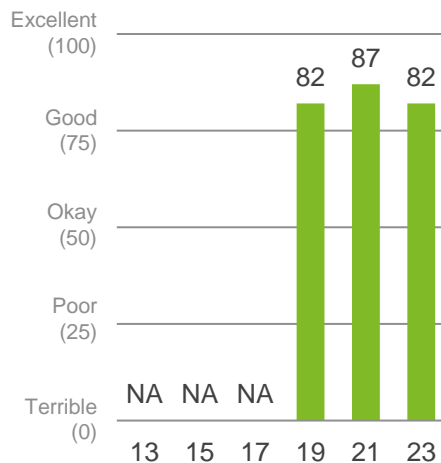
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	82
Industry High	87
Industry Average	69

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
82	82	76	81	83	84	79	78	80	82	76	81	83	87	80	68	74	83	80	82

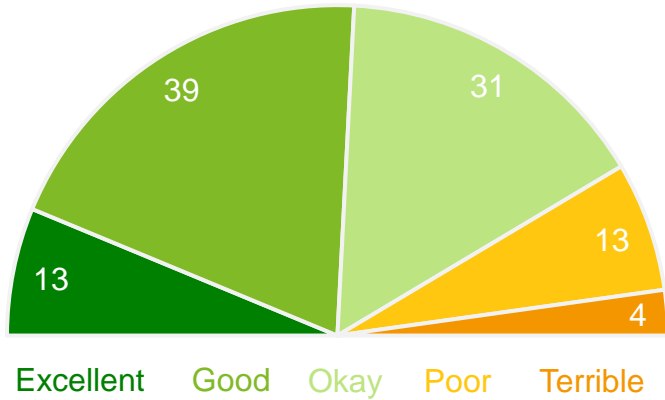
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1174). * Positive Rating = excellent, good + okay

Tourism attractions and place marketing

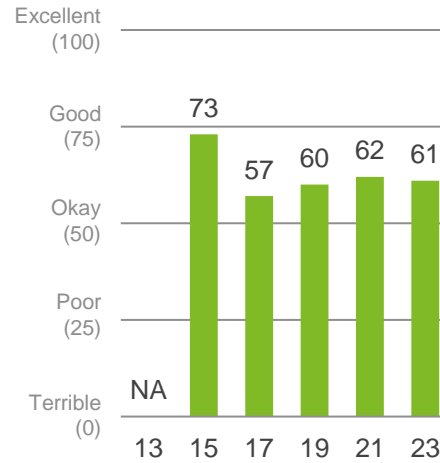
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	61
Industry High	65
Industry Average	50

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
61	61	61	59	62	61	60	62	60	57	60	61	60	61	61	50	54	59	60	66

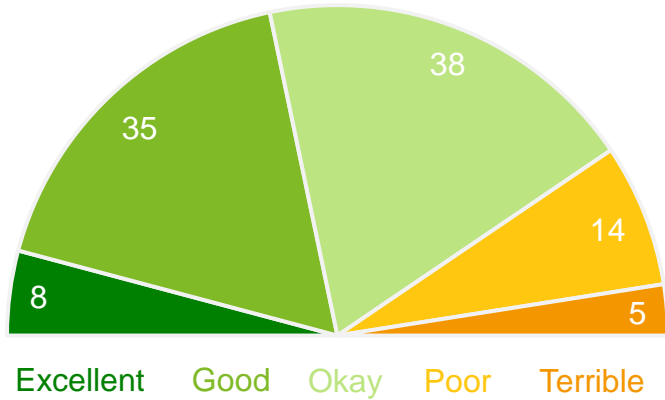
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 1025). * Positive Rating = excellent, good + okay

Albany Airport

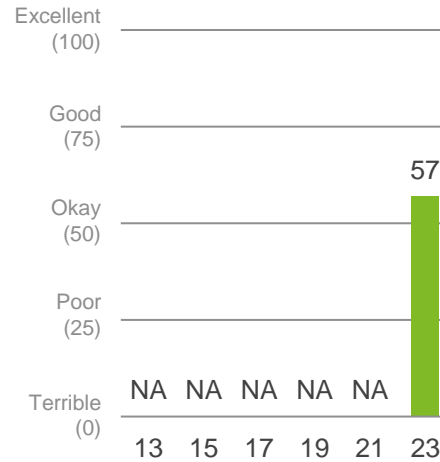
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
Industry High	70
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
57	56	60	56	57	59	52	54	56	60	53	57	55	62	57	49	50	57	56	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 882). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural	
Overall place to live	80	82	73	81	81	84	77	77	77	80	73	79	84	86	79	76	82	81	80	80	
PERFORMANCE																					
Governing organisation	51	51	47	47	54	54	45	47	47	48	44	49	53	57	52	40	54	52	50	49	
Value for money from Council rates	41	41	40	39	42	46	30	35	33	37	32	36	42	50	39	31	44	42	39	41	
Council's leadership	41	41	36	38	44	45	30	34	36	39	31	35	44	49	42	27	43	42	40	39	
Advocacy & lobbying	39	39	39	37	41	42	33	35	34	39	34	35	41	44	38	37	43	40	39	35	
Consultation	37	37	34	34	39	39	31	35	33	33	32	33	38	41	34	27	44	38	36	34	
Communication	42	42	43	39	45	45	38	38	39	37	40	40	43	45	38	35	42	43	42	39	
Customer service	55	56	53	53	58	59	49	51	53	53	46	56	58	59	53	58	69	55	56	54	
Council's plans for the future	41	42	37	39	45	43	40	39	38	40	37	37	43	46	40	31	46	42	42	38	
City's website	54	54	50	50	58	55	53	52	51	53	52	53	53	56	53	49	57	54	54	54	
City's e-newsletters	51	52	45	47	56	53	48	48	47	49	45	50	51	55	53	46	46	52	51	50	
City's social media posts	53	53	54	47	59	54	53	51	51	51	57	52	50	53	50	44	49	54	53	54	

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
PEOPLE																				
Seniors' services and facilities	63	63	64	63	64	63	62	62	63	61	70	60	60	63	60	48	61	65	62	61
Youth services and facilities	56	56	54	58	55	59	52	52	51	52	54	52	55	64	55	44	62	55	56	59
Family and children's services and facilities	56	56	55	56	56	59	52	53	51	54	55	52	57	61	54	46	61	54	54	63
Albany Regional Day Care	60	60	60	58	64	59	62	59	60	62	54	68	60	59	65	46	62	61	60	58
Disability access and inclusion	56	56	60	58	55	57	52	54	56	55	62	55	52	56	48	41	63	57	54	61
Respect for First Nations people	70	70	71	71	70	69	74	70	74	72	74	69	68	68	68	55	66	69	69	75
Volunteer recognition and support	63	63	60	61	65	64	62	62	60	62	58	62	64	66	59	48	72	65	61	61
Health and community services	57	57	58	60	54	59	54	51	53	57	56	50	56	63	52	41	61	57	57	56
Housing	45	47	37	49	42	48	43	41	42	41	45	40	45	52	41	29	57	45	44	50
Public health & wellbeing programs/education	57	57	55	57	56	59	55	54	51	55	56	51	56	62	52	44	68	56	57	58
Town Hall	72	73	66	68	76	73	72	73	68	72	69	71	73	74	68	63	63	72	71	74
Community buildings and halls	63	64	62	62	64	64	65	62	61	60	62	63	63	66	63	57	59	63	62	67
Public toilets	50	50	48	50	50	51	51	52	45	45	49	51	48	50	46	55	55	50	48	53
Sport and recreation facilities and services	73	74	67	72	74	76	71	67	67	71	68	70	73	80	75	63	65	73	72	75
Albany Leisure and Aquatic Centre	71	72	67	70	72	74	71	67	65	70	70	68	69	77	70	58	71	70	72	72
Playgrounds, parks and reserves	68	68	64	66	70	71	59	63	64	69	60	67	69	75	69	58	63	70	65	69
Centennial Park Precinct	74	75	70	72	76	75	75	72	72	76	71	74	74	77	74	65	79	74	74	74
Library services	79	80	73	77	82	82	81	79	74	76	76	77	80	84	79	67	83	79	79	83
Festivals, events, art and cultural activities	68	68	65	66	70	70	66	68	65	66	62	67	69	73	68	61	59	68	67	70
Local history and heritage	67	67	65	66	68	67	64	66	66	68	67	65	67	68	64	56	71	67	67	68
The Mounts Precinct	84	83	84	81	85	84	86	83	81	81	85	81	83	84	81	82	86	83	84	84
Community safety and crime prevention	48	47	52	46	50	52	41	43	44	44	45	45	47	53	46	36	57	50	46	47
Animal management	52	52	56	53	52	51	58	58	52	52	56	53	51	50	52	53	62	52	52	53

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
PLANET																				
Sustainable practices / climate change	54	54	51	54	54	53	54	57	54	54	52	56	51	55	53	53	54	55	54	49
Conservation and environmental management	55	55	57	56	55	53	60	59	57	58	60	55	51	54	53	46	59	56	54	53
Coastal and foreshore management	55	55	54	54	57	54	58	59	55	57	57	56	53	55	54	52	51	56	56	52
Middleton Beach	73	74	69	68	77	73	74	77	71	70	73	77	72	71	75	63	72	74	73	72
Nature trails	63	64	62	64	63	63	66	63	62	66	66	65	61	62	64	60	71	64	64	61
Waste collection services	54	54	58	52	56	61	34	44	46	52	45	46	55	67	51	46	61	55	54	51
Hanrahan Road Waste Facility	66	66	66	62	70	68	63	65	62	65	62	66	63	71	68	57	66	67	65	66
Natural disaster management	54	55	52	54	55	56	50	53	53	55	51	55	54	58	51	50	64	57	55	48
PLACE																				
Responsible growth & development	46	46	46	45	47	47	47	42	42	46	44	44	45	50	44	38	52	47	45	44
City centre development / activation	48	48	51	47	50	48	47	46	47	52	48	49	48	49	48	42	50	48	47	51
Traffic management	44	45	40	42	46	47	39	43	39	44	40	41	44	49	41	32	52	45	43	42
Parking management	44	45	41	43	45	47	43	44	38	41	43	42	44	47	38	35	51	45	43	44
Lighting of streets and public places	55	55	53	55	55	56	55	56	52	52	56	52	53	57	53	46	60	54	54	57
Sealed roads	36	37	35	35	37	40	32	35	30	34	33	31	36	43	33	30	45	38	36	34
Unsealed roads	38	39	37	38	39	41	34	39	34	36	36	37	37	43	34	41	51	41	39	31
Streetscapes, trees and verges	54	54	57	54	55	54	55	56	57	55	59	55	52	53	53	54	68	54	55	54
Footpaths and cycleways	51	51	52	51	52	52	48	53	52	54	52	51	50	52	49	53	58	53	50	52
Public transport	43	42	47	44	41	41	50	45	43	43	44	42	39	45	39	41	41	43	41	44
Marine facilities (boat ramps, jetties, etc)	67	66	69	68	65	66	66	67	64	66	69	67	63	68	71	61	70	66	67	67

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	14-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations	LOTE	Albany Central	Albany Suburbs	Rural
PROSPERITY																				
Place to own or operate a business	59	59	59	59	60	61	58	57	57	58	56	58	61	63	57	63	51	59	59	59
Place to visit	82	82	76	81	83	84	79	78	80	82	76	81	83	87	80	68	74	83	80	82
Economic development and job creation	44	44	46	43	45	46	43	43	42	41	44	41	45	46	42	35	41	41	46	46
Developing agricultural industries	48	48	46	47	49	49	51	50	44	46	50	49	45	48	45	41	53	50	48	42
Tourism attractions and place marketing	61	61	61	59	62	61	60	62	60	57	60	61	60	61	61	50	54	59	60	66
Education and training opportunities	57	56	59	56	57	59	57	55	53	56	57	52	55	62	56	49	61	55	58	56
Albany Airport	57	56	60	56	57	59	52	54	56	60	53	57	55	62	57	49	50	57	56	59

Overview of Geographical Variances

Summary of geographical variances

	Total	Town	Rural	Albany	Bayonet Head	Collingwood Heights	Gledhow	Kalgan	Little Grove	Lower King	Mckail	Mira Mar	Mount Clarence	Mount Melville	Orana	Spencer Park	Warrenup	Yakamia
Overall place to live	80	82	79	82	83	77	83	83	82	80	75	83	81	83	72	82	84	76
PERFORMANCE																		
Governing organisation	51	51	48	52	56	58	45	57	50	50	45	55	47	56	42	56	41	50
Value for money from Council rates	41	41	39	45	46	46	31	50	43	38	30	43	42	48	30	46	30	39
Council's leadership	41	41	38	47	45	47	32	49	42	38	35	43	37	46	32	45	37	39
Advocacy & lobbying	39	40	34	45	42	46	28	45	39	39	35	42	36	41	35	46	31	38
Consultation	37	37	33	43	37	46	29	45	38	37	31	36	38	42	36	42	31	31
Communication	42	43	38	48	43	45	29	49	47	41	37	43	46	43	40	45	39	38
Customer service	55	56	53	57	58	58	55	57	60	57	50	53	51	63	49	59	50	54
Council's plans for the future	41	42	38	41	47	46	34	40	44	46	35	39	37	44	41	50	40	38
City's website	54	53	54	49	57	56	48	55	58	50	52	52	55	53	51	58	53	47
City's e-newsletters	51	51	50	49	56	55	39	58	65	49	49	47	50	51	52	56	41	40
City's social media posts	53	53	54	52	52	59	45	62	58	55	51	46	55	52	53	59	55	46

Summary of geographical variances

	Total	Town	Rural	Albany	Bayonet Head	Collingwood Heights	Gledhow	Kalgan	Little Grove	Lower King	Mckail	Mira Mar	Mount Clarence	Mount Melville	Orana	Spencer Park	Warrenup	Yakamia
PEOPLE																		
Seniors' services and facilities	63	63	61	66	61	75	54	68	65	66	62	69	63	64	68	63	53	58
Youth services and facilities	56	55	58	50	55	60	47	61	60	55	52	58	55	58	54	55	54	57
Family and children's services and facilities	56	54	64	50	55	58	51	59	55	54	50	58	55	60	51	56	49	54
Albany Regional Day Care	60	60	56	53	60	68	49	75	69	51	53	60	67	49	63	85	60	59
Disability access and inclusion	56	55	61	61	55	60	45	63	52	59	52	62	58	52	56	57	49	51
Respect for First Nations people	70	69	76	69	71	75	67	77	70	69	74	65	70	67	74	70	71	60
Volunteer recognition and support	63	63	60	64	64	69	51	57	54	62	63	66	66	68	58	64	58	58
Health and community services	57	57	56	62	59	62	48	59	63	58	50	53	57	57	54	59	58	53
Housing	45	44	50	42	53	48	38	57	41	39	48	40	48	45	37	46	50	34
Public health & wellbeing programs/education	57	56	58	59	57	64	48	60	61	56	51	54	57	58	52	57	60	53
Town Hall	72	72	75	71	72	70	66	74	72	73	64	74	74	79	71	72	74	74
Community buildings and halls	63	63	68	65	62	69	53	68	64	66	63	58	61	64	61	65	59	62
Public toilets	50	49	53	52	42	53	53	50	47	47	42	49	52	54	51	51	45	44
Sport and recreation facilities and services	73	73	76	72	73	79	66	73	73	76	73	72	79	70	68	71	74	74
Albany Leisure and Aquatic Centre	71	71	72	70	72	80	65	71	73	71	69	69	72	73	71	70	79	72
Playgrounds, parks and reserves	68	68	69	68	65	70	61	65	68	65	64	67	74	73	65	72	59	67
Centennial Park Precinct	74	74	74	70	76	79	71	85	77	71	72	74	78	75	73	77	72	74
Library services	79	79	82	74	79	84	70	82	82	80	75	75	82	80	80	81	81	74
Festivals, events, art and cultural activities	68	68	72	64	67	71	66	69	66	68	62	65	66	70	68	74	70	65
Local history and heritage	67	66	67	60	66	66	60	73	71	67	65	68	68	67	72	70	64	62
The Mounts Precinct	84	83	85	83	85	90	84	86	79	86	82	81	86	82	78	85	85	86
Community safety and crime prevention	48	49	45	53	51	54	34	54	47	48	41	53	54	53	33	51	47	44
Animal management	52	52	53	52	54	63	53	60	47	49	52	52	50	57	51	54	54	45

Summary of geographical variances

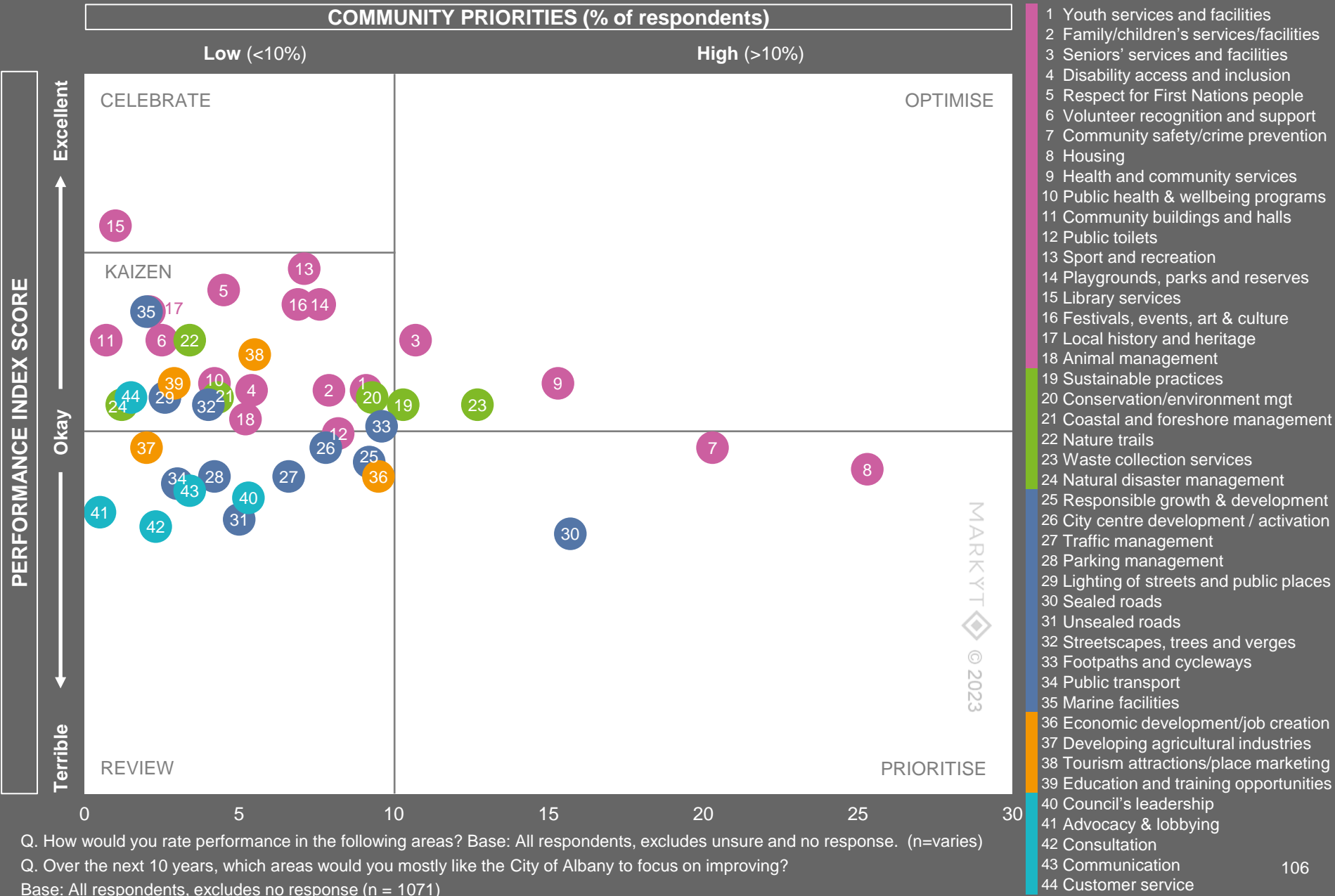
	Total	Town	Rural	Albany	Bayonet Head	Collingwood Heights	Gledhow	Kalgar	Little Grove	Lower King	Mckail	Mira Mar	Mount Clarence	Mount Melville	Orana	Spencer Park	Warrenup	Yakamia
PLANET																		
Sustainable practices / climate change	54	54	49	53	55	58	52	51	51	54	54	60	45	56	51	58	54	51
Conservation and environmental management	55	55	54	49	56	63	53	54	53	53	61	57	49	57	54	62	53	49
Coastal and foreshore management	55	55	53	55	60	60	51	51	55	51	56	54	48	58	57	61	57	55
Middleton Beach	73	73	72	74	74	75	71	73	69	71	70	74	74	74	73	77	78	75
Nature trails	63	64	61	62	65	72	59	66	63	65	69	62	56	60	63	67	62	61
Waste collection services	54	55	49	57	58	60	47	65	60	52	38	64	58	64	39	61	51	53
Hanrahan Road Waste Facility	66	66	65	70	67	68	60	68	59	65	63	70	60	68	71	68	62	60
Natural disaster management	54	56	46	53	61	63	49	52	54	54	57	52	55	62	44	58	47	54
PLACE																		
Responsible growth & development	46	46	43	46	48	53	39	58	43	48	43	52	44	44	42	52	43	41
City centre development / activation	48	48	51	50	48	50	43	57	44	49	46	50	41	51	47	53	52	47
Traffic management	44	45	41	49	44	51	39	48	47	41	38	48	39	51	36	50	35	46
Parking management	44	45	42	51	41	39	40	46	51	40	41	42	45	50	46	49	39	41
Lighting of streets and public places	55	54	57	61	53	59	47	61	55	55	51	53	49	59	54	59	52	50
Sealed roads	36	37	33	49	34	38	26	42	45	38	31	40	44	40	29	39	26	36
Unsealed roads	38	40	30	52	37	50	31	31	45	41	36	42	49	40	32	40	30	36
Streetscapes, trees and verges	54	55	54	58	53	60	52	59	59	55	56	54	45	56	50	57	60	53
Footpaths and cycleways	51	51	53	52	45	60	47	46	46	53	56	52	46	55	56	52	52	53
Public transport	43	42	46	46	43	42	37	40	36	39	40	39	41	47	42	49	47	43
Marine facilities (boat ramps, jetties, etc)	67	66	67	65	66	62	61	67	71	71	67	60	65	70	68	68	65	65

Summary of geographical variances

	Total	Town	Rural	Albany	Bayonet Head	Collingwood Heights	Gledhow	Kalgan	Little Grove	Lower King	Mckail	Mira Mar	Mount Clarence	Mount Melville	Orana	Spencer Park	Warrenup	Yakamia
PROSPERITY																		
Place to own or operate a business	59	59	58	65	66	56	65	67	61	54	57	56	61	57	57	59	56	57
Place to visit	82	82	80	84	85	83	75	87	79	79	77	85	87	80	75	85	79	79
Economic development and job creation	44	44	46	46	48	54	36	50	47	42	39	40	43	42	46	44	46	46
Developing agricultural industries	48	49	41	54	47	50	43	54	51	43	50	45	53	54	49	47	43	57
Tourism attractions and place marketing	61	60	66	59	60	64	52	70	60	64	55	56	61	60	55	66	60	62
Education and training opportunities	57	57	55	57	58	65	50	63	61	57	54	52	51	59	53	58	55	61
Albany Airport	57	57	59	57	59	57	50	65	57	56	54	60	55	53	49	57	54	58

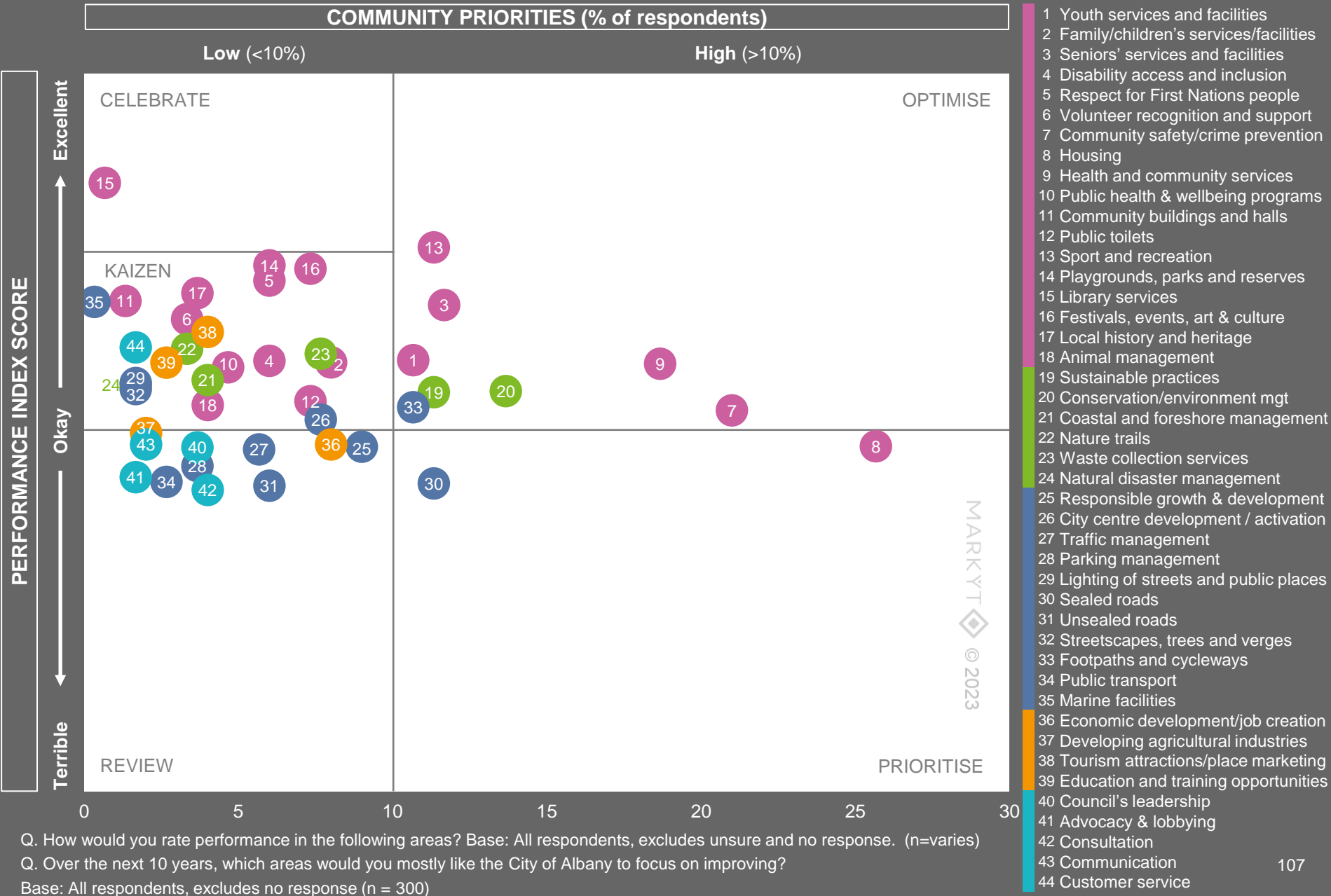
MARKYT community priorities

Other stakeholder groups



MARKYT Community Priorities

Community organisations



COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

OPTIMISE

CELEBRATE

PERFORMANCE INDEX SCORE

Okay

KAIZEN

Terrible

REVIEW

PRIORITISE

0 5 10 15 20 25 30

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- 1 Youth services and facilities
- 2 Family/children's services/facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations people
- 6 Volunteer recognition and support
- 7 Community safety/crime prevention
- 8 Housing
- 9 Health and community services
- 10 Public health & wellbeing programs
- 11 Community buildings and halls
- 12 Public toilets
- 13 Sport and recreation
- 14 Playgrounds, parks and reserves
- 15 Library services
- 16 Festivals, events, art & culture
- 17 Local history and heritage
- 18 Animal management
- 19 Sustainable practices
- 20 Conservation/environment mgt
- 21 Coastal and foreshore management
- 22 Nature trails
- 23 Waste collection services
- 24 Natural disaster management
- 25 Responsible growth & development
- 26 City centre development / activation
- 27 Traffic management
- 28 Parking management
- 29 Lighting of streets and public places
- 30 Sealed roads
- 31 Unsealed roads
- 32 Streetscapes, trees and verges
- 33 Footpaths and cycleways
- 34 Public transport
- 35 Marine facilities
- 36 Economic development/job creation
- 37 Developing agricultural industries
- 38 Tourism attractions/place marketing
- 39 Education and training opportunities
- 40 Council's leadership
- 41 Advocacy & lobbying
- 42 Consultation
- 43 Communication
- 44 Customer service

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

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving?

Base: All respondents, excludes no response (n = 226)

MARKYT Community Priorities

Out of area ratepayers and visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

PERFORMANCE INDEX SCORE

Okay

Terrible

OPTIMISE

CELEBRATE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30

- 1 Youth services and facilities
- 2 Family/children's services/facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations people
- 6 Volunteer recognition and support
- 7 Community safety/crime prevention
- 8 Housing
- 9 Health and community services
- 10 Public health & wellbeing programs
- 11 Community buildings and halls
- 12 Public toilets
- 13 Sport and recreation
- 14 Playgrounds, parks and reserves
- 15 Library services
- 16 Festivals, events, art & culture
- 17 Local history and heritage
- 18 Animal management
- 19 Sustainable practices
- 20 Conservation/environment mgt
- 21 Coastal and foreshore management
- 22 Nature trails
- 23 Waste collection services
- 24 Natural disaster management
- 25 Responsible growth & development
- 26 City centre development / activation
- 27 Traffic management
- 28 Parking management
- 29 Lighting of streets and public places
- 30 Sealed roads
- 31 Unsealed roads
- 32 Streetscapes, trees and verges
- 33 Footpaths and cycleways
- 34 Public transport
- 35 Marine facilities
- 36 Economic development/job creation
- 37 Developing agricultural industries
- 38 Tourism attractions/place marketing
- 39 Education and training opportunities
- 40 Council's leadership
- 41 Advocacy & lobbying
- 42 Consultation
- 43 Communication
- 44 Customer service

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

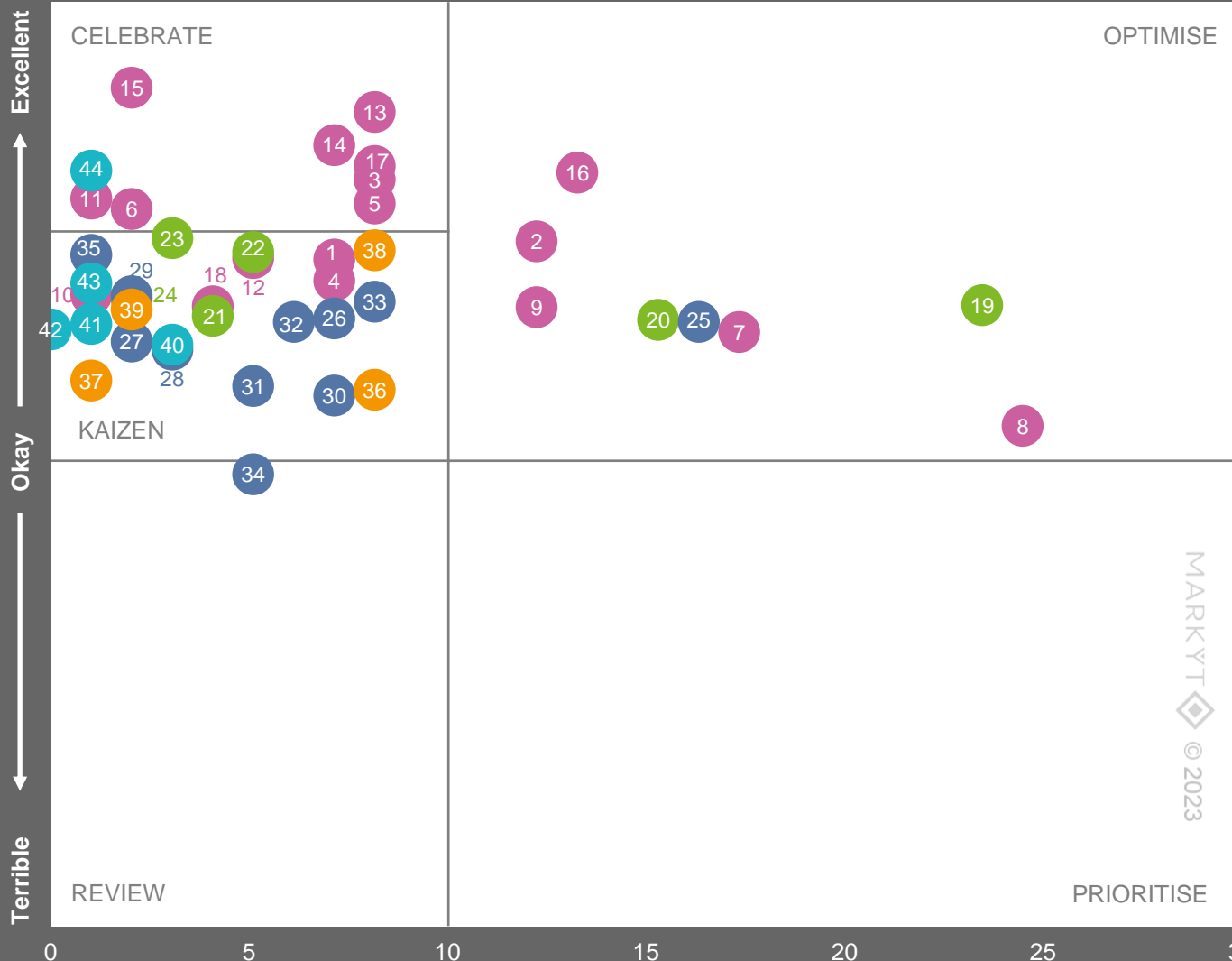
Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving?

Base: All respondents, excludes no response (n = 43)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Youth services and facilities
- 2 Family/children's services/facilities
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations people
- 6 Volunteer recognition and support
- 7 Community safety/crime prevention
- 8 Housing
- 9 Health and community services
- 10 Public health & wellbeing programs
- 11 Community buildings and halls
- 12 Public toilets
- 13 Sport and recreation
- 14 Playgrounds, parks and reserves
- 15 Library services
- 16 Festivals, events, art & culture
- 17 Local history and heritage
- 18 Animal management
- 19 Sustainable practices
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- 22 Nature trails
- 23 Waste collection services
- 24 Natural disaster management
- 25 Responsible growth & development
- 26 City centre development / activation
- 27 Traffic management
- 28 Parking management
- 29 Lighting of streets and public places
- 30 Sealed roads
- 31 Unsealed roads
- 32 Streetscapes, trees and verges
- 33 Footpaths and cycleways
- 34 Public transport
- 35 Marine facilities
- 36 Economic development/job creation
- 37 Developing agricultural industries
- 38 Tourism attractions/place marketing
- 39 Education and training opportunities
- 40 Council's leadership
- 41 Advocacy & lobbying
- 42 Consultation
- 43 Communication
- 44 Customer service

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

Q. Over the next 10 years, which areas would you mostly like the City of Albany to focus on improving?

Base: All respondents, excludes no response (n = 98)



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MARKYT 