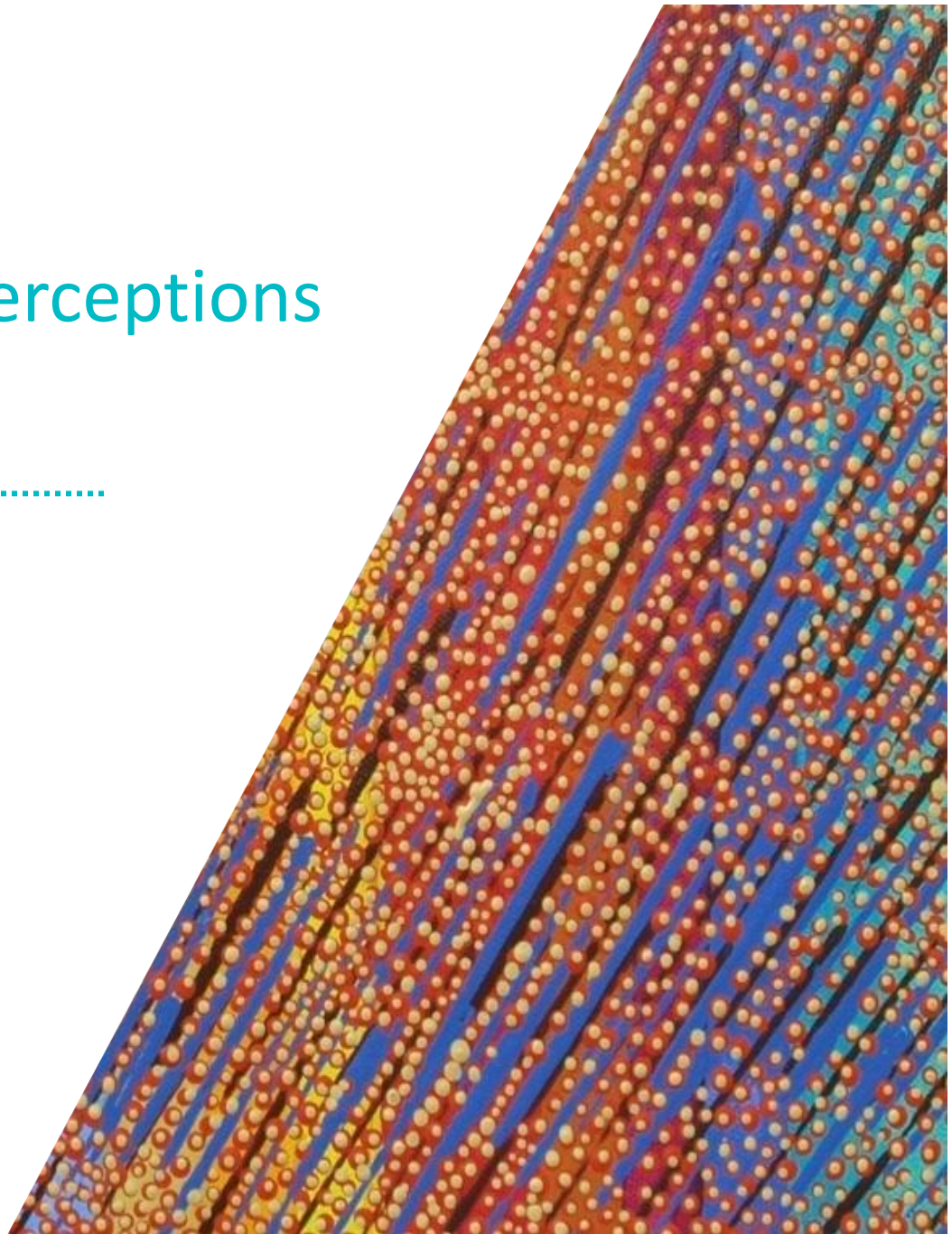
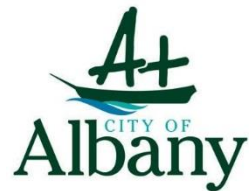


## Community Perception Survey - Summary

	2013	2015	LG Average	Regional Leader	LG Leader
Albany as a place to live	90%	<b>93%</b>	89%		
COA as a Governing organisation	58%	<b>73%</b>	76%		
Value for money from rates	51%	<b>61%</b>	64%		
<b>Civic Leadership</b>	<b>2013</b>	<b>2015</b>	<b>LG Average</b>	<b>Regional Leader</b>	<b>LG Leader</b>
Council's leadership	48%	<b>56%</b>	61%		
City has communicated a clear vision	33%	<b>44%</b>	44%		
Community consultation about local issues	48%	<b>57%</b>	55%		
Elected members understanding of community needs	34%	<b>46%</b>	49%		
Staff understanding of community needs	45%	<b>52%</b>	54%		
Openness and transparency of council processes	38%	<b>47%</b>	54%		
City Website	73%	<b>78%</b>	70%	x	
Customer Service	71%	<b>77%</b>	75%		
<b>Sense of Community</b>	<b>2013</b>	<b>2015</b>	<b>LG Average</b>	<b>Regional Leader</b>	<b>LG Leader</b>
Library and information services	91%	<b>97%</b>	85%	x	x
Sport and recreation facilities	80%	<b>86%</b>	81%		
Art facilities	81%	<b>85%</b>	NA		
Airport Facilities & Services		<b>77%</b>	NA		
Festivals, events and cultural activities	76%	<b>79%</b>	76%		
Preservation and promotion of local history and heritage	79%	<b>91%</b>	72%	x	x
Services and facilities for youth	62%	<b>69%</b>	62%	x	
Services and facilities for seniors	73%	<b>80%</b>	73%	x	
Services and facilities for people with disabilities	73%	<b>72%</b>	65%	x	
Safety and Security	76%	<b>81%</b>	72%		
Graffiti, vandalism and anti-social behaviour	70%	<b>78%</b>	71%		
<b>Clean, Green &amp; Sustainable</b>	<b>2013</b>	<b>2015</b>	<b>LG Average</b>	<b>Regional Leader</b>	<b>LG Leader</b>
Promote and adopt sustainable practices	62%	<b>69%</b>	64%	x	
Waste collection services	86%	<b>86%</b>	87%		
Manage and reduce waste	75%	<b>81%</b>	NA		
Animal and pest control	70%	<b>73%</b>	72%	x	
Management of coastal and foreshore areas	69%	<b>73%</b>	64%	x	x
Bush fire prevention and control	71%	<b>74%</b>	75%		
<b>Connected Built Environment</b>	<b>2013</b>	<b>2015</b>	<b>LG Average</b>	<b>Regional Leader</b>	<b>LG Leader</b>
Planning and Building approvals	46%	<b>46%</b>	53%		
City Centre Development	52%	<b>80%</b>	67%	x	
Area's Character and identity	80%	<b>89%</b>	79%	x	x
Streetscapes	69%	<b>81%</b>	73%		
Parks, Natural Reserves & Sporting Grounds	79%	<b>85%</b>	86%		
Community building and halls	71%	<b>82%</b>	72%		
Public Toilets	54%	<b>61%</b>			
Footpaths, cycleway and trails	69%	<b>74%</b>	71%		
Storm water drainage	50%	<b>66%</b>	65%	x	
Maintenance of sealed roads	56%	<b>67%</b>	71%		
Maintenance of unsealed roads	44%	<b>49%</b>			
Management & control of traffic on local roads	72%	<b>73%</b>	69%		
Management of parking	56%	<b>59%</b>	67%		
<b>Smart, Prosperous &amp; Growing</b>	<b>CoA Satisfied</b>	<b>2015</b>	<b>LG Average</b>	<b>Regional Leader</b>	<b>LG Leader</b>
Economic development, tourism and job creation	58%	<b>68%</b>	54%	x	x
Benefit from significant Events		<b>86%</b>			
Tourism Attractions (such as NAC)		<b>94%</b>			
Education and training opportunities	75%	<b>78%</b>	62%	x	x

# 2015 Community Perceptions



# Contents



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# Strategic Insights

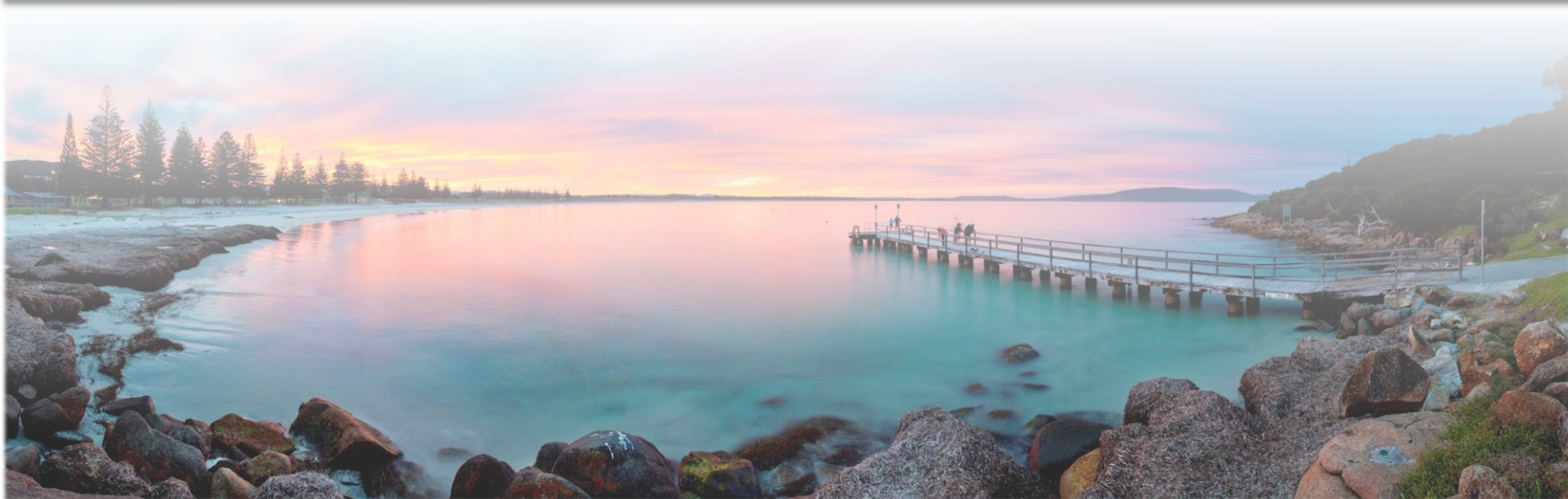
# A strong and improving Council

.....

**93%** satisfied with the City of Albany **as a place to live**  
including **73% who are 'delighted'** (rating 8+ out of 10)

**73%** satisfied with the City of Albany **as a governing organisation**  
including **34% who are 'delighted'** (rating 8+ out of 10)

▲  
Up significantly  
from 2013



# 22 performance areas have improved since 2013

.....

## Satisfaction towards the City of Albany has significantly increased in the following areas:

- Overall satisfaction with the City as a governing organisation
- Value for money from rates
- Council's leadership within the community
- How the community is consulted about local issues
- How open and transparent council processes are
- Library and information services
- Sport and recreation facilities
- How local history and heritage is preserved and promoted
- Facilities, services and care available for seniors
- The control of graffiti, vandalism and anti-social behaviour
- How the city centre is being developed
- The area's character and identity
- Streetscapes
- Parks and sporting grounds
- Natural reserves
- Community buildings and halls
- Storm water drainage
- Maintenance of sealed roads
- Tourism marketing and support

## Overall perceptions of the City of Albany have also increased significantly in the following areas:

- The City of Albany has developed and communicated a clear vision for the area
- Elected members have a good understanding of our needs
- Staff at the City of Albany have a good understanding of our needs



# Areas of comparative strength and leadership

.....

## Industry Leadership

Albany is the highest performing council out of all participating councils in WA for the following areas\*

- ➔ Library and information services
- ➔ How local history and heritage is preserved and promoted
- ➔ The area's character and identity
- ➔ Education and training opportunities
- ➔ The management of coastal and foreshore areas
- ➔ Economic development, tourism and job creation

## Regional Leadership

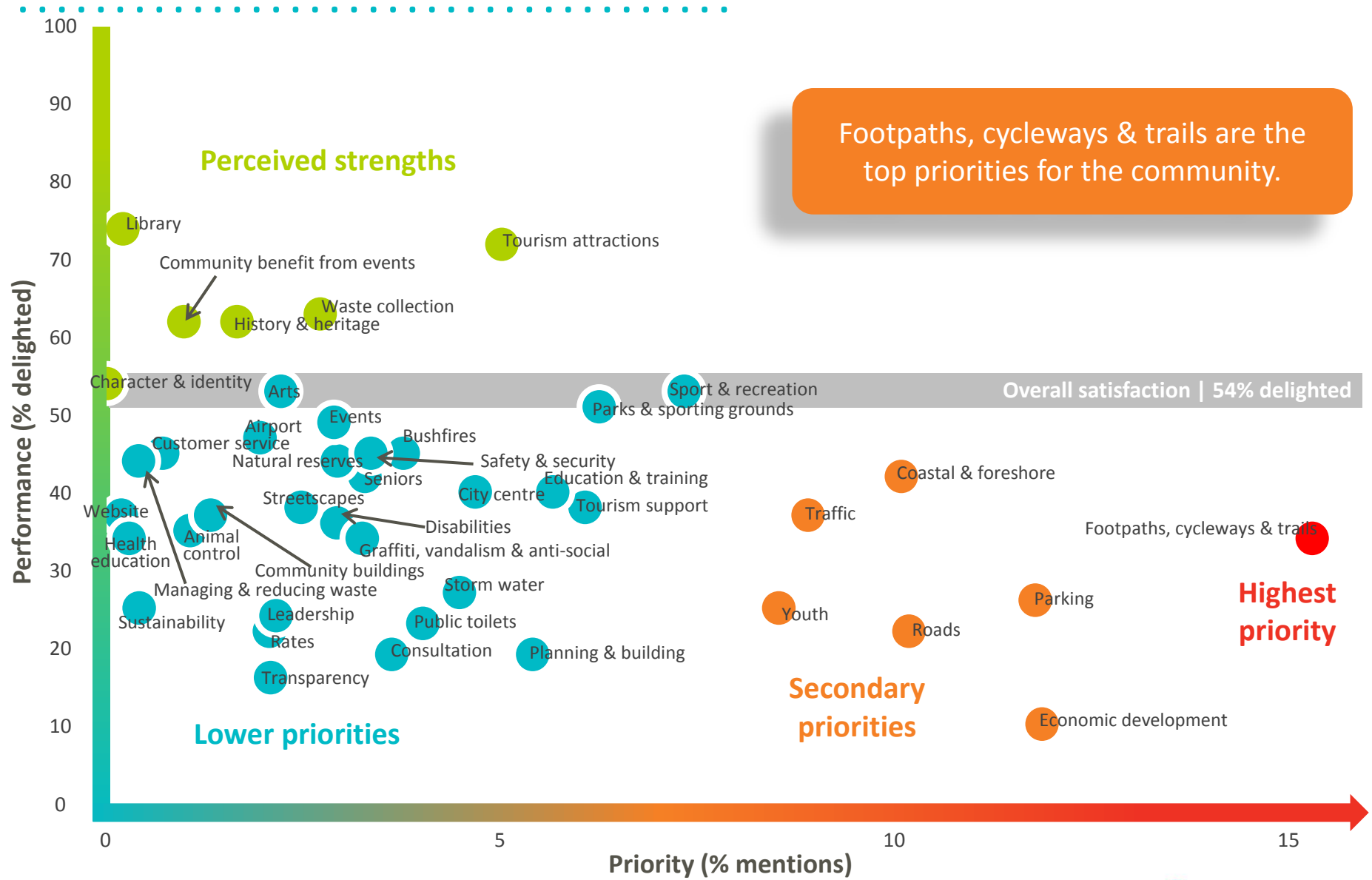
Albany is also the highest performing council out of all participating regional councils in WA for the following areas\*

- ➔ Facilities, services and care available for seniors
- ➔ How the city centre is being developed
- ➔ The city's website
- ➔ Animal and pest control
- ➔ Access to services and facilities for people with disabilities
- ➔ Services & facilities for youth
- ➔ Efforts to promote and adopt sustainable practices
- ➔ Storm water drainage



\* Industry Standards have been calculated using satisfaction scores of 6 or above out of 10

# Community Priorities <sup>TM</sup>



Footpaths, cycleways & trails are the top priorities for the community.

Q. How satisfied are you with: Base: All respondents who provided a valid response (Residents 2015 n = varies)  
 Q. Which areas would you most like the City of Albany to focus on improving? Base: All respondents (Residents 2015 n = 402)



# Addressing community priorities

.....



## Footpaths and cycleways

### TOP PRIORITY

Provide more footpaths and cycleways around Albany, and better connections between existing paths and cycleways.

Focus on improved maintenance of existing paths and cycleways.



## Management of parking

## Road maintenance

## Traffic management & control

### SECONDARY PRIORITIES

Provide more parking in the CBD and better access to parking for seniors and people with a disability or impairment.

Implement more regular maintenance of roads and ensure maintenance is done correctly the first time.

Improve traffic management in the CBD and during peak times, especially after school and during peak tourism periods. Consider removing roundabouts from problem intersections and install traffic lights.

# Addressing community priorities

.....

## SECONDARY PRIORITIES (Continued)



### Economic development & job creation

Encourage further investment from industry to boost jobs for young people and support small business.

Continue to support and promote the local tourism industry to increase jobs in this area.



### Youth services & facilities

More entertainment, activities and cultural experiences to engage the youth and keep them in the area.

Attract new businesses to provide employment for youth and facilitate better nightlife activities for young adults.



### Management of coastal & foreshore areas

Redevelop the Middleton Beach area and provide more facilities and services to bring locals and tourists to the area.

Regular maintenance of coastal areas to deal with issues such as erosion.

# The study

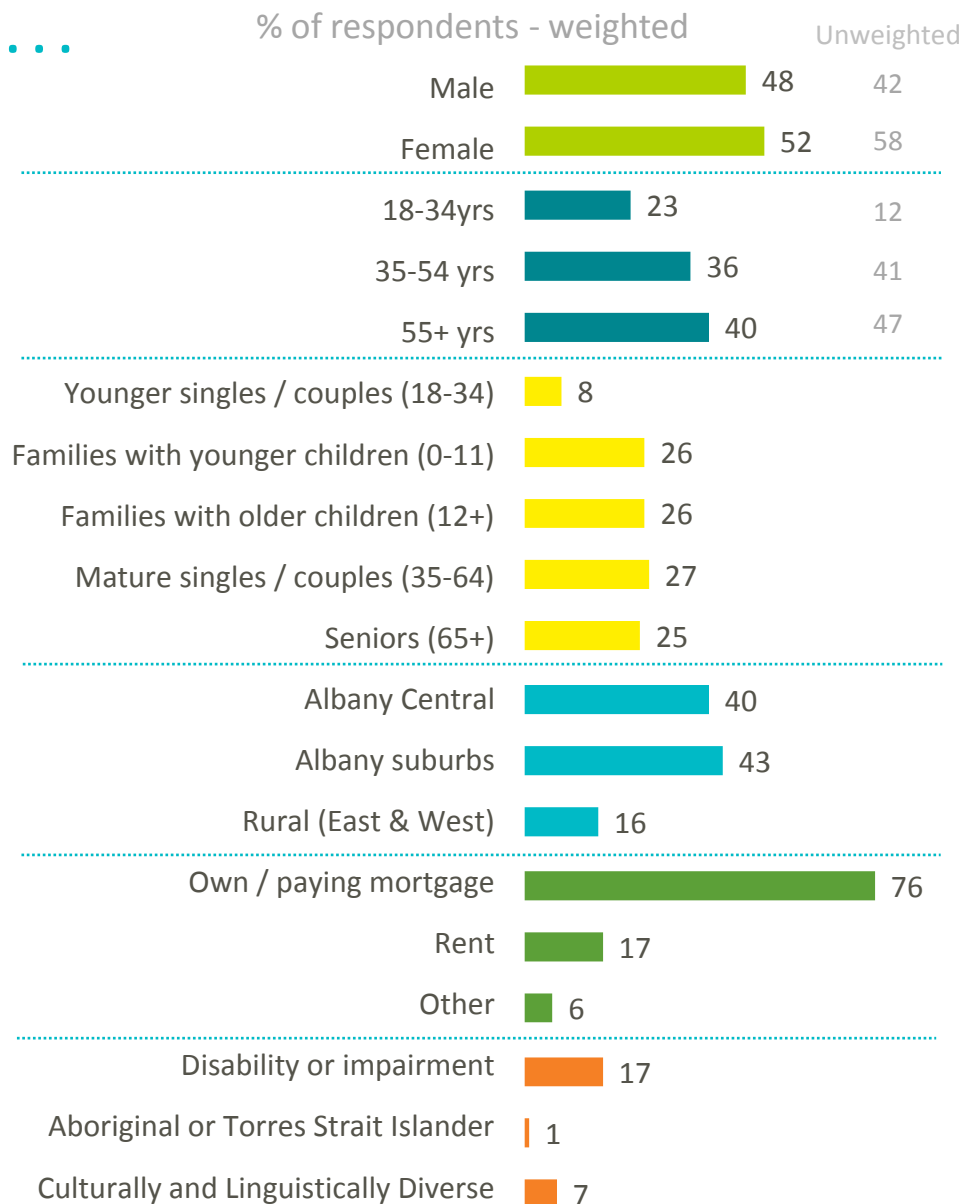
# The study

In February 2015, the City of Albany administered the CATALYSE® Community Perceptions Survey.

**Purpose:** to understand and monitor community priorities and evaluate community perceptions of Council’s performance to report against key performance indicators in the Strategic Community Plan.

**Methodology:** the survey was conducted by phone with 402 randomly selected residents.

Interviewing was completed by the ECU Survey Research Centre, with quotas set by age, gender and location, and weighting applied, to match the population profile. Sampling precision is +/- 5% at the 95% confidence interval.



# Councils contributing to the Industry Standards\*



## Metropolitan councils



## Regional councils



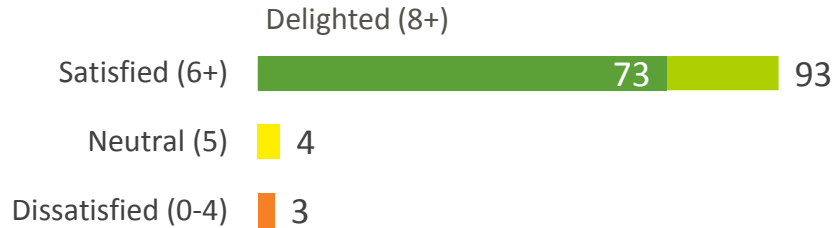
\* Industry Standards are provided when three or more Councils have asked the same question in the past 3 years

# Overall perceptions

# Overall satisfaction with City of Albany | as a place to live

## CITY OF ALBANY PERFORMANCE

% of respondents



Overall satisfaction with the City of Albany as a place to live is very high.

- 93% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	57%	14%
Families with younger children (0-11)	66%	5%
Families with older children (12+)	70%	4%
Older singles / couples (35-64)	77%	1%
Seniors (65+)	81%	1%
Albany Central	79%	2%
Albany Suburbs	68%	2%
Rural (East & West)	71%	9%
Disability or impairment	81%	0%
Culturally and Linguistically Diverse	81%	0%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



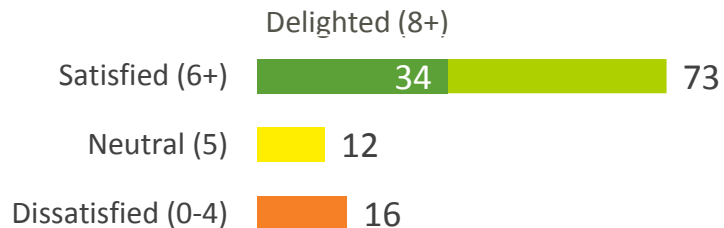
%% %% = significant variance    %% = Small sample size (n < 30)

Q. Overall, how satisfied are you with the City of Albany as a place to live? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 401)

# Overall satisfaction with City of Albany | as a governing organisation

## CITY OF ALBANY PERFORMANCE % of respondents



Overall satisfaction with the City of Albany as a governing organisation is relatively high (up significantly).

- 73% are satisfied
- 16% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	26%	26%
Families with younger children (0-11)	25%	24%
Families with older children (12+)	35%	19%
Older singles / couples (35-64)	33%	14%
Seniors (65+)	44%	7%
Disability or impairment	43%	20%
Culturally and Linguistically Diverse	30%	4%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

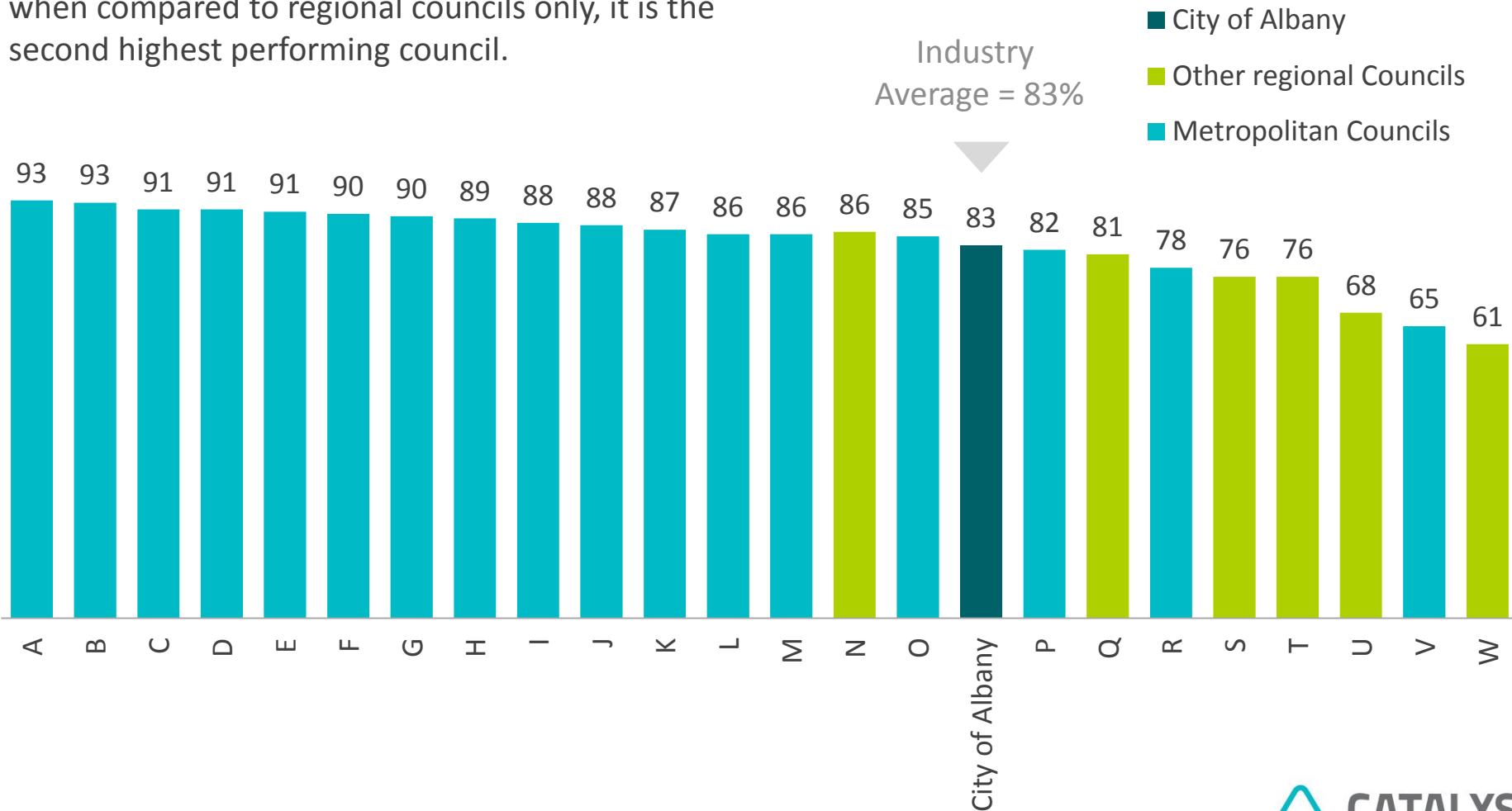
Q. Overall, how satisfied are you with the City of Albany, the organisation that governs the local area? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 379)



# Overall satisfaction – the City’s performance compared to others

The City of Albany’s overall performance is slightly below average when compared to metropolitan and regional councils across Western Australia. However, when compared to regional councils only, it is the second highest performing council.



Industry Standards have been calculated using satisfaction scores of 6 or above out of 10

# Value for money from rates

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) **22** 61

Neutral (5) 15

Dissatisfied (0-4) 24

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with value for money from Council rates is moderate (up significantly).

- 61% are satisfied
- 24% are dissatisfied

% of respondents

	Delighted	Dissatisfied
Male	17%	<b>31%</b>
Female	26%	17%
18 - 34 years	27%	<b>37%</b>
35 - 54 years	12%	23%
55+ years	<b>29%</b>	20%
Albany Central	22%	16%
Albany Suburbs	22%	25%
Rural (East & West)	19%	<b>37%</b>
Disability or impairment	28%	<b>13%</b>
Culturally and Linguistically Diverse	36%	18%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. How satisfied are you with the value for money you get from your Council rates?

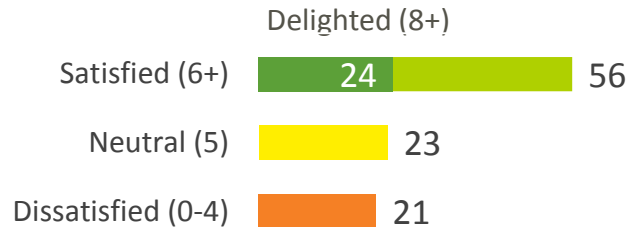
Base: Respondents who own / are paying mortgage on their home and who provided a valid response, excludes 'don't know' (Residents n = 299)

# Civic leadership

# Council's leadership within the community

## CITY OF ALBANY PERFORMANCE

% of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with Council's leadership within the community is moderate (up significantly).

- 56% are satisfied
- 21% are dissatisfied

## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	17%	29%
Families with younger children (0-11)	14%	29%
Families with older children (12+)	19%	27%
Older singles / couples (35-64)	28%	18%
Seniors (65+)	34%	12%
Albany Central	28%	18%
Albany Suburbs	20%	20%
Rural (East & West)	25%	34%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 334)

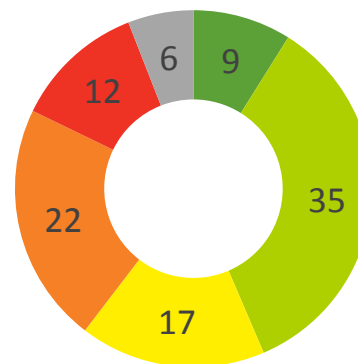
# The City of Albany has developed and communicated a clear vision for the area

I am aware of the general direction the City is taking over the next 10 years

44% agree that the City of Albany has developed and communicated a clear vision for the area (up significantly).

% of respondents	Delighted	Dissatisfied
Male	40%	39%
Female	47%	29%
Younger singles / couples (18-34)	45%	45%
Families with younger children (0-11)	30%	44%
Families with older children (12+)	33%	40%
Older singles / couples (35-64)	46%	34%
Seniors (65+)	57%	23%
Albany Central	53%	28%
Albany Suburbs	41%	35%
Rural (East & West)	29%	47%
Disability or impairment	55%	26%
Culturally and Linguistically Diverse	54%	23%

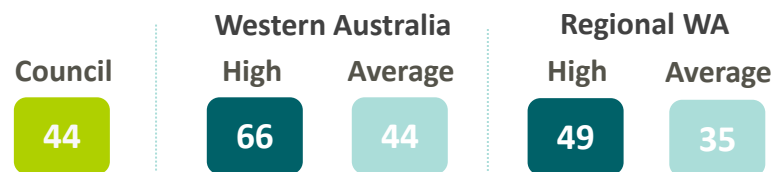
## CITY OF ALBANY PERFORMANCE



% of respondents

- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Don't know

## INDUSTRY STANDARDS | % agree (somewhat / strongly)



## HISTORY | % agree (somewhat / strongly)



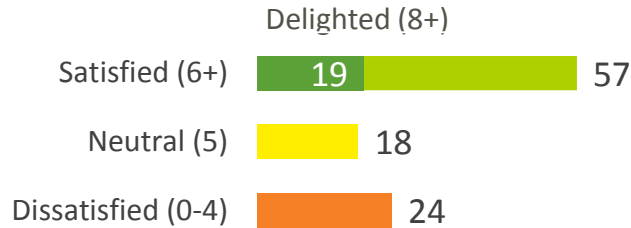
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I'm going to read out a few statements. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree.

Base: All respondents who provided a valid response (Residents n = 402)

# How the community is consulted about local issues

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with how the community is consulted about local issues is moderate (up significantly).

- 57% are satisfied
- 24% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	28%	24%
Families with younger children (0-11)	17%	33%
Families with older children (12+)	17%	26%
Older singles / couples (35-64)	17%	24%
Seniors (65+)	24%	19%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 353)

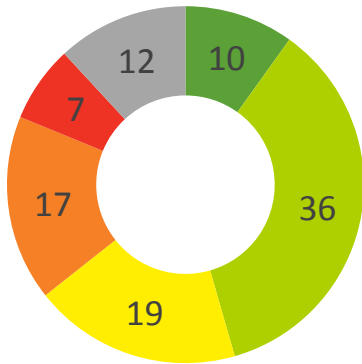
# Elected members have a good understanding of our needs

46% agree that Elected Members at the City of Albany have a good understanding of their needs (up significantly).

Views were similar across the community.

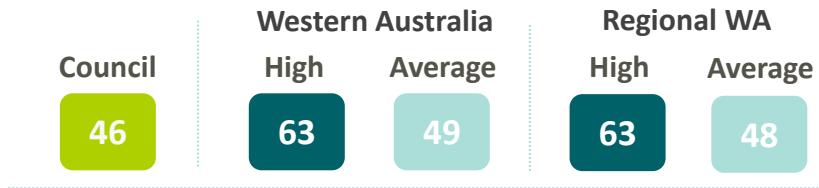
## CITY OF ALBANY PERFORMANCE

% of respondents

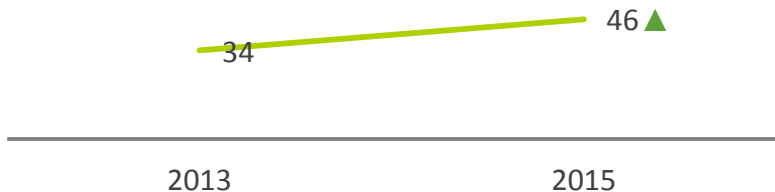


- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Don't know

## INDUSTRY STANDARDS | % agree (somewhat / strongly)



## HISTORY | % agree (somewhat / strongly)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I'm going to read out a few statements. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree.

Base: All respondents who provided a valid response (Residents n = 402)

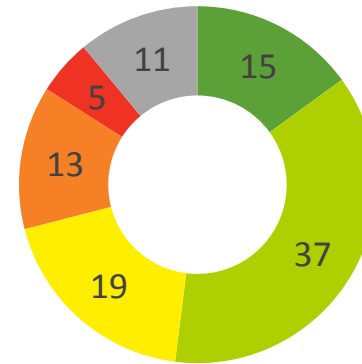
# Staff at the City of Albany have a good understanding of our needs

52% agree that staff at the City of Albany have a good understanding of their needs (up significantly).

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	50%	28%
Families with younger children (0-11)	44%	19%
Families with older children (12+)	49%	24%
Older singles / couples (35-64)	<b>59%</b>	16%
Seniors (65+)	53%	15%
Albany Central	<b>55%</b>	17%
Albany Suburbs	<b>54%</b>	17%
Rural (East & West)	36%	26%

## CITY OF ALBANY PERFORMANCE

% of respondents



- Strongly agree
- Somewhat agree
- Neutral
- Somewhat disagree
- Strongly disagree
- Don't know

## INDUSTRY STANDARDS | % agree (somewhat / strongly)



## HISTORY | % agree (somewhat / strongly)



%% %% = significant variance    %% = Small sample size (n < 30)

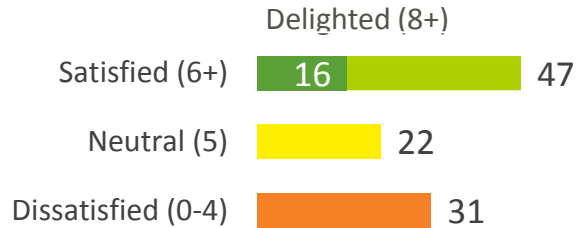
Q. I'm going to read out a few statements. For each one, please let me know if you strongly disagree, somewhat disagree, feel neutral, somewhat agree or strongly agree.

Base: All respondents who provided a valid response (Residents n = 402)



# How open and transparent Council processes are

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with how open and transparent Council processes are is low (up significantly).

- 47% are satisfied
- 31% are dissatisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	17%	41%
Families with younger children (0-11)	11%	41%
Families with older children (12+)	17%	33%
Older singles / couples (35-64)	12%	30%
Seniors (65+)	23%	22%
Albany Central	20%	27%
Albany Suburbs	12%	34%
Rural (East & West)	14%	37%
Disability or impairment	16%	37%

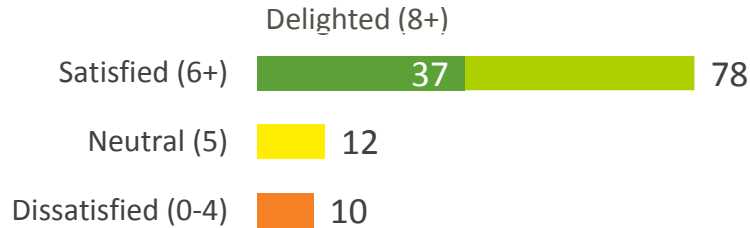
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 278)

# The City's website

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with the City's website is relatively high.

- 78% are satisfied
- 10% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA

**Regional Leader!**



## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	<i>Sample size too small (n &lt; 15)</i>	
Families with younger children (0-11)	27%	13%
Families with older children (12+)	28%	9%
Older singles / couples (35-64)	41%	8%
Seniors (65+)	62%	11%
Own / paying mortgage	32%	8%
Rent	56%	20%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



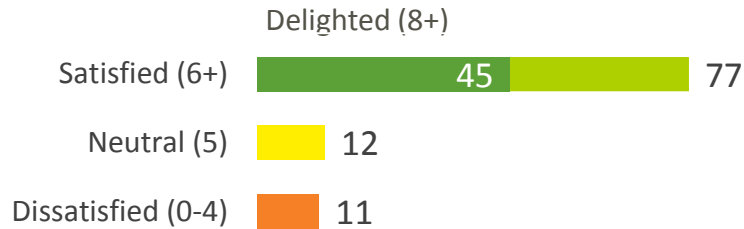
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 160)

# The efficiency and effectiveness of customer service

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with the efficiency and effectiveness of customer service is relatively high.

- 77% are satisfied
- 11% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	29%	30%
Families with younger children (0-11)	43%	9%
Families with older children (12+)	44%	15%
Older singles / couples (35-64)	45%	10%
Seniors (65+)	52%	11%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

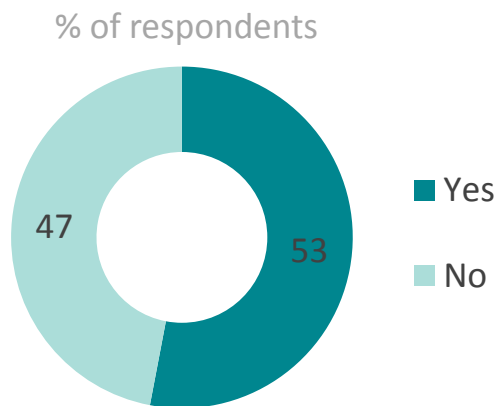
Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 343)

# Sense of community

# Participation in voluntary work

Over the past 12 months, has anyone in your household taken part in any unpaid voluntary work (such as welfare work, coaching, involvement in committees, etc)?



## INDUSTRY STANDARDS | % yes – volunteered



## HISTORY | % yes – volunteered



53% of residents have participated in unpaid voluntary work within the past 12 months.

% of respondents	Yes
Male	57%
Female	49%
18 - 34 years	48%
35 - 54 years	<b>63%</b>
55+ years	46%
Younger singles / couples (18-34)	46%
Families with younger children (0-11)	<b>62%</b>
Families with older children (12+)	57%
Older singles / couples (35-64)	55%
Seniors (65+)	44%
Own / paying mortgage	<b>57%</b>
Rent	43%
Albany Central	52%
Albany Suburbs	51%
Rural (East & West)	63%
Disability or impairment	50%
Culturally and Linguistically Diverse	59%

**%% %%** = significant variance    %% = Small sample size (n < 30)

Q. Over the past 12 months, has anyone in your household taken part in any unpaid voluntary work (such as welfare work, coaching, involvement in committees, etc.?)

Base: All respondents who provided a valid response (Residents n = 402)

# Use of local facilities

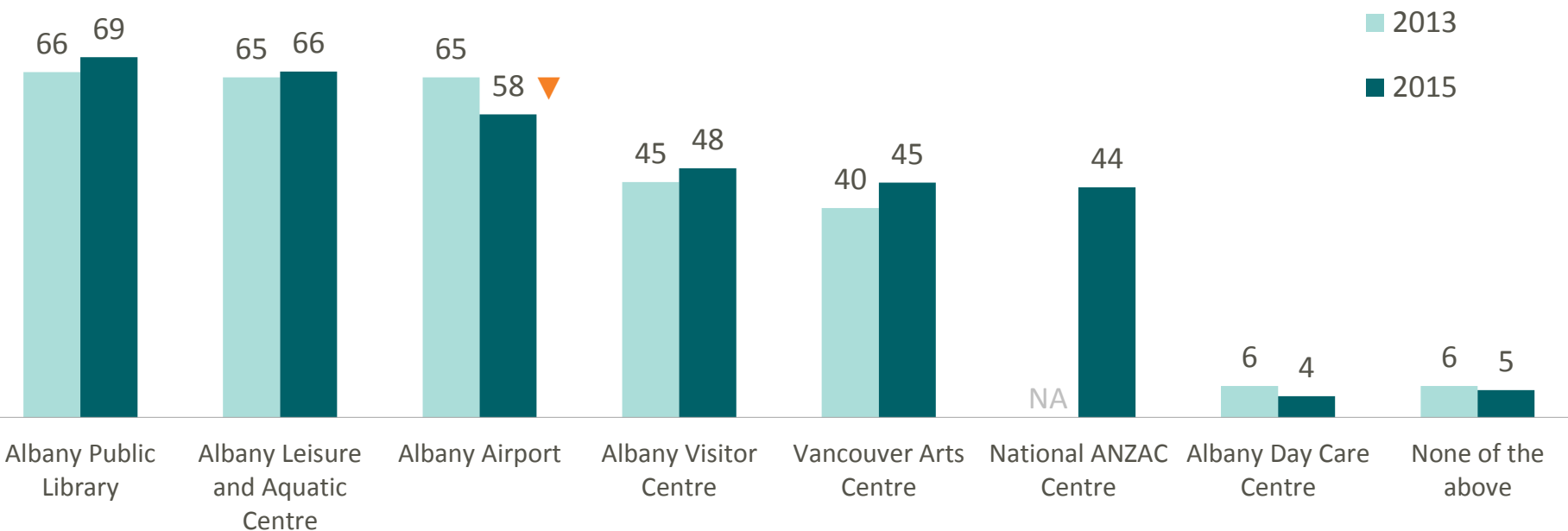
Over the past 12 months, the most popular local facilities were the Library, Leisure and Aquatic Centre and Albany Airport (though visits to the Airport were down significantly).

Just under half of residents had visited the Albany Visitor Centre, National ANZAC Centre and the Vancouver Arts Centre.

Only 4% had used the Albany Day Care Centre.

Have you or others in your household visited any of the following facilities over the past 12 months?

% of respondents



Q. Have you or others in your household visited any of the following facilities over the past 12 months.

Base: All respondents who provided a valid response (Residents n = 401)

# Use of local facilities | demographic analysis

% of respondents	Albany Public Library	Albany Leisure and Aquatic Centre	Albany Airport	Albany Visitor Centre	Vancouver Arts Centre	National ANZAC Centre	Albany Day Care Centre	None of the above
Male	67%	67%	62%	44%	42%	46%	2%	3%
Female	71%	66%	54%	51%	48%	42%	6%	7%
18 - 34 years	69%	<b>78%</b>	57%	<b>38%</b>	27%	37%	3%	5%
35 - 54 years	72%	<b>81%</b>	<b>67%</b>	48%	<b>54%</b>	45%	7%	2%
55+ years	66%	45%	50%	52%	<b>47%</b>	47%	2%	8%
Younger singles / couples (18-34)	64%	55%	50%	<b>32%</b>	<b>27%</b>	50%	0%	4%
Families with younger children (0-11)	<b>79%</b>	<b>92%</b>	62%	45%	41%	41%	8%	1%
Families with older children (12+)	69%	<b>83%</b>	63%	39%	41%	40%	4%	5%
Older singles / couples (35-64)	64%	63%	69%	<b>55%</b>	<b>55%</b>	43%	4%	6%
Seniors (65+)	66%	<b>42%</b>	<b>43%</b>	51%	47%	47%	3%	8%
Albany Central	72%	65%	55%	53%	48%	44%	3%	7%
Albany Suburbs	63%	67%	61%	48%	46%	42%	5%	4%
Rural (East & West)	<b>78%</b>	66%	57%	<b>34%</b>	<b>34%</b>	47%	3%	5%
Disability or impairment or impairment	66%	61%	60%	48%	42%	40%	5%	5%
Culturally and Linguistically Diverse^	73%	64%	62%	<b>70%</b>	39%	52%	3%	8%

%% %% = significant variance    %% = Small sample size (n < 30)

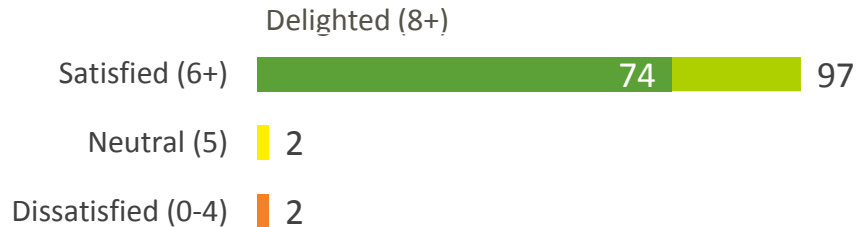
Q. Have you or others in your household visited any of the following facilities over the past 12 months.

Base: All respondents who provided a valid response (Residents n = 401)

# Library and information services

## CITY OF ALBANY PERFORMANCE

% of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

Industry High!



### Regional WA

Regional Leader!



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with library and information services is very high (up significantly).

- 97% are satisfied

## % of respondents

	Delighted	Dissatisfied
Male	69%	2%
Female	78%	1%
Younger singles / couples (18-34)	75%	5%
Families with younger children (0-11)	64%	2%
Families with older children (12+)	69%	3%
Older singles / couples (35-64)	77%	0%
Seniors (65+)	82%	2%
Own / paying mortgage	76%	1%
Rent	62%	2%
Albany Central	77%	2%
Albany Suburbs	74%	2%
Rural (East & West)	68%	0%
Have visited Library recently	77%	2%
Have not visited Library recently	66%	1%

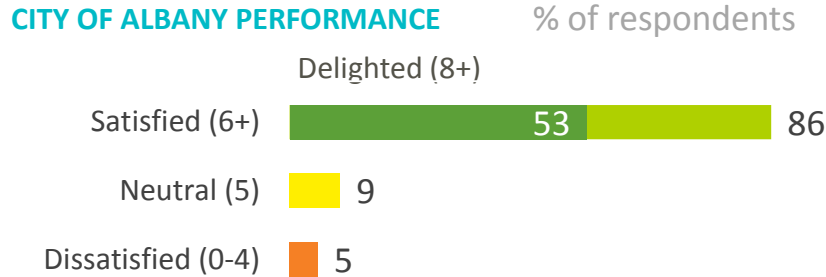
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 356)



# Sport and recreation facilities (such as the Albany Leisure and Aquatic Centre)



Satisfaction with sport and recreation facilities is high (up significantly).

- 86% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	40%	0%
Families with younger children (0-11)	44%	7%
Families with older children (12+)	45%	9%
Older singles / couples (35-64)	56%	4%
Seniors (65+)	69%	2%
Disability or impairment	68%	2%
Have visited Leisure Centre recently	52%	5%
Have not visited Leisure Centre recently	57%	3%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 354)

# Arts facilities (such as Vancouver Arts Centre)

## CITY OF ALBANY PERFORMANCE % of respondents

Delighted (8+)

Satisfied (6+) 53 85

Neutral (5) 10

Dissatisfied (0-4) 5

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany 85

WA High

WA Average

Require 3 or more councils to ask this question for benchmarking

### Regional WA

City of Albany 85

Regional High

Regional Average

Require 3 or more councils to ask this question for benchmarking

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015 85

2013 81

Satisfaction with arts facilities is high.

- 85% are satisfied

% of respondents	Delighted	Dissatisfied
Male	46%	8%
Female	<b>59%</b>	3%
Younger singles / couples (18-34)	54%	20%
Families with younger children (0-11)	48%	3%
Families with older children (12+)	47%	4%
Older singles / couples (35-64)	48%	6%
Seniors (65+)	<b>66%</b>	1%
Disability or impairment	<b>68%</b>	2%
Have visited Arts Centre recently	58%	7%
Have not visited Arts Centre recently	47%	4%

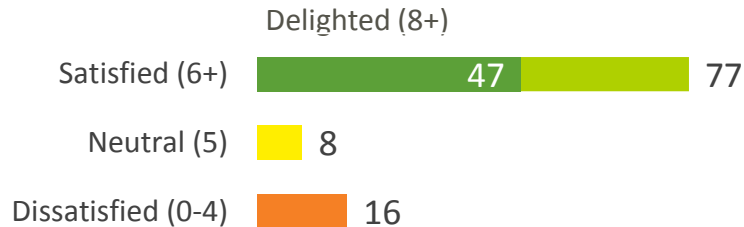
**%% %%** = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 302)

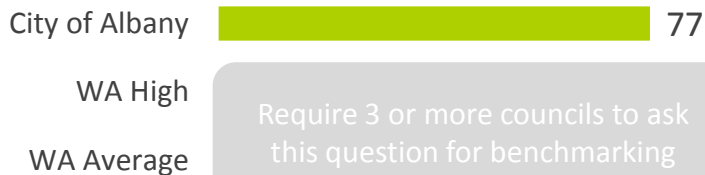
# Airport facilities and services

## CITY OF ALBANY PERFORMANCE % of respondents

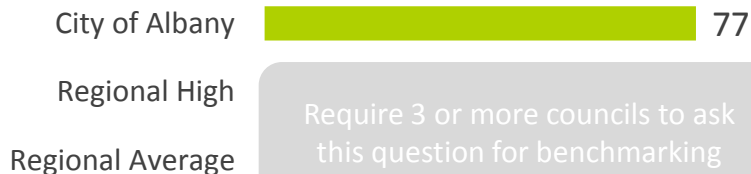


## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)

N/A

Satisfaction with airport facilities and services is relatively high.

- 77% are satisfied
- 16% are dissatisfied

% of respondents	Delighted	Dissatisfied
18 - 34 years	34%	31%
35 - 54 years	45%	8%
55+ years	57%	13%
Younger singles / couples (18-34)	28%	28%
Families with younger children (0-11)	46%	25%
Families with older children (12+)	49%	11%
Older singles / couples (35-64)	47%	10%
Seniors (65+)	57%	10%
Albany Central	43%	13%
Albany Suburbs	51%	15%
Rural (East & West)	42%	23%
Have visited Airport recently	50%	15%
Have not visited Airport recently	40%	17%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 316)

# Tourism attractions (such as the National ANZAC Centre)

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) **72** 94

Neutral (5) **3**

Dissatisfied (0-4) **3**

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany **94**

WA High

WA Average

Require 3 or more councils to ask this question for benchmarking

### Regional WA

City of Albany **94**

Regional High

Regional Average

Require 3 or more councils to ask this question for benchmarking

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

N/A

Satisfaction with tourism attractions is very high.

- 94% are satisfied

## % of respondents

	Delighted	Dissatisfied
Male	66%	2%
Female	<b>79%</b>	3%
Younger singles / couples (18-34)	54%	4%
Families with younger children (0-11)	65%	3%
Families with older children (12+)	75%	3%
Older singles / couples (35-64)	71%	1%
Seniors (65+)	<b>82%</b>	5%
Have visited ANZAC Centre recently	75%	0%
Have not visited ANZAC Centre recently	70%	5%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 381)

# Festivals, events and cultural activities

## CITY OF ALBANY PERFORMANCE % of respondents

Delighted (8+)

Satisfied (6+)  49 79

Neutral (5)  12

Dissatisfied (0-4)  10

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany  79

WA High  89

WA Average  76

### Regional WA

City of Albany  79

Regional High  81

Regional Average  70

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015  79

2013  76

Satisfaction with festivals, events and cultural activities is relatively high.

- 79% are satisfied
- 10% are dissatisfied

% of respondents	Delighted	Dissatisfied
18 - 34 years	38%	<b>24%</b>
35 - 54 years	51%	5%
55+ years	53%	5%
Younger singles / couples (18-34)	43%	9%
Families with younger children (0-11)	43%	<b>18%</b>
Families with older children (12+)	42%	<b>18%</b>
Older singles / couples (35-64)	50%	5%
Seniors (65+)	<b>58%</b>	2%
Disability or impairment	<b>57%</b>	0%
Culturally and Linguistically Diverse	62%	10%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas. For each one I'd like you to tell me how satisfied you are.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 377)

# The community benefit resulting from significant events

(such as ANZAC Commemorations, the Clipper Yacht Race and the Urban Downhill Mountain Bike Contest)

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+)  62 86

Neutral (5)  9

Dissatisfied (0-4)  5

Satisfaction with the community benefit resulting from significant events is high.

- 86% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany  86

WA High

WA Average

Require 3 or more councils to ask this question for benchmarking

### Regional WA

City of Albany  86

Regional High

Regional Average

Require 3 or more councils to ask this question for benchmarking

## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	59%	14%
Families with younger children (0-11)	48%	5%
Families with older children (12+)	53%	5%
Older singles / couples (35-64)	61%	3%
Seniors (65+)	<b>75%</b>	3%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

N/A

%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas.

For each one I'd like you to tell me how satisfied you are.

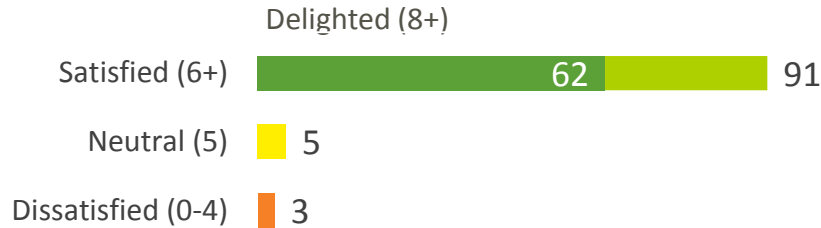
Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 384)



# How local history and heritage is preserved and promoted

## CITY OF ALBANY PERFORMANCE

% of respondents



Satisfaction with how local history and heritage is preserved and promoted is very high (up significantly).

- 91% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

**Industry High!**



### Regional WA

**Regional Leader!**



% of respondents

Age Group	Delighted	Dissatisfied
18 - 34 years	72%	3%
35 - 54 years	54%	4%
55+ years	62%	3%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



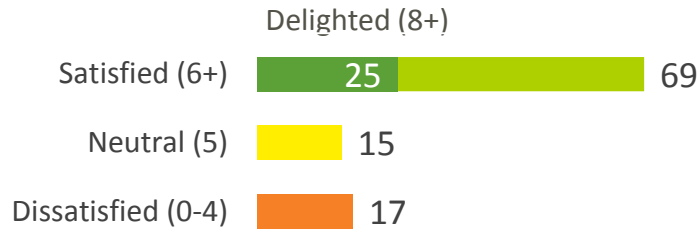
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 381)

# Services & facilities for youth

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA

### Regional Leader!



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with services and facilities for youth is moderate.

- 69% are satisfied
- 17% are dissatisfied

% of respondents	Delighted	Dissatisfied
Male	26%	13%
Female	24%	21%
Younger singles / couples (18-34)	21%	27%
Families with younger children (0-11)	23%	17%
Families with older children (12+)	15%	21%
Older singles / couples (35-64)	29%	17%
Seniors (65+)	36%	7%
Disability or impairment	35%	9%

%% %% = significant variance    %% = Small sample size (n < 30)

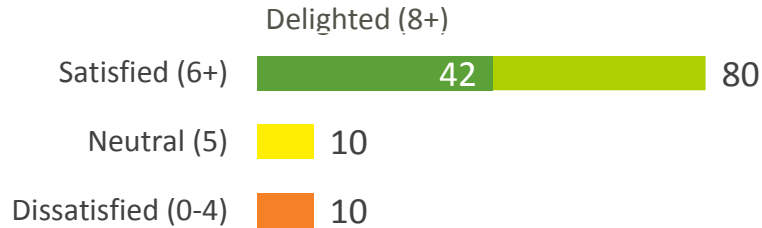
Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 290)



# Facilities, services and care available for seniors

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA

**Regional Leader!**



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with facilities, services and care available for seniors is high (up significantly).

- 80% are satisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	44%	11%
Families with younger children (0-11)	32%	19%
Families with older children (12+)	42%	5%
Older singles / couples (35-64)	36%	8%
Seniors (65+)	55%	6%
Albany Central	46%	10%
Albany Suburbs	40%	7%
Rural (East & West)	39%	20%

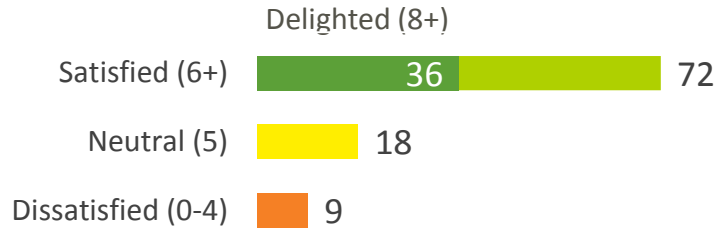
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 285)

# Access to services and facilities for people with disabilities

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with access to services and facilities for people with disabilities is relatively high.

- 72% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	14%	7%
Families with younger children (0-11)	37%	9%
Families with older children (12+)	39%	7%
Older singles / couples (35-64)	34%	13%
Seniors (65+)	44%	6%
Disability or impairment	31%	15%

### Regional WA

**Regional Leader!**



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 251)

# Safety and security

## CITY OF ALBANY PERFORMANCE % of respondents

Delighted (8+)

Satisfied (6+)  45 81

Neutral (5)  12

Dissatisfied (0-4)  7

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany  81

WA High  88

WA Average  72

### Regional WA

City of Albany  81

Regional High  85

Regional Average  65

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015  81

2013  76

Satisfaction with safety and security is high.

- 81% are satisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	57%	0%
Families with younger children (0-11)	34%	15%
Families with older children (12+)	44%	8%
Older singles / couples (35-64)	43%	4%
Seniors (65+)	52%	4%
Albany Central	45%	5%
Albany Suburbs	50%	8%
Rural (East & West)	33%	9%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas.

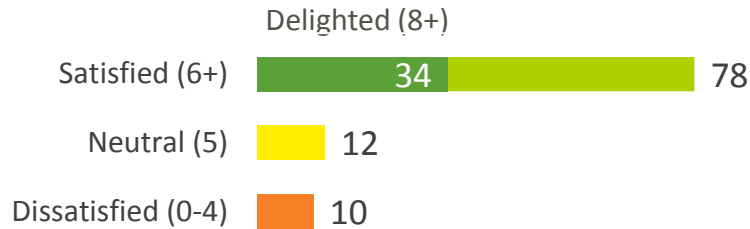
For each one I'd like you to tell me how satisfied you are.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 360)



# The control of graffiti, vandalism and anti-social behaviour

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with the control of graffiti, vandalism and anti-social behaviour is relatively high (up significantly).

- 78% are satisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	31%	9%
Families with younger children (0-11)	31%	20%
Families with older children (12+)	40%	11%
Older singles / couples (35-64)	30%	9%
Seniors (65+)	41%	4%
Albany Central	38%	10%
Albany Suburbs	33%	8%
Rural (East & West)	27%	16%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas.

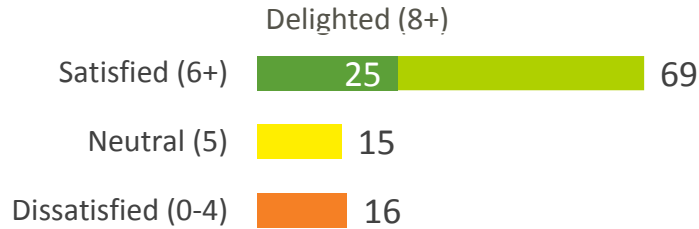
For each one I'd like you to tell me how satisfied you are.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 360)

Clean, green & sustainable

# Efforts to promote and adopt sustainable practices

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with efforts to promote and adopt sustainable practices is moderate.

- 69% are satisfied
- 16% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA

**Regional Leader!**



% of respondents	Delighted	Dissatisfied
Male	23%	21%
Female	27%	10%
18 - 34 years	22%	25%
35 - 54 years	21%	16%
55+ years	30%	10%
Albany Central	30%	16%
Albany Suburbs	23%	16%
Rural (East & West)	17%	18%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 267)

# Waste collection services

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) **63** 86

Neutral (5) **7**

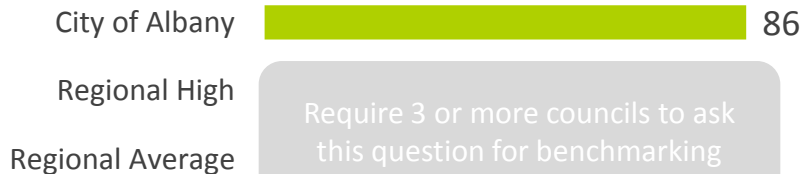
Dissatisfied (0-4) **8**

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with waste collection services is high.

- 86% are satisfied

## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	45%	0%
Families with younger children (0-11)	54%	14%
Families with older children (12+)	57%	8%
Older singles / couples (35-64)	<b>68%</b>	6%
Seniors (65+)	<b>75%</b>	7%
Albany Central	71%	6%
Albany Suburbs	64%	6%
Rural (East & West)	35%	<b>18%</b>

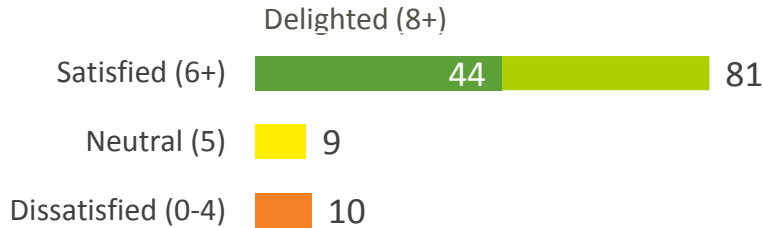
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 381)

# Efforts being made to manage and reduce waste

## CITY OF ALBANY PERFORMANCE % of respondents

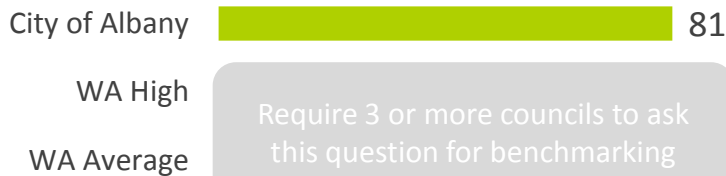


Satisfaction with efforts being made to manage and reduce waste is high.

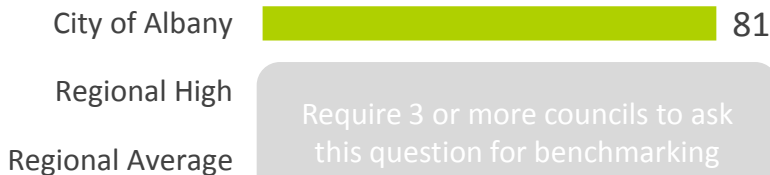
- 81% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	15%	15%
Families with younger children (0-11)	39%	16%
Families with older children (12+)	43%	10%
Older singles / couples (35-64)	51%	7%
Seniors (65+)	52%	8%
Albany Central	50%	10%
Albany Suburbs	41%	9%
Rural (East & West)	35%	13%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

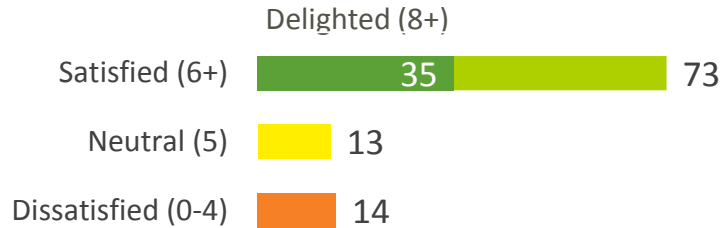
Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 340)



# Animal and pest control

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with animal and pest control is relatively high.

- 73% are satisfied
- 14% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



% of respondents	Delighted	Dissatisfied
18 - 34 years	41%	17%
35 - 54 years	26%	11%
55+ years	39%	16%
Albany Central	38%	14%
Albany Suburbs	33%	12%
Rural (East & West)	34%	23%

### Regional WA

**Regional Leader!**



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



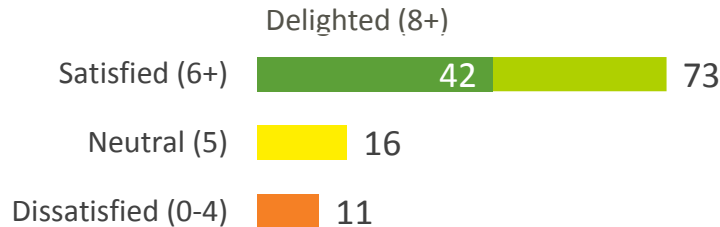
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 308)

# The management of coastal and foreshore areas

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with the management of coastal and foreshore areas is relatively high.

- 73% are satisfied
- 11% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

**Industry High!**



### Regional WA

**Regional Leader!**



## % of respondents

	Delighted	Dissatisfied
Male	36%	11%
Female	48%	11%
18 - 34 years	47%	8%
35 - 54 years	33%	14%
55+ years	47%	9%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



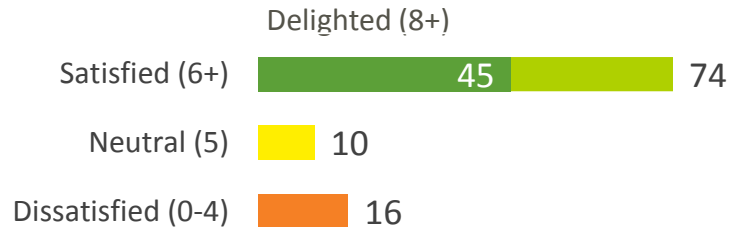
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 367)

# Bush fire prevention and control

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with bush fire prevention and control is relatively high.

- 74% are satisfied
- 16% are dissatisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	30%	20%
Families with younger children (0-11)	40%	24%
Families with older children (12+)	43%	19%
Older singles / couples (35-64)	41%	15%
Seniors (65+)	57%	9%
Albany Central	49%	10%
Albany Suburbs	47%	16%
Rural (East & West)	32%	27%

%% %% = significant variance    %% = Small sample size (n < 30)

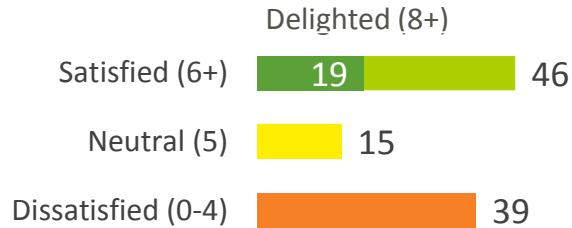
Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 334)

# Connected Built Environment

# Planning and building approvals

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with planning and building approvals is low.

- 46% are satisfied
- 39% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	18%	53%
Families with younger children (0-11)	9%	61%
Families with older children (12+)	18%	49%
Older singles / couples (35-64)	20%	28%
Seniors (65+)	30%	22%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



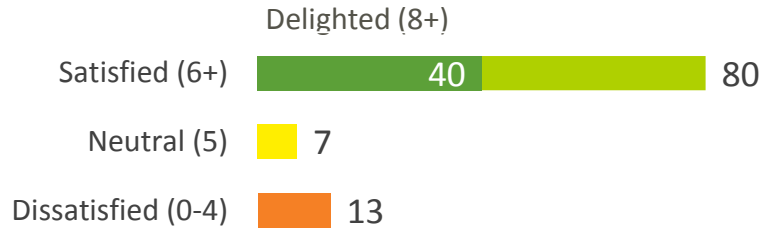
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 253)

# How the city centre is being developed

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA

### Regional Leader!



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with how the city centre is being developed is high (up significantly).

- 80% are satisfied
- 13% are dissatisfied

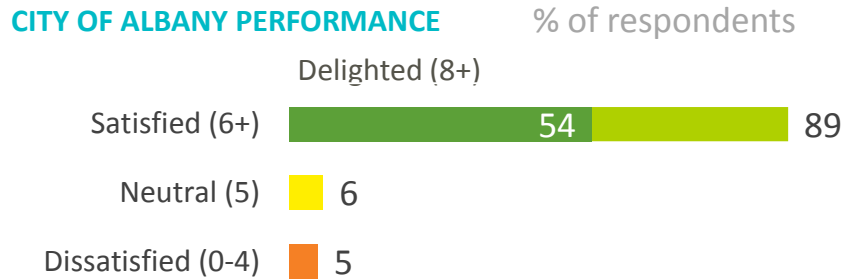
% of respondents	Delighted	Dissatisfied
18 - 34 years	34%	17%
35 - 54 years	34%	17%
55+ years	<b>49%</b>	6%
Younger singles / couples (18-34)	23%	9%
Families with younger children (0-11)	34%	<b>22%</b>
Families with older children (12+)	39%	<b>21%</b>
Older singles / couples (35-64)	38%	12%
Seniors (65+)	<b>52%</b>	3%
Disability or impairment	46%	<b>4%</b>

%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 392)

# The area's character and identity



Satisfaction with the area's character and identity is high (up significantly).

- 89% are satisfied

**INDUSTRY STANDARDS | % satisfied (6+ out of 10)**

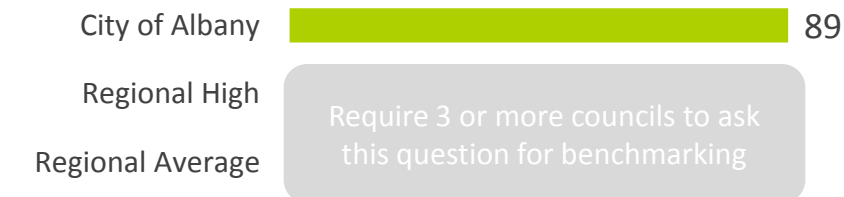
**Western Australia**

**Industry High!**



% of respondents	Delighted	Dissatisfied
Male	47%	7%
Female	61%	4%
Younger singles / couples (18-34)	40%	0%
Families with younger children (0-11)	46%	8%
Families with older children (12+)	52%	7%
Older singles / couples (35-64)	55%	5%
Seniors (65+)	64%	4%

**Regional WA**



**SATISFACTION HISTORY | % satisfied (6+ out of 10)**



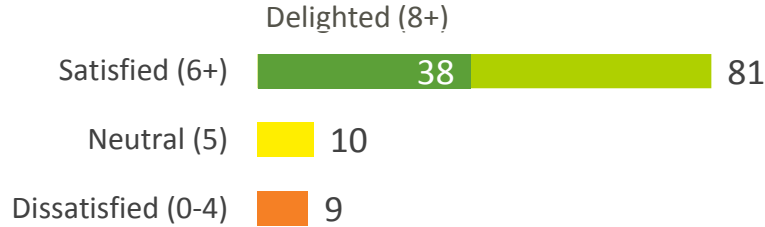
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 375)

# Streetscapes

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with streetscapes is high (up significantly).

- 81% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
18 - 34 years	48%	9%
35 - 54 years	33%	10%
55+ years	38%	7%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

*Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.*

*Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 378)*



# Parks, natural reserves and sporting grounds | summary

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) 48 85

Neutral (5) 9

Dissatisfied (0-4) 7

Satisfaction with parks, natural reserves and sporting grounds is high (up significantly).

- 85% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



This is an average of "Parks & sporting grounds" and "Natural reserves".  
In 2013 this was an average of "Parks", "Sporting grounds" and "Natural Reserves"

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = varies)

# Parks and sporting grounds

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) **51** 87

Neutral (5) **7**

Dissatisfied (0-4) **5**

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany **87**

WA High  
N/A: See "Parks, natural reserves  
and sporting grounds"

WA Average

### Regional WA

City of Albany **87**

Regional High  
Require 3 or more councils to ask  
this question for benchmarking

Regional Average

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with parks and sporting grounds is high (up significantly).

- 87% are satisfied

## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	<b>31%</b>	4%
Families with younger children (0-11)	50%	7%
Families with older children (12+)	47%	6%
Older singles / couples (35-64)	55%	5%
Seniors (65+)	54%	4%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 380)



# Natural reserves

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) **44** 83

Neutral (5) 10

Dissatisfied (0-4) 8

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany **83**

WA High N/A: See "Parks, natural reserves and sporting grounds"

WA Average

### Regional WA

City of Albany **83**

Regional High Require 3 or more councils to ask this question for benchmarking

Regional Average

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015 **83** ▲

2013 **76**

Satisfaction with natural reserves is high (up significantly).

- 83% are satisfied

% of respondents

	Delighted	Dissatisfied
18 - 34 years	<b>51%</b>	7%
35 - 54 years	37%	10%
55+ years	48%	6%
Albany Central	<b>50%</b>	6%
Albany Suburbs	44%	7%
Rural (East & West)	31%	11%

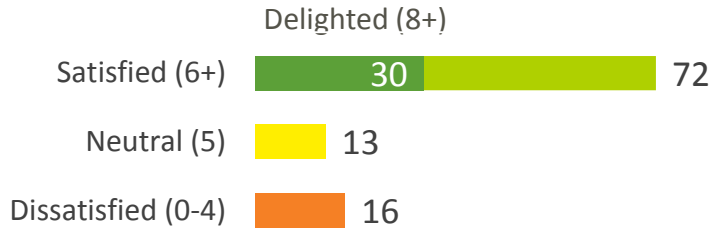
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 359)

# Community buildings, halls and toilets | summary

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with community buildings, halls and toilets is relatively high (up significantly).

- 72% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



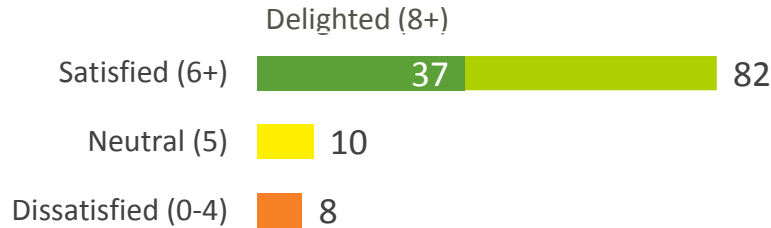
This is an average of “Community buildings and halls” and “Public toilets”.

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = varies)

# Community buildings and halls

## CITY OF ALBANY PERFORMANCE % of respondents

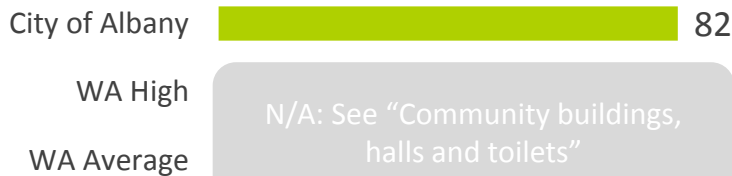


Satisfaction with community buildings and halls is high (up significantly).

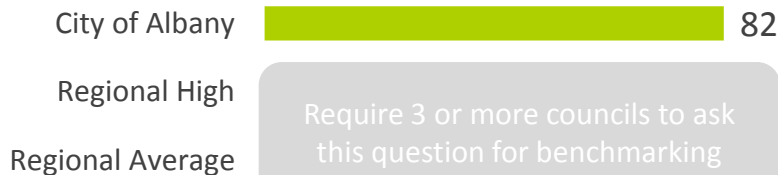
- 82% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
18 - 34 years	34%	15%
35 - 54 years	31%	4%
55+ years	45%	7%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



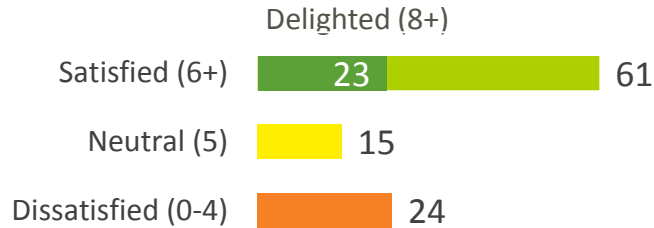
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 354)

# Public toilets

## CITY OF ALBANY PERFORMANCE % of respondents

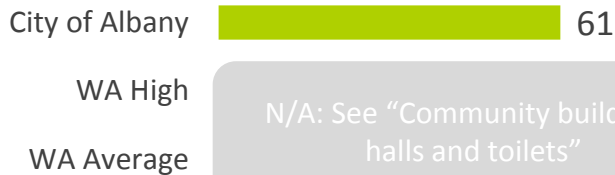


Satisfaction with public toilets is moderate.

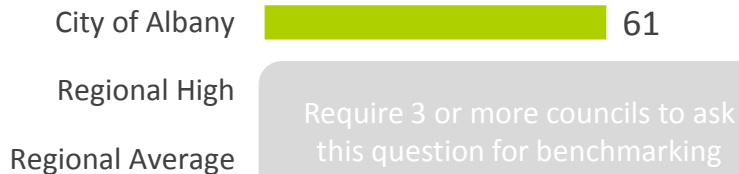
- 61% are satisfied
- 24% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	15%	16%
Families with younger children (0-11)	20%	34%
Families with older children (12+)	22%	31%
Older singles / couples (35-64)	22%	25%
Seniors (65+)	28%	13%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 339)

# Footpaths, cycleways and trails

## CITY OF ALBANY PERFORMANCE

% of respondents

Delighted (8+)

Satisfied (6+) 34 74

Neutral (5) 13

Dissatisfied (0-4) 13

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015 74

2013 69

Satisfaction with footpaths, cycleways and trails is relatively high.

- 74% are satisfied
- 13% are dissatisfied

## % of respondents

	Delighted	Dissatisfied
Male	34%	8%
Female	34%	18%
Younger singles / couples (18-34)	23%	13%
Families with younger children (0-11)	33%	19%
Families with older children (12+)	33%	17%
Older singles / couples (35-64)	33%	11%
Seniors (65+)	41%	11%

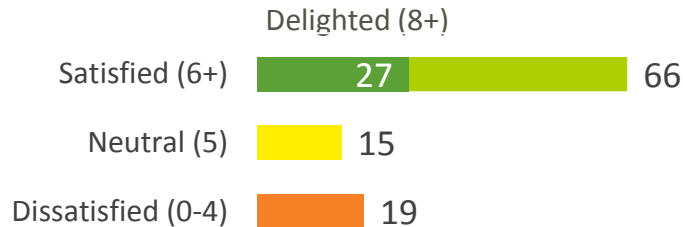
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 387)

# Storm water drainage

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA

### Regional Leader!



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with storm water drainage is moderate (up significantly).

- 66% are satisfied
- 19% are dissatisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	14%	22%
Families with younger children (0-11)	20%	22%
Families with older children (12+)	29%	18%
Older singles / couples (35-64)	23%	25%
Seniors (65+)	39%	10%
Albany Central	30%	17%
Albany Suburbs	31%	19%
Rural (East & West)	6%	29%
Disability or impairment	25%	29%
Culturally and Linguistically Diverse	48%	16%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 330)



# Road maintenance | summary

## CITY OF ALBANY PERFORMANCE % of respondents

Delighted (8+)

Satisfied (6+) 22 58

Neutral (5) 17

Dissatisfied (0-4) 26

Satisfaction with overall road maintenance is moderate (up significantly).

- 58% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015  58 ▲

2013  50

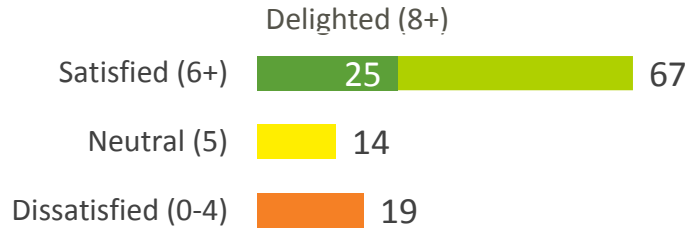
Calculated as average of “Maintenance of sealed roads” and “Maintenance of unsealed roads”.

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = varies)

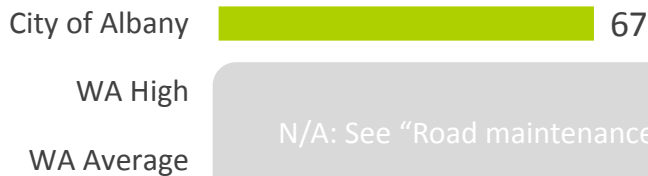
# Maintenance of sealed roads

## CITY OF ALBANY PERFORMANCE % of respondents

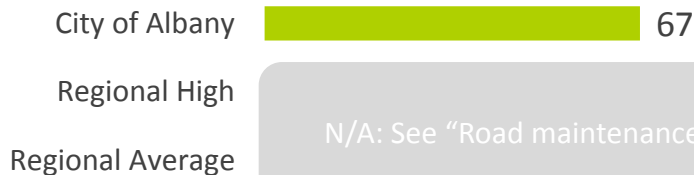


## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with maintenance of sealed roads is moderate (up significantly).

- 69% are satisfied
- 19% are dissatisfied

% of respondents	Delighted	Dissatisfied
Male	24%	25%
Female	26%	13%
Younger singles / couples (18-34)	24%	34%
Families with younger children (0-11)	27%	19%
Families with older children (12+)	29%	19%
Older singles / couples (35-64)	17%	20%
Seniors (65+)	32%	13%
Albany Central	26%	12%
Albany Suburbs	25%	22%
Rural (East & West)	21%	26%
Disability or impairment	32%	20%

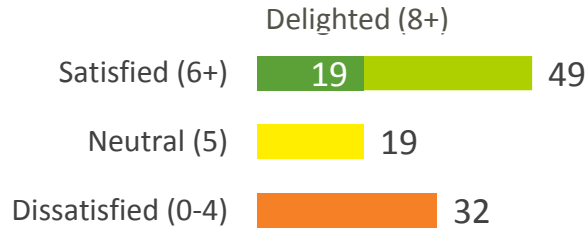
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 384)

# Maintenance of unsealed roads

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany 49

WA High

N/A: See "Road maintenance"

WA Average

### Regional WA

City of Albany 49

Regional High

N/A: See "Road maintenance"

Regional Average

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015 49

2013 44

Satisfaction with maintenance of unsealed roads is low.

- 49% are satisfied
- 32% are dissatisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	14%	43%
Families with younger children (0-11)	21%	32%
Families with older children (12+)	24%	28%
Older singles / couples (35-64)	11%	36%
Seniors (65+)	21%	20%
Albany Central	23%	28%
Albany Suburbs	17%	29%
Rural (East & West)	15%	48%
Culturally and Linguistically Diverse	21%	14%

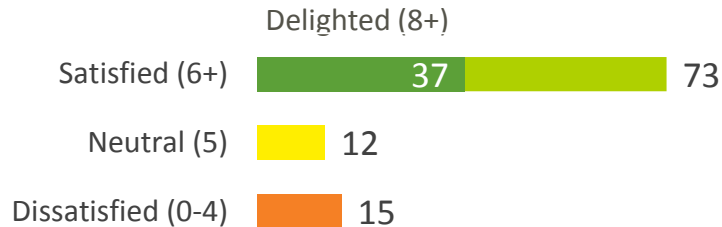
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 304)

# The management and control of traffic on local roads

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with the management and control of traffic on local roads is relatively high.

- 73% are satisfied
- 15% are dissatisfied

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	41%	14%
Families with younger children (0-11)	35%	19%
Families with older children (12+)	36%	16%
Older singles / couples (35-64)	30%	19%
Seniors (65+)	44%	9%
Albany Central	43%	16%
Albany Suburbs	32%	14%
Rural (East & West)	32%	17%
Disability or impairment	50%	13%
Culturally and Linguistically Diverse	31%	3%

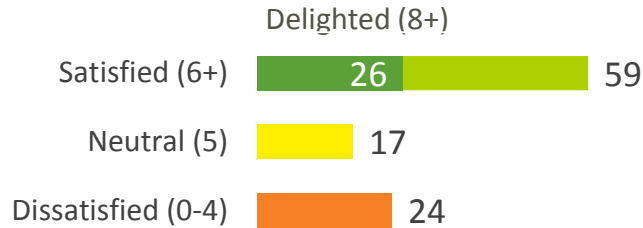
%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 382)

# The management of parking

## CITY OF ALBANY PERFORMANCE % of respondents



Satisfaction with the management of parking is moderate.

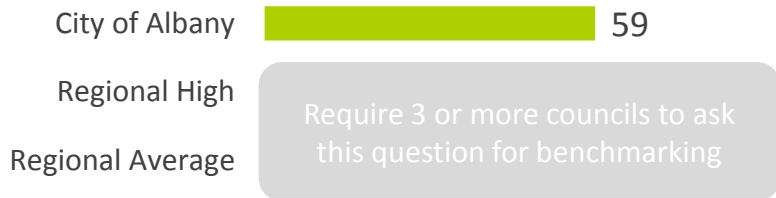
- 59% are satisfied
- 24% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	36%	4%
Families with younger children (0-11)	19%	31%
Families with older children (12+)	24%	27%
Older singles / couples (35-64)	24%	26%
Seniors (65+)	30%	23%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)



%% %% = significant variance    %% = Small sample size (n < 30)

Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

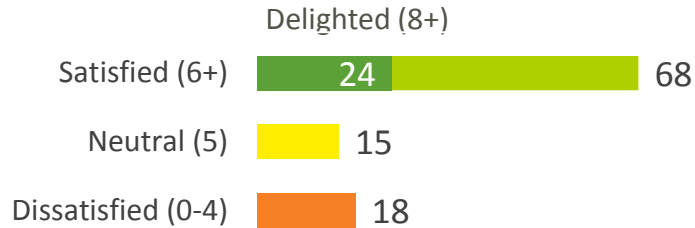
Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 389)

# Smart, Prosperous & Growing

# Economic development, tourism and job creation | summary

## CITY OF ALBANY PERFORMANCE

% of respondents



Satisfaction with economic development, tourism and job creation is moderate (up significantly).

- 68% are satisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

Industry High!



### Regional WA

Regional Leader!



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Calculated as the average of “Economic development and job creation” and “Tourism marketing and support”.

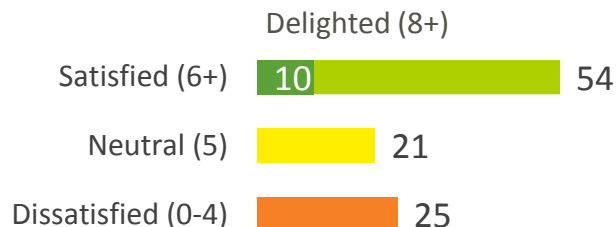
Q. I am going to read out a list of areas that the City of Albany is directly responsible for. For each one I'd like you to tell me how satisfied you are with the City's performance.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = varies)

# Economic development and job creation

## CITY OF ALBANY PERFORMANCE

% of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

City of Albany 54%

WA High

N/A: See "Economic development, tourism and job creation"

WA Average

### Regional WA

City of Albany 54%

Regional High

N/A: See "Economic development, tourism and job creation"

Regional Average

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

2015 54%

2013 49%

Satisfaction with economic development and job creation is moderate.

- 54% are satisfied
- 25% are dissatisfied

## % of respondents

	Delighted	Dissatisfied
Male	10%	33%
Female	11%	16%
Younger singles / couples (18-34)	11%	17%
Families with younger children (0-11)	9%	36%
Families with older children (12+)	13%	30%
Older singles / couples (35-64)	10%	21%
Seniors (65+)	11%	14%

%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas. For each one I'd like you to tell me how satisfied you are.

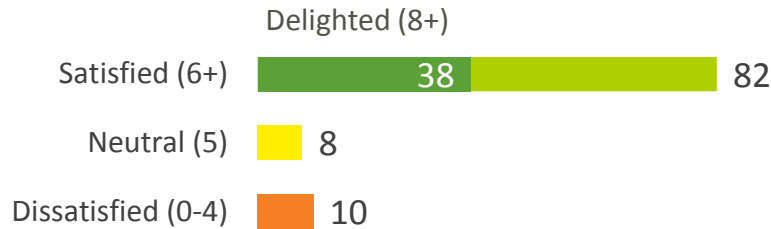
Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 301)



# Tourism marketing and support

## CITY OF ALBANY PERFORMANCE

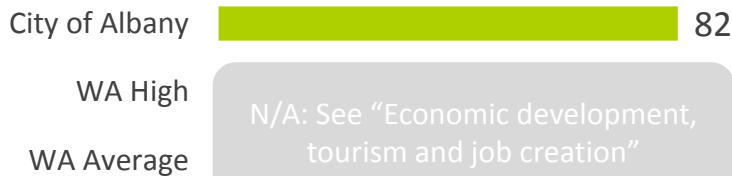
% of respondents



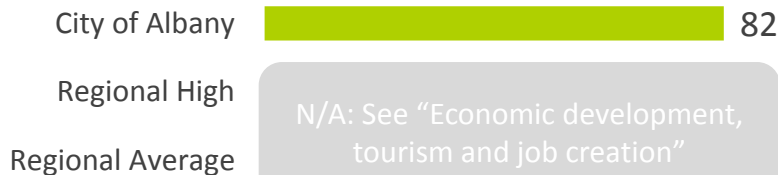
## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

Industry Standard: Tourism



### Regional WA



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with tourism marketing and support is high (up significantly).

- 82% are satisfied
- 10% are dissatisfied

## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	62%	14%
Families with younger children (0-11)	30%	7%
Families with older children (12+)	42%	11%
Older singles / couples (35-64)	28%	7%
Seniors (65+)	44%	11%
Albany Central	37%	15%
Albany Suburbs	40%	5%
Rural (East & West)	35%	9%

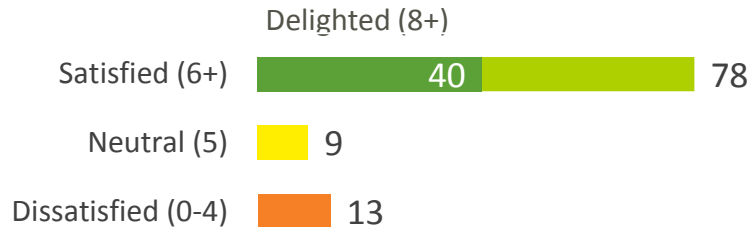
%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas. For each one I'd like you to tell me how satisfied you are.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 367)

# Education and training opportunities

## CITY OF ALBANY PERFORMANCE % of respondents



## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia

**Industry High!**



### Regional WA

**Regional Leader!**



## SATISFACTION HISTORY | % satisfied (6+ out of 10)



Satisfaction with education and training opportunities is relatively high.

- 78% are satisfied
- 13% are dissatisfied

% of respondents	Delighted	Dissatisfied
Male	40%	18%
Female	39%	9%
Younger singles / couples (18-34)	22%	45%
Families with younger children (0-11)	31%	19%
Families with older children (12+)	38%	15%
Older singles / couples (35-64)	40%	5%
Seniors (65+)	58%	6%

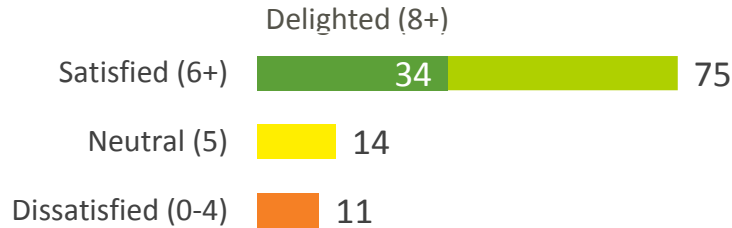
%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas. For each one I'd like you to tell me how satisfied you are.

Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 311)

# Public health education and program delivery

## CITY OF ALBANY PERFORMANCE % of respondents

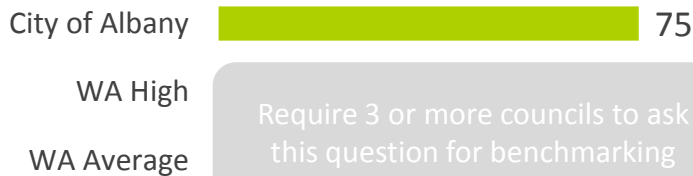


Satisfaction with public health education and program delivery is relatively high.

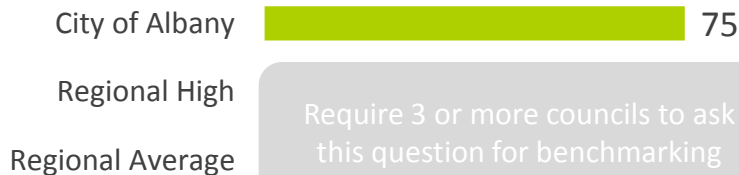
- 75% are satisfied
- 11% are dissatisfied

## INDUSTRY STANDARDS | % satisfied (6+ out of 10)

### Western Australia



### Regional WA



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	27%	26%
Families with younger children (0-11)	28%	11%
Families with older children (12+)	31%	15%
Older singles / couples (35-64)	29%	9%
Seniors (65+)	53%	4%
Disability or impairment	45%	14%

## SATISFACTION HISTORY | % satisfied (6+ out of 10)

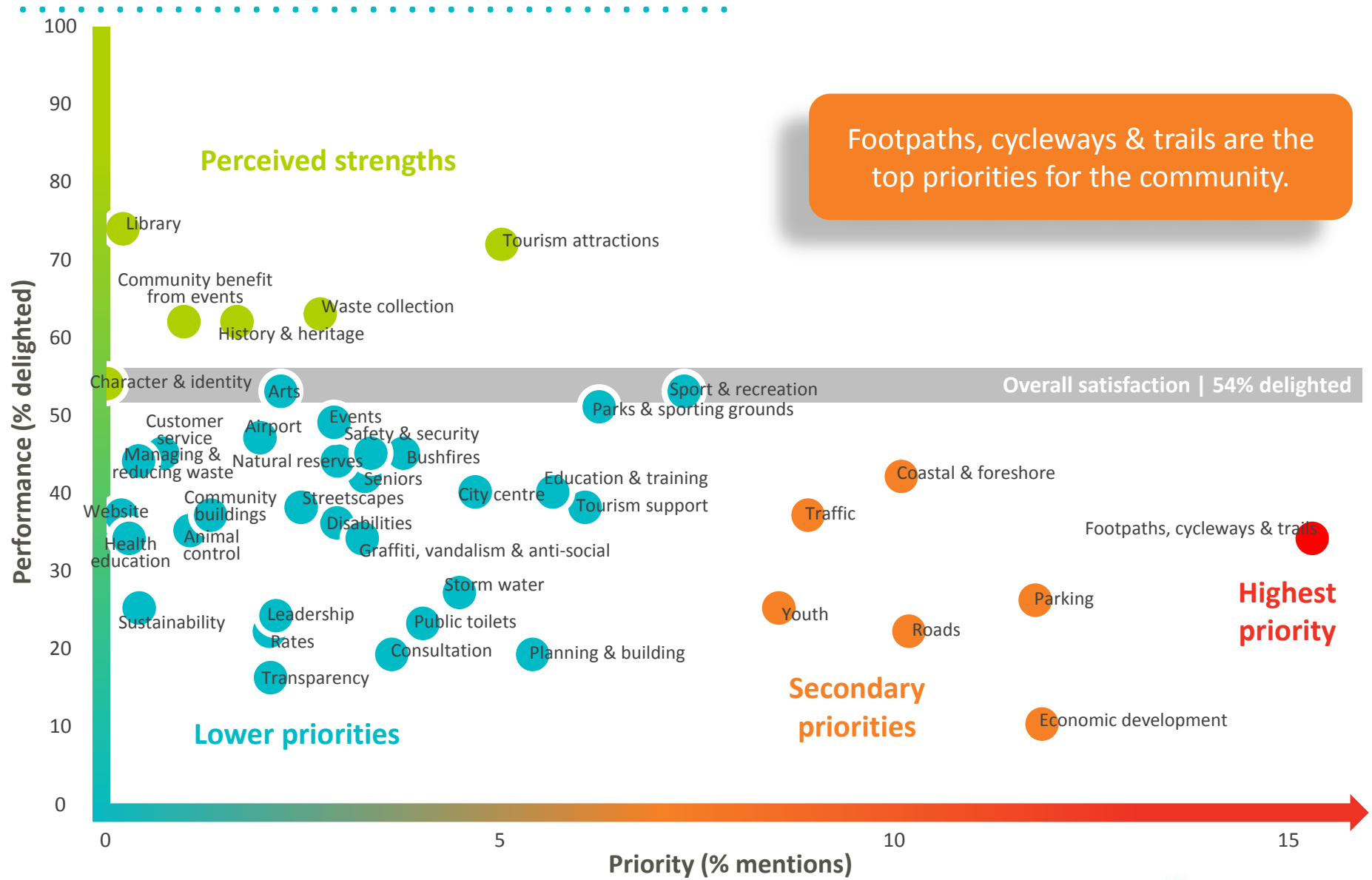
N/A

%% %% = significant variance    %% = Small sample size (n < 30)

Q. Local Government takes an active role in facilitating services that are of shared responsibility. I'm going to read out a list of these areas. For each one I'd like you to tell me how satisfied you are.  
 Base: All respondents who provided a valid response, excludes 'don't know' (Residents n = 305)

# Addressing Community Priorities

# Community Priorities <sup>TM</sup>



Footpaths, cycleways & trails are the top priorities for the community.

Q. How satisfied are you with: Base: All respondents who provided a valid response (Residents 2015 n = varies)  
 Q. Which areas would you most like the City of Albany to focus on improving? Base: All respondents (Residents 2015 n = 402)

# Addressing community priorities | footpaths, cycleways & trails

“

## Residents would like more cycleways and footpaths in the Albany area:

*Include more cycle ways on Princess Royal Drive in the city centre. There are no other less problematic ways to get around Princess Royal Harbour for cyclists.*

*Footpaths through Albany are only on main roads. Not enough are in suburban areas which restricts people with strollers.*

*Cycle ways, put some on the roads because they are all in scenic areas which isn't helpful to locals.*

*They built a beautiful cycle path to Emu Point. Why not a footpath.*

*Bike path is needed from Bayonet Head towards city*

*Lack of footpaths around Spencer Park.*

## The quality of existing footpaths and cycleways is also an issue for residents:

*Footpaths and cycle ways throughout the area of Mira Mar need repairing. Lake Seppings Drive has no footpaths and I would like to have this assessed. Develop cycle ways separate to footpaths and separate cycle ways to roads for the safety of pedestrians, drivers and cyclists.*

*Footpaths require repairing in particular lower part of Stirling Terrace. Trees have raised the path pavers and they are unsafe to walk along. I experienced a fall in this exact spot. Another area includes Serpentine Road in Mt Melville with the same issue.*

*Spencer Park footpaths are cracked and not level, needs fixing. Need more footpaths.*

## Residents would also like the existing cycleways to be connected with one another:

*Bike paths need to be increased. There should be a continuous bike path from Little Grove into the CBD*

*Cycle paths need to meet up with each other, be continuous.*

*Connect all the cycle ways to Whale World.*

”

Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | management of parking

## Availability of parking in the CBD and major shopping areas is an issue for residents:

*Parking in town. When you want to go shopping on the main street the parking time limit is too short. On the Stirling Terrace, they took away normal parking and put in parallel parking making the street more narrow and there is now more trouble finding parking. I would like the parking improved. Not enough parking near the hub and the book shop by the Advertiser. We need more parking for seniors so I don't have to walk so far.*

*Need some longer term parking. Only 1 hour parking is allowed in the city centre and also need parking near the library.*

*Need more parking in the central area, on York Street plus side streets off York Street.*

*CBD parking on the main street, which is York Street, there is a lack of parking spots.*

*Parking could be better in the centre of town - York Street.*

## There is also an issue with availability and accessibility to parking bays for those with disabilities:

*The parking needs improving everywhere especially in terms of the amount of disabled parking available. The proximity of disabled car parks is an issue, they are always located far away, for example, on York Street and the Coles underground car park.*

*More disabled parking outside the Woolworths at Dog Rock Albany. More disabled car parks in general around the Albany area.*

*The city centre parking, not enough disabled or general parking.*

Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | road maintenance

“

**Residents feel that some roads are not well maintained e.g. they are rough, bumpy or have potholes:**

*The entire road of Frenchman's Bay Road needs repair. Has pot holes in the road. Has been a while since I used this road so I'm not sure whether or not it has been repaired.*

*On the main roads that the trucks use such as the Chester Pass Road the shoulders on the road and the road itself are rough with potholes. The surface of the road is rough.*

*The roads, I think that they could fix a lot of the roads so they aren't so rough and deteriorated. Beaufort Road particularly; it has holes and holes.*

*Middleton Beach Road and Lower Denmark Road, and roads around Gledhow are full of pot holes and are never looked after.*

*Number of suburban roads left unattended. Parker Street has potholes and no edges. Had to move house it was that bad.*

**There is also an issue with road maintenance not being done correctly the first time:**

*They need to focus on maintaining Lower Denmark Road, which they had done work on recently but the contractor did not do a good job because the gravel they used did not stay on well as soon as the hot season came back. And a lot of the tar on some of the rural roads 'bleeds' (comes out) from the hot weather and it sticks all over your tyres etc.*

*Roads in the rural area to be maintained more constantly and efficiently. Rather than fixing the road temporarily make it a more long term outcome to save the short term maintenance. Rather than a monthly maintenance do it right the first time to avoid the immediate damage.*

”

Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix



# Addressing community priorities | traffic management & control

## Residents would like better traffic management in the CBD and in general during peak times:

*The roads get very busy at school time that it takes forever to get to the school.  
Traffic management on CBD is terrible and congested. Would like to see a long term traffic management action.  
Probably the holiday traffic control needs help. Hard to get around on holidays.  
Traffic control in the city centre doesn't cope with peak hour traffic.*

## Some would also like roundabouts at problem intersections removed in favour of traffic lights:

*Be more open to traffic flows rather than using just roundabouts. Smaller ones are more hazardous particularly the roundabout at the top of York Street. Prefer traffic lights at these intersections in general. The amount of population is not coping with the roundabout system.  
Introduction of traffic lights and less roundabouts to improve traffic in the general area. For example, the influx of people on the ANZAC weekend showed a lot of traffic congestion around roundabouts.*

Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | economic development

“

**Residents believe that the Council should work to attract more investment in the town from industry:**

*Need to get out the message to outside of Albany to invest in Albany. Property development and residential housing. We need outside investment. They need to make the process more appealing so as to attract the investor from outside Albany. Make the zoning and application process a lot more streamlined.*

*Bringing in more employment opportunities talking to bigger companies like Coles and Big W give them some incentive to come to Albany, surely competition is good.*

*The City of Albany should attract more industry to create jobs.*

*Industry, we need something to keep people here, they need to maybe encourage a few more industries. They need more infrastructure and 7 day trading.*

**They also believe that there is a need for more job opportunities to keep young people in Albany:**

*The Council should encourage industry to improve employment for youth. Many young people are leaving town to seek employment elsewhere. Getting work for the youth. More opportunities such as traineeships and apprenticeships. Employment for school leavers.*

**Support and development of the local tourism industry is also desired:**

*Job creation in particular more for youth and bringing more jobs in for the tourism industry. Growth of tourism as a main concern. More job availability in the town. Tourism needs to be advertised more to get the word out.*

”

Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | services & facilities for youth

## Residents would like there to be more activities available for teens and young adults:

*I believe that the motocross track was beneficial to Albany's youth. Kids are now riding through the national park due to the closure. I think the motocross track should be opened up where it can be controlled.*

*Activities for younger groups, sports and arts and crafts. More school holiday programs.*

*More activities for children and early teens like sports, motorbike riding etc.*

*More for the youth like 16-20 year olds e.g. motocross.*

*More things for youth around the whole of Albany.*

## They believe this will help keep young people out of trouble and reduce antisocial behaviour:

*There is not a lot for the youth of Albany to do. As they get older I try to keep them out of trouble but there is only the skate park and the PCYC. There needs to be more activities for them to do.*

*There isn't enough in Albany to keep youth off the streets and this is when they get bored and start destroying property.*

*More activities for youth as there is antisocial behaviour.*

## There is also a desire for more opportunities for young adults (under 35yrs) to socialise:

*Social life for young adults needs to be improved. There are two night club licences both owned by the same person who doesn't even live in Albany, so there is a monopoly on the night life facilities. The Council is opposed to any more licenses and, at the end of the day, if we want to keep young people in Albany they need to provide more night life to support that.*

Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | coastal & foreshore areas

“

## Residents would like the vacant land at Middleton Beach to be developed:

*Empty lots at Middleton Beach. The Esplanade Hotel was removed and now it is empty, we need more family orientated functions instead of housing in this area. Perhaps a fun park or a big playground.*

*Esplanade Hotel site needs to be developed, for example a 4 or 5 star another hotel in it's place. Albany foreshore needs to be developed including restaurants and family orientated activities*

*Middleton Beach vacant land. Motel used to fill the space. Land needs attention, possibly a new hotel.*

*Middleton Beach Hotel, instead of having a vacant block there focus on building something else.*

*Develop the Esplanade site in Middleton Beach, have a hotel there instead.*

## There is also a desire for better maintenance to coastal areas:

*Foreshore and trails need better maintenance and renewal of tired assets, and continued improvement of historical Council owned buildings.*

*Lake Seppings is covered in weeds, and there is too much erosion at Emu Point.*

*Coastal aspects, lack of maintenance.*

”

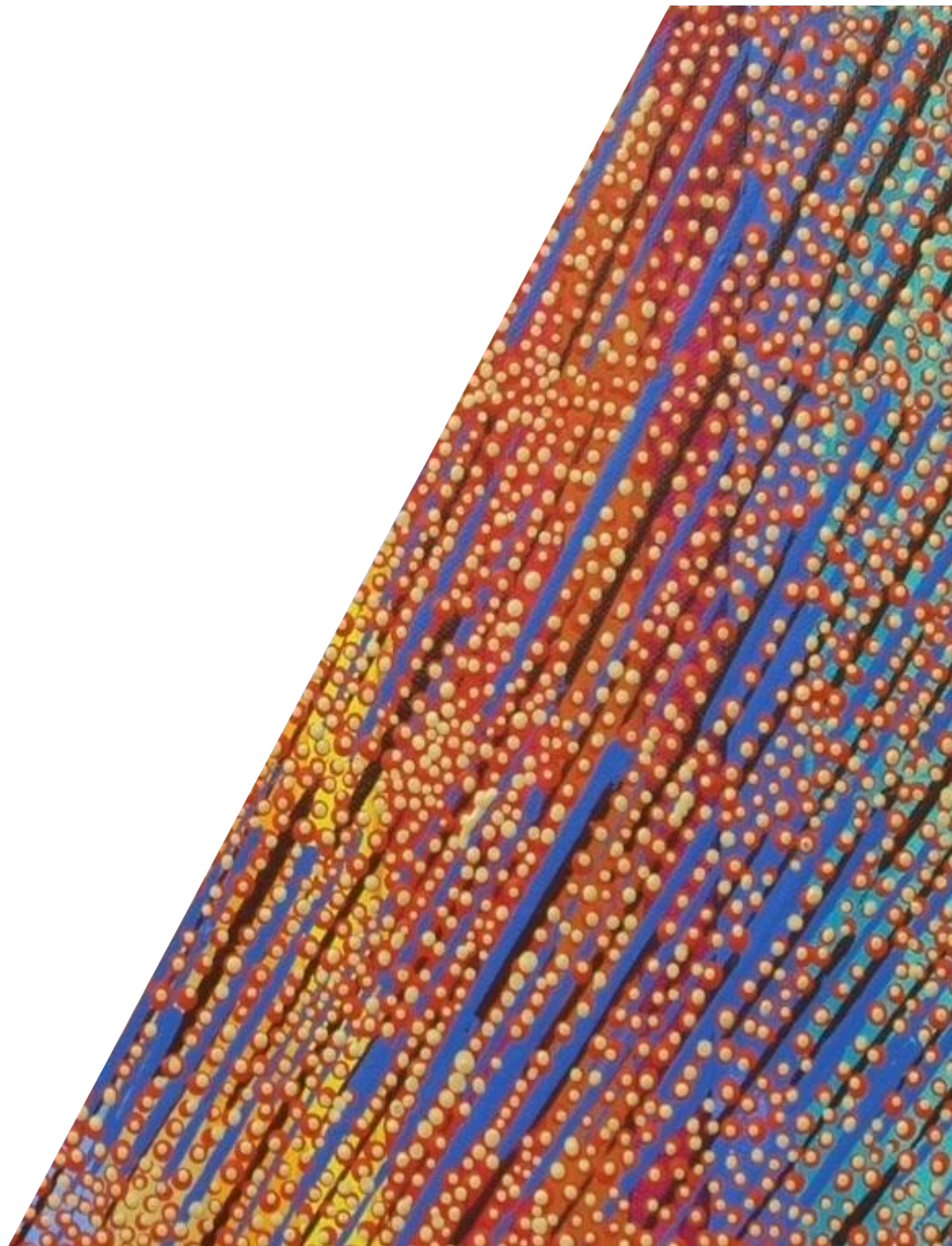
Q. Which areas would you most like the City of Albany to focus on improving?

A full list of verbatim responses is provided in the Appendix



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CATALYSE is proud to support Indigenous artists.

“Fireworks” is the exciting work of Yinjaa-Barni Artist, Maudie Jerrold.

Yinjaa-Barni Artists are traditional owners from the Fortescue River region. Their paintings depict the remarkable country of the Pilbara in Western Australia's north-west. The contrasts of the harsh environment with the hidden gorges of cool water, the seeds and flowers bursting out after rain, are moments that belong to the great Creation stories of the Marrga.

Other works may be viewed at the Japingka Gallery in Fremantle [[www.japingka.com.au](http://www.japingka.com.au)].