MARKYT ◆ Community Scorecard ©

Prepared for: City of Albany

Prepared by: CATALYSE® Pty Ltd ©

May 2019

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Contents

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Introduction

The study

In March-April, the City of Albany administered a MARKYT® Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

Scorecard invitations were sent to 4,000 randomly selected households (2,000 by mail and 2,000 by email). The City offered supporting promotions through its communication channels.

In total, **663 residents** submitted a response reducing the sampling error to ±3.81% at the 95% confidence interval.

The sample included 612 randomly selected respondents, 15 council-affiliated respondents and 18 respondents who opted in to take part through a council promotion or a referral from a community group, family or friend. As analysis of results showed significant differences between these groups, the main body of this report presents responses from the random sample only.

The final dataset was weighted by age and gender to match the ABS Census population profile. Data has been analysed using SPSS. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of respondents (weighted)

Albany Central	42
Albany Suburbs	44
Rural (East & West)	9
Other - Albany	1
Other - out of area	2
No response	2
Home owner	91
Renting / Other	6
Out of area ratepayers	2
Visitors	<1
No response	<1
Male	48
Female	51
Other	<1
Answered together	1
Have child 0-5 years	15
Have child 6-12 years	16
Have child 13-17 years	11
Have child 18+ years	7
No children at home	57
No response	7
18-34 years	23
35-54 years	32
55-64 years	15
65+ years	30
Disability / impairment	13
ATSI	3
Born overseas and LOTE	3

ATSI = Aboriginal and Torres Strait Islander
LOTE = Language other than English

MARKYT

4

CATALYSE® has conducted studies for close to 60 councils across WA. When three or more councils have asked a comparable question, we publish the high score to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA councils** that have completed an accredited study with CATALYSE® **within the past two years**. Participating councils are listed below.

Metropolitan

CITY OF Armadale · BELMONT · CITY OF OPPORTUNITY · City of CANNING · TOWN OF CLAREMONT Est 1898 · City of Cockburn wetlands to waves · TOWN of EAST FREMANTLE · City of Fremantle · shire of kalamunda · City of Kwinana · CITY OF MANDURAH · City of Melville · TOWN OF MOSMAN PARK · SHIRE OF PEPPERMINT GROVE · Shire of Serpentine Jarrahdale · CITY OF SUBIACO · City of Wanneroo

Regional

CITY OF Albany · Shire of Broomehill Tambellup looking forward · CITY OF BUNBURY · City of Busselton Geographe Bay · SHIRE of CAPEL · Shire of Cranbrook Great Southern's Finest · SHIRE OF DANDARAGAN · SHIRE OF DENMARK · THE SHIRE OF DONNYBROOK BALINGUP · Shire of Esperance We make it happen! · Heart of the Stirlings SHIRE OF GNOWANGERUP · SHIRE OF JERRAMUNGUP · City of KALGOORLIE-BOULDER · Shire of Katanning Heart of the Great Southern · SHIRE OF KENT NYABING · PINGRUP · Kojonup One community, many choices · Merredin Shire Council · Shire of Murray · Shire of Plantagenet · SHIRE OF RAVENSTHORPE · Shire of WOODANILLING · SHIRE OF WYNDHAM EAST KIMBERLEY · SHIRE OF YORK YORK 1871 WA

Across the Great Southern Region, 11 councils have partnered with CATALYSE® to conduct a MARKYT® Community Scorecard. Throughout this report, benchmarks have been provided against this group of councils:

Great Southern Group

Strategic Insights

Strategic Overview

Place to Live	Place to Visit	Organisation	Value for Money
83	**82**	**55**	**40**
Performance Index Score	Performance Index Score	Performance Index Score	Performance Index Score
8 index points <u>above</u> the MARKYT® Industry Standard for WA and just 1 point behind the leader in the Great Southern Region.	18 index points <u>above</u> the MARKYT® Industry Standard for WA	<u>On par</u> with the MARKYT® Industry Standards for WA and the Great Southern Region.	5 index points below the MARKYT® Industry Standard for WA and just 1 point behind the average for the Great Southern Region.
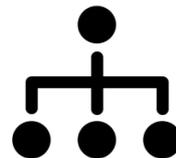
Strengths

Highest scoring

- Library and information services
- Sport and recreation
- Leisure and Aquatic Centre

Most improved

- Services and facilities for families and children
- Childcare services
- Education and training

Relative to MARKYT® Industry Standards for WA

- Place to visit
- Childcare services
- Tourism

Priorities

Economic Development

Road maintenance

Footpaths, trails and cycleways

Parking management

Tourism

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Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Albany as a 'place to live' and as a 'governing organisation'. The City of Albany's overall performance index score is 69 out of 100, 4 index points above the average for Western Australia.

MARKYT◈ Industry Standards
Performance Index Score

City of Albany	69
WA High	85
WA Average	65
Great Southern High	74
Great Southern Average	66

Overall Performance Index Score
average of 'place to live' and 'governing organisation'

- ■ City of Albany
- ■ Great Southern Region Councils
- ■ Western Australian Councils

Bar chart values (left to right): 85, 78, 75, 74, 74, 74, 74, 73, 72, 72, 71, 70, 70, 69, 68, 68, 67, 67, 66, 66, 66, 65, 65, 63, 63, 63, 62, 62, 61, 60, 58, 58, 57, 56, 56, 56, 53, 51, 50

WA Average
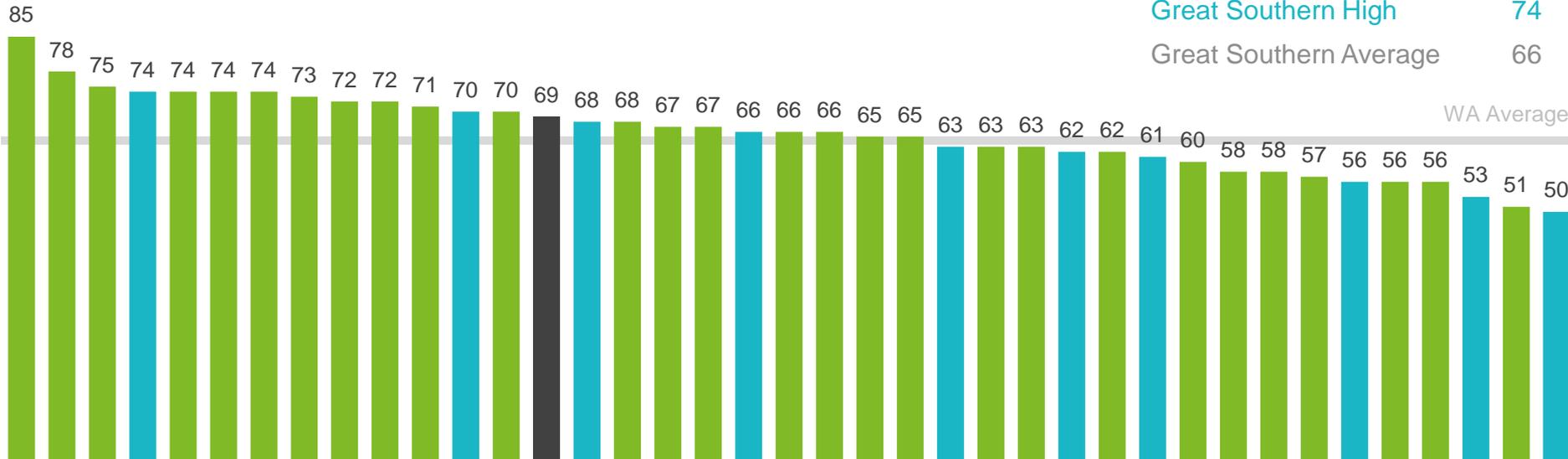
How to read the MARKYT ◆ Benchmark Matrix ™

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

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

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Standard.
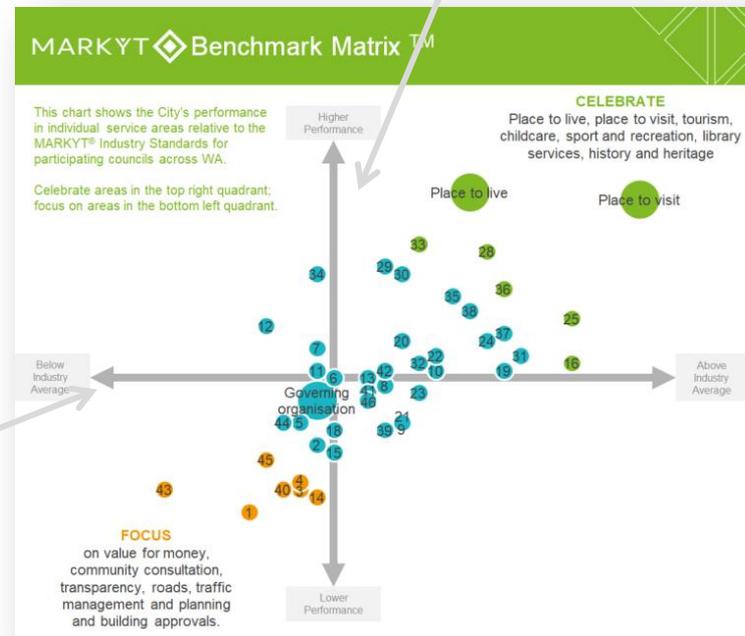
This line represents Council's average performance for all individual measure.
As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.

MARKYT ◆ Benchmark Matrix ™ | WA Councils

This chart shows the City's performance in individual service areas relative to the MARKYT® Industry Standards for participating councils across WA.

Celebrate areas in the top right quadrant; focus on areas in the bottom left quadrant.

CELEBRATE
Place to live, place to visit, tourism, childcare, sport and recreation, library services, history and heritage

Higher Performance

Place to live

Place to visit

Below WA Average

Above WA Average

Governing organisation

Lower Performance

FOCUS
on value for money, community consultation, transparency, roads, traffic management and planning and building approvals.

#	Service area
1	Value for money
2	Councils leadership
3	Transparency
4	Community consultation
5	Informing the community
6	Website
7	Customer service
8	Sustainable practices
9	Climate change
10	Waste reduction
11	Coastal management
12	Waste collection
13	Natural disaster prevention
14	Economic development
15	Agricultural development
16	Tourism
17	Community benefit from events
18	Albany Town Centre development
19	Education and training
20	Families and children
21	Youth services
22	Seniors services
23	Disability access
24	Health and community services
25	Childcare Services
26	Buildings and halls
27	Public toilets
28	Sport and recreation
29	Leisure and Aquatic Centre
30	Playgrounds, park and reserves
31	Public health and wellbeing
32	Safety and security
33	Library & information
34	Arts facilities
35	Festivals, events, art & culture
36	History & heritage
37	Aboriginal heritage
38	Character and identity
39	Growth and development
40	Planning and building
41	Streetscapes
42	Street lighting
43	Road maintenance
44	Traffic management
45	Parking management
46	Footpaths, trails and cycleways

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT® Industry Standards are available.

Within the **Great Southern Region**, the City of Albany is leading in 9 areas.

1. Tourism attractions and marketing
2. Access to education, training and personal development opportunities
3. Services and facilities for youth
4. Services and care available for seniors
5. Access to services and facilities for people with disabilities
6. Access to health and community services
7. Access to childcare services
8. Public health and wellbeing programs and education
9. The area's character and identity

Overall, the City of Albany's performance is steady. Most services are within ±3 index points of 2017 results.

In the Community Trends Window, detailed overleaf, many services are ideally located in Window 1. They are higher performing areas that continue to improve. The stand out performers include services and facilities for families and children, childcare services, festivals, events, art and cultural activities, and education and training.

Window 4 includes lower performing areas in decline. The main areas to address include value for money from rates, community consultation, economic development and planning and building approvals. The City may also benefit from exploring the decline in streetscapes.

MARKYT ◆ Community Trends Window ™

Performance Index Score (out of 100)

Excellent 100
Good 75
Okay 50
Poor 25
Terrible 0

STRONG + DECLINING

STRONG + IMPROVING

WEAK + DECLINING

WEAK + IMPROVING

Trend

-20 -15 -10 -5 0 5 10 15 20

Declining   Steady   Improving
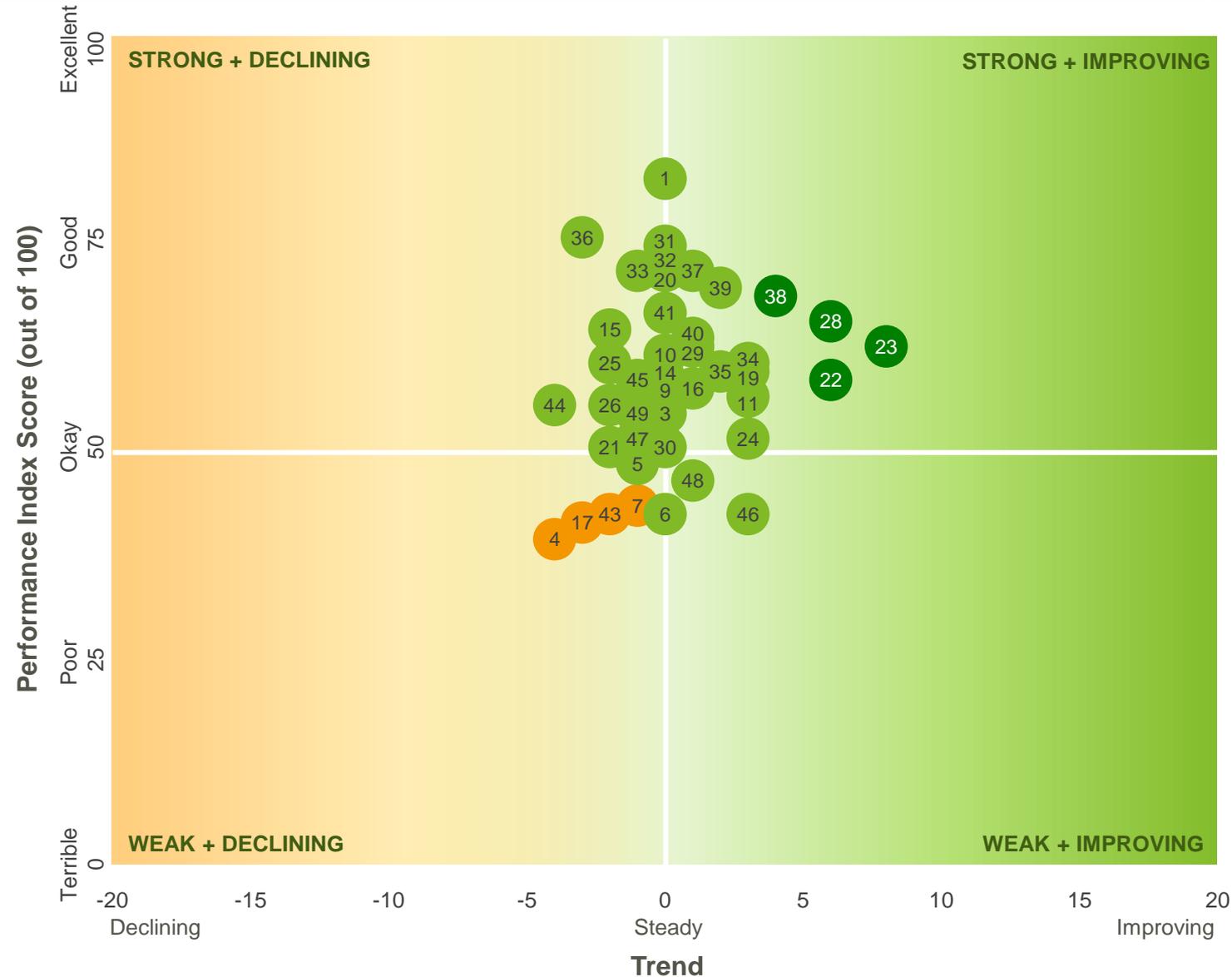
1 Place to live
2 Place to visit
3 Governing organisation
4 Value for money
5 Council's leadership
6 Transparency
7 Community consultation
8 Informing the community
9 Website
10 Customer service
11 Sustainable practices
12 Climate change
13 Waste reduction
14 Coastal management
15 Waste collection
16 Natural disaster prevention
17 Economic development
18 Agricultural development
19 Tourism
20 Community benefit from events
21 Albany Town Centre development
22 Education and training
23 Families and children
24 Youth services
25 Seniors services
26 Disability access
27 Health and community services
28 Childcare Services
29 Buildings and halls
30 Public toilets
31 Sport and recreation
32 Leisure and Aquatic Centre
33 Playgrounds, park and reserves
34 Public health and wellbeing
35 Safety and security
36 Library & information
37 Arts facilities
38 Festivals, events, art & culture
39 History & heritage
40 Aboriginal heritage
41 Character and identity
42 Growth and development
43 Planning and building
44 Streetscapes
45 Street lighting
46 Road maintenance
47 Traffic management
48 Parking management
49 Footpaths, trails and cycleways

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

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In the City of Albany's Community Priorities Window, detailed overleaf, most services are ideally located in Window B. They are receiving average ratings between okay and good.

Perceived strengths include sport and recreation, the Leisure and Aquatic Centre, library, arts facilities, and community benefit from events.

Moving forward, the community would like Council to prioritise economic development, roads, footpaths, trails and cycleways (windows F + G).

Other secondary priorities include value for money from rates, community consultation, tourism, traffic management and parking (yellow dots).

MARKYT ◆ Community Priorities Window ™

Performance Index Score (out of 100) — vertical axis

Excellent 100
Good 75
Okay 50
Poor 25
Terrible 0

Priority (% mentions) — horizontal axis: 0, 5, 10, 15, 20, 25

#	Item
1	Value for money
2	Councils leadership
3	Transparency
4	Community consultation
5	Informing the community
6	Website
7	Customer service
8	Sustainable practices
9	Climate change
10	Waste reduction
11	Coastal management
12	Waste collection
13	Natural disaster prevention
14	Economic development
15	Agricultural development
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33	Library & information
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36	History & heritage
37	Aboriginal heritage
38	Character and identity
39	Growth and development
40	Planning and building
41	Streetscapes
42	Street lighting
43	Road maintenance
44	Traffic management
45	Parking management
46	Footpaths, trails and cycleways

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

Q. Which areas would you most like the City of Albany to focus on improving? Base: All respondents, excludes no response (n = 663)

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Economic Development

Challenges | identified by the community

- 7 day trading restrictions for general retail.
- Small businesses not open long enough for tourists, visitors and locals.
- Empty shops and high rents.
- Lack of diverse industry.
- Limited job opportunities.
- Perception of Albany as a place to retire.

Actions | suggested by the community

1. Advocate for extended trading hours and encourage small business to stay open longer.
2. Encourage lower shop rents to fill empty retail spaces.
3. Increase support of small business.
4. Help to attract new business and industry in order to increase employment.
5. Promote Albany more to boost tourism.

Community Voices

"Helping local businesses. Boost tourism with cheap flights, coach services. Make sure local businesses are open on long weekends…Support local businesses - they don't bother to open when the place is full of tourists?"

"Allowing all stores to trade on Sundays."

"Developing the shopping precinct with enough parking spaces and encourage shop keepers to open businesses on the weekends. Not easy for tourists to go shopping or have a coffee when shops are closing at 1pm on Saturdays."

"The biggest complaint I have heard from visitors (and locals) is that Albany is "closed" at weekends. Visitors come with money to spend & very few shops are open."

"Promotion of business opportunities and investigating shop rents as many shops seem to be closing and some shopping centres appear to have a hard time filling the shops."

"Lower rents to encourage more businesses to come to town."

"Development of investors and create more job opportunities to help grow the town and help keep the younger generation with employment. More larger industry."

"The City of Albany is a very livable environment but it needs to improve employment opportunities, especially high value employment that will provide sustainable jobs for youth."

"Albany needs to focus on attracting industry of any sort. It is just a retirement village at the moment with no opportunities to keep younger workers."

"Focus on promoting and encouraging new business and industry to town. Make shop rents affordable for business to have seven day trading, especially for cruise ship stopovers. Realise the demographic doesn't just consist of seniors/ retirees and build the town's culture accordingly."

"Consider attracting industry and business to the district, bringing jobs and opportunities in medical specialisation, aged care, secondary processing similar to Manjimup etc."

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Building and maintaining local roads

Challenges | identified by the community

- Poor road conditions within and surrounding Albany centre.
- Pot holes, uneven surfaces and inadequate drainage.
- Lack of rural road maintenance.

Actions | suggested by the community

1. More efficient and effective road repairs.
2. Address the condition of the City's main roads, highways and key roundabouts.
3. Improve rural road surfaces.
4. Upgrade drainage on local streets.
5. Complete the Albany Ring Road.

Community Voices

"Upgrading roads and streets. There seems to be a bit of a lag in maintenance on the City streets and rural roads."

"The surface of the roads in Albany is appalling, consisting of bumps, holes, patches - what a fiasco."

"Roads. It would seem that they are repaired in a haphazard way and don't last very well."

"Roads, lighting of streets, drainage."

"Fixing the roads surfaces within the town and surrounding areas."

"I'd like to see the roads & streets kept and maintained better by way of edges and potholes and some of the old & the relatively new areas of traffic interception seem inadequate e.g. some kerbs are too high to avoid…"

"Overall the City does a good job. As it grows however, our major roads network is going to require some forward planning. It is only just adequate now and several areas fall into the inadequate category e.g Chester pass roundabout and Lower King Rd. Some of the roundabouts have reached the point where they need alternative management for safety and convenience (eg Albany Hwy, South Coast Hwy, North Rd, Chester Pass Rd, etc)."

"Some of the roads in Albany - Lockyer Avenue, Sanford Road, Collingwood Road, to name a few, are in poor condition. They are only repaired when a pot hole appears."

"Roads in the outer limits. Up keep of gravel roads especially bus routes."

"Roads, mainly rural, both for surface quality and vision. Seems like suggestions on safety and vegetation blocking vision for signposts and safety at intersections the council ignores."

"Getting the ring road completed."

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Footpaths, trails and cycleways

Challenges | identified by the community

- Limited footpath and cycleway connectivity.
- Uneven surfaces inhibiting mobility.
- Residents having to walk on roads.
- Inadequate and unsafe cycleway infrastructure.

Actions | suggested by the community

1. Build more footpaths across the City.
2. Improve footpath surfaces to cater for all levels of mobility.
3. Increase cycleway connectivity.
4. Develop more recreational trails.

Community Voices

"Footpaths are really lacking."

"Adequate footpaths /cycle ways in the suburbs."

"Walking access throughout. Maintenance and improvement of 'linking' access from main routes, i.e. around ALAC, which is only accessible by car."

"Footpath along Cockburn Rd. Lots of elderly people living in units and in disability units. Verge very uneven and unable to push wheelchairs or use walking sticks."

"More footpaths outside of the town centre. This will make mobilising around suburbs easier for people in wheelchairs, shop scooters, and using prams."

"Increase the availability of footpaths. Especially along all suburban bus routes and on more roads that lead to schools."

"As a person who is vision impaired, I would like better maintenance of footpaths and more footpaths in the urban areas. It would also be beneficial to have more controlled crossings across Albany Highway and other busy roads."

"Cycle way structure to link all outer areas to the city centre."

"(1) 1 Meter cycling lanes on roads. (2) Improving relationships between cyclist, motorists and walkers."

"A future build-up and extension of cycle pathways - cutting back vegetation growth over cycle paths, especially at bends, to allow for better visibility."

"No continuous linked bike trails - they stop and start."

"Recreational trails (mtb, walking/running/hiking)."

"Walking trails and bike paths."

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Parking management

- Not enough parking in the City Centre.
- 1 hour parking considered insufficient.
- Affects local businesses.
- Difficult to find parking for people with limited mobility.
- Limited RV parking across the City.

Actions | suggested by the community

1. Build more parking in the CBD.
2. Replace island parking with designated parking areas close to main street.
3. Remove 1 hour restrictions.
4. Provide more parking for businesses.
5. Encourage more tourist parking including areas for recreational vehicles.

Community Voices

"York Street needs to improve parking near Tourist Info - not enough room for locals and tourists."

"More availability of parking around city precinct."

"Parking is an issue within the CBD."

"Better parking and access in the CBD."

"Lengthening the time allowed for parking in York street. Provisions for staff parking making better parking in the shopping areas for businesses."

"Remove or extend 1 hour parking in centre of town. Not long enough to do anything! i.e. have lunch or get haircut, or even walk to a selection of shops! Extended parking areas are either too far for elderly (without acrod) to walk or an absolute OSH shambles (rear of shops)."

"Parking - York St a good example of poor planning. Build a multi-story, long term, 4 story park over the top of the existing parking behind the town square."

"Parking in Albany on Friday, Saturday is a nightmare. One cannot find a park anywhere."

"Long term parking in York St...Section off York St Mall and take out island parking."

"It is often difficult to find suitable parking in the Albany City centre and given the steep rises common to the area, real access to the facilities and services there is severely limited - especially for the senior and elder demographic and those with significant physical/movement limitations."

"More available parking within the CBD, Middleton Beach and Emu Point. Particularly long vehicle parking. York street is a mess, Emu point is a joke and Middleton Beach requires much improved design."

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Tourism attractions and marketing

Challenges | identified by the community

- Residents perceive there is not enough emphasis on promoting the area for tourism.
- Insufficient hotel accommodation.
- Limited RV parking.
- Businesses closing too early.
- Expensive flights.

Actions | suggested by the community

1. Greater focus on tourism and promotion.
2. Learn from other Australian tourist destinations.
3. Consider increasing tourist accommodation, parking facilities and free camping options.
4. Encourage businesses to stay open longer.
5. Develop the area for tourism.
6. Advocate for reduced flight fares.

Community Voices

"…Try to implement more ways of getting people to Albany. I was in Bunbury and Mandurah recently and there was so much more to do than in Albany.

"Creative strategies to attract visitors and residents. Although recently driving and building excellent tourism infrastructure and establishing strong marketing and promotion campaigns, root issues need to be dealt with first... Consider surveying visitors and non-visitors (WA, interstate, international) on the largest barriers to travel and specifically implement measures to address them, no matter how hard or expensive they may seem."

"Focus on improving tourism. Middleton Beach foreshore. Cultural events. Cheap flights."

"Make it attractive for RV travelers to remain in Albany, 24-48 hour parking facilities. Without being forced to pay exorbitant caravan park fees. Many examples through Australia from which we can learn."

"Change shopping hours to keep up with the rest of the state, to encourage tourists. Put in more public toilets and rubbish bins. Put in more parking for tourists with long vehicles, e.g. Caravans... Put in signs telling visitors to town how to get to hospital and shopping areas."

"Focus on tourism is well below standard. I have just been to Tasmania, we could all learn a big lesson how to encourage tourism, they certainly know how to look after tourists and, I might add, how to get your money."

"Tourism: As a local volunteer the number one complaint by tourists is once the sun goes down it is very hard to find somewhere to go and sit and have a coffee; let alone have a meal, most businesses HAVE to close their doors in the CBD well before the sun goes down. What about opening for business on a Sunday."

"1. Assist cutting the cost to fly to/from Albany to attract tourism and to allow better movement to Perth. 2. Promote the city/area on TV and overseas."

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Traffic management on local roads

Challenges | identified by the community

- York Street traffic congestion.
- Increasingly heavy traffic on main roads leading into the City Centre.
- Limited designated pedestrian crossings.
- Street signage considered insufficient, distracting or difficult to identify.
- Too many speed limit changes along roads.

Actions | suggested by the community

1. Identify ways to reduce congestion in and around York Street.
2. Consider replacing main roundabouts with traffic lights in highly congested areas.
3. Provide crosswalks in the City Centre.
4. Ensure street signage is clear and consistent.

Community Voices

"York Street traffic management - too much congestion."

"Traffic in Lockyer Ave & York St on Saturday mornings is terribly congested."

"Things need to improve in terms of traffic flow down York street. Parked vehicles shouldn't have to back into on coming traffic. The congestion causes potential customers to go elsewhere or avoid the Main Street. Retailers miss out big time."

"Traffic flow as you enter the top of York St, entering and exiting the beginning of South Coast Hwy."

"Completion of link road, easing traffic congestion on main city roundabout - Chester Pass Road/Albany Highway."

"Traffic lights essential with the growth of suburbs like McKail etc. Access roads to and from city OTHER THAN the big roundabout."

"Fix up the roads (Sanford Road is shocking!), put in traffic lights instead of putting roundabouts everywhere."

"Would traffic lights help congestion at the big roundabout at peak hours?"

"Not enough safe crossings for parents with children at busy intersections."

"Cross walks - the marvelous roundabouts in Albany causes traffic to flow without breaks which makes crossing roads more difficult for pedestrians especially for the elderly who cannot run across between cars. More strategically placed cross walks would be helpful."

"Better speed zone signage, especially around school zones."

Value for money from council rates

Challenges | identified by the community

- Perceived lack of value from rates.
- Large annual rate increases.
- Concerns regarding unnecessary or wasteful spending.

Actions | suggested by the community

1. Consider lower rates or limit rate increases.
2. Control spending.
3. Identify ways to improve perceptions of value.

Community Voices

"Cheaper rates. Every year there seems to be a rise. Soon people won't be able to live here as you will be sending them broke. Why does it have to go up every year. My pay packet doesn't go up every year."

"The use of ratepayers funds - too much waste."

"Rates are too expensive. Does not represent the level of service it represents."

"Ratepayers' value for money as rates increase annually: I was recently disappointed with the postponement of verge collections! The reason cited because it was an eyesore to the influx for a caravan event. Tourists need catering for but not at the expense of locals. We still need verge collections every year not every 2 years."

"Being aware of value for money. Discard baggage that doesn't return reward...whether it be projects, events, staff, machinery or anything else that isn't performing."

"Not increasing rates. My 12000 dollars in rates does not get me the same deal that someone who lives in town and pays 2 to 3 thousand dollars."

"Not wasting ratepayers money on things the community did not ask for."

"Rates are exorbitant and unashamedly raised, with to often superficial justification for doubtful projects with even less justifiable priority affecting rates."

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23

How the community is consulted about local issues

Challenges | identified by the community

- Perceived lack of genuine consultation.
- Community opinions not being sought early enough on important decisions.
- Residents feel they are not being listened to.

Actions | suggested by the community

1. Improve community consultation processes.
2. Begin engagement earlier.
3. Communicate how residents and ratepayer views are being taken into account.

Community Voices

"Genuine consultation with residents on events/issues that affect them."

"City of Albany should listen to the residents and more for residents."

"Listening to the public and their opinions. To make decisions and local votes on decisions made."

"Genuine, timely and active public consultation on issues that will have impact on rate payers and residents."

"Taking account of the needs of local residents and listening to their views."

"Meaningful community engagement early on in major projects rather than public comment periods too late in the process."

"More consultations on planning projects with residents and ratepayers well before planning decisions are made. More support and consultations with local community and residents organisations."

"Survey residents on the big council plans/expenditure items to understand what the community really thinks. E.g reef being established for surfers of Emu Point. Huge expense benefiting a minority. I don't buy the argument this will increase tourism."

"Proper prior consultation and taking note of community concerns, instead of just providing information on what's been decided."

"They should start listening to the public and rate payers instead of telling us what they think we need."

Overall Performance

How to read the following charts

Performance Ratings

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

The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$

In effect, the Performance Index Score converts the average rating into a zero-based score out of 100.

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

Trend analysis shows how performance varies over time.

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

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

Council Score is the Council's performance index score.

WA High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE® over the past two years.

WA Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

Great Southern High is the highest score achieved by councils in Great Southern Region.

Great Southern Average is the average score among councils in the Great Southern Region.

The City of Albany as a place to live

Performance ratings
% of respondents

99% Positive rating*

83 Performance Index Score (out of 100)

Excellent: 46
Good: 44
Okay: 9
Poor: 2

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

Year	Score
13	70
15	72
17	83
19	83
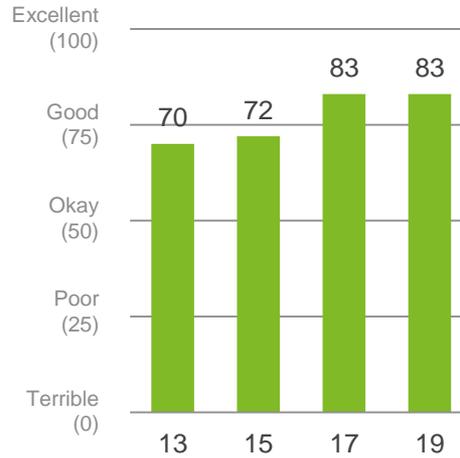
MARKYT◇ Industry Standards
Performance Index Score

City of Albany	83
WA High	95
WA Average	75
Great Southern High	84
Great Southern Average	79

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
83	84	80	85	81	84	81	83	82	80	80	83	85	84	85	82	84

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 626). * Positive rating = okay + good + excellent

MARKYT◇

27

Community Advocacy
Likelihood of recommending the City of Albany as a place to live

Community Advocacy
% of respondents
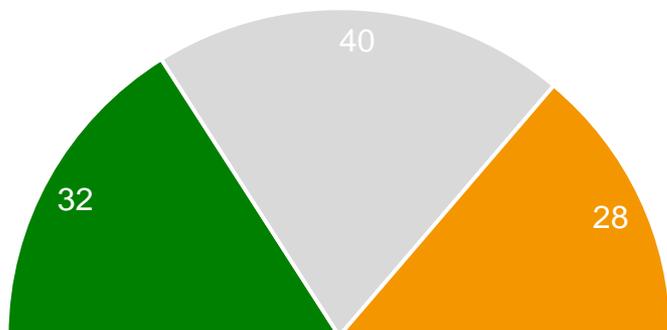
Promoters (9-10) — 32
Passives (7-8) — 40
Detractors (0-6) — 28

Net Promoter Score

Promoters

less

Detractors

equals

NPS
4

NPS can range from -100 to +100

MARKYT◆ Industry Standards
Net Promoter Score

City of Albany	4
WA High	68
WA Average	-16
Great Southern High	7
Great Southern Average	-7

Variances across the community
Net Promoter Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
4	6	0	10	-1	11	0	-6	5	-5	-16	-1	19	5	-11	6	0

Q. **How likely are you to recommend the City of Albany as a place to live?**
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
Base: All respondents, excludes 'unsure' and 'no response' (n = 605).

MARKYT◆   28

The City of Albany as a place to visit

Performance ratings
% of respondents
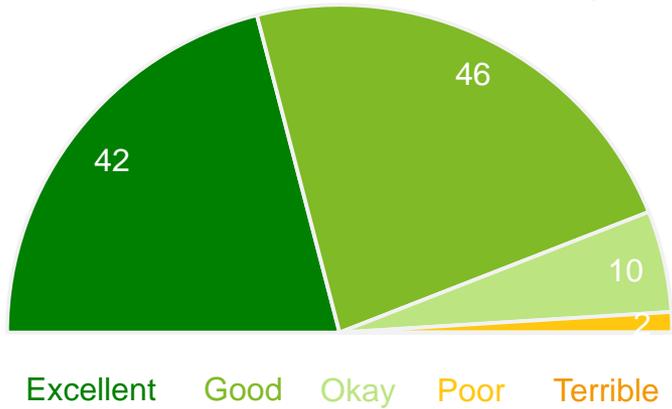
98% — Positive rating*

82 — Performance Index Score (out of 100)

Excellent 42
Good 46
Okay 10
Poor 2

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			82
Okay (50)			
Poor (25)			
Terrible (0)	NA	NA	NA
13	15	17	19
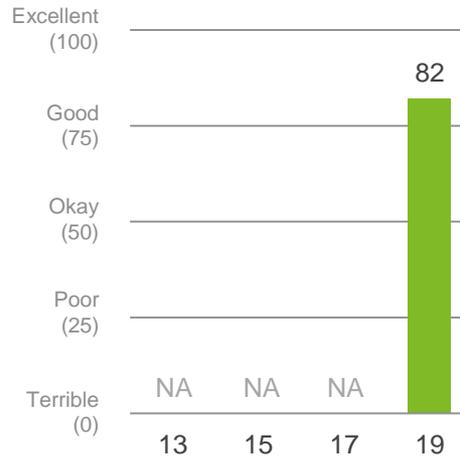
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	82
WA High	87
WA Average	64
Great Southern High	87
Great Southern Average	76

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
82	82	84	85	80	83	78	79	82	81	81	81	83	80	83	82	82

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 616). * Positive rating = okay + good + excellent

MARKYT◆   29

The City of Albany as the organisation that governs the local area

Performance ratings
% of respondents

78% Positive rating*

55 Performance Index Score (out of 100)

- **6** Excellent
- **34** Good
- **38** Okay
- **16** Poor
- **6** Terrible

Trend Analysis
Performance Index Score

Scale	
Excellent (100)	
Good (75)	
Okay (50)	
Poor (25)	
Terrible (0)	

13	15	17	19
50	55	55	55
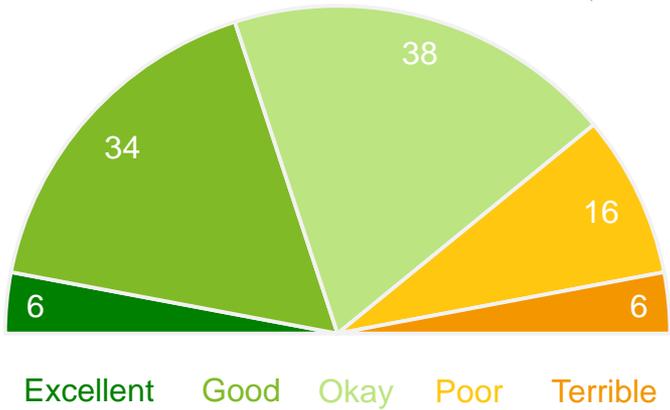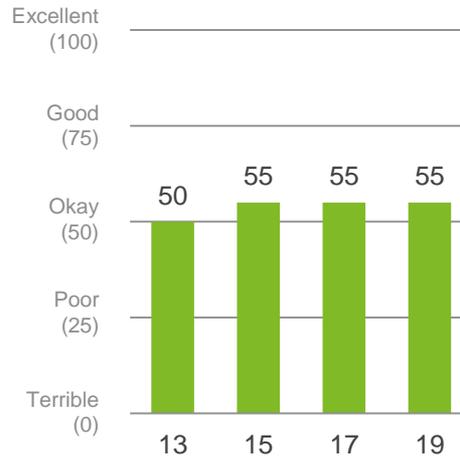
MARKYT Industry Standards
Performance Index Score

City of Albany	55
WA High	74
WA Average	56
Great Southern High	68
Great Southern Average	54

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
55	54	59	53	56	55	53	56	55	48	48	56	57	50	59	51	53

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 612). * Positive rating = okay + good + excellent

MARKYT

Value for money from Council rates

Performance ratings
% of respondents

55% — Positive rating*
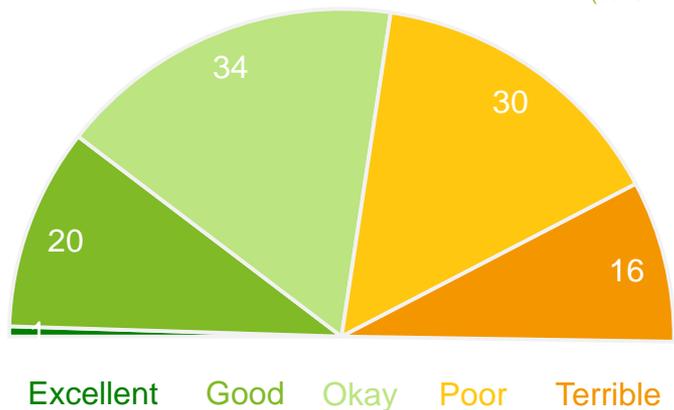
40 — Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
20	34		30	16

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

13	15	17	19
47	49	44	40

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	40
WA High	64
WA Average	45
Great Southern High	57
Great Southern Average	41

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
40	40	40	39	40	44	**29**	38	37	36	**27**	40	**47**	39	44	38	**34**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 607). * Positive rating = okay + good + excellent

MARKYT◆

Familiarity with local services and facilities

Familiarity with local services and facilities

% of respondents who were familiar with service area

Service area	%
Value for money from Council rates	96
Waste collection services	95
Building and maintaining local roads	95
Playgrounds, parks and reserves	94
Parking management	93
Footpaths, trails and cycleways	93
Lighting of streets and public places	93
Traffic management on local roads	93
Tourism attractions and marketing	93
How Albany city centre is being developed	93
Sport and recreation facilities	92
How local history and heritage is preserved and promoted	92
Public toilets	92
How the community is informed about what's happening in the local area	92
Streetscapes	91
Access to health and community services	91
The area's character and identity	91
Management of coastal and foreshore areas	90
Community benefit from significant events	90
Efforts to reduce waste	90
Festivals, events, art and cultural activities	90
How the community is consulted about local issues	89
Promoting and adopting sustainable practices	88

Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

MARKYT

33

Familiarity with local services and facilities

% of respondents who were familiar with service area

Service area	%
Albany Leisure and Aquatic Centre	87
Community buildings and halls	87
Safety and security	85
Library and information services	85
Managing responsible growth and development	84
Services and facilities for families and children	84
Customer service	84
Council's leadership within the community	83
Economic development	83
Services and care available for seniors	82
Access to education, training and personal development opportunities	81
Openness and transparency of Council processes	80
Services and facilities for youth	80
How Aboriginal people, history and heritage are recognised/respected	79
Planning and building approvals	76
Arts facilities (such as the Vancouver Arts Centre)	75
Public health and wellbeing programs and education	74
Natural disaster management	72
Access to services and facilities for people with disabilities	70
City of Albany's website	69
Efforts to adapt to climate change	68
Agricultural development	67
Access to childcare services	61

Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

MARKYT

34

Leadership and Communication

Council's leadership within the community

Performance ratings
% of respondents

73%
Positive rating*

49
Performance Index Score (out of 100)
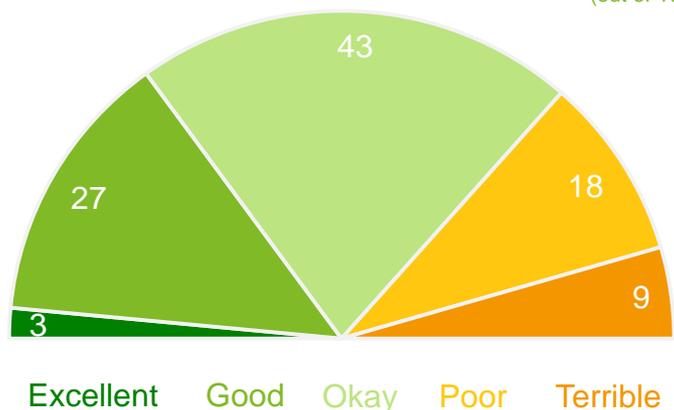
- 3 — Excellent
- 27 — Good
- 43 — Okay
- 18 — Poor
- 9 — Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)	45	50	50	49
Poor (25)			
Terrible (0)			
	13	15	17	19

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	49
WA High	67
WA Average	50
Great Southern High	60
Great Southern Average	49

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
49	49	56	49	50	50	49	49	49	42	46	47	53	45	53	47	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 524). * Positive rating = okay + good + excellent

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

Level of agreement
% of respondents

29%

Total Agree

- 2 Strongly agree
- 27 Agree
- 41 Neutral /unsure
- 23 Disagree
- 8 Strongly disagree

Trend Analysis
% agree

13	15	17	19
33	44	33	29
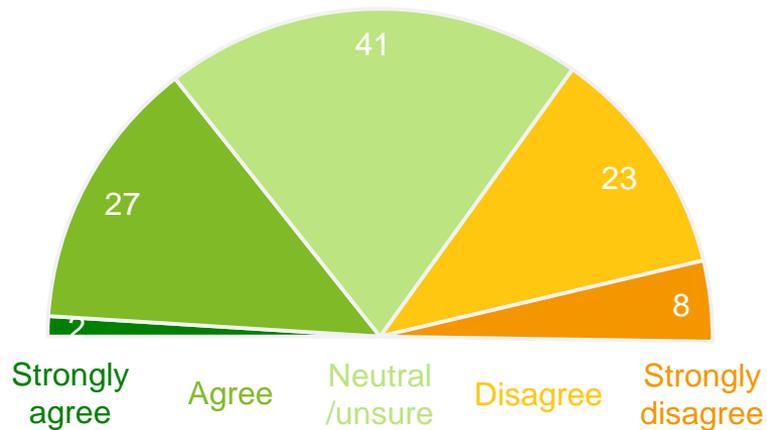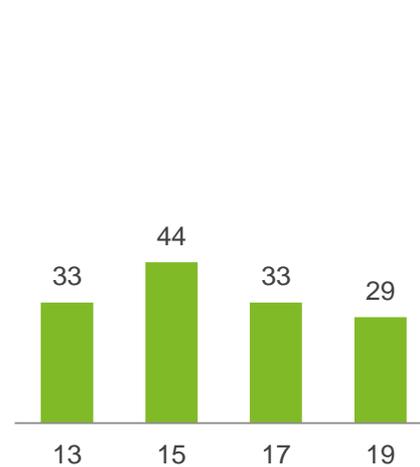
MARKYT◆ Industry Standards
% agree

City of Albany	29
WA High	61
WA Average	35
Great Southern High	52
Great Southern Average	29

Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
29	29	41	29	30	31	34	26	18	23	30	26	31	19	38	25	13

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 615). * Total agree = strongly agree + agree

MARKYT◆

Openness and transparency of Council processes

Performance ratings
% of respondents

59%
Positive rating*

43
Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
3	20	36	30	12

Trend Analysis
Performance Index Score

	13	15	17	19
Score	42	45	43	43

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
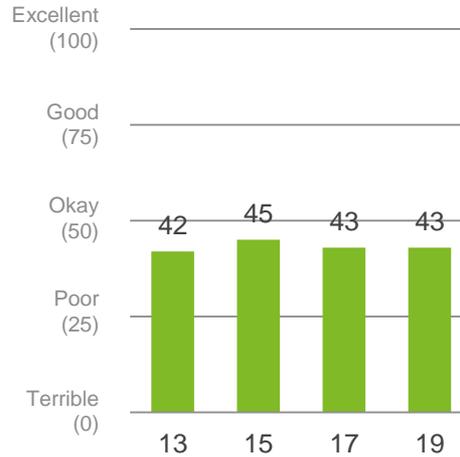
MARKYT Industry Standards
Performance Index Score

City of Albany	43
WA High	61
WA Average	45
Great Southern High	61
Great Southern Average	44

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
43	43	44	43	43	43	44	42	41	37	43	41	44	34	48	38	44

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 506). * Positive rating = okay + good + excellent

MARKYT

38

How the community is consulted about local issues

Performance ratings
% of respondents

61% — Positive rating*

44 — Performance Index Score (out of 100)
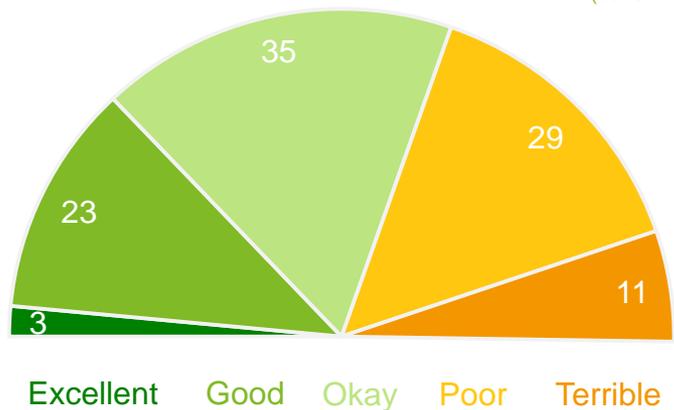
- Excellent: 3
- Good: 23
- Okay: 35
- Poor: 29
- Terrible: 11

Trend Analysis
Performance Index Score

| | Excellent (100) | Good (75) | Okay (50) | Poor (25) | Terrible (0) |

Year	Score
13	45
15	48
17	45
19	44

MARKYT◇ Industry Standards
Performance Index Score

City of Albany	44
WA High	63
WA Average	46
Great Southern High	58
Great Southern Average	44

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
44	44	49	45	44	45	47	40	40	40	48	42	45	37	47	41	52

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 561). * Positive rating = okay + good + excellent

The City has a good understanding of community needs

Level of agreement
% of respondents

27%

Total Agree

Strongly agree — 26
Agree — 36
Neutral /unsure — 26
Disagree — 26
Strongly disagree — 11

Trend Analysis
% agree

13	15	17	19
40	49	33	27
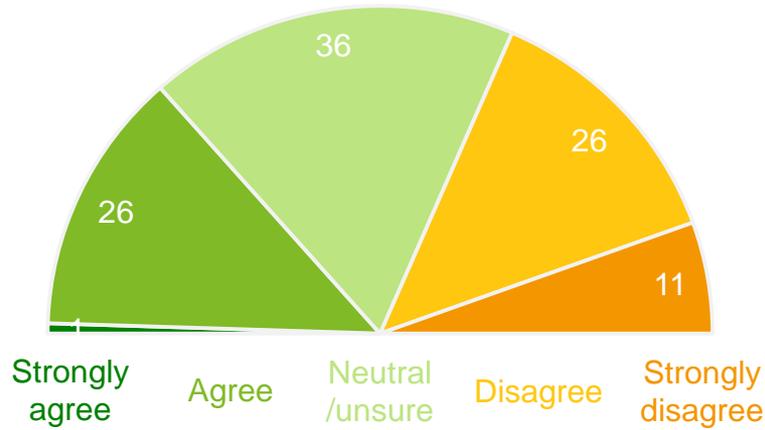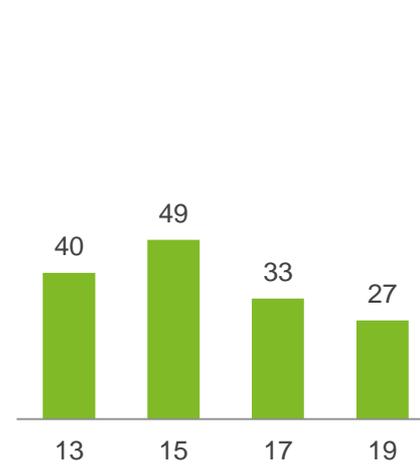
MARKYT◆ Industry Standards
% agree

City of Albany	27
WA High	62
WA Average	34
Great Southern High	54
Great Southern Average	29

Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
27	29	16	26	28	32	19	23	20	25	20	24	34	23	33	24	25

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 618). * Total agree = strongly agree + agree

MARKYT◆

The City listens to and respects residents' views

Level of agreement
% of respondents

21%

Total Agree

- Strongly agree: 2
- Agree: 19
- Neutral /unsure: 41
- Disagree: 24
- Strongly disagree: 13

Trend Analysis
% agree

13	15	17	19
NA	NA	NA	21
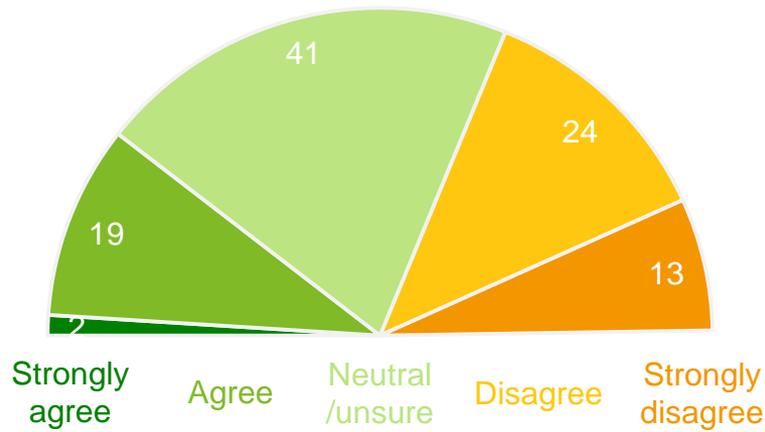
MARKYT◆ Industry Standards
% agree

City of Albany	21
WA High	52
WA Average	33
Great Southern High	52
Great Southern Average	25

Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
21	21	27	22	21	22	24	28	15	23	20	21	23	17	29	16	21

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 619). * Total agree = strongly agree + agree

MARKYT◆

Preferred channels for having a say

To have a say on local issues or projects, the community prefers online surveys, followed by postal surveys and an opportunity to speak with a staff member or councillor.

There is lowest support for online forums.

How would you prefer to have your say on local issues or projects?
% of respondents
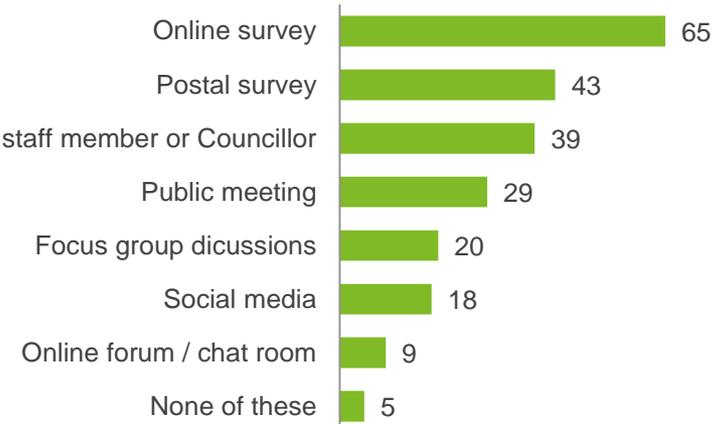
Channel	%
Online survey	65
Postal survey	43
Speak with a staff member or Councillor	39
Public meeting	29
Focus group dicussions	20
Social media	18
Online forum / chat room	9
None of these	5

Variances across the community
% of respondents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
Speak with a staff or Councillor	39	39	37	43	36	38	40	43	32	46	26	40	44	47	38	41	39
Postal survey	43	42	59	39	47	43	55	34	36	35	59	30	43	47	38	46	46
Online survey	65	65	66	64	66	59	88	80	67	55	86	67	52	50	69	65	58
Public meeting	29	30	19	34	24	27	28	30	37	37	22	31	32	24	27	32	38
Focus group dicussions	20	20	10	21	18	20	16	27	16	10	18	20	20	21	21	21	7
Online forum / chat room	9	9	11	10	9	8	7	12	16	9	11	10	8	7	11	6	14
Social media	18	19	19	9	27	13	27	31	27	17	35	23	7	14	21	17	19
None of these	5	5	4	5	5	7	0	1	0	4	0	5	7	7	5	4	4

Q. **How would you prefer to have your say on local issues or projects?** Please choose your TOP 3 responses.
Base: All respondents, excludes 'no response' (n = 588).

MARKYT◆

How the community is informed about what's happening in the local area (including what the City does, local issues, events and facilities)

Performance ratings
% of respondents

72% — Positive rating*

52 — Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
6	28	38	22	6

Trend Analysis
Performance Index Score

Scale				
Excellent (100)				
Good (75)				
Okay (50)	50			52
Poor (25)				
Terrible (0)		NA	NA	
	13	15	17	19
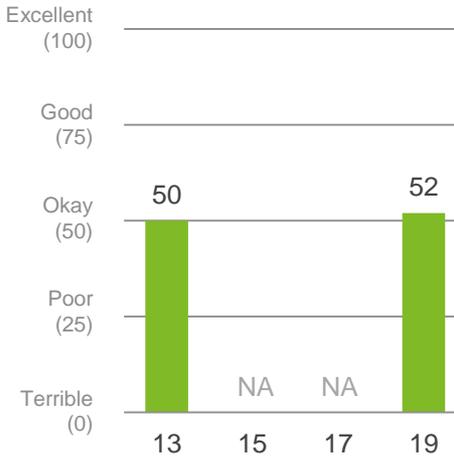
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	52
WA High	66
WA Average	54
Great Southern High	64
Great Southern Average	52

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
52	51	56	50	53	54	52	49	**43**	**45**	49	50	54	**47**	54	49	54

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 577). * Positive rating = okay + good + excellent

MARKYT◆   43

City of Albany's website

Performance ratings
% of respondents

85%
Positive rating*

58
Performance Index Score (out of 100)

- 7 Excellent
- 36 Good
- 42 Okay
- 12 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
	59	58	58	58
Okay (50)				
Poor (25)				
Terrible (0)				
	13	15	17	19
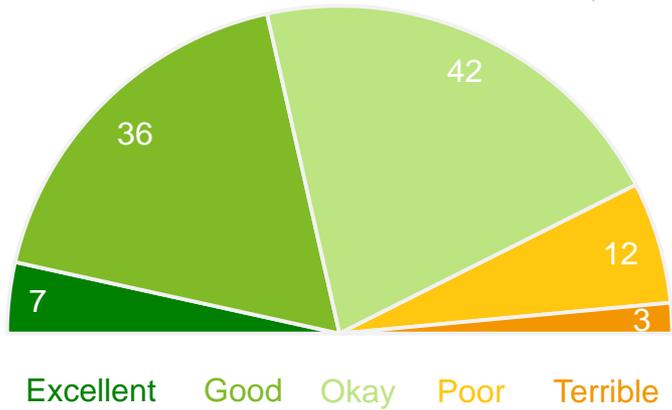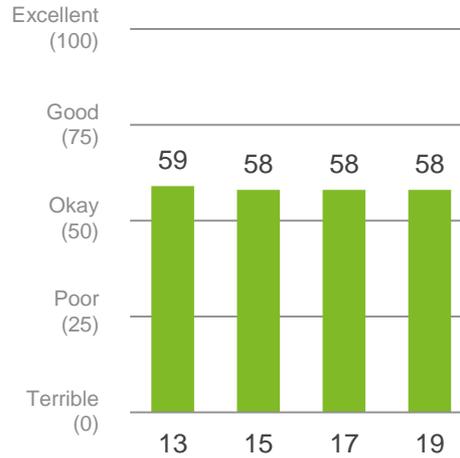
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	58
WA High	68
WA Average	58
Great Southern High	63
Great Southern Average	57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
58	58	60	57	59	58	56	56	58	54	53	58	59	53	58	59	54

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 436). * Positive rating = okay + good + excellent

MARKYT◆   44

Preferred sources of information

Overall, the community prefers to receive updates about Council news, events, activities and services through the local newspaper, email and letterbox drops.

However, views vary by community groups:

- Younger adults prefer social media and letterbox drops
- 35-54 year olds prefer email and local newspapers, followed by social media
- Seniors prefer the local newspaper, followed by email and letterbox drops

How would you prefer to receive updates about Council news, events, activities and services?
% of respondents
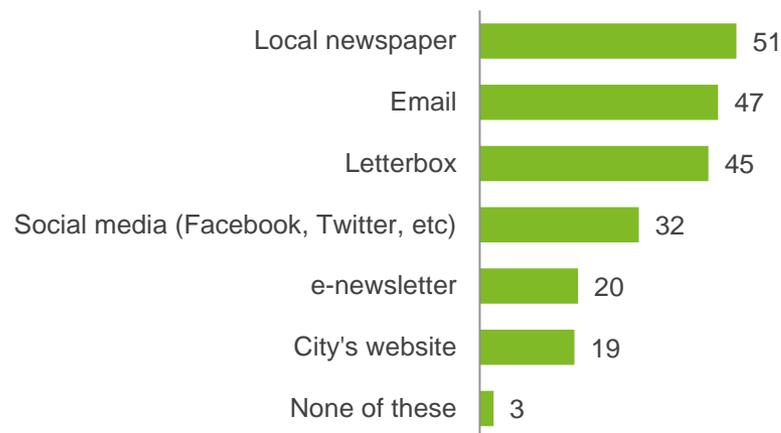
Source	%
Local newspaper	51
Email	47
Letterbox	45
Social media (Facebook, Twitter, etc)	32
e-newsletter	20
City's website	19
None of these	3

Variances across the community
% of respondents

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
Letterbox	45	45	59	46	45	44	52	48	45	35	59	35	46	61	40	49	54
Email	47	49	24	49	46	50	38	44	43	39	44	50	47	46	49	47	48
City's website	19	19	15	20	17	19	18	19	20	21	14	20	20	9	18	21	17
Social media	32	33	17	24	38	17	62	49	46	37	53	44	12	23	35	33	25
Local newspaper	51	50	62	51	50	47	58	62	57	60	40	51	56	60	52	52	45
e-newsletter	20	20	15	16	22	21	21	20	15	17	19	17	22	9	19	20	24
None of these	3	2	2	2	3	3	4	5	0	0	3	3	3	1	3	1	2

Q. **How would you prefer to receive updates about Council news, events, activities and services?** Please choose your TOP 3 responses.
Base: All respondents, excludes 'no response' (n = 588).

MARKYT

Customer service

Performance ratings
% of respondents
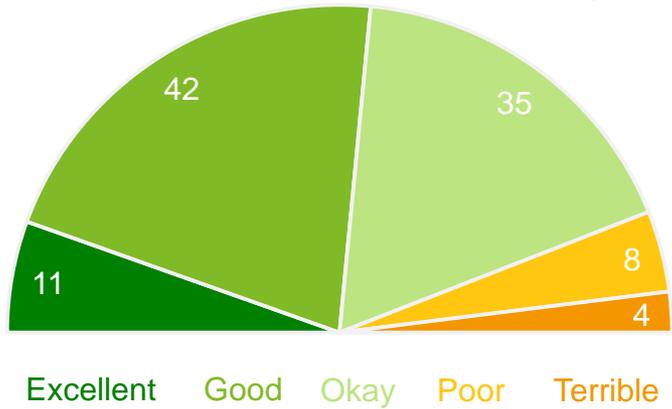
88%
Positive rating*

62
Performance Index Score (out of 100)

Excellent — 11
Good — 42
Okay — 35
Poor — 8
Terrible — 4

Trend Analysis
Performance Index Score

Year	Score
13	56
15	59
17	62
19	62

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
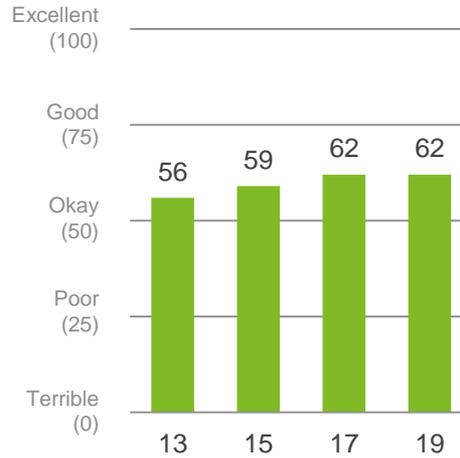
MARKYT Industry Standards
Performance Index Score

City of Albany	62
WA High	79
WA Average	63
Great Southern High	72
Great Southern Average	64

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
62	62	62	61	63	62	59	63	65	59	59	61	65	61	65	61	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 527). * Positive rating = okay + good + excellent

MARKYT

46

Natural Environment

Promoting and adopting sustainable practices

Performance ratings
% of respondents

82% — Positive rating*

57 — Performance Index Score (out of 100)
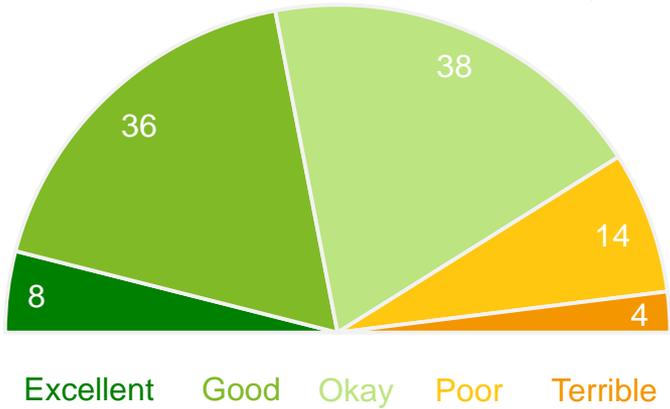
Excellent Good Okay Poor Terrible

36 38 8 14 4

Trend Analysis
Performance Index Score

	13	15	17	19
Score	50	52	54	57

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
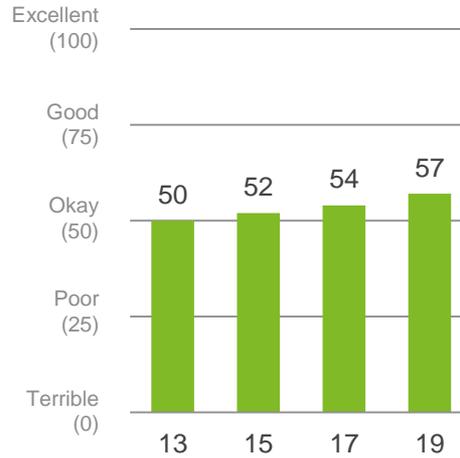
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	57
WA High	68
WA Average	54
Great Southern High	62
Great Southern Average	55

## Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
57	57	68	57	57	57	59	60	54	52	56	59	56	55	62	55	50

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 553).

Efforts to reduce waste

Performance ratings
% of respondents

82% — Positive rating*

59 — Performance Index Score (out of 100)

- **10** Excellent
- **39** Good
- **33** Okay
- **16** Poor
- **3** Terrible

Trend Analysis
Performance Index Score

Scale	
Excellent (100)	
Good (75)	
Okay (50)	
Poor (25)	
Terrible (0)	

13	15	17	19
59	60	NA	59

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	59
WA High	66
WA Average	53
Great Southern High	66
Great Southern Average	56

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
59	59	63	60	58	60	59	55	57	55	56	59	60	56	63	58	49

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 567).

MARKYT◆

Waste collection services

Performance ratings
% of respondents

87%
Positive rating*

65
Performance Index Score (out of 100)
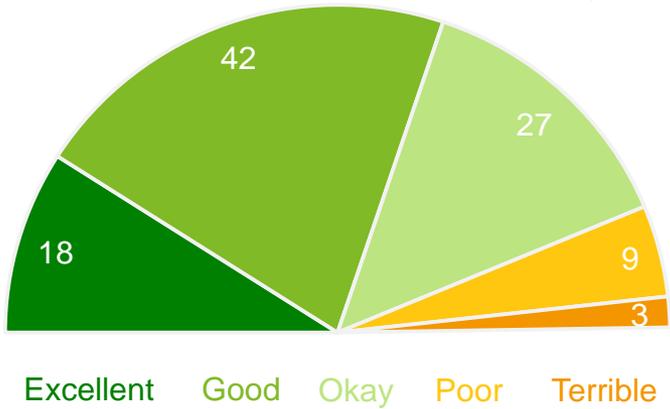
| Excellent | Good | Okay | Poor | Terrible |

- Excellent: 18
- Good: 42
- Okay: 27
- Poor: 9
- Terrible: 3

Trend Analysis
Performance Index Score

Year	Score
13	68
15	67
17	67
19	65

Scale: Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)
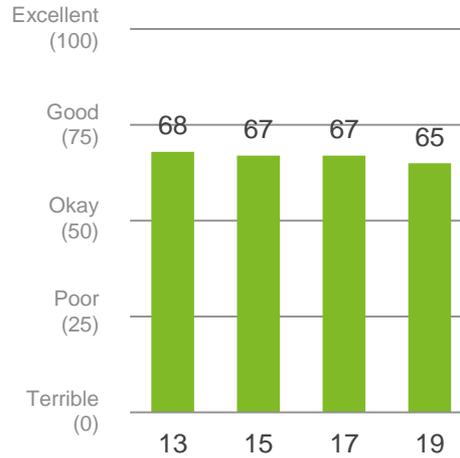
MARKYT Industry Standards
Performance Index Score

City of Albany	65
WA High	85
WA Average	69
Great Southern High	76
Great Southern Average	63

## Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
65	66	58	68	63	69	60	54	57	63	63	61	70	65	67	66	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 602).

MARKYT

50

Efforts to adapt to climate change

Performance ratings
% of respondents

74%
Positive rating*

52
Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
5	29	40	19	6

Trend Analysis
Performance Index Score

	13	15	17	19
Excellent (100)				
Good (75)				
Okay (50)				52
Poor (25)				
Terrible (0)	NA	NA	NA	
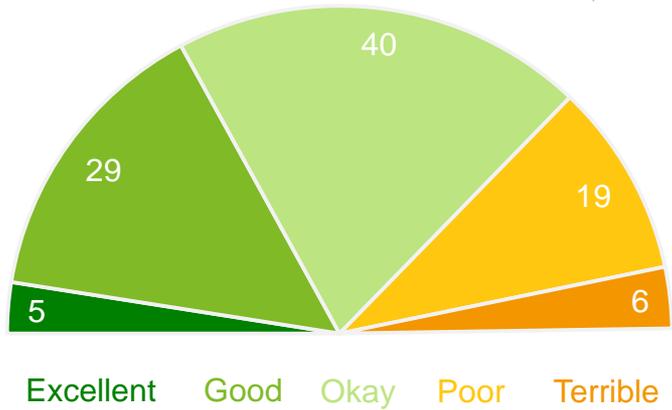
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	52
WA High	54
WA Average	48
Great Southern High	54
Great Southern Average	50

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
52	52	58	52	53	54	47	58	50	51	48	54	53	54	56	51	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 431).

MARKYT◆

Management of coastal and foreshore areas

Performance ratings
% of respondents

84% — Positive rating*

59 — Performance Index Score (out of 100)

40 — 35 — 9 — 11 — 5

Excellent **Good** **Okay** **Poor** **Terrible**

Trend Analysis
Performance Index Score

Excellent (100)				
Good (75)				
Okay (50)	53	59	59	59
Poor (25)				
Terrible (0)				
	13	15	17	19
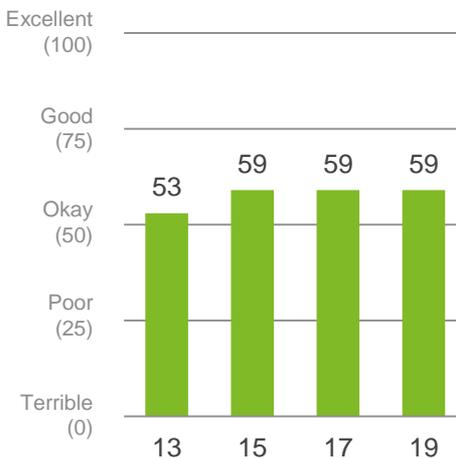
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	59
WA High	66
WA Average	60
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
59	59	61	59	60	60	60	62	57	**49**	63	58	58	58	60	59	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 569). * Positive rating = okay + good + excellent

MARKYT◆

Natural disaster management
(education, prevention and relief for fires, flooding, etc)

Performance ratings
% of respondents

82%
Positive rating*

58
Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
9	37	36	14	4

Trend Analysis
Performance Index Score

	13	15	17	19
Score	57	58	57	58

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
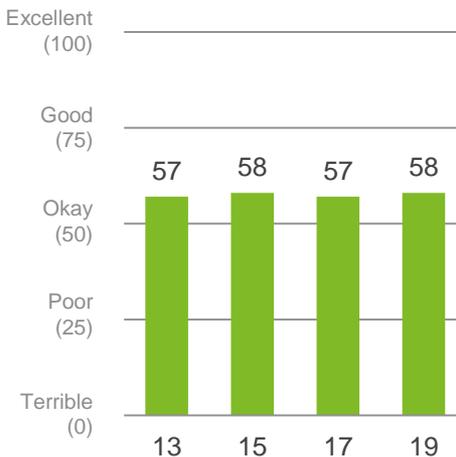
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	58
WA High	66
WA Average	56
Great Southern High	66
Great Southern Average	58

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
58	58	62	57	60	61	53	61	53	56	54	58	61	60	62	58	47

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 453). * Positive rating = okay + good + excellent

MARKYT◆   53

Economic Development

Economic development (efforts to attract investors, attract and retain businesses, grow tourism and create job opportunities)
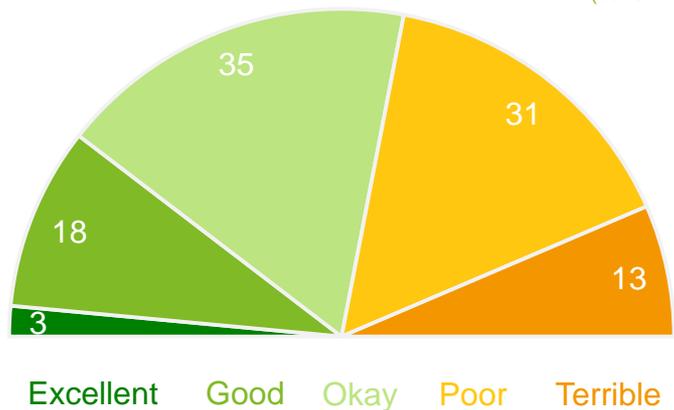
Performance ratings
% of respondents

56%
Positive rating*

42
Performance Index Score (out of 100)

- 35
- 18
- 3
- 31
- 13

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)	50	52	45	42
Poor (25)			
Terrible (0)			
	13	15	17	19

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	42
WA High	63
WA Average	43
Great Southern High	43
Great Southern Average	40

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
42	41	46	41	42	42	42	41	43	39	41	38	45	35	47	37	39

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 523). * Positive rating = okay + good + excellent

MARKYT◆

55

Agricultural development (efforts to grow and develop agriculture and protect prime agricultural land)

Performance ratings
% of respondents
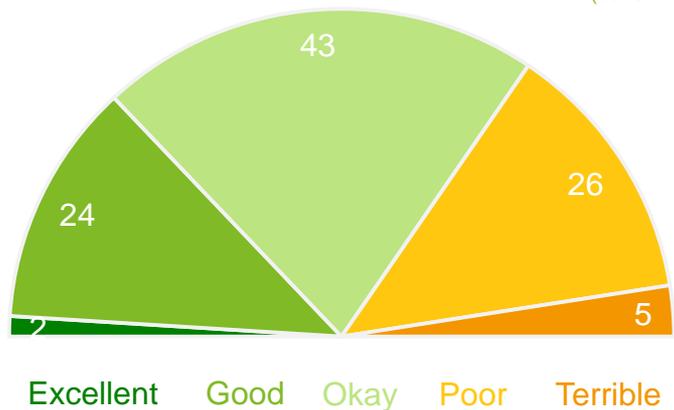
69% Positive rating*

48 Performance Index Score (out of 100)

Excellent 2 | Good 24 | Okay 43 | Poor 26 | Terrible 5

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)
13					NA
15					NA
17					NA
19			48		

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	48
WA High	64
WA Average	48
Great Southern High	64
Great Southern Average	48

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
48	48	52	47	49	48	48	47	51	44	53	46	47	43	51	47	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 420). * Positive rating = okay + good + excellent

Tourism attractions and marketing

Performance ratings
% of respondents
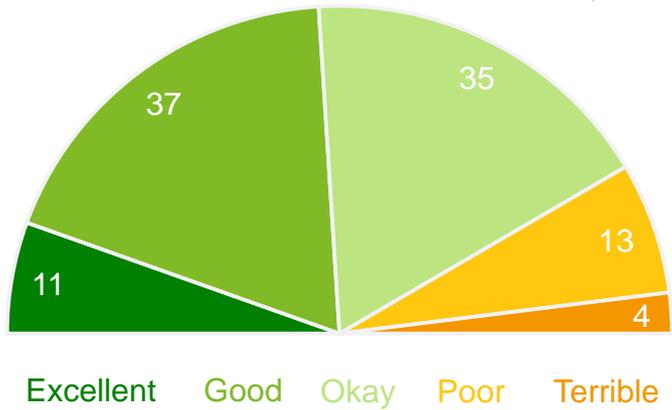
83%
Positive rating*

60
Performance Index Score (out of 100)

11 Excellent
37 Good
35 Okay
13 Poor
4 Terrible

Excellent **Good** **Okay** **Poor** **Terrible**

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

	13	15	17	19
	NA	73	57	60
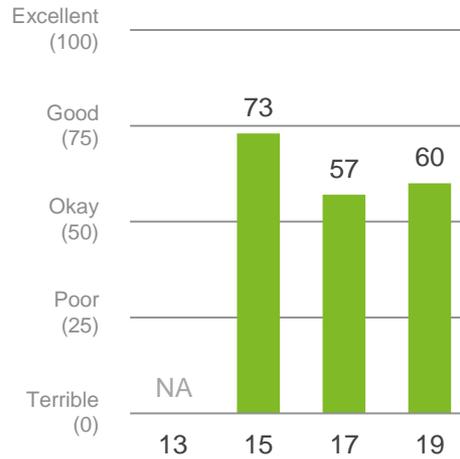
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	60
WA High	60
WA Average	46
Great Southern High	60
Great Southern Average	55

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
60	60	61	60	60	61	60	60	58	59	63	58	60	59	61	60	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 584). * Positive rating = okay + good + excellent

MARKYT◆

57

Community benefit from significant events
(such as the Field of Lights and Race Wars)

Performance ratings
% of respondents

93%
Positive rating*

72
Performance Index Score (out of 100)

30 | 39 | 24 | 5 | 3

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

| | Excellent (100) | Good (75) | Okay (50) | Poor (25) | Terrible (0) |

NA

| 13 | 15 | 17 | 19 |
| | 68 | 72 | 72 |
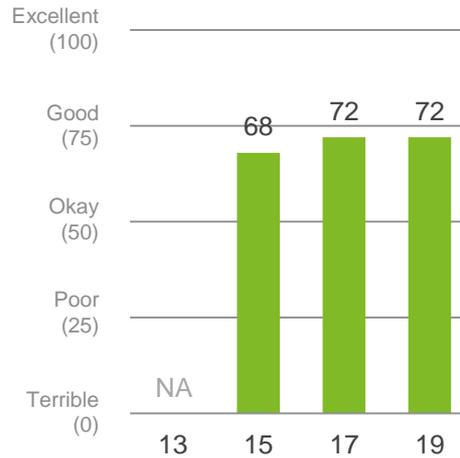
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	72
WA High	NA
WA Average	NA
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
72	72	71	71	72	70	77	76	73	68	74	72	71	67	73	71	74

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 568). * Positive rating = okay + good + excellent

MARKYT◆

How Albany city centre is being developed

Performance ratings
% of respondents

68%
Positive rating*

51
Performance Index Score (out of 100)

- 8 Excellent
- 29 Good
- 31 Okay
- 22 Poor
- 10 Terrible

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

Year	Score
13	46
15	59
17	53
19	51
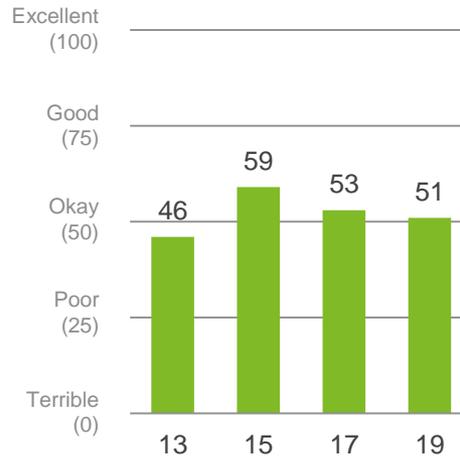
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	51
WA High	69
WA Average	51
Great Southern High	54
Great Southern Average	49

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
51	51	49	51	51	50	62	53	50	47	56	51	49	42	53	50	48

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 583). * Positive rating = okay + good + excellent

Access to education, training and personal development opportunities

Performance ratings
% of respondents

85%
Positive rating*

59
Performance Index Score (out of 100)

- 8 Excellent
- 38 Good
- 39 Okay
- 12 Poor
- 3 Terrible

Trend Analysis
Performance Index Score

Year	Score
13	56
15	58
17	53
19	59

Scale: Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)
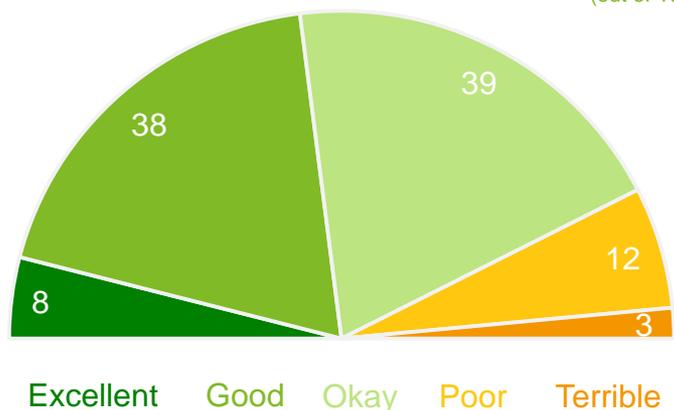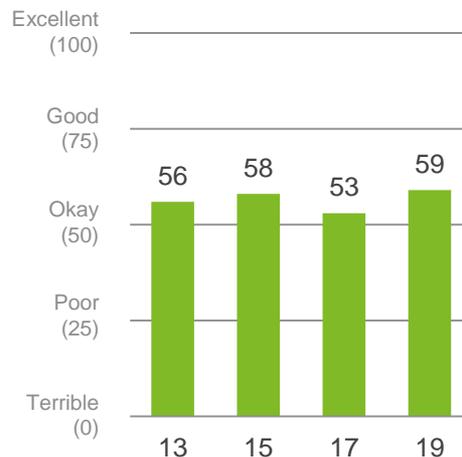
MARKYT Industry Standards
Performance Index Score

City of Albany	59
WA High	63
WA Average	49
Great Southern High	59
Great Southern Average	56

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
59	59	58	61	57	59	63	59	56	56	59	54	62	57	62	59	54

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 510). * Positive rating = okay + good + excellent

MARKYT

Community Development

I feel like I belong in my local community

Level of agreement
% of respondents

59%

Total Agree

- Strongly agree: 9
- Agree: 50
- Neutral/unsure: 31
- Disagree: 9
- Strongly disagree: 2

Trend Analysis
% agree

13	15	17	19
NA	NA	NA	59
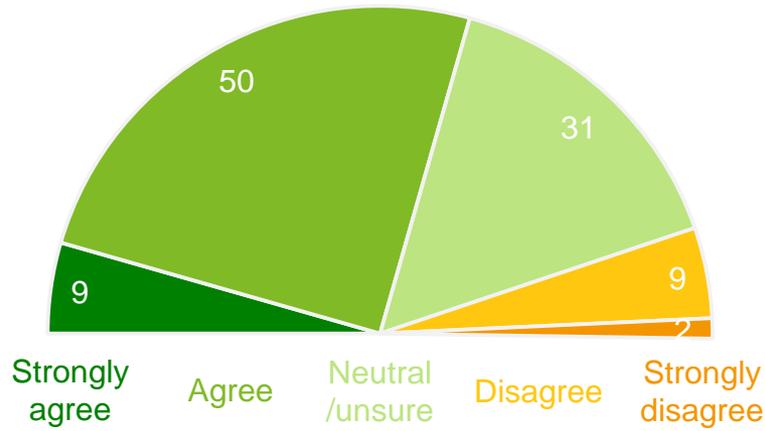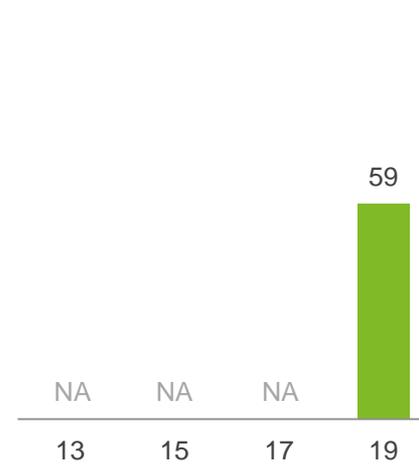
MARKYT◆ Industry Standards
% agree

City of Albany	59
WA High	75
WA Average	59
Great Southern High	68
Great Southern Average	60

Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
59	60	53	58	59	59	69	72	66	54	50	57	64	52	64	56	57

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 615). * Total agree = strongly agree + agree

MARKYT◆   62

Services and facilities for families and children

Performance ratings
% of respondents

88% Positive rating*

63 Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
11	44	33	12	1

Trend Analysis
Performance Index Score

	13	15	17	19
	NA	NA	55	63

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
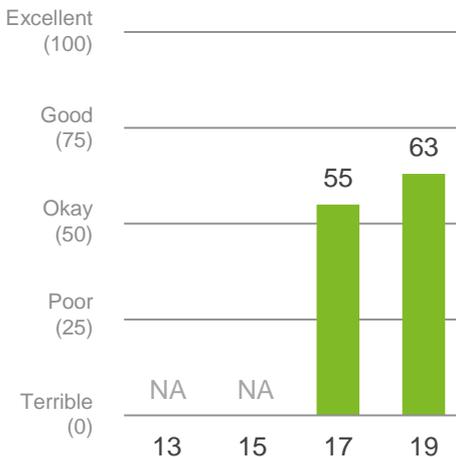
MARKYT◇ Industry Standards
Performance Index Score

City of Albany	63
WA High	71
WA Average	59
Great Southern High	66
Great Southern Average	60

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
63	63	61	66	61	66	64	61	**57**	**56**	61	61	66	**58**	65	62	63

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 527). * Positive rating = okay + good + excellent
2017 measurement: Services and facilities for young children (pre-school children)

MARKYT◇

Services and facilities for youth

Performance ratings
% of respondents

74% — Positive rating*

52 — Performance Index Score (out of 100)

- 4 Excellent
- 33 Good
- 37 Okay
- 19 Poor
- 7 Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)	50	53	49	52
Poor (25)			
Terrible (0)			
	13	15	17	19
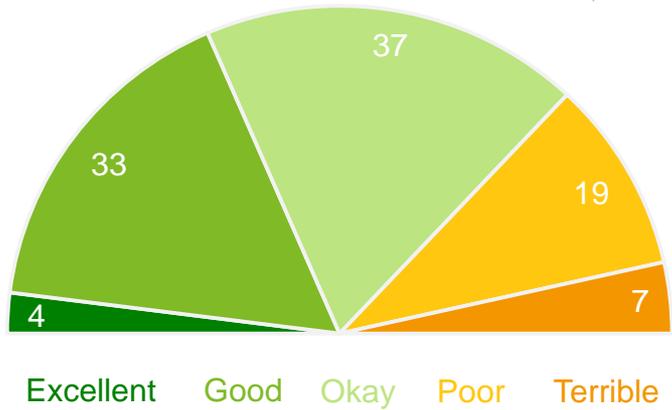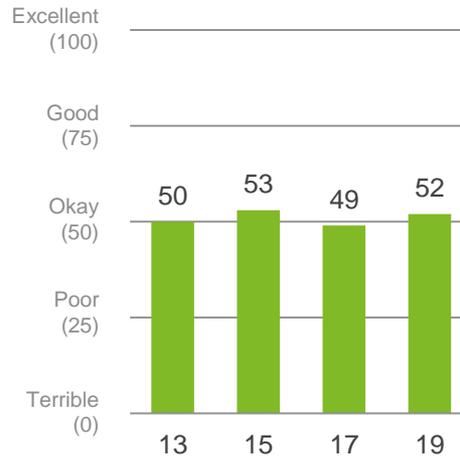
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	52
WA High	70
WA Average	48
Great Southern High	52
Great Southern Average	48

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
52	52	46	57	48	57	50	41	43	48	48	48	57	47	52	52	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 503). * Positive rating = okay + good + excellent

MARKYT◆

Services and care available for seniors

Performance ratings
% of respondents

86% — Positive rating*

61 — Performance Index Score (out of 100)

- 42
- 34
- 10
- 12
- 2

Excellent Good Okay Poor Terrible

Trend Analysis
Performance Index Score

Scale		13	15	17	19
Excellent (100)					
Good (75)					
		58	60	63	61
Okay (50)					
Poor (25)					
Terrible (0)					
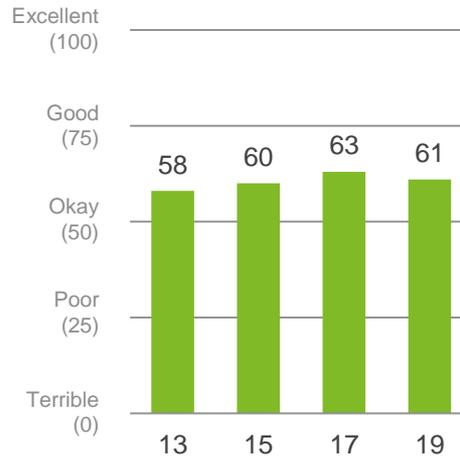
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	61
WA High	67
WA Average	55
Great Southern High	61
Great Southern Average	58

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
61	61	59	62	61	62	64	62	62	57	65	59	61	**52**	63	61	57

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 519). * Positive rating = okay + good + excellent

MARKYT◆   65

Access to services and facilities for people with disabilities

Performance ratings
% of respondents

81%
Positive rating*

56
Performance Index Score
(out of 100)

Excellent | Good | Okay | Poor | Terrible
6 | 34 | 41 | 17 | 3

Trend Analysis
Performance Index Score

Year	Score
13	54
15	58
17	58
19	56

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
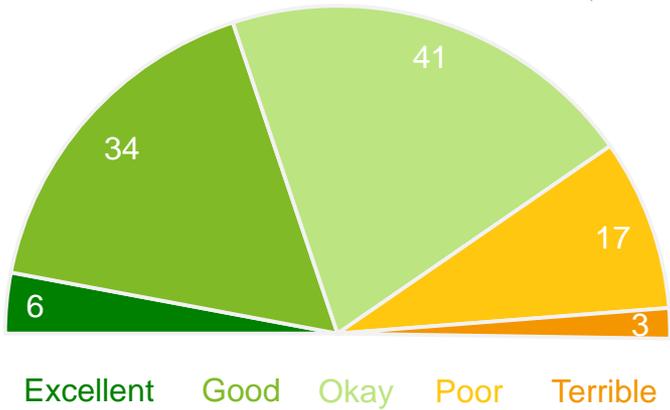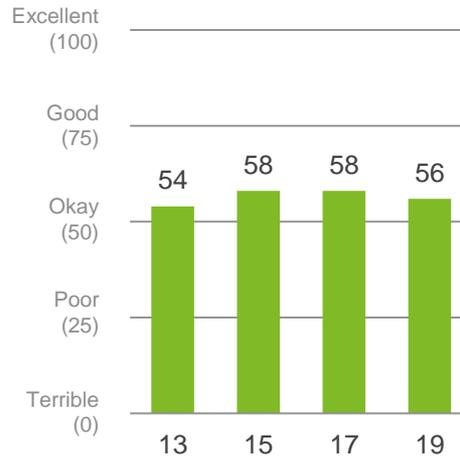
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	56
WA High	66
WA Average	51
Great Southern High	56
Great Southern Average	52

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
56	56	50	59	53	57	57	55	54	57	53	58	56	50	54	57	59

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 438). * Positive rating = okay + good + excellent

MARKYT◆

Participation in volunteering

Volunteered in the last 12 months
% of respondents

54 — Yes
46 — No
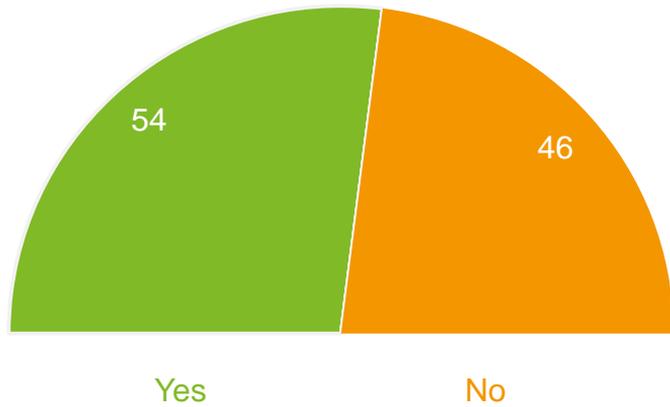
Trend Analysis
% yes

13	15	17	19
50	53	64	54
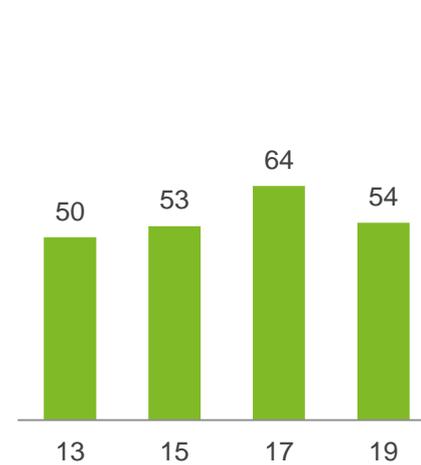
MARKYT◆ Industry Standards
% yes

City of Albany	54
WA High	86
WA Average	61
Great Southern High	86
Great Southern Average	59

Variances across the community
% volunteered in the last 12 months

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany Suburbs	Rural
54	55	36	54	53	48	54	72	72	66	42	63	53	54	50	58	61

Q. **Over the past 12 months, have you done any unpaid voluntary work?** For example, welfare work, being on committees, coaching a sporting team, canteen duties, school P&C activities, etc.
Base: All respondents, excludes 'no response' (n = 587).

MARKYT◆

Community Services

Access to health and community services

Performance ratings
% of respondents

86% — Positive rating*

63 — Performance Index Score (out of 100)

- 42 (Good)
- 33 (Okay)
- 11 (Excellent)
- 12 (Poor)
- 2 (Terrible)

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

| 13 | 15 | 17 | 19 |
| NA | NA | NA | 63 |

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	63
WA High	69
WA Average	54
Great Southern High	63
Great Southern Average	59

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
63	63	55	64	61	64	64	60	59	57	60	60	66	54	63	62	64

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 572). * Positive rating = okay + good + excellent

MARKYT◆

69

Access to childcare services

Performance ratings
% of respondents
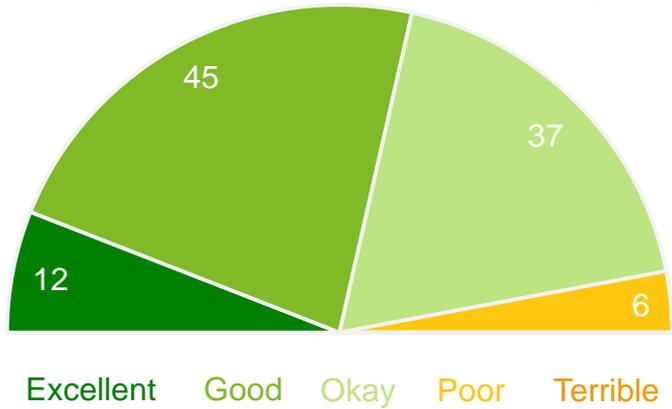
94%
Positive rating*

66
Performance Index Score (out of 100)

Excellent: 12
Good: 45
Okay: 37
Poor: 6

Trend Analysis
Performance Index Score

	13	15	17	19
Excellent (100)				
Good (75)				
Okay (50)			60	66
Poor (25)				
Terrible (0)	NA	NA		
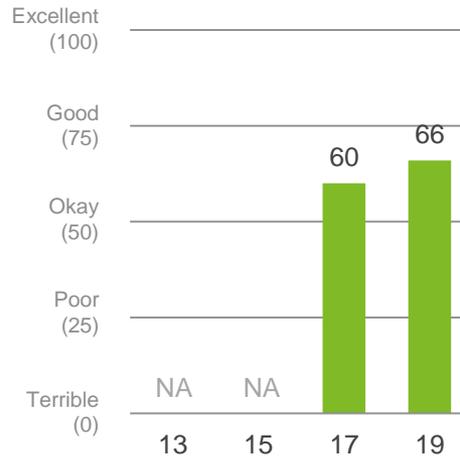
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	66
WA High	66
WA Average	52
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
66	66	57	66	66	61	74	69	67	64	69	65	64	56	67	65	68

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 385). * Positive rating = okay + good + excellent

MARKYT◆

70

Community buildings and halls

Performance ratings
% of respondents

92% — Positive rating*

63 — Performance Index Score (out of 100)

- 43
- 40
- 9
- 7

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)		62	63
	59		
Okay (50)	54		
Poor (25)			
Terrible (0)			
13	15	17	19
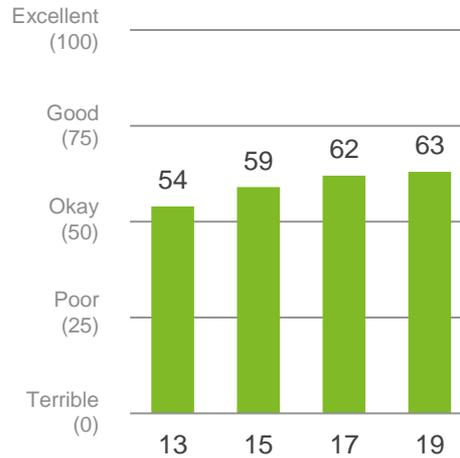
MARKYT Industry Standards
Performance Index Score

City of Albany	63
WA High	NA
WA Average	NA
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
63	63	59	63	63	63	67	65	60	59	64	62	63	57	63	63	66

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 547). * Positive rating = okay + good + excellent

MARKYT

Public toilets

Performance ratings
% of respondents

67%
Positive rating*

51
Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
6	29	32	26	6

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

13	15	17	19
47	49	51	51
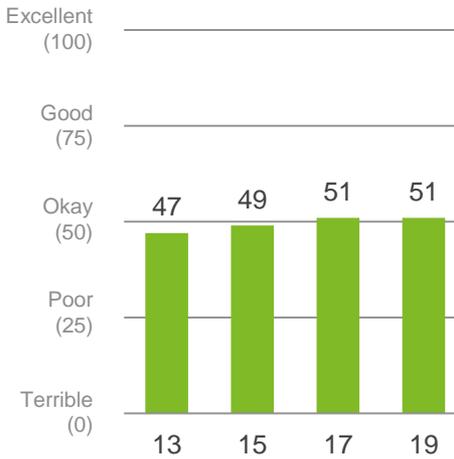
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	51
WA High	NA
WA Average	NA
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
51	51	48	52	50	50	52	52	50	53	49	49	52	44	53	48	48

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 577). * Positive rating = okay + good + excellent

MARKYT◆

Sport and recreation facilities

Performance ratings
% of respondents

97% Positive rating*

75 Performance Index Score (out of 100)
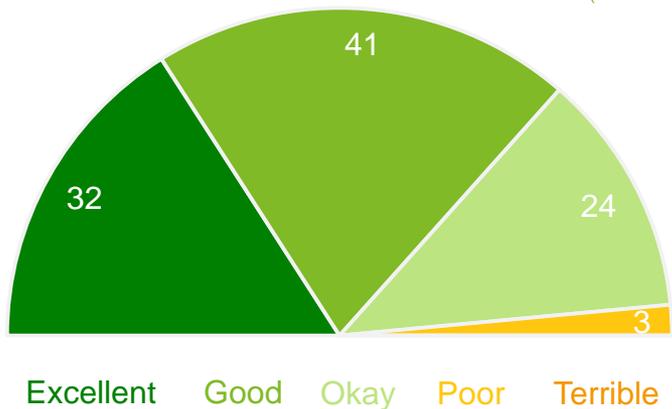
- **32** Excellent
- **41** Good
- **24** Okay
- **3** Poor
- Terrible

Trend Analysis
Performance Index Score

	13	15	17	19
Score	61	65	75	75

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
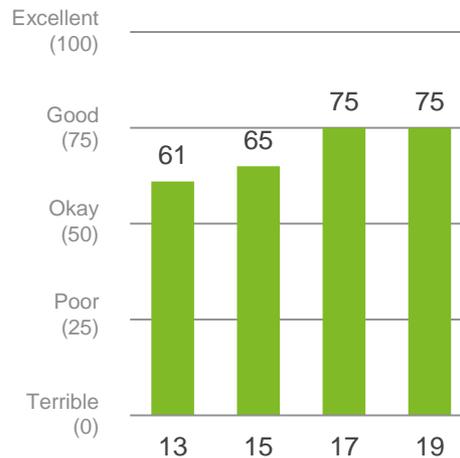
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	75
WA High	85
WA Average	66
Great Southern High	85
Great Southern Average	73

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
75	76	69	77	74	78	71	69	74	69	75	71	78	74	76	75	79

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 580). * Positive rating = okay + good + excellent

MARKYT◆

73

Albany Leisure and Aquatic Centre

Performance ratings
% of respondents
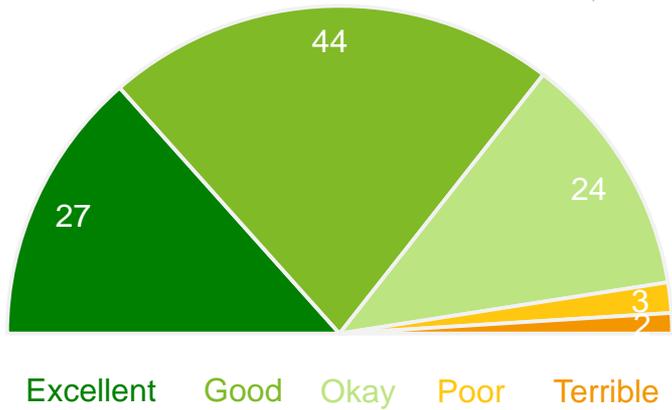
95% — Positive rating*

73 — Performance Index Score (out of 100)

27 Excellent · 44 Good · 24 Okay · 3 Poor · 2 Terrible

Trend Analysis
Performance Index Score

	13	15	17	19
Score	NA	NA	73	73

Scale: Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)
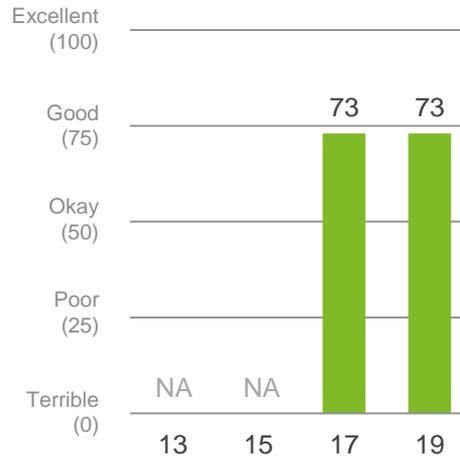
MARKYT Industry Standards
Performance Index Score

City of Albany	73
WA High	83
WA Average	70
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
73	73	**67**	74	72	76	71	**65**	70	69	73	**68**	76	70	71	74	75

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 551). * Positive rating = okay + good + excellent

MARKYT

Playgrounds, parks and reserves

Performance ratings
% of respondents

95% — Positive rating*

72 — Performance Index Score (out of 100)

Excellent — 22
Good — 47
Okay — 26
Poor — 4
Terrible

Trend Analysis
Performance Index Score

	13	15	17	19
Score	59	62	73	72

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
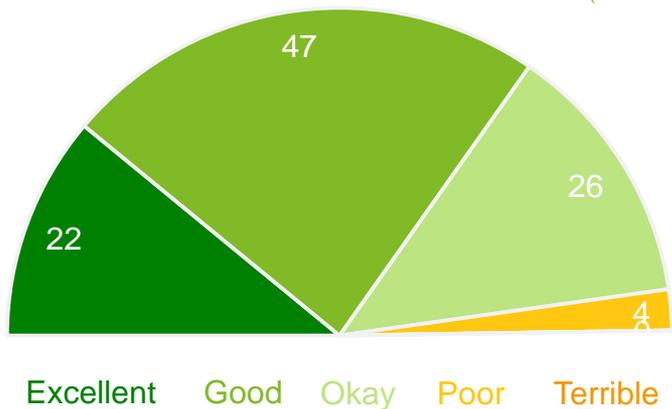
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	72
WA High	86
WA Average	68
Great Southern High	86
Great Southern Average	69

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
72	72	69	74	69	73	70	69	70	69	70	71	73	70	73	70	74

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 589). * Positive rating = okay + good + excellent

MARKYT◆

Public health and wellbeing programs and education

Performance ratings
% of respondents

89% — Positive rating*

61 — Performance Index Score (out of 100)

- 10 Excellent
- 35 Good
- 44 Okay
- 9 Poor
- Terrible

Trend Analysis
Performance Index Score

Scale			
Excellent (100)			
Good (75)			
Okay (50)	57	58	61
Poor (25)			
Terrible (0)	NA		

| 13 | 15 | 17 | 19 |
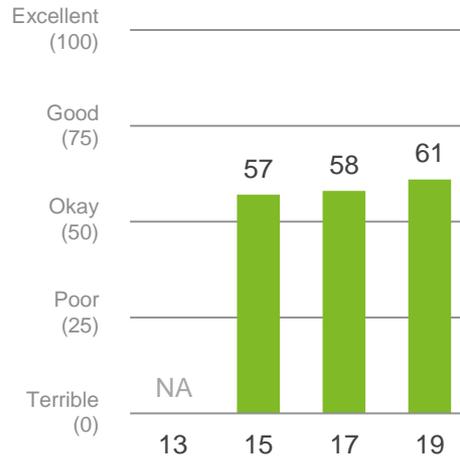
Industry Standards
Performance Index Score

City of Albany	61
WA High	61
WA Average	50
Great Southern High	61
Great Southern Average	57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
61	61	61	60	61	62	60	58	55	59	60	58	63	60	63	59	61

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 466). * Positive rating = okay + good + excellent

MARKYT

The City provides adequate opportunities for residents and visitors to lead a healthy and active lifestyle

Level of agreement
% of respondents

69%

Total Agree

53
21
16
6
3

Strongly agree | Agree | Neutral /unsure | Disagree | Strongly disagree

Trend Analysis
% agree

69

NA | NA | NA
13 | 15 | 17 | 19
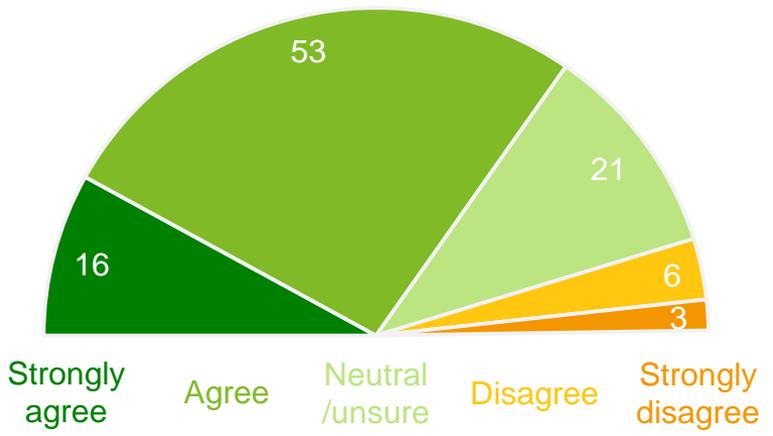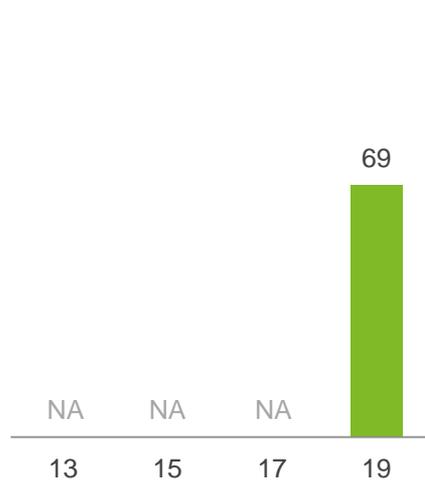
MARKYT◆ Industry Standards
% agree

City of Albany	69
WA High	74
WA Average	49
Great Southern High	74
Great Southern Average	62

Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
69	70	58	70	68	72	65	59	58	67	73	62	72	60	70	71	66

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 620). * Total agree = strongly agree + agree

MARKYT◆

Safety and security

Performance ratings
% of respondents

86%
Positive rating*

60
Performance Index Score (out of 100)

| Excellent | Good | Okay | Poor | Terrible |

- Excellent: 8
- Good: 43
- Okay: 35
- Poor: 12
- Terrible: 2

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

13	15	17	19
55	61	58	60
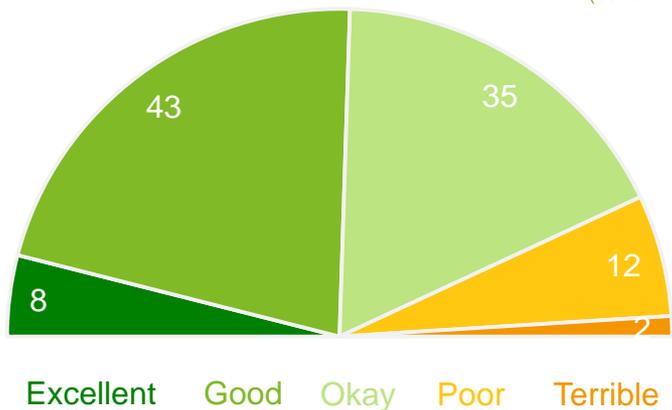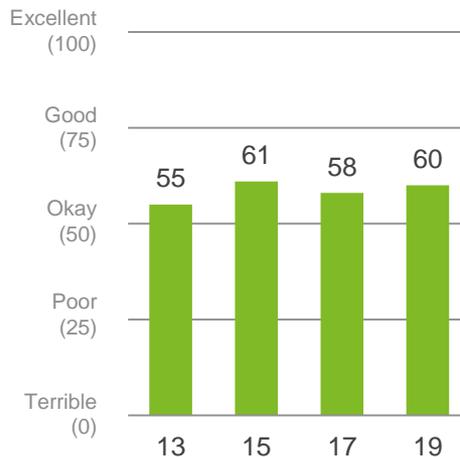
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	60
WA High	76
WA Average	55
Great Southern High	76
Great Southern Average	59

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
60	61	59	61	60	60	67	64	61	52	66	58	59	51	63	59	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 536). * Positive rating = okay + good + excellent

MARKYT◆

78

I feel safe being out in public in my local community

Level of agreement
% of respondents

70%

Total Agree

- 55 — **Agree**
- 19 — **Neutral /unsure**
- 14 — **Strongly agree**
- 9 — **Disagree**
- 3 — **Strongly disagree**

Trend Analysis
% agree

13	15	17	19
NA	NA	NA	70
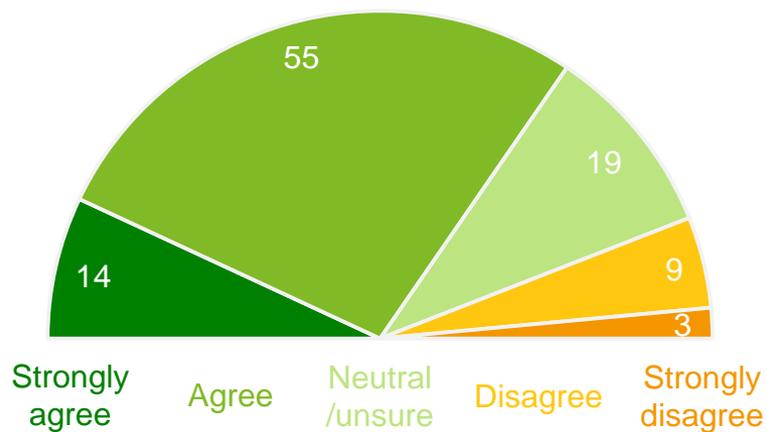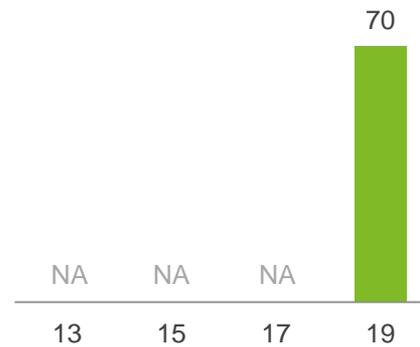
MARKYT◆ Industry Standards
% agree

City of Albany	70
WA High	94
WA Average	72
Great Southern High	94
Great Southern Average	70

Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
70	70	73	68	72	70	82	71	70	54	73	68	69	57	70	71	70

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 620). * Total agree = strongly agree + agree

MARKYT◆

Art and Culture

Library and information services

Performance ratings
% of respondents

96%
Positive rating*

76
Performance Index Score (out of 100)
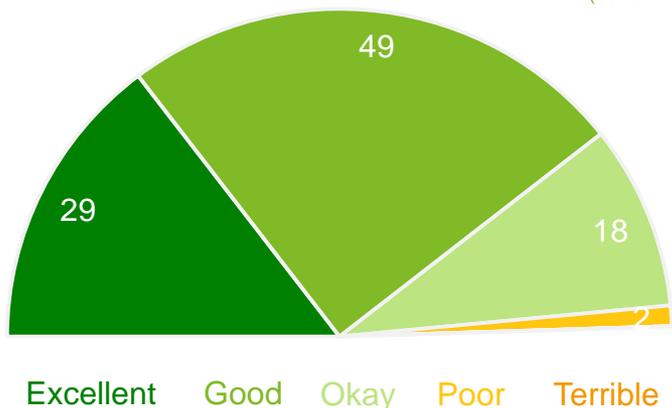
29 Excellent
49 Good
18 Okay
2 Poor
Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)	70	73	79	76
Okay (50)			
Poor (25)			
Terrible (0)			
	13	15	17	19
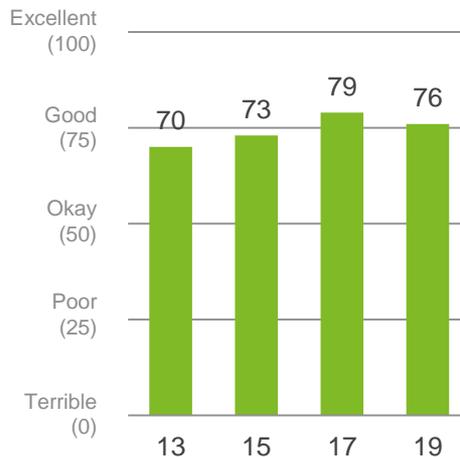
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	76
WA High	89
WA Average	71
Great Southern High	79
Great Southern Average	74

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
76	76	77	76	77	77	77	75	76	74	73	75	78	76	77	76	76

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 533). * Positive rating = okay + good + excellent

MARKYT◆

Arts facilities (such as the Vancouver Arts Centre)

Performance ratings
% of respondents
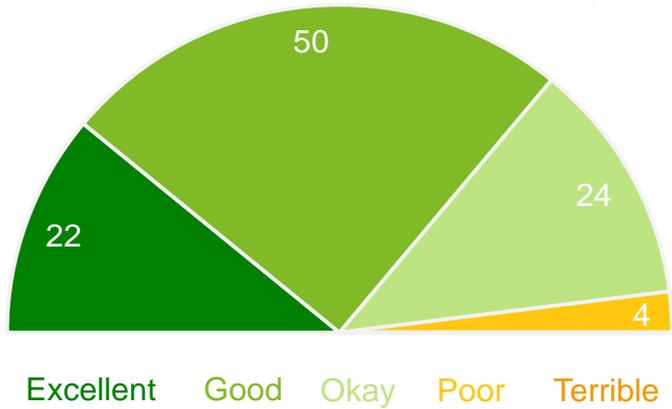
96%
Positive rating*

72
Performance Index Score (out of 100)

| Excellent | Good | Okay | Poor | Terrible |

Values: 22 (Excellent), 50 (Good), 24 (Okay), 4 (Poor)

Trend Analysis
Performance Index Score

| | Excellent (100) | Good (75) | Okay (50) | Poor (25) | Terrible (0) |

| 13 | 15 | 17 | 19 |
| 62 | 65 | 71 | 72 |
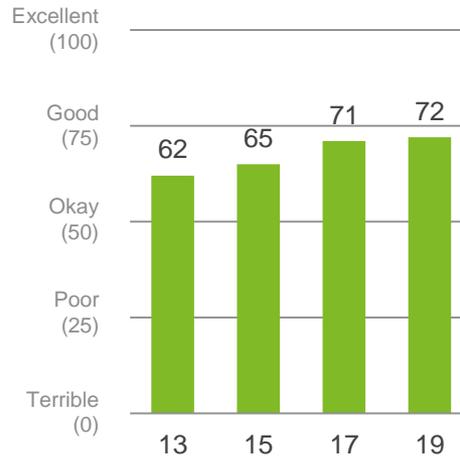
MARKYT Industry Standards
Performance Index Score

City of Albany	72
WA High	82
WA Average	73
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
72	72	73	72	73	73	70	69	71	74	67	70	75	70	71	73	73

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 475). * Positive rating = okay + good + excellent

MARKYT

Festivals, events, art and cultural activities

Performance ratings
% of respondents
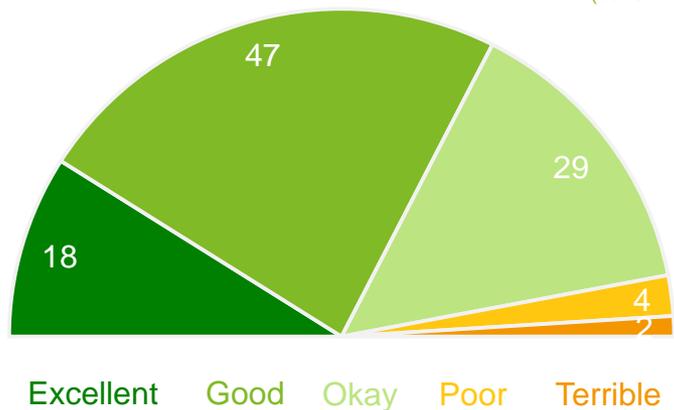
94% — Positive rating*

69 — Performance Index Score (out of 100)

- Excellent: 18
- Good: 47
- Okay: 29
- Poor: 4
- Terrible: 2

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Scale	
Excellent (100)	
Good (75)	
Okay (50)	
Poor (25)	
Terrible (0)	

13	15	17	19
57	61	65	69
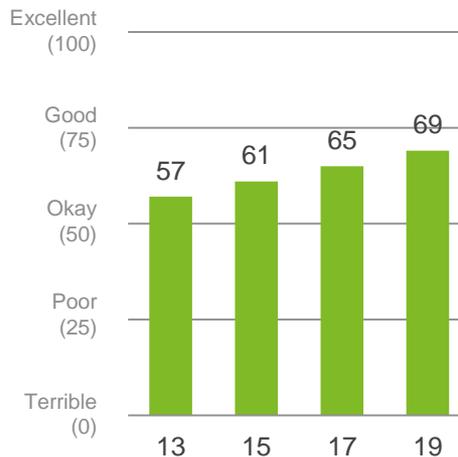
MARKYT Industry Standards
Performance Index Score

City of Albany	69
WA High	78
WA Average	62
Great Southern High	74
Great Southern Average	66

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
69	69	69	68	69	70	68	68	**61**	69	**63**	69	72	68	69	68	70

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 565). * Positive rating = okay + good + excellent

MARKYT

83

How local history and heritage is preserved and promoted

Performance ratings
% of respondents
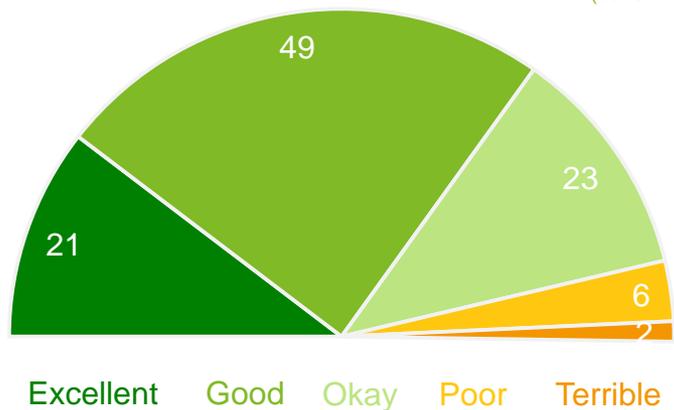
93%
Positive rating*

70
Performance Index Score (out of 100)

Excellent | Good | Okay | Poor | Terrible
21 | 49 | 23 | 6 | 2

Trend Analysis
Performance Index Score

	13	15	17	19
Score	60	68	68	70

Excellent (100) — Good (75) — Okay (50) — Poor (25) — Terrible (0)
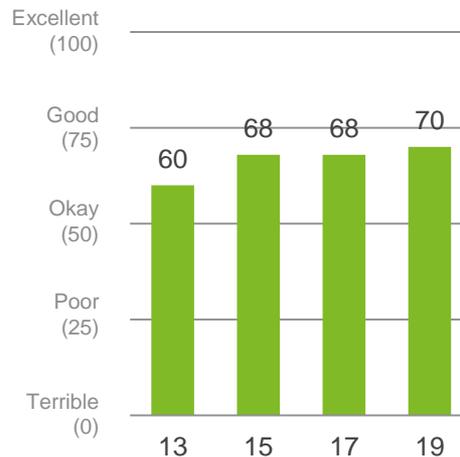
MARKYT Industry Standards
Performance Index Score

City of Albany	70
WA High	79
WA Average	60
Great Southern High	75
Great Southern Average	66

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
70	70	67	69	71	71	72	73	72	66	73	70	69	68	69	71	72

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 579). * Positive rating = okay + good + excellent

MARKYT

How local Aboriginal people, history and heritage are recognised and respected

Performance ratings
% of respondents

89% — Positive rating*

64 — Performance Index Score (out of 100)
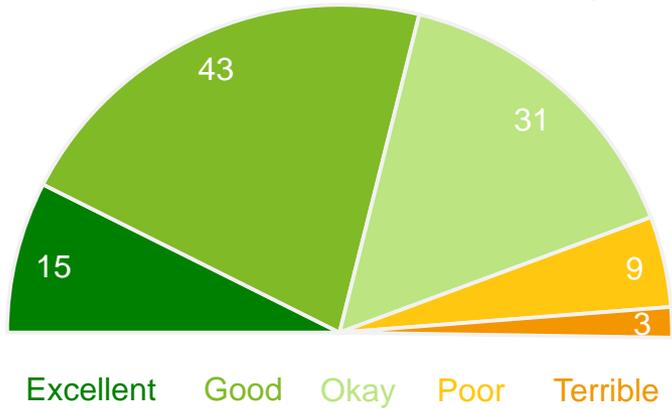
- Excellent: 15
- Good: 43
- Okay: 31
- Poor: 9
- Terrible: 3

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)		63	64
Poor (25)			
Terrible (0)	NA	NA	
13	15	17	19
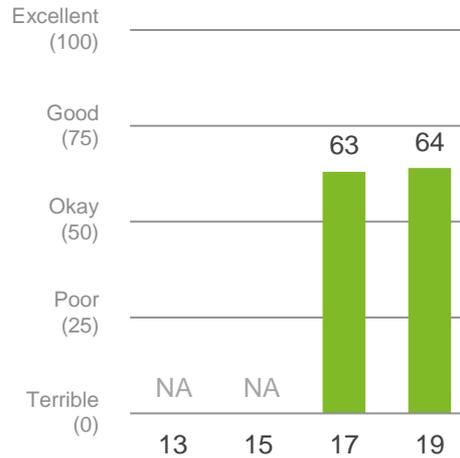
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	64
WA High	67
WA Average	54
Great Southern High	67
Great Southern Average	61

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
64	65	61	64	65	65	66	65	59	60	68	61	65	63	64	64	67

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 497). * Positive rating = okay + good + excellent
2017 measurement: Support provided to Noongar People

MARKYT◆

Built Environment

The area's character and identity

Performance ratings
% of respondents
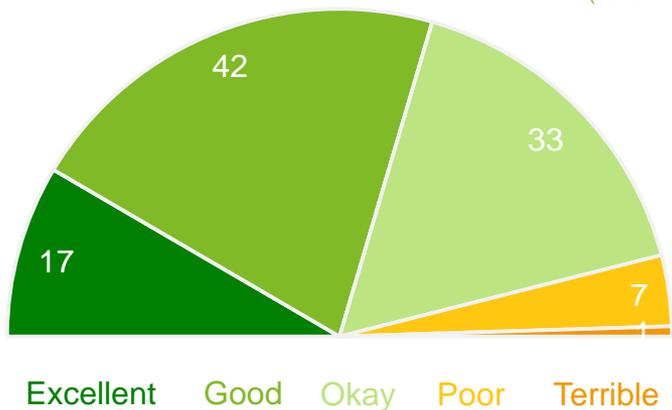
92%
Positive rating*

67
Performance Index Score (out of 100)

Excellent: 17
Good: 42
Okay: 33
Poor: 7
Terrible: (small slice)

Excellent · Good · Okay · Poor · Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

13	15	17	19
61	65	67	67

MARKYT Industry Standards
Performance Index Score

City of Albany	67
WA High	85
WA Average	59
Great Southern High	67
Great Southern Average	63

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
67	67	66	67	66	67	68	69	68	**62**	69	66	65	**60**	67	66	70

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 572). * Positive rating = okay + good + excellent

MARKYT

87

Managing responsible growth and development

Performance ratings
% of respondents

73% — Positive rating*

51 — Performance Index Score (out of 100)
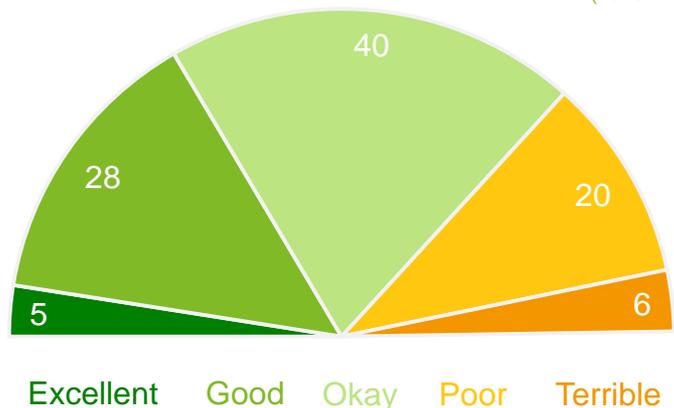
5 Excellent | 28 Good | 40 Okay | 20 Poor | 6 Terrible

Trend Analysis
Performance Index Score

			51
Excellent (100)			
Good (75)			
Okay (50)			
Poor (25)			
Terrible (0)	NA	NA	NA
	13	15	17	19

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	51
WA High	58
WA Average	48
Great Southern High	58
Great Southern Average	50

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
51	51	59	51	52	52	51	56	54	48	51	51	51	47	54	47	59

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 530). * Positive rating = okay + good + excellent

MARKYT◆   88

Planning and building approvals

Performance ratings
% of respondents

58% — Positive rating*

43 — Performance Index Score (out of 100)

- **3** Excellent
- **22** Good
- **33** Okay
- **28** Poor
- **14** Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)	44	44	45	43
Poor (25)			
Terrible (0)			
	13	15	17	19
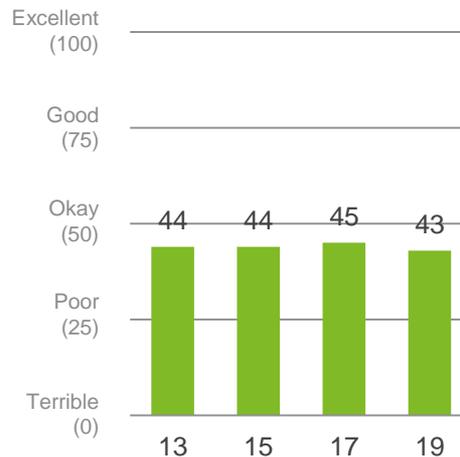
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	43
WA High	65
WA Average	46
Great Southern High	60
Great Southern Average	44

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
43	43	52	41	45	43	38	46	47	49	36	47	45	44	47	40	41

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 479). * Positive rating = okay + good + excellent

MARKYT◆   89

Streetscapes

Performance ratings
% of respondents

81% — Positive rating*

56 — Performance Index Score (out of 100)

- 6 Excellent
- 36 Good
- 39 Okay
- 16 Poor
- 5 Terrible

Trend Analysis
Performance Index Score

	13	15	17	19
Score	53	58	60	56

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
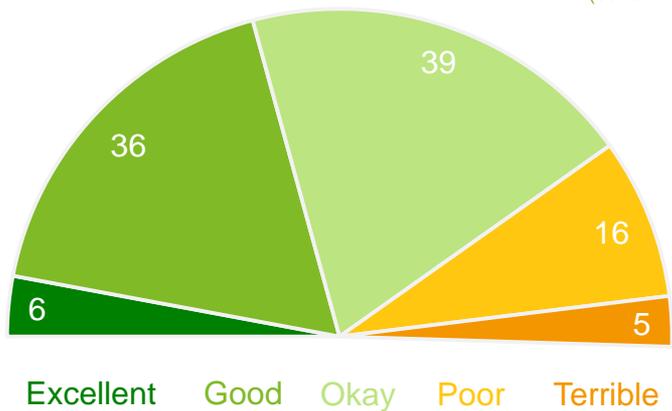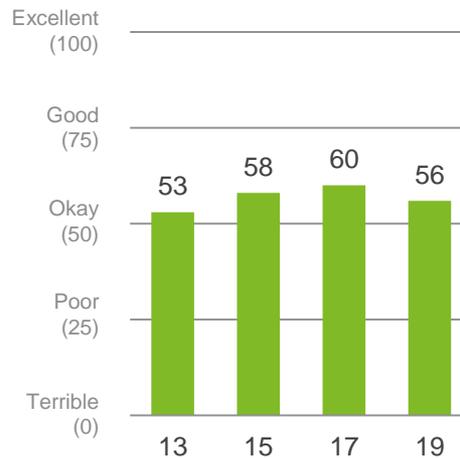
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	56
WA High	83
WA Average	54
Great Southern High	62
Great Southern Average	53

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
56	56	52	56	55	57	55	54	58	52	55	55	56	48	58	53	58

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 575). * Positive rating = okay + good + excellent

MARKYT◆

90

Lighting of streets and public places

Performance ratings
% of respondents

84% Positive rating*

59 Performance Index Score (out of 100)

- 7 Excellent
- 40 Good
- 37 Okay
- 11 Poor
- 4 Terrible

Trend Analysis
Performance Index Score

	13	15	17	19
	NA	NA	60	59

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)
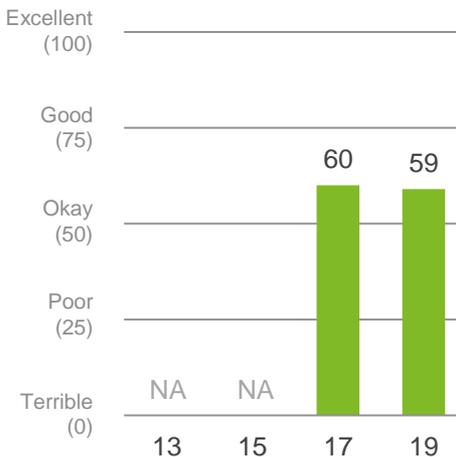
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	59
WA High	65
WA Average	56
Great Southern High	64
Great Southern Average	57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
59	59	57	62	56	59	62	58	60	60	61	56	59	55	61	57	59

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 587). * Positive rating = okay + good + excellent

MARKYT◆   91

Building and maintaining local roads

Performance ratings
% of respondents

57% — Positive rating*

43 — Performance Index Score (out of 100)
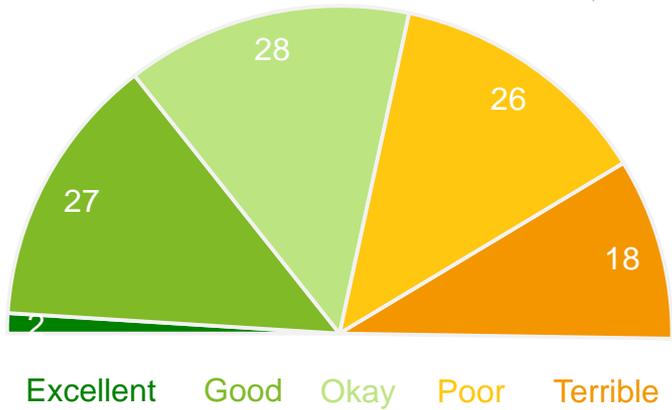
Excellent — 2
Good — 27
Okay — 28
Poor — 26
Terrible — 18

Trend Analysis
Performance Index Score

Excellent (100)				
Good (75)				
Okay (50)	45	48	40	43
Poor (25)				
Terrible (0)				
	13	15	17	19
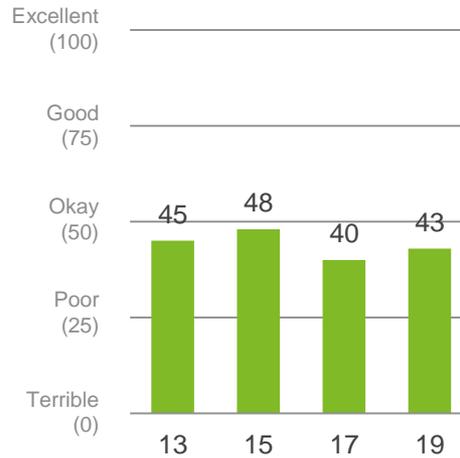
MARKYT Industry Standards
Performance Index Score

City of Albany	43
WA High	80
WA Average	53
Great Southern High	62
Great Southern Average	44

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
43	43	39	45	41	44	43	41	41	39	41	40	45	**38**	47	40	**38**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 598). * Positive rating = okay + good + excellent

Traffic management on local roads

Performance ratings
% of respondents

75%
Positive rating*

52
Performance Index Score (out of 100)

- 5 Excellent
- 31 Good
- 39 Okay
- 15 Poor
- 9 Terrible

Trend Analysis
Performance Index Score

Excellent (100)				
Good (75)				
	55	56	53	52
Okay (50)				
Poor (25)				
Terrible (0)				
	13	15	17	19
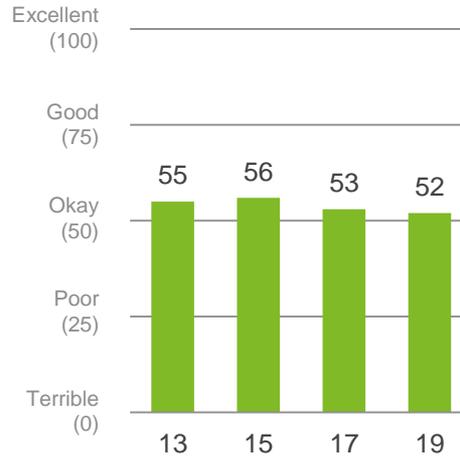
MARKYT◆ Industry Standards
Performance Index Score

City of Albany	52
WA High	67
WA Average	55
Great Southern High	64
Great Southern Average	53

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
52	53	47	51	54	52	61	53	49	47	58	49	52	47	54	52	49

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 587). * Positive rating = okay + good + excellent

MARKYT◆

Parking management

Performance ratings
% of respondents

65%
Positive rating*
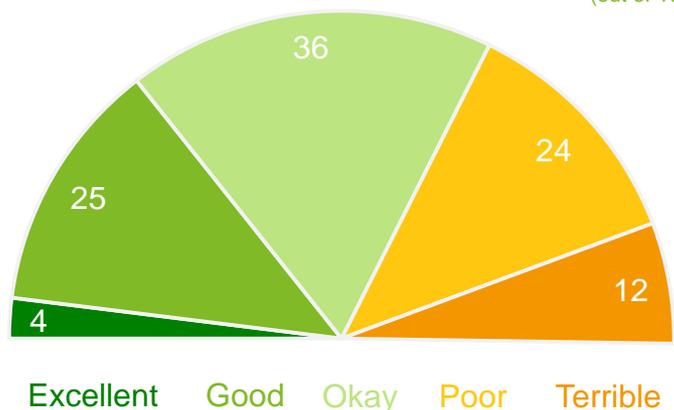
47
Performance Index Score (out of 100)

- **4** Excellent
- **25** Good
- **36** Okay
- **24** Poor
- **12** Terrible

Trend Analysis
Performance Index Score

Scale				
Excellent (100)				
Good (75)				
Okay (50)	47	50	46	47
Poor (25)				
Terrible (0)				
	13	15	17	19

MARKYT◆ Industry Standards
Performance Index Score

City of Albany	47
WA High	64
WA Average	51
Great Southern High	NA
Great Southern Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
47	47	49	47	45	46	51	49	48	45	47	48	45	39	50	44	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 588). * Positive rating = okay + good + excellent

MARKYT◆

Footpaths, trails and cycleways

Performance ratings
% of respondents

78%
Positive rating*

55
Performance Index Score (out of 100)

- **8** Excellent
- **33** Good
- **37** Okay
- **14** Poor
- **8** Terrible

Trend Analysis
Performance Index Score

	13	15	17	19
Score	54	56	56	55

Scale: Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)
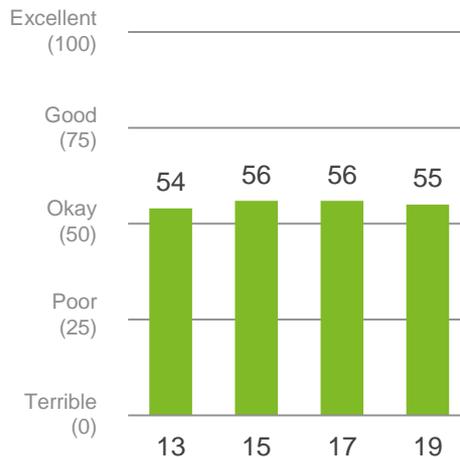
MARKYT Industry Standards
Performance Index Score

City of Albany	55
WA High	71
WA Average	53
Great Southern High	62
Great Southern Average	52

Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
55	55	57	56	54	57	51	51	55	51	52	54	57	48	56	53	59

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 587). * Positive rating = okay + good + excellent

MARKYT

95

Overview of Community Variances

% of respondents	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
Place to live	83	84	80	85	81	84	81	83	82	80	80	83	85	84	85	82	84
Place to visit	82	82	84	85	80	83	78	79	82	81	81	81	83	80	83	82	82
Governing organisation	55	54	59	53	56	55	53	56	55	48	48	56	57	50	59	51	53
Value for money	40	40	40	39	40	44	29	38	37	36	27	40	47	39	44	38	34
Councils leadership	49	49	56	49	50	50	49	49	49	42	46	47	53	45	53	47	43
Transparency	43	43	44	43	43	43	44	42	41	37	43	41	44	34	48	38	44
Community consultation	44	44	49	45	44	45	47	40	40	40	48	42	45	37	47	41	52
Informing the community	52	51	56	50	53	54	52	49	43	45	49	50	54	47	54	49	54
Website	58	58	60	57	59	58	56	56	58	54	53	58	59	53	58	59	54
Customer service	62	62	62	61	63	62	59	63	65	59	59	61	65	61	65	61	60
Sustainable practices	57	57	68	57	57	57	59	60	54	52	56	59	56	55	62	55	50
Climate change	52	52	58	52	53	54	47	58	50	51	48	54	53	54	56	51	45
Waste reduction	59	59	63	60	58	60	59	55	57	55	56	59	60	56	63	58	49
Coastal management	59	59	61	59	60	60	60	62	57	49	63	58	58	58	60	59	60
Waste collection	65	66	58	68	63	69	60	54	57	63	63	61	70	65	67	66	56
Natural disaster prevention	58	58	62	57	60	61	53	61	53	56	54	58	61	60	62	58	47
Economic development	42	41	46	41	42	42	42	41	43	39	41	38	45	35	47	37	39
Agricultural development	48	48	52	47	49	48	48	47	51	44	53	46	47	43	51	47	43
Tourism	60	60	61	60	60	61	60	60	58	59	63	58	60	59	61	60	60
Community benefit from events	72	72	71	71	72	70	77	76	73	68	74	72	71	67	73	71	74
Albany Town Centre development	51	51	49	51	51	50	62	53	50	47	56	51	49	42	53	50	48
Education and training	59	59	58	61	57	59	63	59	56	56	59	54	62	57	62	59	54
Families and children	63	63	61	66	61	66	64	61	57	56	61	61	66	58	65	62	63
Youth services	52	52	46	57	48	57	50	41	43	48	48	48	57	47	52	52	56
Seniors services	61	61	59	62	61	62	64	62	62	57	65	59	61	52	63	61	57
Disability access	56	56	50	59	53	57	57	55	54	57	53	58	56	50	54	57	59

Community services, art and culture and built environment

% of respondents	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Albany Central	Albany suburbs	Rural
Health and community services	63	63	55	64	61	64	64	60	59	57	60	60	66	54	63	62	64
Childcare Services	66	66	57	66	66	61	74	69	67	64	69	65	64	56	67	65	68
Buildings and halls	63	63	59	63	63	63	67	65	60	59	64	62	63	57	63	63	66
Public toilets	51	51	48	52	50	50	52	52	50	53	49	49	52	44	53	48	48
Sport and recreation	75	76	69	77	74	78	71	69	74	69	75	71	78	74	76	75	79
Leisure and Aquatic Centre	73	73	67	74	72	76	71	65	70	69	73	68	76	70	71	74	75
Playgrounds, park and reserves	72	72	69	74	69	73	70	69	70	69	70	71	73	70	73	70	74
Public health and wellbeing	61	61	61	60	61	62	60	58	55	59	60	58	63	60	63	59	61
Safety and security	60	61	59	61	60	60	67	64	61	52	66	58	59	51	63	59	58
Library & information	76	76	77	76	77	77	77	75	76	74	73	75	78	76	77	76	76
Arts facilities	72	72	73	72	73	73	70	69	71	74	67	70	75	70	71	73	73
Festivals, events, art & culture	69	69	69	68	69	70	68	68	61	69	63	69	72	68	69	68	70
History & heritage	70	70	67	69	71	71	72	73	72	66	73	70	69	68	69	71	72
Aboriginal heritage	64	65	61	64	65	65	66	65	59	60	68	61	65	63	64	64	67
Character and identity	67	67	66	67	66	67	68	69	68	62	69	66	65	60	67	66	70
Growth and development	51	51	59	51	52	52	51	56	54	48	51	51	51	47	54	47	59
Planning and building	43	43	52	41	45	43	38	46	47	49	36	47	45	44	47	40	41
Streetscapes	56	56	52	56	55	57	55	54	58	52	55	55	56	48	58	53	58
Street lighting	59	59	57	62	56	59	62	58	60	60	61	56	59	55	61	57	59
Road maintenance	43	43	39	45	41	44	43	41	41	39	41	40	45	38	47	40	38
Traffic management	52	53	47	51	54	52	61	53	49	47	58	49	52	47	54	52	49
Parking management	47	47	49	47	45	46	51	49	48	45	47	48	45	39	50	44	45
Footpaths, trails and cycleways	55	55	57	56	54	57	51	51	55	51	52	54	57	48	56	53	59

MARKYT