MARKYT Community Scorecard ©

Prepared for: City of Kalamunda

Prepared by: CATALYSE® Pty Ltd ©

May 2020

MARKYT

© Copyright CATALYSE® Pty Ltd 2020

Contents

Strategic overview 3

Approach 7

Overall performance 13

Familiarity with local services and facilities 19

Leadership and governance 22

Communication channels 33

Economic development 40

Community services 43

Built environment 56

Natural environment 69

Overview of community variances 79

Summary of community trends 83

Local community priorities 86

MARKYT® industry comparisons 99

Recommendations 103

MARKYT

Strategic overview

MARKYT Strategic Overview

Vision

33

% agree

Up 11% points since 2018, now 2% points below Industry Average

Liveability

81

Performance Index Score

Up 3 index points since 2018 and 6 index points above Industry Average

Governance

56

Performance Index Score

Up 5 index points since 2018 and on par with Industry Average

Value

46

Performance Index Score

Up 3 index points since 2018 and 2 index points above Industry Average

Strengths

Highest scores

- Weekly rubbish collections
- Walliston Transfer Station
- Library and information services

Most improved

- City's online engagement tool
- Natural disaster education, prevention and relief
- Parking management
- Customer service

Relative to MARKYT® Industry Standards

- Place to live
- Walliston Transfer Station
- Access to housing that meets local needs
- How local history and heritage is preserved and promoted

Priorities

- Playgrounds and reserves
- Footpaths & cycleways
- Streetscapes
- Character & identity
- Safety
- Traffic
- Economy
- Sport & recreation

Local community recommendations to address top priorities

Playgrounds and reserves

1. Improve maintenance and upgrade facilities
2. Make parks and playgrounds more engaging with more nature areas, youth activities and exercise equipment
3. More dog friendly parks and exercise areas

Footpaths & cycleways

1. Provide dedicated cycle paths and lanes to improve safety
2. Improve connectivity
3. Repair and upgrade footpaths
4. Improve walk trails and signage
5. Network of mountain bike trails to protect native bush

Streetscapes

1. Proactive and regular maintenance of verges and street trees to improve appearance and safety
2. Plant more trees; replace dead, inappropriate trees
3. Create a consistent sense of place, more beautification

Character & identity

1. Review planning policy to preserve and maintain local character and identity (complementary scale and design; manage subdivisions)
2. Re-create a vibrant, attractive and inviting community / shopping hub and town centre

Safety

1. Increased Police presence / security patrols to address break-ins, hooning and anti-social behaviour
2. Establish a local Police station
3. Install more CCTV, improve street lighting and more traffic calming

Traffic

1. Improve intersections to keep traffic flowing safely (lights, roundabouts, overpasses)
2. Slow down traffic on local roads (modified speed limits, traffic calming, signage)
3. Modify roads to restrict access
4. More pedestrian crossings

Economy

1. Greater support for local businesses - revitalise shopping areas, restrict large / chain stores (mixed views), easier approvals for new ventures
2. New and restored tourism attractions
3. More local job opportunities

Sport & recreation

1. Upgrade the aquatic centre
2. Upgrade the gym and recreation centre and improve range of activities
3. Provide more facilities (e.g. skate parks, extra basketball courts, etc)

Recommendations to support the community through the COVID-19 pandemic

The community would like the City of Kalamunda to support people through the COVID-19 pandemic by focusing on four priorities:

1. Caring for those with greatest needs
2. Timely and relevant communication
3. Helping to ease the financial burden
4. Ensure public health safety

"As there are a lot of retirees in our community and many who are single they need extra help in this situation. Particularly with medical needs and shopping where necessary. Find volunteers willing to assist in these areas. Advertise meal deliveries where necessary."

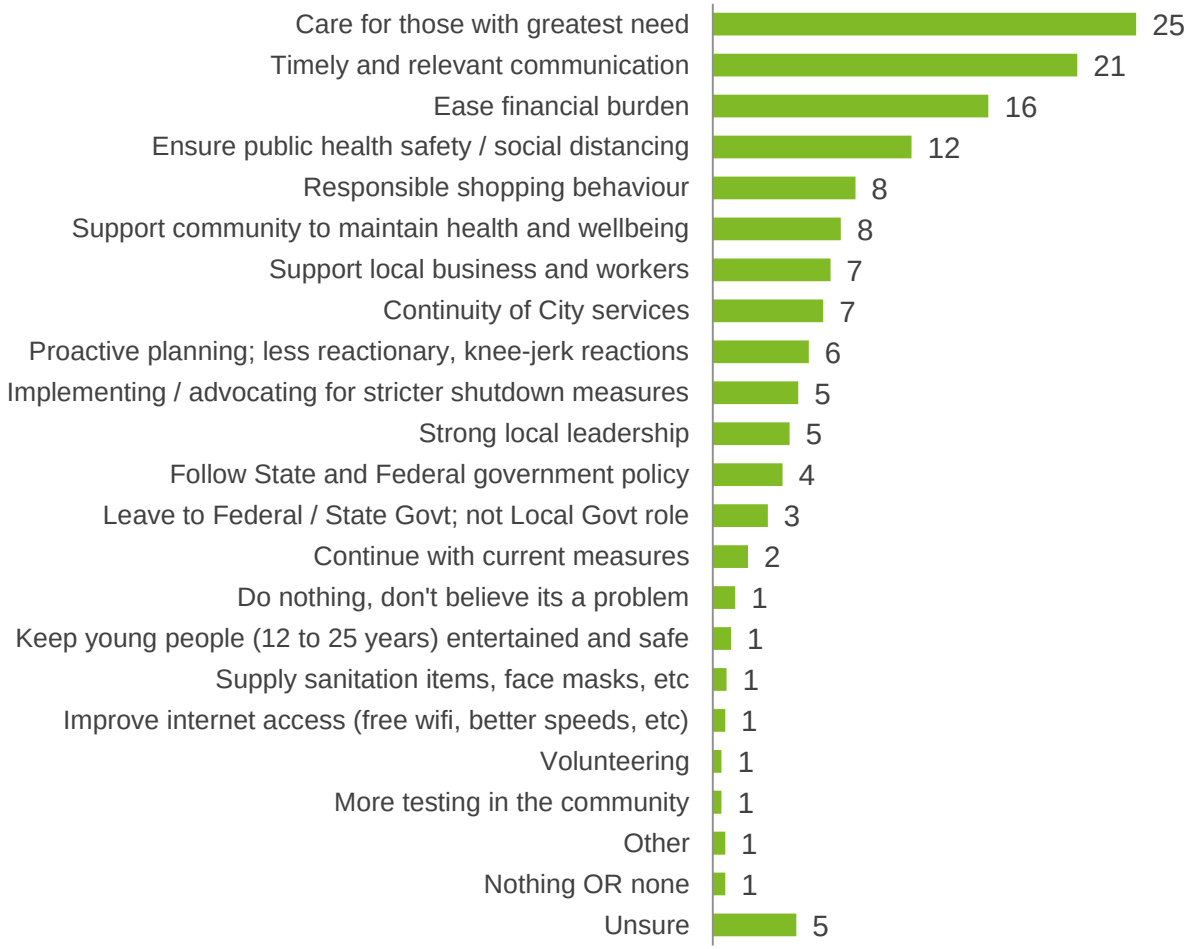
"Encourage and if necessary enforce the social isolation rules."

"Providing regular updates and direction for community health, and also on progress of City projects to retain a sense of familiarity and comfort that life is still continuing as normal despite new adjustments."

"Show leadership, be a positive example, give hope for the future, give people something to look forward to in the aftermath."

How you do feel the City of Kalamunda could best support the community during the COVID-19 pandemic?

% of respondents



Q. **How you do feel the City of Kalamunda could best support the community during the COVID-19 pandemic?**

Base: All respondents, excludes 'no response' (n = 266).

MARKYT

Approach

Purpose

GOVERNMENT OF WESTERN AUSTRALIA

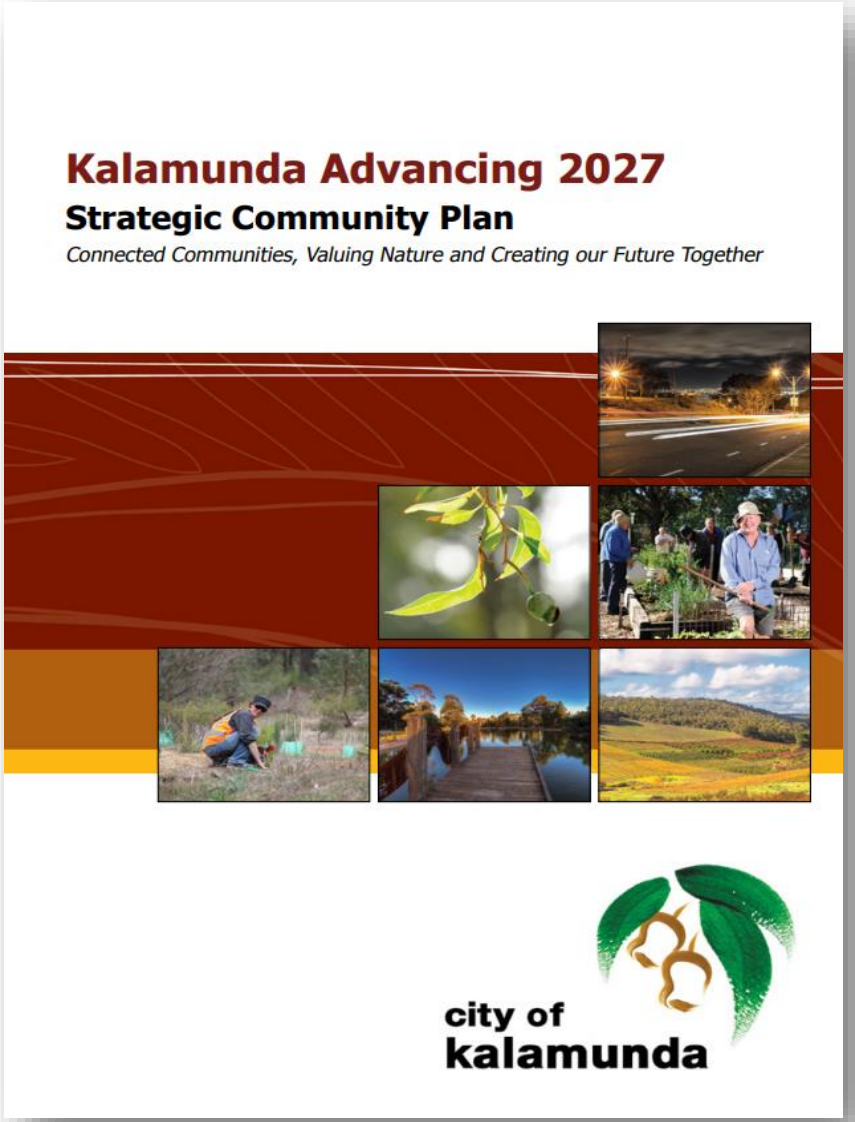
Department of **Local Government, Sport and Cultural Industries**

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

MARKYT® Community Scorecard

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

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



The Study

The City of Kalamunda commissioned CATALYSE® to conduct a MARKYT® Community Scorecard from 23 March to 14 April 2020.

Scorecard invitations were sent to 4,000 randomly selected households; 1,000 by mail and 3,000 by email.

483 randomly selected residents and ratepayers completed a scorecard reducing the sampling error to ±4.5% at the 95% confidence interval.

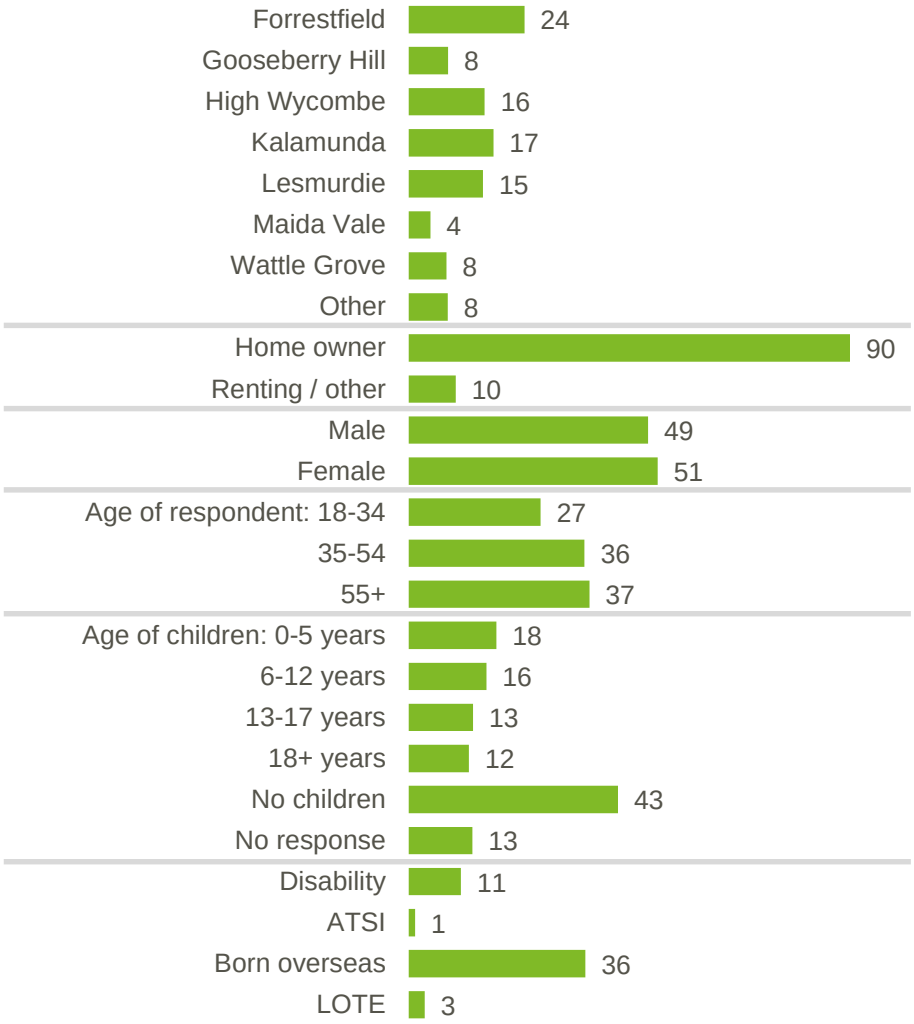
The City of Kalamunda provided supporting promotions through its communication channels. A further 32 residents, 25 out of area ratepayers and visitors, and 14 Council affiliated respondents participated bringing the total to **554 respondents**.

As analysis of results showed significant differences between these groups, the main body of this report presents responses from the random sample of residents 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 (random sample, weighted)



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

MARKYT Industry Standards

CATALYSE® has conducted studies for 60+ councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the 'high score' is calculated from **WA Councils** that have completed an accredited study with CATALYSE® within the past three years. Participating councils are listed below.

Metropolitan

City of Armadale

Town of Bassendean — Home by the Swan

Belmont • City of Opportunity

Town of Claremont — Est 1898

City of Cockburn — wetlands to waves

Town of East Fremantle

City of Fremantle

City of Kalamunda

City of Kwinana

City of Mandurah

City of Melville

Town of Mosman Park

Shire of Peppermint Grove — 1895

City of Rockingham

Shire of Serpentine Jarrahdale

City of Subiaco

Town of Victoria Park

City of Vincent

City of Wanneroo

Regional

City of Albany

shire of Ashburton — reef to range

Shire of Augusta Margaret River

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

Shire of Donnybrook Balingup

Shire of Esperance — We make it happen!

Shire of Gnowangerup — Heart of the Stirlings

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

Shire of Merredin — Innovating the Wheatbelt

Shire of Murray

Shire of Northam — Heritage, Commerce and Lifestyle

Shire of Plantagenet

Shire of Ravensthorpe

Shire of Woodanilling

Shire of Wyndham East Kimberley

Shire of York — York 1871 W.A.

Industry Standards | similar councils

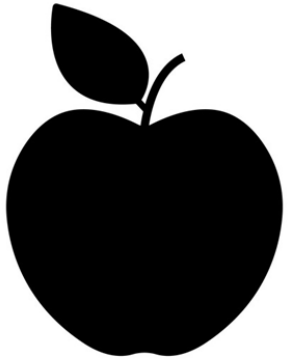
To compare ‘apples with apples’, subset benchmark analysis has been conducted against similar councils who have conducted the study in the past four years. The City of Kalamunda wished to compare itself to the Town of Bassendean, City of Kwinana, City of South Perth and Shire of Mundaring. The Shire of Mundaring’s most recent study was in 2011, making it outdated for this purpose. The following councils have been included in this analysis:

Town of Bassendean – Home by the Swan

City of Kalamunda

City of Kwinana

City of South Perth



How to read the performance 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:

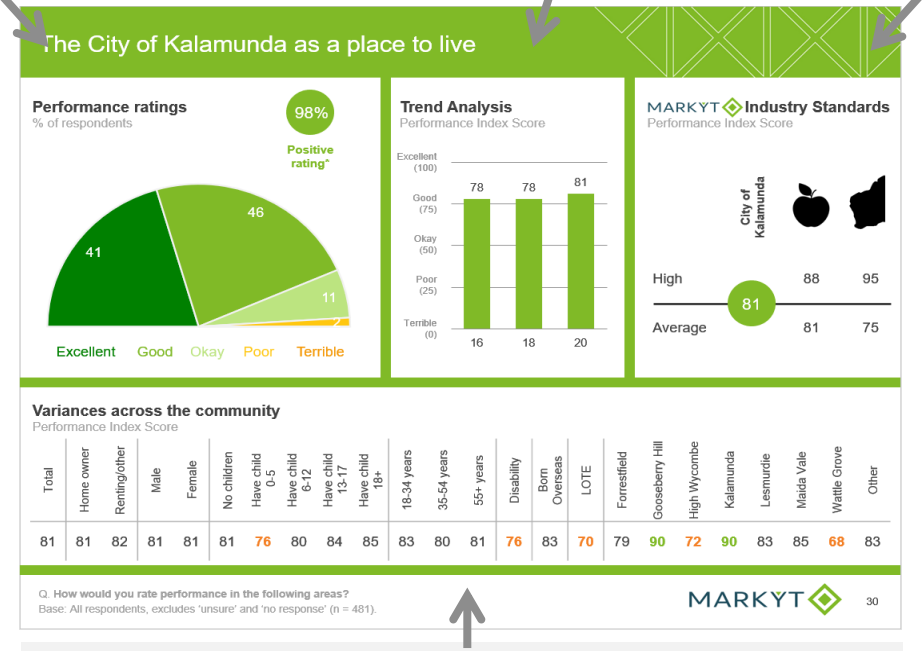
$$\frac{(\text{average score} - 1)}{4} \times 100$$

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

Positive rating equals 'excellent' + 'good' + 'okay'

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.

Council Score is the Council's performance index score.

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

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

Similar councils

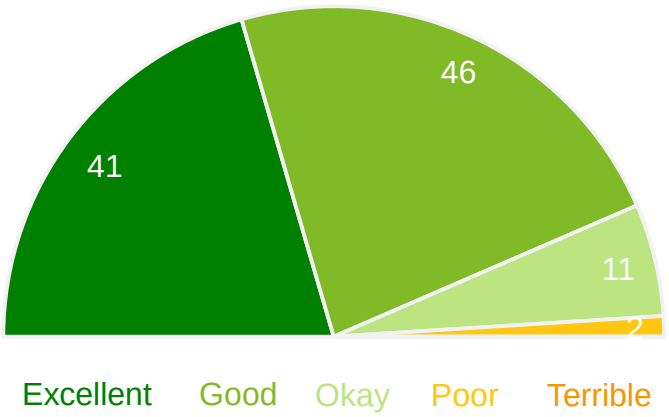
WA councils

Overall Performance

City of Kalamunda as a place to live

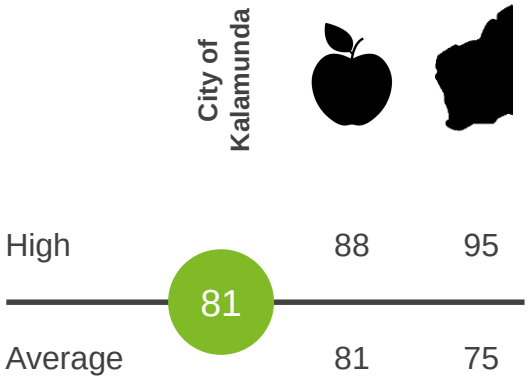
Performance ratings
% of respondents

98%
Positive rating



Trend Analysis
Performance Index Score

MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
81	81	82	81	81	81	76	80	84	85	83	80	81	76	83	70	79	90	72	90	83	85	68	83

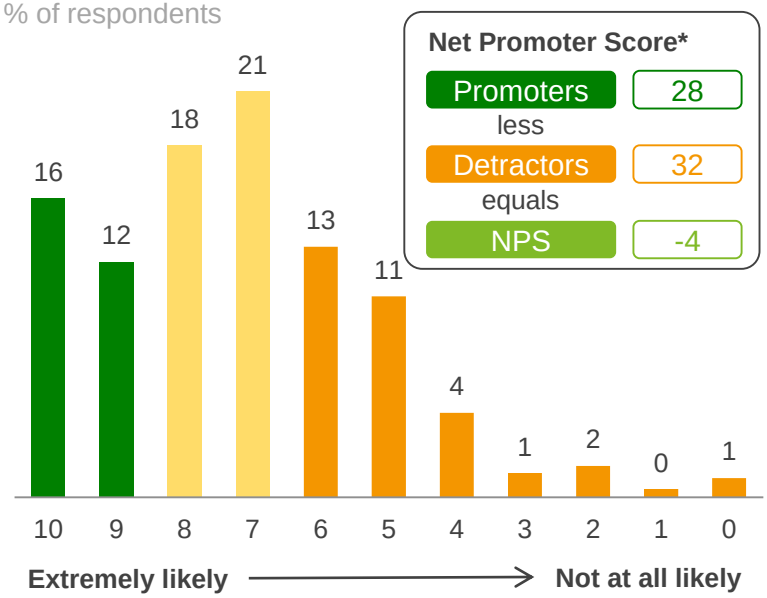
Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 481).

Net Promoter Score

Likelihood of recommending the City of Kalamunda as a place to live

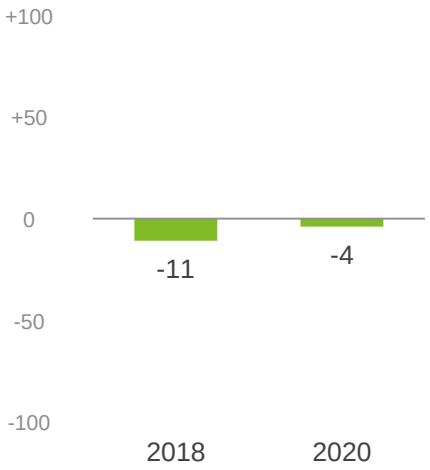
Likelihood of recommending

% of respondents



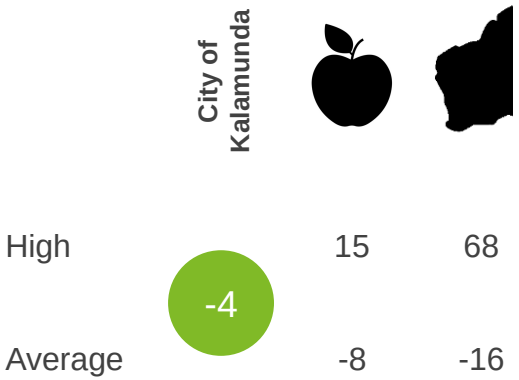
Trend Analysis

Net Promoter Score



MARKYT Industry Standards

Net Promoter Score



Variances across the community

Net Promoter Score

Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
-4	-4	-4	-10	1	-2	-25	-23	3	13	-6	-13	5	-6	1	-41	-22	31	-29	24	5	10	-58	25

Q. **How likely are you to recommend the City of Kalamunda 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 = 479).

* NPS can range from -100 to +100

MARKYT

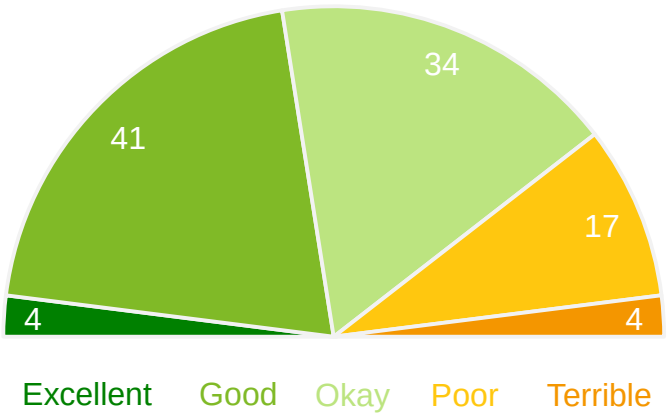
City of Kalamunda as the organisation that governs the local area

Performance ratings

% of respondents

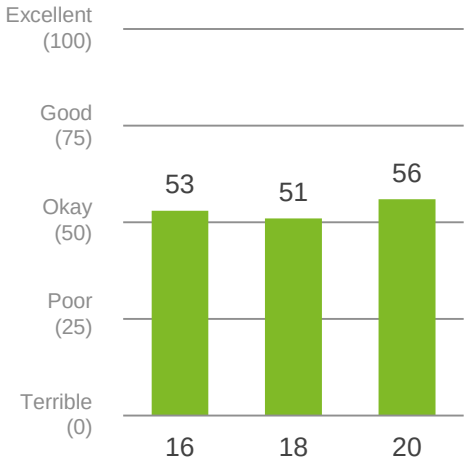
79%

Positive rating



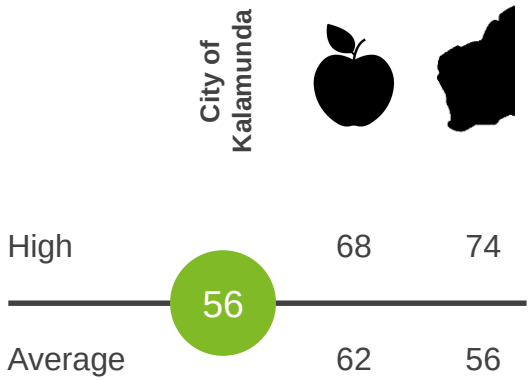
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
56	56	60	55	57	57	**50**	55	53	58	59	55	56	58	53	53	**62**	54	57	57	58	58	**42**	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 466).

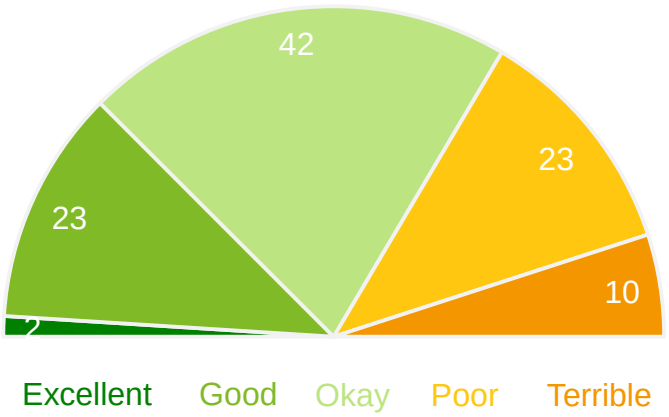
Value for money from Council rates

Performance ratings

% of respondents

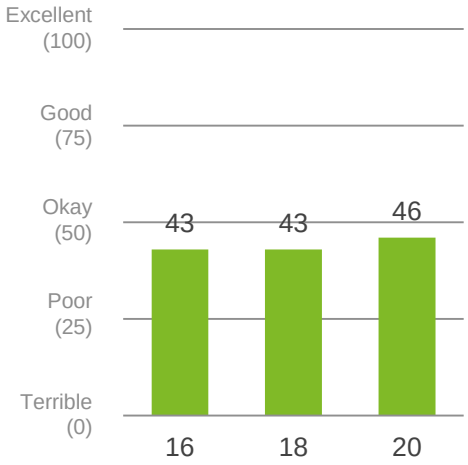
67%

Positive rating



Trend Analysis

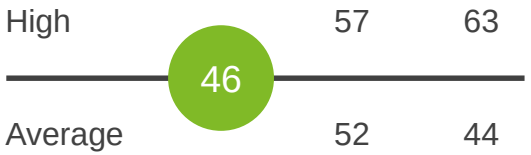
Performance Index Score



MARKYT Industry Standards

Performance Index Score

City of Kalamunda



Variances across the community

Performance Index Score

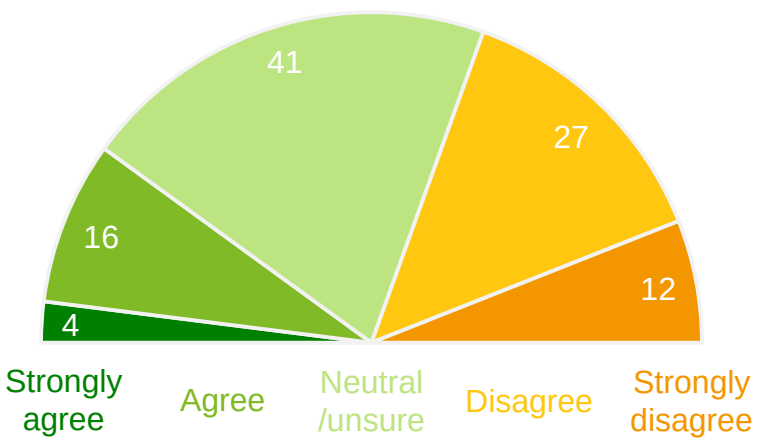
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
46	46	**51**	45	47	50	**37**	44	**40**	45	43	44	50	49	46	43	47	47	43	**51**	49	44	**33**	44

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

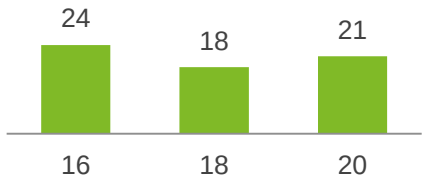
Base: All respondents, excludes 'unsure' and 'no response' (n = 447).

The City is progressive, innovative and forward thinking

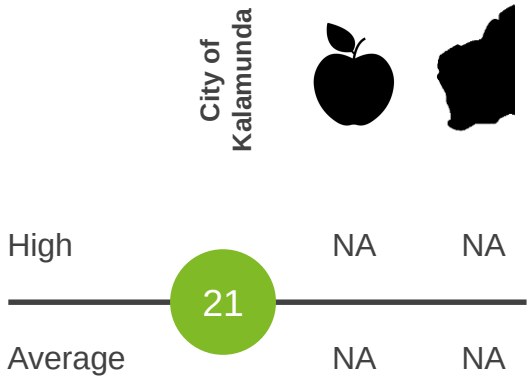
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
21	20	31	19	23	27	7	15	16	22	21	15	27	28	24	30	20	11	37	21	20	23	13	11

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 464).

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher familiarity

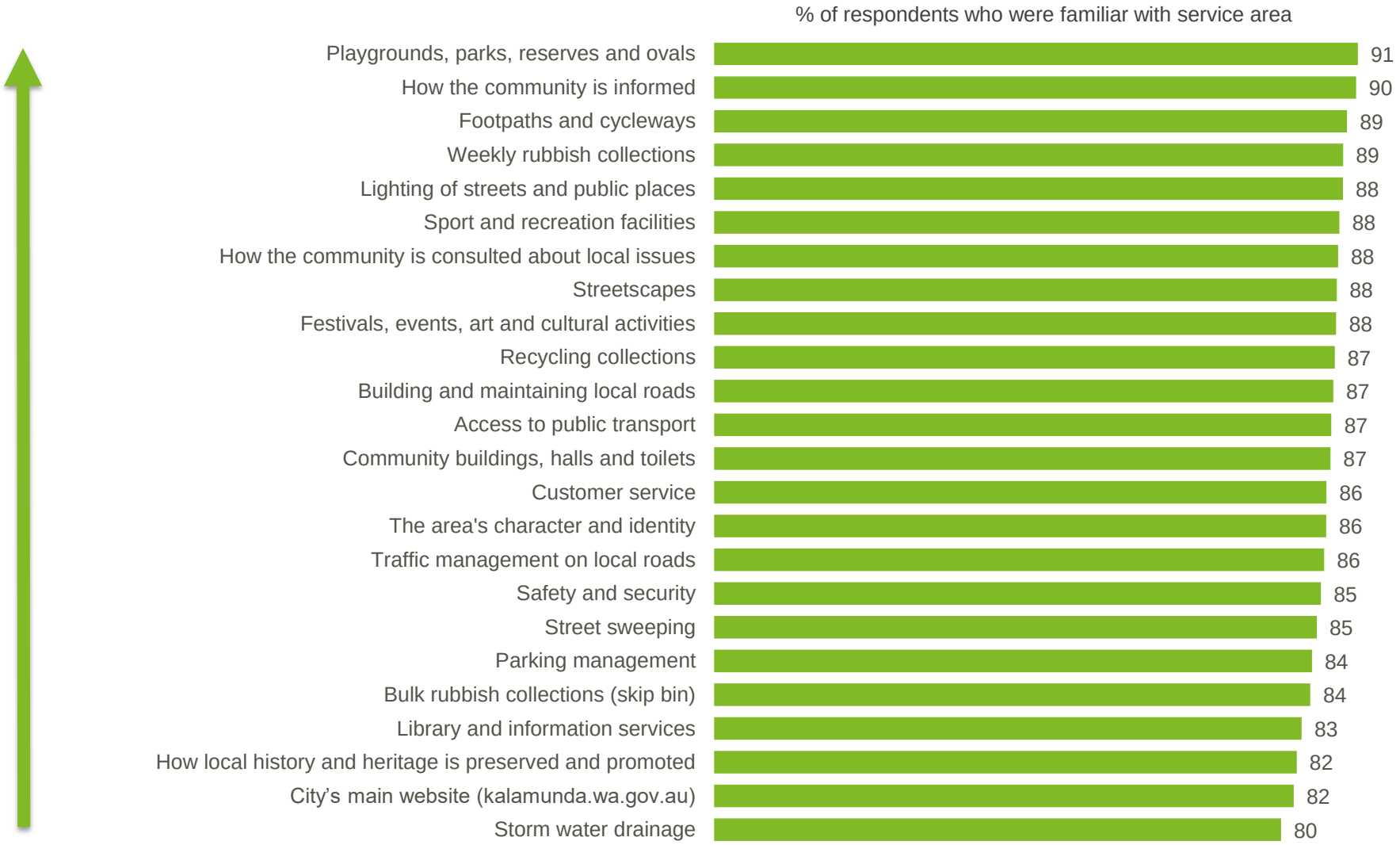


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Familiarity with local services and facilities

Lower familiarity

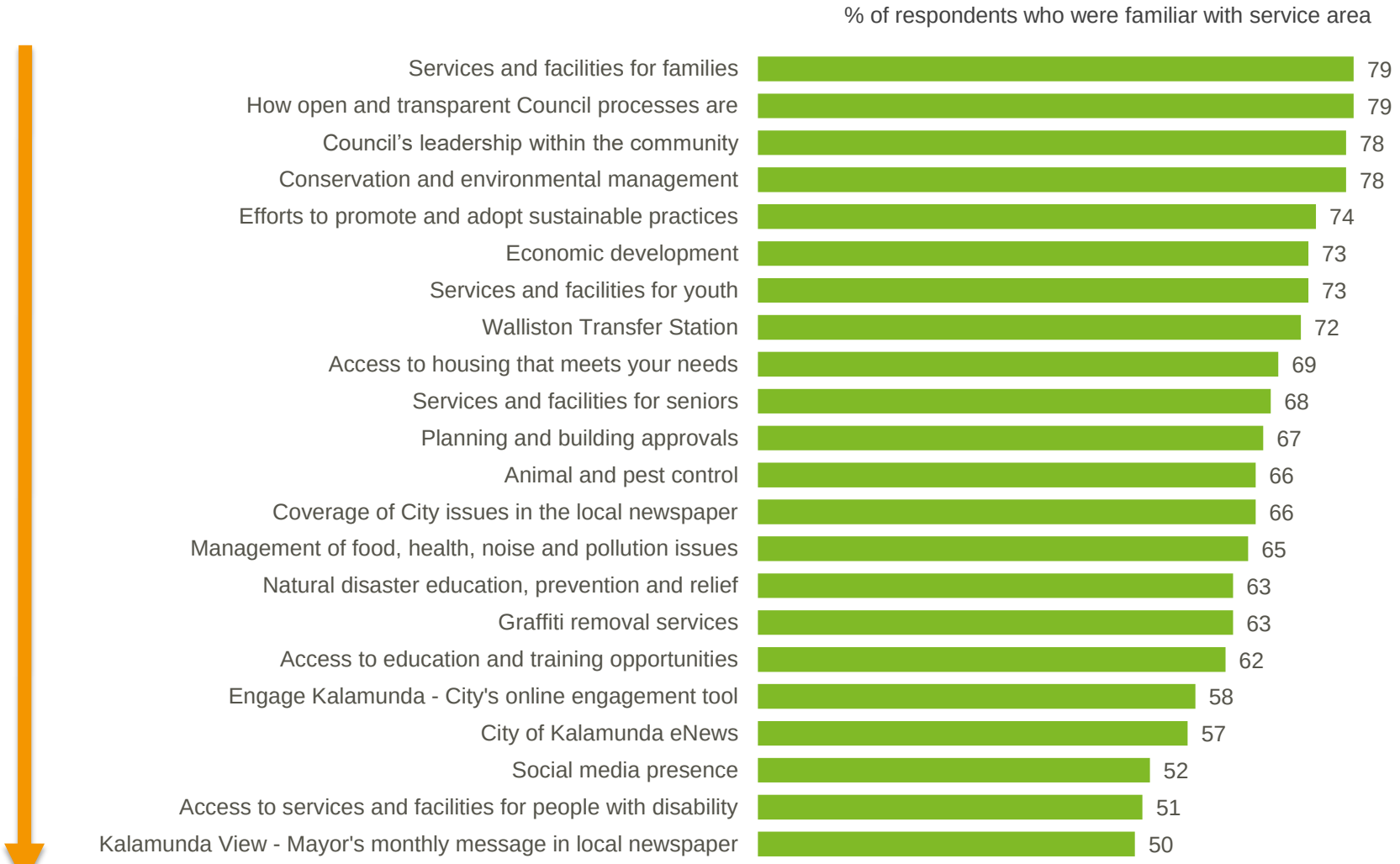


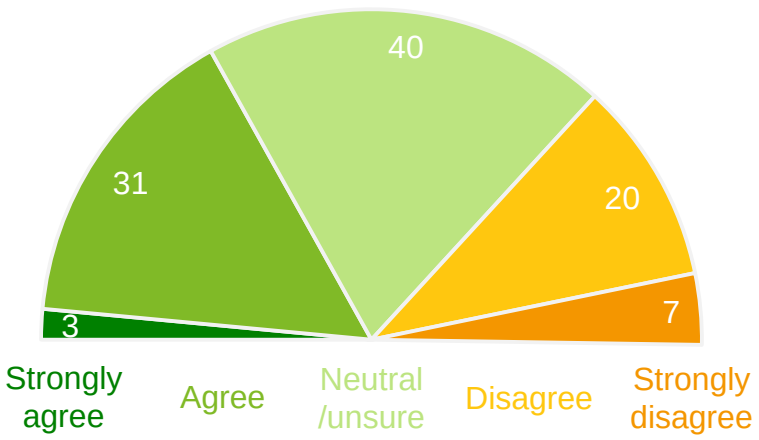
Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Leadership and Governance

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

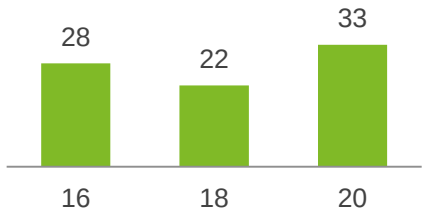
Level of agreement

% of respondents



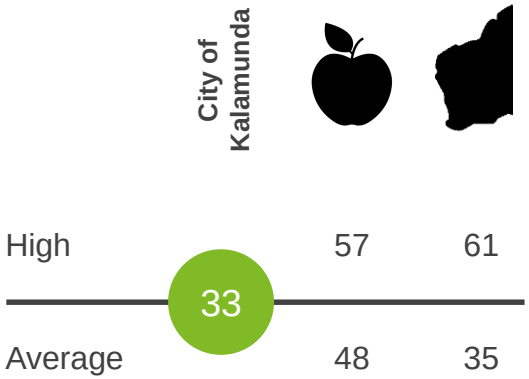
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
33	31	62	36	31	34	36	21	37	41	39	29	35	36	33	30	34	44	28	37	38	26	31	21

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

Base: All respondents, excludes 'no response' (n = 464).

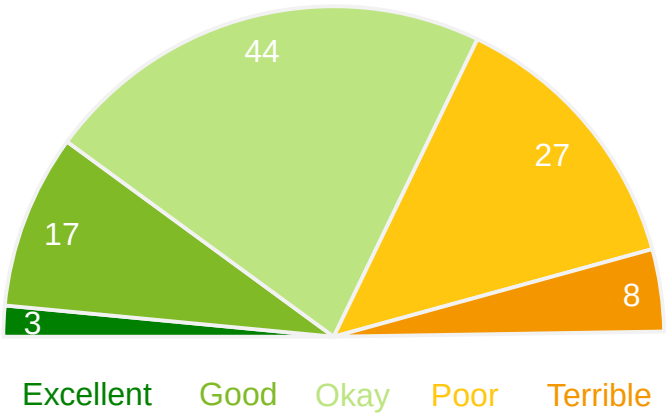
Council's leadership within the community

Performance ratings

% of respondents

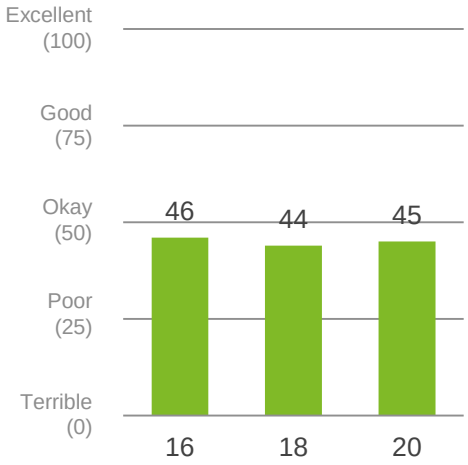
64%

Positive rating



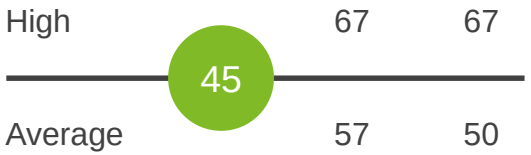
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
45	44	47	42	48	48	41	43	**40**	44	43	43	47	46	45	44	47	**39**	**40**	48	49	**50**	**34**	45

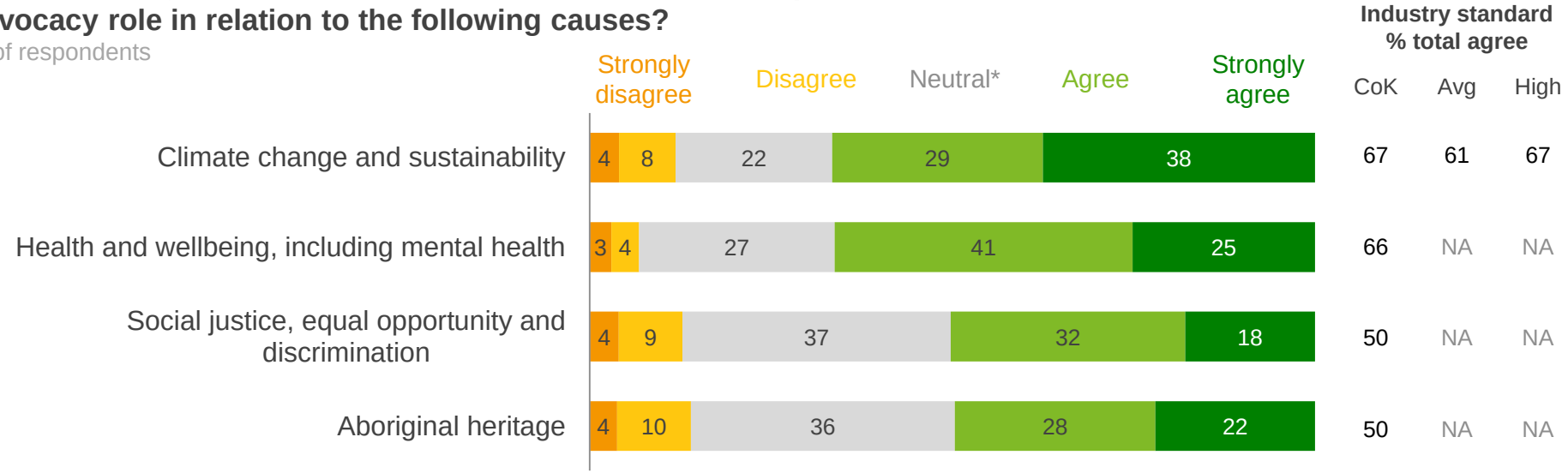
Q. **How would you rate performance in the following areas?**

Base: All respondents, excludes 'unsure' and 'no response' (n = 379).

Leadership and advocacy role

Should the City of Kalamunda take a more active leadership and advocacy role in relation to the following causes?

% of respondents



Community Variances

% of respondents

Leadership and advocacy roles	All respondents	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	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
Climate change and sustainability	67	66	75	58	75	70	56	59	64	70	77	62	64	65	68	62	79	76	63	67	60	82	41	61
Health and wellbeing, including mental health	66	66	72	59	74	71	64	62	56	60	71	65	65	75	64	59	80	50	66	69	68	77	41	58
Social justice, equal opportunity and discrimination	50	47	78	44	57	54	46	43	49	52	64	44	47	52	48	37	63	50	45	53	45	49	33	49
Aboriginal heritage	50	49	56	42	58	49	47	47	47	58	53	48	49	55	48	43	63	55	52	43	40	39	44	47

Q. **Should the City of Kalamunda take a more active leadership and advocacy role in relation to the following causes?**

Base: All respondents, excludes no response (n = varies from 423 to 426)

* Neutral includes unsure responses

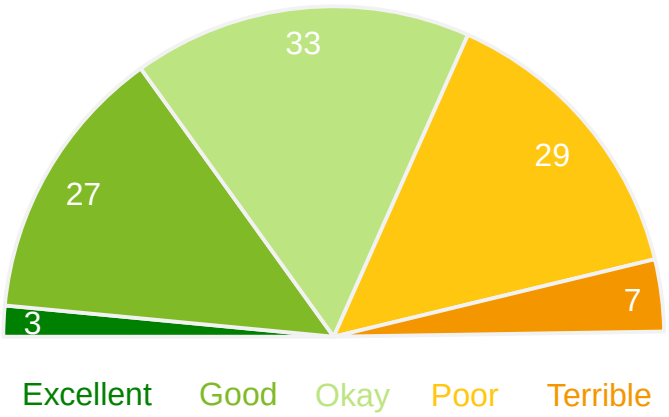
How the community is consulted about local issues

Performance ratings

% of respondents

63%

Positive rating

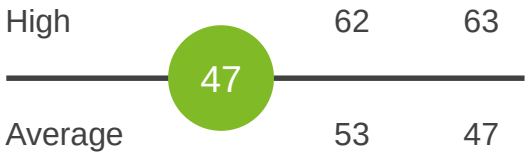


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

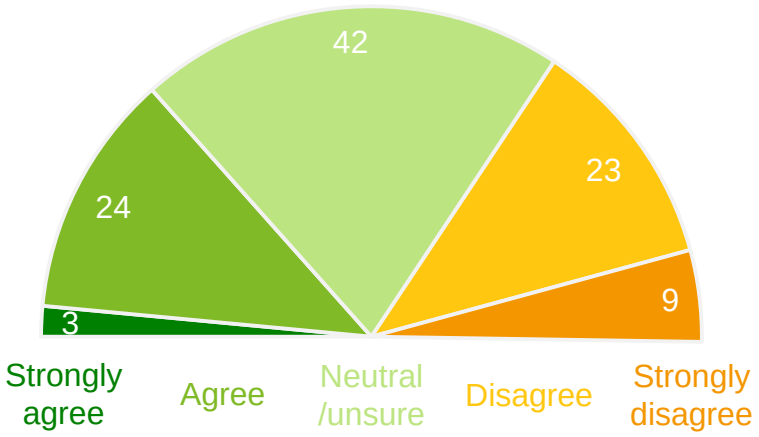
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
47	47	**52**	46	48	47	44	46	46	49	**52**	45	46	50	45	**52**	50	**42**	48	47	48	45	**40**	49

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

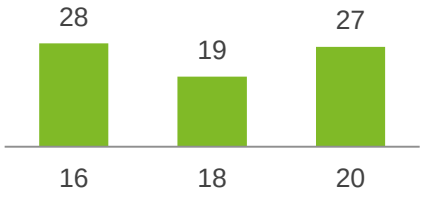
Base: All respondents, excludes 'unsure' and 'no response' (n = 424).

Elected Members (the Mayor and Councillors) have a good understanding of community needs

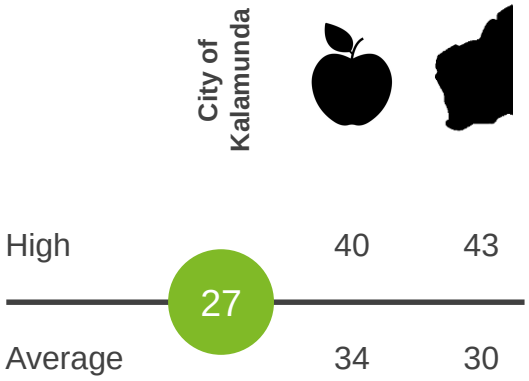
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Variances across the community
% agree

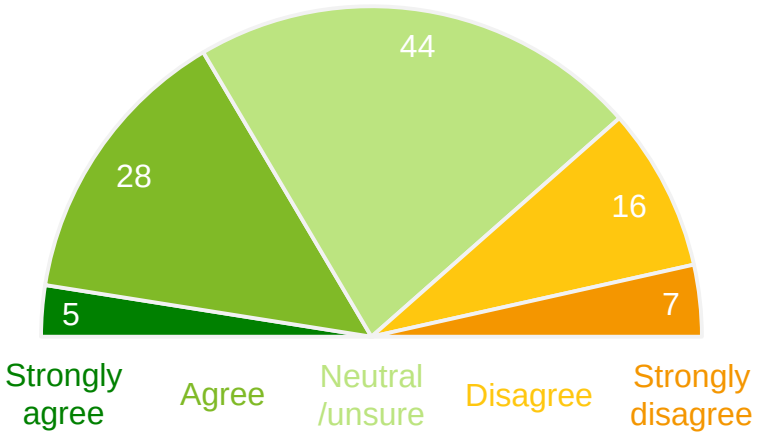
Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
27	26	32	30	23	26	34	20	17	25	30	21	30	27	21	13	30	15	21	27	34	16	38	23

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 464).

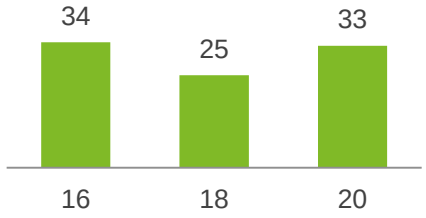
MARKYT

Staff have a good understanding of community needs

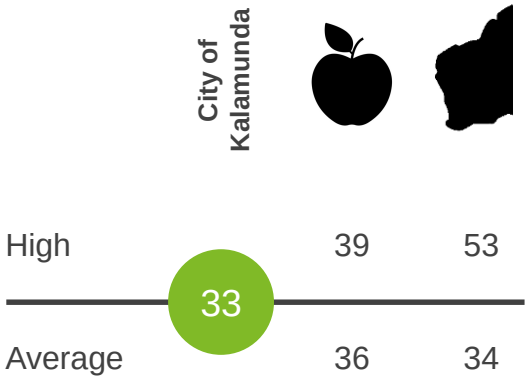
Level of agreement
% of respondents



Trend Analysis
% agree



MARKYT Industry Standards
% agree



Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
33	32	40	37	28	35	30	32	22	28	32	30	36	38	32	30	37	17	36	35	39	22	27	25

Q. **How strongly do you agree or disagree with the following statements?**
Base: All respondents, excludes 'no response' (n = 464).

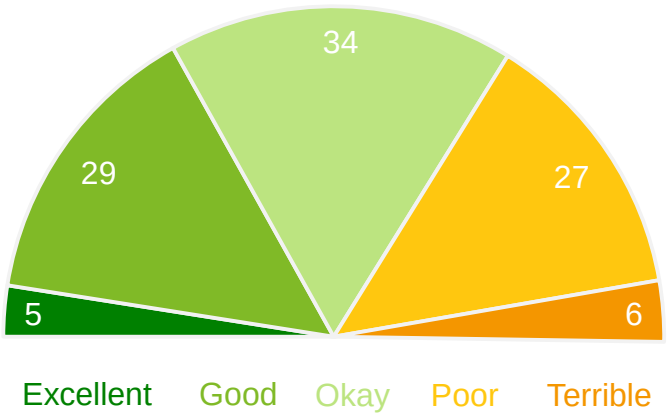
How the community is informed about what's happening in the local area (including local issues. events, services and facilities)

Performance ratings

% of respondents

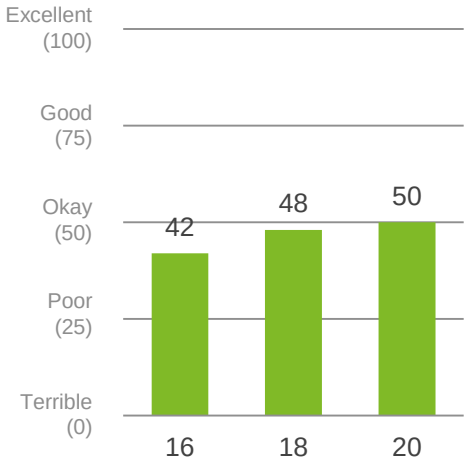
68%

Positive rating



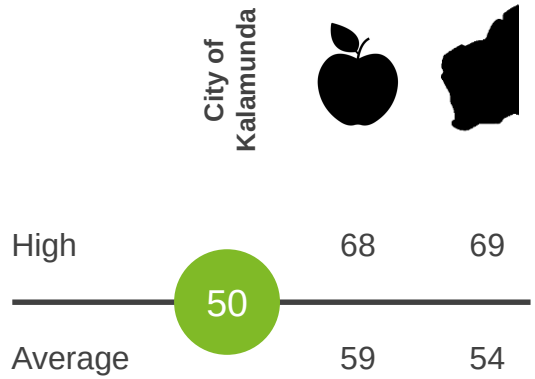
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	50	53	49	51	51	47	48	53	**55**	51	49	50	52	50	49	47	52	50	54	52	53	**43**	49

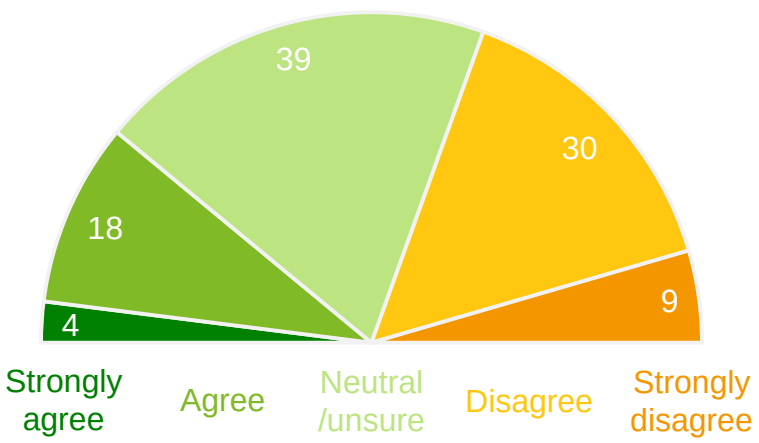
Q. **How would you rate performance in the following areas?**

Base: All respondents, excludes 'unsure' and 'no response' (n = 436).

The City clearly explains reasons for its decisions and how residents' views have been taken into account

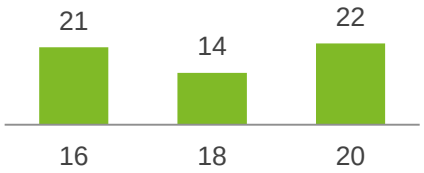
Level of agreement

% of respondents



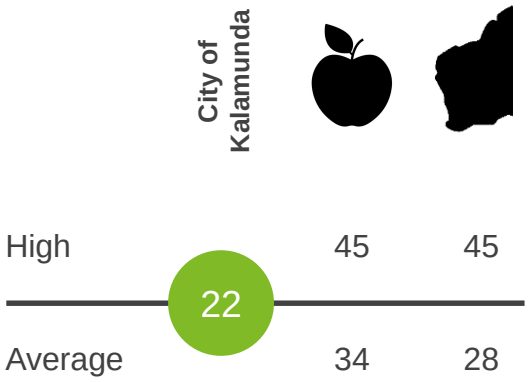
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Child 0-5 yrs	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
22	21	34	23	22	24	24	22	15	18	24	18	25	29	20	30	33	9	30	20	20	16	17	11

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

Base: All respondents, excludes 'no response' (n = 463).

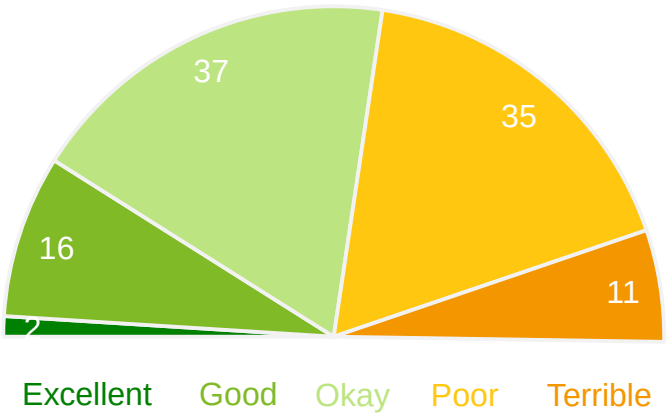
How open and transparent Council processes are

Performance ratings

% of respondents

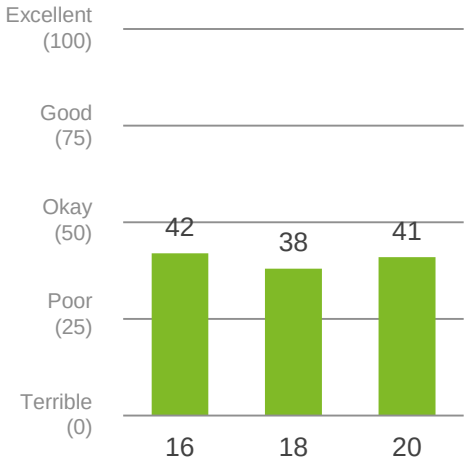
55%

Positive rating



Trend Analysis

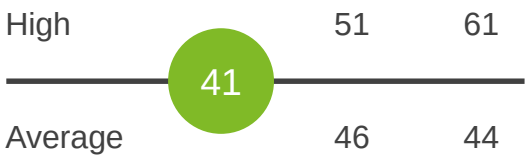
Performance Index Score



MARKYT Industry Standards

Performance Index Score

City of Kalamunda



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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
41	40	**46**	40	41	43	39	**36**	38	41	43	38	42	40	39	45	41	38	38	40	45	45	39	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380).

MARKYT

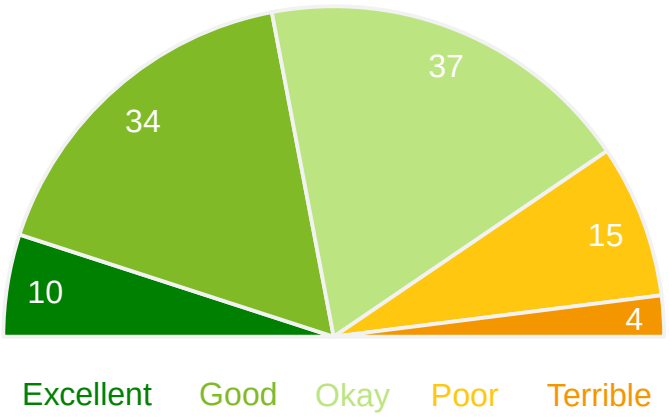
Customer service

Performance ratings

% of respondents

81%

Positive rating

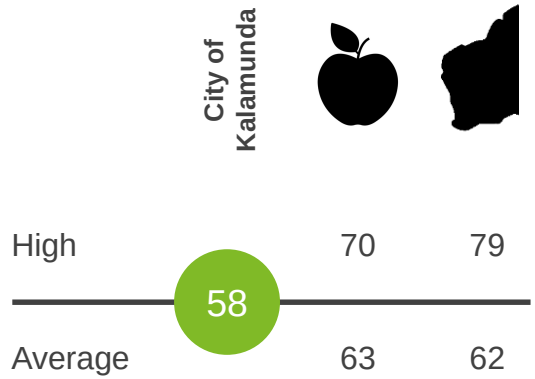


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
58	57	62	55	60	59	**52**	59	57	58	56	57	59	**64**	57	56	60	54	57	60	60	55	54	**52**

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 416).

MARKYT

Communication Channels

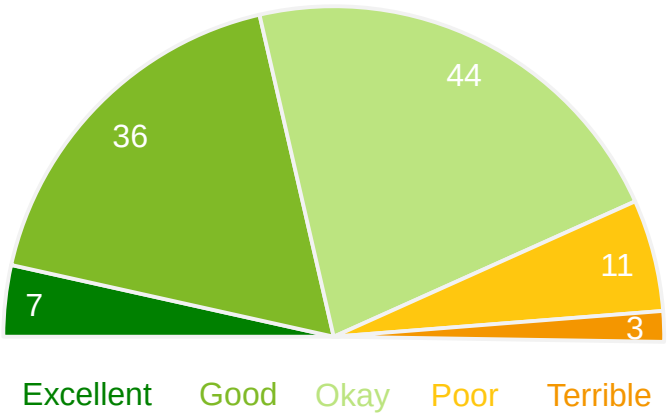
City's main website (kalamunda.wa.gov.au)

Performance ratings

% of respondents

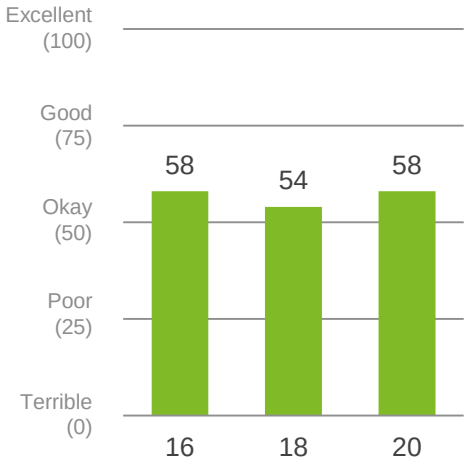
87%

Positive rating



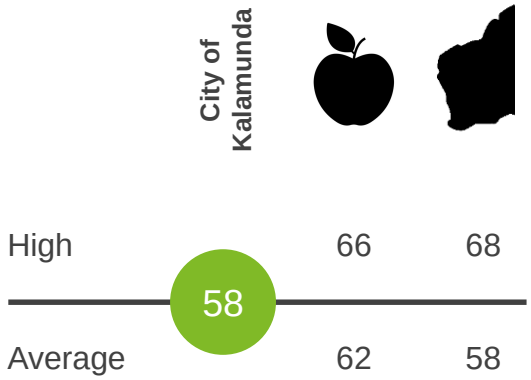
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
58	59	**51**	54	62	58	56	59	56	58	57	58	58	60	57	55	58	54	61	62	56	58	**50**	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 394).

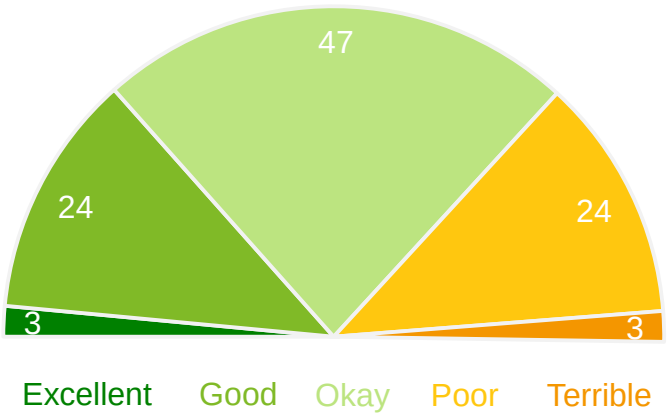
Coverage of City issues in the local newspaper

Performance ratings

% of respondents

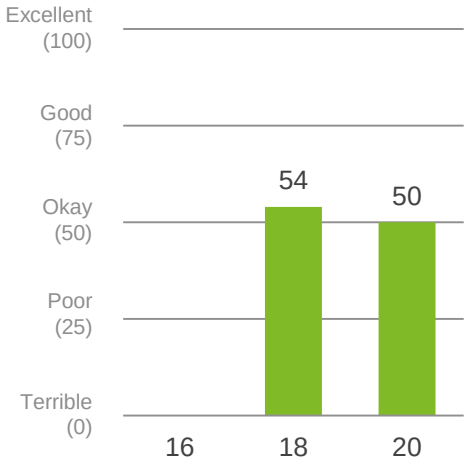
74%

Positive rating



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

City of Kalamunda

High		NA	NA
	50		
Average		NA	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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	50	51	47	54	51	46	49	52	53	47	51	51	**57**	51	49	52	52	51	51	49	53	**40**	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 318).

Kalamunda View

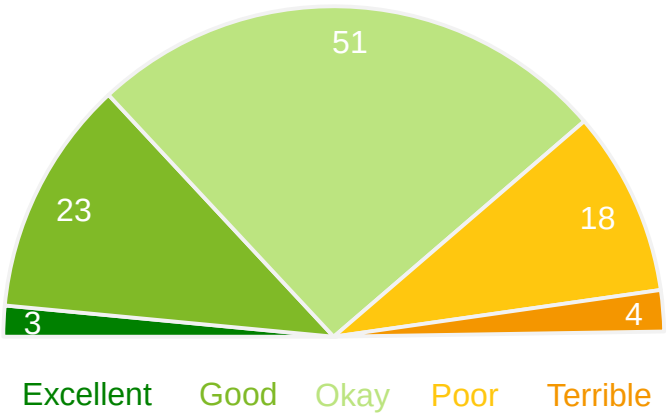
The Mayor's monthly message published in local newspaper

Performance ratings

% of respondents

77%

Positive rating

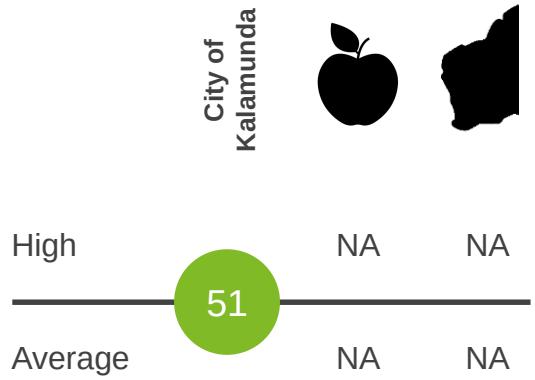


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
51	51	53	50	53	52	47	48	51	53	47	49	54	50	50	50	44	58	55	55	52	58	44	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 244).

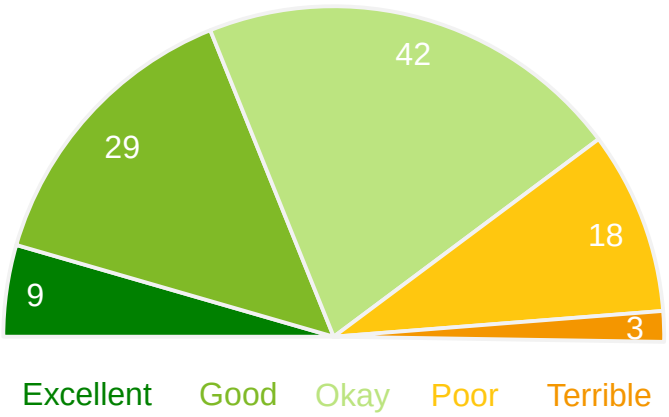
City of Kalamunda eNews

Performance ratings

% of respondents

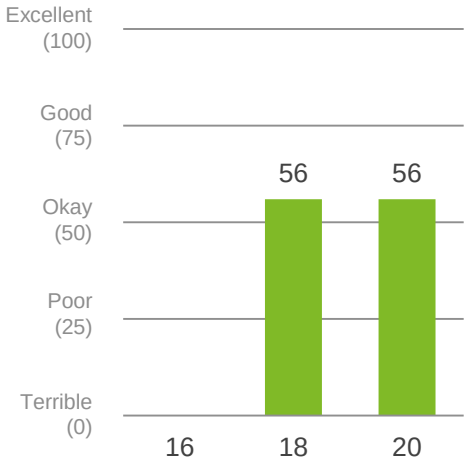
80%

Positive rating



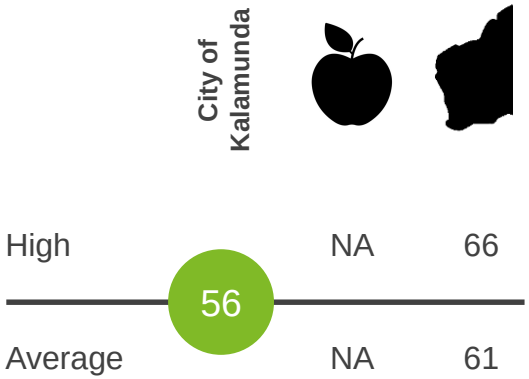
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
56	56	**51**	54	58	58	**49**	56	53	55	56	54	58	57	56	52	56	60	54	**61**	54	57	**50**	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 275).

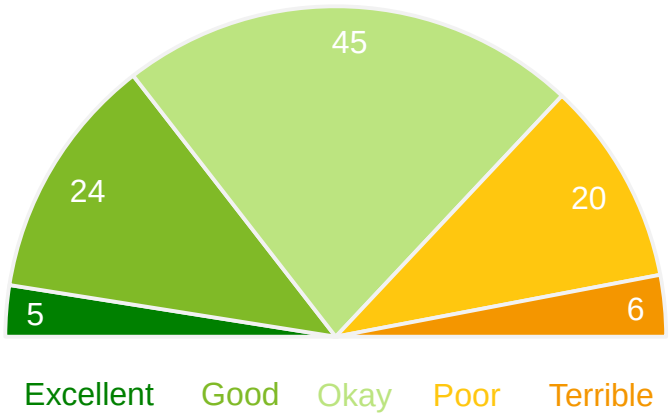
Social media presence (Facebook, Twitter, Instagram, LinkedIn, etc)

Performance ratings

% of respondents

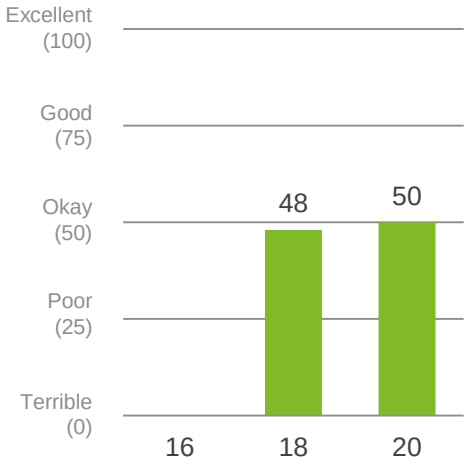
74%

Positive rating



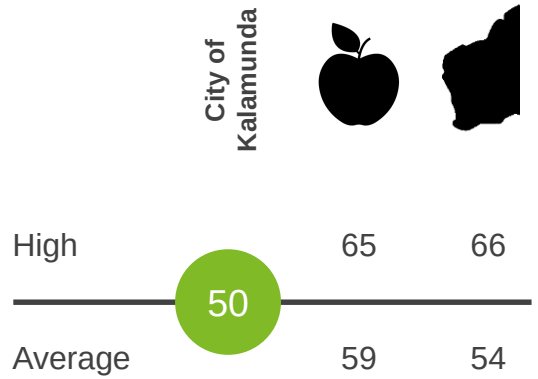
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	49	53	45	55	49	47	47	50	54	55	48	47	52	46	45	51	57	49	51	43	47	45	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 250).

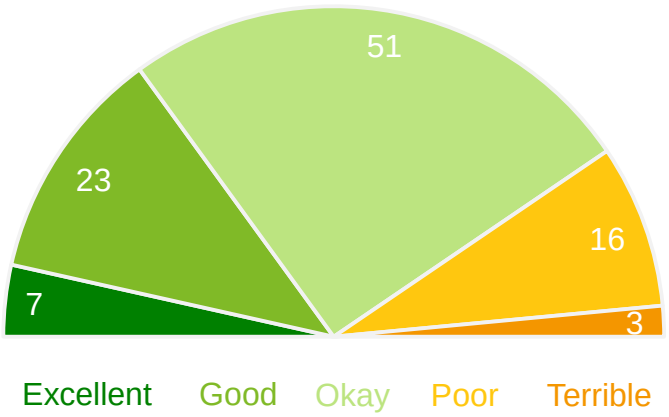
Engage Kalamunda (the City's online engagement tool)

Performance ratings

% of respondents

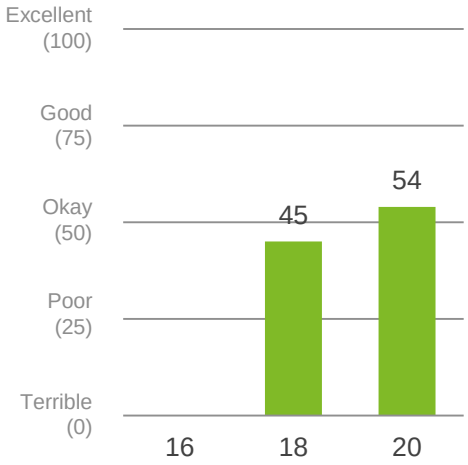
81%

Positive rating



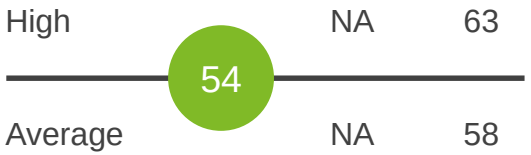
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
54	53	**61**	53	55	53	51	54	**60**	**60**	55	55	52	54	53	**41**	53	**64**	55	54	53	**61**	**44**	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 278).

Economic Development

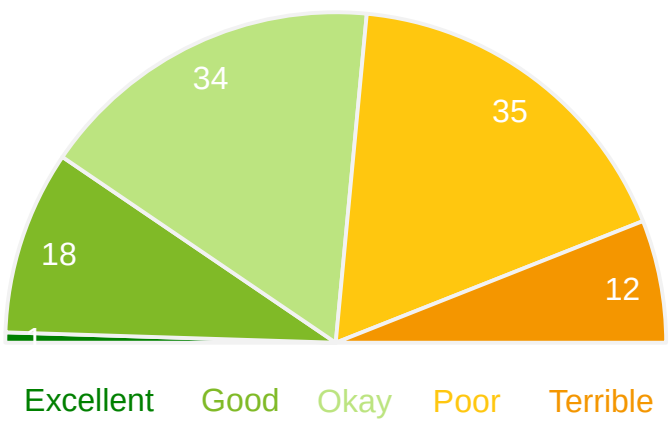
Economic development (what the City is doing to attract investors, attract and retain businesses, grow tourism and create more job opportunities)

Performance ratings

% of respondents

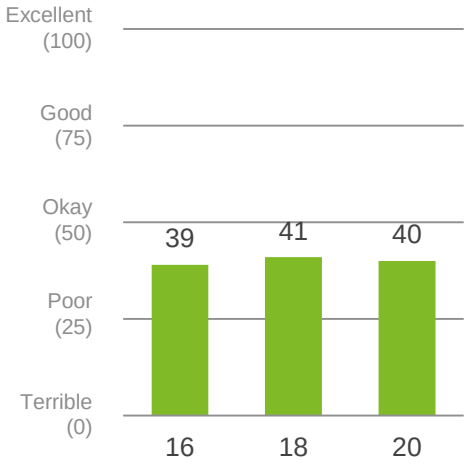
53%

Positive rating



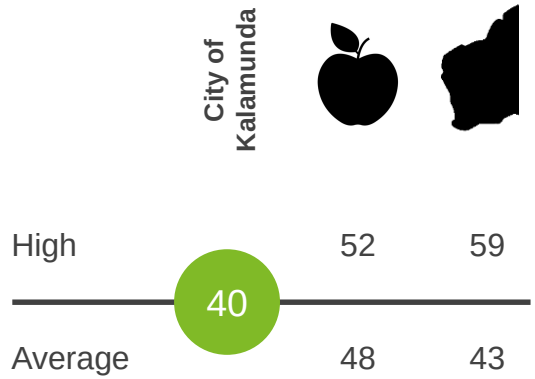
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
40	39	**50**	38	43	41	36	39	38	44	40	40	41	**48**	38	**35**	41	39	37	44	42	41	**35**	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 351).

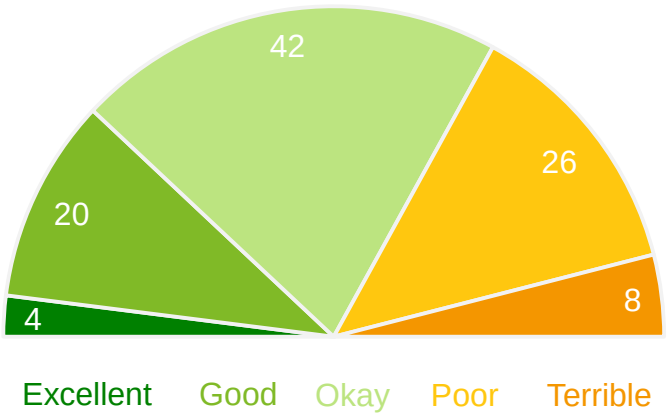
Access to education and training opportunities

Performance ratings

% of respondents

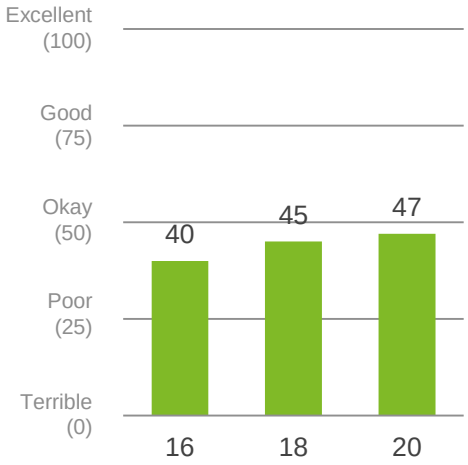
66%

Positive rating



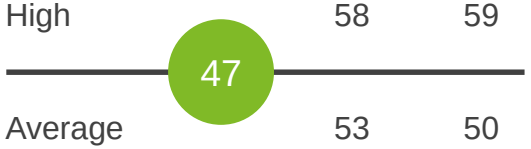
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
47	46	**54**	46	48	**52**	**38**	44	44	47	50	**42**	50	49	45	**36**	51	43	**42**	50	48	**39**	**42**	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 301).

Community Services

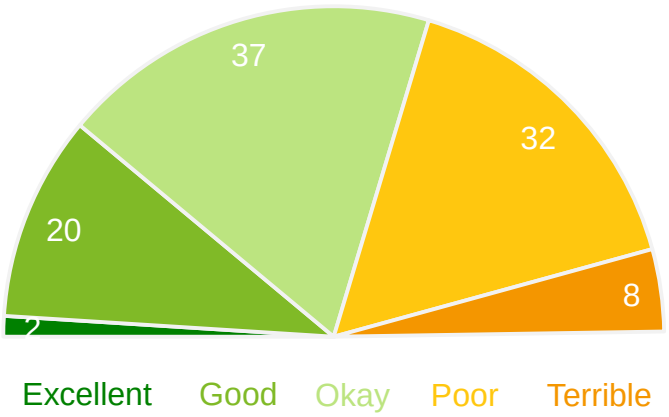
Services and facilities for youth

Performance ratings

% of respondents

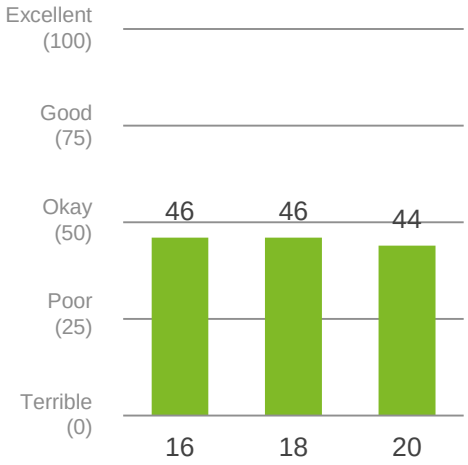
59%

Positive rating



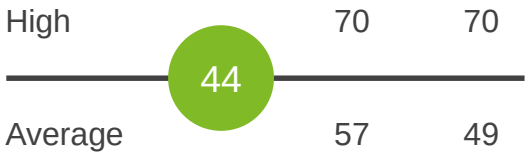
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
44	44	46	44	43	47	42	**39**	**35**	41	41	42	**49**	47	44	**49**	41	**30**	48	**49**	46	41	46	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 351).

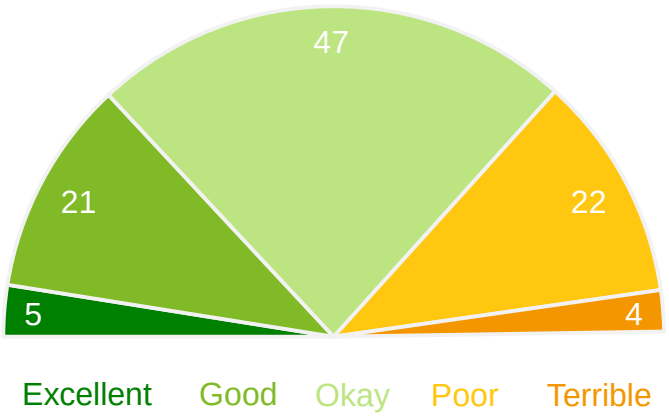
Services and facilities for families

Performance ratings

% of respondents

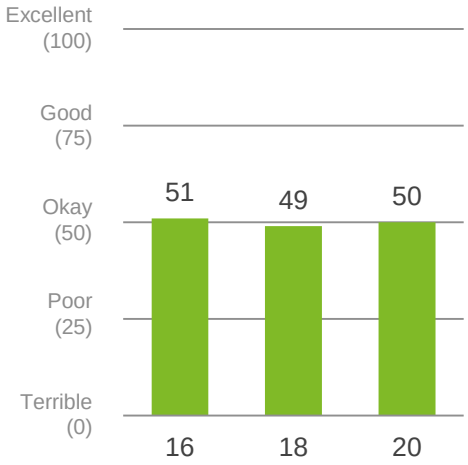
73%

Positive rating



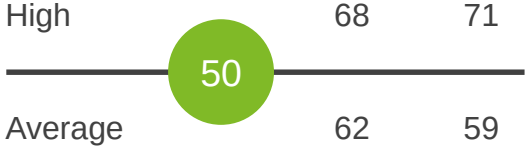
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	49	**63**	48	53	54	**43**	**44**	48	53	49	**45**	**55**	**55**	52	47	**44**	54	54	52	50	49	49	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 382).

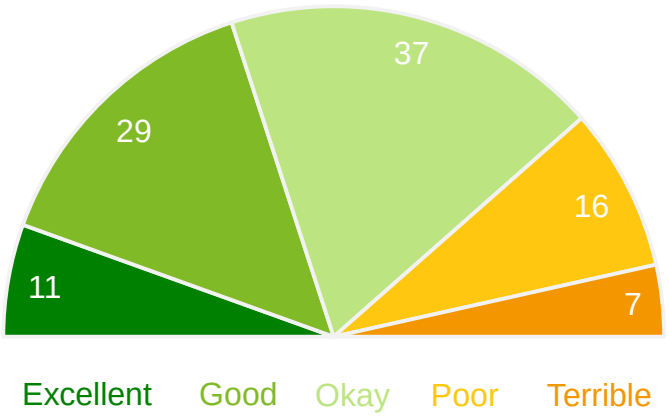
Services and facilities for seniors

Performance ratings

% of respondents

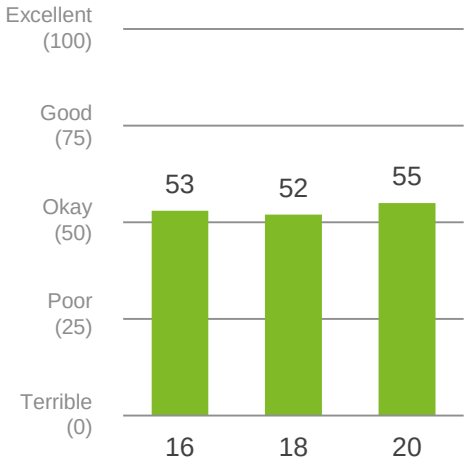
77%

Positive rating



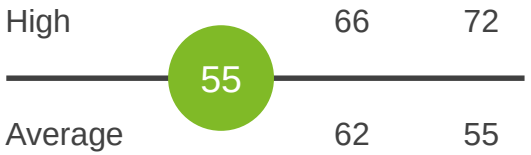
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
55	55	59	51	59	55	48	54	56	55	51	57	55	59	54	53	55	60	45	55	57	63	47	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 328).

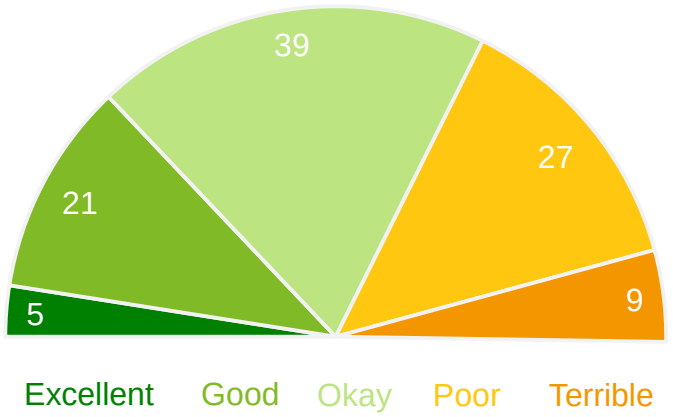
Access to services and facilities for people with disability

Performance ratings

% of respondents

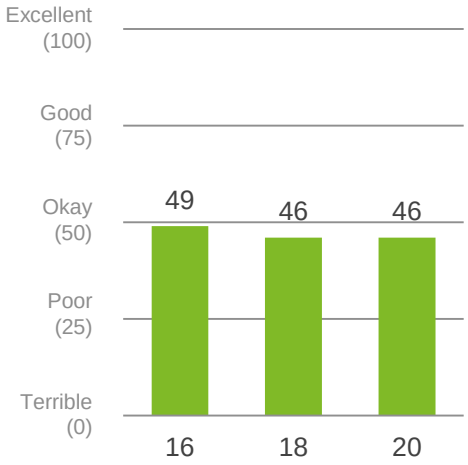
65%

Positive rating



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

City of Kalamunda

High	62	67
46		
Average	58	51

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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
46	47	43	45	48	48	**38**	45	46	49	**37**	47	**51**	48	**41**	45	48	46	**35**	49	49	**52**	47	**55**

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 248).

MARKYT

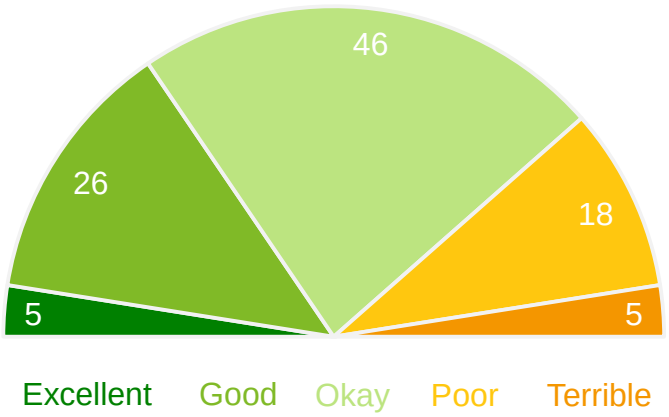
Community buildings, halls and toilets

Performance ratings

% of respondents

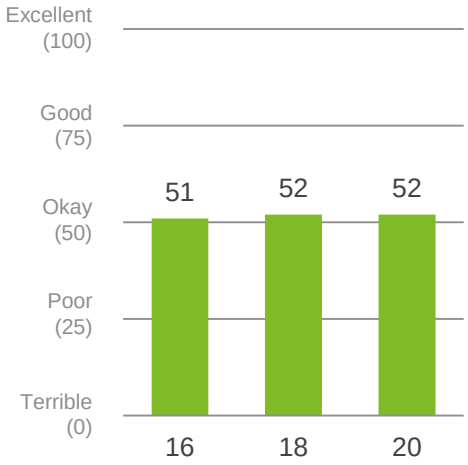
77%

Positive rating



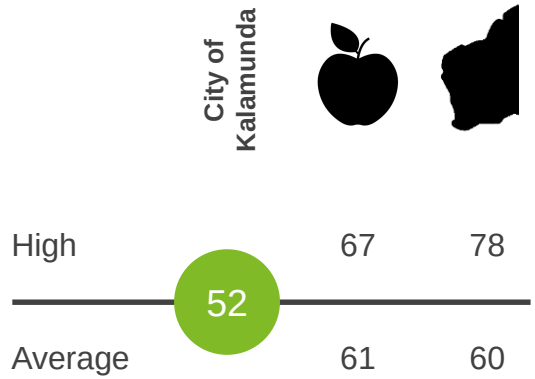
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
52	53	49	51	54	56	**44**	51	**47**	53	50	51	55	54	51	**44**	53	48	52	55	56	**46**	51	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 419).

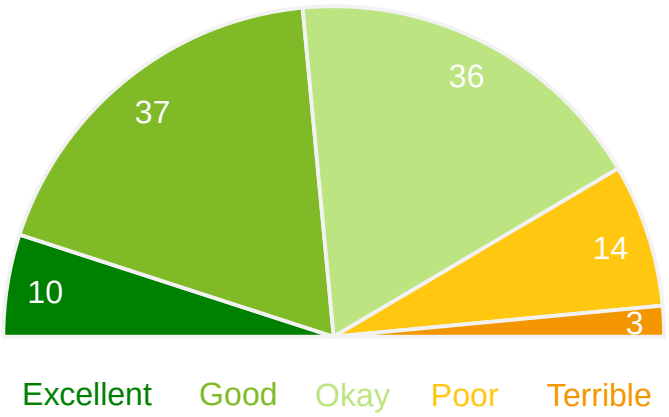
Sport and recreation facilities

Performance ratings

% of respondents

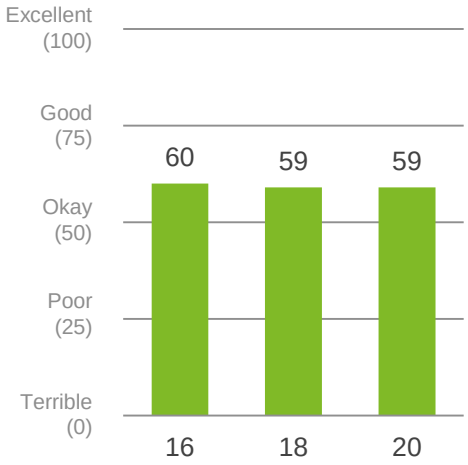
83%

Positive rating



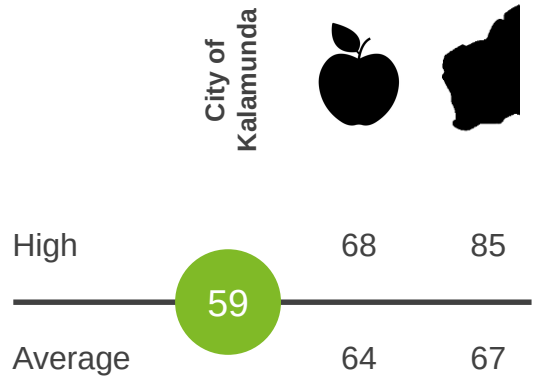
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
59	59	58	57	61	64	48	57	53	58	54	56	65	69	58	51	60	53	58	60	61	58	58	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 425).

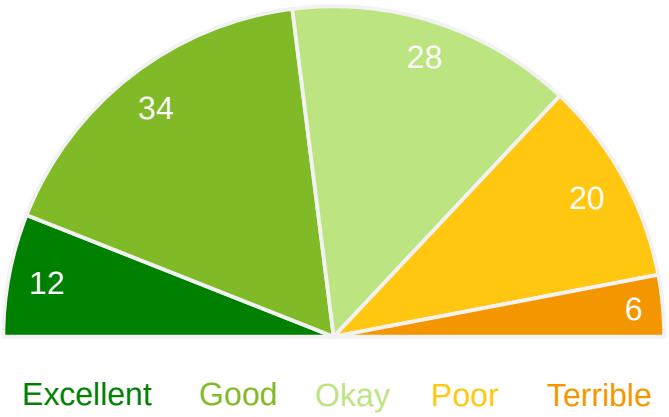
Playgrounds, parks, reserves and ovals

Performance ratings

% of respondents

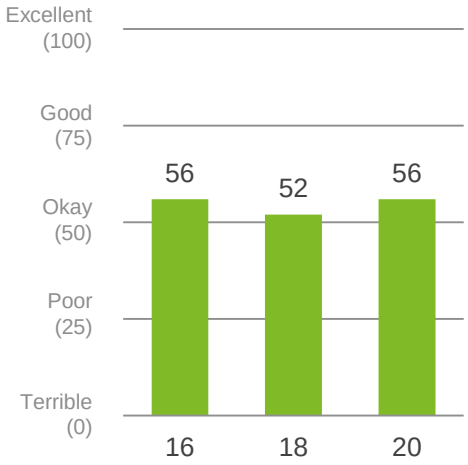
74%

Positive rating



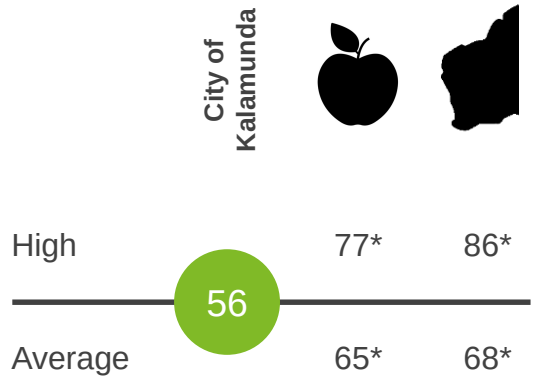
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
56	56	62	55	58	64	40	48	56	63	50	52	65	61	61	57	53	54	61	60	55	59	54	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 438).

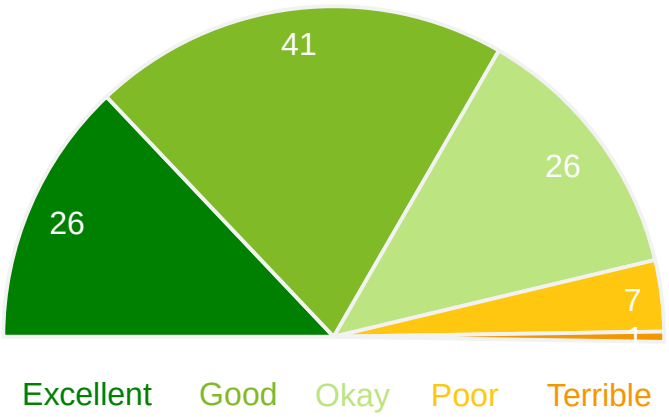
Library and information services

Performance ratings

% of respondents

93%

Positive rating

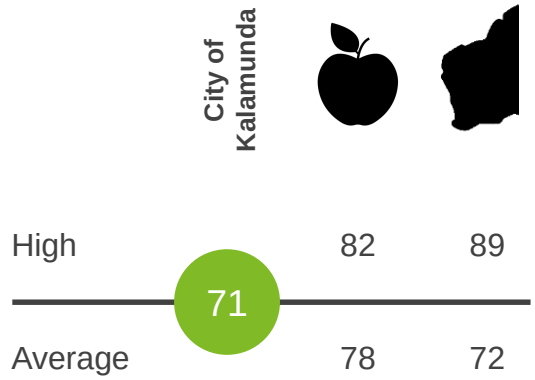


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
71	71	68	68	73	74	64	72	66	68	68	69	74	72	72	61	62	65	72	77	77	65	64	75

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 399).

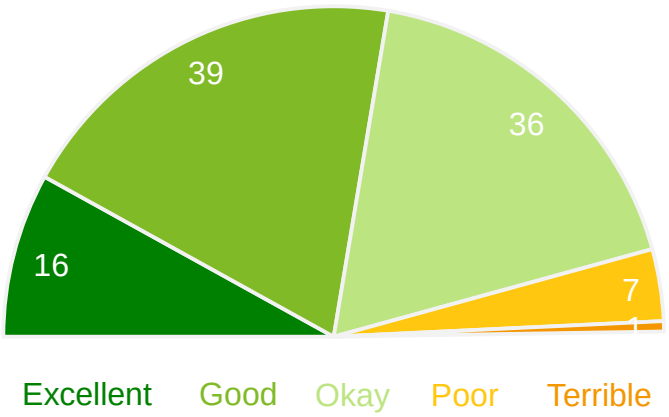
Festivals, events, art and cultural activities

Performance ratings

% of respondents

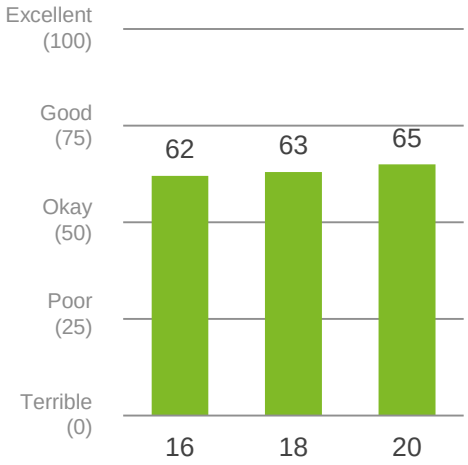
91%

Positive rating



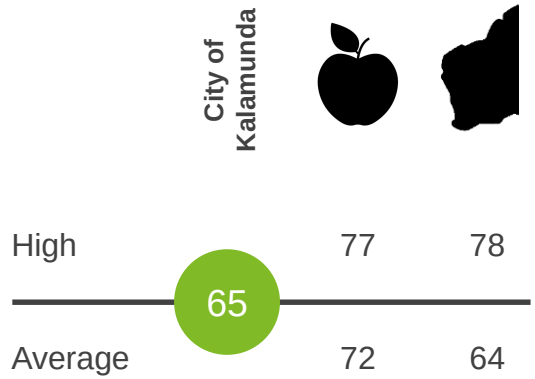
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
65	65	68	**60**	**70**	65	**59**	66	68	68	62	65	68	65	67	**54**	61	**70**	**59**	**73**	67	63	63	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 423).

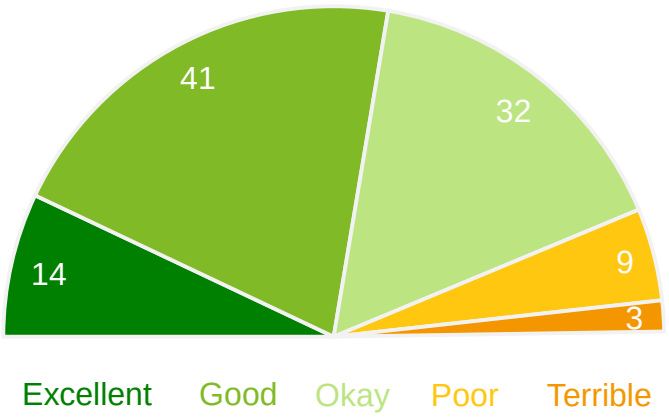
How local history and heritage is preserved and promoted

Performance ratings

% of respondents

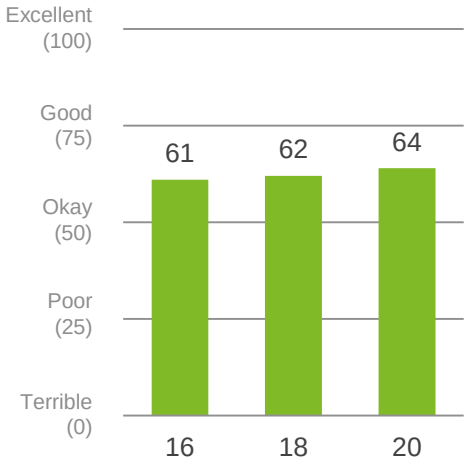
87%

Positive rating



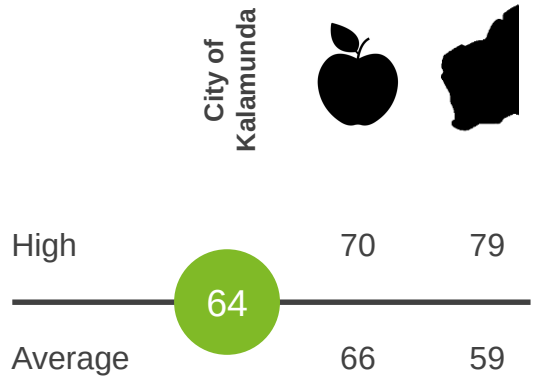
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
64	64	58	60	68	68	58	62	60	60	62	62	66	64	63	50	67	60	56	69	65	62	58	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 396).

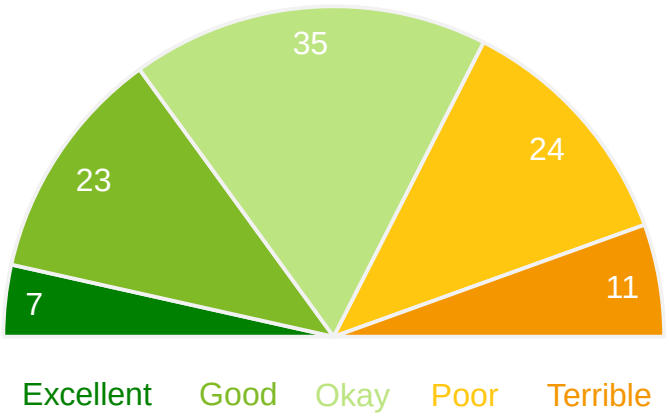
Safety and security

Performance ratings

% of respondents

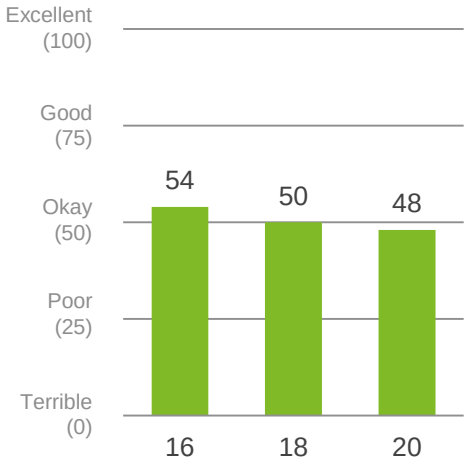
65%

Positive rating



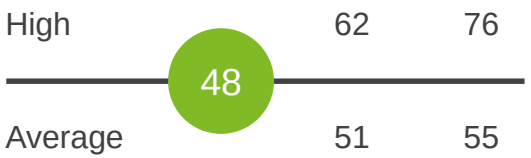
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
48	47	55	46	50	48	45	49	47	53	43	47	52	52	43	40	46	53	40	55	48	41	40	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 412).

MARKYT

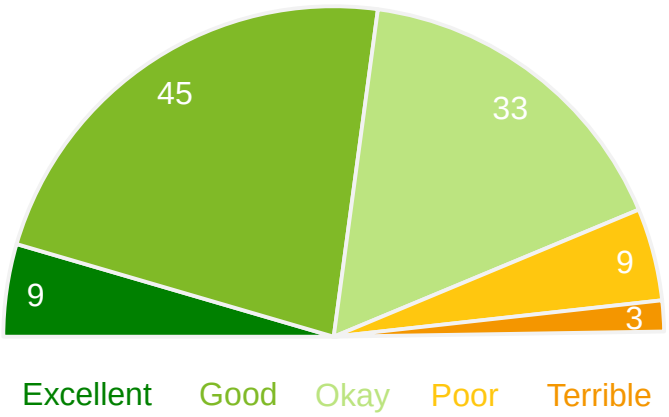
Graffiti removal services

Performance ratings

% of respondents

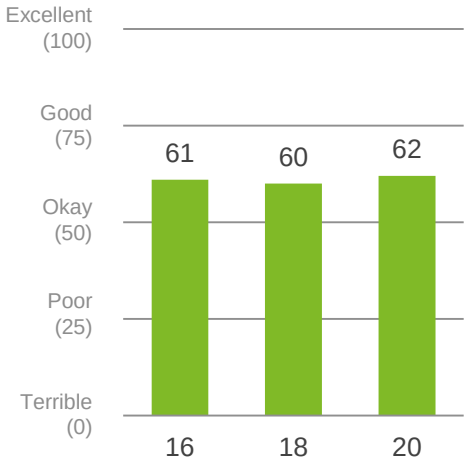
87%

Positive rating



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

High	NA	70
62		
Average	NA	65

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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
62	62	59	60	64	61	63	65	60	61	60	60	64	63	65	57	63	63	56	69	64	55	53	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 303).

Built Environment

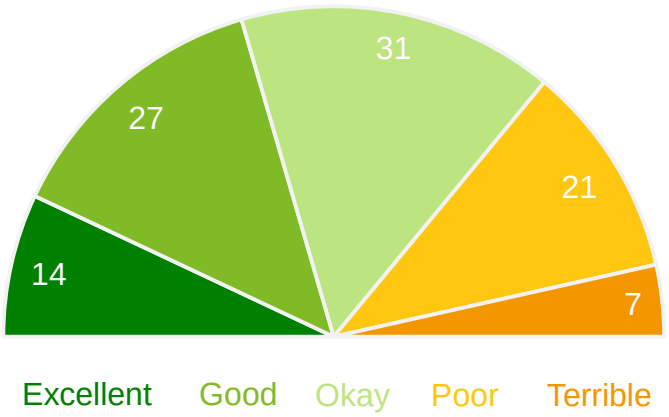
The area's character and identity

Performance ratings

% of respondents

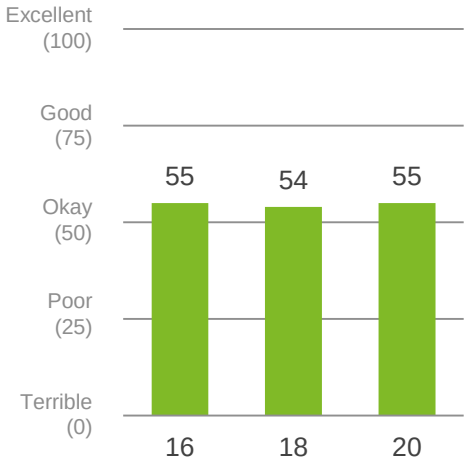
72%

Positive rating



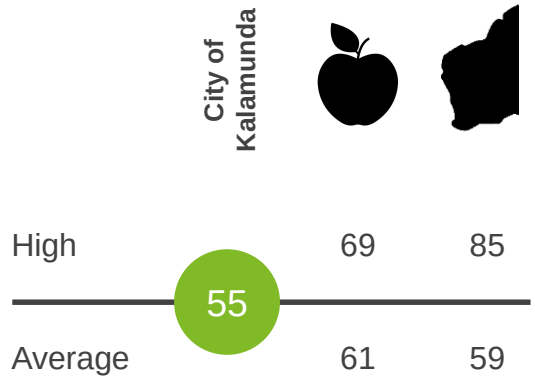
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
55	54	**66**	52	58	53	56	54	**60**	**62**	58	54	54	55	54	54	59	**60**	**50**	55	58	**44**	**49**	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 416).

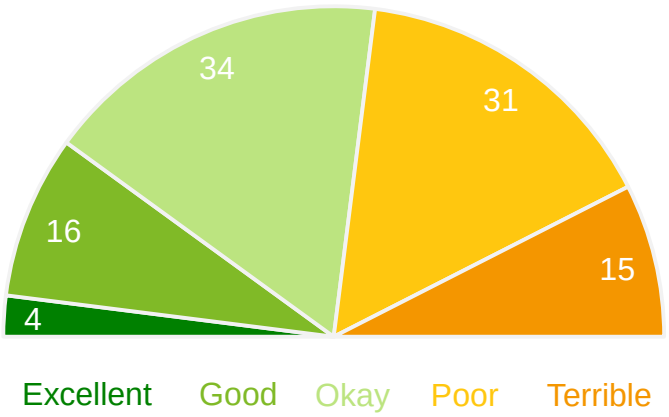
Planning and building approvals

Performance ratings

% of respondents

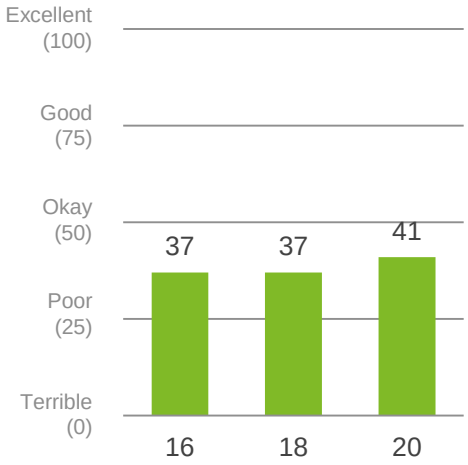
54%

Positive rating



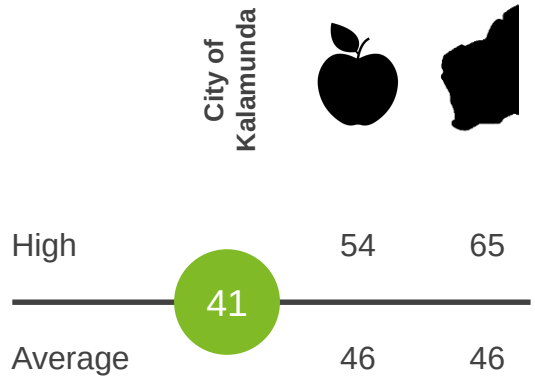
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
41	40	47	41	41	40	41	44	37	42	42	43	38	40	35	40	52	31	36	38	46	36	34	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 321).

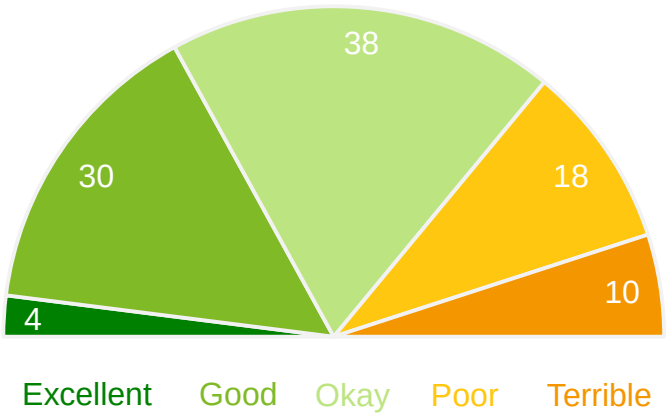
Building and maintaining local roads

Performance ratings

% of respondents

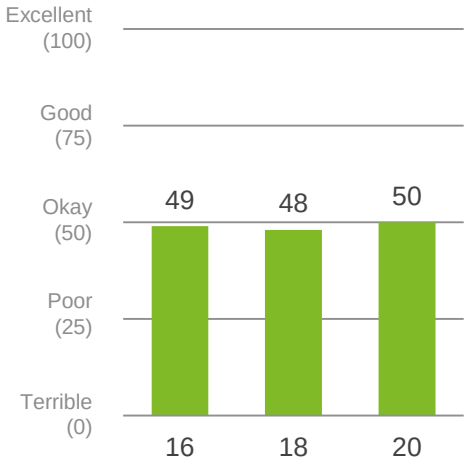
72%

Positive rating



Trend Analysis

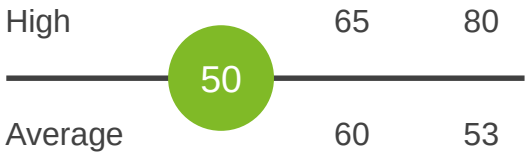
Performance Index Score



MARKYT Industry Standards

Performance Index Score

City of Kalamunda



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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	50	53	46	54	51	**45**	51	51	**55**	48	48	54	**55**	48	48	**56**	46	**43**	51	51	47	**45**	**55**

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 421).

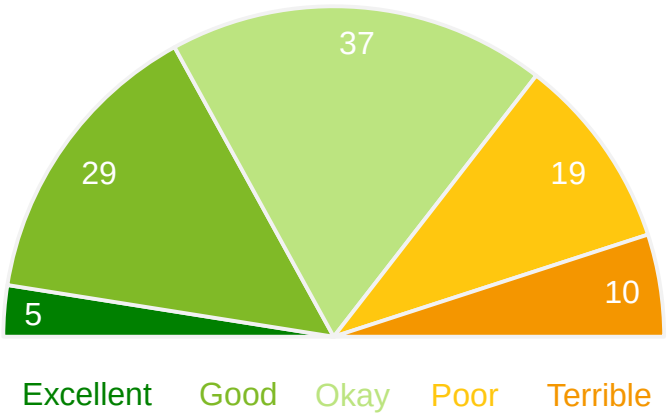
Traffic management on local roads

Performance ratings

% of respondents

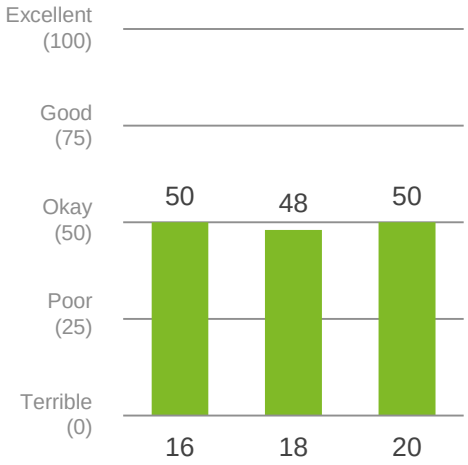
71%

Positive rating



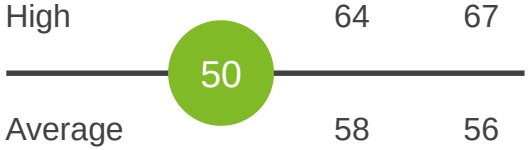
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	49	56	49	52	49	50	50	51	55	55	47	50	51	47	43	57	54	43	47	48	41	46	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 415).

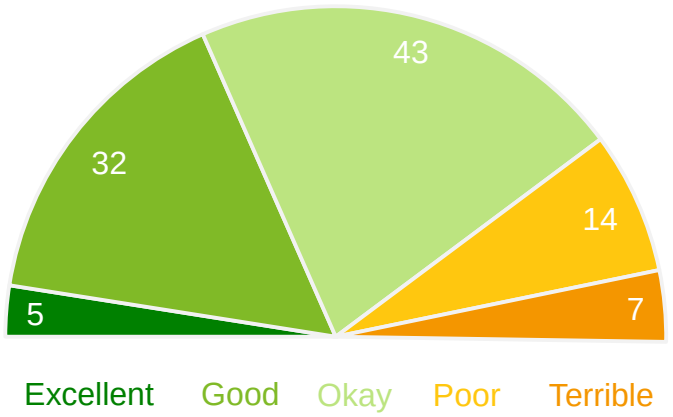
Parking management

Performance ratings

% of respondents

80%

Positive rating

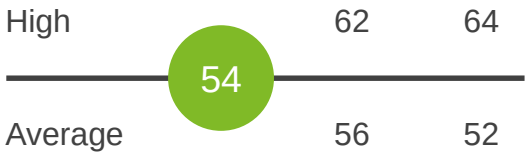


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
54	53	55	55	52	51	58	54	54	56	58	52	52	55	51	53	62	48	50	49	54	44	52	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 406).

MARKYT

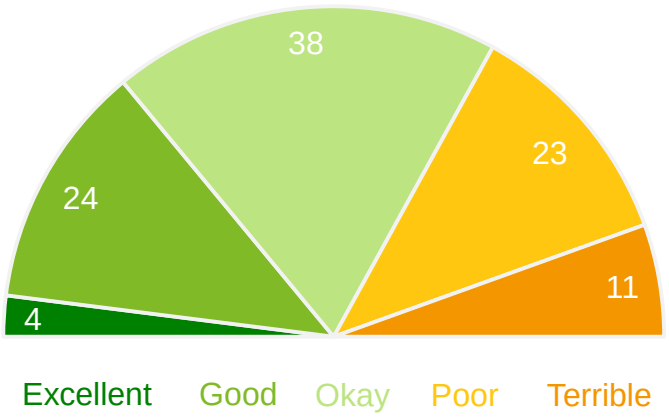
Footpaths and cycleways

Performance ratings

% of respondents

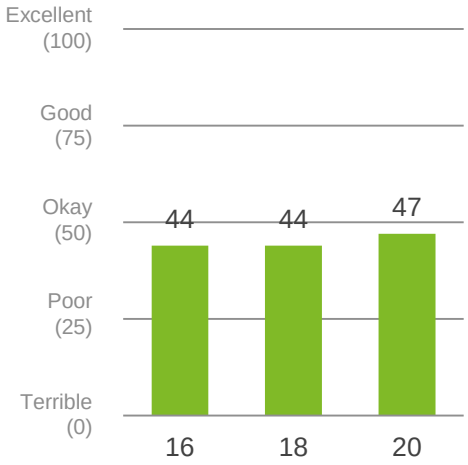
66%

Positive rating



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

High	63	74
47		
Average	58	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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
47	47	46	45	48	50	**34**	45	44	50	**42**	46	51	50	46	47	**52**	43	45	44	48	46	**41**	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 430).

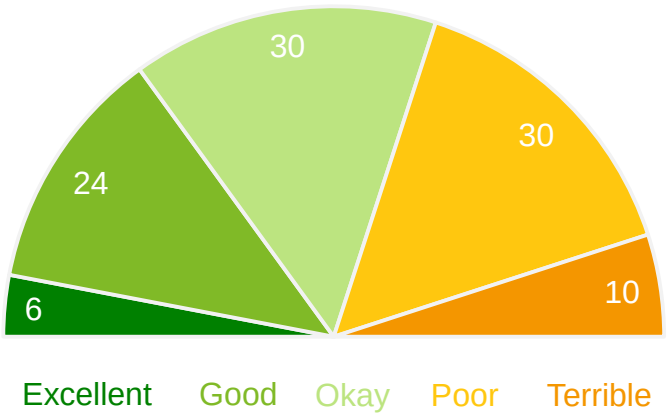
Streetscapes

Performance ratings

% of respondents

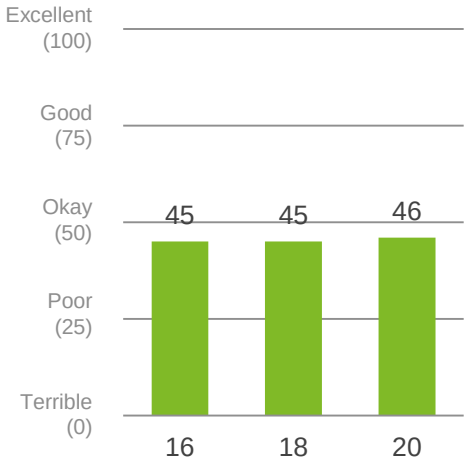
60%

Positive rating



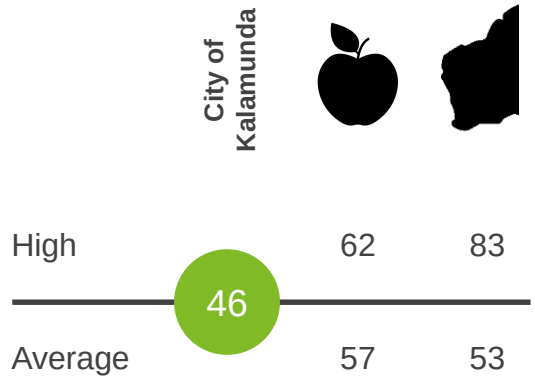
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
46	46	54	45	48	48	39	45	48	52	49	44	48	50	45	37	49	47	38	49	48	46	40	52

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 423).

MARKYT

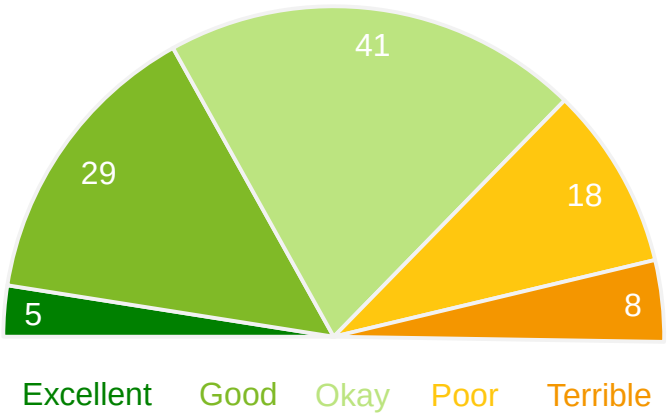
Lighting of streets and public places

Performance ratings

% of respondents

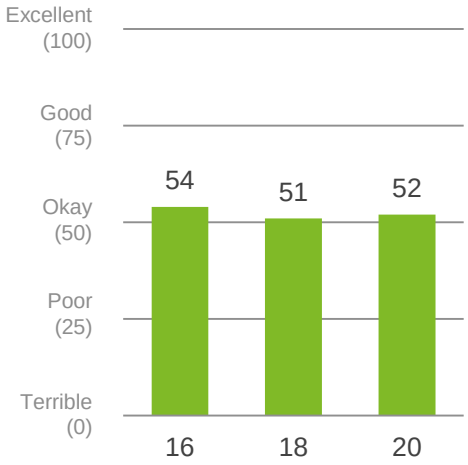
75%

Positive rating



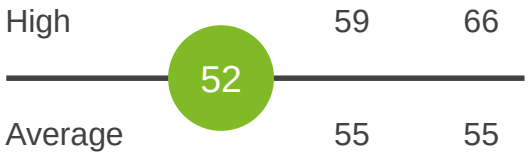
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
52	51	56	50	53	53	46	51	53	53	47	51	55	57	49	36	49	51	46	56	55	48	46	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 427).

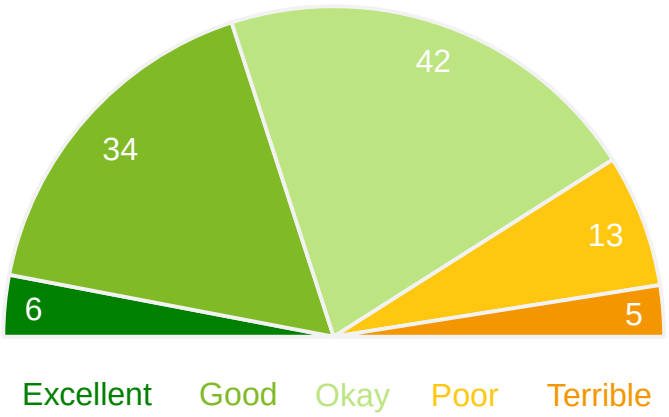
Storm water drainage

Performance ratings

% of respondents

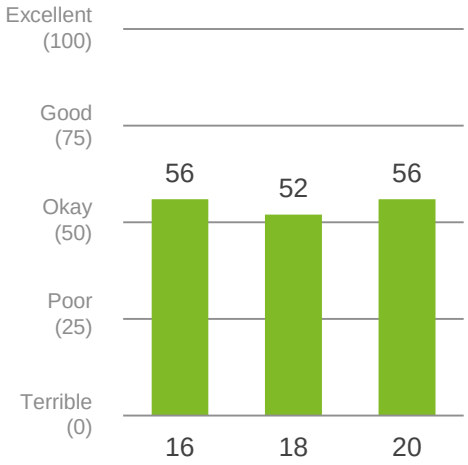
82%

Positive rating



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score

High	NA	79
56		
Average	NA	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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
56	56	55	56	56	57	52	53	57	59	**61**	53	55	55	56	**47**	**62**	56	52	56	56	**48**	**48**	54

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

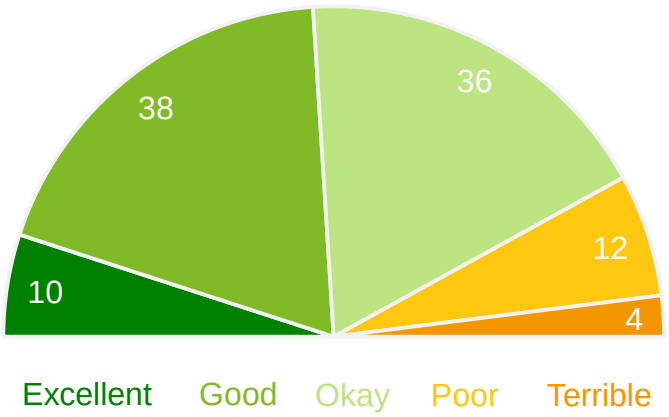
Base: All respondents, excludes 'unsure' and 'no response' (n = 385).

MARKYT

Street sweeping

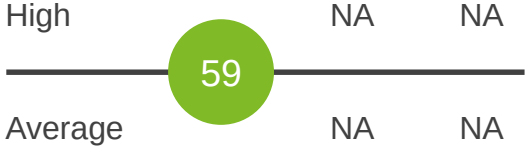
Performance ratings
% of respondents

84%
Positive rating



Trend Analysis
Performance Index Score

MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
59	58	66	57	61	60	61	57	57	60	67	55	57	62	58	47	65	59	55	62	61	56	47	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 410).

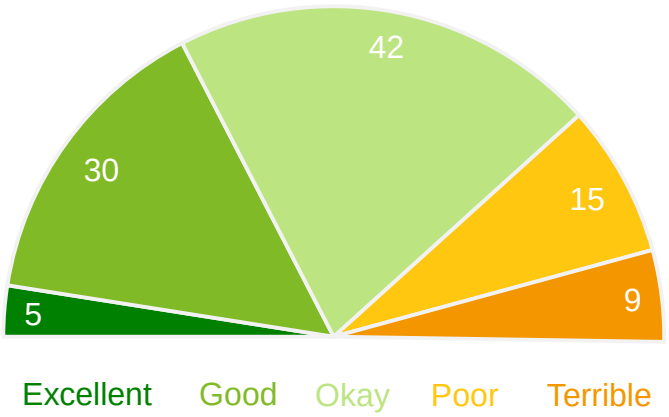
Access to public transport

Performance ratings

% of respondents

77%

Positive rating

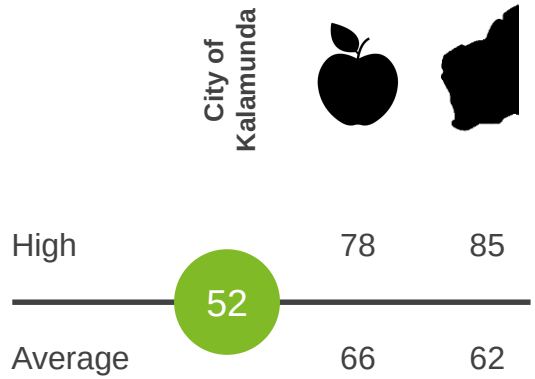


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
52	52	54	52	52	51	56	49	50	55	54	49	53	51	53	47	55	46	51	60	49	45	50	44

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 420).

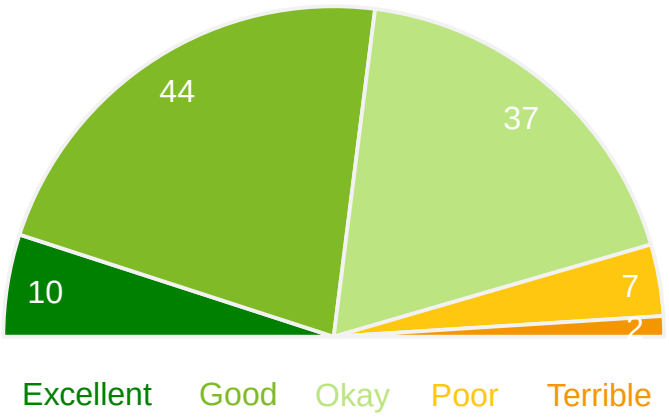
Access to housing that meets your needs

Performance ratings

% of respondents

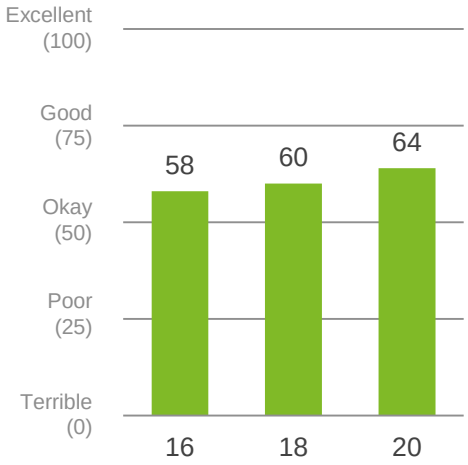
91%

Positive rating



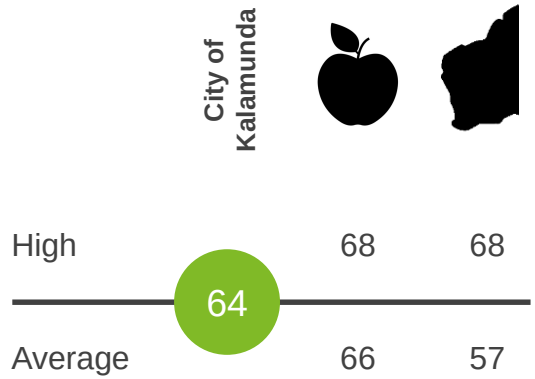
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
64	64	64	63	64	61	64	65	67	66	**70**	63	**59**	**59**	60	**48**	66	**70**	61	63	66	**55**	**55**	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 334).

Natural Environment

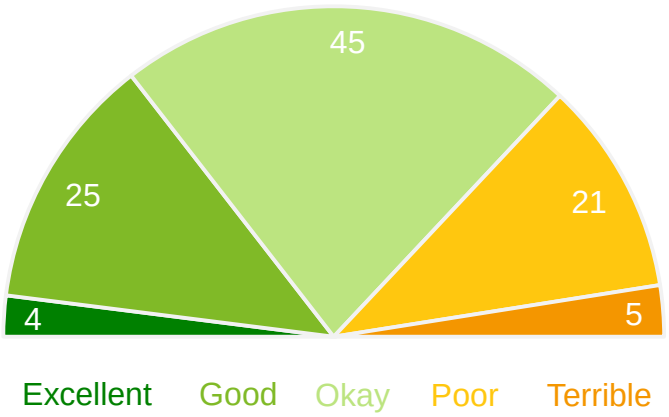
Efforts to promote and adopt sustainable practices

Performance ratings

% of respondents

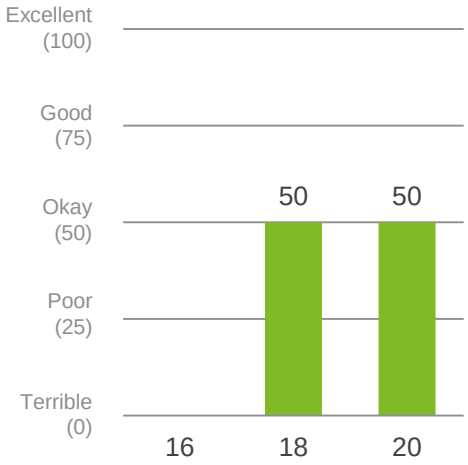
74%

Positive rating



Trend Analysis

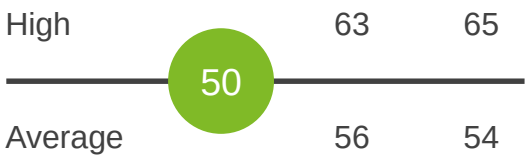
Performance Index Score



MARKYT Industry Standards

Performance Index Score

City of Kalamunda



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	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
50	51	43	49	52	53	47	52	47	48	49	48	53	53	51	48	58	44	45	52	52	52	39	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 359).

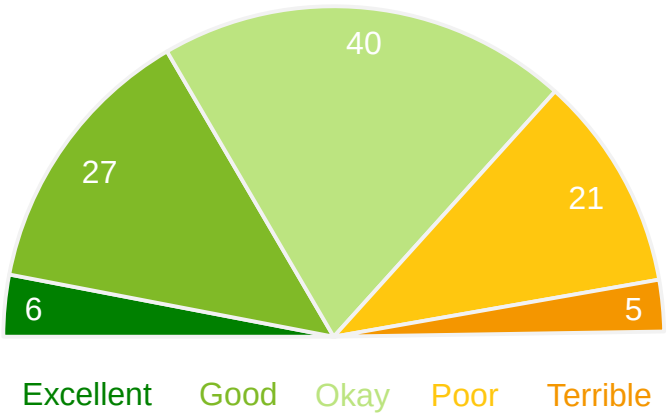
Conservation and environmental management

Performance ratings

% of respondents

73%

Positive rating

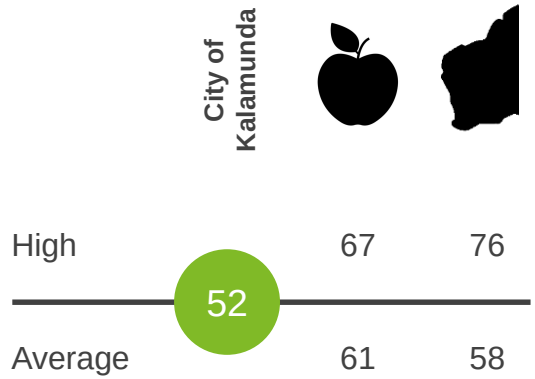


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
52	52	49	54	51	53	52	51	50	53	54	49	54	51	52	49	**61**	50	**47**	52	54	**47**	**42**	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 377).

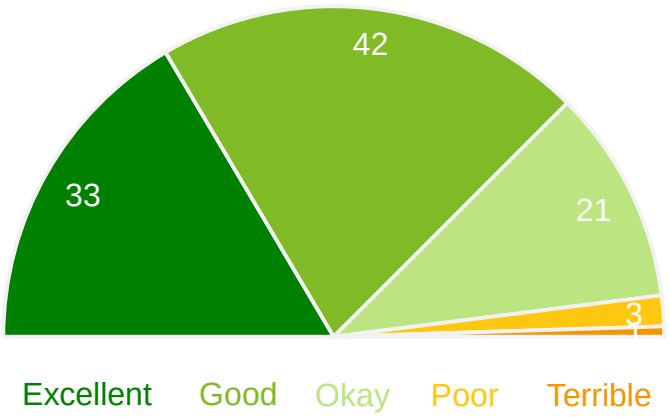
Weekly rubbish collections

Performance ratings

% of respondents

96%

Positive rating

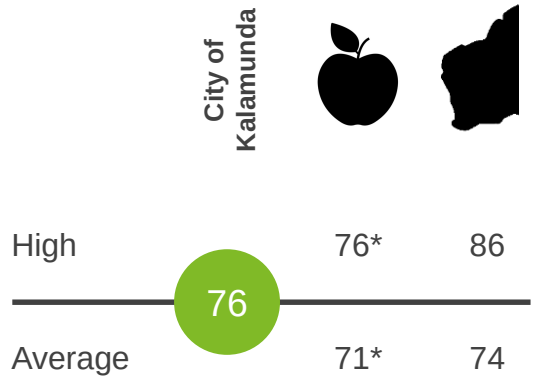


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
76	75	**83**	76	76	78	72	76	75	74	76	76	76	79	78	**64**	80	80	74	76	80	74	**63**	**71**

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 428).

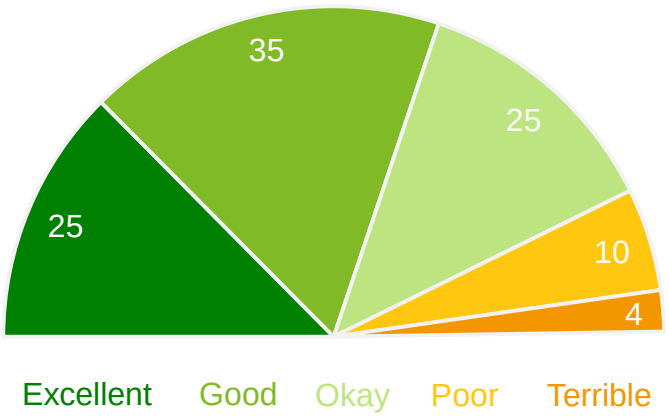
Recycling collections

Performance ratings

% of respondents

85%

Positive rating

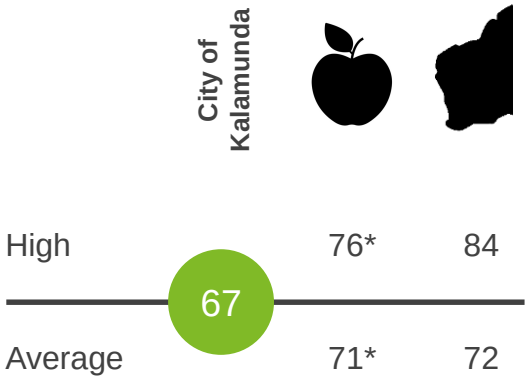


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
67	67	69	67	67	70	63	63	67	66	68	64	69	68	69	**54**	**74**	**72**	63	65	67	71	**59**	**61**

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 422).

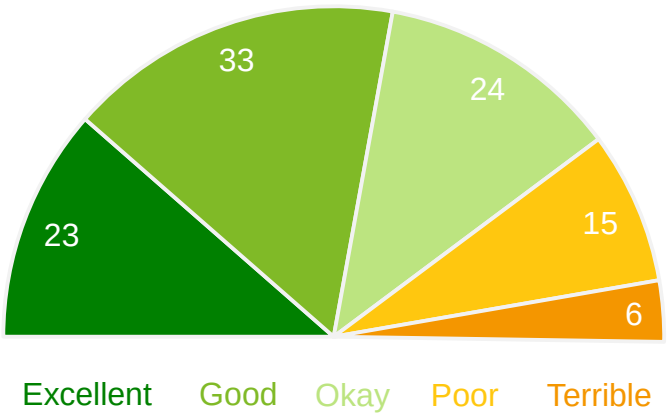
Bulk rubbish collections (skip bin)

Performance ratings

% of respondents

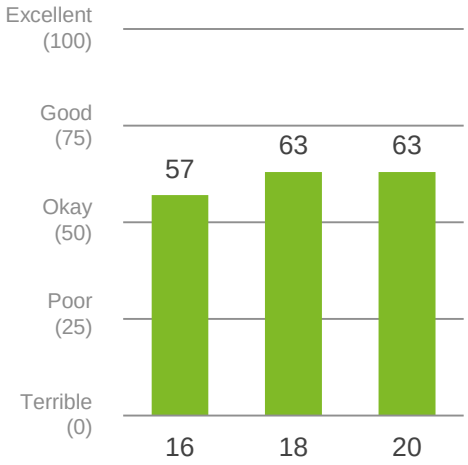
80%

Positive rating



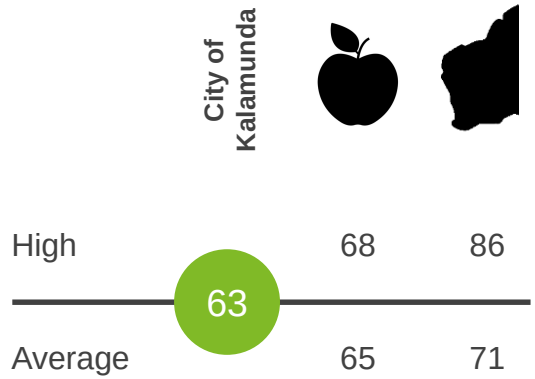
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
63	62	72	65	61	66	61	62	58	59	64	60	65	68	63	54	67	65	56	64	65	58	60	58

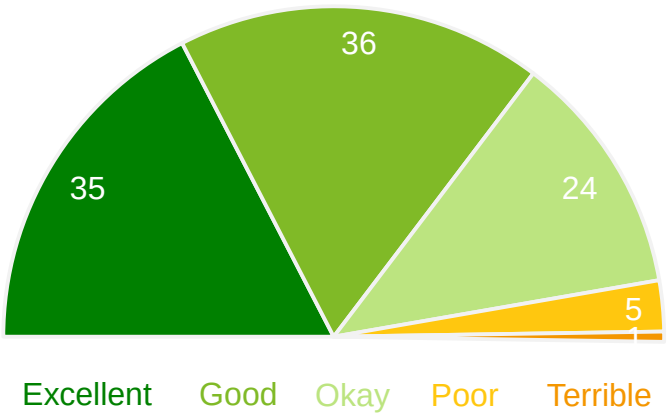
Q. **How would you rate performance in the following areas?**

Base: All respondents, excludes 'unsure' and 'no response' (n = 405).

Walliston Transfer Station

Performance ratings
% of respondents

95%
Positive rating



Trend Analysis
Performance Index Score

MARKYT Industry Standards
Performance Index Score

City of Kalamunda

High	NA	75
75		
Average	NA	65

Variances across the community
Performance Index Score

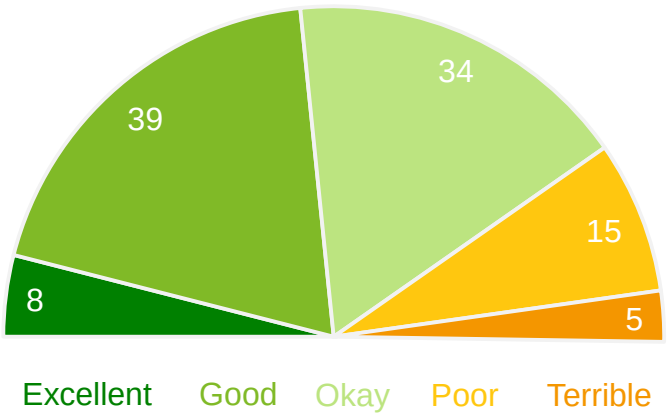
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
75	75	82	75	75	76	77	74	71	70	77	72	77	75	74	52	74	75	69	79	84	65	64	72

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 349).

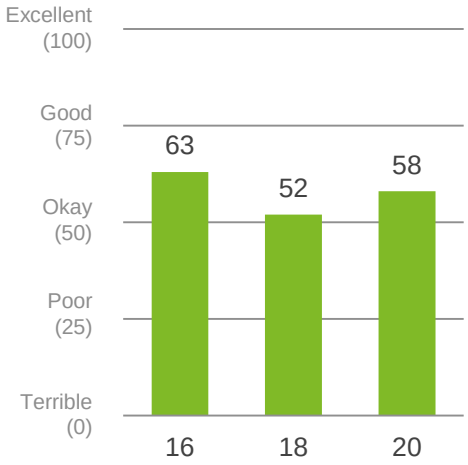
Natural disaster education, prevention and relief
(for bushfires, flooding, cyclones, etc)

Performance ratings
% of respondents

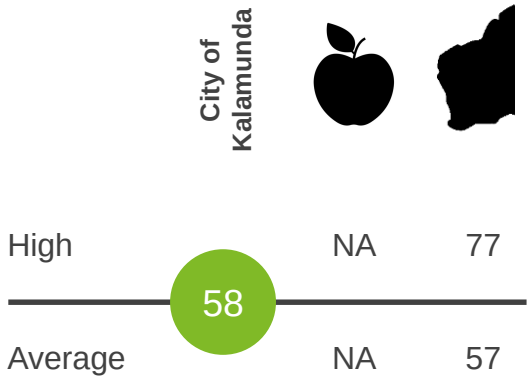
81%
Positive rating



Trend Analysis
Performance Index Score



MARKYT Industry Standards
Performance Index Score



Variances across the community
Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
58	58	57	55	60	57	57	55	58	57	57	58	58	55	55	**51**	54	60	61	60	58	56	**52**	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 305).

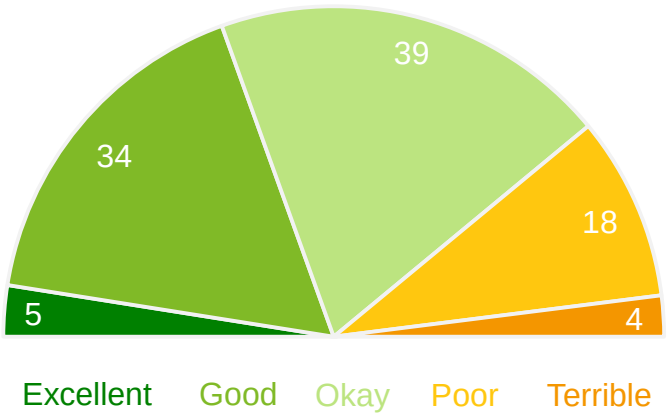
Animal and pest control

Performance ratings

% of respondents

78%

Positive rating

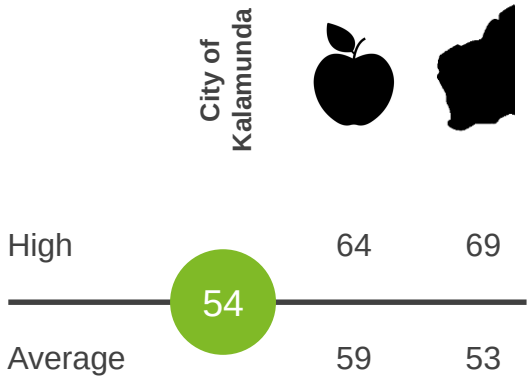


Trend Analysis

Performance Index Score

MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
54	54	62	56	52	55	52	51	57	53	58	53	54	55	52	42	54	58	53	57	59	48	45	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 318).

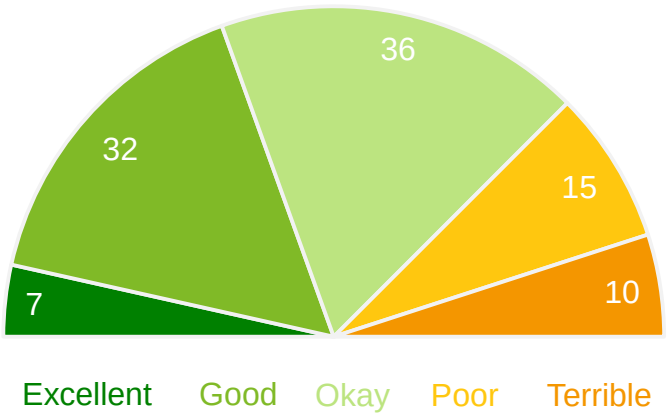
Management of food, health, noise and pollution issues

Performance ratings

% of respondents

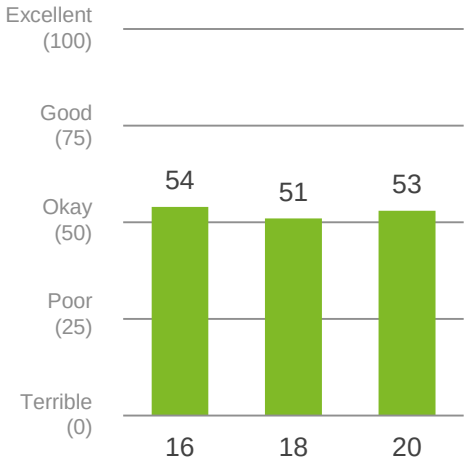
75%

Positive rating



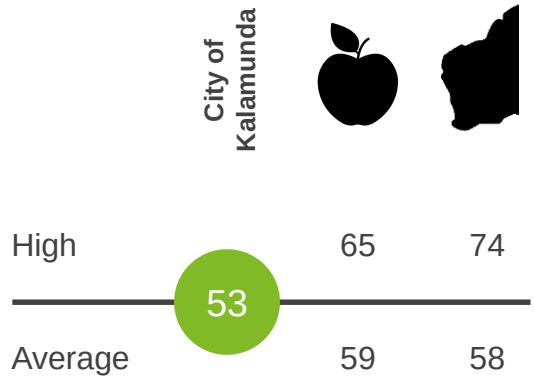
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
53	53	52	53	53	51	52	55	**59**	**58**	55	53	52	54	50	**41**	**58**	**62**	**44**	55	52	49	**48**	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 312).

Overview of Community Variances

Overview of community variances

Performance scores tended to be **higher** among:

- Non-home owners
- Residents in Forrestfield - for the built and natural environment

Performance scores tended to be **lower** across a number of service areas among:

- Families with younger children (5 years or younger)
- People who mainly speak a language other than English
- Residents in Wattle Grove, Maida Value and High Wycombe

Variances were also noted across individual service areas (highlighted overleaf).

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
Place to live	81	81	82	81	81	81	76	80	84	85	83	80	81	76	83	70	79	90	72	90	83	85	68	83
Governing Organisation	56	56	60	55	57	57	50	55	53	58	59	55	56	58	53	53	62	54	57	57	58	58	42	54
Value from Council rates	46	46	51	45	47	50	37	44	40	45	43	44	50	49	46	43	47	47	43	51	49	44	33	44
Council's leadership	45	44	47	42	48	48	41	43	40	44	43	43	47	46	45	44	47	39	40	48	49	50	34	45
Open and transparent	41	40	46	40	41	43	39	36	38	41	43	38	42	40	39	45	41	38	38	40	45	45	39	38
Consultation	47	47	52	46	48	47	44	46	46	49	52	45	46	50	45	52	50	42	48	47	48	45	40	49
Informing the community	50	50	53	49	51	51	47	48	53	55	51	49	50	52	50	49	47	52	50	54	52	53	43	49
Customer service	58	57	62	55	60	59	52	59	57	58	56	57	59	64	57	56	60	54	57	60	60	55	54	52
Coverage in local newspaper	50	50	51	47	54	51	46	49	52	53	47	51	51	57	51	49	52	52	51	51	49	53	40	54
Mayor's monthly news message	51	51	53	50	53	52	47	48	51	53	47	49	54	50	50	50	44	58	55	55	52	58	44	48
eNews	56	56	51	54	58	58	49	56	53	55	56	54	58	57	56	52	56	60	54	61	54	57	50	56
City's website	58	59	51	54	62	58	56	59	56	58	57	58	58	60	57	55	58	54	61	62	56	58	50	60
Social media presence	50	49	53	45	55	49	47	47	50	54	55	48	47	52	46	45	51	57	49	51	43	47	45	57
Online engagement tool	54	53	61	53	55	53	51	54	60	60	55	55	52	54	53	41	53	64	55	54	53	61	44	53
Economic development	40	39	50	38	43	41	36	39	38	44	40	40	41	48	38	35	41	39	37	44	42	41	35	41
Access to education and training	47	46	54	46	48	52	38	44	44	47	50	42	50	49	45	36	51	43	42	50	48	39	42	48
Youth services and facilities	44	44	46	44	43	47	42	39	35	41	41	42	49	47	44	49	41	30	48	49	46	41	46	40
Services for families	50	49	63	48	53	54	43	44	48	53	49	45	55	55	52	47	44	54	54	52	50	49	49	51
Seniors services and facilities	55	55	59	51	59	55	48	54	56	55	51	57	55	59	54	53	55	60	45	55	57	63	47	65
Disability access	46	47	43	45	48	48	38	45	46	49	37	47	51	48	41	45	48	46	35	49	49	52	47	55
Buildings, halls and toilets	52	53	49	51	54	56	44	51	47	53	50	51	55	54	51	44	53	48	52	55	56	46	51	50
Sport and recreation	59	59	58	57	61	64	48	57	53	58	54	56	65	69	58	51	60	53	58	60	61	58	58	59
Playgrounds, parks, reserves & ovals	56	56	62	55	58	64	40	48	56	63	50	52	65	61	61	57	53	54	61	60	55	59	54	56
Library services	71	71	68	68	73	74	64	72	66	68	68	69	74	72	72	61	62	65	72	77	77	65	64	75
Festivals, events, art & culture	65	65	68	60	70	65	59	66	68	68	62	65	68	65	67	54	61	70	59	73	67	63	63	65
History and heritage	64	64	58	60	68	68	58	62	60	60	62	62	66	64	63	50	67	60	56	69	65	62	58	64
Safety and security	48	47	55	46	50	48	45	49	47	53	43	47	52	52	43	40	46	53	40	55	48	41	40	57
Graffiti removal	62	62	59	60	64	61	63	65	60	61	60	60	64	63	65	57	63	63	56	69	64	55	53	61

Summary of community variances

	Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Child 6-12 yrs	Child 13-17yrs	Child 18+ yrs	18-34 years	35-54 years	55+ years	Disability	Born Overseas	LOTE	Forrestfield	Gooseberry Hill	High Wycombe	Kalamunda	Lesmurdie	Maida Vale	Wattle Grove	Other
Area's character & identity	55	54	66	52	58	53	56	54	60	62	58	54	54	55	54	54	59	60	50	55	58	44	49	55
Planning and building	41	40	47	41	41	40	41	44	37	42	42	43	38	40	35	40	52	31	36	38	46	36	34	38
Road maintenance	50	50	53	46	54	51	45	51	51	55	48	48	54	55	48	48	56	46	43	51	51	47	45	55
Traffic management	50	49	56	49	52	49	50	50	51	55	55	47	50	51	47	43	57	54	43	47	48	41	46	60
Parking management	54	53	55	55	52	51	58	54	54	56	58	52	52	55	51	53	62	48	50	49	54	44	52	61
Footpaths and cycleways	47	47	46	45	48	50	34	45	44	50	42	46	51	50	46	47	52	43	45	44	48	46	41	50
Streetscapes	46	46	54	45	48	48	39	45	48	52	49	44	48	50	45	37	49	47	38	49	48	46	40	52
Lighting of streets & public places	52	51	56	50	53	53	46	51	53	53	47	51	55	57	49	36	49	51	46	56	55	48	46	59
Storm water drainage	56	56	55	56	56	57	52	53	57	59	61	53	55	55	56	47	62	56	52	56	56	48	48	54
Street sweeping	59	58	66	57	61	60	61	57	57	60	67	55	57	62	58	47	65	59	55	62	61	56	47	56
Public transport	52	52	54	52	52	51	56	49	50	55	54	49	53	51	53	47	55	46	51	60	49	45	50	44
Access to housing	64	64	64	63	64	61	64	65	67	66	70	63	59	59	60	48	66	70	61	63	66	55	55	64
Sustainable practices	50	51	43	49	52	53	47	52	47	48	49	48	53	53	51	48	58	44	45	52	52	52	39	51
Conservation and environment	52	52	49	54	51	53	52	51	50	53	54	49	54	51	52	49	61	50	47	52	54	47	42	48
Rubbish collections	76	75	83	76	76	78	72	76	75	74	76	76	76	79	78	64	80	80	74	76	80	74	63	71
Recycling collections	67	67	69	67	67	70	63	63	67	66	68	64	69	68	69	54	74	72	63	65	67	71	59	61
Bulk rubbish collections	63	62	72	65	61	66	61	62	58	59	64	60	65	68	63	54	67	65	56	64	65	58	60	58
Walliston Transfer Station	75	75	82	75	75	76	77	74	71	70	77	72	77	75	74	52	74	75	69	79	84	65	64	72
Natural disaster education etc.	58	58	57	55	60	57	57	55	58	57	57	58	58	55	55	51	54	60	61	60	58	56	52	56
Animal and pest control	54	54	62	56	52	55	52	51	57	53	58	53	54	55	52	42	54	58	53	57	59	48	45	50
Food, health, noise and pollution	53	53	52	53	53	51	52	55	59	58	55	53	52	54	50	41	58	62	44	55	52	49	48	54

Summary of community trends

MARKYT Community Trends Window ™

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

In the City of Kalamunda's Community Trends Window, detailed overleaf, most services are ideally located in Window 1. They are higher performing areas that continue to improve. The **stand out improvers** are:

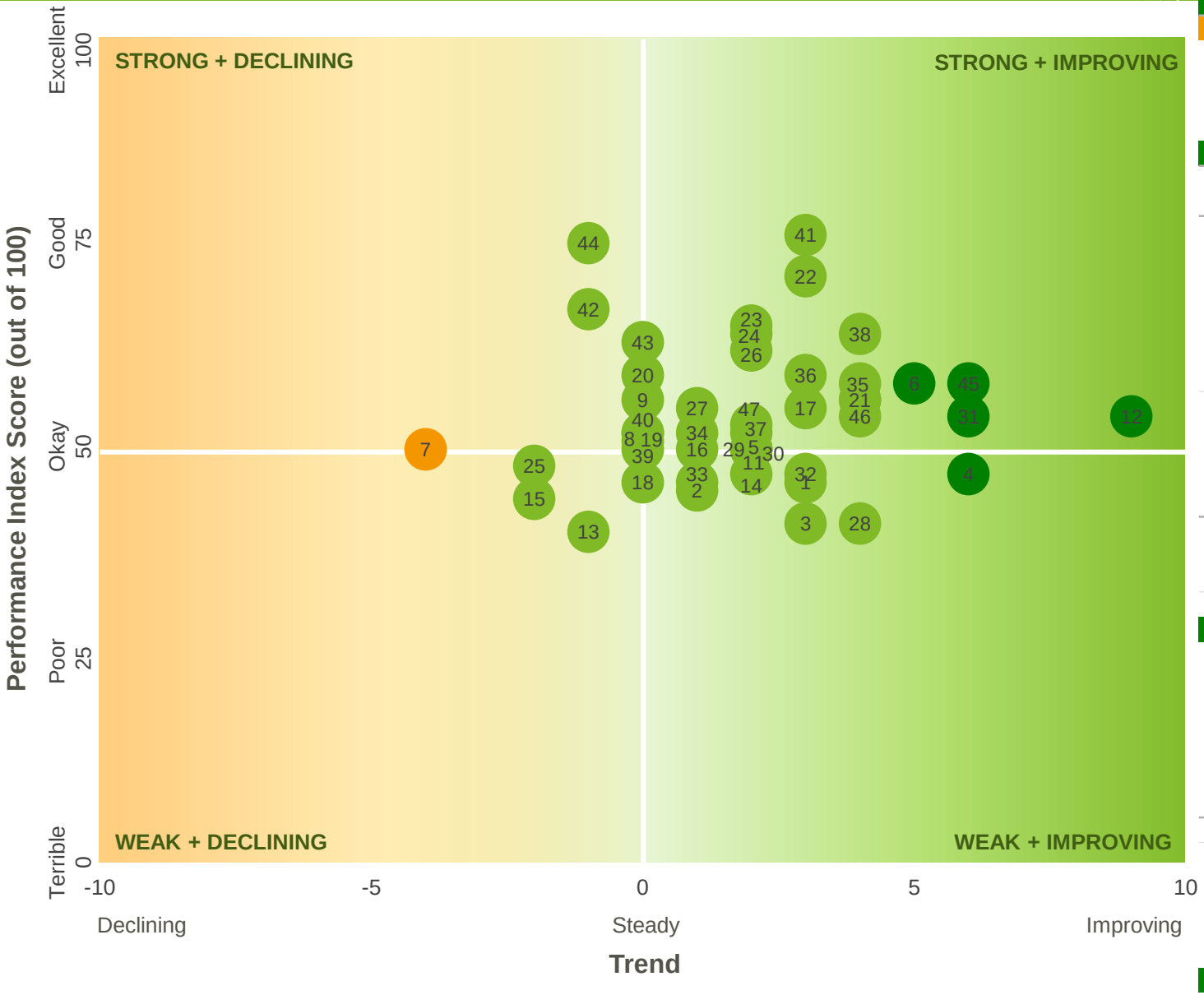
- City's online engagement tool (up 9 points)
- Natural disaster education, prevention and relief (up 6 points)
- Parking management (up 6 points)
- Customer service (up 5 points)

Window 2 includes lower performing areas that are improving. Celebrate progress and continue to work on areas such as how the community is consulted.

Window 4 includes lower performing areas in decline. The main concern is coverage of City related issues in the local newspaper, followed by youth services, safety and security, and economic development.

Copyright CATALYSE® Pty Ltd. © 2020

MARKYT Community Trends Window ™



1 Value for money
2 Council's leadership
3 Open and transparent
4 How the community is consulted
5 How the community is informed
6 Customer service
7 Coverage in the local newspaper
8 Mayor's monthly news message
9 City of Kalamunda eNews
10 City's main website
11 Social media presence
12 City's online engagement tool
13 Economic development
14 Access to education & training
15 Services and facilities for youth
16 Services and facilities for families
17 Services and facilities for seniors
18 Disability access
19 Community buildings, halls and toilets
20 Sport and recreation facilities
21 Playgrounds, parks, reserves and ovals
22 Library and information services
23 Festivals, events, art and cultural activities
24 Local history and heritage
25 Safety and security
26 Graffiti removal services
27 The area's character and identity
28 Planning and building approvals
29 Building and maintaining local roads
30 Traffic management on local roads
31 Parking management
32 Footpaths and cycleways
33 Streetscapes
34 Lighting of streets and public places
35 Storm water drainage
36 Street sweeping
37 Access to public transport
38 Access to housing that meets your needs
39 Efforts to promote sustainable practices
40 Conservation & environmental mgt
41 Weekly rubbish collections
42 Recycling collections
43 Bulk rubbish collections (skip bin)
44 Walliston Transfer Station
45 Natural disaster education, prevention etc.
46 Animal and pest control
47 Food, health, noise & pollution mgt

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

Copyright CATALYSE® Pty Ltd. © 2020

Local community priorities

MARKYT Community Priorities Window ™

In the City of Kalamunda's Community Priorities Window, detailed overleaf, most services are ideally located in windows A + B. They are high performing areas, receiving average ratings between okay and excellent.

Perceived **strengths** in Window A (green dots) include:

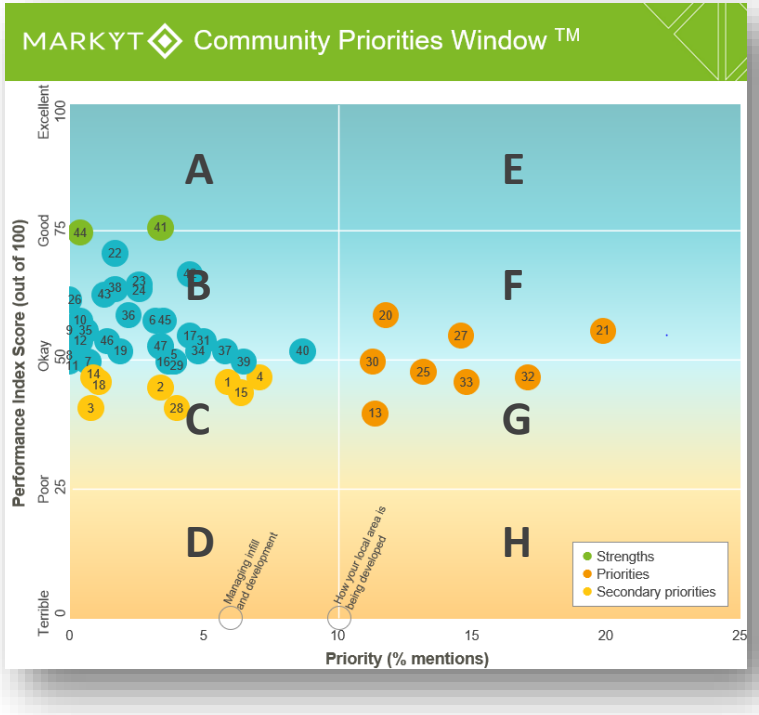
- Weekly rubbish collections
- Walliston Transfer Station

Moving forward, the community would like Council to **prioritise** services and facilities in Windows F + G (orange dots):

- Playgrounds, parks, reserves and ovals
- Footpaths and cycleways
- Streetscapes
- Area's character and identity
- Safety and security
- Traffic management
- Economic development
- Sport and recreation centres

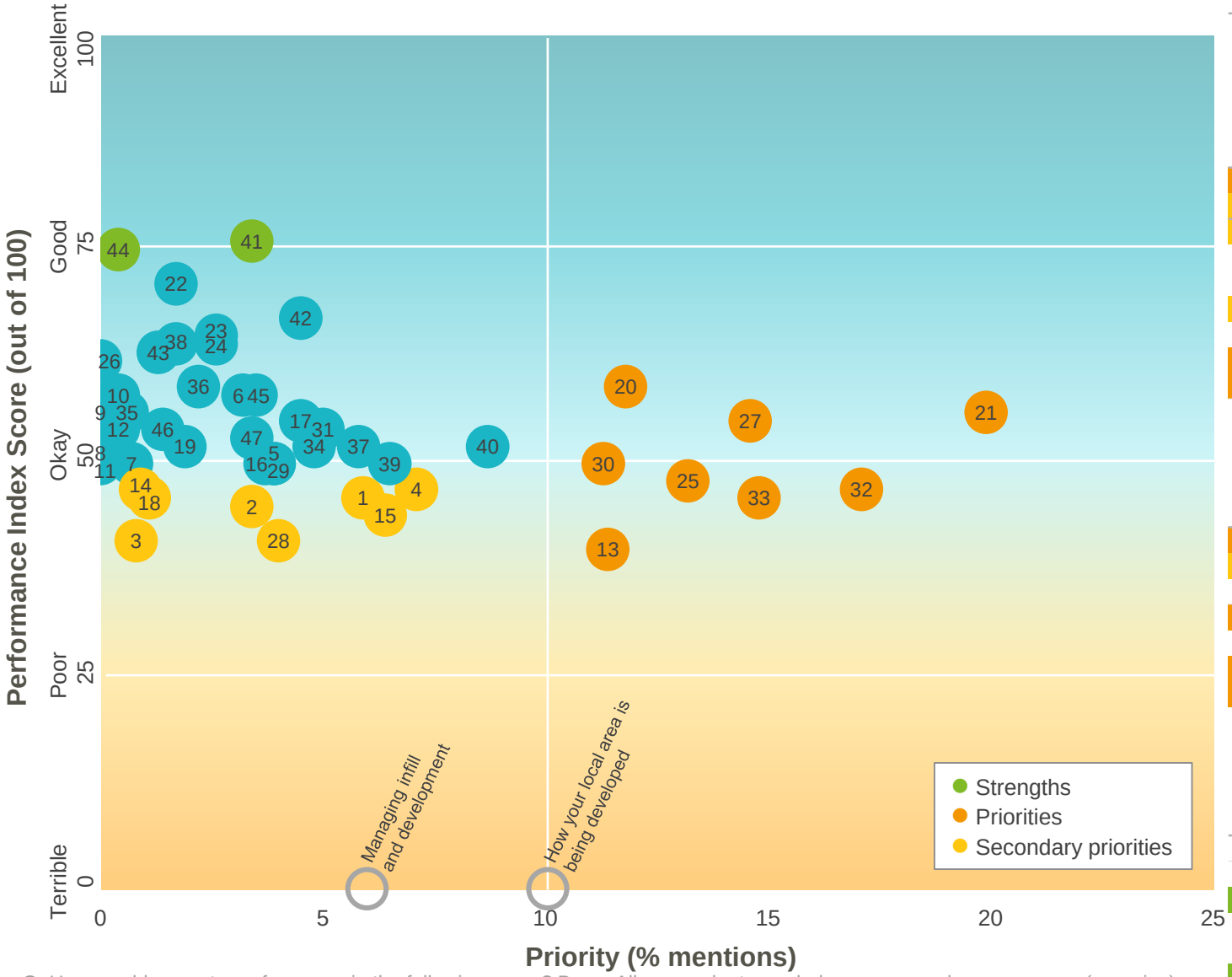
Other **lower performing areas** to address, where average performance is below okay (Window C, yellow dots), include:

- Value for money
- Council's leadership, openness and transparency
- How the community is consulted and informed
- Youth services
- Disability access
- Planning and building approvals
- Access to education and training



Copyright CATALYSE® Pty Ltd. © 2020

MARKYT Community Priorities Window ™



1 Value for money
2 Council's leadership
3 Open and transparent
4 How the community is consulted
5 How the community is informed
6 Customer service
7 Coverage in the local newspaper
8 Mayor's monthly news message
9 City of Kalamunda eNews
10 City's main website
11 Social media presence
12 City's online engagement tool
13 Economic development
14 Access to education & training
15 Services and facilities for youth
16 Services and facilities for families
17 Services and facilities for seniors
18 Disability access
19 Community buildings, halls and toilets
20 Sport and recreation facilities
21 Playgrounds, parks, reserves and ovals
22 Library and information services
23 Festivals, events, art and cultural activities
24 Local history and heritage
25 Safety and security
26 Graffiti removal services
27 The area's character and identity
28 Planning and building approvals
29 Building and maintaining local roads
30 Traffic management on local roads
31 Parking management
32 Footpaths and cycleways
33 Streetscapes
34 Lighting of streets and public places
35 Storm water drainage
36 Street sweeping
37 Access to public transport
38 Access to housing that meets your needs
39 Efforts to promote sustainable practices
40 Conservation & environmental mgt
41 Weekly rubbish collections
42 Recycling collections
43 Bulk rubbish collections (skip bin)
44 Walliston Transfer Station
45 Natural disaster education, prevention etc.
46 Animal and pest control
47 Food, health, noise & pollution mgt

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 Kalamunda to focus on improving? Base: All respondents, excludes no response (n = 483)

Copyright CATALYSE® Pty Ltd. © 2020

Priority score only. Performance not measured.

Playgrounds, parks, reserves and ovals

Challenges

- Parks and public spaces are in poor condition
  - Stirk Park has been specifically mentioned as having poor maintenance and facilities
  - Some mentions of concerns with parks in outer suburbs (e.g. Forrestfield and Kalamunda)
- Parents are dissatisfied with the quality of park facilities for children and families
- There is a lack of facilities and activities for youth

Community Driven Actions

1. Improve maintenance and upgrade facilities at local parks and public open spaces
2. Provide natural community spaces
3. Make parks and playgrounds more engaging
4. Provide more activities for youth
5. Improve exercise equipment at local parks
6. More dog friendly parks and exercise areas

Community Voices

"Maintain parks and recreation grounds, most are in a terrible condition and unfinished."

"All the parks I go to with my kids need a lot of maintenance. It would be good to see parks upgraded and maintained."

"Retention of trees, bushland, natural landscapes… Retention and upgrading of public open space.

"Outdoor community areas. Would love to see a great playground and BBQ area in Forrestfield."

"Improved facilities for kids like interactive playgrounds, cycle trails, nature scapes etc."

"Parks for children and youths to play on. Stirk Park is the most easily accessible one for our children to ride to..6yrs, 10 and 13. They won't play there and I really can't blame them."

"Develop an adventure playground in Stirk Park and improve the existing playground there."

"A more interactive playground for older kids."

"Providing suitable leisure activities for children and youth e.g. a skate park and bicycle area near green parks. A fenced dog exercise area in Kalamunda or Gooseberry Hill."

"Put as much effort into parks etc. in other suburbs to match the standard in Kalamunda itself. Some parks look so neglected. Also hope a dog park goes ahead as its really needed."

Sport and recreation facilities

Challenges

- The pool, gym and recreation centre are not meeting community needs
- Lack of recreation and fitness opportunities to meet different community needs (e.g. youth, adult, seniors, outdoor fitness, etc)

Community Driven Actions

1. Provide an upgraded aquatic centre with an indoor facility, heated pool, hot showers and affordable pricing, that is open year round
2. Upgrade the gym and recreation centre and provide an improved range of activities
3. Provide more facilities (e.g. skate parks, extra basketball courts, etc)

Community Voices

"The Kalamunda pool. Needs upgrading in the present position. Heated all year facility with hot showers."

"Indoor pool/aquatic centre in the city of Kalamunda. The current pool facilities in Kalamunda are only seasonal, expensive and open times limited. City of Kalamunda needs to invest in our families and encourage us to want to stay."

"Updated recreational facilities such as an indoor swimming pool and gym / community centre."

"Gym facilities at the top of the hill (Kalamunda) such as live longer stronger program."

"Improving the recreation facilities. The current gym in Forrestfield is small and needs updating."

"Get a decent leisure centre built that has a pool that is usable and open the same hours as Beatty Park. I live in Kalamunda but all services I utilise are outside of the area because of such poor services. Crappy gym that is never open on weekends and is set up for seniors/pool that is a disgrace and never open at times that allow you to lap swim before or after work."

"Update Kalamunda water park, Ray Owen upgrade to more courts."

"Hartfield Recreation Centre needs to be 'Bulldozed' and start again! (Mills Park Beckenham is a great example). Aquatic Centre in Wattle Grove."

"Half court basketball areas around suburbs, one at Kostera Oval would be fantastic or allow access to high school courts. Hurry up and complete skate park, and if no money for now then add/upgrade to existing one in Camning Rd. Believe me the kids want a better skate park now! And the existing site is still fit for purpose."

Streetscapes

Challenges

- Trees and verges are unattractive and overgrown in some areas
- Unsightly
- Restricts footpath access and impairs views
- Poor weed management
- Fire hazards
- Lack of trees in other areas

Community Driven Actions

1. Proactive and regular maintenance of verges and street trees (mowing, tree pruning, rubbish removal, etc) to improve appearance and safety
2. Planting of street trees, and replacement of dead and inappropriate trees
3. Create a consistent sense of place with planning policies and beautification of streetscapes – for residential and commercial properties

Community Voices

"Streetscape on major roads ugly especially Lesmurdie and Kalamunda road verges."

"Clearing trees off side of road where traffic coming up to driveways, impairing view and almost causing accidents. Removing huge trees overhanging houses."

"Council needs to have a plan to visit and treat all street trees and verges without having to be told by ratepayers they need attention."

"Cleaning of verge along Kalamunda Road from intersection of Scenic Rd to around about, (1st) in Kalamunda, cutting, trimming growing trees and weeds causing a fire danger."

"Improving residential streetscapes i.e. planting of trees on verges where there is no trees."

"Brighten up our main streets and tidy up unimproved lots - many are fire hazards. Keep up a better street tree maintenance program and/or encourage and allow residents to trim trees etc themselves. Be proactive about street tidying rather than reactive."

"Improving the quality of streetscape, verges, tidiness and historical character of Kalamunda. We look rather scruffy at the moment with scruffy verges, weeds, leaf litter, poor road and pavement surfaces and lack of overall visual coordination throughout the village of Kalamunda."

"Area beautification and fixing up all the eyesore properties around the main town."

"Looking after the "outer" suburbs. Would like to see areas like Forrestfield and High Wycombe cleaned up. Verges cared for."

"Making High Wycombe look respectable like Kalamunda. Not approving shabby looking housing estates and fences like the ones corner of Wittenoom and Kalamunda Rd. Terrible introduction to High Wycombe."

Footpaths and cycleways

Challenges

- Footpaths are considered to be dangerous in some areas due to poor maintenance and overgrown plants along verges
- Poor pedestrian and cyclist access along major roads and in the town centre
- Issues with cyclists and cars sharing the road
- Some mentions of issues with mountain bikes riding through native bush

Community Driven Actions

1. Provide dedicated cycle paths and lanes to improve safety for all users
2. Improve footpath and cycleway connectivity
3. Repair and upgrade footpaths (surfaces, width of paths, and clean up verges)
4. Improve walking trails and signage
5. Provide and promote a designated network of mountain bike trails to protect native bush

Community Voices

"Footpaths and streetscape in the Kalamunda town centre, Haynes Street footpaths are a danger and been that way for years with just "patching" undertaken."

"Upgrade and maintain footpaths to a good standard."

"Improving infrastructure for cycling and walking, especially for local residents."

"Footpaths along main bus routes - particularly Hawtin Rd."

"The footpaths on Sultana Road East are non-existent, making it difficult to walk with a pram. I would love to see better parks and safer streets to walk on with the right accessible footpaths."

"Extend the footpath in Huntly St, GH for parents and children so they don't have to walk on the road."

"Cycling infrastructure to link the hills to city cycleways e.g. a dedicated cycle lane on Welshpool and Canning Rd."

"Improved access to the central areas without the need for a vehicle. Better internal public transport to local areas and cycle paths on main roads, e.g. Canning to support more sustainable modes of transport."

"Get designated paths for road cyclists or get them off the roads. Ban mountain bike riders from Jorgensen Park and Kalamunda National Park."

"Improve and signpost walk trails."

"Roads/cycleways/footpaths, Mountain bike trail networks/tourism opportunities."

Area's character and identity

Challenges

- Kalamunda is losing its identity as being a "home in the forest"; losing the country town, village, hills vibe
- Main shopping area is unattractive
- New building design in the town centre is inconsistent

Community Driven Actions

1. Review the planning policy to preserve and maintain the local character and identity:
   - Commercial developments to be consistent with the historic character of the town centre
   - Maintain residential block sizes; restrict subdivisions
   - New housing to complement the surrounding area
2. Re-create a vibrant, attractive and inviting community and shopping hub in the town centre

Community Voices

"Retaining and improving the unique character of Kalamunda in its buildings and streetscapes especially in the town centre e.g. by not allowing buildings of more than two storeys in the centre, by planting more street trees."

"Keeping our town centre looking inviting not dumping any old building that doesn't fit in with the built environment."

"Maintaining character, no more A-One or Centro approvals preserve Haynes Streetscape."

"The Village looks uninviting with all the mixed facades and run-down buildings. Let's clean it up and make it consistent. You can maintain the heritage aspects in modern buildings which would make for a much more appealing place to come. And please make the owners of that vacant block next to the Drop do something with it, it is an eyesore."

"Township needs improvement. No more units. Remove Red Rooster it is an eyesore first thing you see when coming into Kalamunda."

"Please retain our Home in the Forest and our village atmosphere, it's what makes the area unique."

"Control of development. I have lived here over 40 years and have seen "a home in the forest" turn into a very average looking suburb."

"Keeping a country, village style/feel within a hills environment. Stop the modernisation! Stop reducing block sizes in Kalamunda, Gooseberry Hill and Lesmurdie."

"The City of Kalamunda should focus on keeping as much bushland and larger properties as they are. No more subdividing of larger blocks. We have a lot of wildlife around our area that need all the bushland they can get to survive. Our area used to be like a little country town, and it is quickly changing due to all the subdivisions. Please don't allow the property developers to destroy what is left of our bushland."

Safety and security

Challenges

- Crime in residential areas - break-ins, burglaries and theft
- Break-ins of local businesses
- Hooning and antisocial behaviour

Community Driven Actions

1. Increased Police presence
2. Establish a local Police station
3. Security patrols
4. Install more CCTV
5. Improved street lighting and traffic calming

Community Voices

"Improve safety in the area, especially considering the recent sweep of break and enters to local shops. A police presence would be helpful."

"Worrying number of break-ins to local businesses."

"There also needs to be better police presence in the hills as there is too many B&E's happening."

"We need local police as a priority."

"More police patrols, a police station, far too many break-ins."

"Increased drive by security and street surveillance."

"More focus on anti social behaviour within the shire with additional security patrols."

"Security in the form of a central police station and more CCTV."

"Increased police presence… Security cameras at intersections leading out of the areas to assist in solving crime…"

"Police presence and availability in order to reduce antisocial behaviour mainly on the roads but also with property damage and break-ins."

"Taking hoons off the road more police out there to stop the bad behaviour."

"Getting speed humps in your street to prevent hoons."

Traffic management on local roads

Challenges

- Population increase has led to more traffic congestion
- Heavy vehicles driving through the area, and taking shortcuts through residential areas
- Speeding and hooning on local roads
- Issues with pedestrian access across main roads and in the town centre

Community Driven Actions

1. Improve intersections to keep traffic flowing safely (roundabouts, lights, overpasses)
2. Slow down traffic on local roads (modified speed limits, traffic calming, signage)
3. Modify roads to restrict access (e.g. Zigzag road, Haynes Rd, local traffic only in suburbs)
4. More pedestrian crossings; replace speed bumps in town centre with pedestrian crossings

Community Voices

"Traffic management through Forrestfield particularly access to Tonkin Hwy."

"Traffic management - increase in units has increased vehicles in Kalamunda area. More roundabouts to allow residents to access Canning Road safely instead of taking risks."

"Install round about on corner Canning Rd and Seymore Rd."

"Tonkin Hwy / Welshpool Road intersection overpass required."

"Diverting all types of heavy vehicle traffic away from residential areas."

"Speed of traffic through Kalamunda, stop huge trucks taking a short cut through Kalamunda."

"Action required immediately and ongoing on improving continual hooning on Williams to Zig Zag."

"Speed enforcement its terrible around the local area. Back street LED signs slow down."

"Speedhump to slow down vehicles in new infill areas."

"Reduced road speeds on Canning Road to facilitate the elderly, disabled, and children crossing the road."

"Addressing the dangerous situation on Haynes St in regard to crossings that look like pedestrian crossings but are not."

"More pedestrian crossings FEWER SPEED HUMPS - very confusing!"

Economic development

Challenges

- Local shopping areas are unappealing – poor overall appearance, vibrancy and range of retail options for visitors
- Local businesses are struggling or have closed
- Lack of local job opportunities

Community Driven Actions

1. Greater support for local businesses:
   - Revitalise shopping areas to attract more businesses, shoppers and visitors
   - Restrict the entry of larger competitors and chain stores into the area (though not everyone agrees)
   - Easier approvals process for new ventures
2. New and restored tourism attractions to attract more visitors to the local area
3. Create more local job opportunities

Community Voices

"The local town centre. There are a lot of empty shops and closed businesses. Derelict buildings not being sold/used."

"Create more local jobs for local people."

"I think you seriously need to address the "death" of Haynes street as a central village location - its terrible and we have lost so many businesses. This street should be key to a village revitalization program."

"Making Kalamunda a home in hills again - not a place for chain stores and cafes. Decent shops and improving Haynes Street which is a dump at the moment. If the idea is to make sure there are lots of villas and units for the elderly - please remember that elderly people too like decent shops without having to shop outside the city."

"Keeping local business going. Not building modern looking buildings. Not allowing places like Aldi to come up, which ultimately had a disastrous affect on CRABBS IGA closing its doors which was an iconic place for over 80 years… Shire not letting money be the reason for allowing foreign business to set up in the area."

"More retail opportunities for young people i.e. fast food. Less focus keeping on Kalamunda in the 1970's and start approving permits and applications to keep Kalamunda open after 5pm..."

"Do more in High Wycombe. The Coles store is too small. We need more variety stores like Spotlight e.g."

"Improved shopping options up the hill by support from council for larger retailers."

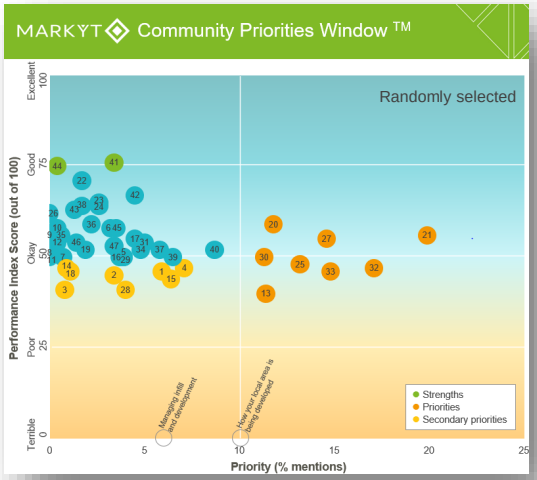
"We need a total reinvigoration of the Kalamunda town site. We have to attract more visitors so businesses will open and invest in the area. Realistically more visitors can only come from tourists. To attract tourists (and they will return) we need a world class attraction. The restored zigzag railway would do this."

How did priorities differ among respondents who opted in?

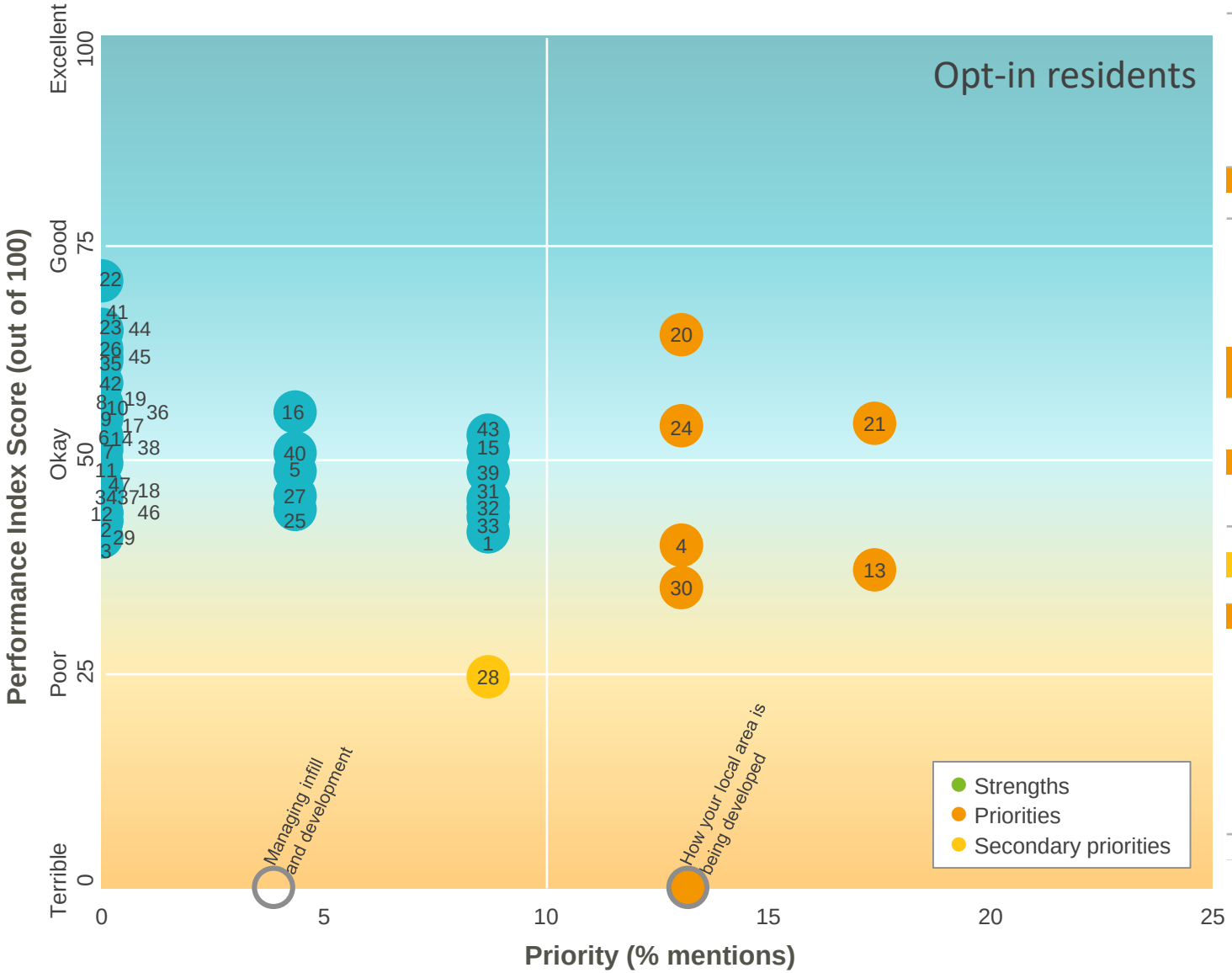
A Community Priorities Window for residents who were randomly selected (top, right) has been compared to residents who opted in to complete a scorecard (bottom, right). The key observations are:

- Residents who opted in provided slightly lower performance ratings (average rating was 51) compared to residents who were randomly selected (average rating was 54).
- Both groups placed **playgrounds, parks, reserves and ovals** in their top 2 priorities.
- **Economic development** and **community consultation** were higher priorities among residents who opted in.
- Both groups mentioned the following priorities: sport and recreation centres, traffic management, how the local area is being developed, and how local history and heritage is being preserved and promoted.

A detailed MARKYT Priorities Window for residents who opted in is provided overleaf.



MARKYT Community Priorities Window ™



1 Value for money
2 Council's leadership
3 Open and transparent
4 How the community is consulted
5 How the community is informed
6 Customer service
7 Coverage in the local newspaper
8 Mayor's monthly news message
9 City of Kalamunda eNews
10 City's main website
11 Social media presence
12 City's online engagement tool
13 Economic development
14 Access to education & training
15 Services and facilities for youth
16 Services and facilities for families
17 Services and facilities for seniors
18 Disability access
19 Community buildings, halls and toilets
20 Sport and recreation facilities
21 Playgrounds, parks, reserves and ovals
22 Library and information services
23 Festivals, events, art and cultural activities
24 Local history and heritage
25 Safety and security
26 Graffiti removal services
27 The area's character and identity
28 Planning and building approvals
29 Building and maintaining local roads
30 Traffic management on local roads
31 Parking management
32 Footpaths and cycleways
33 Streetscapes
34 Lighting of streets and public places
35 Storm water drainage
36 Street sweeping
37 Access to public transport
38 Access to housing that meets your needs
39 Efforts to promote sustainable practices
40 Conservation & environmental mgt
41 Weekly rubbish collections
42 Recycling collections
43 Bulk rubbish collections (skip bin)
44 Walliston Transfer Station
45 Natural disaster education, prevention etc.
46 Animal and pest control
47 Food, health, noise & pollution mgt

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 Kalamunda to focus on improving? Base: All respondents, excludes no response (n = 483)

Copyright CATALYSE® Pty Ltd. © 2020

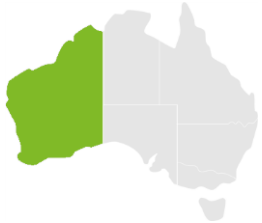
Priority score only. Performance not measured.

MARKYT industry comparisons

Overall Performance | industry comparisons

The ‘Overall Performance Index Score’ is a combined measure of the City of Kalamunda as a ‘place to live’ and as a ‘governing organisation’. The City of Kalamunda’s overall performance index score is 69 out of 100, 3 index points above the industry standard for Western Australia.

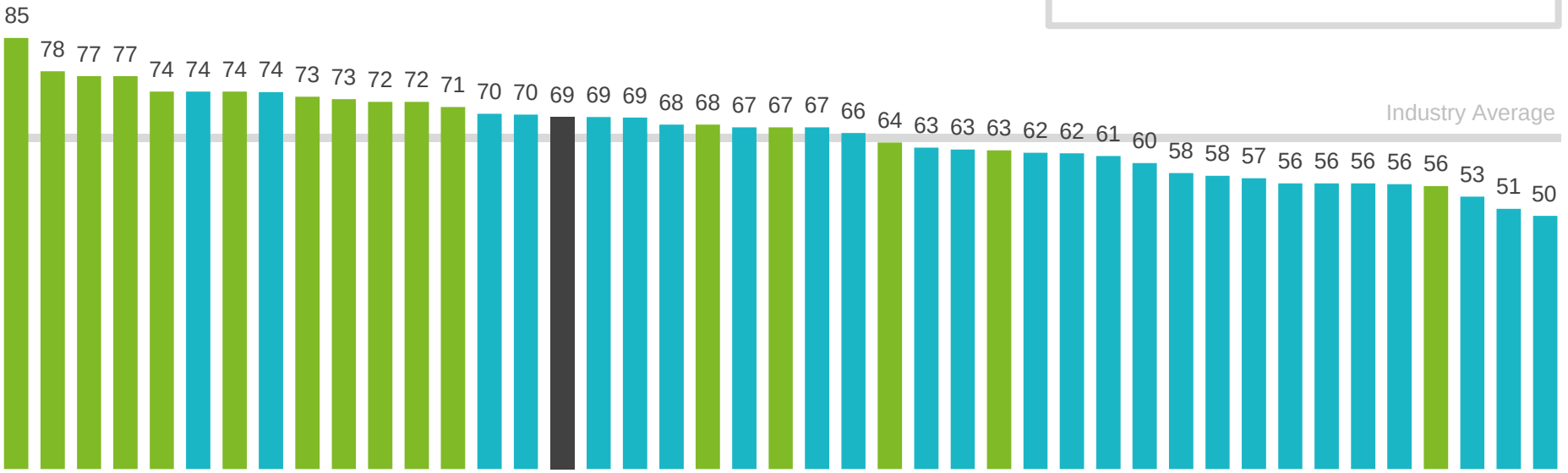
MARKYT Industry Standards
Performance Index Score



City of Kalamunda	69
Industry High	85
Industry Average	66

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

- City of Kalamunda
- Metropolitan Councils
- Regional Councils

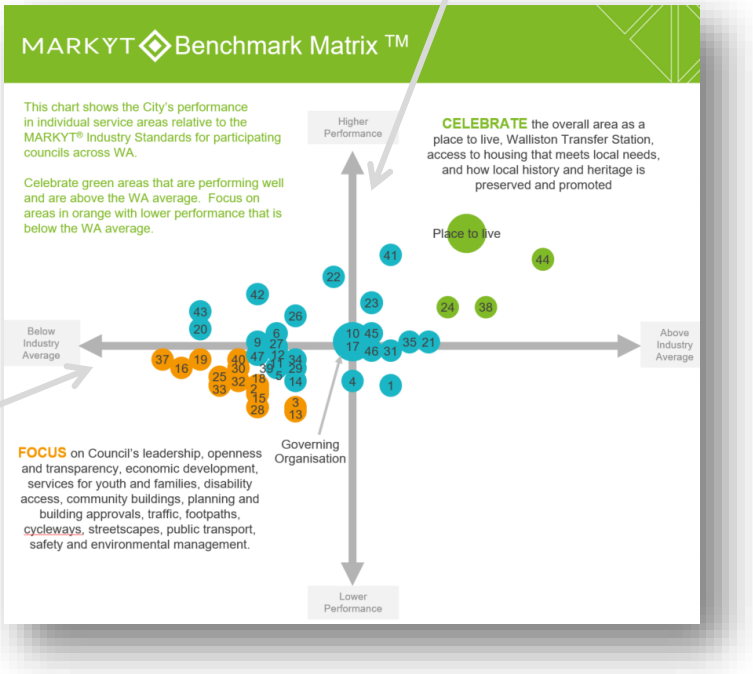


How to read the MARKYT Benchmark Matrix ™

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.



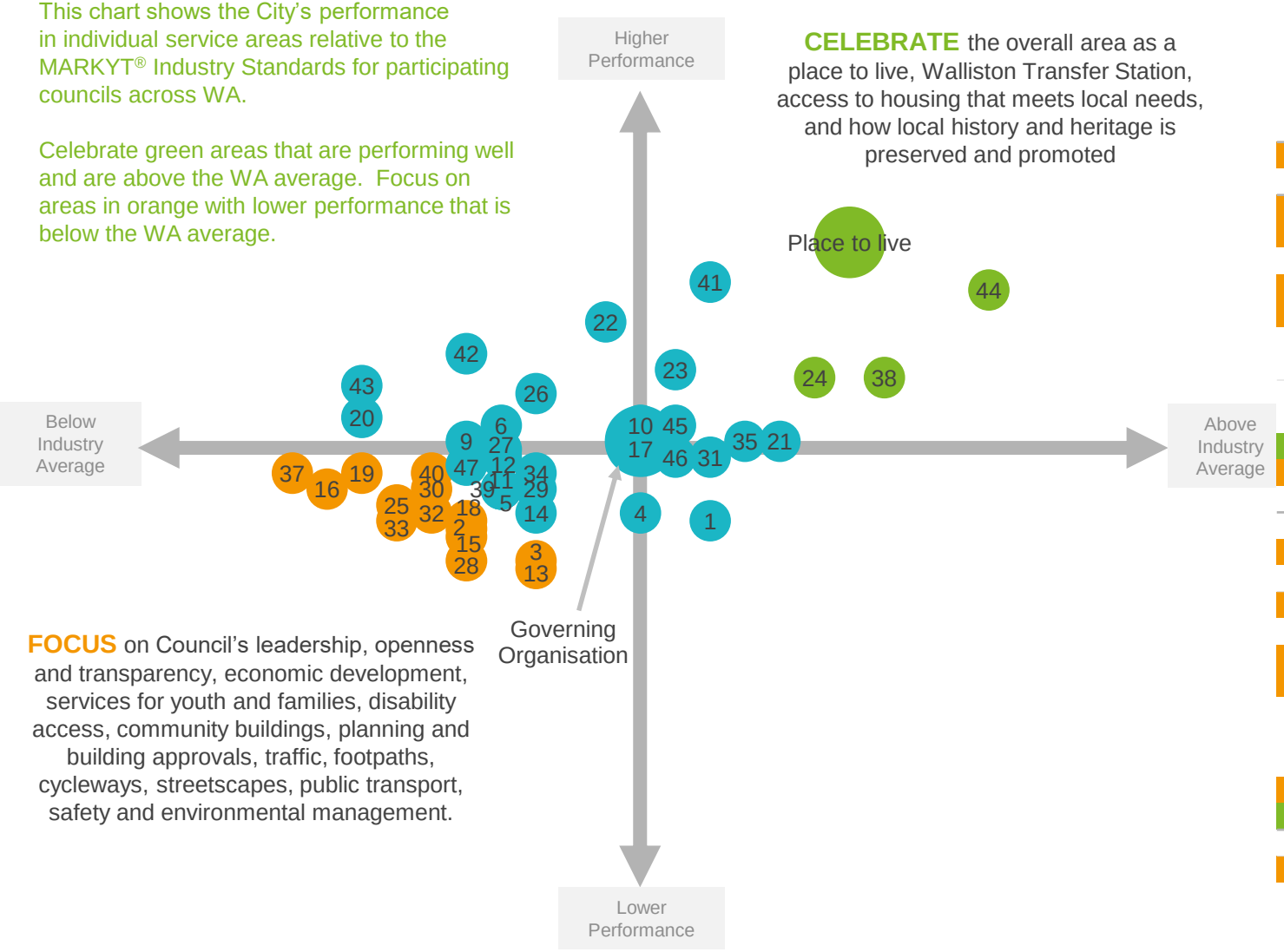
This line represents Council's average performance for all individual measure.
As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.

Copyright CATALYSE® Pty Ltd. © 2020

MARKYT Benchmark Matrix ™

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

Celebrate green areas that are performing well and are above the WA average. Focus on areas in orange with lower performance that is below the WA average.



CELEBRATE the overall area as a place to live, Walliston Transfer Station, access to housing that meets local needs, and how local history and heritage is preserved and promoted

FOCUS on Council's leadership, openness and transparency, economic development, services for youth and families, disability access, community buildings, planning and building approvals, traffic, footpaths, cycleways, streetscapes, public transport, safety and environmental management.

1 Value for money
2 Council's leadership
3 Open and transparent
4 How the community is consulted
5 How the community is informed
6 Customer service
7 Coverage in the local newspaper
8 Mayor's monthly news message
9 City of Kalamunda eNews
10 City's main website
11 Social media presence
12 City's online engagement tool
13 Economic development
14 Access to education & training
15 Services and facilities for youth
16 Services and facilities for families
17 Services and facilities for seniors
18 Disability access
19 Community buildings, halls and toilets
20 Sport and recreation facilities
21 Playgrounds, parks, reserves and ovals
22 Library and information services
23 Festivals, events, art and cultural activities
24 Local history and heritage
25 Safety and security
26 Graffiti removal services
27 The area's character and identity
28 Planning and building approvals
29 Building and maintaining local roads
30 Traffic management on local roads
31 Parking management
32 Footpaths and cycleways
33 Streetscapes
34 Lighting of streets and public places
35 Storm water drainage
36 Street sweeping
37 Access to public transport
38 Access to housing that meets your needs
39 Efforts to promote sustainable practices
40 Conservation & environmental mgt
41 Weekly rubbish collections
42 Recycling collections
43 Bulk rubbish collections (skip bin)
44 Walliston Transfer Station
45 Natural disaster education, prevention etc.
46 Animal and pest control
47 Food, health, noise & pollution mgt

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.

Copyright CATALYSE® Pty Ltd. © 2020 Light grey indicates benchmark is not available

Recommendations

Recommendations

1. **Celebrate improved performance** across a number of service areas, in particular with the City's online engagement tool, natural disaster education, prevention and relief, parking management and customer service.

2. Develop a campaign to **share good news stories** with Council, staff and the community.

3. Engage the community to a) close the feedback loop, sharing key insights from the MARKYT® Community Scorecard and b) **formulate more detailed recommendations** for Council's consideration to address local community priorities for improved playgrounds, parks and reserves, sport and recreation centres, footpaths and cycleways, streetscapes, character and identity, safety, traffic and economic development.

4. Review the City's **Strategic Community Plan**, supporting plans and budget to ensure they reflect local community needs and priorities. Improve communication of the City's strategies for addressing the top priorities to demonstrate that the City is listening and responding to community feedback.

5. Engage with local residents and ratepayers to develop a **strong, clear vision** for the future. Improve the Vision Score from 33% to 61% to close the gap with the best performing council. The City is well placed to do this. Councils that have achieved leading Vision Scores have done so with revitalisation plans (i.e. Cities of Kwinana and Busselton).

6. Take a more active leadership and advocacy role in relation to **climate change** and **community wellbeing** (including mental health). 2 in 3 residents support further action by the City in these areas.

7. Invest in building a comprehensive **local community database**. Developing a database that includes demographic profiling will assist the City to better meet community needs in future with targeted communication and engagement.

MARKYT

www.catalyse.com.au
Office 3, 996 Hay Street, Perth WA 6000
PO Box 8007, Cloisters Square WA 6850
Phone +618 9226 5674
Email: info@catalyse.com.au
ABN 20 108 620 855

MARKYT