



Media release

For immediate release

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Community satisfaction high in Subiaco

The City of Subiaco has received outstanding results in the latest Community Perception Survey, ranking third in overall satisfaction against eighteen other participating local governments.

Mayor Heather Henderson said the city had proven itself as an independent local government by again achieving exceptional community satisfaction results.

"The city is capable of serving the Subiaco community to a high standard, and is leading the industry in eleven areas," Mayor Henderson said.

"The city is at the forefront of parks and sporting grounds, road maintenance, access to services and facilities for people with disabilities, access to public transport and how local history and heritage is preserved and promoted.

"We are also leading in the areas of informing the community about council services, facilities and events, the availability of facilities, services and care for seniors, festivals, events and cultural activities and the control of graffiti, vandalism and anti-social behaviour.

"Our elected members were rated highest for understanding the community's needs, and we were also rated highest for clearly explaining reasons for decisions and how our residents' views have been taken into account.

"The city's staff work extremely hard to meet the needs of the Subiaco community, so it is fantastic to see this work is being acknowledged.

"Community involvement is crucial to achieving the outcomes in the city's *Strategic Community Plan* and I thank all those who have been involved in engagement activities over the last year.

"We really value our community's feedback and suggestions, which assist in highlighting areas that require further attention.

"These survey results have shown the city needs to concentrate on improving parking, both in residential and shopping/commercial areas, development of the city centre, planning and building approvals and management and control of traffic on local roads.

A copy of the survey results can be found on the city's website www.subiaco.wa.gov.au/template.asp?navSelect=1&mainNavID=1&pageRecID=995

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Backgrounder

In May 2013, the City of Subiaco administered the CATALYSE® Community Perceptions Survey among residents to evaluate and monitor performance across a range of services and facilities.

Twenty local governments undertook the survey. Surveys were administered by the ECU Survey Research Centre, using computer assisted telephone interviews.

Quotas were set by age, gender and location to obtain a representative sample. City of Subiaco respondents comprised 401 residents.

Respondents were asked whether they felt dissatisfied, neutral, satisfied or delighted with the council's performance across a range of services and facilities. A local government achieved the industry standard if they received the highest percentage of delighted respondents.

The City of Subiaco achieved the industry standard in the following eleven areas:

- Access to public transport – 92 per cent satisfied, with 69 per cent delighted
- Parks and sporting grounds – 91 per cent satisfied, with 65 per cent delighted
- Road maintenance – 91 per cent satisfied, with 61 per cent delighted
- How the community is informed about Council services, facilities and event – 81 per cent satisfied, with 45 per cent delighted
- Facilities, services and care available for seniors – 79 per cent satisfied, with 49 per cent delighted
- Access to services and facilities for people with disabilities – 77 per cent satisfied, with 43 per cent delighted
- Festivals, events and cultural activities – 86 per cent satisfied, with 52 per cent delighted
- The control of graffiti, vandalism and anti-social behaviour – 87 per cent satisfied, with 54 per cent delighted
- How local history and heritage is preserved and promoted – 80 per cent satisfied, with 44 per cent delighted
- City of Subiaco councillors have a good understanding of the community's needs – 54 per cent agree
- City of Subiaco clearly explains reasons for its decisions and how residents' views have been taken into account – 44 per cent agree

The City of Subiaco also achieved excellent results in the following areas:

- Weekly rubbish collections – 96 per cent satisfied, with 81 per cent delighted
- Fortnightly recycling services – 89 per cent satisfied, with 72 per cent delighted
- Verge-side bulk rubbish collections – 96 per cent satisfied, with 78 per cent delighted
- Staff at the city have a good understanding of the community's needs – 57 per cent agree