



MARKYT Community Scorecard ©

Prepared for: City of Subiaco

Prepared by: CATALYSE® Pty Ltd ©

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MARKYT 

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Strategic overview

Vision



33

% agree

On par with
Industry Average

Liveability

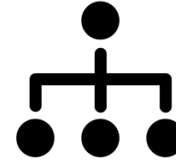


88

Performance Index Score

12 index points above
Industry Average

Governance



57

Performance Index Score

1 index points above
Industry Average

Rates Value



50

Performance Index Score

5 index points above
Industry Average

Highest scores

- Playgrounds, parks and reserves
- Library and information services
- Public transport
- Health and community services

Most improved

- Leadership by Mayor and Councillors
- Built heritage, character and identity
- Responsible growth and development

Relative to MARKYT® Industry Standards

- Public transport
- Health and community services
- Local roads

Priorities



Responsible growth and development



Planning and building approvals



Built heritage, character and identity



Subiaco town centre development and activation



Supporting local business



Festivals, events, art and cultural activities



Community safety and crime prevention



Playgrounds, parks and reserves



Sustainable practices / climate change



Parking in residential areas



Footpaths and cycleways

Approach

Purpose



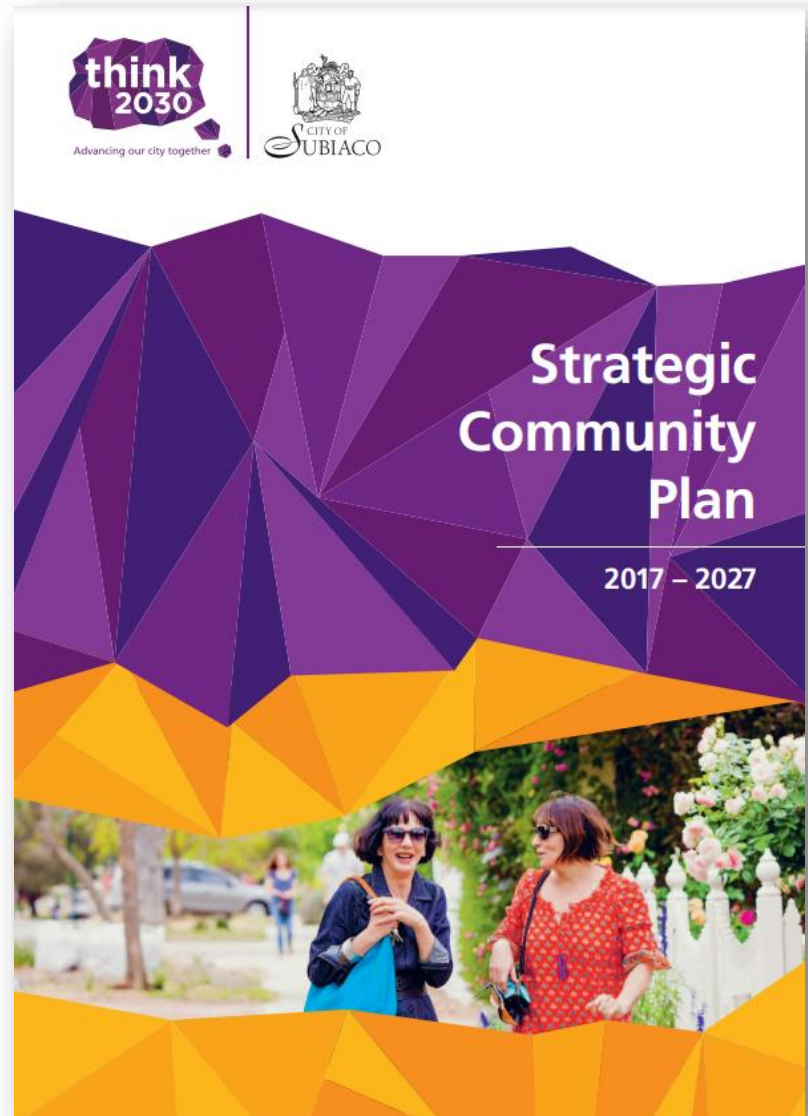
Department of Local Government, Sport and Cultural Industries

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

MARKYT Community Scorecard

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

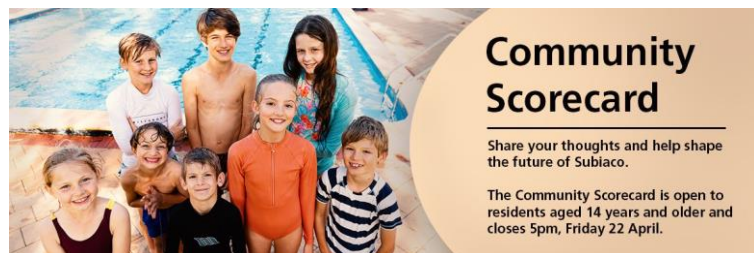
- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



The Study

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

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



The scorecard was open from 25 March to 22 April 2022. It was completed by **802 community members** with various connections to the City.

Local resident	Local business	Out of area ratepayer	Visitor	Elected Member / Employee
760	81	19	14	11

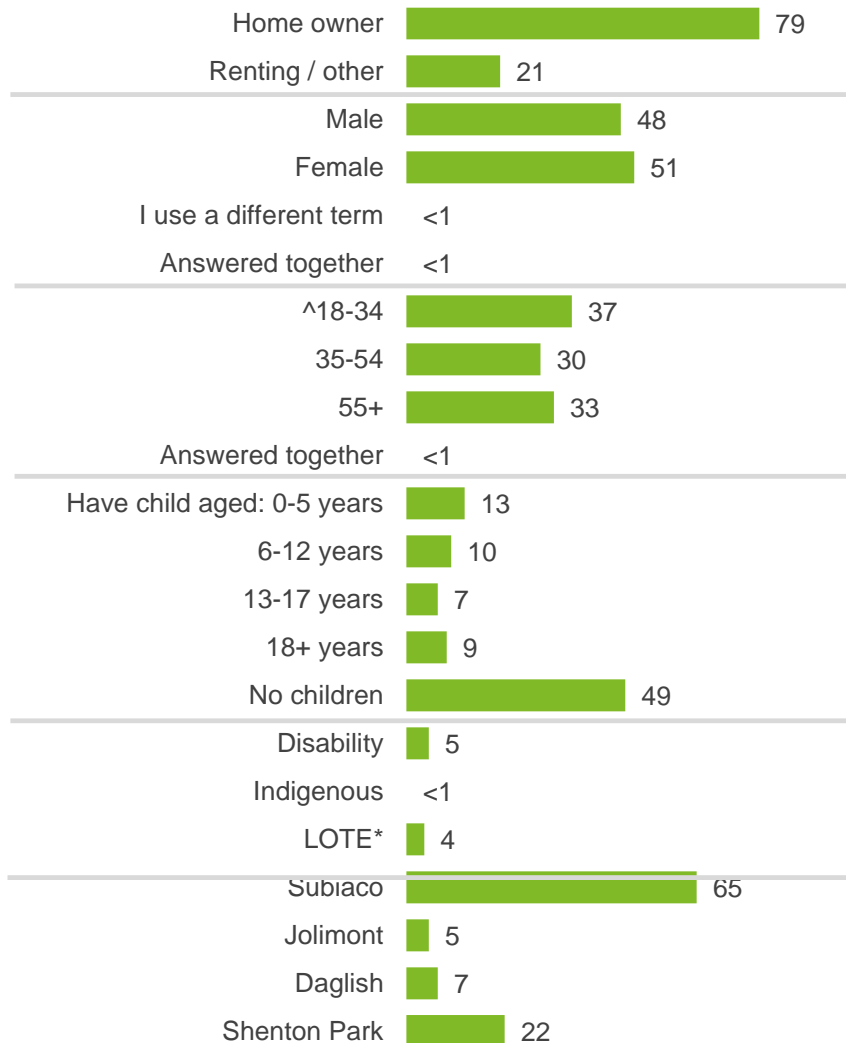
Overall, 642 respondents had been randomly selected and 118 opted in from the general population. As responses were similar between residents in the random and opt in samples, the main body of this report shows responses from all residents. Results from other community groups are reported separately at the end of this report.

The resident sample was weighted by age and gender to match the ABS Census population profile. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

[^] This age group includes a small number of respondents aged 14-17 years.

* LOTE: mainly speak a language other than English at home.

% of resident respondents (weighted)



MARKYT Industry Standards

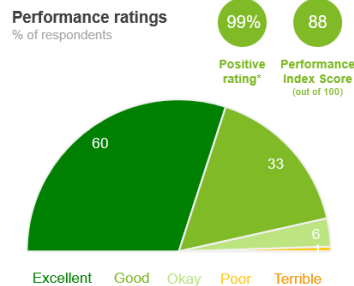
CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have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



How to read performance dashboards

Performance Ratings

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



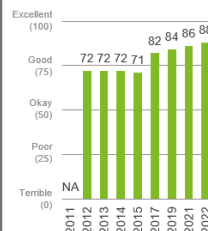
Variances across the community
Performance Index Score

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
88	89	86	86	90	87	91	90	93	87	87	88	89	88	90	89	93	90	90	92	87

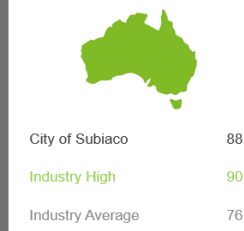
Variance across the community shows how results vary across the community based on the Performance Index Score

Trend analysis shows how performance varies over time.

Trend Analysis
Performance Index Score



MARKYT® Industry Standards
Performance Index Score



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

Council Score is the Council's performance index score.

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

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

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

Overall Performance

Place to live

Performance ratings

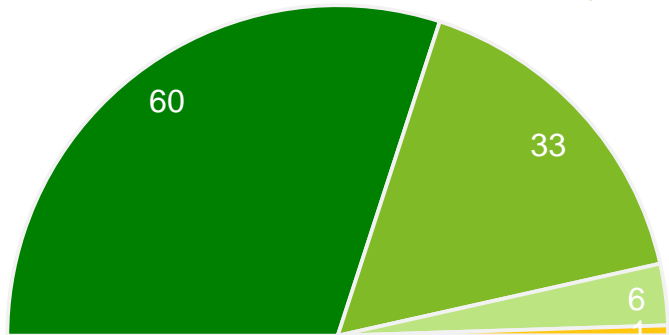
% of respondents

99%

88

Positive
rating*

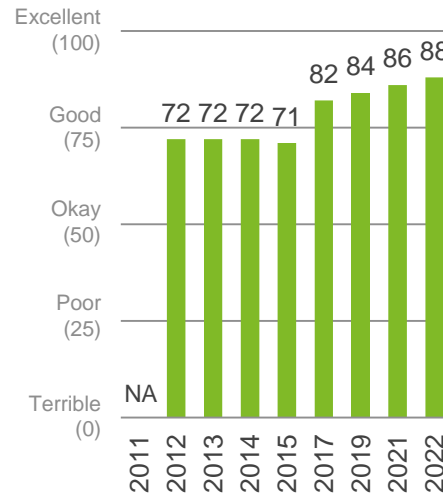
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 88

Industry High 90

Industry Average 76

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
88	89	86	86	90	87	91	90	93	87	87	88	89	88	90	89	93	90	90	92	87

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

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

Governing organisation

Performance ratings

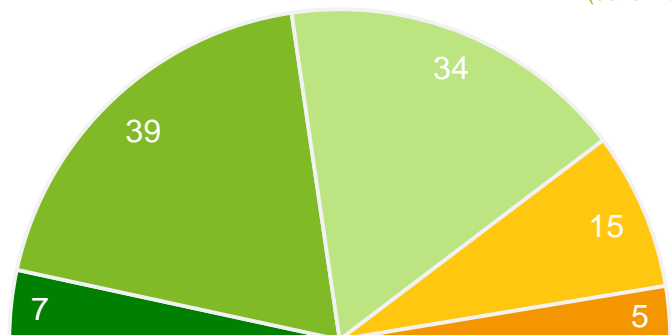
% of respondents

80%

57

Positive
rating*

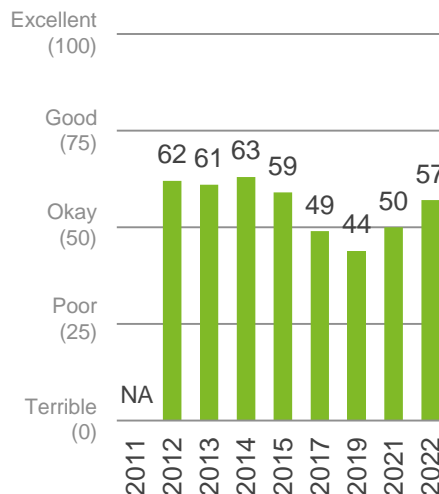
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 57

Industry High 68

Industry Average 56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
57	54	65	54	59	55	52	56	57	52	58	56	56	50	58	56	66	56	56	58	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 714). * Positive Rating = excellent, good + okay

MARKYT  industry comparisons

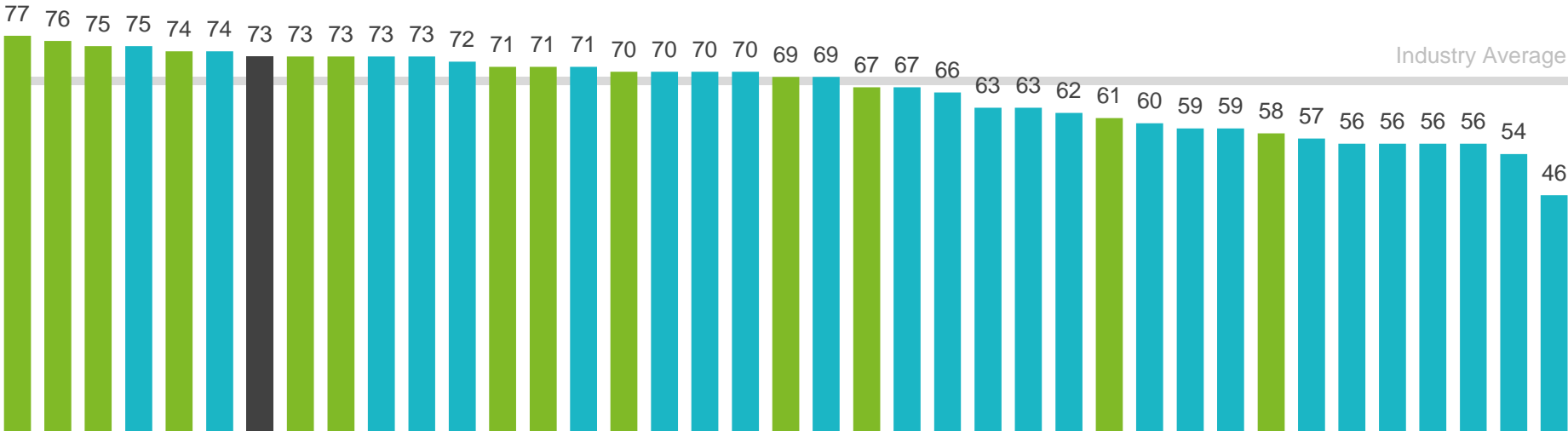
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Subiaco as a 'place to live' and as a 'governing organisation'. The City of Subiaco's overall performance index score is 73 out of 100, 7 index points above the industry standard for Western Australia, and in equal 7th place.


Overall Performance Index Score

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

- City of Subiaco
- Metropolitan Councils
- Regional Councils




MARKYT



Industry Standards

Performance Index Score



City of Subiaco

73

Industry High

77

Industry Average

66

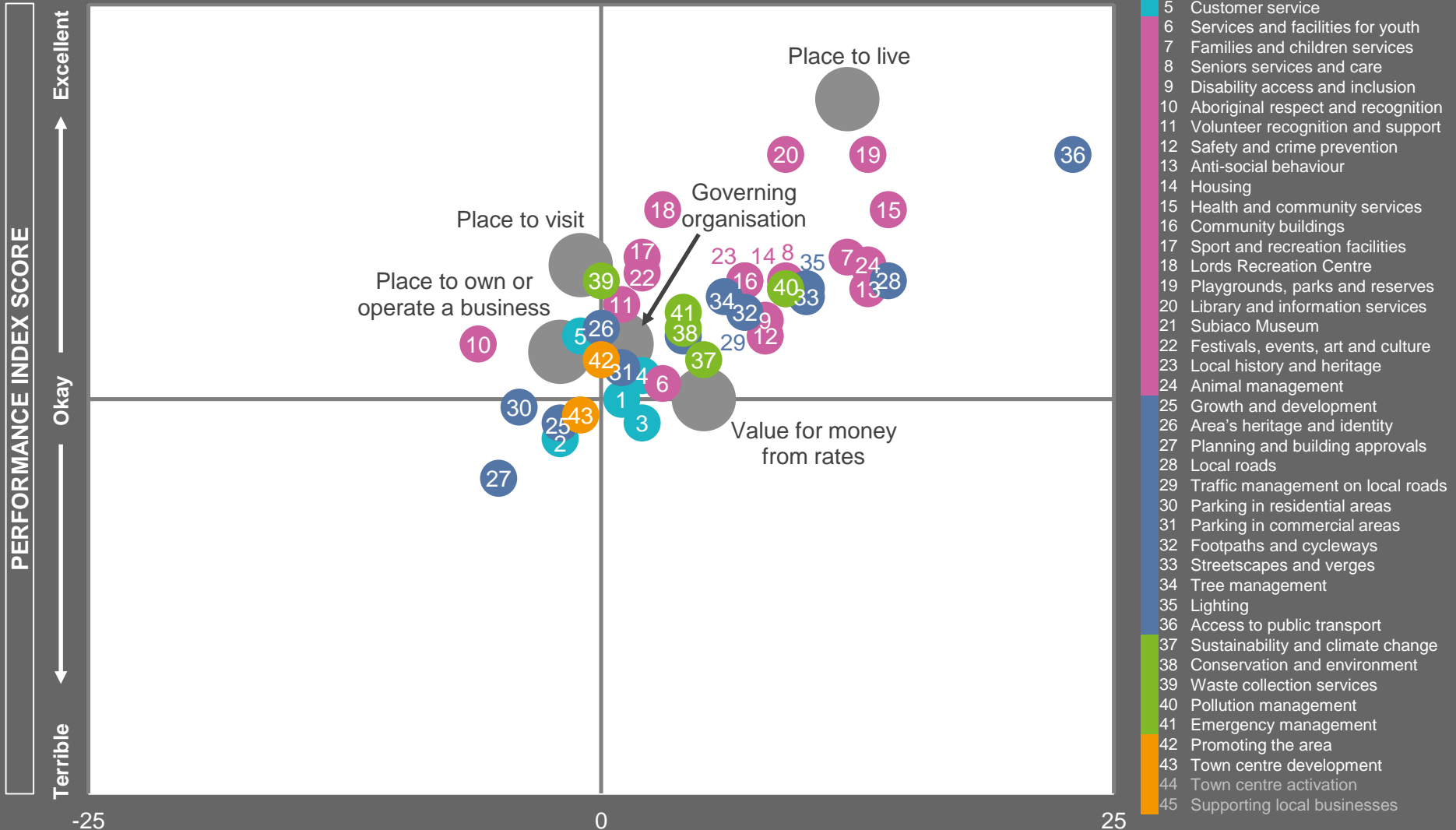
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

- Performance
- People
- Place
- Planet
- Prosperity

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

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
When service areas are in grey text in the legend this indicates that a benchmark comparison is not available.

The City of Subiaco is leading the industry in 9 areas:



Playgrounds, parks and reserves

Tree management

Streetscapes and verges



Public transport



Health and community services

Food, health, noise, pest and pollution



Graffiti, vandalism and anti-social behaviour

Lighting of streets and public places

Animal management (dogs and cats)



MARKYT  community trends

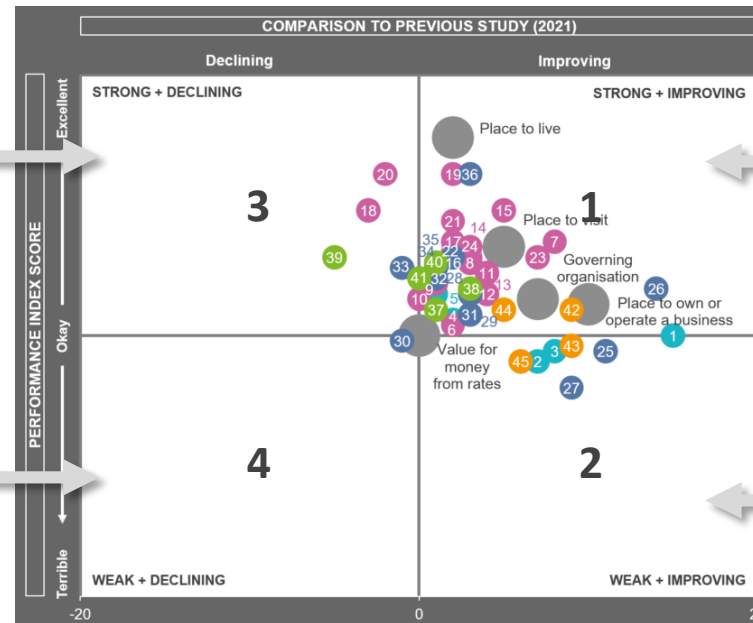
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

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

- Library and information services
- Lords Recreation Centre
- Waste collection services

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

- There were no services in this window.
- Parking in residential areas, and value for money from council rates were borderline.



Window 1 includes higher performing areas that have improved. **Stand-out improvers** are:

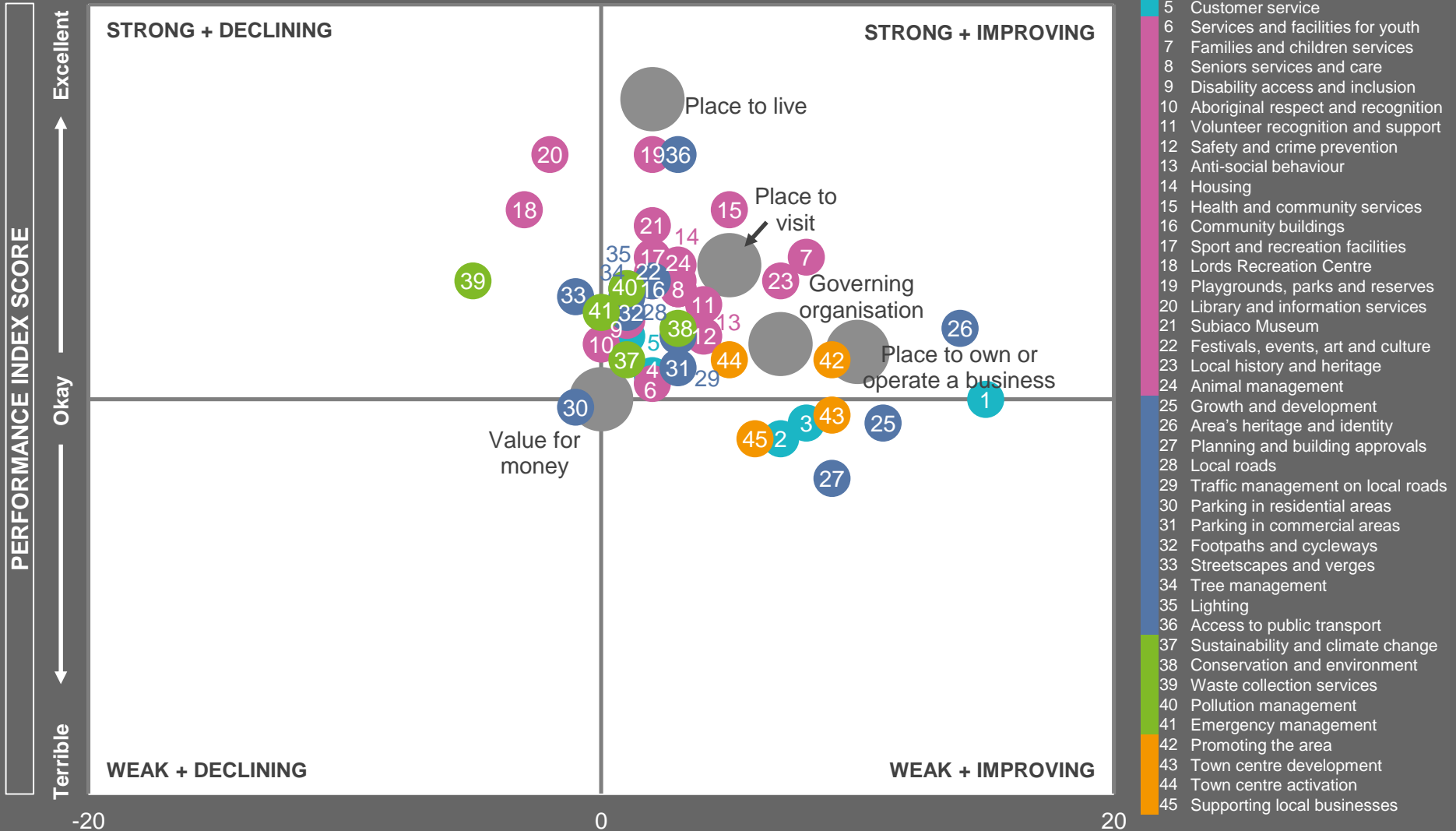
- Local area heritage and identity
- Place to own or operate a business
- Promotion of the local area
- Place to visit
- Services for families and children
- Health and community services

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas such as:

- Growth and development
- Planning and building approvals
- Town centre development
- Supporting local business
- Advocacy and lobbying
- Consultation

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



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

MARKYT  community priorities

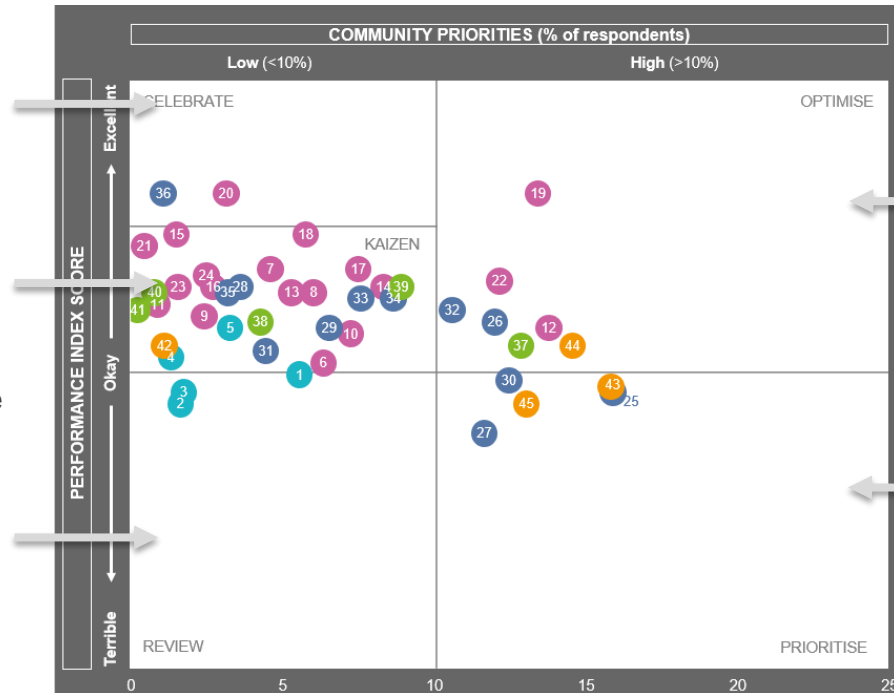
How to read the MARKYT Community Priorities

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

CELEBRATE the City's highest performing areas.

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

REVIEW lower performing areas.



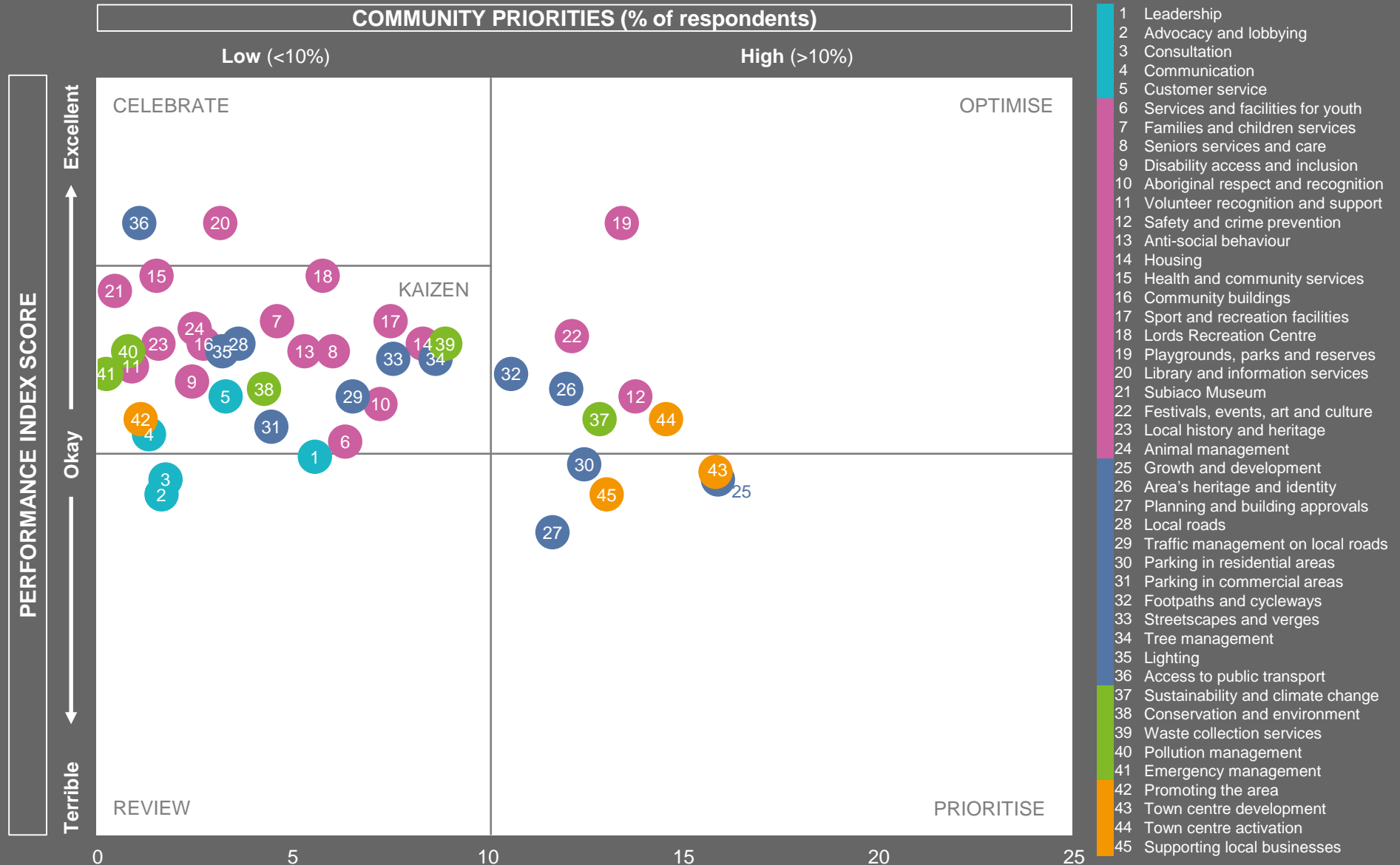
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

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

Services are grouped in five areas:

- Performance
- People
- Place
- Planet
- Prosperity

MARKYT Community Priorities



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 Council to focus on improving? Base: All respondents, excludes no response

Challenges

- Development not managed sensitively or in keeping with the character of Subiaco
- Too much high-rise development
- Developments affect amenity - lack of green space, overcrowding, blocking views, overshadowing, traffic and parking issues, loss of property value
- Infrastructure not keeping up with development – insufficient parking, sewers, public transport, schools
- Frustration at decisions made at State level

Community Driven Actions

1. Advocate for responsible development that does not detract from the Subiaco's established character
2. Ensure new developments allow for adequate infrastructure and amenities to support them
3. Advocate to State Government on behalf of the local community.

A sample of community voices

“Stop turning Subiaco into a high-rise high density concrete dullsville to the detriment of the community.”

“We have seen a boom in high rise building development. While I am not against this, there does need to be protection of heritage areas or the character of Subiaco will be irrevocably changed – not for the better.”

“Keep Subiaco's village feeling rather than have it turn into a West Perth. The buildings being constructed at the moment on the corner of Rokeby and Roberts Road are absolutely terrible. The old market building was beautiful. It's a shame that it was demolished. We are losing the Subiaco spirit and it makes me sad.”

“It is important that the City of Subiaco does not allow multi-level developments which overshadow residential buildings and increase traffic flow in the suburb which is not designed to manage increased traffic flow.”

“Stop the infill, the green space on residential blocks must be immediately preserved. The suburb is overcrowded and the local state schools such as Shenton College are no longer coping.”

“Support the density that is being asked for Shenton Park with sensible public transport. There is no way to get a bus from Shenton Park to Subiaco outside Monday to Friday office hours.”

“Council (Mayor, Councillors, staff) need to lobby publicly and strongly for more green sports space (not just patches of green) and for increasing/upgrading infrastructure to cater for the substantial population increase in the City.”

“Subi Council needs to advocate on behalf of its current ratepayers to try and ensure the onslaught of development is managed as best as possible to protect and improve our current quality of life. All the infill places huge pressure on infrastructure which the developers are not funding – we are!.”

Challenges

- Residents do not feel adequately consulted or listened to in relation to new developments
- Lack of leadership and accountability for planning decisions
- Planning regulations are too rigid and onerous.

Community Driven Actions

1. Make responsible planning decisions.
2. Enable more effective engagement with residents about development applications; listening to their needs and valuing their opinions
3. Streamline the approvals process
4. Improve customer service (greater clarity, consistency and transparency)

A sample of community voices

“Use open communication to inform ratepayers of proposed developments.
Listen to ratepayers’ concerns when considering new applications.”

“Have a planning system whereby the interests of ratepayers are given greater consideration than the interests of developers. Have a system where the residents can comment on revised plans rather than just the initial plans of building applications that affect them.”

“While we appreciate the Council is trying to retain the heritage look of the area, some planning guidelines seem unnecessarily onerous, particularly related to carport installation.”

“Planning system is onerous and inefficient for smaller home-owner projects increasing costs for owners who wish to keep their homes well-maintained. Streamline it!
In Sydney projects under \$50k don’t require approval.”

“The horror stories I hear from other residents regarding planning approvals at Subiaco has 100% turned me off trying to do anything to improve my property.”

“Planners do not understand their own rules. Planners take personal approaches which are not adequately supervised. This is why decisions are appealed (City losing but wasting money) or decisions are taken out of the City’s hands by other bodies.”

“The planning department has always proved difficult to deal with. It seems they have no flexibility and decisions have to be taken to the state tribunal to be passed.
This is such a waste of money!”

“Improve the process, advisory service and transparency of what you can and can’t do.
Make Subi the best place to sustainable build a new place or to build or renovate.”

Challenges

- Subiaco is losing its character and identity
- Too many heritage buildings are being demolished
- Many modern developments are not in keeping with the character of the area

Community Driven Actions

1. Work together with the State Government and advocate to protect Subiaco's built heritage
2. Impose stricter regulations on the demolition and alteration of heritage buildings
3. Ensure new developments are sympathetic to existing streetscapes

A sample of community voices

"Very important to preserve what attracted us (historical/character feel) to Subi in the first place. Our identity is important"

"The conversation that comes up most often is that Subiaco is slowly turning into an extension of West Perth. A desert of mid-rise apartments and office buildings that everyone flees at 5pm to go out or go home in an area that still has a soul."

"Take into consideration maintaining the identity and character of Subiaco – we have very distinctive areas within Subiaco and they need to be retained and enhanced."

"Ensure heritage homes are kept as this is the charm of living in Subiaco. Tighter controls on what developers are able to do regarding height of new developments. Ensure restrictions on style of homes built so that they complement the current heritage streetscape."

"Ensure that all new buildings are in empathy, blend in and complement the existing heritage character homes. Instead of the opposite, huge glass and concrete structures, overlooking and looming over the streetscapes."

"Subiaco is known for its heritage character, covering several periods of development from Federation style, industrial, mid-century along with recognizable streetscapes (gardens/trees). New large-scale developments are rarely sympathetic towards this (the Subi Oval historic gates are comical in how they will be preserved and used as a selling point to defend this. Planning needs to recognise this character and enforce the regulations."

"Subiaco needs to have a long-term vision, promoted broadly to the wider Perth community and State Government, that recognises, promotes and advocates to protect its built heritage. I live in a beautiful early 1930s house in an area of Daglish which was needlessly rezoned to R60 two years ago. I know this was ultimately a State Government decision but the Mayor of the day and a number of Councillors appeared happy to sacrifice our area for to meet density requirements."

Challenges

- Lack of vibrancy in Subiaco centre
- High rents contributing to empty shops
- Lack of variety of shops, bars, restaurants and entertainment to attract visitors to the area
- Lack of free parking

Community Driven Actions

1. Advocate for more affordable commercial rents
2. Provide incentives to attract and retain small businesses to the area
3. Provide more free parking areas to attract visitors

A sample of community voices

“Subiaco is now officially dead. So many empty business properties. It’s a shame as it used to be the place to be seen some years ago.”

“More vibrancy on high street without a clinical approach and feel. Look at Leederville on how it’s done right.”

“Need a much more diverse range of shop types and interesting ideas, like Mt Hawthorn, Mt Lawley, Vic Park. Look to streets in Melbourne like Brunswick Street with many smaller businesses being able to afford the rent to have a smaller shop.”

“Please regulate, check the commercial rental rates if you want to see more shops open! The main strips are too deserted.”

“Advocate for and if necessary mandate lower rentals for city commercial spaces to address the dead heart of Subiaco.”

“Bring back a cinema.”

“Attract more bars, restaurants, cafes and businesses to move to Rokeby Rd/Hay St. We live in Subi and rarely visit the shopping precinct because it’s dead.”

“The Subi Centro area is a depressing failure and needs a complete rethink. If Coles and Woolworths weren’t there it would be entirely deserted. We used to have a vibrant City with cinemas, markets and clubs and the crowds from the football. Now there’s nothing. The heart and soul of Subi should be Rokeby Road which has been pretty much left to flounder with numerous empty shops.”

“Initiatives to attract business back to the town centre (Rokeby Rd/Hay St) need to be implemented – continue to improve parking availability in particular.”

“Cheaper or free parking. More parking availability.”

Challenges

- Lack of a cultural hub in Subiaco
- Lack of community events that appeal to a wide range of ages and cultures
- Lack of community-driven events in Subiaco, many events are outsourced
- Lack of support for local artists and musicians

Community Driven Actions

1. Facilitate and promote festivals that support local businesses
2. Promote activities that encourage neighbourhood and community connection
3. Facilitate events that support local artists and musicians
4. Support the proposed new Visual Arts Centre in Subiaco

A sample of community voices

“A public cultural hub that supports emerging artists, musicians etc. on a permanent basis with studios, performance spaces, eating areas etc.”

“The current Subiaco Arts Centre needs to be cranked up as a thriving performing arts centre.”

“I feel Subiaco could have a strong centre with an area mapped as a vibrant cultural and market type area for all seasons. The centre of an amazing area with food drinks art, all local for the community and beyond.”

“Disappointing events are more and more organised by outside groups and not the City of Subiaco, yet Subiaco promotes these events.”

“Events and activities should focus on activating opportunities for existing Subiaco businesses and not involve bringing in outside food trucks and the like at the cost of cafes and businesses who have committed to Subi. Rather than closing off Rokeby Rd and filling it with food trucks and pop-up craft stalls, allow existing Subi restaurants, cafes and stores to put tables out and give people a chance to discover their offerings.”

“More 'how to' workshops. Set up and maintain a 'womens shed' facility. More multi cultural festivals. Organise neighbourhood sharing / cooking events.”

“I'd like to see lots of little community events which can foster local communities. For example, street parties which encourage neighbours to meet one another can build stronger relationships and resilient communities. Or verge plantings, or community clean ups. Big events are fun, but have a more fleeting effect.

“Family and old people's activities are ok, but it would be nice for some more activities for young working professionals. We are very much an underrepresented group in Subi.”

“Keep and expand current programs and support local artists. eg Sunset at Subi concerts (less concerts each year) - do more of them!”

Challenges

- High rents, particularly in Rokeby Road and Hay Street
- Lack of variety and vibrancy
- Loss of attractions such as the markets and cinema has reduced visitor numbers
- Lack of free parking for visitors
- Road works and closures disrupting business

Community Driven Actions

1. Continue to promote local businesses
2. Revitalise the area to attract visitors – improve street appeal with connected spaces, increased street cleaning, street art, street decorations etc
3. Provide incentives and subsidies to help retain and attract a diverse mix of businesses
4. Provide more free parking areas
5. Advocate for reasonable commercial rents
6. Ensure roadworks are conducted with minimal disruption to businesses – consider more night works

A sample of community voices

“Make Subi an attractive place to visit (like it used to be 20 years ago) and businesses will benefit from additional shoppers.”

“Can you do anything to encourage diversity of businesses, particularly food services to bring foot traffic back to Subi? It's SO HARD to find simple food on a Sunday night!”

“Rokeby Road and Hay Street need to be revitalised. The closing of the markets has reduced the appeal of Subiaco as a location to shop.”

“Allow more flexible leasing arrangements, free parking for say 2 hours to entice more shoppers and diners. Try to bring in a more eclectic range of food vendors like in Leederville to liven up the place and make it more fun for family dining and finally try to have a more permanent community market like it was before the Coles building was built.”

“Make Subiaco a shopping hub. Have another permanent market. Allow some free parking. Encourage boutique instead of chain stores.”

“There is a major problem here! We are losing businesses so quickly. Where is the promised cinema to bring people into Subi and support our businesses?”

“Rent subsidies to invite more creative interesting business into the area.”

“Provide incentives to bring business back into town – eg lower rent.”

“The works in Rokeby Rd have been too slow and very disruptive to businesses – contractor should have done more night works to get it done.”

“Free promotion of businesses in the newsletter or a dedicated page in the Post each week would be welcomed by many businesses and newsletters/newspapers are always after content so it makes sense to promote local business over a business in another shire.”

Challenges

- Lower performance scores in Daglish
- Playground equipment lacks variety for different ages
- Poor cleaning and maintenance of parks and playgrounds
- Parks and playgrounds lack amenities – public toilets, shade, drink fountains, seating and BBQ areas
- Not enough suitable dog exercise areas

Community Driven Actions

1. New developments to provide adequate green space
2. Improve cleanliness and maintenance of parks and playgrounds
3. Provide new and improved play equipment and facilities for all ages (toddler friendly playgrounds, skate parks, pump track, etc)
4. Improve amenity in parks – more seating, BBQ facilities, shade, drink fountains, lighting and toilets
5. Provide additional dog exercise areas

A sample of community voices

“Preserve public green space. Ensure that medium to high density development have green space which is publicly accessible.”

“Need to continue to fight for more green space (parks and sporting grounds) as new developments are opened up.”

“More toddler friendly equipment. At the moment there are no real toddler friendly playgrounds which I have found - look at Jackadder playground for a good example (low structures with small slides which will not be critical if there is a fall).”

“Make the playgrounds in Daglish area more exciting, better equipment. A playground that is a destination. Add a BMX pump park for kids of all ages. Make the playgrounds beautiful and stop relying on the residents to visit playgrounds within other local councils that are done better.”

“Some areas need better ‘care’ – a general tidy-up, ensuring there is no rubbish around, to encourage residents to use these spaces.”

“Additional amenity. Appropriate playgrounds, toilet access, lighting.”

“More accessible and safe toilets in parks.”

“Very pleased about the improvements to Cliff Sadlier Park. Would like more seating there and more BBQs at the other end and more lighting so people could use it more at night. Maybe a playground at the other end or even just swings.”

“I think we need more dog parks that are fully fenced.”

“Instead of developers building more apartments, especially when so many in the area remain empty, why not develop the old Subiaco Depot into a recreational park with a division for dog recreation? It’s a perfect site for this purpose.”

Challenges

- No way to reuse/recycle food and organic waste
- Lack of recycling depots and information about how to recycle correctly
- Overreliance on petrol fueled cars
- Too much reliance on non-renewable energy sources

Community Driven Actions

1. Introduce a FOGO bin system
2. Provide recycling depots for batteries, e-waste, light globes, and soft plastics
3. Provide more education on waste and sustainability
4. Facilitate the transition to electric vehicles with more charging stations
5. Facilitate use of renewable energy technology including solar panels and community batteries
6. Encourage active transport with more footpaths, cycling paths, and public transport options
7. Council to adopt sustainable practices within its own operations

A sample of community voices

“We need FOGO bins!”

“Introducing compostable verge bins for residents to move food/organic waste away from landfill”

“Encourage recycling with user-friendly programs and drop-off points.”

“There needs to be constant repeated advice to people on what to do with lids on plastic bottles, batteries etc and what is recyclable versus compostable. People think that the yellow binned plastics are recycled but the vast majority in WA are not. The Council can do a lot to educate residents on this and inform them how to consume more sustainably.”

“Assertive promotion of energy conservation including discouragement of car usage and encouragement of walking and cycling.”

“Improve public transport. Make more access/support for electric vehicles/eRidables.”

“I want to live in a community that takes climate and sustainable practices seriously – so it would be great if the City is invested in pursuing opportunities to develop community-owned renewable energy sources.”

“Provide incentives for residents to upgrade to renewable systems such as solar panels, water-saving fixtures, rainwater collection systems, LED lighting etc.”

“As well as the Council itself seeking/achieving net zero, the Council should be working to help residents to do so too. Not just waste management but other areas like lighter coloured roof colours, subsidizing water tanks, solar panels, solar batteries etc.”

“In addition to the electric vehicles already purchased, I would like to see solar panels on all Council owned buildings and solar batteries so the Council buildings are powered independently of the power grid.”

Community Action Plan

Parking in residential areas

Challenges

- Residential streets are congested with on-street parking
- Hospital workers and visitors parking in residential streets
- Parking restrictions are not consistently enforced
- Difficult for residents and visitors to obtain parking permits
- Restrictions on building parking bays and carports

Community Driven Actions

1. Increase ranger patrols and enforce all parking restrictions
2. Advocate for hospitals to provide more staff and visitor parking
3. Review requirements for residential and visitor parking permits
4. Allow more carports and garages to be built

A sample of community voices

“Our streets are filled with cars parked all day in a 2-hour parking area and they never get a ticket. The safety and visibility on our streets is an issue with so many cars parked.”

“More patrolling of the rangers in local streets as we have constant issues with people parking badly and blocking driveways.”

“Rangers should police illegal parking in residential streets, especially around the expanding QEII precinct.”

“Both KEMH and SCGH are guilty of mismanaging their parking responsibility, resulting in large residential areas now becoming a de-facto car park for visitors and staff alike. It’s now common for staff to park daily in a 2-hour street for ten hours, seemingly assured that no ticket will be given.”

“All residents should be given parking permits, especially in the streets near their homes. Such permits should not require application, they should come with the rates notice.”

“Totally fed up with restrictive parking in Shenton Park. 3-hour parking was brought in some years ago to counter parking by workers at the redevelopments of SCGH. These have stayed, totally unnecessarily. Ratepayers now have to virtually apply for a “passport” to park outside our houses. We have to provide registration documents of our vehicle and begrudgingly get a Visitor Parking Permit. If you have a garage or carport, no Resident Permit is given.”

“Allow for more parking in houses without being so dogmatic on verge trees and distances from them in order to build a parking bay.”

“Council needs to stop digging in their heels and desperately needs to start approving more carports and garages. Trying to drive down roads such as Heytesbury, Gloster, Hamersley etc is extremely difficult and dangerous due to cars having to park on the road as the Council has difficulty in approving applications for them.”

Challenges

- Not enough security patrols, especially at night
- Lack of police presence
- Lack of CCTV cameras
- Inadequate lighting of streets, footpaths, parks and public areas
- Increase in petty crime and antisocial behaviour
- Increased homelessness and begging

Community Driven Actions

1. Security patrols to be more visible in the community
2. Lobby for greater police presence
3. Improve lighting in streets and public areas
4. Install more cameras in public areas such as parks, car parks and shops
5. Review homelessness and begging policy
6. Ensure CPTED principles are adopted in new developments

A sample of community voices

“Petty crime is out of control. Parcels being stolen, number plates being stolen, car break-ins, bikes being stolen by people armed with electric cutters in broad daylight, Wandana flats issues, every day there is something.”

“There has been a significant increase in antisocial behaviour in the daytime from non-residential people who abuse substances. More visible presence from police or community officers needed and move on notices?”

“More visible security, especially at night.”

“More patrols by Police especially of new developments. Community funded patrols at night.”

“It would be good to get a police station back in Subiaco. Also to see the Police on the beat. I haven’t seen a police presence for years.”

“Lighting in parks so they are not dark places for undesirable people/activities to be.

“Security cameras in areas where thefts have been reported or public places such as parks”

“Homeless begging is out of control. Join other local authorities to plan to decrease this.”

“Too many homeless people visible on the streets begging for money. Seems to be increasing. Petty crime is getting worse. We are contemplating moving as we don’t feel safe with a young family growing up here.”

“CPTED applied to all new developments and public areas.”

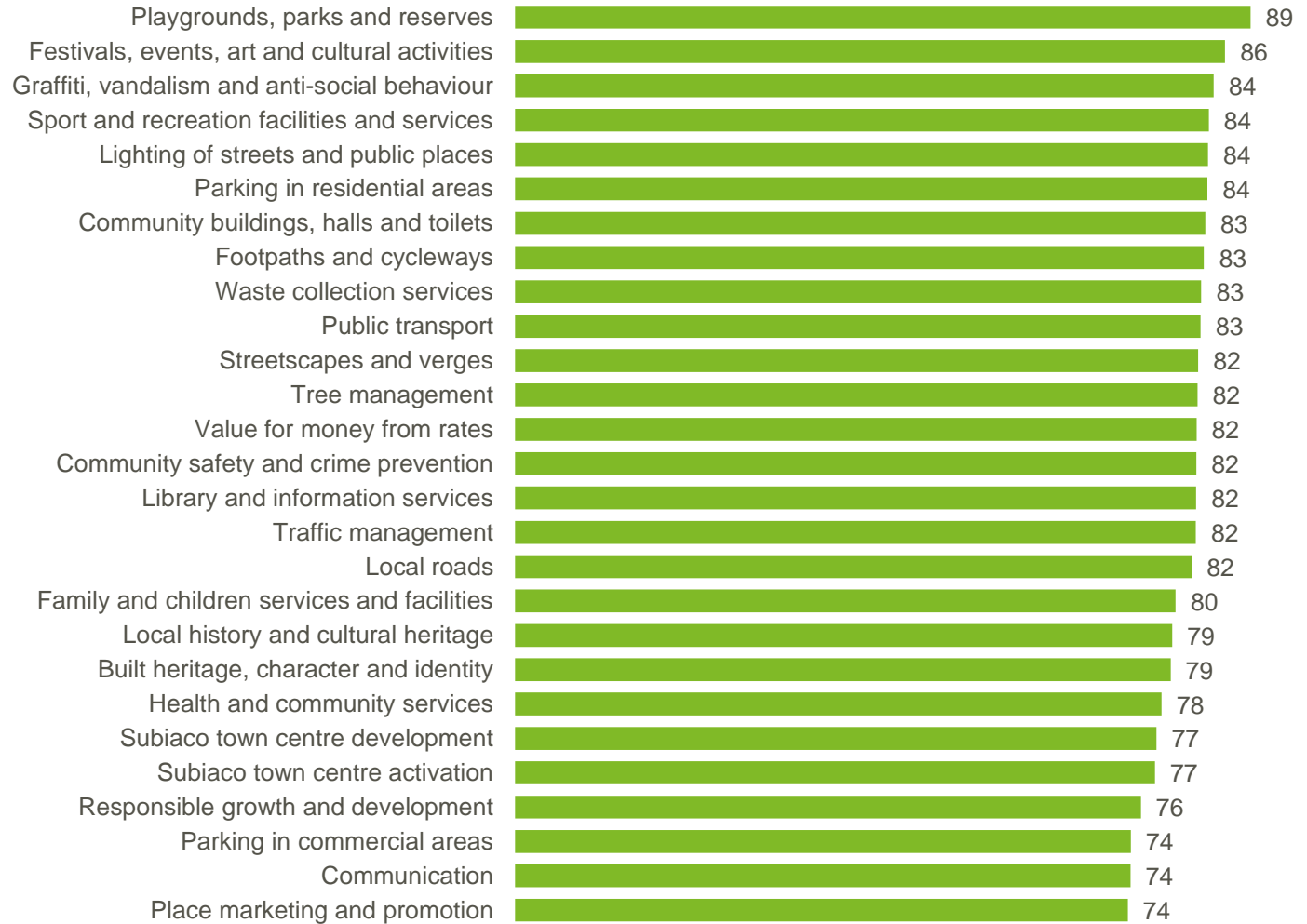
“Better lighting, street cameras, CPTED principles throughout the city (particularly new apartment blocks and mid-high rise area where crimes are committed weekly).”

Familiarity with local services and facilities

Familiarity with local services and facilities

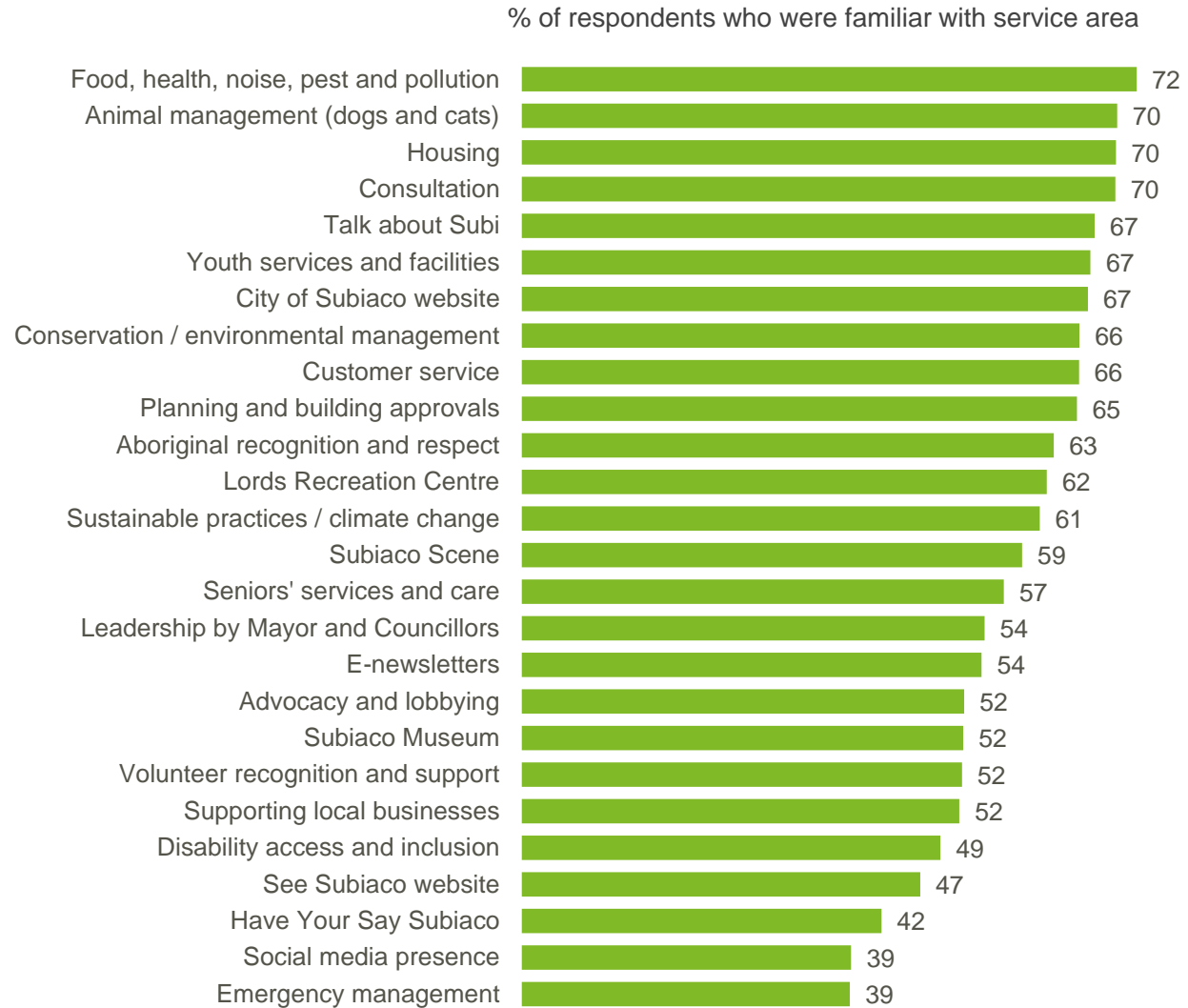
Higher levels of familiarity

% of respondents who were familiar with service area



Familiarity with local services and facilities

Lower levels of familiarity



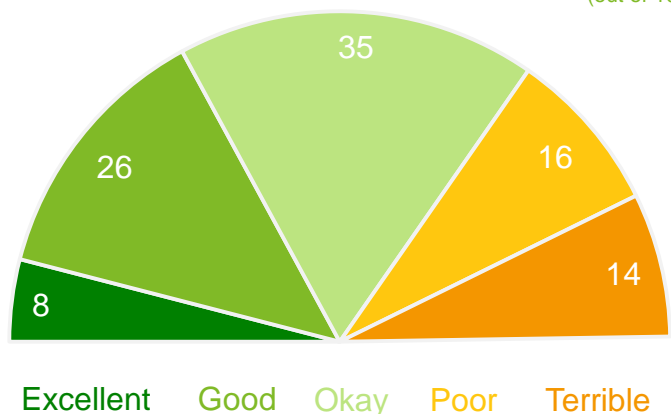
Performance of the City

Governance and engagement

Leadership by the Mayor and Councillors

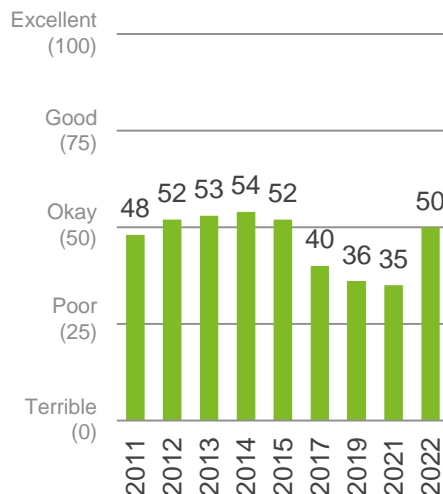
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	67
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	48	63	49	51	52	41	45	42	43	53	41	44	49	56	55	51	48	55	56	47

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 414). * Positive Rating = excellent, good + okay

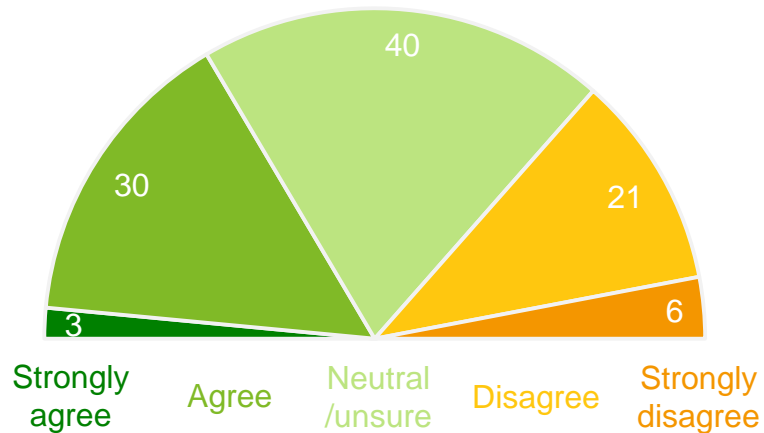
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

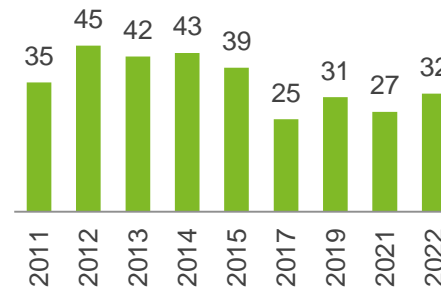
33%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	32
Industry High	57
Industry Average	33

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
32	32	36	28	38	32	26	35	32	31	37	30	29	27	31	33	32	32	19	37	32

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

Base: All respondents, excludes 'no response' (n = 720).

Advocacy and lobbying on behalf of the community to influence decisions, support local causes etc

Performance ratings

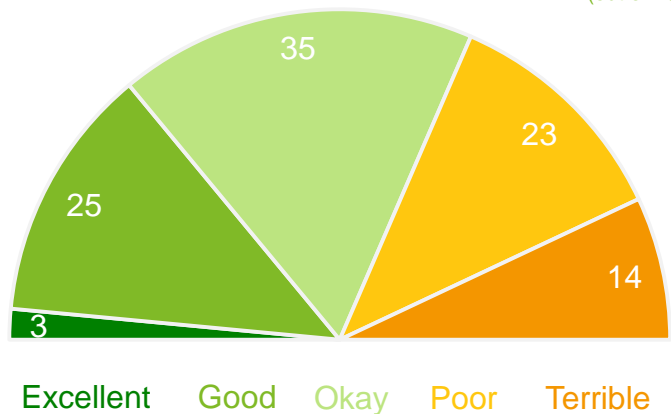
% of respondents

63%

45

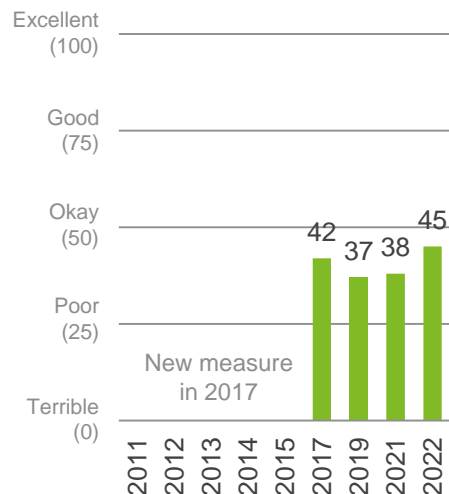
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	45
Industry High	63
Industry Average	47

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
45	44	57	43	48	46	36	45	44	46	47	39	45	47	48	56	48	49	52	51	43

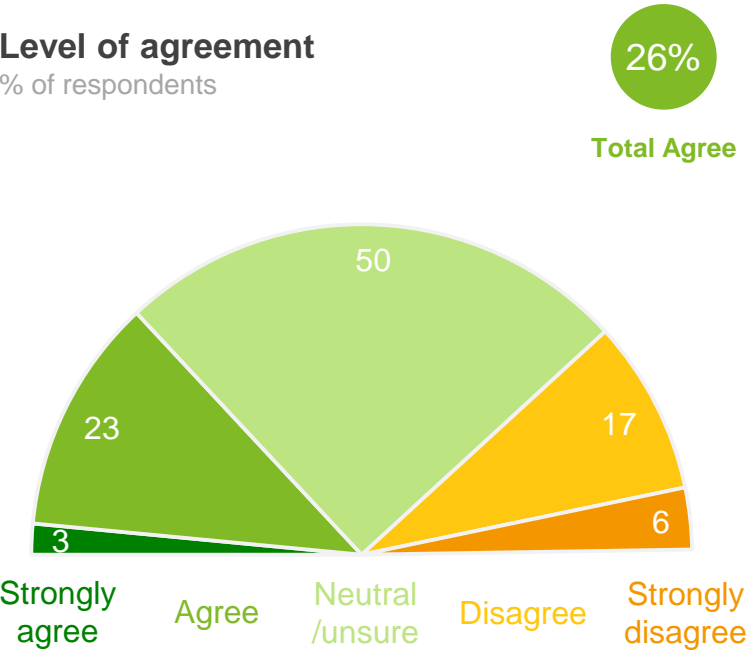
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 396). * Positive Rating = excellent, good + okay

The Mayor and Councillors have a good understanding of community needs

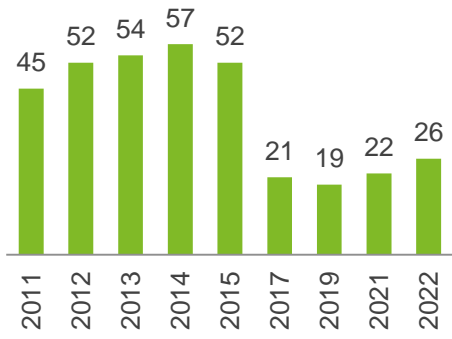
Level of agreement

% of respondents



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	26
Industry High^	61
Industry Average^	33

Variances across the community

% agree

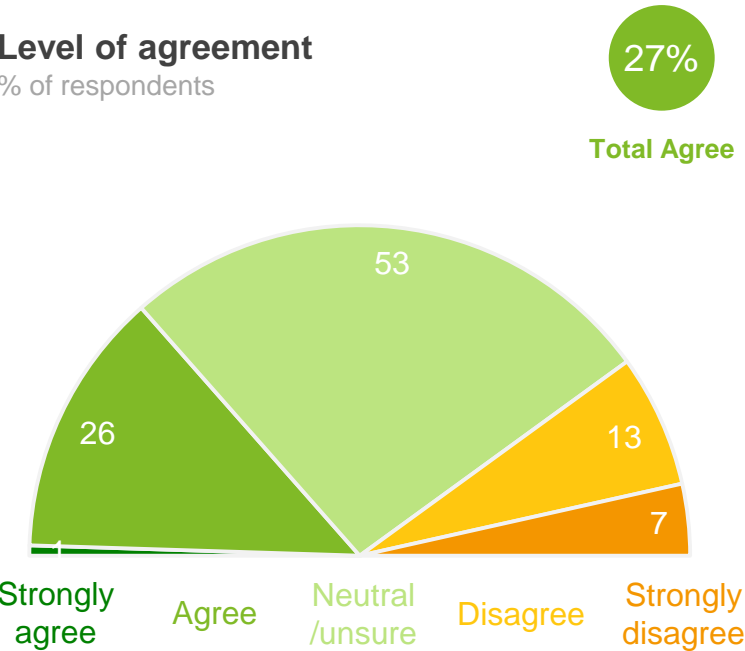
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
26	27	24	27	25	28	8	23	33	27	21	20	28	26	38	33	9	20	23	28	27

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 721).
 ^ Industry Standard: The [council name] has a good understanding of community needs

Staff have a good understanding of community needs

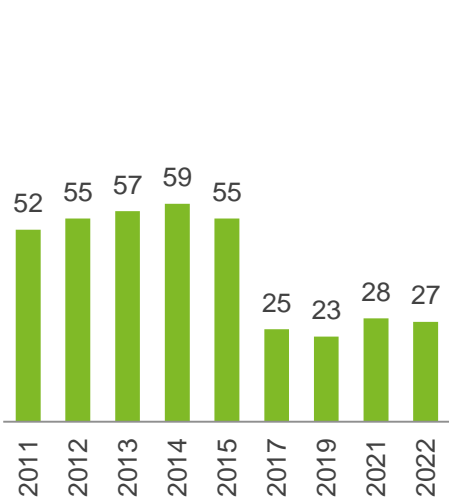
Level of agreement

% of respondents



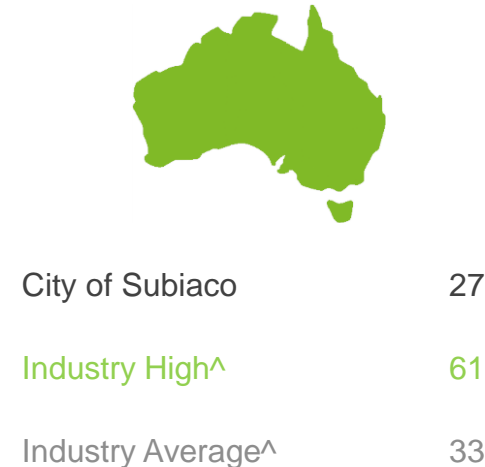
Trend Analysis

% agree



MARKYT Industry Standards

% agree



Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
27	27	27	29	26	26	29	33	24	33	25	25	26	24	34	35	26	25	16	37	25

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

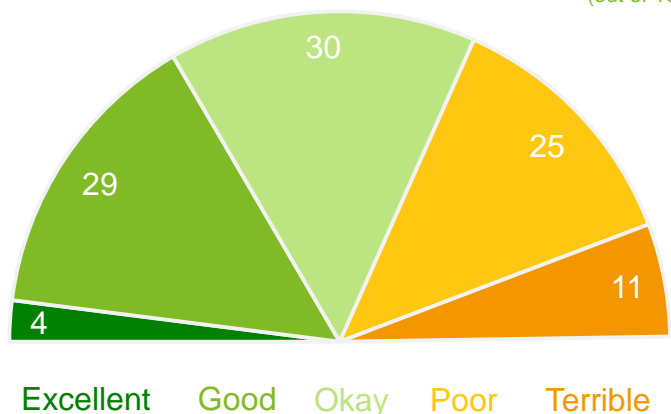
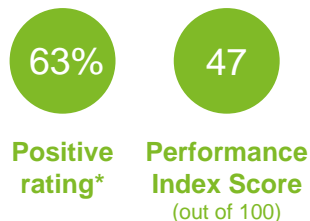
Base: All respondents, excludes 'no response' (n = 719).

^ Industry Standard: The [council name] has a good understanding of community needs

How the community is consulted about local issues

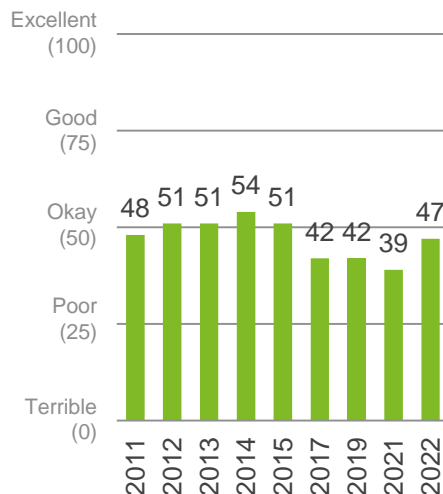
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	47
Industry High	62
Industry Average	45

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
47	46	53	47	48	47	45	47	45	49	50	46	46	46	47	46	51	42	50	51	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 531). * Positive Rating = excellent, good + okay

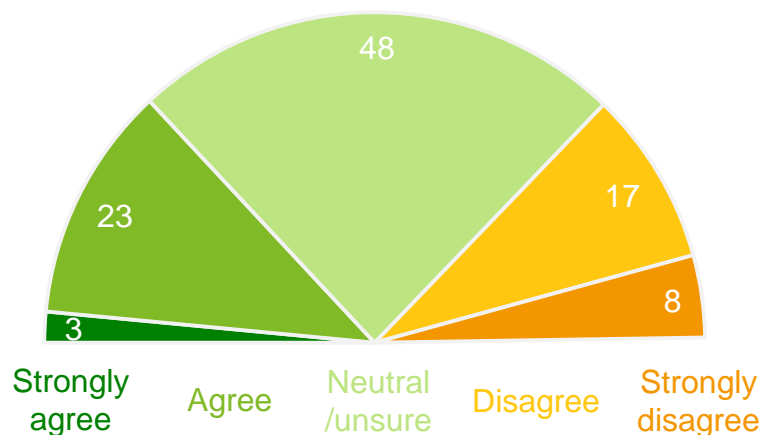
The City listens to and respects views

Level of agreement

% of respondents

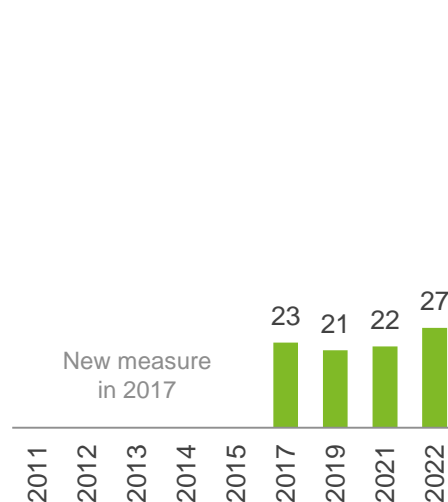
26%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	27
Industry High	55
Industry Average	31

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
27	27	24	26	28	27	17	29	22	31	29	24	25	23	27	44	24	25	19	34	25

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

Base: All respondents, excludes 'no response' (n = 716).

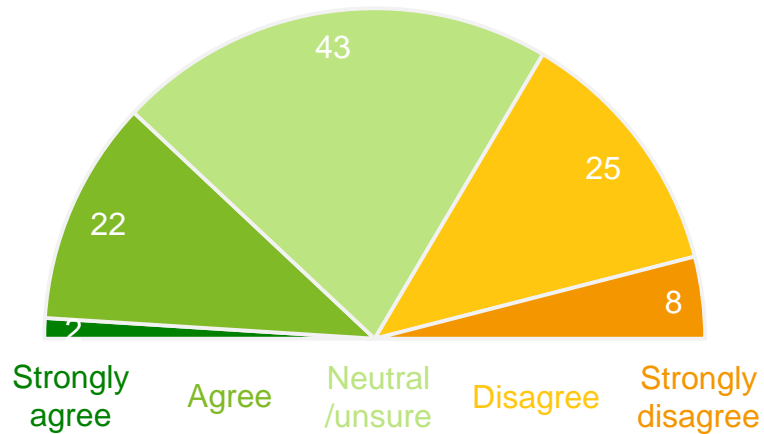
The City clearly explains reasons for decisions and how residents' views are taken into account

Level of agreement

% of respondents

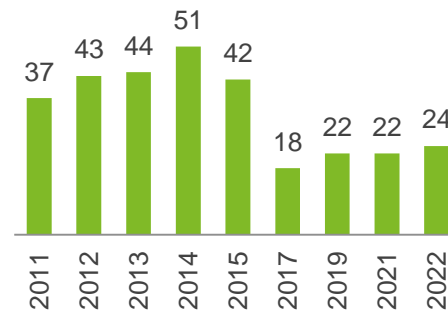
24%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	24
Industry High	45
Industry Average	27

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
24	25	20	28	20	23	11	26	19	27	27	23	24	19	23	26	7	21	16	26	24

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

Base: All respondents, excludes 'no response' (n = 720).

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

Performance ratings

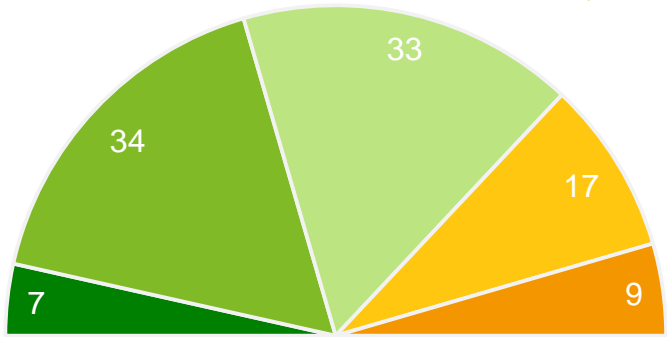
% of respondents

74%

53

Positive rating*

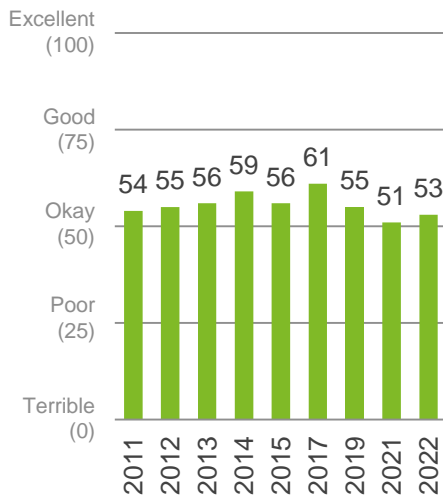
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 53

Industry High 68

Industry Average 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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
53	52	60	50	57	53	49	55	53	56	54	51	55	52	53	54	53	50	52	55	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 565). * Positive Rating = excellent, good + okay

Subiaco Scene

fortnightly page in The Post

Performance ratings

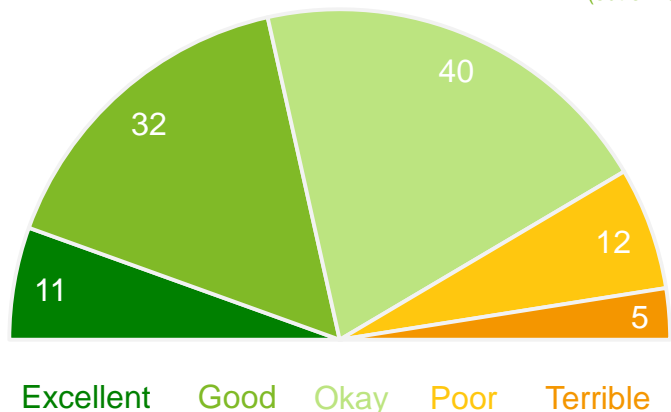
% of respondents

83%

58

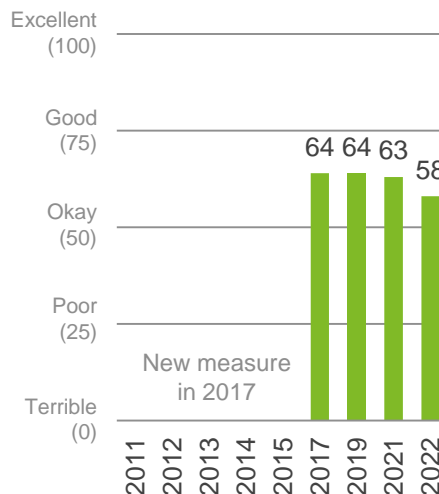
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 58

Industry High 62

Industry Average 57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	59	55	56	61	58	57	63	60	57	47	53	60	64	64	59	52	61	60	59	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 448). * Positive Rating = excellent, good + okay

Talk about Subi

printed newsletter

Performance ratings

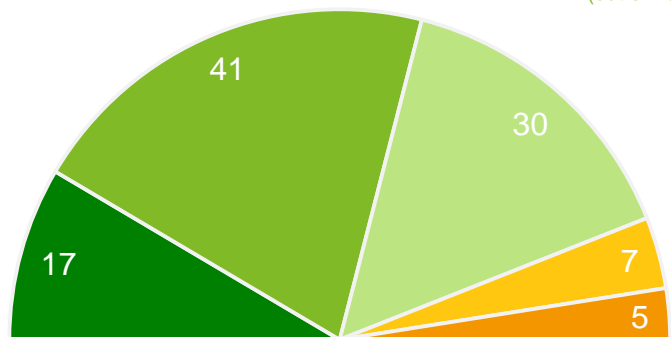
% of respondents

88%

Positive
rating*

65

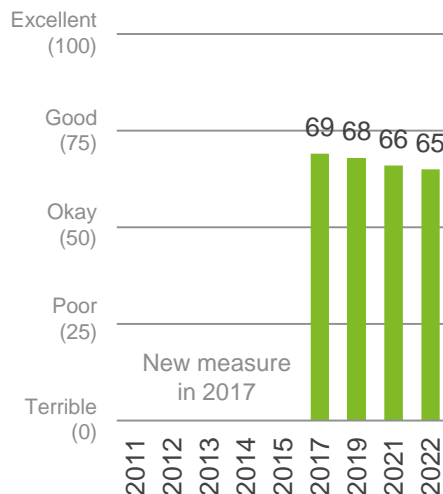
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 65

Industry High 69

Industry Average 63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
65	65	63	59	70	65	64	66	63	66	65	61	67	62	67	62	64	63	64	64	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 513). * Positive Rating = excellent, good + okay

E-newsletters

Subiaco Snapshot, See Subiaco, Happening in Subiaco and Business News

Performance ratings

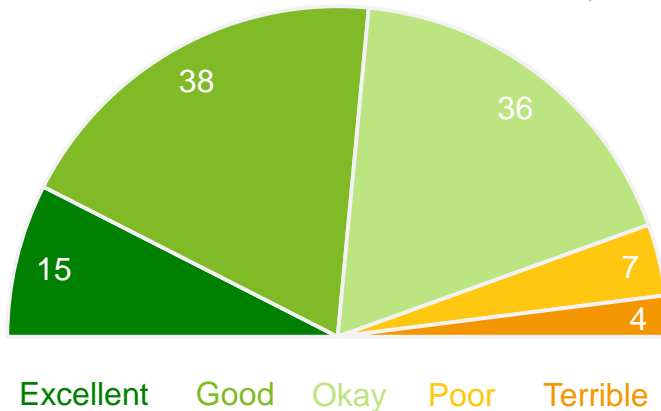
% of respondents

89%

64

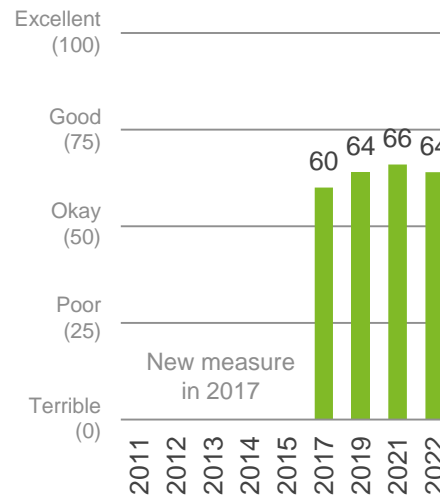
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	66
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	63	67	60	67	63	64	63	67	66	63	65	65	64	62	58	65	60	65	59	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 412). * Positive Rating = excellent, good + okay

City of Subiaco website

Performance ratings

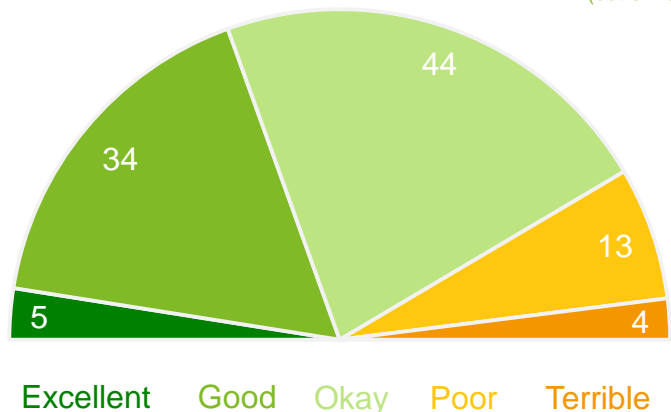
% of respondents

83%

56

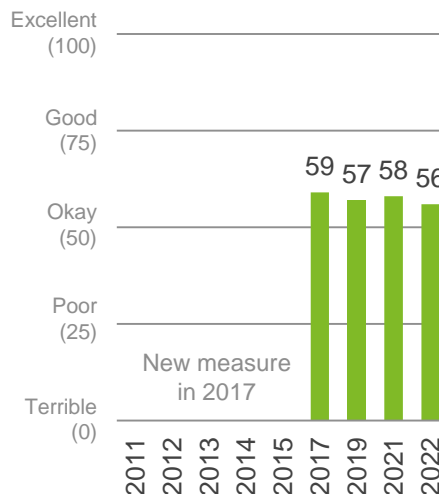
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 56

Industry High 65

Industry Average 57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
56	55	62	53	58	57	52	57	55	59	56	53	56	56	58	51	50	53	60	55	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 507). * Positive Rating = excellent, good + okay

See Subiaco website

Performance ratings

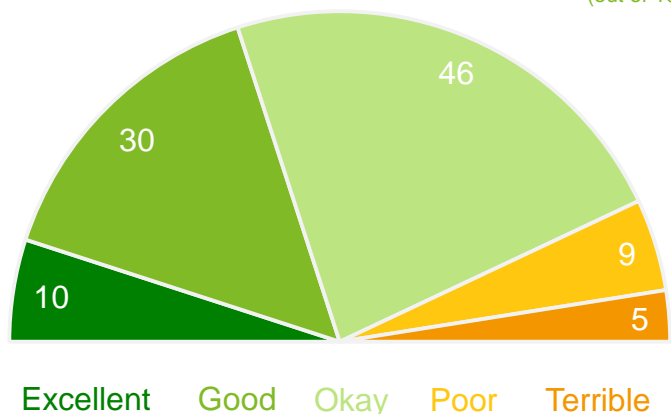
% of respondents

86%

58

Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 58

Industry High NA

Industry Average NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	57	67	55	61	58	58	62	56	61	61	58	56	57	56	54	57	52	62	52	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 357). * Positive Rating = excellent, good + okay

Social media presence

Facebook, Twitter, Instagram, etc

Performance ratings

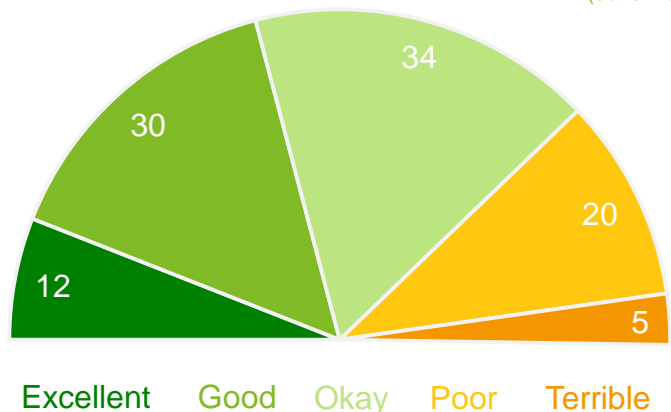
% of respondents

76%

56

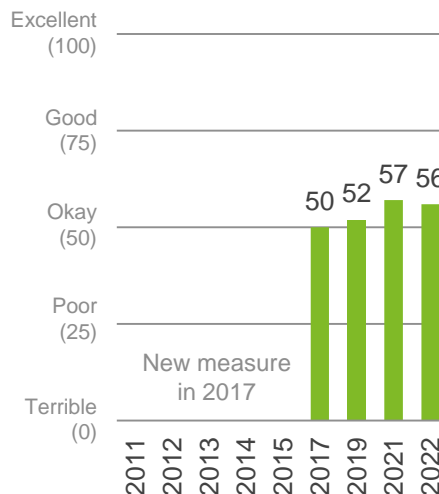
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 56

Industry High 65

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
56	54	62	54	58	57	54	57	51	55	60	61	53	49	47	37	47	51	41	52	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 295). * Positive Rating = excellent, good + okay

Have Your Say Subiaco

online engagement tool

Performance ratings

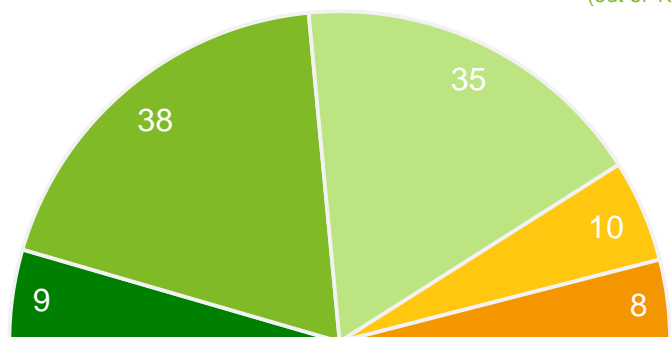
% of respondents

82%

57

Positive
rating*

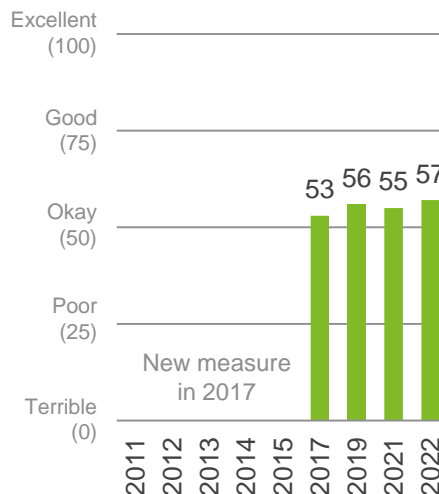
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 57

Industry High 63

Industry Average 59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
57	56	65	54	60	55	58	61	59	62	62	53	58	58	54	55	64	56	60	55	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 322). * Positive Rating = excellent, good + okay

Customer service

Performance ratings

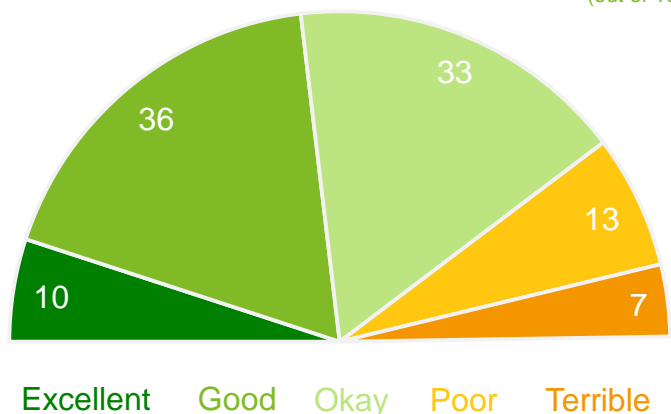
% of respondents

79%

58

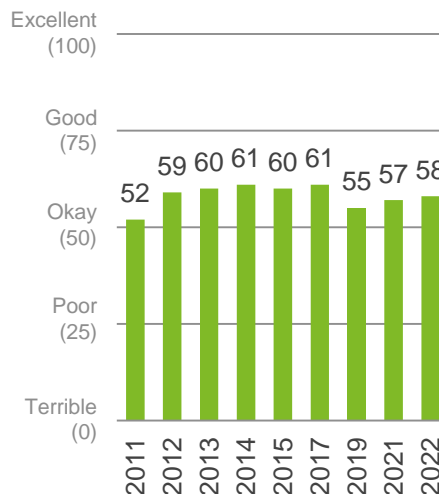
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 58

Industry High 74

Industry Average 59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	57	62	57	59	57	55	59	57	56	57	55	59	55	61	61	55	58	59	62	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 499). * Positive Rating = excellent, good + okay

Value for money from Council rates

Performance ratings

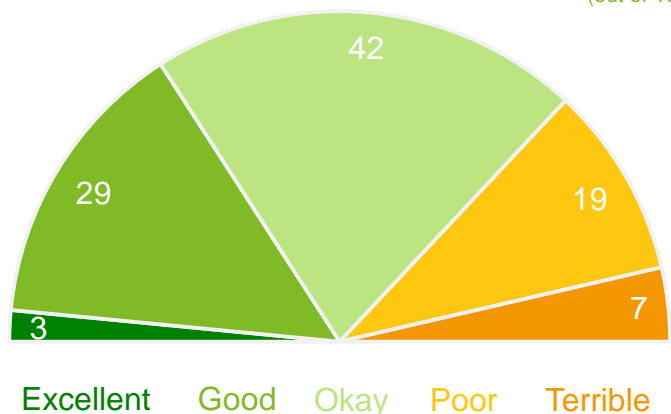
% of respondents

74%

50

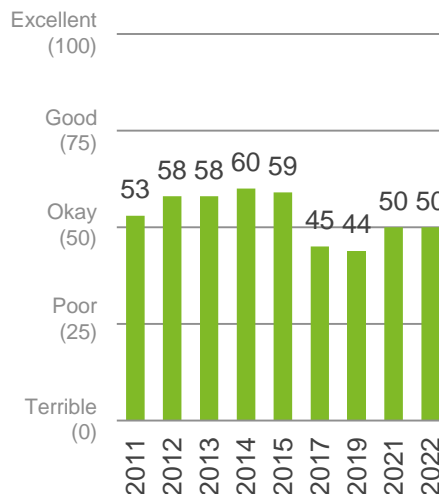
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	61
Industry Average	45

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	49	60	49	53	50	46	51	49	47	50	51	50	44	54	49	59	56	44	50	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 625). * Positive Rating = excellent, good + okay

People

Services and facilities for youth

Performance ratings

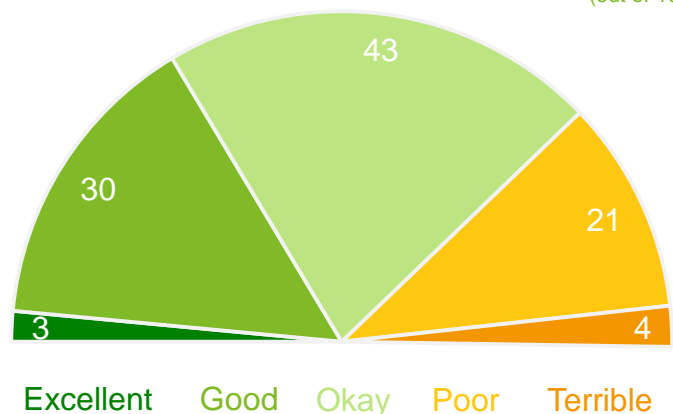
% of respondents

76%

52

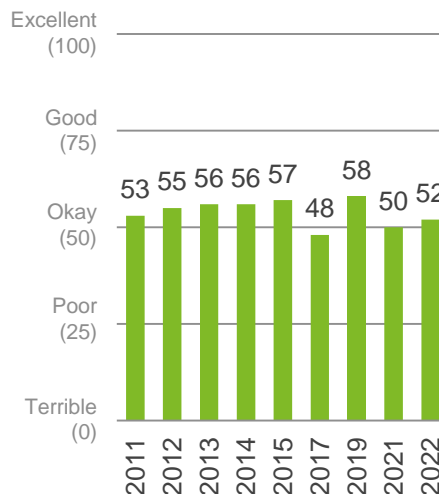
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 52

Industry High 66

Industry Average 49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
52	52	51	53	51	51	53	55	53	47	50	56	50	54	53	52	61	51	59	55	51

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 509). * Positive Rating = excellent, good + okay

Services and facilities for families and children

Performance ratings

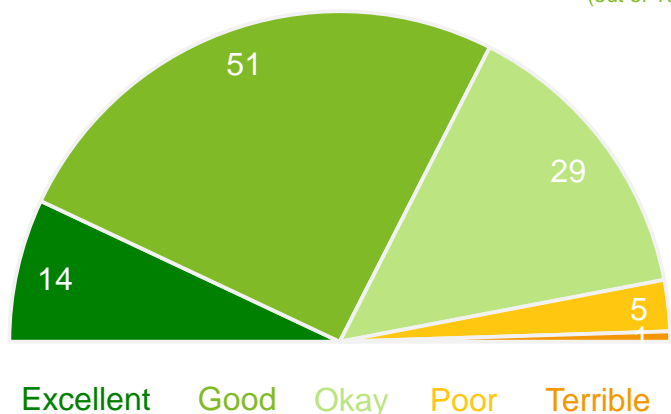
% of respondents

94%

68

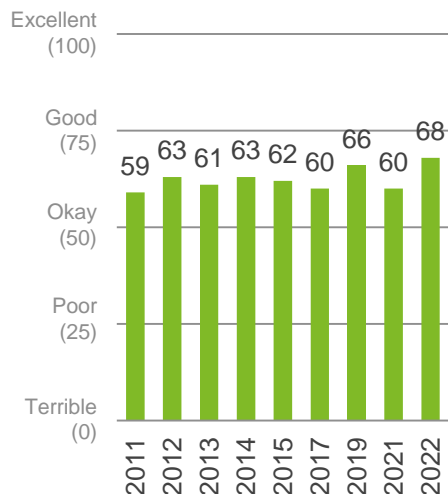
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 68

Industry High 70

Industry Average 56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
68	68	69	68	68	68	68	68	71	62	69	72	64	66	66	64	77	61	69	72	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 606). * Positive Rating = excellent, good + okay

Services and care available for seniors

Performance ratings

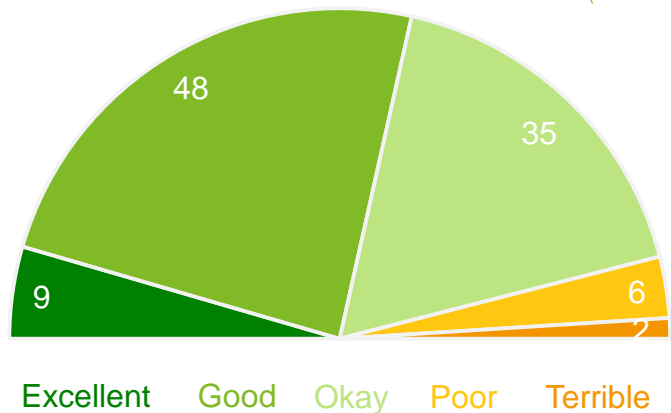
% of respondents

92%

64

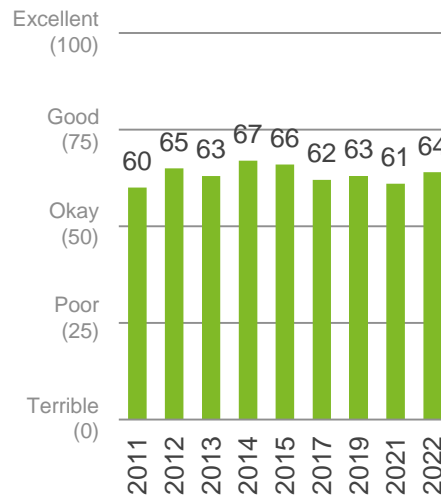
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 64

Industry High 67

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	65	61	65	63	64	63	63	70	62	66	70	63	62	61	55	67	62	68	65	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 431). * Positive Rating = excellent, good + okay

Disability access and inclusion

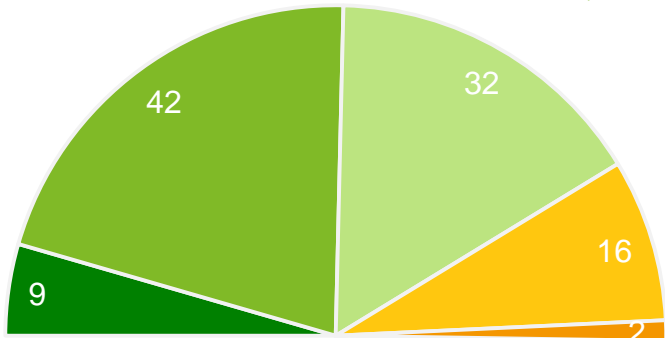
Performance ratings

% of respondents



Positive rating*

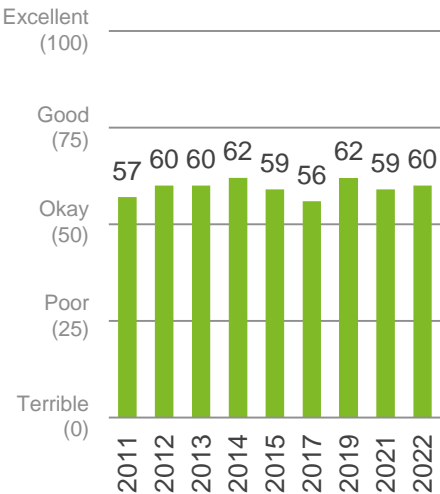
Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	60
Industry High	65
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
60	61	56	62	57	62	59	60	60	58	59	62	61	63	57	55	62	61	58	60	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 375). * Positive Rating = excellent, good + okay

Recognition and respect for Aboriginal cultures and heritage

Performance ratings

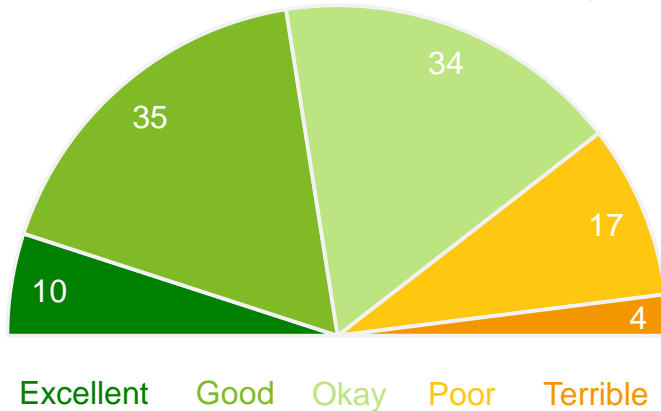
% of respondents

79%

57

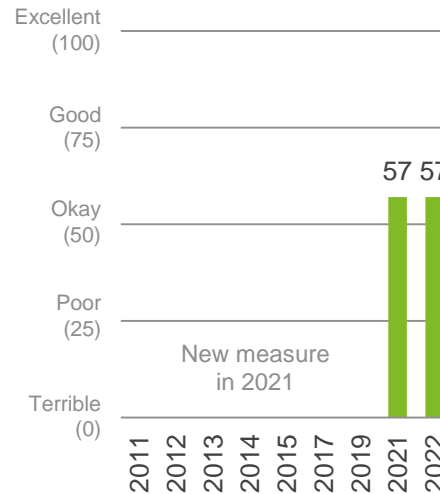
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	57
Industry High	72
Industry Average	63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
57	60	49	61	54	57	58	66	58	60	50	58	61	65	63	61	53	59	64	62	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 476). * Positive Rating = excellent, good + okay

Volunteer recognition and support

Performance ratings

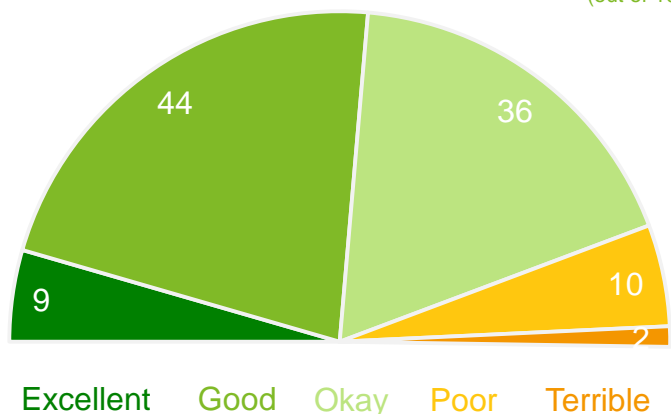
% of respondents

89%

62

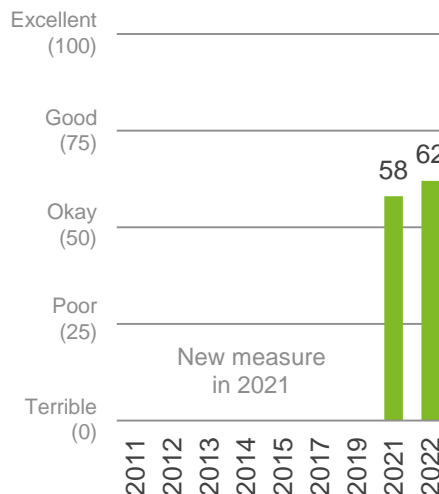
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 62

Industry High 70

Industry Average 61

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
62	63	57	61	62	60	63	63	64	60	58	62	64	63	64	56	64	59	71	65	60

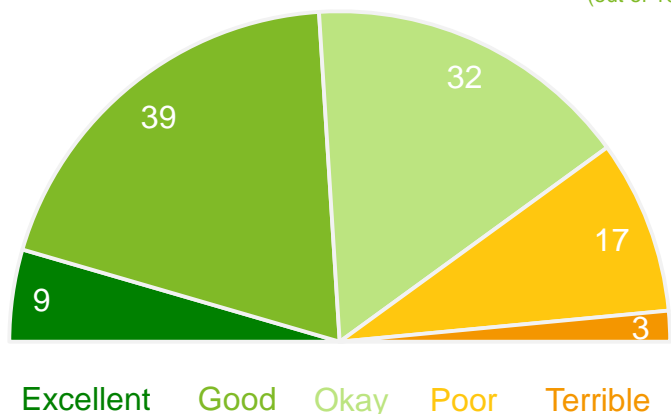
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 394). * Positive Rating = excellent, good + okay

Community safety and crime prevention

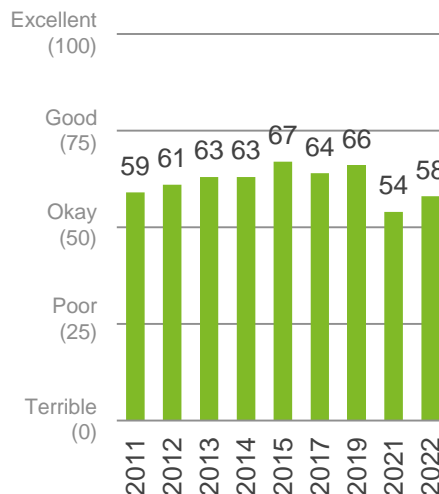
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	67
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	56	67	57	60	59	60	55	55	62	61	57	53	57	58	60	60	60	65	64	56

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 625). * Positive Rating = excellent, good + okay

Control of graffiti, vandalism and anti-social behaviour

Performance ratings

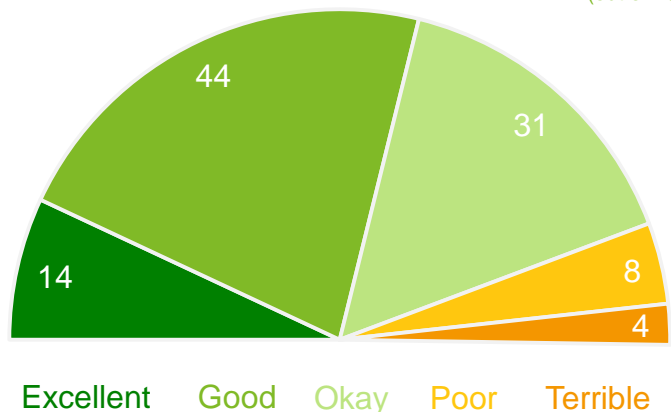
% of respondents

89%

64

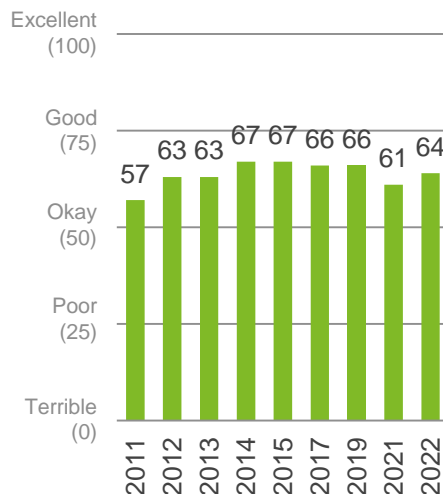
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 64

Industry High 64

Industry Average 51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	62	71	62	65	64	66	64	66	66	64	63	61	65	64	66	68	60	68	69	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 641). * Positive Rating = excellent, good + okay

Access to housing that meets your needs

Performance ratings

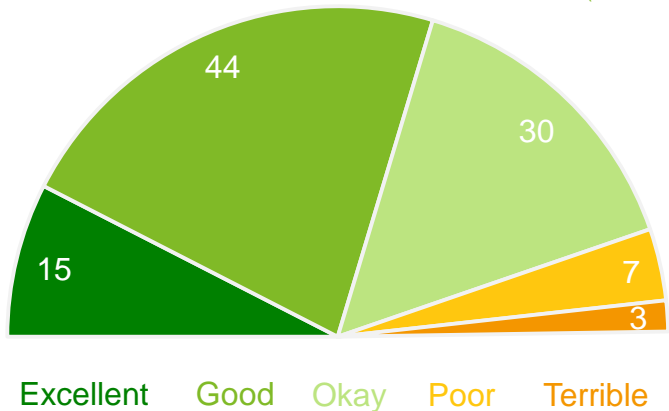
% of respondents

89%

65

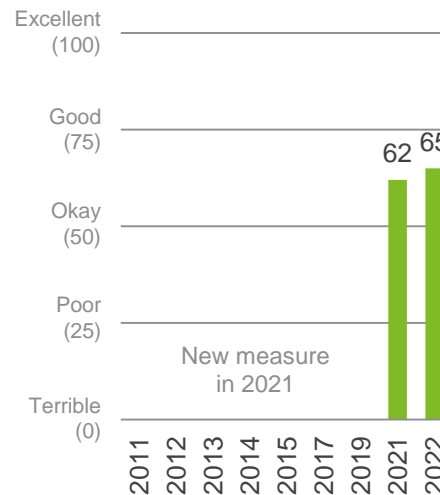
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	65
Industry High	68
Industry Average	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
65	68	57	66	65	67	64	64	70	62	64	66	64	65	69	67	66	64	66	67	65

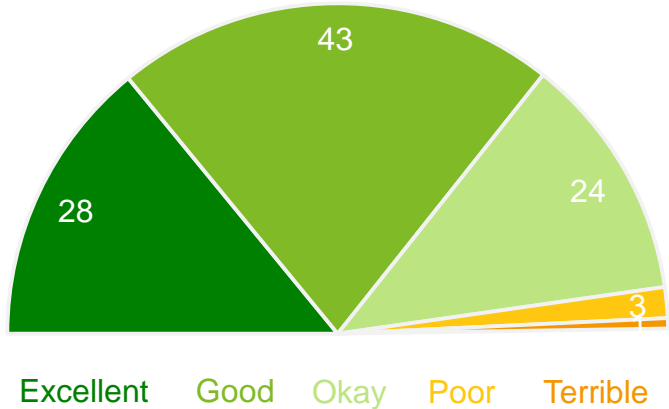
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 532). * Positive Rating = excellent, good + okay

Access to health and community services

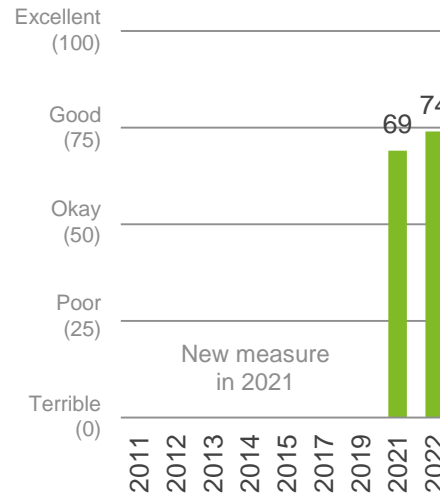
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	74
Industry High	74
Industry Average	60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
74	74	73	75	72	73	76	69	73	72	76	75	68	71	72	69	78	69	78	75	73

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 593). * Positive Rating = excellent, good + okay

Community buildings, halls and toilets

Performance ratings

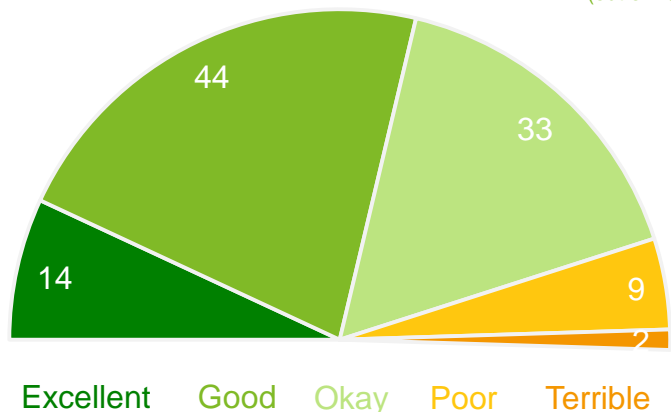
% of respondents

91%

65

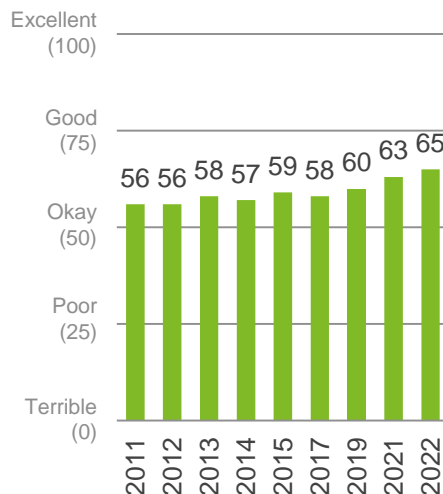
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 65

Industry High 68

Industry Average 58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
65	64	66	65	64	65	66	60	65	62	66	65	60	65	65	62	65	66	68	66	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 633). * Positive Rating = excellent, good + okay

Sport and recreation facilities and services

Performance ratings

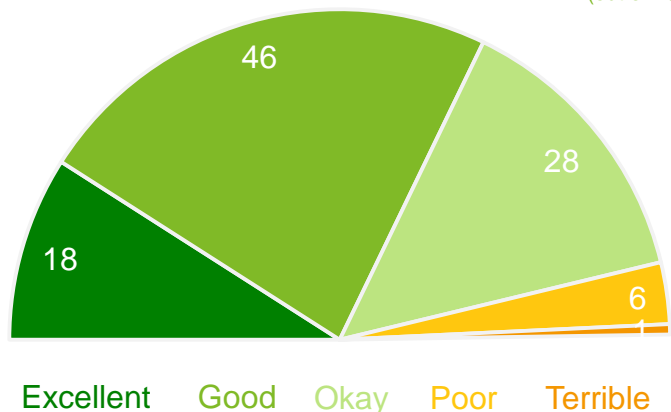
% of respondents

92%

68

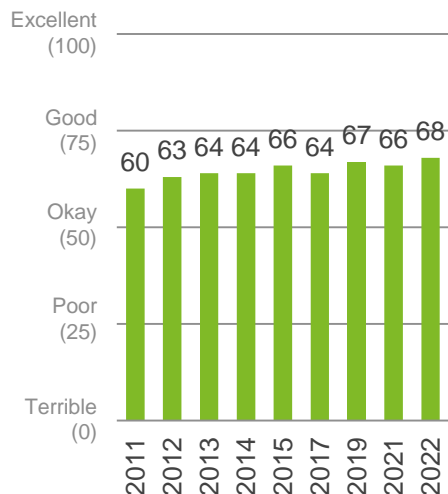
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 68

Industry High 81

Industry Average 66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
68	68	67	67	70	69	69	66	69	63	69	72	67	66	65	64	71	68	66	69	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 636). * Positive Rating = excellent, good + okay

Lords Recreation Centre

Performance ratings

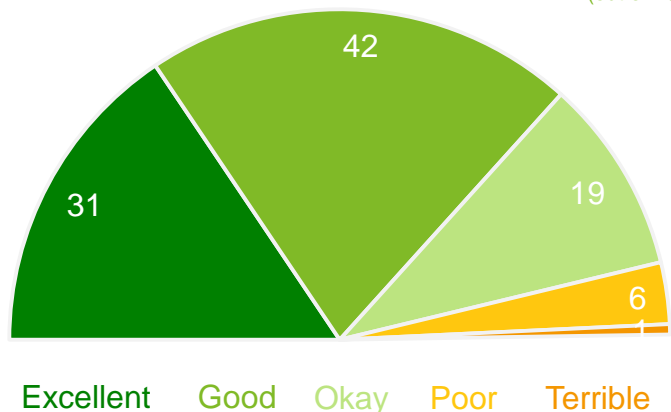
% of respondents

92%

74

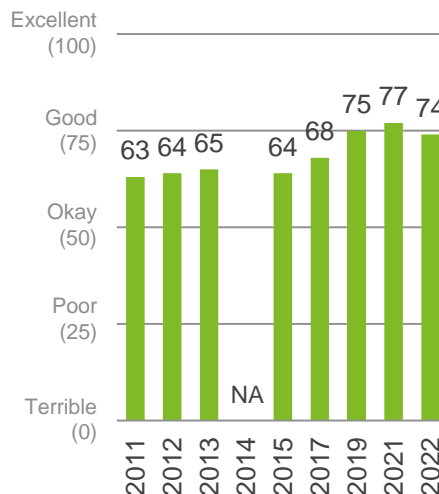
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 74

Industry High 83

Industry Average 71

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
74	74	76	72	76	74	77	79	74	66	72	77	76	70	76	75	72	75	79	72	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 470). * Positive Rating = excellent, good + okay

Playgrounds, parks and reserves

Performance ratings

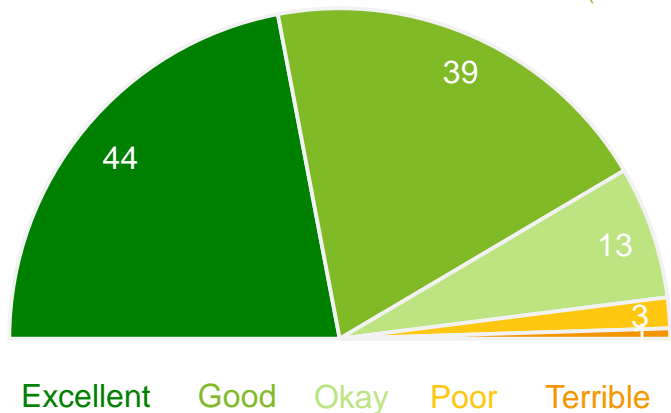
% of respondents

96%

81

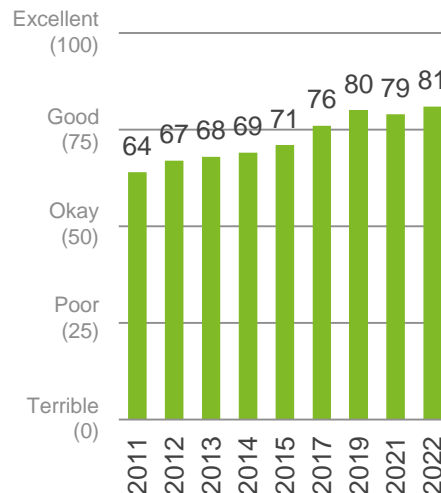
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 81

Industry High 81

Industry Average 68

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
81	82	76	79	82	80	82	80	84	74	81	83	82	79	77	76	84	76	82	81	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 675). * Positive Rating = excellent, good + okay

Library and information services

Performance ratings

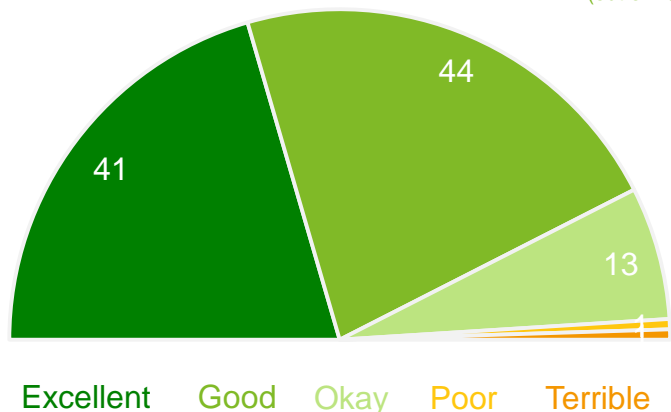
% of respondents

98%

81

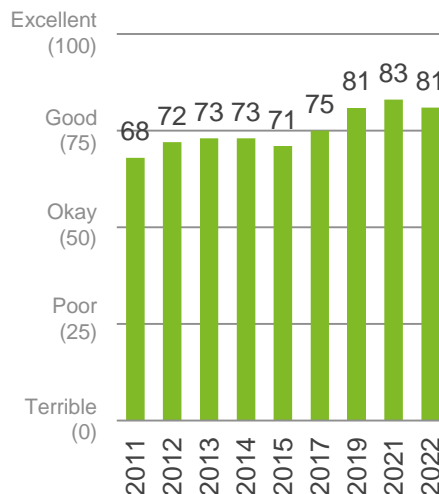
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	81
Industry High	82
Industry Average	72

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
81	82	75	79	82	80	86	79	82	77	77	84	82	80	83	79	81	79	86	80	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 625). * Positive Rating = excellent, good + okay

Subiaco Museum

Performance ratings

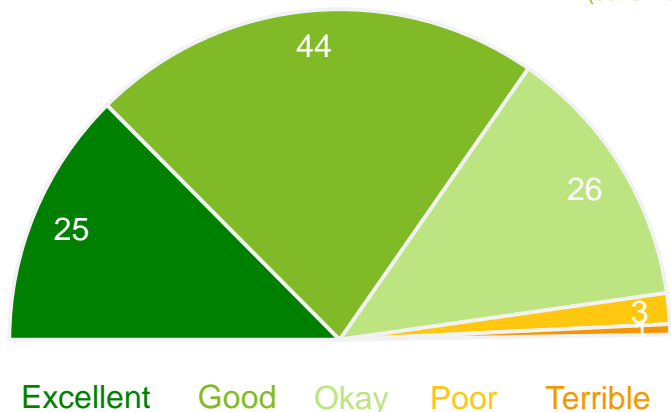
% of respondents

95%

72

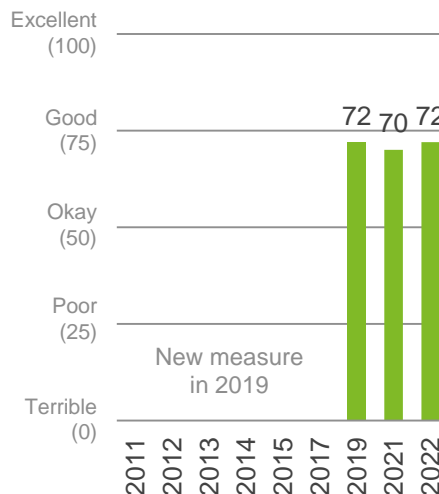
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 72

Industry High NA

Industry Average NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
72	74	64	72	72	73	70	72	77	67	63	75	74	76	77	72	65	65	77	69	74

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 395). * Positive Rating = excellent, good + okay

Festivals, events, art and cultural activities

Performance ratings

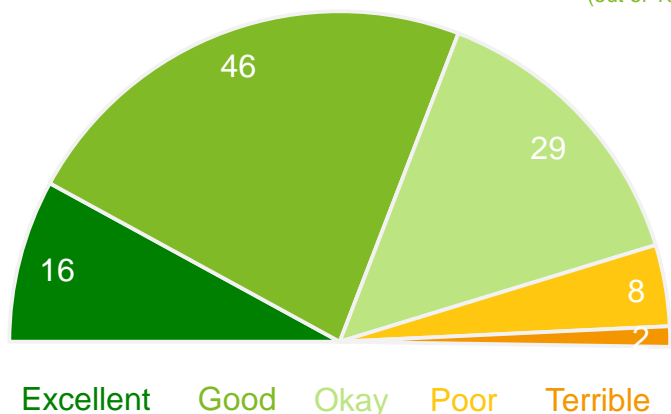
% of respondents

91%

66

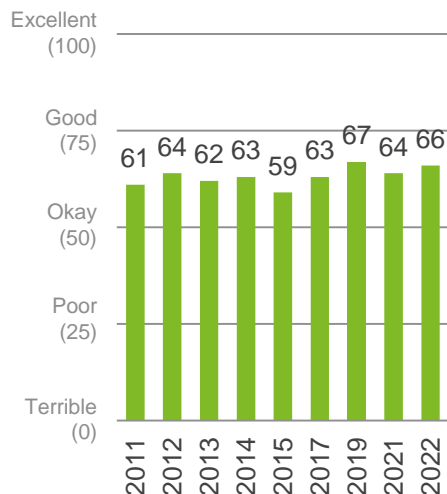
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 66

Industry High 77

Industry Average 64

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
66	68	58	65	67	67	69	67	66	63	64	68	67	68	67	58	61	65	68	67	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 651). * Positive Rating = excellent, good + okay

How local history and heritage is preserved and promoted

Performance ratings

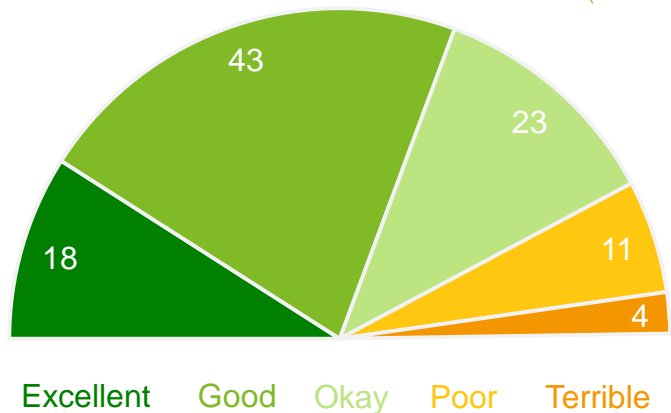
% of respondents

84%

65

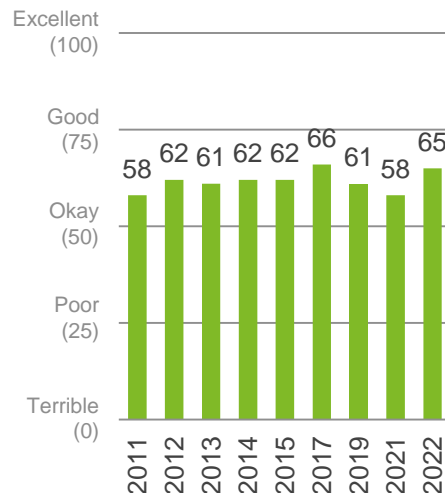
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	65
Industry High	73
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
65	66	61	62	67	65	68	68	67	62	62	70	63	65	66	62	70	58	65	65	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 603). * Positive Rating = excellent, good + okay

Animal management (dogs and cats)

Performance ratings

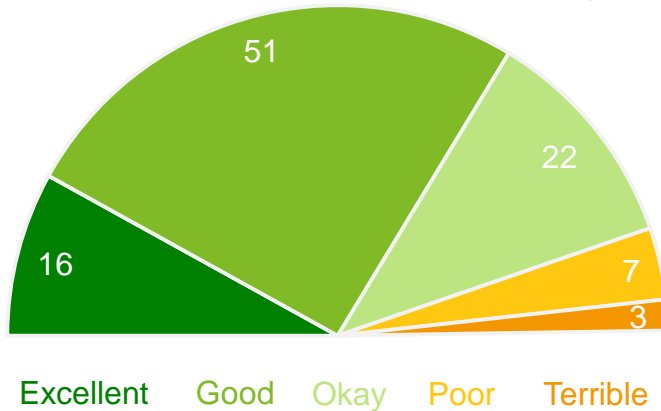
% of respondents

89%

67

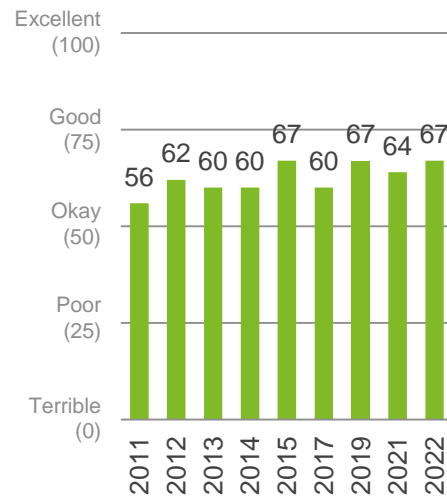
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 67

Industry High 67

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
67	66	72	65	70	68	69	61	69	65	73	68	65	65	62	66	73	66	64	67	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 533). * Positive Rating = excellent, good + okay

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

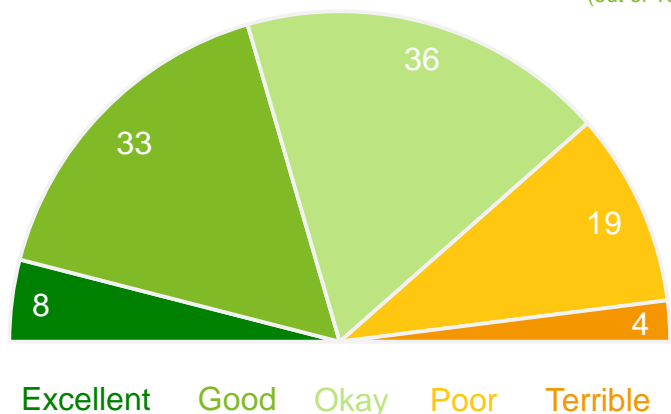
% of respondents

77%

Positive rating*

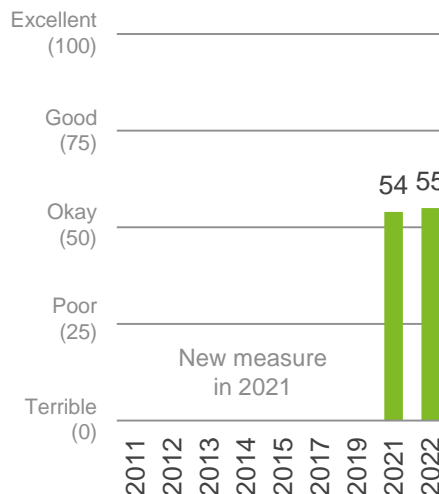
55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 55

Industry High 71

Industry Average 50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
55	56	51	57	53	55	56	57	51	56	49	59	56	57	58	56	56	61	54	54	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 464). * Positive Rating = excellent, good + okay

Conservation and environmental management

Performance ratings

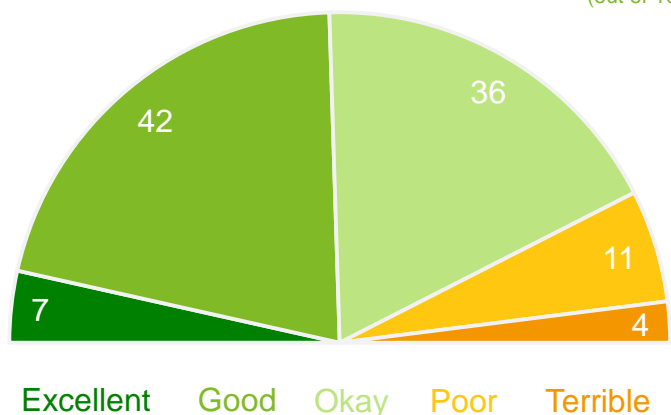
% of respondents

85%

59

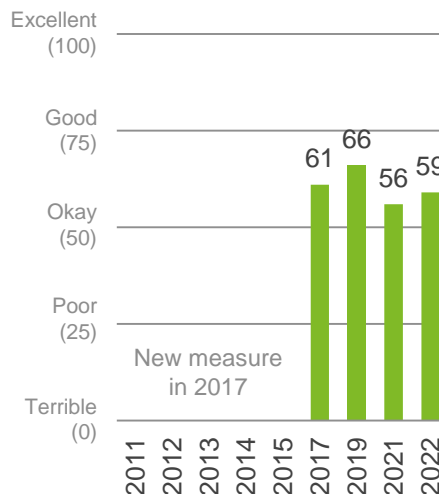
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 59

Industry High 68

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
59	60	58	61	58	59	62	58	55	58	58	61	56	59	61	58	62	62	61	56	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 499). * Positive Rating = excellent, good + okay

Waste collection services

Performance ratings

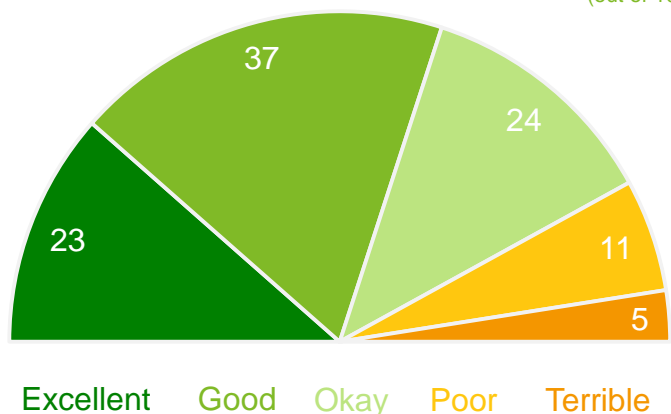
% of respondents

84%

65

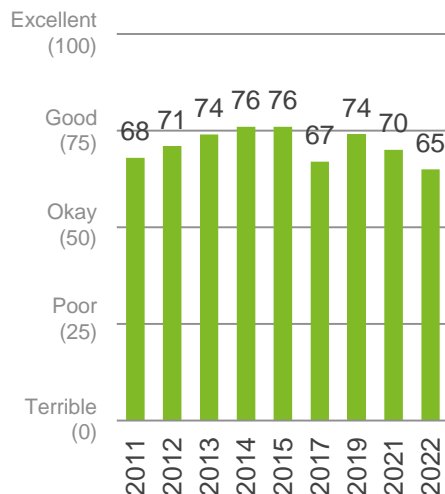
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 65

Industry High 77

Industry Average 65

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
65	66	60	67	64	68	63	60	64	63	65	61	61	63	75	61	62	66	61	67	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 629). * Positive Rating = excellent, good + okay

Food, health, noise, pest and pollution management

Performance ratings

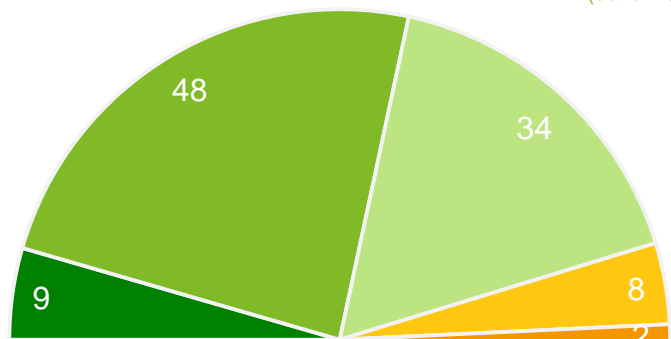
% of respondents

91%

64

Positive
rating*

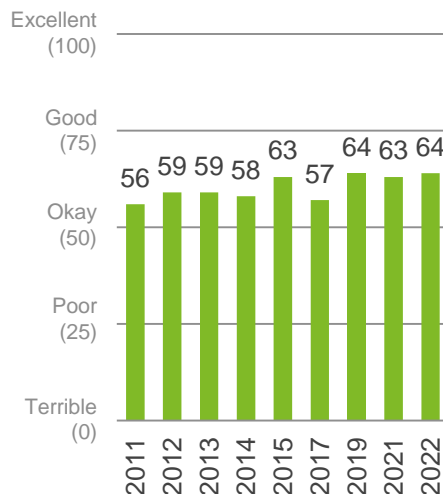
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 64

Industry High 64

Industry Average 55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	63	65	65	62	64	65	63	65	58	66	61	62	61	64	61	66	66	65	64	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 550). * Positive Rating = excellent, good + okay

Emergency management (education, prevention and relief for fire, floods, etc)

Performance ratings

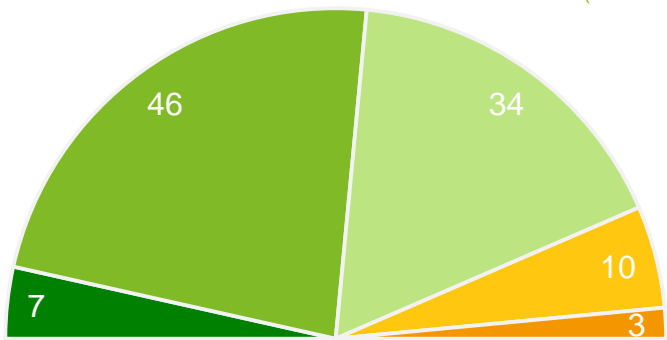
% of respondents

87%

61

Positive rating*

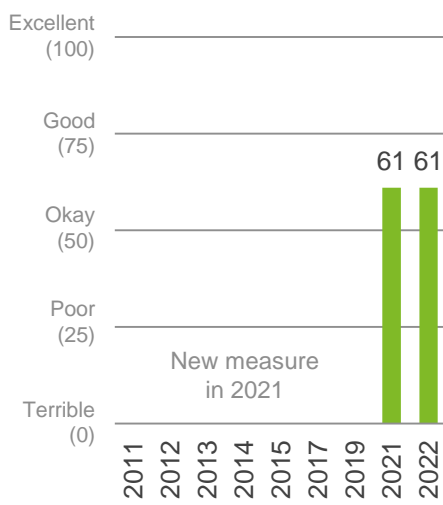
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	69
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
61	60	63	62	59	60	62	60	57	56	64	58	60	56	59	50	61	53	64	60	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 294). * Positive Rating = excellent, good + okay

Place

Managing responsible growth and development

Performance ratings

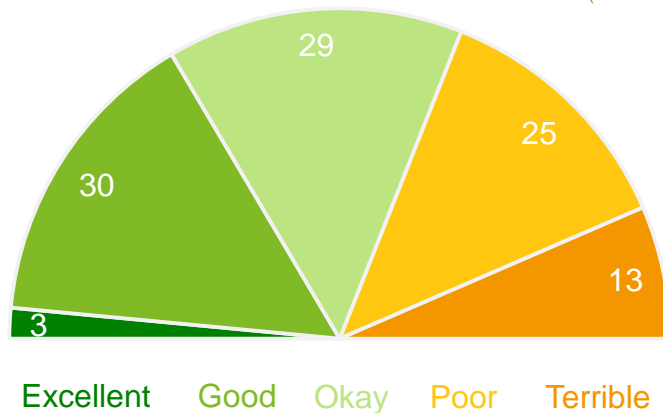
% of respondents

62%

47

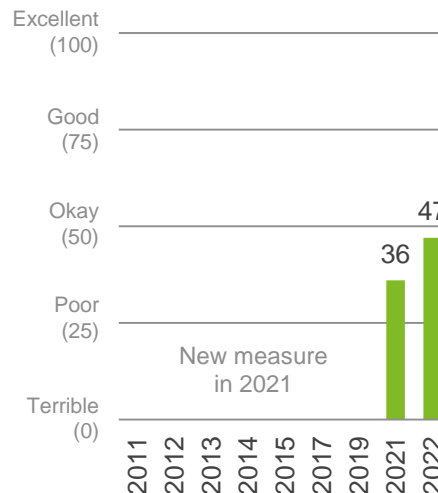
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	47
Industry High	59
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
47	45	57	46	47	47	47	44	44	45	56	45	41	39	43	42	53	37	51	47	47

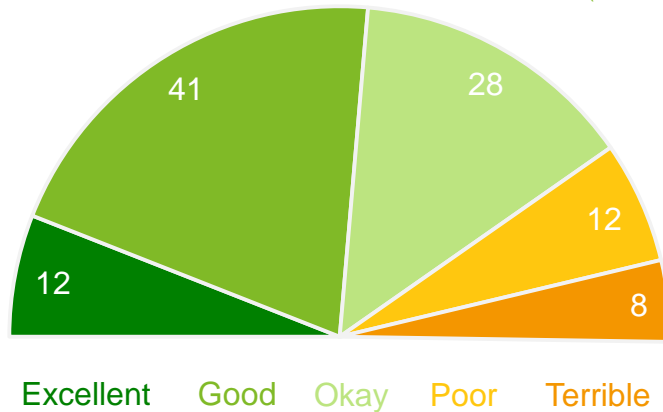
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 574). * Positive Rating = excellent, good + okay

Maintaining the area's heritage and identity

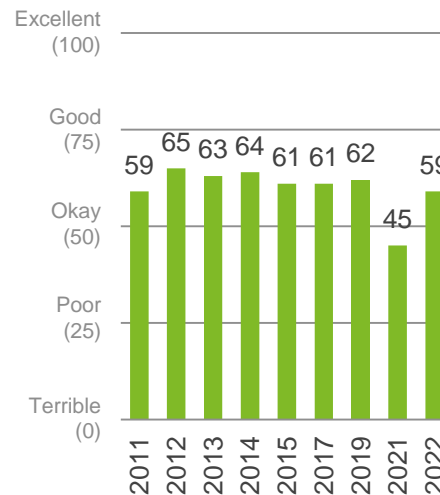
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	59
Industry High	69
Industry Average	59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
59	58	67	58	60	60	61	57	57	52	68	61	54	52	55	54	63	45	61	57	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 601). * Positive Rating = excellent, good + okay

Planning and building approvals

Performance ratings

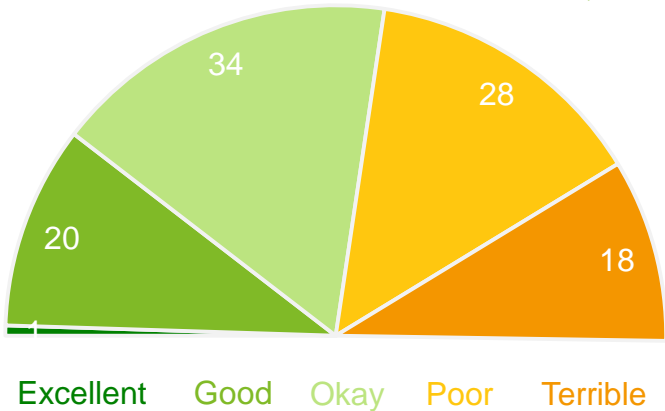
% of respondents

55%

40

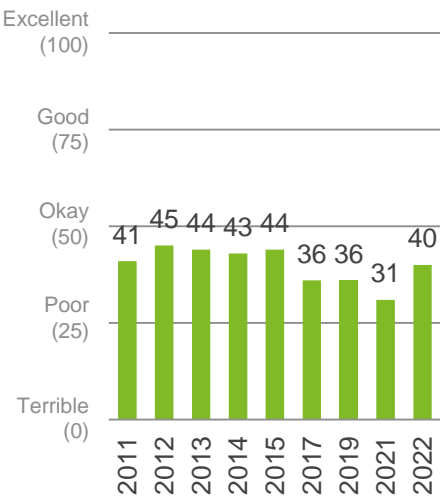
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	40
Industry High	59
Industry Average	45

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
40	37	56	40	39	41	39	36	38	37	52	35	36	34	35	34	47	33	36	39	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 497). * Positive Rating = excellent, good + okay

Building and maintaining local roads

Performance ratings

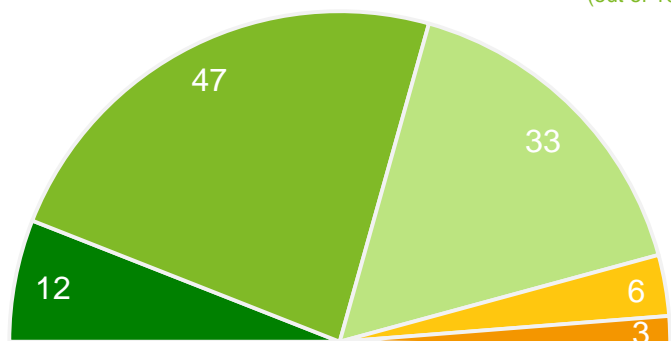
% of respondents

92%

65

Positive
rating*

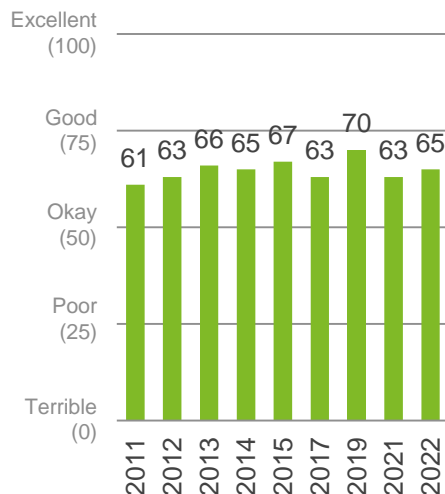
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 65

Industry High 67

Industry Average 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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
65	64	71	65	65	65	66	64	66	61	67	62	65	61	66	65	68	60	69	65	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 621). * Positive Rating = excellent, good + okay

Traffic management on local roads

Performance ratings

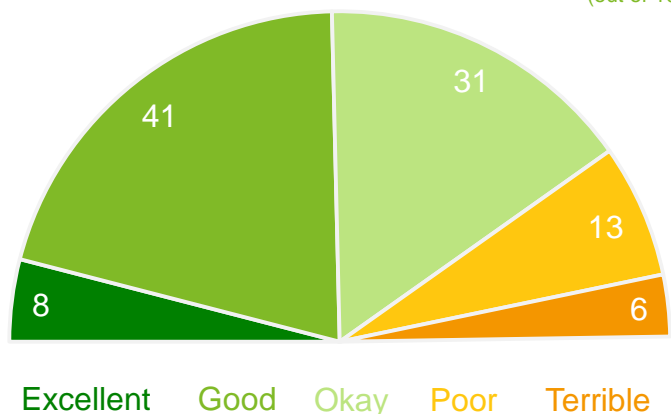
% of respondents

80%

58

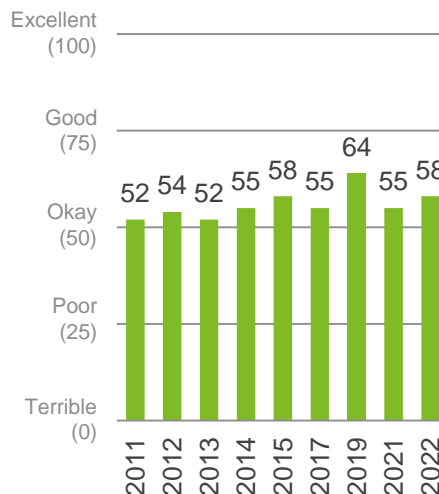
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 58

Industry High 64

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	57	65	57	58	59	54	55	58	59	63	55	56	56	57	57	57	54	54	57	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 625). * Positive Rating = excellent, good + okay

Management of parking in residential areas

Performance ratings

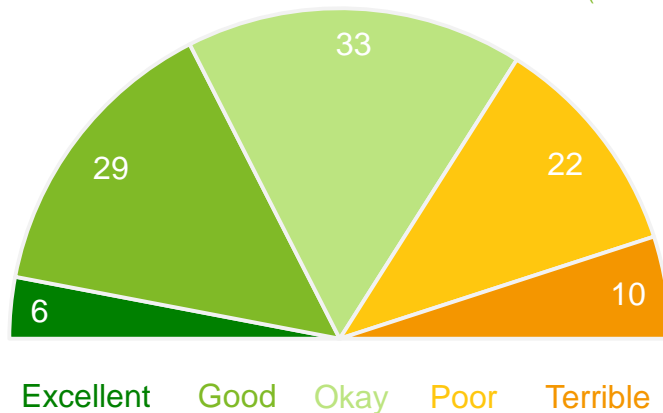
% of respondents

68%

49

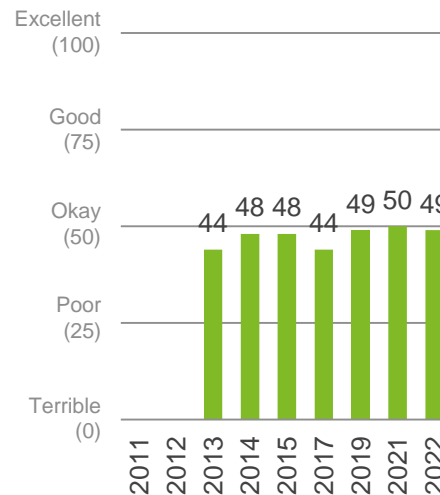
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	49
Industry High	62
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
49	49	51	50	49	49	49	48	50	56	50	50	48	48	51	52	55	47	53	51	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 635). * Positive Rating = excellent, good + okay

Management of parking in commercial areas

Performance ratings

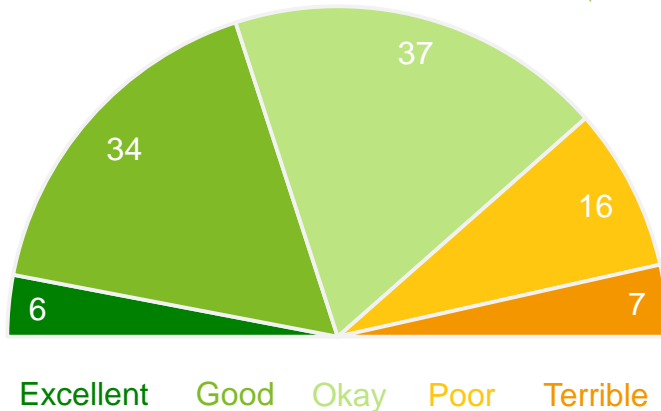
% of respondents

77%

54

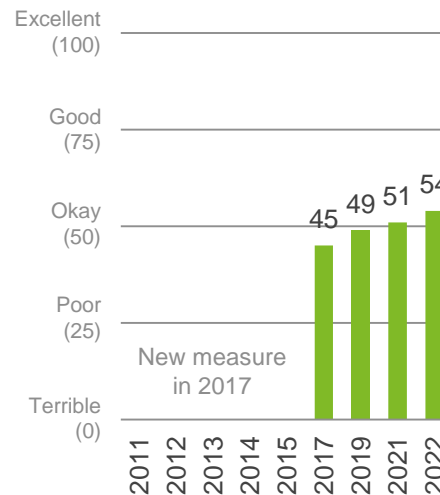
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 54

Industry High 62

Industry Average 53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
54	54	57	56	53	55	57	51	51	54	57	56	49	52	56	53	58	54	54	54	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 565). * Positive Rating = excellent, good + okay

Footpaths and cycleways

Performance ratings

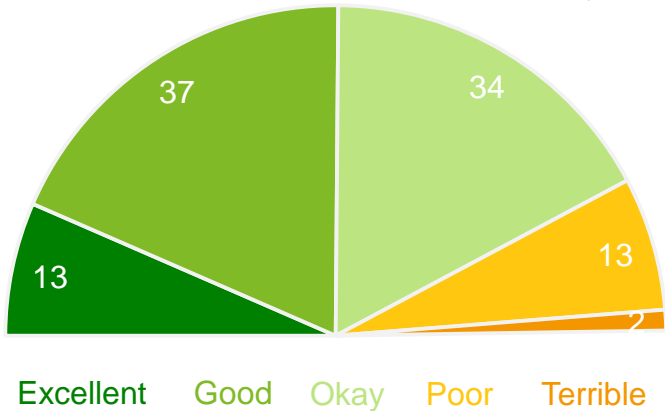
% of respondents

84%

61

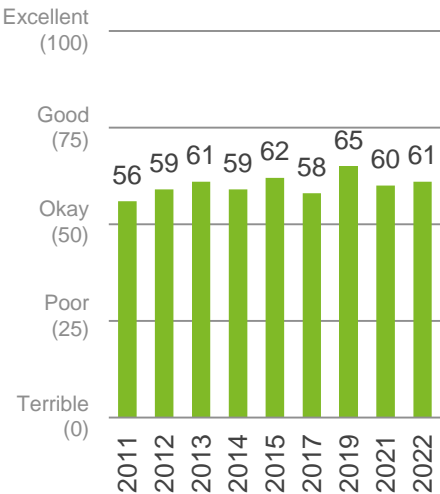
Positive rating*

Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	68
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
61	61	60	63	60	61	60	59	63	60	65	61	60	58	59	60	58	58	66	61	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 632). * Positive Rating = excellent, good + okay

Streetscapes and verges

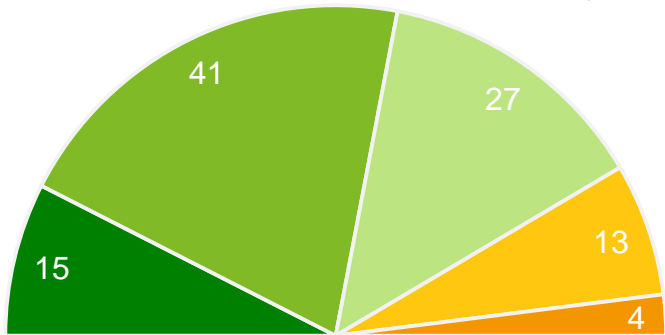
Performance ratings

% of respondents



Positive rating*

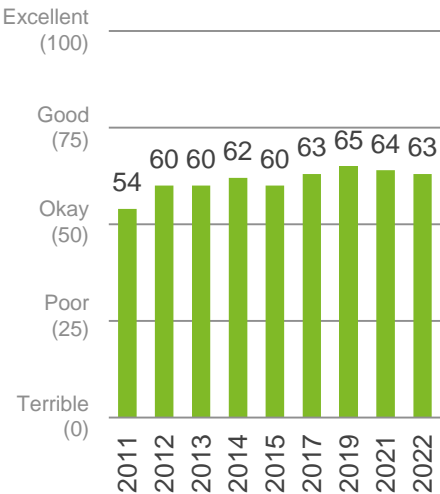
Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	63
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
63	62	66	61	64	62	65	61	64	54	66	63	62	60	59	60	65	61	66	60	64

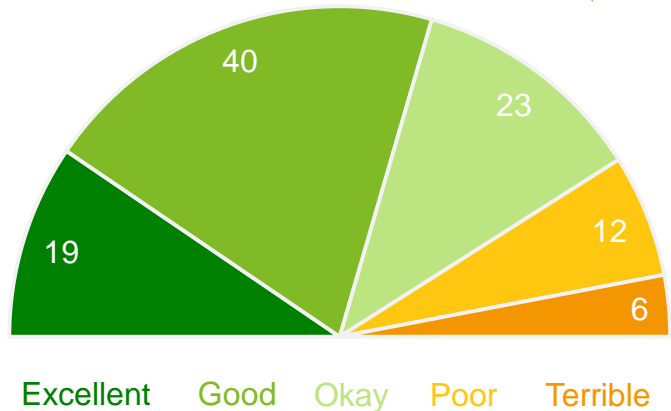
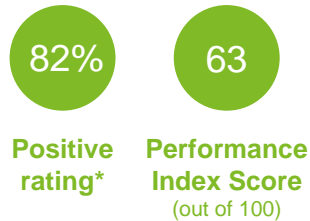
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 627). * Positive Rating = excellent, good + okay

Tree management (protection, planting and maintenance)

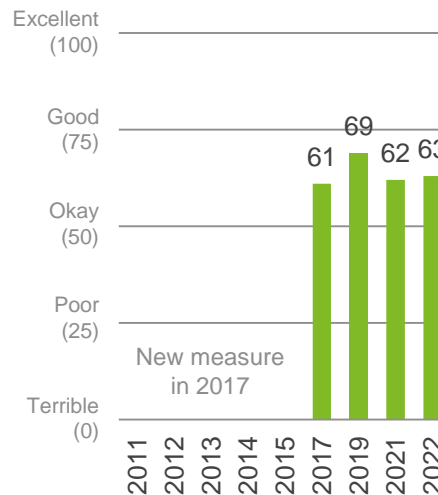
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	63
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
63	62	70	62	64	63	64	61	67	58	70	63	62	61	57	58	68	61	64	58	65

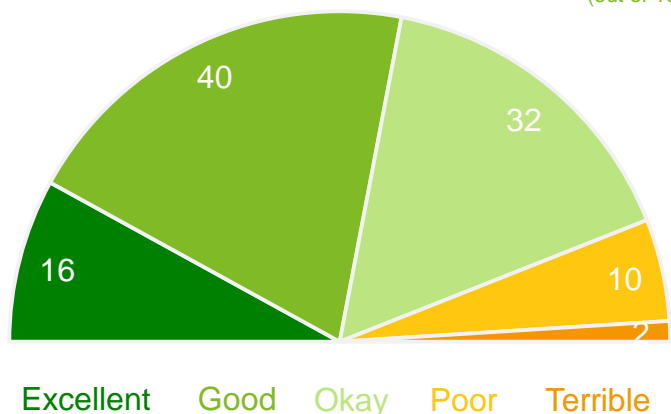
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 626). * Positive Rating = excellent, good + okay

Lighting of streets and public places

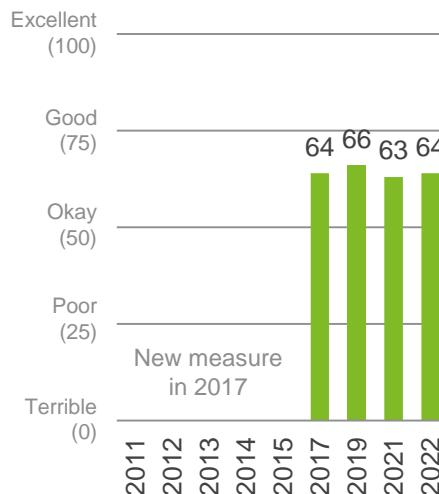
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 64

Industry High 64

Industry Average 54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	64	64	64	64	63	69	62	66	60	63	66	61	63	66	61	71	65	68	62	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 636). * Positive Rating = excellent, good + okay

Access to public transport

Performance ratings

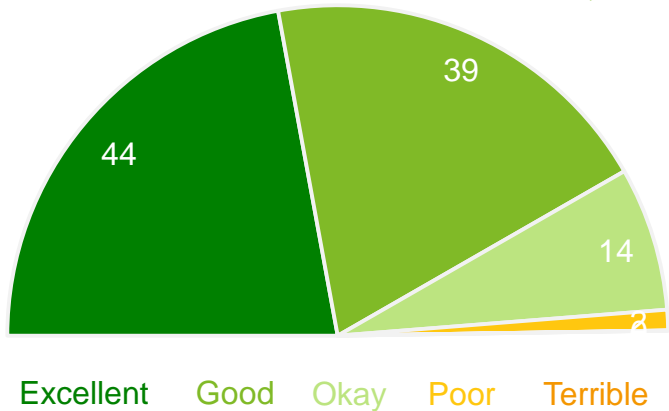
% of respondents

97%

81

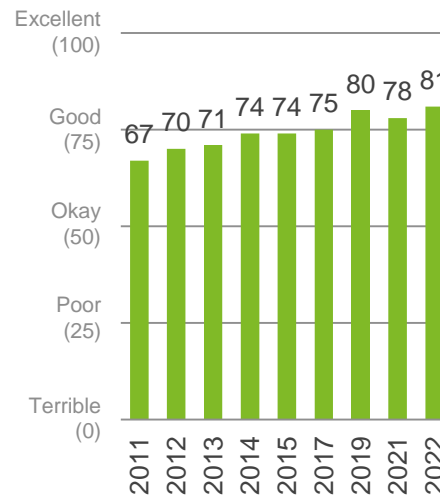
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 81

Industry High 81

Industry Average 58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
81	81	81	82	80	80	84	82	81	80	82	83	78	81	80	78	86	79	79	77	83

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

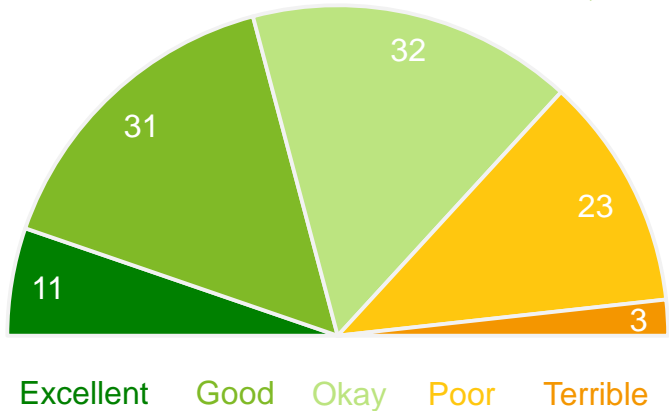
Base: All respondents, excludes 'unsure' and 'no response' (n = 629). * Positive Rating = excellent, good + okay

Prosperity

Place to own or operate a business

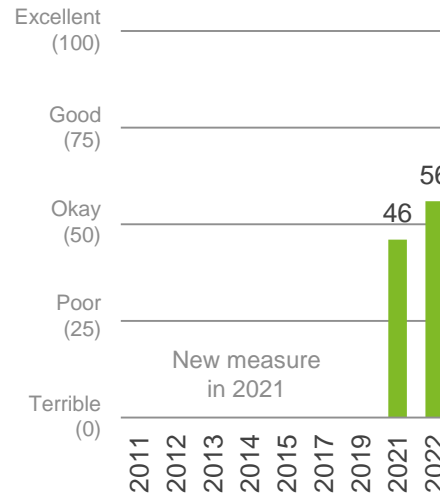
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	56
Industry High	71
Industry Average	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
56	55	57	55	56	54	56	63	55	56	52	56	56	54	59	52	64	49	50	63	55

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

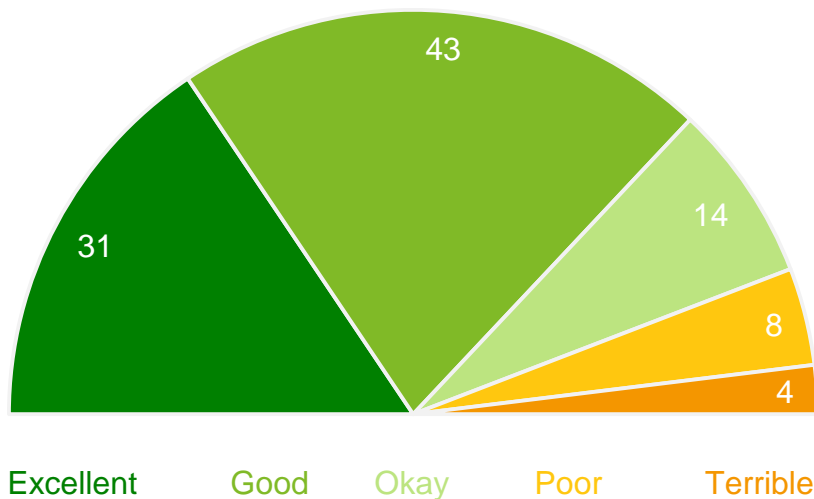
Base: All respondents, excludes 'unsure' and 'no response' (n = 439). * Positive Rating = excellent, good + okay

Place to own or operate a business

Base: Business owners and managers

Performance ratings

% of respondents



72

**Performance
Index Score**
(out of 100)

88%

**Positive
rating***

MARKYT Industry Standards

Performance Index Score



City of Subiaco 72

Industry High 79

Industry Average 69

Variances across the community

Performance Index Score

A business breakdown is not available due to smaller sample size of business respondents.

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

Base: Business owners and managers, excludes 'unsure' and 'no response' (n = 77). * Positive Rating = excellent, good + okay

Place to visit

Performance ratings

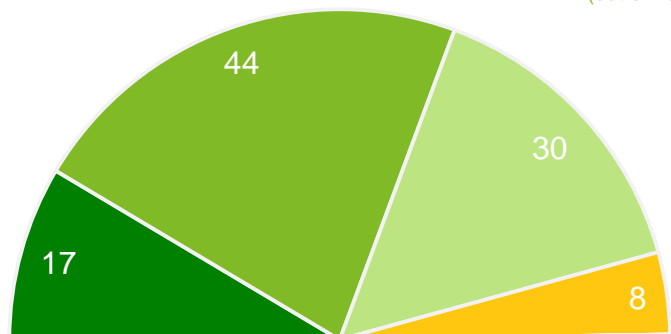
% of respondents

91%

67

Positive
rating*

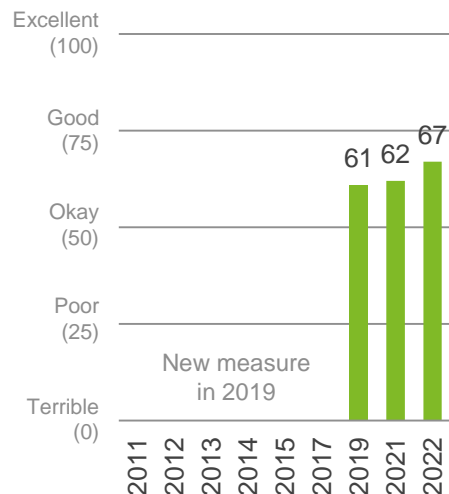
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 67

Industry High 88

Industry Average 68

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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
67	65	76	66	69	66	66	67	68	65	69	66	64	64	69	63	71	62	71	70	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 742). * Positive Rating = excellent, good + okay

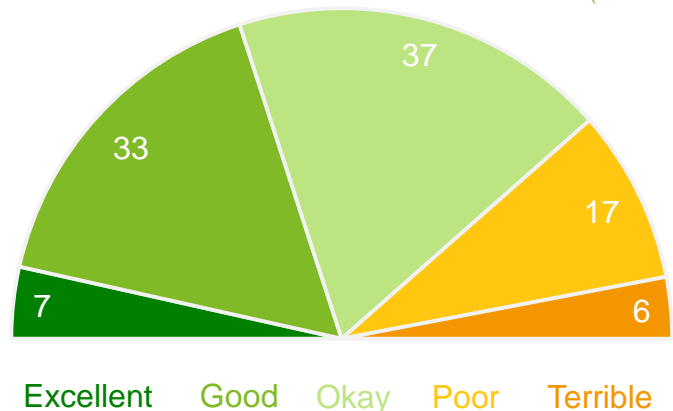
What the City is doing to promote the area as a desirable place to live, work and visit

Performance ratings

% of respondents

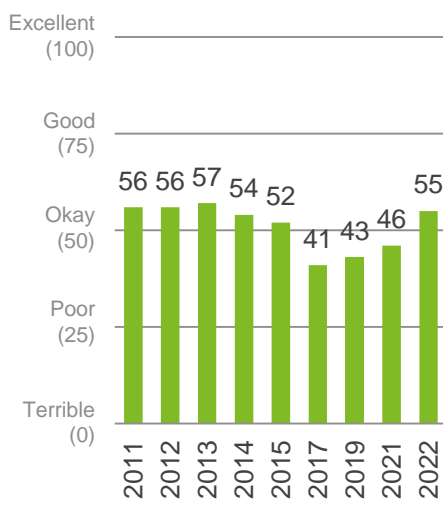
77%
Positive rating*

55
Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	55
Industry High	56
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
55	53	61	52	58	55	54	53	55	48	57	56	51	50	56	57	61	51	51	56	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 562). * Positive Rating = excellent, good + okay

How Subiaco town centre is being developed

Performance ratings

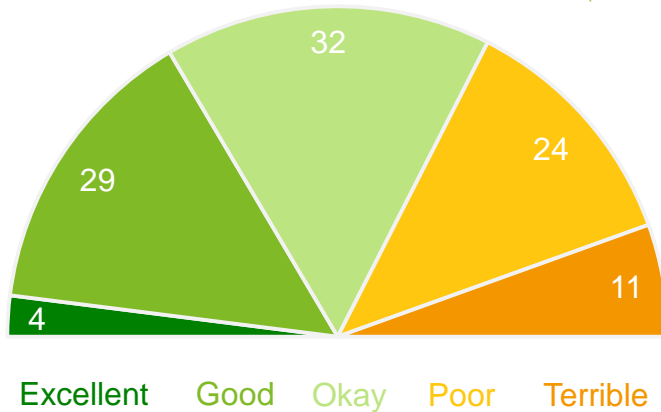
% of respondents

65%

48

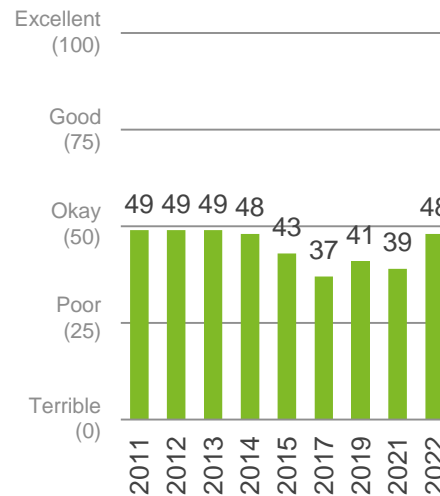
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	48
Industry High	64
Industry Average	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
48	46	56	46	50	49	48	44	42	44	56	46	43	42	46	45	43	41	36	48	50

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 589). * Positive Rating = excellent, good + okay

How the City is activating Subiaco Town Centre

(promotions, pop-ups, events)

Performance ratings

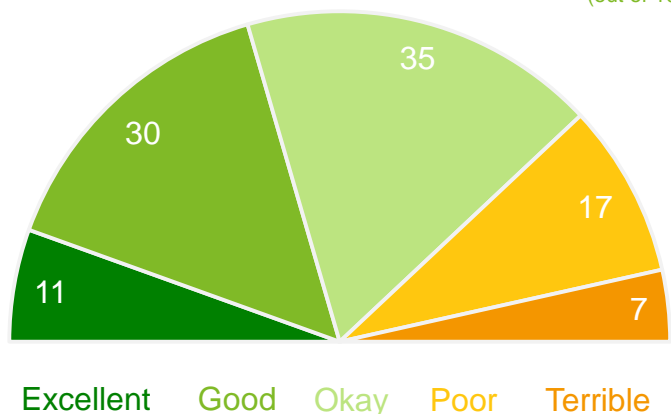
% of respondents

76%

55

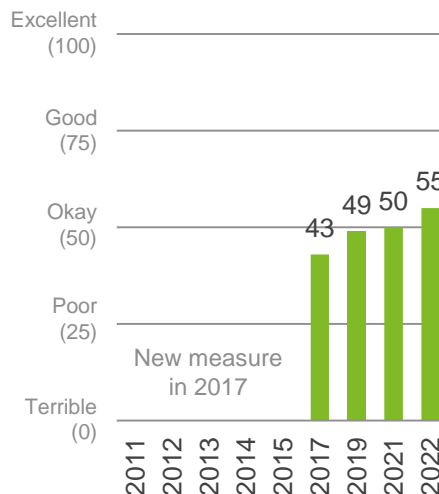
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	55
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
55	55	57	51	59	57	56	54	50	50	57	59	52	51	54	53	57	51	48	53	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 587). * Positive Rating = excellent, good + okay

What the City is doing to support local businesses

Performance ratings

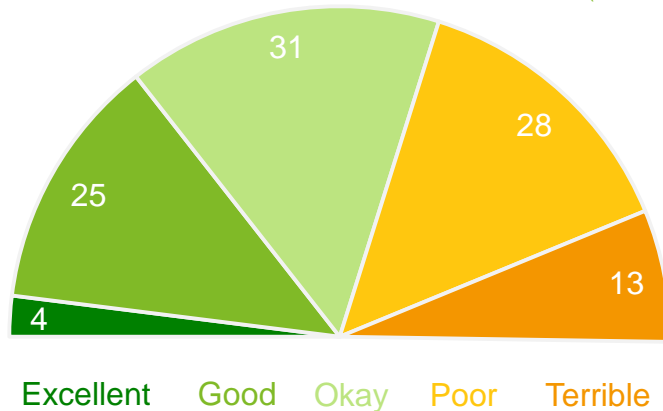
% of respondents

60%

45

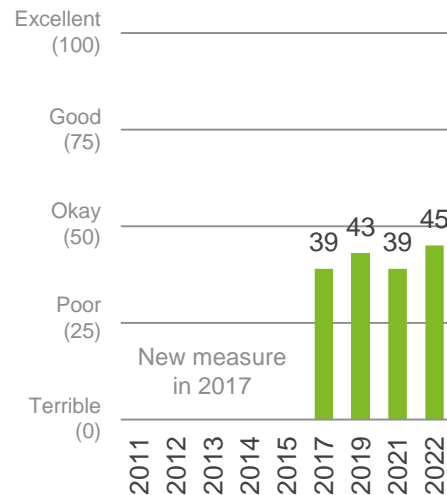
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	45
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
45	42	58	42	48	45	45	43	39	40	45	46	40	41	48	46	48	41	34	43	46

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 392). * Positive Rating = excellent, good + okay

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
Overall place to live	88	89	86	86	90	87	91	90	93	87	87	88	89	88	90	89	93	90	90	92	87
GOVERNANCE																					
Governing organisation	57	54	65	54	59	55	52	56	57	52	58	56	56	50	58	56	66	56	56	58	56
Value for money from rates	50	49	60	49	53	50	46	51	49	47	50	51	50	44	54	49	59	56	44	50	50
Leadership by Mayor and Councillors	50	48	63	49	51	52	41	45	42	43	53	41	44	49	56	55	51	48	55	56	47
Advocacy and lobbying	45	44	57	43	48	46	36	45	44	46	47	39	45	47	48	56	48	49	52	51	43
Consultation	47	46	53	47	48	47	45	47	45	49	50	46	46	46	47	46	51	42	50	51	46
Communication	53	52	60	50	57	53	49	55	53	56	54	51	55	52	53	54	53	50	52	55	53
Customer service	58	57	62	57	59	57	55	59	57	56	57	55	59	55	61	61	55	58	59	62	56
COMMUNICATION CHANNELS																					
Subiaco Scene	58	59	55	56	61	58	57	63	60	57	47	53	60	64	64	59	52	61	60	59	57
Talk about Subi	65	65	63	59	70	65	64	66	63	66	65	61	67	62	67	62	64	63	64	64	65
E-newsletters	64	63	67	60	67	63	64	63	67	66	63	65	65	64	62	58	65	60	65	59	66
City of Subiaco website	56	55	62	53	58	57	52	57	55	59	56	53	56	56	58	51	50	53	60	55	56
See Subiaco website	58	57	67	55	61	58	58	62	56	61	61	58	56	57	56	54	57	52	62	52	60
Social media presence	56	54	62	54	58	57	54	57	51	55	60	61	53	49	47	37	47	51	41	52	58
Have Your Say Subiaco	57	56	65	54	60	55	58	61	59	62	62	53	58	58	54	55	64	56	60	55	58

Summary of community variances

	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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
COMMUNITY DEVELOPMENT																					
Youth services and facilities	52	52	51	53	51	51	53	55	53	47	50	56	50	54	53	52	61	51	59	55	51
Family and children services and facilities	68	68	69	68	68	68	68	68	71	62	69	72	64	66	66	64	77	61	69	72	68
Seniors' services and care	64	65	61	65	63	64	63	63	70	62	66	70	63	62	61	55	67	62	68	65	63
Disability access and inclusion	60	61	56	62	57	62	59	60	60	58	59	62	61	63	57	55	62	61	58	60	60
Aboriginal recognition and respect	57	60	49	61	54	57	58	66	58	60	50	58	61	65	63	61	53	59	64	62	56
Volunteer recognition and support	62	63	57	61	62	60	63	63	64	60	58	62	64	63	64	56	64	59	71	65	60
COMMUNITY WELLBEING																					
Community safety and crime prevention	58	56	67	57	60	59	60	55	55	62	61	57	53	57	58	60	60	60	65	64	56
Graffiti, vandalism and anti-social behaviour	64	62	71	62	65	64	66	64	66	66	64	63	61	65	64	66	68	60	68	69	62
Housing	65	68	57	66	65	67	64	64	70	62	64	66	64	65	69	67	66	64	66	67	65
Health and community services	74	74	73	75	72	73	76	69	73	72	76	75	68	71	72	69	78	69	78	75	73
Community buildings, halls and toilets	65	64	66	65	64	65	66	60	65	62	66	65	60	65	65	62	65	66	68	66	64
Sport and recreation facilities and services	68	68	67	67	70	69	69	66	69	63	69	72	67	66	65	64	71	68	66	69	68
Lords Recreation Centre	74	74	76	72	76	74	77	79	74	66	72	77	76	70	76	75	72	75	79	72	74
Playgrounds, parks and reserves	81	82	76	79	82	80	82	80	84	74	81	83	82	79	77	76	84	76	82	81	81
Library and information services	81	82	75	79	82	80	86	79	82	77	77	84	82	80	83	79	81	79	86	80	81
Subiaco Museum	72	74	64	72	72	73	70	72	77	67	63	75	74	76	77	72	65	65	77	69	74
Festivals, events, art and cultural activities	66	68	58	65	67	67	69	67	66	63	64	68	67	68	67	58	61	65	68	67	66
Local history and cultural heritage	65	66	61	62	67	65	68	68	67	62	62	70	63	65	66	62	70	58	65	65	65
Animal management (dogs and cats)	67	66	72	65	70	68	69	61	69	65	73	68	65	65	62	66	73	66	64	67	68

Summary of community variances

	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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
PLACE																					
Responsible growth and development	47	45	57	46	47	47	47	44	44	45	56	45	41	39	43	42	53	37	51	47	47
Built heritage, character and identity	59	58	67	58	60	60	61	57	57	52	68	61	54	52	55	54	63	45	61	57	62
Planning and building approvals	40	37	56	40	39	41	39	36	38	37	52	35	36	34	35	34	47	33	36	39	41
Local roads	65	64	71	65	65	65	66	64	66	61	67	62	65	61	66	65	68	60	69	65	65
Traffic management	58	57	65	57	58	59	54	55	58	59	63	55	56	56	57	57	57	54	54	57	59
Parking in residential areas	49	49	51	50	49	49	49	48	50	56	50	50	48	48	51	52	55	47	53	51	49
Parking in commercial areas	54	54	57	56	53	55	57	51	51	54	57	56	49	52	56	53	58	54	54	54	55
Footpaths and cycleways	61	61	60	63	60	61	60	59	63	60	65	61	60	58	59	60	58	58	66	61	62
Streetscapes and verges	63	62	66	61	64	62	65	61	64	54	66	63	62	60	59	60	65	61	66	60	64
Tree management	63	62	70	62	64	63	64	61	67	58	70	63	62	61	57	58	68	61	64	58	65
Lighting of streets and public places	64	64	64	64	64	63	69	62	66	60	63	66	61	63	66	61	71	65	68	62	65
Public transport	81	81	81	82	80	80	84	82	81	80	82	83	78	81	80	78	86	79	79	77	83

Summary of community variances

	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	35-44 years	45-54 years	55-64 years	65+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
PLANET																					
Sustainable practices / climate change	55	56	51	57	53	55	56	57	51	56	49	59	56	57	58	56	56	61	54	54	55
Conservation / environmental management	59	60	58	61	58	59	62	58	55	58	58	61	56	59	61	58	62	62	61	56	60
Waste collection services	65	66	60	67	64	68	63	60	64	63	65	61	61	63	75	61	62	66	61	67	65
Food, health, noise, pest and pollution	64	63	65	65	62	64	65	63	65	58	66	61	62	61	64	61	66	66	65	64	63
Emergency management	61	60	63	62	59	60	62	60	57	56	64	58	60	56	59	50	61	53	64	60	62
PROSPERITY																					
Place to own or operate a business	56	55	57	55	56	54	56	63	55	56	52	56	56	54	59	52	64	49	50	63	55
Place to visit	67	65	76	66	69	66	66	67	68	65	69	66	64	64	69	63	71	62	71	70	67
Place marketing and promotion	55	53	61	52	58	55	54	53	55	48	57	56	51	50	56	57	61	51	51	56	55
Subiaco town centre development	48	46	56	46	50	49	48	44	42	44	56	46	43	42	46	45	43	41	36	48	50
Subiaco town centre activation	55	55	57	51	59	57	56	54	50	50	57	59	52	51	54	53	57	51	48	53	57
Supporting local businesses	45	42	58	42	48	45	45	43	39	40	45	46	40	41	48	46	48	41	34	43	46

MARKYT community priorities

Other stakeholder groups

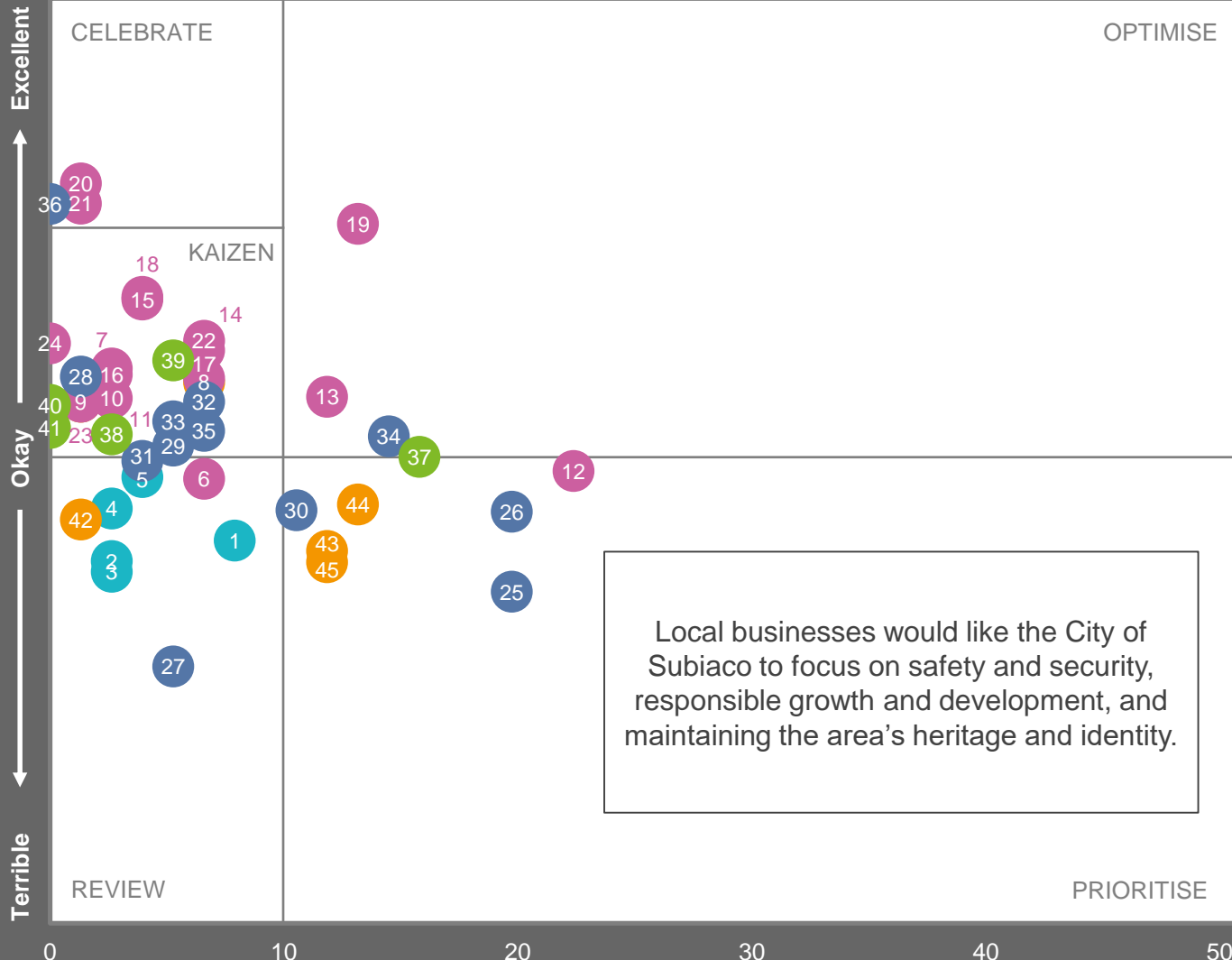
MARKYT Community Priorities

Base: Local business owner / operator

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



1	Leadership
2	Advocacy and lobbying
3	Consultation
4	Communication
5	Customer service
6	Services and facilities for youth
7	Families and children services
8	Seniors services and care
9	Disability access and inclusion
10	Aboriginal respect and recognition
11	Volunteer recognition and support
12	Safety and crime prevention
13	Anti-social behaviour
14	Housing
15	Health and community services
16	Community buildings
17	Sport and recreation facilities
18	Lords Recreation Centre
19	Playgrounds, parks and reserves
20	Library and information services
21	Subiaco Museum
22	Festivals, events, art and culture
23	Local history and heritage
24	Animal management
25	Growth and development
26	Area's heritage and identity
27	Planning and building approvals
28	Local roads
29	Traffic management on local roads
30	Parking in residential areas
31	Parking in commercial areas
32	Footpaths and cycleways
33	Streetscapes and verges
34	Tree management
35	Lighting
36	Access to public transport
37	Sustainability and climate change
38	Conservation and environment
39	Waste collection services
40	Pollution management
41	Emergency management
42	Promoting the area
43	Town centre development
44	Town centre activation
45	Supporting local businesses

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 Council to focus on improving? Base: All respondents, excludes no response (n = 32)

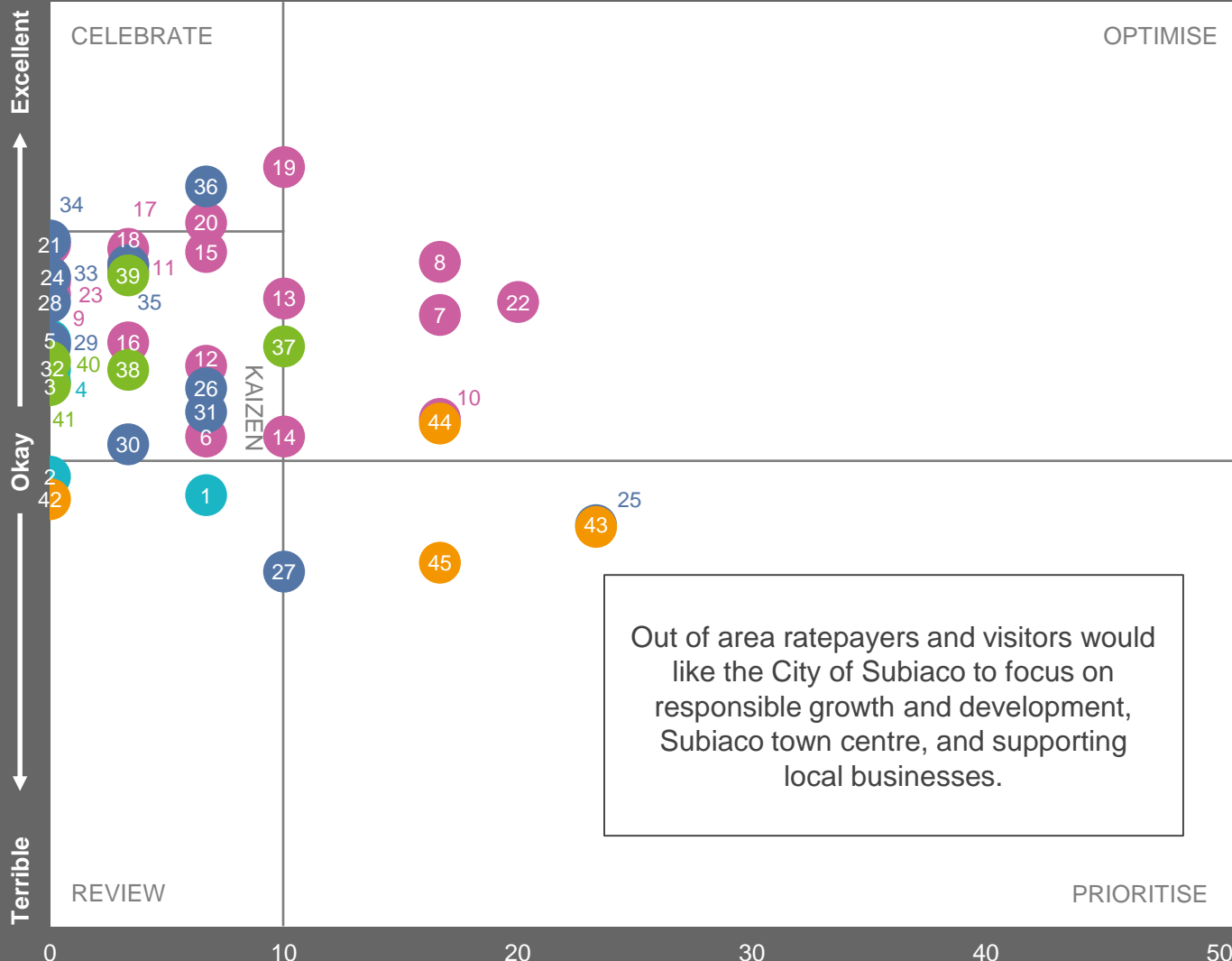
MARKYT Community Priorities

Out of area ratepayer
/ visitor

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



1	Leadership
2	Advocacy and lobbying
3	Consultation
4	Communication
5	Customer service
6	Services and facilities for youth
7	Families and children services
8	Seniors services and care
9	Disability access and inclusion
10	Aboriginal respect and recognition
11	Volunteer recognition and support
12	Safety and crime prevention
13	Anti-social behaviour
14	Housing
15	Health and community services
16	Community buildings
17	Sport and recreation facilities
18	Lords Recreation Centre
19	Playgrounds, parks and reserves
20	Library and information services
21	Subiaco Museum
22	Festivals, events, art and culture
23	Local history and heritage
24	Animal management
25	Growth and development
26	Area's heritage and identity
27	Planning and building approvals
28	Local roads
29	Traffic management on local roads
30	Parking in residential areas
31	Parking in commercial areas
32	Footpaths and cycleways
33	Streetscapes and verges
34	Tree management
35	Lighting
36	Access to public transport
37	Sustainability and climate change
38	Conservation and environment
39	Waste collection services
40	Pollution management
41	Emergency management
42	Promoting the area
43	Town centre development
44	Town centre activation
45	Supporting local businesses

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 Council to focus on improving? Base: All respondents, excludes no response (n = 32)

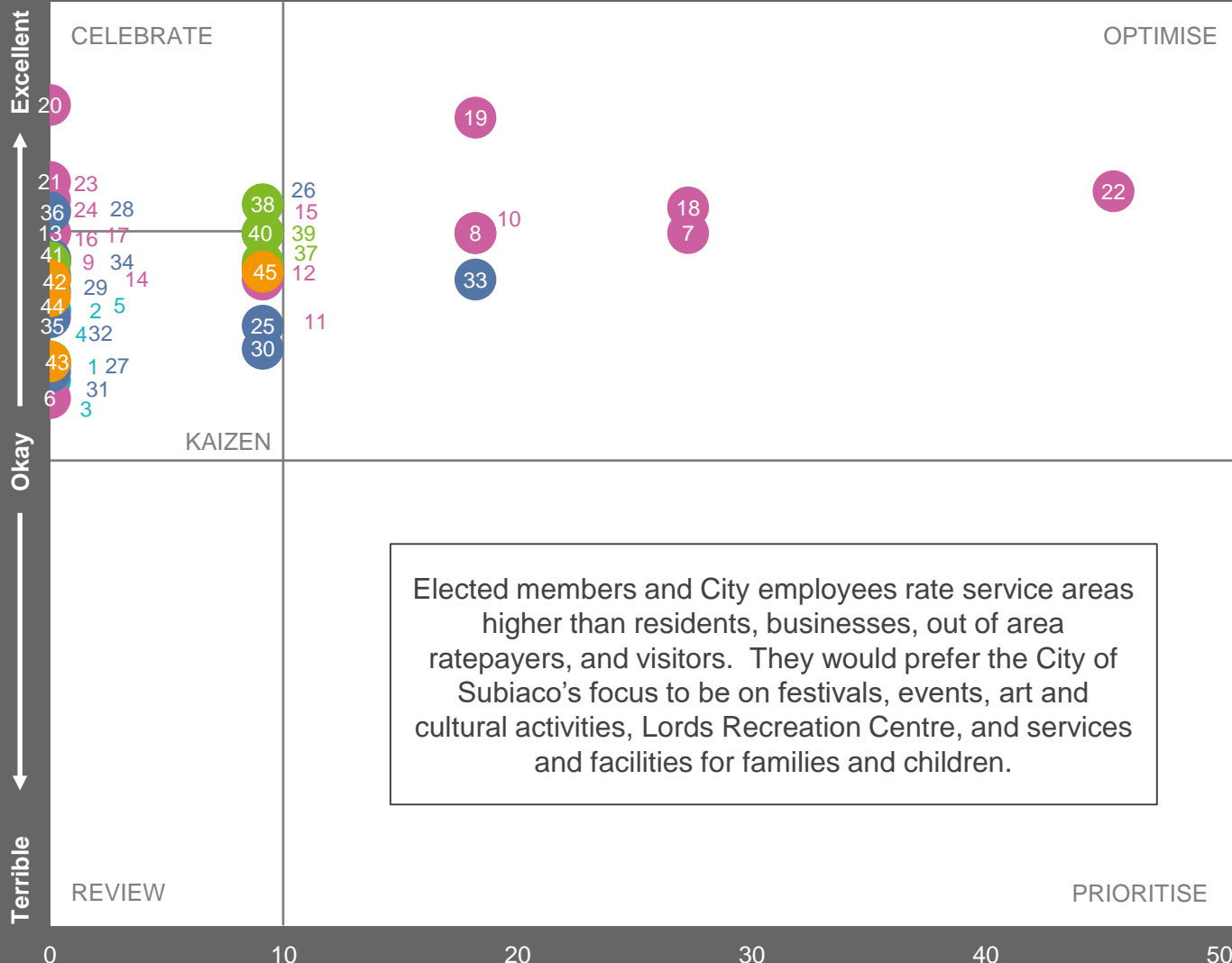
MARKYT Community Priorities

City EM / Employee

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



1	Leadership
2	Advocacy and lobbying
3	Consultation
4	Communication
5	Customer service
6	Services and facilities for youth
7	Families and children services
8	Seniors services and care
9	Disability access and inclusion
10	Aboriginal respect and recognition
11	Volunteer recognition and support
12	Safety and crime prevention
13	Anti-social behaviour
14	Housing
15	Health and community services
16	Community buildings
17	Sport and recreation facilities
18	Lords Recreation Centre
19	Playgrounds, parks and reserves
20	Library and information services
21	Subiaco Museum
22	Festivals, events, art and culture
23	Local history and heritage
24	Animal management
25	Growth and development
26	Area's heritage and identity
27	Planning and building approvals
28	Local roads
29	Traffic management on local roads
30	Parking in residential areas
31	Parking in commercial areas
32	Footpaths and cycleways
33	Streetscapes and verges
34	Tree management
35	Lighting
36	Access to public transport
37	Sustainability and climate change
38	Conservation and environment
39	Waste collection services
40	Pollution management
41	Emergency management
42	Promoting the area
43	Town centre development
44	Town centre activation
45	Supporting local businesses

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 Council to focus on improving? Base: All respondents, excludes no response (n = 32)



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