



MARKYT Community Scorecard ©

Prepared for: City of Subiaco

Prepared by: CATALYSE[®] Pty Ltd ©

May 2021

© Copyright CATALYSE[®] Pty Ltd 2021

MARKYT 

Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	17
Community priorities	24
Familiarity with local services and facilities	32
Governance and communication	35
Communication channels	46
Economy	58
Community development	63
Community wellbeing	70
Place	85
Planet	98
Overview of community variances	104
Appendix: MARKYT® Community Priorities businesses, community groups and visitors	108

Strategic overview

Vision



27

% agree

7% points below
Industry Average

Liveability

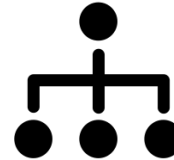


86

Performance Index Score

11 index points above
Industry Average

Governance



50

Performance Index Score

6 index points below
Industry Average

Rates Value



50

Performance Index Score

5 index points above
Industry Average

Highest scores

- Place to live
- Library and information services
- Playgrounds, parks and reserves

Most improved

- Governing organisation
- Value for money from rates
- Social media presence

Relative to MARKYT® Industry Standards

- Access to public transport
- Graffiti, vandalism and anti-social behaviour
- Library and information services
- Health and community services

Priorities



Managing responsible growth and development



Leadership by the Mayor and Councillors



What the City is doing to support local businesses



How the community is consulted about local issues



How Subiaco town centre is being developed

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 6,000 randomly selected households; 1,000 by mail and 5,000 by email. The City provided supporting promotions through its communication channels.

The scorecard was open from 22 March to 12 April 2021.

The scorecard was completed by **678 community members** with various connections to the City of Subiaco, including:

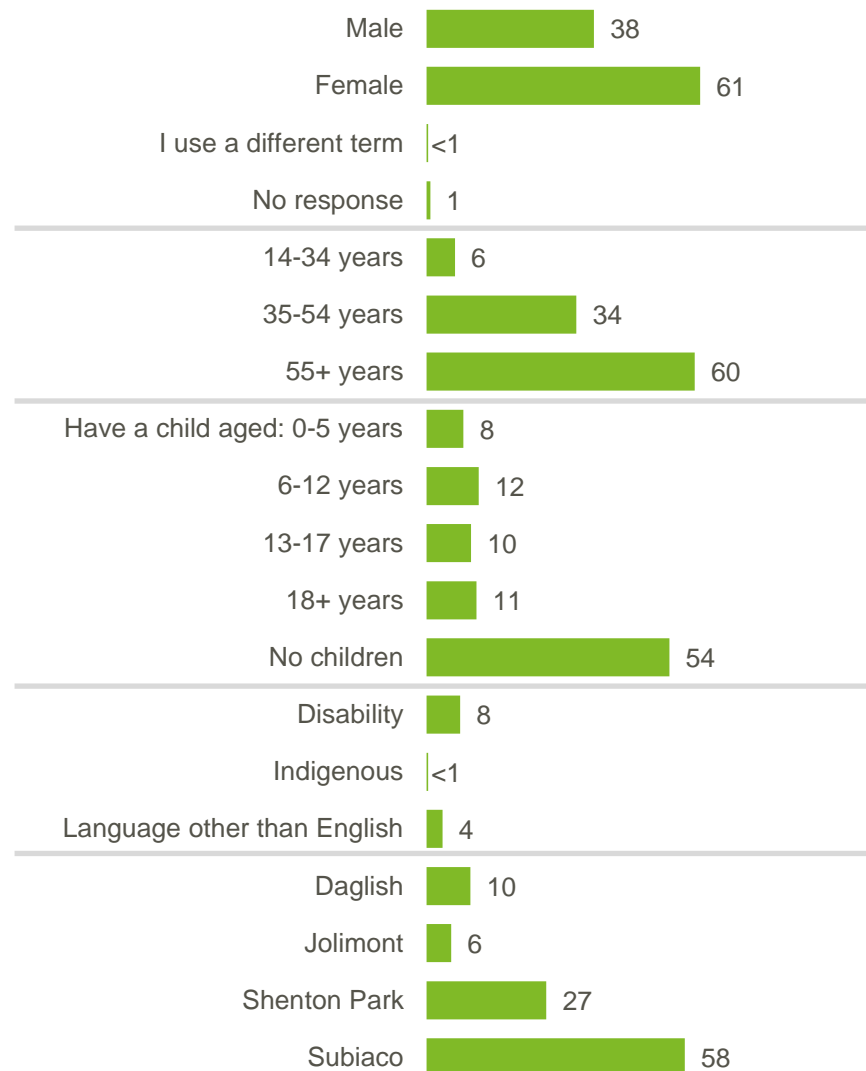
- 581 local residents
- 46 local business owners or managers
- 24 community organisation managers/committee members
- 11 out of area ratepayers
- 75 visitors

The main body of this report shows responses from local residents. Resident responses were weighted by age and gender to more closely match the ABS Census population profile.

Overall, 531 residents had been randomly selected and 50 residents opted in. As responses were similar between these groups, results were combined in this report.

Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.

% of residents (unweighted)



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 **WA Councils** that have completed MARKYT® accredited studies within the past three years.

Metropolitan



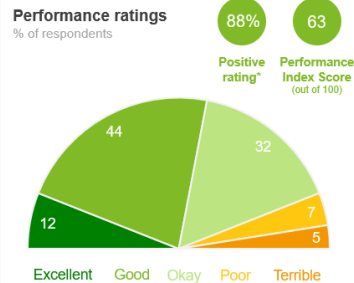
Regional



How to read the following charts

Performance Ratings

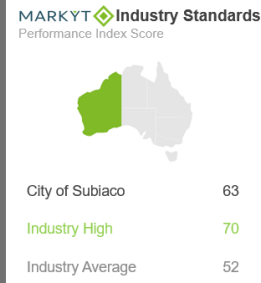
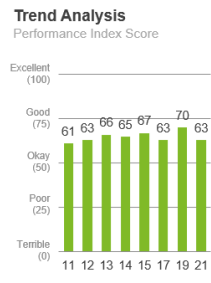
The chart shows community perceptions of performance on a five point scale from excellent to terrible.



The **Performance Index Score** is a weighted score out of 100.

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

Trend analysis shows how performance varies over time.



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 three years.

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

Variances across the community

Local resident variances											Other groups									
Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business community group	Out of area ratepayer*	Visitor	
63	63	63	64	63	63	63	61	74	61	64	64	64	63	64	64	63	58	69	50	64

Local resident variances shows how results vary between residential segments based on the Performance Index Score

Other groups shows how results compare to residents.

Overall Performance

Place to live

Performance ratings

% of respondents

96%

86

Positive rating*

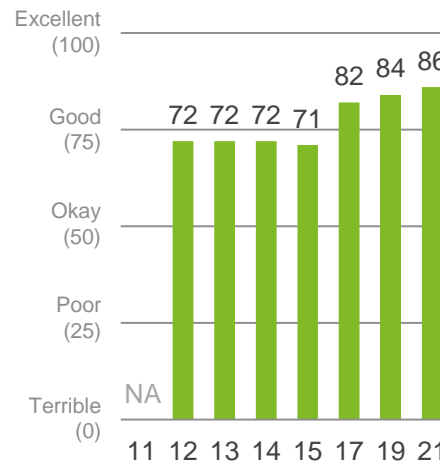
Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible

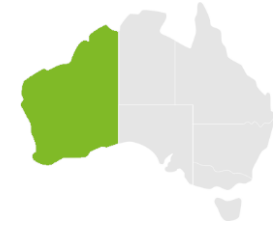
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco

86

Industry High

90

Industry Average

75

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
86	85	88	86	85	86	86	87	90	86	85	85	84	85	83	87	86

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
78	89	78	81

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 579). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Place to own or operate a business

Performance ratings

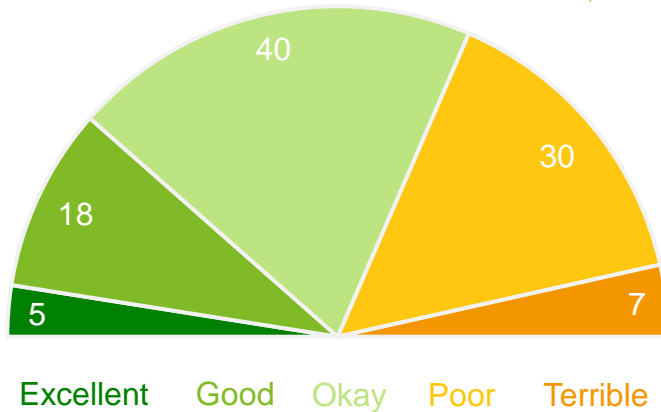
% of respondents

63%

46

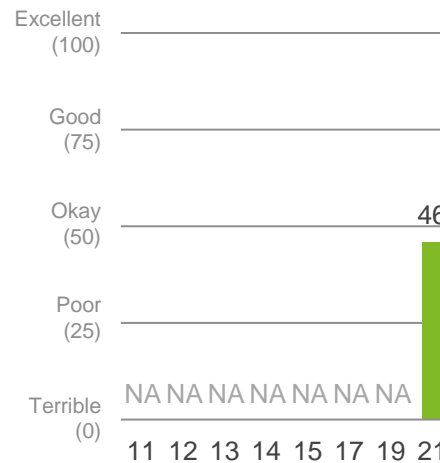
Positive
rating*

Performance
Index Score
(out of 100)



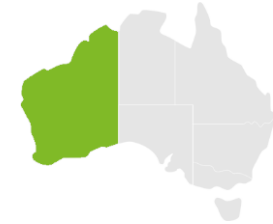
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	46
Industry High	68
Industry Average	60

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
46	46	47	47	44	44	48	43	49	44	50	49	49	41	45	52	45

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
58	63	42	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 374). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Place to own or operate a business

Base: local business owners and managers

Performance ratings

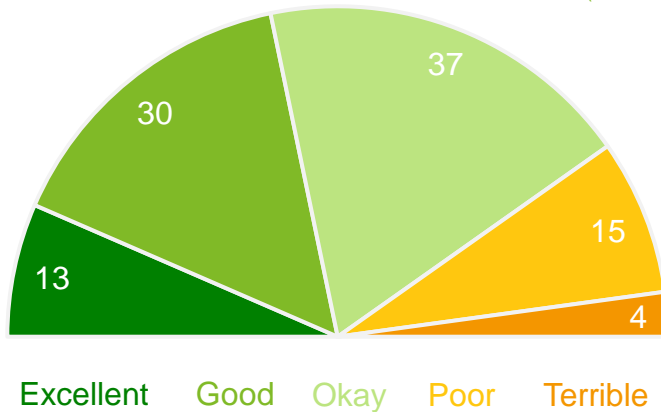
% of respondents

80%

58

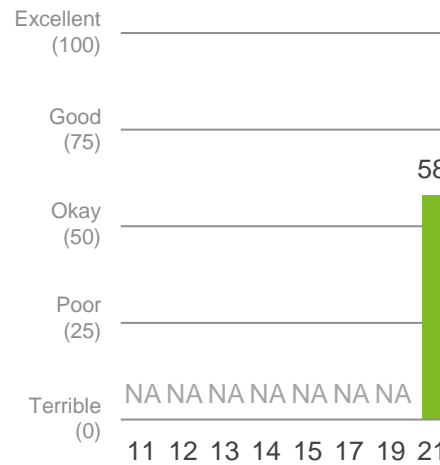
Positive
rating*

Performance
Index Score
(out of 100)



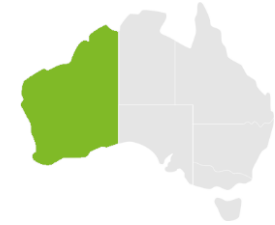
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	77
Industry Average	69

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Other groups

Local business	Community group	Out of area ratepayer	Visitor
58	-	-	-

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

Base: All business respondents, excludes 'unsure' and 'no response' (n = 46). * Positive Rating = excellent, good + okay

Place to visit

Performance ratings

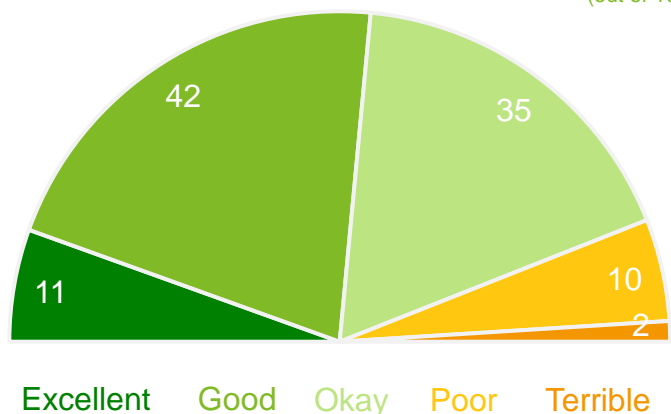
% of respondents

88%

62

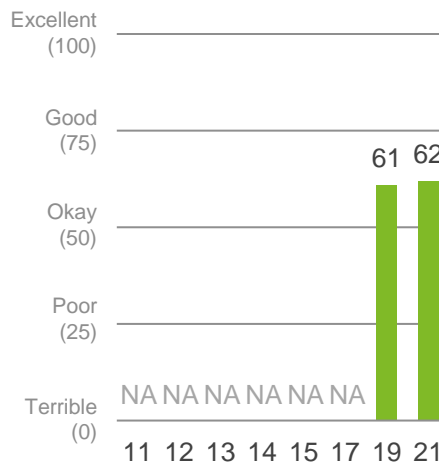
Positive
rating*

Performance
Index Score
(out of 100)



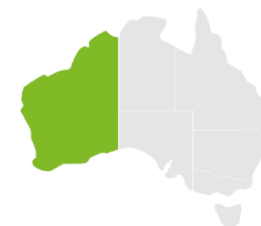
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 62

Industry High 88

Industry Average 68

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
62	62	63	61	63	59	62	57	64	62	62	57	52	58	61	66	62

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
57	66	66	71

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

small base size (<20 respondents)

City of Subiaco as the organisation that governs the local area

Performance ratings

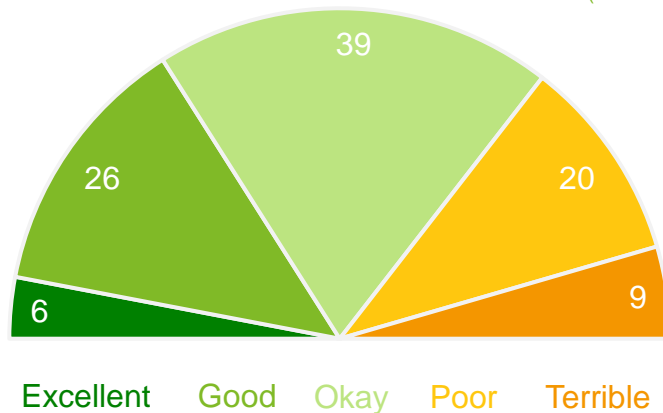
% of respondents

71%

50

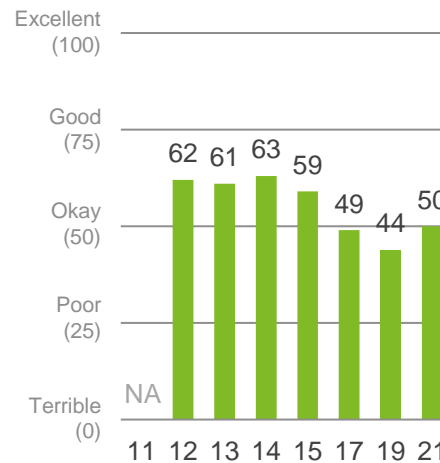
Positive rating*

Performance Index Score (out of 100)



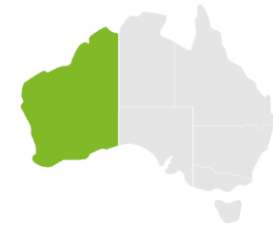
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	70
Industry Average	56

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	49	52	49	47	48	51	50	57	51	47	48	53	50	52	53	49

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
43	47	53	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 553). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Value for money from Council rates

Performance ratings

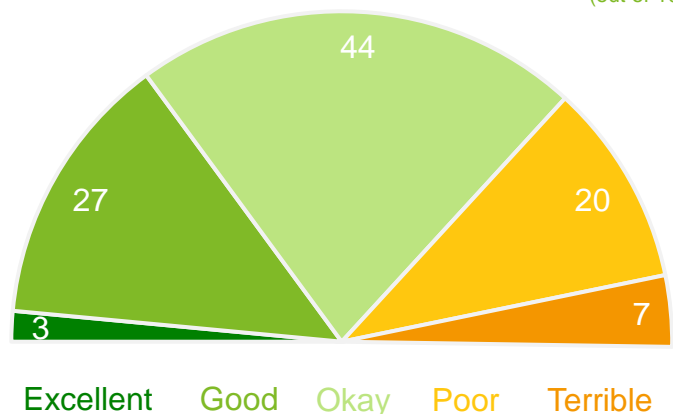
% of respondents

74%

50

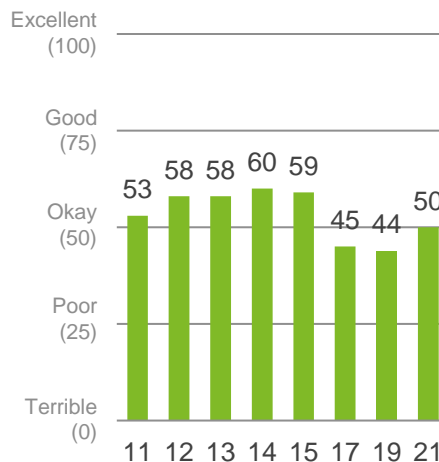
Positive
rating*

Performance
Index Score
(out of 100)



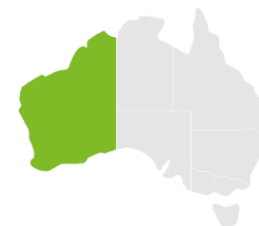
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	63
Industry Average	45

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	48	52	51	46	48	52	44	52	51	48	51	44	50	47	52	49

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
41	53	44	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 503). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

MARKYT  industry comparisons

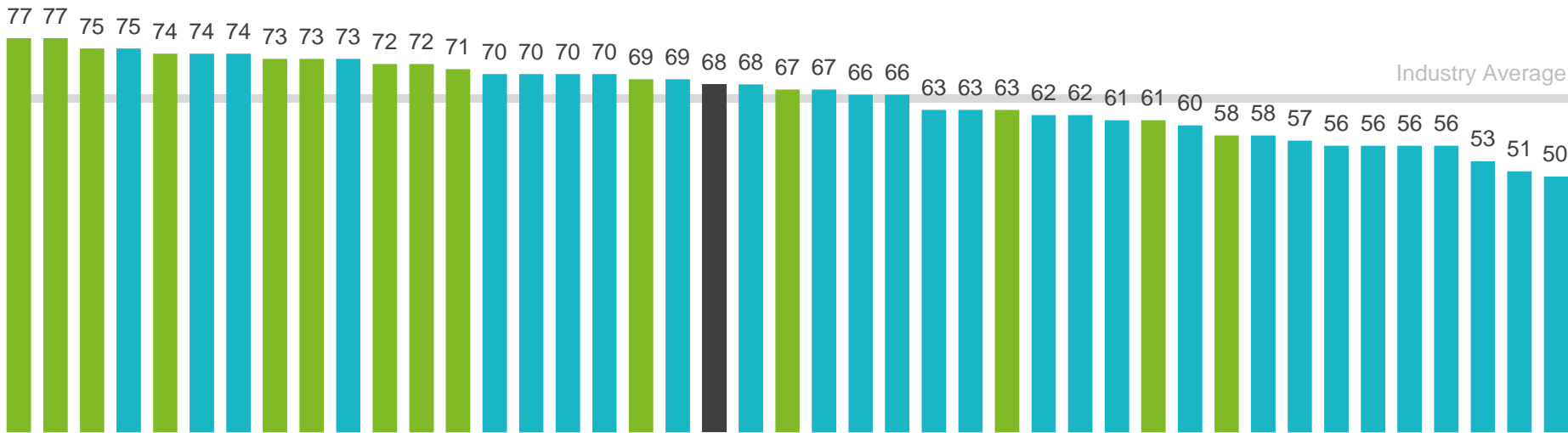
Overall Performance | industry comparisons


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 68 out of 100, 2 index points above the industry standard for Western Australia.

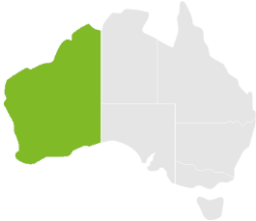
Overall Performance Index Score

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

- City of Subiaco
- Metropolitan Councils
- Regional Councils



MARKYT  **Industry Standards**
Performance Index Score



City of Subiaco	68
Industry High	77
Industry Average	66

How to read the MARKYT Benchmark Matrix

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

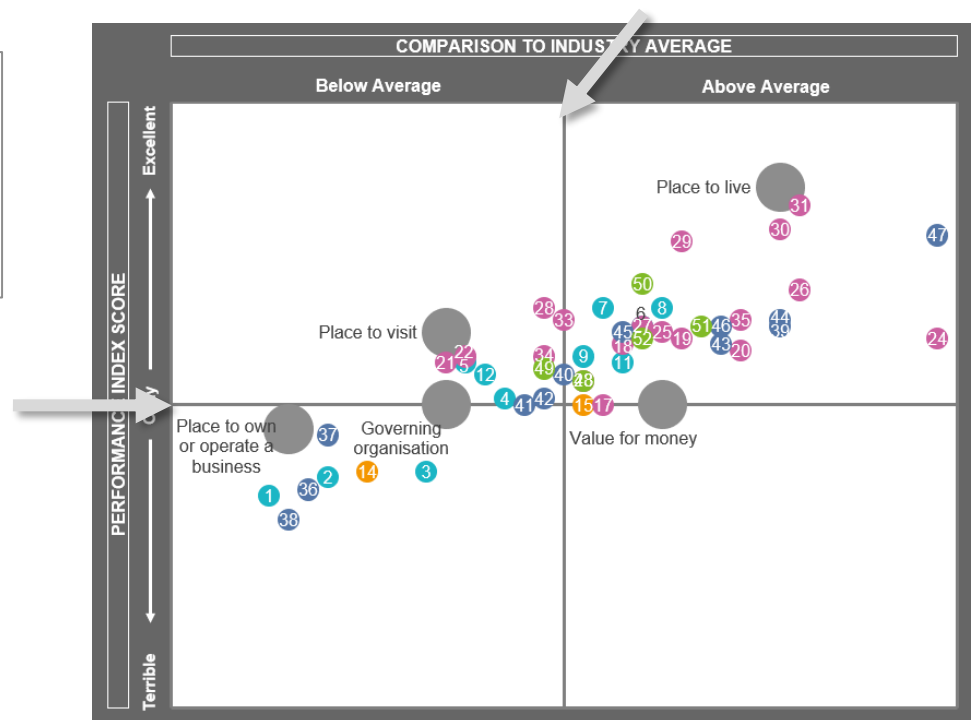
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Services are grouped in five areas:

- Governance
- Economy
- Community
- Place
- Planet

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.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.



MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE



The City of Subiaco is leading the industry in 7 performance areas:

- Control of graffiti, vandalism and anti-social behaviour
- Library and information services
- Streetscapes and verges
- Tree management (i.e. protection, planting and maintenance)
- Access to public transport
- Subiaco Scene (fortnightly page in The Post)
- E-newsletters (Subiaco Snapshot, Subiaco Curator, See Subiaco, Subiaco Family, and Business News)



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

In the City of Subiaco's Community Trends Window, detailed overleaf, the main **improvers** in Windows 1 and 2 are:

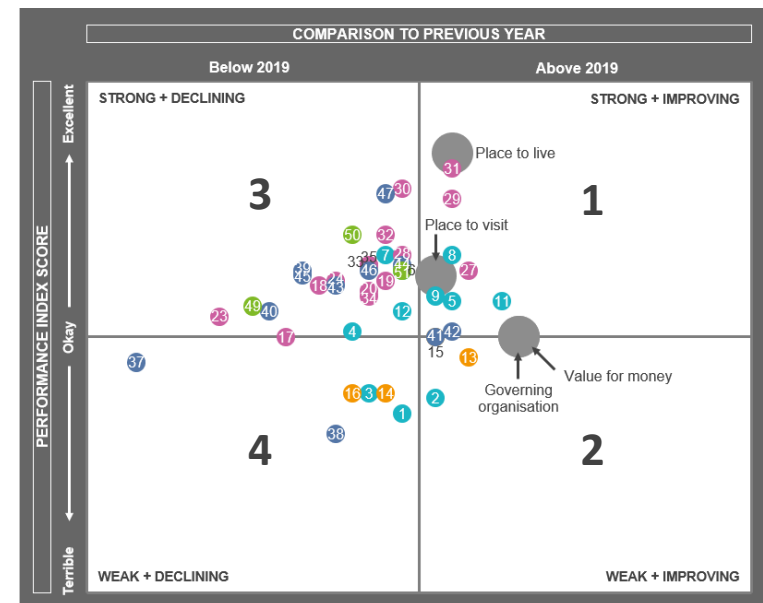
- Governing organisation
- Value for money from rates
- Social media presence

Window 4 includes lower performing areas in decline. The **main area for concern** is:

- maintaining the area's heritage and identity.

There is also need to **arrest decline** among higher performing areas (Window 3), such as:

- Community safety and crime prevention
- Conservation and environmental management
- Traffic management
- Youth services and facilities



MARKYT Community Trends Window

COMPARISON TO PREVIOUS YEAR



- 1 Leadership by Mayor & Councillors
- 2 Advocacy and lobbying
- 3 Community consultation
- 4 Informing the community
- 5 Customer service
- 6 Subiaco Scene
- 7 Talk about Subi
- 8 E-newsletters
- 9 City's website
- 10 See Subiaco
- 11 Social media presence
- 12 Have Your Say Subiaco
- 13 City's promotion of the area
- 14 Town centre development
- 15 Town centre activation
- 16 City's support of local business
- 17 Youth services and facilities
- 18 Family services and facilities
- 19 Senior services and care
- 20 Disability access
- 21 Aboriginal recognition
- 22 Volunteer support
- 23 Safety and crime prevention
- 24 Graffiti, vandalism and ASB
- 25 Access to housing
- 26 Health and community services
- 27 Buildings, halls and toilets
- 28 Sport and recreation
- 29 Lords Recreation Centre
- 30 Playgrounds, parks and reserves
- 31 Library and information
- 32 Subiaco Museum
- 33 Festivals, events, art, culture
- 34 History and heritage
- 35 Animal management
- 36 Growth and development
- 37 Area's heritage and identity
- 38 Planning and building approvals
- 39 Local roads
- 40 Traffic management
- 41 Parking in residential areas
- 42 Parking in commercial areas
- 43 Footpaths and cycleways
- 44 Streetscapes
- 45 Tree management
- 46 Lighting
- 47 Public transport
- 48 Sustainability and climate change
- 49 Conservation and environment
- 50 Waste collections
- 51 Food, health, noise, pollution
- 52 Emergency management

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response.
Service areas in grey have no trend data available.

Community Priorities

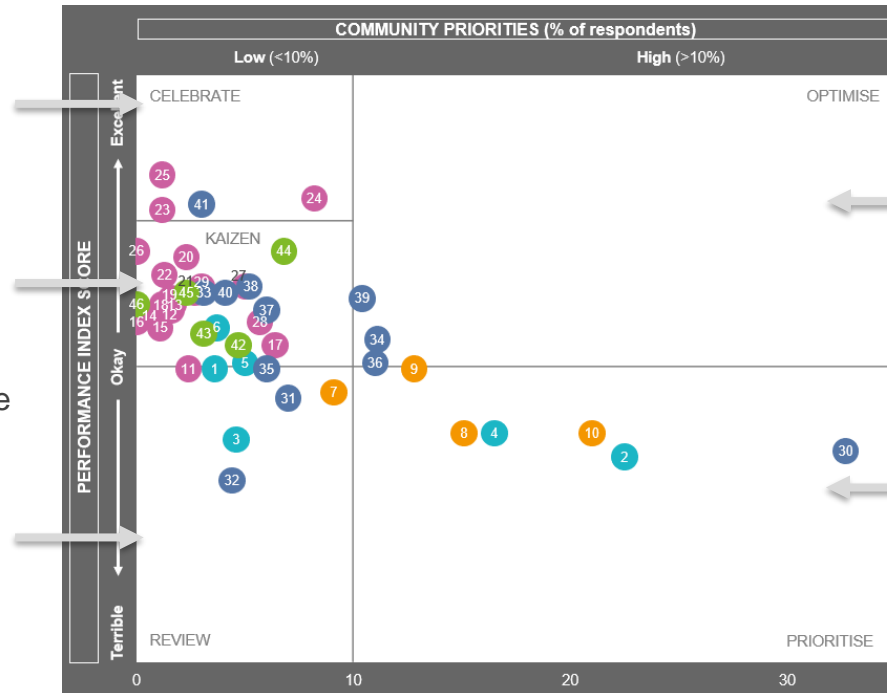
How to read the MARKYT Community Priorities

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.



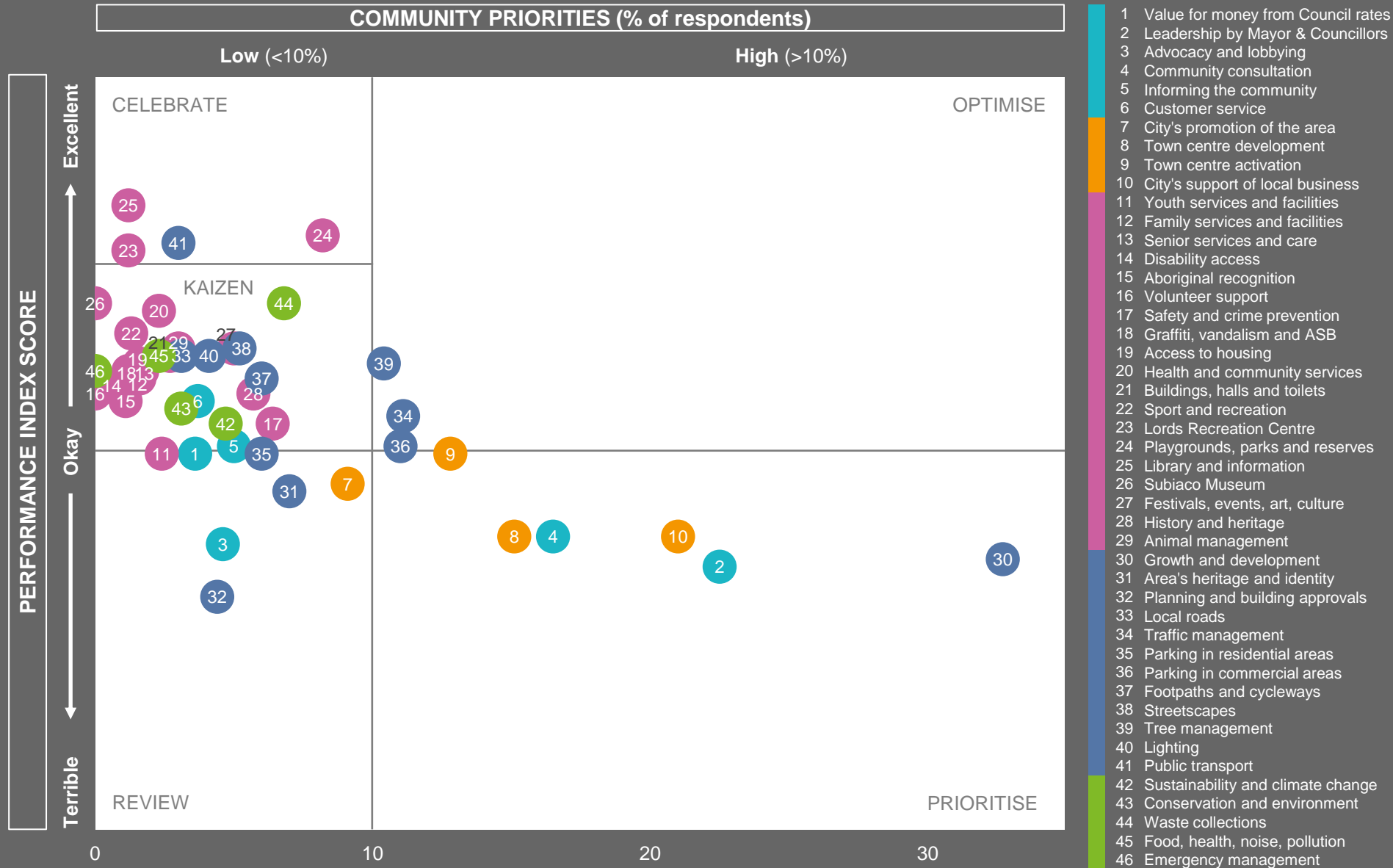
OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITYSE lower performing services where the community would like the City to focus its attention.

Services are grouped in five areas:

- Governance
- Community
- Place
- Planet
- Economy

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 (n = 391)

Challenges

- Mixed views on development – some would like more development and infill; others less.
- Impact of development on population size, traffic and parking.
- Impact of development on heritage and character.
- Impact of high-rise apartments on shade, privacy and property values.
- Lack of clear planning strategy and how to mitigate for adverse impacts of population growth and development.
- How the City listens to and represents residents' views.

Community driven actions

- **Provide** greater community consultation regarding new developments to ensure community views are fairly represented when the City is in discussion with developers and state government.
- **Provide** a clear planning and development vision and strategy with consideration for key issues and impacts (i.e. density, building heights, infill, shading, privacy, traffic, parking, protecting heritage, etc).

Challenges

- Town centre lacks vibrancy.
- Too many vacant shops.
- Lack of diversity and compelling shops.
- Reduced foot traffic from the closure of the markets and loss of footfall.
- A divided community: some support new developments and high-rises in the City Centre to increase vibrancy. Others, feel high-rises will ruin the City's character.
- Lack of civic spaces or town square.
- Cost of parking and time limits.

Community driven actions

- **Facilitate** the opening of more cafes, restaurants, bars and diverse retailers (e.g., reduce red tape, provide more business support and cheaper rent for businesses).
- **Provide** more pedestrian only or pedestrian friendly areas in the City such as:
 - pedestrian only mall on Rokeby Road with outdoor eating
 - pedestrian only area around the train station
 - more traffic calming around coffee and shopping strips
 - more easily accessible toilets
- **Facilitate** more events and greater City activation (e.g., bring the markets back to the City, more pop-up festivals and bars, and extend trading hours).
- **Facilitate** the development of new urban and commercial developments to grow the City and create more vibrancy.
- **Provide** maintenance, refurbishments and aesthetic improvements to Rokeby Road (e.g., maintain plants in boxes).
- **Facilitate** the development of a town square or civic space that incorporates food, beverages, entertainment and culture in one space (e.g., including a beer garden, museum, library, communal seating and a new cinema).
- **Provide** improved community consultation regarding town centre development and communicate the outcome of consultations.
- **Facilitate** access to free or affordable parking in the City centre with longer time limits.

Challenges

- Lack of people and vibrancy in the City Centre.
- Vacant shops.
- Businesses closing.
- Affordability of rent.
- Cost of parking and time limits.

Community driven actions

- **Provide** support for local businesses to help attract and retain a diverse mix of interesting businesses (i.e. provide promotional campaigns, incentives, advocacy for affordable rents, etc).
- **Provide** faster, easier and more flexible business approvals with less red tape.
- **Facilitate** activation of the City Centre to attract foot traffic (i.e. food trucks, stalls, live music, workshops, festivals, farmers markets, extended trading hours, etc).
- **Facilitate** access to free or affordable parking in the City centre with longer time limits.

Challenges

- Lack of community consultation.
- Residents do not feel listened to, heard or represented in discussions with State Government and developers.
- Difficulty accessing elected members and the timeliness of responses from elected members.
- Lack of action arising from community consultation.
- Concerns with bias and personal agendas.
- Concerns with research methodology (i.e. older residents not being heard).

Community driven actions

- **Provide** community consultation on key issues (i.e. infill and development) and act on the wishes of the community.
- **Provide** community feedback, acknowledgment and action regarding the outcomes of community consultation.
- **Provide** greater access to Councillors (i.e. regular meet and greets, opportunity for personal consultation, no closed council sessions, etc).

Challenges

- Dissatisfaction with leadership
- Insufficient focus on meeting community needs
- Listening to minority over majority views
- Lack of transparency
- Infighting within Council

Community driven actions

- **Provide** a cohesive leadership team that listens, understands and represents community needs.
- **Facilitate** positive working relationships between elected members.
- **Facilitate** greater visual presence of elected members.

Familiarity with local services and facilities

Familiarity with local services and facilities

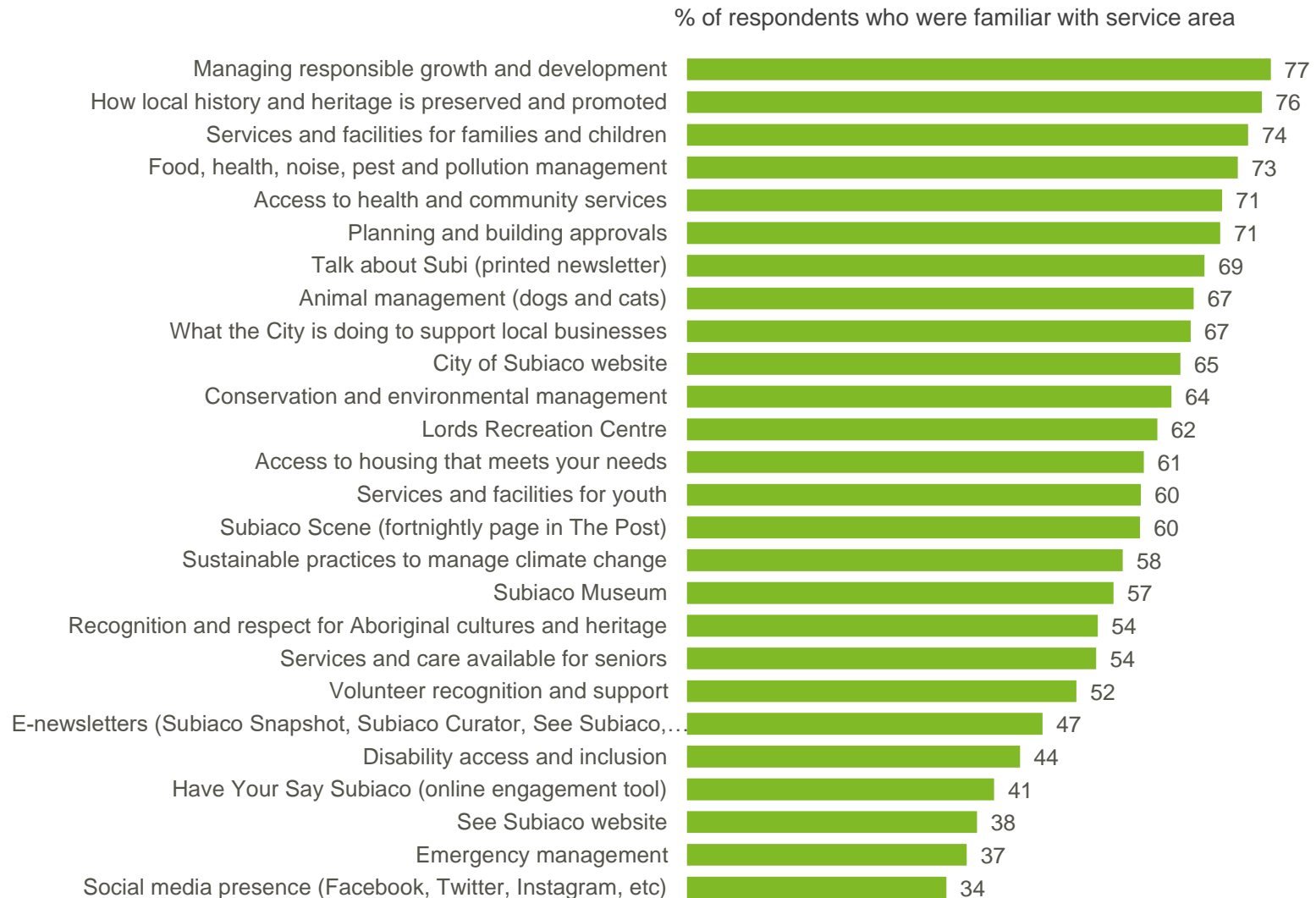
Higher levels of familiarity

% of respondents who were familiar with service area



Familiarity with local services and facilities

Lower levels of familiarity



Governance and communication

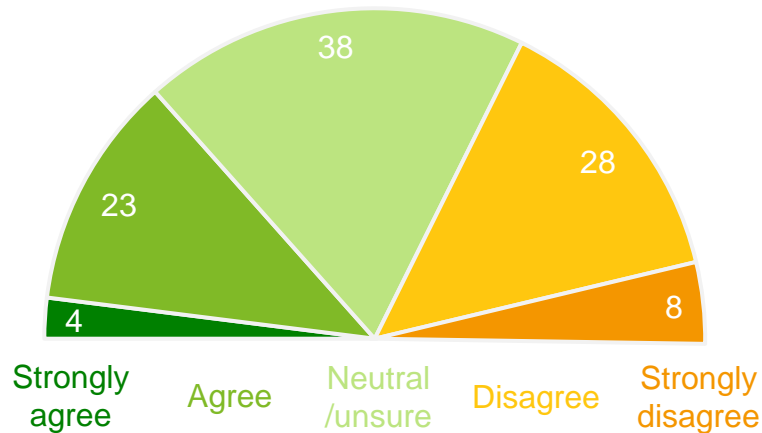
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

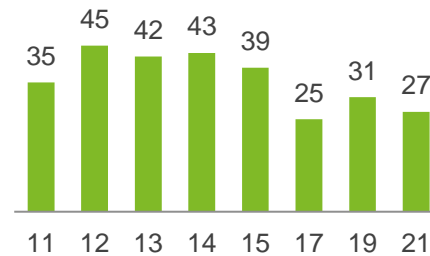
27%

Total Agree



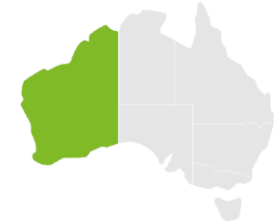
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco 27

Industry High 58

Industry Average 34

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
27	29	25	27	30	33	31	27	32	28	23	22	27	9	23	26	30

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
20	38	40	20

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

Base: All respondents, excludes 'no response' (n = 561). # small base size (<20 respondents)

Leadership by the Mayor and Councillors

Performance ratings

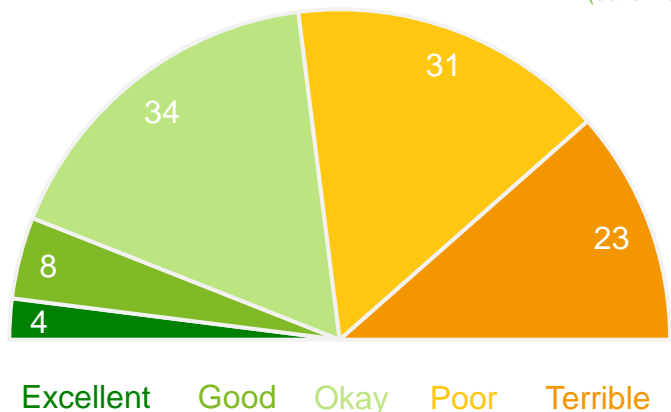
% of respondents

46%

35

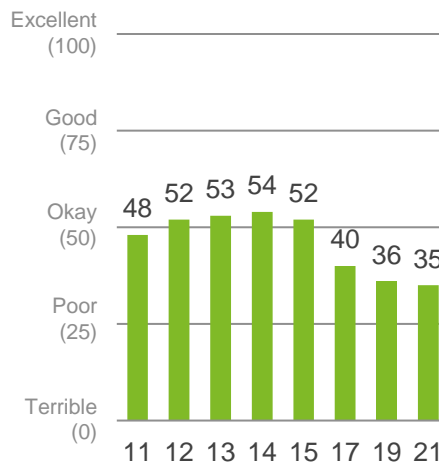
Positive
rating*

Performance
Index Score
(out of 100)



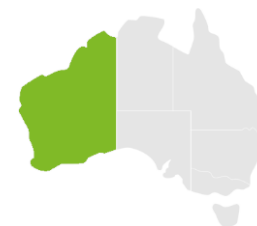
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	35
Industry High	67
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
35	36	34	34	36	34	35	35	47	37	30	29	45	25	40	34	36

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
34	41	33	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 461). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

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

Performance ratings

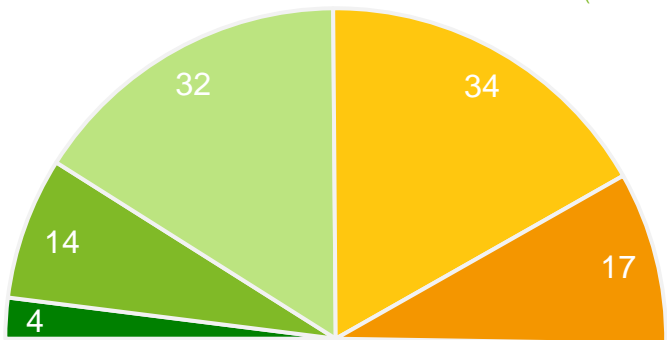
% of respondents

50%

38

Positive rating*

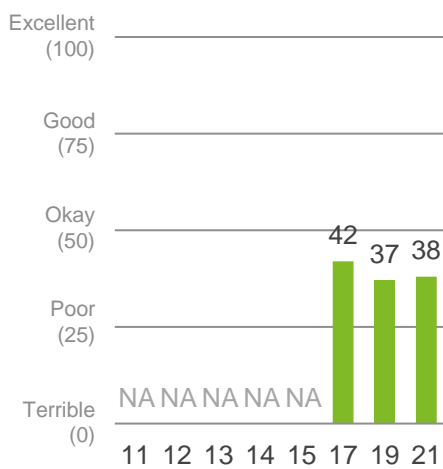
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

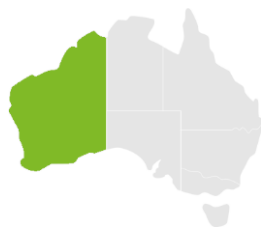
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	38
Industry High	64
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
38	40	37	37	37	41	39	39	51	41	32	33	49	33	41	38	40

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
34	30	40	40

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 453). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

How the community is consulted about local issues

Performance ratings

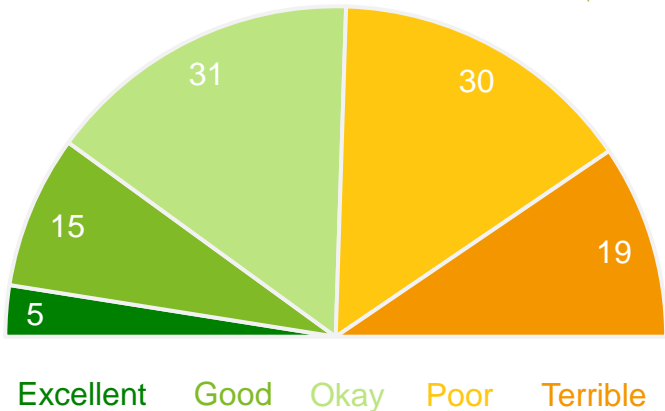
% of respondents

51%

39

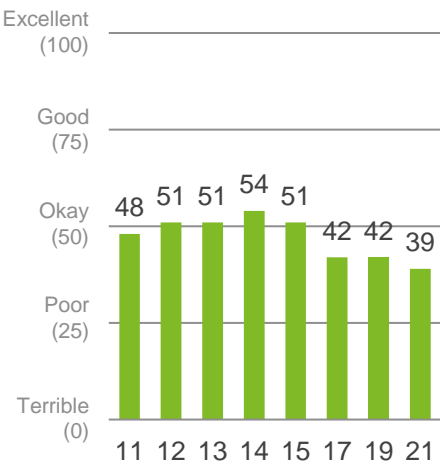
Positive rating*

Performance Index Score (out of 100)



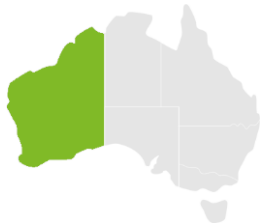
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	39
Industry High	62
Industry Average	46

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
39	41	38	39	41	40	40	39	49	41	35	34	48	30	40	37	42

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
34	33	58	48

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

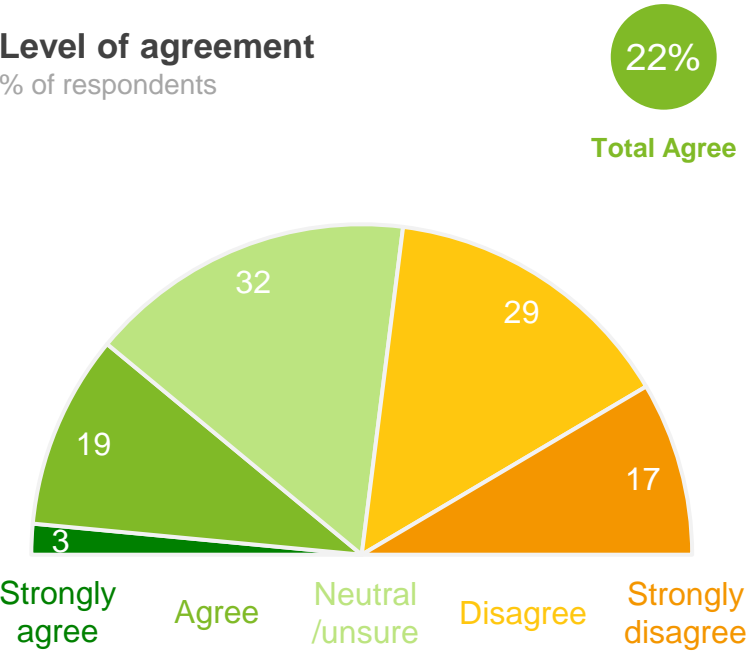
Base: All respondents, excludes 'unsure' and 'no response' (n = 500). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

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

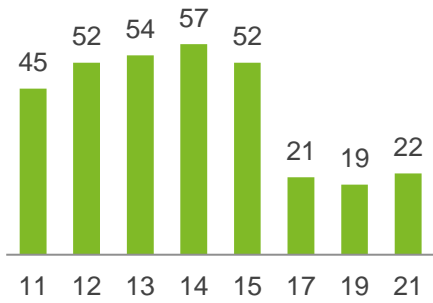
Level of agreement

% of respondents



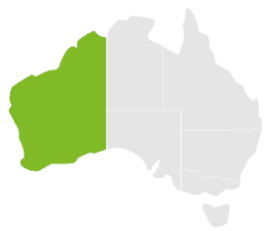
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	22
Industry High	40
Industry Average	30

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
22	24	20	18	23	33	36	18	29	25	12	22	33	9	14	32	19

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
18	29	18	9

Q. How strongly do you agree or disagree with the following statements?
 Base: All respondents, excludes 'no response' (n = 562). # small base size (<20 respondents)

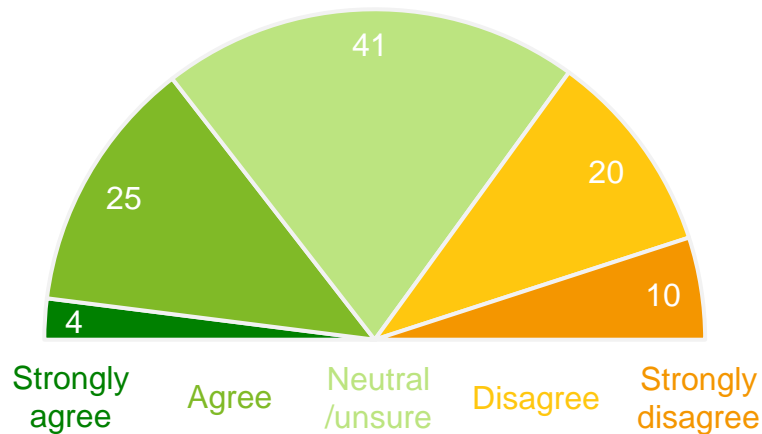
Staff have a good understanding of community needs

Level of agreement

% of respondents

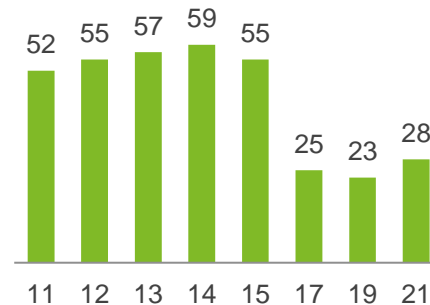
28%

Total Agree



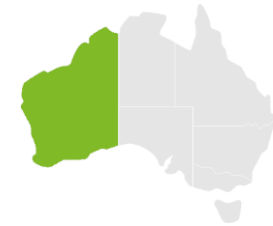
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	28
Industry High	45
Industry Average	34

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
28	33	25	30	42	33	36	19	36	31	22	23	34	26	14	28	30

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
20	25	18	11

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

Base: All respondents, excludes 'no response' (n = 560). # small base size (<20 respondents)

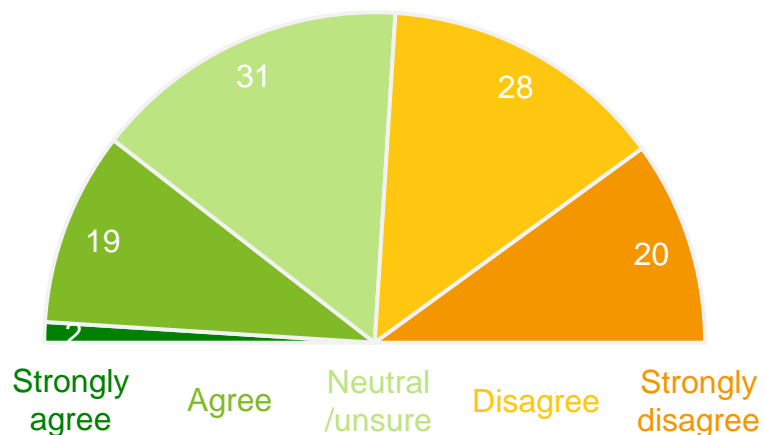
The City listens to and respects views

Level of agreement

% of respondents

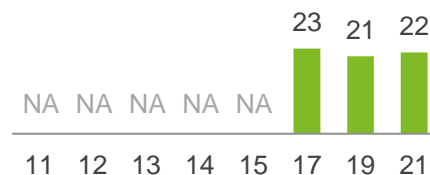
22%

Total Agree



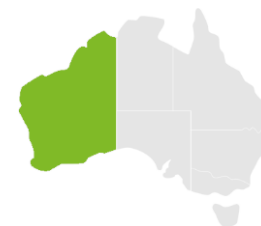
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco 22

Industry High 55

Industry Average 33

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
22	24	20	20	27	21	25	12	48	24	10	16	29	18	12	29	20

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
13	21	20	20

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

Base: All respondents, excludes 'no response' (n = 561). # small base size (<20 respondents)

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

Performance ratings

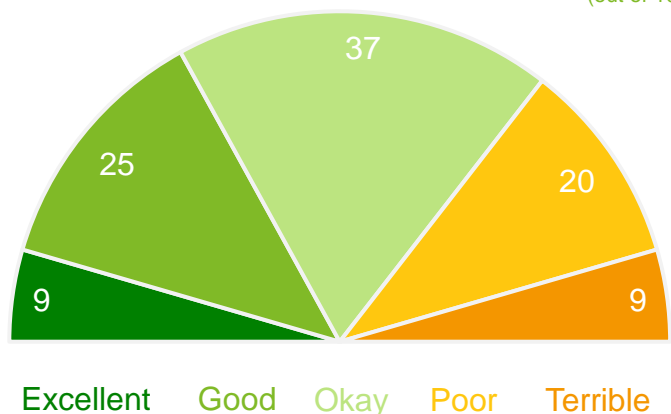
% of respondents

71%

51

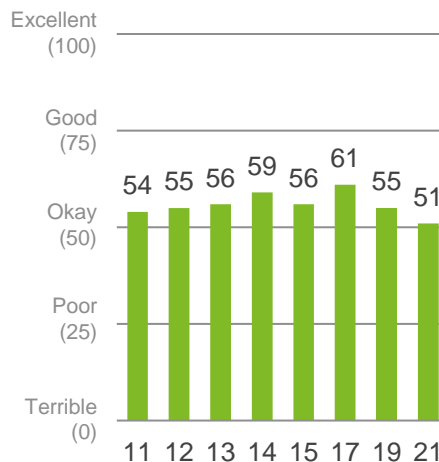
Positive
rating*

Performance
Index Score
(out of 100)



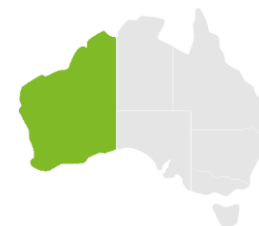
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	51
Industry High	69
Industry Average	54

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
51	53	49	51	57	55	51	51	54	54	45	45	63	53	53	48	52

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
49	44	56	57

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

small base size (<20 respondents)

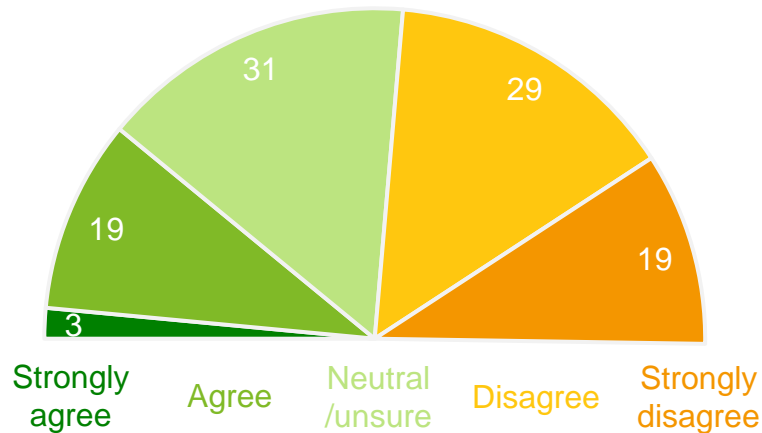
The City clearly explains reasons for decisions and how residents' views are taken into account

Level of agreement

% of respondents

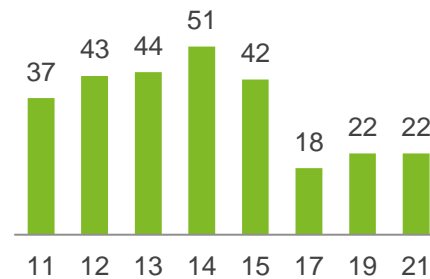
22%

Total Agree



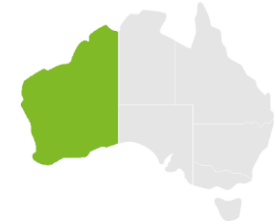
Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Subiaco	22
Industry High	45
Industry Average	27

Variances across the community

% agree

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
22	27	18	22	20	21	30	15	41	22	15	8	26	18	14	25	22

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
20	13	20	13

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

Base: All respondents, excludes 'no response' (n = 564). # small base size (<20 respondents)

Customer service

Performance ratings

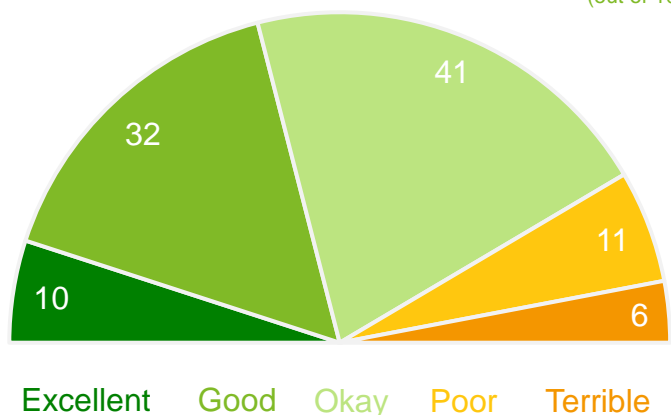
% of respondents

83%

57

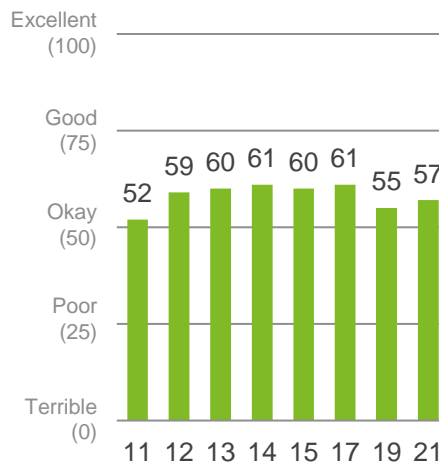
Positive
rating*

Performance
Index Score
(out of 100)



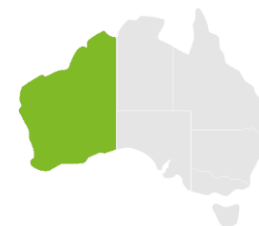
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	57
Industry High	74
Industry Average	62

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
57	58	57	58	62	61	58	56	67	57	57	49	61	57	61	60	56

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
52	57	71	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 484). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Communication channels

City of Subiaco website

Performance ratings

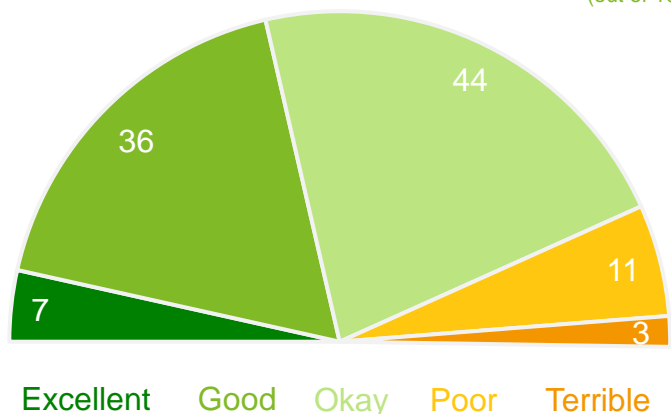
% of respondents

87%

58

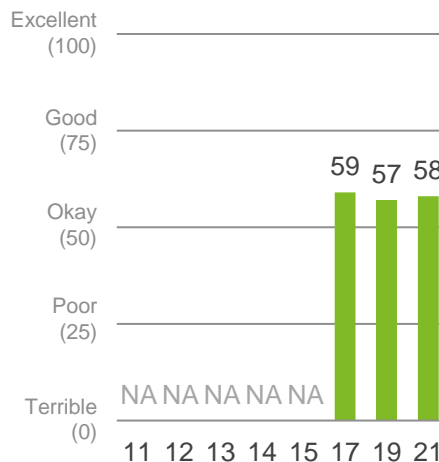
Positive
rating*

Performance
Index Score
(out of 100)



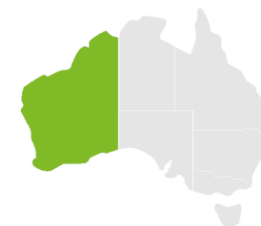
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	58	59	58	58	57	59	60	51	59	58	56	66	50	59	55	61

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
49	56	61	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

See Subiaco website

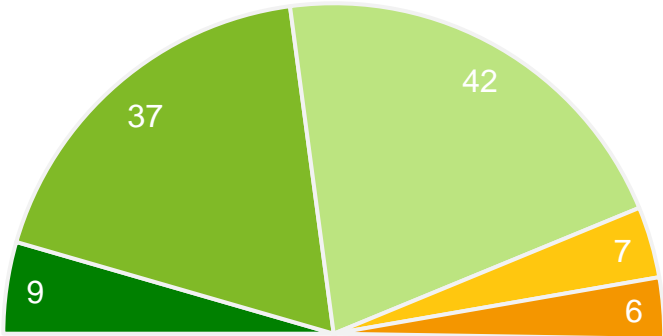
Performance ratings

% of respondents



Positive rating*

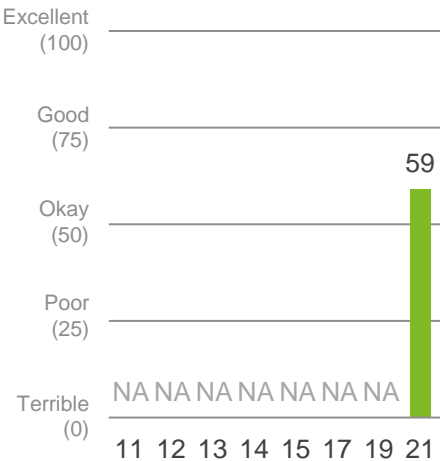
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

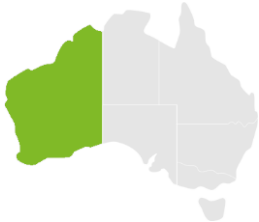
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	59
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
59	58	62	60	61	54	56	59	63	59	58	61	65	55	67	55	61	54	67	69	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 223). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

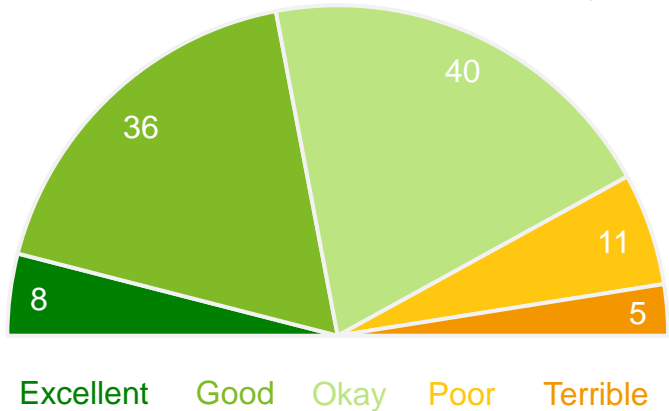
Social media presence (Facebook, Twitter, Instagram, etc)

Performance ratings

% of respondents

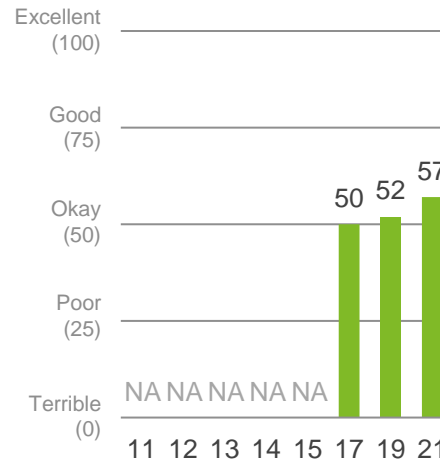
84%
Positive rating*

57
Performance Index Score
(out of 100)



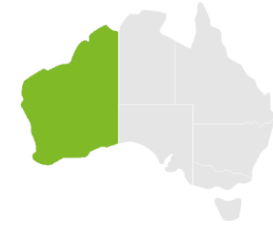
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	57
Industry High	66
Industry Average	54

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
57	53	62	62	54	53	54	53	65	59	47	59	55	48	55	55	60

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
52	55	63	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 200). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

E-newsletters (Subiaco Snapshot, Subiaco Curator, See Subiaco, Subiaco Family, and Business News)

Performance ratings

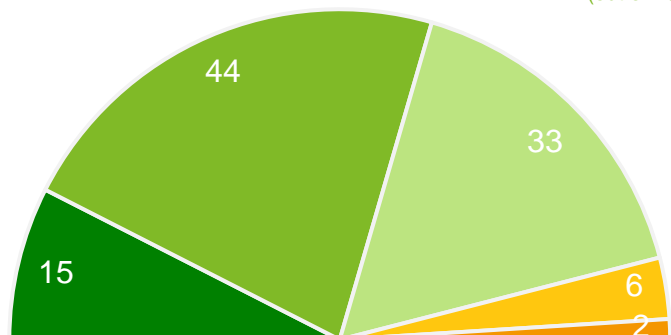
% of respondents

92%

66

Positive rating*

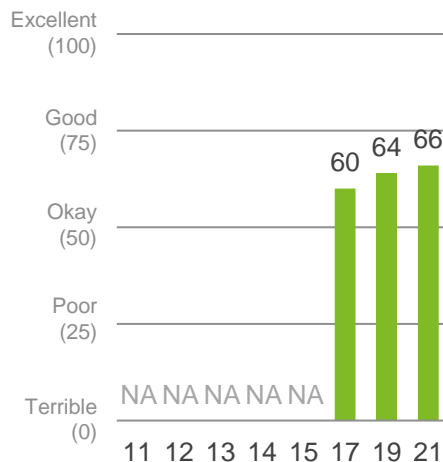
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 66

Industry High 66

Industry Average 61

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
66	63	69	67	67	67	68	59	73	67	62	69	76	58	77	61	69

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
63	73	63	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 274). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Talk about Subi (printed newsletter)

Performance ratings

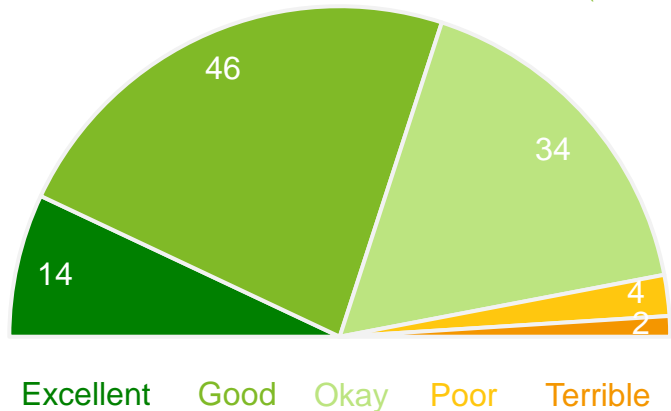
% of respondents

94%

66

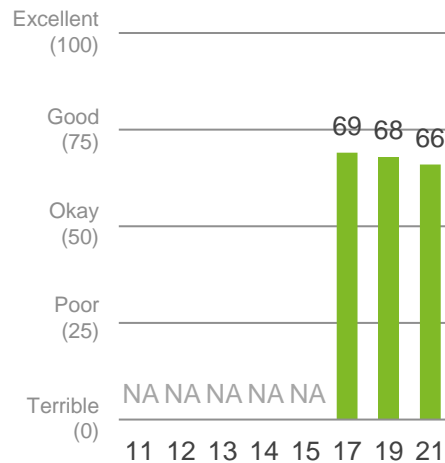
Positive
rating*

Performance
Index Score
(out of 100)



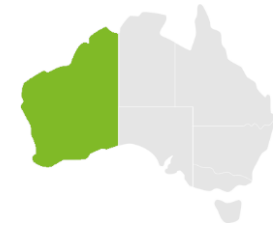
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	66
Industry High	75
Industry Average	64

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
66	64	68	66	67	66	68	65	67	66	66	64	67	64	70	66	66

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
62	63	65	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 399). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Subiaco Scene (fortnightly page in The Post)

Performance ratings

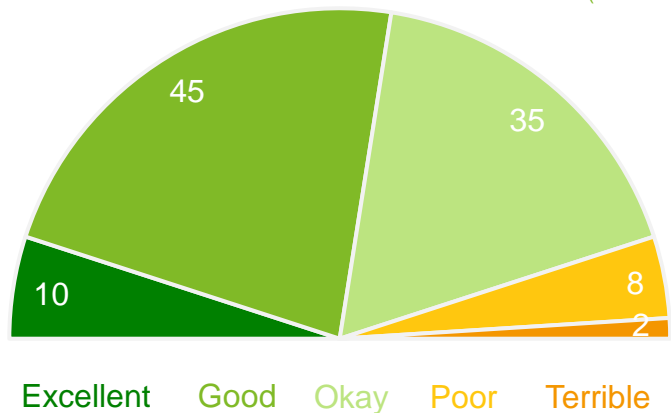
% of respondents

90%

63

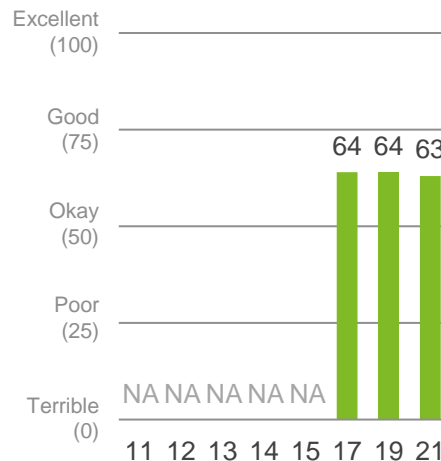
Positive
rating*

Performance
Index Score
(out of 100)



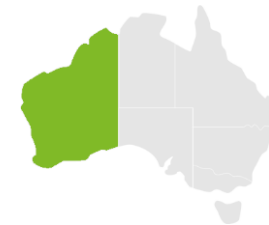
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 63

Industry High 63

Industry Average 59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
63	62	65	64	67	63	62	58	64	66	60	56	65	68	65	63	63

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
56	61	55	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 349). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Have Your Say Subiaco (online engagement tool)

Performance ratings

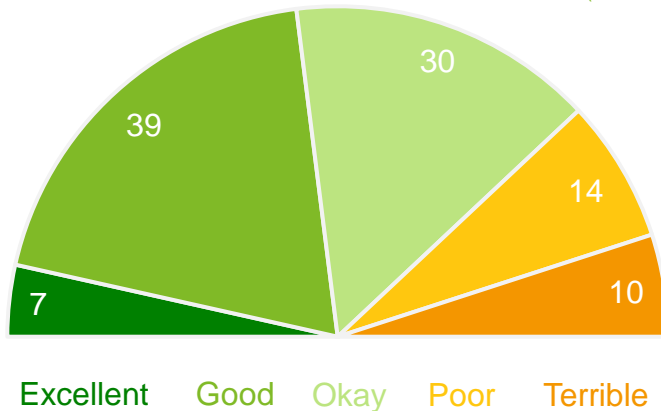
% of respondents

76%

55

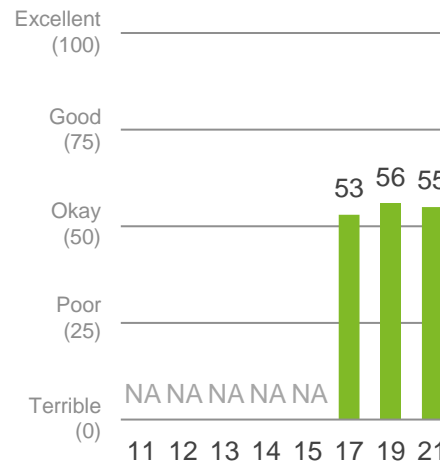
Positive
rating*

Performance
Index Score
(out of 100)



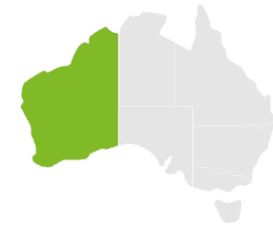
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	55
Industry High	63
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
55	56	55	56	57	52	46	47	58	57	50	56	57	51	60	51	57

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
45	48	60	71

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

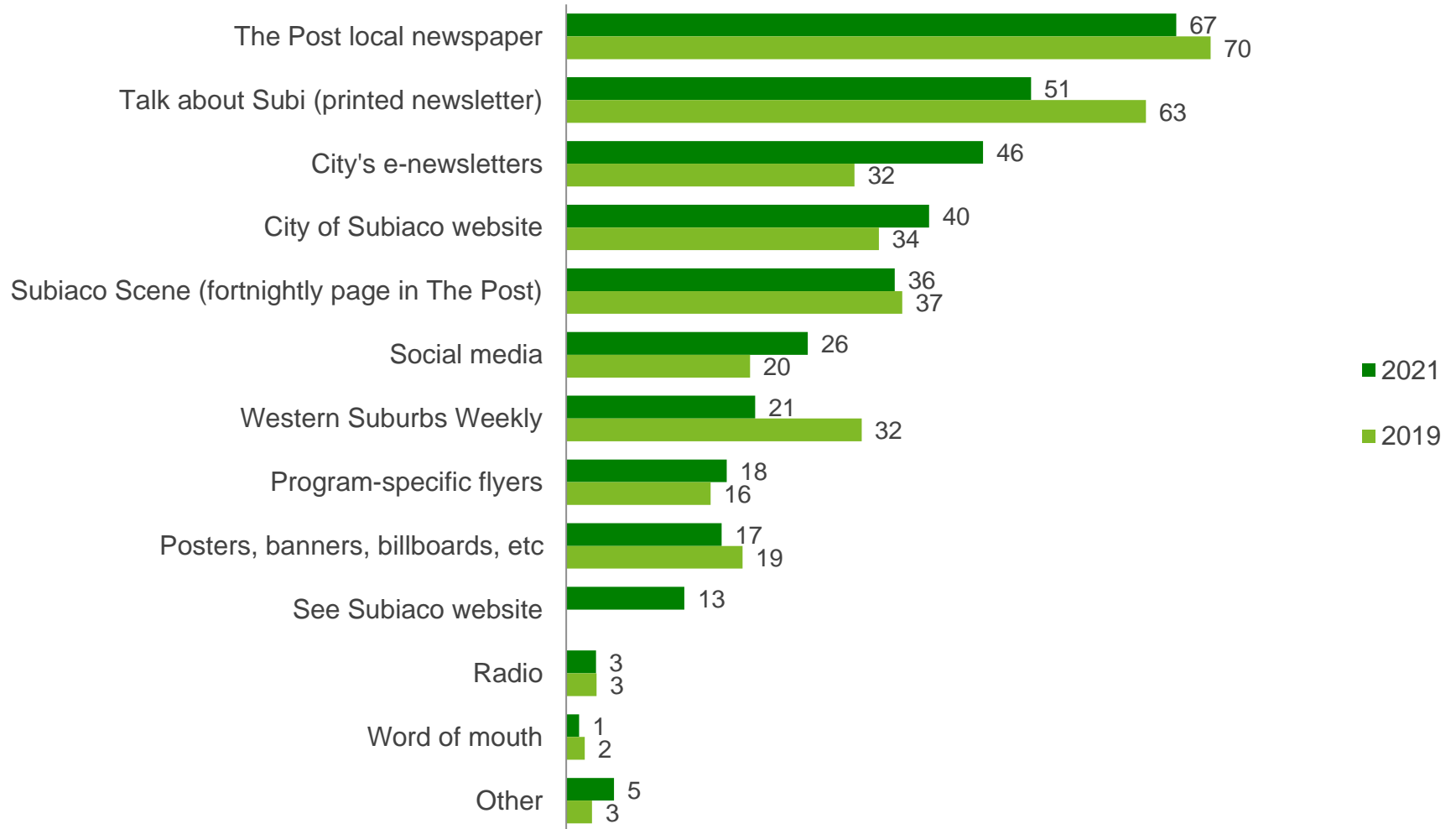
Base: All respondents, excludes 'unsure' and 'no response' (n = 237). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Current sources of information

Current sources of information | from the City about what's happening in the local area

% of respondents



Current sources of information

Audience variances

Audience Variances

% of respondents

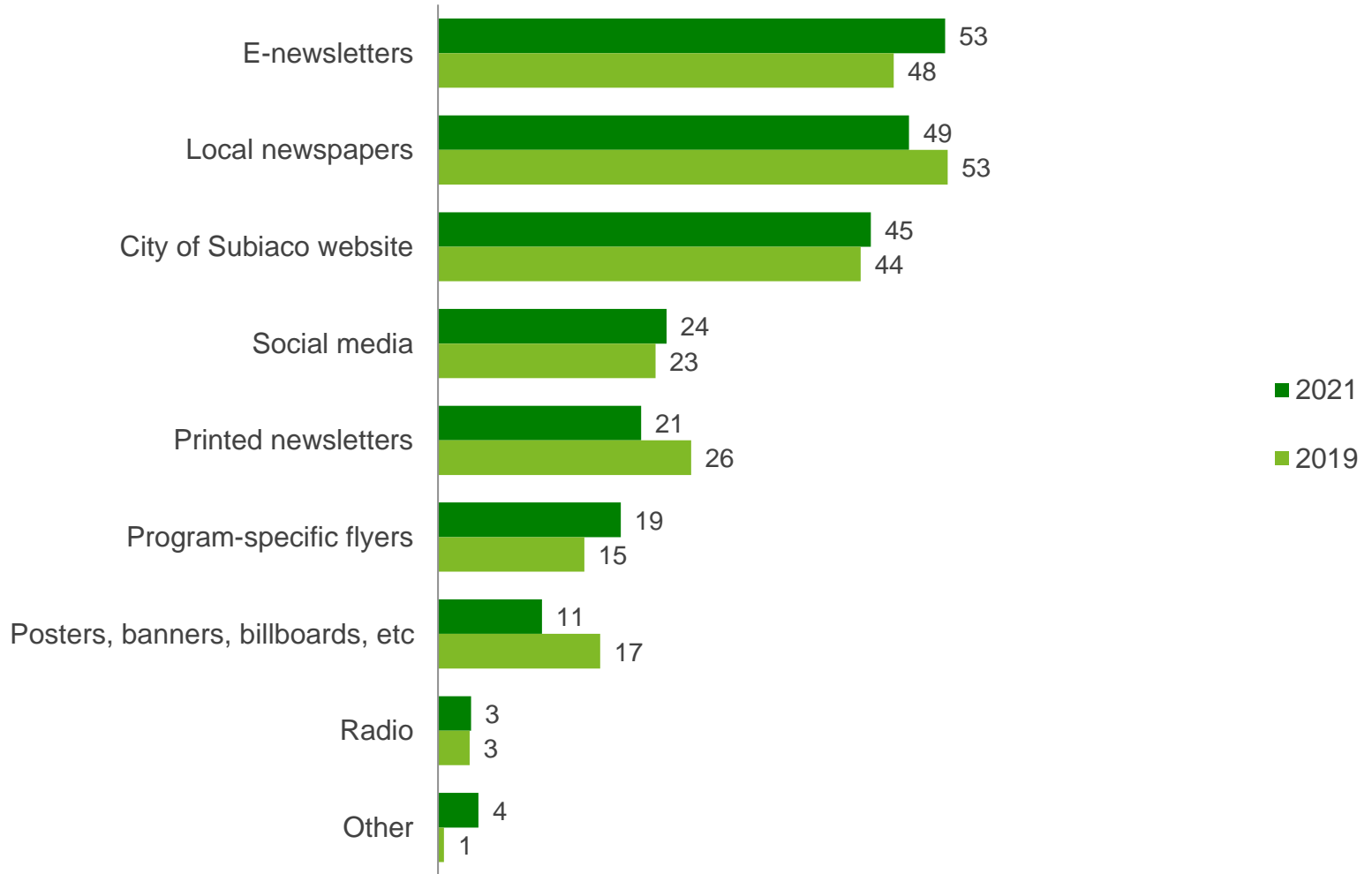
% of respondents	All respondents	Male Female		No children Have child 0-5 Have child 6-12 Have child 13-17 Have child 18+					14-34 years 35-54 years 55+ years			Disability	LOTE	Daglish Jolimont Shenton Park Subiaco				Local business Community group Out of area ratepayer# Visitor				
Current sources of information																						
The Post local newspaper	67	65	68	64	59	65	78	80	52	61	80	72	38	70	80	81	58	69	74	56	58	
Talk about Subi (printed newsletter)	51	46	56	51	43	52	63	71	41	47	60	52	47	49	65	58	47	44	52	0	2	
City's e-newsletters	46	45	47	39	59	55	48	38	28	50	42	43	63	38	57	36	50	54	48	44	23	
City of Subiaco website	40	41	39	31	53	45	44	47	41	41	37	30	27	32	42	46	38	38	48	44	31	
Subiaco Scene (fortnightly page in The Post)	36	34	38	40	33	28	35	37	24	31	46	30	8	43	57	41	30	31	52	0	23	
Social media	26	26	27	25	30	37	19	23	38	33	12	24	51	18	33	20	30	23	26	22	31	
Western Suburbs Weekly	21	21	21	19	15	21	35	34	14	22	21	26	9	8	23	24	21	28	17	44	48	
Program-specific flyers	18	11	24	18	14	21	18	13	21	16	19	18	21	11	16	20	18	15	17	22	15	
Posters, banners, billboards, etc	17	13	21	16	8	16	21	20	24	21	9	20	27	4	11	16	21	13	22	11	29	
See Subiaco website	13	9	17	11	19	16	10	8	24	15	7	7	11	11	17	10	14	8	22	22	2	
Radio	3	2	5	3	0	1	7	4	3	3	3	0	0	0	0	7	3	5	4	0	12	
Word of mouth	1	1	1	3	0	0	0	0	0	0	4	3	0	1	0	1	2	3	9	0	2	
Other	5	6	4	7	1	1	8	2	0	6	5	7	4	14	2	6	4	8	9	0	12	

Q. How do you currently receive information and updates from the City of Subiaco about what's happening in the local area? Base: All respondents, excludes no response (n = 490). # small base size (<20 respondents)

Preferred sources of information

Preferred sources of information | from the City about what's happening in the local area

% of respondents



Q. And, how would you prefer to receive this information in future? Please choose your TOP 3.

Base: All respondents, excludes no response and invalid responses (n = 467).

Preferred sources of information

Audience variances

Audience Variances				Local resident variances														Other groups							
% of respondents				All respondents	Male		Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
Preferred sources of information																									
E-newsletters				53	55	51	49	67	57	57	52	31	58	50	53	53	48	70	47	55	59	64	13	41	
Local newspapers				49	45	53	47	40	46	49	55	28	43	64	42	32	51	42	64	43	49	73	63	45	
City of Subiaco website				45	49	42	37	59	57	53	41	59	49	36	40	40	36	55	42	47	43	36	88	41	
Social media				24	22	26	25	22	24	19	12	41	30	10	34	11	28	6	16	28	27	9	25	31	
Printed newsletters				21	18	25	25	17	19	16	17	14	16	32	19	19	13	41	26	18	27	27	0	2	
Program-specific flyers				19	21	18	19	25	23	7	11	14	21	18	9	40	17	11	21	19	24	18	38	18	
Posters, banners, billboards, etc				11	8	14	12	5	7	13	11	31	9	9	11	11	7	3	14	11	3	14	13	16	
Radio				3	4	3	6	2	2	0	0	0	5	2	0	4	9	0	1	4	3	0	0	14	
Other				4	4	4	5	5	4	0	0	0	6	3	11	0	13	4	2	4	3	5	0	8	

Q. And, how would you prefer to receive this information in future? Please choose your TOP 3.

Base: All respondents, excludes no response (n = 467). # small base size (<20 respondents)

Economy

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

Performance ratings

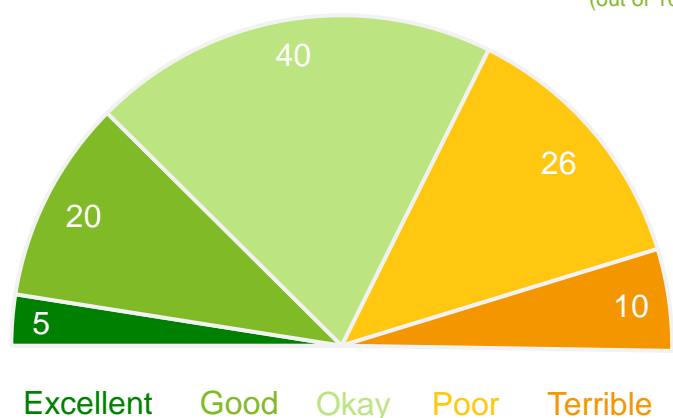
% of respondents

65%

46

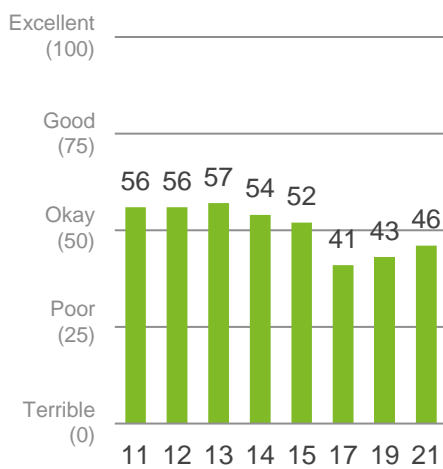
Positive rating*

Performance Index Score (out of 100)



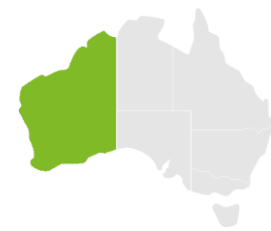
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco

46

Industry High

NA

Industry Average

NA

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
46	45	48	46	48	46	49	45	52	47	43	38	52	49	54	48	44

Local business	Community group	Out of area ratepayer#	Visitor
39	53	53	53

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 506). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

How Subiaco town centre is being developed

Performance ratings

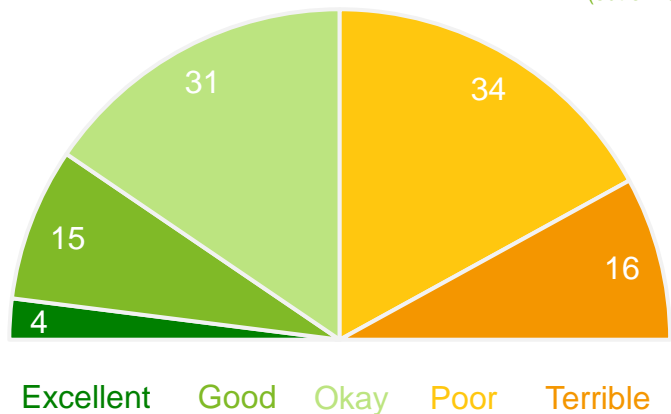
% of respondents

50%

39

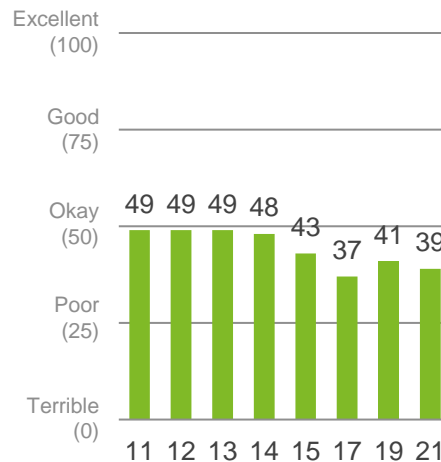
Positive
rating*

Performance
Index Score
(out of 100)



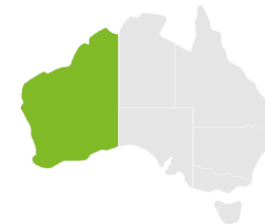
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	39
Industry High	71^
Industry Average	49^

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
39	41	39	40	40	39	38	34	48	41	35	31	44	40	44	37	40

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
34	42	43	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 525). * Positive Rating = excellent, good + okay

small base size (<20 respondents) ^ Industry standard scores for "How the town centre is being developed and activated"

How the City is activating Subiaco Town Centre

(e.g. promotions, pop-ups, events)

Performance ratings

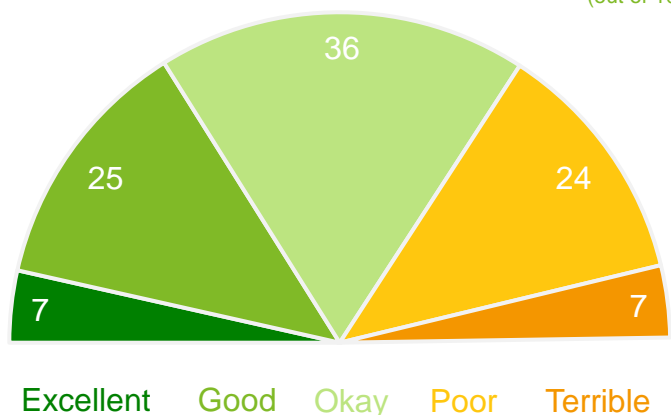
% of respondents

68%

50

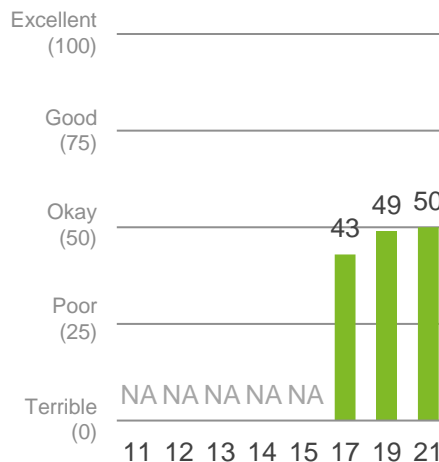
Positive
rating*

Performance
Index Score
(out of 100)



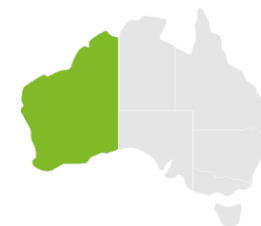
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	71^
Industry Average	49^

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	47	54	53	48	48	52	49	61	50	48	45	49	50	52	53	49

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
47	51	61	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 517). * Positive Rating = excellent, good + okay

small base size (<20 respondents) ^ Industry standard scores for "How the town centre is being developed and activated"

What the City is doing to support local businesses

Performance ratings

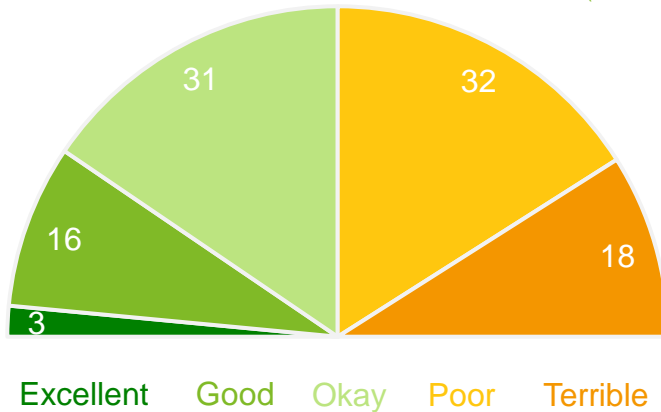
% of respondents

50%

39

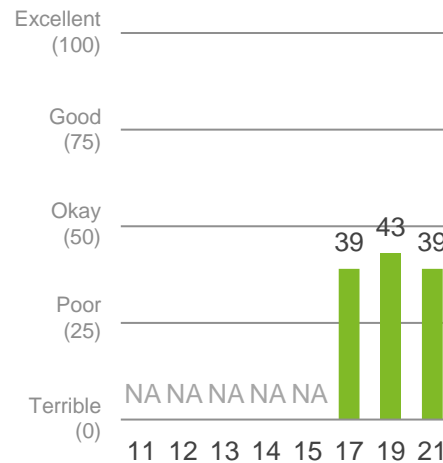
Positive
rating*

Performance
Index Score
(out of 100)



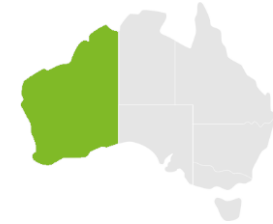
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	39
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
39	38	39	39	35	38	41	32	52	38	36	39	46	39	39	40	38

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
32	48	39	34

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 388). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Community Development

Services and facilities for youth

Performance ratings

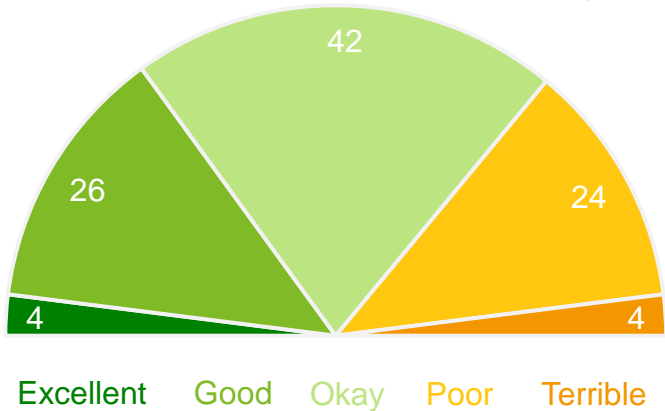
% of respondents

72%

50

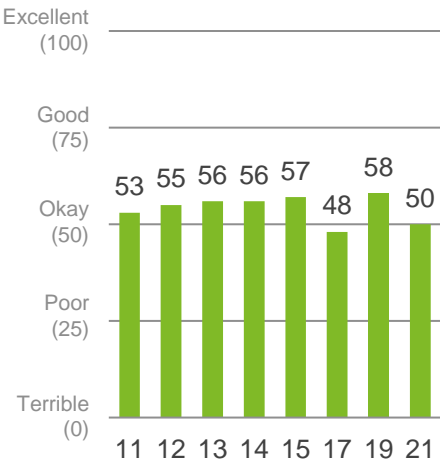
Positive rating*

Performance Index Score (out of 100)



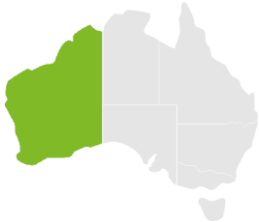
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	66
Industry Average	48

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	51	49	48	50	51	52	47	44	53	47	44	50	46	48	52	50

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
44	53	53	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 350). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Services and facilities for families and children

Performance ratings

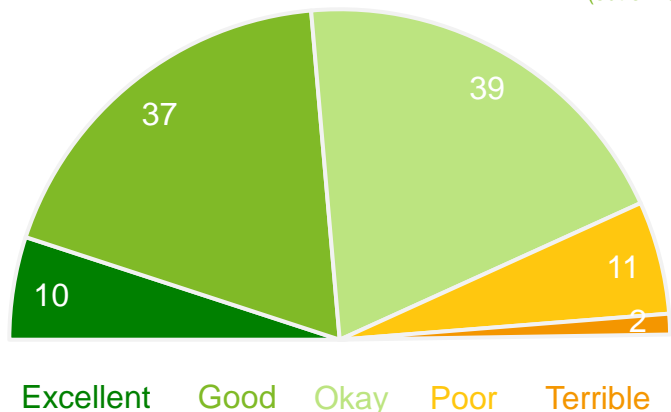
% of respondents

86%

60

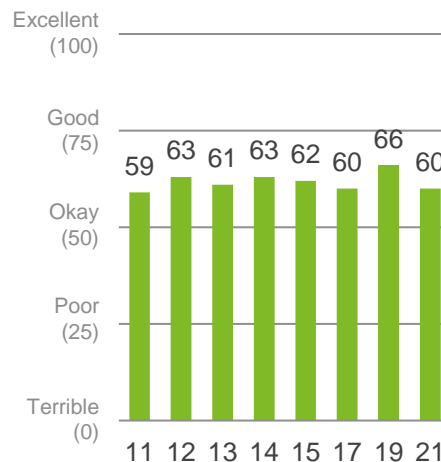
Positive
rating*

Performance
Index Score
(out of 100)



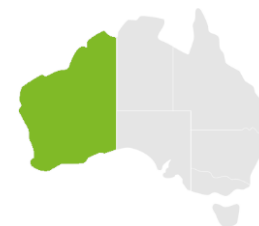
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	60
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
60	57	63	60	55	59	63	62	63	60	59	58	55	56	60	64	59

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
51	60	61	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 432). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Services and care available for seniors

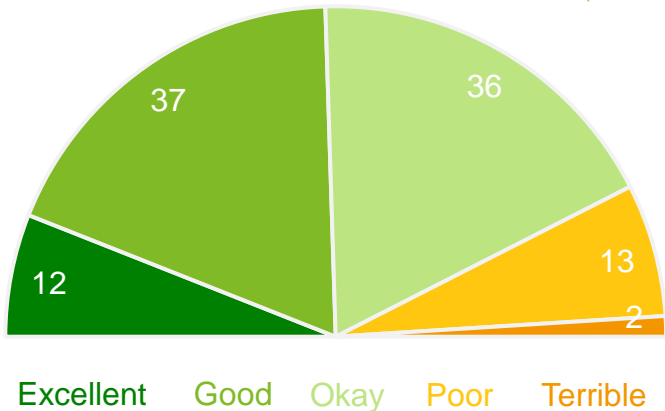
Performance ratings

% of respondents



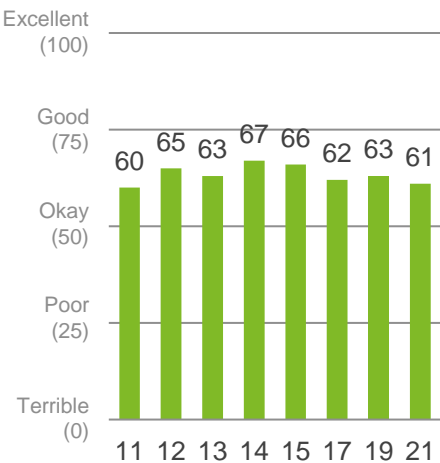
Positive rating*

Performance Index Score
(out of 100)



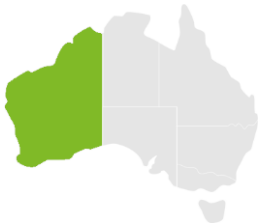
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	68
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
61	61	61	59	65	61	65	61	75	63	57	62	66	58	67	63	60

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
47	61	63	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 315). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Disability access and inclusion

Performance ratings

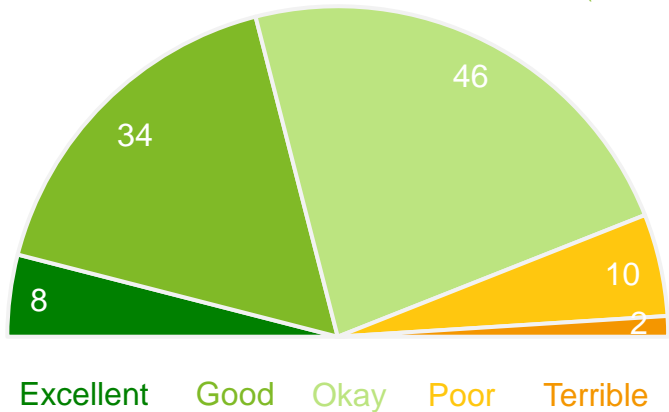
% of respondents

88%

59

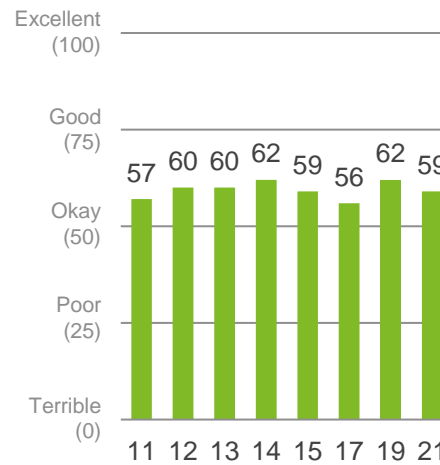
Positive
rating*

Performance
Index Score
(out of 100)



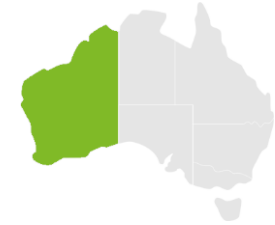
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	59
Industry High	65
Industry Average	50

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
59	61	57	57	65	62	62	56	60	62	54	56	67	60	65	64	56

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
51	66	50	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 256). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Recognition and respect for Aboriginal cultures and heritage

Performance ratings

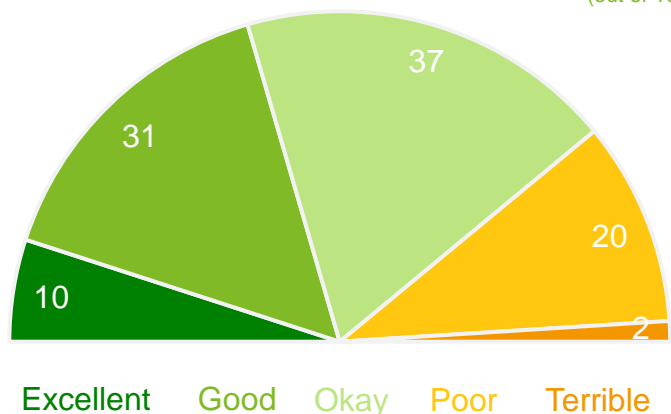
% of respondents

78%

57

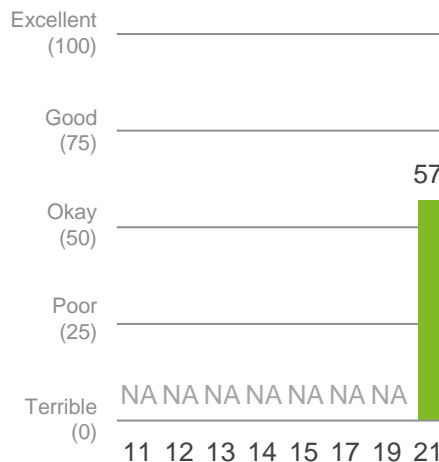
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	57
Industry High	70
Industry Average	63

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
57	59	55	57	57	54	62	52	47	58	57	56	65	47	64	59	57

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
59	61	54	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 316). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Volunteer recognition and support

Performance ratings

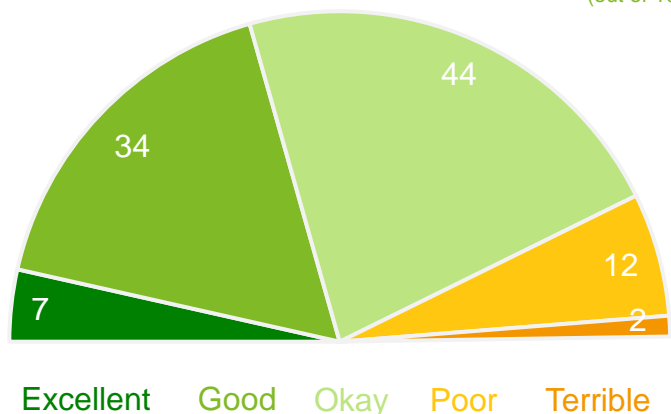
% of respondents

85%

58

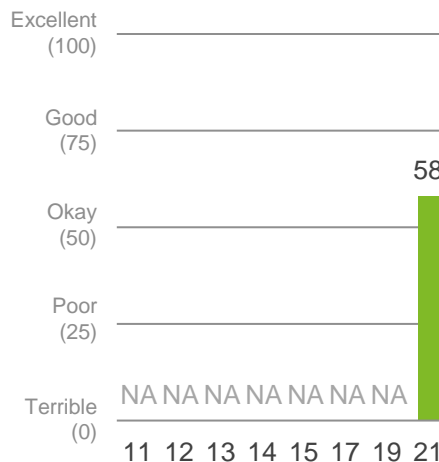
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	68
Industry Average	63

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	58	59	59	53	54	64	60	57	59	56	60	62	49	54	64	58

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
52	48	54	65

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 300). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Community Wellbeing

Community safety and crime prevention

Performance ratings

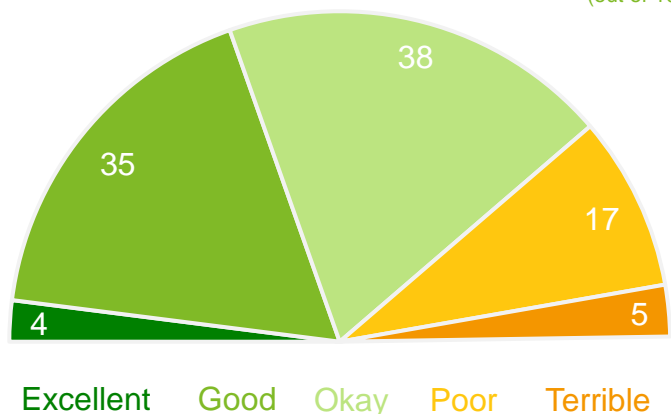
% of respondents

77%

54

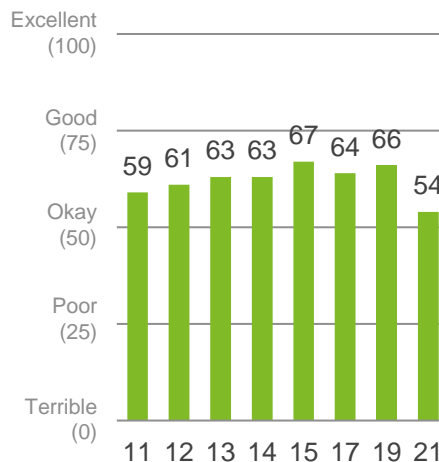
Positive
rating*

Performance
Index Score
(out of 100)



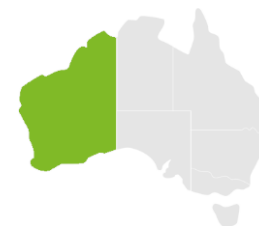
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 54

Industry High 76

Industry Average 53

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
54	54	54	55	50	50	61	54	64	52	54	49	53	56	48	58	52

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
46	51	61	58

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 461). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Control of graffiti, vandalism and anti-social behaviour

Performance ratings

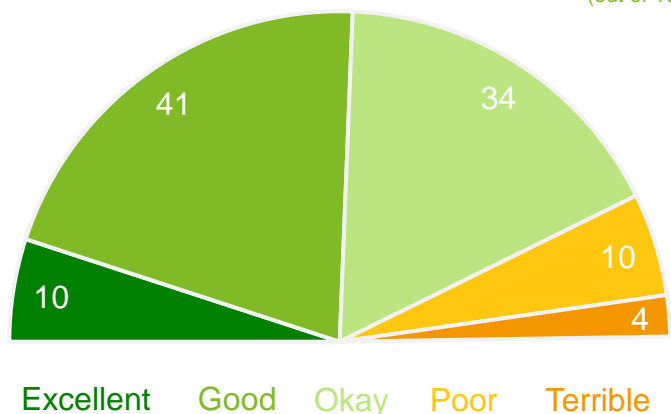
% of respondents

85%

61

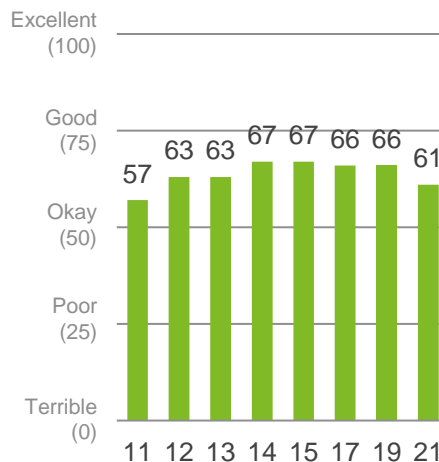
Positive
rating*

Performance
Index Score
(out of 100)



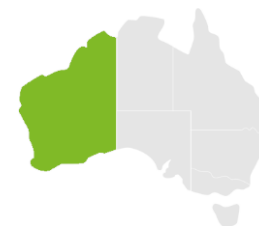
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 61

Industry High 61

Industry Average 42

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
61	61	61	61	55	57	66	59	73	59	61	61	64	65	56	66	58

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
54	64	57	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 480). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Access to housing that meets your needs

Performance ratings

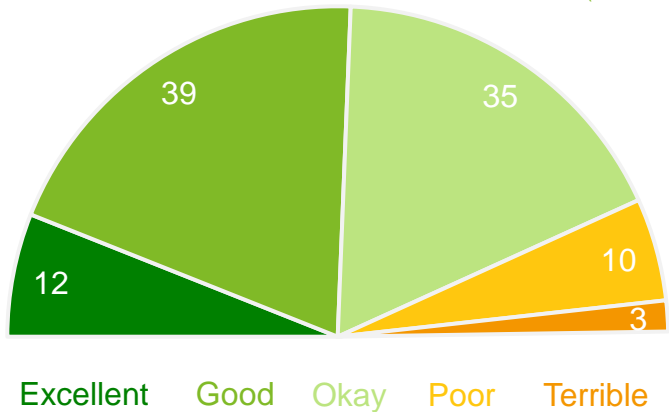
% of respondents

86%

62

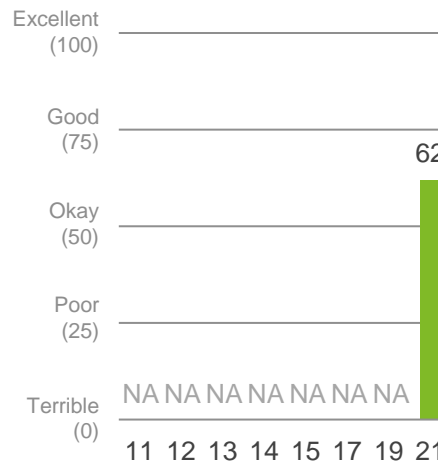
Positive
rating*

Performance
Index Score
(out of 100)



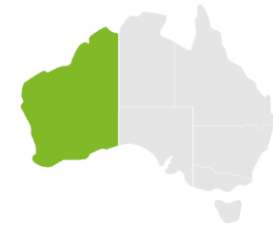
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	62
Industry High	66
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
62	61	63	62	64	62	61	65	74	60	62	51	58	60	53	63	63

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
52	56	56	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 352). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Access to health and community services

Performance ratings

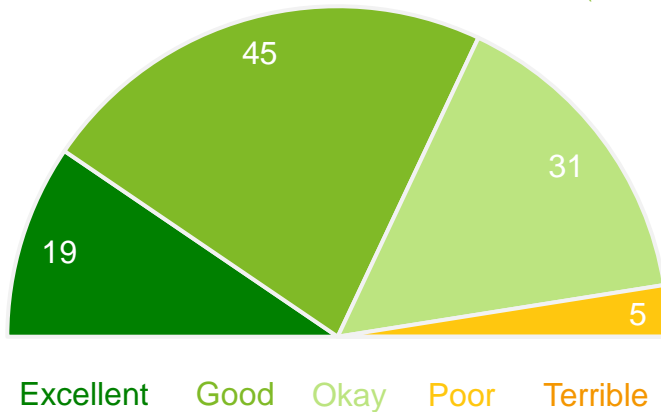
% of respondents

95%

69

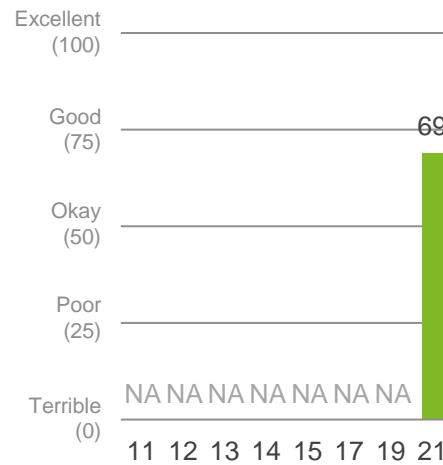
Positive rating*

Performance Index Score (out of 100)



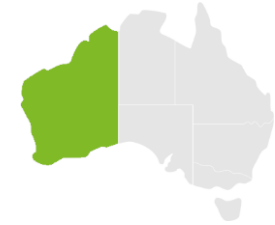
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	69
Industry High	70
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
69	69	69	69	66	68	75	70	74	69	68	67	67	70	60	71	69

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
63	69	69	68

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

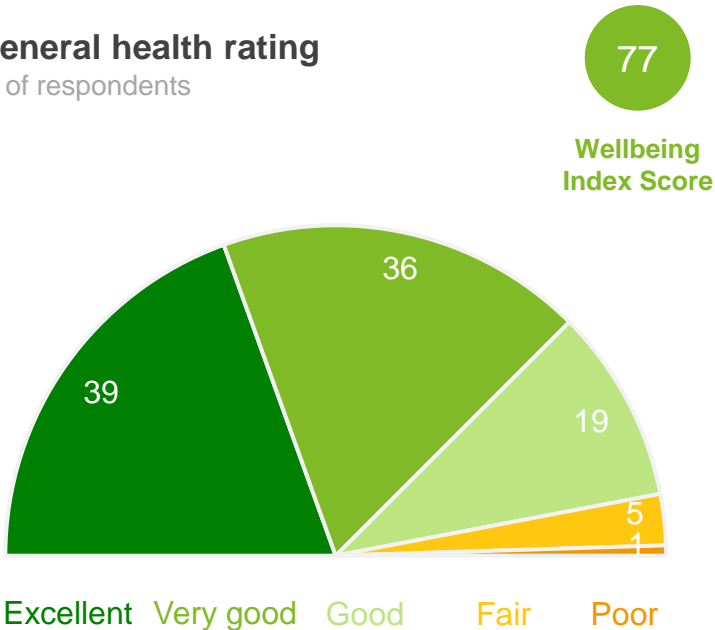
Base: All respondents, excludes 'unsure' and 'no response' (n = 412). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

General health | self assessed

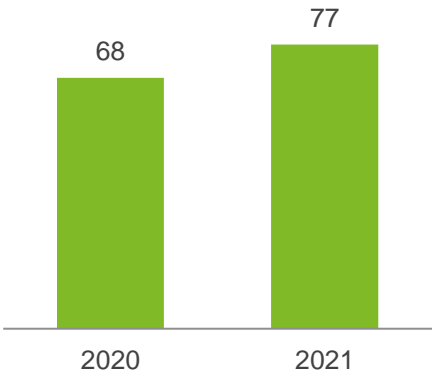
General health rating

% of respondents



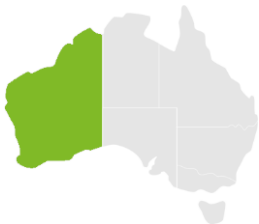
Trend Analysis

Wellbeing Index Score



MARKYT Industry Standards^

Wellbeing Index Score



City of Subiaco	77
Western Australia	62

^ 2020 MARKYT® Community Resilience Scorecard, Base: 7,666 Western Australians

Variances across the community

Wellbeing Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
77	78	77	74	81	78	79	84	82	79	73	57	74	80	72	77	78

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
83	77	69	74

Q. How would you rate your health in general?

Base: All respondents, excludes 'unsure' and 'no response' (n = 478). # small base size (<20 respondents)

Community buildings, halls and toilets

Performance ratings

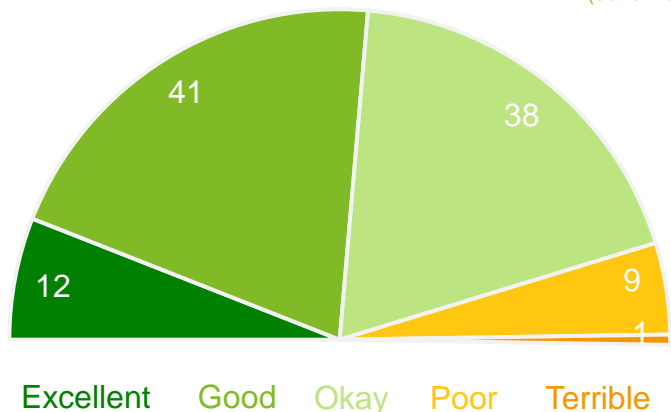
% of respondents

91%

63

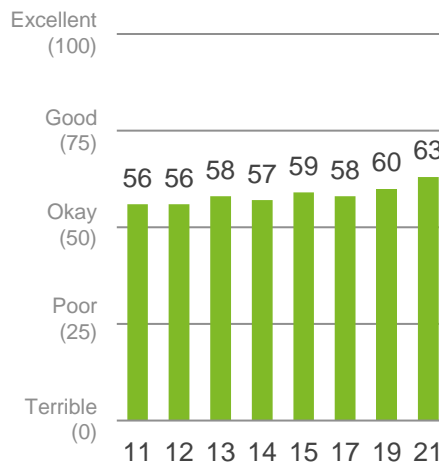
Positive
rating*

Performance
Index Score
(out of 100)



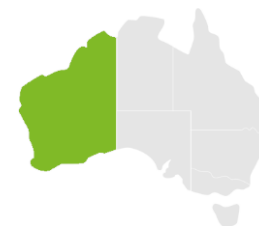
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	78
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
63	63	64	63	61	61	62	65	69	62	64	59	59	62	56	65	64

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
60	67	50	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 479). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Sport and recreation facilities and services

Performance ratings

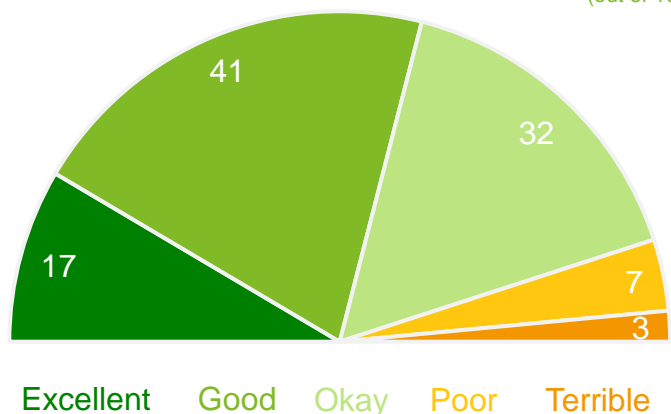
% of respondents

90%

66

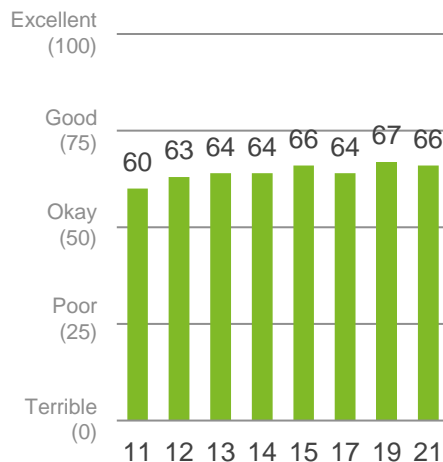
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	66
Industry High	85
Industry Average	67

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
66	65	67	64	66	67	65	71	63	67	64	56	64	64	73	67	64

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
56	61	63	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 475). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Lords Recreation Centre

Performance ratings

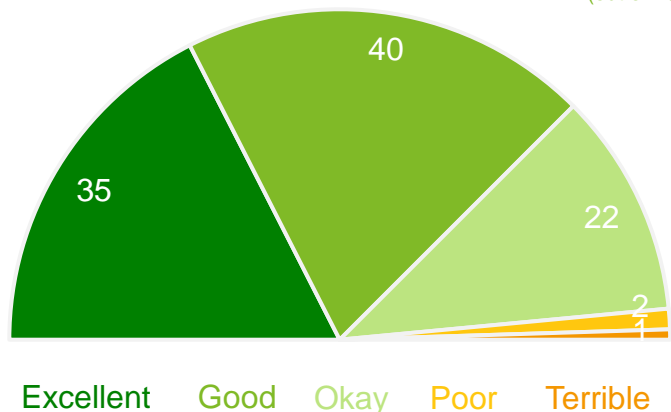
% of respondents

97%

77

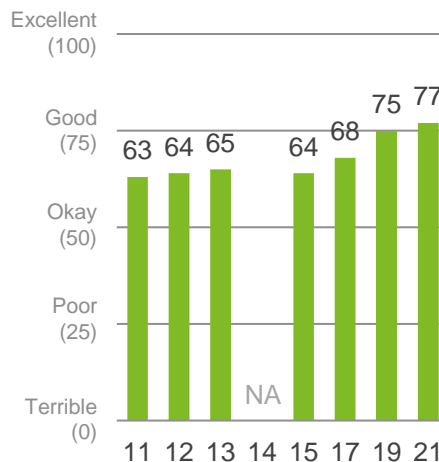
Positive
rating*

Performance
Index Score
(out of 100)



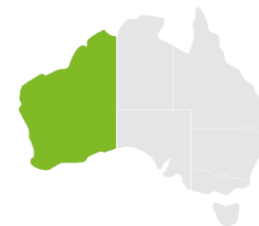
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco

77

Industry High

84

Industry Average

71

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
77	76	78	74	81	83	75	75	71	79	75	74	73	83	83	75	76

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
74	83	71	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 362). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Playgrounds, parks and reserves

Performance ratings

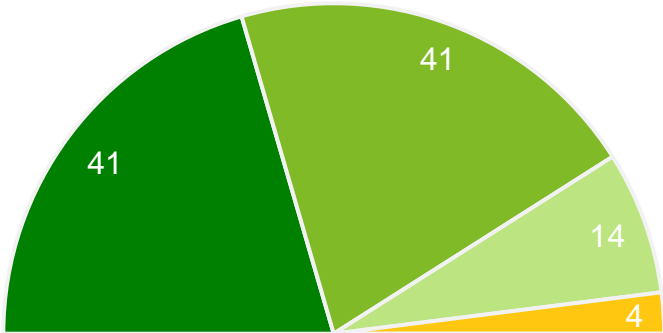
% of respondents



Positive rating*



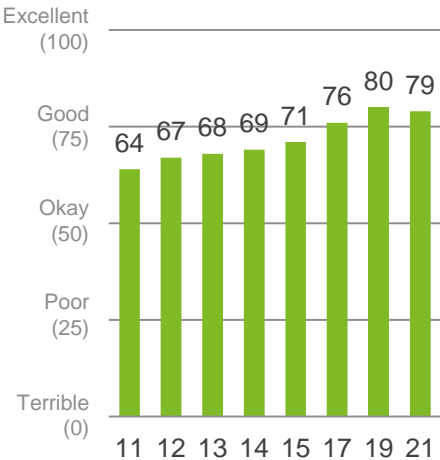
Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible

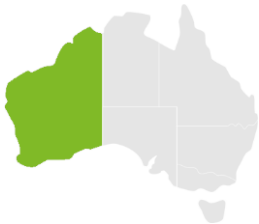
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	79
Industry High	86
Industry Average	68

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
79	78	81	78	78	83	77	77	78	81	77	79	80	78	81	81	79

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
71	80	81	78

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 514). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Library and information services

Performance ratings

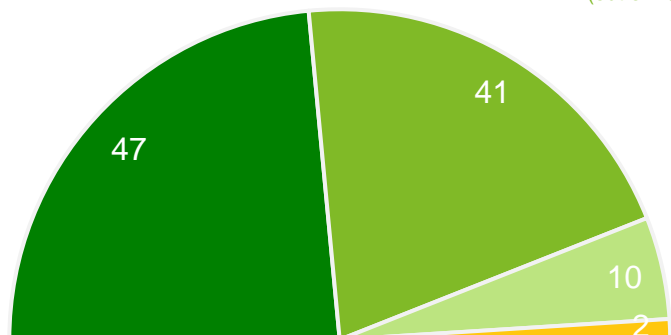
% of respondents

98%

83

Positive
rating*

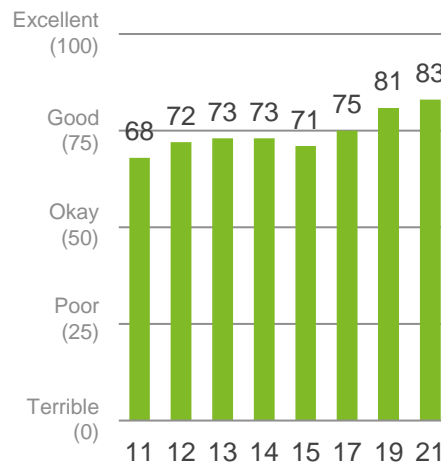
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

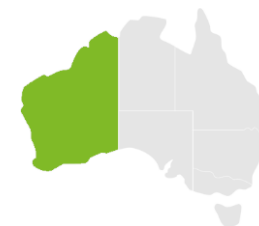
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 83

Industry High 83

Industry Average 71

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
83	82	85	83	81	85	80	82	83	83	84	82	84	80	84	81	85

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
79	88	72	85

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 502). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Subiaco Museum

Performance ratings

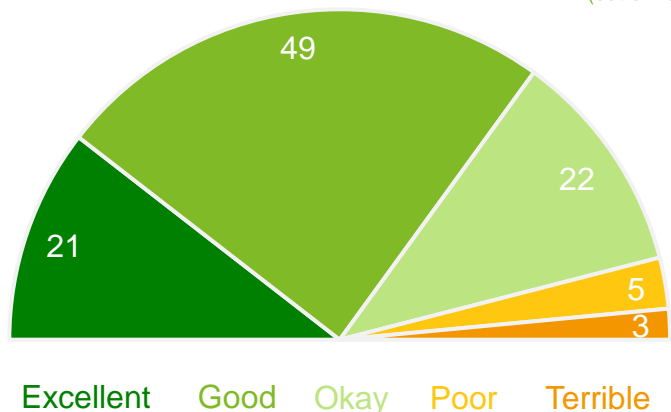
% of respondents

92%

70

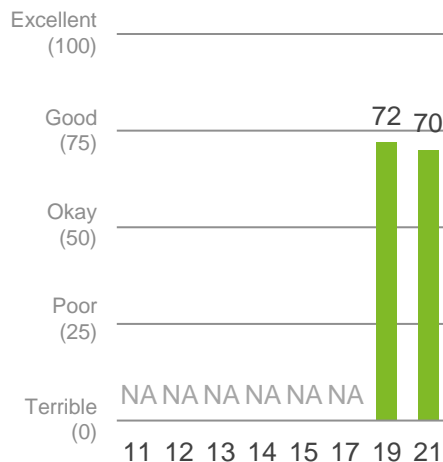
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	70
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
70	67	75	71	65	69	75	71	73	68	75	65	71	66	83	71	70	71	78	71	76

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 329). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Festivals, events, art and cultural activities

Performance ratings

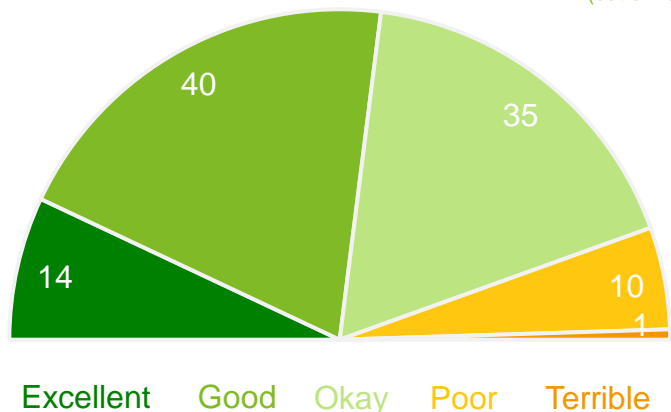
% of respondents

89%

64

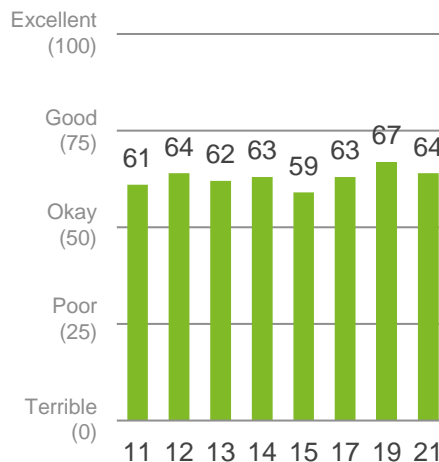
Positive
rating*

Performance
Index Score
(out of 100)



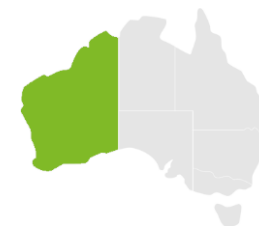
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	64
Industry High	78
Industry Average	64

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	62	67	66	60	66	63	64	67	63	65	59	61	56	67	68	64

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
61	73	59	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 487). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

How local history and heritage is preserved and promoted

Performance ratings

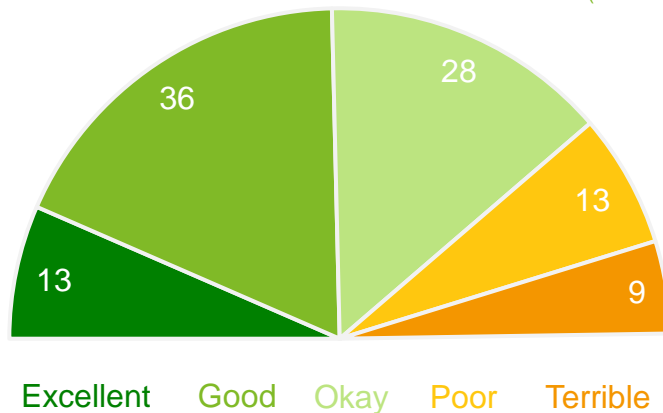
% of respondents

77%

58

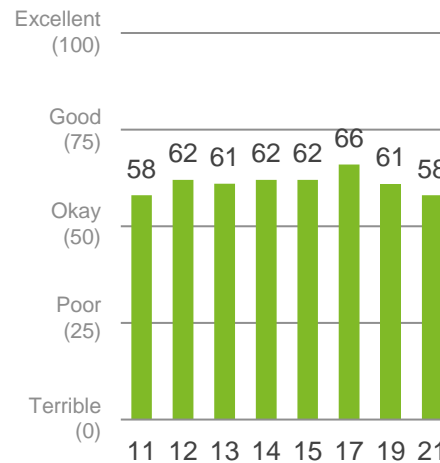
Positive
rating*

Performance
Index Score
(out of 100)



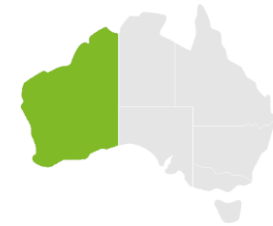
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	58
Industry High	75
Industry Average	59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
58	58	58	58	54	57	60	60	66	58	56	55	59	51	69	59	58

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
51	58	63	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 443). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Animal management (dogs and cats)

Performance ratings

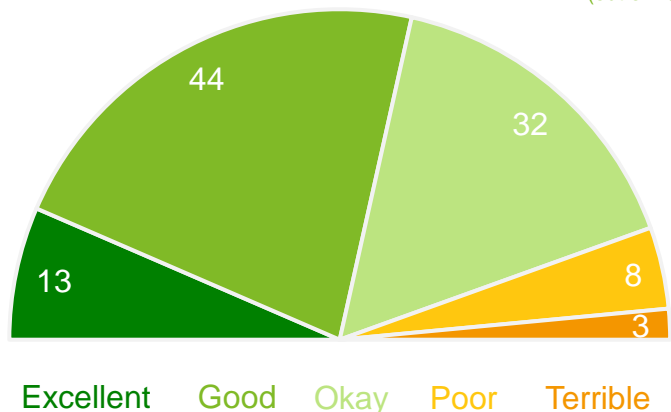
% of respondents

89%

64

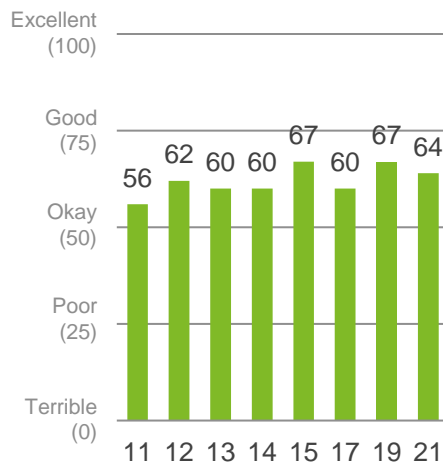
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 64

Industry High 65

Industry Average 55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	62	66	64	57	62	70	72	70	64	62	57	66	58	59	68	64

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
64	57	56	68

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 390). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Place

Managing responsible growth and development

Performance ratings

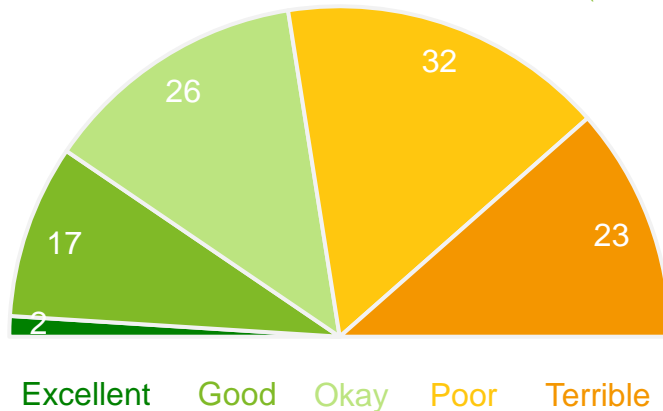
% of respondents

45%

36

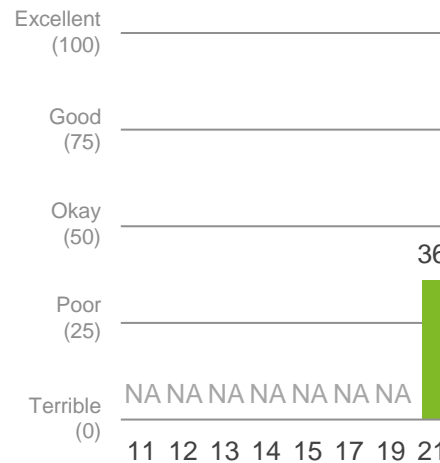
Positive
rating*

Performance
Index Score
(out of 100)



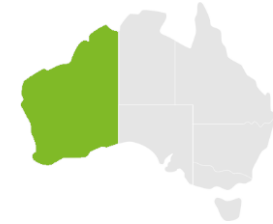
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	36
Industry High	59
Industry Average	49

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
36	36	37	37	34	37	36	35	48	37	31	27	38	31	35	36	37

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
28	32	40	38

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 450). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Maintaining the area's heritage and identity

Performance ratings

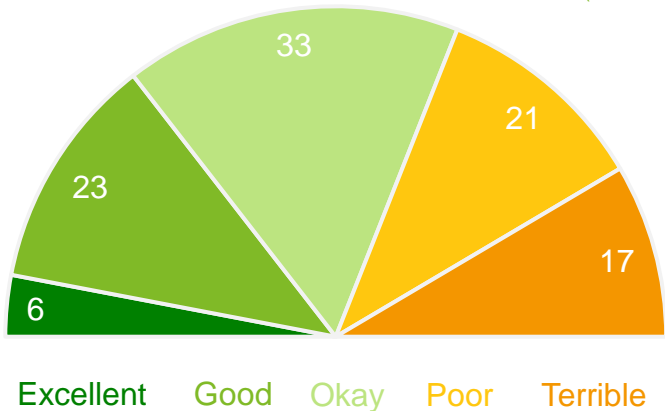
% of respondents



Positive rating*

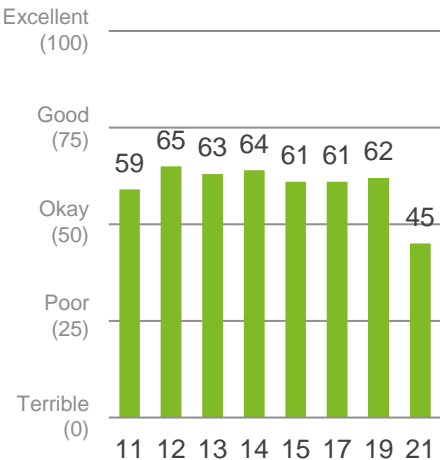


Performance Index Score (out of 100)



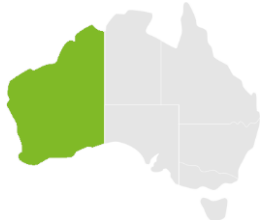
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	45
Industry High	69^
Industry Average	57^

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
45	47	44	45	42	43	51	50	57	46	40	40	47	39	44	43	47	42	43	46	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 471). * Positive Rating = excellent, good + okay

small base size (<20 respondents) ^ Industry Standard scores for "The area's character and identity"

Planning and building approvals

Performance ratings

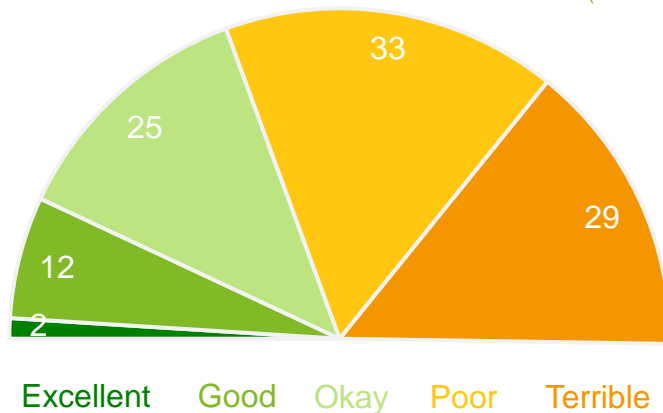
% of respondents

39%

31

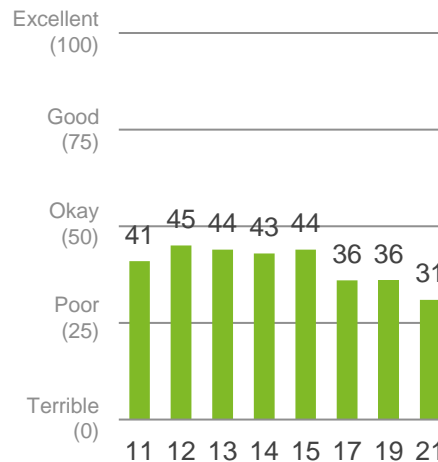
Positive
rating*

Performance
Index Score
(out of 100)



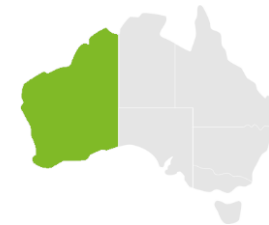
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	31
Industry High	60
Industry Average	45

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
31	33	30	31	30	28	36	33	34	33	27	26	35	27	29	35	30

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
29	35	38	41

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 411). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Building and maintaining local roads

Performance ratings

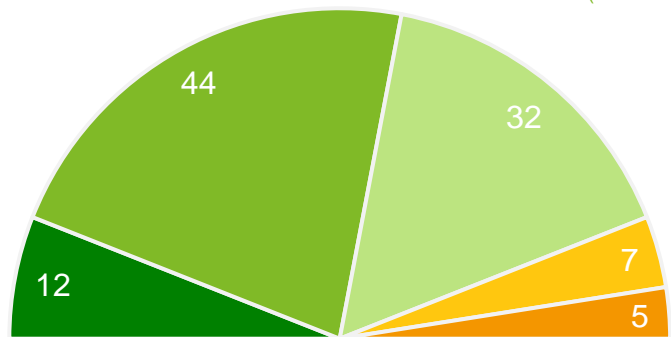
% of respondents

88%

63

Positive
rating*

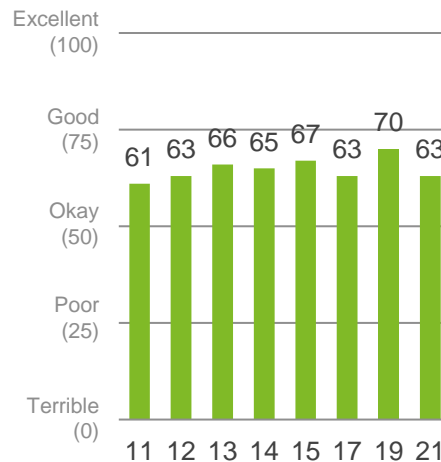
Performance
Index Score
(out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 63

Industry High 70

Industry Average 52

Variances across the community

Performance Index Score

Local resident variances

Other groups

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
63	63	63	64	63	63	63	61	74	61	64	64	64	63	64	64	63	58	69	50	64

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 472). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Traffic management on local roads

Performance ratings

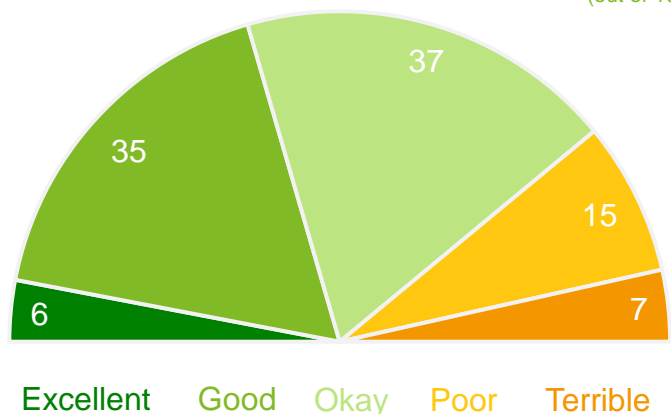
% of respondents

78%

55

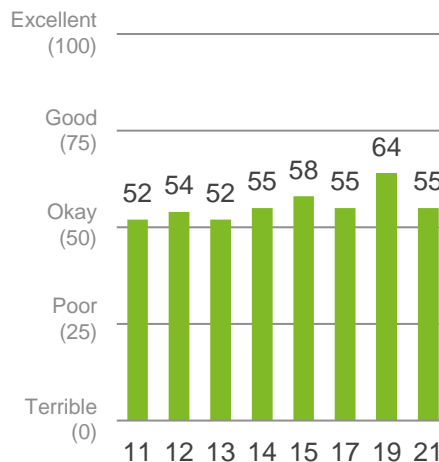
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	55
Industry High	66
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
55	55	54	56	52	53	56	53	61	53	56	44	62	56	59	55	54

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
48	60	46	58

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

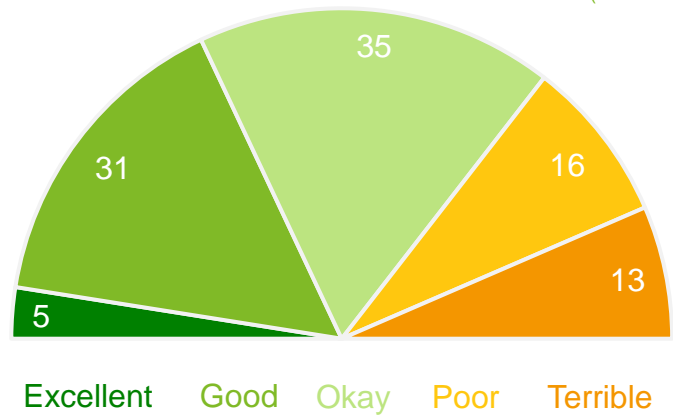
Base: All respondents, excludes 'unsure' and 'no response' (n = 485). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Management of parking in residential areas

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	50
Industry High	62^
Industry Average	52^

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
50	51	49	51	48	47	51	47	59	48	50	51	48	50	48	49	51

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
49	53	35	49

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 481). * Positive Rating = excellent, good + okay

small base size (<20 respondents) ^ Industry Standard scores for "Management of parking"

Management of parking in commercial areas

Performance ratings

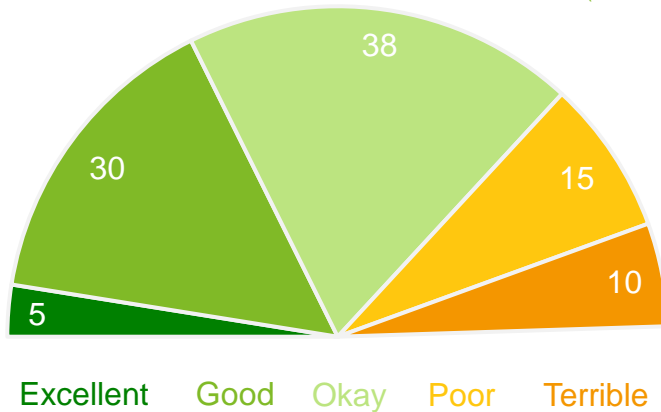
% of respondents

73%

51

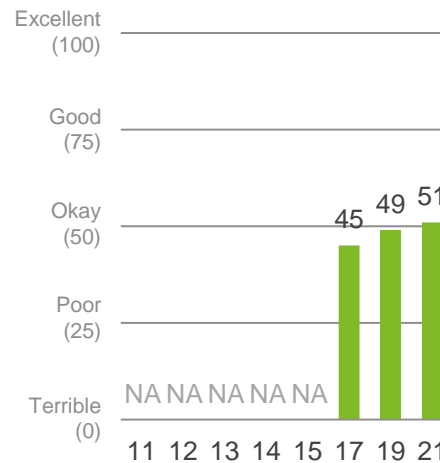
Positive
rating*

Performance
Index Score
(out of 100)



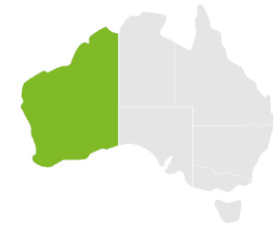
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	51
Industry High	62^
Industry Average	52^

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
51	53	50	50	51	47	51	54	62	49	52	61	57	55	39	50	52

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
45	60	35	48

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 452). * Positive Rating = excellent, good + okay

small base size (<20 respondents) ^ Industry Standard scores for "Management of parking"

Footpaths and cycleways

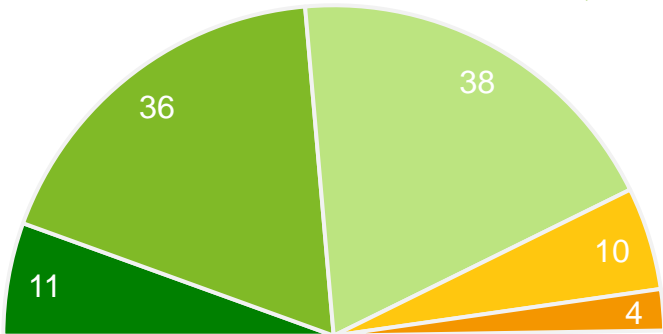
Performance ratings

% of respondents



Positive rating*

Performance Index Score
(out of 100)



Excellent Good Okay Poor Terrible

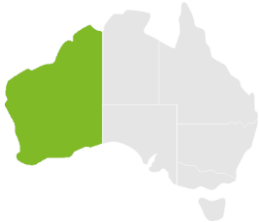
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	60
Industry High	68
Industry Average	52

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
60	59	61	61	58	58	59	63	68	59	60	60	59	66	49	59	60

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
54	67	57	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 496). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Streetscapes and verges

Performance ratings

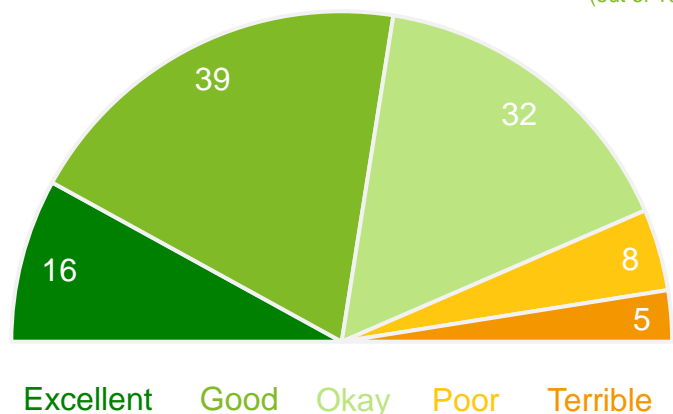
% of respondents

87%

64

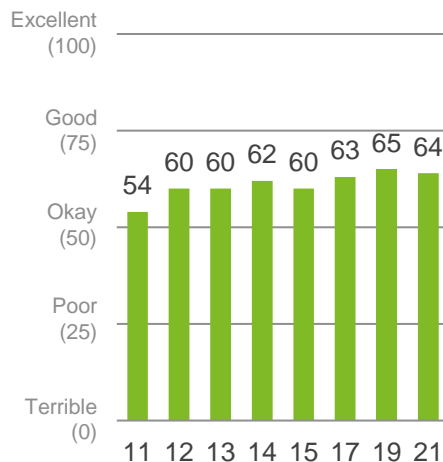
Positive
rating*

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 53

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
64	62	67	65	66	60	62	65	70	64	62	62	61	68	60	63	63

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
58	70	46	70

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

small base size (<20 respondents)

Tree management (i.e. protection, planting and maintenance)

Performance ratings

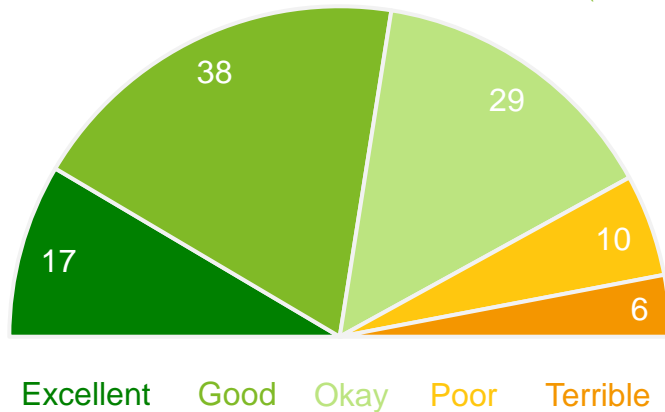
% of respondents

84%

62

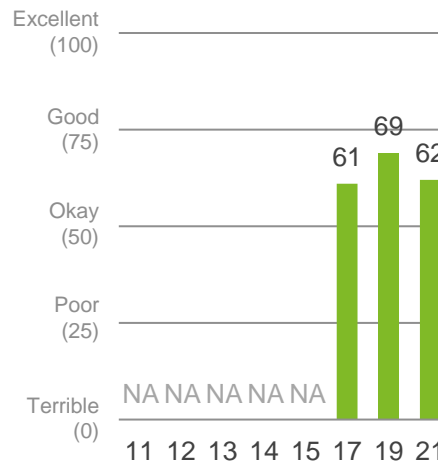
Positive rating*

Performance Index Score
(out of 100)



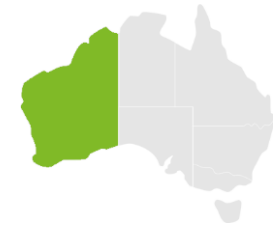
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 62

Industry High 62

Industry Average 59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
62	61	64	63	69	60	59	66	66	62	62	55	62	70	54	61	63

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
63	71	69	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 493). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Lighting of streets and public places

Performance ratings

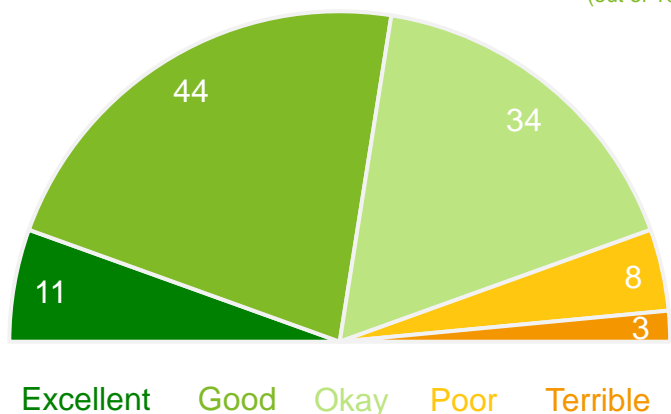
% of respondents

89%

63

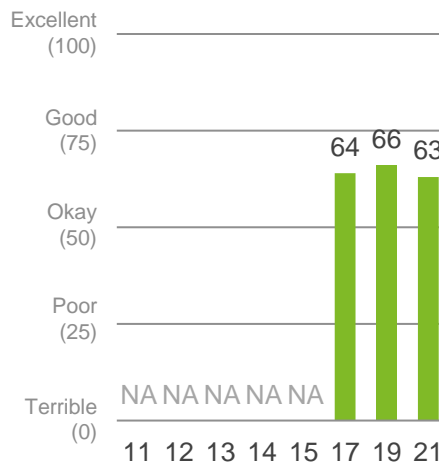
Positive
rating*

Performance
Index Score
(out of 100)



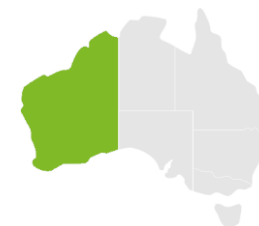
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	64
Industry Average	55

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
63	64	62	64	60	59	65	66	62	62	65	60	61	61	55	62	65

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
57	70	54	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 500). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Access to public transport

Performance ratings

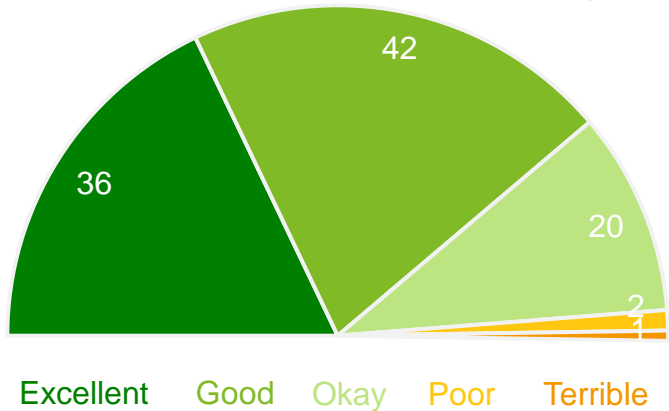
% of respondents

98%

78

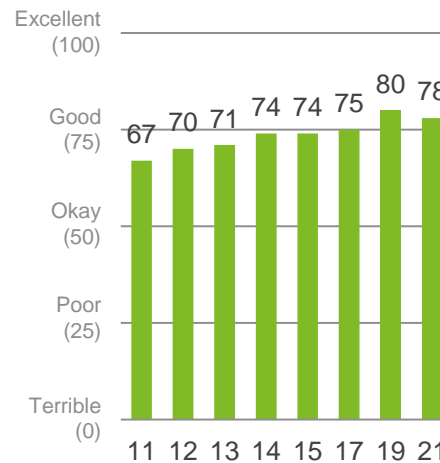
Positive
rating*

Performance
Index Score
(out of 100)



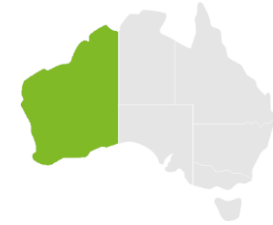
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco 78

Industry High 78

Industry Average 59

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
78	77	79	78	75	76	76	82	82	77	78	82	81	80	72	75	79

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
76	78	84	73

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 493). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

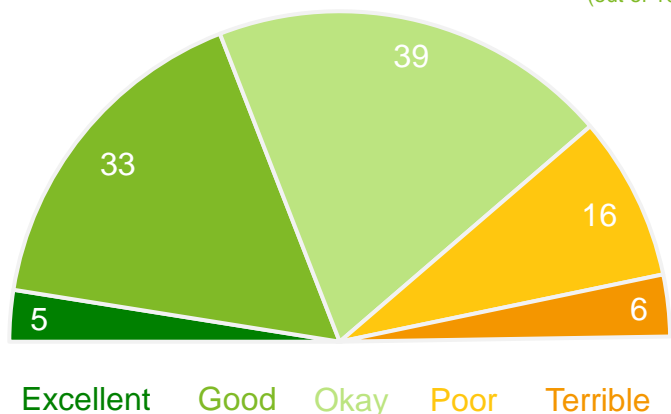
% of respondents

77%

54

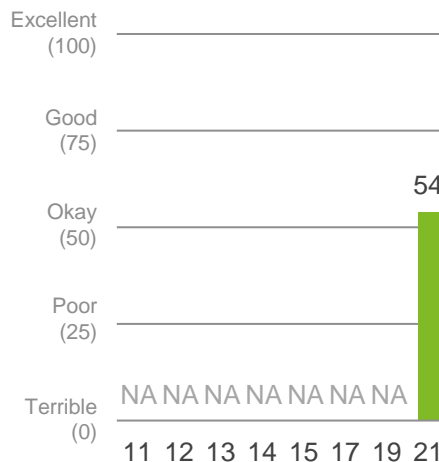
Positive rating*

Performance Index Score (out of 100)



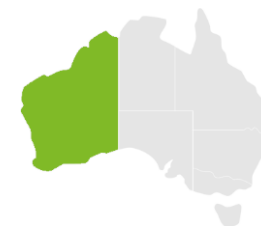
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	54
Industry High	71
Industry Average	53

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
54	55	54	53	57	56	54	52	52	56	51	50	59	53	61	52	54

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
48	60	42	61

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 336). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Conservation and environmental management

Performance ratings

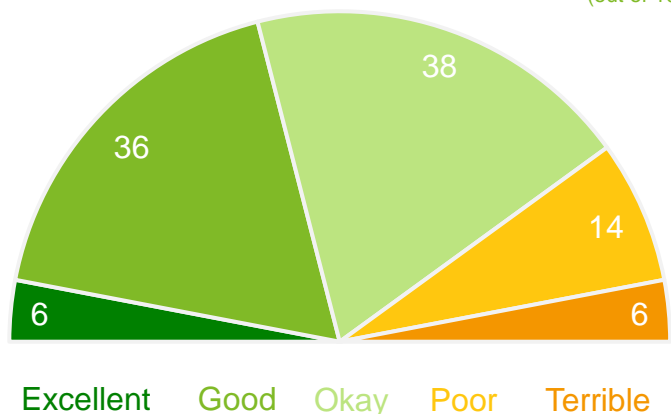
% of respondents

80%

56

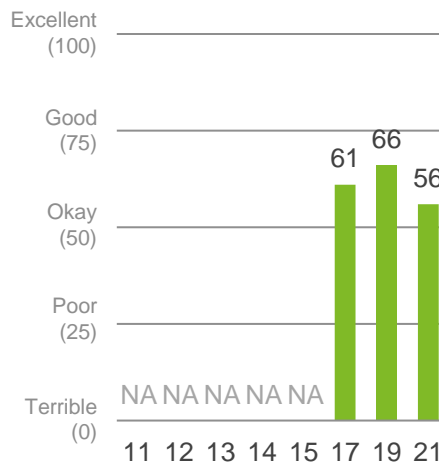
Positive rating*

Performance Index Score
(out of 100)



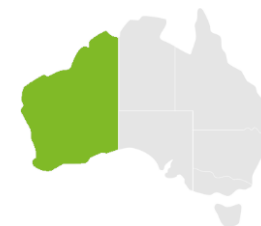
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	56
Industry High	73
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
56	58	55	55	58	58	58	55	51	58	53	50	53	57	60	56	55

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
47	57	58	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 373). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Waste collection services

Performance ratings

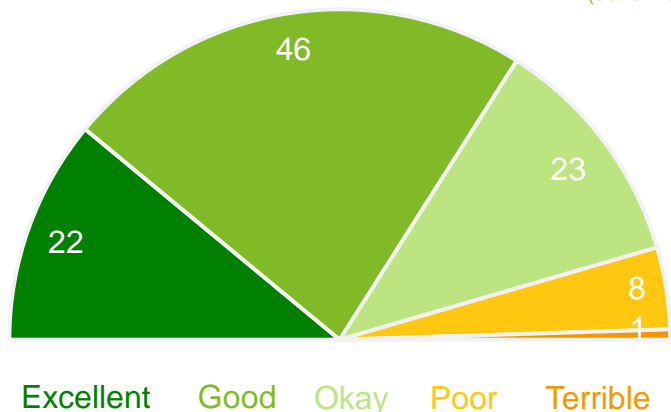
% of respondents

91%

70

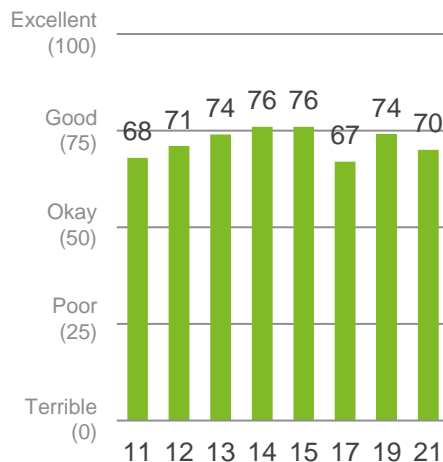
Positive
rating*

Performance
Index Score
(out of 100)



Trend Analysis

Performance Index Score^



MARKYT Industry Standards

Performance Index Score



City of Subiaco	70
Industry High	81
Industry Average	66

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
70	70	69	71	65	67	69	73	66	68	74	64	63	69	60	69	71

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
73	68	75	63

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

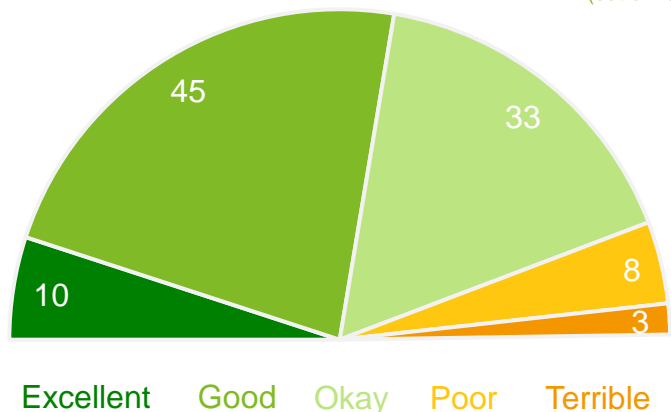
Base: All respondents, excludes 'unsure' and 'no response' (n = 490). * Positive Rating = excellent, good + okay # small base size (<20 respondents)

^ 2011-15 combined scores for weekly rubbish and fortnightly recycling collections, 2017-19 also include verge-side bulk and green waste collections

Food, health, noise, pest and pollution management

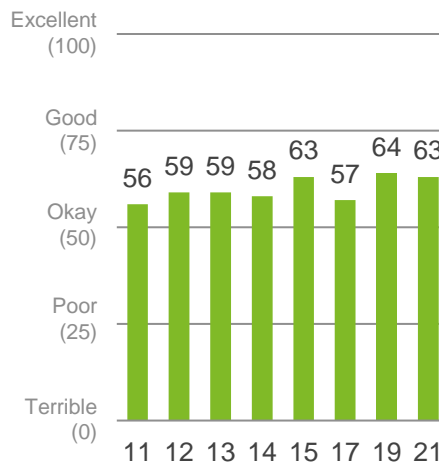
Performance ratings

% of respondents



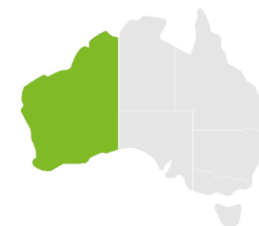
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	63
Industry High	65
Industry Average	56

Variances across the community

Performance Index Score

Local resident variances

Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco
63	62	64	64	58	57	61	63	67	61	65	55	60	62	57	64	63

Other groups

Local business	Community group	Out of area ratepayer#	Visitor
60	71	50	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 424). * Positive Rating = excellent, good + okay

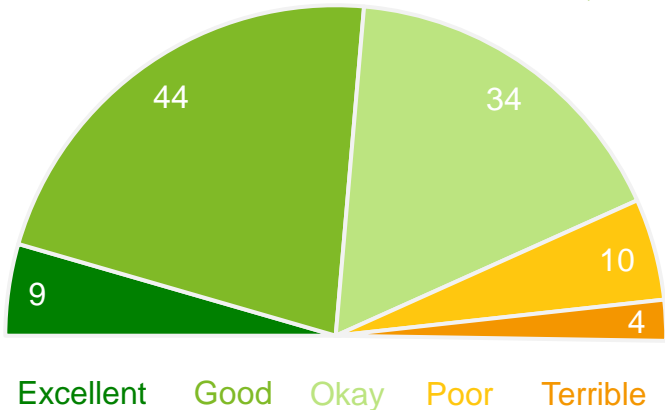
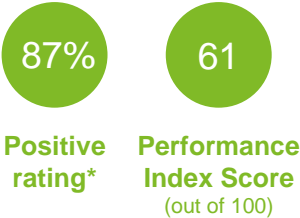
small base size (<20 respondents)

Emergency management

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

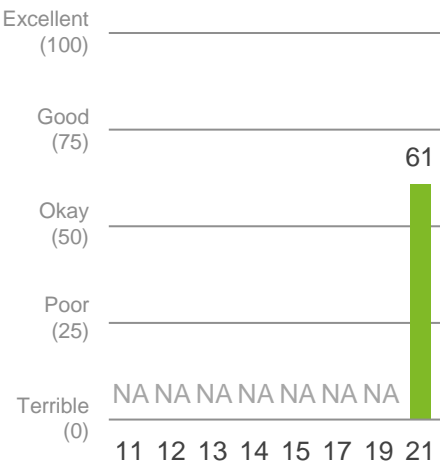
Performance ratings

% of respondents



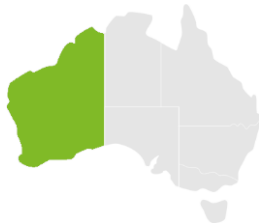
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Subiaco	61
Industry High	67
Industry Average	57

Variances across the community

Performance Index Score

Local resident variances																	Other groups			
Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
61	62	59	64	55	60	59	57	59	60	62	59	69	58	61	59	62	61	72	50	66

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 215). * Positive Rating = excellent, good + okay

small base size (<20 respondents)

Overview of Community Variances

Summary of community variances

Overall, governance, communication and economy

Performance

Index Scores / 100

Local resident variances

Other groups

	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
Place to live	86	85	88	86	85	86	86	87	90	86	85	85	84	85	83	87	86	78	89	78	81
Place to own or operate a business	46	46	47	47	44	44	48	43	49	44	50	49	49	41	45	52	45	58	63	42	54
Place to visit	62	62	63	61	63	59	62	57	64	62	62	57	52	58	61	66	62	57	66	66	71
Governing organisation	50	49	52	49	47	48	51	50	57	51	47	48	53	50	52	53	49	43	47	53	59
Value for money	50	48	52	51	46	48	52	44	52	51	48	51	44	50	47	52	49	41	53	44	59
Leadership by Mayor & Councillors	35	36	34	34	36	34	35	35	47	37	30	29	45	25	40	34	36	34	41	33	41
Advocacy and lobbying	38	40	37	37	37	41	39	39	51	41	32	33	49	33	41	38	40	34	30	40	40
Consultation	39	41	38	39	41	40	40	39	49	41	35	34	48	30	40	37	42	34	33	58	48
Communication	51	53	49	51	57	55	51	51	54	54	45	45	63	53	53	48	52	49	44	56	57
Customer service	57	58	57	58	62	61	58	56	67	57	57	49	61	57	61	60	56	52	57	71	68
Subiaco Scene	63	62	65	64	67	63	62	58	64	66	60	56	65	68	65	63	63	56	61	55	70
Talk about Subi	66	64	68	66	67	66	68	65	67	66	66	64	67	64	70	66	66	62	63	65	60
E-newsletters	66	63	69	67	67	67	68	59	73	67	62	69	76	58	77	61	69	63	73	63	66
City's website	58	58	59	58	58	57	59	60	51	59	58	56	66	50	59	55	61	49	56	61	65
See Subiaco	59	58	62	60	61	54	56	59	63	59	58	61	65	55	67	55	61	54	67	69	67
Social media presence	57	53	62	62	54	53	54	53	65	59	47	59	55	48	55	55	60	52	55	63	65
Have Your Say Subiaco	55	56	55	56	57	52	46	47	58	57	50	56	57	51	60	51	57	45	48	60	71
City's promotion of the area	46	45	48	46	48	46	49	45	52	47	43	38	52	49	54	48	44	39	53	53	53
Town centre development	39	41	39	40	40	39	38	34	48	41	35	31	44	40	44	37	40	34	42	43	49
Town centre activation	50	47	54	53	48	48	52	49	61	50	48	45	49	50	52	53	49	47	51	61	58
City's support of local business	39	38	39	39	35	38	41	32	52	38	36	39	46	39	39	40	38	32	48	39	34

Summary of community variances

Community development and wellbeing

Performance
Index Scores / 100

Local resident variances

Other groups

	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
Youth services and facilities	50	51	49	48	50	51	52	47	44	53	47	44	50	46	48	52	50	44	53	53	61
Family services and facilities	60	57	63	60	55	59	63	62	63	60	59	58	55	56	60	64	59	51	60	61	67
Senior services and care	61	61	61	59	65	61	65	61	75	63	57	62	66	58	67	63	60	47	61	63	59
Disability access	59	61	57	57	65	62	62	56	60	62	54	56	67	60	65	64	56	51	66	50	58
Aboriginal recognition	57	59	55	57	57	54	62	52	47	58	57	56	65	47	64	59	57	59	61	54	55
Volunteer support	58	58	59	59	53	54	64	60	57	59	56	60	62	49	54	64	58	52	48	54	65
Safety and crime prevention	54	54	54	55	50	50	61	54	64	52	54	49	53	56	48	58	52	46	51	61	58
Graffiti, vandalism and ASB	61	61	61	61	55	57	66	59	73	59	61	61	64	65	56	66	58	54	64	57	64
Access to housing	62	61	63	62	64	62	61	65	74	60	62	51	58	60	53	63	63	52	56	56	54
Health and community services	69	69	69	69	66	68	75	70	74	69	68	67	67	70	60	71	69	63	69	69	68
Buildings, halls and toilets	63	63	64	63	61	61	62	65	69	62	64	59	59	62	56	65	64	60	67	50	61
Sport and recreation	66	65	67	64	66	67	65	71	63	67	64	56	64	64	73	67	64	56	61	63	67
Lords Recreation Centre	77	76	78	74	81	83	75	75	71	79	75	74	73	83	83	75	76	74	83	71	76
Playgrounds, parks and reserves	79	78	81	78	78	83	77	77	78	81	77	79	80	78	81	81	79	71	80	81	78
Library and information	83	82	85	83	81	85	80	82	83	83	84	82	84	80	84	81	85	79	88	72	85
Subiaco Museum	70	67	75	71	65	69	75	71	73	68	75	65	71	66	83	71	70	71	78	71	76
Festivals, events, art, culture	64	62	67	66	60	66	63	64	67	63	65	59	61	56	67	68	64	61	73	59	71
History and heritage	58	58	58	58	54	57	60	60	66	58	56	55	59	51	69	59	58	51	58	63	67
Animal management	64	62	66	64	57	62	70	72	70	64	62	57	66	58	59	68	64	64	57	56	68

Summary of community variances

Place and planet

Performance

Index Scores / 100

Local resident variances

Other groups

	Total	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	14-34 years	35-54 years	55+ years	Disability	LOTE	Daglish	Jolimont	Shenton Park	Subiaco	Local business	Community group	Out of area ratepayer#	Visitor
Growth and development	36	36	37	37	34	37	36	35	48	37	31	27	38	31	35	36	37	28	32	40	38
Area's heritage and identity	45	47	44	45	42	43	51	50	57	46	40	40	47	39	44	43	47	42	43	46	55
Planning and building approvals	31	33	30	31	30	28	36	33	34	33	27	26	35	27	29	35	30	29	35	38	41
Local roads	63	63	63	64	63	63	63	61	74	61	64	64	64	63	64	64	63	58	69	50	64
Traffic management	55	55	54	56	52	53	56	53	61	53	56	44	62	56	59	55	54	48	60	46	58
Parking in residential areas	50	51	49	51	48	47	51	47	59	48	50	51	48	50	48	49	51	49	53	35	49
Parking in commercial areas	51	53	50	50	51	47	51	54	62	49	52	61	57	55	39	50	52	45	60	35	48
Footpaths and cycleways	60	59	61	61	58	58	59	63	68	59	60	60	59	66	49	59	60	54	67	57	63
Streetscapes	64	62	67	65	66	60	62	65	70	64	62	62	61	68	60	63	63	58	70	46	70
Tree management	62	61	64	63	69	60	59	66	66	62	62	55	62	70	54	61	63	63	71	69	71
Lighting	63	64	62	64	60	59	65	66	62	62	65	60	61	61	55	62	65	57	70	54	69
Public transport	78	77	79	78	75	76	76	82	82	77	78	82	81	80	72	75	79	76	78	84	73
Sustainability and climate change	54	55	54	53	57	56	54	52	52	56	51	50	59	53	61	52	54	48	60	42	61
Conservation and environment	56	58	55	55	58	58	58	55	51	58	53	50	53	57	60	56	55	47	57	58	62
Waste collections	70	70	69	71	65	67	69	73	66	68	74	64	63	69	60	69	71	73	68	75	63
Food, health, noise, pollution	63	62	64	64	58	57	61	63	67	61	65	55	60	62	57	64	63	60	71	50	63
Emergency management	61	62	59	64	55	60	59	57	59	60	62	59	69	58	61	59	62	61	72	50	66

Appendix

MARKYT Priorities Windows

Businesses, community groups and visitors

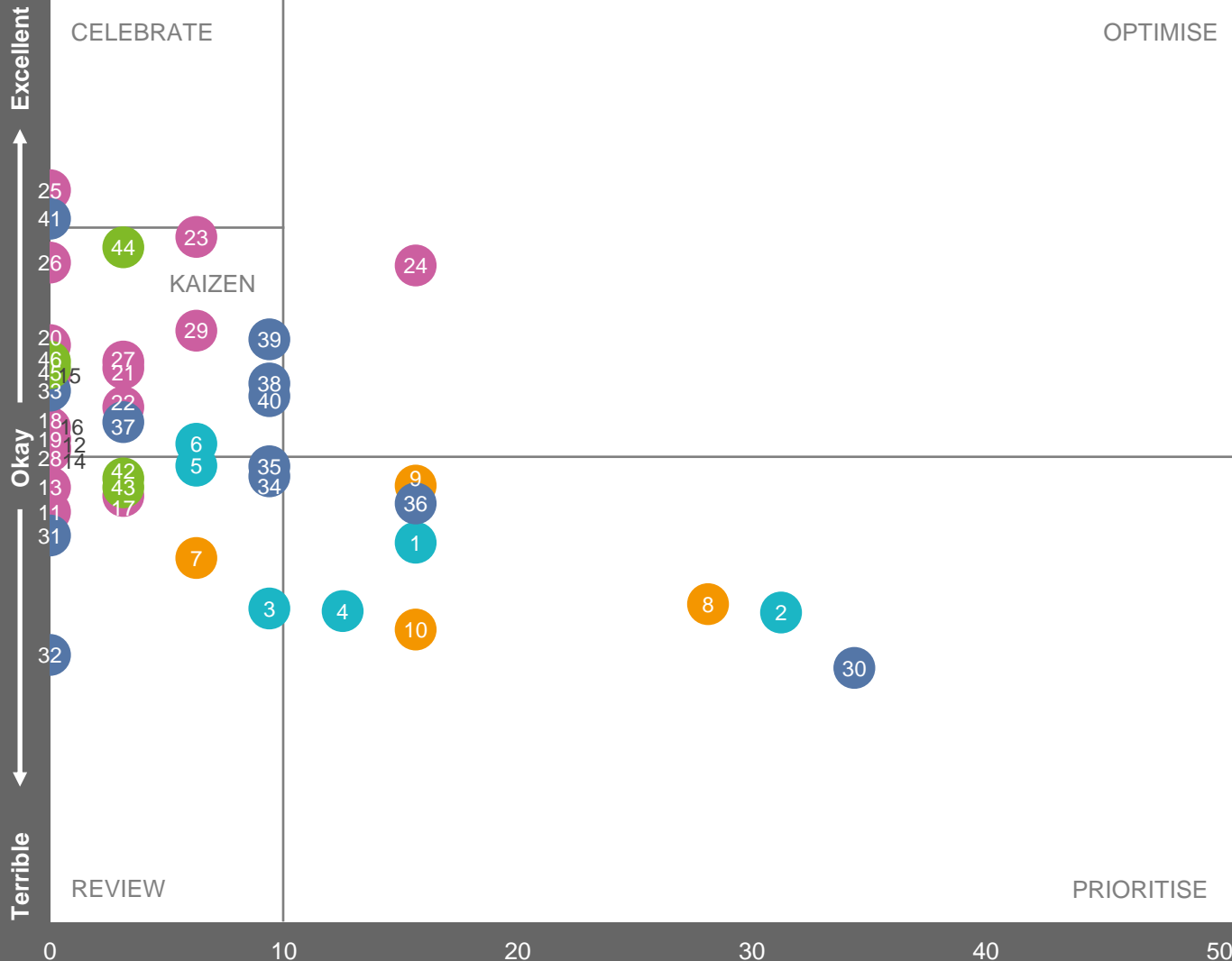
MARKYT Community Priorities

Base: Local business owners and managers

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Value for money from Council rates
- 2 Leadership by Mayor & Councillors
- 3 Advocacy and lobbying
- 4 Community consultation
- 5 Informing the community
- 6 Customer service
- 7 City's promotion of the area
- 8 Town centre development
- 9 Town centre activation
- 10 City's support of local business
- 11 Youth services and facilities
- 12 Family services and facilities
- 13 Senior services and care
- 14 Disability access
- 15 Aboriginal recognition
- 16 Volunteer support
- 17 Safety and crime prevention
- 18 Graffiti, vandalism and ASB
- 19 Access to housing
- 20 Health and community services
- 21 Buildings, halls and toilets
- 22 Sport and recreation
- 23 Lords Recreation Centre
- 24 Playgrounds, parks and reserves
- 25 Library and information
- 26 Subiaco Museum
- 27 Festivals, events, art, culture
- 28 History and heritage
- 29 Animal management
- 30 Growth and development
- 31 Area's heritage and identity
- 32 Planning and building approvals
- 33 Local roads
- 34 Traffic management
- 35 Parking in residential areas
- 36 Parking in commercial areas
- 37 Footpaths and cycleways
- 38 Streetscapes
- 39 Tree management
- 40 Lighting
- 41 Public transport
- 42 Sustainability and climate change
- 43 Conservation and environment
- 44 Waste collections
- 45 Food, health, noise, pollution
- 46 Emergency management

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)

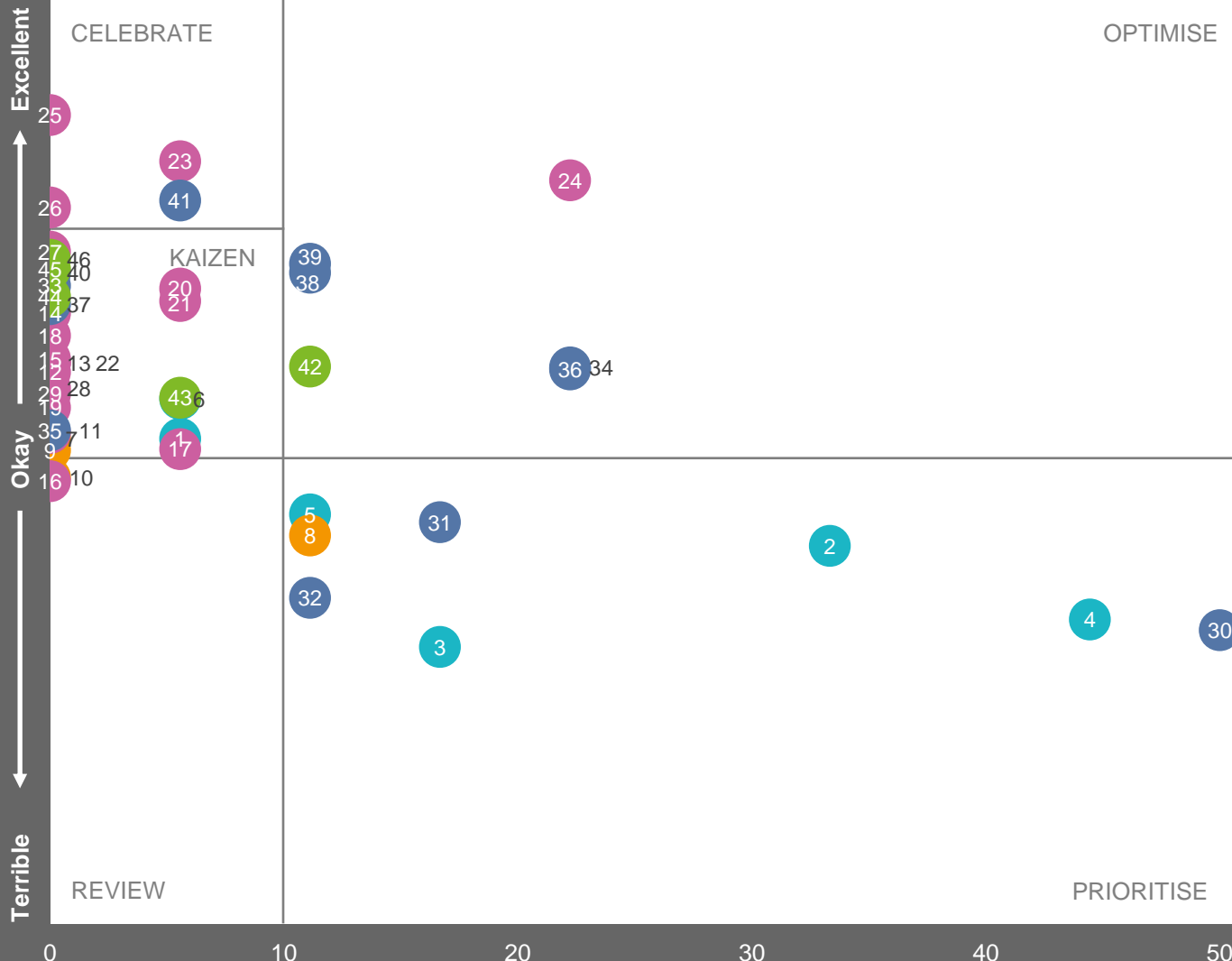
MARKYT Community Priorities

Base: Manager or committee member of a local community organisation, club or group

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Value for money from Council rates
- 2 Leadership by Mayor & Councillors
- 3 Advocacy and lobbying
- 4 Community consultation
- 5 Informing the community
- 6 Customer service
- 7 City's promotion of the area
- 8 Town centre development
- 9 Town centre activation
- 10 City's support of local business
- 11 Youth services and facilities
- 12 Family services and facilities
- 13 Senior services and care
- 14 Disability access
- 15 Aboriginal recognition
- 16 Volunteer support
- 17 Safety and crime prevention
- 18 Graffiti, vandalism and ASB
- 19 Access to housing
- 20 Health and community services
- 21 Buildings, halls and toilets
- 22 Sport and recreation
- 23 Lords Recreation Centre
- 24 Playgrounds, parks and reserves
- 25 Library and information
- 26 Subiaco Museum
- 27 Festivals, events, art, culture
- 28 History and heritage
- 29 Animal management
- 30 Growth and development
- 31 Area's heritage and identity
- 32 Planning and building approvals
- 33 Local roads
- 34 Traffic management
- 35 Parking in residential areas
- 36 Parking in commercial areas
- 37 Footpaths and cycleways
- 38 Streetscapes
- 39 Tree management
- 40 Lighting
- 41 Public transport
- 42 Sustainability and climate change
- 43 Conservation and environment
- 44 Waste collections
- 45 Food, health, noise, pollution
- 46 Emergency management

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 = 18)

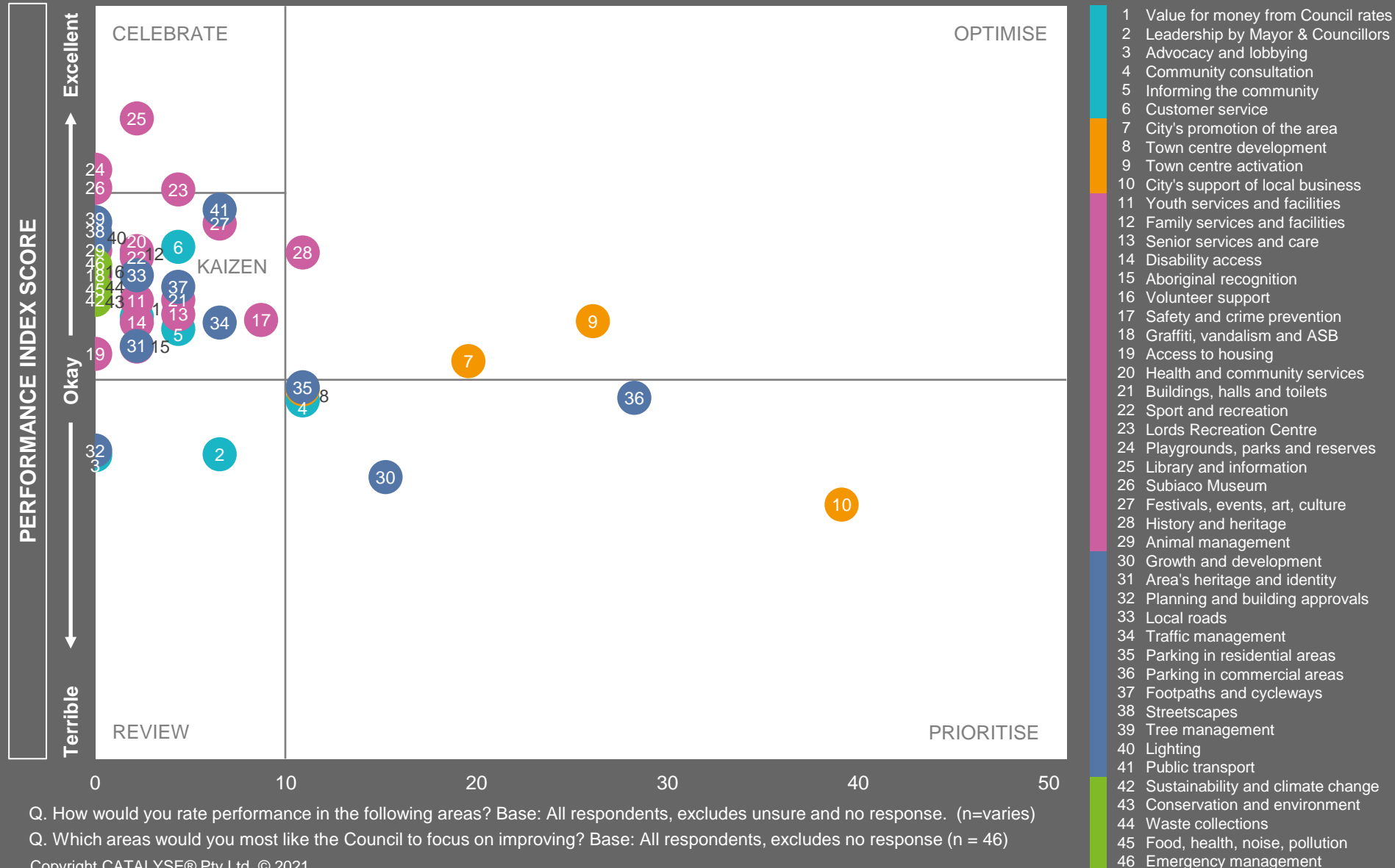
MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Base: Visitors





www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

MARKYT 