



MARKYT Community Scorecard ©

Prepared for: City of Albany

Prepared by: CATALYSE[®] Pty Ltd ©

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MARKYT 

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Strategic overview

Vision



33

% agree

1% point below Industry Average and up 4 index points from 2019

Liveability

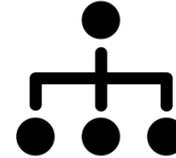


87

Performance Index Score

12 index points above Industry Average and up 4 index points from 2019

Governance



62

Performance Index Score

7 index points above Industry Average and up 7 index points from 2019

Rates Value



49

Performance Index Score

5 index points above Industry Average and up 9 index points from 2019

Strengths

Highest scores

- Place to live
- Place to visit
- Library services

Most improved

- Value for money from council rates
- City of Albany as the organisation that governs the local area
- Council's leadership

Relative to MARKYT® Industry Standards

- Place to visit
- Tourism attractions and marketing
- Public health and wellbeing programs and education
- How local history and heritage is preserved and promoted

Priorities



Sustainable practices / climate change



Youth services and facilities



Footpaths and cycleways



Building and maintenance of sealed roads



Economic development and job creation



Community safety and crime prevention



Sports and recreation services and facilities



Public toilets



Seniors' services, facilities and care

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 Albany 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 Albany commissioned CATALYSE® to conduct an independent review via a MARKYT® Community Scorecard.

Scorecard invitations were sent to 4,000 randomly selected households; 1,000 by mail and 3,000 by email. The City of Albany provided supporting promotions through its communication channels.

The scorecard was open from 8 to 26 March 2021.

The scorecard was completed by **1,429 community members** with various connections to the City of Albany, including:

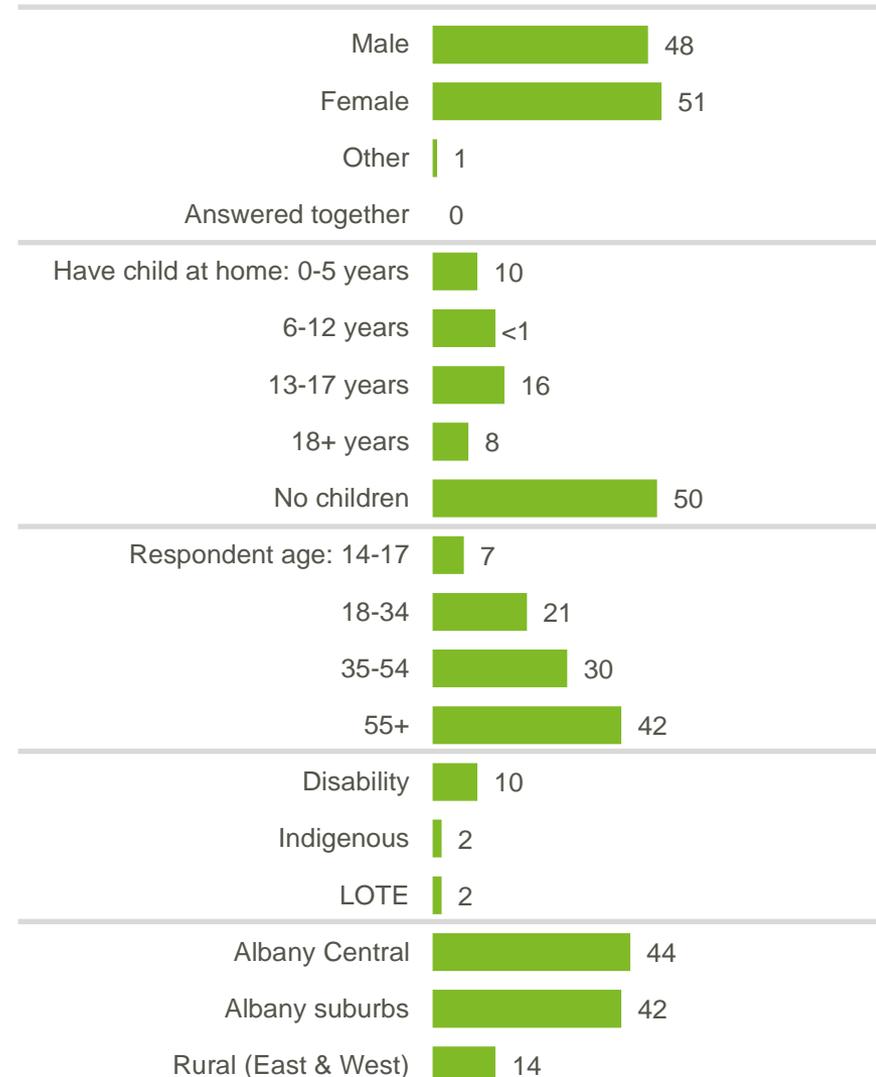
- 1,315 local residents
- 1,051 ratepayers
- 228 local business owners or managers
- 247 community organisation managers / committee members
- 99 Elected Members and City employees

The main body of this report shows responses from local residents, excluding residents who are Elected Members or City employees. Resident responses were weighted by age and gender to match the ABS Census population profile.

Overall, 887 residents had been randomly selected and 428 opted in. As responses were similar between these groups, they are 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 resident respondents (weighted)



MARKYT Industry Standards

CATALYSE® has conducted studies for 60+ councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the 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 score out of 100 using the following formula:

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

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

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

Trend analysis shows how performance varies over time.



Variations 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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer*	City EMs / employees
62	59	65	61	59	62	62	61	58	58	62	64	61	57	77	63	61	58	62	66	61	79

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

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

Council Score is the Council's performance index score.

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

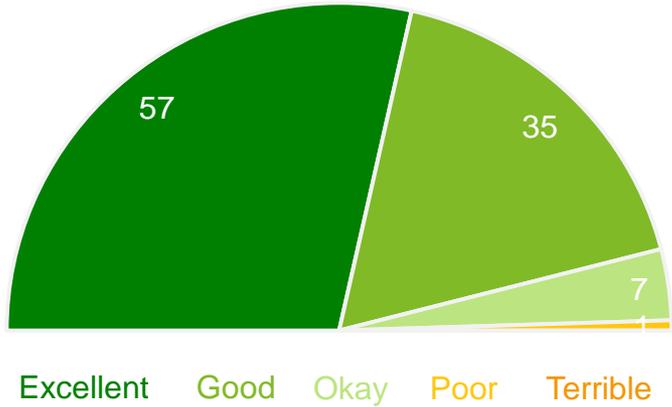
Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past three years.

Overall Performance

Place to live

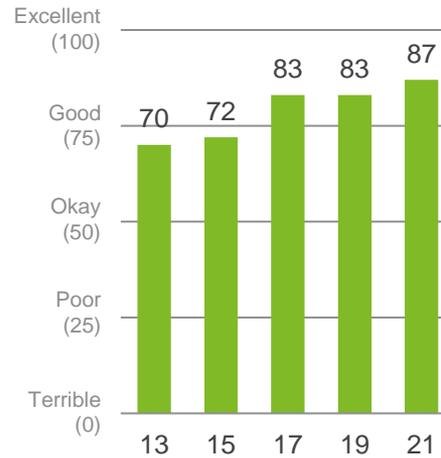
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	87
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
87	87	87	89	84	89	85	84	76	81	88	91	86	77	90	86	88	87

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
90	91	88	91

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

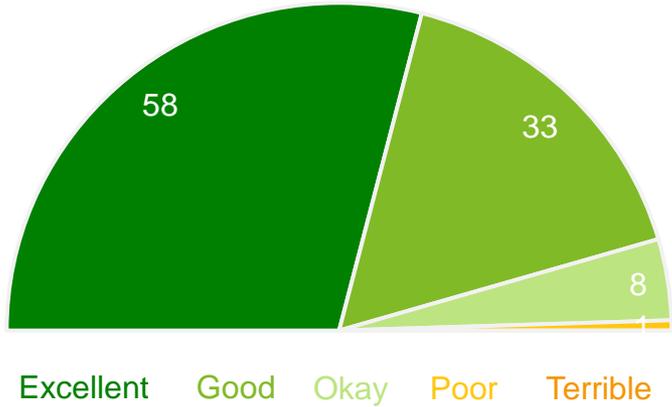
Base: All respondents, excludes 'unsure' and 'no response' (n = 1308). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Place to visit

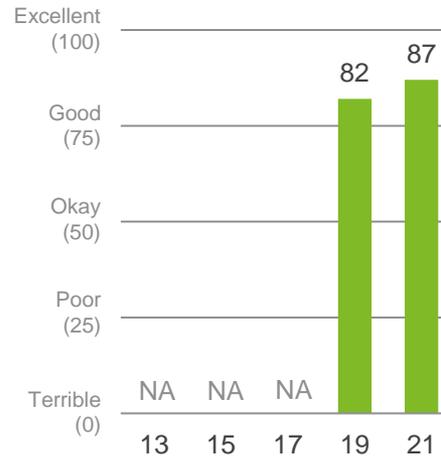
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	87
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
87	86	87	88	83	87	87	86	77	86	86	90	88	86	91	85	87	89

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
88	89	93	88

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

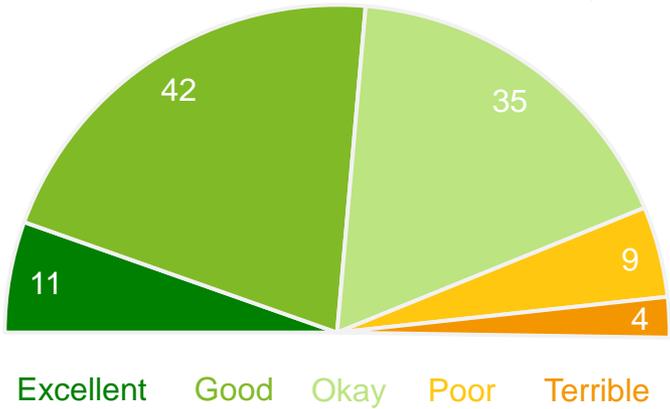
Base: All respondents, excludes 'unsure' and 'no response' (n = 1296). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

City of Albany as the organisation that governs the local area

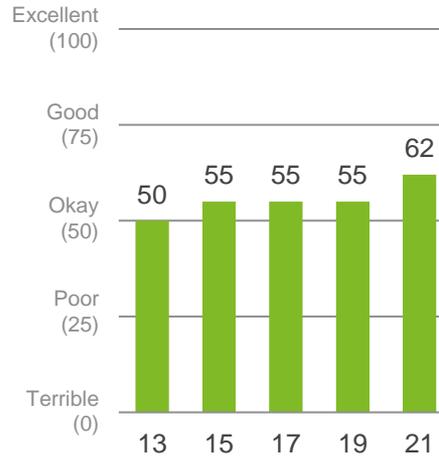
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	62
Industry High	70
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
62	59	65	61	59	62	62	61	58	58	62	64	61	57	77	63	61	58

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
62	66	61	79

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

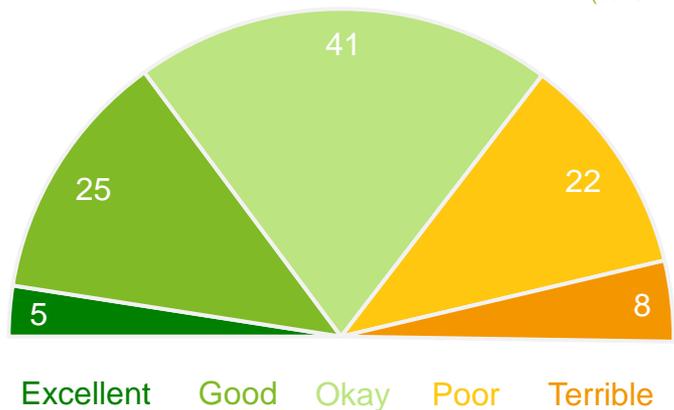
Base: All respondents, excludes 'unsure' and 'no response' (n = 1270). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Value for money from Council rates

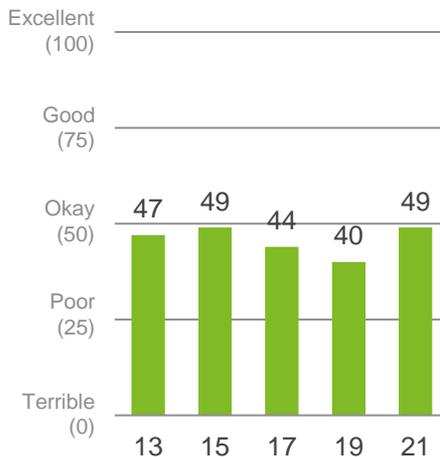
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	49
Industry High	63
Industry Average	44

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
49	47	52	51	48	49	49	47	41	44	48	53	51	52	61	51	49	46

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
50	56	53	66

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

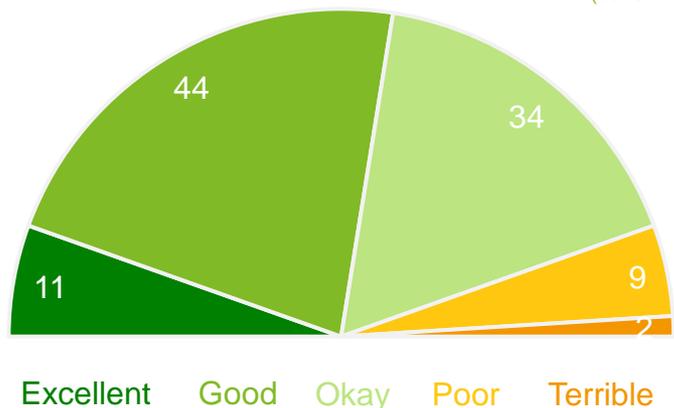
Base: All respondents, excludes 'unsure' and 'no response' (n = 1164). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Place to own or operate a business

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
63	63	63	64	63	62	60	62	58	58	64	66	63	65	67	64	62	65

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
72	67	55	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1012). * Positive Rating = excellent, good + okay

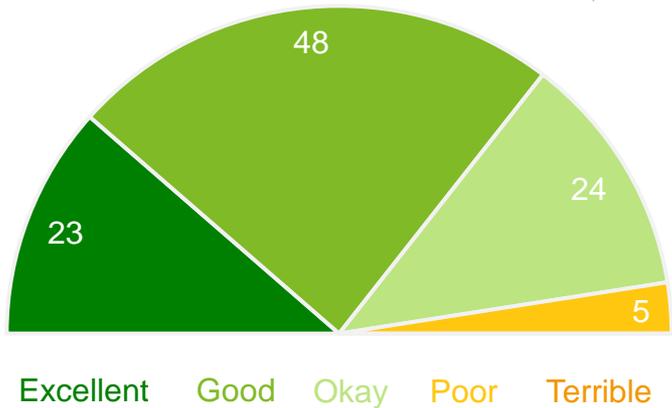
^ Small sample size (<20 respondents)

Place to own or operate a business

Base: businesses only

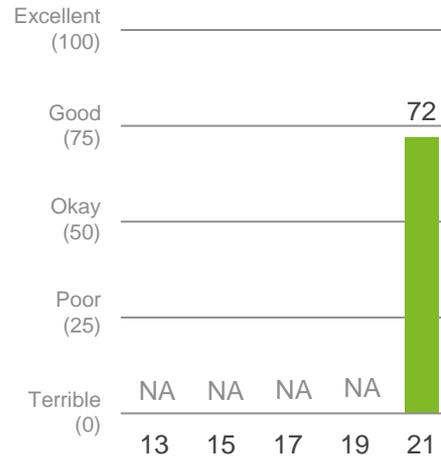
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	72
Industry High	77
Industry Average	70

Variations 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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
72	-	-	-

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 sample size (<20 respondents)

MARKYT  industry comparisons

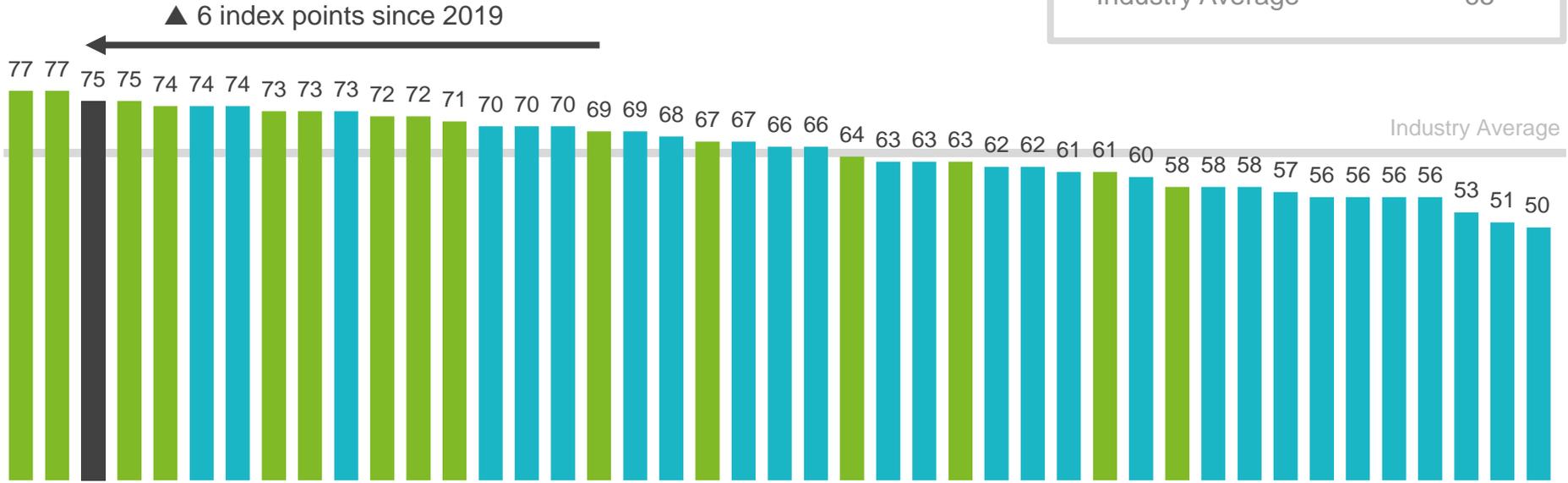
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the City of Albany as a 'place to live' and as a 'governing organisation'. The City of Albany's overall performance index score is 75 out of 100, 10 index points above the industry standard for WA and an improvement of 6 index points over the past two years.

Overall Performance Index Score

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

- City of Albany
- Metropolitan Councils
- Regional Councils



MARKYT Industry Standards

Performance Index Score



City of Albany	75
Industry High	77
Industry Average	65

MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

PERFORMANCE INDEX SCORE

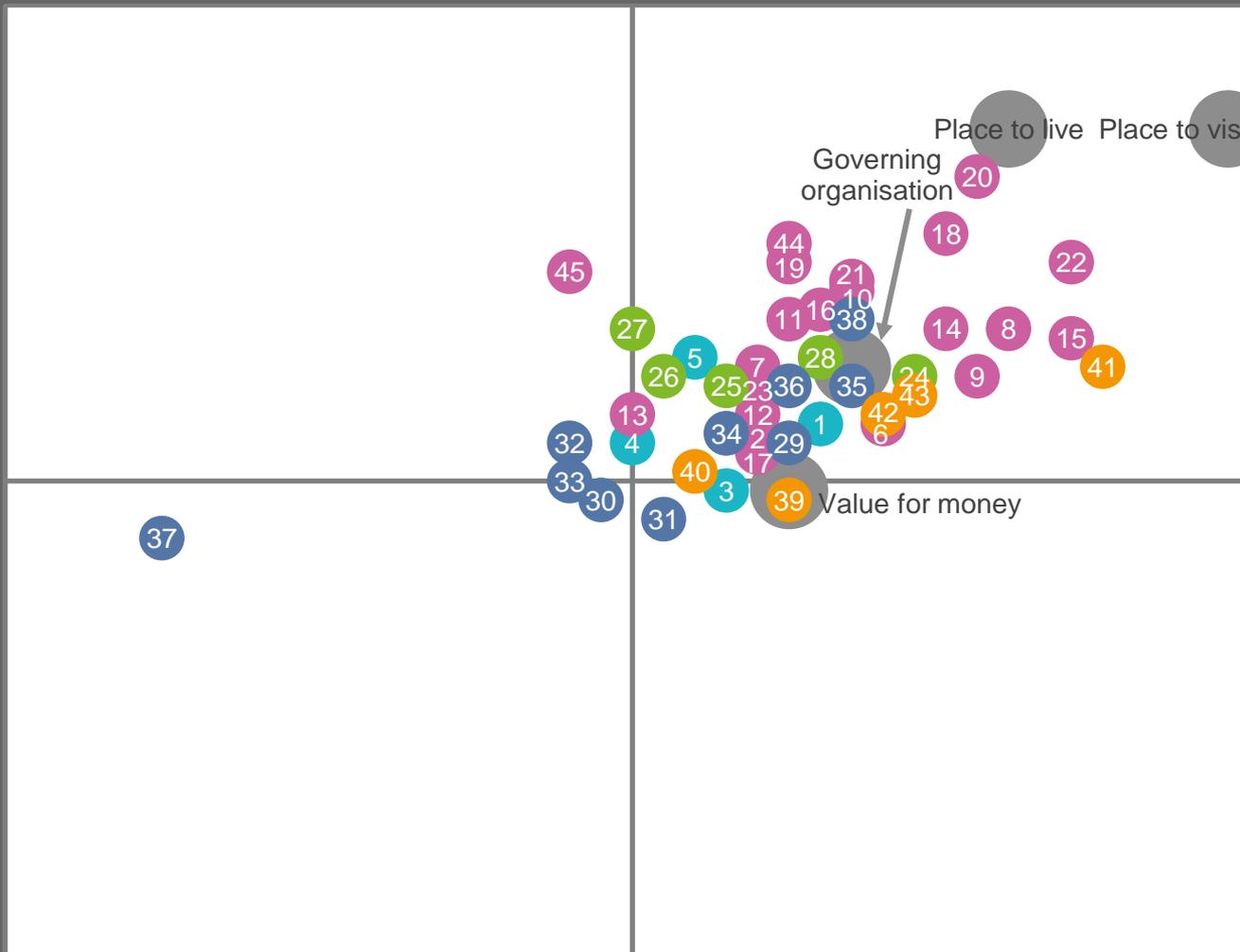
Excellent

Okay

Terrible

Below Average

Above Average



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
- 9 Disability access and inclusion
- 10 Aboriginal recognition and respect
- 11 Volunteer support and recognition
- 12 Community safety, crime prevention
- 13 Access to housing
- 14 Health and community services
- 15 Public health / wellbeing programs
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Playgrounds, parks and reserves
- 20 Library services
- 21 Festivals, events, art and culture
- 22 History and heritage
- 23 Animal management
- 24 Sustainability / climate change
- 25 Conservation and environment
- 26 Coastal and foreshore areas
- 27 Waste collection services
- 28 Natural disaster management
- 29 Responsible growth / development
- 30 Sealed roads
- 31 Unsealed roads
- 32 Traffic management on local roads
- 33 Parking management
- 34 Footpaths and cycleways
- 35 Streetscapes, trees and verges
- 36 Lighting of streets and public places
- 37 Access to public transport
- 38 Marine facilities
- 39 Economic development, job creation
- 40 Developing agricultural industries
- 41 Tourism attractions and marketing
- 42 City centre development / activation
- 43 Education and training opportunities
- 44 Leisure and Aquatic Centre
- 45 Vancouver Arts Centre

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

The City of Albany is leading the industry in 6 areas:

- Tourism attractions and marketing
- Library services
- Recognition and respect for Aboriginal cultures and heritage
- Public health and wellbeing programs and education
- Community buildings and halls
- Public toilets



MARKYT  community trends

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

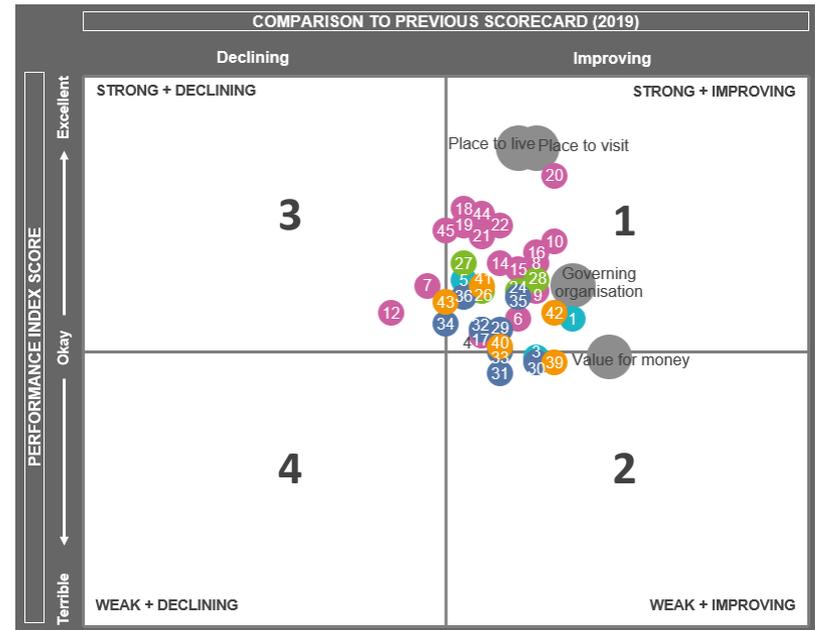
In the City of Albany’s Community Trends Window, detailed overleaf, most services are ideally located in Window 1. This window includes higher performing areas that continue to improve. The **biggest improvers** in Window 1 are:

- Council’s leadership
- Governing organisation
- Library services
- Recognition and respect for Aboriginal cultures and heritage
- Development and activation of the City centre

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

- Value for money from Council rates
- Economic development and job creation

There is a need to arrest decline among higher performing areas in Window 3, such as community safety and crime prevention.

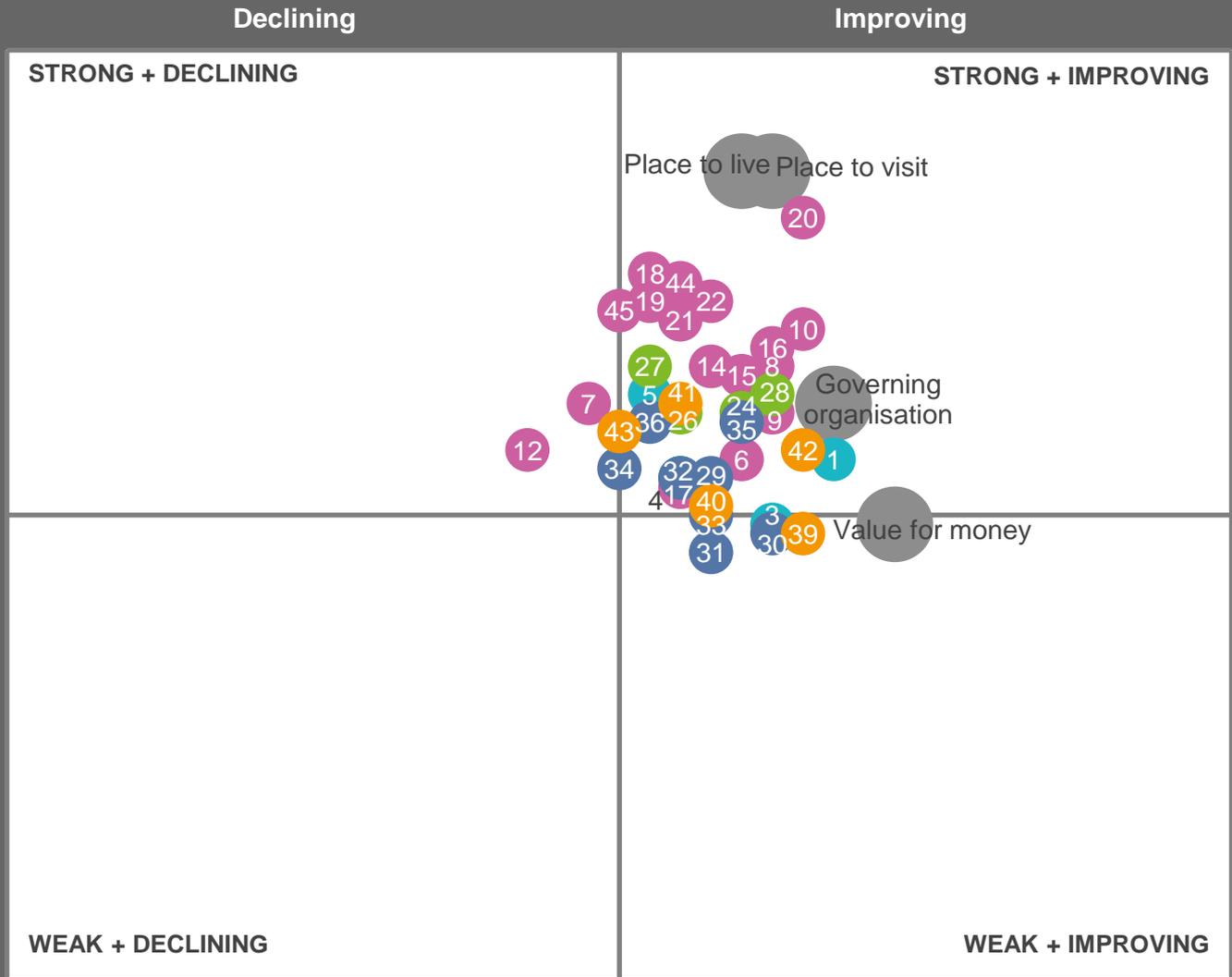


MARKYT Community Trends Window

COMPARISON TO PREVIOUS SCORECARD (2019)

PERFORMANCE INDEX SCORE

Excellent
↑
Okay
↓
Terrible



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
- 9 Disability access and inclusion
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- 43 Education and training opportunities
- 44 Leisure and Aquatic Centre
- 45 Vancouver Arts Centre

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

MARKYT  community priorities

How to read MARKYT Community Priorities

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

CELEBRATE the Shire's highest performing areas.

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

REVIEW lower performing areas.



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

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

Services are grouped in five areas:

- Governance
- Community
- Place
- Planet
- Economy

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

CELEBRATE

OPTIMISE

Okay

KAIZEN

Terrible

REVIEW

PRIORITISE

0 5 10 15 20

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
- 9 Disability access and inclusion
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- 38 Marine facilities
- 39 Economic development, job creation
- 40 Developing agricultural industries
- 41 Tourism attractions and marketing
- 42 City centre development / activation
- 43 Education and training opportunities

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 = 794)

Challenges

- Too much waste is being generated.
- Insufficient recycling options.
- City of Albany is not a Net Zero Carbon City, emissions are too high and there is insufficient sustainable energy.
- Adverse impacts of new housing and infrastructure developments on the environment (e.g. land clearing, energy and water use).
- Transport in the City is too car-centric, not enough cycleways, footpaths and public transport.

Community driven actions

- **Provide** improvements to waste management processes and policies including restricting use of plastic packaging by local businesses, encouraging households to reduce plastic waste, providing more and better recycling options, supporting up-cycling and re-use of waste, introducing a FOGO system.
- **Provide** more renewable energy infrastructure such as solar panels (on City buildings, farms or residents' homes) and wind farms.
- **Provide** a feasibility review for using wave energy.
- **Provide** incentives for residents and businesses to switch to renewable energy sources.
- **Facilitate** the building of electric vehicle charging stations and changing City-owned cars and buses to be electric.
- **Provide** incentives for residents to buy electric vehicles.
- **Regulate** all new developments to ensure they are sustainable. Regulate the introduction of mandatory rain-water tanks, solar panels, native plants, high quality insulation and battery storage systems and minimize land clearing.
- **Provide** planting of more native trees, greater protection of established trees, and replacement of inappropriate trees with natives.
- **Facilitate** the development of green spaces for native wildlife.
- **Provide** community education programs / campaigns about climate change, human impact on the environment, and best practice waste management and recycling.
- **Provide** more footpaths and cycleways that are connected to amenities, bike parking and regular public transport to reduce car usage.

Challenges

- Youth moving away from Albany.
- Insufficient services, facilities or employment opportunities to retain youth.
- Insufficient activities, entertainment opportunities or safe 'hang-out' spaces for youth.
- Risk of bullying, drug and alcohol abuse, mental health issues, home safety for at risk youth.

Community driven actions

- **Advocate** for a Youth Crime Prevention and Rehabilitation Centre (providing drug and alcohol education and rehabilitation services).
- **Fund** the employment of a Youth Worker to engage youth, address social issues and support youth at risk (youth suicide, drug and alcohol abuse, gangs, etc).
- **Partner** with Albany Youth Support Association, Headspace and other youth service providers to attract funding (i.e. grants, donations, etc) to extend services.
- **Partner** with local schools to provide support programs for at risk youth (e.g. youth experiencing mental health problems and bullying).
- **Facilitate** more local employment and career opportunities for youth who have completed high school or university.
- **Facilitate** more education and training opportunities for youth especially training that aligns with local employment opportunities such as mentoring programs with local businesses.
- **Facilitate** the development of more youth hang-out spaces that are safe and cater to a diverse range of ages and interests.
- **Provide** free or affordable activities and entertainment for youth all year round such as a motorplex, organized youth festivals, youth clubs, free access to the pool, mountain bike trails, roller-skating, basketball and netball courts, rock-climbing facilities, roller derby, velodrome, race tracks and environmental and community activities.

Challenges

- Lack of footpaths in some areas
- Cycleways and footpaths are incomplete and disjointed; they do not connect all suburbs to the town center or important community services.
- Safety hazards relating to width, proximity to the road, trip hazards and accessibility.
- New cycleway on Aberdeen Street is causing disruption and is not perceived to be well used by cyclists.

Community driven actions

- **Provide** connections between existing cycleways and footpaths.
- **Provide** footpaths and cycleways in underserved areas (e.g., in Milpara, Mira Mar, ACA to Frenchman Bay Rd, Little Grove and Bayonet Head).
- **Provide** paths that connect to schools, City amenities and parks.
- **Facilitate** the widening of roads and cycleways so that cars can pass cyclists more safely.
- **Provide** more cycleways and footpaths that are away from the road.
- **Facilitate** the sealing, flattening and smoothing of footpaths and cycleways so that they are accessible for wheelchairs and prams.
- **Provide** more pedestrian crossings.
- **Provide** a re-assessment Aberdeen Street to identify and address safety hazards, traffic issues and confusion among road users.
- **Provide** more comprehensive community consultation regarding construction of future cycleways.

Challenges

- Roads are in poor condition; causing safety and drainage issues.
- Road repairs and maintenance perceived as patchy, poor quality and short-lived.
- Road maintenance resources allocated in lower priority places.
- Traffic congestion on busy roads, such as Albany Highway and Sanford Road.
- Aberdeen Street is too narrow. Safety concerns with recent changes, and changes perceived as unnecessary.
- Poor road linkages to new developments and growing suburbs.

Community driven actions

- **Provide** ongoing community consultation regarding which roads are most in need of maintenance.
- **Provide** maintenance, resealing and resurfacing of priority roads (assessed via community consultation) to fix potholes, patch-work repairs, drop-offs, open drains, dangerous edges and verges, and widen narrow roads.
- **Provide** community consultation regarding changes in Aberdeen Street and act on community concerns.
- **Provide** sealing of high use unsealed roads.
- **Advocate** for the addition of more lanes (e.g., dual lanes and over-taking lanes) on busy roads such as Albany Highway and Sanford Road.
- **Provide** better road connections to new developments and high growth suburbs.
- **Provide** improvements to road drainage such as regular clearing and maintenance, covering open drains, ensuring drains are flush with the road and extending the drainage system.

Challenges

Community driven actions

- Local businesses are closing without new or replacement businesses in their place.
- Too much red tape and not enough incentives for new businesses and start-ups.
- Insufficient jobs, especially for young people, causing local residents to move away for work.
- Lack of diversity in Albany's retail sector.
- Lack of weekend and holiday trading, limiting Albany's appeal to tourists and potential profits for local businesses.

- **Provide** greater support for local SMEs such as assisting in recruitment, providing free or affordable marketing opportunities, facilitating affordable living, facilitating rate reductions, advocating for rent reductions, and promoting buy local campaigns.
- **Provide** incentives, streamline the application process and reduce red tape to attract more businesses and entrepreneurial start-ups to open in the City of Albany.
- **Advocate** for new and innovative industries, manufacturing companies, large retailers and big businesses to open in the City of Albany.
- **Advocate** for 7-day trading, including holidays.
- **Advocate** for educational institutions to provide more courses in the City of Albany to retain young people, drive employment and bring people to the area.
- **Facilitate** more employment opportunities especially for young people.

Challenges

Community driven actions

- Concern with safety, anti-social behavior and crime at night.
- Concern with reports of illicit drug abuse and drug related crimes, such as break-ins and theft.
- Management of repeat offenders in the community.

- **Advocate** for more Police patrols, a greater police presence and more police on the streets interacting with residents throughout the City of Albany especially at nighttime (in ACA, near restaurants, near the club and in the suburbs).
- **Advocate** for improvements to the process by which criminals are punished and rehabilitated such as tougher punishments and more meaningful rehabilitation to prevent recidivism.
- **Facilitate** a reduction in drug related crimes by providing a rehabilitation centre, drug education / preventative programs for youth and advocating for greater Police intervention and action.
- **Facilitate** more employment opportunities and activities for youth to reduce youth boredom and crime.
- **Provide** more street lighting.
- **Provide** more CCTV cameras across the City of Albany.

Challenges

- Community members have diverse needs in relation to sport and recreation.
- Some residents feel that resources are unevenly and unfairly distributed among different sporting clubs and groups.
- Insufficient sporting facilities to meet diverse sporting needs.
- Some existing sports facilities need upgrades and improvements.

Community driven actions

- **Facilitate** development of a motorplex or motor sport facilities.
- **Facilitate** development of a tennis centre.
- **Facilitate** development of mountain bike trails and promote the City of Albany as a mountain biking hub.
- **Provide** a 50m lap pool at Albany Leisure Aquatic Centre.
- **Provide** more sport and recreation facilities and improvements to existing facilities such as:
 - an athletics track that is not also a dog exercise area
 - another hockey pitch
 - more courts for basketball and netball
 - more exercise equipment in parks
 - better equestrian facilities
 - more and closer parking and sheltered seating / viewing areas at Albany Cricket & Soccer Pavilion and other sporting ovals
- **Provide** more footpaths, cycleways, trails and scenic loops and improve cycleway connectivity.
- **Provide** more equitable funding to different sporting groups within the community.
- **Provide** improvements to Albany Leisure Aquatic Centre such as extending opening hours and more changerooms.

Challenges

- Insufficient public toilets in ACA, tourism areas and parks.
- Public toilets are not open enough and some public toilets have not re-opened since they shut down for COVID-19.
- Some residents and tourists cannot find the public toilets.
- Public toilets are not cleaned regularly enough and are lacking soap.
- Public toilets are described as old, unattractive, in need of maintenance and upgrades and unclean. Residents are concerned that this will deter tourists from coming, returning or staying in the City of Albany.

Community driven actions

- **Provide** more public toilets blocks in the ACA, tourism areas, at parks and near playgrounds.
- **Provide** extended public toilet opening hours (24/7 access, nighttime access and access during weekends and holidays).
- **Provide** more signage for public toilets.
- **Provide** upgrades to all public toilets and showers to ensure they are aesthetically pleasing, safe, well lit, hygienic and modern such as contact-free taps and doors.
- **Provide** more regular maintenance for public toilets to ensure they are consistently clean, free of vandalism and stocked up with paper towels and soap.
- **Provide** safe unisex public toilets.

Challenges

- Albany has an ageing population and there are concerns that existing facilities and services will not meet future demand.
- Insufficient programs and activities for seniors at affordable prices to help them to socialise, exercise and look after their mental health.
- Medical and aged care services available for seniors are limited.
- Unsafe footpaths, a lack of ramps and appropriate parking makes it difficult for seniors' to access some facilities and services.
- Lack of information about what services are available for seniors. Some seniors do not access online information sources.

Community driven actions

- **Advocate** for improved access to medical services such as more specialist doctors located in or regularly visiting the CoA, more hospital beds and reduced hospital waiting times.
- **Advocate** for more aged care facilities and respite services.
- **Facilitate** more affordable and central independent living accommodation options for seniors.
- **Facilitate** more free or affordable activities and programs for seniors such as:
 - reduced membership prices at Albany Leisure and Aquatic Centre
 - develop and promote regular activities / clubs focused on health, wellness and community engagement
 - more financial support for existing seniors' clubs /activities (e.g., the bowls club)
 - continue to support the Long Live You program
- **Provide** more support, staff and services to keep seniors in their homes for longer.
- **Provide** more public transport options for seniors.
- **Provide** improved accessibility for seniors such as:
 - safer footpaths and crosswalks that are wheelchair friendly
 - more ramp access to businesses and shops
 - more seating at public events
 - better access to beaches and parks
 - more ACROD parking spaces (and widening current bays)
- **Provide** greater promotion of seniors' services using multiple channels (online and offline) to ensure information is widely available and accessible.

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

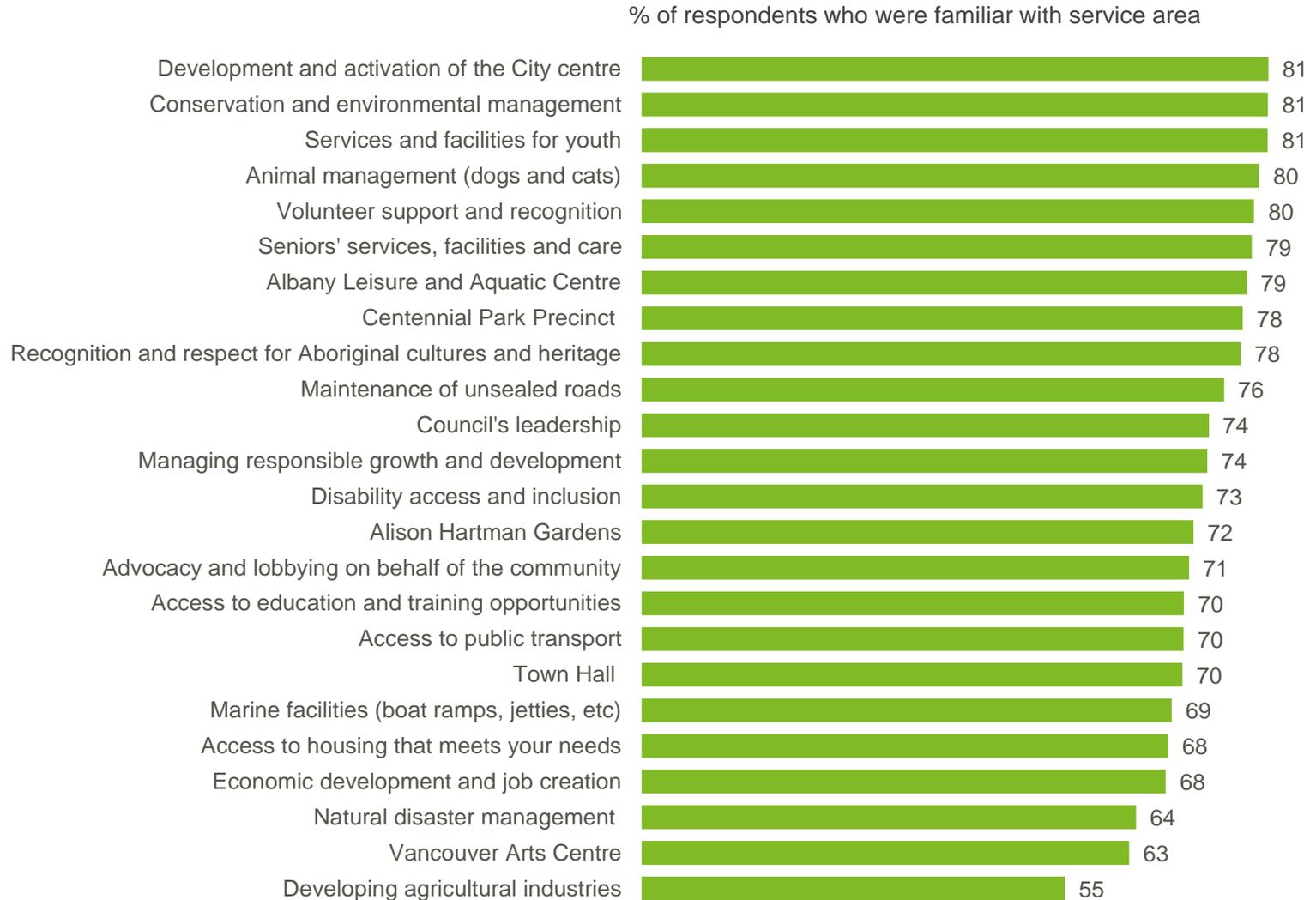


Chart shows proportion of respondents who were familiar enough with the service area to rate performance.

Governance

Council's leadership

Performance ratings

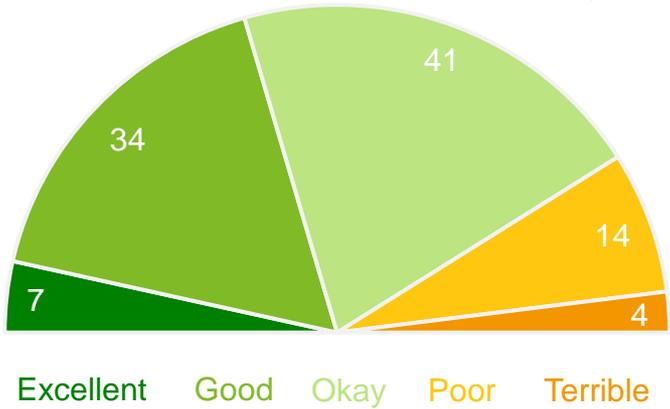
% of respondents

82%

Positive rating*

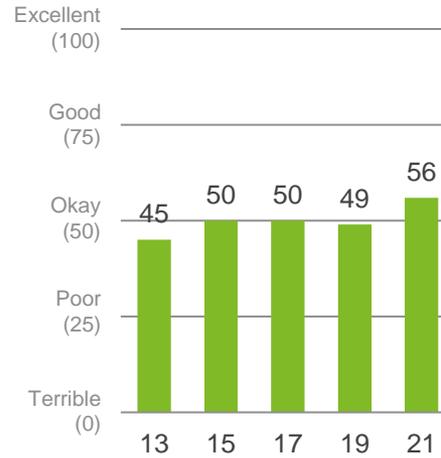
56

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	56
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
56	56	57	56	58	57	56	55	49	55	54	59	57	55	70	59	55	52

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
59	61	71	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 969). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

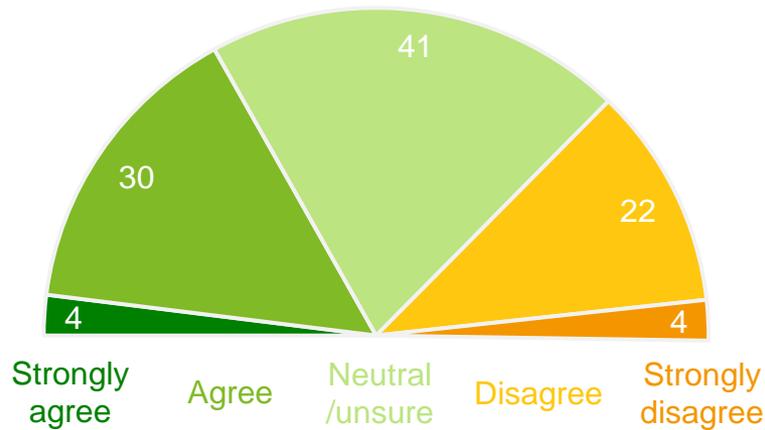
The City has developed and communicated a clear vision for the area

Level of agreement

% of respondents

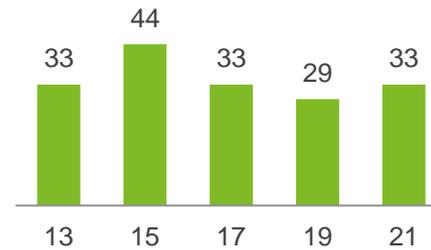
33%*

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	33
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
33	33	32	30	33	34	35	34	44	28	29	37	33	35	61	35	32	29

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
34	38	30	62

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

Base: All respondents, excludes 'no response' (n = 1285). ^ Small sample size (<20 respondents)

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

Achievement of the City's vision:

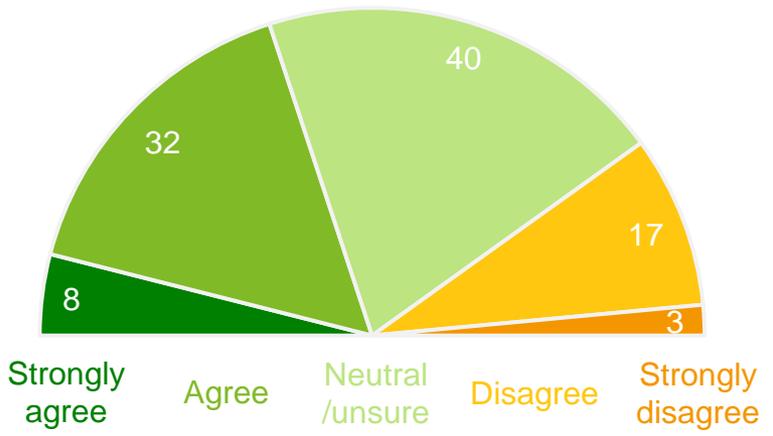
The City of Albany is Western Australia's most sought-after and unique regional City to work, live and visit

Level of agreement

% of respondents

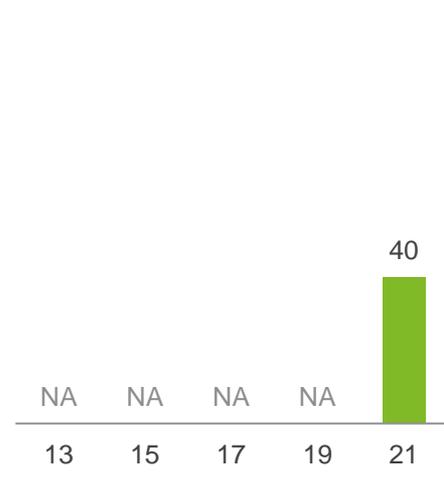


Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	40
Industry High	NA
Industry Average	NA

Variations across the community

% agree

Local resident variances

Other groups

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer^	City EMs / employees
40	38	42	42	34	40	38	37	34	34	37	45	39	45	81	40	40	37	38	45	40	59

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

Base: All respondents, excludes 'no response' (n = 1283). ^ Small sample size (<20 respondents)

How the community is consulted about local issues

Performance ratings

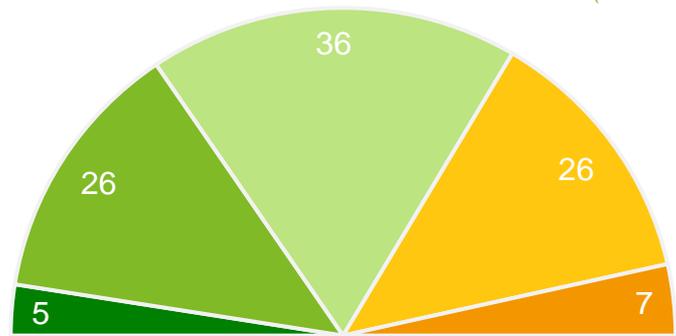
% of respondents

67%

49

Positive rating*

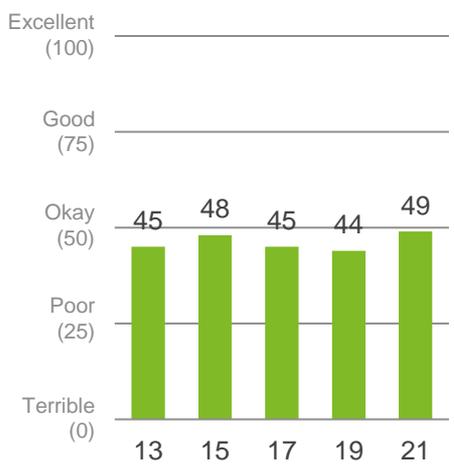
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	49
Industry High	62
Industry Average	46

Variances across the community

Performance Index Score

Local resident variances

Other groups

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer^	City EMs / employees
49	49	50	49	52	49	48	48	44	49	49	50	50	48	61	51	48	47	52	53	64	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1084). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

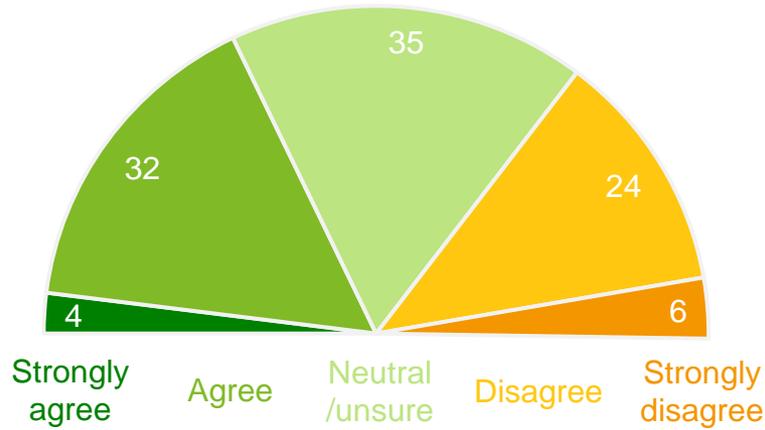
The City has a good understanding of community needs

Level of agreement

% of respondents

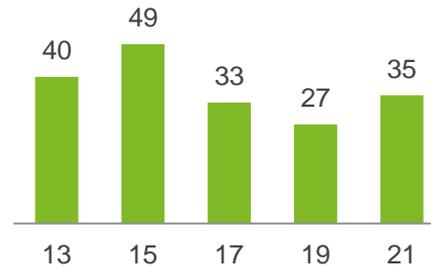
35%*

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	35
Industry High	61
Industry Average	33

Variations 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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
35	36	34	36	32	32	35	33	40	30	33	39	30	36	56	39	34	28

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
37	41	40	69

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

Base: All respondents, excludes 'no response' (n = 1288). ^ Small sample size (<20 respondents)

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

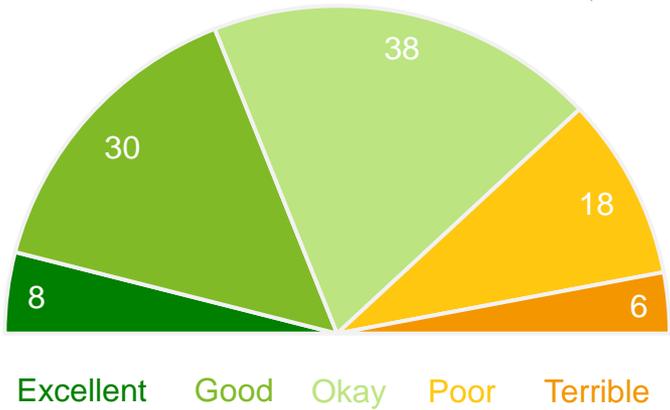
How the community is informed about what's happening in the local area

Performance ratings

% of respondents

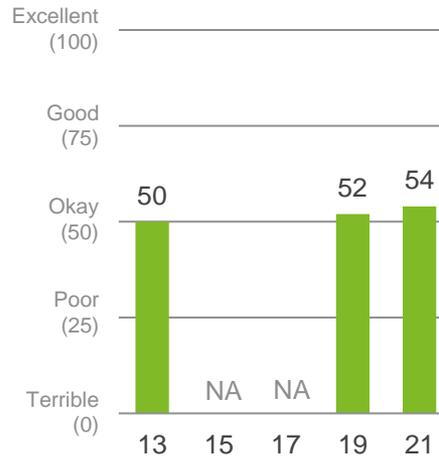
76%
Positive rating*

54
Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
54	53	55	54	52	52	52	53	53	50	55	56	56	48	61	56	52	51

Other groups

Local business	55
Community group	59
Out of area ratepayer^	64
City EMs / employees	71

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1159). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

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

Performance ratings

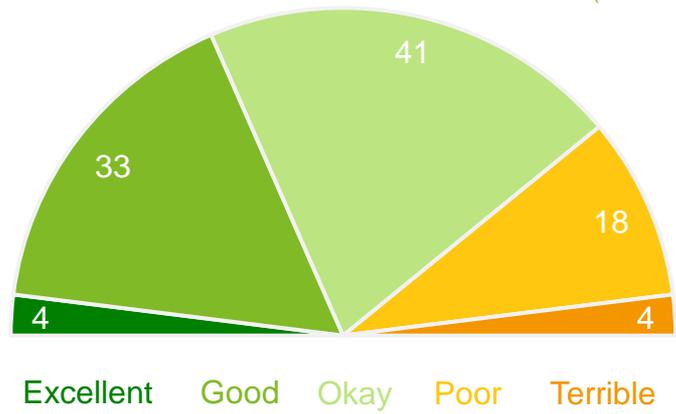
% of respondents

78%

54

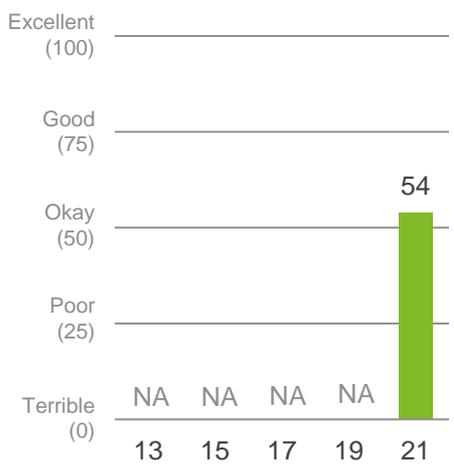
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	64
Industry Average	50

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer^	City EMs / employees
54	54	54	54	54	53	52	53	50	54	51	56	57	51	66	56	52	52	56	57	67	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 936). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

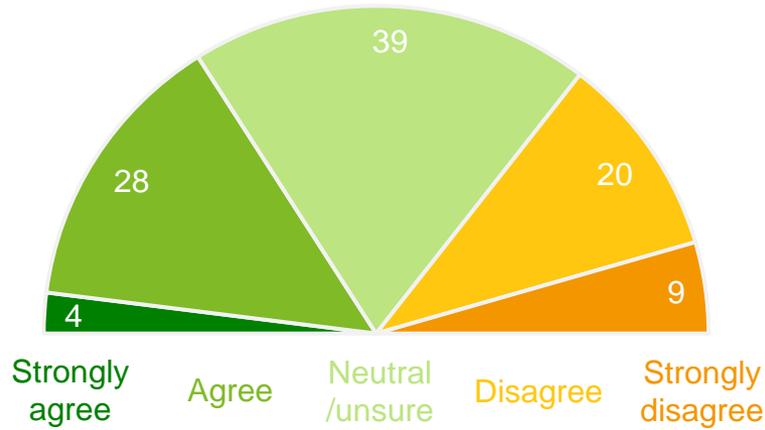
The City listens to and respects views

Level of agreement

% of respondents

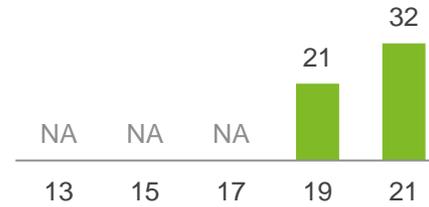
32%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



City of Albany	32
Industry High	55
Industry Average	32

Variations 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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
32	33	32	32	40	29	31	25	40	35	30	32	27	33	73	35	31	27

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
33	39	20	70

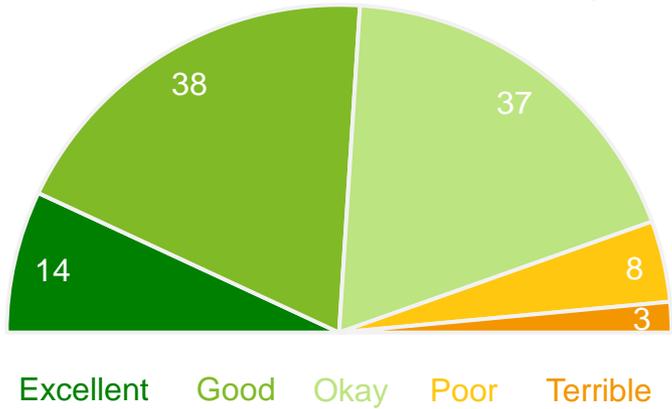
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 1282). ^ Small sample size (<20 respondents)

Customer service

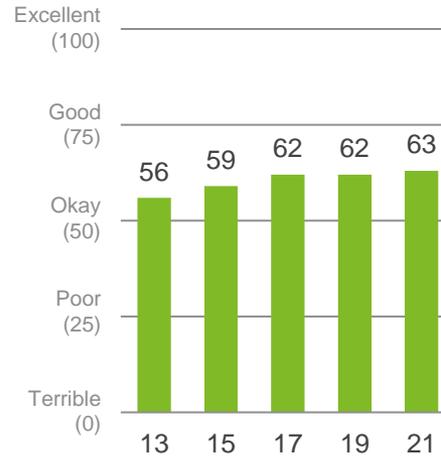
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
Industry High	74
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
63	61	65	64	58	62	63	64	63	59	63	65	62	71	73	64	63	60

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
62	68	58	79

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1109). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Community Development

Services and facilities for youth

Performance ratings

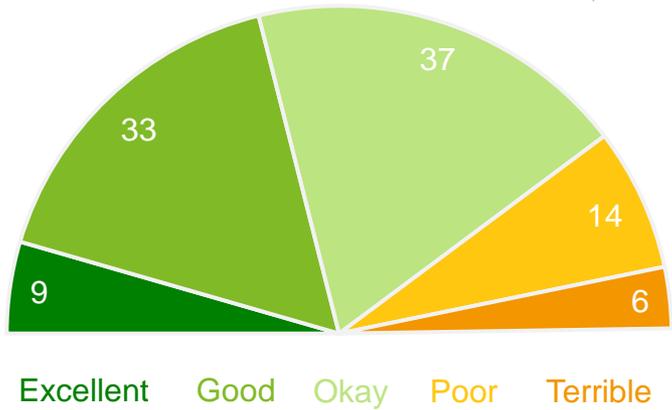
% of respondents

79%

Positive rating*

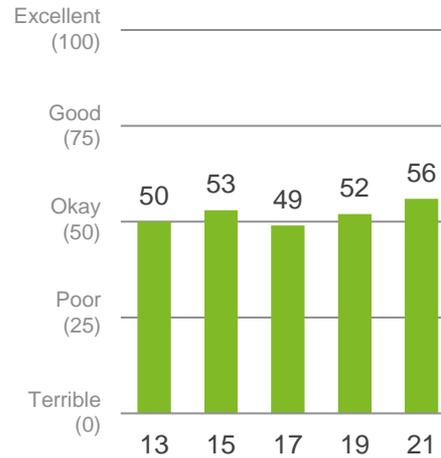
56

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	56
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
56	59	54	61	51	50	50	52	48	52	53	64	56	57	67	58	55	56

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
56	60	75	65

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

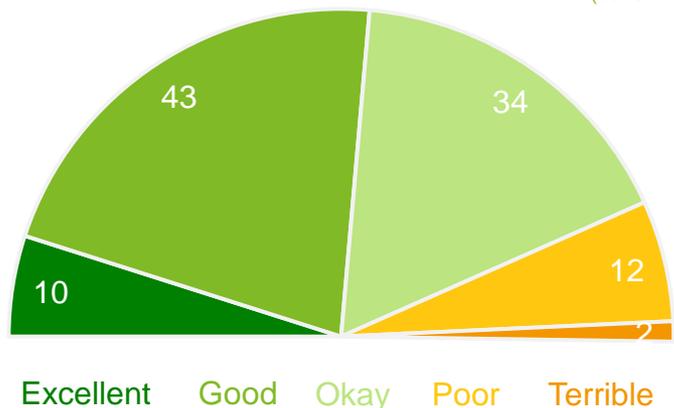
Base: All respondents, excludes 'unsure' and 'no response' (n = 1070). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Services and facilities for families and children

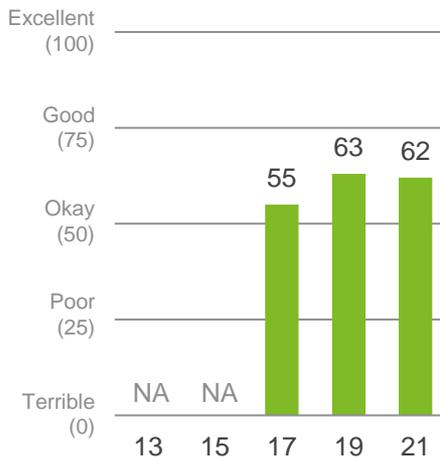
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	62
Industry High	68
Industry Average	58

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
62	64	60	65	55	54	58	61	59	58	59	66	63	64	71	64	59	61

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
63	65	81	70

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

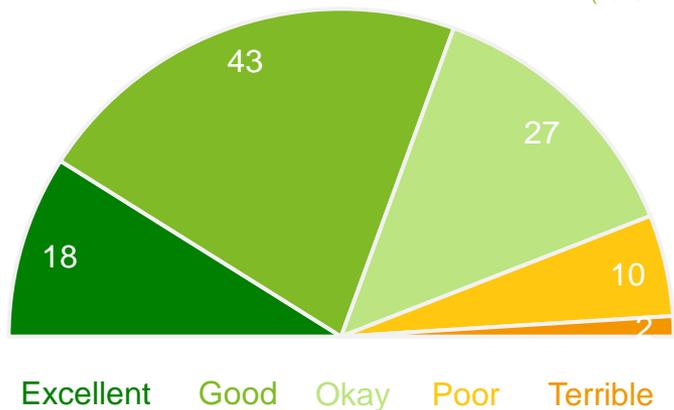
Base: All respondents, excludes 'unsure' and 'no response' (n = 1098). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Services, facilities and care available for seniors

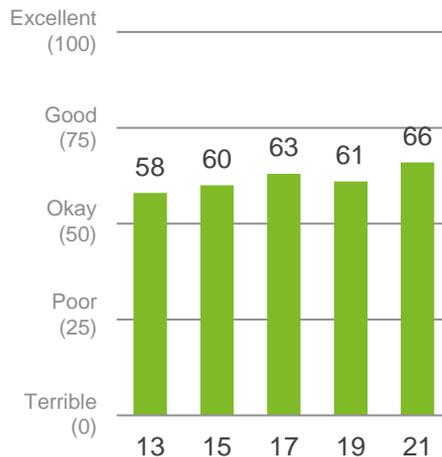
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	66
Industry High	68
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
66	67	66	66	68	65	66	64	67	68	66	66	60	61	80	67	66	63

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
69	70	75	73

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

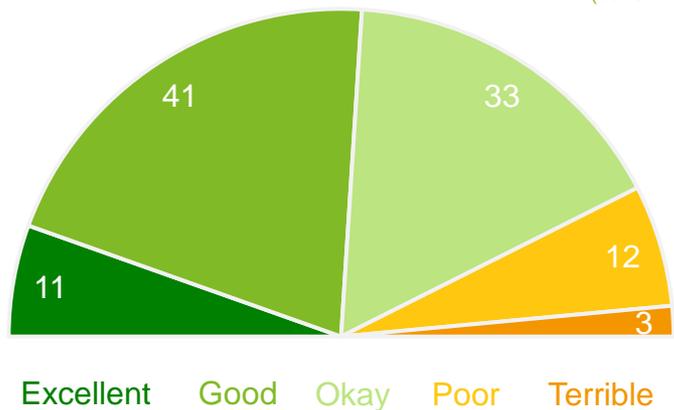
Base: All respondents, excludes 'unsure' and 'no response' (n = 1043). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Disability access and inclusion

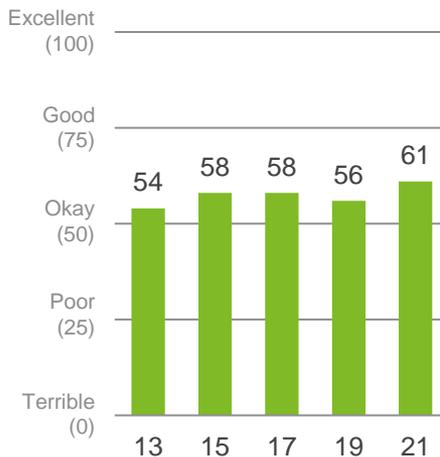
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	61
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
61	64	59	61	61	58	60	59	61	64	60	61	54	62	74	62	61	60

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
64	63	80	66

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

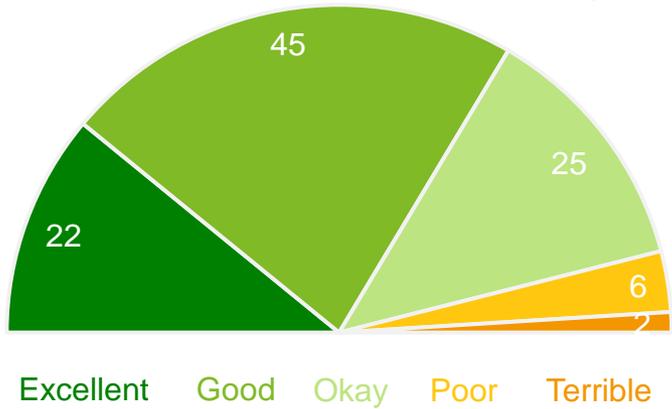
Base: All respondents, excludes 'unsure' and 'no response' (n = 959). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Recognition and respect for Aboriginal cultures and heritage

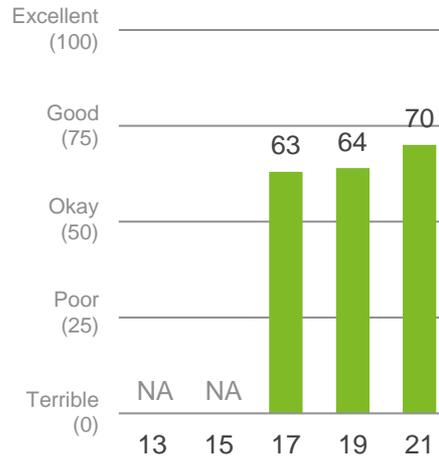
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	70
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
70	72	68	71	69	71	68	66	72	75	68	69	72	65	74	72	70	65

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
71	69	71	74

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

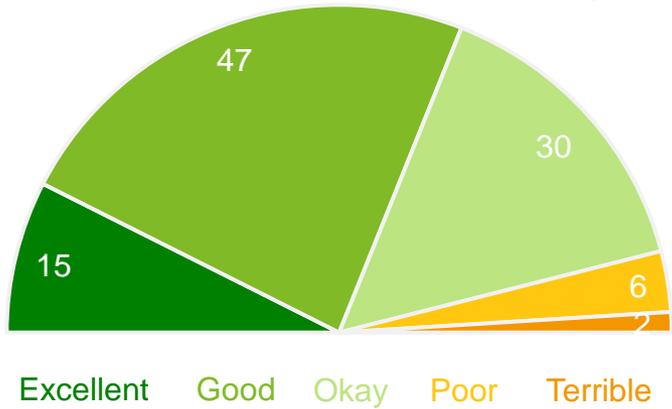
Base: All respondents, excludes 'unsure' and 'no response' (n = 1024). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Volunteer support and recognition

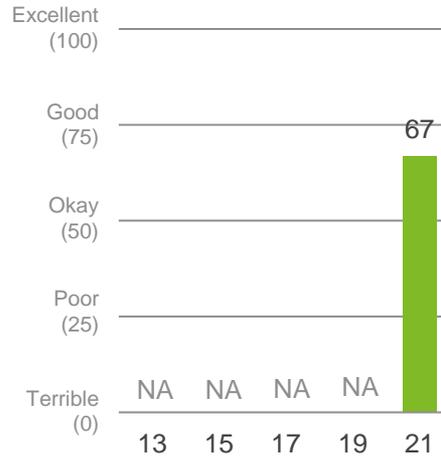
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	67
Industry High	68
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
67	67	66	68	65	62	63	61	61	67	65	68	66	65	75	67	67	64

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
67	65	75	72

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1047). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Community Wellbeing

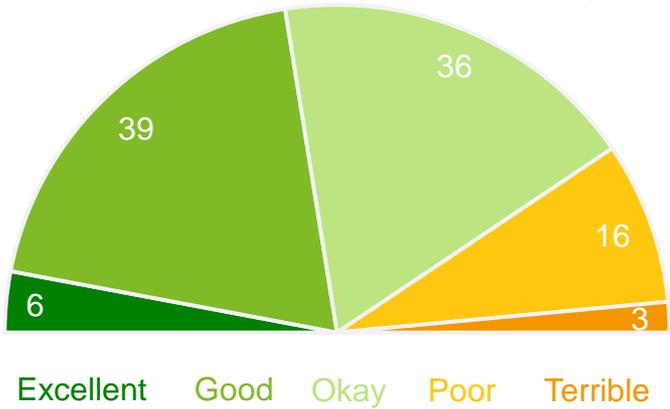
Community safety and crime prevention

Performance ratings

% of respondents

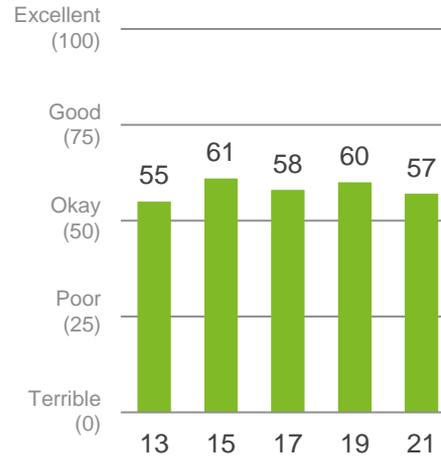
81%
Positive rating*

57
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
57	58	57	58	53	57	55	55	55	54	57	59	55	44	71	58	57	57

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
58	61	54	63

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

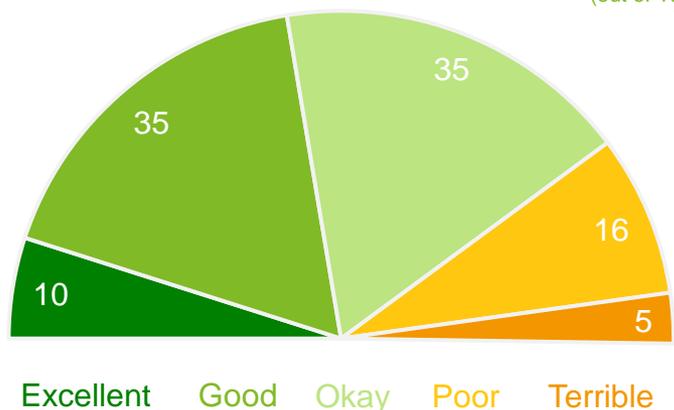
Base: All respondents, excludes 'unsure' and 'no response' (n = 1118). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Access to housing that meets your needs

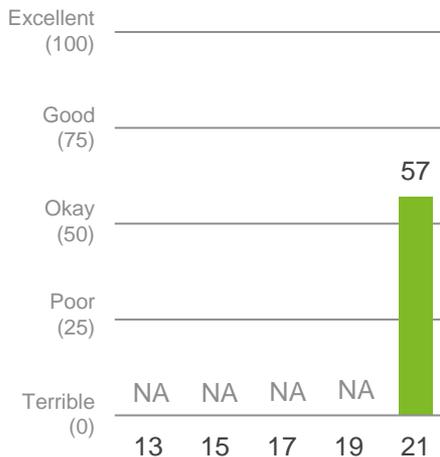
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
57	61	54	58	58	57	53	54	59	56	55	60	52	41	73	56	57	60

Other groups

Local business	60
Community group	61
Out of area ratepayer^	60
City EMs / employees	57

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

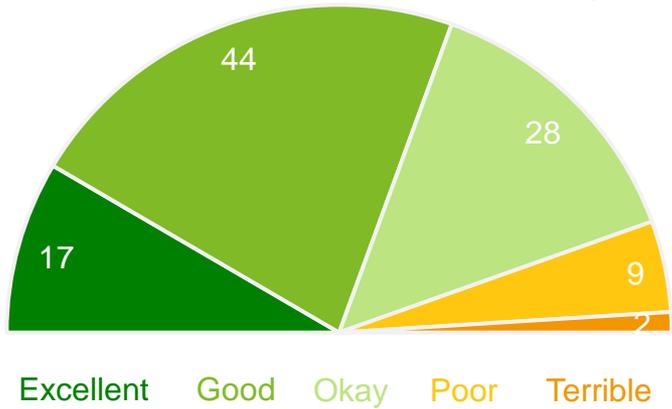
Base: All respondents, excludes 'unsure' and 'no response' (n = 900). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Access to health and community services

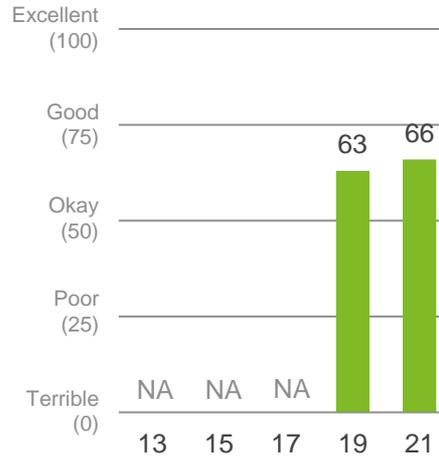
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	66
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
66	70	64	68	63	62	64	63	68	61	64	70	61	53	76	67	66	66

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
68	69	75	67

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

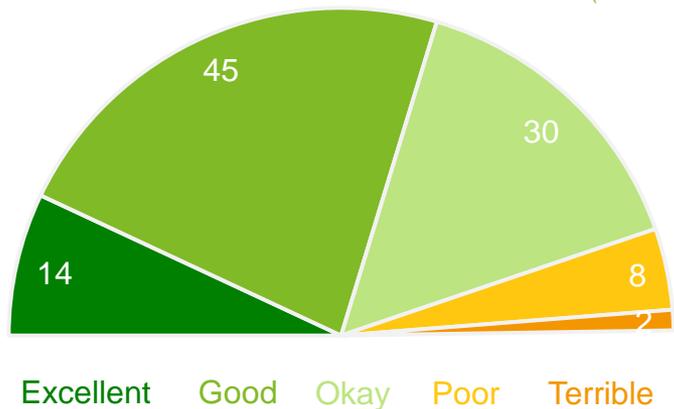
Base: All respondents, excludes 'unsure' and 'no response' (n = 1158). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Public health and wellbeing programs and education

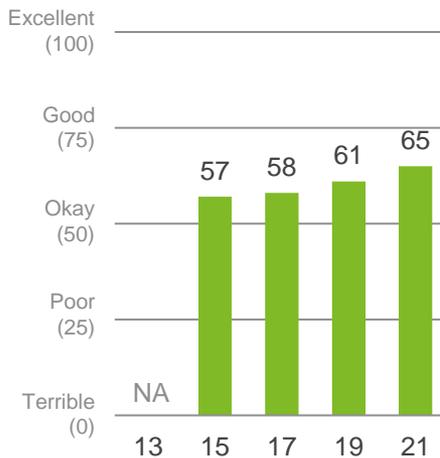
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	65
Industry High	65
Industry Average	51

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
65	67	63	67	63	62	61	59	71	62	62	68	61	63	79	66	64	65

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
65	67	65	69

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

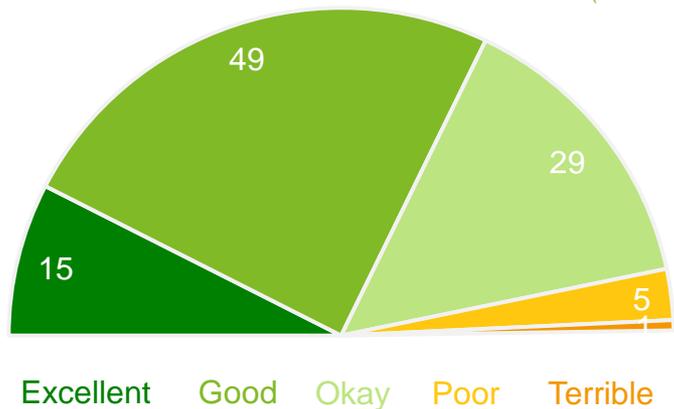
Base: All respondents, excludes 'unsure' and 'no response' (n = 1078). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Community buildings and halls

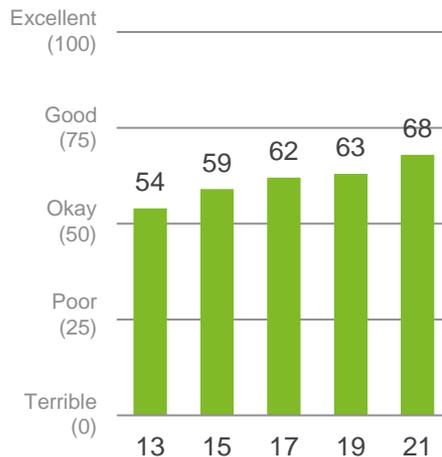
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	68
Industry High	68
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
68	69	67	69	63	66	67	67	66	66	68	69	67	64	79	68	68	68

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
69	70	64	74

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

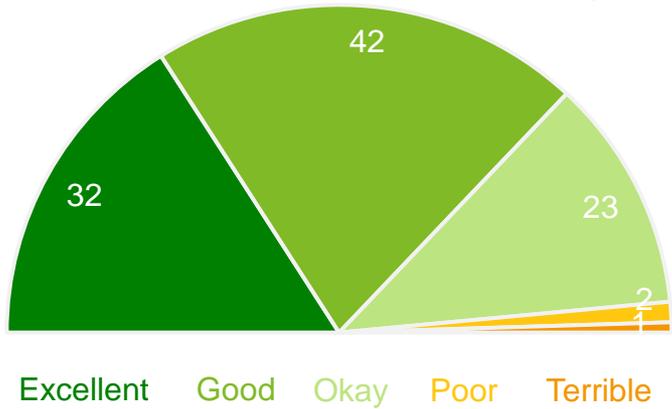
Base: All respondents, excludes 'unsure' and 'no response' (n = 1163). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Town Hall

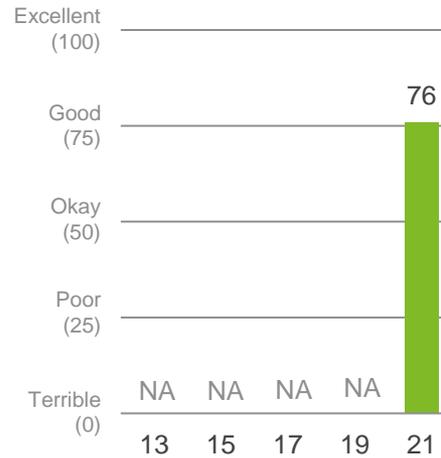
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	76
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
76	74	78	76	77	69	73	75	64	72	76	79	76	73	81	76	76	75

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
78	81	96	83

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

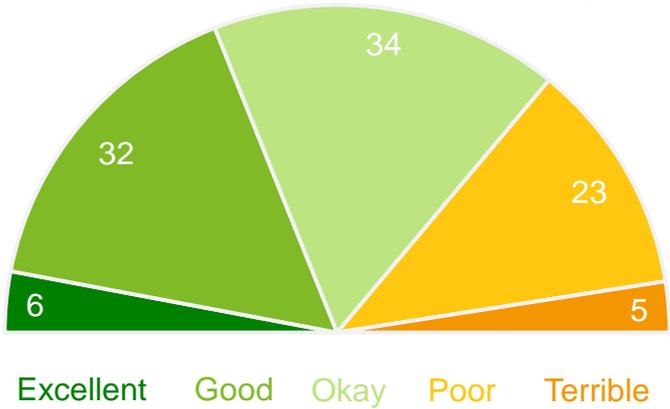
Base: All respondents, excludes 'unsure' and 'no response' (n = 925). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Public toilets

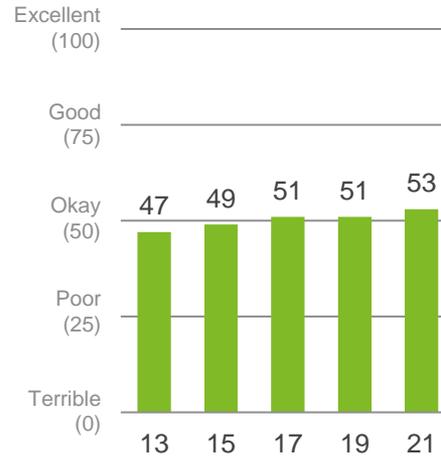
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	53
Industry High	53
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
53	53	52	54	50	51	50	52	41	52	54	54	50	42	68	54	52	52

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
53	57	47	62

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

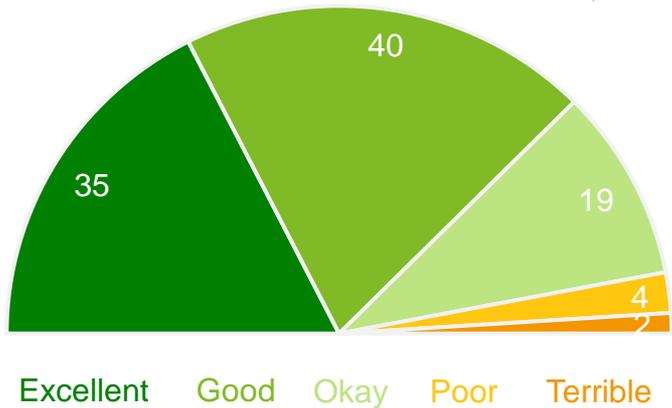
Base: All respondents, excludes 'unsure' and 'no response' (n = 1172). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Sport and recreation facilities and services

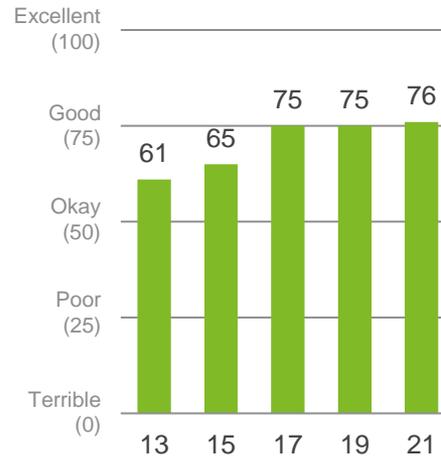
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	76
Industry High	85
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
76	76	76	78	72	69	71	71	76	74	73	79	74	73	79	76	76	74

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
75	75	82	84

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

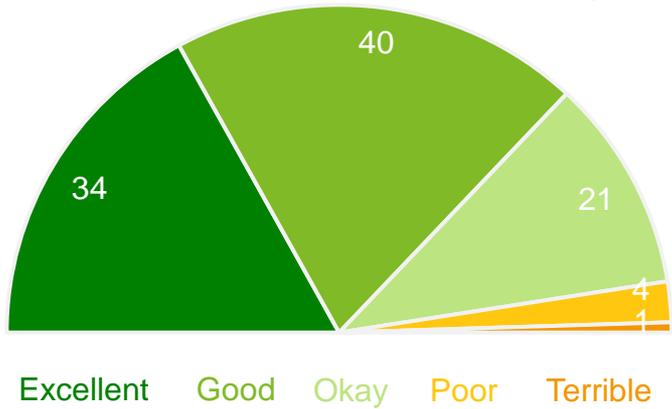
Base: All respondents, excludes 'unsure' and 'no response' (n = 1178). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Albany Leisure and Aquatic Centre

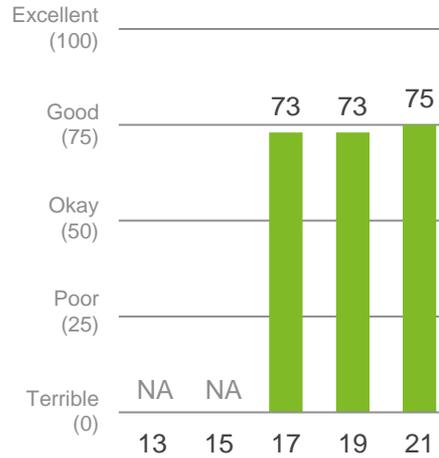
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	75
Industry High	84
Industry Average	70

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
75	75	75	78	71	68	68	70	72	74	71	79	74	77	78	75	75	75

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
74	79	89	77

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

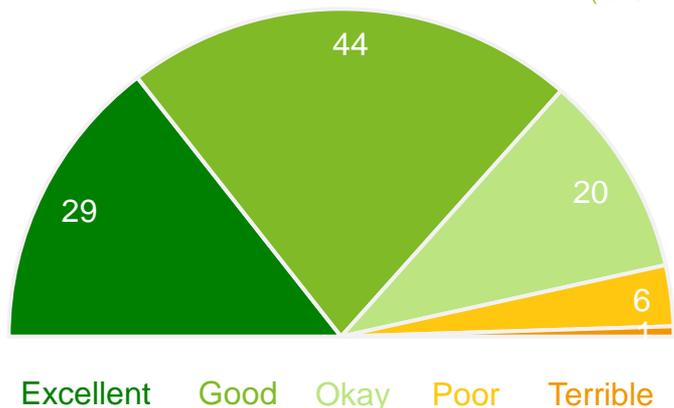
Base: All respondents, excludes 'unsure' and 'no response' (n = 1034). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Playgrounds, parks and reserves

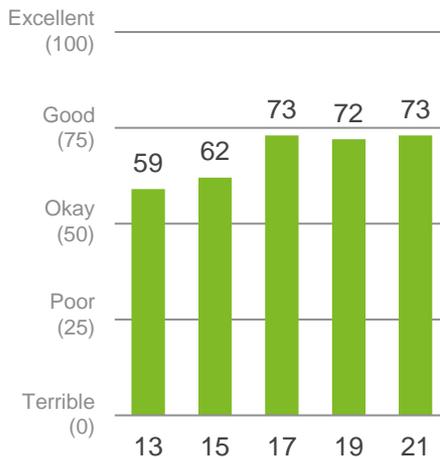
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	73
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
73	74	73	75	68	67	71	70	68	70	73	76	72	68	79	73	73	75

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
72	74	81	81

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

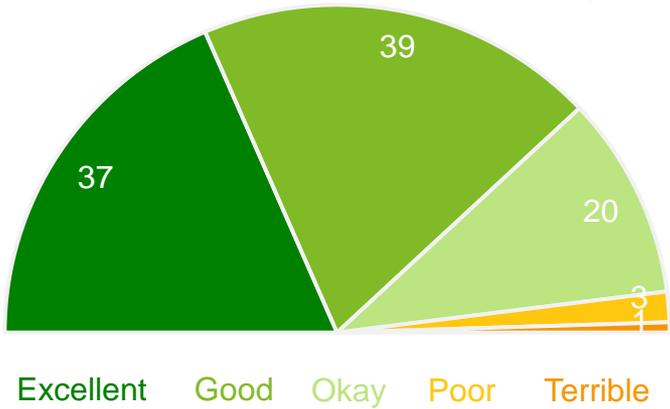
Base: All respondents, excludes 'unsure' and 'no response' (n = 1199). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Alison Hartman Gardens

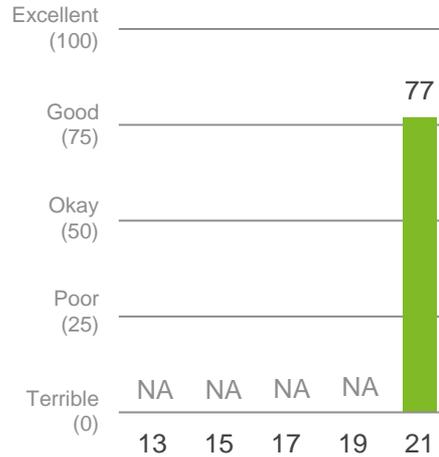
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	77
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
77	75	79	78	75	73	76	75	65	74	78	80	78	68	80	76	78	78

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
79	82	79	87

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 943). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Centennial Park Precinct

Performance ratings

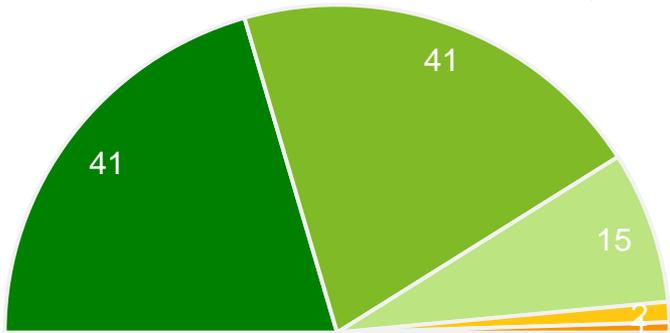
% of respondents

97%

Positive rating*

80

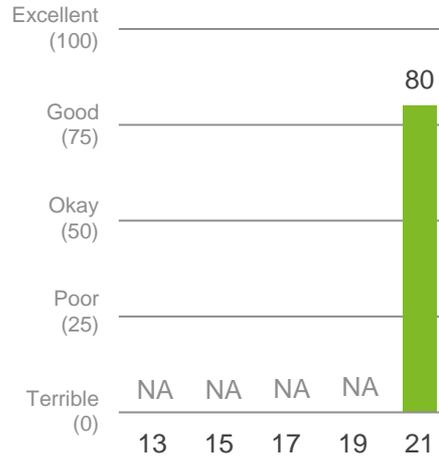
Performance Index Score (out of 100)



Excellent Good Okay Poor Terrible

Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	80
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
80	80	80	80	80	77	79	79	76	78	80	82	81	82	81	79	81	79

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
82	83	83	90

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1027). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Library services

Performance ratings

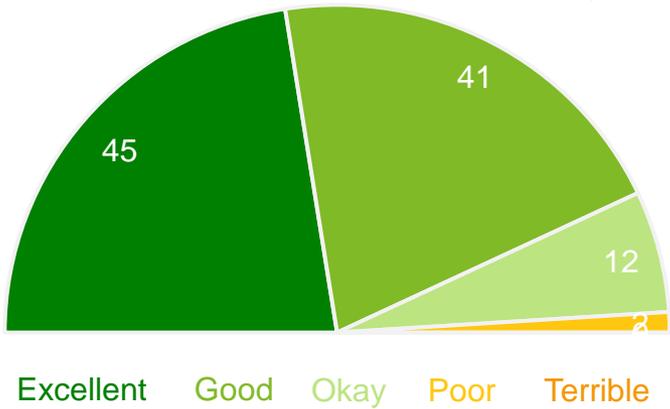
% of respondents

98%

Positive rating*

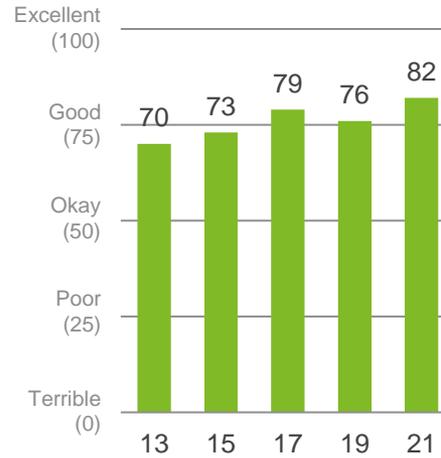
82

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	82
Industry High	82
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
82	82	83	82	83	79	82	80	80	80	81	84	81	79	83	82	83	81

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
82	85	75	86

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

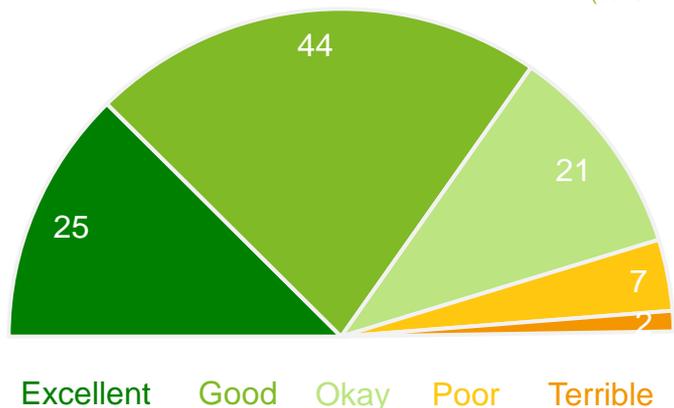
Base: All respondents, excludes 'unsure' and 'no response' (n = 1118). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Festivals, events, art and cultural activities

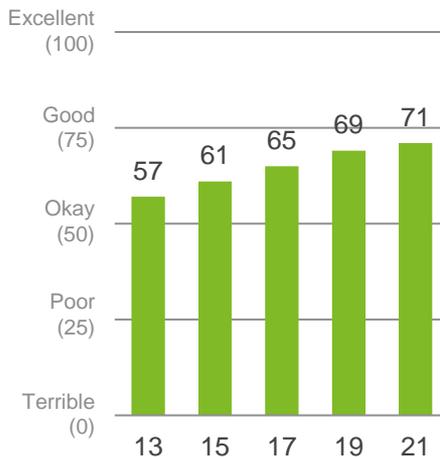
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	71
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
71	69	72	72	69	70	69	67	64	64	71	75	70	63	77	72	71	68

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
71	75	75	76

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

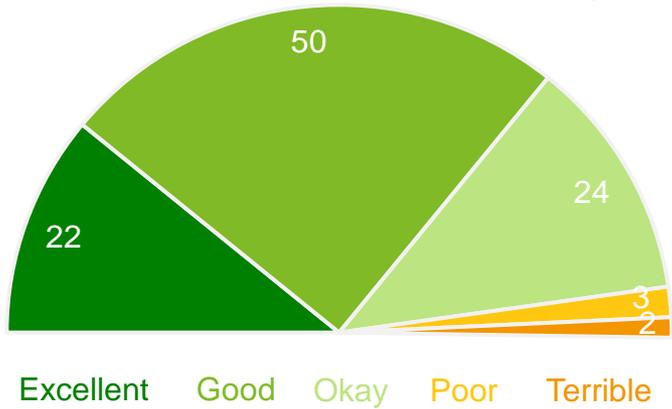
Base: All respondents, excludes 'unsure' and 'no response' (n = 1166). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Vancouver Arts Centre

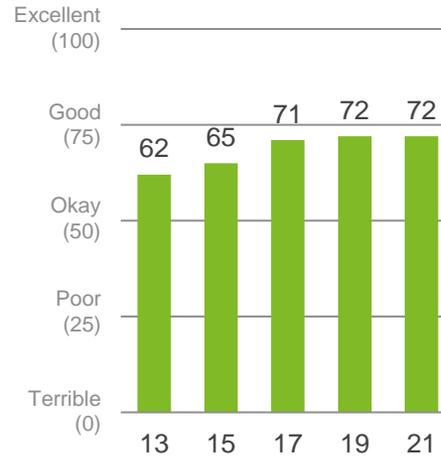
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	72
Industry High	80
Industry Average	74

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
72	70	73	73	70	65	67	67	59	66	70	76	74	67	75	70	73	73

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
71	74	95	73

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

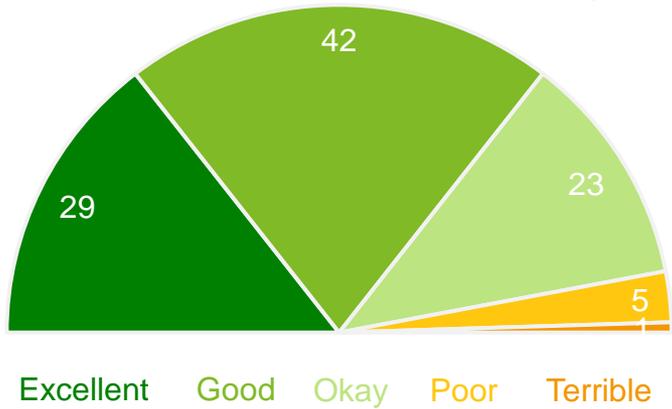
Base: All respondents, excludes 'unsure' and 'no response' (n = 833). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

How local history and heritage is preserved and promoted

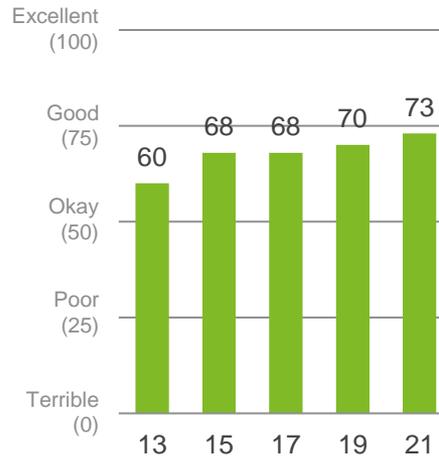
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	73
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
73	72	74	74	73	72	70	67	76	74	70	74	70	66	79	73	75	71

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
73	74	82	79

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

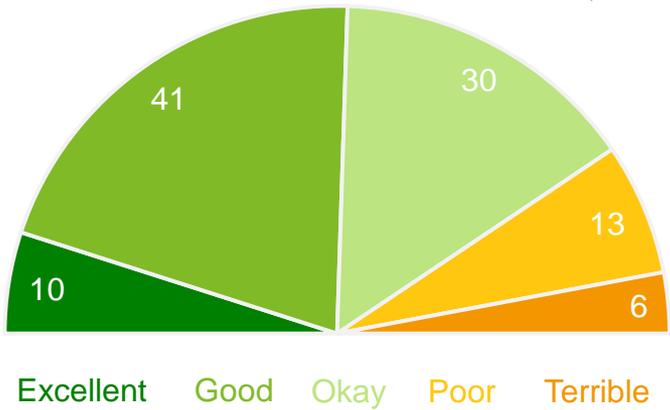
Base: All respondents, excludes 'unsure' and 'no response' (n = 1157). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Animal management (dogs and cats)

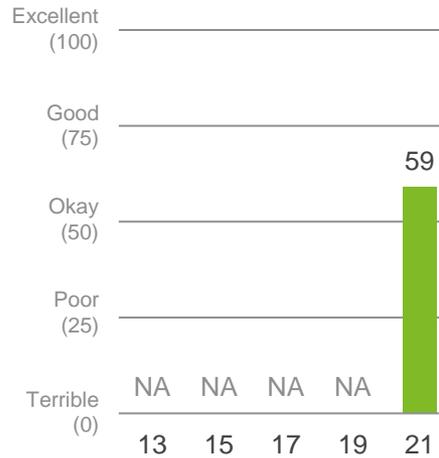
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	59
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
59	58	59	57	59	61	59	61	63	60	59	57	54	50	76	57	59	61

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
59	58	63	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1055). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Planet

Efforts to promote and adopt sustainable practices to combat climate change (renewable energy, reducing waste, reducing water use, etc)

Performance ratings

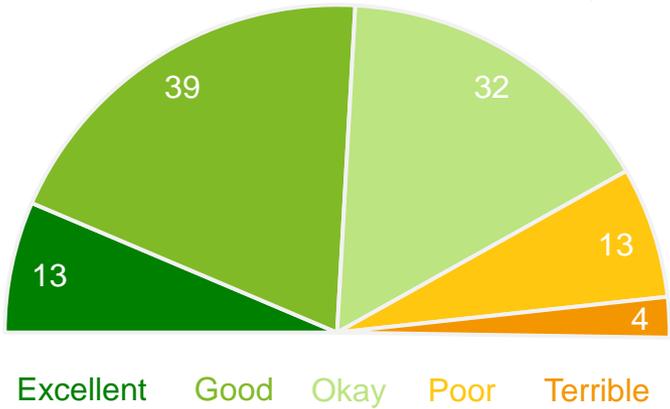
% of respondents

84%

Positive rating*

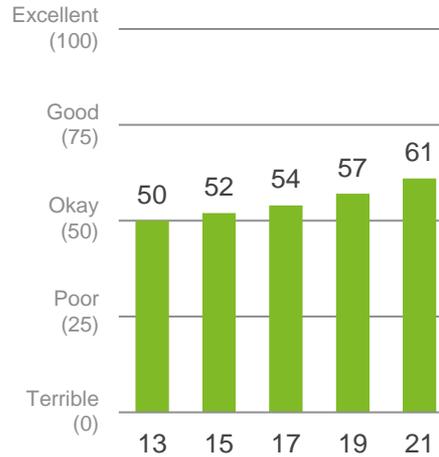
61

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	61
Industry High	71
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
61	62	60	62	65	61	58	60	55	63	60	62	64	60	71	63	61	56

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
59	63	59	70

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

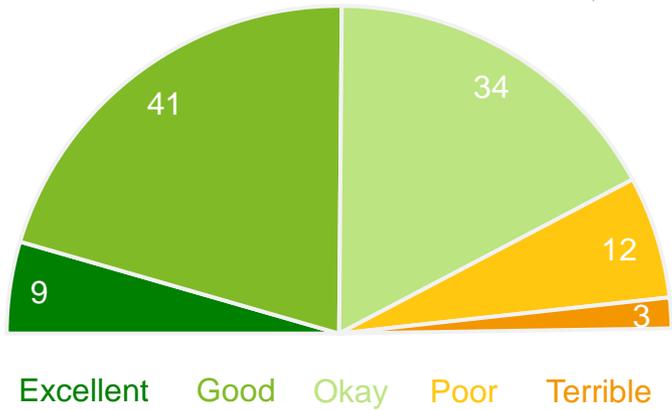
Base: All respondents, excludes 'unsure' and 'no response' (n = 1087). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Conservation and environmental management

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	60
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
60	62	59	59	67	64	61	60	57	62	62	59	60	64	73	62	60	55

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
61	61	71	70

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

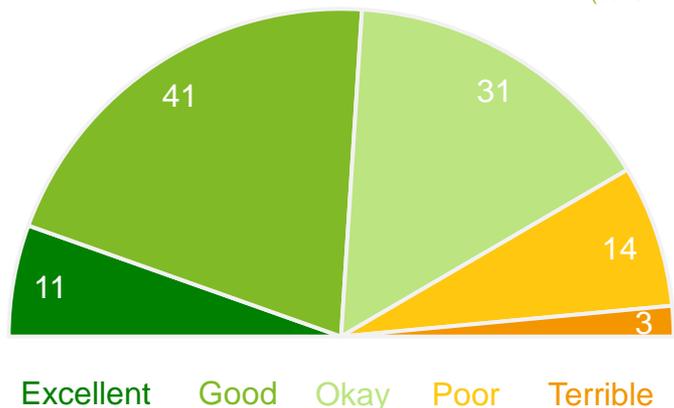
Base: All respondents, excludes 'unsure' and 'no response' (n = 1070). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Management of coastal and foreshore areas

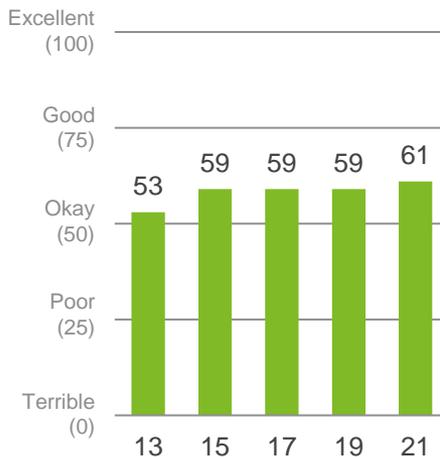
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	61
Industry High	69
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
61	63	59	60	66	65	60	61	67	64	62	58	63	62	71	62	61	58

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
61	60	75	67

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

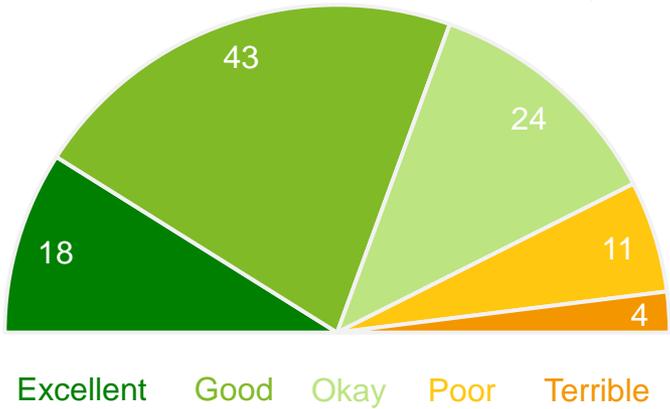
Base: All respondents, excludes 'unsure' and 'no response' (n = 1113). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Waste collection services

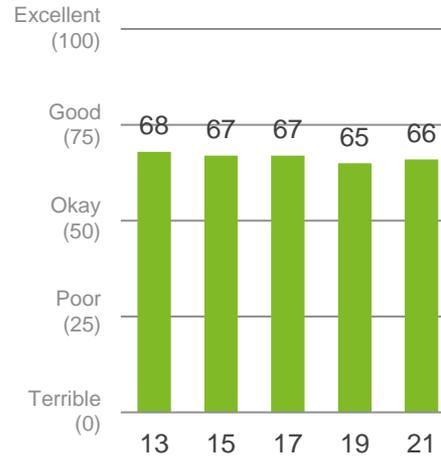
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	66
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
66	66	65	68	63	61	61	62	61	61	64	69	65	65	78	67	66	60

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
64	69	75	75

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1183). * Positive Rating = excellent, good + okay

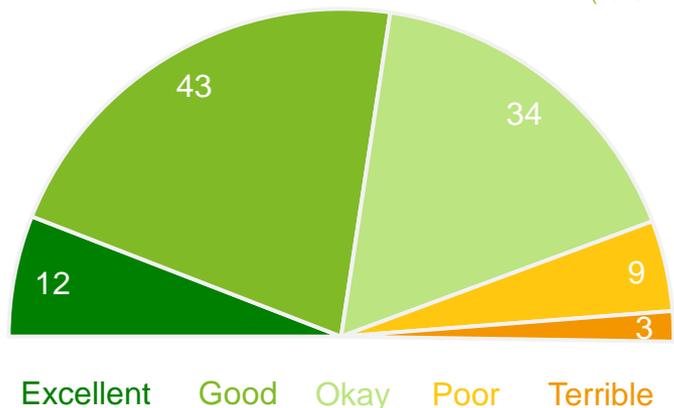
^ Small sample size (<20 respondents)

Natural disaster management

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

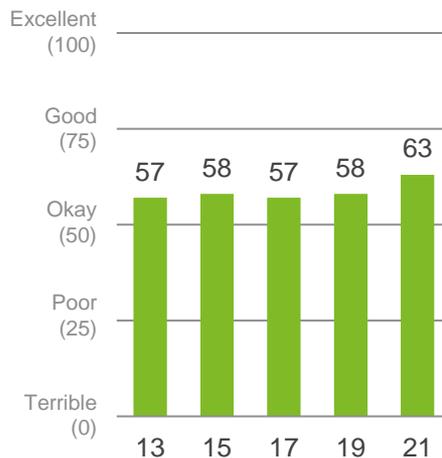
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	63
Industry High	67
Industry Average	57

Variations 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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
63	64	62	62	65	63	61	61	61	64	63	62	57	46	76	63	64	61

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
63	66	63	70

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 845). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Place

Managing responsible growth and development

Performance ratings

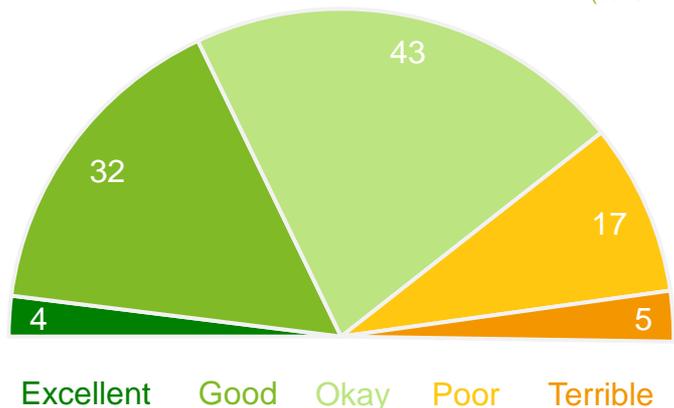
% of respondents

79%

Positive rating*

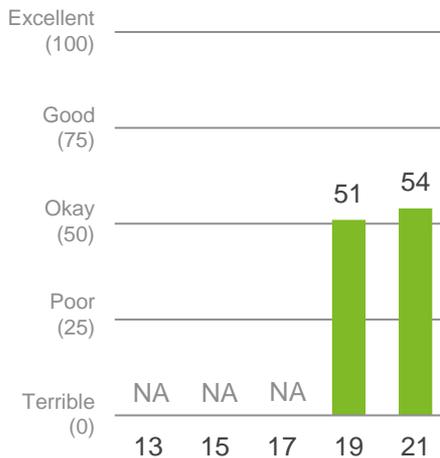
54

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
54	54	53	55	52	50	51	54	52	53	52	55	53	57	65	54	53	53

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
55	56	64	65

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

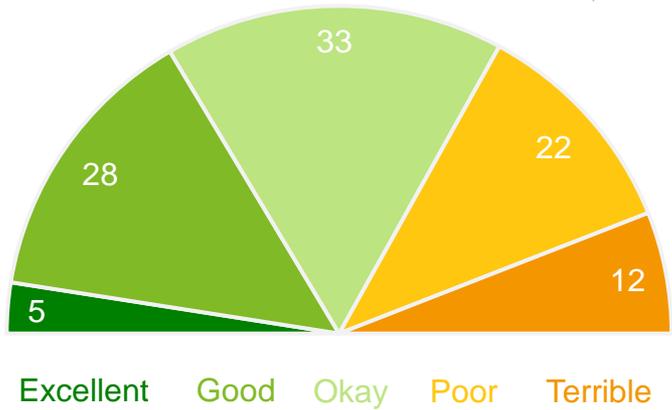
Base: All respondents, excludes 'unsure' and 'no response' (n = 967). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Building and maintenance of sealed roads

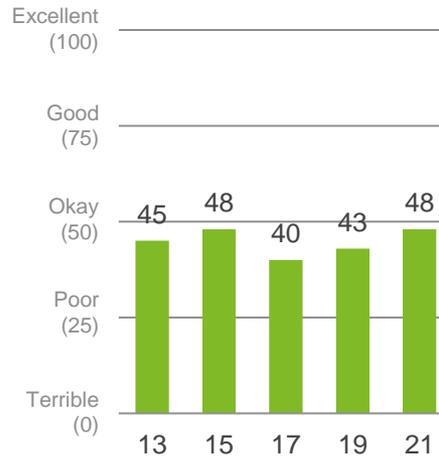
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



2013 to 2019: Building and maintaining local roads

MARKYT Industry Standards

Performance Index Score



City of Albany	48
Industry High	58
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
48	47	49	48	48	50	48	48	48	46	48	49	45	40	73	49	48	47

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
48	51	59	57

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1158). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Maintenance of unsealed roads

Performance ratings

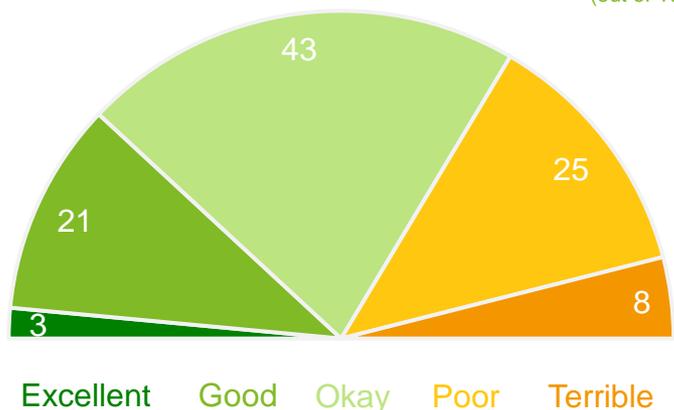
% of respondents

67%

Positive rating*

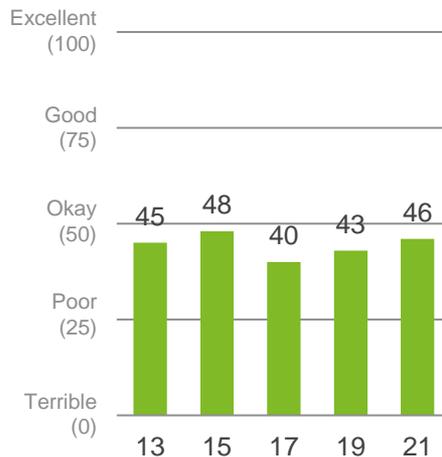
46

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



2013 to 2019: Building and maintaining local roads

MARKYT Industry Standards

Performance Index Score



City of Albany	46
Industry High	50
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
46	46	46	47	46	47	44	43	40	45	46	47	40	47	69	49	46	38

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
47	51	59	54

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 996). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Traffic management on local roads

Performance ratings

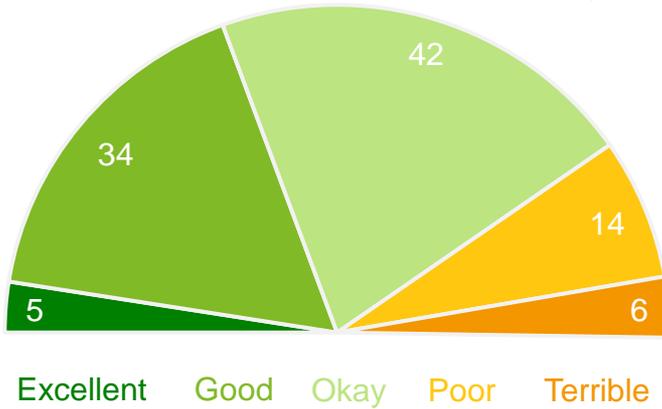
% of respondents

81%

54

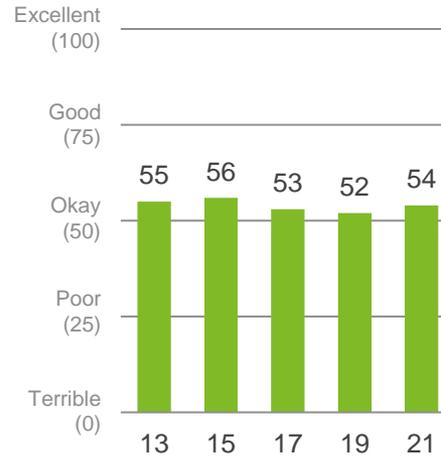
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	54
Industry High	66
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
54	54	55	55	55	53	53	55	53	52	54	56	51	51	67	55	54	54

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
54	58	59	59

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1146). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Parking management

Performance ratings

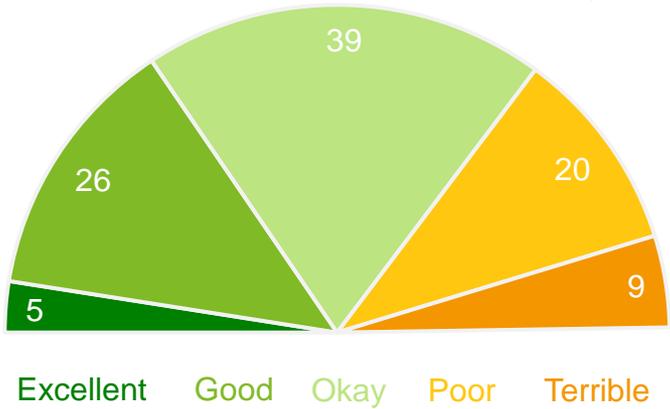
% of respondents

70%

Positive rating*

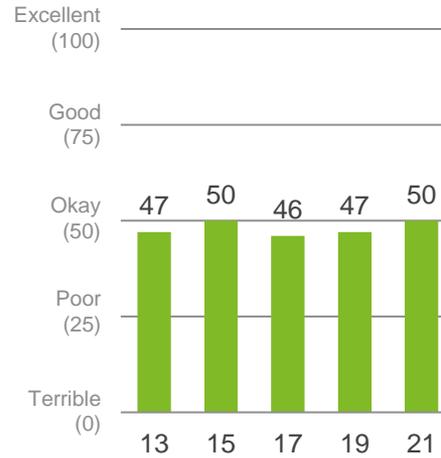
50

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
50	51	49	50	52	46	48	51	45	51	49	50	53	40	60	49	50	50

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
50	52	56	55

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1146). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Footpaths and cycleways

Performance ratings

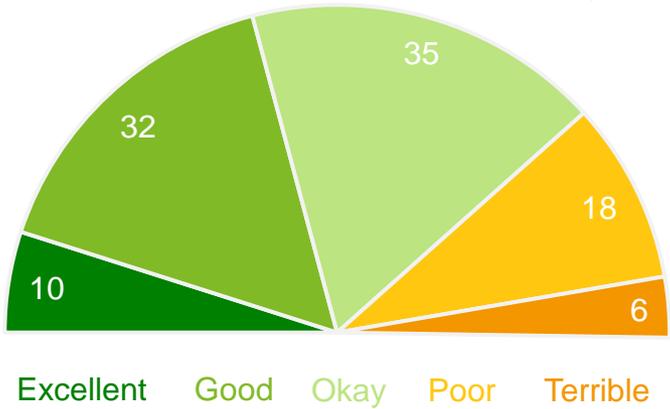
% of respondents

77%

Positive rating*

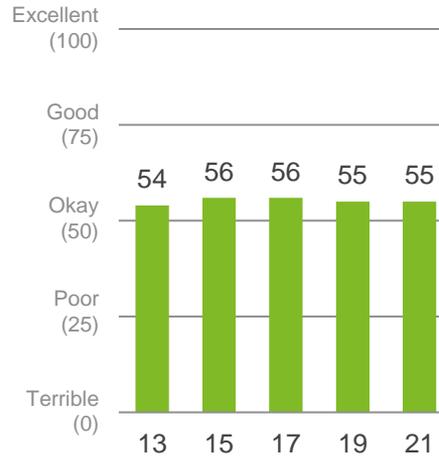
55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	55
Industry High	66
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
55	55	55	55	54	51	56	54	61	57	53	55	51	47	64	56	55	55

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
57	54	64	65

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

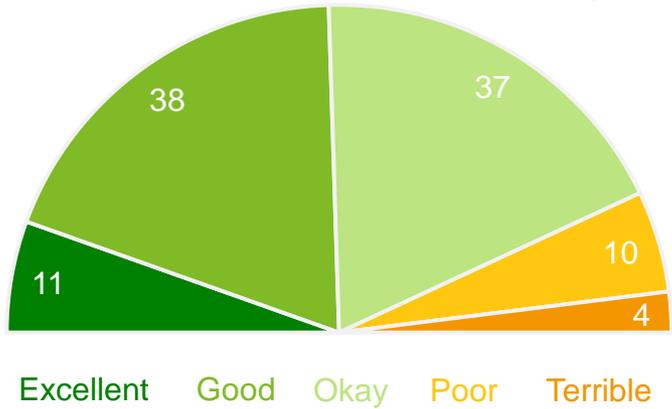
Base: All respondents, excludes 'unsure' and 'no response' (n = 1155). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Streetscapes, trees and verges

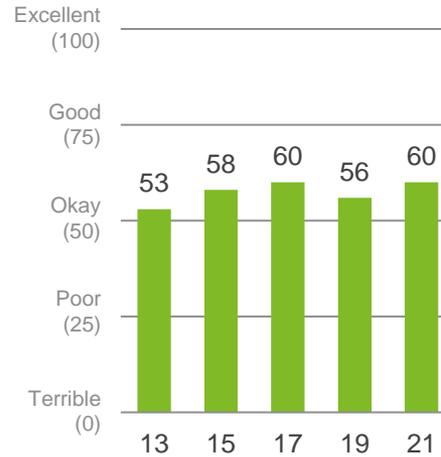
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	60
Industry High	65
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
60	59	61	59	61	60	60	60	58	60	60	60	60	60	74	60	60	61

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
62	62	64	65

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

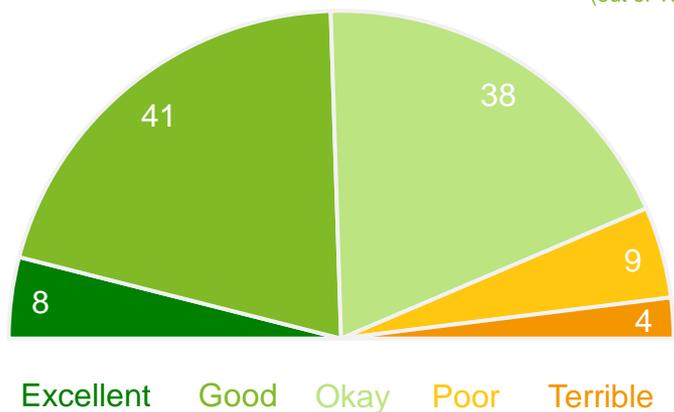
Base: All respondents, excludes 'unsure' and 'no response' (n = 1161). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Lighting of streets and public places

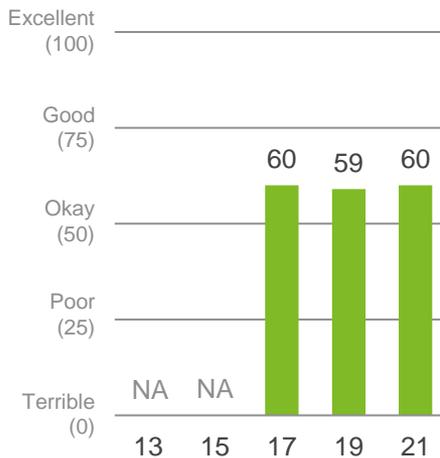
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	60
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
60	61	58	60	58	58	57	57	48	60	60	60	56	56	66	58	60	62

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
61	62	58	67

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1136). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Access to public transport

Performance ratings

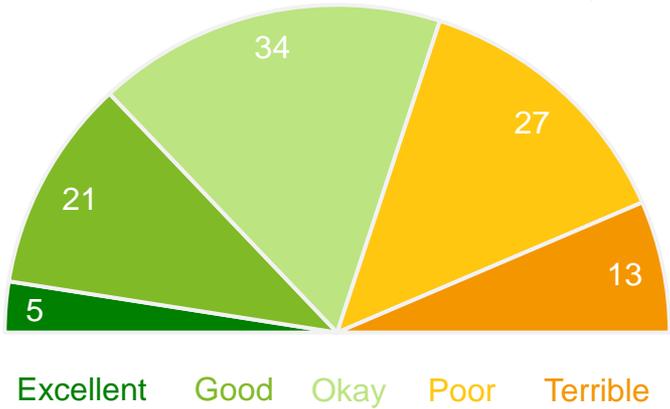
% of respondents

60%

Positive rating*

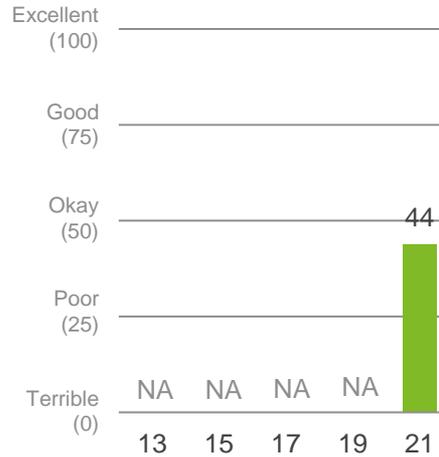
44

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	44
Industry High	80
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
44	49	41	45	42	45	43	46	48	40	44	46	41	42	57	45	44	43

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
43	45	50	42

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

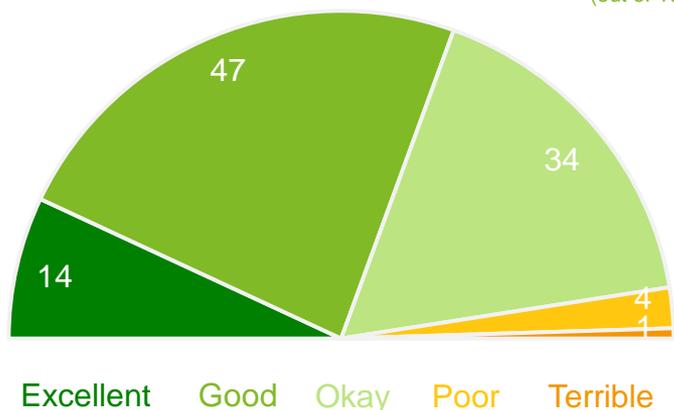
Base: All respondents, excludes 'unsure' and 'no response' (n = 926). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Marine facilities (boat ramps, jetties, etc)

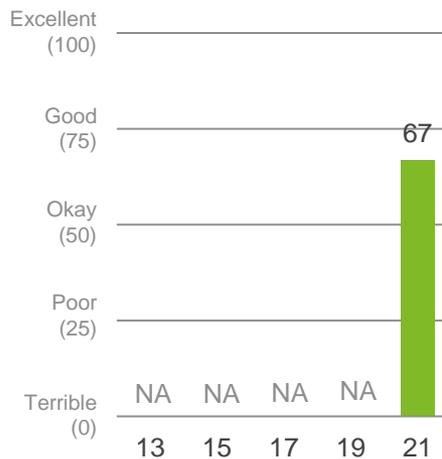
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	67
Industry High	71
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
67	68	67	68	66	65	64	64	61	68	67	68	67	69	70	68	67	67

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
66	66	79	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 906). * Positive Rating = excellent, good + okay

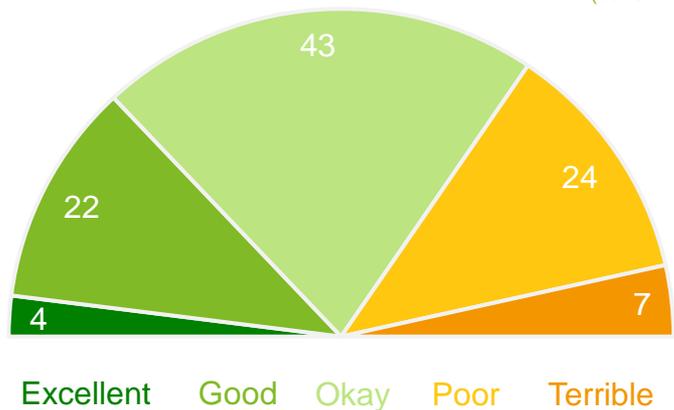
^ Small sample size (<20 respondents)

Economy

Economic development and job creation

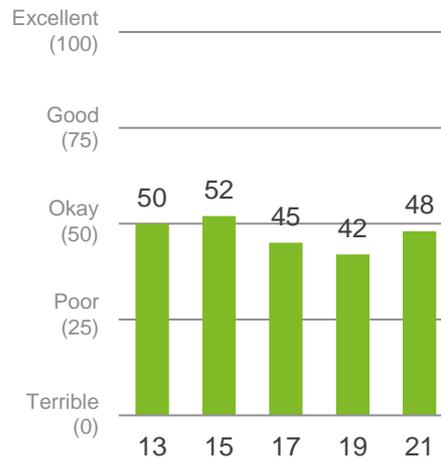
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	48
Industry High	60
Industry Average	43

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
48	48	48	48	46	48	46	45	53	45	47	50	44	46	61	48	48	50

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
51	51	50	57

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

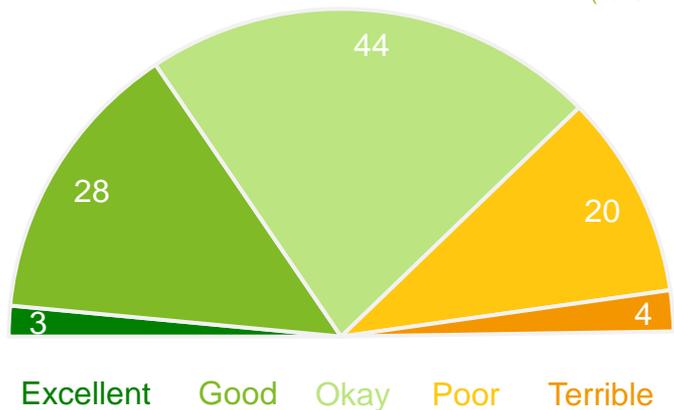
Base: All respondents, excludes 'unsure' and 'no response' (n = 896). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Developing agricultural industries

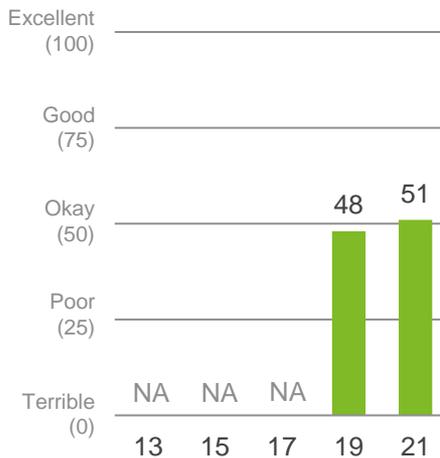
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	51
Industry High	64
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
51	52	51	53	48	50	46	48	52	52	51	51	48	41	65	52	52	48

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
48	48	58	57

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

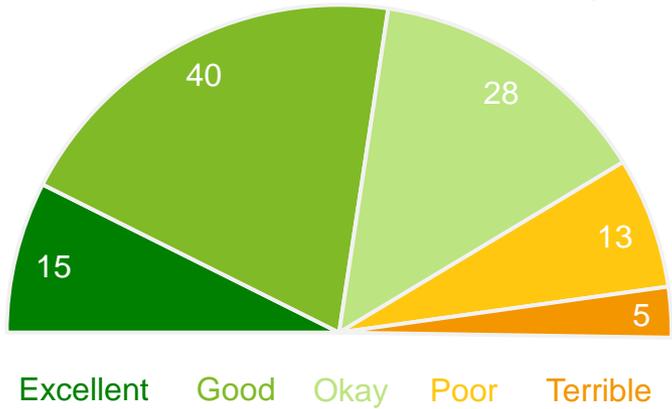
Base: All respondents, excludes 'unsure' and 'no response' (n = 724). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Tourism attractions and marketing

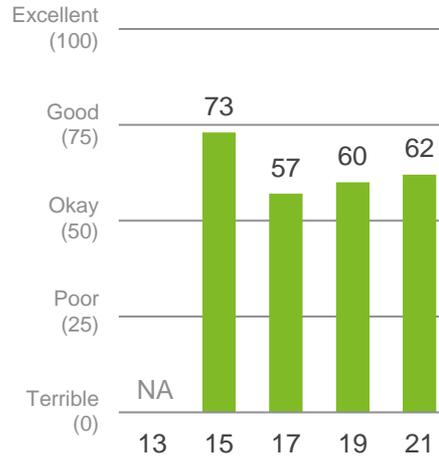
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	62
Industry High	62
Industry Average	47

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
62	60	64	63	59	61	62	61	79	61	60	62	63	71	69	61	62	64

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
59	62	78	69

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 1119). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Development and activation of the City centre

Performance ratings

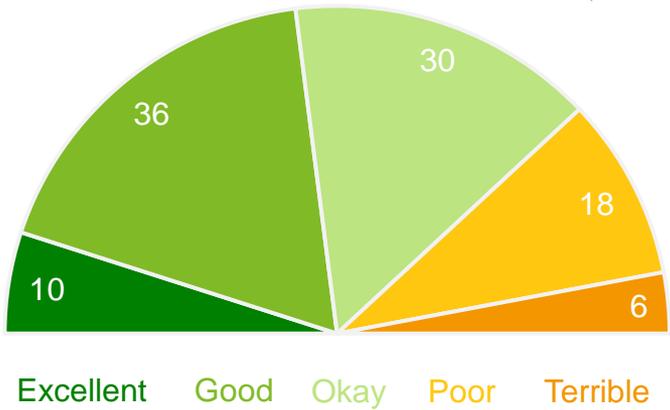
% of respondents

76%

Positive rating*

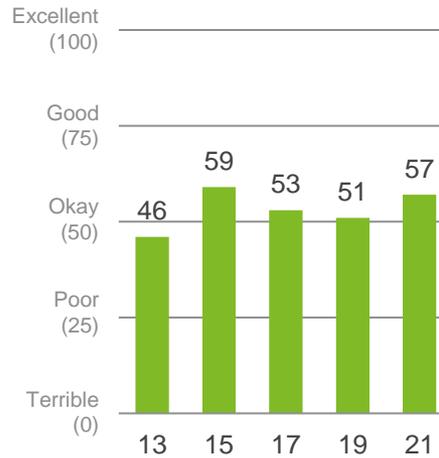
57

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	57
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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
57	57	56	56	57	56	56	54	60	57	56	57	58	53	77	56	57	59

Other groups

Local business	Community group	Out of area ratepayer^	City EMs / employees
58	60	54	69

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

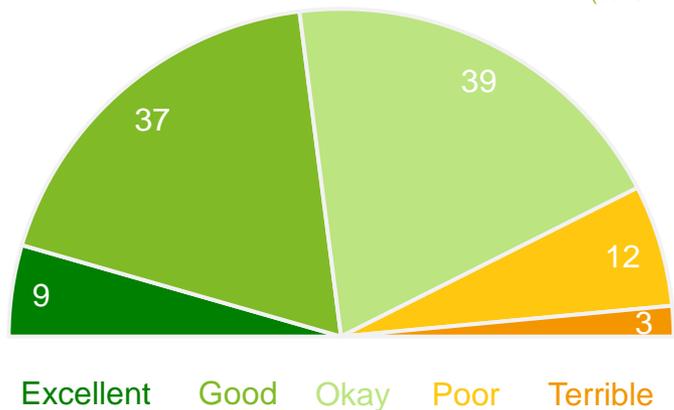
Base: All respondents, excludes 'unsure' and 'no response' (n = 1071). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Access to education and training opportunities

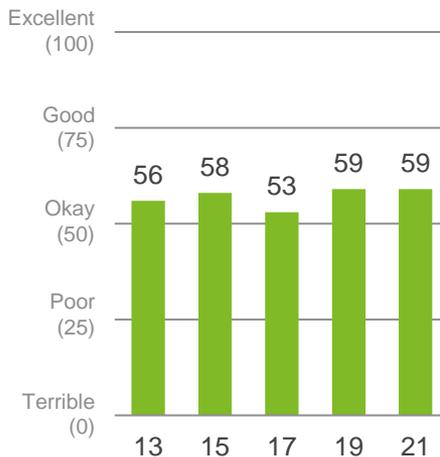
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



City of Albany	59
Industry High	61
Industry Average	50

Variations 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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural
59	59	59	61	58	58	57	59	62	53	55	64	59	60	68	59	59	60

Other groups

Local business	61
Community group	62
Out of area ratepayer^	75
City EMs / employees	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 927). * Positive Rating = excellent, good + okay

^ Small sample size (<20 respondents)

Overview of Community Variances

Summary of community variances

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer^	City EMs / employees
Place to live	87	87	87	89	84	89	85	84	76	81	88	91	86	77	90	86	88	87	90	91	88	91
Own or operate a business	63	63	63	64	63	62	60	62	58	58	64	66	63	65	67	64	62	65	72	67	55	62
Place to visit	87	86	87	88	83	87	87	86	77	86	86	90	88	86	91	85	87	89	88	89	93	88
Governing organisation	62	59	65	61	59	62	62	61	58	58	62	64	61	57	77	63	61	58	62	66	61	79
Value for money	49	47	52	51	48	49	49	47	41	44	48	53	51	52	61	51	49	46	50	56	53	66
Council's leadership	56	56	57	56	58	57	56	55	49	55	54	59	57	55	70	59	55	52	59	61	71	67
Advocacy and lobbying	54	54	54	54	54	53	52	53	50	54	51	56	57	51	66	56	52	52	56	57	67	69
Consultation	49	49	50	49	52	49	48	48	44	49	49	50	50	48	61	51	48	47	52	53	64	71
Communication	54	53	55	54	52	52	52	53	53	50	55	56	56	48	61	56	52	51	55	59	64	71
Customer service	63	61	65	64	58	62	63	64	63	59	63	65	62	71	73	64	63	60	62	68	58	79
Youth services and facilities	56	59	54	61	51	50	50	52	48	52	53	64	56	57	67	58	55	56	56	60	75	65
Family and children's services	62	64	60	65	55	54	58	61	59	58	59	66	63	64	71	64	59	61	63	65	81	70
Seniors' services and facilities	66	67	66	66	68	65	66	64	67	68	66	66	60	61	80	67	66	63	69	70	75	73
Disability access / inclusion	61	64	59	61	61	58	60	59	61	64	60	61	54	62	74	62	61	60	64	63	80	66
Aboriginal recognition	70	72	68	71	69	71	68	66	72	75	68	69	72	65	74	72	70	65	71	69	71	74
Volunteer support, recognition	67	67	66	68	65	62	63	61	61	67	65	68	66	65	75	67	67	64	67	65	75	72

Summary of community variances

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer^	City EMs / employees
Safety and crime prevention	57	58	57	58	53	57	55	55	55	54	57	59	55	44	71	58	57	57	58	61	54	63
Access to housing	57	61	54	58	58	57	53	54	59	56	55	60	52	41	73	56	57	60	60	61	60	57
Health / community services	66	70	64	68	63	62	64	63	68	61	64	70	61	53	76	67	66	66	68	69	75	67
Public health programs	65	67	63	67	63	62	61	59	71	62	62	68	61	63	79	66	64	65	65	67	65	69
Community buildings and halls	68	69	67	69	63	66	67	67	66	66	68	69	67	64	79	68	68	68	69	70	64	74
Public toilets	53	53	52	54	50	51	50	52	41	52	54	54	50	42	68	54	52	52	53	57	47	62
Sport and recreation services	76	76	76	78	72	69	71	71	76	74	73	79	74	73	79	76	76	74	75	75	82	84
Playgrounds, parks, reserves	73	74	73	75	68	67	71	70	68	70	73	76	72	68	79	73	73	75	72	74	81	81
Library services	82	82	83	82	83	79	82	80	80	80	81	84	81	79	83	82	83	81	82	85	75	86
Festivals, events, art, culture	71	69	72	72	69	70	69	67	64	64	71	75	70	63	77	72	71	68	71	75	75	76
History and heritage	73	72	74	74	73	72	70	67	76	74	70	74	70	66	79	73	75	71	73	74	82	79
Animal management	59	58	59	57	59	61	59	61	63	60	59	57	54	50	76	57	59	61	59	58	63	67
Sustainability / climate change	61	62	60	62	65	61	58	60	55	63	60	62	64	60	71	63	61	56	59	63	59	70
Conservation / environment	60	62	59	59	67	64	61	60	57	62	62	59	60	64	73	62	60	55	61	61	71	70
Coastal and foreshore areas	61	63	59	60	66	65	60	61	67	64	62	58	63	62	71	62	61	58	61	60	75	67
Waste collection services	66	66	65	68	63	61	61	62	61	61	64	69	65	65	78	67	66	60	64	69	75	75
Natural disaster management	63	64	62	62	65	63	61	61	61	64	63	62	57	46	76	63	64	61	63	66	63	70

Summary of community variances

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+	14-17 years	18-34 years	35-54 years	55+ years	Disability	Indigenous	LOTE	Albany Central	Albany Suburbs	Rural	Local business	Community group	Out of area ratepayer^	City EMs / employees
Growth and development	54	54	53	55	52	50	51	54	52	53	52	55	53	57	65	54	53	53	55	56	64	65
Sealed roads	48	47	49	48	48	50	48	48	48	46	48	49	45	40	73	49	48	47	48	51	59	57
Unsealed roads	46	46	46	47	46	47	44	43	40	45	46	47	40	47	69	49	46	38	47	51	59	54
Traffic management	54	54	55	55	55	53	53	55	53	52	54	56	51	51	67	55	54	54	54	58	59	59
Parking management	50	51	49	50	52	46	48	51	45	51	49	50	53	40	60	49	50	50	50	52	56	55
Footpaths and cycleways	55	55	55	55	54	51	56	54	61	57	53	55	51	47	64	56	55	55	57	54	64	65
Streetscapes, trees, verges	60	59	61	59	61	60	60	60	58	60	60	60	60	60	74	60	60	61	62	62	64	65
Lighting of streets and places	60	61	58	60	58	58	57	57	48	60	60	60	56	56	66	58	60	62	61	62	58	67
Access to public transport	44	49	41	45	42	45	43	46	48	40	44	46	41	42	57	45	44	43	43	45	50	42
Marine facilities	67	68	67	68	66	65	64	64	61	68	67	68	67	69	70	68	67	67	66	66	79	69
Economic development	48	48	48	48	46	48	46	45	53	45	47	50	44	46	61	48	48	50	51	51	50	57
Agricultural industries	51	52	51	53	48	50	46	48	52	52	51	51	48	41	65	52	52	48	48	48	58	57
Tourism attractions, marketing	62	60	64	63	59	61	62	61	79	61	60	62	63	71	69	61	62	64	59	62	78	69
Activation of the City centre	57	57	56	56	57	56	56	54	60	57	56	57	58	53	77	56	57	59	58	60	54	69
Education and training	59	59	59	61	58	58	57	59	62	53	55	64	59	60	68	59	59	60	61	62	75	62
Leisure and Aquatic Centre	75	75	75	78	71	68	68	70	72	74	71	79	74	77	78	75	75	75	74	79	89	77
Vancouver Arts Centre	72	70	73	73	70	65	67	67	59	66	70	76	74	67	75	70	73	73	71	74	95	73

MARKYT Community Priorities

Out of area ratepayers, businesses,
organisations and City affiliates.

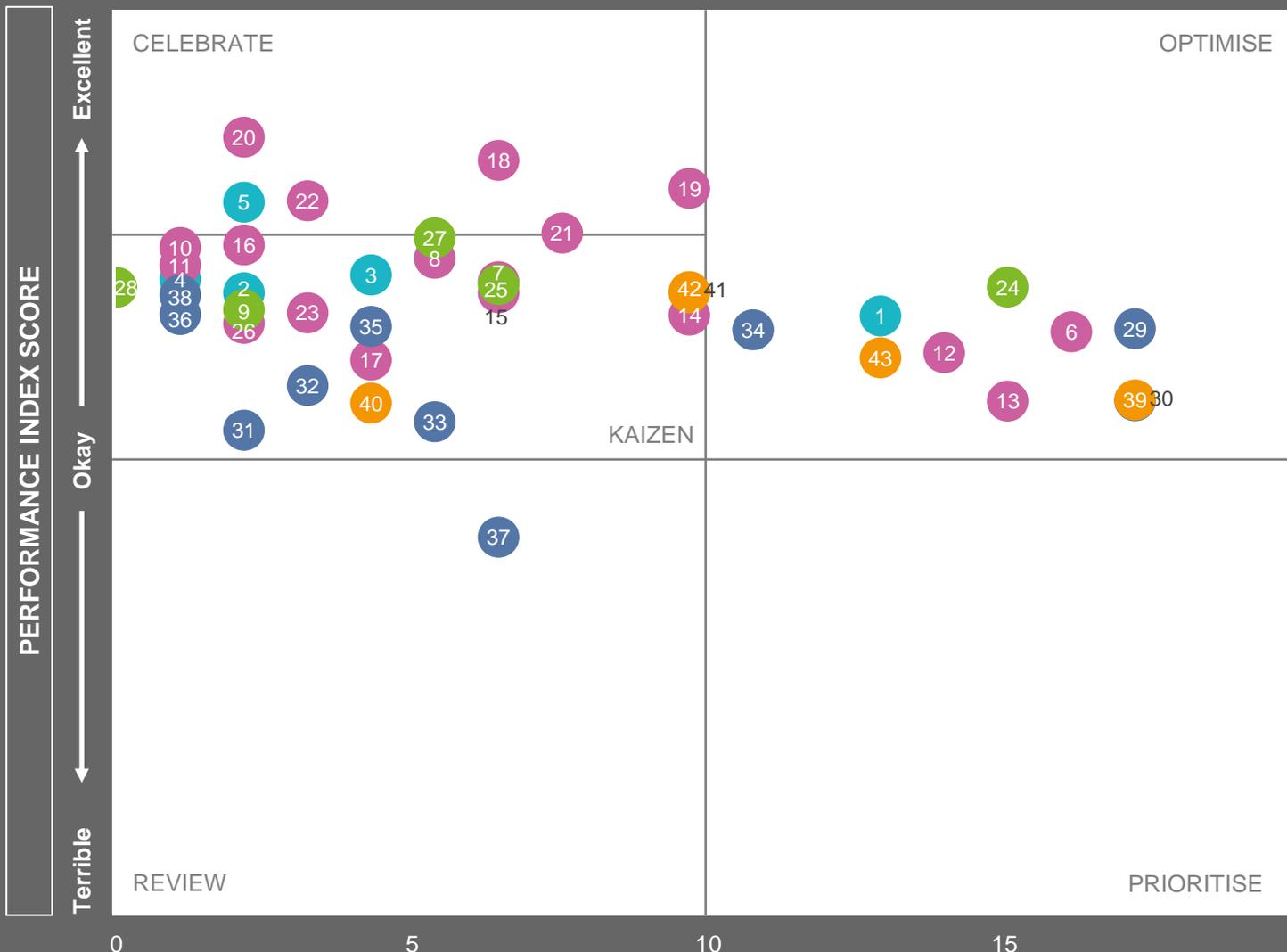
MARKYT Community Priorities

Base: Elected member or employee at the City of Albany

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
- 9 Disability access and inclusion
- 10 Aboriginal recognition and respect
- 11 Volunteer support and recognition
- 12 Community safety, crime prevention
- 13 Access to housing
- 14 Health and community services
- 15 Public health / wellbeing programs
- 16 Community buildings and halls
- 17 Public toilets
- 18 Sport and recreation
- 19 Playgrounds, parks and reserves
- 20 Library services
- 21 Festivals, events, art and culture
- 22 History and heritage
- 23 Animal management
- 24 Sustainability / climate change
- 25 Conservation and environment
- 26 Coastal and foreshore areas
- 27 Waste collection services
- 28 Natural disaster management
- 29 Responsible growth / development
- 30 Sealed roads
- 31 Unsealed roads
- 32 Traffic management on local roads
- 33 Parking management
- 34 Footpaths and cycleways
- 35 Streetscapes, trees and verges
- 36 Lighting of streets and public places
- 37 Access to public transport
- 38 Marine facilities
- 39 Economic development, job creation
- 40 Developing agricultural industries
- 41 Tourism attractions and marketing
- 42 City centre development / activation
- 43 Education and training opportunities

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 =99)

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

REVIEW

PRIORITISE

KAIZEN

0 5 10 15 20

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
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- 37 Access to public transport
- 38 Marine facilities
- 39 Economic development, job creation
- 40 Developing agricultural industries
- 41 Tourism attractions and marketing
- 42 City centre development / activation
- 43 Education and training opportunities

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=228)

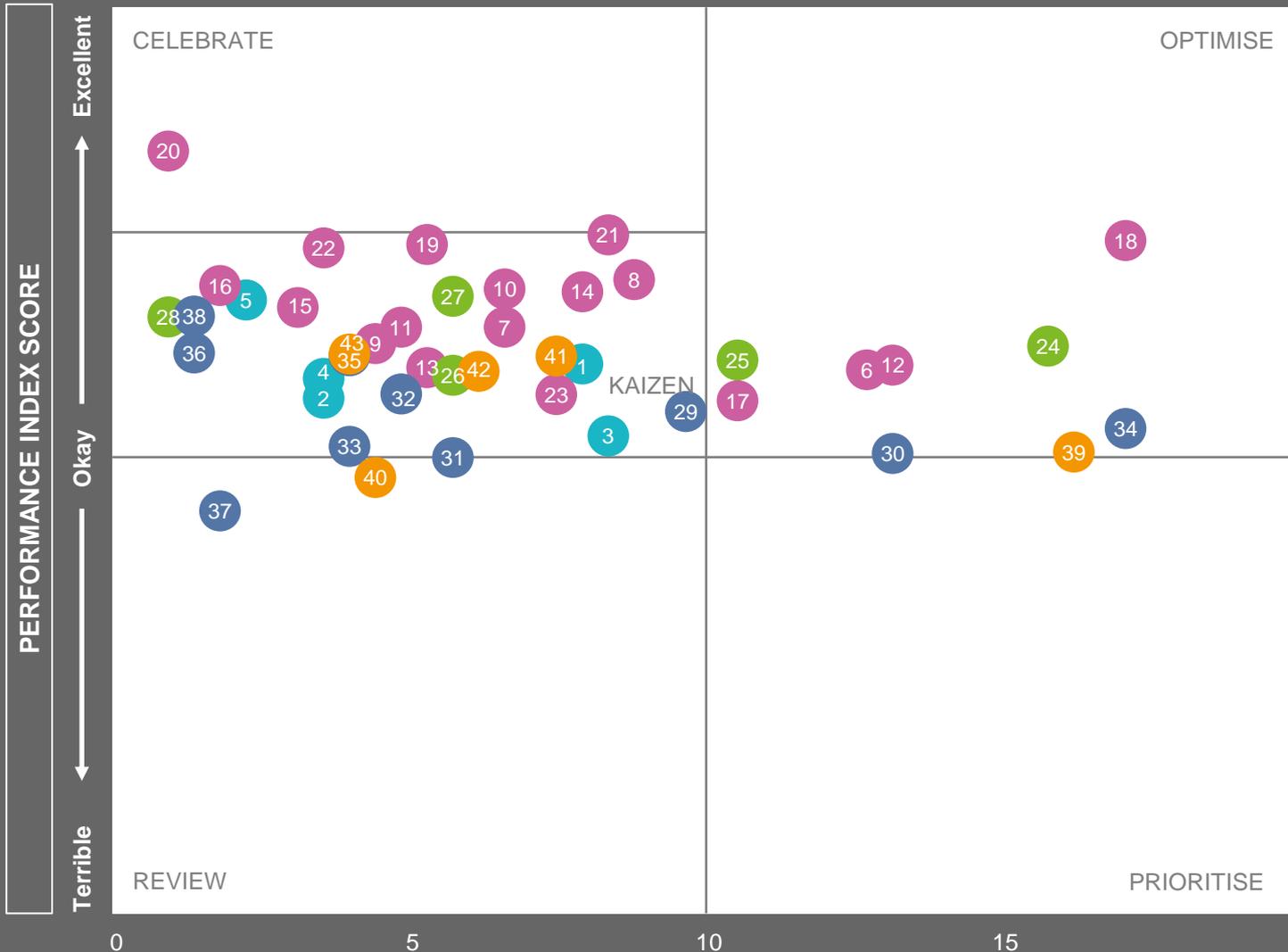
MARKYT Community Priorities

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

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)



- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
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- 38 Marine facilities
- 39 Economic development, job creation
- 40 Developing agricultural industries
- 41 Tourism attractions and marketing
- 42 City centre development / activation
- 43 Education and training opportunities

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=247)

MARKYT Community Priorities

Base: Out of area ratepayer

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

0 5 10 15 20 25 30 35 40

- 1 Council's leadership
- 2 Advocacy and lobbying
- 3 Consultation
- 4 Communication
- 5 Customer service
- 6 Youth services and facilities
- 7 Family and children's services
- 8 Seniors' services, facilities and care
- 9 Disability access and inclusion
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- 37 Access to public transport
- 38 Marine facilities
- 39 Economic development, job creation
- 40 Developing agricultural industries
- 41 Tourism attractions and marketing
- 42 City centre development / activation
- 43 Education and training opportunities

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 =10)



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MARKYT 