MARKYT ◆ Community Scorecard ©

Prepared for: Shire of Serpentine-Jarrahdale

Prepared by: CATALYSE® Pty Ltd ©

November 2020

MARKYT ◆

Contents

Strategic overview

Vision

26

% agree

7% points below Industry Average and up 2 index points from 2018
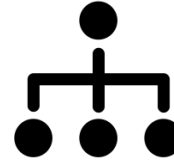
Liveability

72

Performance Index Score

3 index points below Industry Average and up 2 index points from 2018

Governance

43

Performance Index Score

13 index points below Industry Average and on par with the rating from 2018

Rates Value

27

Performance Index Score

17 index points below Industry Average and up 1 index point from 2018

Strengths

Highest scores

- Weekly rubbish
- Fortnightly recycling
- Community Recreation Centre

Most improved

- Access to housing
- Access to services and facilities for people with a disability
- Footpaths, trails & cycleways

Relative to MARKYT® Industry Standards

- Access to housing
- Natural disaster prevention
- Economic development

Priorities

Local roads

Value for money from rates

Streetscapes

Bulk waste / rubbish

Footpaths, trails & cycleways

Safety & security

Approach

Purpose

Department of Local Government, Sport and Cultural Industries
GOVERNMENT OF WESTERN AUSTRALIA

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 Shire of Serpentine-Jarrahdale 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

Strategic Community Plan 2017 - 2027
(Revised June 2019)

Shire of Serpentine Jarrahdale

MARKYT◆

The Study

The Shire of Serpentine-Jarrahdale commissioned CATALYSE® to conduct a MARKYT® Community Scorecard during October 2020.

Scorecard invitations were sent to 4,000 randomly selected households; 2,000 by mail and 2,000 by email.

422 randomly selected residents and ratepayers completed a scorecard reducing the sampling error to ±4.73% at the 95% confidence interval.
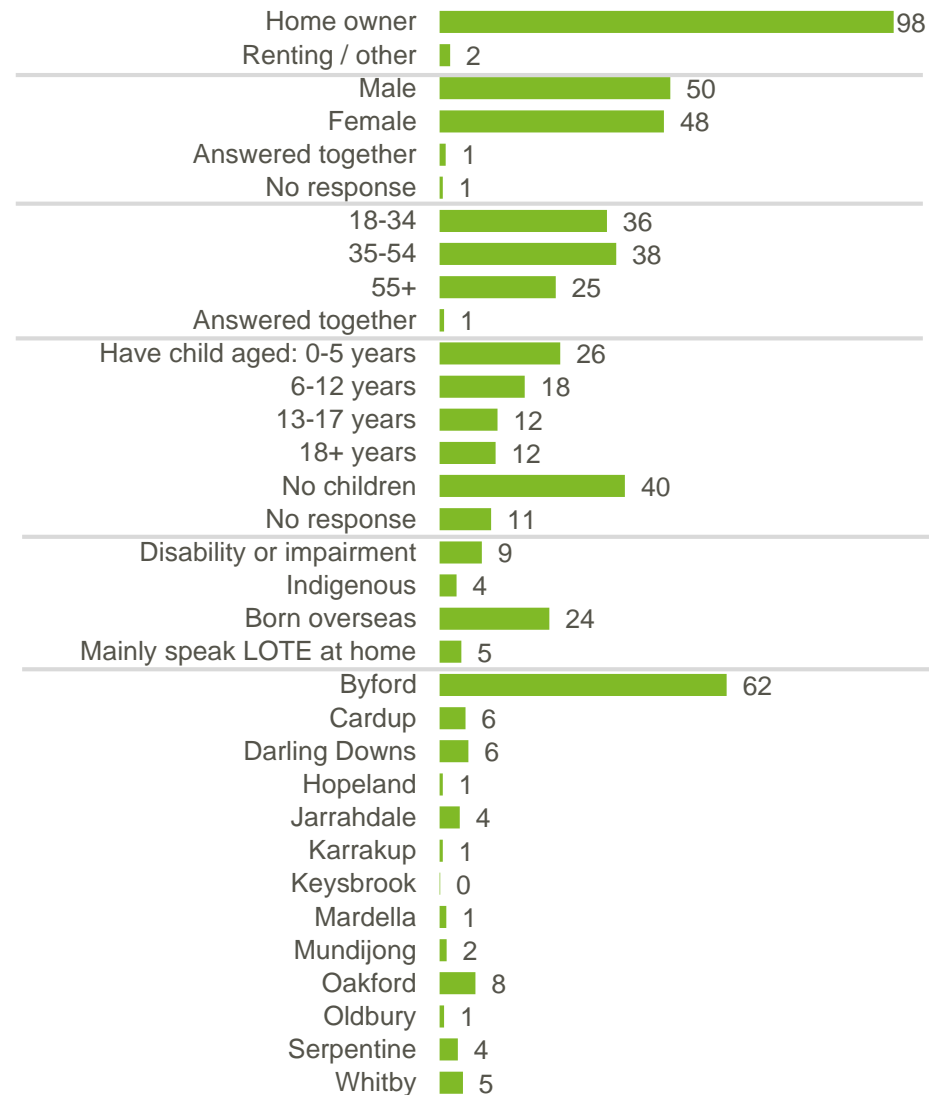
The Shire of Serpentine-Jarrahdale provided supporting promotions through its communication channels. A further 603 residents, 12 out of area ratepayers and visitors, and 15 Council affiliated respondents participated bringing the total to **1,052 respondents**.

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

The final dataset was weighted by age and gender to match the ABS Census population profile.

Data has been analysed using SPSS. Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of randomly selected respondents (weighted)

Category	Value
Home owner	98
Renting / other	2
Male	50
Female	48
Answered together	1
No response	1
18-34	36
35-54	38
55+	25
Answered together	1
Have child aged: 0-5 years	26
6-12 years	18
13-17 years	12
18+ years	12
No children	40
No response	11
Disability or impairment	9
Indigenous	4
Born overseas	24
Mainly speak LOTE at home	5
Byford	62
Cardup	6
Darling Downs	6
Hopeland	1
Jarrahdale	4
Karrakup	1
Keysbrook	0
Mardella	1
Mundijong	2
Oakford	8
Oldbury	1
Serpentine	4
Whitby	5

LOTE = Language other than English

MARKYT◆

7

MARKYT ◆ Industry Standards

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

Metropolitan

Regional

How to read the following charts

Performance Ratings

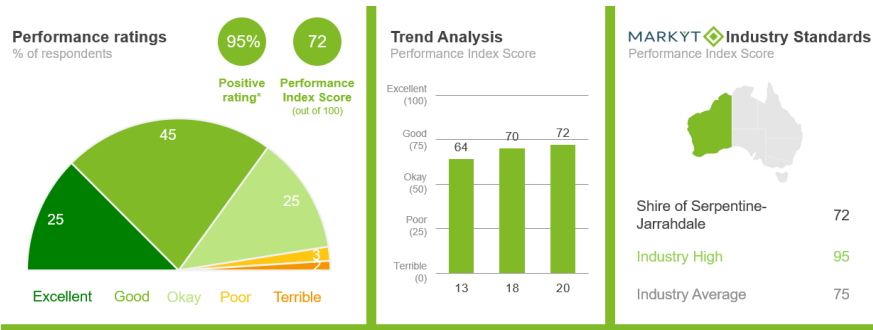The chart shows community perceptions of performance on a five point scale from excellent to terrible.

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.

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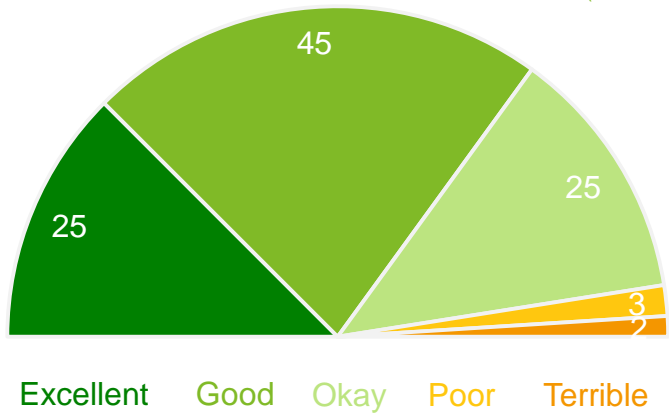
Industry Average is the average score among WA councils that have completed a comparable study with CATALYSE® over the past two years.

Overall Performance
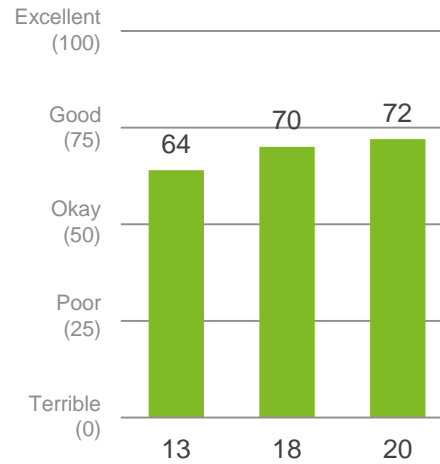
Shire of Serpentine Jarrahdale as a place to live
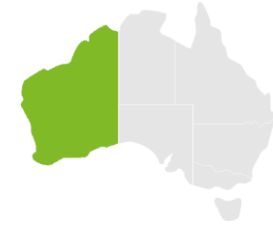
Performance ratings
% of respondents

95%
Positive rating*

72
Performance Index Score
(out of 100)

- Excellent: 25
- Good: 45
- Okay: 25
- Poor: 3
- Terrible: 2

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

13	18	20
64	70	72

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	72
Industry High	95
Industry Average	75

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
72	72	54	71	73	74	70	72	69	75	71	71	74	66	71	73	71	69	69	80

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 418). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆

Shire of Serpentine Jarrahdale as the organisation that governs the local area

Performance ratings
% of respondents

61% Positive rating*

43 Performance Index Score (out of 100)

Excellent: 3
Good: 20
Okay: 38
Poor: 27
Terrible: 13

Trend Analysis
Performance Index Score

	13	18	20
Score	49	43	43

Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	43
Industry High	74
Industry Average	56

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
43	43	43	41	46	47	42	42	38	37	45	40	45	39	32	47	55	46	36	41

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 406). * Positive Rating = excellent, good + okay
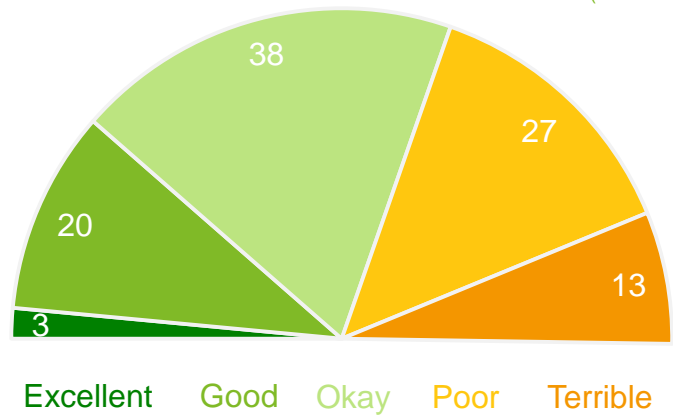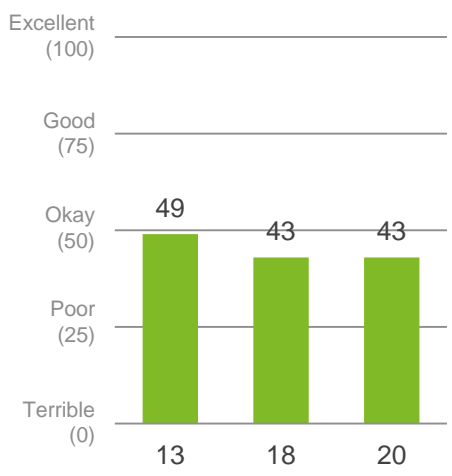# Small base size (<20 respondents)

Value for money from Council rates

Performance ratings
% of respondents

28%
Positive rating*

27
Performance Index Score
(out of 100)

Excellent | Good | Okay | Poor | Terrible
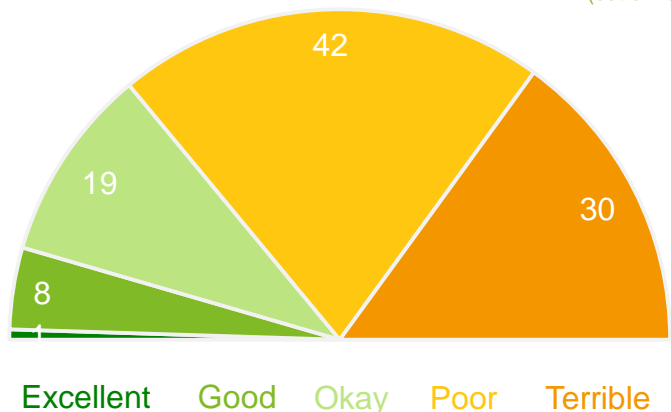8 | 19 | 42 | 30

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)		
Poor (25)	37	26	27
Terrible (0)		
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	27
Industry High	63
Industry Average	44

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
27	27	32	25	28	34	23	19	19	19	25	23	34	22	21	30	39	28	18	27

MARKYT◆

13

Net Promoter Score

Likelihood of recommending the Shire of Serpentine-Jarrahdale as a place to live

Likelihood of recommending
% of respondents

Net Promoter Score*	
Promoters	15
less	
Detractors	46
equals	
NPS	-31

Bar chart values (ratings 10 to 0):

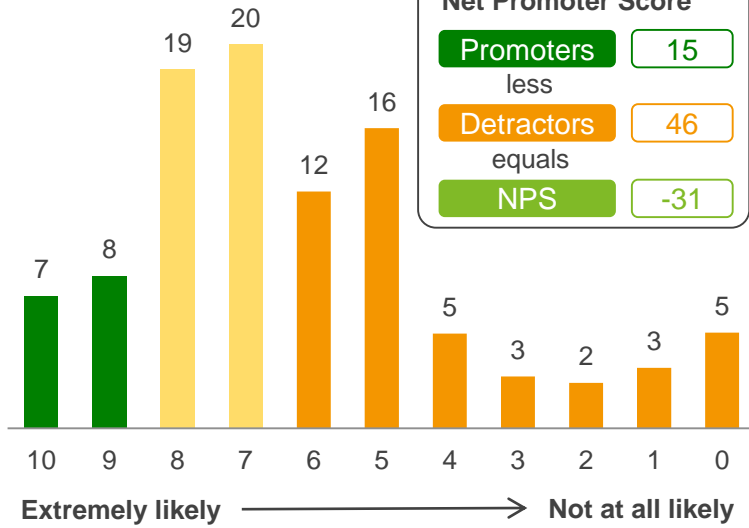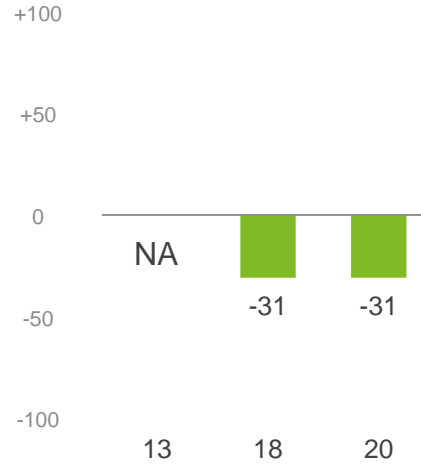| 10	9	8	7	6	5	4	3	2	1	0
7	8	19	20	12	16	5	3	2	3	5

Extremely likely ⟶ Not at all likely

Trend Analysis
Net Promoter Score

+100
+50
0
-50
-100

13	18	20
NA	-31	-31

MARKYT ◆ Industry Standards
Net Promoter Score
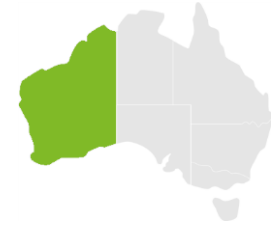
Shire of Serpentine-Jarrahdale	-31
Industry High	68
Industry Average	-17

Variances across the community
Net Promoter Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
-31	-31	**-45**	-37	-24	-23	-30	-33	**-43**	-31	-38	-31	-23	**-47**	**-45**	-29	**-13**	-35	-36	**-20**

Q. **How likely are you to recommend the Shire of Serpentine-Jarrahdale as a place to live?**
Please give a rating out of 10, where 0 is not at all likely and 10 is extremely likely.
Base: All respondents, excludes 'unsure' and 'no response' (n = 410). # Small base size (<20 respondents)

* NPS can range from -100 to +100

MARKYT ◆

Most valued aspects of the Shire of Serpentine Jarrahdale

% of respondents

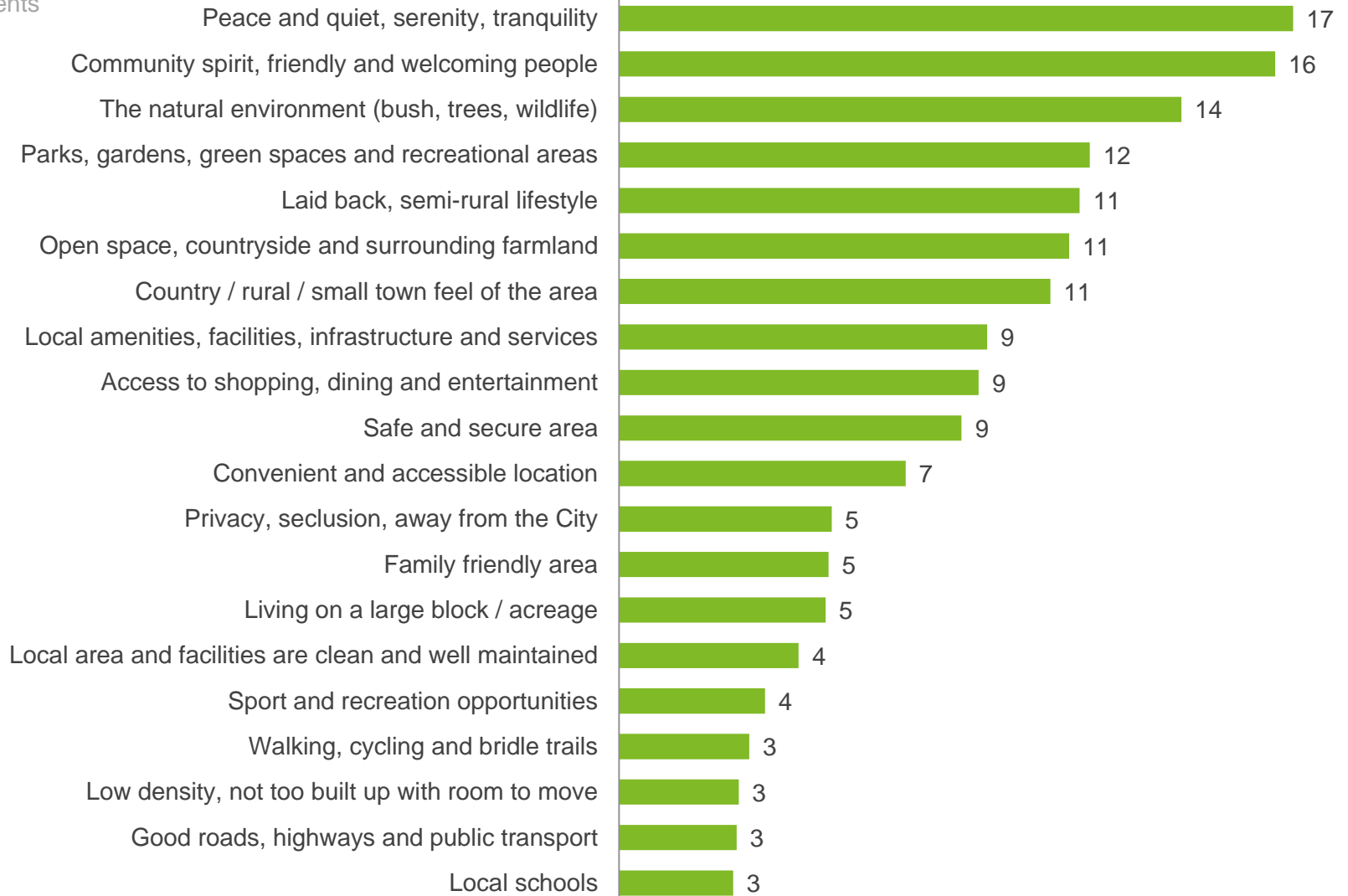| Aspect	%
Peace and quiet, serenity, tranquility	17
Community spirit, friendly and welcoming people	16
The natural environment (bush, trees, wildlife)	14
Parks, gardens, green spaces and recreational areas	12
Laid back, semi-rural lifestyle	11
Open space, countryside and surrounding farmland	11
Country / rural / small town feel of the area	11
Local amenities, facilities, infrastructure and services	9
Access to shopping, dining and entertainment	9
Safe and secure area	9
Convenient and accessible location	7
Privacy, seclusion, away from the City	5
Family friendly area	5
Living on a large block / acreage	5
Local area and facilities are clean and well maintained	4
Sport and recreation opportunities	4
Walking, cycling and bridle trails	3
Low density, not too built up with room to move	3
Good roads, highways and public transport	3
Local schools	3

Q. **As a place to live, what do you value most about your local area?**
Base: all respondents who provided a valid response, excluded 'no response' (n = 360)
Chart shows responses mentioned spontaneously by 3% or more respondents
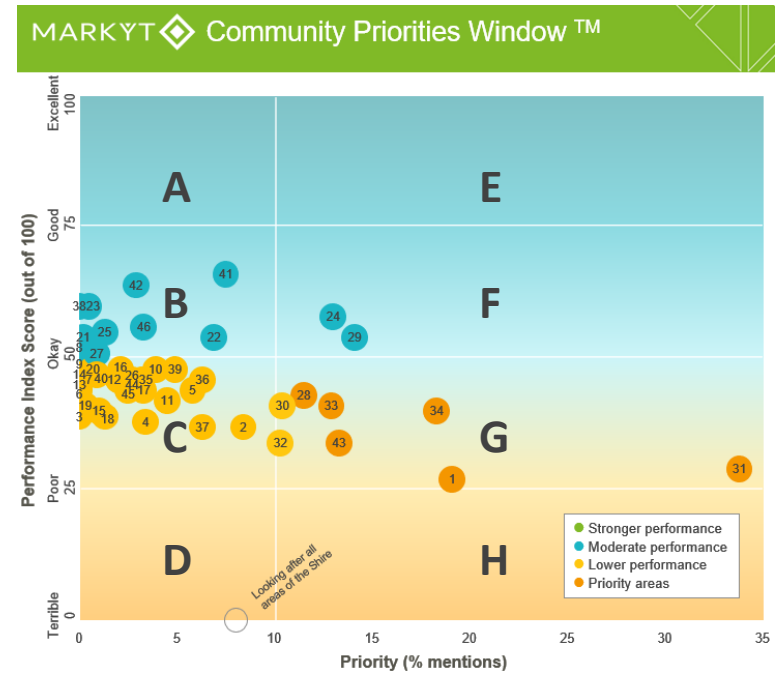
MARKYT◆

Community Priorities

In the Shire of Serpentine-Jarrahdale's Community Priorities Window, detailed overleaf, there are 12 service areas rating between okay and good (in Window B and F). These areas have received ratings between poor and good. The highest performing areas are:

- Weekly rubbish collections
- Fortnightly recycling collections
- Community Recreation Centre
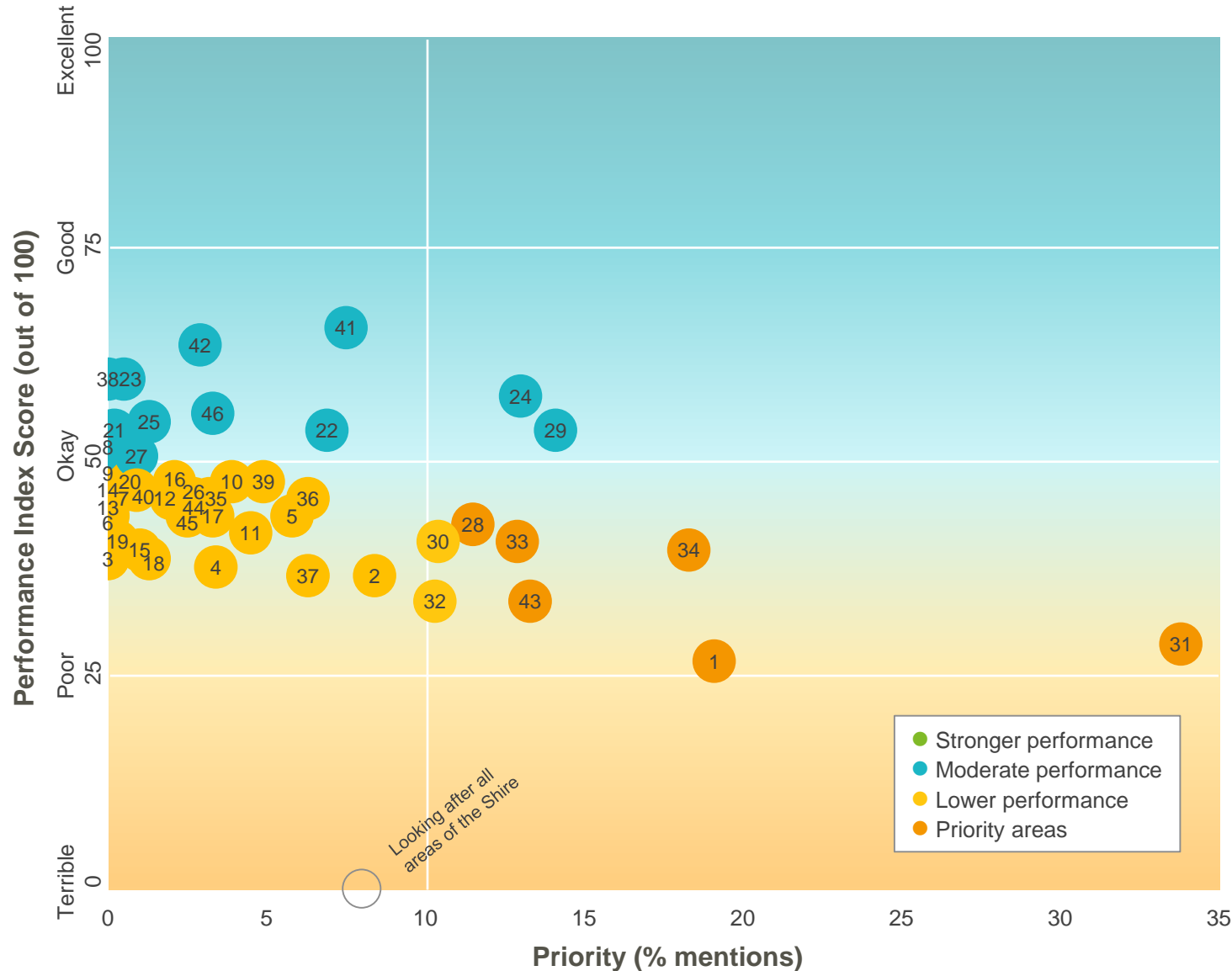- Access to housing that meets your needs

Moving forward, the community would like Council to **prioritise** services and facilities in Window G:

- Building and maintaining local roads
- Value for money from rates
- Streetscapes
- Management of bulk waste / rubbish
- Footpaths, trails & cycleways
- Safety and security

MARKYT ◆ Community Priorities Window ™

MARKYT ◆ Community Priorities Window ™

Performance Index Score (out of 100)

- Excellent 100
- Good 75
- Okay 50
- Poor 25
- Terrible 0

Priority (% mentions) — 0, 5, 10, 15, 20, 25, 30, 35

Looking after all areas of the Shire

Legend:
- ● Stronger performance
- ● Moderate performance
- ● Lower performance
- ● Priority areas

○ Priority score only. Performance not measured.

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 Shire of Serpentine-Jarrahdale to focus on improving? Base: All respondents, excludes no response (n = 319)

Copyright CATALYSE® Pty Ltd. © 2020

1	Value for money from Council rates
2	Council's leadership
3	Advocacy and lobbying
4	Consultation
5	Informed
6	The Scarp Voice
7	SJ Matters
8	Shire's website
9	Social media presence
10	Customer service
11	Economic development
12	Education & training opportunities
13	Jarrahdale Town Centre
14	Mundijong Town Centre
15	Serpentine Town Centre
16	Byford Town Centre
17	Youth
18	Seniors
19	Disability
20	Buildings, halls and toilets
21	Health and community services
22	Sport and recreation
23	Community Recreation Centre
24	Playgrounds, parks & reserves
25	Library and information
26	Festivals, events & cultural activities
27	History and heritage
28	Safety and security
29	Character and identity
30	Managing growth and development
31	Local roads
32	Traffic management
33	Footpaths, trails & cycleways
34	Streetscapes
35	Storm water drainage
36	Lighting
37	Public transport
38	Access to housing
39	Conservation & environment
40	Sustainable practices
41	Weekly rubbish
42	Fortnightly recycling
43	Bulk waste / rubbish
44	Food, health, noise & pollution
45	Animal and pest control
46	Natural disaster prevention

Building and maintaining local roads

Challenges

- Local roads are in poor condition, with some sections of road perceived to be unsafe to drive on

- Concern that roads cannot handle increased traffic from population growth

- Main roads need improvement e.g. Thomas Road, South West Hwy

- Concerns about the railway crossing on Abernethy Rd

Community Driven Actions

1. More regular maintenance of Shire roads, fix potholes, tidy up road shoulders

2. Improve management of road works to ensure that repairs are carried out correctly

3. Upgrade roads and intersections

4. Consult with the community about road planning and congestion issues

Community Voices

"The condition of poor roads and busy intersections needs traffic lights. In the 4 years I've been here there is a lot more houses being built and roads cannot cope at peak hour."

"The roads are in a poor state of repair all over the shire and even the quality of the new roads/upgrades are below satisfactory standard."

"Roads are very poor and dangerous."

"Improve roads as there's plenty of potholes all around the roads."

"Fix old roads. Edge maintenance - shoulder."

"Fix the potholes at the bend on Thomas Road near South West Highway, it literally almost pulls your car off the road or onto oncoming traffic and is so dangerous."

"Abernethy Rd works is still quite poor, needs maintaining. Jarrahdale Road re-surfacing has left it in far worse condition, not an issue but a large waste of money and resource."

"Stop patching my road and do a proper resurface. More patches than road now."

"Fix the roads properly, the roads in this shire are disgusting to drive on, and they conduct, at best, shoddy repairs that do not last, and again have to repaired and repaired again."

"Make sure roads are good (right now Abernethy Road rail crossing is terrible). When works are done, work with local affected residents (the impact on Bradley Close and residents as part of Abernethy Road upgrade was terrible)."

MARKYT

19

Value for money from Council rates

Challenges

- Council rates are perceived to be too high
- Residents feel that they are receiving little service compared to the rates they pay

Community Driven Actions

1. Lower rates
2. Manage finances more effectively to control costs
3. Provide more services in return for rates (e.g. improve roads, footpaths, lighting, drainage, rubbish collections, parks)

Community Voices

"Rates are so high for the lack of anything the Shire does."

"Possibly reduction of rates as they seem high and make it hard for families to afford."

"Apart from our bins being collected, not sure what else our rates go towards."

"Keep land rates fair. Some properties only have power, no other services, why are they paying high rates?"

"Those of us that live on properties and have done for a number of years have been slugged with huge rate increases but very little extra in the way of services."

"The Shire needs to stop wasting money on stupid things and improve the roads and general maintenance in the Shire."

"The service and to our area in particular is terrible, we virtually get nothing for our rates other than a basic rubbish collection service, and we are paying circa $3500 a year? They can not even keep our verges mowed or our streets swept, little to no interest in keeping our area looking good or providing a "Service"!"

"Simply better value for the extremely high rate charges we pay. Drainage, footpaths, ant control."

"Verge collection has been taken away and rates are still the same no reduction."

"For the amount of rates being paid, providing services to ratepayers would be beneficial. We have very limited facilities and services for what we pay in rates. There are no (or poor) basic community services provided in the Shire such that we frequent facilities in the City of Armadale and/or Gosnells despite paying SJ Shire for such facilities/services."

Streetscapes

Challenges

- Overgrown vegetation on verges, roadsides and Shire land – makes the area look untidy, and creates fire and traffic hazards

- Verges in housing developments are not maintained, some areas were never finished

Community Driven Actions

1. Pruning bushes and trees, mowing, weed control and cleaning up debris on roadsides

2. Cleaning up rubbish on roadsides

3. Improve appearance of streetscapes in towns and suburban areas

Community Voices

"Road conditions are appalling, verges overgrown, fire risk everywhere on council land that is not maintained."

"Tidying up the road verges so less fire danger and help with appearance. Weed control on the road verges and shire land to help prevent the spread of weeds. Protruding trees to be pruned beyond the white guide posts so we can pass other vehicles safely."

"Road sweeping. Our area appears not to be on any sort of schedule. The build up of debris on the road is large and been there so long it has vegetation growing out of it. This is on sealed roads."

"The Shire needs to clean their verges not expect ratepayers to maintain side verges these are a disgrace."

"Upgrade community areas. Improve grounds of weeds and rubbish."

"Keeping verges and drains tidy upkeep."

"Pruning and care of verges/public open spaces."

"Serpentine town and street scape."

"Taking over the forgotten Whitby estates maintenance. Weeding. Fire breaks. Kerbside maintenance. Rubbish."

"Developing areas streetscapes need to be up kept better. Shire seems to rely on developers to build the streetscapes and parks and then let them deteriorate to unfinished, rubbish riddled pockets with snapped off trees and supports left lying on the ground for weeks on end."

MARKYT

Bulk waste / rubbish

Challenges

- No verge collections
- Waste depot is hard to access

Community Driven Actions

1. Reinstate verge collections
2. Reinstate tip passes

Community Voices

"Hardwaste collection has been terrible. Now that is stopped, and I have no access to the tip with no tow bar or trailer. People should be given access to a skip bin/year. Also it should be free for all tip requirements so no dumping in the Shire."

"As a single parent with no trailer I now cannot get rid of my bulk rubbish with the collections being cancelled."

"And now the kerbside pick ups are being cancelled. Where was the consultation with residents regarding that?"

"I think more community consultation regarding the removal of yearly verge collections would have been helpful to everyone to know about it."

"Removed bulk waste collections, I am disabled. I can't take my waste to the walk-in road transfer station."

"Bring back bulk waste pick up…The waste collection was always good now that's removed."

"The inability to get free tip passes - why can't we have the as we need them and then the tip charges the Shire as used - not give every resident one if they don't need them. Or the verge collection, but instead we have to drive to Mundijong to drop off waste."

"Verge collection has been taken away and rates are still the same, no reduction."

"Bulk rubbish or tip passes, or at least trailer access if we have to dump our own bulk rubbish."

"Tip passes - for the price we pay in rates you would think this is included when other councils provide this to their residents."

Footpaths, trails and cycleways

Challenges

- Footpaths are broken, overgrown and there is lack of maintenance
- Children's crossings and footpaths near school are dangerous
- Unkempt bridal trails
- Lack of signage on paths, trails and cycleways

Community Driven Actions

1. Add new footpaths and cycleways where needed
2. Maintain existing footpath, trail and cycleway network

Community Voices

"Bridle paths for horse owners."

"More upkeep of bridle paths, signs need updating."

"Bridle paths are not properly maintained and have been allowed to deteriorate and are unsafe and unsuitable for purpose. They are a disgrace!"

"Footpaths need to be replaced/installed."

"More cycling paths."

"Footpaths/walkways - extremely unsafe paths along SW Hwy especially walking a pram - improve safety so they can be used more frequently."

"Fixing footpaths in central."

"Maintaining safe footpaths."

"Foot paths for walking and bike riding including gopher access and prams. They are in absolutely terrible condition on South West Highway around the shops complex."

"Foot path on left side of South Western Hwy for the school children to use from scarp for Byford Primary. Reality is they are not going to cross the road twice, so they walk in the dirt."

"Remember Oakford a forgotten area … give decent footpaths."

"Provide cycleways so as to encourage people to get out and have a bike ride to be healthy, unable to cycle on the roads as it is far to dangerous."

"The Shire only looks after the new areas; the old areas still have no footpaths."

MARKYT

Safety and security

Challenges

- Increase in crime and antisocial behaviour
- Hooning
- Lack of Police presence

Community Driven Actions

1. Need more Police; 24hr station
2. Increase lighting and camera use to deter anti-social behaviour and catch perpetrators

Community Voices

"I have lived in the area for over 25 years and it used to be a great place to live. Now it's not such a great place to live due to crime in the area due to more and more people moving here."

"I want less crime as we are getting idiots coming through here."

"Something that the Beenyup Grove people have expressed on our Facebook page is cameras at the estate entrance to help catch people hooning in the estate. Maybe catch a few of the people breaking in."

"Hooning to be stopped."

"More community Policing would be good as well, as the amount of accidents and speeding that occurs within residential areas."

"Recent events such as firebomb and break ins show us that our street is not safe."

"I live near the Ballawarra reserve, It is well maintained by the Shire, however I have noticed that it would benefit from lighting for safety and to deter antisocial behaviour at night."

"Police station to be man[ned] 24 hours a day; robber[s] don't work just 9-4 daily."

"The crime…. Now it's terrible, so much crime in the Shire. Need more police."

"It used to be a nice place to live and bring up kids. The crime has risen dramatically and when the train station comes the place will become just as bad as Armadale."

"I would really love to see a joint venture with Police to target [hooning], off road motorbikes and rubbish removal around the winging dam. It's appalling. People need to be caught and fined."

MARKYT

Familiarity with local services and facilities

Familiarity with local services and facilities

Higher levels of familiarity

% of respondents who were familiar with service area

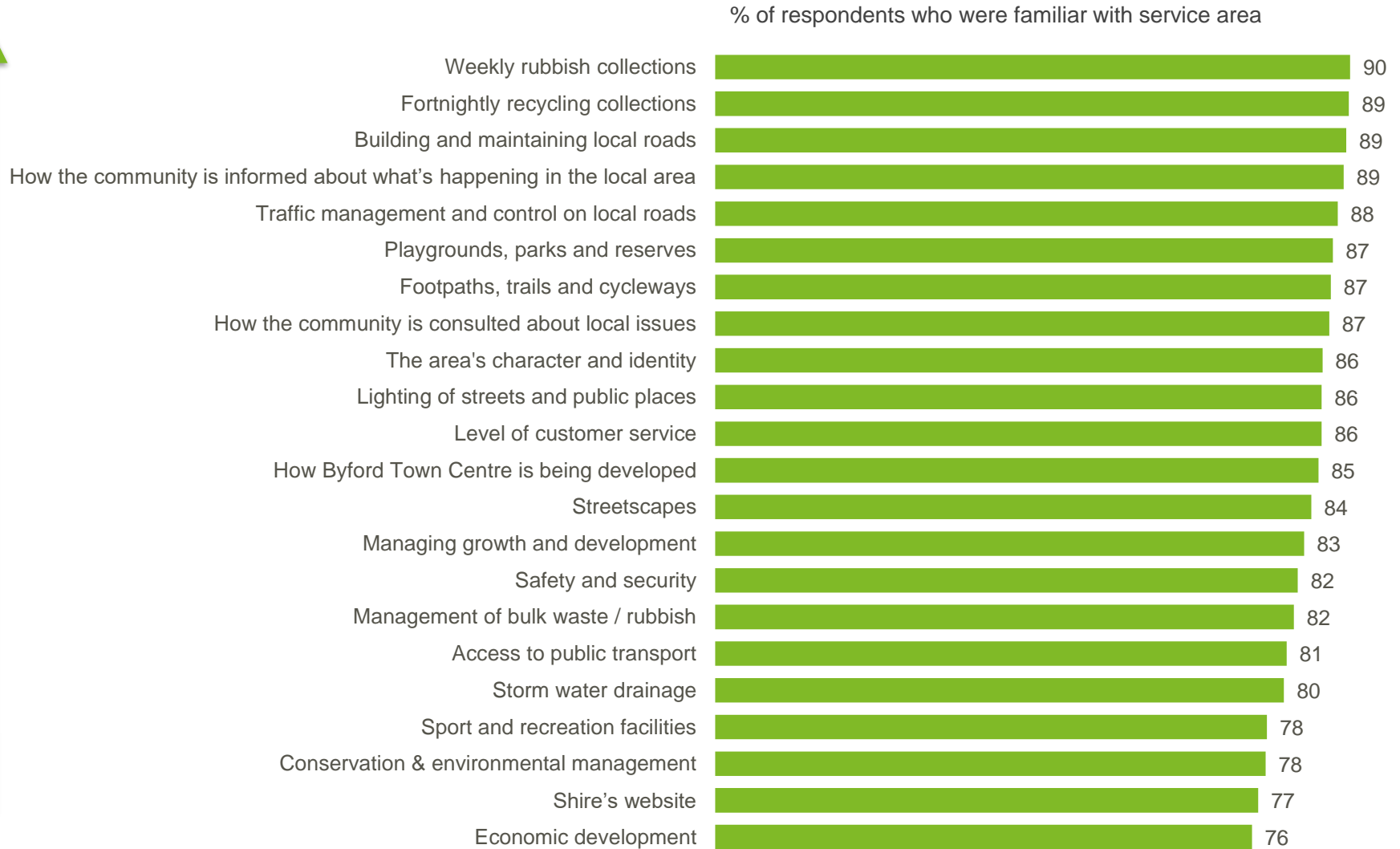| Service area	%
Weekly rubbish collections	90
Fortnightly recycling collections	89
Building and maintaining local roads	89
How the community is informed about what's happening in the local area	89
Traffic management and control on local roads	88
Playgrounds, parks and reserves	87
Footpaths, trails and cycleways	87
How the community is consulted about local issues	87
The area's character and identity	86
Lighting of streets and public places	86
Level of customer service	86
How Byford Town Centre is being developed	85
Streetscapes	84
Managing growth and development	83
Safety and security	82
Management of bulk waste / rubbish	82
Access to public transport	81
Storm water drainage	80
Sport and recreation facilities	78
Conservation & environmental management	78
Shire's website	77
Economic development	76

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

MARKYT

26

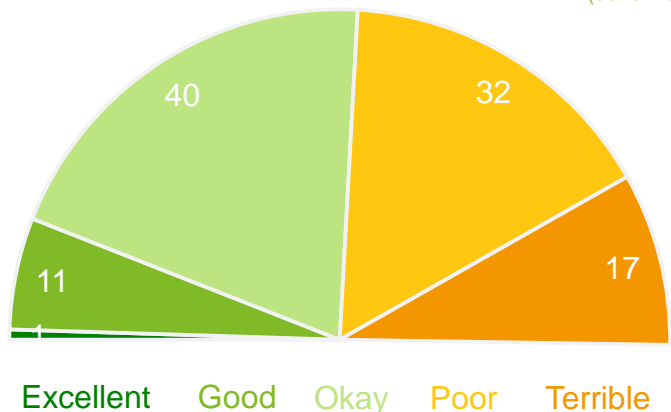# Familiarity with local services and facilities

Lower levels of familiarity

% of respondents who were familiar with service area

Service area	%
Festivals, events and cultural activities	75
Community buildings, halls and toilets	75
Natural disaster education, prevention and relief	74
Council's leadership	74
Advocacy and lobbying on behalf of the community	72
Access to education and training opportunities	72
Animal and pest control	72
Management of food, health, noise and pollution issues	70
Access to health and community services	70
How local history and heritage is preserved and promoted	70
Efforts to promote & adopt sustainable practices	70
Access to housing that meets your needs	69
Library and information services	67
Serpentine Jarrahdale Community Recreation Centre	65
Services and facilities for youth	65
Social media presence on Facebook, Instagram, etc	64
Shire's eNewsletter	61
The Scarp Voice (the Shire's page in the community newspaper)	58
How Mundijong Town Centre is being developed	54
How Jarrahdale Town Centre is being developed	50
Facilities, services and care available for seniors	50
Access to services and facilities for people with a disability	46
How Serpentine Town Centre is being developed	45

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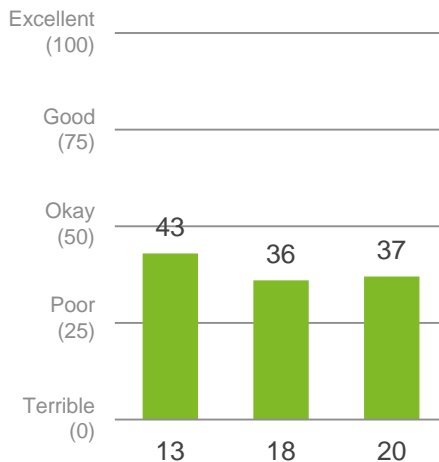
MARKYT

27

Leadership and Communication

Council's leadership
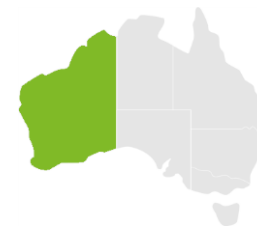
Performance ratings
% of respondents

52% — Positive rating*

37 — Performance Index Score (out of 100)

Excellent: 11
Good: 40
Poor: 32
Terrible: 17

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

	43	36	37
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	37
Industry High	67
Industry Average	50

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
37	37	32	36	38	39	37	34	32	33	39	34	38	28	38	41	51	39	27	36

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 310). * Positive Rating = excellent, good + okay
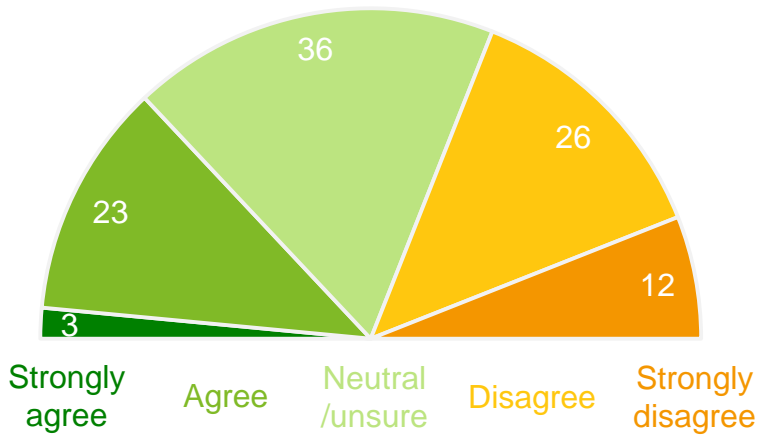# Small base size (<20 respondents)

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

Level of agreement
% of respondents

26%

Total Agree

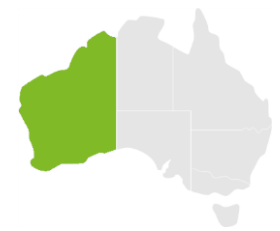- 3 — Strongly agree
- 23 — Agree
- 36 — Neutral /unsure
- 26 — Disagree
- 12 — Strongly disagree

Trend Analysis
% agree

13	18	20
39	24	26
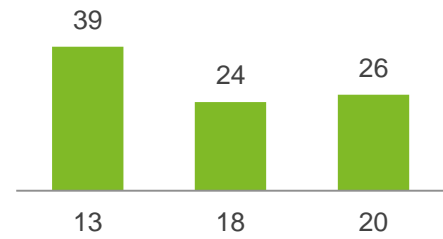
MARKYT Industry Standards
% agree

Shire of Serpentine-Jarrahdale	26
Industry High	57
Industry Average	33

Variances across the community
% agree

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
26	26	19	22	30	34	26	20	15	22	26	24	29	14	22	33	60	31	17	19

Q. **How strongly do you agree or disagree with the following statements?**
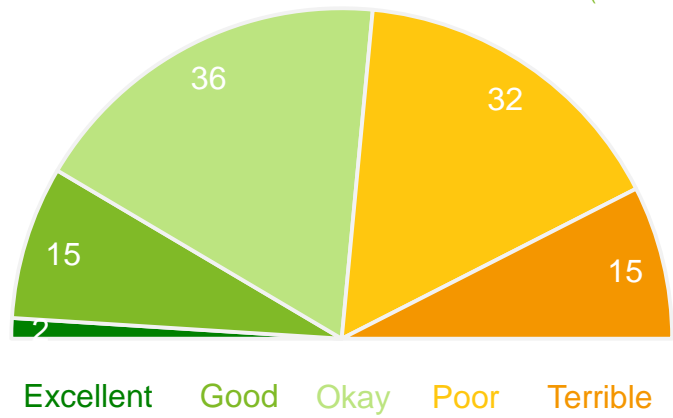Base: All respondents, excludes 'no response' (n = 410). # Small base size (<20 respondents)

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

Performance ratings
% of respondents

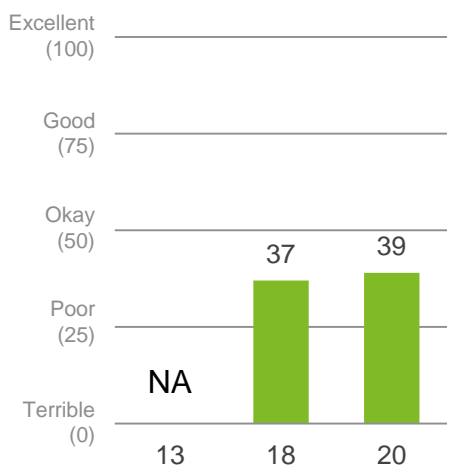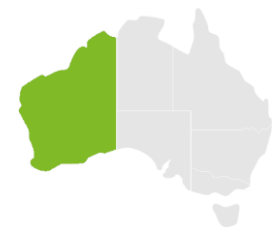**53%** Positive rating*

39 Performance Index Score (out of 100)

- Excellent: 2
- Good: 15
- Okay: 36
- Poor: 32
- Terrible: 15

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)
13				NA	
18				37	
20				39	

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	39
Industry High	68
Industry Average	50

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
39	39	42	39	40	41	43	36	31	34	42	37	39	28	37	39	48	42	29	39

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 305). * Positive Rating = excellent, good + okay
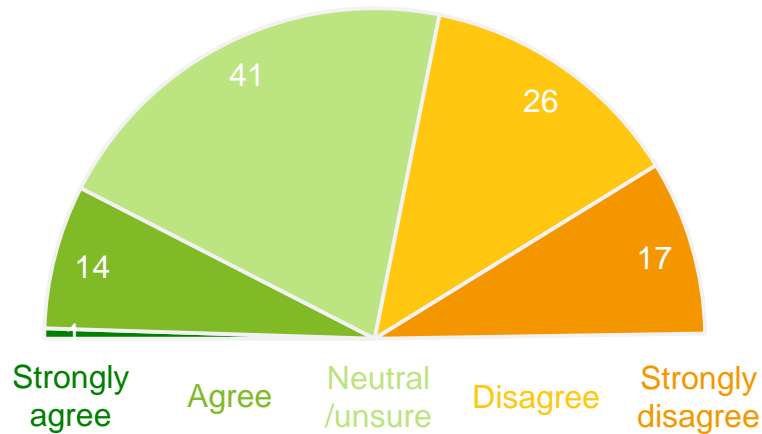# Small base size (<20 respondents)

MARKYT◆

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

Level of agreement
% of respondents

15%

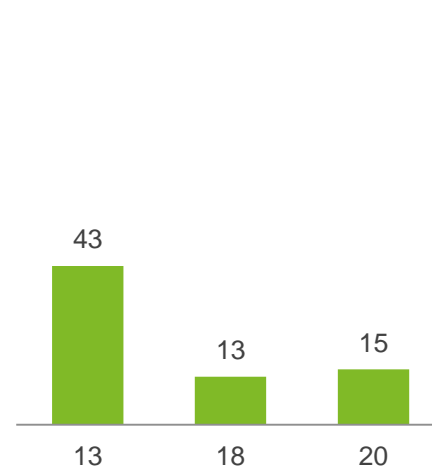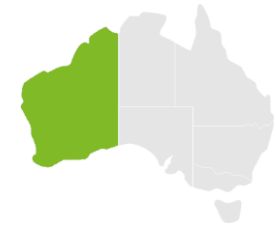**Total Agree**

41
14
26
17

Strongly agree | Agree | Neutral /unsure | Disagree | Strongly disagree

Trend Analysis
% agree

43
13
15

13 | 18 | 20

MARKYT◆ Industry Standards
% agree

Shire of Serpentine-Jarrahdale	15
Industry High	40
Industry Average	29

Variances across the community
% agree

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
15	15	0	14	17	17	18	12	11	10	18	13	15	4	27	17	40	18	10	11

Q. **How strongly do you agree or disagree with the following statements?**
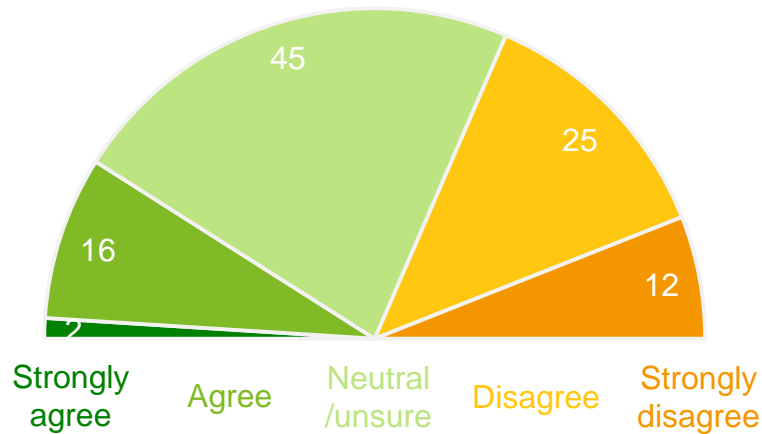Base: All respondents, excludes 'no response' (n = 408). # Small base size (<20 respondents)

MARKYT◆

Staff have a good understanding of community needs

Level of agreement
% of respondents

18%

Total Agree

2	16	45	25	12
Strongly agree	Agree	Neutral /unsure	Disagree	Strongly disagree

Trend Analysis
% agree

	47	19	18
	13	18	20
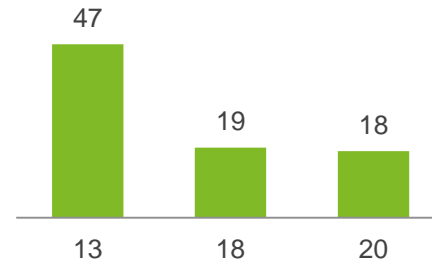
MARKYT◆ Industry Standards
% agree
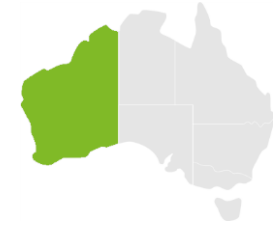
Shire of Serpentine-Jarrahdale	18
Industry High	53
Industry Average	34

Variances across the community
% agree

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
18	18	0	15	21	26	12	13	12	14	14	17	25	6	12	17	35	20	11	18

Q. **How strongly do you agree or disagree with the following statements?**
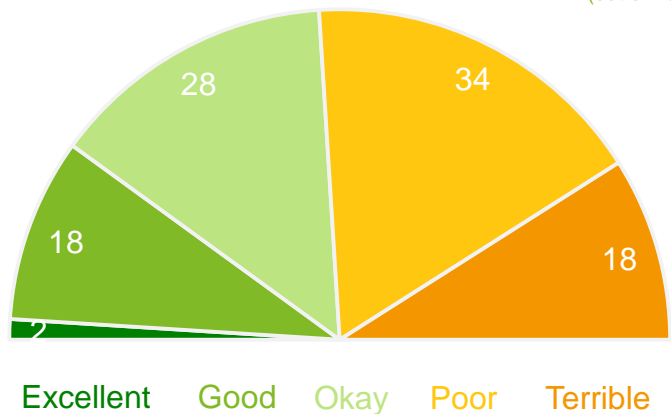Base: All respondents, excludes 'no response' (n = 409). # Small base size (<20 respondents)

MARKYT◆

33

How the community is consulted about local issues
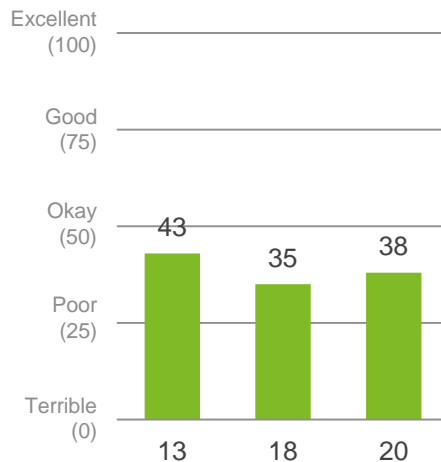
Performance ratings
% of respondents

48%
Positive rating*

38
Performance Index Score (out of 100)

Excellent | Good | Okay | Poor | Terrible

Gauge values: 2, 18, 28, 34, 18

Trend Analysis
Performance Index Score

Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

43	35	38
13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale — 38

Industry High — 63

Industry Average — 47

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
38	38	39	35	42	41	40	33	28	32	42	34	38	26	40	43	56	42	29	34

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 366).   * Positive Rating = excellent, good + okay
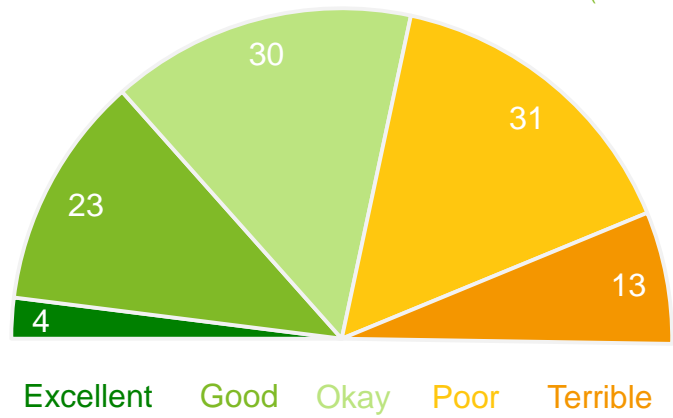# Small base size (<20 respondents)

MARKYT◆

How the community is informed about what's happening in the local area (including local issues, events, services and facilities)
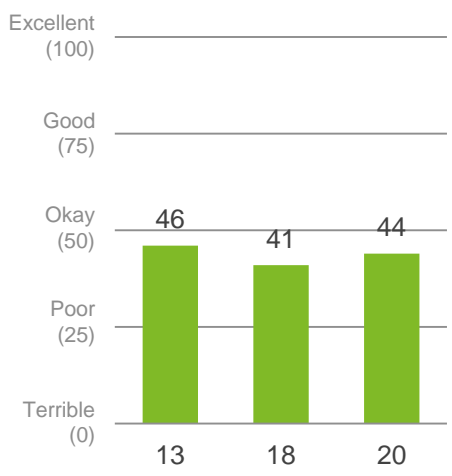
Performance ratings
% of respondents

57% Positive rating*

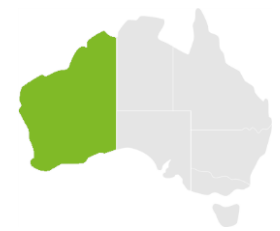**44** Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible

Excellent: 4, Good: 23, Okay: 30, Poor: 31, Terrible: 13

Trend Analysis
Performance Index Score

46	41	44
13	18	20

Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	44
Industry High	69
Industry Average	54

Variances across the community
Performance Index Score

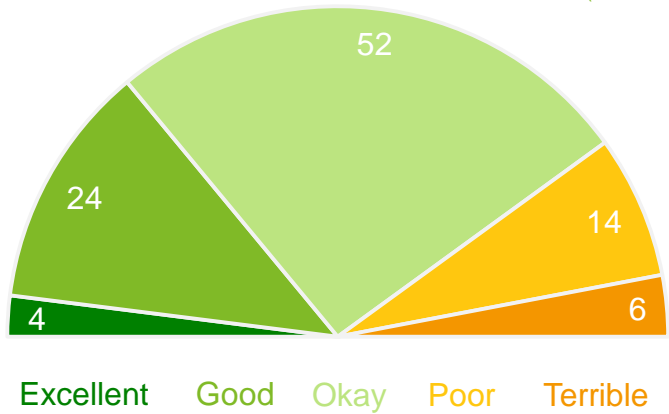| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
44	44	40	43	44	45	48	41	36	38	47	41	42	32	32	46	59	47	35	40

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 374). * Positive Rating = excellent, good + okay
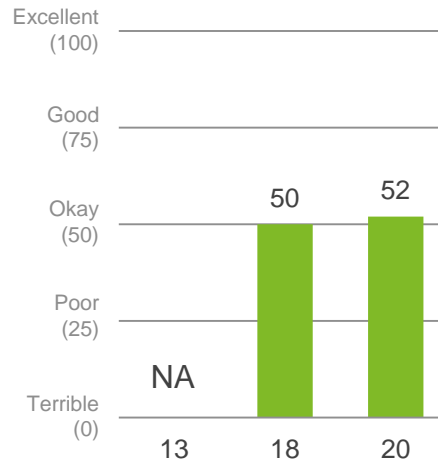# Small base size (<20 respondents)

Shire's website
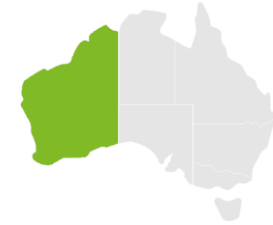
Performance ratings
% of respondents

80%
Positive rating*

52
Performance Index Score
(out of 100)

Excellent	Good	Okay	Poor	Terrible
4	24	52	14	6

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)		50	52
Poor (25)			
Terrible (0)	NA		
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	52
Industry High	68
Industry Average	57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
52	52	29	52	52	52	53	50	44	49	54	51	50	40	45	54	62	52	49	51

Q. **How would you rate performance in the following areas?**
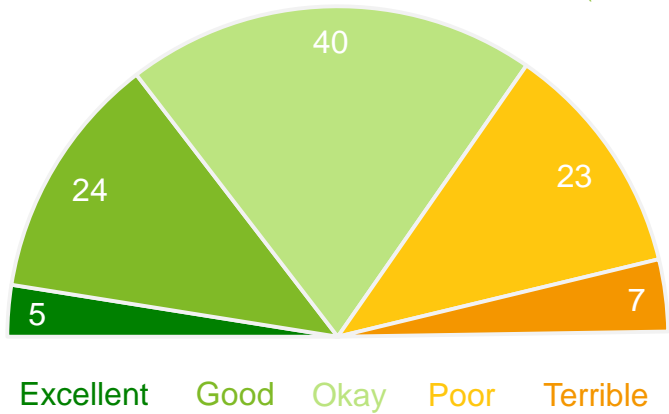Base: All respondents, excludes 'unsure' and 'no response' (n = 323). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

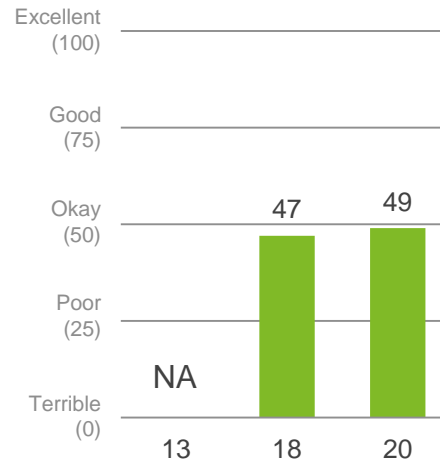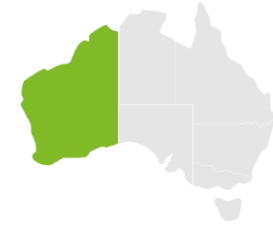# Social media presence on Facebook, Instagram, etc

Performance ratings
% of respondents

69% — Positive rating*

49 — Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
5	24	40	23	7

Trend Analysis
Performance Index Score

	13	18	20
	NA	47	49

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale — 49

Industry High — 66

Industry Average — 54

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
49	49	57	46	52	50	54	48	42	38	55	46	44	42	37	47	54	50	44	49

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 269). * Positive Rating = excellent, good + okay
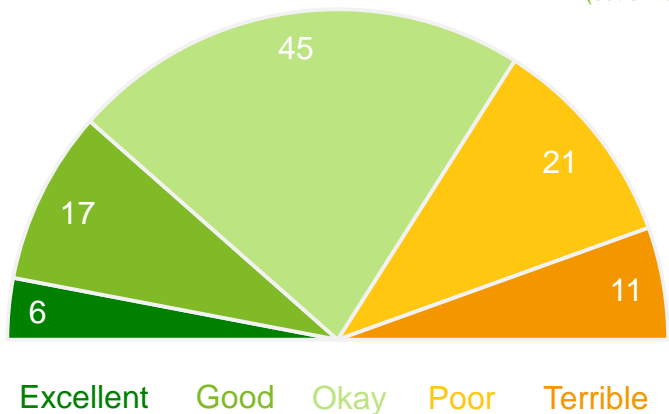# Small base size (<20 respondents)

Shire's eNewsletter (SJ Matters)

Performance ratings
% of respondents

68% — Positive rating*

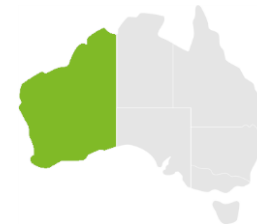**46** — Performance Index Score (out of 100)

Excellent: 6
Good: 17
Okay: 45
Poor: 21
Terrible: 11

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)		46
Poor (25)		
Terrible (0)	NA NA	
	13 18	20

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	46
Industry High	66
Industry Average	59

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
46	47	20	44	49	47	48	43	37	44	44	46	50	34	41	50	59	46	42	48

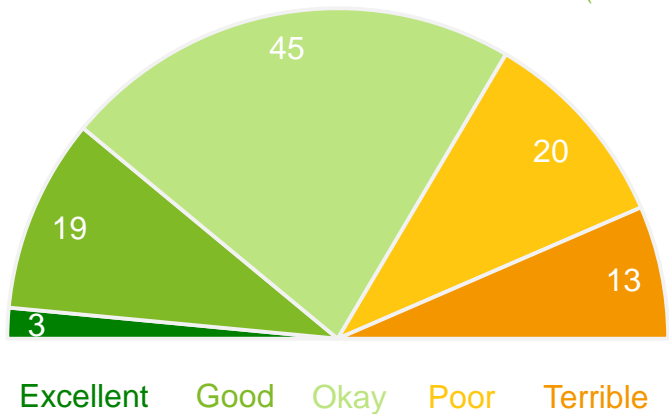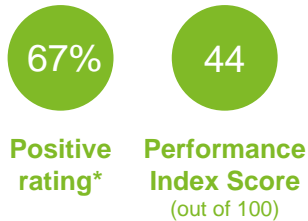Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 259).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

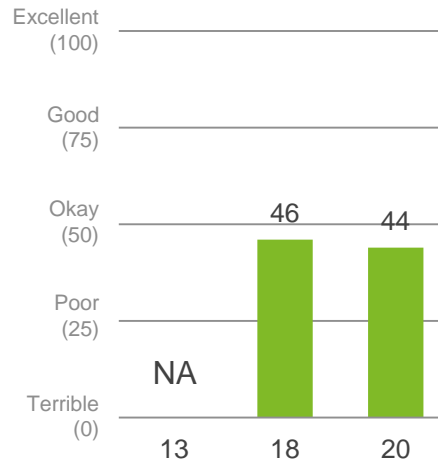# The Scarp Voice (the Shire's page in the community newspaper)
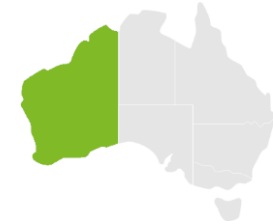
Performance ratings
% of respondents

67% Positive rating*

44 Performance Index Score (out of 100)

45		
19	20	
3	13	

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	46	44
Poor (25)		
Terrible (0)	NA	
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	44
Industry High	64
Industry Average	57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
44	45	24	44	45	46	46	41	39	40	40	45	48	33	38	49	53	45	41	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 245).   * Positive Rating = excellent, good + okay
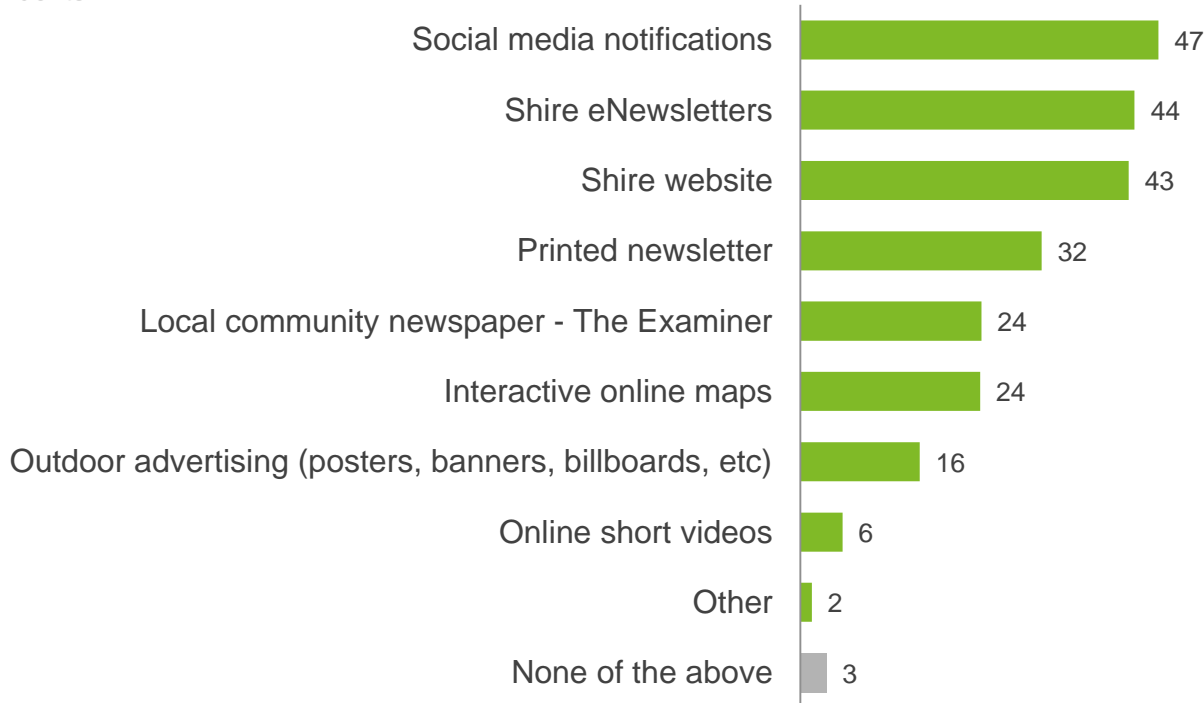# Small base size (<20 respondents)

MARKYT◆

Preferred sources of information

Social media, e-newsletters and the Shire's website are the preferred ways to receive information and updates about what's happening in the local area, followed by the printed newsletter.

Preferred sources of information | from the Shire about what's happening in the local area
% of respondents

Source	%
Social media notifications	47
Shire eNewsletters	44
Shire website	43
Printed newsletter	32
Local community newspaper - The Examiner	24
Interactive online maps	24
Outdoor advertising (posters, banners, billboards, etc)	16
Online short videos	6
Other	2
None of the above	3

Q. **And, how would you prefer to receive this information in future?** Please choose your TOP 3.
Base: All respondents, excludes no response (n = 377)

MARKYT◆

40

Preferred sources of information
Audience variances

Social media is more popular among parents with children aged 0-17 years and among younger adults.

enewsletters have general appeal across different ages and lifestages, however, they are more popular among people who speak a language other than English at home, and they are less popular among people who are renting and Indigenous people.

The website is less popular among people who are renting and among people with a disability.

The printed newsletter and the local community newspaper are more popular among seniors than other age groups.

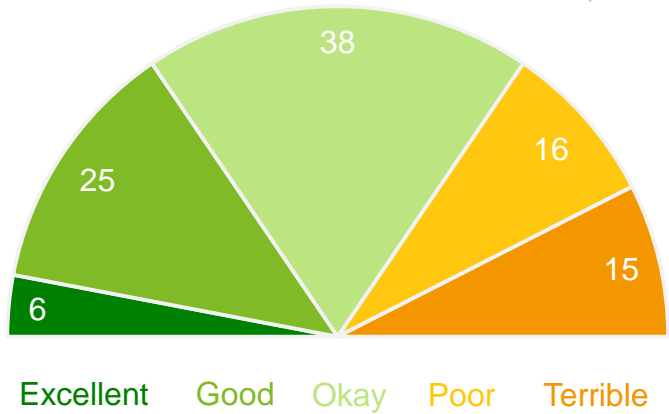| Audience Variances % of respondents Preferred sources of information	All respondents	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
Social media notifications	47	47	46	42	53	36	64	63	58	40	63	48	26	43	27	43	36	49	46	43
Shire eNewsletters	44	45	9	45	44	41	48	43	41	44	44	42	46	44	16	48	56	42	51	44
Shire website	43	44	19	50	39	42	44	53	38	44	44	44	40	34	41	49	59	43	46	41
Printed newsletter	32	31	37	30	32	32	27	25	35	31	26	30	42	36	84	35	24	31	31	33
Local community newspaper	24	24	27	25	20	26	17	26	24	29	8	26	41	31	25	30	32	26	17	22
Interactive online maps	24	24	19	22	26	28	19	14	18	28	23	21	28	20	27	22	12	25	13	27
Outdoor advertising	16	16	19	15	15	13	19	21	17	13	19	16	12	12	17	17	28	20	6	11
Online short videos	6	6	0	5	6	6	4	5	5	8	5	7	5	2	12	7	4	5	13	4

Q. **And, how would you prefer to receive this information in future?** Please choose your TOP 3.
Base: All respondents, excludes no response (n = 377) # Small base size (<20 respondents)
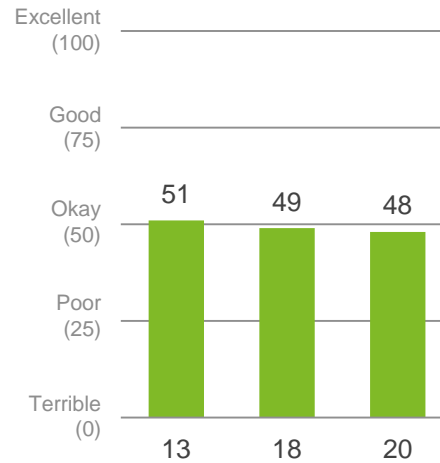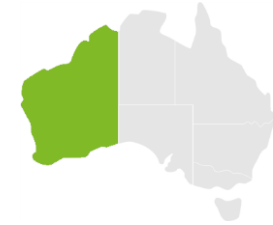
MARKYT

41

Level of customer service

Performance ratings
% of respondents

69%
Positive rating*

48
Performance Index Score
(out of 100)

- 6 Excellent
- 25 Good
- 38 Okay
- 16 Poor
- 15 Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

'13	'18	'20
51	49	48

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	48
Industry High	79
Industry Average	62

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
48	48	43	47	50	50	49	49	45	44	52	47	45	39	48	51	66	51	36	48

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 361). * Positive Rating = excellent, good + okay
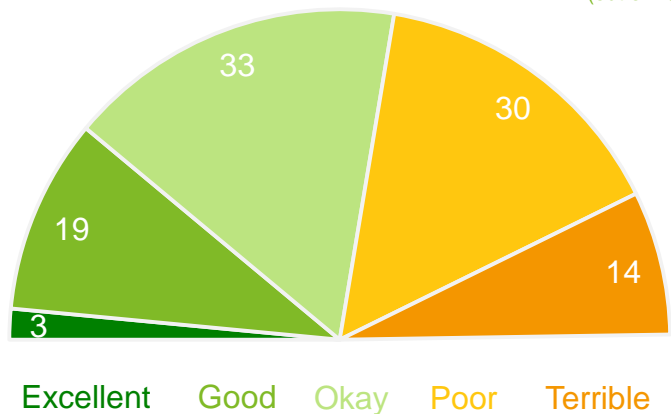# Small base size (<20 respondents)

MARKYT◆

Economic Development

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

Performance ratings
% of respondents

55% Positive rating*

42 Performance Index Score (out of 100)

- 3 Excellent
- 19 Good
- 33 Okay
- 30 Poor
- 14 Terrible

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

Year	Score
13	36
18	44
20	42

MARKYT ◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	42
Industry High	58
Industry Average	43

Variances across the community
Performance Index Score

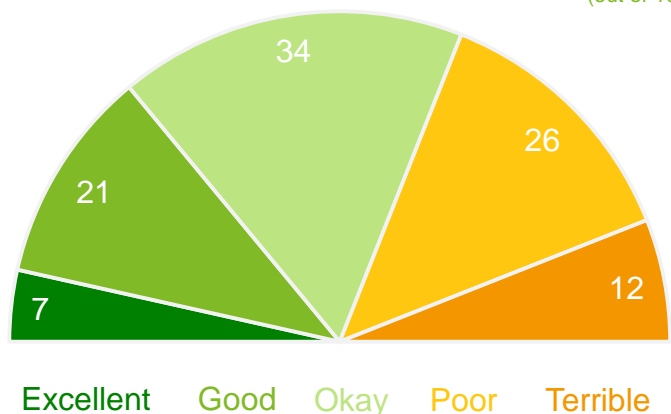| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
42	42	50	40	44	44	43	37	34	42	45	38	42	35	47	43	55	46	29	36

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 320). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

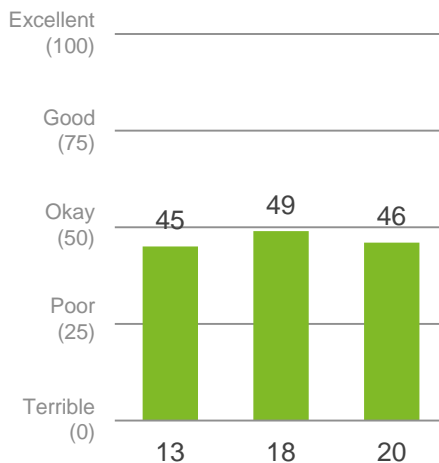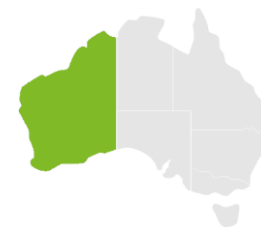# Access to education and training opportunities

Performance ratings
% of respondents

62% — Positive rating*

46 — Performance Index Score (out of 100)

Excellent 7
Good 21
Okay 34
Poor 26
Terrible 12

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

	13	18	20
Score	45	49	46

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	46
Industry High	59
Industry Average	50

Variances across the community
Performance Index Score

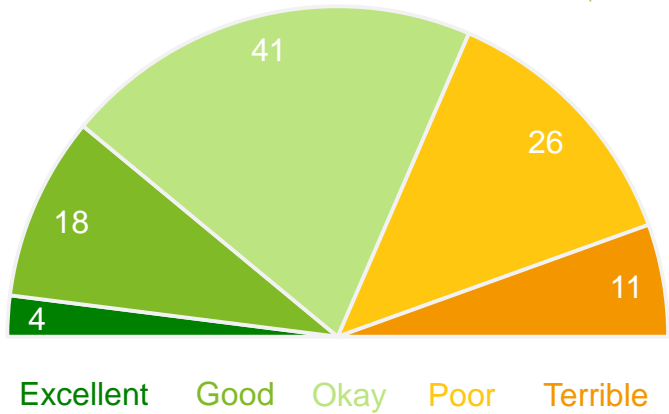| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
46	46	50	44	49	50	46	40	39	46	45	44	51	37	38	49	49	49	37	43

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 304).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)
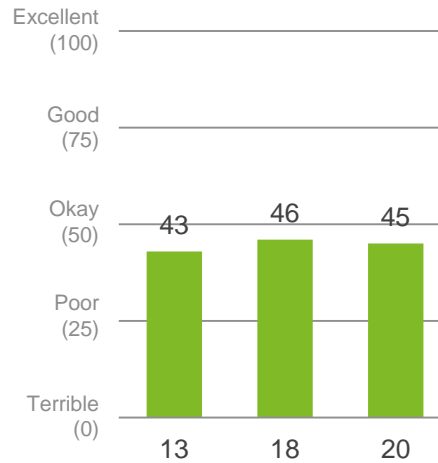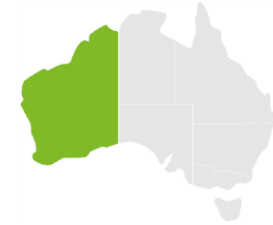
MARKYT◆

How Jarrahdale Town Centre is being developed

Performance ratings
% of respondents

63% — Positive rating*

45 — Performance Index Score (out of 100)

4 Excellent | 18 Good | 41 Okay | 26 Poor | 11 Terrible

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	43 · 46 · 45	
Poor (25)		
Terrible (0)	13 · 18 · 20	

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	45
Industry High	NA
Industry Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
45	45	**38**	42	48	48	42	42	**40**	49	42	47	48	**36**	42	43	43	47	41	42

Q. **How would you rate performance in the following areas?**
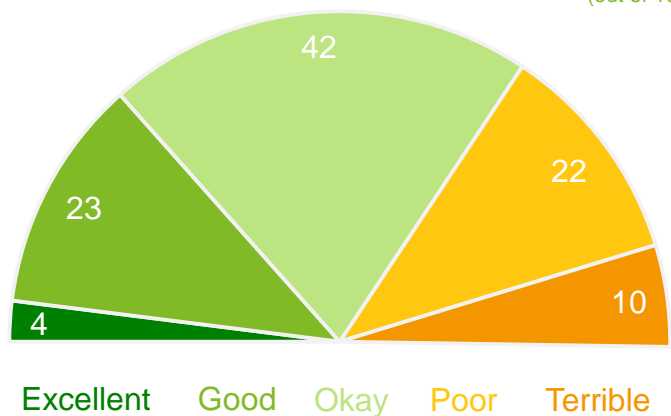Base: All respondents, excludes 'unsure' and 'no response' (n = 210). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

How Mundijong Town Centre is being developed

Performance ratings
% of respondents

69% — Positive rating*

47 — Performance Index Score (out of 100)

4	23	42	22	10
Excellent	Good	Okay	Poor	Terrible

Trend Analysis
Performance Index Score

Excellent (100)	
Good (75)	
Okay (50)	39 · 49 · 47
Poor (25)	
Terrible (0)	

13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	47
Industry High	NA
Industry Average	NA

Variances across the community
Performance Index Score

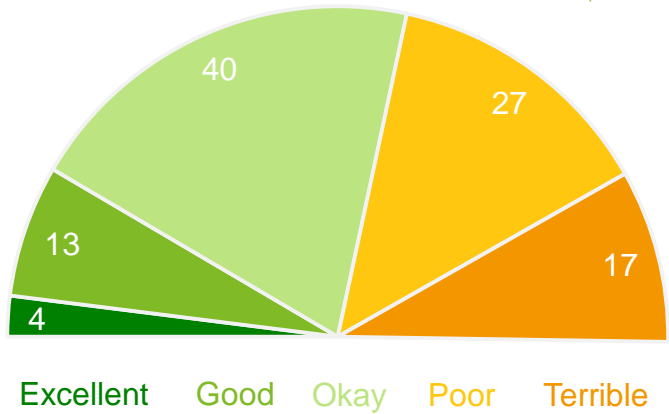| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
47	47	50	45	49	48	50	44	44	50	45	47	49	47	43	46	38	48	47	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 228).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)
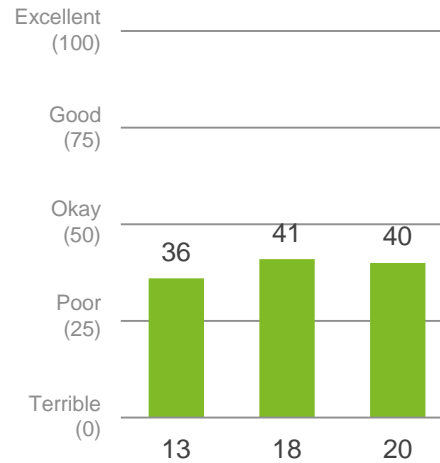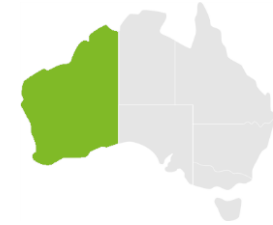
How Serpentine Town Centre is being developed

Performance ratings
% of respondents

57% — Positive rating*

40 — Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
4	13	40	27	17

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

Score	36	41	40
n	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	40
Industry High	NA
Industry Average	NA

Variances across the community
Performance Index Score

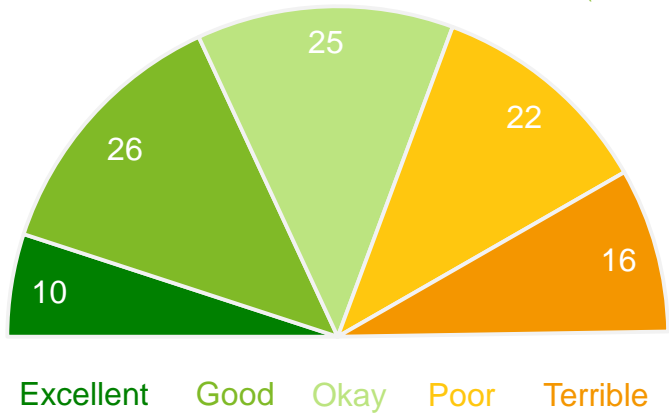| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
40	40	35	37	44	39	44	39	37	43	40	42	37	34	35	42	42	44	39	31

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 189).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)
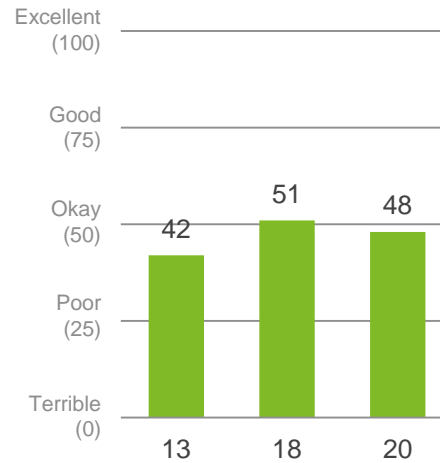
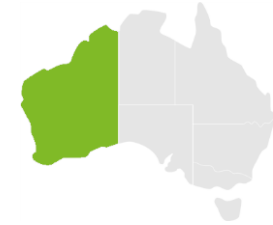# How Byford Town Centre is being developed

Performance ratings
% of respondents

61% Positive rating*

48 Performance Index Score (out of 100)

| 10 | 26 | 25 | 22 | 16 |

Excellent | Good | Okay | Poor | Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)	42	51	48
Poor (25)			
Terrible (0)			
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	48
Industry High	NA
Industry Average	NA

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
48	48	43	45	52	50	53	45	38	42	52	45	48	36	41	53	61	48	52	47

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 359).   * Positive Rating = excellent, good + okay
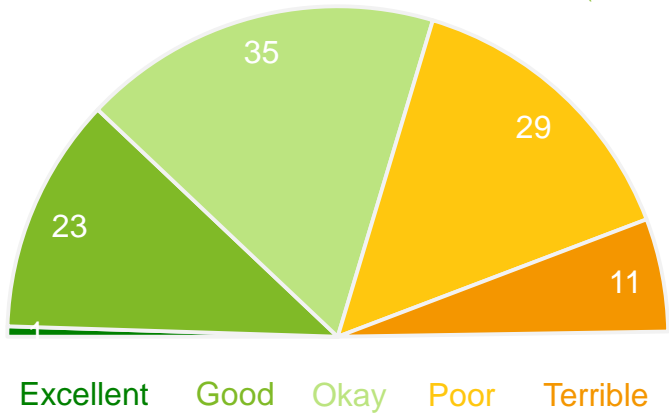# Small base size (<20 respondents)

Community Development

Services and facilities for youth

Performance ratings
% of respondents

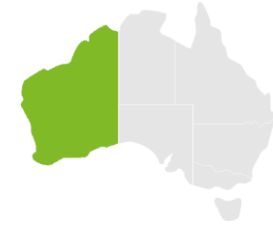**59%** Positive rating*

44 Performance Index Score (out of 100)

Excellent   Good   Okay   Poor   Terrible

23   35   29   11

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

	39	41	44
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	44
Industry High	67
Industry Average	48

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
44	44	43	45	43	47	44	41	40	**38**	45	41	46	**37**	**37**	43	**51**	45	**38**	42

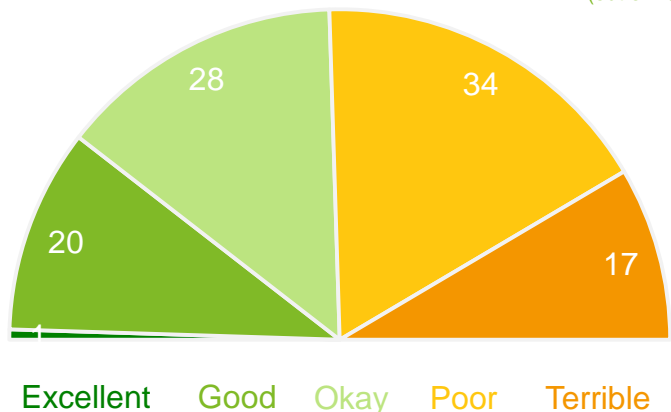Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 273). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆ 51
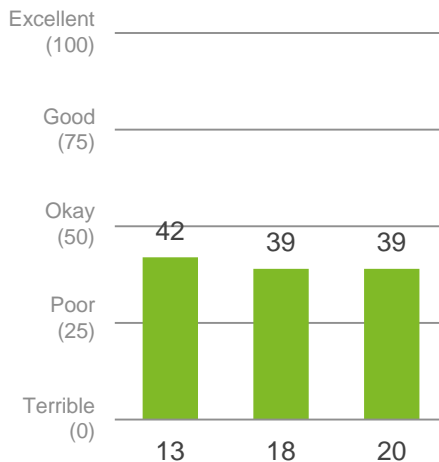
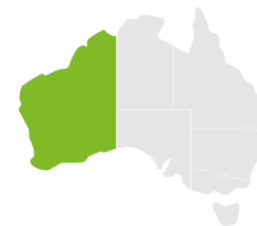# Facilities, services and care available for seniors

Performance ratings
% of respondents

49% — Positive rating*

39 — Performance Index Score (out of 100)

Excellent — 0
Good — 20
Okay — 28
Poor — 34
Terrible — 17

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	42	39	39
Poor (25)		
Terrible (0)		
	13	18	20

Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale — 39

Industry High — 72

Industry Average — 55

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
39	38	**50**	42	37	40	39	42	36	**34**	42	36	37	**30**	**30**	41	**55**	41	**29**	37

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 209).   * Positive Rating = excellent, good + okay
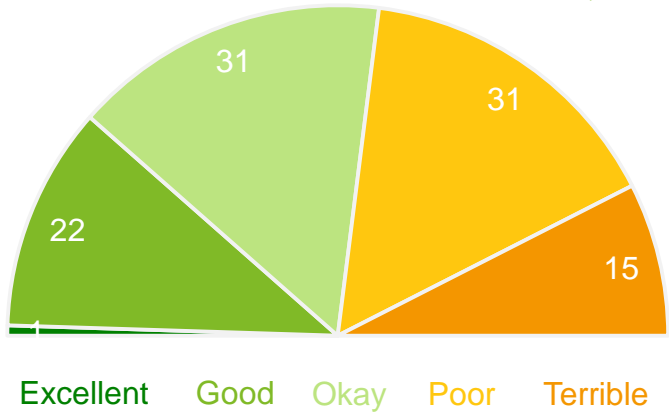# Small base size (<20 respondents)

Access to services and facilities for people with a disability

Performance ratings
% of respondents

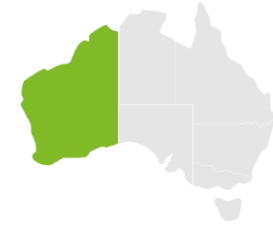**54%** Positive rating*

41 Performance Index Score (out of 100)

Excellent Good Okay Poor Terrible

22 31 31 15

Trend Analysis
Performance Index Score

Excellent (100)

Good (75)

Okay (50)

Poor (25)

Terrible (0)

39	36	41
13	18	20
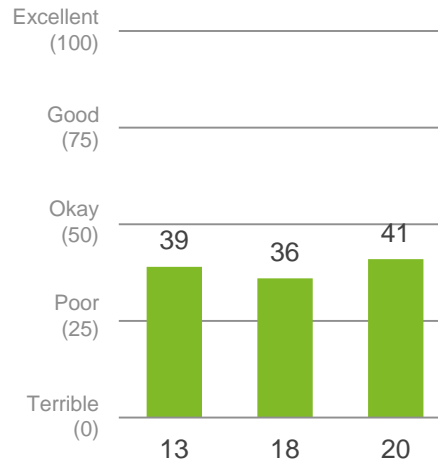
MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale — 41

Industry High — 67

Industry Average — 51

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
41	41	42	45	37	42	42	46	39	35	45	36	41	31	29	45	61	43	30	41

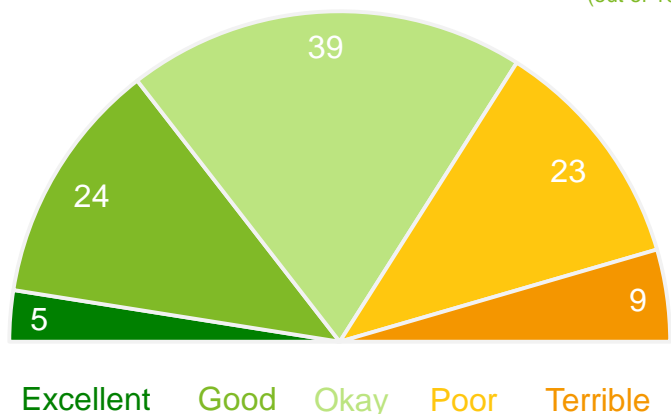Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 193). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆

Community buildings, halls and toilets
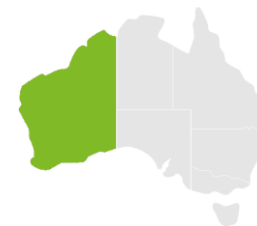
Performance ratings
% of respondents

68% — Positive rating*

48 — Performance Index Score (out of 100)

5	24	39	23	9
Excellent	Good	Okay	Poor	Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

	51	47	48
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	48
Industry High	78
Industry Average	60

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
48	48	53	48	49	51	48	47	43	49	50	45	50	42	36	49	56	48	42	49

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 316).   * Positive Rating = excellent, good + okay
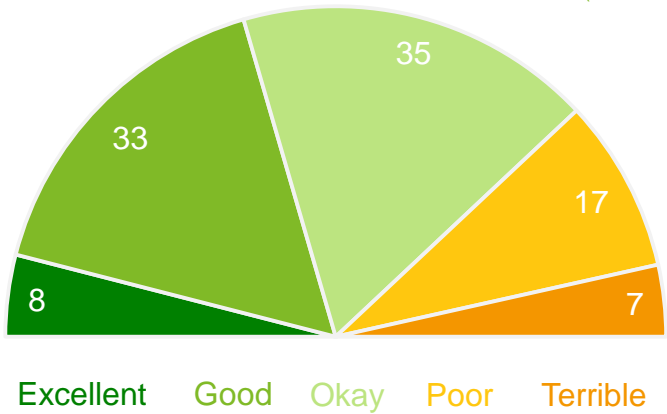# Small base size (<20 respondents)

MARKYT◆

Access to health and community services

Performance ratings
% of respondents

76% — Positive rating*
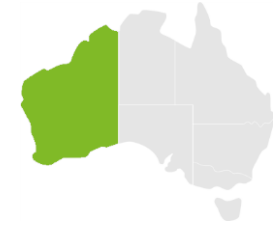
54 — Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
8	33	35	17	7

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)
13					NA
18			54		
20			54		
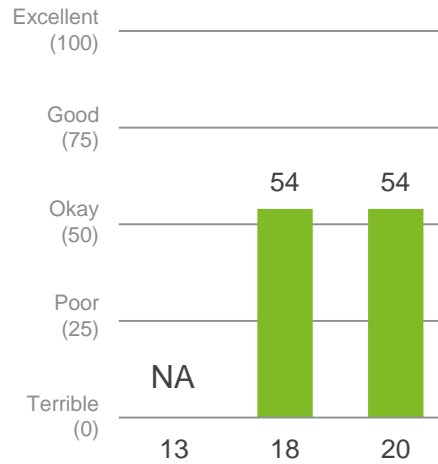
Shire of Serpentine-Jarrahdale	54
Industry High	70
Industry Average	56

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
54	54	61	54	54	57	55	53	50	51	56	51	55	46	44	54	61	57	41	53

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 296). * Positive Rating = excellent, good + okay
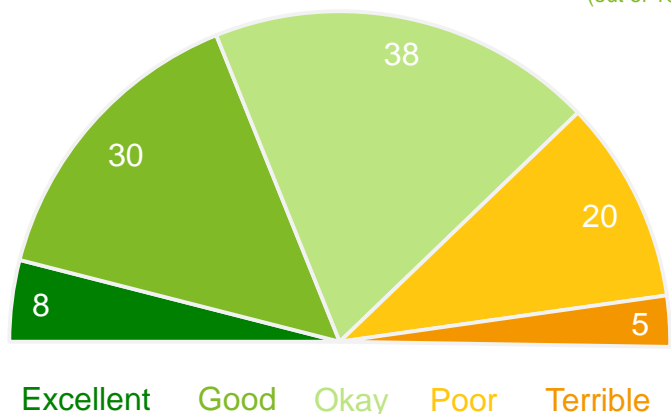# Small base size (<20 respondents)

Sport and recreation facilities
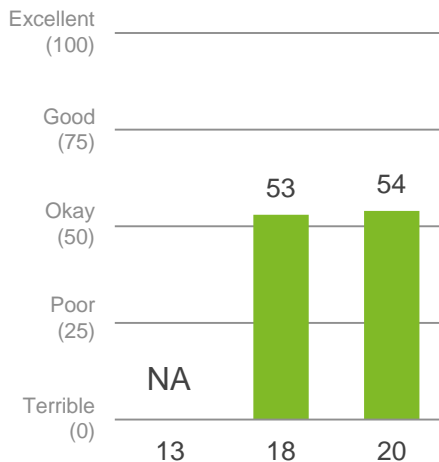
Performance ratings
% of respondents

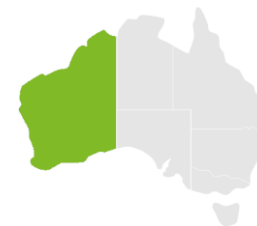**76%** — Positive rating*

54 — Performance Index Score (out of 100)

8 Excellent
30 Good
38 Okay
20 Poor
5 Terrible

Trend Analysis
Performance Index Score

| | Excellent (100) | Good (75) | Okay (50) | Poor (25) | Terrible (0) |

13 — NA
18 — 53
20 — 54

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	54
Industry High	85
Industry Average	66

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
54	54	41	53	54	54	55	53	50	54	56	50	56	50	48	53	48	54	47	56

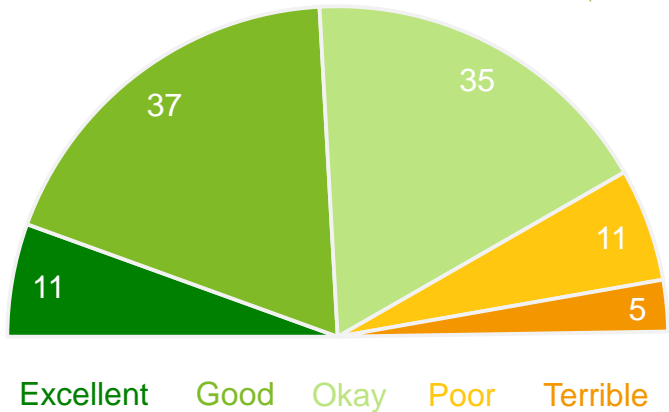Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 329). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

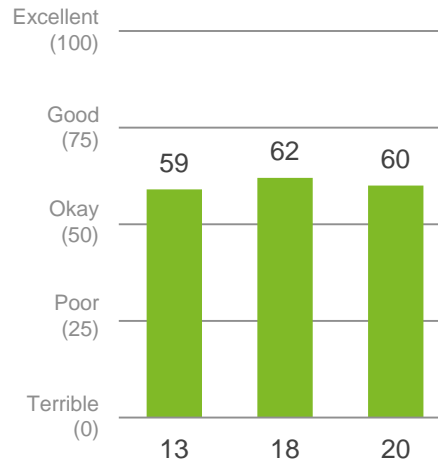# Serpentine Jarrahdale Community Recreation Centre
(also known as The Rec Centre)
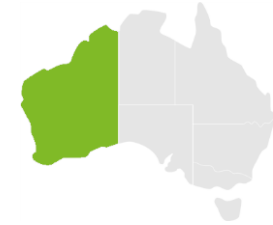
Performance ratings
% of respondents

83% — Positive rating*

60 — Performance Index Score (out of 100)

Excellent 11 | Good 37 | Okay 35 | Poor 11 | Terrible 5

Trend Analysis
Performance Index Score

59	62	60
13	18	20

Excellent (100) · Good (75) · Okay (50) · Poor (25) · Terrible (0)

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	60
Industry High	84
Industry Average	70

Variances across the community
Performance Index Score

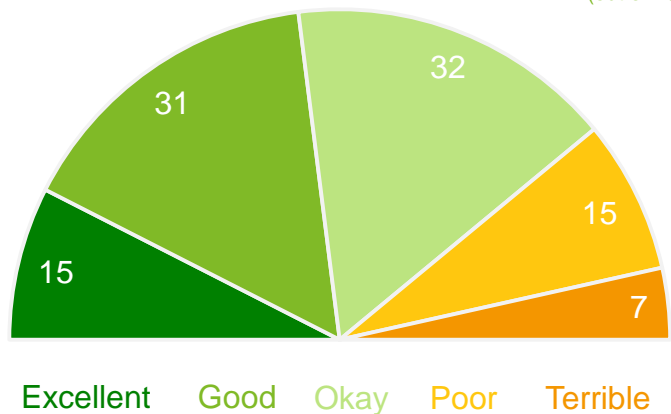| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
60	60	**55**	57	63	60	60	61	56	59	61	58	61	58	56	58	59	60	**52**	64

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 276).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)
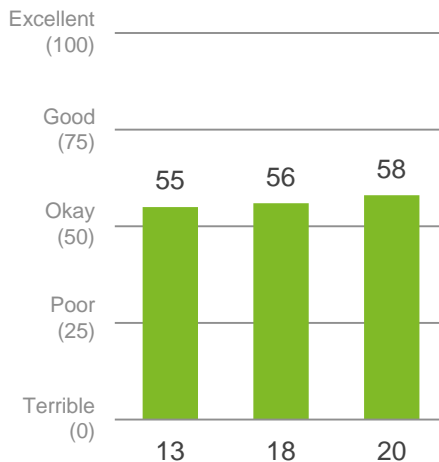
Playgrounds, parks and reserves

Performance ratings
% of respondents

78% Positive rating*

58 Performance Index Score (out of 100)

Excellent | Good | Okay | Poor | Terrible
15 | 31 | 32 | 15 | 7

Trend Analysis
Performance Index Score

	'13	'18	'20
Score	55	56	58

Excellent (100) — Good (75) — Okay (50) — Poor (25) — Terrible (0)

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	58
Industry High	86
Industry Average	68

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
58	58	55	57	60	63	58	52	54	57	61	55	58	52	59	59	61	60	48	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 368). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

Library and information services
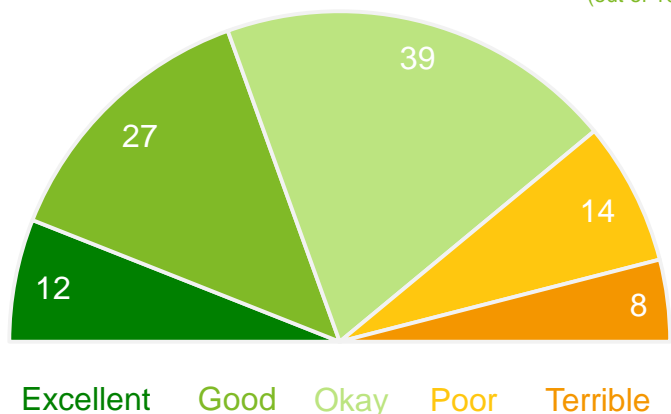
Performance ratings
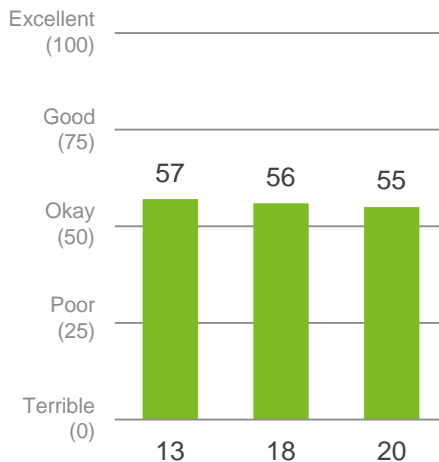% of respondents

78%
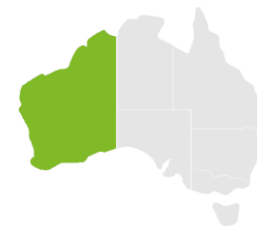Positive rating*

55
Performance Index Score
(out of 100)

- 12 Excellent
- 27 Good
- 39 Okay
- 14 Poor
- 8 Terrible

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
	57	56	55
Okay (50)			
Poor (25)			
Terrible (0)			
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	55
Industry High	89
Industry Average	72

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
55	55	47	53	58	55	58	56	53	60	53	52	63	49	52	56	49	52	47	66

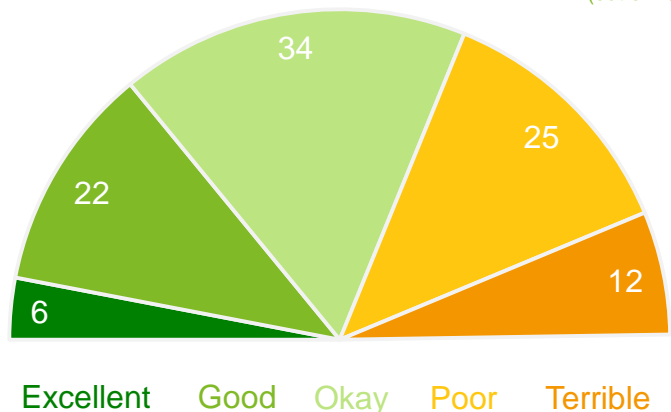Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 283). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆   59

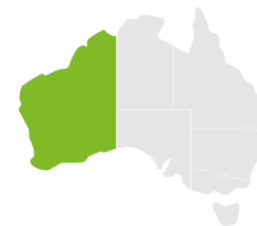# Festivals, events and cultural activities

Performance ratings
% of respondents

62% — Positive rating*

46 — Performance Index Score (out of 100)

Pie chart values:
- Excellent: 6
- Good: 22
- Okay: 34
- Poor: 25
- Terrible: 12

| Excellent | Good | Okay | Poor | Terrible |

Trend Analysis
Performance Index Score

Year	Score
13	48
18	54
20	46

Scale: Excellent (100), Good (75), Okay (50), Poor (25), Terrible (0)

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	46
Industry High	78
Industry Average	64

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
46	46	50	45	49	46	50	49	36	46	47	46	47	45	40	48	49	47	41	49

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 317). * Positive Rating = excellent, good + okay
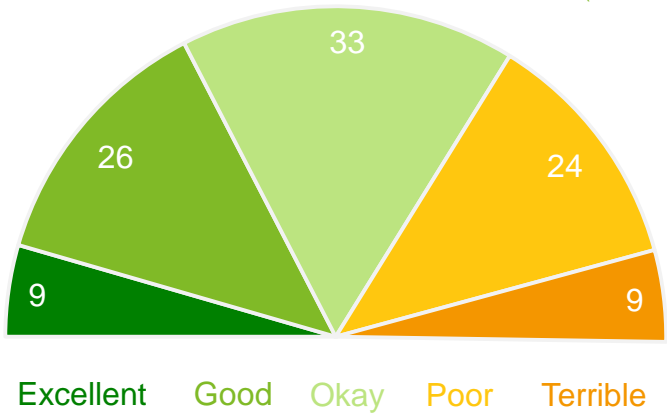# Small base size (<20 respondents)

How local history and heritage is preserved and promoted

Performance ratings
% of respondents

68%
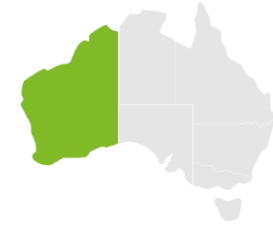Positive rating*

51
Performance Index Score (out of 100)

Excellent: 9
Good: 26
Okay: 33
Poor: 24
Terrible: 9

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	53	53	51
Poor (25)		
Terrible (0)		
	13	18	20
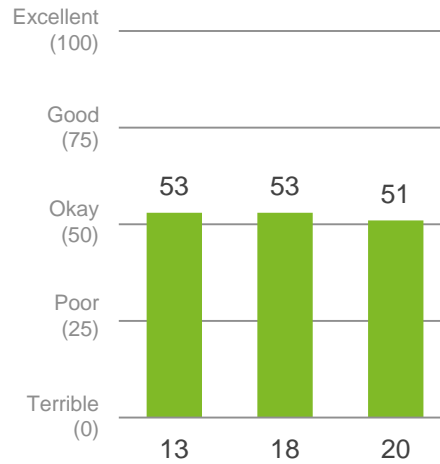
MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	51
Industry High	79
Industry Average	59

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
51	51	43	49	53	52	54	53	45	43	55	48	48	42	43	51	65	52	46	50

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 295). * Positive Rating = excellent, good + okay
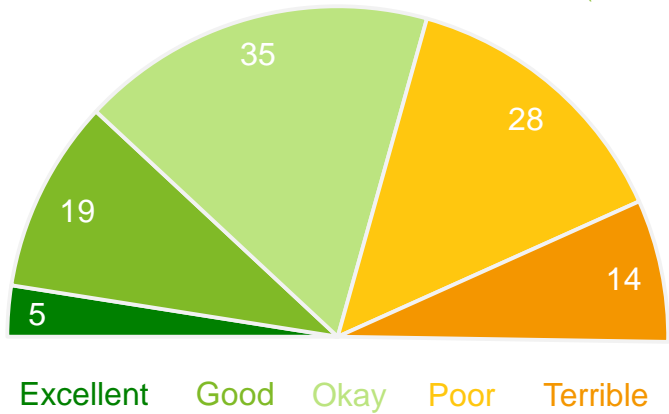# Small base size (<20 respondents)

MARKYT◆

Safety and security

Performance ratings
% of respondents

59% — Positive rating*

43 — Performance Index Score (out of 100)

Excellent — 5
Good — 19
Okay — 35
Poor — 28
Terrible — 14

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

13	18	20
NA	44	43

MARKYT Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	43
Industry High	76
Industry Average	54

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
43	44	38	43	45	47	43	42	30	39	46	40	45	34	36	46	52	45	35	44

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 347). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)
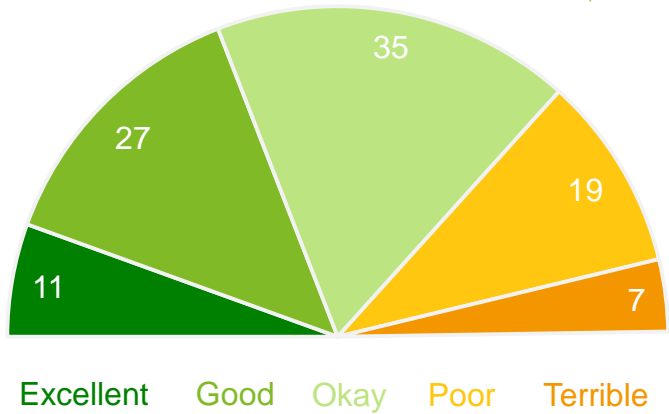
Built Environment

The area's character and identity

Performance ratings
% of respondents

73%
Positive rating*

54
Performance Index Score
(out of 100)

Excellent — 11
Good — 27
Okay — 35
Poor — 19
Terrible — 7

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	53	54
Poor (25)		
Terrible (0)	NA	
	13	18	20

Performance Index Score

Shire of Serpentine-Jarrahdale	54
Industry High	85
Industry Average	58

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
54	54	46	53	56	55	58	52	44	48	60	51	50	47	46	55	60	54	48	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 362). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

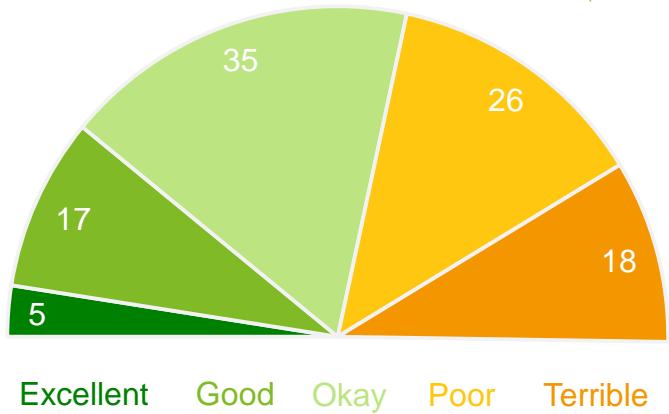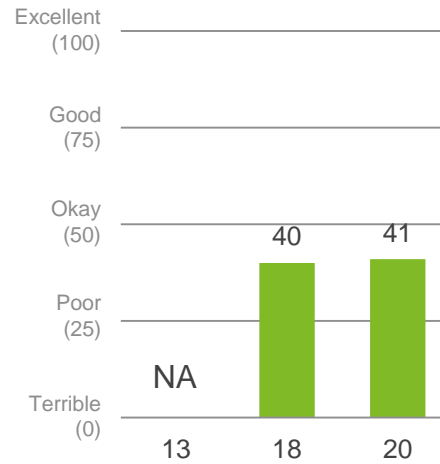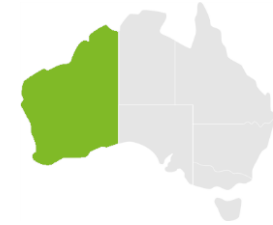# Managing growth and development

Performance ratings
% of respondents

57%
Positive rating*

41
Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
5	17	35	26	18

Trend Analysis
Performance Index Score

| | Excellent (100) | Good (75) | Okay (50) | Poor (25) | Terrible (0) |

13	18	20
NA	40	41

MARKYT◈ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	41
Industry High	59
Industry Average	48

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
41	41	**63**	42	41	45	**46**	37	**30**	**32**	**47**	37	41	**30**	37	**47**	**65**	45	**30**	38

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 351). * Positive Rating = excellent, good + okay
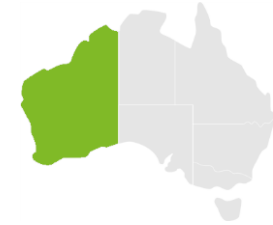# Small base size (<20 respondents)

Building and maintaining local roads

Performance ratings
% of respondents

36%
Positive rating*

29
Performance Index Score
(out of 100)

Excellent — 4
Good — 10
Okay — 22
Poor — 26
Terrible — 38

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

13	18	20
42	26	29
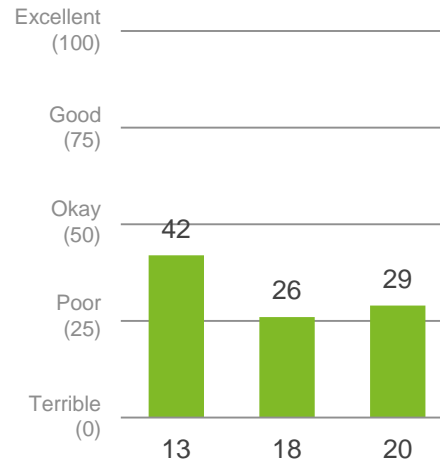
MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	29
Industry High	80
Industry Average	53

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
29	29	32	30	29	35	29	24	13	18	30	24	34	17	22	37	51	32	20	25

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 376).   * Positive Rating = excellent, good + okay
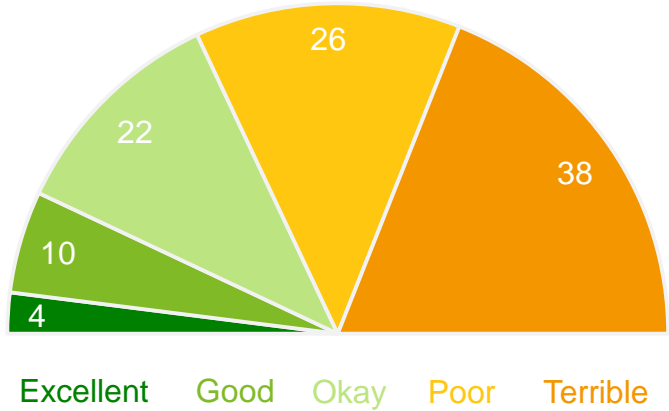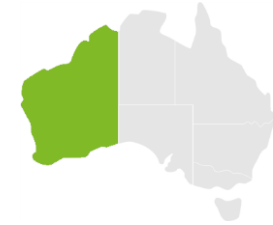# Small base size (<20 respondents)

Traffic management and control on local roads

Performance ratings
% of respondents

47%
Positive rating*

34
Performance Index Score
(out of 100)

| 4 | 14 | 29 | 24 | 30 |

Excellent Good Okay Poor Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

| 50 | 32 | 34 |
| 13 | 18 | 20 |

MARKYT◇ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	34
Industry High	67
Industry Average	56

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
34	34	42	32	37	40	34	26	21	25	38	29	37	17	37	41	54	37	25	34

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 371). * Positive Rating = excellent, good + okay
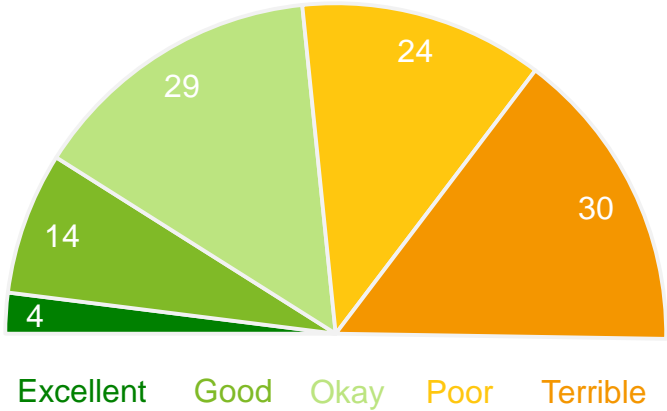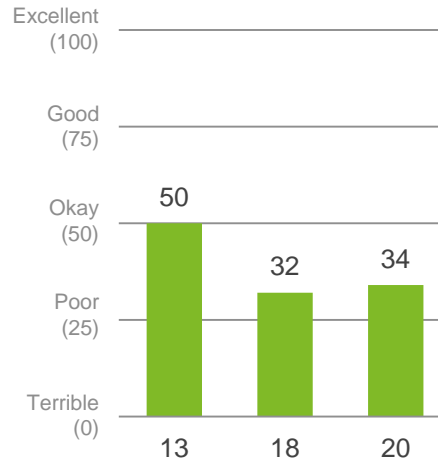# Small base size (<20 respondents)

Footpaths, trails and cycleways

Performance ratings
% of respondents

57%
Positive rating*

41
Performance Index Score (out of 100)

Excellent Good Okay Poor Terrible

6 18 33 18 25

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)			
Okay (50)	50	36	41
Poor (25)			
Terrible (0)			
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	41
Industry High	74
Industry Average	53

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
41	41	27	43	39	43	43	37	30	38	44	37	41	31	45	41	49	45	28	38

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 367). * Positive Rating = excellent, good + okay
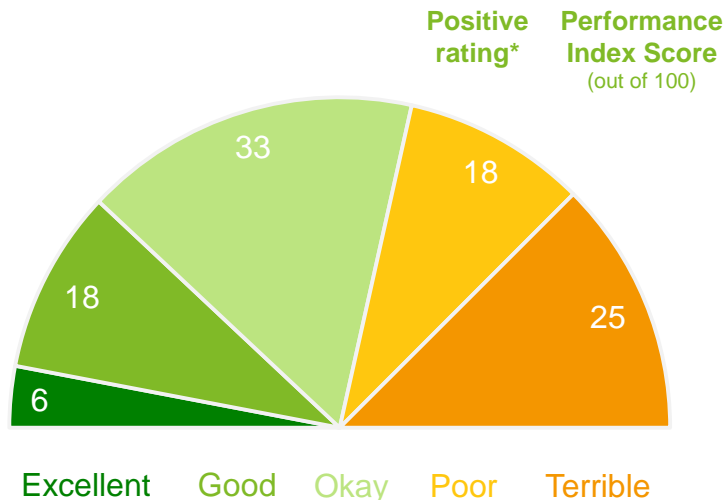# Small base size (<20 respondents)

MARKYT◆   68

Streetscapes

Performance ratings
% of respondents

54% — Positive rating*

40 — Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
4	15	35	28	17

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

	13	18	20
	45	42	40

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	40
Industry High	83
Industry Average	53

Variances across the community
Performance Index Score

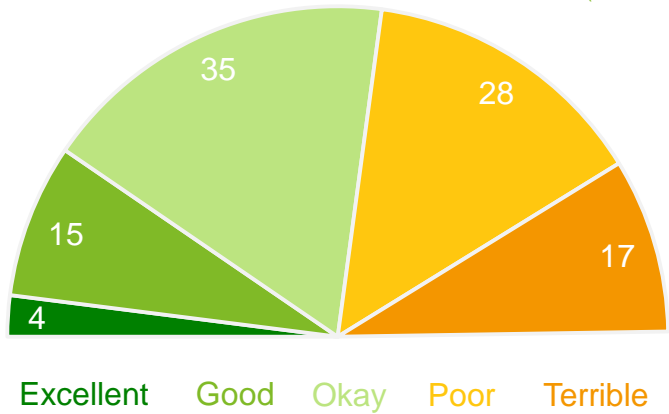| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
40	41	25	40	41	44	40	37	34	35	41	38	42	30	33	42	56	43	29	39

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 355). * Positive Rating = excellent, good + okay
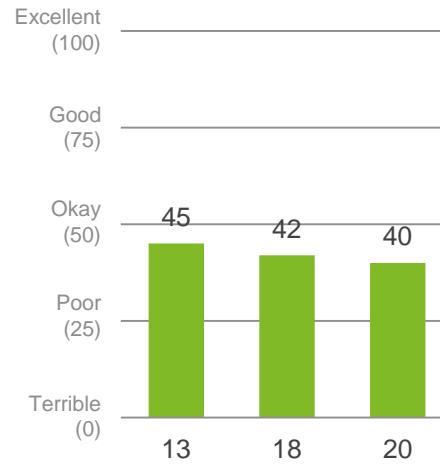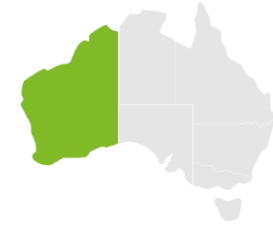# Small base size (<20 respondents)

MARKYT◆

Storm water drainage

Performance ratings
% of respondents

66% Positive rating*

46 Performance Index Score (out of 100)

- **6** Excellent
- **21** Good
- **39** Okay
- **19** Poor
- **15** Terrible

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

'13	'18	'20
48	43	46

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	46
Industry High	79
Industry Average	52

Variances across the community
Performance Index Score

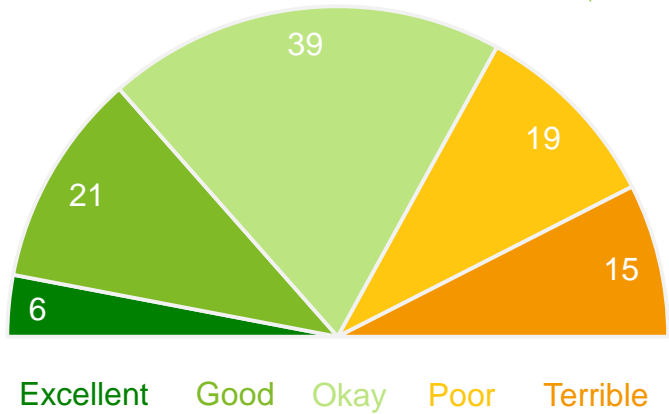| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
46	46	40	49	44	48	50	47	36	39	54	42	43	37	49	50	65	51	30	42

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 339). * Positive Rating = excellent, good + okay
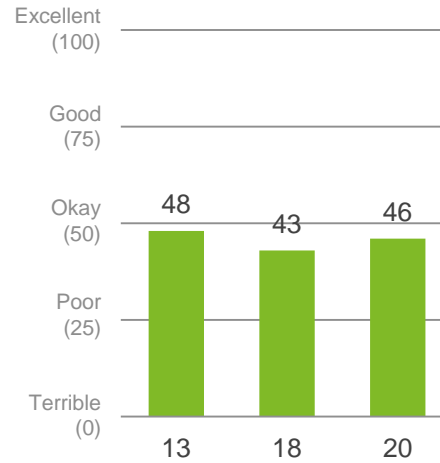# Small base size (<20 respondents)

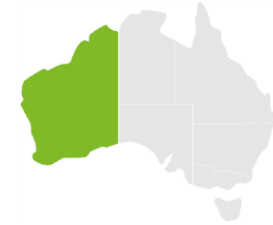# Lighting of streets and public places

Performance ratings
% of respondents

69% Positive rating*

46 Performance Index Score (out of 100)

| Excellent | Good | Okay | Poor | Terrible |

- 4 Excellent
- 24 Good
- 41 Okay
- 15 Poor
- 16 Terrible

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	48	42	46
Poor (25)		
Terrible (0)	13	18	20

Shire of Serpentine-Jarrahdale — 46

Industry High — 66

Industry Average — 55

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
46	46	48	48	45	48	49	48	35	41	50	42	48	40	51	50	54	51	28	44

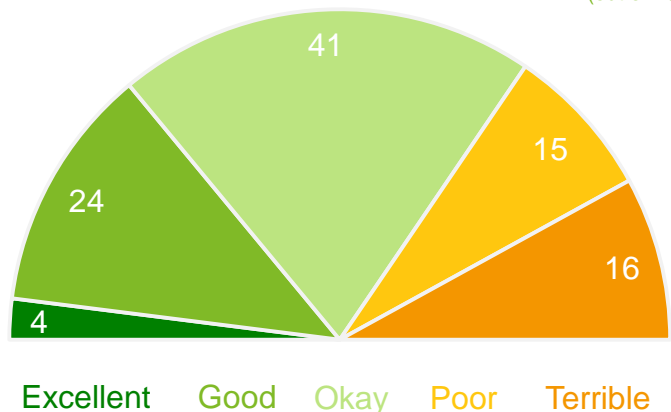Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 361). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

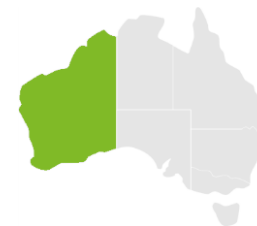# Access to public transport

Performance ratings
% of respondents

48% — Positive rating*

37 — Performance Index Score (out of 100)

Excellent: 3
Good: 16
Okay: 29
Poor: 27
Terrible: 24

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

	30	34	37
	13	18	20

MARKYT◇ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	37
Industry High	85
Industry Average	62

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
37	37	**44**	35	39	38	41	38	**28**	**31**	41	33	38	**28**	41	38	41	**43**	**19**	**31**

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 340). * Positive Rating = excellent, good + okay
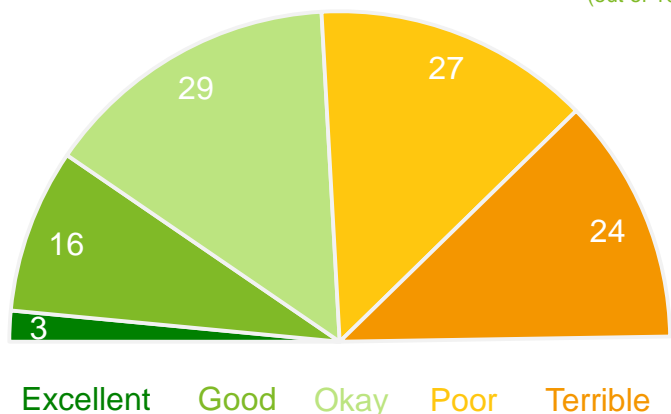# Small base size (<20 respondents)

MARKYT◇

Access to housing that meets your needs

Performance ratings
% of respondents

86%
Positive rating*

60
Performance Index Score (out of 100)

Excellent — 13
Good — 33
Okay — 40
Poor — 8
Terrible — 6

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)
13					NA
18			55		
20			60		

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	60
Industry High	68
Industry Average	57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
60	60	**66**	59	60	62	59	62	**55**	59	63	58	57	**51**	56	60	**71**	61	**55**	60

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 293).   * Positive Rating = excellent, good + okay
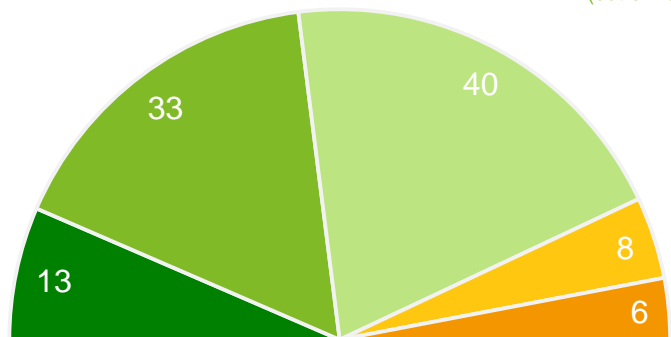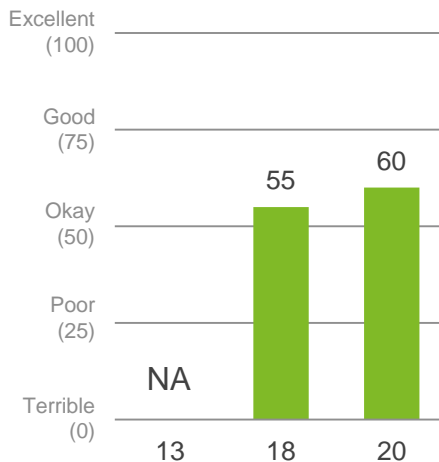# Small base size (<20 respondents)

Natural Environment

Conservation and environmental management

Performance ratings
% of respondents

66% Positive rating*

48 Performance Index Score (out of 100)

| Excellent | Good | Okay | Poor | Terrible |

Values on gauge: 6, 24, 36, 21, 12

Trend Analysis
Performance Index Score

| Excellent (100) | Good (75) | Okay (50) | Poor (25) | Terrible (0) |

| 55 | 53 | 48 |
| 13 | 18 | 20 |

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	48
Industry High	76
Industry Average	58

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
48	48	29	49	48	49	49	49	41	44	48	48	47	38	37	51	61	51	37	45

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 328).   * Positive Rating = excellent, good + okay
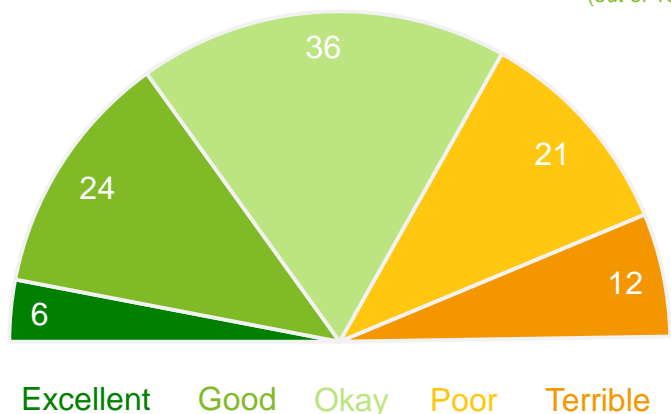# Small base size (<20 respondents)

MARKYT◆

75

Efforts to promote and adopt sustainable practices

Performance ratings
% of respondents

68%
Positive rating*

47
Performance Index Score (out of 100)

6 Excellent | 21 Good | 41 Okay | 20 Poor | 12 Terrible

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50) — 47 | 49 | 47
Poor (25)
Terrible (0)

13 | 18 | 20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	47
Industry High	63
Industry Average	52

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
47	48	25	47	48	47	50	49	42	45	46	47	50	41	37	49	58	49	38	47

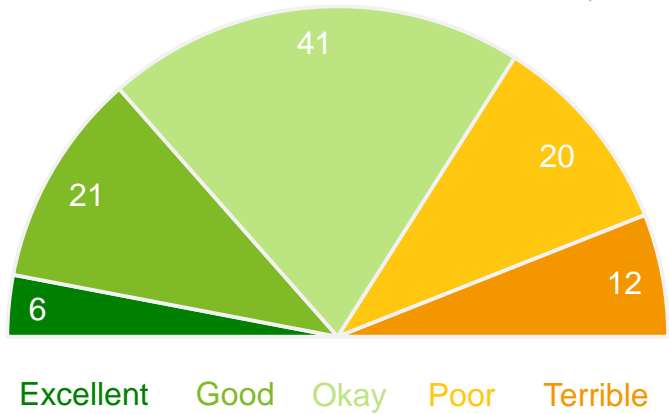Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 294).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆

Weekly rubbish collections

Performance ratings
% of respondents

90%
Positive rating*

66
Performance Index Score (out of 100)
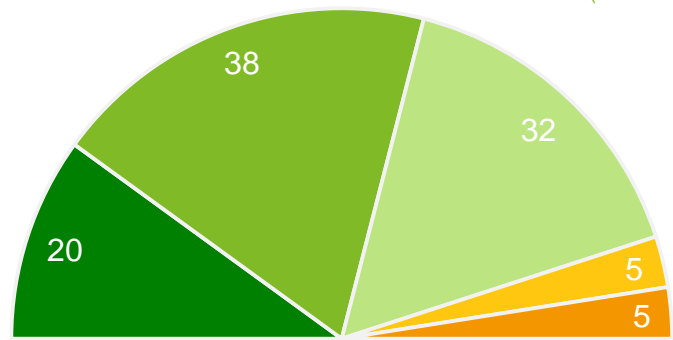
Excellent Good Okay Poor Terrible

20 38 32 5 5

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)

13	18	20
66	65	66
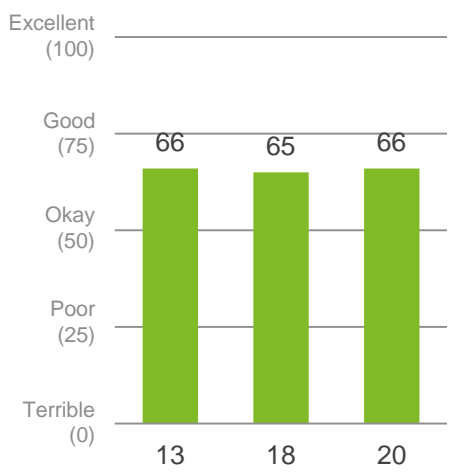
MARKYT◆ Industry Standards
Performance Index Score
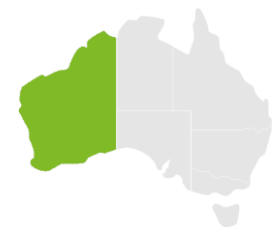
Shire of Serpentine-Jarrahdale	66
Industry High	86
Industry Average	73

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
66	66	60	65	66	66	67	67	60	67	67	66	63	55	69	69	81	65	62	69

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 378). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

Fortnightly recycling collections

Performance ratings
% of respondents

**89%** — Positive rating*

64 — Performance Index Score (out of 100)

Excellent: 18
Good: 37
Okay: 34
Poor: 6
Terrible: 5

Trend Analysis
Performance Index Score

Excellent (100)			
Good (75)	63	62	64
Okay (50)			
Poor (25)			
Terrible (0)	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	64
Industry High	84
Industry Average	70

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
64	65	45	63	66	64	65	66	63	66	66	64	62	59	63	65	79	64	56	70

Q. **How would you rate performance in the following areas?**
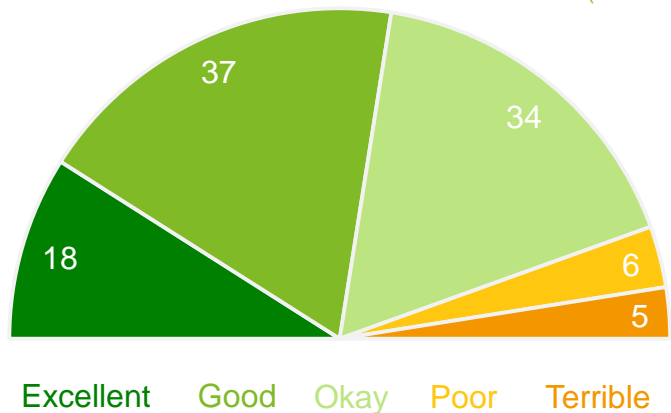Base: All respondents, excludes 'unsure' and 'no response' (n = 377). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆

Management of bulk waste / rubbish
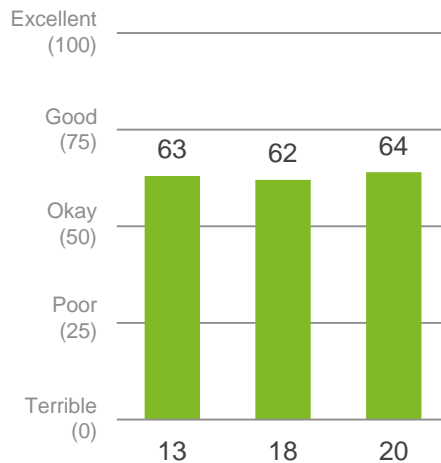
Performance ratings
% of respondents

43% — Positive rating*

34 — Performance Index Score (out of 100)

Excellent — 7
Good — 13
Okay — 23
Poor — 25
Terrible — 33

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
Okay (50)	54	
		49
Poor (25)		34
Terrible (0)		
	13	18	20

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	34
Industry High	86
Industry Average	70

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
34	34	19	36	32	37	29	35	24	39	31	34	38	32	25	40	52	33	28	40

Q. **How would you rate performance in the following areas?**
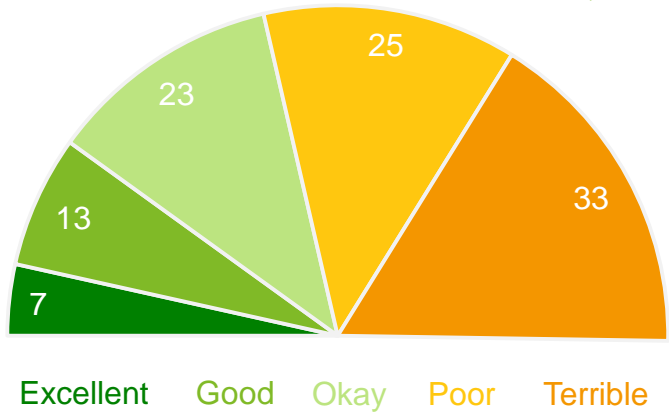Base: All respondents, excludes 'unsure' and 'no response' (n = 345). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆

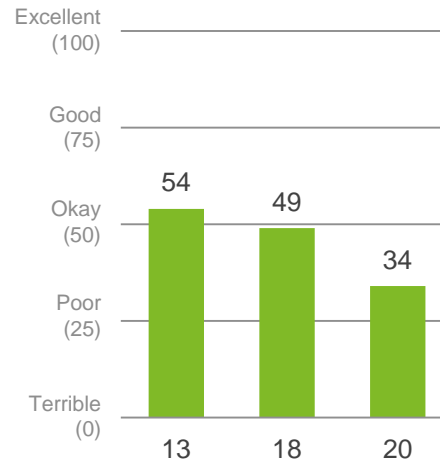# Management of food, health, noise and pollution issues

Performance ratings
% of respondents

69% Positive rating*

45 Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
4	19	46	16	15

Trend Analysis
Performance Index Score

Excellent (100)
Good (75)
Okay (50)
Poor (25)
Terrible (0)

	47	50	45
	13	18	20

Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale — 45

Industry High — 74

Industry Average — 57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
45	46	35	44	48	46	47	48	40	43	47	43	45	45	65	46	49	46	43	44

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 297).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

Animal and pest control
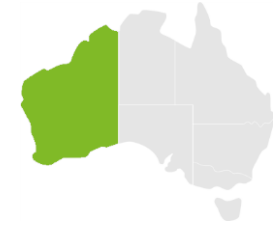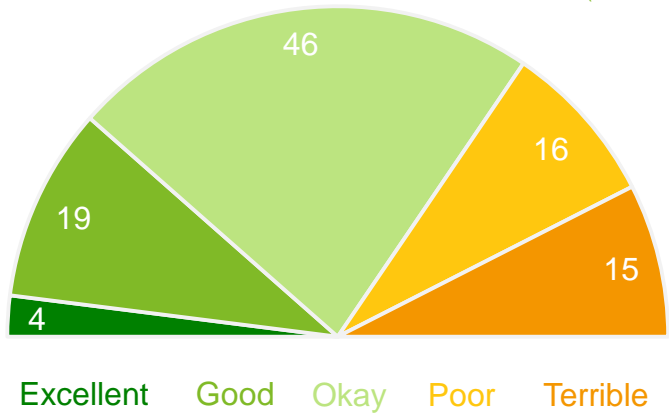
Performance ratings
% of respondents

65%
Positive rating*

44
Performance Index Score
(out of 100)

Excellent — 4
Good — 21
Okay — 40
Poor — 18
Terrible — 17

Trend Analysis
Performance Index Score

	Excellent (100)	Good (75)	Okay (50)	Poor (25)	Terrible (0)
13			50		
18			49		
20			44		

Performance Index Score

Shire of Serpentine-Jarrahdale	44
Industry High	69
Industry Average	54

Variances across the community
Performance Index Score

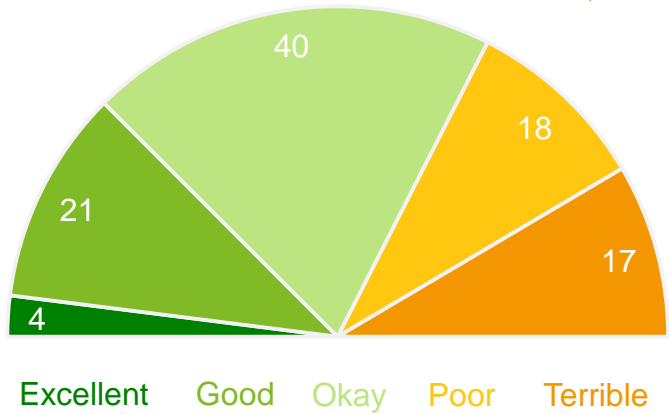| Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
44	45	5	40	49	44	50	44	36	44	50	41	41	38	65	44	39	49	34	41

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 302). * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

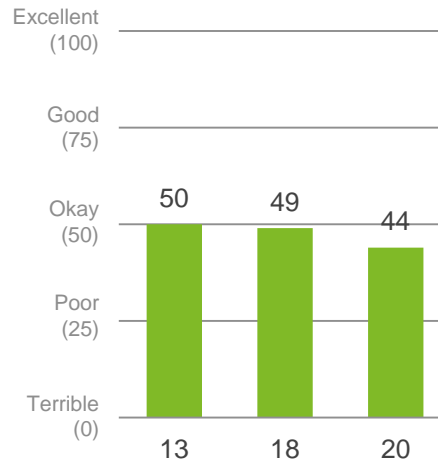# Natural disaster education, prevention and relief (bushfires, etc)

Performance ratings
% of respondents

78% Positive rating*

56 Performance Index Score (out of 100)

Excellent	Good	Okay	Poor	Terrible
10	31	37	16	7

Trend Analysis
Performance Index Score

Excellent (100)		
Good (75)		
	62	56	56
Okay (50)		
Poor (25)		
Terrible (0)		
13	18	20
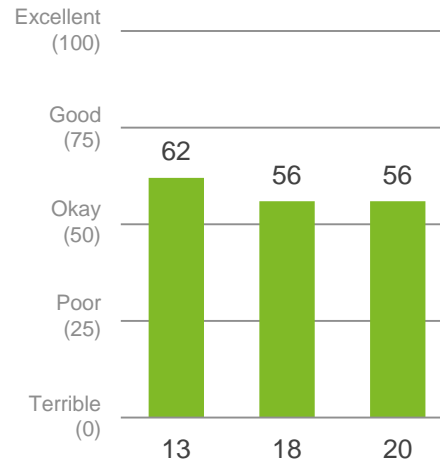
MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale   **56**

Industry High   **77**

Industry Average   57

Variances across the community
Performance Index Score

Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
56	55	69	54	57	57	56	59	55	55	57	55	55	49	44	61	66	56	51	56

Q. **How would you rate performance in the following areas?**
Base: All respondents, excludes 'unsure' and 'no response' (n = 312).   * Positive Rating = excellent, good + okay
Small base size (<20 respondents)

MARKYT◆

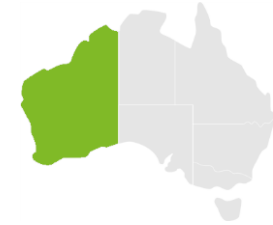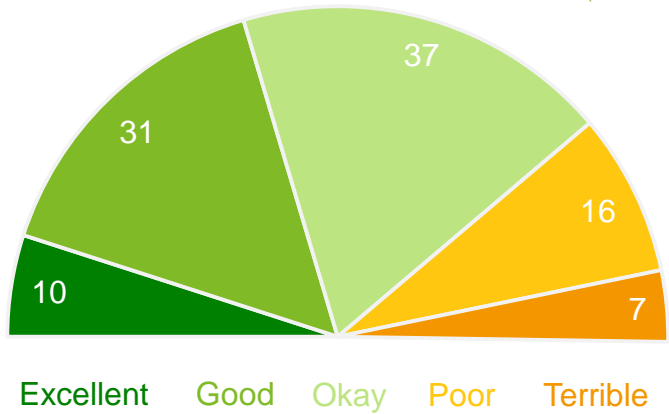# Overview of Performance Trends

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

In the Shire of Serpentine-Jarrahdale's Community Trends Window, detailed overleaf, many services are improving (shown in Windows 1 and 2).

The stand-out improvers (green dots) are:

- Access to housing
- Disability access
- Footpaths, trails and cycleways

Window 4 includes lower performing areas in decline (orange dots). The main concerns include:

- Bulk waste management
- Festivals, events, art and cultural activities
- Conservation and environmental management
- Management of food, health, noise and pollution
- Animal and pest control

MARKYT ◆ Community Trends Window ™

Performance Index Score (out of 100)

Excellent 100	
Good 75	
Okay 50	
Poor 25	
Terrible 0	

STRONG + DECLINING

STRONG + IMPROVING

WEAK + DECLINING

WEAK + IMPROVING

Trend

-20 -15 -10 -5 0 5 10 15 20

Declining   Steady   Improving
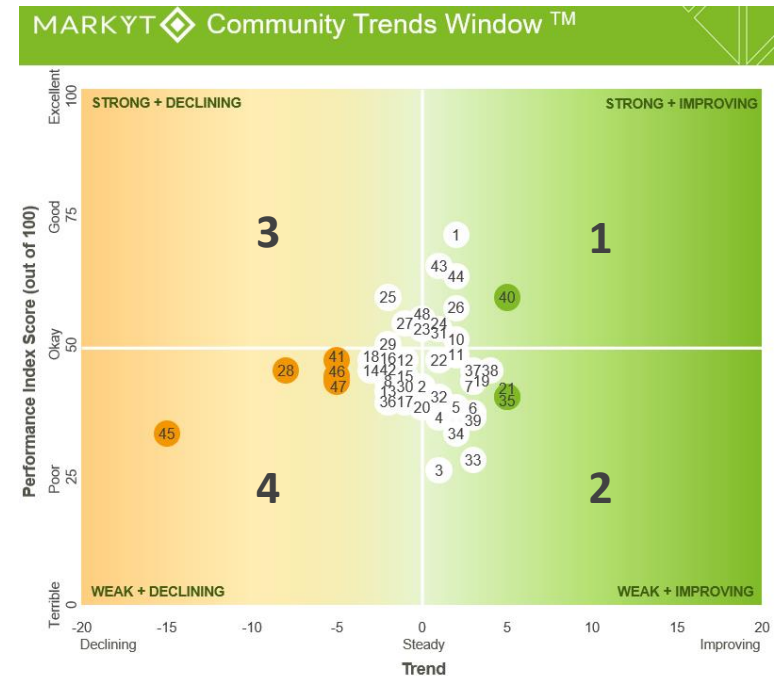
1 Place to live
2 Governing organisation
3 Value for money from rates
4 Council's leadership
5 Advocacy and lobbying
6 Consultation
7 Informed
8 The Scarp Voice
9 SJ Matters
10 Shire's website
11 Social media presence
12 Customer service
13 Economic development
14 Education & training opportunities
15 Jarrahdale Town Centre
16 Mundijong Town Centre
17 Serpentine Town Centre
18 Byford Town Centre
19 Youth
20 Seniors
21 Disability
22 Buildings, halls and toilets
23 Health and community services
24 Sport and recreation
25 The Rec Centre
26 Playgrounds, parks & reserves
27 Library and information
28 Festivals, events & cultural activities
29 History and heritage
30 Safety and security
31 Character and identity
32 Managing growth and development
33 Local roads
34 Traffic management
35 Footpaths, trails & cycleways
36 Streetscapes
37 Storm water drainage
38 Lighting
39 Public transport
40 Access to housing
41 Conservation & environment
42 Sustainable practices
43 Weekly rubbish
44 Fortnightly recycling
45 Bulk waste / rubbish
46 Food, health, noise & pollution
47 Animal and pest control
48 Natural disaster prevention

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
Place to live	72	72	54	71	73	74	70	72	69	75	71	71	74	66	71	73	71	69	69	80
Governing organisation	43	43	43	41	46	47	42	42	38	37	45	40	45	39	32	47	55	46	36	41
Value for money from rates	27	27	32	25	28	34	23	19	19	19	25	23	34	22	21	30	39	28	18	27
Council's leadership	37	37	32	36	38	39	37	34	32	33	39	34	38	28	38	41	51	39	27	36
Advocacy and lobbying	39	39	42	39	40	41	43	36	31	34	42	37	39	28	37	39	48	42	29	39
Consultation	38	38	39	35	42	41	40	33	28	32	42	34	38	26	40	43	56	42	29	34
Informed	44	44	40	43	44	45	48	41	36	38	47	41	42	32	32	46	59	47	35	40
The Scarp Voice	44	45	24	44	45	46	46	41	39	40	40	45	48	33	38	49	53	45	41	43
SJ Matters	46	47	20	44	49	47	48	43	37	44	44	46	50	34	41	50	59	46	42	48
Shire's website	52	52	29	52	52	52	53	50	44	49	54	51	50	40	45	54	62	52	49	51
Social media presence	49	49	57	46	52	50	54	48	42	38	55	46	44	42	37	47	54	50	44	49
Customer service	48	48	43	47	50	50	49	49	45	44	52	47	45	39	48	51	66	51	36	48
Economic development	42	42	50	40	44	44	43	37	34	42	45	38	42	35	47	43	55	46	29	36
Education & training opportunities	46	46	50	44	49	50	46	40	39	46	45	44	51	37	38	49	49	49	37	43
Jarrahdale Town Centre	45	45	38	42	48	48	42	42	40	49	42	47	48	36	42	43	43	47	41	42
Mundijong Town Centre	47	47	50	45	49	48	50	44	44	50	45	47	49	47	43	46	38	48	47	45
Serpentine Town Centre	40	40	35	37	44	39	44	39	37	43	40	42	37	34	35	42	42	44	39	31
Byford Town Centre	48	48	43	45	52	50	53	45	38	42	52	45	48	36	41	53	61	48	52	47
Youth	44	44	43	45	43	47	44	41	40	38	45	41	46	37	37	43	51	45	38	42
Seniors	39	38	50	42	37	40	39	42	36	34	42	36	37	30	30	41	55	41	29	37
Disability	41	41	42	45	37	42	42	46	39	35	45	36	41	31	29	45	61	43	30	41
Buildings, halls and toilets	48	48	53	48	49	51	48	47	43	49	50	45	50	42	36	49	56	48	42	49
Health and community services	54	54	61	54	54	57	55	53	50	51	56	51	55	46	44	54	61	57	41	53
Sport and recreation	54	54	41	53	54	54	55	53	50	54	56	50	56	50	48	53	48	54	47	56
The Rec Centre	60	60	55	57	63	60	60	61	56	59	61	58	61	58	56	58	59	60	52	64
Playgrounds, parks & reserves	58	58	55	57	60	63	58	52	54	57	61	55	58	52	59	59	61	60	48	60
Library and information	55	55	47	53	58	55	58	56	53	60	53	52	63	49	52	56	49	52	47	66
Festivals, events, cultural activities	46	46	50	45	49	46	50	49	36	46	47	46	47	45	40	48	49	47	41	49
History and heritage	51	51	43	49	53	52	54	53	45	43	55	48	48	42	43	51	65	52	46	50
Safety and security	43	44	38	43	45	47	43	42	30	39	46	40	45	34	36	46	52	45	35	44

Summary of community variances

	Total	Home owner	Renting/other#	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Indigenous#	Born Overseas	LOTE	North Ward	North West Ward	South Ward
Character and identity	54	54	46	53	56	55	58	52	44	48	60	51	50	47	46	55	60	54	48	56
Managing growth & development	41	41	63	42	41	45	46	37	30	32	47	37	41	30	37	47	65	45	30	38
Local roads	29	29	32	30	29	35	29	24	13	18	30	24	34	17	22	37	51	32	20	25
Traffic management	34	34	42	32	37	40	34	26	21	25	38	29	37	17	37	41	54	37	25	34
Footpaths, trails & cycleways	41	41	27	43	39	43	43	37	30	38	44	37	41	31	45	41	49	45	28	38
Streetscapes	40	41	25	40	41	44	40	37	34	35	41	38	42	30	33	42	56	43	29	39
Storm water drainage	46	46	40	49	44	48	50	47	36	39	54	42	43	37	49	50	65	51	30	42
Lighting	46	46	48	48	45	48	49	48	35	41	50	42	48	40	51	50	54	51	28	44
Public transport	37	37	44	35	39	38	41	38	28	31	41	33	38	28	41	38	41	43	19	31
Access to housing	60	60	66	59	60	62	59	62	55	59	63	58	57	51	56	60	71	61	55	60
Conservation & environment	48	48	29	49	48	49	49	49	41	44	48	48	47	38	37	51	61	51	37	45
Sustainable practices	47	48	25	47	48	47	50	49	42	45	46	47	50	41	37	49	58	49	38	47
Weekly rubbish	66	66	60	65	66	66	67	67	60	67	67	66	63	55	69	69	81	65	62	69
Fortnightly recycling	64	65	45	63	66	64	65	66	63	66	66	64	62	59	63	65	79	64	56	70
Bulk waste / rubbish	34	34	19	36	32	37	29	35	24	39	31	34	38	32	25	40	52	33	28	40
Food, health, noise & pollution	45	46	35	44	48	46	47	48	40	43	47	43	45	45	65	46	49	46	43	44
Animal and pest control	44	45	5	40	49	44	50	44	36	44	50	41	41	38	65	44	39	49	34	41
Natural disaster prevention	56	55	69	54	57	57	56	59	55	55	57	55	55	49	44	61	66	56	51	56

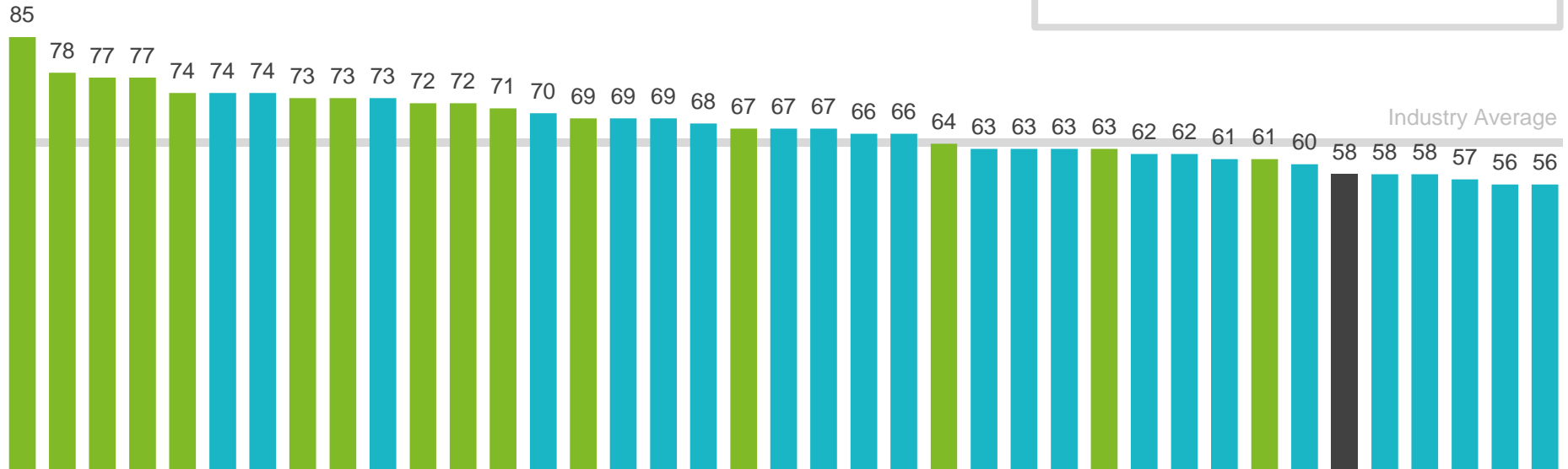MARKYT

MARKYT ◆ industry comparisons

Overall Performance | industry comparisons

The Overall Performance Index Score is a combined measure of the Shire of Serpentine-Jarrahdale as a 'place to live' and as a 'governing organisation'. The Shire of Serpentine-Jarrahdale's overall performance index score is 58 out of 100, 7 index points below the industry average for Western Australia.

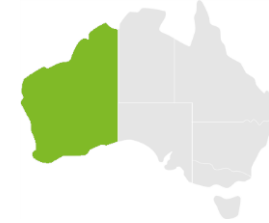**Overall Performance Index Score**
average of 'place to live' and 'governing organisation'

- ■ Shire of Serpentine-Jarrahdale
- ■ Metropolitan Councils
- ■ Regional Councils

MARKYT◆ Industry Standards
Performance Index Score

Shire of Serpentine-Jarrahdale	58
Industry High	85
Industry Average	65

85 78 77 77 74 74 74 73 73 73 72 72 71 70 69 69 69 68 67 67 67 66 66 64 63 63 63 63 62 62 61 61 60 58 58 58 57 56 56

Industry Average

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

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

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

MARKYT ◆ Benchmark Matrix ™

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

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

Higher Performance

CELEBRATE
Access to housing that meets your needs

Place to live

Below Industry Average

Above Industry Average

Governing organisation

Value for money

Lower Performance

FOCUS on the management of bulk waste / rubbish, access to public transport, building and maintaining local roads, traffic management, and value for money from council rates
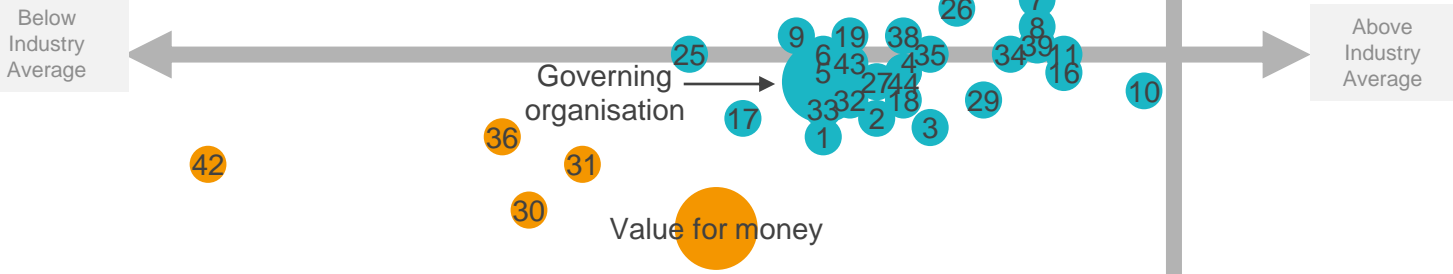
This line represents Council's average performance for all individual measures.
As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.

MARKYT ◆ Benchmark Matrix ™

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

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

Higher Performance

CELEBRATE
Access to housing that meets your needs

Place to live

Below Industry Average

Above Industry Average

Governing organisation

Value for money

FOCUS on bulk waste management, public transport, local roads, traffic management, and value for money from Council rates

Lower Performance

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT® Industry Standards are available.

Copyright CATALYSE® Pty Ltd. © 2020

1 Council's leadership
2 Advocacy and lobbying
3 Consultation
4 Informed
5 The Scarp Voice
6 SJ Matters
7 Shire's website
8 Social media presence
9 Customer service
10 Economic development
11 Education & training opportunities
12 Jarrahdale Town Centre
13 Mundijong Town Centre
14 Serpentine Town Centre
15 Byford Town Centre
16 Youth
17 Seniors
18 Disability
19 Buildings, halls and toilets
20 Health and community services
21 Sport and recreation
22 The Rec Centre
23 Playgrounds, parks & reserves
24 Library and information
25 Festivals, events & cultural activities
26 History and heritage
27 Safety and security
28 Character and identity
29 Managing growth and development
30 Local roads
31 Traffic management
32 Footpaths, trails & cycleways
33 Streetscapes
34 Storm water drainage
35 Lighting
36 Public transport
37 Access to housing
38 Conservation & environment
39 Sustainable practices
40 Weekly rubbish
41 Fortnightly recycling
42 Bulk waste / rubbish
43 Food, health, noise & pollution
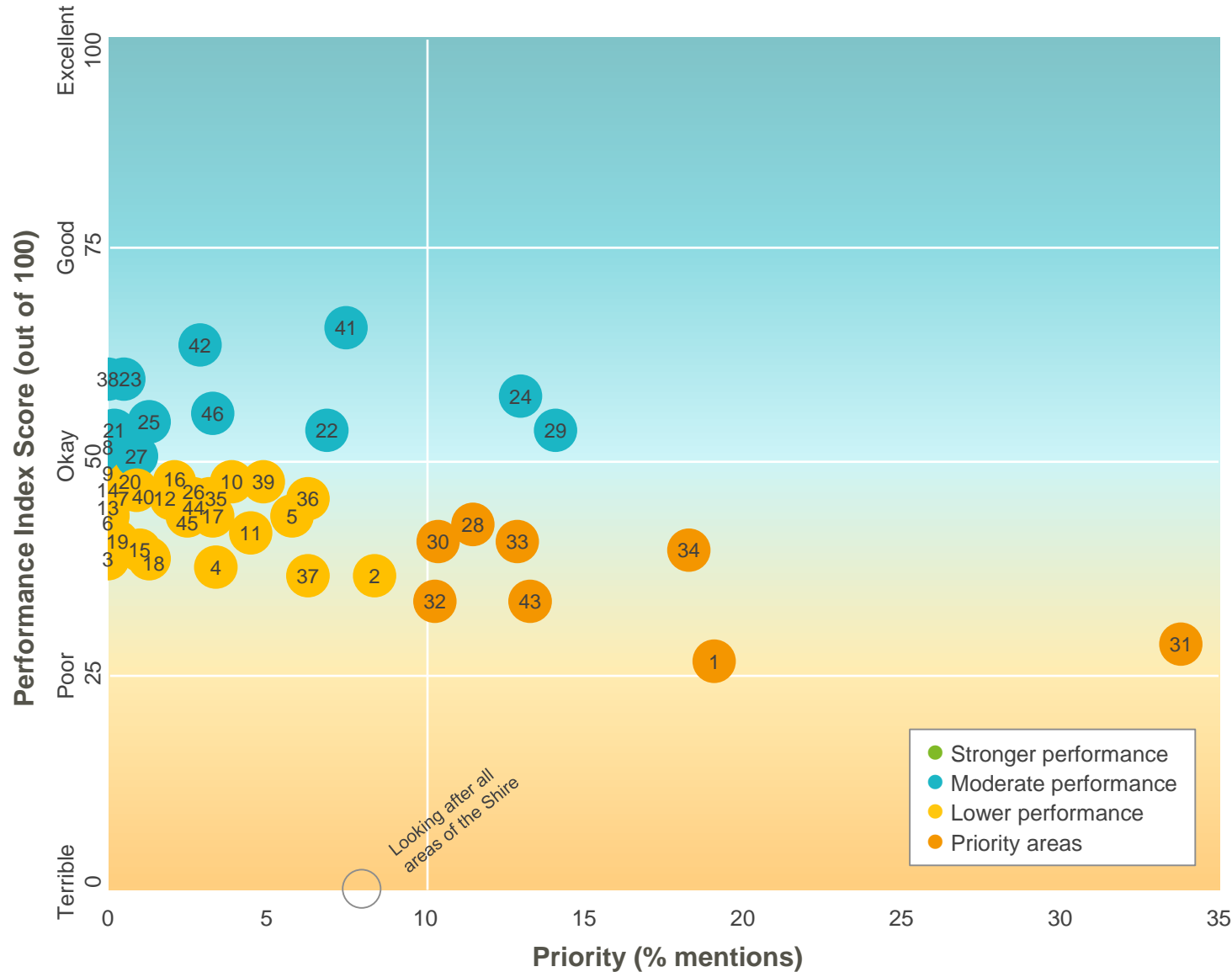44 Animal and pest control
45 Natural disaster prevention

MARKYT® Community Priorities Window

Random vs Opt-in respondents

MARKYT ◆ Community Priorities Window

Random respondents

Performance Index Score (out of 100)

Excellent 100
Good 75
Okay 50
Poor 25
Terrible 0

Priority (% mentions)

Looking after all areas of the Shire

- Stronger performance
- Moderate performance
- Lower performance
- Priority areas

Priority score only. Performance not measured.

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 Shire of Serpentine-Jarrahdale to focus on improving? Base: All respondents, excludes no response (n = 319)

#	Area
1	Value for money from Council rates
2	Council's leadership
3	Advocacy and lobbying
4	Consultation
5	Informed
6	The Scarp Voice
7	SJ Matters
8	Shire's website
9	Social media presence
10	Customer service
11	Economic development
12	Education & training opportunities
13	Jarrahdale Town Centre
14	Mundijong Town Centre
15	Serpentine Town Centre
16	Byford Town Centre
17	Youth
18	Seniors
19	Disability
20	Buildings, halls and toilets
21	Health and community services
22	Sport and recreation
23	The Rec Centre
24	Playgrounds, parks & reserves
25	Library and information
26	Festivals, events & cultural activities
27	History and heritage
28	Safety and security
29	Character and identity
30	Managing growth and development
31	Local roads
32	Traffic management
33	Footpaths, trails & cycleways
34	Streetscapes
35	Storm water drainage
36	Lighting
37	Public transport
38	Access to housing
39	Conservation & environment
40	Sustainable practices
41	Weekly rubbish
42	Fortnightly recycling
43	Bulk waste / rubbish
44	Food, health, noise & pollution
45	Animal and pest control
46	Natural disaster prevention

![MARKYT ◆ Community Priorities Window]

MARKYT ◆ Community Priorities Window

Performance Index Score (out of 100)

Excellent — 100
Good — 75
Okay — 50
Poor — 25
Terrible — 0

Priority (% mentions) — 0, 5, 10, 15, 20, 25, 30, 35

Legend:
- Stronger performance
- Moderate performance
- Lower performance
- Priority areas

Looking after all areas of the Shire

#	Category
1	Value for money from Council rates
2	Council's leadership
3	Advocacy and lobbying
4	Consultation
5	Informed
6	The Scarp Voice
7	SJ Matters
8	Shire's website
9	Social media presence
10	Customer service
11	Economic development
12	Education & training opportunities
13	Jarrahdale Town Centre
14	Mundijong Town Centre
15	Serpentine Town Centre
16	Byford Town Centre
17	Youth
18	Seniors
19	Disability
20	Buildings, halls and toilets
21	Health and community services
22	Sport and recreation
23	The Rec Centre
24	Playgrounds, parks & reserves
25	Library and information
26	Festivals, events & cultural activities
27	History and heritage
28	Safety and security
29	Character and identity
30	Managing growth and development
31	Local roads
32	Traffic management
33	Footpaths, trails & cycleways
34	Streetscapes
35	Storm water drainage
36	Lighting
37	Public transport
38	Access to housing
39	Conservation & environment
40	Sustainable practices
41	Weekly rubbish
42	Fortnightly recycling
43	Bulk waste / rubbish
44	Food, health, noise & pollution
45	Animal and pest control
46	Natural disaster prevention

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 Shire of Serpentine-Jarrahdale to focus on improving? Base: All respondents, excludes no response (n = 419)

MARKYT