

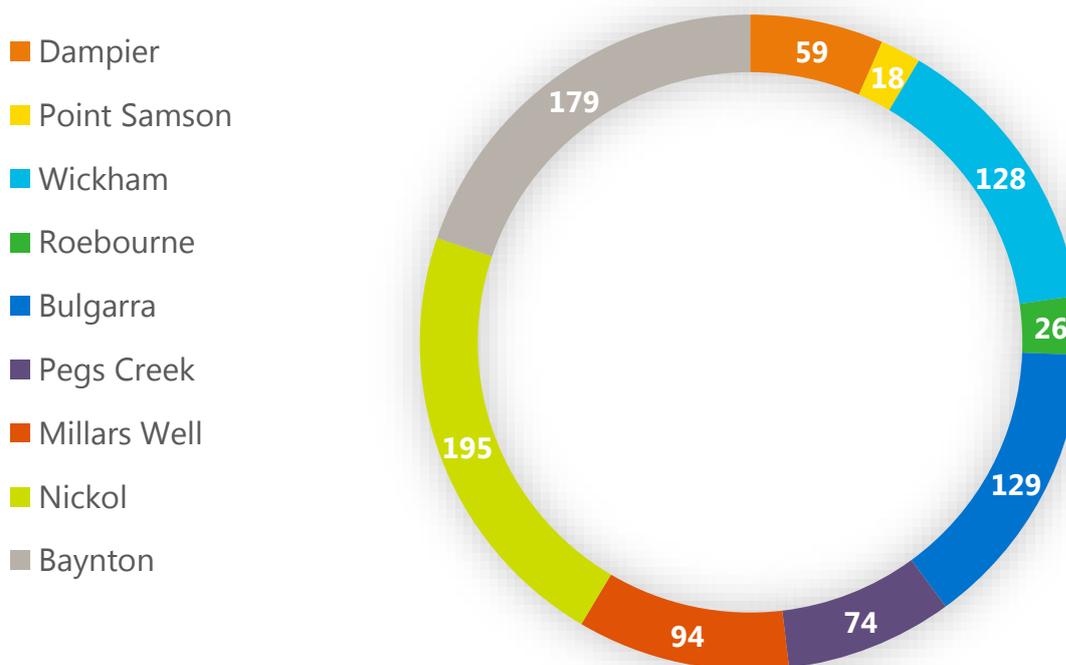


# City of Karratha **Community Survey** 2015 Results

## Our survey approach

- The Annual Community Survey gathers feedback from the community on how we have performed over the past 12 months and what our priorities should be in the future
- 952 respondents. 13% increase on last year
- Survey collectors went to:
  - Karratha Leisureplex and Centro
  - Wickham shops and Rec Precinct
  - Hampton Harbour Boat and Sailing Club
  - Roebourne general store
  - Point Samson tavern and park
- More than 70% of respondents filled out the survey online

## Sample sizes



Overall	Dampier	Point Samson	Wickham	Roebourne	Bulgarra	Pegs Creek	Millars Well	Nickol	Baynton
<b>952</b>	59	<b>18</b>	<b>128</b>	<b>26</b>	129	74	94	195	179
	6%	<b>2%</b>	<b>13%</b>	<b>3%</b>	14%	8%	10%	21%	19%

## About the City of Karratha

- **52.5%** of people surveyed think the City is a good or excellent place to live (down from 63% in 2014)
  - Around 12% of people think it is poor or very poor (up from 7%)
- **46%** believe the City is a better or much better place to live than 12 months ago (down from 57%)
  - 25% believe it is worse (up from 13.5%)



## The best and worst of the City

The best things about living in the City:

1. Natural environment
2. Leisure, recreation and entertainment
3. Sense of Community
  - Job prospects dropped out of top 3



The worst things about living in the City:

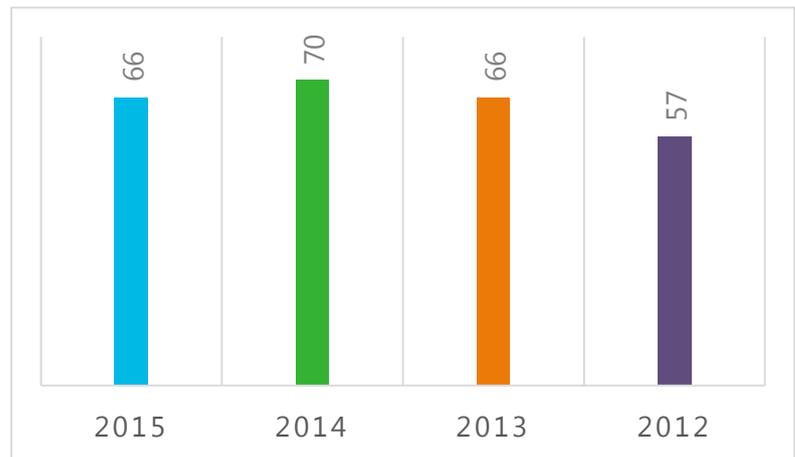
1. Cost of living
2. Safety and security
3. Access to health services
  - Safety and security new in bottom 3



## Overall score

Our overall score has fallen this year

- 2015: **66**/100
- 2014: **70**/100
- 2013: **66**/100
- 2012: **57**/100



## Top priorities

The top 5 community priorities are:

(out of 100)

- |                                   |      |
|-----------------------------------|------|
| 1. Community Safety               | 80.5 |
| 2. Financial Responsibility       | 78.5 |
| 3. Youth Services and Activities  | 77.5 |
| 4. Parks, gardens and open spaces | 75   |
| 5. Environment and Sustainability | 76   |

Community Safety and Environment and Sustainability were not in the top 5 last year

## Top performers

The top 5 performing services are:

(out of 100)

- |                                  |      |
|----------------------------------|------|
| 1. Karratha Leisureplex          | 83   |
| 2. Tip Services                  | 77.5 |
| 3. Household Bin Collection      | 76   |
| 4. Sports Fields                 | 72   |
| 5. Parks Gardens and open Spaces | 71.5 |
| 5. Cultural and community Events | 71.5 |

## Big improvers

The most improved services (by service gap):

1. Town planning approvals +7.8
2. Mosquito control +7.2
3. Tip Services +4.8
4. Streetscapes and verges +4.7

9 services improved their performance this year

9 services remained steady (within +/-1 of last year)

## Service gap falls

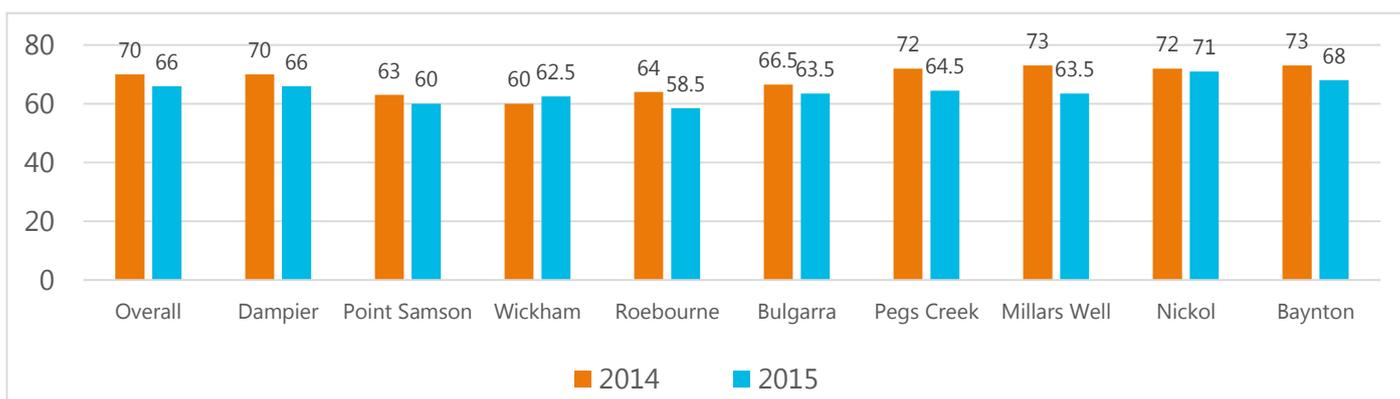
Services which had a greater service gap this year were:

1. Community Safety Initiatives -7.7
2. Financial Responsibility -6.0
3. Airport Services -4.9
4. Dog/Cat Control -3
5. Environment and Sustainability -1.4

## Town/suburb variations (performance)

Overall performance variations from 2014 compared to 2015

	Overall	Dampier	Point Samson	Wickham	Roebourne	Bulgarra	Pegs Creek	Millars Well	Nickol	Baynton
<b>2014</b>	<b>70</b>	70	<b>63</b>	<b>60</b>	<b>64</b>	<b>66.5</b>	72	<b>73</b>	72	<b>73</b>
<b>2015</b>	<b>66</b>	66	<b>60</b>	<b>62.5</b>	<b>58.5</b>	63.5	64.5	63.5	<b>71</b>	68



## Service gap analysis

