



have  
your  
say!

complete the  
**community  
survey** today



## **Community Survey** 2016 Results Summary

# 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

- **1451** completed responses, a **52% increase** on last year (952 responses in 2015)
- Primary source of dissemination was via the City of Karratha **Facebook** page
- Specific towns were **targeted** via promoted Facebook posts, with very good results (notable examples: Point Samson went from 12 responses to 40+, and Dampier went from 80 to 150+ as a result of the targeted post promotion)
- Hardcopy surveys went to:
  - Karratha Leisureplex
  - Wickham Recreation Precinct
  - City of Karratha Libraries (Wickham, Karratha, Roebourne, Dampier)
- More than **99%** of respondents completed the survey **online**

# Sample sizes – by suburb

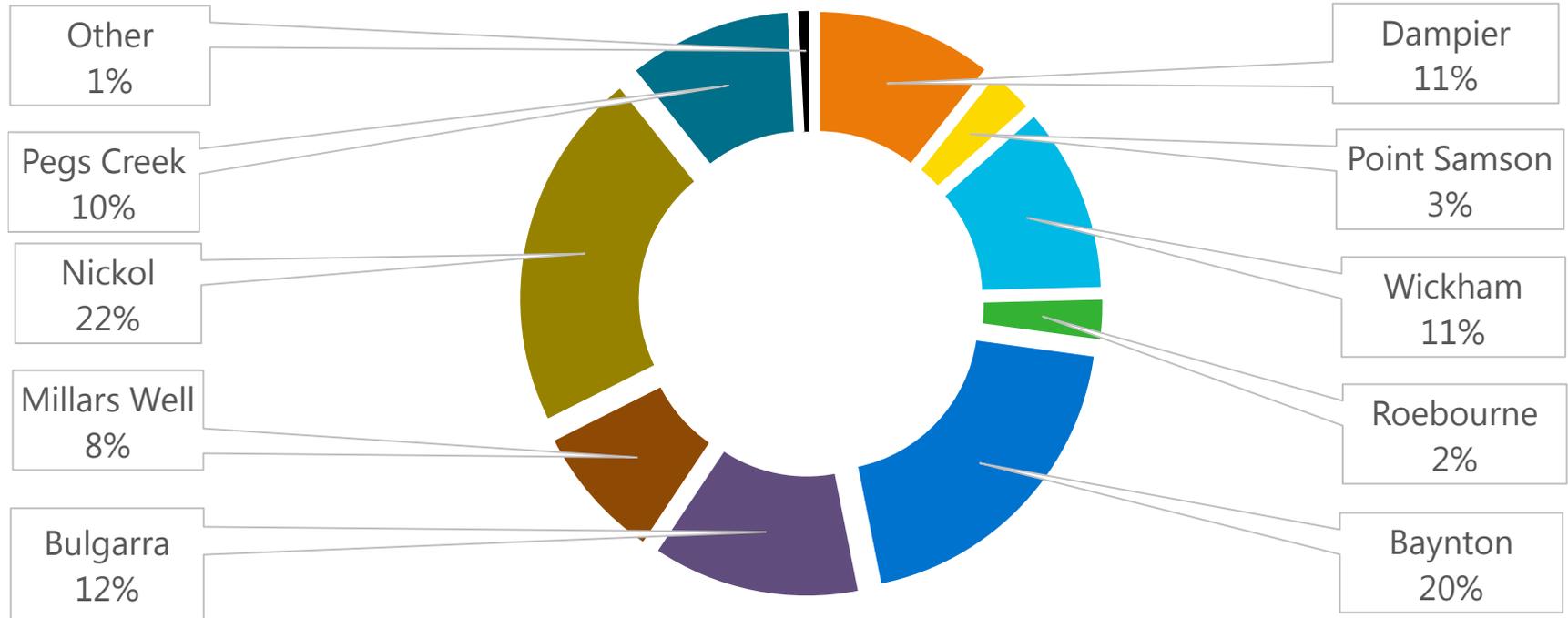
Overall	Dampier	Point Samson	Wickham	Roebourne	Baynton <sup>1</sup>	Bulgarra	Millars Well	Nickol <sup>2</sup>	Pegs Creek <sup>3</sup>	Other
<b>1451</b>	155	40	162	37	286	182	119	314	144	12
<b>100%</b>	11%	3%	11%	3%	20%	13%	8%	22%	10%	1%

<sup>1</sup> Baynton (147 responses), Baynton West (129 responses), Madigan Estate (10 responses) combined;

<sup>2</sup> Nickol (217 responses), Nickol West (97 responses) combined;

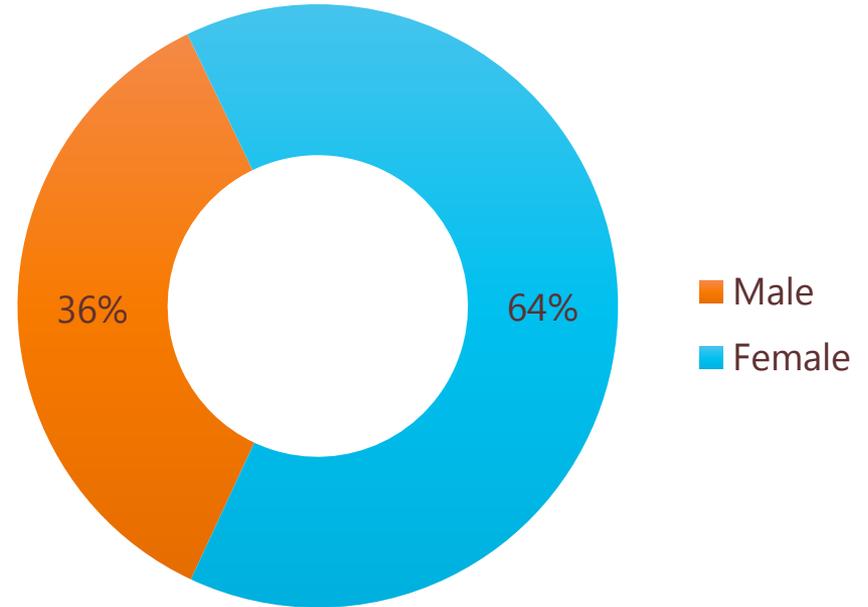
<sup>3</sup> Pegs Creek (107 responses), Karratha CBD (24 responses), KIE (13 responses), combined;

# Suburb breakdown



# Sample sizes – by gender

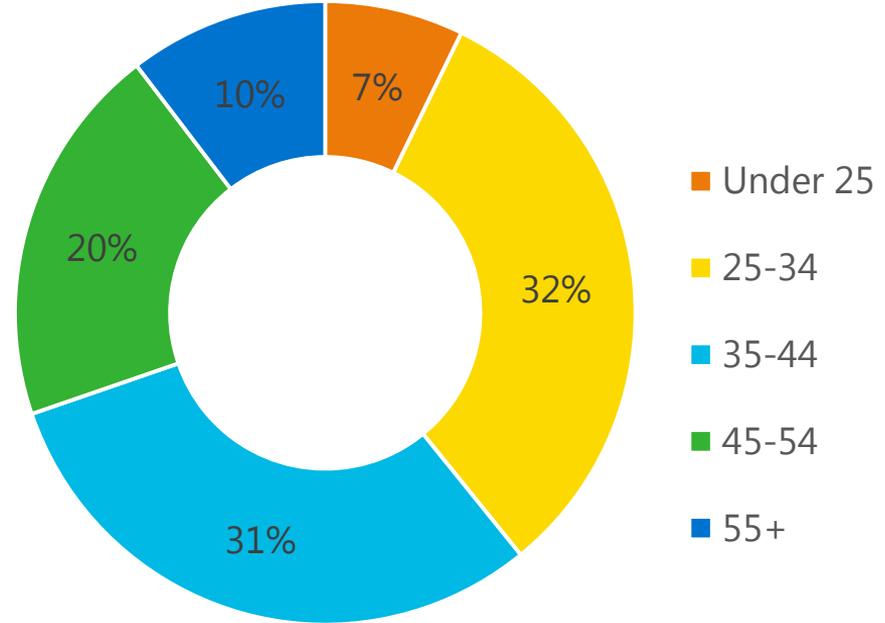
Male	Female
<b>521</b>	<b>930</b>
36%	64%



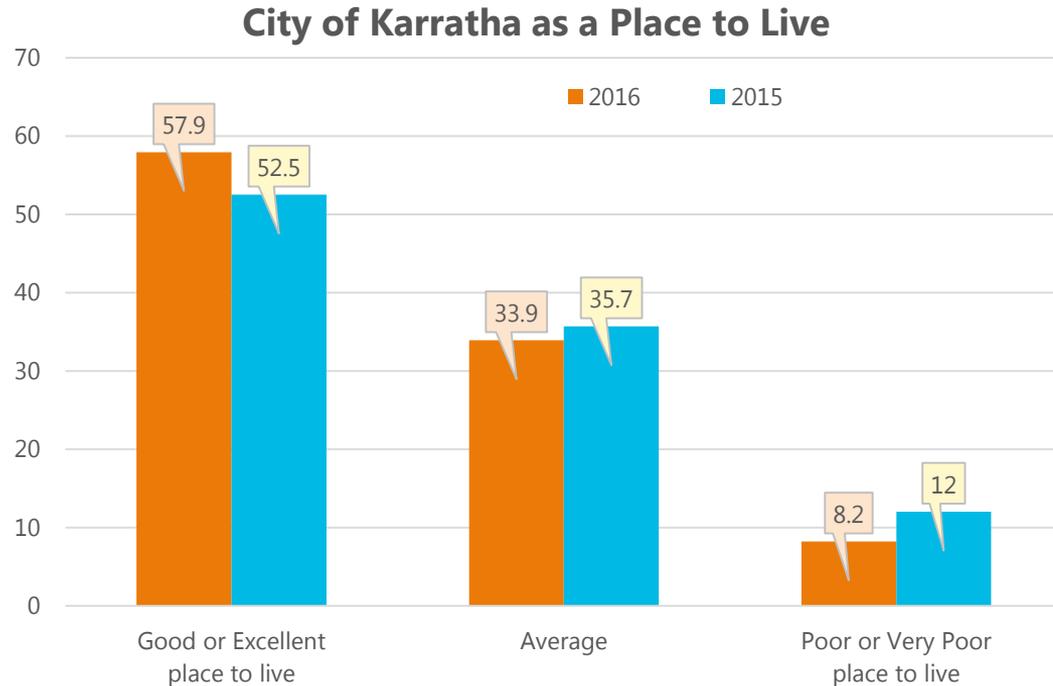
Similar ratio to previous years

# Sample sizes – by age

Age	#	%
<b>Under 25</b>	105	7%
<b>25-34</b>	463	32%
<b>35-44</b>	444	31%
<b>45-54</b>	288	20%
<b>55+</b>	151	10%

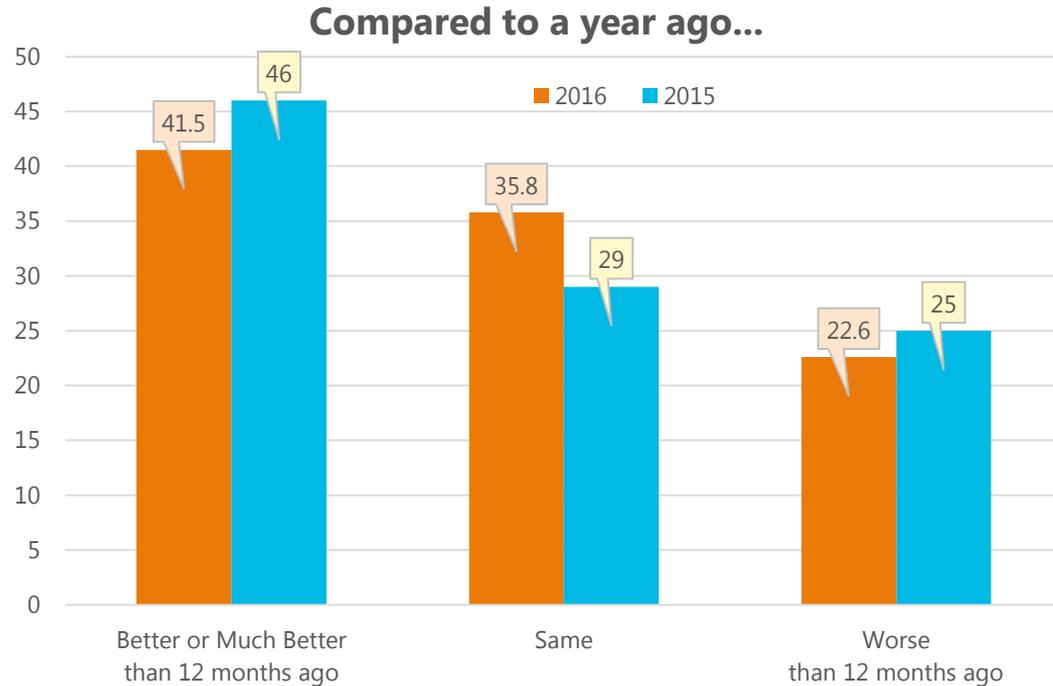


# Opinions about the City



- **57.9%** of people surveyed think the City of Karratha is a good or excellent place to live (up from 52.5% in 2015)
- **8.2%** of people think it is poor or very poor (down from 12% in 2015)
- Overall, **91.8%** think the City is an average or better place to live

# Opinions about the City



- **41.5%** believe the City is a better or much better place to live than 12 months ago (46% in 2015, 57% in 2014)
- **22.6%** believe it is worse (down from 25% in 2015)
- We're heading towards normalisation, with fewer thinking we're better and more thinking we're the same
- Overall, **77.3%** think we're either the same or better

# The best and worst of the City

## The best things about living in the City:

1. Natural environment (same as 2015) **77.4/100**
2. Sense of Community (up from 3<sup>rd</sup> place in 2015) **68.4/100**
3. Leisure, recreation and entertainment (down from 2<sup>nd</sup> place in 2015) **67.6/100**



## The worst things about living in the City:

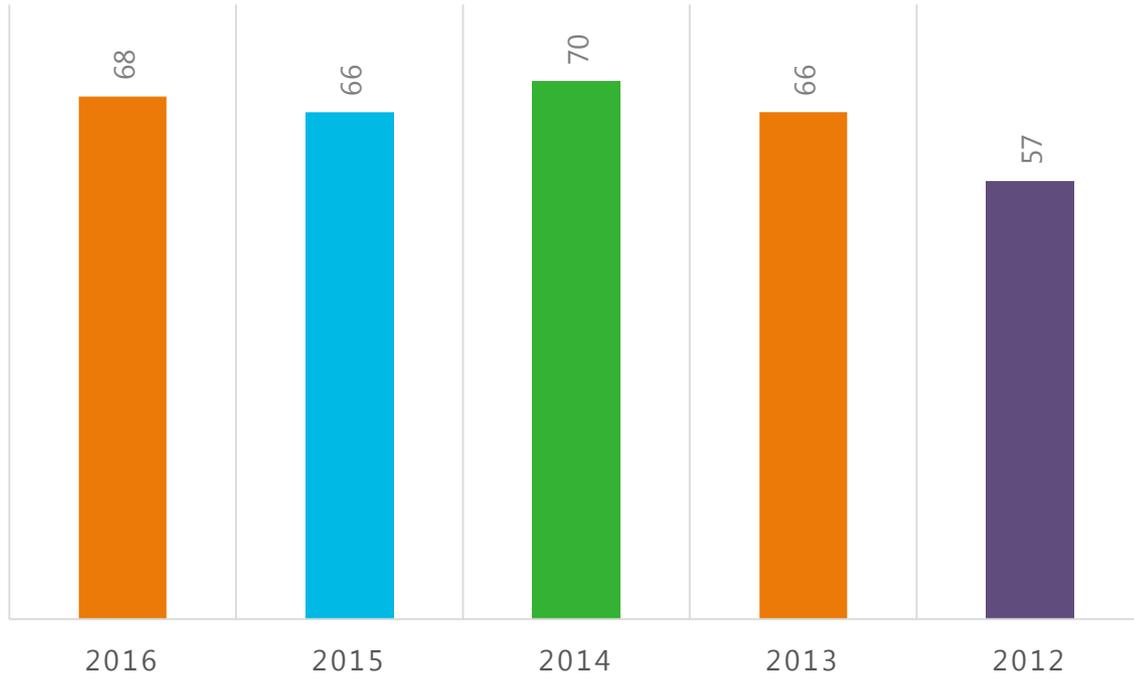
1. Cost of living (same as 2015) **43.7/100**
2. Retail offerings (new to the list) **51.1/100**
3. Safety and security (dropped from 2<sup>nd</sup> place in 2015) **51.8/100**



## Notable:

- Access to Health Services has gone from the 2<sup>nd</sup> worst thing in 2015 to the 5<sup>th</sup> worst **57.4/100**
- Housing is also now firmly in the middle-ground **63.1/100**

# Overall score for the City



Our overall score has increased this year, up two per cent from 2015

- 2016: **68**/100
- 2015: **66**/100
- 2014: **70**/100
- 2013: **66**/100
- 2012: **57**/100

The number of people with 'no plans to leave' has gone up 5% from to 32% in 2014 to 37% this year

# Services measured in 2016

The following 27 services were measured in the survey, with five services (\*) measured for the first time:

- Airport Services
- Community safety initiatives
- Cultural and community events
- Footpaths and cycleways
- Libraries
- Local roads
- Parks, gardens and open spaces
- Sports fields
- Household bin collection
- Streetscapes and verges
- Youth services and activities
- Tip services
- Street litter cleanup
- Karratha Leisureplex
- Dog / cat control
- Mosquito control
- Town planning approvals
- Building approvals
- Provision and maintenance of public toilets
- Environmental initiatives
- Financial responsibility
- Wickham Recreation Precinct
- Prevention of illegal dumping\*
- Foreshore and beach amenity\*
- Business development and support services\*
- Tracks and trails\*
- Local history and heritage services\*

# The biggest service gaps

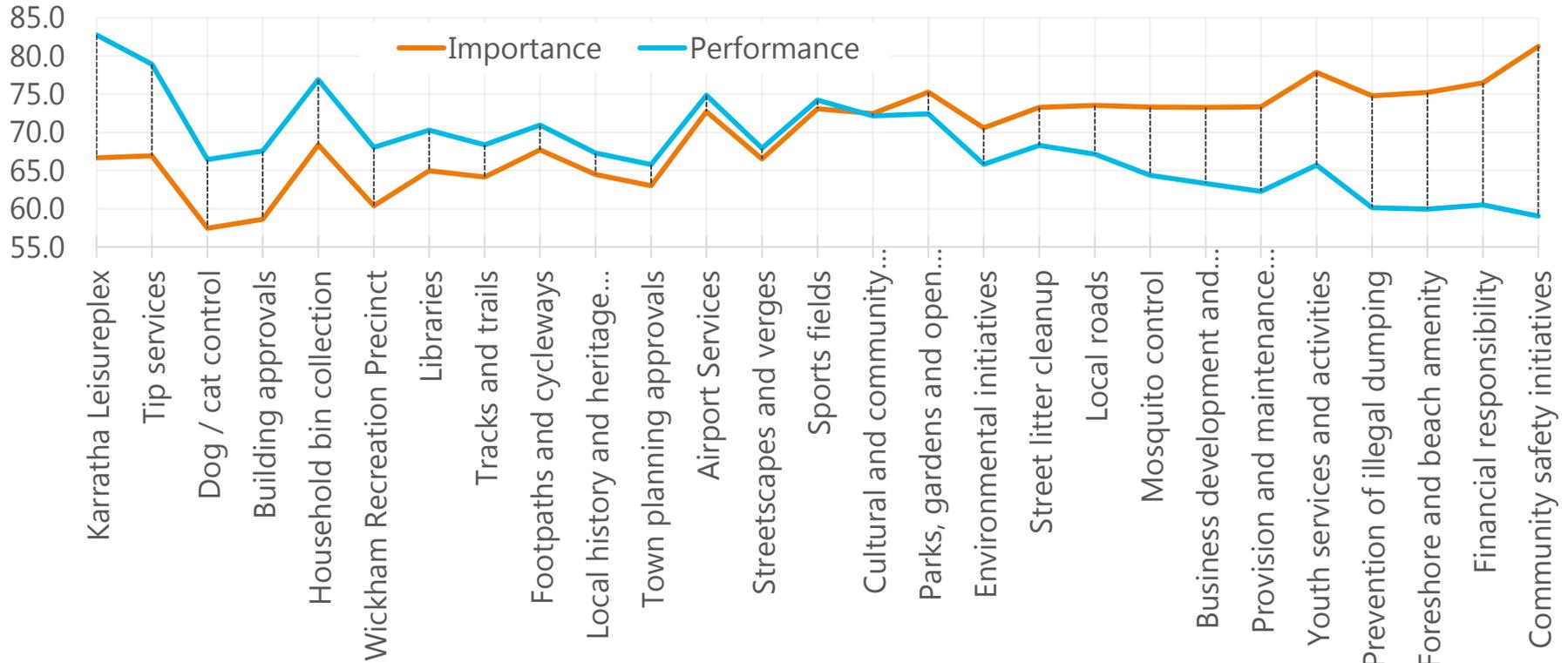
Biggest positive gaps		Biggest negative gaps	
Karratha Leisureplex	+16.1	Community safety initiatives	-22.2
Tip services	+12.0	Financial responsibility	-16.0
Dog / cat control	+9.0	Foreshore and beach amenity	-15.3
Building approvals	+8.9	Prevention of illegal dumping	-14.6
Household bin collection	+8.5	Youth services and activities	-12.1

# 2016 Service gap analysis

Performing above expectations

Performing at expectations

Performing below expectations



# Change in service gaps from 2015

## Biggest improvers

- Airport Services +10
- Environmental Initiatives +8.4
- Dog / Cat control +6.5
- Building Approvals +4.6
- Local Roads +3.7

Notes: Thirteen services improved their performance this year (up from nine last year). Karratha Airport's terminal upgrade project was completed this year, which has resulted in a spike in performance score

## Service gap falls

Most services maintained or improved in 2016, with the exception of two which had a service gap change lower than -1:

- Youth services and activities -1.3
- Mosquito control -1.9

Note: Mosquito control was in the big improver category with +7.2 in 2015, so it's closing in on the expected performance score

# Change in service gaps from 2015

## Consistent performers

Seven services maintained consistent performance (within +/- 1) from their 2015 gap score

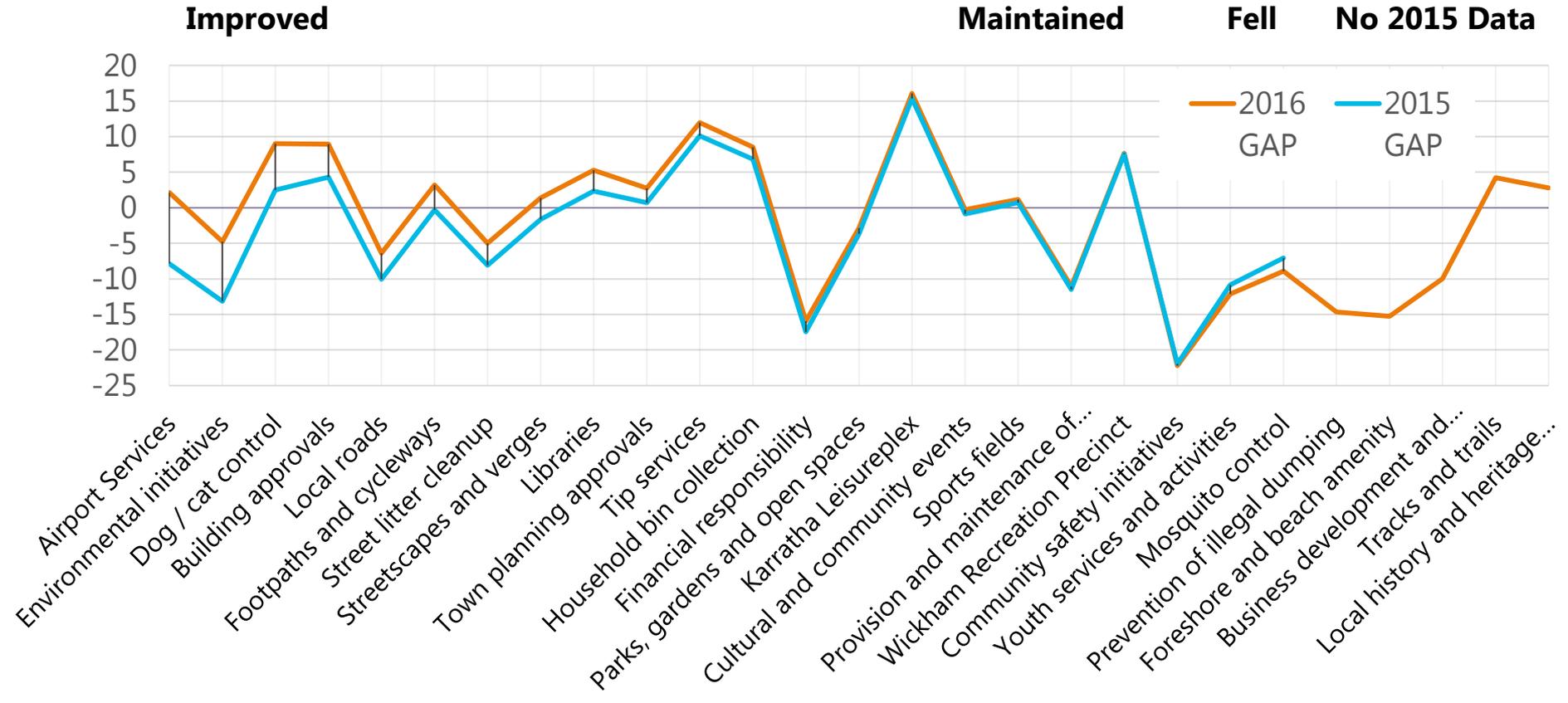
- Wickham Recreation Precinct +0.1
- Community safety initiatives -0.3
- Public toilets +0.4
- Sports fields +0.5
- Cultural and community events +0.6
- Karratha Leisureplex +0.7
- Parks, gardens and open spaces +0.8

## To be determined in 2017

Five previously unmeasured services were added in 2016 and as such, have no data against which they can be compared

- Prevention of illegal dumping
- Foreshore and beach amenity
- Business development and support services
- Tracks and trails
- Local history and heritage services

# Change in service gaps: 2016 v 2015



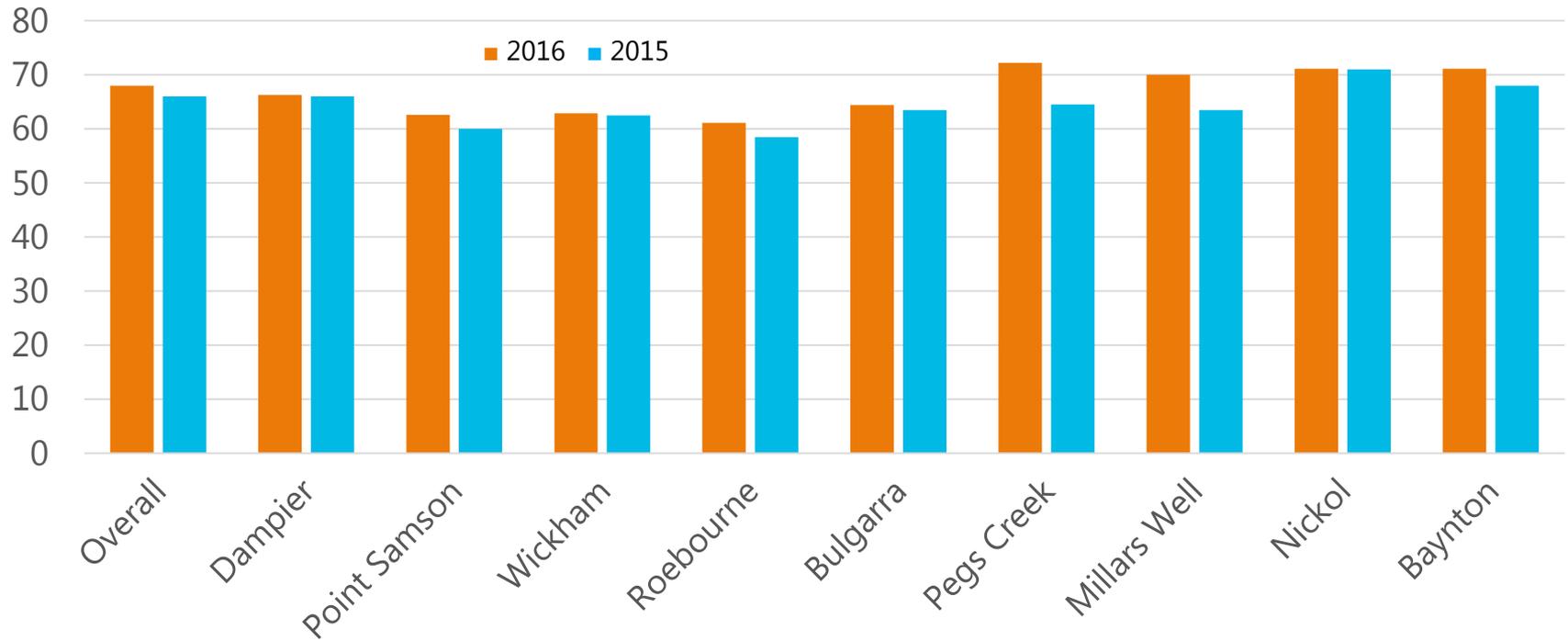
# Town/suburb variations 2016 v 2015

Overall performance variations from 2016 compared to 2015 have seen improved performance across the board

	Overall	Dampier	Point Samson	Wickham	Roebourne	Bulgarra	Pegs Creek <sup>1</sup>	Millars Well	Nickol <sup>2</sup>	Baynton <sup>3</sup>
2016	68	66.3	62.6	62.9	61.1	64.4	72.2	70	71.1	71.1
2015	66	66	60	62.5	58.5	63.5	64.5	63.5	71	68

1. Includes Karratha CBD, and KIE; 2. Includes Baynton West, and Madigan Estate; 3. Includes Nickol West

# Town/suburb variations 2016 v 2015



## Further information:

Email: [ceo@karratha.wa.gov.au](mailto:ceo@karratha.wa.gov.au)

Tel: (08) 9186 8555