



City of Karratha Annual Community Survey 2020

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

- **1562** completed responses, similar to last year's uptake (1429)
- Primary source of dissemination was via the City of Karratha **Facebook** page
- Survey design updated this year to combat social media advertising restrictions
- Specific demographics were **targeted** via promoted Facebook posts, messenger advertisements and sponsored Instagram stories
- **99.8%** of respondents completed the survey **online**
- This year we also includes a performance and importance rating on a number of **liveability factors** not directly managed by Council.

Sample sizes – by suburb

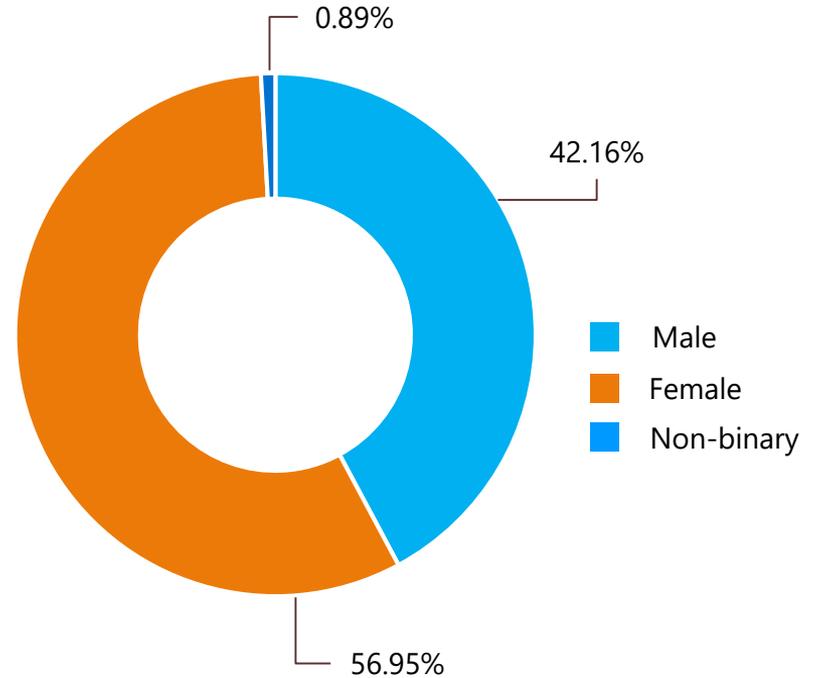
| Overall | Dampier | Point Samson | Wickham | Roebourne | Baynton & Baynton West | Bulgarra | Millars Well | Nickol / Nickol West / Tambrey | Pegs Creek & CBD | Other |
|--------------|---------|--------------|---------|-----------|------------------------|----------|--------------|--------------------------------|------------------|-------|
| 1345* | 127 | 38 | 178 | 14 | 268 | 167 | 126 | 305 | 106 | 16 |
| 100% | 9.4% | 2.8% | 13.2% | 1.04% | 19.9% | 12.4% | 9.4% | 22.7% | 7.9% | 1.2% |

*217 respondents chose to skip this question

Sample sizes – by gender

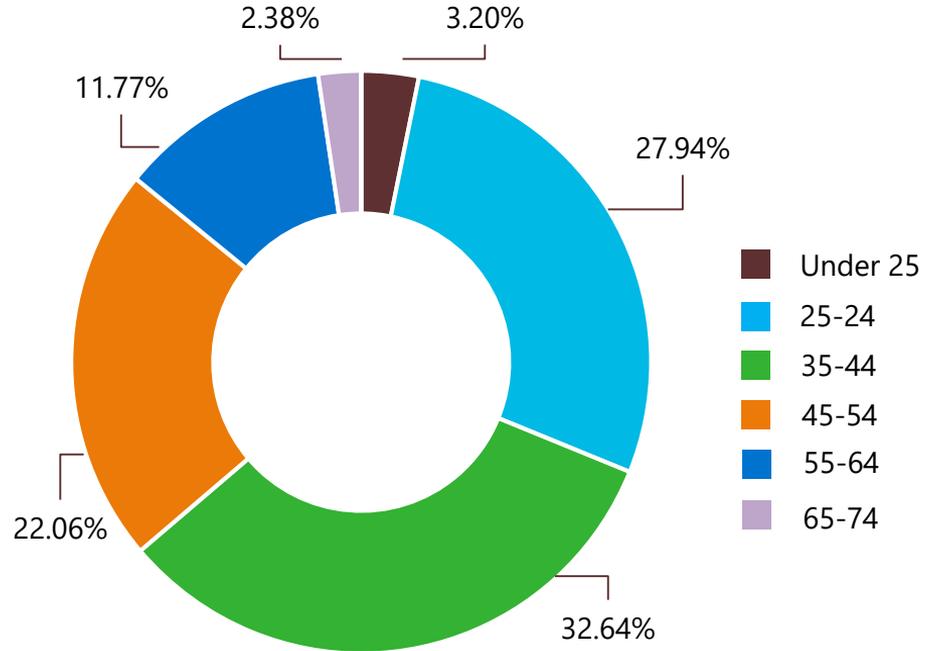
| Male | Female | Non-Binary |
|------------|------------|------------|
| 567 | 766 | 12 |
| 42.16% | 56.95% | 0.89% |

Similar ratio to previous years; **217** respondents skipped this question



Sample sizes – by age

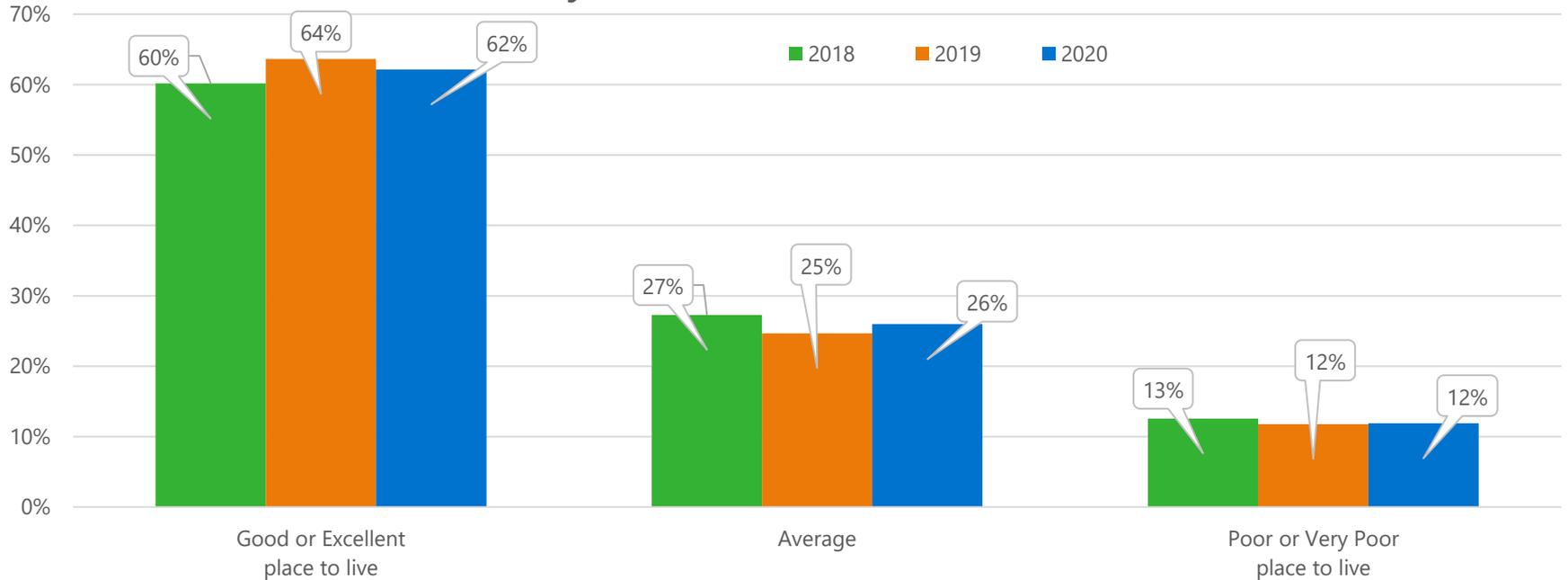
| Age | # | % |
|-----------------|-----|-------|
| Under 25 | 43 | 3.2% |
| 25-34 | 375 | 27.9% |
| 35-44 | 438 | 32.6% |
| 45-54 | 297 | 22.1% |
| 55+ | 192 | 14.2% |



Similar breakdown to previous years; 217 skipped

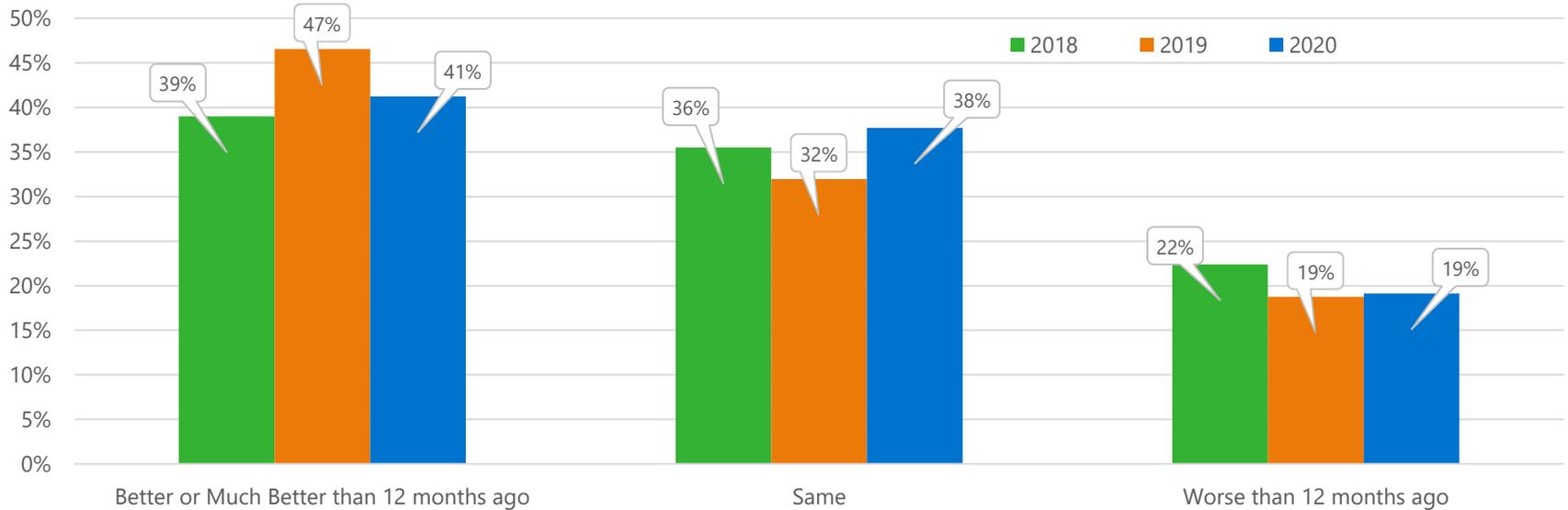
Opinions about the City

City of Karratha as a Place to Live



Opinions about the City

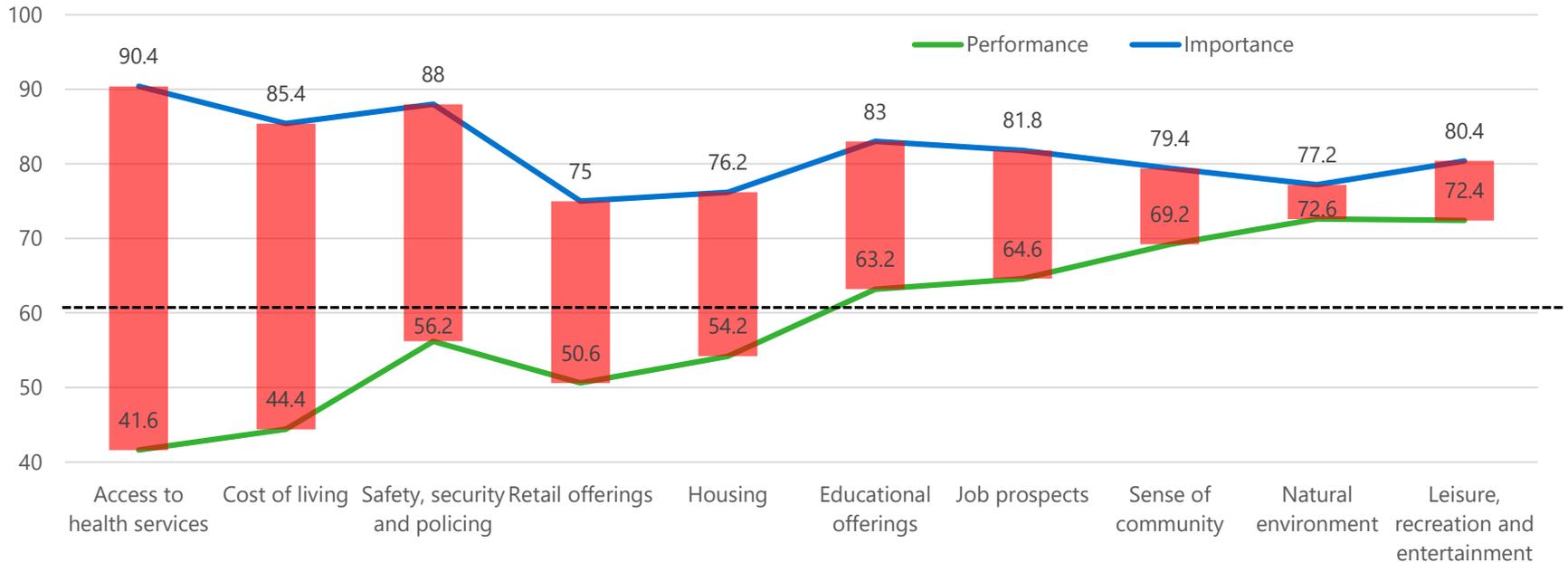
Compared to the past 12 months...



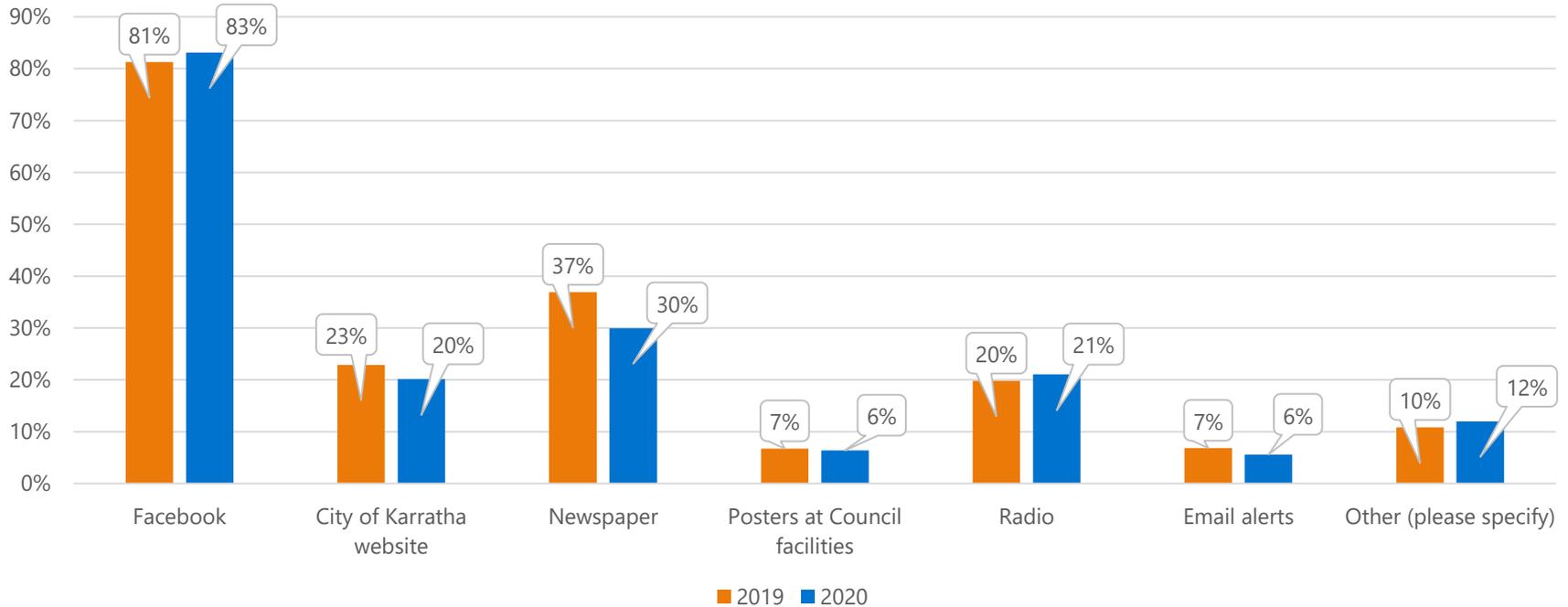
Liveability

This year we asked residents to rate the importance and performance of a number of liveability factors not under the direct influence of Council.

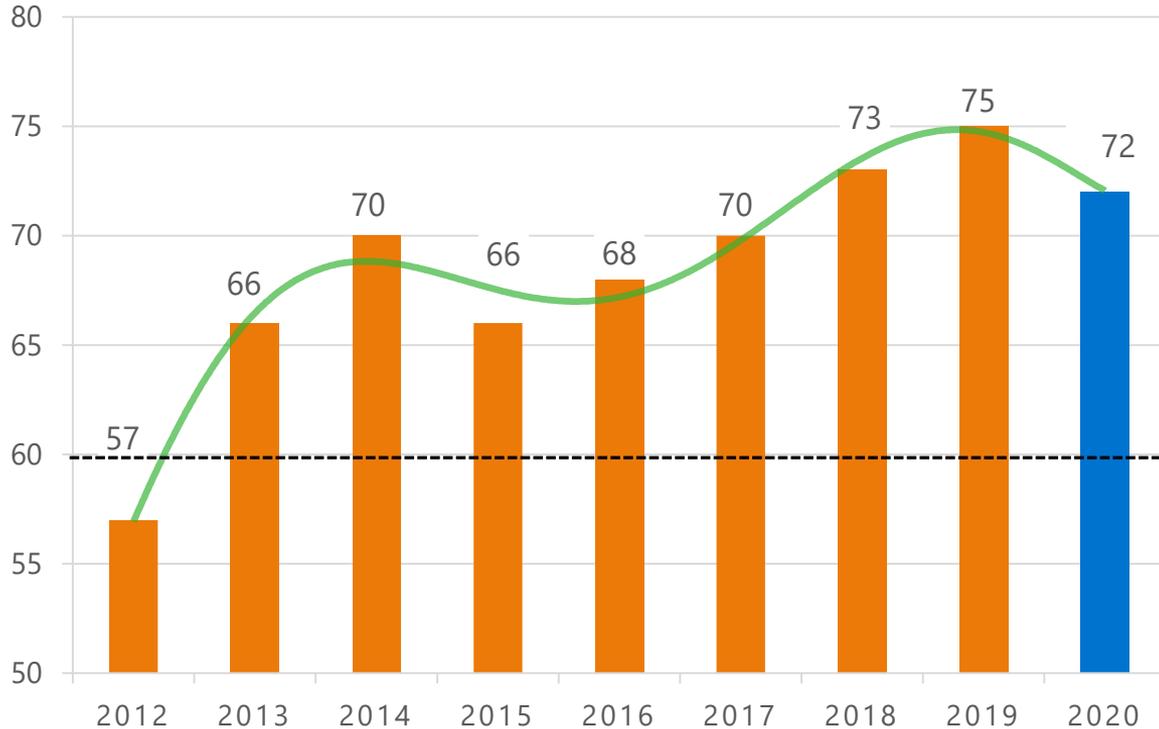
These are scores out of 100 and measure the gap between how important our community thinks each liveability factor is and how they rate its performance.



Sources of City information



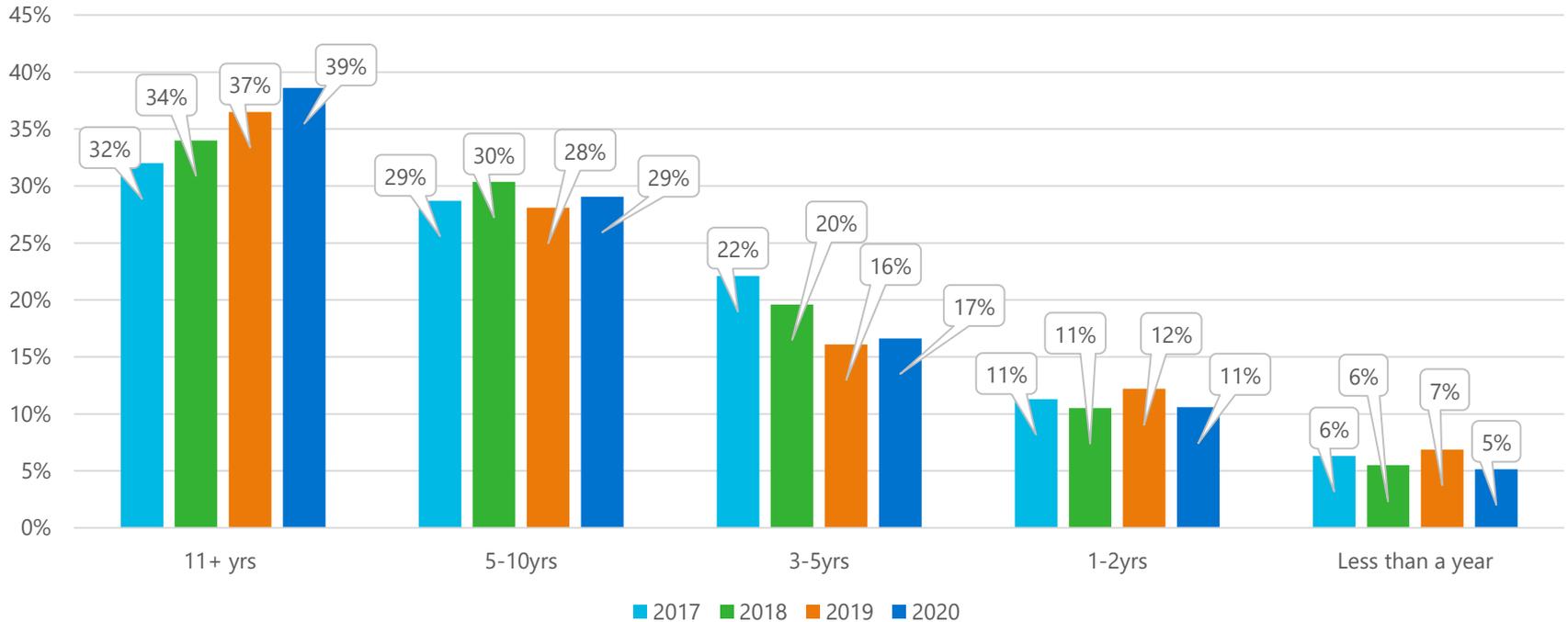
Overall score for the City



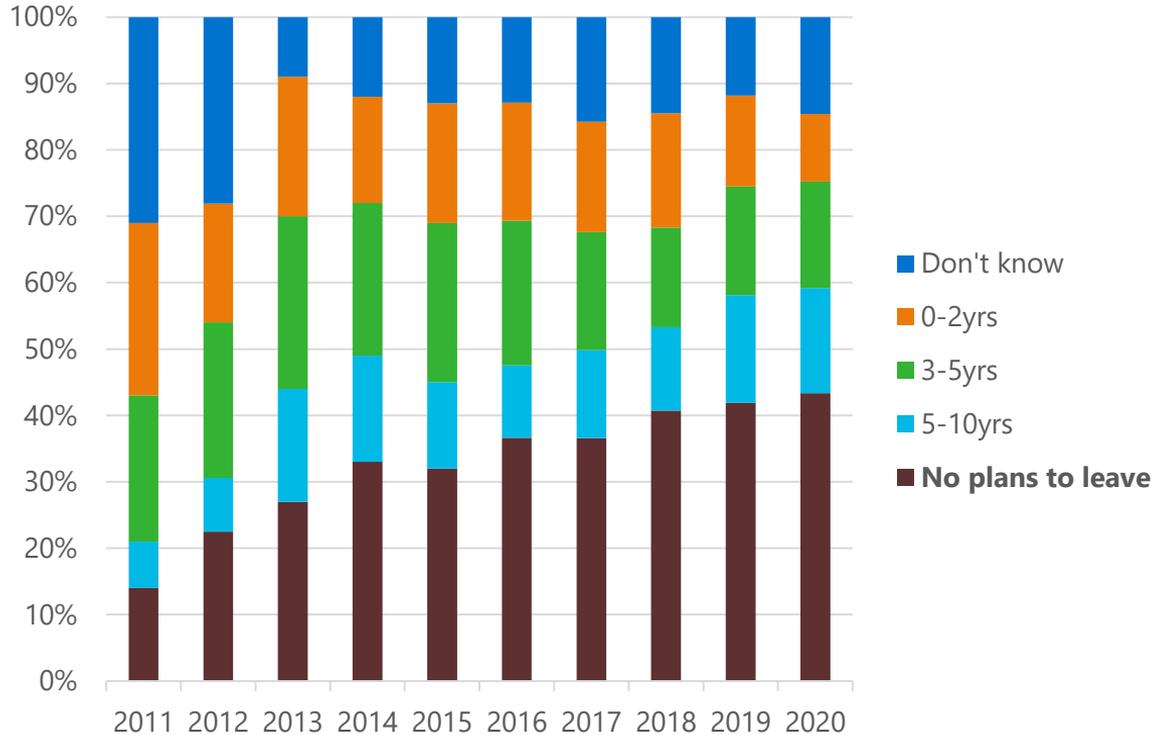
Our overall score has decreased this year, but still remains positive.

- 2020: **72/100**
- 2019: **75/100**
- 2018: **73/100**
- 2017: **70/100**
- 2016: **68/100**
- 2015: **66/100**
- 2014: **70/100**
- 2013: **66/100**
- 2012: **57/100**

How long have you lived in the City



Intentions to stay



The number of people with 'no plans to leave' remains steady with **41.3%** of respondents planning to stay in town indefinitely.

Town/suburb variations

| | Overall | Dampier | Point Samson | Wickham | Roebourne | Bulgarra | Pegs Creek ¹ | Millars Well | Nickol ² | Baynton ³ |
|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------------------|--------------|---------------------|----------------------|
| 2020 | 72.5 | 75.6 | 56.2 | 63.2 | 70.8 | 72.8 | 73.2 | 73.8 | 75.4 | 75.6 |
| 2019 | 74.6 | 74.2 | 59.0 | 68.0 | 57.0 | 74.2 | 77.0 | 74.2 | 75.4 | 77.8 |
| 2018 | 72.8 | 72.8 | 61.4 | 66.2 | 71 | 71.8 | 75.3 | 75.6 | 75.2 | 75.8 |
| 2017 | 69.8 | 71.3 | 62 | 62.3 | 67.8 | 67.9 | 69.8 | 71.3 | 73.1 | 74.0 |
| 2016 | 68 | 66.3 | 62.6 | 62.9 | 61.1 | 64.4 | 72.2 | 70 | 71.1 | 71.1 |

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

Services & facilities measured in 2020

Services:

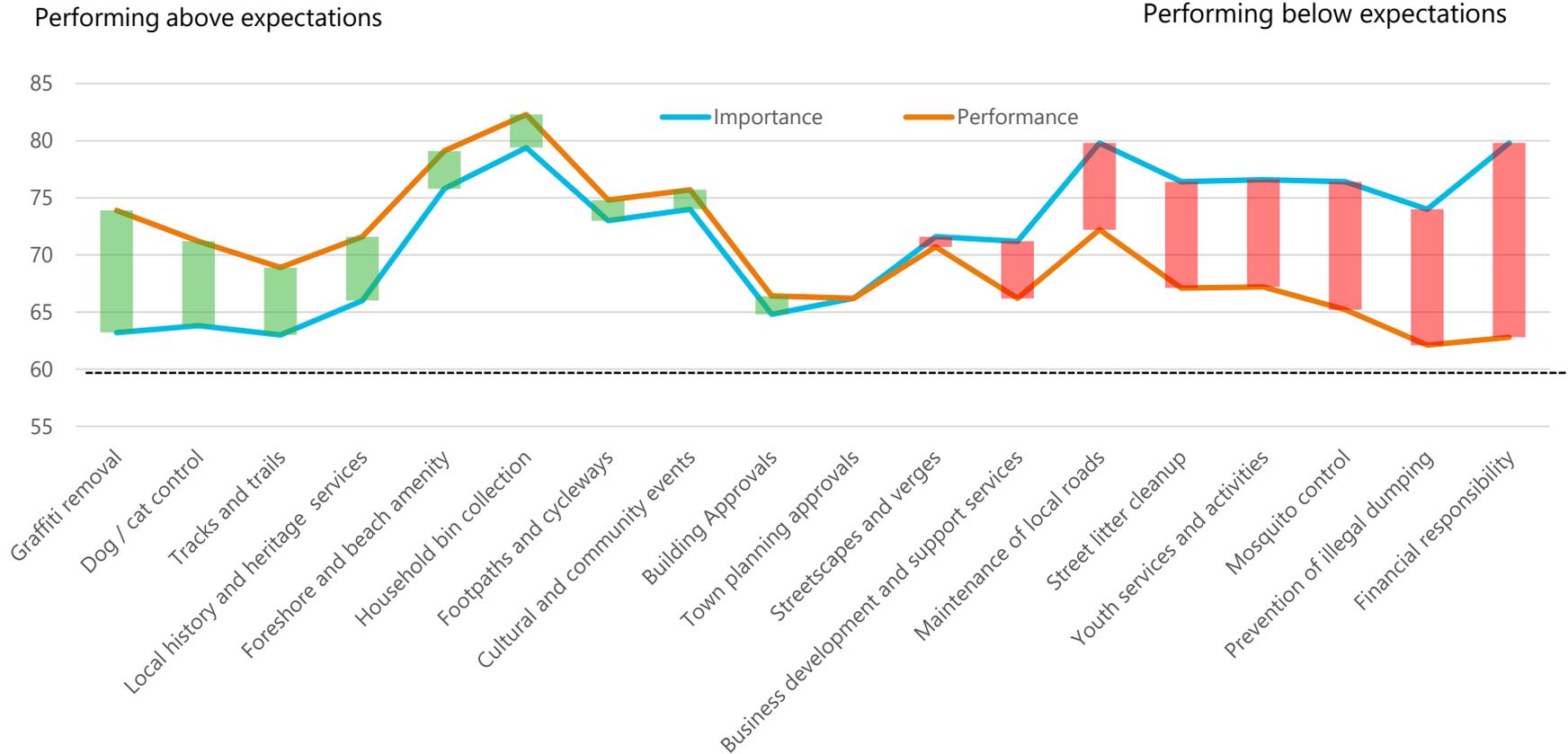
- Building approvals
- Business development and support services
- Graffiti removal
- Cultural and community events
- Dog/cat control
- Financial responsibility
- Footpaths and cycleways
- Foreshore and beach amenity
- Household bin collection
- Local history and heritage services

- Maintenance of local roads
- Mosquito control
- Prevention of illegal dumping
- Street litter clean up
- Streetscapes and verges
- Town planning approvals
- Tracks and trails
- Youth services and activities

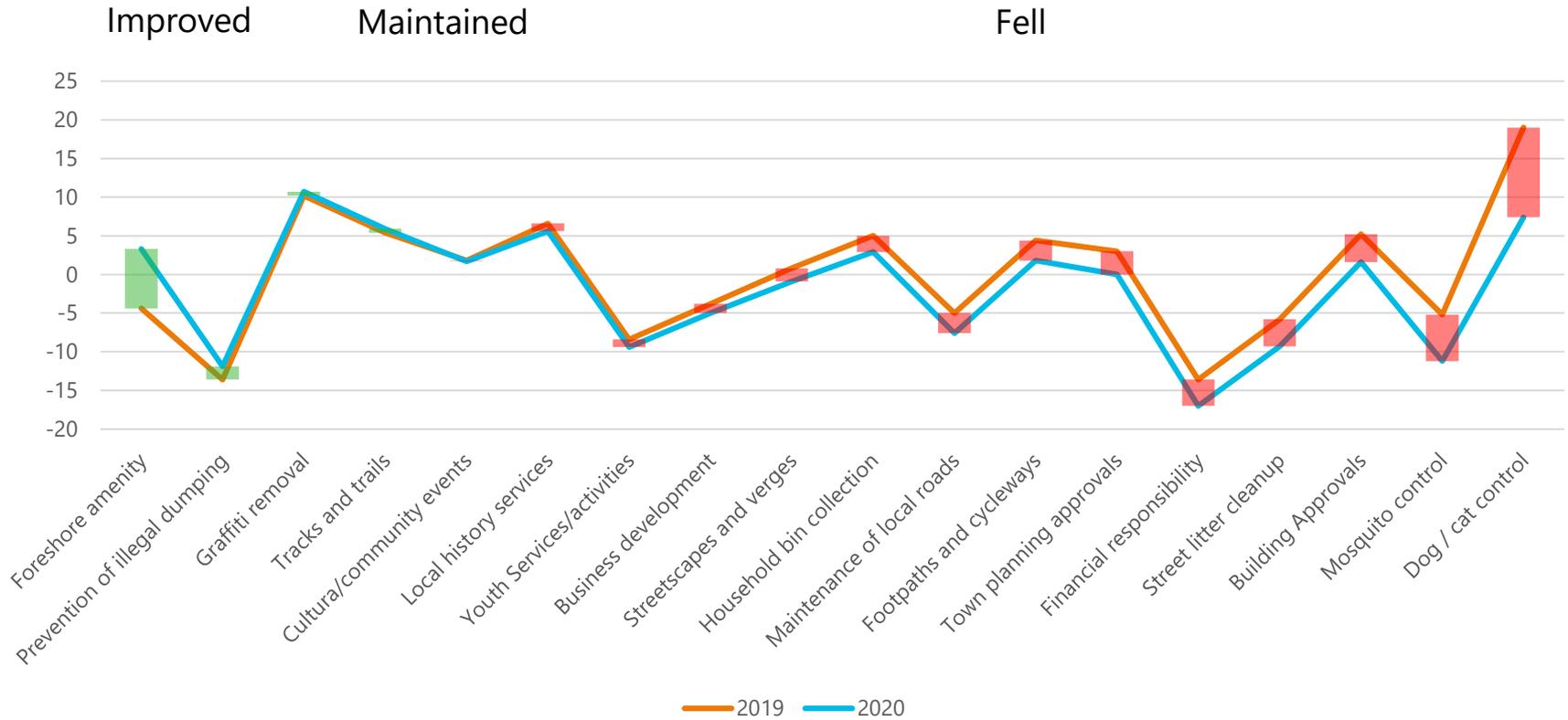
Facilities:

- Community buildings/halls
- Indoor Play Centre
- Karratha Leisureplex
- Libraries
- Parks, gardens & open spaces
- Provision and maintenance of public toilets
- Red Earth Arts Precinct
- Sports fields
- Waste facilities
- Wickham Recreation Precinct
- Karratha Airport

2020 service gap analysis



Change in service gaps: 2020 v 2019



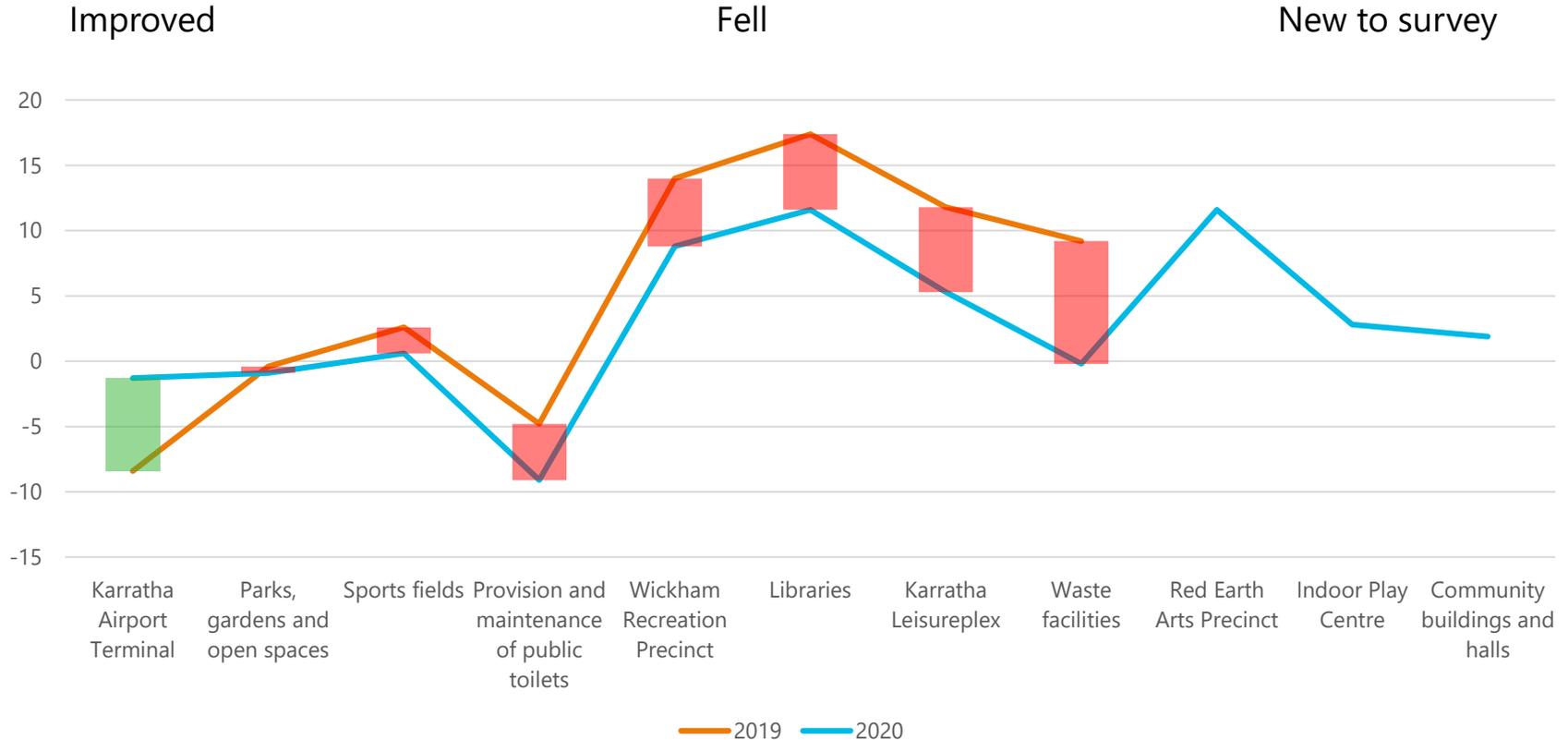
2020 facilities gap analysis

Performing above expectations

Performing below expectations



Change in facility gaps: 2020 v 2019

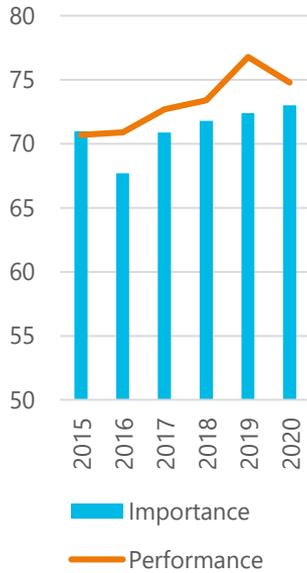


Strategic Projects & Infrastructure

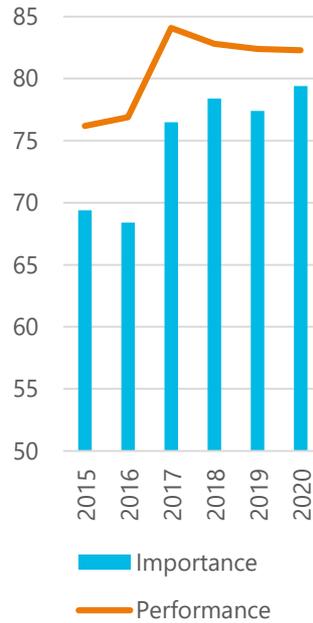
Karratha Airport



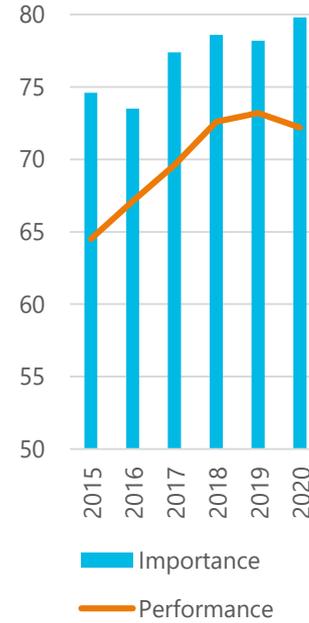
Footpaths & Cycleways



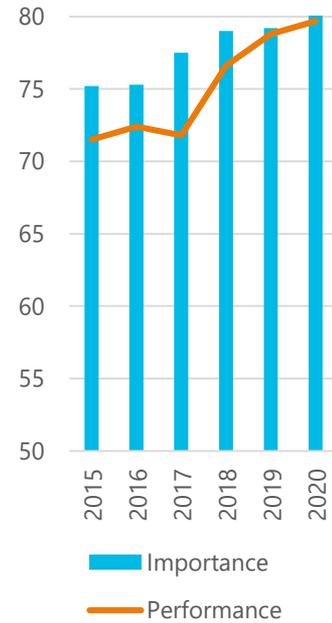
Bin Collection



Local Roads

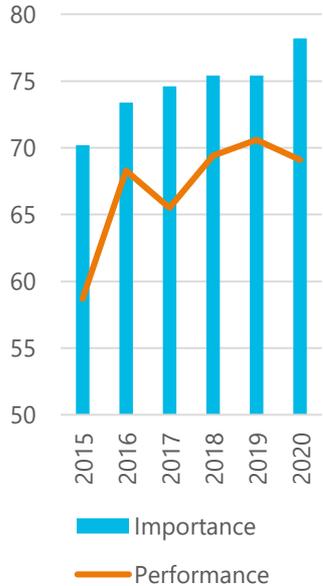


Parks & Gardens



Strategic Projects & Infrastructure

Public Toilets



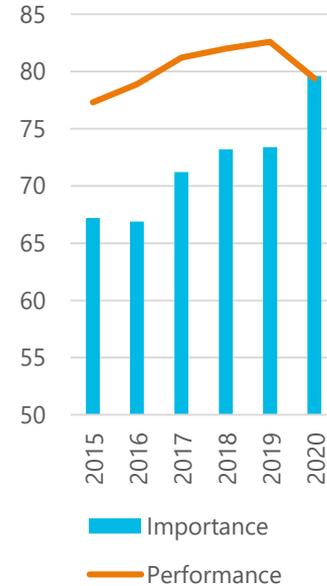
Street litter Cleanup



Streetscapes & Verges



Waste facilities

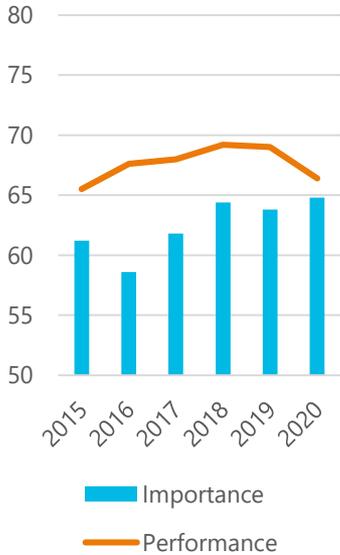


Foreshore Amenity



Development Services

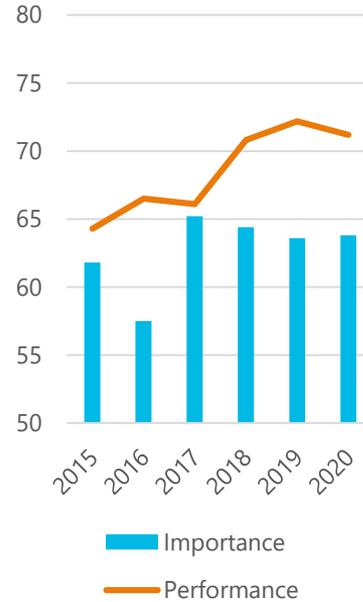
Building Approvals



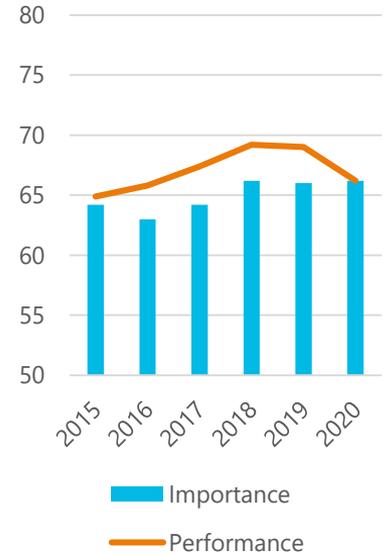
Business Dev & Support



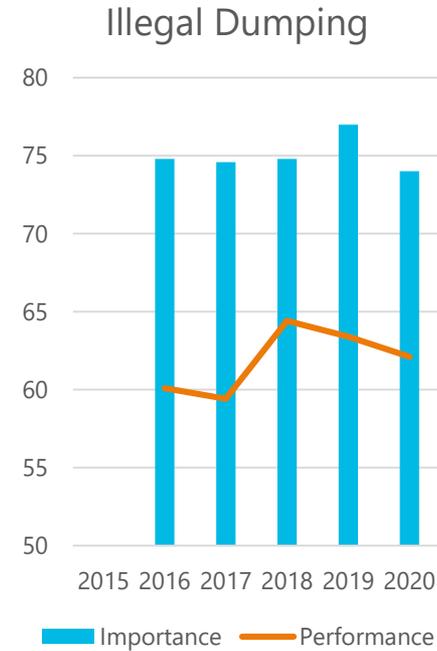
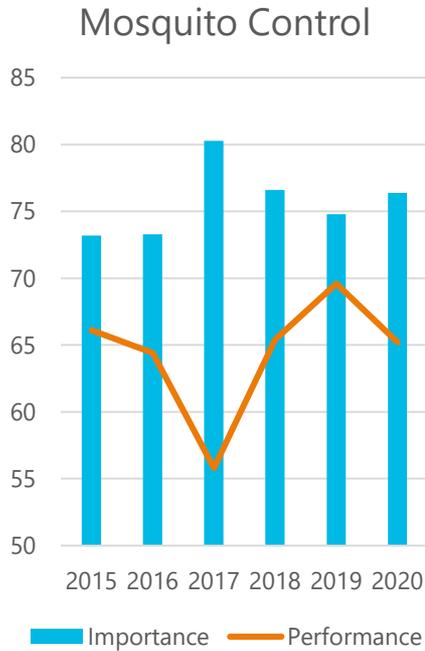
Dog/Cat Control



Town Planning Approvals

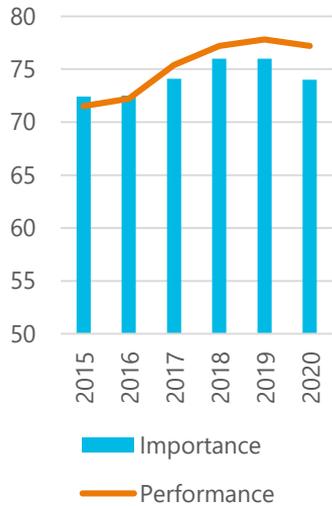


Development Services

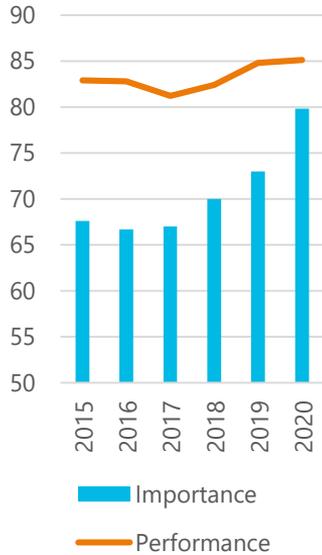


Community & Corporate Services

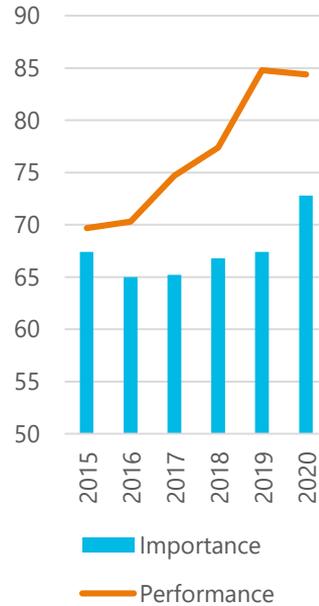
Cultural / Community Events



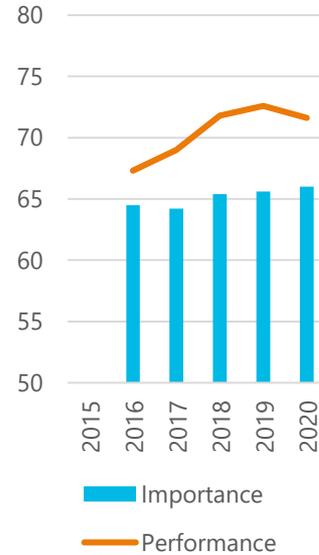
Karratha Leisureplex



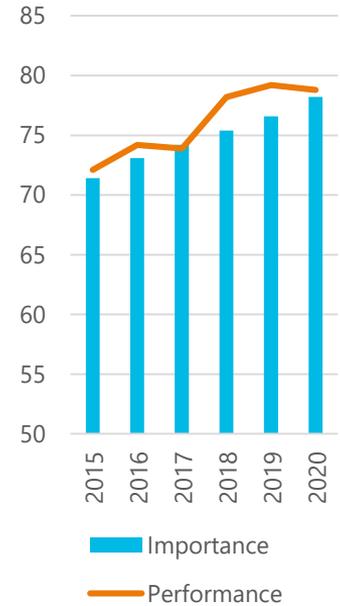
Libraries



History & Heritage

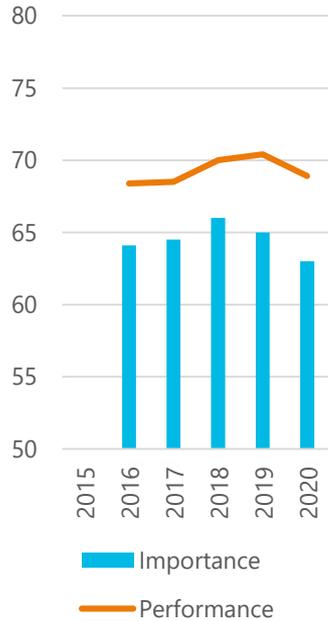


Sports Fields

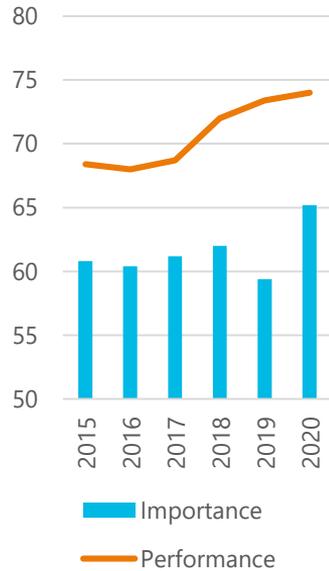


Community & Corporate Services

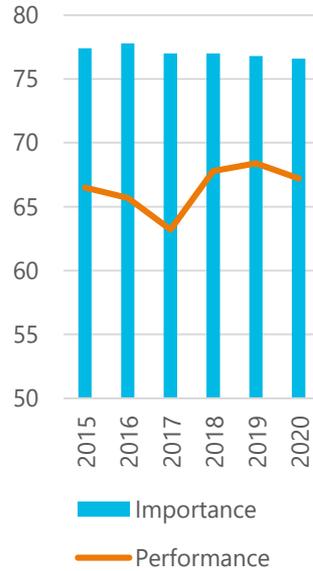
Tracks & Trails



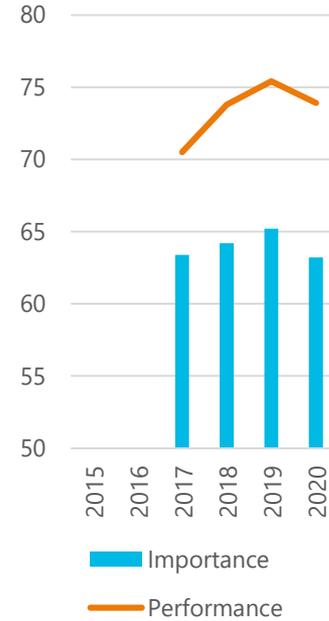
Wickham Rec Precinct



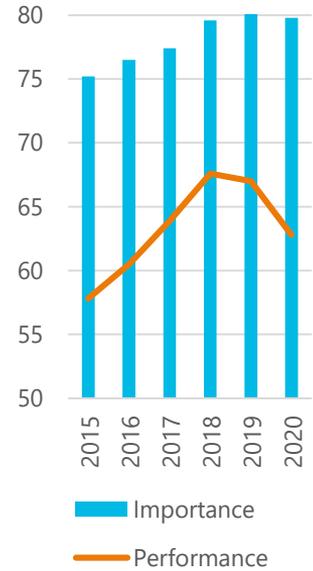
Youth Services & Activities



Graffiti Removal



Financial Responsibility



Further information:

Email: publicaffairs@karratha.wa.gov.au

Tel: (08) 9186 8555