



have
your
say!

complete the
**community
survey** today



Community Survey 2018 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

- **1507** completed responses, very similar to last year's uptake (1572)
- Primary source of dissemination was via the City of Karratha **Facebook** page
- Specific demographics were **targeted** via promoted Facebook posts, with good results
- Hardcopy surveys went to:
 - City of Karratha Administration Office Reception
 - Community Engagement Team
- **99.99%** of respondents completed the survey **online**

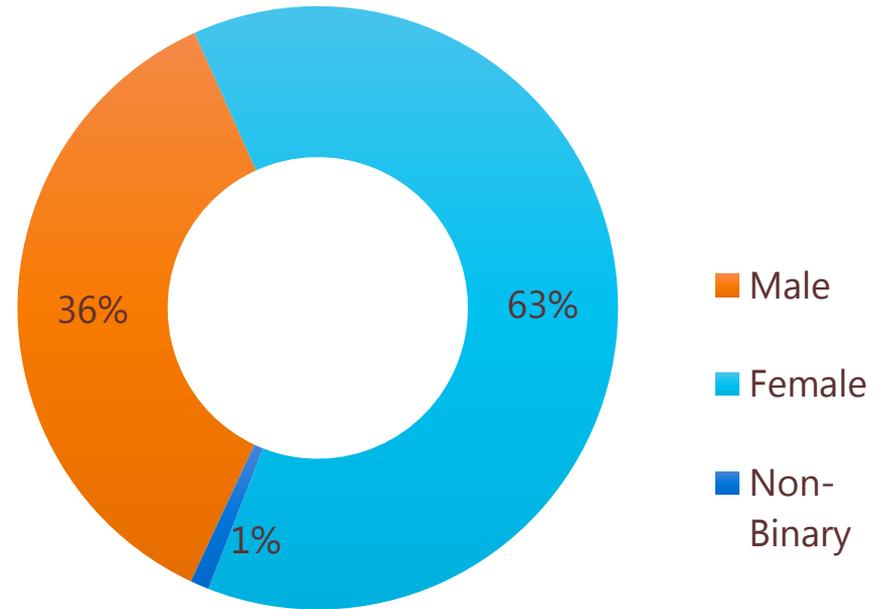
Sample sizes – by suburb

Overall	Dampier	Point Samson	Wickham	Roebourne	Baynton & Baynton West	Bulgarra	Millars Well	Nickol / Nickol West / Tambrey	Pegs Creek & CBD	Other
1296*	133	42	152	29	262	154	147	256	103	18
100%	10.3%	3.2%	11.7%	2.2%	20.2%	11.9%	11.3%	19.8%	7.9%	1.4%

*211 respondents chose to skip this question

Sample sizes – by gender

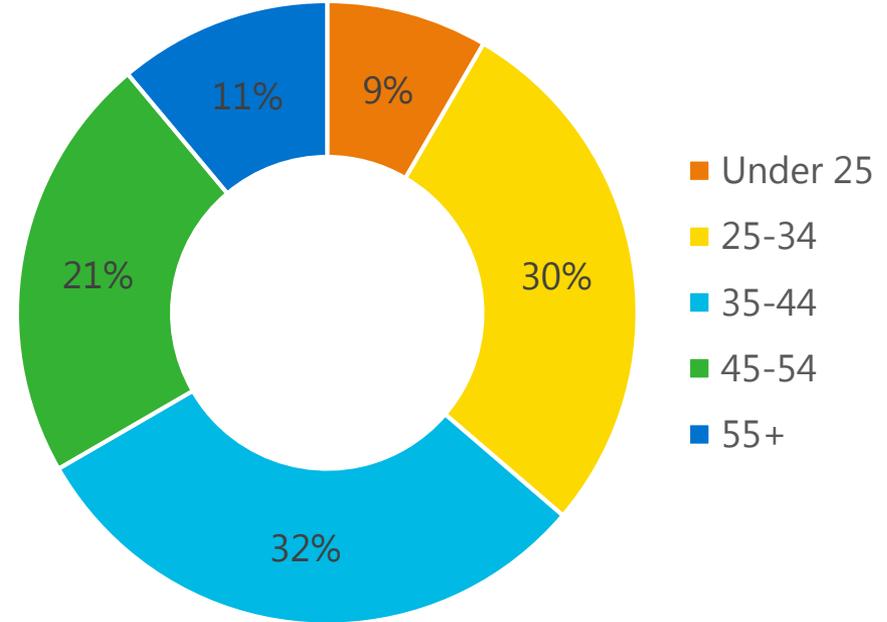
Male	Female	Non-Binary
470	811	13
36.32%	62.67%	1%



Similar ratio to previous years

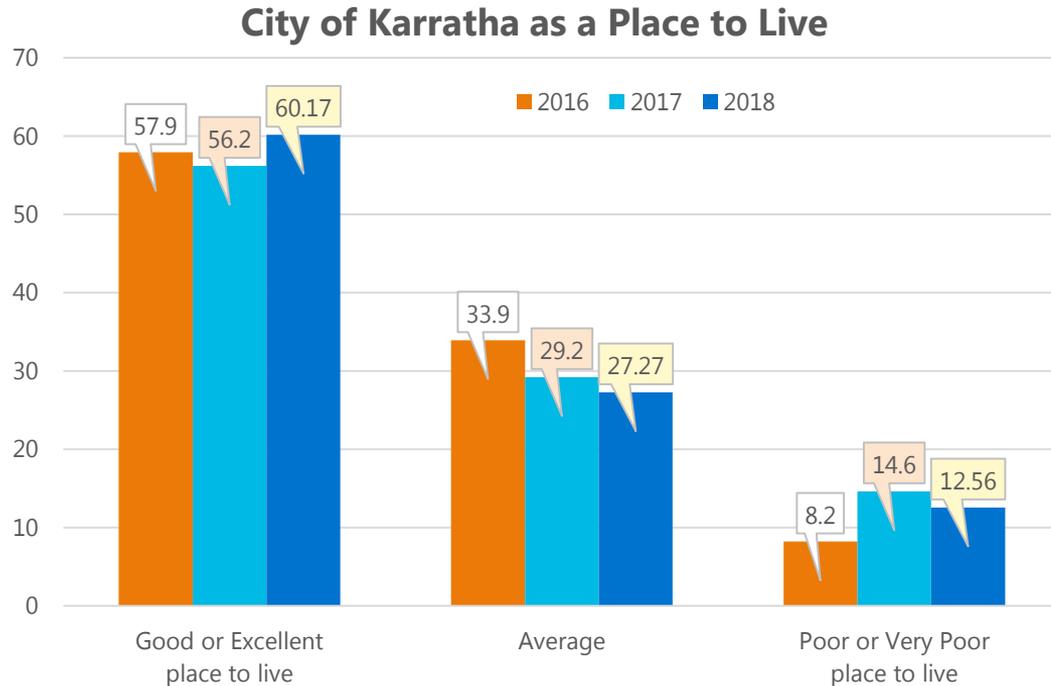
Sample sizes – by age

Age	#	%
Under 25	109	8.4%
25-34	361	27.9%
35-44	394	30.4%
45-54	288	22.2%
55+	144	11.1%



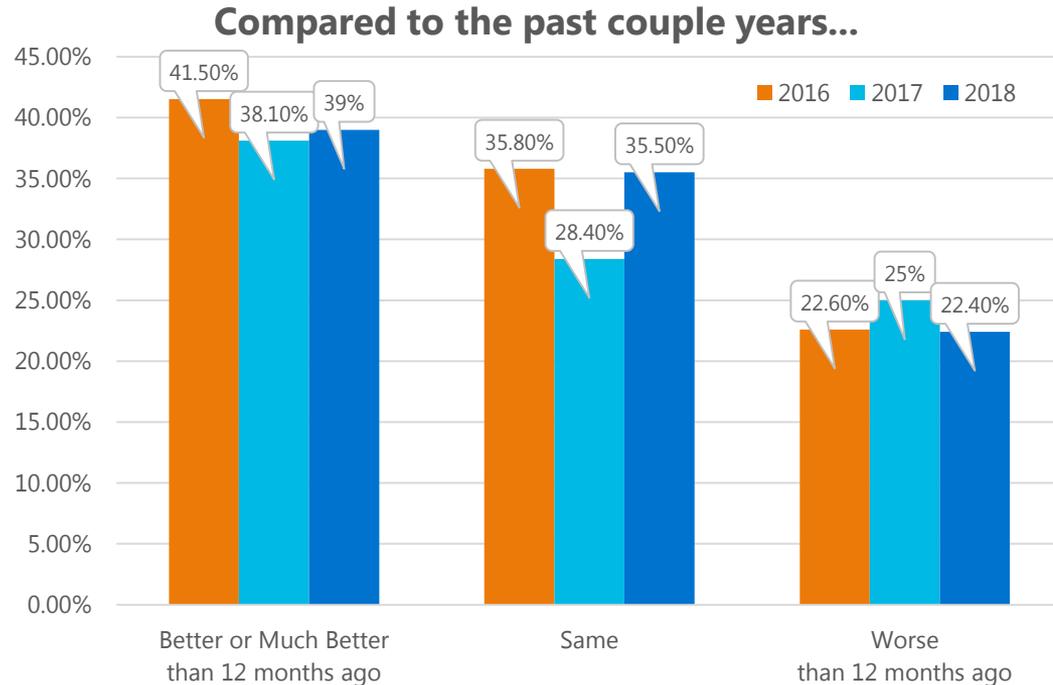
Similar breakdown to previous years

Opinions about the City



- **60.17%** of people surveyed think the City of Karratha is a good or excellent place to live - better than last year
- **12.56%** of people think it is poor or very poor (down from 2017)
- Overall, **87.44%** think the City is an average or better place to live, an improvement on previous years

Opinions about the City



- **39%** believe the City is a better or much better place to live than 12 months ago (very close to last year)
- **22.4%** believe it is worse (down from 25% last year and closer to 2016 stats)
- Overall, **74.5%** think we're either the same or better than last year, up from 67.7% last year

The best and worst of the City

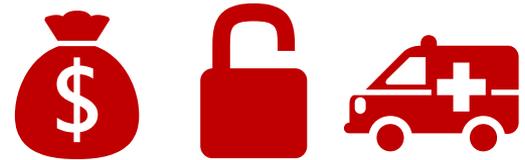
The best things about living in the City are the same as last year:

1. Natural environment **76/100**
2. Leisure, recreation and entertainment **70.4/100**
3. Sense of Community **68/100**



The worst things about living in the City:

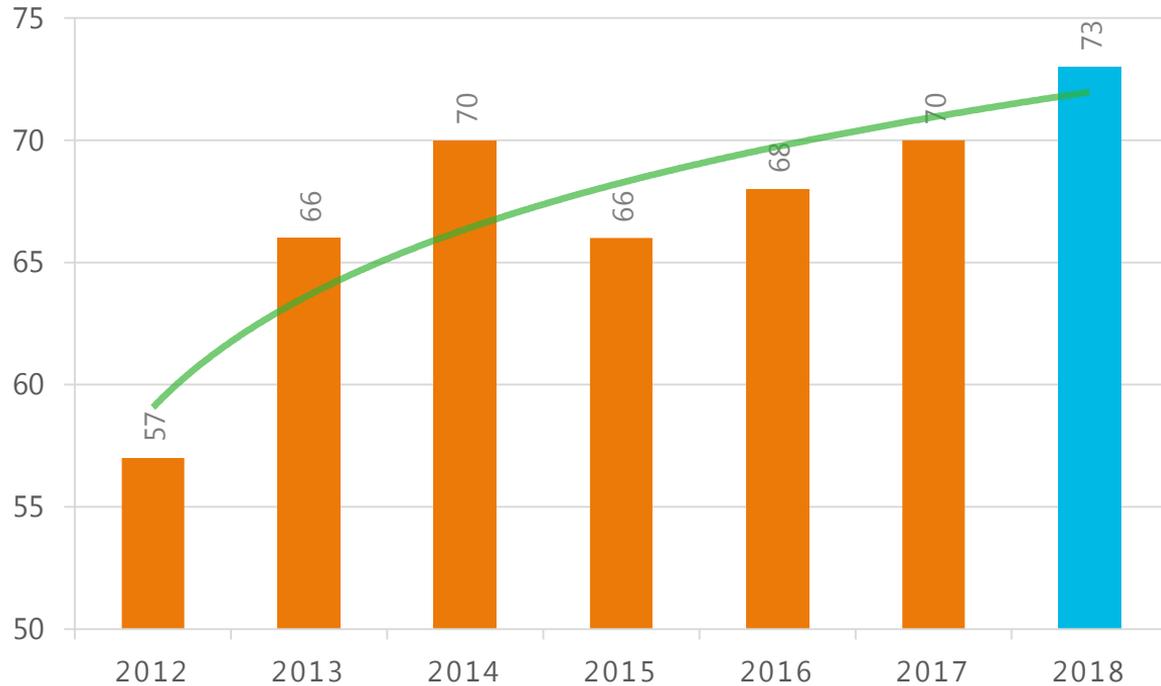
1. Cost of living **45.8/100**
2. Safety and security **48.8/100**
3. Access to health services (Replacing 2017's Retail) **51/100**



Notable:

- Scores in general have improved on 2017

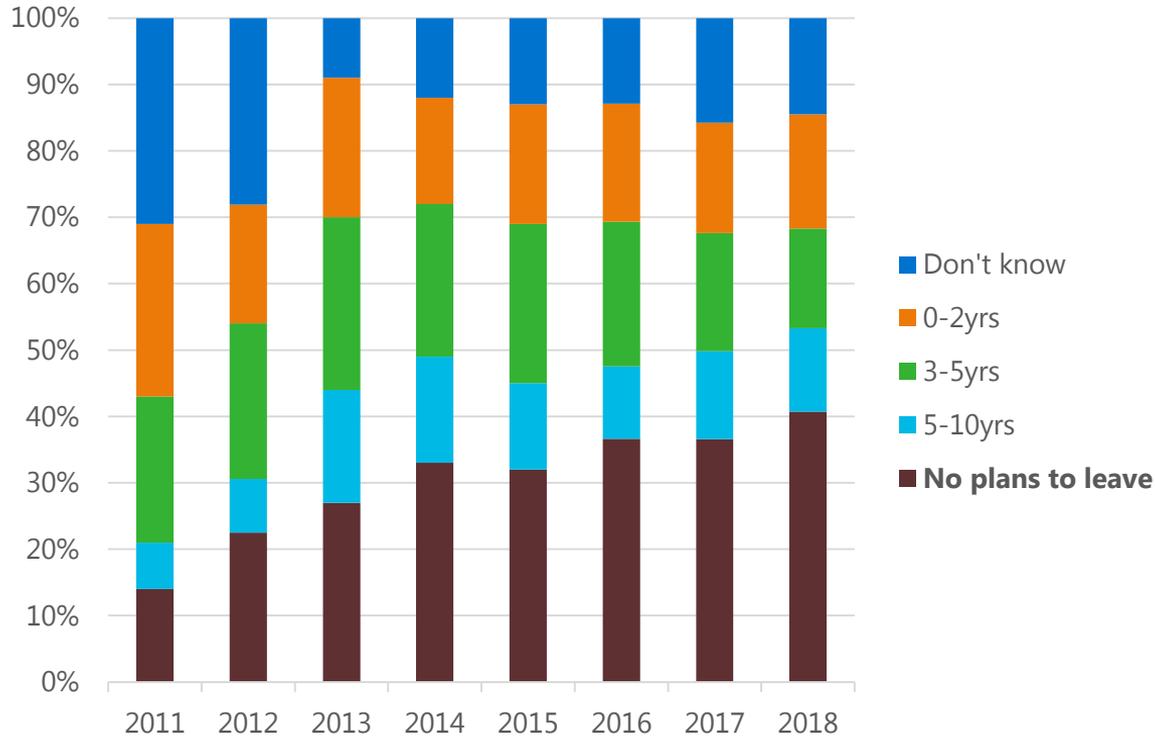
Overall score for the City



Our overall score has increased this year, up three per cent from 2017; the highest we've received.

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

Intentions to stay



The number of people with 'no plans to leave' continues to increase with **40.7%** of respondents planning to stay in town indefinitely this year; a far cry from the just 14% in 2011.

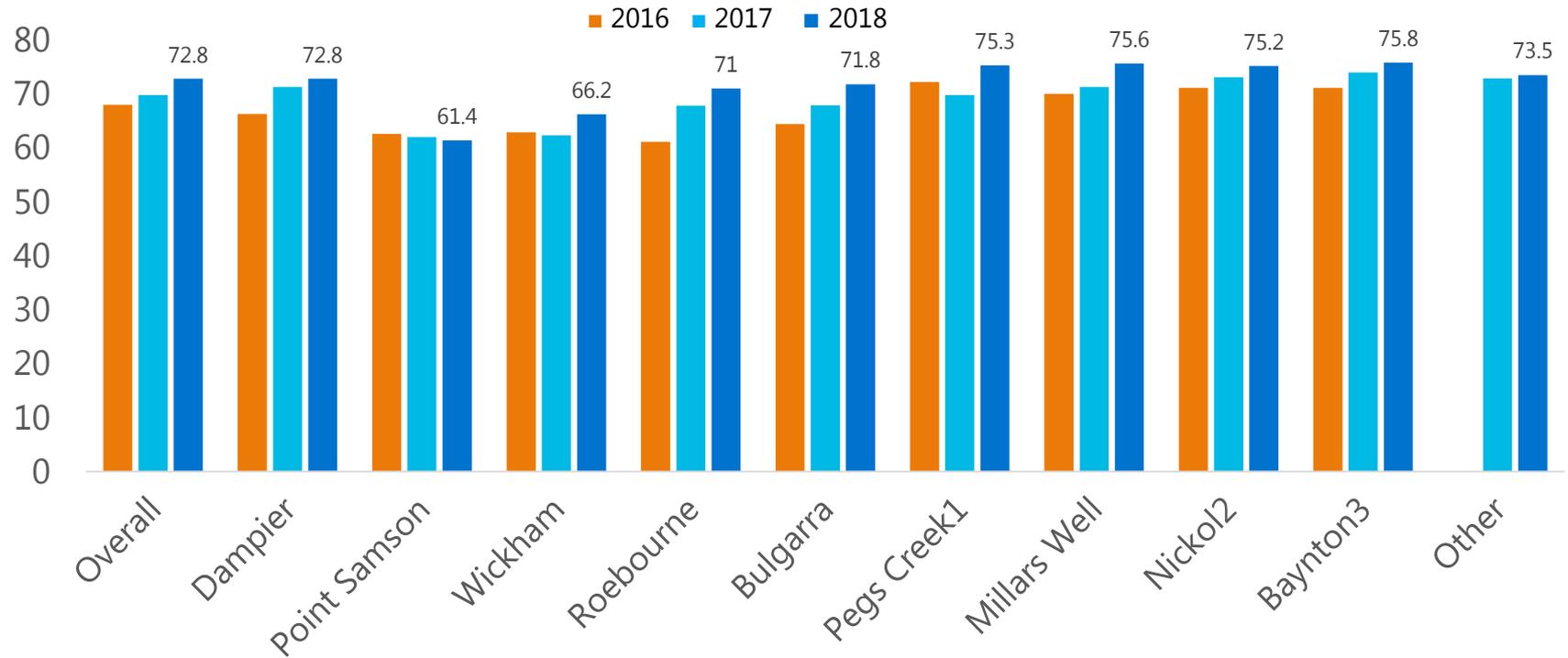
Town/suburb variations

Overall performance variations have seen improved overall performance in almost every town and suburb across the board, with the exception of Point Samson, which is down by 0.6 points on last year

	Overall	Dampier	Point Samson	Wickham	Roebourne	Bulgarra	Pegs Creek ¹	Millars Well	Nickol ²	Baynton ³	Other
2018	72.8	72.8	61.4	66.2	71	71.8	75.3	75.6	75.2	75.8	73.5
2017	69.8	71.3	62	62.3	67.8	67.9	69.8	71.3	73.1	74.0	72.9
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;

Overall performance by town/suburb



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

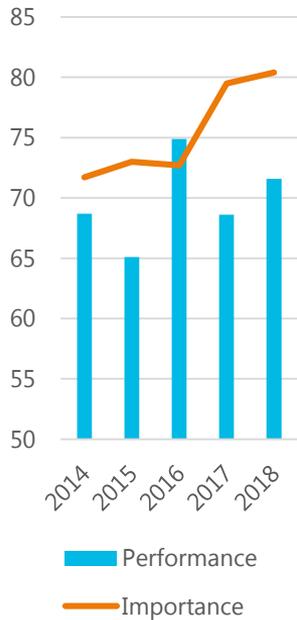
Services measured in 2018

The following 26 services were measured in the survey

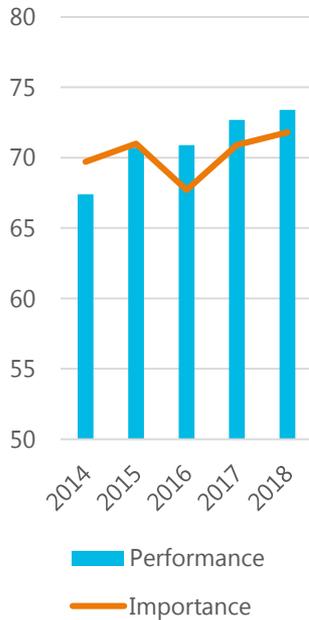
- Airport Services
- Building Approvals
- Business development and support services
- Graffiti removal
- Cultural and community events
- Dog / cat control
- Financial responsibility
- Footpaths and cycleways
- Foreshore and beach amenity
- Household bin collection
- Karratha Leisureplex
- Libraries
-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

Strategic Projects & Infrastructure

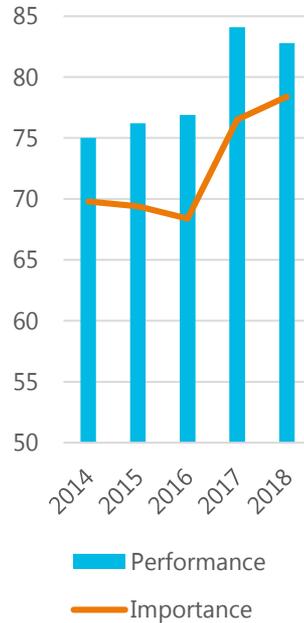
Airport Services



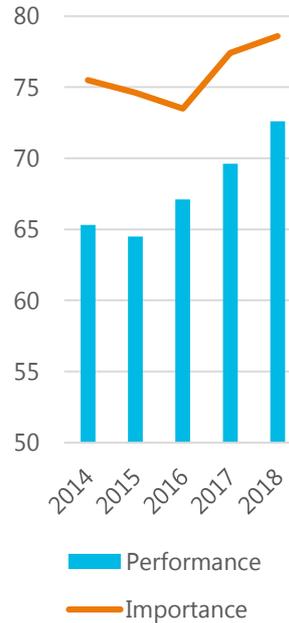
Footpaths & Cycleways



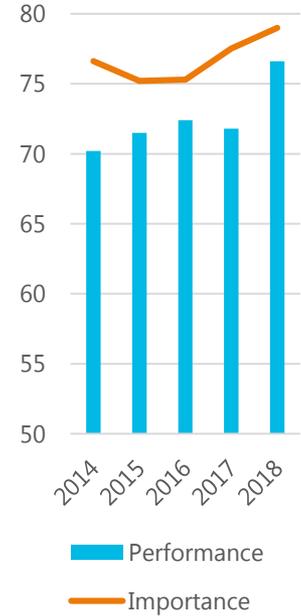
Bin Collection



Local Roads

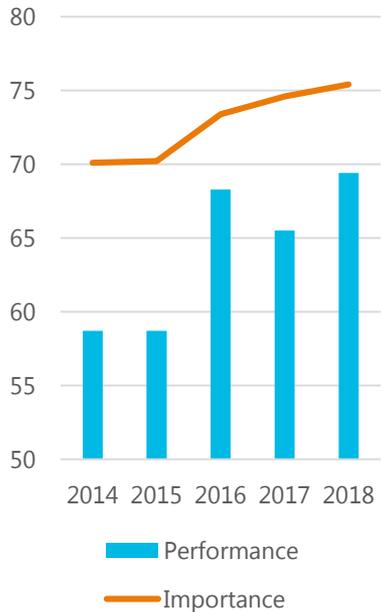


Parks & Gardens

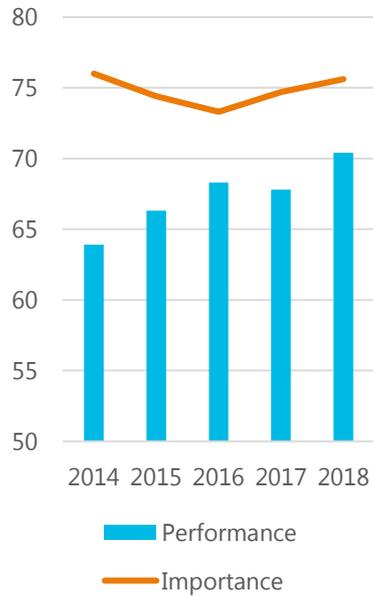


Strategic Projects & Infrastructure

Public Toilets



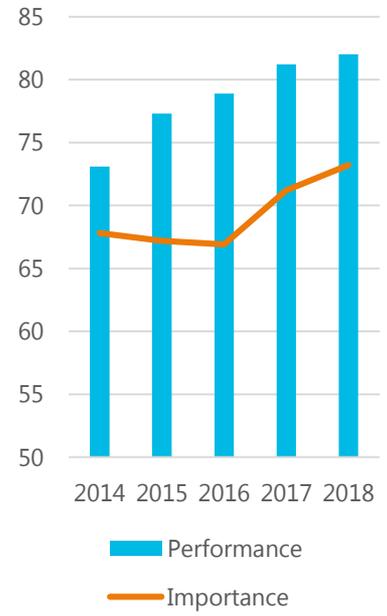
Street litter Cleanup



Streetscapes & Verges

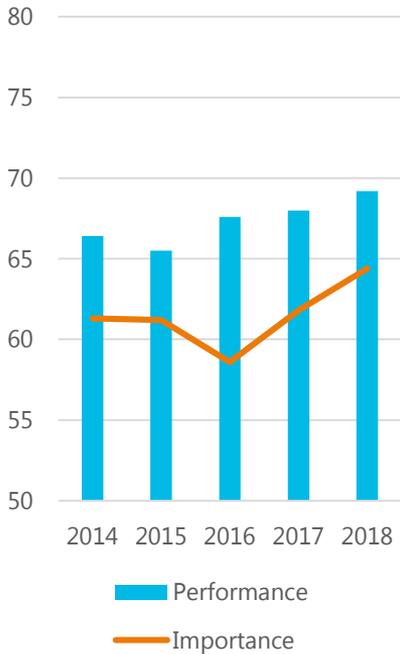


Tip Services

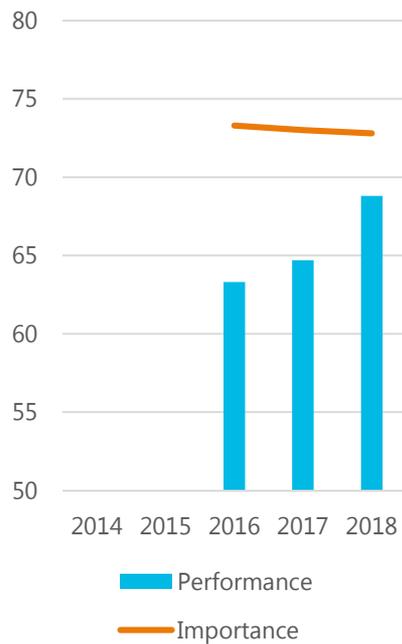


Development & Regulatory

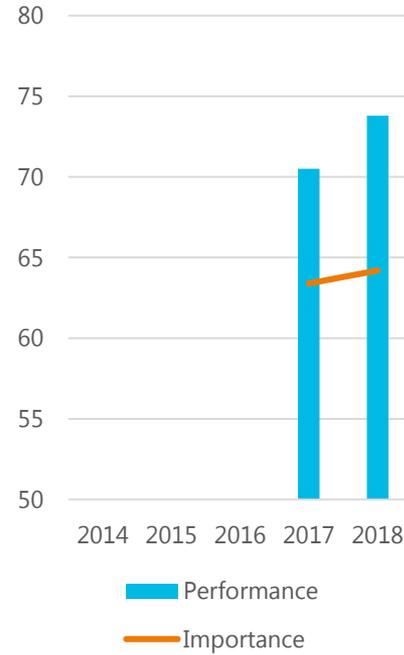
Building Approvals



Business Dev & Support



Graffiti Removal

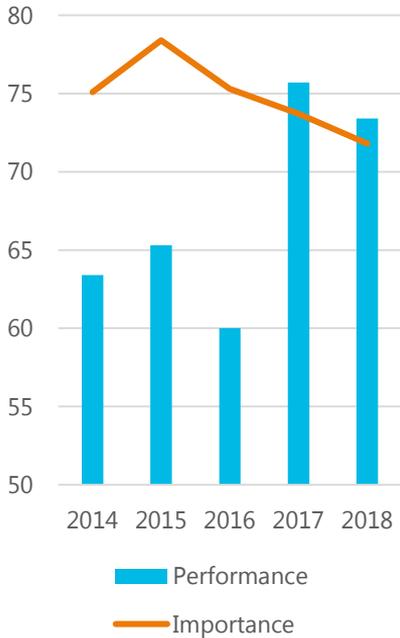


Dog/Cat Control

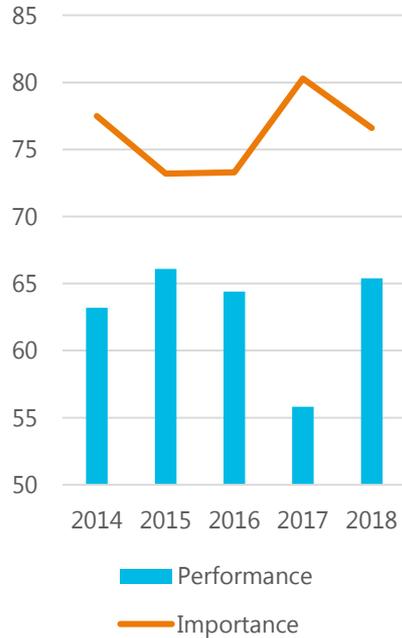


Development & Regulatory

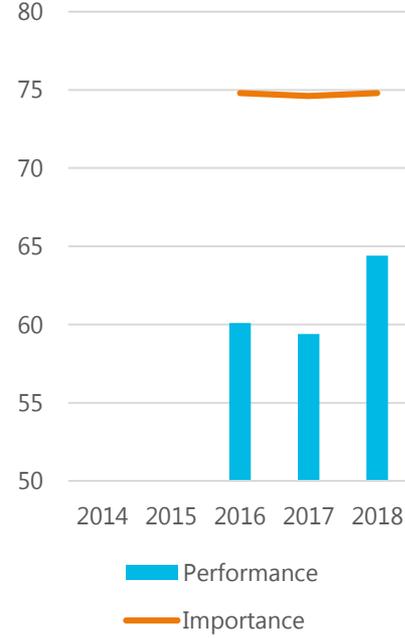
Foreshore Amenity



Mosquito Control



Illegal Dumping

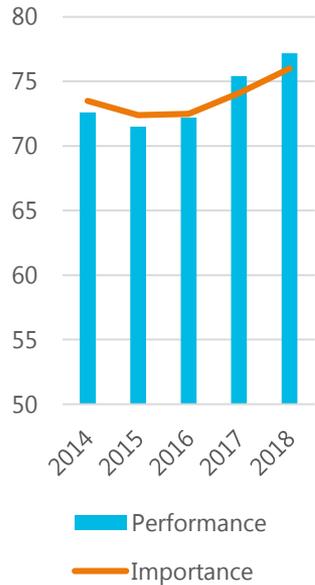


Town Planning Approvals

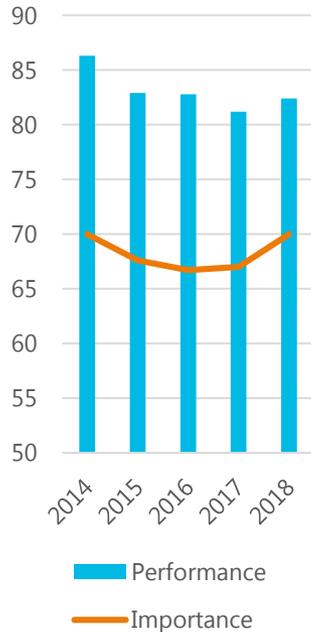


Community & Corporate

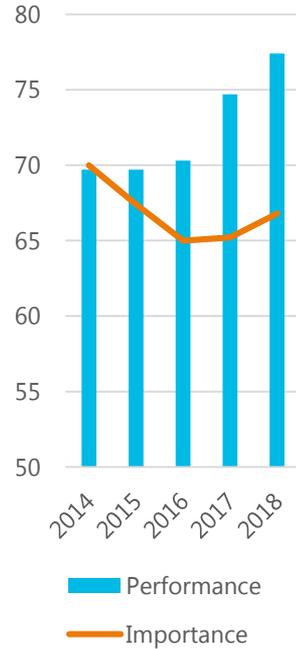
Cultural / Community Events



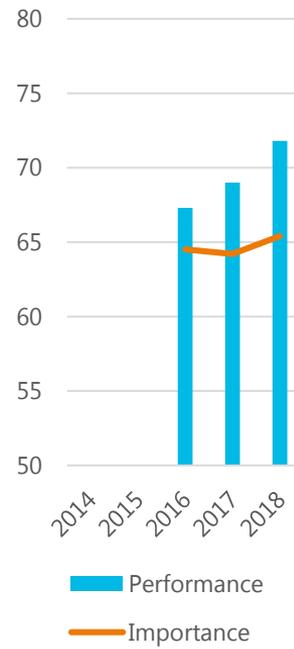
Karratha Leisureplex



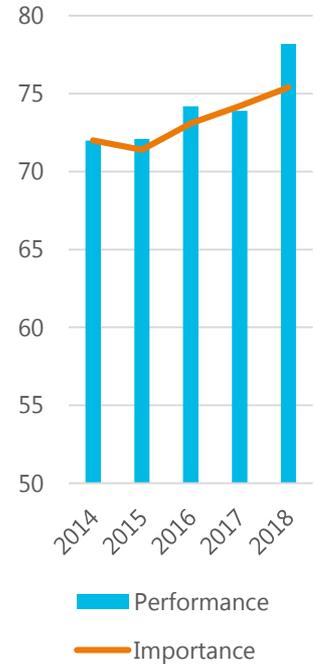
Libraries



History & Heritage

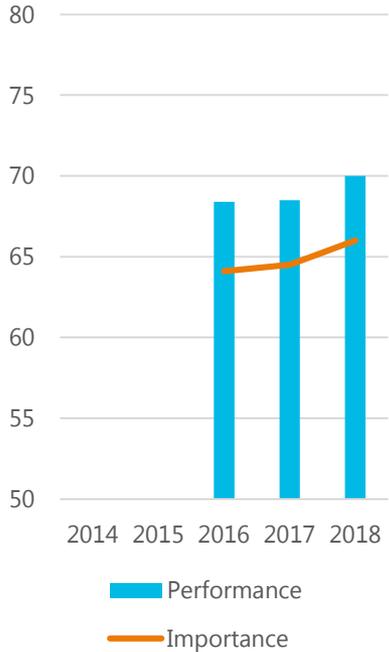


Sports Fields



Community & Corporate

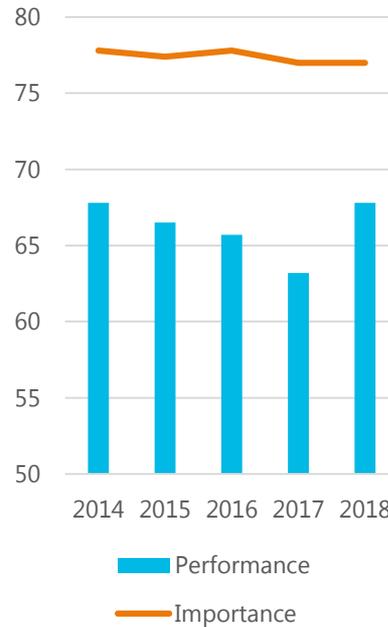
Tracks & Trails



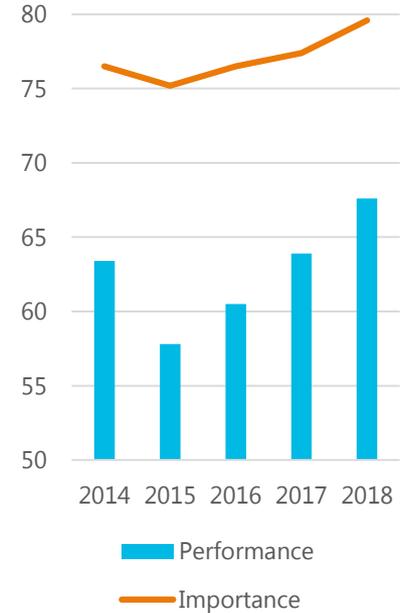
Wickham Rec Precinct



Youth Services & Activities



Financial Responsibility

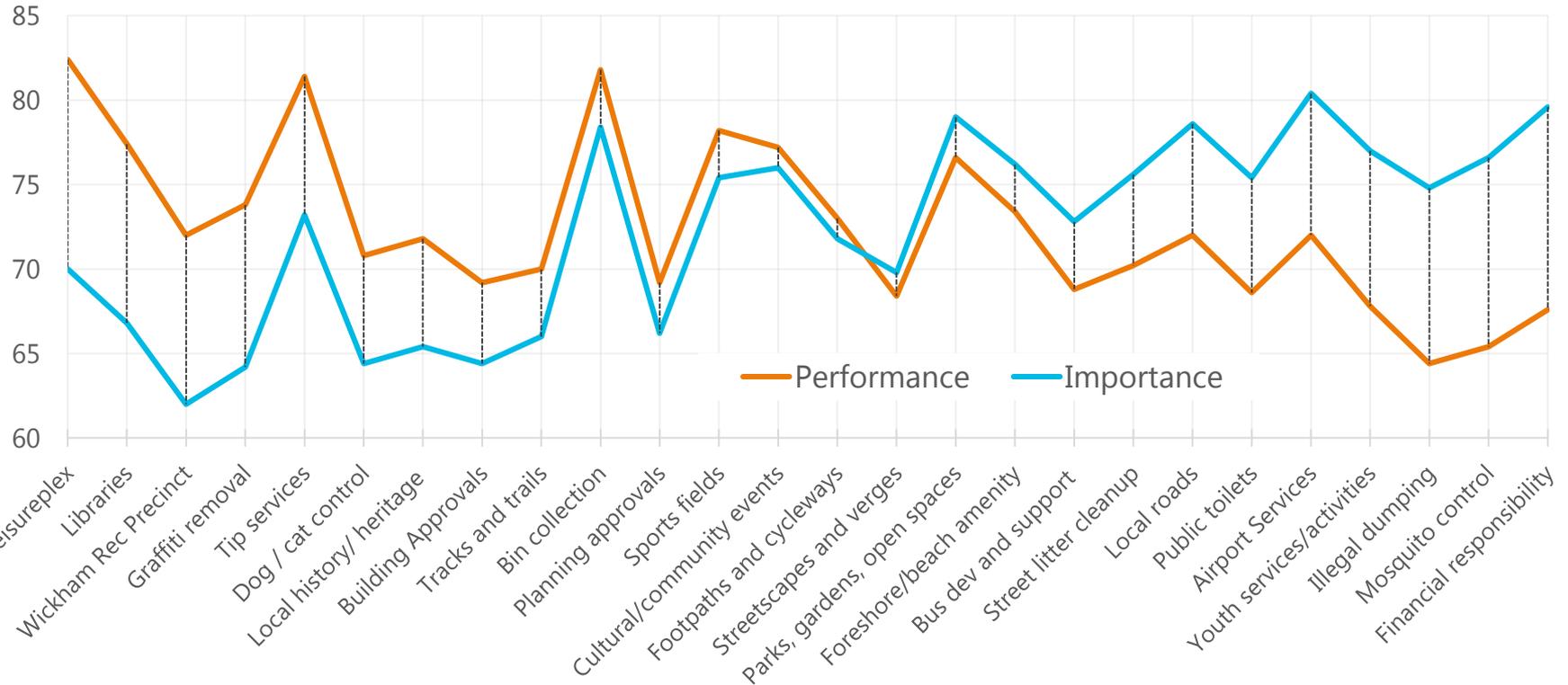


2018 Service gap analysis

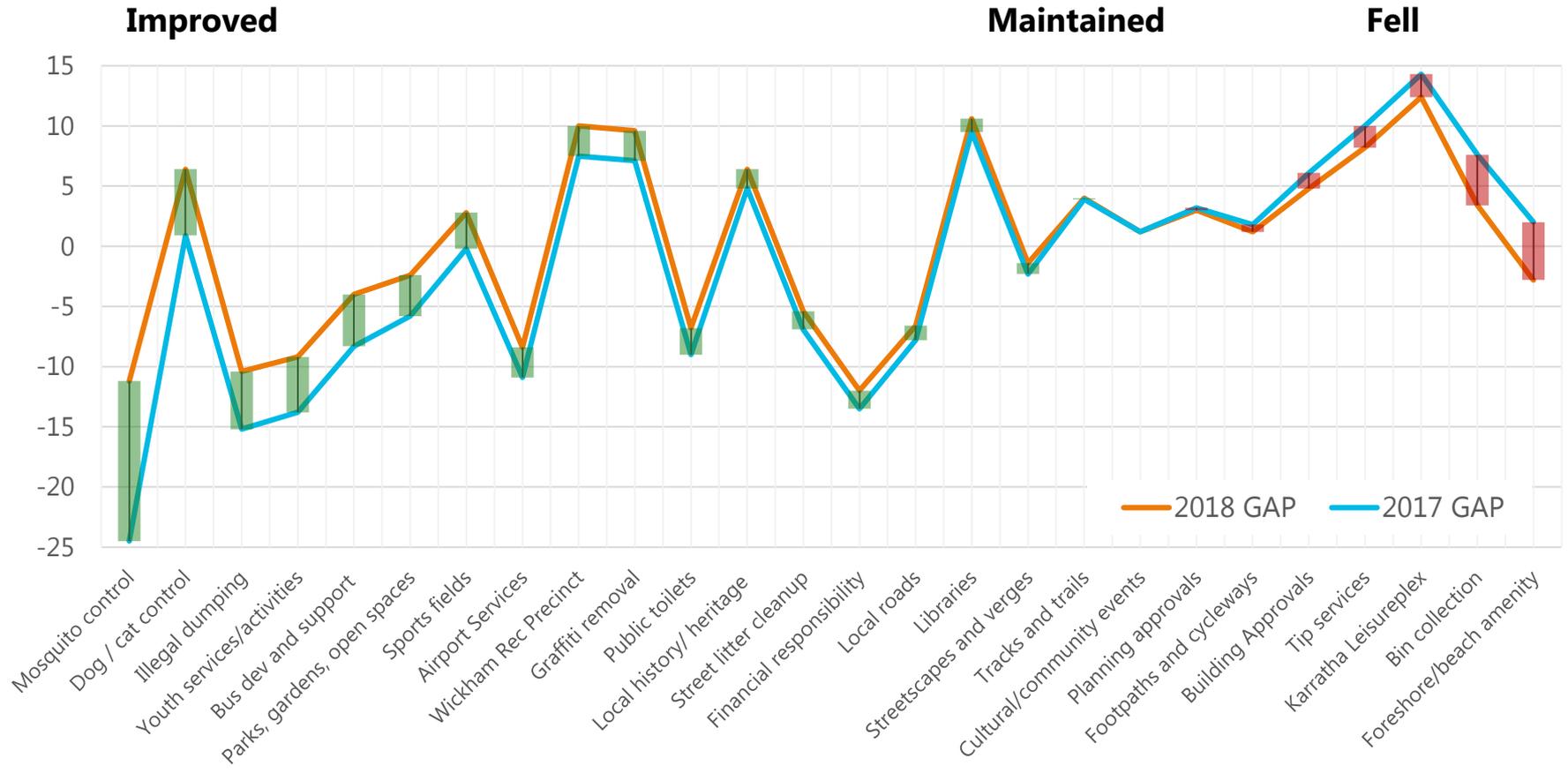
Performing above expectations

Performing at expectations

Performing below expectations



Change in service gaps: 2018 v 2017



Further information:

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