



have
your
say!

complete the
**community
survey** today



Community Survey

2017 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

- **1572** completed responses, a nearly **10% increase** on last year (1451 responses in 2016)
- 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 example: Wickham went from 20 responses to 246 due in large part to targeted post promotion)
- Hardcopy surveys went to:
 - City of Karratha Administration Office Reception
 - City of Karratha Libraries (Wickham, Karratha, Roebourne, Dampier)
- **99.99%** of respondents completed the survey **online**

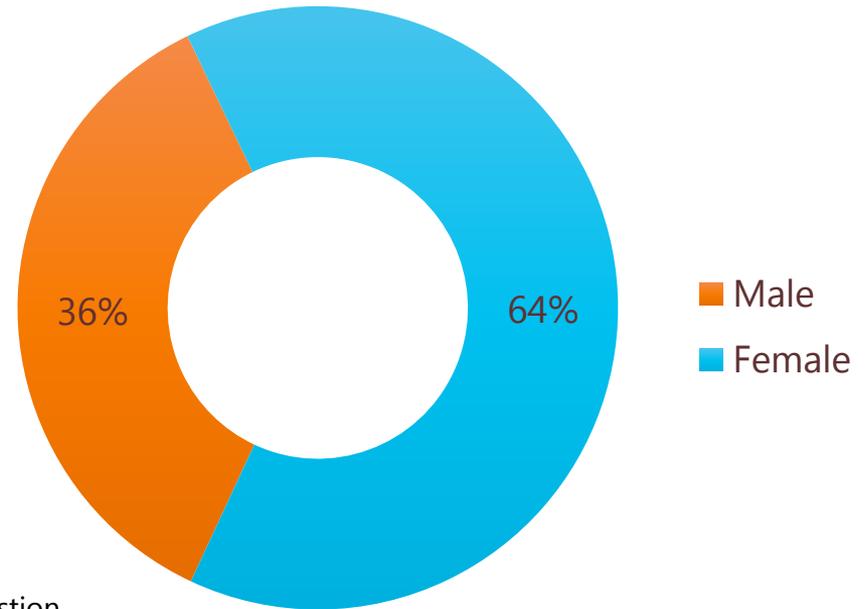
Sample sizes – by suburb

Overall	Dampier	Point Samson	Wickham	Roebourne	Baynton & Baynton West	Bulgarra	Millars Well	Nickol / Nickol West / Tambrey	Pegs Creek & CBD	Other
1389*	101	30	241	23	278	173	135	286	103	19
100%	7.27%	2.16%	17.35%	1.66%	20.01%	12.46%	9.72%	20.59%	7.42%	1.37%
Percentage of the whole	5%	10.5%		13.1%	11.2%	15.3%	9.7%	25.4%	9.8%	n/a
Population numbers	1335	2745		3424***	2921	4000	2522	6629	2556	Total: 26,132

*183 respondents chose to skip this question ** Source: <http://profile.id.com.au/karratha> ***Includes Other

Sample sizes – by gender

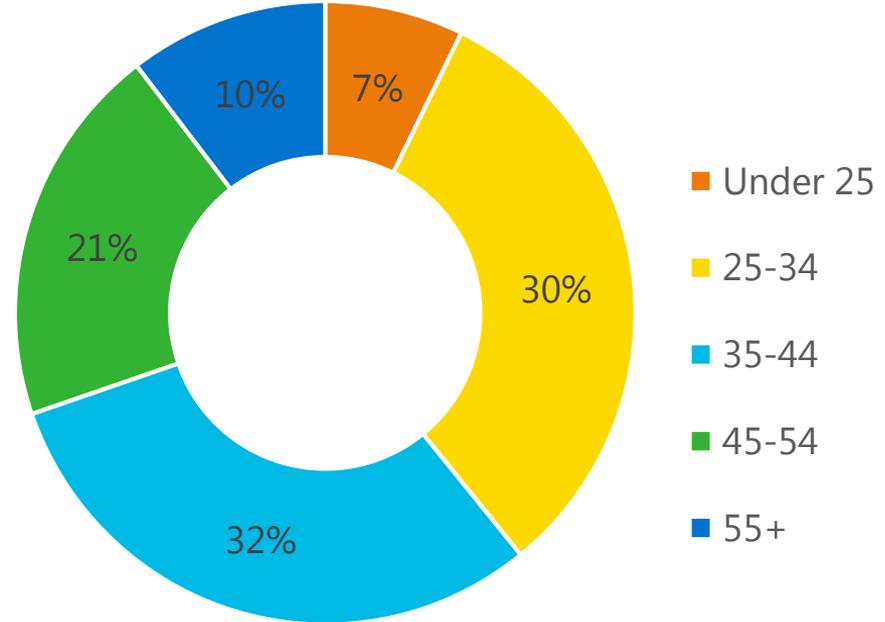
Male	Female
497	888
36%	64%



Similar ratio to previous years; 187 respondents skipped this question

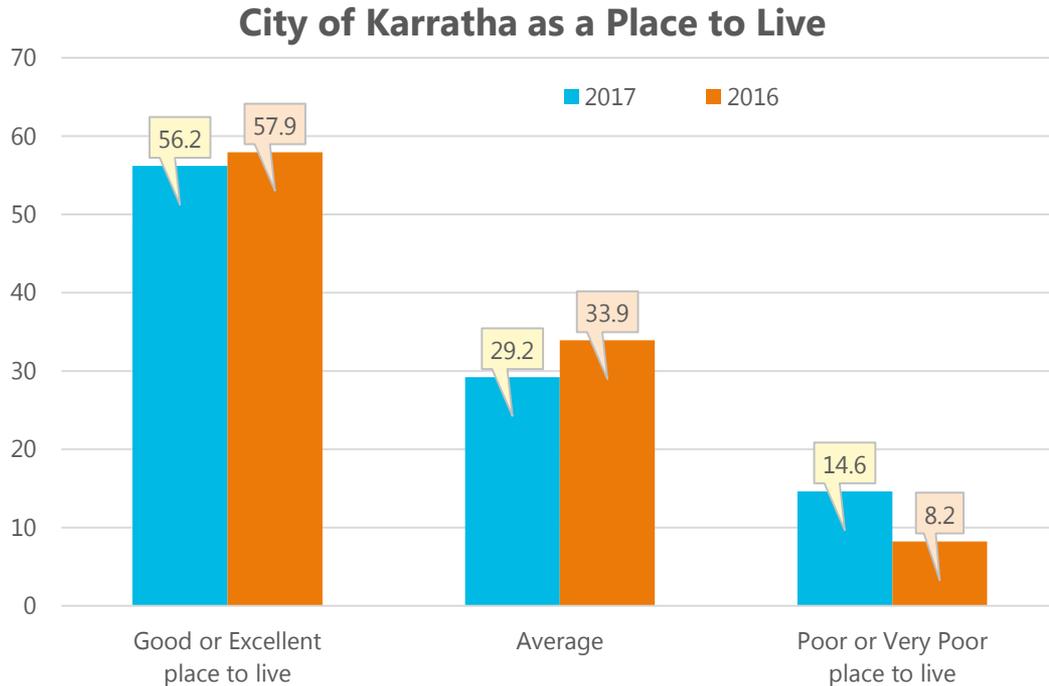
Sample sizes – by age

Age	#	%
Under 25	98	7%
25-34	420	30%
35-44	441	32%
45-54	287	21%
55+	143	10%



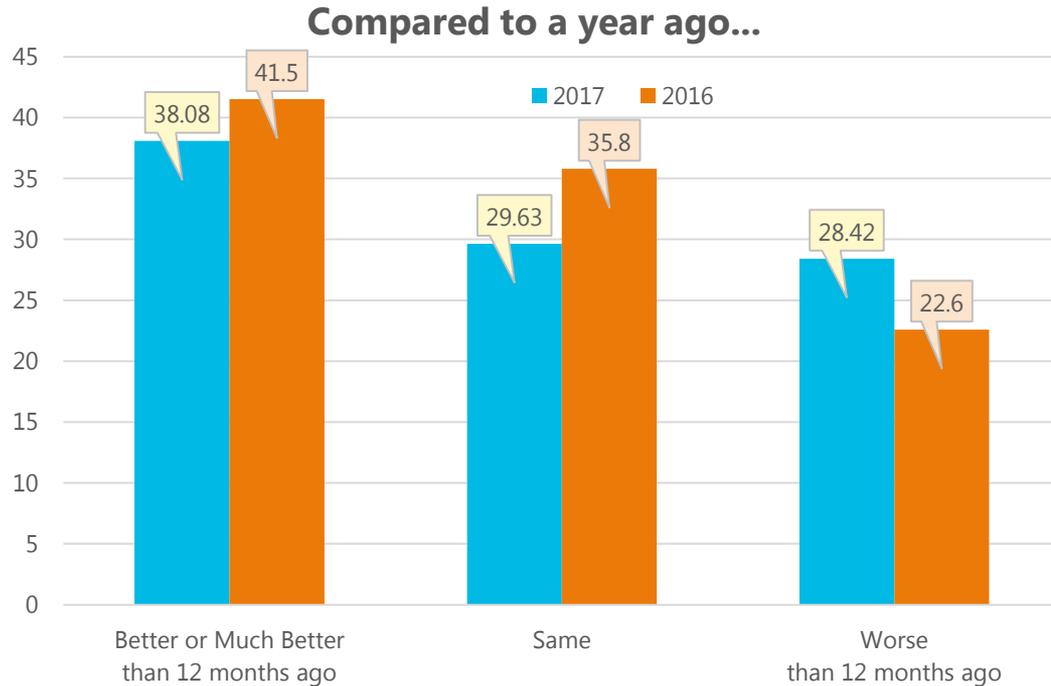
Similar breakdown to previous years

Opinions about the City



- **56.2%** of people surveyed think the City of Karratha is a good or excellent place to live, similar to last year
- **14.6%** of people think it is poor or very poor (up from 8.2% in 2016 and closer to the 12% in 2015)
- Overall, **85.4%** think the City is an average or better place to live

Opinions about the City



- **38.1%** believe the City is a better or much better place to live than 12 months ago (down from 41.5% in 2016)
- **28.4%** believe it is worse (up from 22.6% in 2016)
- Overall, **67.7%** think we're either the same or better

The best and worst of the City

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

1. Natural environment (same as 2016) **74.6/100**
2. Leisure, recreation and entertainment (up from 3rd place in 2016) **67.7/100**
3. Sense of Community (down from 2nd place in 2016) **65.3/100**



The worst things about living in the City:

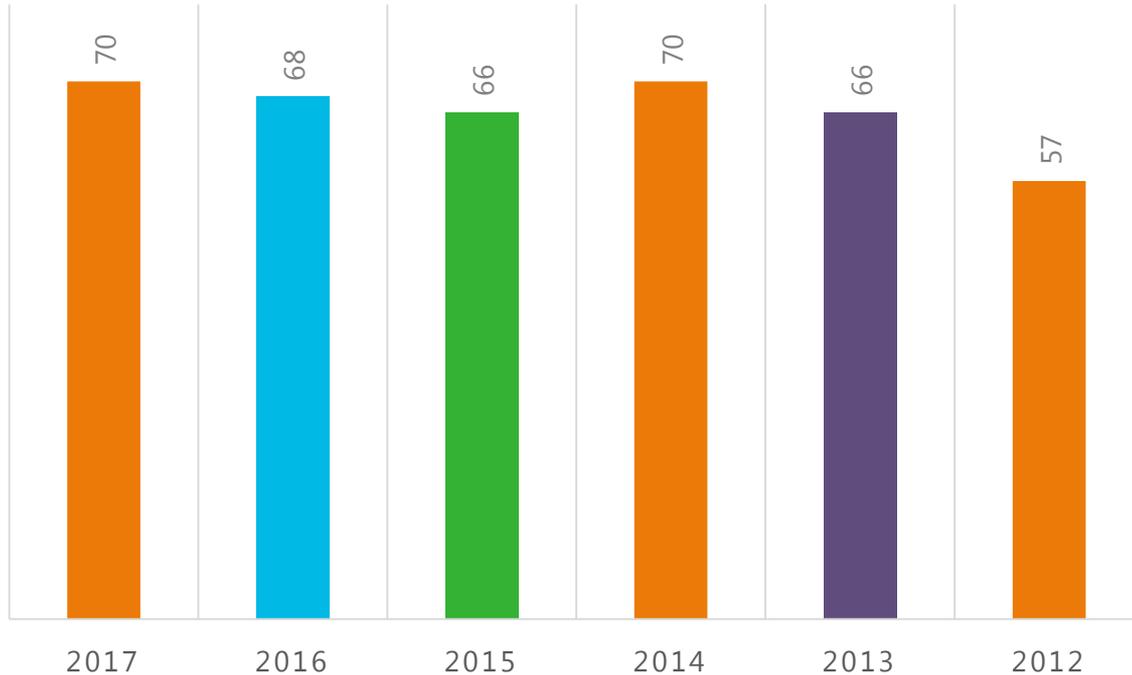
1. Cost of living (same as 2016) **43.9/100**
2. Safety and security (up from 3rd place in 2016) **45.3/100**
3. Retail offerings (dropped from 2nd place in 2016) **52.7/100**



Notable:

- Housing is now the fourth BEST thing about living here at **61.1/100**

Overall score for the City



Our overall score has increased this year, up two per cent from 2016

- 2017: **70/100**
- 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 remained at 37%, a far cry from the 5% in 2014.

Services measured in 2017

The following 26 services were measured in the survey, with one service (*) measured for the first time:

- 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

The biggest service gaps

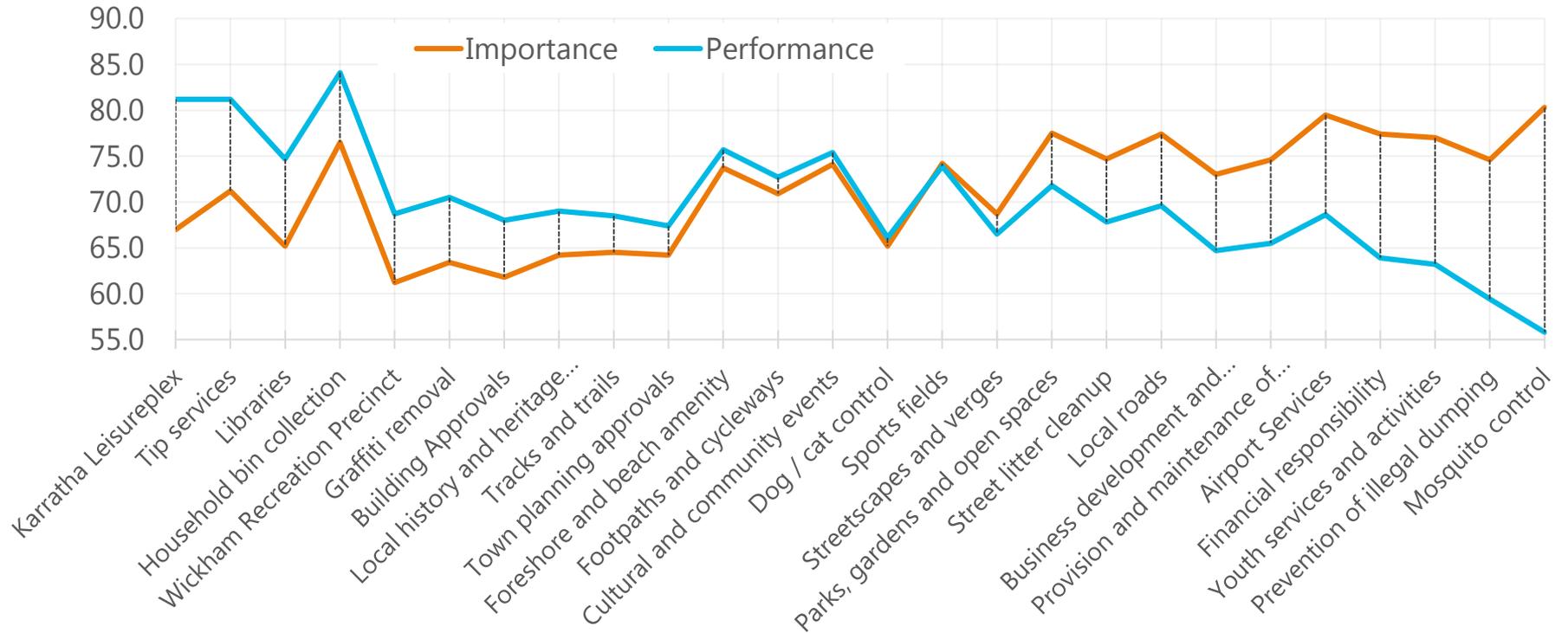
Biggest positive gaps		Biggest negative gaps	
Karratha Leisureplex	+14.3	Mosquito control	-24.5
Tip services	+10.0	Prevention of illegal dumping	-15.2
Libraries	+9.5	Youth services and activities	-13.8
Household bin collection	+7.6	Financial responsibility	-13.5
Wickham Recreation Precinct	+7.5	Airport services	-10.9

2017 Service gap analysis

Performing above expectations

Performing at expectations

Performing below expectations



Change in service gaps from 2016

Biggest improvers

- Foreshore and beach amenity +17.3
- Libraries +4.2
- Financial responsibility +2.5
- Provision and maintenance of public toilets +2.0
- Local history and heritage +2.0

Notes: Dampier and Point Samson foreshore upgrades were completed this year, which has resulted in a significant improvement spike from a -15.3 gap in 2016 to a +2 gap in 2017.

Change in service gaps from 2016

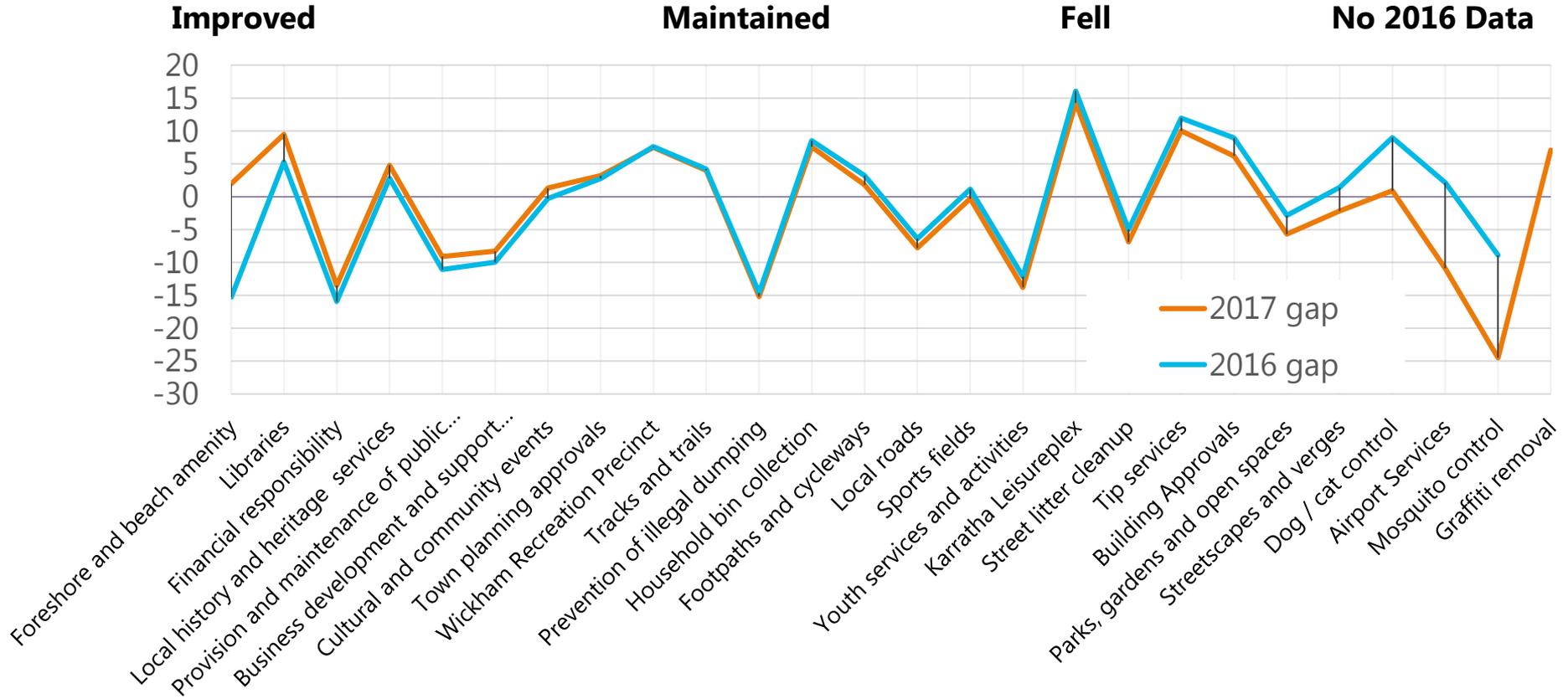
Service gap falls

- Mosquito control -15.6
- Airport services -13
- Dog and cat control -8.1
- Streetscapes and verges -3.6
- Parks, gardens and open spaces -2.9

Note: This year's survey was conducted during a month of record high rainfall for the region. The rainfall resulted in a significant increase of mosquitos, as well as weed and grass growth on verges and open spaces, which would have skewed the public opinion when completing the survey.

Airport Services was over performing by +10 in 2016, due in large part to the terminal upgrade project being completed. The drop is likely due to the novelty wearing off.

Change in service gaps: 2017 v 2016



Town/suburb variations 2017 v 2016

Overall performance variations have seen a mostly improved performance across the board, with only negligible dips in Wickham and Point Samson, and a slight dip in Pegs Creek.

	Overall	Dampier	Point Samson	Wickham	Roebourne	Bulgarra	Pegs Creek ¹	Millars Well	Nickol ²	Baynton ³	Other
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, and KIE; 2. Includes Baynton West, and Madigan Estate; 3. Includes Nickol West