



Community Survey Results

2010

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Executive Summary

1. In September 2009, Council adopted an integrated communications & customer service strategy. This strategy proposes a plan of action that will facilitate improved service delivery, the efficient allocation of resources and a greater integration in terms of community aspirations and the delivery of both operational and strategic projects.

A key component in delivering this strategy was the development of a community survey that will be used as a tool to gather information, measure community attitudes and ascertain the Shire's overall performance from a service delivery and resource allocation perspective.

It is anticipated that this survey will be circulated at least every two years. The feedback from this survey will be incorporated into the Shire's annual report and will be used as a planning and development tool to further refine and improve the Shire's overall performance.

The 2010 Community Survey was distributed to residents and ratepayers of the Shire in June 2010 and from a total of 513 sent out 122 surveys were returned. This vital feedback has been collated and analysed in this document to provide an overview of the current community opinion of Council's operations and direction. The information gained from the survey results will be used to assist decision making processes into the future and act as a benchmark for evaluating future years' performance.

The structure of the survey was broken down into three sections being; current standard of service, community consultation and access to information and future direction. Overall the collective responses were generally positive and a number of comments provided by respondents also added further value to the feedback exercise.

As this is the first comprehensive community survey to be conducted in the Shire of Jerramungup, the results have no base for comparison with previous years. Future surveys will give greater insights into how the role of Council is perceived within the community and the improvements made over time.

Survey Data Response Analysis

Current Standard of Service

2. Average response ranked by score highest to lowest (5 was most positive score)

SECTION A - Current Service Provision	Total Responses	AVG Response	AVG Response (Rounded)
COURTEOUS/FRIENDLY RECEPTION STAFF	112	3.96	4
TELEPHONE MANNER OF COUNCIL ADMIN STAFF	111	3.93	4
QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF	97	3.92	4
KERBSIDE COLLECTION	75	3.89	4
ACCESSIBILITY/AVAILABILITY OF COUNCILLORS	89	3.75	4
APPEARANCE AND AVAILABLE SPACE OF LIBRARIES	93	3.75	4
CULTURAL & COMMUNITY FACILITIES (Town Hall, Library)	113	3.75	4
CEMETERIES	94	3.74	4
QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF	112	3.71	4
OUTDOOR SPORT & RECREATION	106	3.63	4
PLAYGROUNDS	110	3.61	4
DEALING WITH CUSTOMER REQUESTS	106	3.57	4
RESPONSE TIME FOR INFORMATION REQUESTS	103	3.56	4
INDOOR SPORT & RECREATION	93	3.56	4
COUNCILLOR KNOWLEDGE OF SHIRE OPERATIONS AND ACTIVITIES	86	3.56	4
OVERALL PERFORMANCE OF COUNCILLORS	91	3.55	4
COUNCILLORS ATTENDING TO ISSUES RAISED BY YOU	79	3.52	4
RANGE OF PROGRAMS/ACTIVITIES OFFERED GENERALLY	87	3.52	4
ACCURACY OF ADVICE/INFORMATION PROVIDED BY STAFF	103	3.44	3
PUBLIC CONVENIENCES (Toilets)	112	3.36	3
RECYCLING	79	3.33	3
BRIDGES	80	3.31	3
TOWN PARKS & GARDENS	113	3.30	3
URBAN RESERVES/BUSHLAND	105	3.28	3
URBAN ROADS	115	3.24	3
WALK TRAILS	79	3.22	3
STREET FURNITURE (Benches, Rubbish Bins etc)	99	3.21	3
BEACHSIDE FACILITIES	104	3.19	3
FOOTPATHS/DUAL USE PATHS	106	2.97	3
STREET LIGHTING	91	2.96	3
REFUSE FACILITY	95	2.89	3
TOWN CENTRE STREETSCAPES	104	2.87	3
RURAL ROADS	112	2.62	3
STORM WATER DRAINAGE	88	2.52	3

An average response of 4 for this section indicates that overall, respondents feel that in the provision of these services Council is doing a good job.

Where an average response of 3 is noted, respondents generally feel that Council's work in these areas is satisfactory.

Community Consultation and Access to Information

3. Preferred method of information dissemination (1 being most preferred).

SECTION B - Community Consultation & Access to Information	Total Responses	AVG Response	AVG Response (Rounded)
Bulletin/Gazette/Journal	111	1.86	2
Website	97	3.57	4
Council Minutes	96	3.69	4
Public Notice Boards	98	4.18	4
Public Meetings	95	4.35	4
Council Buzz	92	4.58	5
SMS	93	4.99	5

Interpretation of this data tells us that most people rely on the local publications (Bremer Bulletin, Gairdner Gazette and Jerry Journal) to keep them up to date with what is happening in Council. With the monthly inclusion of the Council Buzz in the local papers, an additional avenue of information dissemination has made it easier for residents to stay in touch with Council activities.

Future Direction of Council

4. Issues ranked by priority (1 being highest priority – 10 being lowest priority).

SECTION C - Future Direction	Total Responses	AVG Response	AVG Response (Rounded)
Roads	112	2.91	3
Bushfire Protection & Emergency Services	113	3.17	3
Seniors, Youth, Sporting Facilities/Services	108	4.95	5
Parks, Gardens, Town Halls	108	5.44	5
Footpaths & Street Lighting	108	5.44	5
Waste Management	109	5.77	6
Land Development	108	5.79	6
Central Business Districts	108	5.98	6
Ranger Services	108	6.93	7
Environment & Climate Change	107	7.38	7

The majority of respondents consider roads, bushfire protection and emergency services to be the areas that should require the most attention from Council moving forward. The next most important areas of focus nominated are seniors, youth and sporting facilities and services, parks, gardens, town halls, footpaths and street lighting.

Council continues to make road construction and maintenance a high priority, and with the impending addition of a Community Emergency Services officer to the team, all issues ranked as being most important will be well provided for.

Crime Prevention Project

5. Respondents were asked if there was a greater feeling of safety within townsites after the installation of additional street lighting.

Community Safety Improvement	Number of Responses	%
Yes	17	65%
No	9	35%

This question was specifically aimed at people who walk or cycle along the Entertainment Centre end of Derrick Street, which had major lighting upgrades installed last financial year. Of those who responded to this question, 65% were of the opinion that they feel safer in this area since the lighting has been improved.

Future Resource Commitment

6. Average response ranked by score highest to lowest (5 was most positive score)

STATEMENT - STRENGTH OF AGREEMENT	Total Responses	AVG Response	AVG Response (Rounded)
Council should attempt to attract and retain appropriately trained and qualified staff	115	4.44	4
Council should ensure that its buildings and facilities are repaired and replaced as necessary according to usage.	114	4.18	4
Council should encourage commercial activities	114	4.11	4
Council should encourage home based businesses	115	4.08	4
Council should be more active in promoting the region	115	3.86	4
Council should encourage more performers and entertainment to come to Jerramungup and Bremer Bay.	112	3.86	4
There should be more and better quality footpaths	115	3.80	4
Council should provide more seniors facilities and activities	111	3.72	4
Council should share resources with other local governments in the region	116	3.72	4
Council should encourage heavy industry start up	115	3.65	4
Council should provide more youth facilities and activities	112	3.64	4
Council should install alternative power generation on its building (Solar panels/wind generators)	115	3.57	4
Council should subsidise community groups who lease Shire owned buildings/facilities	114	3.52	4
Council should financially support community groups who attract and service tourists	115	3.51	4
Council should provide more recreational walk trails, cycling paths and horse riding trails	112	3.39	3
Council should support the creation of "hobby farms" in Rural Areas (1-4 hectares)	115	3.35	3
Council should support higher density development within the townsite	111	3.29	3
The Shire should have an environmental and climate change strategy	113	3.28	3

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Council should encourage more cultural activities	111	3.27	3
Council should upgrade and extend street lighting in the townsite	111	3.23	3
Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council	117	2.93	3
Council's current roadworks budget is adequate	108	2.56	3
Council should levy all ratepayers for environmental projects	114	2.40	2
Council should increase rates to pay for better footpaths	112	2.31	2

An average response of 4 for this section indicates that overall, people agreed with the statement.

Where an average response of 3 is noted, respondents generally had no opinion on the matter.

An average response of 2 indicates that overall, people disagreed with the statement.

Other Survey Statistics

1. Respondents Locality (where indicated)	
Boxwood Hill	7
Bremer Bay	49
Dillon Bay	2
Fitzgerald	4
Gairdner	16
Jacup	9
Jerramungup	30
Needilup	8

2. Age Brackets of Respondents (where indicated)	
<18	0
18-29	6
30-45	36
46-59	41
>60	34

3. Respondents Gender (where indicated)	
Male	64
Female	70

Review

Community Engagement Officer to review on or before 31 August 2011.

Associated Documents

- Community Survey Questionnaire
- Community Survey Response Data Spreadsheet