



have
your
say!

complete the
**community
survey** today



Community Survey 2019 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

- **1430** completed responses, similar to last year's uptake (1507) although slow start
- Primary source of dissemination was via the City of Karratha **Facebook** page
- Specific demographics were **targeted** via promoted Facebook posts and Messenger ads with good results
- Hardcopy surveys went to:
 - City of Karratha Administration Office Reception
 - Community Engagement Team
- **99.99%** of respondents completed the survey **online**

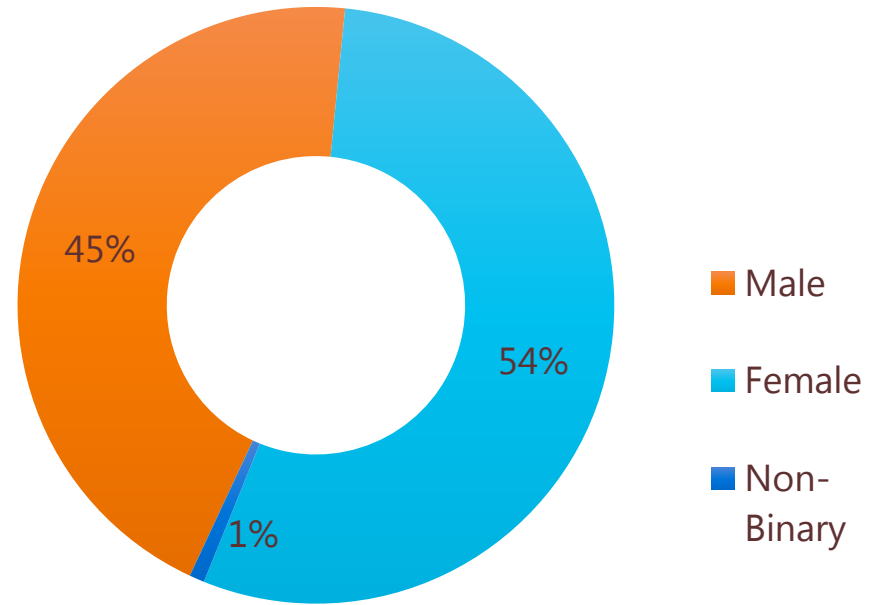
Sample sizes – by suburb

Overall	Dampier	Point Samson	Wickham	Roebourne	Baynton & Baynton West	Bulgarra	Millars Well	Nickol / Nickol West / Tambrey	Pegs Creek & CBD	Other
1261*	121	19	91	13	274	156	145	311	108	23
100%	9.6%	1.5%	7.2%	1%	21.8%	12.4%	11.5%	24.7%	7%	1.8%

*169 respondents chose to skip this question

Sample sizes – by gender

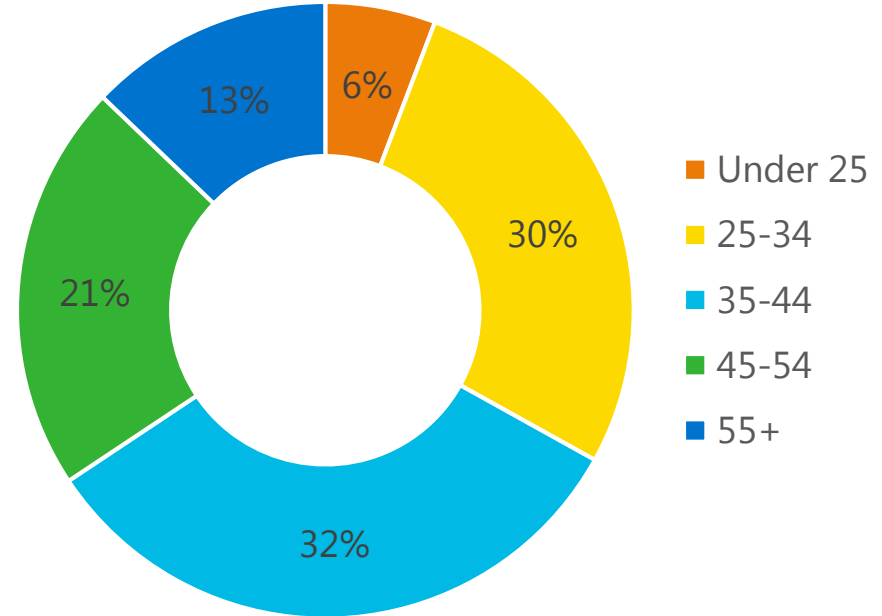
Male	Female	Non-Binary
574	669	10
45.8%	53.4%	0.8%



Ratio closer than in previous years

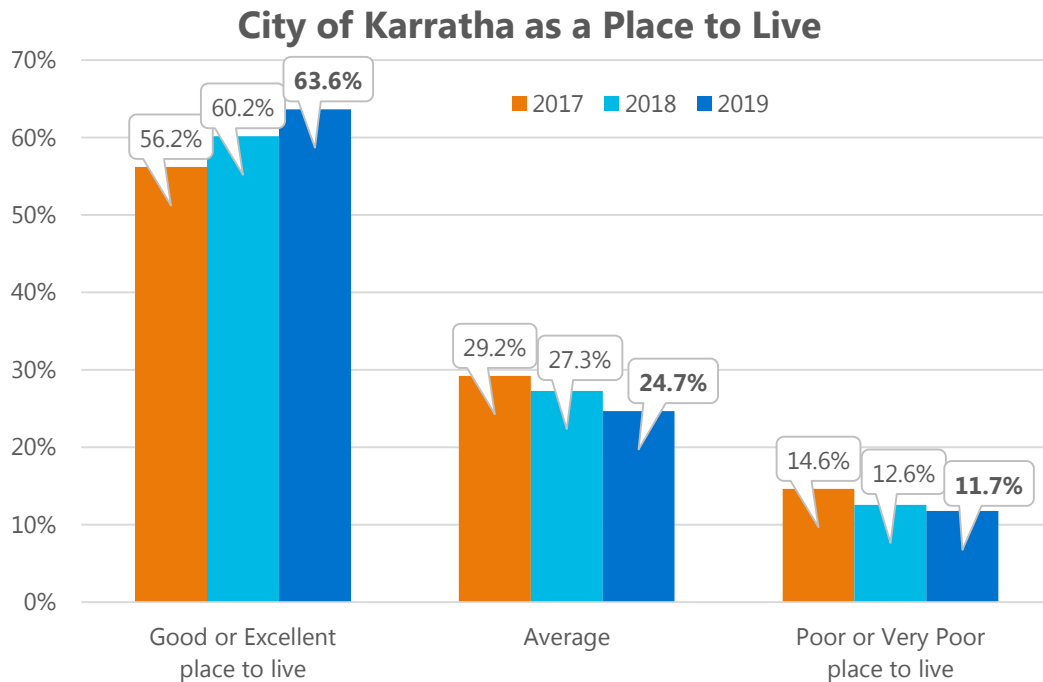
Sample sizes – by age

Age	#	%
Under 25	73	6%
25-34	344	30%
35-44	411	32%
45-54	271	21%
55+	162	13%



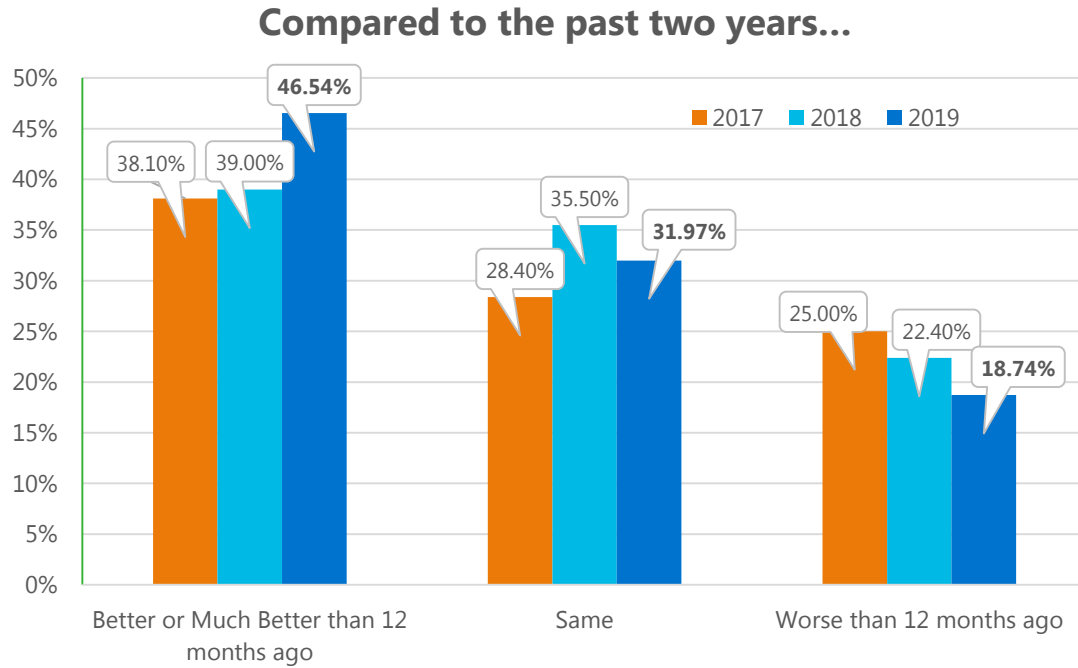
Similar breakdown to previous years

Opinions about the City



- **63.62%** of people surveyed think the City of Karratha is a good or excellent place to live - better than last year
- **11.74%** of people think it is poor or very poor (down from 2018)
- Overall, **88.27%** think the City is an average or better place to live, an improvement on previous years

Opinions about the City



- **46.54%** believe the City is a better or much better place to live than 12 months ago (7.5% increase)
- **18.74%** believe it is worse (down 3.6% on last year)
- Overall, **78.5%** think we're either the same or better than last year, up from 74.5% 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 **72.2/100**
3. Sense of Community **68.4/100**



The worst things about living in the City:

1. Cost of living **44.4/100**
2. Safety and security **48.2/100**
3. Retail offerings **52.2/100**

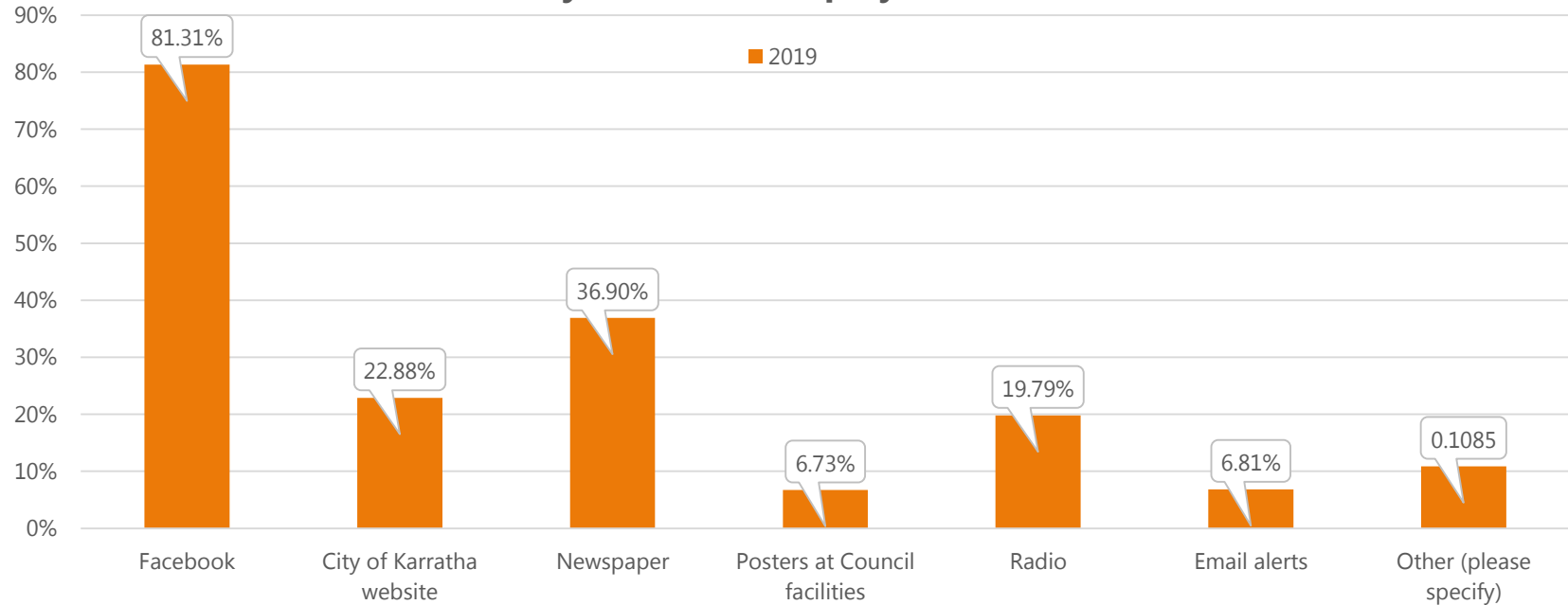


Notable:

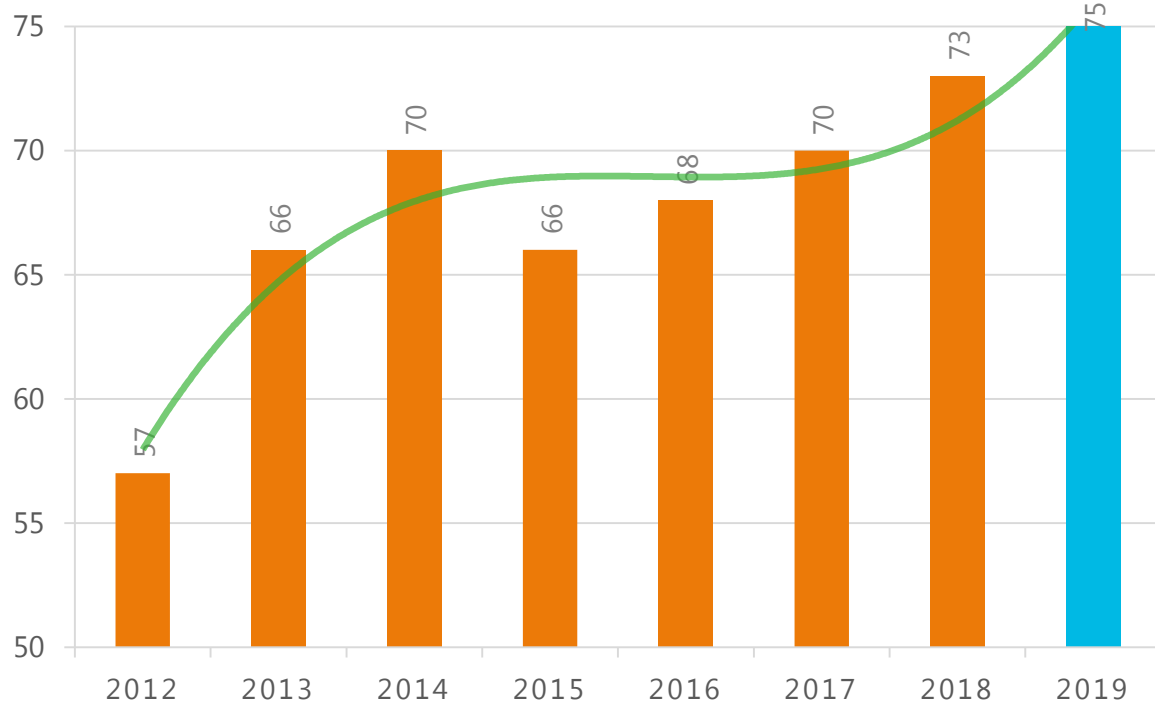
- Score improvements inline with major project delivery (Red Earth Arts Precinct, Karratha Health Campus)

Sources of City info

How do you hear about projects and events?



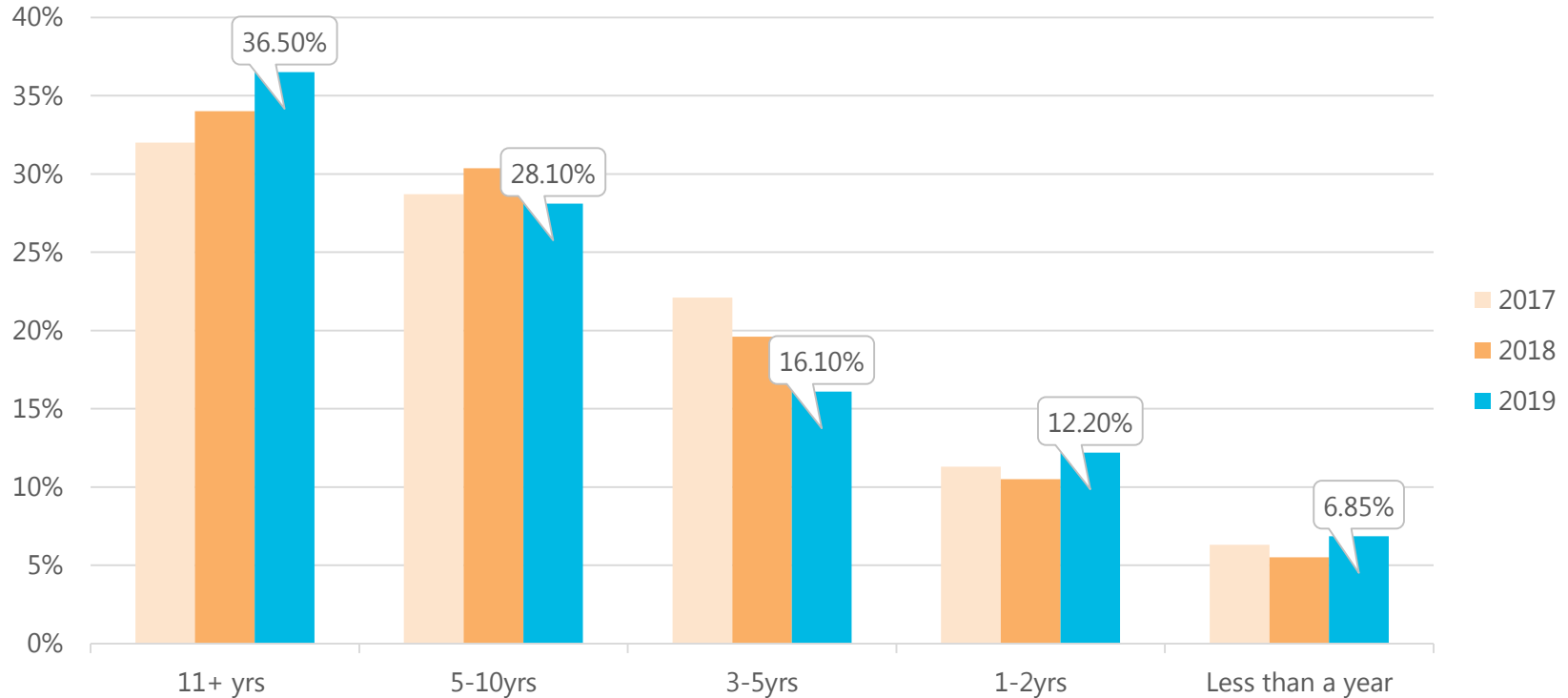
Overall score for the City



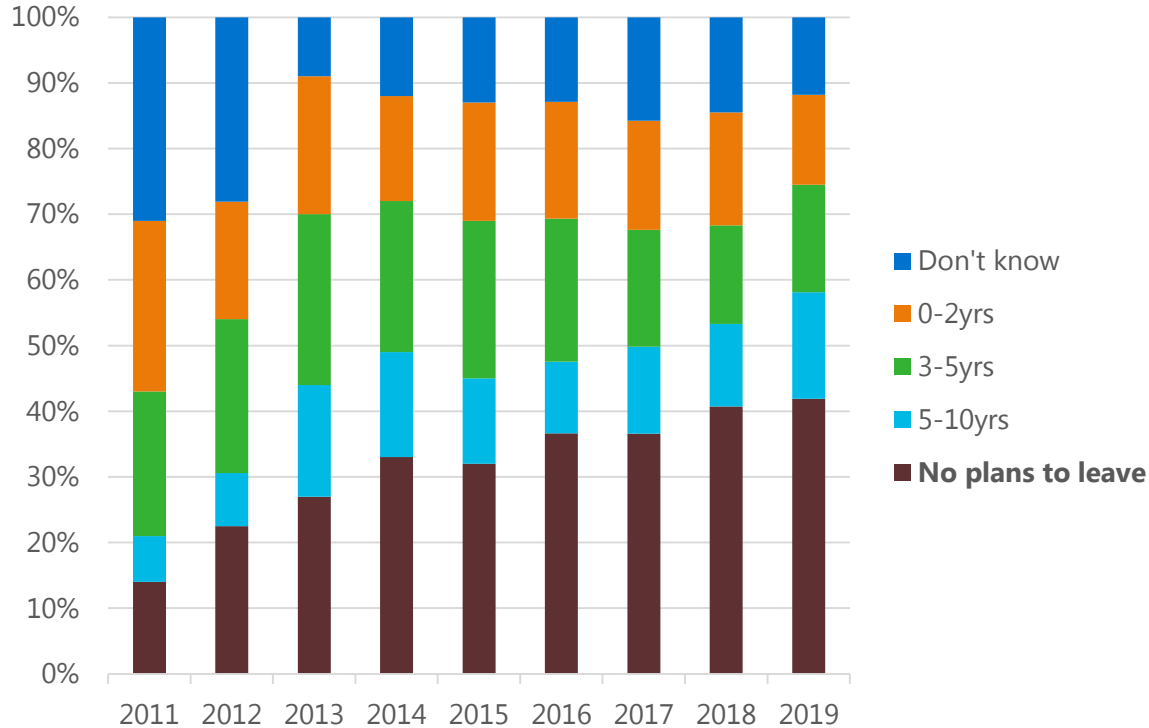
Our overall score has increased this year, up two per cent from 2018; the highest we've received.

- 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' continues to increase with **41.9%** of respondents planning to stay in town indefinitely this year; a far cry from the just 14% in 2011.

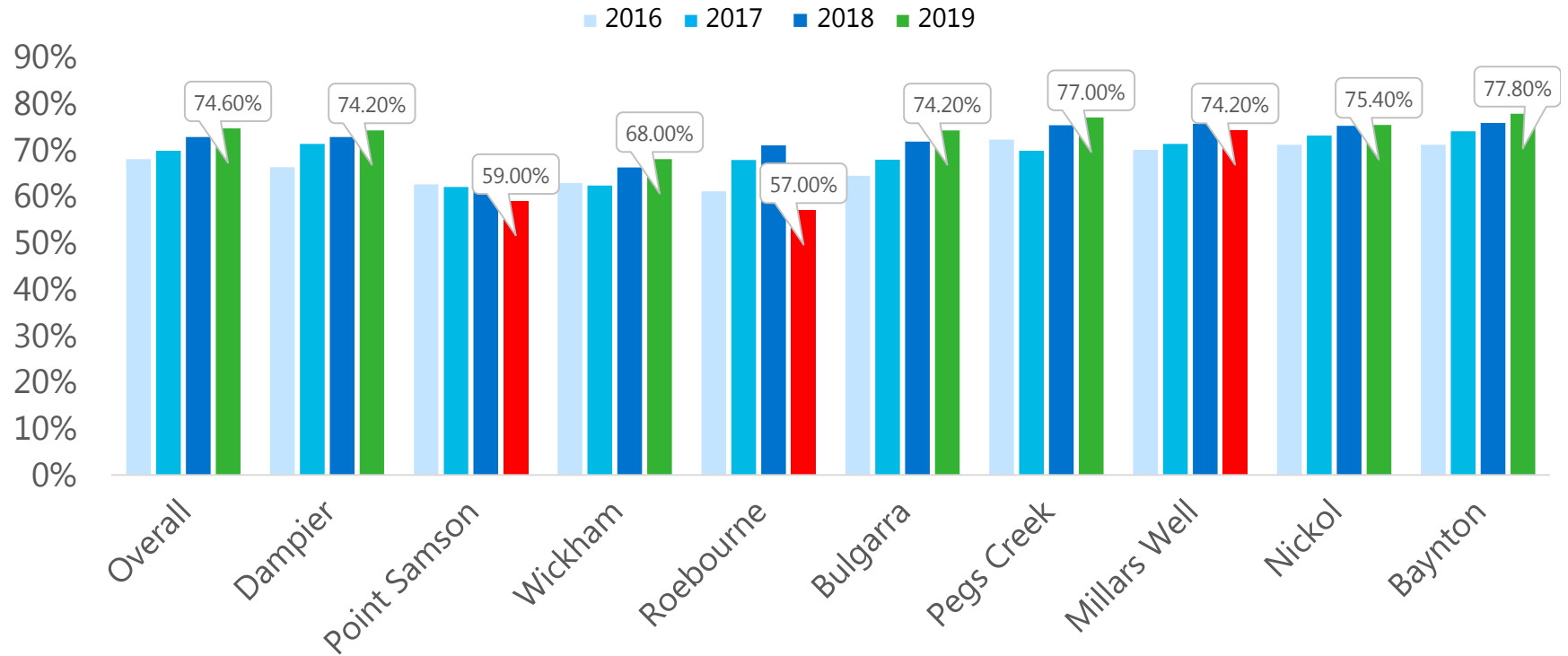
Town/suburb variations

Point Samson, Roebourne, Millars Well only suburbs down from previous year.

	Overall	Dampier	Point Samson	Wickham	Roebourne	Bulgarra	Pegs Creek ¹	Millars Well	Nickol ²	Baynton ³
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;

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

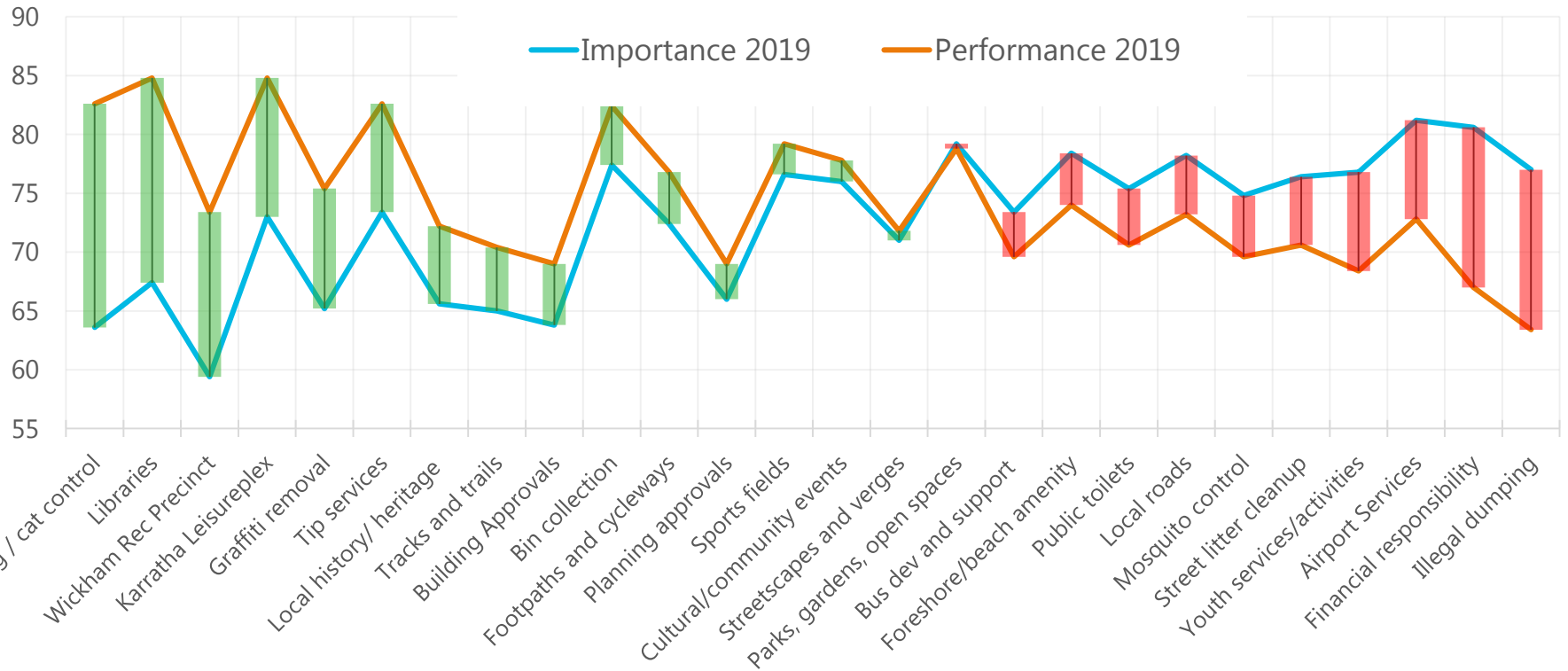
- Airport Services
- Building Approvals
- Business development and support services
- Graffiti removal
- Cultural and community events
- Dog / cat control
- Financial responsibility
- Footpaths and cycleways
- Foreshore and beach amenity
- Household bin collection
- Karratha Leisureplex
- Libraries
- 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

2019 Service gap analysis

Performing above expectations

Performing at expectations

Performing below expectations

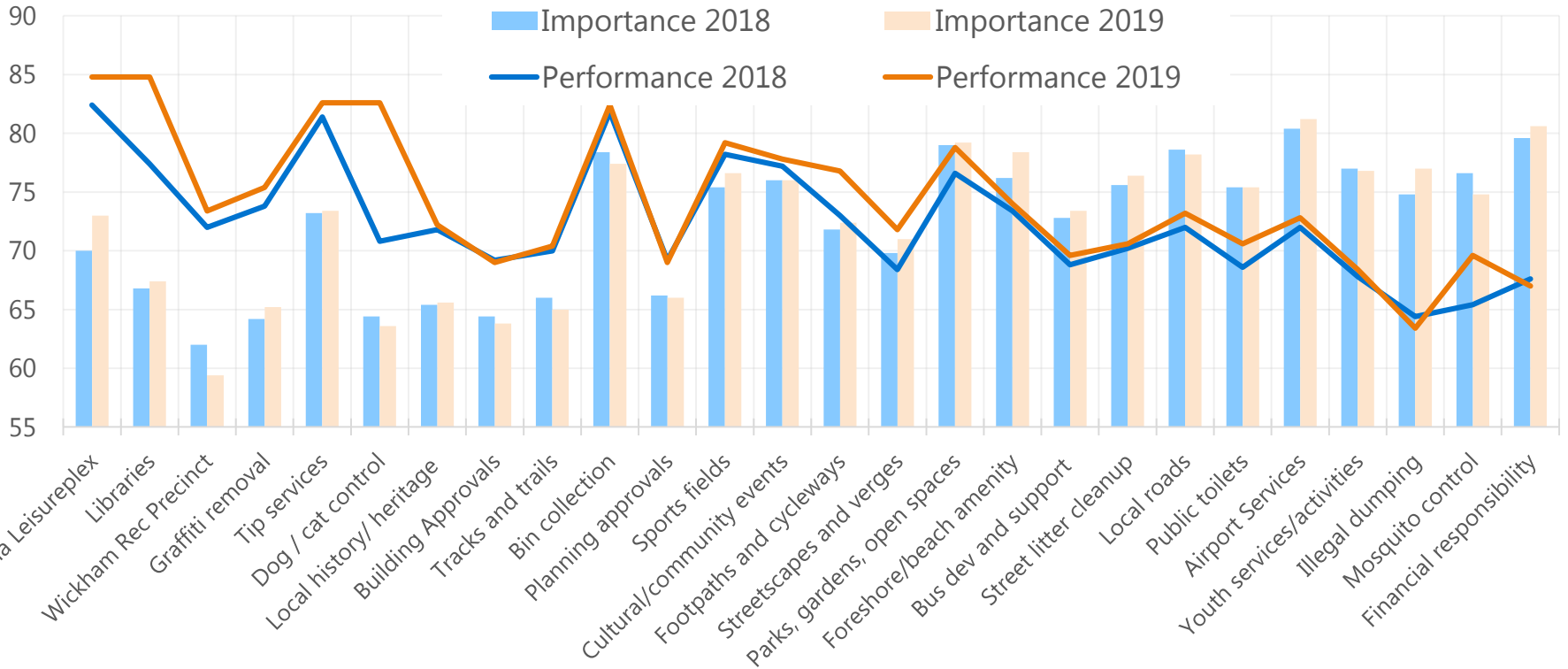


Gap trend 2019 v 2018

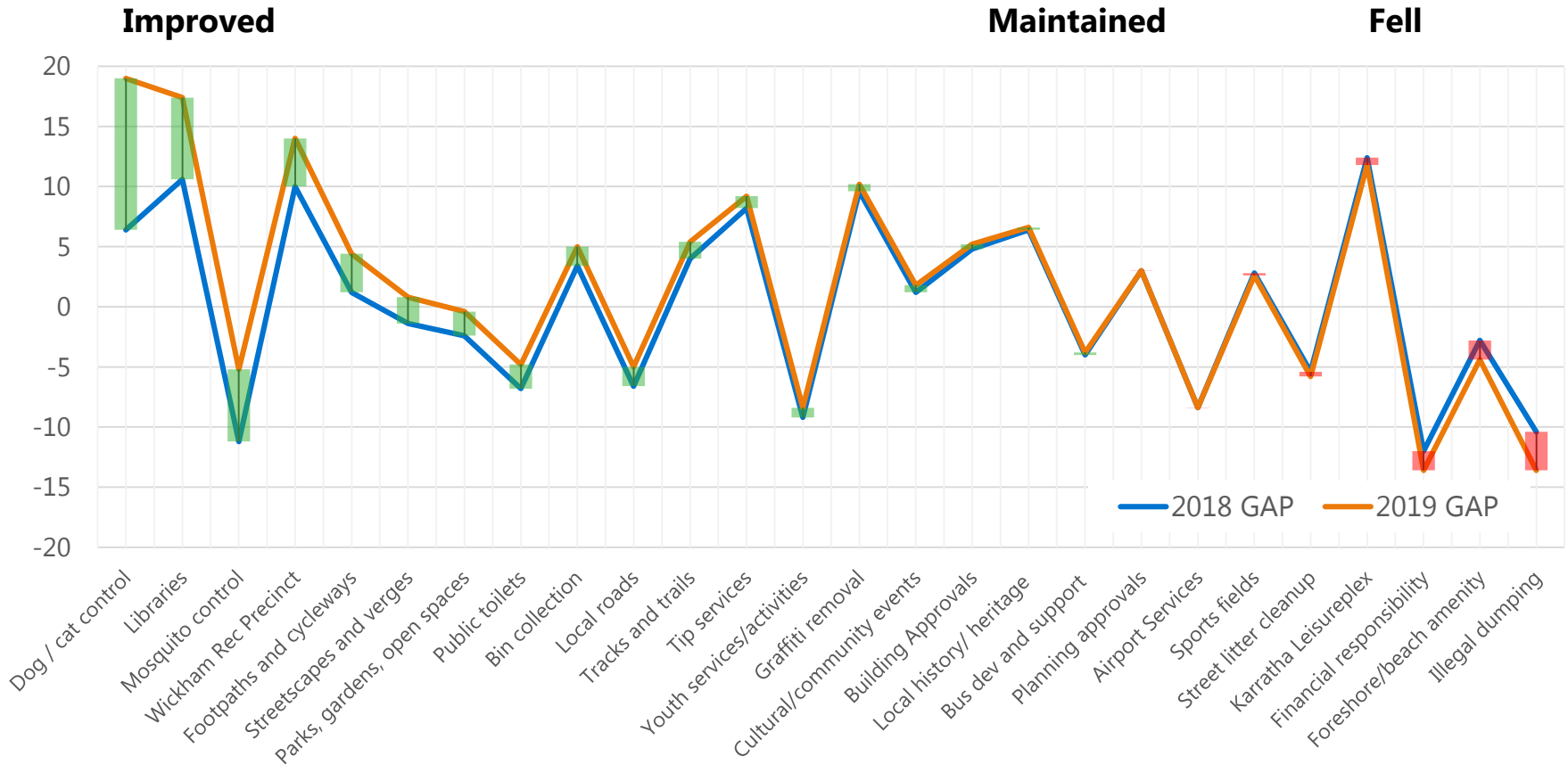
Performing above expectations

Performing at expectations

Performing below expectations

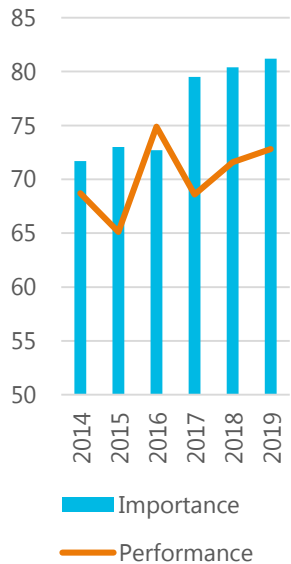


Change in service gaps: 2019 v 2018

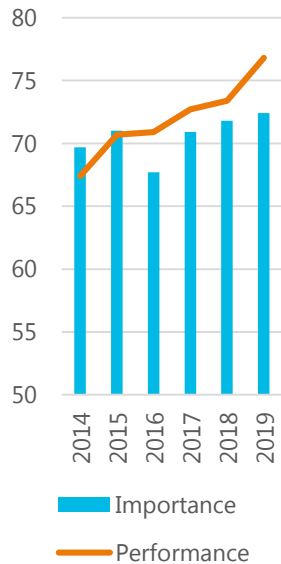


Strategic Projects & Infrastructure

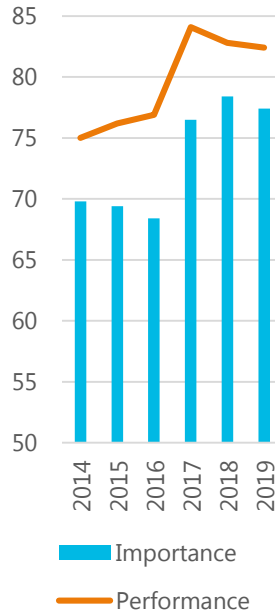
Airport Services



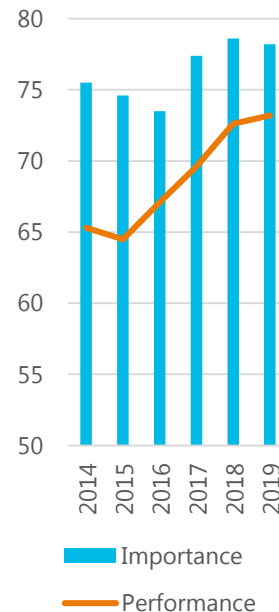
Footpaths & Cycleways



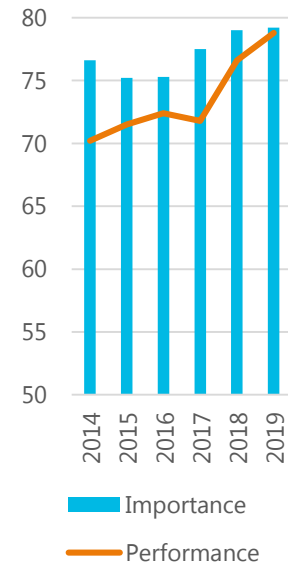
Bin Collection



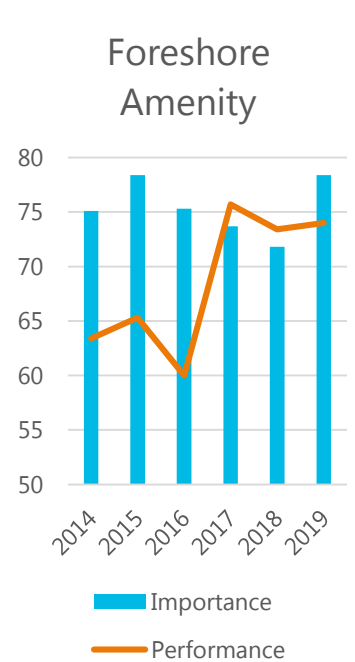
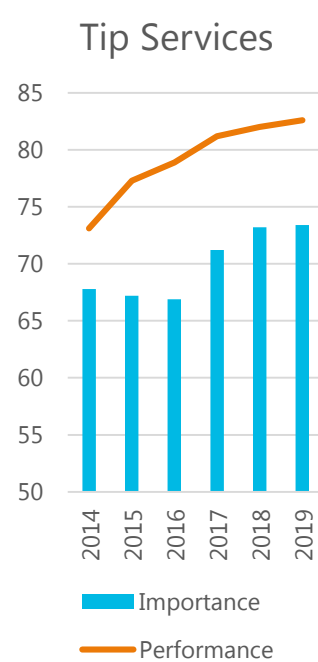
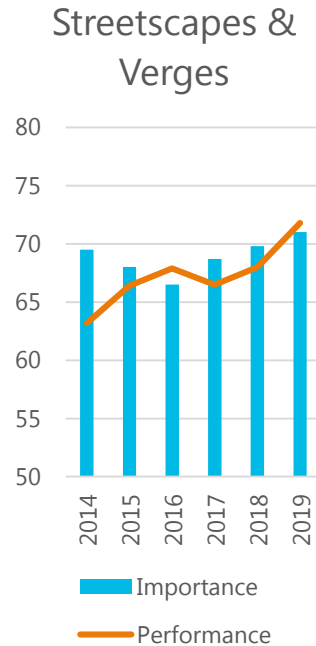
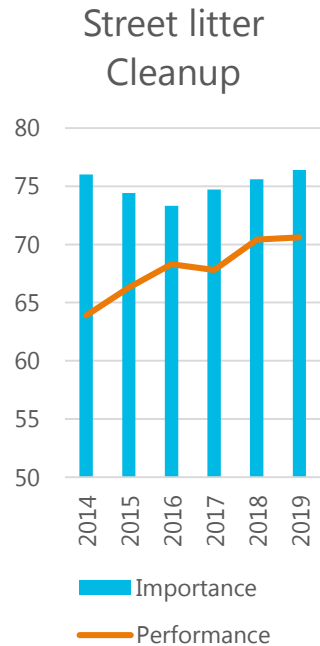
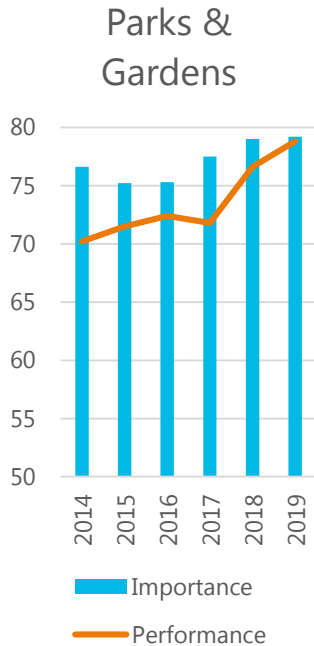
Local Roads



Parks & Gardens

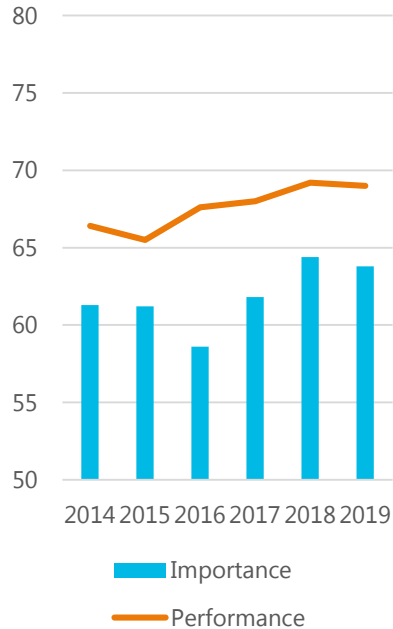


Strategic Projects & Infrastructure

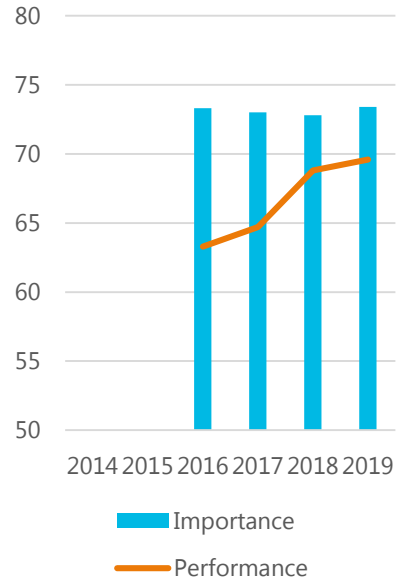


Development

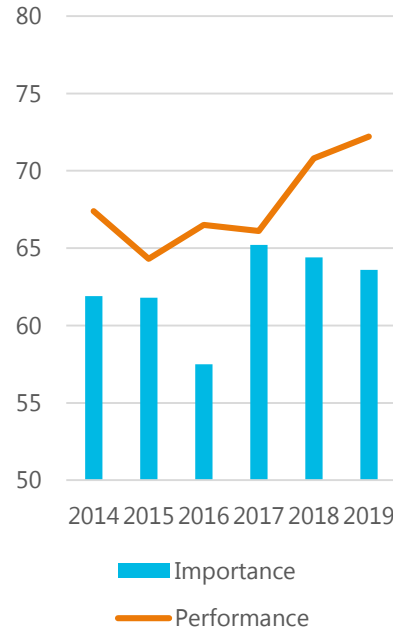
Building Approvals



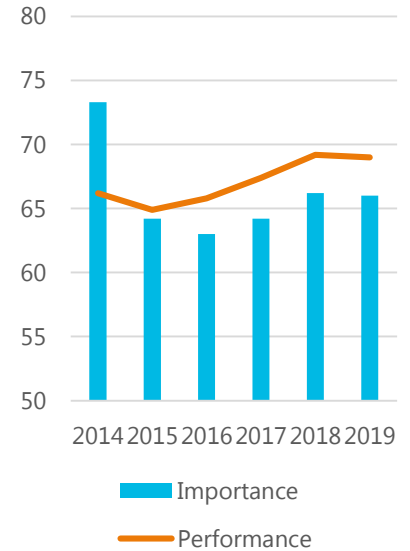
Business Dev & Support



Dog/Cat Control

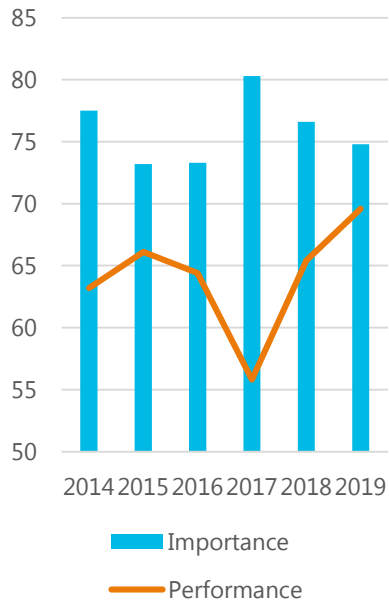


Town Planning Approvals

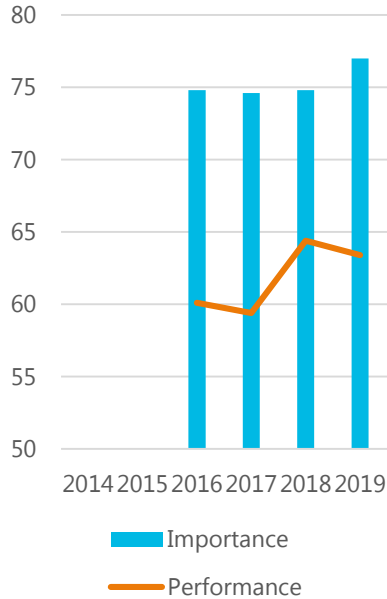


Development

Mosquito Control

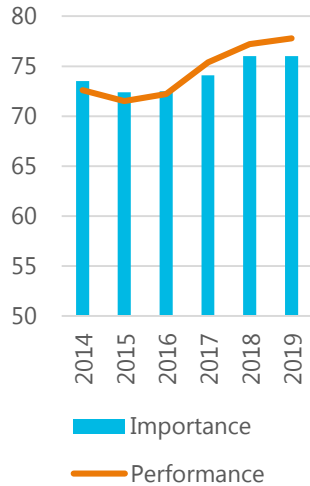


Illegal Dumping

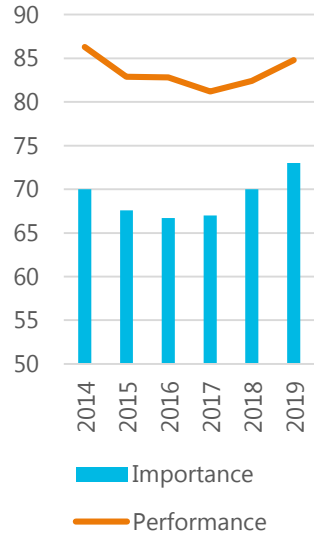


Community & Corporate

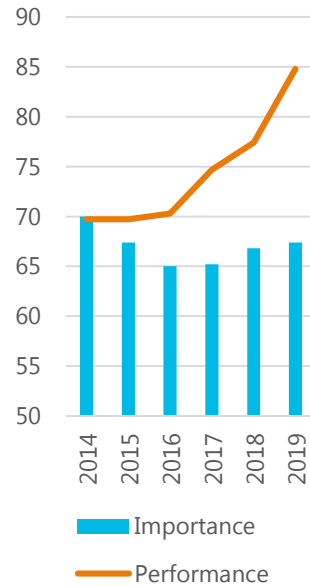
Cultural / Community Events



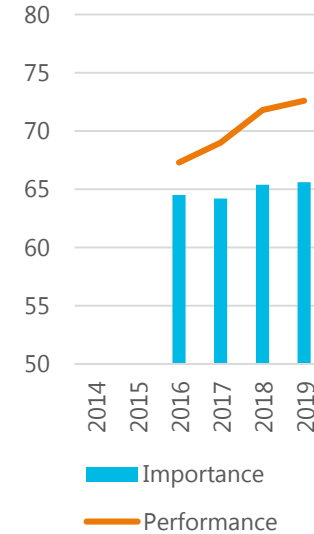
Karratha Leisureplex



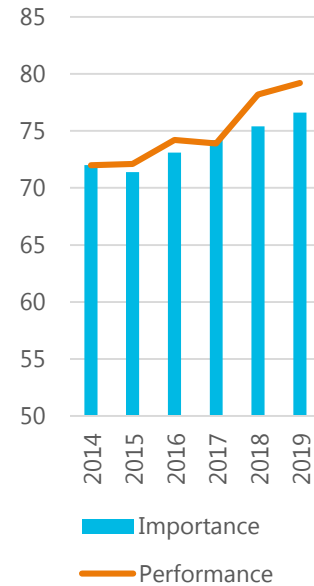
Libraries



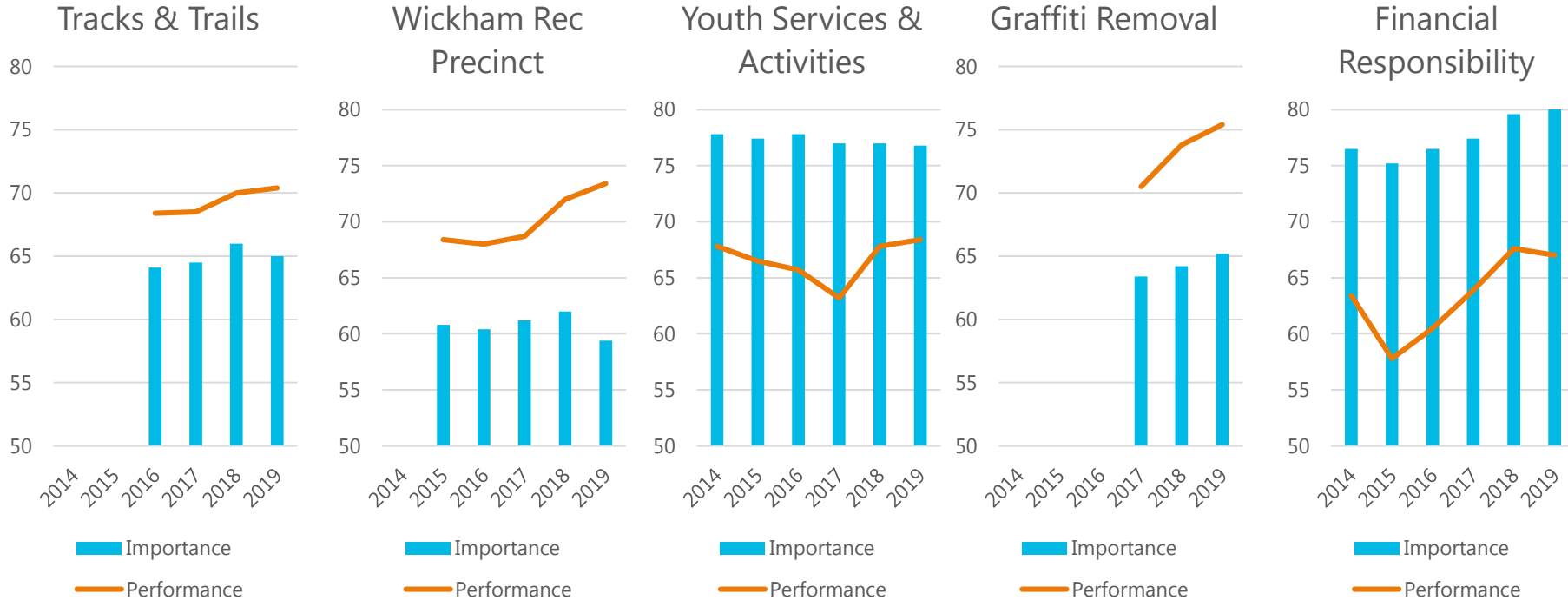
History & Heritage



Sports Fields



Community & Corporate



Further information:

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