

SHIRE OF DENMARK
2014/15 COMMUNITY NEEDS
AND
CUSTOMER SATISFACTION
SURVEY REPORT



2014/15 COMMUNITY NEEDS & CUSTOMER SATISFACTION SURVEY REPORT

Produced by the Shire of Denmark

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2014/15 COMMUNITY NEEDS & CUSTOMER SATISFACTION SURVEY REPORT

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SHIRE OF DENMARK

Discover Denmark

2014/15 COMMUNITY SURVEY REPORT

Introduction

This report provides a summary of the responses to the 2014/15 Community Needs and Customer Satisfaction Survey which concluded on 28 May 2015.

The Report both summarises and provides analysis and comment on the information received from respondents of the 1,000 randomly selected ratepayers and electors from the Shire of Denmark Consolidated Electoral Roll and Rates Roll, comprising of both local and absentee landholders, as well as residents from their respective localities within the Shire.

The return rate of 21.20% for the Survey is considered to be an excellent response from a statistical perspective and the information that has been derived from these results will be extremely useful in guiding strategic and operational priorities of the Council and gauging opinion on many relevant issues.

A copy of the Survey Results, including comments received, is attached to this report in order to provide additional information and to support the recommendations contained within this Report.

Project Objectives

The overall objectives of this Survey were:

- To provide a clear understanding of the needs of residents and ratepayers of the Shire of Denmark in relation to current and future service provision;
- To ascertain the level of satisfaction with the current services and facilities provided;
- To ascertain the aspirations and needs of the Shire of Denmark's residents and ratepayers;
- To obtain information for benchmarking from year to year and to guide future strategic decision making and budget priorities.

Background

In 2008 Council resolved to reintroduce the Biennial Community Needs and Customer Satisfaction Survey, with an earlier Survey having ceased in 2004. The Community Needs and Customer Satisfaction Survey is conducted every second year in-house by Shire Administration Staff in order to minimise the cost to ratepayers.

The 2008/09 Survey had a response rate of 36.80% and the 2010/2011 Survey 47.90%, noting that these Surveys used a traditional paper Survey as the principal means of distributing the Survey, and were conducted with a random sample of 1,000 electors.

The 2012/13 Survey was forwarded to 4,379 electors in December 2012, with the Surveys individually numbered and sent with pre-paid envelopes to return the Survey to Council, or a secure login password for those respondents who chose to complete the Survey online. The Survey had an overall return rate of 14.96%. Of the 655 returned, 87.18% were submitted online, and 12.82% were returned as hard copies to the Shire Office.

Validity of Survey Results

The formula used to assess the Statistical Validity was taken from the “Survey System” website (www.surveymonkey.com). The returned numbers of Surveys were entered into the sample size calculator to calculate the Confidence Interval. Once this figure was ascertained the Confidence Interval figure was entered against the entire population of ratepayers. With the calculations and figures entered into the Sample Size Calculator the Confidence Level was then determined at 95%.

Survey Methodology

The Survey process involved several stages. Staff and Councillors revised several versions of the initial draft in the planning stages of the process, to ensure the questions reflected the objectives of the project.

At the 14 April 2015 Ordinary Meeting of Council, it was agreed to endorse the 2014/15 Community Needs and Customer Satisfaction Survey and distribute an invitation to complete to 1,000 randomly selected ratepayers and electors of the Shire of Denmark.

COUNCIL RESOLUTION

ITEM 8.4.4

MOVED: CR ROWLAND SECONDED: CR GILLIES

That with respect to the Draft 2014/15 Community Needs and Customer Satisfaction Survey, Council;

1. *Amend Policy P040130 – Biennial Community Needs & Customer Satisfaction Survey to read as follows:*

“Policy P040130 – Biennial Community Needs & Customer Satisfaction Survey

The draft Survey has been prepared in accordance with this Policy, which reads as follows;

1. *In November of every even numbered year, Council is to conduct an in house prepared Community Needs & Customer Satisfaction Survey.*
 2. *The Survey is to be sent to 1000 randomly selected Residents & Ratepayers of the Shire, drawn from the most recent Shire of Denmark consolidated Electoral Roll and Ratepayers combined database.*
 3. *The principal method of completing the Survey is to be by online means, with a hard copy only available for those who do not wish to or are unable to complete it in this manner.”*
2. Endorse the Draft Survey, for distribution to 1,000 randomly selected ratepayers and electors, as amended.
3. Distribute the Survey by 28 April 2015 and close 28 May 2015.
4. Include in promotional material the right for participants who complete the Survey online to enter a prize draw to win one of five (5) \$100 dinner vouchers at a local winery.

CARRIED UNANIMOUSLY: 8/0 Res: 130415

Staff conferred with Councillors regarding the questionnaire and it was piloted with a number of selected staff members, independent of the preparation of the document, to verify its clarity, purpose and efficacy. The questionnaire was adopted by Council, and individually numbered invitations were sent out to the 1,000 randomly selected residents and ratepayers on 28 April 2015.

Eligible electors and ratepayers were advised of the allocation of a randomised personal identification number (pin) to alleviate copies being reproduced and not detected. For residents and property owners who preferred not to complete the Survey online, hard copies were issued (13 were requested in this manner). At return of the hard copy questionnaires, staff entered details from the hard copy into the online version, as proxy for the respondent. This was the most efficient method to accurately collate all data presented. All Survey respondents pins were closely checked to ensure there were no duplicated entries.

In the instance where a pin was logged in multiple times, the completed version of that Survey login attempt was the data used for the results collated. All Surveys handed over the counter were scrutinised to ensure that a valid pin was recorded as required prior to acceptance.

Twelve incomplete online Surveys were discarded from the results collation due to a duplicate personal identification number being listed and a complete Survey with that number being also available. Two incomplete paper Surveys received via post were discarded from collation due to no personal identification number being listed on the Survey.

In order to facilitate meaningful comparisons between results of previous Surveys, this year average ratings were calculated to show trend on questions that have been asked previously. To calculate the average ratings, categories such as 'Strongly Disagree / Disagree / Neutral / Agree / Strongly Agree' and 'Very Poor / Poor / Satisfactory / Good / Excellent' were ascribed a numerical rating (1,2,3,4,5) and the percentage/number of responses for each category were multiplied against the rating. The sum of all categories were added and divided against the number of responses for each year's Survey (2012-13 – 655; 2010-11 – 479; and 2008-09 – 368) to give a numerical average between 1 – 5. Any 'Unsure' responses were discounted from the calculation, as no numerical weighting could be attached to this option.

The weighted result is listed as a score between 1 and 5 (1 being 'Very Poor' or 'Strongly Disagree' and 5 being 'Excellent' or 'Strongly Agree') and thus a weighted average of 3.0 would indicate, for example, an answer of 'Neutral' or 'Satisfactory'. A score less than 3.0 would indicate a result tending towards disagreement or lower than satisfactory service levels. Conversely, a score higher than 3.0 would tend towards support or agreement and or higher than satisfactory service levels.

In accordance with Resolution 130415 staff have prepared this Report to assist Council and the community to interpret the information received and use the results for their intended purpose.

Survey Responses

Council is extremely pleased with the response of 21.20% (representing 212 respondents of 1,000 opportunities to participate mailed out) which allows Council to have confidence that the results received reflect the opinion of property owners and electors in relation to the questions asked in the Survey.

Respondents were asked to specify what age group they were. The following table indicates the percentage of respondents per age group that responded to the questionnaire. The colour blue in all cases indicates the answer with the highest percentage of responses which may be used to gain an indication of results for each question. For detailed results however, please refer to the graphs in the 'Survey Analysis to Previous Years' section of the report which depict trend and the overall rating for each question.

<15	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65 - 69	70 - 74	75 - 79	80 - 84	85<
0.0 %	0.49 %	0.99 %	0.49 %	0.99 %	5.42 %	6.40 %	8.87 %	9.36 %	10.34 %	17.24 %	19.70 %	6.90 %	8.87 %	3.45 %	0.49 %

Respondents were asked to specify their gender, the results of which are summarised as follows;

Female	Male
52.48%	47.52%

Respondents were asked to specify the locality of their property within the Shire of Denmark, the results of which are summarised as follows;

Denmark	39.71%
Bow Bridge	1.47%
Hay	7.35%
Hazelvale	0.00%

Kentdale	0.49%
Kordabup	1.47%
Mt Lindesay	0.49%
Mt Romance	0.00%
Nornalup	0.98%
Ocean Beach	16.18%
Parry Beach	0.00%
Parryville	0.49%
Peaceful Bay	4.90%
Scotsdale	6.37%
Shadforth	16.18%
Tingledale	0.00%
Trent	0.00%
William Bay	3.43%
Unknown	0.49%

Respondents were asked to advise their electoral status, the results of which are summarised as follows;

Tenant of Property	3.92%
Resident & Ratepayer	75.98%
Absentee Owner	20.10%

Conclusion

As a result of the excellent response rate and the obvious time and attention paid to the questions by these respondents, as evidenced by the large number of individual comments made in response to the questions asked, the Survey will prove to be an excellent tool to guide and inform Council in future decision making.

Where relevant, the results of the Survey will be distributed to Committee's of Council for comment and use in their discussions. The Survey results will also be made freely available on the Shire website for interested persons to access at their convenience.

These results will continue to allow Council and it's staff to determine benchmarks by which future service delivery can be measured and allow for strategies to be adopted on an ongoing basis to implement a process for continuous improvement across all levels of the organisation.

Council would like to acknowledge those unidentified persons who responded to the Survey and thank them for their effort in completing the extensive and detailed questionnaire.

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**SURVEY ANALYSIS
AND
RECOMMENDATIONS**

(A) OCEAN BEACH BOAT RAMP

Survey respondents were invited to indicate their preferences to the following question:

- Should a permanent ocean going boat ramp be constructed near Ocean Beach, north of McGeary's Rock, if financially feasible and practically possible?

Yes	No	Unsure
61.61%	14.69%	23.70%

Officer Comments

The results of this question indicate a strong level of support for such a facility, with increasing levels of support to previous year's responses. This may be apportioned to, in part, the current restriction of boat launching at Ocean Beach during Christmas and Easter periods.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference and consideration, particularly when analysing the results of the pending Ocean Beach Alternate Boat Ramp Study.

(B) FUTURE DIRECTION

Survey respondents were invited to indicate their preferences to the following questions:

- To assist Council with future planning, please prioritise the issues below, by numbering your top areas of Council investment from 1 to 17 in priority of importance (1 being the most important and 17 the least important).

The lowest rating average being the most popular.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Rating Average
ARTS & CULTURAL DEVELOPMENT	1	6	9	9	7	3	14	6	9	11	22	20	11	12	16	27	25	11.33
CLIMATE CHANGE & ADAPTION TO CHANGING CLIMATE	12	16	12	9	8	13	9	11	12	8	9	8	12	11	13	24	21	9.68
MANAGEMENT OF WATERWAYS & WATER QUALITY	21	41	36	31	16	11	8	11	11	6	5	3	2	3	1	2	0	4.76
WATER SUPPLY & ENERGY EFFICIENCY	23	32	31	26	26	20	15	9	5	6	6	3	1	2	0	2	1	4.85
FACILITATE ECONOMIC / TOURISM DEVELOPMENT	8	10	12	9	11	14	14	12	17	12	15	16	11	14	12	10	12	9.31
FACILITATE THE DEVELOPMENT OF INFRASTRUCTURE IN DENMARK SUCH AS SEWERAGE, WATER, POWER & TELECOMMUNICATIONS	31	21	21	15	20	16	20	12	9	13	14	7	4	4	0	2	0	5.82

PROTECTION OF NATURAL ENVIRONMENT	29	15	15	17	18	16	11	22	14	10	6	9	13	5	8	1	0	6.63
PARKS & GARDENS DEVELOPMENT / MAINTENANCE	0	4	4	4	7	12	18	24	28	23	24	19	20	10	7	4	1	9.67
PROVISION OF INDOOR / OUTDOOR SPORTING FACILITIES	1	5	0	4	8	3	10	9	7	22	24	25	34	18	16	17	6	11.40
PROVISION OF AN INDOOR HEATED AQUATIC FACILITY	33	3	4	8	5	9	9	8	2	5	10	7	7	17	13	21	48	10.66
PROVISION OF SENIORS FACILITIES & SERVICES	5	12	9	16	6	16	13	13	25	16	18	17	16	11	13	2	1	8.78
PROVISION OF YOUTH LEISURE FACILITIES	0	1	4	6	7	6	7	13	16	24	19	21	22	31	13	14	5	11.15
ROAD UPGRADING & MAINTENANCE	16	16	15	8	12	14	11	17	10	10	9	18	11	19	14	3	6	8.40
STRICTER CONTROL ON LAND DEVELOPMENT	4	5	10	13	8	11	16	9	8	11	6	6	19	20	30	22	11	10.63
TAKE AN INCREASING ROLE IN WELFARE TYPE ISSUES	0	1	0	2	4	5	3	4	6	7	6	14	11	17	36	35	58	14.06
WASTE MANAGEMENT / RECYCLING	4	7	6	12	26	20	11	20	20	17	10	11	6	9	14	13	3	8.78
BUSH FIRE PROTECTION	21	14	21	20	20	20	20	9	10	7	4	4	9	6	3	10	11	7.03

In order of priority (high to low):

1. Management of Waterways & Water Quality
2. Water Supply & Energy Efficiency
3. Facilitate the Development of Infrastructure in Denmark such as Sewerage, Water, Power & Telecommunications
4. Protection of Natural Environment
5. Bush Fire Protection
6. Road Upgrading & Maintenance
7. Provision of Seniors Facilities & Services
8. Waste Management / Recycling
9. Facilitate Economic / Tourism Development
10. Parks & Gardens Development / Maintenance
11. Climate Change & Adaption to Changing Climate
12. Stricter Control on Land Development
13. Provision of an Indoor Heated Aquatic Facility
14. Provision of Youth Leisure Facilities
15. Arts & Cultural Development
16. Provision of Indoor / Outdoor Sporting Facilities
17. Take an Increasing Role in Welfare Type Issues

Officer Comments

The results of this question are relatively consistent with those from previous years, with Bush Fire Protection, Waterway Management and the Facilitation of the Development of Infrastructure in Denmark (Sewerage, Water, Power & Telecommunications) all ranking within the top five areas of importance.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if these items are considered further by Council.

4. Other issues (please list)

Refer to Appendix A comments.

Officer Comments

A wide range of comments on various issues were listed in answer to this question, with the responses collated for consideration on current and future issues.

Officer Recommendation

That the survey responses and results be noted by Council and be referred to the relevant Committees of Council (where applicable) for consideration and in recommending budget priorities for future years.

5. Council's current Strategic Community Plan's adopted vision is "Denmark in the year 2031 is a leading example of a dynamic, connected, caring and cohesive community, in tune with its environment." If different to this, in 25 words or less, please describe your vision for the Shire:

Refer to Appendix A comments.

Officer Comments

A wide range of comments on various issues were listed in answer to this question, with a focus on community, sustainability, the environment and community consultation.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when reviewing the Strategic Community Plan.

FUTURE DIRECTION: SUPPORTING CONCEPTS

6. Please mark the strength of your agreement and comment if necessary.

a) Council should support higher density development within Town sites.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
15.94%	28.50%	18.36%	26.09%	9.66%	1.45%

Officer Comments

Whilst there is a relatively high level of disagreement regarding this statement, indicating that residents and ratepayers are concerned about high density subdivision detracting from the character of the town sites, responses in the 2014-15 Survey are more favourable towards high density development compared to previous Survey results.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if higher density development is considered further by Council, particularly during deliberations relating to the upcoming Local Planning Scheme #4.

b) Council should encourage commercial activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.31%	4.35%	15.46%	49.76%	24.15%	0.97%

Officer Comments

This high level of support for the encouragement of commercial activities is in keeping with the results of previous Surveys, with a slight increase in agreement compared to previous years.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if commercial activities are considered further by Council, particularly during deliberations relating to the upcoming Local Planning Scheme #4.

c) Council should encourage agricultural activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
1.93%	2.42%	8.21%	49.28%	37.68%	0.48%

Officer Comments

This high level of support for the encouragement of agricultural activities is in keeping with the results of previous Surveys, with a slight increase in agreement compared to previous years.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if agricultural activities are considered further by Council, particularly during deliberations relating to the upcoming Local Planning Scheme #4.

d) Council should encourage heavy industry start-up.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
28.99%	24.64%	24.15%	14.49%	5.80%	1.93%

Officer Comments

Whilst there is a high level of disagreement regarding this statement, indicating that the majority of the community are not in favour of heavy industry within the Shire, responses from the 2014-15 Survey are more favourable towards heavy industry start-up compared to previous Survey results.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if heavy industry items are considered further by Council.

e) Council should encourage home based businesses.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.90%	3.86%	19.81%	48.31%	21.26%	3.86%

f) Council should regulate home based businesses.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
7.73%	16.43%	25.60%	38.16%	8.70%	3.38%

Officer Comments

The results of the 2014-15 Survey and previous Surveys indicate a high level of support for home based businesses with appropriate controls. There has been a slight increase in agreement of encouraging home based businesses, and a slight decrease in agreement regarding their regulation compared to previous year's results.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if home based businesses are considered further by Council, particularly during deliberations relating to the upcoming Local Planning Scheme #4.

g) Property security is an issue in the Shire.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.90%	20.29%	38.16%	28.02%	4.35%	6.28%

Officer Comments

The results of the 2014-15 Survey indicate that overall residents and ratepayers are neutral or in agreement with the statement that property security is an issue in the Shire. There has been a slight increase in agreement with this statement in comparison to the previous two Surveys and a similar response recorded to the 2008-09 Survey.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if property security is considered further by Council.

h) Council should provide or have a role in supporting public transport.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
4.35%	8.70%	18.36%	44.44%	24.15%	0.00%

i) Council should levy all ratepayers to provide a subsidised public transport service to/from Albany for community, residential, cultural or shopping needs.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
19.32%	27.05%	17.39%	21.74%	9.18%	5.31%

Officer Comments

The results of the 2014-15 Survey and previous Surveys indicate a high level of support for Council provided/supported public transport. There has been a moderate increase in agreement of Council levying ratepayers to provide a subsidised public transport service, however overall respondents still disagree with a levy being applied.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if public transport is considered further by Council.

j) Council should provide more youth facilities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
1.93%	13.04%	38.16%	33.82%	9.18%	3.86%

k) Council should facilitate youth entertainment.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.38%	14.01%	34.30%	36.71%	8.70%	2.90%

l) Youth involvement in Council should be encouraged.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
1.45%	3.38%	15.46%	59.90%	17.87%	1.93%

Officer Comments

The results of the 2014-15 Survey and previous Surveys indicate a high level of support for youth services in the community. Compared to previous Surveys there has been a moderate increase in agreement of Council facilitating youth entertainment and providing more facilities, and results on par relating to the encouragement of youth involvement in Council.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Youth Advisory Committee for further consideration.

m) Council should develop a natural earth burial facility at a suitable location.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.90%	7.73%	33.33%	32.37%	17.39%	6.28%

Officer Comments

The result of the 2014-15 Survey are comparable to the 2012-13 and 2010-11 Surveys where respondents were in agreement of Council developing a natural earth burial facility at a suitable location. This question was not asked in 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Cemetery Advisory Committee for further consideration.

n) Council should encourage more cultural activities.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.90%	7.25%	38.16%	36.71%	12.08%	2.90%

Officer Comments

Survey responses indicate a high level of support for the encouragement of more cultural activities which is in keeping with the results of previous Surveys, with an increase in agreement compared to previous years.

Officer Recommendation

That Council continue to financially support Denmark Arts Inc, and other similar organisations within the Shire and maintain regular communication with such groups to explore new opportunities for encouraging cultural development as they may arise.

o) Council should continue employing Lifeguards during summer months.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
0.97%	0.97%	11.11%	46.38%	38.16%	2.42%

Officer Comments

The results of the 2014-15 Survey and previous Surveys indicate a high level of support for Council to continue employing Lifeguards during summer months.

Officer Recommendation

That Council continue to operate the life guard service at Ocean Beach, continue to support the Surf Life Saving Club, and remain open to funding options such as grants and sponsorship to possibly extend the service over time.

p) Home holiday accommodation is an issue that Local Government should regulate.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.31%	12.56%	17.39%	35.75%	26.09%	2.90%

Officer Comments

The result of the 2014-15 Survey shows on average that residents and ratepayers do support the regulation of home holiday accommodation by Local Government. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if home holiday accommodation is considered further by Council, particularly during deliberations relating to the upcoming Local Planning Scheme #4.

7. Please mark the strength of your agreement and comment if necessary.

a) There should be more and better quality dual use paths around the Shire of Denmark.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
0.98%	4.39%	18.05%	46.83%	28.29%	1.46%

Officer Comments

As in previous years, this question generated a strong positive response to more and better quality dual use paths being constructed within the Shire.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Shire of Denmark Paths and Trails Advisory Committee for further consideration.

b) Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council. The current allowances for an Elected Member inclusive of all allowances excluding mileage is \$9,424.50.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.68%	30.10%	31.55%	20.87%	4.37%	2.43%

Officer Comments

The results of the 2014-15 Survey shows on average that residents and ratepayers do not support an increase to the fees and allowances paid to Elected Members, with results similar to that of the previous 2012-13 Survey.

Officer Recommendation

That the survey responses and results be noted by Council and used when determining Elected Members Fees and Allowances in the 2015/16 and subsequent Municipal Budgets.

c) Council should upgrade and extend street lighting in the town site.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.43%	16.50%	37.86%	29.61%	10.19%	3.40%

Officer Comments

Similar to responses in previous years, this question generated a positive response to the upgrading and extension of street lighting in the town site.

Officer Recommendation

That the survey responses and results be noted by Council and used for future reference when and if the issue is further considered by Council.

d) Parking is adequate in the CBD area.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
26.83%	31.71%	12.68%	24.39%	4.39%	0.00%

Officer Comments

The results of the 2014-15 Survey shows on average that residents and ratepayers do not agree that parking is adequate in the CBD area, this is despite large financial investment in this area by Council over the last few years. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09; instead the option 'Council should provide more parking in the CBD area' was available for comment, with respondents agreeing with the statement.

Officer Recommendation

That the survey responses and results be noted by Council and further opportunities to expand and upgrade CBD car parking be explored by Council utilising development contributions where able.

e) Council should lobby the State Government to cease the current practice of discharging effluent into the Wilson Inlet from the Water Corporation's Sewerage Plant.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.91%	1.94%	6.31%	21.36%	65.53%	1.94%

Officer Comments

Similar to responses in previous years, this question generated a very strong positive response in relation to Council lobbying the State Government to cease the current practice of discharging effluent into the Wilson Inlet.

Officer Recommendation

That the survey responses and results be noted by Council and used when discussing this matter with key stakeholders and in publicity associated with this issue.

f) Council should investigate the installation of traffic lights at the intersection of Ocean Beach Rd and South Coast Hwy.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
47.09%	29.13%	13.11%	8.25%	2.43%	0.00%

g) Council should investigate the installation of a roundabout at the intersection of Ocean Beach Rd and South Coast Hwy.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.68%	9.22%	14.08%	37.86%	25.73%	2.43%

h) There is no current need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
14.56%	34.47%	23.30%	17.48%	8.74%	1.46%

Officer Comments

As per previous Surveys the majority of respondents believe there is a need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy, with residents and ratepayers preferred option a roundabout as opposed to traffic lights.

Officer Recommendation

That the survey responses and results be noted by Council and considered further when preparing design options for traffic control at this intersection.

i) Council should explore the development of a wet trail network (Canoe and Kayak) on our rivers, foreshore and estuaries.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.91%	9.22%	28.64%	43.69%	15.05%	0.49%

Officer Comments

The result of the 2014-15 Survey is comparable to the 2012-13 Survey where respondents were in favour of Council developing a wet trail network (Canoe and Kayak) on the Shire's rivers, foreshore and estuaries. This question was not asked in previous Surveys for 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Paths and Trails Advisory Committee for further consideration.

j) Council should explore redevelopment options for community for consideration, of the former 'Skate Park' area of Berridge Park.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.91%	4.37%	22.33%	55.34%	13.11%	1.94%

Officer Comments

There is a strong level of support for the redevelopment of the former 'Skate Park' area of Berridge Park, comparable to the result from the 2012-13 Survey. This question was not asked in previous Surveys for 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if redevelopment options are considered further by Council.

k) I have adequate access to an authorised Dog Exercise Park close by.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
10.68%	12.62%	45.15%	18.45%	7.77%	5.34%

Officer Comments

Overall, residents and ratepayers of the Shire were of a neutral opinion of having adequate access to an authorised Dog Exercise Park close by. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if Dog Exercise Parks are considered further by Council.

l) A regular Growers Market in Denmark is something that I would support.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
0.49%	3.40%	12.62%	39.81%	42.72%	0.97%

Officer Comments

There is a very high level of support for a regular Growers Market in Denmark, with only 3.89% of respondents opposed to the suggestion. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if a Growers Market in Denmark is considered further by Council.

m) Land for a community garden should be provided for by the Council.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.40%	10.68%	31.55%	29.13%	20.87%	4.37%

Officer Comments

Overall, residents and ratepayers of the Shire agreed that land for a community garden should be provided for by the Council. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if a community garden is considered further by Council.

n) There is a need for a lot to be zoned commercial to allow for a deli/café/restaurant or similar in the Ocean Beach locality.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
3.88%	5.83%	16.99%	46.60%	22.82%	3.88%

o) Council should allow a café or similar on land at Berridge Park.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
24.76%	21.36%	22.33%	20.87%	7.28%	3.40%

Officer Comments

The results of the 2014-15 Survey indicate that respondents believe that there is a need for a lot to be zoned commercial to allow for a deli/café/restaurant in the Ocean Beach locality, however do not believe that this should occur in Berridge Park. These questions were not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if these items are considered further by Council, particularly during deliberations relating to the upcoming Local Planning Scheme #4.

p) The Denmark CBD is attractive and inviting.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2.43%	10.19%	20.39%	49.03%	17.48%	0.49%

Officer Comments

Overall respondents agree that the Denmark CBD is attractive and inviting, with only 12.62% disagreeing with this statement. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if the Denmark CBD is considered further by Council.

q) The current kerbside general waste and recycle system is easy to understand (i.e. what type of rubbish goes into which bin).					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
0.97%	5.34%	22.82%	48.54%	16.99%	5.34%

Officer Comments

The high level of agreement shows that overall, respondents find the current kerbside general waste and recycle system easy to understand. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09.

Officer Recommendation

That the survey responses and results be noted by Council and referred to the Waste Management Advisory Committee for further consideration.

r) Council should increase the planting of natives in CBD gardens.					
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
5.83%	10.68%	27.18%	30.58%	24.76%	0.97%

Officer Comments

The results of the 2014-15 Survey show that residents and ratepayers believe that Council should increase the planting of natives in CBD gardens. This question was not asked in previous Surveys for 2012-13, 2010-11 and 2008-09. A weighted average of 3.58 is tending more towards agree than to neutral.

Officer Recommendation

That the survey responses and results be noted by Council and used for further reference when and if CBD gardens are considered further by Council and that the CEO identify approximately 10% of the CBD gardens to be converted to natives for conversion within the next eighteen months and review the results following the conclusion of the next Biennial Survey.

(C) COMMUNITY CONSULTATION AND ACCESS TO INFORMATION

A number of avenues are used to promote community awareness of Council decisions and long term planning.

8. Please indicate your preferred methods for broadcasting of Council information, by numbering from 1 to 12 in priority of importance (1 being the most preferred and 12 the least preferred).

The lowest average rating being the most popular.

	1	2	3	4	5	6	7	8	9	10	11	12	Rating Average
DENMARK BULLETIN	140	22	15	7	6	3	3	2	2	1	0	3	1.99
ALBANY ADVERTISER	0	40	21	25	23	23	29	15	13	7	2	4	5.33
ALBANY EXTRA	0	5	35	24	24	24	26	30	15	8	6	5	6.13
THE GREAT SOUTHERN WEEKENDER	0	6	7	38	29	24	23	25	24	13	10	3	6.57
COUNCIL CONVERSATIONS (MONTHLY NEWSLETTER)	7	34	25	22	44	27	22	12	4	3	2	1	4.78
PUBLIC MEETINGS	3	9	11	17	19	52	28	29	22	4	4	4	6.37
COUNCIL MINUTES	1	8	23	17	23	18	42	27	25	11	3	5	6.48
COUNCIL WEBSITE	12	38	35	26	10	9	8	41	16	6	0	1	4.96
EMAIL - NEWSLETTER	39	28	18	18	14	13	5	2	62	3	0	0	4.99
FACEBOOK / TWITTER	2	8	6	5	4	2	8	8	10	118	24	7	9.04
SMS	0	4	7	3	4	5	6	8	2	21	135	7	9.87
YOUTUBE	0	1	0	0	2	2	2	3	7	7	16	162	11.46

In order of preference (high to low):

1. Denmark Bulletin
2. Council Conversations (Monthly Newsletter)
3. Council Website
4. Email - Newsletter
5. Albany Advertiser
6. Albany Extra
7. Public Meetings
8. Council Minutes
9. The Great Southern Weekender
10. Facebook / Twitter
11. SMS
12. YouTube

Officer Comments

The Denmark Bulletin is the clear preferred means of communication, with Council Conversations and the Council Website favoured second and third.

The fourth ranked option of an email newsletter is not currently offered by Council, although could be established when a database of email contacts is developed.

The Survey included social media options such as Facebook/Twitter, SMS and YouTube which did not receive strong support from respondents; this could possibly be attributed to the demographic of the respondents.

Officer Recommendation

That the survey responses and results be noted by Council and investigations be undertaken by Council staff to introduce an email newsletter service to interested persons when possible.

(D) CURRENT SERVICE PROVISION

Survey respondents were invited to rate each of the following and provide comment:

9. Standard of: ROADS / PATHS / TRAILS / DRAINAGE

a) RURAL ROADS				
Very Poor	Poor	Satisfactory	Good	Excellent
7.84%	23.53%	52.94%	13.73%	1.96%

b) URBAN ROADS				
Very Poor	Poor	Satisfactory	Good	Excellent
0.49%	4.93%	57.64%	33.50%	3.45%

c) FOOTPATHS / DUAL USE PATHS				
Very Poor	Poor	Satisfactory	Good	Excellent
3.45%	18.23%	51.72%	25.62%	0.99%

d) WALK TRAILS				
Very Poor	Poor	Satisfactory	Good	Excellent
1.97%	8.37%	54.68%	33.99%	0.99%

e) STORM WATER DRAINAGE				
Very Poor	Poor	Satisfactory	Good	Excellent
3.43%	18.14%	65.20%	12.75%	0.49%

f) STREET LIGHTING				
Very Poor	Poor	Satisfactory	Good	Excellent
7.39%	18.23%	61.58%	11.82%	0.99%

g) BRIDGES				
Very Poor	Poor	Satisfactory	Good	Excellent
1.97%	4.43%	65.02%	26.60%	1.97%

h) STREET FURNITURE (BENCHES, RUBBISH BINS, ETC)				
Very Poor	Poor	Satisfactory	Good	Excellent
2.44%	12.68%	54.15%	25.37%	5.37%

Officer Comments

Overall, respondents of the 2014-15 Survey rated the standard of roads, paths, trails and drainage similarly to previous Survey results. Rural roads, storm water drainage and street lighting rated (on average) below satisfactory, with all other result rating satisfactory or higher. Rural roads and storm water drainage rated slightly higher compared to the 2012-13 Survey results.

Officer Recommendation

1. That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.
2. That the information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.
3. That Infrastructure Services be requested to inspect the specific road faults identified by respondents to the survey and repair as necessary.
4. That this information be referred to the Paths and Trails Advisory Committee for consideration and in recommending paths and trails budget priorities for future financial years.

10. Standard of: PARKS / GARDENS / RESERVES

a) TOWN PARKS & GARDENS				
Very Poor	Poor	Satisfactory	Good	Excellent
0.00%	3.40%	24.27%	50.49%	21.84%

b) URBAN RESERVES & BUSHLAND				
Very Poor	Poor	Satisfactory	Good	Excellent
0.49%	8.33%	42.16%	43.63%	5.39%

c) CBD STREETScape				
Very Poor	Poor	Satisfactory	Good	Excellent
0.49%	4.39%	33.66%	46.34%	15.12%

d) GRAFFITI (ABSENCE OF)				
Very Poor	Poor	Satisfactory	Good	Excellent
0.97%	2.43%	33.50%	47.09%	16.02%

e) PLAYGROUNDS				
Very Poor	Poor	Satisfactory	Good	Excellent
0.97%	2.91%	36.41%	46.60%	13.11%

Officer Comments

Overall, respondents of the 2014-15 Survey rated the standard of parks, gardens and reserves similarly to previous Survey results with all results rating considerably higher than satisfactory on average.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.*

11. Standard of: WASTE MANAGEMENT

a) KERBSIDE COLLECTION					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
3.90%	2.93%	21.95%	33.66%	16.10%	21.46%

b) RECYCLING					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
1.95%	7.80%	25.37%	37.07%	19.02%	8.78%

c) MCINTOSH RD FACILITY					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
1.47%	1.47%	24.51%	37.75%	23.53%	11.27%

d) PEACEFUL BAY FACILITY					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.00%	0.99%	17.73%	8.87%	4.43%	67.98%

Officer Comments

Overall, respondents of the 2014-15 Survey rated the standard of waste management similarly to previous Survey results with all results rating considerably higher than satisfactory on average. The Survey results for waste management are similar to earlier Surveys from 2008-09 and 2010-11, and show improvement in all areas when compared to the 2012-13 results. A large proportion of residents and ratepayers selected 'Unsure' when rating the standard of the Peaceful Bay Facility, which may be attributed to the number of respondents who do not live in Peaceful Bay and therefore do not use the facility.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine waste management priorities for future Municipal Budgets and the Long Term Financial Plan.*
3. *That the information be referred to the Waste Management Advisory Committee for consideration and in recommending waste management priorities for future Budgets.*

12. Level of: FACILITIES / SERVICES FOR

a) SENIORS					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
1.47%	18.14%	35.78%	18.14%	2.45%	24.02%

b) YOUTH					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
1.47%	15.20%	29.41%	20.10%	2.45%	31.37%

c) PEOPLE WITH DISABILITIES					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2.46%	19.70%	27.09%	10.84%	0.49%	39.41%

d) FAMILIES / CHILDREN					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.49%	4.41%	39.22%	25.98%	7.84%	22.06%

Officer Comments

Respondents of the 2014-15 Survey rated the level of facilities and services for seniors, youth, people with disabilities, and families and children similarly to previous Survey results with most results averaging a rating of satisfactory or higher. The results for seniors, youth and people with disabilities have followed the slight downward trend shown from the previous three Surveys, however results for families and children are showing an upward trend of satisfaction. The level of facilities and services for people with disabilities has rated below satisfactory on average across the last four Surveys.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.*
3. *That the information be referred to the Youth Advisory Committee, Disability Services Advisory Committee and Seniors Advisory Committee for consideration and in recommending future Budget priorities.*

13. Standard of: FACILITIES

a) OUTDOOR SPORT & RECREATION				
Very Poor	Poor	Satisfactory	Good	Excellent
0.49%	3.45%	52.71%	37.44%	5.91%

b) INDOOR SPORT & RECREATION				
Very Poor	Poor	Satisfactory	Good	Excellent
1.97%	7.39%	50.25%	33.50%	6.90%

c) CULTURAL & COMMUNITY FACILITIES (CIVIC CENTRE, COMMUNITY HALLS)				
Very Poor	Poor	Satisfactory	Good	Excellent
1.48%	5.42%	53.69%	34.98%	4.43%

d) BEACH & RIVER FORESHORES				
Very Poor	Poor	Satisfactory	Good	Excellent
0.98%	8.78%	45.37%	35.61%	9.27%

e) PUBLIC CONVENIENCES (TOILETS)				
Very Poor	Poor	Satisfactory	Good	Excellent
3.90%	12.68%	48.29%	33.17%	1.95%

f) CEMETERY				
Very Poor	Poor	Satisfactory	Good	Excellent
0.99%	5.45%	63.37%	22.28%	7.92%

Officer Comments

Overall, respondents of the 2014-15 Survey rated the standard of facilities for outdoor sport and recreation, indoor sport and recreation, cultural and community facilities, the beach and river foreshores, public conveniences and the cemetery similarly to previous Survey results with all results rating considerably higher than satisfactory on average. The results show a slight downward trend from the previous two Surveys, however show similar results to that of the 2008-09 Survey.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.*
3. *That the information be referred to the relevant Committees of Council (where applicable) for consideration and in recommending future Budget priorities.*

14. Standard of: DENMARK RECREATION CENTRE

a) QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.49%	0.99%	12.32%	31.03%	23.65%	31.53%

b) RANGE OF PROGRAMS / ACTIVITIES OFFERED GENERALLY					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.49%	0.99%	15.27%	38.42%	14.78%	30.05%

c) RANGE OF PROGRAMS / ACTIVITIES OFFERED FOR DISABLED PERSONS					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.99%	10.34%	8.87%	6.40%	0.49%	72.91%

d) RANGE OF EQUIPMENT AT THE DENMARK FITNESS CENTRE					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.49%	1.97%	17.73%	21.18%	10.84%	47.78%

e) AVAILABILITY OF THE DENMARK FITNESS CENTRE					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
1.49%	3.96%	20.79%	19.31%	7.92%	46.53%

Officer Comments

Respondents of the 2014-15 Survey rated the standard of the Denmark Recreation Centre highly, with most results rating considerably higher than satisfactory on average. The quality of customer service provided by staff and the range of programs offered generally received the best result yet compared to the last three Surveys, however results for the range of programs offered for disabled persons has followed a slight downward trend shown from the previous Surveys.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.*
3. *That the information be referred to the Disability Services Advisory Committee for consideration and in recommending future Budget priorities.*

15. Standard of: DENMARK PUBLIC LIBRARY

a) QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.00%	0.00%	6.90%	18.23%	48.77%	26.11%

b) RANGE OF PROGRAMS / ACTIVITIES OFFERED GENERALLY					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.00%	1.48%	11.82%	26.11%	23.65%	36.95%

c) APPEARANCE & AVAILABLE SPACE					
Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
0.00%	11.33%	21.67%	26.11%	14.29%	26.60%

Officer Comments

Overall, respondents of the 2014-15 Survey rated the standard of the Denmark Public Library very highly, with the majority of results rating good or above. Compared to the previous Surveys, all areas have recorded their best result so far indicating satisfaction is at an all-time high in relation to the Denmark Public Library.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.*

16. Quality of: CUSTOMER SERVICE PROVIDED BY SHIRE STAFF

a) RESPONSE TIME FOR INFORMATION REQUESTS				
Very Poor	Poor	Satisfactory	Good	Excellent
4.39%	5.85%	35.12%	36.59%	18.05%

b) ACCURACY OF ADVICE / INFORMATION				
Very Poor	Poor	Satisfactory	Good	Excellent
3.41%	2.93%	39.02%	37.07%	17.56%

c) DEALING WITH CUSTOMER REQUESTS				
Very Poor	Poor	Satisfactory	Good	Excellent
4.39%	5.85%	32.68%	37.07%	20.00%

d) COURTEOUS / FRIENDLY RECEPTION				
Very Poor	Poor	Satisfactory	Good	Excellent
1.95%	0.49%	24.39%	40.49%	32.68%

e) TELEPHONE MANNER				
Very Poor	Poor	Satisfactory	Good	Excellent
0.49%	1.96%	27.94%	42.16%	27.45%

Officer Comments

Respondents of the 2014-15 Survey rated the quality of customer service provided by Shire staff similarly to previous Survey results with all results averaging a rating of above satisfactory or good. The results on average show improvement from the 2008-09 Survey; however follow a slight downward trend from the 2010-11 and 2012-13 Survey results.

Officer Recommendation

That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys and the results utilised for appropriate training.

17. Performance of: COUNCILLORS IN RESPECT TO

a) ACCESSIBILITY / AVAILABILITY				
Very Poor	Poor	Satisfactory	Good	Excellent
2.99%	6.97%	63.68%	21.39%	4.98%

b) ATTENDING TO ISSUES RAISED BY YOU				
Very Poor	Poor	Satisfactory	Good	Excellent
6.53%	9.55%	61.81%	18.09%	4.02%

c) OVERALL PERFORMANCE				
Very Poor	Poor	Satisfactory	Good	Excellent
4.98%	9.45%	65.67%	16.92%	2.99%

Officer Comments

Overall, respondents of the 2014-15 Survey rated the performance of Councillors highly, with all results rating satisfactory or above. Compared to the previous Surveys, the results follow a slight downward trend from the 2010-11 Survey where satisfaction was rated at an all-time high.

Officer Recommendation

That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.

18. Provision of: SERVICES FOR

a) NATURAL RESOURCE MANAGEMENT & SUSTAINABILITY (ENVIRONMENT)				
Very Poor	Poor	Satisfactory	Good	Excellent
1.50%	10.50%	62.50%	23.50%	2.00%

b) TOWN PLANNING				
Very Poor	Poor	Satisfactory	Good	Excellent
5.00%	15.50%	58.00%	17.50%	4.00%

c) BUILDING PERMITS & APPROVALS				
Very Poor	Poor	Satisfactory	Good	Excellent
5.03%	17.59%	55.28%	18.59%	3.52%

d) PUBLIC HEALTH				
Very Poor	Poor	Satisfactory	Good	Excellent
1.00%	5.97%	65.17%	22.89%	4.98%

e) FIRE PREVENTION				
Very Poor	Poor	Satisfactory	Good	Excellent
2.48%	7.43%	47.03%	36.14%	6.93%

f) RANGERS / LAW ENFORCEMENT				
Very Poor	Poor	Satisfactory	Good	Excellent
2.49%	7.46%	43.78%	38.31%	7.96%

Officer Comments

Respondents of the 2014-15 Survey rated the provision of services provided by the Shire similarly to the previous 2012-13 Survey, with most results rating between satisfactory and good. These services tend towards being 'regulatory' in nature and it is not unexpected that the weighted average is slightly lower than some other services provided by Council. These questions were not asked in previous Surveys for 2010-11 and 2008-09.

Officer Recommendation

1. *That the responses received to these survey questions be used to formulate benchmark levels of satisfaction for future surveys.*
2. *The information be used to assist determine priorities for future Municipal Budgets and the Long Term Financial Plan.*
3. *That the information be referred to the relevant Committees of Council (where applicable) for consideration and in recommending future Budget priorities.*

19. Performance of: OVERALL PERFORMANCE

Thinking of all the above questions and responses, overall, how would you rate the performance of the Shire of Denmark in planning (and meeting) the needs of Residents and Ratepayers?

Very Poor	Poor	Satisfactory	Good	Excellent
2.94%	13.73%	45.10%	34.80%	3.43%

Officer Comments

Overall, respondents rated the performance of the Shire of Denmark highly, with only 16.67% giving a rating of below satisfactory. This result is similar to the rating from the 2012-13 Survey; the question was not asked in previous Surveys for 2010-11 and 2008-09.

Officer Recommendation

That the responses received to these survey questions be used to formulate benchmark levels of overall satisfaction for future surveys.

(E) PERSONAL DETAILS

20. My property locality:

Denmark	39.71%
Bow Bridge	1.47%
Hay	7.35%
Hazelvale	0.00%
Kentdale	0.49%
Kordabup	1.47%
Mt Lindesay	0.49%
Mt Romance	0.00%
Nornalup	0.98%
Ocean Beach	16.18%
Parry Beach	0.00%
Parryville	0.49%
Peaceful Bay	4.90%
Scotsdale	6.37%
Shadforth	16.18%
Tingledale	0.00%
Trent	0.00%
William Bay	3.43%
Unknown	0.49%

21. My electoral status:

Tenant of Property	3.92%
Resident & Ratepayer	75.98%
Absentee Owner	20.10%

22. My age:

<15	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 59	60 - 64	65 - 69	70 - 74	75 - 79	80 - 84	85<
0.0%	0.49%	0.99%	0.49%	0.99%	5.42%	6.40%	8.87%	9.36%	10.34%	17.24%	19.70%	6.90%	8.87%	3.45%	0.49%

23. My gender:

Female	Male
52.48%	47.52%

FINALLY, ARE THERE OTHER ISSUES YOU THINK COUNCIL SHOULD ADDRESS / PROMOTE?

24. Please provide details below

Refer to Appendix A comments.

Officer Comments

A wide range of comments on various issues were listed in answer to this question, with the responses collated for consideration on current and future issues.

Officer Recommendation

That the survey responses and results be noted by Council and be referred to the relevant Committees of Council (where applicable) for consideration and in recommending future Budget priorities.

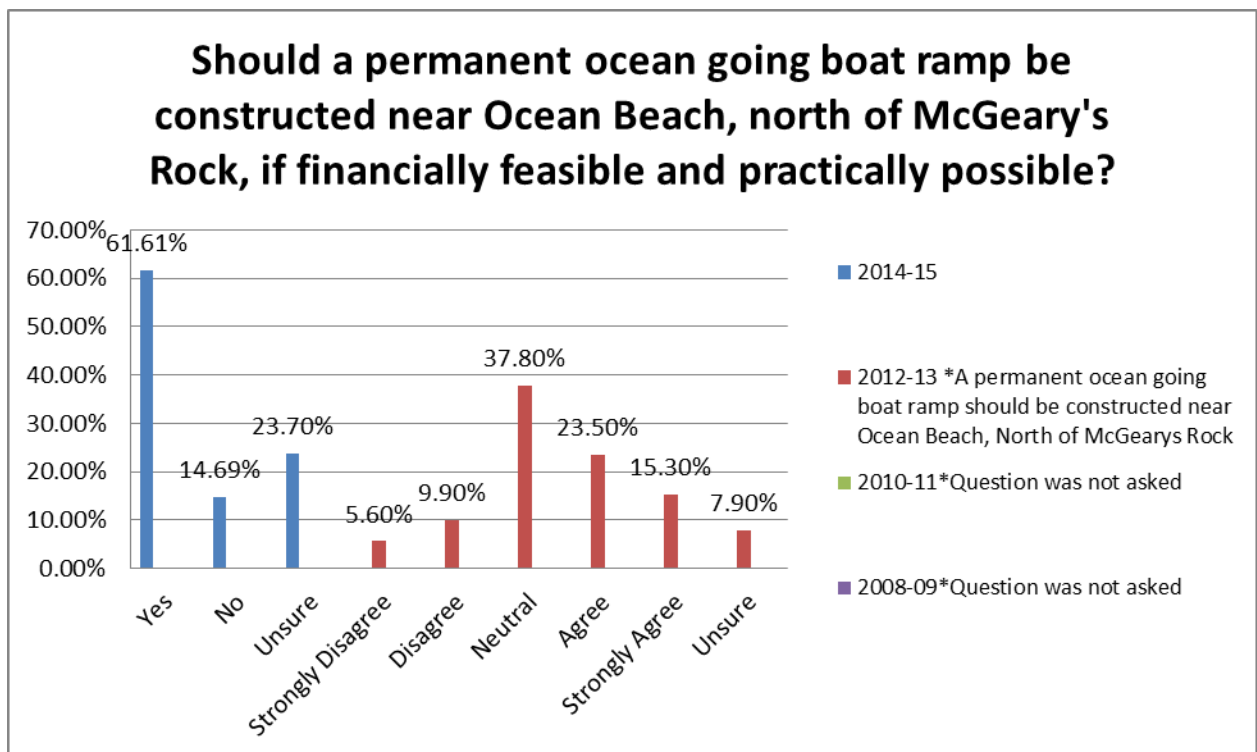
**SURVEY ANALYSIS
TO
PREVIOUS YEARS**

(A) OCEAN BEACH BOAT RAMP

Survey respondents were invited to indicate their preferences to the following question:

- Should a permanent ocean going boat ramp be constructed near Ocean Beach, north of McGeary's Rock, if financially feasible and practically possible?

2014-15	Yes		No			Unsure	
	61.61%		14.69%			23.70%	
2012-13 * A permanent ocean going boat ramp should be constructed near Ocean Beach, North of McGearys Rock	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure	
	5.60%	9.90%	37.80%	23.50%	15.30%	7.90%	
2010-11 *Question was not asked							
2008-09 *Question was not asked							



(B) FUTURE DIRECTION

Survey respondents were invited to indicate their preferences to the following questions:

3. To assist Council with future planning, please prioritise the issues below, by numbering your top areas of Council investment from 1 to 17 in priority of importance (1 being the most important and 17 the least important).

	2008-09	2010-11	2012-13	2014-15
1	Effective Water Management and Waterway Preservation	Bush Fire Protection	Bush Fire Protection	Management of Waterways & Water Quality
2	Facilitate the Development of Infrastructure in Denmark Such as Sewerage, Water, Power and Telecommunications	Facilitate the Development of Infrastructure in Denmark Such as Sewerage, Water, Power and Telecommunications	Facilitate the Development of Infrastructure in Denmark Such as Sewerage, Water, Power and Telecommunications	Water Supply & Energy Efficiency
3	Bush Fire Protection	Effective Water Management and Waterway Preservation	Effective Water Management and Waterway Preservation	Facilitate the Development of Infrastructure in Denmark such as Sewerage, Water, Power & Telecommunications
4	Natural Environment	Road Upgrading and Maintenance	Road Upgrading and Maintenance	Protection of Natural Environment
5	Road Upgrading and Maintenance	Stricter Control on Land Development	Waste Management/Recycling	Bush Fire Protection
6	Stricter Control on Land Development	Provision of Seniors Facilities and Services	Natural Environment	Road Upgrading & Maintenance
7	Waste Management/Recycling	Natural Environment	Provision of Seniors Facilities and Services	Provision of Seniors Facilities & Services
8	Parks and Gardens Development / Maintenance	Waste Management/Recycling	Stricter Control on Land Development	Waste Management / Recycling
9	Provision of Seniors Facilities and Services	Provision of Indoor/Outdoor Sporting Facilities	Provision of Indoor/Outdoor Sporting Facilities	Facilitate Economic / Tourism Development
10	Climate Change Impacts and Policy Development	Parks and Gardens Development / Maintenance	Facilitate Economic / Tourism Development	Parks & Gardens Development / Maintenance
11	Facilitate Economic / Tourism Development	Facilitate Economic / Tourism Development	Climate Change Impacts and Policy Development	Climate Change & Adaption to Changing Climate
12	Provision of Indoor/Outdoor Sporting Facilities	Climate Change Impacts and Policy Development	Parks and Gardens Development / Maintenance	Stricter Control on Land Development
13	Provision of Youth Leisure Facilities	Provision of Youth Leisure Facilities	Arts & Cultural Development	Provision of an Indoor Heated Aquatic Facility
14	Arts & Cultural Development	Arts & Cultural Development	Provision of Youth Leisure Facilities	Provision of Youth Leisure Facilities

15	Take an Increasing Role in Welfare Type issues	Take an Increasing Role in Welfare Type issues	Take an Increasing Role in Welfare Type issues	Arts & Cultural Development
16	Surveys completed in 2012-13, 2010-11 and 2008-09 asked respondents to prioritise 15 areas of importance.			Provision of Indoor / Outdoor Sporting Facilities
17				Take an Increasing Role in Welfare Type Issues

4. Other issues (please list)

Refer to Appendix A comments.

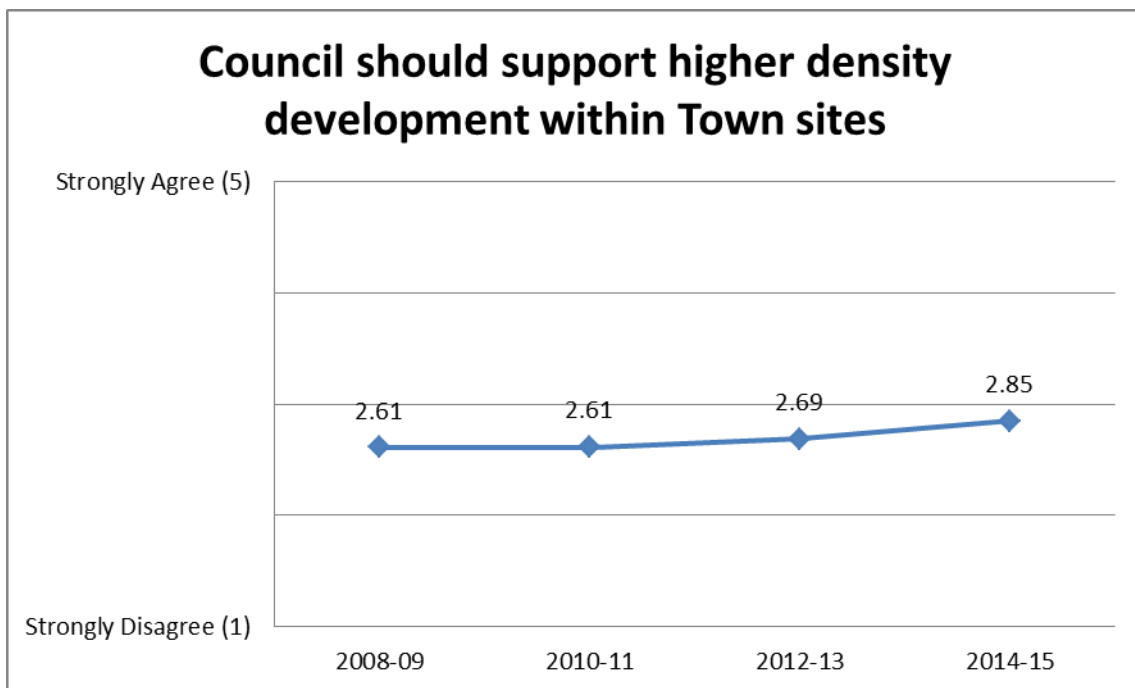
- 5. Council's current Strategic Community Plan's adopted vision is "Denmark in the year 2031 is a leading example of a dynamic, connected, caring and cohesive community, in tune with its environment." If different to this, in 25 words or less, please describe your vision for the Shire:**

Refer to Appendix A comments.

FUTURE DIRECTION: SUPPORTING CONCEPTS

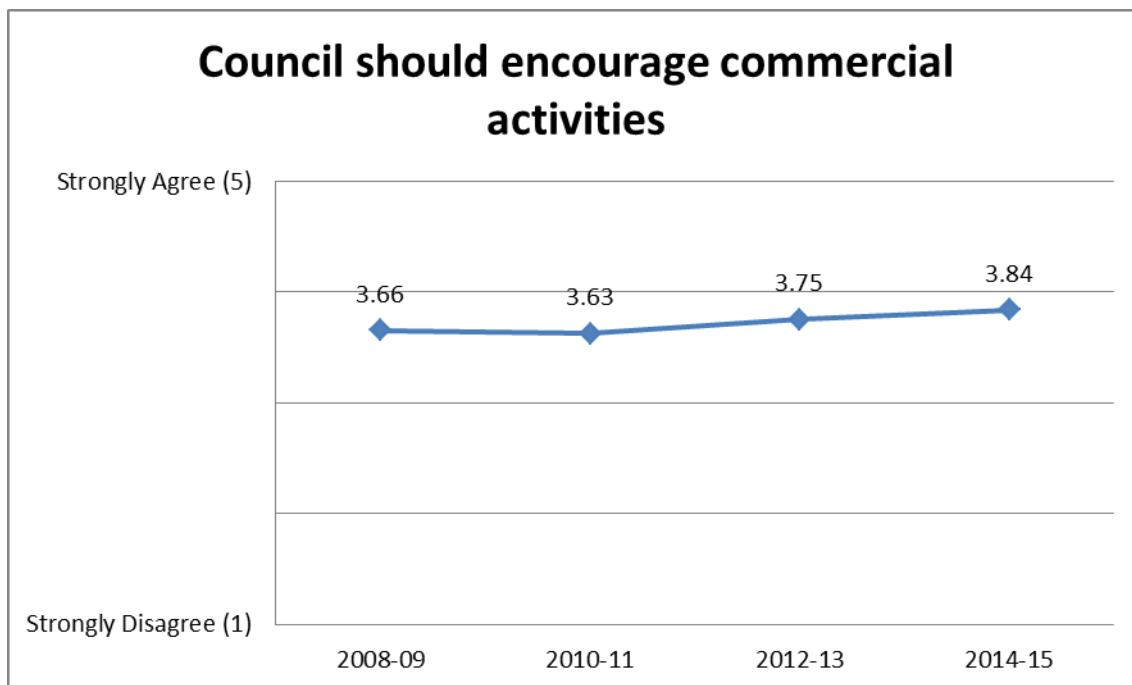
6. Please mark the strength of your agreement and comment if necessary.

a) Council should support higher density development within Town sites.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	15.94%	28.50%	18.36%	26.09%	9.66%	1.45%
2012-13	23.20%	24.10%	18.40%	22.80%	8.70%	2.80%
2010-11	31.00%	18.30%	15.90%	22.90%	9.80%	2.10%
2008-09	32.56%	18.44%	18.44%	16.43%	14.12%	N/A



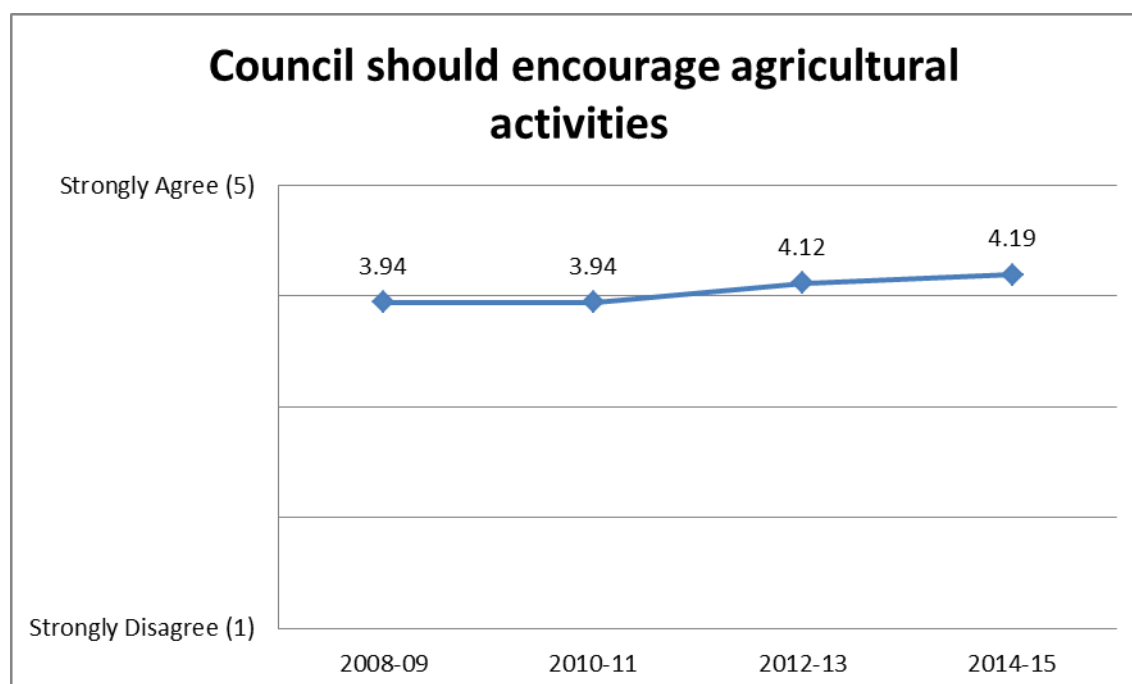
b) Council should encourage commercial activities.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	5.31%	4.35%	15.46%	49.76%	24.15%	0.97%
2012-13	3.70%	7.00%	19.50%	47.10%	20.50%	2.20%
2010-11	7.40%	6.80%	22.30%	39.70%	21.70%	2.10%
2008-09	7.51%	6.94%	25.14%	33.24%	27.17%	N/A



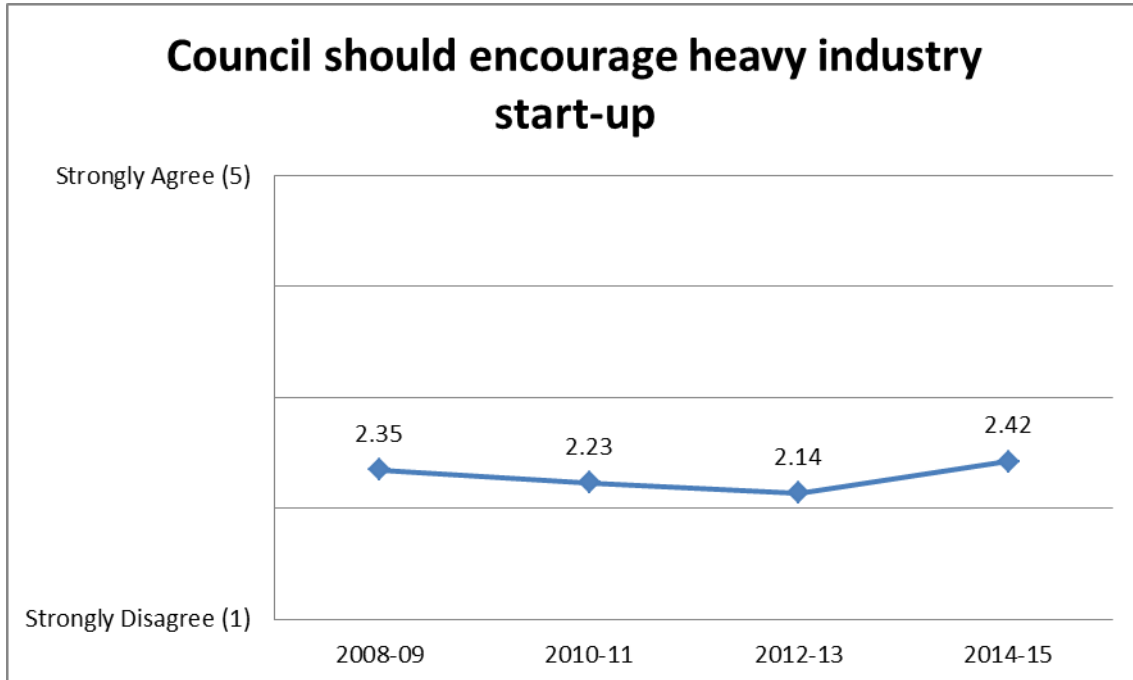
c) Council should encourage agricultural activities.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	1.93%	2.42%	8.21%	49.28%	37.68%	0.48%
2012-13	1.60%	3.00%	11.60%	48.30%	34.20%	1.30%
2010-11	4.00%	3.00%	20.20%	38.20%	32.50%	2.10%
2008-09	2.02%	4.90%	22.48%	38.04%	32.56%	N/A



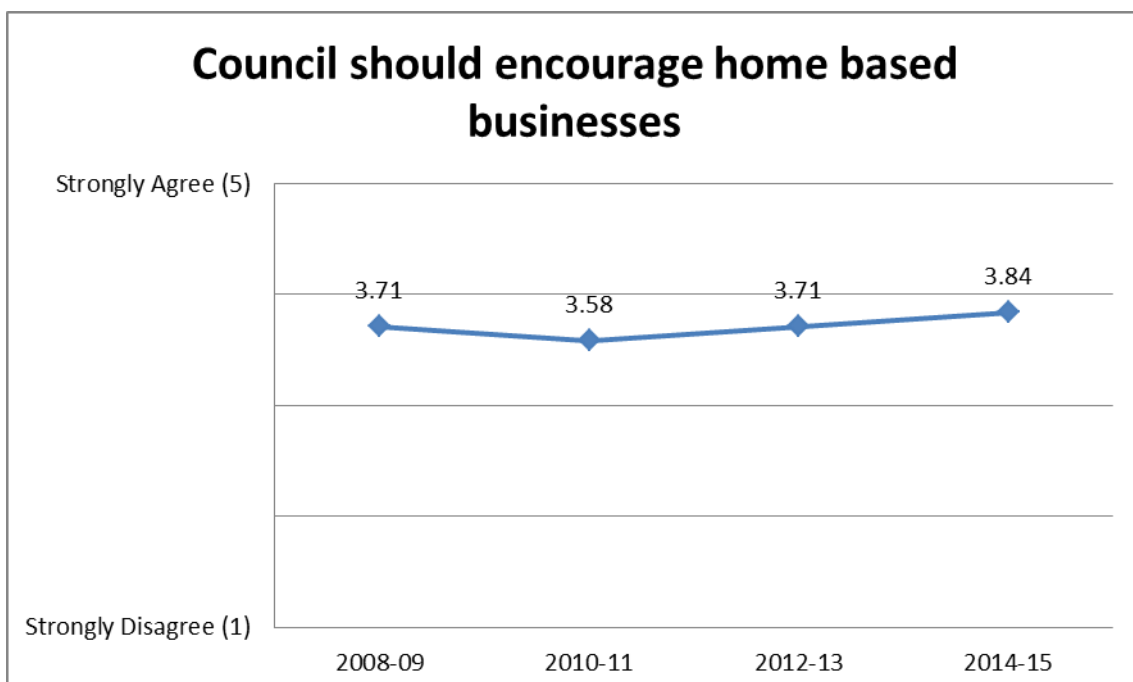
d) Council should encourage heavy industry start-up.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	28.99%	24.64%	24.15%	14.49%	5.80%	1.93%
2012-13	36.40%	26.40%	21.20%	7.30%	4.70%	4.00%
2010-11	39.30%	18.70%	21.90%	10.20%	6.40%	3.60%
2008-09	33.82%	23.99%	24.28%	9.54%	8.38%	N/A

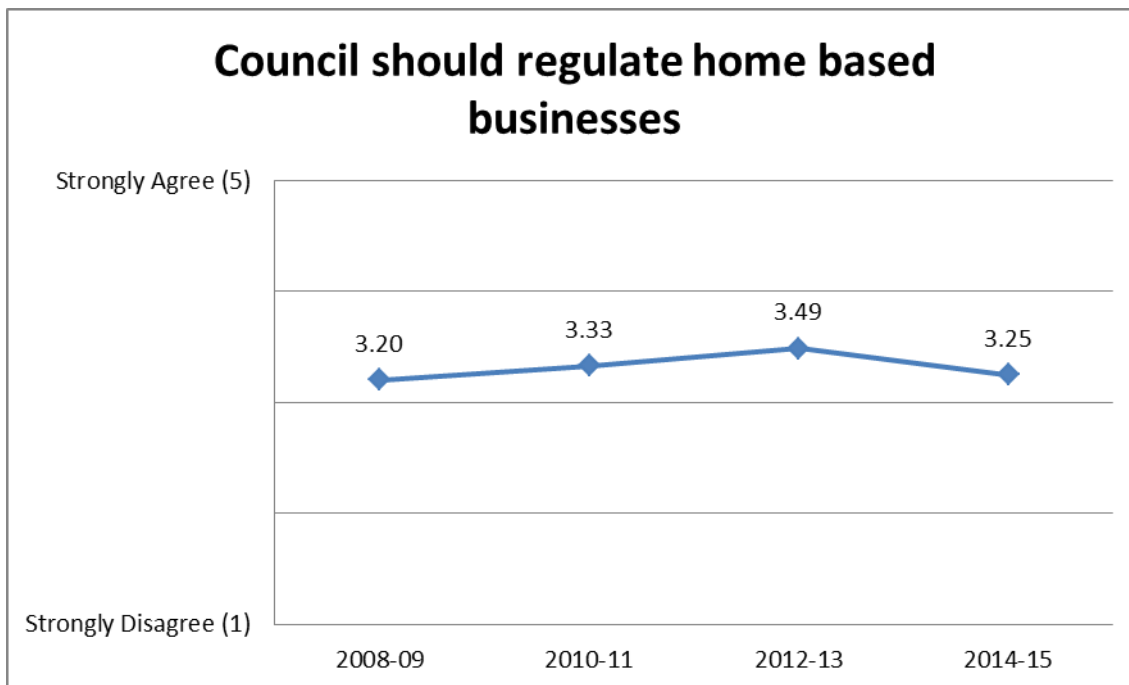


e) Council should encourage home based businesses.

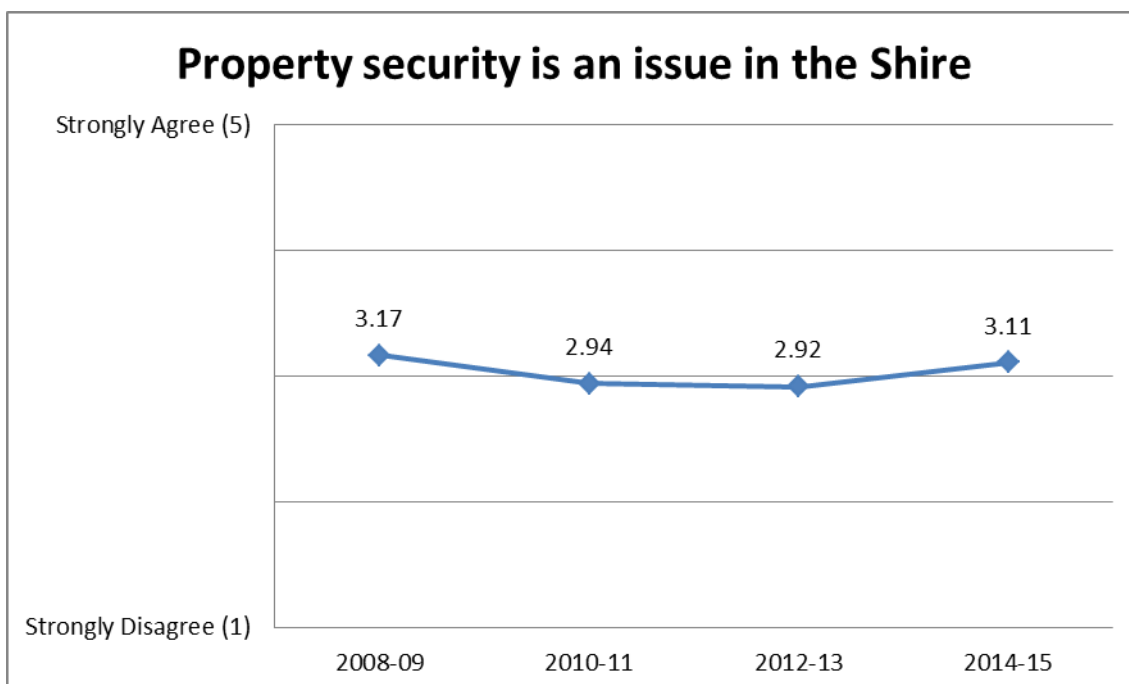
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.90%	3.86%	19.81%	48.31%	21.26%	3.86%
2012-13	3.30%	6.20%	24.60%	45.70%	18.60%	1.60%
2010-11	6.20%	6.80%	29.30%	32.90%	21.40%	3.40%
2008-09	4.64%	5.51%	29.28%	35.07%	25.51%	N/A



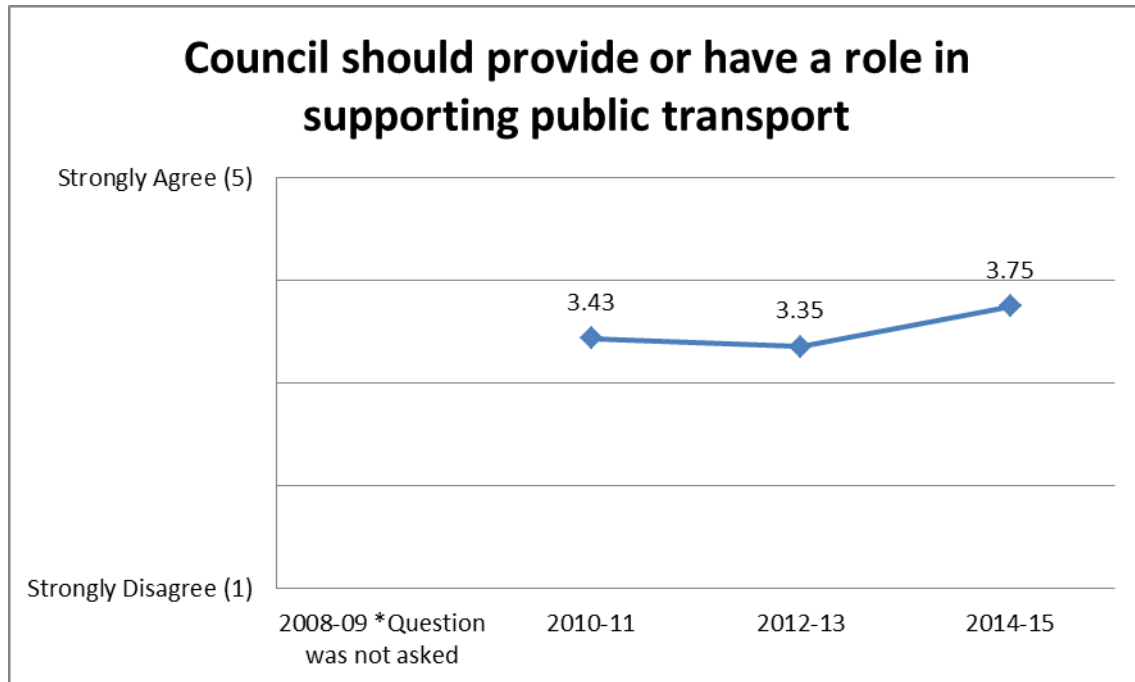
f) Council should regulate home based businesses.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	7.73%	16.43%	25.60%	38.16%	8.70%	3.38%
2012-13	6.20%	12.30%	21.90%	42.10%	15.10%	2.40%
2010-11	10.00%	13.20%	26.10%	28.90%	18.00%	3.80%
2008-09	13.91%	13.91%	28.70%	24.93%	18.55%	N/A



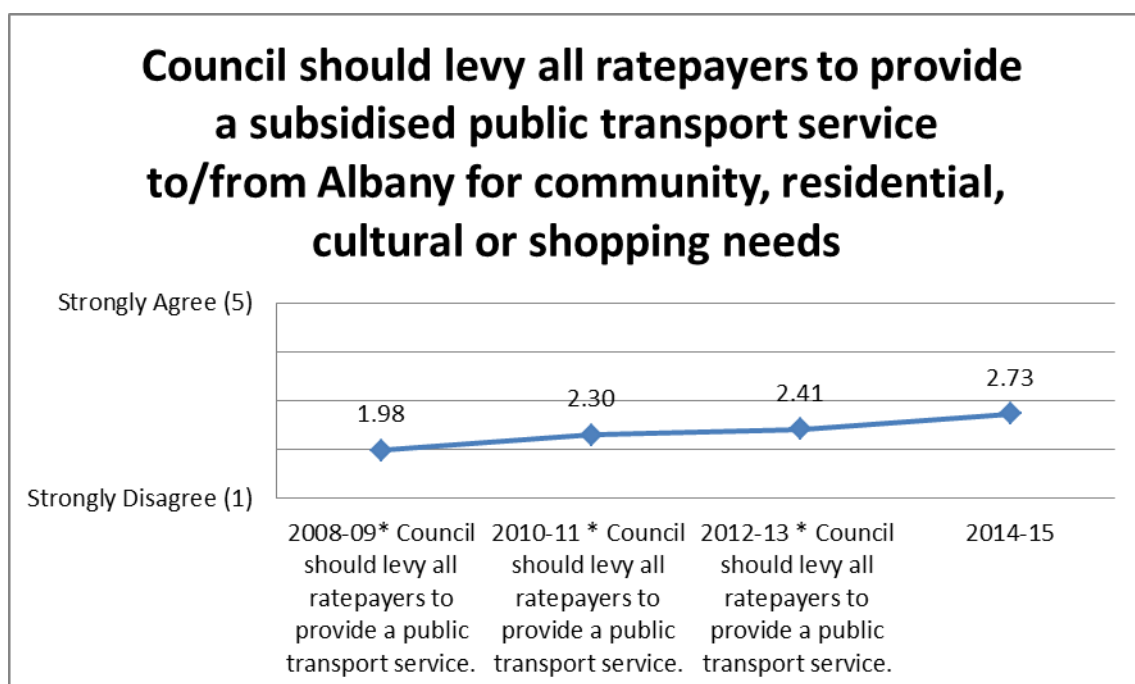
g) Property security is an issue in the Shire.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.90%	20.29%	38.16%	28.02%	4.35%	6.28%
2012-13	6.10%	23.80%	35.60%	17.10%	5.80%	11.60%
2010-11	7.90%	21.90%	37.40%	15.10%	8.30%	9.60%
2008-09	5.23%	18.02%	43.31%	21.80%	11.63%	N/A



h) Council should provide or have a role in supporting public transport.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	4.35%	8.70%	18.36%	44.44%	24.15%	0.00%
2012-13	7.70%	16.30%	22.80%	31.90%	16.70%	4.60%
2010-11	10.60%	12.50%	24.00%	24.40%	25.70%	2.80%
2008-09*Question was not asked						

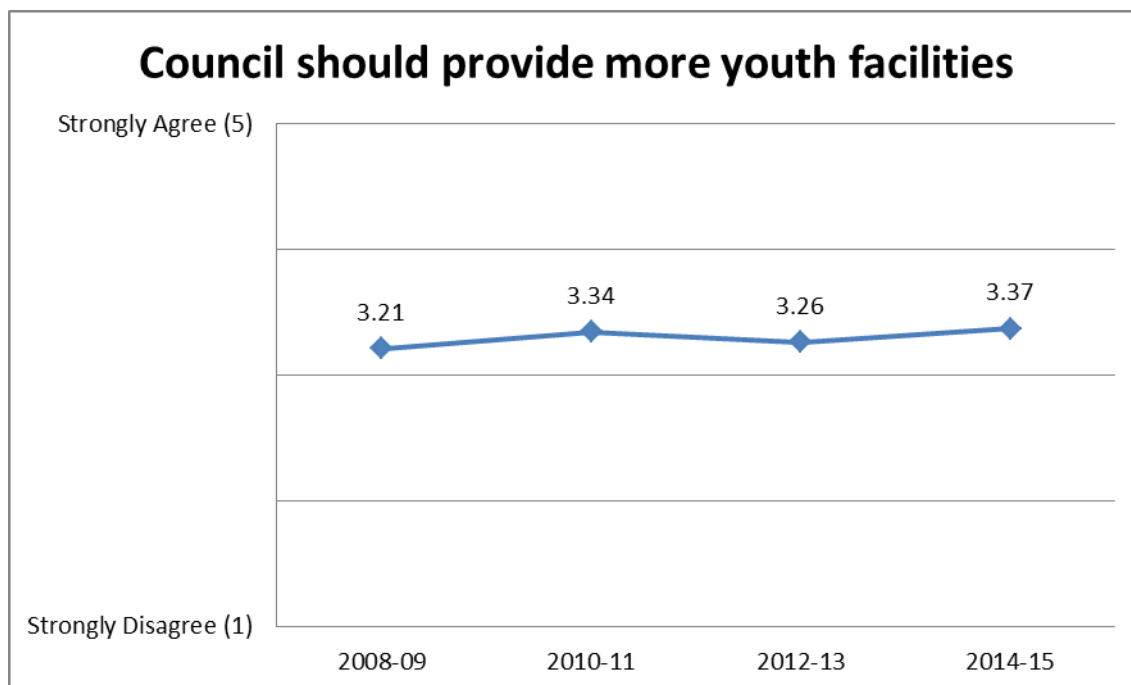


i) Council should levy all ratepayers to provide a subsidised public transport service to/from Albany for community, residential, cultural or shopping needs.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	19.32%	27.05%	17.39%	21.74%	9.18%	5.31%
2012-13	28.30%	26.60%	17.40%	16.60%	5.40%	5.70%
2010-11	37.80%	18.70%	20.60%	12.50%	7.00%	3.40%
2008-09	52.29%	16.86%	16.57%	9.14%	5.14%	N/A



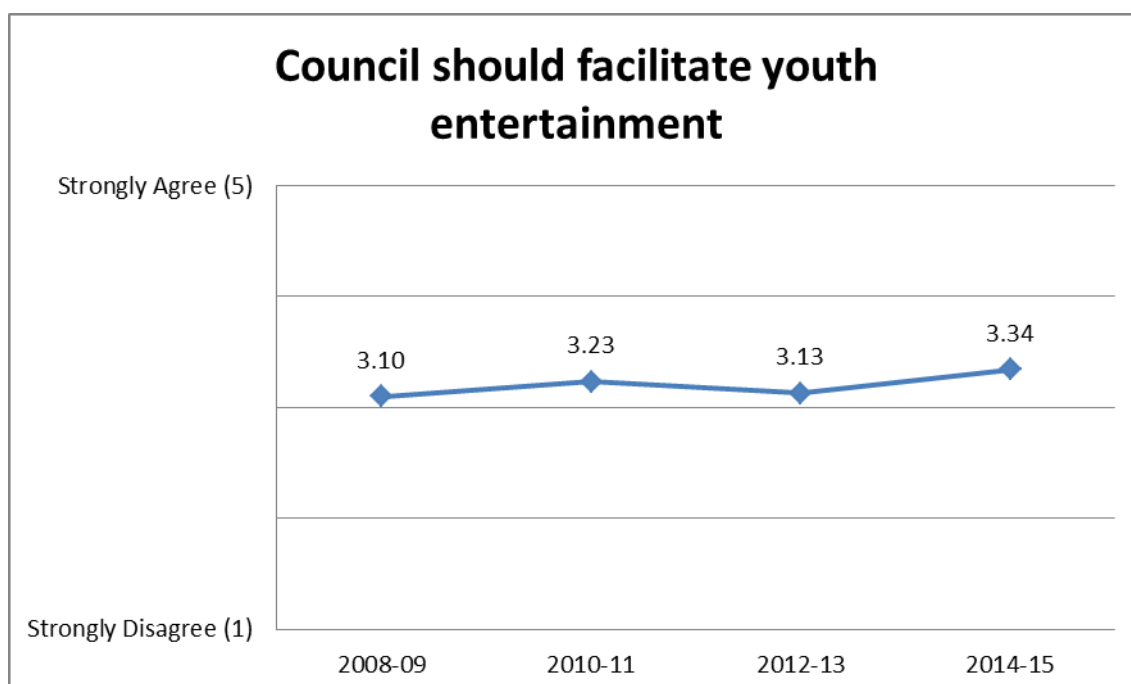
j) Council should provide more youth facilities.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	1.93%	13.04%	38.16%	33.82%	9.18%	3.86%
2012-13	5.40%	10.90%	40.00%	31.10%	7.80%	4.80%
2010-11	7.90%	11.70%	33.30%	25.30%	17.60%	4.20%
2008-09	8.86%	6.86%	47.71%	27.43%	9.14%	N/A



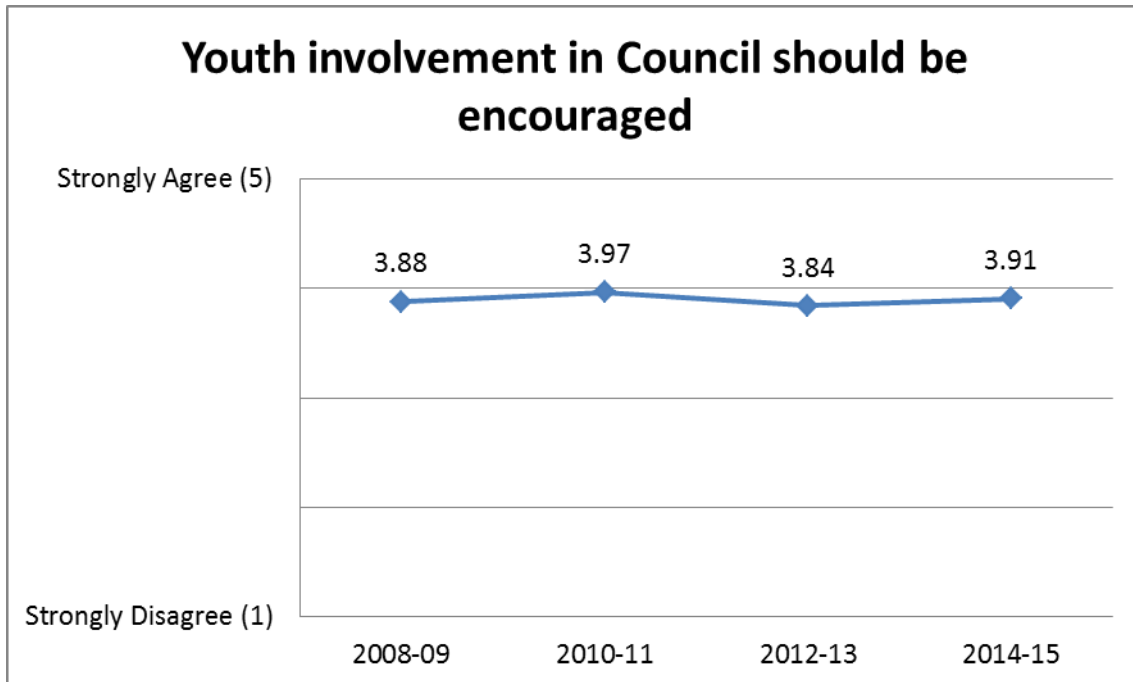
k) Council should facilitate youth entertainment.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	3.38%	14.01%	34.30%	36.71%	8.70%	2.90%
2012-13	8.80%	14.40%	36.60%	31.20%	6.60%	2.40%
2010-11	9.10%	14.00%	33.10%	26.30%	14.40%	3.00%
2008-09	10.32%	10.60%	44.99%	26.93%	7.16%	N/A



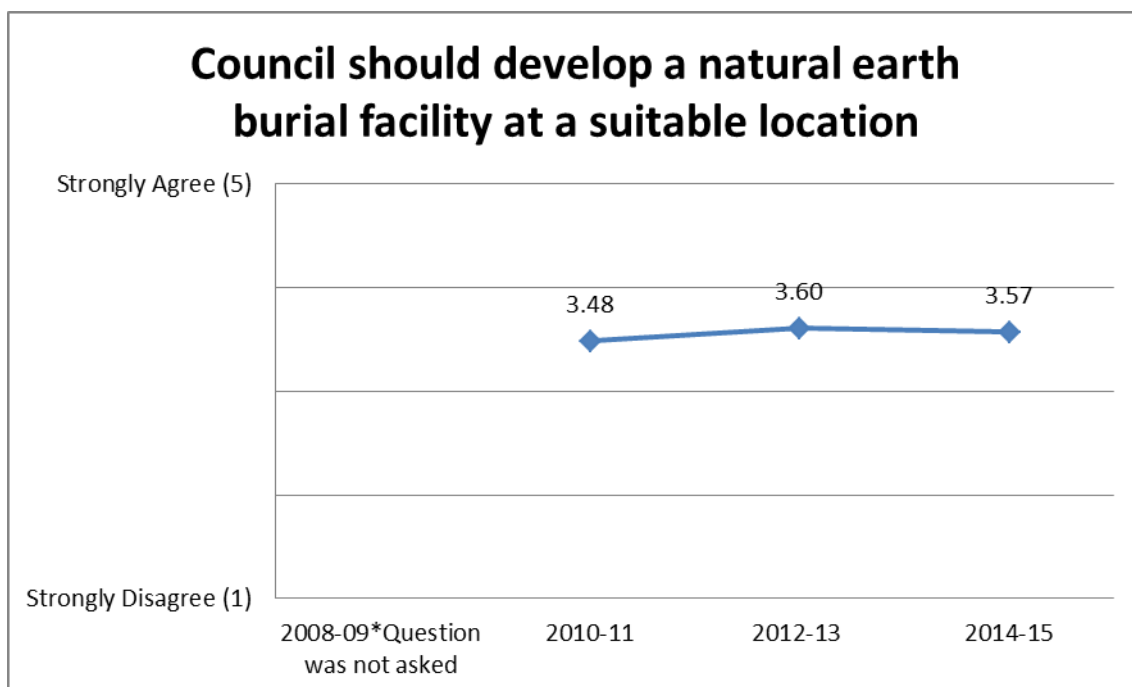
l) Youth involvement in Council should be encouraged.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	1.45%	3.38%	15.46%	59.90%	17.87%	1.93%
2012-13	2.70%	4.90%	17.10%	54.30%	19.40%	1.60%
2010-11	3.20%	4.50%	15.70%	43.70%	31.20%	1.70%
2008-09	1.71%	3.99%	25.36%	42.45%	26.50%	N/A

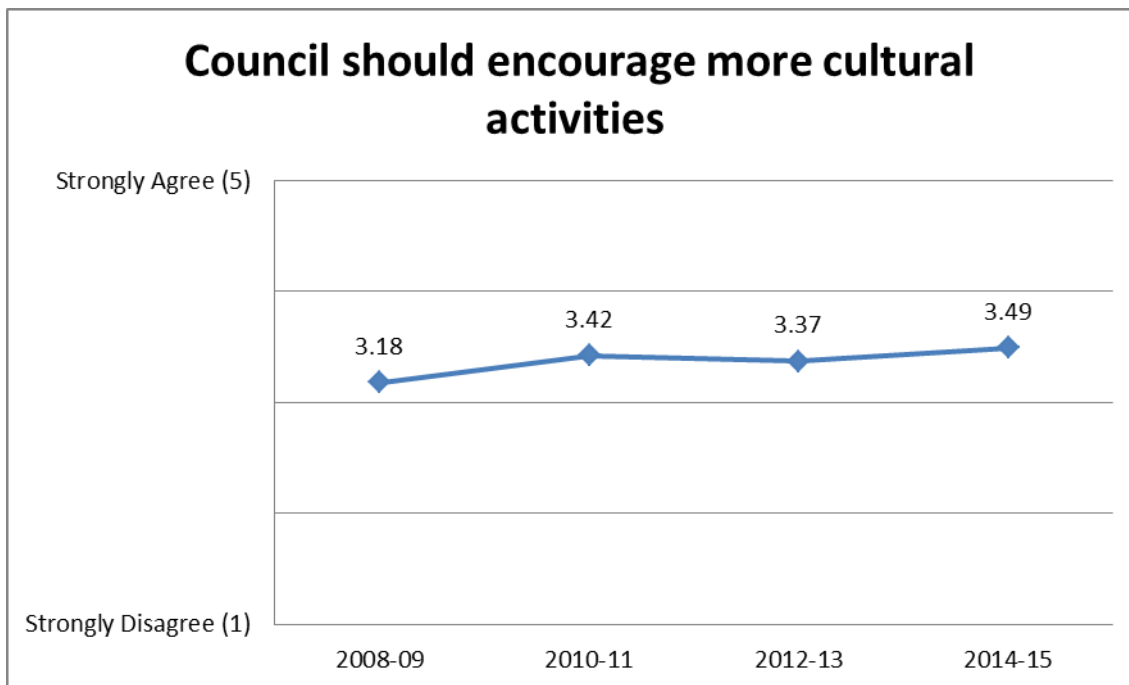


m) Council should develop a natural earth burial facility at a suitable location.

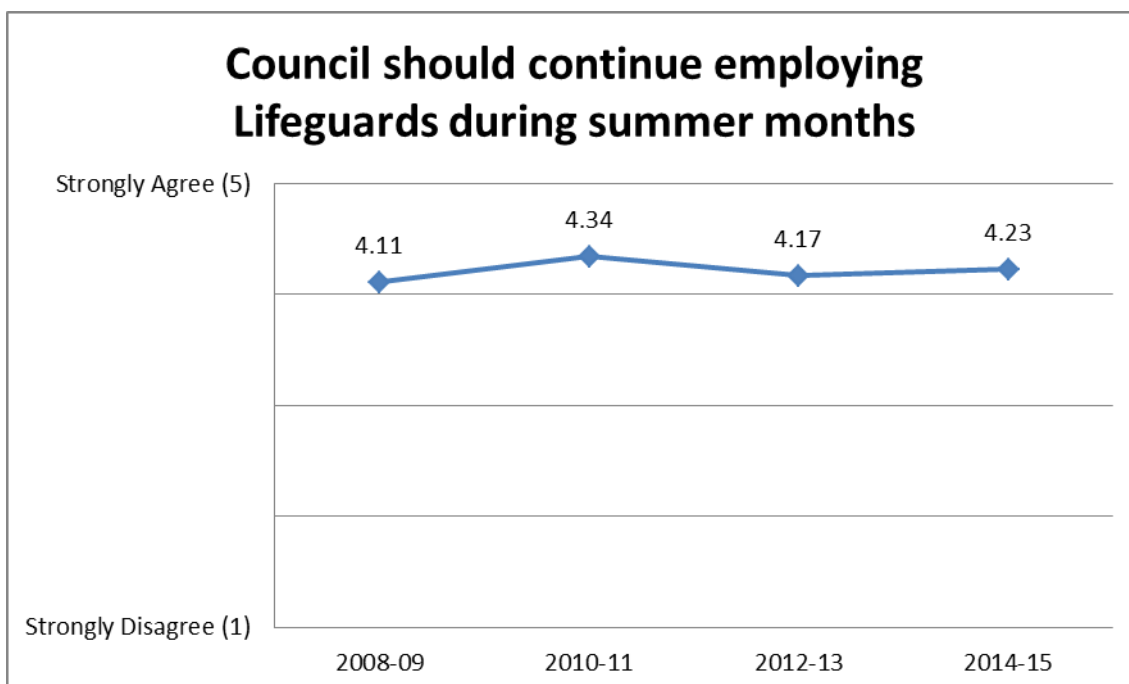
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.90%	7.73%	33.33%	32.37%	17.39%	6.28%
2012-13	4.10%	6.60%	32.30%	30.10%	20.70%	6.20%
2010-11	8.30%	6.20%	35.20%	17.40%	24.80%	8.10%
2008-09*Question was not asked						



n) Council should encourage more cultural activities.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.90%	7.25%	38.16%	36.71%	12.08%	2.90%
2012-13	3.10%	12.50%	37.10%	33.40%	10.50%	3.40%
2010-11	5.70%	8.50%	38.40%	29.30%	16.10%	1.90%
2008-09	8.83%	10.83%	44.16%	25.64%	10.54%	N/A



o) Council should continue employing Lifeguards during summer months.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	0.97%	0.97%	11.11%	46.38%	38.16%	2.42%
2012-13	1.70%	2.90%	10.70%	43.10%	38.00%	3.60%
2010-11	2.80%	1.10%	10.60%	29.10%	54.60%	1.90%
2008-09	2.54%	3.10%	18.03%	33.24%	43.10%	N/A

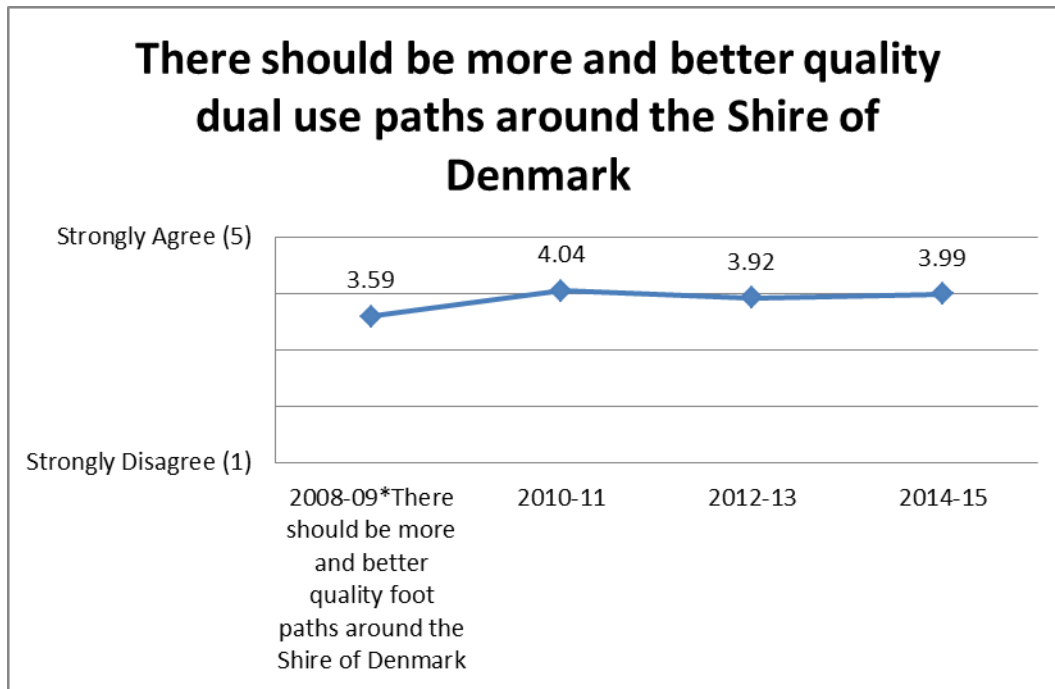


p) Home holiday accommodation is an issue that Local Government should regulate.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	5.31%	12.56%	17.39%	35.75%	26.09%	2.90%
2012-13 *Question was not asked						
2010-11 *Question was not asked						
2008-09 *Question was not asked						



7. Please mark the strength of your agreement and comment if necessary.

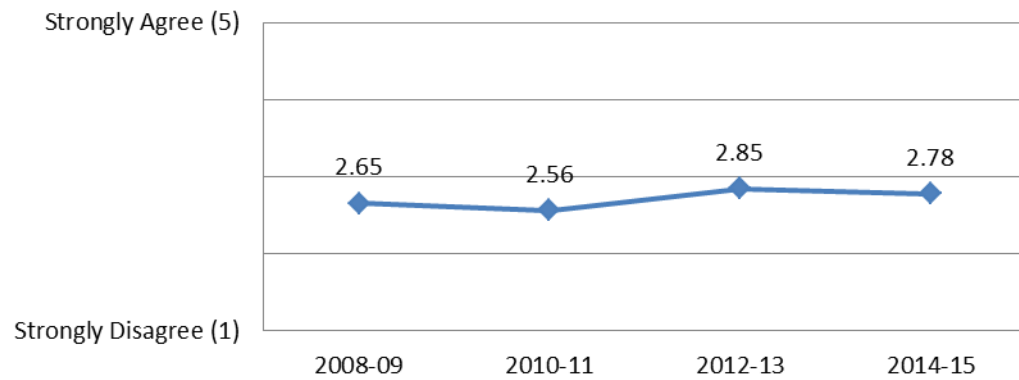
a) There should be more and better quality dual use paths around the Shire of Denmark.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	0.98%	4.39%	18.05%	46.83%	28.29%	1.46%
2012-13	1.70%	5.60%	18.70%	45.30%	26.70%	2.00%
2010-11	3.80%	3.60%	17.70%	33.40%	40.20%	1.30%
2008-09	5.44%	8.88%	32.95%	26.36%	26.36%	N/A



b) Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council. The current allowances for an Elected Member inclusive of all allowances excluding mileage is \$9,424.50.

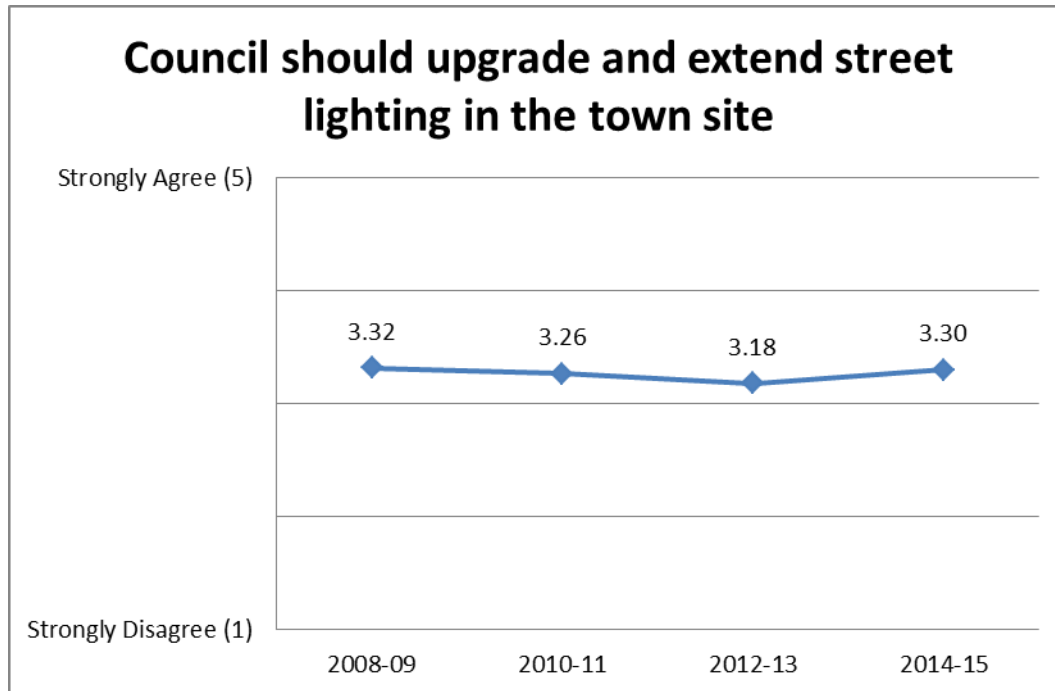
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	10.68%	30.10%	31.55%	20.87%	4.37%	2.43%
2012-13	11.20%	23.60%	32.50%	21.50%	5.10%	6.10%
2010-11	25.30%	17.40%	32.80%	13.80%	6.20%	4.50%
2008-09	25.35%	12.39%	40.56%	15.21%	6.48%	N/A

Fees and allowances paid to Elected Members should be increased to encourage more people to nominate for Council. The current allowances for an Elected Member inclusive of all allowances excluding mileage is \$9,424.50



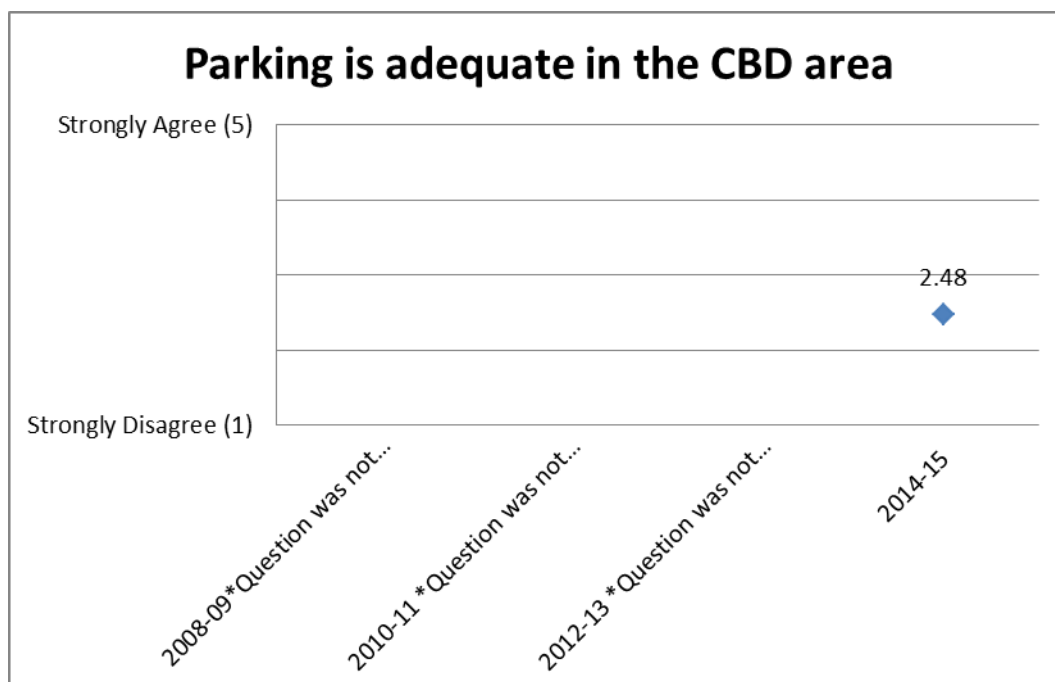
c) Council should upgrade and extend street lighting in the town site.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.43%	16.50%	37.86%	29.61%	10.19%	3.40%
2012-13	5.10%	17.80%	36.40%	27.40%	8.90%	4.40%
2010-11	6.80%	13.60%	37.40%	21.90%	15.30%	4.90%
2008-09	7.37%	8.22%	46.18%	22.10%	16.15%	N/A



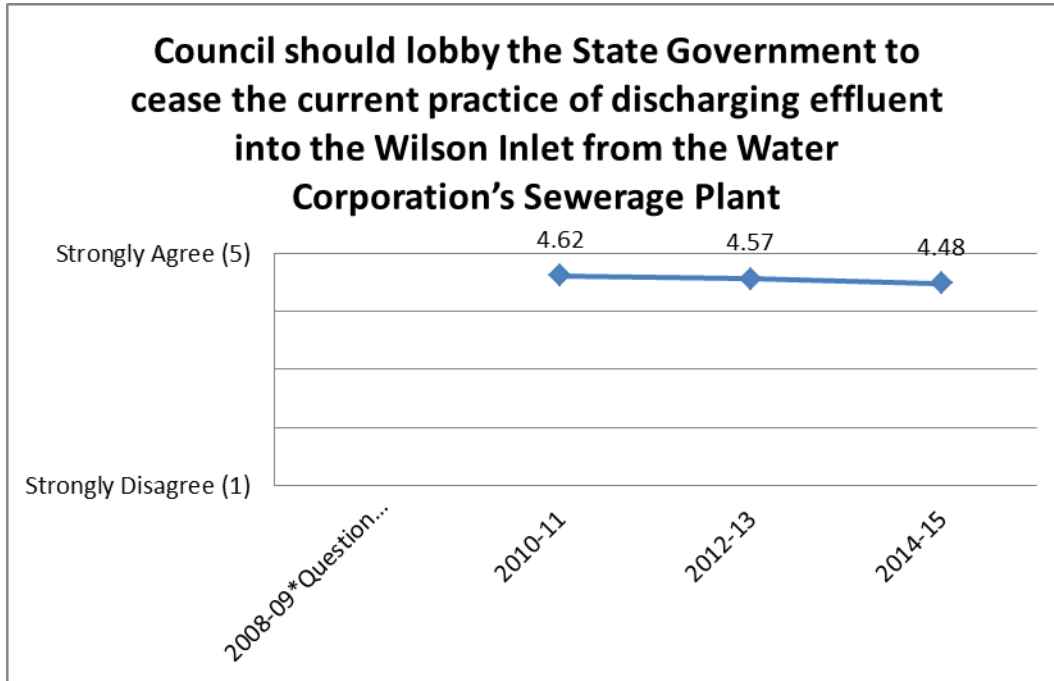
d) Parking is adequate in the CBD area.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	26.83%	31.71%	12.68%	24.39%	4.39%	0.00%
2012-13	*Question was not asked					
2010-11	*Question was not asked					
2008-09	*Question was not asked					



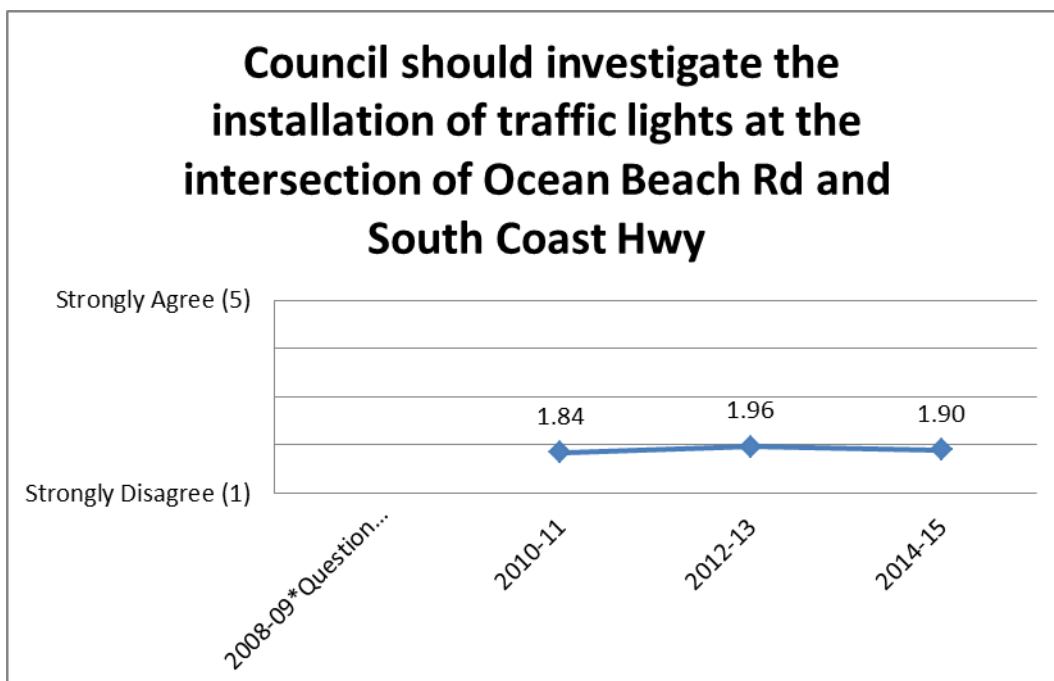
e) Council should lobby the State Government to cease the current practice of discharging effluent into the Wilson Inlet from the Water Corporation's Sewerage Plant.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.91%	1.94%	6.31%	21.36%	65.53%	1.94%
2012-13	2.20%	1.20%	6.00%	17.20%	69.10%	4.30%
2010-11	2.30%	1.10%	6.00%	13.00%	75.10%	2.60%
2008-09*Question was not asked						



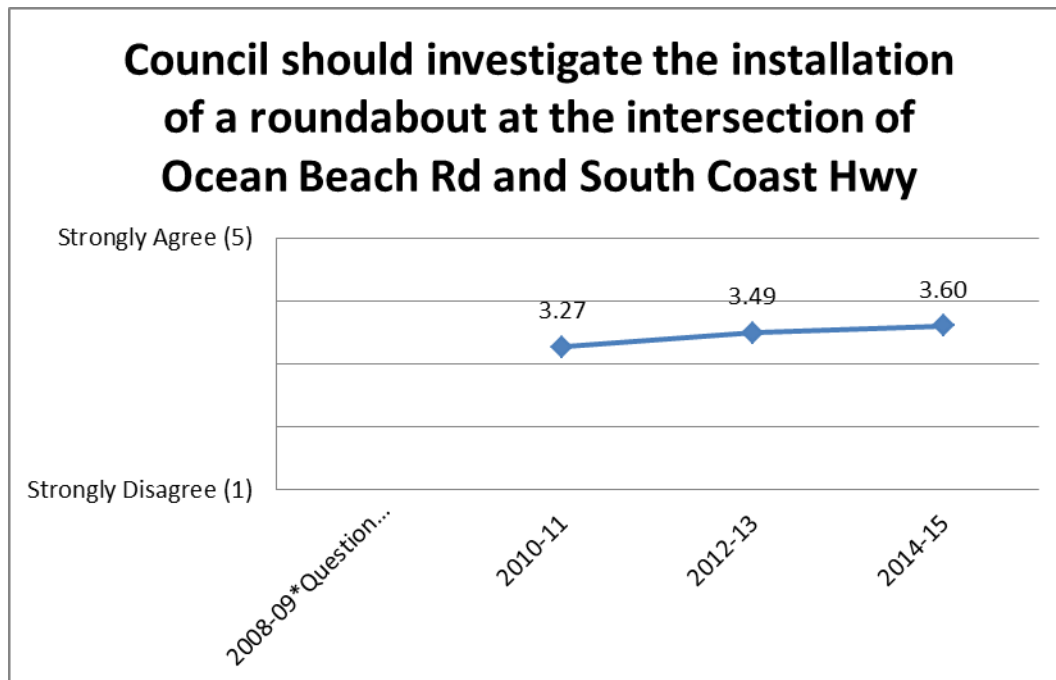
f) Council should investigate the installation of traffic lights at the intersection of Ocean Beach Rd and South Coast Hwy.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	47.09%	29.13%	13.11%	8.25%	2.43%	0.00%
2012-13	46.20%	26.80%	11.20%	7.80%	5.10%	2.90%
2010-11	59.60%	16.20%	10.40%	5.10%	7.70%	1.10%
2008-09*Question was not asked						



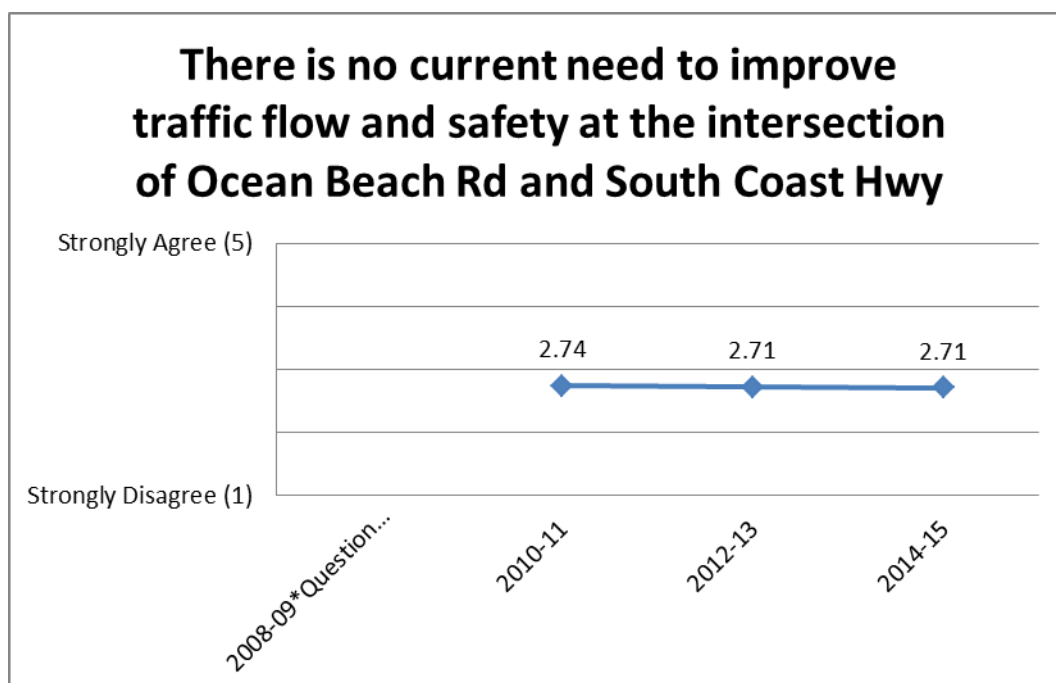
g) Council should investigate the installation of a roundabout at the intersection of Ocean Beach Rd and South Coast Hwy.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	10.68%	9.22%	14.08%	37.86%	25.73%	2.43%
2012-13	11.60%	13.00%	13.80%	33.40%	25.30%	2.90%
2010-11	22.30%	9.10%	13.40%	25.70%	27.40%	1.90%
2008-09*Question was not asked						



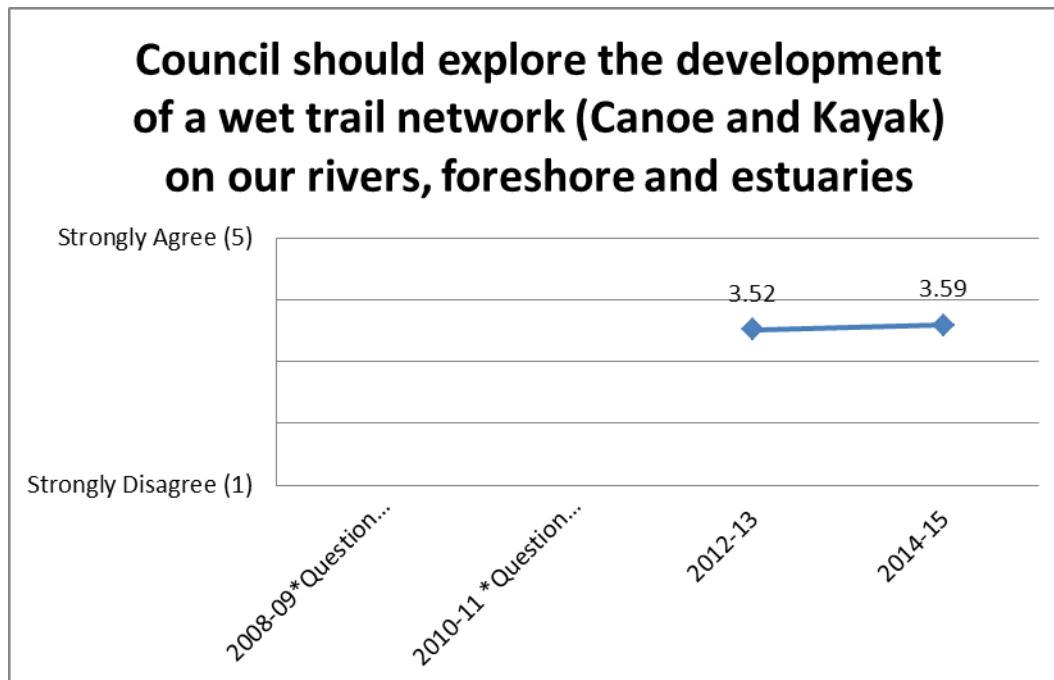
h) There is no current need to improve traffic flow and safety at the intersection of Ocean Beach Rd and South Coast Hwy.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	14.56%	34.47%	23.30%	17.48%	8.74%	1.46%
2012-13	18.70%	29.00%	17.10%	18.20%	10.70%	6.30%
2010-11	24.90%	22.10%	17.20%	15.50%	15.70%	4.50%
2008-09*Question was not asked						



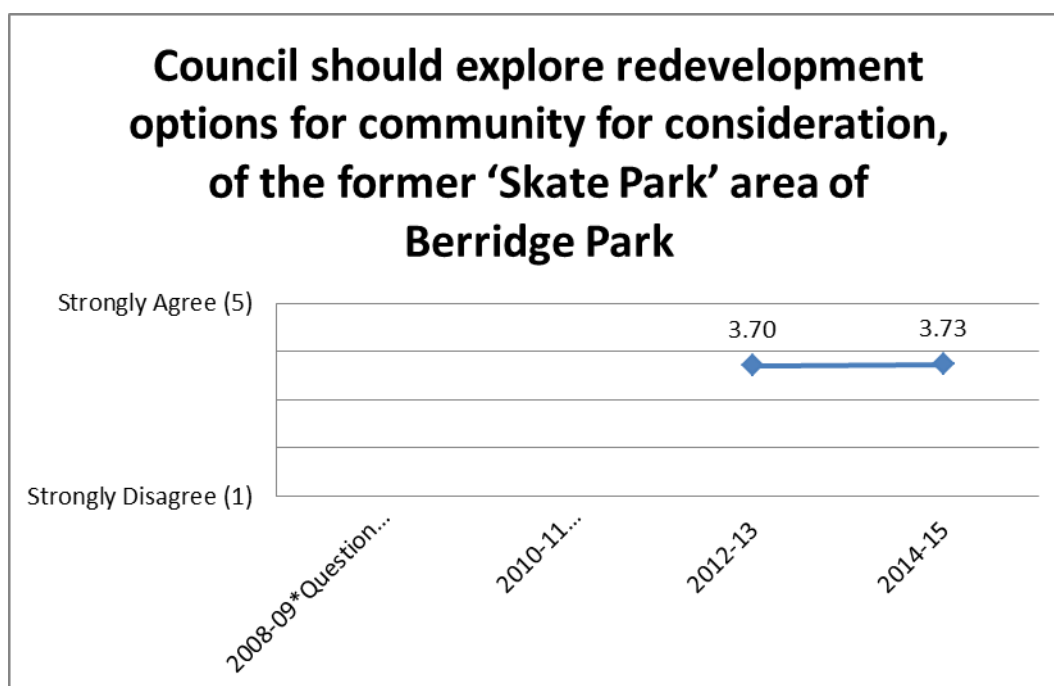
i) Council should explore the development of a wet trail network (Canoe and Kayak) on our rivers, foreshore and estuaries.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.91%	9.22%	28.64%	43.69%	15.05%	0.49%
2012-13	3.90%	10.10%	29.30%	37.90%	14.70%	4.10%
2010-11*Question was not asked						
2008-09*Question was not asked						

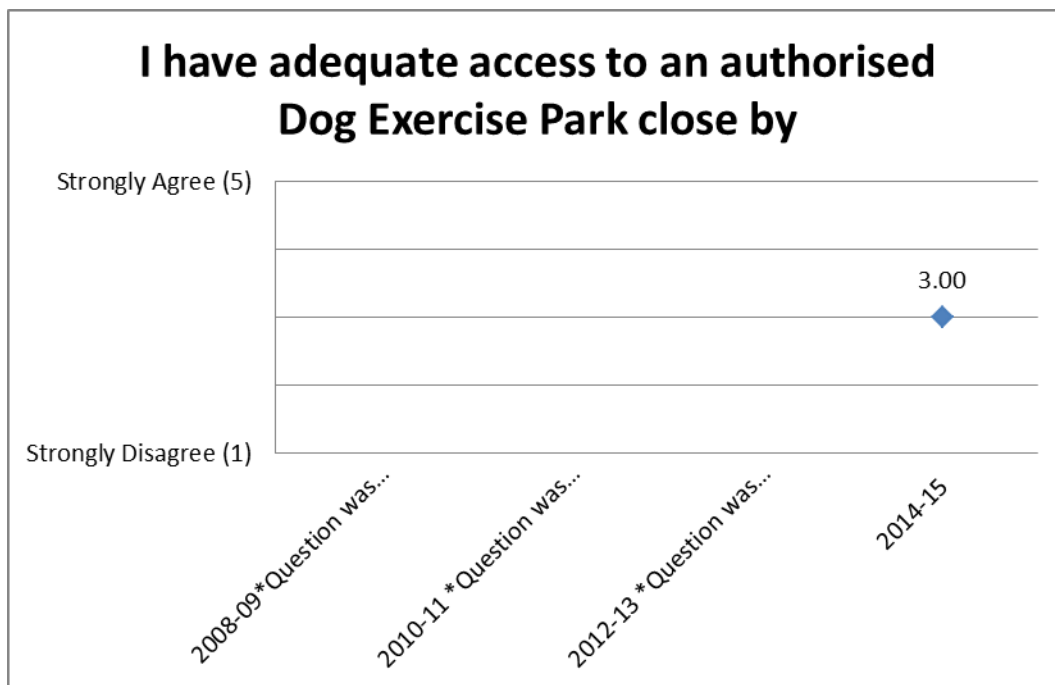


j) Council should explore redevelopment options for community for consideration, of the former 'Skate Park' area of Berridge Park.

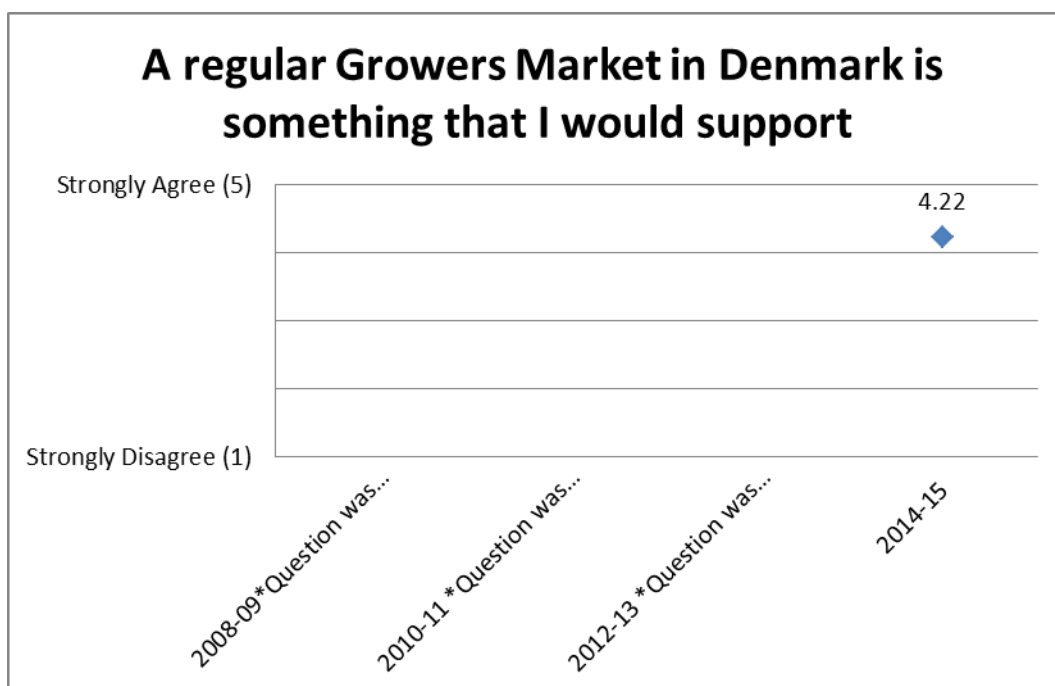
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.91%	4.37%	22.33%	55.34%	13.11%	1.94%
2012-13	2.50%	4.80%	25.60%	44.60%	15.40%	7.00%
2010-11*Question was not asked						
2008-09*Question was not asked						



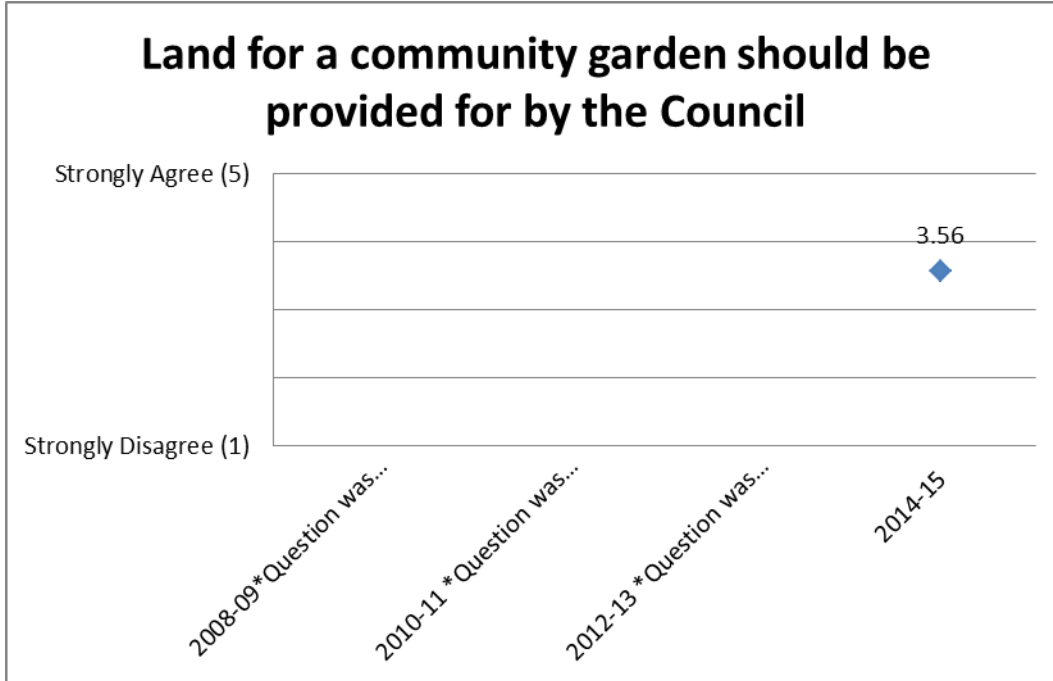
k) I have adequate access to an authorised Dog Exercise Park close by.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	10.68%	12.62%	45.15%	18.45%	7.77%	5.34%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



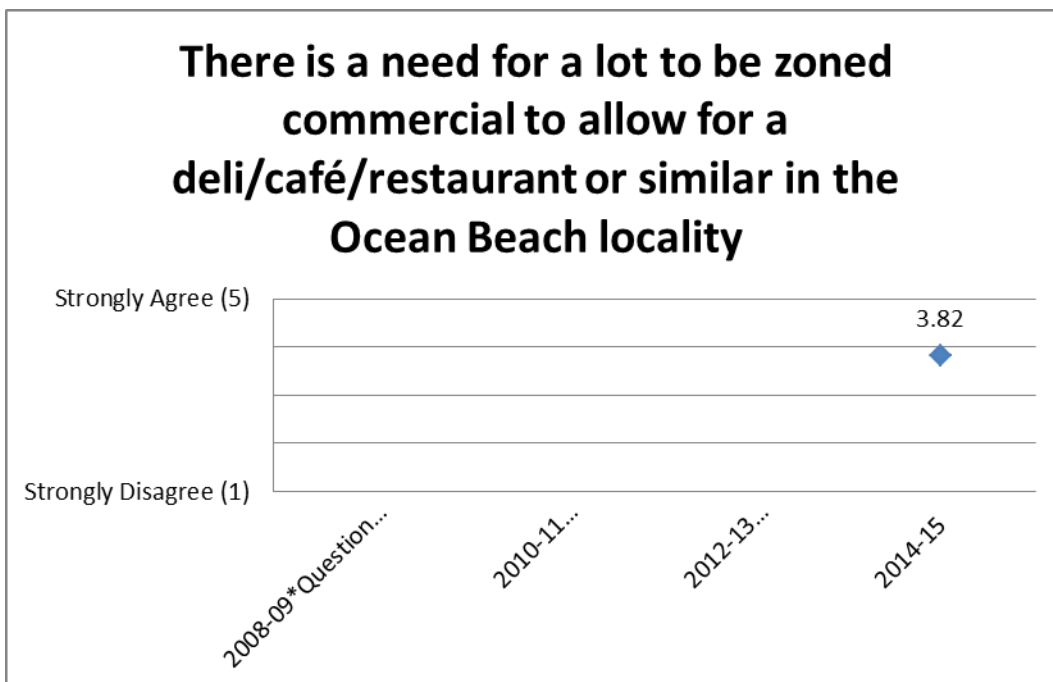
l) A regular Growers Market in Denmark is something that I would support.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	0.49%	3.40%	12.62%	39.81%	42.72%	0.97%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



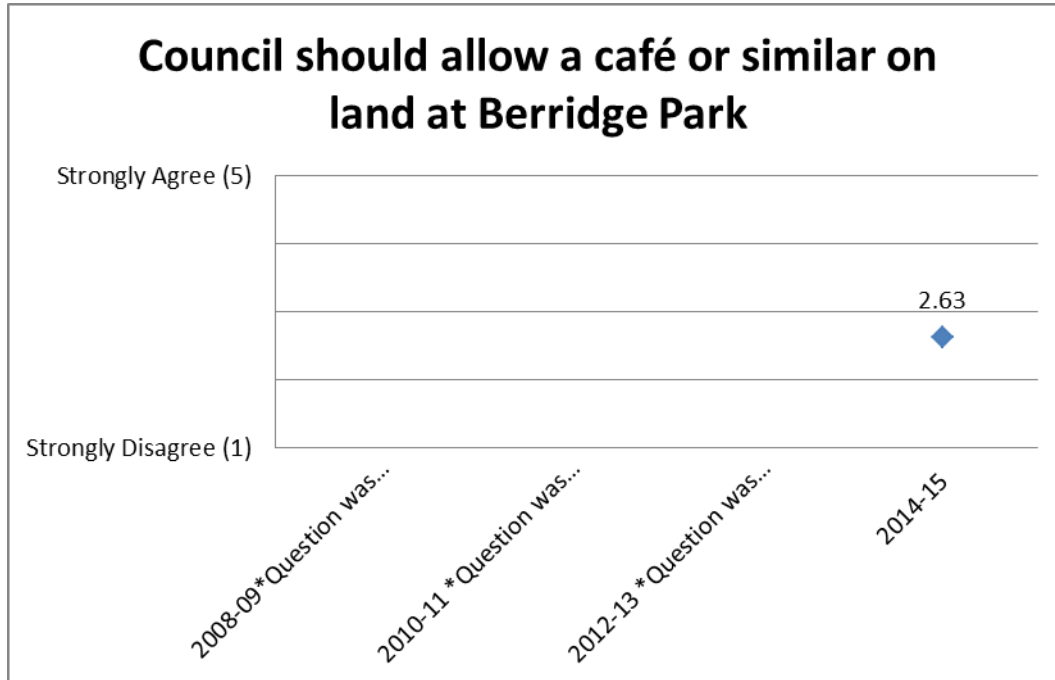
m) Land for a community garden should be provided for by the Council.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	3.40%	10.68%	31.55%	29.13%	20.87%	4.37%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



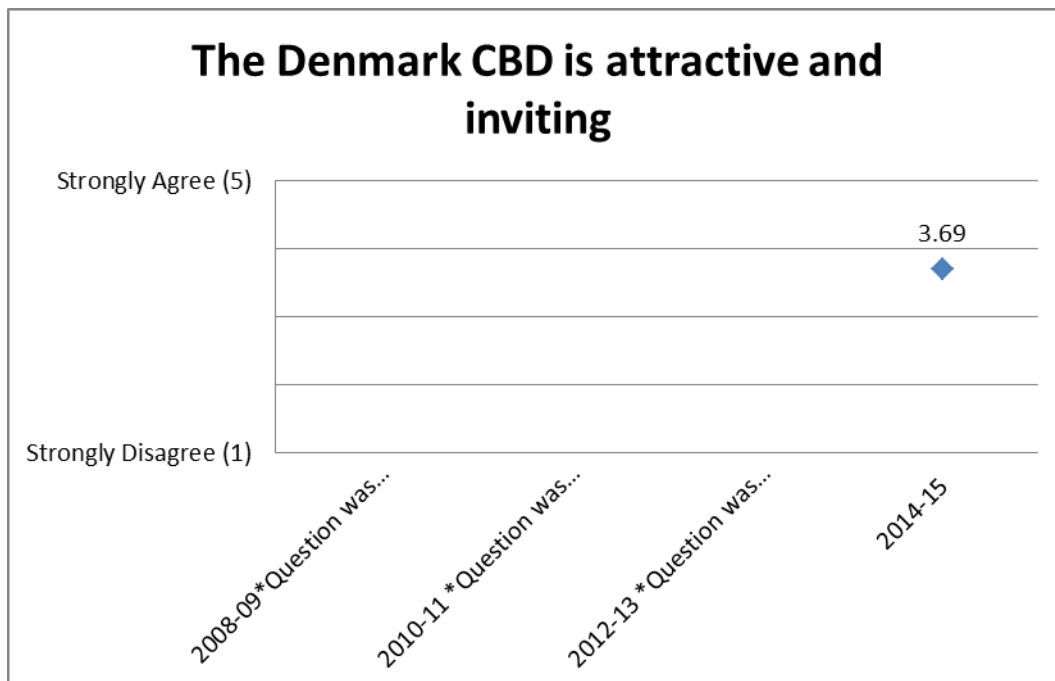
n) There is a need for a lot to be zoned commercial to allow for a deli/café/restaurant or similar in the Ocean Beach locality.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	3.88%	5.83%	16.99%	46.60%	22.82%	3.88%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



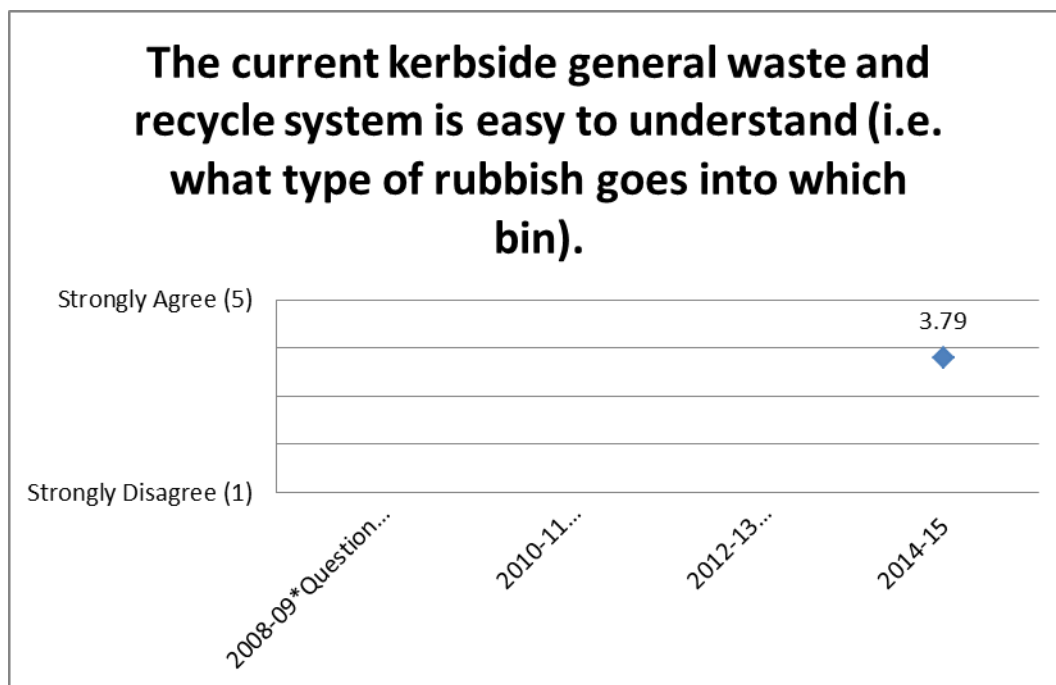
o) Council should allow a café or similar on land at Berridge Park.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	24.76%	21.36%	22.33%	20.87%	7.28%	3.40%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



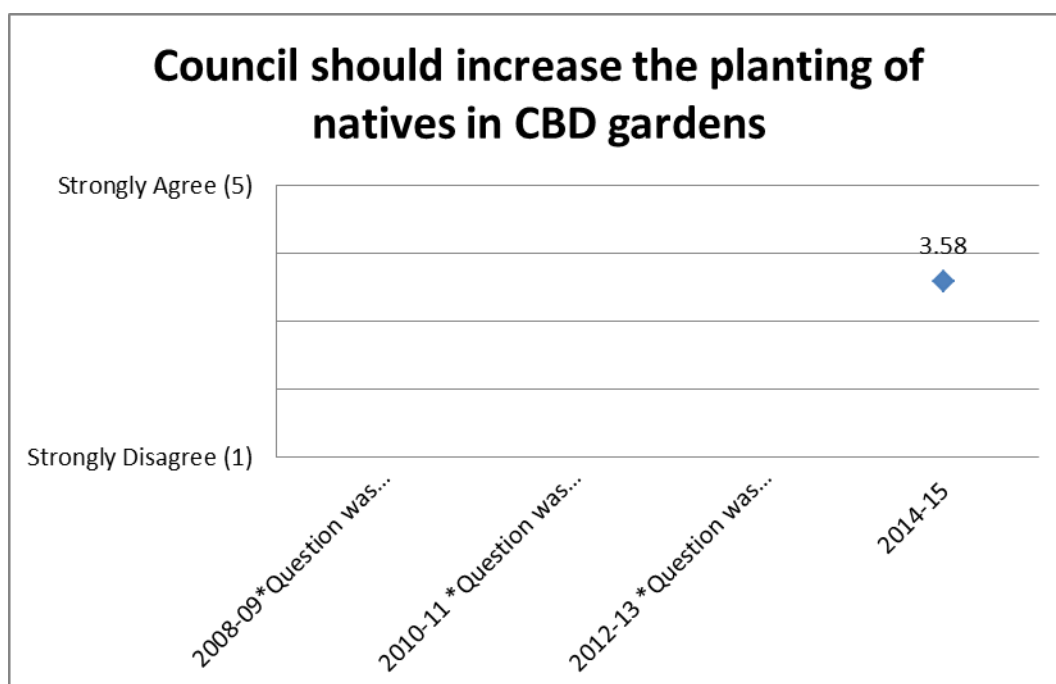
p) The Denmark CBD is attractive and inviting.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	2.43%	10.19%	20.39%	49.03%	17.48%	0.49%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



q) The current kerbside general waste and recycle system is easy to understand (i.e. what type of rubbish goes into which bin).						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	0.97%	5.34%	22.82%	48.54%	16.99%	5.34%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



r) Council should increase the planting of natives in CBD gardens.						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unsure
2014-15	5.83%	10.68%	27.18%	30.58%	24.76%	0.97%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



C) COMMUNITY CONSULTATION AND ACCESS TO INFORMATION

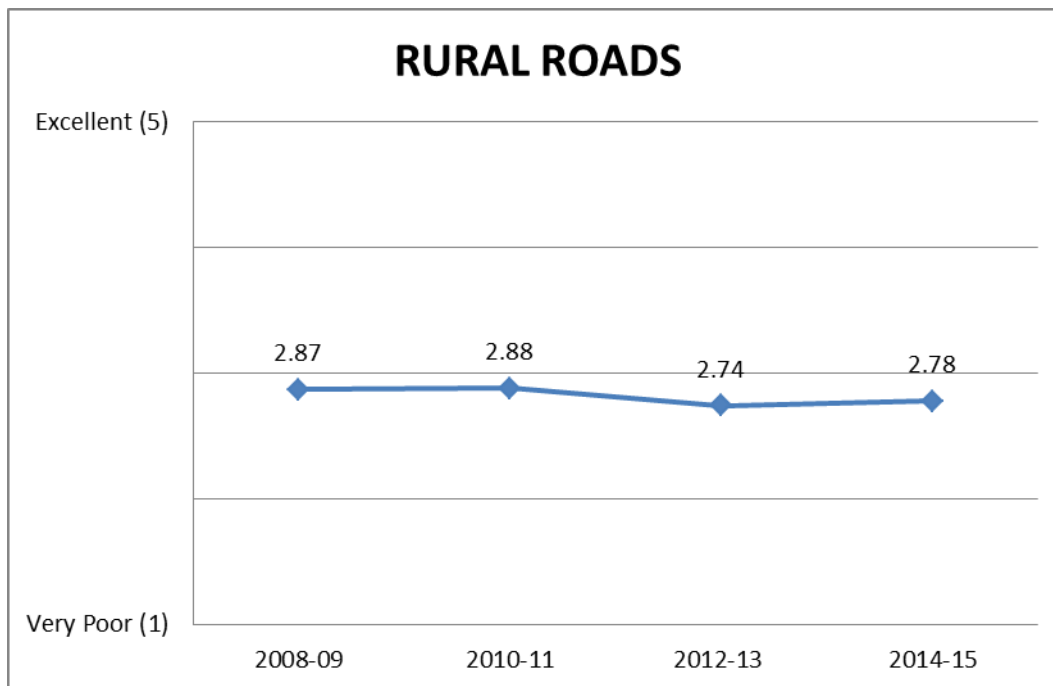
8. Please indicate your preferred methods for broadcasting of Council information, by numbering from 1 to 12 in priority of importance (1 being the most preferred and 12 the least preferred).

	2008-09	2010-11	2012-13	2014-15
1	Denmark Bulletin	Denmark Bulletin	Denmark Bulletin	Denmark Bulletin
2	Monthly Newsletter	Council Conversations	Email – Newsletter	Council Conversations (Monthly Newsletter)
3	Councils' Website	Council Website	Monthly Newsletter (Council Conversations)	Council Website
4	Council Minutes	Email - Newsletter	Council Minutes	Email - Newsletter
5	Email	Public Meetings	Albany Advertiser	Albany Advertiser
6	Public Meetings	Albany Weekender	Councils Website	Albany Extra
7	Albany Advertiser	Albany Extra	Facebook / Twitter	Public Meetings
8	The 2008-09 Survey asked respondents to prioritise 7 preferred methods of communication.	Council Minutes	Albany Weekender	Council Minutes
9		Albany Advertiser	Albany Extra	The Great Southern Weekender
10		Twitter/Facebook	Public Meetings	Facebook / Twitter
11		SMS	SMS	SMS
12		YouTube	YouTube	YouTube

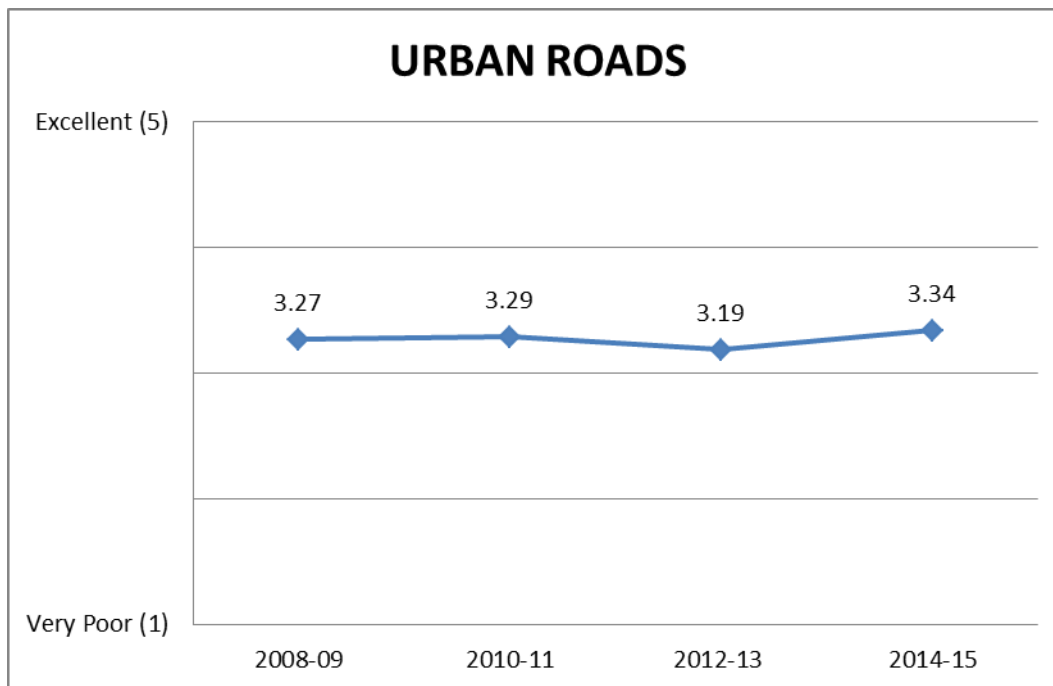
(D) CURRENT SERVICE PROVISION

9. Standard of: ROADS / PATHS / TRAILS / DRAINAGE

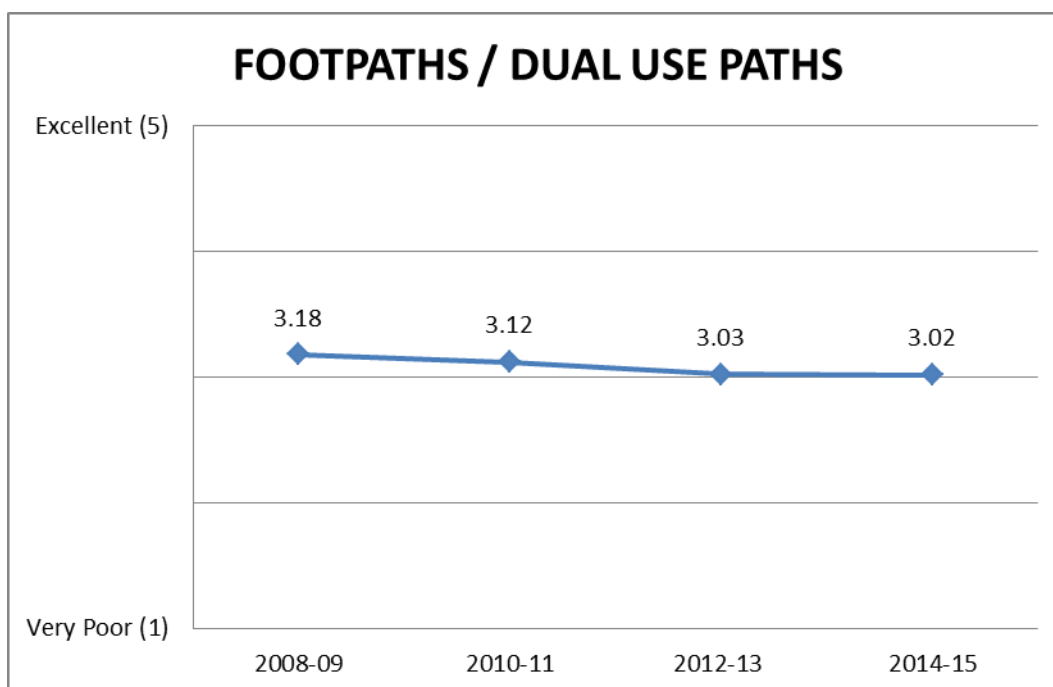
a) RURAL ROADS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	7.84%	23.53%	52.94%	13.73%	1.96%	N/A
2012-13	7.20%	24.50%	56.10%	11.30%	0.90%	N/A
2010-11	6.20%	21.50%	47.30%	19.40%	1.70%	3.80%
2008-09	6.55%	22.79%	45.30%	21.08%	1.14%	3.13%



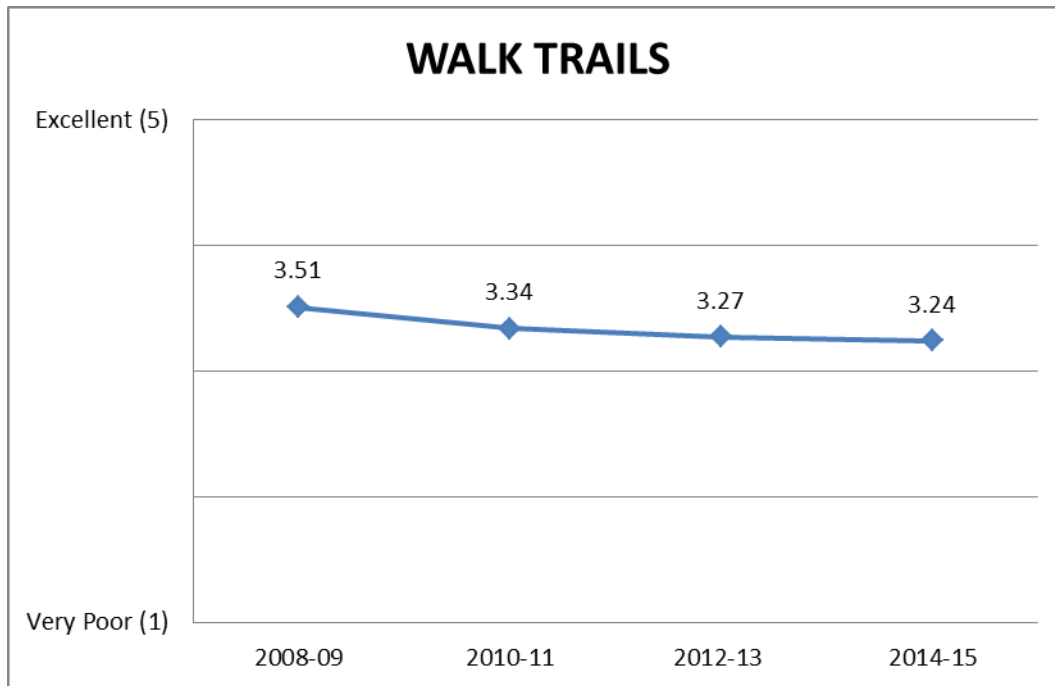
b) URBAN ROADS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	4.93%	57.64%	33.50%	3.45%	N/A
2012-13	0.90%	10.70%	59.60%	26.30%	2.50%	N/A
2010-11	1.10%	9.40%	51.60%	31.60%	3.80%	2.60%
2008-09	1.98%	11.86%	45.48%	34.75%	3.67%	2.26%



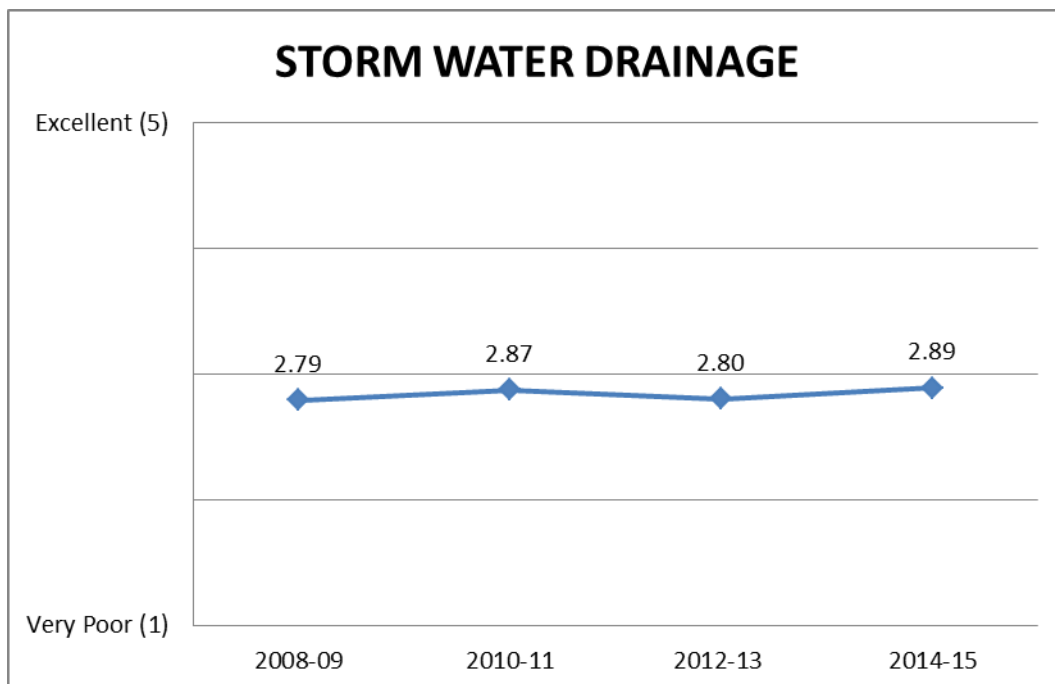
c) FOOTPATHS / DUAL USE PATHS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	3.45%	18.23%	51.72%	25.62%	0.99%	N/A
2012-13	2.90%	19.20%	53.10%	22.10%	2.70%	N/A
2010-11	3.20%	16.60%	42.40%	27.50%	3.60%	6.60%
2008-09	3.98%	17.90%	32.95%	33.52%	4.55%	7.10%



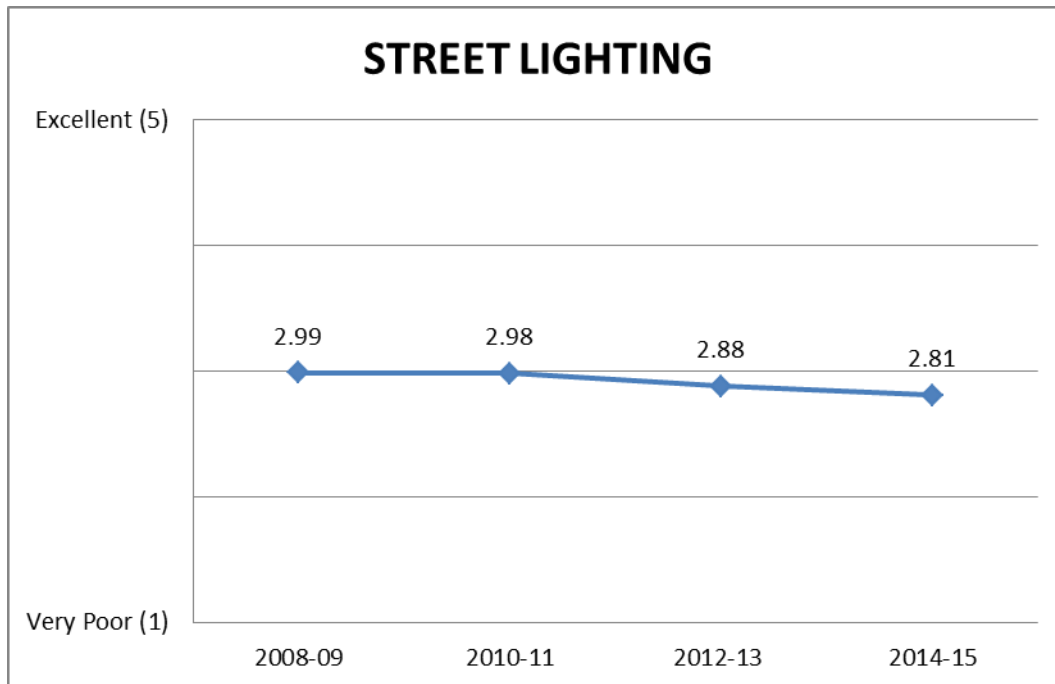
d) WALK TRAILS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.97%	8.37%	54.68%	33.99%	0.99%	N/A
2012-13	1.60%	9.10%	54.60%	29.80%	4.90%	N/A
2010-11	2.30%	8.70%	37.50%	32.40%	5.50%	13.40%
2008-09	2.01%	6.02%	33.24%	36.39%	8.88%	13.47%



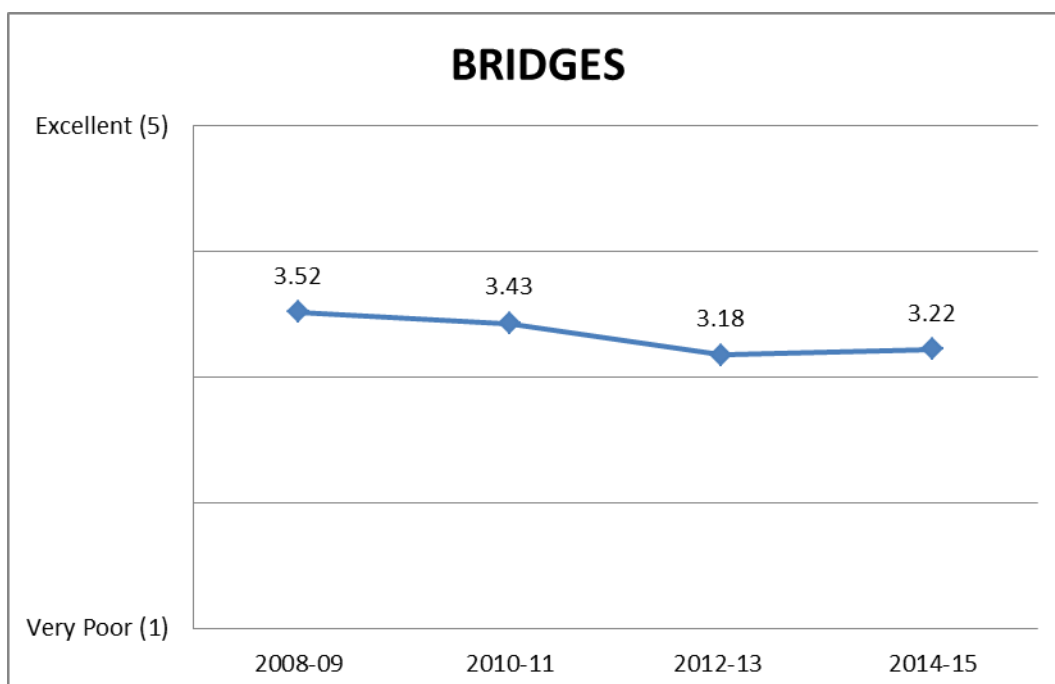
e) STORM WATER DRAINAGE						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	3.43%	18.14%	65.20%	12.75%	0.49%	N/A
2012-13	6.30%	23.70%	55.30%	12.90%	1.80%	N/A
2010-11	4.70%	17.30%	40.30%	13.20%	1.90%	22.60%
2008-09	8.41%	20.87%	32.46%	18.55%	1.16%	18.55%



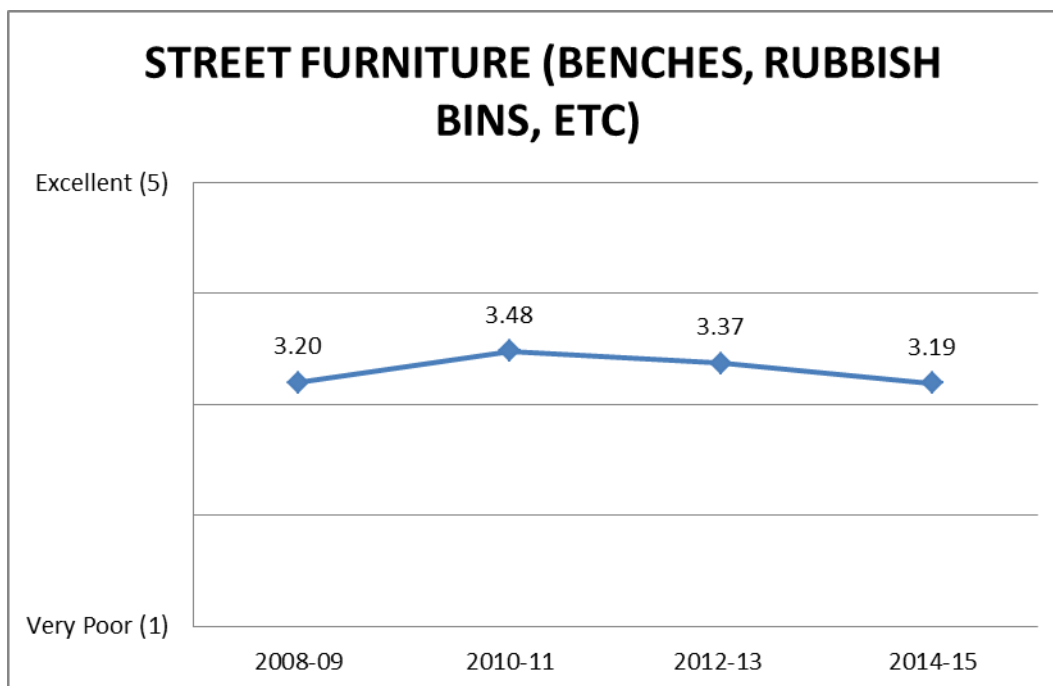
f) STREET LIGHTING						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	7.39%	18.23%	61.58%	11.82%	0.99%	N/A
2012-13	4.60%	19.20%	61.20%	13.40%	1.60%	N/A
2010-11	4.90%	17.10%	46.10%	18.10%	3.60%	10.20%
2008-09	6.67%	16.81%	35.36%	24.35%	2.32%	14.49%



g) BRIDGES						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.97%	4.43%	65.02%	26.60%	1.97%	N/A
2012-13	1.60%	6.40%	66.20%	24.20%	1.60%	N/A
2010-11	1.10%	3.80%	46.90%	32.80%	6.00%	9.40%
2008-09	0.85%	4.83%	37.78%	43.75%	5.40%	7.39%

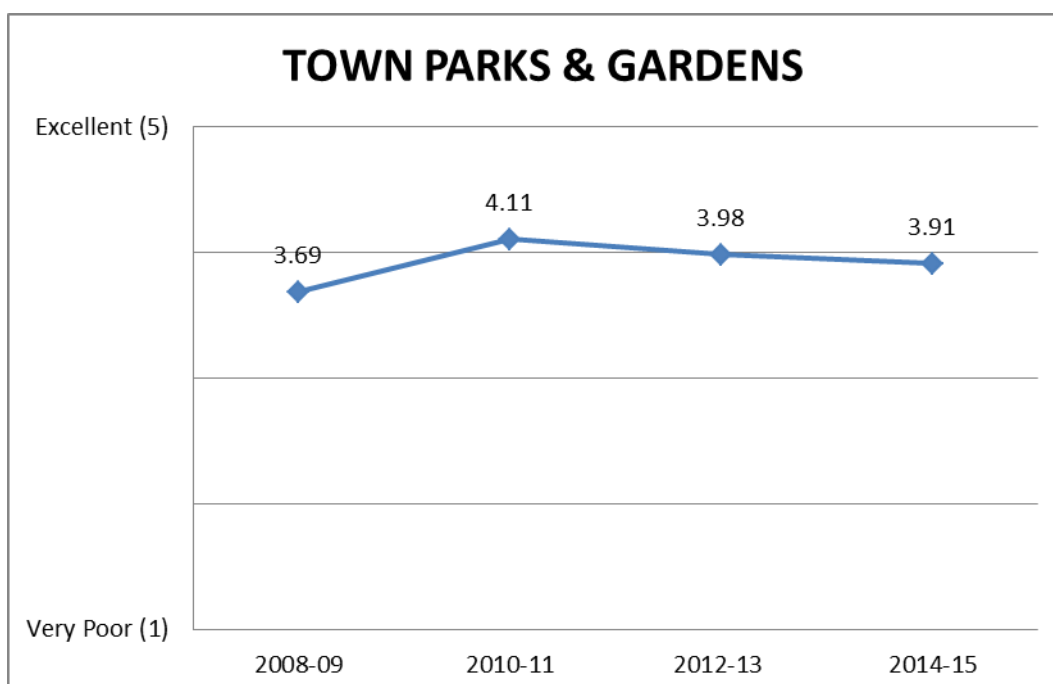


h) STREET FURNITURE (BENCHES, RUBBISH BINS, ETC)						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	2.44%	12.68%	54.15%	25.37%	5.37%	N/A
2012-13	1.60%	9.40%	46.60%	35.20%	7.20%	N/A
2010-11	2.30%	9.80%	35.00%	35.00%	12.20%	5.80%
2008-09	3.44%	14.04%	36.68%	32.38%	6.59%	4.87%

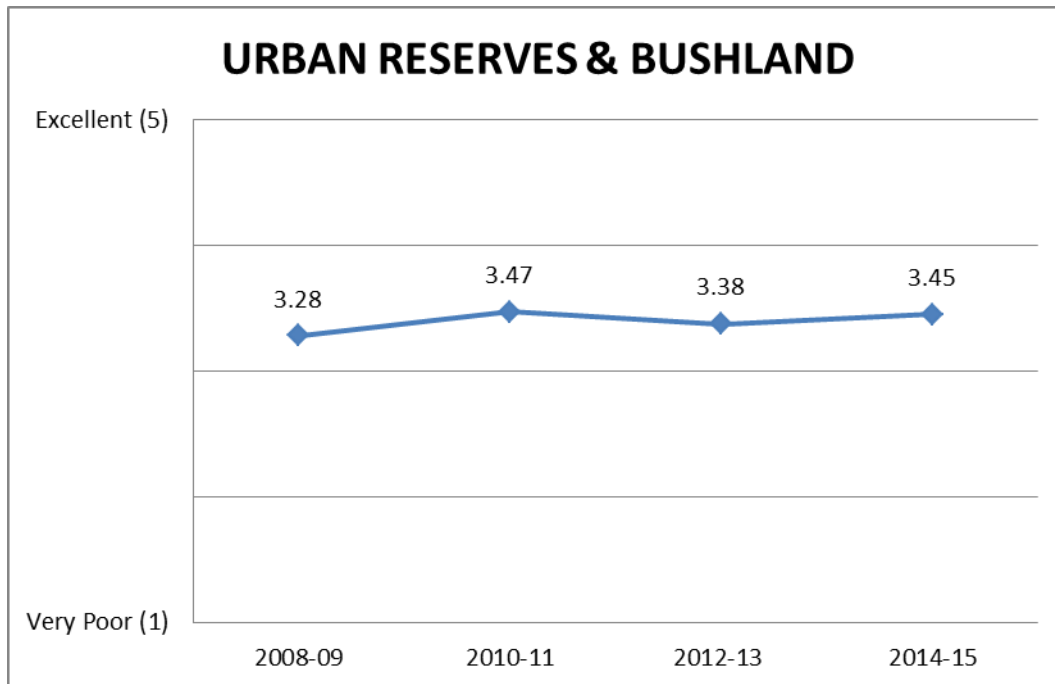


10. Standard of: PARKS / GARDENS / RESERVES

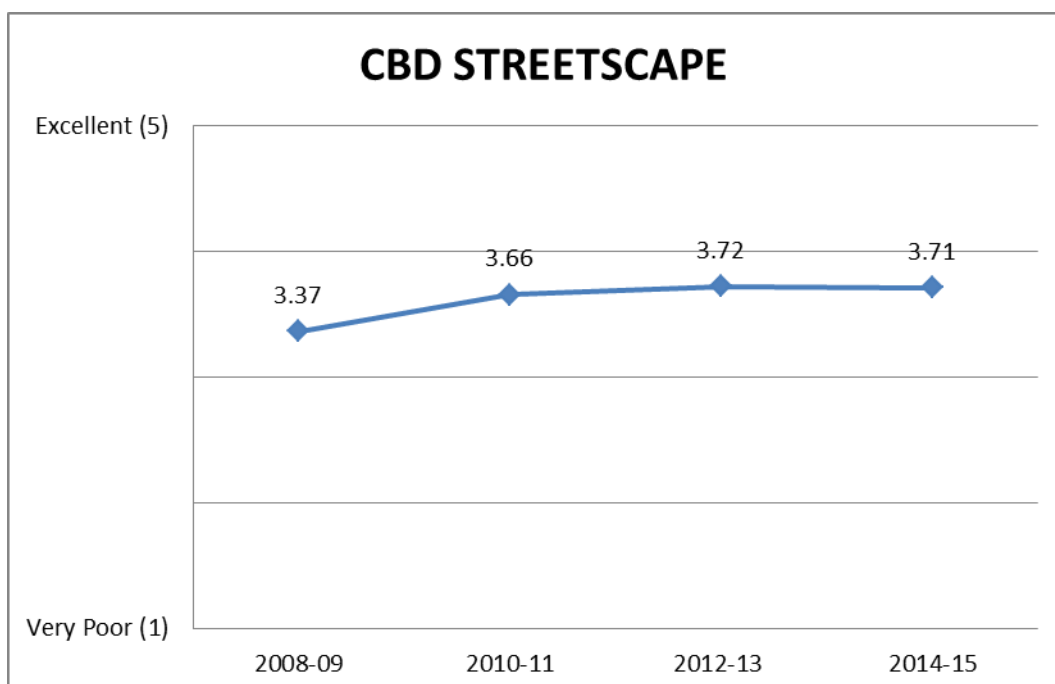
a) TOWN PARKS & GARDENS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.00%	3.40%	24.27%	50.49%	21.84%	N/A
2012-13	0.50%	1.10%	27.20%	42.00%	29.20%	N/A
2010-11	0.90%	4.10%	17.70%	36.20%	38.60%	2.60%
2008-09	0.29%	7.14%	28.00%	47.71%	13.14%	3.71%



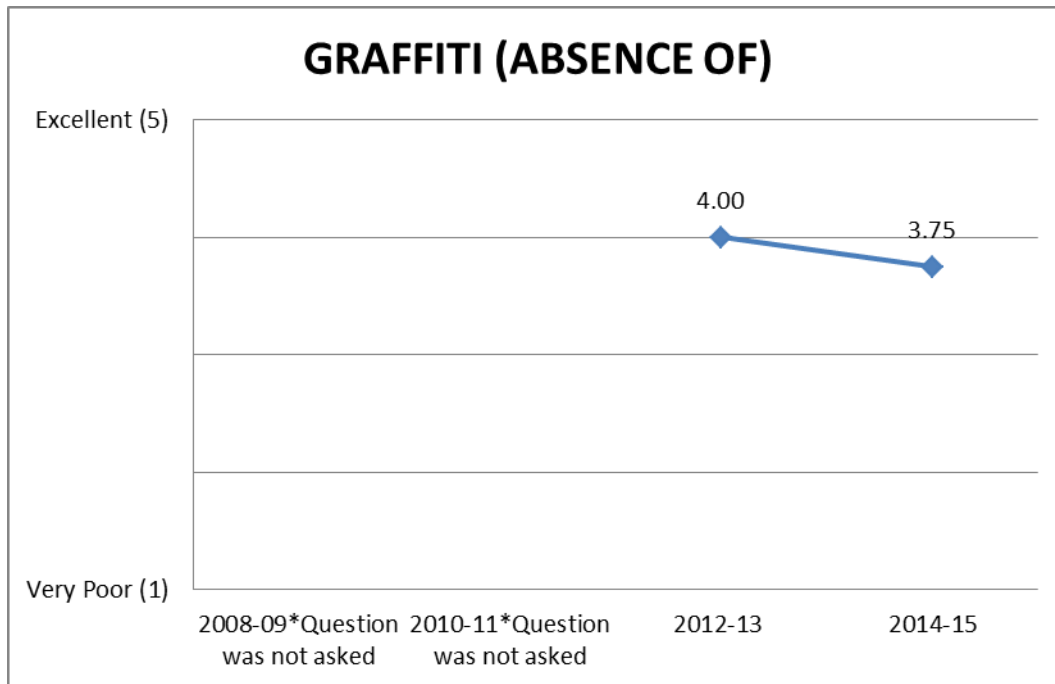
b) URBAN RESERVES & BUSHLAND						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	8.33%	42.16%	43.63%	5.39%	N/A
2012-13	2.20%	8.70%	43.50%	40.40%	5.20%	N/A
2010-11	2.60%	10.20%	32.20%	37.30%	11.10%	6.60%
2008-09	2.02%	11.53%	39.19%	34.58%	4.16%	8.07%



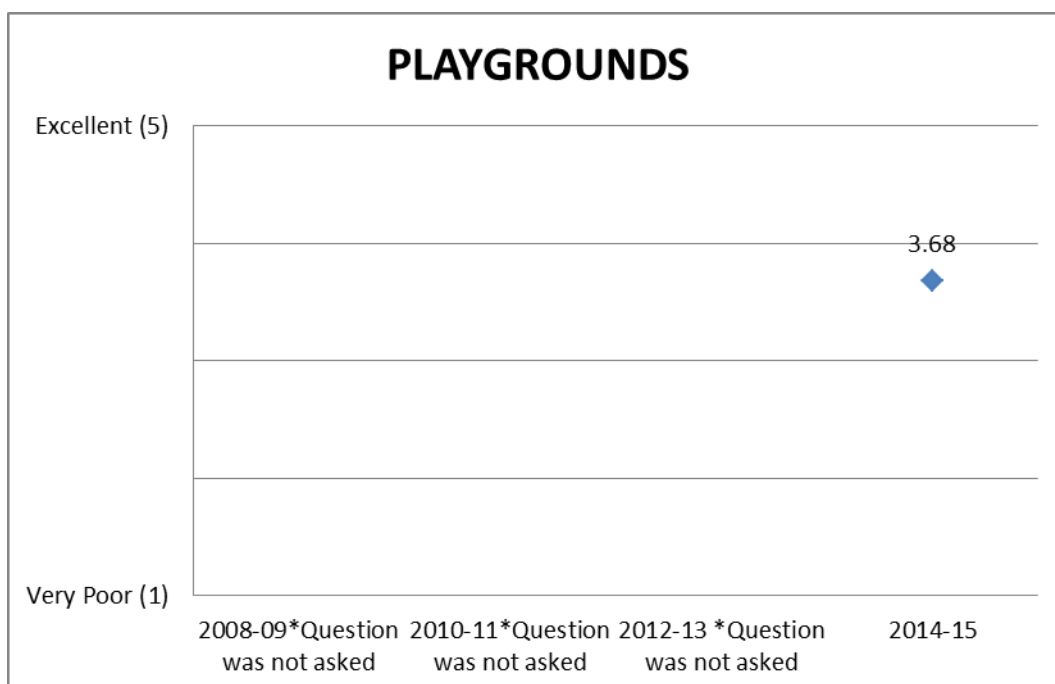
c) CBD STREETSCAPE						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	4.39%	33.66%	46.34%	15.12%	N/A
2012-13	1.10%	5.70%	31.80%	42.80%	18.60%	N/A
2010-11	6.40%	6.40%	25.40%	34.80%	23.70%	3.40%
2008-09	3.50%	11.37%	33.82%	43.44%	5.25%	2.62%



d) GRAFFITI (ABSENCE OF)						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.97%	2.43%	33.50%	47.09%	16.02%	N/A
2012-13	0.50%	1.00%	24.30%	46.30%	27.90%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						

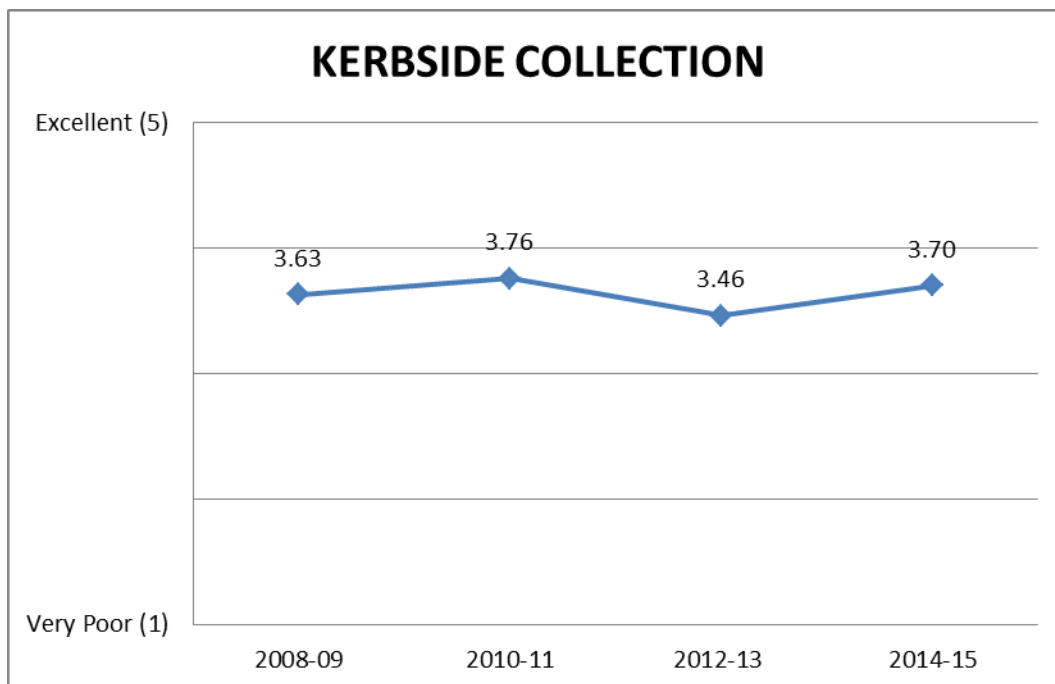


e) PLAYGROUNDS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.97%	2.91%	36.41%	46.60%	13.11%	N/A
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						

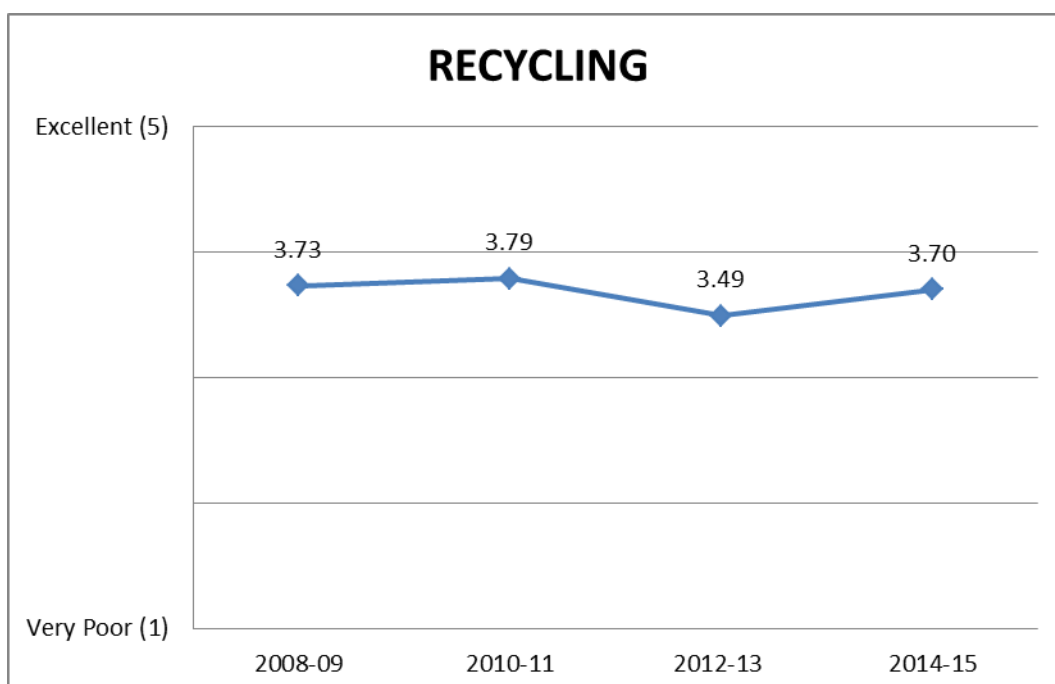


11. Standard of: WASTE MANAGEMENT

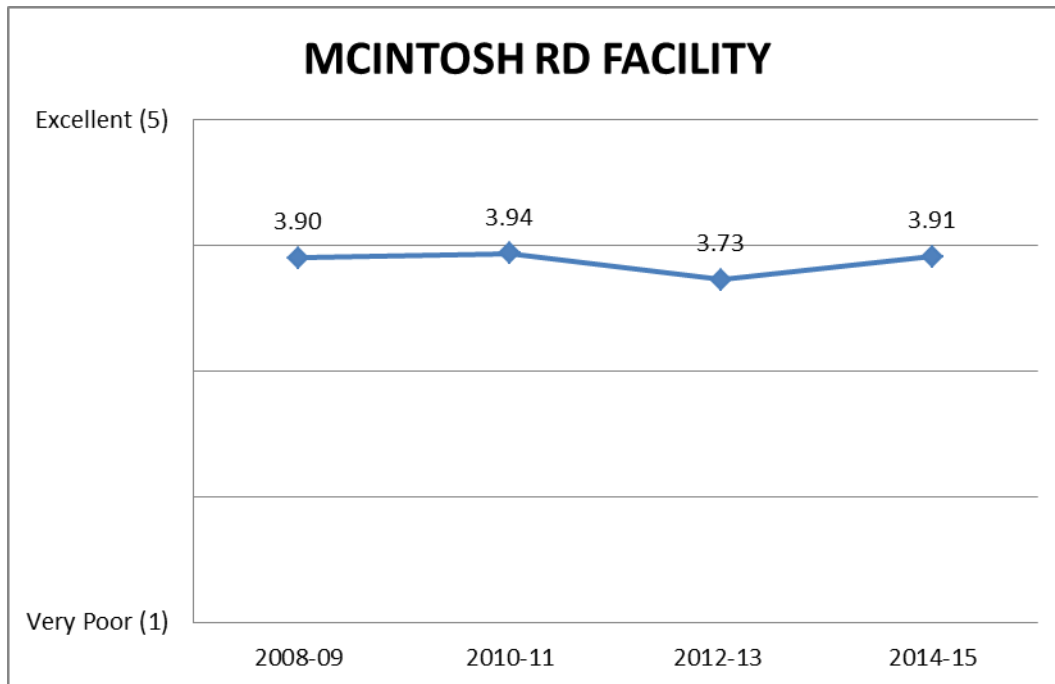
a) KERBSIDE COLLECTION						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	3.90%	2.93%	21.95%	33.66%	16.10%	21.46%
2012-13	6.90%	6.10%	38.10%	31.70%	17.20%	N/A
2010-11	4.10%	4.50%	19.00%	29.90%	20.70%	22.00%
2008-09	3.19%	2.90%	22.32%	33.62%	10.72%	27.25%



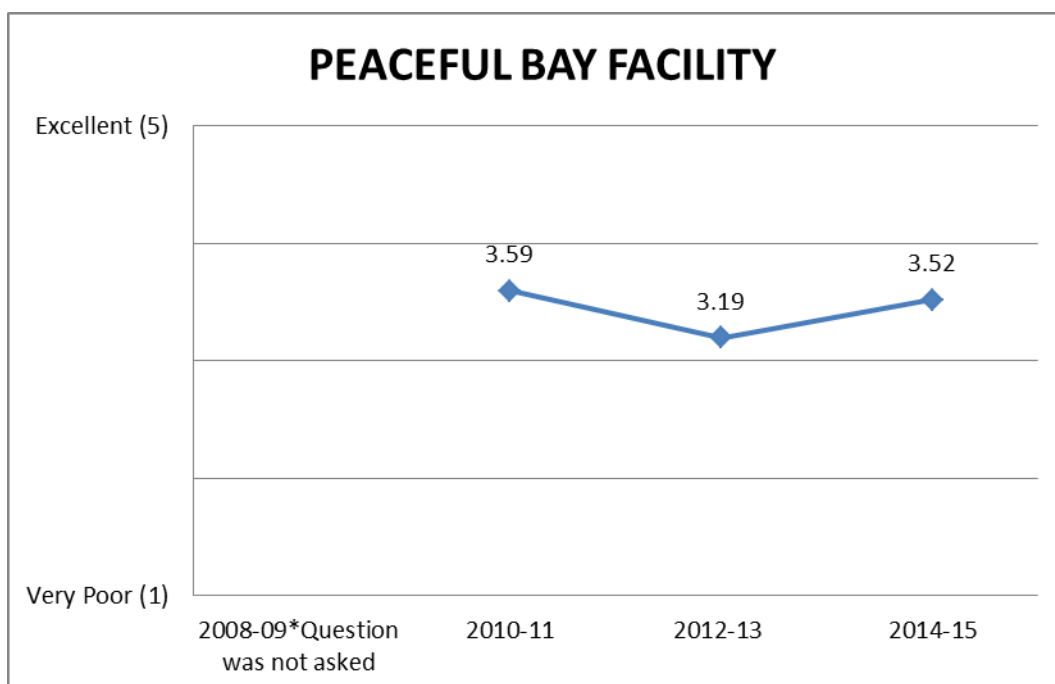
b) RECYCLING						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.95%	7.80%	25.37%	37.07%	19.02%	8.78%
2012-13	5.10%	7.70%	36.80%	33.70%	16.70%	N/A
2010-11	2.30%	7.20%	21.50%	35.40%	24.10%	9.40%
2008-09	1.45%	4.91%	23.70%	36.99%	15.61%	17.34%



c) MCINTOSH RD FACILITY						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.47%	1.47%	24.51%	37.75%	23.53%	11.27%
2012-13	0.80%	2.30%	39.50%	38.10%	19.30%	N/A
2010-11	1.50%	2.30%	22.00%	35.80%	25.60%	12.80%
2008-09	0.29%	2.31%	19.88%	36.60%	17.87%	23.05%

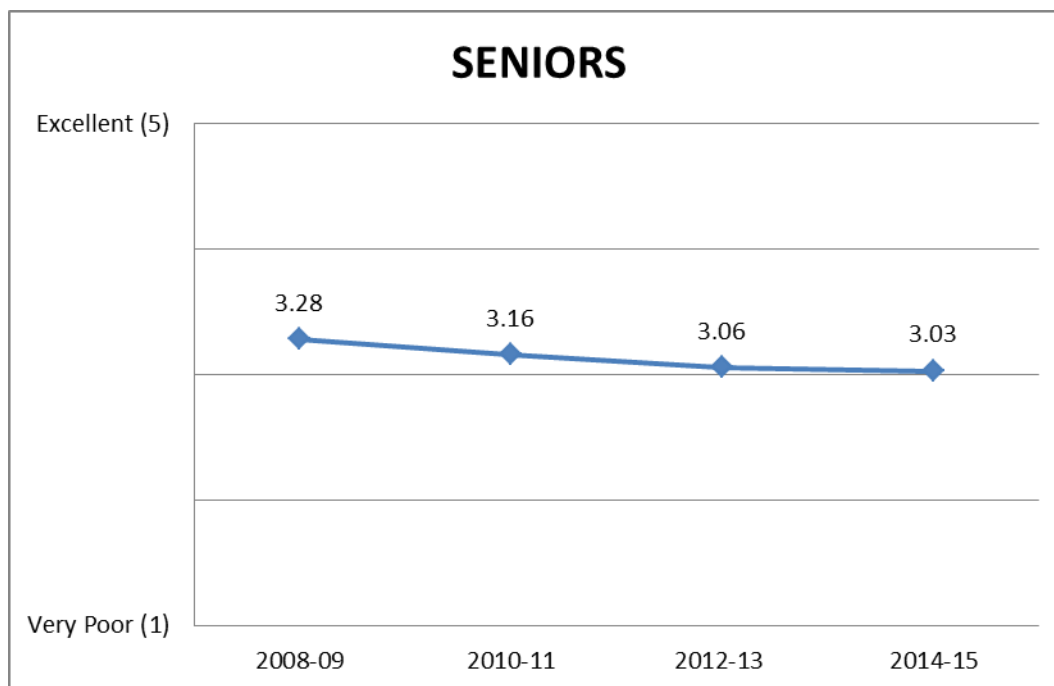


d) PEACEFUL BAY FACILITY						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.00%	0.99%	17.73%	8.87%	4.43%	67.98%
2012-13	1.70%	3.60%	73.30%	16.40%	5.00%	N/A
2010-11	0.00%	1.30%	11.70%	6.60%	4.50%	75.90%
2008-09*Question was not asked						

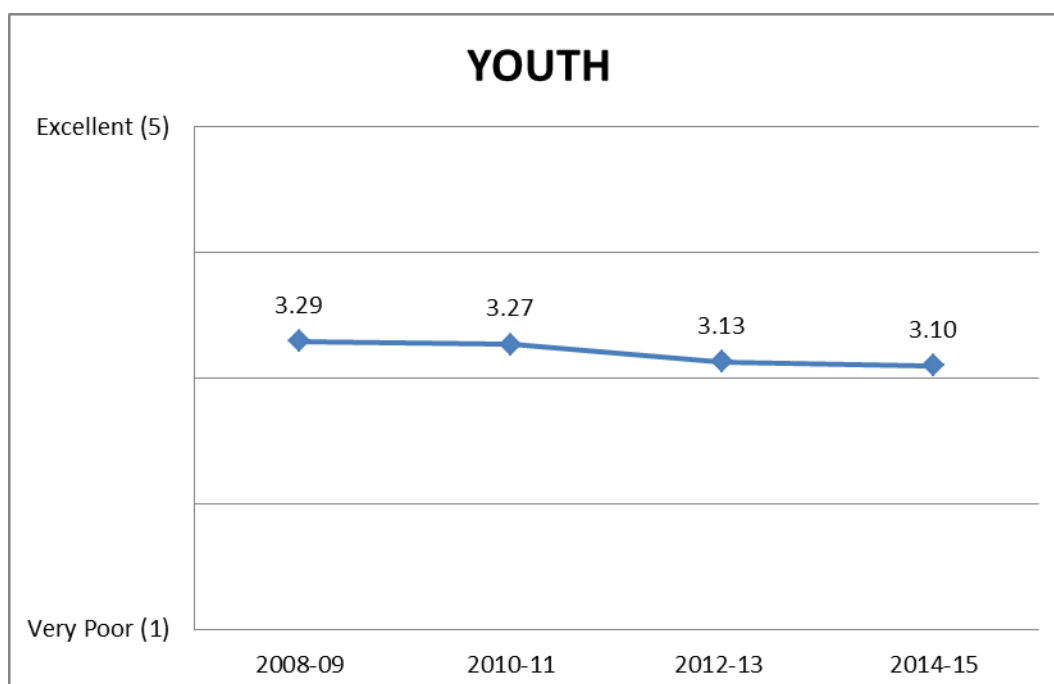


12. Level of: FACILITIES / SERVICES FOR

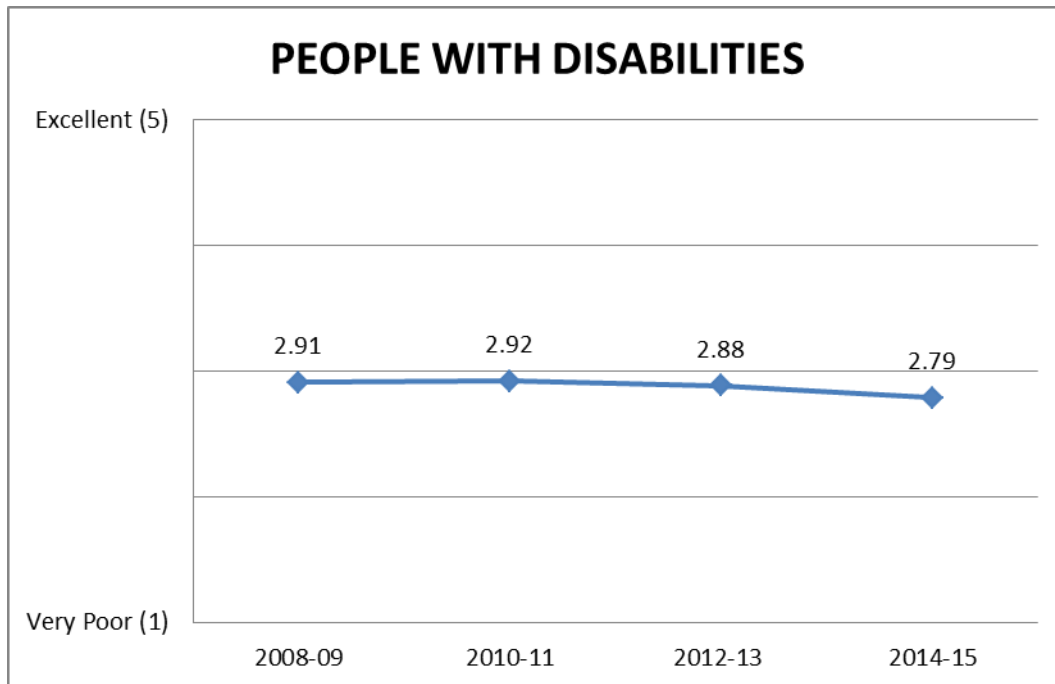
a) SENIORS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.47%	18.14%	35.78%	18.14%	2.45%	24.02%
2012-13	3.70%	15.00%	56.50%	21.60%	3.20%	N/A
2010-11	2.30%	12.20%	31.80%	21.10%	3.60%	29.00%
2008-09	1.16%	9.01%	23.55%	22.67%	2.62%	40.99%



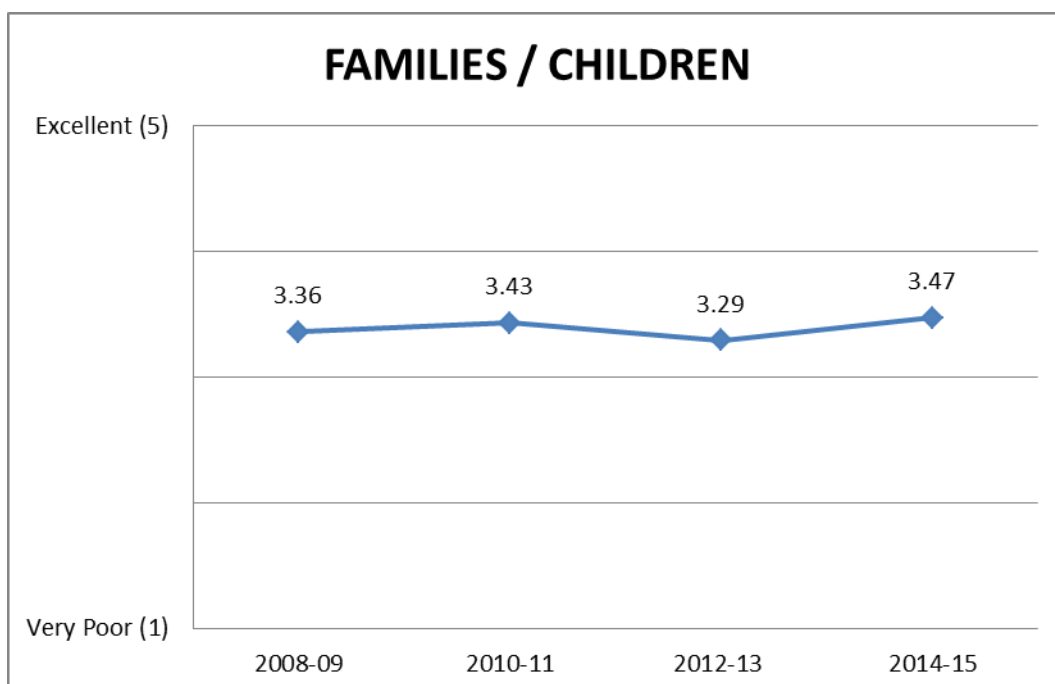
b) YOUTH						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.47%	15.20%	29.41%	20.10%	2.45%	31.37%
2012-13	2.30%	10.50%	62.20%	21.80%	3.20%	N/A
2010-11	1.70%	9.40%	30.50%	20.70%	5.10%	32.60%
2008-09	1.76%	7.62%	24.63%	21.99%	3.23%	40.76%



c) PEOPLE WITH DISABILITIES						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	2.46%	19.70%	27.09%	10.84%	0.49%	39.41%
2012-13	5.20%	18.90%	60.20%	13.80%	1.90%	N/A
2010-11	2.60%	17.10%	25.40%	13.00%	2.10%	39.90%
2008-09	2.62%	13.12%	23.62%	13.12%	0.29%	47.23%

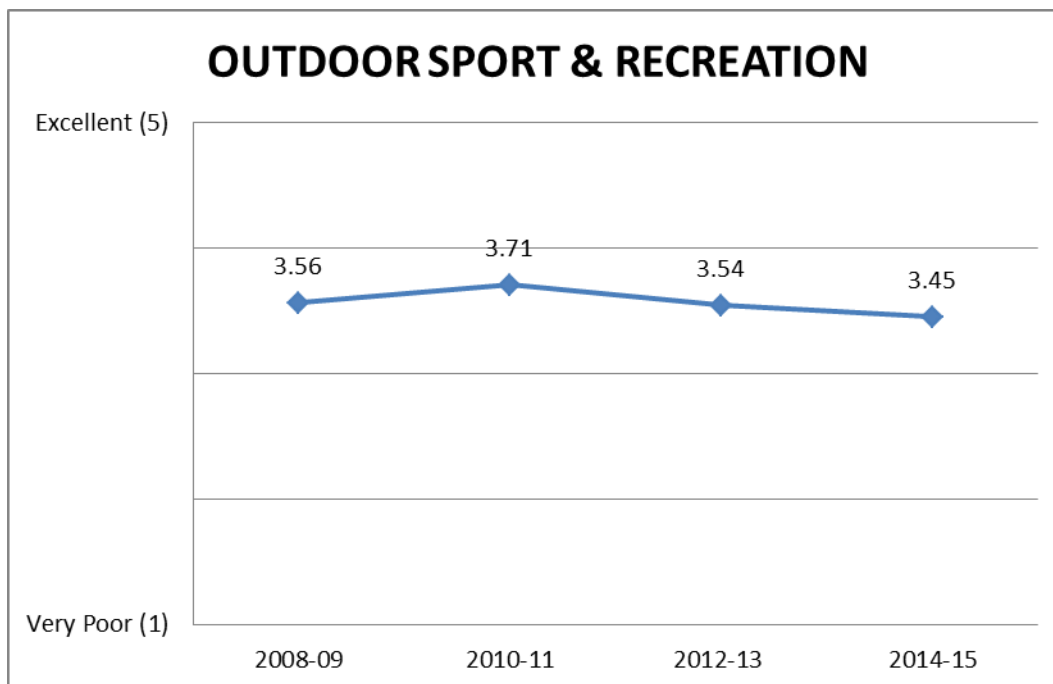


d) FAMILIES / CHILDREN						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	4.41%	39.22%	25.98%	7.84%	22.06%
2012-13	3.00%	5.00%	56.70%	30.30%	5.00%	N/A
2010-11	1.30%	6.60%	30.70%	30.90%	5.30%	25.20%
2008-09	0.90%	6.59%	30.84%	27.84%	2.69%	31.14%

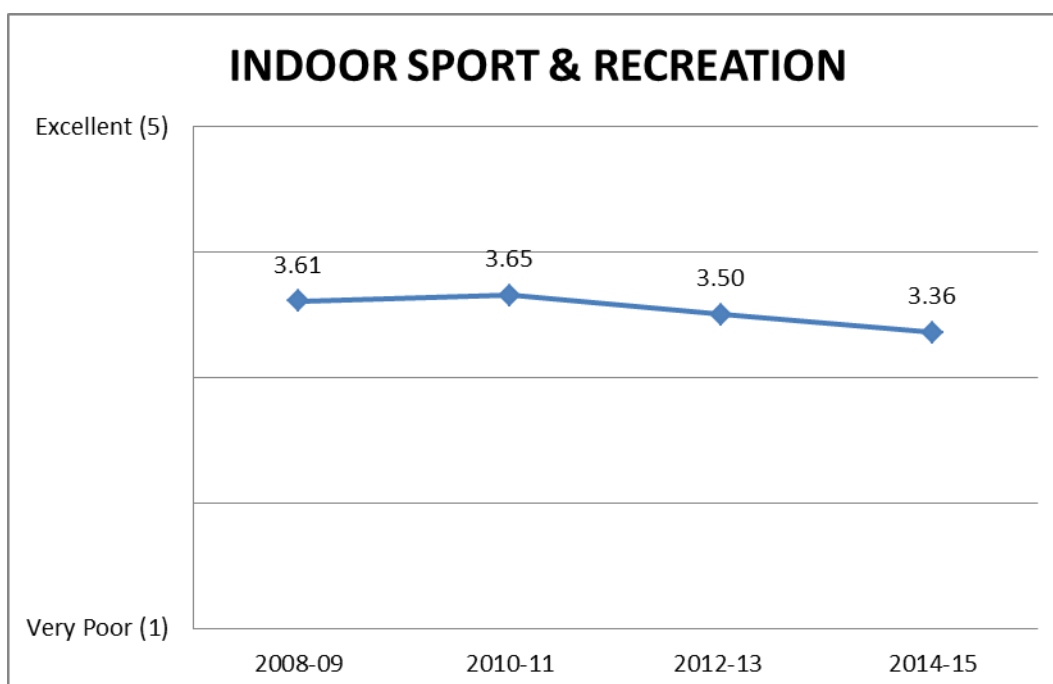


13. Standard of: FACILITIES

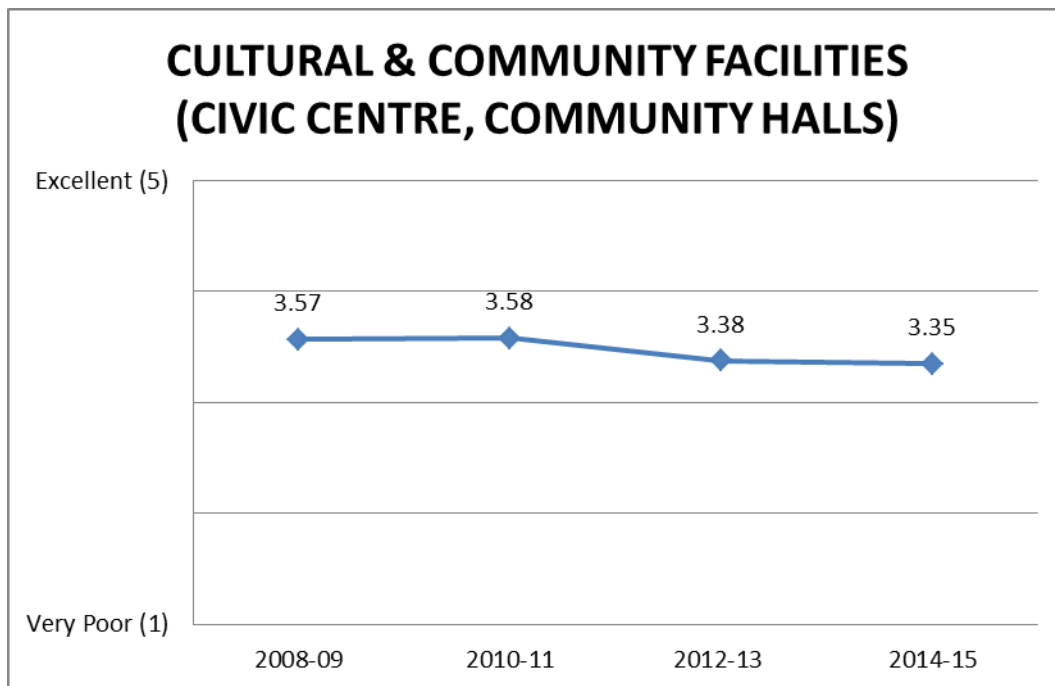
a) OUTDOOR SPORT & RECREATION						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	3.45%	52.71%	37.44%	5.91%	N/A
2012-13	1.50%	2.90%	44.60%	41.70%	9.30%	N/A
2010-11	0.40%	2.30%	30.10%	42.40%	10.70%	14.10%
2008-09	0.00%	4.91%	29.77%	37.86%	5.49%	21.97%



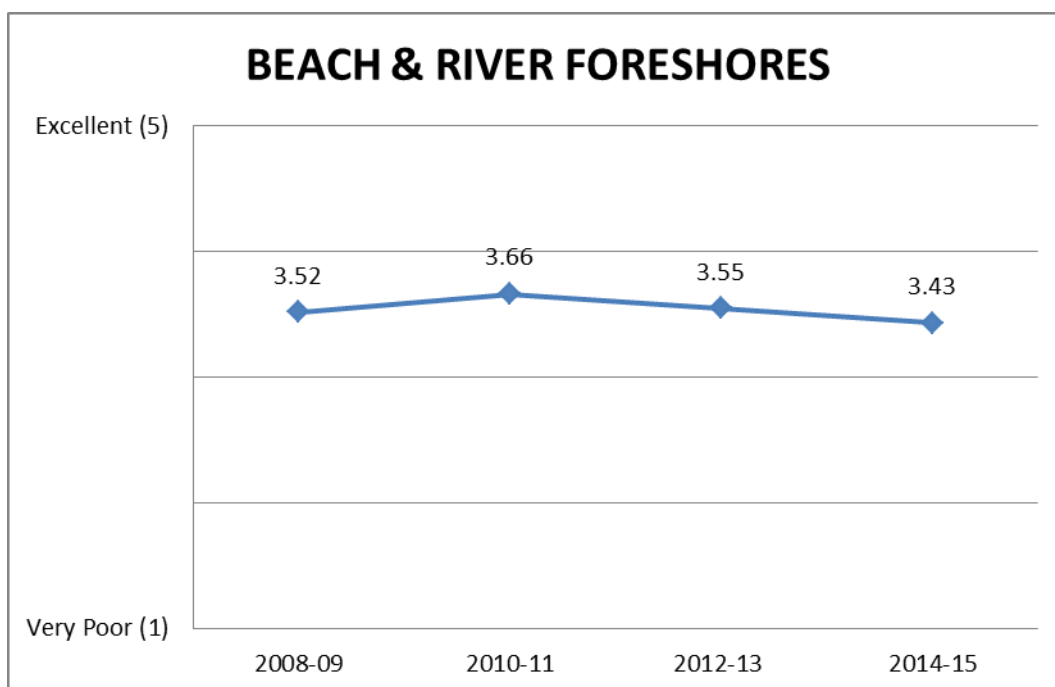
b) INDOOR SPORT & RECREATION						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.97%	7.39%	50.25%	33.50%	6.90%	N/A
2012-13	2.10%	6.80%	39.70%	41.70%	9.70%	N/A
2010-11	1.50%	5.50%	26.20%	35.60%	13.60%	17.50%
2008-09	0.29%	5.51%	24.35%	36.52%	7.25%	26.09%



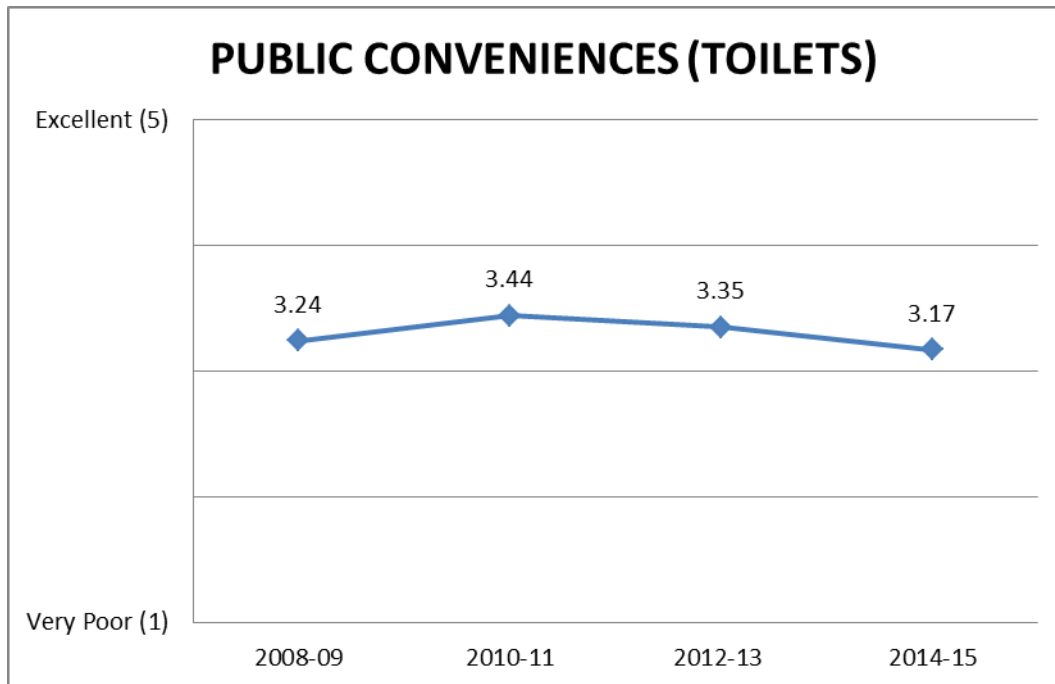
c) CULTURAL & COMMUNITY FACILITIES (CIVIC CENTRE, COMMUNITY HALLS)						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.48%	5.42%	53.69%	34.98%	4.43%	N/A
2012-13	2.40%	6.50%	47.10%	39.00%	5.00%	N/A
2010-11	0.60%	6.00%	32.20%	42.60%	8.50%	10.00%
2008-09	0.58%	4.62%	34.39%	43.64%	6.65%	10.12%



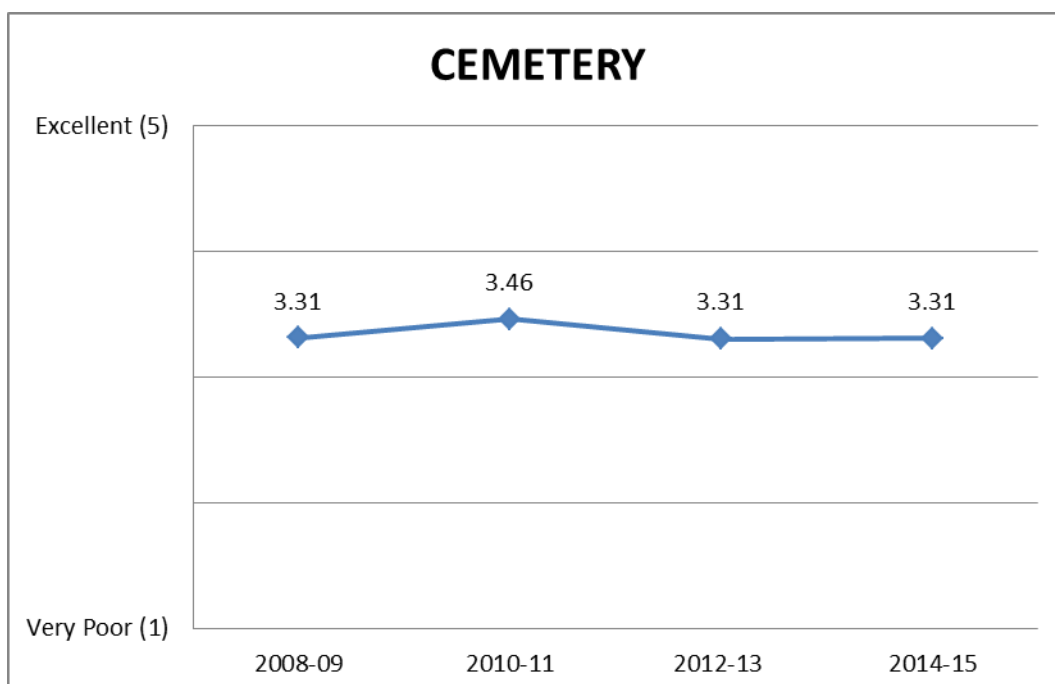
d) BEACH & RIVER FORESHORES						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.98%	8.78%	45.37%	35.61%	9.27%	N/A
2012-13	1.60%	6.50%	38.80%	41.80%	11.30%	N/A
2010-11	1.70%	6.00%	28.60%	44.30%	13.90%	5.50%
2008-09	1.73%	8.67%	33.82%	41.04%	10.40%	4.34%



e) PUBLIC CONVENIENCES (TOILETS)						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	3.90%	12.68%	48.29%	33.17%	1.95%	N/A
2012-13	2.20%	9.40%	44.00%	39.90%	4.50%	N/A
2010-11	1.70%	9.80%	35.20%	41.20%	6.80%	5.30%
2008-09	2.89%	11.56%	44.51%	30.35%	4.91%	5.78%



f) CEMETERY						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.99%	5.45%	63.37%	22.28%	7.92%	N/A
2012-13	2.50%	4.10%	58.00%	31.10%	4.30%	N/A
2010-11	1.30%	3.60%	21.10%	21.70%	4.30%	48.00%
2008-09	1.19%	5.64%	20.18%	16.62%	2.97%	53.41%

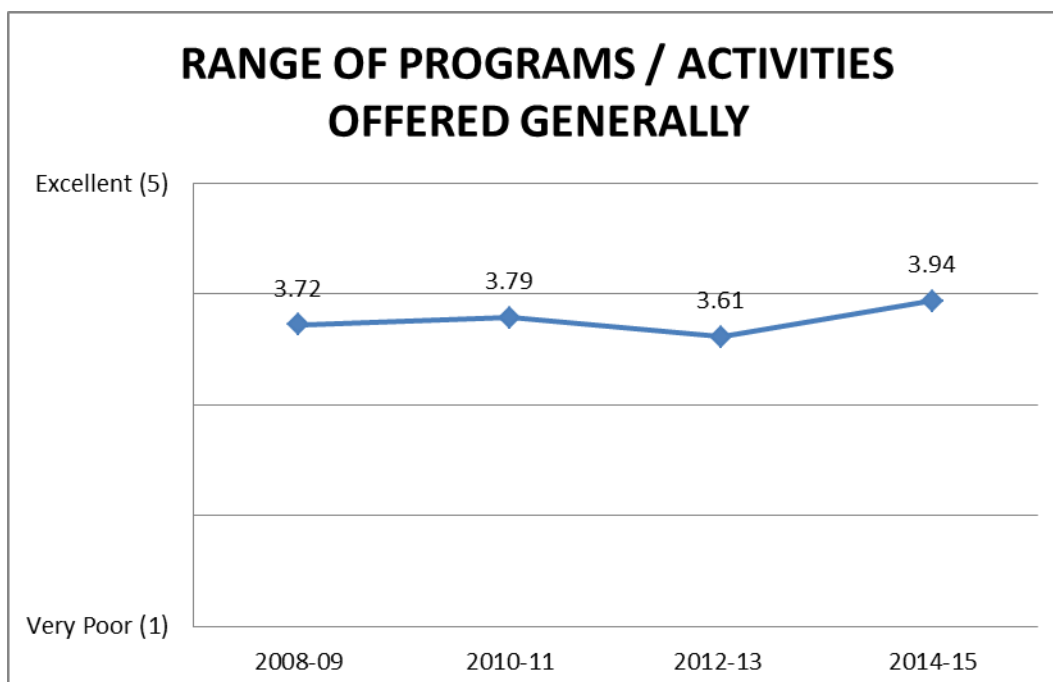


14. Standard of: DENMARK RECREATION CENTRE

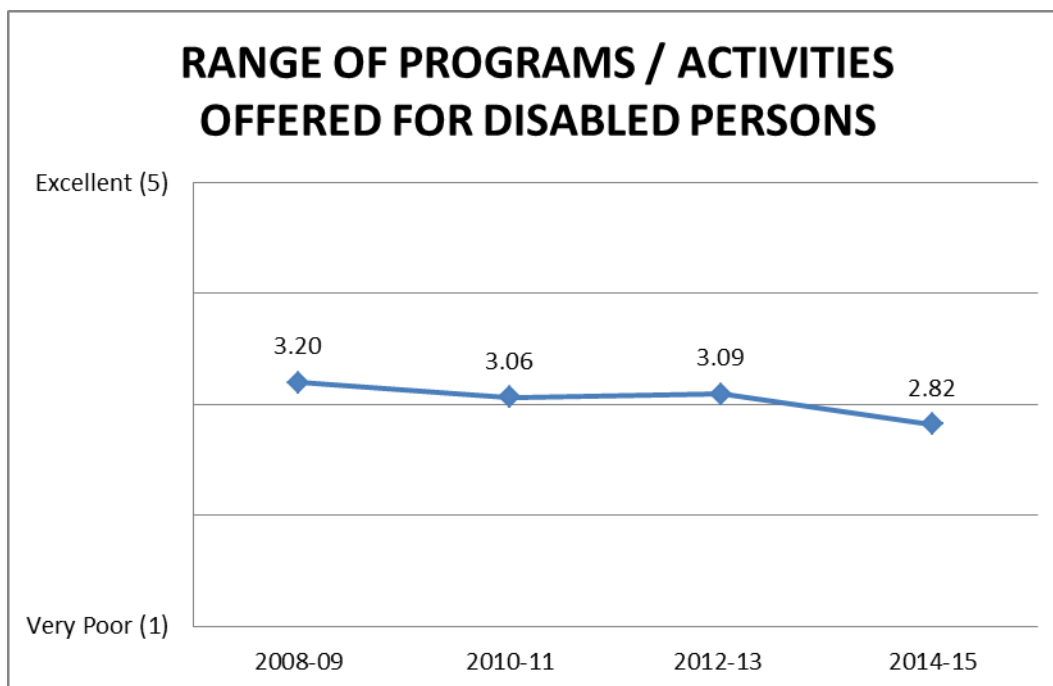
a) QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	0.99%	12.32%	31.03%	23.65%	31.53%
2012-13	1.60%	0.60%	41.90%	35.00%	20.90%	N/A
2010-11	0.40%	1.50%	13.40%	28.40%	17.70%	38.60%
2008-09	0.30%	1.78%	15.68%	29.29%	10.65%	42.31%



b) RANGE OF PROGRAMS / ACTIVITIES OFFERED GENERALLY						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	0.99%	15.27%	38.42%	14.78%	30.05%
2012-13	1.40%	2.10%	43.80%	39.30%	13.40%	N/A
2010-11	0.60%	3.60%	18.30%	30.70%	13.40%	33.30%
2008-09	0.30%	0.89%	21.89%	34.02%	6.80%	36.09%



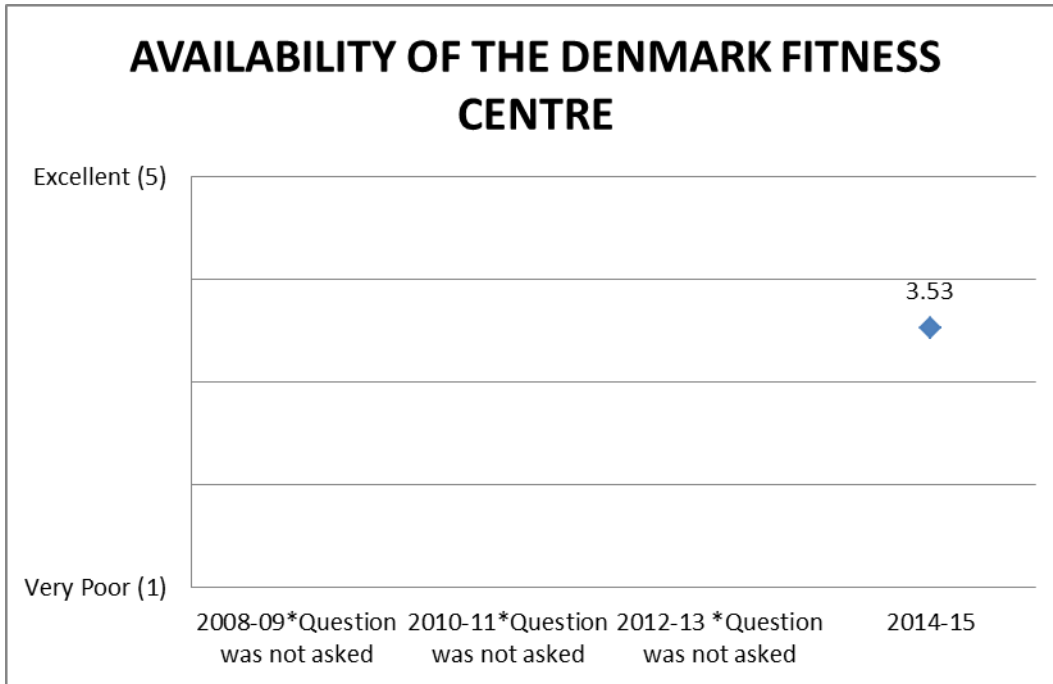
c) RANGE OF PROGRAMS / ACTIVITIES OFFERED FOR DISABLED PERSONS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.99%	10.34%	8.87%	6.40%	0.49%	72.91%
2012-13	3.70%	9.40%	65.20%	17.40%	4.30%	N/A
2010-11	1.50%	6.80%	8.30%	6.20%	2.60%	74.60%
2008-09	1.49%	3.58%	10.75%	10.15%	0.90%	73.13%



d) RANGE OF EQUIPMENT AT THE DENMARK FITNESS CENTRE						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	1.97%	17.73%	21.18%	10.84%	47.78%
2012-13*Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						



e) AVAILABILITY OF THE DENMARK FITNESS CENTRE						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.49%	3.96%	20.79%	19.31%	7.92%	46.53%
2012-13 *Question was not asked						
2010-11*Question was not asked						
2008-09*Question was not asked						

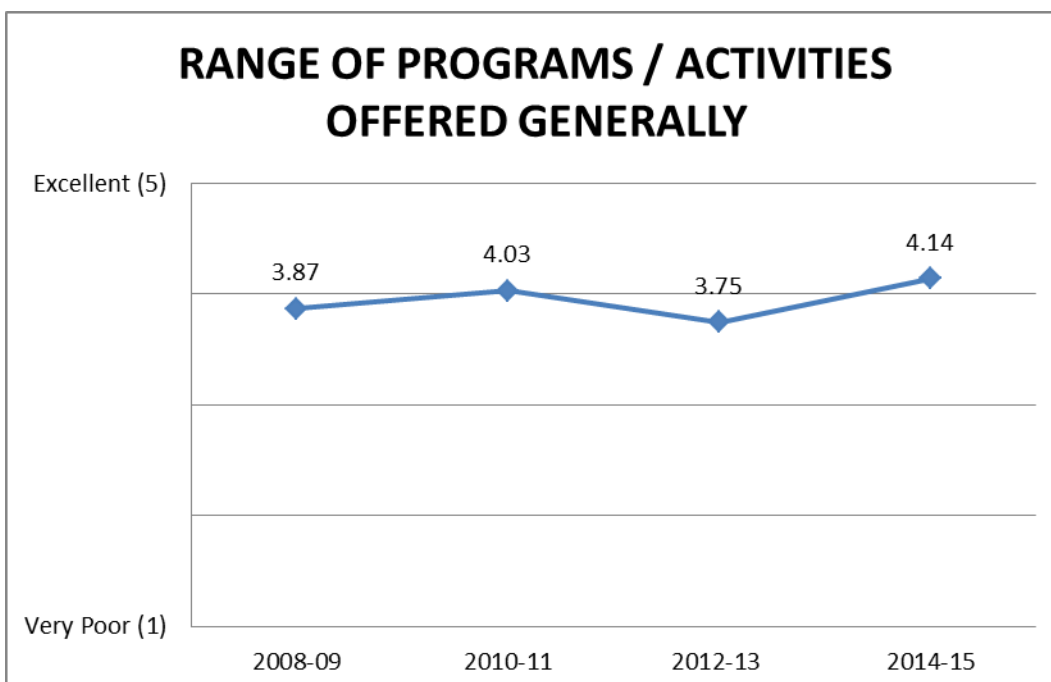


15. Standard of: DENMARK PUBLIC LIBRARY

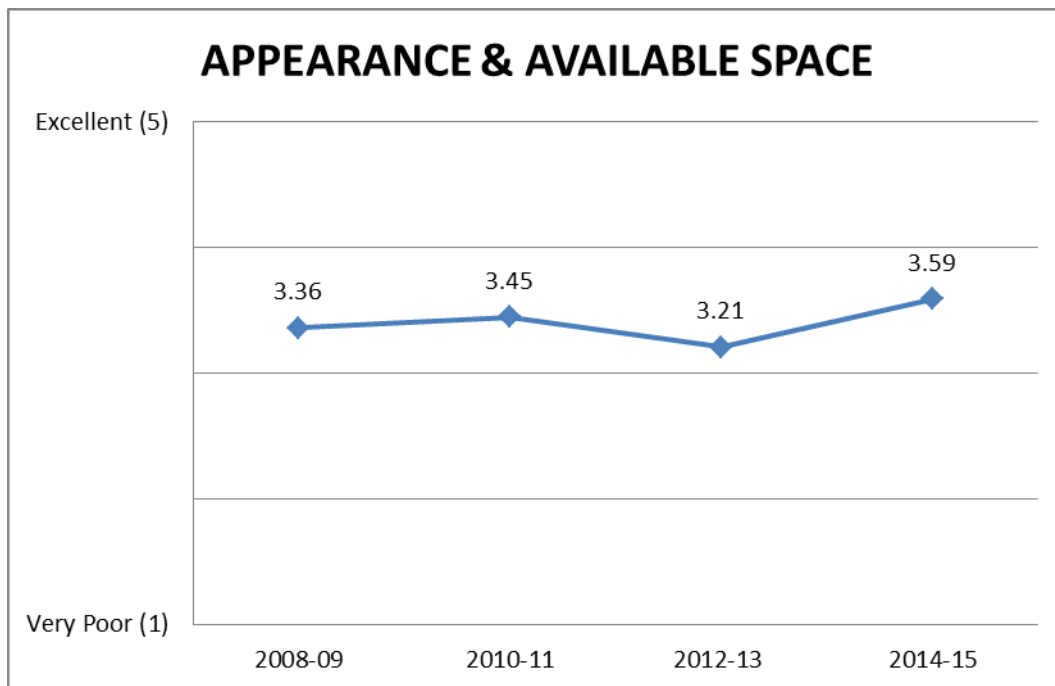
a) QUALITY OF CUSTOMER SERVICE PROVIDED BY STAFF						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.00%	0.00%	6.90%	18.23%	48.77%	26.11%
2012-13	0.90%	0.20%	24.00%	29.30%	45.60%	N/A
2010-11	0.20%	0.20%	7.20%	20.00%	50.10%	22.20%
2008-09	0.57%	0.86%	10.34%	23.28%	31.61%	33.33%



b) RANGE OF PROGRAMS / ACTIVITIES OFFERED GENERALLY						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.00%	1.48%	11.82%	26.11%	23.65%	36.95%
2012-13	1.20%	1.00%	37.70%	42.10%	18.00%	N/A
2010-11	0.00%	1.70%	12.60%	30.30%	18.10%	37.30%
2008-09	0.87%	1.45%	12.43%	31.79%	10.40%	43.06%

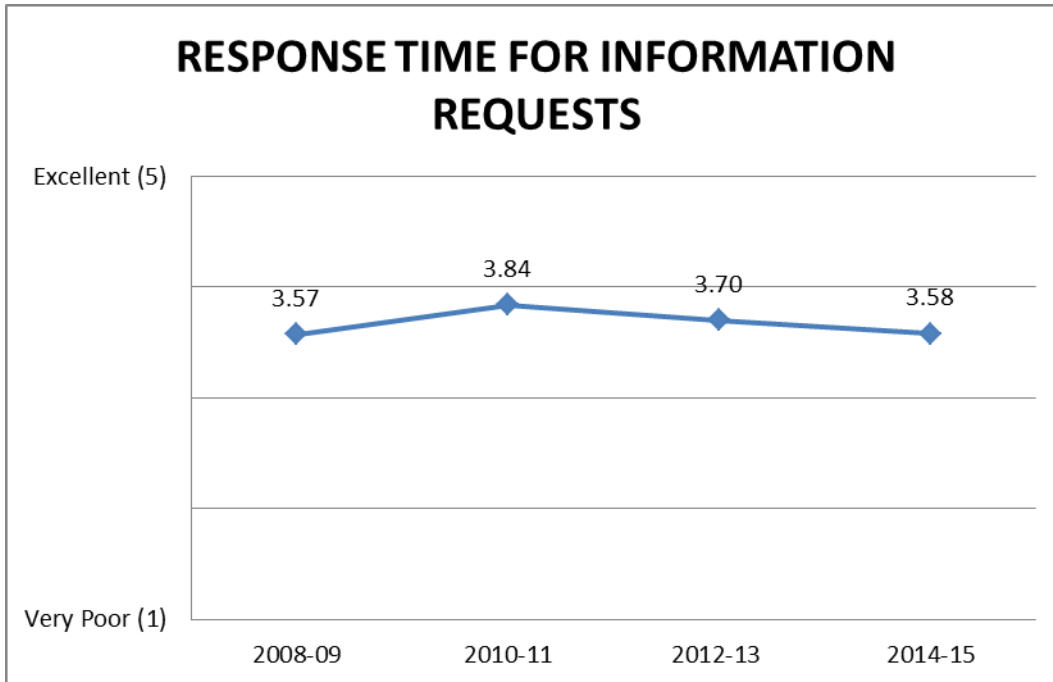


c) APPEARANCE & AVAILABLE SPACE						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.00%	11.33%	21.67%	26.11%	14.29%	26.60%
2012-13	3.50%	14.50%	47.10%	27.70%	7.20%	N/A
2010-11	2.10%	11.50%	26.00%	24.90%	12.80%	22.60%
2008-09	2.05%	11.11%	25.44%	25.44%	7.89%	28.07%

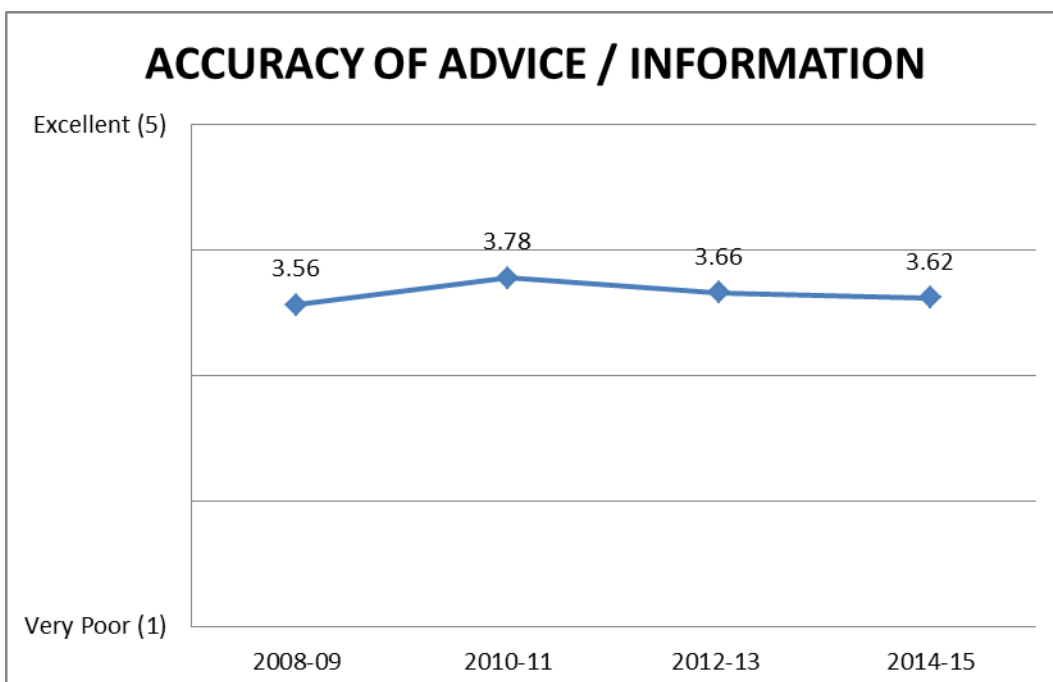


16. Quality of: CUSTOMER SERVICE PROVIDED BY SHIRE STAFF

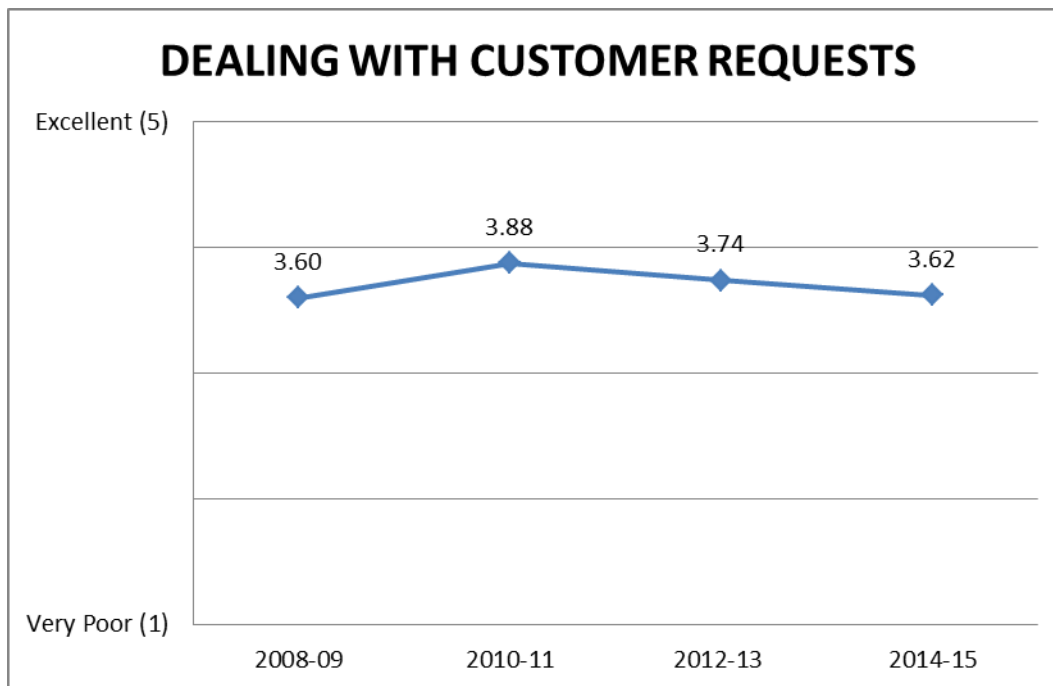
a) RESPONSE TIME FOR INFORMATION REQUESTS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	4.39%	5.85%	35.12%	36.59%	18.05%	N/A
2012-13	2.40%	4.20%	32.40%	42.90%	18.10%	N/A
2010-11	0.90%	5.10%	23.50%	33.30%	22.20%	15.10%
2008-09	3.13%	4.83%	32.10%	36.65%	12.78%	10.51%



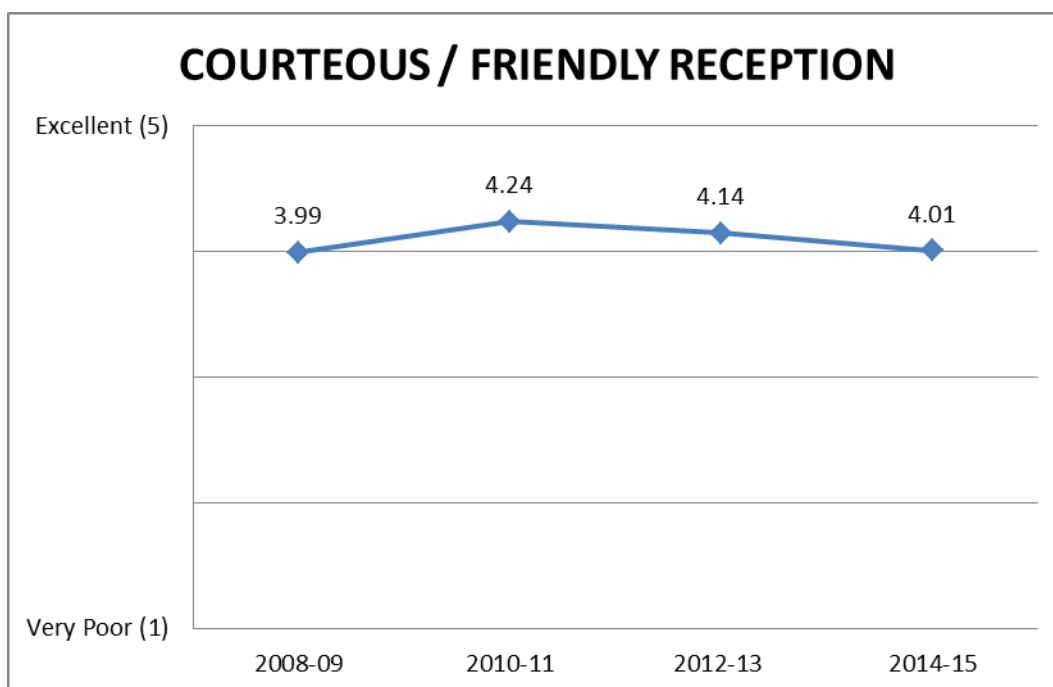
b) ACCURACY OF ADVICE / INFORMATION						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	3.41%	2.93%	39.02%	37.07%	17.56%	N/A
2012-13	2.10%	3.90%	35.10%	43.80%	15.10%	N/A
2010-11	0.90%	5.30%	25.20%	36.20%	19.20%	13.20%
2008-09	2.56%	4.27%	32.76%	37.32%	10.83%	12.25%



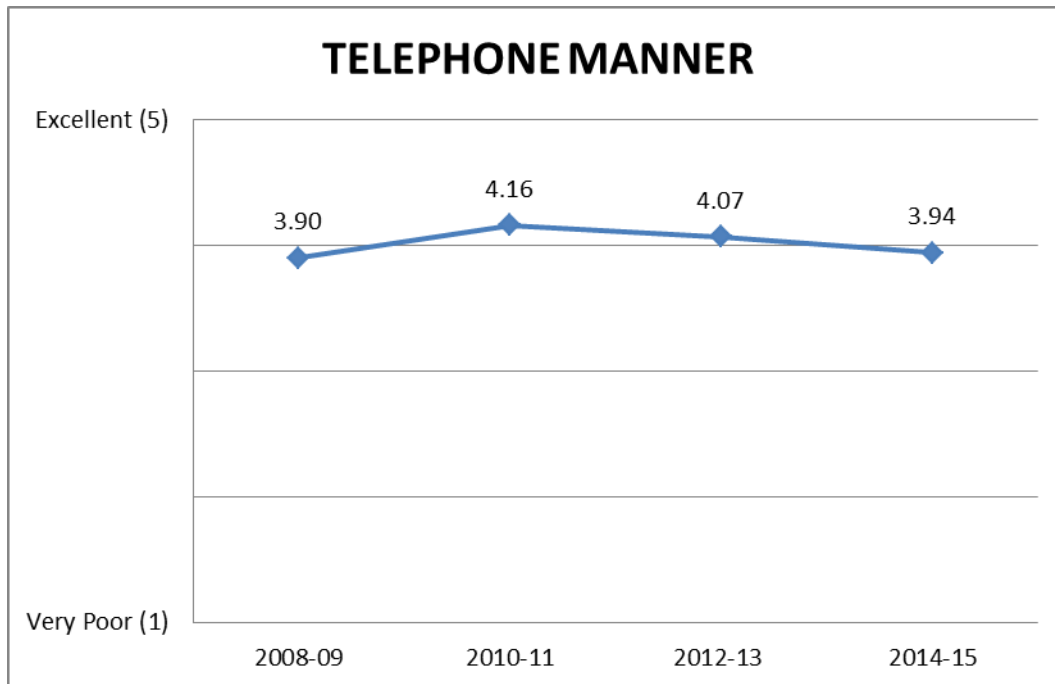
c) DEALING WITH CUSTOMER REQUESTS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	4.39%	5.85%	32.68%	37.07%	20.00%	N/A
2012-13	2.10%	4.50%	31.10%	42.30%	20.00%	N/A
2010-11	1.10%	4.70%	22.60%	37.70%	24.10%	9.80%
2008-09	1.99%	6.53%	30.40%	39.49%	12.78%	8.81%



d) COURTEOUS / FRIENDLY RECEPTION						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.95%	0.49%	24.39%	40.49%	32.68%	N/A
2012-13	0.90%	0.50%	20.70%	39.10%	38.80%	N/A
2010-11	0.90%	1.30%	14.10%	38.00%	41.60%	4.30%
2008-09	0.28%	1.69%	21.97%	45.35%	25.35%	5.35%

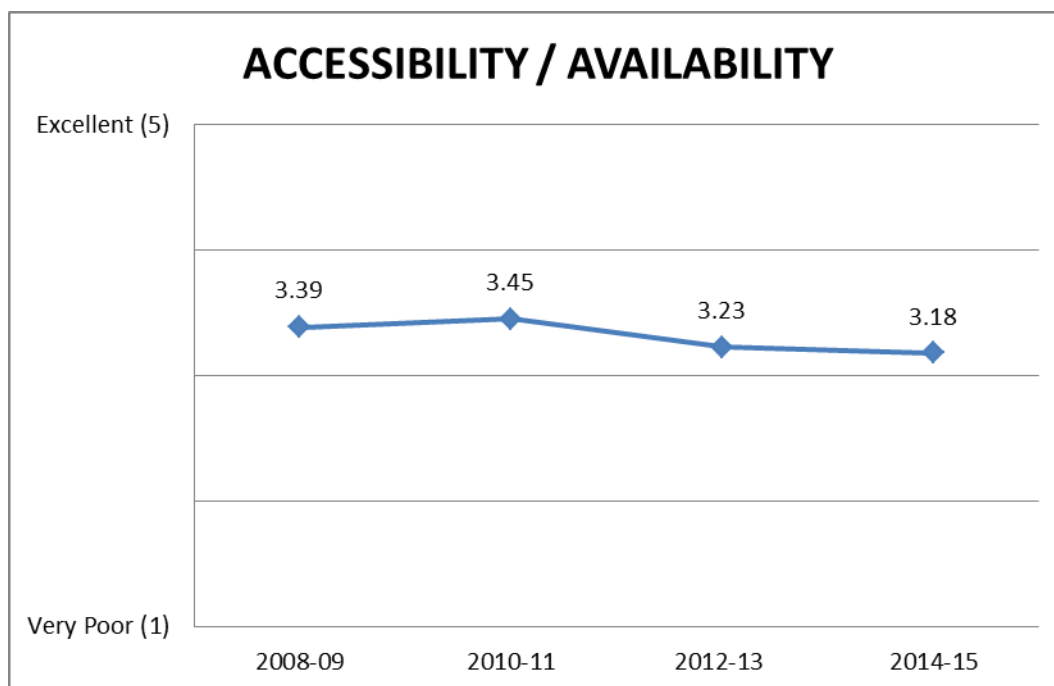


e) TELEPHONE MANNER						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	0.49%	1.96%	27.94%	42.16%	27.45%	N/A
2012-13	0.30%	1.10%	23.40%	41.60%	33.60%	N/A
2010-11	0.40%	2.30%	13.90%	39.20%	34.50%	9.60%
2008-09	0.00%	2.27%	25.57%	43.18%	21.02%	7.95%

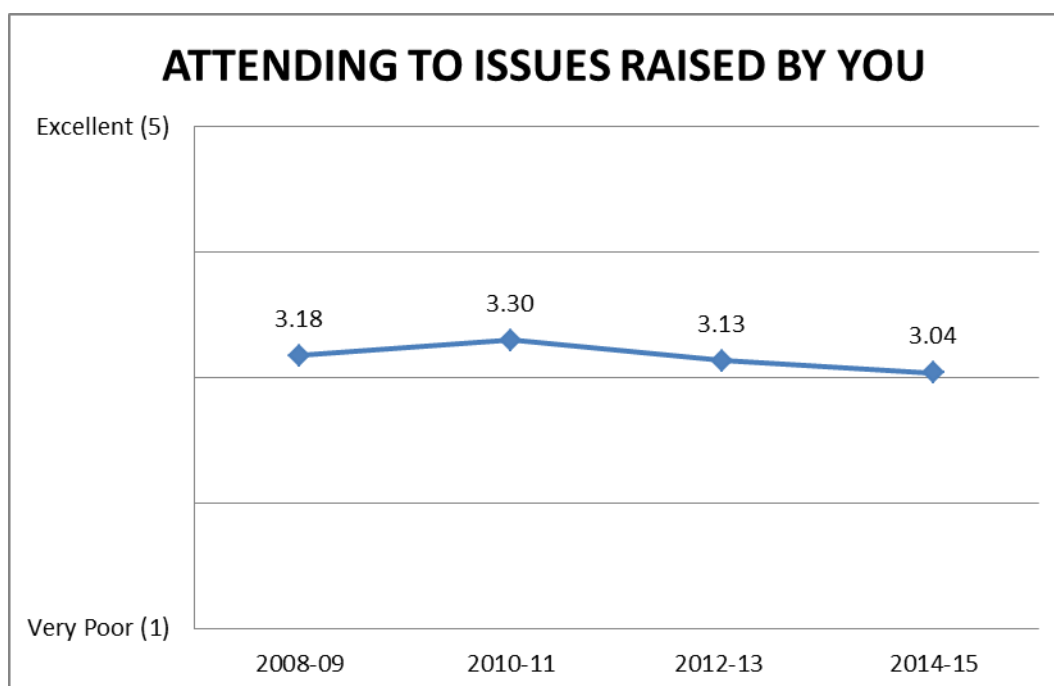


17. Performance of: COUNCILLORS IN RESPECT TO

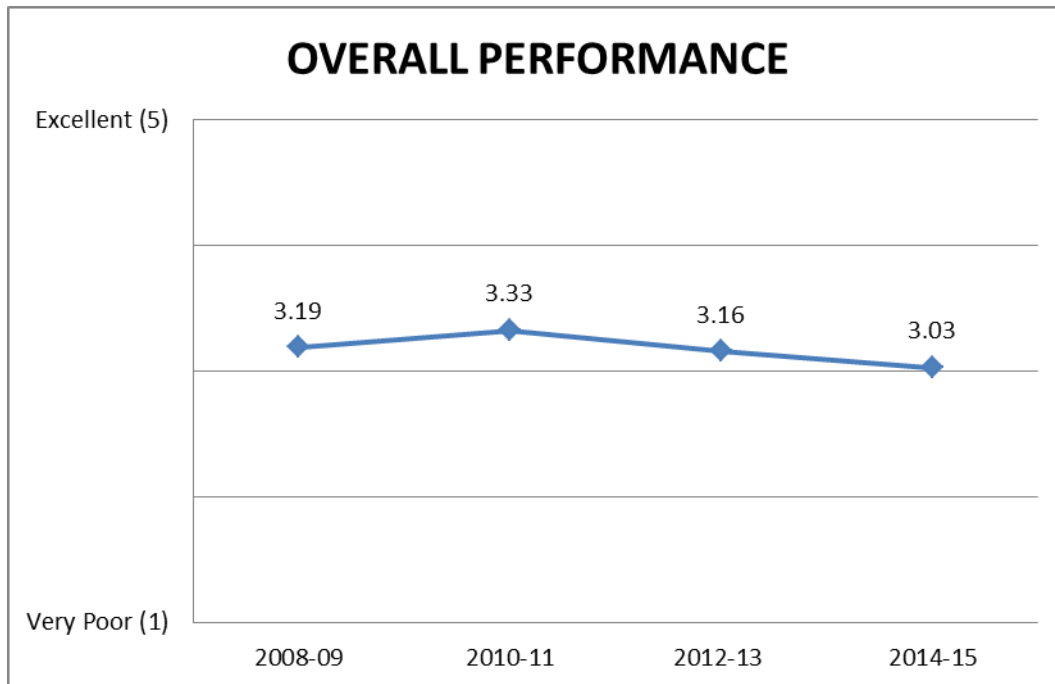
a) ACCESSIBILITY / AVAILABILITY						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	2.99%	6.97%	63.68%	21.39%	4.98%	N/A
2012-13	2.30%	6.00%	62.50%	25.00%	4.20%	N/A
2010-11	1.50%	5.80%	21.10%	19.60%	7.00%	45.00%
2008-09	1.16%	4.05%	25.72%	18.50%	4.34%	46.24%



b) ATTENDING TO ISSUES RAISED BY YOU						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	6.53%	9.55%	61.81%	18.09%	4.02%	N/A
2012-13	3.40%	10.00%	60.40%	22.30%	3.90%	N/A
2010-11	3.00%	4.70%	22.20%	14.70%	5.50%	49.90%
2008-09	2.59%	5.76%	22.19%	14.12%	2.59%	52.74%

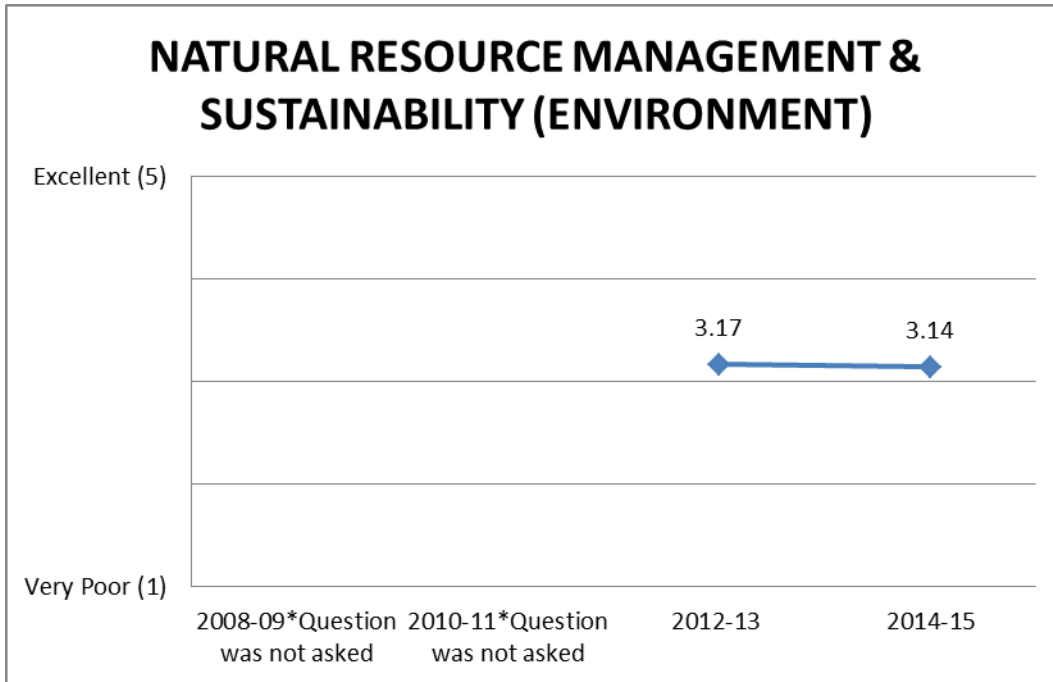


c) OVERALL PERFORMANCE						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	4.98%	9.45%	65.67%	16.92%	2.99%	N/A
2012-13	3.30%	8.40%	60.60%	24.40%	3.30%	N/A
2010-11	2.60%	7.20%	24.70%	20.70%	5.80%	39.00%
2008-09	2.04%	7.29%	28.86%	16.62%	2.92%	42.27%

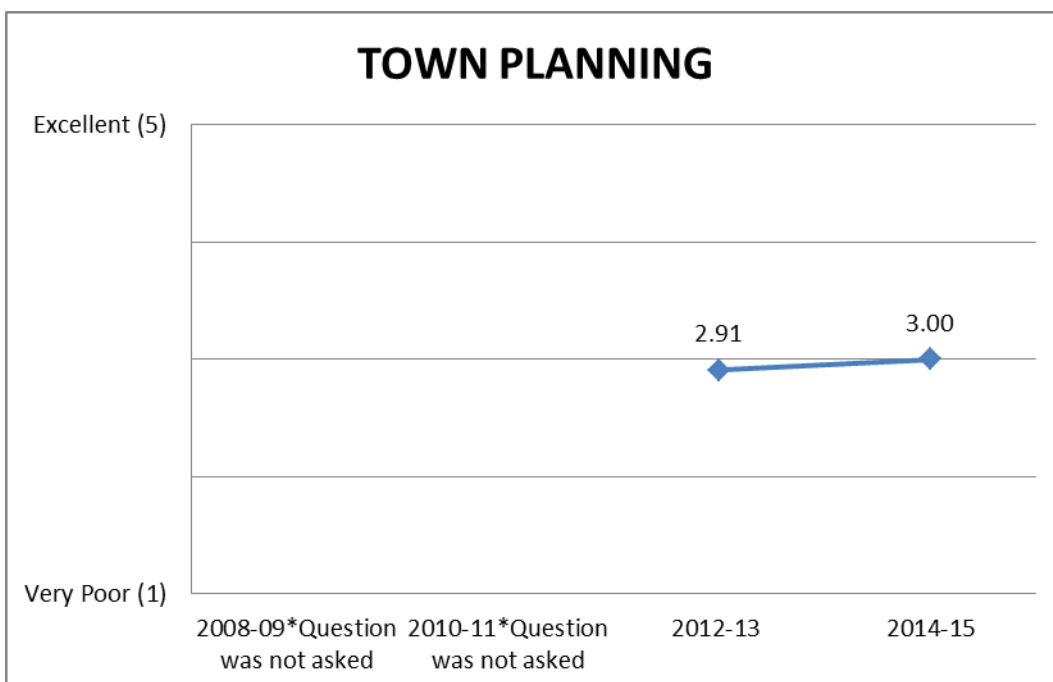


18. Provision of: SERVICES FOR

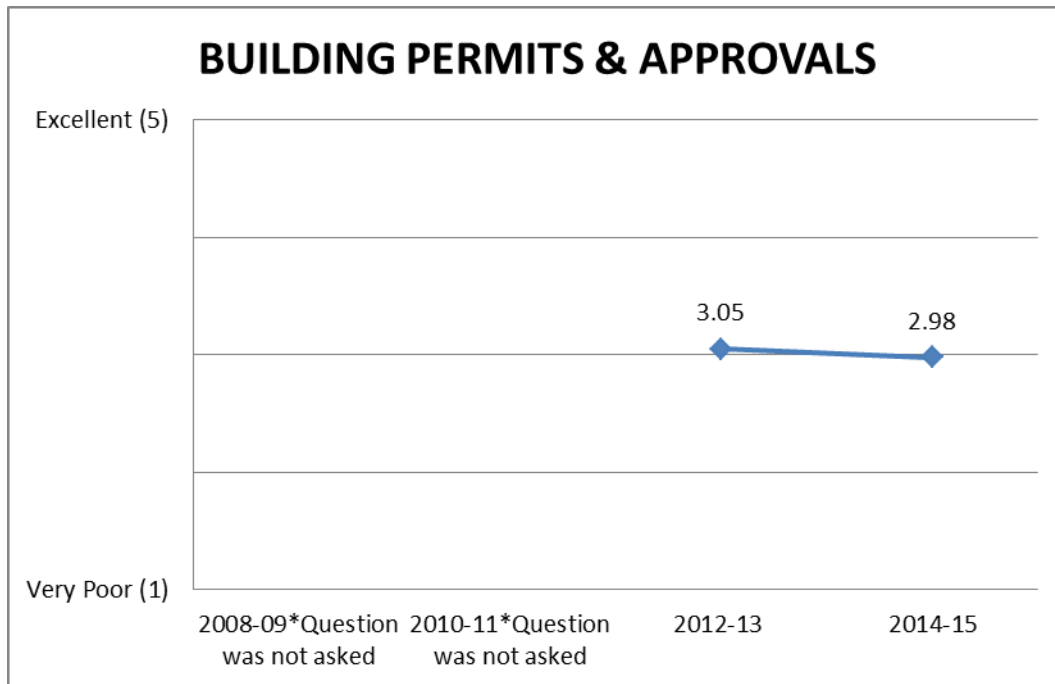
a) NATURAL RESOURCE MANAGEMENT & SUSTAINABILITY (ENVIRONMENT)						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.50%	10.50%	62.50%	23.50%	2.00%	N/A
2012-13	2.20%	8.30%	62.90%	23.70%	2.90%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						



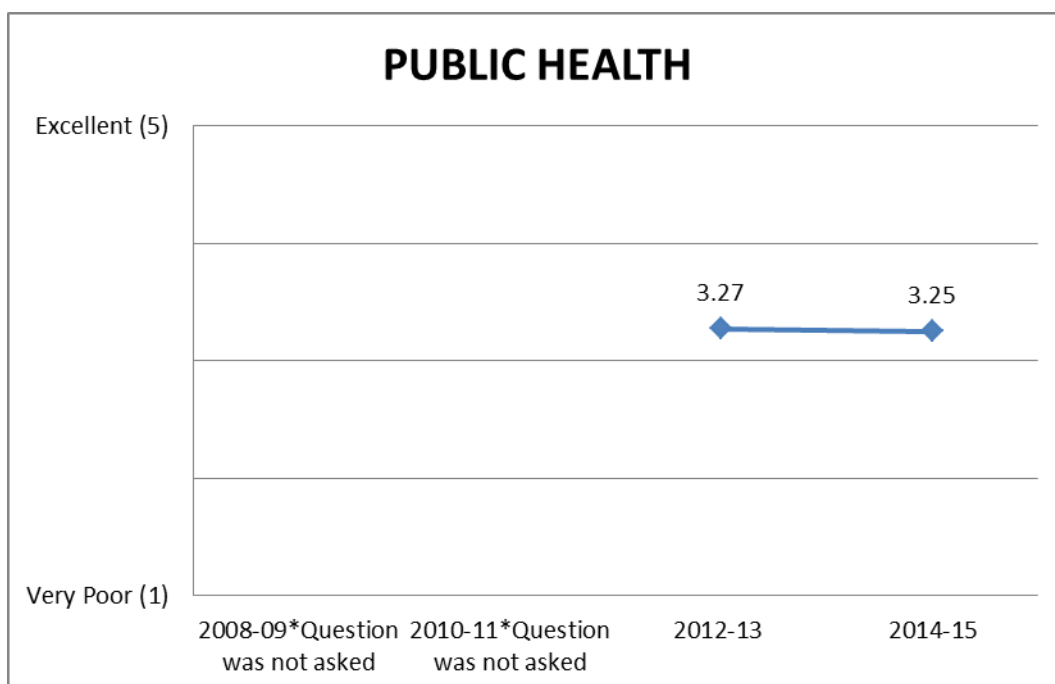
b) TOWN PLANNING						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	5.00%	15.50%	58.00%	17.50%	4.00%	N/A
2012-13	6.50%	18.70%	54.50%	18.30%	2.00%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						



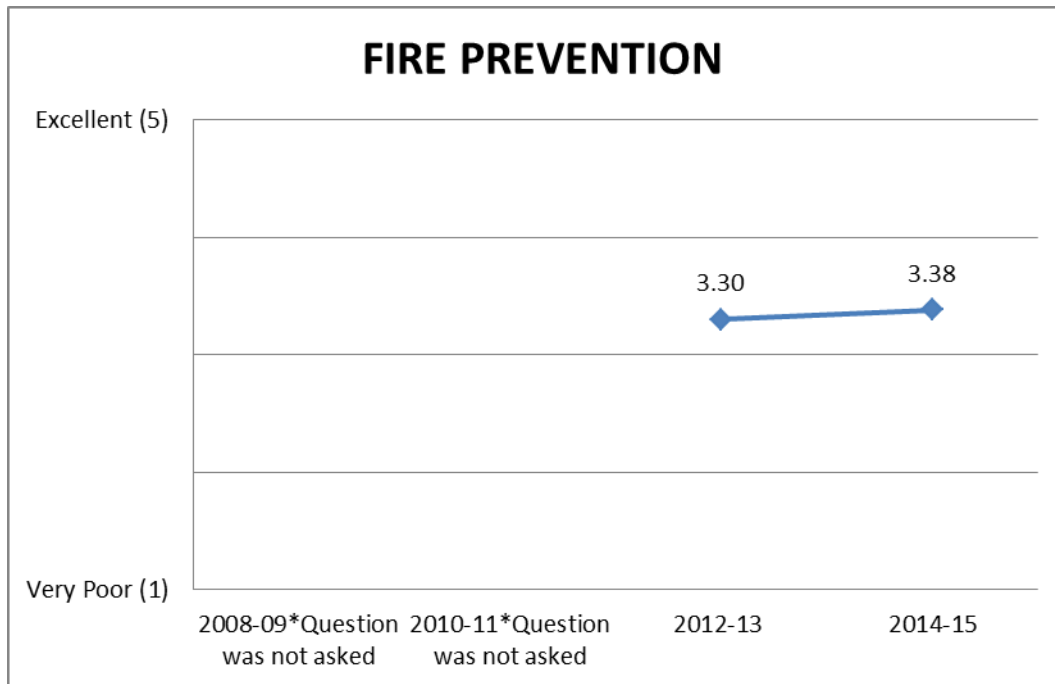
c) BUILDING PERMITS & APPROVALS						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	5.03%	17.59%	55.28%	18.59%	3.52%	N/A
2012-13	3.70%	13.90%	59.30%	19.90%	3.20%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						



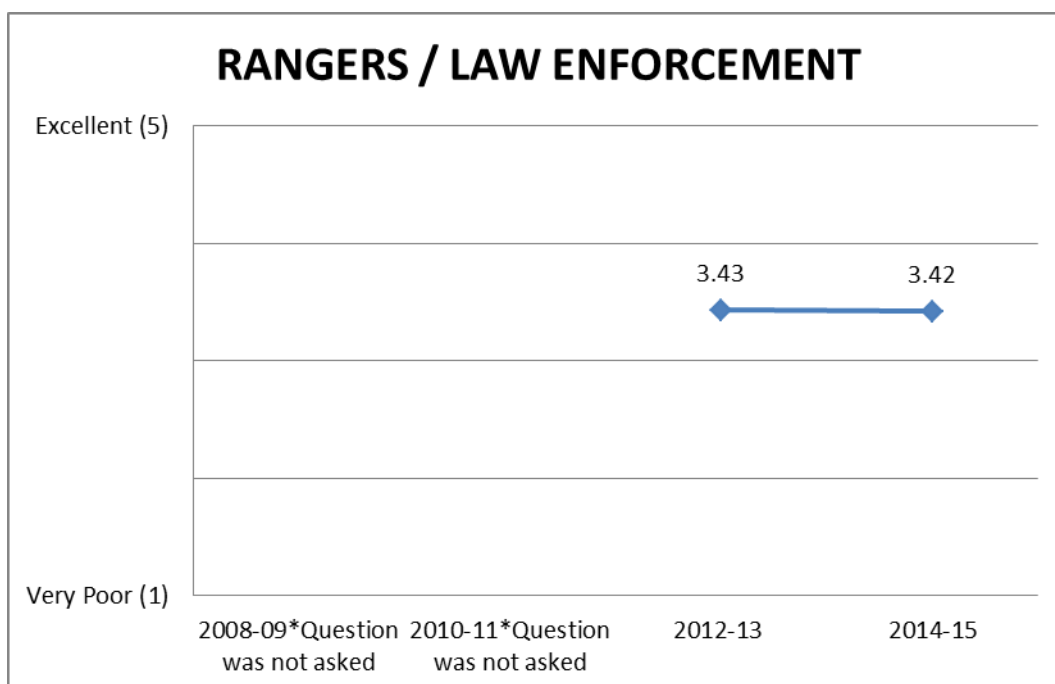
d) PUBLIC HEALTH						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	1.00%	5.97%	65.17%	22.89%	4.98%	N/A
2012-13	1.20%	6.60%	59.30%	29.50%	3.40%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						



e) FIRE PREVENTION						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	2.48%	7.43%	47.03%	36.14%	6.93%	N/A
2012-13	4.40%	9.70%	43.80%	35.90%	6.20%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						

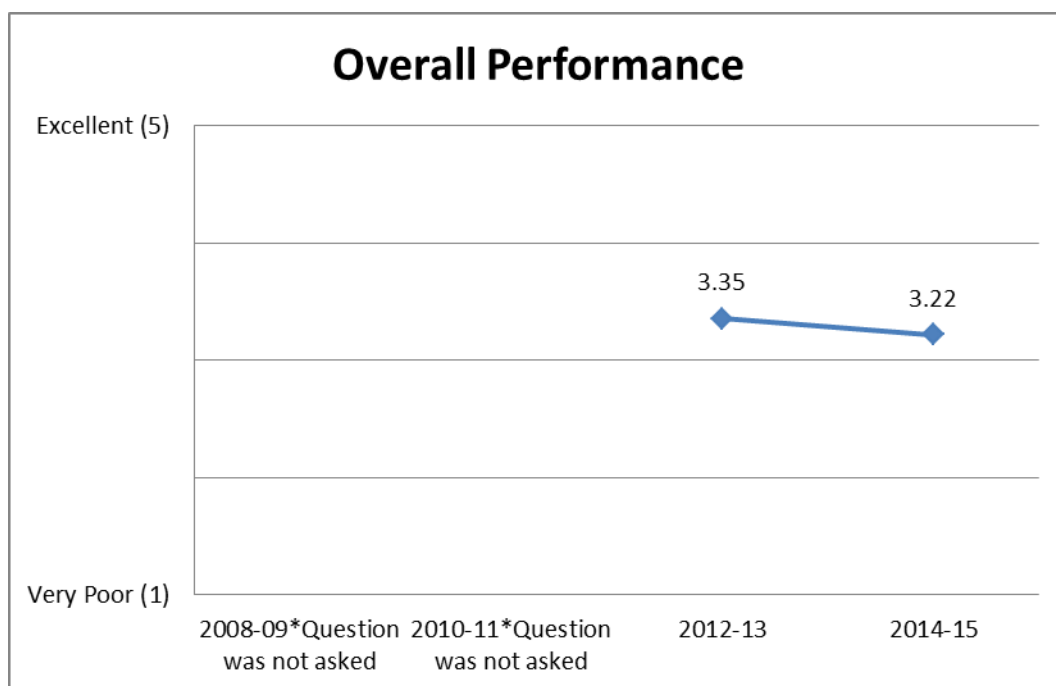


f) RANGERS / LAW ENFORCEMENT						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	2.49%	7.46%	43.78%	38.31%	7.96%	N/A
2012-13	1.90%	7.10%	45.20%	37.50%	8.30%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						



19. Performance of: OVERALL PERFORMANCE

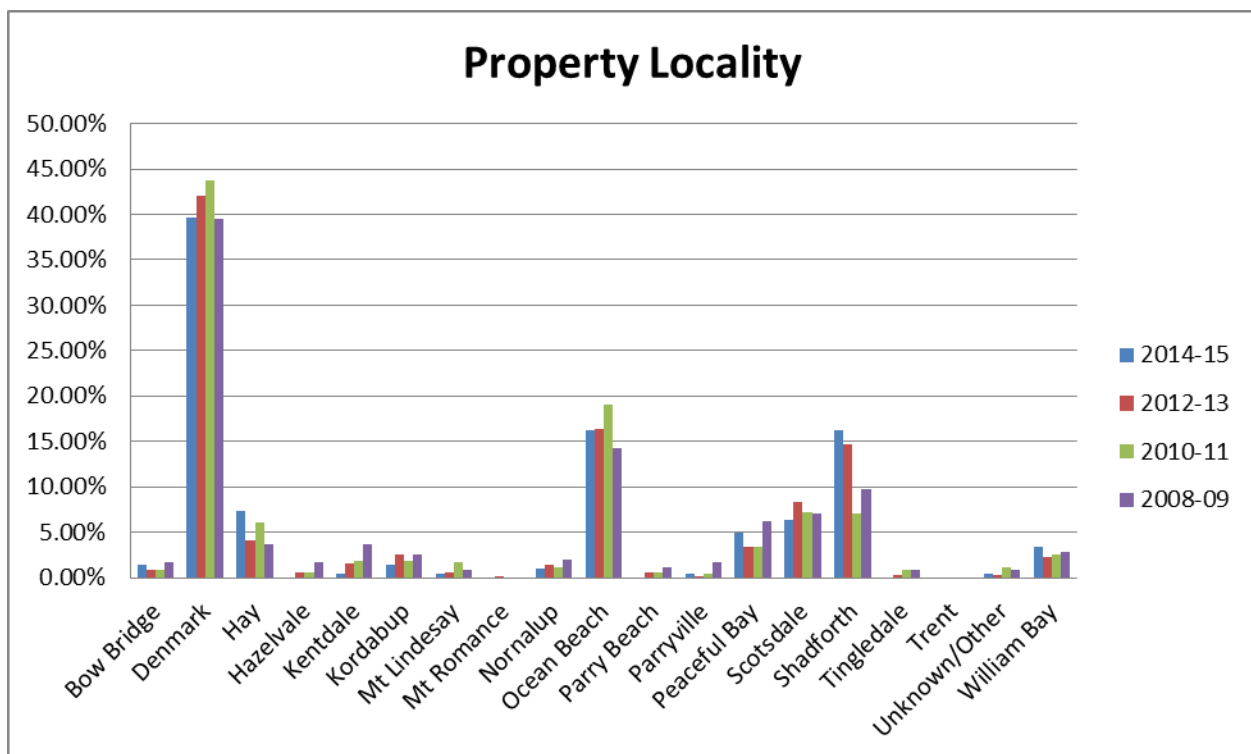
Overall Performance						
	Very Poor	Poor	Satisfactory	Good	Excellent	Unsure
2014-15	2.94%	13.73%	45.10%	34.80%	3.43%	N/A
2012-13	1.90%	7.00%	49.30%	37.40%	4.40%	N/A
2010-11*Question was not asked						
2008-09*Question was not asked						



(E) PERSONAL DETAILS

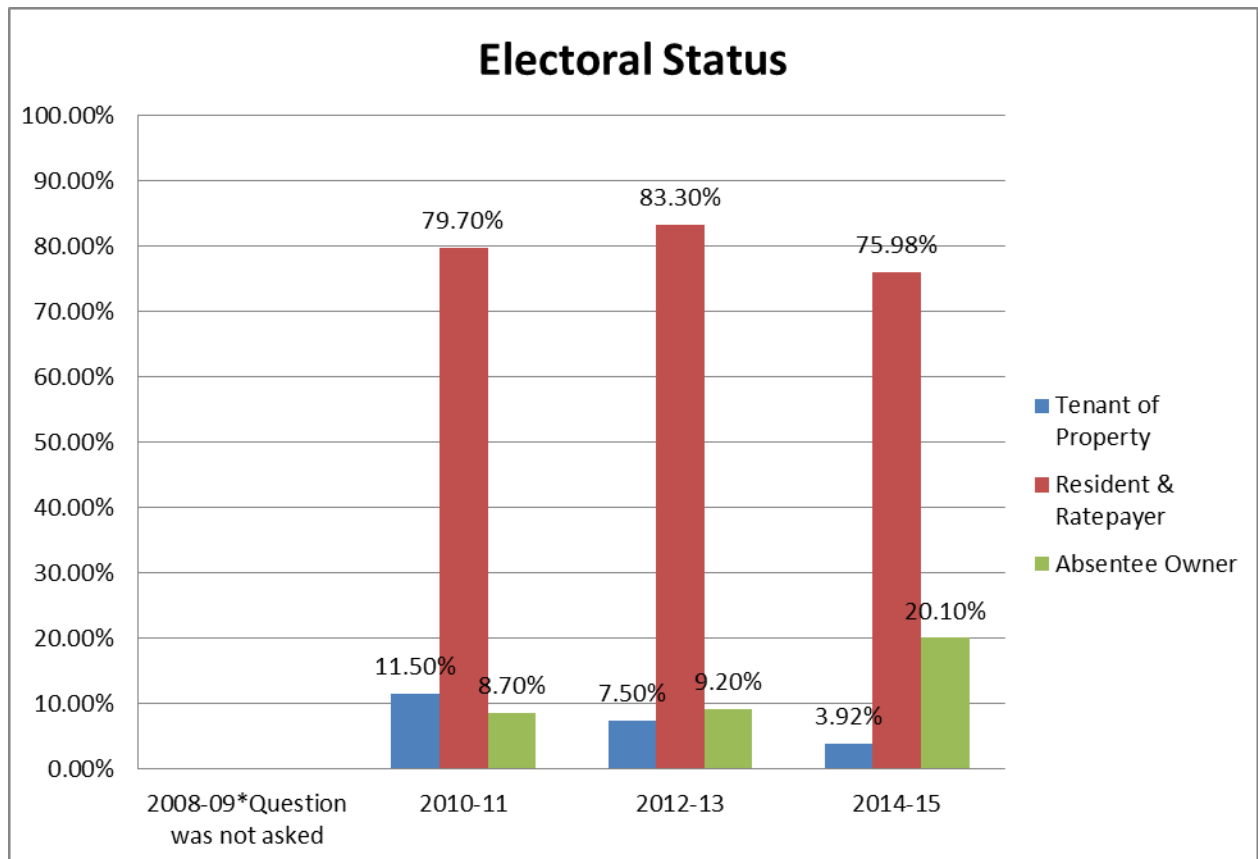
20. My property locality:

Locality	2008-09	2010-11	2012-13	2014-15
Bow Bridge	1.68%	0.90%	0.80%	1.47%
Denmark	39.50%	43.70%	42.00%	39.71%
Hay	3.64%	6.00%	4.10%	7.35%
Hazelvale	1.68%	0.60%	0.50%	0.00%
Kentdale	3.64%	1.90%	1.60%	0.49%
Kordabup	2.52%	1.90%	2.50%	1.47%
Mt Lindesay	0.84%	1.70%	0.60%	0.49%
Mt Romance	0.00%	0.00%	0.20%	0.00%
Nornalup	1.96%	1.10%	1.40%	0.98%
Ocean Beach	14.29%	19.00%	16.40%	16.18%
Parry Beach	1.12%	0.60%	0.50%	0.00%
Parryville	1.68%	0.40%	0.20%	0.49%
Peaceful Bay	6.16%	3.40%	3.40%	4.90%
Scotsdale	7.00%	7.20%	8.30%	6.37%
Shadforth	9.80%	7.00%	14.70%	16.18%
Tingledale	0.84%	0.90%	0.30%	0.00%
Trent	0.00%	0.00%	0.00%	0.00%
Unknown/Other	0.84%	1.10%	0.30%	0.49%
William Bay	2.80%	2.60%	2.30%	3.43%



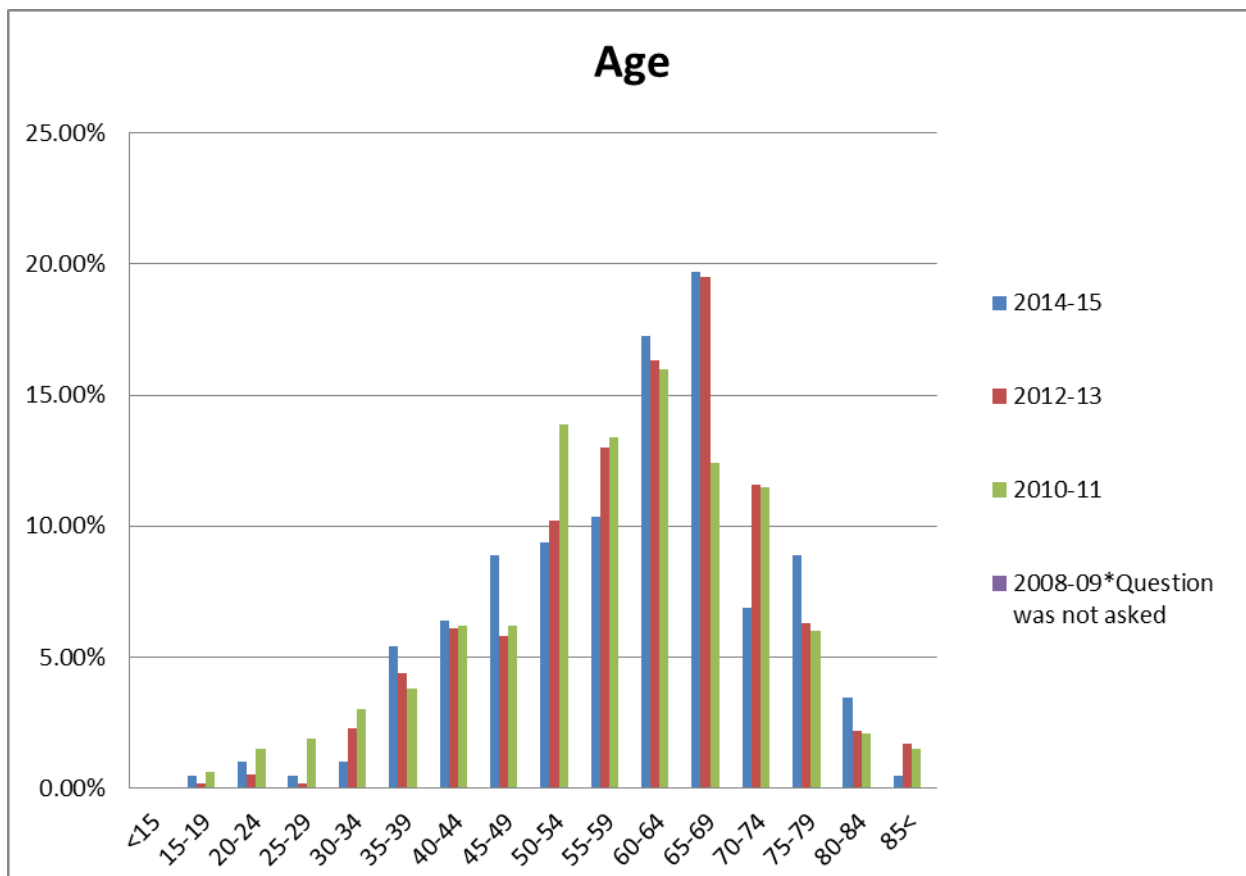
21. My electoral status:

Year	Tenant of Property	Resident & Ratepayer	Absentee Owner
2014-15	3.92%	75.98%	20.10%
2012-13	7.50%	83.30%	9.20%
2010-11	11.50%	79.70%	8.70%
2008-09 *Question was not asked			

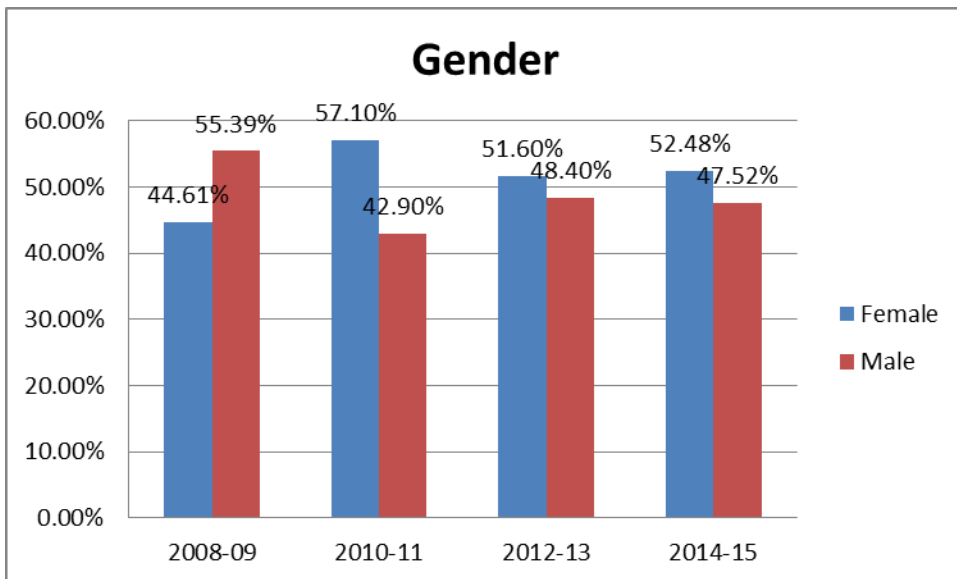


22. My age:

	2008-09*	2010-11	2012-13	2014-15
<15	Respondents were asked to specify their age using the categories <18; 18-29; 30-49, 50+.	0.00%	0.00%	0.00%
15-19		0.60%	0.20%	0.49%
20-24		1.50%	0.50%	0.99%
25-29		1.90%	0.20%	0.49%
30-34		3.00%	2.30%	0.99%
35-39		3.80%	4.40%	5.42%
40-44		6.20%	6.10%	6.40%
45-49		6.20%	5.80%	8.87%
50-54		13.90%	10.20%	9.36%
55-59		13.40%	13.00%	10.34%
60-64		16.00%	16.30%	17.24%
65-69		12.40%	19.50%	19.70%
70-74		11.50%	11.60%	6.90%
75-79		6.00%	6.30%	8.87%
80-84		2.10%	2.20%	3.45%
85<		1.50%	1.70%	0.49%



23. My gender:



Year	Female	Male
2014-15	52.48%	47.52%
2012-13	51.60%	48.40%
2010-11	57.10%	42.90%
2008-09	44.61%	55.39%

FINALLY, ARE THERE OTHER ISSUES YOU THINK COUNCIL SHOULD ADDRESS / PROMOTE?

24. Please provide details below

Refer to Appendix A comments.