

MARKYT 

Community Scorecard

2023

Prepared for



Prepared by



Contents

Strategic overview	3
Approach	5
Overall performance	10
MARKYT® industry comparisons	13
MARKYT® community trends	17
MARKYT® community priorities	20
Performance against key pillars in the Strategic Community Plan:	
Performance	23
Communications	35
People	40
Planet	54
Place	62
Prosperity	73
Overview of community variances	83
MARKYT® community priorities other stakeholder groups	87

Strategic overview

Vision



18

% agree

11% points below Industry Average and down 5% points from 2021

Liveability

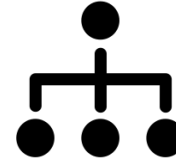


75

Performance Index Score

1 index point below Industry Average and on par with 2021

Governance



49

Performance Index Score

4 index points below Industry Average and down 2 points from 2021

Rates Value



36

Performance Index Score

7 index points below Industry Average and down 1 point from 2021

Strengths

Top 3 performers

- Library services
- Festivals, events, art and cultural activities
- Waste management

Most improved

- Education and training
- Lighting of streets and public places
- Streetscapes, trees and verges

Stronger compared to other councils

- Tourism and place marketing
- History and heritage
- Festivals, events, art and cultural activities

Priorities



Building and maintaining local roads



Sport and recreation facilities and services



Seniors' services and facilities



Access to health and community services



Management of corellas and pigeons

Approach

Purpose



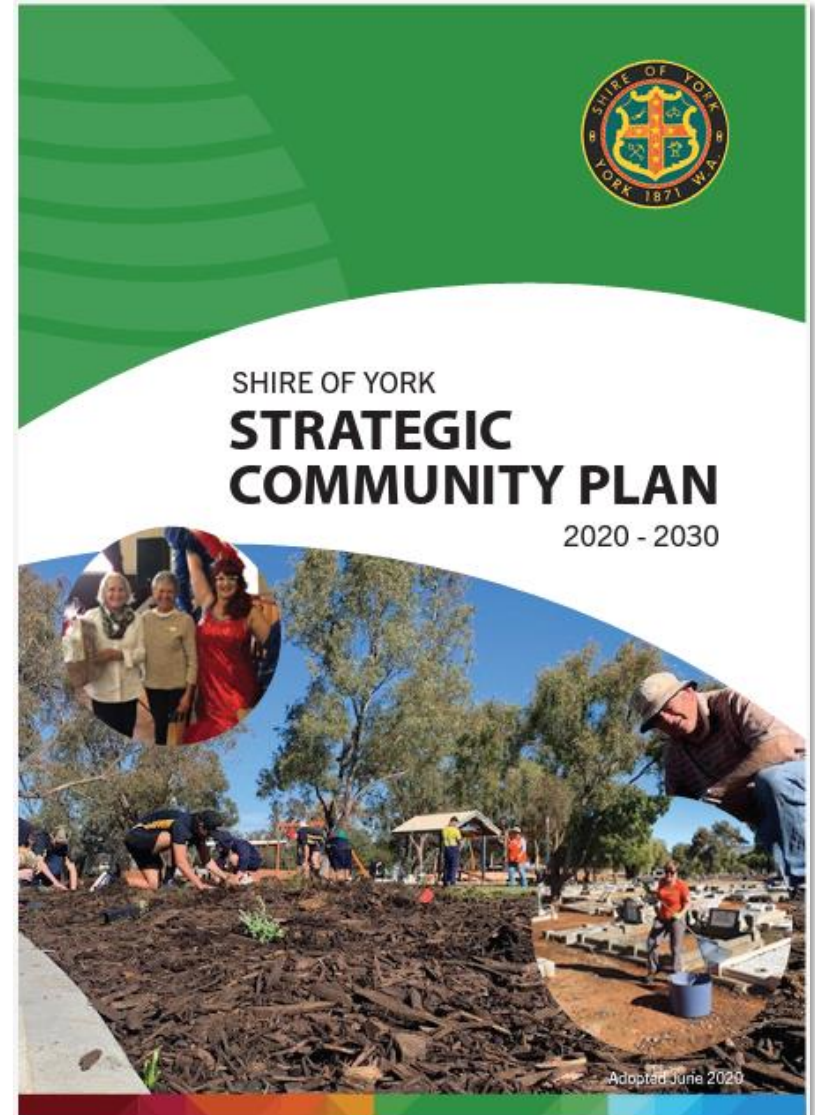
Department of Local Government, Sport and Cultural Industries

DLGSC's Integrated Planning and Reporting Framework requires local councils to review the **Strategic Community Plan** at least once every two years.

MARKYT Community Scorecard

The Shire of York commissioned a MARKYT® Community Scorecard to:

- Support a review of the Strategic Community Plan (SCP)
- Assess performance against objectives and key performance indicators (KPIs) in the SCP
- Determine community priorities
- Benchmark performance



The Study

The Shire of York commissioned CATALYSE® to conduct an independent MARKYT® Community Scorecard.

All community members were invited to take part. Scorecard invitations were sent to all households and residential PO Boxes in the Shire of York using Australia Post's unaddressed mail services. Respondents could complete the scorecard in hard copy or online.

CATALYSE® sent email invitations to the Shire of York's customer contacts, and the Shire provided supporting promotions through various communication channels. The scorecard was open from 6 to 24 February 2023.



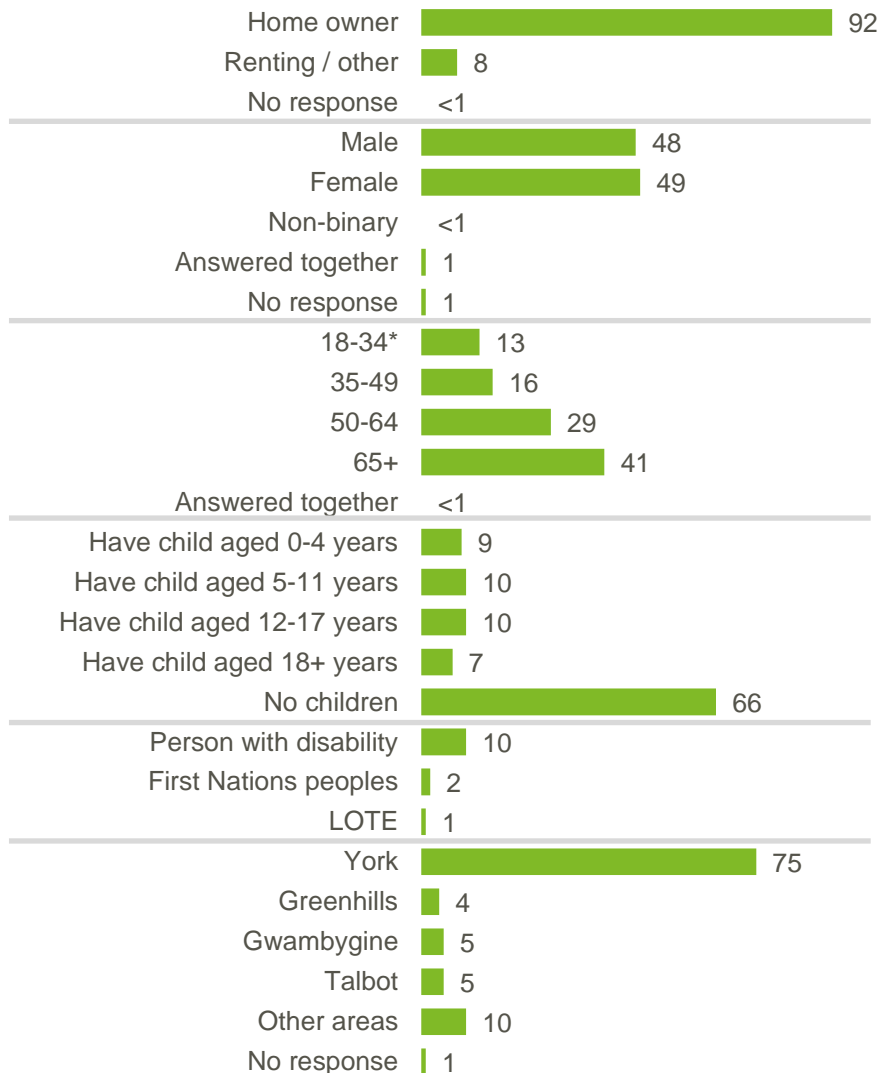
The scorecard was completed by **660 community members** with various connections to the Shire:

Local resident	Local business	Out of area ratepayer / Visitor	Elected Member / Employee
595	173	31	33

The main body of this report shows responses from local residents. Responses were weighted by age and gender to match the ABS Census population profile.

Where sub-totals add to ±1% of the parts, this is due to rounding errors to zero decimal places.

% of resident respondents (weighted)



LOTE: Language other than English

* Includes a small number of 14-17 year olds

MARKYT Benchmarks | participating councils

CATALYSE® has conducted studies for close to 70 councils. When councils ask comparable questions, we publish the high and average scores to enable participating councils to recognise and learn from the industry leaders. In this report, the average and high scores are calculated from councils that have completed a MARKYT® accredited study within the past three years.

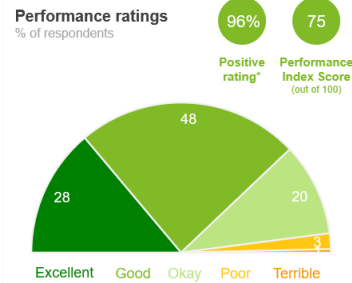


How to read performance dashboard charts

Trend analysis shows how performance varies over time.

Performance Ratings

The chart shows community perceptions of performance on a five point scale from excellent to terrible.



Variations across the community

Performance Index Score

Category	Score
Total	75
Home owner	75
Renting/other	70
Male	74
Female	76
No children	75
Have child 0-4	79
Have child 5-11	72
Have child 12-17	71
Have child 18+	73
18-34 years	74
35-49 years	76
50-64 years	74
65+ years	75
Disability	67
First Nations*	67
York townsite	76
Greenhills*	66
Gwanaburine	76
Talbot	74
Other areas	71

Variance across the community shows how results vary across the community based on the Performance Index Score

MARKYT® Industry Standards show how Council is performing compared to other councils.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils that have completed a comparable study with CATALYSE®.

Industry Average is the average score among councils that have completed a comparable study with CATALYSE®.

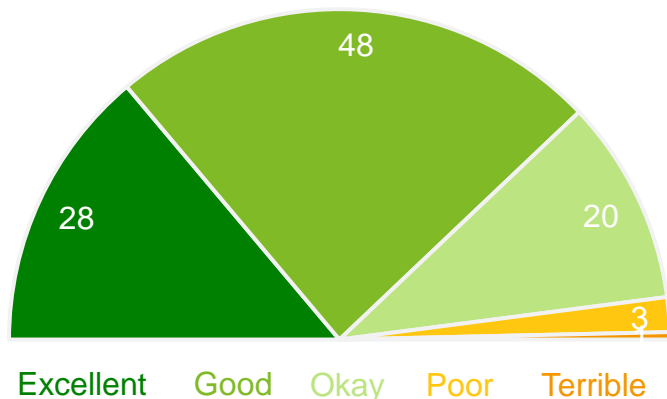
Score	Average Rating
100	Excellent
75	Good
50	Okay
25	Poor
0	Terrible

Overall Performance

Place to live

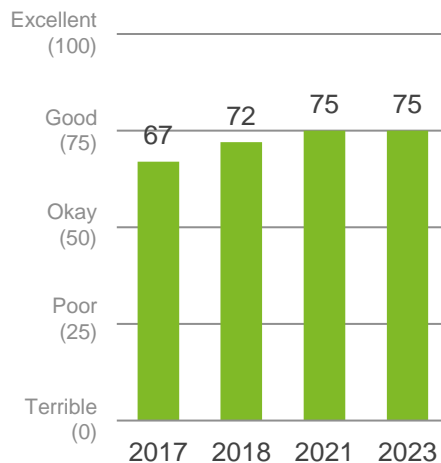
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	75
Industry High	90
Industry Average	76

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
75	75	70	74	76	75	79	72	71	73	74	76	74	75	67	67	76	66	76	74	71

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 594).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Governing organisation

Performance ratings

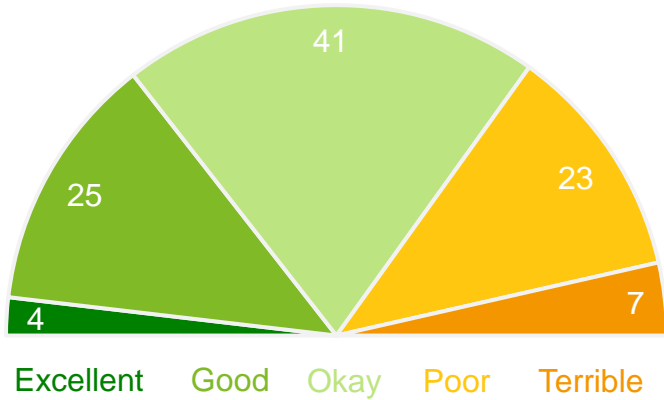
% of respondents

70%

49

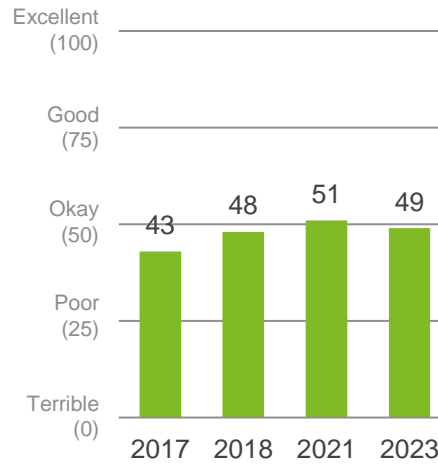
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	49
Industry High	66
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
49	48	56	48	51	48	53	46	48	38	48	50	49	49	49	36	50	39	45	39	49

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 575).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

MARKYT  industry comparisons


Overall Performance | industry comparisons


The 'Overall Performance Index Score' is a combined measure of the Shire of York as a 'place to live' and as a 'governing organisation'. The Shire of York's overall performance index score is 62 out of 100, 3 index points below the industry average.

Overall Performance Index Score

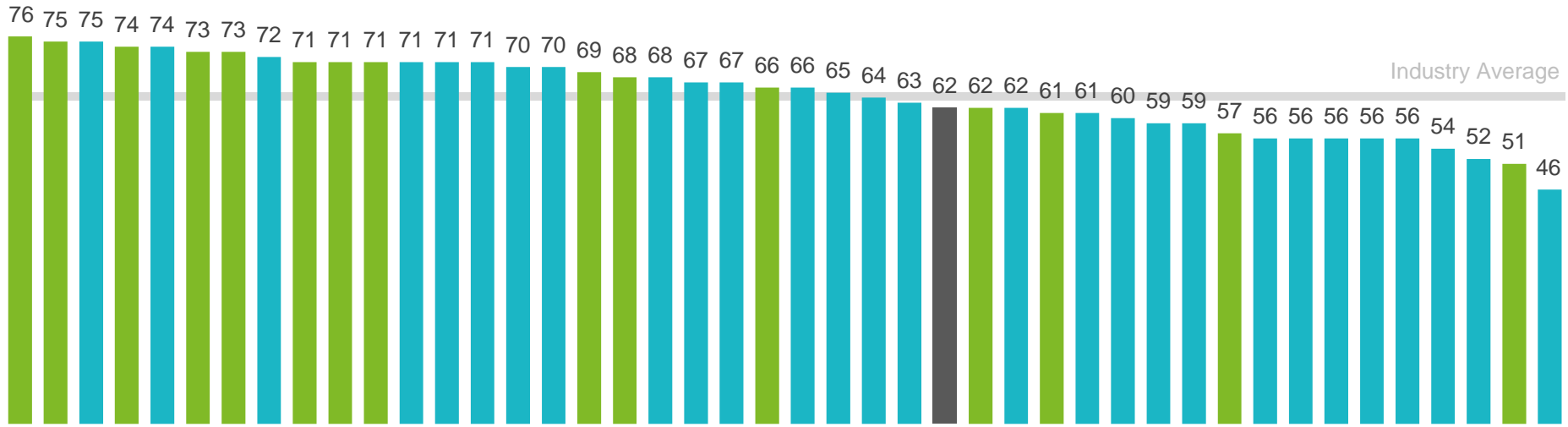
average of 'place to live' and 'governing organisation'

- Shire of York
- Metropolitan Councils
- Regional Councils

MARKYT  **Industry Standards**
Performance Index Score



Shire of York	62
Industry High	76
Industry Average	65



How to read the MARKYT Benchmark Matrix

The MARKYT® Benchmark Matrix (shown in detail overleaf) illustrates how the community rates performance on individual measures, compared to how other councils are being rated by their communities.

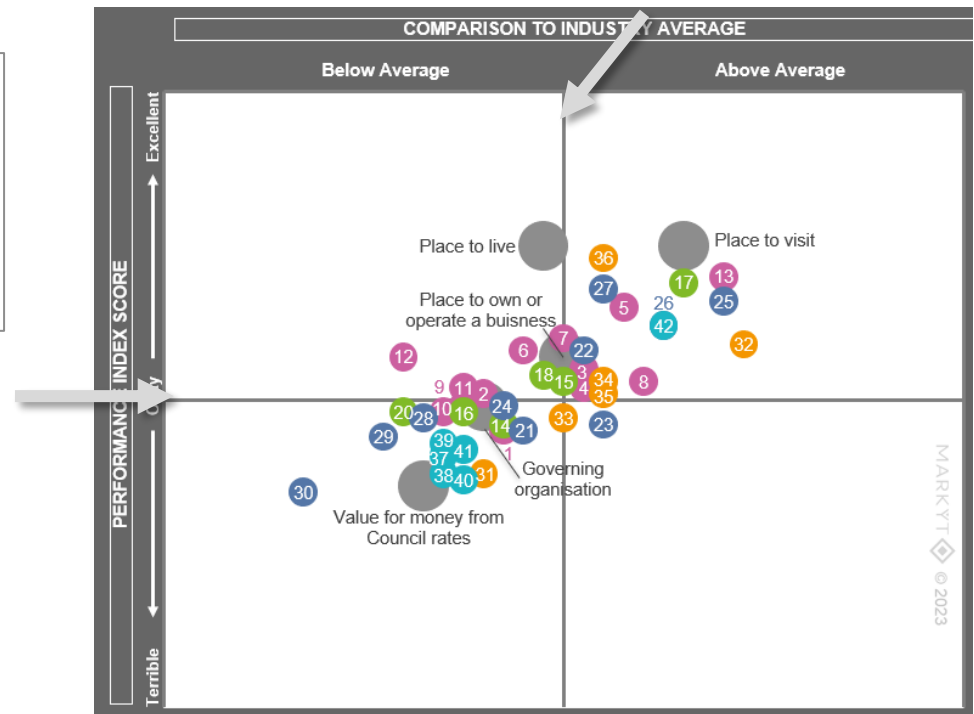
There are two dimensions. The vertical axis maps community perceptions of performance for individual measures. The horizontal axis maps performance relative to the MARKYT® Industry Standards.

Councils aim to be on the right side of this line, with performance ABOVE the MARKYT® Industry Average.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

This line represents okay performance based on the MARKYT Performance Index Score. Higher performing service areas are placed above this line while lower performing areas are below it.

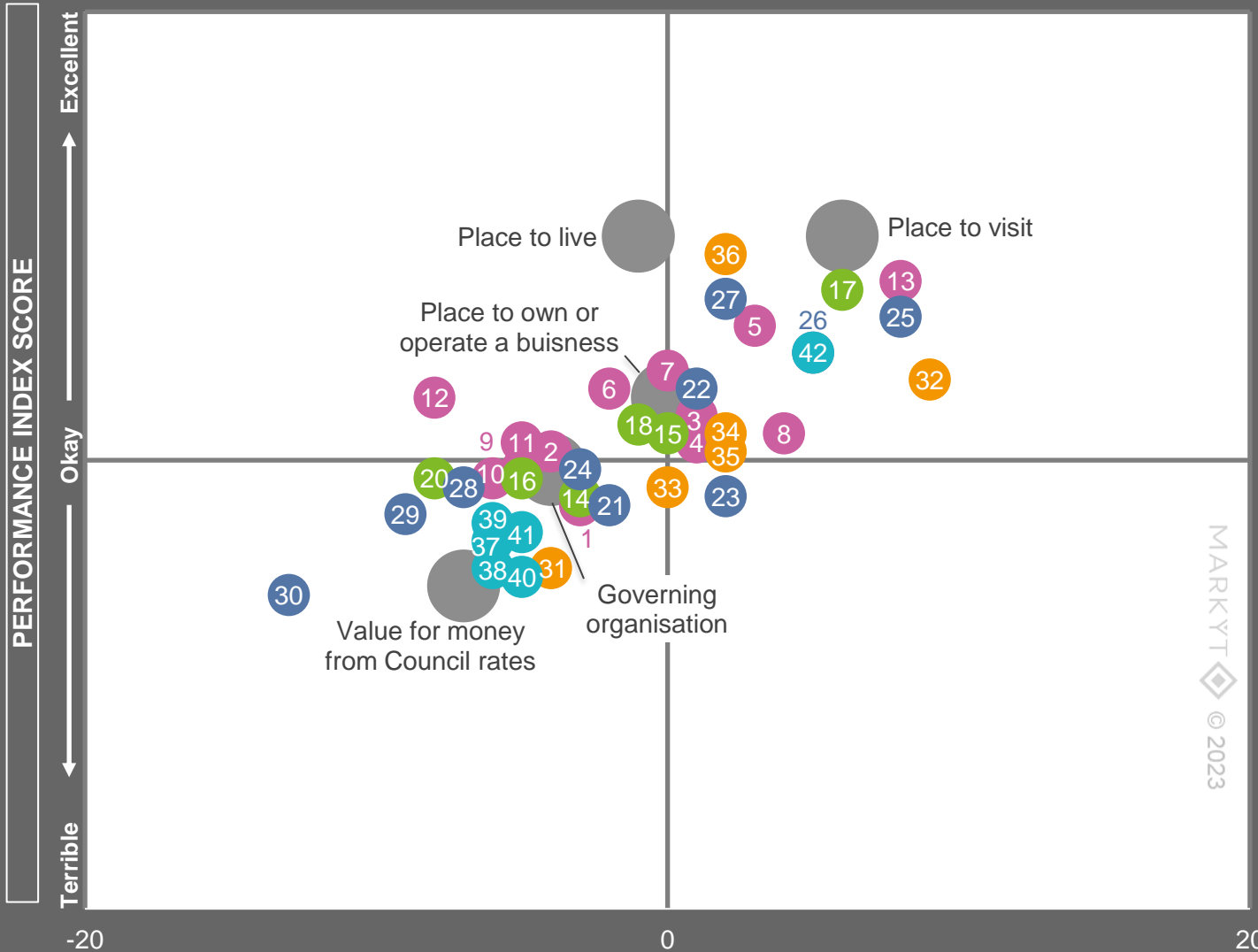


MARKYT Benchmark Matrix

COMPARISON TO INDUSTRY AVERAGE

Below Average

Above Average



- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations' people
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Community safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Access to health and community services
- 12 Sport and recreation facilities and services
- 13 Festivals, events, art and cultural activities
- 14 Sustainable practices / climate change
- 15 Conservation and environment
- 16 Avon River management
- 17 Waste management
- 18 Noise, pollution, food inspections, etc
- 19 Management of corellas and pigeons
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Area's character and identity
- 23 Planning and building approvals
- 24 Access to housing that meets your needs
- 25 History and heritage
- 26 Community buildings, halls and toilets
- 27 Playgrounds, parks and reserves
- 28 Streetscapes, trees and verges
- 29 Footpaths, trails and cycleways
- 30 Building and maintaining local roads
- 31 Economic development and job creation
- 32 Tourism and place marketing
- 33 Town centre development and activation
- 34 Access to goods and services
- 35 Education and training
- 36 Library services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Change, innovation and technology
- 40 Consultation
- 41 Communication
- 42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Performance areas in grey have no industry comparison data.

MARKYT  community trends

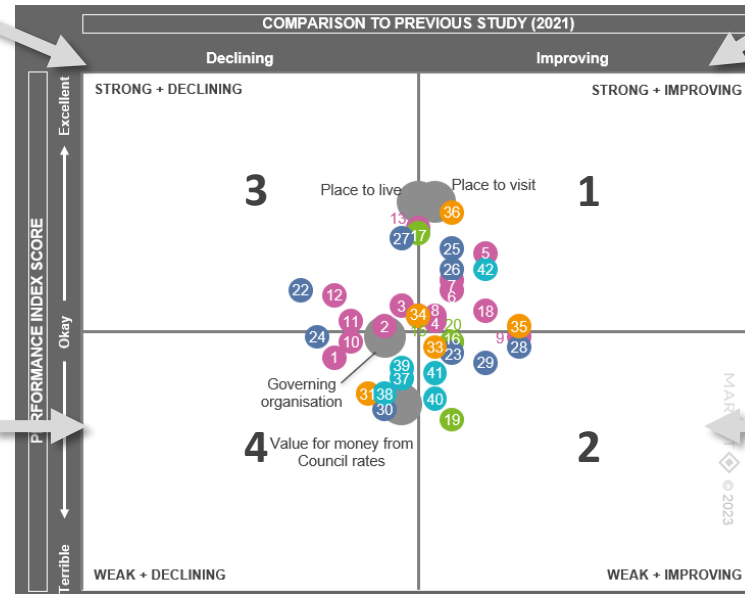
The MARKYT® Community Trends Window shows trends in performance over the past 2 years.

Window 3 includes higher performing services in decline. **Arrest decline** for:

- Area's character and identity
- Sport and recreation facilities and services
- Access to health and community services

Window 4 includes lower performing areas in decline. The **greatest drops** were for:

- Access to housing that meets your needs
- Youth services and facilities
- Animal management



Window 1 includes higher performing areas that have improved. The **stand-out improver** is:

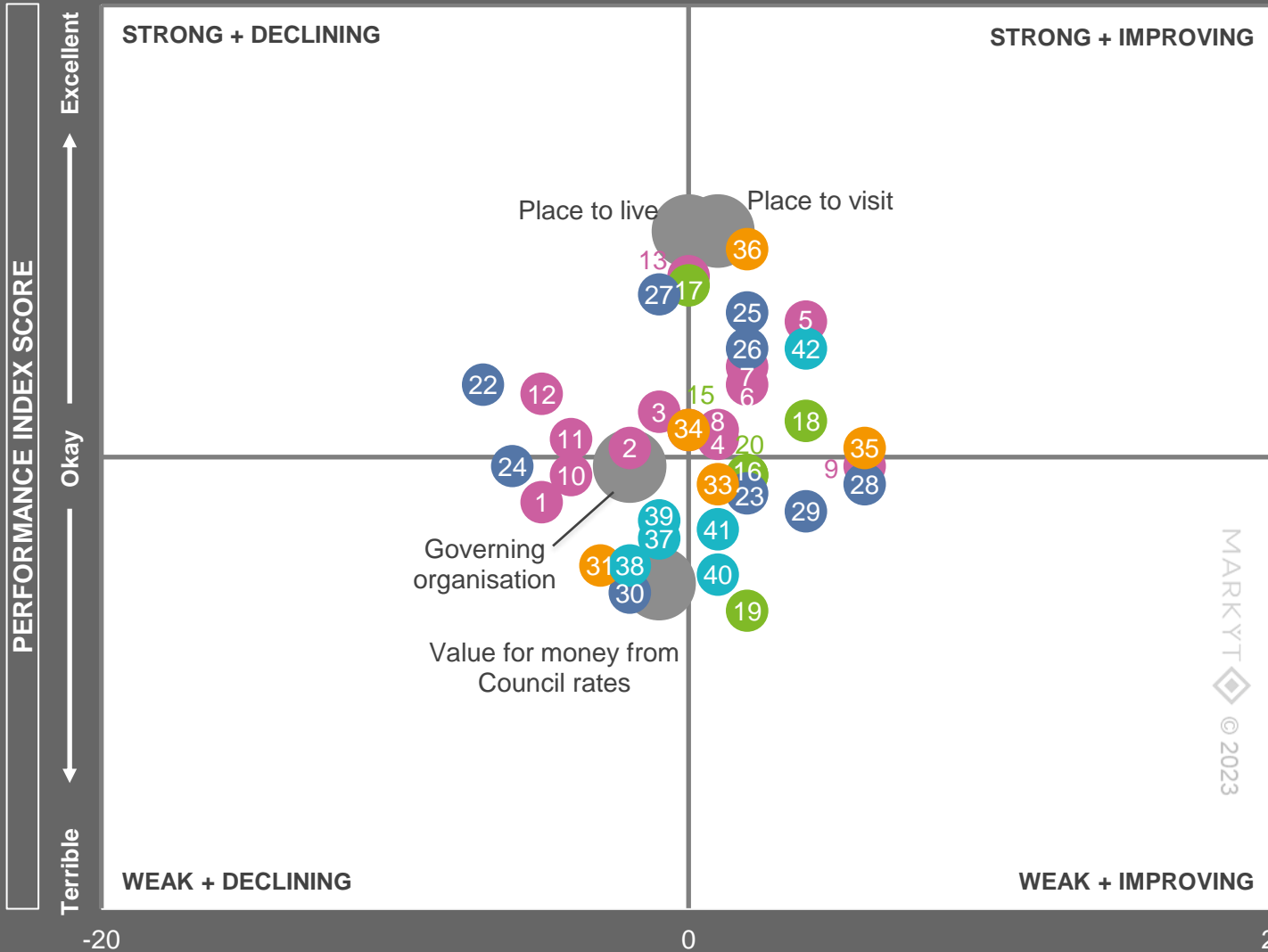
- Respect for First Nations peoples, cultures and heritage
- Education and training
- Customer service

Window 2 includes lower performing areas that are improving. **Celebrate progress** and continue to work on areas such as:

- Streetscapes, trees and verges
- Lighting of streets and public places
- Footpaths, trails and cycleways

MARKYT Community Trends Window

COMPARISON TO PREVIOUS STUDY (2021)



- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations' people
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Community safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Access to health and community services
- 12 Sport and recreation facilities and services
- 13 Festivals, events, art and cultural activities
- 14 Sustainable practices / climate change
- 15 Conservation and environment
- 16 Avon River management
- 17 Waste management
- 18 Noise, pollution, food inspections, etc
- 19 Management of corellas and pigeons
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Area's character and identity
- 23 Planning and building approvals
- 24 Access to housing that meets your needs
- 25 History and heritage
- 26 Community buildings, halls and toilets
- 27 Playgrounds, parks and reserves
- 28 Streetscapes, trees and verges
- 29 Footpaths, trails and cycleways
- 30 Building and maintaining local roads
- 31 Economic development and job creation
- 32 Tourism and place marketing
- 33 Town centre development and activation
- 34 Access to goods and services
- 35 Education and training
- 36 Library services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Change, innovation and technology
- 40 Consultation
- 41 Communication
- 42 Customer service

MARKYT  © 2023

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Performance areas in grey have no trend data.

MARKYT  community priorities

How to read the MARKYT Community Priorities

The MARKYT® Community Priorities chart maps priorities against performance in all service areas.

CELEBRATE the Shire's highest performing areas.

KAIZEN: consider ways to continuously improve services with average ratings between okay and good to strive for service excellence

REVIEW lower performing areas.



OPTIMISE higher performing services where the community would like enhancements to better meet their needs.

PRIORITISE lower performing services where the community would like the Shire to focus its attention.

Services are grouped in five areas:

- People
- Planet
- Place
- Prosperity
- Performance

MARKYT Community Priorities

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

MARKYT
© 2023

REVIEW

PRIORITISE

0 5 10 15 20 25 30

- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations' people
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Community safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Access to health and community services
- 12 Sport and recreation facilities and services
- 13 Festivals, events, art and cultural activities
- 14 Sustainable practices / climate change
- 15 Conservation and environment
- 16 Avon River management
- 17 Waste management
- 18 Noise, pollution, food inspections, etc
- 19 Management of corellas and pigeons
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Area's character and identity
- 23 Planning and building approvals
- 24 Access to housing that meets your needs
- 25 History and heritage
- 26 Community buildings, halls and toilets
- 27 Playgrounds, parks and reserves
- 28 Streetscapes, trees and verges
- 29 Footpaths, trails and cycleways
- 30 Building and maintaining local roads
- 31 Economic development and job creation
- 32 Tourism and place marketing
- 33 Town centre development and activation
- 34 Access to goods and services
- 35 Education and training
- 36 Library services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Change, innovation and technology
- 40 Consultation
- 41 Communication
- 42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the Shire of York to focus on improving?

Base: All respondents, excludes no response (n = 541)

Performance

Council's leadership

Performance ratings

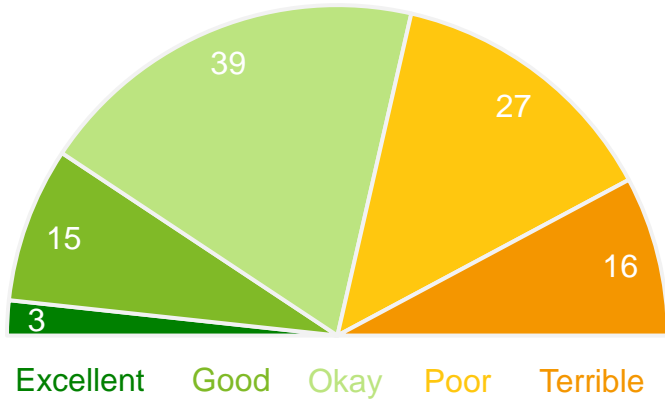
% of respondents

57%

Positive rating*

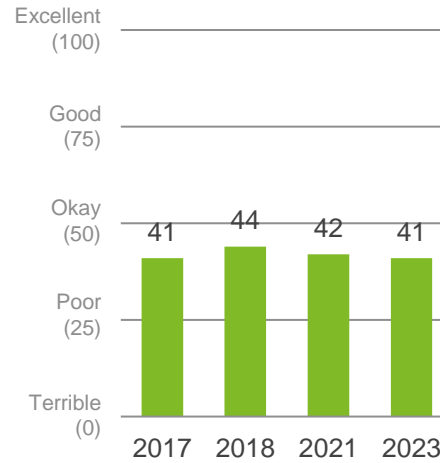
41

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	41
Industry High	60
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
41	40	46	39	44	41	38	42	43	41	38	43	39	42	43	26	43	33	43	29	37

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 467).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

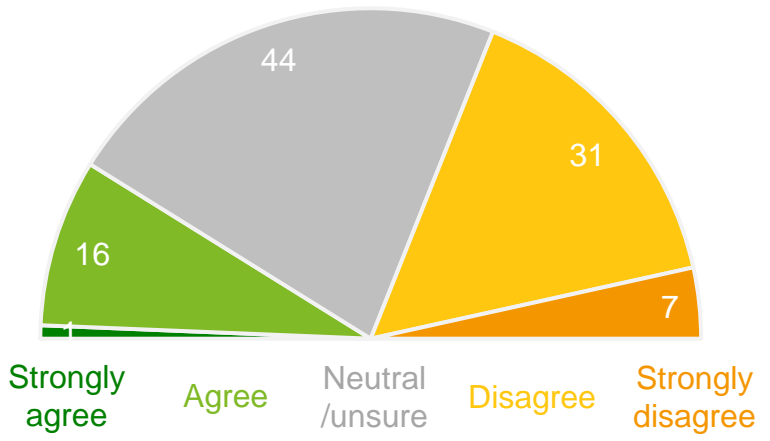
The Shire has developed and communicated a clear vision for the area

Level of agreement

% of respondents

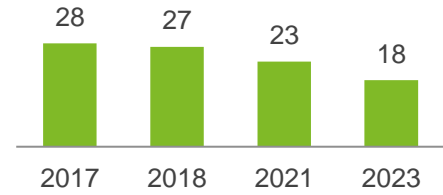
18%*

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	18
Industry High	50
Industry Average	29

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
18	17	30	18	18	17	20	26	21	20	21	19	14	19	22	19	19	7	23	4	18

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 583). # Small sample size (<20 respondents)

* Variance of +/-1% due to rounding to zero decimal places

Advocacy and lobbying on community's behalf to influence decisions and support local causes

Performance ratings

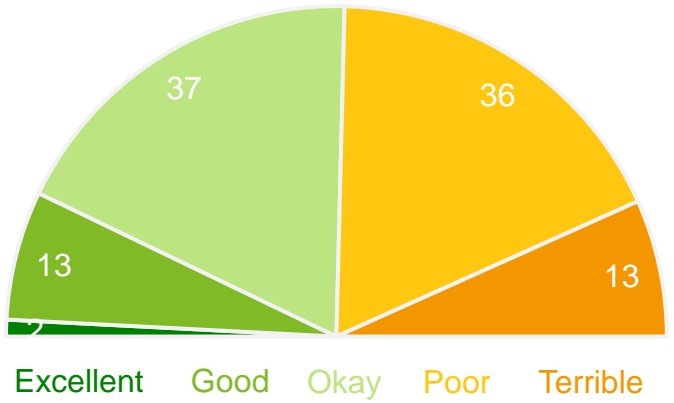
% of respondents

51%

Positive rating*

38

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	38
Industry High	59
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
38	38	44	38	40	39	40	40	39	31	43	40	36	38	41	31	40	33	39	27	37

Q. How would you rate performance in the following areas?

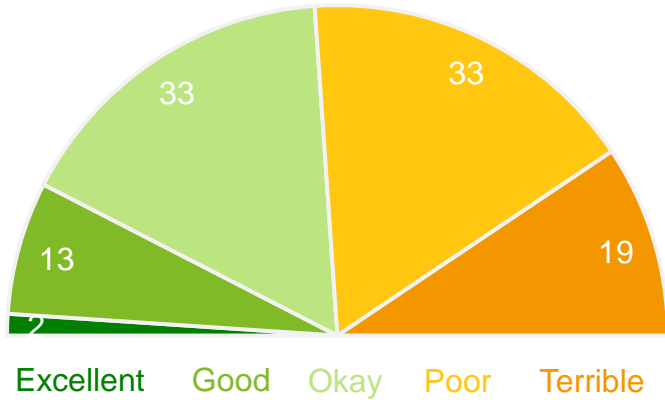
Base: All respondents, excludes 'unsure' and 'no response' (n = 407).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

How the community is consulted on local issues

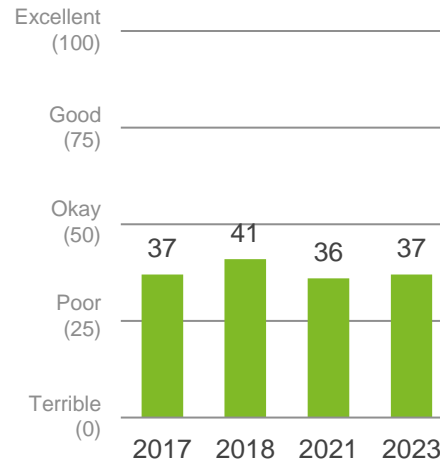
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	37
Industry High	55
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
37	36	39	37	38	36	46	43	35	29	45	38	35	35	36	29	37	32	39	35	37

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 484).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

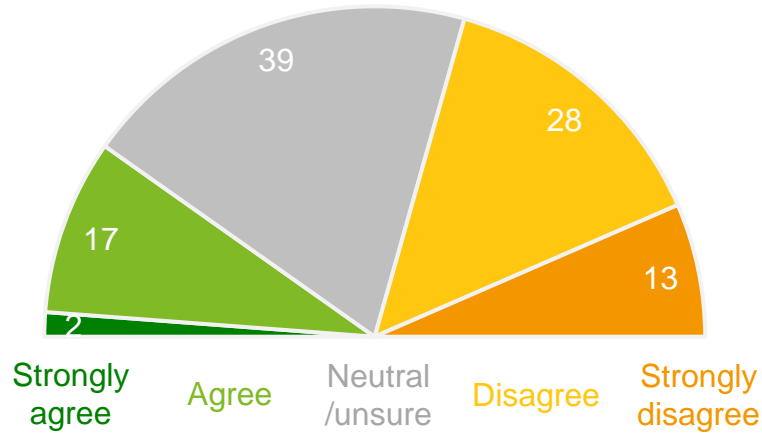
The Shire listens to and respects residents' views

Level of agreement

% of respondents

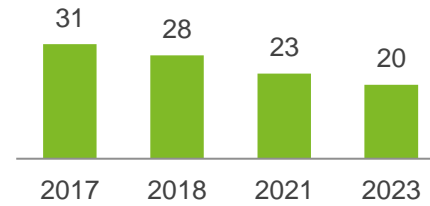
20%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	20
Industry High	53
Industry Average	28

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
20	19	23	16	23	19	19	29	27	15	23	28	14	19	20	0	21	13	15	17	16

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 588). # Small sample size (<20 respondents)

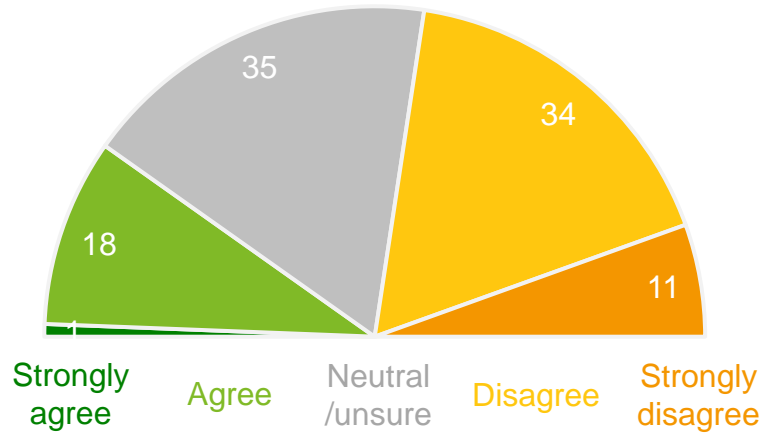
The Shire has a good understanding of community needs

Level of agreement

% of respondents

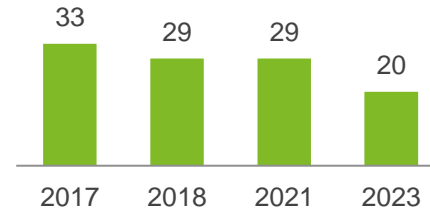
20%*

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	20
Industry High	58
Industry Average	30

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
20	18	33	17	22	20	20	18	23	15	23	20	16	21	24	0	21	10	13	4	23

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 587). # Small sample size (<20 respondents)

* Variance of +/-1% due to rounding to zero decimal places

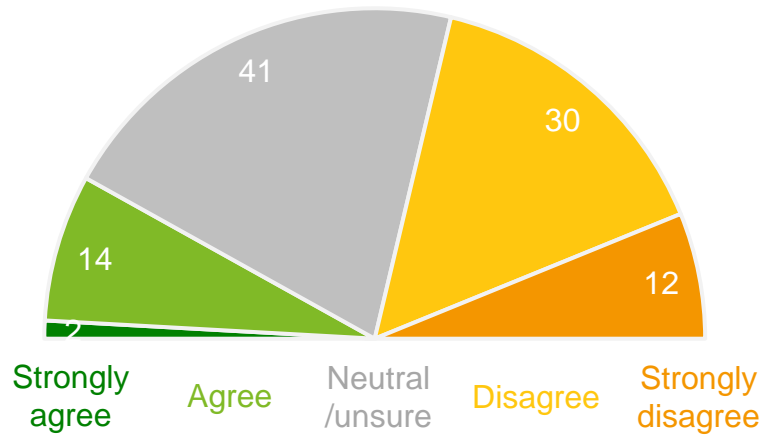
The Shire clearly explains reasons for decisions and how residents' views are taken into account

Level of agreement

% of respondents

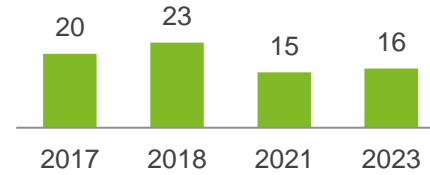
16%

Total Agree



Trend Analysis

% agree



MARKYT Industry Standards

% agree



Shire of York	16
Industry High	39
Industry Average	24

Variations across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
16	16	20	18	15	14	17	21	24	15	34	19	11	13	20	0	18	10	24	7	9

Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 585). # Small sample size (<20 respondents)

How the community is informed about what's happening in the local area

Performance ratings

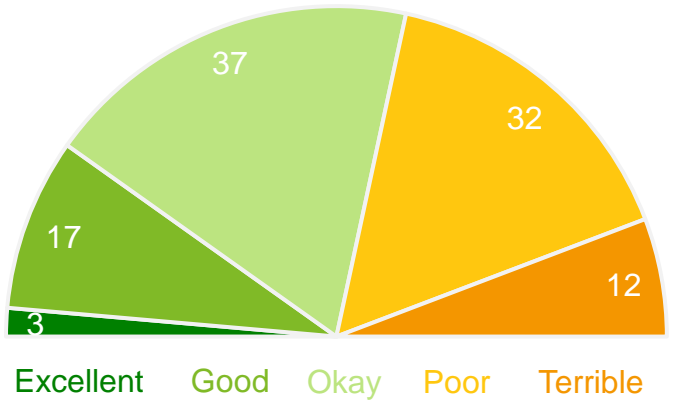
% of respondents

57%

42

Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	42
Industry High	62
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
42	42	44	41	43	42	50	43	39	37	52	41	41	40	41	32	43	29	45	38	44

Q. How would you rate performance in the following areas?

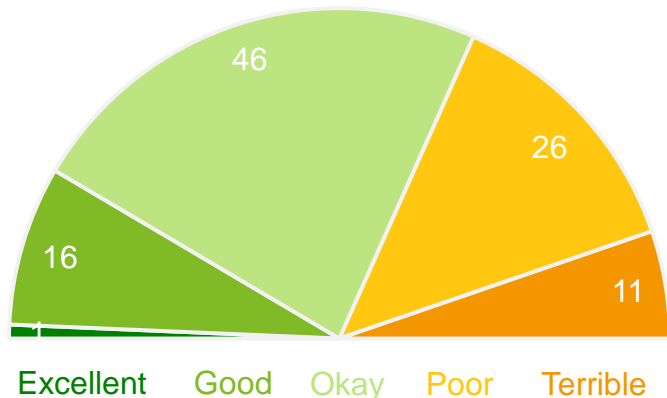
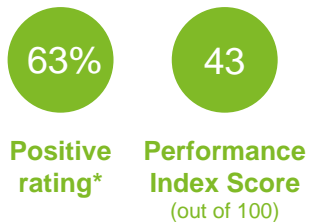
Base: All respondents, excludes 'unsure' and 'no response' (n = 530).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Embracing change, innovation and technology

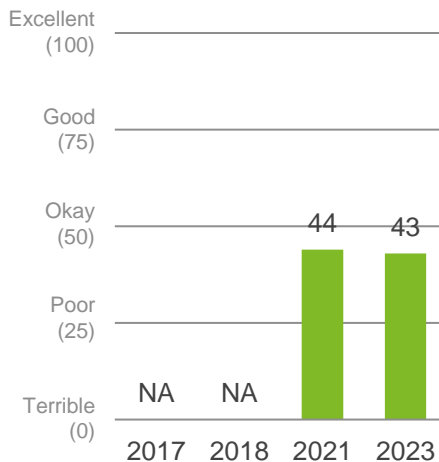
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	43
Industry High	60
Industry Average	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
43	43	42	42	44	42	44	42	42	48	43	44	42	43	44	35	44	32	42	35	47

Q. How would you rate performance in the following areas?

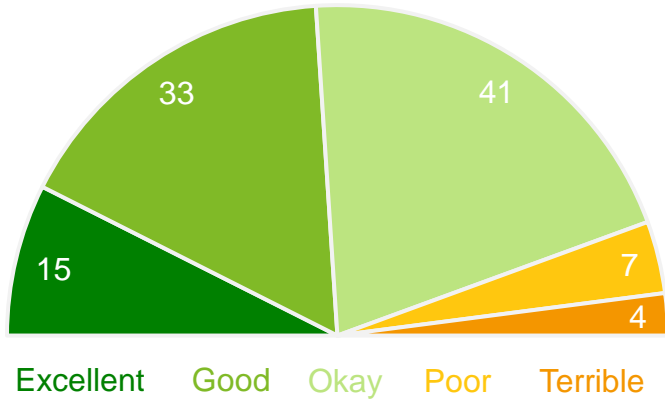
Base: All respondents, excludes 'unsure' and 'no response' (n = 397).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Customer service

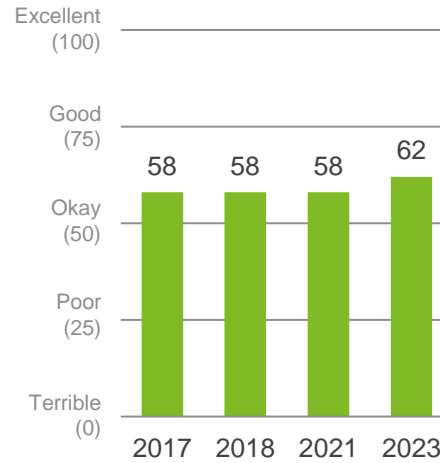
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	62
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
62	62	61	60	64	62	62	58	61	61	65	58	61	63	62	39	63	51	62	65	58

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 534).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Value for money from Council rates

Performance ratings

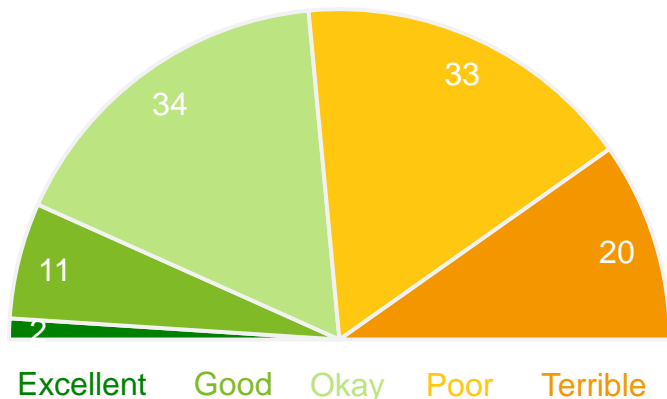
% of respondents

47%

36

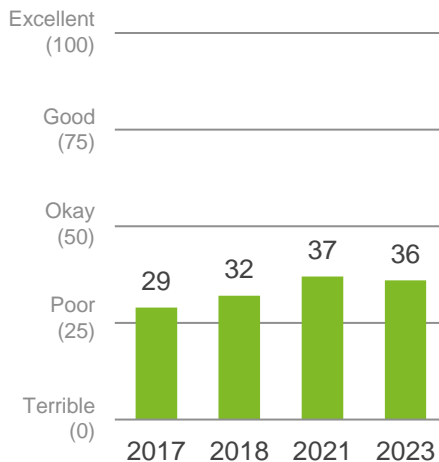
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	36
Industry High	62
Industry Average	43

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
36	35	39	33	39	37	36	30	24	22	34	34	33	39	36	22	38	15	35	30	33

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 558).

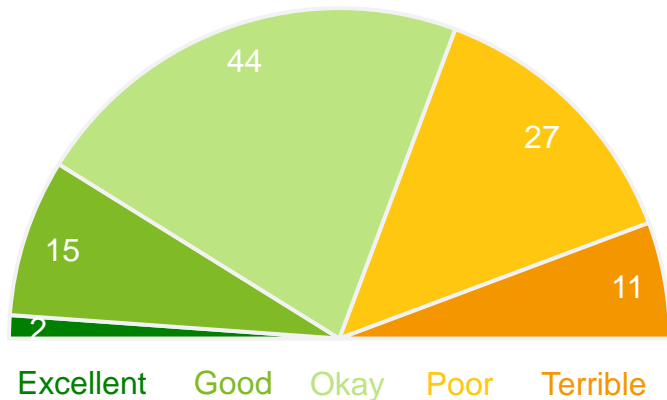
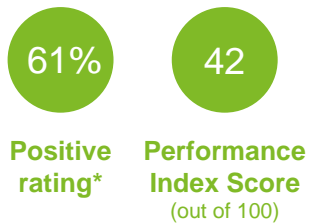
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Communications

Strategic Community Plan

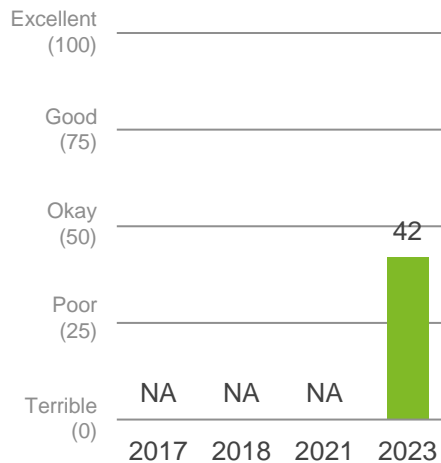
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	42
Industry High	52
Industry Average	45

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
42	42	48	41	45	41	47	43	46	49	48	43	43	40	44	37	44	36	43	34	42

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 266).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Shire's website

Performance ratings

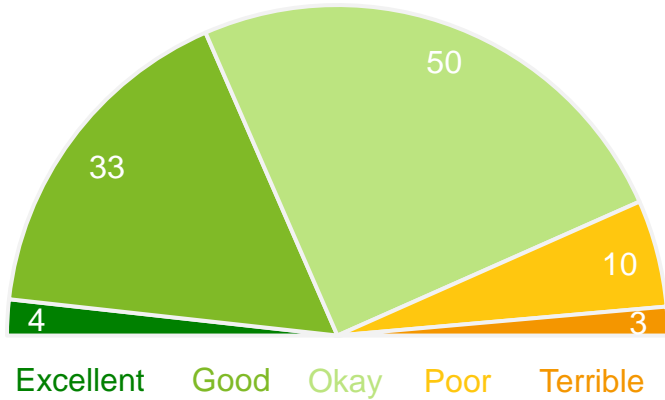
% of respondents

87%

Positive rating*

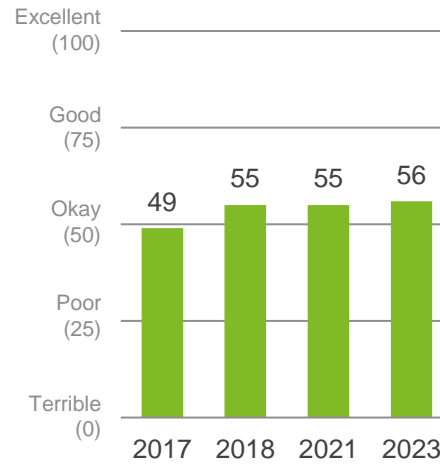
56

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	56
Industry High	65
Industry Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
56	56	52	57	56	56	56	51	58	57	56	59	57	54	55	49	56	54	62	51	61

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 445).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Community Update

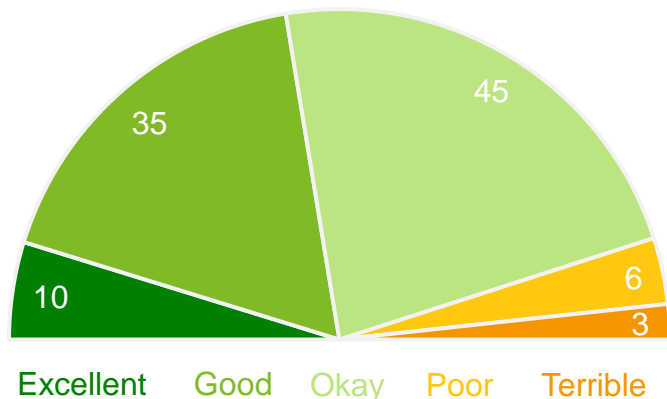
Shire's regular page in the community newspaper

Performance ratings

% of respondents

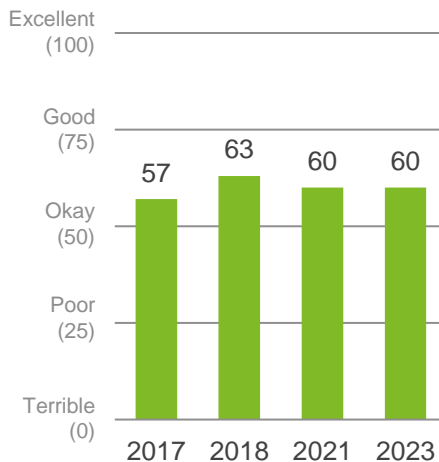


Positive rating*
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	60
Industry High	62
Industry Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
60	60	58	57	64	60	60	58	61	65	63	60	60	60	58	51	60	56	57	62	64

Q. How would you rate performance in the following areas?

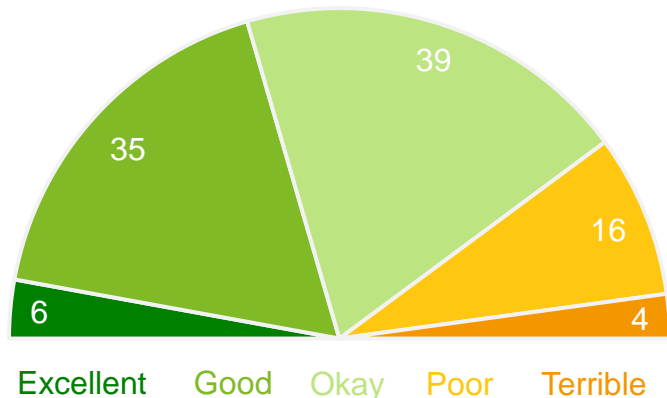
Base: All respondents, excludes 'unsure' and 'no response' (n = 475).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Shire's social media posts

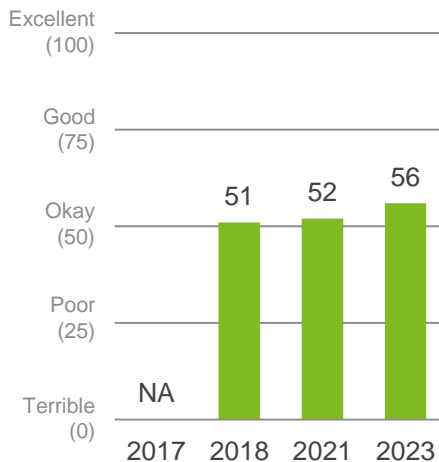
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	56
Industry High	64
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
56	56	52	55	56	54	58	55	56	60	62	57	54	53	55	47	56	53	63	49	58

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 373).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

People

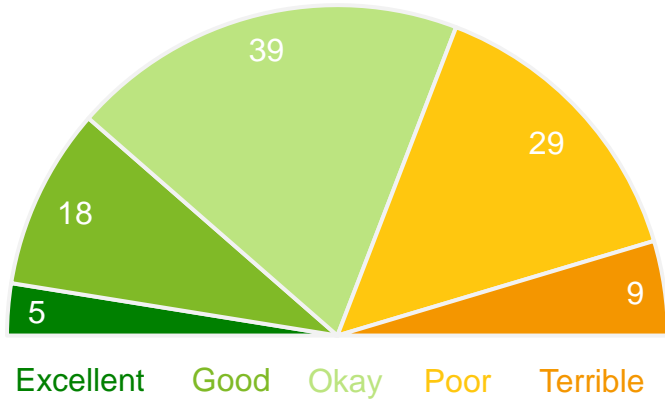
Youth services and facilities

Performance ratings

% of respondents

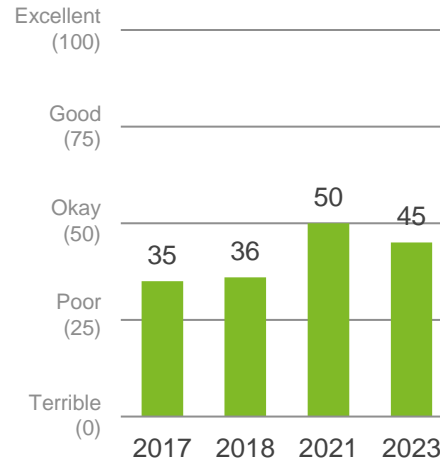
62%
Positive rating*

45
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	45
Industry High	65
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
45	45	42	49	41	47	52	31	32	41	51	36	44	49	37	28	44	46	53	38	55

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 345).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Services and facilities for families and children

Performance ratings

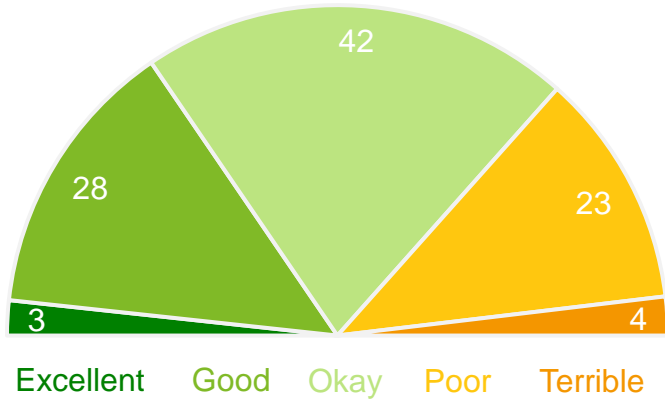
% of respondents

73%

Positive rating*

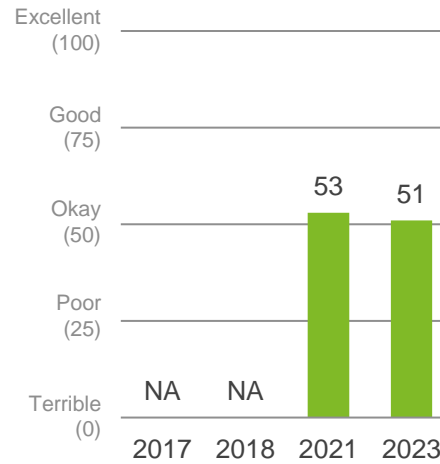
51

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	51
Industry High	68
Industry Average	55

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
51	51	45	52	49	53	52	43	43	52	50	47	51	54	48	41	50	47	57	40	62

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 402).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Seniors' services and facilities

Performance ratings

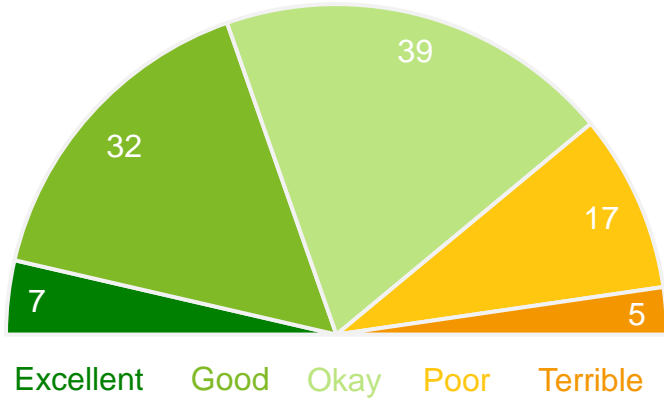
% of respondents

78%

Positive rating*

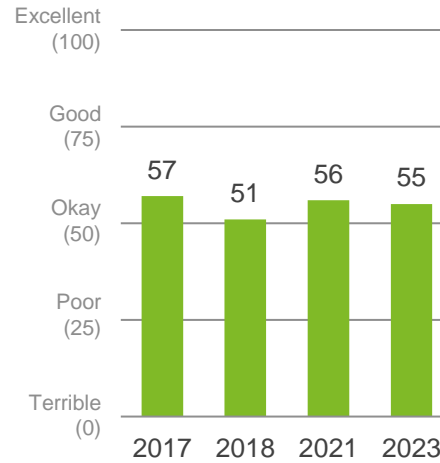
55

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	55
Industry High	67
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygne	Talbot	Other areas
55	55	59	54	56	53	56	57	61	64	61	60	52	53	50	47	56	49	70	43	48

Q. How would you rate performance in the following areas?

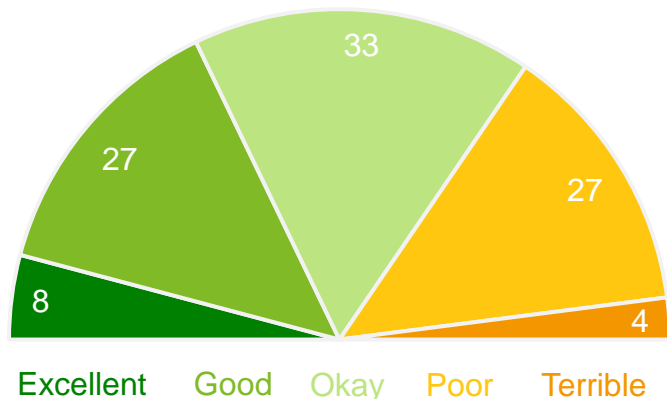
Base: All respondents, excludes 'unsure' and 'no response' (n = 447).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Disability access and inclusion

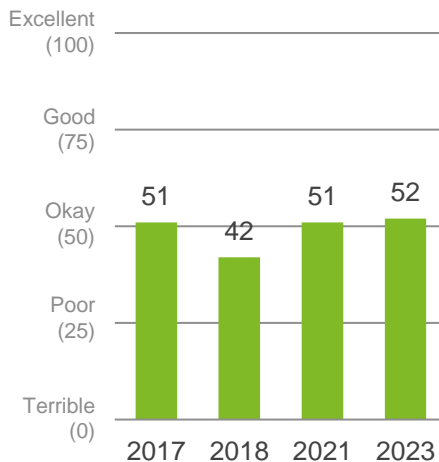
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	52
Industry High	64
Industry Average	51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
52	52	50	54	51	50	63	51	51	56	67	53	52	47	41	41	51	46	63	54	58

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 389).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Recognition and respect for First Nations' peoples, cultures and heritage

Performance ratings

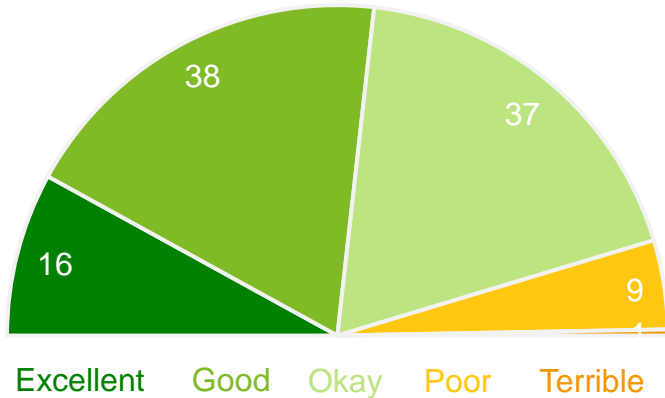
% of respondents

91%

Positive rating*

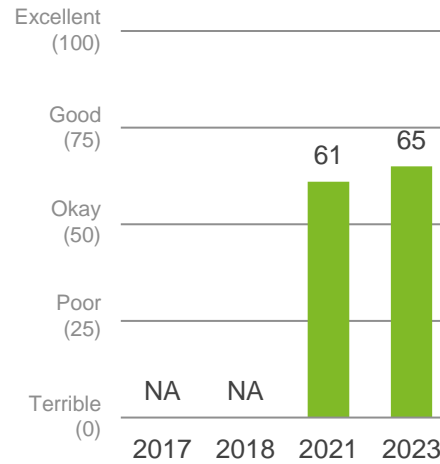
65

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	65
Industry High	72
Industry Average	62

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
65	65	61	65	65	64	71	64	65	76	70	67	64	62	64	43	64	67	70	71	67

Q. How would you rate performance in the following areas?

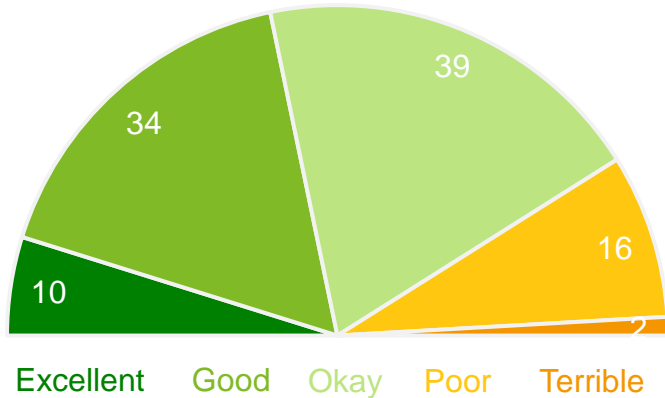
Base: All respondents, excludes 'unsure' and 'no response' (n = 421).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Multiculturalism: recognition of cultural diversity

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	58
Industry High	68
Industry Average	60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
58	59	55	59	58	58	62	51	56	66	61	62	57	56	54	38	58	58	59	62	60

Q. How would you rate performance in the following areas?

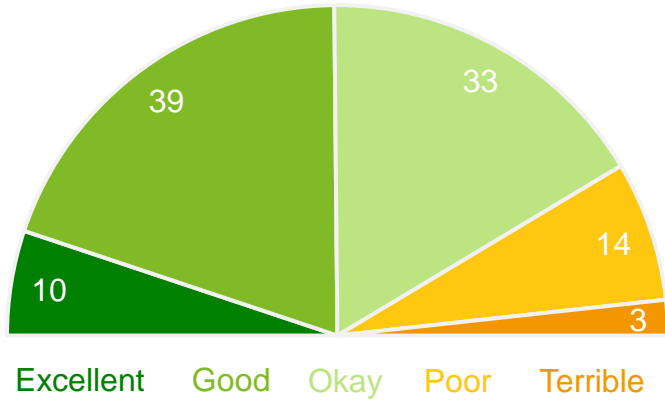
Base: All respondents, excludes 'unsure' and 'no response' (n = 396).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Volunteer recognition and support

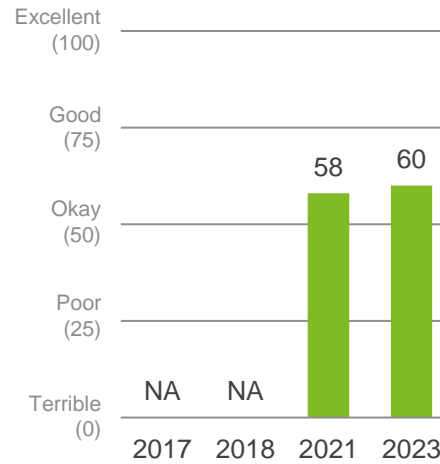
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	60
Industry High	68
Industry Average	60

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
60	60	59	57	63	60	62	58	59	61	61	62	59	59	62	46	60	60	63	57	61

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 477).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

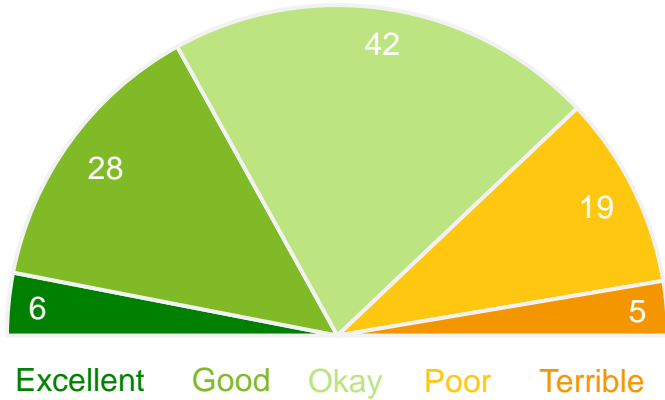
Community safety and crime prevention

Performance ratings

% of respondents

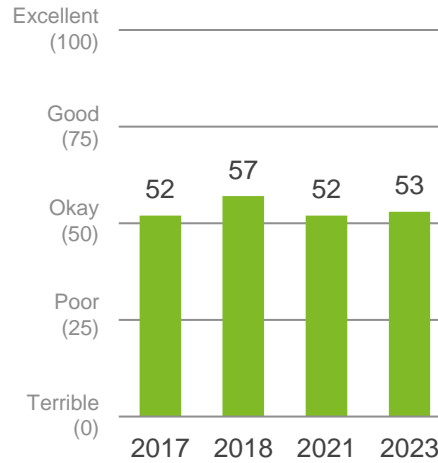
76%
Positive rating*

53
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	53
Industry High	64
Industry Average	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
53	53	52	53	53	53	59	51	49	50	56	55	50	52	54	34	53	48	53	43	55

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 495).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Lighting of streets and public places

Performance ratings

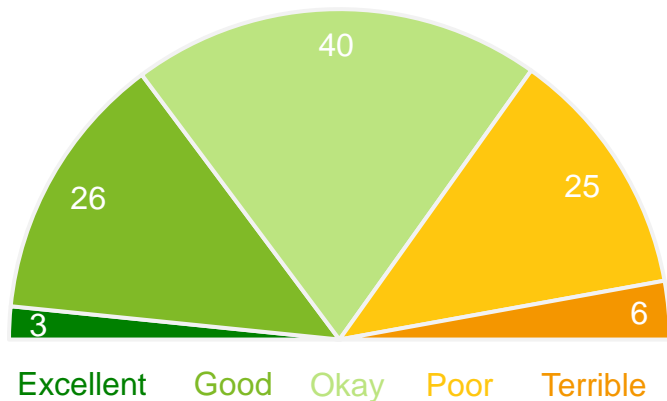
% of respondents

70%

Positive rating*

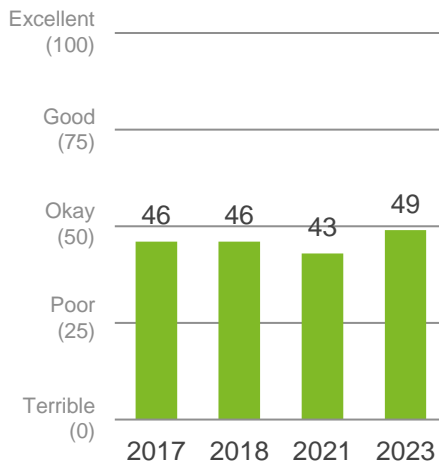
49

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	49
Industry High	64
Industry Average	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
49	49	50	51	48	50	48	44	48	48	54	49	46	50	55	29	49	49	53	47	55

Q. How would you rate performance in the following areas?

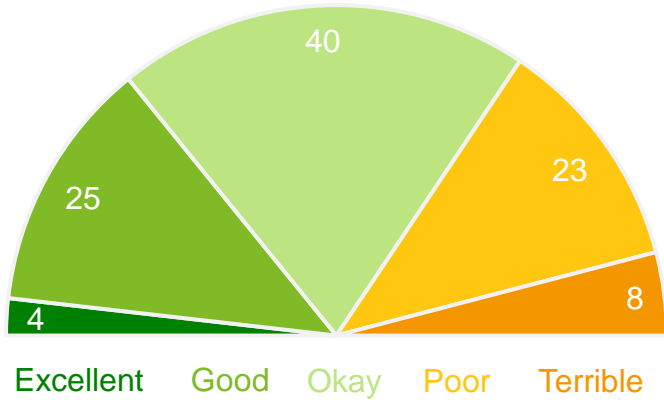
Base: All respondents, excludes 'unsure' and 'no response' (n = 541).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Animal management (dogs and cats)

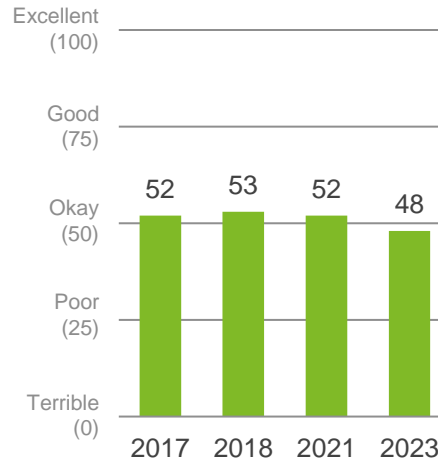
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	48
Industry High	67
Industry Average	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
48	48	51	51	46	47	48	46	47	55	49	53	47	47	49	34	47	47	63	44	51

Q. How would you rate performance in the following areas?

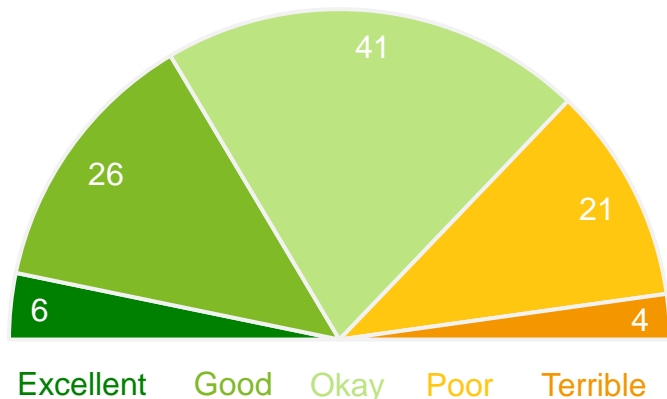
Base: All respondents, excludes 'unsure' and 'no response' (n = 503).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to health and community services

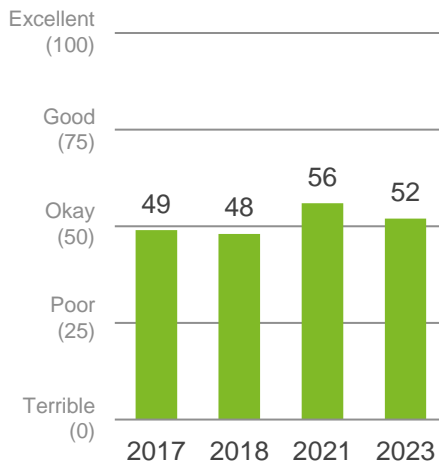
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	52
Industry High	74
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
52	52	50	55	49	53	61	46	42	53	58	50	50	53	50	46	53	39	54	48	57

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 544).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

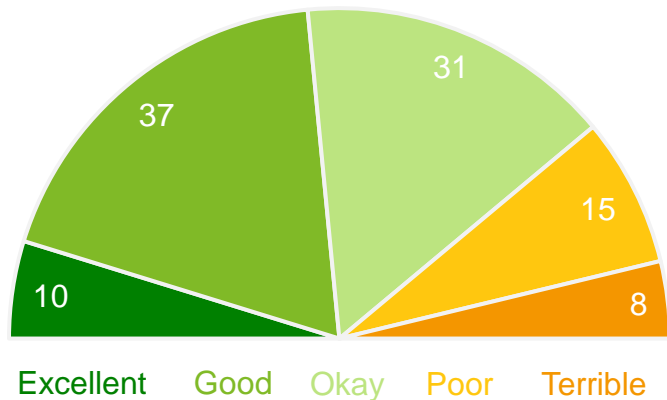
Sport and recreation facilities and services

Performance ratings

% of respondents

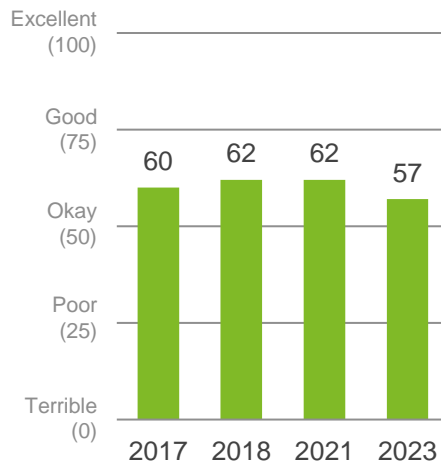
78%
Positive rating*

57
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	57
Industry High	81
Industry Average	65

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
57	56	61	58	55	59	63	45	44	43	63	52	53	59	60	52	57	54	56	50	62

Q. How would you rate performance in the following areas?

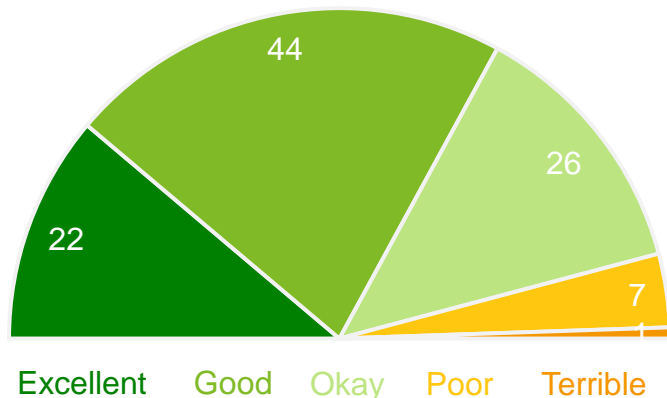
Base: All respondents, excludes 'unsure' and 'no response' (n = 522).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Festivals, events, art and cultural activities

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	70
Industry High	73
Industry Average	62

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
70	69	72	69	71	69	78	68	69	70	76	75	66	68	70	52	70	74	76	63	69

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 555).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planet

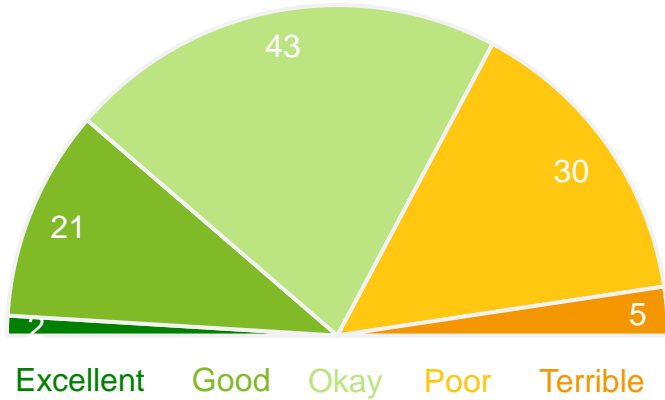
Efforts to promote and adopt sustainable practices to manage climate change

Performance ratings

% of respondents

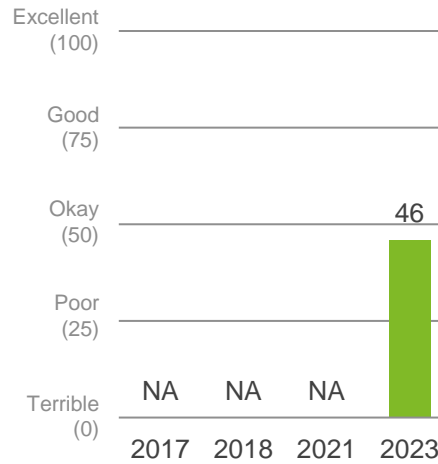
66%
Positive rating*

46
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	46
Industry High	68
Industry Average	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
46	46	50	48	45	47	51	42	43	57	47	47	47	45	50	34	45	49	60	41	50

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 369).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

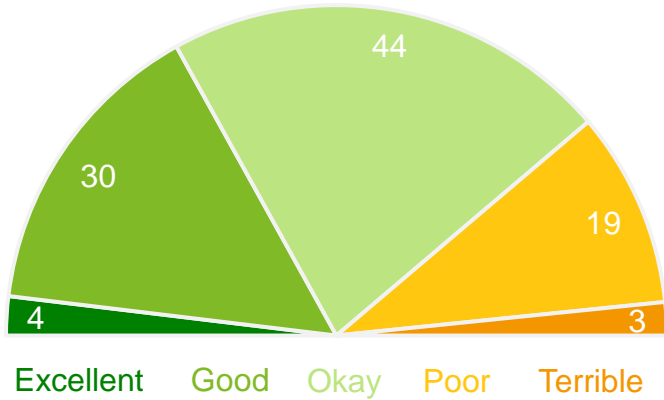
Conservation and environmental management

Performance ratings

% of respondents

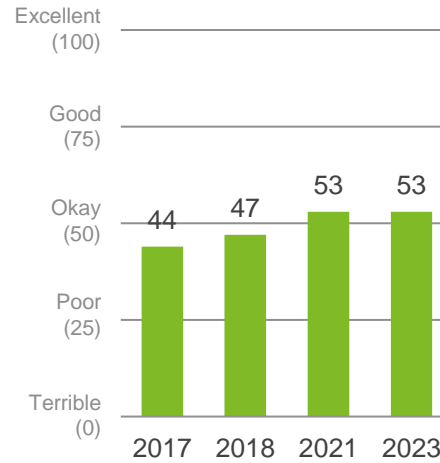
78%
Positive rating*

53
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	53
Industry High	68
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
53	53	53	56	50	51	59	50	53	61	59	60	50	50	51	36	53	50	57	55	51

Q. How would you rate performance in the following areas?

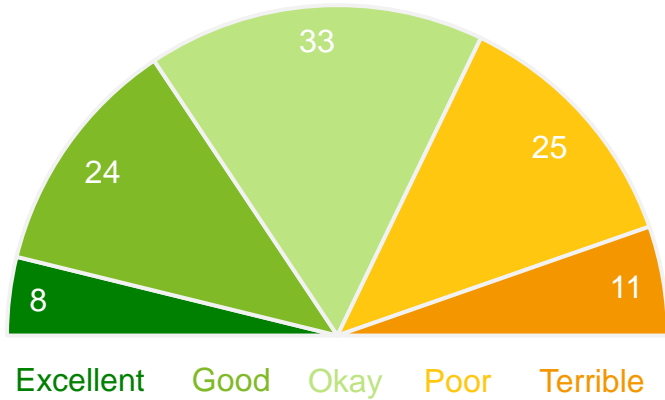
Base: All respondents, excludes 'unsure' and 'no response' (n = 465).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Efforts to manage and enhance the Avon River

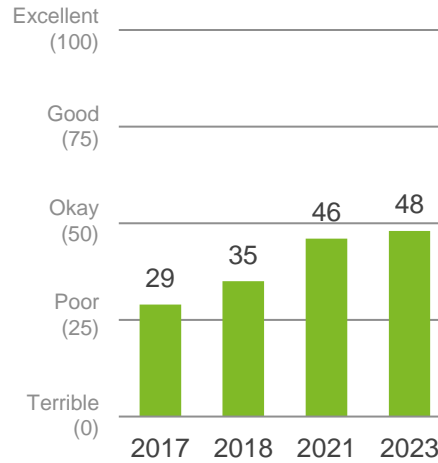
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	48
Industry High	68
Industry Average	53

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
48	48	48	50	45	47	54	47	50	53	55	56	45	45	48	23	48	55	52	40	47

Q. How would you rate performance in the following areas?

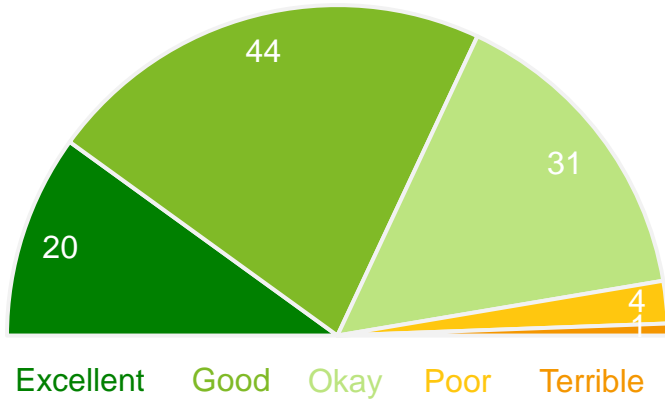
Base: All respondents, excludes 'unsure' and 'no response' (n = 496).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Waste management services

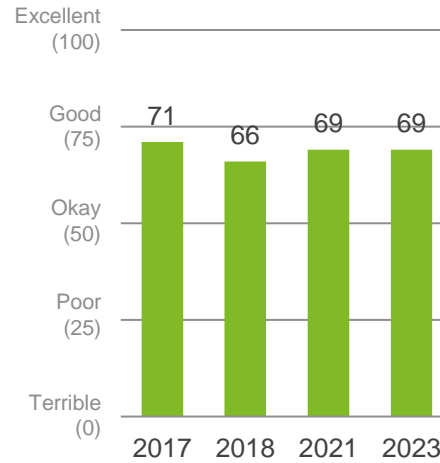
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	69
Industry High	77
Industry Average	63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
69	69	72	71	68	67	77	69	73	83	76	75	64	69	67	46	71	64	67	70	64

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 568).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Environmental health management (noise, pollution, food inspections, etc)

Performance ratings

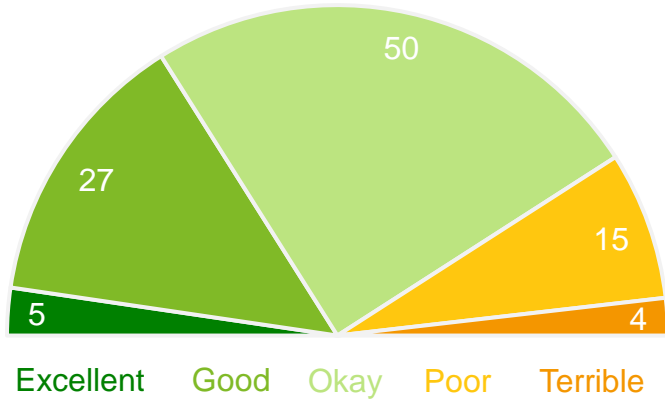
% of respondents

82%

Positive rating*

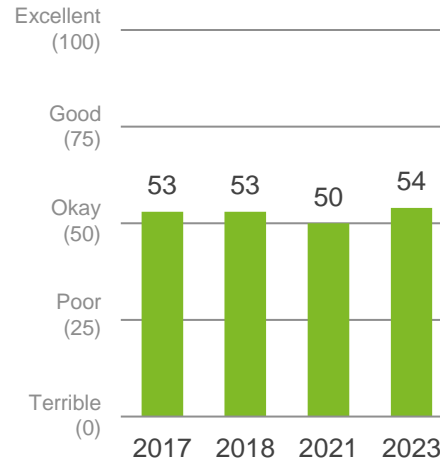
54

Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	54
Industry High	64
Industry Average	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
54	54	55	55	53	52	59	53	51	60	58	59	52	51	52	36	54	55	62	41	56

Q. How would you rate performance in the following areas?

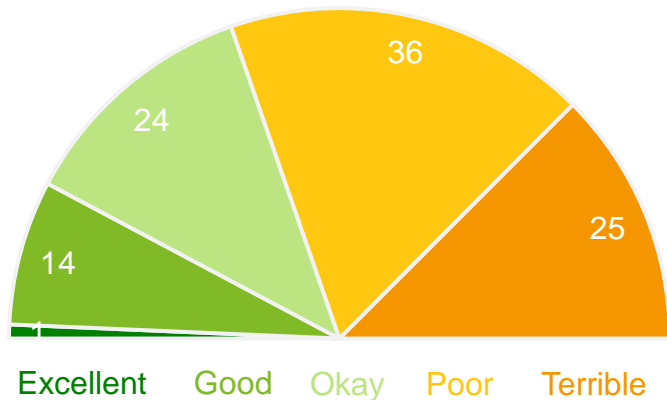
Base: All respondents, excludes 'unsure' and 'no response' (n = 402).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Management of corellas and pigeons in town

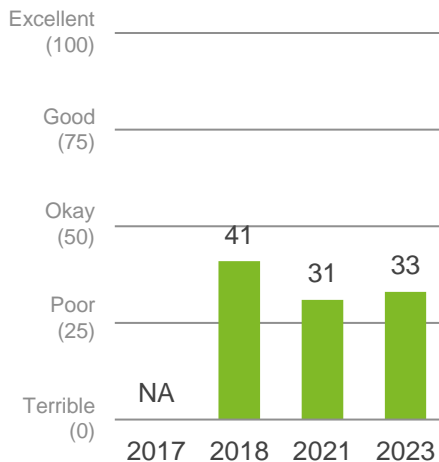
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	33
Industry High	NA
Industry Average	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
33	33	32	33	34	32	40	35	26	26	37	33	30	33	36	18	35	20	20	31	33

Q. How would you rate performance in the following areas?

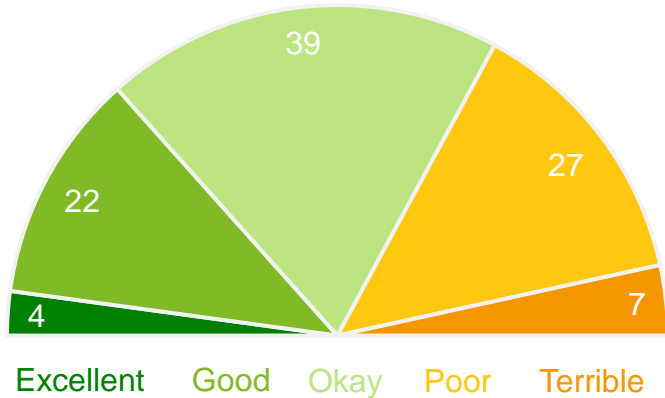
Base: All respondents, excludes 'unsure' and 'no response' (n = 479).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Natural disaster management education, prevention and relief for fires, flooding etc

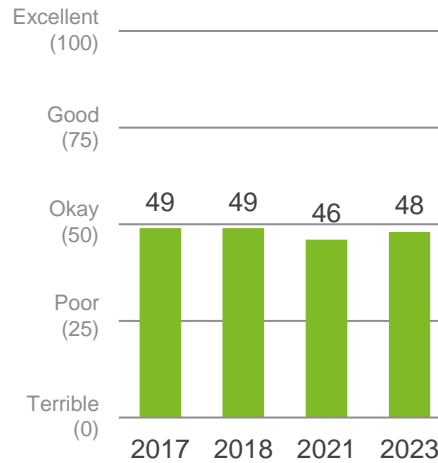
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	48
Industry High	69
Industry Average	56

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
48	48	46	48	47	48	45	43	44	52	45	49	47	48	54	37	48	43	45	45	48

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 416).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place

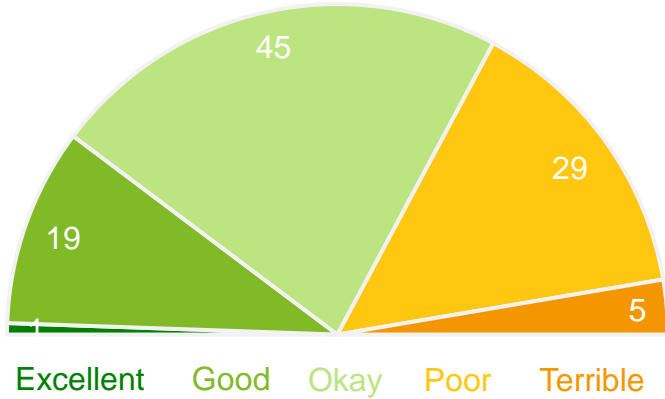
Managing responsible growth and development

Performance ratings

% of respondents

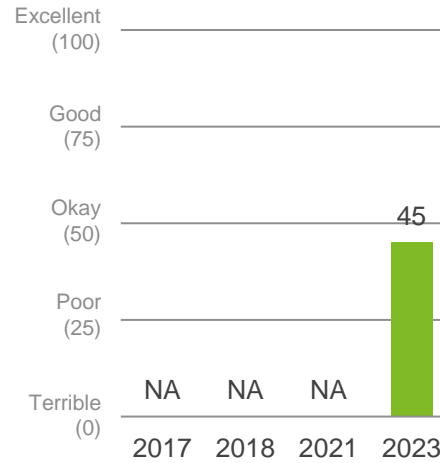
66%
Positive rating*

45
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	45
Industry High	58
Industry Average	47

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
45	45	47	46	46	44	53	42	45	53	55	46	41	44	49	37	46	41	55	35	44

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 429).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Area's character and identity

Performance ratings

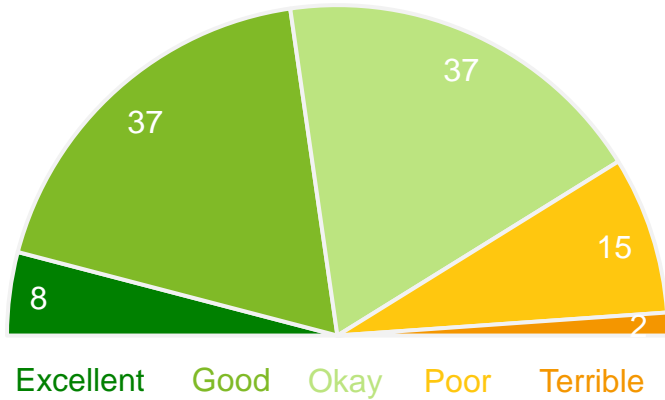
% of respondents

82%

58

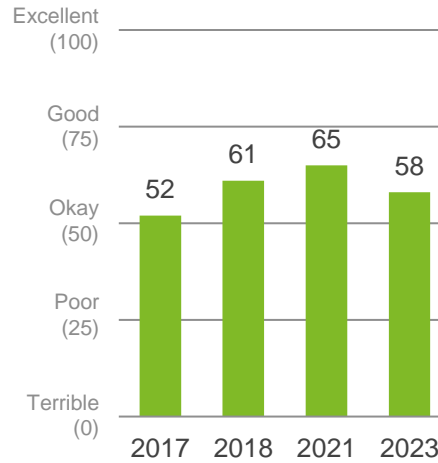
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	58
Industry High	65
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
58	58	60	59	59	58	64	64	59	56	62	65	56	56	58	46	58	69	57	58	56

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 525).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Planning and building approvals

Performance ratings

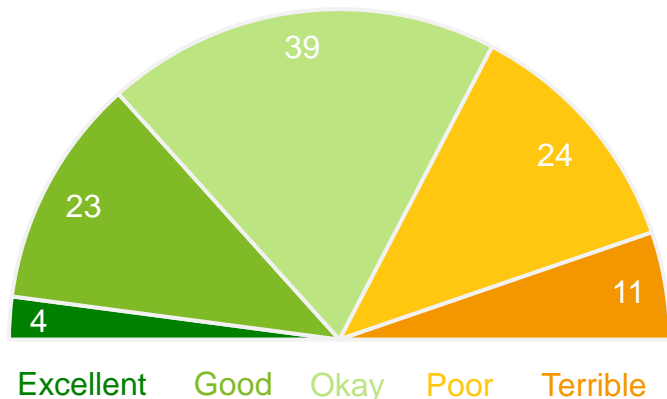
% of respondents

65%

46

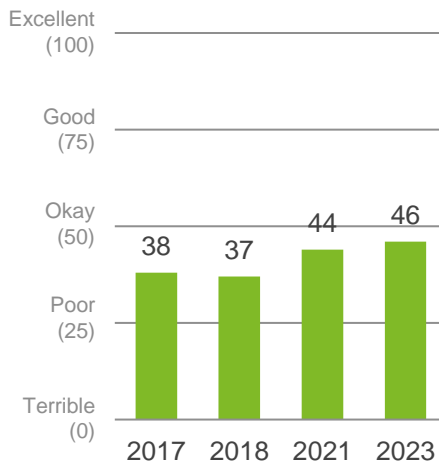
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	46
Industry High	56
Industry Average	44

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
46	46	54	46	47	47	47	41	43	45	50	50	44	46	50	31	47	53	46	36	45

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 393).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Access to housing that meets your needs

Performance ratings

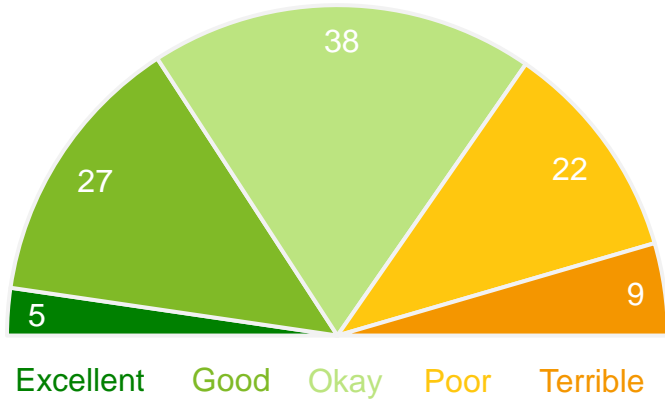
% of respondents

69%

49

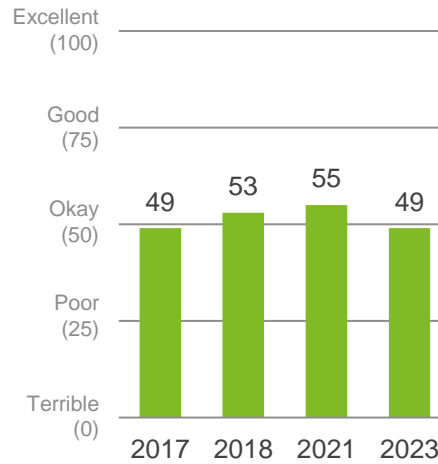
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	49
Industry High	65
Industry Average	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygne	Talbot	Other areas
49	50	40	51	48	50	48	46	43	52	46	55	48	48	45	39	48	45	70	43	54

Q. How would you rate performance in the following areas?

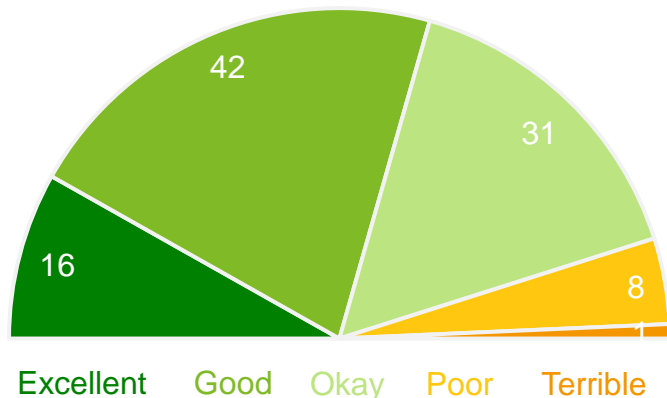
Base: All respondents, excludes 'unsure' and 'no response' (n = 362).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Preserving and promoting local history and heritage

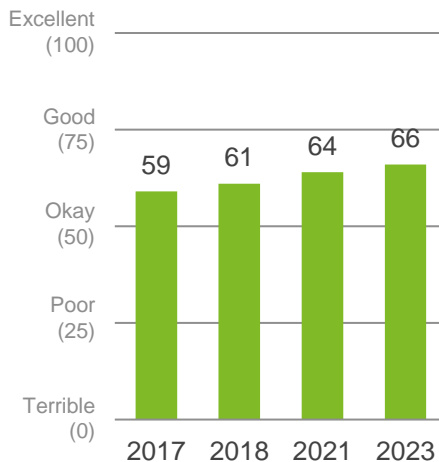
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	66
Industry High	73
Industry Average	58

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
66	66	69	65	67	65	72	66	71	75	77	70	63	63	65	48	66	68	74	63	67

Q. How would you rate performance in the following areas?

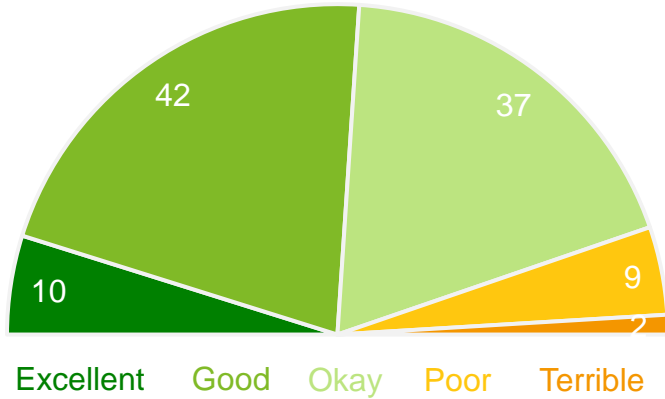
Base: All respondents, excludes 'unsure' and 'no response' (n = 545).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Community buildings, halls and toilets

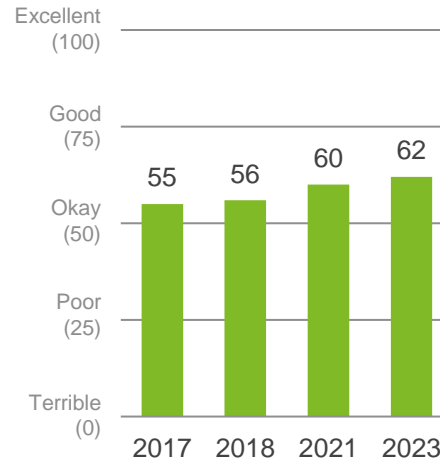
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	62
Industry High	66
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
62	63	59	63	62	62	72	61	58	61	67	65	62	60	62	46	62	57	63	61	67

Q. How would you rate performance in the following areas?

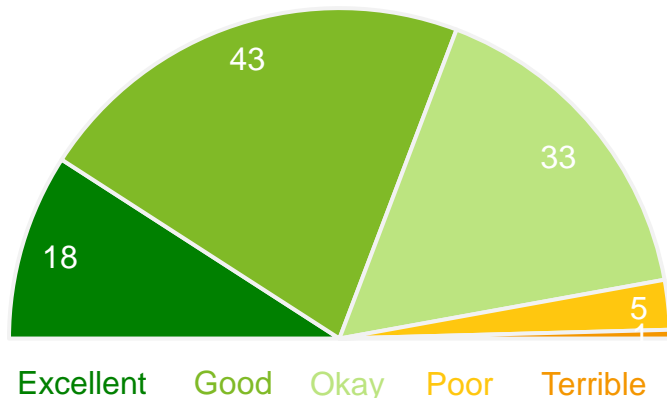
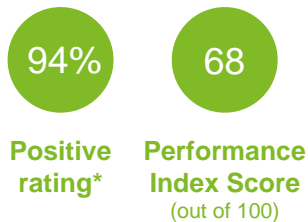
Base: All respondents, excludes 'unsure' and 'no response' (n = 567).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Playgrounds, parks and reserves

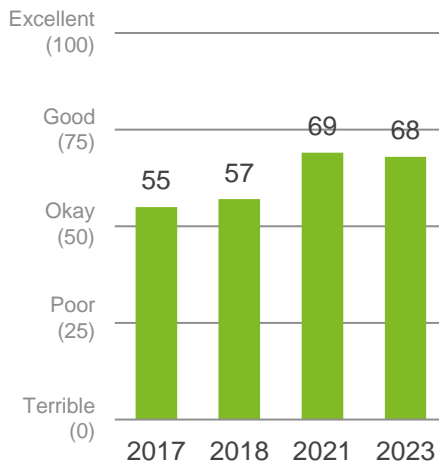
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	68
Industry High	81
Industry Average	66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
68	69	66	70	67	69	69	60	66	71	72	67	67	69	65	55	68	67	70	63	72

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 571).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Streetscapes, trees and verges

Performance ratings

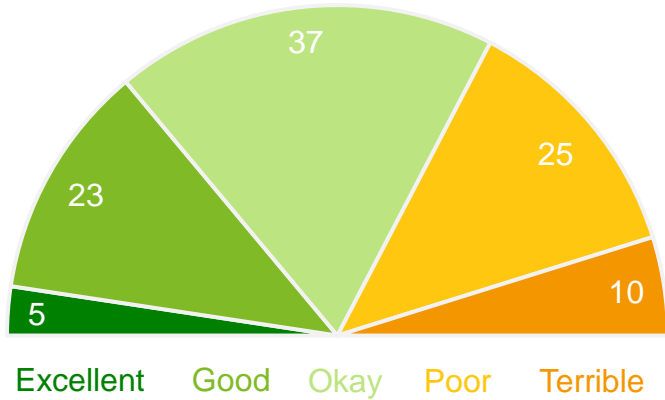
% of respondents

65%

47

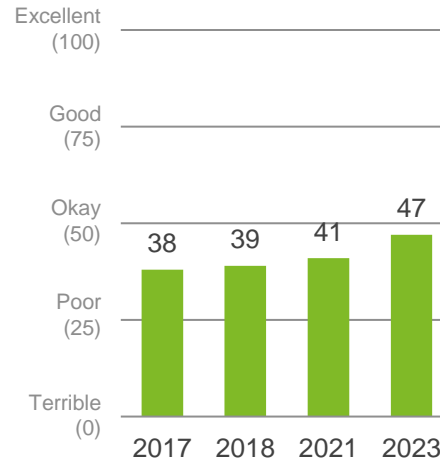
Positive rating*

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	47
Industry High	64
Industry Average	54

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
47	47	52	49	46	47	46	49	47	51	49	54	45	45	47	42	47	47	55	47	49

Q. How would you rate performance in the following areas?

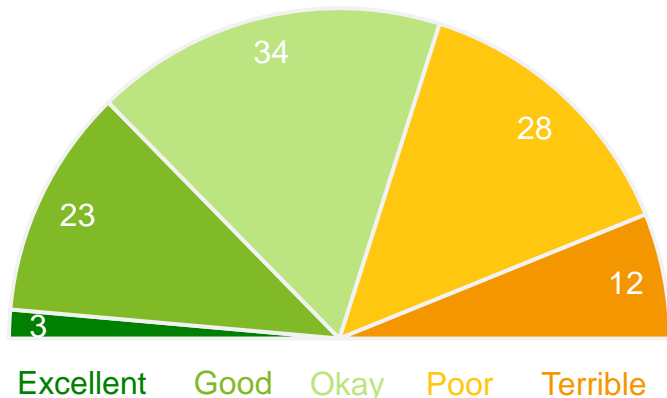
Base: All respondents, excludes 'unsure' and 'no response' (n = 572).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Footpaths, trails and cycleways

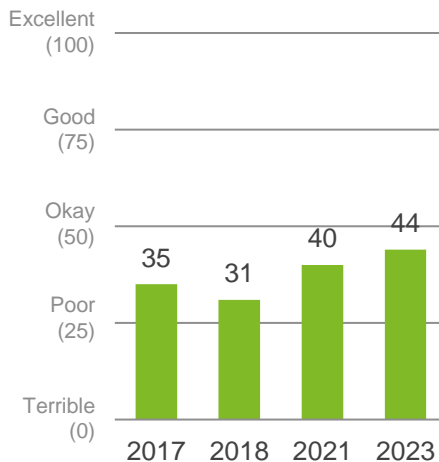
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	44
Industry High	68
Industry Average	53

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
44	43	51	48	41	45	40	38	41	50	48	47	43	42	40	38	41	55	55	45	53

Q. How would you rate performance in the following areas?

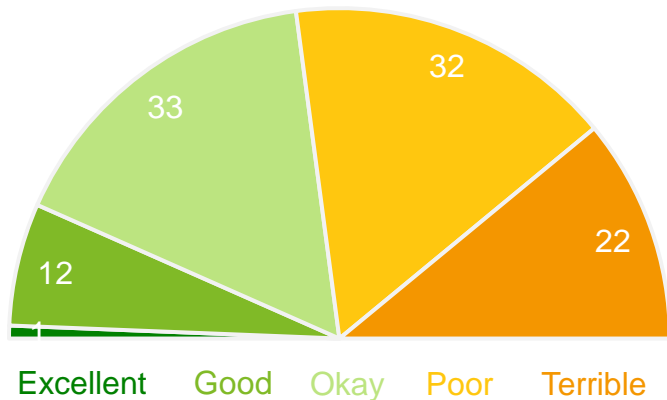
Base: All respondents, excludes 'unsure' and 'no response' (n = 556).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Building and maintaining local roads

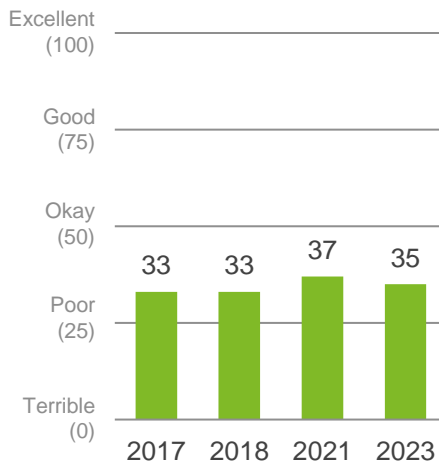
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	35
Industry High	67
Industry Average	48

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
35	34	37	33	36	36	34	35	29	20	31	40	30	37	36	28	37	14	22	29	34

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 567).

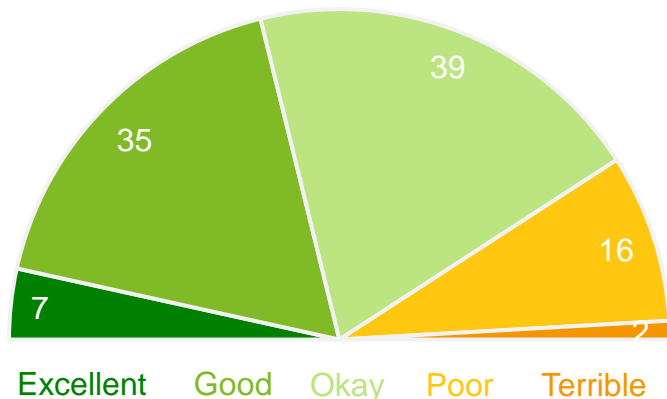
* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Prosperity

Place to own or operate a business

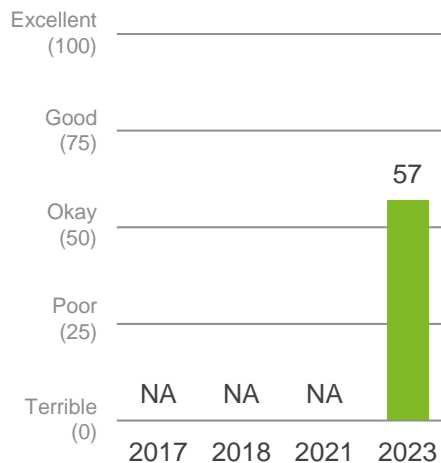
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	57
Industry High	68
Industry Average	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
57	58	52	57	58	56	66	57	58	60	59	59	59	55	54	51	57	55	67	53	55

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 417).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place to own or operate a business

Among local business owners and managers

Performance ratings

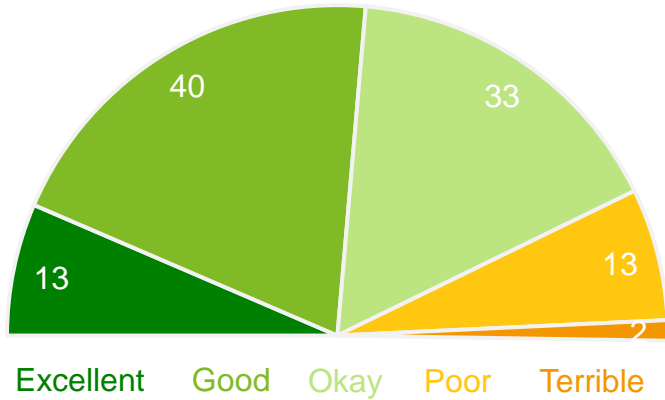
% of respondents

85%

Positive rating*

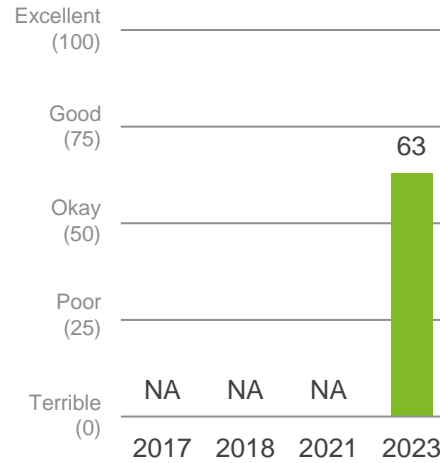
63

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	63
Industry High	79
Industry Average	68

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 172). * Positive Rating = excellent, good + okay

Economic development and job creation

Performance ratings

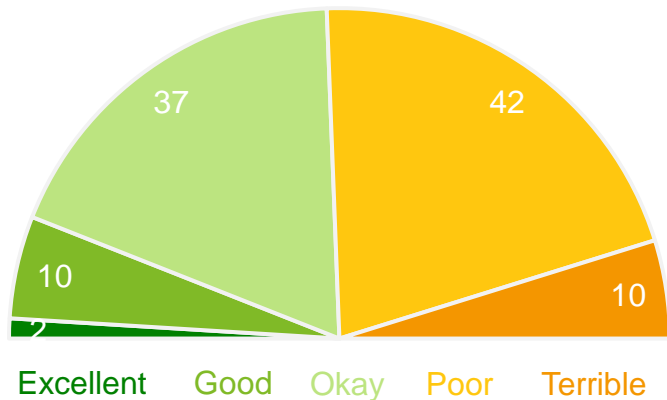
% of respondents

49%

Positive rating*

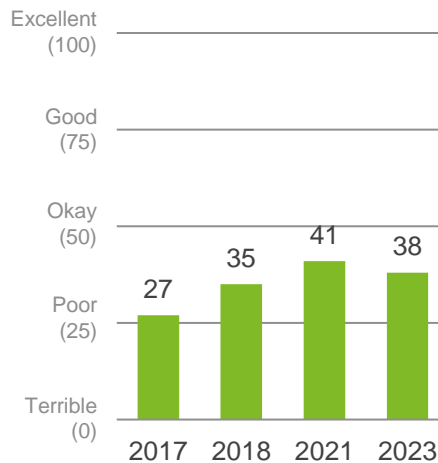
38

Performance Index Score (out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	38
Industry High	56
Industry Average	42

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
38	38	44	38	40	38	43	37	36	44	40	41	37	36	38	24	39	27	40	30	43

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 387).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

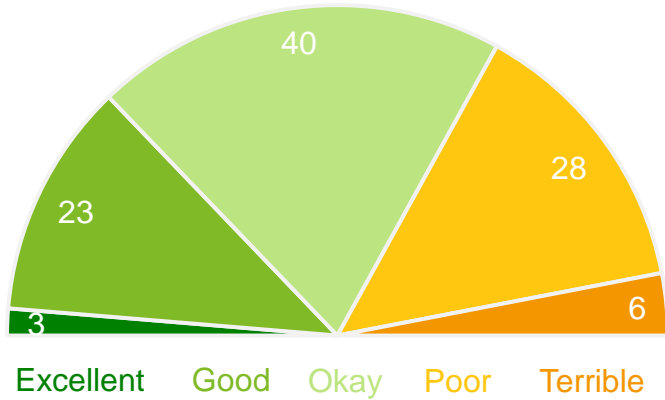
York town centre development and activation

Performance ratings

% of respondents

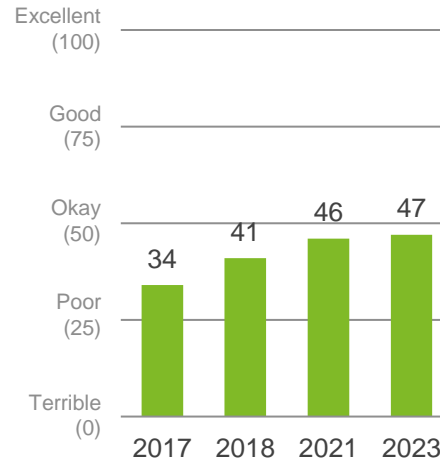
66%
Positive rating*

47
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	47
Industry High	65
Industry Average	47

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
47	47	49	48	47	45	56	50	52	51	58	51	45	43	47	36	47	55	50	36	52

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 513).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

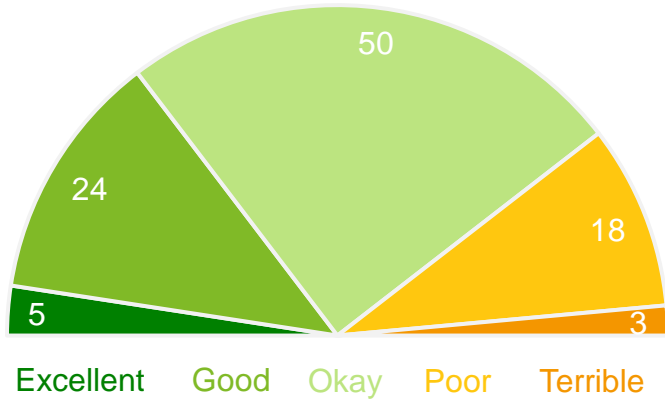
Access to goods and services in the local area

Performance ratings

% of respondents

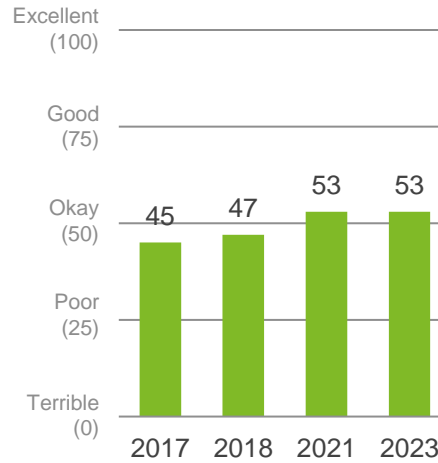
79%
Positive rating*

53
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	53
Industry High	58
Industry Average	51

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
53	52	55	51	54	52	58	50	52	59	59	56	49	51	49	38	54	41	54	48	50

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 554).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

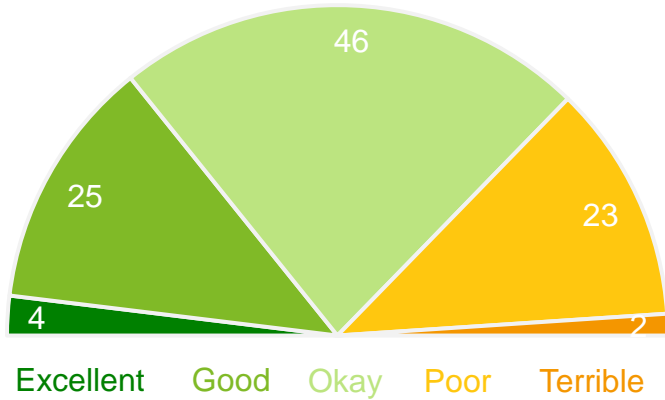
Access to education, training and personal development opportunities

Performance ratings

% of respondents

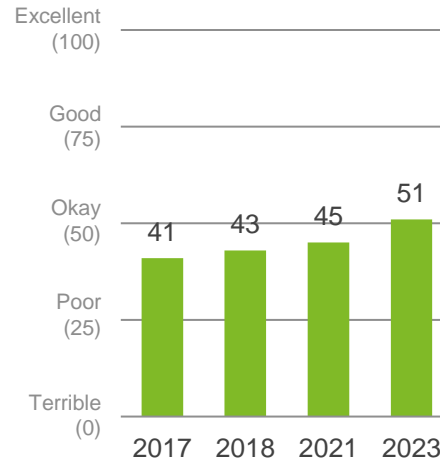
75%
Positive rating*

51
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	51
Industry High	64
Industry Average	49

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
51	52	46	52	51	52	55	44	42	59	55	50	49	52	47	34	52	37	53	48	56

Q. How would you rate performance in the following areas?

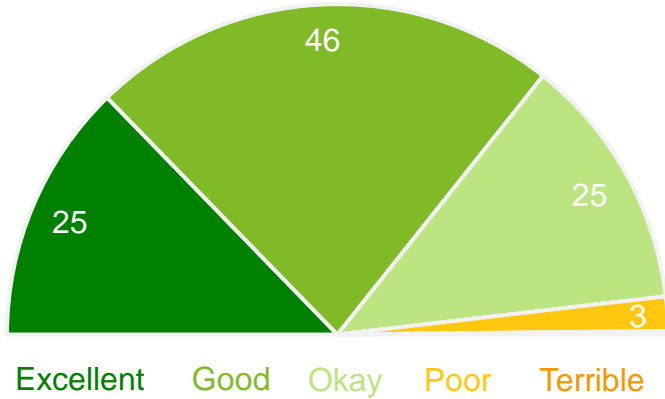
Base: All respondents, excludes 'unsure' and 'no response' (n = 431).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Library services

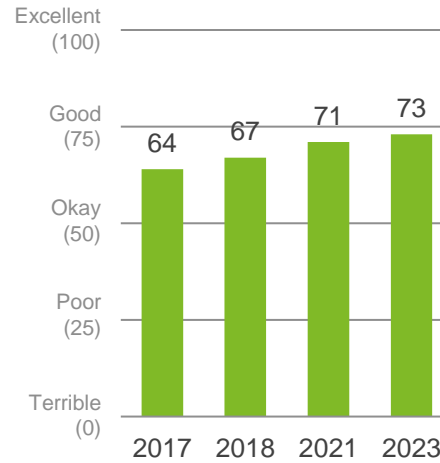
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	73
Industry High	82
Industry Average	71

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
73	73	73	73	74	73	78	74	70	76	75	76	71	73	71	52	74	76	67	73	73

Q. How would you rate performance in the following areas?

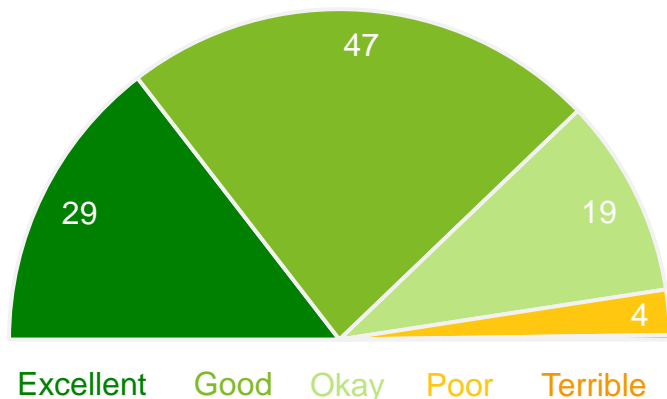
Base: All respondents, excludes 'unsure' and 'no response' (n = 497).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Place to visit

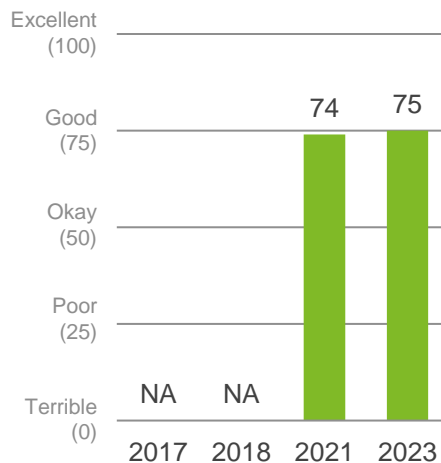
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	75
Industry High	87
Industry Average	69

Variations across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
75	75	71	74	76	74	79	76	74	73	75	76	74	75	72	58	76	58	74	73	74

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 579).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

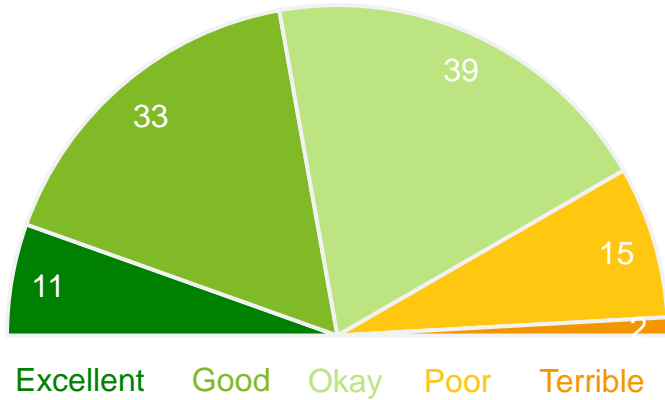
Tourism and place marketing

Performance ratings

% of respondents

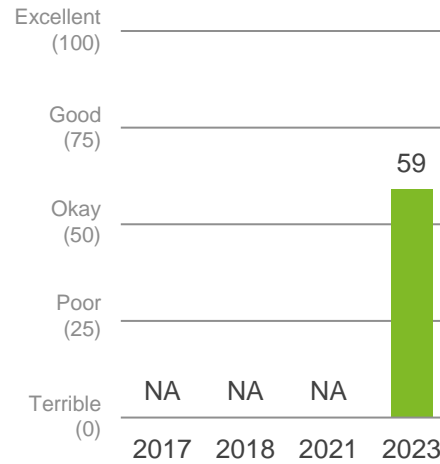
83%
Positive rating*

59
Performance Index Score
(out of 100)



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Shire of York	59
Industry High	65
Industry Average	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
59	59	61	59	60	58	65	61	61	62	70	62	58	55	61	43	60	64	58	48	62

Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 519).

* Positive Rating = excellent, good + okay # Small sample size (<20 respondents)

Overview of Community Variances

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
Overall place to live	75	75	70	74	76	75	79	72	71	73	74	76	74	75	67	67	76	66	76	74	71
PERFORMANCE																					
Governing organisation	49	48	56	48	51	48	53	46	48	38	48	50	49	49	49	36	50	39	45	39	49
Value for money from Council rates	36	35	39	33	39	37	36	30	24	22	34	34	33	39	36	22	38	15	35	30	33
Council's leadership	41	40	46	39	44	41	38	42	43	41	38	43	39	42	43	26	43	33	43	29	37
Advocacy and lobbying	38	38	44	38	40	39	40	40	39	31	43	40	36	38	41	31	40	33	39	27	37
Change, innovation and technology	43	43	42	42	44	42	44	42	42	48	43	44	42	43	44	35	44	32	42	35	47
Consultation	37	36	39	37	38	36	46	43	35	29	45	38	35	35	36	29	37	32	39	35	37
Communication	42	42	44	41	43	42	50	43	39	37	52	41	41	40	41	32	43	29	45	38	44
Customer service	62	62	61	60	64	62	62	58	61	61	65	58	61	63	62	39	63	51	62	65	58
Strategic Community Plan	42	42	48	41	45	41	47	43	46	49	48	43	43	40	44	37	44	36	43	34	42
Shire's website	56	56	52	57	56	56	56	51	58	57	56	59	57	54	55	49	56	54	62	51	61
Shire's page in the local newspaper	60	60	58	57	64	60	60	58	61	65	63	60	60	60	58	51	60	56	57	62	64
Shire's social media posts	56	56	52	55	56	54	58	55	56	60	62	57	54	53	55	47	56	53	63	49	58

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
PEOPLE																					
Youth services and facilities	45	45	42	49	41	47	52	31	32	41	51	36	44	49	37	28	44	46	53	38	55
Family and children services and facilities	51	51	45	52	49	53	52	43	43	52	50	47	51	54	48	41	50	47	57	40	62
Seniors' services and facilities	55	55	59	54	56	53	56	57	61	64	61	60	52	53	50	47	56	49	70	43	48
Disability access and inclusion	52	52	50	54	51	50	63	51	51	56	67	53	52	47	41	41	51	46	63	54	58
Respect for First Nations' people	65	65	61	65	65	64	71	64	65	76	70	67	64	62	64	43	64	67	70	71	67
Multiculturalism / cultural diversity	58	59	55	59	58	58	62	51	56	66	61	62	57	56	54	38	58	58	59	62	60
Volunteer recognition and support	60	60	59	57	63	60	62	58	59	61	61	62	59	59	62	46	60	60	63	57	61
Community safety and crime prevention	53	53	52	53	53	53	59	51	49	50	56	55	50	52	54	34	53	48	53	43	55
Lighting of streets and public places	49	49	50	51	48	50	48	44	48	48	54	49	46	50	55	29	49	49	53	47	55
Animal management (dogs and cats)	48	48	51	51	46	47	48	46	47	55	49	53	47	47	49	34	47	47	63	44	51
Access to health and community services	52	52	50	55	49	53	61	46	42	53	58	50	50	53	50	46	53	39	54	48	57
Sport and recreation facilities and services	57	56	61	58	55	59	63	45	44	43	63	52	53	59	60	52	57	54	56	50	62
Festivals, events, art and cultural activities	70	69	72	69	71	69	78	68	69	70	76	75	66	68	70	52	70	74	76	63	69
PLANET																					
Sustainable practices / climate change	46	46	50	48	45	47	51	42	43	57	47	47	47	45	50	34	45	49	60	41	50
Conservation and environment	53	53	53	56	50	51	59	50	53	61	59	60	50	50	51	36	53	50	57	55	51
Avon River management	48	48	48	50	45	47	54	47	50	53	55	56	45	45	48	23	48	55	52	40	47
Waste management	69	69	72	71	68	67	77	69	73	83	76	75	64	69	67	46	71	64	67	70	64
Noise, pollution, food inspections, etc	54	54	55	55	53	52	59	53	51	60	58	59	52	51	52	36	54	55	62	41	56
Management of corellas and pigeons	33	33	32	33	34	32	40	35	26	26	37	33	30	33	36	18	35	20	20	31	33
Natural disaster management	48	48	46	48	47	48	45	43	44	52	45	49	47	48	54	37	48	43	45	45	48

Summary of community variances

	Total	Home owner	Renting/other	Male	Female	No children	Have child 0-4	Have child 5-11	Have child 12-17	Have child 18+	18-34 years	35-49 years	50-64 years	65+ years	Disability	First Nations#	York townsite	Greenhills#	Gwambygine	Talbot	Other areas
PLACE																					
Responsible growth and development	45	45	47	46	46	44	53	42	45	53	55	46	41	44	49	37	46	41	55	35	44
Area's character and identity	58	58	60	59	59	58	64	64	59	56	62	65	56	56	58	46	58	69	57	58	56
Planning and building approvals	46	46	54	46	47	47	47	41	43	45	50	50	44	46	50	31	47	53	46	36	45
Access to housing that meets your needs	49	50	40	51	48	50	48	46	43	52	46	55	48	48	45	39	48	45	70	43	54
History and heritage	66	66	69	65	67	65	72	66	71	75	77	70	63	63	65	48	66	68	74	63	67
Community buildings, halls and toilets	62	63	59	63	62	62	72	61	58	61	67	65	62	60	62	46	62	57	63	61	67
Playgrounds, parks and reserves	68	69	66	70	67	69	69	60	66	71	72	67	67	69	65	55	68	67	70	63	72
Streetscapes, trees and verges	47	47	52	49	46	47	46	49	47	51	49	54	45	45	47	42	47	47	55	47	49
Footpaths, trails and cycleways	44	43	51	48	41	45	40	38	41	50	48	47	43	42	40	38	41	55	55	45	53
Building and maintaining local roads	35	34	37	33	36	36	34	35	29	20	31	40	30	37	36	28	37	14	22	29	34
PROSPERITY																					
Place to own or operate a business	57	58	52	57	58	56	66	57	58	60	59	59	59	55	54	51	57	55	67	53	55
Economic development and job creation	38	38	44	38	40	38	43	37	36	44	40	41	37	36	38	24	39	27	40	30	43
Place to visit	75	75	71	74	76	74	79	76	74	73	75	76	74	75	72	58	76	58	74	73	74
Tourism and place marketing	59	59	61	59	60	58	65	61	61	62	70	62	58	55	61	43	60	64	58	48	62
York town centre development	47	47	49	48	47	45	56	50	52	51	58	51	45	43	47	36	47	55	50	36	52
Access to goods and services	53	52	55	51	54	52	58	50	52	59	59	56	49	51	49	38	54	41	54	48	50
Education and training	51	52	46	52	51	52	55	44	42	59	55	50	49	52	47	34	52	37	53	48	56
Library services	73	73	73	73	74	73	78	74	70	76	75	76	71	73	71	52	74	76	67	73	73

MARKYT community priorities

Other stakeholder groups

MARKYT Community Priorities

Local business owners and managers

COMMUNITY PRIORITIES (% of respondents)

Low (<10%)

High (>10%)

Excellent

Okay

Terrible

CELEBRATE

OPTIMISE

KAIZEN

REVIEW

PRIORITISE

MARKYT  © 2023

0 5 10 15 20 25 30

- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations' people
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Community safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Access to health and community services
- 12 Sport and recreation facilities and services
- 13 Festivals, events, art and cultural activities
- 14 Sustainable practices / climate change
- 15 Conservation and environment
- 16 Avon River management
- 17 Waste management
- 18 Noise, pollution, food inspections, etc
- 19 Management of corellas and pigeons
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Area's character and identity
- 23 Planning and building approvals
- 24 Access to housing that meets your needs
- 25 History and heritage
- 26 Community buildings, halls and toilets
- 27 Playgrounds, parks and reserves
- 28 Streetscapes, trees and verges
- 29 Footpaths, trails and cycleways
- 30 Building and maintaining local roads
- 31 Economic development and job creation
- 32 Tourism and place marketing
- 33 Town centre development and activation
- 34 Access to goods and services
- 35 Education and training
- 36 Library services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Change, innovation and technology
- 40 Consultation
- 41 Communication
- 42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)

Q. Over the next 10 years, which areas would you mostly like the Shire of York to focus on improving?

Base: All respondents, excludes no response (n = 159)

MARKYT Community Priorities

Out of area ratepayers and visitors

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)



- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations' people
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Community safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Access to health and community services
- 12 Sport and recreation facilities and services
- 13 Festivals, events, art and cultural activities
- 14 Sustainable practices / climate change
- 15 Conservation and environment
- 16 Avon River management
- 17 Waste management
- 18 Noise, pollution, food inspections, etc
- 19 Management of corellas and pigeons
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Area's character and identity
- 23 Planning and building approvals
- 24 Access to housing that meets your needs
- 25 History and heritage
- 26 Community buildings, halls and toilets
- 27 Playgrounds, parks and reserves
- 28 Streetscapes, trees and verges
- 29 Footpaths, trails and cycleways
- 30 Building and maintaining local roads
- 31 Economic development and job creation
- 32 Tourism and place marketing
- 33 Town centre development and activation
- 34 Access to goods and services
- 35 Education and training
- 36 Library services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Change, innovation and technology
- 40 Consultation
- 41 Communication
- 42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)
 Q. Over the next 10 years, which areas would you mostly like the Shire of York to focus on improving?
 Base: All respondents, excludes no response (n = 29)

MARKYT Community Priorities

Councillors and
Shire employees

COMMUNITY PRIORITIES (% of respondents)

Low (<10%) High (>10%)



- 1 Youth services/facilities
- 2 Family and children services
- 3 Seniors' services and facilities
- 4 Disability access and inclusion
- 5 Respect for First Nations' people
- 6 Multiculturalism / cultural diversity
- 7 Volunteer recognition and support
- 8 Community safety and crime prevention
- 9 Lighting of streets and public places
- 10 Animal management (dogs and cats)
- 11 Access to health and community services
- 12 Sport and recreation facilities and services
- 13 Festivals, events, art and cultural activities
- 14 Sustainable practices / climate change
- 15 Conservation and environment
- 16 Avon River management
- 17 Waste management
- 18 Noise, pollution, food inspections, etc
- 19 Management of corellas and pigeons
- 20 Natural disaster management
- 21 Responsible growth and development
- 22 Area's character and identity
- 23 Planning and building approvals
- 24 Access to housing that meets your needs
- 25 History and heritage
- 26 Community buildings, halls and toilets
- 27 Playgrounds, parks and reserves
- 28 Streetscapes, trees and verges
- 29 Footpaths, trails and cycleways
- 30 Building and maintaining local roads
- 31 Economic development and job creation
- 32 Tourism and place marketing
- 33 Town centre development and activation
- 34 Access to goods and services
- 35 Education and training
- 36 Library services
- 37 Council's leadership
- 38 Advocacy and lobbying
- 39 Change, innovation and technology
- 40 Consultation
- 41 Communication
- 42 Customer service

Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. (n=varies)
 Q. Over the next 10 years, which areas would you mostly like the Shire of York to focus on improving?
 Base: All respondents, excludes no response (n = 30)



www.catalyse.com.au

Office 3, 996 Hay Street, Perth WA 6000

PO Box 8007, Cloisters Square WA 6850

Phone +618 9226 5674

Email: info@catalyse.com.au

ABN 20 108 620 855

MARKYT 