

CUSTOMER SATISFACTION SURVEY 2021

INTRODUCTION

The City of Joondalup surveyed the community to help understand what they think of the services the City provides and where improvements can be made.

The survey is conducted every two years to measure the level of overall satisfaction with the City, as well as assess the performance of services relevant to residents as detailed in the Corporate Business Plan.

The survey was undertaken in June and July 2021 and involved random sampling and telephone interviewing of 600 respondents from within the City. The sample was cross-checked to ensure that it significantly matched the demographic profile and population spread of Joondalup in terms of age, gender and location to obtain a representative sample.

KEY PERFORMANCE INDICATORS

Satisfied overall (Scored 6-10)



91.8%

Services provided by the City ■



72.1%

Value for money from rates ▲



96.5%

City of Joondalup as a place to live ■



84.5%

Customer service experience *★

SUMMARY OF RESULTS

94.6% -

Library services

86.1% *★

Environmental health services

93.0% ▼

Craigie Leisure Centre

86.1% *★

Pool inspections

92.3% -

Parks

85.7% *★

Community safety

90.7% *★

Emergency management

85.2% ▼

Landscaping design

88.9% *★

Community facilities

84.8% ▼

Cultural services

88.8% *★

Conservation and natural area management

82.1% *★

Community development

87.6% *★

Waste management

80.8% ▲

City communications

87.3% *★

Roads

77.8% *★

Tourism and visitor attraction

86.5% -

Ranger services

75.3% *★

Parking and management provision

86.2% -

Transport and traffic management

74.3% ▲

Community consultation and engagement

Key: ▲ Increase / ▼ Decrease

■ No Change from previous result

*★ Has not previously been measured