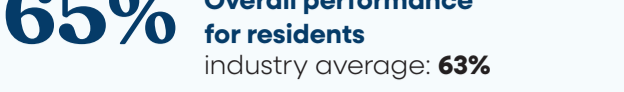
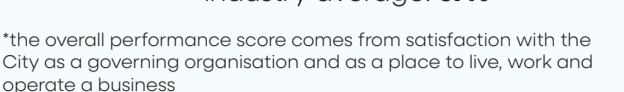


2024 Community and Business Perception Survey Results

Our overall performance* compared to other participating local governments



65% Overall performance for residents
industry average: **63%**



64% Overall performance for businesses
industry average: **57%**

*the overall performance score comes from satisfaction with the City as a governing organisation and as a place to live, work and operate a business

Residents

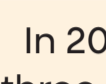


95% of residents are satisfied with the City of Swan as a place to live



80% of residents are satisfied with the City of Swan as a governing organisation

Community priorities



Community safety and crime prevention



Streetscapes, street trees and verges



Swan Active leisure centres



Public lighting



Playgrounds, parks and reserves



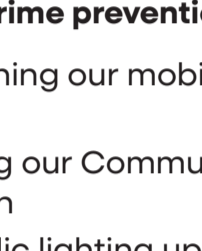
Waste management



climate change and sustainability

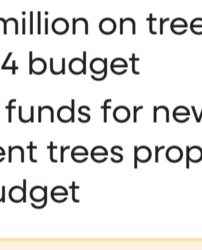
In 2024, you told us your top three priorities are community safety and crime prevention, streetscapes/verges and playgrounds/parks. We take your feedback and insights on board and are taking steps to ensure your needs are met.

We are taking the following actions:



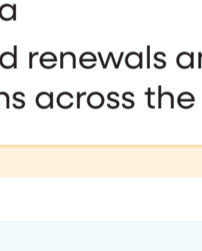
Crime prevention

- Strengthening our mobile CCTV program
- Developing our Community Safety Plan
- Major public lighting upgrades



Streetscapes

- Over \$2.3 million on tree planting in the 2023-24 budget
- Additional funds for new and replacement trees proposed in the 2024-25 budget



Playgrounds/parks

- \$6.5m play space coming soon to Ballajura
- Playground renewals and shade sail installations across the City



We're great at:

Recognition and respect for Aboriginal and Torres Strait Islander peoples, cultures and heritage	90*
Multiculturalism: recognition of diversity	91*
Waste management	86*
Library services	93*
Public health and community services	83*
Services and facilities for seniors	80*
Disability access and inclusion	84*
Animal management	81*
Tourism attraction and services	83*
Local roads	82*
Managing natural spaces near rivers and waterways	84*
Natural disaster management	82*
Preserving and promoting natural heritage	84*
Services and facilities for families and children	85*



We're pretty good at:

Customer service	79
Sport and recreation facilities and services	77
Swan Active leisure centres	76
Festivals, events, art and cultural activities	79
Lighting of streets and public spaces	71*
Community buildings, hall and toilets	79
Footpaths	73
Bike lanes and networks	75*
Parking management	74
Playgrounds, parks and reserves	79
Services and facilities for young people	74*



We could be better at:

Community safety and crime prevention	65
Consultation on local projects, plans and issues	53*
Informing you about what's happening in your area	55
Value for money for your rates	64*
Planning and building approvals	63*
Streetscapes, street trees and verges	64

*Above industry average

Businesses



90% of businesses are satisfied with the City of Swan as a place to work or operate a business



83% of businesses are satisfied with the City of Swan as a governing organisation

Business priorities



Support and retain existing businesses

- Enhanced training and networking
- Buy local campaign
- Delivery of the accessible and inclusive business initiative



Safety and crime prevention

See how we are taking action above.

Parking management

Planned parking improvements for Ellenbrook town centre and Midland (north of the railway). We aim to implement these improvements by June 2025.