



MARKYT Community Scorecard ©

Prepared for: Town of Claremont

Prepared by: Catalyse® Pty Ltd

May 2017

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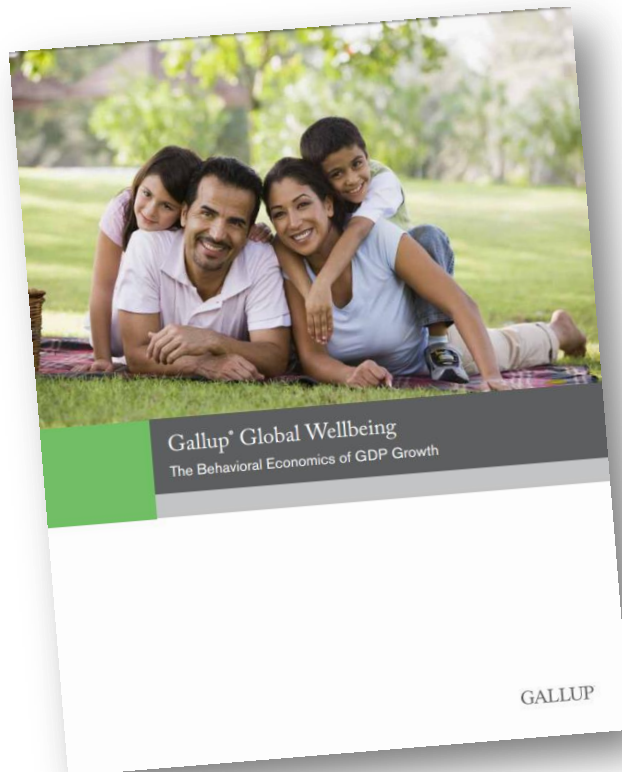
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Strategic Insights

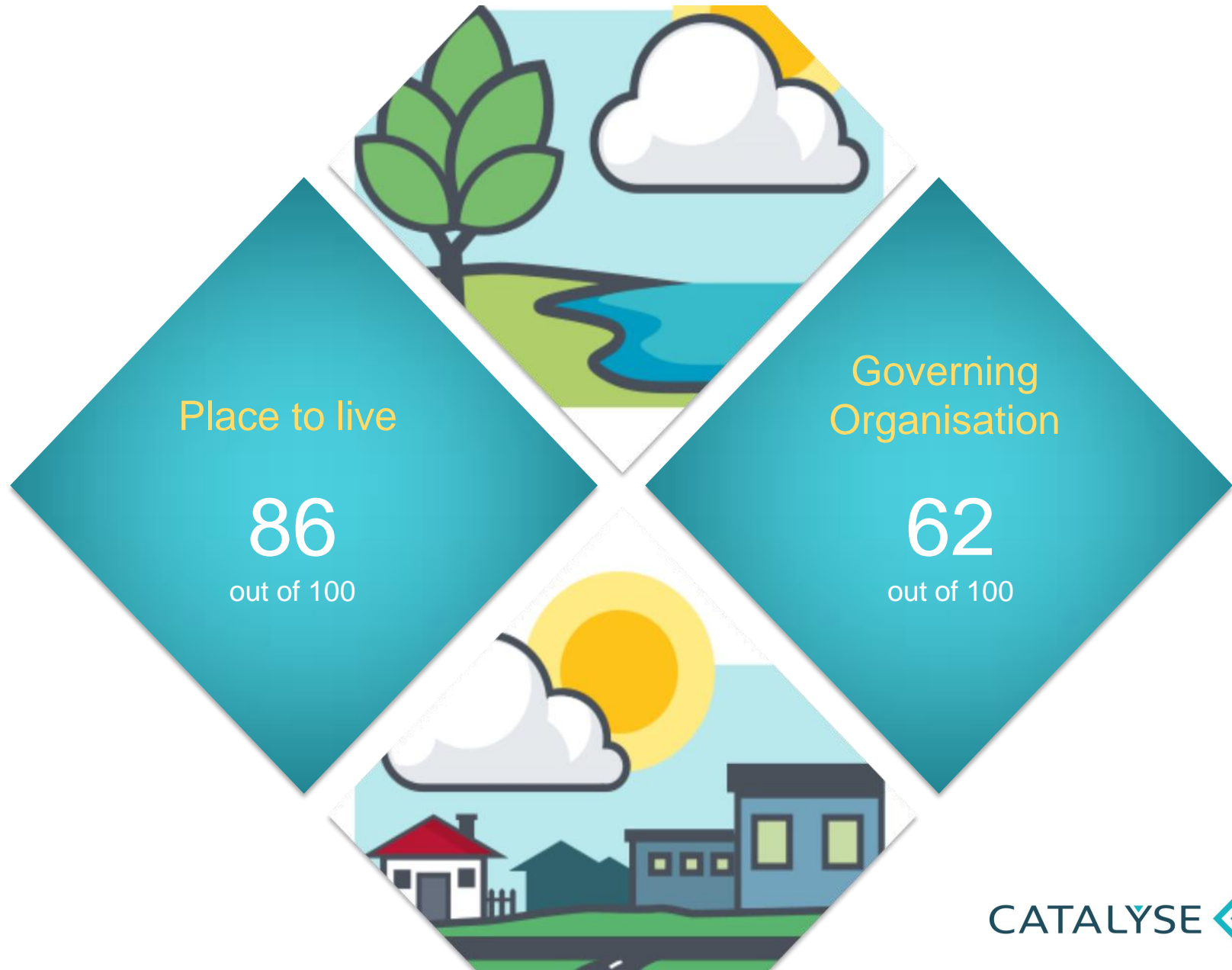
Quality of Life | global comparisons

Quality of life in the Town of Claremont is high compared to global standards.

The Town of Claremont's Quality of Life thriving score is 78, only 4% points behind the leader Denmark and 16% points ahead of the national thriving score for Australia.



	Thriving %	Struggling %	Suffering %
Denmark	82	17	1
Town of Claremont	78	22	0
Finland	75	23	2
Norway	69	31	0
New Zealand	63	35	2
Australia	62	35	3
Belgium	56	41	3
United Kingdom	54	44	2



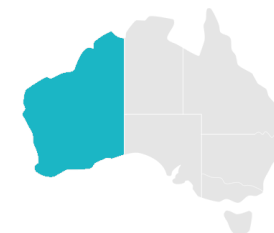
Overall Performance | industry comparisons

The 'Overall Performance Index Score' is a combined measure of the Town of Claremont as a 'place to live' and as a 'governing organisation'. The Town of Claremont's overall performance index score is 74 out of 100, 9 index points above the industry standard for Western Australia.

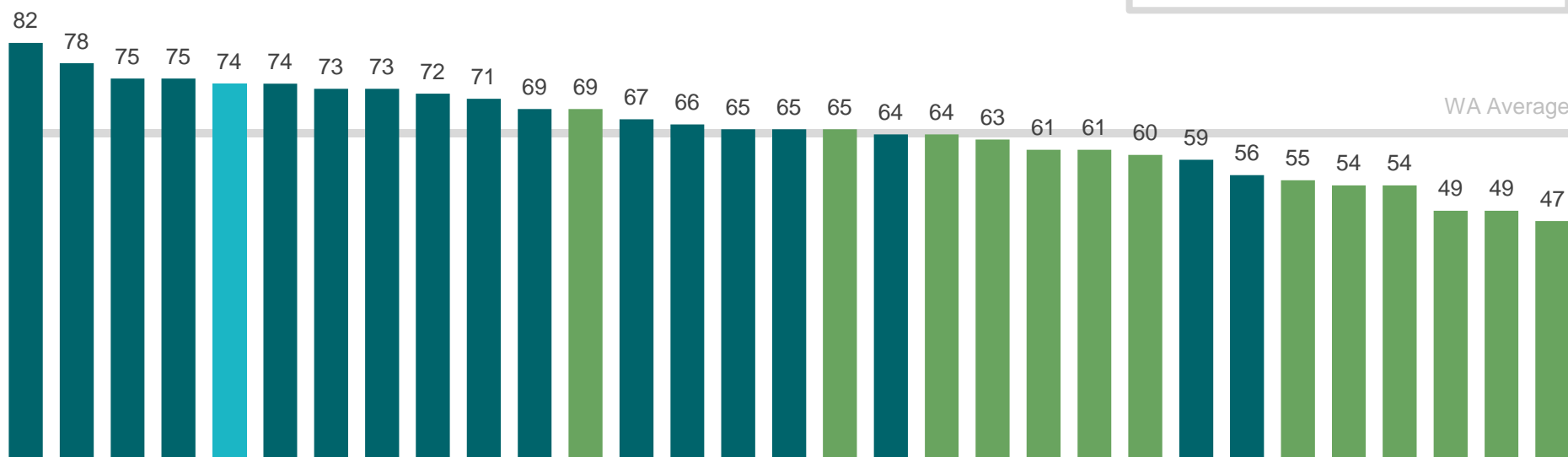
Overall Performance Index Score

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

- Town of Claremont
- Metropolitan Councils
- Regional Councils



Town of Claremont	74
Industry High	82
Industry Standard	65



The Town of Claremont is leading participating councils in the following areas:

- **Community pride** - I am proud of where I live
- **Sense of purpose** - I feel like my life has a sense of purpose
- **Sense of belonging** - I feel like I belong in my local community
- **Community spirit** - There is a strong community spirit in my local area
- **Personal value** - I feel valued and appreciated by others
- **Diversity** - I like living in a community that attracts people from different cultures and ethnic backgrounds
- **Street artworks and public art**
- **Access to public transport**
- **Frequency of using public transport**



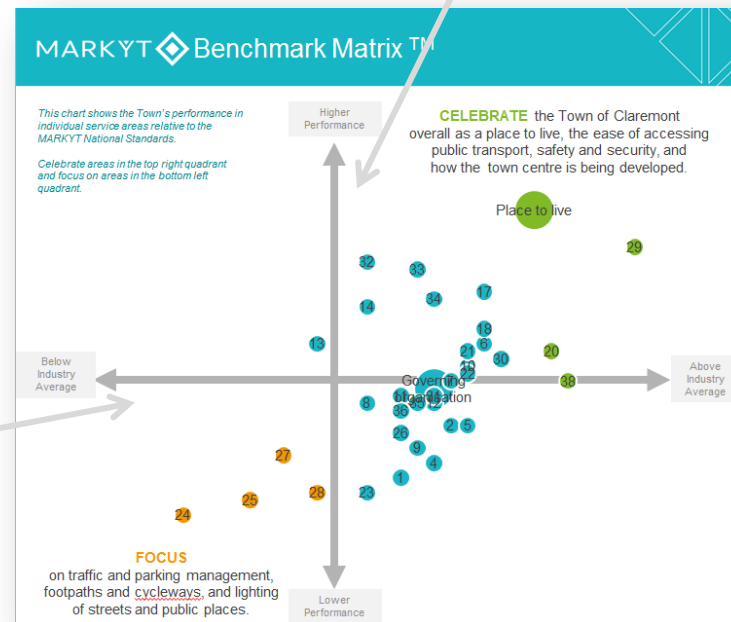
How to read the MARKYT Benchmark Matrix TM

The MARKYT[®] Benchmark Matrix TM (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 relative to the average score for all 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 Standard.

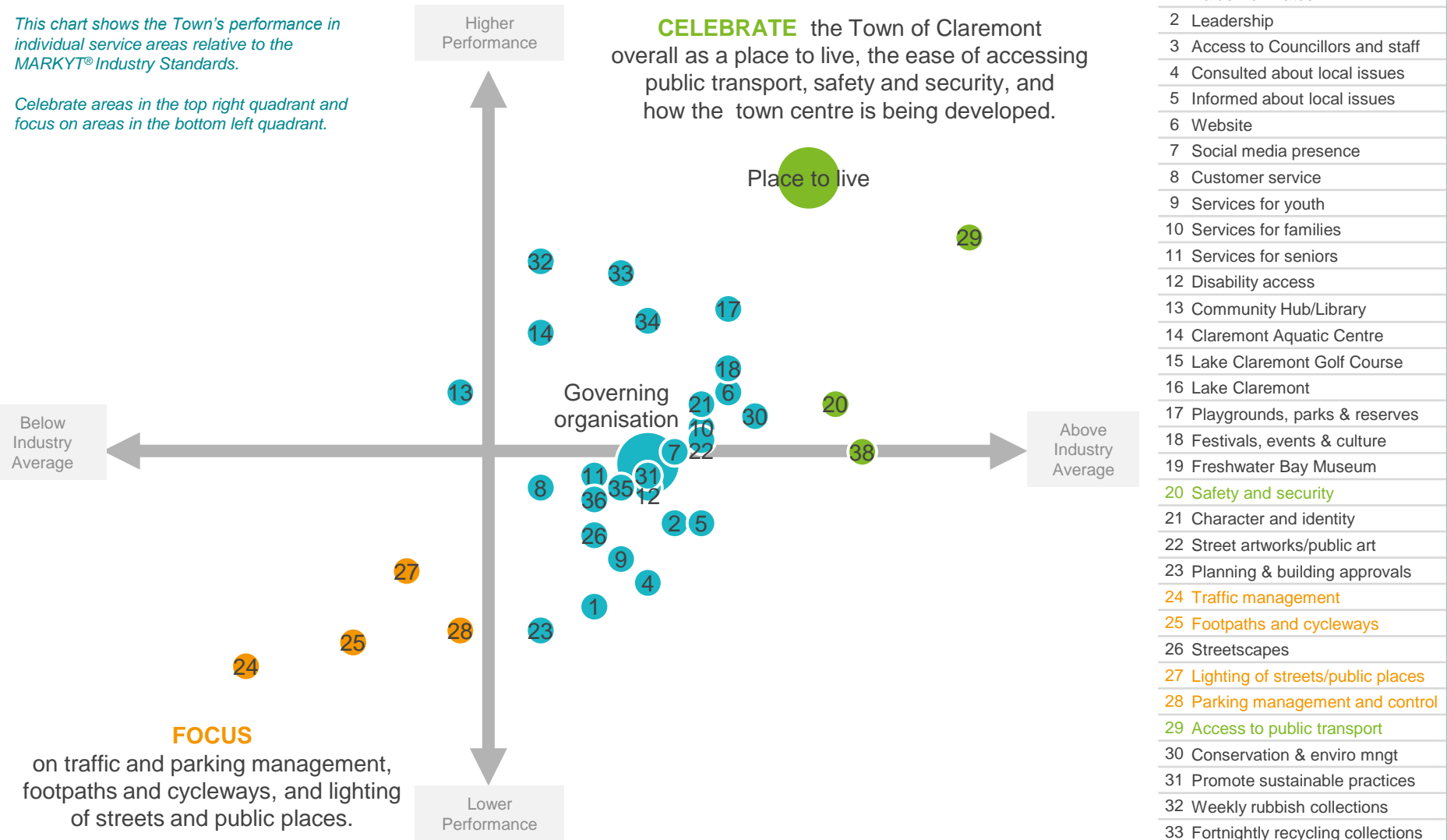
This line represents Council's average performance for all individual measure. As it represents the average, around half of the service areas will be placed above the line, and around half will be positioned below the line.



MARKYT Benchmark Matrix™

This chart shows the Town's performance in individual service areas relative to the MARKYT® Industry Standards.

Celebrate areas in the top right quadrant and focus on areas in the bottom left quadrant.

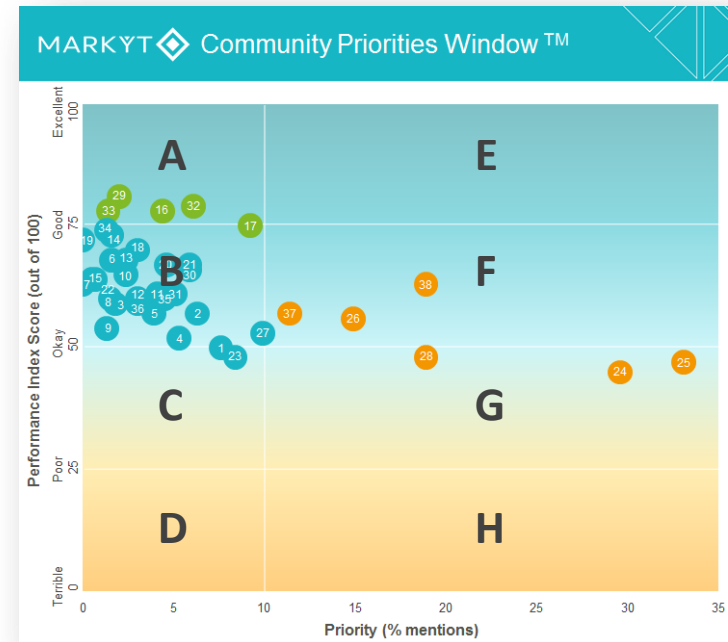


Q. How would you rate performance in the following areas? Base: All respondents, excludes unsure and no response. Service areas are included when MARKYT Industry Standards are available.

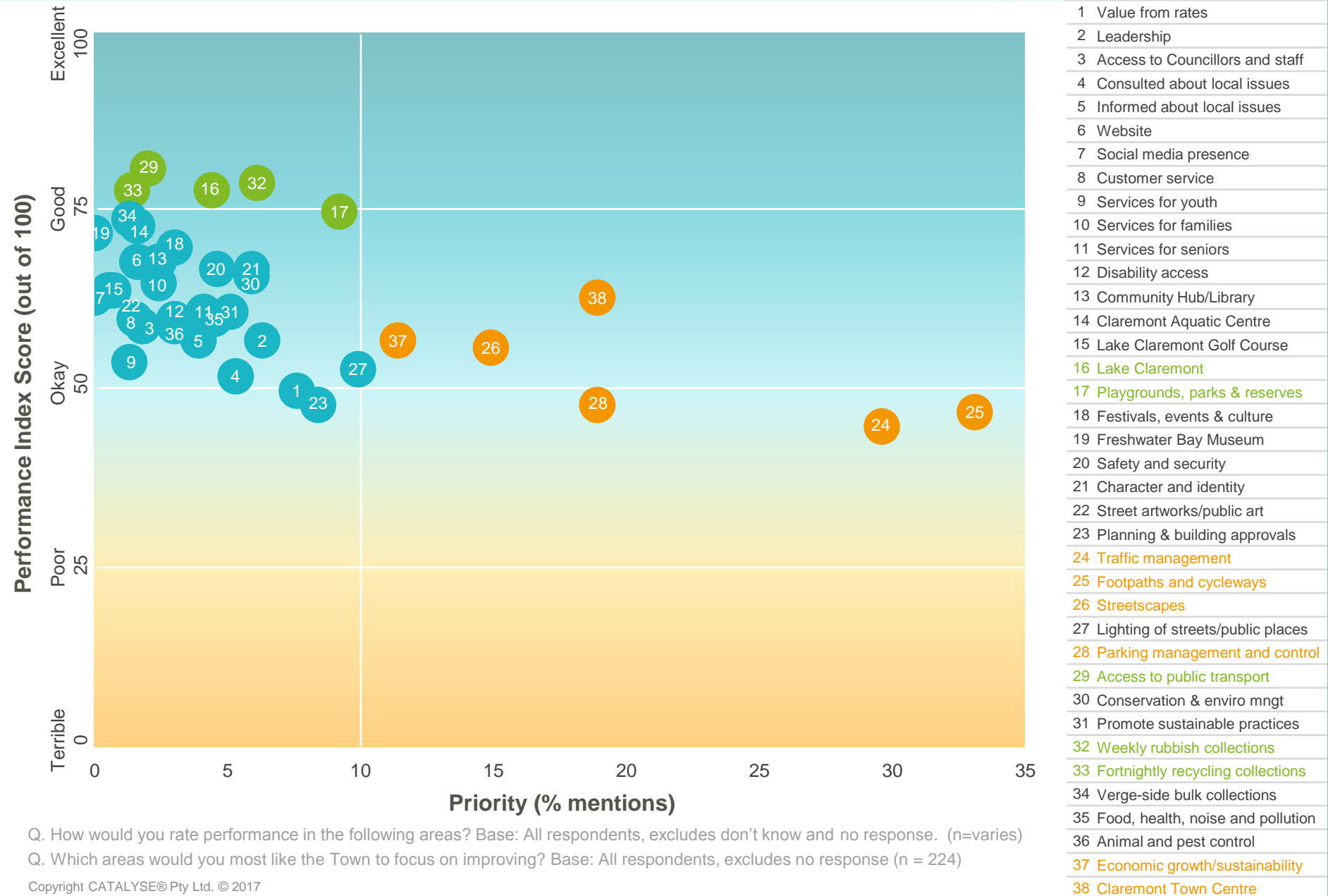
In the Town of Claremont's Community Priorities Window, detailed overleaf, most services are ideally located in windows A + B. They are high performing areas, receiving average ratings between okay and excellent.

Perceived strengths include weekly waste collections, recycling services, Lake Claremont, playgrounds, parks and reserves, and access to public transport.

Moving forward, the community would like Council to prioritise improvements with footpaths and cycleways, traffic and parking management, streetscapes, economic development and sustainability, and how Claremont Town Centre is being developed (windows F + G).



MARKYT Community Priorities Window™



The Study

The Study

In April-May, the Town of Claremont administered a MARKYT® Community Scorecard to evaluate community priorities and measure Council's performance against key indicators in the Strategic Community Plan.

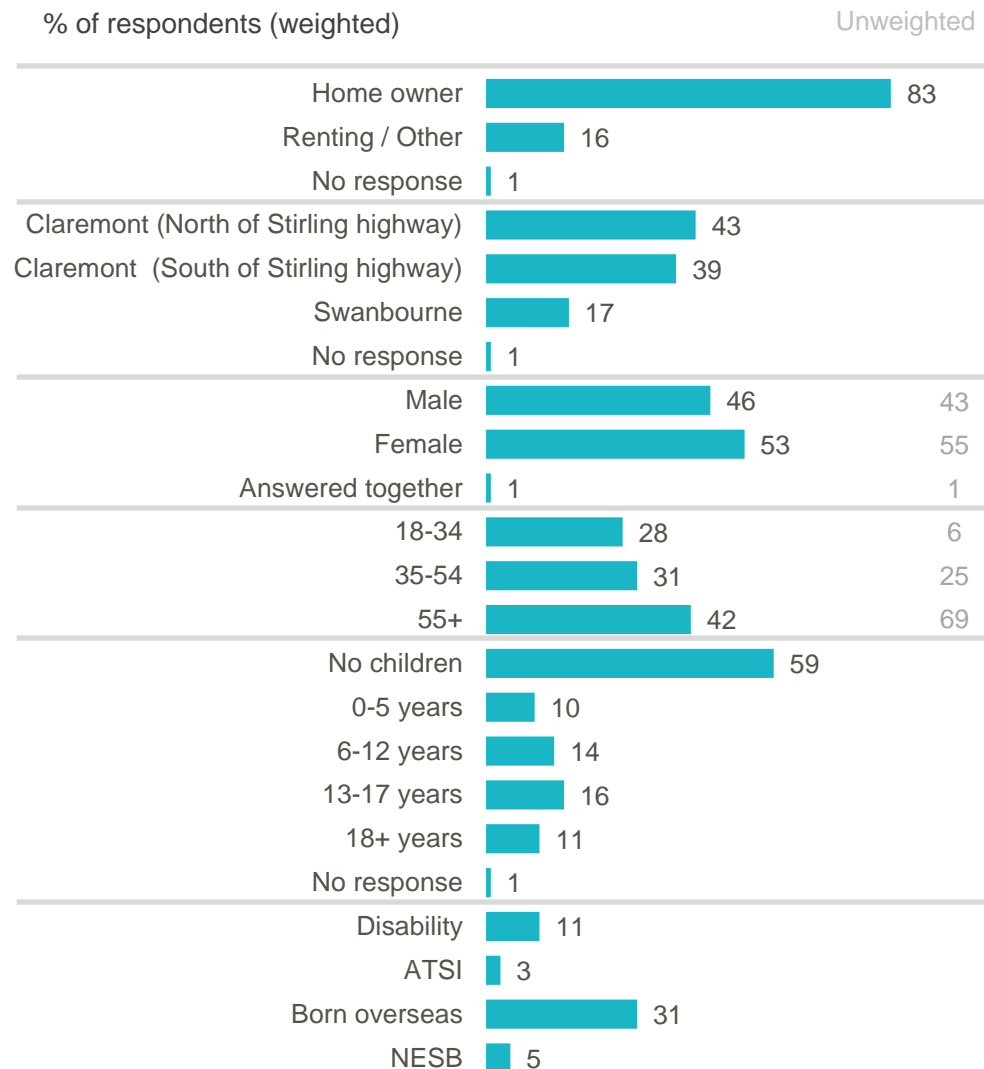
Previously, the Town of Claremont conducted a CATALYSE® Community Perceptions Survey by phone using an 11 point satisfaction scale. This year, in response to social changes, the Town adopted a MARKYT® accredited, multi-channel approach for data collection with a 5 point performance scale.

The Town distributed printed scorecards to all residential properties and promoted the study through various communication channels. Residents had an opportunity to complete the scorecard in hardcopy or online.

577 residents submitted a response reducing the sampling error to $\pm 4.08\%$ at the 95% confidence interval.

The final dataset was weighted by age and gender to match the ABS Census population profile.

Data has been analysed using SPSS. Where sub-totals add to $\pm 1\%$ of the parts, this is due to rounding errors to zero decimal places.



CATALYSE has conducted the Community Perceptions Survey, MARKYT Community Scorecard and/or MARKYT Wellbeing Scorecard for over 40 councils across WA. When three or more councils ask comparable questions, we publish the high and average (industry standard) scores to enable participating councils to recognise and learn from industry leaders. In this report, benchmarks are calculated from councils that have completed a MARKYT accredited study with CATALYSE **within the past two years**. Participating councils are listed below.

Metropolitan



Regional



How to read this report

Trend analysis shows how performance varies over time.

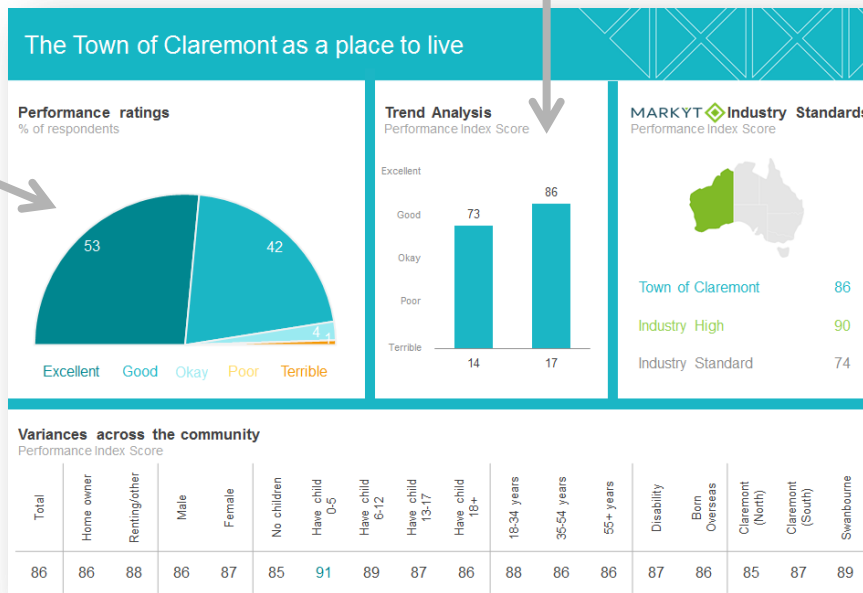
Please note: 2014 performance results used an 11 point satisfaction scale. 2017 results use a MARKYT accredited 5 point performance scale. This is a best practice approach that enables comparison with other councils.

For the agree-disagree questions, the scale has remained consistent.

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

The **Performance Index Score** is a score out of 100 using the following formula:

$$\frac{(\text{average score} - 1)}{4} \times 100$$



MARKYT Industry Standards show how Council is performing compared to other councils across Western Australia.

Council Score is the Council's performance index score.

Industry High is the highest score achieved by councils in WA that have completed a comparable study with CATALYSE over the past two years.

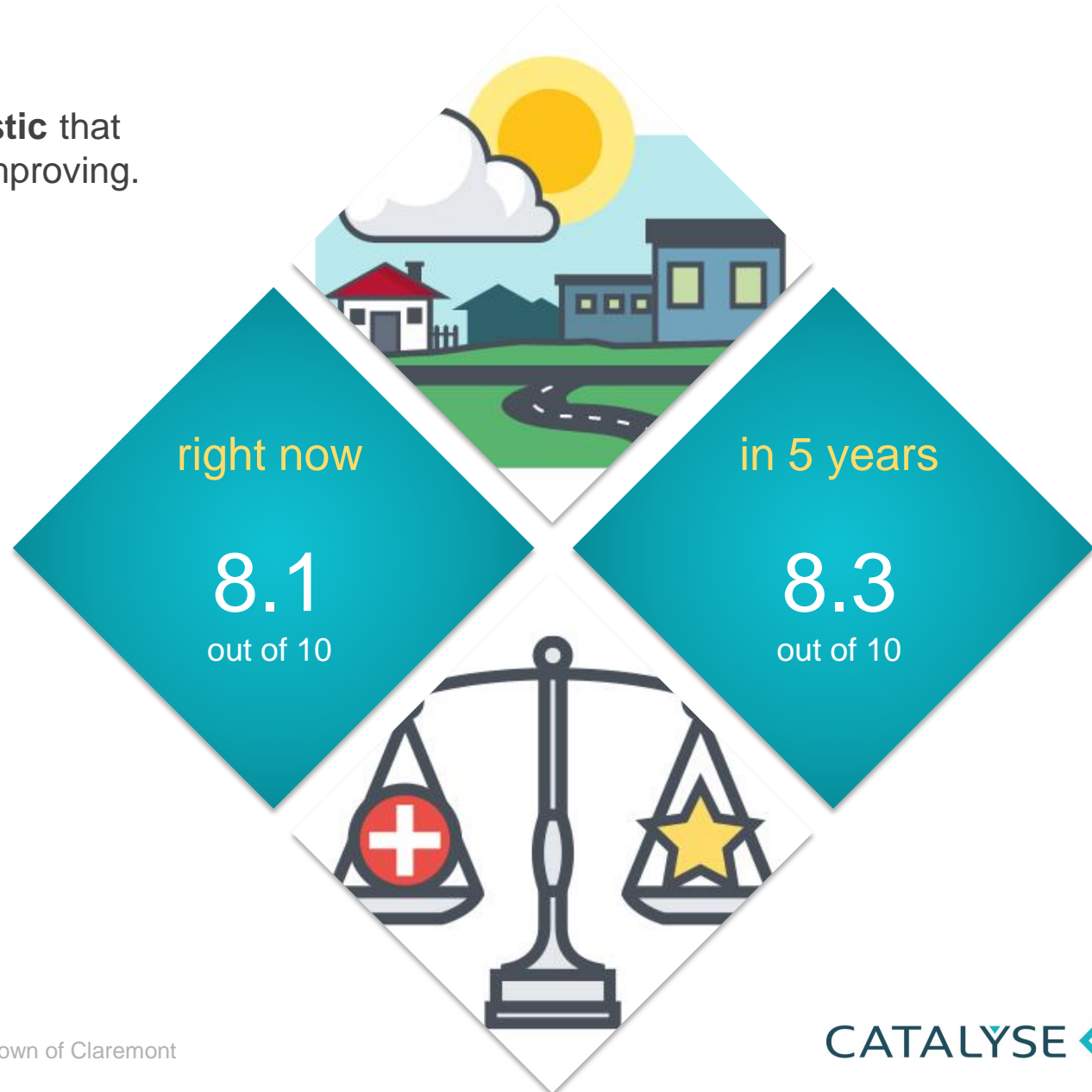
Industry Standard is the average score among WA councils that have completed a comparable study with CATALYSE over the past two years.

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

Quality of Life

Quality of Life

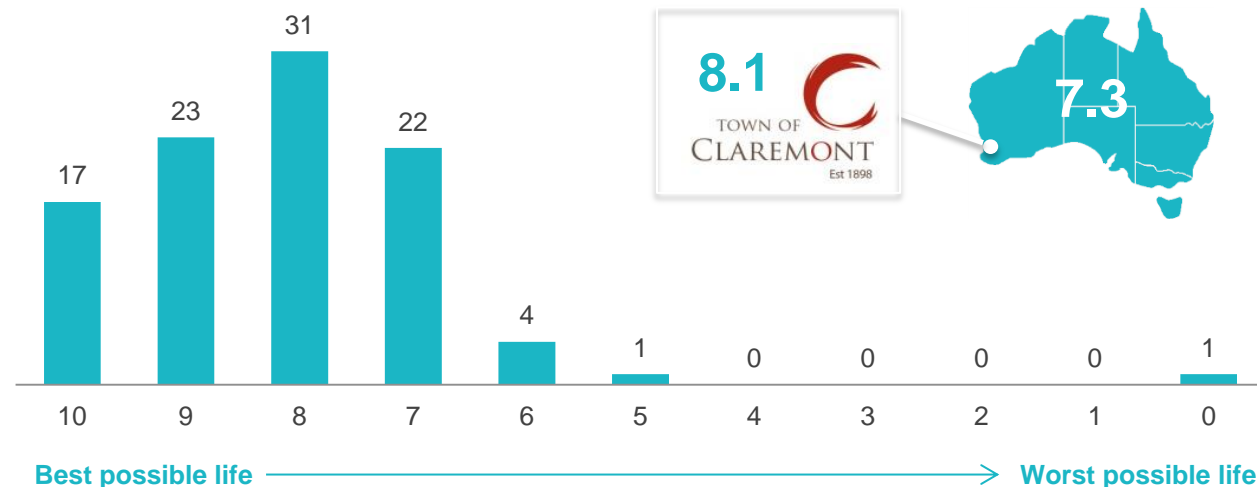
Residents are **optimistic** that their quality of life is improving.



Quality of life | right now

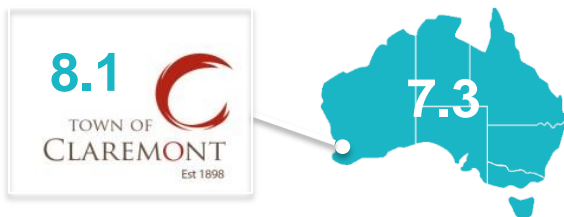
Quality of life right now

% of respondents



National Standards[^]

Average rating



MARKYT Industry Standards

Average rating



Town of Claremont 8.1

Industry High 8.1

Industry Standard 7.5

Variances across the community

Average rating

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
8.1	8.3	7.4	8.2	8.0	8.1	8.2	8.1	8.0	8.3	8.2	8.0	8.3	7.6	8.1	8.1	8.0	8.4

Q. How would you score your life **now**? 0 = worst possible life; 10 = best possible life.

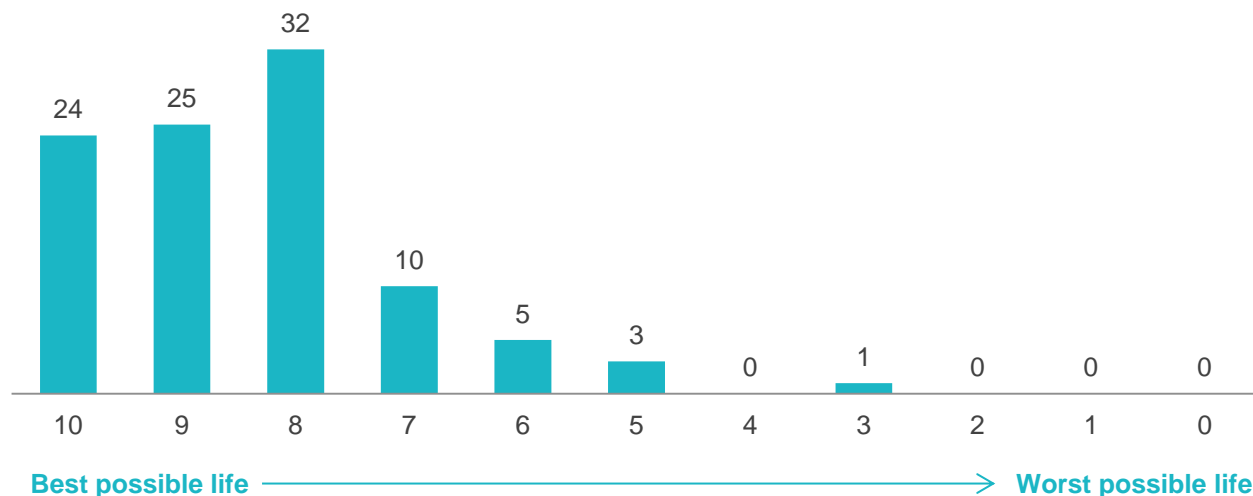
Base: all respondents, excludes 'no response' (n = 327)

[^] <http://stats.oecd.org/Index.aspx?DataSetCode=BLI>

Quality of life | in 5 years time

Quality of life in 5 years time

% of respondents



MARKYT Industry Standards

Average rating



Town of Claremont 8.3

Industry High 8.3

Industry Standard 8.0

Variances across the community

Average rating

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
8.3	8.3	8.5	8.4	8.3	8.1	9.3	8.6	8.5	8.4	8.7	8.5	7.8	8.1	8.4	8.4	8.2	8.4

Q. How do you think you would score your life in about **five years from now**? 0 = worst possible life; 10 = best possible life.

Base: all respondents, excludes 'no response' (n = 312)

Quality of Life in the Town of Claremont

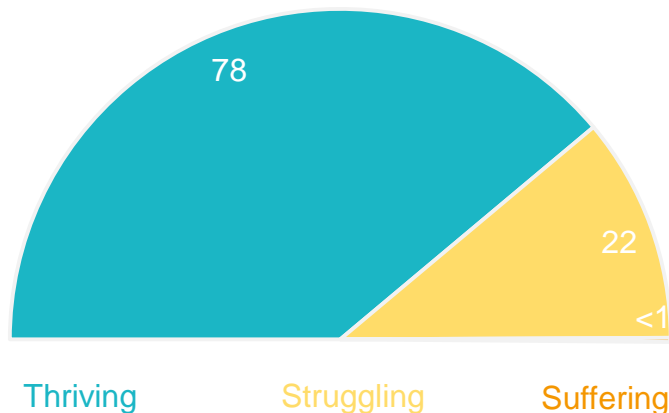
78% of residents are thriving in the Town of Claremont. These people have positive views of their present and future life situation.

22% are struggling in the present, or expect to struggle in the future.

Less than 1% are suffering. These people have poor quality of life now, and do not expect their current situation to change over the next five years.

Quality of life in the Town of Claremont

% of respondents



Gallup classify respondents into three segments:

1. **Thriving** - wellbeing that is strong, consistent, and progressing. These respondents have positive views of their present life situation (7+) and have positive views of the next five years (8+).

According to Gallup studies, this segment reports significantly fewer health problems, fewer sick days, less worry, stress, sadness, anger, and more happiness, enjoyment, interest, and respect.

2. **Struggling** - wellbeing that is moderate or inconsistent. These respondents have moderate views of their present life situation OR moderate OR negative views of their future.

According to Gallup studies, this segment reports more daily stress and worry about money than the "thriving" respondents, and more than double the amount of sick days. They are more likely to smoke, and are less likely to eat healthy.

3. **Suffering** - wellbeing that is at high risk. These respondents have poor ratings of their current life situation (4 and below) AND negative views of the next five years (4 and below).

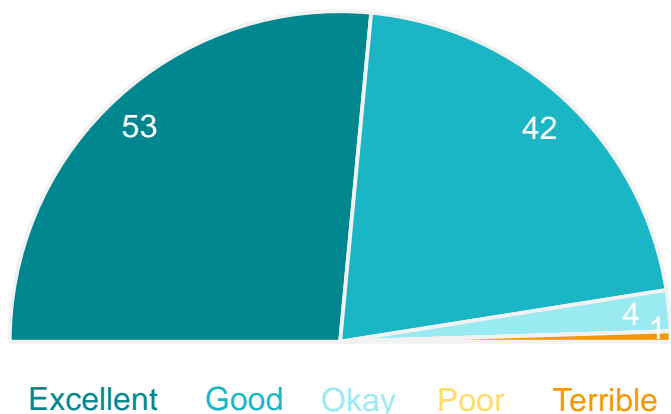
According to Gallup studies, people in this segment are more likely to report lacking the basics of food and shelter, more likely to have physical pain, a lot of stress, worry, sadness, and anger. They have less access to health insurance and care, and more than double the disease burden, in comparison to "thriving" respondents.

Overall place perceptions

The Town of Claremont as a place to live

Performance ratings

% of respondents



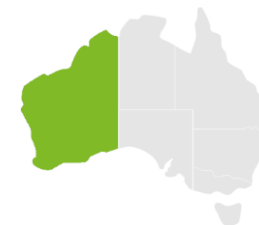
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	86
Industry High	90
Industry Standard	74

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
86	86	88	86	87	85	91	89	87	86	88	86	86	87	86	85	87	89

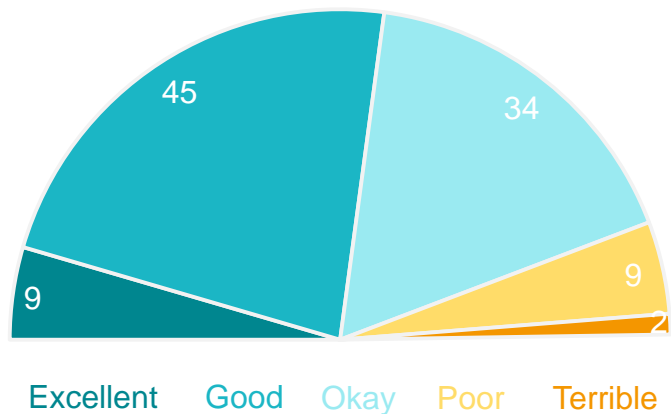
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 576).

The Town of Claremont as the organisation that governs the local area

Performance ratings

% of respondents



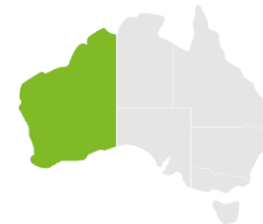
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	62
Industry High	74
Industry Standard	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
62	62	66	61	63	63	61	63	64	56	61	63	64	59	65	62	63	63

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

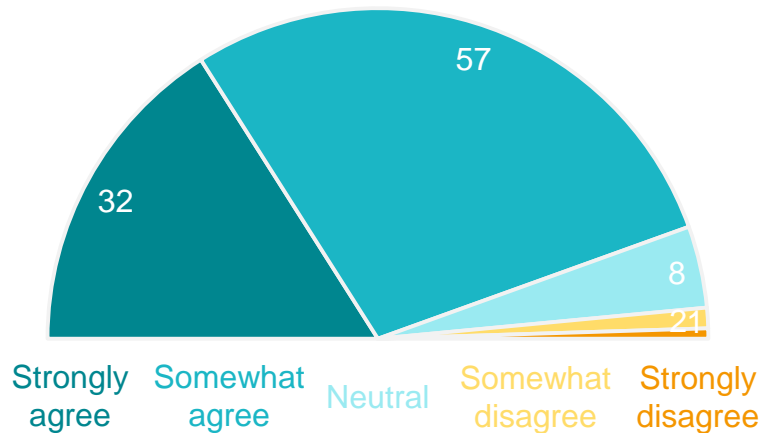
Base: All respondents, excludes 'unsure' and 'no response' (n = 559).

Community Sentiment

I am proud of the area where I live

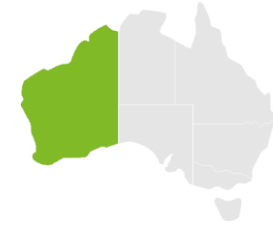
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 89

Industry High 89

Industry Standard 72

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
89	88	93	90	88	88	100	87	92	86	96	87	86	91	91	89	87	93

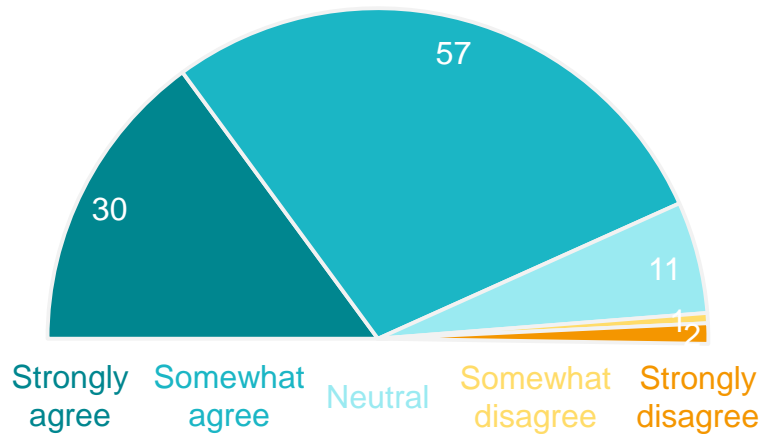
Q. How strongly do you agree or disagree with the following statements?

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

I feel like my life has a sense of purpose

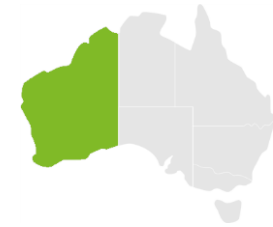
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 87

Industry High 87

Industry Standard 81

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
87	86	93	84	89	84	98	91	92	89	91	87	83	87	89	86	86	89

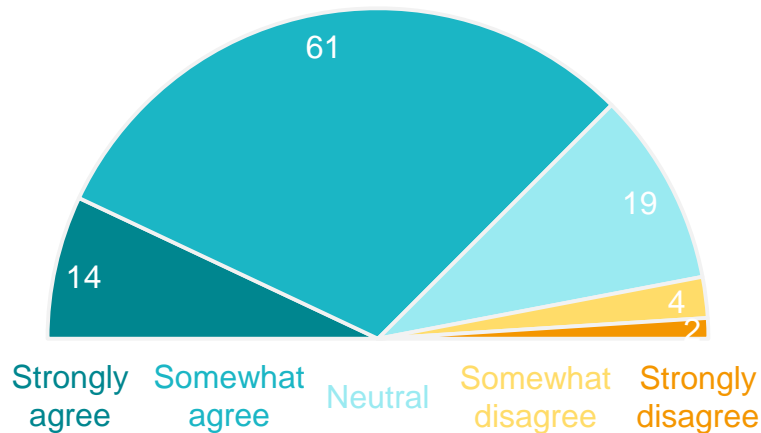
Q. How strongly do you agree or disagree with the following statements?

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

I feel like I belong in my local community

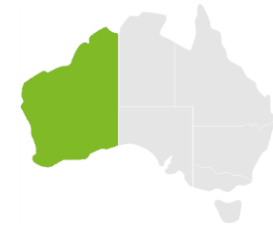
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 75

Industry High 75

Industry Standard 56

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
75	76	73	79	72	71	90	81	80	74	81	71	74	77	69	71	75	84

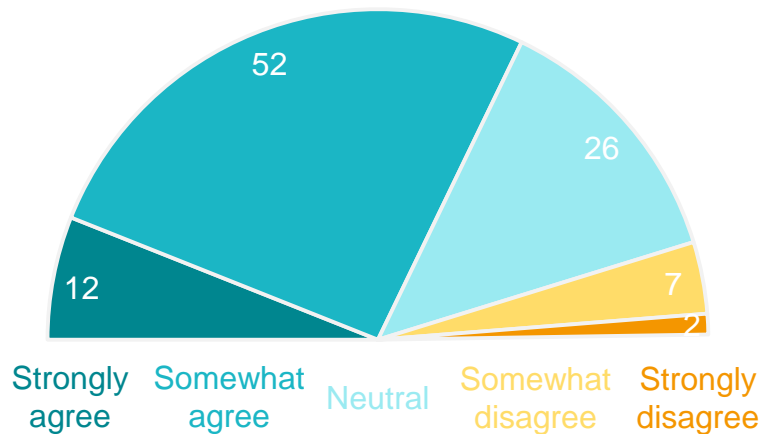
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' and 'unsure' (n = 559).

There is strong community spirit in my local area

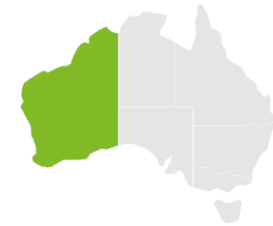
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 65

Industry High 65

Industry Standard 50

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
65	66	57	66	63	58	76	75	78	64	59	65	67	65	62	61	65	75

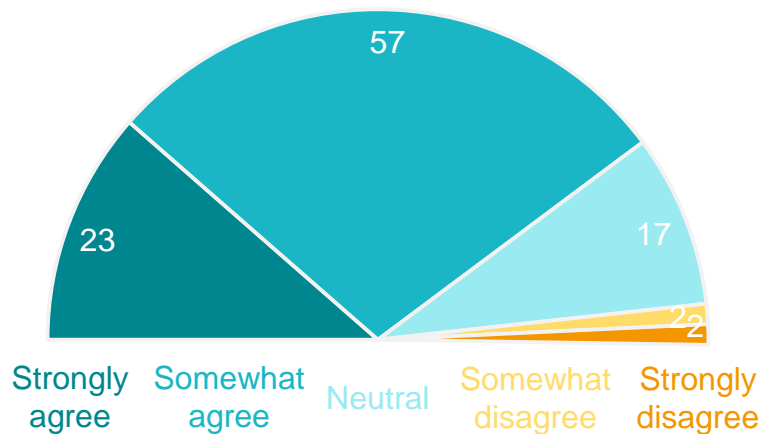
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' and 'unsure' (n = 551).

I feel valued and appreciated by others

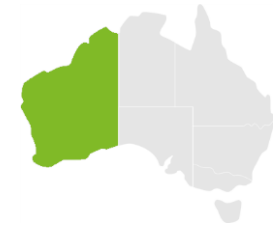
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 80

Industry High 80

Industry Standard 69

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
80	79	84	76	83	75	98	82	84	83	84	81	75	85	81	80	79	83

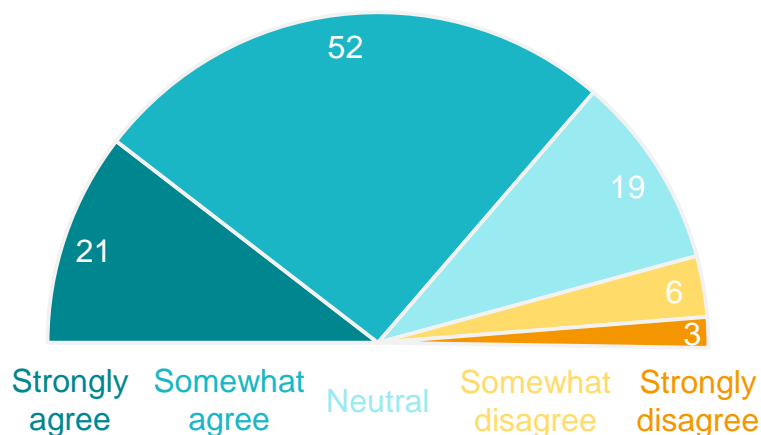
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' and 'unsure' (n = 560).

I like living in a community that attracts people from different cultures and ethnic backgrounds

Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 73

Industry High 73

Industry Standard 67

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
73	72	77	72	74	68	89	76	82	67	82	75	64	86	77	72	74	70

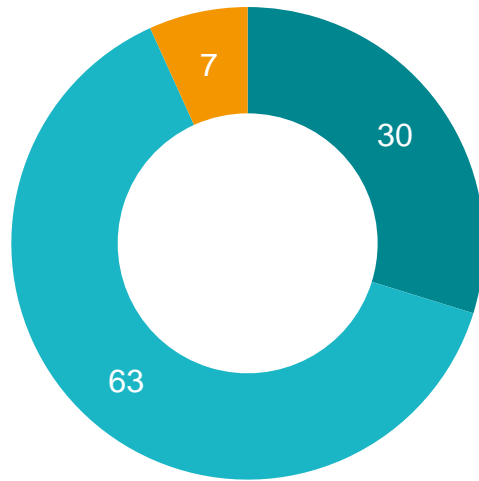
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' and 'unsure' (n = 550).

Neighbour relations

Would you like to get to know your neighbours better?

% of respondents



- Yes, I'd like to get to know my neighbours better
- No, I have good relationships already
- No, I'm not interested in getting to know my neighbours better

Most residents feel they have good relationships with their neighbours, however, 30% would like to get to know their neighbours better.

Younger adults and those who are renting express greater interest in building relationships with neighbours.

There is less interest among seniors, families with adult children living at home, and people with a disability.

Variances across the community

% net support (% support minus % oppose)

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
30	25	56	28	31	33	30	31	27	20	37	39	20	13	31	30	29	29

Q. Would you like to get to know your neighbours better?

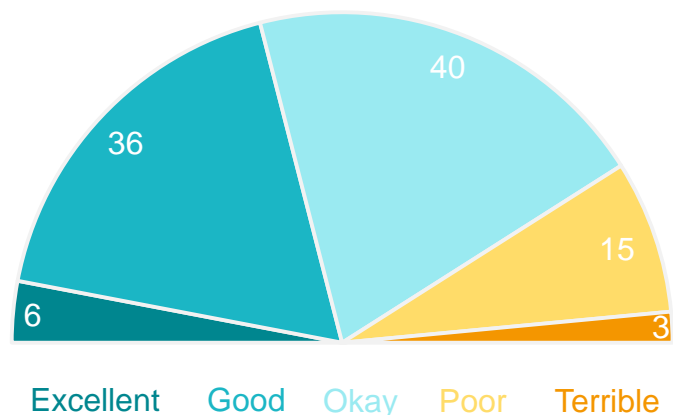
Base: All respondents, excludes 'no response' (n = 540)

Governance and Communications

Council's leadership within the community

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	57
Industry High	74
Industry Standard	50

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
57	56	64	57	56	60	43	59	60	51	49	57	60	55	58	54	59	57

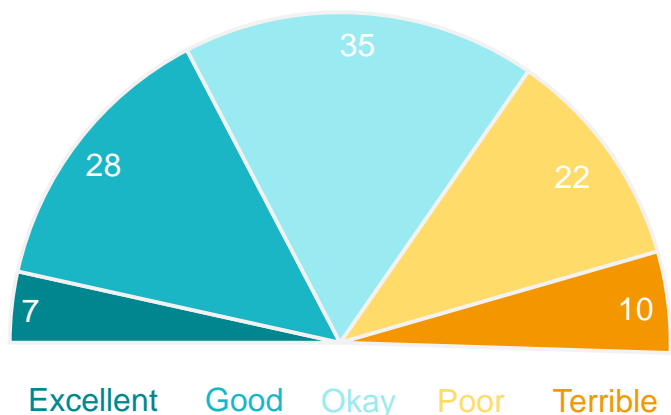
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 449).

Value for money from Council rates

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	50
Industry High	65
Industry Standard	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
50	49	58	51	49	53	39	48	55	43	42	49	56	37	55	47	51	55

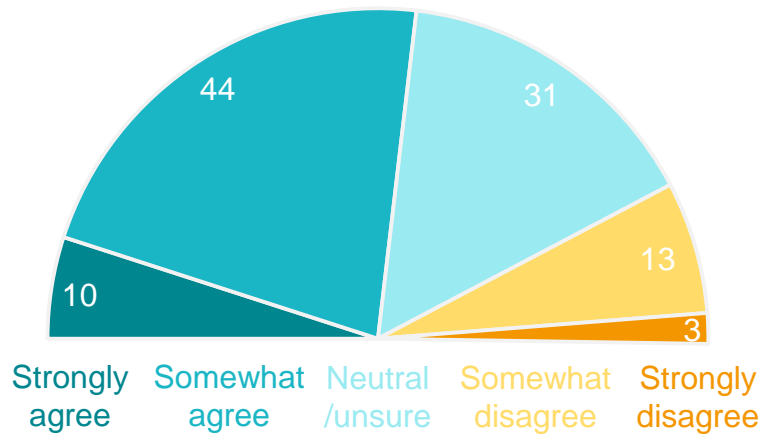
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 507).

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

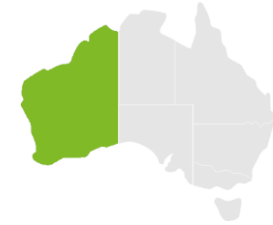
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont	54
Industry High	70
Industry Standard	38

Variances across the community

% agree

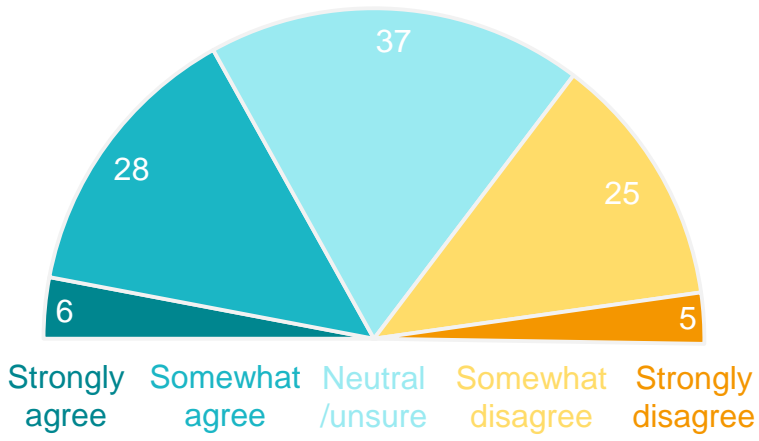
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
54	52	59	53	53	55	52	57	66	35	46	52	59	46	58	53	53	56

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

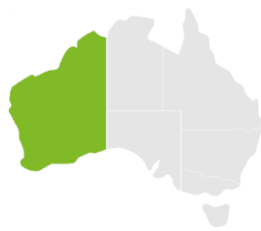
Base: All respondents, excludes 'no response' (n = 576).

Elected Members have a good understanding of community needs

Level of agreement
% of respondents



MARKYT  Industry Standards
% agree



Town of Claremont	34
Industry High	60
Industry Standard	39

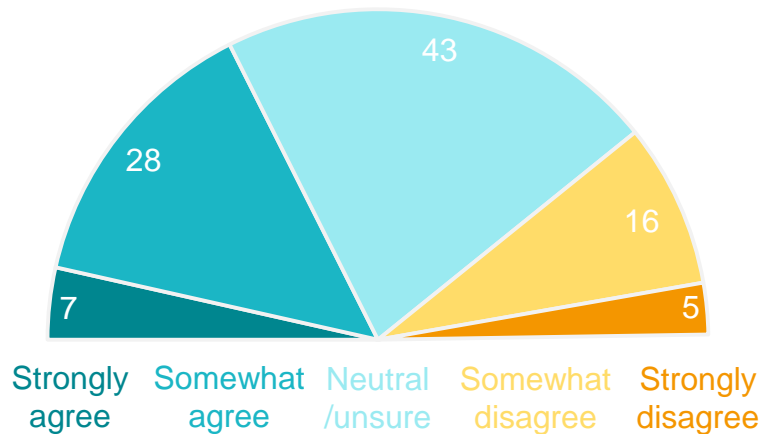
Variances across the community
% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
34	34	29	32	35	36	31	39	41	30	17	32	47	34	37	31	33	43

Staff have a good understanding of community needs

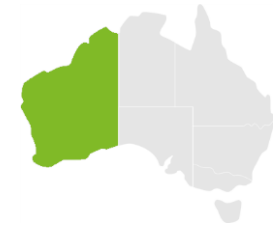
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 35

Industry High 62

Industry Standard 42

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
35	36	31	35	36	36	33	43	41	31	21	34	47	31	38	30	38	42

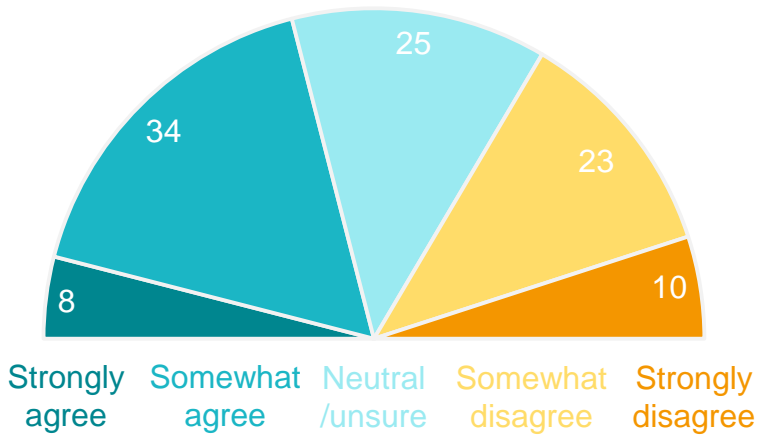
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 574).

I trust the Town to make decisions on my behalf that are in the best interests of the community as a whole

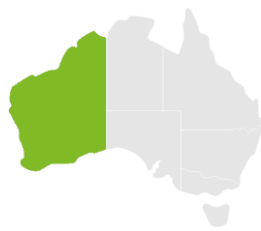
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont	42
Industry High	62
Industry Standard	50

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
42	43	36	41	43	45	29	48	44	32	28	40	54	31	47	39	43	47

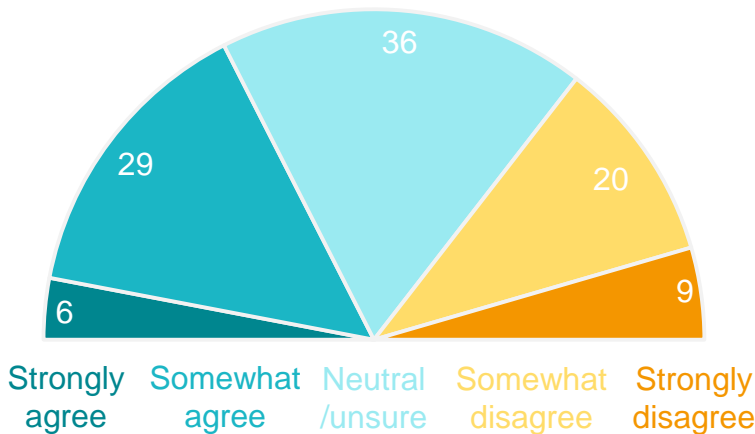
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 576).

The Town clearly explains the reasons for its decisions and how residents' views have been taken into account

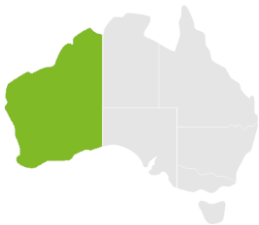
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont	35
Industry High	62
Industry Standard	32

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
35	37	24	36	33	40	29	32	29	27	25	31	46	29	41	29	38	42

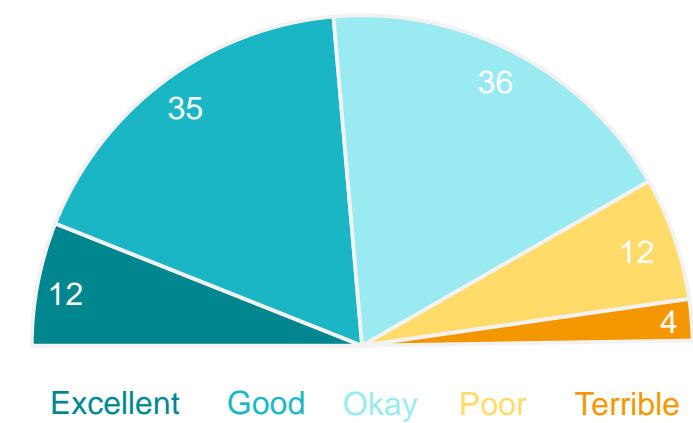
Q. How strongly do you agree or disagree with the following statements?

Base: All respondents, excludes 'no response' (n = 576).

Ease of being able to access Councillors and staff at the Town of Claremont

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

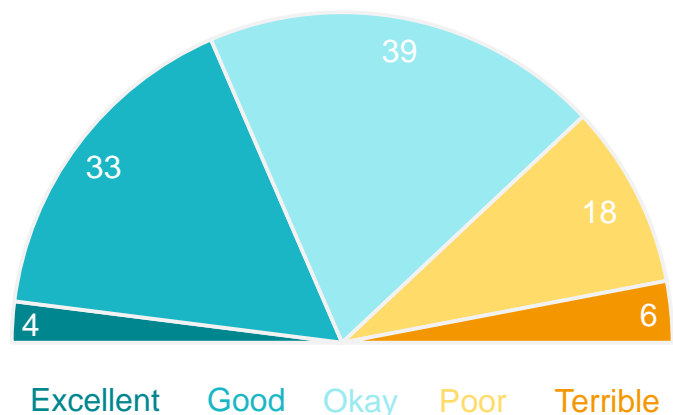
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
59	58	78	59	59	61	51	62	58	56	52	60	62	58	61	55	63	60

Q. How would you rate performance in the following areas?
 Base: All respondents, excludes 'unsure' and 'no response' (n = 417).

How the community is consulted about local issues

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	52
Industry High	64
Industry Standard	46

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
52	51	60	52	53	53	47	55	54	46	52	52	53	56	55	53	53	50

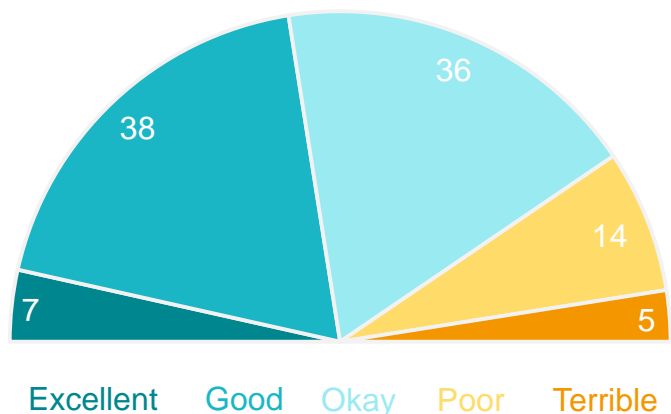
Q. How would you rate performance in the following areas?

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

How the community is informed about local issues

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	57
Industry High	68
Industry Standard	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
57	55	69	56	58	59	49	62	62	48	55	58	58	57	62	57	58	58

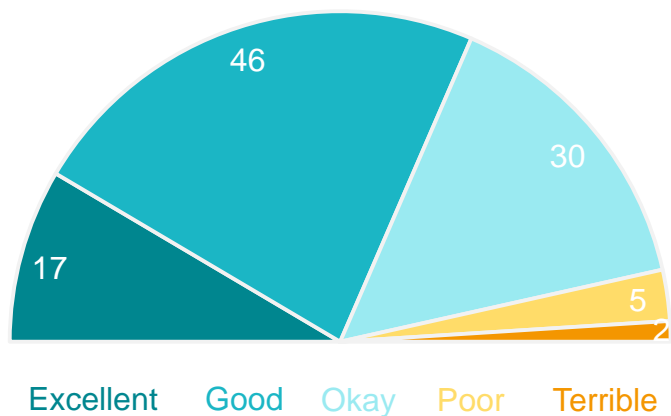
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 535).

Town of Claremont's website

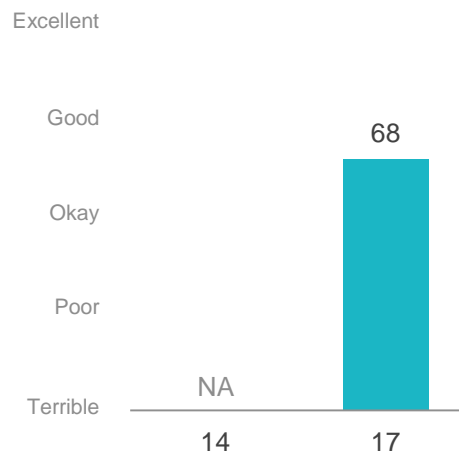
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	68
Industry High	69
Industry Standard	59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
68	66	75	65	69	65	74	68	68	70	67	68	66	79	68	67	68	66

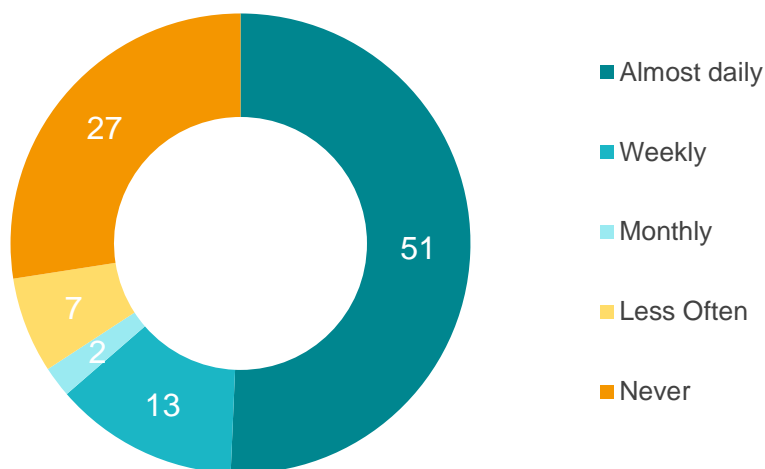
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 453).

Frequency of using social media

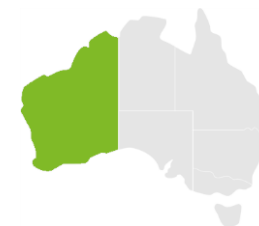
Frequency of using social media

% of respondents



MARKYT Industry Standards

% daily / weekly



Town of Claremont 64

Industry High NA

Industry Standard NA

Variances across the community

% daily / weekly

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
64	62	74	58	69	53	92	72	81	76	77	79	42	72	69	69	59	58

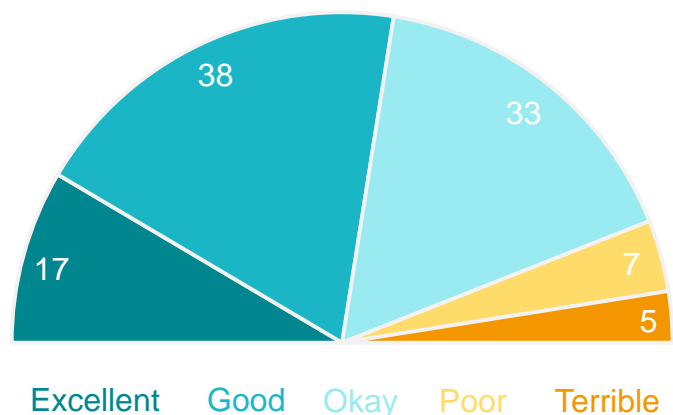
Q. How frequently do you or others in your household use social media (Facebook, Instagram, etc.)?

Base: All respondents, excludes 'unsure' and 'no response' (n = 559)

Social media presence on Facebook, Twitter, etc

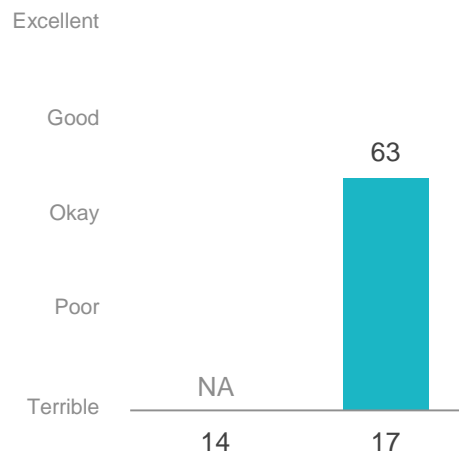
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	63
Industry High	73
Industry Standard	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
63	61	77	60	66	56	71	60	64	68	70	61	57	80	63	61	70	58

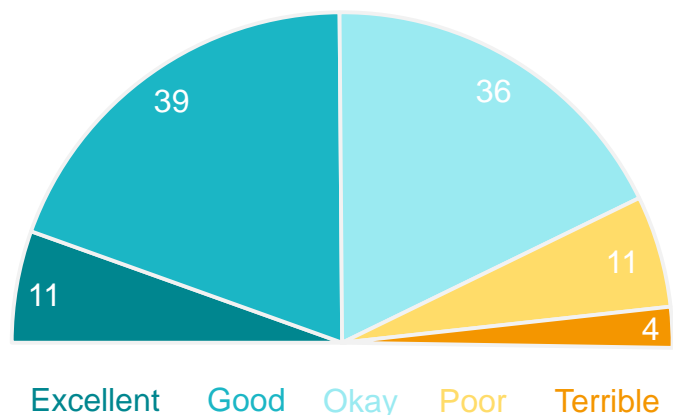
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 205).

Level of customer service

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	60
Industry High	68
Industry Standard	58

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
60	59	72	59	61	62	54	63	61	56	56	61	62	60	63	57	65	59

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

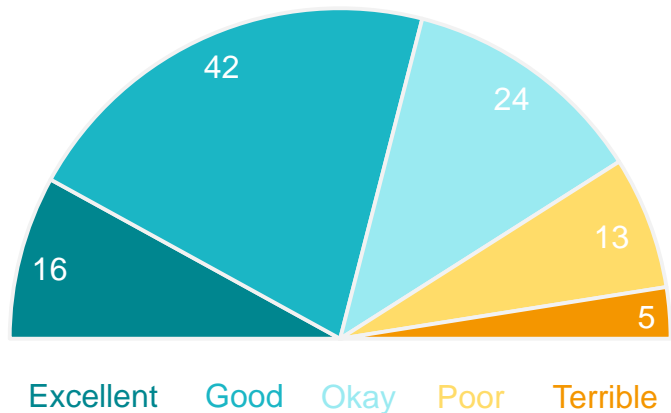
Base: All respondents, excludes 'unsure' and 'no response' (n = 465).

Economic Development

How Claremont Town Centre is being developed

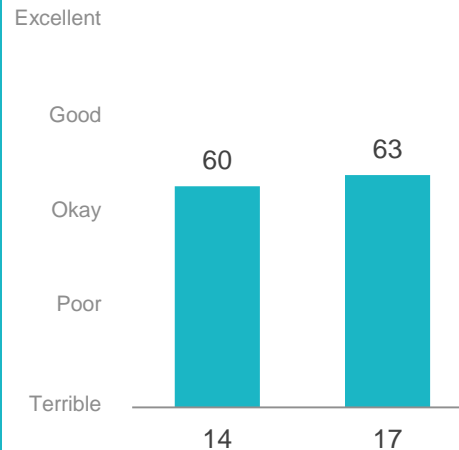
Performance ratings

% of respondents



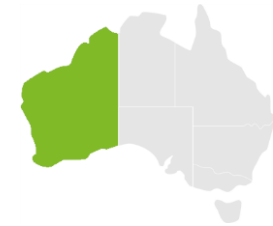
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	63
Industry High	67
Industry Standard	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
63	61	74	62	63	60	77	64	65	54	71	60	58	74	61	66	60	60

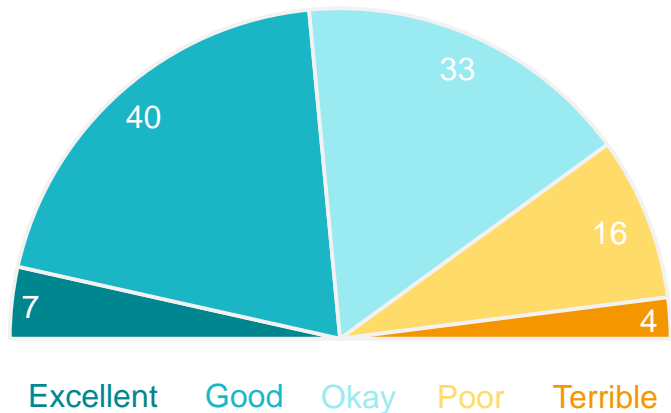
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 520).

Council's efforts to support economic growth and sustainability in Claremont Town Centre

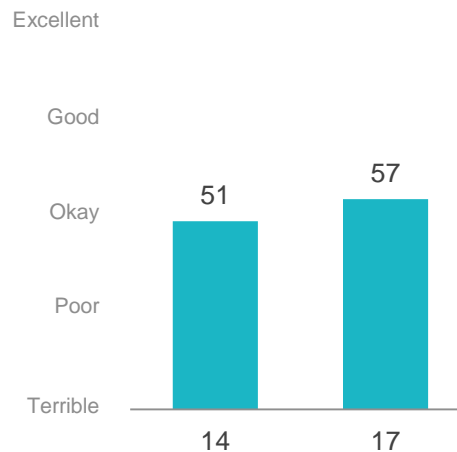
Performance ratings

% of respondents



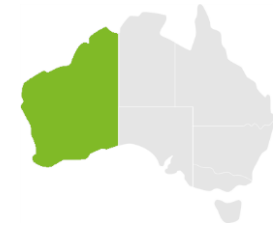
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	57
Industry High	NA
Industry Standard	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
57	56	65	55	59	57	65	59	58	51	55	57	59	57	58	54	58	63

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 390).

Community Development

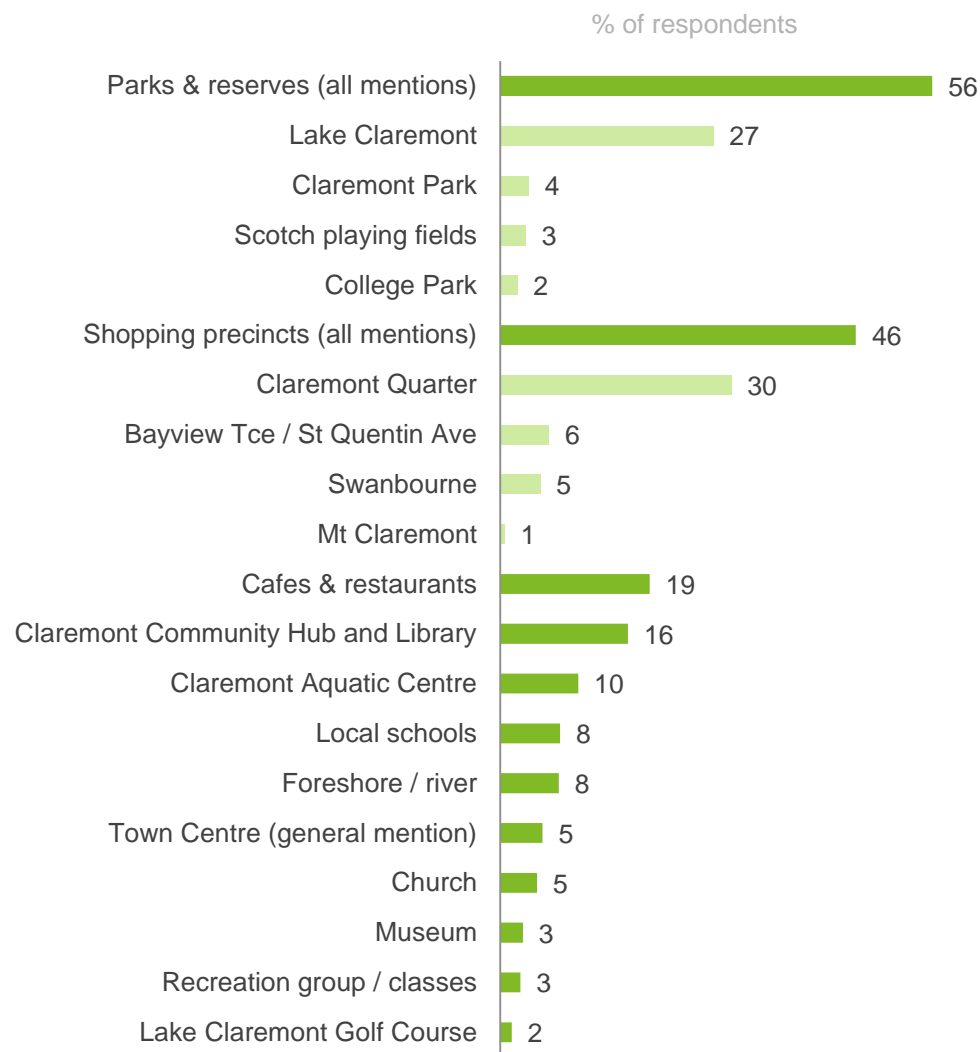
Most valued community hubs in the Town of Claremont

Community hubs are vibrant places where people gather. They are the 'heart' of a local neighbourhood.

In the Town of Claremont, the most valued community hubs tend to be parks and reserves, shopping precincts, cafes and restaurants.

The **top 4 hubs** that were specifically mentioned were:

1. Lake Claremont
2. Claremont Quarter
3. Claremont Community Hub and Library
4. Claremont Aquatic Centre



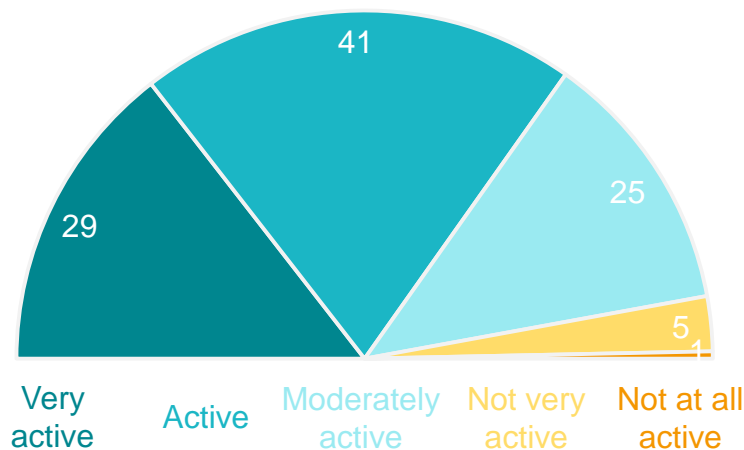
Q2. Which community hub(s) do you value most in your local area?

Base: all respondents, excluded 'no response' (n= 469)

Chart shows responses mentioned spontaneously by 2% or more respondents.

Level of physical activity

Level of agreement
% of respondents



Industry Comparisons^
% active or very active



Town of Claremont	70
Western Australia	51

Variances across the community
% very active / active

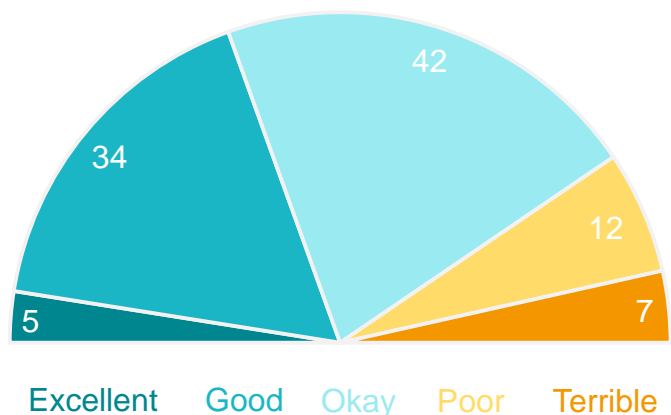
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
70	72	57	77	64	66	91	66	75	69	75	73	63	69	64	70	64	79

Q. How would you rate your own level of physical activity? Base: All respondents, excludes 'no response' (n = 559)
 ^ <http://ww2.health.wa.gov.au/~media/Files/Corporate/Reports%20and%20publications/Population%20surveys/2041-HWSS-Adults-WA-Overview-and-Trends.ashx>

Services and facilities for youth

Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont 54

Industry High 69

Industry Standard 49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
54	54	55	53	56	61	46	48	47	50	59	54	55	50	55	52	55	57

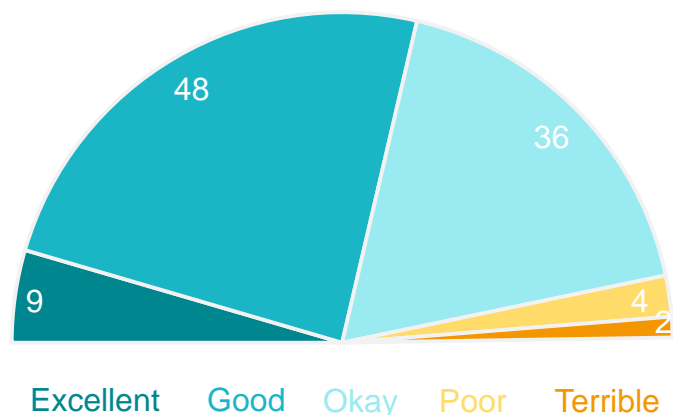
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 349).

Services and facilities for families

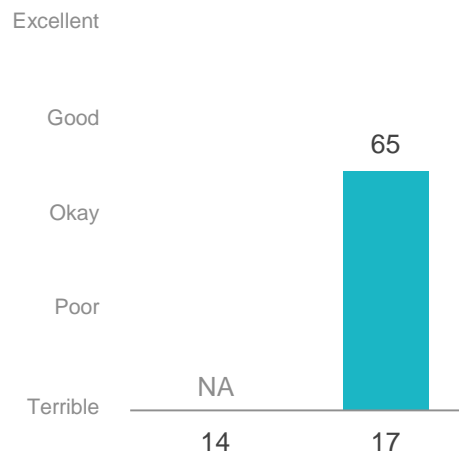
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	65
Industry High	74
Industry Standard	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
65	65	64	63	65	68	56	66	61	62	63	67	66	58	65	62	65	69

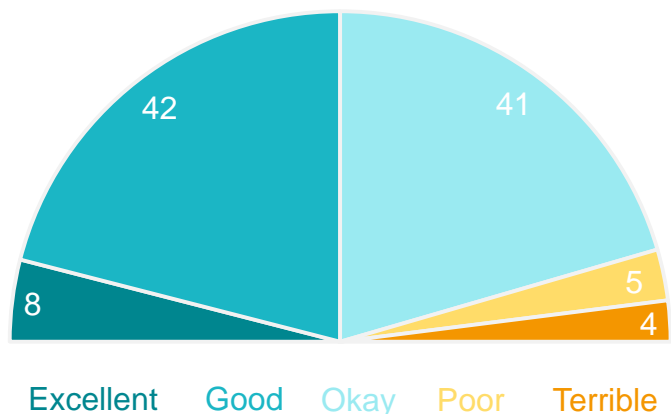
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 432).

Facilities, services and care available for seniors

Performance ratings

% of respondents



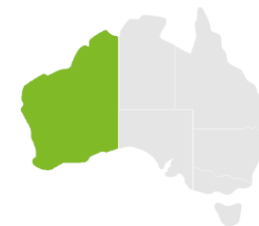
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	61
Industry High	64
Industry Standard	57

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
61	60	70	60	62	63	55	69	64	55	56	65	62	59	65	57	66	61

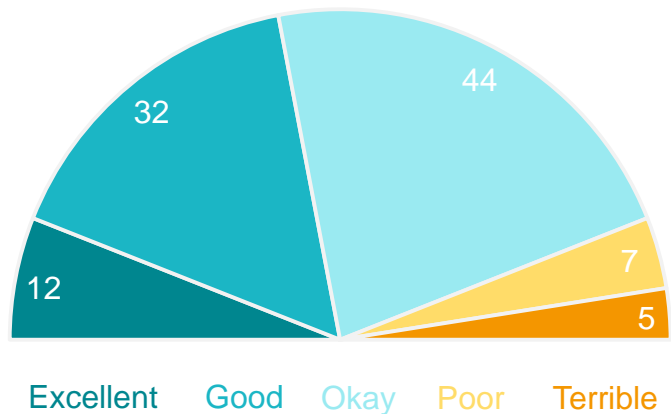
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 321).

Access to services and facilities for people with a disability

Performance ratings

% of respondents



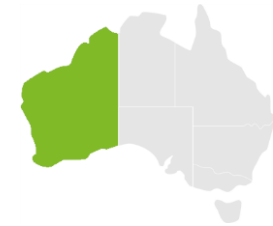
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	60
Industry High	69
Industry Standard	54

Variances across the community

Performance Index Score

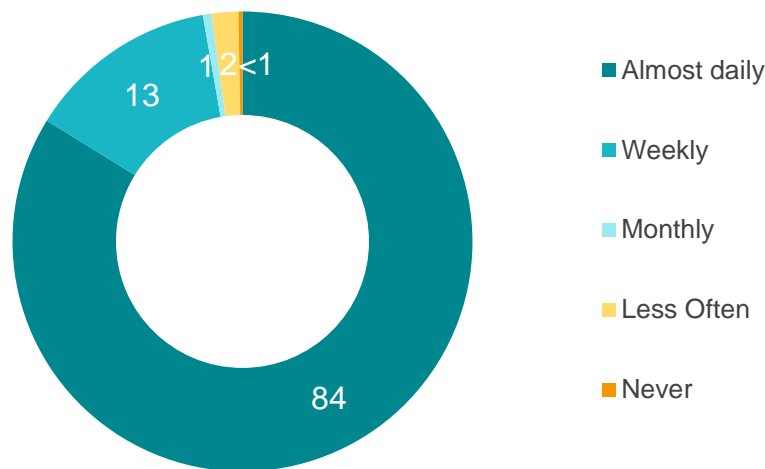
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
60	58	69	59	60	61	55	67	66	50	54	65	60	55	67	55	65	62

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 245).

Frequency of reading for leisure or enjoyment

Frequency of reading for leisure or enjoyment
% of respondents



84% of residents read for leisure or enjoyment almost every day.

Readership is highest among seniors.

Frequency of reading is lower among younger adults and people who are renting.

Variances across the community
% reading almost daily

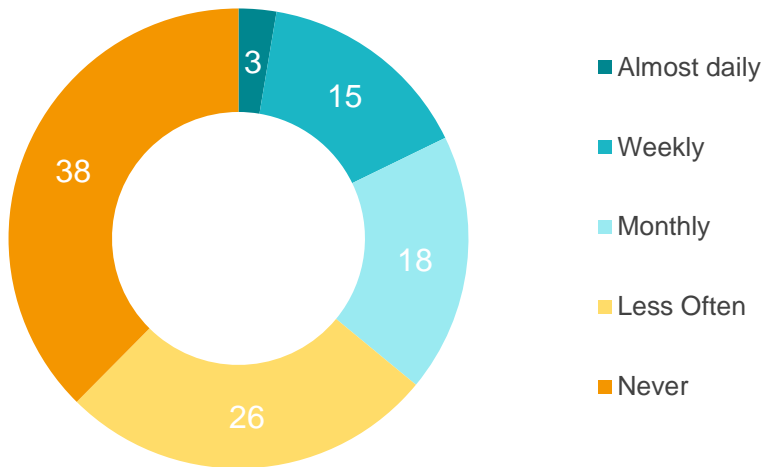
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
84	85	76	79	88	86	80	77	79	78	74	82	91	91	87	86	81	85

Q. How frequently do you or others in your household read for leisure or enjoyment (this may be a book, magazine, newspaper, blog, etc. either online, electronically or in hard copy)?

Base: All respondents, excludes 'unsure' and 'no response' (n = 566)

Frequency of accessing resources or services at your local library

Frequency of accessing resources or services at your local library
% of respondents



18% of residents access resources or services at their local library on a daily or weekly basis.

Use of the library is highest among seniors.

Frequency of accessing the library is lowest among younger adults, people with a disability and those who are renting.

Variances across the community
% daily / weekly

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
18	19	11	16	19	19	15	19	15	16	7	21	23	11	19	16	18	19

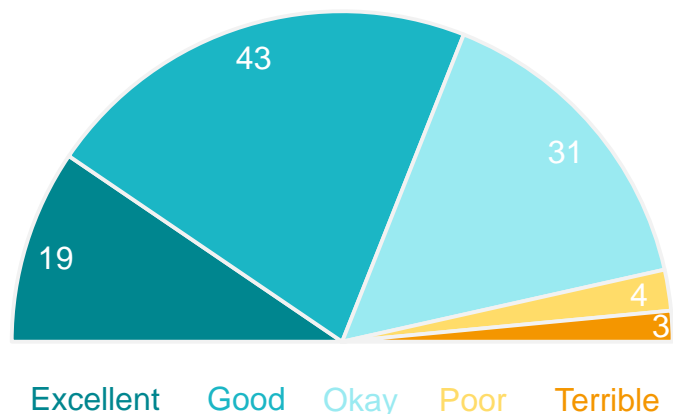
Q. How frequently do you or others in your household access resources or services at your local library (in person or virtually via the Council website)?

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

Claremont Community Hub and Library

Performance ratings

% of respondents



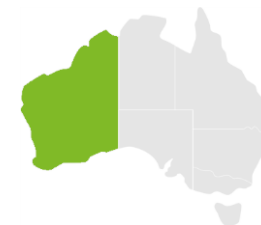
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	68
Industry High	83
Industry Standard	69

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
68	68	66	64	70	70	57	72	67	65	56	68	73	64	67	65	70	67

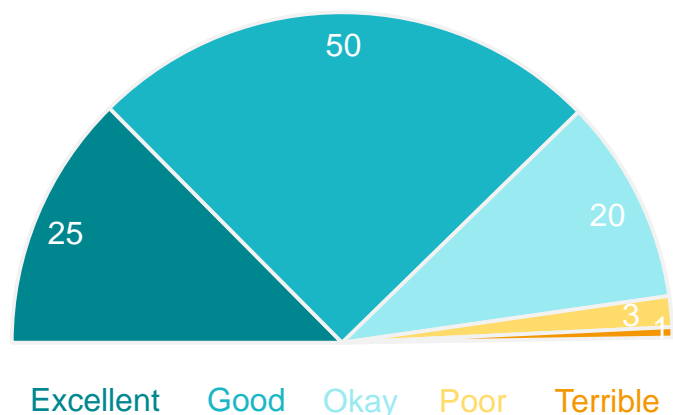
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 461).

Claremont Aquatic Centre

Performance ratings

% of respondents



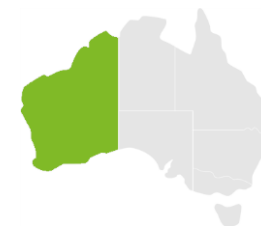
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	73
Industry High	82
Industry Standard	71

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
73	73	73	70	76	74	63	76	77	73	60	78	79	70	72	73	72	77

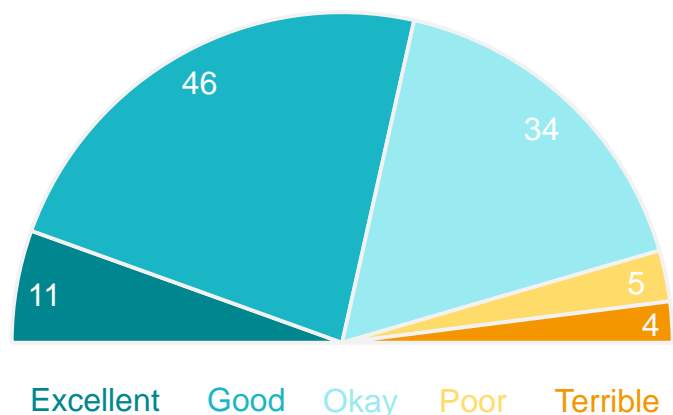
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 471).

Lake Claremont Golf Course

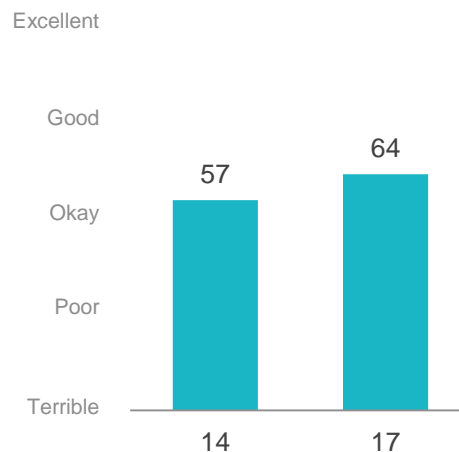
Performance ratings

% of respondents



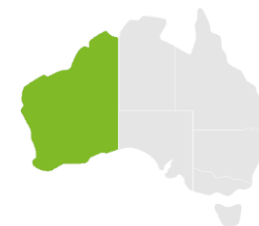
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	64
Industry High	NA
Industry Standard	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
64	63	74	60	67	65	52	66	67	62	57	65	67	59	64	62	65	65

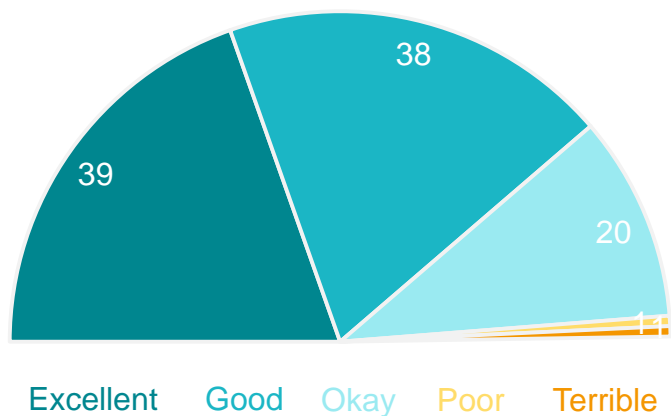
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 317).

Lake Claremont

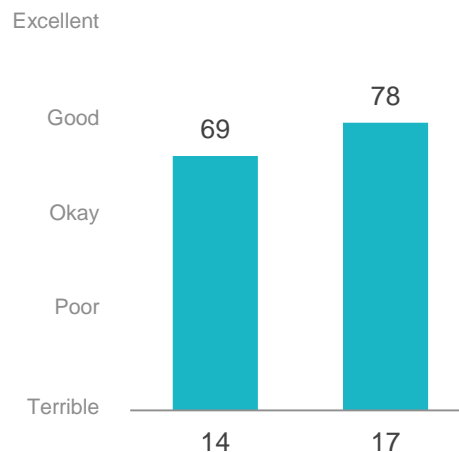
Performance ratings

% of respondents



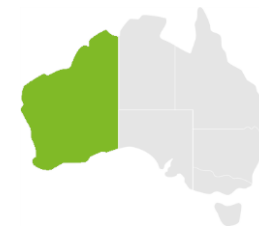
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	78
Industry High	NA
Industry Standard	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
78	78	77	76	80	79	75	83	80	76	70	83	80	72	78	76	77	86

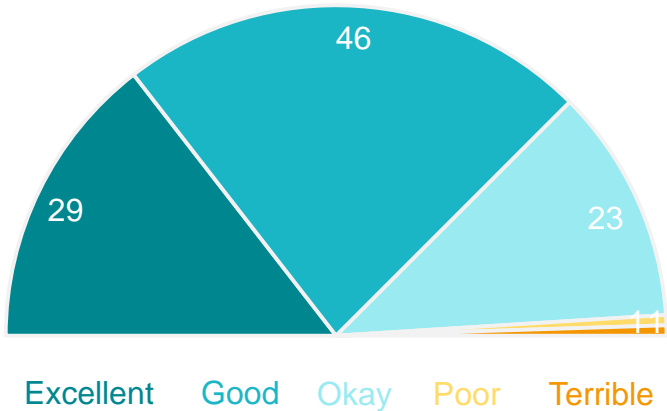
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 502).

Playgrounds, parks and reserves

Performance ratings

% of respondents



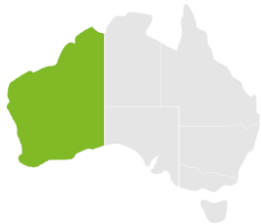
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	75
Industry High	84
Industry Standard	66

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
75	74	81	73	77	76	69	77	79	72	72	76	76	71	74	73	77	75

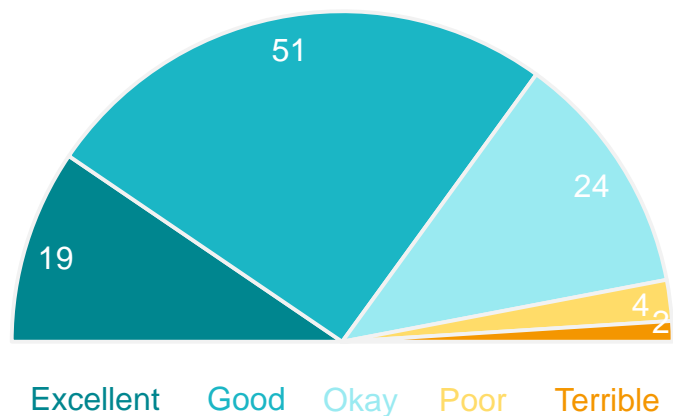
Q. How would you rate performance in the following areas?

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

Festivals, events and cultural activities

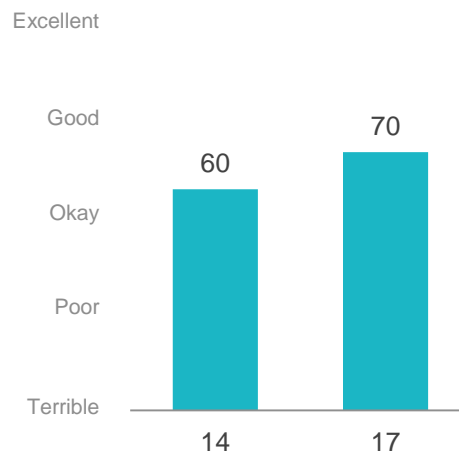
Performance ratings

% of respondents



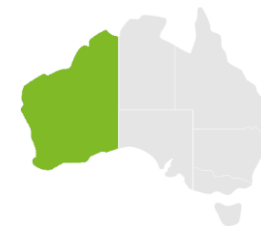
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	70
Industry High	83
Industry Standard	61

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
70	70	73	69	71	69	68	78	76	66	65	74	70	67	74	69	71	72

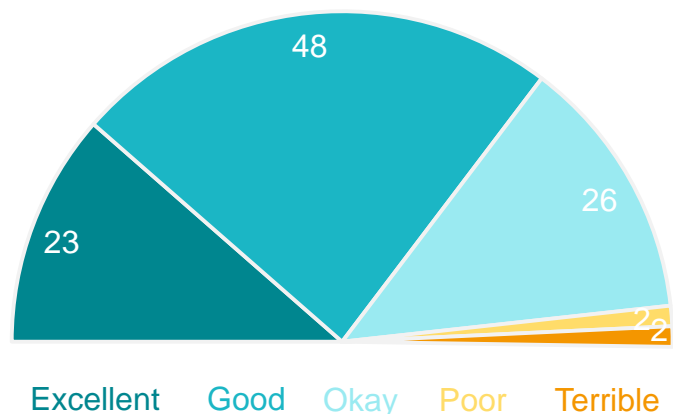
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 521).

Freshwater Bay Museum

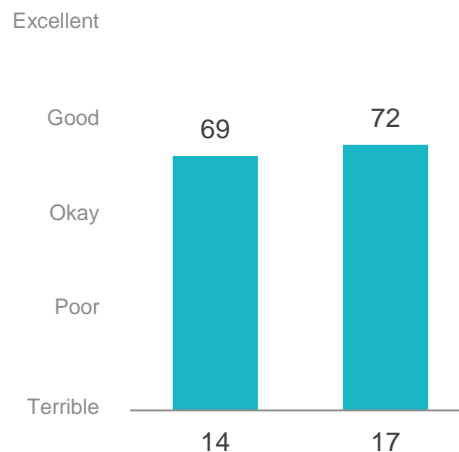
Performance ratings

% of respondents



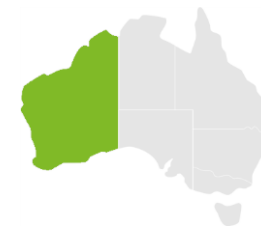
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	72
Industry High	NA
Industry Standard	NA

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
72	73	70	70	74	73	64	78	77	69	61	75	77	68	72	70	74	76

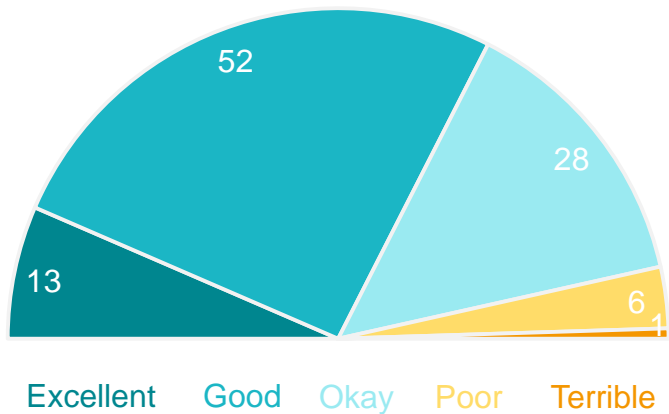
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 364).

Safety and security

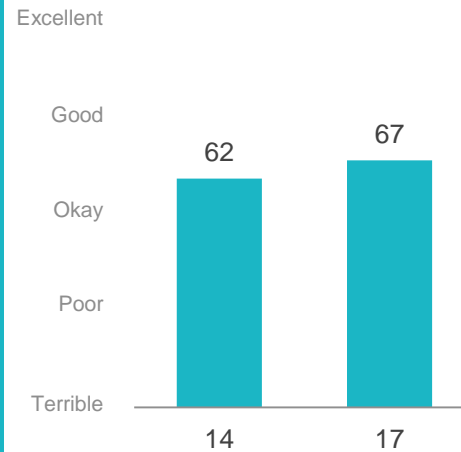
Performance ratings

% of respondents



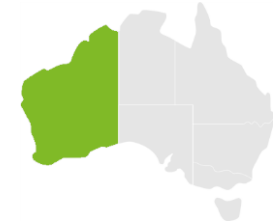
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	67
Industry High	74
Industry Standard	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
67	66	73	67	68	68	64	71	70	62	65	70	67	62	68	65	68	72

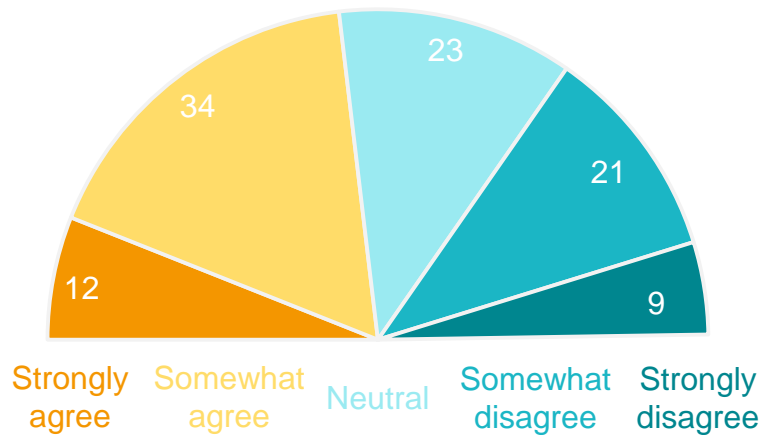
Q. How would you rate performance in the following areas?

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

I am concerned about safety in my neighbourhood

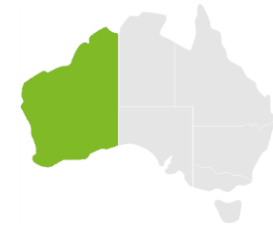
Level of agreement

% of respondents



MARKYT Industry Standards

% agree



Town of Claremont 46

Industry High NA

Industry Standard NA

Variances across the community

% agree

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
46	47	47	44	49	43	61	41	51	47	50	40	47	77	43	51	47	32

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

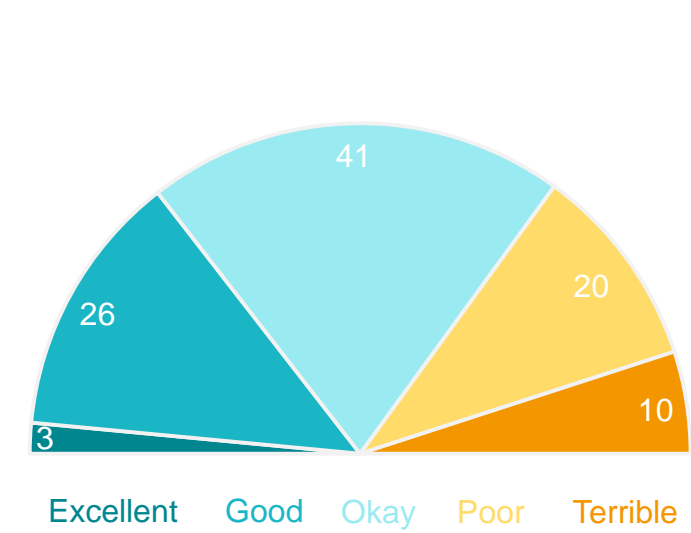
Base: All respondents, excludes 'no response' and 'unsure' (n = 546).

Built Environment

Planning and building approvals

Performance ratings

% of respondents



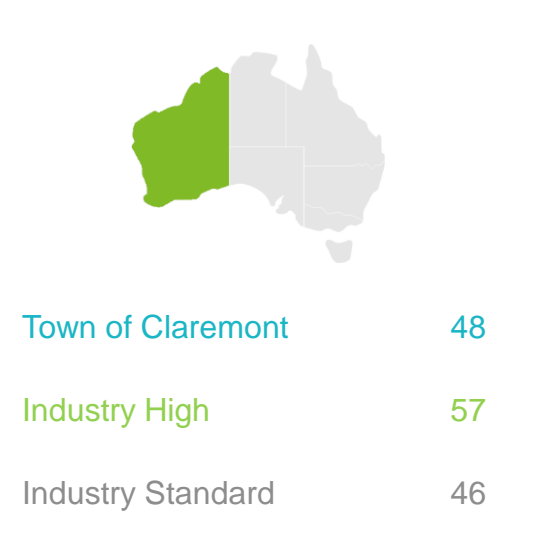
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
48	46	62	46	49	48	53	48	48	41	46	48	49	50	54	47	48	47

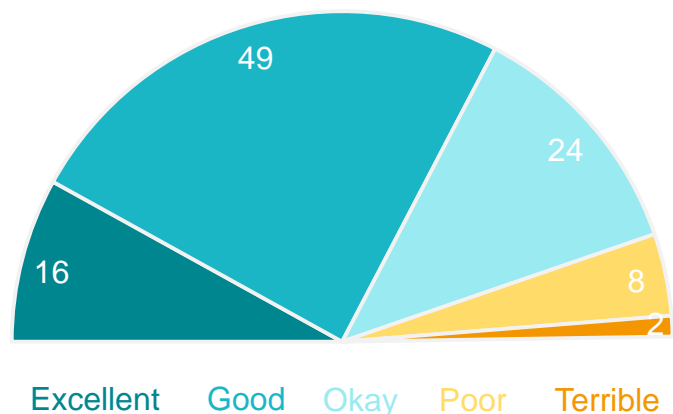
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 390).

The area's character and identity

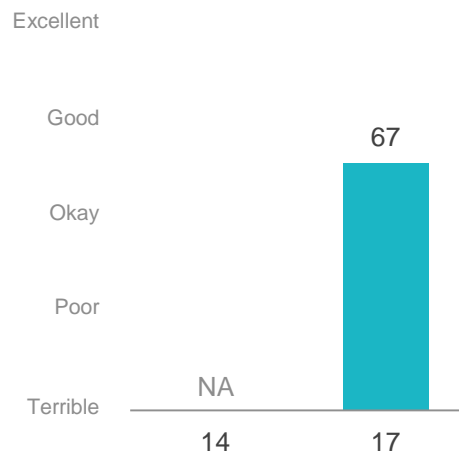
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	67
Industry High	77
Industry Standard	59

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
67	67	68	68	67	69	58	73	68	64	66	67	71	57	69	64	70	70

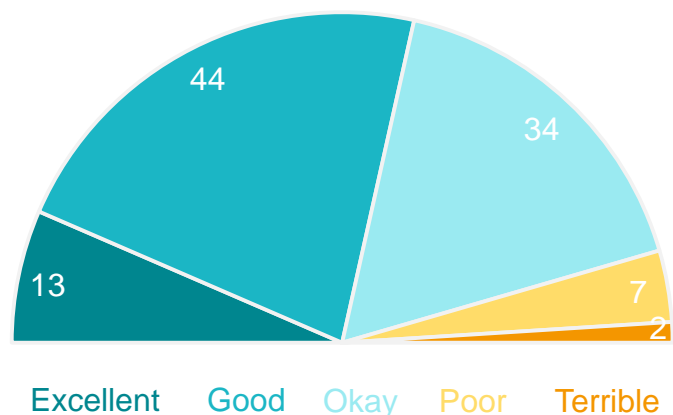
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 564).

Street artworks and public art

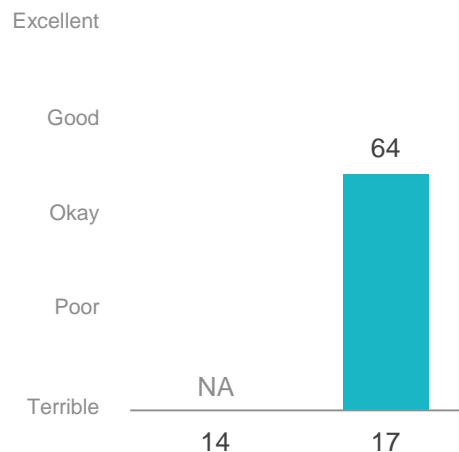
Performance ratings

% of respondents



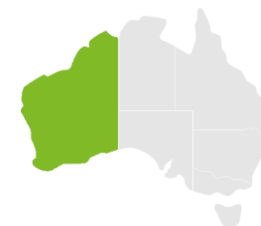
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont 64

Industry High 64

Industry Standard 56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
64	64	68	64	65	64	64	71	71	62	63	67	65	57	67	62	65	67

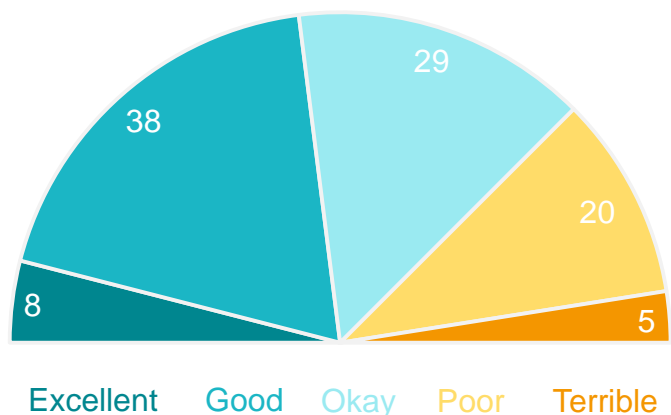
Q. How would you rate performance in the following areas?

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

Streetscapes

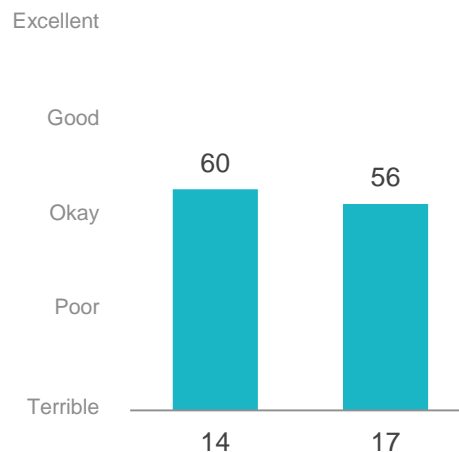
Performance ratings

% of respondents



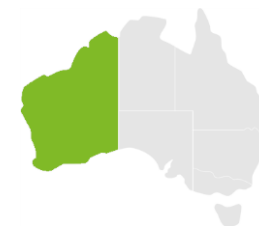
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	56
Industry High	72
Industry Standard	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
56	54	66	56	56	60	39	59	57	51	54	55	59	42	58	52	60	56

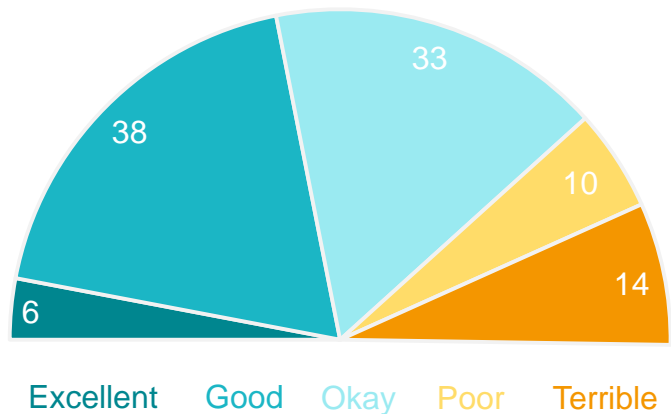
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 546).

Lighting of streets and public places

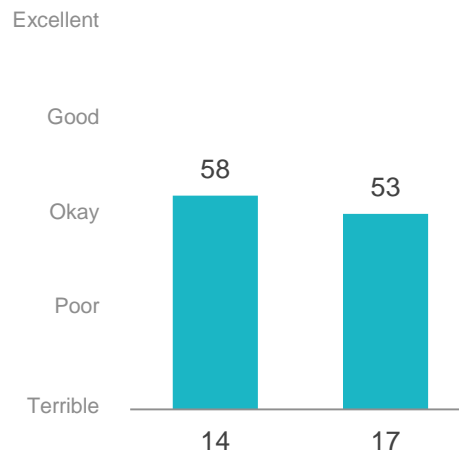
Performance ratings

% of respondents



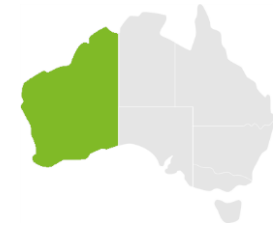
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	53
Industry High	75
Industry Standard	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
53	52	55	54	52	59	26	55	51	48	43	56	59	32	54	46	58	56

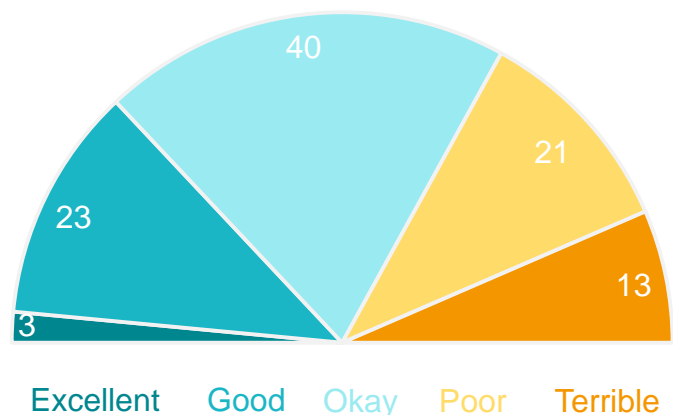
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 564).

Traffic management on local roads

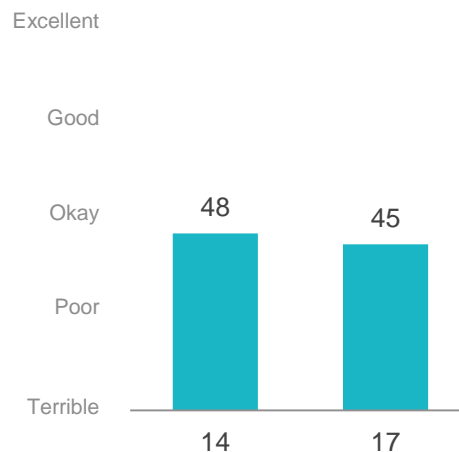
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	45
Industry High	65
Industry Standard	54

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
45	43	55	45	46	47	38	48	43	38	46	43	47	48	47	45	48	42

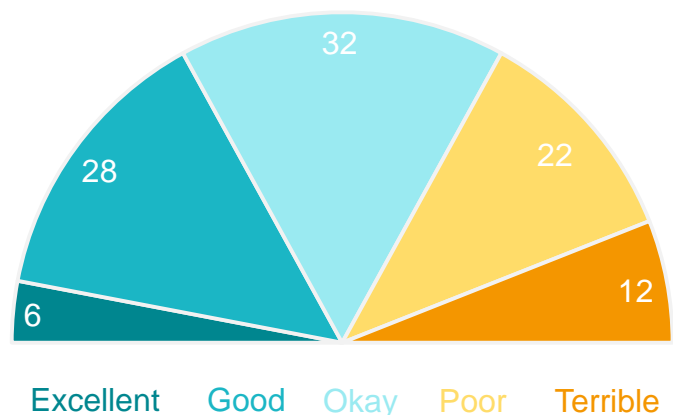
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 559).

Parking management and control

Performance ratings

% of respondents



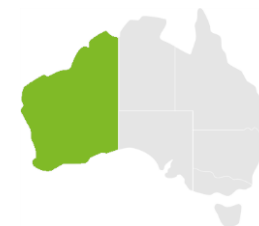
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	48
Industry High	68
Industry Standard	49

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
48	47	53	47	49	51	35	49	47	41	41	48	54	41	50	46	52	44

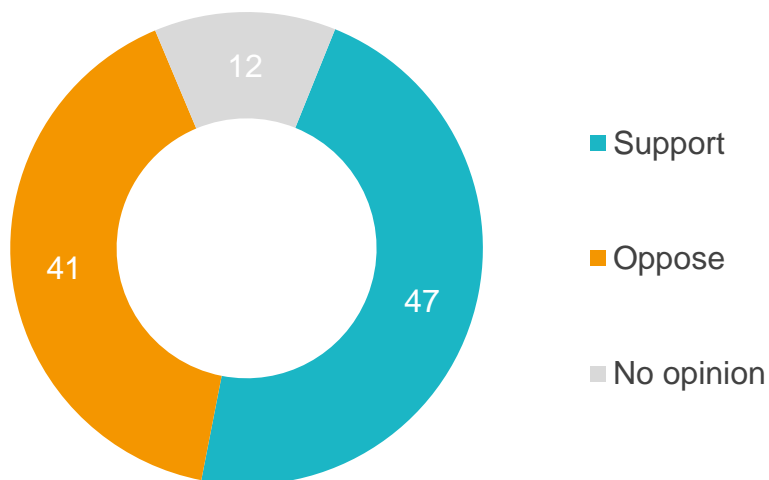
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 551).

Community opinion on 2 hour parking restrictions

Do you support or oppose the introduction of two hour parking restrictions for non-residents in your street?

% of respondents



47% support vs 41% opposition for 2 hour parking restrictions for non-residents.

Net support = 6%

Net support = % support - % oppose

Support is greatest among families with younger children (aged 0-12 years), people with a disability and in Claremont north of Stirling Highway.

Opposition is greater among residents who are renting and in Swanbourne.

Variances across the community

% net support (% support minus % oppose)

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
6	11	-21	10	4	-4	55	23	11	11	12	4	3	56	5	15	5	-9

Q. Do you support or oppose the introduction of two hour parking restrictions for non-residents in your street?

Base: All respondents, excludes 'no response' (n = 539)

Community opinion on 2 hour parking restrictions

Street listed when 3 or more residents responded per street

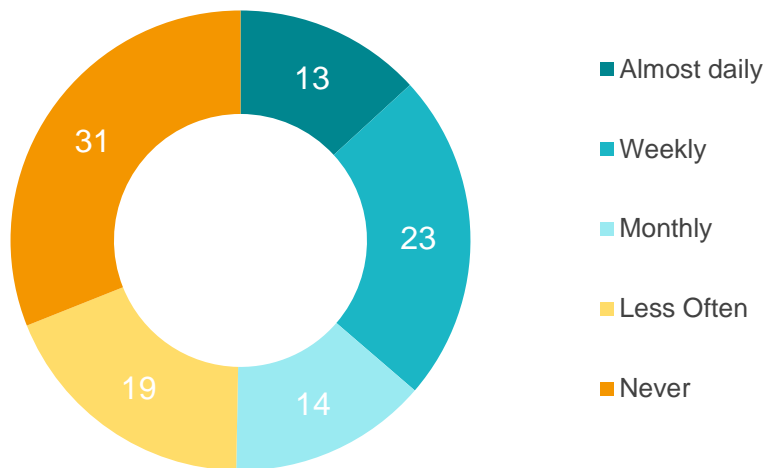
	Number of responses	Support	Oppose	No Opinion
Agett Rd	4	50	50	0
Airlie St	8	63	38	0
Albert St	9	56	22	22
Alfred Rd	7	43	43	14
Anstey St	7	29	57	14
Ashton Ave	3	33	33	33
Barnfield Rd	6	67	17	17
Bay Rd	7	43	43	14
Bay View Tce	10	90	0	10
Bellevue Tce	10	20	80	0
Bernard St	10	50	50	0
Brassey St	6	17	83	0
Brown St	5	100	0	0
Caxton Rd	3	33	67	0
Central Ave	6	50	50	0
Chatsworth Tce	5	80	20	0
Claremont Cres	3	100	0	0
Cliff Rd	4	25	75	0
College Rd	4	25	50	25
Davies Rd	35	40	43	17
Dean St	9	67	33	0
Derby St	4	50	50	0
Devon Rd	8	25	63	13
Fern St	15	7	87	7
First Ave	4	75	25	0
Freshwater Parade	15	53	40	7
Garden St	5	0	80	20
George Ave	3	0	100	0
Goldsmith Rd	4	0	100	0
Goldsworthy Rd	7	71	29	0
Grange St	8	75	25	0
Graylands Rd	9	22	56	22
Gugeri St	14	43	50	7
Hammond Rd	8	50	38	13
King St	4	75	25	0

	Number of responses	Support	Oppose	No Opinion
Langsford St	7	71	29	0
Loch St	3	67	33	0
Mengler Ave	6	17	67	17
Mofflin Ave	10	80	10	10
Motteram Ave	3	67	0	33
Narla Rd	5	40	40	20
Otway St	6	33	50	17
Pennell Rd	4	100	0	0
Princess Rd	6	50	50	0
Queen St	3	33	33	33
Queenslea Dr	5	20	20	60
Reserve St	4	75	0	25
Richardson Ave	8	38	50	13
Riley Rd	9	22	67	11
Saunders St	4	100	0	0
Second Ave	28	50	36	14
Shenton Place	3	100	0	0
Shenton Rd	13	46	46	8
Smith Street	3	67	33	0
St Quentin Ave	7	43	29	29
Stirling Hwy	3	67	33	0
Stirling Rd	6	67	33	0
Strickland St	5	20	60	20
Thomson Rd	7	43	57	0
Vaucluse Ave	4	50	50	0
Victoria Ave	13	62	31	8
Walter St	4	50	50	0
Wilson St	5	0	60	40
Wood St	4	0	75	25
Wright Ave	3	100	0	0

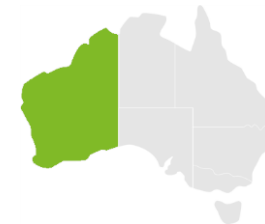
Active Transport

Frequency of riding a bicycle

Frequency of riding a bicycle
% of respondents



MARKYT  Industry Standards
% daily / weekly



Town of Claremont	36
Industry High	37
Industry Standard	30

Variances across the community
% daily / weekly

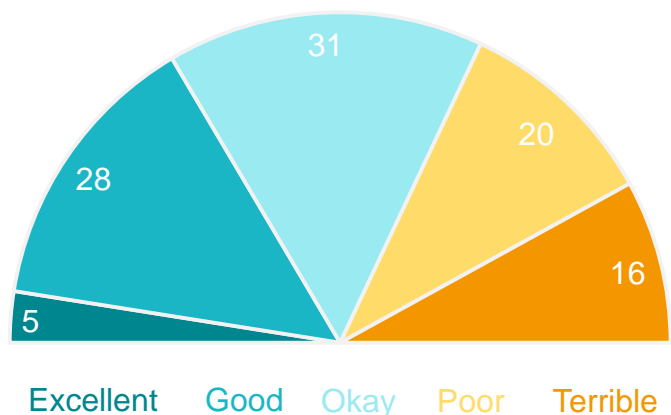
Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
36	33	51	42	32	29	36	69	56	35	39	57	18	14	37	37	31	45

Q. How frequently do you or others in your household ride a bicycle?
Base: All respondents, excludes 'unsure' and 'no response' (n = 564)

Footpaths and cycleways

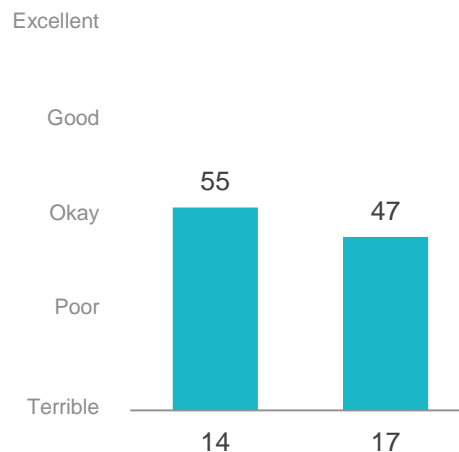
Performance ratings

% of respondents



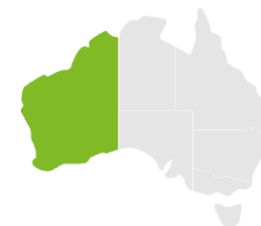
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	47
Industry High	71
Industry Standard	52

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
47	46	50	47	46	51	29	48	45	38	43	47	50	25	53	40	50	56

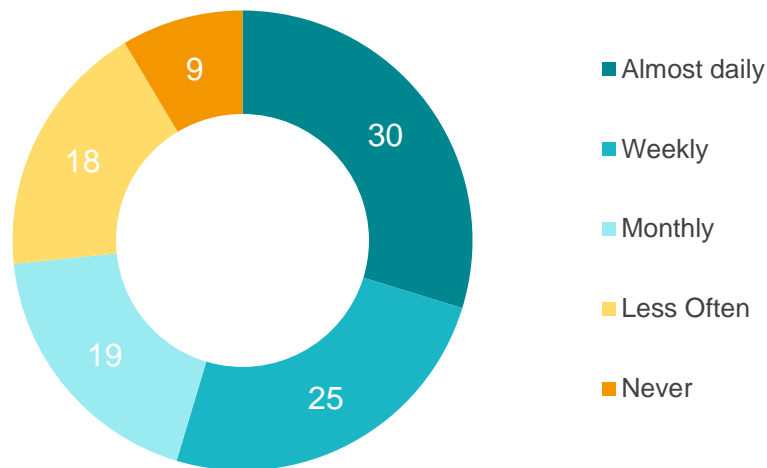
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 565).

Frequency of using public transport

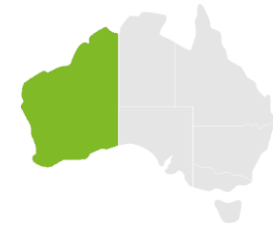
Frequency of using public transport

% of respondents



MARKYT Industry Standards

% daily / weekly



Town of Claremont 55

Industry High 55

Industry Standard 38

Variances across the community

% daily / weekly

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
55	52	71	57	53	44	82	63	75	65	71	59	39	74	66	54	59	44

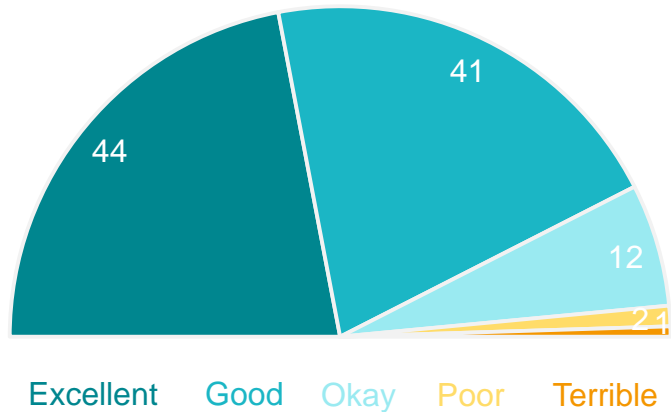
Q. How frequently do you or others in your household use public transport?

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

Access to public transport

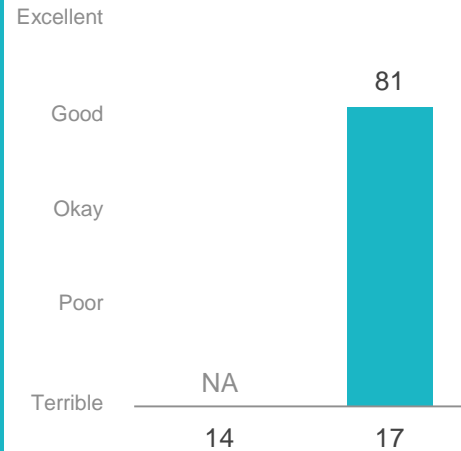
Performance ratings

% of respondents



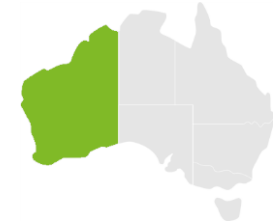
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	81
Industry High	81
Industry Standard	63

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
81	81	81	80	81	77	92	84	86	81	82	80	80	87	82	80	81	81

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

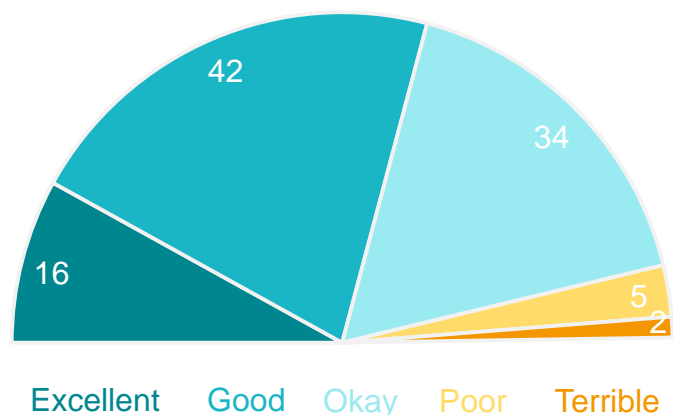
Base: All respondents, excludes 'unsure' and 'no response' (n = 565).

Natural Environment

Conservation and environmental management

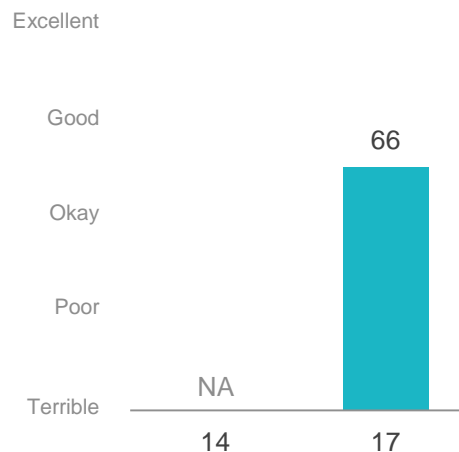
Performance ratings

% of respondents



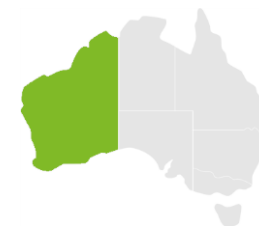
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	66
Industry High	68
Industry Standard	56

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
66	65	72	66	66	63	74	73	70	65	60	70	66	62	67	62	67	71

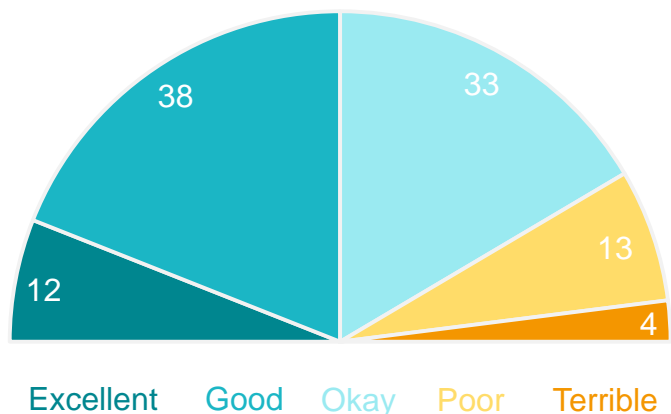
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 483).

Efforts to promote and adopt sustainable practices

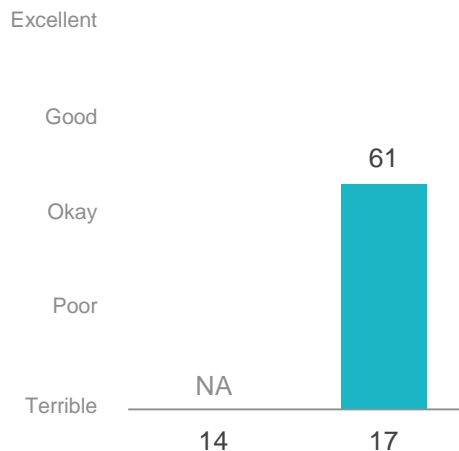
Performance ratings

% of respondents



Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	61
Industry High	75
Industry Standard	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
61	60	66	60	61	58	72	67	67	59	51	64	64	60	61	55	63	65

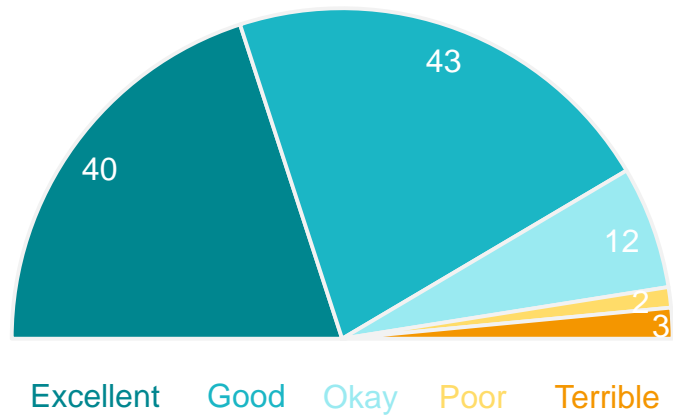
Q. How would you rate performance in the following areas?

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

Weekly rubbish collections

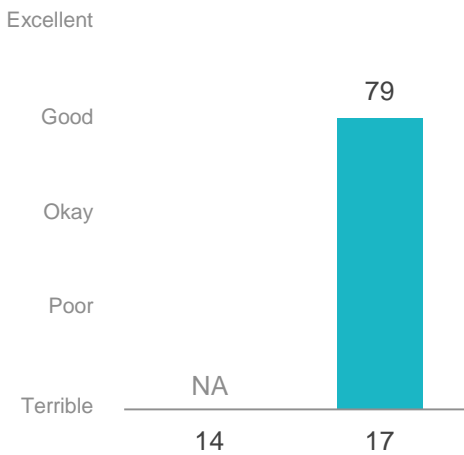
Performance ratings

% of respondents



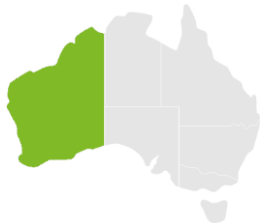
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	79
Industry High	88
Industry Standard	77

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
79	78	82	76	81	79	78	80	80	76	77	76	82	90	79	79	81	76

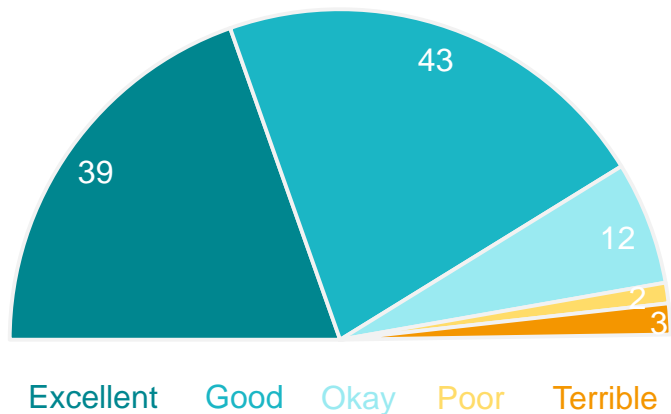
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 564).

Fortnightly recycling collections

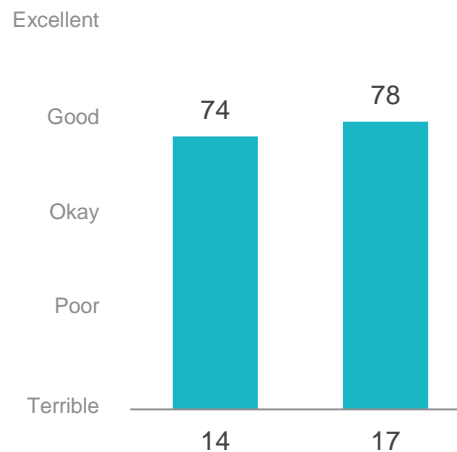
Performance ratings

% of respondents



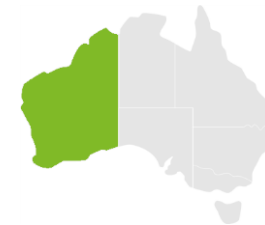
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	78
Industry High	89
Industry Standard	73

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
78	78	82	77	80	79	77	76	78	73	78	74	82	89	79	78	81	74

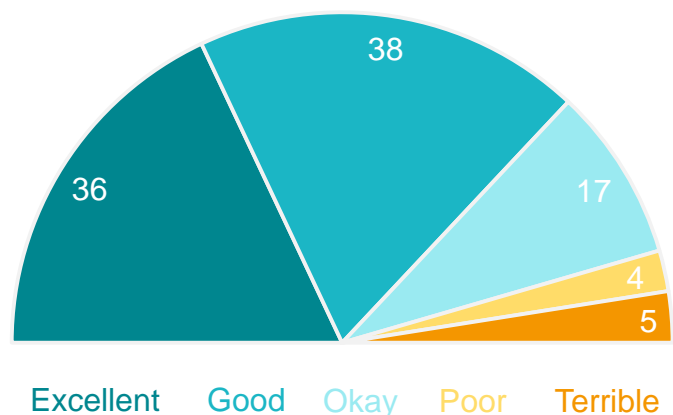
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 562).

Verge-side bulk rubbish collections

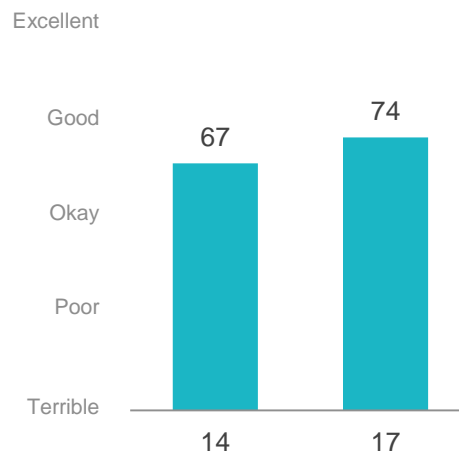
Performance ratings

% of respondents



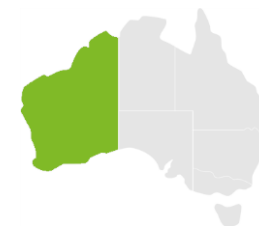
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	74
Industry High	80
Industry Standard	68

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
74	72	81	72	75	73	78	75	75	70	72	71	76	88	75	74	74	70

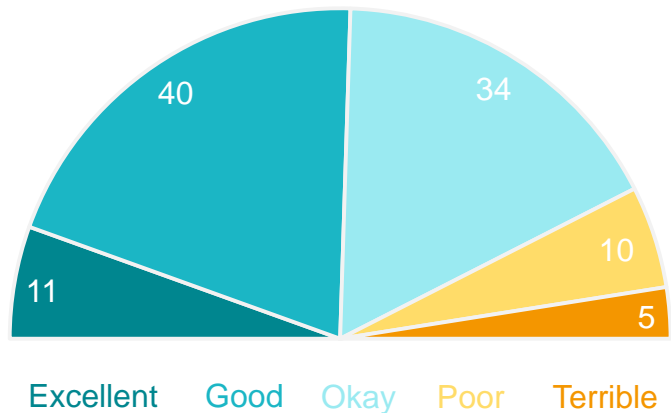
Q. How would you rate performance in the following areas?

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

Management of food, health, noise and pollution issues

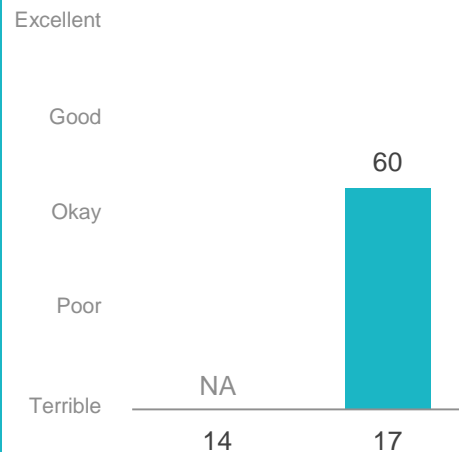
Performance ratings

% of respondents



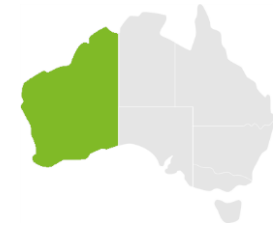
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	60
Industry High	70
Industry Standard	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
60	61	55	60	60	60	62	65	61	54	60	58	62	62	59	56	64	61

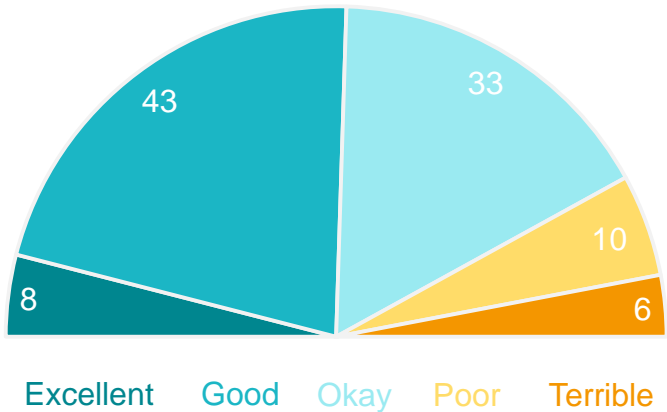
Q. How would you rate performance in the following areas?

Base: All respondents, excludes 'unsure' and 'no response' (n = 400).

Animal and pest control

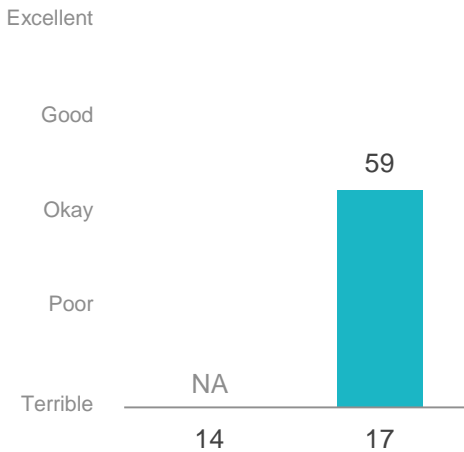
Performance ratings

% of respondents



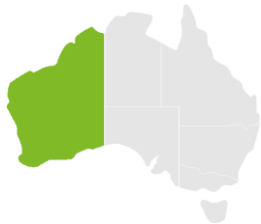
Trend Analysis

Performance Index Score



MARKYT Industry Standards

Performance Index Score



Town of Claremont	59
Industry High	72
Industry Standard	55

Variances across the community

Performance Index Score

Total	Home owner	Renting/other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
59	61	51	58	61	57	64	66	62	60	57	59	61	59	54	54	63	60

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

Base: All respondents, excludes 'unsure' and 'no response' (n = 380).

Overview of Community Variances

Summary of community variances

governance and community

Index Scores out of 100		Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
Governance	Place to live	86	86	88	86	87	85	91	89	87	86	88	86	86	87	86	85	87	89
	Governing organisation	62	62	66	61	63	63	61	63	64	56	61	63	64	59	65	62	63	63
	Value from rates	50	49	58	51	49	53	39	48	55	43	42	49	56	37	55	47	51	55
	Leadership	57	56	64	57	56	60	43	59	60	51	49	57	60	55	58	54	59	57
	Access to Councillors and staff	59	58	78	59	59	61	51	62	58	56	52	60	62	58	61	55	63	60
	Consulted about local issues	52	51	60	52	53	53	47	55	54	46	52	52	53	56	55	53	53	50
	Informed about local issues	57	55	69	56	58	59	49	62	62	48	55	58	58	57	62	57	58	58
	Website	68	66	75	65	69	65	74	68	68	70	67	68	66	79	68	67	68	66
	Social media presence	63	61	77	60	66	56	71	60	64	68	70	61	57	80	63	61	70	58
	Customer service	60	59	72	59	61	62	54	63	61	56	56	61	62	60	63	57	65	59
Community	Services for youth	54	54	55	53	56	61	46	48	47	50	59	54	55	50	55	52	55	57
	Services for families	65	65	64	63	65	68	56	66	61	62	63	67	66	58	65	62	65	69
	Services for seniors	61	60	70	60	62	63	55	69	64	55	56	65	62	59	65	57	66	61
	Disability access	60	58	69	59	60	61	55	67	66	50	54	65	60	55	67	55	65	62
	Community Hub/Library	68	68	66	64	70	70	57	72	67	65	56	68	73	64	67	65	70	67
	Claremont Aquatic Centre	73	73	73	70	76	74	63	76	77	73	60	78	79	70	72	73	72	77
	Lake Claremont Golf Course	64	63	74	60	67	65	52	66	67	62	57	65	67	59	64	62	65	65
	Lake Claremont	78	78	77	76	80	79	75	83	80	76	70	83	80	72	78	76	77	86
	Playgrounds, parks & reserves	75	74	81	73	77	76	69	77	79	72	72	76	76	71	74	73	77	75
	Festivals, events & culture	70	70	73	69	71	69	68	78	76	66	65	74	70	67	74	69	71	72
	Freshwater Bay Museum	72	73	70	70	74	73	64	78	77	69	61	75	77	68	72	70	74	76
	Safety and security	67	66	73	67	68	68	64	71	70	62	65	70	67	62	68	65	68	72

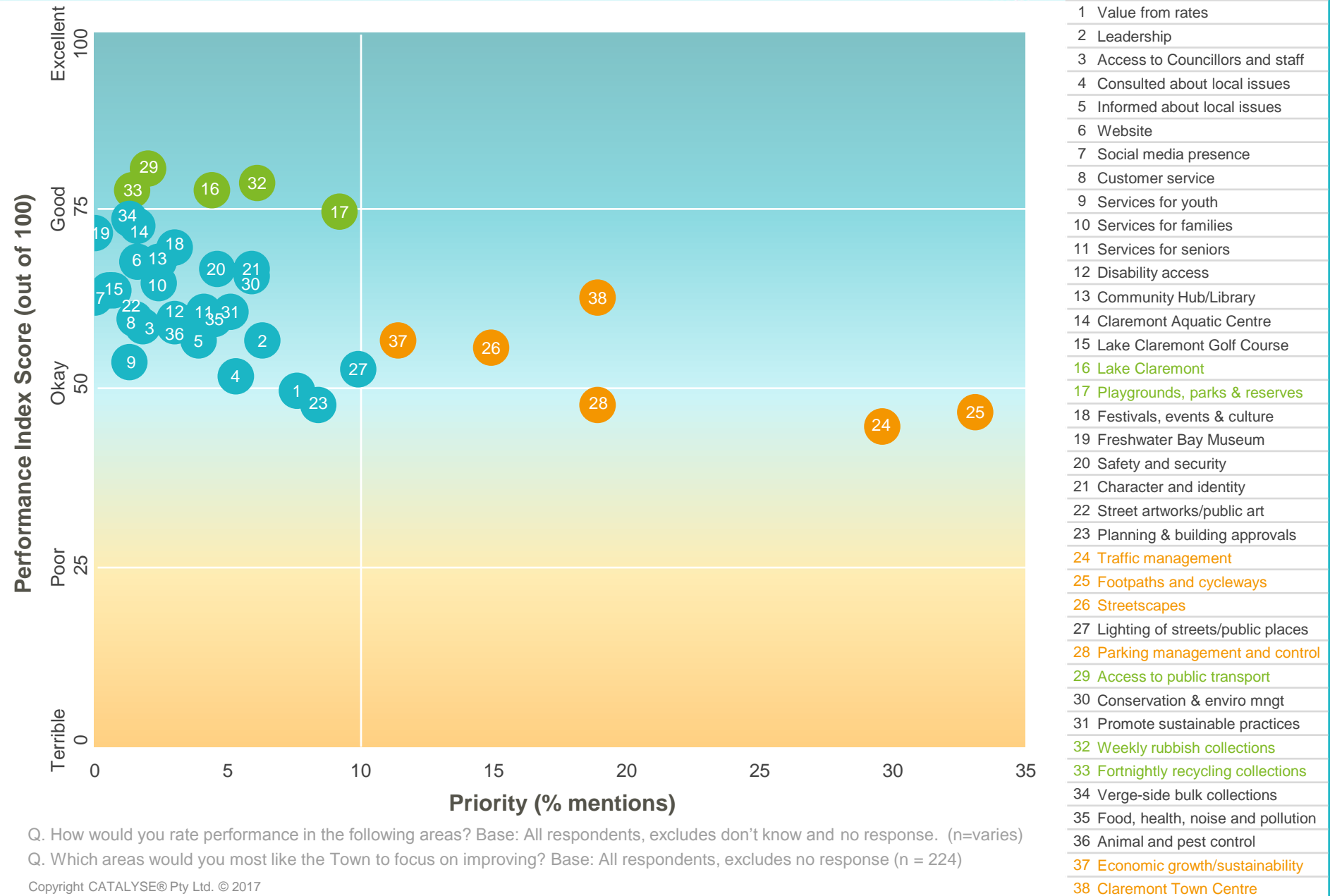
Summary of community variances

built form, natural environment and economic

Index Scores out of 100		Total	Home owner	Renting / other	Male	Female	No children	Have child 0-5	Have child 6-12	Have child 13-17	Have child 18+	18-34 years	35-54 years	55+ years	Disability	Born Overseas	Claremont (North)	Claremont (South)	Swanbourne
Built form	Character and identity	67	67	68	68	67	69	58	73	68	64	66	67	71	57	69	64	70	70
	Street artworks/public art	64	64	68	64	65	64	64	71	71	62	63	67	65	57	67	62	65	67
	Planning & building approvals	48	46	62	46	49	48	53	48	48	41	46	48	49	50	54	47	48	47
	Traffic management	45	43	55	45	46	47	38	48	43	38	46	43	47	48	47	45	48	42
	Footpaths and cycleways	47	46	50	47	46	51	29	48	45	38	43	47	50	25	53	40	50	56
	Streetscapes	56	54	66	56	56	60	39	59	57	51	54	55	59	42	58	52	60	56
	Lighting of streets/public places	53	52	55	54	52	59	26	55	51	48	43	56	59	32	54	46	58	56
	Parking management and control	48	47	53	47	49	51	35	49	47	41	41	48	54	41	50	46	52	44
	Access to public transport	81	81	81	80	81	77	92	84	86	81	82	80	80	87	82	80	81	81
Natural	Conservation & enviro mngt	66	65	72	66	66	63	74	73	70	65	60	70	66	62	67	62	67	71
	Promote sustainable practices	61	60	66	60	61	58	72	67	67	59	51	64	64	60	61	55	63	65
	Weekly rubbish collections	79	78	82	76	81	79	78	80	80	76	77	76	82	90	79	79	81	76
	Fortnightly recycling collections	78	78	82	77	80	79	77	76	78	73	78	74	82	89	79	78	81	74
	Verge-side bulk collections	74	72	81	72	75	73	78	75	75	70	72	71	76	88	75	74	74	70
Economic	Food, health, noise and pollution	60	61	55	60	60	60	62	65	61	54	60	58	62	62	59	56	64	61
	Animal and pest control	59	61	51	58	61	57	64	66	62	60	57	59	61	59	54	54	63	60
	Economic growth/sustainability	57	56	65	55	59	57	65	59	58	51	55	57	59	57	58	54	58	63
	Claremont Town Centre	63	61	74	62	63	60	77	64	65	54	71	60	58	74	61	66	60	60

Addressing Community Priorities

MARKYT Community Priorities Window™



Footpaths and cycleways

Residents want be able to walk, cycle, push prams, use wheelchairs and ride motorised scooters safely around the neighbourhood. There is concern about the condition of footpaths, lack of cycle paths, poor lighting and obstructions from vehicles parking on paths and overgrown vegetation.

Complete the footpath upgrade. Some old paths are quite hazardous.

Take the main focus away from the Claremont Quarter for a period of time & please improve on the surrounding streets with good quality footpaths & improvements on the level of the street lighting. At night the risks of slips & trips are unacceptable.

Claremont could improve on having more pedestrian crossings, smoother access for wheelchairs, etc. (ie. gentle slopes on ramps). Promotion of a bike culture and improved crossing of Stirling Highway by foot (footbridge or less waiting at traffic lights).

Safe cycle paths, especially around Claremont Quarter. Traffic islands often cause cars to squeeze cyclists into the drains or up against the kerb. Apart from the cycle path along the railway line there are no clear routes north, south, east or west close to Claremont Quarter. Encouraging school and uni students to cycle requires investment in paths which don't contain pedestrians. Some dual use paths are fine but cyclists needing to travel around 20km/h are a hazard for pedestrians and vice versa. Pedestrians often wander all over the footpath or dual use path. Cyclists can reduce car congestion.

Footpath condition on Guger St and Graylands Rd. Lighting along railway line paths (east of Showgrounds). Ashton Avenue bridge and adjacent footpaths and crossings.

Footpaths, especially Graylands Rd, Fresh Water Pde, Davies Rd.

River access - build a boardwalk between Freshwater Bay and Claremont Marina for walking/cycling. This would greatly enhance the town and connect it to the river.

The footpaths and the street lighting. During the hours of night time the level of lighting is not too good and I find myself riding my mobility scooter on the road. During the hours of day time I find the footpaths either obstructed by vehicles or vegetation and I find myself riding my mobility scooter on the road.



Traffic management on local roads

Traffic concerns relate to congestion around schools, movement of traffic on and around Stirling Highway, in Claremont Town Centre, around new high density development north of the railway line, and on various local roads.

Making Claremont a suburb for people, not cars. We have great public transport access so we should block off more roads, or restrict road access. Similar to what happens in Mt Lawley. This would make Claremont a safer place for children.

Traffic in streets where we live - frequently it is almost impossible to drive in the streets, which are too narrow to allow parking on both sides, especially all day parking.

Traffic flow: the whole area will grind to a halt unless traffic problems due to apartment construction are addressed soon. Suggested solutions: Bus routes for small buses frequently circulating round the area. Improved and further developed cycle paths for community use.

So much development north of rail line with little or no thought / actions on traffic management once all development finished.

Traffic management, especially school times, ie. education of parents and children to walk (from train station, bus stops) and/or shuttle buses from trains and bus stops to schools (or they can walk). Somehow encourage use of trains/buses to work/school, therefore parking along-over railway line .

Traffic congestion in the school term, around Stirling Hwy and the Christ Church corner. More school buses from MLC and Christchurch Schools instead of mothers delivering children to school.

Traffic on Bay Rd, particularly around the Alfred Carson Aged Care facility. I believe that there needs to be a crosswalk, or somehow slow the traffic down, particularly outside the facility. It is a very dangerous area to cross the road to the Bay Pantry.

The traffic lights on Alfred Rd and Shenton Rd are too short and incredibly dangerous. We have almost been hit twice while crossing at the lights, by cars turning right. Please extend the time given to pedestrians to cross.



Parking management and control

Residents are concerned with parking congestion, especially around schools, the Town Centre, high density housing areas, and Claremont Showground. They want more off-street parking and for schools to encourage greater use of active transport solutions by students. Views are divided about introducing two hour parking.

*Time restricted parking to prevent commuters blocking narrow residential streets from 7am to 6pm weekdays.
The parking precinct plan adopted 6 months ago should be implemented without further delay.*

*Introduce parking restrictions on Claremont Cres (verge) to stop all day parking and catching the train.
We have no guest parking!*

All day Street parking in side streets behind Swanbourne Shopping needs to be 2 Hr limit.

*Local traffic control and parking availability around the Claremont Football Club and Showground.
(2 hour parking does not help anyone)*

Abandoning all notions of implementing parking restrictions in the Scotch College precinct, ie the area bounded by Shenton Rd, Wright Ave, Central Avenue to Fern St.

Control of student parking around Scotch College before it becomes the school that ate a suburb.

Improve the off street parking in all major developments. They must provide parking on the premises. The street parking in 2nd and 1st Avenue is dangerous. Work with Main Roads to replace Ashton Ave Bridge and improve the traffic flow on Ashton Ave.

Better control of public parking on residents' streets close to Claremont Quarter. At the moment the streetscape is obliterated by private cars and commercial vehicles parking bumper to bumper on residents streets - both sides of the road.

Claremont Royal Show parking and street congestion.

Very unhappy that the ranger will not cancel parking tickets issued to residents parking outside their own home.



Streetscapes

The main concerns with streetscapes relates to the choice of trees being planted by Council (Box vs Plant vs other), standardisation across the Town, and maintenance of street trees.

Having a uniform plan to have attractive street trees and to implement a pruning and maintenance program so that trees do not grow excessively large in an unattractive shape.

Practical, regular and ongoing assistance in maintaining street lawns, leaf collection and disposal and standardisation of streetscape appearance.

By bringing the Northern precinct up to the standard of other parts of Claremont. Areas around Davies Road, Graylands Road look old, tired and completely out of date. Contrast this part of Claremont with areas south of Stirling Hwy. Why the stark contrast in standards?

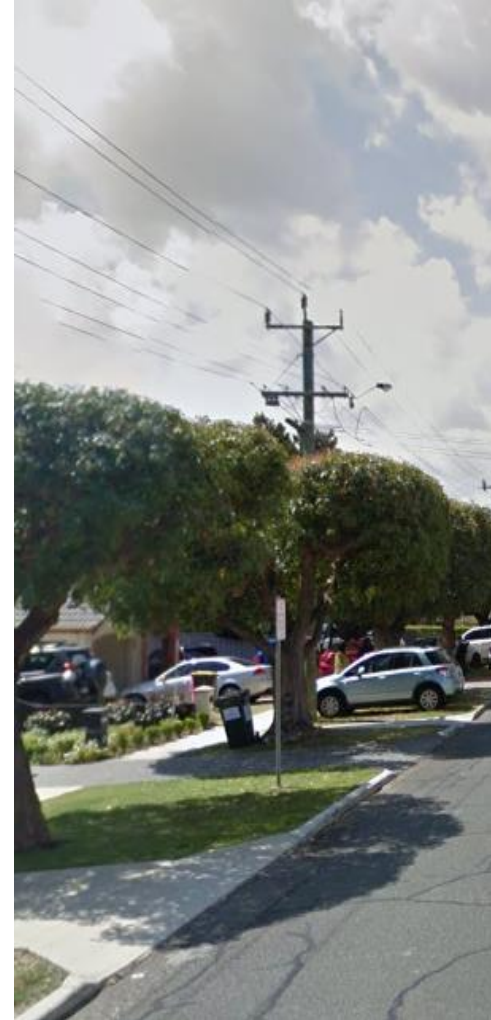
I have had many concerns for years about the Box Trees. They are very untidy, overgrown, with a lot of dead wood in them. I would like, as a very long resident of 50 years in Claremont, to have permission to have the 3 along my front verge tidied up and trimmed. The street light is blocked, defeating its purpose.

The Town of Claremont is one of the best suburbs at planting street trees and ensuring lots of greenscape but still room for improvements and some decisions are disappointing. Such as planting native Frangipanis on Victoria Ave, seeing how disastrously appalling they look and have fared on Broadway and Beanstalks with no streetscape or shade.

Removal of terrible Box Trees - to be replaced with more suitable trees. A good example being Goldsworthy St - use of Plane Trees.

English Plane street trees. The council persists in planting these in unsuitable places (eg. Median strips in the middle of the road). For more than 6 months of the year they are a curse for residents (and businesses in Bay View Tce and Leura Ave). The mess they make is unrelenting.

Street scapes are not improved by too many 'McMansions' which are devoid of beauty and character. Claremont is an older suburb with some rich architecture worth preserving in more modern houses.



Economic growth and sustainability

Residents offer a range of solutions to improve the town centre appearance, vibrancy, ease of access and safety. Solutions include urban design, place activation, tree planting and greater diversity of shops.

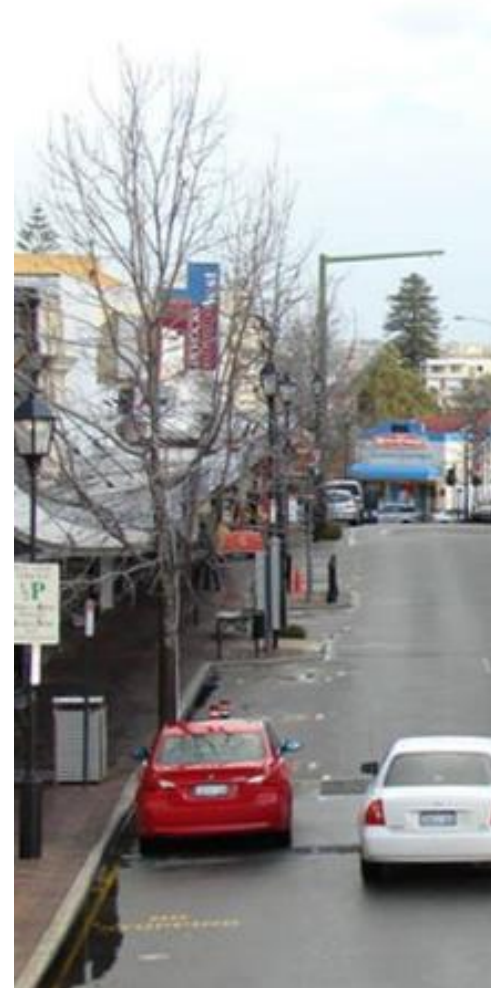
Urban design, place activation and attracting a range of businesses to locate within the Claremont Town Centre to create a vibrant and well designed hub.

The town centre is a disgrace. Remove all motor vehicles and parking in Bayview Terrace and St Quentin's Avenue, open the streets to people and encourage a diversity of business options but more importantly create a walking centre. Remove fees and charges for cafes to extend their businesses and open the street to free trading by retailers. Anything would be better than the number of vacant retail outlets in Bay View Terrace. They can do it in Europe so why can't they do it in Claremont.

Stop adding concrete and bad sculptures. More trees along streets around Claremont Quarter. Allow street cafes with pavement tables. DO not close streets to traffic as this kills atmosphere. (Napoleon St has better atmosphere than Bay View Terrace). Need to 'unsterilise' it somewhat so it keeps a village feel, not a shopping centre feel.

In my opinion Stirling Highway, with its higgledy-piggledy collection of buildings, is ugly. Many international/interstate visitors have commented on how unattractive it is. Surely Stirling Highway could present itself as an avenue - a tree-lined avenue, as exists in many successful and attractive international and Australian cities. Businesses obviously benefit if people are attracted to an area. At present this major artery does not signify pride in community, nor sophistication, nor an invitation to stop and shop/refresh/explore. At present, the highway is merely an obligatory thoroughfare. It needs a unifying element. A softening element, a tree-lined streetscape. It would act like an oasis.

Claremont Quarter and town shopping - I, and many other seniors, would have liked a Target or Big W or K Mart where the 'Claremont Fresh' used to be... so we can buy cheaper underwear, etc., and items for our grandchildren. The shopping seems to be focused on the 20-35 year olds - or the very wealthy and their children. Too many coffee shops and upmarket boutiques. The supermarkets at Claremont Quarter are excellent..



Economic growth and sustainability continued

Other solutions to improve Claremont Town Centre include more reasonable commercial rents, more cultural diversity in the town centre and greater street activation.

Reducing rates to attract more businesses to the area now that Subiaco is going down the gurgler.

Claremont residents are concerned about high rents and empty shops in Bay View Terrace. It gives the appearance of an old suburb in death throes. Empty shops look 'sad'.

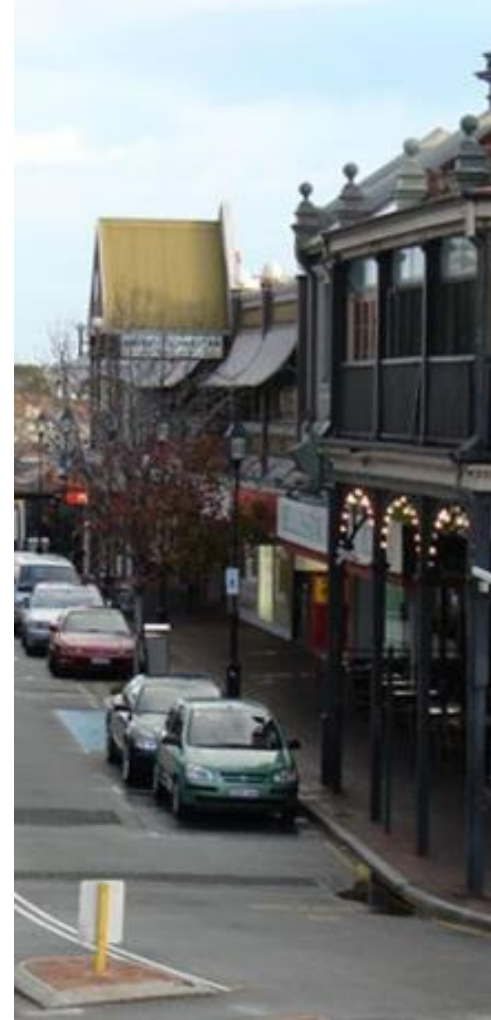
*More affordable commercial real estate leases to help and encourage more small businesses in the area.
More youth focused activities - whatever happened to rebuilding a new skate park, when the old one was taken away? It would be great to see more opportunities for Claremont-based artists, designers and musicians.*

Bay View Tce - an accident waiting to happen. Please make it a proper mall and make it a centre for cultural activities, pop up food stalls, etc.

Allow more Food & Beverage outlets around Claremont Quarter to be opened as we lack a variety of reasonably priced food. This should include a food court, fast foods and more casual alfresco cafes.

The alleyways around the back of the old Bunnings building would be a great location for some hip small bars that would increase the culture of Claremont similar to some of the trendy bars in areas like Mount Lawley and Leederville.

Creating a greater level of pedestrian interaction along Gugerri Street through the incorporation of more ground level shop frontage, alfresco dining, lighting, and potentially more pot plant garden beds.



Moving Forward

Moving Forward

Overall, the Town of Claremont is a strong performer:

- **Quality of life** is high compared to global and national standards
- As a **place to live**, the performance index score is **86 out of 100**, up 13 index points over the past 3 years, and 12 index points above the MARKYT Industry Standard.
- As a **governing organisation**, the performance index score is 62; 6 index points above the MARKYT Industry Standard.

Perceived strengths include waste services, Lake Claremont, playgrounds, parks and reserves, and access to public transport. Relative to the MARKYT Industry Standards the Town of Claremont is performing above average in most service areas, and is the market leader for access to public transport and street artworks.

Moving forward the community would like the Town of Claremont to focus on **4 key priorities**:

1. **Footpaths and cycleways**
2. **Traffic and parking management**
3. **Streetscapes**
4. **Economic growth and sustainability**

Community opinion on **2 hour parking** is divided with 47% support vs 41% opposition. Street level analysis suggests there is majority opposition on some streets and majority support on others. A street by street solution is recommended.





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