

Council benchmark

Average satisfaction rating of measured councils (6) **3.3**

Average satisfaction rating for Town of Walkerville **3.5**



Town of Walkerville outperformed other Adelaide councils in these satisfaction categories:

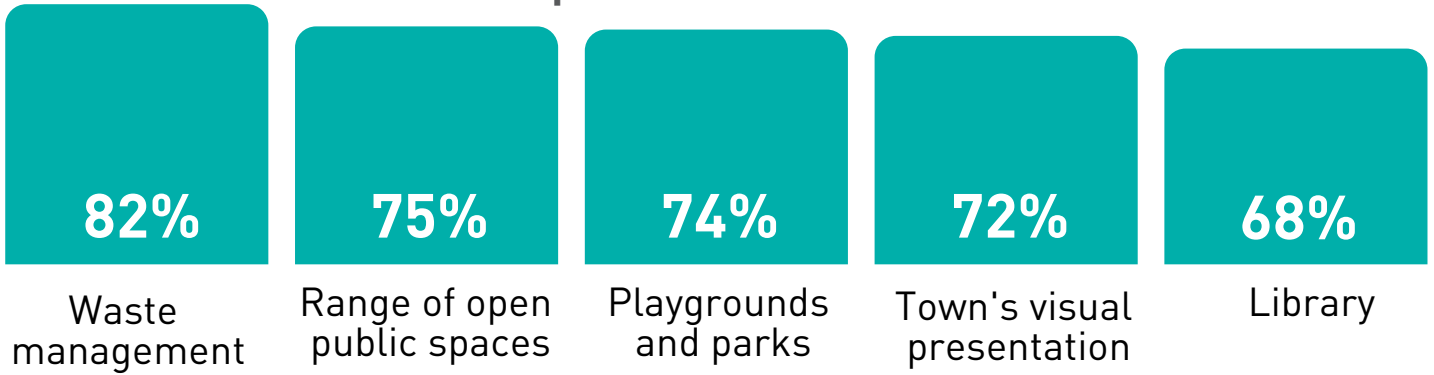
- Ovals / sporting facilities
- Stormwater management
- Parks/reserves/playgrounds
- Customer service
- Public lighting
- Community engagement and consultation
- Traffic management
- Heritage
- Local roads/footpaths/shared use paths
- Services for the aged



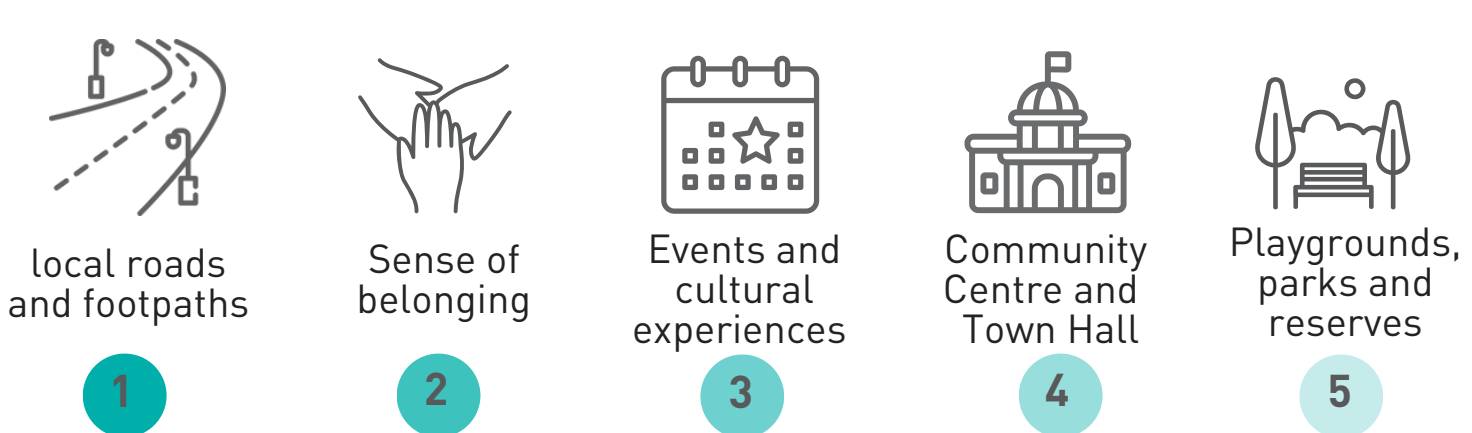
Council performance satisfaction



Top 5 for satisfaction

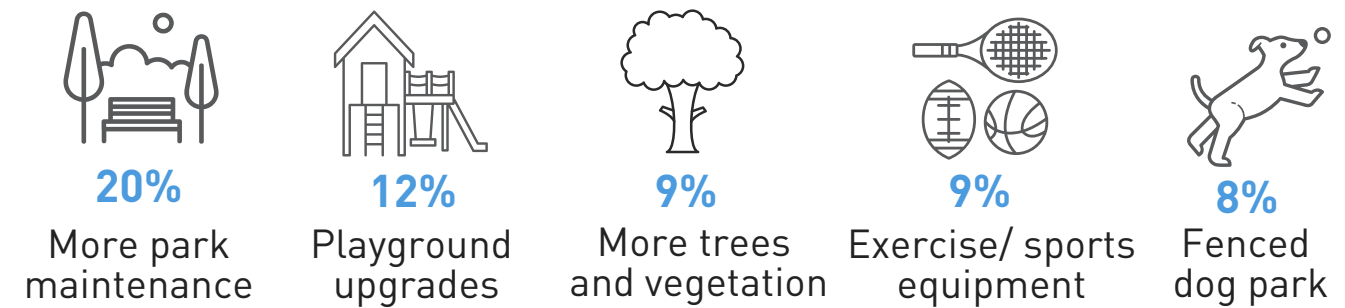


Drivers of satisfaction



Council improvements

Suggested improvements:



Requested developments

1. Community/ sports/ fitness infrastructure
2. More shops/ retail experience improved
3. General maintenance issues
4. Footpath improvements
5. More trees and vegetation planted

Desire for outdoor activities & events





Customer service satisfaction

of the 56% who contacted council

69% satisfied with helpfulness & knowledge of staff

67% satisfied with response

67% expressed satisfaction with experience

65% felt they received the wanted information

Contact sources:



34%
In person



31%
Phone



26%
Email



24% Administration staff

10% Library staff



Communication satisfaction



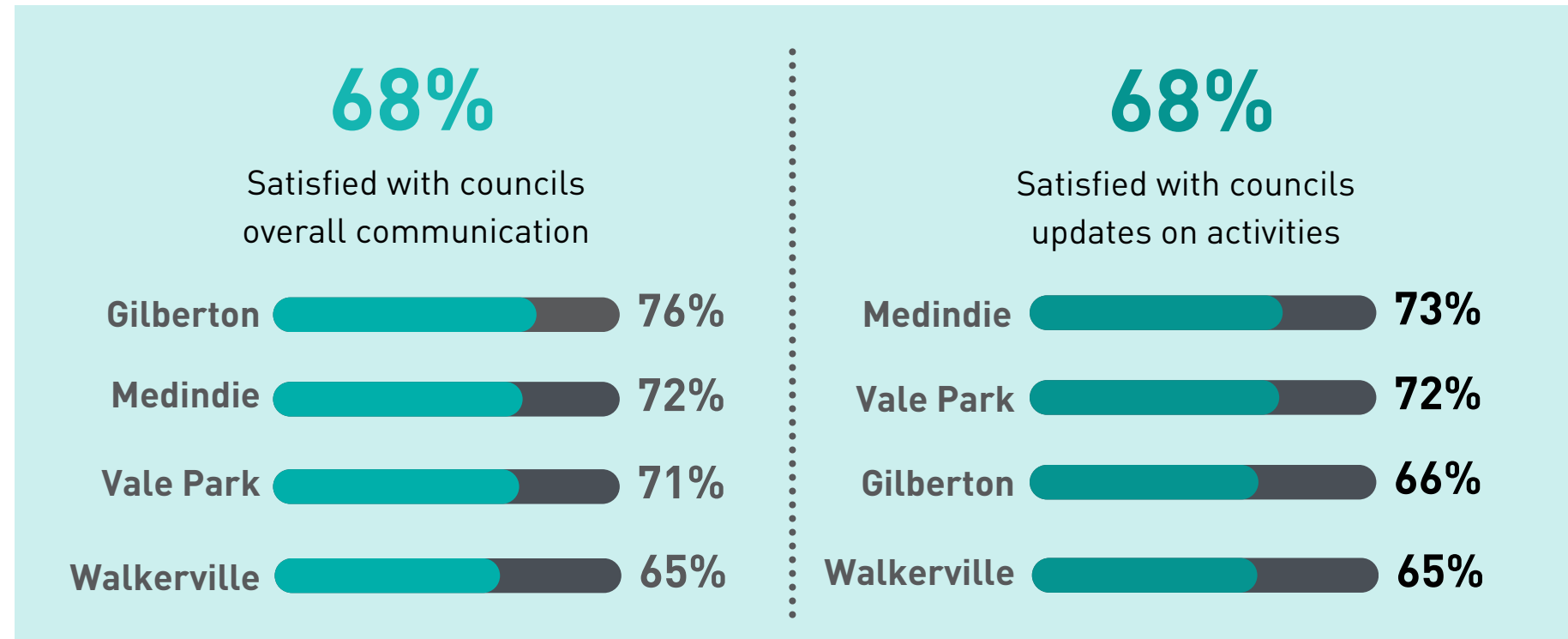
6 out of 10 felt they had sufficient chance to give feedback

99%

Recall receiving some form of communication

74%

Satisfaction for About Town (highest among communications)



Preferred method of communication:



48%
Email



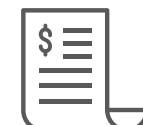
46%
Online



29%
Letter



94%
About Town Newsletter



86%
Rates notices



83%
Street banners



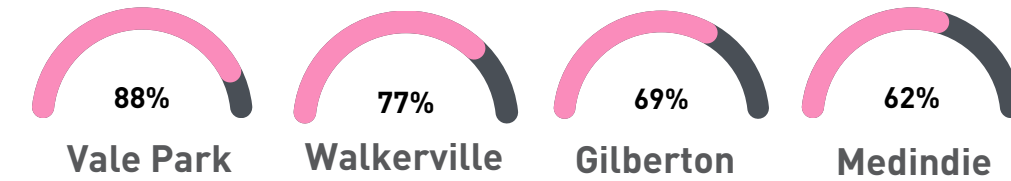
82%
Posters in township



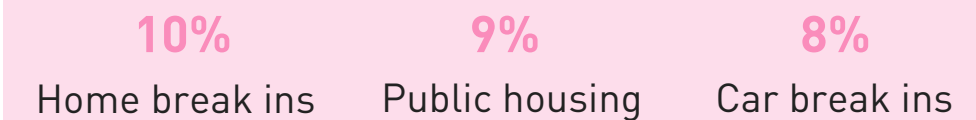
Community safety & concerns

77%

Perceive the Town of Walkerville as safe & secure



Safety concerns:



Future concerns:



68%

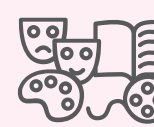
Had worries regarding the future of the Town of Walkerville



Traffic and parking (23%)



Population dense housing (9%)



Overdevelopment will lose culture of area (13%)