



Palmerston North City Council

Annual Residents' Survey 2019

Executive Summary

1

Most Palmerston North residents rate the Council as performing well overall (with 59% providing a rating of 7 to 10, out of 10). This finding is supported by most residents being satisfied with the *Services and facilities* Council provides (77%); Council's *Governance and reputation* (61%); and the *Value for money* received (53%).

2

Concerning aspects that drive residents' perceptions about the city and the council, *Value for money* has the greatest impact (58%), followed by *Governance and reputation* (31% of impact) and overall *Services and facilities* (10% of impact).

3

The key opportunities for PNCC are to improve residents' perceptions of receiving good *Value for money*, *Financial management* and to set clear directions for the community (*Leadership*). These are elements which are highly important to residents (*Value for money* in particular) and in which residents would value Council making improvements.

4

The Council has a relatively strong reputation profile with 48% of residents classified as '*Champions*', that is, having a positive emotional connection with Council and recognising that council is doing a good job. However, there is also a relatively high proportion of '*Sceptics*' (38%) who do not value or recognise Council's performance and have doubts and lack of trust.

5

About a fourth (24%) residents perceive Palmerston North as a great place to live in that is safe, multicultural and family friendly, however, the residents also see several opportunities for improvement, for example sprucing up the CBD, and upgrading Broadway Ave.

6

There is potential for Council to further improve perceptions by promoting the various services and facilities (e.g. *Parks, reserves and open spaces*) where its performance is high. These aspects currently have a moderate/low level of impact, but additional promotion could encourage greater usage and also serve to communicate what Council is already doing well - which may help improve perceptions of value.

Table of Contents

Executive summary	Page 2
Background, Objectives and Method	Page 4
Summary of Key Performance Indicators	Page 5
Drivers of Overall Satisfaction	Page 8
Leadership and Reputation	Page 21
Understanding Reputation	Page 26
Satisfaction with the Council and Perceptions of the City	Page 33
Satisfaction with Infrastructure	Page 42
Satisfaction with Other Council Services	Page 48
Satisfaction with Parks and Reserves	Page 51
Satisfaction with Council's Services and Facilities	Page 60
Sample Profile	Page 68

Background, Objectives and Method

Background

The Palmerston North City Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community.

Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to service delivery
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction, including satisfaction among defined groups within the city
- To establish perceptions regarding organisational reputation, including how competent Council is perceived to be and the affinity residents have developed for Council
- To assess changes in satisfaction over time and measure progress towards the Long-Term Plan objectives and new strategic plan

Method

- A statistically robust survey conducted online and via postal survey with a sample of n=800 residents across the Palmerston North City Council area,
- Post data collection the sample has been weighted so it is aligned with known population distributions for the Palmerston North City Council area, as per the Census 2013 results, based on age, gender and ethnicity (see Sample Profile, page 68).
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 3.5%. The margins of error associated with sub groups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.
- Data collection took place between 23rd April and 22nd May 2019

Notes

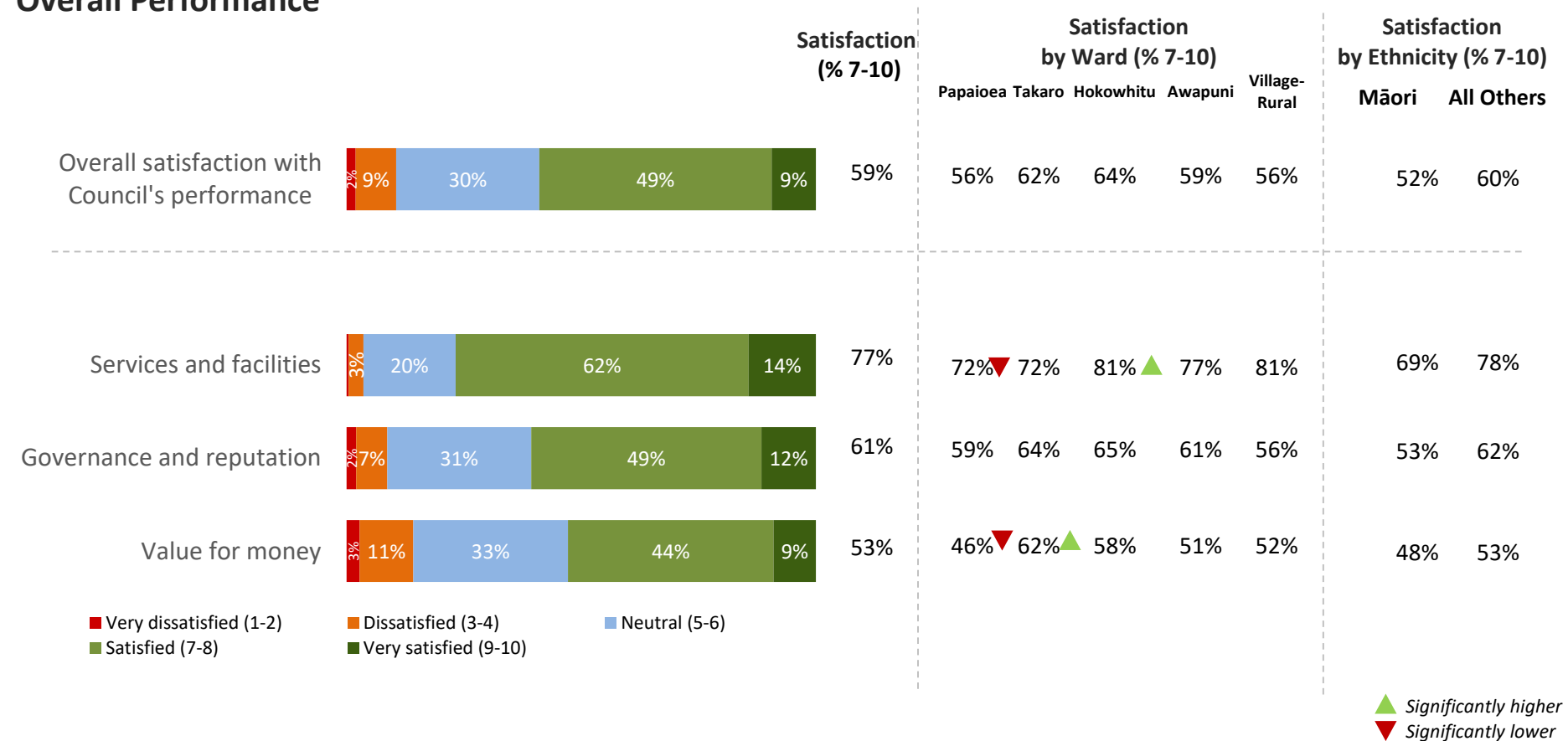
Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Summary of Key Performance Indicators

Nearly six in ten residents (59%) are satisfied with the Council's overall performance. In particular, residents are satisfied with *Services and facilities*, while less satisfied with *Value for money* they receive for the rates they pay

Overall Performance



1. Sample: Total n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; All Others n=727. Excludes 'Don't know' responses

2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?

3. OVLFS. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?

4. REP2. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?

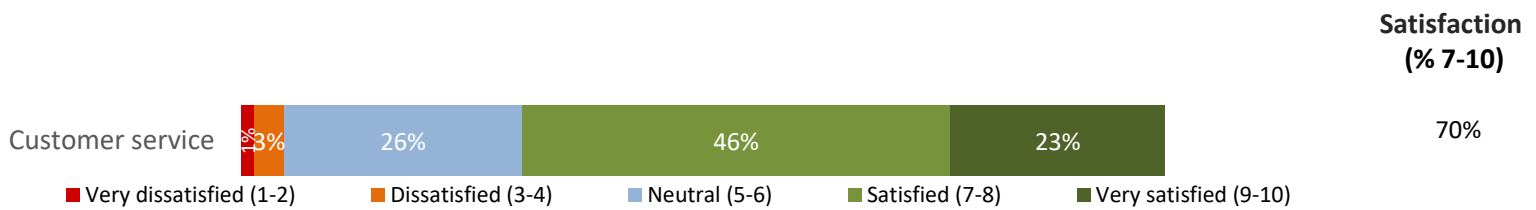
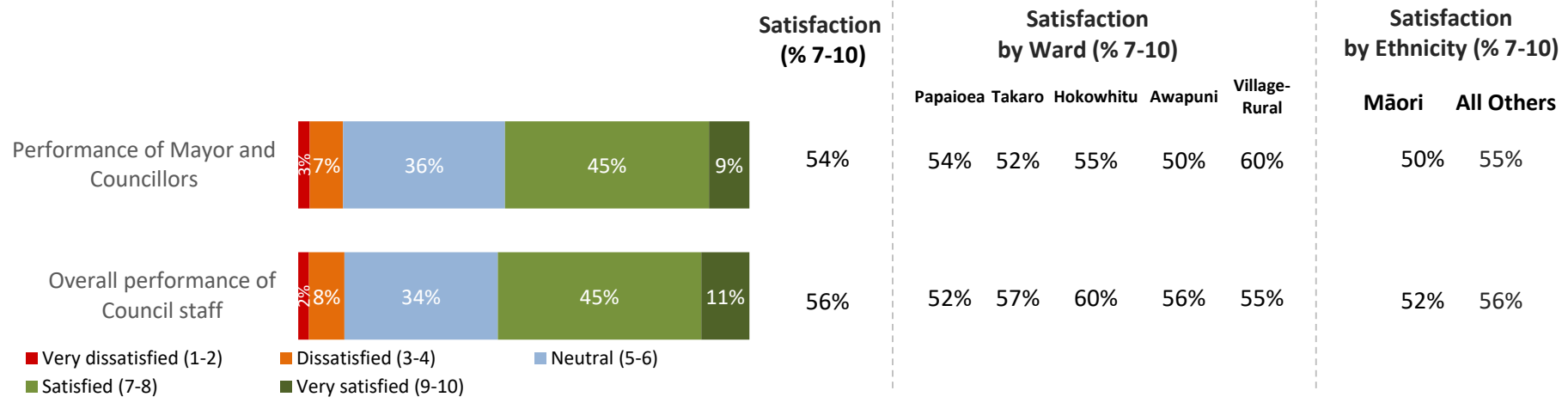
5. OV1. Considering everything the Palmerston North City Council has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?

6. DEM5. What suburb or township do you live in?

7. DEM3. Which of the following ethnicities do you associate with?

Just over a half of residents are satisfied with the *Performance of Mayor and Councillors* (54%) and the *Council staff* (56%), while seven in ten (70%) residents are happy with *Customer service*

Perceptions of Mayor, Councillors and the Council Staff



1. Sample: Total n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; All Others n=727. Excludes 'Don't know' responses
 2. LS2_1. The overall performance of the Mayor and Councillors
 3. LS2_2. The overall performance of Council staff
 4. LS5. And how satisfied are you with Council's customer service?
 5. DEM5. What suburb or township do you live in?
 6. DEM3. Which of the following ethnicities do you associate with?

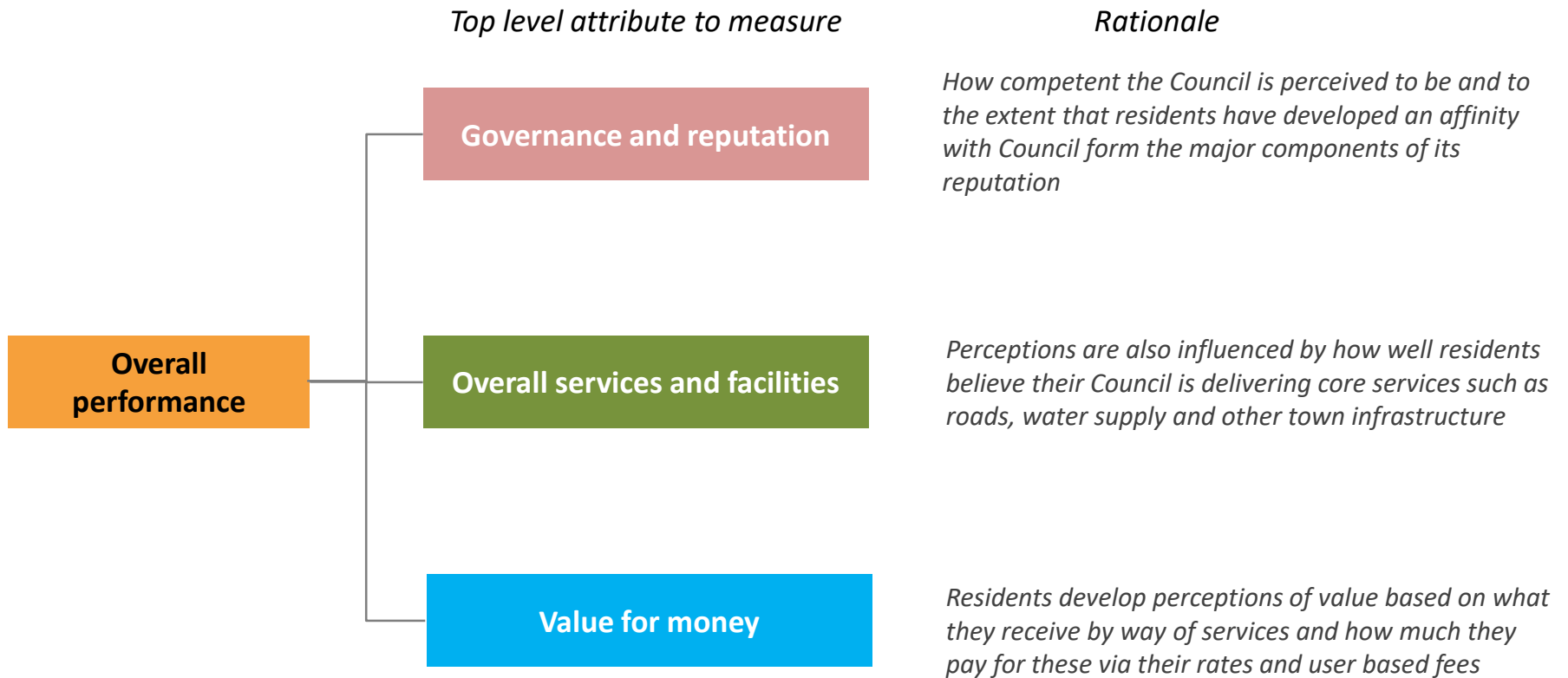


Drivers of Overall Satisfaction

A Customer Value Management model (CVM) has been used to determine how residents evaluate what they receive by way of services and facilities for their rates and other fees paid

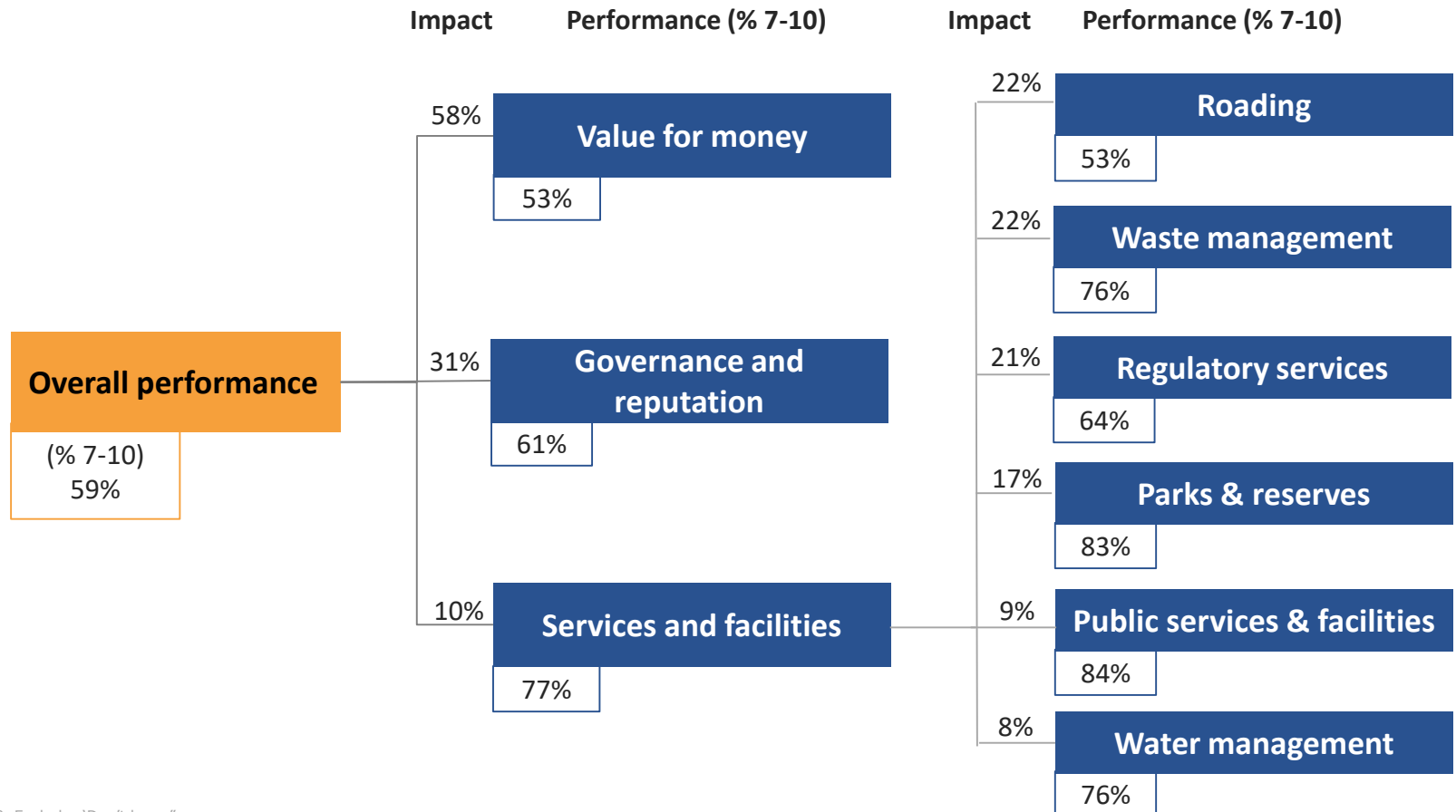
Overview

The model determines the relationships that exist between a set of independent variables and a dependent variable for which we want to predict the outcome.



Value for money has the strongest influence on the overall evaluation of Council's performance, with *Services and facilities* having less influence

Drivers of Perceptions of Palmerston North City Council's Performance



1. Sample: n=800, Excludes 'Don't know'
2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
3. OV1. Considering everything the Palmerston North City Council has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
4. OVLFI5. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?
5. REP2_1. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?

Since *Value for money* has the greatest impact on residents' perceptions of PNCC overall performance and the Council's performance in this area is relatively low (53%), this area is identified as an opportunity for improvement

Driver Analysis: Overall Level Drivers

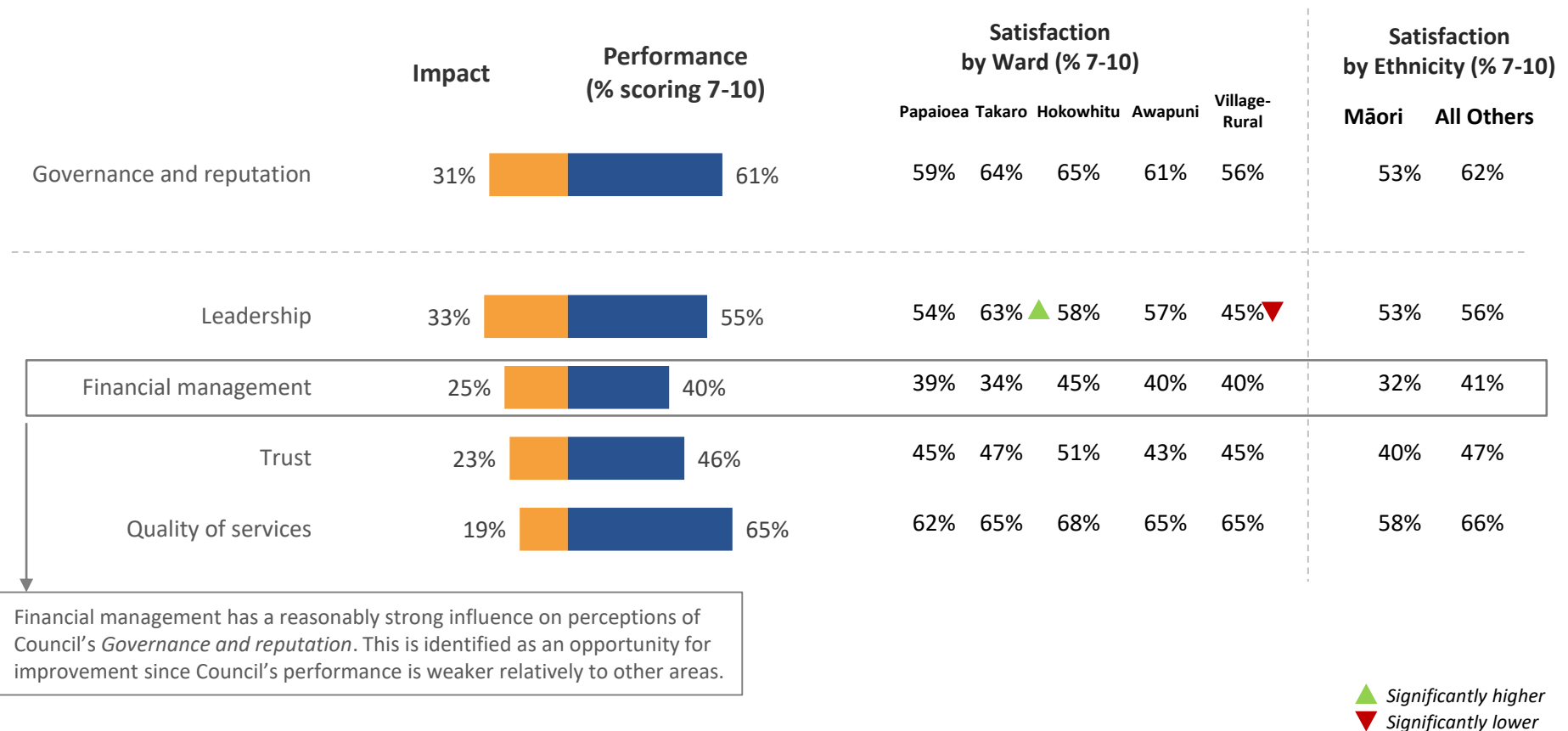
	Impact	Performance (% scoring 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
			Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Overall performance		59%	56%	62%	64%	59%	56%	52%	60%
Value for money	58%	53%	46% ▼	62% ▲	58%	51%	52%	48%	53%
Governance and reputation	31%	61%	59%	64%	65%	61%	56%	53%	62%
Servces and facilities	10%	77%	72% ▼	72%	81% ▲	77%	81%	69%	78%

▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; All Others n=727. Excludes 'Don't know' responses
2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
3. OV1. Considering everything the Palmerston North City Council has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
4. OVLFS. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?
5. REP2_1. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?
6. DEM5. What suburb or township do you live in?
7. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Leadership has the greatest influence on residents' perceptions of PNCC *Governance and reputation*, while *Quality of services* has a lower impact

Driver Analysis: Reputation



1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727 Excludes 'Don't know' responses
 2. REP2_1. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?
 3. REP1. Overall how would you rate Palmerston North City Council for?
 4. DEM5. What suburb or township do you live in?
 5. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

While *Services and facilities* perform well overall, the performance of *Roading* should be improved as it has a relatively high impact on overall services and facilities and has lower performance score

Driver Analysis: Services, Facilities and Infrastructure

	Impact	Performance (% scoring 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
			Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Services and facilities	10%	77%	72%	72%	81%	77%	81%	69% ▼	78% ▲
Roading	22%	53%	52%	55%	58%	51%	53%	48%	54%
Waste management	22%	76%	72%	79%	78%	77%	75%	69%	77%
Regulatory services	21%	64%	66%	63%	68%	58%	65%	65%	64%
Parks & reserves	17%	83%	79% ▼	79% ▼	84%	89% ▲	86%	77%	84%
Public facilities & services	9%	84%	77% ▼	87%	83%	88% ▲	88% ▲	77%	85%
Water management	8%	76%	67% ▼	79% ▲	80% ▲	80% ▲	77% ▲	75%	76%

Residents would value improvement since this attribute has a high impact and performance is low relative to other areas

▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. OVLFI5. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?
 3. ID1_7, RD1_5, RM1_5, PRO2_7, OF2_6, IW1_4. How satisfied are you with each of the following?
 4. DEM5. What suburb or township do you live in?
 5. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Within the *Roading* category, the quality of *Roads throughout the city* and *Ease of moving around the city at peak times* are the main contributors to this area's performance. In particular, the latter is an area for improvement given its relatively low score

Driver Analysis: Roads, Footpaths, Cycle Ways and Parking

	Impact	Performance (% scoring 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
			Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Roading	22%	53%	52%	55%	58%	51%	53%	48%	54%
Roads throughout the city (excl. State highways)	31%	56%	49% ▼	56%	63% ▲	53%	63% ▲	56%	56%
Ease of moving around the city at peak times	25%	42%	38% ▼	38% ▼	50% ▲	46%	37% ▼	33% ▼	43% ▲
Footpaths throughout the city	15%	51%	51%	48%	52%	48%	58%	51%	52%
Cycling in the city	10%	50%	49%	46%	52%	54%	49%	46%	51%
Street lighting throughout the city	9%	64%	60% ▼	52% ▼	63%	65%	77% ▲	51% ▼	65% ▲
Availability of parking in the city	9%	55%	51%	55%	56%	55%	62%	36% ▼	58% ▲

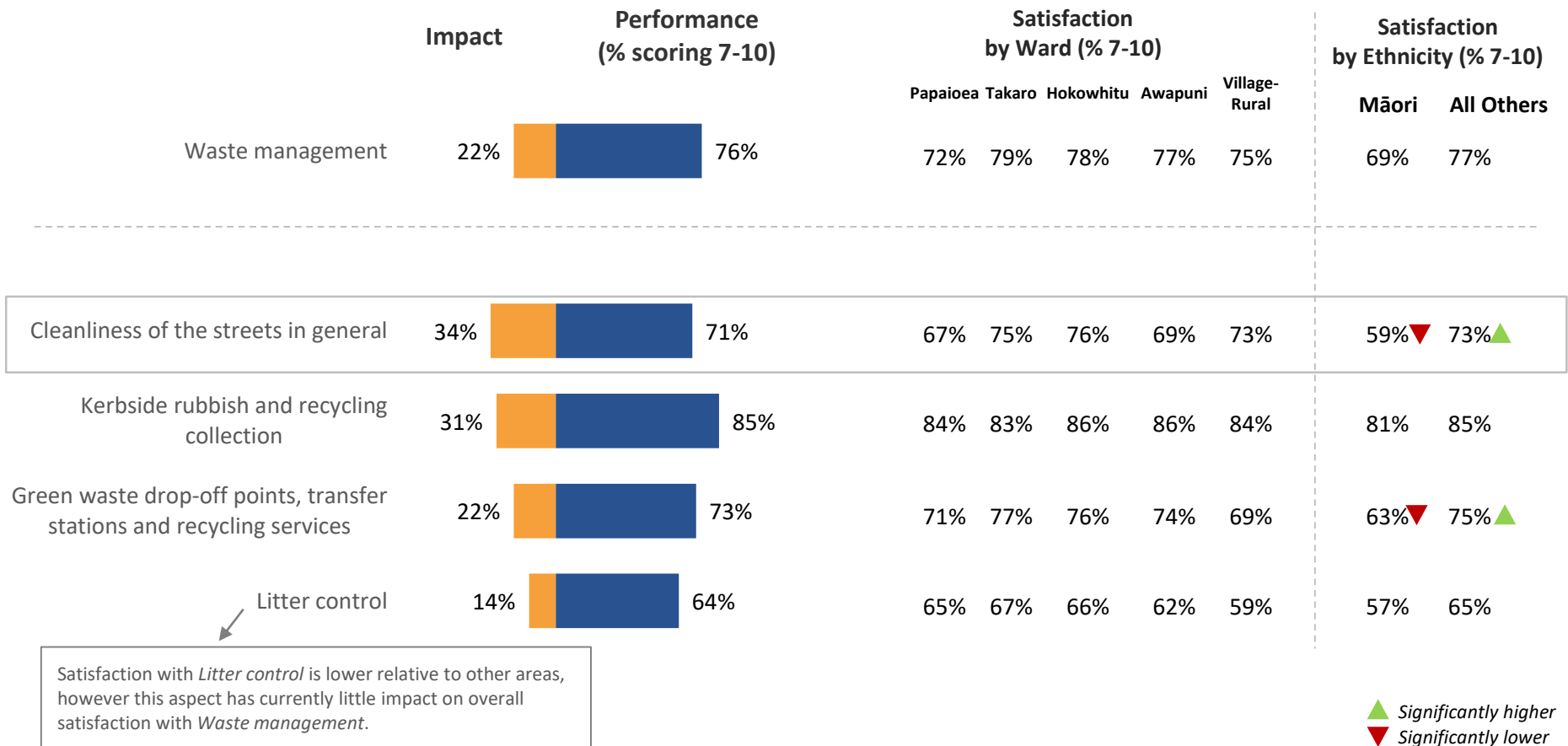
Satisfaction with *Cycling in the city* and *footpaths* is also low, suggesting there may be appetite for a review of the district's walking and cycling strategy

▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. ID1. How satisfied are you with each of the following?
 3. DEM5. What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Perceptions of *Waste management* are most strongly influenced by *Cleanliness of the streets in general* and this is considered an area for improvement given its relatively low performance score

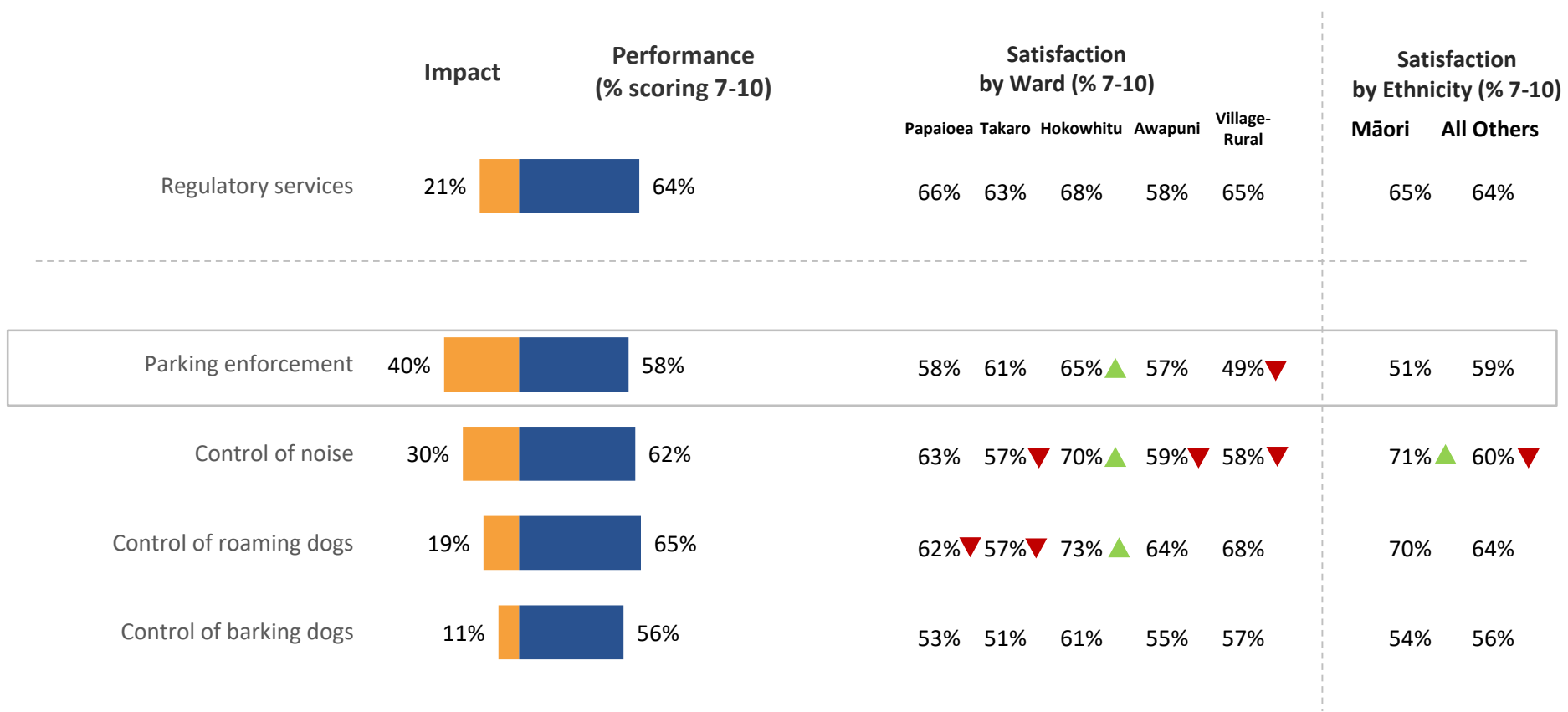
Driver Analysis: Waste Management



1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. RD1. How satisfied are you with each of the following?
 3. DEM5. What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Perceptions of *Regulatory services* are most strongly influenced by how *Parking enforcement* is perceived, while *Control of roaming and barking dogs* has lower impact

Driver Analysis: Regulatory Services



▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. RM1. How satisfied are you with each of the following?
 3. DEM5. What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Parks, reserves and open spaces is an area of high performance but relatively low impact, so Council may benefit by promoting the quality of these facilities

Driver Analysis: Parks, Reserves and Open Spaces

	Impact	Performance (% scoring 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
			Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Overall parks, reserves and open spaces	17%	83%	79%	79%	84%	89%	86%	77%	84%
Parks, reserves and green spaces	32%	86%	81%	85%	90%	89%	89%	75%▼	88%▲
Walkways and shared pathways	23%	84%	80%▼	83%	81%▼	87%	91%▲	72%▼	86%▲
Maintenance of cemeteries	17%	62%	62%	65%	56%▼	69%▲	55%▼	48%▼	65%▲
Public toilets	13%	54%	50%	58%	53%	54%	59%	44%▼	56%▲
Sportsfields and playgrounds	8%	77%	76%	72%▼	72%▼	84%▲	83%▲	68%▼	79%▲
Public swimming pools	7%	68%	70%	65%	62%	73%	69%	68%	68%

▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117 Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. PRO2. How satisfied are you with each of the following?
 3. DEM5. What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Public facilities and services is another area of high performance but low impact and therefore the Council could benefit from promoting these facilities

Driver Analysis: Public Facilities and Services

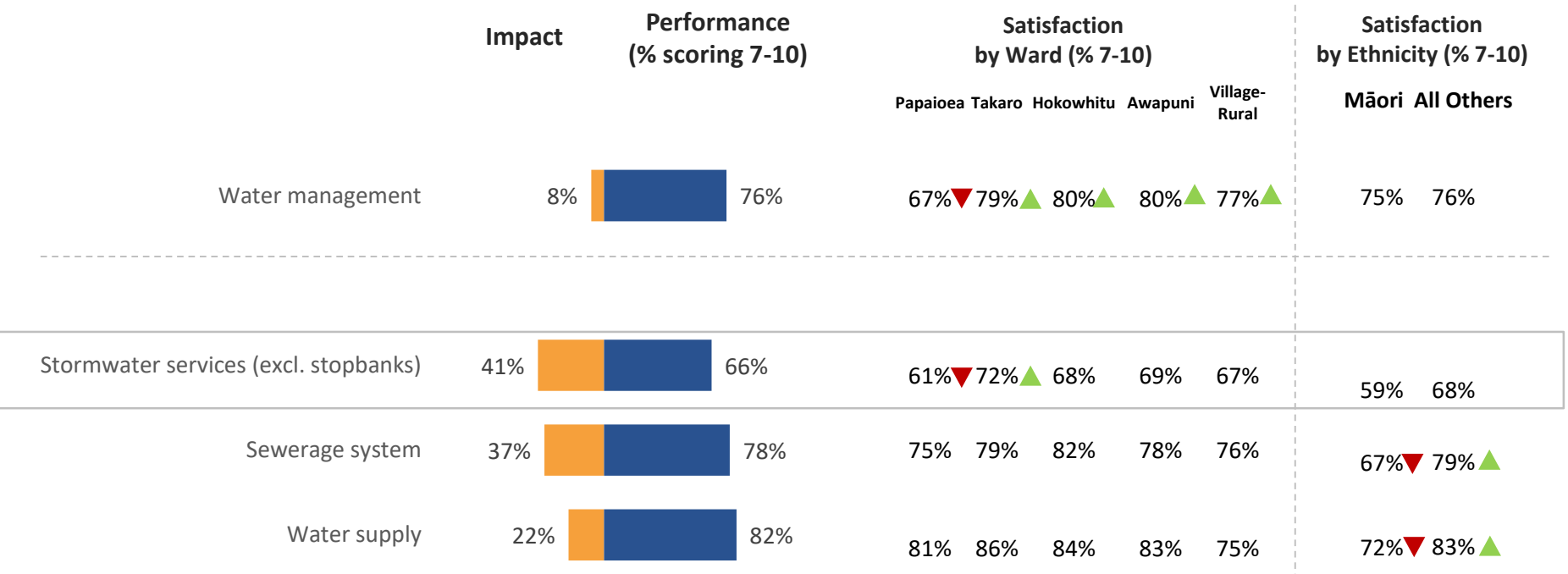
	Impact	Performance (% scoring 7-10)	Satisfaction by Age group (% 7-10)			Satisfaction by Ethnicity (% 7-10)	
			18-34	35-64	65+	Māori	All Others
Public facilities and services	9%	84%	84%	84%	84%	77% ▼	85% ▲
Te Manawa, the Museum and Science Centre and Art Gallery	25%	80%	76%	83%	80%	64% ▼	83% ▲
Regent Theatre	21%	82%	78%	84%	81%	68% ▼	84% ▲
Conference and Function Centre	18%	63%	63%	63%	63%	46% ▼	66% ▲
Central Energy Trust Arena	18%	70%	73%	69%	65%	71%	70%
Public libraries	17%	83%	80%	84%	85%	65% ▼	86% ▲

▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; 18-34 n=142; 35-64 n=410; 65+ n=248; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. OF2. How satisfied are you with each of the following venues?
 3. DEM1. What is your age?
 4. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Stormwater services are identified as an opportunity for improvement within *Water management* but overall performance in this area is high, relative to its overall importance

Driver Analysis: Water Management

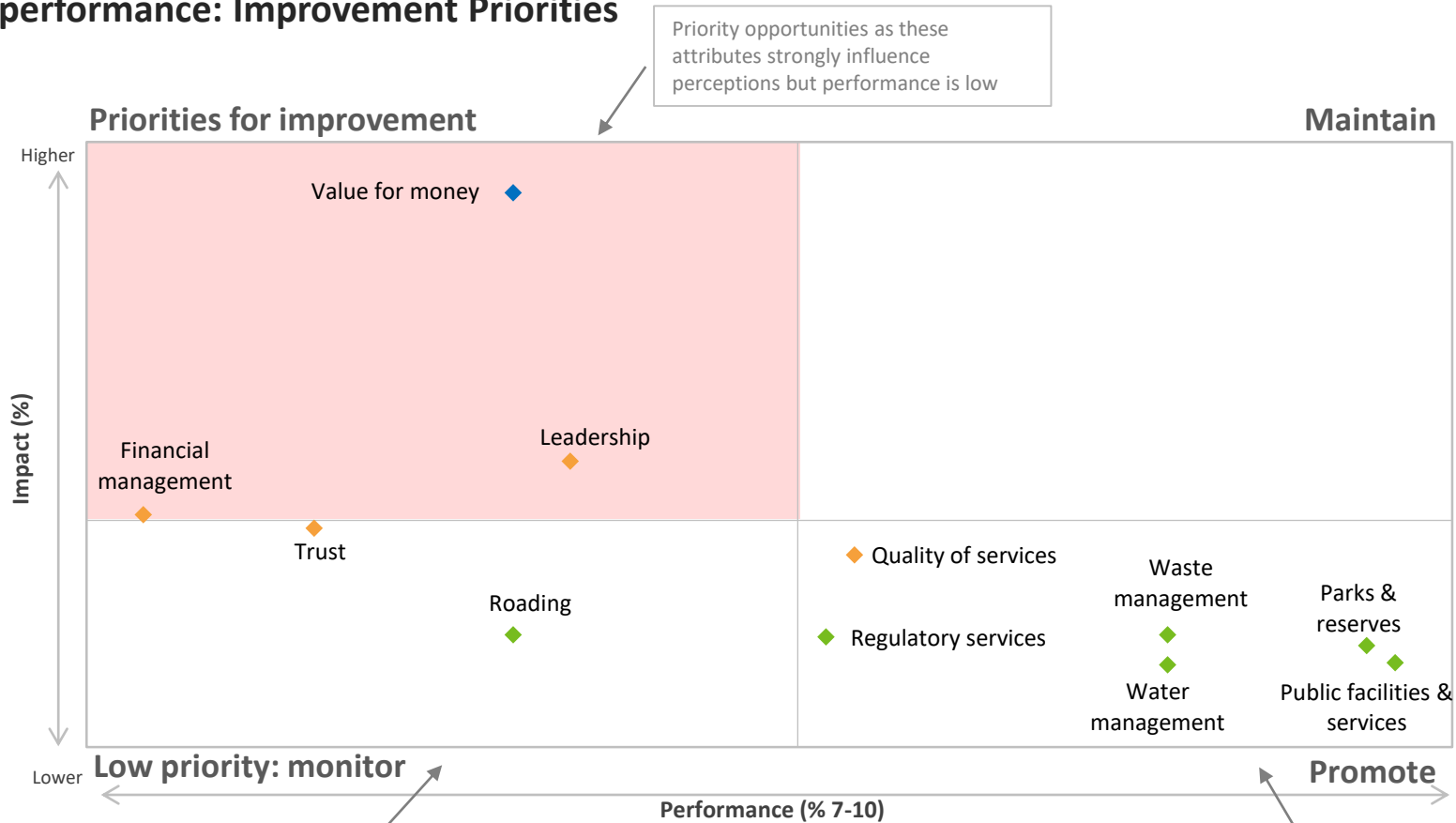


▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. IW1. How satisfied are you with each of the following Council's services?
 3. DEM5. What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

The key opportunities for PNCC are to improve residents' perceptions of receiving good *Value for money*, *Financial management* and to set clear directions for the community (*Leadership*)

Overall performance: Improvement Priorities

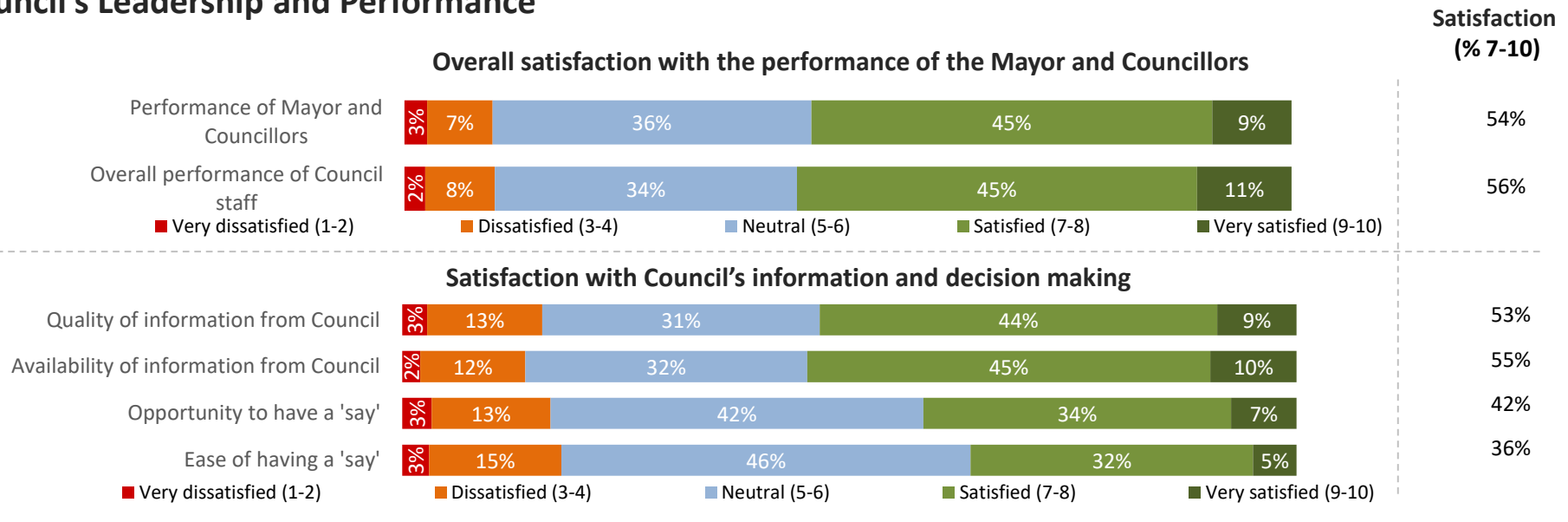




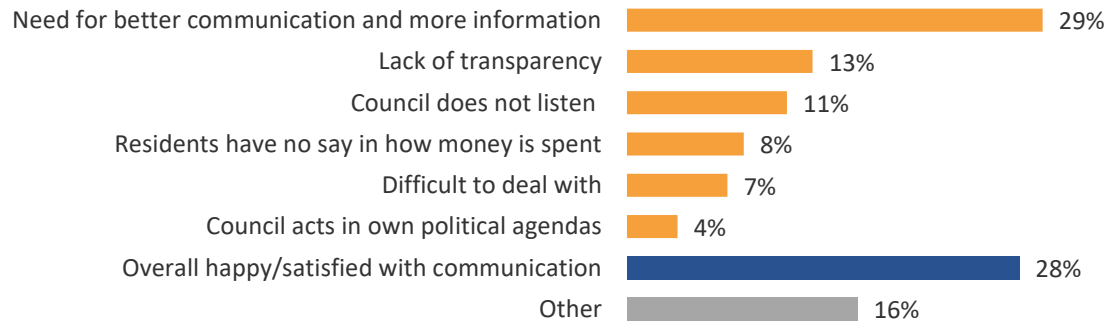
Leadership and Reputation

Around a half of all residents are satisfied with the information and its availability from the Council. Most common reasons for concern and dissatisfaction are lack of good quality communication and transparency

Council's Leadership and Performance



Comments about the information residents receive from the Council or its consultation

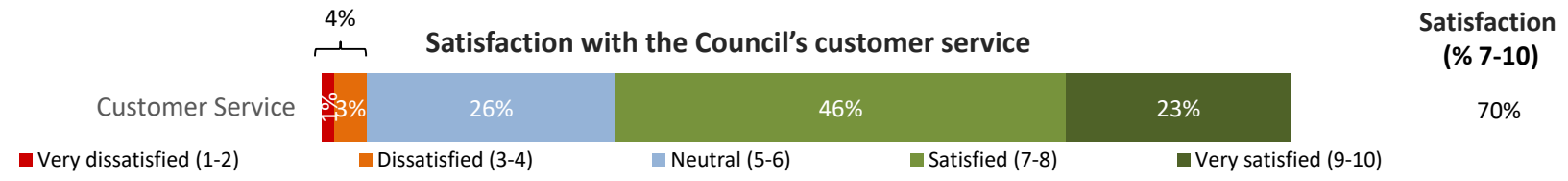


Percentages in the graph on the left are based on the number of people who gave comments, not on overall satisfaction levels

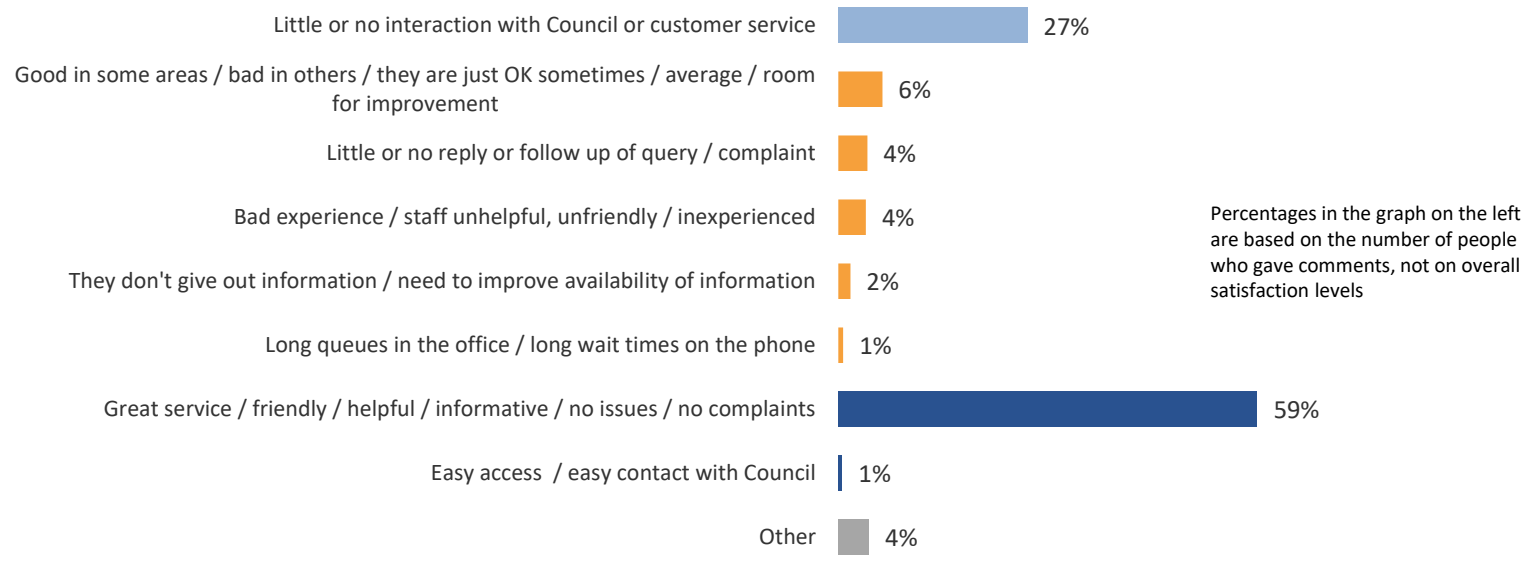
1. Sample: n=800, excludes 'Don't know' responses.
 2. LS2. And overall, when you think about the role that Council has, how would you rate your overall satisfaction with the performance of the Mayor and Councillors?
 3. LS3. Now, a few questions about Council's information and decision making. How satisfied are you with?
 4. LS4. Do you have any comments about the information you receive from Council or its consultation? n=292

Only 4% of residents are dissatisfied with the Council’s customer service with little or no follow up of query, staff being unhelpful and unfriendly, and perceptions that there is an overall room for improvement being the main reasons for dissatisfaction

Customer Service



Comments about customer service provided by the Council and its staff

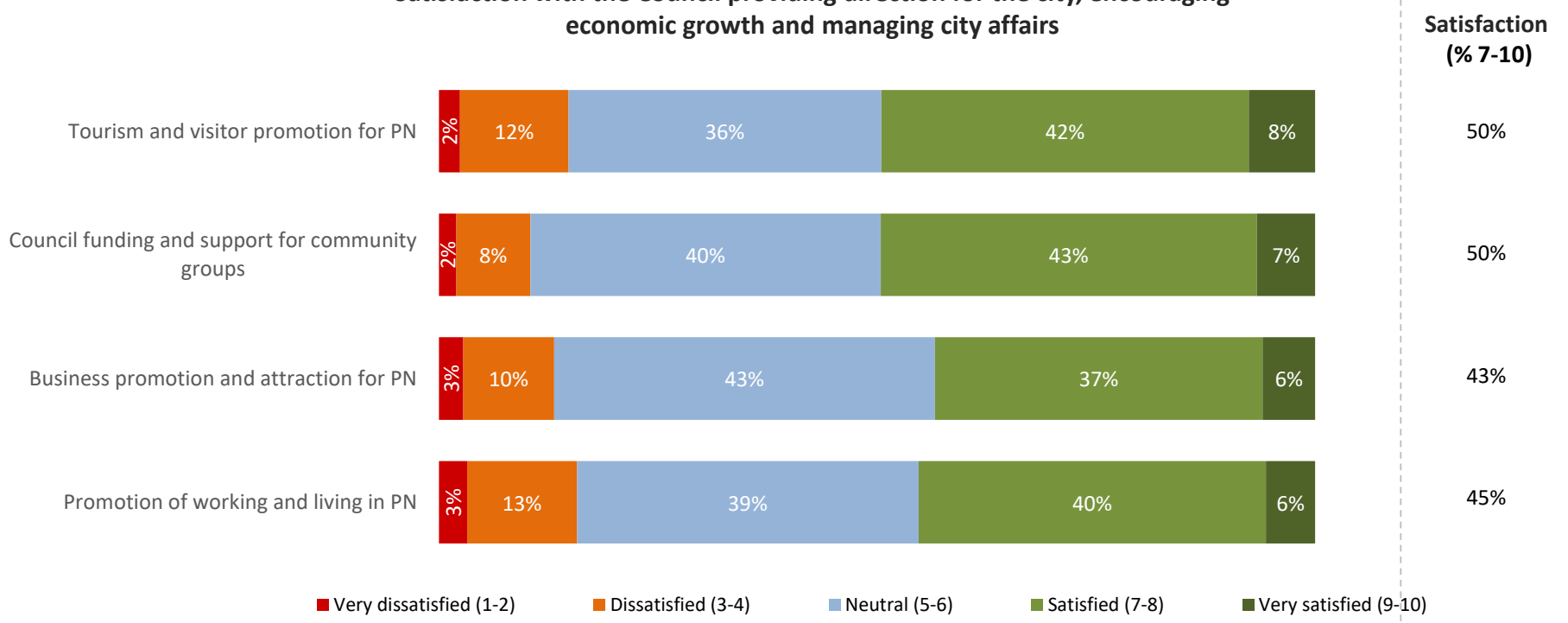


1. Sample: n=800, excludes 'Don't know' responses.
 2. LS5. And how satisfied are you with Council's customer service?
 3. LS6. Why do you say this? n=616

Satisfaction with how Council provides directions for the city, encourages economic growth and manages city affairs is reasonably well with about four to five in ten residents being satisfied

Providing Directions, Encouraging Growth and Managing the City Affairs

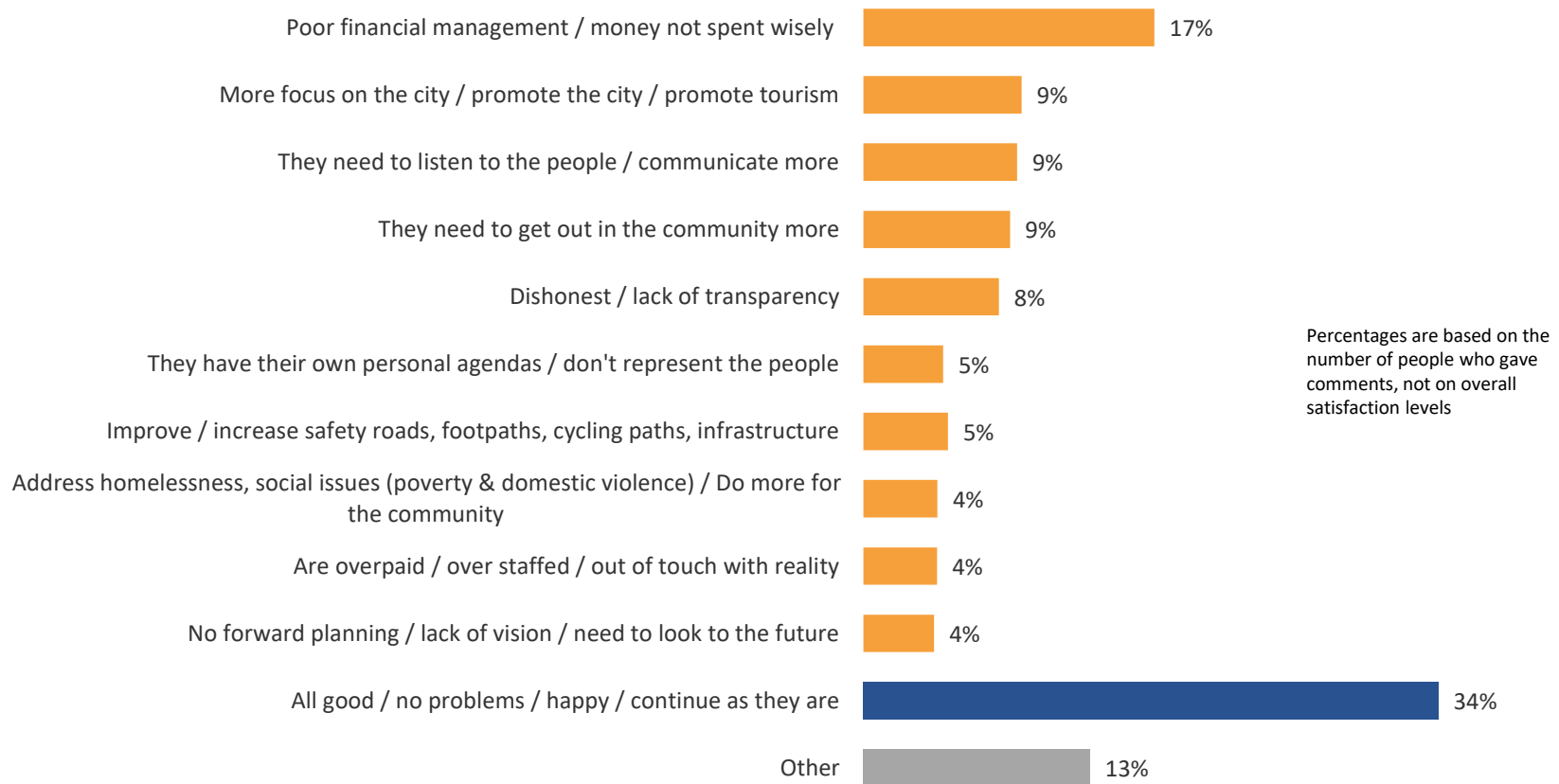
Satisfaction with the Council providing direction for the city, encouraging economic growth and managing city affairs



1. Sample: n=800, excludes 'Don't know' responses.
 2. LS1. We would like you to think about the role that Council has in terms of providing direction for the city, encouraging economic growth and how it manages the city affairs. How satisfied are you with each of the following?

Out of those who commented about the Council’s reputation and the performance of its leaders, a third (34%) are happy and don’t see any issues, while 17% believe the Council poorly manages the city’s finances

Comments about the Performance of the Council and City Leaders



NB. *Other* includes all below 3%

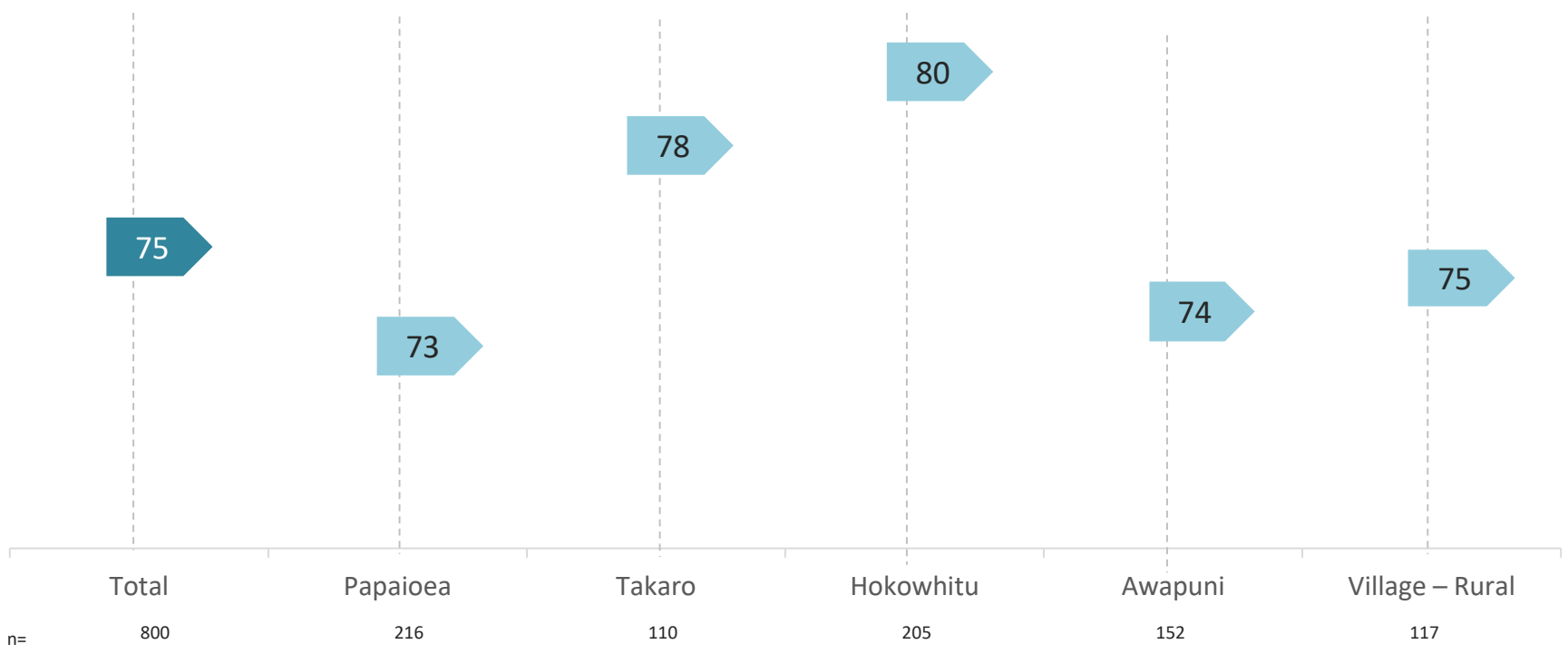


Understanding Reputation

PNCC has a reasonably strong reputation and this is reflected across all wards, with Hokowhitu residents having the most positive opinion about the Council’s reputation

Reputation Benchmarks

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

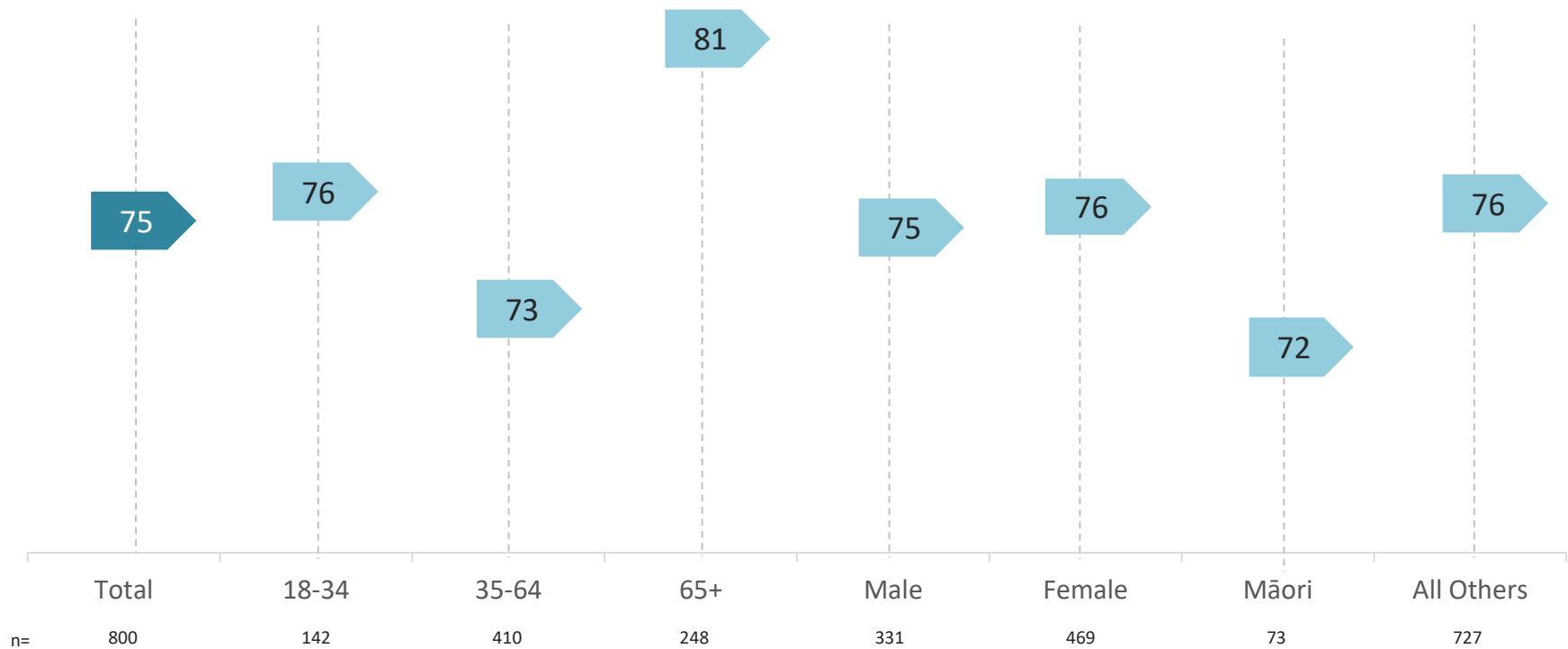


1. REP2_1: So considering, leadership, trust, financial management and quality of services provided, how would you rate Palmerston North City Council for its overall reputation?
 2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

PNCC has a relatively good reputation which is reflected across all age groups. In particular, elderly residents (65+ years old) have positive evaluations of the Council's reputation

Reputation Benchmarks

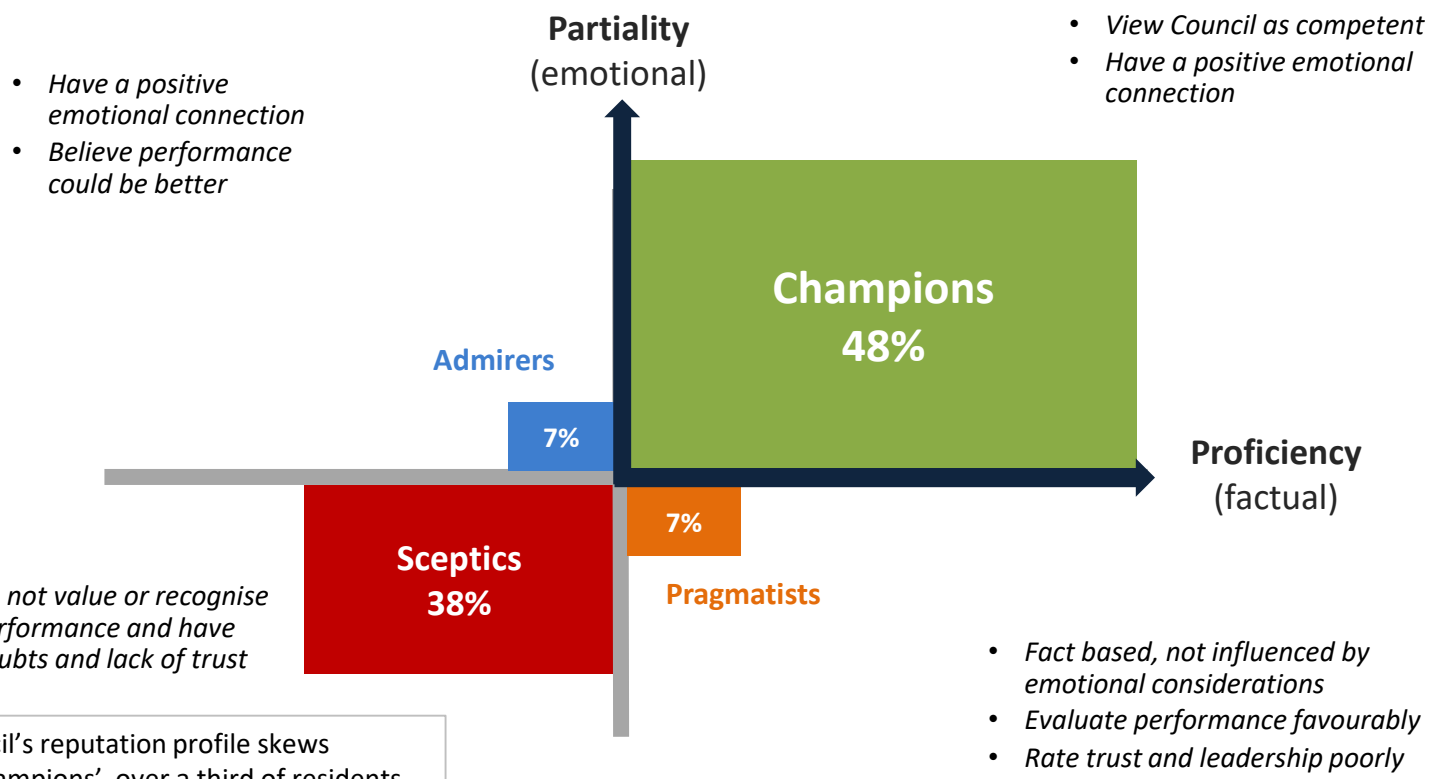
Key:
 >80 Excellent reputation
 60-79 Acceptable reputation
 <60 Poor reputation
 150 Maximum score



1. REP2_1: So considering, leadership, trust, financial management and quality of services provided, how would you rate rate Palmerston North City Council for its overall reputation?
 2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

The overall reputation profile skews towards 'Champions', with just under a half of residents (48%) believing the Council is doing a good job

Reputation Profile

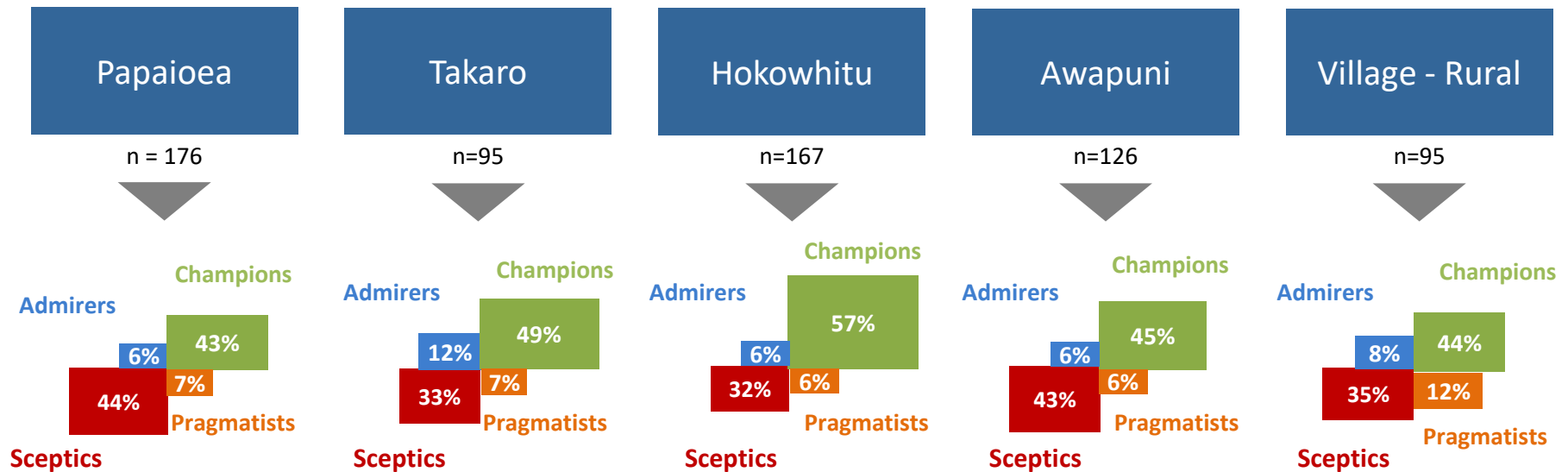


While Council's reputation profile skews towards 'Champions', over a third of residents are sceptical of Council and exhibit signs of distrust.

1. Sample: n=800; Excludes Don't know'
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1_1 leadership, REP1_2 trust, REP1_3 financial management, REP1_4 quality of deliverables, REP2_1 overall reputation

Hokowhitu residents have the most positive profile while Papaioea has the highest proportion of 'Sceptics' and the lowest proportion of 'Champions'

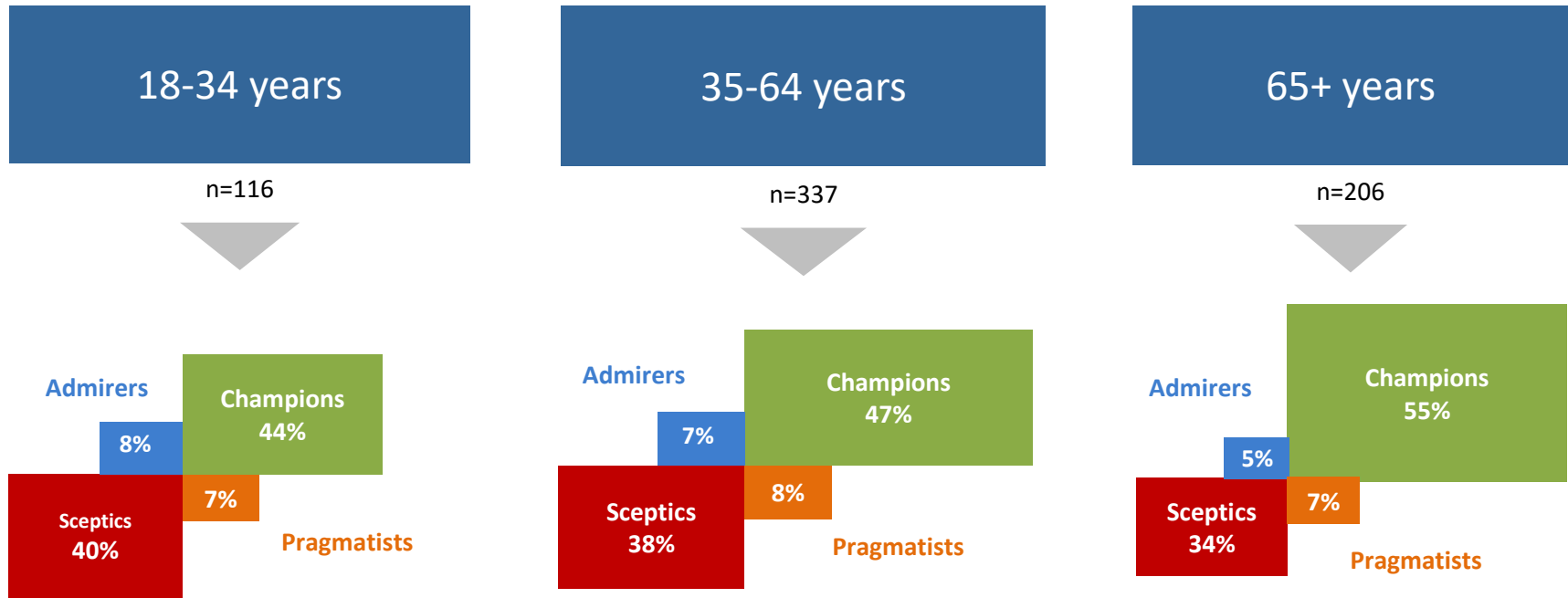
Reputation Profile: Wards



1. Sample n=800; Excludes 'Don't knows'
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1_1 leadership, REP1_2 trust, REP1_3 financial management, REP1_4 quality of deliverables, REP2_1 overall reputation

Younger people (18-34 years old) are less likely to be 'Champions' and more likely to be sceptical compared to the older age groups, 65+ years olds in particular

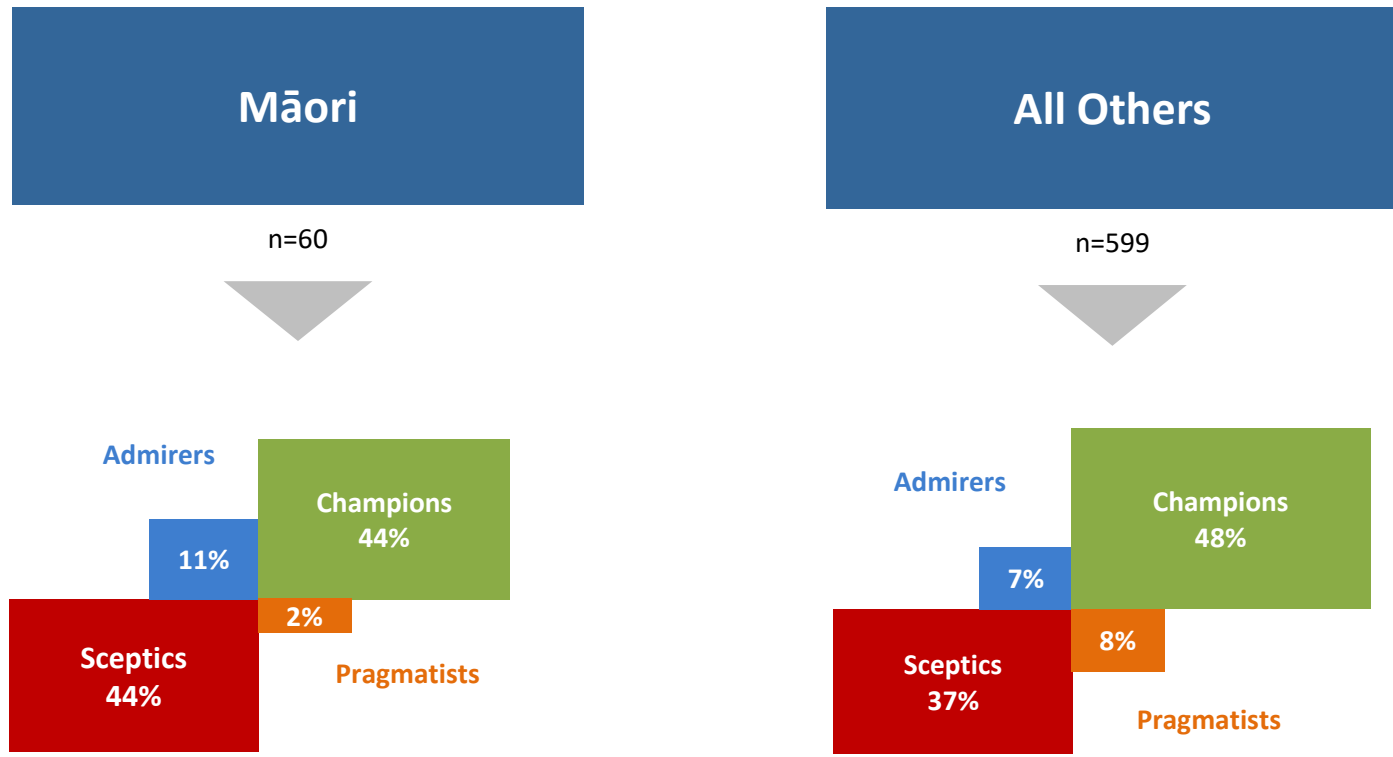
Reputation Profile: Age groups



1. Sample n=800; Excludes 'Don't knows'
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1_1 leadership, REP1_2 trust, REP1_3 financial management, REP1_4 quality of deliverables, REP2_1 overall reputation

The same proportion of Māori residents are likely to be 'Sceptics' and 'Champions' (44%), whereas more residents of other ethnicities are likely to be 'Champions' (48%) than 'Sceptics' (37%)

Reputation Profile: Ethnicity

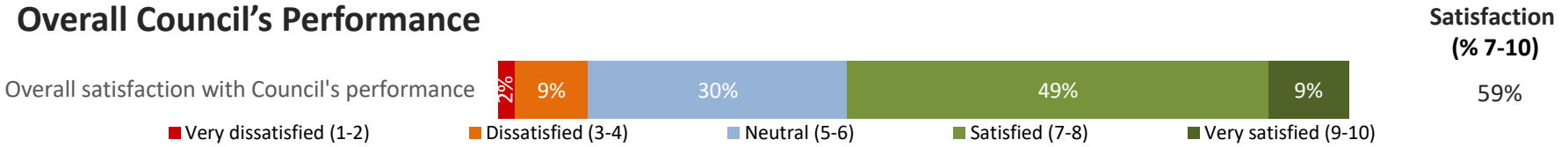


1. Sample n=800; Excludes 'Don't knows'
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1_1 leadership, REP1_2 trust, REP1_3 financial management, REP1_4 quality of deliverables, REP2_1 overall reputation

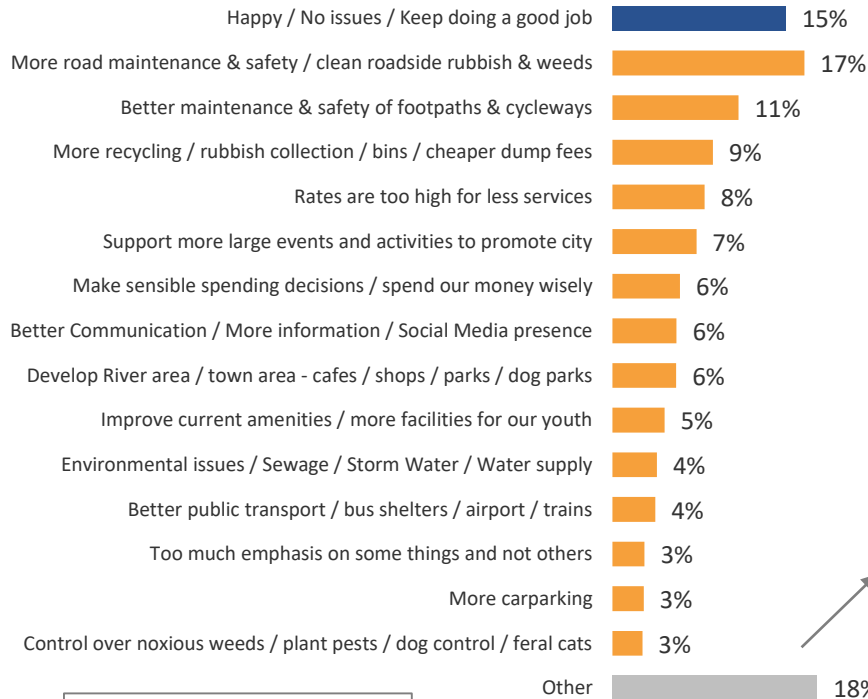


Satisfaction with the Council and Perceptions of the City

Almost three in five (59%) residents are satisfied with Council's overall performance. Providing more road maintenance and ensuring road safety as well as cleaning roadside rubbish and weeds are the most commonly mentioned areas for improvement



Comments on Council's performance and needed improvements throughout the city



NB. Other includes all below 3%

Other includes:

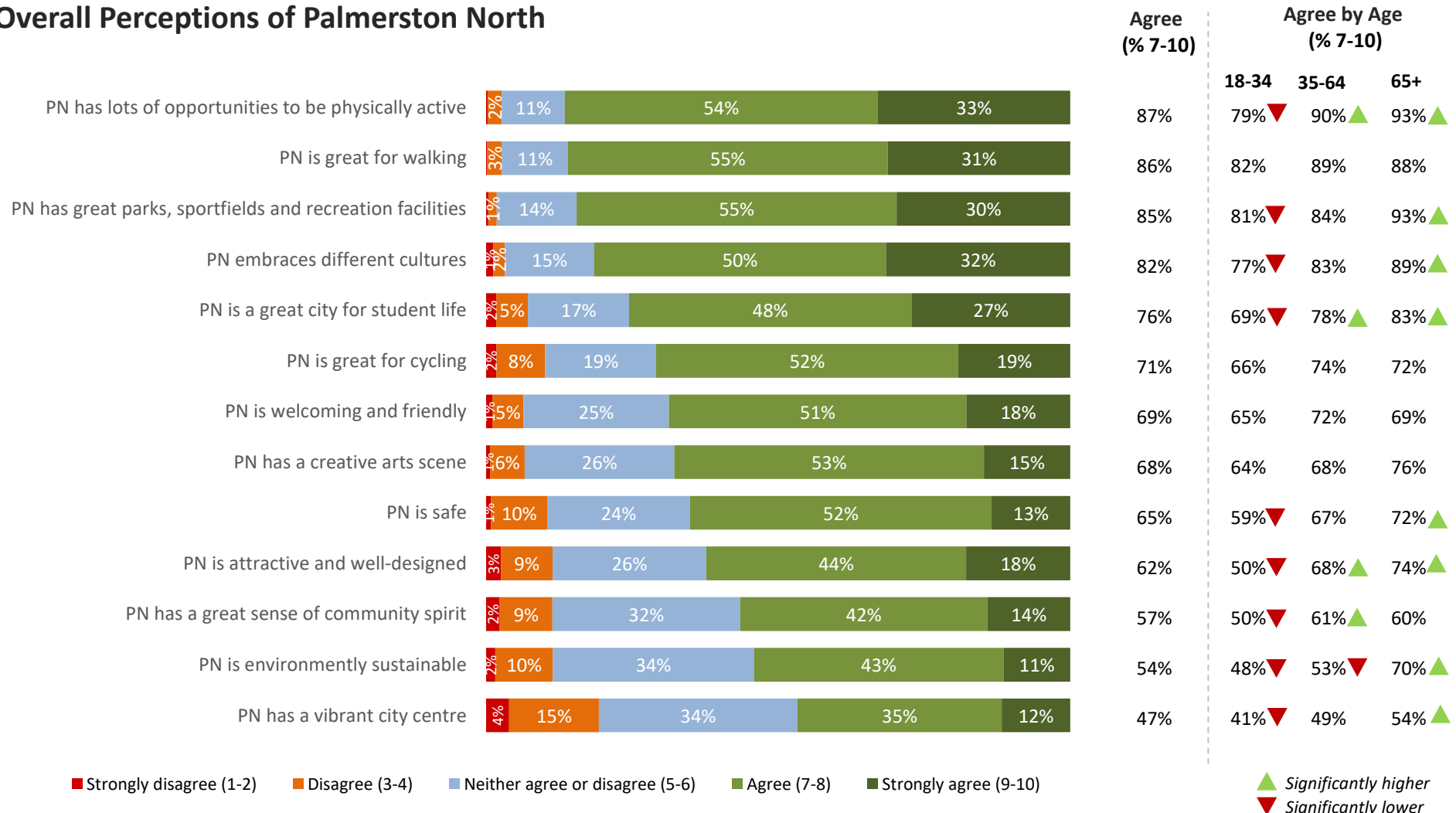
Percentages in graph to left are based on the number of people who gave comments, not on overall satisfaction levels

- More transparency with councillors with decision making.
- Be more open and honest.
- Council needs more transparency in how they operate particularly when community groups apply for funds and the awards to groups end up not in accordance with the information provided on the intention of awarding funds.
- Payments like the gift for Toyota should not be given in secret and maybe that money could have been better used on the footpaths.
- For the rates paid, there doesn't seem to be much transparency.
- More housing for the unfortunate families.
- Improvements in terms of homeless, struggling families, the elderly living alone who has no support from family. I applaud the council for ensuring our city is safe and beautiful, but there is a constant underlying huge social need. A few years ago, after retiring from the prison service as a social worker, I made contact with someone I knew in council and offered my help but was declined. It was during the time the city was flooded with beggars.
- More council housing.
- Internal improvement in Palmerston North City Council management and leadership structure - inclusive practice needs to start within.
- I want to see a change at the election. There was zero indication of the spending plans of the leader or councillors at election meetings. The process was a total shame.
- The Mayor and the councillors have let down the standard of the council.
- Have not got any confidence in the new CEO's direction.
- Need to improve customer service/front line skills.
- Now that you have done a restructure, make sure the staff are empowered, engaged and free to make this city great.
- Projects done faster so there is less business interruption.
- More control of the administration.
- Improving slowly but firmly.
- Let small local businesses grow without the red tape.

1. Sample: n=800, excludes 'Don't know' responses.
 2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
 3. OVS2. Do you have any other comments about the performance of Palmerston North City Council or improvements that you would like to see made? n=298

Concerning overall perceptions of the city, residents are mostly agree that *PN has lots of opportunities to be physically active* and least agree that *PN has a vibrant city centre*. Younger residents (18-34 year olds) tend to have worse perceptions about the city compared to their older counterparts

Overall Perceptions of Palmerston North



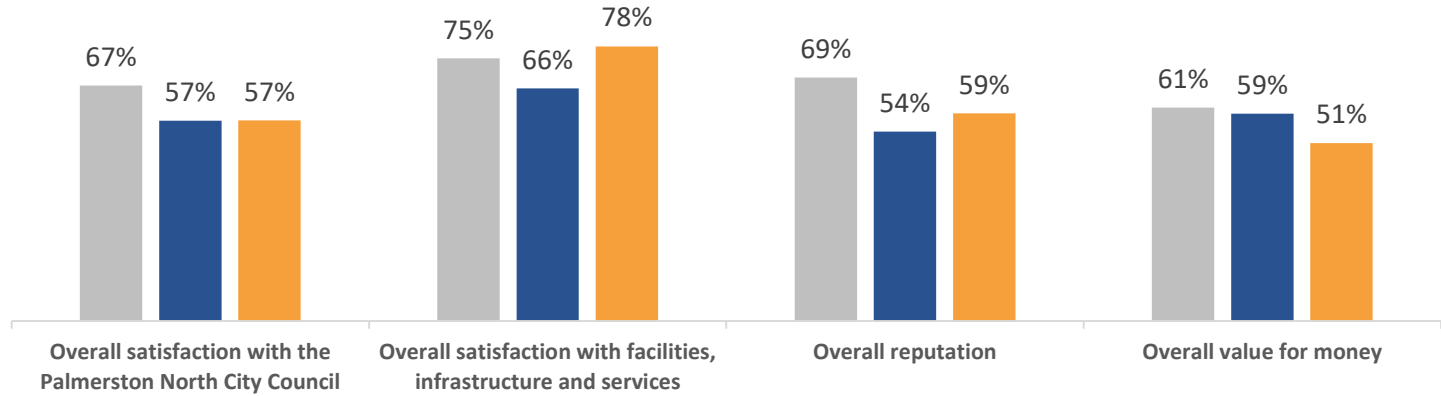
▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; 18-34 n=142, 35-64 n=410, 65+ n=248; Excludes 'Don't know' responses.
 2. PD1. Please indicate your overall perception of Palmerston North using the 1-10 scale where 1 means 'strongly disagree' and 10 means 'strongly agree'
 3. DEM1. What is your age.

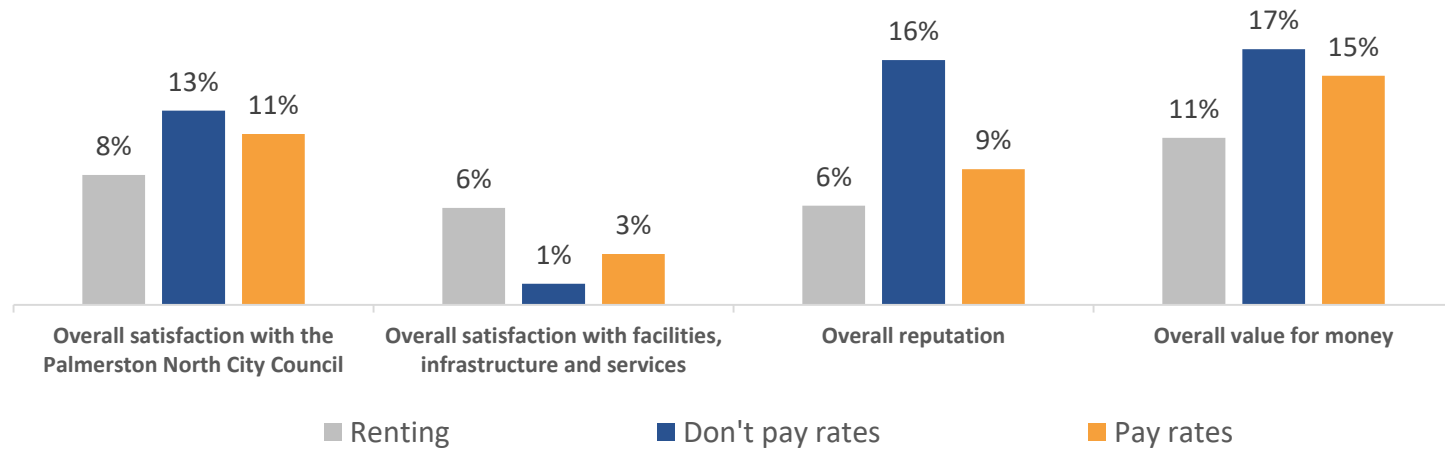
Compared to non-ratepayers, those who pay rates seem to be more satisfied with *Facilities, infrastructure and services* the city offer and the city's *Overall reputation*, but less satisfied with *Value for money* they receive. However, a greater proportion of rate payers are also dissatisfied with *Value for money*

Overall Satisfaction by Ratepayers/Non-ratepayers and Rentals

Satisfied
(% 7-10)



Dissatisfied
(% 1-4)



■ Renting ■ Don't pay rates ■ Pay rates

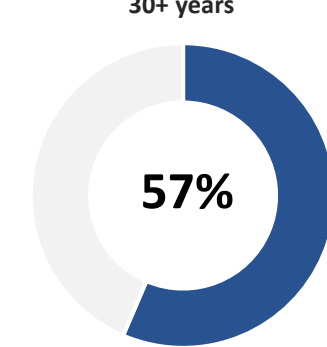
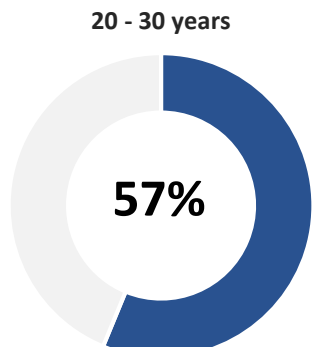
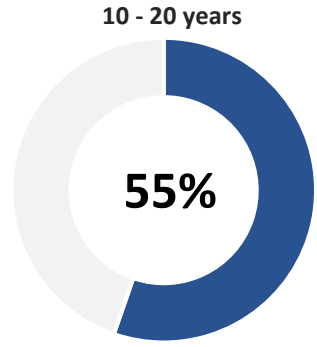
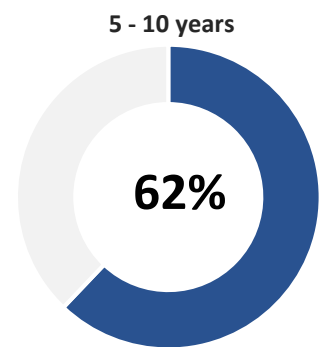
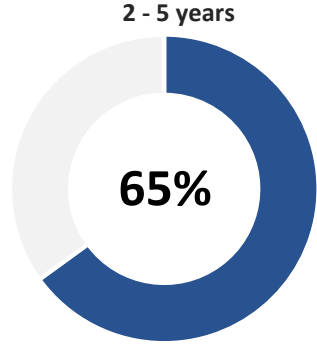
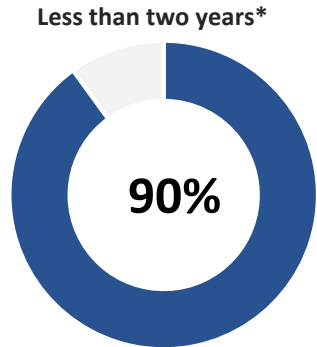
1. Sample: n=800; Excludes 'Don't know' responses.
 2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
 3. OVLFS. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?
 4. REP2. So, thinking about Palmerston North City Council in terms of the leadership it provides for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?
 5. OV1. Considering everything the Palmerston North City Council has done over the year and the services you receive, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
 6. DEM4. Do you, or a member of your household, pay rates on a property in Palmerston North

Overall satisfaction with the Council’s performance differs with the time spent in the city. Those who have lived in the city for a shorter period of time (up to 10 years) are somewhat more satisfied than those who have lived in the city for a longer period of time (10 years or more)

Overall Satisfaction by Length of Living in Palmerston North

**NB: Low base size <30. Results should be treated with care.*

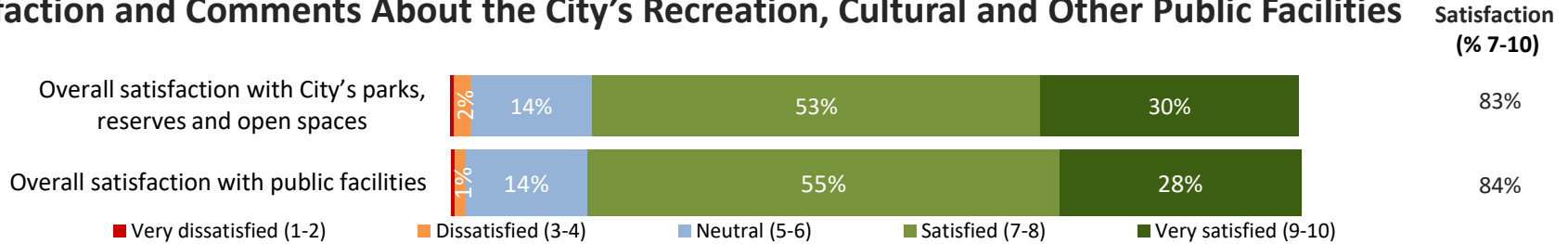
Satisfaction
(% 7-10)



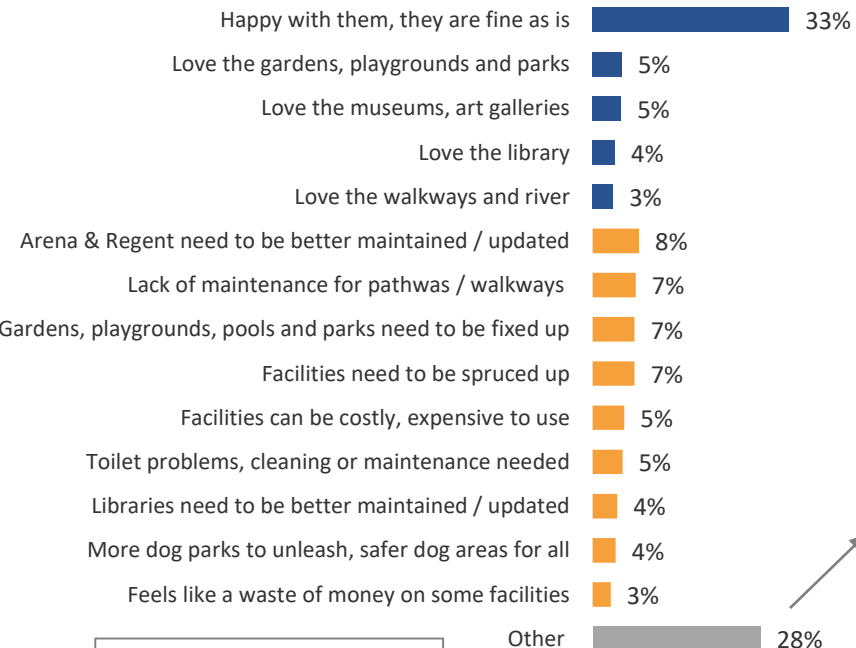
1. Sample: n=800, Less than 2 years n=19; 2-5 years n=67; 5-10 years n=85; 10-20 years n=159; 20-30 years n=134; 30+ years n=324; excludes 'Don't know' responses.
 2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
 3. DEM6. How long have you lived in Palmerston North
 4. Numbers in the middle show the overall satisfaction (%7-10) for given demographics.

Overall, there is a high proportion of residents who are satisfied with *Parks, reserves and open spaces* (83%) and *Public facilities* (84%). Those who are less satisfied, mention a variety of reasons for their dissatisfaction, for example the need for a better maintenance and updating Arena and Regent on Broadway

Satisfaction and Comments About the City's Recreation, Cultural and Other Public Facilities



Comments about PN recreation and cultural facilities



NB. Other includes all below 3%

Other includes, for example:

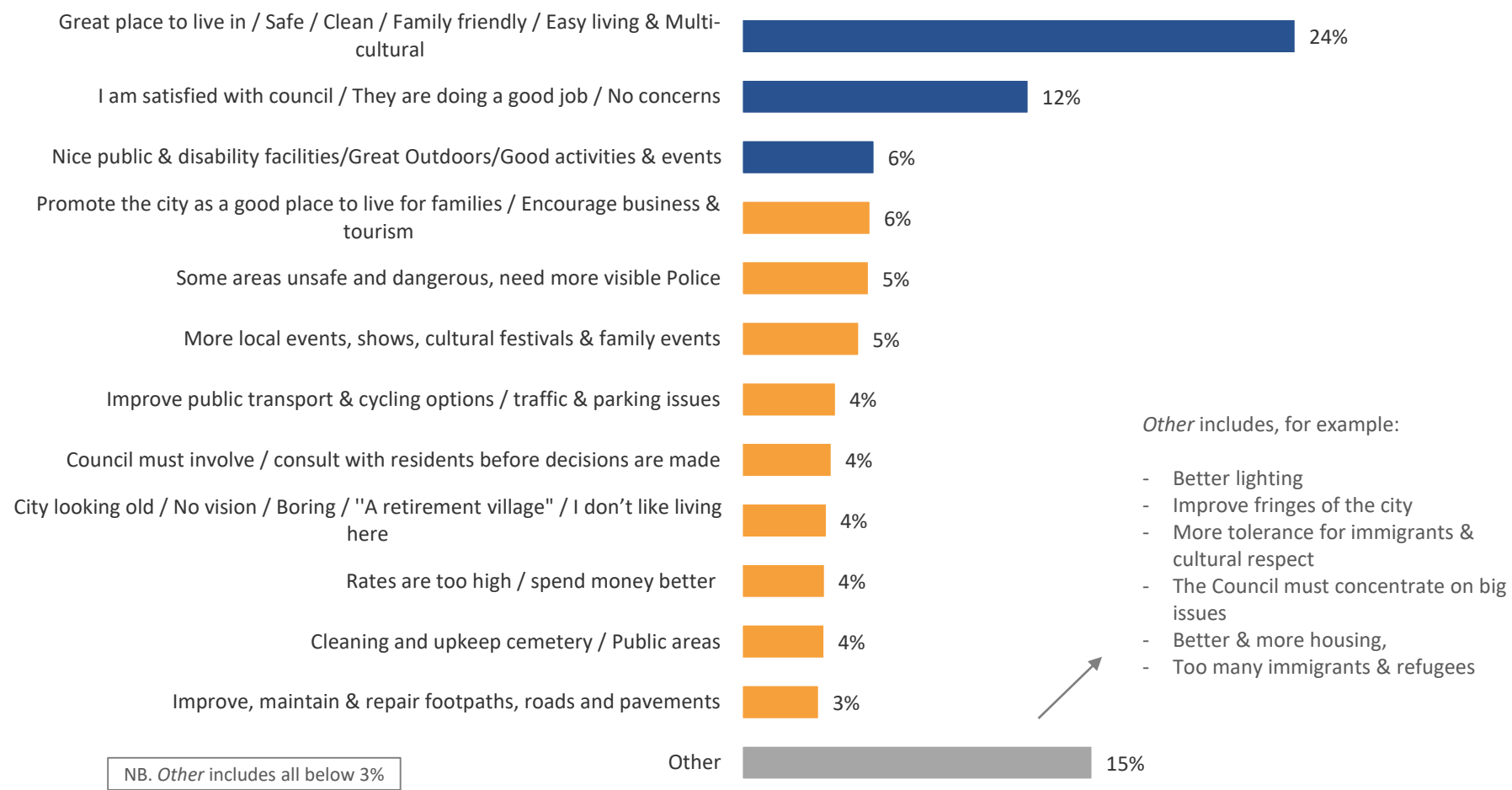
- Prefer not to have pay-to-use mini-golf in the Esplanade play area. Some exercise equipment like that on Napier's Marine Parade would be good to have in a public space. There should be a householder designated to mow the grass on each berm and if not the Council needs to mow it. This should include doing the edges and making sure the footpath is not covered in grass clippings.
- A lot of them are not disable friendly.
- More rubbish bins and covered areas, particularly at high usage areas.
- Just need more rubbish bins. We are still waiting for the 17 that were granted last year.
- I love how the Manawa is free. It's a beautiful place to explore with children. I'm disappointed as a dog owner who runs daily, the amount of dog poo on the river and summer Hill tracks. It's very sad considering you supply bags. I thing it's time to fine people. It works well in Dunedin.
- Please do not allow freedom camping on any public Council land, especially the new facilities (Dog facilities etc) behind the houses in Buick Crescent. I have already noticed empty alcohol cans thrown by the new parks in this area. Also, there is a commercial camp ground nearby.
- Usually parking is an issue especially around Regent, Library and Arena. Don't tend to use public toilets as they are usually disgusting and don't have hand wash.
- When there are commercial food operators, either have really low prices for food and drink or allow people to bring their own food into venues such as The Arena.
- A lot more could be done to encourage people to the City. Take a look at Taupo and how many events they host. Palmerston North is in a prime position to host concerts and sporting events but do not seem to take advantage of the opportunities.
- Coffee in the swimming pools during kids lessons would be great!
- Need facilities to attract big events to the City.
- Not inclusive enough. I'm a Pasifika women and I feel as if there's no cultural vibe where I can identify myself or my cultural heritage.
- I do think the Cemetery maintenance needs improvement, especially at Terrace End and in the older areas of Kelvin Grove. When you compare to Cemeteries in the Manawatu District or Horowhenua District, our Cemetery maintenance is very poor.
- Yes. I think we should have outdoor spa pool facilities late at night like Napier. I think a cafe would be great for the windmill lookout, and they could add a luge and gondalla from Ashurst up to windmill lookout.

Percentages in graph to left are based on the number of people who gave comments, not on overall satisfaction levels

1. Sample: n=800, excludes 'Don't know', 'No Comment' and 'Don't use them' responses.
 2. VB1. Do you have any comments about the city's recreation and cultural facilities?
 3. PRO2_7, OF2_6, How satisfied are you with each of the following?
 4. DEM4. Do you, or a member of your household, pay rates on a property in Palmerston North

Concerning general comments about Palmerston North and the Council, nearly a fourth (24%) believe the City is a great place to live in, safe, clean, family friendly and multicultural

General Comments About Palmerston North and the Council



1. Sample: n=800, excludes 'Don't know' responses.
 2. PD1. Please indicate your overall perception of Palmerston North using the 1-10 scale where 1 means 'strongly disagree' and 10 means 'strongly agree'
 3. GEN1. Do you have any other comments that you would like to make about city Council or Palmerston North generally? n=257

Many residents perceive Palmerston North as a great place to live in that is safe, multicultural and family friendly....

General Comments About Palmerston North and the Council

"Pretty good place to raise kids and live."
[Kelvin Grove resident]

"Palmy is turning out better than I expected. Thank you."
[Awapuni resident]

"I am happy with the way Palmerston North is, clean, bright and is easy to move around."
[Milson resident]

"Proud to be a Palmy North local and present this to city to others."
[Papaioea resident]

"... as a new resident to this city, and having lived in Auckland for 40+ years previously, I believe you have the right focus and it is great to live in a family friendly, clean and safe city again."
[Fitzherbert resident]

It is a wonderful city to live in, especially for families and older people."
[Awapuni resident]

"As an ex Aucklander I find Palmerston North a far better place to live with its easy access to all its many facilities. Would never go back to Auckland."
[Terrace End resident]

"I love living in Palmy!"
[Terrace End resident]

"Great City. I am very privileged to raise a Whanau here."
[Hokowhitu resident]

"PN is a multi-cultural city that we can be proud of."
[Takaro resident]

"I appreciate the city's multicultural sense."
[Awapuni resident]

"I love living in PN. I think the city is well looked after and you all do a great job."
[Milson resident]

"We have lived here for 24 years. I believe the vibrancy of the city has recently been increasing, also there is an increase in community spirit. This is very good."
[Central PN resident]

"Palmerston North is a great place to live and for kids to grow up. We have been here 20 years after living in Auckland and do not regret our change of location. The council just need to streamline expenditure, so it does not become too expensive to live here due to rate contribution."
[Milson resident]

"Becoming a refugee centre has greatly changed the social structure of Palmy in a good way. There is usually something free for all ages to do in the weekends."
[West End resident]

"As a host of international students our students enjoy many facilities around Palmy and feel safe."
[Roslyn resident]

... however, the residents also see several opportunities for improvement, for example sprucing up the CBD, and upgrading Broadway Ave

General Comments About Palmerston North and the Council

"I feel the council needs to make Broadway a pedestrian area, with a zig zag single lane for delivery traffic, more outdoor seating, sculptures, and attractions soft music playing, some covered / sail shade areas, large potted trees and coloured lighting. Some glass sided seating areas. With a full time, street cleaner. Make the city street something different, upmarket itself."
[Fitzherbert resident]

"The city centre around the square has vastly improved. Some shop frontages need a good spruce- up and kept clean."
[Ashhurst resident]

"It would be good to bring more life to the square area, expanding the George Street flair with cafe's and small businesses."
[Fitzherbert resident]

"Smarten the place up. Especially the fringes of the city, Broadway, the railway station, etc."
[Whakarongo resident]

"Not so much attraction for visitors especially in the main centre."
[Highbury resident]

"The city needs to be prettier, artier so it's nice to walk in the city."
[West End resident]

"Funk up the CBD."
[CBD resident]

"Vibrant areas need support e.g. square edge and George Street, library area for visitors. Coming here the first person they may meet is probably a parking warden and all they care about is revenue, not a good look, they should be ambassadors for the city not police."
[Kelvin Grove resident]

"There seems to be a lot of empty shops in the city centre which takes away from the overall experience / attractiveness of the downtown. There also seems to be a high turnover of local businesses which is a shame as they are being replaced with chain franchises."
[Aokautere resident]

"It would be good to see some of empty buildings in the city centre, like high flyers, be utilised."
[Fitzherbert resident]

"I think we could really make the city centre more vibrant especially the Broadway area needs to be closed off for cars and used just for pedestrians. Make more of the art and cafe and restaurant culture."
[Milson resident]

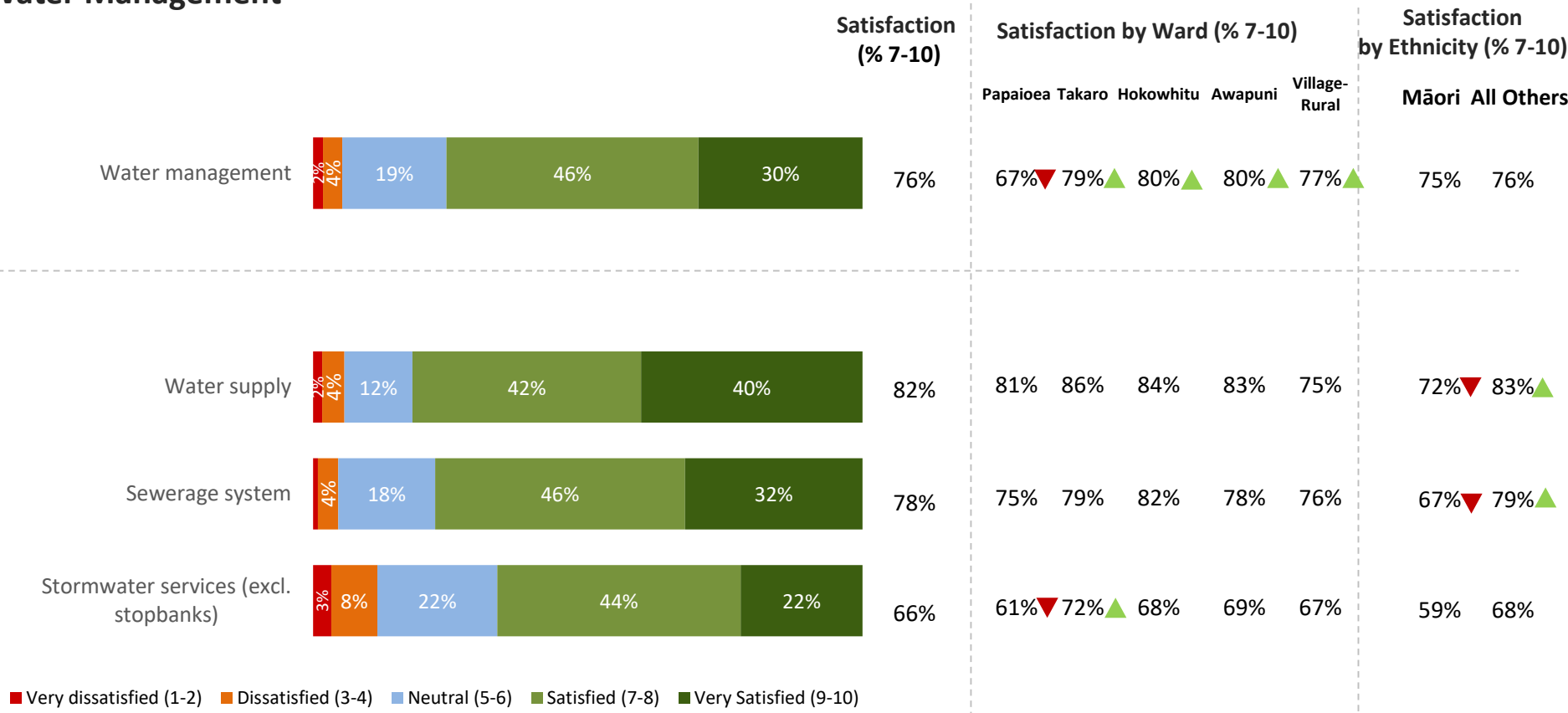
"Still too many empty shops in CBD. Property owners should be encouraged to embrace social good and reduce rent."
[Takaro resident]



Satisfaction with Infrastructure

Within the *Water management* area, residents are particularly satisfied with *Water supply* (82% are satisfied) and less happy with *Stormwater services* (66% are satisfied)

Water Management

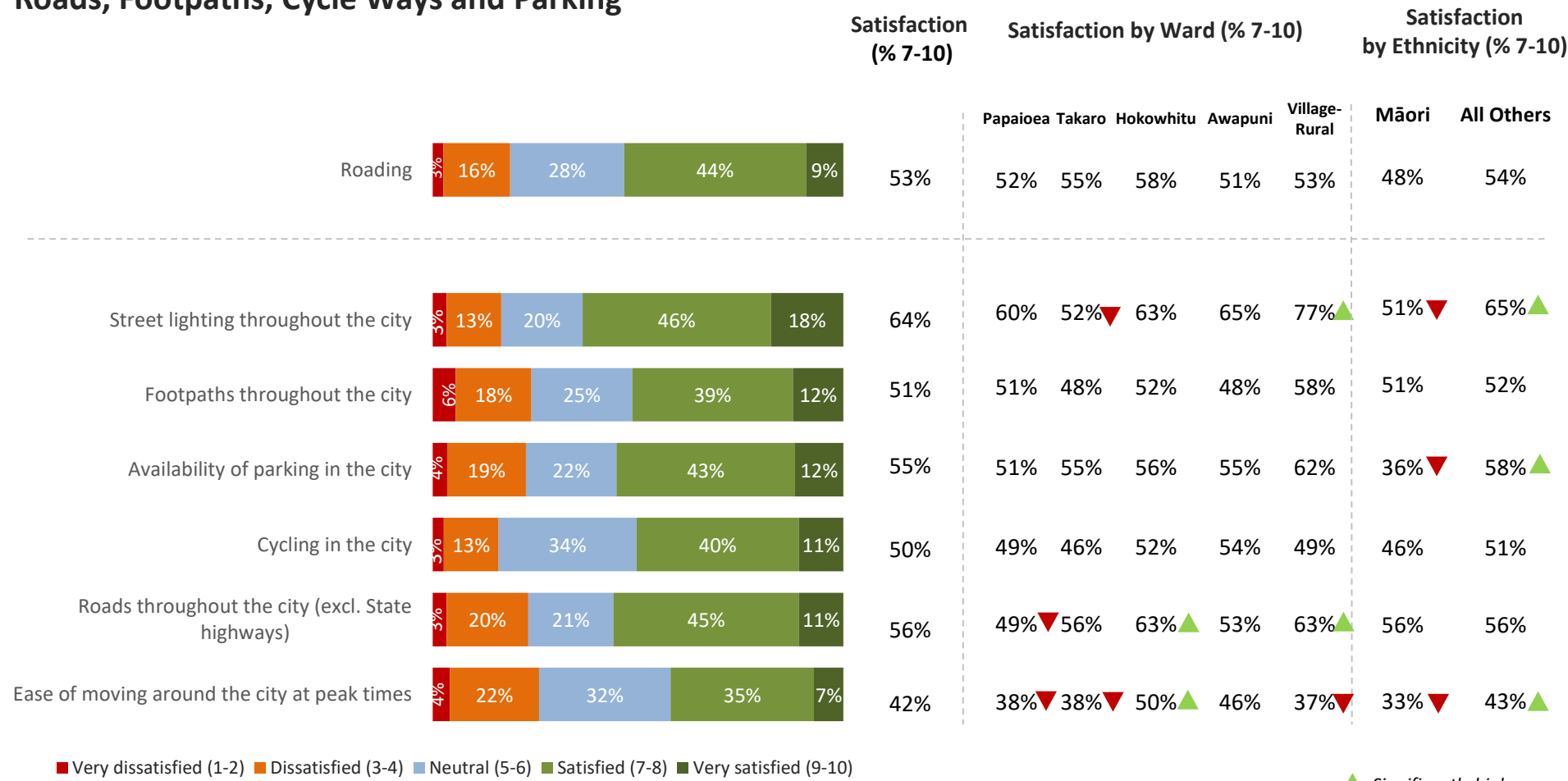


▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=227, Takaro n=100, Hokowhitu n=173, Awapuni n=169, Village-Rural n=132, Excludes 'Don't know' responses
 2. IW1. How satisfied are you with each of the following Council services?
 3. DEM5 What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with?

Concerning *Roading*, there is a greater satisfaction with *Street lighting throughout the city* (though Takaro and Māori residents tend to be less satisfied) and a lesser satisfaction with the *Ease of moving around the city at peak times*

Roads, Footpaths, Cycle Ways and Parking



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

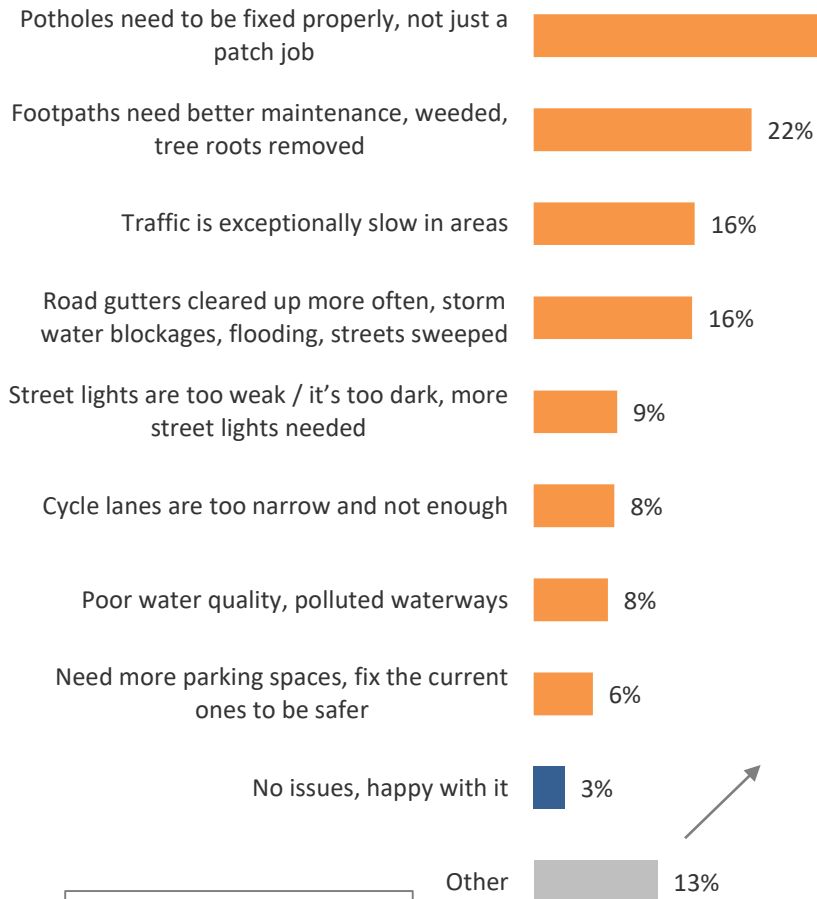
▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. ID1. How satisfied are you with each of the following Council services?
 3. DEM5 What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with?

The prevalence of potholes that are not fixed properly is often mentioned as a reason for a lesser satisfaction with *Roading*

Comments About Roding or Water Related Infrastructure

Percentages are based on the number of people who gave comments, not on overall satisfaction levels



Other includes, for example:

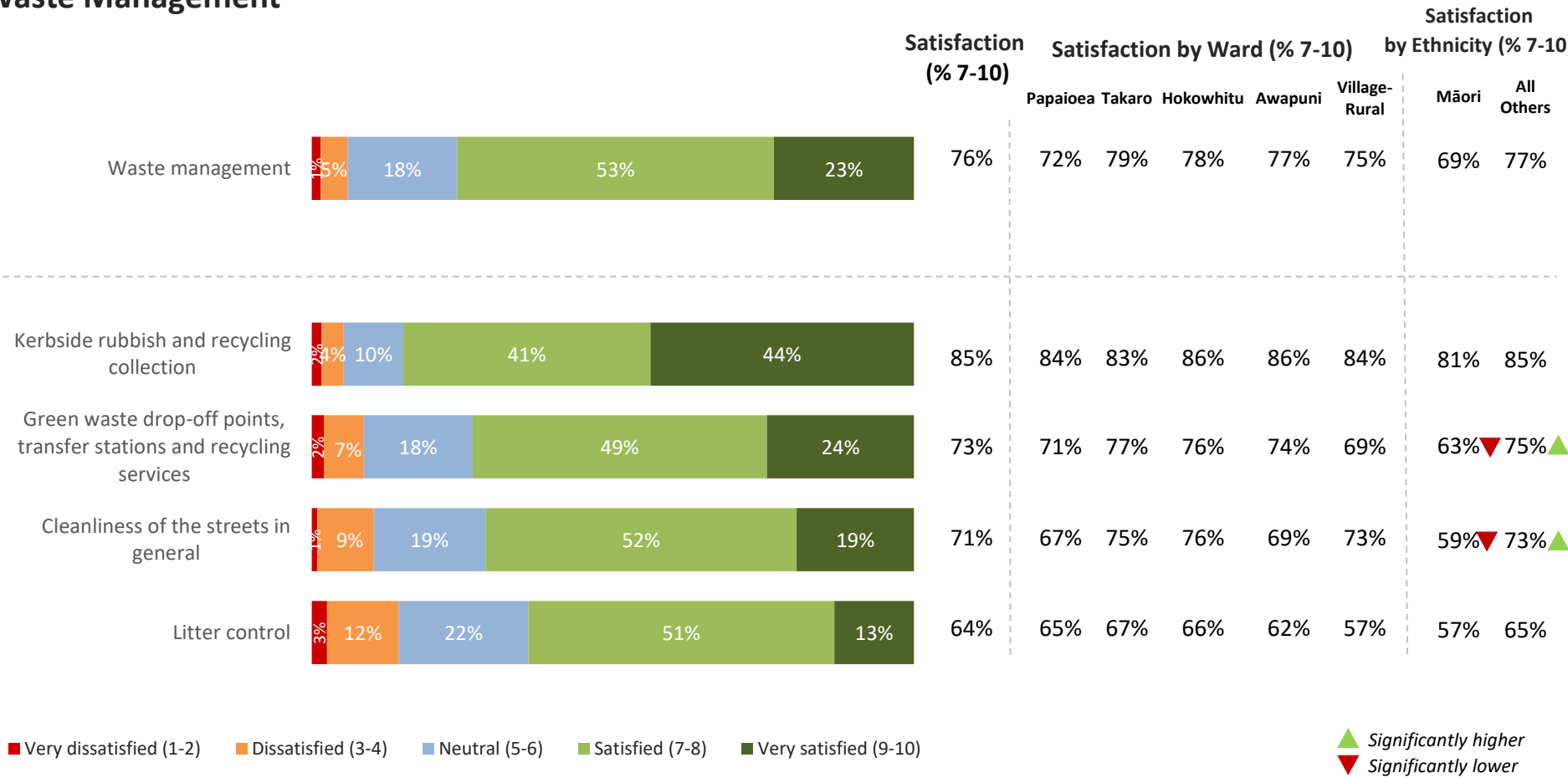
- There are places where the footpaths are difficult for people with reduced mobility. Also some resident gardens flow onto the path too much. Street lighting is necessary but it needs to be such that there is not light pollution preventing viewing of the night sky. In terms of parking, cycling and movement around at peak times, the Council needs to lead in encouraging less use of private, single-occupant cars and make the City centre a pedestrian-, cycle- or bus-only zone.
- The City really needs more parking.
- I am flabbergasted at the angle of the new parking spaces on Cuba Street. You have to cross the centre line to get into the parking space. What were you thinking? A lot of money spent to make it more dangerous.
- It would be good if there were more parks available for workers in the CBD, either at a reduced rate or a set rate to pay all day at a reduced rate.
- Maybe when considering a new subdivision you give consideration to access its impact on existing surrounding roadways i.e. New subdivision around Lagoon Hokowhitu and access via Te Awa Street and surrounds.
- Sewerage in Arena Court not working properly because of restricted flow in Pascal Street.
- It will reduce accidents if we can install the traffic lights or roundabouts at the intersection of Upper Main Street and Napier Road.
- Need more pedestrian crossing on roads near to schools.
- The sewage treatment station needs to be relocated up wind or further away from Riverdale. Why should residents have to smell poop from other people?
- Some streets should not allow cars to park on both sides. It is dangerously narrow. Also they are ruining the berms, which means I have to pay a lawn mowing service to cut.
- Some intersections need to be improved e.g. Main Street and Fitzroy Street intersections should be no right hand turns for traffic coming from Ashhurst. Fatalities waiting to happen.
- Needs a second bridge for cars.
- Some roads are too narrow, with vehicles parked on the side of the road as well.
- Some roundabout islands have blind spots and are quite dangerous at times.
- Concerned with our long term water storage ability. Think we need more as development increases. Very happy with your repair crews at the Depot, when we had a recent leak.
- Sewerage disposal must be upgraded. Has been talked about for 10+ years.
- Why does Palmerston North City Council discourage water collection from rainfall when it could be used for garden purposes? Why isn't better use made of green space between footpaths and roadways, when it could be a bike path. Lots more bikes than pedestrians or push chairs.
- Need a roundabout at the bottom of James Line.

NB. Other includes all below 3%

1. Sample: n=800, excludes 'Don't know' and 'I don't use it' responses.
2. VB2. Do you have any comments about the city's roading or water related infrastructure?

Residents are generally happy with all aspects of *Waste management*, particularly with the *Kerbside rubbish and recycling collection*

Waste Management

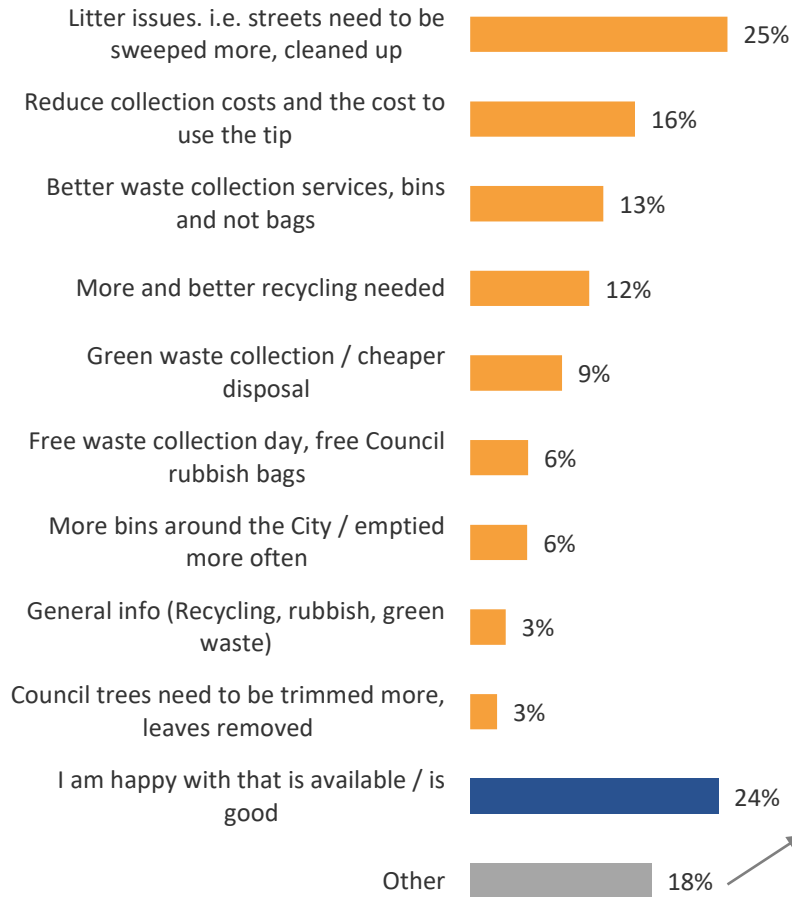


1. Sample: n=800; Papaioea n=227, Takaro n=100, Hokowhitu n=173, Awapuni n=169, Village-Rural n=132, Excludes 'Don't know' responses
 2. RD1. How satisfied are you with each of the following Council services?
 3. DEM5 What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with?

Litter issues, i.e. cleaning up/sweeping streets are the most commonly mentioned issues concerning Waste management in the city

Comments About Waste Management

Percentages are based on the number of people who gave comments, not on overall satisfaction levels



Other includes, for example:

- Rubbish collection is too early in the morning on Clifton Terrace and we often miss the collection.
- I see litter bins are set everywhere in the City. Is the litter separated regarding the recycling purpose?
- We don't have enough rubbish to fill a rubbish bag which costs quite a bit and have to keep filling it for a few weeks before it fills up and gets put on the roadside. Having smaller bags that costs less will be more convenient and hygienic.
- I think the kind of free kerbside collection they used to do where people could drop off a piece of furniture off at a designated place and people could help themselves would be good. A green waste based Council sponsored Cole toon would be good. Is there not an opportunity to then create a compost business to offset costs? I would also like to see the Council invest in some recycling technology that takes plastic waste in particular and converts it into other products, diesel or whatever.
- Need more clothing bins around the City. I only know of one which is at the opposite end of the town.
- Poor attitude of rubbish collectors.
- More rubbish disposal stations could be added, but other than that, satisfied.
- Hard rubbish disposal around the student areas needs to be monitored. Fly tipping is on the rise especially in the rural areas of Palmy: Bunnythorpe, Palmy, Fielding etc.
- The green waste disposal is too far away from Ashhurst.
- We need to have local recycling occurring. Not just gathering, but processing, particularly of plastics. There are a couple of things that some other councils do that I think are great. One is having a time when people can put furniture out at gates and other people can come and collect them if they want to, and after there has been time for this to occur, the Council collects what is left. This may be able to be done with some of the NGOs also collecting stuff that could be re-distributed. This would only need to occur once or twice a year. I think that it would mean that people would be less likely to dump things.
- I have a major issue with one of the kerbside recycling operators in our area. He constantly just throws the bins on the ground and does not care where they land. Other operators seem to be able to place them upside down (which is great in the winter) and in within the proximity as to where they were originally placed. One just does not seem to care. Just biffs them down and obviously forgets who pays his wages. Due to the poor quality of the Council rubbish bags we use a private rubbish company.
- The time that curb side rubbish is collected varies too much. Most weeks my rubbish is collected late afternoon, but some weeks the truck has gone by 8.30am. I know that I should put my rubbish out by 7.30am, but in our windy climate light bags can be blown several houses away. Is it too hard to right my recycle bin? It is usually left lying on it's side!
- Glass recycling is too loud and early. If you work nights the last thing you want is to wake up to the entire streets glass bottles being smashed into the back of a truck.
- There should be some places/bins for old clothes if possible, in every suburb.

NB. Other includes all below 3%

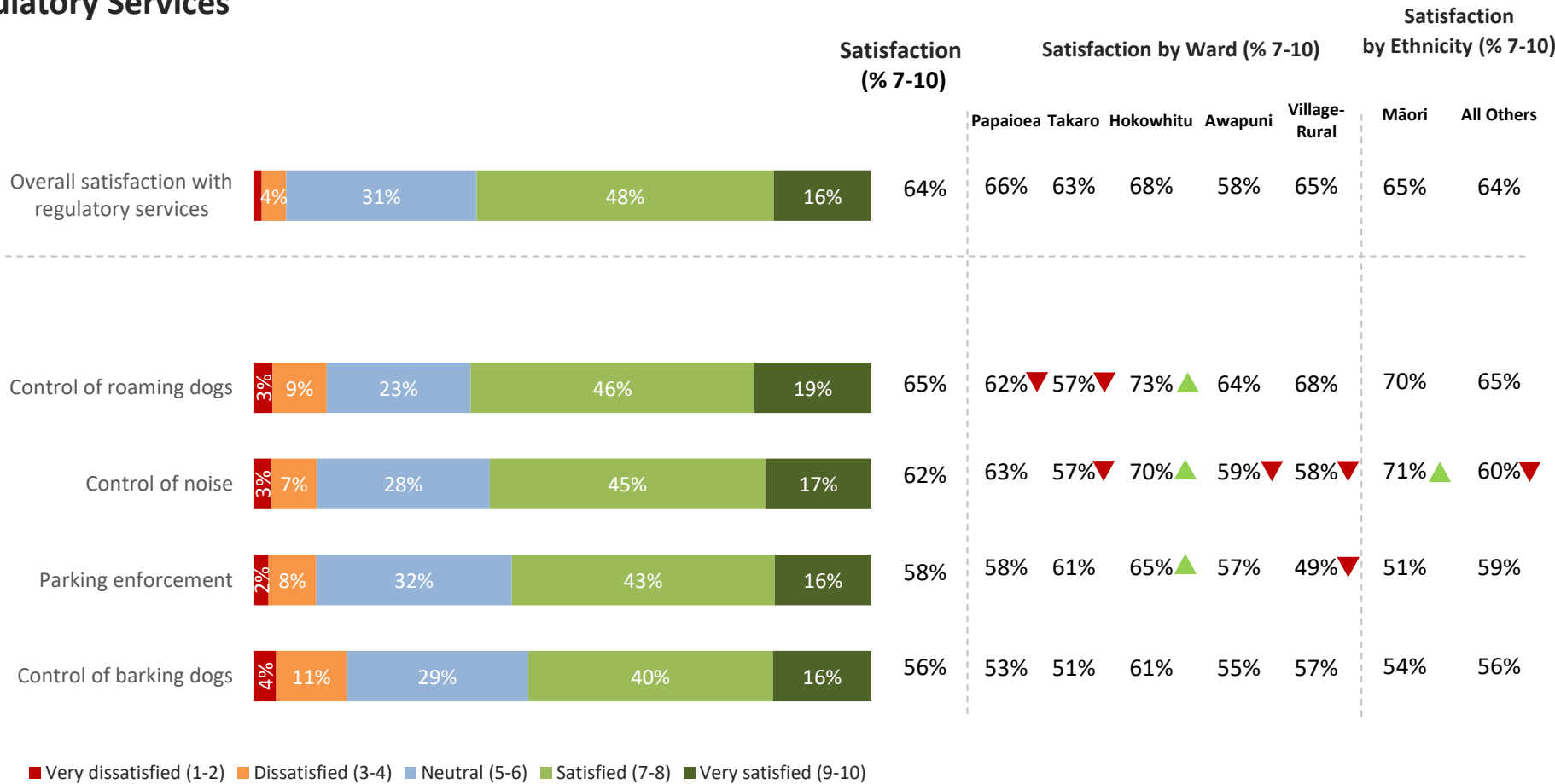
1. Sample: n=800, excludes 'Don't know' and 'I don't use it' responses.
2. VB4. Do you have any comments about any of these services that the Palmerston North City Council provides?



Satisfaction with Other Council Services

Overall, more than six in ten residents (64%) are satisfied with *Regulatory services*. Compared to residents in other wards, Hokowhitu residents are more satisfied with how roaming dogs and noise are controlled

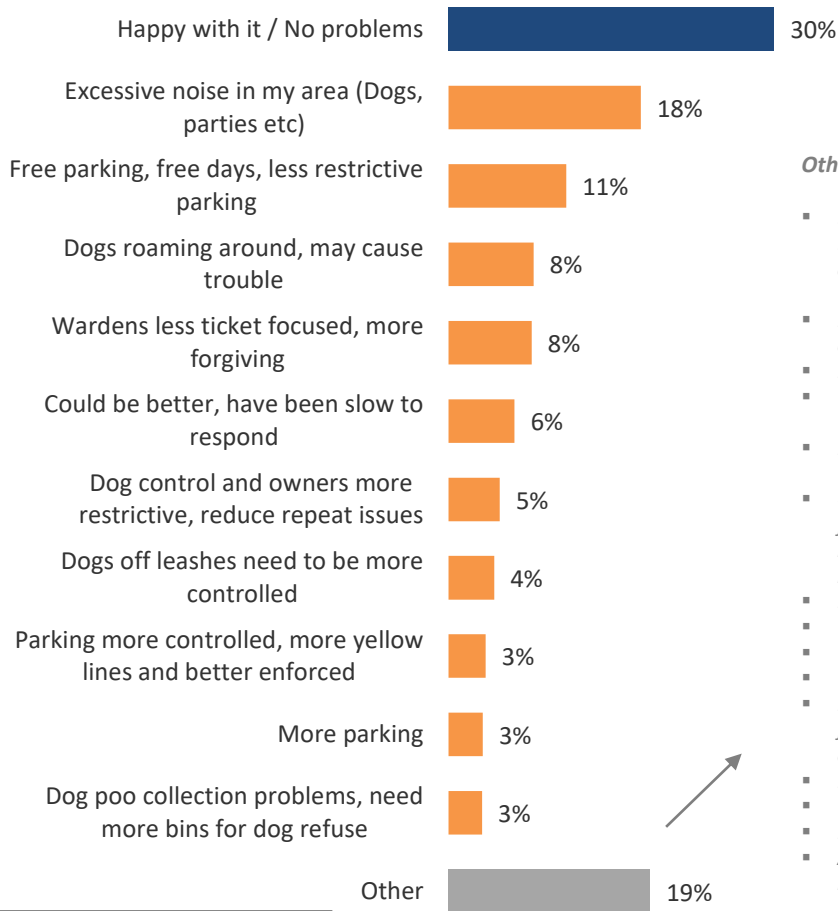
Regulatory Services



1. Sample: n=800; Papaioea n=227, Takaro n=100, Hokowhitu n=173, Awapuni n=169, Village-Rural n=132, Excludes 'Don't know' responses
 2. RM1. How satisfied are you with each of the following Council services?
 3. DEM5 What suburb or township do you live in?
 4. DEM3. Which of the following ethnicities do you associate with?

While almost a third (30%) of residents who commented on *Regulatory services* don't have any issues with them, others complain about an excessive noise in their areas and lack of free parking

Comments About Regulatory Services



NB. Other includes all below 3%

Percentages are based on the number of people who gave comments, not on overall satisfaction levels

Other includes, for example:

- Dogs bark and sometimes get out. I think the dog control people need to look at the circumstances i.e. Environment that the dog is in before seizing a family pet (for barking) or checking the fencing etc before charging high fees before releasing the animal. Sometimes it's as simple as a stranger i.e. door knockers that will leave a gate open so the dog escapes. Pets are family too.
- Regarding parking meters. Why can't these be topped up? last time I tried this the Council reset my balance and pocketed the difference. Isn't that theft? Please fix it.
- Need a hotline to call for driveway blockers.
- Clear guidelines on bylaws etc. regarding noise control could be ashes to landlords. Liability for landlords whose tenants repeatedly disregard bylaws might be a good thing.
- Parking wardens are not police officers and should not be handing out tickets for out of date Rego/WoF. Their main focus is parking. Let's leave it at that.
- Our son and daughter in law were building (with a building company) and had a noise control complaint and fine issued. Really, for when builders are working on your house. They have had several complaints while renovations are progressing and while they admit they are not the quiet neighbour they get on in the neighbourhood and are an active family.
- I know there is some sort of dog control. However I am not sure of the procedure on how to complain.
- Can we please just change software so we can top up parking meters?
- Would be good to have more information for the public available regarding barking and roaming dogs.
- Think you can be a bit over the top regarding noise control.
- Not sure what the rules are for parking all day. Would be good to see where the \$ from these and parking fines (when you park longer than the allocated paid amount) goes to. Is there a website where you could find out what the parking restrictions/criteria are for each of parking areas?
- Needs to be a ban in City of fireworks unless public display only sparklers allowed for private use.
- Would help noise control if we knew who to get hold of.
- I think the Council is coming down too hard on dogs and, restricting their areas to be walked.
- A very unclear policy with regards to cats (pets) that have been removed. Our cat was hit by a car. He was microchipped but by the time we realized he was gone, he had already been cremated. Disgusted.

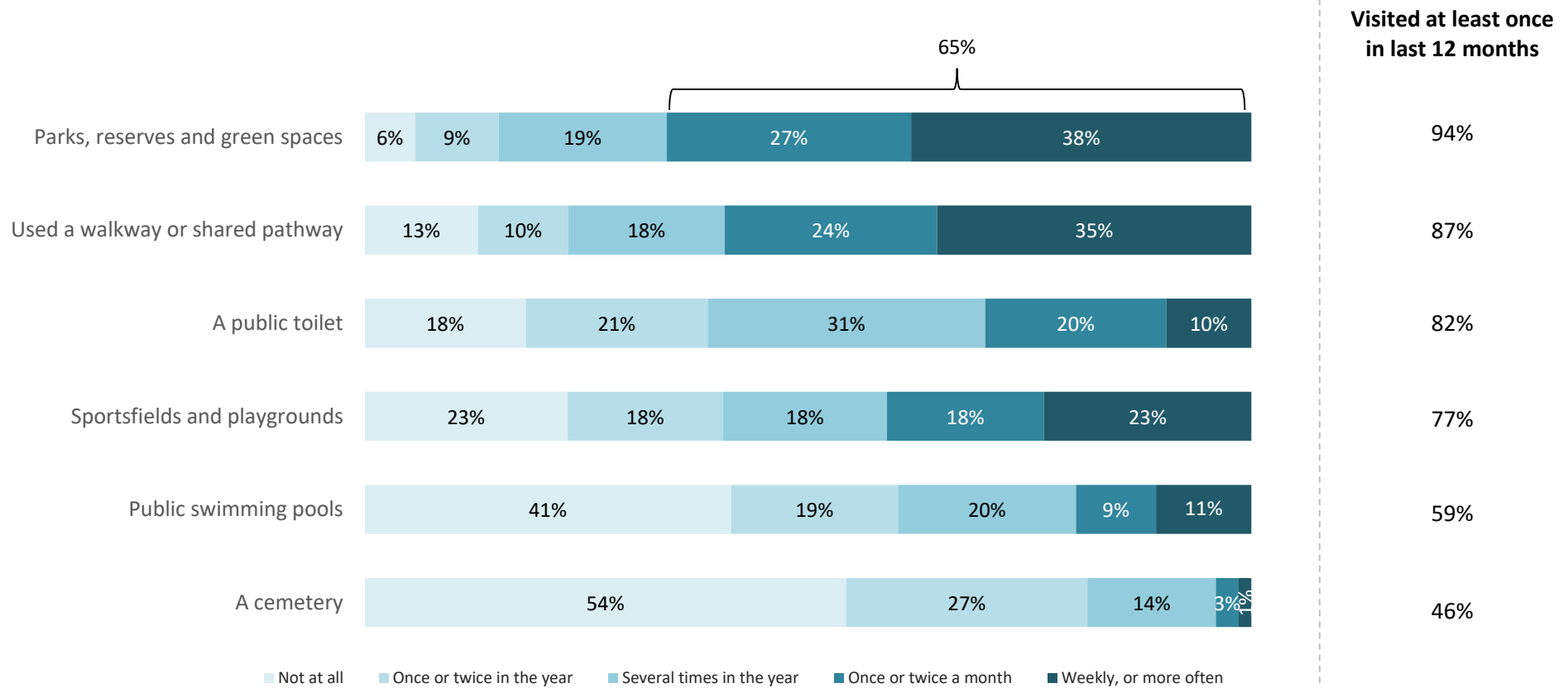
1. Sample: n=800, excludes 'Don't know' and 'Doesn't relate to me' responses.
2. VB3. Do you have any comments about any of these services that the Palmerston North City Council provides?



Satisfaction with Parks and Reserves

Parks, reserves and green spaces are most frequently used/visited facilities with 65% of residents visiting/using them at least once or twice a month

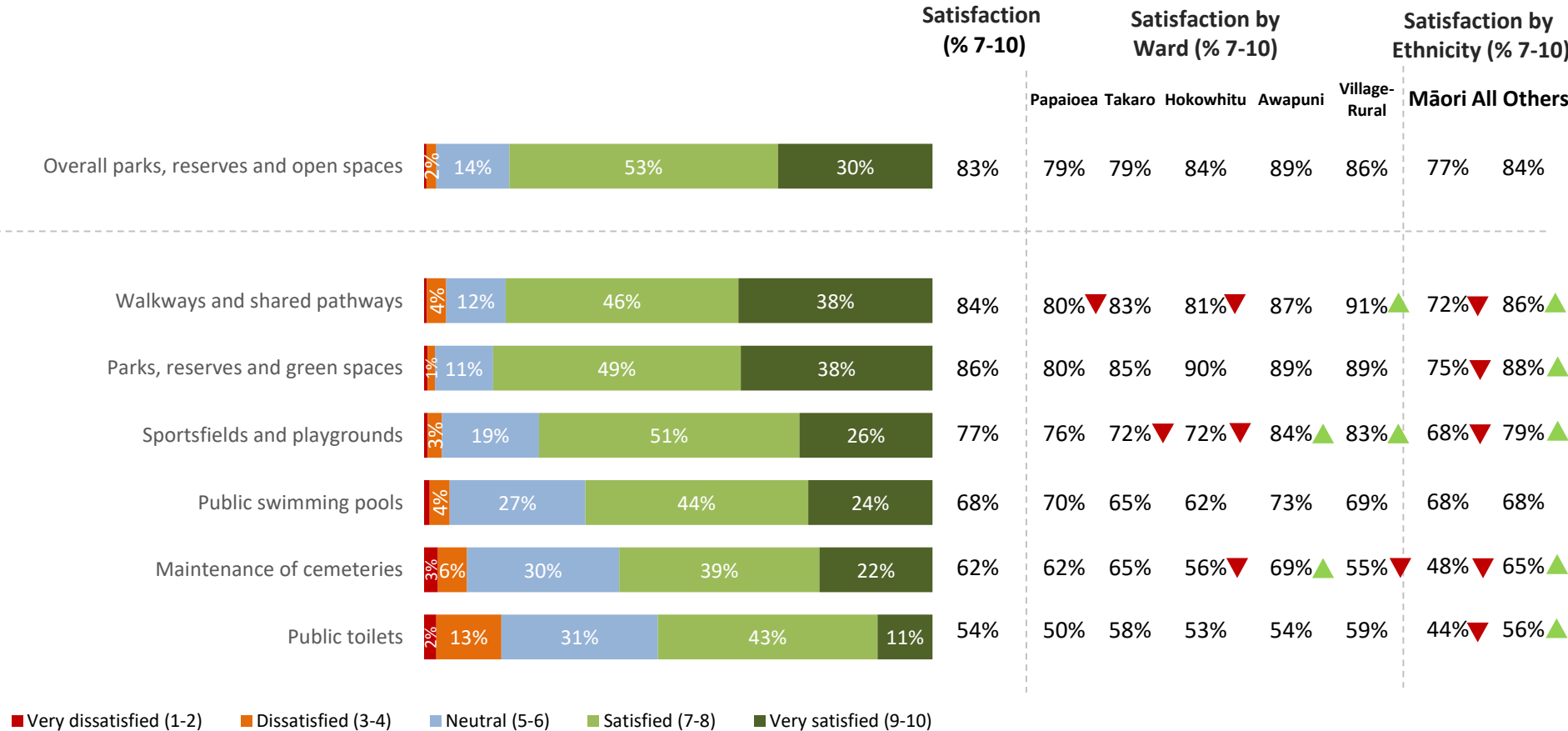
Parks, Reserves and Open Spaces: Visit Frequency



1. Sample: n=800; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:

Over eight in ten (83%) residents are satisfied with the City's *Parks, reserves and open spaces*. Māori residents tend to be less satisfied with a number of facilities compared to residents of other ethnicities

Parks, Reserves and Open Spaces: Satisfaction



■ Very dissatisfied (1-2)
 ■ Dissatisfied (3-4)
 ■ Neutral (5-6)
 ■ Satisfied (7-8)
 ■ Very satisfied (9-10)

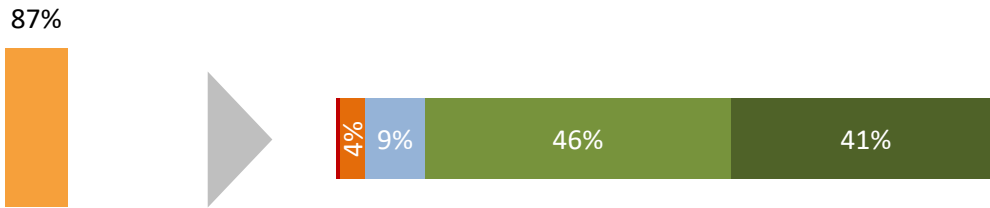
▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; Non-Maori n=727. Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?
 5. DEM3. Which of the following ethnicities do you associate with?

Almost nine in ten (87%) residents who have used *Walkways and shared pathways* in the last 12 months are satisfied with them

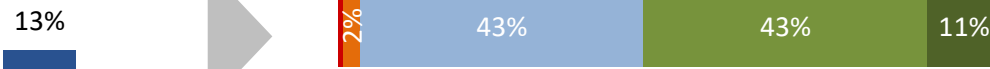
Parks, Reserves and Open Space Facilities: Walkways and Shared Pathways

Visited in last 12 months



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
87%	84% ▼	84%	84%	87%	95% ▲
n= 585	148	79	152	110	96

Not visited in last 12 months



Total (%7 - 10)
54%
n= 38

Note that n=40 of the 78 residents who have not used *Walkways and shared pathways* in the past year did not provide a satisfaction rating, reducing the base size here to 38. The results by ward have been excluded due to very small base sizes.

■ Very dissatisfied (1-2) ■ Dissatisfied (3-4)
■ Neutral (5-6) ■ Satisfied (7-8)
■ Very satisfied (9-10)

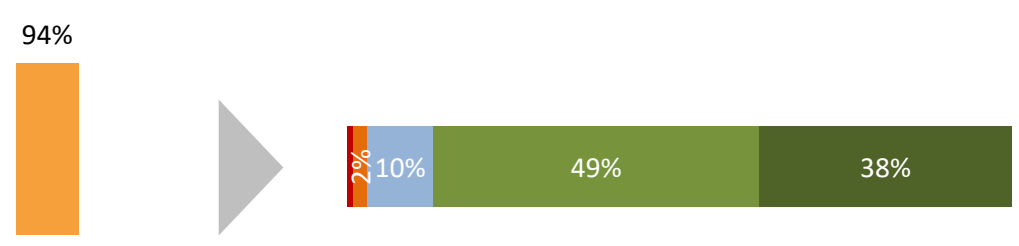
▲ Significantly higher
▼ Significantly lower

1. Sample: n=800; visited n=660; not visited n=78; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Concerning *Parks, reserves and green spaces*, considerably more residents who have used/visited them in the last 12 months are satisfied (88%) compared to those who haven't used them in last year (49%)

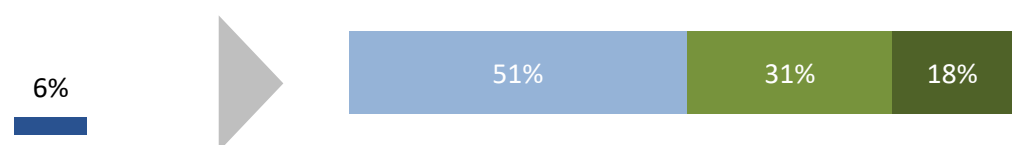
Parks, Reserves and Open Space Facilities: Parks, Reserves and Green Spaces

Visited in last 12 months



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
88%	82%	85%	92%	89%	91%
n= 653	169	87	168	129	100

Not visited in last 12 months



Total (%7 - 10)
49%
n= 15

Note that n=14 of the 29 residents who have not visited *Parks, reserves and green spaces* in the past year did not provide a satisfaction rating, reducing the base size here to 15. The results by ward have been excluded due to very small base sizes.

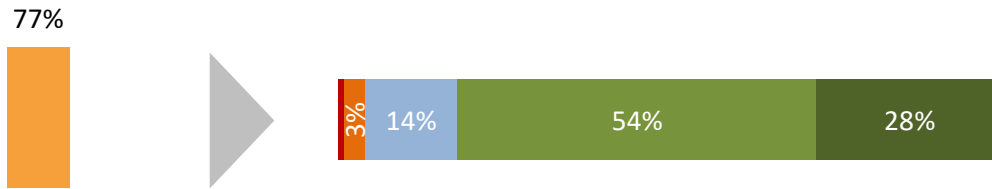
- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

1. Sample: n=800; visited n=735; not visited n=29; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Likewise, more of those who have used *Sportsfields and playgrounds* in last year are satisfied (82%) compared to those, who haven't used them (46%)

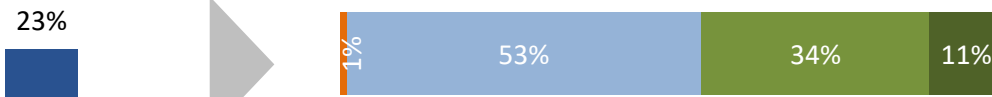
Parks, Reserves and Open Space Facilities: Sportsfields and Playgrounds

Visited in last 12 months



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
82%	80%	77%	78%	87%	88%
n= 452	121	51	110	102	68

Not visited in last 12 months



Total (%7 - 10)
46%
n= 51

Note that n=55 of the 106 residents who have not visited *Sportsfields and playgrounds* in the past year did not provide a satisfaction rating, reducing the base size here to 51. The results by ward have been excluded due to very small base sizes.

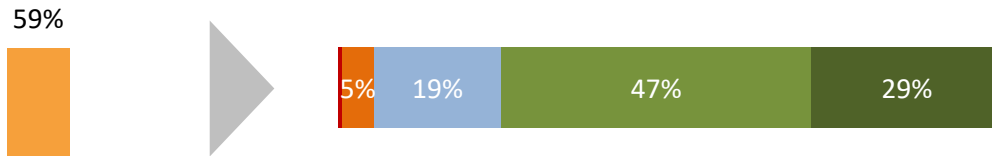
- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

1. Sample: n=800; visited n=549; not visited n=106; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Nearly six in ten (59%) residents have used a *Public swimming pool* in the last 12 months and three quarters of them (75%) are satisfied with this type of facilities

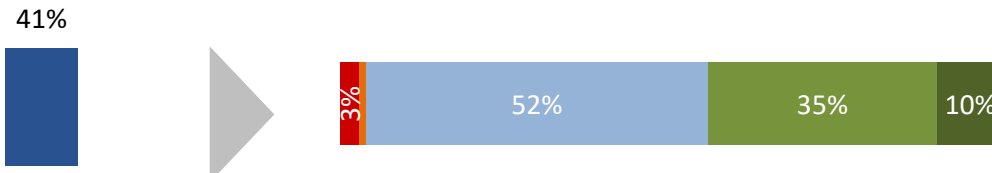
Parks, Reserves and Open Space Facilities: Public Swimming Pools

Visited in last 12 months



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
75%	80%	70%	69%	76%	77%
n= 312	89	41	66	70	46

Not visited in last 12 months



Total (%7 - 10)
45%
n= 70

Note that n=86 of the 156 residents who have not visited *Public swimming pools* in the past year did not provide a satisfaction rating, reducing the base size here to 70. The results by ward have been excluded due to very small base sizes.

- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

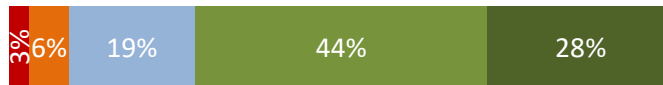
1. Sample: n=800; visited n=402; not visited n=156; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Less than a half (46%) of residents have visited *Cemeteries* in the last 12 months. Visitors of cemeteries are by far more satisfied with them (72%) compared to those who haven't visited cemeteries in last year (33%)

Parks, Reserves and Open Space Facilities: Cemeteries

Visited in last 12 months

46%



Total
(%7 - 10)

72%

n= 265

Satisfaction (% 7-10)

	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Total (%7 - 10)	69%	66%	72%	81%	70%
n=	82	40	60	53	30

Not visited in last 12 months

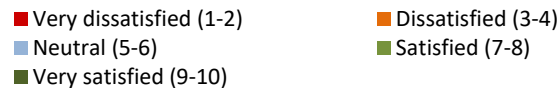
54%



Total
(%7 - 10)

33%

n= 41



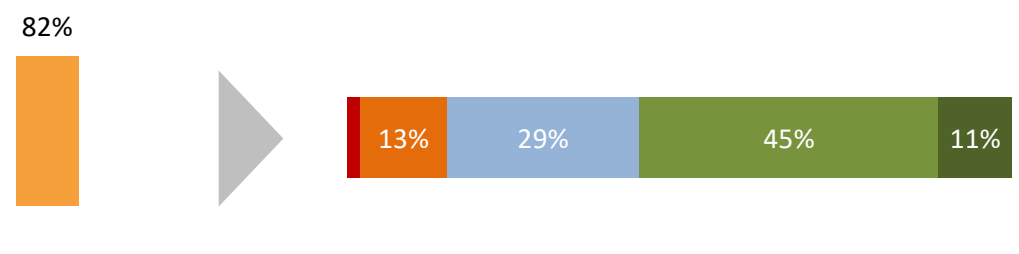
Note that n=74 of the 115 residents who have not visited a Cemetery in the past year did not provide a satisfaction rating, reducing the base size here to 41. The results by ward have been excluded due to very small base sizes.

1. Sample: n=800; visited n=360; not visited n=115; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

More than eight in ten (82%) residents have used a *Public toilet* with more than half of them (56%) being satisfied

Parks, Reserves and Open Space Facilities: Public Toilets

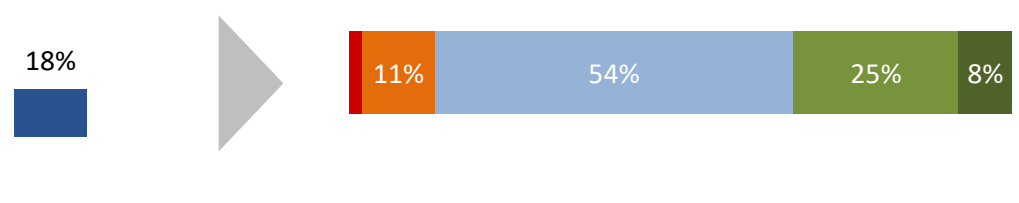
Visited in last 12 months



Satisfaction (% 7-10)

Total (%7 - 10)	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
56%	53%	59%	56%	55%	61%
n= 383	98	50	94	79	62

Not visited in last 12 months



Total (%7 - 10)

Total (%7 - 10)
33%
n= 41

Note that n=41 of the 63 residents who have not visited a *Public toilet* in the past year did not provide a satisfaction rating, reducing the base size here to 41. The results by ward have been excluded due to very small base sizes.

- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

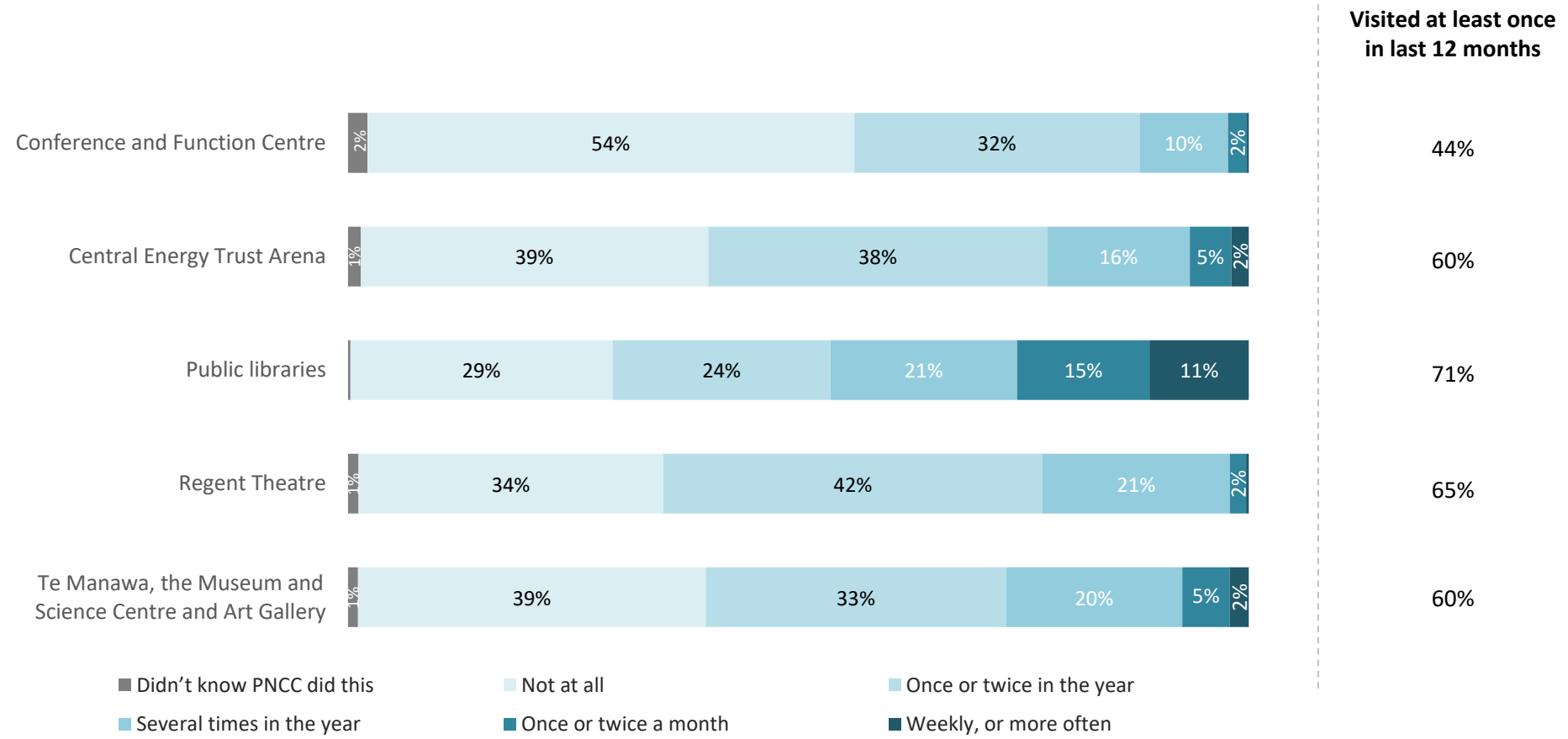
1. Sample: n=800; visited n=602; not visited n=63; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?



Satisfaction with Council Services and Facilities

Public libraries are the most frequently visited Council facilities as more than seven in ten (71%) residents have visited a library at least once in last year

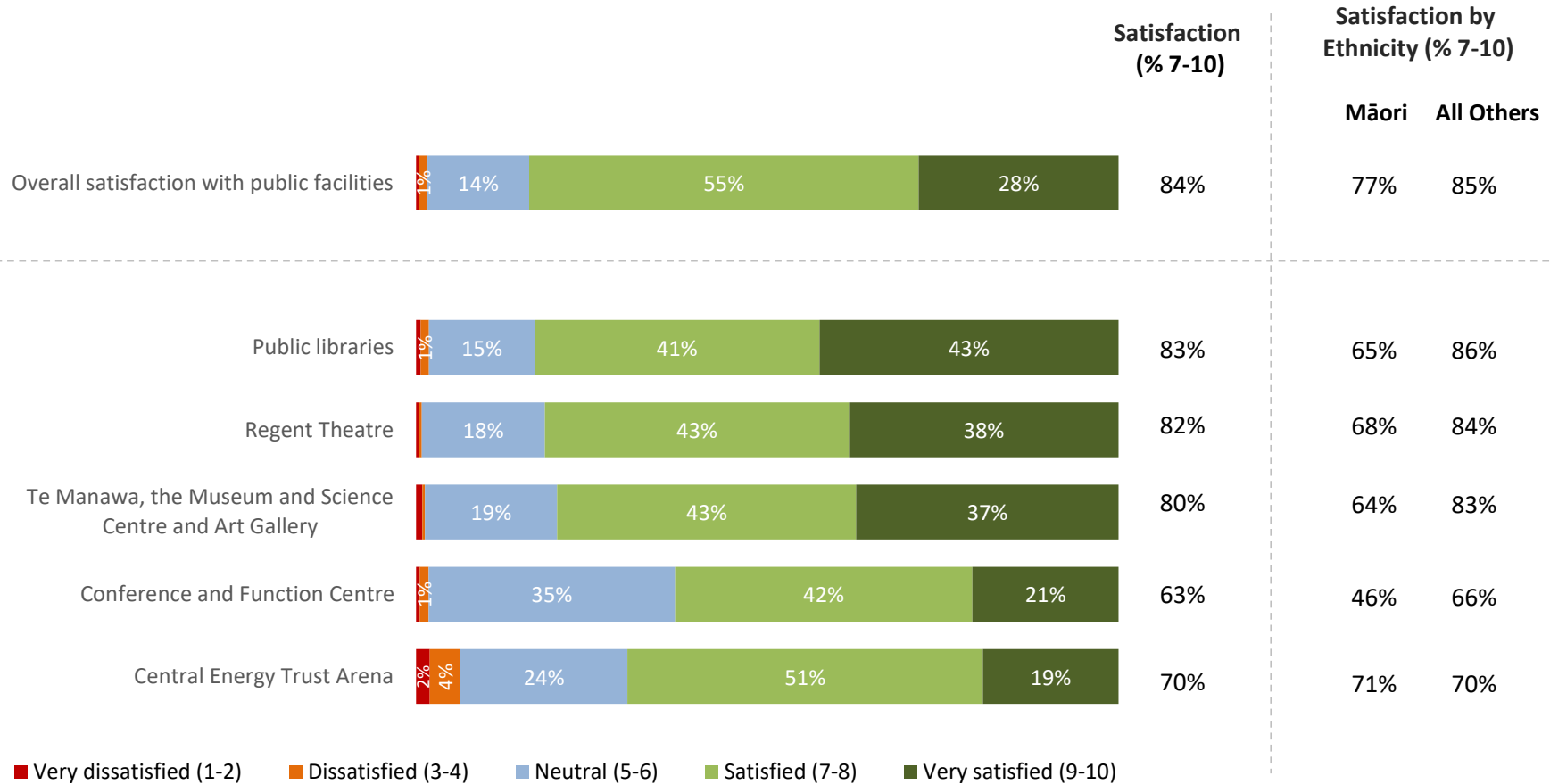
Council services and facilities: Visit Frequency



1. Sample: n=800; Excludes 'Don't know' responses
 2. OF1. In the last 12 months, about how frequently have you visited or used each of the following:

Over eight in ten (84%) residents are satisfied with City's *Public facilities*. In particular, residents are satisfied with *Public libraries, Regent Theatre and Te Manawa, the Museum and Science Centre, and Art Gallery*

Council Services and Facilities: Satisfaction

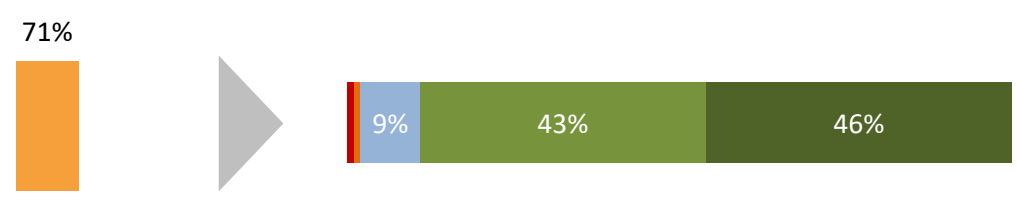


1. Sample: n=800; Papaioea n=227, Takaro n=100, Hokowhitu n=173, Awapuni n=169, Village-Rural n=132, Excludes 'Don't know' responses
 2. OF2. How satisfied are you with each of the following venues?
 3. DEM3. Which of the following ethnicities do you associate with?

Over seven in ten (71%) residents have visited a *Public library* in the last 12 months and 89% of them are satisfied with this type of facility

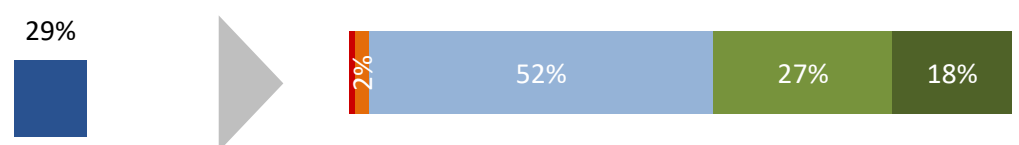
Council Services and Facilities: Public Libraries

Visited in last 12 months



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
89%	87%	89%	84%	90%	98%
n= 492	123	63	125	107	74

Not visited in last 12 months



Total (%7 - 10)
46%
n= 44

Note that n=47 of the 97 residents who have not visited *Public libraries* in the past year did not provide a satisfaction rating, reducing the base size here to 44. The results by ward have been excluded due to very small base sizes.

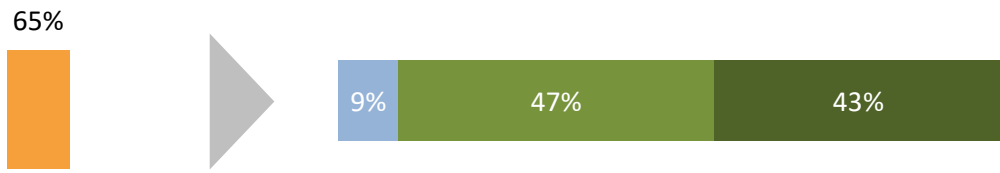
- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

1. Sample: n=800; visited n=549; not visited n=91; Excludes 'Don't know' responses
 2. OF2. How satisfied are you with each of the following venues?
 3. DEM5 What suburb or township do you live in?

Likewise, nine in ten (90%) of those who have visited the *Regent Theatre* are satisfied with this facility

Council Services and Facilities: Regent Theatre

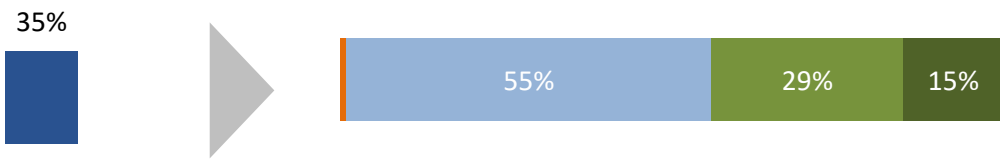
Visited in last 12 months



Satisfaction (% 7-10)

Total (%7 - 10)	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
90%	86%	93%	91%	89%	92%
n= 468	109	70	120	92	77

Not visited in last 12 months



Total (%7 - 10)
44%
n= 50

Note that n=50 of the 110 residents who have not visited *Regent Theatre* in the past year did not provide a satisfaction rating, reducing the base size here to 50. The results by ward have been excluded due to very small base sizes.

- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

1. Sample: n=800; visited n=517; not visited n=110; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Te Manawa, the Museum and Science Centre and Art Gallery are perceived even more favourably by their visitors with 92% of them being satisfied

Council Services and Facilities: Te Manawa, the Museum and Science Centre, and Art Gallery

Visited in last 12 months

60%



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
92%	85%	94%	91%	96%	95%
n= 426	109	70	120	92	77

Not visited in last 12 months

40%



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
34%					
n= 46					

Note that n=74 of the 120 residents who have not visited *Te Manawa, the Museum and Science Centre and Art Gallery* in the past year did not provide a satisfaction rating, reducing the base size here to 46. The results by ward have been excluded due to very small base sizes.

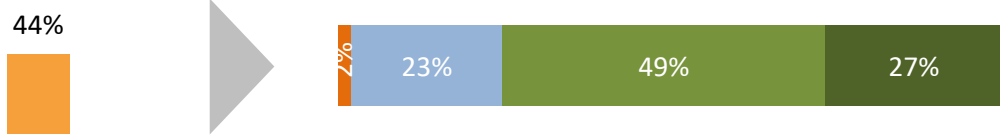
■ Very dissatisfied (1-2) ■ Dissatisfied (3-4)
■ Neutral (5-6) ■ Satisfied (7-8)
■ Very satisfied (9-10)

1. Sample: n=800; visited n=465; not visited n=120; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Concerning *Conference and Function Centre*, 44% of residents have visited this facility in the last 12 months and over three quarters (76%) of them are satisfied

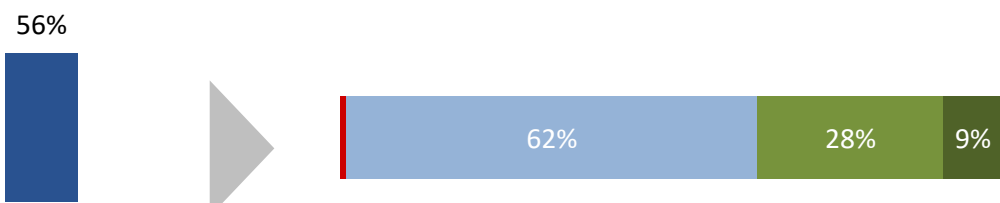
Council Services and Facilities: Conference and Function Centre

Visited in last 12 months



Total (%7 - 10)	Satisfaction (% 7-10)				
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
76%	78%	74%	80%	70%	75%
n= 252	65	34	65	48	40

Not visited in last 12 months



Total (%7 - 10)
36%
n= 60

- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

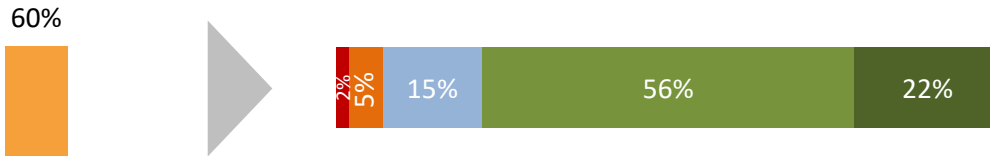
Note that n=97 of the 157 residents who have not visited *Conference and Function Centre* in the past year did not provide a satisfaction rating, reducing the base size here to 60. The results by ward have been excluded due to very small base sizes.

1. Sample: n=800; visited n=332; not visited n=157; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following:
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?

Six in ten (60%) residents have visited *Central Energy Trust Arena* and nearly eight in ten (78%) of them are satisfied

Council Services and Facilities: Central Energy Trust Arena

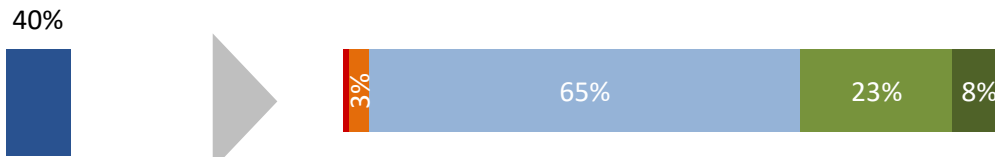
Visited in last 12 months



Satisfaction (% 7-10)

Total (%7 - 10)	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
78%	76%	81%	86%	79%	65%
n= 348	88	55	95	68	42

Not visited in last 12 months



Total (%7 - 10)
32%
n= 30

Note that n=68 of the 98 residents who have not visited *Central Energy Trust Arena* in the past year did not provide a satisfaction rating, reducing the base size here to 30. The results by ward have been excluded due to very small base sizes.

■ Very dissatisfied (1-2) ■ Dissatisfied (3-4)
■ Neutral (5-6) ■ Satisfied (7-8)
■ Very satisfied (9-10)

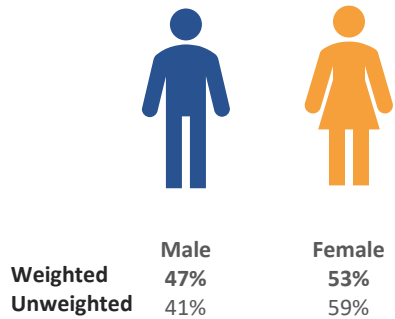
1. Sample: n=800; visited n=450; not visited n=98; Excludes 'Don't know' responses
 2. PRO1. In the last 12 months, about how frequently have you visited or used each of the following?
 3. PRO2. How satisfied are you with each of the following?
 4. DEM5 What suburb or township do you live in?



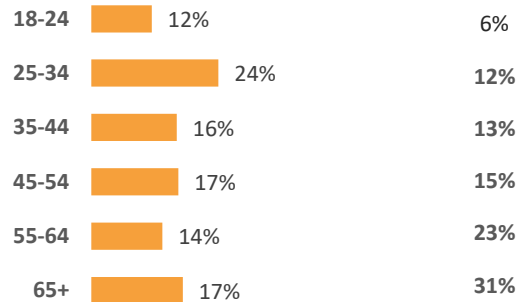
Sample Profile

Demographics

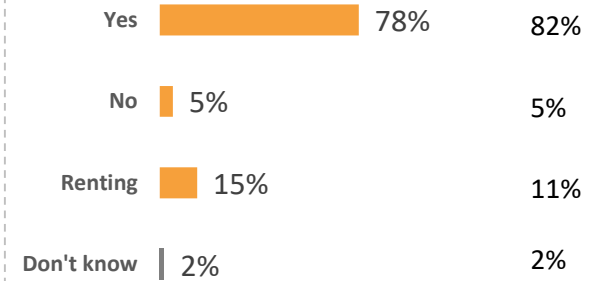
Gender



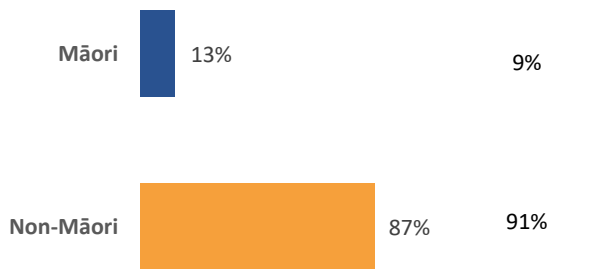
Age (weighted)



Paying rates (weighted)

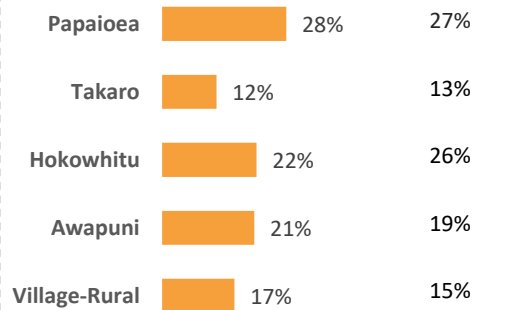


Ethnicity (weighted)

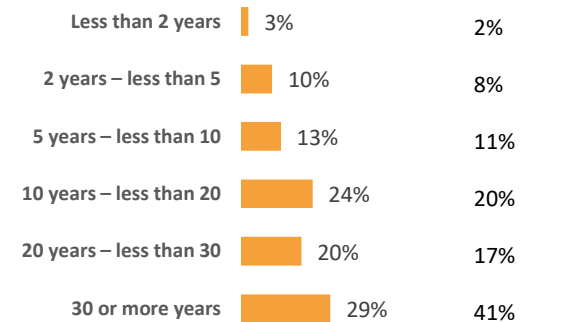


*Multiple response

Ward (weighted)



How long lived in PN (weighted)





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