



Palmerston North City Council Annual Residents' Survey 2019/2020

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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 mixed method of data collection is used consisting of a postal invitation to an online survey, with a hard copy survey back up. Sample selection is based on a random selection from the Electoral Roll since this conforms most closely with the ideal of each member within the population having an equal probability of selection, thereby minimising the opportunity for bias.
- A Baseline survey was conducted between 23rd April and 22nd May 2019 with a sample of n=800 residents across the Palmerston North City Council area.
- In 2019-2020 data collection was managed quarterly from 18th July 2019 to 9th June 2020: Q1 n=114; Q2 n=118; Q3 n=84; Q4 n=160. A total number of responses collected over 2019/2020 reporting period was 476.
- 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 2018 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 $\pm 4.48\%$. 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.

Notes

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



Executive summary

Executive Summary

1

Overall perception of Palmerston North City Council remains strong and consistent with the results seen in the Baseline survey conducted in 2019. Around six out of ten residents (59%) are satisfied with *Overall performance*. *Services and facilities* remains an area of the highest performance among the top-level metrics. Residents perception of Council's *Governance and reputation* has significantly increased in the past 12 months, which shows growing connection between the local government and City residents.

2

Value for money remains the main driver of residents' satisfaction of Council's overall performance with the impact score of 59%, followed by *Governance and reputation* (31% of impact) and overall *Services and facilities* (10% of impact). The highest priority for Council this year is to improve residents' perceptions of receiving good *Value for money*, by demonstrating that their rates money is spent on the needs of the community during these difficult financial times, rather than the beautifying the City. Other possible areas for improvement include setting clear direction for the community (*Leadership*), and building *Trust* within the community

3

City Council has strengthened its reputation profile over the past 12 months. The City Council's good reputation is reflected across age groups, gender and ethnicity. Residents aged over 65 years have a particularly good opinion of council while Māori and younger residents score the council lower.

4

The proportion of 'Champions' has significantly increased in 2020 with 52% residents likely to support Council's decisions they also have a strong emotional connection with local government. Residents aged 18-34 are less likely to be 'Champions' and more likely to be 'Sceptics' compared to the older age groups. Māori residents are more likely to be 'Champions' (55%) than other ethnicities (51%).

5

Roading is an area that showed the most significant decline in satisfaction. Through sub-driver analysis and looking at the verbatim comments over the past 12 months we were able to determine certain areas within *Roading* that residents would appreciate improvements the most. Roads maintenance and their safety, which includes permanently fixing potholes is the largest concern among local residents. Problems with the lack of carparking, as well as a need for better maintenance of footpaths and the cleaning of roadside rubbish are other issues that were reported by the residents through open-ended questions.

6

A significant decrease in satisfaction with *Public facilities* is something that we see this year across New Zealand, especially in second and third quarters with a slow recovery towards the winter. This decrease could be attributed to the world-wide pandemic, growing concerns from residents about being in public places with a lot of people, as well as facilities being closed during the lockdown. The overall situation has created a mostly negative mood amongst the general public.

Trends in satisfaction (%7-10 excluding don't know)

		% point increase / decrease (2020-2019)	Percentage of respondents satisfied, or very satisfied	
			2020	2019
PRO2_4	Satisfaction with - Walkways and shared pathways	6% ▲	90%	84%
IW1_2	Satisfaction with - Stormwater services (excluding stop banks)	4% ▲	71%	66%
PRO2_5	Satisfaction with - Maintenance of cemeteries	3%	65%	62%
PRO2_7	Overall satisfaction with City's parks, reserves and open spaces	3%	86%	83%
IW1_3	Satisfaction with - Sewerage system	2%	80%	78%
ID1_5	Satisfaction with - Cycling in the city	2%	53%	50%
OV1_1	Overall value for money	2%	54%	53%
RD1_2	Satisfaction with - Litter control	1%	65%	64%
ID1_2	Satisfaction with - Footpaths throughout the city	1%	52%	51%
OVLFIS_1	Overall satisfaction with facilities, infrastructure and services	1%	77%	77%
OF2_3	Satisfaction with - Public libraries	0%	84%	83%
OF2_7	Satisfaction with - Central Energy Trust Wild base Recovery	-	71%	0%
RD1_4	Satisfaction with - Cleanliness of the streets in general	0%	71%	71%
OF2_6	Overall satisfaction with public facilities	0%	84%	84%
OVS1_1	Overall satisfaction with the Palmerston North City Council	0%	59%	59%
RD1_5	Overall satisfaction with rubbish disposal services	0%	76%	76%
IW1_1	Satisfaction with - Water supply	0%	82%	82%
RM1_1	Satisfaction with - Control of roaming dogs	-1%	64%	65%
RD1_1	Satisfaction with - Kerbside rubbish and recycling collection	-1%	84%	85%

Year-on-year

▲ Significantly higher
▼ Significantly lower

Trends in satisfaction (%7-10 excluding don't know)

		% point increase / decrease (2020-2019)	Percentage of respondents satisfied, or very satisfied	
			2020	2019
ID1_6	Satisfaction with - Ease of moving around the city at peak times	-1%	41%	42%
RM1_2	Satisfaction with - Control of barking dogs	-1%	54%	56%
RD1_3	Satisfaction with - Green waste drop-off points, transfer stations and recycling services	-1%	72%	73%
OF2_2	Satisfaction with - Central Energy Trust Arena	-2%	68%	70%
RM1_3	Satisfaction with - Control of noise	-2%	60%	62%
PRO2_6	Satisfaction with - Public toilets	-2%	52%	54%
RM1_4	Satisfaction with - Parking enforcement	-3%	55%	58%
RM1_5	Overall satisfaction with regulatory services	-3%	61%	64%
IW1_4	Overall satisfaction with water related infrastructure	-3%	72%	76%
OF2_1	Satisfaction with - Conference and Function Centre	-3%	60%	63%
OF2_4	Satisfaction with - Regent Theatre	-4%	78%	82%
ID1_3	Satisfaction with - Street lighting throughout the city	-4%	60%	64%
OF2_5	Satisfaction with - Te Manawa, the Museum and Science Centre and Art Gallery	-4%	76%	80%
ID1_1	Satisfaction with - Roads throughout the city (excluding State highways)	-5%	51%	56%
PRO2_1	Satisfaction with - Parks, reserves and green spaces	-5% ▼	82%	86%
ID1_4	Satisfaction with - Availability of parking in the city	-6% ▼	49%	55%
PRO2_2	Satisfaction with - Sports fields and playgrounds	-6% ▼	71%	77%
ID1_7	Overall satisfaction with roading related infrastructure	-7% ▼	46%	53%
PRO2_3	Satisfaction with - Public swimming pools	-9% ▼	59%	68%

Year-on-year

▲ Significantly higher
▼ Significantly lower

Reputation (%7-10 excluding don't know)

		% point increase / decrease (2020-2019)	Percentage of respondents satisfied, or very satisfied	
			2020	2019
REP1_1	Overall how would you rate Palmerston North City Council for - Leadership	7% ▲	62%	55%
LS1_3	Satisfaction with- Business promotion and attraction for Palmerston North	7% ▲	50%	43%
LS2_2	The overall performance of Council staff	5%	61%	56%
REP1_2	Overall how would you rate Palmerston North City Council for - Trust	5%	51%	46%
REP2_1	Overall reputation	5%	66%	61%
LS2_1	The overall performance of the Mayor and Councillors	4%	58%	54%
LS1_2	Satisfaction with- Council funding and support for community groups	4%	53%	50%
REP1_4	Overall how would you rate Palmerston North City Council for - Quality of Services	3%	68%	65%
LS3_3	Satisfaction with- Your opportunities to have a say in Council decision making	2%	44%	42%
LS1_4	Satisfaction with- Promotion of working and living in Palmerston North	2%	47%	45%
LS3_1	Satisfaction with- The quality of information you get from Council	1%	54%	53%
LS3_2	Satisfaction with- The availability of information from Council	0%	55%	55%
LS5_1	And how satisfied are you with Council's customer service - Customer Service (being simple and easy to interact with)	0%	70%	70%
LS1_1	Satisfaction with- Tourism and visitor promotion for Palmerston North	-1%	49%	50%
REP1_3	Overall how would you rate Palmerston North City Council for - Financial Management	-1%	39%	40%
LS3_4	Satisfaction with- The ease of having a say in Council decision making	-2%	35%	36%

Year-on-year
▲ Significantly higher
▼ Significantly lower



Summary of Key Performance Indicators

Overall Performance

	2020 (% 7-10)	2019 (% 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
			Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Overall satisfaction with Council's performance	59%	59%	63%	66%	51% ▼	63%	51%	55%	60%
Services and facilities	77%	77%	75%	85%	75%	82%	71%	71%	78%
Governance and reputation	66% ▲	61%	63%	76%	57%	78% ▲	59%	59%	67%
Value for money	54%	53%	58% ▲	69%	43% ▼	56%	48%	54%	54%

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

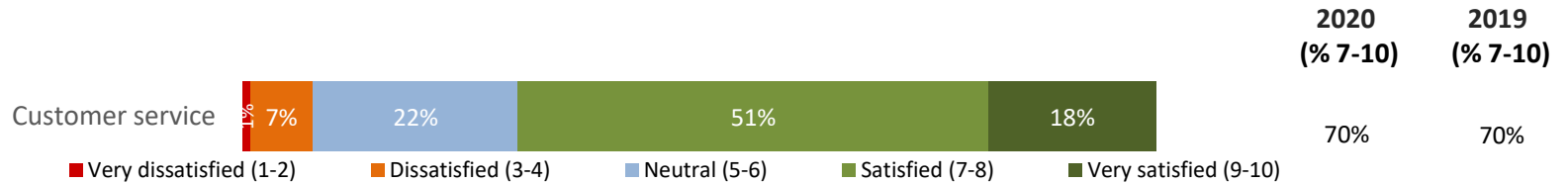
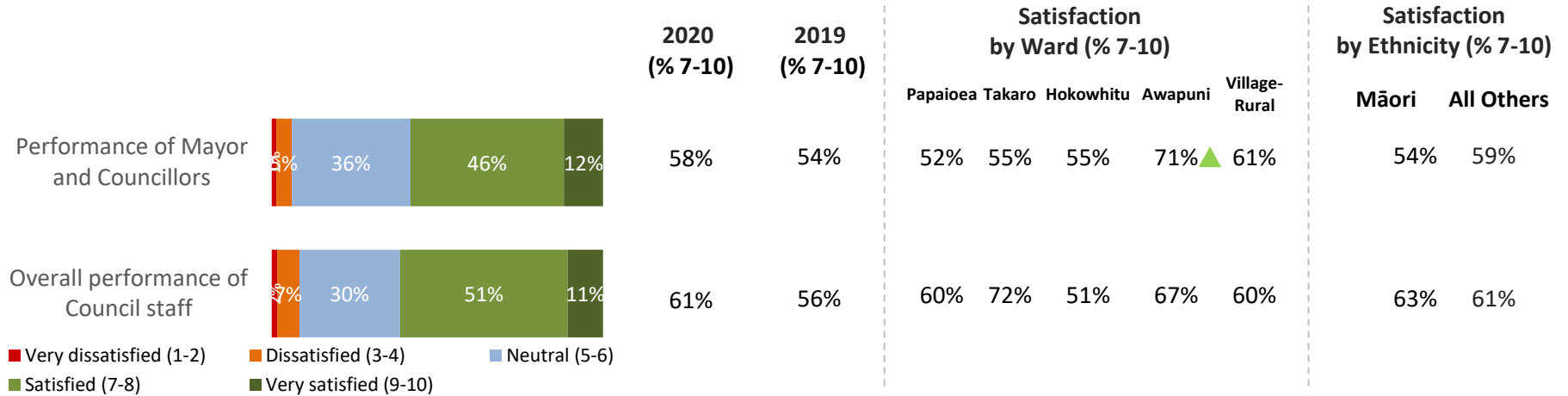
Residents satisfaction remains at 59% with no significant change since last year. Residents of Hokowhitu are less satisfied with the council's performance than they were in 2019. While *Value for money* for the rates residents pay continues to be the lowest scoring area (54%), Papaioea residents are more satisfied in this area than they were last year

NOTES:

- Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- 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?
- 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?
- 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?
- 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Perceptions of Mayor, Councilors and the Council Staff



70% of residents are happy with the *Customer service* they receive and the performance of both the *Mayor and Councillors* (58%) and also the *Council staff* (61%) have many residents satisfied

NOTES:
 1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

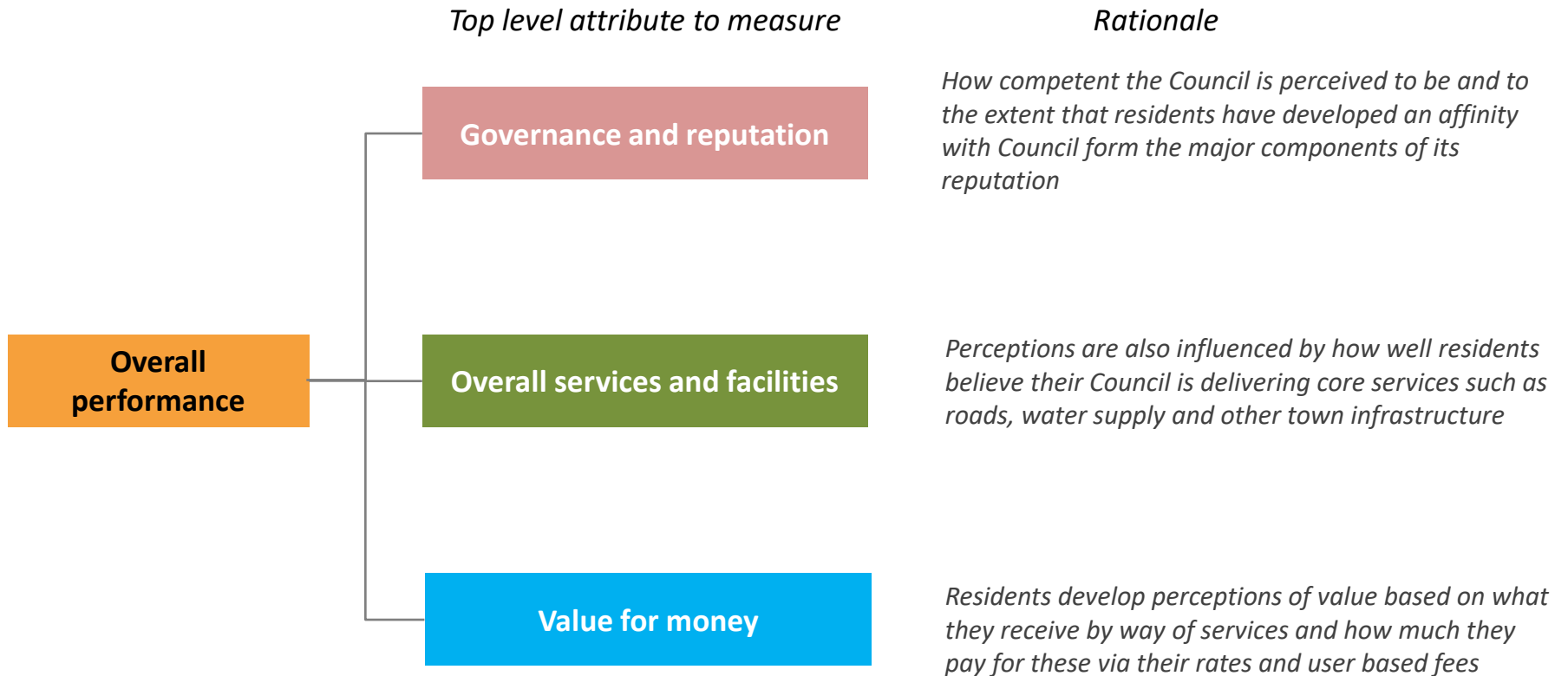


Drivers of Overall Satisfaction

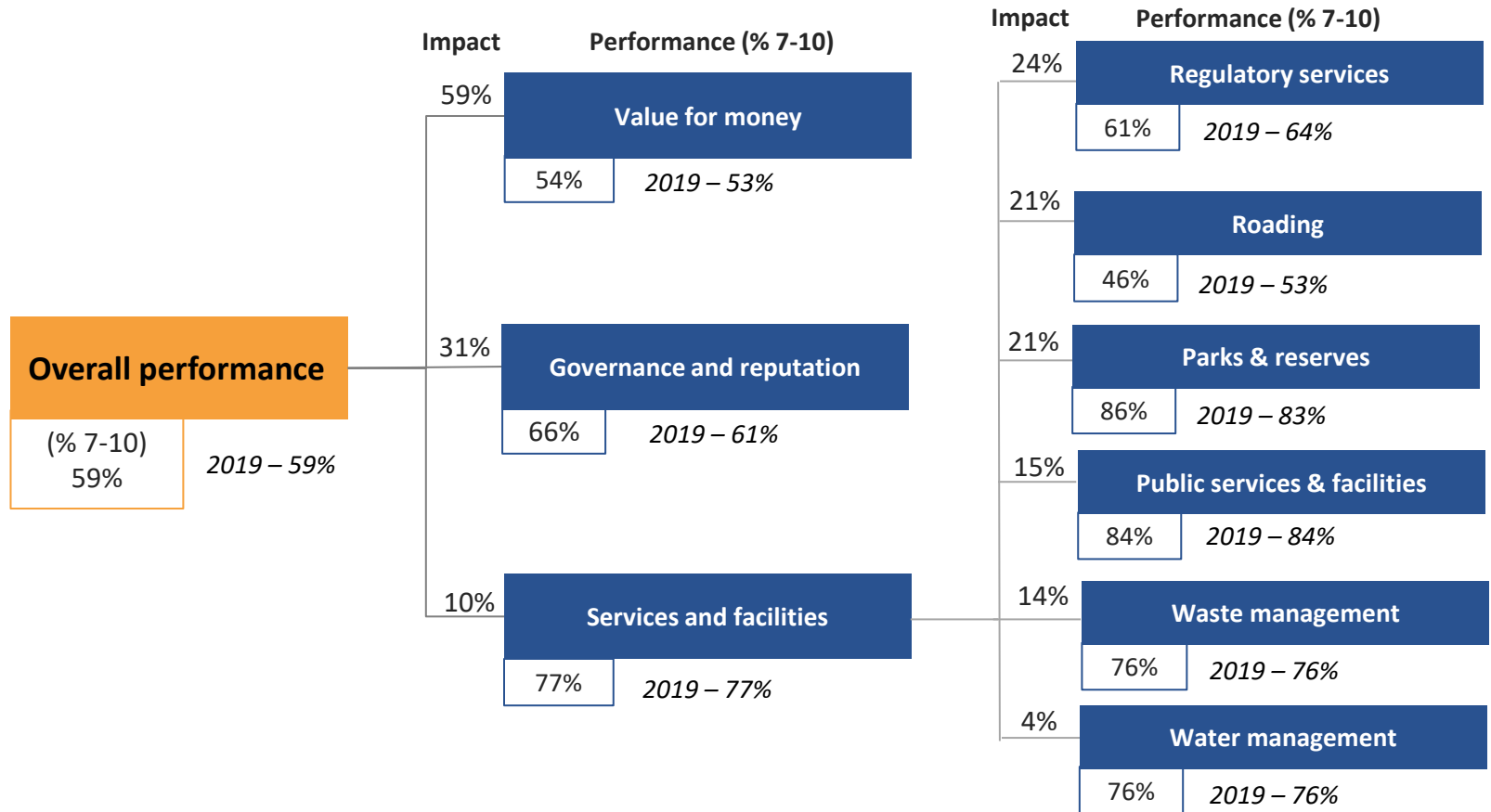
Overview

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

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.



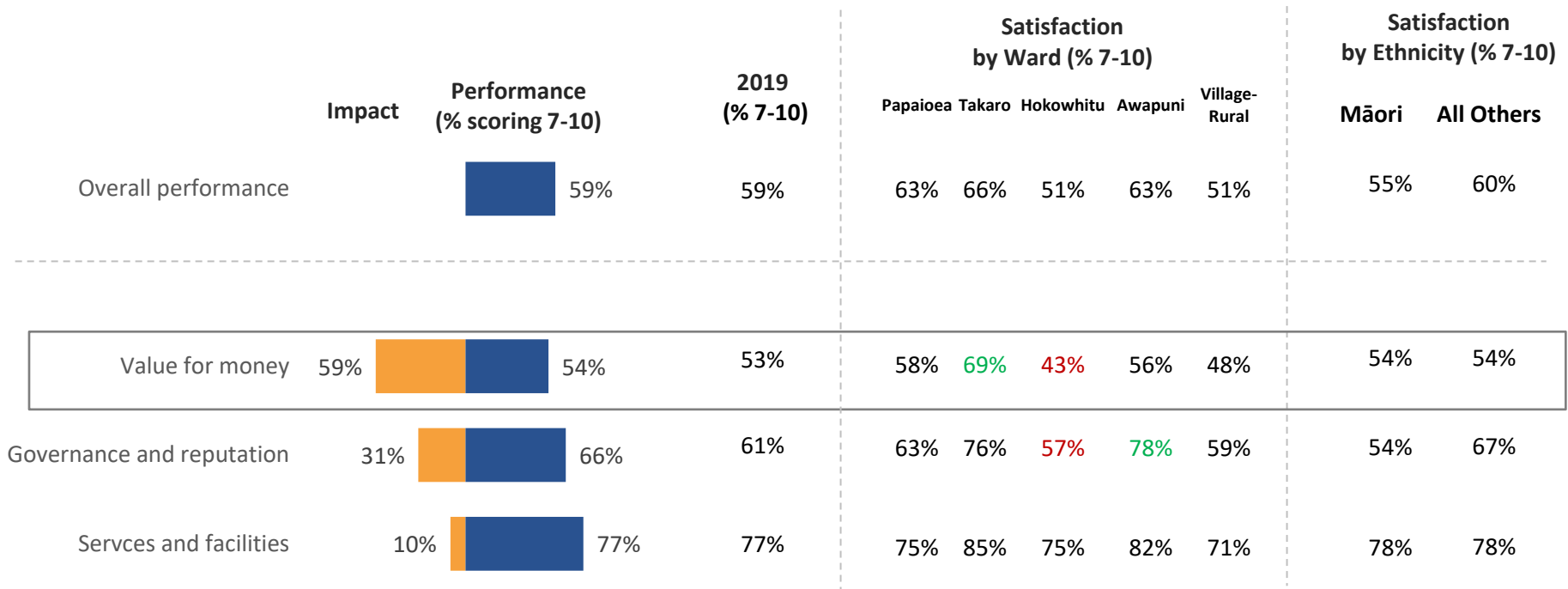
Drivers of Perceptions of Palmerston North City Council's Performance



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

NOTES:
 1. Sample: 2020 n= ; 2019 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. 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?



Driver Analysis: Overall Level Drivers








Value for money continues to be an area for improvement for PNCC as this area has the highest impact on residents' perceptions of the Council's overall performance while satisfaction is relatively low (54%)

NOTES:

- Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- 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?
- 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?
- 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?
- 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?
- DEM5. What suburb or township do you live in?
- DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Year-on-year Between suburbs/ethnicities
 *Significantly higher* *Significantly higher*
 *Significantly lower* *Significantly lower*

Driver Analysis: Reputation



	Impact	Performance (% scoring 7-10)	2019 (% 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)		
				Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others	
Governance and reputation	31%		66%	61%	63%	76%	57%	78%	59%	59%	67%
Leadership	40%		62%	55%	62%	71%	51%	66%	65%	59%	62%
Trust	35%		51%	46%	52%	63%	48%	50%	46%	47%	52%
Financial management	13%		39%	40%	43%	41%	34%	41%	39%	31%	41%
Quality of services	12%		68%	65%	68%	79%	66%	63%	67%	77%	66%

Trust has a reasonably strong influence on perceptions of Council's *Governance and reputation*. This is identified as an opportunity for improvement since Council's performance in these areas has room to improve.








Leadership has the greatest influence on residents' perceptions of PNCC *Governance and reputation*, closely followed by *Trust*. *Financial management* and *Quality of services* by comparison has less of an impact. Perception of *Leadership* has significantly improved in the past 12 months

NOTES:

- Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- 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?
- REP1. Overall how would you rate Palmerston North City Council for?
- DEM5. What suburb or township do you live in?
- DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Year-on-year **Between suburbs/ethnicities**
 *Significantly higher* *Significantly higher*
 *Significantly lower* *Significantly lower*

Driver Analysis: Services, Facilities and Infrastructure

	Impact	Performance (% scoring 7-10)	2019 (% 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%	77%	75%	85%	75%	82%	71%	71%	78%
Regulatory services	24%	 61%	64%	60%	68%	57%	61%	62%	50%	63%
Parks & reserves	21%	 86%	83%	88%	86%	83%	87%	86%	93%	85%
Roading	21%	 46% ▼	53%	46%	43%	41%	48%	56%	37%	48%
Public facilities & services	15%	 84%	84%	86%	95%	80%	82%	78%	78%	85%
Waste management	14%	 76%	76%	81%	78%	75%	71%	74%	78%	75%
Water management	4%	 72%	76%	80%	75%	76%	70%	50%	77%	72%

Residents would value improvement in this area, since satisfaction with *Roading* has significantly decreased compared to the last reporting period and impact *Roading* has on overall perception of *Services and facilities* remains relatively high






While *Services and facilities* perform well overall, *Regulatory services* and *Roading* have the lowest level of satisfaction among residents

NOTES:

- Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- 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?
- ID1_7, RD1_5, RM1_5, PRO2_7, OF2_6, IW1_4. How satisfied are you with each of the following?
- DEMS. What suburb or township do you live in?
- DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Year-on-year Between suburbs/ethnicities
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Driver Analysis: Regulatory Services








	Impact	Performance (% scoring 7-10)	2019 (% 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
				Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Regulatory services	24%	 61%	64%	60%	68%	57%	61%	62%	50%	63%
Parking enforcement	38%	 55%	58%	55%	53%	49%	58%	61%	54%	55%
Control of noise	28%	 60%	62%	63%	60%	55%	63%	57%	53%	62%
Control of barking dogs	17%	 54%	56%	55%	62%	60%	46%	50%	60%*	53%
Control of roaming dogs	17%	 64%	65%	63%	73%	69%	61%	57%	73%*	63%

Perceptions of *Regulatory services* would benefit most from an improvement in how *Parking enforcement* is perceived, as it contributes most to this area’s performance

NOTES:
 1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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

Year-on-year Between suburbs/ethnicities
 ▲ Significantly higher Significantly higher
 ▼ Significantly lower Significantly lower

Driver Analysis: Parks, Reserves and Open Spaces

	Impact	Performance (% scoring 7-10)	2019 (% 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%		86%	83%	88%	86%	83%	87%	86%	93%	85%
Public toilets	41%		52%	54%	52%	46%	57%	49%	56%	50%	53%
Walkways and shared pathways	28%		90% ▲	84%	87%	90%	86%	95%	91%	98%	88%
Maintenance of cemeteries	14%		65%	62%	76%	70%	60%	66%	46%	82%*	62%
Sportsfields and playgrounds	10%		71% ▼	77%	75%	69%	76%	67%	67%	66%	72%
Parks, reserves and green spaces	7%		82% ▼	86%	90%	85%	79%	78%	75%	85%	81%
Public swimming pools	No Clear Impact		59% ▼	68%	64%	65%	63%	44%	66%	65%	58%

Parks, reserves and open spaces continues to be an area of high performance. However, residents' satisfaction with the *public toilets* is relatively low with high impact making it a focus for improvement, whereas the *walkways and shared pathways* is an area the council can promote more








NOTES:

1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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
- * Caution small sample.

Year-on-year **Between suburbs/ethnicities**

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Driver Analysis: Roads, Footpaths, Cycle Ways and Parking

	Impact	Performance (% scoring 7-10)	2019 (% 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)		
				Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others	
Roading	21%		46% ▼	53%	46%	43%	41%	48%	56%	48%	54%
Roads throughout the city (excl. State highways)	47%		51%	56%	58%	48%	55%	40%	50%	43%	52%
Cycling in the city	14%		53%	50%	45%	58%	46%	59%	61%	60%*	51%
Availability of parking in the city	14%		49% ▼	55%	52%	39%	42%	51%	62%	33%	52%
Street lighting throughout the city	14%		60%	64%	54%	60%	59%	64%	65%	47%	62%
Ease of moving around the city at peak times	8%		41%	42%	37%	42%	32%	57%	36%	40%	41%
Footpaths throughout the city	4%		52%	51%	43%	38%	50%	67%	62%	56%	51%

The quality of *Roads throughout the city* is the biggest contributor to the performance of *Roading*. While the satisfaction for the *Roads throughout the city* is not the lowest in this area, it is the area where residents will value improvements the most

NOTES:

- Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440.
Excludes 'Don't know' responses
- ID1. How satisfied are you with each of the following?
- DEM5. What suburb or township do you live in?
- DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply

Year-on-year **Between suburbs/ethnicities**

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Driver Analysis: Public Facilities and Services

	Impact	Performance (% scoring 7-10)	2019 (% 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	15%	84%	84%	78%	88%	85%	78%	85%
Regent Theatre	35%	78% ▼	82%	67%	81%	90%	76%	79%
Conference and Function Centre	23%	60%	63%	47%	64%	74%	62%*	59%
Te Manawa, the Museum and Science Centre and Art Gallery	21%	76% ▼	80%	68%	80%	79%	81%*	75%
Public libraries	15%	84%	83%	75%	88%	87%	87%	83%
Central Energy Trust Arena	6%	68%	70%	64%	72%	68%	62%	70%

Public facilities and services is an area of high performance but low impact that are worth promoting as a service in which the council is doing well. However, general satisfaction with those within the 18-34 age bracket is significantly lower than those that are older






NOTES:

- Sample: 2020 n=476 ; 2019 n=800; 18-34 n=60; 35-64 n=250; 65+ n=166; Maori n=36; Non-Maori n=440. Excludes 'Don't know' responses
 - OF2. How satisfied are you with each of the following venues?
 - DEM1. What is your age?
 - DEM3. Which of the following ethnicities do you associate with? Please tick all those that apply
- * Caution small sample

Year-on-year **Between age groups/ethnicities**

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Driver Analysis: Waste Management

	Impact	Performance (% scoring 7-10)	2019 (% 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
				Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Waste management	14%	 76%	76%	81%	78%	75%	70%	74%	78%	75%
Cleanliness of the streets in general	29%	 71%	71%	79%	64%	72%	69%	65%	69%	72%
Green waste drop-off points, transfer stations and recycling services	28%	 72%	73%	68%	78%	73%	75%	67%	61%	74%
Kerbside rubbish and recycling collection	26%	 84%	85%	87%	86%	88%	80%	75%	91%	83%
Litter control	17%	 65%	64%	70%	64%	61%	67%	60%	61%	66%

Satisfaction with *Litter control* is lower relative to other areas, however this aspect has currently the lowest impact on overall satisfaction with *Waste management*.

Perceptions of *Waste management* are evenly influenced by *Cleanliness of the streets in general*, *Green waste drop-off points, transfer stations and recycling services*, and *Kerbside rubbish and recycling services*. The former two should be considered for improvement as they have a lower performance score respectively

NOTES:

1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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

Year-on-year **Between suburbs/ethnicities**

▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Driver Analysis: Water Management

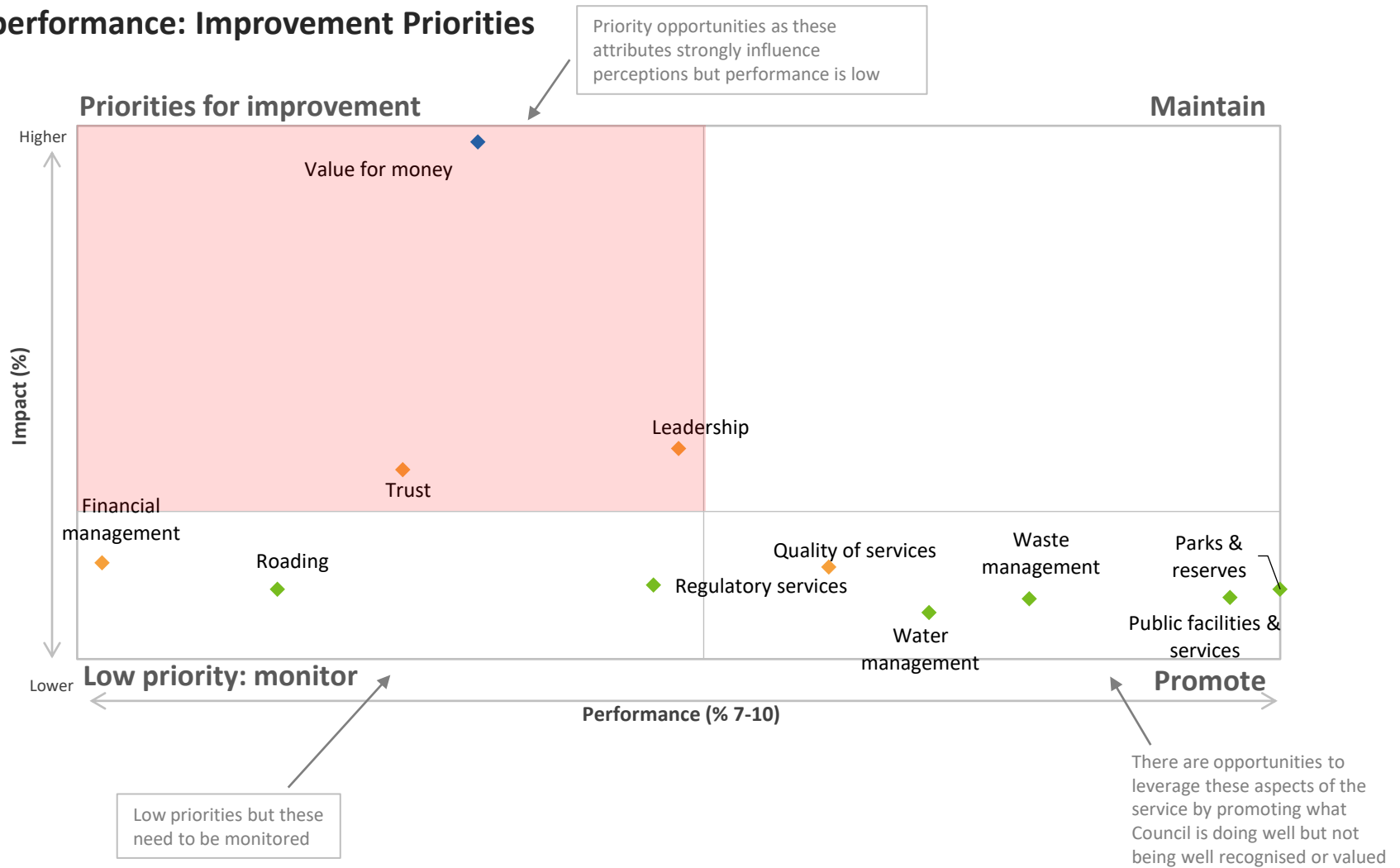
	Impact	Performance (% scoring 7-10)	2019 (% 7-10)	Satisfaction by Ward (% 7-10)					Satisfaction by Ethnicity (% 7-10)	
				Papaioea	Takaro	Hokowhitu	Awapuni	Village- Rural	Māori	All Others
Water management	4%	72% ▼	76%	80%	75%	76%	70%	50%	77%	72%
Stormwater services (excl. stopbanks)	51%	71% ▲	66%	70%	73%	73%	78%	54%	72%	70%
Sewerage system	31%	80%	78%	88%	89%	81%	82%	46%	87%	79%
Water supply	18%	82%	82%	93%	83%	76%	87%	51%	89%	80%

While perceptions of *Stormwater services* have a great impact on the performance of *Water management*, the area as a whole is not a priority for improvement due to its low impact. In this area, the residents from *Village-Rural* are significantly less satisfied

NOTES:
 1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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

Year-on-year Between suburbs/ethnicities
 ▲ Significantly higher Significantly higher
 ▼ Significantly lower Significantly lower

Overall performance: Improvement Priorities



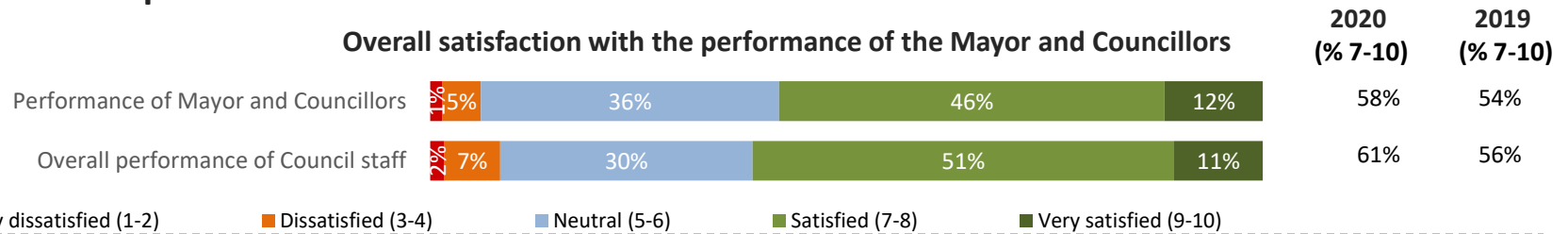
The highest priority for PNCC is to improve residents' perceptions for receiving good *Value for money*, setting clear direction for the community (*Leadership*), and building *Trust* within the community



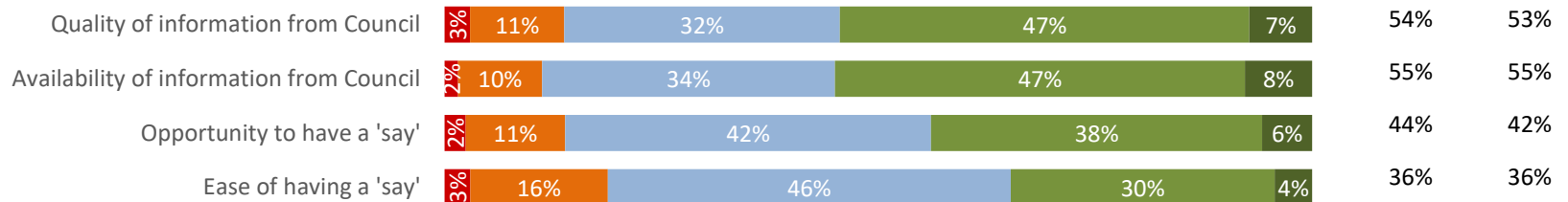
Leadership and Reputation

Council's Leadership and Performance

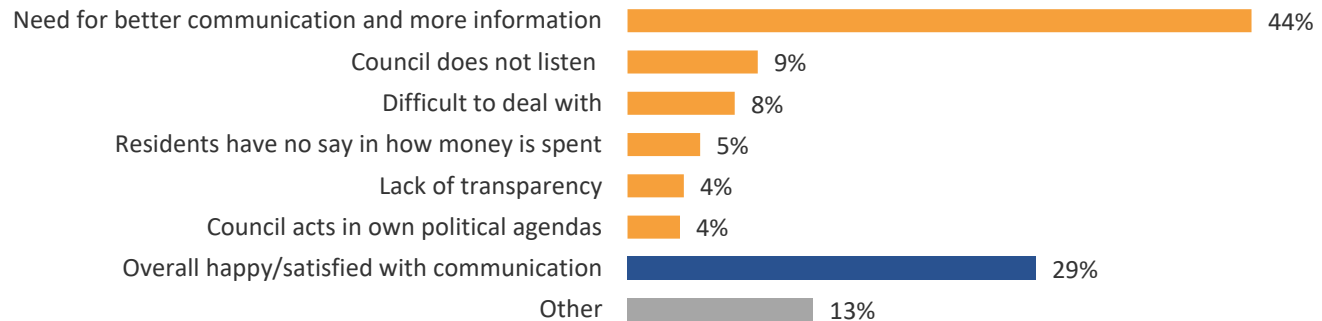
Overall satisfaction with the performance of the Mayor and Councillors



Satisfaction with Council's information and decision making



Comments about the information residents receive from the Council or its consultation (total comments n=180)



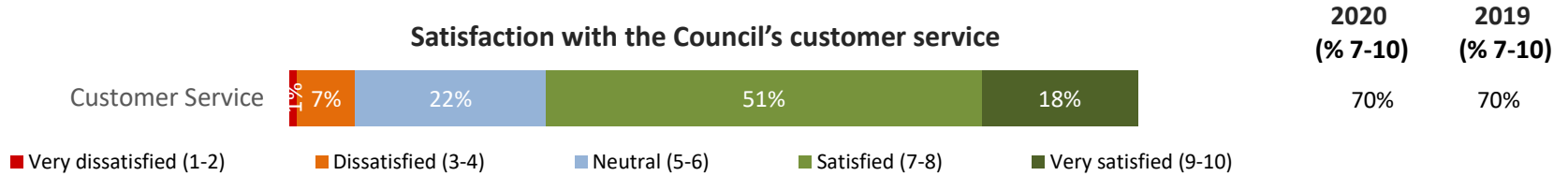
While close to six out of ten (58%) residents are happy with the performance of Council and council staff, people aren't as satisfied with the ease of having a 'say' in decision making (36%). Most residents with a concern are looking for better communication or more information

NOTES:

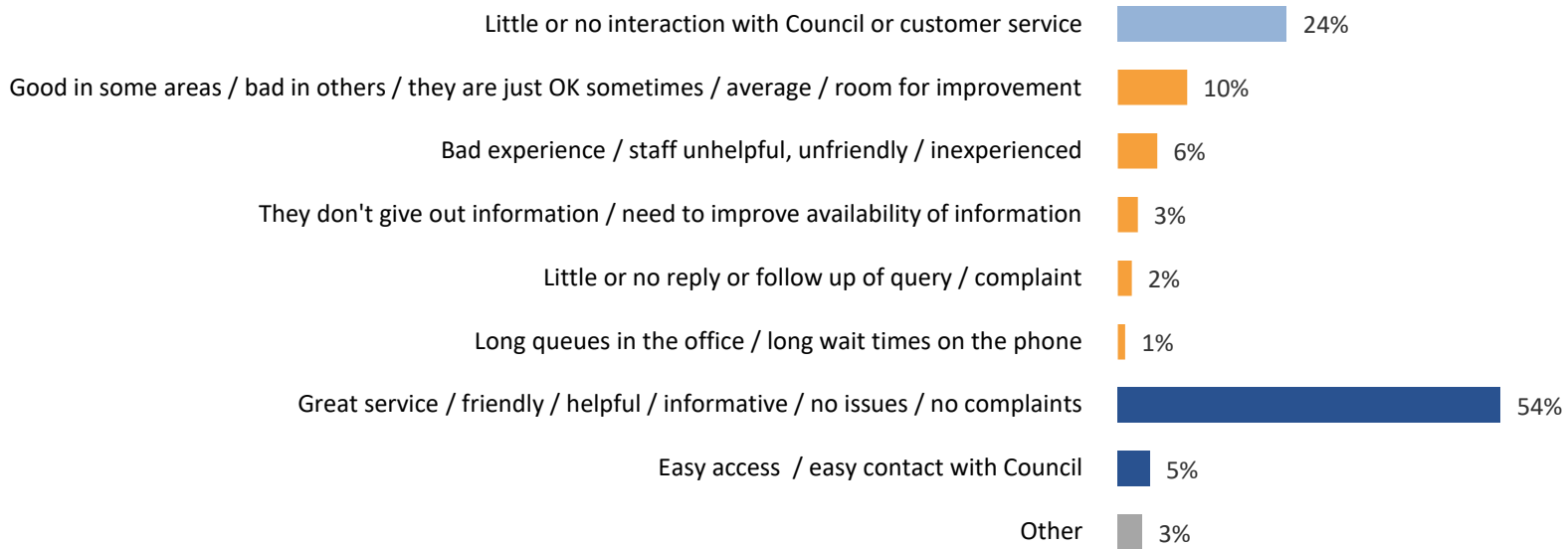
1. Sample: Total 2020 n=476 ; 2019 n=800;
2. LS2. And overall, when you think about the role that Council has, how would you rate your overall satisfaction with the performance of the Mayor and Councillors?
3. LS3. Now, a few questions about Council's information and decision making. How satisfied are you with?
4. LS4. Do you have any comments about the information you receive from Council or its consultation? n=180

Year-on-year
▲ Significantly higher
▼ Significantly lower

Customer Service



Comments about customer service provided by the Council and its staff (total comments n=338)



By and large, residents are happy with Council's customer service, with more than half commenting that they received great service. Reasons for dissatisfaction include that the staff member was either unfriendly and unhelpful or inexperienced, and that there was room for improvement in general

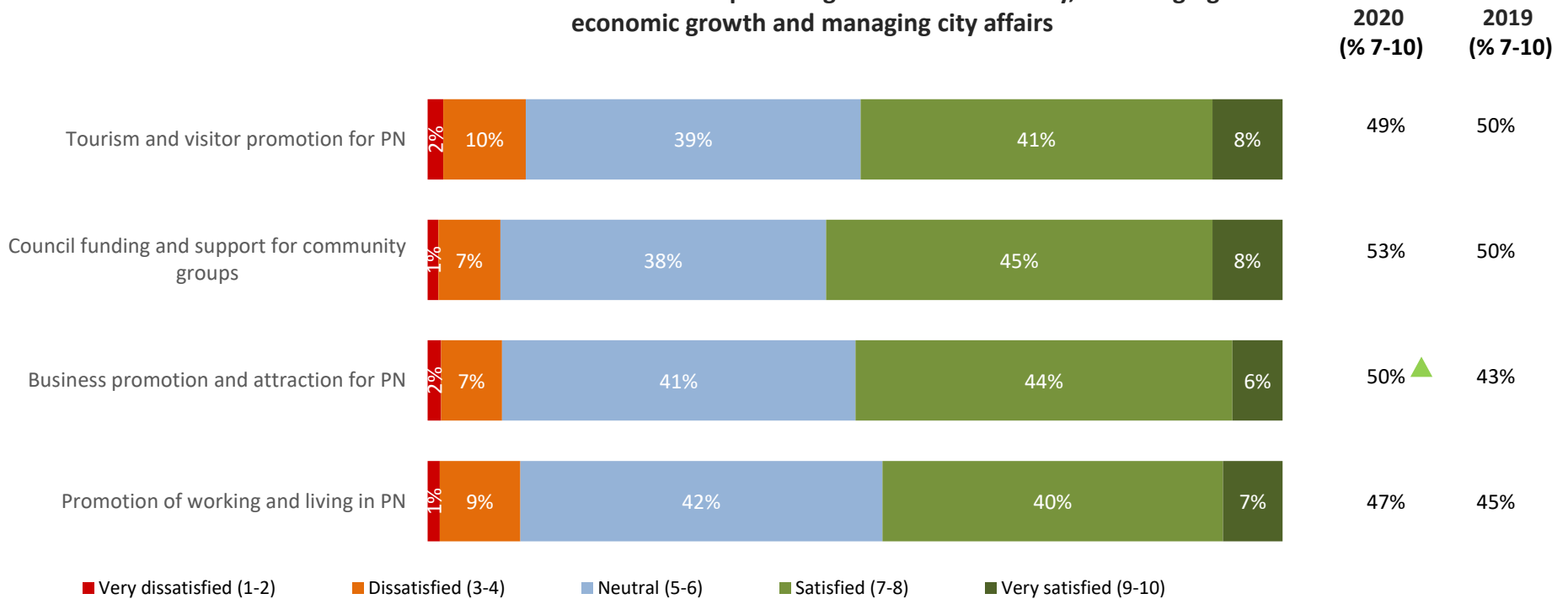
NOTES:

1. Sample: 2020 n=476 ; 2019 n=800;
2. LS5. And how satisfied are you with Council's customer service?
3. LS6. Why do you say this? n=338

Year-on-year
▲ Significantly higher
▼ Significantly lower

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



Half of the residents (49%) are satisfied with the direction the council is providing for Palmerston North, while 12% are dissatisfied. Satisfaction with business promotion and attraction is up significantly since 2019

NOTES:

- Sample: 2020 n=476 ; 2019 n=800;
- 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Comments about the Performance of the Council and City Leaders

(total comments n=159)



Out of those who left a comment on the performance and reputation of PNCC, the most common concern was that Council was not spending wisely (22%) followed by having a lack of vision or forward planning (12%). A third of residents were happy for the council to continue as they are (34%)

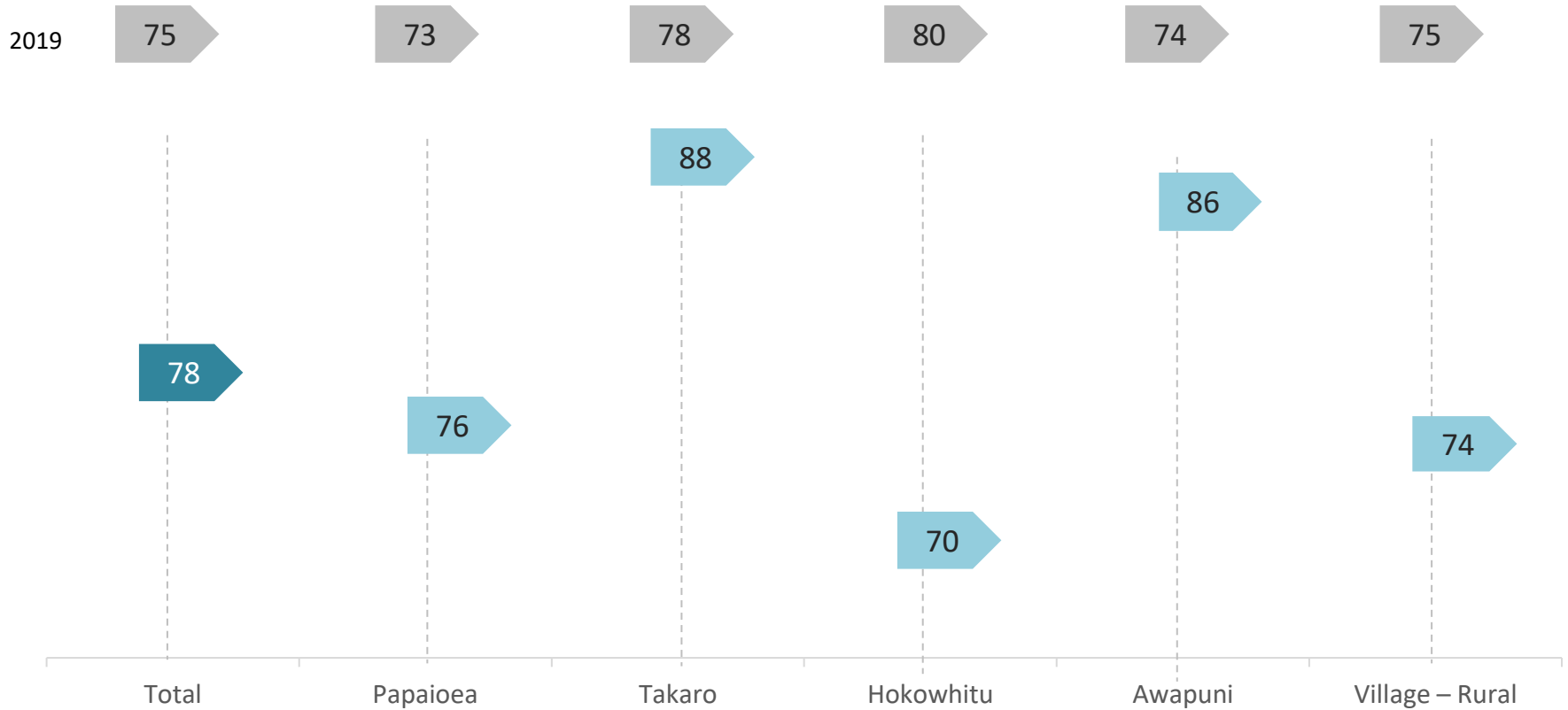
NOTES:

1. Sample: Total 2020 n=476 ; 2019 n=800;
2. LS7. Do you have any other comments about the direction that the Palmerston North City Council provides, Council's reputation and the performance of the Mayor and Councillors? n=159



Understanding Reputation

Reputation Benchmarks



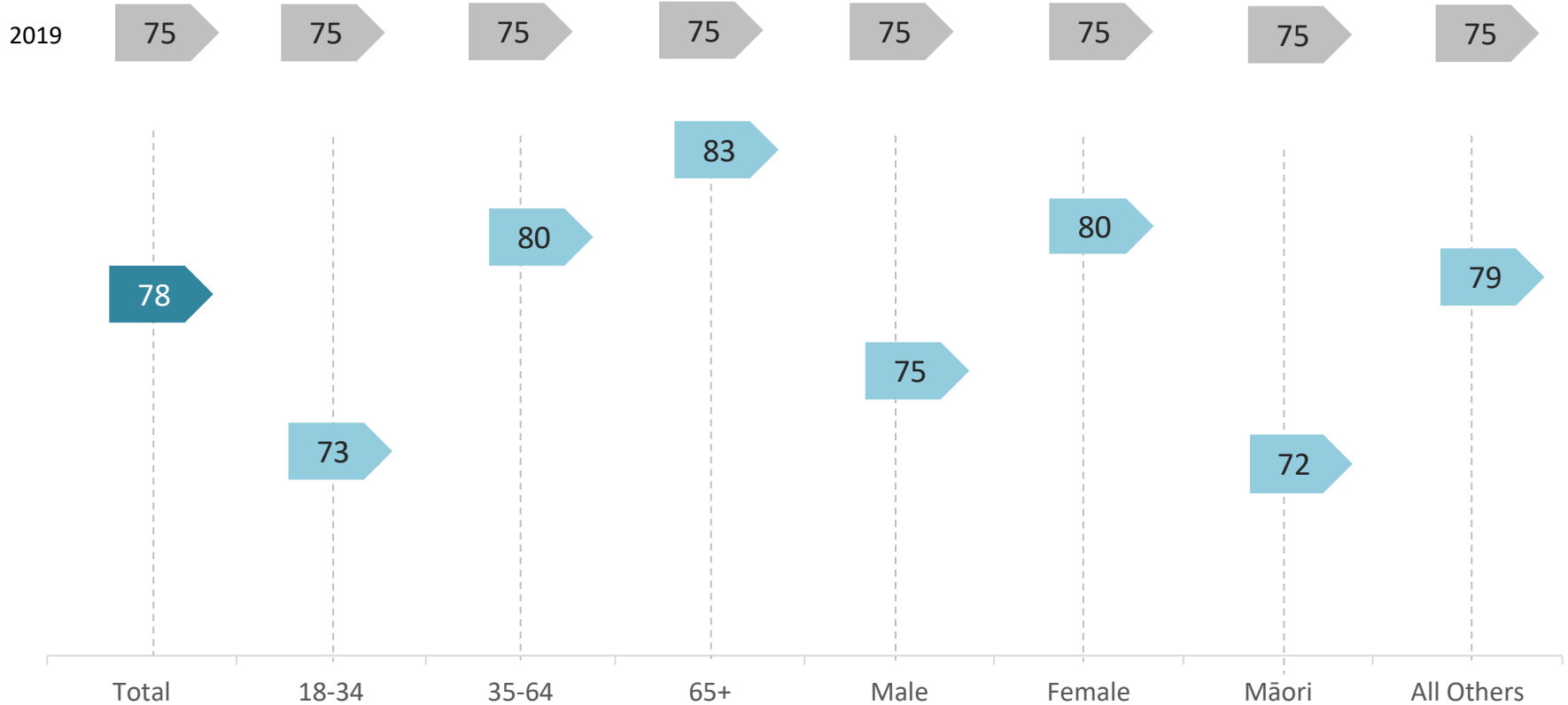
PNCC continues to have a reasonably strong reputation. While Hokowhitu residents have the least positive opinion of Council, their score is still well within the acceptable range

NOTES:

1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107. Excludes 'Don't know' responses
2. 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?
3. 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

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

Reputation Benchmarks



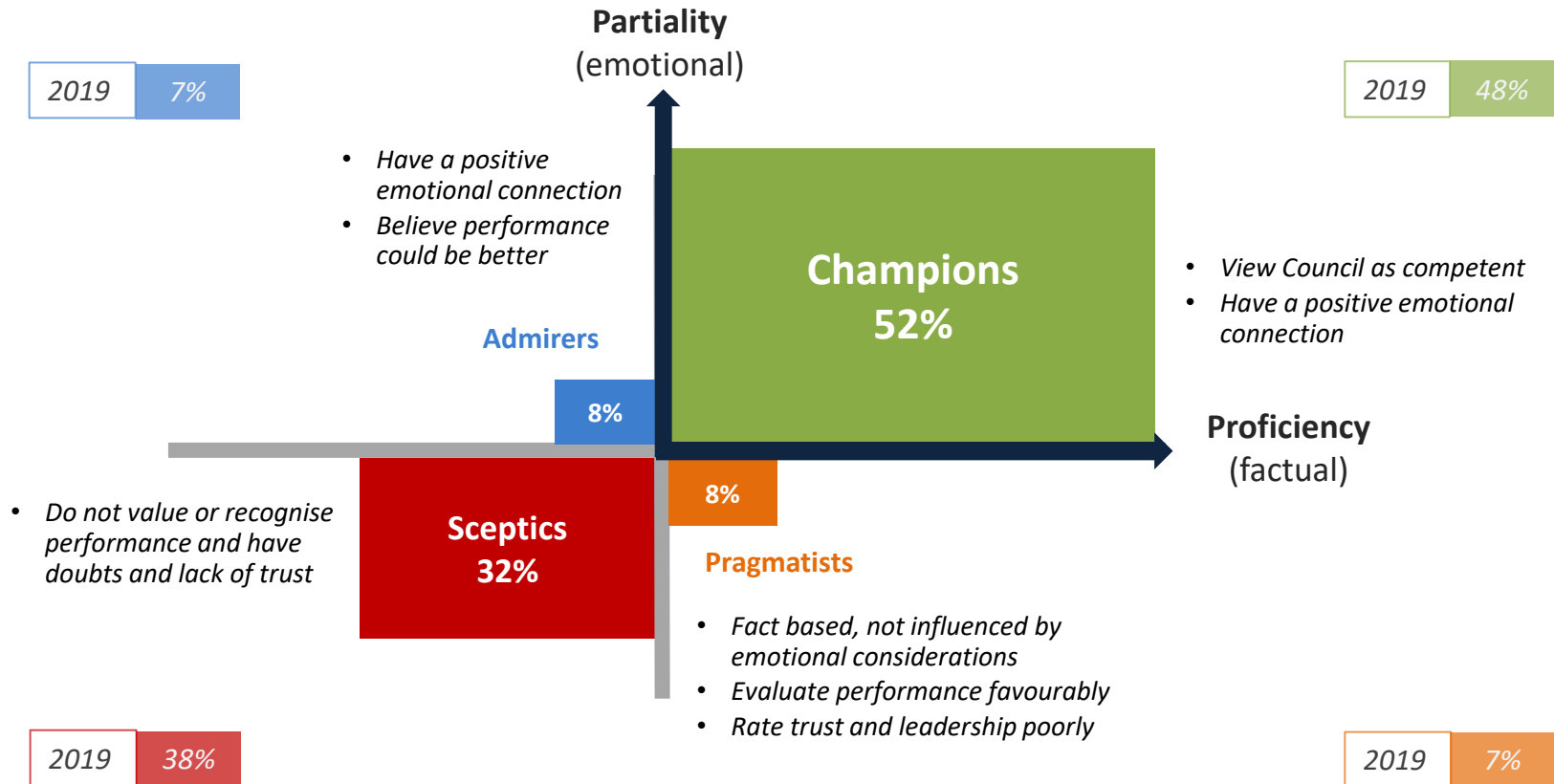
The City Council's good reputation is reflected across age group, gender and ethnicity. Seniors of 65 years and above have a particularly good opinion of Council while Māori and younger residents evaluate Council lower

NOTES:

- Sample: 2020 n=476 ; 2019 n=800; 18-34 n=60; 35-64 n=250; 65+ n=166; Male n=233; Female n=243; Maori n=36; All Others n=727. Excludes 'Don't know' responses
- 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?
- 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

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

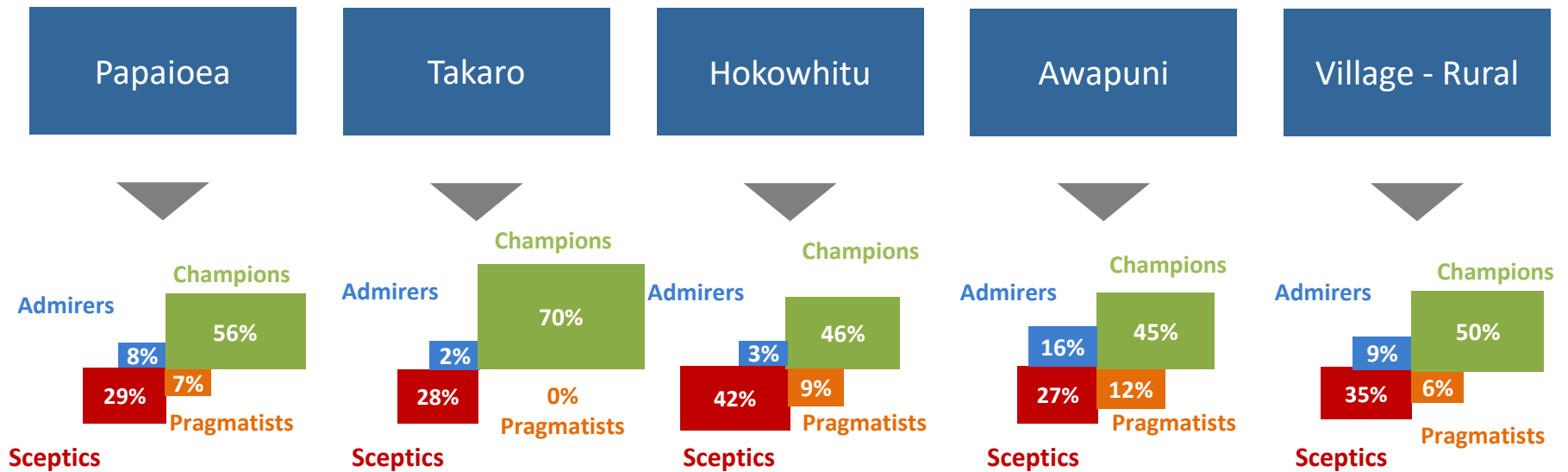
Reputation Profile



Half of the residents are 'Champions' of the City Council (52%), while just under a third are 'Sceptics' (32%). There is a significant increase in 'Champions' and a significant decrease in 'Sceptics' in 2020 compared with 2019

NOTES:
 1. Sample: 2020 n = ; 2019 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

Reputation Profile: Wards

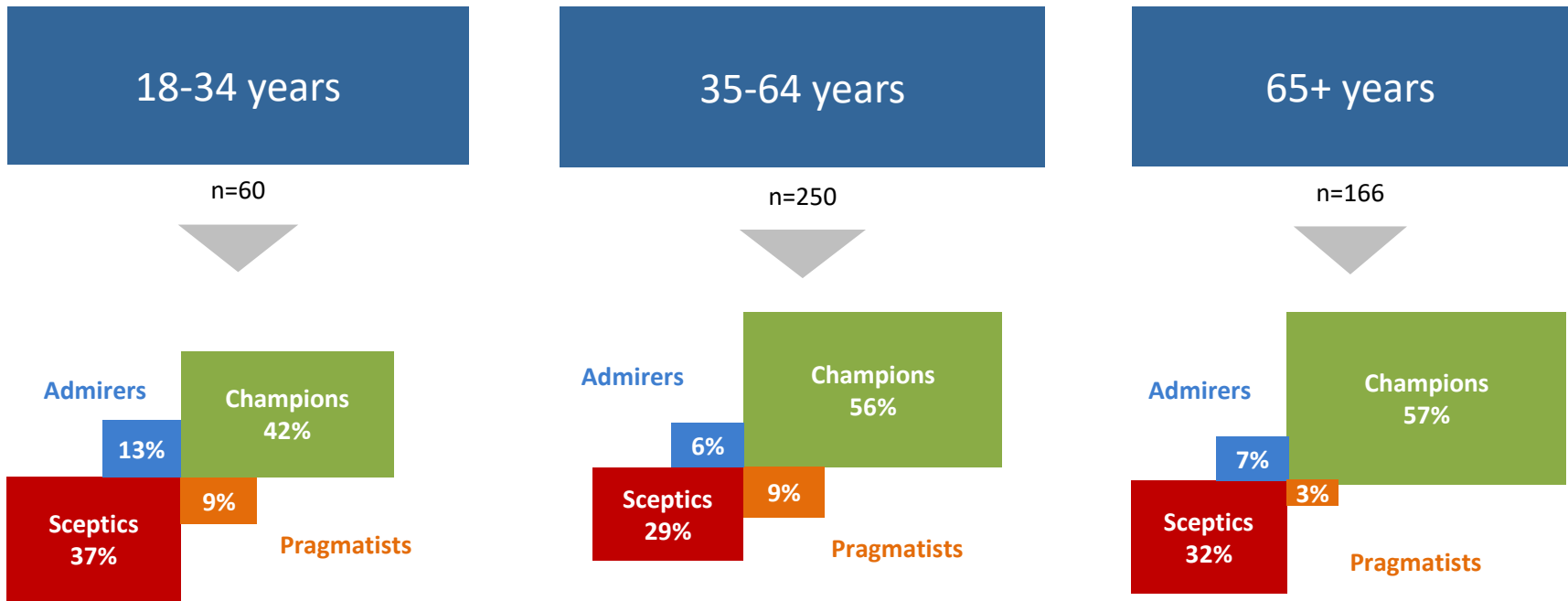


Residents from Takaro are PNCC's biggest 'Champions' while residents from Hokowhitu are Council's biggest 'Sceptics' with almost equal numbers being either 'Champions' or 'Sceptics'

NOTES:

1. Sample: 2020 n=476 ; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107. Excludes 'Don't know' responses
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

Reputation Profile: Age groups

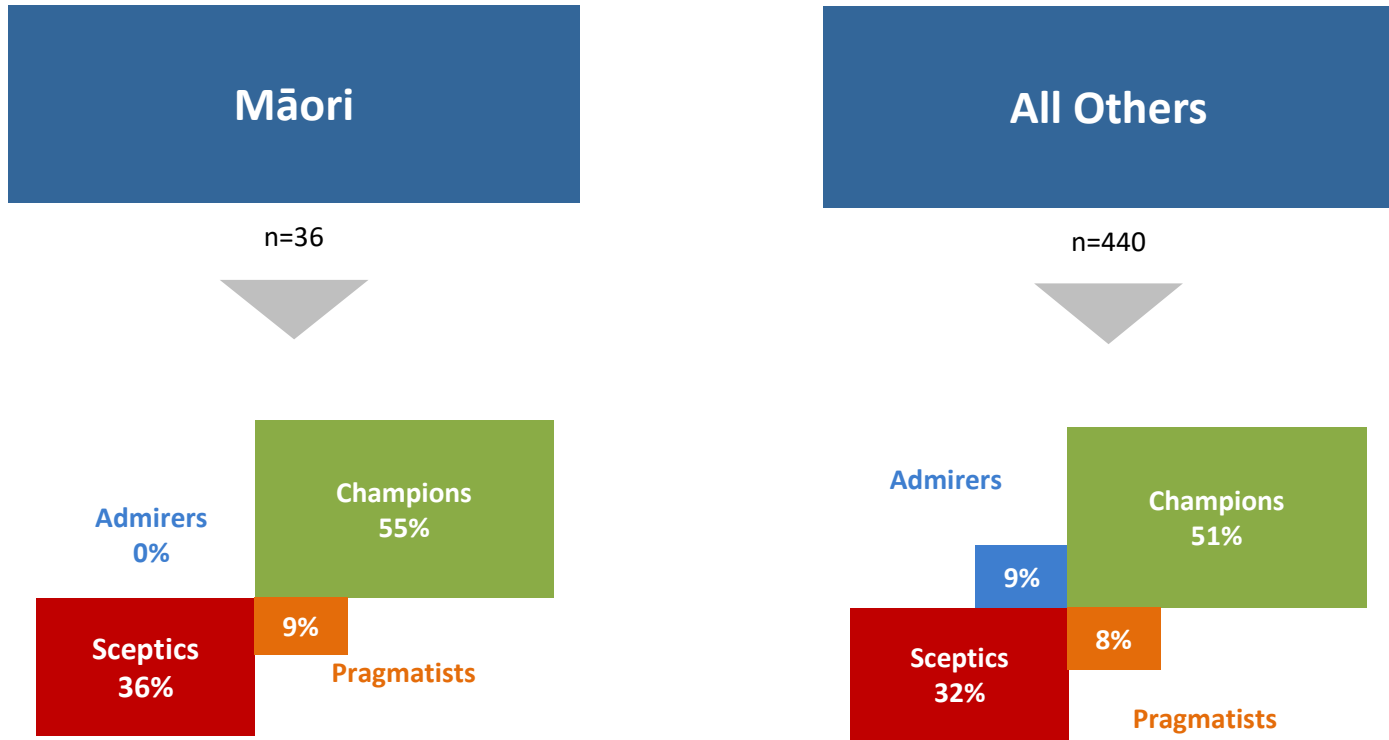


Residents aged 18-34 are less likely to be *'Champions'* and more likely to be *'Sceptics'* compared to the older age groups, both of which have a similar proportion of *'Champions'* to *'Sceptics'*

NOTES:

1. Sample: 2020 n=476 ; 18-34 n=60; 35-64 n=250; 65+ n=166. Excludes 'Don't know' responses
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

Reputation Profile: Ethnicity



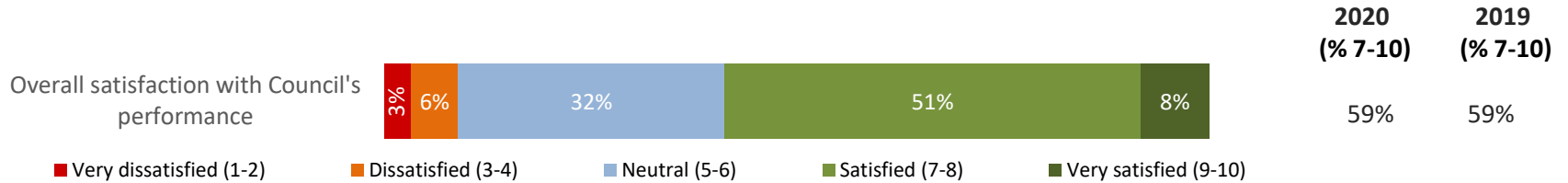
Māori residents are more likely to be *'Champions'* (55%) than other ethnicities (51%) but also have a higher proportion of *'Sceptics'* (36% to 32%)

NOTES:
 1. Sample: 2020 n=476 ; 2019; Maori n=36; All Others n=440. Excludes 'Don't know' responses
 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

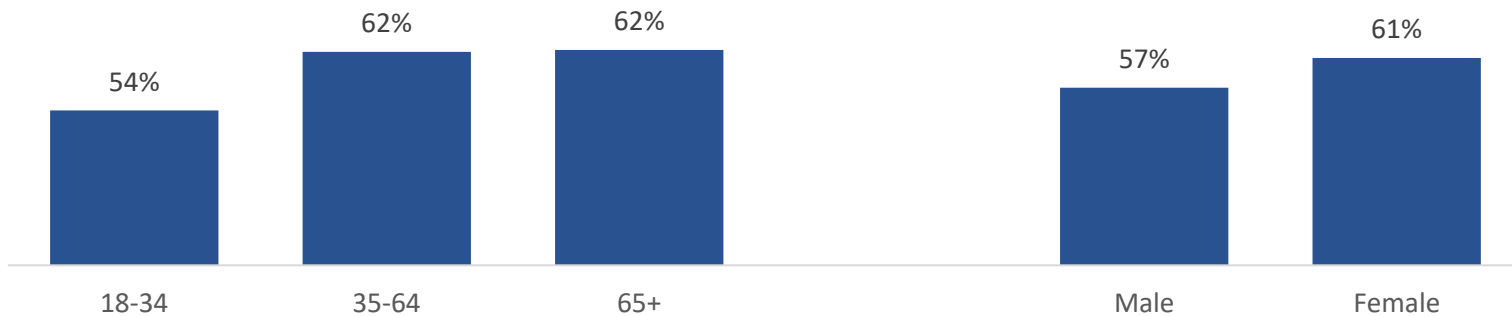


Satisfaction with the Council and Perceptions of the City

Overall Council's Performance



Satisfaction (%7-10)



Satisfaction with Council's performance remains steady (59%) with less than 10% being dissatisfied. Road maintenance and ensuring road safety as well as cleaning roadside rubbish and weeds is an ongoing concern for many residents

NOTES:

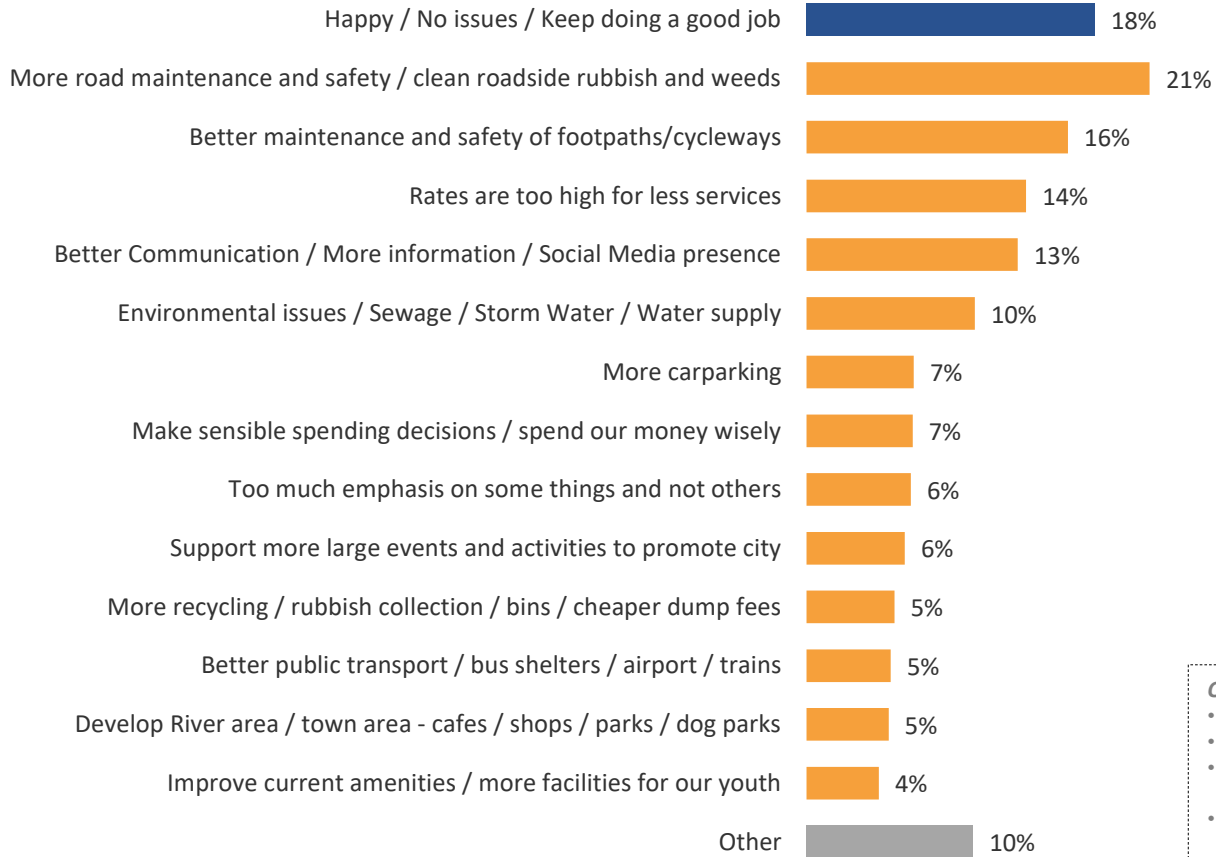
1. Sample: 2020 n=476 ; 2019 n=800; 18-34 n=60; 35-64 n=250; 65+ n=166; Male n=233; Female n=243; Maori n=36; All Others n=440. Excludes 'Don't know' responses
2. QVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction with the Palmerston North City Council?
3. QVS2. Do you have any other comments about the performance of Palmerston North City Council or improvements that you would like to see made? n=172

Year-on-year **Between age groups/gender**

▲ *Significantly higher* ▲ *Significantly higher*
 ▼ *Significantly lower* ▼ *Significantly lower*

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

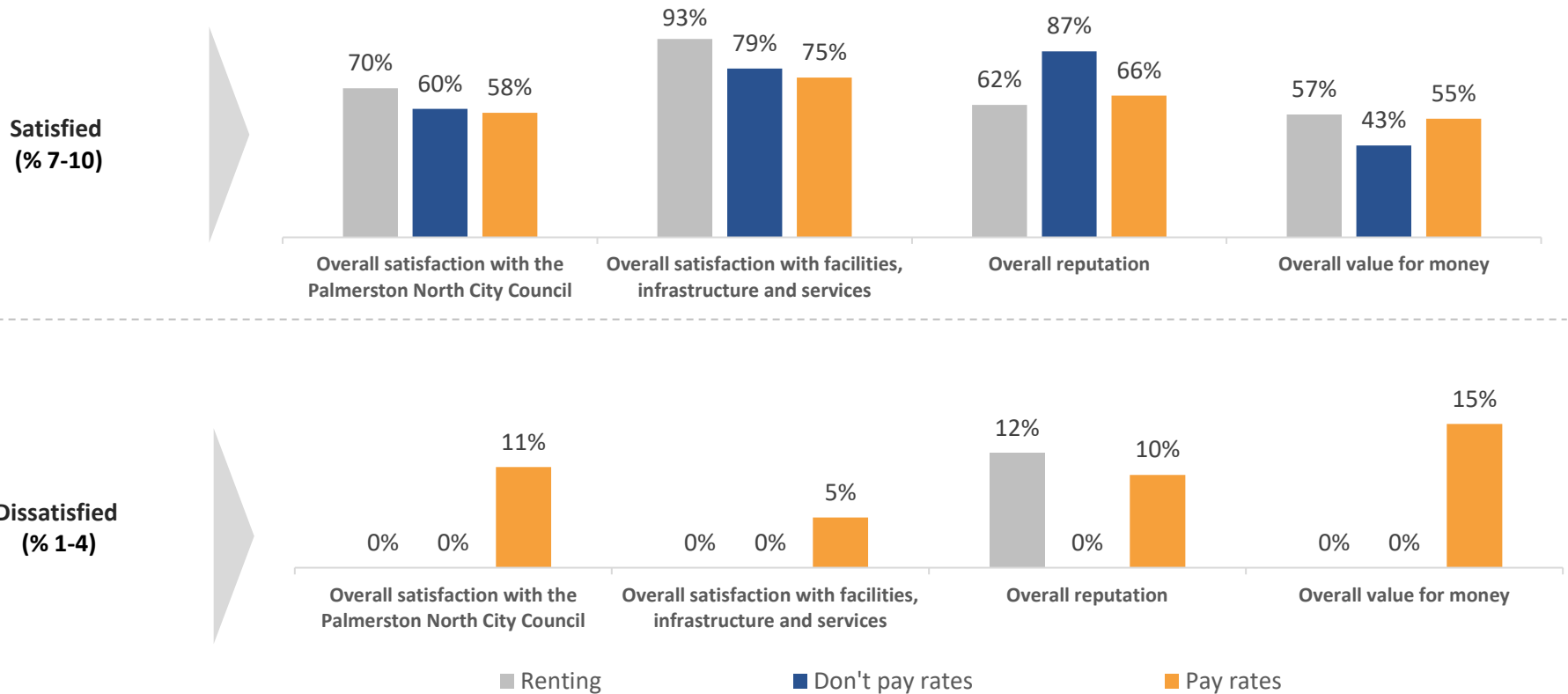
(total comments n=172)



Almost 2 out of 10 (18%) of residents are satisfied that Council is doing a good job. 21% and 16% respectively are wanting more focus on road maintenance, rubbish and weed removal from the roadside and better maintenance of footpaths and cycleways.

NOTES:
 1. Sample: 2020 n=476 ; 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=172

Overall Satisfaction by Ratepayers/Non-ratepayers and Rentals



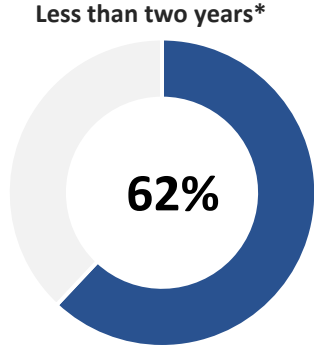
Non-ratepayers are generally not dissatisfied with the council, while those who do pay rates tend to be more dissatisfied. Renters are significantly more satisfied with *facilities, infrastructure and services* when compared to ratepayers

NOTES:

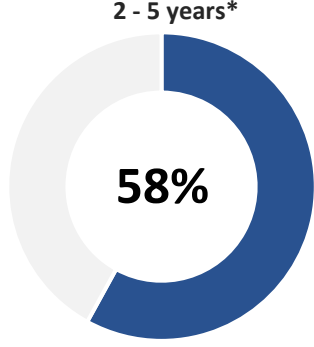
1. Sample: 2020 n=476 ; Excludes 'Don't know' responses.
2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership and the value you receive for the rates and fees that you pay. Everything considered, how would you rate your overall satisfaction 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 by Length of Living in Palmerston North (%7-10)

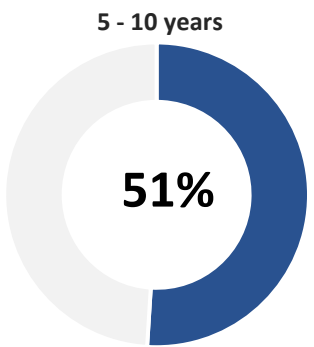
**NB: Low base size <30. Results should be treated with care.*



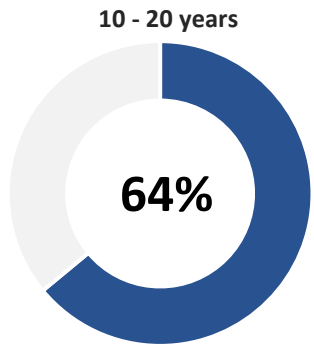
2019 – 90%



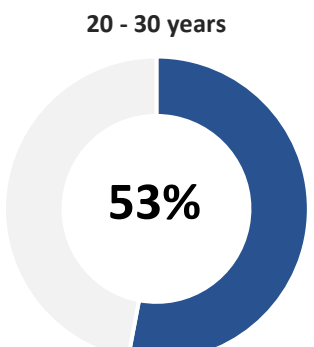
2019 – 65%



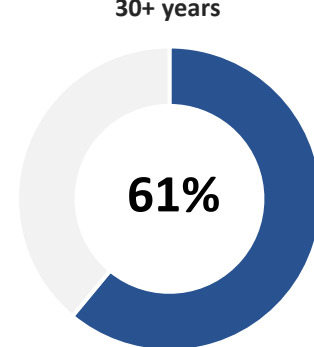
2019 – 62%



2019 – 55%





2019 – 56%



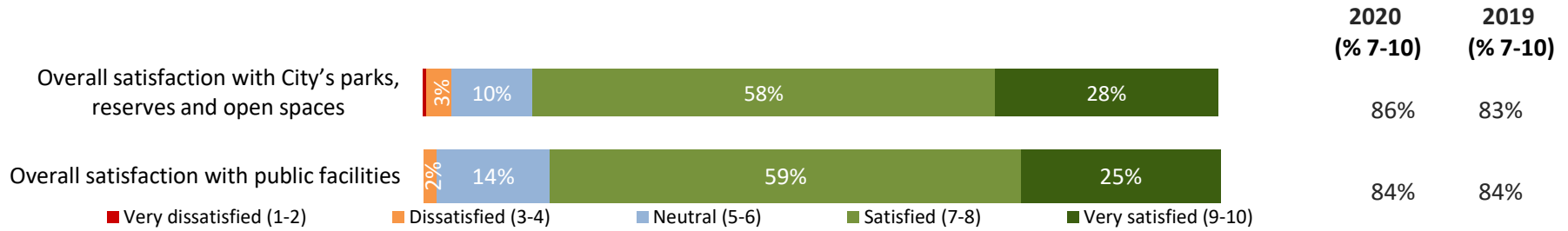
2019 – 56%

Overall satisfaction seems to be relatively consistent regardless of how long they have lived in Palmerston North, satisfaction ranges from 64%, for those that have lived here for 10-20 years, to 51% for those between 5-10 years

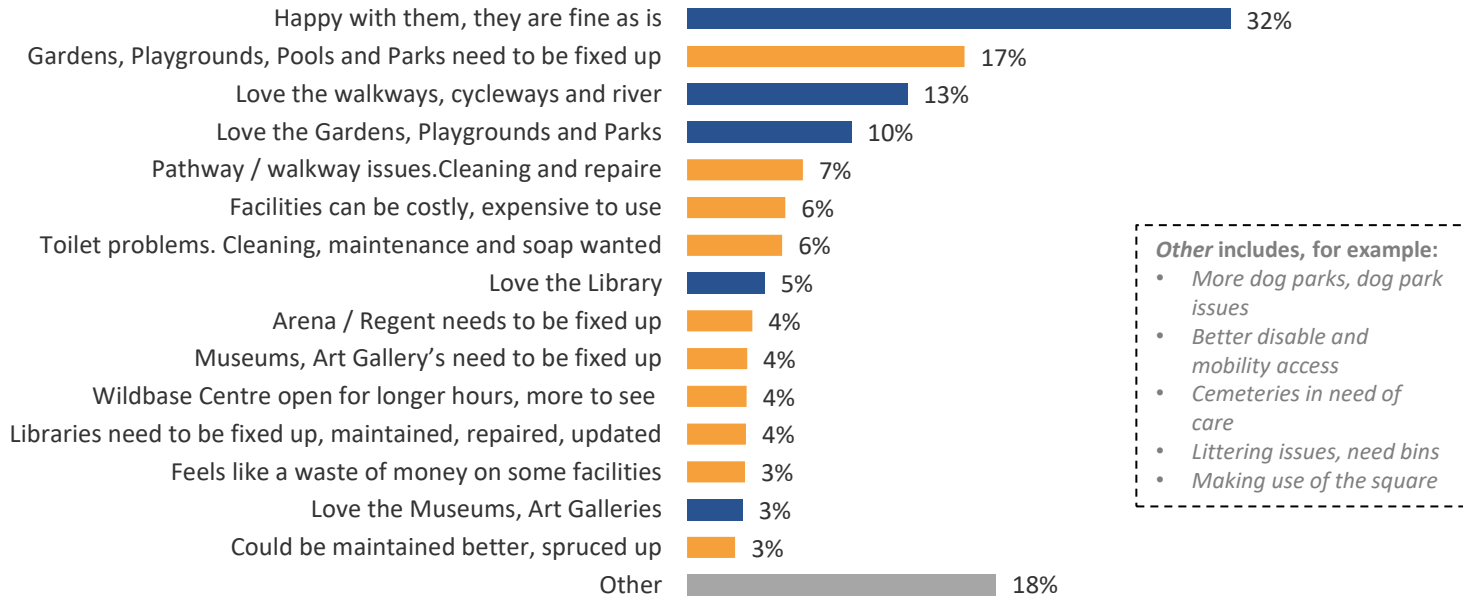
NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Less than 2 years n=5; 2-5 years n=27 5-10 years n=52; 10-20 years n=86; 20-30 years n=79; 30+ years n=223; excludes 'Don't know' responses.
 2. OVS1. Considering all the services and infrastructure that the Palmerston North City Council provides, its leadership 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.

Year-on-year
 *Significantly higher*
 *Significantly lower*

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



Comments about PN recreation and cultural facilities (total comments n=171)

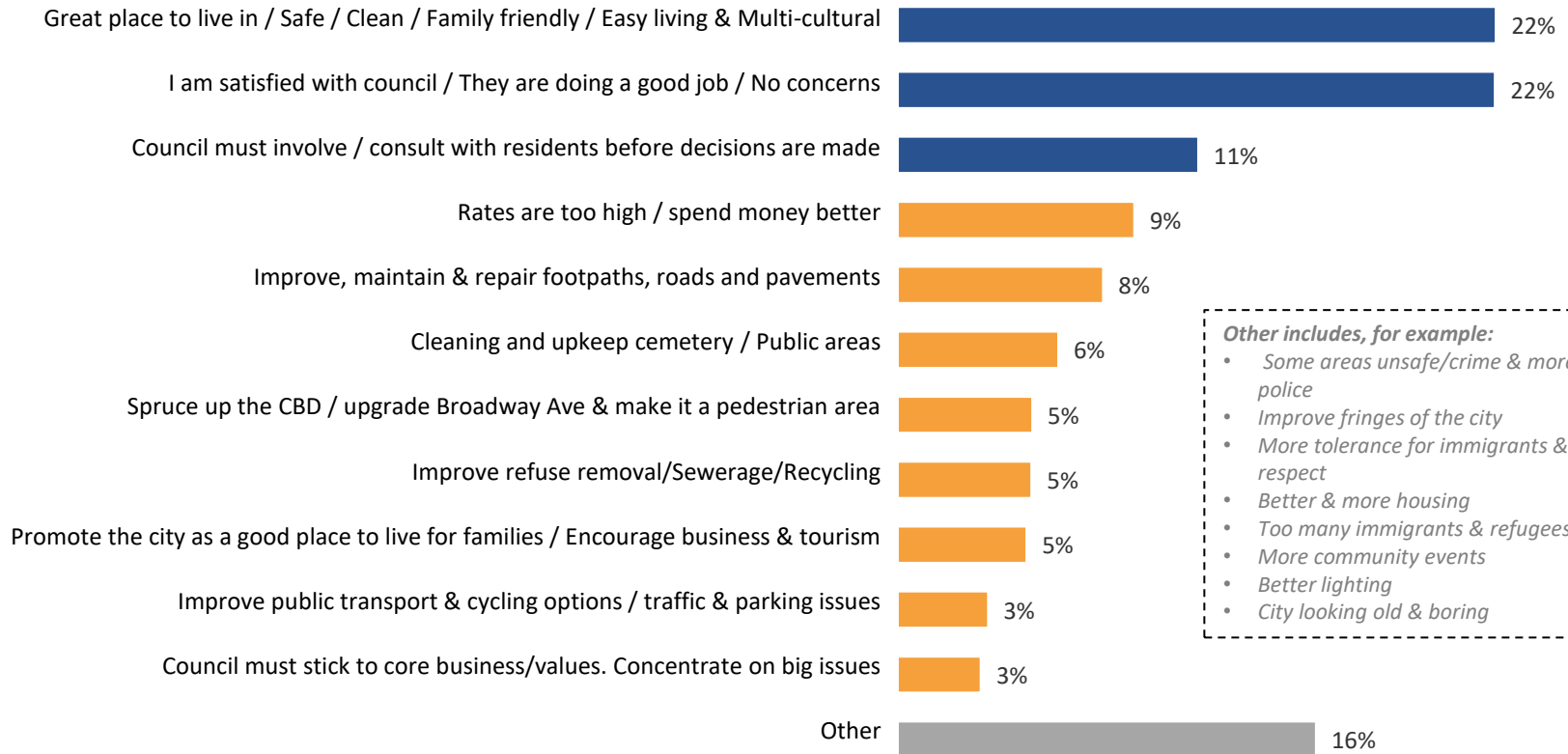


Overall, there is a high proportion of residents who are satisfied with *Parks, reserves and open spaces* (83%) and *Public facilities* (84%). Those who are less satisfied, mention a variety of reasons for their dissatisfaction, for example the need for better maintenance and the updating of Arena and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

NOTES:
 1. Sample: Total 2020 n=476; 2019 n=800, excludes Don't know
 2. VB1. Do you have any comments about the city's recreation and cultural facilities? n=171
 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

General Comments About Palmerston North and the Council

(total comments n=177)



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

NOTES:
 1. Sample: Total 2020 n=476 ; excludes 'Don't know' and 'I don't use it' 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=177

Many residents say Palmerston North City Council is doing a good job and perceive Palmerston North as a great city to live in...

General Comments About Palmerston North and the Council (9-10)

I would like to see a higher level of commitment to ensuring access to all Palmerston North citizens, especially disabled wheelchair users.

Keep it how it is and don't worry about advertising to tourists, as we like living here because it is quiet and not a tourist attraction.

Keep up the community events. Encourage tourist attractions because we don't have many.

More thought about kerbside food waste collection. Monitoring of bee populations, determinations of key causes, and actions to meaningfully address this in Palmerston North. Thank you for this opportunity.

I think collectively we have a great city, and a great Council.

Embrace the business you have got and get the transport hub and train line. It will keep the skills and transport in the area. Transport is what brings me an income.

Council - well done and thank you, whether Councillors, cleaners, call centre operators, or frontline staff, you are doing your jobs well and with passion. You help to make Palmerston North a great place to live and life enjoyable.

... however, the residents also see several opportunities for improvement such as involving the public more in their decision making and being mindful of their spending

General Comments About Palmerston North and the Council (1-4)

Palmerston North High Schools are getting too big, we need perhaps another couple more. Also speed limit passing Whakoranga School needs to be lower, trucks are going too fast past a school.

Listen to your voters. I must say you have a Facebook presence is a good forum, but do you read what people are saying?

Generally the Council wastes too much money on things outside the core supply of essential services. Stick to the basics and stop treating rate payers as an endless source of money for you to mismanage.

The Council and staff need to be more inclusive with the public and listen to the well-considered comments it receives. They should be more pro-active in encouraging industries to come to Palmerston North that would provide jobs. They should make the process of building a house easier.

You are shockingly bad to rural residents. Look at the quality of Kahuterewa Road and Greens Road. They have dangerous blind corners but had no upgrades for decades.

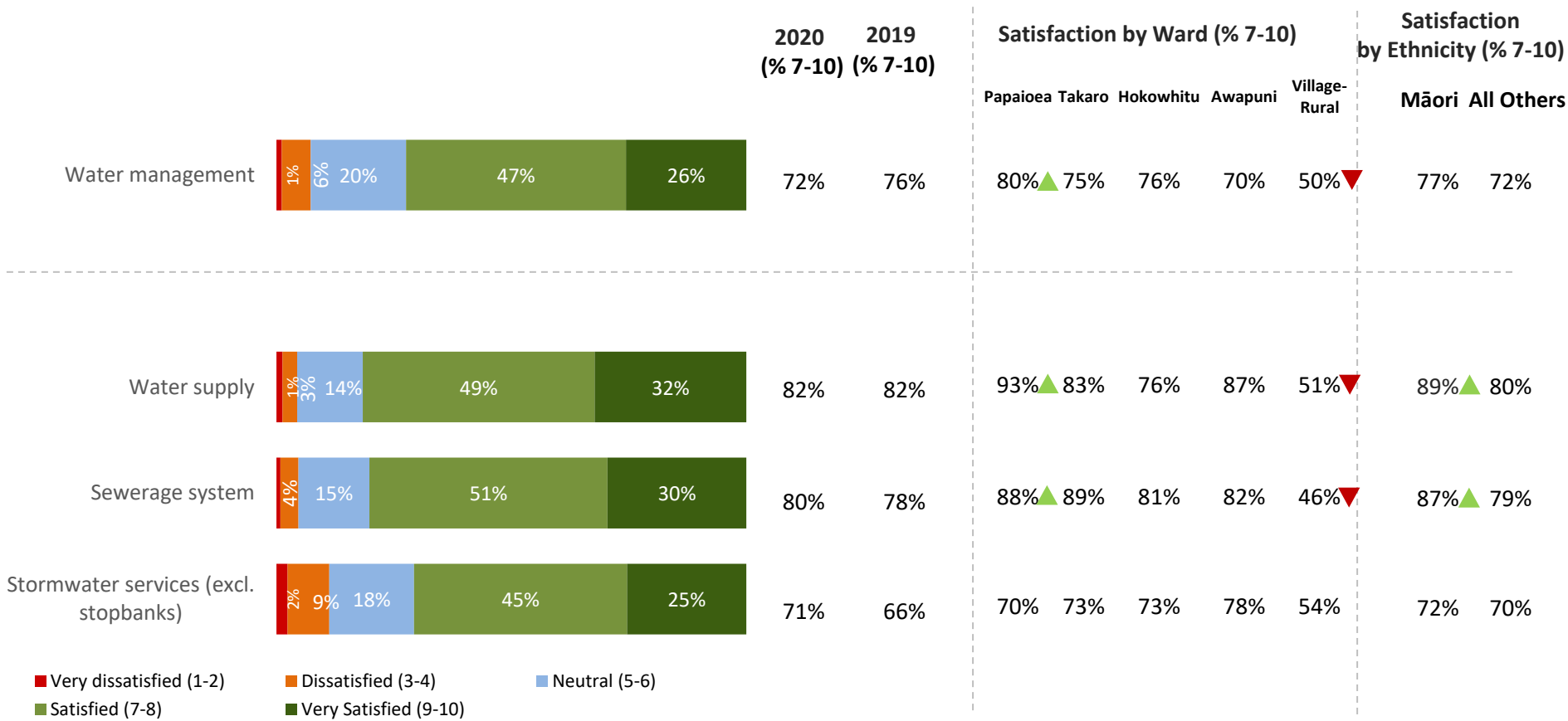
Palmerston North City Council should consider the fact that many of its residents have had no pay rises for some years. Now that Covid-19 has hit New Zealand, many will now have severely reduced incomes. We can't go cutting back on personal expenses to make the city look pretty. Keep to the basics. A rate decrease would be more in line with ratepayers needs.

I would like to see a lot more improvements to footpaths and keeping the footpaths clear and walkways free of leaves and weeds.



Satisfaction with Infrastructure

Water Management

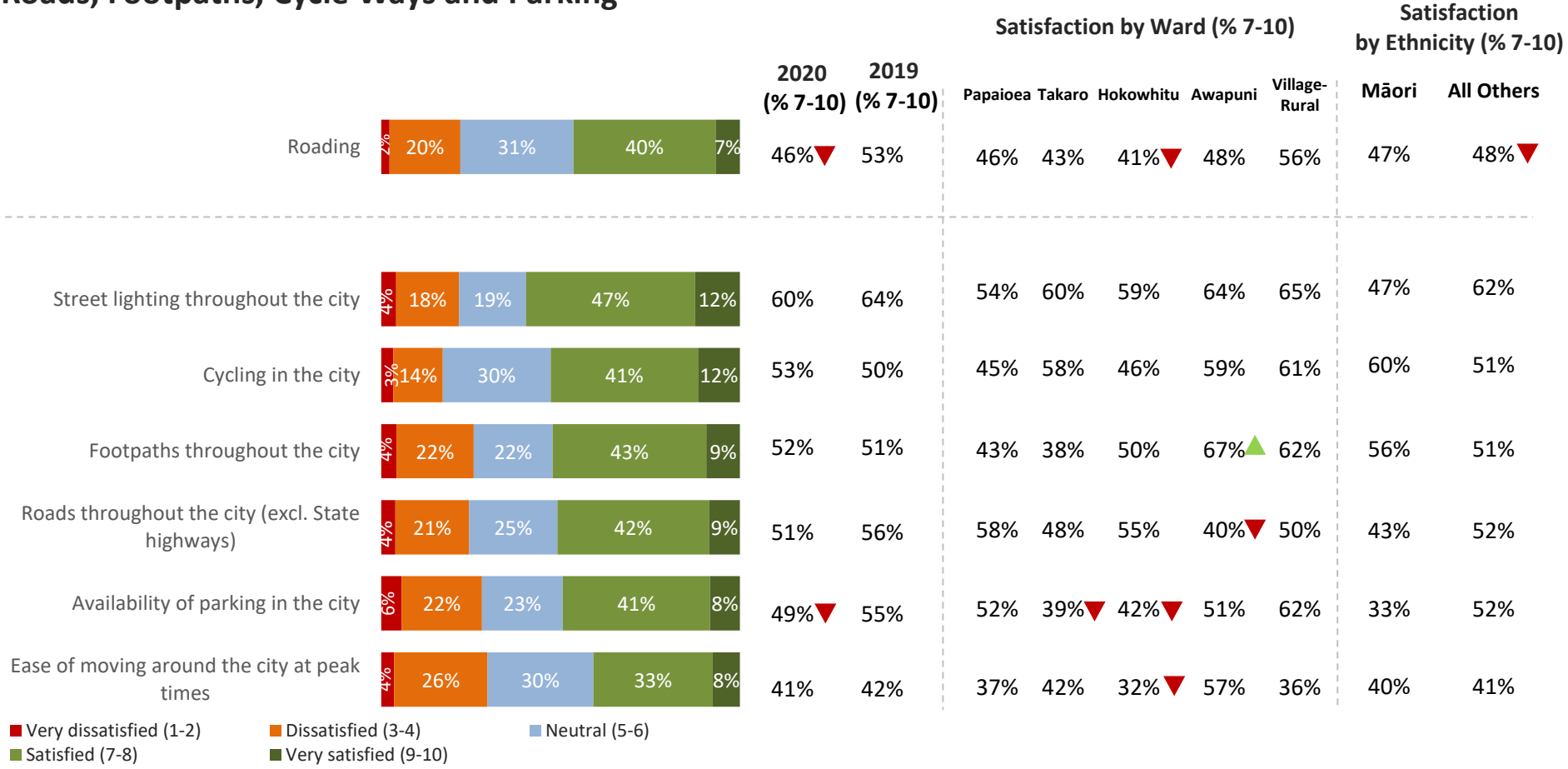


Within the *Water management* area, the majority of residents are satisfied with *Water supply* (72% are satisfied) but *Village-Rural* residents are significantly less satisfied compared to 2019

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Roads, Footpaths, Cycle Ways and Parking



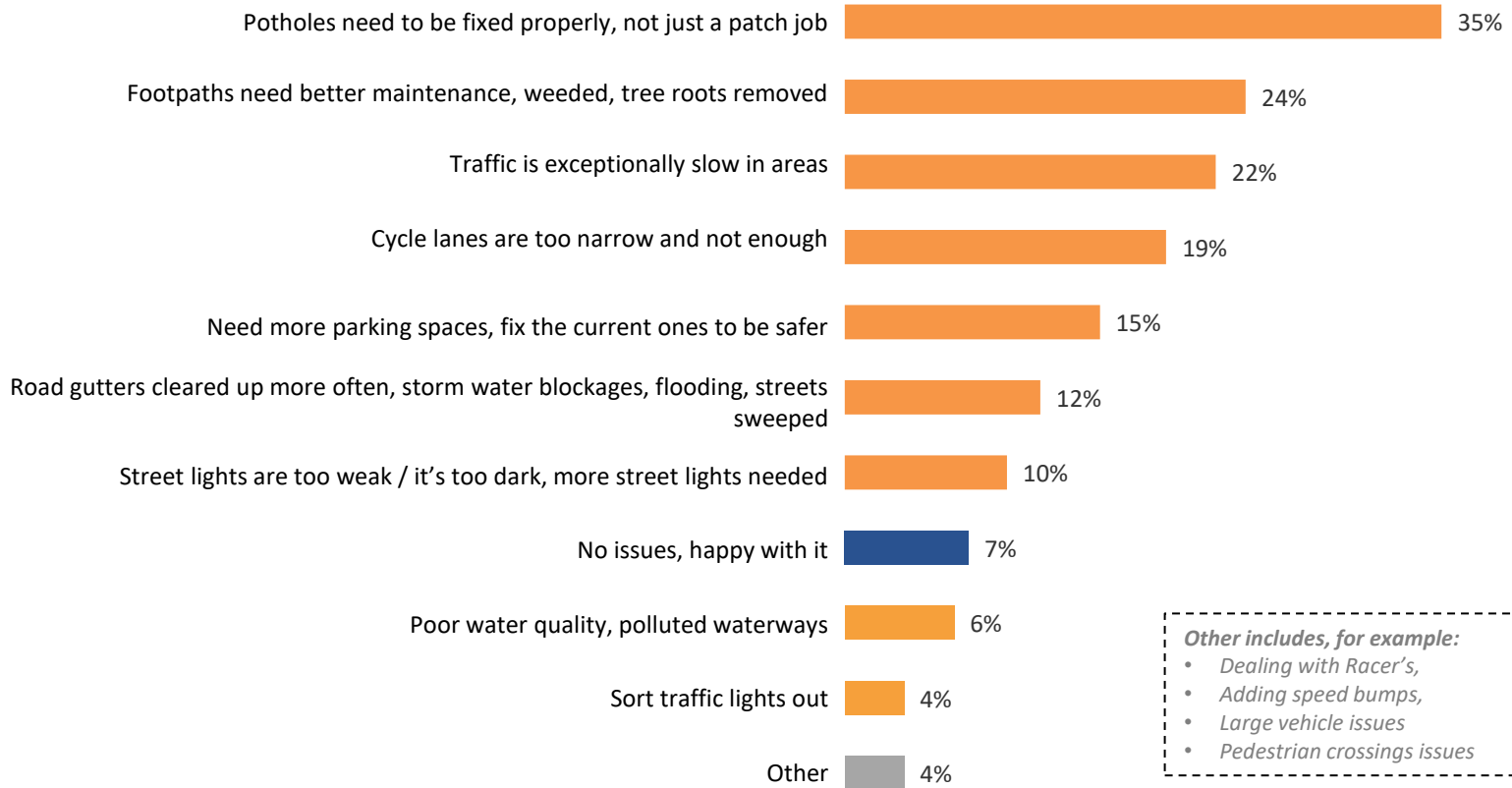
Concerning *Roading*, there is a greater satisfaction with *Street lighting throughout the city* (though Māori residents tend to be less satisfied) and less satisfaction with the *Ease of moving around the city at peak times*

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Comments About Roading or Water Related Infrastructure

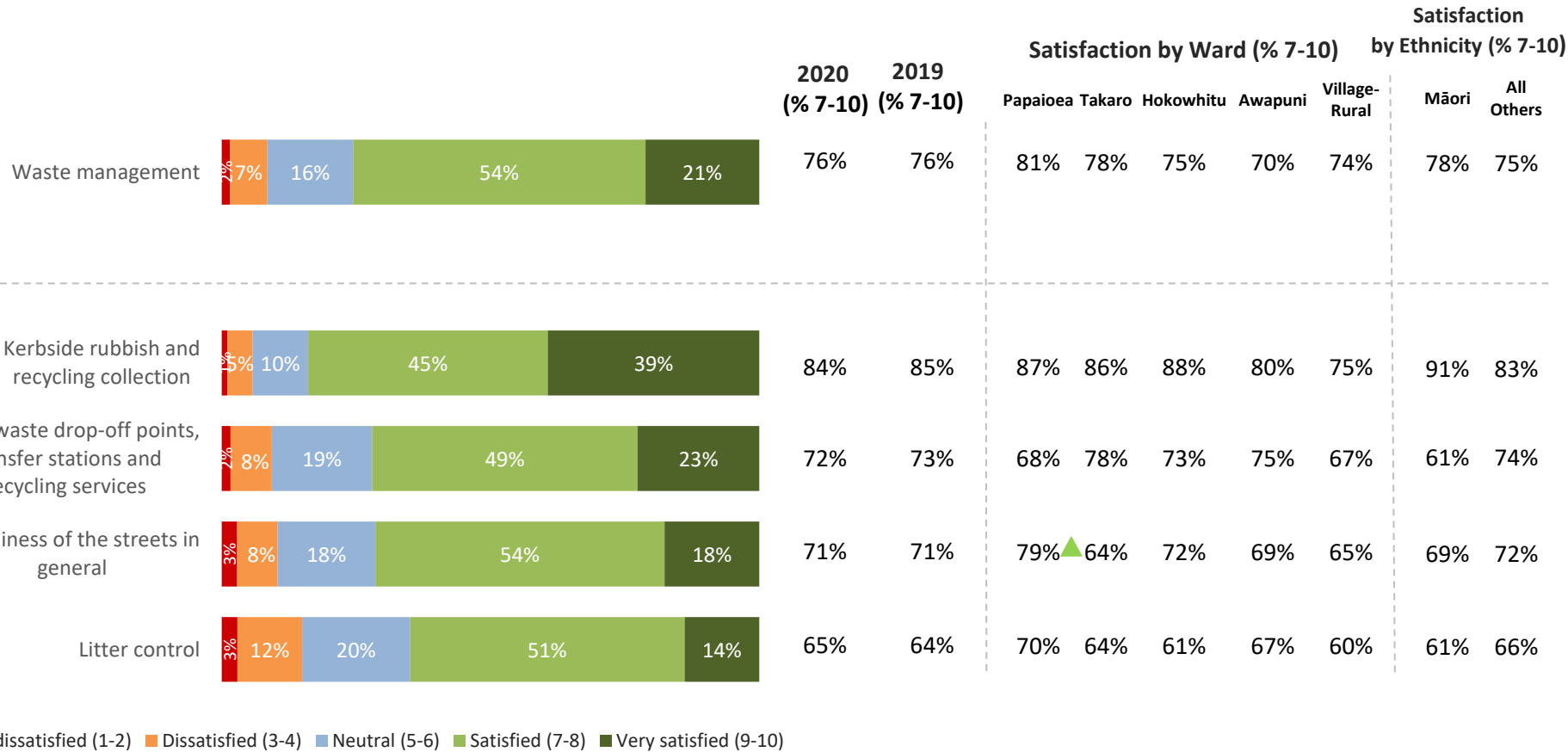
(total comments n=269)



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

NOTES:
 1. Sample: 2020 n=476 ; 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? n=269

Waste Management



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

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Comments About Waste Management

(total comments n=237)



Other includes, for example:

- Free waste collection day, Free council rubbish bags
- More disposal stations
- Better dog control, more dog poo bags offered
- Council trees trimmed more, leaves removed

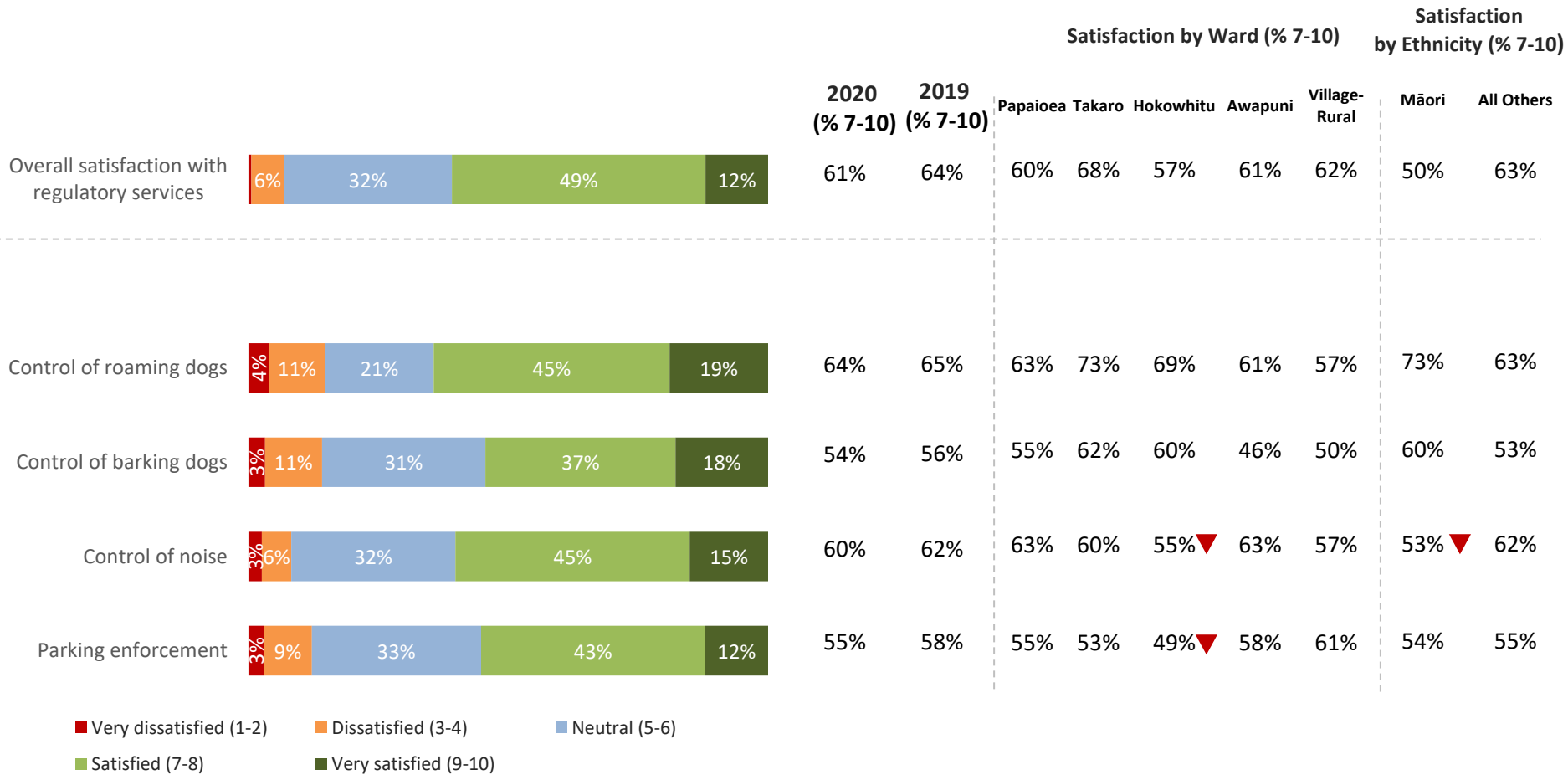
Litter issues, i.e. cleaning up/sweeping streets are the most commonly mentioned issues concerning *Waste management* in the city

NOTES:
 1. Sample: 2020 n=476 ; 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? n=237



Satisfaction with Other Council Services

Regulatory Services

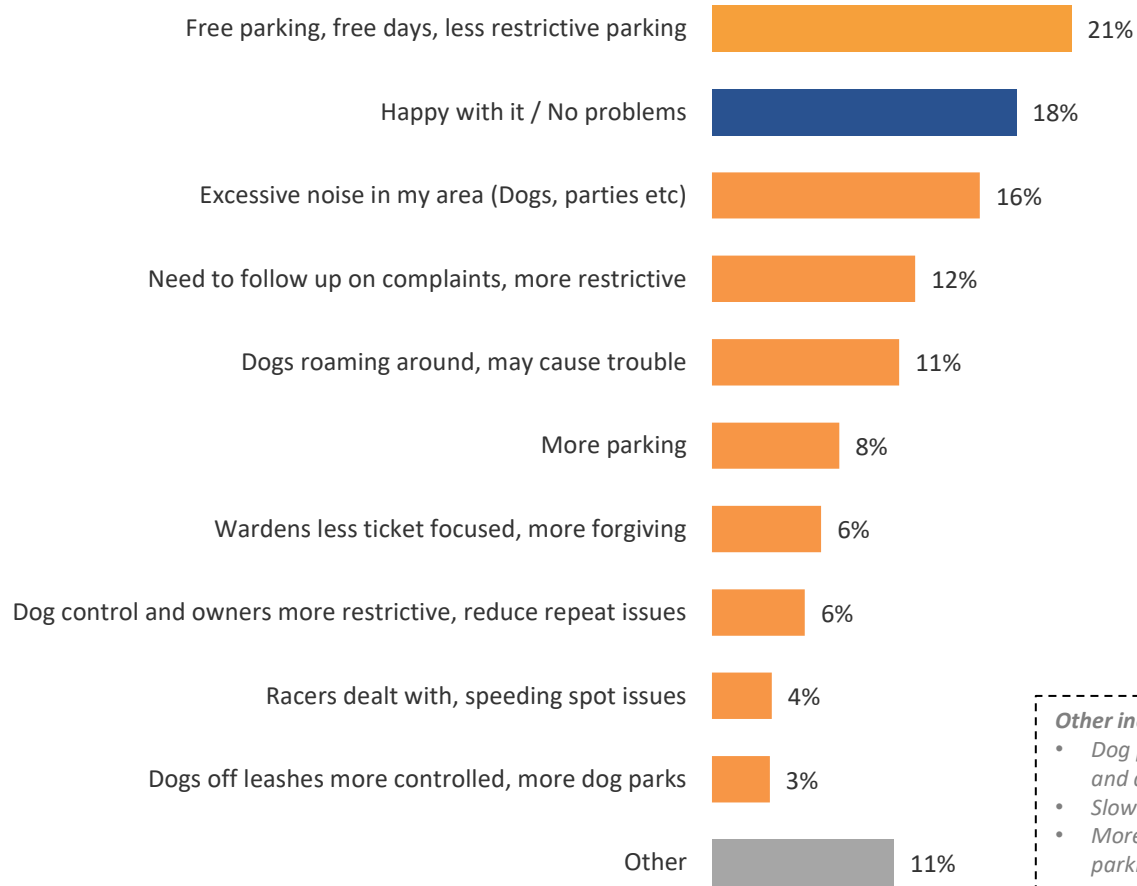


Overall, 3 in 5 residents (61%) are satisfied with *Regulatory services*. Satisfaction with noise control has decreased significantly in the Hokowhitu ward and amongst Māori since 2019

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Comments About Regulatory Services

(total comments n=153)



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 a lack of free parking

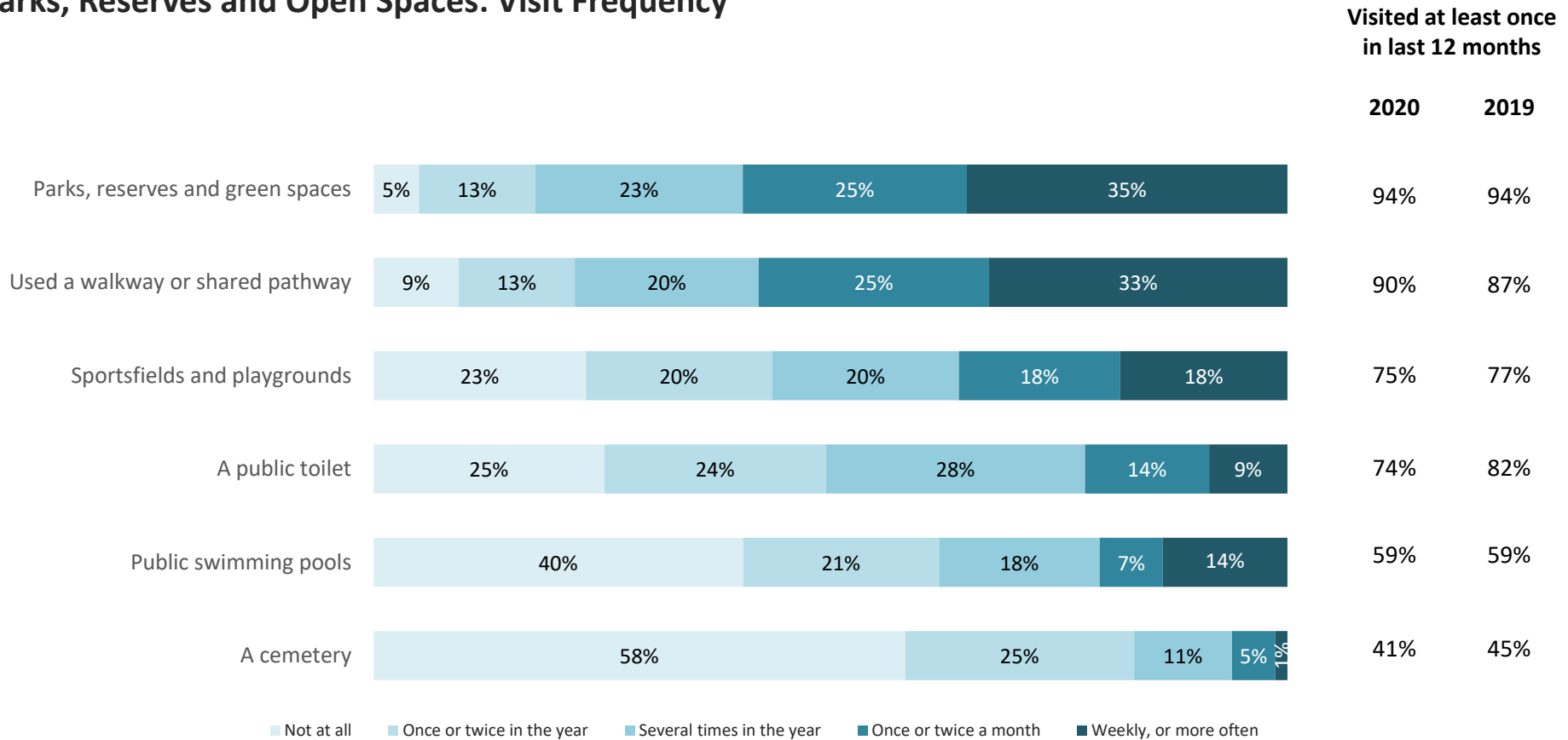
NOTES:

1. Sample: 2020 n=476 ; 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? n=153



Satisfaction with Parks and Reserves

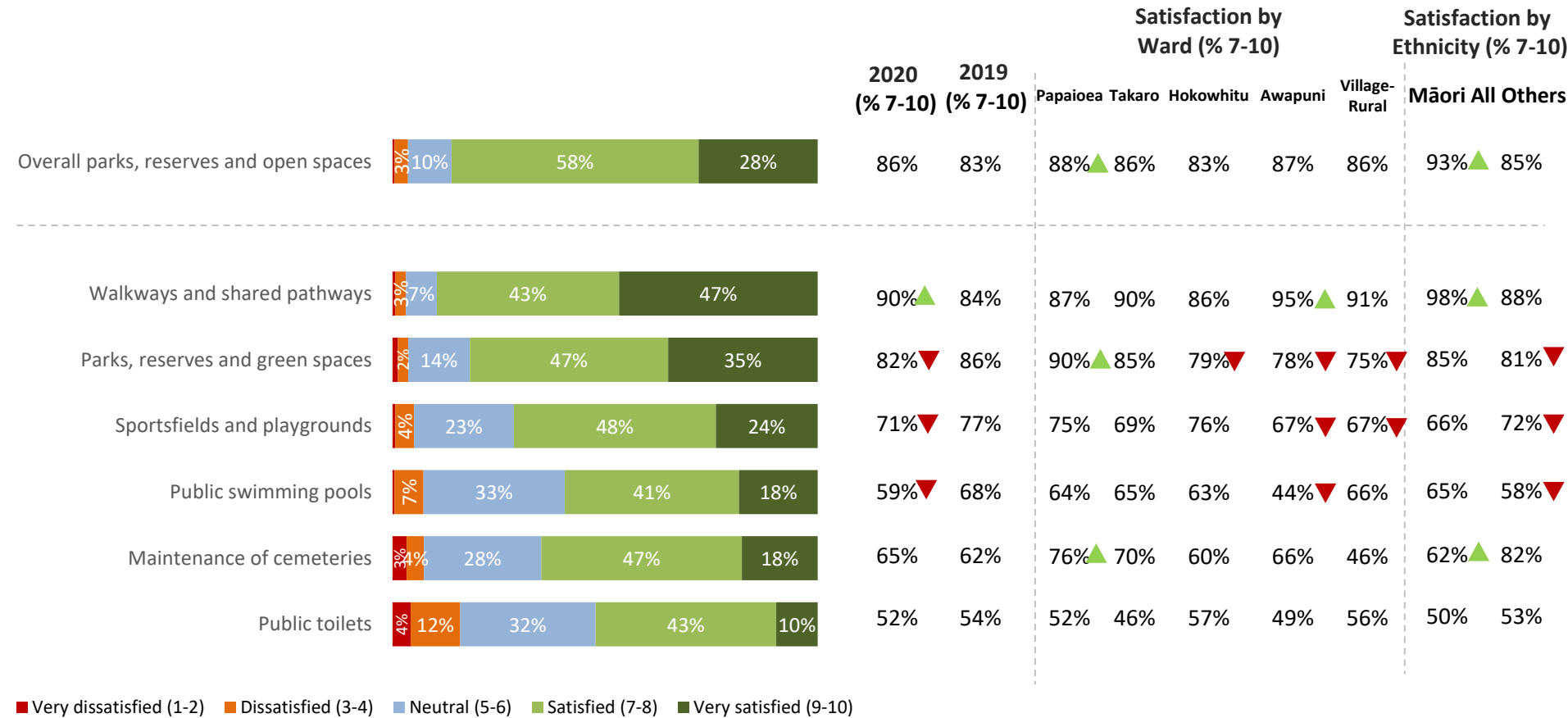
Parks, Reserves and Open Spaces: Visit Frequency



Parks, reserves and green spaces, and walkways and shared pathways are most frequently used/visited facilities with around 6 in 10 residents (Parks, reserves and green spaces 60%, walkways and shared pathways 58%) visiting/using them at least once or twice a month

NOTES:
 1. Sample: 2020 n=476; 2019 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:

Parks, Reserves and Open Spaces: Satisfaction



Over eight in ten (86%) residents are satisfied with the City's *Overall parks, reserves and open spaces*. *Walkways and shared pathways* have a significantly higher satisfaction from 2019 and *Public swimming pools* have a significantly lower satisfaction from 2020

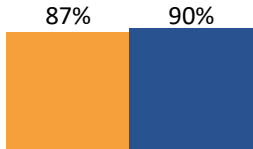
NOTES:

- Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- PRO1. In the last 12 months, about how frequently have you visited or used each of the following?
- PRO2. How satisfied are you with each of the following?
- DEM5 What suburb or township do you live in?
- DEM3. Which of the following ethnicities do you associate with?

Year-on-year
▲ Significantly higher
▼ Significantly lower

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

Visited in last 12 months



2019 2020



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

Not visited in last 12 months



2019 2020



2020
(%7 - 10)

2019
(%7 - 10)

91% ▲

87%

2020
(%7 - 10)

2019
(%7 - 10)

65%

54%

Satisfaction (% 7-10)

	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
2020 (%7 - 10)	91%	92%	86%	95%	92%
2019 (%7 - 10)					

Note that n=24 of the 69 residents who have not visited *Walkways and Shared Pathways* in the past year did not provide a satisfaction rating, reducing the base size here to 45. The results by ward have been excluded due to very small base sizes.

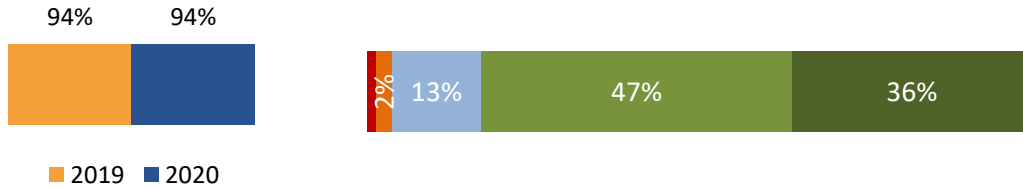
Nine in ten (91%) residents who have used *Walkways and shared pathways* in the last 12 months are satisfied with them with residents who have used/visited them have increased satisfaction from 2019

NOTES:
1. Sample: 2020 n=800; 2019 n=476; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

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

Visited in last 12 months

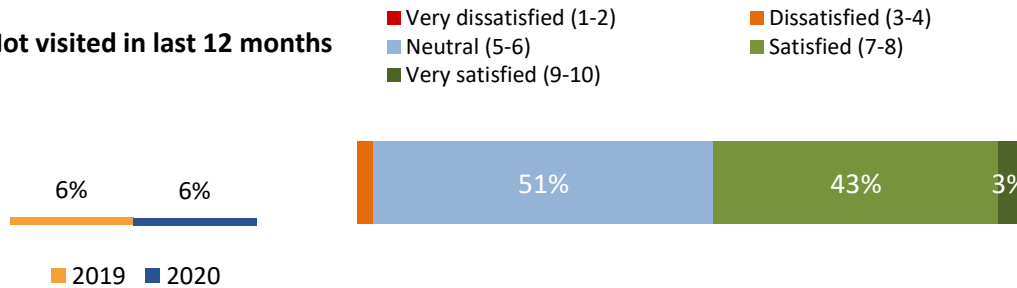


2020 (%7 - 10)
2019 (%7 - 10)

Satisfaction (% 7-10)

	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
2020 (%7 - 10)	83% ▼	88%	89%	88%	79% ▼
2019 (%7 - 10)	88%	88%	79% ▼	78% ▼	79% ▼

Not visited in last 12 months



2020 (%7 - 10)
2019 (%7 - 10)

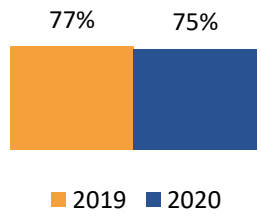
Note that n=14 of the 32 residents who have not visited *parks, Reserves and Green Spaces* in the past year did not provide a satisfaction rating, reducing the base size here to 18. The results by ward have been excluded due to very small base sizes.

Concerning *Parks, reserves and green spaces*, considerably more residents who have used/visited them in the last 12 months are satisfied (83%) compared to those who haven't used them in the last year (46%)

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Parks, Reserves and Open Space Facilities: Sportsfields and Playgrounds

Visited in last 12 months



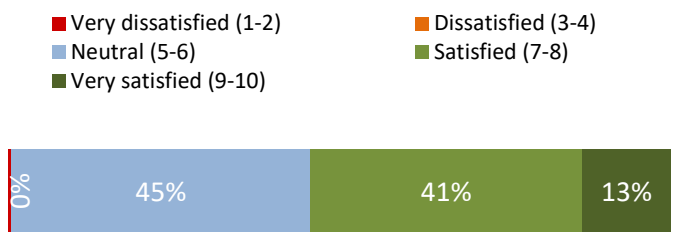
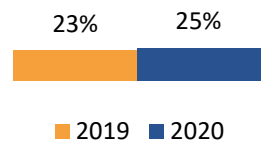
2020 (%7 - 10) 2019 (%7 - 10)

74% ▼ 82%

Satisfaction (% 7-10)

Ward	2020 (%7 - 10)	2019 (%7 - 10)
Papaioea	79%	70%
Takaro	70%	82%
Hokowhitu	82%	64% ▼
Awapuni	64% ▼	74% ▼
Village-Rural	74% ▼	

Not visited in last 12 months



2020 (%7 - 10) 2019 (%7 - 10)

54% 46%

Note that n=73 of the 135 residents who have not visited *Sportsfields and Playgrounds* in the past year did not provide a satisfaction rating, reducing the base size here to 62. The results by ward have been excluded due to very small base sizes.

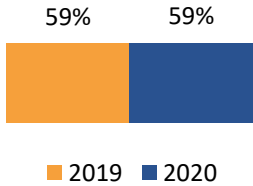
Hokowhitu residents who have used *Sportsfields and playgrounds* in the last year are more satisfied (82%) compared to Awapuni residents who have used *Sportsfields and playgrounds* in the last year (64%)

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Parks, Reserves and Open Space Facilities: Public Swimming Pools

Visited in last 12 months



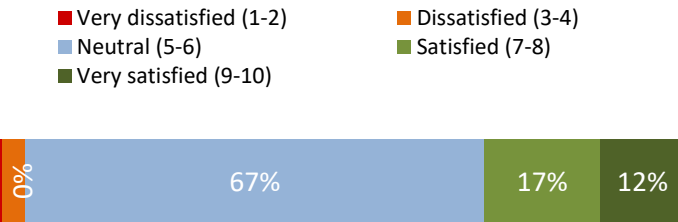
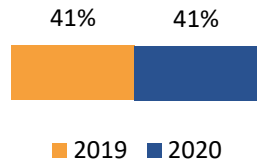
2020
(%7 - 10)

2019
(%7 - 10)

Satisfaction (% 7-10)

Ward	2020 (%7 - 10)	2019 (%7 - 10)
Papaioea	70%	75%
Takaro	88%	69%
Hokowhitu	69%	52% ▼
Awapuni	52% ▼	80%
Village-Rural	80%	

Not visited in last 12 months



2020
(%7 - 10)

2019
(%7 - 10)

Note that n=125 of the 220 residents who have not visited *Public Swimming Pools* in the past year did not provide a satisfaction rating, reducing the base size here to 95. The results by ward have been excluded due to very small base sizes.

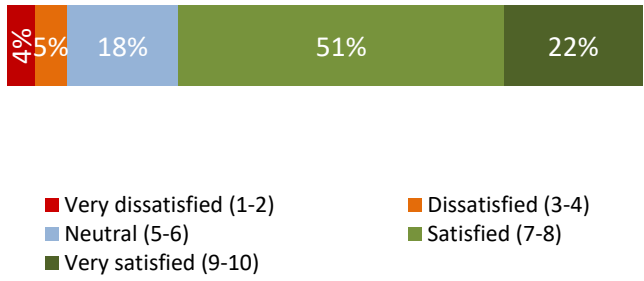
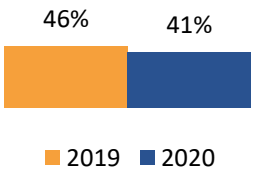
Awapuni residents who have used a *Public swimming pool* in the last 12 months are significantly less satisfied compared to Takaro residents (88%) and Village-Rural residents (80%)

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Parks, Reserves and Open Space Facilities: Cemeteries

Visited in last 12 months

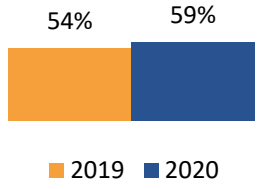


2020
(%7 - 10)

2019
(%7 - 10)

Satisfaction (% 7-10)					
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
2020 (%7 - 10)	80%	86%	63%	74%	59%
2019 (%7 - 10)	73%	72%			

Not visited in last 12 months





2020
(%7 - 10)

2019
(%7 - 10)

Note that n=199 of the 267 residents who have not visited a *Cemetery* in the past year did not provide a satisfaction rating, reducing the base size here to 68. The results by ward have been excluded due to very small base sizes.

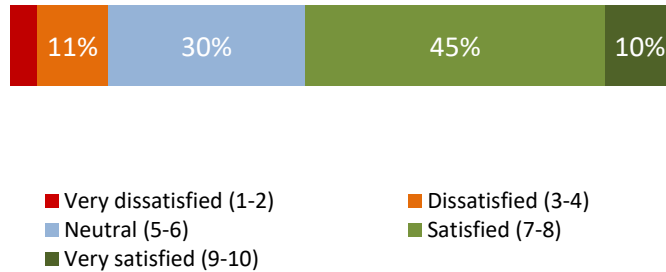
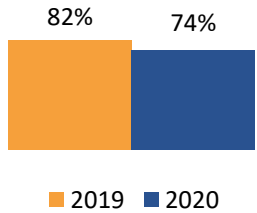
Less than half (46%) of residents have visited *Cemeteries* in the last 12 months. The majority of the visitors to cemeteries are satisfied with them (73%) especially in the Papaioea (80%) and Takaro wards (86%)

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
 Significantly higher
 Significantly lower

Parks, Reserves and Open Space Facilities: Public Toilets

Visited in last 12 months



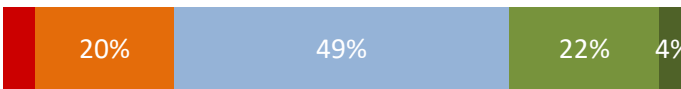
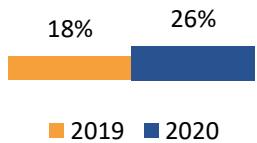
2020
(%7 - 10)

2019
(%7 - 10)

Satisfaction (% 7-10)

Ward	2020 (%7 - 10)	2019 (%7 - 10)
Papaioea	56%	56%
Takaro	55%	49%
Hokowhitu	49%	57%
Awapuni	56%	56%
Village-Rural	60%	60%

Not visited in last 12 months



2020
(%7 - 10)

2019
(%7 - 10)

Note that n=96 of the 134 residents who have not visited a *Public Toilet* 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.

Three in four (74%) residents have used a *Public toilet*, with more than half of them (56%) being satisfied. The exception is the Takaro ward (49%)

NOTES:

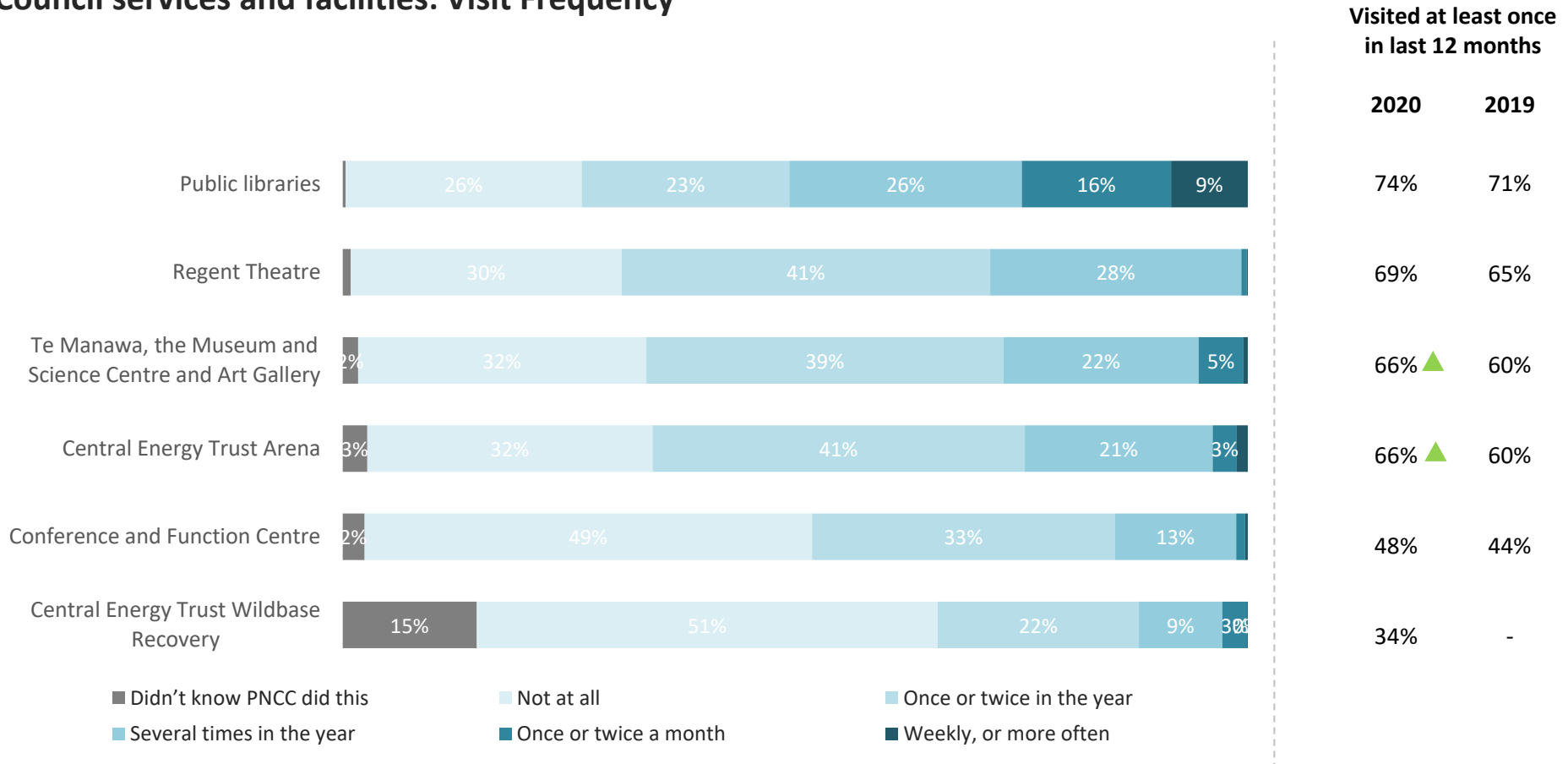
- Sample: 2020 n = ; 2019 n=800; Papaioea n=216; Takaro n=110; Hokowhitu n=205; Awapuni n=152; Village-Rural n=117; Maori n=73; All Others n=727. Excludes "Don't know" responses
- PRO1. In the last 12 months, about how frequently you visited or used each of the following?
- PRO2. How satisfied are you with each of the following?
- DEM5 What suburb or township do you live in?

Year-on-year
▲ Significantly higher
▼ Significantly lower



Satisfaction with Council Services and Facilities

Council services and facilities: Visit Frequency

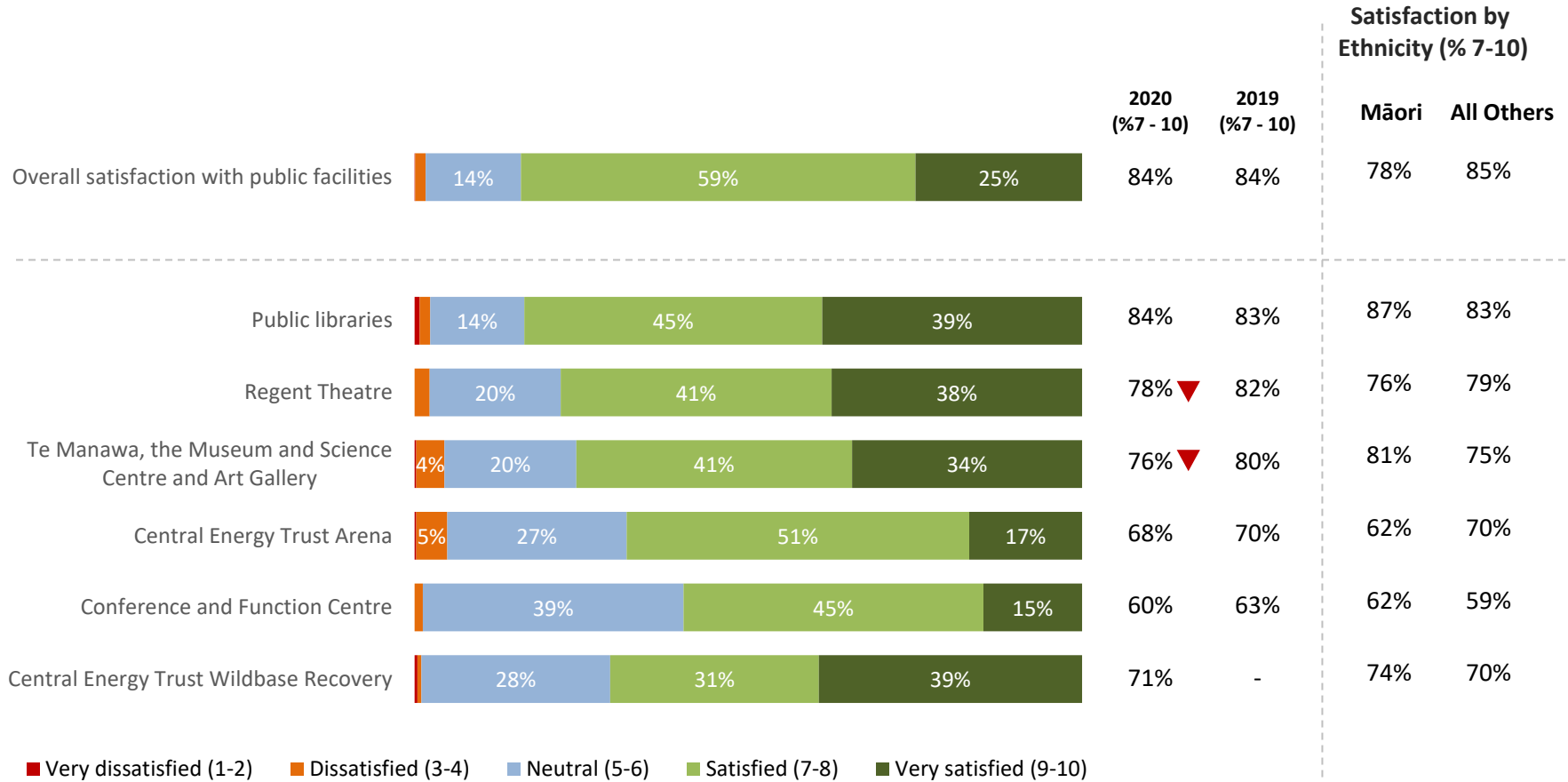


Public libraries are the most frequently visited Council facilities as almost three in four (74%) residents have visited a library at least once in last year with one in four (25%) residents visiting at least once or twice a month

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

NOTES:
 1. Sample: 2020 n= 476; 2019 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:

Council Services and Facilities: Satisfaction



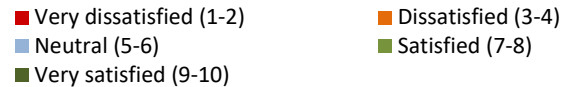
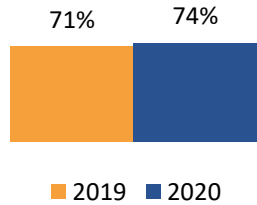
Over eight in ten (84%) residents are satisfied with the City's *Public facilities*. In particular, residents are more satisfied with *Public libraries* (84%) compared to the *Conference and Function Centre* (60%)

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Maori n=36; All Others n=440. 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Council Services and Facilities: Public Libraries

Visited in last 12 months



2020
(%7 - 10)

2019
(%7 - 10)

Satisfaction (% 7-10)

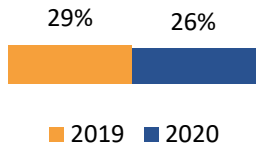
	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
2020 (%7 - 10)	94%	95%	86%	87%	87% ▼
2019 (%7 - 10)					

Note that n=85 of the 132 residents who have not visited a *Public Library* in the past year did not provide a satisfaction rating, reducing the base size here to 47. The results by ward have been excluded due to very small base sizes.

2020
(%7 - 10)

2019
(%7 - 10)

Not visited in last 12 months



2020
(%7 - 10)

2019
(%7 - 10)

Almost three in four (74%) residents have visited a *Public library* in the last 12 months and 90% of them are satisfied with this type of facility

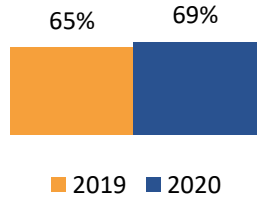
NOTES:

1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Council Services and Facilities: Regent Theatre

Visited in last 12 months



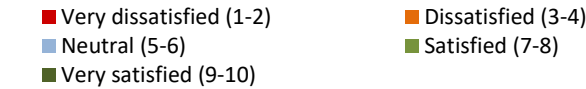
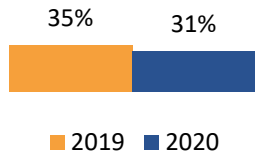
2020
(%7 - 10)

2019
(%7 - 10)

Satisfaction (% 7-10)

Ward	2020 (%7 - 10)	2019 (%7 - 10)
Papaioea	84% ▼	90%
Takaro	79%	94%
Hokowhitu	87%	88%
Awapuni	88%	77% ▼
Village-Rural	77% ▼	

Not visited in last 12 months



2020
(%7 - 10)

2019
(%7 - 10)

Note that n=91 of the 149 residents who have not visited *The Regent Theatre* in the past year did not provide a satisfaction rating, reducing the base size here to 58. The results by ward have been excluded due to very small base sizes.

Likewise, over 4 in 5 (84%) of those who have visited the *Regent Theatre* are satisfied with this facility. However, the satisfaction of *Village and Rural* residents is down since 2019

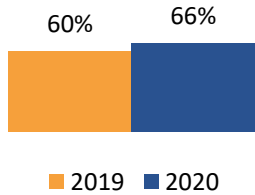
NOTES:

- Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- PRO1. In the last 12 months, about how frequently have you visited or used each of the following?
- PRO2. How satisfied are you with each of the following?
- DEMS What suburb or township do you live in?

Year-on-year
▲ Significantly higher
▼ Significantly lower

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

Visited in last 12 months



2020
(%7 - 10)

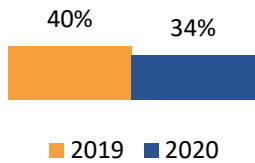
2019
(%7 - 10)

Satisfaction (% 7-10)

Ward	2020 (%7 - 10)	2019 (%7 - 10)
Papaioea	80%	92%
Takaro	91%	84%
Hokowhitu	84%	80%
Awapuni	80%	82%
Village-Rural	82%	82%

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

Not visited in last 12 months



2020
(%7 - 10)

2019
(%7 - 10)

Note that n=91 of the 149 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 66. The results by ward have been excluded due to very small base sizes.

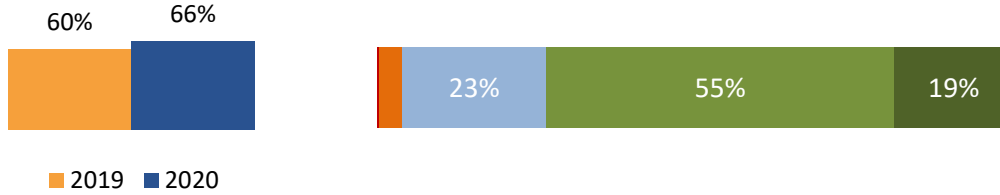
Te Manawa, the Museum and Science Centre and Art Gallery are perceived less favourably by their visitors this year, with 83% of them being satisfied compared to 2019 (92%)

NOTES:
 1. Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. 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?

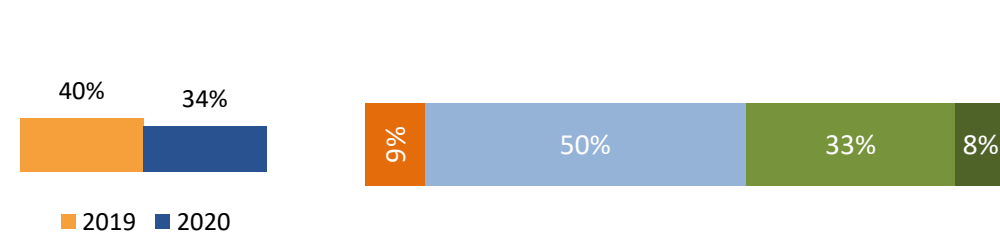
Year-on-year
▲ Significantly higher
▼ Significantly lower

Council Services and Facilities: Central Energy Trust Arena

Visited in last 12 months



Not visited in last 12 months



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

2020
(%7 - 10)

2019
(%7 - 10)

73% ▼

78%

Satisfaction (% 7-10)

Ward	2020 (%7 - 10)	2019 (%7 - 10)
Papaioea	77%	74%
Takaro	74%	68% ▼
Hokowhitu	68% ▼	78%
Awapuni	78%	65%
Village-Rural	65%	

Note that n=123 of the 181 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 58. The results by ward have been excluded due to very small base sizes.

Two thirds (66%) of residents have visited *Central Energy Trust Arena* and nearly three in four (73%) of them are satisfied

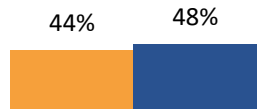
NOTES:

- Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- PRO1. In the last 12 months, about how frequently have you visited or used each of the following?
- PRO2. How satisfied are you with each of the following?
- DEM5 What suburb or township do you live in?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Council Services and Facilities: Conference and Function Centre

Visited in last 12 months



2019 2020



2020
(%7 - 10)

2019
(%7 - 10)

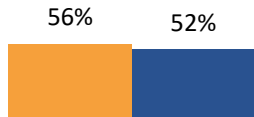
69% ▼

76%

Satisfaction (% 7-10)

Ward	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
2020 (%7 - 10)	73%	58%	72%	66%	70%
2019 (%7 - 10)					

Not visited in last 12 months



2019 2020

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

2020
(%7 - 10)

2019
(%7 - 10)

38%

36%

Note that n=169 of the 250 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 81. The results by ward have been excluded due to very small base sizes.

Concerning the *Conference and Function Centre*, 48% of residents have visited this facility in the last 12 months and almost seven in ten (69%) of them are satisfied

NOTES:

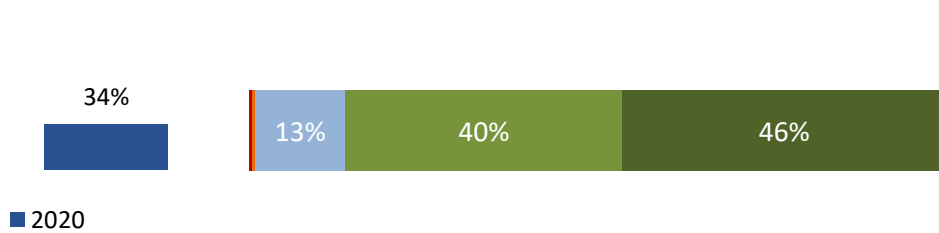
- Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- PRO1. In the last 12 months, about how frequently have you visited or used each of the following?
- PRO2. How satisfied are you with each of the following?
- DEM5 What suburb or township do you live in?

Year-on-year

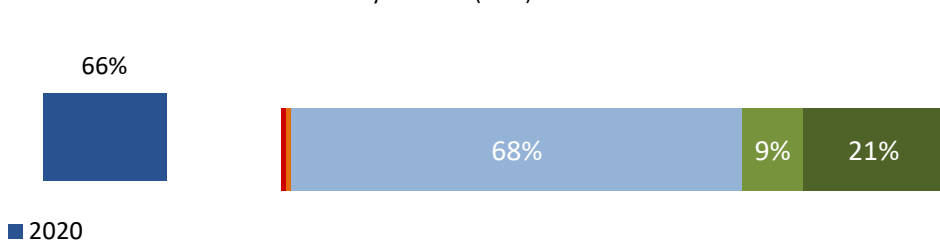
▲ Significantly higher
▼ Significantly lower

Council Services and Facilities: Central Energy Trust Wildbase Recovery

Visited in last 12 months



Not visited in last 12 months



2020
(%7 - 10)

86%

2019
(%7 - 10)

-

Satisfaction (% 7-10)

	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
2020	92%	97%	77%	96%	79%

Note that n=238 of the 302 residents who have not *Central Energy Trust Wildbase Recovery* in the past year did not provide a satisfaction rating, reducing the base size here to 64. The results by ward have been excluded due to very small base sizes.

One third of residents have visited the Wildbase Recovery (34%) and most visitors come away satisfied (86%)

NOTES:

- Sample: 2020 n=476; 2019 n=800; Papaioea n=116; Takaro n=69; Hokowhitu n=105; Awapuni n=79; Village-Rural n=107; Maori n=36; All Others n=440. Excludes 'Don't know' responses
- PRO1. In the last 12 months, about how frequently have you visited or used each of the following?
- PRO2. How satisfied are you with each of the following?
- DEM5 What suburb or township do you live in?

Year-on-year

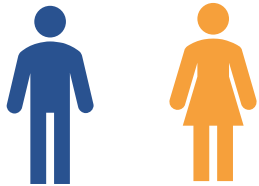
- ▲ Significantly higher
- ▼ Significantly lower



Sample Profile

Demographics

Gender



	Male	Female
Weighted	48%	52%
Unweighted	49%	51%

Age (weighted)

Age Group	Weighted	Unweighted
18-24	10%	3%
25-34	26%	9%
35-44	15%	13%
45-54	16%	17%
55-64	14%	23%
65+	19%	35%

Paying rates (weighted)

Response	Weighted	Unweighted
Yes	81%	87%
No	4%	4%
Renting	13%	8%
Don't know	3%	1%

Ethnicity (weighted)

Ethnicity	Weighted	Unweighted
Māori	15%	8%
Non-Māori	85%	92%

*Multiple response

Ward (weighted)

Ward	Weighted	Unweighted
Papaioea	28%	24%
Takaro	13%	14%
Hokowhitu	22%	22%
Awapuni	22%	17%
Village-Rural	15%	22%

How long lived in PN (weighted)

Duration	Weighted	Unweighted
Less than 2 years	1%	1%
2 years – less than 5	7%	6%
5 years – less than 10	11%	11%
10 years – less than 20	25%	18%
20 years – less than 30	22%	17%
30 or more years	33%	17%
Don't know	1%	47%



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