



Palmerston North Annual Residents' Survey 2020/2021

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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 the community will value.

Research objectives

- To provide a robust measure of satisfaction with the Council's performance in relation to service delivery
- To determine performance drivers and assist the Council to identify the best opportunities to improve satisfaction further, including satisfaction among defined groups within the city
- To establish perceptions regarding organisational reputation, including how competent the Council is perceived to be and the affinity residents have developed for the Council
- To assess changes in satisfaction over time and measure progress towards the Council's 10 Year Plan (long-term plan) objectives and strategic direction.

Method

- A mixed-method of data collection was used, consisting of a postal invitation to an online survey, with a hard copy survey back up. Sample selection was based on a random selection from the Electoral Roll. This practice ensures that all population sectors have an equal chance of selection and thus minimises 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 2020-2021 data collection was managed quarterly from 22 July 2020 to 1 May 2021: Q1 n=110; Q2 n=105; Q3 n=109; Q4 n=113. The total number of responses collected over the 2020/2021 reporting period was 437.
- Post data collection, the sample was weighted for alignment 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).
- The sample has an expected 95% confidence interval (margin of error) of $\pm 4.48\%$. The margins of error associated with subgroups may be larger than this as the results become less precise as the sample size shrinks. Thus, outcomes derived from particularly small sample sizes should be read with caution.

Notes

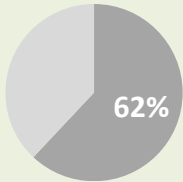
Due to rounding, percentages may add to just over or under (+/- 1%) totals.



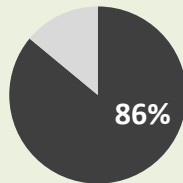
Executive summary

Key Findings

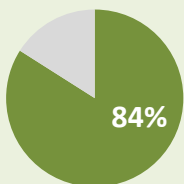
Overall satisfaction



Overall parks, reserves and open spaces

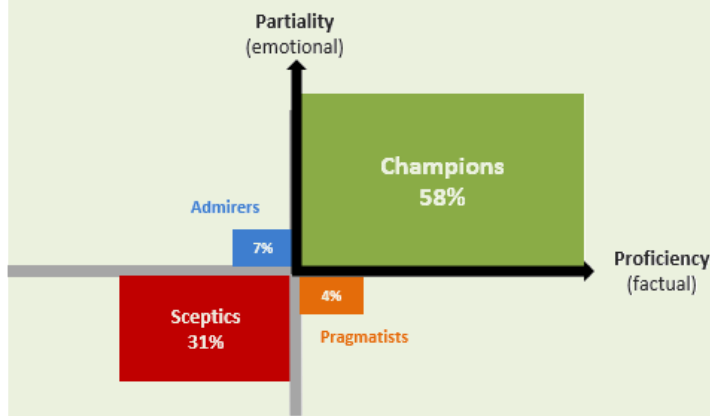


Overall public facilities

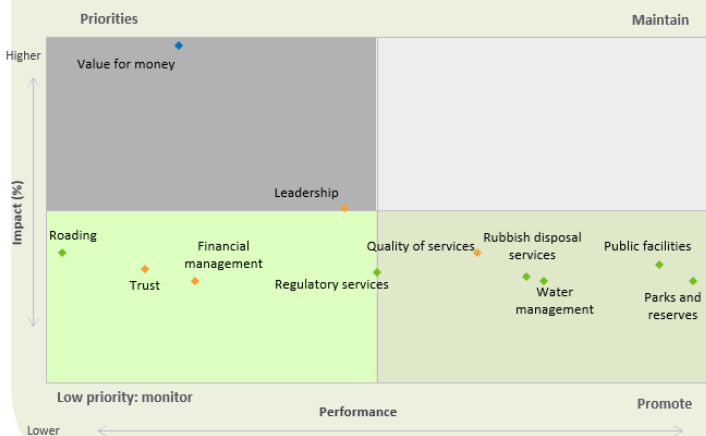


Overall, 2020/21 has been a very positive year for the Palmerston North City Council. *Overall satisfaction* has slightly increased (+3%) in the last 24 months.

Open spaces, such as parks and reserves, and public facilities consistently appeared as leading areas in the Council’s overall performance. In 2021, a +19% increase was recorded in satisfaction with public swimming pools, a +10% increase in satisfaction with public toilets and a +9% increase in satisfaction with *sports fields and playgrounds*. However, at the same time, residents were considerably more dissatisfied with the condition of the *Conference and Function Centre*. Verbatim comments provided very positive feedback on *public libraries and walkways*, and indicated these facilities are highly valued and enjoyed by residents.



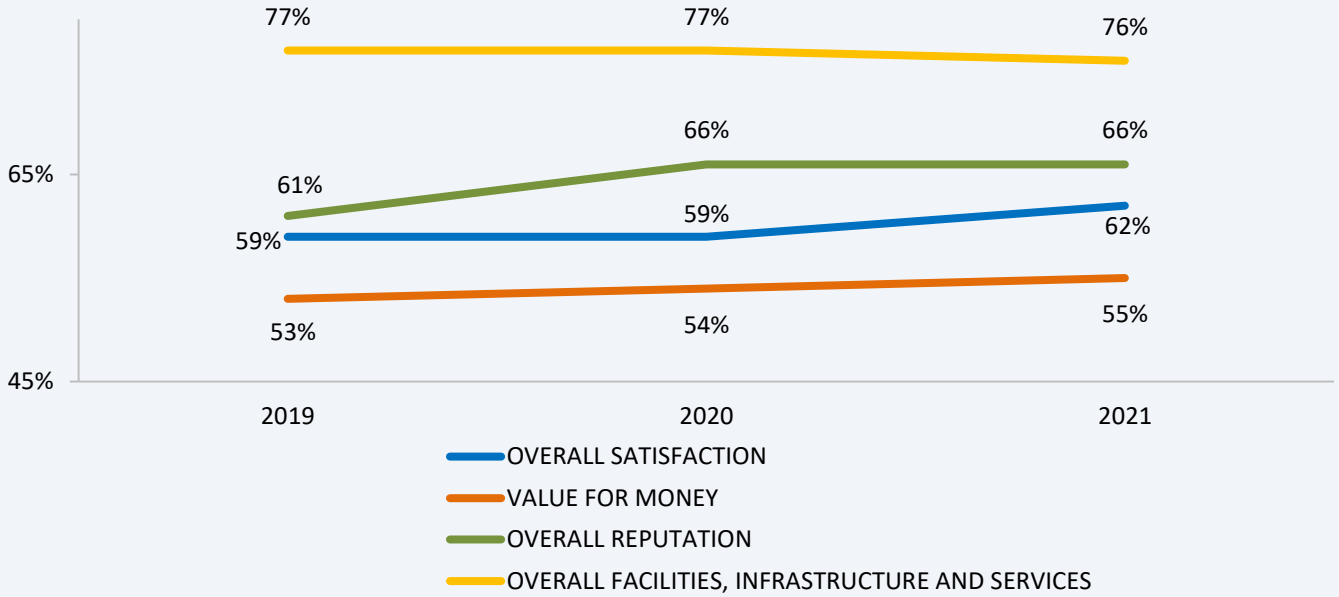
The Council’s reputation profile reflects residents’ pride in Palmerston North and their approval of how the Council acts on residents’ behalf and the overall direction in which the city is going. Almost six out of ten residents (58%) were identified as ‘*Champions*’. This group supports local government decisions, has great trust in Council leadership, and rates the Council’s performance higher than other population segments. The proportion of ‘*Champions*’ has significantly increased in the past 12 months, which is a positive endorsement for the Council.



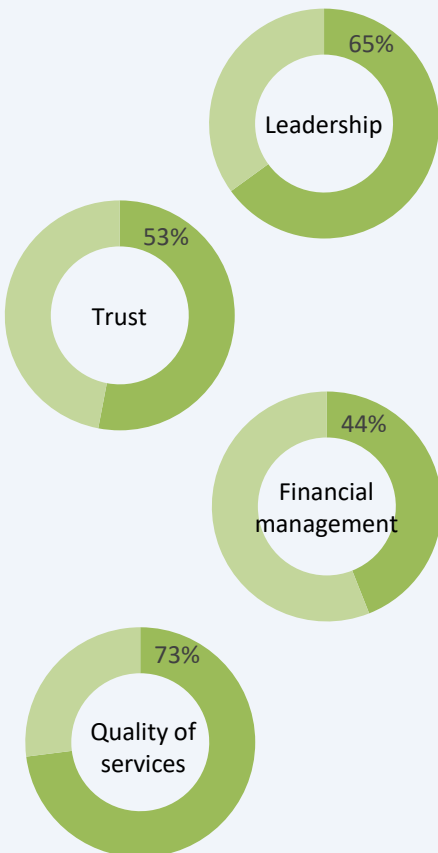
Value for money has the strongest influence on the overall evaluation of Council’s performance (58%), followed by *Governance and reputation* (28%) and *Services and facilities* (14%). The key priorities for the Council include *Value for money* and perception of *Leadership*. Verbatim comments left by the respondents indicate that low awareness/disagreement with how rates are spent, as well as not enough visibility of the Council Leadership are the main reason for rating these two areas poorly. Focusing on these two metrics will help increase residents’ overall perception the most.

Summary of key performance indicators

OVERALL MEASURES

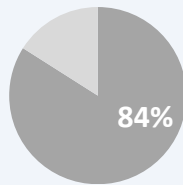


REPUTATION 2021

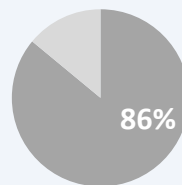


OTHER IMPORTANT MEASURES

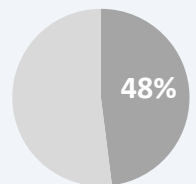
Public facilities



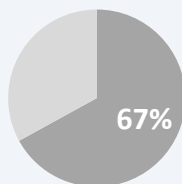
Parks and reserves



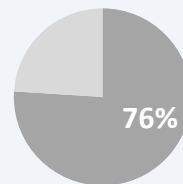
Roading



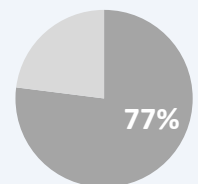
Regulatory services



Rubbish disposal



Water management





Trends in overall measures and reputation (%7-10 excluding don't know)

	Overall measures	% point increase / decrease (2021-2020)	Percentage of respondents satisfied, or very satisfied		
			2021	2020	2019
RM1_5	Overall satisfaction with regulatory services	6%	67%	61%	64%
IW1_4	Overall satisfaction with water-related infrastructure	4%	77%	72%	76%
OVS1_1	Overall satisfaction with the Palmerston North City Council	3%	62%	59%	59%
ID1_7	Overall satisfaction with roading-related infrastructure	2%	48%	46%	53%
OV1_1	Overall value for money	-	55%	54%	53%
RD1_5	Overall satisfaction with rubbish disposal services	-	76%	76%	76%
OF2_6	Overall satisfaction with public facilities	-1%	84%	84%	84%
PRO2_7	Overall satisfaction with the city's parks, reserves and open spaces	-1%	86%	86%	83%
OVLFI1_1	Overall satisfaction with facilities, infrastructure and services	-1%	76%	77%	77%

	Governance and reputation	% point increase / decrease (2021-2020)	Percentage of respondents satisfied, or very satisfied		
			2021	2020	2019
LS3_4	Satisfaction with - The ease of having a say in Council decision making	7%	41%	35%	36%
LS5_1	Satisfaction with - Customer service (being simple and easy to interact with)	5%	75%	70%	70%
REP1_4	Satisfaction with - Quality of services provided by the Council	5%	73%	68%	65%
REP1_3	Satisfaction with - Financial management	4%	44%	39%	40%
LS1_4	Satisfaction with - Promotion of working and living in Palmerston North	4%	51%	47%	45%
LS2_2	Satisfaction with - Performance of Council staff	3%	65%	61%	56%
LS2_1	Satisfaction with - Performance of the Mayor and Councillors	3%	61%	58%	54%
REP1_1	Satisfaction with - Leadership	3%	65%	62%	55%
LS1_1	Satisfaction with - Tourism and visitor promotion for Palmerston North	2%	52%	49%	50%
LS1_2	Satisfaction with - Council funding and support for community groups	2%	55%	53%	50%
LS3_3	Satisfaction with - Your opportunities to have a say in Council decision making	2%	46%	44%	42%
REP1_2	Satisfaction with - Trust	2%	53%	51%	46%
LS3_2	Satisfaction with - The availability of information from the Council	2%	57%	55%	55%
LS1_3	Satisfaction with - Business promotion and attraction for Palmerston North	1%	51%	50%	43%
LS3_1	Satisfaction with - The quality of information you get from the Council	-	54%	54%	53%
REP2_1	Satisfaction with - Overall reputation	-	66%	66%	61%

NOTES:

1. Sample: 2019 n=800 ; 2020 n=476 ; 2021 n=437; Excludes don't know responses.

 Year-on-year
 Significantly higher
 Significantly lower

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

	Other measures	% point increase / decrease (2021-2020)	Percentage of respondents satisfied, or very satisfied		
			2021	2020	2019
PRO2_3	Satisfaction with - Public swimming pools	19% ▲	78%	59%	68%
PRO2_6	Satisfaction with - Public toilets	10% ▲	63%	52%	54%
PRO2_2	Satisfaction with - Sportsfields and playgrounds	9% ▲	81%	71%	77%
PRO2_1	Satisfaction with - Parks, reserves and green spaces	7% ▲	88%	82%	86%
OF2_5	Satisfaction with - Te Manawa, the Museum and Science Centre and Art Gallery	5%	81%	76%	80%
ID1_6	Satisfaction with - Ease of moving around the city at peak times	4%	45%	41%	42%
PRO2_5	Satisfaction with - Maintenance of cemeteries	4%	69%	65%	62%
ID1_3	Satisfaction with - Street lighting throughout the city	3%	63%	60%	64%
RM1_2	Satisfaction with - Control of barking dogs	3%	57%	54%	56%
OF2_7	Satisfaction with - Central Energy Trust Wildbase Recovery	3%	73%	71%	-
IW1_1	Satisfaction with - Water supply	2%	84%	82%	82%
RM1_3	Satisfaction with - Control of noise	2%	62%	60%	62%
OF2_3	Satisfaction with - Public libraries	2%	85%	84%	83%
OF2_4	Satisfaction with - Regent Theatre	2%	80%	78%	82%
IW1_2	Satisfaction with - Stormwater services (excluding stop banks)	1%	72%	71%	66%
RD1_4	Satisfaction with - Cleanliness of the streets in general	1%	72%	71%	71%
RD1_1	Satisfaction with - Kerbside rubbish and recycling collection	1%	85%	84%	85%
RM1_4	Satisfaction with - Parking enforcement	1%	56%	55%	58%
ID1_5	Satisfaction with - Cycling in the city	-	53%	53%	50%
OF2_2	Satisfaction with - Central Energy Trust Arena	-	68%	68%	70%
ID1_1	Satisfaction with - Roads throughout the city (excluding state highways)	-	51%	51%	56%
ID1_4	Satisfaction with - Availability of parking in the city	-	49%	49%	55%
RD1_3	Satisfaction with - Green waste drop-off points, transfer stations and recycling	-1%	71%	72%	73%
RM1_1	Satisfaction with - Control of roaming dogs	-3%	62%	64%	65%
PRO2_4	Satisfaction with - Walkways and shared pathways	-3%	86%	90%	84%
RD1_2	Satisfaction with - Litter control	-4%	61%	65%	64%
IW1_3	Satisfaction with - Sewerage system	-4%	76%	80%	78%
ID1_2	Satisfaction with - Footpaths throughout the city	-6%	47%	52%	51%
OF2_1	Satisfaction with - Conference and Function Centre	-6%	53%	60%	63%

NOTES:

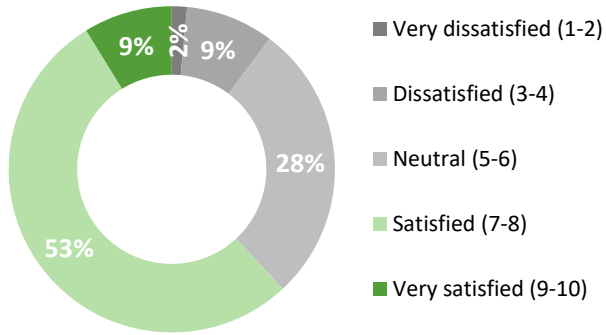
1. Sample: 2019 n=800 ; 2020 n=476 ; 2021 n=437; Excludes don't know responses.

▲ Year-on-year
 Significantly higher
 ▼ Significantly lower

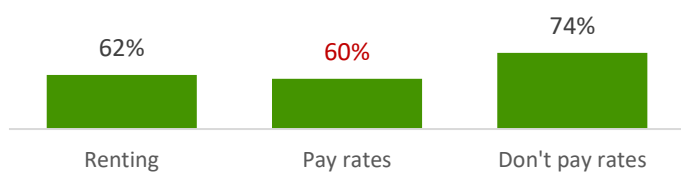
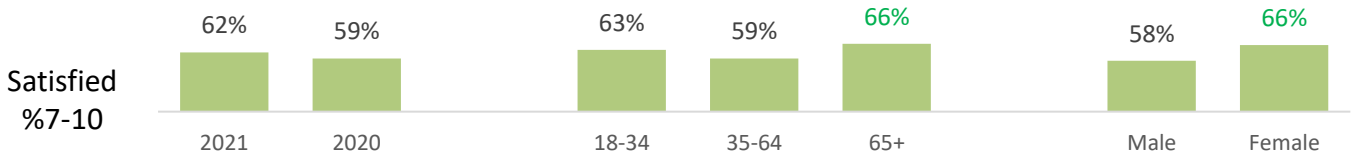


Overall satisfaction with the Council and perceptions of the city

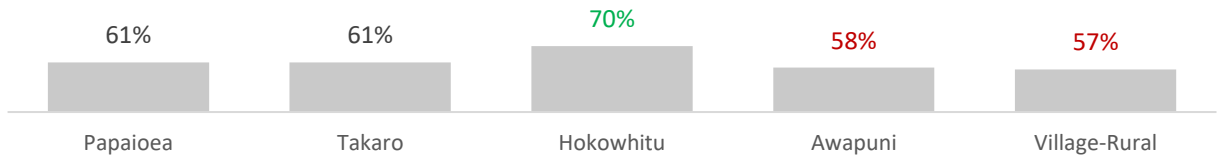
Overall performance



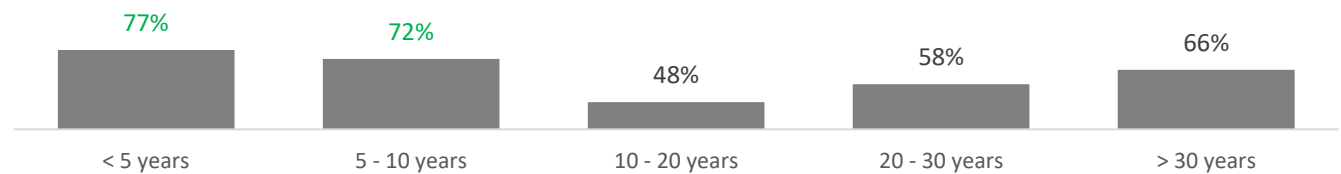
- *Overall satisfaction* with the Council's performance remains high (62%), with just 11% being dissatisfied (%1-4).
- Residents aged 65+ evaluate the Council's performance the highest (66%). However, residents aged 35-64 are least satisfied with a considerably smaller proportion rating overall performance 7-10.
- Females are more likely than males to give a high rating for the Council's performance.



Residents who don't pay rates at all or don't pay them directly (renting) tend to evaluate the Council's performance higher than the residents who pay rates.



- There is a significant gap in overall satisfaction across different wards. While Hokowhitu residents are most satisfied with the Council's performance, residents from Awapuni and the Village-Rural category tend to evaluate the Council lower.
- Residents who are new to the area or have lived in Palmerston North for less than 10 years tend to be more satisfied with the Council when compared to long-time residents.

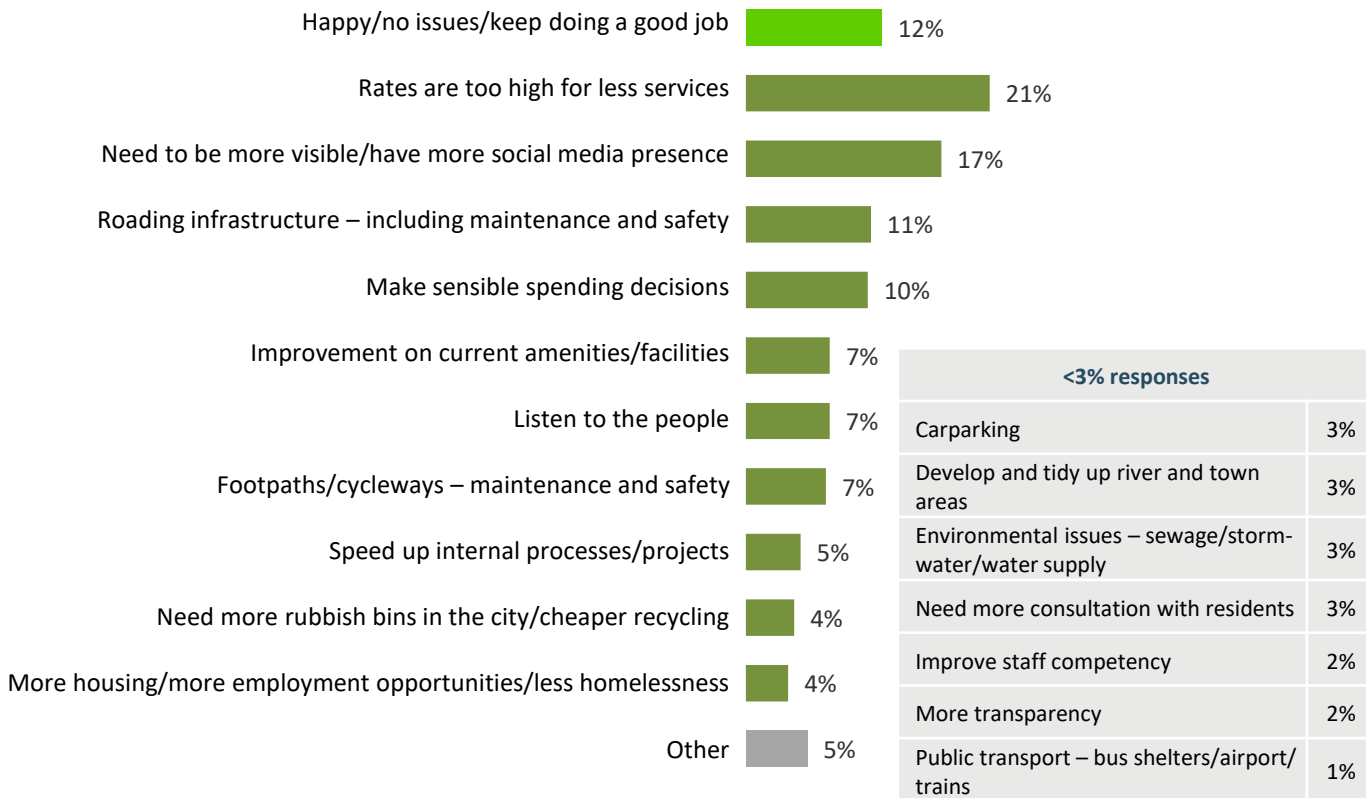


NOTES:

1. Sample: 2020 n=476 ; 2021 n=437; Excludes 'Don't know' responses
2. 18-34 n=90; 35-64 n=198; 65+ n=149;
3. Male n=198; Female n=239;
4. Māori n=56; All Others n=381;
5. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
6. Renting n=42; Pay rates n=361; Don't pay rates n=24;
7. Lived in PN <5 years n=31; 5-10 years n=53; 10-20 years n=75; 20-30 years n=97, >30 years n=177
8. 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?

Between demographics
Significantly higher
Significantly lower

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

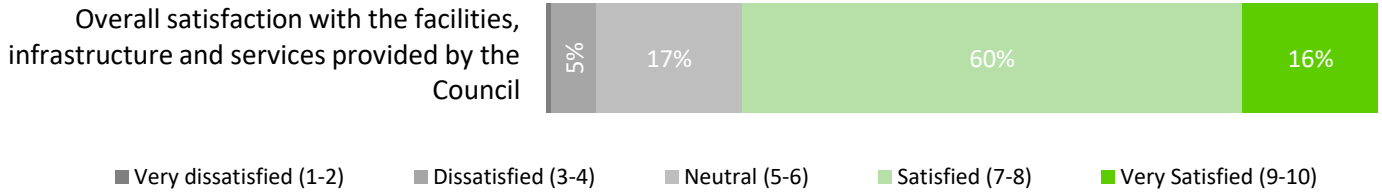


- *The inner city is a ghost town. Most people only visit the Plaza. You could fire a shot gun down Broadway on a weekday afternoon and not hit anyone.*
- *Rates are increasing way to fast. It's getting very expensive to live here. I understand that costs go up, but rates increases are above inflation rates. Reduce rates.*
- *All walking tracks around the suburbs need to be maintained better. Getting very overgrown and neglected.*
- *Money spent on wrong projects. Again, rooding and footpaths.*
- *Recent changes to bus schedules have been inconvenient. Also wonder why the service is only free to pensioners for certain hours? Definitely need better options for the road now that traffic has increased so much.*

- *Keep up what you are doing but emphasise on economic development that is sustainable and improves Palmerston North status environmentally. Include arts and culture in that development not as 'icing on the cake'.*
- *I think that we are fortunate in having some natural leaders on Council. We have a Mayor who seems to build on Councillor's strengths. We need our manager on Council to take a lead from our Councillors, remember that they too are paid by us the ratepayers.*
- *I am not involved in local body politics by choice. However, continue to keep the diversity on the Council, listen to the people, and continue to provide the amazing cultural and environmental opportunities currently available – building on what we currently have in place.*
- *As a senior citizen living alone, I am very grateful the rates have been consistent and carefully managed.*

NOTES:
 1. Sample: 2021 n=437; Excludes 'Don't know' responses
 2. OVS2. Do you have any other comments about the performance of the Palmerston North City Council or improvements that you would like to see made? n=110

Overall facilities, infrastructure and services



Scores with % 7-10	2021	2020	Māori	All others
Overall satisfaction with the facilities, infrastructure and services provided by the Council	76%	77%	72%	77%

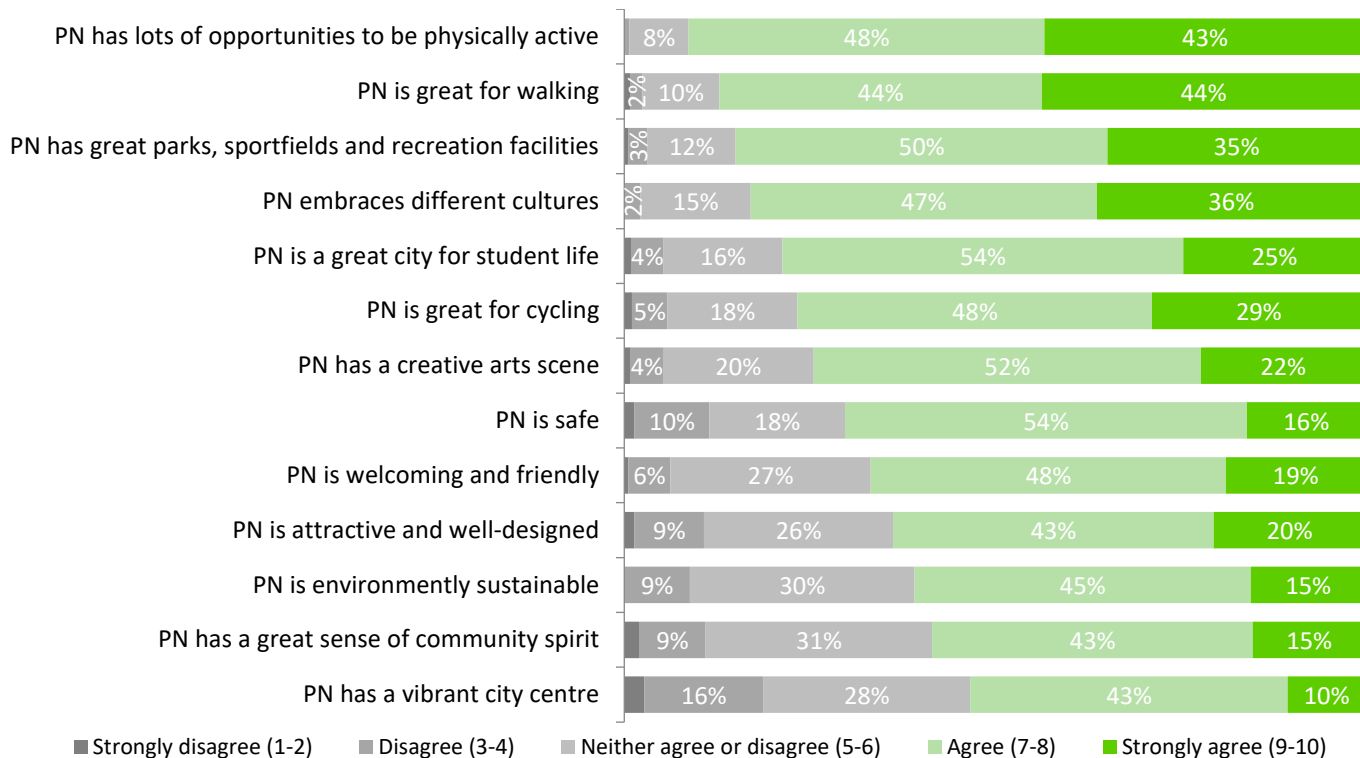
Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall satisfaction with the facilities, infrastructure and services provided by the Council	72%	79%	82%	72%	80%

- More than three in four Palmerston North residents (76%) are satisfied with the *Overall facilities, infrastructure and services* provided and maintained by the Council.
- This proportion is slightly lower for non-Māori and residents from Papaioea and Awapuni

NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. OVLFIIS. When you think about all the facilities, infrastructure and services that the Palmerston North City Council provides, how satisfied are you overall with these?

Overall perceptions of Palmerston North



Scores with % 7-10	2021	2019	18-34 yo	35-64 yo	65+ yo
PN has lots of opportunities to be physically active	91% ▲	87%	91%	91%	92%
PN is great for walking	87%	86%	87%	87%	87%
PN has great parks, sportfields and recreation facilities	85%	85%	85%	83%	89%
PN embraces different cultures	83%	82%	78%	86%	85%
PN is a great city for student life	79%	76%	71%	86%	80%
PN is great for cycling	77% ▲	71%	77%	77%	76%
PN has a creative arts scene	74% ▲	68%	69%	77%	80%
PN is safe	70%	65%	70%	69%	74%
PN is welcoming and friendly	67%	69%	64%	65%	75%
PN is attractive and well designed	64%	62%	59%	64%	74%
PN is environmentally sustainable	61% ▲	54%	62%	54%	72%
PN has a great sense of community spirit	58%	57%	50%	60%	71%
PN has a vibrant city centre	53% ▲	47%	56%	47%	63%

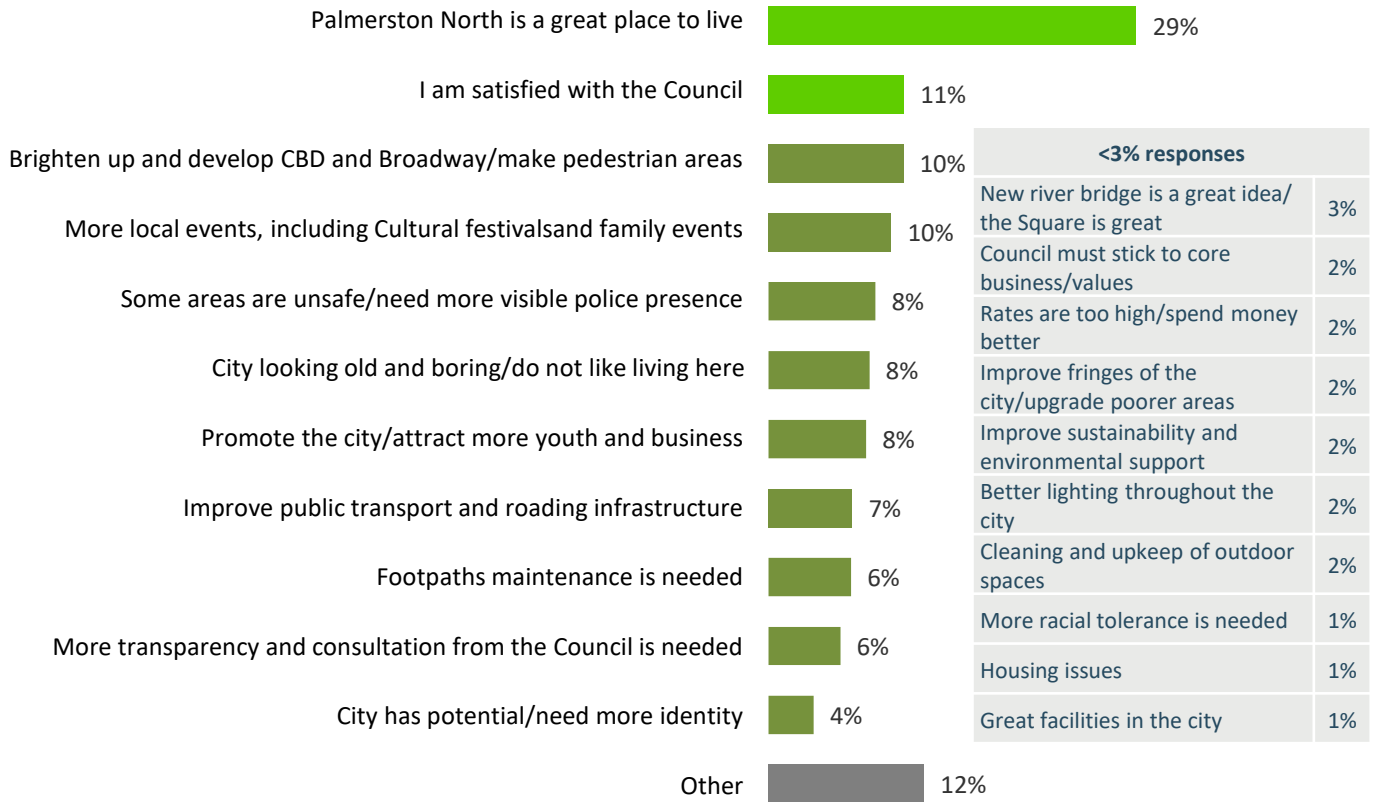
- Overall perceptions of Palmerston North have significantly increased in five areas (those marked with green arrows) in the past 24 months.
- Residents aged 18-34 tend to have a lower perception of the city than older age groups. A significant difference was noted for aspects described as being ‘great for student life’, ‘attractive and well designed’ and having a ‘great sense of community spirit’.

NOTES:

1. Sample: 2019 n=800 ; 2021 n=437; Excludes ‘Don’t know’ responses
2. 18-34 n=90; 35-64 n=198; 65+ n=149;
3. PD1. Please indicate your overall perception of Palmerston North using the 1-10 scale where 1 means ‘strongly disagree’ and 10 means ‘strongly agree’

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

General comments



- *Street lighting needs to be improved; the new lighting is terrible in most streets. We seem to be accumulating more and more troublesome folk, car chases, and not enough policing. Advocate for more policing and security in our city please. Don't back down on this issue, it is going to get worse with more unemployment.*
- *Stop spending money on The Square and focus on our greatest material landmark, the River.*
- *This Council needs to remember that we are a small New Zealand city, and not a large European city with loads of public transport. We do not necessarily want to be like other overseas cities. Some of your planners are spinning in space with their ideas.*
- *The city centre is looking old. Old buildings, not enough parking, it is unattractive. Get rid of the old buildings, force those landlords to clean up the buildings or sell up and get out.*

- *We are fortunate in that we have tertiary institutions, good for jobs and families. We have large to small venues for the arts, good for performance attracting events. However, not easy to get around. We are growing, changing, putting pressure on infrastructure. Essential services need to come first. Look after the people who are here. Just be who we are. Danger that we want to grow more, want more, et cetera. Need to keep a space for basics first.*
- *I love Palmy, it feels fresh, and the town Square is the right size. Not so much now but when I did socialize it was easy to move from one bar to another. No hassle with anyone. Lovely cycle and walk tracks. Especially the one out to Linton.*
- *I am extremely positive about the development by the City Council of the Papaioea Village housing complex. People's gardens show their pride of being part of this community.*

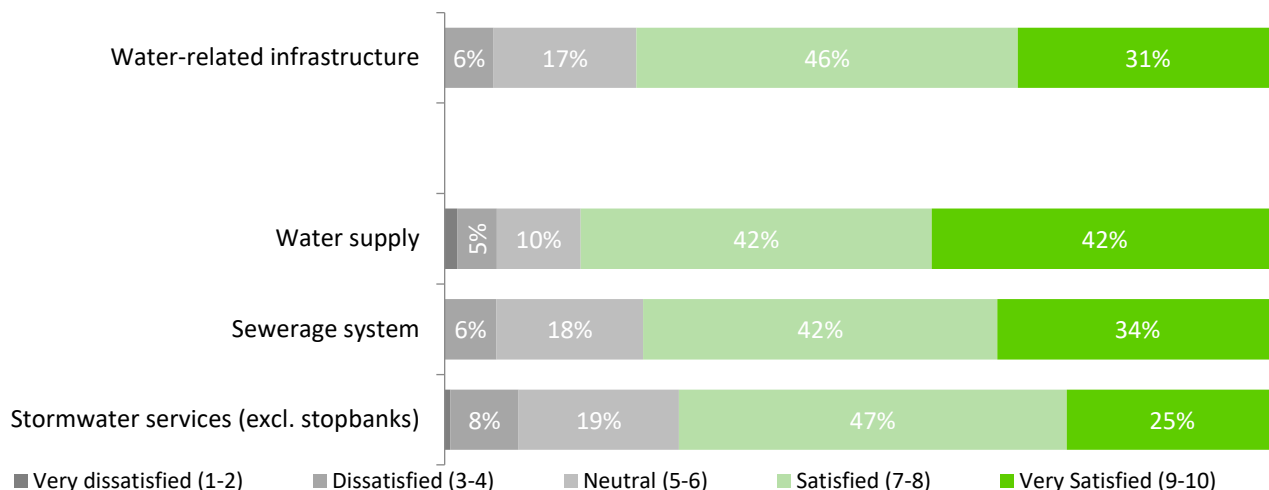
NOTES:
 1. Sample: 2021 n=437; Excludes 'Don't know' responses
 2. GEN. Do you have any other comments that you would like to make about the City Council or Palmerston North generally? n=101



Satisfaction with Infrastructure

Satisfaction with services and infrastructure

Water-related infrastructure



Scores with % 7-10	2021	2020	Māori	All others
Water-related infrastructure	77%	72%	69%	78%
Water supply	84%	82%	83%	84%
Sewerage system	76%	80%	74%	76%
Stormwater services (excl. stopbanks)	72%	71%	62%	74%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Water-related infrastructure	80%	74%	85%	72%	68%
Water supply	87%	84%	87%	87%	66%
Sewerage system	73%	77%	86%	74%	68%
Stormwater services (excl. stopbanks)	74%	74%	76%	65%	70%

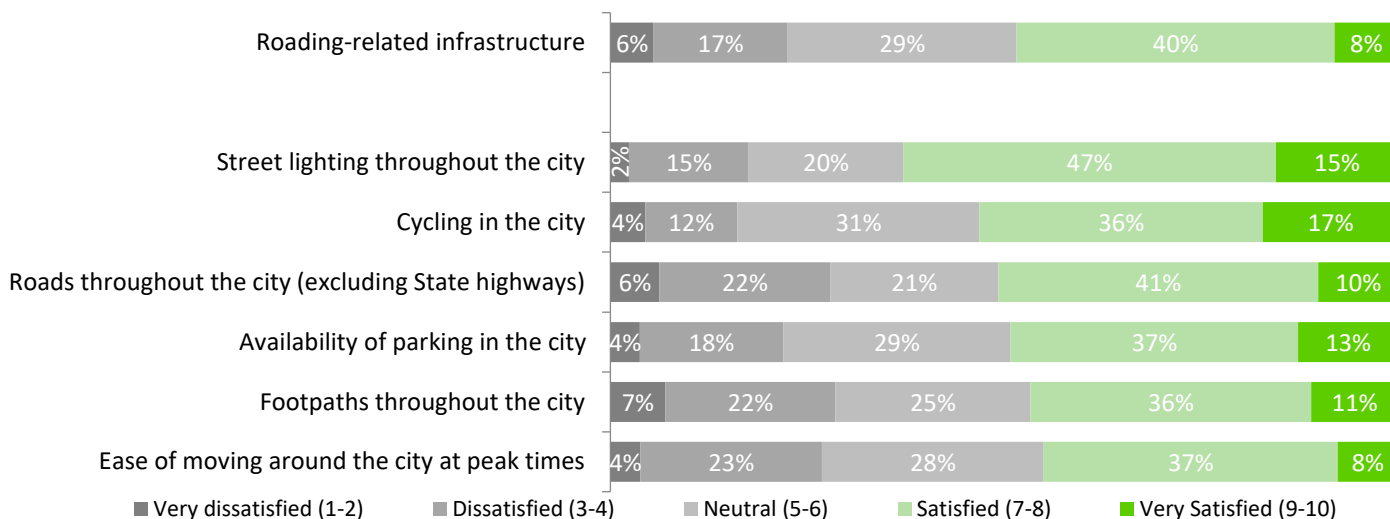
- Overall performance across water-related infrastructure metrics remains consistent over time.
- Residents in the Village-Rural category are the most dissatisfied when it comes to water supply compared with other wards.
- At the same time, residents from Hokowhitu are especially satisfied with the sewage systems in their area.

NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. IW1. How satisfied are you with each of the following Council services?

Between demographics
Significantly higher
Significantly lower

Roading-related infrastructure



Scores with % 7-10	2021	2020	Māori	All others
Roading-related infrastructure	48%	46%	49%	48%
Street lighting throughout the city	63%	60%	57%	64%
Cycling in the city	53%	53%	61%	52%
Roads throughout the city (excluding State highways)	51%	51%	42%	52%
Availability of parking in the city	49%	49%	54%	48%
Footpaths throughout the city	47%	52%	42%	47%
Ease of moving around the city at peak times	45%	41%	41%	46%

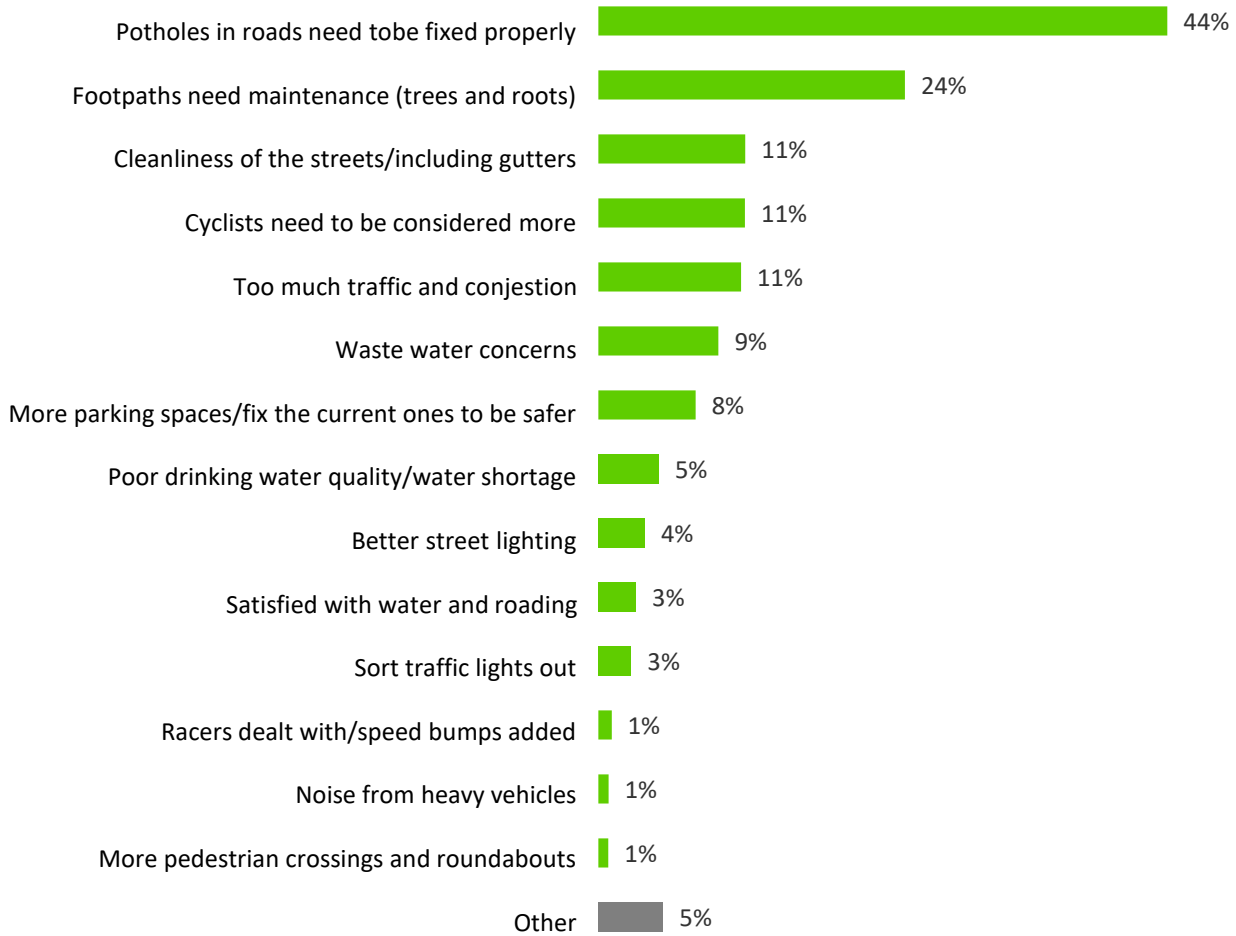
Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Roading-related infrastructure	40%	49%	56%	46%	55%
Street lighting throughout the city	62%	59%	58%	60%	78%
Cycling in the city	44%	66%	55%	60%	47%
Roads throughout the city (excluding State highways)	49%	51%	59%	42%	55%
Availability of parking in the city	47%	37%	54%	56%	47%
Footpaths throughout the city	48%	58%	45%	42%	44%
Ease of moving around the city at peak times	37%	38%	41%	48%	67%

Even though the *Overall roading infrastructure* metrics are evaluated lower compared to other areas of Council's performance, residents from the Village-Rural category are significantly more satisfied with *Street lighting* and *Ease of moving around at peak times*, compared to respondents residing elsewhere.

- NOTES:
- Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
 - Māori n=56; All Others n=381;
 - Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
 - ID1. How satisfied are you with each of the following Council services?

Between demographics
Significantly higher
Significantly lower

Comments about roading-related or water-related infrastructure



- *Uneven roads, poor tar-sealing. Unhappy with sewage discharge into the Manawatu River.*
- *The roads aren't in a good state. I encounter many potholes daily. Especially in the Riverdale and Summerhill areas.*
- *Footpaths often have tree roots pushing up sealing, older people could trip over them.*
- *Too many street signs missing.*
- *Some footpaths mainly need attention for us old folk.*
- *Roading surfaces should be maintained much better.*
- *Resealing of the roads is unacceptable. The finish is breaking down almost immediately when a patch up job is attempted.*

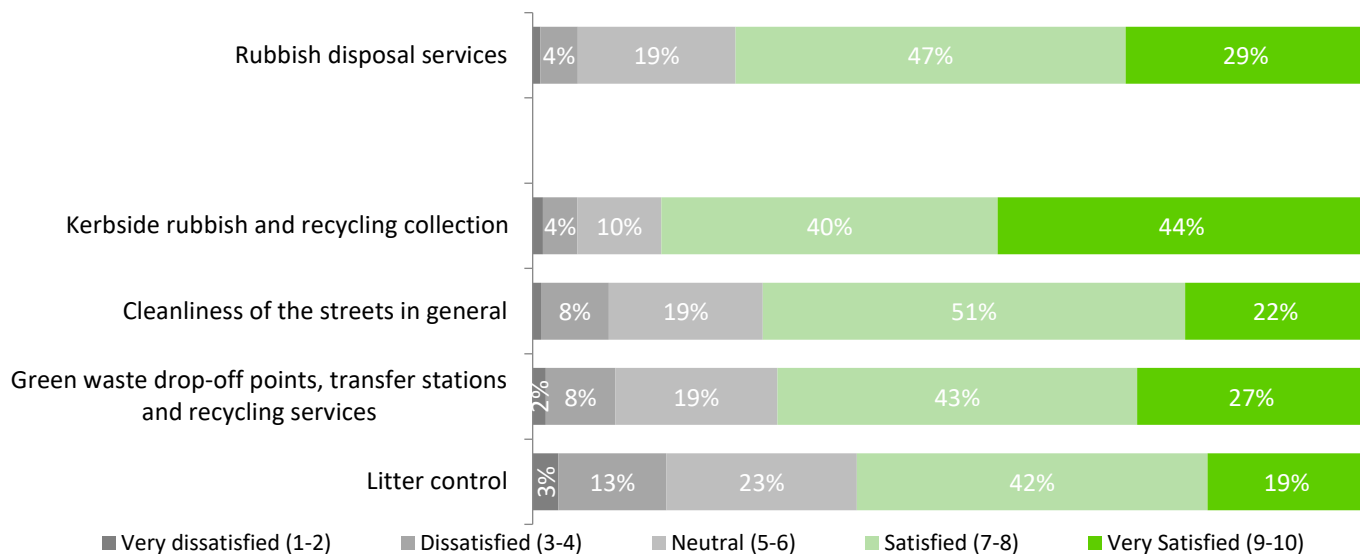


- *I bike a lot and enjoy the cycle lanes. Footpaths for the elderly are below standard and quite risky in places. Grateful that we don't pay for water usage.*
- *The development of the cycle lanes throughout the city feels positive and effective. There are still several congestion sites for traffic but overall, the city flows well.*
- *A big task – is well-handled, as resources allow, I'm sure.*
- *Beautiful garden-like, very clean.*
- *Roads not a priority. Just make sure disabled people can use footpaths and crossroads. Keep nibs at edge of paths onto roads low.*

NOTES:

1. Sample: 2021 n=437; excludes 'Don't know' and 'I don't use it' responses VB2. Do you have any comments about the city's roading or water related infrastructure? n=255

Rubbish disposal services



Scores with % 7-10	2021	2020	Māori	All others
Rubbish disposal services	76%	76%	78%	75%
Kerbside rubbish and recycling collection	85%	84%	84%	85%
Cleanliness of the streets in general	72%	71%	78%	71%
Green waste drop-off points, transfer stations and recycling services	71%	72%	68%	71%
Litter control	61%	65%	55%	62%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Rubbish disposal services	74%	74%	82%	73%	75%
Kerbside rubbish and recycling collection	84%	83%	84%	82%	93%
Cleanliness of the streets in general	70%	76%	78%	69%	71%
Green waste drop-off points, transfer stations and recycling services	66%	71%	79%	74%	62%
Litter control	57%	51%	71%	60%	64%

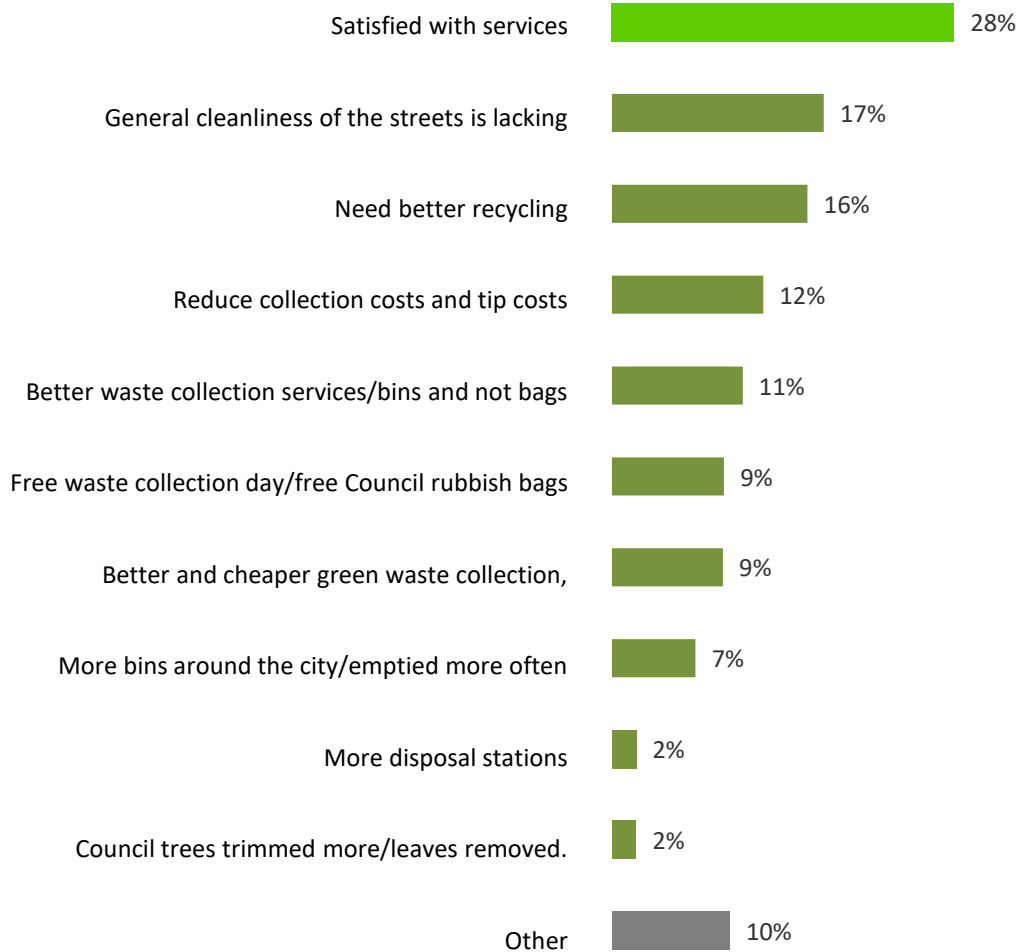
- More than three in four residents (76%) are satisfied with rubbish disposal services in Palmerston North. *Kerbside rubbish and recycling collection* is the area with the highest performance (85% satisfied).
- However, *Litter control* is the area rated lowest overall, with 61% satisfied. Residents from Papaioea and Takaro are the most likely to be satisfied with litter control.

NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. RD1. How satisfied are you with each of the following Council services?
5. DEM5 What suburb or township do you live in?
6. DEM3. Which of the following ethnicities do you associate with?

Between demographics
 Significantly higher
 Significantly lower

Comments about rubbish disposal



- *Rubbish bins in the park should be improved. People are just leaving their house rubbish in it.*
- *Cost for green waste can be prohibitive. It is generally mulched and bagged for sale.*
- *Rubbish collection is a joke. So many rules and dos and don'ts, no wonder people dump rubbish.*
- *There are no clear instructions on what to put in recycle bins and it's difficult for visitors or people new to the area.*
- *The cost to drop off waste is too expensive and that is why rubbish is left on the road.*
- *What litter control? Unless it is in The Square it doesn't happen. Weeds grow everywhere and there are bottles everywhere.*

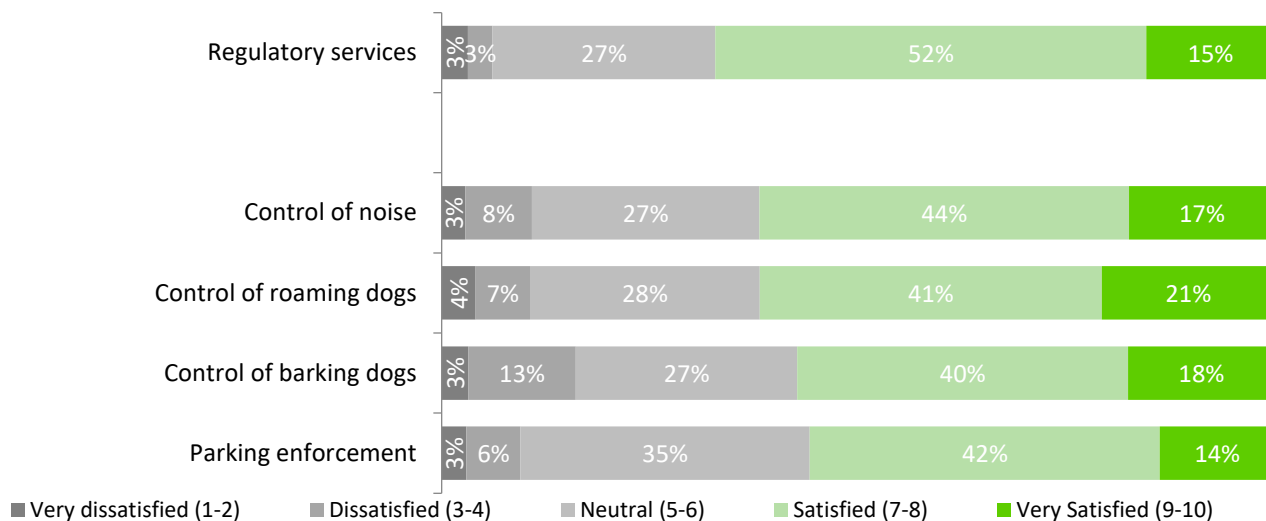


- *Services are timely and efficient.*
- *I think the rubbish collection would be more efficient if Wheelie Bins were standard issue rather than bags.*
- *Palmerston North City Council – good job, working earnest, number one and beautiful.*
- *Good job by the clean up crews. Well done.*
- *I love the fact that we have a bin for glass and one for recycling. Awesome. Litter will pretty much always be a problem in some places.*
- *Kerbside green waste and kitchen scrap collection may be useful. We compost ours but have heard of landlords that don't allow tenants to compost.*
- *Keep going because you are doing your best.*

NOTES:

1. Sample: 2021 n=437; 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=206

Regulatory Services



Scores with % 7-10	2021	2020	Māori	All others
Regulatory services	67%	61%	56%	69%
Control of noise	62%	60%	56%	63%
Control of roaming dogs	62%	64%	56%	63%
Control of barking dogs	57%	54%	52%	58%
Parking enforcement	56%	55%	56%	56%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Regulatory services	63%	56%	74%	66%	75%
Control of noise	59%	53%	71%	57%	69%
Control of roaming dogs	56%	54%	74%	60%	66%
Control of barking dogs	54%	45%	60%	56%	70%
Parking enforcement	49%	50%	65%	58%	59%

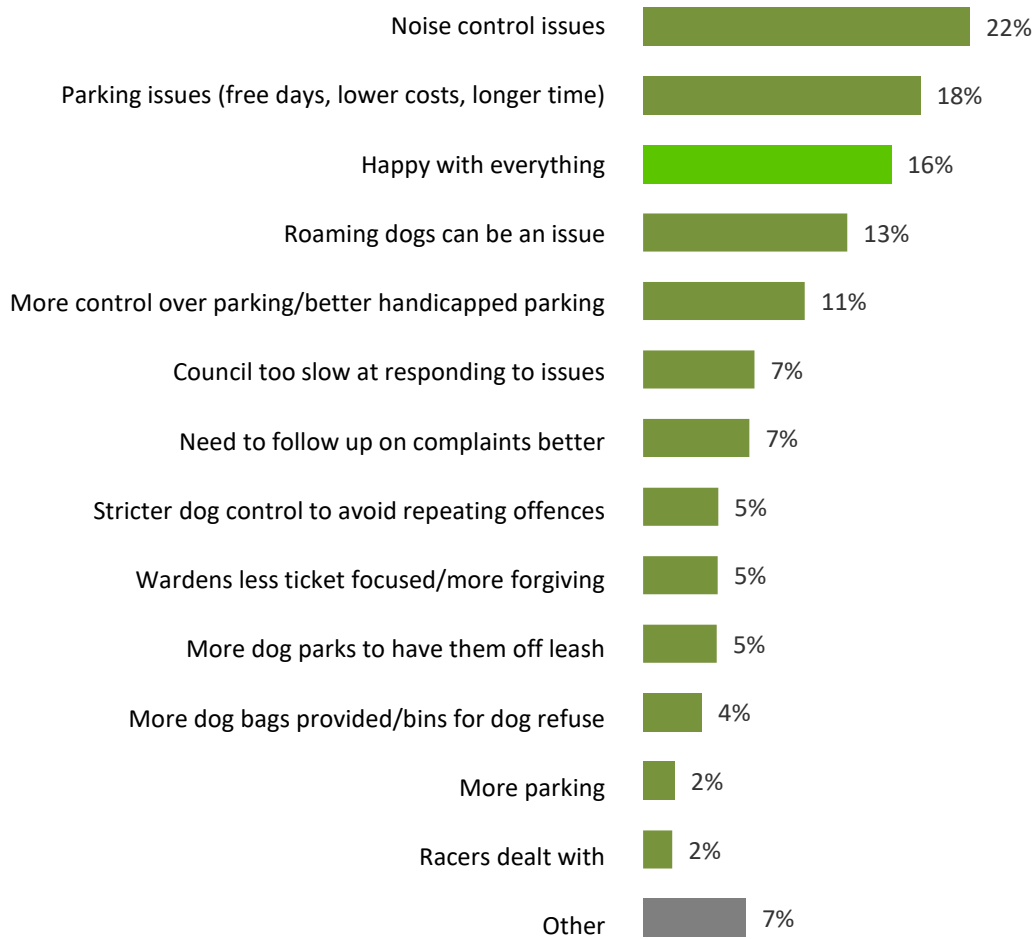
- More than two-thirds of Palmerston North residents (67%) are satisfied with *Regulatory services*, which is a slight increase from 61% recorded 12 months ago.
- Papaioea and Takaro are more dissatisfied than other wards when it comes to *Parking enforcement* and *Control of roaming dogs*.

NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. RM1. How satisfied are you with each of the following Council services?

Between demographics
 Significantly higher
 Significantly lower

Comments About Regulatory Services



- *A dumped car with flats, no registration in front of my house for weeks. Multiple complaints, but still there. Some dogs are a huge nuisance, lots of barking.*
- *It seems to be that more discernment is needed at gatherings. Knee jerk reaction, some neighbours can be noise averse which is against the spirit of the community. Some animals on the loose can be very scary. It should not be reliant on someone ringing in an animal making a nuisance of themselves. We need more Council people on foot in our communities.*
- *Traffic noise complaint going nowhere. Ping-ponging between PNCC and Police; noise control and infrastructure.*
- *Parking costs are outrageous, and no leeway given, to go and get change.*



- *Council could partner with Police to install CCTV at intersections to identify and apprehend noise making reckless drivers.*
- *Parking is so cheap in Palmerston North compared to elsewhere, we are so lucky.*
- *Don't have big problem with dogs, no major issues in our neighborhood. Noise sometimes a problem, but not too bad where we live.*
- *As a dog owner, I really appreciate the off-leash dog areas such as Fitzherbert walkways. Please increase these areas, for example sledge track.*
- *No issues with dogs or noise in my area. Would like Council to prioritise infrastructure over the nice to have.*
- *Thank you for services provided. Very happy to be a ratepayer here in Palmerston North.*

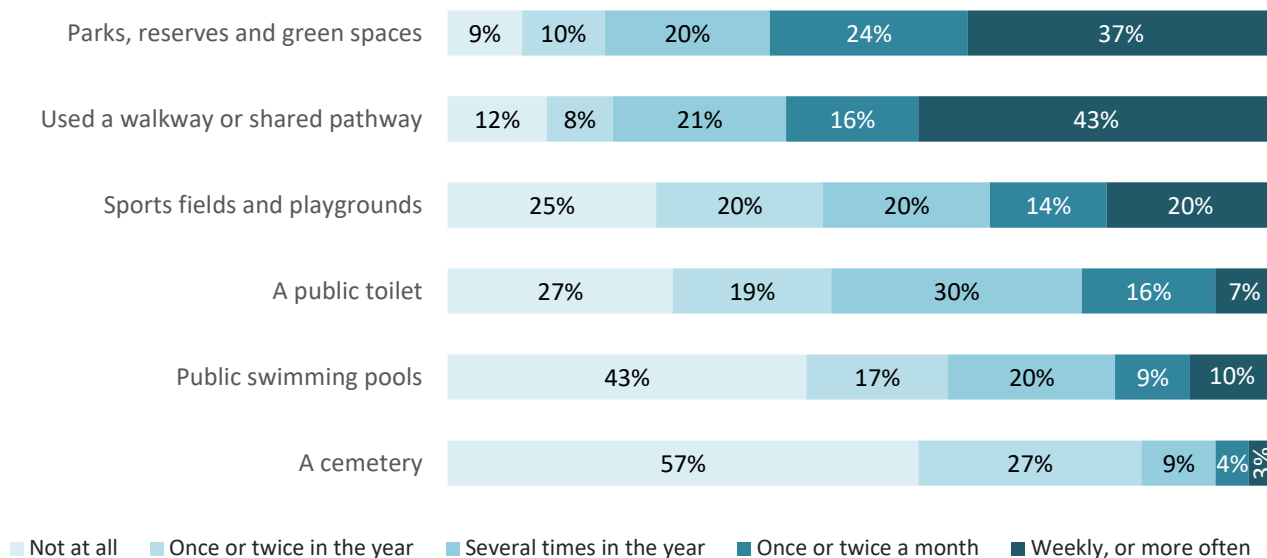
NOTES:
 1. Sample: 2021 n=437; excludes 'Don't know' and 'Doesn't relate to me' responses.
 2. VB3. Do you have any comments about any of these services that the Palmerston North City Council provides? n=144



Satisfaction with Parks and Reserves

Satisfaction with parks, reserves, open spaces and other public facilities

Parks, reserves and open spaces: Visitation



Visited at least once in last 12 months	2021	2020	2019
Parks, reserves and green spaces	91% ▼	95%	94%
Sports fields and playgrounds	75%	77%	77%
Public swimming pools	57%	60%	59%
Used a walkway or shared pathway	88%	91%	87%
A cemetery	43%	42%	46%
A public toilet	27%	25%	18%

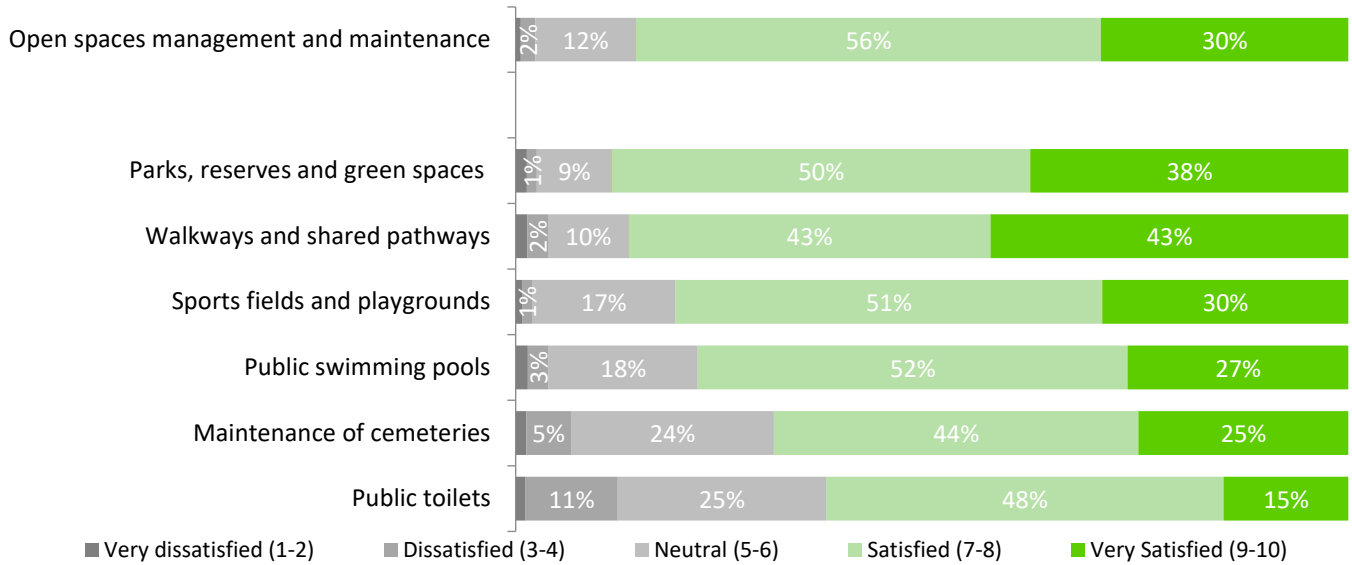
- Overall usage of parks, reserves, open spaces and other outdoor facilities has remained consistent.
- However, in the last 12 months, there has been a noticeable decline in visitation to *Parks, reserves and green spaces*.
- Visitation to *Sports fields and playgrounds*, *Public swimming pools* and *Walkways* has also slightly decreased since the 2019/2020 reporting period.
- This trend has emerged despite all four waves of data collection occurring after the designated COVID-related lockdown periods.

NOTES:

1. Sample: 2021 n= 437; 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:

▲ Year-on-year Significantly higher
▼ Significantly lower

Parks, reserves and open spaces: Satisfaction overall



Scores with % 7-10	2021	2020	Māori	All others
Open spaces management and maintenance	86%	86%	86%	85%
Parks, reserves and green spaces	88% ▲	82%	92%	88%
Walkways and shared pathways	86%	90%	87%	86%
Sports fields and playgrounds	81% ▲	71%	93%	79%
Public swimming pools	78% ▲	59%	89%	76%
Maintenance of cemeteries	69%	65%	69%	69%
Public toilets	63% ▲	52%	45%	66%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Open spaces management and maintenance	82%	81%	89%	89%	86%
Parks, reserves and green spaces	85%	79%	90%	95%	91%
Walkways and shared pathways	79%	81%	92%	95%	84%
Sports fields and playgrounds	76%	71%	81%	87%	88%
Public swimming pools	74%	70%	78%	87%	80%
Maintenance of cemeteries	69%	57%	76%	58%	82%
Public toilets	52%	65%	63%	60%	87%

- More than four in five residents (86%) are satisfied with *Open spaces management and maintenance*, consistent with the previous reporting period.
- Residents from Takaro are more likely to be dissatisfied with *Sports fields and playgrounds*, and *Parks, reserves and green spaces*.
- At the same time, Awapuni and Hokowhitu residents are most satisfied with *Walkways and shared pathways*.

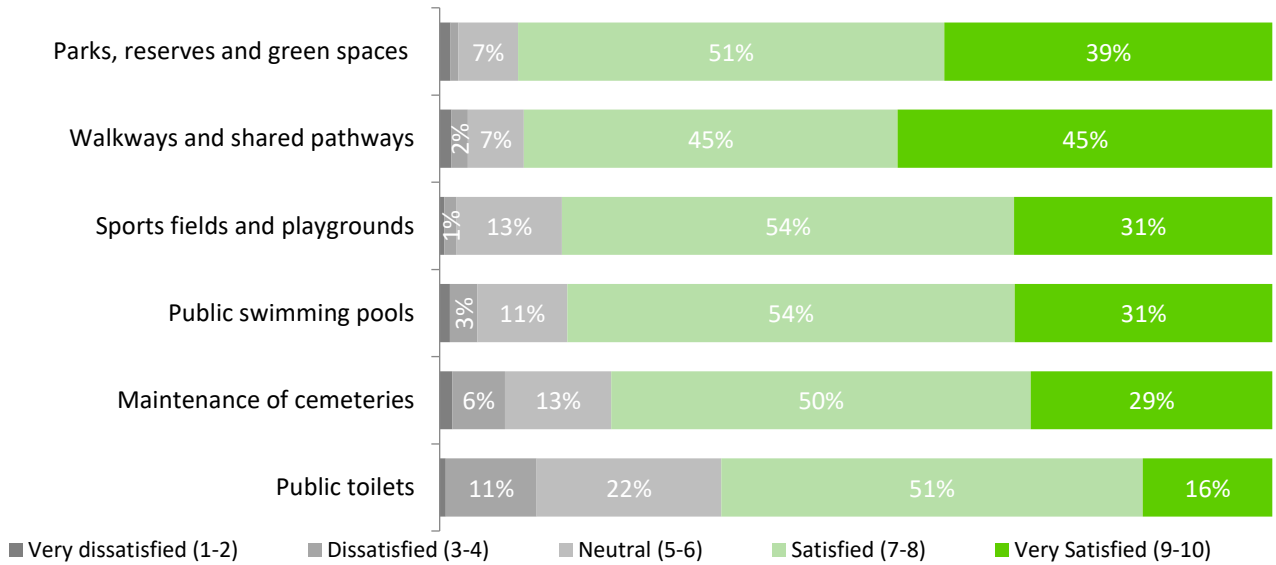
NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. PRO2. How satisfied are you with each of the following?

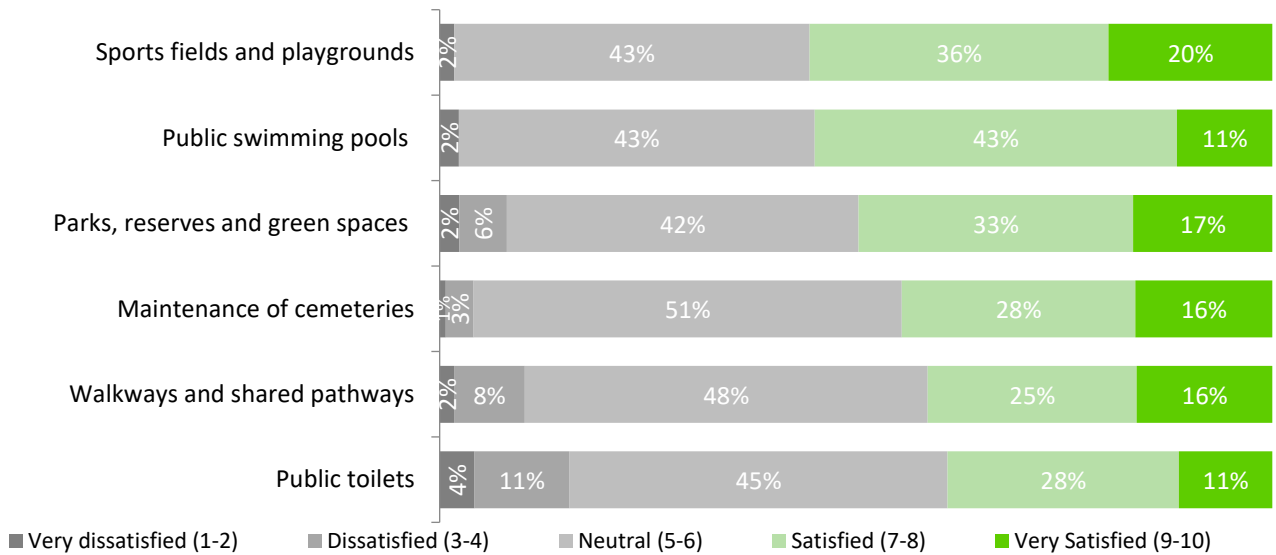
▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Parks, reserves and open spaces: Satisfaction for Users vs Non-users

Users



Non-users

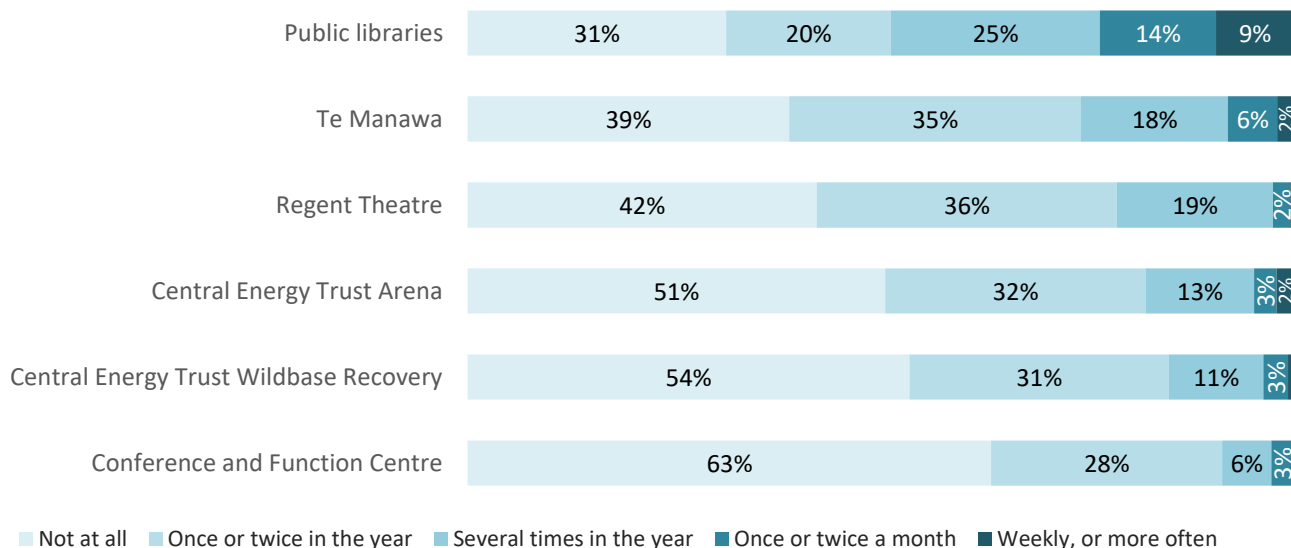


- Users are more likely to be satisfied with *Parks, reserves and green spaces* than those who have not visited these facilities in the last 12 months.
- Users are most satisfied with *Parks, reserves and green spaces* (91%), and *Walkways and shared pathways* (90%), while Non-users are most satisfied with *Sports fields and playgrounds* (56%) and *Public swimming pools* (55%).
- Both Users and Non-users are least satisfied with the *Public toilets* category.

NOTES:

1. Sample: 2020 n=476; 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?

Other public facilities: Visitation



Visited at least once in last 12 months	2021	2020	2019
Public libraries	69%	74%	71%
Te Manawa	61% ▼	68%	61%
Regent Theatre	58% ▼	70%	66%
Central Energy Trust Arena	49% ▼	68%	61%
Central Energy Trust Wildbase Recovery	46%	40%	-
Conference and Function Centre	37% ▼	49%	45%

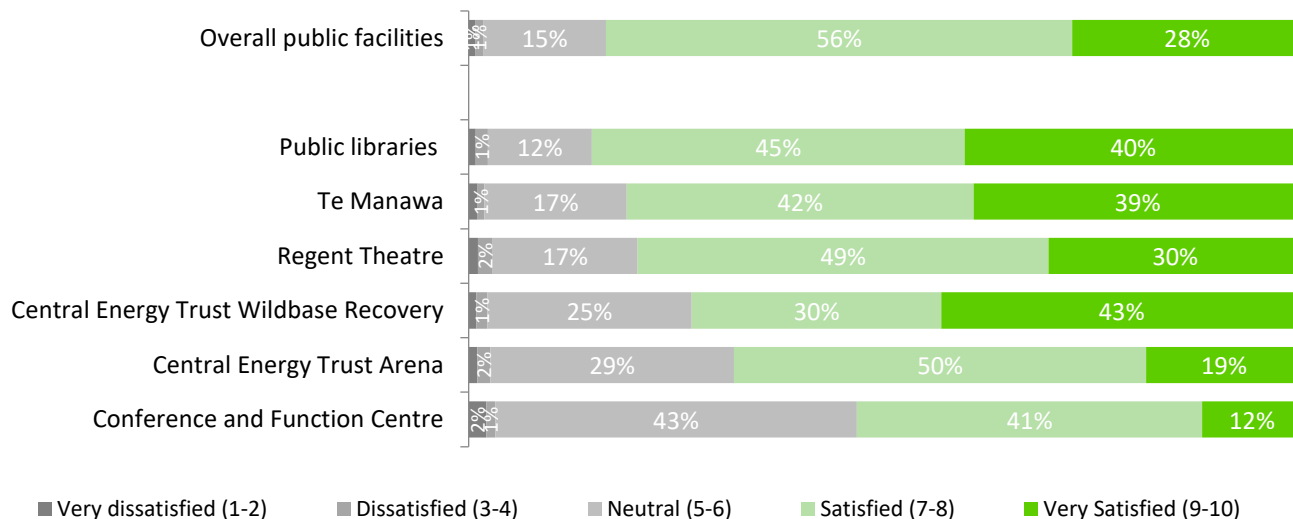
- *Public libraries* are the most frequently visited Council facilities. Although visitation has lowered in the last 12 months, more than two in three (69%) residents have attended a library at least once in last year. Also, one in four (25%) residents visiting at least once or twice a month.
- Visitation is significantly lower than 12 months ago at *Te Manawa* (61%), the *Regent Theatre* (58%), the *Central Energy Trust Arena* (49%), and the *Conference and Function Centre* (37%).

NOTES:

1. Sample: 2021 n= 437; 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:

Year-on-year
 Significantly higher
 Significantly lower

Other public facilities: Overall satisfaction



Scores with % 7-10	2021	2020	Māori	All others
Overall public facilities	84%	84%	84%	83%
Public libraries	85%	84%	86%	81%
Te Manawa	81%	76%	80%	87%
Regent Theatre	80%	78%	80%	79%
Central Energy Trust Wildbase Recovery	73%	71%	74%	67%
Central Energy Trust Arena	68%	68%	68%	66%
Conference and Function Centre	53%	60%	54%	50%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall public facilities	80%	83%	88%	80%	89%
Public libraries	75%	84%	88%	91%	94%
Te Manawa	76%	76%	84%	90%	78%
Regent Theatre	71%	75%	88%	78%	89%
Central Energy Trust Wildbase Recovery	67%	67%	84%	72%	76%
Central Energy Trust Arena	70%	69%	70%	64%	66%
Conference and Function Centre	59%	56%	59%	44%	43%

- Satisfaction with public facilities has remained high over the past 12 months, with 84% of residents satisfied.
- Most residents (85%) are satisfied with public libraries; however, respondents residing in Papaioea are the least likely to evaluate libraries highly.

NOTES:

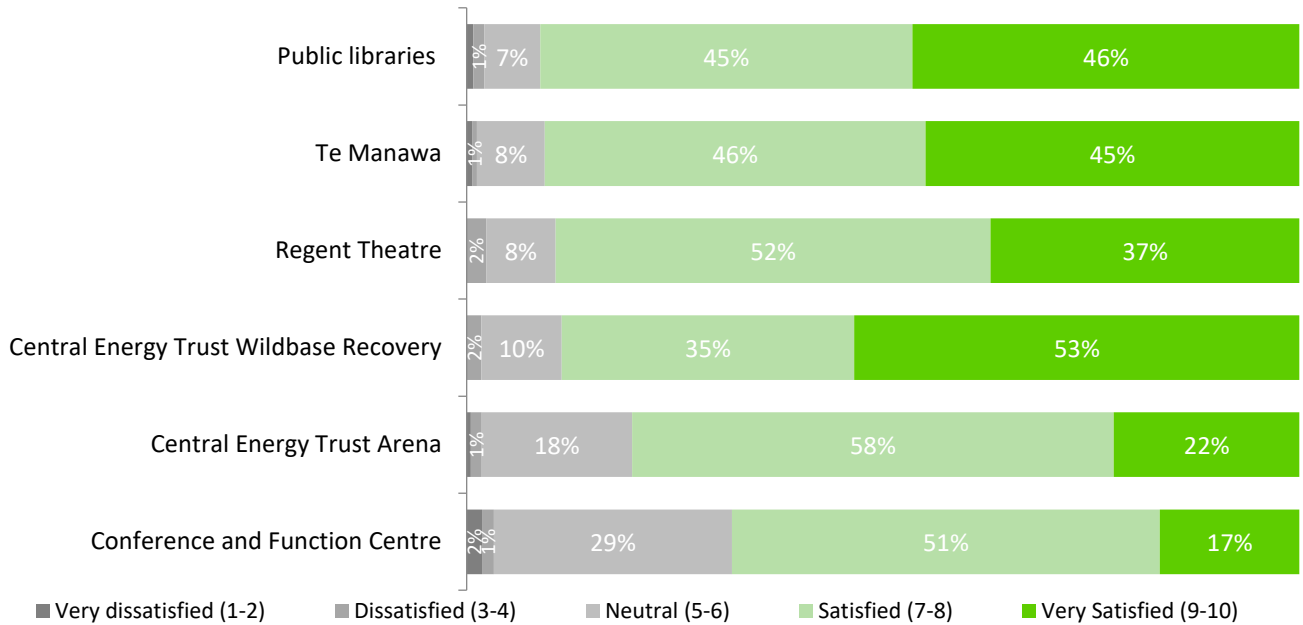
1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. OF2. How satisfied are you with each of the following venues?

▲ Significantly higher
▼ Significantly lower

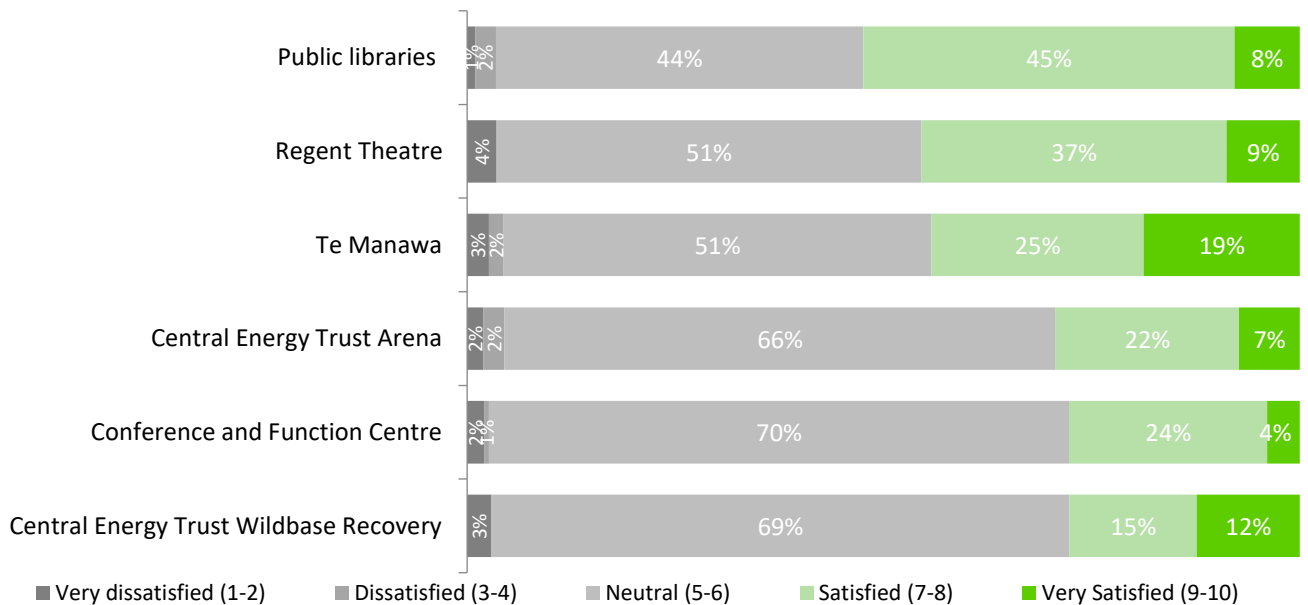
▲ Significantly higher
▼ Significantly lower

Other public facilities: Satisfaction for Users vs Non-users

Users



Non-users

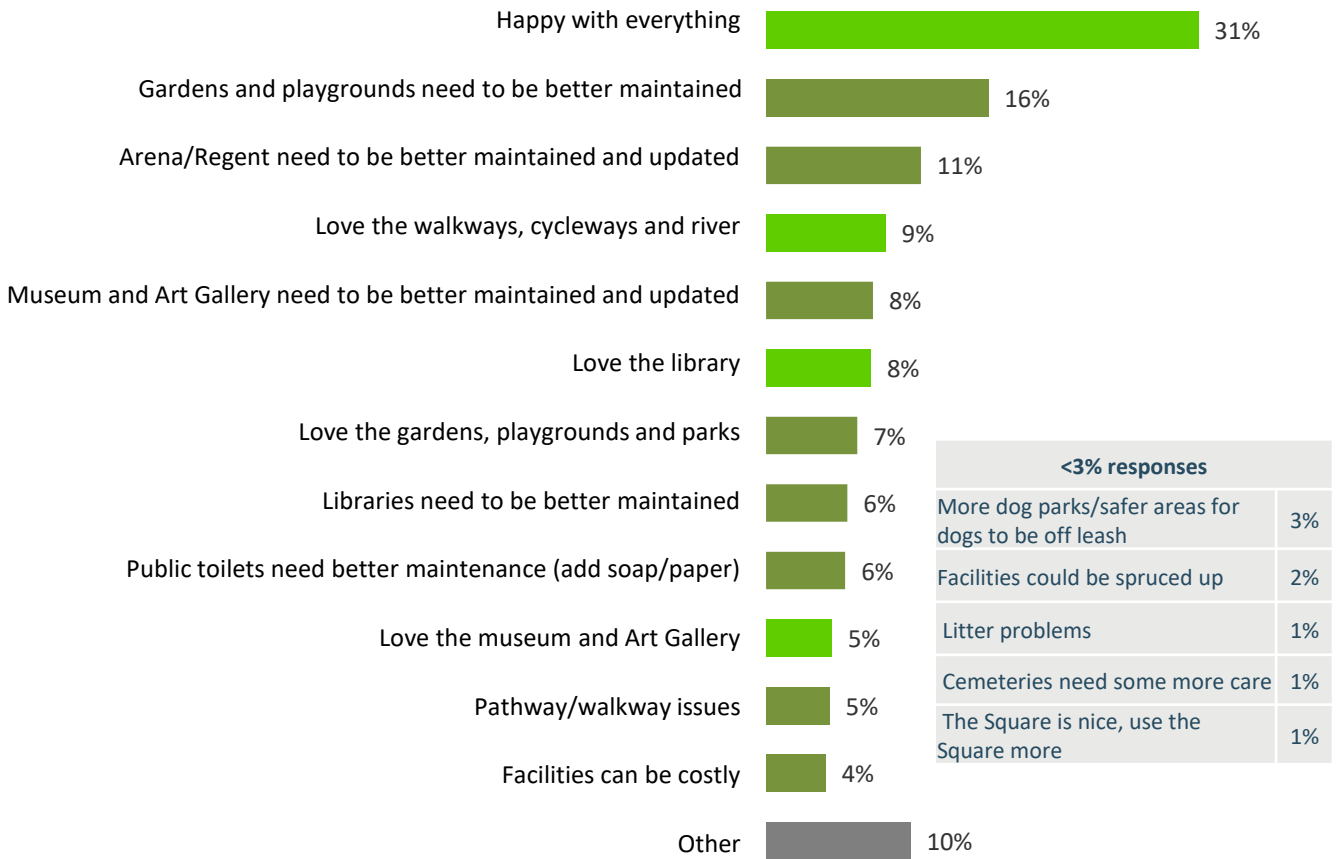


- Overall users are considerably more satisfied with public facilities than non-users.
- Public libraries remain the most highly valued facility type among both users and non-users.

NOTES:

1. Sample: 2020 n=476; 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?

Comments about recreation and cultural facilities



- *Lack of parking around these facilities is frustrating and discourages people from using them.*
- *The bikers on the shared walkways seem to think they own them and the walkers are just a pain.*
- *The Council should spend more money on arts and creativity. Better quality productions at The Regent. The parks and the Arena should be utilised more for festivals and shows, for example, end of month markets and night markets with live music next to the river.*
- *Yes, we love to visit the library especially with a 2 year old. However, I feel the facilities are really lacking. The opening hours are very restricted and it would be fantastic if there was a cafe onsite. The kids' area could also do with a revamp. It would be worth looking at the children's area in the library in new Plymouth. Theirs is excellent.*



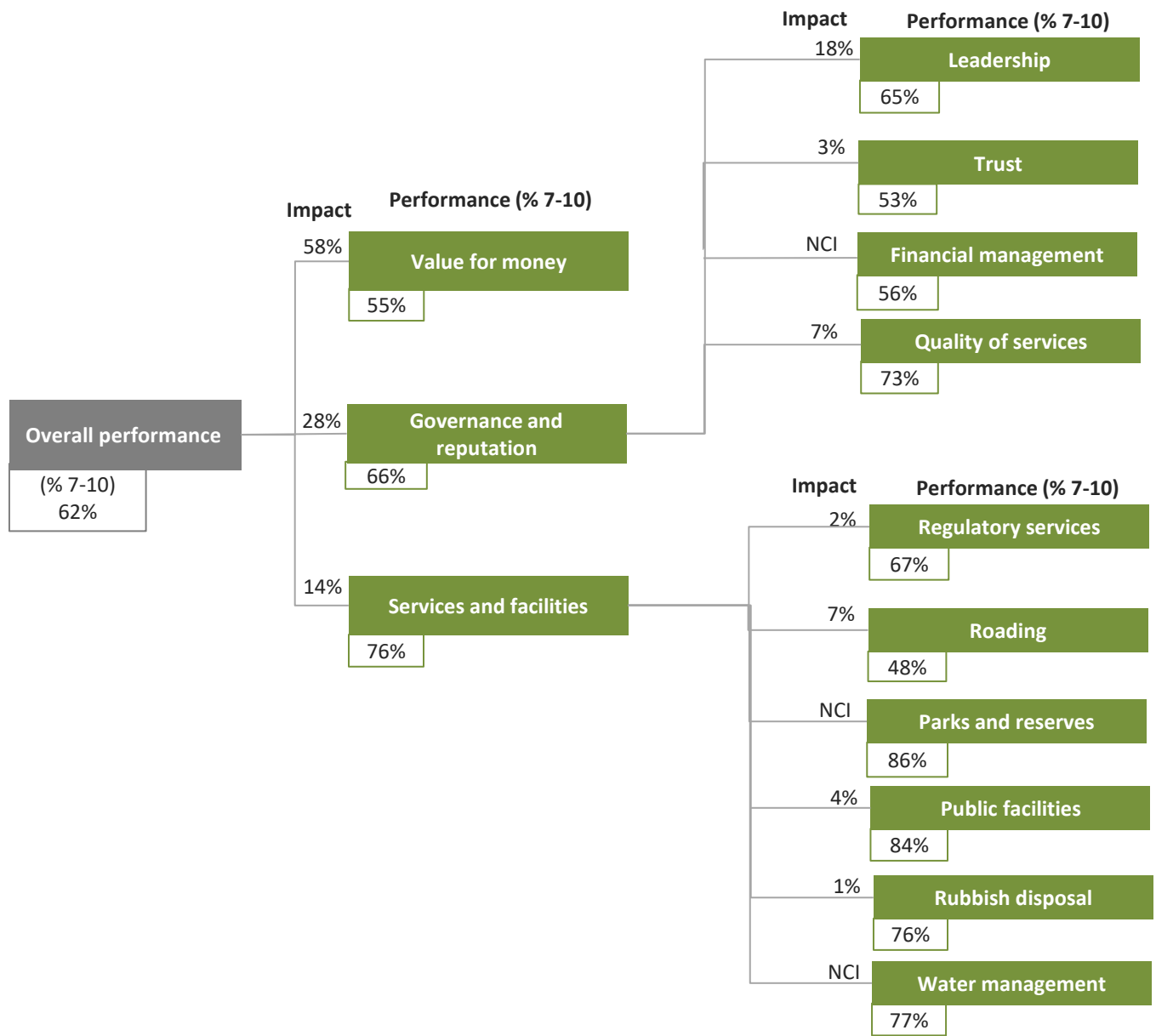
- *We are lucky to have the facilities we have, and they provide a great service. The Council supports them reasonably well, although in relation to its support and expectations it also needs to allow for greater human resourcing of the facilities to ensure that staffing is adequate.*
- *I use the library facilities frequently and I am very favourably impressed by library contents, staff abilities and helpfulness et cetera, including various speakers and interest groups. It is great to see the number of young people at the library in family groups too.*
- *I think the Palmerston North City Council have done an amazing job with our outdoor spaces, especially the river track.*
- *The esplanade is the jewel, it's Palmerston North's crown and much love for the new pedestrian bridge over the river.*
- *I think it's great. Our family loves to visit places such as the Esplanade and Te Manawa.*

NOTES:
 1. Sample: 2021 n=437; excludes 'Don't know' and 'Doesn't relate to me' responses.
 2. VB1. Do you have any comments about the city's recreation and cultural facilities? n=133



Drivers of overall satisfaction

Drivers of perceptions of Palmerston North City Council’s performance

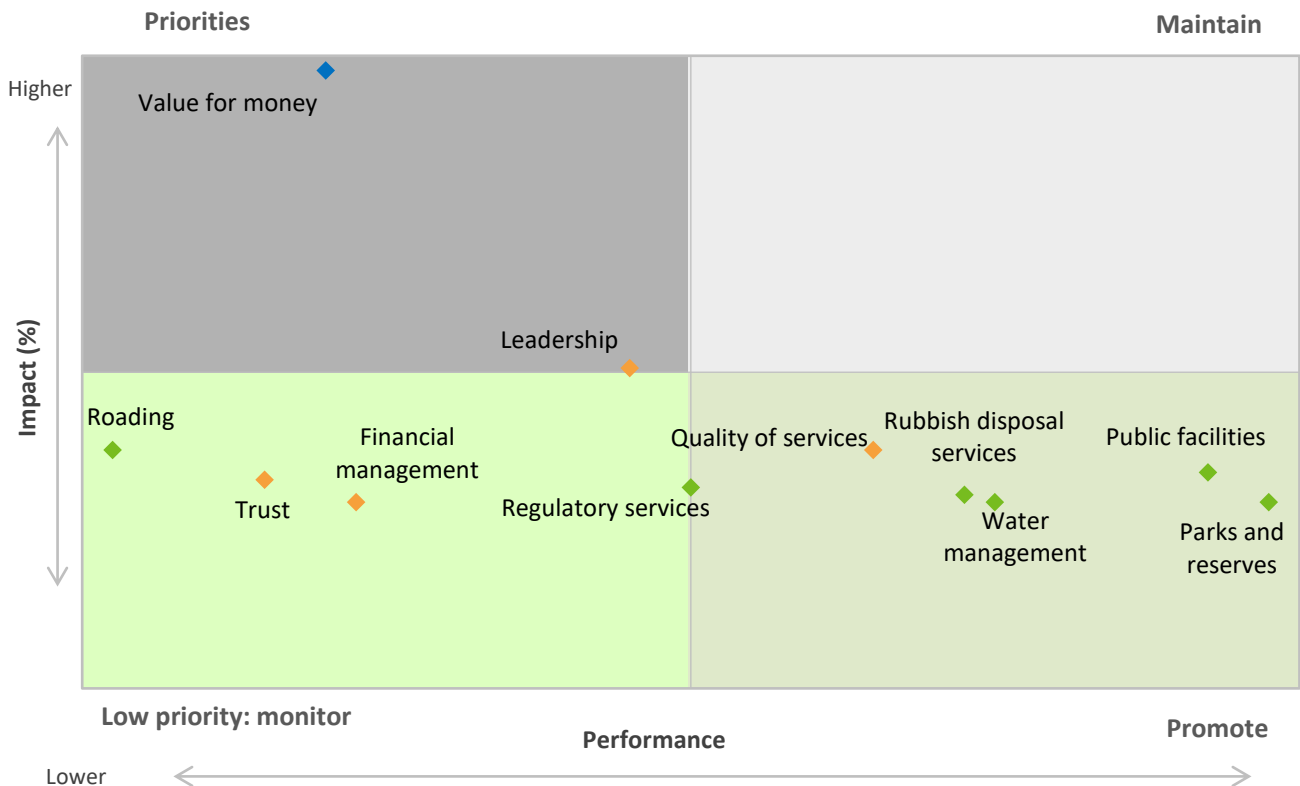


Value for money has the most substantial influence on the evaluation of Council’s *Overall performance* (58%), followed by *Governance and reputation* (28%) and *Services and facilities* (14%).

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. 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?

Opportunities and priorities: Overall measures



Priorities → The key priorities for the Council include Value for money and perception of Leadership. Verbatim comments left by the respondents indicate that low awareness/disagreement with how rates are spent, as well as not enough visibility of the Council Leadership are the main reason for rating these two areas poorly. Focusing on these two metrics will help increase residents' overall perception the most.

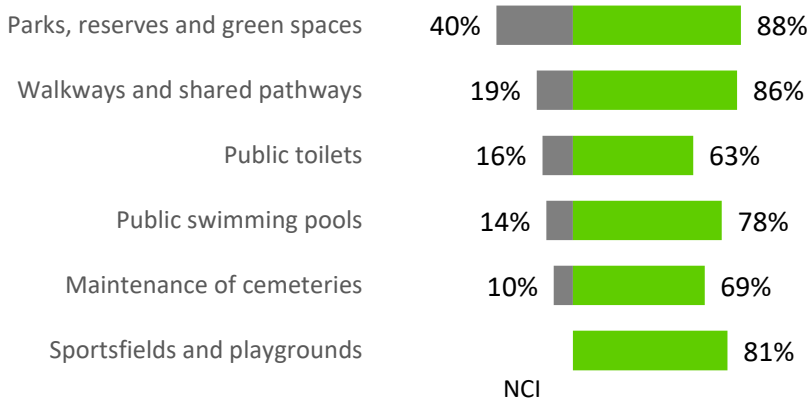
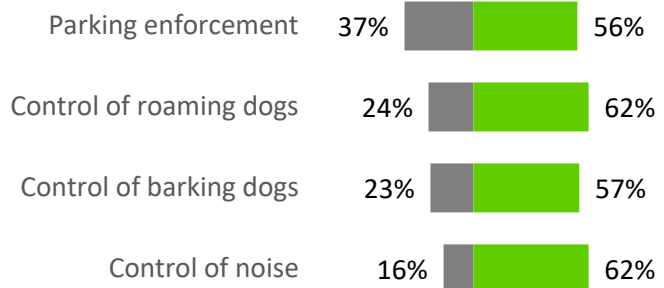
Monitor → Perception of Roothing, Regulatory services, Trust towards the Council and Council's financial management show relatively low performance; however, the impact on residents' overall perception is reasonably low as well. We recommend closely monitoring these measures, as if their impact increases, they may push overall satisfaction down significantly.

Maintain → There are no areas measured in this survey that need to be maintained at the same level.

Promote → These are areas that residents tend to value highly and refer to affectionately. However, these factors have very little or no impact on the way Overall performance is rated. Feedback shows residents assume these areas to be basic facilities and services. Therefore, promoting Council's activities within these areas is likely to increase their impact.

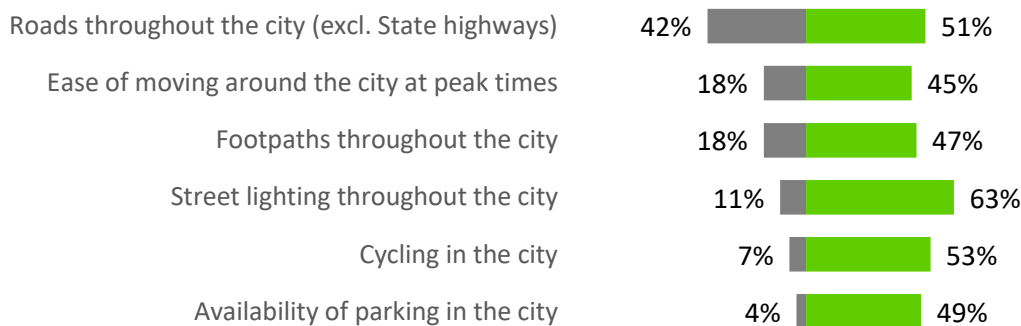
Impact scores of each main driver

A review of *Parking enforcement* is recommended as the best way to improve residents' perceptions of *Regulatory services*. Based on respondents' comments, there is a lack of parking in the most visited areas, and even though the cost is low, there is not enough consideration and understanding from the wardens.



Public toilets within Parks, reserves and other open spaces are essential amenities for residents requiring a strong Council focus. Verbatim comments indicate that respondents think these facilities need more maintenance, including more frequent replenishment of soap and toilet paper.

Based on impact and performance scores and verbatim comments, residents in Palmerston North consider several areas within *Roading* a high priority. Residents have noted the most critical issues are: the quality of roads, ensuring roadworks and potholes are fixed on a more permanent basis, maintaining footpaths, clearing roots and overgrown trees to accommodate older people, residents with mobility issues and parents with strollers.

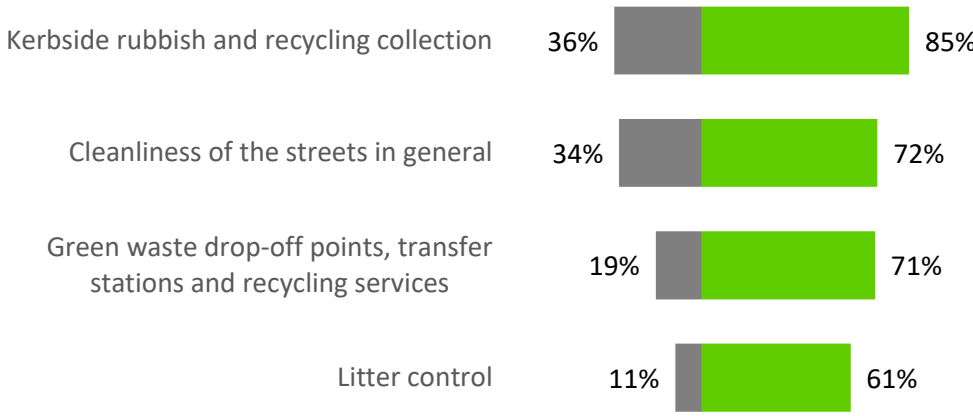
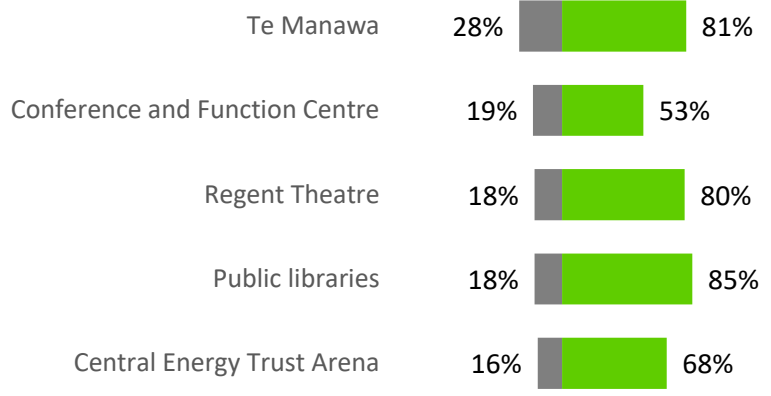


NOTES:

1. Sample: 2020 n=476 ;
2. RM1. How satisfied are you with each of the following?
3. PRO2. How satisfied are you with each of the following?
4. ID1. How satisfied are you with each of the following?

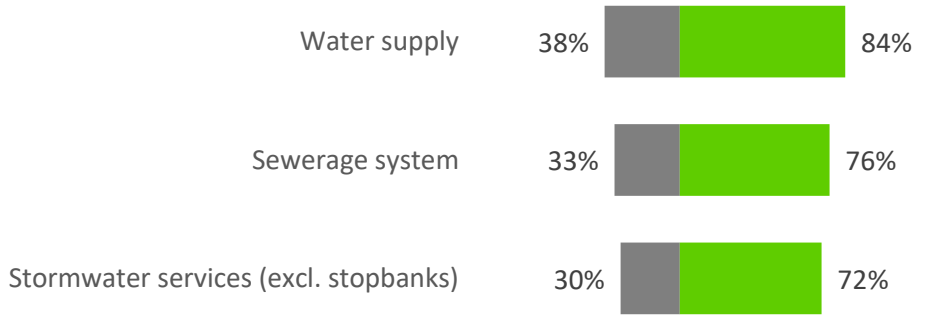
Impact scores

Among the *Public facilities* provided by the Council, the *Conference and Function Centre* has the second-highest impact on overall perception and the lowest satisfaction score. Focusing on this facility presents the best opportunity for the Council to increase the overall level of satisfaction.



Overall, residents in Palmerston North are satisfied with *Rubbish disposal services* in the city. However, several respondents have commented that outside of the Square and CBD, there are issues with *Cleanliness of the streets* in general and *Litter control*.

Water management is one of the highest-rated areas of performance for the Council. Based on respondents' verbatim comments, the chief improvement opportunities relate to general maintenance and keeping the drains clear of leaves.



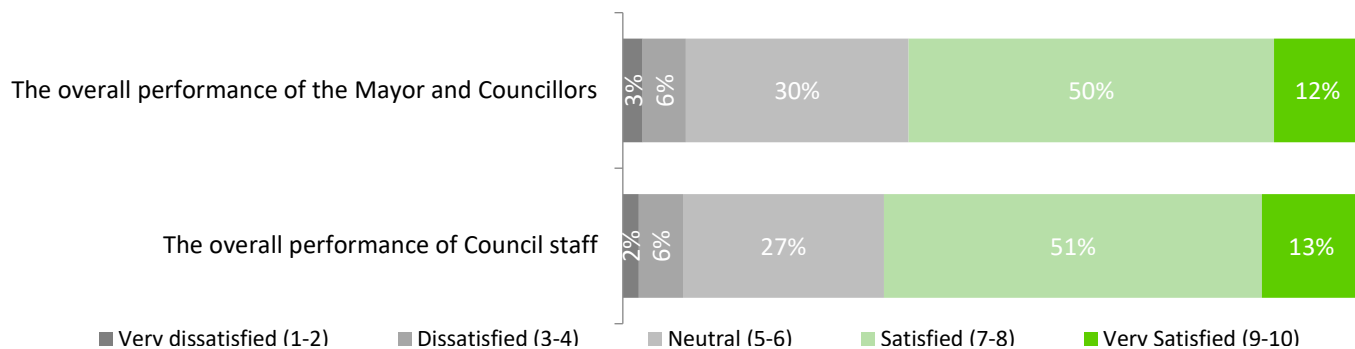
NOTES:

1. Sample: 2020 n=476 ;
2. OF2. How satisfied are you with each of the following venues?
3. RD1. How satisfied are you with each of the following?
4. IW1. How satisfied are you with each of the following Council's services?



Leadership and reputation

Performance of the Mayor, Councillors and Council staff



Scores with % 7-10	2021	2020	2019	Māori	All others
The overall performance of the Mayor and Councillors	61%	58%	54%	59%	62%
The overall performance of Council staff	65%	61%	56%	69%	64%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
The overall performance of the Mayor and Councillors	60%	62%	63%	62%	59%
The overall performance of Council staff	61%	63%	62%	68%	71%

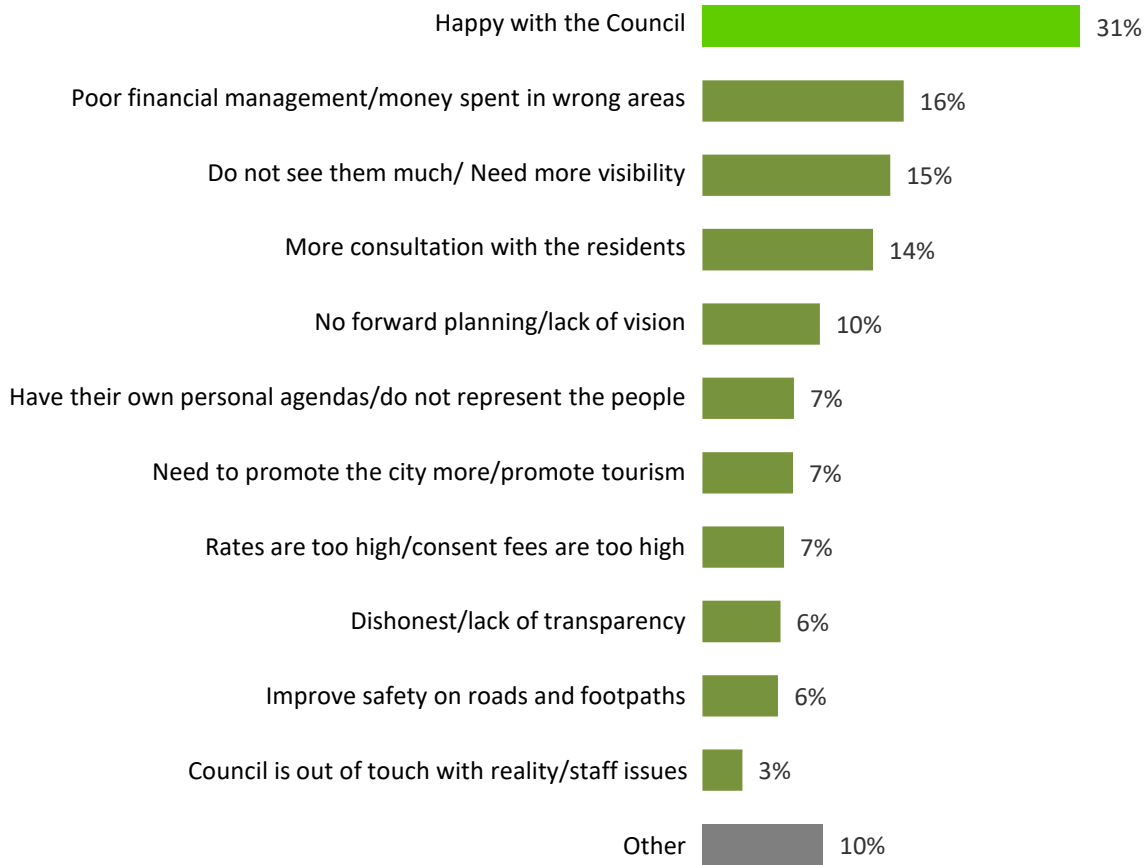
- There has been a slight increase in residents' satisfaction with the *Mayor and Councillors' performance* and perceptions of *Council staff performance* in the past 12 months, and significant improvement when compared with 24 months ago (+7% and +9% since 2019 respectively).
- Satisfaction with *Council staff performance* is similar across the wards, with Village-Rural residents' ratings notably high.

NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. 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?

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower

Comments about the performance of the Council and City Leaders



- *Huge money wasters, none of them are really in touch with average rate payers and what's actually important.*
- *Excess spending digging up road more than once. Liaise with all companies. Gas, power, phone and give them a timeline if roading repairs are being done. It would save cost sealing and digging up again to install another service.*
- *At election time it is very difficult to see the stance of candidates across general issues as they all put whatever they want in their material. It would be good to see a neutral list of where they stand in order to make a decision.*
- *I would like the Mayor to be more visible. I attend many events around Palmerston North and have seen him once at a dinner at Linton Camp.*

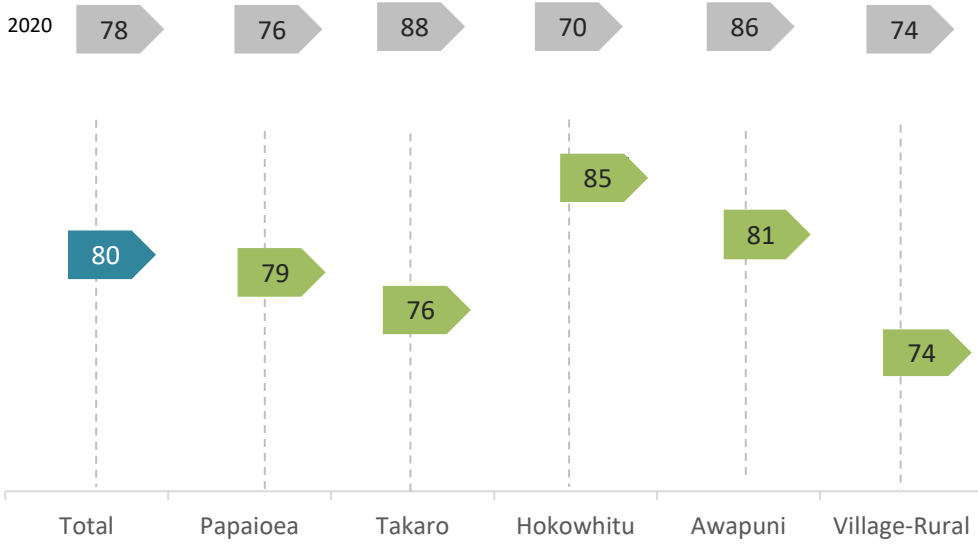


- *I don't really know much about the Mayor or even who that is, will google after the survey but the council work with good integrity and consistency. I would just love to see more development in the roading.*
- *Seems to be hardworking and lacking the infighting that spoils some local govt.*
- *The current system where all Councillors are involved in all aspects of Council business seems to work better than particular Councillors being responsible for a specific area.*
- *Have found City Council employees on kerbside collections, mowing of grass etcetera, to be friendly and helpful if approached with concerns.*
- *I think our Mayor is a real asset to our city. Always in the forefront and promoting everything.*

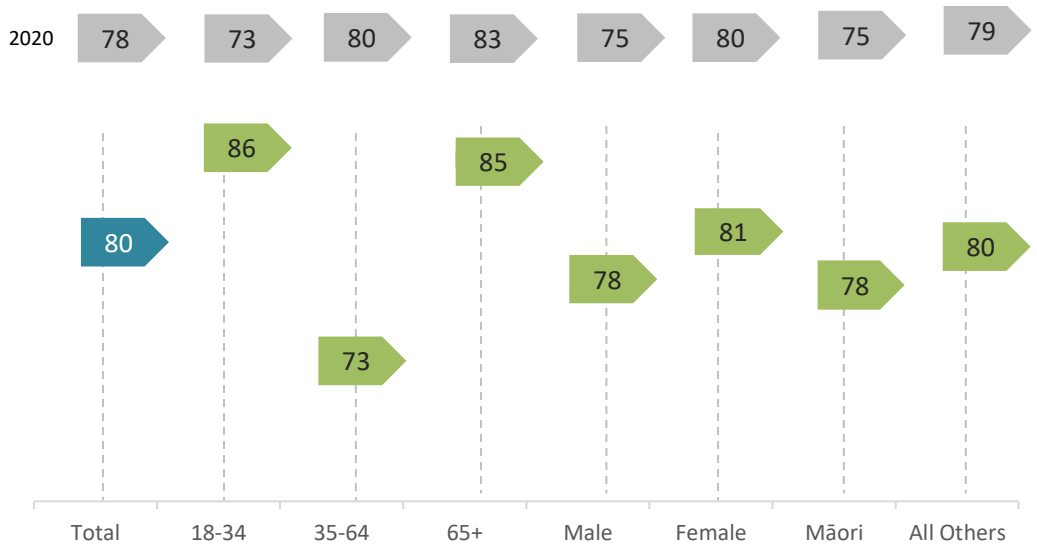
NOTES:

1. Sample: 2021 n=437; excludes 'Don't know' and 'Doesn't relate to me' responses.
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=126

Reputation benchmarks



Palmerston North City Council has an excellent reputation overall. The scores are slightly lower for the Papaioea, Takaro wards and the Village-Rural category. However, these scores remain within the higher acceptability frame.



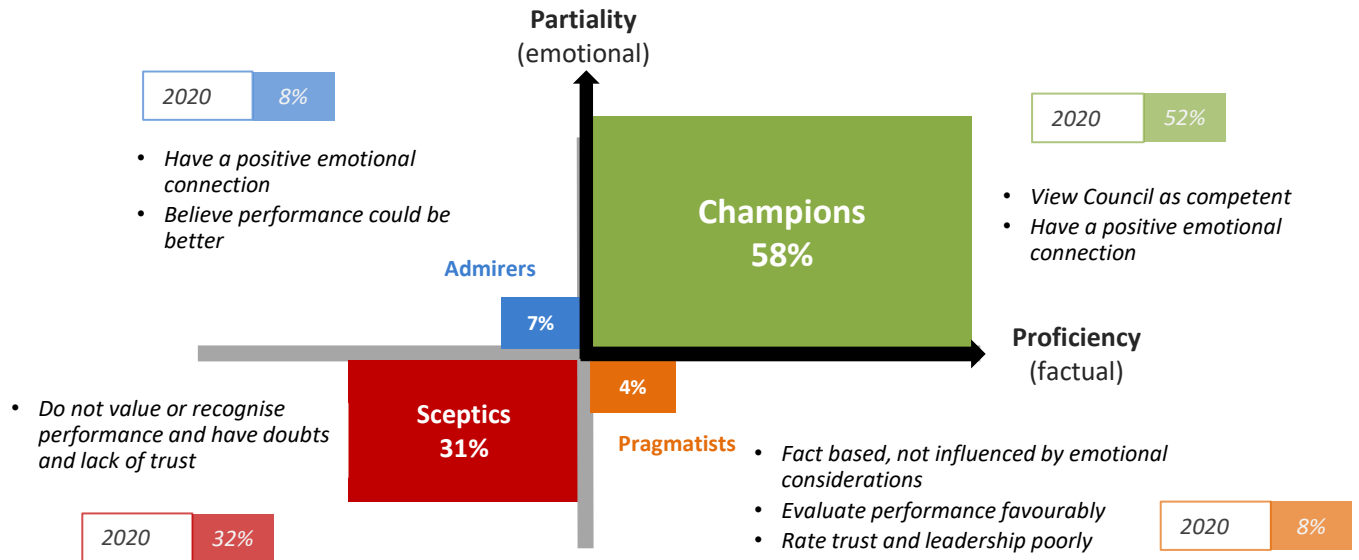
There has been an overall increase in respondents' perception ratings of the Council's reputation across all demographic groups. However, residents aged 35-64 tend to rate Council slightly lower on this metric than other groups.

NOTES:

1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
2. Māori n=56; All Others n=381;
3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
4. 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



Almost six out of ten residents (58%) have been identified as 'Champions'. This group supports local government decisions, has great trust in Council leadership, and rates the Council's performance higher than other population segments. The proportion of 'Champions' has significantly increased in the past 12 months, which is a positive endorsement for the Council.

The overall proportion of 'Sceptics' has remained unchanged in the past 12 months (31% in 2021 vs 32% in 2020). However, the proportion of 'Pragmatists' has significantly declined.

Residents from Takaro are the Council's biggest 'Sceptics' (46%), while residents from Hokowhitu are the Council's biggest 'Champions' (68%). These scores are derived from the KPI ratings gathered from both areas.

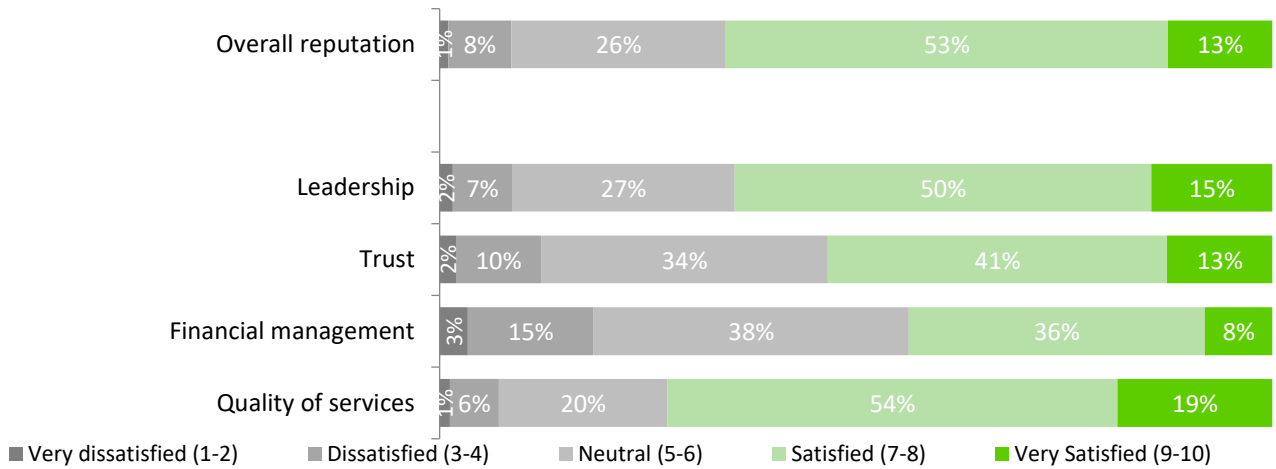
Māori residents are significantly more likely to be 'Sceptics' (45%) than other ethnicities (29%).

As noted earlier, residents aged 35-64 are most likely to be 'Sceptics' (40%) and have the lowest proportion of 'Champions' (49%).

NOTES:

- Sample: 2020 n= ; 2019 n=800. Excludes Don't know'
- Segments have been determined using the results from a set of five overall level questions
- REP1_1 leadership, REP1_2 trust, REP1_3 financial management, REP1_4 quality of deliverables, REP2_1 overall reputation

Image and reputation



Scores with % 7-10	2021	2020	2019	Māori	All others
Overall reputation	66%	66%	61%	55%	67%
Leadership	65%	62%	55%	61%	65%
Trust	53%	51%	46%	37%	56%
Financial management	44%	39%	40%	36%	45%
Quality of services	73%	68%	65%	63%	74%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Overall reputation	63%	60%	72%	69%	59%
Leadership	65%	50%	67%	67%	68%
Trust	51%	46%	52%	53%	66%
Financial management	41%	40%	56%	36%	43%
Quality of services	68%	58%	81%	71%	83%

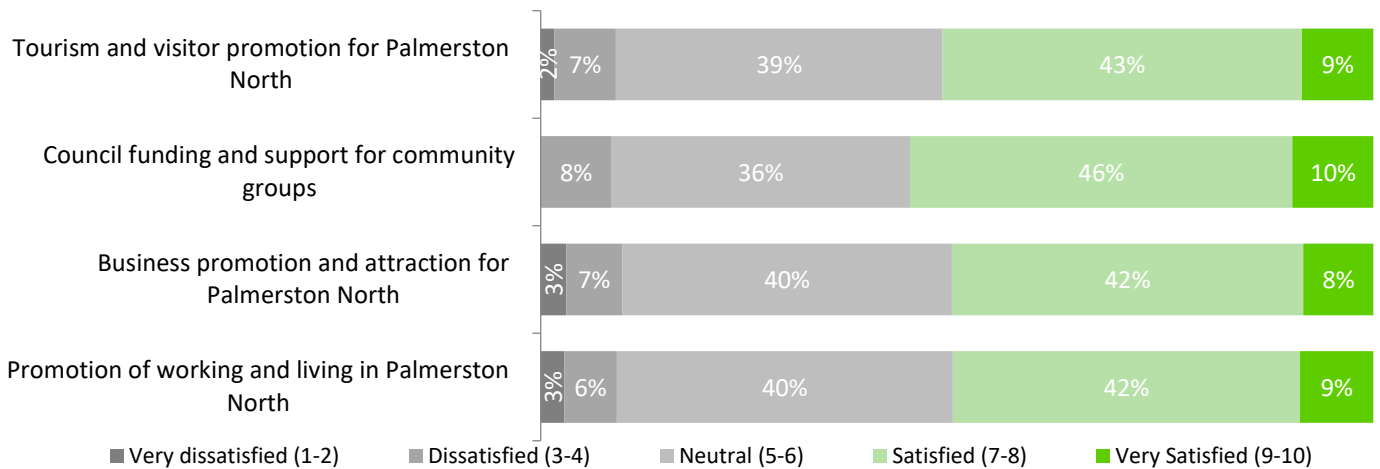
There has been no significant increase noted in residents' approval ratings of Council in the last 12 months. However, a positive and steadily improving year-on-year trend has been recorded over the preceding 24 months. Perceptions of *Leadership* have improved significantly since 2019 (+10%), as well as *Trust* (+7%) and *Quality of services* (+8%).

NOTES:

- Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
- Māori n=56; All Others n=381;
- Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
- REP1 Overall how would you rate Palmerston North City Council for? (1-4)
- 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?

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Direction provided by Council



Scores with % 7-10	2021	2020	2019	Māori	All others
Tourism and visitor promotion for Palmerston North	52%	49%	50%	53%	52%
Council funding and support for community groups	55%	53%	50%	64%	54%
Business promotion and attraction for Palmerston North	51%	50%	43%	48%	51%
Promotion of working and living in Palmerston North	51%	47%	45%	57%	49%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Tourism and visitor promotion for Palmerston North	54%	43%	57%	46%	54%
Council funding and support for community groups	54%	47%	64%	60%	50%
Business promotion and attraction for Palmerston North	52%	40%	58%	48%	48%
Promotion of working and living in Palmerston North	46%	44%	54%	53%	56%

The perception of the Council's role in *Business promotion and attraction* in Palmerston North has significantly increased during the last 24 months (+8%).

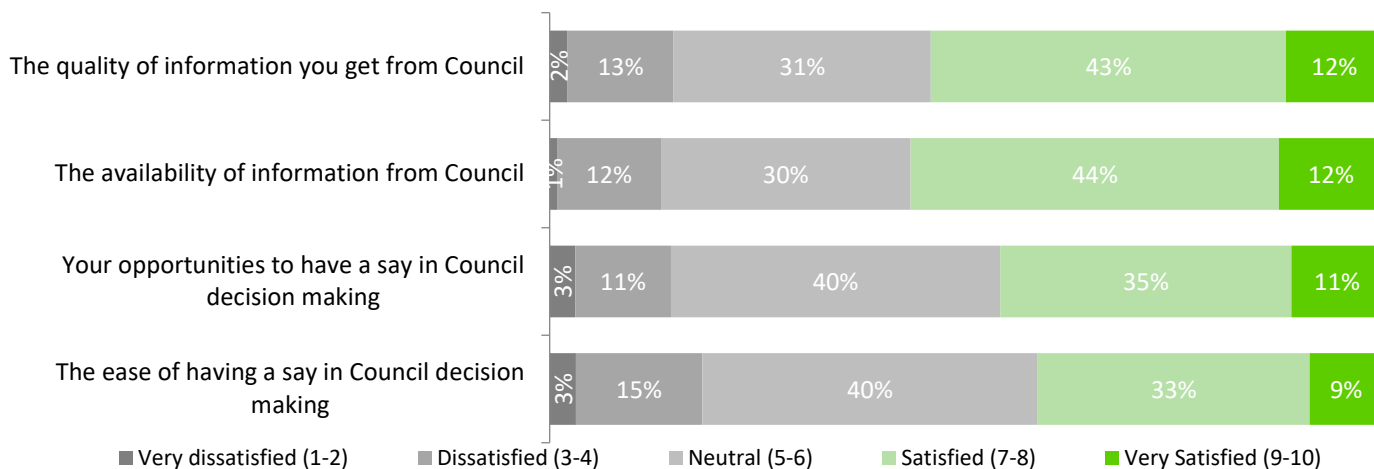
NOTES:

- Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
- Māori n=56; All Others n=381;
- Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
- LS1. How satisfied are you with each of the following?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Information and decision-making process



Scores with % 7-10	2021	2020	Māori	All others
The quality of information you get from Council	54%	54%	55%	54%
The availability of information from Council	57%	55%	53%	57%
Your opportunities to have a say in Council decision making	46%	44%	49%	45%
The ease of having a say in Council decision making	41%	35%	46%	41%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
The quality of information you get from Council	53%	51%	61%	49%	56%
The availability of information from Council	56%	55%	65%	56%	49%
Your opportunities to have a say in Council decision making	45%	46%	60%	35%	42%
The ease of having a say in Council decision making	40%	43%	56%	33%	34%

There is a positive change in the way residents perceive the *Quality and Availability of information* they receive from the Council and *Opportunities and Ease of having a say in Council decision making*.

Residents from Hokowhitu are considerably more satisfied with *having an opportunity to have a say in Council's decision making* and *the ease of doing so*, compared with other wards, and Awapuni in particular.

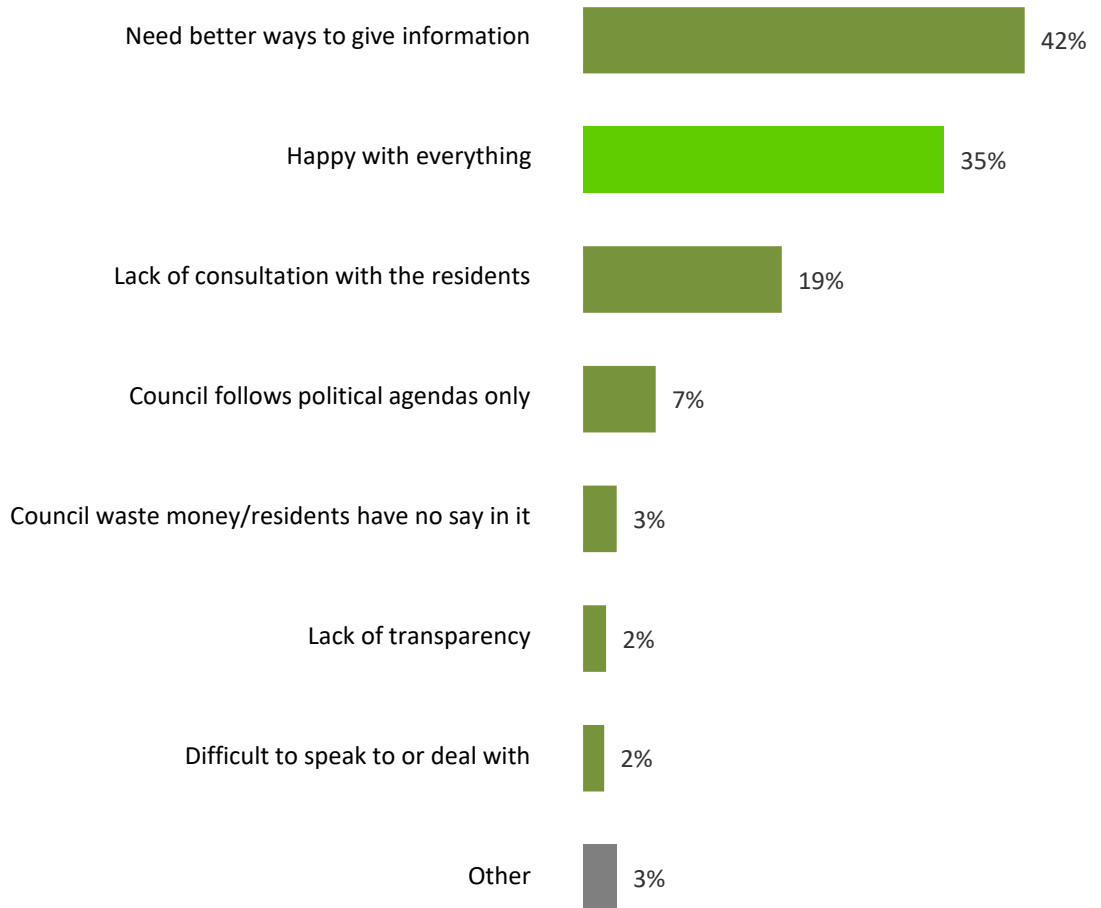
NOTES:

- Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
- Māori n=56; All Others n=381;
- Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
- LS3. Now, a few questions about Council's information and decision making. How satisfied are you with?

▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments about the information residents receive from the council



- *Not really, many decisions need to be based on what's good for the community and people in general, so overall I think what's being done is generally good.*
- *More does need to be done though about promoting major sporting events that come to Palmerston North. I used to be an avid road cyclist and a lot of really important cycling races with world class cyclists would come here to race over say a week and not a lot is done to promote these events leading up to the week they are all here.*
- *I'm not pointing a finger at the Council. It is possible that it's my own fault. I am retired so my circle has become very small. I don't buy the Standard, as it's too expensive. I have the internet so I have access to that information. I guess it's just low on my priority list.*

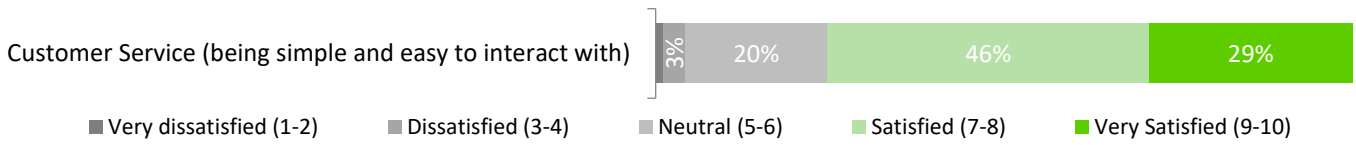


- *I'm not very active in these issues, but we seem to get plenty of information.*
- *When I need info regarding Council matters, I find it is easy to access.*
- *We live on Summerhill and get a great info packet about the updates to the cycleway and parking. We got to give feedback as well.*
- *Thanks for sharing information.*

NOTES:

1. Sample: 2021 n=437; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. LS4. Do you have any comments about the information you receive from Council or its consultation? n=117

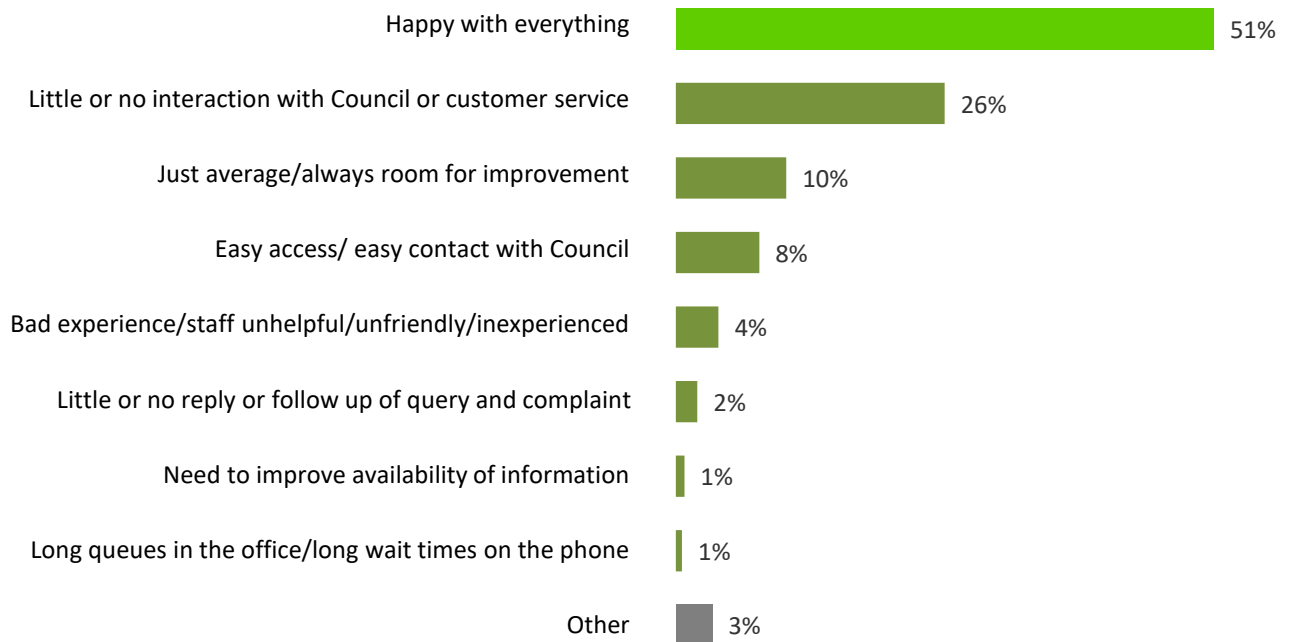
Customer service



Scores with % 7-10	2021	2020	Māori	All others
Customer Service (being simple and easy to interact with)	75%	70%	78%	75%

Scores with % 7-10	Papaioea	Takaro	Hokowhitu	Awapuni	Village-Rural
Customer Service (being simple and easy to interact with)	75%	83%	78%	67%	79%

Customer service is rated highly by residents, with over half (51%) happy with every aspect of communication they have had with Council staff and offices.



• I haven't been able to get a response within the time frame given by staff.

• Council and Councillors show political bias and racial bias by going against the obvious preference of rate payers.

• Customer service were very efficient when we used them.

• Have found them easy to speak to and friendly.

NOTES:
 1. Sample: 2020 n=476; 2021 n=437; Excludes 'Don't know' responses
 2. Māori n=56; All Others n=381;
 3. Papaioea n=142; Takaro n=87; Hokowhitu n=95; Awapuni n=81; Village-Rural n=32;
 4. LS5. And how satisfied are you with Council's customer service?
 5. LS6. Why do you say this? n=277

Year-on-year
 Significantly higher
 Significantly lower

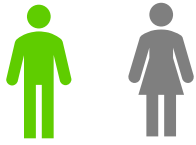
Between demographics
 Significantly higher
 Significantly lower



Sample profile

Demographics

Gender



	Male	Female
Weighted	48%	52%
Unweighted	45%	55%

Age (weighted)

Unweighted

18-24	14%	8%
25-34	22%	13%
35-44	15%	11%
45-54	16%	13%
55-64	14%	21%
65+	19%	34%

Ethnicity (weighted)

Unweighted

Māori	15%	13%
Non-Māori	85%	87%

*Multiple response

Paying rates (weighted)

Unweighted

Yes	80%	83%
No	5%	6%
Renting	13%	10%
Don't know	2%	2%

Ward (weighted)

Unweighted

Papaioea	28%	32%
Takaro	13%	20%
Hokowhitu	22%	22%
Awapuni	22%	19%
Village-Rural	15%	7%

How long lived in PN (weighted)

Unweighted

Less than 2 years	<1%	7%
2 years – less than 5	8%	12%
5 years – less than 10	14%	17%
10 years – less than 20	20%	22%
20 years – less than 30	29%	22%
30 or more years	29%	41%
Don't know	1%	1%



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