



Manawatū District Council

Annual Residents' Survey



Report | June 2019



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Objectives and Method Summary

Introduction

The Manawātū District 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. Key Research has developed a comprehensive mechanism for providing this service.

Research Objectives

- To measure residents' satisfaction with the Manawātū District Council's performance
- To provide insights into how the Council can best invest its resources to improve residents' satisfaction with its overall performance

Method

- The methodology involved a telephone survey measuring the performance of the Manawātū District Council with a sample of n=452 residents.
- The questionnaire was designed in consultation with staff of the Manawātū District Council and is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation, the willingness of residents to become involved with Council's decision making and to measure satisfaction across a range of lifestyle-related measures.
- Data collection was conducted over four periods; 113 responses between 27 September and 16 October 2018, 113 responses between 28 November and 10 December 2018, 114 responses between the 28 February and 23 March 2019, and 112 responses between 5 and 18 June 2019.
- Data collection was managed to achieve defined quota targets based on age, gender, ward and ethnicity. Post data collection the sample has been weighted to make it representative of key population demographics based on the 2013 Census.
- At an aggregate level, the survey has an expected 95% confidence interval (margin of error) of +/-4.57%.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.

Executive Summary

1

Manawatū District Council has an excellent reputation profile of 82 points, higher than its level of 78 points in 2018. Among the sub-drivers, *vision and leadership*, which is about being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, has the greatest impact on *overall reputation*.

2

The Manawatū District community is mostly satisfied with the *overall performance* of the Council. Council is evaluated favourably by about four in five residents (81%). Council also has a *good image and reputation* and is evaluated well for its *services and facilities* by around nine in ten residents (92%).

3

There has been a decrease in satisfaction with the perception that residents receive good value for what they pay for on rates and other fees. *Value for money* has a relatively low impact on overall perceptions and has the lowest performance among the main drivers of satisfaction. *Fair and reasonable fees* have the highest impact on this driver of perception.

4

Council is evaluated highly on various aspects of services and facilities, specifically on *Council facilities and parks and reserves*. However, it is the perception of *regulatory service* performance that has the greatest impact on overall perceptions of this driver and as it is relatively low, this area becomes an opportunity for improvement.

5

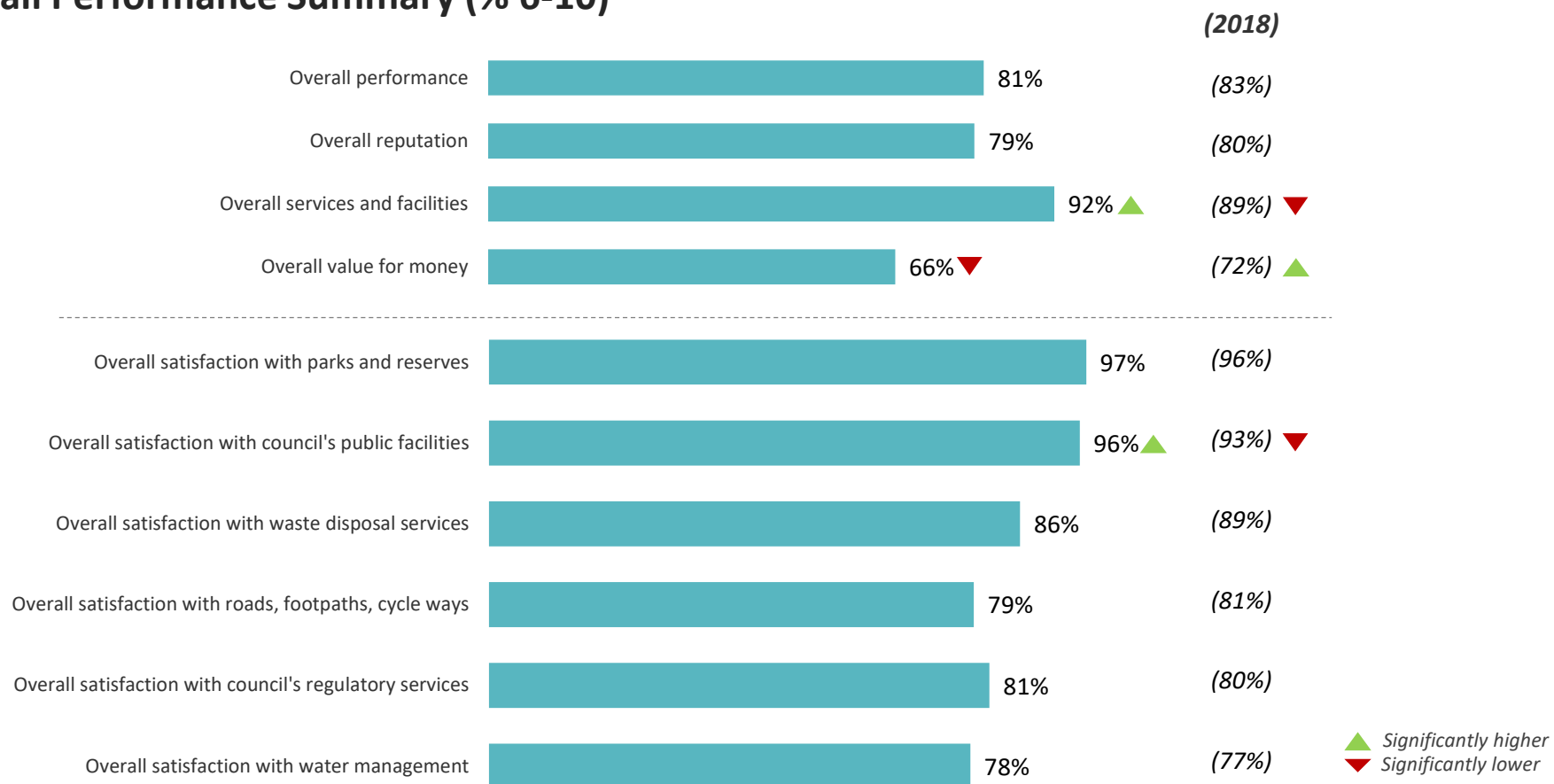
Other improvement opportunities identified relate to *how the stormwater system is maintained, provision of dedicated walkways/cycleways, and managing and issuing resource consents*. Council is evaluated poorly for how it handles enquiries, particularly in relation to the *length of time taken to resolve concerns* and the *outcome achieved*.



Key Performance Indicators Summary

The *overall perception* of Manawatū District Council is positive with around four in five residents (81%) satisfied with Council's performance. Almost all residents are satisfied with Council's *maintenance of parks and reserves* (97%) and its *provision of public facilities* (96%).

Overall Performance Summary (% 6-10)



NOTES:

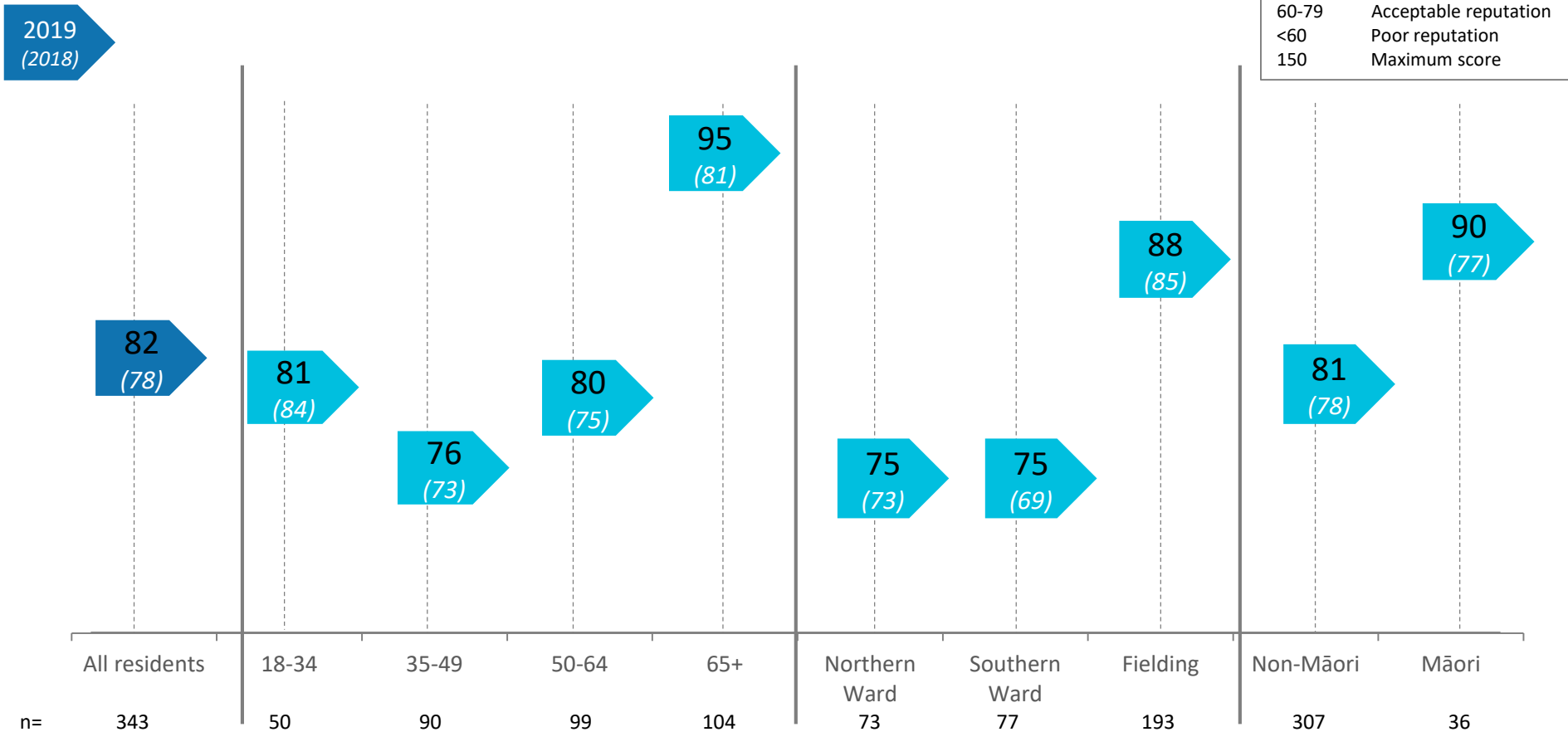
1. Total Sample: n=452
2. Excludes 'Don't know' responses



Understanding Reputation

Manawatū District Council has an *excellent reputation* with an overall index of 82. Highest scores are amongst those aged 65+ (95) and Feilding residents (90). Also, Council's reputation remains excellent among Feilding residents.

Reputation benchmarks

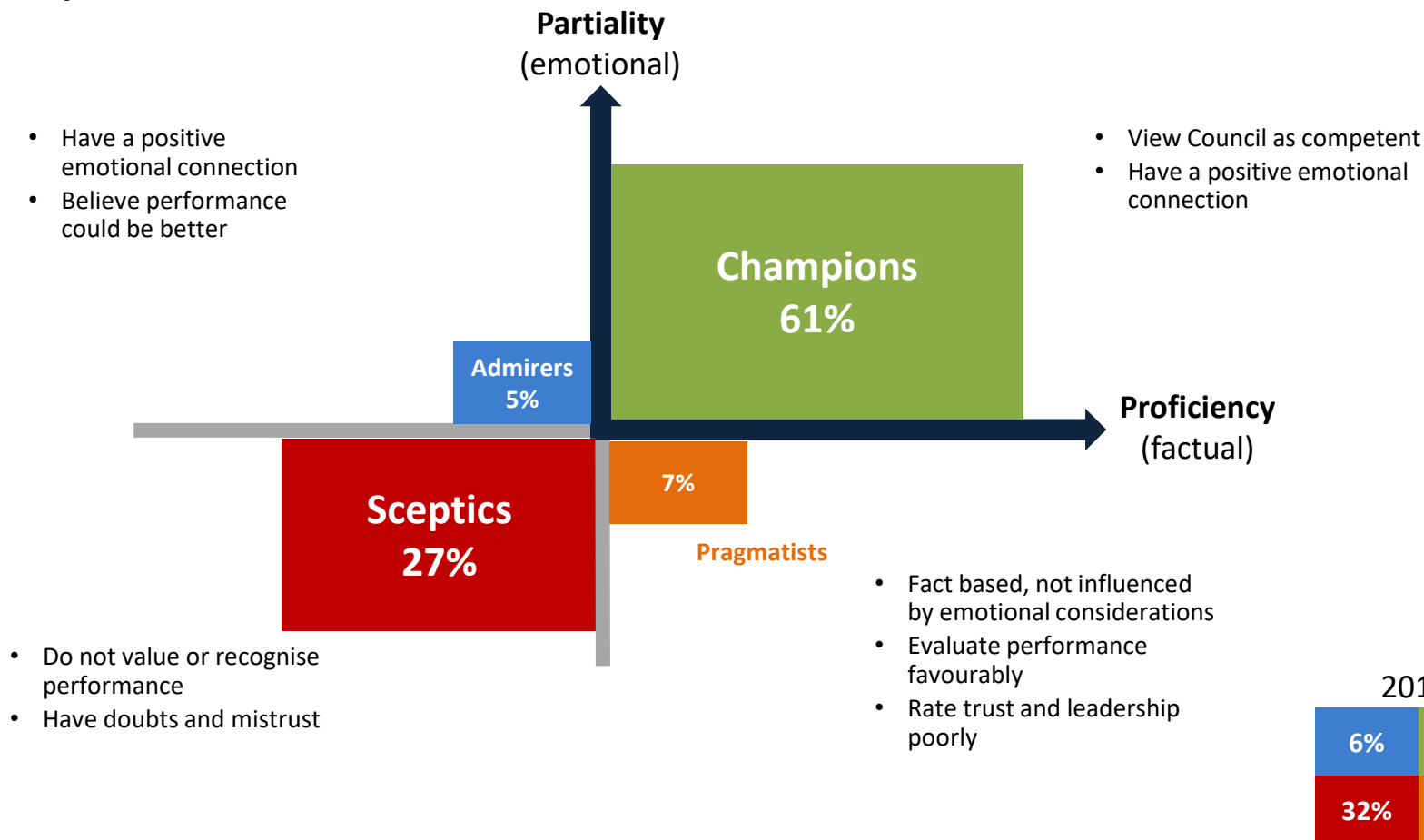


NOTES:

1. Total Sample n=452
2. REPS: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawatū District Council for its overall reputation?
3. The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

The proportion of 'Champions', who believe Council is doing a good job and is likely to have a positive connection, increased since last year, with a decrease in 'Sceptics' who do not recognise Council's performance and/or have doubts about Council.

Reputation profile



NOTES:

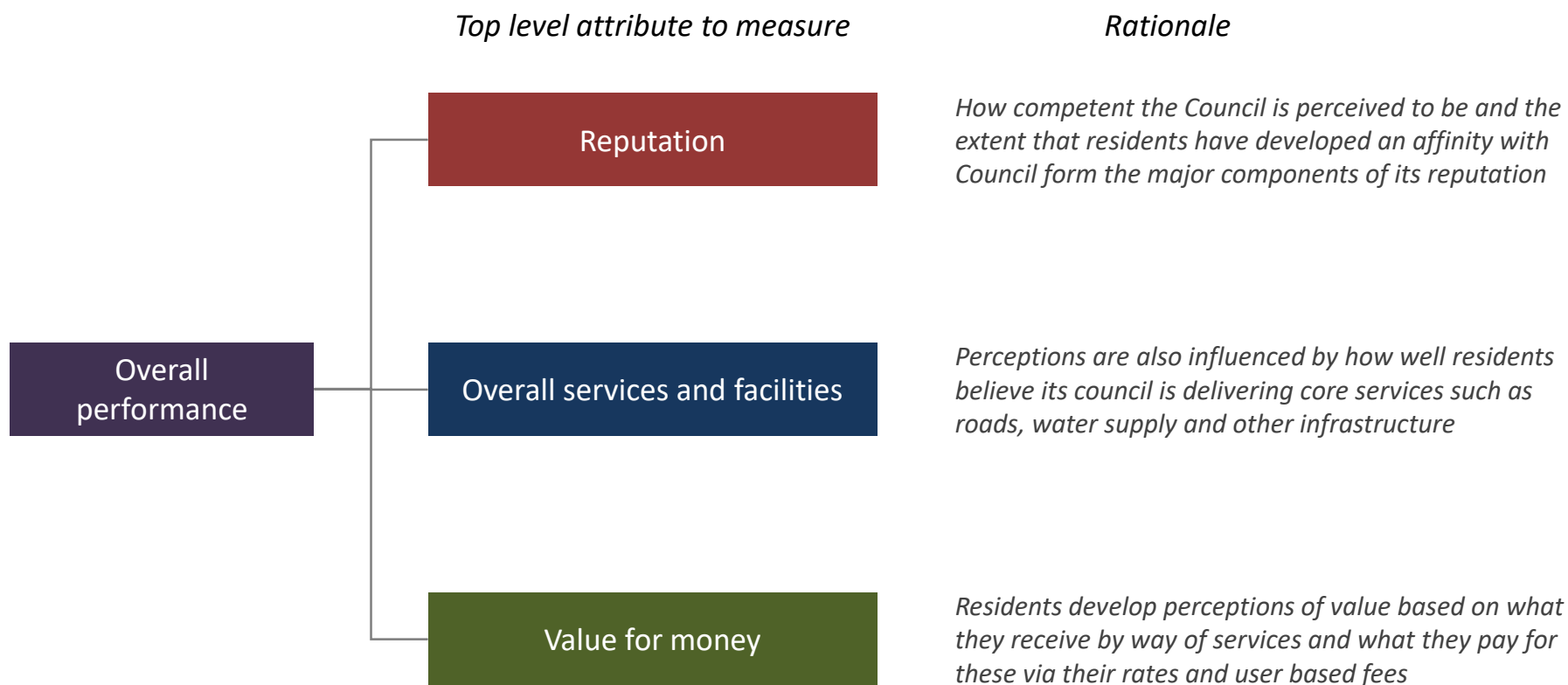
1. Total Sample: n=452; Excludes 'don't know' responses to any of the reputation questions
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation



Drivers of Overall Satisfaction

The framework below determines how the various reputation, service and value elements impact residents' overall evaluation of Council.

Overview

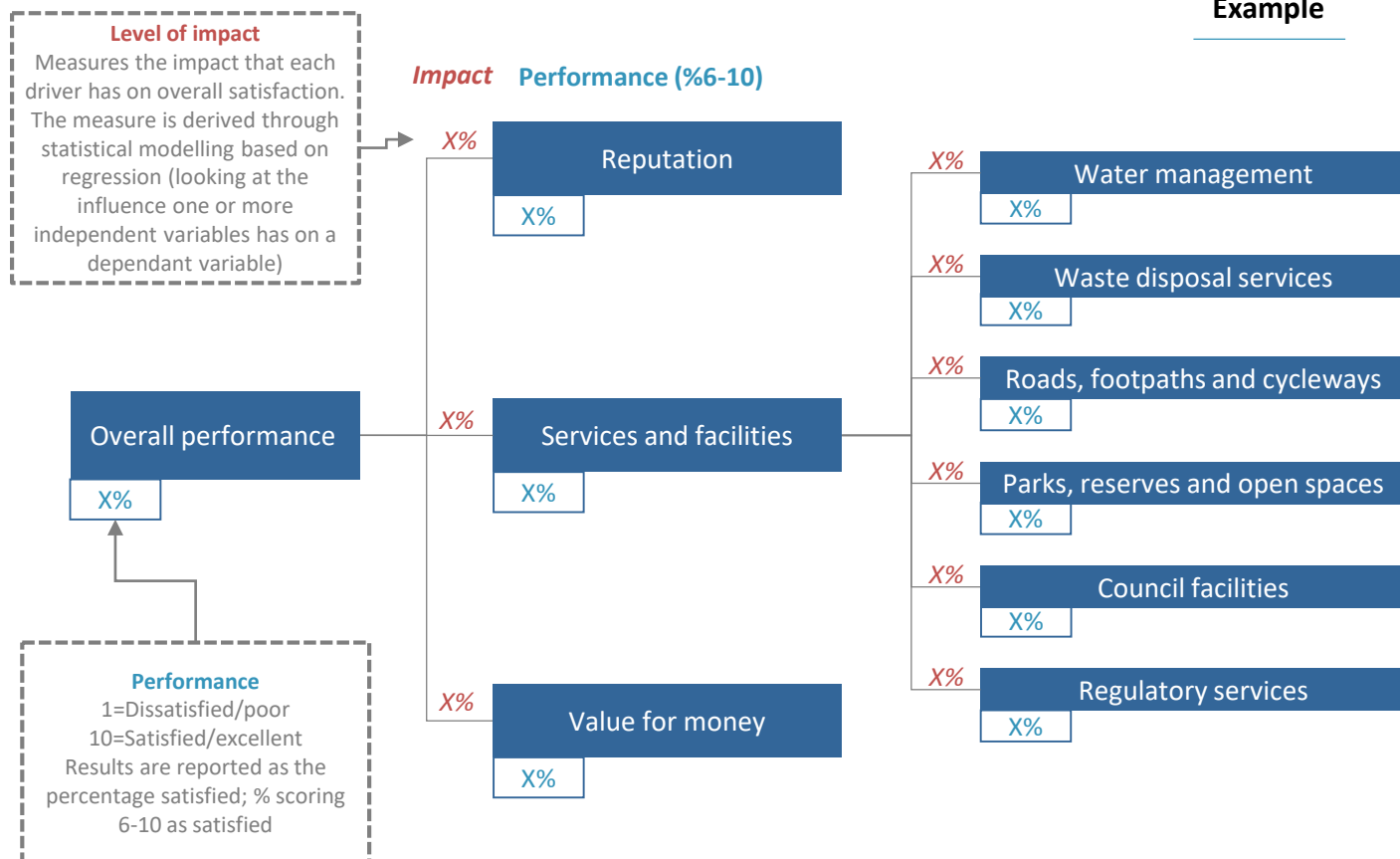


The Customer Value Management (CVM) model has been used to understand perceptions of Council and as a mechanism for prioritising improvement opportunities.

Introduction to the CVM driver model

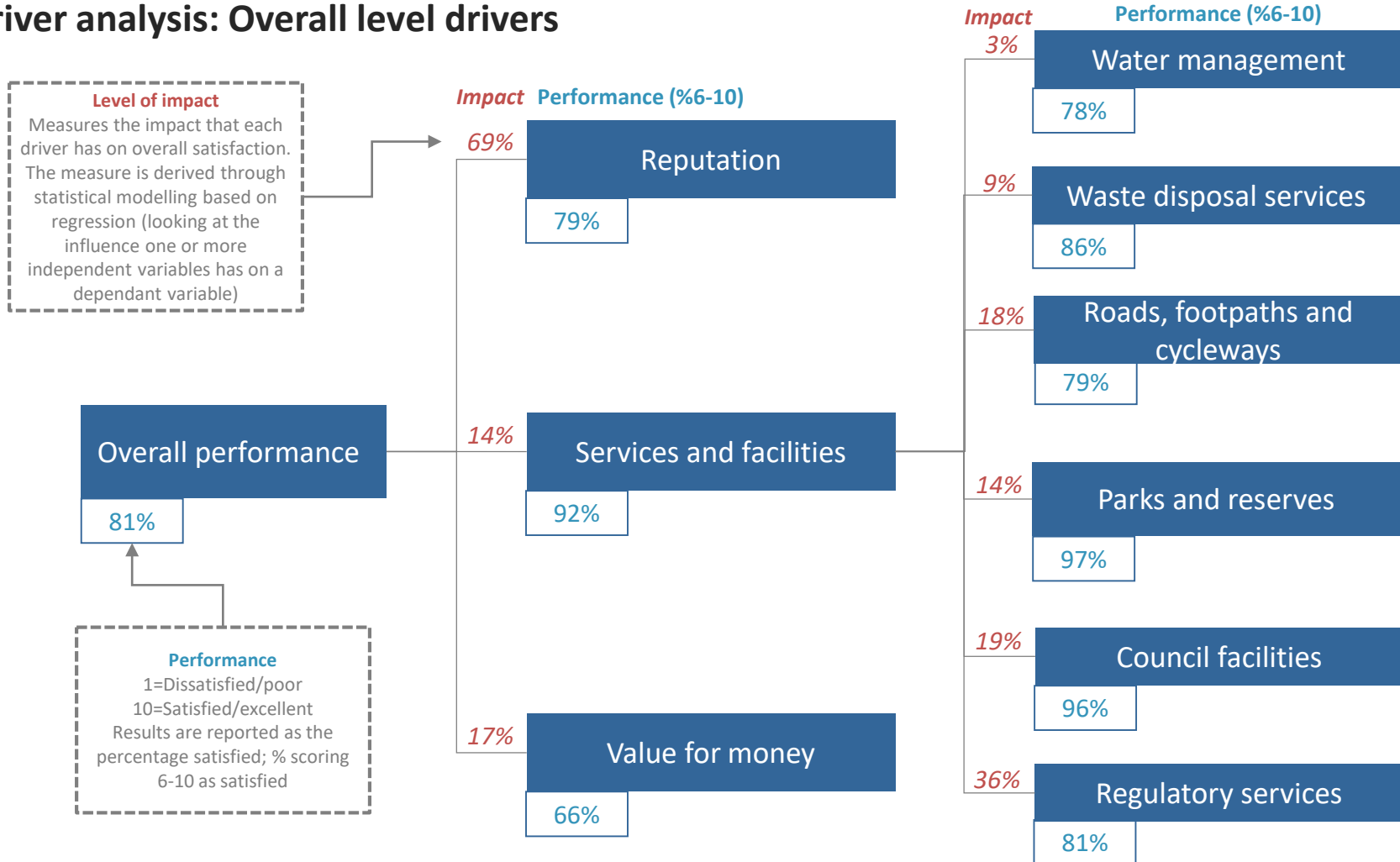
Overview of our driver model

- Residents are asked to rate their perceptions of Council's performance on the various elements that impact overall satisfaction with public services, facilities and activities that Council provides
- Rather than asking respondents what is important, we use statistics to derive the impact each element has on the overall perception of the Council's performance



Manawatū District Council's *overall performance* evaluation is most strongly influenced by *reputation*, more so than the various services and facilities provided and value for money.

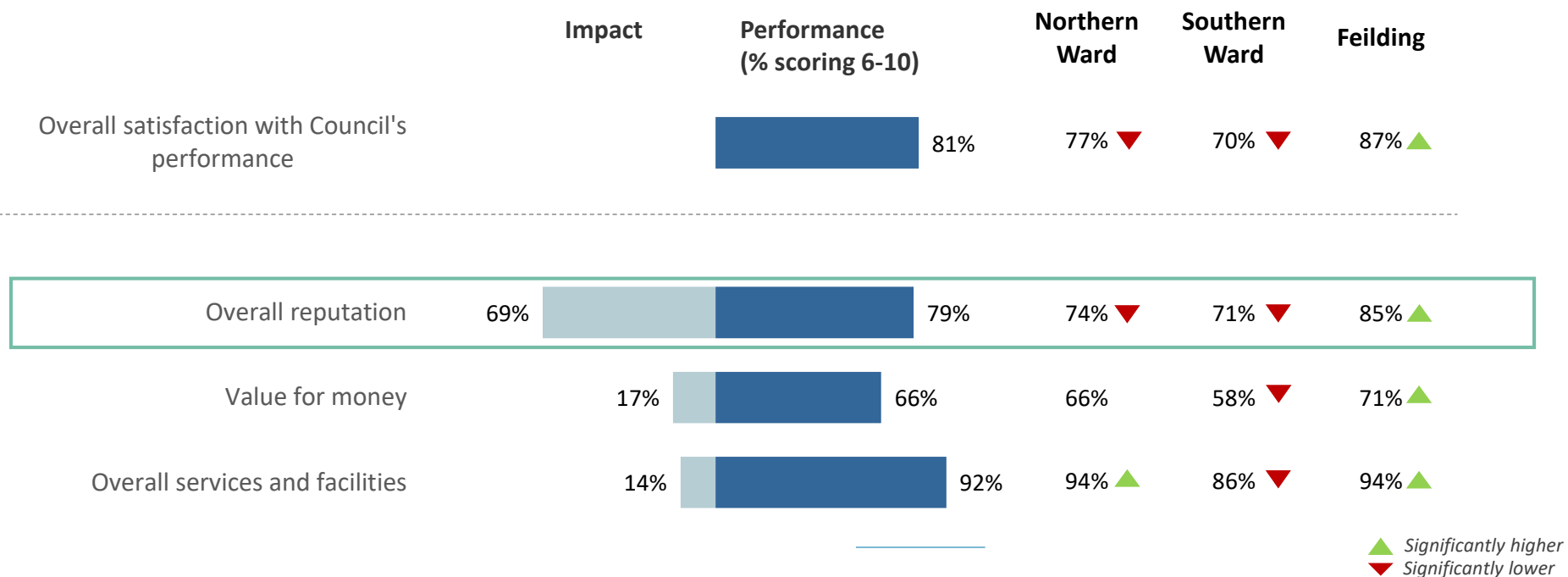
Driver analysis: Overall level drivers



NOTES:
1. Total Sample: n=452

Perceptions of *reputation* have the greatest impact on overall *satisfaction with Council's performance*. Its strong performance indicate a strategy to maintain current service levels. *Value for money*, which has the second highest impact but with the lowest performance, is an area for improvement.

Driver analysis: Overall level drivers

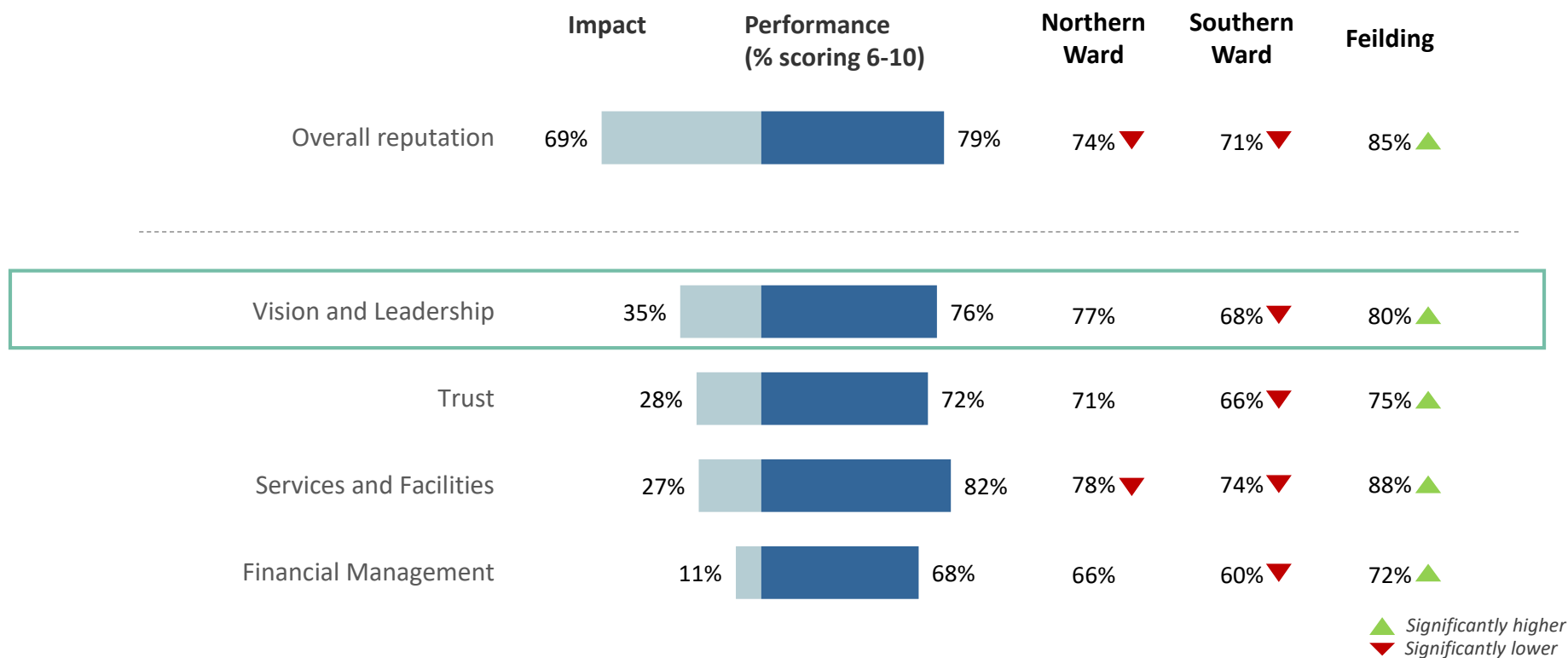


NOTES:

1. Total Sample: n=452
2. OP1: So everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation?
3. VM2: Considering all the services and facilities that the Manawātū District Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
4. OVLSV: When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides?
5. REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation?

Council needs to maintain perceptions of its *vision and leadership* since this aspect has the highest impact on perceptions and a strong performance among the sub-drivers of reputation.

Driver analysis: Reputation



NOTES:

1. Total Sample: n=452
2. REP1: Thinking about how committed the Council is to making it easier to live in Manawātū, being in touch with the community and setting clear direction... overall how would you rate the Council for its leadership?
3. REP2: Now thinking about how open and transparent Council is, whether it can be relied on to act honestly and fairly, its competence, future planning and ability to work in the best interests of the district. Overall how much confidence do you have in Council?
4. REP3: Regarding Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management?
5. REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services and facilities they provide?
6. REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation?

Regulatory services has the highest impact on perceptions of services and facilities and therefore, the strategy is to maintain high satisfaction through current service levels. Residents in Feilding and the Northern Ward are more likely satisfied with the services and facilities provided by Council than residents in the Southern Ward.

Driver analysis: Services and Facilities

	Impact	Performance (% scoring 6-10)	Northern Ward	Southern Ward	Feilding
Overall services and facilities	14%	92%	94% ▲	86% ▼	94% ▲
Overall regulatory services	36%	81%	81 ▲	66 ▼	88 ▲
Overall Council facilities	19%	96%	96 ▲	90 ▼	98 ▲
Overall roads, footpaths and cycleways	18%	79%	71 ▼	68 ▼	87 ▲
Overall parks and reserves	14%	97%	98	94 ▼	98 ▲
Overall waste disposal services	9%	86%	86	77 ▼	91 ▲
Overall water management	3%	78%	82 ▲	68 ▼	82 ▲












▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total Sample: n=452
2. OVLSV: When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides?
3. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawātū district.
4. WR4: How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services?
5. RF2: Overall how satisfied are you with the roads, cycleways, footpaths and walkways around the Manawātū district
6. PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?
7. CF3: When you consider all the public facilities that are provided by Manawātū District Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?
8. OS3: And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services?

Among the sub-drivers of *water management, maintenance of stormwater system* has the highest impact on perceptions but with the lowest performance.

Driver analysis: Services and Facilities: Water Management

	Impact	Performance (% scoring 6-10)	Northern Ward	Southern Ward	Feilding
Overall water management	3%	 78%	82% ▲	68% ▼	82% ▲
How the stormwater system is maintained	23%	 72%	70%	57% ▼	79% ▲
How Council treats and disposes of sewage	23%	 90%	91%	93%	89%
The reliability of the water supply	16%	 98%	100%	95%	98%
Ability to protect your property from flooding	15%	 75%	78% ▲	55% ▼	83% ▲
The clarity of the water	11%	 88%	85%	90%	88%
The odour of the water	6%	 85%	90%	82%	84%
Keeping roads and footpaths free of flooding	6%	 74%	69% ▼	59% ▼	83% ▲
The taste of the water	NCI	 79%	88%	76%	78%
The reliability of the sewage system	NCI	 95%	89%	97%	95%
The pressure of the water	NCI	 92%	94%	85%	92%

▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total Sample: n=452
2. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawātū district.
3. TW2: On the scale of 1-10, how would you rate your satisfaction with...
4. NCI – No current impact

Managing general waste using Blue Bags has a high impact on overall evaluation of waste disposal services and as performance is high on this sub-driver, the strategy would be one of maintenance.

Driver analysis: Services and Facilities: Waste and Rubbish

	Impact	Performance (% scoring 6-10)	Northern Ward	Southern Ward	Feilding
Overall waste disposal services	9%	86%	86%	77% ▼	91% ▲
Managing general waste using Blue Bags	30%	89%	84%	90%	91%
Management of loose litter and bins in and around the town	27%	86%	87%	81%	88%
Transfer station	22%	80%	82%	72% ▼	82% ▲
Kerbside recycling services	14%	85%	66%	64% ▼	94% ▲
Managing green waste	8%	73%	70%	74%	73%
Recycling points or centre	NCI	82%	76%	86%	83%

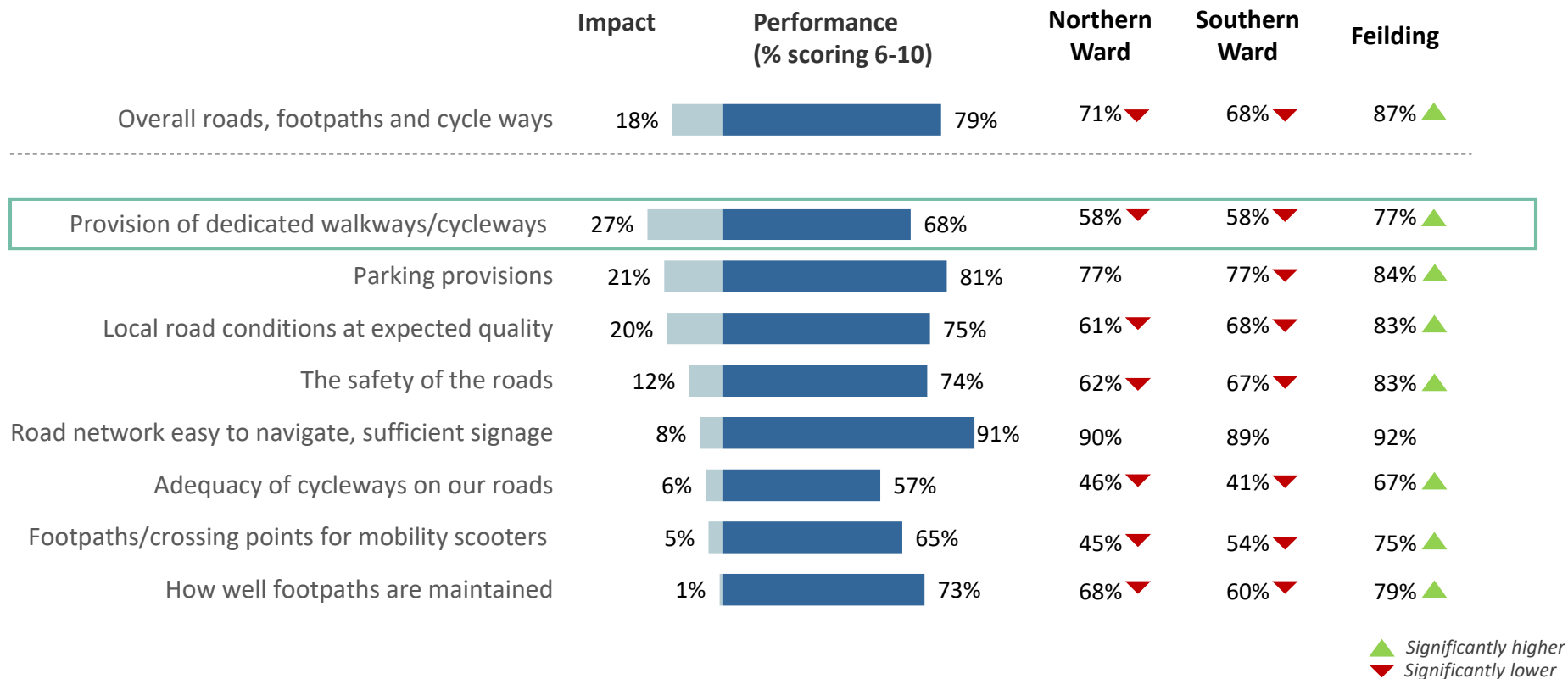
▲ Significantly higher
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NOTES:

1. Total Sample: n=452
2. WR4: How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services?
3. WR3: How satisfied are you with each of the following services that are provided by Council?
4. NCI – No current impact

Provision of dedicated walkways and cycleways has a high impact on overall perceptions of roads, footpaths and cycleways and as performance is somewhat lower, this is potentially an area for improvement.

Driver analysis: Services and Facilities: Roads, Footpaths and Cycleways

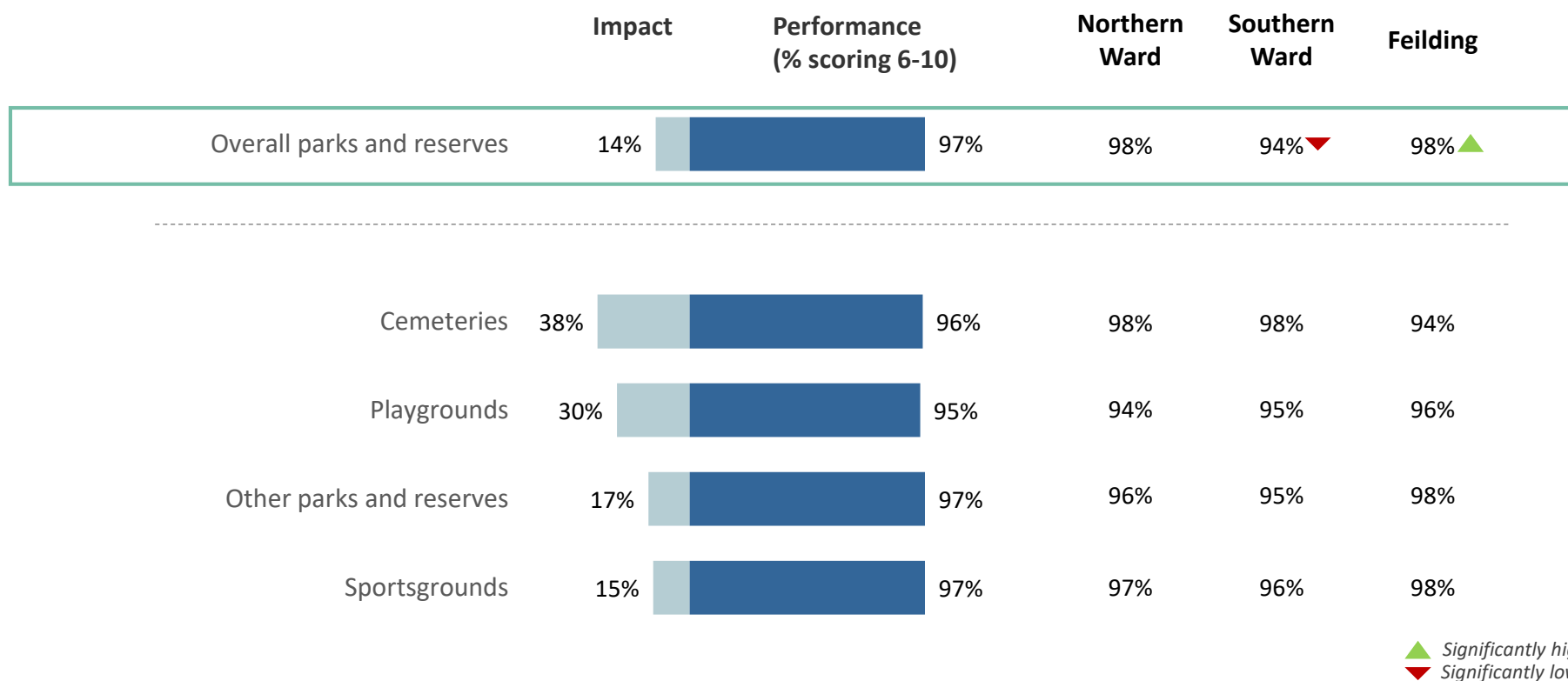


NOTES:

1. Total Sample: n=452
2. RF2: Overall how satisfied are you with the roads, cycleways, footpaths and walkways around the Manawatu district
3. RF1: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...

Overall perceptions of the *maintenance of parks and reserves* are generally high. Feilding residents are more likely to be satisfied with how Council maintains parks and reserves than Southern Ward residents.

Driver analysis: Services and Facilities: Parks, Reserves and Open Spaces

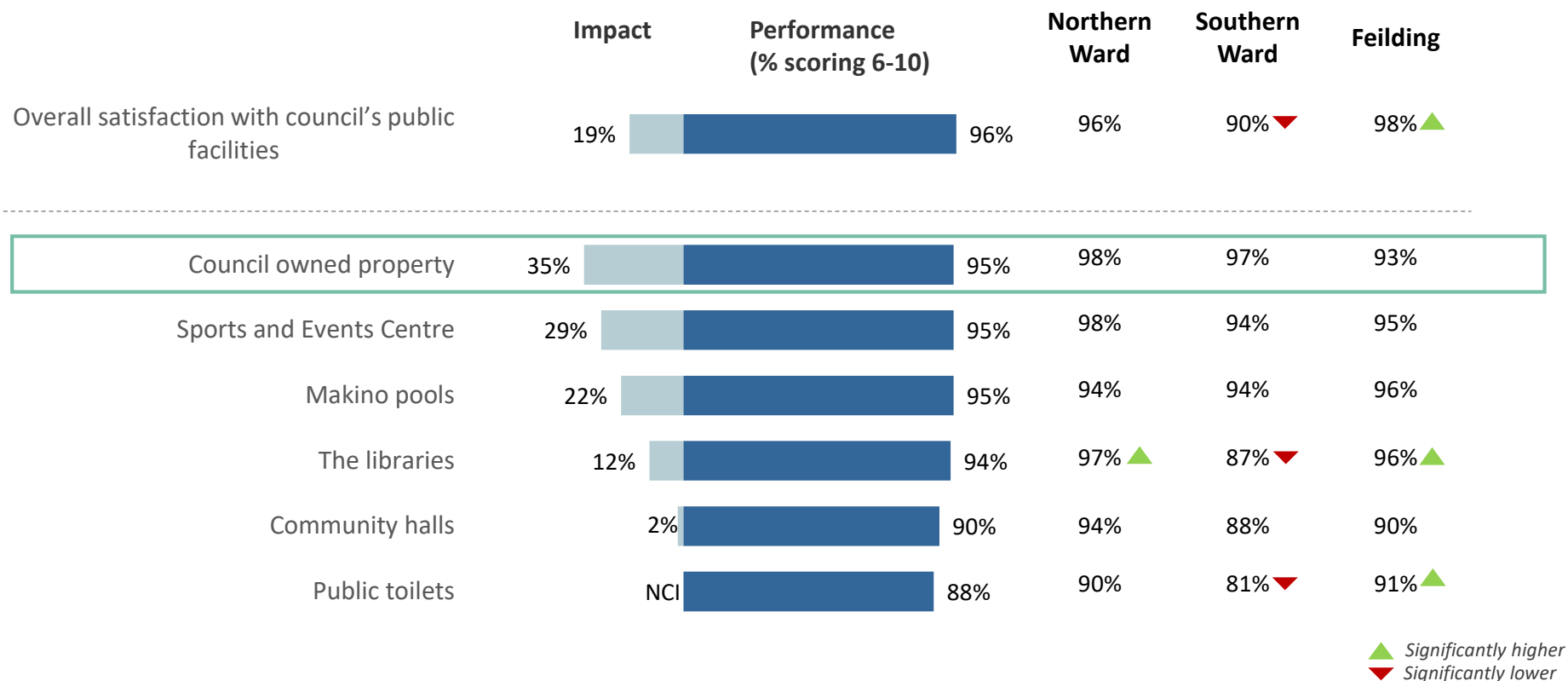


NOTES:

1. Total Sample: n=452
2. PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?
3. PR2: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...

The high performance of *Council owned properties* should be maintained as it has the highest impact on *overall perceptions of public facilities*.

Driver analysis: Services and Facilities: Council facilities

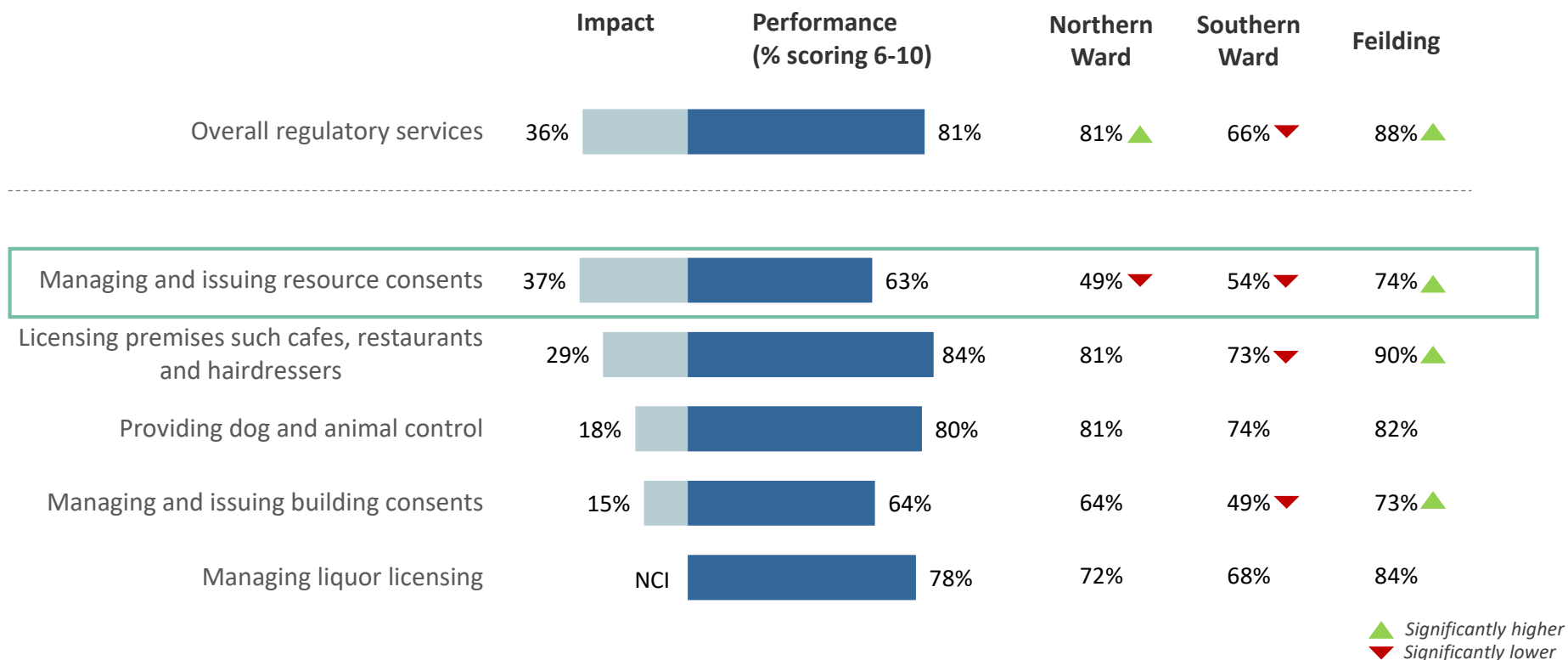


NOTES:

1. Total Sample: n=452
2. CF3: When you consider all the public facilities that are provided by Manawātū District Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?
3. CF2: How would you rate your overall satisfaction with each of the following facilities?
4. NCI – No current impact

Perceptions relating to the *management and issuance of resource consents* is poor yet it has the highest impact on *overall satisfaction with regulatory services* thereby making it an opportunity for improvement

Driver analysis: Services and Facilities: Regulatory services

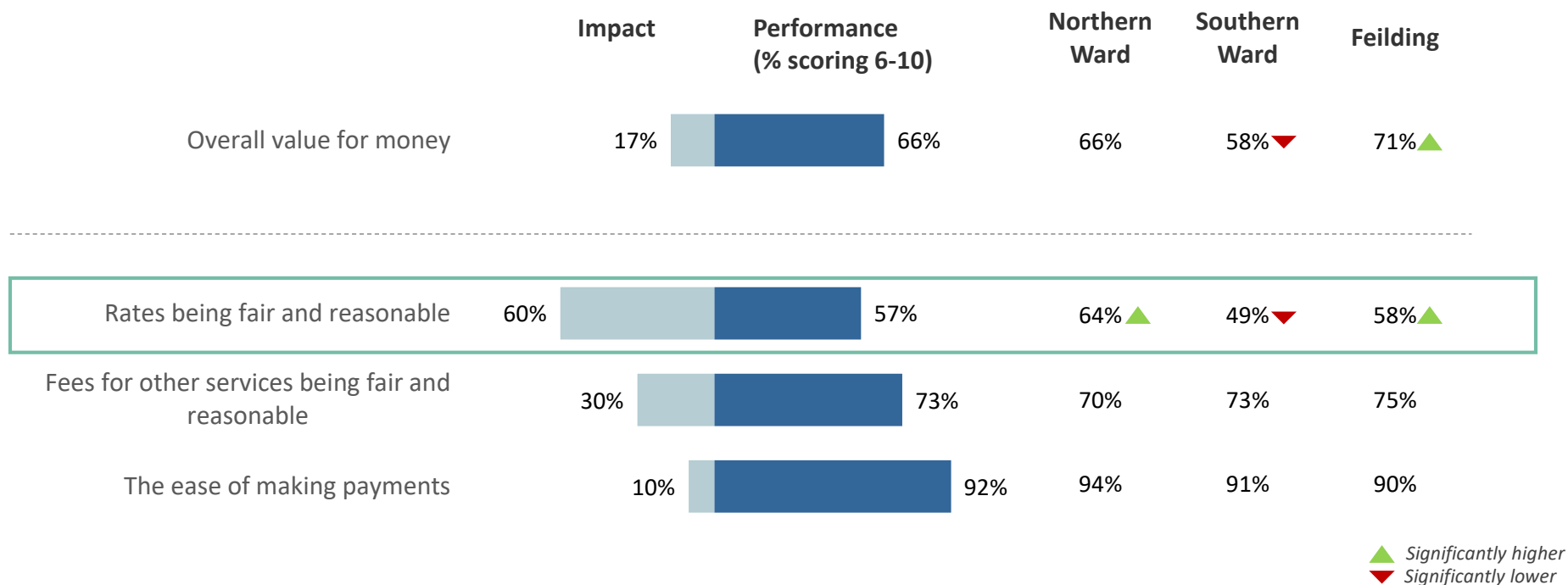


NOTES:

1. Total Sample: n=452
2. OS3: And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services?
3. OS2: Based on your experience and impressions, how would you rate the council's performance in providing each of these services? Use the 1 to 10 scale where 1 means 'poor' and 10 means 'excellent'.
4. NCI – No current impact

Rates being fair and reasonable remains the best area for potential improvement due to its high impact and low performance score among ratepayers.

Driver analysis: Value for money

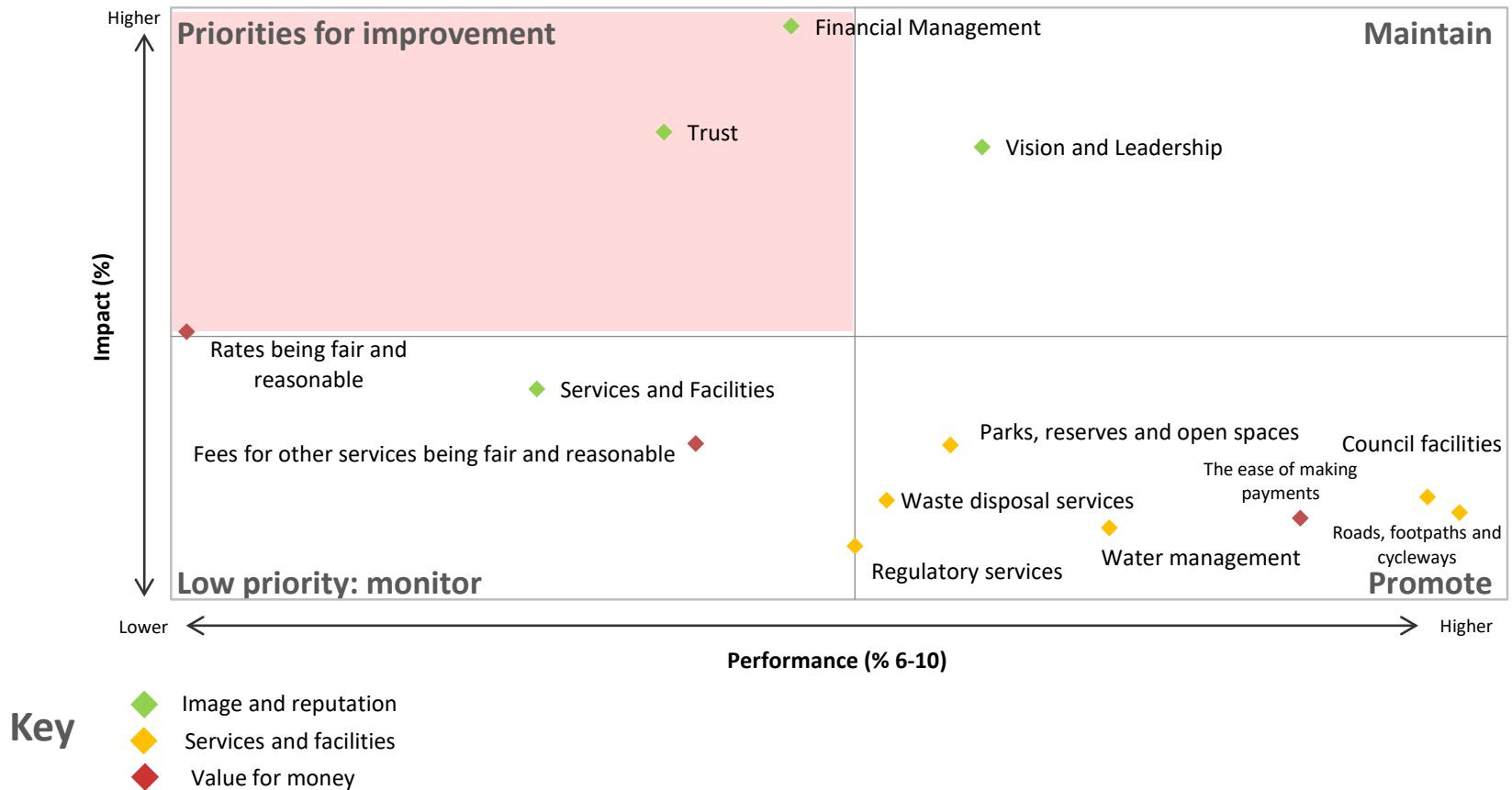


NOTES:

- Total Sample: n=452
- VM1: How would you rate your satisfaction with the Manawātū District Council for...?; Ease of making payment n=409, Rates being fair and reasonable based on ratepayers n=405, Fees for other services n=346
- VM2: Considering all the services and facilities that the Manawātū District Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?

Strong financial management, a culture of trust and having rates that are fair and reasonable are areas where residents would most value improvements and should be prioritised.

Priority matrix: Improvement opportunities

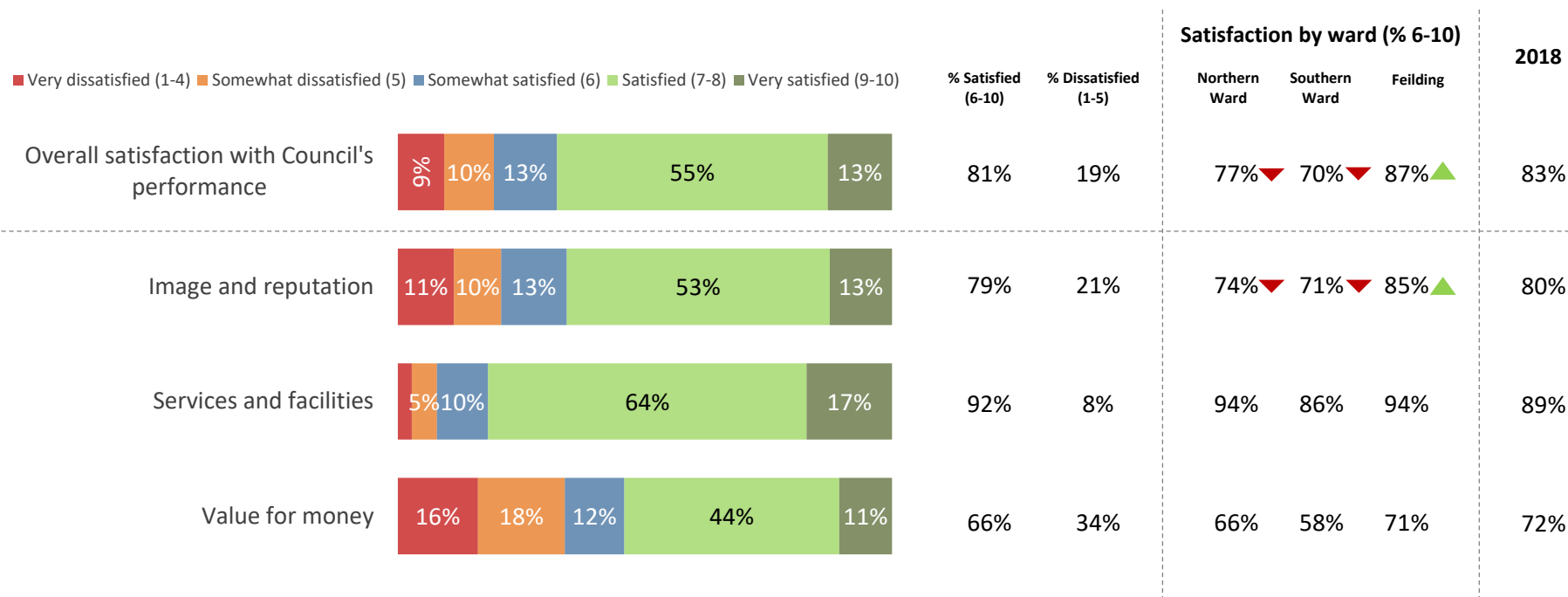




Satisfaction Scores - Overall Level

About four in five (81%) residents are satisfied (% scoring 6 to 10) with *Council's performance*, with around nine in ten (92%) residents being satisfied with *services and facilities*.

Overall Satisfaction



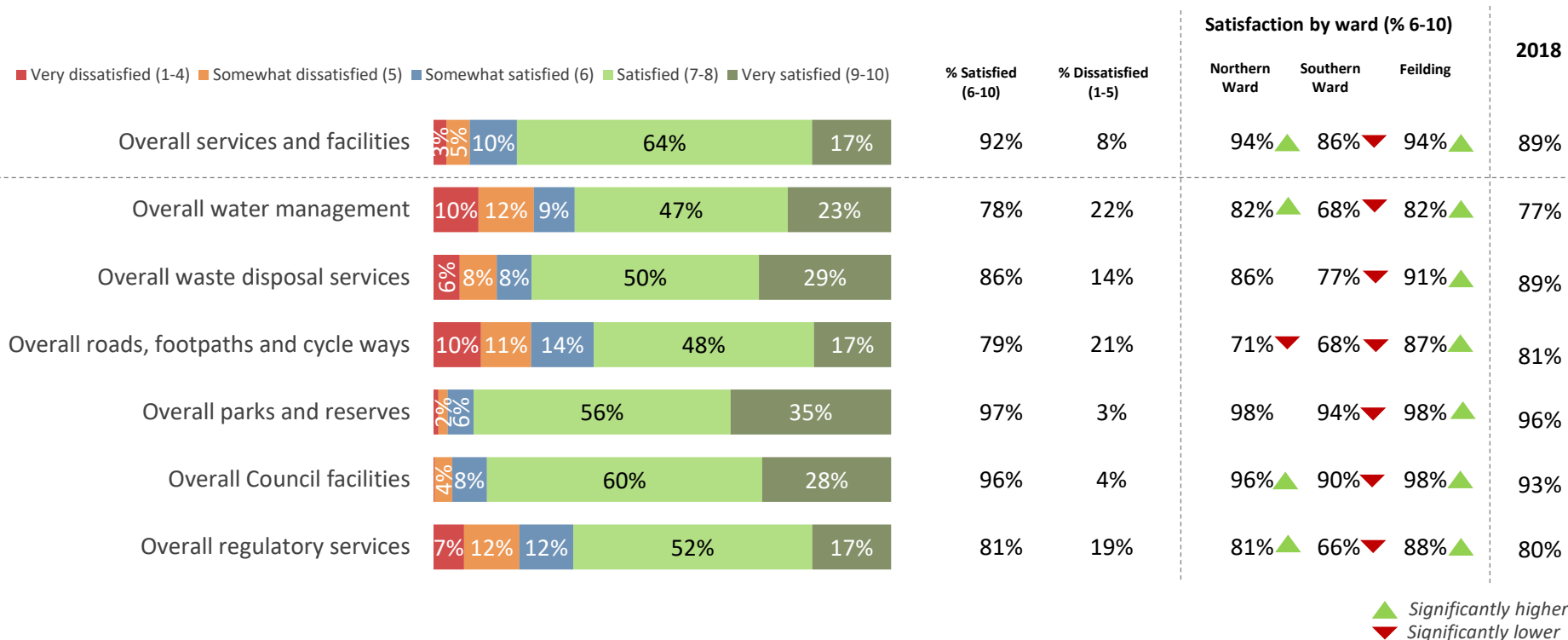
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total Sample: n=452
2. OP1: So everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall performance? n=447; Excl. DK
3. VM2: Considering all the services and facilities that the Manawātū District Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? n=413; Excl. DK
4. OVLSV: When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides? n=438 Excl. DK
5. REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation? n=432; Excl. DK

Strong performance on drivers of *perceptions of services and facilities* is evident among Feilding residents compared to Southern Ward residents.

Services and Facilities



NOTES:

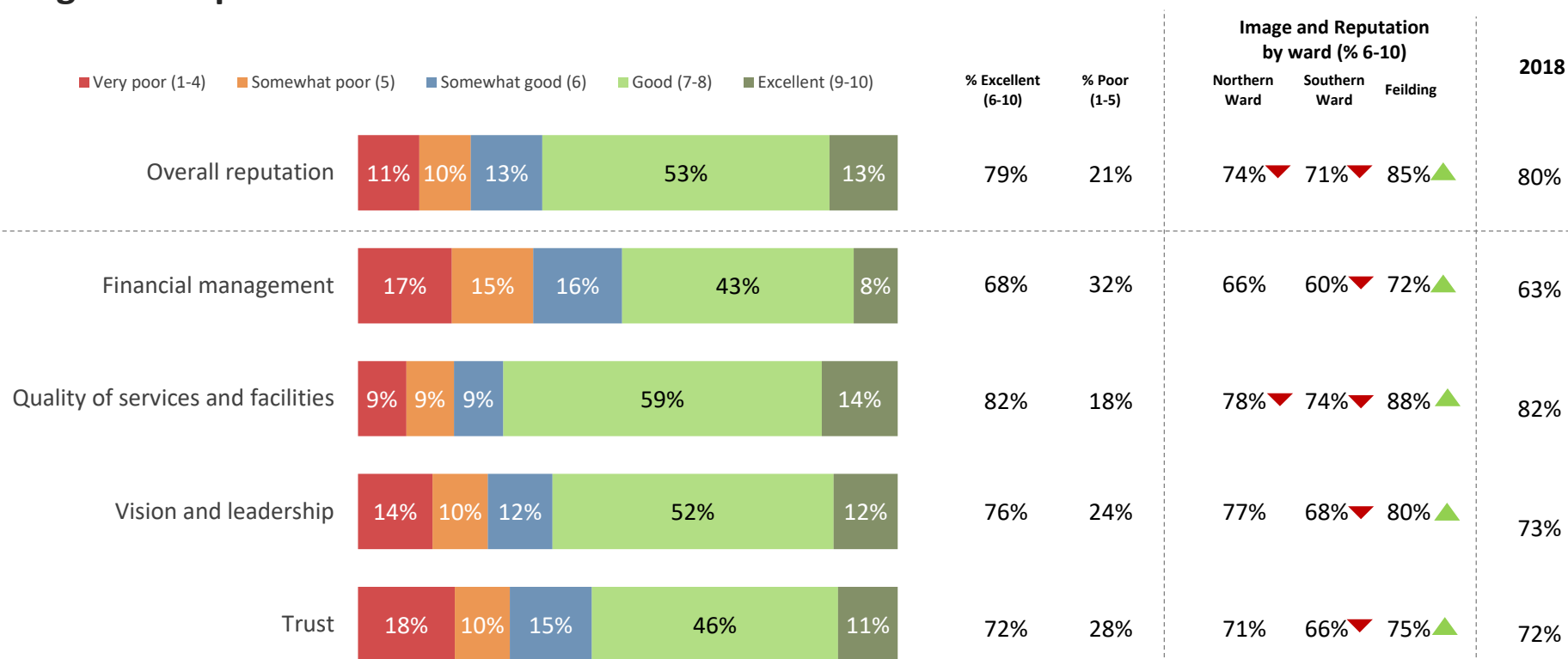
- Sample: n=452
- OVLSV: When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides? n=438; Excl. DK
- TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawātū district? n=401 Excl. DK
- WR4: How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services? n=434 ;Excl. DK
- RF2: Overall how satisfied are you with the roads, cycleways, footpaths and walkways around the Manawātū district? n=445 Excl. DK
- PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces? n=414 ;Excl. DK
- CF3: When you consider all the public facilities that are provided by Manawātū District Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided? n=430; Excl. DK
- OS3: And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services? n=265; Excl. DK



Satisfaction Scores - Reputation

Perceptions of drivers of *overall image and reputation* are highest in the Feilding ward.

Image and reputation



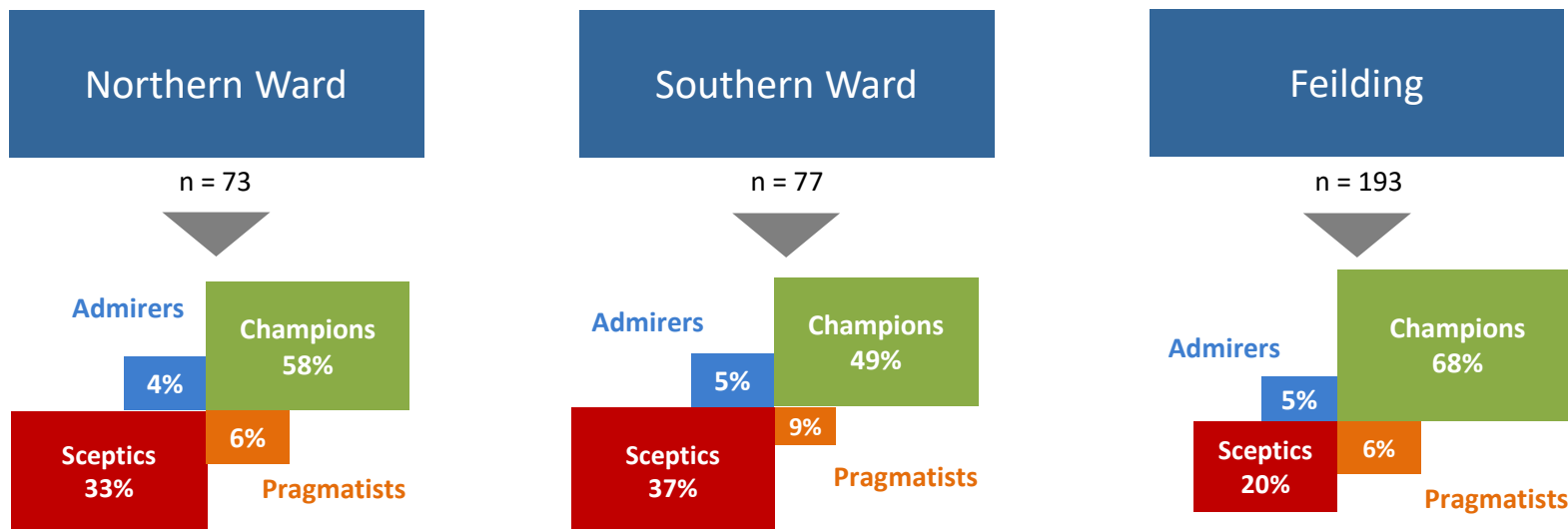
▲ Significantly higher
▼ Significantly lower

NOTES:

- Sample: n=452
- REP1: Thinking about how committed the Council is to making it easier to live in Manawātū, being in touch with the community and setting clear direction... overall how would you rate the Council for its leadership? n=424; Excl. DK
- REP2: Now thinking about how open and transparent Council is, whether it can be relied on to act honestly and fairly, its competence, future planning and ability to work in the best interests of the district. Overall how much confidence do you have in Council? n=438; Excl. DK
- REP3: Regarding Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=365; Excl. DK
- REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services and facilities they provide? n=443; Excl. DK
- REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation? n=432; Excl. DK

Southern ward is more likely to have more 'Sceptics' who have doubt and mistrust Council and believe performance could be better. Feilding, on the other hand, has a very positive reputation profile with 68% of its residents as being 'Champions'.

Reputation profile: Wards

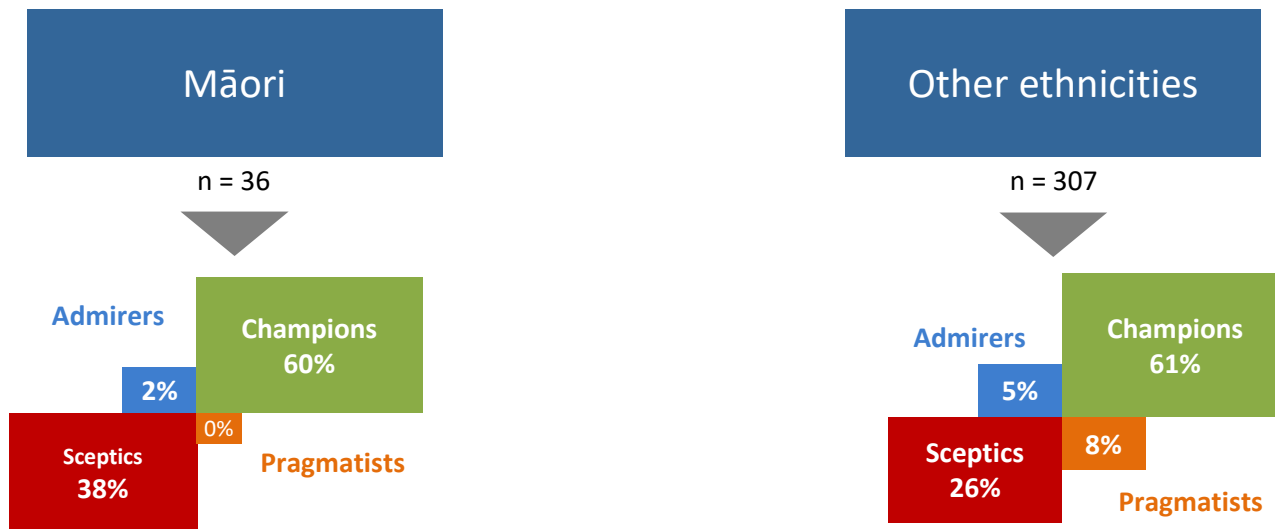


NOTES:

1. Total Sample: n=452. Excludes 'don't know' responses to any of the reputation questions
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation

Māori residents are more likely to be *'Sceptics'* than other ethnicities, mistrusting or doubting Council and not recognising or valuing its performance.

Reputation profile: Ethnicity

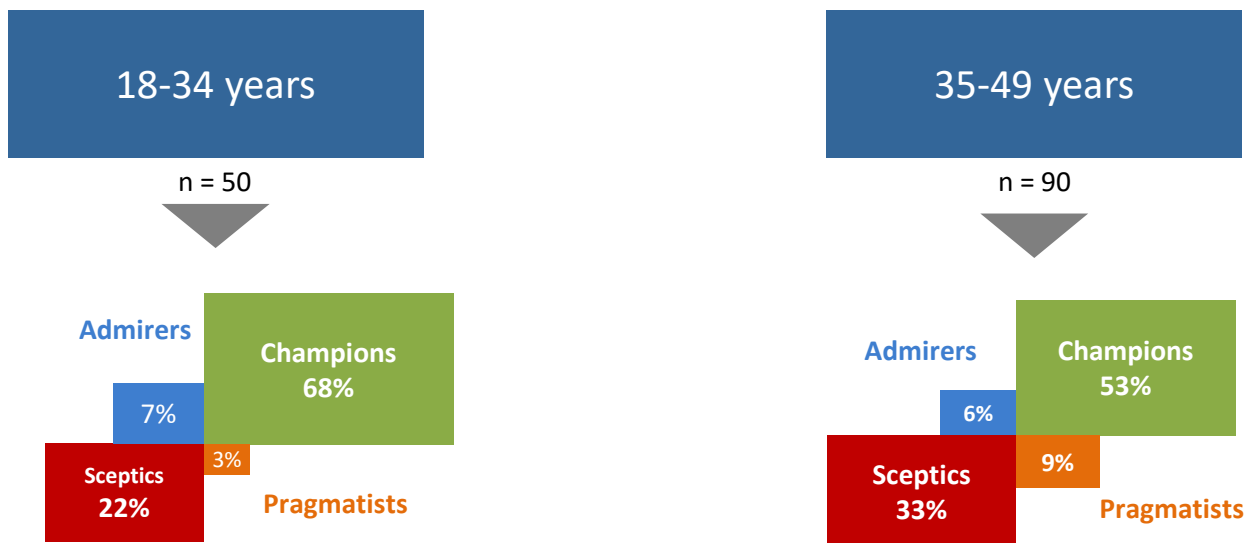


NOTES:

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3. REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation

Between the two age groups under 50, the 18-34 year olds are more likely to be 'Champions' and less likely to be 'Sceptics' than 35-49 year olds.

Reputation profile: Age

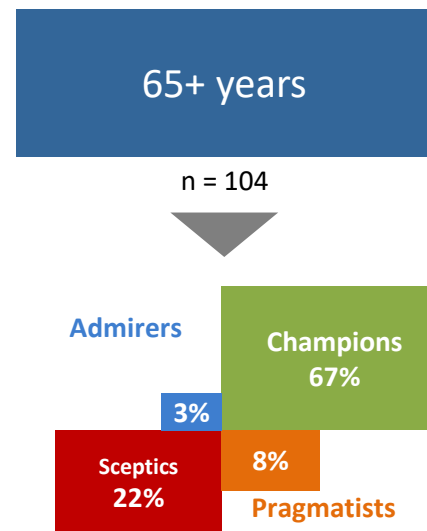
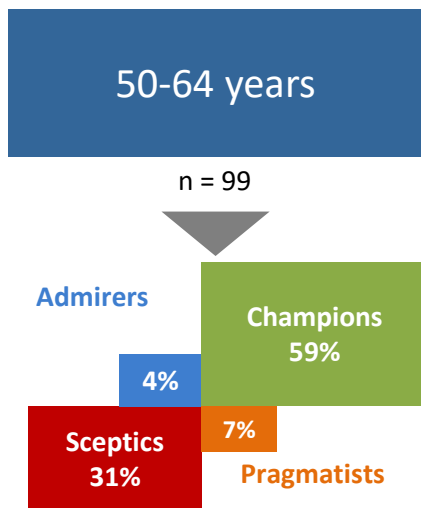


NOTES:

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2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation

Residents under the oldest age group are more likely to be 'Champions' and less likely to be 'Sceptics' than 50-64 year olds.

Reputation profile: Age



NOTES:

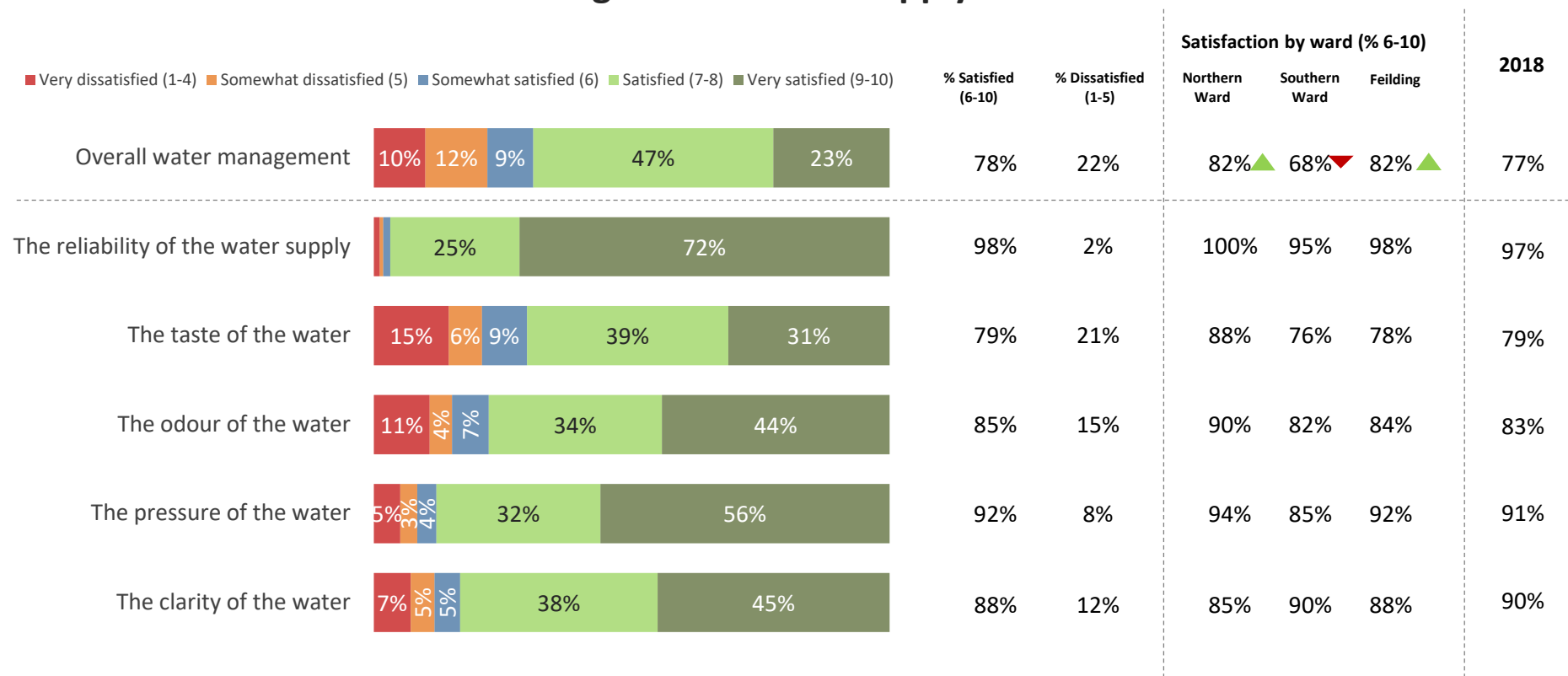
1. Sample: n=452. Excludes 'don't know' responses to any of the reputation questions
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation



Satisfaction Scores - Infrastructure

The *reliability of water supply* has the highest performance among sub-drivers of *water management* with almost all residents being satisfied. Feilding and Northern Ward residents are more likely to be satisfied with water management than Southern Ward residents.

Services and Facilities: Water Management – Town Supply and Rural Water Scheme



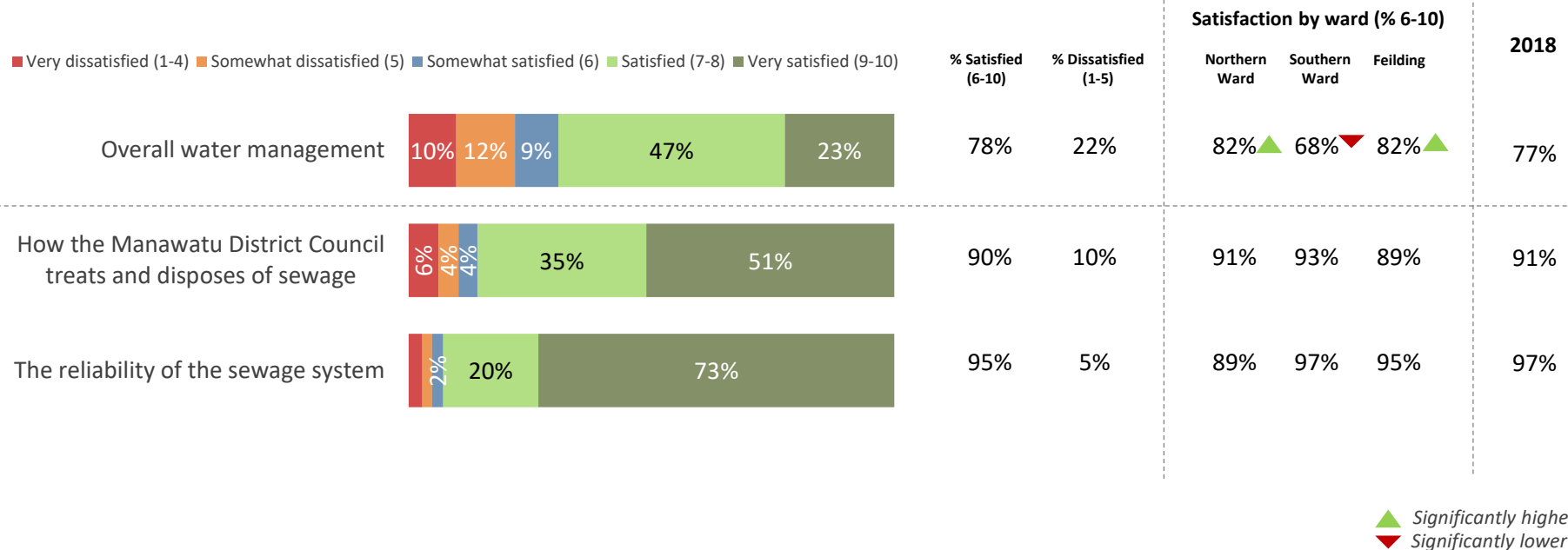
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total Sample: n=452; Water supply ratings based on 305 residents who access either town supply or the rural water scheme
2. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawātū district. n=401 Excl. DK
3. TW2: On the scale of 1- 10, how would you rate your satisfaction with... Excl. DK Reliability n=263, Taste n=255, Odour n=257, Pressure n=258, Clarity n=262

At least nine in ten residents are satisfied (scoring %6-10) with the *treatment and disposal of sewage* and with the *reliability of the sewage system*.

Services and Facilities: Water Management – Town Sewage System

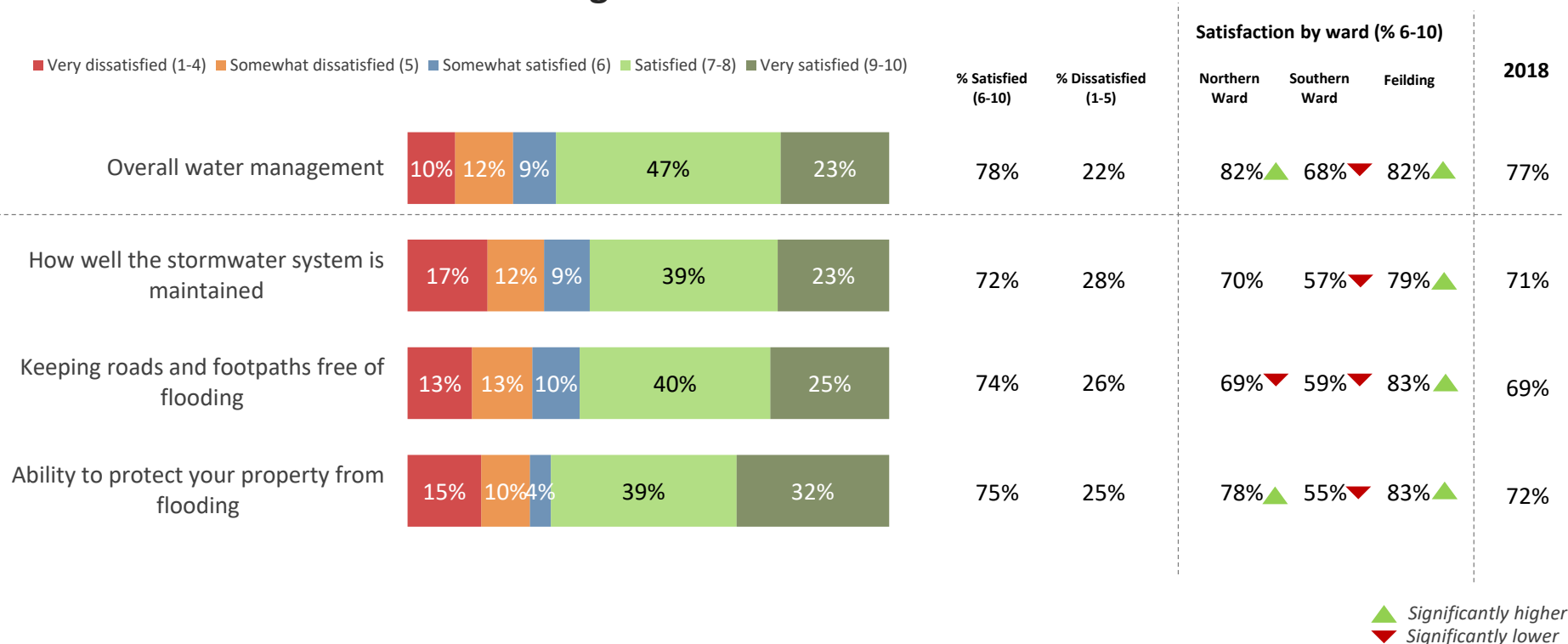


NOTES:

- Total Sample: n=452
- TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawatu district. n=401; Excl. DK
- TW4: On the scale of 1-10, how would you rate your satisfaction with... Excl. DK; Sewage treatment and disposal n=172, Reliability of Sewage system n=225

Feilding residents are more likely to be satisfied (scoring %6-10) with *stormwater management* than Southern Ward residents.

Services and Facilities: Water Management – Stormwater



NOTES:

- Total Sample: n=452
- TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawātū district. n=401; Excl. DK
- TW5: On the scale of 1-10, how would you rate your satisfaction with the stormwater system in terms of... Excl. DK; System maintenance n=359, Road flooding n=406, Properties flooding n= 394

Services and Facilities: Dissatisfaction on Water Management

Reasons for Dissatisfaction

Horizon have put in stop banks, water has nowhere to go, culverts are not maintained regularly to allow for free drainage. They only come out when there is a problem.

The council has a very inefficient storm water system that hasn't been looked at for 30 yrs. on our street.

Storm water infrastructure has not kept up with the growth of the town. Giesen road flooding in heavy rain, new developments on the hill. Water collection comes through our street pipes and they don't cope there is back fill.

Storm water flooding. We brought it to their attention and nothing was done.

The sewage is the issue, the location of the disposal system and if all setup regulations and processes are carried out as per the consent instruction.

Rain flows from the road onto our property. When they rebuilt the road they raised the driveways and blocked the drains. It has nowhere to go.

Regarding our property specifically, the drains are never cleared properly or not cleared regularly. I have seen this happen 2-3 times in 30 years.

Argument on where the drains are that flood, and not being resolved.

Poorly managed and it is a running eyesore for years and borrowed money is wasted and not gone on sewage.

The drainage system here is only ever unblocked and not sorted properly as in fixing. Issues every time it floods.

Storm water encroaching my property from the roads and the roads in general.

For the rates that we pay, they don't do anything for us.

All to do with the maintenance and cleaning of roadway drains and pipes and those sort of things.

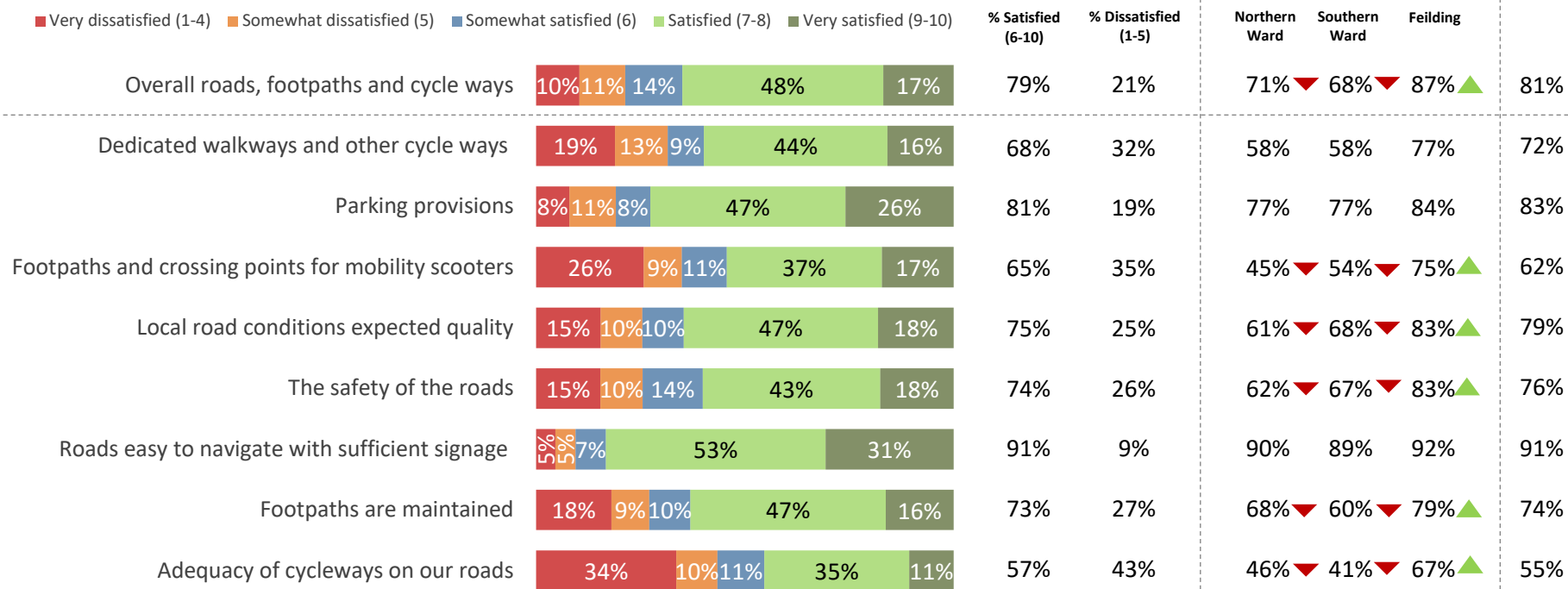
They are building on areas that they shouldn't be building on, due to history of flooding. Why are they not pushing to build up on the hill where there wouldn't be a flood instead of areas that were dried up stream beds?

NOTES:

1. Total Sample: n=452
2. TW7: Was there anything specific that you were dissatisfied with in regards to water management? n=25

Dissatisfaction with *adequacy of cycle ways* on roads is generally high among residents. Feilding residents are more likely to be satisfied (scoring %6-10) with *roads, footpaths and cycleways* than Northern and Southern Ward residents.

Services and Facilities: Roads, Footpaths and Cycle ways



▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total Sample: n=452
2. RF2: Overall how satisfied are you with the roads, cycleways, footpaths and walkways around the Manawātū district. n=445; Excl. DK
3. RF1: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... Excl. DK; Dedicated walkways n=376, Parking provisions n=427, Footpaths n=380, Road conditions n=451, Safety of the roads n=449, Sufficient signage n=444, Footpath maintenance n=380, Adequate cycleways n=361

Services and Facilities: Dissatisfaction on Roads, Footpaths and Cycleways

Reasons for Dissatisfaction

The Junction road east is mainly metal and is not graded enough. There are a lot of resealing needed to be done on country roads ie Junction Rd West is shocking.

Lack cycle ways safety on Forlong road. It is too narrow . Bus uses route and the kerb is not level so it can't be used for passing. Kerbside sloping is so unsafe for walking or cycling on.

Rural areas narrow side roads, e.g. Rangitoto road. There is no room to turn into driveways and there are visibility issues in places.

Nothing for children to walk to school on, wheelchairs and strollers and scooters (mobility). Roads too high and they drain into private property.

There's no safe place to cycle from our house to town, forcing us to take our own private car. Was recently marked and it has caused more problems and became more dangerous not giving the cyclists enough room.

Cycle ways to cater for cyclists and cars at the same time. It is dangerous for a car and a truck. Any cycle route needs it's own lane like they do in town.

We have to pay rates and getting charged for facilities that they don't get, e.g. footpaths and lighting. They are always using cheap things to fix the roading and that's why we are having heaps of problems.

Lack of quality sealing, road markings and guttering.

They use contractors for the road and don't get the value.

The width of the roads - not wide enough. Crossing points, footpaths and wheelchair access in town - they could be a lot better in busy places. Rural roads - we live on a busy rural road and it is too narrow for cycling. I also run and it is very dangerous. Taonui Road. They widened one end of it and left the other end narrow. I have kids who would like to bike to school but that is never going to happen. It is just extremely dangerous.

It is just the maintenance.

NOTES:

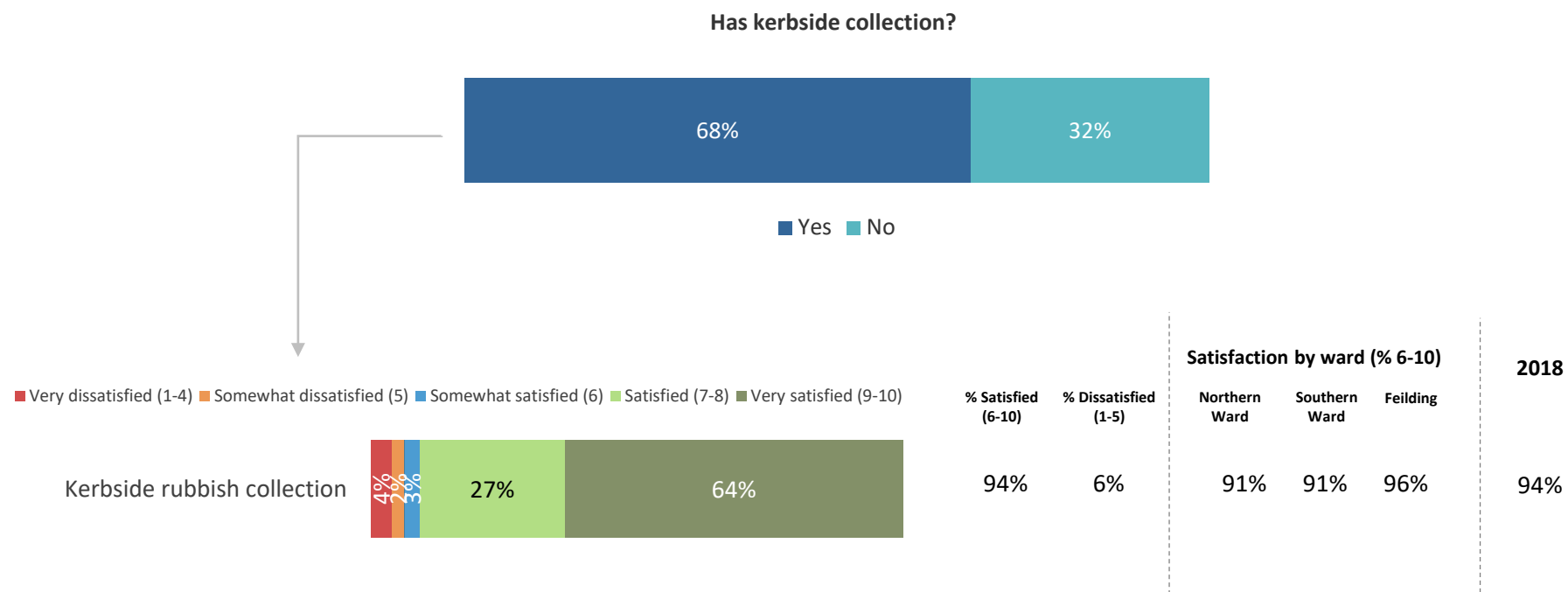
1. Sample: n=452
2. RF3: Was there anything specific that you were dissatisfied with in regards to Roads, footpaths and cycleways management? n=19



Satisfaction Scores - Waste and Rubbish Disposal Services

Satisfaction with *kerbside collection* remains high among residents who access the service, with 64% very satisfied with the service.

Services and Facilities: Waste and Rubbish Disposal



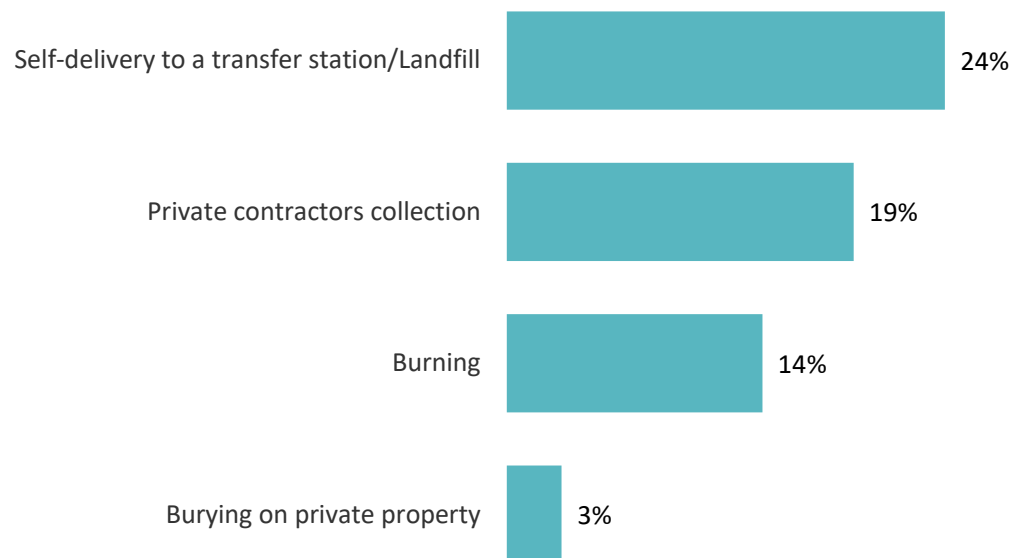
NOTES:

1. Total Sample: n=452
2. WR1: Which of the following methods does your household use for disposal of non-recyclable waste?
3. WR2: Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service? n=306; Excl DK

Around one in four residents *self-deliver waste and rubbish to the transfer stations* (24%) while nearly one in five residents *contract private collection of waste and rubbish* (19%).

Services and Facilities: Waste and Rubbish Disposal

Household methods for disposal of non-recyclable waste

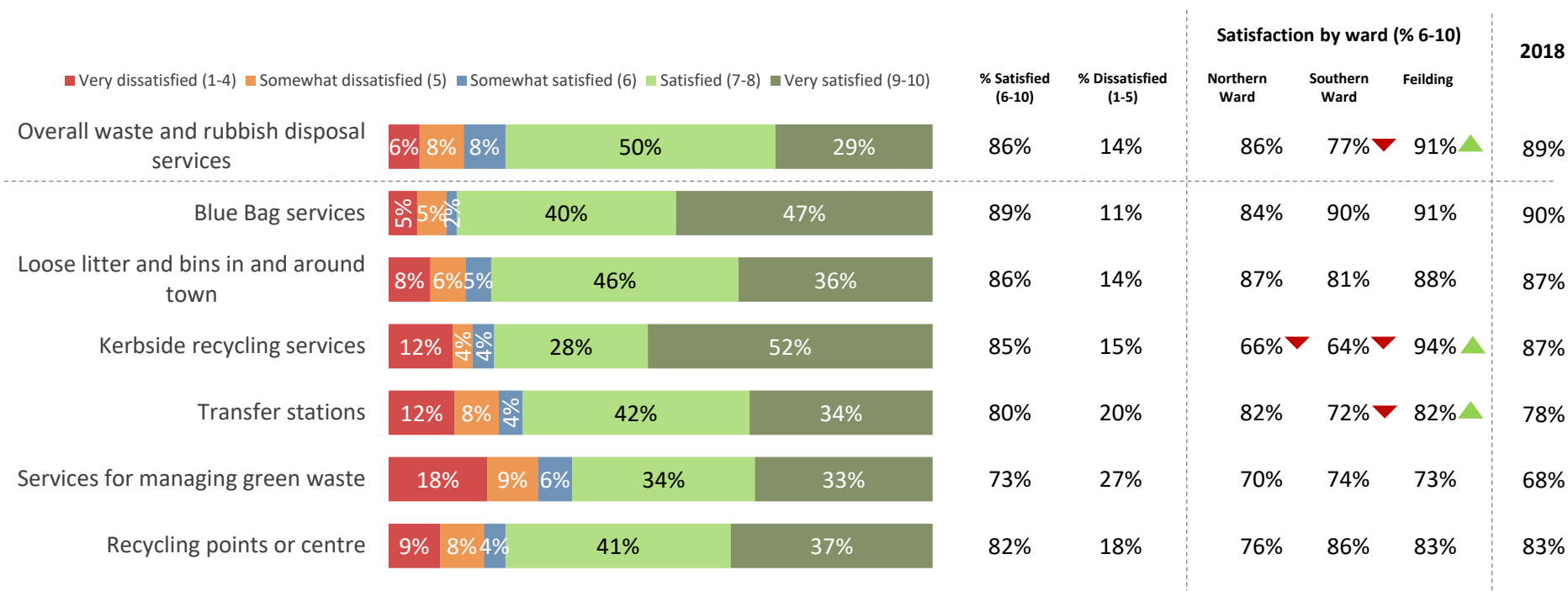


NOTES:

1. Total Sample: n=452
2. WR1: Which of the following methods does your household use for disposal of non-recyclable waste?

Almost three in ten residents are very satisfied with *waste and rubbish disposal services* (29%). Around half of residents are very satisfied with *kerbside recycling services* (52%) where Feilding residents are more likely to be satisfied than Northern and Southern Ward residents.

Services and Facilities: Waste and Rubbish Disposal



▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total Sample: n=452
2. WR4: How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services? n=434; Excl. DK
3. WR3: How satisfied are you with each of the following services that are provided by Council? Excl. DK; Blue Bag n=339, Loose litter n=404, Kerbside recycling n=317, Transfer station n=314, Green waste n=229, Recycling points n=359

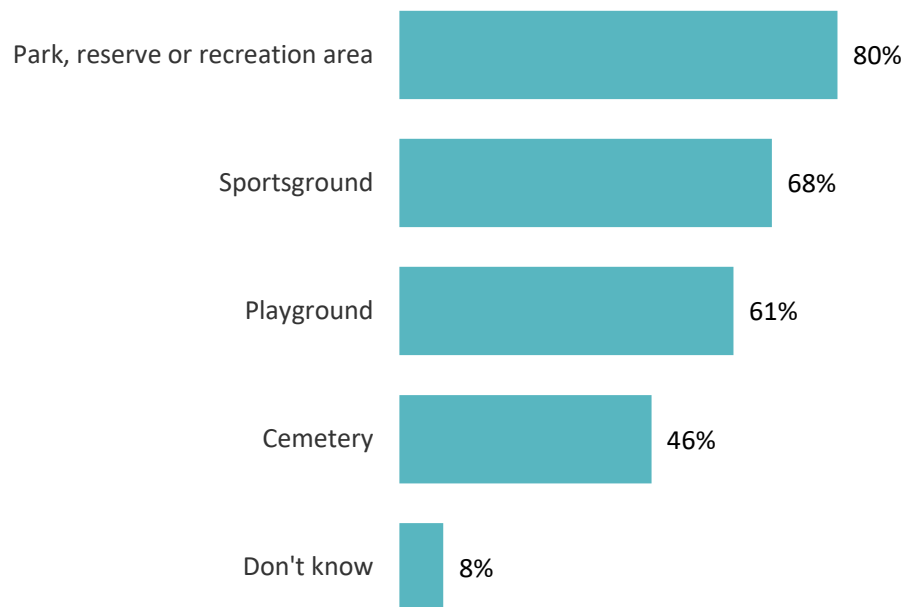


Satisfaction Scores – Parks, Reserves and Sportsgrounds

Council maintained parks, reserves and recreation areas are used extensively followed by sportsgrounds and playgrounds.

Services and Facilities: Parks, Reserves and Sportsgrounds

% of respondents who visited the following council maintained spaces in the last year

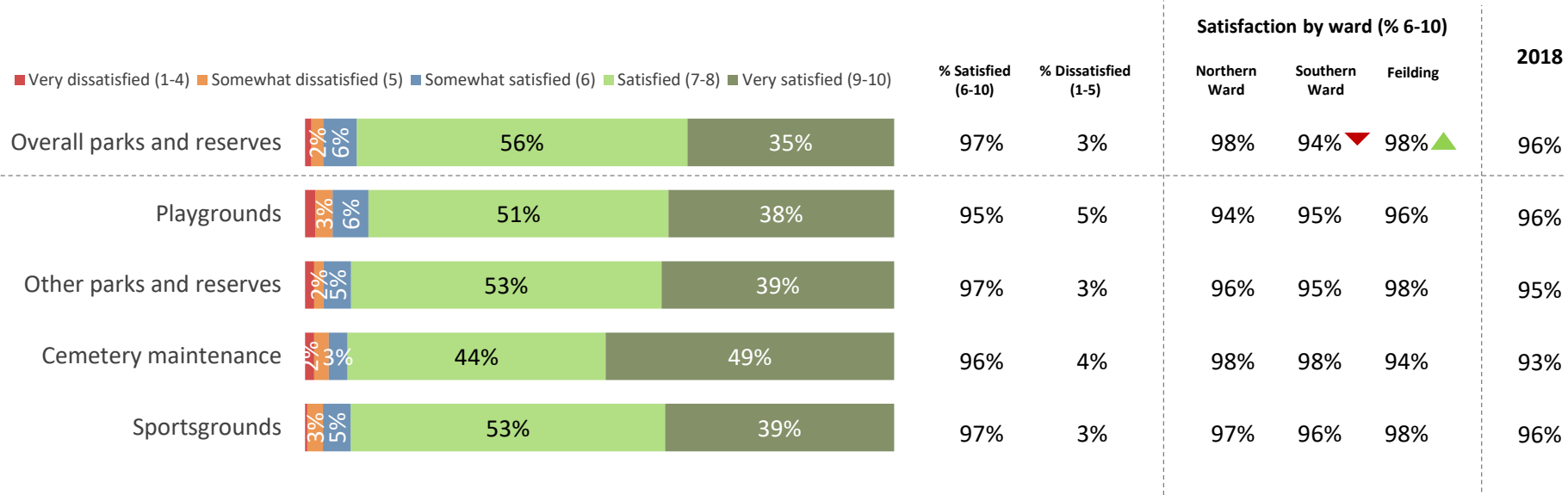


NOTES:

1. Total Sample: n=452
2. PR1: In the last year, which of the following have you visited?

Satisfaction with *parks and reserves* continue to be high among residents across all facilities and all wards.

Services and Facilities: Parks, Reserves and Sportsgrounds



▲ Significantly higher
▼ Significantly lower

NOTES:

1. Sample: n=452
2. PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces? n=414; Excl. DK
3. PR2: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall experience with Council's... Excl. DK; Playgrounds n=317, Other parks and reserves n=385, Cemetery maintenance n=244, Sportsgrounds n=331

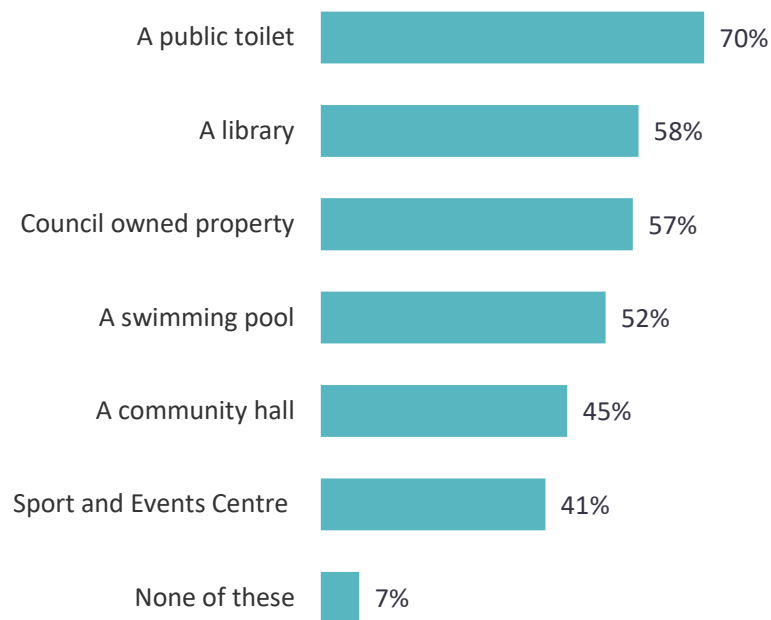


Satisfaction Scores – Council Facilities

Most *Council facilities* are used by around half of the district's residents last year, with *public toilets* being used more frequently by seven in ten residents.

Services and Facilities: Council facilities

**% of respondents who visited the following
Council facilities in the last year**



NOTES:

1. Total Sample: n=452
2. CF1: Which of the following facilities have you visited in the last year?

Perceptions of *Council's public facilities* are generally high across all wards. Feilding residents are more likely to be satisfied with libraries than Northern and Southern Ward residents.

Services and Facilities: Council facilities

	Satisfaction by level					% Satisfied (6-10)	% Dissatisfied (1-5)	Satisfaction by ward (% 6-10)			2018
	Very dissatisfied (1-4)	Somewhat dissatisfied (5)	Somewhat satisfied (6)	Satisfied (7-8)	Very satisfied (9-10)			Northern Ward	Southern Ward	Feilding	
Overall Council's public facilities	4%	8%		60%	28%	96%	4%	96% ▲	90% ▼	98% ▲	93%
Sports and Events Centre	5%	7%		50%	38%	95%	5%	98%	94%	95%	93%
Community halls	8%	8%		52%	31%	90%	10%	94%	88%	90%	88%
Public toilets	4%	8%	9%	47%	32%	88%	12%	90%	81% ▼	91% ▲	88%
Makino pool	3%			40%	52%	95%	5%	94%	94%	96%	96%
The libraries	3%	5%		41%	49%	94%	6%	97% ▼	87% ▼	96% ▲	91%
Council-owned property	4%	6%		48%	41%	95%	5%	98%	97%	93%	-

▲ Significantly higher
▼ Significantly lower

NOTES:

1. Sample: n=452
2. CF3: When you consider all the public facilities that are provided by Manawātū District Council including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided? n=430; Excl. DK
3. CF2: How would you rate your overall satisfaction with each of the following facilities? Excl. DK; Sports / Events Centre n=250, Community Halls n=259, Toilets n=343, Makino Pools n=269, Libraries n=320, Community owned property n=318

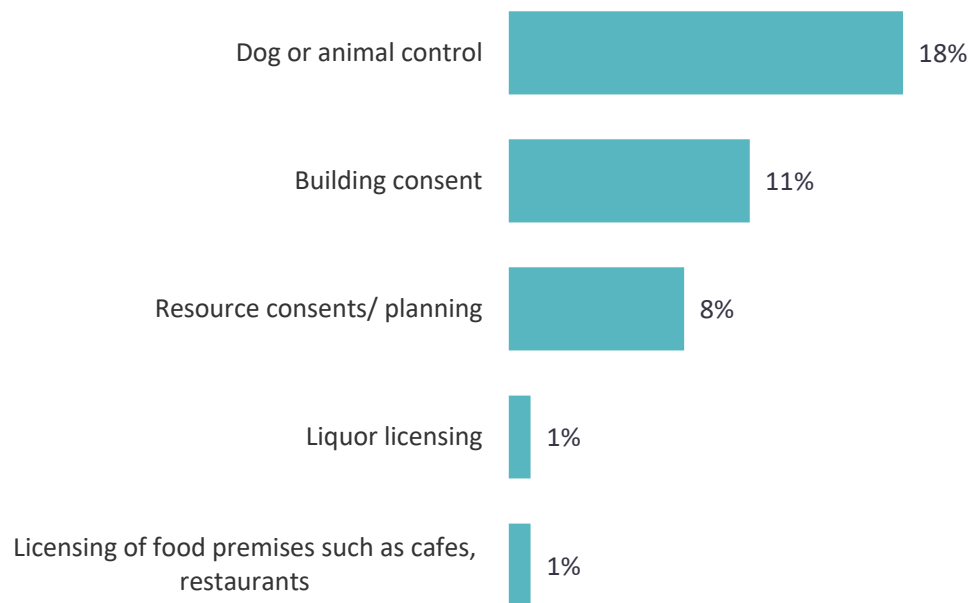


Satisfaction Scores - Regulatory Services

Around one in six residents *had direct involvement or contact with Council regarding dog or animal control* concerns while about one in ten residents *had contact in relation to a building consent*.

Services and Facilities: Regulatory Services

Had direct involvement/contact with the Council in the past year

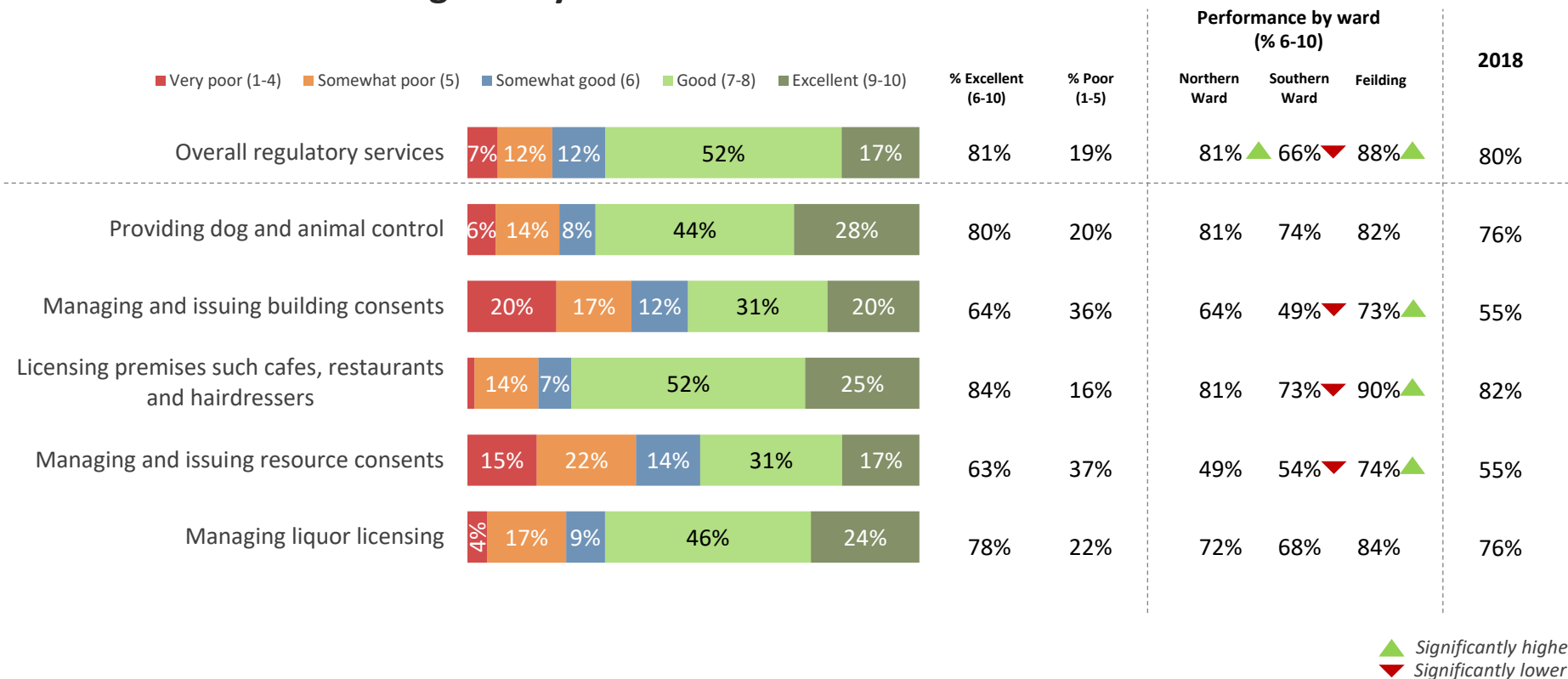


NOTES:

1. Sample: n=452
2. OS1: Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following?

Both the *building consent* and *resource consent* process are rated poorly (%1-5) by almost two in five residents.

Services and Facilities: Regulatory Services



NOTES:

- Sample: n=452
- OS3: And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services? n=438; Excl. DK
- OS2: Based on your experience and impressions, how would you rate the council's performance in providing each of these services? Use the 1 to 10 scale where 1 means 'poor' and 10 means 'excellent'. Excl. DK; Animal control n=218, Building consents n=136, Licensing Premises n=76, Resource consents n=114, Liquor licensing n=75

Services and Facilities: Reasons for Dissatisfaction

Reasons for Dissatisfaction

Dog and animal control. We did a neighbour petition to have the dog removed which they did but then the person got the dog back and now we have barking issues and have to go through the whole procedure again documenting how often the dog barks .

The building consent , how long it took. I hear from my customers when they are trying to set up new business and the time it takes .

Not very responsive and they make up minds before they go through motions of asking people what they think. I put in a submission regarding the booze shop behind me. No one said this was where the school kids take shelter when waiting for school bus, it is a school bus stop too. This system is corrupt.

I don't think the system is helpful when you try and get a consent. The system is not helpful and it takes a long time to make things happen.

Slow service and time means nothing to them.

I am on a farm and trying to build a bridge to keep stock out of the river. The information we got from the council and Horizons regional council are in conflict with each other.

Dog complaints, not following up and not dealing with constantly noisy dogs.

The whole consent build. They tell you that its 21 days, then after 21 days they tell you how to fix it. Instead of showing everyone at once they show it separately, just needs to be more efficient.

The dog control - the dogs are not very well controlled and I think the Council are afraid of the dog owners.

Building Consents and Resource Consents - The majority of the staff that handle this, are not qualified to do their work and there should be an enquiry - a Royal enquiry, into the management of the Manawatu Building Consent Department.

NOTES:

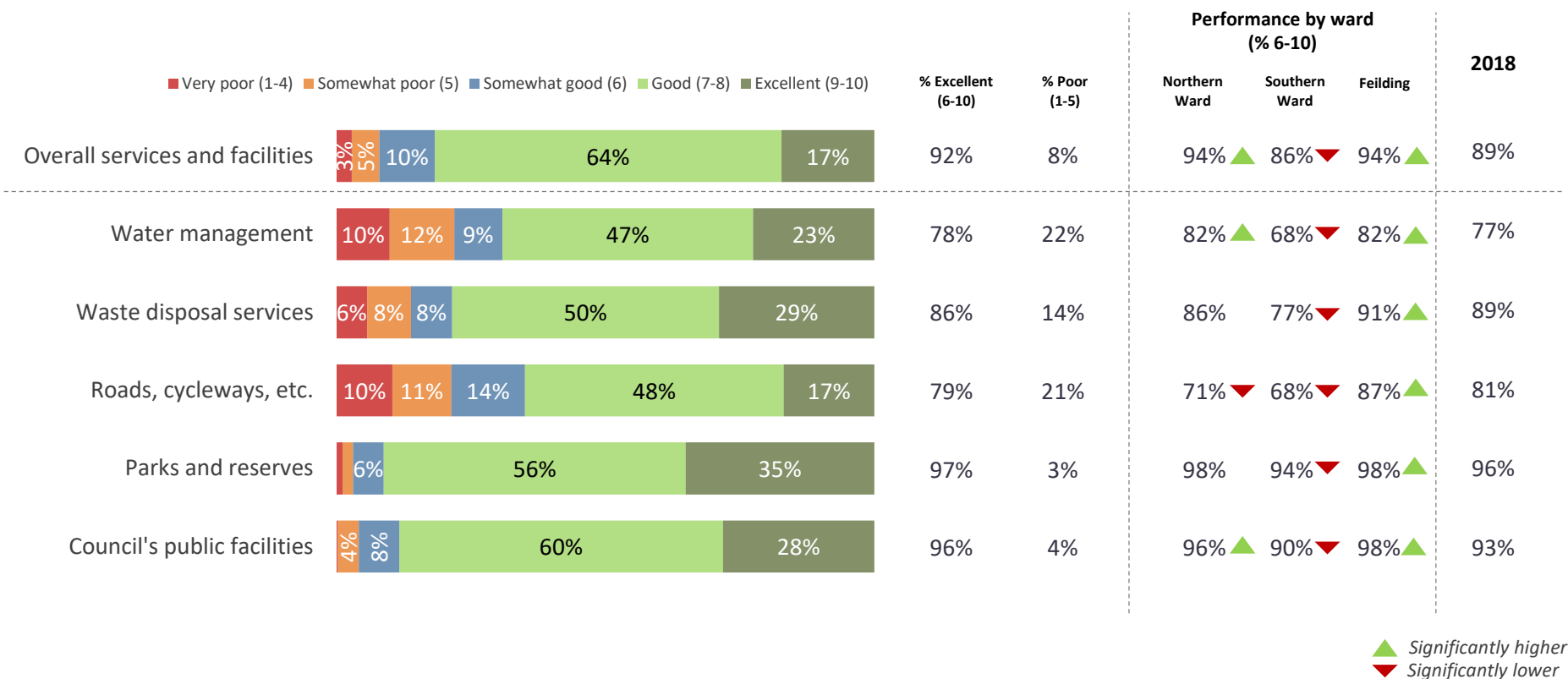
1. Sample: n=452
2. OS4: Was there anything specific that you were dissatisfied with in regards to regulatory services? n=14



Satisfaction Scores – Overall Services and Facilities

Council's overall performance on services and facilities is generally high, with parks and reserves having the highest satisfaction level.

Overall Services and Facilities



NOTES:

- Total Sample: n=452
- OVLSV: When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides?

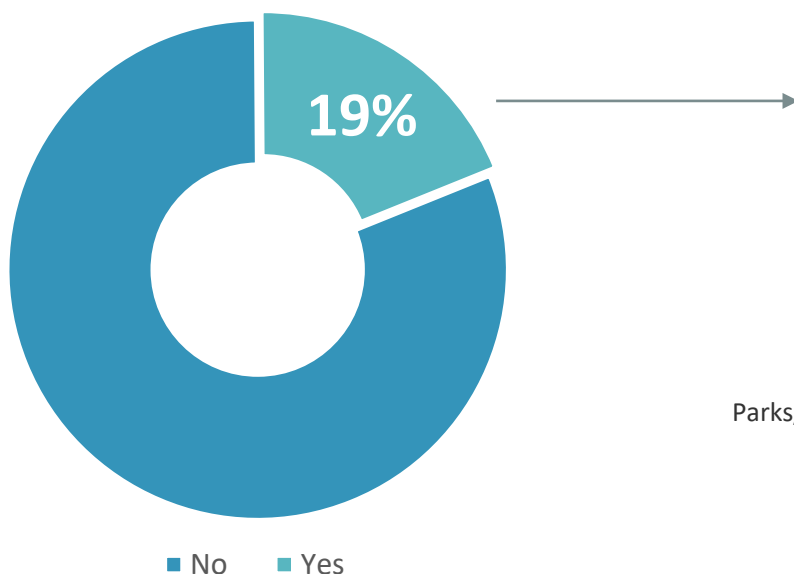


Satisfaction Scores - Customer Interactions

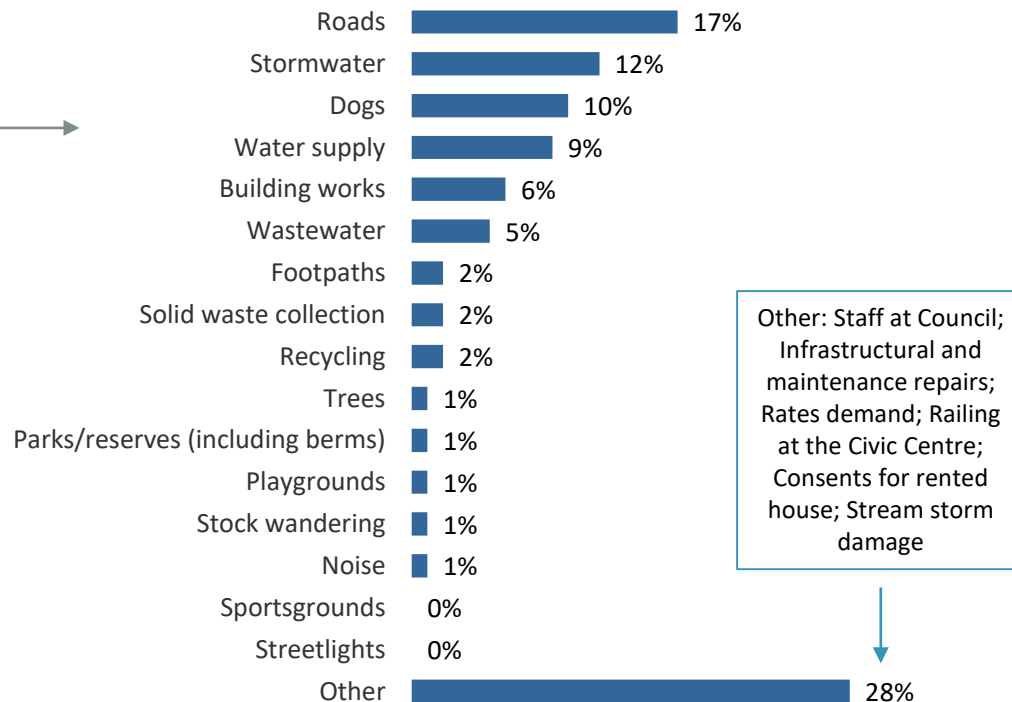
Around one in five residents *contacted Council in the past year* mainly regarding to *roads, stormwater, dogs and water supply*, among others.

Interaction with request for a service or a complaint

Have made a request for service or complaint about a Council Service



What did it relate to?

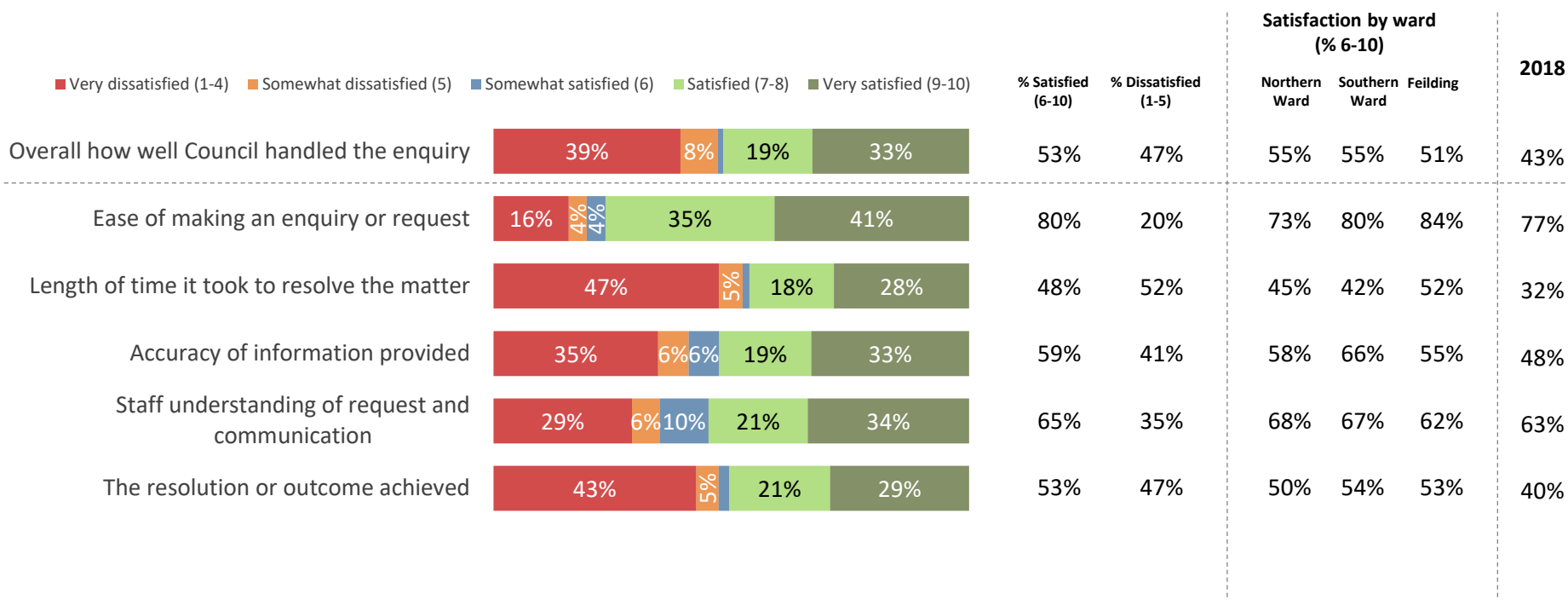


NOTES:

1. Total Sample: n=452
2. RS1: Have you made a request for service or complaint about a Council service during the past 12 months?
3. RS2: Thinking about your most recent request or complaint, what did it relate to?

Dissatisfaction with Council's *handling of enquiries* is high. Nearly half of residents who had a recent interaction with Council are very dissatisfied with the *length of time it took to resolve their concerns*.

Interaction in relation to request for a service or a complaint



NOTES:

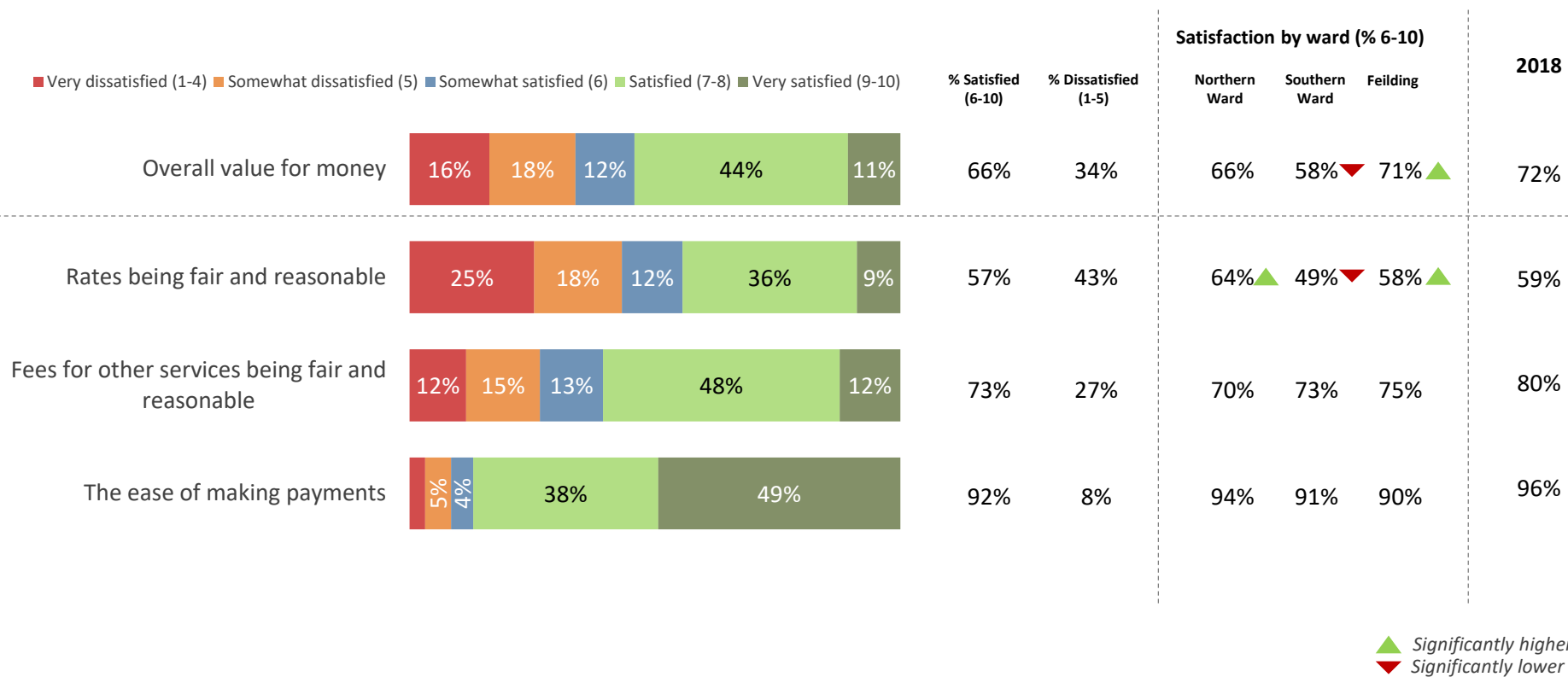
1. Sample: n=452 Base n=89 residents who requested a service or made a complaint in the past 12 months
2. RS3: Thinking back to your most recent request, how would you rate your satisfaction with each of the following? Excl. DK; Ease of enquiry n=87, Time to resolve n=86, Accuracy of information n=84, Outcome achieved n=86, Understanding request n=87



Satisfaction Scores - Value for Money

Almost half of residents are very satisfied with *ease of making payments* (49%) but one in four residents are very dissatisfied with *rates being fair and reasonable* (25%).

Value for money



NOTES:

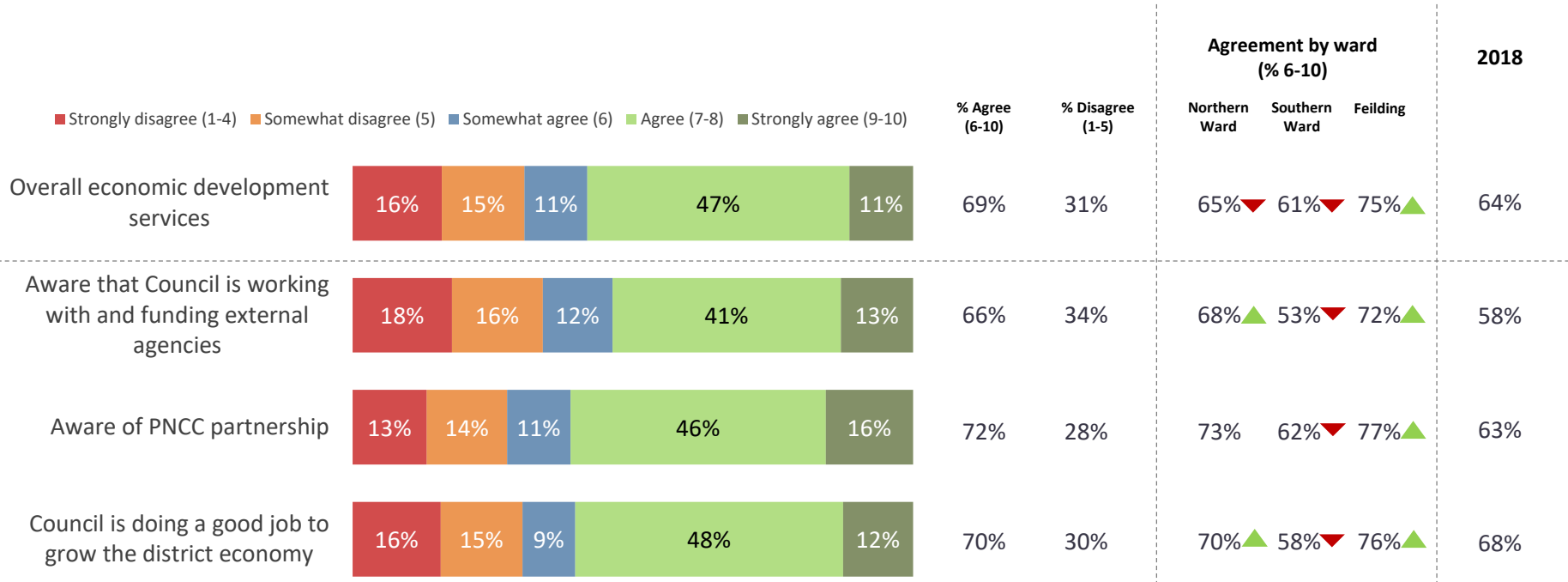
- Sample: n=452
- VM2: Considering all the services and facilities that the Manawātū District Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees? n=413; Excl. DK
- VM1: How would you rate your satisfaction with the Manawātū District Council for... Excl. DK; Rates fair n=405, Other service fair n=346, Ease of making payment n=409



Satisfaction Scores - Other Services

Overall, nearly seven in ten residents (69%) agree with Council's *economic development services*.

Economic Development



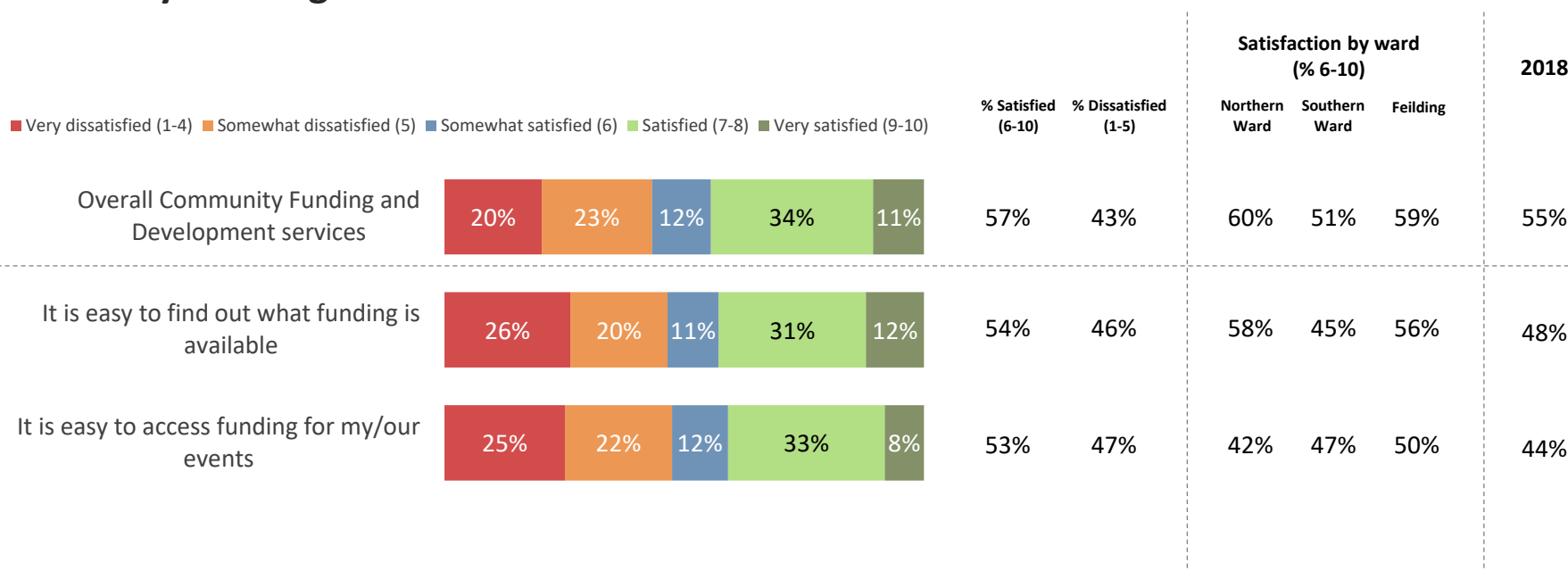
▲ Significantly higher
▼ Significantly lower

NOTES:

- Sample: n=452
- ED1: On the 10-point scale where 1 is 'strongly disagree' and 10 is 'strongly agree', please rate your level of agreement with the following economic development statements? Excl. DK; External agencies n=370, PNCC partnership n=376, Growing district economy n=396

About one in four residents are very dissatisfied with *ease of finding information regarding available funding* (26%) and with *ease of access to funding for their events* (25%).

Community Funding

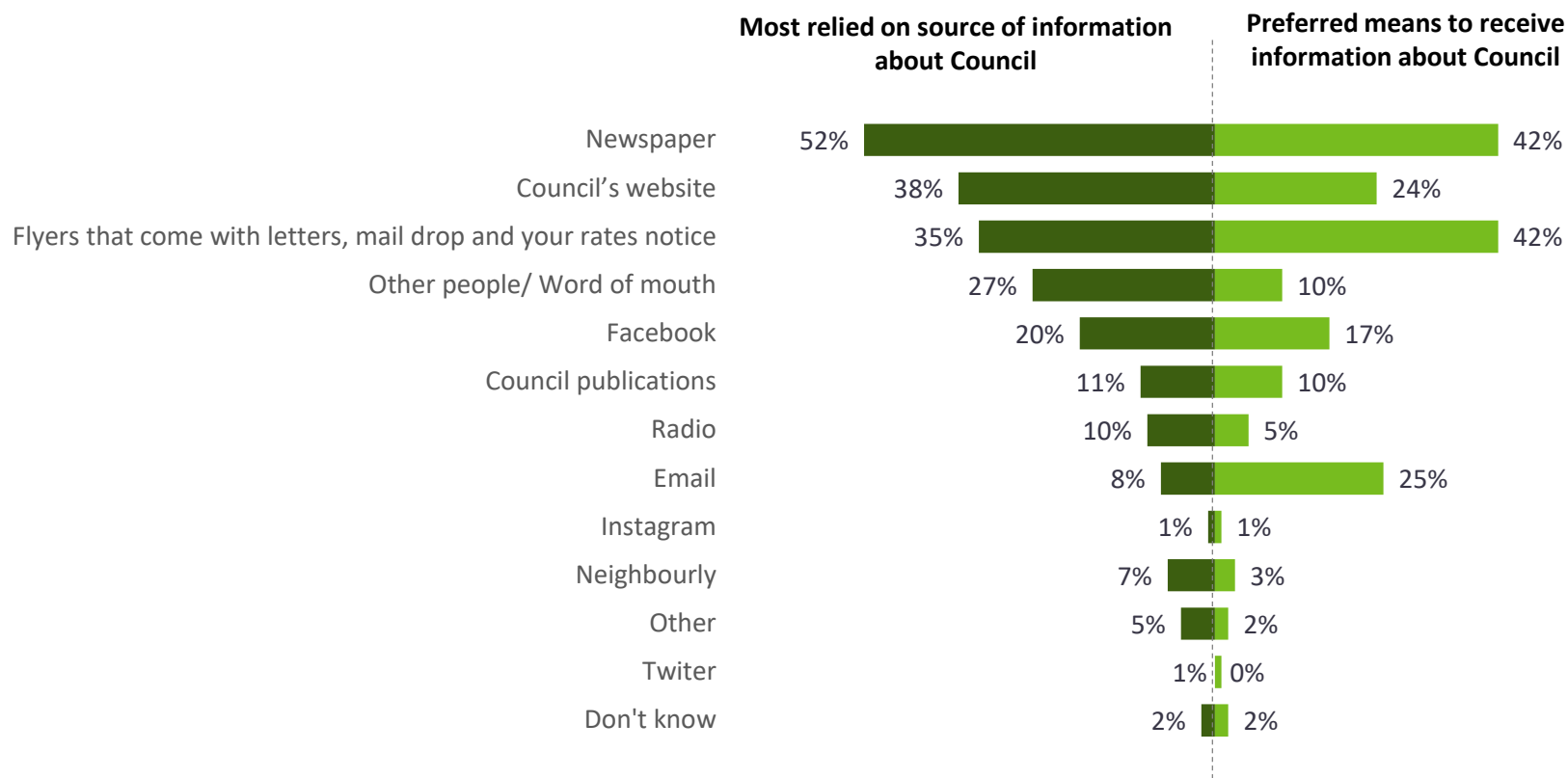


NOTES:

- Sample: n=452
- CFU1: On the 10-point scale where 1 is 'strongly disagree' and 10 is 'strongly agree', please rate your level of agreement with the following community funding statements? Excl. DK; Ease of finding available funding n=239, ease of access n=182

More than half of residents (52%) rely on *newspapers* as a source of information about Council. About two in five residents (42%) prefer *newspapers and flyers that come with letters, mail and rates notice* as means of receiving Council information.

Communication and Engagement



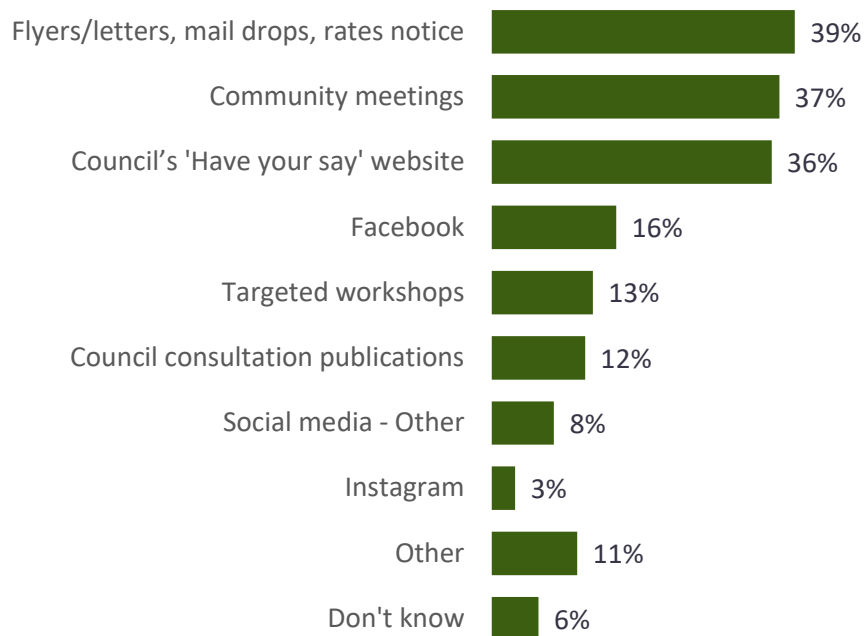
NOTES:

1. Sample: n=452
2. CM1: Which of the following do you most rely on for information about the Manawātū District Council? [multiple response]
3. CM4: How would you prefer to receive information from Manawātū District Council? [multiple response]

The most preferred means for engagement in decision-making process are through *flyers/letters, mail drops and rates notice*, followed by *community meetings and Council's 'Have your say' website*.

Communication and Engagement

**Preferred means for engagement
in decision-making process**

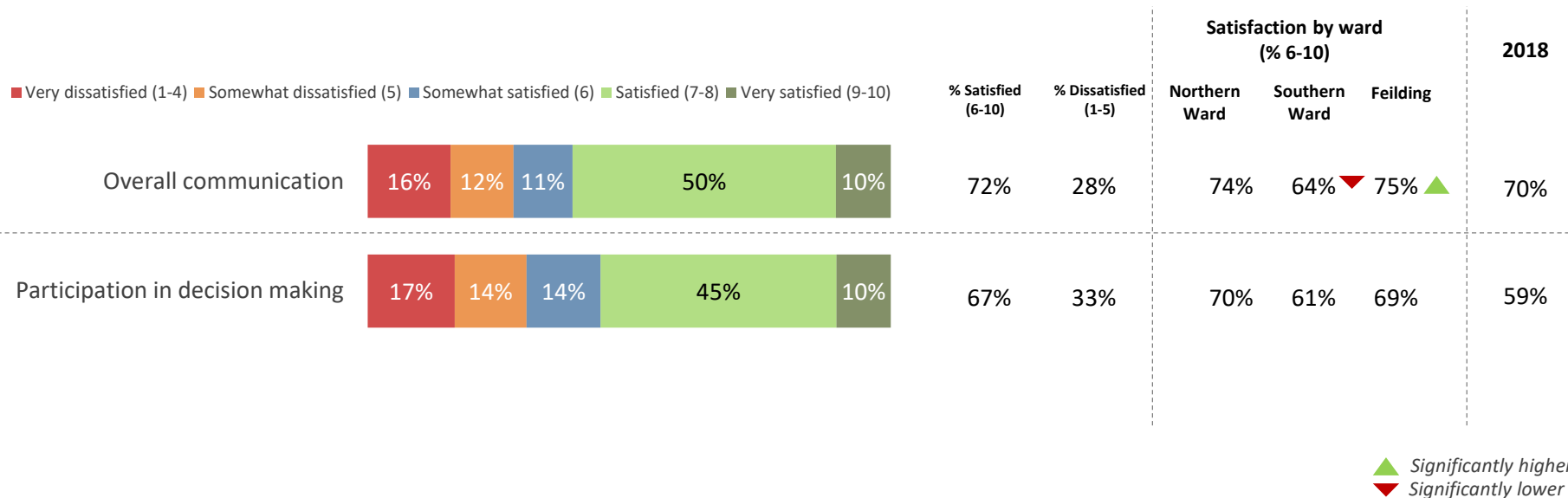


NOTES:

1. Total Sample: n=452
2. CM5: Thinking about when Council wants your input to decisions, how would you prefer to engage in the process?

Feilding residents are more likely to be satisfied with *overall communication* than Southern Ward residents.

Communication and Engagement



NOTES:

1. Total Sample: n=452
2. CM2: How would you rate council for keeping the public informed? n=436; Excl. DK
3. CM3: How satisfied are you with how easy the council makes it for you to participate in decision making that affects the Manawātū district? n=399; Excl. DK

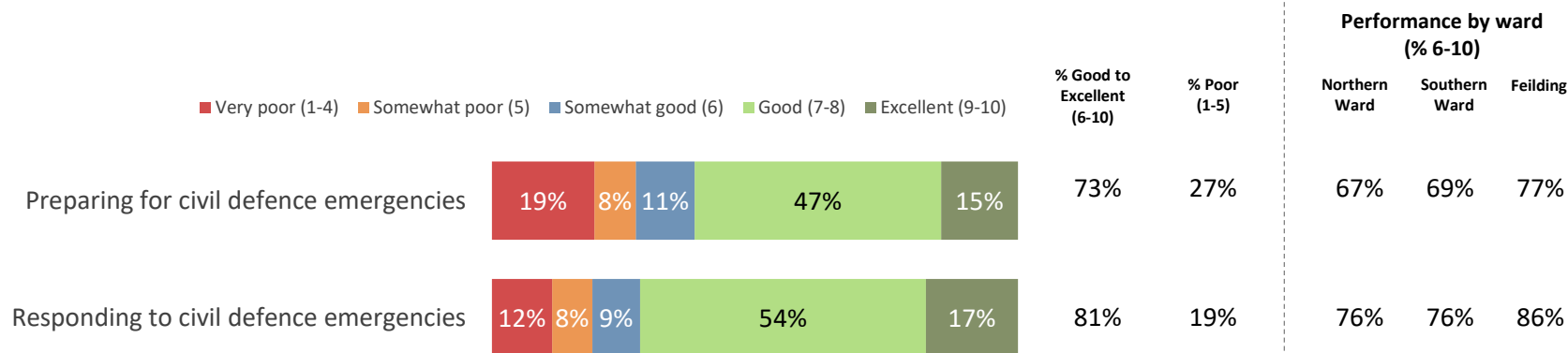
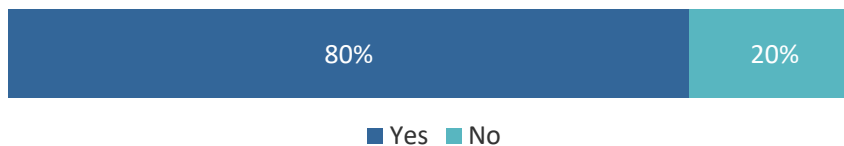


Satisfaction Scores – Civil Defence

Majority of households are *prepared for an emergency* (80%). Around seven in ten residents rate Council's performance in *preparing for civil defence emergencies* as good to excellent (73%).

Civil Defence

Ready for an emergency?



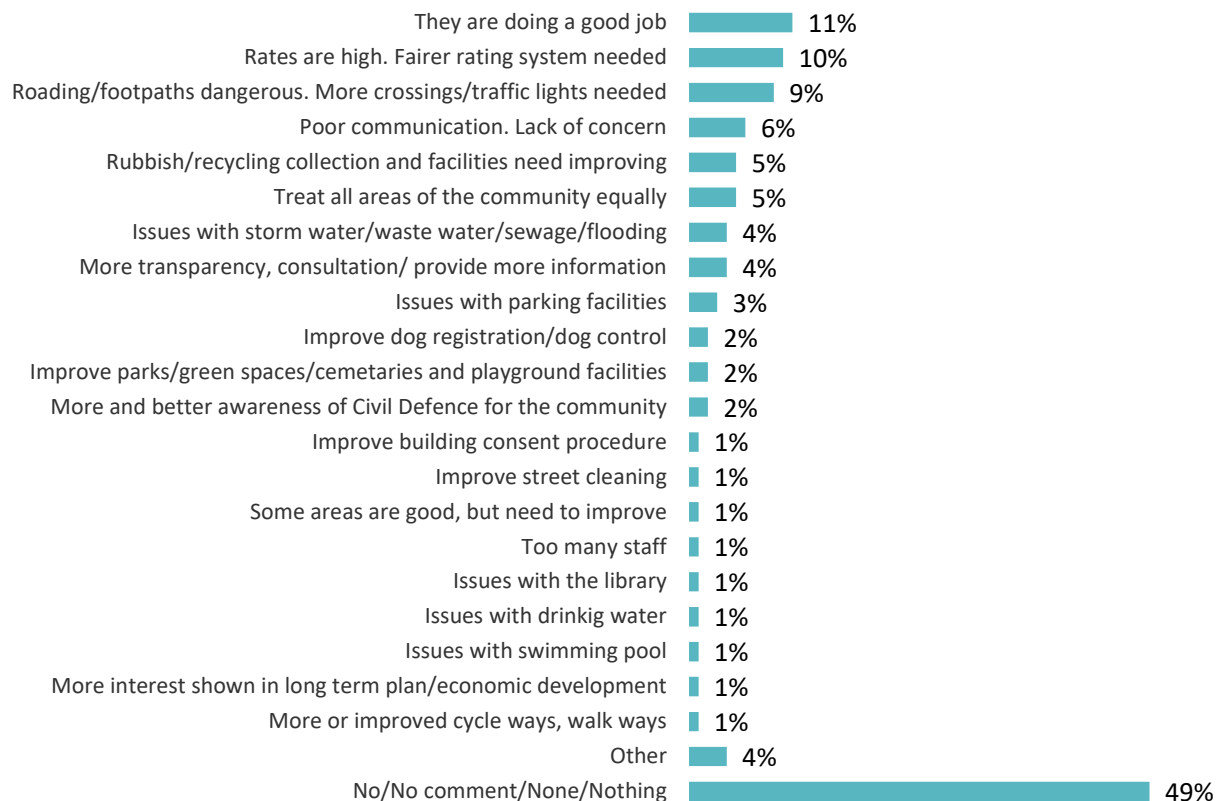
NOTES:

1. Total Sample: n=452
2. CD1: Is your household ready for any emergency by having stored water, food, survival items and a household emergency plan?
3. CD2: Based on your experience and impressions, how would you rate the Council's performance in providing Civil Defence services? Use the 1 to 10 scale where 1 means 'poor' and 10 means excellent'. Excl. DK; Preparing for civil defence emergencies n=322, Response to civil defence emergencies n=307

The most general comments about Manawatū District Council is that it is doing a good job but rates are high and there needs to be a fairer rating system (rates).

General comments

General Comments about Manawatū District Council



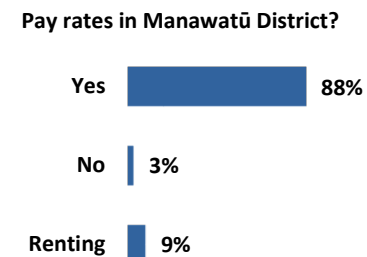
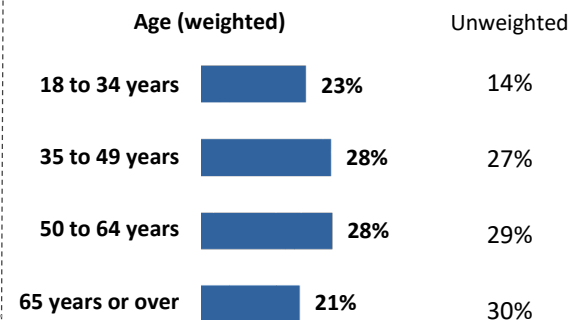
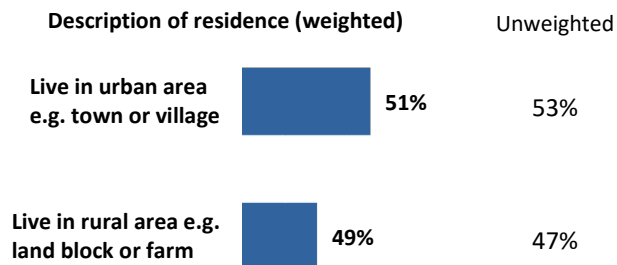
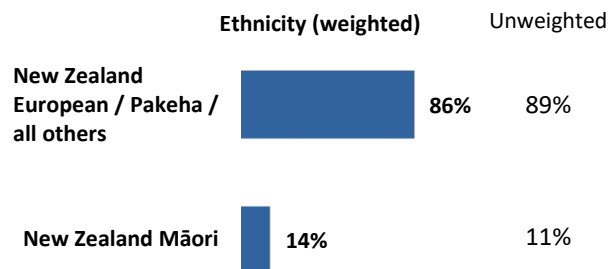
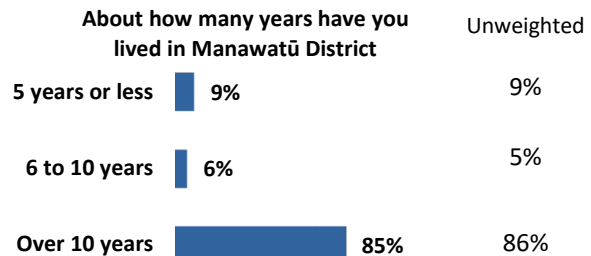
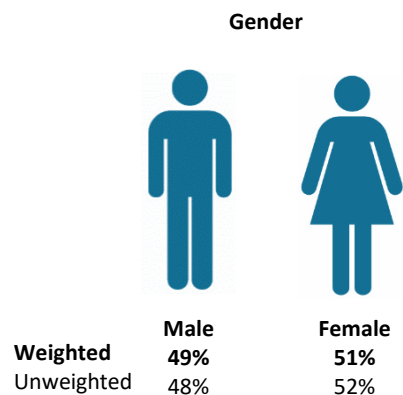
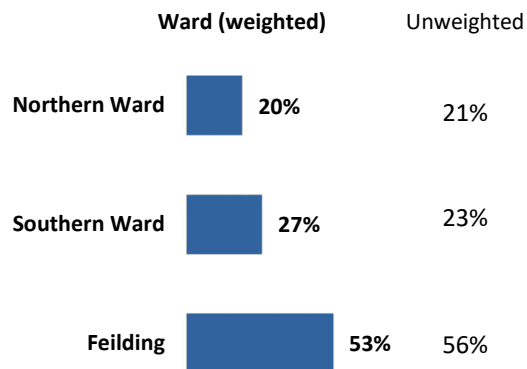
NOTES:

1. Total Sample: n=452
2. GEN1: Are there any other comments that you would like to make about the Manawatū District Council?



Sample Profile

Demographic Profile





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